

KENT COUNTY COUNCIL - RECORD OF DECISION

DECISION TAKEN BY

Roger Gough, Cabinet Member

DECISION NO.

09/01320

If decision is likely to disclose exempt information please specify the relevant paragraph(s) of Part 1 of Schedule 12A of the Local Government Act 1972

Subject:

Gateway – Phase two roll-out across the county

Decision:

Subject to the Chief Executive being satisfied as to the detailed terms and conditions he be authorised on behalf of the County Council to enter into all such legal and contractual agreements as maybe necessary in order to bring about the completion of phase two of the Gateway programme, as detailed in the key decision report.

Any Interest Declared when the Decision was Taken

No

Reason(s) for decision, including alternatives considered and any additional information

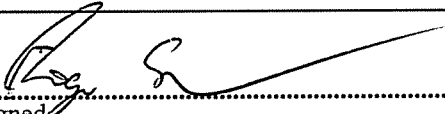
- (1) Gateways have improved the customer experience of access to non-emergency public sector services in Kent and there is evidence to support this. This has been achieved in strong partnership with district councils in particular.
- (2) Gateways have been "green-flagged" as a national exemplar in the Audit Commission's Corporate Area Assessment in 2009, endorsing the approach and the achievements of Gateway.
- (3) The government initiative "Tell Us Once" was piloted in Kent as a direct result of Gateways and this initiative is now being rolled-out nationally. Kent County Council feedback and evidence played a significant role in supporting this expansion.
- (4) Feedback from the public has been sought through a number of routes, including forums, feedback forms and satisfaction surveys and this information is available to Members and residents on request. Feedback overall has been very positive and where improvements have been suggested, these have been taken up locally (e.g. re-designing the layout of Tenterden Gateway as a result of local feedback). The National One-Stop-Shop benchmarking survey returned an average result of over 90% for Gateways in Kent.
- (5) Gateways are supporting and enabling significant financial savings both within KCC and in other organisations, such as the indicative £500k savings through Tell Us Once and the £338k savings through Better Work Places. More significant savings (c£20m) are being discussed as part of the ongoing Medium Term Plan process through various initiatives such as Total Place and potential savings on duplication of assessment etc across the public sector.
- (6) Gateway is aligned with a number of other initiatives, such as Total Place and Better Work Places, has the support of the Kent Partnership and is now extending the principles to telephone and web access.

Background Documents:

Kent Gateway Strategy January 2007

Corporate Policy Overview and Scrutiny Committee paper January 2007 (KCC)

Front Office Shared Services reports May 2007 and May 2009 (Idea, Cabinet Office & Department for Communities and Local Government)


.....
signed

12/11/09
.....
date

FOR LEGAL AND DEMOCRATIC SERVICES USE ONLY

Decision Referred to Cabinet Scrutiny			
YES		NO	

Cabinet Scrutiny Decision to Refer Back for Reconsideration			
YES		NO	

Reconsideration Record Sheet Issued			
YES		NO	

Reconsideration of Decision Published			