

Scrutiny Task and Finish Panel Agenda



Customer Transformation Task and Finish Panel Tuesday, 14th October, 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

Please let the Democratic Services Officer know if you will be attending the visit to Harlow's one-stop-shop, "Contact Harlow" at 10am on the morning of the meeting. Could those attending also provide your car registration number so that a car parking space can be reserved.

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. TERMS OF REFERENCE (Pages 5 - 6)

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

5. MINUTES FROM THE LAST MEETING (Pages 7 - 12)

To consider and agree the notes of the meeting of the Panel held on 15 September 2008.

6. PROGRESS REPORT ON NATIONAL INDICATOR 14 (Pages 13 - 14)

(Performance Improvement Manager) to consider the attached report.

7. TELEPHONE CONTACT (Pages 15 - 18)

Although the use of alternative methods of contacting the Council such as E-Mail has increased and the authority now offers a range of interactive services through its Website, the Council still receives in excess of one million telephone enquires each year.

The annual telephone statistics for the year 2007-08, which breaks down the volume of enquiries in each service area, is attached.

Along with the level of calls, information has been provided with respect to the Citizen Charter Limit (CCL), the national performance standard for call answering. The standard requires that 95% calls are answered by the main Switchboard within 15 seconds and that all other desk phones are answered within 10 seconds.

The Technical Services Manager who is responsible for the Council's Telemetry System will be attending the meeting to give Members an insight into the operational aspects of the system and issues affecting current performance. It is also hoped that the Panel will be able to discuss options for future improvement.

The Panel will also have the opportunity to view both the current Switchboard facilities and the Customer Services Unit within the Environment and Street Scene Directorate.

8. FORESTER MAGAZINE PUBLIC CONSULTATION

Forester is the Council's own magazine published and distributed to every household within the District four times per year. It is a 32 page A4 colour magazine format including eight pages of advertising. Each edition costs approximately £12,000 to produce and distribute. Current distribution arrangements with Royal Mail have been compared to open market competition and the Council is to test an alternative delivery organisation during 2009. Should alternative arrangements for distribution prove successful, a saving of approximately £5,000 may be achieved over the year.

Separately, the print and production of Forester is also being tested against current arrangements. However, before producing a final brief on which to take tenders, the Council is undertaking consultation with residents and users of the Forester. Specifically, a Freepost Survey is to be included in the Christmas edition of Forester,

inviting readers to let the Council know what they think of the product and what changes they would make. The survey also includes questions that should help the Council better understand the social/demographic make-up of the readership.

The survey will also be available online via the Council Website as a means of reaching people who may not habitually read the Forester. In addition, four focus groups are being organised with representatives of the local community. They are panels to be drawn from:

- (a) Epping Forest District Youth Council
- (b) A local Town Centre Partnership
- (c) Older residents based in sheltered council housing
- (d) A residents association representing private sector residents.

Officers would welcome feedback from Members of the Customer Transformation Panel in terms of those elements they think work well within Forester, those items they would like to change or improve and those elements they believe are most important from the customer/resident perspective.

9. ANY OTHER BUSINESS

10. DATE OF NEXT MEETING

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