
Chief Executive's Office

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Date: 20 February 2006

Chorley
Borough Council

Chief Executive:
Donna Hall

Dear Councillor

CUSTOMER OVERVIEW AND SCRUTINY PANEL - WEDNESDAY, 1ST MARCH, 2006

You are invited to attend a meeting of the Customer Overview and Scrutiny Panel to be held in the Council Chamber, Town Hall, Chorley on Wednesday, 1st March, 2006 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 - 2)**

To confirm as a correct record the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 7 February 2006 (enclosed).

4. **Business Plans Monitoring Reports (Pages 3 - 22)**

Business Plan and Performance Monitoring Reports are enclosed for the period October 2005 to December 2005 for:

- Housing Services,
- Property Services,
- Information, Communication and Technology Services and
- Customer, Democratic and Office Support Services.

Continued....

5. **Updated Race Equality Scheme (Pages 23 - 40)**

A verbal report will be presented advising Members that the Race Equality Scheme, (which meets the Councils duties under the Race Relations (Amendment) Act 2000, covering policy and service delivery) has been reviewed and updated. The update was approved by Executive Cabinet on 12/01/06. The updated Scheme is enclosed.

6. **Complaints Monitoring Report April to Sept 2005 (Pages 41 - 54)**

The report of the Head of Corporate and Policy Services is enclosed.

7. **Consultation on changes to the Strategic Health Authority, the Primary Care Trusts and the Ambulance Service NHS Trusts in Lancashire and Cumbria (Pages 55 - 64)**

The report of the Head of Leisure and Culture is enclosed

8. **One Stop Shop Monitoring report (Pages 65 - 74)**

The report of the Assistant Head of Customer Services is enclosed

9. **Chorley Markets Monitoring Report (Pages 75 - 80)**

The report of the Head of Property Services is enclosed

10. **Friday Street Car Park - Discussion item**

The Overview and Scrutiny Committee have requested that the Panel consider the problems of the lorries using the Friday Street Car Park. This includes the disturbance local residents receive from lorries starting up at around 5.00am to 6.00am.

Officers will undertake some information gathering to enable an informed discussion at the meeting of the Panel on 22 March.

11. **Decriminalisation of Parking Enforcement Inquiry**

a) **Comparison of car parking charges (Pages 81 - 82)**

Comparative data for Local Authorities in the area is enclosed for discussion.

b) **Update on Penalty Charge Notices for January 2006 (Pages 83 - 88)**

Two reports are enclosed showing:

- PCN's issued for each Contravention Code and
- PCN's issued and cancelled.

c) **Comments received with applications for Residents Permits (Pages 89 - 90)**

A sample of comments is enclosed that have been received with applications for Residents Permits.

- d) Result of consultation with identified groups (Pages 91 - 94)

The outcome of consultation with the Town Centre Forum and Disability Liaison Group is enclosed.

The responses from the Markets Liaison Group will be circulated at the meeting.

- e) Additional Information Leaflet for Blue Badge holders (Pages 95 - 96)

A leaflet is enclosed that gives additional information to Blue Badge holders explaining why they have received a PCN.

- f) Updated Inquiry documents (Pages 97 - 102)

To note the enclosed updated Inquiry documentation:

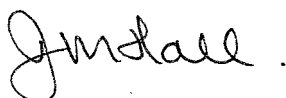
- Information Checklist
- Witness Checklist
- Project Plan

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

The work programme is enclosed.

13. **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 Customer Overview and Scrutiny Panel (Mrs S Walsh (Chair), A Cullens, Mrs D Dickinson, M Lees, P Malpas, Miss J Molyneaux, G Russell, E Smith, Mrs J Snape and C Snow) for attendance.
2. Agenda and reports to Lindsay Parr (Policy and Performance Officer), Sarah Dobson (Graduate Policy and Performance Officer), Tim Rignall (Head of Corporate and Policy Services), Steve Lomas (Head of Housing Services), Roger Handscombe (Head of Property Services), Tim Murphy (Head of ICT Services), Martin O'Loughlin (Head of CuDOS), Asim Khan (Assistant Head of Customer Services), Jamie Carson (Head of Leisure and Cultural Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.

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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