

G[text only version](#)

Residents Questionnaire

September 2009

Customer Access

Are we providing the right access opportunities for residents?

There are many reasons why residents need to contact this council e.g. finding out about swimming times, applying for planning permission or paying for parking clocks. We are reviewing how residents access our services and need to know what the satisfaction levels are. The aim of this review is to enable residents to access our services efficiently and cost effectively to themselves but also to the council.

Keeping food and workplaces safe

Who would you contact with a complaint?

The questions relating to food hygiene and safe work places have been used to nationally survey consumer perceptions of local authority regulatory services throughout England & Wales. We will compare these results to the information gained nationally to help identify any necessary improvements.

Please complete this questionnaire, reading all the questions carefully and taking notice of the instructions. The closing date is 23 October 2009.

If you would like to complete it online, you can at www.newforest.gov.uk/panelmembers, you will need the reference number on the back of this questionnaire.

Please be assured that your answers to this questionnaire will be kept strictly confidential.

Customer Access

Current access

Q1 How have you contacted the council in the last 2 years, to find out information or to pay for a service? Not to include contact relating to the Citizens' Panel Tick all that apply

- Visited an Information Office
- Telephoned the council
- Looked at the council's web pages
- Visited a health and leisure centre reception desk
- Visited an Visitor Information Centre

Q2 How would you rate your overall experience using the following contact methods when you contacted the council in the last 2 years? Tick one box for each

	N/A	Excellent	Good	Okay	Poor	Very poor
Visit to an Information Office						
Talking to the council over the phone						
Viewing the council's web pages						
Visit to health and leisure centre reception desk						
Visit to Visitor Information Centre						

Please give details of good/poor experiences.

Access options

Q3 Approximately how far away is your nearest Local Information Office? Tick one box only

- Within 2 miles
- Between 3 and 5 miles
- Between 6 and 10 miles
- More than 10 miles
- Don't know

Q4 How could you travel to your nearest local information office? Tick all that apply

- Car/van
- Moped/motorbike
- Walk
- Bicycle
- Public transport

Q5 Do you access the internet, and are you able to purchase goods/services via the internet?

Tick one box only

No I don't use the internet

I am able to access the internet and am able to purchase goods/services online

I am able to access the internet but am unable to purchase goods/services online

Q6 Do you have a telephone landline at your home? Tick one box only

Yes

No

Q7 Do you use a mobile phone? Tick one box only

Yes

Sometimes

No

Accessing council services

Q8 If you were going to phone the council, where would you be most likely to go to find the telephone number you required? Tick all that apply

Yellow pages/directory enquiries

Council's website

The council's contact centre

The number printed on council tax bills

Find the last number I contacted the council on

The number on the latest communication from the council

Find the contact number I usually use

Other

Q9 How long ago did you last contact the council for information, to request a service or to resolve an query/issue? Tick one box only

Less than a week ago

Less than a month ago

Less than 3 months ago

Less than 6 months ago

Less than a year ago

More than a year ago

Never go to Q10

Thinking about the last time you contacted the council...

Q9a How did you contact the council? Tick one box only

Email

Internet

Telephone

Letter

Met with council officer/member

Information Office

Visitor Information Centre

Health and Leisure Centre

Q9b Was your query or request resolved during that initial contact? Tick one box only
 Yes go to Q10
 No

Q9c If your last query was not resolved straight away, please indicate what the reason/s were? If not listed please state the reason. Tick all that apply

- I needed to contact someone else at the council
- I needed to contact a different organisation
- The person I needed to speak to wasn't available
- I couldn't get the information I needed
- I didn't receive a response as requested
- My query or request needed to be investigated further
- An appointment to speak to someone was made
- The nature of my query was not understood
- I needed to provide further information
- I wasn't happy with the response/ service I received
- I didn't receive the goods/service I requested
- The appointment was not kept

Other reason/s:

Q9e If your query was not resolved, what action did you take next? If not listed please state.

Tick all that apply

- I gave up on my query/ request
- I contacted the council again
- I went to a different organisation/ website with my query/request
- I made a complaint
- I needed to contact someone else at the council

Other action:

Q10 If you had to access the following specific services, which of the following methods would you be most likely to use? Tick one box for each

	Go to	Write	Other	
	Visit local office	Telephone the council	council website	letter/email
Register to vote				
Report a missed refuse collection				
Pay council tax bill				
Information on council housing				
Information on benefits				

Information on energy grants
 Enquiry about health and
 leisure
 Apply for concessionary travel
 Pay for parking clock
 Enquire about viewing a
 planning application

If you would choose to visit an information office for some of the above, why?

If you would choose to telephone the council for some of the above, why?

If you would choose to look on the council's website for some of the above, why?

If you would choose to write a letter or an email for some of the above, why?

Paying for goods/services generally

Q11 **Approximately, how often do you pay for goods/services over the internet? Tick one box only**

- N/A don't access the internet
- Never
- Less than once a month
- At least once a month
- At least once a fortnight
- Once a week or more

Q12 **Approximately, how often do you pay for goods/services over the phone? Tick one box only**

- Never
- Less than once a month
- At least once a month
- At least once a fortnight
- Once a week or more

Q13 **Do you own/use a credit or debit card? Tick one box only**
 Yes

No

Q14 Do you make direct debit payments for goods/services/utilities? Tick one box only

Yes

No, don't have a bank account

No, but I do have a bank account

Q15 In general, how do you feel about automated systems e.g. like topping up mobile phone, giving electric/gas meter readings...? Tick one box for each

Neither positive

Very positive Positive nor negative Negative Very negative

Over the
telephone

On the
internet

Please give details of where automated systems have worked well, and where they haven't.

Access ideas

Q16 Do you think the council should consider offering the following, or not?

Benefit claimant interviews - claimants could come into the Town Hall at Lymington to talk to officers about their benefit claim. Interview would take approximately one hour, and at the end of the hour the claimant would know whether they can claim benefits, and if so, how much it would be?

Tick one up to two boxes

- Yes
 Maybe
 No
 Should be available in other locations

Information outlets in other locations e.g. Post Offices, supermarkets. Where you could make payments, request forms and purchase parking clocks or refuse/recycling sacks?

Tick one box only

- Yes
 Maybe
 No

Reduce opening hours of local information offices to those times when historically they are busy to maintain services where most needed? Tick one box only

- Yes
 Maybe
 No

Q17 If you were able to pay for parking in one of the council's car parks by using your mobile phone, would you use this service or would you prefer to pay at the meter/use your parking clock? Tick one box only

Mostly/always pay using your mobile
 Mostly/always pay at meter/use parking clock
 Sometimes use mobile phone, sometimes pay at metre/use parking clock
 Don't know

Please give reasons for your answer?

Keeping food and workplaces safe

Q18 If you came across poor hygiene in a restaurant, who, if anyone, would you be most likely to contact? Tick one box only

The owner/manager
 Citizens' Advice Bureau
 Health & Safety Executive
 Environmental Health
 Trading Standards/Consumer Direct
 Local council
 I'd sort it out myself
 Wouldn't contact anyone
 Don't know

Q19 If you were concerned about a risk to health and safety at your place of work, who, if anyone, would you be most likely to contact? Please answer theoretically if you are not currently working Tick one box only

Boss/manager
 Environmental Health
 Health & Safety Executive
 Workplace health and safety officer
 Local council
 I'd sort it out myself
 Wouldn't contact anyone
 Don't know

Q20 How confident are you that the enforcement of rules and regulations by your local council achieves the following objectives? Tick one box for each

Very	Fairly	Not very	Not at all	
confident	confident	confident	confident	Don't know

Maintains standards of food safety and hygiene
 Fosters healthy and safe work places

If you have any further comments or queries relating to this questionnaire, or if you would like to

provide further information about your answers please use the space provided. All comments will be read, but a response cannot be guaranteed.



Thank you for completing this questionnaire

The results will be posted on the council website www.newforest.gov.uk during November 2009. Please contact us for a hard copy. The information you have given will help us to provide services in the best way for the community and the environment.

These questionnaires are intended to be impartial and understandable. If you have any comments to make on the questionnaires or any queries please contact Debbie Holmes on telephone number 023 8028 5434 or email debbie.holmes@nfdc.gov.uk.

Reset Restart Submit