

## APPENDIX 2: AREA OFFICE SUMMARY

### 1. Area Offices Summary 18/19

#### **Market Deeping**

- Operating hours are 9.30am – 2pm, 5 days a week
- Deeping has the lowest footfall out of all four offices
- No appointment services are offered
- Average 187 transactions per month
- Payments represent 27% of all monthly interactions
- Up to 12% of monthly interactions are non SKDC related (e.g. bus passes)
- Housing register process is 6% of monthly interactions
- Scanning documents and evidence is an average of 12% of all service requests.
- Taxi licensing is an average of 14% of monthly interactions.

#### **Stamford**

- Operating hours Monday, Tuesday and Wednesday – 9am – 5pm, Thursday – 9am – 3.30pm and Friday – 9am – 4.30pm.
- Average of 705 transactions per month
- Payments represent 36% of all monthly interactions.
- 9% of monthly interactions are non SKDC related (bus passes)
- Scanning documents and evidence average 4% of all service requests.
- Taxi licensing and parking permits / visitor vouchers represent 20% of monthly interactions.
- Housing and Taxi Licensing appointments are offered mornings only

#### **Bourne**

- Operating hours Monday, Wednesday, Friday - 9.00 to 17.00, Tuesday, Thursday - 9.00 to 18.00, Saturday - 10.00 to 13.00. This is 45hrs per week over 6 days, including late nights till 6pm and Saturday.
- Bourne is a community access point, not currently greatly used by SKDC staff and customers due to lack of demand and minimal promotion.
- LCC provide 9000+ books, DVD's and 7 people network computers
- Registrars operate from Booth 3 on Monday, Wednesday and Saturday
- Planning duty appointments on a Tuesday and Thursday - demand led
- Booths are also used by Housing Management for sign ups and Housing Strategy for homeless appointments as and when needed.
- In 17/18 there were 88K library visits in and out of the doors to reception (NB: be aware these are total door count figures including staff and customers)