

Appendix 6

Face to face officer contact

Team	Customer Interaction Description	Frequency of contact	Purpose/Intended Outcome	Location
TIC Face to Face	Current face to face for customers who cannot access in other ways	Ad-hoc - few times per week	Front line enquiries, support, and signposting	Assembly Rooms, Corporation Street
Marketing	Occasional stands in Ankerside/town centre handing out promotional leaflets for TBC shows, events, and activities.	Ad-hoc	Raise awareness of shows, events and activities and increase attendance.	Town centre
Human Resources	HR rarely have contact with members of the public face to face. Our face-to-face contact is interviewing applicants. Customer services do the face-to-face ID checks, and we are moving this to the IDVT service in due course which is a portal	Rarely	Normally applicants for jobs	Marmion House
Revenues and Benefits	Ad hoc visits be exception and court attendance	Ad hoc	Benefits will conduct welfare benefits visits, but these are very much by exception. Revenues will conduct certain visits to establish liability e.g. disabled relief, discounts, exemptions. Business Rates will also undertake visits to establish liability and entitlement to reliefs. In addition, there will be interaction with residents at the Magistrates Court in Cannock	Resident or Business address, Cannock Magistrates Court
Housing Solutions Outreach officer	Hybrid/ attends site daily, sweeps of the town and rough sleepers alerts/reports. See's clients daily from her client list and partners in the community	daily/ several times a week	Reduce rough sleeping and sustain tenancies to support vulnerable clients. pls see job profile	Throughout the borough
Housing Solutions Review officer	Undertake Home visits in connection with reviews under S202 of the HA 1996 Part Vi or VII.	ad hoc	To ascertain facts and verify circumstances before making decisions.	Throughout the borough
Housing solutions officer(homeless)	Complete Home visits Temporary accommodation visits whether that be to self-contained Council stock or bed and breakfasts Hospital visits to take applications	weekly	To assist clients under Part VII of the HA act 1996 to enable decisions, verify circumstances Negotiate with excluders, Complete temporary accommodation paperwork/ benefit claims progress personalised housing plans Joint visits with other statutory agencies such as social workers/police	Tamworth and neighbouring areas.

Temporary Accommodation Coordinator	Manages supported accommodation and staff/ schemes and all the Council's self-contained Temporary Accommodation (TA) units, approx. 40 units.	daily	Home visits to TA units for homeless clients' complete benefit claims, managed rent arrears, change of circumstances forms, documentation needed, assist vulnerable co-hort. Hybrid/ Monitor condition of the properties, is needed on site to support staff at Ellerbeck and chestnut etc	Throughout the borough
Supported Housing Officers	Support tenants within the two schemes at Chestnut and Ellerbeck 20 units. Complete tenancy management tasks. Home visits, etc	daily/ site based	To support tenants and check welfare, any safeguarding concerns, Complete health, and safety checks of the properties with manager/ Home visits, telephone calls, site based. Attend Child protection conferences.	Tamworth / chestnut court and Ellerbeck
Housing Options and Lettings Officers	Hybrid/ Attend site to sign up new tenants/ Viewings for prospective tenants, exit inspections for transfer	weekly	To deliver the Councils function in the voids and allocations team of letting Councils properties. Assisting in Discharging statutory housing functions.	Throughout the borough
Housing Solutions Managers	To conduct accompanied visits with staff as and when needed, face to face meetings with statutory/ non stat partners and other LA's. visiting commissioned services/ B&B providers Complex/vulnerable client's evictions/ repairs/ voids	Ad hoc/ weekly	Home/Hybrid to assist staff when needed with as above and to check properties within our stock and to enhance our partnership working.	Tamworth and neighbouring boroughs
Head of Homelessness and Housing Solutions	To attend if needed highly complex clients if managers need assisted visit. face to face meetings with partners such as Charitable sector Heart of Tamworth, commissioned service as and meetings at other LA's. Attend site visits for health and safety checks	ad hoc	To assist the team and managers if needed.	Tamworth and neighbouring areas
Neighbourhood Services	Neighbourhood Services carry out a range of face-to-face visits with its tenants, as this is essential to be able to deliver good quality services to our tenants in-line with social housing regulatory standards and Neighbourhood policies/procedures.	Daily	Rent Arrears Visits, ASB report visits, Sheltered Housing Daily wellbeing visits, tenancy management changes visits, Monthly tenant group meetings, wardens on patrol	Across Tamworth/ Council properties. Tenant Group meetings held at High Rise Social Club
Electoral Services	We carry out a range of face-to-face interactions including nominations, register inspections. inspection of documentary evidence, assistance in completing a range of electoral forms and applications, collection of documents, forms and electoral documents, training for canvass staff and polling station staff, replacement postal votes and	Ad hoc	Receiving and processing nomination forms. Providing support to complete application forms and other electoral documents. Ensuring that the Electoral Register can be view upon request. Processing and viewing of documents to support electoral registration and electoral processes. Ensuring that the registration and electoral	Marmion House and throughout the borough

	provision for other electoral documents		processes is accessible to all by providing support.	
Environmental Health (EH)	Total number of interactions for EH and Licensing Service approximately 300 minimum. 216 food inspections, 7 pollution inspections, 50 licensing interactions, 30 EP interactions	ad hoc	various, regulatory work	out on site
Economic Development and Regeneration	The Economic Development and Regeneration teams meet face to face on an ad-hoc basis with members of the public at events such as consultations and sometimes if working with local businesses	Ad-hoc	For consultation, communication, or business support	Throughout the town

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