

NORTH EAST DERBYSHIRE DISTRICT COUNCIL

**RECORD OF DECISION TAKEN BY THE
EXECUTIVE DIRECTOR - TRANSFORMATION**

30 June 2015

Contact Centre Public Opening Hours

Authority for decision	Decision	Reasons	Alternative options considered and rejected	Conflicts of interest and any dispensation
<p>9 General powers delegated to all Executive Directors and Assistant Directors</p> <p>9.9 To decide the terms upon which services will be provided to the public (which may include providing services on different terms to different individuals or classes of individuals).</p>	<p>To adjust the opening hours of the Contact Centre to the public Monday to Friday 9.00 – 5.00 pm at both Saltergate and Mill Lane from Monday 6th July 2015.</p>	<p>Rationalisation of Contact Centre and reception opening hours to make best use of resources split over 2 locations</p>	<p>Keep existing opening hours. Rejected in favour of more efficient use of resources.</p>	<p>The Contact Centre staff have been consulted on this.</p>

Please complete the following where relevant:

Key Decision?	Confidential/ Exempt (if yes, please state paragraph)?	Do General Exception or Special Urgency Rules apply to this decision?	Consultation has taken place with the Section 151 & Monitoring Officer?	The Leader, Deputy Leader or relevant Portfolio Member have been consulted?
Yes/No	Yes/No (Paragraph#)	Yes /No	Yes/ No	Yes/No

Authorising Signature: 

Job title: *Executive Director*

To be completed by PA to Director of Transformation:

Unique Reference Number: DD/107/15/PH.....

Date decision may be implemented following call in (if necessary):

Circulation to:

- Councillors
- Chief Executive
- Monitoring Officer
- Section 151 Officer
- Scrutiny Officer
- Internal Audit