

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

Agenda and Reports

For consideration on

Tuesday, 5th December 2006

In the Council Chamber, Town Hall, Chorley



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: 24 November 2006

Chief Executive: Donna Hall

Chorley
Council

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Dear Councillor

CORPORATE & CUSTOMER OVERVIEW & SCRUTINY PANEL - PARTNERSHIP SUB-GROUP - TUESDAY, 5TH DECEMBER 2006

You are invited to attend a meeting of the Corporate & Customer Overview & Scrutiny Panel - Partnership Sub-Group to be held in the Council Chamber, Town Hall, Chorley on Tuesday, 5th December 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 – Partnership Sub-Group held on 26 October 2006 (enclosed)

4. **To watch the webcast of the Lancashire County Council Executive Cabinet meeting held on 5 September 2006**

The webcast will show the discussion by the County Council on the reports were of Overview and Scrutiny Task Group on the Shared Services Contact Centre. Please bring your copy of the report, previously circulated, to the meeting.

5. **To consider and determine the questions to be asked during the visit to the Hub at Lancashire County Council**

The Chair will lead a discussion on questions to ask officers and Councillors at Lancashire County Council during the site visit on 8th December.

6. **The Way Forward**

Continued....


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.

7. **Dates of future meetings**

To confirm the date of the next meeting.

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 & Customer Overview & Scrutiny Panel - Partnership Sub-Group (Councillor Peter Baker (Chair) and Councillors 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 Councillor John Walker 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

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

Thursday, 26 October 2006

Present: Councillor Peter Baker (Chair), Councillors Hasina Khan, Andrew Birchall and Miss June Molyneaux

1. APPOINTMENT OF CHAIR

Councillor Peter Baker was nominated and seconded to act as Chair of the Sub Group.

RESOLVED - That Councillor Peter Baker be appointed as Chair of the Partnership Sub Group.

2. APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor Geoffrey Russell.

3. DECLARATIONS OF ANY INTERESTS

No Member disclosed any interests in relation to matters under consideration at the meeting.

4. TERMS OF REFERENCE

The Sub Group considered and discussed the draft terms of reference in full.

It was AGREED that the terms of reference be as follows:

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.

5. CONSIDERATION OF THE REPORT TO LANCASHIRE COUNTY COUNCIL EXECUTIVE CABINET - AUDIT COMMISSION PERFORMANCE SUMMARY REPORT ON CUSTOMER ACCESS

This report was considered in conjunction with the following item.

6. CONSIDERATION OF THE REPORT TO LANCASHIRE COUNTY COUNCIL EXECUTIVE CABINET - OVERVIEW AND SCRUTINY - SHARED SERVICES CONTACT CENTRE REVIEW

The Sub-Group considered the Audit Commission Performance Summary Report on Customer Access and the Overview and Scrutiny Report on the Shared Services Contact Centre Review submitted to the Lancashire County Council Executive Cabinet.

The Sub-Group noted that the Partnership was a groundbreaking project with the vision for customers to access all services from a single point. This included a virtual network between the County and the six districts enabling calls to be answered by the County if all the lines were busy at a District.

There had been issues with the Customer Relationship Management (CRM) software. The contract had originally been awarded to SX3, who had been bought out by Northgate. This had meant that the CRM had not been implemented and used effectively. Negotiations were ongoing with Northgate to resolve these issues. The contract arrangements were complex as Northgate had a contract with Lancashire County Council, who had back to back contracts with the districts. The management of the contracts had been an area of concern in the past and was an area for the Sub-Group to look at further.

The Partners were all at different stages of implementation. It was key that Chorley's progression was not held back. Each partner was able to develop their CRM independently to enable them to utilise the benefits of the CRM. The second phase was to enable the County and Districts to deliver services for each other. There were plans for Lancashire County and Chorley to be the first wave to achieve phase two by February 2007. The relationship between Lancashire County and Chorley would be key in achieving this and would realise massive benefits, such as extended opening hours after six in the evening and Saturday mornings.

The Sub-Group AGREED

1. To visit the hub at Lancashire County Council and ask for reassurance on the future of the project as a whole, in particular relating to the contractual arrangements and the relationship with Lancashire County Council and
2. To talk with other Partners to ascertain their views.

7. CONSIDERATION OF THE REPORT TO LANCASHIRE COUNTY COUNCIL EXECUTIVE CABINET - CUSTOMER ACCESS STRATEGY

The Sub-Group considered the Customer Access Strategy and noted that Chorley had an Access Strategy (No 8 in the reference box file).

It was AGREED that an update on the Chorley Customer Access Strategy be presented to a future meeting.

8. THE WAY FORWARD

The Sub-Group discussed the way forward for the Inquiry and AGREED

1. That a visit to the hub be arranged for a Friday in November, with a tour and an opportunity to speak to an officer and a Councillor involved in the project,
2. That representatives from two Partner Councils be interviewed to give feedback on the Partnership and progress with the project,
3. That Councillor Edgerley and Councillor Walker be interviewed to give feedback on the Partnership and progress with the project.

9. DATES OF FUTURE MEETINGS

It was AGREED that the Democratic Services Officer would arrange the date of the next meeting to discuss the questions to be raised during the visit to the hub.

Chair

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