

## APPENDIX A “Project Mandate”

Agenda item number: Date of issue: <b>3<sup>rd</sup> July 2013</b>
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Meeting: Policy Finance & Administration Committee

Date: 10<sup>th</sup> July 2013

Report by: David Blanchard                      Job title: CPO  
Service : Central Services

Status: Issue identified at service delivery

Subject: Parkside Customer Meeting Point improvements

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1 Purpose of report

To draw attention to the problem of lack of privacy at the customer meeting points, the problem will be exacerbated with increased footfall in the corridor when JCP move into Parkside in October 2013. To agree improvement works to address the problem.

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2 Recommendations

Floor to ceiling curved glass partitions are introduced at the three customer meeting points at an approximate cost of £25k and monies are funded from contributions from JCP & CAB, and up to £20k from the Parkside repairs and renewal fund.

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3 Background

Privacy for customers at the meeting stations is an issue of concern raised by partners since the opening of Parkside. This solution has been welcomed by all partners and the method of funding has been provisionally agreed, subject to member approval.

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4 Legal, financial and IT implications

Customer privacy and confidentiality issues are safeguarded.

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5 Initial Assessment of risk

Risks of reputational damage and continued lack of privacy and noise disturbance if no action is taken.

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6 Equalities and diversity and staffing implications

All customers should be given reasonable privacy when discussing personal business.

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