

18 June 2014

**TO: MEMBERS OF THE CUSTOMER SERVICES BOARD**

Mr D Millar (Chair)  
Dr I Cockburn  
Mrs M Davidson  
Mr J Gordon  
Mr R Laird

Mr B Lobban  
Mrs D Mackay  
Mr H Morrison  
Dr A Sinclair  
Mr H Wood

Dear Member

A meeting of the **Customer Services Board** will take place on **Wednesday, 25 June 2014** in **Committee Room 2, Council Headquarters, Glenurquhart Road, Inverness** at **3.00pm**.

You are invited to attend the meeting and a note of the business to be considered is attached.

Yours faithfully

**Michelle Morris**  
**Depute Chief Executive/  
Director of Corporate Development**

**BUSINESS**

- 1. Apologies for Absence**
- 2. Declarations of Interest**

Members are asked to consider whether they have an interest to declare in relation to any item on the agenda for this meeting. Any Member making a declaration of interest should indicate whether it is a financial or non-financial interest and include some information on the nature of the interest. Advice may be sought from Officers prior to the meeting taking place.

- 3. Minutes of Last Meeting** **(PP 1-4)**

There are circulated Minutes of the last Meeting held on 21 May 2014.

#### **4. Exclusion of the Public**

The Board is asked to resolve that, under Section 50A(4) of the Local Government (Scotland) Act 1973, the public should be excluded from the meeting for the following item on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 6 of Part 1 of Schedule 7A of the Act.

##### **Private Item**

#### **5. Presentation – Police Scotland**

A Presentation will be undertaken at the meeting by Superintendent Gus MacPherson, Police Scotland.

##### **Public Items**

#### **6. Presentation – Highland Council Website**

A Presentation will be undertaken at the meeting by Mr Daniel Scott, Project Manager, on the new Highland Council website.

#### **7. Initial Feedback from Consultation and Next Steps (PP 5-11)**

There is recirculated Report No: CS/1/14 by the Depute Chief Executive/Director of Corporate Development which advises Members on the next steps for the Customer Services Board.

There will also be tabled a summary relating to the feedback from consultation.