

Opening Times:

- We are suggesting a reduced opening time of 10:00 to 16:00 Monday to Friday (previously 8:30 to 17:00). Prior to lockdown approximately 90% of customer demand in the Town Hall (TH) occurred between these times.

Entering & exiting the Building:

- Customers will only be able to enter and exit the TH from the front of the building.
- Customers will have to sanitise their hands upon entering and exiting the building for their appointment.
- There will be a one way traffic system in place. Entering the building highlighted green circles and exiting the building highlighted in orange circles (see attached service points document).
- The doors at the rear of the building nearest the car park will remain locked in order to allow full control of who is accessing the building at any time.
- Services will only be accessible via pre-booked appointments through Outlook calendars which any CBC employee can book (there will be guidance in booking appointments to ensure correct appointments booked and that customer expectations are met. If this proves problematic then appointments may be bookable via the Contact Centre only. We can review this further once up and running).
- The front doors will be closed and will be manually opened by a member of the Customer Service Floor Walking team (FW) to allow a customer with an appointment to enter the building.
- Customers will be able to leave the building once their appointment is finished by going out the side door at the front of the building which has a release button. (Should customer demand increase we can review this to possible look at making one of the sliding doors automatically open when exiting the building only).
- For some customers who require the use of a wheelchair or a mobility scooter, using the side entrance door may not be possible. In these instances the floor walker will be able to manually open the sliding doors to let the customer in and close behind them once they are inside. They will likely need to repeat this when it is time for them to leave the building.

Appointments:

- Services will only be accessible via pre-booked appointments through Outlook calendars which any CBC employee can book (there will be guidance in booking appointments to ensure correct appointments booked and that customer expectations are met. If this proves problematic then appointments may be bookable via the Contact Centre only. We can review this further once up and running).
- Appointments will need customers full name, address and contact information including in the Outlook appointment slot which will be kept for a minimum of 21 days for Track & Trace purposes.
- Customers accessibility needs wherever possible should also be obtained to notify the Floor Walker that they have specific requirements and what these are.
- Customers will initially be able to book appointments for 3 functions only which will be to pay cash in one of our self-pay kiosks (card payments can be taken via the automated line, online or by phoning the contact centre), to drop off or collect items (e.g. keys, lifeline units or urgent documents) and to use one of the self-service terminals to access a wide range of CBC services for those who do not have access to our online services at home.

- These services are being offered as we know there is a customer demand for them and that it is not possible for some customers to be able to complete these transactions over the phone or online or they have to be done in person.
- This will also limit the customer traffic into the TH to 3 customers in the building at any one time.
- If a customer arrives early, they will be required to wait outside until the previous customer has left the building.
- Over time should specific services be required to provide a face-to-face (F2F) service then there is sufficient space to provide appointments from the following areas (this would increase customer capacity in the building to approximately 10/11 customers at any one time):
 - Cash Office (Section 2 of additional service points document)
 - Up to 3 windows (6 available in total) could be used to provide a front line appointment service which will ensure social distancing measures can be applied.
 - This area does not need any adaptations as it is already in a secure room behind glass screens.
 - However, this area is not ideal for lengthy customer transactions especially if the customer is elderly or has a disability (wheelchair user or unable to stand for long periods) due to the high counter making sitting down difficult.
 - Cheques will not be accepted
 - Customer Service Area (Section 3 of additional service points document)
 - 1 additional desk (4 available in total) could be used to provide a front line appointment service which will ensure social distancing measures can be applied.
 - Two desks would be pushed together to ensure there is 2 metres between the CBC staff member and the customer.
 - This desk is at a lower level than the cash office so is suitable for all customers especially if they are elderly or have a disability.
 - Ideally to ensure safety a Perspex screen between the two desks would be installed.
 - There is space for 2 desks however in line with the one way traffic for staff within the building the access door from the contact centre out to the ground floor needs to be kept clear to maintain social distancing so only 1 desk can be operational in this space.
 - Housing Benefit Area (Section 5 of additional service points document)
 - Up to 4 desks (8 available in total) could be used to provide a front line appointment service.
 - The area would however require physical adaptations to put Perspex screens in between the desk privacy screens to ensure the safety of those using the area. This is currently being investigated by the Facilities Team.
- Service availability will be monitored and reviewed regularly by CMT and in line of any new government guidance.

Floor Walkers:

- One member of the team will be based at the front of the building near the current telephone point which will ensure they are 2 metres from customers entering and exiting the building.
- They will be given appropriate PPE (face mask, visor and gloves when handling documents) as well as access to their own hand sanitiser (separate one will be available for customers) and anti-bacterial products to clean down surfaces.

- When a customer approaches the front door the advisor can speak to them either at the door or through the window to verify they have an appointment and allow them access to the building.
- Should the customer not have an appointment they will be advised how the service they require can be accessed, or if access to the building is required then the FW will be able to book them the next available slot so they can return to complete the transaction.
- If their request is not for a service currently available for an appointment they will be directed to how best to complete the transaction e.g. online, telephone, email etc.

Self-Pay Kiosks: (Section 1 of additional service points document)

- Only one of the self-pay kiosks will be in operation (the one of lower height) which will comply with accessibility compliance and ensure safe social distancing.
- Appointments will be 15 minutes in duration meaning we can allow a total of 24 appointments in any one day.
- Therefore these appointments will be limited to cash only as customers can use debit or credit cards online or over the telephone.
- Each customer should be given their account reference numbers upon the booking of the appointment and will have to pay in the money themselves. Assistance from the FW will be limited to ensure social distancing measures are met.
- After each use the kiosk screens will need to be wiped down with anti-bacterial spray prior to the next use.
- Due to the kiosks being inactive for some time they will require a service which can take at least a week to arrange. This will need to be arranged once a proposed re-opening date is known.

Dropping Off/Collecting Items

- Appointments again will be 15 minutes in duration meaning we can allow a total of 24 appointments in any one day.
- A storage box will be available for customers to place any items in (e.g. lifeline units, letters or keys), these will need to have the customer's name and address on the bags. (Labels will be available for customers to fill in to attach to the bags if not done so already).
- Where required a receipt will be completed by the Floor Walker electronically using an E-Form. This is currently in development and should be completed by 10/7/20 (currently waiting for services to confirm specific requirements).
- Scanning and photocopying of documents will only be done for valuable items e.g. passports, driver's licenses, birth certificates etc. Advice for other paper documents should be that customers provide copies which can be disposed of as confidential waste after they have been used by the relevant service area.
- Any items left will be removed daily but not opened or touched for 3 days. Therefore each box will be marked with the date via a label.
- Any items for collection will need to be provided by the specific service prior to 10am on the day of collection which will be stored in the secure vestibule by the cash office. FW's will get the item upon the customers arrival and again a receipt where appropriate will need recording by the customer e.g. for keys.

Self-Service Terminal: (Section 4 of additional service points document)

- Appointments will be 1 hour in duration meaning we can only allow a total of 6 appointments in any one day. This is due to some complex forms e.g. Homeless Application taking a considerable amount of time to complete.
- As with the self-pay kiosks after each use the screens, keyboard and mouse will need to be wiped down with anti-bacterial spray prior to the next use.
- There is also a house phone in this area which a customer can use should they need to make an outgoing call to assist with their appointment.