



**DERBY CITY COUNCIL**

**SPECIAL MEETING OF THE SCRUTINY  
MANAGEMENT COMMISSION**

**TUESDAY 21 SEPTEMBER 2004 AT 5.30 PM**

**MEETING ROOM 5 AT THE COUNCIL HOUSE  
DERWENT STREET ENTRANCE**

1. Apologies
2. Late items to be introduced by the Chair
3. Declarations of Interest  
*Members are invited to declare interests they have in the business on the agenda, including:*
  - *personal interests*
  - *prejudicial interests*
  - *whether the Group Whip has been applied in respect of any of the matters under consideration*
4. Customer Services Standards To follow  
*To consider the Customer Services Standards and refer any comments to Council Cabinet on 28 September 2004*

**NOTES:**

- (1) Meetings at the Council House are held in the Council Suite, notices show which meeting room will be used. Members of the public should use the Derwent Street entrance for access to evening meetings.
- (2) For more information on this agenda or the meeting please contact Karen Squires on Derby 255467, e-mail [karen.squires@derby.gov.uk](mailto:karen.squires@derby.gov.uk) or minicom 256666. If you are planning to attend the meeting and have any specific requirements please contact us on the number above for assistance.