



**Open Report on behalf of Debbie Barnes OBE, Chief Executive**

Report to:	<b>Overview and Scrutiny Management Board</b>
Date:	<b>26 August 2021</b>
Subject:	<b>Customer Strategy</b>

**Summary:**

This item invites the Overview and Scrutiny Management Board to consider a report regarding the Customer Strategy.

This decision is due to be considered by the Leader of the Council (Executive Councillor: Resources, Communications and Commissioning) on 07 September 2021. The views of the Overview and Scrutiny Management Board will be reported to the Leader of the Council as part of his consideration of this item.

**Actions Required:**

The Overview and Scrutiny Management Board is invited to:

- 1) consider the attached report and to determine whether the Board supports the recommendation to the Leader of the Council as set out in the report.
- 2) agree any additional comments to be passed on to the Leader of the Council in relation to this item.

**1. Background**

The Leader of the Council is due to consider the Customer Strategy on 07 September 2021. The full report to the Leader of the Council is attached at Appendix 1 to this report.

**2. Conclusion**

Following consideration of the attached report, the Board is requested to consider whether it supports the recommendation in the report and whether it wishes to make any additional comments to the Leader of the Council. Comments from the Board will be reported to the Leader of the Council for consideration.

### 3. Consultation

The Overview and Scrutiny Management Board is being consulted on the proposed decision of the Leader of the Council (Executive Councillor: Resources, Communications and Commissioning) on 07 September 2021.

### 4. Appendices

These are listed below and attached at the back of the report	
Appendix 1	Report to the Leader of the Council (Executive Councillor: Resources, Communications and Commissioning) on Customer Strategy.

### 5. Background Papers

No background papers within the meaning of section 100D of the Local Government Act 1972 were used in the preparation of this Report.

This report was written by Andrew Hancy, who can be contacted on 01522 554031 or [andrew.hancy@lincolnshire.gov.uk](mailto:andrew.hancy@lincolnshire.gov.uk).