

# Corporate & Customer Overview & Scrutiny Panel - Partnership Sub-Group

Agenda and Reports

For consideration on

## Thursday, 26th 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: 17 October 2006

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**Chief Executive:** Donna Hall

**Chorley**  
Council

Town Hall  
Market Street  
Chorley  
Lancashire  
PR7 1DP

Dear Councillor

## **CORPORATE & CUSTOMER OVERVIEW & SCRUTINY PANEL - PARTNERSHIP SUB-GROUP - THURSDAY, 26TH OCTOBER 2006**

You are invited to attend a meeting of the Corporate & Customer Overview & Scrutiny Panel - Partnership Sub-Group to be held in the Committee Room, Town Hall, Chorley on Thursday, 26th October 2006 commencing at 6.00 pm.

**\*\*\*Please Bring Your Contact Centre Inquiry Reference Box File To The Meeting\*\*\***

### AGENDA

1. **Appointment of Chair**

To appoint a Chair for the Partnership Sub-Group

2. **Apologies for absence**

3. **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.

4. **Terms of reference (Pages 1 - 2)**

To confirm the terms of reference for the Partnership Sub-Group.

5. **Consideration of the Report to Lancashire County Council Executive Cabinet -  
Audit Commission Performance Summary Report on Customer Access**

This document was distributed at the Panel meeting in September to be added to your reference box file.

Continued....

6. **Consideration of the Report to Lancashire County Council Executive Cabinet - Overview and Scrutiny - Shared Services Contact Centre Review**

This document was distributed at the Panel meeting in September to be added to your reference box file.

7. **Consideration of the Report to Lancashire County Council Executive Cabinet - Customer Access Strategy**

This document was distributed at the Panel meeting in September to be added to your reference box file.

8. **The Way Forward**

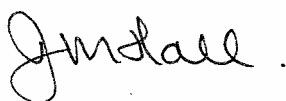
The Sub-Group will have a group discussion on the way forward on the Scrutiny Inquiry and in particular the issues to be considered at future meetings.

9. **Dates of future meetings**

To confirm the date of the next meeting.

10. **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 & Customer Overview & Scrutiny Panel - Partnership Sub-Group (Councillor Councillors Peter Baker, Hasina Khan, Andrew Birchall, Miss June Molyneaux and Geoffrey Russell for attendance.
2. Agenda and reports to Paul Morris (Executive Director - Corporate and Customer), Tim Murphy (Director of Information and Communication Technology), 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 Services) 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.**

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 آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون کیجئے: 01257 515823