

Northampton Borough Scrutiny Panel 3 Customer Services



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

Date: **Thursday, 2 February 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 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
1 March 2012 21 March 2012 19 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	Title	Pages	Action required
1	Apologies		Members to note any apologies and substitution.
2	Minutes	1 - 6	Members to approve the minutes of the meeting held on 5 th January 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	Evidence Gathering		
5 (a)	Baseline data	7 - 46	<p>The Scrutiny Panel to receive the following baseline data:</p> <p>Statistics Targets Call times Performance Indicator data Mystery shopping data Customer Excellence Strategy 2009 – 2012 Surgeries available at Northampton Borough Council's One Stop Shop.</p>
5 (b)	Core Questions - Expert Witnesses.		<p>The Scrutiny Panel to devise a list of core questions to be put to the expert witnesses.</p> <p>Portfolio Holder (Community Engagement) Leader of the Council Director of Finance and Support, NBC Customer Services Manager, NBC</p>

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			<p>Director, Enterprise Management Services (EMS)</p> <p>Director, Northampton Leisure Trust</p> <p>Service Users and Residents' Association Focus Group</p>
5 (c)	Site Visits		<p>The Scrutiny Panel to confirm its site visits to:</p> <p>Internal customer services at NBC</p> <p>Sample of departments within NBC, including the Gateway Project</p> <p>Enterprise Management Service (EMS)</p> <p>Northampton Leisure Trust</p> <p>Local Authority external to Northamptonshire and private sector contact centre</p>
6	Draft Equality Impact Assessment	47 - 55	<p>The Scrutiny Panel to approve the draft Equality Impact Assessment for this Review.</p>