

**DECISION LIST
OPERATIONS COMMITTEE MEETING – 23 March 2006**

AGENDA ITEM NO.	ITEM	DECISION	REASON	OFFICER
4	North Essex Procurement Hub	RESOLVED that: that this item be referred to the Council for decision and that the Executive Manager Strategy and Performance submits a further report to the next meeting of the Council to cover the answers to the questions raised by members at the meeting.	The Committee had numerous concerns about the implications of the proposed “hub” which required to be resolved before a decision could be taken. The referral to Council would meet the considerations of urgency put forward by the Executive Manager.	TT
5	CCTV – Saffron Walden	RESOLVED that the request of the Saffron Walden Town Council to take over the complete management and responsibility for the CCTV system operating in Saffron Walden be granted.	This course of action will provide a saving of approximately £6,000 per annum..	TT
6	Replacement Photocopier Contract	RESOLVED That the committee approves the replacement of the photocopiers through the Office of Government Commerce framework agreement contract with Canon UK Limited and for the application of the exception to requirement of competition in accordance with Financial Regulations and Standing Orders KK12 (f).	The Office of Government Commerce (OGC) an independent office of the Treasury works with public sector organisations to help them gain better value for money. OGCbuying.solutions is an Executive Agency of the OGC and has provided the estimate for the supply of six replacement photocopiers based on a four-year lease. which shows very substantial savings The Executive Manager (Corporate Governance) has confirmed that this procurement falls within KK12 (f). contract. It also shows significant improvement in the quality of service and ongoing maintenance support.	MB

7	Northgate Front Office Customer Relationship Management System – Corporate Licence	RESOLVED that the action taken in accordance with the Council's Financial Regulations, Standing Orders and new constitution in upgrading the Northgate Front Office customer relationship management (CRM) system licence from 20 users to unlimited user access be approved.	1. The Northgate Front Office CRM system was licensed for 20 users. More than 20 users will need access to the system as a result of the decision to implement a customer service centre in November 2006. This upgrade allows additional, unlimited user access and the licence has to be compatible with the existing CRM system. The purchase therefore falls within the KK12 (1) (a) and (d) exceptions to the requirements of competition. Delegated powers have been given to Executive Managers in consultation with the relevant Committee chairman to take action in this context which would normally require Committee approval, and to submit a report to a meeting of that Committee. Approval by the Operations Committee chairman was given on 14 December 2005 to the Northgate Front Office licence upgrade.	MB
8	ICM Progress report	RESOLVED that the Committee notes this progress report with pleasure and congratulates the Executive Manager Customer Services on the progress made.	Members were informed about the progress of the Integrated Customer Management (ICM) project, the New Telephone System, Customer Relationship Management (CRM) System, and the New Ways To Pay initiative. They also heard that the ICM JMT Premises Group had been consulting staff on the proposed lay out of the new customer service centre, and that the new ways to pay initiative had been	MB

			communicated to those customers most affected. The business process re-engineering programme start had been delayed. Staff affected were being consulted, and the JMT Risk Group was meeting regularly to re-evaluate the risks. Targets were a system of Integrated Customer Management (ICM0 such that customers dealing with the council should have a common experience	
9	VAT on car parking	RECOMMENDED That the report be noted.	A recent court case has indicated that councils may have no need to charge VAT on car parking. This could result in the Council being due a refund, and also has a potential effect on current and future car park charges. The Council will need to decide whether to leave car park charges unchanged if any final ruling removes VAT. Alternatively, the Council could decide to reduce car park charges by an appropriate amount. There is also the possibility that the government may make a reduction in council funding to recover the loss of the VAT.	PO'D

10	Industrial Action	For information only		PO'D
----	-------------------	----------------------	--	------