

RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY AN OFFICER

| Decision Maker | Decision Type | Date |
|-----------------------|-------------------------|----------------------|
| Fiona Greenway | Administrative Decision | 10 March 2026 |

Customer Operations Service Consultation

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

Decision (s)

To approve the proposed Customer Operations restructure (Option C), including changes to service design, line management and roles, the creation of additional Customer Support Officer posts, and the cessation of the Support and Inclusion Team and Warm Homes as a standalone function, subject to formal consultation.

Reasons for the decision(s)

The associated Delegated Decision Report (DDR) seeks approval to implement a revised Customer Operations structure aligned to the new Customer Empowerment Framework, designed to strengthen frontline capacity, improve outcomes for residents, and provide a sustainable approach to managing demand. This proposal is not being progressed to deliver budget savings and will be implemented within existing budget.

Options/Alternatives considered

Option C: To approve a revised Customer Operations structure aligned to the operating model and Customer Empowerment framework. It includes the cessation of a number of existing roles and the creation of new roles that better reflect how the service operates in practice.

Conflict of Interest declared

None

Signature of Fiona Greenway, Executive Director of Resources

F. Greenway.

Decision made pursuant to:

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