

Supplementary Committee Agenda



Overview and Scrutiny Committee Thursday, 10th July, 2008

Place: Council Chamber, Civic Offices, High Street, Epping

Time: 7.30 pm

Committee Secretary: Simon Hill, Senior Democratic Services Officer, The Office of the Chief Executive
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7. TERMS OF REFERENCE - TASK AND FINISH PANELS (Pages 3 - 6)

Recommendation:

To endorse the terms of reference for the Leisure and the Customer Transformation Task and Finish Panels. (To Follow).

The Committee is asked to endorse the terms of references for the reconstituted Leisure Task and Finish Panel (to follow) and for the new Customer Transformation Task and Finish Panel (to follow) considered at recent meetings. The Chairmen of these respective Panels have been invited to present their proposals to the meeting.

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Introduction:

In order to improve access to services and improve response to enquiries, the Council has previously embarked on exploring the feasibility of a "Customer Transformation Programme". The initiative was held in abeyance until such times as the affordability of the project could be assessed, given pressure on the Council's revenue Budget and uncertainty around the cost of the new Waste Management Contract. Now that the Council's Medium Term Financial Forecast is clearer, there is value in revisiting the Customer Services Agenda, to see where improvements can be practically achieved.

Term of Reference:

1. To undertake a review of the Customer Services Programme previously explored by the Council, and to identify and prioritise these initiatives which could have the greatest impact on improving access to services and response to enquiries.
2. To review existing quality standards with respect to Customer Services and recommend change as necessary to ensure that they meet the current expectations of the Council's customers.
3. To ensure that the Council is complying with its duty under Equalities Legislation to provide access to all sections of the Community to Council Services.
4. To assess the most appropriate and cost effective method of enabling the Council to meet the requirements of the New Statutory National Indicator N14, with respect to "avoidable contact".
5. To identify areas for improvement in how the Council communicates its "key messages" to our community, ensuring that public information is clearly understood and accessible.

Aims and Objectives/Methodology:

To gather evidence and information in relation to the topics through the receipt of data, presentations and by participation in fact finding visits;

To consult with Partners, Agencies, Stakeholders and Users of the services under review, to establish key issues and future need;

To evaluate all relevant facts in relation to the topics under review in an objective way and to produce recommendations for future action accordingly;

To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process 2009/10; and

To report back to Overview and Scrutiny Committee at appropriate intervals and to submit any final reports in the proposed Corporate Format for consideration by O & S, the Cabinet and Council.

CUSTOMER TRANSFORMATION TASK AND FINISH PANEL: TERMS OF REFERENCE

TIMESCALE	ESTIMATED	ACTUAL
Commencement	June 2008	
<u>Finish</u> 1. Interim report to include any budgetary items for the next budget round.	By October 2008	
Reports.		
Chairman: Councillor B Rolfe		

LEISURE TASK AND FINISH PANEL - TERMS OF REFERENCE

Title: Leisure
Status: Task and Finish Panel
Terms of Reference: To consider the following issues as identified by Overview & Scrutiny Committee: (1) Waltham Abbey Sports Centre/Swimming Pool: <ul style="list-style-type: none">• to assess the feasibility of providing a new sports hall at the Waltham Abbey Swimming Pool• to conclude the assessment commenced in 2007/08 of evaluating the current and potential future management arrangements at Waltham Abbey Sports Centre
(2) The on-going monitoring of the Youth Initiatives Scheme
(3) To evaluate, with the Epping Forest College, options for the provision of sports facilities as part of the development proposals for the College
Aims & objectives Waltham Abbey (1) To determine the feasibility of constructing a new sports hall as part of the present swimming pool complex thereby providing more modern and acceptable facilities for the local community and if feasible: (a) to discuss the management Options and management fee with SLM; and (b) to cease the existing dual use agreement at Waltham Abbey Sports centre (2) To scrutinise the background to any negotiations with the King Harold School in respect of the future management of the existing dual use facility so that a recommendation can be made to Cabinet in respect of either: (a) the cessation of the existing dual use arrangements due to the moving of the facility to Waltham Abbey swimming pool ; or (b) additional investment into the existing sports centre with an on-going dual use agreement with the school for community use and a programme for the outsourcing of the facility management to a third party Youth initiatives (1) To complete the monitoring of the 2007/08 youth initiatives and to report the outcome to Overview & Scrutiny Committee and the Cabinet by the autumn of 2008 (2) To monitor the progress of the 10 year (2007 to 2017) Play Strategy and the application of the £244,000 capital funding over the next two years. Epping Forest College (1) To work with the management of the Epping Forest College to explore, develop and bring forward proposals for the provision of community sports provision as part of the College expansion plans (2) To evaluate the sporting provision in conjunction with the Youth Council and For them to

feed into the Panel; and

(3) To undertake consultation with any relevant Parish or Town Councils.

TIMESCALE	ESTIMATED	ACTUAL
<p>Outline of requirements and recommendations re funding of Design Proposals. Report on temporary agreement progress with school</p> <p>Feasibility, costs and planning issues of scheme at WASP reported back Report back on discussions with SLM re Management fee etc If new build recommended. report to Overview and Scrutiny Committee. If site remaining at WASC then propose future objectives of facility.</p> <p>If WASP project agreed by O&S then report to cabinet re new build request for funding of scheme 2009/10 and future budgetary changes re closure of WASC If site remaining at WASC then report recommended programme and timetable for outsourcing and Tender process</p> <p>If WASP project agreed then get Cabinet confirmation of Capital Budget and SLM Management Fee</p>	<p>1st meeting - July 2008</p> <p>T&F October/ November 2008</p> <p>O&S</p> <p>December 2008</p> <p>January /February 2008</p>	
<p>Chairman: Councillor Mrs R Gadsby</p>		