



NORTHAMPTON BOROUGH COUNCIL

Scrutiny Panel 3 - Customer Services

Draft Core Questions to be put to Residents' Association Focus Group

- 1 Do you perceive the Council's customer services facility to provide value for money around:
 - I. The quality of the Service and Service delivery
 - II. Customer Satisfaction from reporting an issue to having it resolved. ?
 - III. Cost and efficiency
- 2 Are you aware of how to contact Customer Services at the Council and do you find this easy to do so?
- 3 When you contact the Council, are you encouraged to make contact via the website next time you need to make contact?
- 4 If you are unable to access services via the Internet what advice is provided to you?
- 5 Do you feel that the One Stop Shop at the Council makes best use of the space available, and how would you rate comfort and accessibility?
- 6(a) What do you feel are the best features of the One Stop Shop and why?
- 6(b) Please provide suggestions of where you feel improvements could be made?
- 7 Do you feel comfortable on entering the One Stop Shop, if not, please provide examples of why you feel this is the case
- 8 Do you feel that the services offered by the Council are advertised well, if not, please provide suggestions for improvement.
- 9 Is the Council successfully identifying the levels of the service that the customer requires? If not please explain why.

- 10 Please advise which is the most frequently used method that you use to contact customer services and the Council
- 11 Do you find it easy to contact the department that you require? If not please explain why. How could this process be improved?
- 12 Have you needed to contact the Council during out of working hours? If so, was the number to contact easy to find?
- 13 Would you use social networking to contact the Council or find out information ie Twitter or Facebook?
- 14 Please provide your views on the benefits of a shared customer services facility with other organisations
- 15 Any other comments