



CONTACTING THE DISTRICT COUNCIL BY LETTER - QUESTIONNAIRE ANALYSIS

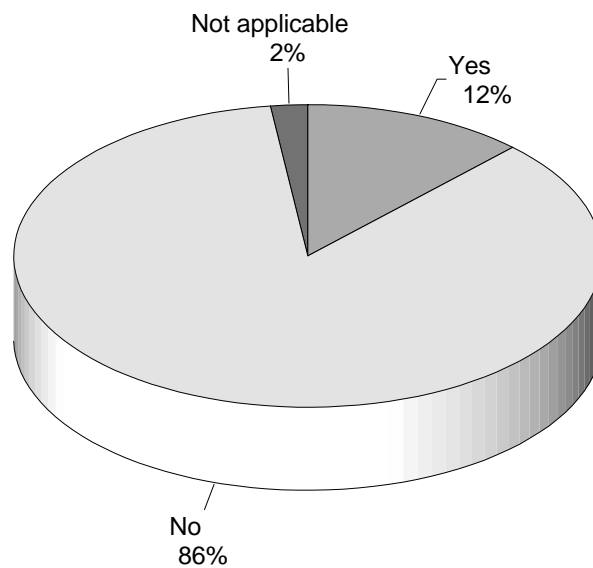
As at 11 January 2002 the results are as follows:-

A TOTAL OF 500 QUESTIONNAIRES WERE PRINTED AND DISTRIBUTED THROUGHOUT THE AUTHORITY

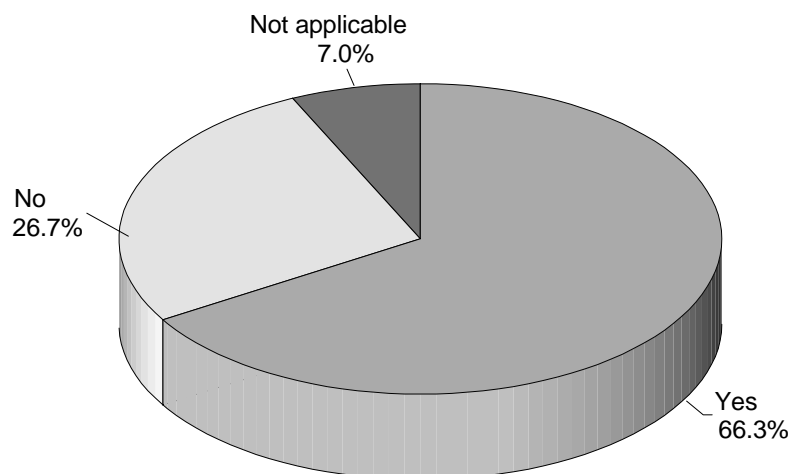
Number of Questionnaires sent out	315
Number of Questionnaires received	104
Percentage of Returns	33%

WHEN YOU LAST CONTACTED THE DISTRICT COUNCIL BY LETTER:

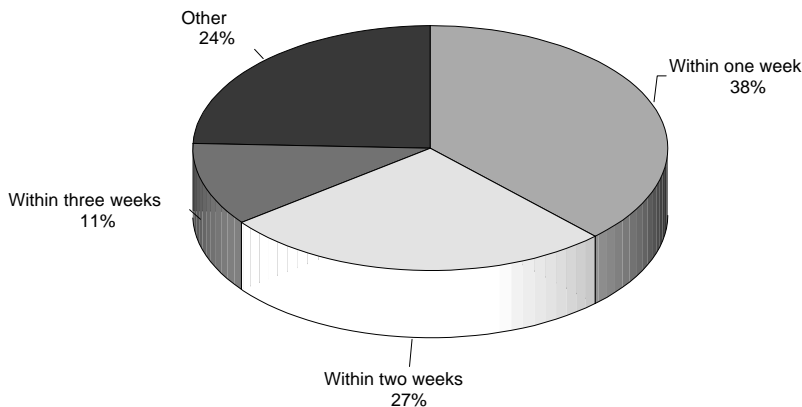
1. Did you have any trouble in locating our address details?



2. Did you receive any acknowledgement of your letter?



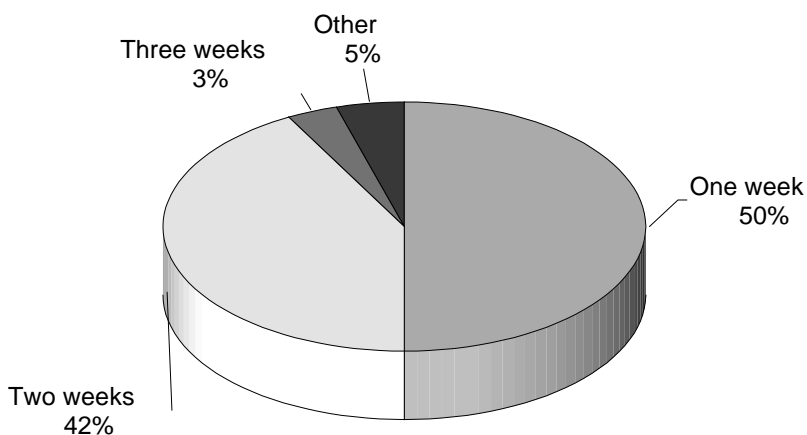
3. Was your letter answered promptly?



Please specify:

- 2 1/2 weeks
- Don't get answered
- Letter unanswered
- four weeks
- required a reminder
- Not at all
- Not until 2nd letter 3 months later
- Never been answered
- was not answered
- Handed to an officer
- No reply - it was a job application.
- Housing Benefit application - over 3 months, Job applications - no communication received.
- Unanswered...after 5 weeks
- 4 weeks
- Still awaiting - 2 months
- 5 weeks
- Not answered
- my letter 13 Nov, reply 12 Dec.

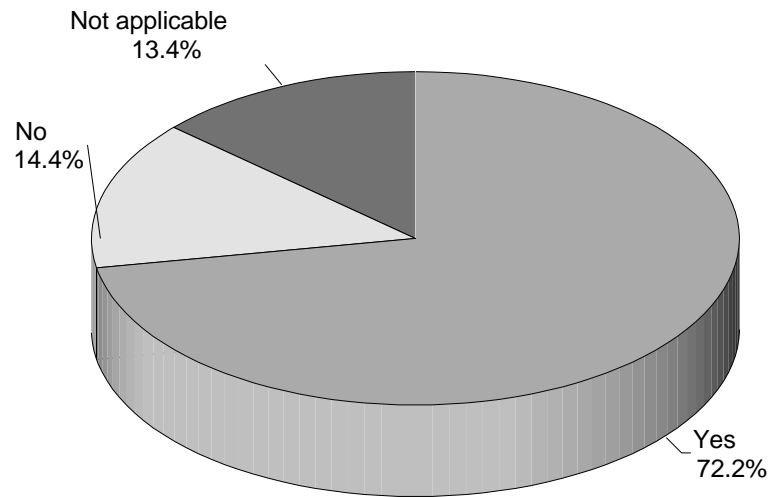
4. What would you consider an acceptable timescale for a response?



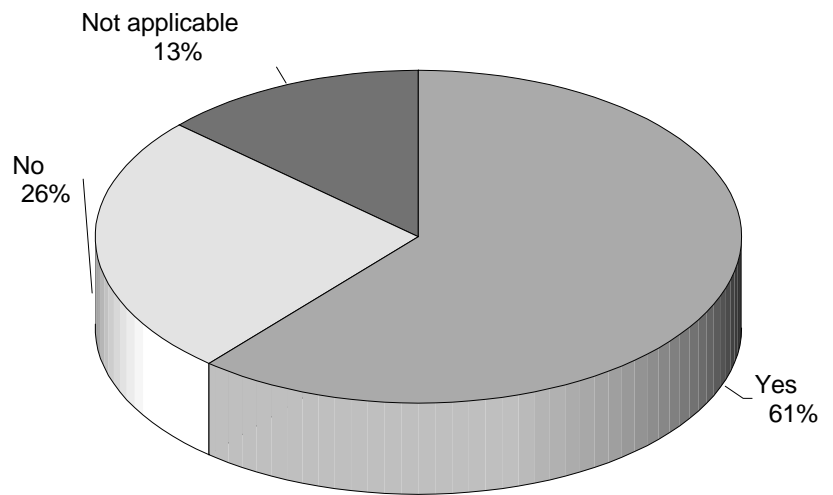
Please specify:

- No response from officer
- 1 month
- When you say you will contact me.

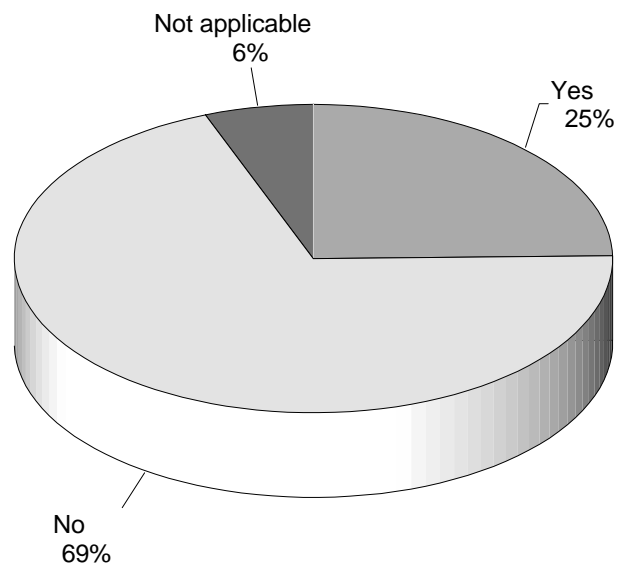
5. Was the letter you received easily understood?



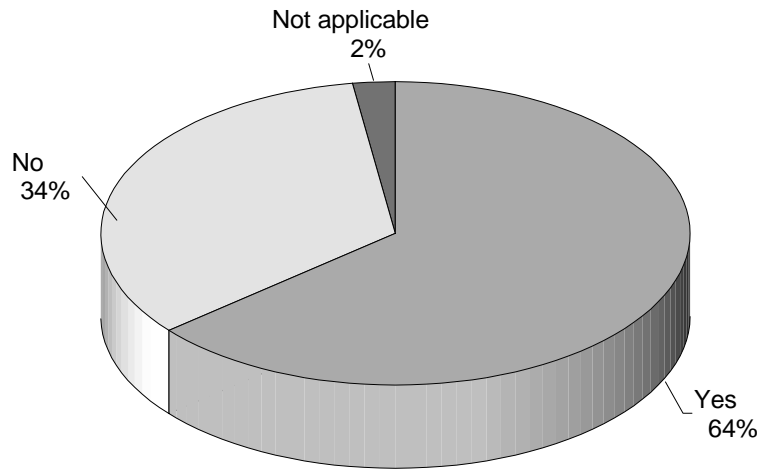
6. Did the reply deal with all the points you raised?



7. Did you have to chase us for a reply?

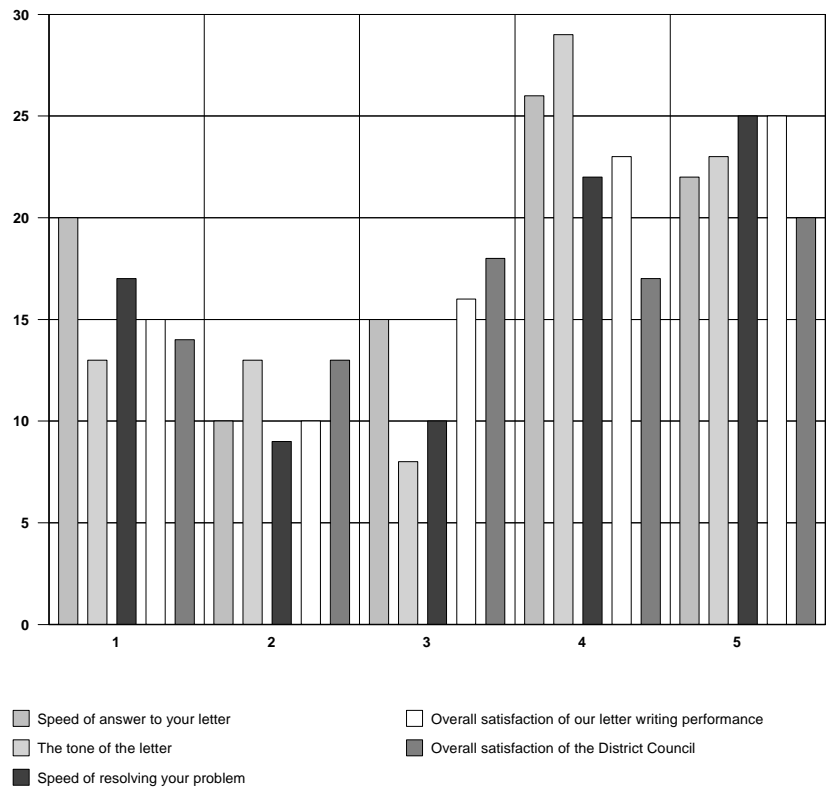


8. Will letter writing always be your preferred method of contacting us?



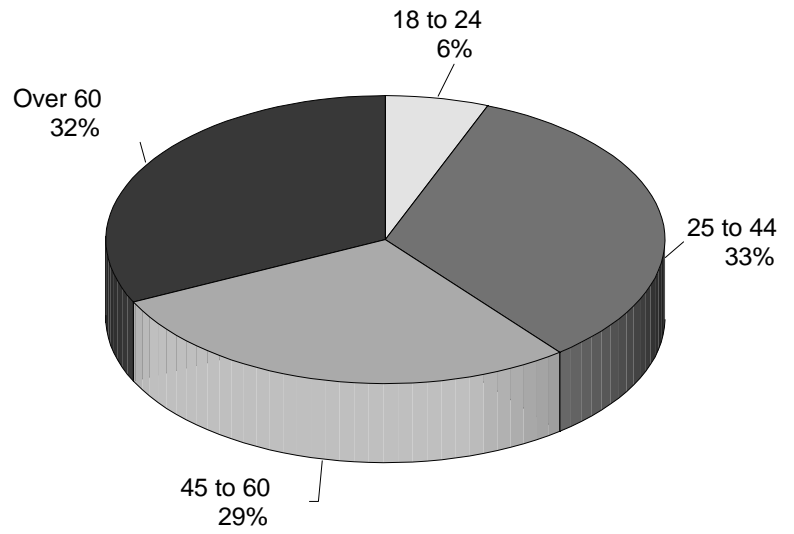
9. On a scale of 1-5 (where 1 is Poor and 5 is Very Good), please rate your general satisfaction for the following points:-

Absolute Analysis % Respondents	Base	Grid Table				
		1	2	3	4	5
Base	432	79 18.3%	55 12.7%	67 15.5%	117 27.1%	115 26.6%
Speed of answer to your letter	93	20 21.5%	10 10.8%	15 16.1%	26 28.0%	22 23.7%
The tone of the letter	86	13 15.1%	13 15.1%	8 9.3%	29 33.7%	23 26.7%
Speed of resolving your problem	82	17 20.7%	9 11.0%	10 12.2%	22 26.8%	25 30.5%
Overall satisfaction of our letter writing performance	89	15 16.9%	10 11.2%	16 18.0%	23 25.8%	25 28.1%
Overall satisfaction of the District Council	82	14 17.1%	13 15.9%	18 22.0%	17 20.7%	20 24.4%

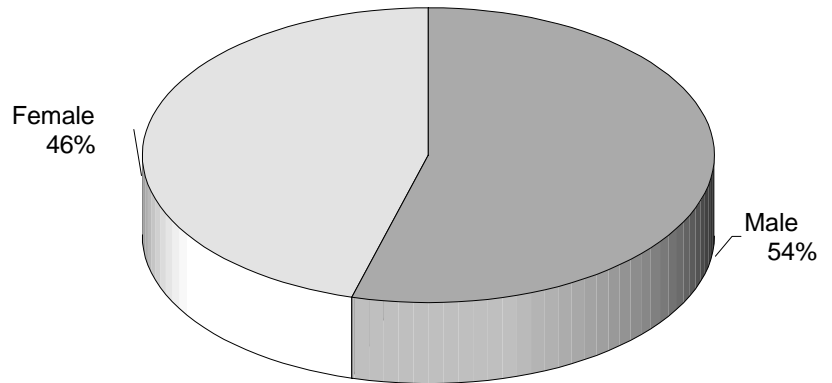


ABOUT YOU

10. What is your age band?



11. Are you...?



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