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| Item No: | Classification: Open | Date: January 18 2005 | Meeting Name: Executive |
| Report Title: | | Overview and Scrutiny Committee Call-In: Executive Decision [30 th November] in respect of Project Start Up for Peckham and Walworth One Stop Shops | |
| Ward(s) or Group affected: | | All Wards | |
| From: | | Overview & Scrutiny Committee | |

RECOMMENDATIONS

1. That the decision of the Executive of 30th November 2004 in respect of Project Start – Up for Peckham and Walworth One Stop Shops remain, and that accordingly this decision will take effect on the date of this meeting.
2. In addition the Overview and Scrutiny Committee recommends that the Executive considers how:
 - i) To develop procedures for handling confidential information and its transfer between the One Stop Shop Office and Housing Offices;
 - ii) That officers be instructed to enter into discussions with the architect of Peckham Library to ensure he is made aware of the proposals and his views are sought;
 - iii) To develop contingency plans if there is under capacity at the One Stop Shop in Peckham.

BACKGROUND INFORMATION

3. On 30th November 2004 the Executive approved the project Start Up for Peckham and Walworth One Stop Shops in 2004 – 2005. The issues relate to the council's implementation of its face-to-face strategy that will mean customers will have a single point of contact and resolution for all council services in the Peckham and Walworth areas
4. On 8th December 2004 the Chair of Overview & Scrutiny Committee - Councillor Kim Humphreys - and three members of the Committee (Councillors Fiona Colley, Barrie Hargrove and Andy Simmons) requested call-in of this decision [Appendix B]. The reasons given for the call-in request were as follows:

“Concerns regarding the value for money of spending £500,000 on a temporary One Stop Shop in Peckham, the location for a new Peckham One Stop Shop and the cost of and location of back offices in Peckham. Alternative courses of action will depend on the information provided at call in”:

5. On 20th December 2004, OSC met and considered the executive decision. They discussed their concerns of spending large amounts of money for a temporary arrangement, the suitability of the location of the Peckham one stop shop in the Peckham library and architectural concerns, the forthcoming Southwark office accommodation review and expected increases in usage of the one stop shop.

BACKGROUND PAPERS

| Background Papers | Held At | Contact |
|--|---|--|
| Overview & Scrutiny Committee – Agenda and Minutes | Scrutiny Team, Rm 3.16 Southwark Town Hall Peckham Road London SE5 8UB | Stephanie Dunstan Scrutiny Team T: 020 7525 7224 |
| Executive Agenda, Reports & Minutes | Constitutional Team, Town Hall, Peckham Rd, London SE5 8UB | Everton Roberts T: 020 7525 7221 |

APPENDICES

| Appendix No. | Title |
|--------------|---|
| 1 | Executive report – November 30 2005 - Project Start-up for Peckham and Walworth <i>(Please note that the appendices to this report have not been re-circulated. They are available on request)</i> |

AUDIT TRAIL

| | | |
|---|--|--------------------------|
| Lead Officer/ | Shelley Burke, Head of Overview and Scrutiny | |
| Report Author | Stephanie Dunstan, Scrutiny Team | |
| Version | Final | |
| Dated | Tuesday December 21 2004 | |
| CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER | | |
| Officer Title | Comments Sought | Comments included |
| Assistant Borough Solicitor & Secretary | Yes | Yes |
| Chief Finance Officer | No | No |
| Assistant Chief Executive (Performance & Strategy) | Yes | No |

APPENDIX 1**Executive report – November 30 2005 - Project Start-up for Peckham and
Walworth**

(Please note that the appendices to this report have not been re-circulated. They are available on request)