

# 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

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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