

## Scrutiny Standing Panel Agenda



### **Customer Services and ICT Scrutiny Standing Panel Monday, 14th August, 2006**

**Place:** Committee Room 1, Civic Offices, High Street, Epping

**Time:** 7.00 pm

**Democratic Services Officer:** S G Hill - Senior Democratic Services Officer  
Tel: 01992 564249 Email: [shill@eppingforestdc.gov.uk](mailto:shill@eppingforestdc.gov.uk)

**Members:**

Councillors Mrs M McEwen (Chairman), Mrs P K Rush (Vice-Chairman),  
Councillor Mrs D Borton, R Church, M Cohen, P McMillan, Mrs C Pond, Mrs P Richardson,  
Mrs P Smith, Mrs L Wagland and J M Whitehouse

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<p><b>PLEASE NOTE THAT THIS MEETING IS OPEN TO ALL MEMBERS TO ATTEND</b></p>
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**1. APOLOGIES FOR ABSENCE**

**2. NOTES OF THE LAST PANEL MEETING (Pages 3 - 4)**

To consider and approve the notes of the last meeting of the Panel. (attached)

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

(Head of Research and Democratic Services) To report the appointment of any substitute members for the meeting.

**4. DECLARATION OF INTERESTS**

(Head of Research and Democratic Services). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or

Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

**5. TERMS OF REFERENCE / WORK PROGRAMME (Pages 5 - 6)**

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Panel and associated Work Programme. The current programme is attached..

**6. WEBCASTING PILOT (Pages 7 - 14)**

(Head of Research and Democratic Services) To consider the attached report.

**7. REPLACEMENT OF THE LOCAL TAXATION AND BENEFITS ICT SYSTEM (Pages 15 - 18)**

(Head of Finance) To consider the attached draft Cabinet report.

**8. E-GOVERNMENT (Pages 19 - 88)**

(Head of ICT) To consider the attached report.

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

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

To consider which reports are ready to be submitted to the Overview and Scrutiny Committee at its next meeting.

**11. FUTURE MEETINGS**

The next scheduled meeting of the Panel is on 16 October 2006 at 7.30 p.m.