

E-GOVERNMENT WORKING GROUP

Notes of Meeting – 26th September 2005

Members Present: Councillor Kirkman
Councillor Paul Carpenter (observer)

Officers Present: Paul Stokes
Marion Fox

Apologies: Councillor Nadarajah
Councillor Wilks
Councillor Mike Williams
Ian Yates

Copy: Richard Wyles
Andy Nix

1. CUSTOMER SERVICE CENTRE DESIGN BOARDS

Paul Stokes presented the design boards which Paragon has done for the customer services centre.

The following recommendations/suggestions were made by the Councillors:

- Swivel screens so they can be turned to face customers
- Plasma screens to have tv option
- If cashless, sign to say 'no cash in this area'
- Cameras for customer services supervisor to manage queues
- Customer request facility in planned viewing area
- Carpet may get dirty at the entrance
- Needs to be homely with plants
- Calm down colours – particularly the green
- Group would like input on the materials
- Repair and maintenance costs that would have been used to be diverted to CSC budget
- Abbey gardens changes not to come from Modernisation budget

The following points were confirmed:

- Abbey Gardens will need to be revamped
- Arts Centre deliveries will need to be managed/diverted
- £400k budget – will use all of this

The group would like to be kept informed on what will happen to the 'dormant' areas.