
Chief Executive's Office

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Date: 26 May 2006

Chief Executive: Donna Hall

Chorley
Borough Council

Town Hall
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Chorley
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PR7 1DP

Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 6TH JUNE 2006

You are invited to attend a meeting of the Corporate and Customer Overview and Scrutiny Panel to be held in the Committee Room, Town Hall, Chorley on Tuesday, 6th June 2006 commencing at 6.30 pm.

AGENDA

1. **Apologies for Absence**

2. **Declarations of Any Interests**

Members of the Committee are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. If the personal interest is a prejudicial interest, then the individual Member should not participate in a discussion on the matter and must withdraw from the room and not seek to influence a decision on the matter.

3. **Minutes (Pages 1 - 2)**

To confirm as a correct record the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 6 April 2006 (enclosed)

4. **Complaints Monitoring Report Sept 2005 - March 2006 (Pages 3 - 12)**

Report of the Head of Corporate and Policy Services (enclosed)

5. **Business Plan Monitoring Statements (Pages 13 - 34)**

Business Plan and Performance Monitoring Reports are enclosed for the period January 2006 to March 2006 for:

- Customer, Democratic and Office Support Services,
- Financial Services,
- Human Resources,
- Information, Communication Technology Services,
- Legal Services and
- Property Services.

Continued....

6. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely



Chief Executive

Distribution

1. Agenda and reports to all Members of the Customer Overview and Scrutiny Panel (Councillor Geoffrey Russell (Chair), Councillors Peter Baker, Andrew Birchall, Alan Cain, Henry Counce, Magda Cullens, David Dickinson, Doreen Dickinson, Catherine Hoyle, Keith Iddon, Hasina Khan, Margaret Lees, Thomas McGowan, Miss June Molyneaux, Edward Smith, Mrs Joyce Snape and Mrs Stella Walsh) for attendance.
2. Agenda and reports to Tim Rignall (Head of Corporate and Polict Services), Rowlands (Policy and Performance Officer), Martin O'Loughlin (Head of Customer, Democratic and Office Support Services), Gary Hall (Director of Finance), Angela Wolstencroft (Director of Human Resources), Tim Murphy (Director of Information and Communication Technology), Roger Handscombe (Head of Property Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.

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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 آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

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کیجئے: