

# Northampton Borough Scrutiny Panel 3 Customer Services



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

Date: **Thursday, 1 March 2012**

Time: **6:00 pm**

Place: **The Court Room - The Guildhall, 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](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
Co-opted Member	County Councillor Marion Minney

## Calendar of meetings

Date	Room
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 and Time	Title	Pages	Action required
1. 6.00PM	Apologies		Members to note any apologies and substitution.
2	Minutes	1 - 4	Members to approve the minutes of the meeting held on 2 February 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	Witness Evidence - Expert Witnesses		The Scrutiny Panel to receive the responses to its core questions from key witnesses.
5 (a) 6.05- 6.25PM	Councillor David Mackintosh, Leader of the Council, and Councillor Brandon Eldred Cabinet Member for Community Engagement	5 - 8	
5 (b) 6.25- 6.45PM	Director of Finance and Support and Head of Customer Services NBC	9 - 18	
5 (c) 6.45 – 7.00PM	Head of Strategic Housing, Head of Landlord Services and Head of Planning	19 - 31	
6	Baseline Data	32 - 34	The Panel to receive budgetary data .
7	Report back from site visits	35 - 39	<p>The Scrutiny Panel to consider the outcomes from the recent site visits.</p> <ul style="list-style-type: none"> <li>• Rugby Borough Council</li> <li>• Customer Services, Northampton Borough Council</li> </ul>