

SAVING PROPOSALS

SERVICE RECONFIGURATION AND REDUCTIONS

ADDITIONAL INFORMATION

Customer & Shared Services

C&SS2 Ampt Hill Customer Services Closure– Efficiency

Background

Customer Service Centres were opened in Biggleswade and Ampt Hill in March 2006 as part of the Mid Bedfordshire Council's move to Priory House, maintaining a presence in the 2 major towns in the area. Customer Service Centres were opened in Leighton Buzzard in April 2007 and Houghton Regis in September 2009. The Council offices in Priory House and Dunstable also have a Customer Service Centre.

Footfall at Houghton Regis has been low, averaging 224 customers per calendar month and is being replaced with a Customer Access Point during the financial year 2010/11.

Ampt Hill Customer Service Centre also does not have a high footfall, averaging approximately 478 customers per calendar month.

Ampt Hill Customer Service Centre is staffed by 3FTE Customer Service Advisors and the Team Manager has responsibility for the Customer Service Centres at Ampt Hill, Biggleswade and Priory House.

Rationale for Service Change

Closure of Ampt Hill Customer Service Centre would enable cost savings in respect of staff costs and release the majority of the building for other use by Central Bedfordshire Council.

Ampt Hill is equi-distant between Priory House and Dunstable offices allowing customers access to face to face service within 10 miles.

This closure would not prevent the longer term ambitions of Total Place to create a Community hub in the Flitwick area.

Financial Savings

A reduction of 2 FTE CSA. 1 FTE CSA would be retained to manage expected increased footfall at Priory House.

Year 1 savings £50K

Appendix amended as per the decision of the Executive on 2 November 2010 where it was agreed "to move the following proposals, OCE1, HT1, CSS2 and CSS9, from Appendix A (efficiencies for consultation) to Appendix B (service reconfigurations and reductions for consultations)

Service Implications and Impact

This should be considered in conjunction with the Total Place agenda of co location with DWP in the longer term.

C&SS9 Legal and Democratic Services: Review of Legal & Democratic Services - Efficiency

Background

Following the departure of two senior members of staff the structure of Democratic Services has been reviewed. The posts of AD Governance and Head of Democratic Services have been removed and their roles and responsibilities have been re-allocated to other senior managers.

Changes are also proposed to team structures so that the Committee Services will have a "flattened" structure and Electoral Services and Local Land Charges will be merged.

Rationale for Service Change

The proposals will allow for greater flexibility to take account of significant peaks and troughs in workload at certain times. Staff will also be expected to undertake work in different disciplines as the demand dictates.

Financial Savings

An estimated saving of £150,000 can be achieved by this proposal.

Service Implications and Impact

There will be a reduction of 4.2 fte posts requiring the application of the Council's Management of Change Policy.