

# Review of face to face Customer Services – Public Consultation

## What is this consultation about?

Customer Services operates face to face offices all across Shropshire where people can access help with their Council services.

This consultation is about how often we staff our main offices at Shrewsbury, Oswestry, Ludlow, Bridgnorth, Whitchurch and Market Drayton but it also looks at our smaller offices in Albrighton, Shifnal, Broseley, Cleobury Mortimer, Bishop's Castle, Church Stretton, Wem and Ellesmere where support for our customers is provided by partner organisations.

The number of people using our face to face services has been steadily falling as customers adopt different ways of working with us and whilst we recognise that some residents need local access to services, the Council has to find ways of achieving this on much reduced budgets which is why we are looking to make changes.

Over the financial year 2017 to 2018 we have seen an average of 38 customers a month use this office but with a noticeable dropping off of numbers in 2018.

This consultation is therefore about our recommendation that we decommission the customer service point at **Edinburgh House, Wem**. We will keep our telephony services available through our Customer Service Centre through which a wide range of help can still be accessed by speaking to an adviser.

## What do I need to do?

This document tells you of our preferred option and why we recommend taking this approach. No formal decision has been made at this stage and we are asking you to have your say by completing the consultation questionnaire.

The information we receive through this consultation will be used to inform any decision making on the future delivery of Customer Services at this office.

This period of consultation will run from Monday 30 July 2018 to Friday 24 August 2018. We need you to answer the questions on the consultation form and leave it with us.

If you prefer, you can complete the form online by going to [shropshire.gov.uk/get-involved](http://shropshire.gov.uk/get-involved) and searching for "Review of Customer Services Face to Face Points Consultation" .

The potential impact of any changes on our customers is being assessed through the completion of an Equality & Social Inclusion Impact Assessment. This is something that we complete to show that we have been fair when looking at the needs of customers, especially those who might be affected more by any changes.

You may find the information in our "Frequently Asked Questions" useful, copies are available to go with this consultation document.

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## What are we proposing?

We are proposing that in view of the very low numbers of people still using the service, we decommission our smaller customer service points located at the following offices: Albrighton, Shifnal, Broseley, Cleobury Mortimer, Bishop's Castle, Church Stretton, Wem and Ellesmere.

## Is there a recommendation or a preferred proposal?

We do have a preferred option but we will listen to and consider any other proposals or suggestions that are made through this consultation period provided they can make us the same savings.

Shropshire Council's preferred proposal would be to close the customer service point located at **Edinburgh House, Wem**.

The survey questionnaire asks if you agree to the proposed changes and if you wish to make any other alternative suggestions.