

## **Comments received as part of the consultation on customer service centres in Market Deeping**

### **From external stakeholders**

Thank you for your SKDC Customer Service Consultation 2020. I will pass this on to our Parish Councillors and let you know their comments in due course.

Regards

Clerk Greatford Parish Council.

Thank you for your e mail below regarding SKDC consultation on the planned changes to customer services.

As you are no doubt aware there are different legal requirements for engagement and consultation particularly around provision for the 9 protected characteristics covered by the DDA of which our client base is one of.

Can I ask how you are going to ensure that the blind and partially sighted residents in Stamford and Market Deeping are being consulted?

Would you be able to provide the consultation document in large print, USB, Cd, Tape? I would also suggest that if you are sending it out in audio format that you include a paper copy for their responses in the hope they may have someone who lives with them to fill it in for them and send back to you. Alternatively, you could suggest that they can ring you so one of your team to fill in over the phone. They do get very frustrated when they are met with a multiple-choice automated answerphone message as many of them are elderly and have other co morbidities.

Have you written to all the households in the area informing them of the planned changes?

Looking at our database there are only 13 people living with sight loss in those two areas who are able to use e mail all the other will require transcribed copies and support to complete a questionnaire.

I look forward to hearing from you soon as I can see you have a deadline for responses.

Kind regards

Hello

Relocation of our Kiosk into the Library, which will increase their footfall! As long as Training which I assured them would be given, and that the couriers Services continues ..... is acceptable. I confirmed the assurance that this would be fed into the consultation as we agreed. Please confirm this has been done.

Kind Regards

Good Evening R

Thank you for meeting with C and myself today regarding the SKDC Access Point in Market Deeping.

We both thought the meeting was very productive and hope we can all work together to maintain an acceptable SKDC service in the Deepings.

I have mentioned our deliberations to the Chairman of Friends of Deepings Library, J S who was also receptive to the idea of moving the Access Point to the Library.

Hi N - I think that the concerns that are being voiced online are to do with the capability of some service users to access the PC etc themselves - lack of someone to speak to - that sort of thing - I wondered and you agree if we had a volunteer sign posting service in the library and in the community centre then that would solve a problem. I can speak to the team at the Library but have less influence at the community centre - could you help there? Thanks for getting back to me J

Hi there G - I am not sure if this is your remit but there has been some online controversy in the Deepings with regard to the consultation about the closure of the contact centre in Deeping - of course people are not happy but an anomaly has been noted please see quote below

Interesting if you Compare Stamford & Deepings questionnaire one of the alternatives offered for Stamford is not listed for the Deepings ie :  
STAMFORD QUESTIONNAIRE CONFIRMS: PC's with access to the internet and web-based services. These will be available for use in Stamford Library (located at 30 High Street, Stamford). This would enable people to contact the council via our website, should they wish to.(both Deepings and Stamford already have Pcs)

This paragraph is not listed in the Deepings Questionnaire. Does this mean SKDC will be providing Stamford Library with additional PCs for this service, like the Deepings they already have Pcs - Or is this to do with how each library works with SKDC?

Could there be some sort of training of volunteers made available to help as a sign posting service in the Deepings as well do you think? Either in the Library or in the Community Centre?

I wait to hear

with all best wishes and many thanks J

**Subject:** Proposed closure of SKDC office in the Deepings

Dear Cllr R

I am writing to you in your capacity as Cabinet Member for Communities and Wellbeing, concerning the proposed closure of the SKDC office in the Deepings.

I understand that no staff redundancies are planned, and as SKDC owns the building in Market Deeping cost savings must be minimal. So, I fail to see what benefits will be achieved by closing the

office. However, there will be inconvenience to the public, especially the elderly, those without internet access, and those unable to get to Bourne or Grantham.

The provision of a phone to contact Customer Services, and a PC with internet access will be totally inadequate, especially for the elderly who don't use the internet, and who would be nervous and reluctant to use a computer in a public place.

I am also disappointed that Deeping St James Parish Council and Market Deeping Town Council have not been consulted about this proposal, as I am sure that if SKDC worked together with the two local Councils a better service could be maintained for the benefit of local residents.

I hope you will reconsider the closure of the Deepings office

Regards

### **From internal stakeholders**

As a team we have tried to answer the survey, but it is geared towards external customers and not internal service users therefore we thought it would be better to email our response. I would be grateful if you could forward this on to whomever needs the information.

Our customers (mainly taxi drivers) use the Stamford and Market Deeping area offices to apply for licences and collect plates and badges. We send those via courier. We like our licences and plates to be collected 1, to keep the cost of postage down and 2, to prevent them going missing in the post, something that was happening quite regularly until we introduced this.

In our opinion the Market Deeping office could close without too much impact on our customers as they could go to Stamford to collect their plates and licences (a significant amount of applicants live in Peterborough).

If the Stamford office was to close this would definitely impact on more of our South of the district licensees being disadvantaged as they would have to travel to Bourne or Grantham for collections.

Happy to discuss in more detail if necessary.

Kind regards