

# **OVERVIEW AND SCRUTINY TASK GROUP - SINGLE FRONT OFFICE**

THURSDAY, 12TH NOVEMBER 2015, 6.00 PM  
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

## **AGENDA**

### **APOLOGIES**

#### **1 MINUTES**

(Pages 3 - 6)

To confirm the minutes of the Overview and Scrutiny Task Group – Single Front Office meeting held on 17 September 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 USE OF MYACCOUNT - STREETSCENE OPERATIVES**

Bob Webster, Streetscene and Parks Manager will be attending to talk to the Group about the Streetscene Operatives use of the MyAccount system.

#### **4 SAMPLE CORRESPONDENCE - FEEDBACK**

Group discussion on the sample correspondence that has been recently circulated.

#### **5 SUNDRY DEBTOR COLLECTION RATES**

The Group will consider information on the collection rates for sundry debtors in categories of below £5000, and above £5000 at the meeting.

#### **6 CUSTOMER SATISFACTION LEVELS**

At the meeting the Group will consider corporate and historic data, along with MyAccount responses that will provide evidence of satisfaction levels and a snapshot of complaints.

7 **SITE VISIT UPDATE**

An update on the planned site visits will be provided at the meeting.

8 **NEXT STEPS**

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](http://chorley.gov.uk)