

Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

Tuesday, 20th March 2007

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



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.

Chief Executive's Office

Please ask for: Ruth Hawes
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Date: 9 March 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
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Chorley
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PR7 1DP

Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 20TH MARCH 2007

You are invited to attend a meeting of the Corporate and Customer Overview and Scrutiny Panel to be held in Committee Room 1, Town Hall, Chorley on Tuesday, 20th March 2007 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 15th February 2007 (enclosed).

4. **Business Plan Monitoring Statements**

Business Plan and Performance Monitoring Reports will follow for the period October 2006 to December 2006 for:

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

5. **Monitoring of Inquiry Recommendations - One Stop Shop Inquiry (Pages 5 - 16)**

The report of the Assistant Head of Customer Services is enclosed.


Continued....

6. **Contact Centre Efficiencies and Partnership with Lancashire County Council Inquiry**

The Panel will consider the draft findings and recommendations from the Efficiency Sub-Group and the Partnership Sub-Group and make their comments on the draft Final Report (documents to follow).

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), Gary Hall (Director of Finance), Tim Murphy (Director of Information and Communication Technology), Lorraine Charlesworth (Director of Human Resources), 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 Councillor John Walker (Executive Member for Customer, Democratic and Legal) for attendance.

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