

Harrogate Borough Council
THE FORWARD PLAN OF KEY DECISIONS

1a. Dept Reference: Innovate Customer Access	1b. Plan Ref No: 08/12/CPI4 (Assigned by DoA)
2. Key Decision: (Title of item and description of the matter and why it is considered a key decision) Following investigation through the Innovate Customer Programme, to agree the location for the Ripon Customer Contact Centre and the interim Harrogate Customer Contact Centre, both to be implemented by April 2013. Additionally to agree the delivery method of services within the remaining district areas of Boroughbridge, Knaresborough, Masham and Pateley Bridge. Considered to be a key decision because it affects multiple wards.	
3. Decision By: (Name and title of the decision maker - if Cabinet indicate and list members by name only) Council or Cabinet – Councillors Anthony Alton, Margaret Atkinson, Mike Chambers, Ivor Fox, Phil Ireland, Pat Jones and Alan Skidmore.	
4. Expected Date of the Decision: (or period within which decision will be made) Project ongoing-to be advised	
5a. Principal Consultees: (List below)	5b. Means of Consultation: (List below)
<ul style="list-style-type: none"> • Customer Board • Corporate Management Team 	<ul style="list-style-type: none"> • Face to face meetings • Report to Cabinet
6. Documents Submitted to the Decision Maker: (NB - Do not list any documents which are in draft form: indicate if document is exempt) Report to Cabinet by Director of ICT. Due to potential commercial sensitivities, the document is exempt.	
7. NOTES FOR PUBLIC (i) If you wish to make representations about this decision they should be sent in writing by: 1 October 2012 to: Mike Kenworthy Director of ICT Council Offices Crescent Gardens Harrogate HG1 2SG Tel: 01423 556088 Email: mike.kenworthy@harrogate.gov.uk	
(ii) If you require copies of documents shown at 6. above or as documents become available, please complete a document request form or contact the above address or telephone. Please Note: documents marked exempt are confidential and will not be made public.	