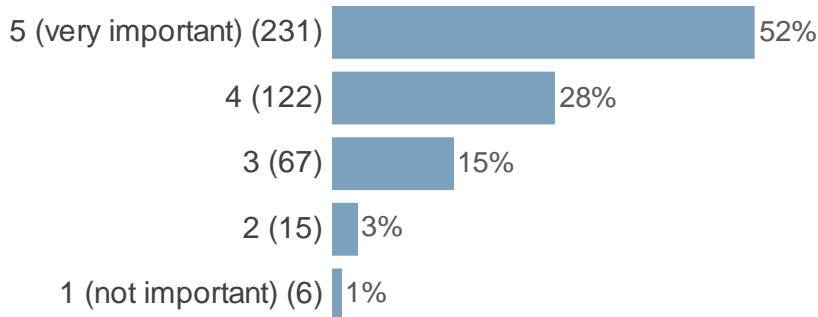


This report was generated on 15/09/23. Overall 441 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

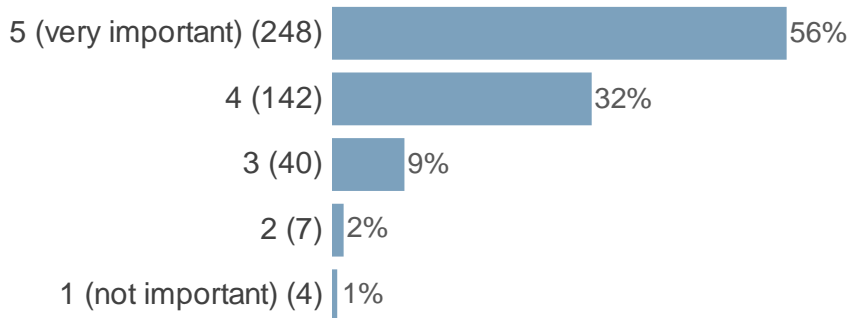
We want to know what matters most to you when you contact the council.

**Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:
(Resolving my enquiry on my first contact)**



We want to know what matters most to you when you contact the council.

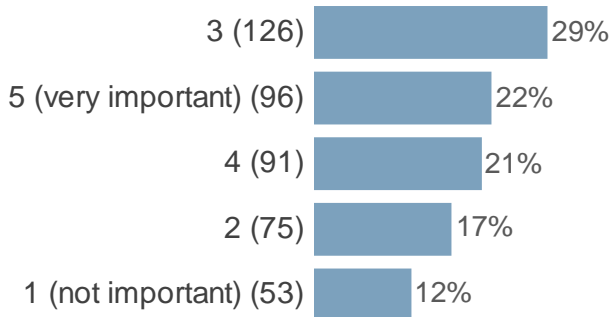
**Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:
(Short waiting times)**



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

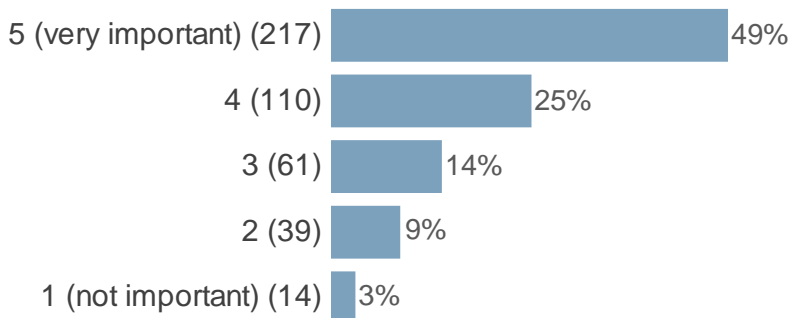
(24/7 access to services)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

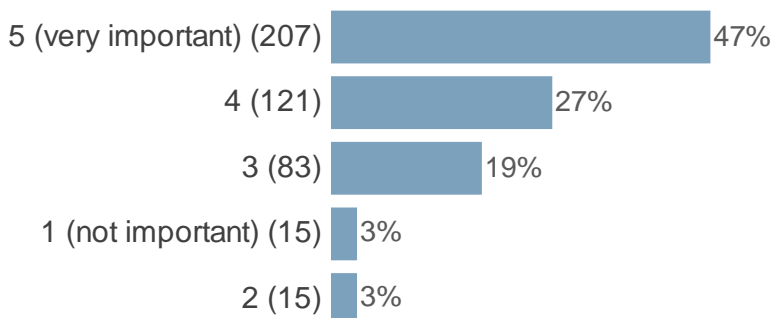
(Speaking to an officer to resolve my issue)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

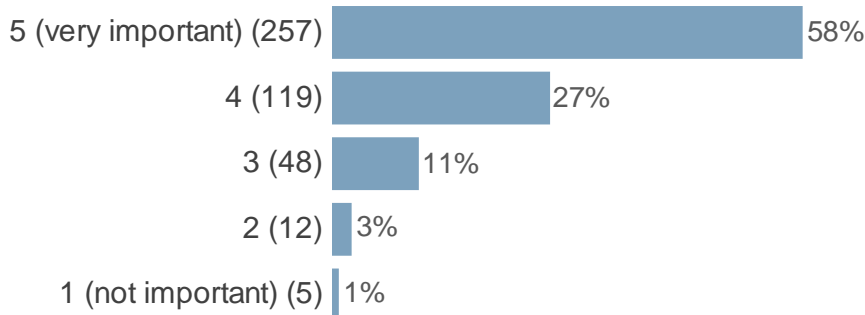
(Having a choice of channels to contact the council (e.g. phone, digital services, webchat))



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

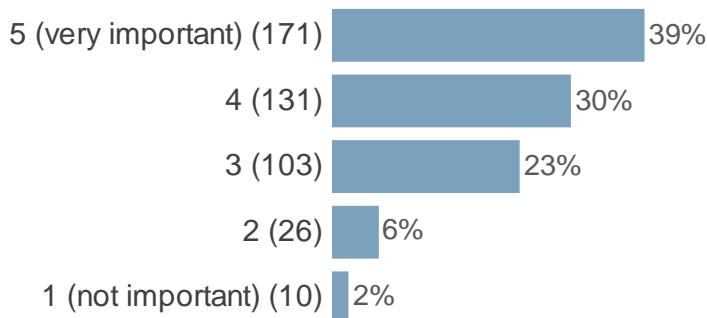
(Resolving my enquiry with as little effort as possible)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

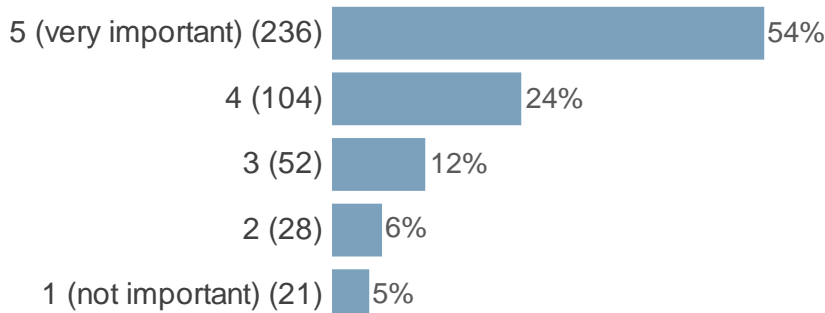
(Clear standards of service; information about the quality of services being delivered)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

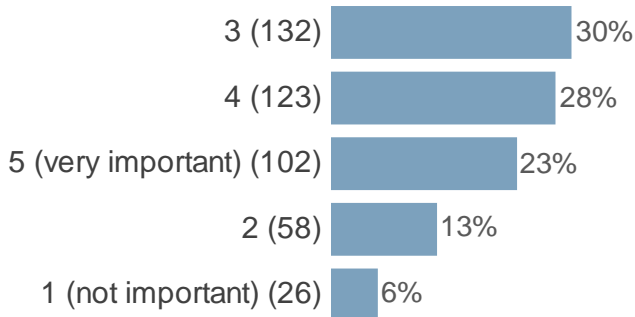
(Ability to use any device (e.g. phone, tablet, computer))



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

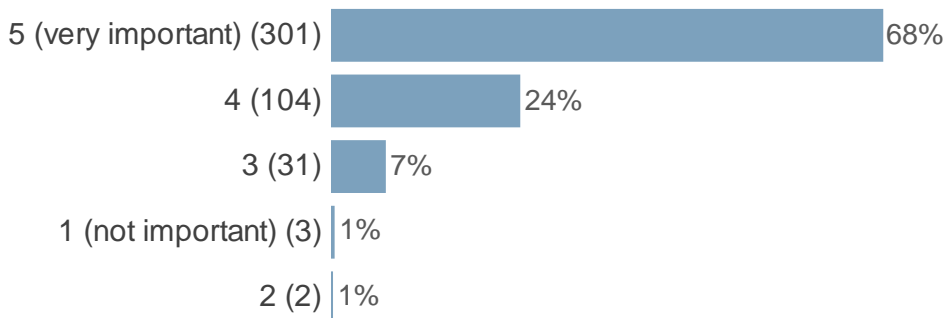
(Feedback mechanism – ways to feedback on my experience)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

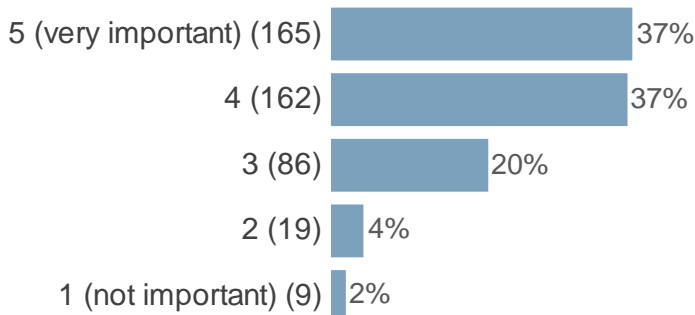
(Professional customer service staff)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

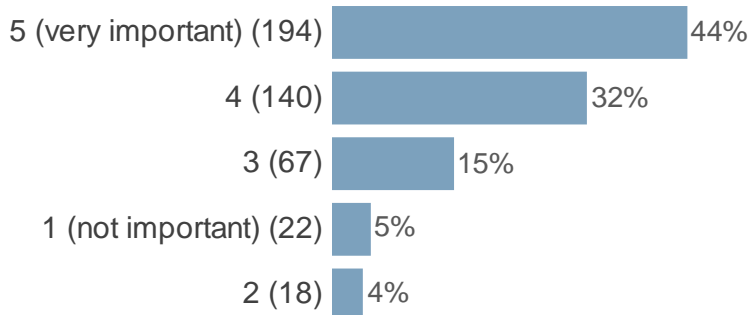
(Proactive/tailored updates (e.g. text messages or emails on the progress of your enquiry))



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

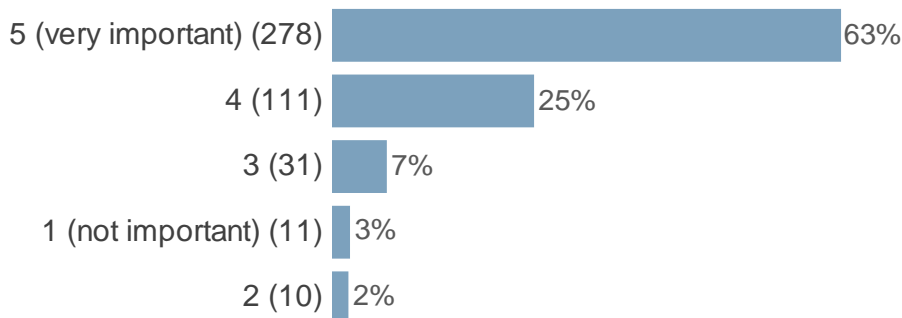
(A simple way to book appointments online)



We want to know what matters most to you when you contact the council.

Please rate the following on a scale of 1 to 5. Where 1 is not important and 5 is very important:

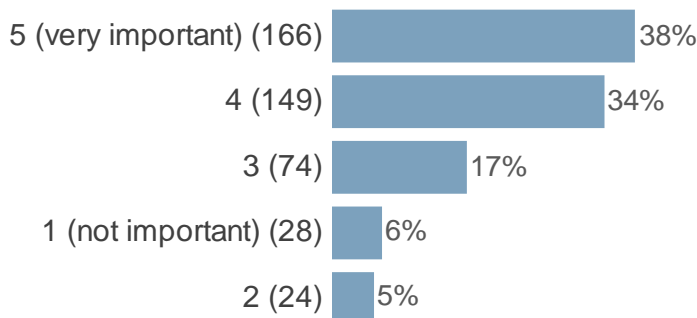
(A single point of contact without having to navigate multiple, complex contact points)



We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

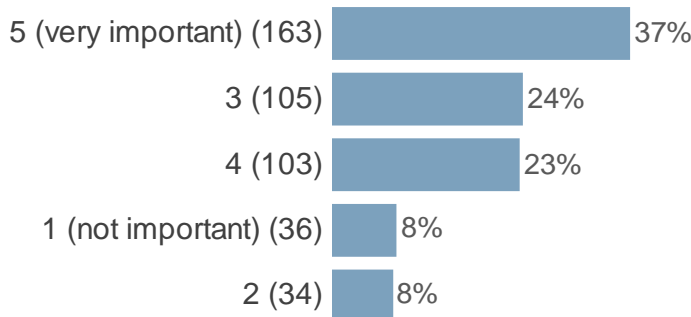
(Online services that match your experience of other business, (e.g. banks, online shopping etc.))



We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

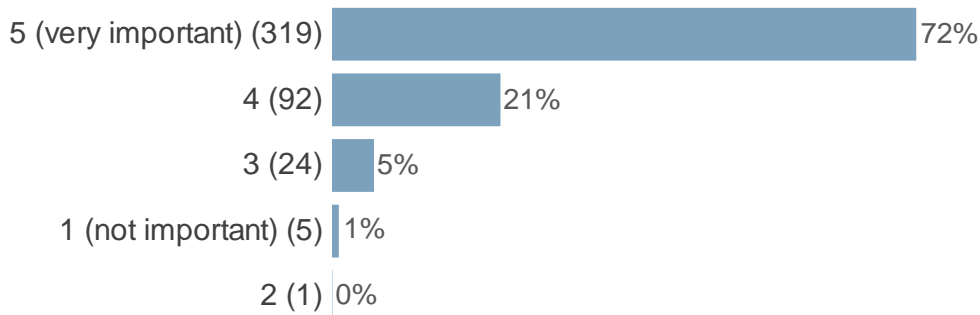
(Everyone in the city having access to digital services and the skills to use them)



We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

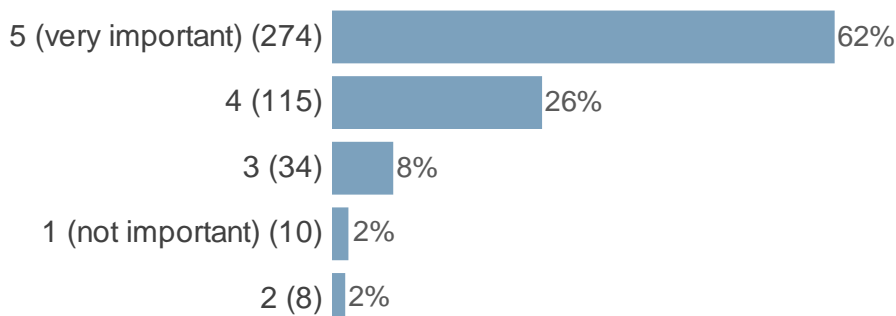
(The service you receive through digital, phone, face to face etc. is professional and friendly)



We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

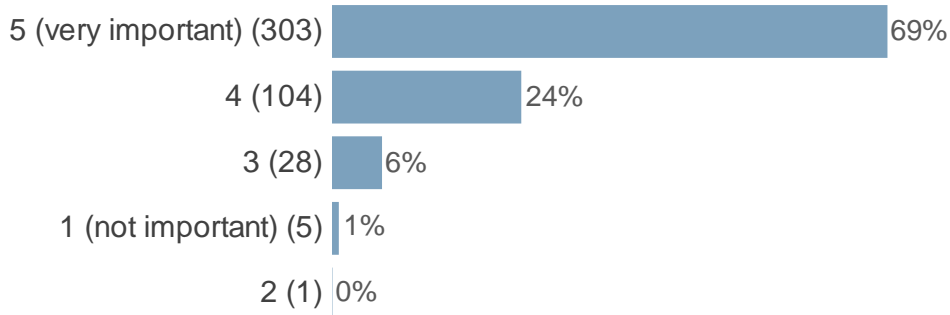
(Being able to access details of your enquiries, track progress and that this information is available to any staff who deal with your enquiry)



We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

(Ensuring that all information we publish is clear and accessible)



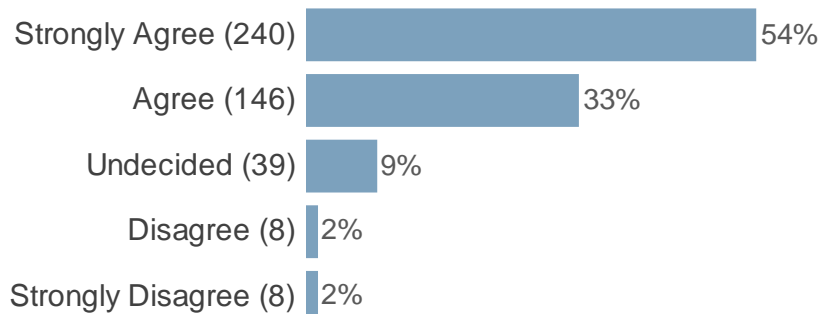
We'd like to know how important you think the following points are.

Please rate each point on a scale of 1 to 5. Where 1 is not important and 5 is very important:

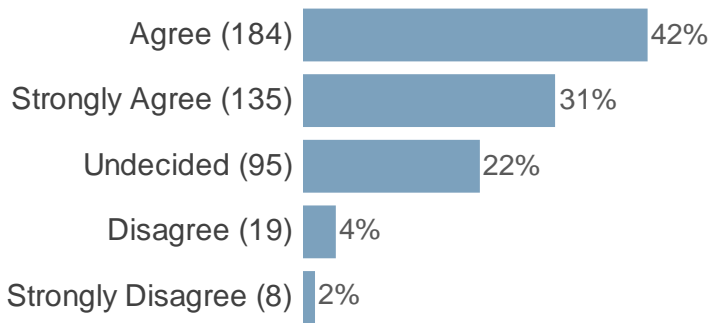
(All personal data is secure and safe)



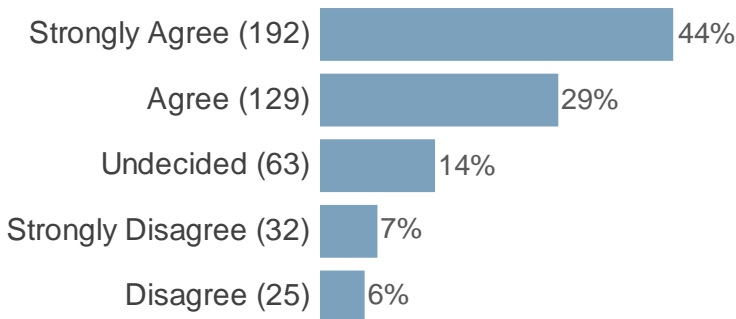
It is important for the Council to let people know they can pay the Council for things with cash and cheques through the post office and local shops with a Pay Point console



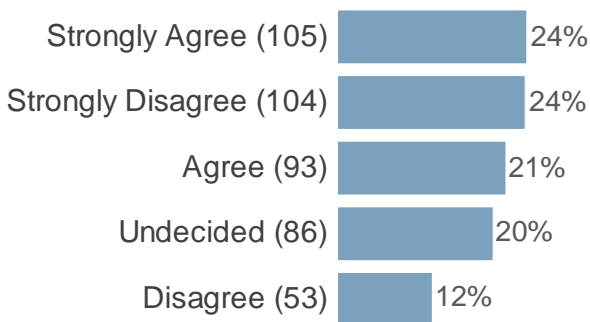
It is important for the Council to let people know they can pay through their PayPal account



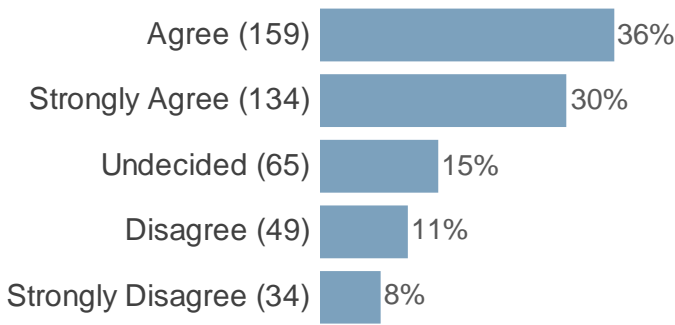
When using Council car parks I would like to be able to use a credit or debit card at a pay and display machine



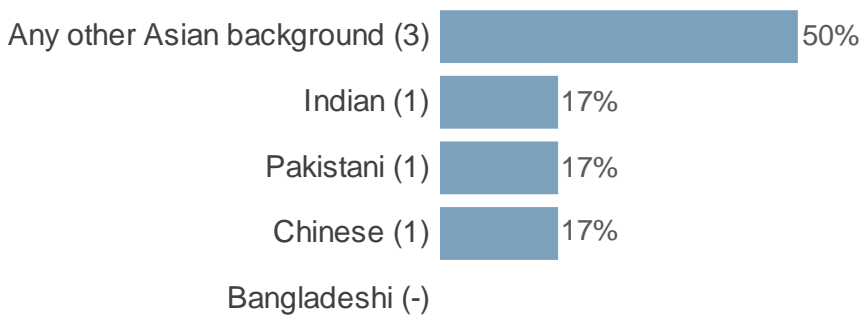
When using Council car parks I would like to be able to use a car parking app such as RingGo



People should be encouraged to pay the Council by direct debit and on-line, as this helps to reduce back office costs



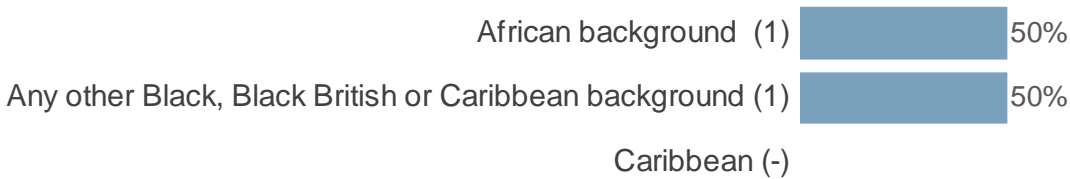
Asian or Asian British



Other Asian or Asian British background (please describe)

Anglo Indian
Cannot delete this error. I'm not Asian

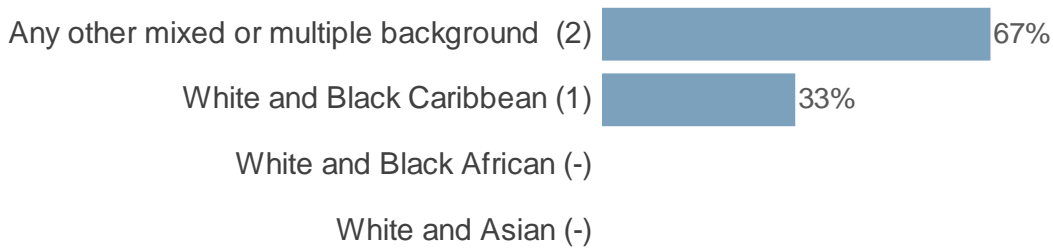
Black, Black British, Caribbean or African



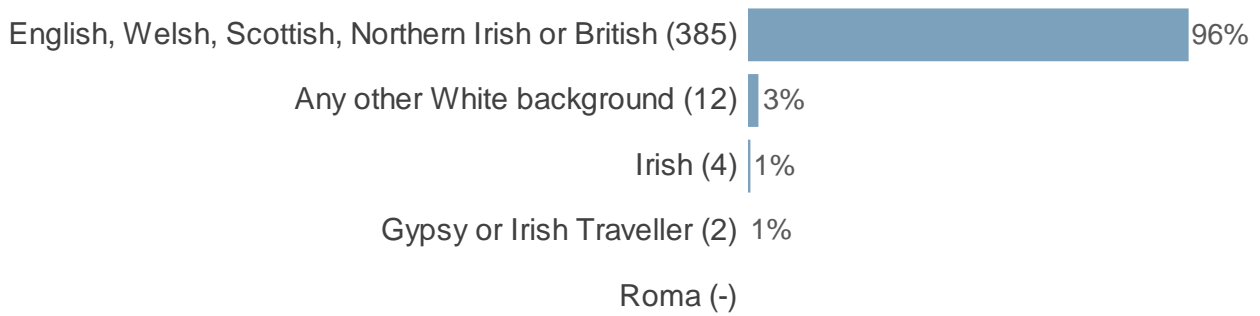
African background (please describe)

Kenyan

Mixed or multiple ethnic groups



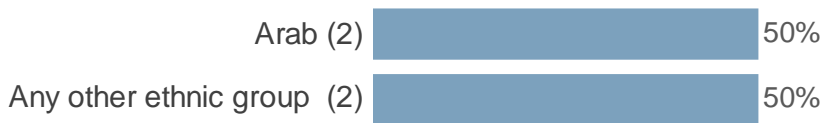
White



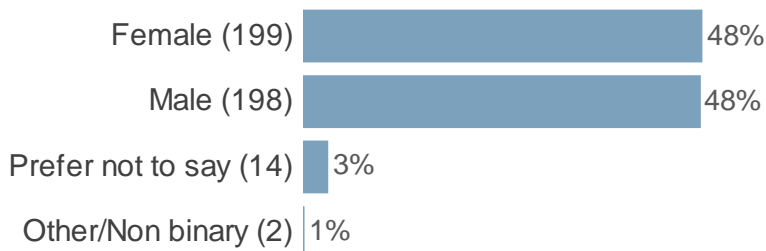
Any other White background (please describe)

English and Irish	Continental European / Australasian
German	White American
European English	Angloirish
German	central European

Other ethnic group



What is your gender identity?



Other gender/non binary (please describe)

Non binary

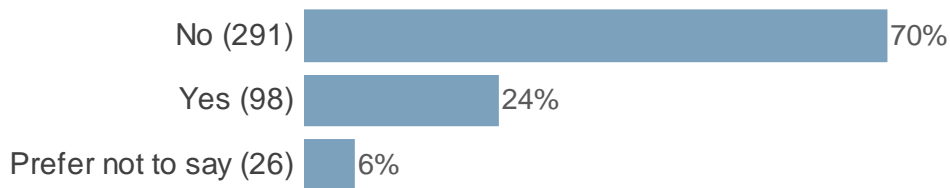
Is the gender you identify with the same as the sex you were registered with at birth?



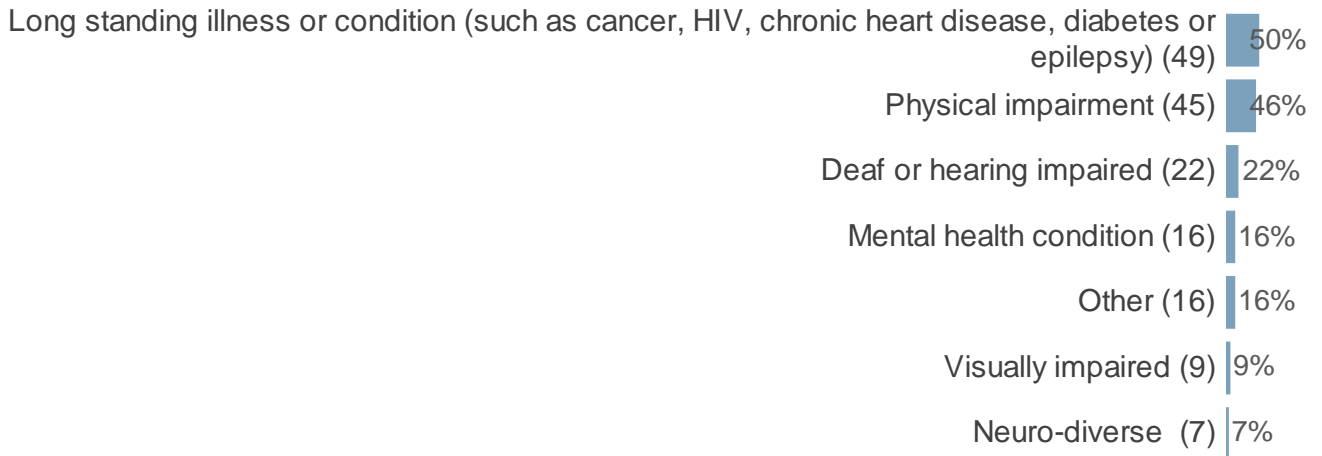
What year were you born?

1950	1980	1938	Exeter	1948	1960's	1996	N/A
1943	1961	1957	1950	1945	1950	1955	1960's
1938	1954	1955	1953	1977	1952	1992	1984
1980	1957	1955	1946	1945	1963	1963	1949
1944	1971	1943	1958	1940	Essex	1989	exeter
1961	1970	1946	1964	1948	1946	1960	1962
1975	1960	1948	1967	1951	1935	1957	1968
1958	1962	1962	1960	1950	1972	1950	1978
1949	1961	1938	1962	1953	1954	1931	1976
1972	1983	1954	1957	Xxx 1950	1976	1949	
1988	1947	1946	1951	1943	1946	1958	
1958	1944	1958	1987	1944	1969	1956	
1966	1951	1963	1963	London	1970	1954	

Do you identify as a Deaf or disabled person or have a long term health condition?



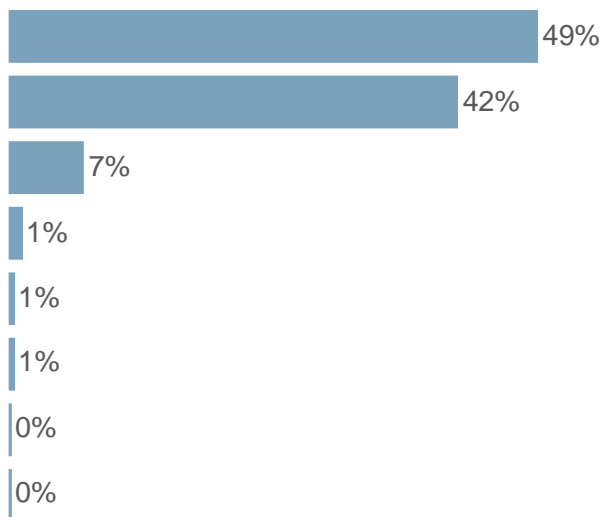
If you answered yes, please tick all that apply



Other disability or long term health condition (please describe)

COPD Arthritis spin hip knees	Crohn's Disease
M.E, arthritis, bile salt malabsorption	ME/CFS ; Asthma; IBS.
Copd	Parkinsons
Arthritic knees and raised blood pressure.	Addisons Disease
Chronic fatigue syndrome	spinal stenosis causing greatly reduced mobility
Hyperthyroidism	Thyroid problems , osteoporosis
Degenerative disk disease. COPD	Chronic pain
asthma	

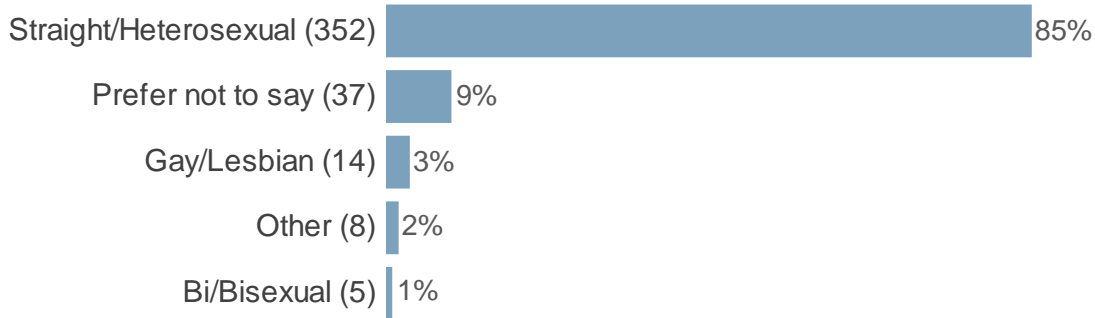
What is your religion?



Any other religion (please state)

Spiritual
 Humanist
 individual system of beliefs

Select the option which best describes your sexual orientation



Other sexual orientation (please describe)

Please don't ask this
 Nice cheeses
 Asexual
 Surely, "Straight" is an offensive and outmoded term, being originally the 'opposite' of "Q***r", and other derogatory terms.
 Pansexual
 Queer

What is your postcode (or leave blank if you'd prefer not to let us know)

ex4 5eb	EX4 2EW	EX4 1EL	EX2 6NJ	EX13EJ	EX2 8EZ	EX3 0AJ
EX4 2PB	EX4 8NS	EX6 8RW	EX4	EX2	EX2 5RT	EX2 5DU
ex4	EX4 8BR	EX4 1HA	EX4	EX1 1TQ	EX2 9BP	EX2 7TG
ex2 8jt	ex2 6da	Ex2 9nx	EX1 3BB	EX3	EX11EE	EX1 3JL
EX4 5DN	Ex4 8az	EX2 5EG	EX4 1PQ	EX3 0AJ	EX5 4NP	EX2 5AJ
EX4 2NS	EX4 4QU	EX4 2PG	EX1 3LS	EX4 5EL	EX2 9AX	EX2
EX9 6ED	EX2 5QH	EX1 2ES	EX2 6DX	EX1 2RS	Ex27gf	Ex3 0FB
EX2 5HX	EX2 5DF	ex4 9al	ex4	EX4 8EL	EX4 4FW	EX3 0NE
EX4 ---	EX2 4LJ	EX3 0FB	EX2	EX2 7QE	Ex46qw	Ex48Br
Ex13dp	EX1 2PB	EX2	Ex4 8qp	EX2 6LJ	EX2	EX2 9dj
EX11 1UD	EX4 8HP	EX4	EX2 4TQ	ex1 3	EX1 2ET	EX4 6SY
wx13bt	EX2 6NJ	EX2 4TQ	EX3 0BW	EX4 2BB	Ex44ef	ex2 6lh
ex2 4st	Ex41ea	EX4 5DS	EX4 9ED	EX44SD	ex1 3xe	EX1 2ra
Ex2 9pj	EX4 1EA	ex4 6ej	EX48QY	Ex3 0ld	EX4 5EQ	EX2
ex2 7al	EX2 8TL					