

**OFFICER DELEGATION SCHEME  
RECORD OF OPERATIONAL DECISION**



**TO BE UPLOADED TO THE INTERNET BY DEMOCRATIC SERVICES**

<b>Date:</b> 03/04/2020	<b>Ref No:</b> LR040
<b>Type of Operational Decision:</b>	
<b>Executive Decision</b> <input style="width: 150px; height: 25px;" type="text" value="x"/>	<b>Council Decision</b> <input style="width: 150px; height: 25px;" type="text"/>
<b>Status:</b> for publication	
<b>Title/Subject matter:</b> Approval to suspend Corporate Core Complaints, FOIs and members case work	
<b>Budget/Strategy/Policy/Compliance</b> – Is the decision:	
(i) within an Approved Budget	Yes
(ii) in accordance with Council Policy	Yes
<b>Equality Impact Assessment</b> [Does this decision change policy, procedure or working practice or negatively impact on a group of people? <b>If yes</b> – complete EIA and summarise issues identified and recommendations – forward EIA to Corporate HR]	No

**Details of Operational Decision Taken [with reasons]:**

To suspend Corporate Core Complaints, FOIs and members case work.

These services are provided by the contact centre and are Priority 2 from a business continuity perspective. There is a need to divert resources to Priority 1 services at this time, including call agents handling calls to the community hub from vulnerable residents.


Therefore, it is proposed to suspend these services temporarily.

This will be in line with the decision made around Children’s Services Complaints made on 30/03/2020:

1. Unless there is a safeguarding concern, complaints falling under the remit of the following areas will not be responded to:

- Children’s Social Care Complaints
- Children’s Corporate Complaints (including school transport & SEN)

2. The processing of Subject Access Requests (SARs) and Freedom of Information Requests (FOIs) will be temporarily ceased. We will however continue to respond to Protocol Compliance Disclosure Requests (PCDR) to assist the Police in criminal activity.

<b>Decision taken by:</b>	<b>Signature:</b>	<b>Date:</b>
Executive Director or Chief/Senior Officer		03/04/2020
<b>Members Consulted [see note 1 below]</b>		
Cabinet Member/Chair		
Lead Member		
Opposition Spokesperson		

**Notes**

1. It is not generally a requirement to consult with any Members on Operational Decisions but where a Chief Officer considers it necessary to consult with the appropriate Cabinet Member and/or Lead Member, they must sign the form so as to confirm that they have been consulted and that they agree with the proposed action. The signature of the Opposition Spokesperson should be obtained to confirm that he/she has been consulted.
2. **This form must not be used for urgent decisions.**