

 <b>Employment Committee - 14<sup>th</sup> December, 2009</b>		<b>Agenda Item No.</b>
<b>Title</b>	Leamington One Stop Shop	
<b>For further information about this report please contact</b>	Andrew Jones <a href="mailto:Andrew.jones@warwickdc.gov.uk">Andrew.jones@warwickdc.gov.uk</a> (01926) 456830	
<b>Service Area</b>	Customer and Information Services	
<b>Wards of the District directly affected</b>	All	
<b>Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006</b>	No	
<b>Date and meeting when issue was last considered and relevant minute number</b>	N/A	
<b>Background Papers</b>	N/A	

<b>Contrary to the policy framework:</b>	Yes/No
<b>Contrary to the budgetary framework:</b>	Yes/No
<b>Key Decision?</b>	Yes/No
<b>Included within the Forward Plan? (If yes include reference number)</b>	Yes/No

<b>Officer/Councillor Approval</b>		
With regard to officer approval all reports <i>must</i> be approved by the report author's relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
<b>Officer Approval</b>	<b>Date</b>	<b>Name</b>
Relevant Deputy Chief Executive	01/12/09	Author
Chief Executive		
CMT		
Section 151 Officer		Mike Snow
Legal		Peter Oliver
Finance		
Portfolio Holder(s)		
<b>Consultation Undertaken</b>		
Please insert details of any consultation undertaken with regard to this report.		
<b>Final Decision?</b>		Yes/No
<b>Suggested next steps (if not final decision please set out below)</b>		

## **1. SUMMARY**

- 1.1 Changes to the employment terms and conditions of the frontline staff based at Riverside House in readiness for the Leamington One Stop Shop to be launched in the spring of 2010.
- 1.2 The deepening partnership arrangements between the County and District Councils will see the County Council's One Stop Shop manager having operational responsibility for the delivery of service at Leamington One Stop Shop.

## **2. RECOMMENDATION(S)**

- 2.1 To request member approval for the re-designating of posts t03070, t03075, t03080, t03085, t03090, t07090 and t07100 from Warwick District Council evaluated job roles to Warwickshire County Council evaluated job roles but with protection for current employees as agreed with Unison through the consultation process.
- 2.2 To request member approval for the re-designating of post t03060 from a Warwick District Council evaluated job role to a Warwickshire County Council evaluated job role but with protection for the current employee as agreed with Unison through the consultation process.
- 2.3 That members agree to the establishment of a Service Level Agreement between the Warwickshire County Council and Warwick District Council which, among other things, vests the operational responsibility for the delivery of One Stop Shop services in the role of the County Council's One Stop Shop Manager.

## **3. REASON(S) FOR THE RECOMMENDATION(S)**

- 3.1 Leamington One Stop Shop will be the fifth of the One Stop Shop Programme. The four One Stop Shops established so far (Kenilworth, Lillington, Warwick, Whitnash) have seen District and County Council staff work together to deliver accessible council services to the district's residents.
- 3.2 To ensure that staff from both organisations are treated equitably it was agreed at the commencement of the Programme that the One Stop Shop posts would move to County Council terms and conditions (not employment) with protection in place for current staff where District terms and conditions are more favourable. Upon a post becoming vacant it would be advertised in accordance with the County's terms and conditions. This approach has worked well so far.
- 3.3 The Customer Access partnership arrangement with the County Council has seen the two Councils sharing the burden in terms of capital investment, staffing and management responsibility. The relocation of the Customer Service Centre to Shire Hall, Warwick will provide the opportunity for the District Council's Customer Service Centre Manager to take responsibility for the operational management of both the District and the County's phone service.
- 3.4 For the One Stop Shop service, following the creation of a Service Level Agreement defining service standards and performance requirements, it is proposed that the County Council's One Stop Shop Manager take operational responsibility for the delivery of the One Stop Shop service across the district. The Head of Customer and Information Services will ultimately be accountable for the District Council's service delivery; however, the sharing of operational management resource enables

both Councils to work more efficiently: It is proposed that the Service Level Agreement is developed in full consultation with the Portfolio Holder for Customer and Information Services.

#### **4. ALTERNATIVE OPTION(S) CONSIDERED**

##### 4.1 Recommendations 2.1 & 2.2

4.11 The proposals are in line with the approach taken for the development of One Stop Shops elsewhere in the district. Members have been happy with this approach so no alternative option was considered.

##### 4.2 Recommendation 2.3

4.21 The financial demands facing the Council require innovative approaches to service delivery to be made. The District and County Councils have shown that they are able to work in partnership on customer access issues and the formulation of a Service Level Agreement will cement the approach already being taken by staff “on the ground”.

#### **5. BUDGETARY FRAMEWORK**

##### 5.1 Revenue

5.11

Number of staff	WDC Grade	WDC Cost (incl on-cost)	WCC Grade	WCC Cost (incl on-cost)	Total Cost to WDC
2	H	19,200	4 (Advisor)	23,100	7,800
5	G	22,400	4 (Advisor)	23,100	3,500

5.12 The revenue cost of the changes is £11,300. This can be met from the overtime provision in the Benefits budget which will no longer be necessary due to the changes brought about by the One Stop Shop proposals.

#### **6. POLICY FRAMEWORK**

6.1 A corporate objective of the Council is to increase the ease of access to services for customers. The integration of the District and County Council’s Face-to-Face services means that a customer will only need to speak to one person to deal with either council.

6.2 A corporate strategy target is to increase the number of multi-agency One Stop Shops from 1 in 2007 to 5 in 2011. Leamington One Stop Shop will be the fifth in the programme.