

Cabinet Work Programme – Report Tracker

(A Report Tracker **must** be completed and returned to the Senior Committee Clerk (doccampbell@swindon.gov.uk) before any item can be included on the Cabinet Work Programme.

Please note that the tracker will be available as part of the Cabinet Work Programme support information on the website

Mark clearly any private and confidential information that the Chief Monitoring Officer will need to review a request that the decision be taken as a private and confidential item. This will be removed from the final tracker.

[Please over-type any instructions or guidance in blue]
[Note well any advice in red]

1. **Subject:- Corporate Customer Feedback Policy**
2. **Summary of the Issue:- Alterations to the Corporate Customer Feedback Policy following a review of the Council's current policy.**
3. **Key Decision:- Yes/No**

(Key Decisions are defined in the Constitution as any decision in relation to a Cabinet (Executive) function that results in the Council incurring spending that is, or the making of a saving that is, significant having regard to the budget for the service or function to which the decision relates; or a decision that is likely to have a significant impact on two or more Borough Council wards.)
4. **Private and Confidential:- Yes/No**

* if "yes", advise of the relevant paragraph(s) of the Act and provide sufficient details about why the report should be so classified (e.g. summary of the key facts).

NB Items will not be put on the Cabinet Forward Plan as private and Confidential unless the Chief Legal Officer (Monitoring Officer) and the Senior Committee Clerk have reviewed the reasons why this item meets the criteria. Officers must send in this tracker in good time for the Chief Legal Officer to review and give 28 days' notice to the public.

The following intranet link advises of the 7 categories of exempt information:

<http://sbcvpwmmgv02:9070/documents/s91898/09Part42AccessToInformationProcedureRulesDCC.doc.pdf>

5. **Date for Consideration by Cabinet:- 04/12/2019**
6. **Author / Report Originator and Responsible Officer:-**
Rob Brown (Head of Customer Services, Registrars and Bereavements)
Amalia Morris (Customer Feedback & Insight Officer)

(NB if you do not provide a job title, the tracker will be returned)

7. Responsible Cabinet Member: – Cllr Keith Williams (Cabinet Member for Corporate Services and Operational Excellence)

(please note that the Responsible Cabinet Member must be advised before an item is submitted for inclusion in the Cabinet Work Programme)

8. Background Papers:-

(The Background Papers relating to Agenda Items / Key Decisions that are currently available.)

9. Full Details of Officer Contact (telephone/e-mail) where representations on the Key Decision / Decision can be made:-

Name: Rob Brown and Amalia Morris

Email: rbrown2@swindon.gov.uk or amorris@swindon.gov.uk

Phone Number: 07823525226

(NB unless you provide all the information needed, the tracker will be returned.)