

CUSTOMER SERVICES

Item FIP 21/36 referred from Finance, Innovation and Property Advisory Board of 21 July 2021

The report of the Director of Central Services and Deputy Chief Executive invited the Board to consider proposals for the future opening hours and operation of Customer Services.

RECOMMENDED: That



- (1) the customer services operation be moved from a drop-in reception service at both the Kings Hill and Castle reception points to a triaged pre booked appointment service;
- (2) the Kings Hill reception and call centre opening times be changed to 09:00 hours to 17:00 hours Monday to Thursday and 09:00 hours to 16:30 hours on Friday, to align with Tonbridge Castle which already operates these hours; and
- (3) the KPR self service kiosks be removed and the Council moves to a bar coded bill for those more vulnerable residents who are unable to pay through digital/phone methods.

***Referred to Cabinet**