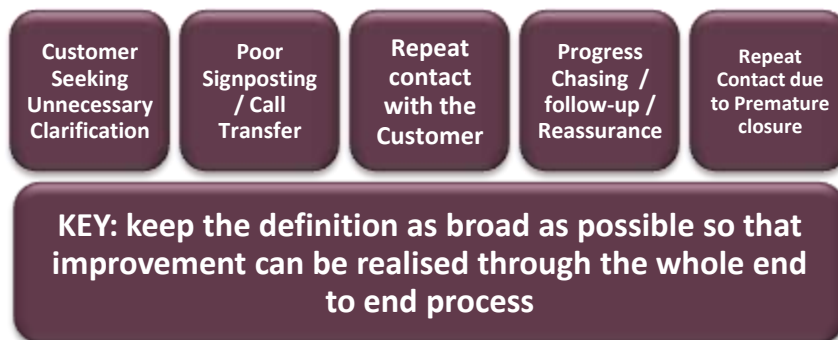


# NI 14 Quick Reference Guide

## The NI14 Cycle of Continual Improvement



## What Is Avoidable Contact?



## What does NI14 Cover?

CORE SERVICES...	Street Scene	Building Control	Electoral Register
Highways	Council Tax Enquiries	Trading Standards	Planning Services
Housing	Council Tax Billing	Adult Social Services	Control Notices
Environmental Health	Council Tax Recovery	Parking Permits	Children's Services

## When is the 2010 Submission Deadline?

30th April 2010