

RUGBY BOROUGH COUNCIL

QUESTION PURSUANT TO STANDING ORDER 10

COUNCIL – 15 DECEMBER 2021

QUESTION B

Councillor Mrs Allanach to ask the Communities, Homes, Digital and Communications Portfolio Holder, Councillor Mrs Crane:

“At the September meeting of the Council I asked you a question about the Council’s “one stop” service, Health and Safety legislation and the pandemic. In your absence I received a reply from the Leader of the Council. On 26 November the World Health Organisation designated a new mutation of the Covid-2 SARS virus as a “variant of concern”. Has the Council since conducted a fresh risk assessment of its One Stop service and if so, have the arrangements set out in the Leader of the Council’s reply changed?”

Councillor Mrs Crane, Communities, Homes, Digital and Communications Portfolio Holder, to reply as follows:

“The Town Hall reception area has been under review during the pandemic and I am pleased to say there is a transformation to be completed by mid January to allow a more welcoming and accessible area within the Town Hall for our residents and businesses who choose to access our services in person. Clear, modern digital signage will inform users of the services, and a much larger, well ventilated area within the Town Hall will fulfil Covid-19 mitigations as much as possible. Further developments such as bookable video conferencing rooms to allow access to selected services will also be introduced to give the flexibility our residents and businesses require.

We are extremely mindful of digital exclusion within the Borough and are dedicated to ensuring every resident and business can access services whilst at the same time doing what we can to bridge the digital gap that exists.”