

Report to	-	Cabinet
Date	-	11 March 2019
Report of the	-	Executive Director
Subject	-	Customer Help Point at Battle Almonry

Recommendation: It be **RESOLVED:** That the Executive Director be authorised to agree terms and conditions and enter into an agreement with Battle Town Council for the occupation of a shared office space in the Almonry, Battle.

Head of Service: Joe Powell

Lead Cabinet Member: Councillor Mrs Kirby-Green

Introduction

1. Since 1998 Rother District Council's (RDC) Customer Service Department has rented 6 Market Square, Battle, to run a Customer Help Point (CHP) providing advice and assistance to the residents of Battle and the surrounding areas. The annual running cost of this is in the region of £20,000 per year.
2. In order to reduce operating costs and continue to provide a quality CHP in Battle, officers have been in discussion with Battle Town Council (BTC). It is proposed that RDC enter into an agreement with BTC to share a workspace in the Almonry, Battle, from the summer 2019.

Proposal

3. The co-location of BTC and RDC will serve as a 'one-stop shop' providing both district and town council services to residents in one single location. The Council will continue to provide a member of staff to deliver RDC services from the new location. We will also continue to have the ability to facilitate additional support services to the residents where organisations such as Citizens Advice can offer a regular drop in service.
4. The proposed cost to RDC of renting this shared space will be inclusive of all utilities, business rates and cleaning. RDC will be responsible for telephone and internet costs.
5. The minimum term being discussed is for five years and, in addition to the 'one-stop' service referred to above, the proposal will generate savings in the region of £75,000 over the five years.

Conclusion

6. Authorisation is sought for the Executive Director to agree terms and conditions and enter into a licence agreement with BTC for shared office space in the Almonry.

Malcolm Johnston
Executive Director

Risk Assessment Statement

Failure to take this opportunity will result in avoidable on-going costs being incurred by the Council, which could ultimately impact on the ability of the Council to continue to provide the service.