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Media Release

For Immediate Release

Swindon residents to have their say on proposals to improve Customer Services at the Council

Residents are being asked to give their views on proposed changes to the way that people can contact Swindon Borough Council.

A seven-week consultation on the Council's draft Customer Access Strategy started on Monday (11 June) and will run until Monday, 30 July.

Feedback from residents will inform the completed strategy and allow residents to have a say on how they want to contact the Council, ensuring they can do so in a way more suited to them and their lifestyle.

The draft Customer Access Strategy focuses on a 'digital by design' approach with residents able to contact the Council 24 hours a day, seven days a week from any location they choose on a digital device.

People will still be able to access the Council's Customer Contact Centre if they are not comfortable using digital technology, while staff will also be available to guide residents through the digital process and help them to use services online.

But the Council wants more residents to be able to access services digitally so they can report potholes, order new recycling boxes or complete transactions from a variety of locations whether it be in their living room at home on their tablet, their mobile phone on the go, their laptop at work or local library computer.

By making services more digital, the Council would be in keeping with many other services residents use such as online banking or food shopping. It also allows customers to complete transactions more quickly and monitor progress through to completion where they can then give feedback. This allows the Council to make improvements to the service in response to customer feedback.

Councillor Keith Williams, Swindon Borough Council's Cabinet Member for Corporate and Customer Services, said *"I would strongly encourage as many residents as possible to read through the draft strategy, visit our website and share their thoughts on the Customer Access consultation. Resident input is absolutely key as we are committed to building a resident-focused strategy that lets them contact us in the way that suits them."*

"Resident feedback will be really helpful in building a strategy that benefits residents and helps us on our journey to make Swindon a great place to live and work."

Residents can find out more information and read the draft strategy on our website: https://www.swindon.gov.uk/info/20019/consultations_and_surveys/917/. The consultation can be completed here: <https://www.surveymonkey.co.uk/r/HSK3PLL>.

ENDS

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