

# Customer Overview and Scrutiny Panel

**Wednesday, 8 June 2005**

**Present:** Councillor Walsh (Chair), Councillor (none), Councillors Mrs D Dickinson, Lees, Molyneaux, Russell, Smith, Snape and Snow

**Also in attendance:** Councillors (none)

## **05.CUS.01 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Cullens and Malpas.

## **05.CUS.02 DECLARATIONS OF ANY INTERESTS**

No interests were declared.

## **05.CUS.03 MINUTES**

**RESOLVED – That the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 6 April 2005 and 20 April 2005 be confirmed as a correct record and signed by the Chair.**

## **05.CUS.04 WELCOME TO BEST VALUE INSPECTORS**

The Chair welcomed Val Edmonds, one of the Customer Access and Focus Best Value Inspectors, to the meeting.

The Panel discussed the Councils focus on providing customers with service and the access to these services.

## **05.CUS.05 DRAFT FINAL REPORT OF THE CUSTOMER OVERVIEW AND SCRUTINY PANEL INTO THE ONE STOP SHOP**

The Panel received the report of the Assistant Head of Customer Services and

## **05.CUS.06 CUSTOMER FOCUSED ACCESS AND SERVICE DESIGN STRATEGY**

The eGovernment Manager gave a presentation to the Panel regarding the Council's Strategy for Customer Focussed Access and Service Design.

## **05.CUS.07 BUSINESS PLAN UPDATES END OF YEAR 2004/05**

The Head of Housing Services gave a summary of the Business Plan update for Housing Services and responded to several queries from Members.

The Head of Property Services highlighted exceptions to the Property Services Business Plan update.

The Panel heard the highlights from the Assistant Head of Customer Services and Assistant Head of Democratic Services

In response to a query

## **05.CUS.08 REVIEW OF THE MARKETING AND PROMOTION OF THE ENHANCED RECYCLING SCHEME INQUIRY RECOMMENDATIONS**

## **05.CUS.09 ITEMS REFERRED FROM OVERVIEW AND SCRUTINY COMMITTEE - DECRIMINALISATION OF PARKING - REVIEW OF PARKWISE WORKING PRACTICES AS THEY RELATE TO CHORLEY**

## **05.CUS.10 THE COUNCIL'S TIMETABLE OF MEETINGS FOR 2005/06**

## **05.CUS.11 OVERVIEW AND SCRUTINY WORK PROGRAMME**

## **05.CUS.12 ANY OTHER ITEM(S) WHICH THE CHAIR DECIDES IS/ARE URGENT**

Chair