

**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF ICT AND E-GOVERNMENT SCRUTINY STANDING PANEL  
HELD ON MONDAY, 23 JANUARY 2006  
IN COMMITTEE ROOM 2  
AT 7.30 - 9.00 PM**

<b>Members Present:</b>	F Maclaine (Chairman), M Cohen (Vice-Chairman), Mrs D Borton, M Colling and P McMillan
<b>Other members present:</b>	S Metcalfe
<b>Apologies for Absence:</b>	S Barnes (Deputy Leader), Mrs D Collins, Mrs P K Rush and Mrs M Sartin
<b>Officers Present</b>	A Scott (Head of Information, Communications and Technology), V Evans (Customer Services Manager, ICT) and S G Hill (Senior Democratic Services Officer)
<b>Also in attendance:</b>	R Bramwell (Foresight Consulting), B Cox (Foresight Consulting) and T Robson (Foresight Consulting)

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**31. NOTES OF THE LAST PANEL MEETING**

The notes of the meeting held on 21 November 2005 were agreed.

**32. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

No substitutes had been appointed.

**33. DECLARATION OF INTERESTS**

No declarations of interest were made.

**34. TERMS OF REFERENCE / WORK PROGRAMME**

The Terms of Reference and Work Programme were noted.

**35. E-GOVERNMENT**

The Panel were asked to agree the submitted IEG 5 Return to Government and the progress made in meeting BV157. The Panel raised the a need to put in place a monitoring regime for the elements of the IEG budget.

**Agreed:**

(1) That the IEG 5 Government Return submitted to the Office of the Deputy Prime Minister (ODPM) on 19 December 2005 be endorsed; and

(2) That the Council's progress in delivering the requirements of BVPI 157 and the priority service outcomes as reported in the IEG return be noted.

**36. CORPORATE CONTACT CENTRE - PROGRESS REPORT**

The Panel received a presentation from Foresight Consulting on the proposed phased implementation of the Customer Contact Centre. The Panel noted the objectives of each of the phases. Noted that the programme remained sound against any proposal for Local Government reorganisation.

The Panel were also asked for their comments on the proposed separation of customer and non-customer calls using an automated call answering system for business calls.

The Panel received current thinking on the accommodation proposals which were aimed at improving the customer experience. This might include meet and greet arrangements; multi-skilled customer service advisors; a more 'retail like' environment. The Project Board was currently reviewing three costs options.

Next steps would be:

- (i) a workshop on the proposals in February;
- (ii) a review of the workshop by the project board;
- (iii) Customer Excellence Training for staff;
- (iv) Consideration of the formal report by this Panel prior to Cabinet;
- (v) Consideration of that report by Cabinet and Council.

**37. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE**

- (i) E-Government returns – Progress; and
- (ii) Customer Contact Centre – Progress.

**38. FUTURE MEETINGS**

Noted that the next scheduled meeting was on 20 March 2006 (Subsequently cancelled)