

**Report for: Community PDG**

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Date of Meeting:	26 March 2024
<b>Subject:</b>	<b>Report of the Public Access Working Group</b>
Cabinet Member:	Cllr Jane Lock, Cabinet Member for Working Environment
Responsible Officer:	Lisa Lewis, Corporate Manager Digital Transformation & Customer Engagement
Exempt:	No
Wards Affected:	N/A
Enclosures:	Public Access Working Group Report

**Section 1 – Summary and Recommendation(s)**

This report is to present the finding of the Public Access Working Group and subsequent recommendations to the Community PDG.

**Recommendation(s):**

**That the Community PDG recommend to Cabinet the approval of the installation of an intercom for use by the public when Phoenix House is closed (available office hours only).**

**Report**

- 1.0 On the 22 August 2023 the Community PDG determined that a working group was necessary to assess the impact of reduced opening hours of Phoenix House for vulnerable residents.
- 1.1 The working group met a total of three times to discuss and assess current practice and impacts on vulnerable residents.
- 1.2 The Working Group report is attached which outlines what was discussed and agreed. The outcome of which is the recommendation above.
- 2.0 The cost of the intercom solution is approximately £1,000.

- 2.1 The intercom will work by simply lifting the handset. The customer will then be automatically connected to the contact centre at which point the following will be determined:
- Do they have a current appointment
  - Do they require an appointment
  - An assessment will be made to determine if the customer requires immediate assistance
- 2.2 The intercom will be available for use during standard working hours when the building is closed to the public, i.e. when the interior doors are closed. It should be noted that it is not intended for access to the building requests by staff or members unless by prior arrangement.
- 3.0 In addition to the above recommendation the working group has requested that the Parking Services working group consider a request to establish 1 hour free parking for Blue Badge holders. This request has been passed to the relevant service managers by the Corporate Manager for Digital Transformation and Customer Engagement.
- 3.1 Should the intercom installation be authorised, a review will be done six months after installation to confirm usage. A verbal report will be given at Community PDG.
- 3.2 The working group agreed, that on the submission of this report that the group would be disbanded. Further issues/concerns around accessibility will be referred to the Equalities, Diversity and Inclusion group.

**Financial Implications** – See paragraph 2.0

**Legal Implications** - None

**Risk Assessment** – Low Risk – the inclusion of an intercom solution ensures that customers in crisis are able to speak with an officer during office hours but when the building is closed.

**Impact on Climate Change** - There is no impact or opportunity for improvement/adaptation in conjunction with MDDC Climate Action Plan.

**Equalities Impact Assessment** - The proposed provision of an intercom improves MDDC access for those that are vulnerable or with protected characteristics that may impact on their ability to transact with the council.

**Relationship to Corporate Plan**

### **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 12 Mar 2024

**Statutory Officer:** Maria de Leburne

Agreed on behalf of the Monitoring Officer

**Date:** 12 Mar 2024

**Chief Officer:** Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

**Date:** 12 Mar 2024

**Performance and risk:** Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 07 March 2024

**Cabinet member notified:** (yes/no)

### **Section 4 - Contact Details and Background Papers**

**Contact:** [details of author of the report]

Email:

Telephone:

**Background papers:**