

OVERVIEW AND SCRUTINY BOARD

1st November 2005

ONE-STOP SERVICE - REVIEW

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Summary

1. To seek comment from Scrutiny on the outcome of the review of the One-Stop service.

Introduction

2. The review of the One-Stop service was undertaken to ascertain if the service provided could be improved and to address concerns raised by some councillors about the service provided.

Evidence / Discussion

3. The review process was undertaken in three main steps:
 - gathering background information
 - assessing the customers experience
 - examining systems and processes.
4. The opinions, of approximately two-thirds, of councillors about the One-Stop service were gathered via face-to-face interviews.
5. During the review two main themes emerged, the high quality of service provided by the One-Stop staff and problems relating to feedback. The problems relating to feedback were:
 - lack of feedback
 - timeliness of feedback
 - the quality of the response provided.

6. In addition to the main two themes that emerged, several miscellaneous areas were also identified these were:
 - low usage of the system by some councillors
 - lack of agreement between the One-Stop staff and Environment services staff on definitions in use
 - IT system developments
 - process issues arising from the transfer of housing stock and responsibility for complaints relating to housing, to Erimus.
7. Eleven recommendations have been made which relate to:
 - ensuring that feedback is provided
 - improving the quality and timeliness of feedback
 - improving internal processes.
8. An action plan providing details of the actions to be taken, timescale and responsible officer for each of the recommendations has been developed and agreed with the relevant service areas. The implementation of this action plan will be monitored by Performance and Policy. A follow-up review will be undertaken by September 2006 to ensure that the expected improvements in the One-Stop service have materialised.
9. A copy of the One-Stop review is attached as Appendix A.

CONCLUSION

10. That Scrutiny comment on the review of the One-Stop service.

**Report prepared by
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