

QUESTION BY COUNCILLOR**Question submitted by: Councillor Beer****To Cabinet Member:** Cllr Patel, Cabinet Member for Culture, Customer Services, Leisure and Sport**Question:**

Please can you update me on the opening of the one stop shop? Every other shop is open, Hospitals are working, buses are running but Plymouth City Council is closed for business? Also if this shop is not to be used again, do you plan on selling it?

Response: (for completion by City Council officers and Cabinet Members)

We know that for the majority of our customers it is simpler, quicker and more convenient to transact with us online and we continue to invest in our online service to further improve them. However, we do also know that this isn't possible for all of our customers and we need to offer a range of ways to access our services to meet the needs of all our residents.

Since February this year the Council have been running a pilot to offer vulnerable and digitally excluded customers an appointment to meet face to face with staff in Central Library. Customers who need this service can still talk to staff about the same range of services that used to be offered in the "First Stop Shop": parking, blue badges, bus passes, Council tax and/or Housing Benefit. Customers calling 668000 will be supported by our call centre staff and where they need something that can't be resolved over the phone they can organise to meet with a member of staff at the Library. Alternatively, customers calling into the Central Library can request an appointment whilst they are there.

For customers without an internet connected device at home, all our libraries offer free access to a PC. Staff in libraries will also assist customers with basic help such as: understanding questions they have been asked, printing forms out and locating a website.

The First Stop Shop in New George Street is currently offering services to anyone at risk or dealing with homelessness. The team providing this service are looking for more suitable locations to work from, when they move from the shop, it would be available for disposal or leasing to generate a receipt or income stream for the Council.

Signed:**Dated:** 29 July 2022