

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Customer Experience Service Restructure

2. **SERVICE AREA:** Customer Services

3. **PURPOSE OF DECISION**

The Customer Experience Service has been allocated a 20% revenue budget saving effective from 1 April 2025. This represents a saving required of £416,332.

The Delegated Decision Report outlines a new service structure subject to consultation to achieve the budget saving and the process and timings that will be followed to deliver this.

4. **DECISION MADE BY:** Cabinet Member - Culture and Leisure

5. **DECISION:**

RESOLVED - To review and approve the proposed service structure subject to consultation - the new structure aims to minimize the impact on the quality and responsiveness of service delivered to residents as well as minimize the people impact and risk of redundancies within the customer experience team.

6. **REASON FOR DECISION**

To approve a new service structure subject to consultation to achieve the budget saving and the process and timings that will be followed to deliver this.

7. **ALTERNATIVE OPTIONS CONSIDERED**

Alternative options will be considered by the team during the consultation period.

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None

9. **PRINCIPAL GROUPS CONSULTED:** Detailed in the report

10. **DOCUMENT CONSIDERED:** DDR Customer Experience Restructure 05 February 2025.pdf