

Consultation - Digital Customer Services

Our vision is to put the customer first, improving the user experience and ensuring that the customer needs guide how services are developed and delivered.

People increasingly expect to interact with organisations wherever they like, whenever they like, on whichever device they have and on whatever channel they choose.

Have your say

Completing this survey should take less than 5 minutes of your time.

Section 1: Digital Customer Services

Q1 We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

	1 (not important)	2	3	4	5 (very important)
Resolving my enquiry on my first contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24/7 access to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to an officer to resolve my issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a choice of channels to contact the council (e.g. phone, digital services, webchat)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolving my enquiry with as little effort as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear standards of service; information about the quality of services being delivered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to use any device (e.g. phone, tablet, computer)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feedback mechanism – ways to feedback on my experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional customer service staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive/tailored updates (e.g. text messages or emails on the progress of your enquiry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A simple way to book appointments online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A single point of contact without having to navigate multiple, complex contact points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2

We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

	1 (not important)	2	3	4	5 (very important)
Online services that match your experience of other business, (e.g. banks, online shopping etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everyone in the city having access to digital services and the skills to use them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service you receive through digital, phone, face to face etc. is professional and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to access details of your enquiries, track progress and that this information is available to any staff who deal with your enquiry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that all information we publish is clear and accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All personal data is secure and safe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Making Payments

Counting and banking cash and cheques is time consuming and costs the council much more than dealing with other type of payments.

These questions look at what you think it is important for the Council to do to modernise our approach. Please let us know if you agree or disagree with each statement.

Q3 It is important for the Council to let people know they can pay the Council for things with cash and cheques through the post office and local shops with a Pay Point console.

- Strongly Agree
 - Agree
 - Undecided
 - Disagree
 - Strongly Disagree
-

Q4 It is important for the Council to let people know they can pay through their PayPal account.

- Strongly Agree
 - Agree
 - Undecided
 - Disagree
 - Strongly Disagree
-

Q5 When using Council car parks, I would like to be able to use a credit or debit card at a pay and display machine.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Q6 When using Council car parks, I would like to be able to use a car parking app such as RingGo.

- Strongly Agree
 - Agree
 - Undecided
 - Disagree
 - Strongly Disagree
-

Q7 People should be encouraged to pay the Council by direct debit and on-line, as this helps to reduce back office costs.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Section 3: Equality monitoring

All of the following questions are voluntary. If you prefer not to answer a question, please leave it blank but everything you do tell us will help us to improve our services and make sure they are fair and accessible to all.

The information you provide is completely confidential and will not be used to identify you in any way. Only statistical group results will be reported on.

What is your ethnic background?

Q8 Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Q9 Other Asian or Asian British background (please describe)

Q10 Black, Black British, Caribbean or African

- Caribbean
- African background
- Any other Black, Black British or Caribbean background

Q11 Other Black, Black British or Caribbean background (please describe)

Q12 African background (please describe)

Q13 Mixed or multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple background

Q14 Any other mixed or multiple background (please describe)

Q15 White

- English, Welsh, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveler
- Roma
- Any other White background

Q16 Any other White background (please describe)

Q17 Other ethnic group

- Arab
- Any other ethnic group

Q18 Any other ethnic group (please describe)

About you...

Q19 What is your gender identity?

- Female
- Male
- Other/Non binary
- Prefer not to say

Q20 Other gender/non binary (please describe)

Q21 Is the gender you identify with the same as the sex you were registered with at birth?

- Yes
- No
- Prefer not to say

Q22 What year were you born?

Q23 Do you identify as a Deaf or disabled person or have a long term health condition?

- Yes
- No
- Prefer not to say

Q24 If you answered yes, please tick all that apply

- Physical impairment
- Deaf or hearing impaired
- Visually impaired
- Mental health condition
- Neuro-diverse
- Long standing illness or condition (such as cancer, HIV, chronic heart disease, diabetes or epilepsy)
- Other

Q25 Other disability or long term health condition (please describe)

Q26 What is your religion?

- No religion
- Christian (including Church of England, Catholic, Protestant and all other denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Prefer not to say

Q27 Any other religion (please state)

Q28 Select the option which best describes your sexual orientation

- Straight/Heterosexual
- Gay/Lesbian
- Bi/Bisexual
- Other
- Prefer not to say

Q29 Other sexual orientation (please describe)

Q30 What is your postcode (or leave blank if you'd prefer not to let us know)

Thank you

Thank you for completing this survey.

Please return your completed survey to the Civic Centre by post to the address below, or in person to our Customer Service Centre at the same address (Monday – Friday, 9am to 2pm).

Completed forms must be received by Friday 15 September 2023.

Digital Customer Service Consultation

Exeter City Council

Civic Centre

Paris Street

Exeter

EX1 1JN