

ANNEX 9

SURVEYS

		Sep-02	Dec-02	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
1	How did you last contact us ?								
	By Telephone	47%	58%	100%	73%	79%	82%	77%	83%
	Visit to office	47%	46%	15%	19%	13%	12%	27%	50%
	By letter	6%	4%	6.50%	8%	4%	6%		8%
	Councillor			30%		4%		5%	4%
	M.P			3%				5%	
	Friend/ Family								4%
2	What did you last contact us about ?								
	Repairs	20%	27%	44%	45%	63%	29%	59%	46%
	Rent query	20%	19%	15%	12%	4%	12%	14%	17%
	Benefit query	33%	19%	19%	21%	11%	9%	36%	17%
	To pay rent		8%			4%	12%	1%	
	Rehousing		4%	33%	8%	7%	9%	14%	50%
	Neighbours	7%	23%		7%	4%	3%	18%	
	Other	20%			7%	7%	26%	9%	
3	When you last contacted us was getting hold of the right person :-								
	Easy	93%	88%	78%	42%	82%	62%	77%	58%
	Difficult		8%	15%	40%	18%	25%	27%	33%
	Can't remember			3%	15%		13%		
	No reply	7%	4%	4%	3%				8%
4	Did you find the staff :-								
	Helpful	87%	80%	81%	63%	89%	81%	86%	88%
	Unhelpful	13%	12%	6.50%	26%	11%	19%	14%	13%
	Can't remember		8%	3%	11%				
	No reply			8%					

5	And were they :-								
	Able to deal with your query	80%	85%	70%	81%	82%	75%	73%	83%
	Unable to deal with you query	20%	15%	11%	11%	15%	19%	18%	8%
	Can't remember			7%	8%	3%	6%	5%	9%
	No reply			13%					
6	Do you think the office opening times are :-								
	About right	87%	88%	96%	85%	97%	87%	86%	92%
	Not right				11%	3%	13%	5%	8%
	No reply	13%	12%	4%	4%			9%	
7	Did you think that the reception areas are :-								
	Clean and tidy	87%	81%	100%	89%	45%	50%	86%	92%
	Well lit	47%	42%	67%	72%	25%	19%	55%	54%
	Easy to access	60%	50%	63%	75%	29%	31%	68%	63%
	No Reply	7%	12%		58%	3%		15%	
8a	If you visited one of our offices how long did you have to wait before you were seen by one of our officers ?								
	Less than three minutes	27%	19%	19%	23%	22%	19%	23%	8%
	Between three and five minutes	53%	50%	48%	30%	37%	37%	41%	54%
	More than five minutes		8%	11%	19%	15%	19%	23%	25%
	Can't remember		4%		13%	26%	25%		
	No reply	13%	19%	22%	15%			14%	13%

8b	Where you offered the chance of an interview in private ?								
	Yes	48%	50%	56%	42%	48%	44%	59%	38%
	No	26%	19%	22%	34%	22%	25%	23%	38%
	No reply	26%	31%	22%	13%	30%	31%	18%	17%
	Can't remember				11%				8%

8c	Do you think that you had access to all the relevent information you needed in the reception area ?								
	Yes	67%	62%	67%	53%	48%	75%	55%	71%
	No			6.50%	19%	22%	12%	14%	13%
	Can't remember	7%	8%	15%	17%	30%	12%	1%	8%
	No Reply	26%	30%	12.50%	11%		1%	18%	8%

9a	If you phoned us, did we answer your call :-								
	Within 20 Seconds	20%	23%	41%	21%	26%	25%	27%	25%
	Between 20 seconds and one min	27%	23%	41%	51%	45%	44%	36%	38%
	more than a minute	27%	35%	3%	16%	26%	12%	23%	29%
	can't remember	20%	12%	3%	6%	3%	19%		
	no reply	6%	7%	12%	6%			14%	8%

9B	Did the officer who answered your call introduce him /her self ?								
	Yes	60%	65%	74%	57%	55%	56%	63%	63%
	No	13%	13%	11%	26%	15%	31%	18%	17%
	Can't remember	20%	15%	6.50%	13%	30%	12%	5%	13%
	No reply	7%	7%	8.50%	4%		1%	14%	8%

10	Overall were you :-								
	Satisfied with the service	80%	85%	85%	85%	85%	75%	82%	71%
	Dissatisfied with the service	20%	15%	11%	15%	15%	25%	18%	29%
	no reply			4%					

11	What aspect of the service would you change/improve if you had the opportunity ?								
	Attitude of staff	7%	12%	11%	9%	13%	11%	5%	8%
	Knowledge of staff	13%	15%	15%	13%	6%	5%	32%	17%
	Opening times		4%		10%	3%	5%	5%	13%
	Opportunities for participation				1%			14%	
	Quality of information	20%	19%	22%	15%	16%	33%	18%	25%
	Payment methods			11%	7%	10%	11%		
	Access arrangements		4%	3%	1%		11%	9%	
	Repair appointments	20%	23%	22%	20%	13%	22%	14%	42%
	Other	20%	15%		1%		2%	9%	
	No Reply	33%	35%	16%	23%	39%		32%	29%

12	Equalities Monitoring								
	White British								
	English					97%	100%	90%	100%
	Welsh								
	Scottish							5%	
	White Irish								
	Other								
	Any Other White Background					3%		5%	
	Mixed								
	White and Black Caribbean								
	White and Asian								
	White and Black African								
	Any Other Mixed Background								

Asian Background

Indian

Bangladeshi

Pakistani

Any Other Asian Background

Black Background

Caribbean

African

Any Other Black Background

Chinese

Chinese

Any Other Chinese Background