**Self Service Payment Centre Survey**

Report

October 2017

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**Aim of the consultation**

The Self Service Payment Centre (SSPC) opened on the 3rd January 2017, replacing the Cashiers department and changing the way the service operated going from a face-face to an automated one.

Over a period of four years the Council slowly introduced four self-service kiosks, which take all payments that were available prior to the cashiers service changing with the exception of Penalty Charge Notice’s (PCN), and other parking related payments (permits and vouchers).

Parking is no longer available in person and replaced with an IT suite within the SSPC so that residents can order their permits and vouchers online, as well as pay for PCN’s via the Council’s website.

The aim of the survey was to find out what our service users thought of the SSPC, so that we can improve the way they accessed the service.

**Methodology**

**When did the consultation take place?**

The consultation ran for six weeks from 24 July to 01 September 2017.

**How could participants take part?**

Participants could take part in two ways:

Online survey

Paper survey

Contact details were provided on all posters and leaflets for residents who wanted more information about the consultation or needed help completing the survey.

Online survey:

The online survey was made available via the Council’s consultation hub ‘Citizen Space’. A link to the survey was also displayed on the Council’s website:

[www.consultation@hackney.gov.uk](http://www.consultation@hackney.gov.uk)

Paper survey:

An exact replica of the online survey was available for residents in the SSPC.

**Communications:**

The consultation was publicised through the Council’s fortnightly newspaper Hackney Today (issue 407) and via the Council’s online consultation hub ‘Citizen Space’.

**Data inputting and analysis:**

All the 174 responses were completed online within the SSPC.

The statistical data and qualitative comments have been analysed on Citizen Space by the Income Processing Manager who produced this report.

**Note on the data quality and interpretation:**

Considering residents had access to the questionnaire by paper copy and online, the data set for this survey is small.

This makes it difficult to do a meaningful analysis of the data by various demographic groups. However, it is important to remember that considerable effort was made to give residents the opportunity to take part.

**On qualitative data (comments):**

In analysing the data, all of the comments and different themes contained within them were ‘tagged’ or grouped under common themes. The report does not address every single comment.

Not all participants chose to give comments in the survey, meaning some questions contained more qualitative data than others. Where comments have been highlighted in this report, it is because the frequency of the comment or theme mentioned was high (relative to other comments and themes for that given question).

It is important to note that very few comments were offered by participants throughout this survey, so it is important to treat summaries of qualitative comments with caution as they may not be representative of the wider population. For this reason the breakdown of the comments by other demographic data has not been presented in this report.

**Who took part?**

A total of 174 people took part in the consultation, all via online in the SSPC

Demographic data:

Equalities monitoring information is part of all consultations at Hackney Council and helps to understand how well various groups are represented in consultation findings. This information recorded for consideration but has not been reviewed in this report because the overall data set is too low to draw meaningful conclusions.

**Summary of key findings**

**What is the reason for your visit to the Self-Service Payment Centre?**

63% (109) of participants came to the SSPC to ‘Make a Payment’

35% (61) of Participants came to the SSPC to ‘Use the online services for parking’

2% (6) Other

**What services do you pay for in the Self-Service Payment Centre?**

27% (47) of participants paid Council Tax

21% (38) of participants paid Rent

1% (3) of participants paid Business Rates

2% (4) of participants paid Overpayments of housing Benefits

3% (6) of participants paid Service Charge

8% (14) of participants paid Hackney Invoice

4% (8) of participants paid Cash Officer (including registrars, planning, licensing, land charges, environment enforcement).

38 % (67) of participants gave ‘No Answer’

**If you have used the kiosk in the Self-Service Payment Centre, how easy did you find it?**

12% (21) of participants found it ‘Easy’

7% (13) of participants found it ‘Somewhat easy’

19% (33) of participants found it ‘Neither easy nor difficult’

25% (43) of participants found it ‘Somewhat difficult’

25% (43) of participants found it ‘Difficult’

12% (21) of participants did not answer

**If you had to ask a member of staff to help you in the Self-Service Payment Centre, did you find them helpful?**

69.5% (121) of participants answered ‘Yes’

3.5 (6) of participants answered ‘No’

24% (42) of participants answered ‘Not applicable’

2.8% (5) of participants did not answer

**Other ideas and comments:**

**Do you have any more comments about the ways you pay for Council services?**

Very few comments were offered throughout the survey, out of the 174 participants only 16 residents made comments, these included; wanting a face to face service and the availability to purchase visitor vouchers on site.

**Analysing Data**

Due to the change of the Cashiers Department to the Self Service Payment Centre the affect it has had on some of the residents of Hackney has not gone amiss and The Council recognises that using the data from the survey may help improve the way residents access the service.

**Disability**

How easy or difficult did disabled residents find using the kiosks;

4 (2%) of the participants were disabled, of which 1 (25%), found the kiosks ‘somewhat difficult’ and 3 (75%) found the kiosks ‘difficult’ to use.

**Age Group**

Service used

The table below suggests that the most common age group using the SSPC to make payments are the 35-44 year olds. The most common age group for using the online parking services within the SSPC are the 25-34 year olds.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Option | Make a payment |  | Use the online services for parking |  |
| Under 16 | 0 | 0 | 0 | 0% |
| 16-17 | 0 | 0 | 0 | 0% |
| 18-24 | 2 | 2% | 2 | 3% |
| 25-34 | 4 | 4% | 4 | 7% |
| 35-44 | 12 | 11% | 3 | 5% |
| 45-54 | 7 | 6% | 3 | 5% |
| 55-64 | 6 | 6% | 1 | 2% |
| 65-74 | 10 | 9% | 0 | 0% |
| 75-84 | 1 | 1% | 1 | 2% |
| 85+ | 0 | 0% | 0 | 0% |
| Not Answered | 67 | 61% | 47 | 77% |
|  |  | 100% |  | 100% |
|  | 109 |  | 61 |  |

**Conclusion of key findings**

The findings of the survey show that more data will be required for comparison and to get a true representation of what our residents think of the SSPC, in order for the council to find ways if any, to improve the service. On average 5500 transactions are taken on the kiosk each month but only 174 (3%) residents participated in the survey.

An example of this would be the age of the residents that use the SSPC for payments. Results from the survey shows that 22% of those that made payments were between 45-84, whereas 17% were between 18-44, but we know that the disparity in our older residents that use the SSPC is larger. 61% of those that completed the survey did not answer the section on age group.

The survey also showed that 25% of disabled customers found the kiosks ‘Somewhat difficult’ and 75% found them ‘difficult’ to use.

To help in this matter the Council introduced two low kiosks for residents in wheelchairs and floorwalkers on hand to assist all residents make payments.

The survey also indicates that 1/3 of residents that use the SSPC come in to use the online parking service, but this also is not a true reflection.

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