



BABERGH DISTRICT COUNCIL

BEST VALUE IN REVENUES DIVISION
TELEPHONE SURVEY

RESULTS / ANALYSIS

This survey was carried out by members of the Revenues Division, over the telephone, for the period 18th September to 25th September inclusive.

A total of 160 Surveys were completed. The base number gives the total number of responses for that particular question. The results are then calculated on the base figure for each individual question.

Q1 If you were able to contact the Revenues Division 24 hours a day when would you find it easiest to contact us?

Absolute Analysis % Respondents	
Base	160 100%
If you were able to contact the Revenues D...	
Before 9 a.m.	21 13%
9 am to 12 noon	61 38%
12 noon to 2 pm	26 16%
2 pm - 5 pm	32 20%
After 5 pm	68 43%

Q2 Have you contacted the Revenues Division in the last 12 months?

Absolute Analysis % Respondents	
Base	158 100%
Have you contacted the Revenues Division i...	
Yes	118 75%
No	40 25%

Q3 **If yes were you satisfied with how your query was dealt with?**

Absolute Analysis % Respondents	
Base	119 100%
If yes were you satisfied with how your qu...	
Yes	112 94%
No	8 7%

Comments:

- ◆ Always find people at the Council very helpful
- ◆ Very helpful
- ◆ Too slow getting notification (bill) out.
- ◆ Brilliant
- ◆ Swift response
- ◆ Always very helpful
- ◆ Unhappy at delay in repairs work.
- ◆ Very pleased
- ◆ No comment - no problems
- ◆ Very
- ◆ Very helpful
- ◆ Very
- ◆ Very helpful
- ◆ But sometimes passed to different people
- ◆ She did have to call twice
- ◆ no reply
- ◆ Tried to contact via the website but found it very confusing so gave up.
- ◆ Usually get through first time
- ◆ No problems - always efficient and friendly
- ◆ Partly benefit query - staff were helpful but long time getting query sorted. Lots of letters sent with various amounts owing.
- ◆ Very happy
- ◆ More than happy
- ◆ brilliant
- ◆ No problems
- ◆ Issues with U/P and O/P re WFTC changes but generally happy.
- ◆ Difficulty understanding how claim is assessed - Sue says I'm the first person to have made it comprehensible (though it did take 25 mins!)
- ◆ Takes a bit too long (yes and no)
- ◆ Very
- ◆ Always helpful
- ◆ Brilliant now I can pay by debit/credit card
- ◆ Very helpful with his case
- ◆ Normally but not everyone is customer friendly/conscientious
- ◆ HB not yet paid - but couldn't be as all docs not yet arrived - held up by 3rd party.
- ◆ Always been helpful with queries both in C Tax and Benefits

Q4 Are you satisfied with the variety of payment methods you have been offered and where can you pay your Council Bills?

Absolute Analysis % Respondents	
Base	156 100%
Are you satisfied with the variety of paym...	
Yes	153 98%
No	3 2%

Comments:

- ◆ DD is ideal
- ◆ Excellent
- ◆ But only because she is charged to pay Ctax, no bank account.
- ◆ Would like rent collectors back
- ◆ More choice of direct debit dates for rent
- ◆ Very pleased with debit card facility
- ◆ Don't pay anyway
- ◆ Do not pay C Tax - so not interested.
- ◆ Yes likes paying it in with her rent
- ◆ Happy with DD
- ◆ Very
- ◆ Easy now we take phone payments
- ◆ Card payment is very useful.
- ◆ Finds it easy to pay once a year
- ◆ Covers people who pay monthly or weekly
- ◆ But changed for rent payments at Post Office
- ◆ Discount should be given for people who pay in advance
- ◆ Not easy if you don't have bank account because of age.
- ◆ Don't pay any as not liable
- ◆ Don't know yet as haven't had to pay previously and not yet registered for C Tax.

Q5 Do you know enough about the services we provide?

Absolute Analysis % Respondents	
Base	155 100%
Do you know enough about the services we p...	
Yes	114 74%
No	41 26%

Comments:

- ◆ Not really but couldn't say anymore
- ◆ Would like to know more
- ◆ Lots of leaflets
- ◆ Doesn't really know what we do.
- ◆ Could be more info and in plainer english
- ◆ Too much info of all sorts received. Don't tend to look at it.
- ◆ Not interested
- ◆ Reads leaflets
- ◆ But happy after I explained.
- ◆ Interested after I explained
- ◆ Always reads leaflets we send out
- ◆ Handy to know different services
- ◆ But explained them to her
- ◆ Not really interested
- ◆ I know all I need to know!
- ◆ Happy with booklet
- ◆ Has only just moved into the area and doesn't really know what we do, except for the info in the booklet provided in the bill.
- ◆ Thinks he knows all services, but not certain.
- ◆ Read leaflet
- ◆ no not really
- ◆ Thinks she knows enough
- ◆ Awaiting benefit info.
- ◆ She feels she would like to know more as most goes over her head.
- ◆ Didn't know all but felt she knew enough for her matters
- ◆ But I am sure someone is always at the end of a phone to help me so not bothered.
- ◆ I've got high blood pressure, can't think!
- ◆ Think so
- ◆ Rents out property and maybe could know a bit more about benefits.
- ◆ Only what's on the bill
- ◆ Thinks he pays too much
- ◆ Reads most of his newsletters but would like to know more
- ◆ Benefits

Q6 Are there any other comments you would like to make about the Revenues Division?

- ◆ We are always helpful and polite
- ◆ No
- ◆ No, how polite I was, some people are snotty!
- ◆ Staff polite and helpful.
- ◆ No
- ◆ Very helpful
- ◆ No
- ◆ None
- ◆ Always efficient to answer calls
- ◆ Always polite and helpful. Nice to speak to a human!
- ◆ No
- ◆ No
- ◆ No
- ◆ No

- ◆ No
- ◆ No
- ◆ No
- ◆ None
- ◆ No, very helpful.
- ◆ None
- ◆ Staff very good and offer support when required and very competent and kind.
- ◆ Not happy with C Tax, mess up over discount. Still not resolved. Feels there is a waste of money in C Tax and lack of communication with customers
- ◆ Generally ok
- ◆ Very satisfied
- ◆ Has been annoyed in past by arrears letters when only a few days late out of normal payment pattern.
- ◆ Always helpful
- ◆ Always very satisfied
- ◆ She thinks we are all very helpful.
- ◆ No
- ◆ Only to say that he is very satisfied and grateful for the help we give him.
- ◆ No problems
- ◆ Very pleasant and tried
- ◆ Very satisfies with the service he has received over the years.
- ◆ Everything is fine
- ◆ Finds some of the letters i.e. Reminders intimidating/frightening
- ◆ Very happy
- ◆ Very helpful
- ◆ 50% discount would be nice
- ◆ No problem quite satisfied, new to area
- ◆ All very useful
- ◆ She likes the way she can talk to a human - doesn't like the automated phone systems some places have.
- ◆ Always get a prompt response from us
- ◆ Has a disabled daughter. Very pleased with the way disabled relief was dealt with.
- ◆ Had trouble getting through on 825798. Engaged a lot of the time.
- ◆ She launched into all the services provided by BDC and was generally happy.
- ◆ No she calls the offices we sort out the enquiry and she's very satisfied.
- ◆ None
- ◆ Has just reclaimed JSA after a short time in work. Does not have to fill in JSA1 again (there is an abbreviated form) but does have to complete full HB/CTB form. Not happy but resigned to it.
- ◆ Can take too long
- ◆ Easier when Belle Vue was open to pay C/Tax bills.
- ◆ Everything has been dealt with quite quickly.
- ◆ Babergh is very good and always had excellent service
- ◆ Just that the NNDR rates are too high!
- ◆ The lady was very helpful.
- ◆ She says that every time she rings up with any problems they are sorted out very quickly.
- ◆ Very satisfied
- ◆ E-mailed query after hours and very impressed with prompt response - next morning.

Postcode:

Absolute Analysis % Respondents	Postcode										
	Base	CO10	CO11	CO6	CO7	IP2	IP7	IP8	IP9	IP29	CM7
	156	85	3	7	5	5	28	13	9	3	1
	100%	54%	2%	4%	3%	3%	18%	8%	6%	2%	1%

Completed: 9/10/02

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