

## **MANAGEMENT BOARD**

### **Members' Centre**

*Paper from the Director of Information Services for Members*

#### **Purpose**

1. This paper up-dates the Management Board on progress with the Members' Centre and brings two issues to the attention of the Board.

#### **Action for the Board**

2. The Board is asked to take note of progress with the Centre and provide comments on the issues raised to Bob Twigger by 28 October.

#### **Consultation**

3. The paper has been commented on by the Members' Stakeholder Group, which represents departmental interests in the Centre.

#### **Progress**

4. It is now just over two years since the Centre opened in July 2008. Formal and informal feedback suggests that this initiative has been well received by users. There was a specific question on the Centre in the 2009 Survey of Services. When asked to express an opinion on their overall satisfaction with the Centre only 4% of Members said that they were unaware of the service. Of the 70% who expressed an opinion 64% were extremely or very satisfied (the equivalent proportion for Members' staff was 53%).
5. The Centre was an important component in the reception of new Members after the election, providing a highly visible interface with them once the New Members' Reception Area had closed.
6. This is reflected in the use of the Centre during June 2010, the busiest month so far. During the month 2,279 visitors/callers were recorded: 929 visits/calls from Members, 1,301 from their staff and 49 others. This is a rate of just over 100 users per day.

#### **Issues**

7. When establishing the Centre, the vision was for a single point of access to services from all departments. In practice the Centre is currently only staffed on a regular basis by the reception desk team, PICT and DIS. There are few enquiries on procedural issues, and most facilities and security issues are dealt with by the reception staff. DR has not been represented since the transfer of allowances to IPSA; it has been decided not to provide space in the Centre to IPSA. In practice this has not proved a problem, as the pattern of staffing reflects the use made of the Centre by Members and their staff – when DCCS and DF desks were staffed in the immediate aftermath of the election, there was insufficient use to justify continuing. However, consideration should be given as to whether the Personnel Advice Service might be represented once the new Department of HR and Change is established – although the PAS is too small to staff a desk on a full-time basis.
  
8. At present the Centre is staffed until 7pm Monday to Wednesday but open to users (eg those wishing to use the computers or pick up leaflets and publications) at any hour. While use is made of the Centre after 6pm this is mainly by those wishing to use the computers rather than to ask questions of the staff. Staffing the room consistently after 6pm has proved difficult. For example, PICT staff are often called away to provide technical support elsewhere and reception staff are being asked to attend on flexible-working arrangement, without USP payment, which is unpopular. It is therefore proposed to consult the Administration Committee about ceasing to staff the Centre at 6pm. While this will not result in immediate financial savings, it would allow more effective use to be made of staff time, potentially helping savings to be made in due course.

Bob Twigger  
Director of Information Services for Members  
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