

## **Modernisation of Face to Face Services (Cash Offices) Appendix 3**

### **Chronology**

#### **Executive 4<sup>th</sup> November 2003**

Agreed revised proposal to dispose of Alfred Salter site to Hyde Housing Association as lead developer.

Authorised Strategic Director of Regeneration under delegated powers to negotiate and agree detailed heads of terms with Hyde Housing and the Primary Care Trust

Agreed to allocate funds from the anticipated capital receipt for funding improvements to Bermondsey Spa Park Community facilities as agreed in the first report to Committee in November 2001 and to further allocate funds to pay for the site clearance and preparation works of Spa Park.

#### **Executive 25<sup>th</sup> November 2003**

Agreed that a commitment be given to a radical transformation of how services are delivered in Southwark and to the modernisation of face-to-face service delivery.

Agreed to implement the recommendations of the 'Best Value Review of Income Management' agreed in principle.

Agreed to consult Tenant Council on the proposals with a report back to Executive on 16<sup>th</sup> December 2003. In the meantime no cash offices to be closed.

Further agreed:

- that a programme of communication for both customers and staff be launched.
- that a project to deliver a temporary one-stop shop at 19 Spa Road be undertaken.
- that a detailed implementation plan be brought back to the Executive on 3<sup>rd</sup> February 2004.

NB THESE DECISIONS WERE CALLED IN TO SCRUTINY ON THE BASIS OF 'INADEQUATE CONSULTATION'

#### **Overview & Scrutiny Committee 4<sup>th</sup> December 2003**

Agreed to request Executive:

- to clearly set out the current position on consultation with regard to the Housing Management Best Value Review and how it relates to the reviews of face-to-face services and cash offices
- that the proposals on cash offices be subject to separate urgent consultation through the housing consultation process.

### **Executive 16<sup>th</sup> December 2003**

#### **ITEM 24 CALL-IN: MODERNISING FACE-TO-FACE SERVICES FOR CUSTOMERS**

Agreed to note the findings of the Overview & Scrutiny Committee and confirmed that the resolutions regarding the Best Value Review into cash management and on the proposed reform of face-to-face services do not cut across the pre-existing consultation on the findings of the Housing Management Best Value Review.

Agreed that further consultation should be carried out on the implementation of the Best Value Review of Income Management in tandem with the consultation on Housing Offices and that consultation be undertaken with the Disabilities Forum in view of the forthcoming requirements of the Disability Discrimination Act.

Agreed that, pending consultation, no action should be taken on the first phase of Cash Office closures until the beginning of June 2004.

### **Executive 13<sup>th</sup> April 2004**

#### **ITEM 19 MODERNISING FACE TO FACE SERVICES**

Agreed to note the findings of the consultation process and to the implementation of the proposed Project Plan and the interim Action Plan for Housing and cash offices with the following exceptions that:

- (a) West Walworth and Lynton Road Neighbourhood Housing Offices remain open until One Stop Shops are open in their respective Areas;
- (b) Rosemary Gardens and Pelican Neighbourhood Housing office remain open until the One Stop Shop is open.

Extract from report:

**'Cash offices:** With the introduction of the SWIPE cards that allow cash payers to pay in cash and get receipts for Council services at more than 200 corner and other community shops, the Council is proposing to close by September 2004 the 3 cash offices with the lowest visitors' numbers and keep the remaining 3 open until the effect of closures is reviewed. The above recommendations are based on the Best Value review of Income Management that demonstrated the high costs associated with the running of the cash offices and is similar to initiatives adopted by a number of other inner London Local Authorities. With the introduction of the SWIPE cards that allow cash payers to pay in cash and get receipts for Council services at more than 200 corner and other community shops, the Council is proposing to close by September 2004 the 3 cash offices with the lowest visitors' numbers and keep the remaining 3 open until the effect of closures is reviewed. The above recommendations are based on the Best Value review of Income Management that demonstrated the high costs associated with the running of the cash offices and is similar to initiatives adopted by a number of other inner London Local Authorities'