

## **County Council Statement – Chris Metcalfe**

### **Access to Services**

I am pleased to announce that our new contact centre opened on schedule in April. The first calls are Highways fault reporting such as street lights and road defects. In early May, general informational requests such as hours of opening of a library will also be handled there. Implementation planning for further services to be integrated in the summer and autumn is underway. The centre is currently open from 8.30am until 6pm and also on Saturday mornings. These hours will be reviewed in the light of customer usage.