



Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

Tuesday, 10th October 2006

In the Committee Room, Town Hall, Chorley



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Chief Executive's Office

Please ask for: Ruth Hawes
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Date: 28 September 2006

Chief Executive: Donna Hall

Chorley
Council

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Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 10TH OCTOBER 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, 10th October 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 - 4)**

To confirm as a correct record the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 12th September 2006 (enclosed).

4. **Business Plan Monitoring Statements - First Quarter (Pages 5 - 28)**

Business Plan and Performance Monitoring Reports are enclosed for the period April 2006 to June 2006 for:

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

5. **Monitoring of Inquiry Recommendations - One Stop Shop Inquiry (Pages 29 - 38)**

Report of Assistant Head of Customer Services (enclosed)

Continued....

6. **Ongoing Inquiry - Contact Centre Efficiencies and Partnership with Lancashire County Council**
 - a) **Efficiency Sub-Group and the Partnership Sub-Group**

The Chair will outline the arrangements for the forthcoming meetings of the Efficiency Sub-Group on 24th and the Partnership Sub-Group on 26th October.
7. **Overview and Scrutiny Work Programme 2006/07 (Pages 39 - 40)**

To consider the enclosed Overview and Scrutiny Work Programme for 2006/07.
8. **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, 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), Gary Hall (Director of Finance), Andrew Docherty (Director of Customer, Democratic and Legal Services), Tim Murphy (Director of Information and Communication Technology), Roger Handscombe (Director of Property Services), Asim Khan (Assistant Head of Customer Services), Sue Baxendale (Training Manager) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.
3. Agenda and reports to 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.

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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