

Parish Update

23 April 2024



A consistent approach for customers

As part of coming together as one Somerset Council Customer Service team, we need to offer a consistent approach to our face to our face service across the Council.

Since vesting day just over a year ago, we have increased our provision of Customer Access Points (CAPs) and now have more locations where customers can access our services digitally through a Video Assistance Link (VAL) - a digital, rather than in-person, face-to-face service.

We have seen fewer people coming into 'reception' following the pandemic. But our locations in Taunton, Yeovil, Shepton Mallet and Bridgwater still receive 100+ customers each week.

The demand in the Customer Service Point (CSP) locations in Frome, Wells, Street, Glastonbury and Williton range from 12 to 55 customers each week.

Therefore, we will be converting our CSPs with lower demand to CAPs and there will then be just one CSP in each of the following Somerset Council areas:

- North (Bridgwater)
- East (Shepton Mallet)
- South (Yeovil)
- West (Taunton)

There are fully trained Customer Service staff at each of these locations and able to offer advice and support. These CSPs will be focused on self-serve and make use of technologies such as sign in apps.

Our CAPs are in locations convenient to our customers, and in all our libraries.

In our CAPs customers will be digitally assisted by staff in those locations to access our services and use our VAL service. Staff in our libraries will make sure people know about VAL – available at 36 locations in Somerset - and help customers use the service to talk directly to customer services about their issue or question. They will also be able to send any documents digitally to the relevant team.

Customers do not need to bring a mobile phone, laptop, or tablet to the CAP as all the tech needed is on-site with staff at hand to help.

The changes will be publicised, and we will engage closely with partners including City, Town and Parish Councils and Local Community Networks. We will engage with customers via social media, traditional media, posters in key locations and our website and newsletters.

For more information visit:

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