



Chair Cllr Sean Begley SF, **Vice Chair** Cllr Dermot Curran, SDLP , Ald Gordon Dunne DUP, Cllr Cllr Michelle McIlveen MLA DUP, Cllr Sean Kerr SF, Eddie Rea UUP, Cllr Ross Hussey UUP, Cllr Gary Stokes SDLP, Cllr Tony Hill ALL, Cllr Alan McDowell ALL

Officer support – Danny McSorley, Rose Crozier, John Gillanders

5th December 2007

Dear Members,

Re. Invitation to Strand B - Modernisation Subgroup Service Improvement
Wednesday 12th December Lisburn Civic Centre, 10.00am

The Chairman, Cllr Sean Begley and Vice Chairman, Cllr Dermot Curran, would like to invite you to attend the next meeting of the above subgroup. The agenda is detailed overleaf and the papers are enclosed.

Please do not hesitate to contact either of us if you require further information.

Yours sincerely,

Alan Hanna
NILGA (028 9024 9286)

John Price
DoE (028 9025 6786)

Strand B - Modernisation Subgroup Service Improvement
Wednesday 12th December
10am Lisburn Civic Centre

Agenda

- 1 Welcome, Introductions,
 - 2 Presentation Dr Andrea Reid, NILGA –Customer Service Strategy (developed in Strand A subgroup)
 - 3 Apologies
 - 4 Minutes of meeting held on 14th November 2007
 - 5 Matters Arising
 - 6 Elected Member remuneration
 - 7 Work Plan (charts attached)
 - 8 NI Direct (report of meeting on 20th November and Joint Secretariat report)
 - 9 Procurement
 - 10 Shared Services
 - 11 Joint Secretariat Report (matters not covered in rest of agenda)
 - 12 AOB
 - 13 Date of next meeting 16th January 2008
- Meeting schedule 13th February 2008