

Housing and Community Service Scrutiny Panel



Date of meeting: 05 February 2025
Title of Report: **Public Connectivity Review**
Lead Member: Councillor Sue Dann (Cabinet Member for Customer Services, Sport, Leisure and HR and OD)
Lead Strategic Director: Jens Gemmel (Interim Chief Operating Officer)
Author: Peter Honeywell
Contact Email: Peter.honeywell@plymouth.gov.uk
Your Reference:
Key Decision: No
Confidentiality: Part I - Official

Purpose of Report

To respond to the motion on notice from the Council Meeting in November 2023

Recommendations and Reasons

I. Your Recommendation

Scrutiny to review the data provided in response to the motion on notice and consider whether further actions are required.

Alternative options considered and rejected

I. Alternative options considered and rejected

Reopening the First Stop Shop on New George Street is no longer possible and the Library Service now offer face to face support.

Relevance to the Corporate Plan and/or the Plymouth Plan

The current mix of channels to access Plymouth City Council Services has been settled on as the best balance of providing quality public services and spending money wisely.

Implications for the Medium Term Financial Plan and Resource Implications:

Any implications will be dependent upon the outcome of the discussions

Financial Risks

Any financial risks will be dependent upon the outcome of the discussions

Carbon Footprint (Environmental) Implications:

There are no new recommendations in this report and therefore no carbon footprint implications unless the outcome of the discussions generates changes to our service provision.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

* When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.

The current service provision has carefully safeguarded the interests of those who might otherwise be digitally excluded, for any reason, by ensuring alternative channels to access PCC services are available.

Appendices

*Add rows as required to box below

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Briefing report title							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7

Sign off:

Fin	N/A	Leg	N/A	Mon Off	Click here to enter text.	HR	Click here to enter text.	Assets	Click here to enter text.	Strat Proc	Click here to enter text.
Originating Senior Leadership Team member: Jens Gemmel (Interim Chief Operating Officer)											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 24/01/2025											

Cabinet Member approval: Councillor Sue Dann (Cabinet Member for Customer Services, Sport, Leisure and HR and OD) (Via email)

Date approved: 24/01/2025