

Formal Council Questions and Responses

Date of publication: 3 June 2021

1 **Question to the Cabinet Member for Community and Resources: 2021/10 - Opening of the Information Station**

Councillor Matthew Evans asked:

The information Station has been closed for a considerable time now, can the Cabinet Member explain the reasons why, and when we can expect it to re-open?

Councillor David Mayer responded:

The general public access to the Information Station was removed due to Covid Restrictions. This was to comply with regulations and for the safety of the public and our staff. However all services remain accessible, either online or by phone. More than 50,000 household have signed up for a customer account and this is now overwhelmingly the way that transactions and payments are processed.

As you will be aware, the station buildings are to be leased to Tramtech and as such the Council's front of house customer service functions are moving from the Information Station to the Central Library and Museum building. Whilst this is being refitted, we are currently exploring options to re-open services from a temporary city centre location as soon as possible.