

Northampton Borough Scrutiny Panel 3 Customer Services



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

Date: **Wednesday, 21 March 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, 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

Members of the Panel

Chair	Councillor Mike Hallam
Panel Members	Councillor Tony Ansell Councillor Dennis Meredith Councillor David Palethorpe Councillor Terry Wire DL
Co-opted Member	County Councillor Marion Minney

Calendar of meetings

Date	Room
19 th April 2012	All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated

Northampton Borough Scrutiny Panel 3 Customer Services

Agenda

Item No and Time	Title	Pages	Action required
1. 6.00PM	Apologies		Members to note any apologies and substitution.
2	Minutes	1 - 6	Members to approve the minutes of the meeting held on 1 March 2012.
3	Deputations/Public Addresses		<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	Declarations of Interest (Including Whipping)		Members to state any interests
5. 6.05- 6.40PM	Presentation Ford Retail		The Scrutiny Panel to receive a presentation from the Customer Services Director, Ford Retail, on its Customer Experience Programme.
6	Witness Evidence - Expert witnesses		The Scrutiny Panel to receive the responses to its core questions from:
6 (a) 6.40- 6.55PM	Director, Enterprise Management Services	7 - 8	The Director of Enterprise Management Services to provide a response to the Panels core questions.
6 (b) 6.55 7.10 PM	Report back from Northampton Federation of Residents Association Focus Group	9 - 10	The Scrutiny Panel to consider the response to its core questions from the Northampton Federation of Residents' Association Focus Group.
6 (c) 7.10- 7.25 PM	Managing Director, Northampton Leisure Trust	11 - 17	The Scrutiny Panel to consider the written response to its core questions from the Managing Director, Northampton Leisure Trust.

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7	Evidence from Partners		
8	Councillors' observations and comments on their Customer Services facilities at NBC	18 - 19	The Scrutiny Panel to consider a briefing note detailing Councillors observations and comments on their experiences of Customer Services at NBC
9	Baseline Data	20 - 29	The Panel to consider :- <ol style="list-style-type: none"> 1. One Stop Shop Performance data for 2 May – 31 December 2011 2. CCTV in the One Stop Shop 3. Emergency Criteria data
10	Report back from site visits.	30 - 32	The Scrutiny Panel to consider the outcomes from the recent site visits. <ul style="list-style-type: none"> • Danes Camp-report attached • EMS site visit – verbal update • Visit to Councils other customer services facilities-verbal update.
11	Desktop Research	33 - 40	The Scrutiny Panel to receive a briefing note detailing desktop research undertaken.
11 (a)	Desktop Research Gentoo	41 - 43	The Scrutiny Panel to receive a briefing note on Gentoo.