

Proposed Revenues and Benefits Operating Model

If the report recommendations are approved the operating model for Revenues and Benefits from April 2022 will be as follows:

- A face to face Customer Service facility at Oldbury Council House by appointment, Monday to Friday between 9am and 5pm.
- A daily Customer Advisor presence at Oldbury Council House to manage these appointments and any walk-in demand, subject to availability
- The availability of appointments to be carried out over the telephone or by Microsoft Teams
- A Customer Service Contact Centre to deal with a wide range of enquiries over the telephone or by email
- A daily Cashiers Service at Oldbury Council House supported by self-service payment kiosks at the Council House, Smethwick and Blackheath
- Provision to make payments at our partner facilities, such as the Post Office or Paypoint or over the telephone
- A comprehensive range of online facilities via My Sandwell.