

Meeting: EAP Service Delivery, Performance and Customers
Date: Thursday 12th May, 2022
Time: 3.30 pm
Venue: Lahnstein Room, Kettering Municipal Offices, Bowling Green Road, Kettering, NN15 7QX

To members of the EAP Service Delivery, Performance and Customers

Councillors Lloyd Bunday (Chair), Jean Addison, Bert Jackson, Ian Jelley, King Lawal and Richard Levell

Agenda			
Item	Subject	Presenting Officer	Page no.
01	Apologies for Absence		
02	Members' Declarations of Interest		
03	Minutes of the Meeting Held on 21st March 2022		5 - 10
Items for Discussion			
04	Enterprise Telephony including IT Infrastructure, Architecture and Contact Centre	Geoff Kent / Nana Barfi-Sarpong	11 - 22
05	Executive Forward Plan and Panel Work Programme	Lisa Hyde	23 - 32
06	Date of Next Meeting - 29th June 2022 To receive items relating to Service Delivery, Performance and Customers scheduled to be considered by Executive at its meeting on 14 th July 2022.		

This agenda has been published by Democratic Services.
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Public Participation

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

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