

# **Feasibility of SSDC and Chard Town Council Sharing Customer Service Reception**

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## **Purpose of the Report**

To recommend that the option for Chard Town Council and SSDC to offer a shared customer service desk in Chard Guildhall is not taken up at this time.

## **Public Interest**

Consideration has been given to the costs and potential benefits of establishing a shared Customer Service desk in Chard Guildhall.

## **Recommendation**

That the option for Chard Town Council and SSDC to offer a shared customer service desk in Chard Guildhall is not taken up at this time.

## **Background**

The option of a shared “front desk” was considered in 2013 as part of a possible relocation of the Area West team from Holyrood Lacemill to Chard Guildhall. However, it was then agreed that smaller offices within the Lacemill would be more suitable accommodation for the Area West team and that move took place in early 2014.

It was agreed that an investigation into the likely costs and benefits of moving the SSDC Customer Service Desk to the Guildhall should still take place and a small SSDC/CTC working group was established to do this.

## **Costs v Benefits**

The final meeting of the working party was held in June 2014. Issues considered included Staffing, IT, Management, Operations and set up costs and possible cost savings.

The conclusion reached was that, taken in isolation, the potential benefits to customers of sharing a front desk service in the Guildhall would not justify the estimated costs involved.

However, the working party recognized that both the costs and benefits involved in working towards a partnership approach could change in the future and there would be potential for further consideration then.

## **Financial Implications**

None

**Council Plan Implications**

None

**Carbon Emissions and Climate Change Implications**

None

**Equality and Diversity Implications**

None

**Background Papers**

Issues and Options papers on Project File