

You've said... and we've listened

Feedback to Smithills Area Forum on Thursday 16th July 2015			
No	Issue	Department	Response
1	Could the Council introduce a "0800" number for telephone inquiries to Access Bolton? The cost of making inquiries was putting pressure on vulnerable people. Could the performance on response times also be made known?	Central Services	<p>Thank you for your suggestion. At this time the introduction of a 0800 number for 'vulnerable customers' is not something we are exploring. The focus for Bolton, and most local authorities, is improving the online self-service offering available to residents to help ensure there is easy access to Council services even outside normal working hours. At the Council's One Stop Shop we also provide assistance to customers who need help to access our online services.</p> <p>If the enquiry is of a more complex nature or from a customer who may be vulnerable we are committed to providing excellent quality advice and support over the telephone and at the Council's One Stop Shop to help customers receive the services that they need.</p> <p>Information on performance on responses can be made available on request.</p>
2	A member of an amateur performance group asked if alternative venues were available for groups not able to use the Albert Halls during its closure for refurbishment.	Environmental Services	<p>The Albert Halls booking system is not available to groups during the refurbishment period and it has not been possible to secure an alternative booking system with other entertainment providers. Information on alternative venues has been made available to groups.</p>

