

Summary of qualitative feedback

A. Residents – 7 responses

Next Door, (neighbourhood social networking service) – various resident comments

“Fine, but one wonders how long the very energy intensive internet will last in a likely future world where energy might be in much more limited supply than it is today.”

“Just done the survey it doesn’t give the options of rejecting digital access. This is something I feel strongly about as working with older people a lot of them do not own a computer or tablet and shy away from anything on a mobile other than making a telephone call. The elderly are being totally forgotten in this rapidly changing world.”

“...where were the options to talk about real money, take parking questions were about paying by card or app NOTHING for cash”

Resident 1

“I want to say it is extremely important to me that NOT all staff can check progress as there are confidential matters that need only certain people to know and a system that is being designed without that in mind is a very big concern.”

Resident 2

I have concerns about this strategy as it will exclude many of the older generation from being able to contact the council.

“I run a bereavement group which consists of mainly older members. I know for a fact that many do not own a laptop/tablet nor wish to own such a device. A lot of older people shun modern technology and no amount of persuasion will change their minds. Therefore there should remain some sort of access to advice and information that is not computer based.”

Resident 3

“The ability to actually come and speak to someone at the City Centre is being hidden under a plethora of digital promotions. If you truly wanted people to have their say you would not offer loaded questions.”

“Do I need to point out that those people not already digitally aware will be disenfranchised by this survey?”

Resident 4

“The Draft Digital Customer Service Strategy rightly identifies the need for content of the Council's website to be written in a style that the public can understand. As a public consultation document, the same Draft also provides evidence of the task ahead in training officers to use clear, concise language when writing for a diverse readership.”

B. Partners -2 responses from over 100 contacts

Q1

YMCA

“It has the potential to save time in attending appointments for Housing Options and in making calls to find the progress on a case or situation.”

“It could also easily also put a barrier between a worker and the decision maker preventing critical information being accessed and so making it successful for everyone is crucial.”

“You can't conclude how this will go from a strategy document”

St Petrocks

“Difficult to determine until further consultation / co-production with clients.”

“Many of our clients are extremely socially excluded and struggle to access any digital services as they do not have smartphones / regular computer access, or they need in person support. Many also experience literacy difficulties which mean that they need in person / verbal support.”

“If this strategy means that Homeless Assessment decisions / letters are written with a plain English summary then this would be beneficial as many clients request this.”

Q2

YMCA

“This method of working has lots of benefits and time saving potential. Having a digital access system works really well when it's clear that the in-person assistance part of the process is to help the customer use and accomplish what they need to do on the digital system. That can mean someone very efficient on the system, explaining they are not the decision maker but can get the information across on behalf of the customer and ensure that they know how and when they will hear back.”

“For digital services, the most helpful thing is some form of messenger/chat system where conversations are recorded and kept so they can be referred back to. If you can't do what you feel you need to do - you need to be able to leave a message and show you tried and request help. Please ensure this is a feature of the system.”

St Petrocks

“Expectation and understanding that there will always be a % of people who do not and cannot access services digitally or via telephone [missing from Goal 6 - accessibility] and that in person support at the Civic Centre or at Hubs such as CoLab is essential.”

Q3

YMCA

"I hope this helps priorities the right people working on the right work. It is very difficult to decision make, investigate and critically think about a person's issue when it is complex with them right there in front of you. So a move to rearrange this, retaining customer focused employees assisting with applications and enquiries by completing digital requests and forms can work really well."

"We see the benefit of accessing housing options digitally rather than in person appointments and we see benefit from recorded interactions accessible online."

St Petrocks

"Consistently clients feed back that because ECC staff call from a withheld number they do not answer. Increasing alternative means of communication [known telephone number / text message] would improve communication channels."

"Clients frequently lose access to email addresses and mobile phone numbers - this has proved incredibly problematic in terms of access / resetting accounts, so there needs to be an easy but secure 'way back in' for them. Draw on learning from the rollout of the Universal Credit journals / DWP where this has been a challenge for many."

"The CSC staff are amazing!! The sheer breadth and depth of their knowledge is humbling, and I have huge respect for the difficult job they do - anything that will give them more ability to answer and resolve customer queries will be great - but please ensure that you are led by the staff doing the work and their feedback as much as the other priorities identified - they really are the experts!"

"Please contact me directly if you would like to arrange a focus group with homeless / vulnerably housed clients - we would need a member of ECC staff to attend the StP Centre in person as this is the preferred method of communication for our client group. Ideally with a laptop to demonstrate any new digital pathways."