


DECISIONS DELEGATED TO OFFICERS

Decision title:	Customer Services Co-Location Agreement
Decision date:	06 July 2023
Source of delegation:	This decision was delegated to officers under Part 4.4 of the Council's Constitution: all executive functions except those in Part 4.5, 4.6 and 4.7 are delegated to the officers in the senior management structure.
What decision was made?	To continue the co-location of the City Council's face to face customer services with those of the County Council and Citizens Advice Oxford at the Westgate Library on a new 3 year licence.
Purpose:	<p>The existing agreement with Oxfordshire County Council for Oxford City Council and Citizens Advice to work in the Westgate library finishes at the end of July. Following on from a successful 12 month pilot, agreement has been reached for the City Council's Customer Services Centre to continue to operate from the Westgate Library. The Council will enter into a 3-year licence with Oxfordshire County Council.</p> <p>In order to continue to realise the benefits of close collaboration in a city centre location, a new proposal has been drawn up to move OCC Customer Services to a space in the corner of the library on the 2nd floor, directly to the right of reception.</p> <p>In Year 1 there is a total one-off cost of £25,298, including the annual rental charge to be funded from capital. This will be split with Citizens Advice, whose share will be £11,984.</p> <p>An additional 10% contingency (£2530) should be factored into these costs.</p> <p>In years 2 and 3 the annual cost would be £10,952, consisting of location and intranet line rental charges. This would be split 50/50 between Oxford City Council and Citizens Advice - £5476 each per year. It has been agreed that revenue costs will be treated as a budget pressure in 2023-24 and a budget bid will be submitted during the next iteration of the budget.</p> <p>Citizens Advice Oxford will 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 exempt by reason of commercially sensitivity.</p>


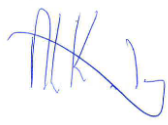
Reasons:	Maintaining the Customer Service Centre at the Westgate Library is aimed at delivering improved services to residents by co-locating more face to face customer services provision in one place. This should be more convenient for residents, as well as providing opportunities for more effective triage and co-ordination between services and partner organisations.
Decision made by:	Tom Bridgman, Executive Director (Development)
Other options considered:	The option to move Oxford City Council's Customer Services Centre to the Town Hall was rejected. This was because of capacity issues at the Town Hall, as the Customer Service Centre would need to be sited in an accessible area which could accommodate the increased footfall. This option would also not provide the benefits of co-location which have been experienced over the last 12 months.
Documents considered:	Report of the Head of Business Improvement (commercially sensitive, exempt).
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 Manager 06/07/23

Approval checklist

<i>Approver</i>	<i>Name and job title</i>	<i>Date</i>
Decision maker	Tom Bridgman, Executive Director (Development) 	06/07/23

Consultee checklist

<i>Consultees</i>	<i>Name and job title</i>	<i>Date</i>
Senior officer	Helen Bishop	06/07/23

		
Head of Financial Services	Nigel Kennedy, Head of Financial Services 	06/07/23