

2008 Customer Survey

Below are the results of the survey carried out in early 2008.

We asked customers of our Revenues and Benefits service what they thought about the service they had received from us.

The questions were designed to find out how professional we were, how easy to understand we were in person and in other types of communication, how easy our documentation was to understand and how easy we were to reach.

We sent 1000 surveys and received 56 completed surveys back.

Q3 How easy or not are the following to understand?

	Very Easy	% found very easy	Easy	% found easy	Satisfactory	% found satisfactory	Difficult	% found difficult	Very Difficult	% found very difficult	Total number of responses
Our Council Tax booklet	13	26%	17	34%	15	30%	5	10%	0	0%	50
Our Council Tax bill	16	30%	22	42%	8	15%	7	13%	0	0%	53
Our letters	12	26%	20	43%	12	26%	2	4%	0	0%	46
Our forms	11	23%	20	42%	14	29%	2	4%	1	2%	48
Our website	7	29%	8	33%	7	29%	1	4%	1	4%	24

Summary of our customers responses:

90% found our booklet very easy, easy or satisfactory to follow and understand.

87% found our bill very easy, easy or satisfactory to follow and understand.

96% found our letters very easy, easy or satisfactory to follow and understand.

94% found our forms very easy, easy or satisfactory to follow and understand.

92% found our website very easy, easy or satisfactory to follow and understand.

Q6

Thinking about your last phone call to us,
please indicate if you agree or disagree with each of the following statements

	Strongly agree	% strongly agree	Agree	% Agree	Neither agree nor disagree	% neither agree nor disagree	Disagree	% disagree	Strongly disagree	% strongly disagree	Total number of responses
The call was answered quickly	3	12%	18	72%	3	12%	1	4%	0	0%	25
I was transferred between several different people	1	5%	4	21%	4	21%	8	42%	2	11%	19
Once my call was answered, my query was dealt with swiftly	7	25%	15	54%	1	4%	3	11%	2	7%	28
It was difficult to speak to the right member of staff	2	9%	3	13%	5	22%	10	43%	3	13%	23
The person I spoke to was competent	9	27%	19	58%	3	9%	1	3%	1	3%	33
The person I spoke to was helpful	9	32%	15	54%	1	4%	1	4%	2	7%	28

Summary of our customers responses:

96% thought the call was answered quickly enough or were not unhappy about how long we took to answer it

74% did not feel their call was transferred between too many people or were not unhappy about it

82% felt their call was dealt with swiftly or were not unhappy about how long it took

78% felt it was easy to speak to the right person or did not seem to find it a problem.

94% felt the person they spoke to was competent

89% felt the person they spoke to was helpful

Q9

**Thinking about your last letter to us about your Council Tax,
please indicate if you agree or disagree with each of the following statements**

	Strongly agree	% strongly agree	Agree	% Agree	Neither agree nor disagree	% neither agree nor disagree	Disagree	% disagree	Strongly disagree	% strongly disagree	Total number of responses
The letter was answered quickly	0	0%	0	0%	0	0%	3	100%	0	0%	3
My query was resolved quickly	0	0%	1	25%	1	25%	2	50%	0	0%	4
Things were explained in a way I could understand	0	0%	2	50%	1	25%	0	0%	1	25%	4

Only 4 customers in total answered this set of questions.

These customers were generally unhappy with the time it took to answer their letter and how quickly the query was resolved.

Most of these 4 customers were satisfied that they could understand our response.

With so few customers answering these questions it is difficult to know whether most of our customers are unhappy with our responses to letters most of the time or whether these customers experienced a poorer service than the normal service.

This is an area we need to investigate further and seek to improve.

Q12

Thinking about your last visit to our offices about your Council Tax, please indicate if you agree or disagree with each of the following statements

	Strongly agree	% strongly agree	Agree	% Agree	Neither agree nor disagree	% neither agree nor disagree	Disagree	% disagree	Strongly disagree	% strongly disagree	Total number of responses
I had to wait a long time before I saw the person I needed to talk too	0	0%	1	13%	1	13%	4	50%	2	25%	8
I could talk with this person in a private place if I wanted	3	38%	4	50%	0	0%	0	0%	1	13%	8
Things were explained in a way I could understand	3	38%	2	25%	2	25%	0	0%	1	13%	8
Staff were friendly and polite	4	44%	3	33%	1	11%	0	0%	1	11%	9
The office was clean and tidy	3	33%	4	44%	2	22%	0	0%	0	0%	9

Summary of our customers responses:

88% did not feel they had to wait a long time to see the person they needed to speak to and were not concerned about the length of the wait

88% felt that they could talk to the staff member in a private place if they wanted to

88% felt that things were explained in a way they could understand or did not feel it wasn't.

89% thought staff were friendly and polite or did not think they were not

100% thought the office was clean and tidy or acceptable

Q15

Thinking about your last email to us about your Council Tax, please indicate if you agree or disagree with each of the following statements

	Strongly agree	% strongly agree	Agree	% Agree	Neither agree nor disagree	% neither agree nor disagree	Disagree	% disagree	Strongly disagree	% strongly disagree	Total number of responses
The email was answered quickly	1	20%	1	20%	1	20%	2	40%	0	0%	5
My query was resolved quickly	1	20%	0	0%	2	40%	2	40%	0	0%	5
Things were explained in a way I could understand	1	20%	2	40%	1	20%	1	20%	0	0%	5

60% felt their email was answered quickly

60% felt their query was resolved quickly.

80% felt that things were explained in way they could understand or did not feel that it wasn't

Only 5 customers answered this set of questions. 2 of those 5 did not feel that we had responded to their email and answered their query quickly enough. Whilst this is only a small sample of customers this is an area we need to investigate further and try to improve.

Q18

Thinking about your last visit to our website, please indicate if you agree or disagree with each of the following statements

	Strongly agree	% strongly agree	Agree	% Agree	Neither agree nor disagree	% neither agree nor disagree	Disagree	% disagree	Strongly disagree	% strongly disagree	Number of actual responses received
It was easy to find my way around	2	20%	5	50%	0	0%	3	30%	0	0%	10
I was able to find the information I wanted	2	20%	4	40%	1	10%	2	20%	1	10%	10
The online payment was easy to use and understand	2	29%	3	43%	1	14%	1	14%	0	0%	7

70% felt it was easy to find their way around our website
 70% found the information they wanted or did not find it difficult
 86% found our online payment facility easy to use and understand

On average 24% of customers did not find the website easy to use. This is an area we need to investigate and improve.