

## Full Council

19<sup>th</sup> September 2023

### Council Front Desk

The following petition has been received by Tamworth Borough Council, from petition organiser, Mr Richard Kingstone:

To see a fully functional Council front desk service returned to Tamworth town centre.

#### **Justification**

When Covid hit, Tamworth Borough Council closed its customer service desk to all visitors. As the restrictions forced upon us by the pandemic eased, the ability for residents to access council services and advice in person did not return. The reason given being that to make operational savings, the home of council (Marmion House) should be sold and a new facility be provided.

Several years on this has not materialised.

Assurances have been made that residents can access a face to face service at the Assembly Rooms. This is woefully impractical and does not allow residents to get support and advice when needed.

Access to planning applications, confidential conversations and much more are no longer provided.

Those who are most vulnerable, disabled, do not have access or the skills to use the Internet, or simply want to discuss an issue in person are being disadvantaged.

This is not right.

We are asking the Leader of Tamworth Borough Council and it's members to return to some sort of fully functional front desk service that allows residents to access council services and to do this immediately.

We acknowledge that Marmion House needs to be sold off as quickly as possible but feel there are more than enough properties available within the town centre to restore these vital services immediately.

Details of the Petition can be found on Change.org on the following link:

[https://www.change.org/p/to-see-a-fully-functional-council-front-desk-service-returned-to-tamworth-town-centre?source\\_location=search](https://www.change.org/p/to-see-a-fully-functional-council-front-desk-service-returned-to-tamworth-town-centre?source_location=search)

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