

You Said, We Did

Front of House Satisfaction Survey

Following the launch of Basildon Council's Community Hub a survey was carried out to give customers the opportunity to have their say. The survey was centred around the face to face customer experience giving all front of house service users the opportunity to express their opinion on the service and suggest improvements.

It was revealed that customers are generally happy with services provided at Basildon Council's Front of House and satisfied with the community hub and the range of services on offer. They are also happy with the current opening hours. Respondents also feel that they are treated well and described the service as fair, friendly and helpful.

Areas for improvement have also been identified. We have since taken appropriate action to improve the overall customer experience.

Respondents did not feel that they are up to date with latest news and council affairs and also stated that they were not well informed about service developments.

Here's what we did:

- We display latest news, current affairs and service information on the digital screens in the Front of House area
- Our 'Together' magazine is delivered to residents and is to be sent more frequently than the Borough Diary. It is also available on our website and offers more stories about the borough and residents.

Respondents were not aware of the council's full range of services.

Here's what we did:

- The Customer Service department is working together with the Marketing and Communications department to improve all-round communication.

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