



# CASHIERING SERVICES

## LAND CHARGE SURVEY – 2007

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## INTRODUCTION

The Cashiering Services is located in the Banking Hall on the ground floor of the Town Hall.

The Land Charges team are responsible for preparing the searches. The customers collected the searches from the fourth floor Planning Enquiry counter.

This task transferred to the Cashiers Enquiry Counter in 2006, when Planning transferred to the Contact Centre.

This survey was carried out to gauge the customer's expectations against the quality of service received.

We will use the findings of this survey to review the current service levels and identify service improvements.

The cashiers received the Charter Mark for Customer Service Excellence in May 2006.



## SURVEY METHEDODOLOGY

The customers using this service are a small group of solicitors.

The number surveyed was six.

Due to the small number of customers to be surveyed, the approach was to carry out a face-to-face survey at the Cashiers Enquiry counter.



## SUMMARY OF RESULTS

**Access to the Enquiry Counter was highly rated by all.**

*2 said it was Easy; 1 said it was Good; 2 said it was Very Good; 1 said it was excellent.*

**Four said the searches were always ready to pick up and were satisfied with this.**

**However:**

*1 had to wait 20 minutes,  
another had to go away and come back later.*

**Two were served immediately. The other four said they were served in less than three minutes.**

*5 agreed that less than 3 minutes is an acceptable time to wait; 1 felt it should be immediately.*

**All six were happy with the opening hours.**

**We asked if there was anything we could do to improve our services to them.**

*There was a high level of satisfaction with the cashier service.*

*However, there was dissatisfaction with other service areas.*



## SUMMARY OF RESULTS CONTINUED

**The replies are listed below.**

*"doing a brilliant job"*

*"very good service"*

*"Gill Arthur is fantastic"*

*"This is one of the best boroughs I come to."*

*"The Contact Centre is frustrating because  
whenever I call I cannot get through."*

*"you cannot smile any more than you are doing now."*

*"In the Planning Dept. Nobody knows where the copy  
of the local plans are"*

*"No you are fine"*

*"But in the Legal dept. make sure it is ready and  
have access to the information."*



## ACTIONS AND RESPONSES

- ***“ALL THE CUSTOMERS SHOULD BE SERVED IMMEDIATELY AND NOT BE KEPT WAITING”.***  
*The cashiers will endeavour to respond to the bell at the Enquiry Counter as soon as it rings.*
  - ***“THE CONTACT CENTRE IS FRUSTRATING BECAUSE WHENEVER I CALL I CANNOT GET THROUGH”.***  
*The Cashiers contacted the Contact Centre and they replied straight away with a letter for us to pass to the customer.*
  - ***“NOBODY IN THE PLANNING DEPARTMENT KNOWS WHERE THE LOCAL PLANS ARE”***  
*The cashiers consulted Planning and they responded straight away informing us that the Local Plans are held in the Planning department. They can view the plans on the Councils Web site at [www.crawley.gov.uk](http://www.crawley.gov.uk) Customers wishing to purchase a copy must go to the Contact centre located on the ground floor of the Town Hall. Alternatively telephone the Contact Centre on 01293 438000.*
- “MAKE SURE THE SEARCHES ARE READY AND HAVE ACCESS TO THE INFORMATION”***
- The cashiers consulted the Legal department. The response was this very rarely happens. This occurs when a Personal Search Company has not booked for the search to be collected. Or they have come in on the wrong day. The cashiers will feed this back to the customer.*



## CONCLUSIONS

This survey suggests that the customers are generally happy with the service provided by the Cashiers. Although there are other service areas that they are dissatisfied with.

As a result of the survey feedback, the cashiers contacted all the relevant departments. The responses were immediate. They provided the cashiers with the relevant information to pass on to the customers.

The cashiering service will continue to gather customer feedback and report successes, service changes and information to customers.

This survey will be placed on the Cashiers web page for the Internal customers to read, and the Councils web page for the external customers to read.