

**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF ICT AND E-GOVERNMENT SCRUTINY STANDING PANEL  
HELD ON MONDAY, 8 AUGUST 2005  
IN COMMITTEE ROOM 2  
AT 7.30 - 9.05 PM**

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| <b>Members Present:</b>       | F Maclaine (Chairman), M Cohen (Vice-Chairman), Mrs D Borton, P McMillan, Mrs P K Rush and Mrs M Sartin        |
| <b>Other members present:</b> | S Metcalfe and J M Whitehouse  |
| <b>Apologies for Absence:</b> | M Colling, Mrs D Collins and T Farr  |
| <b>Officers Present</b>       | A Scott (Head of Information, Communications and Technology) and S G Hill (Senior Democratic Services Officer) |
| <b>Also in attendance:</b>    | K Irvine (Steria Consulting)   |

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

No substitutes were appointed.

**8. DECLARATION OF INTERESTS**

No declarations of interest were made.

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

The Terms of Reference and Work Programme were noted.

**10. CORPORATE CONTACT CENTRE - SCOPING STUDY REPORT**

The meeting was attended by Keith Irvine of Steria, the Council's Consultant on the scoping study for the Contact Centre.

The Panel noted the proposed report to the Cabinet and Contact Centre Scoping Study. Noted that it was proposed that the contact was at the centre of a much larger cultural change. This programme was to be known as a Customer Service Transformational Programme (CSTP). Initial costings of some elements were noted. Further work would be needed on the accommodation and staffing aspects.

Noted the proposal to use external consultants to support the development of the CSTP and to work on a Project Initiation Document (PID) using S-Cat procurement methods.

The Panel considered this report and agreed the general approach being adopted. They made the following specific points:

- (a) the clarification of recommendation (4) to indicate that the appointment of consultants was to develop the PID for the Programme in the first instance. The Portfolio Holder, who was present at the Panel meeting, accepted this change; and

- (b) The Panel also considered that if the Council were to proceed:
  - (i) There needed to be definite proposals to inform staff about change via corporate sessions; and
  - (ii) That a HR Strategy for staffing matters should be addressed at an early stage.

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

Noted that the Contact Centre report would be submitted to the next Cabinet meeting.

**12. FUTURE MEETINGS**

Next meeting 22 September 2005 at 7.30 p.m.