

## Chief Executive's Office

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Date: 1 November 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 Environment Overview & Scrutiny Panel is to be held in the Committee Room, Town Hall, Chorley on Thursday, 10th November, 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 Council Chamber 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 Environment Overview and Scrutiny Panel held on 6 October 2005 (enclosed)

4. **Business Plan and Performance Monitoring for 2005/06 - First Quarter Update (Pages 5 - 8)**

To receive the Business Plans for the former Planning Services which was deferred from the last meeting of the Committee on 6 October 2005

5. **Business Plan and Performance Monitoring Reports - Second Quarter Updates (Pages 9 - 22)**

Business Plan and Performance Monitoring Reports for Environmental Services and Public Space Services for the period 1 July to 30 September 2005.

6. **Accessibility of Cycling as a Leisure Pursuit**

Continued....

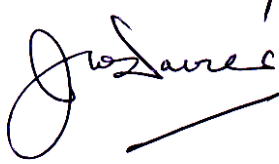
To consider the draft Final Report (to follow)

7. **Overview and Scrutiny Work Programme for 2005/06 (Pages 23 - 24)**

A copy of the 2005/06 Work Programme is enclosed for consideration

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

Yours sincerely



Chief Executive

**Distribution**

1. Agenda and reports to all Members of the Environment Overview and Scrutiny Panel (Councillor McGowan (Chair), Councillors D Dickinson, T Gray, Caunce, Heaton, Iddon, R Lees, M Lowe, Livesey and S Smith) for attendance.
2. Agenda and reports to Head of Public Open Space, Development Control Manager and Head of Environmental Services for attendance.
3. Agenda and reports to Executive Leader (Councillor J Wilson) Deputy Leader (Councillor Edgerley) Leader of Conservative Group (Councillor P Goldsworthy), Leader of Liberal Democrat Group (Councillor K Ball) and Chairman of Overview and Scrutiny Committee (Councillor J Walker) for information and Executive Member for Traffic and Transportation (Councillor D Gee) for attendance for item 6.
4. Agenda and reports to all remaining Chief Officers for information.
5. Agenda and reports to all remaining Members of the Council for information.

**This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.**

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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## ENVIRONMENT OVERVIEW AND SCRUTINY PANEL 6 October 2005

Present: Councillor McGowan (Chair), Councillors Counce, David Dickinson, T Gray, Heaton, Miss Iddon, R Lees, Livesey and M Lowe.

### 05.ENV.27 APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor S Smith.

### 05.ENV.28 DECLARATION OF ANY INTERESTS

No Member declared an interest in relation to matters under consideration at the meeting.

### 05.ENV.29 MINUTES

**RESOLVED - That the Minutes of the meeting of the Environmental Overview and Scrutiny Panel held on 1 September 2005 be confirmed as a correct record.**

### 05.ENV.30 BUSINESS PLANS FOR 2005/06 - FIRST QUARTER UPDATES

The Panel received the first quarter updates of the Business Plans for the services and functions falling within the remit and area of responsibility of the Panel:

Planning Services

Environmental Services

Public Space Services

The Panel received from the Head of Environmental Services an update on the implementation of the Enhanced Recycling Scheme following the introduction of the second and final phase and the associated move to alternate weekly collection of an increased range of recyclable materials.

The service was now fully implemented with approximately 94% of households receiving the service.

The Panel note that the scheme design had to be substantially amended during implementation which meant that the promised delivery of the service to the remaining rural and difficult access households could not be delivered.

Options for the extension would be prepared later this year.

The Panel also received the Business Plan for Public Space Services with reference made to issues on the grass cutting service.

The Panel **AGREED** 1) That the Business Plans update for the period 1 April to 31 July 2005 be noted.

2) That the Panel considered the Business Plan for the former Planning Services at its next meeting on 10 November 2005.

### 05.ENV.31 ACCESSIBILITY OF CYCLING AS A LEISURE PURSUIT

The Panel continued to make progress in its inquiry into the "Accessibility of Cycling" as a Leisure Pursuit, within the Panel receiving draft findings and

recommendations for inclusion in the first report.

The Panel **AGREED**

- 1) That the following recommendations be approved.
  - a) Education. A Code of Conduct to focus on the rights and responsibilities of all user groups in order to reduce ambiguities concerning issues such as right of way, passing etiquette, the increased use of bells, control of dogs and the recommended speeds that should be adopted for safety and courtesy. User to be tolerant of other users.
  - b) Shared use routes should have information panels at the access points detailing Code of Conduct and a contact point to when comments, complaints and conflicts can be reported.
  - c) Poor environment conditions that reduce sight lines and visibility.
  - d) To improve signage, both off road and the Sustrans route 55 through Chorley as well as developing the route through Chorley to join up the route from Preston to Wigan.
  - e) To improve the publicity of routes.
  - f) To create short circular routes suitable only for families driving out to the country to take their children for a five mile ride as exist in National parks and some access areas.
  - g) To investigate the feasibility on creating a safe cycle route along the Yarrow Valley as well as the River Goit, White Coppice to Anglezarke.
- 2) That the following findings from the inquiry be approved.
  - a) To acknowledge there to be a difference and to understand the impact of 'actual and perceived' conflict. Conflict can be complex and is emotive. To progress an inquiry on these lines would be time consuming and would not achieve a successful outcome in relation to the Council's top priorities.
  - b) Research has shown there to be a perceived conflict - particularly intrusiveness and hostility as well as anxiety and fear about personal safety. This feeling was intensified by a number of factors including crowding, cyclists, cyclists travelling at speed, meeting groups (especially young people) and encountering poor environmental conditions that reduce sight lines and visibility. In the extreme, these perceptions can lead to people avoiding shared use routes.
  - c) Research has found that conflict is very frequent, is generally slight and is mainly concerned with intrusion. Conflict where it occurs can be caused by people (such as the behaviour of others) or the environment (such as inadequate maintenance of the route). That route users should accommodate others by changing their speed and pattern of travel; cyclists to slow down, while walkers move in a straight line and speed up.
  - d) That research had found that when people gather together to talk about conflict they talk it up and their recollection of how many others they meet while on the route escalates. Their perception of conflict were much higher than that actually experienced.
  - e) There was a need to improve signage; both off road and the Sustrans route 55 through Chorley as well as developing the route through Chorley to join up the route from Preston to Wigan.
  - d) To take the opportunity to trade on the success of the Commonwealth Games cycling events and build a purpose built off road route, had enough to encourage visitors which would increase tourism into Chorley.

#### **05.ENV.32 SMOKING IN PUBLIC PLACES - CONSULTATION DOCUMENT**

The Panel received a request from the Overview and Scrutiny Committee to submit its views on the Government's Consultation Paper on proposals to introduce a ban on smoking in public places.

The Chorley and South Ribble Primary Care Trust had requested the views of

the Council and a draft response was enclosed with the Panel's agenda.

The Panel **AGREED** to note the draft response.

**05.ENV.32 OVERVIEW AND SCRUTINY WORK PROGRAMME FOR 2005/06**

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

**RESOLVED - That the Overview and Scrutiny Work Programme be noted.**

Chair

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**BUSINESS PLAN MONITORING STATEMENT FOR THE  
PLANNING SERVICES UNIT**

**FOR THE PERIOD 1 APRIL - 31 JULY 2005**

**1. KEY MESSAGES**

Headline performance on the Development Control targets is good with all exceeded.

The sickness absence of the Development Control Manager may affect our future performance on major planning applications and on the speed of implementation of service developments.

Progress on the new Local Development Frameworks is excellent with current milestones all met.

Building Control is very busy because of a long-term sickness absence and progress on the potential partnership with Preston and South Ribble Councils is slow

	<b>CURRENT POSITION</b>	<b>FORECAST OUTTURN</b>
Number of green KPI's	3	3
Number of blue KPI's	1	3
Number of red KPI's	0	0
Number of KPI's not yet measured	2	0

**2. BUDGET UPDATE**

The additional Planning Delivery Grant obtained for 2005/6 and the matching expenditure have been brought into the budget.

Income is slightly up on forecast (+£23k).

**3. SERVICE DEVELOPMENTS**

The expansion of GIS is awaiting the appointment to two vacant posts including a new GIS Officer agreed for 2005/6.

A project to implement on-line submission of planning applications is underway. Progress on enhancements to the development control service awaits the return of the Development Control Manager.

**4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

<b>Indicator Description</b>	<b>Performance 2004/05</b>	<b>Target 2005/06</b>	<b>Performance at 31/7/05</b>	<b>Comments</b>
109a (% of major planning applications decided in less than 13 weeks)	60	60	87	109a performance will reduce as old decisions come through the system
109b (% of minor planning applications decided in less than 8 weeks)	65	65	70	
109c (% of other applications decided in less than 8 weeks)	80	80	89	
200a/b (An up to date development plan or new LDS milestones met)	YES	YES	YES	
BC4 (Building Plans determined by statutory targets)	100	100	95	

**5. CONCLUSION**

Good performance progress but achieving service developments is the key issue.

Signature:



HEAD OF PLANNING SERVICES



## **BUSINESS PLAN MONITORING STATEMENTS JULY - SEPTEMBER 2005**



## BUSINESS PLAN MONITORING STATEMENTS JULY – SEPTEMBER 2005

### Contents

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Public Space Services KPI Information	13

### Note of Clarification

#### Key Performance Indicators:

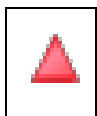
Symbols and Colours are used to provide a quick guide to how Service Units are performing against Key Performance Indicators:



= Green KPI Performance is better than target and the tolerances set for this indicator.



= Blue KPI Performance is on track and within the tolerances set for this indicator.



= Red KPI Performance is worse than target and the tolerances set for this indicator.

For further information on the way in which Performance Symbols are calculated please contact Jenny Rowlands (01257 515248) or Lindsay Parr (01257 515341) or Sarah Dobson (01257 515325) in Corporate and Policy Services.

**BUSINESS PLAN MONITORING STATEMENT FOR THE ENVIRONMENTAL SERVICES UNIT**

**FOR THE PERIOD 1 July 2005 to 30 September 2005**

**1. KEY MESSAGES**

This reporting period covers the enhanced recycling implementation phase two and the two months following. Our recycling performance is above target and reflects seasonal variations due to garden waste collections skewing the composted waste figure.

We have seen a higher than anticipated demand for additional containers for kerbside recycling and in particular the collection of glass and paper at kerbside has seen a significant increase in tonnages collected.

The missed collection performance is now more reflective of the service and has been subject to intense contract monitoring and supervision over the last quarter.

	<b>CURRENT POSITION</b>	<b>FORECAST OUTTURN</b>
Number of green KPI's	3	3
Number of blue KPI's	4	5
Number of red KPI's	3	2
Number of KPI's not yet measured	1*	1*

\*BV199d – Street dirtiness: Fly tipping comparative data for the previous 24 months is required to monitor this indicator and as at October 2005 only 19 months of data is available.

**2. BUDGET UPDATE**

The Revenue Budget forecast outturn shows an overspend of £18,000 which reflects the greater than anticipated cost of introducing the Enhanced Recycling Scheme.

**3. SERVICE DEVELOPMENTS**

Plans to introduce an additional kerbside collection for textiles are underway and options to provide kerbside recycling to difficult access and the remaining rural households are being considered.

Bring site developments are being considered to match the kerbside recycling materials profile and in particular providing banks that take mixed cans and plastics.

**4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

<b>Indicator Description</b>	<b>Performance 2004/05</b>	<b>Target 2005/06</b>	<b>Performance at 30 Sept 05</b>	<b>Comments</b>
CBC008 (BV82a+BV82 b) % waste recycled/composted	28%	35%	42.97%	This figure is elevated due to the seasonal variable of garden waste collections skewing the compost element of the indicator.

BV86 Cost of household waste collection	44.37	42.85	46.00	This is an estimated figure and reflects the higher than expected implementation costs of introducing Enhanced Recycling.
BV199a Street dirtiness: litter and detritus	14.00	12.00	5.90	
BV199b Street dirtiness: graffiti	New indicator	None set	1.86	New Indicator
BV199c Street dirtiness: flyposting	New indicator	None set	0.00	New Indicator
BV199d Street dirtiness: flytipping	New indicator	None set	Unable to measure yet	New Indicator
EN WM1 No. collections missed per 100,000	30.8	40	251	This performance reflects the implementation period and both crews and householders getting used to an alternate weekly collection service.
EN FS1 Retention of ISO9002	Yes	Yes	Annual indicator	
EN001 % flytipping removed within 2 working days	81	75	97.00	
EN007 % graffiti removed within 28 working days by ESU	86.36	90	97.22	
CBC012 % racist/offensive graffiti removed within 2 working days	100	100	97.14	



EN BV12 Sickness absence		8.90	5.32	
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5. **CONCLUSION**

The new recycling service has bedded in and improvement opportunities are being sought to develop the service further. All other service areas continue to perform to target.

John Lechmere

HEAD OF ENVIRONMENTAL SERVICES

**BUSINESS PLAN MONITORING STATEMENT FOR THE PUBLIC SPACE SERVICES UNIT**

**FOR THE PERIOD JULY TO SEPTEMBER 2005**

**1. KEY MESSAGES**

All aspects of the Unit’s work have been improved over the corresponding period in the previous year and many initiatives are now well advanced.

- Overall budget position on target
- Discussions over termination of Lancashire Highways Partnership
- Development of IT projects in hand
- Construction of Cemetery extension substantially complete
- Depot building works substantially complete
- Grounds maintenance – meeting all targets
- Street cleansing reviewed pending delivery of new sweepers
- Use of sub contractors for tree works - requests down by 80%
- Cut and collect to specified housing grounds
- Improved floral displays sustained through season
- All pitches in playable condition
- Safety management system well advanced
- In house bid for golf course management

	<b>CURRENT POSITION</b>	<b>FORECAST OUTTURN</b>
Number of green KPI's	0	3
Number of blue KPI's	0	0
Number of red KPI's	1	1
Number of KPI's not yet measured	3*	0

•The Unit has adopted one indicator yet to be agreed with an outside body. A second indicator requires IT systems yet to be put in place by the Unit. The remaining one is measured annually. It is intended that the remaining indicators will be available within the financial year.

## 2. BUDGET UPDATE

## SERVICE LEVEL BUDGET MONITORING 2005/2006

## PUBLIC SPACE SERVICES

£'000

July 2005

## ORIGINAL CASH BUDGET

1,331

## Add Adjustments for In year cash movements

## Slippage from 2004/2005

Other

## ADJUSTED CASH BUDGET

1,331

## Less Corporate Savings

Contribution to Corporate savings targets

## CURRENT CASH BUDGET

1,331

## FORECAST

## EXPENDITURE

Expenditure under(-) or over (+) current cash budget

Car Lease Payments	4	
Purchase/Maintenance of Playground Equipment	8	
Purchase of Furniture	5	
Maintenance of Tools and Equipment Savings	(4)	
Car Allowance Savings	(5)	
Consultants re ISO 9001	4	
Savings on DSO Highways Material Budget	(55)	
Street Cleansing Client Budget	(20)	
NNDR-Bengal St Depot	8	
Miscellaneous Expenses	4	(51)

## INCOME

Income under (+)/ over (-) achieved

DSO Highways shortfall on budgeted LHP income	30	
Roundabout Sponsorship Income not achievable	4	
Misc Income	(2)	
Car Parking Fees under profile	11	43

**FORECAST CASH OUTTURN 2005/2006**

**1,323**

**Key Assumptions**

>Likely shortfall on revenue salary recharge to capital schemes of £42,070. This additional cost on the revenue account could be offset by not recruiting the three currently vacant posts Cad Technician, Project Officer and Play Area Officer.

**Key Issues/Variables**

Capital salaries

**Key Actions**

Control of agency appointments

**3. SERVICE DEVELOPMENTS**

The amount of work in hand is extensive, as indicated by the list of Key Messages. It is intended to continue to enhance service standards through the autumn and to plan further improvements for the budget round.

The remainder of the financial year will see further significant progress in capital scheme delivery and in the implementation of customer and inventory related IT systems.

**4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

**APRIL - JULY**

<b>Indicator Description</b>	<b>Performance 2004/05</b>	<b>Target 2005/06</b>	<b>Performance at 30 Sept 05</b>	<b>Comments</b>
Percentage of citizens satisfied with the cleanliness standard in their area	62%	72%	62%	
The proportion of relevant land and highways as defined under EPA 1990 Part iv section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (eg sand, silt and other debris) across four	14%	12%	5.9%	Reported by another Unit.

categories of cleanliness (Clean, Light, Significant, Heavy). Result shown as number of transects inspected where combined litter and detritus result less than Grade B in the Code of Practice on Litter and Refuse.				
Percentage of citizens satisfied with parks and open spaces	79% 2003/04	77%	81.7%	
Percentage of play areas inspected and serviceable.	100%	100%	100%	
Percentage of play areas with specific access/equipment for disabled persons.	4%	4%	4%	
Percentage of sports pitches in a playable state.	100%	100%	100%	
Number of outstanding tree works tasks.	138	30	40	
Percentage of requests for service completed within deadline.				New indicator. Systems not yet in place.
Percentage of requests for service with repeat complaints				New indicator. Systems not yet in place.

Percentage of hypodermic needles removed within two hours.	100%	100%	100%	
Percentage of potholes in footway more than 25mm deep made safe within two hours.	100%	100%	100%	
Percentage of potholes in carriageway more than 75mm deep made safe within two hours.	100%	100%	100%	
Length of road with pedestrian or traffic calming measures.	4.7km	8.4km	10.0km	New indicator – replaces “Road accident casualties killed or seriously injured.”
Temporary road closures				No longer measurable at District level.
Car park ticket sales	1,061,092		480,057	
Car park ticket income	£684,900	£793,920	£324,974	
Public space condition/presentation (under discussion with outside agencies)				New indicator – under discussion with outside agency.

**5. CONCLUSION**

The Unit is continuing to make progress against its business plan targets. Service improvements are in place. Some supporting systems are delayed until later in the year.

Signature: \_\_\_\_\_

KEITH ALLEN  
HEAD OF PUBLIC SPACE SERVICES

EN Unit Key Performance Indicators - Monthly								
Unit Key Performance Indicators	July 05	Aug 05	Sept 05	YTD Perf	YTD Target	YTD Perf v/s Target	Change in Perf	Year End Target
EN001.05 % Fly tipping removed within 2 Working Days	89.00	90.00	97.00	97.00	75.00	★	✓	75.00
EN007 % Graffiti Removed by ESU within 28 Working Days	100.00	100.00	100.00	97.22	90.00	●	→	90.00
CBC012.05 Racist/offensive graffiti removed within 2 Working Days	100.00	100.00	100.00	97.14	100.00	●	→	100.00
CBC008.05 % waste recycled/composted	44.43	41.83	42.97	42.97	35.00	★	✓	35.00
BV086 Cost of waste collection per household	44.37	46.00	46.00	46.00	42.85	▲	→	42.85
EN BV12 sickness absence	2.43	4.07	5.32	5.32	4.45	▲	✗	8.90
EN Unit Key Performance Indicators – Seasonal								
Unit Key Performance Indicators	Mar 05	Current Perf	Current Target	YTD Perf	YTD Target	YTD Perf v/s Target	Change in Perf	Year End Target
EN BV199a.05 Street dirtiness – litter & detritus	14.00	5.90	12.00	5.90	12.00	★	✓	12.00
EN BV199b.05 Street dirtiness – graffiti	?	1.86	?	1.86	?	!	?	?
EN BV199c.05 Street dirtiness – flyposting	?	0.00	?	0.00	?	!	?	?
EN BV199d.05 Street dirtiness – flytipping	?	?	?	?	?	?!	?	?

EN Unit Key Performance Indicators - Quarterly							
Unit Key Performance Indicators	Apr-Jun 05	Jul-Sept 05	YTD Perf	YTD Target	YTD Perf v/s Target	Change in Perf	Year End Target
EN WM1 No. collections missed per 100,000 collections of household waste	251.00	251.00	251.00	40.00			40.00

EN Unit Key Performance Indicators – Annual			
Unit Key Performance Indicators	Year End Performance	Year End Target	Year End Perf Actual v/s Target
BV082aii.05 Tonnes H'hold Waste Recycled	?	?	
BV082bii.05 Tonnes H'hold Waste Composted	?	?	
EN FS1 Retain ISO9002 accreditation - ESU	?	Yes	
BV199a.05 Street Dirtiness – Litter/detritus	?	12.00	
BV199b.05 Street Dirtiness - Graffiti	?	?	
BV199c.05 Street Dirtiness - Fly-Posting	?	?	
BV199d.05 Street Dirtiness - Fly-Tipping	?	?	

Note: ENBV199a, ENBV199b, ENBV199c and ENBV199d are 'proxy' best value indicators that have been created in order to allow us to locally monitor seasonal figures. The best value indicators BV199a, BV199b, BV199c and BV199d will still be used to complete the annual BVPI return.



PS Key Performance Indicators - Monthly								
Unit Key Performance Indicators	July 05	Aug 05	Sept 05	YTD Perf	YTD Target	YTD Perf v/s Target	Change in Perf	Year End Target
PS003 % Service Requests Repeat Complaints	?	?	?	?	?	?!	?	?
PS004 Public Space Condition/Presentation	?	?	?	?	?	?!	?	?
PS BV12 sickness absence	4.70	6.21	7.59	7.59	4.45	▲	✖	8.90

PS Key Performance Indicators - Annual			
Unit Key Performance Indicators	Year End Perf	Year End Target	Year End Perf v/s Target
PS005 % Performance Reviews Undertaken	?	?	?!

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**OVERVIEW AND SCRUTINY WORK PROGRAMME – 2005/06**

Function/topic	Assigned to	J	A	S	O	N	D	J	F	M	A	M	J
<b>1. Holding the Executive to Account</b>	OSC												
Annual Budget/Council House Rents								3					
Annual Budget Consultation						3		3					
Provisional full year Performance Indicator										3			
Business Plan and Performance Indicator 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		
<b>2. Policy Development and Review</b>													
Other to be identified													
<b>3. External Scrutiny/Community Concern Full Scrutiny Inquiry</b>													
Public Participation/Communication	ComSP												
LCC's arrangement for the Scrutiny of health function – Periodic Review	CustSP				3								
Accessibility of Cycling as a Leisure Pursuit	ESP												
Parkwise Scheme	CustSP												
<b>4. Monitoring of Inquiries</b>													
Housing Maintenance Appointments System	CustSP			✓						✓			
Flooding, Flood Prevention and Contingency Plan/Proposals	ESP						✓						✓
Chorley Markets - Occupancy of Stalls & Associated Matters	CustSP			✓						✓			
Juvenile Nuisance	ComSP												
Grass Cutting	ESP						✓						✓
Provision of Youth Activities in Chorley	ComSP							3					
One-Stop Shop	CustSP							3					
<b>5. Other</b>													
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><b><u>Full Scrutiny Inquiries</u></b></p> <p>Priority List</p> <p>IEG Measurement of Council's progress (Cust SP)</p> <p>Reserve List</p> <p><b><u>Policy Development/Review</u></b></p> <p>Priority List</p> <p>Reserve List</p>	<p>26/06/03</p>	<p>4 and 4</p>	<p>Overview and Scrutiny Committee A</p>	<p>Referred to Customer O &amp; S Panel</p>