

# Broadland Service Improvement and Efficiency Committee

## Agenda

### Members of the Broadland Service Improvement and Efficiency Committee

Cllr Lisa Starling (Chairman)  
Cllr Adrian Crotch  
Cllr Jonathan Emsell  
Cllr James Harvey  
Cllr Ken Kelly  
Cllr Paul Newstead

Cllr Bibin Baby (Vice-Chair)  
Cllr Richard Potter  
Cllr Dave Thomas  
Cllr Emma Tovell  
Cllr Tony Yousefian

### Date & Time:

Wednesday, 18 October 2023 at 6.00 pm

### Place:

Upper & Lower Yare - Horizon Centre, Peachman Way, Norwich, NR7 0WF

### Contact:

James Overy, tel 01603 430540  
Email: [committee.bdc@southnorfolkandbroadland.gov.uk](mailto: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](mailto:committee.bdc@southnorfolkandbroadland.gov.uk), no later than 5.00pm Friday, 13 October 2023.

# AGENDA

1. **Declarations of Interest** (Pages 3 - 5)  
To receive declarations of Interest from Members (guidance attached).
2. **Apologies for absence**  
To report apologies for absence and to identify substitute members
3. **Minutes** (Pages 6 - 8)  
To confirm the minutes from the meeting of the Service Improvement and Efficiency Committee held on 3 July 2023, and consider any matters arising.
4. **Customer Experience Programme - Business Case** (Pages 9 - 42)