

6. BRIEFINGS

6.1 DAVID DALLY AND MATT MCLINTOCK – CUSTOMER SERVICES UNIT UPDATE

David Dally, Unit Manager – Customer Services Unit and Matt McLintock, Customer Services Walk In Team Leader will be in attendance to update the Board on Customer Service matters.

6.2 CLAIRE PHILLIPS – UPDATE ON ST ALBANS COMMUNITY CONVERSATION

Claire Phillips, Strengthening Communities Team, will provide an update on the St Albans Community Conversation that was held on 19 April 2012.