



Ref Number	Date Issued	Officer/Dept	Rec'd by Secretariat	Reported to the Executive
03/07	17 January 2007	L.Barwise Finance	25 Jan 2007	1 MARCH 07
Prior to processing this form it must be referenced by the Secretariat				

The Councillor Elaine Woodburn, Portfolio Holder

Date 17.01.07

Dear Councillor

REQUEST FOR AGREEMENT TO URGENT ACTION UNDER EXECUTIVE PROCEDURE RULES

I enclose two copies of the standard urgent action form and should be grateful for your agreement to action required urgently in the circumstances set out below. Please contact me if you require further information.

Portfolio: Leader

Date of next Executive meeting:

Action proposed:

Change of concessionary travel process 07/08. Bulk issue at various locations to be replaced by pre-registration and posting out of vouchers, bus passes or railcards.

Financial/Resource Implications:

The proposed changes to the concessionary travel process should be contained within the existing budget. Whilst there will be no significant reduction in resourcing levels, the provision of staff to undertake the registration process has yet to be agreed between the Head of Finance & Business Development and the Head of Customer Services.

Background information:

The current bulk issue of travel vouchers is problematic, needing paper copy reconciliation, allowing the possibility of duplicate issue and surplus voucher stocks at the year end. The new process allows the customer to pre-register and show proof of eligibility, by post or at CBC Offices, over a 4 week period in February. A new database will be used to capture the customer details prior to sending it to a Bureau for voucher printing and distribution. The database will provide a better reporting system. The customer will not be inconvenienced queuing for vouchers on a set day and a set time. Also, proof of age eligibility will take place only once; not every year as in the current process. There will be no changes to the rules of the scheme.

Reason(s) for urgency:

Advertising needs to occur before the end of January prior to the customer collection of registration forms during the 4 weeks from 01.02.07. IT work on the new database needs to be started immediately

Comments of Head of Business and Finance:

Required as address change - Nil impact on finance

Signature: S. Bonwick

Comments of Head of Legal and Democratic Services:

Agreed

Signature: M. [Signature]

Comments of other officers consulted:

Signature(s):

Comments of Overview and Scrutiny Chairman:

Signature: [Signature]

Please indicate your views in the box below and return one copy to me as soon practicable.

Yours sincerely S. Bonwick

(Business Unit Manager/Chief Executive/Director)

I agree*/disagree* with the action proposed

Comments:

Signed: M J Ashbrook Date: 24 Jan 07

CIr (insert name) M J ASHBROOK

*Please delete as appropriate

Note 1.

A copy of the completed form should be kept on the project file and the original taken to Secretariat
Note 2.

Date taken to Secretariat: Initials

This form and action taken must be reported to the next meeting of the Executive.

Date reported to Executive: Initials