

Reintroducing face to face customer services

Public Consultation Outcomes






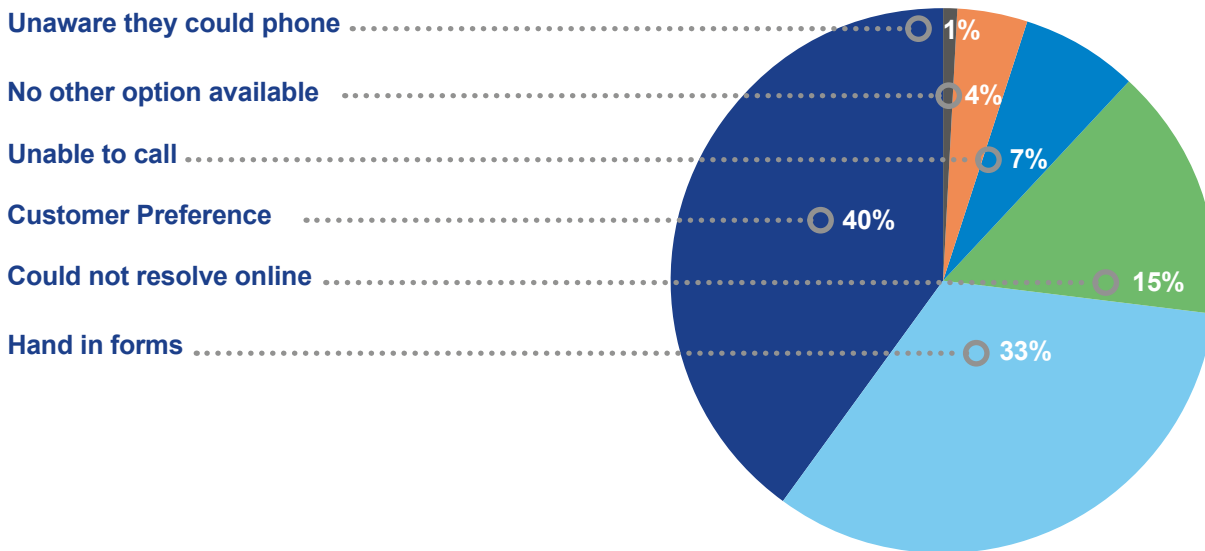
Reintroducing face to face customer services – Public Consultation Outcomes

We know that customer trends have changed since March 2020, with more and more customers accessing services by phone and online. We also know that for a small number of people phone and digital isn't an option. We are looking at how we might reintroduce face to face customer services and asked our customers, particularly those who dropped into our Customer Service Centres, how they contacted us previously, and how they would like to access our services going forward. This is what they told us.

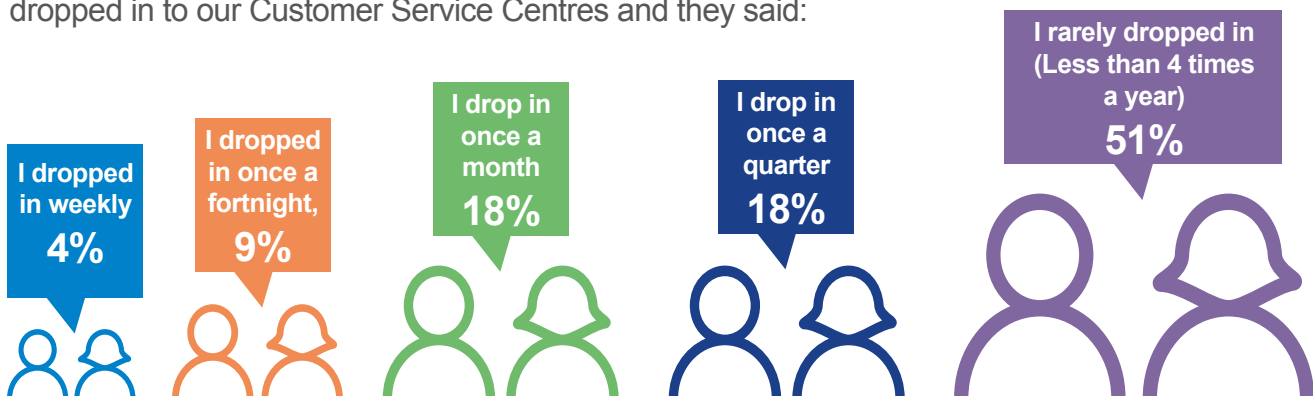
Before covid restrictions began in March 2020

 **70%** of our customers had dropped in to a Customer Service Centre.

The reasons they dropped in were:



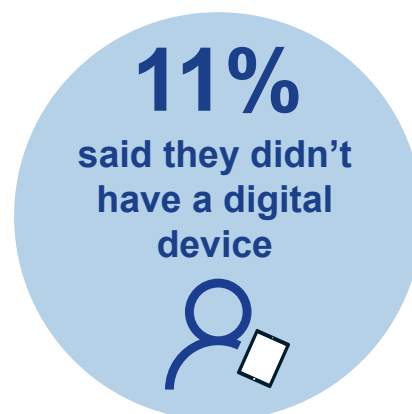
We wanted to know more about how **often** our customers dropped in to our Customer Service Centres and they said:



When our customers dropped in to a Customer Service Centre the 5 most popular enquiry types were:



We wanted to know more about why our customers who had previously dropped in to Customer Service Centre chose to speak with us face to face:



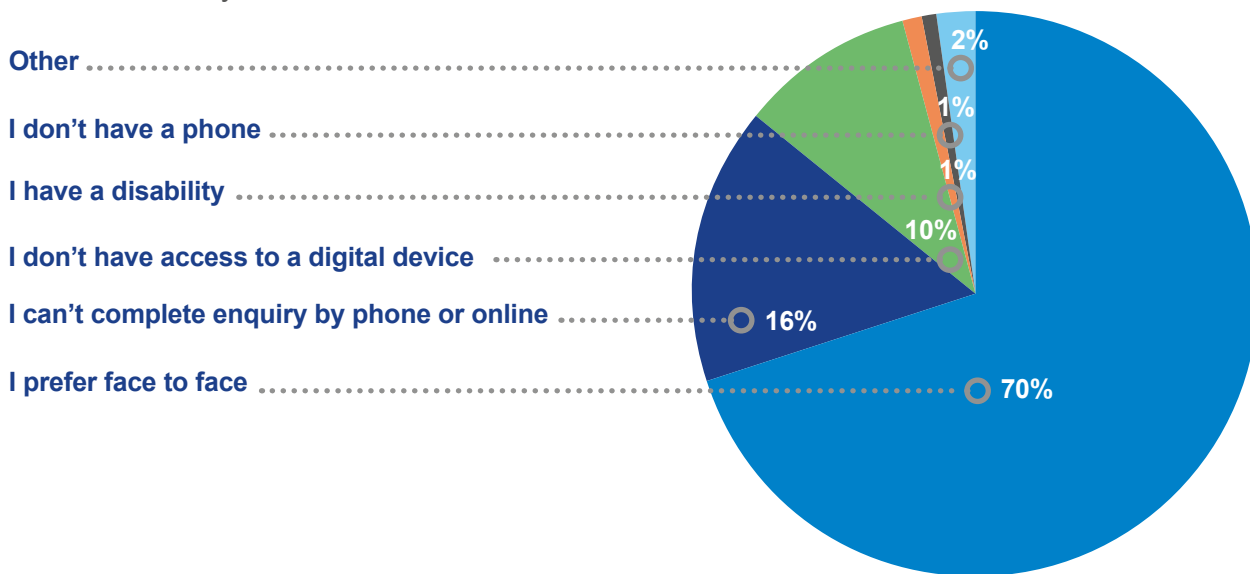
The Future

We asked our customers how they would like to access our services in the future. This is what they told us.



 We were interested to find out why **32%** of our customers would prefer to contact us in person.

This is what they said:



We were also interested to hear what other ways our customers would like to communicate with us and 35% of people said they would like to use other digital channels.



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。

本信息可慮應要求提供盲文，大字印刷或音频格式，以及可翻譯成多种語言。以下是詳細聯系方式。

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