

REPORT TO EXECUTIVE			
PORTFOLIO AREA: Policy & Performance			
Date Meeting:	of	28/04/2003	
Public			
Key Decision:		Recorded in Forward Plan:	YES
Inside Policy Framework			

Title: Foyer Reception Service

Report of: Head Of Customer & Information Services

Report reference: CIS. 2/03

Summary:

This report requests virement of existing budgets to facilitate the relocation of existing reception areas within the Civic Centre to the ground floor foyer.

Recommendations:

That the Executive approves the virements to facilitate arrangements for the new foyer reception.

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1.0 Background information

Following the best value customer contact report in November 2002 the council is implementing a two-stage approach aimed at improving customer services. Work is progressing on the long-term project to create customer contact centres and call centres to deal with all council enquiries. The short-term, interim, project is to relocate all the existing reception points within the Civic Centre to the ground floor foyer.

Unit managers have been asked to contribute funds from their existing budgets up to the level set out in the table below:

Business Unit	Budget Value
Commercial & Technical Services	3,400
Customer and Information Services	8,500
Economic Development	3,400
Environmental Protection Services	3,400
Financial & Information Services	2,000
Legal & Democratic Services	(1 Support FTE)
Leisure & Cultural Services	3,400
Member & Employee Services	3,400
Planning Services	3,400
Property Services	3,400
Revenues & Benefits Service	8,500
Strategy & Performance Services	3,400

Total	46,200
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This report also requests that virement be agreed of an additional amount of £6,800 from CTS to cover car parking section enquiries.

3.0 Operational Changes

An officer project group is currently considering the further changes required to deliver this project successfully. Issues that are currently under development and review include, process reviews, IT changes, and Health and Safety. Further consultation with customers, staff, unit managers and Members will take place during the course of the project.

4.0 RECOMMENDATIONS

That the Executive approves the virements to facilitate arrangements for the new foyer reception.

5.0 REASONS FOR RECOMMENDATIONS

To allow the arrangements for the new Foyer Reception Service to proceed.

6. IMPLICATIONS

· Staffing/Resources –

The virement allows the staffing needs of the foyer reception service to be addressed following appropriate consultations.

· Financial –

· Legal –

The purpose of this report is to address the requirements of the financial regulations of Carlisle City Council's constitution.

· Corporate –

The virement is with the agreement of service heads.

· Risk Management –

Risk assessment has identified no risk with this virement.

· Equality Issues –

N/A

· Environmental –

N/A

· Crime and Disorder –

N/A