
Scrutiny Review - Customer Services

TUESDAY, 4TH OCTOBER, 2005 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Bevan (Chair), Bax, Bull, Gilbert, Millar, Oatway and Peacock

AGENDA

1. APOLOGIES FOR ABSENCE (IF ANY)

2. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. Where the item is already included on the agenda, it will be dealt with under that item but new items of urgent business will be dealt with at item

3. DECLARATIONS OF INTEREST, IF ANY, IN RESEPECT OF ITEMS ON THIS AGENDA

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest.

4. APPOINTMENT OF EXPERT ADVISER

The Review Panel to approve the appointment of Lydia Dlaboha as an Expert Adviser to this review.

5. CUSTOMER SERVICES KEY PERFORMANCE ISSUES (PAGES 1 - 24)

The Panel to note and comment on the contents of the attached report and receive oral evidence from the Head of Customer Services.

6. REVIEW WORK PLAN (PAGES 25 - 32)

The Panel to note and comment on the contents of the work plan.

7. URGENT BUSINESS

To deal with any new items of urgent business admitted at item 2 above.

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