

CUSTOMER OVERVIEW AND SCRUTINY PANEL

8 June 2005

Present: Councillor Mrs Walsh (Chair), Councillors Mrs Dickinson, M Lees, Molyneaux, Russell, E Smith Mrs J Snape and Snow.

Also present: Val Edmunds, Best Value Inspector.

05.CUS.24 APOLOGIES

Apologies for absence were submitted on behalf of Councillors Cullens and Malpas.

05.CUS.25 DECLARATIONS OF ANY INTERESTS

No interests were declared.

05.CUS.26 MINUTES

RESOLVED – That the minutes of the meetings of the Customer Overview and Scrutiny Panel held on 6 April 2005 and 20 April 2005 be confirmed as a correct record and signed by the Chair.

05.CUS.27 WELCOME TO BEST VALUE INSPECTORS

The Chair welcomed Val Edmunds, one of the Customer Access and Focus Best Value Inspectors, to the meeting.

The Panel discussed the Councils focus on providing customers with service and the access to these services.

RESOLVED – That the discussion be noted.

05.CUS.28 DRAFT FINAL REPORT OF THE CUSTOMER OVERVIEW AND SCRUTINY PANEL INTO THE ONE STOP SHOP

The Panel received the report of the Assistant Head of Customer Services updating Members on further information in relation to the One Stop Shop Inquiry.

The Panel discussed the report and noted several financial implications for their recommendations 9, 17, 19 and 20. Updated information on the numbers and enquiry type were noted.

The Assistant Head of Democratic Services advised that an Internal Audit Report entitled "Review of working with Benefits (Working with Landlords and Customer Services) had recently been published. It was proposed that two additional recommendations be made within the Inquiry objective "To review the progress on the development of the Lancashire Shared Services Contact Centre". Both of these would be developed as part of the Contact Centre project.

RESOLVED –

(a) That the report be noted,

(b) That the following recommendations be incorporated into the Draft Final Report:

"Service for Customers with Disabilities" To introduce text phone facilities for people with speech and hearing difficulties.

"Service Objective" To extend opening hours to provide additional ease

of use for in-work customers e.g. appointments outside of opening hours and extended hours phone lines.

05.CUS.29 CUSTOMER FOCUSSED ACCESS AND SERVICE DESIGN STRATEGY

The Panel received a presentation by the eGovernment Manager regarding the Council's Customer Focussed Access and Service Design Strategy.

The Panel heard that the vision for this had developed from the Community Strategy and the Corporate Plan. The physical and technological building blocks for this were currently in place. The goals and objectives of the strategy aligned with those of the Local Strategic Partnership but the most important aspect of the Strategy was the Customer Relationship Management system that would be implemented in the next few months.

The eGovernment Manager explained the recent history of Customer Focus in Chorley, including how the current position had been achieved and the principles followed. The future plan was outlined incorporating where the Council wanted to be and why this was important. This would lead to changes in how the Council was structured and organised its tasks and the way the public perceived the access and benefit from the delivery of Council services.

Customer Focussed organisations should demonstrate four critical strengths:

- Understand the Customer,
- Build operations around the Customer,
- Manage stakeholder relationships and
- Use Customer understanding to deliver target outcomes.

The eGovernment Manager outlined what Customer Focus would look like from a Policy and Service Design perspective. The key requirements for delivery were noted and the use of incentives to increase take-up of services. The services that had been shown to make a difference to the Customer would be focussed on first.

The Panel noted that the service delivery "as is" would be documented to aid the development of the "to be" model. This would be used to develop a proactive strategy for migration of Customers to the cheapest channel of choice and a Business Transformation Plan. Key assumptions in this strategy were highlighted.

The Strategy would be consulted on with a wide range of stakeholders before being presented to the Executive Cabinet for approval in September 2005.

RESOLVED – That the presentation be noted.

05.CUS.30 BUSINESS PLAN UPDATES END OF YEAR 2004/05

The Panel received the Business Plan updates for the end of year 2004/05 for Housing Services, Property Services, ICT Services and Customer, Democratic and Office Support Services. The respective Service Unit Heads gave a summary for their Unit responded to queries from Members.

RESOLVED – That the Business Plan Updates Year End 2004/05 be noted.

05.CUS.31 REVIEW OF THE MARKETING AND PROMOTION OF THE ENHANCED RECYCLING SCHEME INQUIRY RECOMMENDATIONS

The Panel received the report of the Head of Environmental Services reporting the

actions taken following the recommendations made to the Overview and Scrutiny Committee in December 2004.

The Panel discussed the progress on each of the recommendations. It was noted that more recyclates had been presented than had been anticipated with some areas presenting at a level of 90%.

RESOLVED –

- (a) That the report be noted,
- (b) That an update report be presented to the Panel in six to nine months.

05.CUS.32 ITEMS REFERRED FROM OVERVIEW AND SCRUTINY COMMITTEE – DECRIMILISATION OF PARKING ENFORCEMENT

The Panel considered a report from the Engineering Services Manager containing background information in relation to the Decriminalisation of Parking Enforcement.

The Panel briefly discussed the contents of the report and agreed to have a further discussion on this subject at a future meeting.

RESOLVED – That the Decriminalisation of Parking Enforcement report be considered further at a future meeting of the Panel where the Inquiry Project Outline will be completed.

05.CUS.33 THE COUNCIL'S TIMETABLE OF MEETINGS

The Panel discussed the number of meetings in the Council's Timetable of Meetings and agreed that the number of meetings were acceptable.

RESOLVED – That the comments be fed back to the Overview and Scrutiny Committee via the Chair of the Panel.

05.CUS.34 OVERVIEW AND SCRUTINY WORK PROGRAMME 2005/06

The Panel received the Overview and Scrutiny Work Programme and discussed the items for the Customer Panel.

RESOLVED – That the Overview and Scrutiny Work Programme be noted.

Chair