

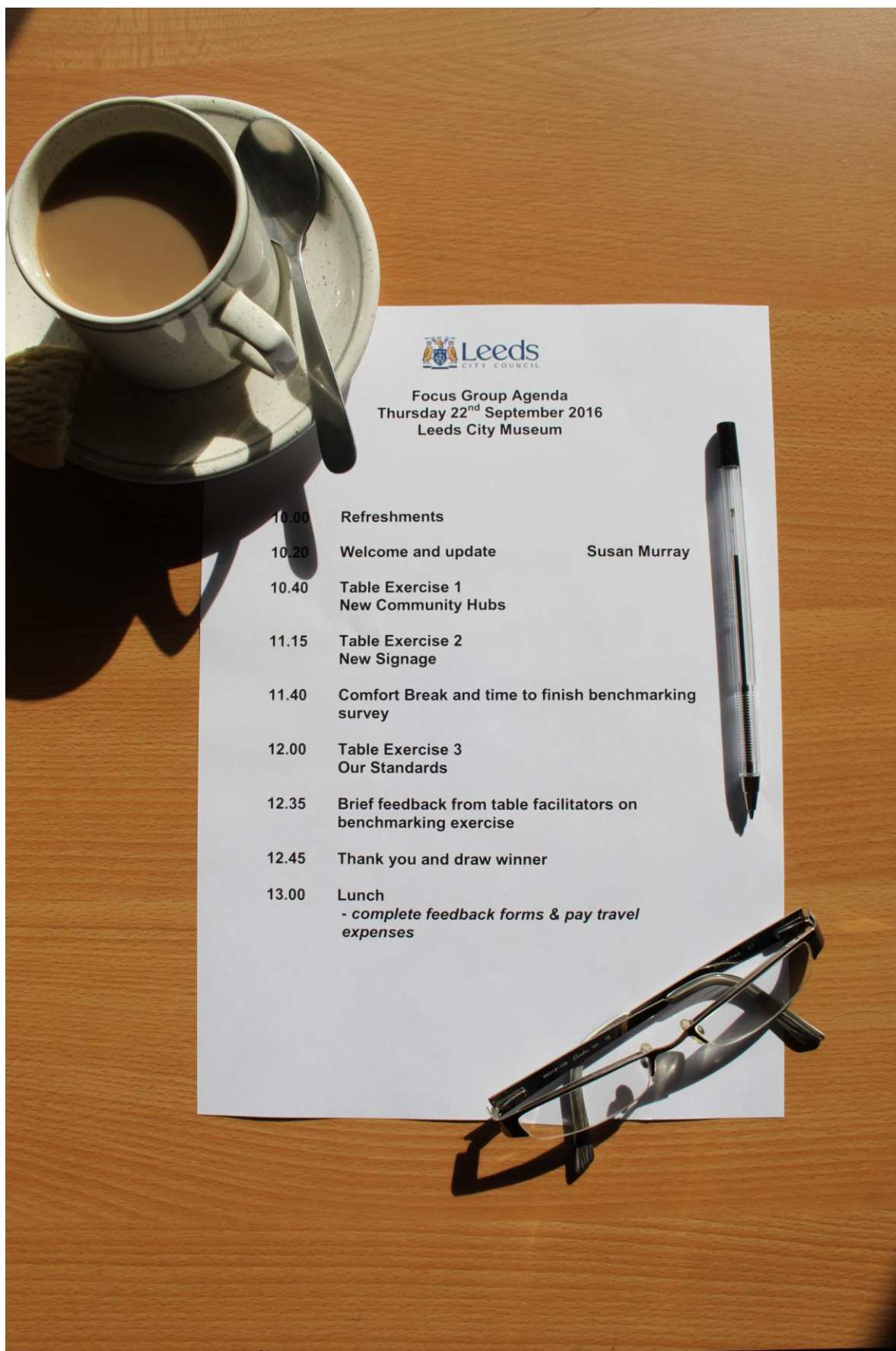
# Focus Group Newsletter

**Issue 21  
22nd September 2016  
Leeds City Museum**

Welcome to the 21st edition of the Focus Group Newsletter covering the events of the latest Focus Group meeting that took place on 22nd September 2016. Thank you for attending, it was a very good event and it was so nice to see familiar faces and to welcome new ones. Hope you enjoy this edition of the newsletter and we hope to see you at our future events!



Here is a reminder of what the Programme for the day looked like:



## Welcome from Susan Murray



Susan Murray (Head of Customer Contact) introduced herself and welcomed customers to the Focus Group.

Susan advised that the session is to focus on the services we deliver as Leeds City Council and will be focussing on specific areas. SM noted that the aim of the session is to get honest feedback from customers and most importantly for customers to enjoy the event. There are no wrong or right answers and customers are not to be scared to express their views!

On each table agenda and themes for the day were placed.

SM provided an update as to what has been happening in the service in the last year and a lot of things have changed - we have been extremely busy!

SM talked the Focus Group through the following slides:



## Since last year

- Community Hubs
- Libraries in communities
- Mobile Library Service
- One Stop Centres
- Jobshops

The session focussed on the above services and Susan advised that the aim was to get feedback and views about these and why maybe customers don't use some services and the reasons why. SM talked about the new term 'Community Hub' and reported that this is the new way the Council wants to deliver Council services – services all together in 1 building (Library, Job Shop and One Stop Centre). Traditionally there would have been 3 separate services but the Council has a commitment to keeping these services open and this is done by joining them together. As a result of services being together in 1 building this will release other buildings to sell and save money. It means there will be less building fees to pay and less building rates and maintenance/bills and running costs etc. Some local authorities are closing and reducing face to face services and asking customers to contact them by email or telephone but Leeds

City Council sees that face to face services are important and help the Council deal with issues that tackle poverty and inequality. In Leeds we are keeping our face to face services open but we are doing this by delivering them differently via Community Hubs.



## What's happened?

- Council commitment to deliver face to face services but in a different way
- One team
- Re-design of buildings
- Repairs and maintenance
- 5 new Community Hubs – Moor Allerton, Horsforth, Kippax, Rothwell, Pudsey
- Release buildings which the Council can sell

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**Council commitment to deliver face to face services but in a different way** – The Council has agreed for services to locate into one building. To move facilities into one building and aim not to close facilities. Local authorities are now looking at the Leeds model.

**One Team** - Teams have joined together – Customer Services Officers, Job Shop Customer Engagement Officers & Library Assistants and they are doing a wide range of jobs.

**Re-design of buildings** – Modernising buildings carrying out repairs and maintenance in buildings e.g. Moor Allerton used to have a housing office and a library but now have co-located together and these services are in a Community Hub which releases the housing office to be sold and save the council money.

Below are some of the exciting things that are going to be happening in the coming year.



## Going forward

- Seacroft new location at Deacon House
- Bramley Community Hub in the Library building
- Dewsbury Road One Stop Centre and Library in one building which will be the One Stop Centre building

**Then...**

- Headingley
- Morley
- Some mini refreshes
- Compton Centre
- Reginald Centre
- Garforth
- Otley

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## Some Celebrations

- The Council commitment to face to face services
- Opening hours
- Bike Libraries
- Community Café at Reginald Centre
- The one team
- Customer satisfaction remains high
- Jobshop accreditation

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We have had a lot of successes and here are just some of our celebrations.

**The Council commitment to face to face services** – we are very lucky that the council are committed to us. There are lots of savings taking place at the moment but the council has confirmed it does not want to reduce front line services wherever possible.

**Opening hours** – We now have longer opening hours in some libraries i.e St George’s Centre, Middleton is now open 52 hours a week more now the building is a Community Hub.

**Bike Libraries** – Legacy of Tour de France/Yorkshire & Yorkshire bank have joined together to run Bike Libraries. If you have got a library card you can also borrow a bike. This is a really popular scheme if you can’t afford a bike or want to try cycling. Libraries also provide a bike hat and high vis vest. Library members can currently hire a bike from – Moor Allerton, The Reginald Centre, St George’s Centre and Dewsbury Road and will be rolled out to 4 more other sites (locations tbc).

**Community Café at the Reginald Centre** – a lot of referrals from GP’s to the Reginald Centre is due to loneliness. A Community Café has now opened in the centre which is run by volunteers – this will help with social isolation in the community.

**Customer Satisfaction remains high** – 99% of people that use our service say the service is either excellent or good.

**Job Shop accreditation** – we have been successful in gaining the accreditation this year which means the Council can access money in order to help bring people into work and find jobs.



Here are some pictures of Community Hubs before refurbishment (from a Library to a Community Hub). Kippax Library to Kippax Community Hub.

## Before...



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## After...



[www.leeds.gov.uk](http://www.leeds.gov.uk)



A compliment was made about the new Community Hubs and in particular Pudsey and Rothwell! Those who had used a One Stop Centre and now a Community Hub said they liked the new model and the refurbishments.

# Any questions?

Here are some questions and comments made by customers:

'The Pudsey One Stop Centre was terrible (location and size) but now if we have to wait for an enquiry to be dealt with we can sit and wait and read a book now which is great!'

Rothwell – lovely feedback about Rothwell Community Hub- we love the chairs and the computers. It is more private than the One Stop Centre.



**Q:** Any ideas about putting water coolers in Libraries?

**A:** Steve Moore reported that we have put water coolers and vending machines in some centres as we recognise that people like to read, use computers and have a drink at the same time. Some sites are small so in this case we have just put a water machine in. There are now baby changing facilities and toilets in Libraries also.

**Q** Why can't we rent empty buildings - this this would generate income for the Council?

**A:** Susan noted that this is a good idea but not all buildings are in great condition, some are in good condition and this is something that may be considered.

**Q:** A customer talked about aesthetics and noted that some people like old fashioned pubs - modern pubs are now popular but some people still prefer a traditional type of pub and this is the same for Libraries. People may prefer to walk into a rustic old fashioned traditional library rather than seeing modern features. People may still like old fashioned and is modern always appropriate?

**A:** Susan reported that some sites are still kept with the same traditional features and it would be a shame to take an old fashion feature out of a building. The next site to become a Community Hub will be Bramley Library. This building will be restored rather than stripped out completely and we will be keeping its traditional features and restoring these. Sites such as Morley, Bramley, and Chapel Allerton will be restored rather than refurbished as these are beautiful buildings and we are not ripping out where there are nice features but sites that are in poor condition and are past restoring will have to be ripped out/rebuilt.

**Q:** Are there rooms for hire in Community Hubs?

**A:** SM reported that rooms are available to hire and we would like people to hire these. We have got a new scheme/process to book these and the rooms cost £5 an hour to use – this can be for anything the customers like e.g. a community group, lessons/learning, activities, hobbies etc. Customers will start to see promotions about this soon. If anybody would like to use a room, please speak to a member of our staff.

**Table Tennis** – has started to be run in our centres and customers will start to see more of these across the city. If customers would like to run an activity or club in any of our buildings then this can be arranged.

Listed below are the offices in attendance at the Focus Group:

- **Jas Dhariwal-Holmes (Inner & Outer South)** – Manager of Dewsbury Road One Stop Centre, Dewsbury Road Library, Hunslet Library, Beeston Library, Morley One Stop Centre, Morley Library, Gildersome Library, Rothwell Community Hub, Ardsley & Tingley Library, The Point Job Shop (White Rose)
- **Jan Jackson ( Inner & Outer West)** – Community Hub Manager of Armley Hub & Armley Library & Job Shop, Bramley Library, Pudsey Community Hub, Calverley Library, Farsley Library,
- **Chris McLoughlin (Inner & Outer East)** – Community Hub Manager of St George's Centre Hub, North Seacroft One Stop Centre, South Seacroft One Stop Centre, Osmondthorpe One Stop Centre, Crossgates Library, Garforth One Stop Centre & Library, Kippax Community Hub, Methley Library, Halton Library, Whinmoor Library, Scholes Library, Seacroft Library.
- **John Ashton – (Inner & Outer South)** Customer Services Manager and work alongside Jas.
- **Seamus Doherty (Inner & Outer South)** – Community Hub Manager of the City One Stop Centre (2 Great George Street) & Job Shop and the Peripatetic Team (the team that provide cover at different sites) and the Mobile Library Team

- **Amanda Denne** – Assistant Manager at 2 Great George Street.
- **Jayne Grant** – Manager of Central Interpreting and Translation Unit
- **Steve Moore** - Senior Community Hub Development Manager – Steve is in charge of the refurbishment of our buildings.
- **Julie Wood** - Senior Communities Librarian
- **Adam Sykes** – Library Assistant from Horsforth Community Hub and taking photos at the event
- **Amy Wood** - Management Team Support Officer - who works directly with Susan and organiser of the Focus Group.



## **Table exercise 1 – New Community Hubs (outcomes from table exercise)**

**Walking into a Community Hub, OSC or a Library, what do you expect to see in terms of what's on offer and what's important to you?**

**You said:**

- Clear signage
- Clean and welcoming
- Staff are professional
- Customer Services
- Some clear signage to show me the way to the service I need
- Someone to meet and greet me
- The place is bright, clean with space to move around
- Clear signage, meet and greet person, is it welcoming, clean presentable, staff presentable, smart, polite, expect a standard , first impressions, greeting, attentive, smile, welcome approach and water

- Clearly marked signage
- Clean and welcoming
- Customer services and been professional
- Good welcome
- Directions and clear signs
- Appropriate layout of building
- Refreshments
- Information/leaflets and computers available
- Signage and directions to services
- Staff awareness to customers
- Meet and greet or clear signage
- Welcoming and clean
- Staff presentable
- Customer care
- Clear direction- floorwalkers and signage
- Manner of staff and knowledgeable staff
- Smart waiting times or appropriate system
- Library books
- Helpful people
- Local activities
- Welcoming staff- eye contact, good morning (not enough of this)
- Nice environment- warm in winter including pleasant surroundings
- Computer IT facilities (working)
- Notice board and information leaflets on display including local information and bus timetables
- Clean toilets- toilet rolls, soap and towels stocked up
- Coffee machine and water dispensers
- Hand gel- Yeadon it's there for the staff to use not the public
- Chairs for disabled people- central library 1st floor not to be told by staff to go get their own
- Educational books regards to everyday healthy living
- Writing in challenging ways
- Books about self-help on herbal remedies
- To relieve pressure on doctors, hospitals and financial funds
- Pressure on our great health service
- We have everything in place in Horsforth library
- Face to face contact – please try to keep it
- Job centre
- Computer section
- Children's area
- Reading area
- Coffee machine
- The staff are very helpful
- Horsforth library is now a community hub and is open long hours

- Staff available if possible
- New books
- Notice boards with up to date information- separate for council and local community and advertise what goes on in the building
- Information packs
- Smiling staff
- Clear opening hours
- Computers with enough chairs
- Newspapers
- Someone who has skills and knowledge to answer my queries
- Coffee machine
- Computers for face book
- Computers for Music and e mails
- Greeter for OSC
- Quick question desk
- Refreshments, water and vending machines
- Computers- a few as mine is a busy area (I use Headingly area)
- If more facilities available such as water cooler or tea and coffee
- Books
- Computers
- Easy access to one stop personnel for repairs
- Monthly meetings for craft session etc
- Plenty of computers working
- Community information
- Bus time tables
- Daily newspapers
- Job opportunities
- Plenty of seating
- I am happy with what we have in the library already and our community as something somewhere for most people
- Written instructions on view next to the computers
- Feedback on my complaints submitted
- Correct information being given out to companies coming into the area to do work
- Teaching people how to budget would resolve a lot of problems
- Welcome and instruction to use appliances such as computers and tablets. Must say we did have two ladies come out to our group and talked to us about the library
- Local information of events
- Possible refreshments
- Lists and contact details of local groups
- Instructions if needed on computers
- Local contacts for volunteer groups
- Job opportunities and advice
- Free WiFi

- A welcome with directions to facilitate
- Confidential space for discussing any problems
- Computers with advice on lessons in IT
- Tourist information centres are fewer so could this be more available
- Local volunteering opportunity advice
- Books
- Children's activity's
- Library
- Someone to talk to
- Relaxing
- Computers help with it
- Baby changing
- Library books
- Children's activities
- Someone to talk to
- Computer lessons and help finding things on the internet
- As soon as you enter you should be given information
- This could be done by information boards that are the same on both sides so you see and read the same as you go in and out of the building
- This information would be listed for all area's applicable and events and rented rooms available with prices
- If anything is advertised, I will go and have a look
- I use the Morley one stop and to be honest I am happy just as it is
- More privacy at the desk to get a number
- There is not much that I think is required in the one stop
- Having not seen one of the 4 community hubs, but listening to other people's views to me they have covered everything

**If we were to deliver more services from a Community Hub but didn't have a space to do this, but we looked at changing the use of space we had accordingly in a flexible way, what would you like to see being delivered from a Community Hub?**

**You said:**

- Timetables etc.
- A library with books, newspapers and computers
- A one stop with advice on council services
- Job shop
- Special events particularly for young people and the elderly
- Help with the new tablets and the computers
- Council surgeries
- Timetables
- I.T. depending on the community, what do they need
- Public telephones
- IT help including I pad help
- Health connections

- Police
- Planning services
- Timetables
- Health
- Police
- I feel all the services that the community hub currently offer with the opportunity to research further services
- Public telephone that was once part of the library to phone gp's
- More services as possible with space and the requirements for local residents
- Surgeries
- Local drop in centres
- Help with I.T if needed to access services
- Information
- Cycle libraries introduced- west and north of Leeds?
- Re feedback forms- Why don't I ever receive any feedback from the comments I make. Do feedback forms get through or do staff weed them out if there are any negative comments on my feedback forms
- To find out which of the local hub responsibility lies to changes
- Horsforth Library has various services
- I don't think we need anything else (Horsforth library)
- There is no more room to do anything else (Horsforth Library)
- It would depend on how much space we have
- Something for teenagers, maybe clubs linked to technology
- Activity groups
- Less children's books in Headingley library to create space
- The male community get together the better in Headingley
- Community activity groups bringing people together
- Friendly groups
- Exercises for the elderly, some sort of sport activity for older people
- A talk on encouraging older people to attend the library
- Cake space
- Hobby groups
- Speakers to give talks on various subjects or lecturers
- Guidance for job seekers
- Advice on finance or other problems
- Café space and information on hobby groups for crafts and chess etc.
- Local speeches on topics could be sponsored by local businesses e.g. Morrison's
- A recent birthday celebration at Guiseley library was well attended and could be offered at Christmas
- Relevant demo's
- Café for everybody
- A meeting place for lonely people

- A café next to children's library where parents can meet , feed babies then go to storytelling and singing activities
- The hubs could join with the Leeds city council park services for outdoor events, thus again could help in advertising what they have on offer
- Don't change anything
- More child friendly perhaps a crèche if parents need to discuss something privately

**How do you think the fun side of events run together with the more serious side of our services and how can they be delivered successfully from the same building?**

**Susan asked customers initial feedback and they reported the following:**

- There are different things going on in buildings for example at Moor Allerton and this adds atmosphere to the building. If customers want privacy they can go into a private booth.
- A customer commented that regular events are listed so customers note the busy/noisy periods and when they may wish to avoid these. One off events are not easily captured and displayed.
- Depends on size of building and if can separate events going on – it was noted that some sites may not be able to do this as some centres are quite small.

**You said:**

- Make good use of space available
- It would be ideal if the fun events could be run in a different area or room but failing that people will have to accept what can be offered in the limited space. People having fun at the hub should encourage people in. (apart from those that like a silent library)
- Larger sites are better equipped to handle the various activities. Children's story time, design zones are important. Customers need to accept that this is a new model all under one roof. It's nice when schools use a library.
- Useful use of space
- Privacy
- This can be attempted but will be difficult.
- The service appears to be more workable within the community neighbourhoods, however it does not appear to work in the central library(use of sectioned off area's)
- Striking a happy medium with services and customer services and requirements
- Good use of space
- Give own space for events
- Realise limitations as we cannot be everything to all people in every location and decide what works for that area
- Clever use of space within the centres
- Table tennis and reading groups
- Very probable
- Okay when supervised and organised, but when school kids are allowed to run wild then it is impossible to use a computer. Had the leave the library (school holidays after 4pm or 3pm when schools come out (Garforth)
- We do have children mornings and a colouring area
- We can encourage people to use the library for different things such as the children and the elderly using computers at different times to suit
- They are

- Both chapel Allerton library and Chapeltown hub manage this well within what they have available.
- A good book group at chapel Allerton have been successful
- Café at Chapeltown sounds good will call by a way here
- Website
- Good planning
- This could work quite well this needs planning
- By publicising the events
- There is the noise aspect, it can be disturbing for the people who want to work and want quiet
- The fun side of events can run with the more serious side of services
- This can be successful from the same building if it is worked out in the right way
- Setting up informal committees to help advise these committee's or groups could rotate the people on it
- Groups and committees can help as they are from their own area's so have local knowledge
- The fun side is a Gesture of a good children's library and encourages children to use more books
- I think it is a good idea to include chess, table tennis and other activities and hopefully encourage the young people to take part

### **Do you use Self-Serve (comments from customers)**

#### **You said:**

- The individual needs to be aware of how to use the technology initially
- Generally prefer to deal with a person
- What is self-serve?
- Does it include using a computer
- Not having had the need
- I don't like self-serve
- Always prefer face to face
- I don't mind learning more I.T.
- Always use self-service but if staff not busy I like to have a chat
- Too Busy
- Had trouble accessing the self-service portal
- No not used it but want to use it
- Ease of joining and easy learning, not aggressive. I found that some courses I have and am taking the tutors teach quiet fast and there are not enough information sheets to help a person
- I feel I am now too old to learn I.T
- I am of an age that does not use a computer but would like to learn at a library as I think it is important to learn
- I.T frees up staff and makes them able to help people less able

### **Do you use Self-Serve?**

#### **You said:**

- Yes - 19
- No – 12



**If YES, which service do you use?**

**You said:**

- Library Books- 11
- Council-6
- Both-4

**If NO, would you like to sign up for an IT learning session and learn how to use self-serve?**

**You said:**

- Yes-5 – Your details have been passed to Julie from Libraries who will arrange this.

**Below are the services available on self-serve:**

- Register for Council Tax E-Billing
- Make a Payment online
- Get free debt advice
- Help with money
- Report a change of address
- Bid for a council or housing association home
- View your housing benefit details online
- Use the benefits calculator
- Report a council housing repair
- Learning, training and employment advice for young people
- Book a computer at your local library
- Apply for a council job
- Learn English in Leeds
- Report a missed bin collection
- More Council services





## **Table Exercise 2**

Susan asked customer's their views about our new Signage, the Pin logo, and our new name Community Hub.

SM reported that residents will start to see this signage across our buildings (please see images below). When customers see the pin logo it means that this is a place that customers can see, go into, provide input into a community and get involved in – when we see this pin this is what it means – a logo to represent us and what customers can feel familiar with.





## Initial comments from customers

### Feedback about the Pin:

This shows that this is about joined up services and activities going on in a community that we can access.

Does the pin mean anything to you? No

Looks like a spy glass, a magnifying glass, ping pong bat, like a google maps icon.

Look at the focus - looks like it's the wrong way round

A pin doesn't make us feel welcome

Make the Leeds City Council crest bigger across the top of the sign

The sign should have Leeds City Council crest at the top and list of services underneath.

### Feedback about the name 'Community Hub':

I like it and it's modern

Like the mix of the 2 words – Community and Hub

I wouldn't dream of thinking it does what it does

Sounds like a Community Centre and doesn't sound like it offers the services we offer

The wording is more for younger generation

It's for younger generation and caters to them rather than older people.

It's good and means everything is under one roof

Not fantastic to look at but it does what is says on the packet rather than spending unnecessary council money on something more fancy

Make the Leeds City Council crest on the sign bigger

Sign looks very bland

Needs to mention 'Leeds' in the title

SM reported that a Community Hub is not just about a Leeds City Council Hub it's about other organisations and these not just being labelled as Leeds City Council. It is to say that there is more in the centre than just Leeds City Council and other partners and services are available in the centre and for the community.

There was a question about the cost of updating signage. Susan advised that the Council makes all its own signage and we do not pay for an external company to do this.

## **Table exercises 2 – Signage (outcomes from table exercise)**

**What does this sign say to you?**

**You said:**

- Put a sign on all buildings saying now moved to community hub and what is in there and what they do
- Chemist at Chapeltown
- They are interested in providing a community spirit by putting your community first and by helping to mix young and old
- Everything under one roof easily accessible
- Community information
- Everybody helpful
- Modern
- Mother and baby group
- How much did Leeds pay for the community hub logo?
- Leeds logo not big enough
- Be loud and proud
- For the community - Have Library and one stop centre
- It's not clear the sign I.T tools is like a magnifier mirror
- Would not have a clue
- Rothwell community hub- It is clear and the font is user friendly. It could be said to be a little dull but it is easy to read
- Other languages
- What is that your community logo?
- Could be a bit more
- Exciting for younger people to notice
- A bit more to stand out
- Not sure what the push pin sign means, looks like a magnifier glass

- Nothing but what it is. However if no one shows what a community hub is then it's a mystery
- The second sign had too much information and could confuse people. Maybe the more mature in our society
- Not much needs to be more explicit, not everyone is the same or have the same understanding
- Explanation as to what the sign means, not user friendly
- List of facilities tools are dull and not vibrant- Rothwell community hub
- More publicity as to how welcome and friendly it is would be helpful
- It should say free and open to all
- Nothing
- Very plain does not say anything
- Good strong font
- What is the logo on the left hand side for it looks like a magnifier glass
- Not clear what it means
- A hub is a centre of a wheel
- The community facilities would be represented by the spokes
- Coming into one central space
- The main sign has too much information on.....is it all necessary
- Opening times essential
- Does Leeds City Council logo show up enough suggest to put it up at the top
- Expensive sign due to sign
- Says nothing, not clear, good mix of community older and younger, warmer feeling
- One central space
- Not clear what it means
- It gives the basic information but the customer/client may not notice it
- Would you rather the money to be spent on the signs or on the services and delivery
- Customer journey
- To someone locally arranged facilities
- Not clear what it means
- Don't like the word hub
- First sign not clear what a C hub actually is
- Second sign too wordy, Leeds crest needs to be bigger
- Leeds sign larger
- Not a lot at the moment as I have not seen before
- Gives information as requested
- It tells me what it is and very clearly and helps the community with a lot of issues
- Meeting people and feeling welcome
- The place
- Not a lot I'd have to ask
- See over leaf
- Absolutely ambiguous
- It is good for people to go to
- That everything you offer in Rothwell is in there
- Positive approach to quality

## Given LCC crest and Leeds City Council – what would you expect to see inside a Community Hub showing this crest?

### You said:

- As many LCC facilities as possible
- Signage with leaflets with heading
- All sorts of things and variety of things
- Local information
- Libraries, one stop centre and job shops
- I.T Classes
- Community groups using services
- That they are professional there and that they can help you
- Professional people inside that are helpful and welcoming
- It belongs to LCC and you should be able to access all of their facilities
- The sign however does not show how high it is or low as the positioning of the signs is paramount to the people it concerns
- The crest of Leeds City council written out as some people may not know about the crest
- Rothwell community hub- I might not know, does everyone know that these services have been combined in one building and not city centre
- Needs an identifiable character, more user friendly and readily recognised
- Push pin not recognised as such
- Rothwell community hub- Something to advise this is the place to be able to resolve any problems they have by changing their attitudes to the money they have in their hands
- How to seek work and how to lower any stresses they have in their lives
- Probably by means of a design
- I might not know what is inside this building, it does not look inviting and could put people off
- Crest should be at the top
- All the facilities that the council provide with stuff to help you access the facilities you need
- Crest larger and LCC at the top corner
- Too wordy, not enough communication about a community hub, cut down the words
- You can use instructions rather than option
- Wording too small for Leeds Council Services
- Suggested as Leeds city delivers so much for local people so let's be proud of it
- Crest larger at the top
- I would expect that the service level should meet Leeds City Council standards
- Allow some degree of redress is standard fall short
- Signposting further information where appropriate
- A full array of services needed by the local community
- Crest should be put at the top
- What happens when new services are introduced will signs have to be changed?
- Council services and information
- Library, Computers, One Stop for Housing and Social services
- Different schemes for all ages as well as general business
- Toilet facilities

- A lot of different people with separate needs mainly from Leeds City Council
- Years ago these facilities all had separate buildings but I think the community is a really good idea for bringing people together and solving problems at the same time
- Welcoming
- It belongs to the council
- Some sort of council services but maybe just a local service not realising that benefits are dealt with there
- It is ok
- Sign for Leeds is fine
- Great friendly, honest service from staff and facilities and activities
- More on the list
- What is there
- Reassuring aspect

### **What do you think of the name 'Community Hub'?**

**You said:**

**Like - 12**

**Neutral-13**

**Dislike-10**

- Shorter like PO- Post Office
- What is wrong with the word centre
- If you do not know what is going on in there then it confuses people
- Prefer CH to be names as Rothwell Community Offices
- It does not impress or negative
- Community hub only if people know about the hub
- Rothwell- name may be a bit formal
- Many people may not know who they are and considered to be part of a community and therefore not welcome
- Name is not that important but still needs to be understood
- Why have a name, why not use a logo or design
- It does not tell a lay person what it means
- Is it a community centre?
- Not sure about a community hub it sounds like a community centre
- Just appears as though it is a community centre
- There is a large amount of information
- Library services this is a bit too much
- Needs to be clear its council services
- Not clear what it actually is
- May be confused with community centres which are different
- You are welcome
- Does not explain what this means
- I know it is for the community but it does not reflect who is providing this service so there should be something like- Leeds Council- Public Services. Council for people, council at your service then the name

- I like the sign
- I have not used the hub but have used the library
- Sign should say your community
- The name hub is not understandable by the elderly

### Any other comments you would like to tell us?

#### You said:

- Perhaps a cross under the pin as X marks the spot
- It's a modern name
- Fantastic what the council is doing with buildings
- All the service you run from the community hub needs to be publicised clearly and prefer the signpost before to say rent office but combined services people get confused
- Times are confusing outside it
- Reads as though all services are available at these times
- Community hub, what does it mean. Need to explain
- Using a name created more work for the staff that are probably over worked already since they have to explain what is done.
- Your community logo not recognised with no publicity and I don't know what it signifies
- The logo in the bottom corner does not mean anything to me (pin)
- Things need to be made more clear and a list of all services needs to be posted on a noticeboard
- I have visited a community hub but do not live near one
- None
- I have no complaints
- Should give details of what services are there and also when services have changed location and advise where they have gone
- Our council is doing so much for us at providing different services under one roof so Leeds City Council should be addressed in the name
- Could you get someone to grit the disabled ramp at the central library as not to leave it icy or slippery for days on end during winter
- Can you get better cleaners and toilet facilities in working order at Central Library. Also stocked up with soap (never any soap or toilet roll/hand towels) where applicable
- Probably community commitment









### **Table Exercise 3**

#### **Our Standards**

This is about what the Council service standards should be and we have discussed these previously at one of our Focus Group meetings.

We want to know if these standards are still relevant now and what should be the standards you see when walking into a Council building.

**Please see our current standards pictured below:**



### One Stop Centres – Our Standards

We will aim to deal with your enquiry within 15 minutes of you entering the building.

We will give you a survey form to record your opinion of the service and we will give you the opportunity to say how the service should be developed.

The One Stop Centres will be accessible, clean, presentable and pleasant to use at all times.

We will wear name badges so you know who we are. If we have to pass your enquiry to a colleague, we will give you their name.

We will be courteous and helpful. We will listen to you and deal with your enquiry efficiently, quickly and fairly.

We will communicate with you using language that is clear and easy to understand.

If you need to discuss a sensitive or confidential issue, we will arrange for you to be seen in private.

Council leaflets and information can be made available in other languages, large print, audio tape, or Braille, as appropriate.

We will arrange an interpreter for you, by appointment, if English is not your first language, or if you use British Sign Language.

We welcome and encourage your feedback and will try to resolve any complaints on the spot. Where this is not possible, we will acknowledge your complaints within three working days and provide a full response within 15 working days.

We will acknowledge emails to publicly advertised email addresses within one working day and provide a fuller response as early as possible, but certainly within 10 working days.

We will answer your telephone calls promptly and professionally (calls are handled by the Contact Centre).

We will respond to your written correspondence within ten working days.

### **Table exercise 3 – Service Standards (outcomes from table exercise)**

#### **On starting a fresh, what standards should be in place in any public facing Council building?**

##### **You said:**

- Keep clean, presentable and accessible
- Name badges
- Courteous and helpful
- Communicate
- Sensitive and confidential
- Surveys and combine with welcome feedback
- Do away with e mails/telephone calls and written correspondence

- Reduce times to five minute's
- Remove paper surveys and have electronic buttons with smiley and sad faces
- Keep points three to six
- Provide that space is available
- Might now include information on large screens
- Keep number 9
- Renew time period
- Fuller response too long in coming
- Keep number 13
- Be seen within 5 minutes
- Not OSC community hub needed
- Paper optional but install electronic system
- 3 and 4 ok
- 5 zero tolerance needed for customer standard
- 6 ok
- Ok and visual TV
- 8 and 9 ok
- 10 review time period
- 11 ok too long
- 12 delete
- 13 review
- Need to add meet and greet within one minute to assess your needs one enquiry at a time
- All ok
- 1- to aim to welcome all clients/customers fairly (religion, race and gender)
- 2- The centre should be accessible by ability
- 3- Signs should be clearly marked
- 4- name badges
- 5- Information (access) languages
- 6- Access to confidential space
- 7- Standard a responsibility of customers
- 8- Screen available leaflets
- 1- Timing ok
- OSC's/Hubs
- 2- Too many paper surveys
- 3/4/6 to 13 as is
- 5- Is as we expect customers to treat
- Clean presentable environment
- Wear name badges
- Private room available
- Take surveys out use Like buttons on exit
- Staff to be courteous, helpful and friendly
- Do away with the time- now different services

- Keep- Accessible, clean, presentable, name badges, Courteous and helpful, will listen, sensitive and arrange private room
- Keep survey forms should you wish to give us feedback
- No need to talk about e mails, telephone and front facing service
- Discussed and agreed
- Aim to deal with enquiry's within 10 minutes of you entering building
- Certain council phone numbers should be free 0800
- Automated calls should be made clearer and a call
- back service would be good
- Full response from e mails should be answered within 7 working days
- Faulty computers out of order to be fixed within 5 working days
- More welcoming atmosphere
- Sometimes when you ring it says the lines are busy and you are on the phone for a long time, it costs you a lot of money. Council should have a free phone number 0800.....
- Every home should get a leaflet through the letter box with the council bills/council tax
- Council is running from community hub
- We need to keep our library's and our face to face reporting repairs
- Your standards are agreeable at one stop centres
- To stress no bad language or threatening behaviour by customers or they will be asked to leave by security and entry not dealt with
- More options on automated phone system- anything else option
- Open on Saturdays and Sundays
- Automated phone system needs to be clearer- goes around the houses pressing numbers that don't apply
- I agree with the existing standards you've got it covered
- A person to welcome and direct to the correct area
- All points on standards agreed with it
- Reference sheet to take away after the meeting so you have a point of reference
- There are good except for number 11. I feel that 10 working days is a long time you are waiting for an answer and also complaints within 15 working days
- 1. Name badges- provide full name and service number
- Get rid of recording which plays. You can obtain this information on [www.leeds.gov.uk](http://www.leeds.gov.uk), not everybody has got a computer
- All standards seem ok
- It's really good keep exactly how it is
- Keep as it is
- Keep it as it is
- I think that sometimes the 15 minute wait can be a bit judicious but in general these days things have changed as customers do not have 5 minute's for short queries When on line they have different trained staff for different queries for example, Housing benefit with Customer Service Officers. The whole good scheme of things is a good thing for people on benefits who could not afford a washer as they can get a referral to St Jude's for a good £10.00 charge only.
- The staff should be courteous and helpful
- Sensitive issues or confidential issues can be discussed in private

- Telephone calls promptly
- You can be seen in 15 minutes- some people need more time to discuss their problems. I am sure most people will understand if waiting times are longer. It is good that you can be seen in private
- Direct information of all facilities and hours of business
- That the staff be courteous, helpful and be able to deal with the problems in the community, and so people don't have to wait forever and once they have finished they go away satisfied with the results
- Standards of the one stop centres are quite a good set of standards. Hitting the 15 minutes cannot always be kept to and this should be made clear. Most of the other standards are good and should be kept if possible
- One Stop Centres to be helpful, council information leaflets should be there also and staff should be professional and not hurry you
- I feel the constraint of 15 minutes is too much pressure on staff and also for some customers they may feel pressured to conclude their business quickly if there is a long queue. Should be 20 minutes or as quickly as possible
- It is how the service should be, Just perfect
- One thing about the word language (used for communicating) It should say "using plain English"
- Interpreter service- To save money can we ask or encourage people to bring somebody with them who can speak English
- We will check with you how you would like to be addressed rather than calling you by your first name without your permission
- Nothing to add
- Certainly within the working day
- Don't need to mention your contact centre
- 15 minutes? Sometimes longer at GGST
- Survey form- not confidential staff have access to them and could weed out any unfavourable comments on them
- Name badges- Staff at Garforth library have their badges the other way round so you can't see their name .When you ask them what their name is and tell them you are going to complain they reply by saying they do not have to give you their name
- I never receive any feedback so I wonder a) do the forms get through b) If they get through does anyone read them.
- Accessible and clean- Central library and Otley toilets
- Courteous- Job club at GGS sometimes verging on been rude. (not all of the staff but some of them)
- Sensitive and confidential- GGS jobshop facilitators don't talk they shout
- The standards are good and it's a pity that they aren't always adhered to. I've found that often the only way to get things done is to complain to the elected councillor for leisure services

## Comments and questions following this exercise:

**Waiting times** – Staff need more time to discuss problems and more complex enquiries so 15 minutes is not a reasonable expectation. It was suggested to not state a time and don't mention this in the standards.

Happy with current standards and the Meet and Greet role is very important. Nice to know you're in the right place and very welcoming. We like floor walkers and meet and greet.

Opening of Saturdays and Sundays and enquiries should be 10 minutes.

Calling the Contact Centre – a customer commented about this and asked if there is an alternative service as finds it confusing in which lines they need to press for services. Issues with the Contact Centre and confusing messages for this service. Susan will feed this back to the Contact Centre.

Customer likes the current standards.

**Q:** Interpretation – a customer suggested that to save money customers could bring someone with them who can speak English.

**A:** Jayne Grant (Interpretation & Translation Manager) responded to this by saying that the Interpretation service is always trying to keep costs down and provided an update on how the team do this. For less complex enquiries a customer can bring someone with them to help them. Jayne reported that all non-English customers have the opportunity to learn English for free and we provide ESOL classes for people to learn English and help them integrate into the community.

**Q:** Can centres use their staff to interpret?

**A:** We prefer to use interpreters rather than staff as interpreters are fully trained and qualified to be able to do this. We do let staff do this if they are using their own language but we encourage customers to use a qualified interpreter.

A discussion took place about using young children to translate and issue with this as people have been keeping children off of school to use them for interpretation. An age restriction has now been put in place in order to stop this from happening so the minimum age is 18 to be able to do this. This is unless there is an emergency situation which has to be reported and dealt with straight i.e a gas leak in a property etc.

Customers would like to be seen by a Floor Walker immediately on entering a building – this should be added to the current standards as an addition.

On the following standard – **'We will be courteous and helpful. We will listen to you and deal with your enquiry efficiently, quickly and fairly'**. Customers feel there should be a standard added about how we (staff) expect the customer to behave and what we expect from the customer. Customers are expected to bring information in with them in order for us to deal with their enquiry. It was reported that at some centres we have banners displayed to show how customers should behave and how we won't tolerate aggressive or threatening behaviour – Focus Group customers advised that they like this.

Customers are in favour of the paper survey form and these should be available but it was also suggested that like at airports, a self-service way to leave feedback via a smiley face system.

**2 Great George Street City One Stop Centre** – a customer commented about the queue at 2 GGS and being disabled and having to stand and wait get in the queue.

Seamus Doherty (Manager of the centre) advised that staff will talk to the customer and will ask them if they would like to sit down and wait rather than waiting in the queue. The member of staff/floor walker will save the customers place in the queue whilst they sit and wait. A customer can also approach a member of staff to request this also. Susan added that if customers are concerned and have issues with standing to please let a member of staff know and they will keep the customers place in the queue.

A customer commented that they like the ticket machine system and asked if a ticket system can be available at the centre. SM reported that there is a Queue Management Review taking place at the moment and we will be purchasing a new system soon. Floor Walkers place a key role in the queues at the moment.

A discussion took place about the Post Office at St John's Centre and customers used to be able to take a ticket and then sit and wait to be seen. There was mixed views on this system as some preferred to stand in a queue rather than take a seat.

A customer talked about 2 Great George Street and how the centre has been fully manned from day 1. The customer noted that she does not know how staff retain all of the information they do and they deal with so many different kinds of enquires.

Amanda (assistant Manager at 2 GGS) talked about the set-up of 2 GGS and advised that the centre is constantly developing on a day to day basis to meet the need of the customer. Self-serve, open booths, basic appointments, interview rooms for complex appointments are available and the Floor Walker role is such an important role at the centre.





## **Adam Sykes (Library Assistant from Horsforth Community Hub).**

Adam provided a quick update about what it is like doing a joint role (Library Assistant and Customer Services role). Adam talked about the refurb at Horsforth and how Library staff and Customer Services staff work really well together and that the dual role helps for enquiries to be dealt with straight away. There are teething problems with the Floor Walker role but this is only because of the lay out of the Library and shape of the building. Everybody pitches in and helps and supports one another – events are organised and everybody helps with this. Adam advised that he loves working as part of the wider team.



## **Other updates from Susan**

Leeds City Council's Corporate Contact Centre at West Gate will be having open days on 18<sup>th</sup> and 19<sup>th</sup> October at West Gate. This will give customers the opportunity to look around centre, see how it runs and speak to staff that work there. Thank you to the customers that provided their information and interest to attend and the Contact Centre team will be in touch with them to arrange directly.

Customer Service Excellence – We will be undertaking our annual assessment on Thursday 6<sup>th</sup> October 2016. The assessor Nigel Hunt will be seeing if we still meet the accreditation and our 5 new Community Hubs will be assessed (Moor Allerton, Pudsey, Kippax, Rothwell and Horsforth).

## **Benchmarking**

Customers were asked to complete a benchmarking survey during the event and Susan asked 'How does our customer service compare to other organisations?' A customer commented that we compare well and we are doing good. Results of the survey can be found over.

George Vitzthum reported that the services we provide are better than Germany and France and we need to appreciate what services we have get here in Leeds and to think ourselves lucky! Thank you for this lovely feedback!

On that lovely note the meeting came to a close and the £50 prize draw took place.

**£50 Survey Draw Winner.....**

**The winner was Mrs Jean Lake. Congratulations!**



**We would like you to compare your last visit at a Community Hub, One Stop Centre or Library with your last visit at a post office and/or a GP Reception and/or a bank and/or your last use of public transport.**

**For each section below please tick the statement(s) that best gives your view. Tick all boxes that apply to you**

**Waiting to be seen** – The waiting time at the Community Hub, One Stop Centre or Library was:-

Much longer than	Post Office	4	GP Reception	7	Bank	0	Public Transport	4
Longer than	Post Office	2	GP Reception	2	Bank	0	Public Transport	0
The same time as	Post Office	12	GP Reception	8	Bank	8	Public Transport	5
A shorter time than	Post Office	7	GP Reception	10	Bank	8	Public Transport	5
A much shorter time than	Post Office	6	GP Reception	4	Bank	7	Public Transport	6

**Helpfulness of staff** - The staff at the Community Hub, One Stop Centre or Library were:-

Much less helpful than	Post Office	0	GP Reception	0	Bank	1	Public Transport	3
Less helpful than	Post Office	2	GP Reception	4	Bank	4	Public Transport	1
As helpful as	Post Office	16	GP Reception	16	Bank	14	Public Transport	5
More helpful than	Post Office	8	GP Reception	4	Bank	4	Public Transport	7
Much more helpful than	Post Office	4	GP Reception	2	Bank	4	Public Transport	6

**Overall quality of service – The service at the Community Hub, One Stop Centre or Library was:-**

Much poorer than	Post Office	0	GP Reception	0	Bank	0	Public Transport	2
Poorer than	Post Office	0	GP Reception	0	Bank	2	Public Transport	1
The same as	Post Office	9	GP Reception	10	Bank	8	Public Transport	4
Better than	Post Office	9	GP Reception	10	Bank	8	Public Transport	6
Much better than	Post Office	0	GP Reception	2	Bank	4	Public Transport	6

**The facilities for customers – The facilities at the Community Hub, One Stop Centre or Library are:-**

Much poorer than	Post Office	0	GP Reception	0	Bank	0	Public Transport	2
Poorer than	Post Office	0	GP Reception	0	Bank	1	Public Transport	0
The same as	Post Office	5	GP Reception	9	Bank	10	Public Transport	4
Better than	Post Office	8	GP Reception	7	Bank	5	Public Transport	5
Much better than	Post Office	12	GP Reception	4	Bank	7	Public Transport	7

**Is there anything else you would like to comment about?**

No comments made.

At the end of the Focus Group, we asked you to complete a feedback form to tell us how you found the event.

These are the questions we asked and how you responded:

4 is – completely agree

1 is – completely disagree

Question	1	2	3	4	No answer
I enjoyed the event and was pleased to be invited				31	
It was good to see managers attending the event				31	
Leeds City Museum is an appropriate venue			3	28	
The layout of the room was appropriate for the event			8	22	1
The catering was appropriate and sufficient			1	29	1
The overall length of the event was appropriate			2	29	
Would you like to attend the next Focus Group?	Yes: 30			No: 1	

### You said:

Could we visit one of the new Hubs with amalgamation of the Libraries?

I enjoyed the event and learned so much. Well done Leeds City Council for its forward thinking policies

Great Friendly event



**An enormous thank you to those who attended and for contributing your opinions. These opinions will help us to shape and improve our service.**

**We will look forward to seeing in 2017 at our next event (date tbc).**

