

Scrutiny Task and Finish Panel Agenda



Customer Transformation Task and Finish Panel Monday, 15th September, 2008

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

Time: 7.30 pm

Democratic Services Officer: Adrian Hendry, Office of the Chief Executive
email: ahendry@eppingforestdc.gov.uk Tel. 01992 564246

Members:

Councillors B Rolfe (Chairman), J M Whitehouse (Vice-Chairman), D Bateman, A Boyce, Mrs R Brookes, J Demetriou, Ms J Hedges, Mrs J Lea, R Morgan and J Philip

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Assistant to the Chief Executive) To report the appointment of any substitute members for the meeting.

3. DECLARATIONS OF INTEREST

(Assistant to the Chief Executive). 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.

4. MINUTES FROM THE LAST MEETING (Pages 5 - 10)

To consider and agree the notes of the meeting of the Panel held on 1 July 2008.

5. TERMS OF REFERENCE (Pages 11 - 12)

(Chairman/Lead Officer) To note the attached updated Terms of Reference. The Panel are asked at each meeting to review this documents.

6. NATIONAL INDICATOR 14 – AVOIDABLE CONTACT (Pages 13 - 18)

NI 14 is one of the 198 indicators against which local government will be assessed within the new performance management framework agreed between the Department of Communities and Local Government and the Local Government Association.

Local authorities are required to report on these indicators at different frequencies. In the case of NI 14, the reporting interval will be annual. Local authorities will first report NI 14 data in April 2009, with council's expected to have the mechanisms in place in time for data collection to begin in October 2008.

Where the partners in a Local Area Agreement choose NI 14 to be one of their key indicators, a formal target for reducing avoidable contact will be agreed (as per the LAA frameworks). The Epping Forest Local Strategic Partnership has elected not to nominate NI 14 as a Key Indicator within the Essex Local Area Agreement 2.

However, the District Council will be expected to report annually on performance against NI 14 to the Department of Communities and Local Government via the Data Interchange Hub. The Audit Commission will use the national indicator set to inform its assessment of performance and improvement for Comprehensive Area Agreement.

Although NI 14 is an important measure in its own right, many authorities are already seeing the reduction of avoidable contact as a key part of their wider programmes to improve services to customers and reduce costs.

Attached at to this agenda is the full definition, calculation and reporting requirements for NI 14.

In response to the introduction of NI 14, the Department of Communities and Local Government, in conjunction with the Cabinet Office and the Improvement and Developing Agency, have published the attached joint guide to NI 14, based on work undertaken in a number of pilot authorities.

Officers will make a presentation to Members of the Task and Finish Panel on the implications of NI 14 to the authority and outline options as to how the Council may approach the collection of the Data.

7. PROVISION OF RECEPTION SERVICES AT CIVIC OFFICES

As detailed within the scoping report considered at the Panel's initial meeting, the Council's then Customer Services Consultants, undertook a performance review from a customer's perspective and reached a number of conclusions around areas for improvement.

One of their key findings was in relation to visitors' experience at the Civic Offices, where there are five reception desks, at diverse locations throughout the complex. It

was concluded that this is confusing for customers and that the Council should look to simplify the arrangements, with an aspiration of achieving a single point of service / information.

In order to assist Members' consideration of the issue, it is proposed that the Panel tour the reception areas, where officers from the relevant Service Areas will explain the type of services provided and highlight some of the current practical difficulties for customers.

8. VISIT TO ONE-STOP SHOPS

The Panel will receive an update on the results of investigations with other authorities regarding a visit to view a "One-Stop Shop". It is hoped that venues / dates can be confirmed.

9. ANY OTHER BUSINESS

10. DATE OF NEXT MEETING

To agree a date for the next meeting of this Panel.