

OVERVIEW AND SCRUTINY TASK GROUP - SINGLE FRONT OFFICE

THURSDAY, 17TH SEPTEMBER 2015, 6.00 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

APOLOGIES

1 MINUTES

(Pages 3 - 8)

To confirm the minutes of the Overview and Scrutiny Task Group – Single Front Office meeting held on 10 August 2015 (enclosed)

2 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.

3 SCOPING OF THE REVIEW

(Pages 9 - 10)

To consider the proposed scoping of the Single Front Office review (draft enclosed)

4 CONTACT CENTRE - MEMBERS FEEDBACK

Members of the Group will feedback on their shadowing experiences in the Contact Centre.

5 PERFORMANCE AND PRODUCTIVITY

The consideration of statistical information relating to the performance and productivity of the Customer Services team (to follow)

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 John Dalton, Mark Jarnell, Matthew Lynch, June Molyneaux, Mick Muncaster 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