

## **Report to Corporate Director for Organisational Development and Democratic Services**

**Subject:** Contract to supply face to face provision for Nottinghamshire County Council functions

**Date:** 15 June 2018

**Author:** Service Manager for Customer Services and Communications

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### **Wards Affected**

Borough-wide.

### **Purpose**

This report seeks approval to enter into a new contract in respect of the delivery of face to face services by Gedling Borough Council to customers of Nottinghamshire County Council from 1 April 2018.

### **Key Decision**

This is not a Key Decision.

### **Background**

- 1.1 In March 2013, approval was given by the Portfolio Holder to allow Officers to enter into a contract in respect of the provision face to face service to customers of Nottinghamshire County Council from the 1 April 2014. This service has since been provided continually since that date. The County Council have asked for the service to continue for another year for which payment will be made.

### **Proposal**

- 2.1 It is proposed that Gedling's Customer Service function continues to provide the face to face assistance at the Civic Centre. Specific interactions will continue to be delivered and include:

- Provision for Concessionary Travel Permits
- Provision for Blue Badges
- Provision for Waste Permits
- Provision for Special Access Permits
- Provision for Highways Enquiries

For all other enquiries guidance will be provided offering information about other services delivered by Nottinghamshire County Council. Where this is not possible, the customer will be signposted to the County Council's Customer Service Centre.

All enquiries will continue to be dealt with by assisted access to the County Council's public facing website. Transaction volumes continue to reduce and will not impact adversely on the core services provided by Gedling's Customer Service function.

### **Alternative Options**

- 3.1 The Council could decide not to provide the services as described in this report in which case the Civic Centre would cease to deliver face to face services on behalf of the County Council on 31<sup>st</sup> March 2018.

### **Financial Implications**

- 4.1 The annual payment for the provision of the services described has remained the same as 2017/18 (£5,500). Costs in relation to providing the service are recovered as the contractual payment is based on figures collated and supplied by Gedling Borough Council on customers presenting at the Civic Centre and the time spent assisting these customers.
- 4.3 There are no additional insurance arrangements required, the authority will not put at risk from any bad debts, the contract would not be subsidised by the authority, and the Customer Services function have the appropriate expertise to undertake the contract. The contract will not impact adversely upon the services provided for the authority.

### **Appendices**

- 5 None

### **Background Papers**

- 6 None identified.

### **Recommendation**

**THAT** approval is given to enter into a new contract in respect of the provision of face to face service to customers of Nottinghamshire County Council for a period of 1 year from 1 April 2018, with the option to extend the term by mutual agreement.

### **Reasons for Recommendations**

- 7.1 The loss of the 'County Contact function' would not support the priority of 'improving the customer experience of dealing with the Council'