



Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

Tuesday, 24th July 2007

In the Council Chamber, Town Hall, Chorley

At 6.30 pm



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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.

Chief Executive's Office

Please ask for: Ruth Hawes
Direct Dial: (01257) 515118
E-mail address: ruth.hawes@chorley.gov.uk
Date: 12 July 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 24TH JULY 2007

You are invited to attend a meeting of the Corporate and Customer Overview and Scrutiny Panel to be held in the Council Chamber, Town Hall, Chorley on Tuesday, 24th July 2007 commencing at 6.30 pm.

AGENDA

1. **Apologies for Absence**
2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly 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 12 June 2007 (enclosed).

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Panel. Each member of the public will be allowed to ask one supplementary question within his/her allocated 3 minutes.

Continued....

5. **Scrutiny Inquiries - Gershon Efficiencies and Absence Management (Pages 3 - 6)**

The Panel will break into the two Sub-Groups to scope the Gershon Efficiencies and Absence Management Inquiries.

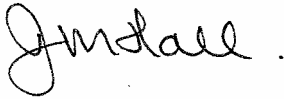
A blank scoping document is attached along with an example of a previous scoping document. Please could Members give some thought to the scoping prior to the meeting.

6. **Overview and Scrutiny Work Programme (Pages 7 - 10)**

To consider the Overview and Scrutiny Work Programme for 2007 2008 (enclosed).

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 Terry Brown, Henry Caunce, Michael Davies, Michael Devaney, David Dickinson, Doreen Dickinson, Daniel Gee, Mrs Pat Haughton, Keith Iddon, KevinJoyce, Hasina Khan, Thomas McGowan, Miss June Molyneaux, Michael Muncaster, Mrs Joyce Snape and Mrs Stella Walsh) for attendance.
2. Agenda and reports to Paul Morris (Executive Director Corporate and Customer), Lorraine Charlesworth (Director of Human Resources), James Douglas (Business Improvement Manager) and Ruth Hawes (Assistant Democratic Services Officer) 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 آپکی 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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Corporate and Customer Overview and Scrutiny Panel

Tuesday, 12 June 2007

Present: Councillor Geoffrey Russell (Chair) and Councillors Terry Brown, Henry Gaunce, David Dickinson, Doreen Dickinson, Daniel Gee, Mrs Pat Haughton, Kevin Joyce, Hasina Khan, Miss June Molyneaux, Mrs Joyce Snape and Mrs Stella Walsh

07.CCS.22 WELCOME BY THE CHAIR

The Chair welcomed everyone to the meeting, in particular the newly elected members and those new to the Panel.

He explained the remit of the Panel as being those services provided by the Directorates of Customer Democratic & Legal, Finance, Human Resources and Information and Communication Technology. In the previous Municipal Year the Panel had undertaken an Inquiry into the Lancashire Shared Services Contact Centre, in particular the efficiency and partnership elements.

07.CCS.23 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Michael Davies, Michael Devaney, Keith Iddon, Thomas McGowan and Michael Muncaster.

07.CCS.24 DECLARATIONS OF ANY INTERESTS

There were no declarations of interest by Members relating to the items on the agenda.

07.CCS.25 MINUTES

RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 20 March 2007 be confirmed as a correct record and signed by the Chair.

The Director of ICT reported that, as requested, there would be a trial run showing plans electronically at Development Control Committee on 19 June. The second phase would include the attachment of a projector to the ceiling of the Council Chamber and the installation of sound speakers.

A query was raised in respect of training for staff to access plans electronically in the One Stop Shop. A response would be fed back to the next meeting.

07.CCS.26 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Panel received and noted the Overview and Scrutiny Work Programme for 2007 2008 and in particular the items relating to the Panel.

RESOLVED – That the Work Programme be noted.

07.CCS.27 YEAR END BUSINESS PLAN MONITORING STATEMENTS

The Panel received the Year End Business Plan Monitoring Statements for Human Resources, Information, Communication Technology Services, Customer, Democratic and Legal Services and Financial Services.

Members clarified aspects of the Business Plans and Performance Indicators with the Directors who were present at the meeting. The Panel noted the key messages and service developments in each Directorate as outlined in the reports.

Members noted that the indicator for invoices processed within 30 days was either a red triangle or a blue circle for each Directorate. These figures were improving, but it was acknowledged that further was needed on this.

The Members congratulated the Directors on the year-end reports. Human Resources on the Investors in People (IIP) accreditation and the organisational changes and Finance on the Value for Money (VFM) score of 4 from the Audit Commission. Only two other District Councils in the country had achieved a score of 4.

Members discussed methods to consider the Business Plan Monitoring Statements in other ways, such as one or two Members leading the discussion on a particular Directorate or inviting an Executive Member to attend where there is an area of concern or commendation. This would be given further consideration at a future meeting of the Panel.

RESOLVED – That

1. **The Year End Business Plan Monitoring Statements be noted,**
2. **The Director of ICT report back on the recent issue of server availability at the weekend.**

07.CCS.28 CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL INQUIRY

The Chair explained that the Overview and Scrutiny Committee held on 27 March 2007 set out the Inquiry topics for the Panel for the forthcoming Municipal Year as being Gershon Efficiencies and Absence Management.

The Director of Human Resources and the Business Improvement Manager each delivered a brief, high-level presentation as an introduction to the topics.

The Inquiries would be scoped and a project plan constructed at the first meeting of the Sub-Groups. It was noted that, where possible, the Sub-Group meetings would be held in the evening to enable those Members who work during the day to attend.

RESOLVED – That

1. **The Panel undertake both Inquiries by two Sub-Groups,**
2. **The membership of the Sub-Groups be as follows:**
 - Gershon Efficiencies**
Councillors Henry Counce, Michael Davies, Michael Devaney, David Dickinson, Keith Iddon, Kevin Joyce, Thomas McGowan, Michael Muncaster Geoffrey Russell and Stella Walsh.
 - Absence Management**
Councillors Terry Brown, Mrs. Doreen Dickinson, Danny Gee, Mrs. Pat Haughton, Hasina Khan, June Molyneaux, Stella Walsh and Mrs. Joyce Snape.
3. **The Democratic Services Officer notifies the Sub-Group members of the date of the first meeting.**

Chair



OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic:	Investigation by:
	Type:

Objectives:	Desired Outcomes:
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Terms of Reference:

Key Issues:	Risks:
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Venue(s):	Timescale:
	Start:
	Finish:

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

Witnesses: *(who, why?)*

Consultation/Research: *(what, why, who?)*

Site Visits: *(where, why, when?)*

Officer Support:

Lead Officer:

Committee Administrator:

Corporate Policy Officer:

Likely Budget Requirements:

<u>Purpose</u>	£
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Total	_____
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Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

Example of a previous scoping document



OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Contact Centre: Efficiencies and the Partnership with Lancashire County Council.

Investigation by: Corporate and Customer Overview and Scrutiny Panel

Type: Inquiry

Objectives:

Efficiencies

1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda.

Partnership Working

2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements.
3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

Desired Outcomes:

Efficiencies

1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements.

Partnership Working

2. To establish that the partnership arrangements are working effectively, and, in situations where this is not the case, to propose actions to remedy the situation.
3. To ensure the partnership is delivering the highest quality customer experience.

Terms of Reference:

1. To conduct an investigation into the Lancashire Shared Services Contact Centre partnership arrangements.
2. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre.
3. To identify possible improvements.
4. To report on the investigations findings and make recommendations to Overview and Scrutiny Committee consistent with the Inquiry's objectives and desired outcomes.

Key Issues:

Efficiencies

1. Migration of resources from back office services into the Contact Centre.
2. Integration to back office systems.
3. Streamlining contact telephone numbers and email points.
4. Managing migration of customers to more efficient methods of access to services.

Partnership Working

5. Review contractual arrangements with Lancashire County Council.
6. Contractor performance and governance.
7. Differing approach of partners.
8. Customer Relationship Management system.
9. Development of Lancashire County Council

Risks:

1. Damaging relationships with partnership organisations.
2. Possibility of negative publicity to the partnership.
3. Having desired outcomes beyond the capacity to deliver.

Example of a previous scoping document

Customer Service strategy. 10. Delivery of Customer Focus and Access strategy.	
Venue(s): Town Hall, Market Street, Chorley.	Timescale: Start: July 2006. Finish:

<p>Information Requirements and Sources:</p> <p>Documents/evidence: <i>(what/why?)</i></p> <ol style="list-style-type: none"> 1. Lancashire County Council Customer Service strategy. 2. Partnership Customer Contact strategy. 3. Terms of reference for the officer partnership board and Member joint committee. 4. Chorley Borough Council Customer Focus and Access strategy. 5. Approved Plan and migration dates. 6. Annual Efficiency Statement: 2005/2006 Backward looking and 2006/2007 Forward looking. <p>Witnesses: <i>(who, why?)</i></p> <ol style="list-style-type: none"> 1. Chair of the Joint Committee. 2. Chair of the Partnership Board. 3. Representative from the contractor (Northgate Information Systems NIS). 4. Representatives from District partners. 5. Councillor D Edgerley (Previous Member of the Partnership Joint Committee). 6. Councillor J Walker (Executive Member for Customer, Democratic and Legal Services and Member of the Partnership Joint Committee). 7. Officers of Chorley Borough Council. <p>Consultation/Research: <i>(what, why, who?)</i></p> <ol style="list-style-type: none"> 1. Customer satisfaction performance statistics. <p>Site Visits: <i>(where, why, when?)</i></p> <ol style="list-style-type: none"> 1. Shire District partners. 2. Lancashire County Council. 							
<p>Officer Support:</p> <p>Lead Officer: Asim Khan (Assistant Head of Customer Services).</p> <p>Democratic Services Officer: Ruth Hawes (Assistant Democratic Services Officer).</p> <p>Corporate Policy Officer: To be identified as required.</p>	<p>Likely Budget Requirements:</p> <table border="0"> <tr> <td>Purpose</td> <td style="text-align: right;">£</td> </tr> <tr> <td>Site visit costs</td> <td style="text-align: right;">200</td> </tr> <tr> <td>Total</td> <td style="text-align: right;"><u>200</u></td> </tr> </table>	Purpose	£	Site visit costs	200	Total	<u>200</u>
Purpose	£						
Site visit costs	200						
Total	<u>200</u>						
<p>Target Body¹ for Findings/Recommendations (Eg Executive Cabinet, Council, PCT) Overview and Scrutiny Committee.</p>							

OVERVIEW AND SCRUTINY WORK PROGRAMME – 2007/08														
Function/topic	Assigned to	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
1. Scrutiny Inquiries														
Council's performance against the key line of enquiry to be assessed by the Audit Commission during CPA and Direction of Travel.	OSC	21	25											
Gershon Efficiencies/Attendance Management	CCOSP		12	24		25	23	20		33				
Neighbourhood Working	ECOSP		7	16										
New Inquiry to be determined	ECOSP			19										
2. Holding the Executive to Account														
Annual Budget Consultation	OSC										12			
Budget Scrutiny	OSC CCOSP ECOSP									22 24	12			
Provisional full year Performance Indicator	OSC	21												
Quarterly Business Plan Monitoring Statements	ECOSP CCOSP OSC		7 12			13 25		22 20				13 11		
Quarterly Performance Report (Corporate Strategy and Best Value Performance Indicators)	OSC	21			2			12			12			
3. Policy Development and Review														
Overview and Scrutiny Improvement Plan 2006/07	OSC		25						3					
Corporate Strategy	OSC							12						
OSC – Overview and Scrutiny Committee ECOSP – Environment and Community Overview and Scrutiny Panel CCOSP – Corporate and Customer Overview and Scrutiny Panel														

MONITORING OF PREVIOUS SCRUTINY RECOMMENDATIONS – 2007/08

Scrutiny Inquiry	Assigned to	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Chorley Markets	CCOSP				23						11		
Decriminalised Parking Enforcement	CCOSP				25						11		
One-Stop Shop/Contact Centre	CCOSP						20						
Juvenile Nuisance	ECOSP				13								
Provision of Youth Activities in Chorley	ECOSP					18							

Monitoring of Budget Scrutiny Recommendations	Assigned to	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Environmental Services	ECOSP						22		24				
Planning Services	ECOSP						22		24				
Revenues and Benefits	CCOSP						20		22				

Rolling Programme of Scrutiny Inquiries to be Implemented

Priority Order	Topic/Issue Title	Date Included	Priority Score	Source
<p><u>Full Scrutiny Inquiries</u></p>				
<p>Overview and Scrutiny Committee</p>				
1.	Job Evaluation	June 2006	All within the Corporate Strategy	Corporate Strategy
2.	The effectiveness of the Community Safety Partnership in the delivery of reduced levels of crime in the Borough.			
<p>Environment and Community Panel</p>				
1.	Inequalities in the Borough			
2.	Town Centre Strategy			

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