**DECISIONS DELEGATED TO OFFICERS**

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| **Decision title:**  | Relocating Customer Services Face to Face Services to the Westgate Library – Pilot Scheme |
| **Decision date:** | 14 January 2022 |
| **Source of delegation:**  | Decision delegated to officers as per Section 4.4 of the Constitution: all executive functions except the ones in Part 4.5, 4.6, and 4.7 are delegated to the officers in the senior management structure. |
| **What decision was made?**  | To relocate the City Council’s customer services centre from the ground floor of St Aldates Chambers to the Westgate Library, and enter into a 12 months licence with Oxfordshire County Council to support this move. The project is a pilot, but if successful is intended to continue beyond the initial 12 months. The total cost of the move is estimated to be no more than £5300. This includes disposal and provision of furniture, moving and set up costs. This cost it to be met from the Capital Reserve. A 12 month licence fee, with a break from 3 months, with 1 month notice, has been agreed with the County Council. Citizen Advice Oxford will to continue to co-locate with the City Council at the Westgate Library, and will contribute to the licence fee on a proportional basis. This licence fee amount is deemed to be confidential from an Oxfordshire County Council as it is commercially sensitive. This is set out in a confidential appendix to this report. The pilot will be subject to on-going evaluation, including customer and staff feedback from the City and County Councils. Should the pilot not be successful then the Council will revert to provision of its own customer services centre.  |
| **Purpose:**  | The co-location of the City Council’s face to face customer services with those of the County Council in the Westgate Library, as a pilot project. |
| **Reasons:**  | This pilot is aimed at delivering improved services to our residents by co-locating more face to face customer services provision in one place. This should be more convenient for residents, as well as providing opportunities for more effective triage and co-ordination between services. It also provides the City Council with flexibility around its own future use of the office accommodation at St Aldates Chambers.  |
| **Decision made by:**  | Tom Bridgman, Executive Director Development |
| **Other options considered:** | The alternative options considered were: * The City Council customer service centre remaining at St Aldates Chambers. This does not provide the opportunities from colocation, nor the flexibility for the Council in relation the use of its own office accommodation.
* The City Council customer service centre moves to the Town Hall. This also does not provide the colocation benefits. However, does remain an option should the pilot not work and the current ground floor space at St Aldates Chambers is required for another use. The detailed design and planning for this option will continue as a Plan B.
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| **Documents considered:** | The attached paper is exempt due to commercially sensitive information for Oxfordshire County Council |
| **Key or Not Key:** | Not key |
| **Wards significantly affected:** | None |
| **Declared conflict of interest:**  | None known |
| **This form was completed by:****Name & title:****Date:** | Michelle Iddon, Customer Services Manager11/01/22 |

**Approval checklist**

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| ***Approver*** | ***Name and job title*** | ***Date***  |
| **Decision maker**  | Tom Bridgman, Executive Director Development | 14/01/22 |

**Consultee checklist**

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| ***Consultees*** | ***Name and job title*** | ***Date***  |
| **Senior officer** | Helen Bishop, Head of Business Improvement | 10 January 2022 |
| **Head of Financial Services** | Nigel Kennedy | 10 January 2022 |
| **Head of Law and Governance**  | Susan Sale | 10 January 2022 |
| **Cabinet Member(s)** | Susan Brown – Leader of the CouncilEd Turner – Deputy Leader and Portfolio Holder for Finance & Asset ManagementMike Rowley – Portfolio Holder for Customer Services  | 13 January 2022 |
| **Ward Members** | N/A |  |