

**MAIDSTONE BOROUGH COUNCIL**

**RECORD OF DECISION OF THE CABINET MEMBER FOR CORPORATE SERVICES**

Decision Made: 07 April 2011

**CUSTOMER SERVICES - GATEWAY REVIEW**

**Issue for Decision**

1. To consider the recommendations within the report of the Corporate Services Overview and Scrutiny Committee - 'Customer Services - Maidstone Gateway Review'.
2. To complete the Scrutiny Committee Recommendation Implementation Plan as set out at Appendix B to the report of the Corporate Services Overview and Scrutiny Committee within 28 days of publication.

**Decision Made**

That the responses set out on the SCRAIP as attached at Appendix A be agreed.

**Reasons for Decision**

At its meeting on 1 June 2010, the Corporate Services Overview and Scrutiny Committee agreed to carry out a review of the Council's approach with regard to Customer Services and the Maidstone Gateway, as it had been in operation since January 2009. This review focused on the operation of the Maidstone Gateway.

The Committee has carried out both select-committee style interviews and formal meetings with both internal officers and the Gateway partners, sent a questionnaire to Gateway staff and considered desktop research to identify alternative ways of providing a premium service to the public whilst maintaining value for money services.

Having considered the evidence, the Committee approved a wide range of recommendations for the Gateway service, and felt that it was a starting point in attempting to address perceived issues in the Maidstone Gateway.

**Alternatives considered and why rejected**

The recommendations could not be endorsed, however the recommendations are based on evidence from a range of sources and support the Council's objectives with regard to being a place with efficient and effective public services.

## **Background Papers**

None

Should you be concerned about this decision and wish to call it in, please submit a call in form signed by any two Non-Executive Members to the Head of Change and Scrutiny by: **13 April 2011**

