
Chief Executive's Office

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Date: 31 August 2006

Chief Executive: Donna Hall

Chorley
Council

Town Hall
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Chorley
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PR7 1DP

Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 12TH SEPTEMBER 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, 12th September 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 11th July 2006 (enclosed).

4. **Monitoring of Inquiry Recommendations - Housing Maintenance Appointment System (Pages 3 - 4)**

Report of Director of Housing Services (enclosed)

Continued....

5. **Ongoing Inquiry - Contact Centre Efficiencies and Partnership with Lancashire County Council**

- a) To consider background information relating to the Contact Centre Efficiencies and Partnership with Lancashire County Council Inquiry

The Assistant Head of Customer Services will deliver a presentation on the Contact Centre and Partnership.

A box file containing background information requested for the Inquiry has been collated. Due to the size of the box file please could Members collect the box file from the Democratic Services office.

- b) To discuss the Efficiencies Sub-Group and the Partnership Sub-Group

Efficiencies Sub-Group

1. To consider the proposed membership: Councillors Peter Baker, Alan Cain, Edward Smith, Margaret Lees and Stella Walsh.
2. To set a date for a meeting of the Sub-Group.

Partnership Sub-Group

1. To consider the proposed membership: Councillors Andrew Birchall and Miss June Molyneaux.
2. To set a date for a meeting of the Sub-Group.

- c) To note the updated Inquiry documentation (Pages 5 - 12)

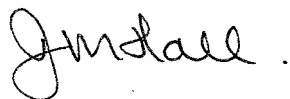
The Project Outline, Information Checklist, Witness Checklist and Project Plan are enclosed.

6. **Overview and Scrutiny Work Programme 2006/07 (Pages 13 - 14)**

To consider the enclosed Overview and Scrutiny Work Programme for 2006/07.

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 Caunce, Magda Cullens, David Dickinson, Doreen Dickinson, Catherine Hoyle, Hasina Khan, Keith Iddon, 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 Corporate and Customer), Tim Murphy (Director of Information and Communication Technology), Asim Khan (Assistant Head of Customer Services), Mike Wingeatt (Housing Asset Manager) 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 information.

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