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May 2005

MEMBERS' FOCUS

Page No

Customer First Programme	2
Prosecutions	3
News – General Election Results	4
News – Essex County Council	5
News – Witham Technology Centre	7
News – Museum Exhibitions	9
News – Wilkinson Place	10
News – Community Bus	12
News – Braintree Town Centre	13

MEMBERS' FOCUS

AREA: Customer Service

CORPORATE THEME HEADING: Customer First

SUBJECT: Customer First Projects	CONTACT OFFICER: Roger Bramwell
TEL/EMAIL No.: x 2919	BACKGROUND PAPERS: None
INFORMATION: Progress on the Customer First programme.	
<p>Siebel CRM</p> <p>The Siebel CRM (Customer Relationship Management) software went live in the Customer Service Centre at the start of May. Siebel is the name of the company that has provided the software designed to capture and manage customers' requests efficiently. It logs a history of customers' contact with the Council and provides the organisation with a joined up historical view of the customer.</p> <p>Straight away, Siebel CRM combined 21 databases that were being used by the advisors in the Customer Service Centre, into one document to offer those who are using it a single vision of the customer. More efficiency gains will follow.</p> <p>Siebel CRM will eventually be used to text customers who have mobile phones to remind them of bookings, and eventually let neighbourhoods of customers know about services, for example if their refuse collection will be late or cancelled.</p> <p>There is an open invitation for Members to drop into the Customer Service Centre to see the system in action. Please call Phil Wilson on Extension 3450 and he will make arrangements.</p> <p><u>Switchboard integration into the Customer Service Centre</u></p> <p>The telephone switchboard at Causeway House will be fully integrated into the Customer Service Centre in July. This will improve the Council's ability to resolve more enquiries at the first point of contact and will produce efficiency gains.</p> <p>The first stage will be to co locate the two functions on 23rd May when the two switchboard operators who currently sit in reception at Causeway House will be relocated to the Customer Service Centre on the second floor. Customer service advisors will take their place downstairs to help answer customers' queries face to face and resolve more enquiries at the first point of contact.</p> <p><u>Causeway House reception refurbishment</u></p> <p>Plans are in the pipeline to refurbish the reception area of Causeway House to transform it into a modern, bright and efficient point of contact for customers and to offer all face to face contact on the ground floor.</p> <p>Frontline staff who will be affected by these changes are fully involved in discussing plans and informing the design. Small changes will be implemented immediately to accommodate the withdrawal of the switchboard staff. The full refurbishment project is currently in design stage and has a requirement to improve members' facilities. The project is under review in the light of Housing Options.</p> <p><u>E-Payments</u></p> <p>Customers will be able to pay their council tax, business rates, rent, parking notices, business rates and other sundry debtor invoices online from the Council's website from late May. PCs with access to this online payment facility will be made available to customers in the reception areas of Causeway House, Halstead area office and Witham area office when the service is up and running.</p>	

MEMBERS' FOCUS

AREA: LEGAL SERVICES

CORPORATE THEME HEADING: ENVIRONMENTAL
PROTECTION PROSECUTIONS/ANTI SOCIAL BEHAVIOUR

SUBJECT: ENVIRONMENTAL ISSUES/ PROSECUTIONS	CONTACT OFFICER: Brenda Sipple
TEL/EMAIL No.:01376 552525 Ext 2631	BACKGROUND PAPERS: None
<p>On Monday 16th May 2005 the following persons were charged and fined in the Witham Magistrates Court;</p> <p>Mr Jordan French – 32 Queens Road Braintree Essex – for breach of a Noise Abatement Notice Fined £200 – ordered to pay costs of £110.00</p> <p>Miss Helen Wilding now of 30 Wheatley Avenue formerly of 6 Godwit Court Kelvedon – breach of a Noise Abatement Notice. Fined £100 (fine lower as guilty plea entered) ordered to pay costs of £110.00.</p> <p>Mrs Magaret Scales 12 Achilles Way Braintree – failing to remove dog faeces at Fairview Riverwalk Braintree Fined £75 ordered to pay £80 costs.</p> <p>Mrs Angela Matthams 23 New Road Hatfield Peverel – failing to remove dog faeces at Recreation Ground Hatfield Peverel. Fined £75 ordered to pay £80 costs.</p> <p>Mr Keith Matthams 23 New Road Hatfield Peverel – failing to remove dog faeces at Recreation Ground Hatfield Peverel. Fined £75 ordered to pay £80 costs.</p> <p>Mrs Rose Thurbon 7 Cressing Road Braintree –breach of an Abatement Notice – allowing an excessive accumulation of dog faeces to occur in rear garden. Fined £150 ordered to pay costs of £130.00.</p> <p>Mr David Thurbon 7 Cressing Road Braintree – breach of an Abatement Notice – allowing an excessive accumulation of dog faeces to occur in rear garden. Fined £150 ordered to pay costs of £130.00.</p> <p>Ben McManus 6 Stanes Road Braintree Essex – 2 offences – on 18th February 2005 allowing his dog to foul on Glebe Avenue Open Space and failing to clear it up. Fined £75 and ordered to pay £80 costs. Again on 4th April 2005 allowing his dog to foul on Glebe Avenue Open Space and failing to clear it up. Fined £120 and ordered to pay £80 costs.</p> <p>If you require any further information on the above matters contact Brenda Sipple in Legal Services.</p>	

MEMBERS' FOCUS

News

Results for Braintree parliamentary constituency

Page 1 of 1

Results of the poll for election of Member of Parliament for the Braintree Constituency are as follows:-

James Edward ABBOTT (*Green*) 1308

Alan Arthur HURST (*Labour*) 19704

Roger Gordon LORD (*UK Independence*) 1181

Brooks Phillip Victor NEWMARK (*Conservative*) 23597 elected with majority of 3,893

Michael Anthony NOLAN commonly called Buster (*Independent*) 228

Peter John Russell TURNER (*Liberal Democrats*) 7037

Result declared at 03.27hrs Turnout: 66.09% Total Votes Cast: 53,177

ENDS

For more information contact:

PR Section, 01376 557752

Issued by: PR Section 6 May 2005

MEMBERS' FOCUS

News

Results for Essex County Council Electoral Divisions in the Braintree District

Page 1 of 2

Results of the poll for election of County Councillors for the eight County Council electoral divisions in the Braintree District are as follows:-

BOCKING

Terrence William Illedge Brooks (Liberal Democrats) 1362

Wendy Anne Partridge (Green Party) 449

Jean Wendy Schmitt (Conservative) 3010

Lynn Rosemary Watson (Labour) 3231 elected / 221 majority

BRAINTREE EASTERN

Peter James Braley (Liberal Democrats) 1251

Barbara Edith Coutts (UKIP) 338

Eileen Kirkpatrick Davidson (Labour) 2878

Nigel David Charles Edey (Conservative) 3688 elected / 810 majority

Duncan Lee Stewart (Green Party) 414

BRAINTREE TOWN

Elwyn Bishop (Labour) 2700 elected / 215 majority

Graham Butland (Conservative) 2485

Philip John Hughes (Green Party) 327

Douglas Eric Albert Rice (Liberal Democrats) 1730

Heather Mary Sheehan (UKIP) 273

HALSTEAD

Christine Ann Bayley (Liberal Democrats) 1887

Nelson Joseph Brunton (Green Party) 560

Joseph William Pike (Conservative) 4378 elected / 1892 majority

Moia Thorogood (Labour) 2486

HEDINGHAM

Stephen John Bolter (Liberal Democrats) 2182

David Malcolm Finch (Conservative) 4959 elected / 2777 majority

Robert Maxen Kenney (Green Party) 590

John Kotz (Labour) 1722

MEMBERS' FOCUS

News

continued...

Results for Essex County Council Electoral Divisions in the Braintree District

Page 2 of 2

THREE FIELDS WITH GREAT NOTLEY

Michael Victor Baker (UKIP) 278

Lesley Margaret Beckett (Liberal Democrats) 1475

William Paul Edwards (Labour) 1682

Kevin Andrew Peterson (Green Party) 316

Roger Glyn Walters (Conservative) 4045 elected / 2363 majority

WITHAM NORTHERN

James Edward Abbott (Green Party) 1376

Martin Graham John Ashby (Liberal Democrats) 1154

Philip Robert Barlow (Labour) 2878

Michael Charles Moore Lager (Conservative) 3108 elected / 230 majority

Bryan Melvyn Smith (UKIP) 367

WITHAM SOUTHERN

Barry John Fleet (Liberal Democrats) 1431

Stephen Eric Hicks (Green Party) 581

Derrick Jonathan Louis (Conservative) 3539 elected / 384 majority

Jacqueline Suzanne Marie Martin (Labour) 3155

ENDS

For more information contact:

PR Section, 01376 557752

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MEMBERS' FOCUS

News

College takeover secures future of Witham Technology Centre

Page 1 of 2 on 11 May 2005

Staff at Witham Technology Centre are delighted with the announcement that the Witham based training service set up by the District Council in 1984, will transfer to the ownership of Braintree College this August.

The takeover will secure the future of the 16  based at the Centre, and provide Braintree College with many strategic gains, including a strong presence in the Witham area and enhancement of its reputation with local business providers. The takeover will also remove many business constraints that previously prevented the Centre from growth and development in skills training provision.

Exploratory and detailed talks between the College and district council have taken place since January 2004 and now Braintree Council Cabinet Members and the Braintree College Corporation have approved plans that will secure the future of the service in Witham, maintain and develop its quality service and preserve the jobs of staff currently working in Witham.

ENDS

For further information please contact:

Russell Everard, Economic Development Manager, Braintree DC (01376) 521411

Jacque Watts, Principal, Braintree College. (01376) 321711

Notes Run by Braintree District Council, Witham Technology Centre is regarded highly by local businesses, receiving a grade 2 in its last OFSTED/ALI inspection. However, in the face of increasing costs, Braintree District Council has been keen to secure the future of the Centre at less cost to taxpayers. The service will transfer under the Transfer of Undertakings (Protection of Employment) Regulations 1981 (TUPE).

The service been an important part of Braintree DC's economic development strategy since 1984 by offering re-training programmes to long term un-employed and work returners, and more recently a skills training service in computing and management to local businesses. The Work Based Learning programme for school leavers has achieved a job success rate for 9 out of 10 young people who complete the award programme, and some 60% of adult learners completing courses continue to secure employment as a direct result of vocational training at the centre.

With a government Charter Mark for excellence in customer service, the centre was named as one of the country's top providers of work based learning in the by the Adult Learning Inspectorate (ALI).

Braintree College has an equally high reputation for quality and was acclaimed 'good' in its most recent Ofsted/Ali inspection. It received FEFC Accredited status in 2000 and was the first College in East Anglia to do so.

Comment

MEMBERS' FOCUS

Braintree Council Cabinet Member Cllr Michael Gage said of the takeover "This is the very best outcome we could have wished for. Braintree College is providing the best-fit solution for this nationally recognised training service and I am delighted that they will be preserving the jobs as well as keeping this high quality service in Witham. The College shares in our vision for the service to become a major training resource to local, regional and potentially national businesses and employers, whilst continuing the excellent work carried out by the Centre in addressing the skill needs of people in the district who are disadvantaged because of unemployment or social status. With the College's own strong commitment to high quality and growth this is an excellent outcome"

Jacque Watts, Principal of Braintree College, commented that the College was delighted to be taking over responsibility for the Centre and was very excited by the possibilities for growing the Centre's work in Witham and its surrounding areas. "We are looking forward to developing the excellence that the Centre is already known for: to the benefit of Witham and its local businesses. There is already a strong synergy between the Centre and the College and we can now build on this to everyone's benefit. In particular we will be able to offer a customised service to local business whilst continuing to respond to the training needs of individual Witham residents".

Witham Chamber of Commerce also supports the takeover. Sally Carpenter, Chamber Chairman, said that the Chamber was delighted that the future of the Witham Technology Centre had been secured. "Commercial and industrial companies in Witham who are keen to improve the skills of their staff need a high quality local training provider," said Sally, of ClientAct Public Relations. "The training and admin team at Witham have made a really positive and practical difference to the skills of people returning to work, those requiring to retrain because of redundancy and employees seeking to extend their existing I.C.T. skills. At a time when it is fashionable for small and valued learning establishments to be taken over by large efficient organisations we all hope that the Witham Technology Centre will be able to retain its reputation as a centre of excellence where people can learn in a friendly environment."

Sue Nunn, Business Manager at the Centre said that staff were also very pleased with the news. "This training service has provided a vocational training life-line to 1000's of adults and young people since 1984. In a lot of cases we have been the only local organisation that has been able to help local job seekers develop their IT skills and give them the confidence and individual support to return to work. We have established really strong links with the business community, who support the work of the Centre, and have a tremendous record of achievement from our work with young people and work returners. We are all looking forward to some new challenges and to working with the team at Braintree College".

MEMBERS' FOCUS

News

Nature over time is the theme

Page 1 of 1

On Friday 6th May, the Chairman of the British Naturalist Trust, Roger Tabor, launched the first of a series of events hosted by Braintree District Museum related to the theme 'Nature Over Time'. This theme will be the focus of the National Conference to be chaired by David Bellamy, which will take place at Cressing Temple to celebrate the centenary of the British Naturalists Association and the tercentenary of John Ray.

During the launch evening, Roger Tabor appeared in appropriate costume as E. Kay Robinson, founder of the BNA. He brought alive the original lantern slide show which E. Kay Robinson gave, using his slides and magic lantern. These are both on display in the exhibition at the Museum.

The Museum has arranged for the Coxhead Bequest to be turned into an exhibition for the first time. The watercolours are a record of the flora of Britain and are complemented by prints by Mark Catesby (born in Castle Hedingham). The prints have been produced from originals in the Royal Collection by Alecto Editions, the Essex based company which has a world-wide reputation for high quality natural history reproductions.

In the Art Gallery will be Jan Niedojadlo, an artist whose installations are shown across Europe. His "Hive" and "Chrysalis" will be 3-dimensional textile pieces big enough to enclose children and adults.

Schools and children will benefit from workshops funded by Arts Council East during May and June. At half-term Elly Stuart will entertain children of all ages with her stories. Parents can book free places by phoning 01376 325266.

ENDS

For more information contact:

Braintree District Museum 01376 325266

Issued by: PR Section 9 May 2005

MEMBERS' FOCUS

News

Twelve new homes for rent in Hatfield Peverel

Page 1 of 1

Braintree Housing Partnership has welcomed new tenants to the twelve completely new homes at Wilkinson Place in Hatfield Peverel. Warden Housing, working in partnership with Braintree District Council and DCH Construction, have replaced the former sheltered housing block with an attractive development providing a mix of three bedroom houses and one bedroom flats.

The new homes will be managed by Warden Housing and the new residents, nominated by Braintree District Council, will be assisted by John Sones: the community development officer employed by the partnership.

The project is managed by consultants, Baily Garner. They specialise in bringing together private and public sector organisations to meet the demands for new affordable homes for local people, within the standards set out by the Housing Corporation, which manages government housing grants.

Cabinet member Simon Walsh comments: "With the present high demand for new homes this project makes excellent use of a council owned site and through the housing partnership provides twelve high standard properties for new tenants. These properties have been built to Lifetime Homes Standard so that they can be easily adapted to suit people's changing needs throughout their lives and we hope the new residents will enjoy living here for a long time to come."

ENDS

Photo opportunity with new tenants: 10.00 am Tuesday 24th May at Wilkinson House which is on the corner of Church Road/Baker Avenue, Hatfield Peverel

For more information contact:

John Sones, Community Development Officer, 01376 551414 ext 2168

Issued by: PR Section 18 May 2005

Note for editors follows on next page

MEMBERS' FOCUS

The Braintree Housing Partnership

Braintree Housing Partnership was formed in December 1998, involving both public and private sectors to make the most of investment opportunities and ever rising standards. Braintree District Council, Suffolk Heritage Housing Association (a key member of Flagship Housing Group), Warden Housing (a division of Home Group Ltd), Swan Housing Association (central to the Swan Housing Group) and consultants Baily Garner and developers, agreed to work together to provide housing of various types and sizes throughout the district to meet the demands for new affordable homes.

Countryside in Partnership was the developer in the partnership for the Great Notley Garden Village, which has received national recognition for its holistic approach to developing a community rather than simply building houses.

Future new homes may involve other developers.

The council continues to manage their existing housing stock and tenants for new properties built through the partnership are selected from the council housing list. These new properties will continue to be owned and managed by one of the three housing associations.

To assist people moving into a new area, the partnership employs a Community Development Officer based in the Braintree District Council offices. The role is to facilitate sustainable communities, promote social inclusion and provide best value to tenants irrespective of which housing association manages their property.

As part of the continuing review and improvement process, occupants are given the opportunity to complete a survey about their new home and the surrounding area after they have lived there for a few months. The results of these are used so that feedback from earlier phases of building is used to influence the design of later properties.

The Partnership approach is providing truly affordable homes working towards increasing property specification and raising management standards together with promoting sustainable communities.

ENDS

c/o Housing Research & Development

Causeway House, Braintree, Essex, CM7 9HB (01376) 552525

MEMBERS' FOCUS

News

Sixth minibus for community transport

Page 1 of 1

On Monday 23 May at the Discovery Centre Great Notley, Councillor Michael Gage will hand over the keys for a new minibus to volunteer driver Peter Boyton. The minibus is the latest addition to the community transport fleet, bringing the total up to six fully accessible minibuses.

This valuable community scheme began six years ago in partnership with Essex County Council. It now has approximately sixty MiDas (Minibus Driver Awareness Scheme) trained volunteers who drive the vehicles on behalf of the local community for 166 groups registered with the scheme.

Cabinet member Michael Gage comments: "For many residents the community transport scheme and the volunteer drivers are a life-line offering regular contact. With another vehicle in the fleet, the scheme will be able to help even more residents within the Braintree District than the 32,000 who were helped to keep appointments, go shopping, visit relatives or go on day trips during the last year."

The scheme is always looking for volunteers and would welcome enquiries from anyone with a few hours to spare, who is patient with a good sense of humour and a willingness to help. To volunteer or to register a group for the transports scheme call 01376 327357.

ENDS

**For more information contact:
The Community Transport Scheme 01376 327357**

Issued by: PR Section 18 May 2005

MEMBERS' FOCUS

News

Braintree Market Place project moves to area in front of The Globe

Page 1 of 1

During the week beginning Monday 16th May, the town centre improvement project will move ahead to the area in front of The Globe public house. This phase of the project will include clearance and excavation followed by re-paving, improved street lighting, more power bollards for use by market traders, cycle parking and the creation of 6 disabled parking bays which will conform to current standards.

Buses and taxis will continue to use the market place as at present but the short stay parking spaces will no longer be available on that side of Market Place. Free short stay parking is available within 150 metres in Fairfield Road, Manor Street and Sainsbury's car park (30 minute limit).

The area around the drinking fountain is now complete and visitors to the town centre are already using the improved granite seating. The repaving outside The Bull is almost complete and passers-by comment daily on how attractive the market place is beginning to look, in particular the design and materials used for the repaving.

Cabinet member Michael Gage comments: "It is really encouraging to see visitors using the seating around the drinking fountain and to hear the very positive comments from the public. Now that one side of the market place is almost complete it is easier to see the full benefits of this ambitious scheme and the high standard of the work. Throughout the project the council and the contractors have worked with businesses and residents to address their concerns and I would like to thank everyone for their patience. On what can be seen so far I think everyone would agree it has been worth it."

ENDS

**For more information contact:
PR Section, 01376 557752**

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