

# Customer Overview and Scrutiny Panel

Wednesday, 1 March 2006

**Present:** Councillor Mrs S Walsh (Chair) and Councillors Mrs D Dickinson, M Lees, P Malpas, Miss J Molyneux, G Russell, E Smith and C Snow

## 06.CUS.12 APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor Mrs J Snape.

## 06.CUS.13 DECLARATIONS OF ANY INTERESTS

No interests were declared.

## 06.CUS.14 MINUTES

**RESOLVED – That the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 7 February 2006 be confirmed as a correct record and signed by the Chair.**

## 06.CUS.15 BUSINESS PLANS MONITORING REPORTS

The Panel received the Business Plan Monitoring Reports for the period October 2005 to December 2005 for Housing Services, Property Services, Information, Communication Technology Services and Customer, Democratic and Office Support Services.

Members queried several points with the relevant Service Units Heads and thanked them for the updates.

**RESOLVED – That the Business Plans Monitoring Reports for Housing Services, Property Services, Information, Communication Technology Services and Customer, Democratic and Office Support Services be noted.**

## 06.CUS.16 UPDATED RACE EQUALITY SCHEME

The Panel received the updated Race Equality Scheme that had been approved by Executive Cabinet in January 2006. The Scheme met the Councils duties under the Race Relations (Amendment) Act 2000 covering policy and service delivery. A number of issues were clarified and discussed.

**RESOLVED – That the Updated Race Equality Scheme be noted.**

## 06.CUS.17 COMPLAINTS MONITORING REPORT APRIL TO SEPT 2005

The report of the Head of Corporate and Policy Services detailing the complaints referred to the Chief Executive was considered. The report was now completed twice a year and the method of capturing information about complaints would be revised to identify any service provision problem areas. Members were requested to pass any ideas on how complaints made to them could be captured to Corporate and Policy Services.

**RESOLVED – That the Complaints Monitoring Report from April to September 2005 be noted.**

## **06.CUS.18 CONSULTATION ON CHANGES TO THE STRATEGIC HEALTH AUTHORITY, THE PRIMARY CARE TRUSTS AND THE AMBULANCE SERVICE NHS TRUSTS IN LANCASHIRE AND CUMBRIA**

The Panel received the report of the Head of Leisure and Cultural Services to consider a response to the consultation on changes to the Strategic Health Authority (SHA), Primary Care Trusts (PCT) and Ambulance Service NHS Trusts in Cumbria and Lancashire.

The report, accompanied by the comments of the Panel, would go forward to the meeting of the Overview and Scrutiny Panel on 2 March and the Executive Cabinet on 9 March.

The Panel discussed the three areas of the report in detail and queried several points with the Head of Leisure and Cultural Services.

**RESOLVED – That the following comments be made to the Overview and Scrutiny Panel:**

### **Strategic Health Authority**

- 1. To support the proposal for dissolving the existing three SHA's to create a new Strategic North West Strategic Health Authority covering the area of the existing three SHA's and the regional boundary for the Government Office for the North West.**
- 2. To question whether it is true consultation if only one option is given to choose from.**

### **Ambulance Trusts**

- 1. To note the disappointment of the Panel that only one option was given to choose from,**
- 2. To note that the proposed Ambulance Trust for the North West would be too large and therefore less responsive than several smaller trusts to local needs,**
- 3. To propose that the Ambulance Trusts cover Lancashire and Cumbria, to align with the proposed reorganisation of the Police Authorities,**
- 4. To request that local performance data is available to monitor the situation in Chorley.**

### **PCT reconfiguration**

- 1. To support Option Three; meaning that Chorley would be part of a PCT co-terminous with the local authority boundaries of Chorley, South Ribble, West Lancashire and Preston,**
- 2. To highlight that Option One and Two would create a Trust be too large and therefore less responsive to local needs,**
- 3. The Panel recognised that the consultation only offers 3 options but would want any reconfiguration to tie in with the outcome of any future review of local government.**

## **06.CUS.19 ONE STOP SHOP MONITORING REPORT**

The report of the Assistant Head of Customer Services was received updating the Panel on the recommendations of the One Stop Shop Inquiry. Members discussed the progress of the recommendations and noted the issues with the on duty Planning Services officer. Members highlighted several aspects of the report and noted the excellent work that was ongoing.

**RESOLVED – That a report on the transfer of services into the Contact Centre be presented to the Panel on a quarterly basis.**

## **06.CUS.20 CHORLEY MARKETS MONITORING REPORT**

The Panel received the report of the Head of Property Services on the recommendations on progress made in implementing the Panel's recommendations following the inquiry into the performance of Chorley Markets. In response to a query the officers explained the position in relation to the move of the Flat Iron market to Market Street and outsourcing / partnering of the Markets.

**RESOLVED – That an update report be presented to the first meeting of the Panel in the new municipal year.**

## **06.CUS.21 FRIDAY STREET CAR PARK - DISCUSSION ITEM**

**RESOLVED – That the item be deferred to the meeting of the Customer Overview and Scrutiny Panel to be held on 22 March 2006.**

## **06.CUS.22 DECRIMINALISATION OF PARKING ENFORCEMENT INQUIRY**

**RESOLVED – That the item be deferred to the meeting of the Customer Overview and Scrutiny Panel to be held on 22 March 2006.**

## **06.CUS.23 OVERVIEW AND SCRUTINY WORK PROGRAMME**

The Panel considered the Overview and Scrutiny work programme.

**RESOLVED – That the work programme be noted.**

Chair