

## OVERVIEW AND SCRUTINY BOARD

Tuesday 9<sup>th</sup> January 2007

### ONE-STOP SERVICE – FOLLOW-UP REVIEW

**KAREN ROBINSON, CORPORATE PERFORMANCE MANAGER**

#### Summary

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

#### Introduction

2. In 2005 a 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.
3. 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.
4. 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.

5. Eleven recommendations were made which related to:
  - ensuring that feedback is provided
  - improving the quality and timeliness of feedback
  - improving internal processes.
6. An improvement action plan was developed, agreed with the relevant service areas supported by CMT and approved by Executive.
7. The purpose of the follow-up review was to evaluate if the One-Stop service provided to councillors had improved as a result of the actions taken arising from the 2005 review.

## **Evidence / Discussion**

8. The actions agreed by Executive following the 2005 review have all been completed and this has resulted in improved outcomes for users of the One-Stop service.
9. All councillors interviewed as part of the follow-up review stated that the service provided by the One-Stop had improved following the 2005 review. In particular, councillors had noticed that all queries now receive a response and have made reference to the 'black hole' that used to exist no longer existing.
10. There is still scope for further improvements to the One-Stop service, in particular in ensuring that all responses are polite, informative and jargon-free.
11. There is a difference of opinion regarding the most appropriate technological way forward for the One-Stop system: the Environment department would like to see the One-Stop IT system moved to a Seibel platform to enable it to interact with other IT systems within the department whereas the One-Stop staff believe the current solution is the most appropriate. This is an issue that needs addressing by the two service areas involved. It is recommended that Environment and Members' Services undertake a feasibility study on migrating the One-Stop-Shop system to a Seibel platform.
12. A copy of the One-Stop review is attached as Appendix A.

## **Conclusion**

13. For Scrutiny to note and comment upon this report.

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