

Proposed Cabinet response to recommendations from Overview and Scrutiny on Channel Choice and Telephone Access

Recommendation arising from the Overview and Scrutiny Committee meeting on 22 July 2024.

Recommendation	Agree (Y / N)	Comment	Responsible Cabinet Member	Lead Officer
1. That the Cabinet ensures services are accessible to everyone, including those who cannot access services via digital channels and ensure the route for support is publicised.	Y	All access channels remain open, and with the increase in residents helping themselves digitally, the team have more time to help those who are digitally excluded and/or vulnerable. The office opening hours have not changed, so customers are still able to access the Council's services in this way. The emergency line remains available every afternoon and during the election period we were able to make lines available 9am-5pm in the weeks leading up to the election, and 6am -10pm on election day.	Councillor Tony Dale, Cabinet Member for Council Transformation and the Economy	Business Manager for Customer Experience/ Interim Executive Director