

# **Supplementary Council Agenda**



**Epping Forest  
District Council**

## **Council Tuesday, 26th September, 2006**

**Place:** Civic Offices, High Street, Epping  
**Room:** Council Chamber  
**Time:** 7.30 pm  
**Committee Secretary:** Council Secretary: Ian Willett  
Tel: 01992 564243 Email: [iwillett@eppingforestdc.gov.uk](mailto:iwillett@eppingforestdc.gov.uk)

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**5. REPORTS FROM THE LEADER, CHAIRMAN OF THE OVERVIEW AND SCRUTINY COMMITTEE AND ANY MEMBER OF THE CABINET (Pages 3 - 4)**

Report attached.

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## ***Report to the Council***

**Committee:** Cabinet

**Date:** 26 September 2006

**Subject:** Customer Services, Media, Communications  
and ICT Portfolio Holder

**Portfolio Holder:** Councillor S Metcalfe

**Item:** 5

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### **Recommendation:**

That the report of the Customer Services, Media, Communications and ICT Portfolio Holder be noted .

#### **1. Waste Management Contract**

- a. Having been given notice by Cory that they wished to move to a cost plus basis, we have obviously started the process of re-letting the Waste Management Contract.
- b. A Portfolio Holder Advisory Group has been established and now meets regularly to receive updates on the procurement progress
- c. We have held a Members Briefing evening to give member an opportunity to express their views on how the process should be conducted and how we may change the service to reflect members concerns more closely.
- d. We have held a soft market testing exercise where contractors who have expressed an interest in the Waste Management Contract joined us for a briefing and the opportunity for a confidential discussion on issue surrounding the service.
- e. We are about to embark on a public Consultation Exercise - inviting the public to comment on a number of aspects of the service
- f. We have engaged the help of the Essex Procurement Hub to assist in both technical and legal matters associated with re-letting the Waste Management Contract.
- g. A timeline has been established and we are starting the process of drawing up the new specification with the aim of having a new contract in place by Spring/Summer 2007

#### **2. Customer Services Transformation Programme (CSTP)**

- a. Cabinet has agreed the programme plan subject to the CSTP board considering the staff structure and the comments of the O&S standing panel.
- b. The CSTP Board, at their meeting on 16/8/2006, considered both the financial implications of the programme plan and the comments raised by

the Customer Services and ICT O&S standing panel. The Board requested that the Officer (Adrian Scott) redraft the programme plan showing a split between “Core requirements” and “Non-core requirements” in order to establish a more flexible option that would deliver the majority of customer service improvements. The Board also addressed the comments raised by the O&S Panel and these will be communicated to the O&S panel at a future meeting.

- c. The CSTP Board have also started the process of reviewing the council structure.

### **3. Single Non Emergency Number (SNEN)**

- a. I have been closely monitoring the progress of the Essex SNEN Partnership (ESP) and have been directly involved in the decision making process of the ESP Board via the nominated officer (Adrian Scott). Since the Cabinet last discussed this issue at the September Cabinet the Home Office have extended the ‘go live’ date from June 2007 to December 2007. The ESP Board have also agreed on using Thurrock Council as the single call taker for all SNEN calls.
- b. The ESP is currently establishing the costs for the complete SNEN service. This will include both the call takers costs (Thurrock Council) and the Service Delivery Partners (all Essex District Councils and Essex Police) costs. The final proposal will include these additional costs to allow the Home Office to calculate the level of grant required to run the service. EFDC has estimated that the cost of managing and co-ordinating this new access channel will equate to 1 FTE on grade 4 (approx £25k PA including on-costs).
- c. The Home Office is encouraging District Councils to cover these costs, however I have made it quite clear that EFDC will only continue in the ESP if it remains a cost neutral project. Therefore, the nominated Officer has requested that £25k be included in the final proposal to cover EFDC costs.