

# WEST DUNBARTONSHIRE COUNCIL

## Report by Chief Executive

### Community Safety & Environmental Services Committee – 7 February 2007

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#### **Subject: Customer Questionnaires - Corporate Buildings and Reception Services**

#### **1. Purpose**

To provide Committee with costs for the provision of a reception service in Clydebank Town Hall and proposals of how parking at the Municipal Buildings, Dumbarton could be improved.

#### **2. Background**

A report analysing the results of Customer Surveys issued by the reception staff at the Garshake and Rosebery Place offices, Clydebank Town Hall and the Municipal Buildings, Dumbarton was considered by the Corporate Services Committee in September 2006. The Committee agreed that the costs of providing a reception service at Clydebank Town Hall and improvements to parking at the Municipal Buildings, Dumbarton be investigated. It was also agreed that a sign directing pedestrians to the Municipal Buildings, Dumbarton be sited at the Risk Street car park.

#### **3. Main Issues**

##### Municipal Buildings, Dumbarton – Parking

- 3.1** The site was surveyed by the Council's Architectural Services Section. Three bays designated for use by vehicles displaying blue badges are currently provided and approximately six additional vehicles can park in the turning area at the top of the driveway. However, parking in this area can restrict larger vehicles from manoeuvring and, in the past, has caused problems to emergency services vehicles.
- 3.2** Additional parking could be provided if garden ground was converted. An estimate of up to £50,000 has been quoted to create 12 additional parking bays. Planning and listed building consents would be required if this was to be progressed.
- 3.3** A plan to erect a sign directing pedestrians to the Municipal Buildings, Dumbarton from the Risk Street car park area has been included in the Dumbarton Signage Strategy which is likely to be implemented early in 2007.

## Clydebank Town Hall – Reception

- 3.4** In 2004 capital funds were made available to allow a Reception desk to be built in the foyer of the Town Hall. However, due to limited resources staffing of this facility has not been possible. The Town Hall is open to the public from 8 a.m. to 10 p.m. Monday to Saturday, the busiest times being during normal office hours. Members of the public visiting the building outwith these hours mostly use the Large or Lesser Halls and access via the Hall Street entrance.
- 3.5** The cost of providing a reception service in the Town Hall from 9 a.m. to 4 p.m. Monday to Friday would be £20,201 in the first year. This covers two 17.5 hour GS3 posts, employers' costs, provision of uniforms and additional costs involved for holiday/sickness cover.

### **4. Personnel Issues**

There are no personnel issues for existing staff. Two part-time Receptionists would require to be recruited.

### **5. Financial Implications**

- 5.1** The cost of a direction sign to the Municipal Buildings, Dumbarton will be met by the Dumbarton Signage Strategy budget.
- 5.2** A financial commitment of up to £50,000 will be required if a decision is taken to increase parking at the Municipal Buildings. This will be subject to the necessary permission being granted by Historic Scotland and may involve protracted negotiations. Planning consent will also be required from the Council.
- 5.3** A financial commitment of £20,000 will be required if a decision is taken to provide a Reception service at Clydebank Town Hall.

### **6. Risk Analysis**

- 6.1** A detailed risk assessment was not required for this report. Some risk analysis may be required depending on decisions taken by Council.

### **7. Conclusion**

- 7.1** Increasing parking at the Municipal Buildings, Dumbarton should only be for the benefit of service users of that building. However, the loss of a large amount of open space would have a negative impact on the amenity of the area. The close proximity to Dumbarton Central Station should also be noted as it is likely that any additional parking space within the grounds would be used by rail users.

**7.2** Clydebank Town Hall is a key civic building and would benefit from a front-line reception service between 9 a.m. and 4 p.m. It is currently the only corporate building without such a service.

## **8. Recommendations**

The Committee is asked to:-

- (a) note the progress with the direction sign to the Municipal Buildings, Dumbarton;
- (b) agree that given the loss of open space ground and additional costs which would be incurred, no additional car parking should be provided in the grounds of the Municipal Buildings, and;
- (c) consider whether a reception service at Clydebank Town Hall should be provided, and if so remit the matter to Council for consideration along with other budgetary demands.

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David McMillan  
Chief Executive

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**Background Papers:** Returned questionnaires

**Wards Affected:** All Council Wards