



# Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

**Tuesday, 28th November  
2006**

In the Committee Room, Town Hall, Chorley



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**PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT OVERVIEW AND SCRUTINY MEETINGS**

- Questions must be submitted to the Democratic Services Section by no later than midday, two working days before the day of the meeting to allow time to prepare appropriate responses and investigate issues if necessary.
- A maximum period of 3 minutes will be allowed for a question from a member of the public on an item on the agenda. A maximum period of 30 minutes to be allocated for public questions if necessary at each meeting of the Overview and Scrutiny Committee and its appropriate panels. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Committee or Panel.

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## Chief Executive's Office

Please ask for: Ruth Hawes  
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E-mail address: ruth.hawes@chorley.gov.uk  
Date: 17 November 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, 28TH NOVEMBER 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, 28th November 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 10 October 2006 (enclosed)

4. **Business Plan Monitoring Statements**

Business Plan and Performance Monitoring Reports will follow for the period July 2006 to September 2006 for:

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

5. **Contact Centre Inquiry - Collecting Evidence (Pages 3 - 10)**

The minutes of the Efficiency Sub-Group held on 24 October and the Partnership Sub-Group held on 26 October are enclosed. An additional verbal update will also be given.

Continued....

6. **Overview and Scrutiny Work Programme (enclosed)** (Pages 11 - 14)

To note the updated Overview and Scrutiny Work Programme.

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 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), Sue Baxendale (Training Manager), Tim Murphy (Director of Information and Communication Technology), Roger Handscombe (Director of Property Services), Andrew Docherty (Director of Customer, Democratic and Legal Services), Asim Khan (Assistant Head of Customer Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.
3. Agenda and reports to John Walker (Executive Member for Customer, Democratic and Legal) for attendance.

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**Please telephone 01257 515118 to access this service.**

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

01257 515823

کیجئے: