



Visits to the Worcestershire Hub for Regulatory Services Joint Committee

Purpose

Worcestershire Regulatory Shared Service (WRSS) is built on principles that balance the needs of all customer groups that access its services. During the development of the business case, some key assumptions were made that would contribute towards the service transformation that the WRSS vision sets out to achieve. One of these assumptions was that the Worcestershire Hub would be integrated with WRSS to provide its customer accessibility.

Whilst the Worcestershire Hub currently has established methods of access available in its telephony and face to face channels, it is also working to develop further methods of access and is closely aligning this development to what it needs to deliver for WRSS. That said, customer choice is still important and these existing access channels will continue to help to support localised needs.

Worcestershire Hub Visits

The Worcestershire Hub network can seem complex especially in its relationship to shared services. We would therefore like to offer you the opportunity to visit a Worcestershire Hub centre in person to find out more about the role of the Worcestershire Hub and what it will provide for WRSS.

It may be useful for you to visit a face to face centre either within or outside of your District or you may wish to visit the 60 seat Customer Contact Centre located in Worcester which will field a number of telephone enquiries for Regulatory Services (and which already does for Malvern Hills and Redditch).

We have organised a number of time slots where you will be welcome to visit the centre(s) of your choice. These can be viewed on the next page. To book a place, please contact Rachel Brown at rachel.brown@worcestershirehub.gov.uk or call 01905 822783.

Name of Hub Centre	Visit Date & Time	Facilitator
Bromsgrove Customer Service Centre	Tuesday 9 November 2pm – 4pm	Sarah Daniel, Roger Horton
Droitwich Community Contact Centre	Thursday 11 November 10am – 12pm	Sarah Daniel, David Hood
Evesham Community Contact Centre	Thursday 28 October 2pm – 4pm	Sarah Daniel, Margaret Gormley
Kidderminster Customer Service Centre	Friday 22 October 2pm – 4pm	Sarah Daniel, Lucy Wright
Malvern Customer Service Centre	Thursday 14 October 2pm – 4pm	Sarah Daniel, Marie Ford
Pershore One Stop Shop	Monday 11 October 2pm – 4pm	Sarah Daniel, Kath Smith
Redditch Customer Service Centre	Friday 19 November 10am – 12pm	Sarah Daniel, Lynn Jones
Worcester City Customer Service Centre	Thursday 21 October 10am – 12pm	Sarah Daniel, Tracey Clowes
Hub Shared Service Contact Centre	Tuesday 26 October 2pm – 4pm	Sarah Daniel, Sharon Ryder