



Exeter City Council

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 information such as opening hours, bin collection dates, local events? Please tick ✓ the **three** options you would most prefer to use.

- | | |
|---|---|
| <input type="checkbox"/> Text Messaging | <input type="checkbox"/> Digital TV |
| <input type="checkbox"/> Face to face | <input type="checkbox"/> Leaflets/publications |
| <input type="checkbox"/> Website | <input type="checkbox"/> Mobile phone (to view website) |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Letters |
| <input type="checkbox"/> Exeter Citizen (the council's newspaper) | |

Q2 When it comes to applying to the Council for a service such as requesting a compost bin, making a benefits application, applying for a leisure card, please tells us how you would prefer to get in touch. Please tick ✓ the **three** options you would most prefer to use.

- | | |
|---|---|
| <input type="checkbox"/> Text Messaging | <input type="checkbox"/> Digital TV |
| <input type="checkbox"/> Face to face | <input type="checkbox"/> Leaflets/publications |
| <input type="checkbox"/> Website | <input type="checkbox"/> Mobile phone (to view website) |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Letters |
| <input type="checkbox"/> Exeter Citizen (the council's newspaper) | |

Q3 Do you use the internet?

- Yes No

Q4 Do you use www.exeter.gov.uk, the Council's website?

- Yes No

Q5 If not, why not? Please tick ✓ all that apply

- | | |
|---|--------------------------|
| Do not have internet access | <input type="checkbox"/> |
| I get my council information from other sources | <input type="checkbox"/> |
| Have never needed to get information from website | <input type="checkbox"/> |
| I prefer to make payments etc in person | <input type="checkbox"/> |
| Other (please write below) | |

Q6 How did you find out about the website? choose **one** of the following

- | | |
|---|--|
| <input type="checkbox"/> Already knew site from previous visit | <input type="checkbox"/> Search engine result |
| <input type="checkbox"/> Council literature or stationery | <input type="checkbox"/> Other council advertising |
| <input type="checkbox"/> Link from www.direct.gov.uk | <input type="checkbox"/> Link from another website |
| <input type="checkbox"/> Guessed the website address | <input type="checkbox"/> Friends/family told me |
| <input type="checkbox"/> Someone at the council told me | <input type="checkbox"/> Through my local library |

Other please specify

Section 1: Customer Access to Services

Q7 How often do you visit the website?

- Daily
 Weekly
 Monthly
 Last 6 months
 Last 12 months
 Never

Q8 What was your reason for going to the website? *Please tick ✓ all that apply*

Find out information about...

- | | |
|--|--|
| <input type="checkbox"/> Job vacancies | <input type="checkbox"/> Contact details for the Council |
| <input type="checkbox"/> Bin collection / recycling | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Local events | <input type="checkbox"/> Local / family history |
| <input type="checkbox"/> Sport / leisure facilities | <input type="checkbox"/> Council tax / budget |
| <input type="checkbox"/> Policy, strategy, committee meeting documents | <input type="checkbox"/> Accommodation / attractions |
| <input type="checkbox"/> Benefits | |

Other please specify

Use a service to...

- | | |
|--|---|
| <input type="checkbox"/> Make a complaint | <input type="checkbox"/> Pay Council Tax |
| <input type="checkbox"/> Pay parking fine | <input type="checkbox"/> Make other payment |
| <input type="checkbox"/> Obtain a council form | <input type="checkbox"/> Report fly-tipping/illegal rubbish dumping |
| <input type="checkbox"/> Report graffiti | <input type="checkbox"/> Report noise nuisance |
| <input type="checkbox"/> Report abandoned vehicles | <input type="checkbox"/> Report need for pothole repair |
| <input type="checkbox"/> Report need for pavement repair | <input type="checkbox"/> Book an event or leisure activity |
| <input type="checkbox"/> Apply for licence | |

Other please specify

Q9 If you had not come to the website, how else would you have contacted the Council? *Please tick ✓ all that apply*

- | | |
|--|------------------------------------|
| <input type="checkbox"/> By telephone | <input type="checkbox"/> By post |
| <input type="checkbox"/> In person | <input type="checkbox"/> By e-mail |
| <input type="checkbox"/> In no other way | |

Other please specify

Q10 How would you rate your satisfaction with the following features of the website?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
General presentation of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting around the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of finding specific information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of understanding the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of the site search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
- Advertising on buses Promotion on www.exeter.gov.uk
- 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?

- Yes No

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

Section 2: Customer Service Centre

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 any that apply.

- | | |
|---|--|
| <input type="checkbox"/> General enquiry | <input type="checkbox"/> Handing in documents |
| <input type="checkbox"/> Making a payment | <input type="checkbox"/> Change of circumstances |
| <input type="checkbox"/> To view information | <input type="checkbox"/> To collect information |
| <input type="checkbox"/> Meeting or appointment | <input type="checkbox"/> 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.

- | | |
|--|---|
| <input type="checkbox"/> Did not know that they were there | <input type="checkbox"/> Did not know how to use them |
| <input type="checkbox"/> Do not trust payments via machine | <input type="checkbox"/> 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:

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Does not apply
Enquiry dealt with at first point of contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff had knowledge to deal with enquiry then and there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was confident that my enquiry would be dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Received confirmation that my transaction was complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Received caring and individual attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff were helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities and equipment met my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council treats everyone equally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Was your enquiry resolved?

- Yes No

Q25 Were you satisfied with the outcome?

- Yes No

Q26 Were you satisfied with the process?

- Yes No

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?

