

WEST DUNBARTONSHIRE COUNCIL

Report by Director of Housing, Regeneration and Environmental Services

Social Justice Committee: 12 April 2006

Subject: Cash Collection Facility - Dumbarton Area Housing Office

1. Purpose of Report

- 1.1** The purpose of this report is to seek approval for the closure of the cash collection facility at Dumbarton Area Housing Office, College Way, Dumbarton.

2. Background

- 2.1** There are currently 4 cash collection facilities within West Dunbartonshire Council offices. These are located in Mitchell Way, Alexandria; Rosebery Place, Clydebank; College Way, Dumbarton and Garshake Road, Dumbarton.
- 2.2** As part of the Modernising Government Agenda, new payment methods have been introduced which allow collection of rent, council tax and other council debts by automated telephone payments, telephone payments by credit/debit card and via the internet. Citizens are also able to pay their rent and council tax at post offices and paypoint outlets.
- 2.3** As part of the recent trawl for interest in voluntary redundancy/early retirement, there were expressions of interest from a cash collection supervisor and a teller which has resulted in a review of this area of service.

3. Main Issues

- 3.1** Since the closure of the cash collection offices during the selective industrial action of 2000/2001 and the introduction of various alternative methods of payment, in 2004/2005 the number of cash transactions at the cash collection offices have reduced.
- 3.2** There are four cash collection offices in the local authority area as outlined in 2.1 above with the cash collection office at Rosebery Place also incorporating the Municipal Bank.

- 3.3** **Appendix 1** provides a detailed analysis of the number of transactions taken at the counter during the period September 2005 to February 2006. This demonstrates that the Alexandria cash collection office takes 33.4% of all transactions, Clydebank 29.59%, Dumbarton 25.29% and Garshake 11.72%.
- 3.4** The analysis of the value of transactions taken at each office during the same period September 2005 to February 2006 shows that Alexandria cash collection office, takes 11.61% of all transactions, Clydebank 25.82%, Dumbarton 7.51% and Garshake 55.06%.
- 3.5** The combination of the number and the value of transactions taken at each office shows that there is no requirement to have two cash collection offices situated in the Dumbarton Area.

4. Personnel Issues

- 4.1** It is proposed that the two members of staff currently located at College Way will relocate to Alexandria cash collection office to replace the cash office supervisor and a teller currently based in Alexandria cash office and whom have requested voluntary redundancy/early retirement.

5. Financial Implications

- 5.1** The closure of the Dumbarton cash collection office at College Way will result in savings in year one of £8,507 and subsequent annual savings from year two of £34,277 given staff posts already budgeted for.
- 5.2** In order to realise the savings, the closure requires to take place from 19th May 2006.

6. Recommendation

6.1 The Committee is invited to:-

- (a) approve the closure of the cash collection office based in the Area Housing Office at College Way, Dumbarton; and**
- (b) approve that the closure takes place from 19 May 2006.**

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Director of Housing, Regeneration and Environmental Services
Date: 27 March 2006

Ward Affected: All

Appendix 1: Monthly analysis

Background Papers: None

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