

Appendix 5 – Data Gathered for to our Face-to-Face Provision

Having surveyed our customers, 83.61% of our customers preferred method of contact was via non face to face methods. Therefore, relocating to a smaller office location would not present any concerns.

We have been monitoring the requirement for services at The Gateway.

Month	Total Appointments Booked	Total Contact (appointments/direct dial/intercom)
Jul-21	0	11
Aug-21	2	36
Sep-21	1	18
Oct-21	3	14
Nov-21	2	8
Dec-21	1	10
Jan-22	0	22
Feb-22	0	23
Mar-22	0	49
Apr-22	0	52
May-22	0	58
Jun-22	0	44
Jul-22	0	53
Aug-22	0	62
Sep-22	0	58
Oct-22	0	51
Nov-22	4	71
Dec-22	9	59
Jan-23	8	94
Feb-23	5	80
Mar-23	11	89
Apr-23	10	86
May-23	7	92
Jun-23	11	69
Jul-23	5	91
Aug-23	6	75

The Gateway reopened on 01 November 2022 for pre-bookable appointments on a Tuesday morning and Thursday afternoon. Between 01 November 2022 and 30 August 2023, 76 prebooked appointments were made and 67 were attended.

During that period there were 86 days where it was possible for a customer to book an appointment.

Customer Services had 6 prebooked appointments for this period, with 2 of these switching to a telephone appointment. The remainder of booked appointments was for Housing and Homelessness.

The Housing and Homelessness Team have offered 660 customers the option of having a face-to-face appointment and of these, 63 customers accepted this offer. This is 9.5% of customers.

To ensure we have been able to provide a service to all customers, including those that have no digital or telephony access, a direct dial was installed in the lobby area of The Gateway. This has been available to customers, and it was installed on 16 November 2021. It is available to mirror the Contact Centre opening times of Monday, Tuesday, Thursday, and Friday from 9am – 5pm and Wednesday 10am – 5pm.

To enable any customer with a pre-booked appointment to advise us that they have arrived for their appointment an intercom system was also installed in the lobby area. This intercom connects to a mobile telephone that is triaged by Customer Services who can then allow the customer to attend their pre-booked appointment. The mobile phone is switched on to receive these notifications to mirror the available appointments booked.

Inevitably, there have been many occasions where the intercom has been used instead of the direct dial telephone. There was a period of time that the telephone line had a fault and also when the telephone was vandalised on two occasions. During those times, we implemented the use of the intercom to ensure any customers who would have used the direct dial telephone continued to be supported.

From 01 November 2022 until 30 August 2023, 806 customers made use of either the direct dial telephone or the intercom. These customers were able to be signposted to contact us via the telephone line of 396396, use of online functions, email or signposted to partner agencies.

We looked at some of the more complex services for which we would previously have provided drop-in support and how we have been able to channel shift these enquiries. These included:

- Council Tax
- Licensing
- Document verification
- General queries from “walk in” customers
- Safer Food/Better Business booklet
- Democratic services
- Foodbank Vouchers
- Payments
- Emergency and Pre-booked Housing Appointments