

# OVERVIEW AND SCRUTINY TASK GROUP - SINGLE FRONT OFFICE

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

## AGENDA

### APOLOGIES

- |  |                        |
|--|------------------------|
| <p>1</p> <p><b>MINUTES</b></p> <p>To confirm the minutes of the Overview and Scrutiny Task Group – Single Front Office meeting held on 12 November 2015 (eclsosed)</p>   | <p>(Pages 3 - 8)</p>   |
| <p>2</p> <p><b>DECLARATIONS OF ANY INTERESTS</b></p> <p>Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.</p> <p>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.</p> |                        |
| <p>3</p> <p><b>SINGLE FRONT OFFICE TELEPHONY REVIEW</b></p> <p>Report of the Director of Customer and Advice Services (enclosed)</p>   | <p>(Pages 9 - 10)</p>  |
| <p>4</p> <p><b>SINGLE FRONT OFFICE RESOURCES AND EFFICIENCIES</b></p> <p>Report of the Director of Customer and Advice Services (enclosed)</p>   | <p>(Pages 11 - 12)</p> |
| <p>5</p> <p><b>DRAFT FINAL REPORT OF THE SINGLE FRONT OFFICE REVIEW</b></p> <p>Draft report of the review reflecting the work undertaken to date (enclosed)</p>  | <p>(Pages 13 - 26)</p> |
| <p>6</p> <p><b>EXCLUSION OF PRESS AND PUBLIC</b></p>   |                        |
| <p>7</p> <p><b>PRESTON CITY COUNCIL RESPONSE LETTER</b></p>  | <p>(Pages 27 - 28)</p> |

Response of Leader of Preston City Council (enclosed)

|

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.