

AGENDA

**CUSTOMER AND SUPPORT GROUP CONTRACT REVIEW
MEMBER WORKING GROUP**

MONDAY 25TH JULY, 2016

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, NW4 4BG

**TO: MEMBERS OF THE CUSTOMER AND SUPPORT GROUP CONTRACT REVIEW
MEMBER WORKING GROUP**

Chairman: Councillor Anthony Finn

Members:

Councillor Geoff Cooke

Councillor Sury Khatri

Councillor Kathy Levine

Councillor Peter Zinkin

Contact:

Helen Sunderland, 020 8359 3790, helen.sunderland@barnet.gov.uk

Note: This Member Working Group is an informal body and is therefore outside of the formal governance framework of the Council. Consequently Constitutional provisions do not apply and the Working Group has been able to define their own working arrangements. Findings from the Working Group will be reported to the Performance and Contract Management Committee.

ORDER OF BUSINESS

Item No	Title of Report	Pages
1	WELCOME AND APOLOGIES	
2	SUMMARY OF SERVICES	1 – 4
3	<p>EVIDENCE SESSION</p> <p><i>The Chairman has indicated that approximately one hour will be allocated to allow the public to make verbal representation at the meeting on the operation of the Customer and Support Group contract. The amount of time allocated to each resident, trader or business representative to speak will depend on the number of people who have requested to speak at the meeting. The Chairman will announce the detailed arrangements at the start of the meeting. Members of the Working Group will have the opportunity to ask questions of members of the public making verbal representations at the meeting. The Group would like to hear representations from as many people as possible to inform their recommendations.</i></p>	
4	<p>CONSIDERATION OF WRITTEN SUBMISSIONS</p> <p><i>The Working Group has requested that residents, traders and businesses make written submissions if they are unable to attend the meeting. The Group will consider these submissions following the verbal evidence gathering session.</i></p>	
5	DISCUSSION AND AGREEMENT OF ACTIONS	

FACILITIES FOR PEOPLE WITH DISABILITIES

Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Helen Sunderland helen.sunderland@barnet.gov.uk 020 8359 7034. People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

FIRE/EMERGENCY EVACUATION PROCEDURE

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You should proceed calmly; do not run and do not use the lifts.

Do not stop to collect personal belongings

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