

## Chief Executive's Office

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Date: 1 March 2006

**Chorley**  
Borough Council

**Chief Executive:**  
Donna Hall

Dear Councillor

### **CUSTOMER OVERVIEW AND SCRUTINY PANEL - WEDNESDAY, 1ST MARCH 2006**

I am now able to enclose, for consideration at the above meeting of the Customer Overview and Scrutiny Panel, the following reports that were unavailable when the agenda was printed.

#### **Agenda No    Item**

8.     **One Stop Shop Monitoring report (Pages 1 - 2)**

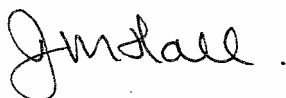
The report of the Assistant Head of Customer Services is enclosed

d)     **Result of consultation with identified groups (Pages 3 - 4)**

The outcome of consultation with the Town Centre Forum and Disability Liaison Group is enclosed.

The responses from the Markets Liaison Group will be circulated at the meeting.

Yours sincerely



Chief Executive

Encs

#### **Distribution**

1. Agenda and reports to all Members of the Customer Overview and Scrutiny Panel for attendance Mrs S Walsh, A Cullens, Mrs D Dickinson, M Lees, P Malpas, Miss J Molyneaux, G Russell, E Smith, Mrs J Snape and C Snow

2. Agenda and reports to Lindsay Parr (Policy and Performance Officer), Sarah Dobson (Graduate Policy and Performance Officer), Tim Rignall (Head of Corporate and Policy Services), Steve Lomas (Head of Housing Services), Roger Handscombe (Head of Property Services), Tim Murphy (Head of ICT Services), Martin O'Loughlin (Head of CuDOS), Asim Khan (Assistant Head of Customer Services), Jamie Carson (Head of Leisure and Cultural Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.

**This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.**

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون کیجئے: 01257 515823

Number of phone calls to Planning Staff  
Member of Staff

DATE	1	2	3	4	5	6	7	8	TOTAL
3.10.05	14		12	0	0	0		8	34
4.10.05	0		4	0	0	0		7	11
5.10.05	5		4	0	5	0		0	14
6.10.05	9		0	0	2	1		2	14
7.10.05	10		0	0	4	1		3	18
10.10.05	5		0	0	9	5		6	25
11.10.05	2		3	1	0	0		0	6
12.10.05	0		12	0	0	6		4	22
13.10.05	0		7	0	11	0		3	21
14.10.05	4		3	1	12	0		3	23
17.10.05	6		0	0	4	1		12	23
18.10.05	0		0	1	0	0		13	14
19.10.05	1		10	1	0	0		0	12
20.10.05	1		2	0	0	3		5	11
21.10.05	0		3	0	2	0		5	10
24.10.05	5		2	0	0	5	2	0	14
25.10.05	7		4	0	0	0		5	16
26.10.05	0		0	0	5	0		0	5
27.10.05	7		3	0	4	0		4	18
28.10.05	0		0	2	4	0		4	10
31.10.05	0	7	2	2	0	0	2	7	20
1.11.05	5	5	2	2	0	0		2	16
2.11.05	6	5	0	0	0	7		13	31
3.11.05	3	7	4	0	4	0		3	21
4.11.05	5	0	9	0	5	1		0	20
7.11.05	1	8	1	0	0	1	2	13	26
8.11.05	1	11	3	0	0	0	4	0	19
9.11.05	3	0	8	0	3	0		3	17
10.11.05	7	3	0	0	3	3		0	16
11.11.05	0	8	4	0	8	1		2	23
14.11.05	0	0	1	1	4	1		4	11
15.11.05	0	5	0	2	0	0		3	10
16.11.05	2	9	0	1	3	2		0	17
17.11.05	3	4	6	0	0	0		0	13
18.11.05	0	5	0		0	9		6	20
21.11.05	0	7	0	3	6	2		8	26
22.11.05	6	0	3	3	0	0		3	15
23.11.05	1	3	0	1				2	7
24.11.05	8	1	0	0				3	12
25.11.05	3	2	0	1				0	6
28.11.05	3	13	8	2				3	29
29.11.05	0	3	0	2				5	10
30.11.05	0	0	1	2				2	5
1.12.05	3	13	0	0				8	24
2.12.05	4	0	0	0				7	11
5.12.05	2	3	5	3				0	13
6.12.05	6	0	0	2				2	10
7.12.05	0	2	0	3				3	8
8.12.05	1	4	3	0				6	14
9.12.05	0	3	0	0				0	3
10.12.05	0	0	0	0				4	4
12.12.05	0	0	1	2				3	6
13.12.05	1	6	0	5				3	15

Number of phone calls to Planning Staff  
Member of Staff

14.12.05	0	8	1	2				0	11
15.12.05	2	3	3	0				3	11
16.12.05	0	2	0	0				0	2
19.12.05	3	4	2	0				2	11
20.12.05	0	0	0	0				4	4
21.12.05	0	3	0	0				3	6
22.12.05	2	0	0	0				0	2
23.12.05	0	2	0	0				4	6
3.01.06	0	2	0	3				3	8
4.01.06	0	0	0	2				0	2
5.01.06	0	4	0	3				0	7
6.01.06	0	9	0	0				6	15
9.01.06	0	1	1	0				8	10
10.01.06		3	0	0				3	6
11.01.06		8	8	0				7	23
12.01.06		0	9	2				0	11
13.01.06		4	0	6				2	12
16.01.06	0	1	5	2				3	11
17.01.06	4	0	3	0				2	9
18.01.06	5	0	5	0				0	10
19.01.06	3	6	0	0				4	13
20.01.06	0	0	11	0				3	14
23.01.06	9	2	2	7				3	23
24.01.06	0	2	0	0				0	2
25.01.06	2	0	6	0				3	11
26.01.06	1	6	1	0				0	8
27.01.06	0	1	4	0				2	7
30.01.06	1	4	1	3				4	13
31.01.06	2	1	2	0				7	12
1.02.06		2	5	3				0	10
2.02.06		5	2					2	9
3.02.06		11	0					3	14
6.02.06		0	3					6	9
7.02.06		3	6					0	9
8.02.06		6	3					4	13
9.02.06		3	6					5	14
10.02.06		6	0					2	8
13.02.06		0	4					0	4
14.02.06		3	3					0	6
15.02.06		4	4					0	8
16.02.06		3	3					0	6
17.02.06		1	1					0	2
20.02.06		2	2					2	6
21.02.06		3	3					3	9
22.02.06		3						6	9
23.02.06		2						2	4
24.02.06		5						0	5
TOTAL	184	275	239	76	98	49	10	313	1244

**Markets Liaison Group****Tuesday, 21 February 2006**

**Present:** Councillor A Gee (Chair) and Councillor M Lowe (Vice-Chair)

**Chorley Borough Council officers**

Roger Handscombe (Head of Property Services), Wayne Andrews (Markets Manager), Irene Riding (Economic Development Assistant) and Ruth Hawes (Assistant Democratic Services Officer)

**Market Trader Representatives**

Mr C Ball, Ms J Dickinson, Ms M Kay, Mr P Lucas and Ms J McAteer

**Also in attendance**

Mrs S Walsh (Customer Overview and Scrutiny Panel (Chair)) and Mrs D Dickinson (Customer Overview and Scrutiny Panel)

**06.ML.04 DECRIMINALISATION OF PARKING INQUIRY - DISCUSSION WITH MEMBERS OF THE CUSTOMER OVERVIEW AND SCRUTINY PANEL**

The Chair welcomed Members of the Council's Customer Overview and Scrutiny Panel. The Panel were undertaking a Scrutiny Inquiry into the Decriminalisation of Parking Enforcement (DPE) and wished to consider the views of the Market Traders as part of the Panel's collation of evidence. The report would go forward to the Overview and Scrutiny Committee and then to the Executive Cabinet who would consider the recommendations made.

The number of people using the Pay and Display car parks had not reduced since the implementation of DPE. However, a Trader noted that there were not as many cars driving round looking for a space as previously. It was emphasized that only 1% of the total number of users of the town centre car parks incurred a Penalty Charge Notice (PCN).

The Traders expressed their concerns in relation to the manner of certain Parking Attendants and described circumstances when customers had highlighted this.

An incident with the parking passes used by the traders was discussed. It had been agreed with Parkwise that Traders could use a certain parking pass on the Friday Street car park, but this had not been fed back to the Parking Attendants as two Traders received a PCN.

A Trader highlighted that the lighting on the Flat Iron Car Park needed to be improved. When the stalls were being set up early in the morning it was difficult for the Traders to see their own Pay and Display ticket and their stock to display it.

A leaflet had been designed entitled "Parking Tips". This had been distributed to shops in the Town Centre and highlighted that a top up pay and display ticket could be purchased. The leaflets would also be distributed to the Markets Traders.

It was requested that the Panel double-check that the Pay and Display machines were calibrated each day with regard to the time displayed on them.

Councillor Mrs. Walsh thanked the Group for their comments and emphasized her hope that the Panel's inquiry report would result in further enhancement of the scheme.

**RESOLVED – That:**

1. **The Market Traders be given copies of the “Parking Tips” leaflet to distribute to their customers,**
2. **The Panel double-check that the Pay and Display machines were calibrated each day with regard to the time displayed on them,**
3. **The lighting on the Flat Iron be improved early in the morning,**
4. **That the issue relating to internal communication be raised with the contractor NCP.**

Chair