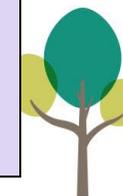


The following items set out key decisions to be taken by the Executive:-



Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
<p>20 <b>Customer Service Transformation Programme – Appointment of Implementation Partner</b></p> <p>To appoint an implementation partner to undertake an organisational wide major programme of transformational change for customer service.</p> <p>James McLaughlin: Assistant Chief Executive</p>	<p><b>Cabinet - Adults Social Care and Health (Cllr Hartwell)</b></p>	<p>Public</p>	<p>June 2024</p>	<p>No</p>	<p>Report and Outline Business Case</p>



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