
Chief Executive's Office

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Date: 27 May 2005

Chorley
Borough Council

Town Hall
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Chief Executive:
Jeffrey W Davies MA LLM

Dear Councillor

A meeting of the Customer Overview and Scrutiny Panel is to be held in the Council Chamber, Town Hall, Chorley on Wednesday, 8th June, 2005 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, in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. If the personal interest is a prejudicial interest, then the individual member should not participate in a discussion on the matter and must withdraw from the room and not seek to influence a decision on the matter.

3. **Minutes**

To confirm as a correct record the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 6 April 2005 and 20 April 2005 (enclosed)

4. **Welcome to Best Value Inspectors**

The Inspectors would like to ask Panel questions and seek their views to aid their inspection. This will take approximately 30 minutes.


5. **Draft Final report of the Customer Overview and Scrutiny Panel into the One Stop Shop (Pages 1 - 58)**

Report of Head of Customer, Democratic and Office Support Services and Draft Final report (enclosed).

6. **Customer Focussed Access and Service Design Strategy (Pages 59 - 66)**

Presentation by eGovernment Manager. The Executive Summary of the Strategy is enclosed.

Continued....

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7. **Business Plan Updates End of Year 2004/05 (Pages 67 - 92)**

Business Plan updates for

- Housing Services
- Property Services
- ICT Services and
- Customer, Democratic and Office Support Services

are enclosed.

8. **Review of the Marketing and Promotion of the Enhanced Recycling Scheme Inquiry Recommendations (Pages 93 - 96)**

Report of the Head of Environmental Services (enclosed).

9. **Items referred from Overview and Scrutiny Committee - Decriminalisation of Parking - Review of Parkwise working practices as they relate to Chorley (Pages 97 - 102)**

Report of Head of Public Space Services (enclosed).

10. **The Council's Timetable of Meetings for 2005/06**

The Chair to receive the views of Members on the amount of meetings in the Council's Timetable of Meetings for 2005/06.

11. **Overview and Scrutiny Work Programme (Pages 103 - 104)**

Work Programme enclosed

12. **Any other item(s) which the Chair decides is/are urgent**

Yours sincerely

Chief Executive

Distribution

1. Agenda and reports to all Members of the Customer Overview and Scrutiny Panel for attendance.
2. Agenda and reports to Group Director, Head of Environmental Services, Engineering Services Manager, Parking Manager, Head of Corporate and Policy Services, Head of Housing Services, Head of Property Services, Head of ICT Services, Head of Customer, Democratic and Office Support Services and eGovernment Manager for attendance.
3. Agenda and reports to Councillors J Wilson, Edgerley, Goldsworthy, Ball and Walker for information.
4. Agenda and reports to all remaining Chief Officers for information.

5. Agenda and reports to all remaining Members of the Council for information.