
Chief Executive's Office

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Date: 31 August 2006

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
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)

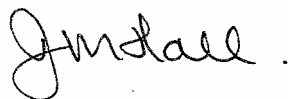
The Project Outline, Information Checklist, Witness Checklist and Project Plan are enclosed.

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.

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 کیجئے: 01257 515823

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Corporate and Customer Overview and Scrutiny Panel

Tuesday, 11 July 2006

Present: Councillor Geoffrey Russell (Chair) and Councillors Peter Baker, Andrew Birchall, Alan Cain, Henry Counce, Doreen Dickinson, Hasina Khan, Miss June Molyneaux, Edward Smith and Mrs Stella Walsh

Also in attendance: Councillor John Walker (Executive Member for Customer, Democratic and Legal)

06.CCS.08 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Magda Cullens, David Dickinson, Catherine Hoyle, Keith Iddon, Thomas McGowan and Joyce Snape.

06.CCS.09 DECLARATIONS OF ANY INTERESTS

No interests were declared.

06.CCS.10 MINUTES

RESOLVED – That the minutes of the Corporate and Customer Overview and Scrutiny Panel held on 6 June 2006, subject to the inclusion of apologies from Councillor Mrs S Walsh and the date of next meeting being corrected to 11 July 2006.

06.CCS.11 UPDATE ON DECRIMINALISATION OF PARKING ENFORCEMENT INQUIRY

The Chair advised the Panel that the Decriminalisation of Parking Enforcement Inquiry report (undertaken by the former Customer Overview and Scrutiny Panel) had been supported by the Overview and Scrutiny Committee.

The report and recommendations had been approved and adopted by the Executive Cabinet at its meeting on 29 June 2006. The Cabinet Members and other Councillors present welcomed and commended the excellence of the report and its recommendations.

RESOLVED

- 1. That the update be noted**
- 2. That a monitoring report be presented to the Panel in January 2007 as per the Overview and Scrutiny Work Programme.**

06.CCS.12 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Panel considered the Overview and Scrutiny Work Programme for 2006/2007 and noted that monitoring reports on previous Inquiries would be presented throughout the year.

RESOLVED

- 1. That the Overview and Scrutiny Work Programme 2006/2007 be noted,**
- 2. That the Democratic Services Officer email a link to all previous Overview and Scrutiny Project Outlines and Inquiry reports to all Members of the Panel.**

06.CCS.13 SCOPING EXERCISE FOR CONTACT CENTRE EFFICIENCIES AND PARTNERSHIP WITH LANCASHIRE COUNTY COUNCIL

The Panel considered the Inquiry Project Outline for the “Contact Centre Efficiencies and Partnership with Lancashire County Council” Inquiry. Officers had suggested that there be two strands to the Inquiry: “efficiencies” and “partnership working”.

It was agreed that the objectives for the Inquiry be set as:

Efficiencies

1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council’s efficiencies agenda.

Partnership Working

2. To assess the effectiveness of the partnership arrangements for the Lancashire Shared Services Contact Centre (officer and Member arrangements).

3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

The Desired Outcomes would be:

Efficiencies

1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements.

Partnership Working

2. To establish that the partnership arrangements are working effectively, and, in situations where this is not the case, to propose actions to remedy the situation.

3. To ensure the partnership is delivering the highest quality customer experience.

The Panel discussed the terms of reference, key issues and risks and considered the information requirements and sources. It was agreed not to set the timescales of the Inquiry at this point.

Officers advised the Panel that the Council had been awarded Charter mark status for Customer Service. Members and officers would be invited to a celebration event to be held week commencing 7 August. A presentation would be delivered after the event to provide Members with information about the Contact Centre. This would include how the Contact Centre started, the current position and the future plans.

In response to a query Members nominated themselves to be a member of two sub-groups: “efficiency” and “partnership working”.

RESOLVED

- 1. That the draft Project Outline be agreed,**
- 2. That the “efficiencies” sub-group membership be as follows: Councillors P Baker, A Cain, E Smith and S Walsh.**
- 3. That the “partnership working” sub-group membership be as follows: Councillors A Birchall and Miss Molyneux.**
- 4. That the Democratic Services officer contacts the Panel Members not present at the meeting to request nominations for the sub-groups.**
- 5. That the Democratic Services officer co-ordinate the production of a file containing the requested information to be distributed to the Panel Members prior to the next meeting.**

Chair

Report of	Meeting	Date
Director of Housing Services	Corporate and Customer Overview and Scrutiny Panel	12 September 2006

UPDATE ON RECOMMENDATION 11 OF THE REPORT INTO HOUSING MAINTENANCE APPOINTMENT SYSTEM

PURPOSE OF REPORT`

1. The purpose of the report is to update the Corporate and Customer Overview and Scrutiny Panel on the progress against recommendation 11 of the Report into Housing Maintenance Appointment System in monitoring the detail and accuracy of fault reporting.

CORPORATE PRIORITIES

2. This report is concerned with improved access to public services.

RISK ISSUES

3. The report contains no risk issues for consideration by Members.

BACKGROUND

4. The Customer Overview and Scrutiny Panel undertook a Scrutiny Inquiry into the Housing Maintenance Appointment System to consider the effectiveness of the then newly implemented appointment system in improving access to public services and to identify the potential for further development.
5. The final report of the Customer Overview and Scrutiny Panel contained eleven recommendations. Progress on all these recommendations was reported to Overview and Scrutiny Committee on 20 January 2005. The full report can be found on the Council's website.
6. "Recommendation 11 – To monitor the detail and accuracy of fault reporting. (This function is scheduled to be taken over by the Call Centre in summer 2004)" was incomplete at the time of the last report.

UPDATE

7. The proposed Large Scale Voluntary Transfer (LSVT) of the Council's houses to Chorley Community Housing has resulted in repair reporting not being carried out by the Call Centre so the automated telephone monitoring has not taken place. However in conjunction with the Housing Repairs and Maintenance Theme Group a local performance figure (HRM 6) has been set up to monitor the percentage of repeat visits. It was considered that this would, amongst other factors, be an indication of the detail and accuracy of the fault reporting.

8. The monitoring of this information showed a downward trend in the percentage of repeat visits during the first six months of the financial year (05/06) which indicated that the detail and accuracy of the repairs reporting was improving. However from October there was an increase to the levels at the start of the year. Analysis of the repeat visits during this period has revealed that the increase was due almost entirely to the need to order replacement parts for central heating boilers during the winter months.
9. The number of repeat visits continues to be monitored and analysed for 2006/7.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

10. Not applicable. Report for information only

COMMENTS OF THE DIRECTOR OF FINANCE

11. Not applicable. Report for information only

RECOMMENDATION

12. That the Customer and Overview Panel note the progress made on the implementation of recommendation 11 of the Report of the Customer Overview and Scrutiny Panel into the Housing Maintenance Appointment System.

STEVE LOMAS
DIRECTOR OF HOUSING SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Mike Wingeatt	5954	31 August 2006	ADMINREP/REPORT



DRAFT OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Contact Centre: Efficiencies and the Partnership with Lancashire County Council.

Investigation by: Corporate and Customer Overview and Scrutiny Panel

Type: Inquiry

Objectives:

Efficiencies

1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda.

Partnership Working

2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements.
3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

Desired Outcomes:

Efficiencies

1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements.

Partnership Working

2. To establish that the partnership arrangements are working effectively, and, in situations where this is not the case, to propose actions to remedy the situation.
3. To ensure the partnership is delivering the highest quality customer experience.

Terms of Reference:

1. To conduct an investigation into the Lancashire Shared Services Contact Centre partnership arrangements.
2. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre.
3. To identify possible improvements.
4. To report on the investigations findings and make recommendations to Overview and Scrutiny Committee consistent with the Inquiry's objectives and desired outcomes.

Key Issues:

Efficiencies

1. Migration of resources from back office services into the Contact Centre.
2. Integration to back office systems.
3. Streamlining contact telephone numbers and email points.
4. Managing migration of customers to more efficient methods of access to services.

Partnership Working

5. Review contractual arrangements with Lancashire County Council.
6. Contractor performance and governance.
7. Differing approach of partners.

Risks:

1. Damaging relationships with partnership organisations.
2. Possibility of negative publicity to the partnership.
3. Having desired outcomes beyond the capacity to deliver.

<p>8. Customer Relationship Management system.</p> <p>9. Development of Lancashire County Council Customer Service strategy.</p> <p>10. Delivery of Customer Focus and Access strategy.</p>	
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<p>Venue(s):</p> <p>Town Hall, Market Street, Chorley.</p>	<p>Timescale:</p> <p>Start: July 2006.</p> <p>Finish:</p>
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<p>Information Requirements and Sources:</p> <p>Documents/evidence: <i>(what/why?)</i></p> <ol style="list-style-type: none"> Lancashire County Council Customer Service strategy. Partnership Customer Contact strategy. Terms of reference for the officer partnership board and Member joint committee. Chorley Borough Council Customer Focus and Access strategy. Approved Plan and migration dates. Annual Efficiency Statement: 2005/2006 Backward looking and 2006/2007 Forward looking. <p>Witnesses: <i>(who, why?)</i></p> <ol style="list-style-type: none"> Chair of the Joint Committee. Chair of the Partnership Board. Representative from the contractor (Northgate Information Systems NIS). Representatives from District partners. Councillor D Edgerley (Previous Member of the Partnership Joint Committee). Councillor J Walker (Executive Member for Customer, Democratic and Legal Services and Member of the Partnership Joint Committee). Officers of Chorley Borough Council. <p>Consultation/Research: <i>(what, why, who?)</i></p> <ol style="list-style-type: none"> Customer satisfaction performance statistics. <p>Site Visits: <i>(where, why, when?)</i></p> <ol style="list-style-type: none"> Shire District partners. Lancashire County Council.
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<p>Officer Support:</p> <p>Lead Officer: Asim Khan (Assistant Head of Customer Services).</p> <p>Democratic Services Officer: Ruth Hawes (Assistant Democratic Services Officer).</p> <p>Corporate Policy Officer: To be identified as required.</p>	<p>Likely Budget Requirements:</p> <table> <tr> <td>Purpose</td> <td style="text-align: right;">£</td> </tr> <tr> <td>Site visit costs</td> <td style="text-align: right;">200</td> </tr> <tr> <td>Total</td> <td style="text-align: right;"><u>200</u></td> </tr> </table>	Purpose	£	Site visit costs	200	Total	<u>200</u>
Purpose	£						
Site visit costs	200						
Total	<u>200</u>						

<p>Target Body¹ for Findings/Recommendations (Eg Executive Cabinet, Council, PCT) Overview and Scrutiny Committee.</p>
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SCRUTINY INQUIRY INFORMATION CHECKLIST

Name of Inquiry: Contact Centre Efficiencies and Partnership with Lancashire County Council

Scrutiny Body: Corporate and Customer Overview and Scrutiny Panel

Ref.	Information Required	Date	Venue
1	Lancashire County Council Customer Access Strategy	12 September 2006	Committee Room, Town Hall, Chorley
2	Shared Services Contact Centre: Terms of reference - Partnership Board	12 September 2006	Committee Room, Town Hall, Chorley
3	Shared Services Contact Centre: Terms of reference - Joint Committee	12 September 2006	Committee Room, Town Hall, Chorley
4	Lancashire Partnership Shared Services Contact Centre - The Way Forward (Executive Summary)	12 September 2006	Committee Room, Town Hall, Chorley
5	Lancashire Partnership Shared Services Contact Centre - The Way Forward	12 September 2006	Committee Room, Town Hall, Chorley
6	Contact Chorley: Achieving the Strategy	12 September 2006	Committee Room, Town Hall, Chorley
7	Contact Chorley: Performance Statistics	12 September 2006	Committee Room, Town Hall, Chorley
8	Chorley Borough Council Customer Focussed Access and Design Strategy	12 September 2006	Committee Room, Town Hall, Chorley
9	Annual Efficiency Statement: 2005/2006 Backward looking	12 September 2006	Committee Room, Town Hall, Chorley
10	Annual Efficiency Statement: 2006/2007 Forward looking	12 September 2006	Committee Room, Town Hall, Chorley

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SCRUTINY INQUIRY WITNESS CHECKLIST

Name of Inquiry: Contact Centre Efficiencies and Partnership with Lancashire County Council

Scrutiny Body: Corporate and Customer Overview and Scrutiny Panel

Ref.	Witness	Information Required	Date	Venue
1	Chair of the Joint Committee			
2	Chair of the Partnership Board			
3	Representative from the contractor (Northgate Information Systems NIS)			
4	Representatives from District partners			
5	Councillor D Edgerley (Previous Member of the Partnership Joint Committee)			
6	Councillor J Walker (Executive Member for Customer, Democratic and Legal Services and Member of the Partnership Joint Committee)			
7	Officers of Chorley Borough Council			

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SCRUTINY INQUIRY PROJECT PLAN

Name of Inquiry: Contact Centre Efficiencies and Partnership with Lancashire County Council

Scrutiny Body: Corporate and Customer Overview and Scrutiny Panel

TASK	2006												2007			
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Nov	Dec	Jan	Feb	Mar	
1. TOPIC SELECTED	✓															
2. SCOPE INQUIRY	✓	✓														
3. COLLECT EVIDENCE		✓	✓	✓												
4. CONSIDER EVIDENCE				✓	✓											
5. REPORT																
6. FEEDBACK & ACTION																
7. MONITOR																

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OVERVIEW AND SCRUTINY WORK PROGRAMME – 2006/07

Function/topic	Assigned to	J	J	A	S	O	N	D	J	F	M	A	M
1. Holding the Executive to Account													
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					*						*	
2. Policy Development and Review	OSC				*								
Overview and Scrutiny Improvement Plan 2006/07	OSC				*			*			*		
Corporate Improvement Plan 2004-2007 Update (Corporate Strategy)	OSC								*				
3. Scrutiny Inquiries													
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												
Contact Centre: Efficiencies and Partnership with LCC	CCOSP		*		*	*	*		*		*		
Neighbourhood Working	ECOSP		*		*	*	*		*		*		
Council's performance against the key line of enquiry to be assessed by the Audit Commission during CPA and Direction of Travel.	OSC				*		*	*	*	*	*		
4. Monitoring of Inquiries													
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								*				
5. Monitoring of Budget Scrutiny Recommendations													
Environmental Services	ECOSP					*			*				
Revenues and Benefits	CCOSP					*			*				
Planning Services	ECOSP					*			*				
6. Other													
O & S Training Programme	OSC					*					*		
OSC - Overview and Scrutiny Committee													
ECOSP - Environment and Community Overview and Scrutiny Panel													
CCOSP - Corporate and Customer Overview and Scrutiny Panel													

Overview and Scrutiny Topics/Issues to be Programmed

Priority Order	Topic/Issue Title	Date Included	Priority Score	Source
<ol style="list-style-type: none"> 1. 2. 	<p><u>Full Scrutiny Inquiries</u></p> <p>Overview and Scrutiny Committee</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>Corporate and Customer Panel</p> <p>Gershon Efficiencies Staff Sickness Absences</p> <p>Environment and Community Panel</p> <p>Inequalities in the Borough Town Centre Strategy</p>	<p>June 2006</p>	<p>All within the Corporate Strategy</p>	<p>Corporate Strategy</p>