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## Chief Executive's Office

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Date: 30 June 2006

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**Chief Executive:** Donna Hall

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**Chorley**  
Borough Council

Town Hall  
Market Street  
Chorley  
Lancashire  
PR7 1DP

Dear Councillor

## **CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL**

Your 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, 11th July 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 Corporate and Customer Overview and Scrutiny Panel held on 6 June 2006. The minutes are enclosed.

4. **Update on Decriminalisation of Parking Enforcement Inquiry**

The Chair will update the Panel on the Decriminalisation of Parking Enforcement Inquiry. The Final Report reported to the Overview and Scrutiny Committee on 27 June and Executive Cabinet on 29 June.

5. **Overview and Scrutiny Work Programme (Pages 3 - 4)**

The Chair will lead a discussion on the Overview and Scrutiny Work Programme for the ensuing Municipal Year. The Work Programme is enclosed.


Continued....

6. **Scoping exercise for Contact Centre Efficiencies and Partnership with Lancashire County Council** (Pages 5 - 8)

The Panel will undertake the scoping exercise for an Inquiry into Contact Centre Efficiencies and Partnership with Lancashire County Council. A blank copy of the scoping document and project plan to be completed are enclosed.

7. **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 Corporate and Customer Overview and Scrutiny Panel (Councillor Geoffrey Russell (Chair) and 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 Paul Morris (Executive Director Deputy Chief Executive), Tim Murphy (Director of Information and Communication Technology), Asim Khan (Assistant Head of Customer Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.
3. Agenda and reports to Councillor John Walker (Executive Member for Customer, Democratic and Legal) 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 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:

## Corporate and Customer Overview and Scrutiny Panel

**Tuesday, 6 June 2006**

**Present:** Councillor Geoffrey Russell (Chair) and Councillors Peter Baker, Alan Cain, Doreen Dickinson, Catherine Hoyle, Keith Iddon, Hasina Khan, Margaret Lees, Miss June Molyneaux, Edward Smith and Mrs Joyce Snape

### **06.CCS.01 WELCOME BY THE CHAIR**

Councillor G Russell welcomed Councillors and Officers to the first meeting of the Corporate and Customer Overview and Scrutiny Panel, in particular those Councillors recently elected to the Council.

The Chair indicated that the remit of the Panel would include issues relating to the services provided by the following Directorates:  
Customer, Democratic and Legal Services,  
Financial Services,  
Human Resources,  
Information, Communication Technology Services and  
Property Services.

### **06.CCS.02 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Andrew Birchall, David Dickinson, Henry Counce, Magda Cullens and Thomas McGowan.

### **06.CCS.03 DECLARATIONS OF ANY INTERESTS**

No interests were declared.

### **06.CCS.04 MINUTES**

**RESOLVED – That the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 6 April 2006 be confirmed as a correct record and signed by the Chair.**

### **06.CCS.05 COMPLAINTS MONITORING REPORT SEPT 2005 - MARCH 2006**

The Panel received a report detailing those complaints referred to the Chief Executive during the period September 2005 and March 2006. The Corporate and Policy Services Unit investigated the complaints on behalf of the Chief Executive.

The Chair clarified that a separate report detailing complaints to the Local Government Ombudsman would be presented to a future meeting of the Panel and that the report did not include complaints made to Service Directorates. Any complaints of a racial nature were dealt with at Chief Executive level.

In response to a query officers undertook to clarify the process to notify Executive Members of complaints made within their remit.

**RESOLVED – That the monitoring report detailing complaints to the Chief Executive September 2005 to March 2006 be noted.**

**06.CCS.06 BUSINESS PLAN MONITORING STATEMENTS**

The Panel received the Business Plan Monitoring Reports 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.

Members queried several points with the relevant Service Units Heads and thanked them for the updates.

In response to a query the Director of Property Services was requested to clarify the indicator PR001: percentage of the planned maintenance program completed.

**RESOLVED - That the Business Plans Monitoring Reports for Customer, Democratic and Office Support Services, Financial Services, Human Resources, Information, Communication Technology Services, Legal Services and Property Services be noted.**

**06.CCS.07 ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT**

The Chair explained that a meeting of the Overview and Scrutiny Chairs would be held on 8 June to discuss the Overview and Scrutiny work programme. The outcome of the meeting would be considered at the meeting of the Overview and Scrutiny Committee to be held on 27 June and to the next Panel meeting to be held on 8 July.

Chair

**OVERVIEW AND SCRUTINY WORK PROGRAMME – 2006/07**

Function/topic	Assigned to	J	A	S	O	N	D	J	F	M	A	M	J
<b>1. Holding the Executive to Account</b>													
Annual Budget Consultation	OSC					*	*	*					
Provisional full year Performance Indicator	OSC									*			
Business Plan and Performance Indicator Updates	ECOSP			*		*				*			
	CCOSP			*		*				*			
	OSC			*			*			*			
BVPP (Corporate Plan overall performance)	OSC			*						*			
Monitoring of Sickness Absence (6 monthly update)	OSC				*								
<b>2. Policy Development and Review</b>	OSC			*									
Overview and Scrutiny Improvement Plan 2006/07	OSC			*			*			*			
Corporate Improvement Plan 2004-2007 Update (Corporate Strategy)	OSC							*					
<b>3. Scrutiny Inquiries</b>													
Scrutiny topics to be undertaken in accordance with the programme list set out overleaf	OSC			*	*	*	*	*	*	*			
	CCOSP	*		*	*	*	*	*	*	*			
	ECOSP	*		*	*	*	*	*	*	*			
Budget Scrutiny	OSC									*			
	CCOSP									*			
	ECOSP									*			
LCC's arrangement for the Scrutiny of health function – Periodic Review (to be determined)	CCOSP												
<b>4. Monitoring of Inquiries</b>													
Housing Maintenance Appointments System	CCOSP			*									
Flooding, Flood Prevention and Contingency Plan/Proposals	ECOSP						*						
Chorley Markets - Occupancy of Stalls & Associated Matters	CCOSP			*						*			
Juvenile Nuisance	ECOSP												
Grass Cutting	ECOSP						*						
Provision of Youth Activities in Chorley	ECOSP									*			
One-Stop Shop/Contact Centre	CCOSP				*					*			
Accessibility of Cycling as a Leisure Pursuit	ECOSP												
Parkwise Scheme	CCOSP							*					
<b>5. Monitoring of Budget Scrutiny Recommendations</b>													
Environmental Services	ECOSP				*			*					
Revenues and Benefits	CCOSP				*			*					
Planning Services	ECOSP				*			*					
<b>6. Other</b>													
O & S Training Programme	OSC			*						*			
Public Participation/Communication X													

OSC - Overview and Scrutiny Committee

ECOSP - Environment and Community Overview and Scrutiny Panel

CCOSP - Corporate and Customer Overview and Scrutiny Panel

X responsibility transferred to Special Cabinet Sub-Committee - June 2006  
 JUNE 2006

ADMINGEN/TOOLKIT/91252AJS

## Overview and Scrutiny Topics/Issues to be Programmed

Priority Order	Topic/Issue Title	Date Included	Priority Score	Source
<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>	<p><b><u>Full Scrutiny Inquiries</u></b></p> <p><b>Overview and Scrutiny Committee</b></p> <p>Council's performance against the key line of enquiry to be assessed by the Audit Commission during CPA and Direction of Travel.</p> <p>Job Evaluation</p> <p>The effectiveness of the Community Safety Partnership in the delivery of reduced levels of crime in the Borough.</p> <p><b>Corporate and Customer Panel</b></p> <p>Contact Centre: Efficiencies and Partnership with LCC</p> <p>Gershon Efficiencies</p> <p>Staff Sickness Absences</p> <p><b>Environment and Community Panel</b></p> <p>Neighbourhood Working</p> <p>Inequalities in the Borough</p> <p>Town Centre Strategy</p>	<p>June 2006</p>	<p>All within the Corporate Strategy</p>	<p>Corporate Strategy</p>



**OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE**

<b>Review Topic:</b>	<b>Investigation by:</b>
	<b>Type:</b>

<b>Objectives:</b>	<b>Desired Outcomes:</b>
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**Terms of Reference:**

<b>Key Issues:</b>	<b>Risks:</b>
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<b>Venue(s):</b>	<b>Timescale:</b>  <b>Start:</b>  <b>Finish:</b>
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**Information Requirements and Sources:**

**Documents/evidence:** *(what/why?)*

**Witnesses:** *(who, why?)*

**Consultation/Research:** *(what, why, who?)*

**Site Visits:** *(where, why, when?)*

**Officer Support:**

Lead Officer:

Committee Administrator:

Corporate Policy Officer:

**Likely Budget Requirements:**

**Purpose**

**£**

**Total**

\_\_\_\_\_

**Target Body<sup>1</sup> for Findings/Recommendations**

(Eg Executive Cabinet, Council, PCT)

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**SCRUTINY INVESTIGATION – PROJECT PLAN**

**REVIEW TOPIC:**

STAGE AND TASK	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>1. TOPIC SELECTED</b>															
<b>2. SCOPE INQUIRY</b> <ul style="list-style-type: none"> <li>▪ complete project outline</li> <li>▪ complete project plan</li> </ul>															
<b>3. COLLECT EVIDENCE</b> <ul style="list-style-type: none"> <li>▪ source information</li> </ul>															
<b>4. CONSIDER EVIDENCE</b>															
<b>5. COMPLETION OF RECOMMENDATIONS AND PRODUCTION OF REPORT</b>															
<b>6. FEEDBACK &amp; ACTION</b>															
<b>7. MONITOR</b>															

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