

OVERVIEW AND SCRUTINY TASK GROUP - SINGLE FRONT OFFICE

MONDAY, 10TH AUGUST 2015, 6.30 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

APOLOGIES

1 DECLARATIONS OF ANY INTERESTS

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

2 SINGLE FRONT OFFICE - BACKGROUND INFORMATION

To effectively scope the review, members of the Customer Services team will deliver a presentation on the delivery of the Single Front Office project.

3 SCOPING OF THE REVIEW

To scope a review of the Single Front Office project for Chorley.

Members will need to consider what the desired outcome of the review will be and how this can be achieved.

4 ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT

(Pages 3 - 4)

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Single Front Office Councillor Alistair Morwood (Chair), and Councillors Mark Jarnell, Margaret Lees, Matthew Lynch, June Molyneaux and Debra Platt.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

Meeting contact Dianne Scambler on 01257 515034 or email dianneb.scambler@chorley.gov.uk

Scrutiny Inquiry Project Outline

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Single Front Office

Objectives:

Desired Outcomes:

Terms of Reference:

Equality and diversity implications:

Risks:

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: Lesley-Ann Fenton and Asim Khan

Democratic and
Member Services Officer: Dianne Scambler

Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Total	_____

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, partner)

¹ All project outcomes require the approval of Overview and Scrutiny Committee before progressing

