

## **SCRUTINY INQUIRY INFORMATION CHECKLIST**

**Name of Inquiry:** Contact Centre Efficiencies and Partnership with Lancashire County Council

**Scrutiny Body:** Corporate and Customer Overview and Scrutiny Panel

Ref.	Information Required	Date	Venue
1	Lancashire County Council Customer Access Strategy	12 September 2006	Committee Room, Town Hall, Chorley
2	Shared Services Contact Centre: Terms of reference - Partnership Board	12 September 2006	Committee Room, Town Hall, Chorley
3	Shared Services Contact Centre: Terms of reference - Joint Committee	12 September 2006	Committee Room, Town Hall, Chorley
4	Lancashire Partnership Shared Services Contact Centre - The Way Forward (Executive Summary)	12 September 2006	Committee Room, Town Hall, Chorley
5	Lancashire Partnership Shared Services Contact Centre - The Way Forward	12 September 2006	Committee Room, Town Hall, Chorley
6	Contact Chorley: Achieving the Strategy	12 September 2006	Committee Room, Town Hall, Chorley
7	Contact Chorley: Performance Statistics	12 September 2006	Committee Room, Town Hall, Chorley
8	Chorley Borough Council Customer Focussed Access and Design Strategy	12 September 2006	Committee Room, Town Hall, Chorley
9	Annual Efficiency Statement: 2005/2006 Backward looking	12 September 2006	Committee Room, Town Hall, Chorley
10	Annual Efficiency Statement: 2006/2007 Forward looking	12 September 2006	Committee Room, Town Hall, Chorley