

Cashiering Services Special Needs User Survey



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August 2007**

RESOURCES DIRECTORATE – CUSTOMER SERVICES

Introduction

Cashiering Services were awarded a Charter Mark for Customer Service excellence in 2006. During the Charter Mark assessment process, a need to contact customers with special needs was identified. Previous customer surveys were carried out by the service, but had not targeted specific groups whose input was much needed.

This survey meets the needs for a Special Needs group survey, and is part of a wider ongoing commitment by the service to carry out a series of targeted surveys of its customers. The feedback gained from these surveys will be applied to improve the service.

An important part of the survey process is to share the report findings throughout the organisation, to encourage wider service improvement. The survey findings will therefore be made available to other services, and will be forwarded directly to relevant services or individuals where specific issues need to be addressed.

Acknowledgements

Cashiering Services would like to thank Asad Raja for his help in supplying details of the Special Needs group, Jan Black for her constructive feedback of Cashiering Services and all those who agreed to be interviewed for this survey.

Methodology

The sample group was identified from the housing special needs list. The list contained the following needs groups:

- Arthritis
- Asthma
- Blindness
- Cancer
- Deafness
- Heart
- Learning Difficulties
- Mental Health
- Mobility
- Partially Sighted
- Spinal
- Health Issues

Members of each group were contacted by telephone, as it was hoped that this would achieve a greater response rate than a postal survey.

The special needs group customers who qualify for full Housing Benefit and/or Council Tax Benefit were not contacted. This was because they are not required to make payment to Crawley Borough Council and would have no experience of the service offered by Cashiering Services.

Customers who pay their rent and/or Council Tax by Direct Debit or Standing Order, were contacted, and their responses were included where they had experience of using the Cash Office, or where their feedback was relevant to service improvement.

Phone numbers were confirmed for as many customers as possible, all customers who were in the phone book were contacted. Customers who were not in the phone book have not

been contacted, although they could form the basis of a future survey using a different contact method.

The survey questionnaire evolved over the course of conducting the surveys. This led to an improved survey, and simplified the evidence gathering. It also benefited the customer, as the survey was quicker and easier to understand. The core questions did however remain consistent, which has enabled consistent analysis of the results.

Some customers were unable to answer all of the questions, while others gave more than one response to some questions; the responses have been recorded to give an accurate impression of the range of opinions provided. As a result of these variables, the number of responses recorded will often not correspond to the total number surveys carried out.

Arthritis

Did not want to take part in the survey

Thirteen customers did not want to take part in the survey. Three of these customers offered relevant feedback.

The following comments were made.

- “Staff always very helpful (you) get served quickly”
- “Happy with the service received”
- “Daughter always comes in to make the payments.... Would be happy to help, but would not know the answers to any questions”

Survey Participants

Twenty-four customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	1
45-59	3
60-74	9
75+	11

Q3) Why do you like to pay at the Cash Office

Ease of Use	6
Convenience	4
Only pays by cash	4
Reason to go out	3
Always done it	3
Dislikes other payment methods	2
Pleasant to use	2
Enables customer to manage their finances	1

- *For a group who might be expected to have difficulties in getting out to make payments it is significant that those surveyed appreciate the ease and convenience of using the cash office. This results from their familiarity with using the office and is confirmed by the “always done it” responses.*

Arthritis cont.....

- *There is a resistance to other payment methods, probably due to the elderly nature of this group. The group do not like technology or change, and like to feel in control of their payments.*
- *The office provides a reason for elderly customers to leave their house, with the service providing a face for the Council. Cashiering Services therefore fulfils an important social inclusion role.*

Q4) Would you like details of the alternative payment methods that we offer?

No customer in this group was interested in information regarding alternative methods of payment.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	21
No	

Do these hours suit you?

Yes	21
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	6
Good	3
OK	9
Poor	
Very Poor	3

“When it is very busy not enough cashiers”

“Some sort of tile for the Cash Office, or contact Centre, to replace a section of carpet”

“The zig zag makes me walk 3 times”

- *Generally, the group are happy with access to the office.*
- *The use of carpet causes problems, with a more wheelchair friendly tiled surface being preferred for all or part of the office. This would need to be arranged in conjunction with the entire ground floor area, and might therefore be more practical to introduce with the new Town Hall.*
- *The current queuing system can cause problems for those who have problems walking. With the current space constraints, an alternative design of queue barrier would be difficult to accommodate. Use of a ticket system for payers at the new town hall would be an option. In the current office, use of the enquiry counter for customers with walking (and standing) difficulties could be introduced.*

Seating	
Very Good	4
Good	1
OK	13
Poor	
Very Poor	3

“No facilities for anybody that is disabled and cannot sit in a normal chair, they require a higher chair, as they cannot get up”

“They are too low for me”

Arthritis cont.....

“too low and they have no arms”

“A bit too low”

“You can sit down and sort out your things”

- *The current seating is unpopular with this group; the seating is too low and would be improved by the provision of chairs with arms. An immediate improvement would be to provide a number of higher chairs with arms, with disabled priority signing for these seats. For the New Town Hall, the relevant customers should be consulted so the improved seating can be provided for all public areas.*

Lighting	
Very Good	4
Good	1
OK	15
Poor	1
Very Poor	

“You can do with a bit more light as you get older”

“It is ideal for my eye disease, if it is too bright it cuts down my vision”

“Just right”

Size of Area	
Very Good	3
Good	
OK	18
Poor	
Very Poor	

Electronic Queuing System	
Very Good	4
Good	2
OK	18
Poor	
Very Poor	

Cheque Deposit Box	
Very Good	1
Good	
OK	16
Poor	
Very Poor	
Never Used (No Opinion)	3

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	9
No Opinion	
Disagree	10
Disagree Strongly	2

Arthritis cont.....

"It depends on the cashier's voice"

"It would be better if the loop system worked"

Do you agree that the screens are needed for security reasons?

Agree Strongly	3
Agree	18
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	2
Agree	
No Opinion	
Disagree	
Disagree Strongly	19

"Safer"

"They have to have that"

"We all need to feel secure"

"It is a shame" (that they are needed), "but I understand"

- *Although there is some desire for open counters, which would be more customer friendly, there is general acceptance that the screens are needed for the safety of staff and customers.*

Q10) On your last visit how helpful was the Cashier?

Very Helpful	18
Helpful	3
No Opinion	
Unhelpful	
Very Unhelpful	

"Very nice people"

"All very helpful"

"Always have a laugh with them"

"Always great"

"Very efficient"

"They are marvellous at what they do"

Q11) Was the Cashier wearing a name badge?

Yes	9
No	1
Unsure	10

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	2
Less than 3 Minutes	7
3-5 Minutes	4
5-10 Minutes	5
Over 10 Minutes	1

Arthritis cont.....

“Not enough Cashiers at Peak Time”

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	9
5-10 Minutes	9
Over 10 Minutes	

“As soon as it’s available, customers come from a retail background and understand queue management” (answer not included in the above table)

- *Service for this group overall matches or exceeds the expectation of how quickly they should be served.*
- *The group is prepared to wait for service, which reflects the high proportion of these customers who have reached retirement age.*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	18
Ok	2
No	

“Always”

“Very Nice”

“Never Rude”

“always dealt with very professionally”

“All OK”

“I like it how it is”

“The Cashiering side is always very helpful”

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	2
No	16

“Why can’t your checkout be fully manned”

“Not much access for disabled people” (Customer is referring to Car Parking)

- *Tighter enforcement and/or extra provision of disabled car parking is needed. For the current site, enforcement to prevent illegal use of the disabled car park spaces is required. Provision of additional spaces at the New Town Hall should be considered.*

General Suggestions

“Can there be a facility to get money out in the town hall”

“The contact Centre is a disgrace on the phone because of poor waiting time – poor Customer Service” (answer not included in the above table, as this response does not relate to Cashiering Services)

Arthritis cont.....

Q16) If the Cash Office were to close in the future how would you feel about it?

"it will be awkward for people as not everybody is on the internet"

"It depends on where you can pay your rent/Council Tax"

"I never thought you could do that"

"I am not happy about that, I would have to post it then"

"Annoyed if you have to go elsewhere a lot of people will not pay their rent"

"Mother pays by card to Reigate and Banstead" for Rent/Council Tax payment at the Post Office... "Can a card system work here?"

"I thought we would always have a Cash Office, (I) don't know what to say really"

"I would not like it as I would have to worry about the bank.... I prefer to pay by Cash"

"Not really a problem tend to pay by internet now"

"I would be devastated"

"They would have a good reason for doing so; I would pay by cheque post"

- *As expected from a sample group mainly made up of Cash Office users, there is considerable opposition to closure.*
- *Some respondents indicated that they would use alternative payment methods. Suggested alternatives were postal payment, payment card and internet payment.*
- *Opposition in terms of non-payment of rent might follow closure.*
- *Respondents confirm that closure would cause distress and upset.*

Asthma

Did not want to take part in the survey

One customer who was contacted did not want to take part in the survey.

Survey Participants

Three customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	
45-59	
60-74	
75+	3

Q3) Why do you like to pay at the Cash Office

Only pays by cash	2
Likes a record of payment on their receipt card	1

- *This is an elderly group, and they like to use the Cash Office, as they prefer Cash Payment, and expect a printed receipt for their payments.*

Q4) Would you like details of the alternative payment methods that we offer?

Two customers requested details of the Continuous Mandate service, but were not interested in any of the alternative methods.

Asthma cont.....

- *Possibly, due to their age, there is some scope for movement away from making counter payments. Their preference for the Continuous Mandate confirms a reluctance to use new technology, and confirms a desire to continue to make payments directly through Cashiering Services.*

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	3
No	

Do these hours suit you?

Yes	3
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Seating	
Very Good	
Good	1
OK	
Poor	1
Very Poor	

“Seats are too low”

“Don't know, I never use them, I have an electric chair so never use them”

- *The current seating is unsuitable for elderly customers.*

Lighting	
Very Good	
Good	3
OK	
Poor	
Very Poor	

Size of Area	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Asthma cont.....

Electronic Queuing System	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Cheque Deposit Box	
Very Good	
Good	2
OK	
Poor	
Very Poor	
Never Used (No Opinion)	1

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	1
Agree	
No Opinion	
Disagree	1
Disagree Strongly	1

Do you agree that the screens are needed for security reasons?

Agree Strongly	3
Agree	
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	1
Disagree	
Disagree Strongly	2

"They need protection"

Q10) On your last visit how helpful was the Cashier?

Very Helpful	3
Helpful	
No Opinion	
Unhelpful	
Very Unhelpful	

"Very nice"

Asthma cont.....

Q11) Was the Cashier wearing a name badge?

Yes	1
No	
Unsure	2

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	1
Less than 3 Minutes	1
3-5 Minutes	
5-10 Minutes	1
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	2
5-10 Minutes	
Over 10 Minutes	1

“Up to 20 minutes”

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	3
Ok	
No	

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	
No	3

Q16) If the Cash Office were to close in the future how would you feel about it?

“Will you pay my rent then?”

“How can you do that some people want to pay via the counter”

- *There is opposition to closure, due to a loss of choice.*
- *This survey advised customers of the available alternative payment methods. Despite this, there is confusion about what closure would mean in terms of being able to make payments. Any closure plan would require clear information for Cash Office users to confirm the alternatives. It would not be sufficient to rely on written information to customers to manage this process.*

Blindness

Did not want to take part in the survey

One customer who was contacted did not want to take part in the survey.

Survey Participants

Eight customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	
45-59	
60-74	1
75+	7

Q3) Why do you like to pay at the Cash Office

Convenient	2
Likes a record of payment on their receipt card	2
It allows a friend or relative to make a payment on their behalf	2
Dislikes other payment methods	1
Enables customer to manage their finances	1

“Partially sighted, and slightly disabled so easier and no worries”

- *For this group it is significant that the ability to have a friend or relative make the payment for them is important. Their blindness makes it difficult for them to use the existing, and alternative payment methods, it is important that the ability for payment by third parties is included in future payment options.*

Q4) Would you like details of the alternative payment methods that we offer?

No customers were interested in any of the alternative methods.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	7
No	

Do these hours suit you?

Yes	5
No	
Not applicable	2

- *The customers for whom the opening hours did not matter both paid by Direct Debit*

Blindness cont.....

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	2
Good	3
OK	
Poor	
Very Poor	

Seating	
Very Good	2
Good	2
OK	
Poor	
Very Poor	

“Never use them”

Lighting	
Very Good	3
Good	1
OK	
Poor	
Very Poor	

- *The current lighting meets the needs of this group, for customers who have sufficient vision for lighting to be important. One case related to feedback from the customer’s son.*

Size of Area	
Very Good	3
Good	2
OK	
Poor	
Very Poor	

Electronic Queuing System	
Very Good	3
Good	1
OK	1
Poor	
Very Poor	

“Reliant on this system”

“Could be improved, time taken to serve”

- *A voice-based system is essential to this group, and would need to be retained for all future payment and customer service visits.*

Blindness cont.....

Cheque Deposit Box	
Very Good	
Good	
OK	
Poor	
Very Poor	
Never Used (No Opinion)	5

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	2
Agree	
No Opinion	
Disagree	1
Disagree Strongly	2

- *The age of this survey group may explain the hearing problems caused by the screens. Their limited vision may intensify their problems, as they are unable to use visual references when understanding what the Cashier is saying to them. Cashiers must speak clearly at all times.*

Do you agree that the screens are needed for security reasons?

Agree Strongly	5
Agree	
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	1
No Opinion	2
Disagree	
Disagree Strongly	2

No screens would.... “make it easier to see what is given over to the Cashier”

“Safer” with screens

screens “protect both sides from robbery, and coughs and sneezes”

Q10) On your last visit how helpful was the Cashier?

Very Helpful	4
Helpful	
No Opinion	1
Unhelpful	
Very Unhelpful	

“Very helpful, very pleasant”

“they realised I had a sight problem and helped me with my money”

No opinion – “doesn’t often go, unable to remember last visit specifically”

Blindness cont.....

Q11) Was the Cashier wearing a name badge?

Yes	1
No	
Unsure	4

- The name badge is of no help to this group. In the event of a query over a payment made by this group, it would be possible to identify which Cashier served the customer using the Income Management system.*

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	1
Less than 3 Minutes	2
3-5 Minutes	1
5-10 Minutes	
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	1
5-10 Minutes	
Over 10 Minutes	3

“Over 10 minutes, but I have never waited that long”

“Fifteen minutes”

“No more than 15 minutes”

- This group is extremely tolerant of having to queue; actual service time exceeds their expectations. The group’s age and ability to choose their payment time are significant.*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	4
Ok	
No	

“Yes definitely”

“Very good”

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	1
No	2

No "always satisfied"

Blindness cont.....

"Cashiers on the front are superb, too many staff on the back, standing around"

Q16) If the Cash Office were to close in the future how would you feel about it?

This group was not asked this question; these interviews were conducted before the closure question was added to the survey.

Cancer

Did not want to take part in the survey

Two customers who were contacted did not want to take part in the survey.

Survey Participants

Seven customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	
45-59	2
60-74	
75+	5

Q3) Why do you like to pay at the Cash Office

Does not have the funds for Direct Debit	2
Budget management	1
Convenient	1
Likes to pay by the Night Safe	1

- *The responses highlight the problems that those on a limited income have with fixed payment methods such as Direct Debit. These customers prefer more flexible payment methods, where they retain control of the payment date.*

Q4) Would you like details of the alternative payment methods that we offer?

One customer requested details about telephone payments and the Continuous Mandate service, and would contemplate switching to these methods.

A second customer is contemplating switching to either Direct Debit or Internet payment.

- *Despite this willingness to consider switching payment methods, this group was hostile to the idea of closing the Cash Office.*

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	7
No	

Cancer cont.....

Do these hours suit you?

Yes	6
No	1

No "was always working so use the night safe"

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	2
Good	4
OK	
Poor	
Very Poor	

Seating	
Very Good	1
Good	2
OK	3
Poor	
Very Poor	

Very good needed "as have bad legs"

Lighting	
Very Good	1
Good	3
OK	2
Poor	
Very Poor	

Size of Area	
Very Good	1
Good	2
OK	3
Poor	
Very Poor	

Electronic Queuing System	
Very Good	4
Good	1
OK	1
Poor	
Very Poor	

Cheque Deposit Box	
Very Good	1
Good	2
OK	3
Poor	
Very Poor	
Never Used (No Opinion)	

Cancer cont.....

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	3
No Opinion	
Disagree	3
Disagree Strongly	

- *This highlights the need for the Cashiers to speak clearly*

Do you agree that the screens are needed for security reasons?

Agree Strongly	2
Agree	4
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	6

“Security is very high on the agenda”

“Cashiers should be protected”

Q10) On your last visit how helpful was the Cashier?

Very Helpful	6
Helpful	
No Opinion	
Unhelpful	
Very Unhelpful	

“Always treat you with full respect”

“Very nice she offered me a glass of water, because it was hot”

“They have time for you”

“Always polite and helpful”

Q11) Was the Cashier wearing a name badge?

Yes	5
No	
Unsure	1

Queue Time

Cancer cont.....

Q12) On your last visit how long did you have to queue for?

Served Immediately	3
Less than 3 Minutes	
3-5 Minutes	3
5-10 Minutes	
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	1
3-5 Minutes	4
5-10 Minutes	1
Over 10 Minutes	

Less than 3 Minutes "for people who are disabled that is sufficient time"

- *The need for quick service for this group confirms the need for a priority service for these customers. An alternative would be a ticket system to call them from their seats at the allotted time.*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	6
Ok	
No	

"Very reasonable and well organised"

"You are all commendable and provide a wonderful service"

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	2
No	4

"Look at the waiting time, not enough cashiers open"

"Not much access for disabled people, because the taxis take up the disabled bays"

- *The importance of having sufficient staff to provide peak cover remains a key service need. Not having all serving positions open at busy times is a major source of customer frustration.*

Q16) If the Cash Office were to close in the future how would you feel about it?

"The whole town would not know what to do as there would be pressure on the banks and the Post Office"

"Very sad, because it is like an outing for me to go and pay the rent"

"Not very happy about it"

"Older people would not like it; they would get confused with modern methods"

"It is convenient for old people and some use it for a social event"

- *The loss of a social service amenity to the town is highlighted.*
- *The survey identifies an impact on the elderly*

Deafness

Did not want to take part in the survey

Five customers who were contacted did not want to take part in the survey.

Survey Participants

Eight customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	1
45-59	3
60-74	1
75+	3

Q3) Why do you like to pay at the Cash Office

Convenient	3
Prefers this method	2
Always paid by this method	1
Does not have the funds for Direct Debit	1
Likes to pay by the Night Safe	1

Q4) Would you like details of the alternative payment methods that we offer?

No customers wanted details of the alternative payment methods.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	6
No	2

No – Always use the night safe

Do these hours suit you?

Yes	6
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	2
Good	3
OK	1
Poor	
Very Poor	

"it varies at times not enough staff"

Seating	
Very Good	1
Good	2
OK	3
Poor	
Very Poor	

Deafness cont.....

Lighting	
Very Good	
Good	2
OK	3
Poor	
Very Poor	
Size of Area	
Very Good	1
Good	2
OK	2
Poor	1
Very Poor	

Very good - "On Monday morning you could do with a bigger area"

- The amount of space provided can cause problems at peak times. This would be difficult to resolve in the current Town Hall. For the New Town Hall there is a choice of providing additional space, or reducing the number of visitors by increased use of alternative payment methods.*

Electronic Queuing System	
Very Good	
Good	4
OK	1
Poor	
Very Poor	1

Good – "Cannot hear it and look to see if Cashier is available"

"Hard of hearing and looking at ticket, need the loop system" (Although this has been included in the table as a very poor response, the reference to a ticket suggest this feedback, at least in part, refers to the Contact Centre)

- In response to customer feedback, the hearing loop is repaired and now working. A request has been made for additional units and for customer signage.**

Cheque Deposit Box	
Very Good	2
Good	4
OK	
Poor	
Very Poor	
Never Used (No Opinion)	

"It is quite handy"

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	4
No Opinion	
Disagree	2
Disagree Strongly	

Deafness cont.....

“Yes has to work out what the Cashier is saying”

“It’s very hard to hear”

- *Although there is strong support for the screens, they are a definite problem for this group. The repair to the hearing loop should ease their problems. Cashiers must speak clearly, and to look at the customer whilst talking to them.*

Do you agree that the screens are needed for security reasons?

Agree Strongly	3
Agree	3
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	6

“Definitely not”

“Cashier needs protecting”

“They are essential”

“I have seen people get stroppy with the Cashiers when it is not their fault”

Q10) On your last visit how helpful was the Cashier?

Very Helpful	6
Helpful	
No Opinion	
Unhelpful	
Very Unhelpful	

“She helped me with the money”

“Very nice”

Q11) Was the Cashier wearing a name badge?

Yes	3
No	1
Unsure	2

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	
Less than 3 Minutes	2
3-5 Minutes	3
5-10 Minutes	1
Over 10 Minutes	

Deafness cont.....

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	4
5-10 Minutes	2
Over 10 Minutes	

“It all depends on how many Cashiers you have” (5-10 Minute response)

- *This groups service expectations are met by actual performance*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	5
Ok	
No	

“Good always smiling”

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	2
No	4

“Get the loop system to work”

“Pretty good overall”

When it is busy can there be more staff available”

General Suggestions

“Would it be safer for the Cashiers if their names were not displayed on their badges and maybe have a dummy name for their security?”

Q16) If the Cash Office were to close in the future how would you feel about it?

“Would have to go to Direct Debit”

“I would not know where to go”

“Not very happy...would lose the personal touch”

“Where would we pay and how?”

“It will be a disaster for us people who do not like to pay via Direct Debit, and also pensioners”

“I use the night safe, and pay by cheque, because I do not have enough money in the bank for Direct Debit”

- *There is opposition to Direct Debit, but there is also an acceptance that this is how many current users would pay... albeit reluctantly*

Heart Condition

Did not want to take part in the survey

Five customers did not want to take part in the survey. Of these 2 customers offered feedback.

The service is... “Fine, would rather pay by cash, do not want to change payment method”

“Put a cheque in the Night Safe, no problems. No problems getting a receipt back, it’s received in a couple of days”

Survey Participants

Fifteen customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	2
45-59	1
60-74	6
75+	6

Q3) Why do you like to pay at the Cash Office

Prefers this method	4
Always paid by this method	3
Convenient	2
No bank account	2
Budget management	2
Reason to go out	2
It allows a friend or relative to make a payment on their behalf	1
Likes a record of payment on their receipt card	1

- *Familiarity, convenience and preference are the major reasons for using the Cash Office*
- *Low income and a lack of banking facilities are also important.*
- *The social aspect of having a reason to go out is also important*
- *These responses illustrate the social inclusion role of the office for elderly and disadvantaged customers.*

Q4) Would you like details of the alternative payment methods that we offer?

Four customers wanted details of the alternative payment methods. Three requested information regarding Continuous Mandates and one requested Direct Debit information.

- *There is some scope for movement from payment at the office. The majority of this by preference would be to remain using Cashiering Services, through Continuous Mandate*

Heart cont.....

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	15
No	

Do these hours suit you?

Yes	15
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	
Good	9
OK	5
Poor	
Very Poor	

"Problems with getting a disabled parking space"...some people "park without a badge"
"Okay, but do not like the queues" there "should be more windows at the beginning of the month"

"It varies some day's a queue and some day's not"

"Sometimes not enough cashiers"

Seating	
Very Good	
Good	9
OK	4
Poor	1
Very Poor	

"good, and pleasant, I don't know why you want to knock down the Town Hall"

"Too low"

"There were more seats before"

"A little higher"

Lighting	
Very Good	
Good	10
OK	4
Poor	
Very Poor	

Size of Area	
Very Good	
Good	9
OK	5
Poor	
Very Poor	

Heart cont.....

Electronic Queuing System	
Very Good	
Good	9
OK	5
Poor	
Very Poor	

“ok” it “gives you a chance, and nobody can push in”

Cheque Deposit Box	
Very Good	
Good	9
OK	5
Poor	
Very Poor	
Never Used (No Opinion)	

Ok – “I do not want to use (it) I want to see that the cheque goes over the counter”

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	10
No Opinion	
Disagree	4
Disagree Strongly	

“Disagree, but my husband is waiting for a hearing aid and finds it harder”

“If the Cashier speaks quietly”

Need the Cashier “to talk up”

- *The Cashier speaking clearly is essential.*

Do you agree that the screens are needed for security reasons?

Agree Strongly	9
Agree	5
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	14

“They have to be there”

needed because... “you have so many nasty people”

“so many people are aggressive”

Heart cont.....

Q10) On your last visit how helpful was the Cashier?

Very Helpful	12
Helpful	2
No Opinion	
Unhelpful	
Very Unhelpful	

“no problems with them”

There was... “a new one, there was no social contact”

“Always helpful”

“Cheerful”

“I can honestly say that I have always found them to be courteous and cheerful”

“Very, very helpful”

“Very polite”

Q11) Was the Cashier wearing a name badge?

Yes	7
No	
Unsure	7

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	4
Less than 3 Minutes	2
3-5 Minutes	6
5-10 Minutes	2
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	1
Less than 3 Minutes	3
3-5 Minutes	6
5-10 Minutes	4
Over 10 Minutes	

“if they are not all open it can be very tiring if you are elderly” (5-10 Minutes response)

- *Queuing is difficult and tiring for some elderly customers, a managed sit while you wait system for elderly customers could be used to ease these problems. This would need to be carefully managed to avoid queue jumping resulting from this system.*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	14
Ok	
No	

Heart cont.....

"No problems"

"Without a doubt"

"Always good"

"Always been very polite, last time she could see I was not well and offered me a drink of water"

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	2
No	12

"More cashiers on a Monday"

"When there is a long queue it would be nice to have all the tills operated"

"You cover everything"

- *Full staffing at busy periods is essential*

General Suggestions

"More private cubicles in the Contact Centre"

Q16) If the Cash Office were to close in the future how would you feel about it?

"I would not want that, if you have any queries it is nice to have a face to talk to"

"I do not know what I would do then"

"Do not feel happy about this, because you are becoming a faceless monster, no longer in touch"

"A lot of older people like to pay their bills promptly, and this service to be available"

"Not very happy, come and collect the money from me personally"

..."I wouldn't like it very much, how can I get my card marked?"

"Would not like it, as I would have to pay some other way"

"As long as they come up with a reasonable alternative, bearing in mind that we are disabled"

"I would not like that; I get my pension on a Monday and like to come in on a Tuesday to get me out of the house"

"I would be forced to pay DD"

"I like it open, because it suits my needs and also others"

"I do not think it should... most of the Post Offices are closing now and there is not a lot you can do now"

"...how would we pay, would you have a system where you can pay from home"....with someone "who can come out and see us"

"I still think it's a good idea for older people, as they find the technology confusing"

- *Closure of the Cash Office might lead to a perception that Crawley Borough Council is faceless and out of touch.*
- *There is a fear of the technology involved in the alternative methods.*
- *There is concern that traditional alternatives to the Cash Office are disappearing (e.g. Post Office)*

Customers with Learning Difficulties

Did not want to take part in the survey

Two customers who were contacted did not want to take part in the survey.

Survey Participants

Four customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	1
45-59	
60-74	1
75+	2

Q3) Why do you like to pay at the Cash Office

Always paid by this method	2
Cash Payer	1
Likes a record of payment on their receipt card	1

Q4) Would you like details of the alternative payment methods that we offer?

No customers wanted details of the alternative payment methods.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	2
No	

Do these hours suit you?

Yes	2
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	
Good	
OK	2
Poor	
Very Poor	

Seating	
Very Good	
Good	
OK	2
Poor	
Very Poor	

Learning Difficulties cont.....

Lighting	
Very Good	
Good	
OK	2
Poor	
Very Poor	

Size of Area	
Very Good	
Good	
OK	2
Poor	
Very Poor	

Electronic Queuing System	
Very Good	
Good	
OK	2
Poor	
Very Poor	

Cheque Deposit Box	
Very Good	
Good	
OK	2
Poor	
Very Poor	
Never Used (No Opinion)	

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	
No Opinion	
Disagree	2
Disagree Strongly	

Do you agree that the screens are needed for security reasons?

Agree Strongly	
Agree	2
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	2

"It is a dangerous world"

Learning Difficulties cont.....

Q10) On your last visit how helpful was the Cashier?

Very Helpful	2
Helpful	
No Opinion	
Unhelpful	
Very Unhelpful	

Q11) Was the Cashier wearing a name badge?

Yes	
No	
Unsure	2

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	
Less than 3 Minutes	2
3-5 Minutes	
5-10 Minutes	
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	
5-10 Minutes	2
Over 10 Minutes	

- *Service time exceeds expectation*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	3
Ok	
No	

"I like the flexibility... I am pleased with the service that I get" (Night safe payer)
"Seems very nice"

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	
No	3

Q16) If the Cash Office were to close in the future how would you feel about it?

Learning Difficulties cont.....

"I would not like to use other methods of payment"

"I would feel awful, because I would not have any control"

"I would not like that, as I like to see the money pass by hand..."

Mental Health

Did not want to take part in the survey

Two customers did not want to take part in the survey.

Survey Participants

Three customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	1
45-59	1
60-74	
75+	1

Q3) Why do you like to pay at the Cash Office

Convenient	1
No bank account	1
Does not have the funds for Direct Debit	1

- *The lack of funds and/or bank account is a problem for this group*

Q4) Would you like details of the alternative payment methods that we offer?

No customers wanted details of the alternative payment methods.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	3
No	

Do these hours suit you?

Yes	3
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Mental Health cont.....

Seating	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Lighting	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Size of Area	
Very Good	1
Good	2
OK	
Poor	
Very Poor	

Electronic Queuing System	
Very Good	1
Good	1
OK	1
Poor	
Very Poor	

Cheque Deposit Box	
Very Good	
Good	1
OK	1
Poor	
Very Poor	
Never Used (No Opinion)	1

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	1
No Opinion	
Disagree	1
Disagree Strongly	1

Mental Health cont.....

Do you agree that the screens are needed for security reasons?

Agree Strongly	2
Agree	1
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	1
Agree	
No Opinion	
Disagree	
Disagree Strongly	2

Would be "more personal without screens"

"I would not want anybody to have money snatched"

"Good that they've got security"... against "terrible people"

Q10) On your last visit how helpful was the Cashier?

Very Helpful	3
Helpful	
No Opinion	
Unhelpful	
Very Unhelpful	

"Especially Wendy as she is always helpful"

"Very, very helpful"

Q11) Was the Cashier wearing a name badge?

Yes	1
No	
Unsure	2

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	
Less than 3 Minutes	2
3-5 Minutes	1
5-10 Minutes	
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	2
5-10 Minutes	1
Over 10 Minutes	

- *Service exceeds expectation*

Mental Health cont.....

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	3
Ok	
No	

"Very content"

"Definitely"

"Good, nice smiles" and you can "hear the jolliness"

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	
No	3

General Suggestions

Repairs – "Surveyor having to check the work of repairs contractors is a source of irritation, the contractors work is money for old rope"

Q16) If the Cash Office were to close in the future how would you feel about it?

"I would not like it I would miss all the girls"

"not a problem... pay by DD, the problem would be with the elderly"

- *Even where there is an acceptance of DD payment, there remains a concern for the elderly who are perceived as not being able to cope with DD payment.*

Mobility

Did not want to take part in the survey

Eleven customers did not want to take part in the survey. One customer offered feedback.

"I am happy as I am; I come down on my scooter and pop my cheques in the box"

Survey Participants

Twenty-six customers agreed to take part in the survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	
45-59	7
60-74	10
75+	9

Mobility cont.....

Q3) Why do you like to pay at the Cash Office

Convenient	9
Budget management	4
No bank account	3
Cash Payer only	2
It allows a friend or relative to make a payment on their behalf	2
Reason to go out	2
Does not have the funds for Direct Debit	1
Dislikes Direct Debit	1
Likes a record of payment on their receipt card	1
Always paid by this method	1
Prefers this method	1

- *Although this is an elderly group with mobility problems, Cash Office payment is seen as the most convenient way to pay.*
- *There is a high level of cash use and low incomes, as confirmed by the linked issues of budget management, no bank account, cash payment and insufficient funds for a Direct Debit.*
- *Where customers are old or lack mobility, social contact and the ability to have a third party make their payments is important.*

Q4) Would you like details of the alternative payment methods that we offer?

One customer requested Continuous Mandate information. Three customers have switched to Direct Debit payment because of age or ill health. One customer uses the telephone payments.

- *These responses confirm that age and reduced mobility will cause some existing Cash Office users to switch to Direct Debit or telephone payments. The feedback suggests that a switch to Direct Debit is especially likely when a younger relative assists by taking over a customer's financial affairs.*

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	24
No	2

Do these hours suit you?

Yes	25
No	1

No – Switched to DD because of disability

Mobility cont.....

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	2
Good	21
OK	1
Poor	1
Very Poor	

“on crutches and wheelchair, the doors could be electronically controlled so they open as you go through”

Poor – “when there is a big queue there are a lot of problems”

OK – “At busy times with push chairs it can be crowded”

- *For a group where access could be a major problem the feedback is generally favourable.*
- *Improved doors for disabled access in all areas would be desirable, and there is an opportunity to include these in the new Town Hall.*

Seating	
Very Good	1
Good	17
OK	6
Poor	1
Very Poor	

“Poor and not enough”

“Ok – could do with a bit more”

- *Additional seating would help this group; however, seating would need to be designed to enable disabled customers to use it. Designated priority seats would help.*

Lighting	
Very Good	2
Good	15
OK	5
Poor	2
Very Poor	

“Poor not very good”

Poor – “Dingy”

Good - “I have photo sensitive eyes and the lighting is not too bright”

- *Feedback although generally favourable does suggest that some customers do not have enough light. A possible solution would be to install customer controlled desktop lights. These could be added in the Banking Hall if possible, or if this is not possible, they could be incorporated into the new town hall.*

Size of Area	
Very Good	3
Good	14
OK	7
Poor	1
Very Poor	

Mobility cont.....

“Good” but a good idea to “pick your times”

Poor – “Pay at peak times so busy”

- *Peak time capacity can be a problem in the banking hall. Full staffing on peak days ensures that customers are served quickly; keeping the area clear of queuing customers.*

Electronic Queuing System	
Very Good	8
Good	11
OK	6
Poor	
Very Poor	

“Sensible”

Cheque Deposit Box	
Very Good	3
Good	6
OK	6
Poor	1
Very Poor	
Never Used (No Opinion)	9

Poor - “Too high for a wheelchair” – **The box has been lowered in response to this feedback**

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	10
No Opinion	1
Disagree	11
Disagree Strongly	3

Do you agree that the screens are needed for security reasons?

Agree Strongly	17
Agree	8
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	1
Disagree Strongly	24

“Safety of Cashiers”

“for the safety of the cashiers, and the idiots of the town”

“needed in this day and age”

“Cashier will be at risk (if screens were removed)”

“It is a high risk”

“Everybody accepts them now”

Mobility cont.....

Q10) On your last visit how helpful was the Cashier?

Very Helpful	23
Helpful	
No Opinion	1
Unhelpful	
Very Unhelpful	1

Very Unhelpful – “There was a lady who got in a muddle this week, and she did not apologise. My friend was upset because she was waiting and the cashier did not know what she was doing, and somebody came to help her out. If this lady is there in the future my friend will avoid.” – **(This incident refers to a casual member of staff, who was asked to leave the department after 11 days, for failing to respond to management instructions relating to customer care standards).**

“Very helpful, but she was given the wrong information from her screen”

“Nice and cheery, big smile as it should be”

“No complaint after 20 years” they have “always been nice to me”

“Always very helpful”

“Very polite and courteous”

“Cannot fault them”

Q11) Was the Cashier wearing a name badge?

Yes	11
No	
Unsure	13

“Not sure, it was over so quickly”

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	7
Less than 3 Minutes	9
3-5 Minutes	5
5-10 Minutes	1
Over 10 Minutes	2

“I was later than normal and there were 13 in front of me” (5-10 minutes)

Over 10 minutes – Paid on 02/01/07 “All cashiers were serving”

- *In the majority of cases, customers were served quicker than the customer expects. The example from 02/01/07 confirms that even with all cashiering positions open, queues can form at peak times.*

Q13) How quickly do you think you should be served?

Served Immediately	1
Less than 3 Minutes	
3-5 Minutes	15
5-10 Minutes	5
Over 10 Minutes	

Mobility cont.....

"A bit of patience" by the customer "because the person could be paying their friends accounts as well as their own"

"Not sure, never wait for more than a few minutes so not an issue"

Immediately – "because of disability standing still is painful"

"It depends on the time of day and the time of the month"

"Not sure, but like to see all positions open"

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	24
Ok	
No	1

(The no answer refers to the customer who had a problem with the member of staff who was asked to leave the department – see above for full details)

"Marvellous service, cannot fault one little bit"

"Happy with the range of services – no reason for not paying"

"No complaints"

"they (have) always answered my questions, it helps me a lot, (they have) always got time for you"

"the cashiering side is always very helpful"

"Very good everything goes smoothly"

"Never had issues with Cashiers, (I have) found it user friendly. Very good services"

"Everything is excellent"

"Yes of course"

"A first class service"

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	4
No	21

"Would like to return to the old rent wallet system"

for wheelchairs... "it has to be wider to get right round for window 6, 1, 2 and 3 are awkward to turn round"

"Not enough staff for busy periods"

"Sometimes the queue is too long"

- *Wheelchair access has been highlighted as a problem at four of the 6 windows (1, 2, 3, & 6). A wheelchair compliant layout for enquiry counters is needed for the new town hall. A short-term solution for the remaining period at the existing site would be to have tills 4 and 5 as wheelchair express windows.*
- *Sufficient staffing to reduce queuing time is essential for those customers who suffer mobility problems.*
- *The customer suggestion for a disabled kiosk could be adapted so that disabled customers could use the enquiry counter.*

General Suggestions

A special kiosk for disabled people, based on a card system to confirm entitlement to use this kiosk

Mobility cont.....

Customer was unhappy, as she was unable to get an account statement as the account was in her husband's name. She was advised during the survey that the account could be amended into joint names if written authorisation to make the change was supplied from her husband. She was happy with this advice

Q16) If the Cash Office were to close in the future how would you feel about it?

"I would not like that; I pay all my bills via cash"

"I would be most upset, it is nice to be able to go in and pay... do not like DD, more in control"

"How would we pay our rent, do not want DD"

"It would depend on what you have got up your sleeve, and what we should do"

"That would not bother me" (Cash Payer)

"I would not like that, unless they came to my house like the old days to collect the money"

- *These responses confirm that there is resistance to closure, and to the perception of forced use of Direct Debit.*
- *The loss of Cash payment would be unpopular; however, there is some suggestion that opposition would be reduced if acceptable alternatives were in place.*

Partially Sighted

Did not want to take part in the survey

Two customers did not want to take part in the survey.

Survey Participants

Five customers agreed to take part in the survey.

Q1) Age of Respondents

Under 16	
16-29	1
30-44	
45-59	
60-74	
75+	4

Q3) Why do you like to pay at the Cash Office

Convenient	2
Reason to go out	1
Always paid by this method	1

Q4) Would you like details of the alternative payment methods that we offer?

No customers requested information regarding alternative payment methods.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	5
No	

Partially sighted cont.....

Do these hours suit you?

Yes	4
No	

One additional "it doesn't matter to me" (Direct Debit payer)

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	4
Good	
OK	
Poor	
Very Poor	

"I like the way it is directed by reception counters and signs"

"I use a white stick, everybody is very helpful"

Seating	
Very Good	3
Good	
OK	1
Poor	
Very Poor	

"Have to stand when busy, but enough seats are provided"

"No need to sit down"

"Plenty of seats"

Lighting	
Very Good	2
Good	1
OK	
Poor	1
Very Poor	

"Brighter lighting needed, the main Post Office is very good for this"

Very good – "Completely happy"

"not needed with vision" – Wife confirmed it was very good

- *Brighter lighting would be liked by some customers, as suggested previously additional customer controlled lighting might be an acceptable solution.*

Size of Area	
Very Good	3
Good	1
OK	
Poor	
Very Poor	

Electronic Queuing System	
Very Good	2
Good	1
OK	
Poor	
Very Poor	

Partially sighted cont.....

Cheque Deposit Box	
Very Good	
Good	
OK	
Poor	
Very Poor	
Never Used (No Opinion)	4

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	3

Do you agree that the screens are needed for security reasons?

Agree Strongly	3
Agree	
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	3

“Needed for security reasons”

Q10) On your last visit how helpful was the Cashier?

Very Helpful	2
Helpful	1
No Opinion	
Unhelpful	
Very Unhelpful	

“Very careful, very good”

“Excellent, always excellent, friendly and able to take a joke”

Helpful – “Never any problems with any cashiers”

Q11) Was the Cashier wearing a name badge?

Yes	
No	
Unsure	3

Partially sighted cont.....

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	1
Less than 3 Minutes	2
3-5 Minutes	
5-10 Minutes	
Over 10 Minutes	

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	
5-10 Minutes	2
Over 10 Minutes	

"No complaints" (Over waiting times)
"It doesn't matter, all the time in the world"

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	2
Ok	
No	

"The cashiers realise I have a problem seeing, and are careful and helpful. Very good service"
"Yes of course, the attitude of the payers is sometimes off!"
"Don't think we can improve"

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	
No	1

General Suggestions

"Crawley Borough Council suits me fine"

Q16) If the Cash Office were to close in the future how would you feel about it?

"No problem for me, I do not come in as I am partially sighted" (DD Payer)

- The implication is that residents who do not use the Cash Office may not be concerned if closure was proposed. Additional research would be needed from a representative cross section to establish the level of opposition.*

Spinal

Did not want to take part in the survey

Three customers did not want to take part in the survey. One customer offered feedback.

“They have switched (from the Cash Office) to DD, but only as no longer able to manage to walk to the office”

- *Poor health is a barrier to using Town Hall services; it will lead to some customers changing their payment method.*

Survey Participants

Four customers agreed to take part in the telephone survey.

Q1) Age of Respondents

Under 16	
16-29	
30-44	
45-59	2
60-74	2
75+	

Q3) Why do you like to pay at the Cash Office

Dislikes Direct Debit	1
Likes a record of payment on their receipt card	1

Q4) Would you like details of the alternative payment methods that we offer?

One customer requested Continuous Mandate information.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	3
No	

Do these hours suit you?

Yes	3
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	1
Good	
OK	3
Poor	
Very Poor	

Ok – “I would come, but I cannot stand for too long”

- *The current office arrangements are a barrier to customers with spinal problems, a priority service or queuing while sitting could be used for these customers.*

Spinal cont.....

Seating	
Very Good	
Good	
OK	3
Poor	
Very Poor	1

Very poor – “I cannot stand up for a long period, but if I sit down then I lose my place in the queue”

“Too low for me”

- *For customers unable to queue separate arrangements are needed. An option would be for them to use the enquiry counter. To ensure that there is a valid need in each case, the service could be offered initially to customers on the special needs list. Additions could be made following proof of a relevant disability.*

Lighting	
Very Good	
Good	
OK	3
Poor	1
Very Poor	

“A bit dark”

- *There is a need for additional customer controlled lighting*

Size of Area	
Very Good	
Good	
OK	4
Poor	
Very Poor	

Electronic Queuing System	
Very Good	
Good	
OK	4
Poor	
Very Poor	

Cheque Deposit Box	
Very Good	
Good	
OK	4
Poor	
Very Poor	
Never Used (No Opinion)	

Spinal cont.....

- *This group have a consistently lower opinion of the facilities than other groups, suggesting that the difficulties that they have with queuing affects their perception of the facilities generally.*

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	
Agree	1
No Opinion	
Disagree	3
Disagree Strongly	

Do you agree that the screens are needed for security reasons?

Agree Strongly	
Agree	4
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	
Agree	
No Opinion	
Disagree	
Disagree Strongly	4

“Very safe for Cashiers”

Q10) On your last visit how helpful was the Cashier?

Very Helpful	2
Helpful	
No Opinion	2
Unhelpful	
Very Unhelpful	

“Excellent”

Q11) Was the Cashier wearing a name badge?

Yes	4
No	
Unsure	

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	
Less than 3 Minutes	1
3-5 Minutes	2
5-10 Minutes	1
Over 10 Minutes	

Spinal cont.....

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	2
3-5 Minutes	
5-10 Minutes	2
Over 10 Minutes	

- *Due to the problems that this group have with queuing, they expect quick service. Two respondents expected quicker service than the five-minute queuing target. Although three of the four cases were served within target, there are good grounds to speed up waiting times for this group.*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	4
Ok	
No	

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	2
No	2

“Can you run a ticket system for people who cannot stand for long periods?”

“Not enough Cashiers”

- *A ticket system, in conjunction with full staffing at busy periods would address the needs of this group.*

Q16) If the Cash Office were to close in the future how would you feel about it?

“You would not get any money from me”

“Where would people go?”

“I would either pay by internet, or continuous (CAMs or Standing Order?); however it is sometimes handy to go in with cash”

“Very disappointed”

Health Issues

Did not want to take part in the survey

Eight customers did not want to take part in the survey.

Survey Participants

One customer agreed to take part in the survey.

Health Issues cont.....

Q1) Age of Respondents

Under 16	
16-29	
30-44	1
45-59	
60-74	
75+	

Q3) Why do you like to pay at the Cash Office

The only customer surveyed pays using the Automated Telephone Payment service.

Q4) Would you like details of the alternative payment methods that we offer?

The customer was not interested in alternative payment methods.

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	1
No	

Do these hours suit you?

Yes	1
No	

Q8) How would you rate the following physical aspect of the Banking Hall?

Q9) Screens

Q10) On your last visit how helpful was the Cashier?

Q11) Was the Cashier wearing a name badge?

Q12) On your last visit how long did you have to queue for?

The customer had no experience of paying at the Banking Hall

Q13) How quickly do you think you should be served?

Served Immediately	
Less than 3 Minutes	
3-5 Minutes	1
5-10 Minutes	
Over 10 Minutes	

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

The customer had no experience of paying at the Banking Hall

Q16) If the Cash Office were to close in the future how would you feel about it?

“

I cannot see that you can, you will always need a cash desk”

Findings across all groups

Q1) Age of Respondents

Under 16	
16-29	1
30-44	6
45-59	19
60-74	30
75+	52

Q3) Why do you like to pay at the Cash Office

Convenient	24
Always used the Cash Office	11
Budget management	9
Cash Payer only	9
Likes a record of payment on their receipt card	7
Reason to go out	7
Personal Preference	7
No bank account	6
Ease of use	6
It allows a friend or relative to make a payment on their behalf	5
Dislikes other payment methods	5
Does not have the funds for Direct Debit	5
Likes to use the Night Safe	2
Pleasant to use	2

Q7) Opening Hours

The cash office opens between 8.30 and 5.00 Monday to Fridays, did you know these hours?

Yes	97
No	4

Do these hours suit you?

Yes	94
No	2

- Increased advertising of the opening times has had an effect with the correct opening hours widely known.
- There is no demand for a change to the opening hours. The two customers for whom the hours were not convenient have adjusted their payment types accordingly (one to the Night Safe and one to Direct Debit).

Q8) How would you rate the following physical aspect of the Banking Hall?

Access	
Very Good	21
Good	47
OK	21
Poor	1
Very Poor	3
Seating	
Very Good	15
Good	36
OK	35
Poor	3
Very Poor	4

Lighting	
Very Good	13
Good	37
OK	35
Poor	5
Very Poor	

Size of Area	
Very Good	16
Good	34
OK	41
Poor	2
Very Poor	

Electronic Queuing System	
Very Good	23
Good	32
OK	39
Poor	
Very Poor	1

Cheque Deposit Box	
Very Good	7
Good	24
OK	37
Poor	1
Very Poor	
Never Used (No Opinion)	23

- *There is a high level of satisfaction with the facilities offered, of 557 responses for question 8 only 21 responses were poor or very poor.*
- *The reasons for the poor or very poor responses have been recorded, these have formed the basis of the Issues Raised and Actions taken section of this report (See below).*

Q9) Screens

Do the screens in front of the Cashier make it difficult to hear?

Agree Strongly	3
Agree	39
No Opinion	1
Disagree	38
Disagree Strongly	11

- The screens cause a significant hearing problem. As there is strong support for retention of the screens on security grounds, this will continue to be a problem. Hearing problems will be mitigated by the repair of the hearing loop, and by clear speaking by Cashiers.*

Do you agree that the screens are needed for security reasons?

Agree Strongly	47
Agree	45
No Opinion	
Disagree	
Disagree Strongly	

Would you prefer to see open counters without screens?

Agree Strongly	3
Agree	1
No Opinion	3
Disagree	1
Disagree Strongly	84

Q10) On your last visit how helpful was the Cashier?

Very Helpful	81
Helpful	6
No Opinion	4
Unhelpful	
Very Unhelpful	1

- Only one case of an unhelpful cashier was recorded. The member of staff involved was released, and is no longer employed by the service.*

Q11) Was the Cashier wearing a name badge?

Yes	42
No	2
Unsure	46

- A significant number of customers could not confirm if staff were wearing their badges. A redesign of cashier identification might improve this situation. The benefits of clearer identification might however have a negative security implication for staff. As transactions can be traced by CCTV and Income Management, it is probably best to take no action in this area.*

- *The responses from those who were able to confirm whether staff were wearing their badges, confirms that Cashiers do wear their identification.*

Queue Time

Q12) On your last visit how long did you have to queue for?

Served Immediately	19
Less than 3 Minutes	30
3-5 Minutes	25
5-10 Minutes	11
Over 10 Minutes	3

Q13) How quickly do you think you should be served?

Served Immediately	2
Less than 3 Minutes	6
3-5 Minutes	44
5-10 Minutes	28
Over 10 Minutes	4

- *Overall service exceeds expectation of service time.*
- *32 Cases were served outside of the service target, and peak time staffing remains a concern.*
- *Staff resources at peak periods may need to be increased if customer service expectations and standards are to be met.*

Q14) Do you think that Cashiering Services treats customers fairly and sensitively?

Yes	86
Ok	3
No	1

- *As recorded earlier the one negative response concerned a cashier who has been released and is no longer employed by the service.*

Q15) Is there anything you would like to add about the service we offer, or how we could improve?

Yes	15
No	71

Issues Raised and Potential Solutions

The survey raised a number of issues, for each issue possible solutions, considerations and timescales are suggested. These suggestions should provide a framework for fuller consultation and discussion.

Also identified are groups who should be consulted, and service areas or individual employees who need to receive the report. This list is not exhaustive and the report should be forwarded onto further groups or individuals as necessary.

1) Carpet in customer areas causes problems for wheelchair users.

Solution

A tiled floor surface for customer areas would ease wheelchair access.

Considerations

- There would be little point in introducing a tiled area to the Banking Hall in isolation.
- Replacing the existing flooring would need to be carried out in conjunction with other customer areas.
- Due to the cost implication, replacement prior to relocation to the new Town Hall would be difficult to justify.

Timescale for improvement

Incorporate improvements into the new Town Hall design

Consultation

With disabled user groups

Forward report to

The new Town Hall Design Team

2) The current queuing system causes problems for elderly and disabled customers

Possible Solutions

- a) A managed sit while you wait queuing system for elderly/disabled customers
- b) A priority service using the enquiry counter for customers with walking/standing difficulties

Considerations

- Verification of a valid need would have to be established in each case. The service could be offered initially to customers on the special needs list, with additions being made following proof of a relevant disability
- Sufficient staff would be needed to provide sufficient enquiry counter cover
- The service could be restricted to peak times only

Timescale for improvement

Either option could be introduced into the existing Town Hall.

Consultation

Customer Services DMT

Forward report to

Customer Services DMT

Possible Solution

c) Use of queue management ticket system

Considerations

- Queue management would need to be in conjunction with the Contact Centre, as provision of a Qmatic system for the Banking Hall cannot be justified for the remaining lifespan of the Town Hall.

Timescale for improvement

Incorporate improvements into the new Town Hall design

Consultation

Customer Services DMT

Forward report to

The new Town Hall Design Team
Customer Services DMT

Possible Solution

d) Queue barrier redesign to reduce walking distance, or increase seating opportunities in the queue

Considerations

- Replacement of the existing barrier would be extremely difficult in the current Town Hall, without losing queuing capacity, or limiting access through the ground floor

Timescale for improvement

Incorporate into the new Town Hall design

Consultation

Customer Services DMT

Forward report to

The new Town Hall Design Team
Customer Services DMT

Possible Solution

e) sufficient Cashiering staff to provide peak cover, to minimise queuing time

Considerations

- Budget available for Cashiering staffing
- Future level of service provision for Cashiering Services

Timescale

Within the existing Town Hall and following move to the new Town Hall design

Consultation

Customer Services DMT

Forward report to

Customer Services DMT

3) The current seating is unpopular with elderly/disabled customers

Solution

Replacement Seating:

Existing site - Provide a number of higher chairs with arms, with disabled priority signing for these seats.

New Town Hall – Provide improved seating so that all seating in public areas meets elderly/disabled needs.

Considerations

- The existing seating is too low and has no arms
- Additional seating would be a help elderly/disabled customers

Timescale

Scope for immediate improvements, with longer-term improvements in the new Town Hall

Consultation

Disabled User Groups

Forward report to

Building Manager (Mike Pidgeon)
The new Town Hall Design Team
Customer Services DMT

4) Insufficient Disabled parking and Illegal Parking in the Disabled spaces

Solution

Tighter enforcement for existing spaces and/or extra provision of disabled car parking

Considerations

- Can demand be met through existing provision if sufficient controls are in place to prevent illegal parking

Timescale

Scope for immediate improvements, with possible additional provision at the new Town Hall

Consultation

Amenity Services – Car Parking team

Forward report to

Amenity Services – Car Parking team
The new Town Hall Design Team

5) Management of customer change of payment methods in the event of Cashiering Services closure or reduction of service

- Customers are confused about what closure would mean, any closure plan would require clear information prior to closure

Considerations

- As many of the current customers are elderly and/or socially disadvantaged it would not be sufficient to rely on written information to contact customers.
- Allocation of time and resources to manage this process and to contact customers

Timescale

Uncertain

Consultation

With user groups following any closure decision

Forward report to

Customer Services DMT
Housing – (Phil Scott)

6) The amount of space available in the Banking Hall can cause problems at peak times.

Solutions

- a) Include concerns regarding overcrowding into the new Town Hall design
- b) Sufficient Cashiering staff to provide peak cover, to minimise queues and overcrowding

Considerations

- Any major changes would be difficult to implement before services are transferred to the new Town Hall
- There is a choice of providing additional space, or reducing the number of visitors by increased use of alternative payment methods.

Timescale for improvement

Ongoing management, with redesign into the new Town Hall

Consultation

Customer Services DMT

Forward report to

The new Town Hall Design Team
Customer Services DMT

7) Wheelchair access is a problem at four of the 6 Banking Hall windows (Numbers 1, 2, 3, & 6).

Solution

- a) A wheelchair compliant layout for enquiry counters is needed for the new town hall.

b) A short-term solution at the existing site would be to have tills 4 and 5 as wheelchair priority windows.

Considerations

- Customer signage would be needed on tills 4 & 5 to advise regarding wheelchair access
- If a priority window scheme is introduced, contact the relevant customers by phone to advise them of the change.

Timescale

Within the existing Town Hall and following move to the new Town Hall

Consultation

Solution (a) – Disabled User Groups
Solution (b) – Customer Services DMT

Forward report to

The new Town Hall Design Team
Customer Services DMT

8) Some customers do not have enough light when making payments.

Possible Solution

- Install customer controlled desktop lights. Install these in the current Banking Hall if possible and incorporate them within the new town hall.

Considerations

- General feedback to the existing lighting is good so any alteration to the overall level of lighting may cause as many problems as it solves

Timescale

Within the existing Town Hall with scope for improvement following move to the new Town Hall

Consultation

Customer Services DMT

Forward report to

The new Town Hall Design Team
Building Manager (Mike Pidgeon)

9) Improved doors for disabled access into Customer services areas

Solution

Include improved design within the new Town Hall.

Considerations

- Replacement is unlikely to be justifiable on cost grounds based on the existing life span of the current Town Hall.

- The specific issue raised was for electronic doors at all entry points.

Timescale for improvement

Incorporate into the new Town Hall design

Consultation

Disabled User Group

Forward report to

The new Town Hall Design Team

10) Increased privacy for customers in the Contact Centre cubicles

Solution

Redesign Customer Contact areas in the new Town Hall.

Considerations

- Modification of the existing Contact Centre would be difficult and unlikely to be justifiable on cost grounds based on the life span of the current Town Hall.

Timescale for improvement

Incorporate into the new Town Hall design

Consultation

Customer User Groups

Forward report to

The new Town Hall Design Team

Actions Taken in response to feedback.

In addition to the issues raised for future improvements, two specific problems that were identified have been resolved prior to the writing of this report. The actions taken are as follows:

- The Banking Hall hearing loop has been repaired, and is now operational. Additional loops and customer signage have been requested.
- The cheque payment box has been lowered to wheelchair user height.

Conclusions

The overall response rate to the telephone service was extremely good, with **108** customers agreeing to take part in the full survey. An additional **7** customers declined to take part in the full survey, but offered feedback. Only **48** customers declined to take any part in the survey.

The high response rate shows the benefit of moving away from an over reliance on paper based surveys. It is probable that many of these customers would not, or could not complete a written survey. From the customer feedback, Cashiering Services has built upon its existing knowledge of its customer's needs. This increased awareness will help the service to maintain the standards associated with Best Practice in relation to its customers.

The move towards telephone sampling came from feedback to the service from the Charter Mark assessment process. The high response rate shows the value of the assessment process in forming new ideas and challenges for the service, which will in turn benefit the service's customers.

The survey has identified a number of problems encountered by the Special Needs group. This has enabled some immediate improvements to be made, and importantly has identified a number of future improvements. The survey will be forwarded as required in order to help bring about additional improvement across Crawley Borough Council.

This report will also be forwarded to the new Town Hall project team. This will enable the concerns of these customers to be incorporated into the design of the new Town Hall, which will produce a direct and long lasting legacy from the input of those who took part in the survey.

By bringing additional groups into the improvement process, it is hoped that this will provide an impetus for wider organisational change, and improved customer service.