



**Oversight and Governance**

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## **PERFORMANCE, FINANCE AND CUSTOMER FOCUS OVERVIEW AND SCRUTINY COMMITTEE:**

### **CALL-IN - CHANGES TO CONTACT CENTRE SERVICES**

Friday 18 November 2022

9.30 am

Council House

**Members:**

Councillor Penberthy, Chair

Councillor Finn, Vice Chair

Councillors Churchill, Collins, Haydon, Hulme, Lowry, Partridge, Stevens, Tofan, Vincent and Wheeler.

Members are invited to attend the above meeting to consider the items of business overleaf. For further information on attending Council meetings and how to engage in the democratic process please follow this link - [Get Involved](#)

**Tracey Lee**

Chief Executive

## **Performance, Finance and Customer Focus Overview and Scrutiny Committee**

### **1. Apologies**

To receive apologies for non-attendance submitted by Councillors.

### **2. Declarations of Interest**

Councillors will be asked to make any declarations of interest in respect of items on the agenda.

### **3. Chair's Urgent Business**

To receive reports on business which in the opinion of the Chair, should be brought forward for urgent consideration.

### **4. Call-in: Decision Reference - LI5 22/23 - Changes to Contact Centre Services (Pages 1 - 18)**

The Committee will consider the decision called in by Councillors Haydon, Mrs Aspinall and Coker.