

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

Monday, 4 February 2008

Present: Councillor Mrs Stella Walsh (Chair) and Councillors Mike Devaney, David Dickinson, Keith Iddon, June Molyneaux and Geoffrey Russell

Also in attendance: Jane Meek (Corporate Director (Business)), Janet Hinds (Corporate Procurement and Partnerships Manager) and Kris Boardman (Customer Access Officer) James Douglas (Business Improvement Manager) and Ruth Hawes (Assistant Democratic Services Officer)

08.25 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Henry Counce, Mick Davies, Kevin Joyce and Thomas McGowan.

08.26 DECLARATIONS OF ANY INTERESTS

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

08.27 PUBLIC QUESTIONS

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

08.28 QUESTION SETTING

Members considered the draft questions enclosed with the agenda, made several amendments and allocated questions to each Member for the ensuing feedback sessions with officers.

RESOLVED – That the questions be set as below:

Corporate Director (Business)

1. Please outline the services within the remit of your Directorate.
2. How many Full Time Equivalentts are there in your Directorate?
3. How well do you think the council has done in the achievement of its efficiency targets and what contribution has your directorate made to achieving those gains?
4. What areas of improved efficiency have you targeted for the future?
5. Is there any scope for joint working within your Directorate?
6. How do you manage and improve efficiency within your directorate and how does it link with your Business Improvement plan and the corporate strategy?
7. What is your budget and what are the main heads of expenditure?
8. How do you ensure that any efficiency gains you achieve are corporately collected and reported?
9. 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?
10. The use of the absence management policy can lead to efficiencies. Is the policy working in your Directorate?
11. There have been developments on the Council's website with the Planning Portal. Has this produced efficiency savings?

Corporate Procurement And Partnerships Manager

1. Please could you outline the responsibilities within your role?
2. What contribution have corporate procurement made to the council's efficiency savings in the period covered by the 04 Spending Review.
3. Can you broadly tell us how these are made up and give us some more detail on the more notable examples?
4. The efficiency agenda continues as part of the CSR07 review. What future contribution do you feel corporate procurement can make to securing future efficiency gains?

Customer Access Officer

1. Please could you outline the responsibilities within your role?
2. Can you tell us what contribution the creation of the Contact Centre has made to delivering efficiency savings for the council?
3. A Procurement saving of £300,000 has been identified through the Shared Services Contact Centre Partnership. Is this still a justifiable efficiency gain for the council for the remaining 4 partnership years?
4. We are aware that implementation of the Customer Relationship Management system is currently underway. Can you please update us on progress and tell us what efficiency gains you think will be achieved through its implementation?
5. We understand that there is significant variation in the different methods of communicating with the council. Can you elaborate on this issue and tell us what plans there are for future channel optimisation.
6. Are there plans to deliver services for other partner organisations? Is there potential to generate income from this approach as well as improve the service to the customer?
7. How will the Council measure the number of times members of the public contact the Council to resolve an issue/request for service?
8. According to the Varney report there should be a reduction of 25% in running costs for contact centres in the future. Do you think this is a realistic target for Chorley?

08.29 CORPORATE DIRECTOR (BUSINESS)

The Chair welcomed Jane Meek to the meeting and thanked her for attending the meeting. The feed back session comprised questions and answers collated into a schedule enabling comparison with those responses given by other Directors.

08.30 CORPORATE PROCUREMENT AND PARTNERSHIPS MANAGER

The Chair welcomed Janet Hinds to the meeting and thanked her for attending the meeting. The feed back session comprised questions and answers collated into a schedule enabling comparison with those responses given by other officers.

08.31 CUSTOMER ACCESS OFFICER

The Chair welcomed Kristian Boardman to the meeting and thanked him for attending the meeting. The feed back session comprised questions and answers collated into a schedule enabling comparison with those responses given by other officers.

Chair