

additional papers 1



Executive Committee

Thu 19 Dec
2019
6.30 pm

Committee Room Two
Town Hall
Redditch

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**If you have any queries on this Agenda please contact
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Executive

Committee

Thursday, 19th December, 2019

6.30 pm

Committee Room 2 - Town Hall
Redditch

Agenda

Membership:

Cllrs:	Matthew Dormer (Chair)	Julian Grubb Bill Hartnett
	David Thain (Vice- Chair)	Mike Rouse Craig Warhurst
	Greg Chance	
	Brandon Clayton	

6. Review of the One Stop Shops (Pages 1 - 2)

At the meeting of the Overview and Scrutiny Committee held on 16th december 2019 Members pre-scrutinised the One Stop Shops report. A recommendation agreed by the Committee on this subject is detailed in an extract from the minutes of the meeting, attached for the consideration of the Executive Committee.

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Overview and Scrutiny Committee

Monday, 16th December,
2019

MINUTES

Present:

Councillor Joe Baker (Chair), Councillor Debbie Chance (Vice-Chair) and Councillors Salman Akbar, Joanne Beecham, Michael Chalk, Peter Fleming, Mark Shurmer and Jennifer Wheeler

Also Present:

Councillor Matthew Dormer (Portfolio Holder for Planning, Economic Development, Commercialism and Partnerships)
Councillor David Thain (Portfolio Holder for Corporate Management)
Councillor Craig Warhurst (Portfolio Holder for Housing)

Officers:

Rebecca Green, Sue Hanley, Jayne Pickering, Deb Poole, Guy Revans and Paul Stephenson

Democratic Services Officers:

J Bayley and J Gresham

74. PRE-DECISION SCRUTINY - REVIEW OF THE ONE STOP SHOPS

Officers presented the Review of the One Stop Shops Report. The following was highlighted for Members' consideration:

- The falling customer numbers at One Stop Shops (OSS) in Batchley, Winyates and Woodrow had resulted in the proposal that they would be closed.
- That there were no plans to close the Locality offices and these teams would remain based in the communities.
- That revenue would be collected from renting the OSS space to other groups and agencies.
- The Council's partnership with Allpay created greater opportunities for customers to make payments in more locations.

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Chair

Overview and Scrutiny Committee

Monday, 16th December, 2019

Members discussed whether all customers, in particular the elderly and vulnerable, would be happy to make regular payments in other locations than the One Stop Shops. In addition, Members questioned what service provision would be made available to assist those who were not comfortable with the new electronic system. Officers assured Members that there were plenty of locations for payments to be made and the cashiers at the Town Hall would still be available to all customers. Members also discussed how no other Councils in Worcestershire accepted cash for payments.

Officers explained to Members that the Locality teams would continue to be present in the local communities and that there were other teams, such as the Financial Independent Teams (FIT), that could provide assistance to customers who needed it.

Members highlighted the following areas for consideration:

- The potential use of the Voluntary Sector to champion the new scheme in local communities.
- That residents might perceive they were not being looked after if any closures were made.

The Chair asked Councillor Thain, as Portfolio Holder for Corporate Management if there was anything further he would like to add and Councillor Thain thanked the Officers for the considerable work the team had carried out.

RECOMMENDED that

Executive Committee note that Overview and Scrutiny Committee have concerns regarding the content of this report, as detailed in the preamble above; and

RESOLVED that

the report be noted.

The Meeting commenced at 6.30 pm
and closed at 8.20 pm