

**Reintroducing face to face  
customer services**  
**Public Consultation Outcomes**



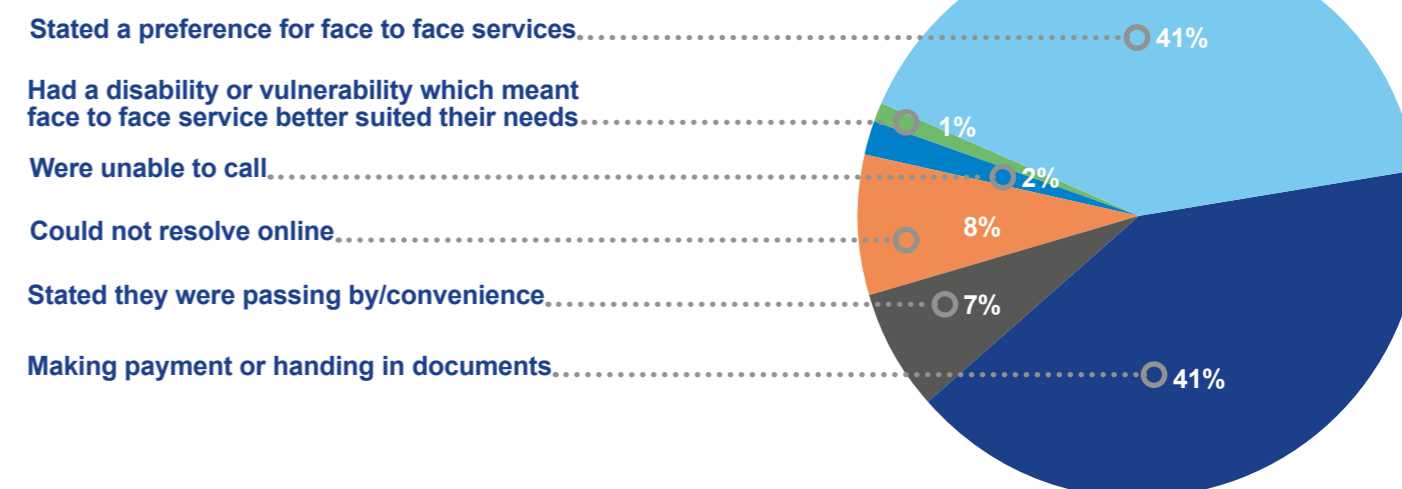
## Reintroducing face to face customer services – Public Consultation Outcomes

This consultation was targeted at customers who use face-to-face services across South Ayrshire, ensuring copies were available in our libraries, leisure centres, and golf courses, through Thriving Communities and Customer Services. The survey was paper based to reach a non-digital customer base. The survey ran from 8th July to 5th August 2022.

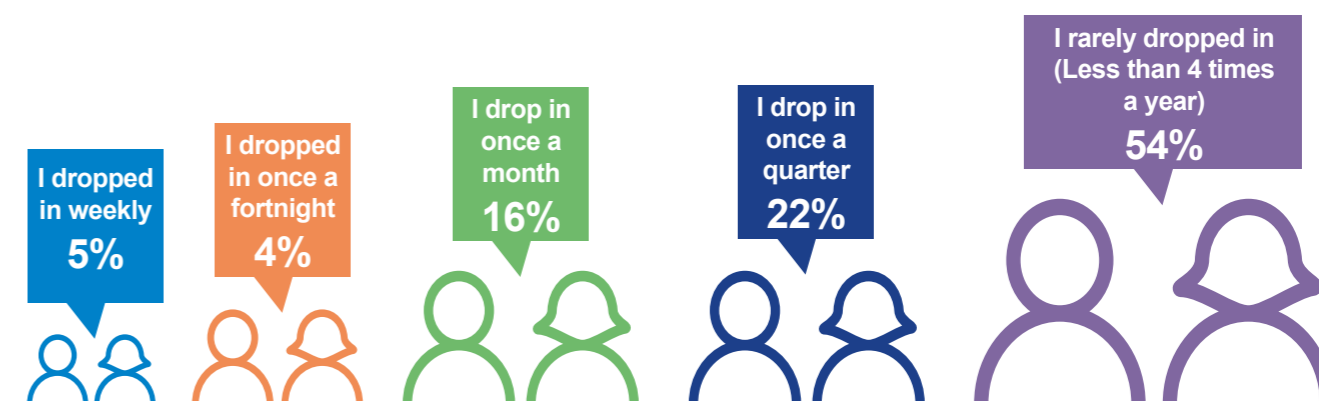
### Before covid restrictions in March 2020

We asked respondents for the reasons they had dropped into a customer services centre.

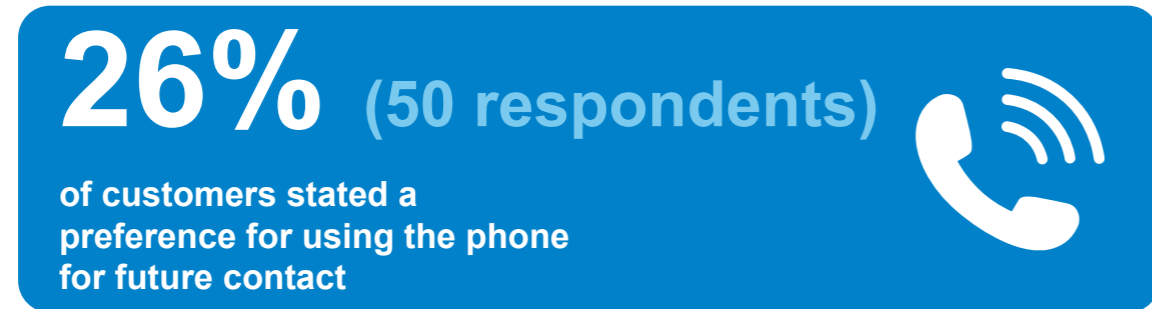
The reasons they dropped in were:



We wanted to know more about how **often** our respondents dropped in to our Customer Service Centres and they said:



We wanted to know more about the 193 respondents who had previously dropped into our centres pre covid and their preferences for contacting us in the future this is what they told us:



Of the 55% (106) respondents who indicated face to face was their favoured option for contacting the service, they provided the following reasons:



### Comments

Some of the additional comments made by our respondents are displayed below:

*"Use an appointment system or have drop in slots available as not everyone finds it easy to use online/phone"*

*"Only dropped in to set up council tax as I didn't know I could do it online. I have never needed to visit since"*

*"even if days/hours are restricted, it is important that they are available at least a few half days a week"*

*"Sometimes phone/email/online forms just do not give you the answers. The facility doesn't have to be open all the time and can have restricted hours, but at least there is a person to help you - some people do not have access, as you well know. Hours of opening have to be advertised well"*

*"I think it's important to have the option of face to face enquiries for people who are unable to access online services either through lack of connectivity or because of a learning difficulty. Without face to face these people are forgotten and marginalised"*

*"Haven't missed the centre being closed in lockdown and haven't had any chance to go in since re-opened"*



This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات ناپینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸਣਨ ਵਾਲੇ ਰਪ ਵਿਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਦਿੱਤੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie, w alfabecie Braille'a, w druku powiększonym lub w formacie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

**South Ayrshire Council**  
**Contact Centre**  
**0300123 0900**