

Review of OSS

Appendix 2 - OSS Survey 2019

1) What have you used OSS for today?

82% make a payment
16% Speak to CSO
5% Use phone

2) Why OSS and not Town Hall?

87% convenient
5% parking

3) How do you pay for Council Services?

60% Cash
37% Debit/Credit Card

4) What alternative methods of payment would you use to pay for council services?

50% None / do not wish to change
20% Direct Debit
25% Debit Card

5) How do you pay for other (non-council) services e.g. water/gas/electric?

52% Post Office/Paypoint
35% Direct Debit
7% online payment

6) Statement agreement scale

95% of customers are aware that the council offers alternative methods of payment
74% go to the centre as part of a weekly/monthly routine
27% would like to pay at more convenient times.

7) How often do you go to the town centre?

77% visit up ranging from daily up to one per month
23% visit from between every few months to never

8) Reasons for visiting town centre?

88% go to shop, go to the bank, meet friends or for entertainment purposes.