

## SCRUTINY REVIEW OF FIRST POINT TELFORD

	Scrutiny Commission Recommendations	Benefits of recommendation	Summary of Action Being Taken	Timescale	Officer responsible
1	Continual monitoring of First Point Telford to ensure that the appropriate ranges of services are provided to the public;	To ensure that the services that are provided at First Point Telford are those that meet the current needs of customers experiencing the impact of the current economic recession.	<p>First Point Telford has limited capacity due to the size of the accommodation. However, whilst all of the major services are already provided, new services are being added on a regular basis, through the use of surgeries. The latest partner wishing to explore the benefits of co-location at First Point is the PCT.</p> <p>The introduction of a larger 'One Stop Shop' (see recommendation 2) will create the opportunity to add further services to our one stop offer, building on the success of First Point at Telford.</p>	Autumn 2009 and ongoing	Andrew Meredith, Customer Services Business Manager
2	The Cabinet consider providing a permanent point of contact for Council services in the town centre vicinity;	To ensure that the benefits realised by the creation of First Point Telford available to our customers on a permanent basis.	The Corporate Management Team will shortly be asked to consider a proposal that will allow a One Stop Shop to be developed on the ground floor of Civic Offices. The One Stop Shop will build on the success of First Point Telford, bringing together many more council and partner services into one facility.	Autumn 2009 for outline of plans	Angie Astley, Head of Customer Services
3	The Cabinet considers the use of library facilities to offer a first point of contact for Council services throughout the Borough; especially in areas where the library is used on a part time basis.	To extend the benefits provided by First Point Telford across the borough, making the services even more accessible.	This recommendation is in line with the Customer Strategy. The current review of Leisure and Culture being undertaken by Northgate Kendric Ash and the Business Efficiency Team have been asked to consider this recommendation as part of their review.	Review will report in September 09	Angie Astley, Head of Customer Services