

FAREHAM

BOROUGH COUNCIL

2021/22
Decision No.
2356

Record of Decision by Executive

Monday, 7 March 2022

Portfolio	Policy & Resources
Subject:	Cash Office Provision
Report of:	Director of Leisure and Community
Corporate Priority:	Dynamic, prudent and progressive Council

Purpose:

To inform the Executive of the Cash Office Review findings and to seek approval for the proposed changes to the cash office as outlined within the report.

At the meeting of the Executive on 11 October 2021, 'The Council's Approach to the Pandemic – A Review' was presented and noted. Part of the report discussed the future of the cash office with regard to the impact of the Covid-19 pandemic, and it was agreed that a review would be conducted about its future at a later date.

Such a review was recently conducted, and this report presents the findings of the review and seeks approval for the proposed provision of cash office services to be relocated to the main reception desk within the Civic Offices, and the rationale for this proposal. This new approach will provide a more responsive and flexible service provision whilst continuing to meet the needs of those residents who wish to make payments in person.

An important aspect to note is that an agreement has recently been reached with current Civic Office tenants, the Ministry of Justice (MOJ) to extend their current lease by a further ten years and as part of that agreement, they have requested to occupy a quarter of the ground floor, which could include the current cash office area.

This has been taken into account when designing the cash office proposal.

Options Considered:

As recommendation.

Decision:

RESOLVED that the Executive approves the proposed transfer of cash payment facilities to the ground floor reception desk.

Reason:

The proposed changes to the provision of the cash office will ensure a more flexible and responsive service that continues to meet the needs of customers who prefer to make payments in person, whilst also facilitating an increase in rental income.

Confirmed as a true record:

Councillor SDT Woodward (Executive Leader)

Monday, 7 March 2022