



Welcome to the Twenty Third Wavelength Questionnaire

Thank you for taking part in Exeter City Council's Wavelength panel.

In the last Wavelength we asked about your recent contact with the Council. In Wavelength 23 we would like to look in more detail at the Council website and the Customer Service Centre.

Easy to complete

The questionnaire should only take you 10 – 15 minutes to complete. If you need any help filling in the questionnaire please contact Rob Simmonds – details opposite.

Online – Wavelength surveys are available online to save time and money. If you would like to fill in your survey online then please do so at **www.exeter.gov. uk/wavelengthsurvey**. You will need the membership number from the back of this questionnaire.

Simple to return

Once you have completed the questionnaire, put it in the reply paid envelope enclosed and post it back to us. If you do not have a reply paid envelope, then put the completed form in a blank envelope and address it to: **Wavelength, FREEPOST EX523, Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1AZ**. You do not need a stamp.

Please return by April 29

For more information

If you would like further information or have any queries about Wavelength please contact Rob Simmonds, Community Consultation Officer at Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1JN. Tel: 01392 265891 or email consultation@exeter.gov.uk.

Change of Address

Please remember if you change any of your details to let us know. If you move out of the Exeter area you will unfortunately not be able to take part, but if you move within the city we just need to update your details.

If for any reason you no longer wish to be part of the panel, please let us know so we don't trouble you with further questionnaires.

Feedback from Wavelength 22

Thank you to everyone who took part in Wavelength 22. The final tally of 838 forms was the largest sample for any Wavelength survey. Of those, 41% were completed online, saving both time and money.

Wavelength 22 asked about a wide range of subjects:

- Satisfaction with your local area
- About your local council
- Council spending and 2011/12 budget
- Information, customer care and involvement
- Election services

Satisfaction with local area

The most important things that make an area a good place to live were:

- 1. Level of crime
- 2. Affordable decent housing
- 3. Public transport

The things that most need improving were:

- 1. Traffic congestion
- 2. Road and pavement repairs
- 3. Wages and local cost of living
- 4. Affordable decent housing

Overall, 86% of respondents were satisfied with their local area.

About your local council

The survey asked about satisfaction with key services.

- Refuse collection 74%
- Doorstep recycling 76%
- Parks and open spaces 78%
- Local bus service 52%

Overall, 56% of respondents were satisfied with the way that Exeter City Council run things.

Council spending and the 2011/2012 budget

Consultation on the 2011/12 budget was carried out using a single survey which was made available online, printed in the Express & Echo and sent to the Wavelength panel. In total 1437 responses were received across the three methods.

- Wavelength 838
- Online 439
- Express & Echo cut-out 160

The survey asked respondents to choose whether to Protect, Reduce or Stop spending on 46 identified service areas. These service areas divided into two types – Statutory and Discretionary. Statutory services must be provided by law - there was no Stop option for these services.

To simplify things, the results produced here are for all three sources combined.

The three discretionary services which respondents most wanted protecting were:

- 1. Highways and footpaths
- 2. Toilets
- 3. Land drainage

The three statutory services which respondents most wanted protecting were:

- 1. Recycling
- 2. Refuse collection
- 3. Building control

A more detailed report on the budget consultation can be found at **www.exeter.gov.uk/consultation**.

Information, customer care and involvement

Wavelength 22 asked how well informed respondents felt they were on a variety of key issues:

- How council tax is spent 66% well informed
- How well Exeter City Council services are performing
- 45% well informed
- Overall how well informed you feel about ECC services 52%

The most popular source of information was directly from the council (by newspaper, leaflet or posters) at 65%. Local media was second, at 61% and the council website was third, at 41%.

Almost three quarters of respondents (74%) said they had received the Exeter Citizen, with 91% saying that they read at least some of it (61% reading most or all).

Telephone was the most popular method for contacting the council (61%) followed by in person (41%) and by e-mail (32%).

Less than half (46%) of respondents were satisfied with the opportunities for participation in decision making offered by the council and 39% felt that they were able to influence local decision making. Only 27% wanted to be actively involved in local decision making and just 14% wanted to be involved in running local services.

Election services

The vast majority (95%) of respondents voted in the 2010 General Election and 90% said they were satisfied with the election service provided by Exeter City Council.

For complete results of Wavelength 22, please go to www.exeter.gov.uk/wavelength.

Section 1: Customer Access to Services

| Q1 How would you prefer to get Council in collection dates, local events? Please tick / the | formation such as opening hours, bin three options you would most prefer to use. |
|--|--|
| ☐ Text Messaging | ☐ Digital TV |
| ☐ Face to face | Leaflets/publications |
| ☐ Website | ☐ Mobile phone (to view website) |
| ☐ Telephone | Letters |
| Exeter Citizen (the council's newspaper) | |
| Q2 When it comes to applying to the Councompost bin, making a benefits application us how you would prefer to get in touch. Pluse. Text Messaging Face to face Website | n, applying for a leisure card, please tells ease tick ✓ the three options you would most prefer to □ Digital TV □ Leaflets/publications □ Mobile phone (to view website) |
| Telephone | Letters |
| Exeter Citizen (the council's newspaper) | |
| Q3 Do you use the internet? Yes No Q4 Do you use www.exeter.gov.uk, the Cou | uncil's website? |
| ☐ Yes ☐ No | |
| Q5 If not, why not? Please tick ✓ all that apply Do not have internet access I get my council information from other sources Have never needed to get information from website | |
| I prefer to make payments etc in person Other (please write below) | |
| | |
| | choose one of the following |
| Other (please write below) | choose one of the following Search engine result Other council advertising Link from another website Friends/family told me Through my local library |

Section 1: Customer Access to Services

| Q7 How often do you visit the we ☐ Daily ☐ Weekly ☐ Monthly | ebsite? | nonths [| ☐ Last 12 r | months \Box | Never | |
|---|-------------|------------|---------------|-----------------|--------------|---|
| | | | | | | = |
| Q8 What was your reason for goi | ng to the v | website? F | Please tick 🗸 | all that apply | , | |
| Find out information about | | | | | | |
| Job vacancies | | _ | | or the Council | | |
| Bin collection / recycling | | Housir | 9 | | | |
| Local events | | | family hist | * | | |
| ☐ Sport / leisure facilities | | | il tax / bud | _ | | |
| Policy, strategy, committee meeting doc | uments | ☐ Accom | nmodation | / attractions | | |
| Other places specific | | | | | | |
| Other please specify | | | | | | |
| | | | | | | |
| | | | | | | |
| Use a service to | | | | | | |
| ☐ Make a complaint | | Pay Co | uncil Tax | | | |
| ☐ Pay parking fine | | ☐ Make o | other paym | nent | | |
| \square Obtain a council form | | Repor | t fly-tipping | g/illegal rubbi | sh dumping | |
| Report graffiti | | Report | t noise nuis | sance | | |
| Report abandoned vehicles | | | _ | oothole repair | | |
| Report need for pavement repair | | ☐ Book a | an event or | leisure activit | У | |
| Apply for licence | | | | | | |
| Other please specify | | | | | | |
| | | | | | | |
| | | | | | | |
| Q9 If you had not come to the we | ebsite, hov | v else wou | uld you h | nave conta | cted the | |
| Council? Please tick ✔ all that apply | | | | | | |
| By telephone | | ☐ By pos | | | | |
| ☐ In person | | ☐ By e-m | nail | | | |
| ☐ In no other way | | | | | | |
| Other please specify | | | | | | |
| | | | | | | |
| | | | | | | |
| Q10 How would you rate your same website? | tisfaction | with the f | ollowing | g features o | of the | |
| | Very | Fairly | Neither | Fairly | Very | |
| | satisfied | satisfied | | dissatisfied | dissatisfied | |
| General presentation of the website | | | | | | |
| Ease of getting around the site | | | | | | |
| Ease of finding specific information | | | | | | |
| Ease of understanding the information | | | | | | |
| Usefulness of the site search | | | | | | |
| Value of the information | | | | | | |

Section 1: Customer Access to Services Q11 Have you ever registered with any websites to create a profile for an online account to access/manage personal information and/or track purchases? ☐ Yes, go to Q12 ■ No, go to Q17 Q12 If yes, what benefits do you expect from registering an account with a website? Q13 Would you register with www.exeter.gov.uk to: Track requests and applications you make to the council eg monitoring a reported missed bin, abandoned vehicle, or graffiti removal etc Find out what is happening in your local area Remind you when things are due, such as bin collection or parking permit renewal Q14 How do you think it would be best to communicate the benefits of registering with www.exeter.gov.uk? ☐ Article in the Exeter Citizen ☐ Article in the Express & Echo Promotion on www.exeter.gov.uk Advertising on buses Promotion within the Customer Service Centre ☐ Through my local library Other please specify Q15 Would you like to be able to change the types of information presented to you on the www.exeter.gov.uk homepage? ☐ No Yes Q16 If no, why not? Only use websites that don't make me login Do not like to give my personal details ☐ Concerns about security ☐ I prefer to talk directly to people about accounts I have Other please specify Q17 In the future, would you be willing to take part in some website testing to help us identify and improve usability issues of proposed changes to our website? ☐ Yes □ No

Q18 If you have any other comments about our website that you would like to make,

please use the space provided below

Q19 Have you visited the Customer Service Centre in the last 12 months? Yes ☐ No **Q20 What was the reason for your visit?** Please tick \checkmark any that apply. ☐ General enquiry ☐ Handing in documents ☐ Making a payment ☐ Change of circumstances ☐ To view information ■ To collect information ☐ Meeting or appointment Other Please answer Q21 - Q22 only if you have visited the **Customer Service Centre to make a payment** Q21 Have you used the payment machines in the Customer Service Centre? Yes, go to Q23 ☐ No, go to Q22 Q22 If you have not used the payment machines, please tell us why. ☐ Did not know that they were there ☐ Did not know how to use them ☐ Do not trust payments via machine Prefer to deal directly with a member of staff Other please specify Q23 Based on your last visit, how strongly do you agree or disagree with the following statements: Agree Strongly Neither Disagree Strongly Does not disagree agree apply Enquiry dealt with at first point of contact Staff had knowledge to deal with enquiry then and there I was confident that my enquiry would be dealt with Received confirmation that my transaction was complete Received caring and individual attention П Staff were helpful Facilities and equipment met my needs П П П П П Council treats everyone equally □ No Q24 Was your enquiry resolved? Yes Q25 Were you satisfied with the outcome? Yes □ No Q26 Were you satisfied with the process? ☐ Yes ☐ No

Section 2: Customer Service Centre

Section 3: Complaint and feedback leaflet

| We have included a copy of our new leaflet (printed on the back two sides of this survey) for complaints and other feedback. Before this leaflet is printed we would like to ask what you think of it. Please take a few minutes to read the leaflet and then answer the following questions. | | | | |
|---|------|--|--|--|
| Q27 Is the leaflet clear and easy to understand? — Yes | □ No | | | |
| Q28 Do you have any comments on the leaflet? | | | | |
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Complaints process

ou are dissatisfied with our actions, lack of any actions, or the standard of service provided by us, let us know. This gives us the opportunity to put things right and review the way we do things in the future. You can complain:

- By filling in the form opposite
- By letter, email, or via our website
 By telephone or fax
- In person

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Full contact details are on the front of this

What happens after you make a complaint?

We will acknowledge your complaint within five working days. We aim to send a full response within 15 working days.

One of our senior managers will carry out an investigation and provide a full written response (either by letter or email if requested). If we agree that your complaint is justified we will see if we need to make any changes to our procedures or systems.

If you let us know if you are unhappy with the response you get from the first investigation we carry out, we can refer it to an independent senior manager who will

If you are still unhappy with the response we give you after this second reply, you can refer your complaint to the Local Government Ombudsman (address below).

response from the senior officer at the end of our internal procedure

The Local Government Ombudsman PO Box 4771, Coventry CV4 0EH

Compliments, Comments and Suggestions

Compliments let us know when you are happy with our services. They help us to know what we are doing well and how we can improve other services. Comments and suggestions give us information on when we can improve services, save money, or provide information to you. These can be on any aspect of the service we provide

Compliments, comments and suggestions are passed to the appropriate service area or staff member. Where requested, we will acknowledge your feedback.

If you are unhappy about the way we have dealt with a complaint about data protection or freedom of information, please contact the Information Commissioner

Office of the Information Commissione Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel 01625 545 745. www.ico.gov.uk

We have a separate process for appeals against Council decisions, such as parking fines, planning, council tax or housing benefits decisions. These usually result from statutory or legal requirements. In these instances we will let you know what the appeal process is.

(This form gives us the basic information we need to deal with your complaint or comments. If you need more room, please use a separate sheet of paper and attach it to this form) Please use this form to detail your complaint, compliment or suggestion. Please provide as much detail as possible – names, dates, account reference etc. Please complete the back of the form too, then send it to the address on the front or drop it into the nside Back Cover Please turn over 🖝

| | rou want the Council to do to put things right? (if this applies) |
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| If you are ma please fill in t | aking a formal complaint, or would like a response to your general feedback, the following details: |
| Your full nam | e |
| Address | |
| | |
| Postcode | |
| elephone/co | intact time |
| Mobile phone | number |
| mail address | 8 |
| if you would | like us to email your response please tick this box □ |
| low inform | nation about you will be used |
| n accordance nat the perso ervices of the hare your inf | e with our responsibility under the Data Protection Act, you should be aware mall information you are giving will be held and may be passed to other e Council, so that you are provided with the best possible support. We may ormation with external organisations or individuals where we have a legal lo so, for example, to prevent and detect fraud and corruption. |
| bligation to d | |

Thank you for completing this questionnaire, please send it back in the Freepost envelope provided.

