



# 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

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**Chief Executive:** Donna Hall

**Chorley**  
Council

Town Hall  
Market Street  
Chorley  
Lancashire  
PR7 1DP

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 24<sup>th</sup> and the Partnership Sub-Group on 26<sup>th</sup> 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.**

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 آپکی 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, 12 September 2006**

**Present:** Councillor Geoffrey Russell (Chair) and Councillors Peter Baker, Andrew Birchall, Henry Caunce, Doreen Dickinson, Hasina Khan, Margaret Lees, Thomas McGowan, Miss June Molyneaux, Edward Smith and Mrs Stella Walsh

### **06.CCS.14 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Alan Cain, Magda Cullens, David Dickinson, Catherine Hoyle, Keith Iddon, Joyce Snape and Councillor John Walker (Executive Member for Customer, Democratic and Legal Services).

### **06.CCS.15 DECLARATIONS OF ANY INTERESTS**

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

### **06.CCS.16 MINUTES**

**RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 11 July 2006 be confirmed as a correct record and signed by the Chair, subject to the inclusion of an apology for absence on behalf of Councillor Margaret Lees.**

### **06.CCS.17 MONITORING OF INQUIRY RECOMMENDATIONS - HOUSING MAINTENANCE APPOINTMENT SYSTEM**

The report of the Director of Housing Services was received updating the Panel on the final recommendation of the Housing Maintenance Appointment System Inquiry to be completed relating to the monitoring the detail and accuracy of fault reporting.

Members discussed recommendation 11 and noted that the transfer of the Council's houses to Chorley Community Housing had resulted in repair reporting not being carried out by the Call Centre so the automated telephone monitoring had not taken place. A local performance figure had 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.

Members queried several points and noted that the number of repeat visits would be monitored and analyzed after the transfer of the Council's houses.

The Members thanked the Officers for the update report.

**RESOLVED - That the update report be noted.**

**06.CCS.18 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 Panel received a presentation from the Assistant Head of Customer Services.

Background: the Government agenda challenged Council's to think beyond the traditional methods of service delivery and to create efficiencies. There was a desire to create single point of contact for the customer to access both district and county services and to improve access to public services. A feasibility study was undertaken in 2002 and following this, from the three models put forward, a decision was taken by partners to go forward with a virtual contact centre approach. The primary contract is between Northgate and Lancashire County Council. There are further back to back contracts between the district and the County Council.

Development: A procurement exercise was undertaken. The preferred provider ITNET had pulled out and so the contract was awarded to SX3 who were subsequently bought out by Northgate. There are six district partners: Burnley, Chorley, Hyndburn, Ribble Valley and Rossendale and the County Council. The contract provides for the supply of the hardware for example computers, network, telephony system, disaster recovery and the Customer Relationship Management (CRM) system. The cost of the project is well over £12 million over a seven year contract with an initial cost of £95,000 and £50,000 per year for districts.

Governance: The Joint Committee and the Partnership Board manage the Partnership at the highest level. The Joint Committee are the sovereign decision making body, with Member representation. Each Council have one vote. Chorley is currently represented by Councillors Peter Baker, Anthony Gee and John Walker. The Partnership Board are responsible for programme delivery and is attended by the Executive Director (Corporate and Customer), the Director of Information, Communication Technology and the Director of Customer, Democratic and Legal Services.

Technology: The key components of the system are the network, telephony, knowledge base/scripts and CRM. The aim is to address around 80% of enquiries at the first point of contact and to capture information about the customer. The scripts are essential to capture the necessary information to enable the enquiry to be dealt with and for further integration work. The scripts can also be used to enable customers to self-service via the web site and through other channels of contact.

Where are we today? There are significant challenges facing the partnership as a whole. For example there are different speeds and approaches to implementation across the Partnership. There was a need to refocus the CRM at Chorley but good progress was being made in relation to the migration of services. The staffing requirements after the recent transfer of Council Tax had been underestimated, but steps had been put in place to resolve this. Integration with back office systems remains a challenge. Email and telephone contacts would be streamlined next year, once all of the services had been transferred.

Members queried several points and noted that the members of staff who answered calls were excellent. In the future completed responses to queries could be sent back to the customer by text message or by email.

Three reports presented to the Executive Cabinet at Lancashire County Council on 5 September 2006 relating to the Shared Services Contact Centre were distributed to the Panel Members for inclusion in their reference box file.

The Members thanked the Officers for the presentation.



**RESOLVED - That the presentation be noted.**

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

The Panel discussed the membership of the Efficiencies Sub-Group and the Partnership Sub-Group.

**RESOLVED**

1. **That the memberships of the Sub-Groups be as follows:**  
**Efficiencies Sub-Group Councillors Alan Cain, Margaret Lees, Edward Smith and Stella Walsh.**  
**Partnership Sub-Group Councillors Peter Baker, Andrew Birchall, Hasina Khan and June Molyneaux.**
2. **That the Democratic Services Officer would confirm the dates of the Sub-Groups in October and November in writing.**

**(c) To note the updated Inquiry documentation**

The Panel considered the Project Outline, Information Checklist, Witness Checklist and Project Plan and noted that all of the documentation on the information checklist had been received in the reference box file.

**RESOLVED - That the updated Inquiry documentation be noted.**

#### **06.CCS.19 OVERVIEW AND SCRUTINY WORK PROGRAMME 2006/07**

The Panel considered the Overview and Scrutiny work programme and noted the items that would be considered at the next meeting of the Panel in October.

**RESOLVED - That the work programme be noted.**

Chair

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**Corporate and Customer  
Overview and Scrutiny  
Panel First Quarter  
Business Plan Monitoring  
Reports**



**FOR THE PERIOD APRIL 2006 TO JUNE 2006**

**1. KEY MESSAGES**

In this quarter the emphasis of our work has been:

Accounting & Audit

- Concluding the final accounts audit and doing an update of the 2007/2008 budget forecast.

Revenues & Benefits

- Implementing new benefits structure
- Changes processes to improve performance

The summary of KPI performance is as follows:

SERVICE PERFORMANCE INDICATORS	CURRENT POSITION	FORECAST OUTTURN
Number of Green KPI's	4	8
Number of Blue KPI's	4	0
Number of Red KPI's	0	0
Number of KPI's not yet measured	0	0

The table shows that good progress is being made on all targets, with no KPIs having unsatisfactory performance.

There is still further work to do on invoice processing where there has been a massive improvement on last year, but performance is slightly below targets, as is the % of Council Tax collection where the target is extremely difficult to achieve given our current excellent performance.

**2. BUDGET UPDATE**

	<b>£'000</b>
Cash budget	1,450
<b>Forecast outturn</b>	<b>1,378</b>
Net employee cost savings	(10)
Insurance Premiums	(72)
Other minor increases	10
Forecast overspend	(72)

The table shows that there is currently a forecast underspend of £72k. This has been achieved from the renewal of the Council's Insurance premiums. However it is still early in the financial year and there are some risks contained in the budget, the effect of which will only be known later in the year, particularly the cost of concessionary travel and the cost of benefits.

### 3. SERVICE DEVELOPMENTS

The next quarter will be spent on developing the Council's Benefits software to enable self service for customers and developing the technology to enable mobile working. All these improvements are designed to help us improve our indicator performance.

The aim is to make further progress on the Use of Resources Improvement Plan, where some minor issues such as the register of interests and other larger issues such as finalising the Council's Whistleblowing Policy has been dealt with. However there is still much to do to ensure performance improves further and we work towards being excellent in all that we do.

### 4. PERFORMANCE VARIATION

Indicator Description	Performance 2005/06	Target 2006/07	Performance at 30/06/06	Comments
% Invoices processed on time	84.42	96.50	95.32	Performance is improving on last year but slightly below target.
% finance budget spend – year end forecast	N/A	100	100.03	This figure relates to the Finance Directorate only.
Ave time to process new benefit claims	27	25.00	18.60	
Ave time for benefit changes	9	8.00	7.00	
% benefit calculations correct	98.50	99.00	99.20	
% C Tax collected	98.51	28.95 to 30 June 99.00 (year end)	30.13	
% NNDR collected	98.88	24.75 to 30 June 99.00 (year end)	31.43	

### 5. CONCLUSION

The first quarter of the year is invariably focused on meeting a number of statutory requirements such as completing the accounts etc. However in that time performance against the Units and Council's key indicators has been good, there are no budget issues and we are well placed to start to work on the planned improvements required to meet the aspirations and actions set out in the Corporate Plan.

Gary Hall  
Director of Finance

**FOR THE PERIOD APRIL TO JUNE 2006**

**KEY MESSAGES**

The directorate has been challenged this year with achieving some significant objectives, including undertaking job evaluation/pay modelling, achievement of liP and the NWE0 for Charter Member Status.

The directorate, which has been stable in its staff turnover for the last few years has seen some changes to its personnel. This has in some ways hindered the directorate's progress to achieve some of its key goals. However, the HR team have worked hard to ensure that the major projects have been kept on target.

The HR directorate has also been critical in supporting some of the major restructuring of the organisation which has been completed to date.

To ensure that HR could continue to fully support the organisation especially in light of the restructuring work being undertaken a strategic decision was taken to delay work on projects such as homeworking and the procurement of a HR system until the unit could fully facilitate delivery of these projects.

SERVICE PERFORMANCE INDICATORS	CURRENT POSITION	FORECAST OUTTURN
Number of green PI's	1	
Number of blue PI's	3	
Number of red PI's	1	
Number of PI's not yet measured	4 Annual, 5 Not Reported against	

**6.2 BUDGET UPDATE**

<b>SERVICE LEVEL BUDGET MONITORING 2006/2007</b>		
<b>HUMAN RESOURCES</b>		
<b>JUNE 2006</b>	<b>£'000</b>	<b>£'000</b>
<b>ORIGINAL CASH BUDGET</b>		<b>697</b>
Add Adjustments for In year cash movements		
Slippage from 2005/2006		
- Use of AMF Reserve		
Virements for other Services		
Transfer from contingency		-
Cabinet approved decisions		
Delegated Authority decisions		

<b>ADJUSTED CASH BUDGET</b>	<b>697</b>
Less Corporate Savings:	
<b>CURRENT CASH BUDGET</b>	<b>697</b>
FORECAST	
EXPENDITURE	
- Busy Bees scheme administration costs	2
	<hr/>
Expenditure under(-) or over (+) current cash budget	2
Additional agency staff costs not in budget	-
Savings from staff vacancies	-
	<hr/>
Expenditure under (-) or over (+) current cash budget	2
INCOME	
	<hr/>
Income under (+)/ over (-) achieved	-
<b>FORECAST CASH OUTTURN 2006/2007</b>	<b>699</b>

**Key Assumptions**

- Young Persons Development 1.5 FTE, £5K costs per person per year
- Busy Bees Scheme admin costs covered by NI rebate.
- Job Evaluation exercise to come in on budget

**Key Issues/Variables****Key Actions****6.3 SERVICE DEVELOPMENTS****Key Projects**

- Our Workforce Development Plan is due to be completed by the middle of October 2006. The NWEO Workforce Planner is working with Directors during the next month to finalise proposals, which will be forwarded to Strategy Group. Information collated will then be used to complete our Workforce Development Plan.

- The elements to be considered by the authority on Pay and Reward have been agreed by Strategy Group. The proposals are currently being developed by HR supported by experts in this field.

The evaluation process is now 75 complete and the Analysts are working hard to have all the evaluations completed by mid October. The QA Group have started the moderation process. The pay and reward paper has been to Strategy Group for scoping clarification and work is now being done to work towards these objectives. The pay modeling aspect of the project has become a risk area due to the resignation of the Director of HR.

- The Home Working project is currently on hold due to capacity issues.
- Initial research has been carried out in respect of a new HR system and the e-enabling of learning and some associated processes. Research is currently ongoing with the project targeted to begin officially in January 2007.
- The external assessment for the North West Employers Charter Award is planned to take place on Thursday 21<sup>st</sup> September. There has been a great deal of activity in relation to member development during the first quarter of the year. This includes the development of a new induction process, and the development of a new Member Development Framework which is linked to individual roles and responsibilities. A pre-assessment for the North West Charter took place in July.
- Emergency call-out arrangements are currently being integrated into the Pay and Reward Strategy review.
- HR are undertaking support for the restructures in Streetscene, Neighbourhoods and Environment Directorate, Policy and Performance and Office of the Chief Executive. Further support will be necessary over the coming months in preparation for the Housing Transfer and the subsequent impact this will have on support services.
- Equality Impact Assessments continue to be undertaken where appropriate.

6.4 PERFORMANCE VARIATION

Indicator Description	Target at 30 June 2006	Performance at 30 June 2006	Comments
BVPI 11a % Of Women in Top % of Earners	32	29.17 (Red Triangle)	The projected actual for the next quarter is 33.3 due to changes in the senior team.
BV012 Days/ Shifts Lost to sickness (Corporate)	2.25	2.28 (Blue Circle)	
BV17a % Ethnic Minority Employees	1.6	1.66 (Blue Circle)	
Human Resources- Sickness Absence	2.25	0.06 Green Star	
Human Resources - Invoices Processed within	96.5	92.02 Blue Circle	



<p>30 working days</p> <p>Human Resources - Budget Spend- Year End Forecast</p>	<p>100</p>	<p>100.03 Star</p> <p>Green</p>	
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**6.5 CONCLUSION**

The HR unit have made a considerable contribution to the delivery of the organisation’s objectives in the first quarter.

The key projects to be delivered within the next three months included the achievement of IIP and the NWEO Charter Status for Members.

The capacity of the unit needs to be monitored in light of the resignation of the Director of HR and staff turnover in general.

Signature: Angela Wolstencroft

DIRECTOR OF HUMAN RESOURCES

Indicator Number: BV11a

Indicator Short Name: % Of Women in Top 5% of earners

Q1		End of Year Target
Performance	Target	
29.17	32	32

**Please explain the reasons why progress has not reached expectations:**

During the first quarter, there were a number of vacancies at the senior management level within the authority.

**Please detail corrective action to be undertaken:**

In the second quarter, the post holders of the vacant senior posts will take up their posts and the position will improve.

**Please give an objective assessment as to whether the year end target will be met:**

It is anticipated that the end of year target will be met.

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
ICT SERVICES DIRECTORATE**

**FOR THE PERIOD 1<sup>st</sup> APRIL to 30<sup>th</sup> JUNE 2006**

**1. KEY MESSAGES**

The Directorate continues to play a key role in a number of critical corporate projects, which must be balanced with the continuing day to day support responsibility. These include;

- The development of Contact Chorley
- Housing Stock Transfer – Disengagement requirement
- New telephony contract
- Implementation of enhanced Revenues and Benefits system
- Web-site refresh
- Implementation of new desktop equipment across the Council
- e-Planning implementation

<b>SERVICE PERFORMANCE INDICATORS</b>	<b>CURRENT POSITION</b>	<b>FORECAST OUTTURN</b>
Number of green PI's	0	8
Number of blue PI's	3	
Number of red PI's	1	
Number of PI's not yet measured	4	

2. BUDGET UPDATE

**SERVICE LEVEL BUDGET MONITORING 2006/2007**

**INFORMATION & COMMUNICATION TECHNOLOGY SERVICES**

<b>JUNE 2006</b>	<b>£'000</b>	<b>£'000</b>
<b>ORIGINAL CASH BUDGET</b>		<b>940</b>
Add Adjustments for In year cash movements		
Slippage from 2005/2006		
- Consultancy Fees		10
- Purchase of hardware		9
Virements for other Services		
Transfer from contingency		-
Cabinet approved decisions		
Delegated Authority decisions		
<b>ADJUSTED CASH BUDGET</b>		<b>959</b>
Less Corporate Savings:		
Staffing		(19)
<b>CURRENT CASH BUDGET</b>		<b>940</b>
<b>FORECAST</b>		
<b>EXPENDITURE</b>		
Salaries		
Expenditure under(-) or over (+) current cash budget		-
<b>INCOME</b>		
Income under (+)/ over (-) achieved		-
<b>FORECAST CASH OUTTURN 2006/2007</b>		<b>940</b>

**Key Assumptions**

Vacant Post 1/2 customer svcs 1/2 business analyst post taken as corporate saving

**Key Issues/Variables**

**Key Actions**

### 3. SERVICE DEVELOPMENTS

The Directorate has delivered significant progress in the key area of integration during the reporting period achieving the following;

- Planning Portal level 3 integration, which essentially means development control applications submitted on-line will automatically update the back-office application.
- Local Land and Property Gazetteer integration with Licensing and Environmental Services.
- This moves us toward our goal of a single, corporate address database.
- The mobile application used by the Neighbourhood Wardens now updates the back-office system without intervention by administrative staff.
- NLPG status 1, confirming the quality of the address data held in our Local Land and Property Gazetteer (LLPG). We now update the national hub on a weekly basis.
- All Councillors have access to broadband facilities.
- We are beginning a project to extend and improve the use of GIS (Geographic Information System) within the Council. We have recently added our recycling sites to the county wide GIS system to allow customers access to the information.

### 4. PERFORMANCE VARIATION

The Directorate has yet to report upon 4 performance indicators;

#### **Budget Spent**

This indicator will not be measured in the first quarter for any Directorate.

#### **Price of a Workstation**

We are not currently purchasing PC's as we are nearing the end of our current lease and aim to refresh all the Council's equipment during the next 12 months.

#### **Customer Satisfaction**

The next six-monthly survey of customers is due to be undertaken during August and September.

#### **Percentage of calls resolved within agreed timescales**

Resolution timescales have yet to be agreed as part of a Service Level Statement. How best to agree such a statement is currently under consideration.

### 5. CONCLUSION

Information and communication technology remains key to many service development and efficiency projects. Significant progress has been made in the quarter but there remains a great deal to do. It should also be noted that a large part of the work of the Directorate is focused on the delivery of projects that may not be reflected in the performance indicators contained in this report.

Signature: Tim Murphy

DIRECTOR OF ICT SERVICES

Indicator Number: BV012 Sickness Absence (ICT Services).

Indicator Short Name: Sickness Absence – ICT

Q1		End of Year Target
Performance	Target	
3.65	2.25	9.00

**Please explain the reasons why progress has not reached expectations:**

**The target for sickness absence is set Corporately. All possible action to address absenteeism and support affecting staff members is being taken.**

**Please detail corrective action to be undertaken:**

**A new Corporate policy has been developed which has challenging targets for both long and short-term absence. The provisions and requirements set out in this policy are being adhered to in the Directorate. These include regular welfare visits and the utilisation of our occupational health facilities and it's services.**

**Action planned across the financial year:**

**Corporately the management of sickness absence will take a more proactive approach, with HR and the relevant Directorates working closely to proactively foresee problem areas. These will be managed in line with the Absence Policy.**

**Please give an objective assessment as to whether the end target will be met:**

**N/A as reporting year-end.**

**Action Plan Owner: Tim Murphy/ Human Resources  
Unit: ICT  
Contact Number: 5455**

**Date: 14 August 2006**

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
PROPERTY SERVICES DIRECTORATE**

**FOR THE PERIOD 1 April 2006 to 30 June 2006**

**1. KEY MESSAGES**

The summary of KPI performance is as follows:

	<b>CURRENT POSITION</b>	<b>FORECAST OUTTURN</b>
Number of green KPI's	1	0
Number of blue KPI's	2	8
Number of red KPI's	3	1
Number of KPI's not yet measured	3	0

**2. BUDGET UPDATE**

Latest budget calculations suggest outturn in line with provision.

**3. SERVICE DEVELOPMENTS**

The major service development for 2006/07 relates to outsourcing/partnering for both professional property services and markets functions. A short list of potential service providers is being asked to submit formal tenders for the work in line with detailed specifications and contract requirements. These will be returned and evaluated during September with a view to making a partner appointment and beginning the contract in November.

**4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

<b>Indicator Description</b>	<b>Performance 2005/06</b>	<b>Target 2006/07</b>	<b>Performance at 31 July 06</b>	<b>Comments</b>
BV 156 - % public buildings accessible to all users	83%	88%	83%	<p>3 Buildings do not comply.</p> <p>Work at Clayton Leisure Centre is due to start under new CLS contract early in the New Year</p> <p>Astley Hall complies with DDA legislation but not this indicator.</p> <p>Brinscall baths is to be the subject of an Executive Cabinet report later in the year.</p>

PR001 % buildings in good & satisfactory condition	91%	95%	Year End Figure	Redevelopment of Friday St depot will enable the target to be reached – due for November.
PR001 % planned maintenance prog. Completed	94%	100%	17%	
PR004a % market stalls vacant	30.9%	25%	29%	
PR004b % town centre shops vacant	4.0%	5.0%	4.0%	
PR005 % land registration complete & info available electronically	65%	100%	90%	
PR006 % capital receipts from property disposals	100%	100%	0%	Terms agreed and approved for 2 significant property sales to be completed this year.
PR007 % income received from property investments	100%	100%	25%	
PR008 energy consumption in Council buildings as a % of national benchmark	Electric 97.3%	85%	Year End Figure	
	Gas 31.6%	50%	Year End Figure	
PR009 % reduction in CO2 emissions	34%	2%	Year End Figure	Last year's large reduction was achieved through a switch to 95% "green" electricity from a new provider.

5. **CONCLUSION**

Performance on three indicators is classified as red -

BV156 – Completion of Clayton Green Sports Centre early in the New Year will meet the 88% target whilst work at Brinscall could take it to 94%

PR004 – Although occupancy of market stalls has improved marginally the long term issue is being addressed through the outsourcing exercise to be concluded later this year.

PR008 – Completion of two significant transactions where terms have been agreed and approved will raise this indicator to 70% with a supporting disposal programme to realise the balance

Signature: R.P. Handscombe  
 Head of Property Services  
 30 June 2006



Indicator Number: BV156

Indicator Short Name: % Local Authority buildings accessible to the disabled.

Q1		End of Year Target
Performance	Target	
83	88	88

**Please explain the reasons why progress has not reached expectations:**

**Please detail corrective action to be undertaken:**

Work to Clayton Green Sports Centre to be carried out by CLS under the new contract will bring the figure up to the 88% target.

**Action planned through financial year:**

Work will start on completion of the All Seasons refurbishment now under way.

**Please give an objective assessment as to whether the year end target will be met:**

The year-end target is achievable.

**Action Plan Owner: Roger Handscombe**  
**Directorate: Property Services**  
**Contact Number: 5311**

**Date: 15 September 06**

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
CUSTOMER, DEMOCRATIC AND LEGAL SERVICES  
FOR THE PERIOD 1<sup>ST</sup> APRIL 2006 TO 30<sup>TH</sup> JUNE 2006**

**1. KEY MESSAGES**

During this quarter the Director was not in post.

<b>SERVICE PERFORMANCE INDICATORS</b>	<b>CURRENT POSITION</b>	<b>FORECAST OUTTURN</b>
Number of green PI's	3	2
Number of blue PI's	4	5
Number of red PI's	3	3
Number of PI's not yet measured	0	

**2. BUDGET UPDATE**

**SERVICE LEVEL BUDGET MONITORING 2006/2007**

**CUSTOMER, DEMOCRATIC & LEGAL SERVICES**

<b>JUNE 2006</b>	<b>£'000</b>	<b>£'000</b>
<b>ORIGINAL CASH BUDGET</b>		<b>2,106</b>
Add Adjustments for In year cash movements		
Slippage from 2005/2006		
Temporary Staffing		17
Charter Mark application		4
Virements for other Services		
Transfer from contingency		-
Cabinet approved decisions		
Delegated Authority decisions		
<b>ADJUSTED CASH BUDGET</b>		<b>2,127</b>
Less Corporate Savings -		
Hospitality - Members		(5)
Senior Management Review		(1)
<b>CURRENT CASH BUDGET</b>		<b>2,121</b>

FORECAST

EXPENDITURE

Director of CUDL - Staffing costs		(11)
Customer Services - Staffing costs		(10)
Customer Services Purchase of Equipment	2	
Democratic Services - Staffing costs	26	
Democratic Services - Comp Software	6	
Legal Services - Staffing costs		(29)
Legal Services - Agency costs	78	
	<hr/>	

Expenditure under(-) or over (+) current cash budget		62
Additional agency staff costs not in budget		
Savings from staff vacancies		

Expenditure under (-) or over (+) current cash budget		-
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INCOME

Licensing Services		(22)
	<hr/>	

Income under (+)/ over (-) achieved		(22)
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<b>FORECAST CASH OUTTURN 2006/2007</b>		<u><u>2,161</u></u>
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**Key Assumptions**

- Director of CUDL not starting till Sept
- Customer Services vacant posts not yet filled from start of year
- Democratic Services 3\*p/t staff working f/t + o/t
- Legal Services 2 \* vacant posts
- Agency staff covering vacant posts in Legal Services

**Key Issues/Variables**

**Key Actions**

**3. SERVICE DEVELOPMENTS**

The Customer Services Team were successful in achieving Charter mark status following an intensive audit in June.

## 4. PERFORMANCE VARIATION

Indicator Description	Target at 30 June 2006	Performance at 30 June 2006	Comments
Satisfaction – Contact Centre	95	97.6	
% of reports and agendas published on the internet	100	100	Performance Indicator may need to be reviewed going forward as the process has now been automated and all reports and agendas are published on the intranet via Mod Gov
% Committee Minutes published within Five working days	75	66	The introduction of Area Forums has affected the team's capacity to ensure minutes are published within the target period
% of Customer seen within 10 Minutes in the One Stop Shop	80	70	A combination of an increase in customers to the one stop shop (up by 9.7% in comparison with the same period for 05/06) and long term sickness contributed to a drop in performance during this period. Interim steps have been taken to address the issue pending the recruitment of additional customer services advisors.
Average Number of days to process personal license applications	12	1.1	
Average number of days to process premises/club licences	17	2	
BV179 % Standard Searches in 10 Days	100	100	
Customer, Democratic and Legal Services Budget Spend – Year End Forecast	100	101.9	
Customer, Democratic and Legal % Invoices Processed within 30 Working Days	96.5	87.61	The restructuring of the Department and also the ending of the Highways Partnership have affected this figure. Staff have received appropriate

			training in the use of the electronic purchase order system and have been reminded of the need to process invoices promptly.
Customer, Democratic and Legal Services Sickness Absence Days	2.25	1.38	

5. **CONCLUSION**

Action is being taken to address the areas where performance slipped during this quarter.

Signature: Andy Docherty

DIRECTOR OF CUSTOMER DEMOCRATIC AND LEGAL SERVICES

**Indicator Number: CD 007**

**Indicator Short Name: % of Customers seen within 10 minutes in the One Stop Shop**

Q1		End of Year Target
Performance	Target	
69.72	100	100

**Please explain the reasons why progress has not reached expectations:**

A combination of summer leave, long term sickness, an increase in customers to the one stop shop (up by 9.7% in comparison with the same period for 05/06) and diversion of resources to call centre have all contributed to a drop in performance.

**Please detail corrective action to be undertaken:**

More resources are required and adequate cover for maternity and long term sick leave. Agree overflow strategy for high volume calls during peak periods.

**Action planned through financial year:**

Appoint new advisors and request existing advisors to work extra hours in the meantime to help out if they would not ordinarily be in work. This has been agreed under delegated member approval. The posts to be recruited to are 3 x 20 hour flexible permanent advisors and 3 x 20 hour flexible 12 month fix term contracts. Interviews will take place in September with a view to arranging start dates in late October/November. Extra advisors will help resource the call centre freeing up staff to the one stop shop which will hopefully reduce the wait times. There are also plans in place to look at changes to technology to enable service owners to answer overflow calls in their units. The target for commencing this work is December 06 although Customer Services do have something in place at the moment on a very small scale to trial this.

**Please give an objective assessment as to whether the year end target will be met:**

A target of 100% may be inappropriate; as to achieve this a target would involve significant investment of time and resources. It may be more appropriate to change the target to one of 80%, as this would remain a challenge to achieve. Such a target would however, represent a more realistic goal and ensure that resources can be targeted effectively rather than focusing on an unrealistic target which may impact on the quality of the customer experience elsewhere.

Consideration could perhaps be given to the inclusion of an indicator in the data set which monitors the abandonment rate of customers in the one stop shop, this would allow us to monitor the impact of longer waiting times on those customers who are not seen within the target time of 10 minutes.

**Action Plan Owner:** Asim Khan

**Unit:** Customer, Democratic and Legal Services

**Contact Number:** 5448

**Date:** 29 Aug. 06

**Indicator Number:** CD006

**Indicator Short Name:** % of Committee Minutes Published with 5 working days

Q1		End of Year Target
Performance	Target	
66%	75%	75%

**Please explain the reasons why progress has not reached expectations:**

The performance during the months of June and July (66%) fell below the monthly target of 75% due to the increased volume of work within the Section generated from the Area Forum Pilot Scheme meetings which involved the production of agendas, minutes, schedules of questions raised at the meeting, follow-up action and general correspondence to members of the public.

**Please detail corrective action to be undertaken:**

The Area Forum Pilot Scheme finishes in October and the resource capacity of the Section will need to be reviewed if the Council decides to implement Area Fora on a permanent basis. In the meantime, the staff will give priority to the production of the minutes for Committee meetings within five working days.

**Action planned through financial year:**

To continue to monitor on a monthly basis, the performance against the target.

**Please give an objective assessment as to whether the year end target will be met:**

It is envisaged that overall the yearly target will be met

**Action Plan Owner:** Steve Pearce

**Unit:** Customer, Democratic and Legal Services

**Contact Number:** 515196

**Date:** 27 September 2006



**Indicator Number: CD 008 Processing of invoices**

**Indicator Short Name: % of invoices processed within 28 days**

Q1		End of Year Target
Performance	Target	
87.61	96.5	96.5

**Please explain the reasons why progress has not reached expectations:**

There have been significant changes to the unit during the period in question, and no director has been in post with overall responsibility for the monitoring of performance of such indicators.

**Please detail corrective action to be undertaken:**

Exchequer Services have been asked to investigate whether the invoices received within Policy and Performance reflect the revised structure of the directorate.

The technical problems have been resolved.

Team members will be reminded of the need to check the Creditors system regularly and authorise invoices promptly.

Team members have had training in use of the electronic purchase order system to improve understanding of the order and invoice approval process.

**Action planned through financial year:**

There is no action planned as it is anticipated that the year-end target will be met. The position will be reviewed on a quarterly basis.

**Please give an objective assessment as to whether the year end target will be met:**

The year-end target is achievable.

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Report of	Meeting	Date
Assistant Head of Customer Services	Corporate and Customer Overview and Scrutiny Panel	10 October 2006

## ONE STOP SHOP INQUIRY AND MONITORING REPORT

### PURPOSE OF REPORT`

1. To report a further update to the Panel following their recommendations made to Executive Cabinet on 30 June 2004.

### CORPORATE PRIORITIES

2. The Contact Centre directly affects the Council's Customer and Capacity priorities. The development represents a major investment to improve customer focus, relations and contact with the Council.
3. The project also provides the basis for realising Gershon type efficiencies that will free up more back office time for processing and will potentially release extra resources for improved direct service provision.

### RISK ISSUES

4. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	√	Information	
Reputation	√	Regulatory/Legal	
Financial	√	Operational	√
People		Other	

5. The Council has an agreed and approved strategy for the development of a customer contact centre through joint working in the Lancashire Partnership. This is a high profile scheme that is being looked at from both a regional and a national perspective. If it were to fail it would have a damaging effect on the reputation of the partners.
6. The total costs for the Partnership will be significant, but a major share of these will be funded by Lancashire County Council. Operational risks relate to the non-achievement of planned customer service improvements.

### BACKGROUND

7. The Panel carried out an enquiry to assess the effectiveness of the newly implemented One Stop Shop and to identify improvements, which would benefit both the Customer and the Workforce.

8. The report is set out as comments against the recommendations of the Panel.

<b>No.</b>	<b>Aim/Objective</b>	<b>Action Taken</b>
1.	That after consideration of the evidence presented to the Panel, the One Stop Shop has been effective in improving Customer Service	<p><b>7 September 2005</b>                      Acknowledged. This is a developing service and will continue to focus on improving the customer experience.</p>
	<b>Service Objective</b>	
2.	To consider further the feasibility of the Planning Officer on Customer Services duty to be based from within the One Stop Shop.	<p><b>7 September 2005</b>                      Meeting in May with Development Control where this issue was put forward. Development Control Manager was on sick leave and so no decision was made. The proposals were taken away for consideration. Another meeting set for August was cancelled. This will be rearranged on the return of the officers concerned.</p> <p><b>1 March 2006</b>                      The Duty officer has been based in Customer Services since the beginning of October last year. This has improved the service for the customer by removing any undue delay. The arrangement has also helped to foster a shared understanding between the Service Units that has been appreciated by all involved. There has also been a benefit in the additional shadowing by Customer Advisors that has been enabled by this arrangement.</p> <p><b>Comments of Development Control Manager</b>                      Since the duty officer has been based in the One Stop Shop, Customer Services Advisors have undertaken additional planning training to enable them to provide greater assistance to customers as a first point of contact. This has led to a better working relationship between the teams. Customer Service Advisors have developed confidence in dealing with planning enquiries and this has been successful in reducing the reliance on the duty officer to provide advice.</p> <p>However while the duty officer has been based within the One Stop Shop it has not been possible to provide a similar service to customers who telephone the office. It is not possible to provide a second duty officer to deal with telephone calls. As a result the service to customers who telephone the office for advice has fallen.</p>

		<p>The number of customers visiting the duty officer and the number of telephone calls from customers has been monitored. This information is provided as an Appendix to this report. This indicates that by comparison there are a significant number of customers who telephone the office compared with those seeing the duty officer.</p> <p>In the circumstance given the difficulties that are being experienced in dealing with the level of telephone enquiries it is suggested that the duty officer remains within the main Development Control office with an assurance that when a customer requires assistance from the duty officer that will be provided.</p> <p><b>10 October 2006</b> The duty officer remains in the One Stop Shop at present, pending the impact of Planning calls being directed into the call centre. The service will be reviewed at that time.</p>
3.	To consider amendments to the arrangements for 'on duty' planning officers to address the issues of customers having to wait.	<p><b>7 September 2005</b> As above.</p>
	<b>Security</b>	
4.	To let staff know how often the panic buttons are tested.	<p><b>7 September 2005</b> Civic Services staff test the alarms on a monthly basis. The Panic Alarm procedure has been updated with this information and all staff have been advised. The updated procedure has been posted on the intranet and is included in the induction of new staff.</p> <p>This item is now considered closed.</p>
	<b>Training</b>	
5.	To have Customer Services Advisors, in particular the supervisors, join in on regular training sessions and new starters to have training with the back office sections, such as Revenues and Benefits and Planning Services.	<p><b>7 September 2005</b> Agreement already in place with Revenues and Benefits that they will alert us when training sessions are relevant to the level of service which we provide. Attendance has been by Team Leader and training cascaded to customer advisors. Advisors recently spent extended periods working out of Environmental Services in preparation for the service being introduced into the call centre. This proved to be extremely successful and the same principles will be used in respect of existing services such as Revenues and Benefits and Development and Building</p>

		<p>Control, with their agreement.</p> <p><b>1 March 2006</b>                  Agreement reached with Benefits Assessment Manager for Customer Advisors to receive coaching in back office procedures from experienced Benefits staff. Also agreement in principle to new starters working from out of the Benefits office as happened with Environmental Services.                  Additional system based Benefits training is in progress.                  Back Office training in Planning and Licensing is also underway.</p> <p><b>10 October 2006</b>                  Customer Services Team Leader is attending the regular weekly training sessions held in Benefits. Relevant information is then fed back to Advisors. Additional Housing Benefit and Council Tax training has already been undertaken and more is to be arranged.</p> <p>This item is now considered closed.</p>
6.	To train some Customer Services staff to a higher level in certain services to serve as reference points within Customer Services.	<p><b>7 September 2005</b>                  Some CS staff came from specific service areas, e.g. Housing, Benefits and Planning Admin and so there is already a reference point for each of these services. The attendance of the above training sessions will ensure that the staff concerned keep their knowledge up-to-date. The impact of this on the Progression scheme will need to be considered.</p> <p>This item is now considered closed.</p>
<b>No.</b>	<b>Computerised Systems and Dialogues</b>	<b>Action Taken</b>
7.	To establish a policy to ensure that the dialogues are kept up-to-date for all services provided by the One Stop Shop.	<p><b>7 September 2005</b>                  Work is taking place on the range of dialogues to ensure that they are compatible with all access channels. It has been generally established and agreed that dialogues are the responsibility of/owned by the service providers and amendments and additions are made by them. This will be confirmed by the acceptance of a draft SLA that has been drawn up.</p> <p><b>1 March 2006</b>                  Draft SLA was presented at the meeting of the user group on 8th December. Units were asked to consider this and bring feedback to the next meeting. In January the Efficiency &amp; Transformation Board approved changes to improve the use and maintenance of dialogues by agreeing to</p>

		<p>the principle of dedicated resource by service providers and the standardisation of scripts to be a pre-requisite of transferring services to the Contact Centre. Allocation of capital programme funds were agreed to enable this.</p> <p><b>10 October 2006</b></p> <p>The new Information Officer is now in post and work on ensuring the dialogues are kept up-to-date, including liaison with the back office, is shortly to begin.</p>
8.	To clarify the point where the customer query requires back office attention.	<p><b>7 September 2005</b></p> <p>The dialogues currently indicate where a query needs to be referred to a service provider. Any lack of clarity can be addressed in detail during regular monthly meetings with service providers.</p> <p>This item is now considered closed.</p>
9.	To load the Planning software on more than one computer in the One Stop Shop.	<p><b>7 September 2005</b></p> <p>This has been considered along with the alternative of using Planning Online, the web-based service. Planning Online is accessible from all the workstations in the One Stop Shop and it appears to provide sufficient information for the current level of service provided by the advisors, and has no licence or financial implications.</p> <p><b>1 March 2006</b></p> <p>Planning Online is used in the One Stop Shop where appropriate, to resolve low-level enquiries into planning applications. Not all advisors have received planning training yet and so enquiries cannot be handled at every desk.</p> <p>Planning training is currently underway. Once complete, we can begin to deal with Planning queries across the board.</p> <p><b>10 October 2006</b></p> <p>Planning enquiries are now being dealt with at every desk. There is still the restriction of the software not being on each PC due to licensing issues, this means that the more complex enquiries cannot be resolved at every desk. However the experience so far has been that this not caused many problems, and by far the majority of queries can be answered at any desk.</p>
	<b>External Publicity</b>	
10.	To promote the use of the Chorley Borough Council Internet site to access information and services.	<p><b>7 September 2005</b></p> <p>There is an established web-address strap line that is included on all Council documentation. The internet site is also referred to in the call centre waiting messages and publicised on the plasma screen in the One Stop Shop. Further work is scheduled for improving the web</p>

		<p>site and will present an opportunity to extensively promote this once in operation.</p> <p>This item is now considered closed.</p>
11.	<p>To publish frequently asked questions (FAQs) in the One Stop Shop on the different services provided, potentially via the plasma screen.</p>	<p><b>7 September 2005</b>                  The dialogues in use in the One Stop Shop provide more information than FAQs, as well as capturing information. Some information is already available on the plasma, e.g. Different ways to pay. Work is being carried out to provide information on other services via the plasma screen.</p> <p><b>10 October 2006</b>                  The recent appointment of the new Information Officer means that we are now in a position to up-date FAQs in readiness for displaying via different means.</p>
12.	<p>To increase the advertisement of facilities available at the One Stop Shop, for example a leaflet to libraries or an article in Chorley Borough News.</p>	<p><b>7 September 2005</b>                  An article advertising the services provided from partnership working (PALS DWP CAB) appeared in the July edition of Chorley Borough News and Tenants News and Views. Further article in September Chorley Borough News.</p> <p><b>1 March 2006</b>                  An article appeared in the Winter 2006 Community Newsletter.</p> <p>This item is now considered closed.</p>
	<b>Internal Information</b>	
14.	<p>To produce a breakdown of the range of enquiries to Customer Services between Revenues and Benefits, Planning Services etc to aid future service provision.</p>	<p><b>7 September 2005</b>                  Dialogues in use already provide this information in a limited form, as does the Callplus software in use in the call centre. The imminent introduction of CRM will allow far more detailed information in this area.</p> <p>This item is now considered closed.</p>
15.	<p>To record the number of queries requiring back office resolution.</p>	<p><b>7 September 2005</b>                  Again dialogues already provide this, and CRM will allow more detailed reporting.</p> <p>This item is now considered closed.</p>
16.	<p>To record the numbers of Black and Minority Ethnic customers to aid future comparisons.</p>	<p><b>7 September 2005</b>                  CRM will allow this information to be recorded. However there is concern on how readily customers will provide this information during their contact with Customer Services.</p> <p>This item is now considered closed.</p>



17.	<p><b>Internal Communication</b></p> <p>To set up a One Stop Shop user group with management and staff from all of the Council's Service Units involved and a Member of the Customer Overview and Scrutiny Panel.</p>	<p><b>7 September 2005</b> An initial, introductory meeting of the Customer Focus Group was held at the end of May. All services were represented except Housing. This was well received and it was proposed that meetings are held every three months and include a cross-section of staff. The invitation for August's meeting to include a representative of the Overview and Scrutiny Panel.</p> <p><b>1 March 2006</b> Customer Focus Group meeting held on 23rd September, Cllr Mrs Walsh in attendance proposed that they be held quarterly. Further meeting to be arranged for early 2006.</p> <p><b>10 October 2006</b> The last meeting was held on 26 May 2006, further meeting to be scheduled shortly.</p>
	<p><b>Service for Customers with Disabilities</b></p>	
18.	<p>To use footsteps/arrows to direct customers to Fast Track Reception.</p>	<p><b>7 September 2005</b> There have been difficulties in sourcing these and the search continues.</p> <p><b>1 March 2006</b> Footsteps are now in place, there has been some improvement in customers visiting Reception prior to entering the One Stop Shop.</p> <p>This item is now considered closed.</p>
19.	<p>To train staff in basic sign language and to liase with deaf organisations on other ways to provide services to deaf customers, such as the provision of sign language interpreters by appointment by an external or internal identified resource.</p>	<p><b>7 September 2005</b> An existing member of staff is already a trained signer working in the Union Street offices who has been called on previously and is happy to provide continued support if called upon. Some Customer Services staff have expressed an interest in this area and have a basic knowledge. HR have been consulted, however there has been difficulty finding a suitable course.</p> <p><b>1 March 2006</b> Two Advisors are currently attending an evening class in sign language and have already been able to use these new skills to help customers.</p> <p><b>10 October 2006</b> The course was successfully completed by two Advisors.</p> <p>This item is now considered closed.</p>

<p>20.</p>	<p>To make the internal entrance and exit doors to the One Stop Shop more accessible, potentially by making the doors semi-automatic push button operated.</p>	<p><b>7 September 2005</b>                  An estimated cost has been established. We are currently working to a specification that is still to be agreed by all parties. A site meeting took place on 4 August. Property Services have considered quotations from 4 companies and have identified a possible successful one. Final agreement to be reached w/e 2<sup>nd</sup> September. Work can then be arranged.  <b>1 March 2006</b>                  The alterations to the doors have been completed. There are a couple of minor issues in that the tendency has been for the majority of customers to use the push button rather than opening the door manually and this has shortened the battery life. The contractors have suggested improved signage or using mains power.</p> <p>This item is now considered closed.</p>
<p>21.</p>	<p>The layout of Interview Room Three to be reconsidered.</p>	<p><b>7 September 2005</b>                  This has been carefully considered. However, the only option would be to change the door to open outward that would impact upon the queuing and reception areas. Any change has therefore been ruled out.</p> <p>This item is now considered closed.</p>
<p>22.</p>	<p>To provide a disabled parking space in the vicinity of the One Stop Shop.</p>	<p><b>7 September 2005</b>                  Disabled parking with the appropriate badge is currently permitted on both streets either side of the Union Street offices. The Parking manager is currently investigating the possibility of using the coach bay at the front of the building as disabled parking.  <b>1 March 2006</b>                  The coach bay has been replaced with a disabled bay in front of the One Stop Shop on Union Street. This has been in use since 6th February.</p> <p>This item is now considered closed.</p>
<p><b>Services for Black and Ethnic Communities Customers</b></p>		
<p>23.</p>	<p>To advertise the 'Language Line' service</p>	<p><b>7 September 2005</b>                  This service is advertised at Reception and on the plasma screen in the One Stop Shop. An article promoting the service is planned for the next edition of Chorley Borough News.</p> <p>This item is now considered closed.</p>

<p>24.</p>	<p>To target Black and Minority Ethnic communities for open evening events in the One Stop Shop and promotion of facilities available in the community.</p>	<p><b>7 September 2005</b>                  A meeting has been held with the Community Development Co-ordinator (LCC) to arrange weekly surgeries in the One Stop Shop. The first of these is on 7<sup>th</sup> September. These will be publicised and the possibility of an evening session will be considered.  <b>1 March 2006</b>                  The weekly surgeries have been a success with positive customer feedback. A visit by Customer Services staff to the Women's Forum is in the process of being arranged and this will be followed by a buffet open evening at the Union Street offices.  <b>10 October 2006</b>                  Staff from Customer Services enjoyed attending an open evening with the Asian Women's Forum on 11<sup>th</sup> March. There was a very successful and well attended return visit by the Women's Forum on 16<sup>th</sup> June.</p> <p>This item is now considered closed.</p>
	<p><b>Progress on the Development of the Lancashire Shared Services Contact Centre</b></p>	
<p>25.</p>	<p>To extend the opening hours to provide additional ease of use for in-work customers e.g. Appointments outside opening hours and extended hours phone lines.</p>	<p><b>7 September 2005</b>                  Phone lines in the call centre are currently open from 8am until 6pm. Once Partnership protocol is in place additional access to services and the treatment of overspill calls can be agreed.</p> <p>This item is now considered closed.</p>
<p>26.</p>	<p>To introduce text phone facilities for people with speech and hearing difficulties.</p>	<p><b>7 September 2005</b>                  It is planned to discuss this further with the SSCC partnership to look at how members are delivering this facility in their Contact Centres.  <b>10 October 2006</b>                  Issues with the SSCC implementation (see item 27. 10 October below) has delayed progress. It may be necessary to install this facility outside partnership arrangements.</p>
<p>27.</p>	<p>To support progress on the implementation of the Lancashire Shared Services Contact Centre to publicise the services available.</p>	<p><b>7 September 2005</b>                  This is a seven-year project and we will continue to support and lead on this most important initiative for the Council and it's customers.  <b>10 October 2006</b>                  It is currently considered by the SSCC partnership that the current Onyx CRM system is not meeting the business needs of partners.                  As a consequence the CRM system is undergoing a refocus. An option to</p>

		consider the Northgate Front Office CRM system is currently being considered.
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**COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES**

9. There are no direct HR implications associated with this report

**COMMENTS OF THE DIRECTOR OF FINANCE**

10. There are no financial implications associated with this report

**RECOMMENDATION**

11. That the report be noted.

ASIM KHAN  
ASSISTANT HEAD OF CUSTOMER SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Asim Khan	5448	28 September 2006	

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

Function/topic	Assigned to	J	J	A	S	O	N	D	J	F	M	A	M
<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												
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					*	*	*	*	*	*		
<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					*					*		
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"> <li>1.</li> <li>2.</li> </ol>	<p><b><u>Full Scrutiny Inquiries</u></b></p> <p><b>Overview and Scrutiny Committee</b></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>Gershon Efficiencies Staff Sickness Absences</p> <p><b>Environment and Community Panel</b></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>