

Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

**Tuesday, 20th November
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 Panel. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Panel.

Chief Executive's Office

Please ask for: Ruth Hawes
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Date: 12 November 2007

Chief Executive: Donna Hall

Chorley
Council

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Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 20TH NOVEMBER 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 November 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 consider the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 23 October 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 Committee. Each member of the public will be allowed to ask one supplementary question within his or her allocated 3 minutes.

Continued....

5. **Quarterly Business Plan Monitoring Statements (Pages 3 - 22)**

Business Plan and Performance Monitoring Reports are enclosed for the period July 2007 to September 2007 for:

- Information, Communication Technology Services
- Customer, Democratic and Legal Services
- Financial Services

The report for Human Resources will be tabled at the meeting.

6. **Monitoring of Inquiry Recommendations - Contact Centre Efficiencies and Partnership with Lancashire County Council (Pages 23 - 28)**

The report of the Corporate Director of People is enclosed.

7. **Scrutiny Inquiries - Efficiency Gains and Absence Management (Pages 29 - 30)**

The Chair of the Efficiency Gains Sub-Group will present the minutes of the meeting held on 6 November as an update to the Panel on the ongoing Scrutiny Inquiry (enclosed).

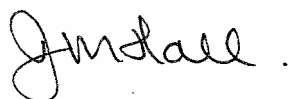
The Chair of the Absence Management Sub-Group will update the Panel on the briefing held with the Corporate Director of Human Resources on 8 November.

8. **Overview and Scrutiny Work Programme (Pages 31 - 34)**

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

9. **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 Counce, Michael Davies, Mike Devaney, David Dickinson, Mrs Doreen Dickinson, Daniel Gee, Pat Haughton, Keith Iddon, Kevin Joyce, Hasina Khan, Thomas McGowan, June Molyneaux, Mick Muncaster, Joyce Snape and Mrs Stella Walsh) for attendance.
2. Agenda and reports to Paul Morris (Assistant Chief Executive), Gary Hall (Assistant Chief Executive (Business Transformation)), Andrew Docherty (Corporate Director of Governance), Lorraine Charlesworth (Corporate Director of Human Resources), Tim Murphy (Corporate Director of Information and Communication Technology), Asim Khan (Head of Customer and Information Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.

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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

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کیجئے: