

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



Chief Executive's Office

Please ask for: Ruth Hawes
Direct Dial: 01257 515118
E-mail address: ruth.hawes@chorley.gov.uk
Date: 17 October 2006

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**

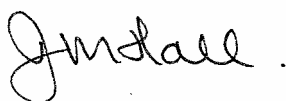
The Sub-Group will have a group discussion on the way forward on the Scrutiny Inquiry and in particular the issues to be considered at future meetings.

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

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Draft Terms of Reference

Efficiency Sub-Group

1. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre.
2. To assess whether the Council is achieving the desired efficiency benefits, for example, through extended opening hours and workload sharing.
3. To identify possible improvements.
4. To report on the findings and make recommendations to the Corporate and Customer Overview and Scrutiny Panel.

Partnership Sub-Group

1. To review the Lancashire Shared Services Contact Centre partnership arrangements.
2. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services.
3. To identify possible improvements.
4. To report on the findings and make recommendations to the Corporate and Customer Overview and Scrutiny Panel.

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