

Rushcliffe Borough Council – Scrutiny Request

Councillor Request for Scrutiny	
Councillor Julie Chaplain	
Proposed topic of scrutiny ...	West Bridgford Customer Contact Point
I would like to explore ... It is helpful to include why you feel this topic requires scrutiny, what concerns you, what concerns are being raised with you, and how scrutiny will lead to better outcomes or services to residents.	<p>I would like to explore the impact, on customers and services, of moving the West Bridgford Contact Point from Fountain Court to West Bridgford Library.</p> <p>Following the Cabinet decision in February 2024 to close the office in West Bridgford to save money, it is important that the Council scrutinises the outcome of that decision by investigating the impact that it has had on residents seeking advice, and the services provided.</p> <p>Residents have raised concerns about the of lack of privacy in the library, conversations have been overheard, including phone conversations, which people have felt should be conducted in private.</p> <p>We feel there is value in scrutinising:</p> <ul style="list-style-type: none"> • The background and rationale for the move and how it was achieved • The nature and volume of customer contact before and after the move • The breadth of services offered before and after the move and whether any changes were made to services at this time • The cost of providing a face-to-face presence in West Bridgford both before and after the move • The benefits of moving the Contact Point from Fountain Court to West Bridgford Library to the Council, other organisations (namely Nottinghamshire County Council), or the local area • Any feedback about the Contact Point – positive or negative – from customers • An understanding of the wider context – how does a face-to-face provision in West Bridgford sit within the Council’s wider Customer

	<p>Service offering including data and trend analysis across different sites and methods of contact.</p> <p>If possible, we feel it would be valuable for the Scrutiny Group to visit the site prior to the item being scrutinised.</p>	
<p>I think this topic should be scrutinised because ... (please tick)</p>		<p>Poor Performance Identified</p>
	<p>X</p>	<p>Change in Legislation or Local Policy</p> <p>Change from having a dedicated office space to using a part of the library</p>
	<p>X</p>	<p>Resident Concern or Interest</p>
		<p>Cabinet Recommendation</p>
		<p>Links to the Corporate Strategy</p>
		<p>Other (please state reason)</p>
<p>What outcomes are you seeking from this scrutiny?</p>	<p>Understanding of the effect of moving the contact point and, if this has been detrimental, an action plan to improve services.</p>	

<p>Collaboration</p>	
<p>Matrix developed in conjunction with officers?</p>	<p>Yes</p>