

EX33. Local Advice Hub and Support Hubs

The Executive considered a report by the Director of Corporate and Housing Services which provided an update on the Advice and Support Hub in the East of the Council area and sought approval to roll this service model out across the West and Central areas.

A trial model of service delivery to replace the One Stop Shop model was introduced in the East of the Council area. The new approach focused on a face to face service to those who need the most support while supporting those customers who can access self-serve via the Council's website to do so. Multi-skilled advisers and specialist staff were available within the hub to deliver a range of services and give support to customers.

The trial hub was located in the One Stop Shop facility in Grangemouth with outreach services provided across the Bo'ness and Grangemouth area. Information was provided on the service delivered by the hub and outreach service which included customer feedback, enquiry volumes and customer experience.

The report set out proposals for future service provision and the next steps required to enhance and improve customer experience by changing counter service provision across the West and Central areas.

Decision

The Executive agreed to:-

- (1) extend the Advice and Support Hub model to the West and Central areas, replace the remaining One Stop Shops, Finance and Housing public offices with Central and West Advice Hubs and outreach services;**
- (2) carry out detailed property survey work required to conclude the options for the locations of the West and Central Advice Hubs;**
- (3) engage with communities to determine locations for outreach services, and**
- (4) receive a follow up report on the specific locations of West and Central Hubs.**