

## Request for Delegated Authority Approval (Emergency Powers – 2020 COVID-19 Pandemic)

*Completed form should be emailed to the Chief Executive*

<b>Directorate:</b>	Place
<b>Service:</b>	Housing Services
<b>Subject:</b>	Proposed Relocation of Customer Service Access and Front Facing Service Delivery from Riverside House to the Kyle Street Office
<b>Author:</b>	Michael Alexander – Service Lead Housing Services
<b>Date of Request:</b>	30 July 2020
<b>Background:</b>	<p>Riverside House situated at River Terrace, Ayr has historically served as a Housing Office, tenants and other customers previously visited this office to make payments, report repairs and obtain access to Officers on a range of housing related issues.</p> <p>Following the opening of the Customer Service Centre at the Wallace Tower, most customers now visit this location for the majority of front line council enquiries. This includes making payments, reporting repairs or making other general housing enquiries. In addition, customers seeking housing options advice or homelessness assistance attend the Kyle Street office. Consequently, over time, the level of customer traffic at Riverside House has significantly reduced, leaving mainly pre-arranged office appointments taking place at Riverside House.</p> <p>In order to enhance service delivery to customers, it is proposed that all front facing housing enquiries, which are not handled by the Customer Service Centre at Wallace Tower, are dealt with in future at the Kyle Street office. The Kyle Street office was previously refurbished and this location offers better and improved facilities for customer service. In addition, this arrangement would mean that customers had access to all front line housing services at one location.</p> <p>The removal of customer service facilities (reception area and interview rooms) from Riverside House, would make better use of available space within this building and would contribute to the Council's wider office rationalisation.</p> <p>Given the current service delivery restrictions in place as a consequence of Covid-19, the office at Riverside House has been closed to customers since end of March 2020. If approved, the new</p>

	arrangements for customers making enquiries or attending interviews with housing staff would be implemented and incorporated into the Recovery Planning process for Housing Services.
<b>Approval Sought For:</b>	Approval is being sought to relocate the customer service access and front facing service delivery from Riverside House to the Kyle Street office and to establish Riverside House as accommodation for staff.
<b>Additional Information:</b>	Consultation has taken place with Tenant Representatives on 29 July 2020, all tenants who participated in the meeting were in agreement and were supportive of the proposal to relocate the customer access and front facing service delivery from Riverside House to the Kyle Street office. Tenants felt that the Kyle Street office was a more accessible office for customers and agreed that it provided better facilities.
<b>Legal Implications:</b>	There are no legal implications
<b>Procurement Implications:</b>	There are no procurement implications.
<b>Financial Implications:</b>	There are no direct financial implications resulting from this request. The costs associated with the final phase of upgrade works to Riverside House will be contained within the budgets already approved as part of the 2020/21 Housing Capital Programme.

**Chief Executive's Office use only:**

<b>Name(s) of Elected Member(s) consulted:</b>	Councillor Philip Saxton – Portfolio Holder for Housing and Community Wellbeing; Peter Henderson; Brian McGinley; Martin Dowey; Alec Clark
<b>Elected Member Feedback:</b>	Councillor Saxton is in agreement with the proposal to relocate the customer service facilities to Kyle Street, on the basis that customers will have access to all services at this location and the fact that the Kyle Street office is centrally located would be an enhancement due to public transport and access
<b>Decision:</b>	Approved