

EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF CUSTOMER SERVICES AND ICT SCRUTINY STANDING
PANEL
HELD ON MONDAY, 12 JUNE 2006
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.00 - 9.13 PM

Members Present:	(none), Mrs P K Rush (Vice-Chairman), R Church, Mrs C Pond, Mrs P Smith, Mrs L Wagland and J M Whitehouse
Other members present:	Mrs D Collins, S Metcalfe and Mrs J H Whitehouse
Apologies for Absence:	Councillor Mrs D Borton, M Cohen and Mrs P Richardson
Officers Present	V Evans (Customer Services Manager, ICT), P Haywood (Joint Chief Executive), A Scott (Head of Information, Communications and Technology) and S G Hill (Senior Democratic Services Officer)
Also in attendance:	B Cox (Foresight Consulting)

1. NOTES OF THE LAST PANEL MEETING

The notes of the meeting of the ICT and E-Government Scrutiny Standing Panel held on 23 January 2006 were agreed.

2. WELCOME AND CHAIRMANSHIP OF THE MEETING

The Panel noted that Councillor Mrs K Rush had declined to chair the Panel and that Councillor Mrs McEwen (the Vice Chairman) had agreed to chair the meeting pending review by the main Scrutiny Committee. It was further agreed that Councillor Rush should be Vice Chairman for the meeting.

3. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

No substitutes had been appointed.

4. DECLARATION OF INTERESTS

No declarations of interest were made.

5. TERMS OF REFERENCE / WORK PROGRAMME

The Terms of Reference and Work Programme were noted. The next IEG return would v=come to the next Panel meeting.

6. CUSTOMER SERVICES TRANSFORMATION PROGRAMME (CSTP) - PROGRAMME PLAN

The Panel received a presentation from Foresight Consulting on the proposed phased implementation of the Customer Contact Centre. The Panel also received a report to the Cabinet on the proposed implementation plans and it's financing.

The Panel made the following comments on the report:

- (1) The Cabinet should consider how the Council interacts with Parish and Town Councils once the Contact Centre is established;
- (2) The Cabinet should consider how the customer facing aspects of main contractors (e.g. waste collection, leisure centres) will work to ensure that there is a defined 'hand-off' of enquiries, without customers being passed back and forth between the Council and the contractor and that the existence of the centre be taken into account whenever future contracts are developed or renewed;
- (3) That the Project Board give careful consideration to the separation of business and customer calls to ensure smooth implementation;
- (4) The public information and relations aspects to the new contact centre should be included in the proposed implementation plan;
- (5) There needs to be careful consideration to the type of staff that are to be employed in the contact centre, particularly not under-estimating the salaries of such staff;
- (6) That the Head of Human Resources should bring forward his plans for staff consultation and plans for staffing aspects of the centre for the Panel to consider;
- (7) That members of the Scrutiny Panel should be involved in any proposed visits to other authority contact centres;
- (8) That it is important that the contract and programme plan for the programme be constructed in such a way to provide sensible 'break' points;
- (9) That the Scrutiny Panel be involved in determining the 'customer experience';
- (10) That the choice of consultants to the project is crucial to its success;
- (11) That the report should give a greater idea of the gains in implementing the centre and give clarity to the key decision points of the programme; and
- (12) That the Cabinet should consider recommending the supplementary estimates to the Council for approval in stages.

It was noted that the report would now stand referred to the Cabinet. Further reports would be made to the Panel at each meeting. It was agreed that dates for member visits would need to be arranged as soon as possible.

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

- (i) Customer Contact Centre – Progress.

8. FUTURE MEETINGS

Noted that the next scheduled meeting was on 14 August 2006 at 7.00 p.m.