

Meeting: EAP Service Delivery, Performance and Customers

Date: Monday 28th June, 2021

Time: 9.30 am

To be held virtually (this meeting is not the subject of public meeting requirements)


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

https://www.youtube.com/channel/UCcH_JAaHaMtgHDeMQEVXi2g/videos

To members of the EAP Service Delivery, Performance and Customers:

Councillors Lloyd Bunday (Chair), Jean Addison, Annabel de Capell Brooke, Kirk Harrison, Bert Jackson, Ian Jelley and Richard Levell

| Agenda | | | |
|-----------------------------------|---|--|-----------------|
| Item | Subject | Presenting Officer | Page no. |
| 01 | Apologies for absence | | |
| 02 | Members' Declarations of Interest | | |
| 03 | Notification of requests to address the meeting | | |
| Items requiring a decision | | | |
| 04 | Terms of Reference To discuss and agree the terms of reference of the Service Delivery, Performance and Customers Executive Advisory Panel | Lisa Hyde (Director of Transformation) | 5 - 8 |
| Items to note | | | |
| 05 | Restoration of Customer Services Post-Covid | Geoff Kent (Assistant Director - Customer Services) | 9 - 12 |

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|--|--|---|-----------------|
| 06 | Leisure Services - Covid Impact <i>Discussion to inform a future report to Executive.</i> | Kerry Purnell (Assistant Director Housing and Communities) | Verbal Update |
| 07 | Discretionary Voluntary Sector Grants Policy <i>Discussion to inform a future report to Executive.</i> | Kerry Purnell | Verbal Update |
| 08 | Identified Areas of Interest <i>To discuss and to share views on areas that the panel may wish to consider to inform the future EAP Work Programme.</i> | All | Discussion Item |
| Exempt Items | | | |
| 09 | None Notified | | |
| 010 | Close of Meeting | | |
| <p>Adele Wylie, Monitoring Officer North Northamptonshire Council</p>  <p>Proper Officer 18th June 2021</p> | | | |

This agenda has been published by Democratic Services.

Committee Administrator: David Pope

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Meetings:

This meeting will be held using the Zoom platform.

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 and Media Enquiries

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

Public Enquiries

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