

Corporate and Customer Overview and Scrutiny Panel

Tuesday, 12 June 2007

Present: Councillor Geoffrey Russell (Chair) and Councillors Terry Brown, Henry Gaunce, David Dickinson, Doreen Dickinson, Daniel Gee, Mrs Pat Haughton, Kevin Joyce, Hasina Khan, Miss June Molyneaux, Mrs Joyce Snape and Mrs Stella Walsh

07.CCS.22 WELCOME BY THE CHAIR

The Chair welcomed everyone to the meeting, in particular the newly elected members and those new to the Panel.

He explained the remit of the Panel as being those services provided by the Directorates of Customer Democratic & Legal, Finance, Human Resources and Information and Communication Technology. In the previous Municipal Year the Panel had undertaken an Inquiry into the Lancashire Shared Services Contact Centre, in particular the efficiency and partnership elements.

07.CCS.23 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Michael Davies, Michael Devaney, Keith Iddon, Thomas McGowan and Michael Muncaster.

07.CCS.24 DECLARATIONS OF ANY INTERESTS

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

07.CCS.25 MINUTES

RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 20 March 2007 be confirmed as a correct record and signed by the Chair.

The Director of ICT reported that, as requested, there would be a trial run showing plans electronically at Development Control Committee on 19 June. The second phase would include the attachment of a projector to the ceiling of the Council Chamber and the installation of sound speakers.

A query was raised in respect of training for staff to access plans electronically in the One Stop Shop. A response would be fed back to the next meeting.

07.CCS.26 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Panel received and noted the Overview and Scrutiny Work Programme for 2007 2008 and in particular the items relating to the Panel.

RESOLVED – That the Work Programme be noted.

07.CCS.27 YEAR END BUSINESS PLAN MONITORING STATEMENTS

The Panel received the Year End Business Plan Monitoring Statements for Human Resources, Information, Communication Technology Services, Customer, Democratic and Legal Services and Financial Services.

Members clarified aspects of the Business Plans and Performance Indicators with the Directors who were present at the meeting. The Panel noted the key messages and service developments in each Directorate as outlined in the reports.

Members noted that the indicator for invoices processed within 30 days was either a red triangle or a blue circle for each Directorate. These figures were improving, but it was acknowledged that further was needed on this.

The Members congratulated the Directors on the year-end reports. Human Resources on the Investors in People (IIP) accreditation and the organisational changes and Finance on the Value for Money (VFM) score of 4 from the Audit Commission. Only two other District Councils in the country had achieved a score of 4.

Members discussed methods to consider the Business Plan Monitoring Statements in other ways, such as one or two Members leading the discussion on a particular Directorate or inviting an Executive Member to attend where there is an area of concern or commendation. This would be given further consideration at a future meeting of the Panel.

RESOLVED – That

1. **The Year End Business Plan Monitoring Statements be noted,**
2. **The Director of ICT report back on the recent issue of server availability at the weekend.**

07.CCS.28 CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL INQUIRY

The Chair explained that the Overview and Scrutiny Committee held on 27 March 2007 set out the Inquiry topics for the Panel for the forthcoming Municipal Year as being Gershon Efficiencies and Absence Management.

The Director of Human Resources and the Business Improvement Manager each delivered a brief, high-level presentation as an introduction to the topics.

The Inquiries would be scoped and a project plan constructed at the first meeting of the Sub-Groups. It was noted that, where possible, the Sub-Group meetings would be held in the evening to enable those Members who work during the day to attend.

RESOLVED – That

1. **The Panel undertake both Inquiries by two Sub-Groups,**
2. **The membership of the Sub-Groups be as follows:**
 - Gershon Efficiencies**
Councillors Henry Counce, Michael Davies, Michael Devaney, David Dickinson, Keith Iddon, Kevin Joyce, Thomas McGowan, Michael Muncaster Geoffrey Russell and Stella Walsh.
 - Absence Management**
Councillors Terry Brown, Mrs. Doreen Dickinson, Danny Gee, Mrs. Pat Houghton, Hasina Khan, June Molyneaux, Stella Walsh and Mrs. Joyce Snape.
3. **The Democratic Services Officer notifies the Sub-Group members of the date of the first meeting.**

Chair