



VISITORS TO THE BUILDING QUESTIONNAIRE ANALYSIS

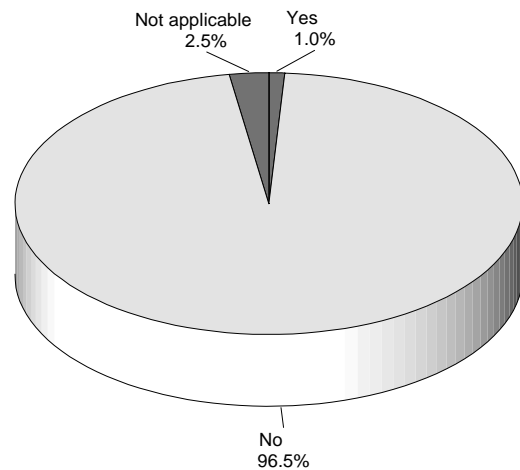
As at 11 January 2002 the results are as follows:-

A TOTAL OF 750 QUESTIONNAIRES WERE PRINTED AND DISTRIBUTED THROUGHOUT THE AUTHORITY

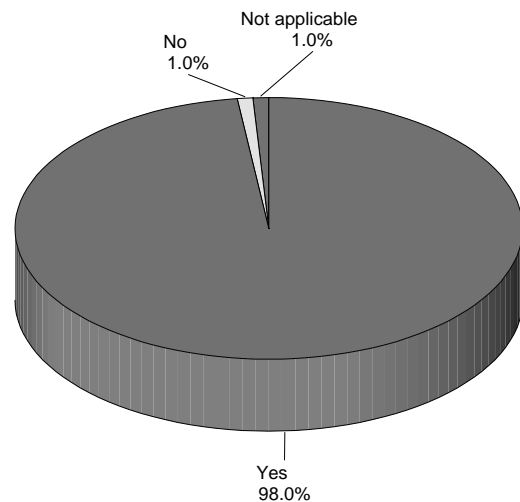
Number of Questionnaires sent out	575
Number of Questionnaires received	200
Percentage of Returns	35%

YOUR VISIT

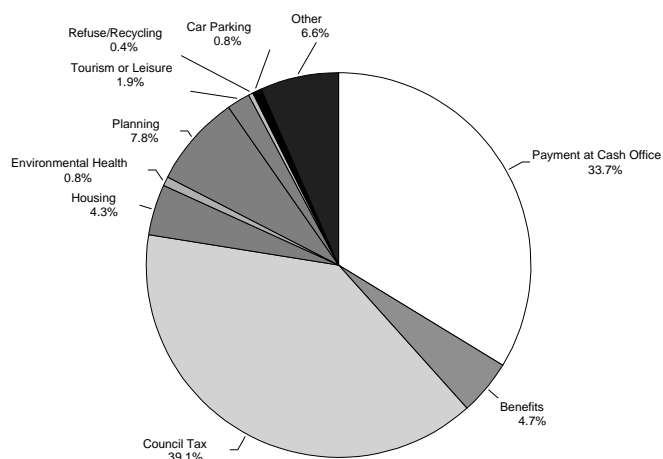
1. Did you have any trouble locating our office?



2. Did you find our office clean and tidy?



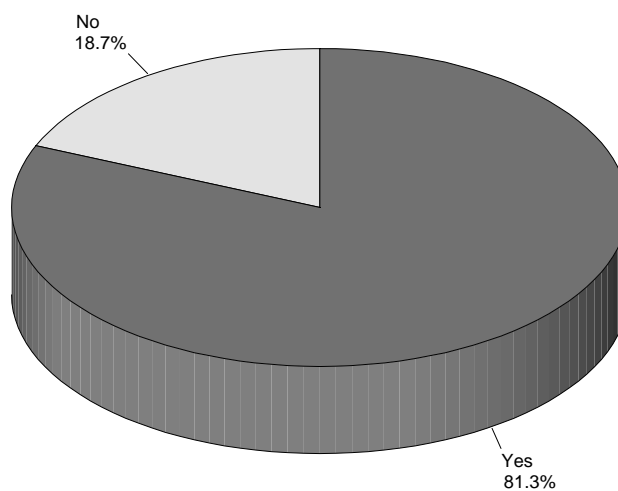
3. What was the main purpose of your visit to the District Council:-



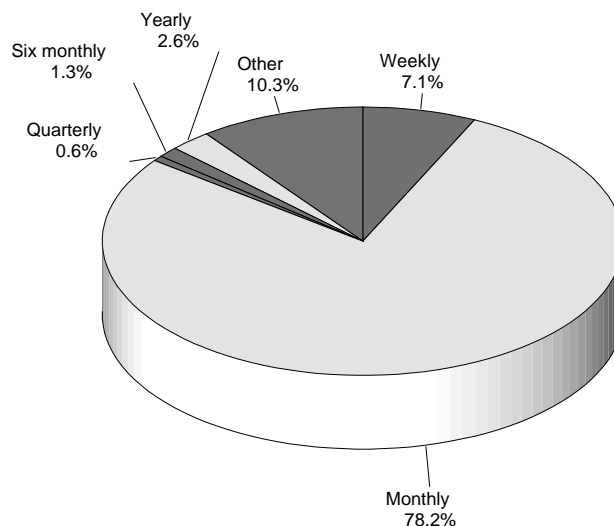
Please specify:

- Oap Rail Card
- Tel No Reqd
- Various Queries
- Electoral Register
- Bus Pass
- Report Blocked Drainage Pipe
- Address Of Council Office In London
- Information
- Family Research
- Bus Pass Application
- Rail Cards
- High Ways
- Collect Railcard
- Pass (Bus)
- Senior Railcard
- Renewal Of Railcard
- Renewal Of Railcard

4. Do you normally make your payments here?



5. How often do you call in to make a payment?

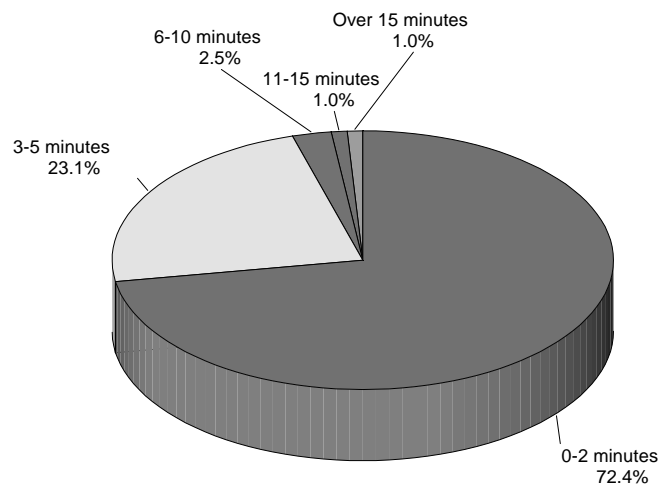


Please specify:

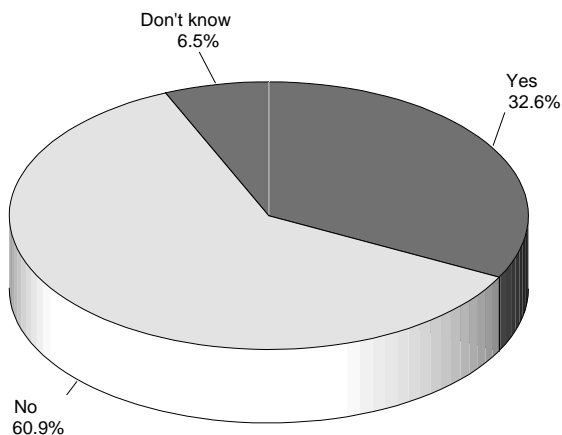
- 2 weeks
- 2 weeks
- Fortnightly
- Bi monthly
- Every 2 weeks
- Every 2 months
- Fortnightly
- 2 months
- Fortnightly
- Fortnightly
- Payment varies
- Payment varies
- 2 weeks
- Fortnightly
- Fortnightly
- Every two weeks

CUSTOMER CARE

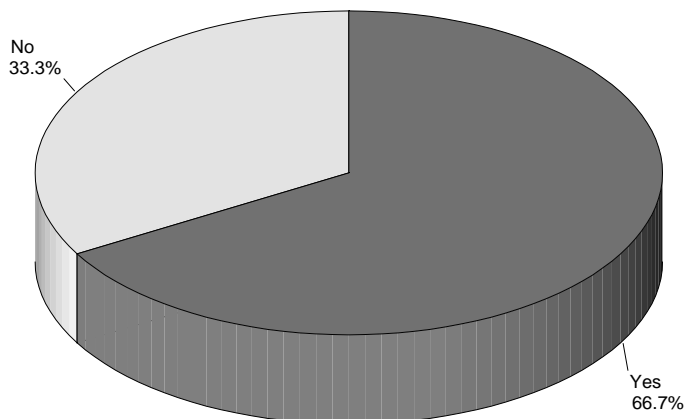
6. How long did you wait to be seen?



7. Did the person dealing with your enquiry tell you their name?

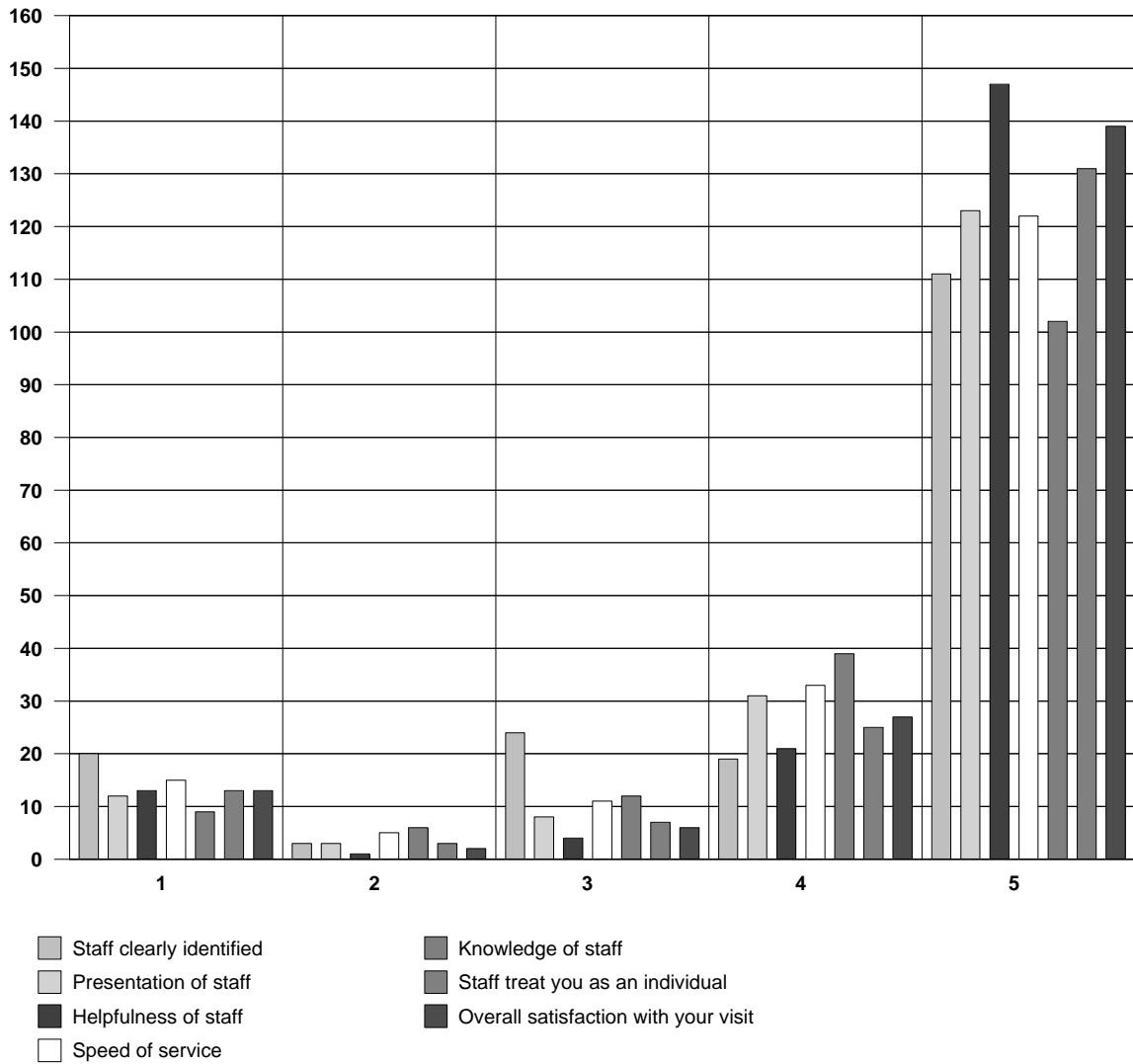


8. Would you prefer to know the name of the person who deals with your enquiry?

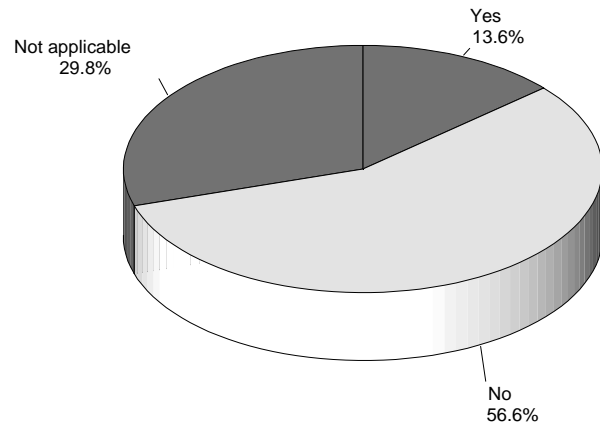


9. On a scale of 1 - 5 (where 1 is poor and 5 is very good), please rate your general satisfaction for the following points.

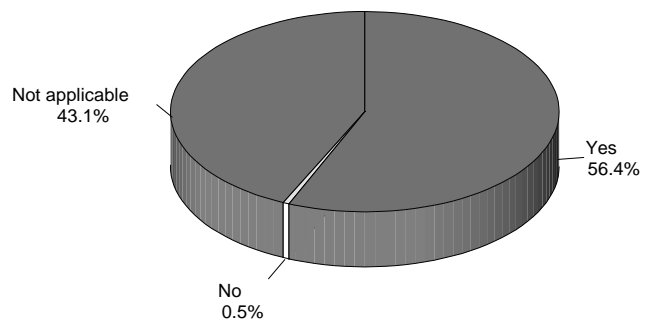
Absolute Analysis % Respondents	Base	Grid Table				
		1	2	3	4	5
Base	1260	95 7.5%	23 1.8%	72 5.7%	195 15.5%	875 69.4%
Staff clearly identified	177	20 11.3%	3 1.7%	24 13.6%	19 10.7%	111 62.7%
Presentation of staff	177	12 6.8%	3 1.7%	8 4.5%	31 17.5%	123 69.5%
Helpfulness of staff	186	13 7.0%	1 0.5%	4 2.2%	21 11.3%	147 79.0%
Speed of service	186	15 8.1%	5 2.7%	11 5.9%	33 17.7%	122 65.6%
Knowledge of staff	168	9 5.4%	6 3.6%	12 7.1%	39 23.2%	102 60.7%
Staff treat you as an individual	179	13 7.3%	3 1.7%	7 3.9%	25 14.0%	131 73.2%
Overall satisfaction with your visit	187	13 7.0%	2 1.1%	6 3.2%	27 14.4%	139 74.3%



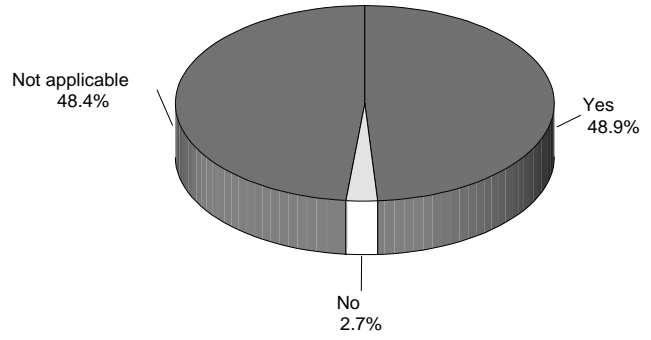
10. Were you passed to another person to deal with the enquiry?



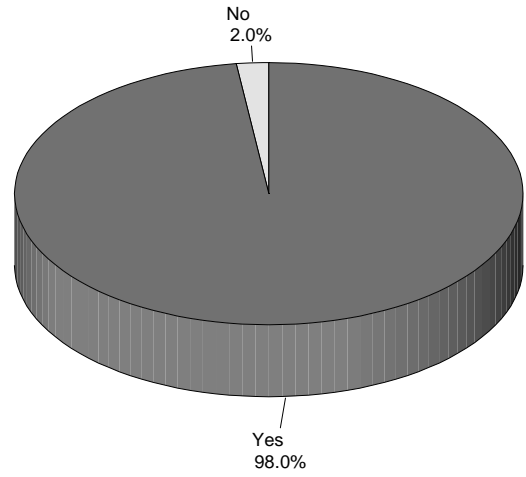
11. Were things explained in a way you could easily understand?



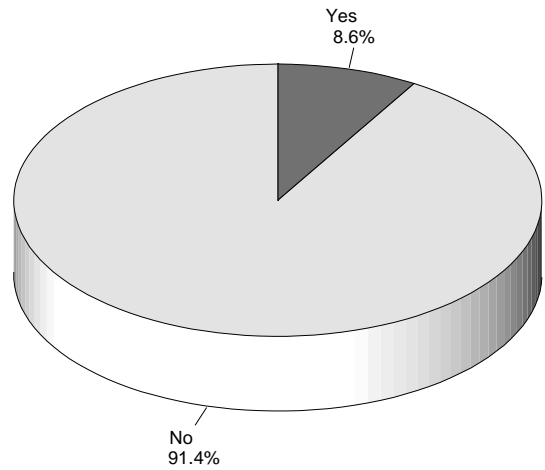
12. Were you given the opportunity to ask questions?



13. Do our opening hours meet your needs?



14. Did you experience any access difficulties ie. parking, disabled access, height of cash desk, making yourself heard?

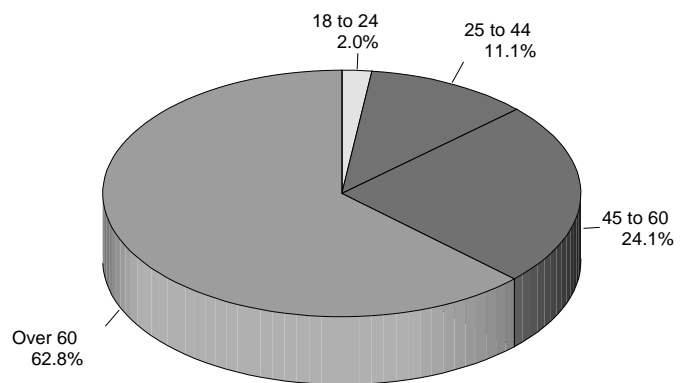


15. If YES, please could you explain why?

- your car parks were full and I had to go to park on the main road.
 - disabled car park always full - very often by cars with no badge.
 - non-disabled people parking in disabled spaces.
 - not enough spaces
 - All parking full. Had to leave car at the side of your lane.
 - You only have 2 parking spots for disabled near door to enter council office which is very poor amount.
 - no parking spaces in any of your car parks, parked on road in Bride St.
 - Hearing aid sometimes erratic. Glass screens block sound also electric lighting also distorts aid.
 - car parking, nearly always full up. Can't find a space.
 - Not enough parking space. It took longer to park than to find out what I needed.
 - Refuse collection vehicle deliberately blocked completely the access roadway. This also happens throughout the Babergh area.
 - Car park full - had to park on road.
 - Parking
 - Car park always seems full of staff cars, walked from Magdalen Road car park - had used car for transporting shopping from Ipswich.
- Car park is often full.

About You

16. What is your age band?



17. Are you...?

