Objective/Key Issue 2:Partnership Working		
4,a	To support the refined long term vision of the Partnership to deliver Lancashire County Council and District partner services and to support the refined vision statement.	**LCC** - A three year vision statement has been agreed with an associated action plan. The initial aim of this is to implement Front Office which is on target.
4,b	To ensure that the governance arrangements for the Partnership are effective by revisiting the terms of reference for the Joint Committee and to review the vision and project plan every 6 months and monitoring effectively the timescales set down in the project plan.	Governance arrangements and terms of reference for the Joint Committee have been revised and agreed. There have not yet been any subsequent meetings as the focus has temporarily shifted to the CRM implementation.
4,c	To develop a mechanism for Partner Districts, Lancashire County Council and the contractor for effective communication.	Northgate now present in both Programme and Partnership Board meetings to discuss progress and any difficulties with the project implementation. **LCC** - LCC also have weekly meetings with Northgate.
4,d	To make the Joint Committee meeting effective it is suggested that the quorum is changed to a majority vote system with absent partners given the opportunity to respond electronically to any decision.	**LCC** - As part of the revised contract arrangements, the inter authority agreement and constitution was also revised to reflect new decision making arrangements.
5,a	For Lancashire County Council to provide Districts access to their Information systems where necessary to enable delivery of joint services.	The practicalities of this are still being considered as part of the roll out of CRM. **LCC** - The revised vision statement and associated action plan makes provision for aiming for shared information services. The first step towards this is being made around joining up websites and the first meeting to discuss this was held on 30th October.
5,b	To explore opportunities for joint training between Chorley and Lancashire County Council in the future.	**LCC** - Whilst joint training is not specifically in the LCC Customer Access Strategy joint working and sharing of information is. There is no reason why this cannot be considered.

5,c	To support extended opening hours for Contact Chorley facilitated by the Hub and to publicise emergency contact arrangements in place during out of office hours	**LCC** - A business case for extended opening hours is currently being prepared. At this stage this is looking at 8am -6pm Monday to Friday and Saturday morning. Opportunities to share these extended hours if accepted will then be sought.
5,d	To explore joint working on the measurement of customer satisfaction via the Customer Relationship Management System and to deal with complaints more effectively across the Partnership.	Focus currently on implementing CRM. The scope of measuring customer satisfaction and complaints across the partnership has not yet been explored and may prove challenging at this stage. **LCC** - This is another example of partnership working as expressed in the new vision statement.
5,e	To look at other areas of excellent contact centre public/private sector initiatives and implement these if appropriate across the Partnership.	Taking place as part of the continued development of the Contact Centre. The service is represented at the NWEGG 'Customer Services Managers Forum' where new ideas and initiatives in customer contact etc are being shared.
5,f	That any future Lancashire Gateways developments or public service partnerships, such as Housing Associations, for Chorley be based in the One Stop Shop.	**LCC** - LCC are currently running a pilot on Face to Face which has involved all Lancashire District partners but also other public sector organisations and community groups. The key outputs of this pilot will be a strategy for face to face accompanied by an implementation plan this will take into account such local requirements where possible.