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15th September 2011

To Councillors Allan, Douglas, Galbraith, Grant, Hunter, Oattes, Little and Saxton  
All other Members for Information Only

**COMMUNITY SERVICES STANDING SCRUTINY PANEL –  
WEDNESDAY, 21ST SEPTEMBER 2011 at 10.00 A.M.**

1. [Item for Call-in – Customer Services - \(copy of call-in papers and Minute Excerpt attached – please bring report previously issued to Leadership Panel\).](#)

For more information on any of the items on this agenda, please telephone Avril Gerrish,  
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