

Main Headquarters Customer Satisfaction Results

This page show the results of our recent customer satisfaction survey, carried out in the main reception using the touch screen monitor, thank you to all the people who took part.

The period of the survey was from 9 February 2009 until 07 April 2009 and 122 visitors to the Town Hall made comments on the service they received.

We will be repeating the exercise on a regular basis to help us improve the service you receive from us.

Summary Report

Client: **Amber Valley**
 Surveys: **Benefits - Satisfaction Survey Feb/March 09 v3**
 Locations: **Reception**
 Date Range: **9-Feb-2009** to **7-Apr-2009**

Total Surveys: **122** of **122**
 Quarantined: **0**
 Time Range: **00:00** to **24:00**

1	Why did you visit Amber Valley Borough Council today? (You can choose more than 1 response) (122)	All Responses
	Benefits	41.8% 51
	Council Tax	21.3% 26
	Refuse/Recycling	4.1% 5
	Planning/Building Control	6.6% 8
	General Enquiry	13.1% 16
	Other	25.4% 31
2	Please state why you visited Amber Valley Borough Council e.g. which Department did you visit? (18)	All Responses
	Open Ended - Answered	61.1% 11
	Open Ended - Unanswered	38.9% 7
3	What was the main form of transport you used to get to the offices today? (87)	All Responses
	Car	52.9% 46
	Foot	23.0% 20
	Bus	13.8% 12
	Train	0.0% 0
	Bicycle	1.1% 1
	Other	9.2% 8
4	Please state what other form of transport you used to get to the offices today: (6)	All Responses
	Open Ended - Answered	100.0% 6
	Open Ended - Unanswered	0.0% 0
5	Were the offices easy or difficult to get to? (79)	All Responses
	Very easy	70.9% 56
	Fairly easy	19.0% 15
	Neither easy nor difficult	3.8% 3
	Fairly difficult	2.5% 2
	Very difficult	3.8% 3
6	Did you get the information/assistance that will help solve your query? (79)	All Responses
	Yes	70.9% 56
	No	13.9% 11
	Only partly	15.2% 12
7	Was the person who dealt with your query friendly or unfriendly? (75)	All Responses
	Very friendly	61.3% 46
	Fairly friendly	22.7% 17
	Neither friendly nor unfriendly	6.7% 5
	Fairly unfriendly	1.3% 1
	Very unfriendly	8.0% 6
8	Was the answer you were given easy to understand? (73)	All Responses
	Yes	82.2% 60
	No	17.8% 13
9	Was the person who dealt with your query knowledgeable? (72)	All Responses
	Yes	63.9% 46
	No	15.3% 11
	Only partly	20.8% 15
10	When you visited us today - what did you think of the service you received? (70)	All Responses
	Excellent	35.7% 25
	Good	21.4% 15
	OK	25.7% 18
	Poor	17.1% 12

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11	Did you read any of the information leaflets displayed in Main Reception? (67)	All Responses
	Yes, I found them useful	19.4% 13
	Yes, but I only briefly looked at them	34.3% 23
	No, I didn't notice any leaflets!	9.0% 6
	No, I had all the information I needed	19.4% 13
	No, there was nothing of interest	17.9% 12
12	Are you male or female? (67)	All Responses
	Male	68.7% 46
	Female	26.9% 18
	Not given	4.5% 3
13	What age group do you belong to? (67)	All Responses
	Under 16	1.5% 1
	16-17	1.5% 1
	18-24	14.9% 10
	25-34	14.9% 10
	35-44	25.4% 17
	45-54	13.4% 9
	55-59	13.4% 9
	60-64	4.5% 3
	65-74	1.5% 1
	75+	9.0% 6
14	Do you consider yourself to have a disability? (66)	All Responses
	No	74.2% 49
	Yes, affecting mobility	7.6% 5
	Yes, affecting hearing	4.5% 3
	Yes, affecting vision	3.0% 2
	Yes, a learning disability	4.5% 3
	Other	9.1% 6