



Customer Services Survey - Stamford July 2020

Introduction

South Kesteven District Council wants to continue to provide access to a wide range of services for local people and has worked hard to ensure that this has been maintained throughout the Covid-19 pandemic.

As we are now starting to see what a “new normal” may look like, we think the time is right to re-visit the proposal that had been put forward in respect of the service provided to our customers from the office in Maiden Lane, Stamford.

The council has listened to what you have already said about how you contact us and what is important to you, and has drawn up a proposal which responds to your comments and concerns; whilst also reflecting the new way of working which has been in place for our customers for just over four months.

Given that everyone has experienced many changes in the way they are now living, working and interacting with each other and different organisations, we would not want to assume that your views have remained the same, and would welcome your feedback once more. Please help us by completing this survey and telling us what you think.

The deadline for responses is 3 August 2020 .

Thank you.



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Contacting the council

To help us understand more about how our customers have reacted to the changes in the way services have been provided during the pandemic, we would like to know if you have contacted us over the last four months.

1. Have you contacted SKDC 's customer services section since lockdown began on 23 March?

- Yes
- No
- Don't know/not sure

If you haven't contacted the council's customer services section in the last four months, please go straight to question 6.

2. Please tell us how you contacted SKDC. Please tick one only.

- By telephone
- Through the website
- By email
- By letter
- In person at the Grantham Customer Service Centre- I booked an urgent appointment
- Other (please specify)

3. We would like to know if your chosen method of contact has changed as a result of the Covid-19 pandemic. Is this the way you would normally choose to contact us?

- Yes, I would normally contact the council in this way
- No, I have changed the way I contact the council as a result of Covid-19



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4. Why did you contact SKDC? Please tick all that apply

- To make a payment
- To apply for something (a licence, a permit etc)
- To ask a question about council services
- To provide evidence that has been asked for
- To report something

Other (please specify)

5. How satisfied were you with the way in which your enquiry was dealt with?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied



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SKDC would now like to know what you think of our solution as to how we might be able to provide services to our customers in the future.

Our proposal

To replace the services that used to be provided from the Stamford Customer Service Centre - currently situated in the Maiden Lane office in Stamford - with various alternatives including a kiosk for payments, a click and collect service, PC access and a dedicated phone line. These will predominantly be provided from Stamford Arts Centre. There will also be an opportunity for face -to-face appointments to take place remotely - through Skype or Microsoft Teams - and on a seasonal basis, access to a part time face-to face adviser.

6. To what extent do you agree or disagree with this proposal? Please tick one only.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

7. Please use the space below to tell us why you have chosen to respond in this way.

8. The council wants to understand and be aware of any impacts closing the customer services centre and relocating the new service provision in Stamford may have on you. Please use the space below to tell us about them.



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About you

To help us make sure that we have taken the views of all our stakeholders into account, we would like to know a bit more about you. Please be assured that any information you give us will only be used to measure if the views we have gathered are representative of the communities we serve. They will not be used to identify you in any way or be passed onto anyone else.

9. What is your gender? Please tick one only.

- Male
 Female
 Prefer not to say

Other (please specify)

10. Which of the following age bands do you belong to? Please tick one only.

- Under 18
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 and over
 Prefer not to say

11. Do you consider yourself to have a disability? Please tick one only.

- Yes
 No
 Prefer not to say



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Anything else

12. If you have any questions or would like to comment on anything included in this survey, please use the space below:

13. If you would like a response to your query, please give us your contact details. They will only be used to contact you in relation to this query and will not be used for any other purpose or passed onto anyone else.

Name

Address 1

Address 2

Town

Postcode

Email Address

Phone Number

Thank you for taking part. Your feedback will inform the decision SKDC's Cabinet will make in September 2020 and help to shape the future of customer services in South Kesteven.

Please note this consultation closes on 3 August 2020.