

## **Modernisation of the Cashiers Service in The Council House**

### **SUMMARY**

1. The Scrutiny Management Commission have asked to see a report which is going to Council Cabinet on 25 November regarding closure of the cash counter in The Council House.

### **RECOMMENDATION**

2. To note the steps being taken to minimise the inconvenience to customers should cabinet approve the closure of the cashiers' service.

### **SUPPORTING INFORMATION**

3. As we continue to modernise Council services we have been looking to modernise the way our customers pay their bills to the Council by encouraging them to use more efficient and cost effective payment methods.

In September 2008, we completed a project with the help of the Change Management Team that reviewed the feasibility of closing the cashier service in the Council House. The conclusion from the project was the recommendation that closure was feasible so long as alternative payment arrangements were in place that would minimise any inconvenience to our customers.

Since the project ended, we have been giving our customers a wider variety of payment options which has been steadily reducing the number of customers who make payment at the cash counter in the Council House.

We are satisfied that closure of the cash counter area will help us reduce costs by utilising our accommodation in the Council House more effectively in preparation for New Ways of Working with minimum inconvenience to our customers, who have been used to paying their bills to the Council by cash. Closure will also reduce the number of visitors to the Council House in preparation for the forecasted increase in customers who will be using the refurbished Council House and Derby Direct as the single customer contact point for the City.

The Cabinet report explains the reasons for the recommendation and the work we are doing to encourage customers to adopt alternative payment arrangements.

<b>IMPLICATIONS</b>
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**Financial**

- 1.1 All costs associated with the project will be contained within existing budgets.

The cost of receiving payment by Direct Debit is much cheaper than other methods. If we can successfully convert customers to paying by Direct Debit there will be savings and associated efficiencies in collection.

**Legal**

- 2.1 None

**Personnel**

- 3.1 All staff affected will be redeployed to fill existing vacancies within Customer Services

**Equalities Impact**

- 4.1 An equality Impact assessment will be carried out.  
The project encourages a wider range of payment methods at a significantly higher number of more convenient locations across the City.

**Corporate objectives and priorities for change**

- 5.1 There are links to the Council's Priorities, in particular –

Making us proud of our neighbourhoods  
Leading Derby towards a better environment, and  
Giving you excellent services and value for money