

By: Peter Sass: Head of Democratic Services and Local Leadership

To: Cabinet Scrutiny Committee – 9 December 2009

Subject: Strategic Head Quarters Reception Facilities

1. Background

- a. The Chairman and Vice-Chairmen of the Cabinet Scrutiny Committee raised concerns about a proposal to close the Reception facilities at Invicta House, Cantium House and Brenchley House in Maidstone.
- b. The reason for this proposed change is primarily based around the availability of nearby Gateways in locations that are at least as convenient to the majority of service users as the office receptions they will effectively replace.
- c. Currently there are four buildings that make up the Strategic Head Quarters Cluster in Maidstone. These are Sessions House, Invicta House, Brenchley House and Cantium House. Within each of these building Kent Facilities Management provide a reception service mainly centred on meeting & directing visitors where members of the public come to Head Quarters it is primarily to Sessions House for planned meetings and appointments.
- d. The remaining services carried out within the three buildings where reception closure has been requested, will be split between the occupants of the buildings, Sessions House reception, Maidstone Gateway and the KCC Contact Centre.
- e. Appendix 1 shows the total number of visitors to each reception facility for 2008 and 2009. The figures are not broken down into public visitors and staff visitors and it is expected that, with the exception of Sessions House, the majority of these visitors are staff, officers from partner agencies and contractors.

2. Recommendation

Members may:

- a. Comment to the Chief Executive and the relevant Managing Director
- b. Report to the Council
- c. Refer any issues arising from its debate for consideration by a Policy Overview and Scrutiny Committee or the Cabinet

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