

# WEST DUNBARTONSHIRE COUNCIL

## Report by Chief Executive

Corporate Services Committee: 26<sup>th</sup> April 2006

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**Subject: Transformational Government Update**

### **1. Purpose**

- 1.1. To update the Corporate Services Committee on the progress of the implementation of One Stop Shops for West Dunbartonshire. An initial pilot will enable Council staff to access Council services and information via a One Stop Shop as well as kiosks at Rosebery Place, Clydebank.

### **2. Background**

- 2.1. Previous reports have been provided to this Committee on the benefits of One Stop Shops and Contact Centres. This is a further update on recent progress made.
- 2.2. As reported to a previous Corporate Services Committee on 22<sup>nd</sup> February 2006, the Council has entered into a development partnership with Graham Technology to provide the technology and experience to give the Council the ability to develop an appropriate solution for a pilot One Stop Shop service provision to better serve the citizens of West Dunbartonshire.

### **3. Main Issues**

#### Progress with GT-X

- 3.1 Information Services staff have now been trained on the GT-X technology to work with Graham Technology to further develop and support the ongoing requirements of the Council.
- 3.2 A thorough scoping phase has been completed via numerous workshops with Graham Technology, Information Services, HR&ES and Finance for the following business processes:
- Council Tax
  - Housing Benefits
  - Repairs Management
  - Allocations and
  - Rental Accounting
- 3.3 This scoping exercise identified the information and data from the back office required for the One Stop Shop service. Extensive work is now being carried out to extract the data from the back office systems.
- 3.4 Consultation has been carried out with all departments on the format of the GT-X screens and agreement has been reached with all parties.

### One Stop Shop Standards

- 3.5 Information Services is currently chairing meetings and workshops with representatives from all departments to identify and discuss their requirements within the One Stop Shop, including Frequently Asked Questions, Forms, Procedures and Standards.
- 3.6 All departments have fully committed resources to the One Stop Shop Project and after all the departmental requirements have been identified, an extensive process mapping exercise will be carried out to streamline processes and produce standards for the One Stop Shop.
- 3.7 Future developments and technologies which are intended to be incorporated into the One Stop Shop will include:
- e-Booking
  - On-Line Payments
  - On-Line Forms
  - DiP & Workflow
  - Video Conferencing

### Progress on Accommodation

- 3.8 After consultation with all departments the draft plan for the One Stop Shop building work has been agreed.
- 3.9 This layout plan will be formalised by HR&ES and a tender issued.

### Contact Centre

- 3.10 There is an option to build upon the success of the One Stop Shop solution by using the same technology as the foundation of the Contact Centre. This option offers the advantage of re-using the One Stop Shop enquiry processes directly within the Contact Centre without modification, and provides the benefit of rapid delivery and reduced maintenance.
- 3.11 The GT-X solution also provides a platform that may be extended to incorporate future requirements such as self-service, mobile clients, telephony integration and the remaining Council functions.

#### **4 Personnel Issues**

- 4.1 Corporate Personnel are currently advising on any staffing issues in relation to this One Stop Shop pilot project.

#### **5. Financial Implications**

- 5.1 Funding still requires to be identified for the development and implementation of the Contact Centre Technology.

#### **6. Recommendation**

Members are asked to note the progress made towards the implementation of a Pilot One Stop Shop facility at Rosebery Place, Clydebank.

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**Tim Huntingford**  
**Chief Executive**

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**Background Papers:** Transformational Government – Development Partnership  
Corporate Services Committee – 22<sup>nd</sup> February 2006.