

Broadland Service Improvement and Efficiency Committee

Agenda

Members of the Broadland Service Improvement and Efficiency Committee

Cllr Justine Thomas (Chairman)

Cllr Grant Nurden (Vice-Chair)

Cllr Peter Bulman
Cllr Sue Catchpole
Cllr Stuart Clancy
Cllr Susan Holland
Cllr Ken Kelly

Cllr Ian Mackie
Cllr Martin Murrell
Cllr Sue Prutton
Cllr Dan Roper

Date & Time:

Wednesday, 24 August 2022 at 6.00 pm

Place:

Council Chamber - Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, NR7 0DU

Contact:

Dawn Matthews, tel
Email: committee.bdc@southnorfolkandbroadland.gov.uk
Website: <http://www.southnorfolkandbroadland.gov.uk/>

Public Attendance:

If a member of the public would like to attend to speak on an agenda item, please email your request to committee.bdc@southnorfolkandbroadland.gov.uk, no later than 5.00pm Friday, 19 August 2022.

AGENDA

1. **To receive declarations of Interest from Members (guidance attached)** (Pages 3 - 4)

2. **To report apologies for absence and to identify substitute members**

3. **To confirm the minutes from the meeting of the Service Improvement and Efficiency Committee held on 17 May 2022** (Pages 5 - 12)

4. **Collaboration Working Group** (Pages 13 - 26)

5. **Using intelligence to achieve a First-Class Customer Service** (Pages 27 - 38)

6. **Exclusion of the Press and Public**
To consider whether to pass a resolution under section 100A of the Local Government Act 1972 to exclude the Press and Public from the meeting for the following items of business on the grounds that the consideration of the items is likely to involve the disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Act.

7. **Options on Provision of a Future Fraud Service** (Pages 39 - 80)