

Appendix 3

Market Deeping Customer Service Consultation – July 2020

Free text comments/queries received in response to Q7, Q8 and Q12

| Q7. Please use the space below to tell us why you have chosen to respond in this way (to explain their position on the proposal) | Q8. The council wants to understand and be aware of any impacts closing the office in Market Deeping may have on you. Please use the space below to tell us about them. | Q12.If you have any questions or would like to comment on anything included in this survey, please use the space below: |
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| Taking services out of the community limits access to some members of the community, especially those without Internet access | It is easily accessible on foot and with good parking. It is sometimes essential and easier to talk to someone face to face rather than over the phone. | Please keep the small office in Market Deeping Community office open. For the elderly like myself it is so useful. |
| There are still people who need a contact base. | A base for people to collect refuse bags, to make payments as not everyone has a bank account or mobile phone or computer. | Whilst I am able to use technology, there are many residents who can't. That is why we need a local presence - someone to talk to face-to-face. Someone to help guide customers through using technology. |
| Skype etc is not always suitable for elderly or financially stretched people | I can just cope with computers but my hubby who is 90 hasn't a clue, if he wanted to speak to someone, he can now go to the community centre but Skype not a chance! | |
| This gradual withdrawal of services to outlying areas is disappointing. We've lost the ability to renew bus passes except by mail a system which worked well. Now this will make things more difficult for older people to access information and services. This is an attack on all those who find computers difficult to use. It takes longer than a face to face discussion. People need things locally not centralised. Was the same with the Library you wanted us to have a bus visit now we have the most vibrant library possible. | None | |

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| Most things can now be completed online | Parents use the counter service to pay council tax | |
| On the whole the proposal will meet the needs of most people although it should include face to face appointments when necessary for vulnerable people . | It's where we pay our council tax | |
| Need person at counter | I know people that have used and valued the service. it would be a shame to lose a face-to-face contact to explain jargon and be helpful in times when people need help. | |
| Need person behind a counter | A lot of people will miss the services that they provide | |
| This doesn't allow for people that still dont have internet access or have conditions that restrict them from gaining services any other way. | The office maybe needed for some people without modern techniques. | |
| The phone is always available and successful. | Those sections of the local community who are not “tech saves” may be disadvantaged if there is not some provision for direct face2face person2 person local contact | |
| Potential cost savings | Nothing directly | |
| Some people find it difficult to communicate via email | I would like the contact in the office in Market Deeping Community office to continue. | |
| I prefer to be able to talk to the lady that used to be in the office in Market Deeping Community Centre. | There is nowhere locally to speak to someone, get application forms, etc. | |
| There should be a permanent, if only part time, presence in Mkt Deeping. It is a major and growing town in South Lincs. | Being open is so convenient for the elderly and disabled people to use as it's local | |

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| In the past have used the building to renew my bus pass, pay council tax and could also be used for various other uses | I haven't had occasion to use the office in recent years. The Deepings are a large population and expanding. With Covid around, a lot of people don't want to travel too far. Buses are infrequent as well. We have been several times to the Market Deeping office in the past just not since March. | |
| Some people are not computer literate and may not be able to use or be comfortable with the technology of Skype. | No direct impact on me but convinced it will impact on elderly and vulnerable | |
| Some people need human contact, but technology is taking over | Although I have not needed to use the current office I feel that it will be a huge loss to the Deepings if it closes with nothing local replacing it | |
| The location needs to be accessible to all with maximum opening times. | Not that I have needed to contact the office recently but so many services are being taken away. We need to keep this service even if only a couple of days a week | |
| Older people would not be happy using Skype . You need to have face to face meetings | Do not wish to do more on-line. | |
| Older people don't like using online services or struggle to use it and many don't have internet access | None at all. | |
| Having never known of its existence until now, it seems obvious to go down the route of web access only. | None | |
| Prefer to contact you by phone or email. | | |