

**STORNOWAY & COMMUNITY ACCESS POINTS**

Report by Director of Finance &amp; Corporate Resources

**PURPOSE OF REPORT**      **To seek Members' approval of the Project Evaluation Report relating to Customer Services**

**COMPETENCE**

- 1.1 There are no legal or financial constraints to the recommendations being implemented. The Customer Service project is fully funded from MGF2 budgets and the Capital Programme and the Comhairle is committed to implementing the Scottish Executive's Customer First programme.

**SUMMARY**

- 2.1 The paper seeks to address these key objectives of the Customer Service Project
- identifying suitable premises and setting up suitable accommodation for the existing customer service team;
  - to establish a telephone contact centre and service access point in Stornoway,
  - to provide a point of contact for a range of Comhairle services within the sustainable community areas
- 2.2 In December 2006 the Policy and Resources committee approved the Town Hall as the site for the Stornoway Access Point subject to suitable accommodation being found within the building.
- 2.3 The area identified for the Access Point meets all the operational requirements for the customer service team and also compliments the wider plans for the Town Hall in accordance with the Stornoway Regeneration Plan.
- 2.4 Technical Services have also recommended that RYBKA be appointed as Mechanical and Electrical consultants for the Access Point as the Comhairle has already appointed them as the consultants for the main Town Hall proposal.
- 2.5 In December 2006 the Policy & Resource Committee approved continued work towards establishing Community Access Points, the funding for which is also included in the PER.

**RECOMMENDATIONS**

**It is recommended the Comhairle:**

- 3.1 **It is recommended that the Comhairle approve the Project Evaluation Report.**  
3.2 **RYBKA be appointed as Mechanical and Electrical consultants.**

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