

CHRISTMAS / NEW YEAR WORKING GROUP

Feed back from actions

A number of actions were agreed at the meeting of the Group held on the 16th of November 2010. The table below describes those actions and the responses to them as at 24 November 2010:

| | Action | Response |
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| 1 | Test the ICT systems at the Epping Depot to determine ICT capability and the ability to run a full range of operational systems | ICT seeking costs for additional telephones for the Depot and to arrange relevant tests. |
| 2 | Assuming a positive outcome to the above test, to ensure suitable access arrangements are in place for Epping Depot for non Housing based officers. | Keys to be placed in standby office along with instructions for deactivating alarm, heating, hot water etc |
| 3 | Provide details of remuneration arrangements for officers working on Bank Holidays and/or statutory days during the Christmas/New Year shutdown period | See attached sheets from Human Resources. |
| 4 | Report on the current arrangements for dealing with dangerous structures and related matters during the Christmas/New Year shutdown period | Dealt with on an ad hoc basis through informal arrangements with officers. If all else fails calls revert to DoPED |
| 5 | Report on the arrangements which need to be put in place to enable remote changes to be made to the telephony messaging systems | It is not possible to remotely make changes to the Council's automated voicemail system. However, an alternative is to be developed whereby an additional option will be added to the automated system directing the caller to a normal telephone voicemail box, which could be accessed by any officer and the message changed. However, a modification will be required such that a caller could not leave a message in that selected voicemail box. |
| 6 | Report on the degree to which ICT resources can be made available during the Christmas/New Year shutdown period | ICT resources are not generally available outside of normal working hours. It is understood that this matter is under consideration. |
| 7 | Ensure access to network printers located at the Epping Depot for non Housing based officers | ICT will require a list of potential users so that they can be added to the printer list at the Depot ahead of the shut down period |
| 8 | Report on the availability of PR/web officers to assist frontline staff during the Christmas/New Year shutdown period | No formal arrangements exist for PR/Web officers to be available out of hours or during the shut down period, although officers do informally make themselves available to assist. |

| | Action | Response |
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| 9 | Report on whether or not trained officers can have access to the 'front page' of the website to enable changes to be made during the Christmas/New Year shutdown period | Updating the website remotely is not straightforward, and to provide more officers with relevant expertise may require additional training to be provided |
| 10 | The requirements for F & ICT staff to be available during the shut down period | There is no requirement or need for Finance to provide a service in respect of Council Tax or benefit claims during the shut down period. |