



Democratic Support

Plymouth City Council
Civic Centre
Plymouth PL1 2AA

Please ask for Katey Johns, Democratic
Support Officer,
T 307815

E katey.johns@plymouth.gov.uk
www.plymouth.gov.uk/democracy

Published 2 October 2014

#plymreview

SCRUTINY - CO-OPERATIVE SCRUTINY REVIEWS

CUSTOMER SERVICE STRATEGY

Friday 10 October 2014

10.15 am

Council House (Next to the Civic Centre) Plymouth

Members:

Councillor Kate Taylor, Chair

Councillors Sam Leaves, Sparling and Tuohy.

Members are invited to attend the above meeting to consider the items of business overleaf.

Tracey Lee

Chief Executive

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AGENDA

PART I – PUBLIC MEETING

1. APOLOGIES

To receive apologies for non-attendance submitted by Committee Members.

2. DECLARATIONS OF INTEREST

Members will be asked to make any declarations of interest in respect to items on this 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. CUSTOMER SERVICE STRATEGY

TO FOLLOW

Members will –

- consider the full Customer Service Strategy document;
- explore the Customer and Service Blueprint and Roadmap; and
- scrutinise the Implementation Plan and Outlined Actions

5. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II - PRIVATE MEETING

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.