

Information

for County Councillors

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From:	Simon Clifford - Customers & Communities Director
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Date:	21 July 2015
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To:	All County Councillors
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Customer Access Hubs

Summary

This provides an update on the Customer Access & Shared Assets (CASA) Project; in particular our proposals to develop shared customer hubs with a range of council services and partner organisations to improve customer experience and save cash. The focus is on our phase one hubs in Glastonbury and Williton.

Project Update

A high level strategic proposal was produced, and presented to Cabinet/ SLT and Scrutiny Place Committee in October 2014. They endorsed the direction of travel for the development of shared customer access hubs across Somerset and a proposal to develop individual business cases to support the delivery of hubs at Glastonbury (Mendip) and Williton (West Somerset). If approved, the Glastonbury and Williton opportunities will be delivered as pilot/phase 1 hubs and will evaluate the feasibility, costs, impacts and lessons learnt to help determine the benefits of rolling out a CASA programme county wide. Work will commence upon approval of the individual Business Cases and will be delivered through the council's SMART Places programme.

A review including prioritisation of delivering of hubs in other towns across Somerset is currently being undertaken. The intention is that a clear road map for the remainder of the CASA project will be confirmed in the summer.

Glastonbury Customer Access Hub

The project team has started developing the outline business case for a shared customer hub in the Orchard Court building in Glastonbury. The building is a

two storey SCC owned property, which is currently occupied by the Library Service on the ground floor with back office SCC services and a Smart drop in located on the top floor. Partners, including the Citizens Advice Bureau (CAB) and Mendip District Council, currently occupy space on the ground floor. Space is currently under-utilised and presents excellent opportunities for service co-location and for shared and integrated occupation that will improve customer experience and reduce running costs.

The hub could see the following services and partners being co-located and integrated in the refurbished building:

- Library Service
- Getset Service/ Children's Centre
- Registration Services (not ceremonies)
- Private nursery
- Citizens Advice Bureau
- Mendip DC customer enquiry point
- Flexible bookable meeting space
- SMART drop in and back office space
- Commercial space for rent

The project team will start to engage with service users to gain an insight into what they value about SCC services over a two week period between 27 July and 10 August. This will help us to understand more about how customers use particular services and give them an opportunity to help shape the potential design for the Orchard Court building so that it best meets the needs of the local community.

Next steps

Task	From	To
Design the space	Apr 15	Jul 15
Service Users Engaged	Jul 15	Aug 15
Member and staff Briefings	Jun 15	on-going
Business Case to Scrutiny & Place	1 Sept	1 Sept
Business Case Cabinet decision	14 Sept	14 Sept
Implementation and remodelling	Nov 15	Apr 16
Building operational	May 16	May 16

Williton Customer Access Hub

The project team is in the early stages of developing a joint Business Case with West Somerset Council to deliver a shared customer hub across West Somerset House and the Children's Centre in Williton.

The proposal could see a number of services/partners being co-located and integrated across the campus.

Next steps – the project team will be and producing a draft milestone plan for review in August 2015 and then commencing stakeholder engagement with key staff, members and partners from August 2015

Further updates with more detail will follow in the Autumn.

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