

## West Suffolk Council

### Cabinet Decisions Notice

(Published: Thursday 1 July 2021)

The following decision was taken by the Cabinet on Tuesday 29 June 2021 and, if not called in by councillors, will come into operation on Friday 9 July 2021. An executive decision may be called in, in accordance with the Overview and Scrutiny Committee Procedure Rules contained within Part 4 of the Council's Constitution, by at least five councillors submitting the required call-in request form to the Director (HR, Governance and Regulatory) (e-mail: [democratic.services@westsuffolk.gov.uk](mailto:democratic.services@westsuffolk.gov.uk)) **by 5.00 pm on Thursday 8 July 2021**. Should you have a query regarding any of the decisions taken, contact should be made with the named officer in the first instance, the relevant portfolio holder or via Democratic Services, West Suffolk Council, West Suffolk House, Western Way, Bury St Edmunds Suffolk, IP33 3YU.

Agenda item and report number	Declarations of interest	Decision(s) (including recommendations to Council)	Reason(s) for decision(s)	Other options considered and reasons for rejection	Contacts
Item 8 CAB/WS/21/026	None	<p><b>Public access to West Suffolk Council offices</b></p> <p>Resolved: That:</p> <ol style="list-style-type: none"> <li>It be noted, as set out in the Council's Customer Access Strategy, the continued prioritisation of online and telephone customer support to improve customer service.</li> <li>It be noted, the type and</li> </ol>	<p>Having noted the rationale behind the proposals, the Cabinet has approved a number of changes to the way in which West Suffolk Council customers will access Council offices in the future, many of which have been in place since COVID restrictions began in March 2020.</p> <p>Detailed consultation and engagement has been carried out on the proposals, as set out in section 4 of Report</p>	<p>The Council could reintroduce the arrangements that were in place prior to March 2020 at some or all of these sites. However, this would not capture the benefits of the significant change in customer</p>	<p><b>Portfolio Holder:</b> Robert Everitt 01284 769000</p> <p><b>Officer:</b> Davina Howes Director (Families and Communities) 01284 757070</p>

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		<p>level of contact managed by the Customer Service team and the impact of COVID-19 on customer access.</p> <p>3. If face to face customer contact is necessary, it be agreed that it is by appointment only.</p> <p>4. The following changes to the Council's buildings and customer access be agreed, noting this formalises a number of arrangements that have been in place since March 2020 due to COVID restrictions:</p> <p>a. <b>Haverhill Office</b> – Office to remain open for pre-booked appointments with no Council reception service. Public access to Council services provided by a phone and computers on site.</p>	<p>number: CAB/WS/21/026, together with a detailed risk assessment and an Equality Impact Assessment, as set out in section 5 of the report. These, and the financial and other implications, as summarised in section 6, have all been considered as part of the decision making process.</p>	<p>access and behaviour which have resulted as a consequence of COVID restrictions (and were emerging before the restrictions). More services are available online or over the telephone which is accessible, regardless of where customers live and a time which is convenient. Assistance is available to those who are unable to use online services. This continues</p>	

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		<p>b. <b>Newmarket Guineas</b> – Office to remain closed to the public and used only as an office base for car park staff. The future use of the office will be kept under review and subject to further consideration.</p> <p>c. <b>Mildenhall Hub</b> - Public access to Council services provided by a phone and computers on site or through a pre-booked appointment. A Hub Host service provided on site covering all co-located partner services.</p> <p>d. <b>Mildenhall bus station</b> – Building to remain open as a place of shelter and access to public toilets. No Council reception services provided.</p> <p>e. <b>West Suffolk House</b> – Building to reopen with</p>		<p>the Council’s approach to transformation and the improvement in customer services which has been in place for a number of years and as set out in its Customer Access Strategy.</p> <p>The Council could have closed all offices to customer access, however, the buildings which are recommended to remain open are shared spaces and</p>	

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		<p>reception staff to provide a visitor management service (for access to meetings for the Council and building tenants). Public access to Council services provided by a phone and computers on site or via pre-arranged appointment.</p> <p>f. <b>West Suffolk Operational Hub, Council depot</b> – Reception to remain open to support pre-booked workshop business and for appointment only visitor management.</p> <p>g. <b>Car park office, Bury St Edmunds</b> - No public access to be available from this site. All services to be provided online or via telephone.</p> <p>5. The financial impacts as set out in paragraph 6.1</p>		used by other organisations.	

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		of Report number: CAB/WS/21/026 be noted, and funding for the one-off costs from the Council's Invest to Save reserve be approved.			

Jennifer Eves  
 Director (Human Resources, Governance and Regulatory)  
 1 July 2021