

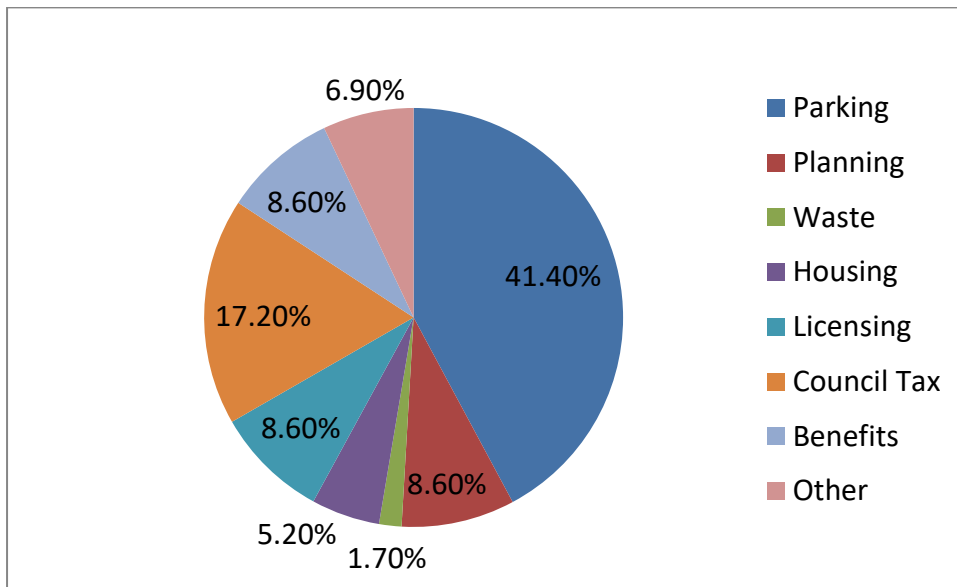
Appendix 2 - Customer Services survey results

A Customer Services survey was initiated in August 2020 to obtain feedback from residents following their experience with the Council.

A total of 59 customers have been asked for their feedback to date. This has been completed via residents over the telephone or through an online service which has been emailed to them. This survey continues throughout October and November 2020.

Below is a summary of the reasons in which residents have contacted the Council.

Table 1 – Residents who contacted the Council by service type



Results to date are positive with the following highlights: -

Table 2 – Residents response to “when we answered your enquiry, were officers friendly and approachable?”

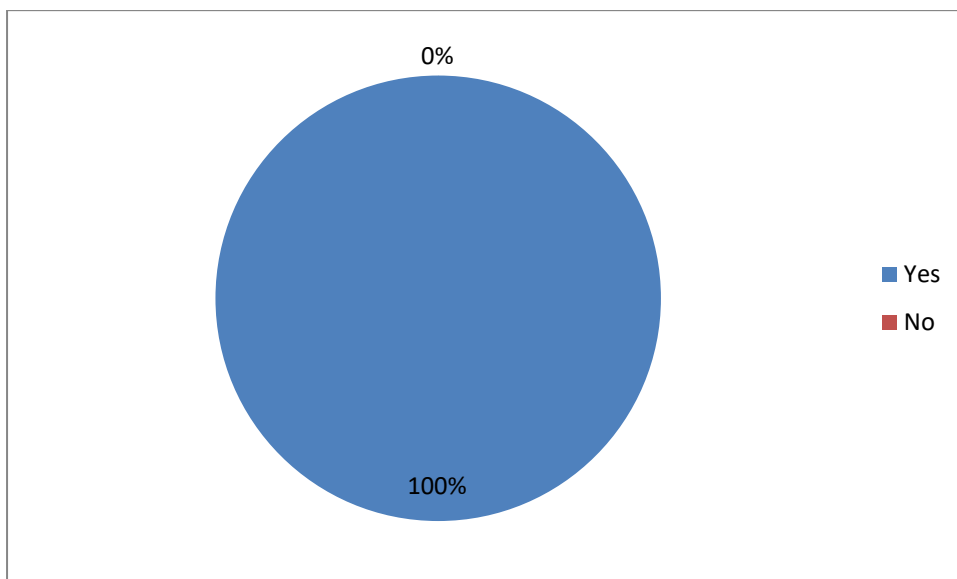


Table 3 – Residents confirmation as to whether they have used the Council’s website and online services

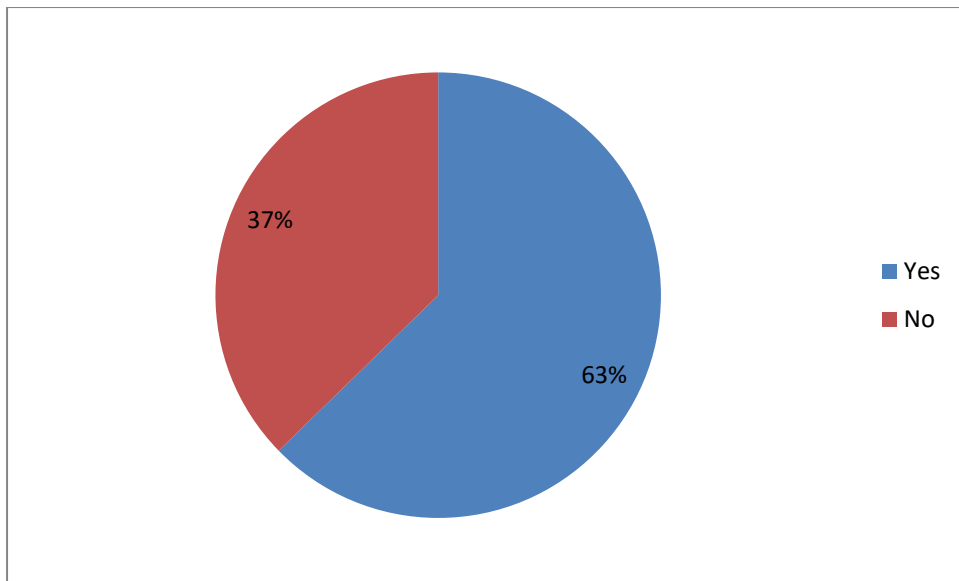


Table 4 – Residents response to “if you normally visit East Pallant House regarding your enquiry, were you satisfied with the service you received by telephone/online instead?”

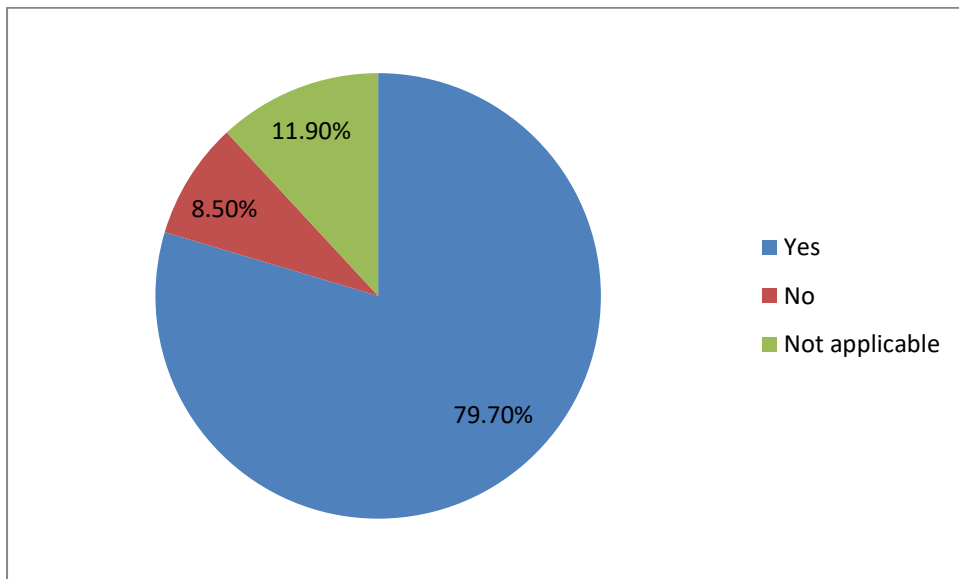
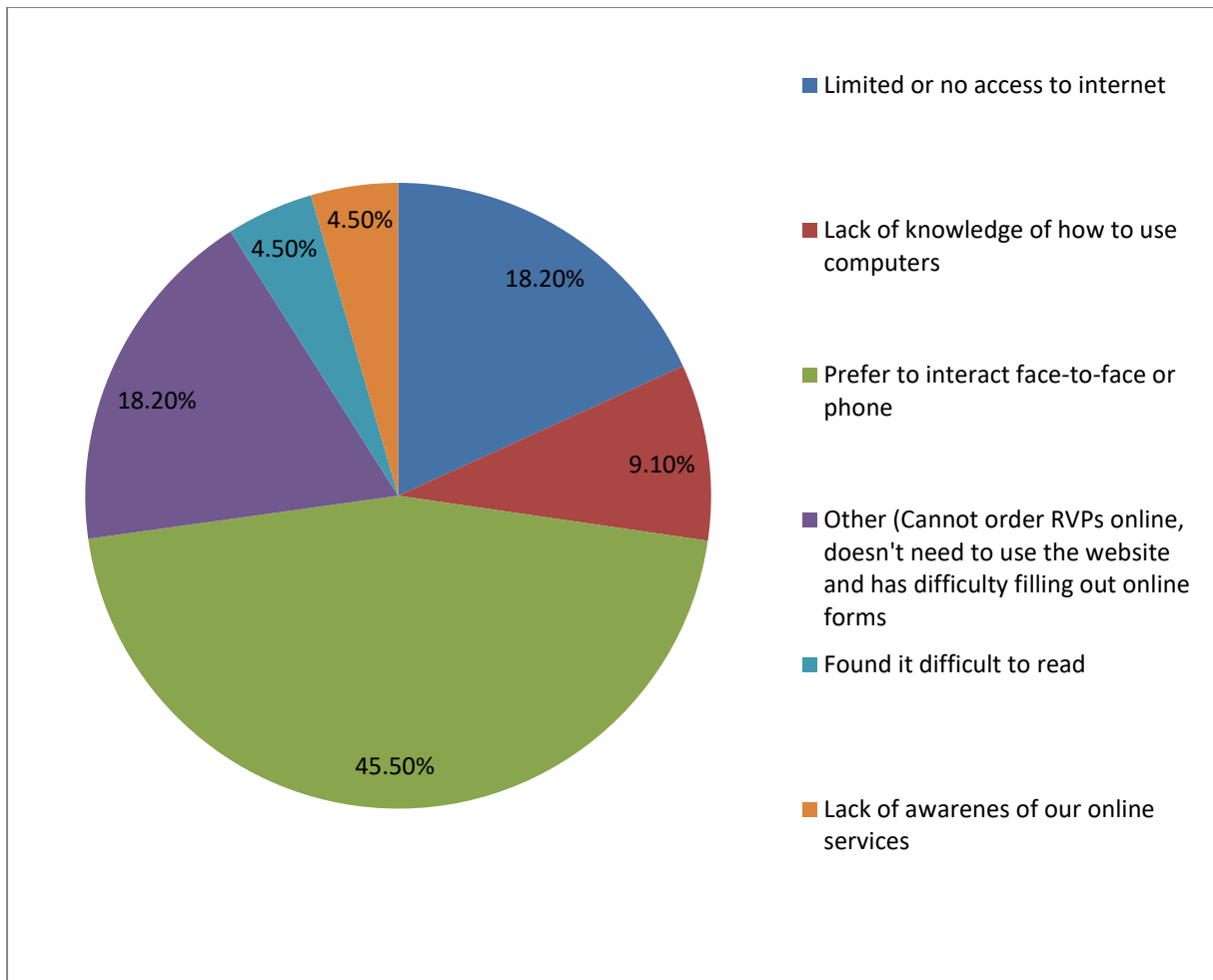


Table 5 - Reasons for not using the Council's website and online services



Reasons for not being satisfied include: -

- A little bit longer with e-mailing documents than telephoning, but otherwise all gone well;
- missed coming in;
- disappointed that she cannot have a larger bin therefore having to purchase excess waste sacks;
- a bit long-winded and made it more complicated than necessary;
- can't get on line;
- Have left several messages for call back from Housing Officer and not returned. Really miss not being able to come into offices to speak with someone face to face.

As part of the survey residents were asked what improvements could be made to support them when using the Council's online services. The following responses were received and work is underway to make improvements: -

- I would like to suggest click and collect system perhaps, when you order online and can collect from somewhere, but I understand that may be more complex to organize at the moment.
- An option to purchase Visitors Permits when you login to your council tax account would be nice
- Not able to purchase excess waste sacks online - it would help.
- Re proof of address for parking as more things are digitalised so harder to provide
- The only thing that would make life easier would be If we could buy more than 5 RVP's at 1 time
- could be easier to download information
- Making possible to purchase visitors permits online.
- RVPs on line or more info to say that you can't get them on line and to call
- Couldn't find information about how to get RVPs on the website so that could be clearer
- Amend direct debit mandate was hidden on the website so if I had seen this straight away would not have telephoned
- Make the student disregard more visible as it was quiet buried on the website and completed wrong form applying to pay the CT.
- Don't want to use online because of difficulty filling out forms.