

Meeting: EAP Connected Communities

Date: Friday 19th April, 2024

Time: 10.00 am

Venue: Council Chamber, The Cube, George Street, Corby NN17 1QG

The meeting will be available for the public to view live at the Democratic Services North Northants YouTube channel:

<https://www.youtube.com/c/DemocraticServicesNorthNorthantsCouncil>

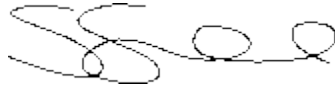
To members of the EAP Connected Communities

Councillor Lloyd Bunday (Chair), Councillor Valerie Anslow, Councillor Wendy Brackenbury, Councillor Bert Jackson, Councillor Ian Jelley and Councillor Richard Levell

Members of the Panel are invited to attend the above meeting to consider the items of business listed on the agenda.

Agenda			
Item	Subject	Presenting Officer	Page no.
01	Apologies for absence		
02	Declarations of Interest		
03	Minutes of the meeting held on 28th February 2024		5 - 8
Items for Discussion			
04	Customer Service Operation Update	Simon Mills	9 - 42
05	Forward List of Items for the EAP <i>Discussion on future themes to bring to the Connected Communities EAP</i>	Guy Holloway	
06	Executive Forward Plan		43 - 56
07	Close of Meeting		

Sanjit Sull, Monitoring Officer
North Northamptonshire Council



Proper Officer
11th April 2024

This agenda has been published by Democratic Services.

Committee Administrator: David Pope

☎ 01536 535661



Public Participation and Attendance

Executive Advisory Panels are not subject to the full Local Government Act 1972 (as amended). Public meeting requirements do not apply for these meetings. If you wish to attend the meeting, please contact the named Democratic Services Officer or email democraticservices@northnorthants.gov.uk

Members' Declarations of Interest

Members are reminded of their duty to ensure they abide by the approved Member Code of Conduct whilst undertaking their role as a Councillor. Where a matter arises at a meeting which **relates to** a Disclosable Pecuniary Interest, you must declare the interest, not participate in any discussion or vote on the matter and must not remain in the room unless granted a dispensation.

Where a matter arises at a meeting which **relates to** other Registerable Interests, you must declare the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but must not take part in any vote on the matter unless you have been granted a dispensation.

Where a matter arises at a meeting which **relates to** your own financial interest (and is not a Disclosable Pecuniary Interest) or **relates to** a financial interest of a relative, friend or close associate, you must disclose the interest and not vote on the matter unless granted a dispensation. You may speak on the matter only if members of the public are also allowed to speak at the meeting.

Members are reminded that they should continue to adhere to the Council's approved rules and protocols during the conduct of meetings. These are contained in the Council's approved Constitution.

If Members have any queries as to whether a Declaration of Interest should be made please contact the Monitoring Officer at – monitoringofficer@northnorthants.gov.uk

Press & Media Enquiries

Any press or media enquiries should be directed through the Council's Communications Team to media@northnorthants.gov.uk

Webcasting

Meetings of the Council will be filmed by the Council for live and/or subsequent broadcast on the Council's website. The whole of the meeting will be filmed, except where there are confidential or exempt items. A copy will be retained in accordance with the Council's data retention policy.

If you make a representation to the meeting, unless you have specifically asked not to appear on the webcast, you are taking positive action to confirm that you consent to being filmed. You have been made aware of the broadcast and entering the Council Chamber you are consenting to be filmed by North Northamptonshire Council and to the possible use of those images and sound recordings for webcasting.

If you do not wish to have your image captured, you should sit in the public gallery area that overlooks the Chamber.

The Council is obliged by law to allow members of the public to take photographs, film, audio-record, blog or tweet the proceedings at public meetings. The Council will only seek to prevent this should it be undertaken in a disruptive or otherwise inappropriate manner.

The Council intends to webcast all of its public meetings held at the Corby Cube, but if it is unable to do so, for the avoidance of doubt, the meeting will continue as scheduled and decisions and minutes made available on the Council's website in the normal manner.

If you have any queries regarding webcasting or the recording of meetings by the public, please contact democraticservices@northnorthants.gov.uk