

# Kettering

*Borough Council*

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Sir Michael Lyons  
Rm 3/12  
Lyons Inquiry into Local Government  
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Our ref: GS/LI  
Date: 16<sup>th</sup> March 2006

Dear Sir Michael,

## Lyons Inquiry – Formal Response from Kettering Borough Council

Firstly, may I express my sincere thanks for agreeing the short time extension for the Council to submit its response.

The Council's Executive considered the consultation document and interim report at its meeting on 15<sup>th</sup> March. Following a thorough debate, members agreed to submit a formal response to the seven high level questions that were posed. The Council's response is attached to this letter.

When discussing the issues, Members were of the view that they would like to consider some of the issues in further detail over the coming months and asked that I clarify with you how this can best be achieved and to confirm up until what point in time you will continue to accept comments and suggestions. Accordingly, the attached response is very much an initial holding reply from the Council at this moment in time.

Please do not hesitate to contact me if you require clarification on any of the points made in the reply. I look forward to hearing from you soon on the other issues that I have raised.

Yours Sincerely



Graham Soulsby  
Deputy Chief Executive

PS – I wonder whether you or one of your representatives would be interested in visiting us so that we could discuss the work that you are undertaking in more detail and also take the opportunity to show you around our exciting new customer response centres where services and queries for all tiers of local government and public sector partners are dealt with in a way that the customer receives a seamless service irrespective of the provider.