

AGENDA MANAGEMENT SHEET

Name of Committee	Adult & Community Services Overview & Scrutiny Committee
Date of Committee	11 October 2005
Report Title	Progress Report of Joint One Stop Shop Project
Summary	This is an update report on the Joint One Stop Shop project between Warwickshire Library & Information Service and Warwick District Council.
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Would the recommended decision be contrary to the Budget and Policy Framework?	No
Background papers	The Strategic Plan for Warwickshire 2002-10. An outline report to COMT in October 2003 – raising the prospect of a One-Stop-Shop pilot with Warwick District Council. Towards an Access Strategy report to COMT June 2004. Consultation with elected members April 2004. Corporate Business Plan 2004/05. Warwickshire Panel report waves 9 and 10 - 2003. Government Guidance CPA and PSA 2004. Local e.gov – Creating sustainable communities – ODPM 2004. Census 2001 – population profiles. Improving Access to Council Services - Towards an Integrated One Stop Shop in Warwick District - Progress Report – report to Cabinet 24 February 2005.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) N/A
- Other Elected Members Cllr Tim Naylor - noted
Cllr Dave Shilton - approved
Cllr Mrs Josie Compton - approved
- Cabinet Member Cllr Colin Hayfield
- Chief Executive
- Legal Victoria Gould – comments incorporated
- Finance Paul Walsh, Financial Services Manager - approved
- Other Chief Officers Marion Davis, Director of Social Care & Health
Martyn Davey, Director of CAMS – happy with the progress report
- District Councils Chris Elliott, Warwick District Council
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Agenda No

Adult & Community Services Overview & Scrutiny Committee - 11 October 2005

Progress Report of Joint One Stop Shop Project

Report of the Director of Libraries, Heritage & Trading Standards

Recommendation

That Members note this report and endorse the plans to explore further opportunities for one stop shops and to evaluate the success of the current project.

1 Background

- 1.1 In September 2004, Warwickshire County Council and Warwick District Council decided to pilot joint one stop shops and allocated a total budget of £430,000, to be shared 50/50. The concept agreed was for two service models to be trialled.
- 1.2 Kenilworth Library was chosen to be the first pilot location to trial the larger model and for either Lillington or Whitnash Library to trial the smaller model.
- 1.3 For the larger model, staff at the service desk will carry out the initial meet and greet functions operations, dispensing 'instant' help in the form of simple enquiries, dispensing of leaflets and initial logging of more complex Council enquiries along with regular library functions of returning books, paying fines, placing requests and renewing books. It will aim to deal with 80% of all enquiries at this point. The normal wide-ranging enquiries by members of the public that do not concern Council services would be handled as usual by trained Library staff at the enquiry desk.
- 1.4 The smaller model, which would be operated at the community libraries, would provide the first stage enquiry and advice service as above but without the benefit of professional librarians to turn to for detailed enquiries that do not relate to Council services. This will require the team at the service desk to be involved in all aspects of running a small library as well as providing the instant help mentioned above. Detailed Council enquiries may have to be resolved through an appointment system with the experts visiting the library or contacting the customer direct to resolve any issues. This approach should still enable most enquiries to be dealt with at first point of enquiry.

- 1.5 All Warwick District Council services as currently provided by Kenilworth Connection will continue. Some Library services to be transferred to the Joint One Stop Shop Desk will include checking in and out of books, payments for fines, charges and requests, and new membership applications. In addition discussions are taking place to phase in other Warwickshire County Council services as the pilot develops and resource allow. Services on behalf of the Social Services Department are likely to be early additions to the available provision. The services will be delivered through a Customer Relationship Management system called Northgate, which has now been in use for nearly twelve months by both the District and the County's Customer Service Departments. Staff will also be able to access both Council's web sites on behalf of the customer and complete a variety of on-line forms.

2 Progress to Date

- 2.1 A Joint Programme Board was established on 30 November 2004 made up of cross party membership from both authorities. The Board is overseeing the delivery of the project.
- 2.2 A tender was awarded in June 2005 to Paragon Interiors PLC to complete the refurbishment of Kenilworth Library and Joint One Stop Shop. Work commenced on 1 August and is going to schedule.
- 2.3 New Terms and Conditions have been negotiated with the existing Warwick District Council staff based in the Kenilworth Connection. Staff have been seconded to the project from Central Area Libraries and have joined the existing Warwick District Council One Stop Shop Team based in Kenilworth. The staff have been training and working together as one team from 1 June 2005. The training programme is nearing completion.
- 2.4 The Customer Relationship Management System, Northgate, will be used to answer and log customer enquiries at the Joint One Stop Shop desk. The technology is currently used as part of the Warwickshire On Line Partnership and is being rolled out to the project.
- 2.5 Following agreement from Warwickshire County Council Cabinet and Warwick District Council Executive in July, planning has commenced for the delivery of the second pilot location for the Joint One Stop Project at Whitnash Library. The aim is to open the second location early in 2006. Whitnash Town Council and Police have expressed an interest to re-locate to the library from their current premises in Lammas Croft. Negotiations have commenced.
- 2.6 Newsletters have been issued quarterly to staff and Members to keep everyone informed about the project. Displays are available in Kenilworth Library, Kenilworth Connection and Kenilworth Town Council which show the new interior layout. Press releases have been issued and articles will appear in both Council's publications to residents. Discussions are underway to launch the new service.

3 What's Next?

- 3.1 The first pilot location at Kenilworth Library will open on Friday 21 October at 10:00 am. From day one of the pilot project evaluation of the project will commence. Performance against a range of indicators will be assessed and these will be reported back to the Programme Board so that the success or otherwise of the pilot can be judged.
- 3.2 The possibility of a further multi agency facility is under discussion at Lillington and a bid has been made to Advantage West Midlands to support its development.
- 3.3 Discussions are taking place imminently with other departments of the County Council to identify what aspects of their services can be usefully accessed through one stop shops thus providing an improved service to our customers. Social Services are the first Directorate that we have entered into discussions with.

NOEL HUNTER
Director of Libraries, Heritage
& Trading Standards

Shire Hall
Warwick

27 September 2005