

COMMUNICATIONS AND CUSTOMER CONTACT REVIEW

SCORING OF ACCOMMODATION OPTIONS

| Criteria | Description | Scoring (Range from 1 – 10) |
|-----------------|--|---|
| Accessibility | How well does the option support the accessibility of the Council ? | Scoring needs to take into account accessibility of physical locations which will affect the scoring materially |
| Technology | How well does the option fit with the emerging “digital by default” way of working in society as a whole ? | Scoring will need to reflect how well the Council wishes to move to a more digital way of doing things |
| Climate Change | How well does the option respond positively to climate change ? | The more the Council can do to minimise its Carbon Footprint the higher the score |
| Funding / Costs | How well does the option demonstrate value for money and cost savings ? | Any potential increase in costs will score lower. Good value for money / efficiency and reducing costs will score more highly |

SCORING

Each Member of the working group scored each of the attributes shown above from 1-10 for each of the options shown in Section 4 of the Review report. To eliminate any potential bias the scoring was completed individually and the results not shared until all of the scoring had been completed.

| | Option 1 | Option 2 | Option 3 | Option 4 | Option 4a |
|------------|----------|----------|----------|----------|-----------|
| Councillor | 13 | 32 | 27 | 21 | 13 |
| Councillor | 9 | 34 | 24 | 14 | 13 |
| Councillor | 11 | 17 | 26 | 15 | 15 |
| Councillor | 14 | 30 | 19 | 14 | 15 |
| Officer | 9 | 35 | 26 | 18 | 10 |

Although individual scores will have differed for each attribute according to the individual’s interpretation, overall each person who completed the scoring arrived at the same 2 options as being the most preferred.

The two preferred options identified by the Communications group are therefore :

Option 2 : Move to a Digital based presence with no physical office location and Council meetings being held in physical locations around the town or via online meetings (subject to Government decision)

and,

Option 3 : Move from St John’s Chapel to a more prominent and Accessible physical Office location in the town possibly shared with other organisations. This could include space to hold Council or Committee Meetings or meetings could be held elsewhere in the Town