

Corporate and Customer Overview and Scrutiny Panel

Tuesday, 20 November 2007

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

Also in attendance: Councillor John Walker (Executive Member for Customer, Democratic and Legal Services)

07.CCS.50 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Michael Davies, Mike Devaney, Pat Haughton, Keith Iddon, Kevin Joyce, Thomas McGowan, Mick Muncaster and Stella Walsh.

07.CCS.51 RETIREMENT OF DEPUTY CHIEF EXECUTIVE

The Chair reported that the Deputy Chief Executive, Paul Morris, who would be retiring before Christmas. The Chair expressed his thanks to Paul for his support and help to the Panel over the years.

07.CCS.52 DECLARATIONS OF ANY INTERESTS

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

07.CCS.53 MINUTES

RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 23 October 2007 be confirmed as a correct record and signed by the Chair.

07.CCS.54 PUBLIC QUESTIONS

No members of the public requested to speak at the meeting.

07.CCS.55 QUARTERLY BUSINESS PLAN MONITORING STATEMENTS

The Panel received the Business Plan Monitoring Statements for the period July 2007 to September 2007 for Human Resources, Information, Communication Technology Services, Customer, Democratic and Legal Services and Financial Services.

RESOLVED – That the Business Plan Monitoring Statements be noted.

07.CCS.56 MONITORING OF INQUIRY RECOMMENDATIONS - CONTACT CENTRE EFFICIENCIES AND PARTNERSHIP WITH LANCASHIRE COUNTY COUNCIL

The Panel received the report of the Corporate Director (People) updating Members on the progress made to the Executive Cabinet in May 2007.

Members noted the excellent progress made and raised several points with Councillor John Walker, the Executive Member for Customer, Democratic and Legal Services.

RESOLVED – That the report be noted and a further update be presented to the Panel in six months.

07.CCS.57 SCRUTINY INQUIRIES - EFFICIENCY GAINS AND ABSENCE MANAGEMENT

The Chair updated the Panel on the two ongoing Inquiries into Efficiency Gains and Absence Management.

It was noted that the evidence gathered would be presented to the next meeting of the Absence Management Sub-Group in January 2008 to enable recommendations, if any, to be made and the final report to be drawn up.

The Efficiency Gains Sub-Group would be receiving feedback from the Directors before Christmas and would be meeting in January 2008 to draft their findings and recommendations into a final report.

RESOLVED – That progress on the Scrutiny Inquiries be noted.

07.CCS.58 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.

Chair