

Chief Executive's Office

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Date: 28 June 2005

Chorley
Borough Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Chief Executive:
Jeffrey W Davies MA LLM

Dear Councillor

A meeting of the Customer Overview and Scrutiny Panel is to be held in the Committee Room, Town Hall, Chorley on Wednesday, 6th July, 2005 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**

2. **Declarations of any Interests**

Members of the Panel 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 (Pages 1 - 4)**

To confirm as a correct record the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 8 June 2005 (enclosed)

4. **Items referred from Overview and Scrutiny Committee - Decriminalisation of Parking Enforcement (Pages 5 - 16)**

A copy of the report of the Head of Public Space Services presented to the Panel on 8 June is attached together with a further report by the Head of Public Space Services, the Overview and Scrutiny Topic Selection document and the Inquiry Project Outline document is enclosed.

The Panel will be requested to complete the Inquiry Project Outline document at the meeting.

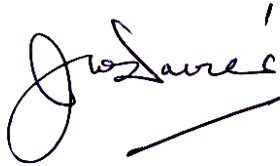
5. **Review of Race Equality Scheme**

Report of Head of Corporate and Policy Services (to follow)

Continued....

6. **Overview and Scrutiny Work Programme 2005/06** (Pages 17 - 18)

Work Programme enclosed

A handwritten signature in black ink, appearing to read 'Joe Lawrence', with a horizontal line underneath.

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, Engineering Services Manager, Parking Manager and Head of Corporate and Policy Services for attendance.
3. Agenda and reports to Councillors J Wilson, Edgerley, Goldsworthy and Walker for information.
4. Agenda and reports to all remaining Chief Officers for information.
5. Agenda to all remaining Members of the Council for information.

CUSTOMER OVERVIEW AND SCRUTINY PANEL

8 June 2005

Present: Councillor Mrs Walsh (Chair), Councillors Mrs Dickinson, M Lees, Molyneaux, Russell, E Smith Mrs J Snape and Snow.

Also present: Val Edmunds, Best Value Inspector.

05.CUS.24 APOLOGIES

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

05.CUS.25 DECLARATIONS OF ANY INTERESTS

No interests were declared.

05.CUS.26 MINUTES

RESOLVED – That the minutes of the meetings 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.27 WELCOME TO BEST VALUE INSPECTORS

The Chair welcomed Val Edmunds, 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.

RESOLVED – That the discussion be noted.

05.CUS.28 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 updating Members on further information in relation to the One Stop Shop Inquiry.

The Panel discussed the report and noted several financial implications for their recommendations 9, 17, 19 and 20. Updated information on the numbers and enquiry type were noted.

The Assistant Head of Democratic Services advised that an Internal Audit Report entitled "Review of working with Benefits (Working with Landlords and Customer Services) had recently been published. It was proposed that two additional recommendations be made within the Inquiry objective "To review the progress on the development of the Lancashire Shared Services Contact Centre". Both of these would be developed as part of the Contact Centre project.

RESOLVED –

(a) That the report be noted,

(b) That the following recommendations be incorporated into the Draft Final Report:

"Service for Customers with Disabilities" To introduce text phone facilities for people with speech and hearing difficulties.

"Service Objective" To extend opening hours to provide additional ease

of use for in-work customers e.g. appointments outside of opening hours and extended hours phone lines.

05.CUS.29 CUSTOMER FOCUSSED ACCESS AND SERVICE DESIGN STRATEGY

The Panel received a presentation by the eGovernment Manager regarding the Council's Customer Focussed Access and Service Design Strategy.

The Panel heard that the vision for this had developed from the Community Strategy and the Corporate Plan. The physical and technological building blocks for this were currently in place. The goals and objectives of the strategy aligned with those of the Local Strategic Partnership but the most important aspect of the Strategy was the Customer Relationship Management system that would be implemented in the next few months.

The eGovernment Manager explained the recent history of Customer Focus in Chorley, including how the current position had been achieved and the principles followed. The future plan was outlined incorporating where the Council wanted to be and why this was important. This would lead to changes in how the Council was structured and organised its tasks and the way the public perceived the access and benefit from the delivery of Council services.

Customer Focussed organisations should demonstrate four critical strengths:

- Understand the Customer,
- Build operations around the Customer,
- Manage stakeholder relationships and
- Use Customer understanding to deliver target outcomes.

The eGovernment Manager outlined what Customer Focus would look like from a Policy and Service Design perspective. The key requirements for delivery were noted and the use of incentives to increase take-up of services. The services that had been shown to make a difference to the Customer would be focussed on first.

The Panel noted that the service delivery "as is" would be documented to aid the development of the "to be" model. This would be used to develop a proactive strategy for migration of Customers to the cheapest channel of choice and a Business Transformation Plan. Key assumptions in this strategy were highlighted.

The Strategy would be consulted on with a wide range of stakeholders before being presented to the Executive Cabinet for approval in September 2005.

RESOLVED – That the presentation be noted.

05.CUS.30 BUSINESS PLAN UPDATES END OF YEAR 2004/05

The Panel received the Business Plan updates for the end of year 2004/05 for Housing Services, Property Services, ICT Services and Customer, Democratic and Office Support Services. The respective Service Unit Heads gave a summary for their Unit responded to queries from Members.

RESOLVED – That the Business Plan Updates Year End 2004/05 be noted.

05.CUS.31 REVIEW OF THE MARKETING AND PROMOTION OF THE ENHANCED RECYCLING SCHEME INQUIRY RECOMMENDATIONS

The Panel received the report of the Head of Environmental Services reporting the

actions taken following the recommendations made to the Overview and Scrutiny Committee in December 2004.

The Panel discussed the progress on each of the recommendations. It was noted that more recyclates had been presented than had been anticipated with some areas presenting at a level of 90%.

RESOLVED –

- (a) **That the report be noted,**
- (b) **That an update report be presented to the Panel in six to nine months.**

05.CUS.32 ITEMS REFERRED FROM OVERVIEW AND SCRUTINY COMMITTEE – DECRIMILISATION OF PARKING ENFORCEMENT

The Panel considered a report from the Engineering Services Manager containing background information in relation to the Decriminalisation of Parking Enforcement.

The Panel briefly discussed the contents of the report and agreed to have a further discussion on this subject at a future meeting.

RESOLVED – That the Decriminalisation of Parking Enforcement report be considered further at a future meeting of the Panel where the Inquiry Project Outline will be completed.

05.CUS.33 THE COUNCIL'S TIMETABLE OF MEETINGS

The Panel discussed the number of meetings in the Council's Timetable of Meetings and agreed that the number of meetings were acceptable.

RESOLVED – That the comments be fed back to the Overview and Scrutiny Committee via the Chair of the Panel.

05.CUS.34 OVERVIEW AND SCRUTINY WORK PROGRAMME 2005/06

The Panel received the Overview and Scrutiny Work Programme and discussed the items for the Customer Panel.

RESOLVED – That the Overview and Scrutiny Work Programme be noted.

Chair

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Report of	Meeting	Date
Head of Public Space Services	Customer Overview and Scrutiny Panel	8 June 2005

DECRIMINALISED PARKING ENFORCEMENT

PURPOSE OF REPORT

- To provide information for the Scrutiny Panel to assess decriminalised parking enforcement as highlighted in the enclosed Topic Selection document.

CORPORATE PRIORITIES

- This matter is directly related to the key priority of 'Serving our customers better'.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	√	Regulatory/Legal	√
Financial		Operational	
People	√	Other	

- Failure to operate the DPE process in a fair and equitable way will discourage visitors from visiting Chorley. Failure to comply with the various guidelines and statutes of the 91 Act could put the Council in an ultra vires situation.

BACKGROUND

- During the late 1980's, police forces across England and Wales were under increasing pressure to provide more officers on the beat and to better meet the expectations of the public. This led to a number of Chief Constables reviewing their overall staffing levels and re-deploying Traffic Wardens, who carried out enforcement of parking offences. As a result of this, Central Government passed the Road Traffic Act 1991, enabling London Boroughs to carry out their own enforcement of parking regulations. This was extended to all of England and Wales in 1996.

6. Lancashire Constabulary gradually reduced their Traffic Wardens over the years, and in 2001 gave formal notice to Lancashire County Council that all enforcement of parking by police would cease on 5th April 2004. In response to this, LCC, as the Highway Authority, and after consultation with all the Districts, applied to Dept for Transport for the powers to carry out Decriminalised Parking Enforcement across the county. This came into effect on 6th September 2004.

OPERATION

7. LCC provided some £2m to set up both the central notice processing department, Parkwise, and to cover any expenditure incurred by the Districts in meeting the needs of DPE.
8. The operation was set up in accordance with the guidelines contained in the Dept for Transport's "Guidance on Decriminalised Parking Enforcement Outside London", and are not open to amendment by Authority's. This document also contains general guidance on how Parking Attendants carry out their duties.
9. The '91 Act dictates that the operation of DPE has to be self-financing, with revenue from PCN's covering the costs. The Financial model for Lancashire predicts a breakeven point some eighteen months into the operation. After that time, Lancashire will share any surplus from On Street revenue with each district, to be spent on Transportation or Highway improvement projects as defined under Section 55 of the Road Traffic Regulation Act of 1984. It must be noted that if the operation runs at a deficit, revenue from Car Park charges could be taken into account to balance the costs. Any surplus generated from Off Street is similarly ring fenced.
10. LCC appointed a contractor to carry out enforcement across the County and have drawn up a service Agreement for each District. A Procedure Manual was introduced to ensure that a uniform approach was taken across the County.
11. The '91 Act provided for a National Adjudication Service to be set up to deal with appeals from motorists, and decisions passed down from this body are binding on all Authority's. As a result of this, the operation is under constant review, both at Chorley's regular weekly meeting with the contractor and at the monthly meeting of all Districts held with LCC.
12. Prior to the introduction of DPE, for the period 6th September 2003 to 31st March 2004, 1494 Excess Charge Notices were issued on the Car Parks of Chorley, No figures are available for Fixed Penalty Charge notices issued On Street.
13. During the same period, post DPE, 3412 PCN's have been issued on Car Parks and 3480 issued On Street. Of the combined total of 6892, 1336 have been cancelled.
14. The method of operation in place regarding the handling of informal challenges, representations, discount periods and appeals is in accordance with the '91 Act, and, as stated above, not open to amendment.
15. Parking Attendants operate in line with the Dept for Transport's guidelines and those contained in the LCC Manual. This manual covers both On and Off Street

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Enforcement, to ensure a consistent approach across Lancashire, in line with advice given by the Parking Adjudication Service.

16. Parking Attendants will issue PCN's to any vehicle they see in contravention. This approach prevents any accusations of favouritism, corruption or malpractice and again is embodied in the '91 Act. Once a PCN is issued, a robust procedure for challenging the issue of the notice is in place.

COMMENTS OF THE DIRECTOR OF FINANCE

17. None at this stage

COMMENTS OF THE HEAD OF HUMAN RESOURCES

18. None at this stage

RECOMMENDATION(S)

19. That the contents of the report be noted

KEITH ALLEN
HEAD OF PUBLIC SPACE SERVICES

Background Papers			
Document	Date	File	Place of Inspection
Lancashire County Council - Office Procedures Manual for Parking Operations & Penalty Charge Notice Processing	Nov 2004		Public Space Services, Bengal Street Chorley
Dept Of Transport - Guidance On decriminalised Parking Enforcement Outside London	Jan 1995		

Report Author	Ext	Date	Doc ID
Iain Price	5251	27 May 05	ADMINREP/REPORT

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Report of	Meeting	Date
Head of Public Space Services	Customer Overview and Scrutiny Panel	6 July 2005

DECRIMINALISED PARKING ENFORCEMENT

PURPOSE OF REPORT

1. To respond to questions raised by Members in relation to Decriminalised Parking Enforcement.

CORPORATE PRIORITIES

2. This matter is directly related to the key priority of "Serving our customers better".

RISK ISSUES

3. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	√	Regulatory/Legal	√
Financial		Operational	
People	√	Other	

4. Failure to operate the DPE process in a fair and equitable way will discourage visitors from visiting Chorley. Failure to comply with the various guidelines and statutes of the 91 Act could put the Council in an ultra vires situation.

BACKGROUND

Background Information on Financing for DPE.

5. Section 4.1 of the Guidance on Decriminalised Parking Enforcement Outside London states: each Local Authority operating the new system of decriminalised parking enforcement should ensure that it is run efficiently and economically. Each authority should also aim to make the new system overall at least self financing as soon as practicable.
6. Lancashire County Council commissioned a firm of consultants, RTA Associates Ltd, to prepare a Financial Model for the County as a whole and each individual district. The financial model is designed to assess the impact on the Council of adopting the powers to undertake decriminalised parking enforcement (DPE) throughout the Council area, by the transfer of responsibility from the Police. The full Financial Model runs to thirty-five pages and is available for inspection. The Model assesses the projected costs associated with setting up and operating DPE, and the projected income from PCN's based on the length of restrictions in place in the Borough, and from the Boroughs own Car Parks. Whilst the number of PCN's issued over the five years that the Model covers is stated, these figures are estimates only, based on the experience of the Consultants and what has been achieved in other Authority's. These figures are not targets, and are produced purely to establish a business plan.

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7. Lancashire CC provided some two million pounds in set up costs and it is predicted that the operation will achieve breakeven point after approx. thirty months. All income received from DPE is held by Chorley Borough Council and used to offset expenditure until a surplus is achieved. It is only at that point the revenue due to Lancashire will be forwarded to them.
8. A report is run on a daily basis on the PCN's issued the previous day by the Attendants. This is checked by the Parking Manager to ensure that the Attendants are conforming to the guidelines laid down, e.g. observation times etc.
Weekly meetings are held with the Contractor, National Car Parks (NCP), to discuss any issues that have been raised.
9. Any comments regarding the Attendants that are raised in correspondence with Parkwise are forwarded to the Contractor for investigation and responses monitored by the Parking Manager.
Regular monthly meetings are held with all twelve districts, Parkwise management and NCP management.
10. When a new member of staff joins NCP, they are taken through a detailed training package approved by LCC and the District Councils. This course lasts 6 days, in the classroom, with an exam to take that they must pass to progress further.
The training is workbook based, and each PA keeps their training material to refer to should they need it.
The course is made up of a number of modules and includes: -
 - Customer Care
 - Interpersonal Skills
 - Dealing with Aggression
 - Driving Customer Focus

In addition to the relevant skill based modules.

What Targets/ Incentives are Offered to Attendants to Issue PCN's?

11. There are no targets on the number of PCN's issued, set by Lancashire or Chorley Borough Council, and the provision of Incentives to Attendants to issue PCN's would be illegal

Comparisons Between Attendants/Population.

12.

District	Population	Area (sq. km)	Deployed Hours/ Month	Ratio Population/ Hours	PCN Issued Sept - May
Preston	130,500	142	3614	2.77%	22,887
Burnley	88,500	111	1968	2.22%	12913
Lancaster	135,800	576	2020	1.49%	17594
Chorley	102,000	203	1392	1.36%	9555
Rossendale	65,900	138	768	1.17%	3319
Pendle	89,300	169	936	1.05%	6298
Fylde	75,000	166	648	0.86%	6876
Wyre	108,300	283	888	0.82%	1668
West Lancs	109,000	347	600	0.55%	4169
Hyndburn	81,700	73	408	0.50%	4798
South Ribble	105,100	113	504	0.48%	2995
Ribble Valley	55,900	583	200	0.36%	2,474
Total	1,147,000		13,946		95,546
Chorley % of Total	8.89%		9.98%		10.00%

13. In order to provide some flexibility in operation, the standard method of measuring the level of deployment is by using the number of hours deployed. This allows the use of full time and part time employees to ensure adequate coverage at all times. Chorley Borough Council has asked for 58 hours per day, six days per week. This provides for up to seven Attendants per day, consisting of a Supervisor, one Mobile Patrol for the Outer Core Area and the remainder deployed within the town. Immediately prior to the start of DPE, the feeling of dissatisfaction with the lack of enforcement by the Police was so strong that Members were asking for up to fourteen Attendants to be deployed on a daily basis. However, the advice received from RTA Consultants was for seven or eight attendants per day.

Comparisons with Other Authorities.

14. Sefton MBC introduced DPE in February 2000. PCN issues since introduction is: -
- Year 1 37,000
 - Year 2 38,000
 - Year 3 40,000
 - Year 4 50,000
 - Year 5 52,000

These figures show that, rather than motorists learn from experience regarding Parking, the opposite applies, and we can expect to see a similar increase in the number of PCN's issued.

Comparisons between Rural and Urban Settings.

15. At least one Attendant is deployed on a mobile patrol each day, covering the Outer Core area of the Borough. On average, 7% of the weekly PCN's issued are in this Outer Core area. Of the 55,958 metres of restrictions enforceable within the Borough, 8950 metres are located outside the core area.

Why did Chorley BC go with the Lancs. CC Parkwise initiative?

16. The Parkwise initiative is driven by the vision to remove from the Police, the parking enforcement role that would allow them to concentrate their efforts on more serious crime. In addition, the level of inconsiderate and illegal parking was considered to be compromising road safety and seriously affecting the capacity of the County's road network.
17. Lancs. CC agreed at a very early stage to provide £2M to cover a wide variety of set up costs. They also agreed to work closely with all district councils and allow them to have a direct input in how the enforcement operation works in their district. Lancs CC are the Highway Authority and bound by the Road Traffic Act 1991, which places many restrictions, including on how the enforcement is carried out, both on street and in the car parks.
18. Had Chorley BC decided to work separately to the County it would have had to provide a back office system to process Penalty Charge Notices, with the appropriate staff and other resources. With regard to on-street enforcement it is likely that LCC would not have carried this out OR at best they would have organised for NCP to patrol without any influence from Chorley BC.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

19. None at this stage.

COMMENTS OF THE DIRECTOR OF FINANCE

20. None at this stage.

RECOMMENDATION

21. That the information be noted.

KEITH ALLEN
HEAD OF PUBLIC SPACE SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Iain Price, Parking Manager	5251	27 June 2005	ADMINREP/REPORT

SCRUTINY TOPIC SELECTION ASSESSMENT

Topic:	Suggested by: Councillor Mrs I E Smith
Decriminalisation of Parking – Review of ParkWise working practices as they relate to Chorley	Date: 6 January 2005

<p>STEP 1: Rejection Criteria:</p> <ul style="list-style-type: none"> ▪ Already being addressed ▪ Matter subjudice or prejudicial to Council’s interests ▪ Specific case falling within complaints procedure ▪ Individual disciplinary or grievance matter ▪ Unlikely to result in improvements for local people <p>Select <input type="checkbox"/> Reject <input type="checkbox"/></p>	<p>STEP 2: Selection Criteria:</p> <ul style="list-style-type: none"> ▪ Improvements for local people likely ▪ Community/Corporate priority area ▪ Key issue for public ▪ Poor performing service ▪ High level of dissatisfaction <p>Select <input type="checkbox"/> Reject <input type="checkbox"/></p>
Specify reason(s) for rejection:	Specify reason(s) for rejection:

STEP 3 Rationale for Selection for Topics Passing Steps 1 and 2

Rationale for Selection	Evidence	Desired Outcome
<ul style="list-style-type: none"> ▪ Why would we do this? ▪ How does it link to Council’s Key Aims and Priorities? ▪ What benefits could result? 	<ul style="list-style-type: none"> ▪ What evidence is there to support the rationale and need for scrutiny inquiry/ review? ▪ What are the facts? 	<ul style="list-style-type: none"> ▪ What would we wish to achieve in undertaking scrutiny inquiry/review? ▪ Is the desired outcome likely to be achieved and why?
<ul style="list-style-type: none"> ▪ Aggravation caused by the over strict and over zealous enforcement of parking regulations. Perceived high profile and inflexible approach of Parking Attendants. Residents and visitors feel unwelcome in the town. Shoppers being discouraged from visiting the town, which in turn will lead to a decline in prosperity. 	<ul style="list-style-type: none"> ▪ General perception that residents and visitors are aggrieved at the situation. ▪ Volume of written complaints in the local press and verbal complaints to Councillors. Number of appeals against Penalty Charge Notices. 	<ul style="list-style-type: none"> ▪ A canvass of residents’ and visitors’ views. Justification, or otherwise, of the use of ParkWise. Adoption of a more pragmatic, flexible approach by Parking Attendants without compromising proper enforcement. Dispelling of public perception and reluctance to visit town centre



STEP 3: Continued

<ul style="list-style-type: none"> ▪ Links to the Council’s strategic priority to serve its customers better. ▪ Clearer car park and highway signage and clarity of loading/unloading restrictions. 		<ul style="list-style-type: none"> ▪ There is no reason why an examination of the situation should not achieve a satisfactory solution.
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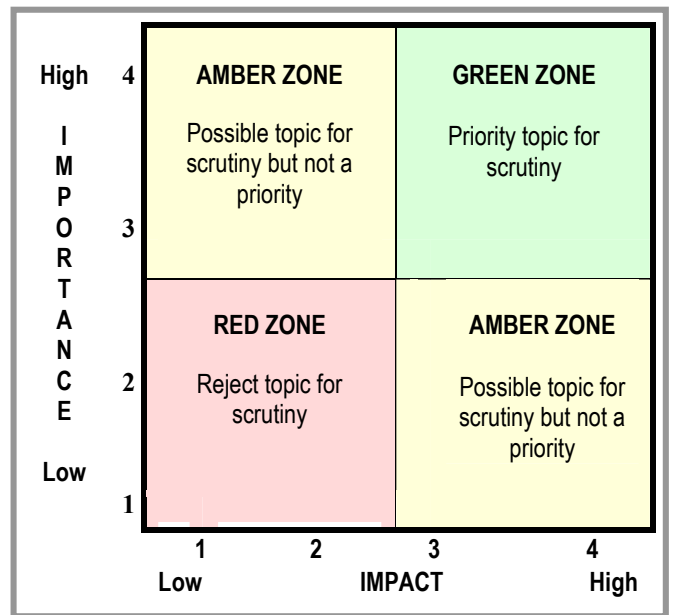
STEP 4: Prioritise – Score for Importance and Impact and plot on grid

Importance Score 3

Supporting Evidence:

Impact Score 4

Supporting Evidence:



Scoring Guide			
Importance Score Indicator		Impact Score Indicator	
score 0	No evidence that topic is related to the Council's key aims and priorities. Reject	score 0	No potential benefits likely to result. Reject
1	Some evidence that topic linked to Council's key aims and priorities but only indirectly.	1	Minor potential benefits or benefits affecting only one ward/customer/client group.
2	Good evidence linking topic to Council's key aims but not to Council's current priorities.	2	Minor potential benefits affecting two or more wards/customer/client groups or, Moderate potential benefits affecting only one ward/customer/client group.
3	Good evidence linking topic to Council's key aims and priorities.	3	Moderate potential benefits affecting more than one ward/customer/client group, or Substantial potential benefits affecting one or more ward/customer/client groups.
4	Strong evidence linking topic to Council's key aims and priorities.	4	Substantial potential benefits community wide or for a significant proportion or section of the community.
OUTCOME:		<input type="checkbox"/> Select <input type="checkbox"/> Reserve List <input type="checkbox"/> Reject <input type="checkbox"/> Refer to: <input type="checkbox"/> OSC <input type="checkbox"/> Ad hoc Panel <input type="checkbox"/> Community Panel <input type="checkbox"/> Environment Panel <input type="checkbox"/> Customer Panel	
Date:			

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: ***	Investigation by: ***
	Type: ***

Objectives:	Desired Outcomes:
1. ***	1. ***
2. ***	2. ***

Terms of Reference:

Key Issues:	Risks:
1. ***	1. ***
2. ***	2. ***
3. ***	
4. ***	
5. ***	

Venue(s):	Timescale: ***
	Start: ***
	Finish: ***

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

- ***
- ***
- ***

Witnesses: *(who, why?)*

- ***
- ***
- ***
- ***

Consultation/Research: *(what, why, who?)*

- ***
- ***

Site Visits: *(where, why, when?)*

- ***
- ***

Officer Support:

Lead Officer: ***

Committee Administrator: ***

Corporate Policy Officer: ***

Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Witness' Expenses	***
Total	***

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

OVERVIEW AND SCRUTINY WORK PROGRAMME – 2005/06

Function/topic	Assigned to	J	A	S	O	N	D	J	F	M	A	M	J
1. Holding the Executive to Account	OSC												
Annual Budget/Council House Rents								3					
Annual Budget Consultation						3		3					
Provisional full year Performance Indicator										3			
Business Plan Updates	ESP				✓			✓	✓	✓	✓		✓
	Com SP				✓			✓	✓	✓	✓		✓
	Cust SP				✓			✓	✓	✓	✓		✓
	OSC				✓			✓	✓	✓	✓		✓
BVPP (Corporate Plan overall performance)		✓											
Monitoring of Sickness Absence (6 monthly update)							✓						✓
Housing Maintenance Budget							3						
Corporate Building Maintenance & Repair Service (6 monthly update)					3						3		
2. Policy Development and Review													
Other to be identified													
3. External Scrutiny/Community Concern Full Scrutiny Inquiry													
Public Participation/Communication	ComSP												
LCC's arrangement for the Scrutiny of health function - Periodic Review	CustSP												
Accessibility of Cycling as a Leisure Pursuit	ESP												
Parkwise Scheme	CustSP												
4. Monitoring of Inquiries													
Housing Maintenance Appointments System	CustSP			✓						✓			
Flooding, Flood Prevention and Contingency Plan/Proposals	ESP						✓						✓
Chorley Markets - Occupancy of Stalls & Associated Matters	CustSP			✓						✓			
Friday Street for the Chorley Town Centre Fair	ComSP									✓			
Juvenile Nuisance	ComSP												
Grass Cutting	ESP						✓						✓
Provision of Youth Activities in Chorley	ComSP												
One-Stop Shop	CustSP												
5. Other													
O & S Training Programme	OSC			3						✓			

OSC - Overview and Scrutiny Committee Panel
 ComSP - Community Overview and Scrutiny Panel

ESP - Environment Overview and Scrutiny
 CustSP - Customer Overview and Scrutiny Panel

Overview and Scrutiny Topics/Issues to be Programmed

Ref	Topic/Issue Title	Date Included	Priority Score	Source	Brief Description
	<p><u>Full Scrutiny Inquiries</u> Priority List IEG Measurement of Council's progress (Cust SP)</p>	26/06/03	4 and 4	Overview and Scrutiny Committee A	Referred to Customer O & S Panel
	<p>Reserve List</p>				
	<p><u>Policy Development/Review</u> Priority List</p>				
	<p>Reserve List</p>				