

Corporate and Customer Overview and Scrutiny Panel

Tuesday, 10 October 2006

Present: Councillor Geoffrey Russell (Chair) and Councillors Alan Gain, Henry Caunce, Magda Cullens, David Dickinson, Doreen Dickinson, Catherine Hoyle, Hasina Khan, Keith Iddon, Margaret Lees, Thomas McGowan, Miss June Molyneaux, Edward Smith and Mrs Stella Walsh

06.CCS.20 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Peter Baker and Mrs Joyce Snape.

06.CCS.21 DECLARATIONS OF ANY INTERESTS

No Members declared any interests in relation to matters under consideration at the meeting.

06.CCS.22 MINUTES

RESOLVED – That the Minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 12 September 2006 be confirmed as a correct record and signed by the Chair.

06.CCS.23 BUSINESS PLAN MONITORING STATEMENTS - FIRST QUARTER

The Panel received the Business Plan Monitoring Statements for the period April 2006 to June 2006 for:

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

Members queried several aspects of the Plans with the Director and questioned some of the performance figures relating to the Best Value Performance Indicators.

RESOLVED – That the Business Plan Monitoring Statements be noted.

06.CCS.24 MONITORING OF INQUIRY RECOMMENDATIONS - ONE STOP SHOP INQUIRY

The Panel received a report of the Assistant Head of Customer Services updating the Panel on the progress on the implementation of the recommendation made to the Executive Cabinet on 30 June 2006.

The report indicated that the Panel had carried out an inquiry to assess the effectiveness of the newly implemented One Stop Shop and to identify improvements, which would benefit both the Customer and the workforce.

The report listed the recommendations with the action taken against each one.

The Panel welcomed the format of the report and the progress that had been made since the recommendations were approved.

RESOLVED – That the report be noted.

06.CCS.25 ONGOING INQUIRY - CONTACT CENTRE EFFICIENCIES AND PARTNERSHIP WITH LANCASHIRE COUNTY COUNCIL

The Executive Director Corporate and Customer (Deputy Chief Executive) informed the Panel that the under mentioned documents had recently been published which may have a bearing on the development of the inquiry into the Contact Centre.

- Lancashire County Council Scrutiny Inquiry into the Shared Services Contact Centre.
- Audit Commission report on Lancashire County Council and Shared Partnership – A performance and critical report.

The two documents would be relevant to the inquiry.

RESOLVED – That the report be noted.

06.CCS.26 OVERVIEW AND SCRUTINY WORK PROGRAMME 2006/07

The Panel received and noted the Overview and Scrutiny Work Programme for 2006/07 which related to items for the Panel

Chair