

Citizen Services

Customer Satisfaction

April 2017 – March 2018



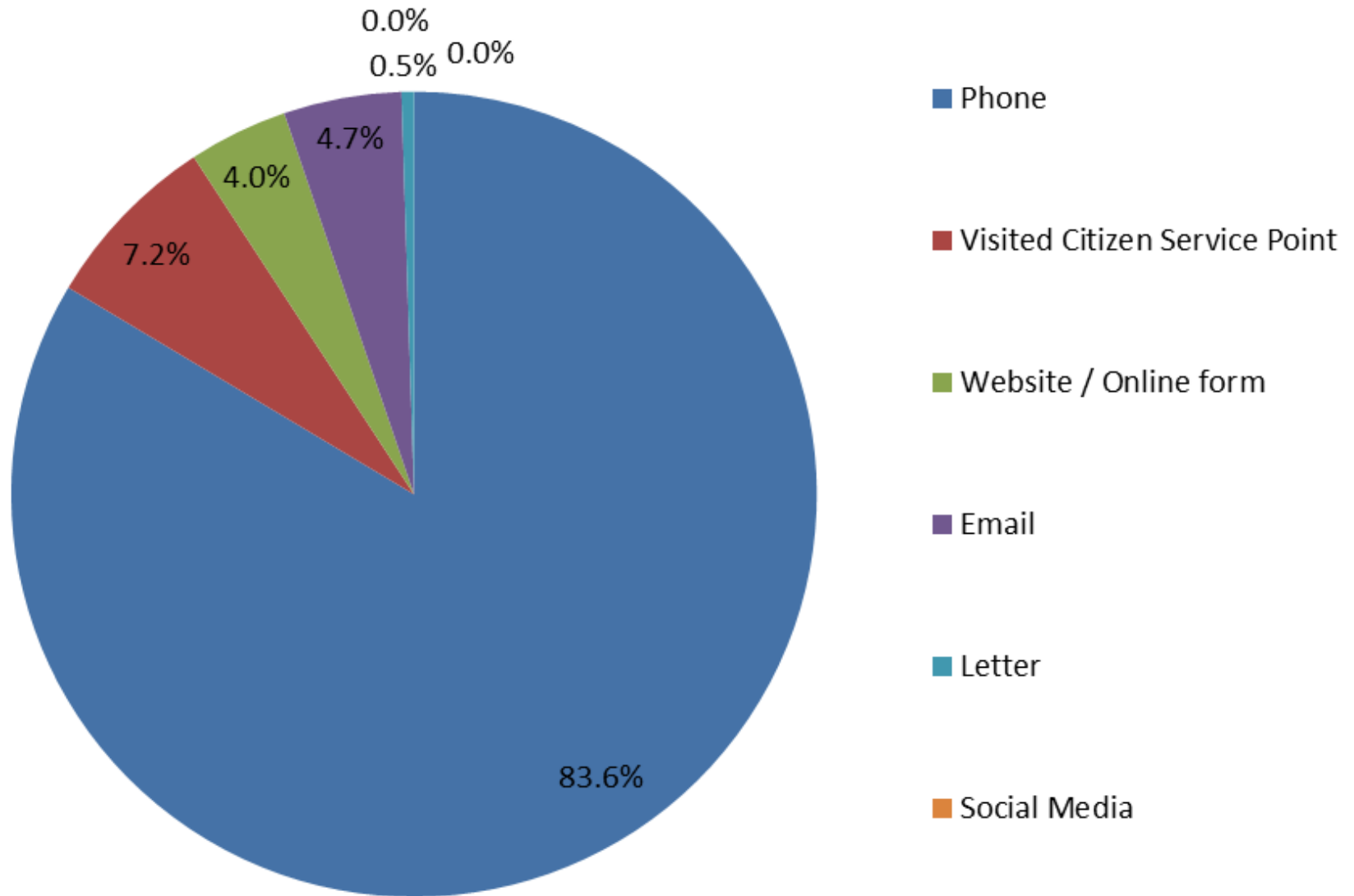
Introduction

- The slides provide the results of the customer satisfaction measured between April 2017 and March 2018 by Citizen Services.
- An email link offering the opportunity to provide feedback is sent to a sample of citizens following their contact with either the Contact Centre (CSC) or the Citizen Service Point.
- The feedback is passive, i.e. Citizens choose to provide feedback following their interaction.
- The survey results only relate to Citizen Services, although the feedback may be directed at the service areas if they are responsible for the resolution.

Results



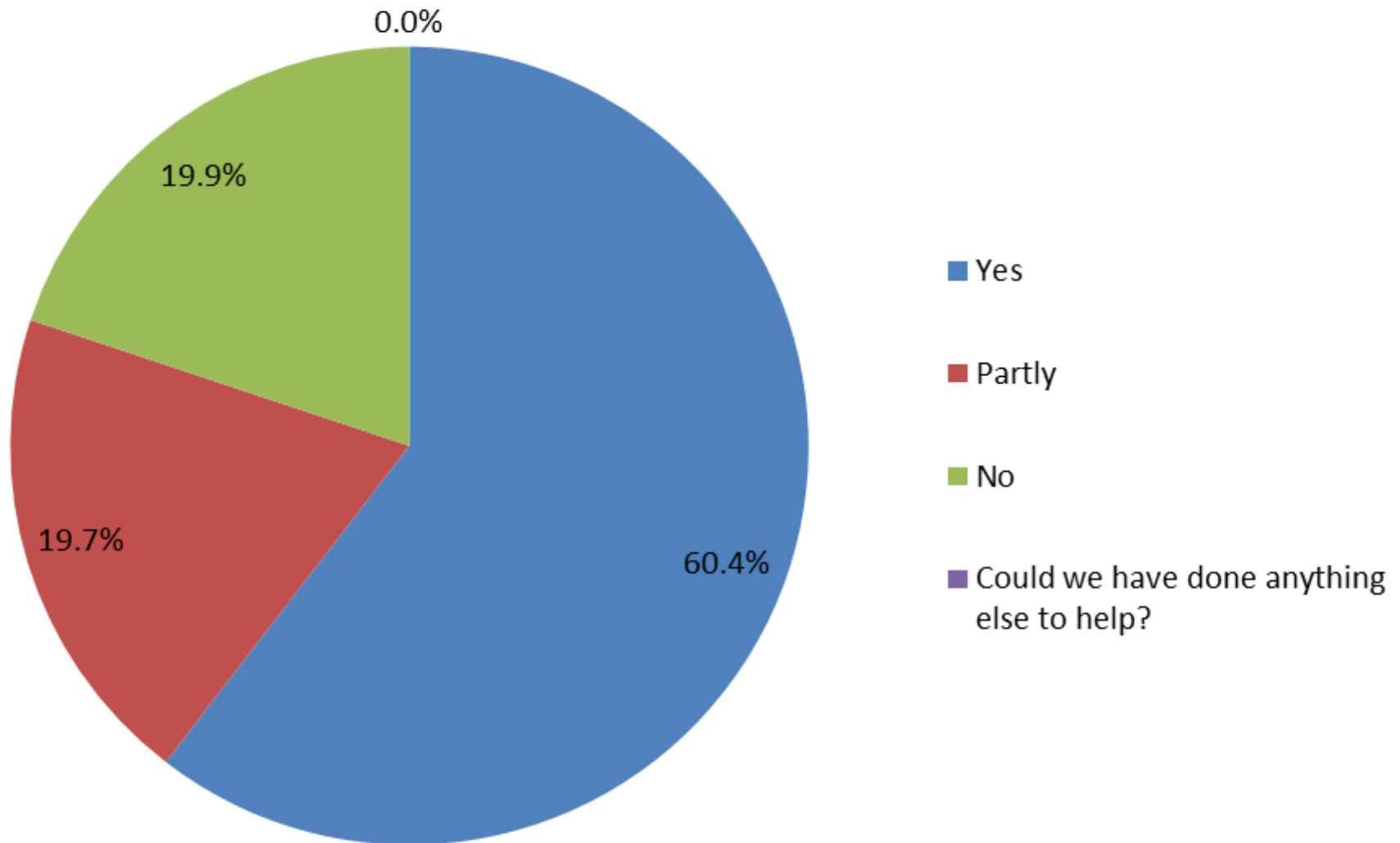
How did you contact us?



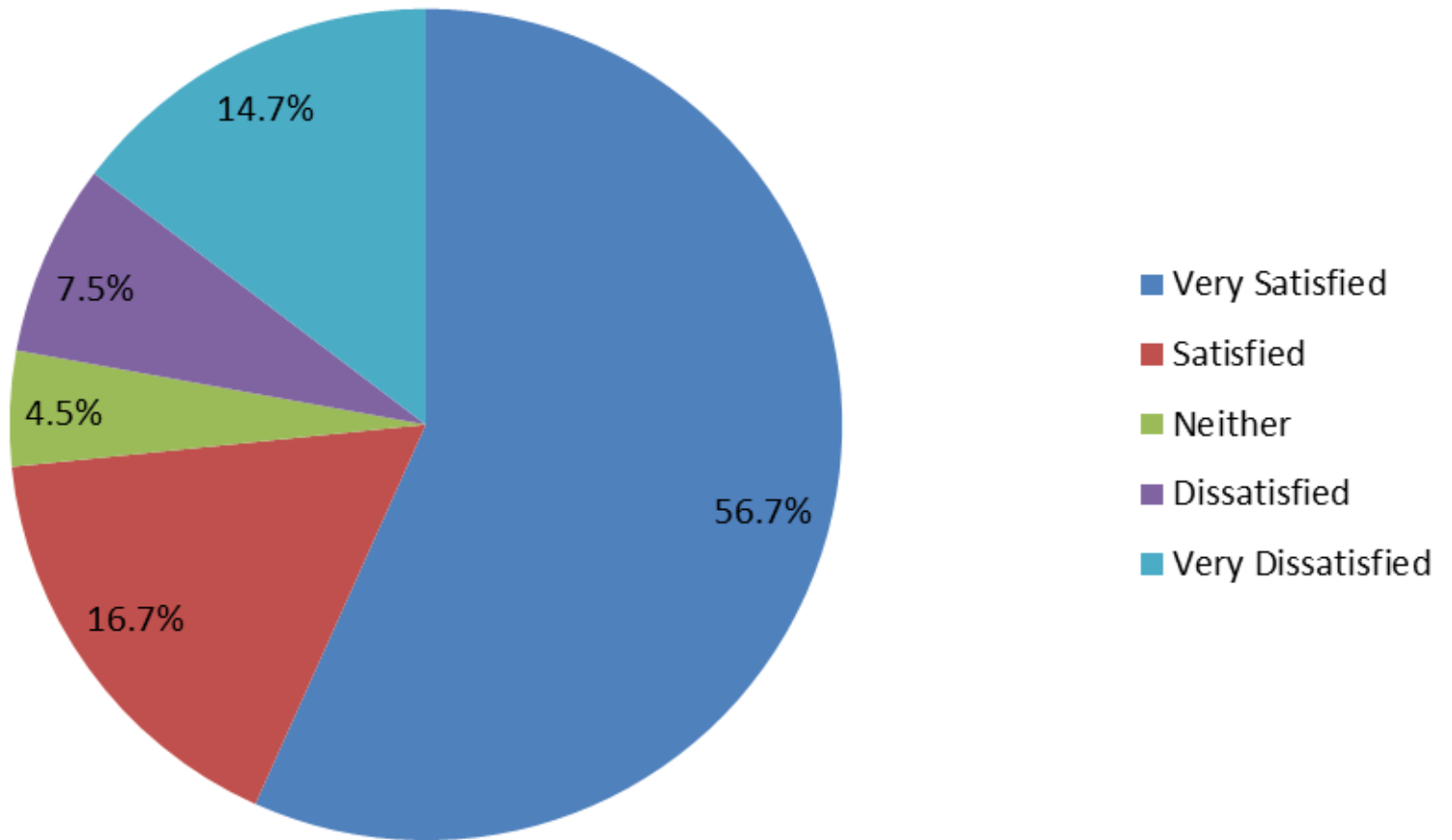
What was your enquiry about? (please select all that apply)

Answer Choice		Response Percent	Response Total
1	Adult Social Care	1.5%	6
2	Animal health & Welfare	0.2%	1
3	Anti-Social Behaviour & Nuisance	0.2%	1
4	Business Rates	5.0%	20
5	Council Tax	45.5%	183
6	Estate Management / Tenancy Issues	1.5%	6
7	Family Information Services	0.0%	0
8	Food Safety & Public Health	0.0%	0
9	Highways & Streets	0.5%	2
10	Home Choice Bristol	2.5%	10
11	Homelessness	1.2%	5
12	Housing Benefit / Council Tax Reduction	20.6%	83
13	Parking / Parking Permits	12.9%	52
14	Planning / Building Regulations	5.0%	20
15	Pest Control	0.0%	0
16	Pollution Control	0.0%	0
17	Registrations (Births, Marriages & Deaths)	0.5%	2
18	Rent (Council Tenant)	4.7%	19
19	Repairs	1.7%	7
20	Translation Services	0.0%	0
21	Travel / Bus Passes / Blue Badges	2.2%	9
22	Waste, Bins & Recycling	1.7%	7
23	Other (please specify):	4.7%	19
		answered	402
		skipped	0

Was your query resolved in full?



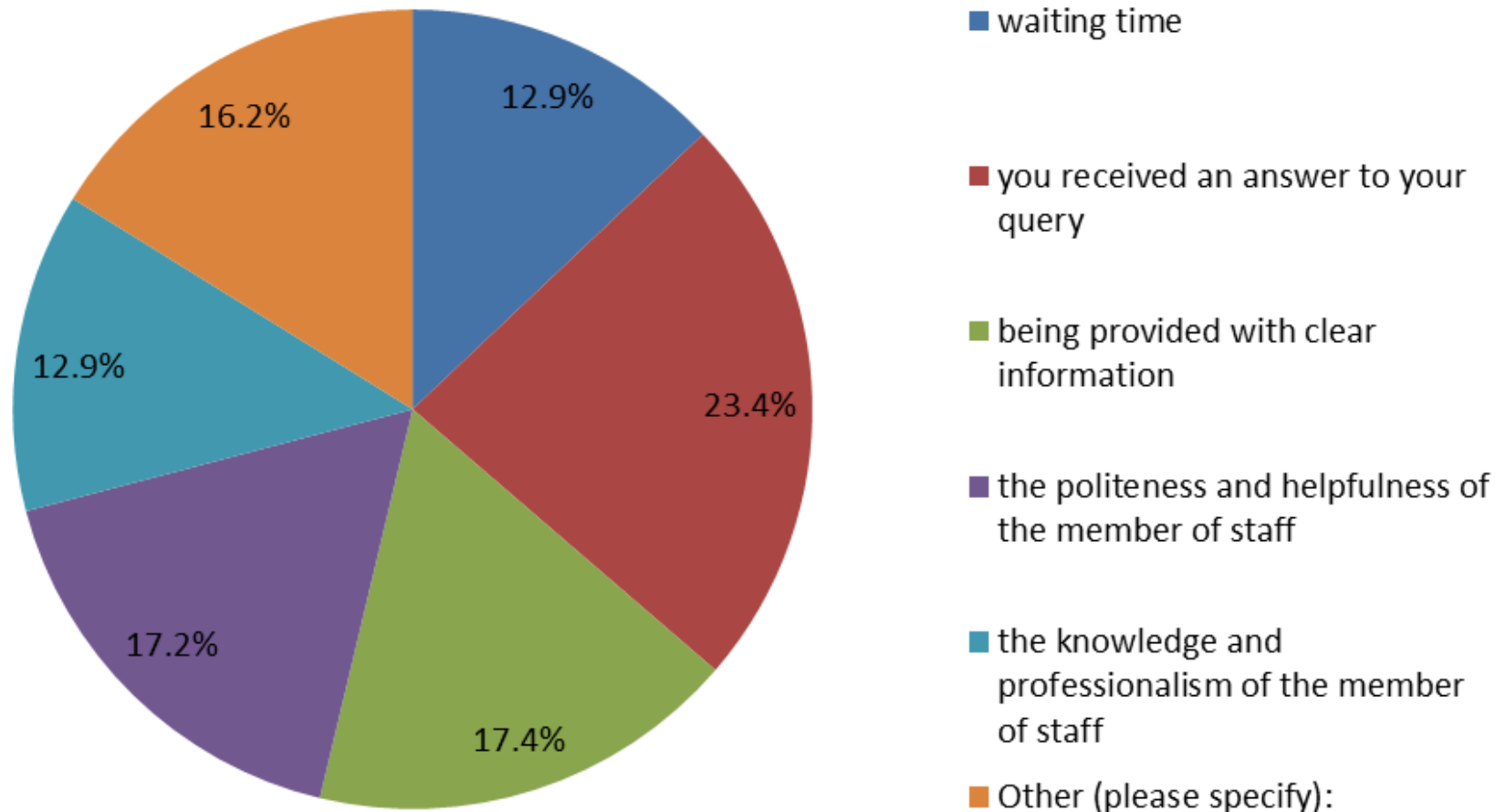
Overall, how satisfied were you with the service you received?



Regarding your contact with us, how strongly do you agree or disagree with the following?

Answer Choice		Strongly agree	Agree	Neither disagree nor	Disagree	Strongly disagree	Response Total
1	It was easy to get in touch with the council	102	130	46	65	63	406
2	I am happy with the time it took to deal with my enquiry	159	118	30	33	62	402
3	The member of staff was professional and knowledgeable	255	78	28	18	23	402
4	The information I was given was easy to understand	227	97	33	18	28	403
5	The information I was given was useful	221	94	27	21	40	403
6	We delivered what we promised and dealt with any problems that arose	181	93	49	22	57	402
7	The member of staff was understanding and polite	270	74	27	10	22	403
8	I was treated with dignity and respect	263	74	28	19	19	403
9	I was treated fairly	253	75	28	15	31	402
						<i>answered</i>	402
						<i>skipped</i>	0

What is most important to you with the service we provide?



Equalities Monitoring



What is your gender?			
Answer Choice		Response Percent	Response Total
1	Female	53.3%	56
2	Male	44.8%	47
3	Prefer not to say	1.9%	2
		answered	105
		skipped	297

Which age group do you belong to?			
Answer Choice		Response Percent	Response Total
1	under 16	0.0%	0
2	16-24	2.9%	3
3	25-49	43.8%	46
4	50-64	31.4%	33
5	65-74	15.2%	16
6	75 and over	5.7%	6
7	Prefer not to say	1.0%	1
		answered	105
		skipped	297

How would you describe your ethnic origin?			
Answer Choice		Response Percent	Response Total
1	White English / Welsh / Scottish / Northern Irish / British	72.8%	75
2	White any other (please select and specify below)	9.7%	10
3	Mixed (please select and specify below)	3.9%	4
4	Black or minority ethnic background (please tick and specify below)	7.8%	8
5	Prefer not to say	1.9%	2
6	Any Other (please specify)	13.6%	14
		answered	103
		skipped	299

Are you transgender?			
Answer Choice		Response Percent	Response Total
1	Yes	0.0%	0
2	No	95.0%	95
3	Prefer not to say	5.0%	5
		answered	100
		skipped	302

Do you consider yourself to be a disabled person?			
Answer Choice		Response Percent	Response Total
1	Yes	17.3%	18
2	No	77.9%	81
3	Prefer not to say	4.8%	5
		answered	104
		skipped	298

Please describe your disability(please select all that apply)			
Answer Choice		Response Percent	Response Total
1	Physical impairment	61.1%	11
2	Visual impairment	0.0%	0
3	Hearing impairment	0.0%	0
4	Deaf BSL user	0.0%	0
5	Learning difficulties	22.2%	4
6	A health condition, e.g. HIV, multiple sclerosis, cancer	16.7%	3
7	Prefer not to say	11.1%	2
		answered	18
		skipped	384



Do you follow a faith or religion?

Answer Choice		Response Percent	Response Total
1	Buddhist	1.0%	1
2	Christian	40.2%	41
3	Hindu	0.0%	0
4	Jewish	1.0%	1
5	Muslim	6.9%	7
6	Sikh	1.0%	1
7	No religion	39.2%	40
8	Prefer not to say	6.9%	7
9	Other (please specify):	4.9%	5
		answered	102
		skipped	300

If your first language is not English, what is your preferred language of communication?

Answer Choice		Response Percent	Response Total
1	Spoken	95.5%	21
2	Written	77.3%	17
3	BSL	22.7%	5
		answered	22
		skipped	380

How would you describe your sexuality?

Answer Choice		Response Percent	Response Total
1	Heterosexual	85.9%	85
2	Gay	1.0%	1
3	Lesbian	0.0%	0
4	Bisexual	4.0%	4
5	Prefer not to say	10.1%	10
		answered	99
		skipped	303