

TONBRIDGE & MALLING BOROUGH COUNCIL

CABINET

06 September 2006

Report of the Customer Services Manager

Part 1- Public

Matters for Recommendation to Council

1 CUSTOMER SERVICES STRATEGY

A report on the above matter was considered by the Policy and Best Value Committee on 23 August as part of the Council's policy framework. Members are referred to that report, and the recommendation contained therein.

1.1 Legal Implications

1.1.1 The Borough Solicitor has confirmed that the Scheme complies with existing legislation as detailed in the report referred to above.

1.2 Financial and Value for Money Considerations

1.2.1 As set out in the report referred to above.

1.3 Risk Assessment

1.3.1 As set out in the report referred to above.

1.4 Recommendations

1:4:1 The Policy and Best Value Committee recommended that the Customer Services Strategy be commended for adoption as part of the Council's budget and policy framework.

1.3.2 Members of the Cabinet are asked to **ENDORSE** this recommendation.

Background papers:

contact: Julie Beilby

Nil

Julie Beilby
Customer Services Manager