

## KENT COUNTY COUNCIL –PROPOSED RECORD OF DECISION

**DECISION TO BE TAKEN BY:**

**Bryan Sweetland, Cabinet Member for Commercial & Traded Services**

**DECISION NO:**

15/00035

**For publication**
**Key decision\***

To formally adopt the policy of the Customer Service Policy and its principles within KCC including the recommendations arising from the consultation

**Subject:** Customer Service Policy

**Decision:**

As Cabinet Member for Commercial & Traded Services, I agree for KCC to formally adopting the Customer Service Policy including the recommendations arising from the consultation.

**Reason(s) for decision:**

KCC's transformation plan 'Facing the Challenge' places a heavy importance and a focus on the role of the customer as we move towards a commissioning authority delivery model: -  
 "By 2020, all KCC services will have a greater customer focus with services organised around the needs of service users and residents, not the priorities of the service provider or service professionals."

Facing the Challenge also sets out the direction of travel for our changing relationship with customers as we become a commissioning authority. Our focus will now be on how we evidence active engagement with customers in the design and delivery of their services, rather than on our historic understanding of their needs.

**Cabinet Committee recommendations and other consultation:**

The policy was originally discussed Policy and Resources Committee in January 2015. The Customer Service Policy was consulted on with the Public from 10th March 2015 – 12th May 2015.

**Any alternatives considered:** Not applicable

**Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:** None

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signed

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date