

# Northampton Borough Scrutiny Panel 3 Customer Services



Please find enclosed the agenda and supporting papers for Scrutiny Panel 3 Customer Services

Date: **Thursday, 5 January 2012**

Time: **6:00 pm**

Place: **The Jeffrey Room, St. Giles Square, Northampton, NN1 1DE.**

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer, email [ttiff@northampton.gov.uk](mailto:ttiff@northampton.gov.uk), telephone 01604 837408 (direct dial) who will be able to assist with your enquiry. For further information regarding Scrutiny Panel 3 Customer Services please visit the website [www.northampton.gov.uk/scrutiny](http://www.northampton.gov.uk/scrutiny)

## Members of the Panel

Chair	Councillor Mike Hallam
Panel Members	Councillor Tony Ansell Councillor Dennis Meredith Councillor David Palethorpe Councillor Terry Wire DL

## Calendar of meetings

Date	Room
2 February 2012 6.00pm 1 March 2012 6.00pm 21 March 2012 6.00pm 19 April 2012 6.00pm	All meetings to be held in the Jeffrey Room at the Guildhall unless otherwise stated

# Northampton Borough Scrutiny Panel 3 Customer Services

## Agenda

Item No	Title	Pages	Action required
1	<b>Apologies</b>		Members to note any apologies and substitution
2	<b>Declarations of Interest (including Whipping)</b>		Members to state any interests
3	<b>Deputations/ Public Addresses</b>		<p>The Chair to note public address requests.</p> <p>The public can speak on any agenda item for a maximum of three minutes per speaker per item. You are not required to register your intention to speak in advance but should arrive at the meeting a few minutes early, complete a Public Address Protocol and notify the Scrutiny Officer of your intention to speak.</p>
4	<b>To set the scope of the Review</b>	1 - 2	The Scrutiny Panel to scope the Review.
5	<b>Background Information</b>	3 - 57	To consider the final report of the Customer Services Review of 2009 as background information.