

# Meeting: Overview and Scrutiny Committee

**Date: 31st March 2014**

## **Title: Wallsend Customer First Centre**

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**Service:** Environment and Leisure / Business and  
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**Wards affected: All**

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### **1. Purpose of Report**

Following the meetings of Overview and Scrutiny Committee of the 4<sup>th</sup> February 2014 and 3<sup>rd</sup> March 2014 this report provides further detail in relation to the finance and leasing arrangements relating to the Wallsend Customer First Centre.

### **2. Recommendations**

The committee is invited to consider the information indicated in the attached report and, where appropriate, make comments and/or recommendations.

### **3. Details**

Following the Overview and Scrutiny meeting of the 4<sup>th</sup> February 2014 members were invited to submit further questions to officers by Friday, 14<sup>th</sup> February 2014 in relation to the finance and leasing arrangements regarding Wallsend Customer First Centre. In total 44 questions and/or statements were received. Some of these covered similar areas and in the attached table have been grouped accordingly. However all of the issues raised by members have been addressed and responses provided in accordance with the Committee's request.

As requested by the committee at its meeting of the 3<sup>rd</sup> March 2014, the report to Cabinet on Wallsend Customer First Centre and Library, from the 10<sup>th</sup> December 2012, is also provided for information.

### **4. Background Information**

The following documents have been used in the compilation of this report and may be inspected at the offices of the author.

- a. Customer Service Centres Delivery Plan. Cabinet report November 2007

- b. River Tyne North Bank Strategic Development Framework Plan  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=516659](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=516659)
- c. North Bank Strategic Development Framework Plan: North Tyneside Council Cabinet report September 2009  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=508773](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=508773)
- d. River Tyne North Bank Regeneration: North Tyneside Council Cabinet report 12 July 2010  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=516230](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=516230)
- e. River Tyne North Bank Regeneration, Wallsend Town Centre Regeneration Scheme Cabinet report 12 September 2011 (pink paper report)
- f. A Customer Service Programme. Cabinet report 13<sup>th</sup> December 2010  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=520158](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=520158)
- g. North Shields Customer Service Centre and Library Service Cabinet report February 2010
- h. North Shields Customer First Centre, Council report 24<sup>th</sup> November 2011  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=530707](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=530707)
- i. Improving the Viability of Town and local Shopping Centres Progress report to Cabinet 11 June 2012  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=535153](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=535153)
- j. Wallsend Customer First Centre and Library Cabinet Report 10<sup>th</sup> December 2012 (pink paper report)
- k. Wallsend Customer First Centre – report to Overview and Scrutiny Committee 4<sup>th</sup> February 2014  
[http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=550852](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=550852)