

Corporate and Customer Overview and Scrutiny Panel - Efficiency Gains Sub-Group

Agenda and Reports

For consideration on

**Monday, 17th December
2007**

In Committee Room 2, Town Hall, Chorley

At 11.00 am



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.

6 December 2007

Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - EFFICIENCY GAINS SUB-GROUP - MONDAY, 17TH DECEMBER 2007

You are invited to attend a meeting of the Corporate and Customer Overview and Scrutiny Panel - Efficiency Gains Sub-Group to be held in Committee Room 2, Town Hall, Chorley on Monday, 17th December 2007 commencing at 11.00 am.

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. **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.

4. **Question Setting (Pages 1 - 2)**

To set the questions for the feedback sessions with Directors.

5. **Corporate Director of Human Resources 11.30-12.30**

To receive feedback from the Corporate Director of Human Resources - Lorraine Charlesworth.

Continued....

6. **Corporate Director of ICT 12.45-13.30**

To receive feedback from the Corporate Director of ICT - Tim Murphy.

7. **Light refreshment break**

8. **Assistant Chief Executive (Policy & Performance) 14.00-14.45**

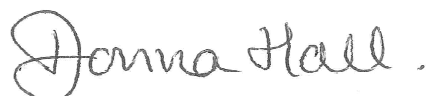
To receive feedback from the Assistant Chief Executive (Policy & Performance) Lesley-Ann Fenton.

9. **Findings and Conclusions**

To consider the findings and conclusions from the feedback sessions.

10. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely



Donna Hall
Chief Executive

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Distribution

1. Agenda and reports to all Members of the Corporate and Customer Overview and Scrutiny Panel (Councillor Mrs Stella Walsh (Chair) and Councillors Henry Caunce, Michael Davies, Mike Devaney, David Dickinson, Keith Iddon, Kevin Joyce, Thomas McGowan, June Molyneaux, Mick Muncaster and Geoffrey Russell) for attendance.
2. Agenda and reports to Lorraine Charlesworth (Corporate Director of Human Resources), Tim Murphy (Corporate Director of Information and Communication Technology), Lesley-Ann Fenton (Assistant Chief Executive (Policy and Performance)), James Douglas (Business Improvement Manager) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.

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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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Draft Questions for Directors

General Questions

1. How well do you think the council has done in the achievement of its efficiency targets?
2. What contribution has your directorate made to achieving those gains?
3. What areas of improved efficiency have you targeted for the future?
4. How do you manage and improve efficiency within your directorate and how does it link with your Business Improvement plan and the corporate strategy?
5. How do you ensure that any efficiency gains you achieve are corporately collected and reported?
6. What measures have you taken to ensure that effective procurement practice is in place within your directorate and can you give us examples of this in practice?

Specific additional Questions

Corporate Director – ICT

1. What impact do you think improving our ICT platform has had on achieving efficiency gains in recent years?
2. Have the leadership and senior management been fully supportive of this drive?
3. What future ICT development is planned to support the council's continuing drive to achieving efficiency gains?

Corporate Director – Human Resources

1. Substantial efficiency savings have been made through reduction of the establishment in recent years. What sort of impact has that had on staff?

Corporate Director – People

1. How do you see the Contact Centre contributing to the council's future efficiency gains targets?

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