

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: Customer Services - Maidstone Gateway Review

Report of Corporate Services Overview and Scrutiny Committee

Date of Publication: 17 March 2011

Dates to report back to Committee:

Update	Date	Completed?	Note
1 st	Sept 2011		6 months after publication
2 nd	March 2012		12 months after publication
3 rd			

Recommendationⁱ	Cabinet Memberⁱⁱ	Responseⁱⁱⁱ	Timetable^{iv}	Lead Officer^v
Reduce opening hours from 8.30am-5.30pm to 9-5.30pm, whilst maintaining the opportunity for staff to start at 8.30am, to allow for training, setting up, etc.	Cabinet Member			
The Mall to provide a car park pay machine by the Gateway entrance level to the car park.	Cabinet Member			
Investigate whether it is possible to have a presence from Social Services on a Saturday.	Cabinet Member			
Cabinet Member to pursue if registered social landlords will pay and provide a free-phone within the Gateway for customers.	Cabinet Member			
KCC Registrar services to cease providing services within the Gateway, due to its own office location being so close.	Cabinet Member			

In order for the CAB to maintain its independence, investigate the possibility of branding the CAB within the Gateway.	Cabinet Member			
IT should prioritise improving the Parking Services information available online and this should also be accessible through mobile phone technology	Cabinet Member			
Parking Officer to be 'on-call' with the gateway staff equipped and trained to deal with initial enquiries.	Cabinet Member			
To remove the weekly late night Thursday.	Cabinet Member			
Planning Duty Officer to be 'on-call' for queries, with all minor enquiries primarily dealt with by Gateway staff.	Cabinet Member			
Regular training be given to Gateway staff from all in-house qualified Planners.	Cabinet Member			
A fee to partners be introduced to help cover cost of facilities provided in the Gateway.	Cabinet Member			
Investigate new ways of working to avoid duplication of advice and money looking at what is being spent and	Cabinet Member			

where with CAB and neighbouring boroughs.				
Carbon Footprint figures to be shared where applicable with Partners including KCC and the Chequers Mall Corporation.	Cabinet Member			
Cabinet Member to investigate issues surrounding the wood burning central heating, ensuring that coppicing in local woodlands is incorporated.	Cabinet Member			
Voluntary Action Maidstone to cease providing its services within the Gateway due to its own office location being so close.	Cabinet Member			
The ground floor foyer be equipped for notices to the public, available to all departments and partners.	Cabinet Member			
A pillar-box at the King Street entrance to the Gateway be installed allowing a secure and safe way to leave mail within office hours without the need to enter the Gateway itself.	Cabinet Member			
Signage within the Gateway displaying the services and partners available should indicate the days and times that they are	Cabinet Member			

available.				
Cabinet Member to pursue the opportunity to work with Job Centre Plus within the Gateway.	Cabinet Member			
Cabinet Member to pursue the opportunity to have Kent Social Children's Services providing in the Gateway, due to their local offices being closed down.	Cabinet Member			

Notes on the completion of SCRAIP

ⁱ Report recommendations are listed as found in the report.

ⁱⁱ Insert in this box the Cabinet Member whose portfolio the recommendation falls within.

ⁱⁱⁱ The Officer/Cabinet Member responsible for responding to the recommendation should indicate in this box either the acceptance or rejection of the recommendation.

If the recommendation is rejected an explanation for its rejection should be provided. The 'timetable' and 'lead officer' boxes can be left blank

If the recommendation is accepted an explanation of the action to be taken to implement the recommendation should be recorded in this box. Please also complete the 'timetable' and 'lead officer' boxes.

^{iv} The Officer/Cabinet Member responsible for responding to the recommendation should indicate in this box when the action in indicated in the previous box will be implemented.

^v The Officer/Cabinet Member responsible for responding to the recommendation should indicate in this box the Officer responsible for the implementation of the action highlighted in the 'response' box.