

# MEMBER'S WRITTEN QUESTION



Member submitting the question: Cllr Mark Coker

Date received by Chief Exec's Business Support: 7 February 2022

[ChiefExecutiveBusinessSupportUnit@plymouth.gov.uk](mailto:ChiefExecutiveBusinessSupportUnit@plymouth.gov.uk)

To the Cabinet Member for: Customer Services, Culture, Leisure and Sport - Cllr Mark Deacon

Question:

When will the first stop shop reopen as per the new government guidelines – residents are asking regularly?

Answer:

Customer service for customers needing support face to face have just started to be offered in Central Library by appointment. This will be reviewed after 3 months based on demand and potentially broadening out to a more community based offer across other libraries later in the year. New George Street currently continues to support homelessness services.

Signed:

Cllr Mark Deacon

Cabinet Member for: Customer Services, Culture, Leisure and Sport

Date: 16/02/22

Written questions:

- must be submitted to the Monitoring Officer via the Chief Exec's Business Support
- will be replied to within 10 working days
- will be published on the last Friday of each month
- The completed form should be sent to [ChiefExecutiveBusinessSupportUnit@plymouth.gov.uk](mailto:ChiefExecutiveBusinessSupportUnit@plymouth.gov.uk) or by post to Chief Exec's Business Support, Ballard House, West Hoe Road, Plymouth PL1 3BJ