

Corporate & Customer Overview & Scrutiny Panel - Partnership Sub-Group

Tuesday, 5 December 2006

Present: Councillor Peter Baker (Chair), Councillors Hasina Khan and Geoffrey Russell

1. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Andrew Birchall and June Molyneaux.

2. DECLARATIONS OF ANY INTERESTS

There were no declarations of interest by Members relating to the items on the agenda.

3. MINUTES

RESOLVED - That the Minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel – Partnership Sub-Group held on 26 October 2006 be confirmed as a correct record and signed by the Chair.

4. TO WATCH THE WEB CAST OF THE LANCASHIRE COUNTY COUNCIL EXECUTIVE CABINET MEETING HELD ON 5 SEPTEMBER 2006

Due to technology issues the Group were not able to watch the web cast.

It was AGREED that the web cast be watched at a future meeting of the Panel.

5. TO CONSIDER AND DETERMINE THE QUESTIONS TO BE ASKED DURING THE VISIT TO THE HUB AT LANCASHIRE COUNTY COUNCIL

The Sub-Group discussed a number of questions to be asked during the site visit to the Hub at Lancashire County Council.

It was AGREED that the following questions be forwarded to Lancashire County Council in advance of the visit to be held on 8 December and that a written response be requested.

- What does your Directorate cover?
- How many of the seats in the hub are now filled?
- How do you think the Partnership is progressing? What is the current position?
- Do you set milestones for the project in terms of dates for future achievements and, if so, what are they?
- What are the main challenges for the Partnership and how are these being addressed?
- What efforts are being made to keep all Partners abreast with the project and at a consistent developmental level?

- It has been suggested the enthusiasm for the project, amongst officers and members within Lancashire County Council and other partners has waned. Do you think that this is the case and, if so, what affect do you think it will have on the success of the project and what is being done to combat it?
- What percentage of the services provided by Lancashire County Council are provided by the hub?
- How will Lancashire County Council take forward the delivery of joint services? Do you have any policies or strategies for this?
- How do you measure customer satisfaction with the services received?
- Is the Partnership delivering efficiencies as anticipated?

The Sub-Group discussed questions to be asked of the district partners at the feedback session in January.

- What stage are you at in implementation and what are your plans for the future?
- How do you think the Partnership is progressing?
- Is the Partnership delivering the efficiencies as anticipated?
- What have been the main concerns regarding the management of the contract?
- What are your views on the vision for Lancashire County Council and districts to deliver each other's services?
- How do the Joint Board meetings operate? Is the quorum a help or hindrance?
- How do you measure customer satisfaction with the services received?

The Sub-Group discussed questions to be asked of Councillor Edgerley and Councillor Walker in at the feedback session in January.

- How do you think the Partnership is progressing?
- Do you have set milestones for the project in terms of dates for future achievements and, if so, what are they?
- How do the Joint Board meetings operate? Is the quorum a help or hindrance?
- What have been the main concerns regarding the management of the contract?
- How do you measure customer satisfaction with the services received?

6. THE WAY FORWARD

The Sub-Group noted that the visit to the Hub would take place on Friday 8th December. Representatives from Pendle and Ribble Valley would be meeting the Sub-Group on 19 January and Councillors Edgerley and Walker on either 12 or 26 January 2007.

Chair