

## **EX105. LOCAL ADVICE AND SUPPORT HUBS**

The Executive considered a report by the Director of Corporate and Housing Services proposing the introduction of Local Advice and Support Hubs to deliver frontline customer services.

Following a review of the current frontline service provision it was proposed that three advice hubs covering the East, West and Central populations are introduced with bespoke arrangements for customers to access services through existing facilities within their local areas. The hubs would replace the current One Stop Shop service and would provide services which are more aligned to meeting the needs of customers by establishing specialist services in each 'hub' complemented by additional services across each area on a 'surgery' basis. The refocusing of the face to face service would be accompanied by an increased availability in digital support, in particular online support. A pilot in the East area was proposed. The Hub would be located in the One Stop Shop facility in Grangemouth with outreach provided across the Bo'ness/Grangemouth area with possible locations including Bo'ness Library, Bo'ness Community Education base, Bo'ness Recreation Centre and the Kersiebank Community Project. Additionally payment facilities would be available in 10 local shops in Bo'ness and 12 local shops in Grangemouth.

The report set out the services anticipated to be provided and the financial benefits in introducing Local Advice Hubs.

Councillor Nicol, seconded by Councillor C Martin, moved that the Executive agrees:-

- (1) *the implementation of a Local Advice and Support Hub pilot based in Grangemouth but covering the east of the District; and*
- (2) *to request a further report detailing arrangements for the central and west area hubs.*

As an amendment, Councillor Coleman, seconded by Councillor Alexander, moved in substitution for the motion that the Executive *notes the report and its contradictions and resolves to refer the matter to the Scrutiny Committee for further detailed consideration, including the retention of One Stop Shops.*

On a division, 6 members voted for the motion and 3 voted for the amendment, with voting as follows:-

For the motion (6) – Councillors Blackwood, Gow, C Martin, Dr C R Martin, Nicol and Nimmo.

For the amendment (3) – Councillors Alexander, Coleman and Spears.

### **Decision**

**The Executive agreed the motion.**