

Northampton Borough Scrutiny Panel 3 Customer Services



NORTHAMPTON
BOROUGH COUNCIL

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

Date: **Wednesday, 23 May 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 01604 827408 or email ttiff@northampton.gov.uk 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

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 - 7	The Panel to approve the minutes of the meeting held on 21 st 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	Mystery Shopping Exercise	8 - 13	Councillor Marion Minney, co-opted member, to report back on her findings on the mystery shopping exercise that she undertook recently.
6	Chair's draft report	14 - 83	The Scrutiny Panel to consider the Chair's draft report and include further conclusions and recommendations as appropriate.