

Relocation of BOSS Services

Appendix 2

Summary of Customer Satisfaction Survey Responses in relation to the BOSS closure

The customer surveys have been taking place from the end of January through to the mid April in half-day sessions both for the morning and the afternoon. The figures in this summary are based on surveys completed between 30 January up until 22 February, totalling 18 days with 31 half-day sessions completed and 5 half-day sessions not completed or accounted for.

The questions and figures for responses are as follows: -

Part 1: Type of enquiry (what was the purpose of the visit)

Benefits	303
Housing	240
Council Tax	157
Other (please specify)	126
Parking	59
Payments	54

Total responses

939

The total number of responses received does not relate to the number of people who attended BOSS, as some people visited for more than one service. However, it is reflective of how busy any one session could be; though it is worth considering that not all of those people who attended BOSS completed a customer survey, either because they were missed or because of refusal.

The total number of surveys completed was 777, which averages at 25 surveys per half-day session. The minimum number of surveys completed was 9 and the maximum number was 74, which is a wide difference to the both extremes.

There were some sessions where the 'interviewer' was able to record the number of attendees, which shows in most cases that the number of people attending was higher than the number of surveys. They are as follows: -

- Monday, 30 January (pm) – 18 attended, 18 interviewed
- Friday, 3 February (pm) – 56 attended, 7 interviewed
- Monday, 6 February (pm) – 89 attended, 11 interviewed
- Tuesday, 7 February (pm) - 66 attended, 55 interviewed
- Wednesday, 8 February (am) – 68 attended, 54 interviewed (11 refused)
- Monday, 13 February (am) – 100 attended, 74 interviewed

The average number attending BOSS based on those figures above is 66 people in a half-day session.

Looking at the table above, the response figures have been sorted in order of numbers received. The main reason for BOSS visits by those that completed the survey was for

Benefits (32%), followed by Housing enquiries (26%) and then, Council Tax (16%). It is important to note that some people visited BOSS for more than one service. The figures merely show the service most used at BOSS.

For 'Other' services and enquiries that residents came to BOSS for, these included: Blue Badge assessment; repairs complaints; tenancy agreement/change of circumstances or to collect new house keys; school dinners and transport applications; dropping off original documentation; appointments with Resident Officers; lost bus passes; visitors parking permits; planning applications; garage space application; and, occupational therapist assessments.

Part 2: How is the customer likely to contact the council in future?

Payment (for those customers who currently use the handitill)

Post office / paypoint	75
Telephone	61
Online	54
Standing order / direct debit	52
Cash office - Walworth	44
Cash office – Peckham	26
Post	10
Not Sure / Refused	0

Total

322

For future payments, the main 3 methods that residents have chosen to use are: Post Office / PayPoint (23%), Telephone (19%) and, Online (17%). Not far behind Online payments, residents said that they would use Standing Orders/ Direct Debits (16%).

Of those still preferring to make payments at a council office, a combined total of 22% people responded that they would use the cash office at Walworth or Peckham.

Other Enquiry

Customers were presented with the scenario of BOSS closing with no local replacement facility and asked how they would access services.

WOSS	190
POSS	176
Rotherhithe housing office (housing only)	110
Phone	102
On-line	40
Letter / e-mail	17

Total

635

Given the figures above, it is important to note that for residents making other enquiries when BOSS has closed, the top 3 preferred methods are face-to-face contact at either another One Stop Shop or AHO. The combined total of responses is 75%, with WOSS being the main alternative to BOSS (30%) and Rotherhithe AHO for specific housing matters (17%). Of the other 25% choosing not to go to one of the council sites, 16% responded that they would make other enquiries by phone.

Comments Received

There have been 666 comments received from residents' surveys. Some residents have made several comments and these have been recorded on a spreadsheet and divided into subject areas. All comments have been noted and grouped with similar themed comments, relating to the same issues.

These include comments about: Location/convenience; Staffing; Post Office and swipe card payments; making enquiries by telephone and by post; face-to-face contact; online use; channel shift; and, other issues.

Of the 666 comments received, the largest number of comments was regarding the location and convenience of BOSS. The highest number of comments was 114 received by residents (17%) who said that BOSS was very convenient and easy to get to. Below are a few of the recurring comments that were coming from the residents, detailed with the number of people who made these comments. Customers were presented with the scenario of BOSS closing with no local replacement facility and asked how they would access services.

114	BOSS - very convenient, easy to get to, for frequent users. Closure will be inconvenient to get to another.
68	Other offices/OSS to far away especially for those with health issues, who are elderly, have disabilities or have young children.
58	Like/prefer to see someone face-to-face. Easier to explain things and show documents, especially for security. Also, a quicker service.
56	Please don't do it [close and not replace] / not happy / disappointed / concerned.
36	Further to travel / Need to catch bus / Transport expensive (on benefits) and takes longer to get to other location.

Looking at the comments by theme, some of the common things being said are detailed below:

Location / Convenience

416 people commented on this theme; 62% of the total comments received.

Generally, with regards location, most of the local residents are unhappy about the BOSS closure because it is convenient for them to get to. Any change in location presents as an issue when having to travel further to another location, which for those on benefits will be more costly. Also, the biggest concern from residents was concerning the elder, disabled and those with children who will find it difficult to get to another location.

Other comments:

- 23 people said that BOSS does not have any long queues unlike the other OSSs. That they are too crowded and are likely to become busier after the BOSS closure.
- Though some residents have said that they would not like to use WOSS or POSS, 27 have said that they would most likely be using them or the Walworth HO.
- 7 people said that that might use the mobile office or Abbeyfield or Dickens Estate.
- 4 people feel unsafe going to WOSS and POSS. Also, 3 people have said that POSS is one of the worst offices and dirty.
- Another comment from 7 residents was about parking in Peckham and Walworth, with car parks being considered to be too crowded and expensive.

Staffing

Only 39 people made comments about staffing.

The majority of comments received about were very positive about BOSS staff. 21 people said that the staff were very friendly and helpful; and, treated customers well.

Some said, the council “...needs to put BOSS officer in another location, they are great!”

6 people were concerned that staff would lose their jobs with the closure.

An additional 12 people said that they liked to visit BOSS as they considered it to be the best OSS service and “things get done”.

Post Office Swipe Cards

There were not very many comments received about the Post Office service; only 9 comments were received in total. 3 said, ‘yes’ they would use the service and 3 said that they already pay rent by swipe card.

Telephone comments

Of 27 comments received about using the telephone service, 16 people (59%) said that they did not like the phone service. It was considered to be unreliable, frustrating and some said that they could not always get through which someone said gave them a poor service experience. A further 2 people said that the call centre had not given them the right information which meant they had to go to BOSS to sort the issue.

Also, 5 people said that the phone calls were too long and expensive. 3 people said that they were more likely to use the phone than the internet.

Only 1 person said that the phone service was useful.

Face-to-face contact

This fuelled a number of comments from residents and, with 85 comments received, was second in the main areas of concern after location and convenience.

58 people said that they prefer to see someone face-to-face as it was easier to explain things and also, was better and more secure for showing documents. It was also considered to provide a quicker service. Further to those comments, 4 people said that a face-to-face service was better for paying bills and as one said, PayPoints do not accept more than £200 and, they also like to have a receipt for payments.

Also in this category, 6 people were disappointed with the closure and said that it did not promote a good customer service and reduced personal contact and the human touch in the local area.

The third main comments in this category was from 5 people who commented that they could not speak good English and preferred face-to-face, with the possibility of using an interpreter.

Online service

58 people commented about using the online service. Of the those comments, 15 said that they were not able to do everything online, such as: booking visitors parking permits and courtesy cars, as well as not being able to track items on rent arrears.

8 people said that they did not have a computer; and 5 people said as they were over 60 and elderly, they found using a computer difficult as they were not computer literate. A further 5 people did not have internet access at all.

Another 7 people found the website was difficult to navigate and frustrating to use. Comments received said that the online service was not very good and needed improvement, particularly for online forms. 2 people were concerned about people with disabilities not being able to use, such as those who are dyslexic.

Other comments

“Community note being considered, especially the elderly and disabled”.

“Why can’t services be moved to Surrey Quays library like at Woolwich/Greenwich Council ... Library, One Stop Shop in one”?

“Tenant suffers from depression and anxiety and none of the options are an option”.

“Council officer should be more proactive and visit elderly and disabled”.

“Regular walkabouts on estate ... visiting tenants gaining feedback and understanding of needs”.