

***SCRUTINY INQUIRY PROJECT PLAN***

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

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

TASK	2006												2007		
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Nov	Dec	Jan	Feb	Mar
1. TOPIC SELECTED	✓														
2. SCOPE INQUIRY	✓	✓													
3. COLLECT EVIDENCE		✓	✓	✓											
4. CONSIDER EVIDENCE				✓	✓										
5. REPORT															
6. FEEDBACK & ACTION															
7. MONITOR															