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**Subject:** South Somerset District Council Press Release: Need to speak to us face-to-face? Come to Connect at Petters Way in Yeovil

Date: 6 February 2020

## **Need to speak to us face-to-face? Come to Connect at Petters Way in Yeovil**

Here at South Somerset District Council (SSDC) we have a strong customer first approach, striving to provide an efficient and welcoming service to all our residents.

We provide many ways that you can interact with us, including through our online services at [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk), our customer access points (CAPs), telephones and face-to-face at our offices.

We've recently made some changes and provided more resource at our customer Connect office at Petters Way in Yeovil. This is now our primary office for all customer queries if you need to deal with us face-to-face. All of our other traditional offices, including our main building at Brympton Way in Yeovil are no longer customer-facing public offices and will only offer a CAP service.

At our CAPs, you can digitally access our services in the same way as you would at home but you are also able to use a phone and speak with our experienced Customer Connect staff who can help you with your enquiry. The Customer Connect Officer is then able to share the computer so able to talk them through the screens online.

Councillor Tony Lock, portfolio holder for Protecting Core Services at SSDC, said: "Whilst we are encouraging customers to access our services online and self-serve, which significantly saves staff time and resources at a time when the Government grants which enables us to provide services have been significantly reduced, we still provide a face-to-face service for those customers who need to come into our Connect office. You'll be seen by a Customer Connect officer; they are multi skilled team and able to deal with a range of enquiries and will help you as best as they can."

Find out more below about our customer Connect space and how you can also access our services.

### **What is Connect?**

Connect is our new front facing office at our central location within Yeovil. It is a new open modern space which is technology enabled to help us help customer access our services digitally but also has flexible meeting spaces for us to meet with our customers. Here you will be greeted by Customer Connect officers, who are multi skilled and can help determine what help or advise you need. They will help and support you to go online and access our digital channel and answer any questions you may have.

This space has several self-serve computers which are touch screen as well as having a keyboard and mouse. They also have a scanner attached so you are able to upload evidence.

It is open 9am to 4pm Monday to Friday and can be found at Petters House which is located between Yeovil Library and the Octagon Theatre. Connect also has a CAP so you can access digital services We also have Customer Access Points, devices which you can use to contact the council as well as access online services and upload evidence for benefit claims etc, in Chard, Crewkerne, Wincanton and Yeovil with more to be rolled out in the near future.

### **If I cannot or do not want to go online for a service, can I still telephone SSDC?**

Many customers do not realise how easy accessing services such as making a payment or reporting your missed waste can be done online. By encouraging our customers to use our digital channels means our officers will have more time to assist our customers that need our help and support.

But if you cannot or do not want to go online, you can still call us on 01935 462462 between 8:30am and 5pm, Monday to Friday. We are not taking away services from our customers but just enabling those who can access service online more easily. Your call will be answered by the customer connect team who have been multi skilled to deal with a range of enquiries and will do their best to deal with your enquiry. Where they are unable to answer your enquiry they will take all the details and make arrangements for an officer to contact you.

We appreciate at times during high demand our customers may experience long call wait times however we do have a call back facility on the line and we will call you back regarding your enquiry.