

RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY AN OFFICER

| Decision Maker | Decision Type | Date |
|---------------------|--------------------------------|-----------------|
| Steve Hughes | Administrative Decision | 21.02.25 |

Customer Experience Service Restructure

| | | |
|-----------------------------------|--|-----------|
| Exempt/Confidential Report | | No |
| Key Decision | | No |

Decision (s)

To 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.

Reasons for the decision(s)

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.

Options/Alternatives considered

Alternative options to achieve the £416,332 from colleagues from the service will be captured and reviewed during the consultation process.

Conflict of Interest declared¹

None



Oldham
Council

Signature of Steve Hughes, Assistant Director Strategy and Performance

A handwritten signature in black ink, appearing to read "Steve Hughes".

.....

In consultation with Cllr Peter Dean, Cabinet Member for Thriving Communities

A handwritten signature in black ink, appearing to read "Peter Dean".

.....

Decision made pursuant to:

- a) General delegation under the Council's officer scheme of delegation.
Non-contract decisions up to £250k.**