

Report to the Housing Scrutiny Panel

Date of Report: 3 July 2008

Portfolio: Housing – Councillor D Stallan

Author: Roger Wilson extension 4419

Committee Secretary: Adrian Hendry, ext.4246

Subject: Review of Epping Forest Careline



Recommendation/Decision:

The Housing Scrutiny Panel is asked to consider the attached report and make its comments to the Housing Portfolio Holder on the options for the future delivery of the Epping Forest Careline service.

Background Report:

1. Following the completion of the Best Value Service Review of Housing Services in February 2004, the Member Service Review Panel which was set up to oversee the Review agreed that the Careline Service provided a good service and, after considering a number of options for its future, it should be retained and reviewed again in 2007. The Review has been delayed whilst consideration was being given corporately to the possible introduction of a Customer Contact Centre. Since this is not being actively pursued, the Careline review has now been undertaken.
2. The review of the Careline service forms part of the Housing Scrutiny Panel's Work Programme. The report was due to be considered by the Panel at its last meeting. The report has been delayed as the Corporate Executive Forum (CEF) agreed that more time should be taken on the formal consultation exercises with Essex County Council, staff and UNISON prior to the report being submitted to the Panel.
3. The Panel is asked to consider the attached report and make its comments to the Housing Portfolio Holder on the options for the future delivery of the service.