
REPORT TO:	CORPORATE SCRUTINY COMMITTEE	AGENDA ITEM:	6(c)
DATE OF MEETING:	22 OCTOBER, 2001	CATEGORY:	DELEGATED
REPORT FROM:	CHIEF FINANCE OFFICER	OPEN	
MEMBERS' CONTACT POINT:	CHRIS SWAIN (595812)	DOC:	s:\cent_serv\committee reports\corporate overview & scrutiny\22 oct 2001\cash office bv.doc
SUBJECT:	CASH OFFICE SERVICES BEST VALUE REVIEW - PROGRESS REPORT	REF:	CJS/JHM
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:	

1.0 Purpose of Report

1.1 This report gives details of the implementation of the findings of the best Value Review relating to Cash Office Services.

2.0 Detail

2.1 The Best Value review of the Cash Office service was completed in January, 2001 and a final report was produced.

2.2 A copy of the final report is appended to this report.

2.3 The final report included an Improvement and Implementation Plan (Appendix 10) and covered the period to the end of December, 2001.

2.4 This report is to advise Members of the progress made on the plan, details of which are shown in the table at **Annexe A** to this report.

2.5 Members will recall that the opening hours in the cash office were revised with effect from 3 September, 2001. The hours are now 9.30am to 2.30pm (previously 10.00am to 3.00pm) and it appears that the revised arrangements have been of assistance to those who prefer to call at the offices in the morning.

2.6 At the same time, an appointment system for revenue and benefit queries was introduced, offering an appointment on a Tuesday morning (before 9.30am) and a Thursday afternoon (after 2.30pm) for those who are unable to attend the office during cash office opening hours. To date, limited use has been made of this facility.

3.0 Financial Implications

- 3.1 Any financial implications arising from the Implementation Plan are being met from current budgets.

4.0 Conclusions

- 4.1 It is pleasing to note that all tasks outlined in the Improvement and Implementation Plan have been addressed and the final post- implementation analysis is on line to be completed by the scheduled date of 28 December, 2001.

5.0 Background Papers

- 5.1 Cash Office Services Best Value Review document.