

21 June 2006

Dear Councillor

**OPERATIONS COMMITTEE**

A meeting of the Operations Committee will be held in the Committee Room at the Council Offices, London Road, Saffron Walden on Thursday 29 June 2006 at 7.45 pm, or at the conclusion of the question and answer session, whichever is the earlier.

Yours faithfully

ALASDAIR BOVAIRD

Chief Executive

Commencing at 7.30 pm, there will be an opportunity of up to 15 minutes for members of the public to ask questions and make statements subject to having given two working days prior notice

**A G E N D A**  
**P A R T I**

- 1 Apologies for absence and declarations of interest.
- 2 Minutes of the meeting held on 23 March 2006 (previously circulated).
- 3 Business arising.
- 4 Presentation on Organisational Re-engineering as part of the Integrated Customer Management Initiative.

For information

Chris Vaughan from Northgate will take the Committee through the work which is currently being undertaken.

- 5 Telephony

For information

The report of the Principal IT Officer provides details of the progress of the procurement of the new telephone system. The report was submitted to the IT Working Group on 12 June 2006. The Group approved the proposal for OGC to provide a managed telecommunications service (MTS) to Uttlesford District Council and requested that a 'wall board' (see paragraph 14b) be included in the revenue growth item bids for 2007/08. Members of the Committee are asked to comment on and note the course of action being taken

6 Exchange (e mail resilience)

Item for decision

The report of the Principal IT Officer outlines the recent problems with Exchange (the Microsoft system which supports Outlook). The IT working Group, at the meeting on 15 May 2006, approved an enhanced, more resilient, replacement infrastructure. The project is to be funded utilising capital monies identified for a separate project, which has, in part, been postponed pending a successful capital fund bid in 2007/08. Members of the Committee are asked to approve the re-designation of the 2006/07 Storage Area Network IT Capital Programme item to fund this project.

7 Integrated Customer Management Progress Report

For information

The report of the Executive Manager Customer Services provides details of the progress of the Integrated Customer Management (ICM) project. It focuses on developments of key aspects of the project.

8 Expanding the current role of the Saffron Walden Project Officer

Item for decision

The report of the Executive Manager (Executive Program office) sets out the proposed changes to the current Saffron Walden Project Officer's role in order to make the resource available to other Market Towns in the district. It recommends that Members support the proposed extension of the Project Officer work into Great Dunmow in the first instance and that the title of the Saffron Walden Project Officer be changed to Market Towns Project Officer.

9 Capital Funding for Thaxted Youth Club

Item for decision

The report of the Leisure Manager explains that Thaxted Youth Club has embarked on a project to build a new Youth Centre at an approximate cost of £194,000. The Club's Treasurer has written to the District Council to request a contribution towards this development. A report was submitted to the June meeting of the Community Committee and Members recommended that a contribution should be made to this project.

10 Council Tax Discount for Home Insulation

Item for decision

The report of the Energy Efficiency Officer proposes that the Council work with British Gas to provide a Council tax rebate to residents in private housing who have insulation work carried out on their house.

11 Statement of Accounts 2005/06

Item to follow

The report of the Executive Manager (Finance and Asset Strategy) will be circulated separately.

12 Medium Term Financial Strategy and 2007/08 Budget Outlook

Item for decision

The report of the Executive Manager (Finance and Asset Strategy) provides a brief introduction and context for the forthcoming budget process for both revenue and capital spending and proposes a timetable for the months ahead. It also proposes the development of a Medium Term Financial Strategy to steer the Council's finances over the medium to long term. It is recommended that the Committee approves the timetable proposed for the preparation of the 2007/08 General Fund budget, the 2007/08 – 2009/10 Capital Programme, the 2007/08 Housing Revenue Account, and the development of a Medium Term Financial Strategy.

13 Annual Audit Letter 2004/05 – Progress Report

Item for information

The report of the Executive Manager (Finance and Asset Strategy) This report outlines the response of the Performance Select Committee to the Annual Audit Letter 2004/05 and gives an overview of the actions being undertaken to improve performance in the areas highlighted in the letter.

14 Committee Work Programme 2006/07

Item for decision

The report of the Executive Manager (Finance and Asset Strategy) advises the Committee of known issues that will be submitted to the Committee for decision and the dates when Members can expect reports. It recommends that the Committee approves the Work Programme for 2006/7.

15 Any other items that the Chairman considers to be urgent.

To: Councillors R P Chambers, M L Foley, M A Gayler, E Gower, D W Gregory, R T Harris, S C Jones, A J Ketteridge, T P Knight, V J T Lelliott, A R Row, M J Savage, G Sell and P A Wilcock.

Lead Officer: Philip O'Dell  
Committee Officer: Catharine Roberts

## MEETINGS AND THE PUBLIC

Members of the public are welcome to attend any of the Council's Committee meetings and listen to the debate. All agendas, reports and minutes can be viewed on the Council's website [www.uttlesford.gov.uk](http://www.uttlesford.gov.uk).

Members of the public and representatives of parish and town councils are now permitted to speak at the meetings. You will need to register with the Committee Officer by 2.00 pm on the Friday before the meeting. An explanatory leaflet has been prepared which details the procedure and is available from the Council offices at Saffron Walden and Great Dunmow.

The agenda is split into two parts. Most of the business is dealt with in Part 1 which is open to the public. Part II includes items which must be discussed in the absence of the press or public, as they might deal with information which is personal or sensitive for some other reason. You will be asked to leave the meeting before Part II items are discussed.

You are entitled to see any of the background papers that are listed at the end of each report.

If you want to inspect background papers or speak before a meeting please contact either Mick Purkiss on 01799 510430, Maggie Cox on 01799 510369, Cathy Roberts on 01799 510434 or Peter Snow on 01799 510431 or by fax on 01799 510550.

## FACILITIES FOR PEOPLE WITH DISABILITIES

The Council Offices has facilities for wheelchair users, including lifts and toilets. The Council Chamber has an induction loop so that those who have hearing difficulties can hear the debate.

If you are deaf or have impaired hearing and would like a signer available at a meeting, please contact Mick Purkiss on 01799 510430 or email [mpurkiss@uttlesford.gov.uk](mailto:mpurkiss@uttlesford.gov.uk) as soon as possible prior to the meeting.

## FIRE/EMERGENCY EVACUATION PROCEDURE

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You should proceed calmly; do not run and do not use the lifts.  
Do not stop to collect personal belongings.  
Once you are outside, please do not wait immediately next to the building.  
Do not re-enter the building until told to do so.