

Report to Director of Organisational Development & Democratic Services

Subject: Provision of face to face services for Nottinghamshire County Council

Date: 14th March 2016

Author: Service Manager Customer Services, IT & Digital Services

Wards Affected

All

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 1st April 2016.

Key Decision

This is not a Key Decision

Background

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 April 2014. The County Council have asked for the service to continue for another year for which payment will be made.

Proposal

2 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:

Gedling will continue to act as a guidance service 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.

Transactions volumes continue to reduce and will not impact adversely on the core services provided by Gedling's Customer Service function.

Alternative Options

- 3 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 31st March 2016.

Financial Implications

- 4 The annual payment for the provision of the services described remains unchanged at £14,000. The approved base budgets include expected income of £14,000 in respect of providing the service.

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(s)

THAT:

- (a) Approval is given to enter into a new contract in respect of the provision face to face service to customers of Nottinghamshire County Council.

Reasons for Recommendations

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