

Revenues and Benefits
Customer Survey



Revenues and Benefits

2013 Face to Face and Telephone Survey Results

Executive Summary

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I. Background

The purpose of the survey was to assess the level of customer satisfaction with the front facing service of the department

The survey was run for a three week period and covered both face to face and telephone customers between 7th and 25th January 2013. A total of 527 surveys were completed, of which 321 were face to face and 206 were telephone surveys.

The attached report details the results from each survey, based on general information, details from the face to face contact, telephone contact and staff performance.

The number of surveys carried out provides a 95% confidence level with an error rate of +/- 4.1%.

2. Overview Report

2.1 General Information

Of the telephone calls, 134 (65%) were for Council Tax queries and of the face to face contact 224 (70%) were for benefit. were for benefit queries 224 (70%). This is in line with statistics from the reporting systems, and reflects the customer demand for these areas.

Reason for Contact:

Of the Council Tax queries 43 (19%) were primarily to 'make payment' and 108 (48%) 'other'. 'Other' related to account balances and payment queries. This represents over half of the enquiries and could be dealt with by using the self-service option if the customers were registered.

Making a new claim or advising of a change in circumstances represented 210 (72%) of Benefit queries by phone or visit. As expected, due to the nature of the work and the complexity of making a claim for benefit, most of these enquiries are currently dealt with face to face, however this may change with the implementation of an online claim form over the next few months.

Repeat Contact:

115 (36%) of customers who visited us had contacted us before. The main reason for the repeat contact was 'to provide further information', with 77 (67%) of customers needing to provide information they had not provided at previous visits.

47 (23%) of customers who telephoned us were calling again. 15 (33%) of those were because they were 'unable to make contact' with us and 15 (33%) stated, 'other' with reasons given that they were pursuing their enquiry further.

Opening Hours:

279 (87%) of customers visiting the Civic Centre and 167(81%) of customers telephoning the office thought the opening hours were convenient, with a small percentage thinking opening later on the phones and counter could be an option.

Follow up Action

114 (22%) of customers stated that they would be interested in attending a focus group and left contact details. It is planned to contact these customers again when the next survey is conducted to reassess their previous experience.

2.2 Face to Face Contact (321 Surveys)

Initial Contact

At reception, customers were told about the queue system on 250 (78%) occasions and anticipated wait times 215 (67%) occasions. Customers were offered an appointment on 83 (26%) of occasions, however of the 238 not offered an appointment over half said that they would prefer to wait, even if they had been offered a later appointment. The current process is for all customers to be given information about queues and wait times.

Wait Times

Of those surveyed 170 (53%) waited less than 15 minutes and 226 (70%) waited less than 30 minutes before seeing an advisor who was able to deal with their query in full. CRM figures indicate that overall Council Tax customers are seen quicker than Housing Benefit customer's which reflects the nature of the enquiry.

When asked about how long would be an acceptable time to wait 186 (58%) of customers stated that they would be happy to wait up to 30 minutes with an additional 109 (34%) stating they would find it acceptable to wait up to an hour where their enquiry was being dealt with in full. Of the 321 surveys conducted 112 customers left specific feedback of which 51 (15%) stated they were happy with the wait times, as their enquiry was dealt with in full.

NOTE - In undertaking this survey it has been found that the CRM system is not used consistently across the department and therefore wait times are not being recorded correctly and wait times have been inflated. This is apparent in the conflicting evidence from customer experience against the CRM reports. Work is being undertaken to formalise this process and improve the reporting process. This will result in accurate wait time reporting.

2.3 Telephone Contact (206 Surveys)

Making Contact

167 (81%) of callers got through first time and 187 (91%) of callers were able to identify and select the service they required with 128 (63%) of callers stating that they would not try an alternative way to contact us if they had to wait. This was reviewed against the equality assessment questions and it was clear that although 56 (27%) of callers indicated they would try an alternative way of contacting us there was no apparent link between these individuals in relation to age or disability.

Wait Times

Of those surveyed 134 (65%) waited less than 5 minutes for their call to be answered by an advisor who was able to deal with their query in full. The telephony system reports indicate that this is a true reflection of all customer contact by phone.

When asked about how long would be an acceptable time to wait 115 (56%) of customers stated that they would be happy to wait up to 5 minutes, with an additional 74 (36%) stating they would find it acceptable to wait up to 15 minutes.

A high percentage of customers were happy with the wait times for the telephones as their enquiry was dealt with in full at this time. Approximately half of our customers stated that they would rather leave a message and be called back later if they could not wait rather than calling

back. The general comments showed that of the 87 telephony customers who responded 33 (16%) suggested a call back system.

2.4 Staff Performance

The majority of people who responded spoke highly of the staff who dealt with their query. 184 (89.5%) of telephone contact and 305 (94.9%) of face to face contact, either strongly agreed or agreed that they were satisfied with the overall service they received. 371 of comments left by customers were of a positive nature in relation to how staff dealt with the enquiry.

2.5 Self-Service

279 (53%) of customers stated that they would be willing to use the self-service facility and 111 (21%) of customers left their email address. These customers will be sent information on how to register for self-serve.

2.6 Points for Consideration

The main areas that should be considered for improvement were:

- Notifying customers of wait times
- Improving wait times
- Increasing take up of self-service system
- Telephone Messaging system – call back facility

2.7 Recommendations

2.7.1 Notifying customers of wait times

All reception and filter staff to be reminded of the necessity to advise customers of potential wait times. This will enable customers to make a choice around whether to wait or return outside of peak demand.

Currently customers for Revenues and Benefits (R&B) go to reception and are then passed on to a R&B officer to dealt with their enquiry. Consideration is to be given to whether it is more practical to go direct to an R&B reception point to reduce customer hand-off and improve the experience of the customer by going direct to a person who can deal with their enquiry at the first point of contact.

2.7.2 Improving wait times

Work is underway to ensure consistency with how customer wait times are recorded. This needs to be explored more with the filter queues to ensure consistency of results. This will allow a better comparison of customer satisfaction based on accurate data from the CRM system.

At the end of January the department introduced a new claim process which offers appointments to benefit claimants. Part of this process will include the use of the online benefit application form and will reduce the wait times for these customers both on the telephone and face to face and improve processing times.

The time taken to process a benefit claim will also be reduced by the implementation of Risk Based Verification during February. This is an automated system that enables evidence levels for

each customer to be assessed based on the risk of there being an error on the application. . This will also improve the wait times for face to face customers.

2.7.3 Increasing take up of self-service system

Notification of the self-service facility will be included in council tax bills during January.

Staff are offering the self-service facility to all customers whose enquiry could have been dealt with by this option. Guidance notices have been included in all counter and phone booths to help promotion of the services that are available.

Self-serve facility to be promoted during events and drop in sessions organised by the department and partners.

Customers who have left email addresses, will be contacted to support sign up for self-serve.

2.7.4 Telephone Messaging system

Avaya telephone system to be reviewed; to see if enhancements are available to offer a message option for customers who have to wait longer than an agreed period of time or the option to not hold when we are experiencing busy periods.

2.7.5 Review

Customer contact is likely to increase over March and April due to the issue of council tax bills and implementation of welfare reform changes. It is recommended that the surveys be conducted again at the end of May to review customer satisfaction after the suggested improvements have been implemented.

Customers who expressed an interest in focus group participation will be contacted for further feedback at review stage.

3. Survey Results

3.1 GENERAL INFORMATION

Question 1: - What is the reason for your visit/call today?

This question was asked on the face to face and the telephony survey.

221 (70%) of face to face surveys were for Council Tax & Housing Benefits

134 (65%) of telephone surveys were Council Tax queries

This result is in line with demand on the phones and counter from Apr 2012 to Dec 2012, which show that there were;

16,429 face to face customers of which there is a 32% council tax and 68% benefit split.

114,517 telephone customers of which there is a 55% council tax and 45% benefit split.

This is line with expectations as Benefits queries are more complex in nature and require more paperwork from the customer, hence the increased volume on Face to Face.

Question 1a: - Breakdown of reason for visit for Benefits

The main reason for face to face Benefits visits were for Change of Circumstances and New Claims 180 (80% combined). The main reasons for phones queries were for Other and Change of Circumstances 55 (79% combined). See below:

Benefits Reason for Call/Visit

Reason	Face to Face	Telephony
Benefit payment	17 (8%)	7 (10%)
Change of Circ's	119 (53%)	23 (33%)
New Claim	61 (27%)	7 (10%)
Other	27 (12%)	32 (46%)

Other reasons for visiting:

Of the responses that ticked other the majority of the descriptions were about cancelling/suspended claims & future changes eg.

*'I had my Housing Benefit suspended',
'Finding out about changes happening in April'*

Question 1a: - Breakdown of reason for visit for Council Tax

The main reason for face to face and telephone calls was identified as 'other' with face to face being 46 (49%) and calls 63 (48%). See below:

Reason	Face to Face	Telephony
Change of address	12 (13%)	19 (14%)
Claiming a reduction	11 (12%)	9 (7%)
Making a payment	13 (14%)	30 (23%)
Other	46 (49%)	63 (48%)
Query about who should pay the bill	11 (12%)	11 (8%)

The majority of the 'other' descriptions for face to face and phone were about account balances, making payment including payment options, and arrears. For example;

'Wanted to find out how much I owed'

'Council tax arrangement'.

This highlights that a percentage of calls could be dealt with online using self-serve. This is being promoted and will reduce the amount of simple balance queries, repeat contact, single person discount and change of owner/address queries.

Question 2: - Have you previously tried to contact us about this query?

For face to face visits 115 (36%) of customers had tried to contact us before about this query, of which 62 (54%) visited previously and 47 (41%) telephoned. On the telephones the repeat contact is a bit lower at 47 (23%), of which 76% had phoned previously & 14% came in to the office. A small percentage of customers contacted us by email or by post.

The main reasons for the re-visit for face to face contact was 'to provide information that we have asked for' 44 (38%) and 'to provide information that you think we need' 33 (29%). The main reason for the repeat calls on the phones is 'unable to make contact with us' 15 (33%) of customers, the 'other' option was 15 (33%) as well.

The examples given for the 'other' queries were updates/ongoing query/no response to email/decisions.

'On-going problem', 'Hand documents in', 'my circumstances have now changed'.

Of a total of 10640 calls per month an average of 25% (approximately 2660) calls are abandoned each month). It is difficult however to establish what the abandonment rate means as this could be one customer repeat calling or multiple customers phoning once.

3.2 FACE TO FACE (321 Surveys)

Question 3 – When you first spoke to a member of staff today were you...

A. Told how the queue system worked?

250 (78%) of visitors were told how the queue system worked. The process is for all customers to be notified of how the queue system works.

B. Advised what the estimated waiting time was before you would see a customer advisor?

215 (67%) of visitors advised of a waiting time. The process is for all customers to be notified of the anticipated wait time.

C. Were you offered an appointment to see an advisor if you felt the waiting time was not acceptable?

83 (26%) of visitors were offered an appointment.

D. If No would you have liked to have been offered an appointment?

The results show that 174 (54%) of people asked would not like to be offered an appointment compared against the 147 (46%) who would like to be offered an appointment.

Question 4 – How long did you have to wait before your interview with the advisor who dealt with your query?

The table below shows the length of times customers waited to be seen. 53% of the 321 that provided wait times, showing that they waited less than 15 minutes.

Wait Time	Number	Percentage
Less than 15 minutes	171	53%
15 to 30 minutes	56	17%
30 to 45 minutes	41	13%
45 minutes to 1 hour	20	6%
More than 1 hour	33	10%

Looking at CRM figures for the same time period 7th to 25th January it shows;

The total number of customers seen over the period of the survey was 1938 of which 341 (18%) were council tax and 1597 (82%) benefit customers.

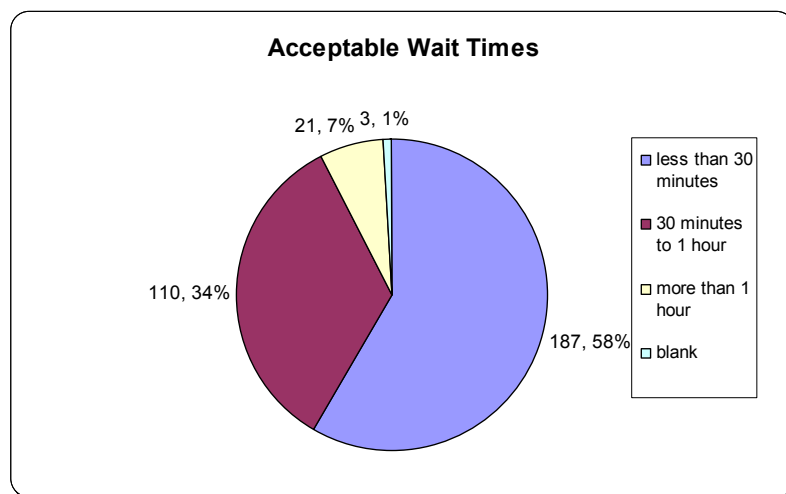
Only 10% of overall queries wait for more than 1 hour which is a positive position given the nature of benefit work and the fact that demand has gone up by over 30% during 12/13.

Question 5 – Please tell us what you feel is an acceptable time to wait before being seen by an advisor who will be able to deal with your query in full?

The table below shows the length of times customers are happy to wait to be seen by an advisor who can deal with their query fully. 58% Of the 321 that provided wait times stated that they would be happy to wait less than 30 minutes.

Acceptable Wait Time	Number	Percentage
Less than 30 minutes	187	58%
30 minutes to 1 hour	110	34%
More than 1 hour	21	7%
Blank	3	1%

The responses to this question clearly show the preference is for less than 30 minutes wait time 187 (58%). Although an additional 110 (34%) did state that 30 to 60 minutes would be an acceptable wait time. This is based on the knowledge that enquiries are now dealt with fully and benefit is assessed whilst customers wait rather than just taking an enquiry and responding at a later date.



Question 6 – The office opening hours are 8.30am to 5pm Monday to Friday. Are these times convenient for you?

The overwhelming response was yes – 279 (87%) thought our current opening times convenient, 38 (12%) of customers who answered ‘no’ were asked what would be good times
 30 said open after 5pm,
 4 said before 8.30am and
 4 said both after 5pm and before 8.30am.

3.3 TELEPHONY (206 Surveys)

Question 4 – Did you get through first time?

The results show that 167 (81%) of callers got through first time. 39 (19%) Of customers tried on one or more occasions;

11 tried once

19 tried between 1 to 3 times and

9 tried more than 4 times.

Question 5 – Were you able to identify and select the service you required easily?

The responses clearly show that the majority of callers could identify and select the service they required, being 192 (93%).

Question 6 – If you were made aware of another way to get your query dealt with would you have stopped your call and contacted us in a different way?

A total of 184 customers responded to this question. Of those 130 (71%) said that they would not try an alternative option with 54 (29%) saying they would. This has been measured against the equality monitoring information to establish if there may have been a correlation with customers who stated they had a disability.

14% Of those who said they wouldn't stop their call had a disability and 11% of those who said they would stop their call had a disability. This shows that disability is not a main factor as to why people are not willing to try an alternative method of getting their queries resolved.

Question 7 – How long did you have to wait to speak to an advisor?

The table below shows the length of times customers waited to talk to an advisor with 65% of the 206 that provided wait times showing that they waited less than 5 minutes.

Wait time	Number	Percentage
Less than a minute	41	20%
1 - 5 minutes	93	45%
6 - 10 minutes	38	18%
11 - 15 minutes	11	5%
More than 15 minutes	22	11%
(blank)	1	0.5%

These figures seem to reflect the figures from the telephony system which show that the average wait time for each service for last year (Jan 12 to Dec 12) is:

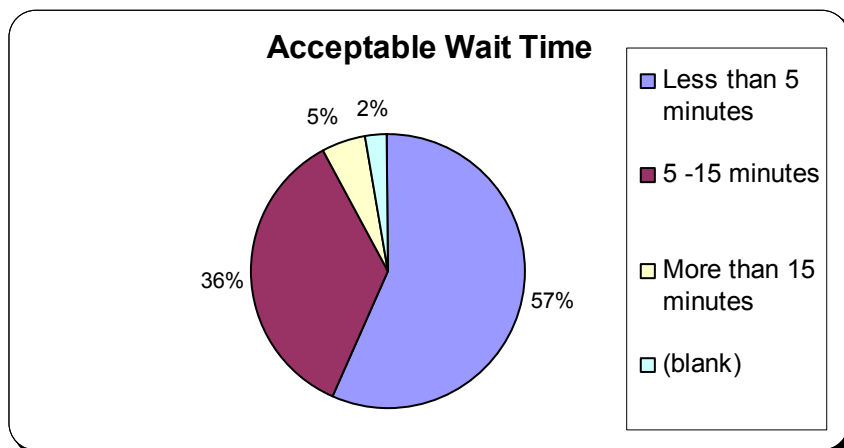
Council Tax 4 minutes 6 seconds

Housing Benefits 6 minutes 40 seconds

Summons/Recoveries 5 minutes 42 seconds

Question 8 – Please tell us what you feel is an acceptable time to wait before your call is answered by an advisor who will be able to deal with your query in full.

The response to this question was fairly clear with 118 (56%) of customers being happy to wait up to 5 minutes, with an additional 74 (36%) saying they would be happy to wait between 5 and 15 minutes and only 10 (5%) saying more than 15 minutes is acceptable.



Question 9 – If you were unable to wait would you prefer to leave a message for an advisor to call you back or contact us again at a later time?

The results show that it is very close between the two options as the preference – 97 (47%) said 'contact us later' and 103 (50%) said 'leave message'. The other 3% were blank (no response).

Question 10 – The telephone lines are open between 8.30am and 5pm Monday to Friday. Are these times convenient for you?

The majority said that the opening hours were convenient with 167 (81%) customers saying Yes and 37 (18%) saying No.

Of the 37 saying that the times were not convenient;

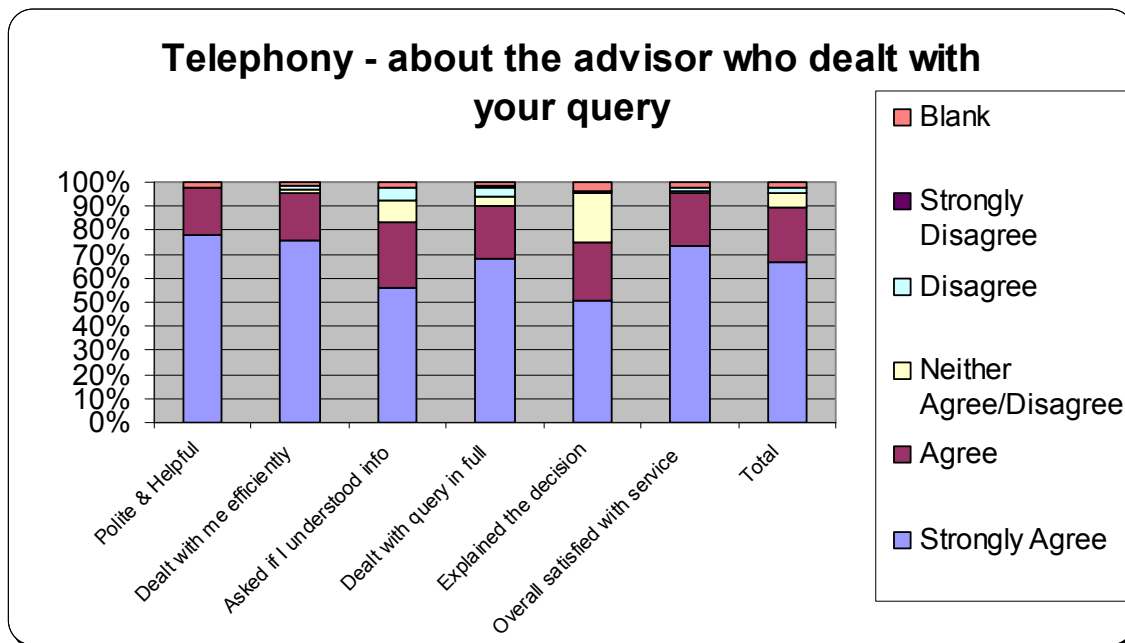
33 suggested 'Open after 5pm',

1 said 'Open before 8.30am' and

2 said both options.

3.4 STAFF PERFORMANCE – Telephony & Face to Face

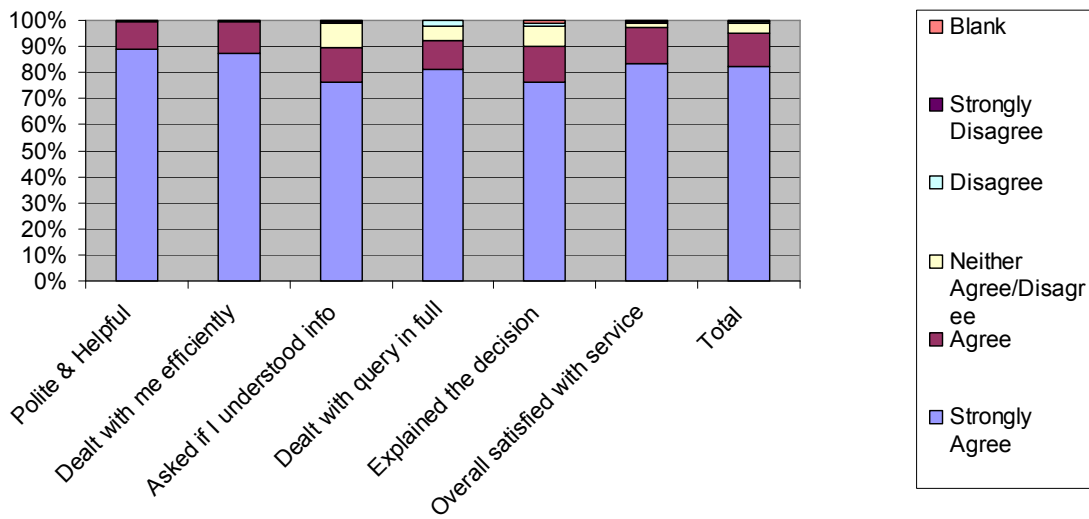
The following section looks at the questions about ‘Please tell us about the advisor who dealt with your query’ – This list of questions were the same for Face to Face and Telephony.



It is clear that a high percentage of the customers strongly agreed or agreed that the staff were polite and helpful, dealt with the enquiry in full in an efficient manner. The results for the telephone contact showed that 89.5% of customers were satisfied with the overall service they received with only 2.4% of customers not being happy with the service they received.

	Polite & Helpful	Dealt with me efficiently	Asked if I understood info	Dealt with query in full	Explained the decision	Overall satisfied with service	Total	Overall %
Strongly Agree	160	156	116	140	104	152	828	67.0%
Agree	41	41	55	45	51	45	278	22.5%
Neither Agree/Disagree	0	3	20	9	41	1	74	6.0%
Disagree	1	3	10	8	1	3	26	2.1%
Strongly Disagree	0	0	1	1	1	1	4	0.3%
Blank	4	3	4	3	8	4	26	2.1%
Total	206	206	206	206	206	206	1236	

Face to Face - About the advisor who dealt with your query



	Polite & Helpful	Dealt with me efficiently	Asked if I understood info	Dealt with query in full	Explained the decision	Overall satisfied with service	Total	Overall %
Strongly Agree	286	281	244	261	244	267	1583	82.2%
Agree	34	39	44	36	45	46	244	12.7%
Neither Agree/Disagree	1	0	29	17	25	4	76	3.9%
Disagree	0	0	1	7	3	0	11	0.6%
Strongly Disagree	0	0	1	0	0	3	4	0.2%
Blank	0	1	2	0	4	1	8	0.4%
Total	321	321	321	321	321	321	1926	

It is clear that a high percentage of the customers strongly agreed or agreed that the staff were polite and helpful, dealt with the enquiry in full and in an efficient manner. The results for the face to face contact showed that 94.9% of customers were satisfied with the overall service they received with only 0.8% of customers not being happy with the service they received.

It is reassuring that the majority of our customers, both on the telephone and face to face are happy with the level of service they receive and a high percentage of comments left were in recognition of the satisfaction with the service.

If you need to provide more information or we need to contact you again so that we can complete your query was this agreed with you during your call/interview?

The results are similar for both Telephony and Face to Face with 31% on phones and 40% on face to face getting agreement during the call/visit about more information/contact you again.

The Council has recently introduced a 24/7 online self service facility. If the information you needed today was available online or if you were able to view your bill or of any changes or receive an electronic bill, would you use it?

The results to this question show that at least half of the customers would be willing to use self-serve option online. E-mail addresses were left by 111 customers willing to use self-serve (45 from Telephony and 66 from Face to Face).

	Telephone		Face to Face	
	Number	%	Number	%
Yes	118	57%	162	50%
No	71	34%	140	44%
Don't know	15	7%	14	4%
Blank	2	1%	5	2%

114 People expressed an interest in attending focus groups and left contact details.

3.5 CUSTOMER FEEDBACK

What did you like about our service today?

For both Telephony and Face to Face there was a combined total of 371 comments left. All the comments left were of a positive nature and generally mentioned the following attributes: quick/efficient/helpful/ approachable/polite/friendly. Please see some example comments below:

“Advisor was very polite and understanding and she didn't make any judgements about what I was saying I am happy that the assessors are actually taking the calls now, rather than a general customer service team. It makes it a much quicker service.”

“Comprehensive, friendly and helpful professionally dealt with in regard to personal details and data protection”

“Helpfulness and courtesy of the guy helping with me. Spoke clearly and slowed down speech when I said I was deaf”

“Promptness answered, info was clear, adviser gave more info about another organisation which could offer him more help. Very happy with service.”

“Approachable and friendly, staff were all excellent and polite. Knowledgeable. Can't fault the service - 10/10”

What could we do better?

The combined number of responses left for both Face to Face and Telephony is 199, of which 87 Telephony and 112 Face to Face.

A brief breakdown of the 87 comment types for the phones are:

Wait time for calls too high – 33 comments of which many suggesting call back facility. 21 (65%) of these calls relate to council tax. Take up of self-serve is therefore likely to improve wait times for customer that still need to call.

Poor communication – 3 comments

Recovery process too harsh – 3 comments

Late night opening – 2 comments

The rest of the comments were general feedback ie Nothing to add.

A brief breakdown of the 112 comment types in for face to face :

Waiting times – 61 comments about the waiting times too long and 9 of these mentioned they had queued previously on phones.

Opening times – 7 comments about opening Saturdays or late night.

Waiting Facilities – 16 comments re TV/Magazine/play areas and cheaper refreshments.

General positive nature/all fine – 17 comments.

A selection of comments is shown below from both categories. A full list of comments can be found at Appendix A.

'Advisor was top of the class - he did everything he could and was really brilliant - you've got to ring the council mindset - he was a breath of fresh air - put the phone down and thought ah that was lovely'

'Advisor was very polite and understanding and she didn't make any judgements about what i was saying I am happy that the assessors are actually taking the calls now, rather than a general customer service team. It makes it a much quicker service'

'cannot fault the service'

'All done in front of him, nice to see someone deal with it and what each stage meant in terms of the decision process. good to know'

'Nothing this advisor could do better but should make sure that everything is correct and clear on the first phone call so he would not have to phone back a second time in future'

'Approachable and friendly, staff were all excellent and polite. Knowledgeable. Can't fault the service - 10/10'

"Explain forms that may need to be filled out before interviewed, was told on the phone nothing needed to be done prior to the interview but when they came in they had needed to fill forms out"

"lady at reception gave the wrong information, she told us to wait in the the wrong place and the wrong estimated waiting time. Get a better system with less waiting time - what happen to being seen at the front? Used to be able to get what I needed completed"

"Phone service. can't get an answer or have got through and been cut off when transferred. This meant that she would rather come in than call. Would be convenient to leave a message for someone to call back instead of hanging on the phone."

Appendix A

Customer Comments:

Telephony Housing Benefits Reason for visit today – Other

Account was suspended and did not know why.
Trying to get my claim sorted out
Rent amount query
Check how much to pay - another person in the household gets the letter not her so wanted to know how much she had to pay
Bedroom Tax
To see what was top up and what he had to pay
overpayment
Finding out about changes happening in April
Find out it had been cancelled, originally phoned to change bank details but informed about change
Letter from Housing Association
I had my Housing Benefit suspended
my claim was suspended
Information about both as going through divorce
Received a letter in post
To find out why were only paid one week.
Benefit stopped
Hb Overpayment Balance
Landlord had letter, benefit had stopped, contacted to discuss and get the rent paid
Tenant claiming HB - having issues filling in form
Ringling for update
shortfall in my rent,
update info
Information request
Looking for a reduction possibly for rent
Paying claw back - wanted to know when it was finished
Query regarding benefit changes this year.

Telephony Council Tax Reason for visit today – Other

Valuation Letter
Making an arrangement
Deferred payment
Council Tax Arrears
bank
Wanted to find out how much I owed
I wasn't sure if I had paid my Council Tax for December 2012
Change the name the flat was in to her son's name
Empty property in Plymouth.
received a summons letter
Find out the days payments are taken on
Break in council tax payment
Reassessment of housing benefit, checking if council tax had too
Get a bill for council tax
Received a letter saying payment had not been received.
instalments and adding someone to the bill
Departments don't talk to one another
Discuss letter about final notice
couldn't find one of my receipts for council tax
Went online - wouldn't go through to SP allowance
recovery
wanted to know outstanding
Property banding query.
Couldn't pay bill.
received a letter
Payment lost
Final notice for payment resolution
Letter received regarding payment, cross information.
Query about amount owing
recovery of tax
Single Person Discount info
Refund
Split with partner, wanted to discuss some information received on a letter

Set up arrangement
Tenant as payee of council tax
Moving house change council tax
council tax letter enquiry
Information and advice
Direct Debit set up
Changing banks and changing direct debits
Checking account - see the balance
SPD
Mother
I wanted to find out how much I needed to pay
council tax arrangement
Council tax arrears
Nasty letter about council tax
Just bought property in Plymouth
Postpone payment
Change of tenants
Changing my arrangement
now moving back into property after being empty for renovation so need to cancel exemption
Query about declaring as no-one living there
Moving out so cancelled council tax payments
Unpaid council tax

Telephony – Other Reasons for previously contacting us

We could resolve the query at that time.
Was setting up a different payment?
Wasn't explained correctly the first time he called
Circumstances changed, was going to apply with another party but now that isn't the case.
Received no response to the email I sent so I didn't know if you had got the information. Was calling to check that you had received my email.
For an update
Still wasn't sorted
On-going problem
Ringling constantly - Waiting for husband

ongoing query
waiting on a decision

Face to Face Housing Benefits Reason for visit today – Other

Hand documents in
Looking to move out of parents home and get my own. Wanted to get help with my income.
Checking information relating to claim
re-start
Landlord is not paying the customer's mortgage.
Rent had not been paid since 16th November.
in because HB had been suspended
Letter from us
You are not paying my benefit on time, I keep being in arrears, I have to waste a lot of my time visiting because you do not answer the 'phone and keep wanting to see more paperwork
Needed to bring in additional docs.
Re-assessment
to get information about a new claim
Bringing in docs
Payment details
Cancelling my claim
Query about bill amount
Claim Suspended
missing payment
STILL A STUDENT SO SHOULD BE COUNCIL TAX EXAMPT RECEIVED LETTER STATING OTHERWISE HERE TO RESPONDED
overpayment

Face to Face Council Tax Reason for visit today – Other

Currently sofa surfing so needed to arrange to stop paying council tax on previous property (flat)
Parking Permit Exemption.
making an arrangement to pay off arrears
Single Persons Discount
Attachment of Earnings

problem with payments sue to going on to old account
banding change
change of circumstances
Changing current method of payment
Query did not relate directly to Housing Benefit or Council Tax but was about getting help with her pension as she is taking early retirement.
Problem with making a payment, money went to wrong account.
Print of Bill 2011
change of hours
Query over his bill
Information required
Details about when to pay.
I received a final reminder
I received a letter
Direct Debit enquiry
Household change
CT exemption.
Liability order
Single persons discount.
Family matters
Student, so don't need to pay, referring to landlord
change of owner of house
change of owner of house
changing to 12 monthly payments
PAYMENT QUERY
Payment enquiry
Refund enquiry
Wants Single Person Discount
DIRECT DEBIT ENQUIRY
CTAX ARRANGEMENT REQUEST
DIRECT DEBIT ENQUIRY

Face to Face – Other Reasons for Previously contacting us

Was told that it would be quicker to deal with the claim in person rather than sending the docs in and waiting for them to be processed
Household change
Another change of address
waiting times
short of time could wait that long
my circumstances have now changed
Check out how the claim was progressing
HB keeps getting stopped after problem with DWP and JSA
Told her to come in
didn't want to wait
Staff error - I had to come in 3 separate times just to cancel my claim
I have now moved into my property
It's quicker to pass the information in than post it...
You had issues being able to check my pension details online and it took ages for the dip to inform you of this.

What did you like about the service today

Telephony

Helpful and went out her wait to assist me
Advisor was clear & quick
Advisor was friendly and knew what she was talking about.
Advisor was helpful and gave a lot of info.
Advisor was top of the class - he did everything he could and was really brilliant Eugh you've got to ring the council mindset - he was a breath of fresh air - put the phone and thought ah that was lovely
Advisor was very polite and understanding and she didn't make any judgements about what I was saying I am happy that the assessors are actually taking the calls now, rather than a general customer service team. It makes it a much quicker service.
All sorted.
Always satisfied - every time she rings she is always dealt with properly
Been dealt efficiently Simple thing dealt with and it was, prompt quick and easy know what they're talking about

Brilliant
Call was answered really quickly and didn't take long
cannot fault the service
Clear and precise.
Comprehensive Friendly and helpful professionally dealt with in regard to personal details and data protection
dealt in full there and then
Dealt with as expected
Dealt with the matter efficiently, properly and clearly explained everything
Done and dusted, all out of the way now
Dyslexic and a lot of the forms aren't clear but they did their best to make it clearer to her if she explains she cannot understand.
Easy to sort out and understand
Efficient
Efficient & explained
efficient and fast
Efficient and straight-forward, dealt with query
English speaker, clearly able to get to the bottom of the issue without difficulty. Friendly advisor
Everybody's been very friendly More than helpful and polite
Everything, liked not having to come in
Explained well
fast
Fast, was expecting a longer wait The advisor was very nice - not grumpy Handled very well, very helpful
Finally got through He was polite and rang back when they got cut off, really good
Fine
Friendliness of the advisor, very helpful Excellent
friendly
friendly & co-operative
Friendly and helpful
Friendly and helpful.
Friendly, not aggressive like it used to be.
Friendly.
Gave information I needed Very happy Karen listened to me, understood what I wanted to achieved, gave information about who he needed to contact and what would happen with the claim
getting through to a person that could provide an answer

Girls were polite
Good manner on the phone.
Got through very quickly - lucky to get through as quickly as I did Dealt with quickly and efficiently
got what he wanted
He took time to read the notes and called me back
Help as much as you can Offer support Comes in normally but stiches prevented him doing so Outstanding help, really happy with the service
Helpful
Helpful advisor
Helpfulness and courtesy of the guy helping with me. Spoke clearly and slowed down speech when I said I was deaf
Housing benefit person, very civil and polite, nice to speak to a person
how polite and efficient the staff were
I was able to have my query dealt with today
It is good that you don't need to explain everything in full each time you phone up, as they can access it through your council tax account
It was completed within a reasonable time and the lady was very helpful. She gave me her direct line.
It was fine
It was quick and easy
It was quick and helpful
It was quite convenient to get through Easily dealt with Quick to get through
It was straightforward and easy
It was very efficient and the advisor was polite. My query was dealt with in less than a minute
Just quick and efficient Was fine
Just quick and simple
Lady was just really nice, friendly, polite Great
Lady was nice and down to earth didn't sound like a robot.
Lady was very helpful, very polite Made her feel comfortable
Lady was very nice and polite Sorted out quickly
Louise was extremely polite and very helpful. Rather than make me wait on the line she called me back within 10 minutes.
Low waiting time on second call, less than 1 minute.
Nice and quick She dealt with the query fantastically
Nice manner
Nice to speak to someone - not all automated

Nice to speak to someone who isn't reading off of a script, it is nice to chat to someone whilst dealing with the query? Good to deal with a person. They made me feel at ease.
no
no complaints - dealt with efficiently
Normal service.
Not too complicated with the automated system
nothing
Overall it was very good. Nice and dealt with query in full
Patient member of staff
Person dealing with enquiry knew what she was talking about. Answered all questions clearly and explained everything needed to do.
Polite and friendly, and quite quick. Dealt with in a couple of minutes
Polite, cheerful, helpful
Politeness All done and dusted and there was no problems
Politeness and helpful.
Politeness and helpfulness of the gentleman. He was a lovely man.
pretty prompt service
Process worked
Prompt & efficient
Promptness answered, info was clear, adviser gave more info about another organisation which could offer him more help. Very happy with service.
Quick
quick & efficient
quick & outcome was fine
Quick and easy, no stress
Quick and Efficient
Quick service
Quick, convenient
Quick, efficient and on the ball
Quick.
Quickly they dealt with it She was really polite - helps on a Monday morning
Quite good really
Ready way in which your advisor laughed
Really easy Answered query quickly
Really helpful
really helpful and put me to ease

Really lovely person, said she would ring back in 10, and she was quicker than she said she would be Really good
Resolved the issue
satisfied
service was ok she was helpful
She was brilliant yesterday - 2 weeks ago the advisor gave me the incorrect information She was very helpful, dealt with a letter sent before Christmas as well
She was friendly Gave all the information needed Got through better than before
She was nice, the lady who dealt with the query
She was perfect Polite when asked about this survey Quick and to the point Didn't have to wait in a queue
She was polite and gave more information than I expected Very helpful Quite pleased
She was very easy to talk to & listened. She let me talk and was very informative. She also asked if I had any further questions and put me at ease.
She was very friendly Not too much information at once
She was very helpful
She was very polite and helpful Gave direct number and told me when to ring
She was very speedy direct, excellent
Simple and quick
Sorted straight away and dealt with
Talking to a human being
That it was quick and friendly Uncomplicated
that someone answered the call and where friendly
The adviser didn't know the answer to one of the queries so she said she would phone me back at a time to suit me with the answer and she did.
The adviser was very polite and helpful. Really happy about the fact when originally got call to do survey he asked if he could get a call back in 30 - 40 minutes time and this was carried out.
The advisor was lovely and happy and extremely polite and gave me her help.
The advisor was polite and helpful
The advisor went away and found out the answer to my queries. She gave me her direct phone number
The advisor who dealt with me was intelligent and polite and dealt with my enquiry efficiently.
The Assessor solved the query quickly and clearly, it was nice to know that I did not have to go through a long complicated process to get my issue sorted. It was very simple.
The assessor that dealt with the issue was lovely. It was a good overall service.
The guy was nice and friendly, got straight to the point
The lady I spoke to - she was just very nice and very understanding

The lady was particularly friendly and helpful
The people are always really helpful that I speak to. Also I have had a lot of financial problems over recent years and I have been quite scared to call about my Council Tax arrears, but the people that I have spoken to have always been nice and helpful a
The service was quick
The woman was really, really nice, best customer service ever had on the phone Made sure I really understood Offered options Sympathetic Made her feel at ease Competent
Thought that the woman was straight to the case Phone answered quickly Helpful, excellent
To the point She went to the trouble of finding out the reason why, took the time and trouble to find out when things were happening with the upcoming changes Very good service
treated with respect and was not belittle
Very efficient
very friendly
Very friendly, respectful.
Very good, especially telephone section
Very Helpful & quick
Very helpful and very thorough
very helpful, and fast
Very helpful, answered all questions and dealt with enquiry in full there and then.
Very helpful, kind, arranged a visit.
Very pleasant to speak to, efficient and in time
Very satisfied
very satisfied, efficient, understood everything
Very Satisfied with service
Very polite
Was happy with service from advisor.
Was passed to someone who could deal with it Handled well Quite good
was quick and lady knew what she was doing
was straight to the point
was very polite
we did what we said we were going to do
What he would expect Seemed good service apart from the wait
What she called for was dealt with there and then
Yes got the answer he was hoping for, quick

Face to Face

A really good service with the advisor
A very quick service today
Able to explain situation and felt listened to by all staff spoken to.
Absolutely fine.
Advisor noticed errors made by staff. Advisor was very professional.
advisor was brilliant and efficient and thoroughly explained the process
Advisor was efficient and polite, explaining clearly the situation
Advisor was helpful and gave all the information I needed
Advisor was helpful and made sure everything was understood.
Advisor was on the ball with the correct advice/info.
Advisor was very kind and friendly
Advisor was very pleasant. I feel lighter hearted going out than when I came in.
Advisor went above and beyond anyone else to help. Very supportive and understanding
All done in front of him, nice to see someone deal with it and what each stage meant in terms of the decision process. Good to know.
Approachable and friendly, staff was all excellent and polite. Knowledgeable. Can't fault the service - 10/10
Assessor was polite and pleasant and dealt with enquiry well and in full.
Bent over backwards to process claim
Brilliant and polite
Brilliant Helpful Really pleased with it Spot on Come forward/ improved in 10 years - shocked
Changes finally dealt with.
Conducted in a good manner.
Customer happy with service as whole. Did not see an assessor as only handing docs in.
Dave Carne gave outstanding service, was helpful and understanding
Decisions was made quickly
dealt with my queries efficiently
Easy to understand the Advisor
Efficiency
Efficient
Efficient and helpful
Efficient and well explained
Efficient Non- Judgemental Professional and Joined up services Stress Free.
Efficient service, I got what I needed done in a short period of time once I was seen

Efficient staff
Efficient To the point No time waster
everyone was polite and helpful
Everyone was so happy
everything nice, quick and polite
Everything was explained and I knew what I was going to get
FAIRLY SHORT WAITING TIME WAS GIVEN AN ESTIMATE- RAN OVER BY ABOUT 10 MIN WHICH I FELT IS RESONABLE
Fantastic and quick
fast
fast and easy
finding out today and no waiting for the post to get my decision
Fine
Friendly
Friendly and nice office to visit
Friendly people
Friendly, helpful.
Friendly, quick and efficient
Glad to be treated as a human being. You used to be treated like dirt!
good
Good - Explained well.
Good customer service -friendly staff
Good service.
good to get it all sorted out
Good to get it sorted out in one go
Good visual signs of size of queue
got everything we need sorted in a short amount of time
Had a TV
Had an appointment
Happy with service in general
Hayley Grant was extremely helpful
Helen Flynn is brilliant. She is like a breath of fresh air! This comment will be logged as a Compliment
Helpful
Helpful - Quick waiting time
Helpful - Staff know what they are doing.
helpful adviser
Helpful Advisor

Helpful Advisor Addressed all concerns
Helpful and smiling, co-operative very can do attitude.
Helpful staff on counter and assessor.
Helpful.
High standard
How easily problem was sorted
I always find the service efficient and helpful. They never judge you.
I did not have to hang around
I was served by Joe Nobbs; he was very helpful and patient and explained how the calculation works. He spent 1 hour with me going through it.
Informative and good
information provide was helpful
It is less oppressive than it used to be
It was a fast service.
It was fine
It was fine.
It was nice and quick.
it was quick and to the point
It was quick today
It was very nice. good
It works.
it was quicker than previous times I've been in
Just fine.
kind and helpful service
Knowing how long I would be waiting
Lady was really nice and understanding, awkward circumstances she was kind about it
Liked that the staff are polite and helpful.
Lisa was very helpful
Mrs collier was very helpful and understanding, she explained everything I needed to do and what was the next step
My interview was excellent
Nice polite staff. Lady on Reception and Housing Benefit advisor was very helpful.
nice, friendly, quick and effective
Not a lot. Bit of a drag really...although time went quickly as I expected to be waiting ages. But that isn't how it went down and went bare quickly.
Nothing in particular
Nothing
OK, sort waiting time, efficient.
Okay.
Paul put me at ease and was very patient and thorough
Paul Yeatman was exceptional; he made me an appointment to suit me and got his number so I could call him if I needed to cancel.
Pleasant and friendly at reception and assessor. Not long to wait. Actions were clear but the assessment was brief.
polite
Polite and friendly. Dealt with it as quickly as possible as the claim was complicated, dealt with it calmly.

Polite and helpful.
Polite efficient staff
Polite people.
Polite service
Polite staff
Prompt and efficient
Prompt response
Quick and efficient service today
quick
Quick - saw the girl at the front and didn't have to go round to the back
quick & efficient
Quick (for a change), polite and helpful.
Quick and all sorted
Quick and easy
quick and efficient
Quick and efficient
Quick and efficient Nice advisor
Quick and efficient when with the advisor
quick and helpful
quick and helpful service ,staff polite and efficient
Quick Efficient
Quick Efficient Very nice lady - couldn't wish for nicer
Quick for a change
Quick for once
Quick Helpful staff
Quick once in appointment Don't have to come back again about this query
Quick once in interview
Quick seen straight
Quick service
Quick to be seen
quick, I was very impressed with the level of care and attention
Quick, Polite and Efficient.
Quick. Organised and efficient
quickest ever
Quickly dealt with.
Quiet because early am
Really good despite the wait
really good fast time
Really helpful Explained everything
SEEN VERY QUICKLY
Service has improved over the last two years
service is good and everyone was polite overall it was fabulous
Service was quick advisor dealt with the query well
service was quick and efficient
Service was quick.
so efficient

Speed and punctuality. it was all done with ease
Speedy
Staff very helpful
Staffs were polite, friendly and apologised for the wait.
Swift - today at least
television
the adviser (Janet) was very helpful
the adviser was really helpful and dealt with my query in full
The advisor acted like a normal person and spoke to me like I was normal as well
The advisor was efficient
The advisor was friendly and polite. She came across as non-judgmental and was understanding which is important
The advisor was friendly and very thorough. She made time to find out other information and it was not rushed.
The advisor was polite and respectful
The advisor was really nice and went out of her way to help and fully explained it to me
The advisor was very helpful, very friendly and made me feel very much at ease.
The advisor was very helpful. I came in today worried and I left feeling happy.
The first adviser in the cubicle was really helpful but when we wanted more information she said the best person to speak to was her colleague due to a wider knowledge of the subject. When we saw her colleague (Karen Adamson) she was extremely helpful.
The lady was clear and helpful
The lady was lovely and I've always received good service, I even told my daughters how good it was.
The respectful way I was treated
The service was very efficient with no problems encountered. Everything was explained clearly and dealt with in a very private manner. Paul who dealt with the enquiry was a very nice young man.
The service was good today but only because I was here early
the staff were very helpful
understanding of the circumstances
very straight forward
very courteous staff
Very Efficient
Very fast
very friendly and efficient adviser
very friendly staff
Very happy, very quick and I did not expect that
Very Helpful
Very helpful advisor
Very helpful and polite
Very helpful they explained in full
Very human
Very pleasant lady advisor, they are always good
Very pleasant staff
Very pleasant

very polite and cheerful staff
very polite lady and very efficient
Very polite, advisor double checked my understanding as my English is not good.
very quick efficient and friendly
Very quick today!
Very Quick, Very Efficient, Very Good
Warm waiting area Very good
warm welcome, helpful people
was fast and got everything sorted
Was not unpleasant
Was quick and Jolly for this time of the morning
Well done efficient and as quick as they could be.
You provide a personal and very human touch.

What could we do better?

Telephony

Answer calls quicker, people don't want to wait too long on the phone. Especially when have children.
Been living there since March so didn't know this was happening, bit of a shock that no bill had been sent. Now has find Â£800 in the next 3 months
Better options more clear and a shorter queue - kept getting put through to adult social care.
Bins: they are an eye-saw. But nothing wrong with the service from the civic centre.
Call waiting times were very long, tried to contact us four times before and was waiting over half an hour each time. Message that customers get while waiting doesn't relate to their query, makes them think they have chosen the wrong option.
Change had been reported but was initially refuted by PCC. You were informed!
Change the phone line back to tell you how many people were in the queue. Fed up of listening to pre-recorded message.
Customer could be given consideration for previous history (25 years) of payments rather than threatening letters. Maybe a phone call would be better way to approach this issue. Customer came into Civic Centre (2.5 hours) to arrange moving house but still
cut down waiting time
Details wouldn't show, took a while for the information to be brought up on screen so the enquiry could be dealt with Mail had been sent to the wrong address for over two years, need more regular checks with system info
Didn't receive the postal information sent More staff
Don't like the facts and figures when on hold, don't like choosing the numbers would rather speak to a person straight away Tried another number on letter, was for payments not for general
Efficient
Everything was satisfactory. I cannot suggest any ways not improve it.
Find council tax system confusing

First call there was incorrect information given; the advisor told the customer that they could to set up a direct debit over the phone. This was incorrect and on the second call the customer managed to do this without issue.
get rid of the automated service
Getting right information.
Happy with housing benefit side but not council tax, she was very rude Departments should talk to one another Bit of a delay over the Christmas period, acknowledgement that claim is being dealt with
Have had to wait a long time on previous occasions so could improve waiting times
I have left messages in the past for a call back but I have never received one. I am not impressed with the service I have received. The staff that dealt with my claim 12-18 months ago did not do so correctly.
I think that before reminder or summons letters for council are sent out you should look at individual cases, as some people do pay, but just late.
I wanted to know that you had my email ad it worried me that you did not get a response. Some kind of automatic response via email would have been useful to me. Also I found that there were not many options/space on the email to write my query. Perhaps a b
I would like to know where I am in the queue
If I was to leave a message for a call back I would only be happy to do so if I knew I would be contacted within 24 hours.
improve the waiting time
Incentive small but good on the survey - day pass to the life centre, small businesses - offering a percentage off if customers complete the survey, Opening hours - should trial having the building open late one night a week to see if it would be something
Information readily available. E-mailing evidence.
It took so long to get through. The call back option would be good when waiting on the phone.
Joined up services - easier to get through to Housing Benefit.
Just waiting times
Lack of communication between departments, e.g. DWP and PCC Should be able to claim NHS prescriptions back if in receipt of Housing Benefit and on sickness
less waiting but you do your best
less waiting time
less waiting times
Approachable and friendly, staff was all excellent and polite. Knowledgeable. Can't fault the service - 10/10
More information required. The lady I spoke to needed to explain it better to me. The laws quoted on Council Tax letters should be accessible online or made available to the customer.
n/a
Nice to get through immediately
Nice to have a rough time that you will have to wait, if it had been 15 minutes she might have hung up and called back.
no
No - more than happy
No don't think so
No everything was fine
No it was fine
No not at all
no not really

No suggestions
No.
None
Not at this time
Not based on the experience yesterday. However customer received a second reminder but did not receive a first reminder for his bill.
Not from us but not happy with new rules on number or rooms allowed & disabled children
not on this occasion
not really
Nothing
nothing based on this experience
Nothing this advisor could do better but should make sure that everything is correct and clear on the first phone call so he would not have to phone back a second time in future
Online system does not work... applied online and PCC did not have his form. Waiting time on the phones. Same when come into the Civic Centre.
Opening times longer and maybe on a Saturday.
Paid claw back didn't know that he had finished paying it so he could stop the direct debit
Phone line confusing Be firm about payments.
put a Direct Debit form in with the bill
reduce the waiting time
Reduce waiting times.
Refunds take too long on Council Tax Band Reduction
shouldn't of had to ring should of been done automatically
Tell customers to put phone on speaker before they start so they can select all the options
The call waiting times could be shorter.
The lottery winning no's!
Tried calling about HB few times and I've been on hold for 20 minutes, then still not got through More people on phone or call back facility
VOA information that they were given on the phone previously could have been accurate.
Wait times on the phone and in the Civic itself. Partner went into Civic and was told that he would have to wait 1 hour to get a HB form to take away. Waited 20 minutes on phone this time, tried for 4 days previously and waited on phone for 25 minutes.
Waited too long to get through
Waiting time
Waiting time too long
Waiting time. Telling how many are in the queue, speak to a person if waiting too long.
Waiting times
Waiting times are a bit long on the phone - could improve by 5 minutes. Nothing on the phone to say how long you will be waiting for.
Waiting times are highly unacceptable, not just for housing benefit and council tax Income generating department, should put more staff onto it
waiting times opening times
Waiting times, paying for phone call, would really appreciate being able to have a call back, even within 24 hours
Waiting Times.

Website bin collection query, advisor was too sure of answer, info was not on the website, and advisor did call back with the information later however.
Website problems.
Wish that somebody would run through the tapes because just before Christmas you had 4 tapes running at the same time, kept cutting up when on hold and couldn't listen to the messages, only one tape should be running at one time, becomes irritating
Would be good if always quick

Face to Face

A cup of coffee would have been nice
Accurate waiting time was told 10 minutes and waited nearly an hour and a half. Queue list, saw customers who arrived after her being seen before hand
Answer the 'phone when I call, I cannot afford to hang about on my mobile. It is quicker to walk in from Wyndham Square than to 'phone. I have not been offered an appointment and often have to wait for over an hour to see someone.
Answer your phones!
Benefit staff need to communicate with their reception staff, as I was previously told I could just come in and hand in docs over the reception desk and would not need to take a ticket. Although to get a yellow receipt this does involve taking a ticket alt
Better waiting times.
better way of showing where we should wait
Car Parking-council could make it cheaper
Change the council tax payment system. I could not get through on the phone to make a payment query, so it was easier for me to come in
Cheaper coffee from the machine. But I'm new to Plymouth and have never had a problem.
Choice of television programme.
Coffee. Get through a queue quicker at front desk.
Conflicting advice from advisors regarding war disability pension and its impact on DLA. Have been told by PCC initially that a war disability pension is accountable after the first Â£10 however on the next visit was told that it is totally separate an
Couldn't get an answer on the phone.
Customer felt that she was really not any better informed when she left, would have liked to have been given more information which would have helped her.
cut the waiting time
CUT WAITING TIMES-EMPLOY MORE STAFF.
Deal with customers faster, felt left waiting around when advisers were busy talking to each other and not dealing with customers.
decreasing waiting times
Didn't like the filter queue, waited an hour to be told to go and wait in the next queue Waited over 4 hours
different program on the TV - Jeremy Kyle drives people crazy
Don't think so. It is a fair system
Everything is fine
Explain forms that may need to be filled out before interviewed, was told on the phone nothing needed to be done prior to the interview but when they came in they had needed to fill forms out

FASTER RESPONSE TO E-MAIL ENQUIRIES BETTER ADVERTISING OF ONLINE SYSTEM.
Filter means extra waiting time
Free coffee/tea in the waiting area. When customer leaves a member of staff voicemail they would like to get a call back.
Free cup of tea/drink.
From my experience today I don't think so.
Front desk not always fully manned and staffs do not know enough to help you properly when you first arrive. It always seems slow and long wait until you see someone competent
Get it right first time
Had a lot of trouble with the phone menu system. Found it very complicated and frustrating. The waiting music is very annoying. Useful to have an instant messaging service. Website is very complicated for me. Different numbers for different services.
Have a water machine in the waiting area, have something to show people's place in the queue (like Argos), bigger numbers on the doors.
Have toys for kids to play with while waiting
I pay by cash sometimes as much as £200 using the cash machines. I think these should be moved as there are not always staffs about and I have felt threatened and uncomfortable in the past. Once when it was quiet two men approached me while I was paying I
I was sitting for 45mins then called to desk 8 for a minute before going straight in to see the advisor. Why didn't they ask at reception what my enquiry was about so I could go round to see an advisor?
I was told that I would be seen in 20mins and waited over an hour.
I was told that the waiting time was 10 to 20 minutes and I waited nearly an hour. What about a scheme so you could do work to "pay" off Council Tax arrears? Keeps down the wages bill, gets work done the Council needs and helps work less people get experience
I was unable to see the person who is dealing with my claim (on leave), I am back again tomorrow with yet more evidence (self-employed)
Improve waiting times
It was a bit confusing going to one desk and then being sent to another desk
Lady at reception gave the wrong information, she told us to wait in the wrong place and the wrong estimated waiting time. Get a better system with less waiting time - what happens to being seen at the front? Used to be able to get what I needed complete
less waiting
Less waiting - appointments?
less waiting time
less waiting times from previous experience
Less waiting, if you have to cancel an appointment there should be a different phone line
Long wait to be seen
LOWER WAITING TIME TO BE SEEN
Make the process shorter, reduce waiting times, and give you an appointment time.
Make the waiting time less and longer opening times or on a Sat morning for working people.
Maybe just liven up the place with like: more art on the walls, music etc. actually cheap coffee and such would be awesome.
MORE FLEXIBLE OPENING TIMES -OPEN LATER FOR WORKING PEOPLE
More staff during busy time - understands it was the time of day
More water fountains

n/a
no
No wait for 2 hours
No.
none
none maybe queuing tome
Normally - waiting times
Nothing
Nothing at this time
Nothing everything is really good.
nothing from what I could see from todays visit, in future the office should be open later to cater for the people who don't finish work till five pm
Nothing in mind
Nothing it was marvellous
Nothing, everything was sorted.
OK
Open on a Saturday
open on weekends
open the service it up to the internet
Opening times-longer Reduce waiting times
Phone service. Can't get an answer or have got through and been cut off when transferred. This means that she would rather come in than call. Would be convenient to leave a message for someone to call back instead of hanging on the phone.
Previously knowing how many people are in front of you in the queue would be helpful.
provide a free water cooler in the waiting areas
Provide Magazines for reading while waiting
Put more staff on at busy times
Reduce my waiting time
reduce the waiting time
Reduce waiting times
REDUCE WAITING TIMES-HAD TOO LONG TO WAIT.
Seen quicker
Service was good
Shorter waiting times, more seats
Sort out where people queue at the front reception.
Staff should not be sat working on computer for long time -should be seeing customers.
Stop duplicating letters
Tell people which area to sit in.
The first receptionist I saw made me 'phone PCC to find out who my appointment was with so I spent 11 minutes on my mobile and then had to go back to reception once I knew I needed to see Helen! Why could she not check for me?
The queue times need to be shortened. Mis-communication - I just wanted to cancel my claim but I had to come in several times to do so.
the service to day was good but previous times I've had to wait hours and no one answers your phones

The television programs on can be a little bit more appropriate: Auction programme with lots of money flying about when people don't have much. Papers and magazines might be nice to have to read.
The wait was long
the wait was too long
to be quicker
Try and cut down the waiting times.
Turn up the TV. MAGASINES IN WAITING AREA
Very hot, toilet facilities very limited when busy especially if you have young children, have a children's play area
Very satisfied
Waiting time
Waiting time - having numbers on a screen, or waiting times
waiting time could be better
Waiting time too long as I have young children
Waiting time was too long.
Waiting times
Waiting times - I have spent 3 hours waiting to be seen on a previous visit.
Waiting times could be shorter.
Waiting times reduced crèche for the kids.
We have done very well
WOULD LIKE OFFICE TO OPEN ON SATURDAY MORNINGS 9-12PM. MAKE INTERIOR MORE PLEASANT FOR STAFF AND CUSTOMERS

Telephony Housing Benefits Reason for visit today – Other

Account was suspended and did not know why.
Trying to get my claim sorted out
Rent amount query
Check how much to pay - another person in the household gets the letter not her so wanted to know how much she had to pay
Bedroom Tax
To see what was top up and what he had to pay
overpayment
Finding out about changes happening in April
Find out it had been cancelled, originally phoned to change bank details but informed about change
Letter from Housing Association
I had my Housing Benefit suspended
my claim was suspended
Information about both as going through divorce
Received a letter in post
To find out why were only paid one week.
Benefit stopped
Hb Overpayment Balance
Landlord had letter, benefit had stopped, contacted to discuss and get the rent paid
Tenant claiming HB - having issues filling in form

Ringing for update
shortfall in my rent,
update info
Information request
Looking for a reduction possibly for rent
Paying claw back - wanted to know when it was finished
Query regarding benefit changes this year.

Telephony Council Tax Reason for visit today – Other

Valuation Letter
Making an arrangement
Deferred payment
Council Tax Arrears
bank
Wanted to find out how much I owed
I wasn't sure if I had paid my Council Tax for December 2012
Change the name the flat was in to her son's name
Empty property in Plymouth.
received a summons letter
Find out the days payments are taken on
Break in council tax payment
Reassessment of housing benefit, checking if council tax had too
Get a bill for council tax
Received a letter saying payment had not been received.
instalments and adding someone to the bill
Departments don't talk to one another
Discuss letter about final notice
couldn't find one of my receipts for council tax
Went online - wouldn't go through to SP allowance
recovery
wanted to know outstanding
Property banding query.
Couldn't pay bill.
received a letter
Payment lost
Final notice for payment resolution
Letter received regarding payment, cross information.
Query about amount owing
recovery of tax
Single Person Discount info
Refund
Split with partner, wanted to discuss some information received on a letter
Set up arrangement
Tenant as payee of council tax

Moving house change council tax
council tax letter enquiry
Information and advice
Direct Debit set up
Changing banks and changing direct debits
Checking account - see the balance
SPD
Mother
I wanted to find out how much I needed to pay
council tax arrangement
Council tax arrears
Nasty letter about council tax
Just bought property in Plymouth
Postpone payment
Change of tenants
Changing my arrangement
now moving back into property after being empty for renovation so need to cancel exemption
Query about declaring as no-one living there
Moving out so cancelled council tax payments
Unpaid council tax

Telephony – Other Reasons for previously contacting us

We could resolve the query at that time.
Was setting up a different payment?
Wasn't explained correctly the first time he called
Circumstances changed, was going to apply with another party but now that isn't the case.
Received no response to the email I sent so I didn't know if you had got the information. Was calling to check that you had received my email.
For an update
Still wasn't sorted
On-going problem
Ringling constantly - Waiting for husband
ongoing query
waiting on a decision

Face to Face Housing Benefits Reason for visit today – Other

Hand documents in
Looking to move out of parents home and get my own. Wanted to get help with my income.
Checking information relating to claim
re-start
Landlord is not paying the customer's mortgage.
Rent had not been paid since 16th November.

in because HB had been suspended
Letter from us
You are not paying my benefit on time, I keep being in arrears, I have to waste a lot of my time visiting because you do not answer the 'phone and keep wanting to see more paperwork
Needed to bring in additional docs.
Re-assessment
to get information about a new claim
Bringing in docs
Payment details
Cancelling my claim
Query about bill amount
Claim Suspended
missing payment
STILL A STUDENT SO SHOULD BE COUNCIL TAX EXAMPT RECEIVED LETTER STATING OTHERWISE HERE TO RESPONDED
overpayment

Face to Face Council Tax Reason for visit today – Other

Currently sofa surfing so needed to arrange to stop paying council tax on previous property (flat)
Parking Permit Exemption.
making an arrangement to pay off arrears
Single Persons Discount
Attachment of Earnings
problem with payments sue to going on to old account
banding change
change of circumstances
Changing current method of payment
Query did not relate directly to Housing Benefit or Council Tax but was about getting help with her pension as she is taking early retirement.
Problem with making a payment, money went to wrong account.
Print of Bill 2011
change of hours
Query over his bill
Information required
Details about when to pay.
I received a final reminder
I received a letter
Direct Debit enquiry
Household change
CT exemption.
Liability order
Single persons discount.
Family matters
Student, so don't need to pay, referring to landlord

change of owner of house
change of owner of house
changing to 12 monthly payments
PAYMENT QUERY
Payment enquiry
Refund enquiry
Wants Single Person Discount
DIRECT DEBIT ENQUIRY
CTAX ARRANGEMENT REQUEST
DIRECT DEBIT ENQUIRY

Face to Face – Other Reasons for Previously contacting us

Was told that it would be quicker to deal with the claim in person rather than sending the docs in and waiting for them to be processed
Household change
Another change of address
waiting times
short of time could wait that long
my circumstances have now changed
Check out how the claim was progressing
HB keeps getting stopped after problem with DWP and JSA
Told her to come in
didn't want to wait
Staff error - I had to come in 3 separate times just to cancel my claim
I have now moved into my property
It's quicker to pass the information in than post it...
You had issues being able to check my pension details online and it took ages for the dip to inform you of this.