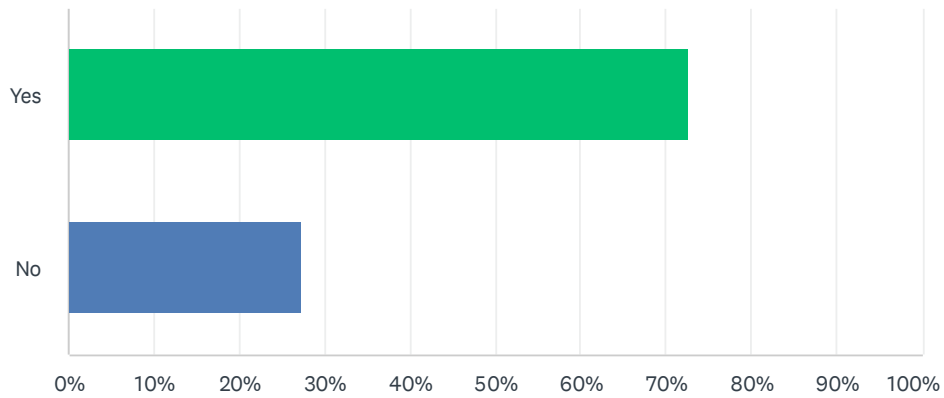


Q1 Did you know how to get in touch with Customer Services?

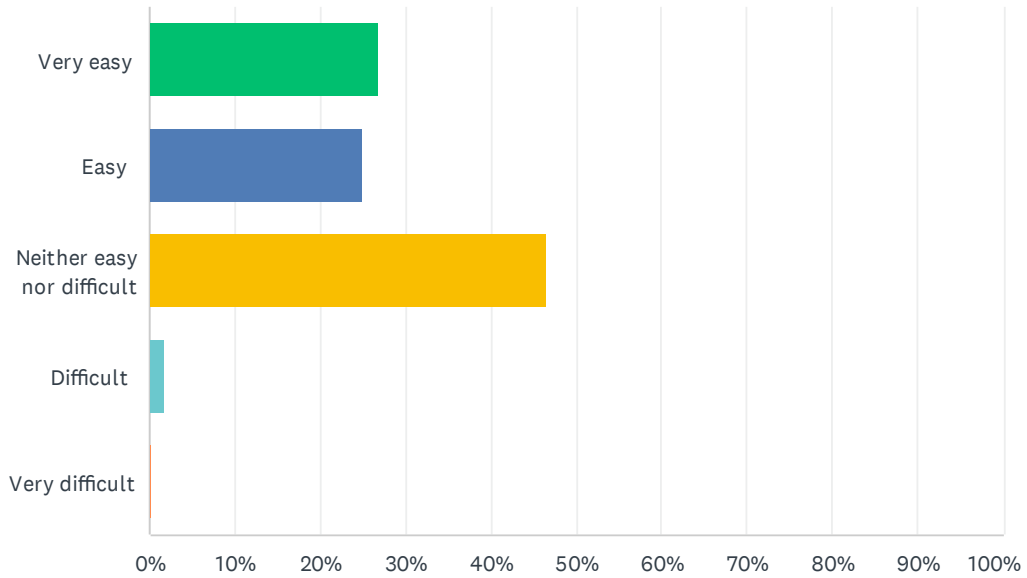
Answered: 812 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	72.66%	590
No	27.34%	222
TOTAL		812

Q2 How easy did you find it accessing Customer Services?

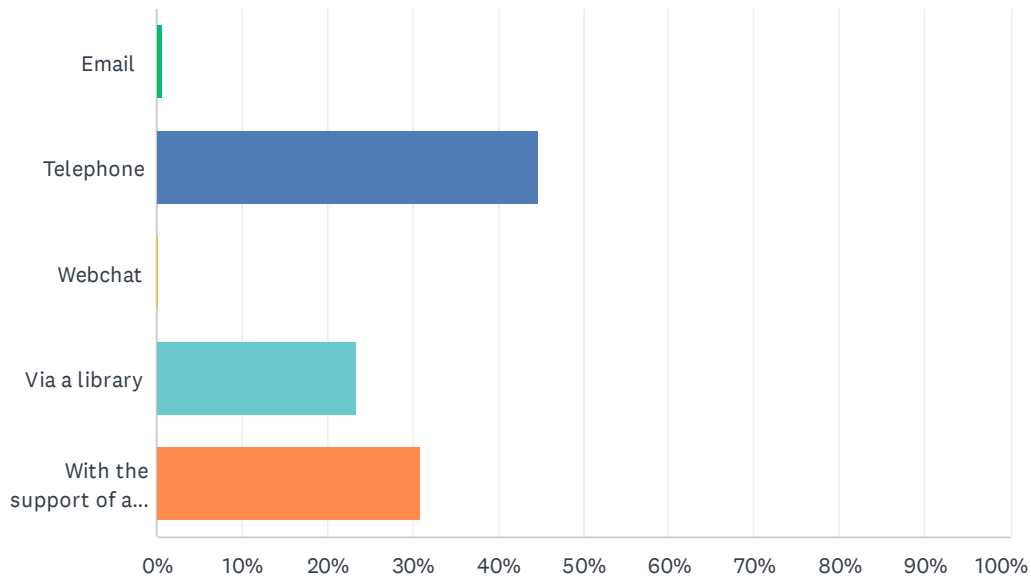
Answered: 832 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	26.92%	224
Easy	24.88%	207
Neither easy nor difficult	46.39%	386
Difficult	1.68%	14
Very difficult	0.12%	1
TOTAL		832

Q3 How did you access Customer Services? (Please tick one box only)

Answered: 830 Skipped: 3

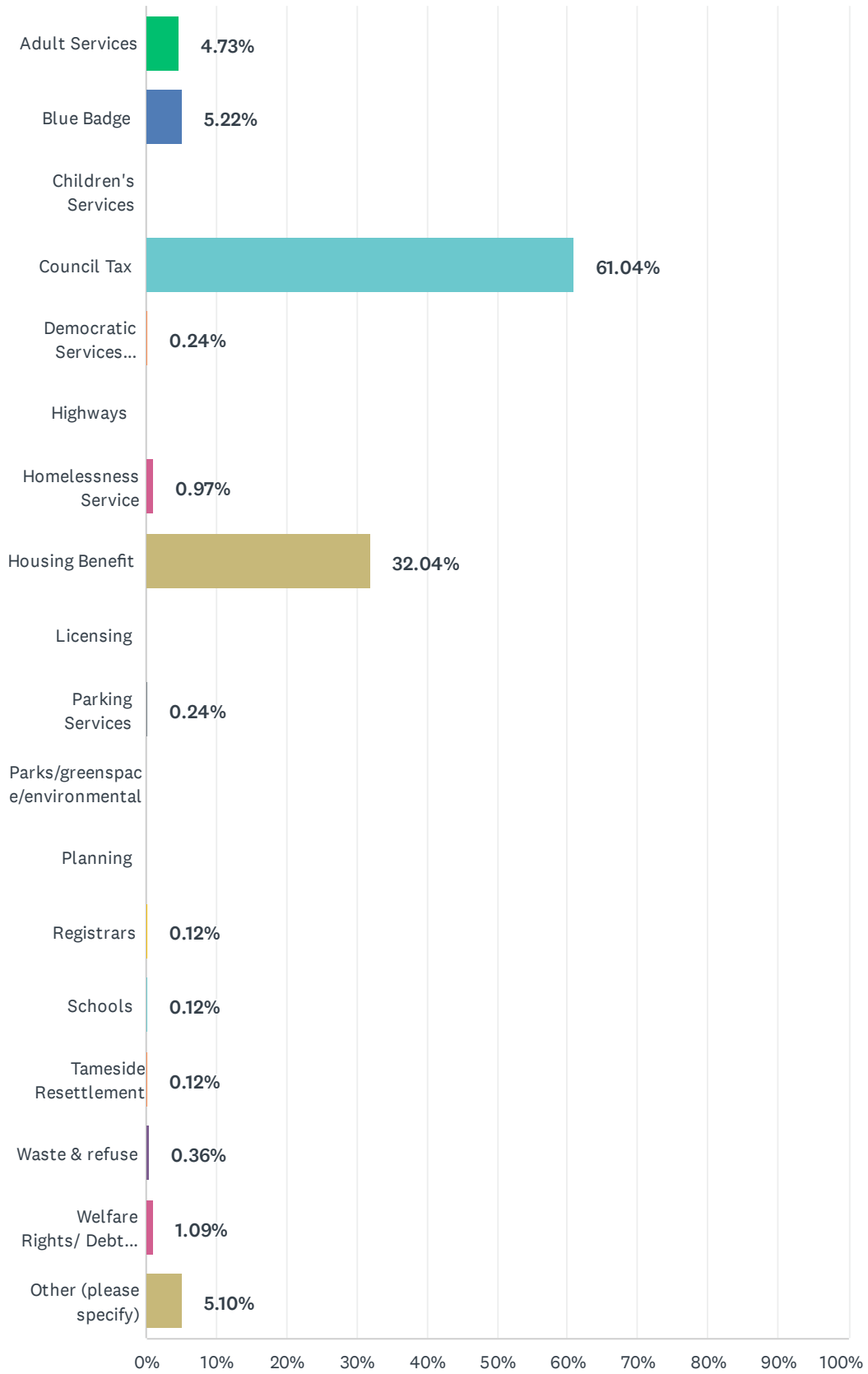


ANSWER CHOICES	RESPONSES	
Email	0.72%	6
Telephone	44.82%	372
Webchat	0.12%	1
Via a library	23.37%	194
With the support of a professional e.g. keyworker	30.96%	257
TOTAL		830

Q4 What was the nature of your query? (Please tick all that apply)

Answered: 824 Skipped: 9

Customer Services - Feedback Survey

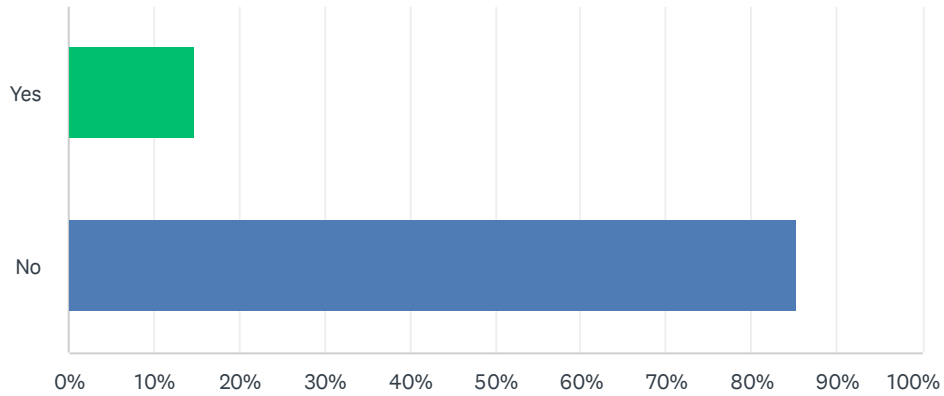


Customer Services - Feedback Survey

ANSWER CHOICES	RESPONSES	
Adult Services	4.73%	39
Blue Badge	5.22%	43
Children's Services	0.00%	0
Council Tax	61.04%	503
Democratic Services (Elections)	0.24%	2
Highways	0.00%	0
Homelessness Service	0.97%	8
Housing Benefit	32.04%	264
Licensing	0.00%	0
Parking Services	0.24%	2
Parks/greenspace/environmental	0.00%	0
Planning	0.00%	0
Registrars	0.12%	1
Schools	0.12%	1
Tameside Resettlement	0.12%	1
Waste & refuse	0.36%	3
Welfare Rights/ Debt Advice	1.09%	9
Other (please specify)	5.10%	42
Total Respondents: 824		

Q5 Was your enquiry resolved immediately at your first point of contact with the Council?

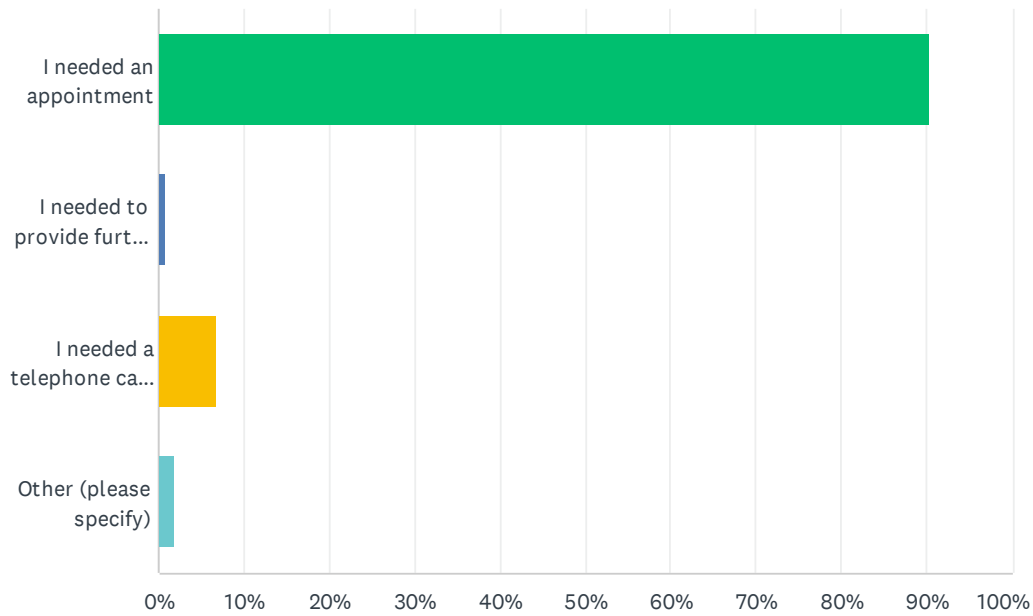
Answered: 828 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	14.61%	121
No	85.39%	707
TOTAL		828

Q6 If your enquiry was not resolved immediately, why was this?

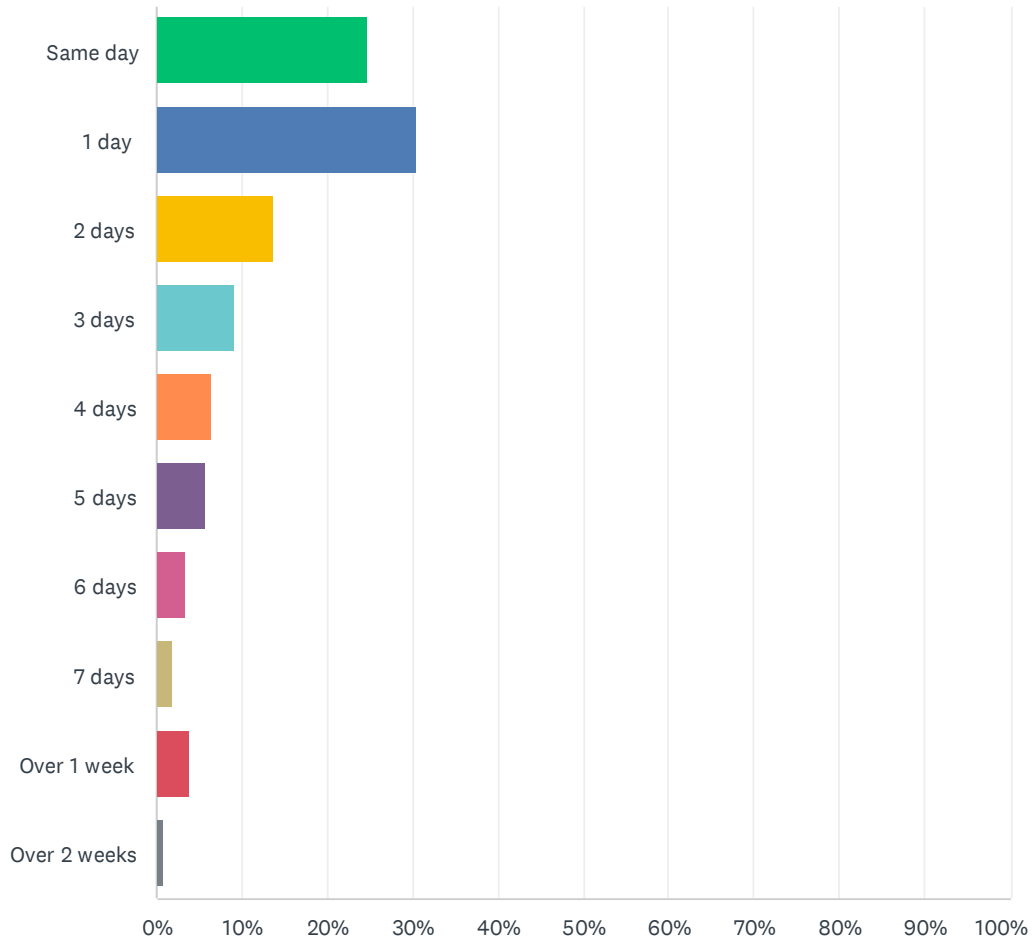
Answered: 710 Skipped: 123



ANSWER CHOICES	RESPONSES	
I needed an appointment	90.42%	642
I needed to provide further information	0.85%	6
I needed a telephone call back	6.90%	49
Other (please specify)	1.83%	13
TOTAL		710

Q7 If you had an appointment with Customer Services, how long did you wait between getting in touch and having your appointment?

Answered: 825 Skipped: 8

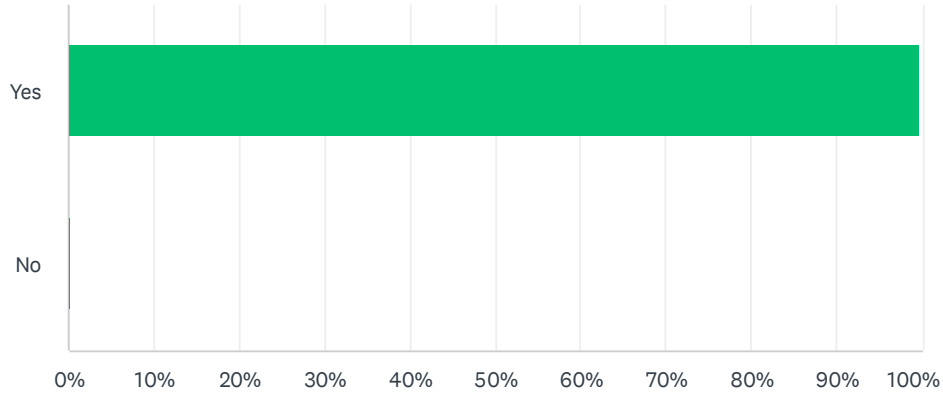


Customer Services - Feedback Survey

ANSWER CHOICES	RESPONSES	
Same day	24.73%	204
1 day	30.55%	252
2 days	13.58%	112
3 days	9.09%	75
4 days	6.42%	53
5 days	5.82%	48
6 days	3.39%	28
7 days	1.82%	15
Over 1 week	3.76%	31
Over 2 weeks	0.85%	7
TOTAL		825

Q8 Were you satisfied with the amount of time you waited for an appointment?

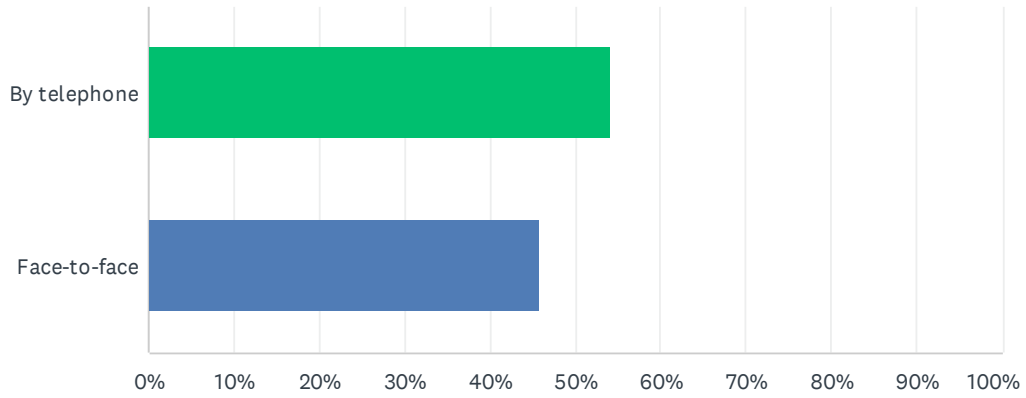
Answered: 820 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	99.76%	818
No	0.24%	2
TOTAL		820

Q9 Was your appointment:

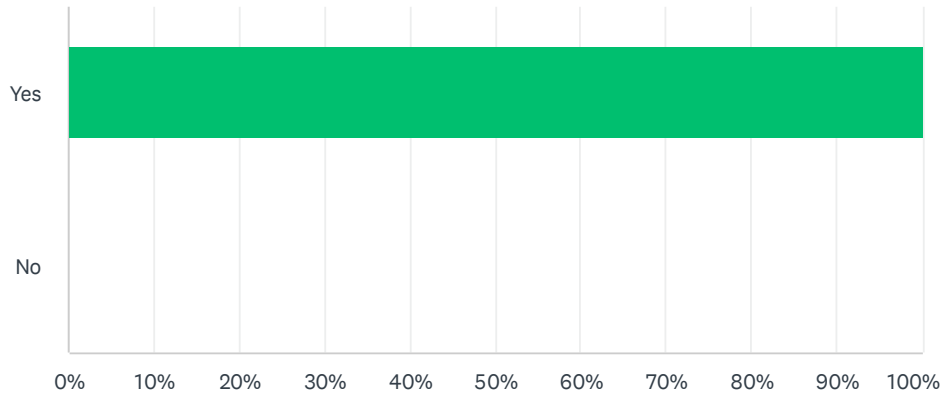
Answered: 823 Skipped: 10



ANSWER CHOICES	RESPONSES	
By telephone	54.07%	445
Face-to-face	45.93%	378
TOTAL		823

Q10 If face-to-face, were you given sufficient information as to where your appointment would take place?

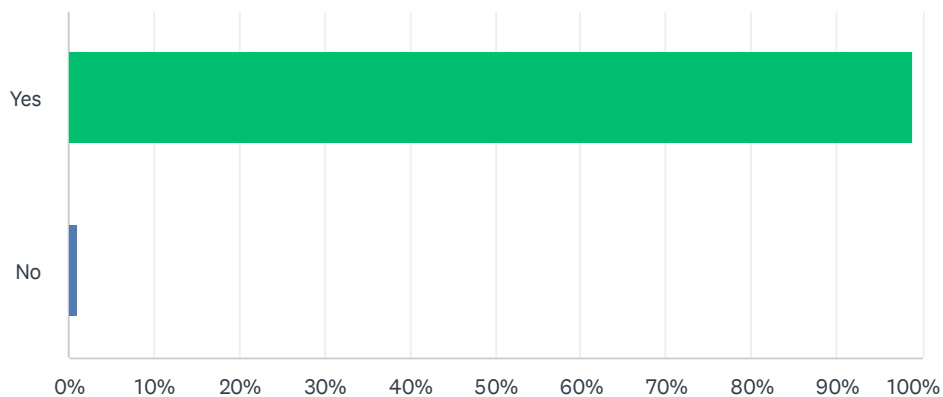
Answered: 379 Skipped: 454



ANSWER CHOICES	RESPONSES	
Yes	100.00%	379
No	0.00%	0
TOTAL		379

Q11 Did your appointment take place on time?

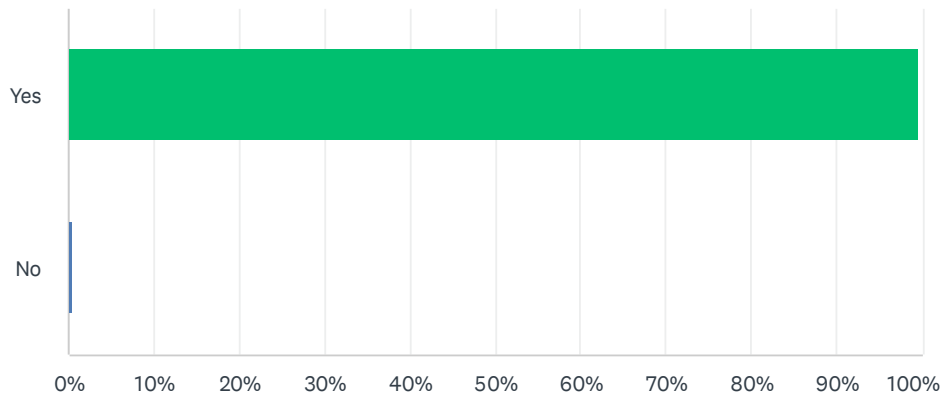
Answered: 825 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	99.03%	817
No	0.97%	8
TOTAL		825

Q12 Were you happy with how the officer dealt with your enquiry ?

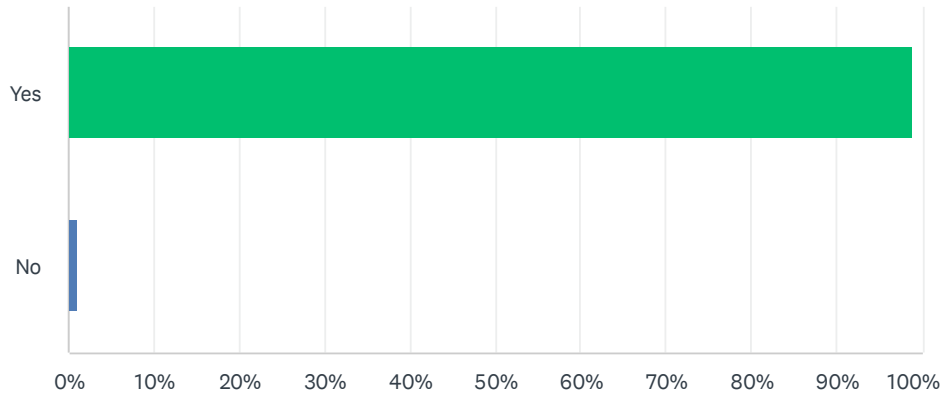
Answered: 827 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	99.52%	823
No	0.48%	4
TOTAL		827

Q13 Were you happy with the advice you were given?

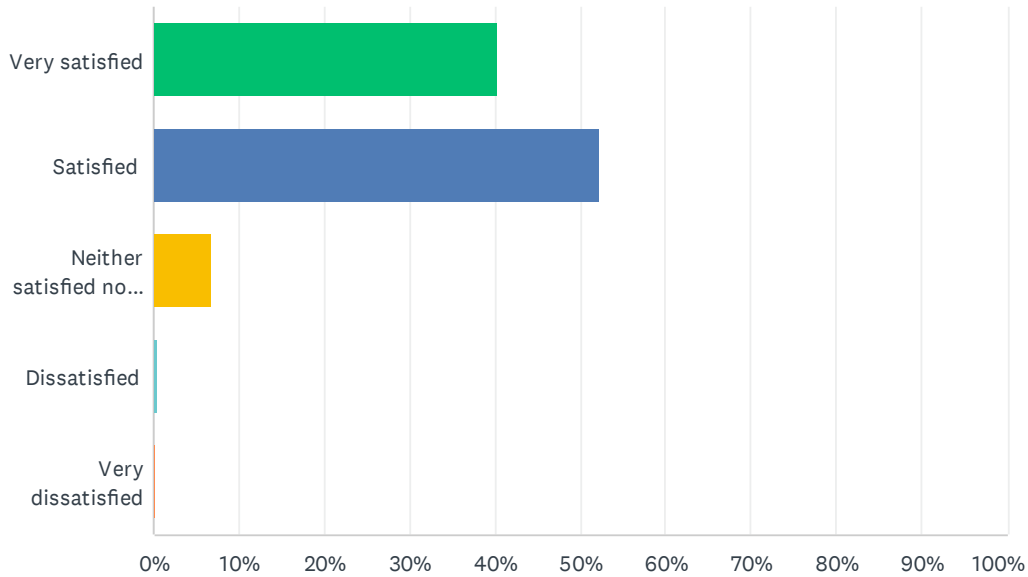
Answered: 818 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	99.02%	810
No	0.98%	8
TOTAL		818

Q14 Overall, how satisfied were you with how your enquiry was dealt with by Customer Services?

Answered: 827 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very satisfied	40.27%	333
Satisfied	52.24%	432
Neither satisfied nor dissatisfied	6.89%	57
Dissatisfied	0.48%	4
Very dissatisfied	0.12%	1
TOTAL		827

Q15 If you were not satisfied in any way, please state reasons in the box below.

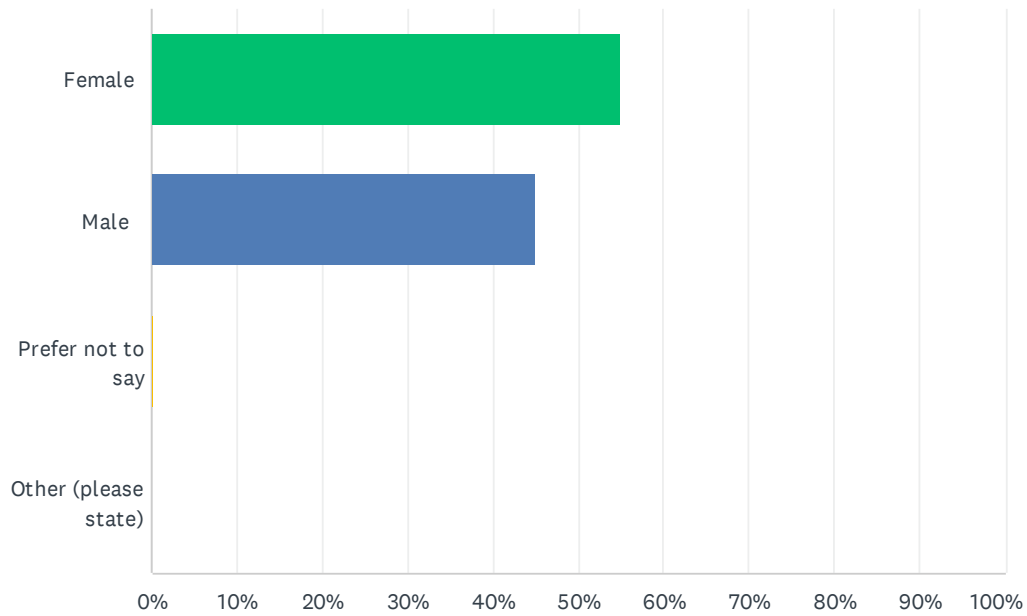
Answered: 6 Skipped: 827

Q16 Do you have any further comments you wish to make with regards to your experience using Customer Services? Please write in the box below.

Answered: 73 Skipped: 760

Q17 Are you: (please tick one box only)

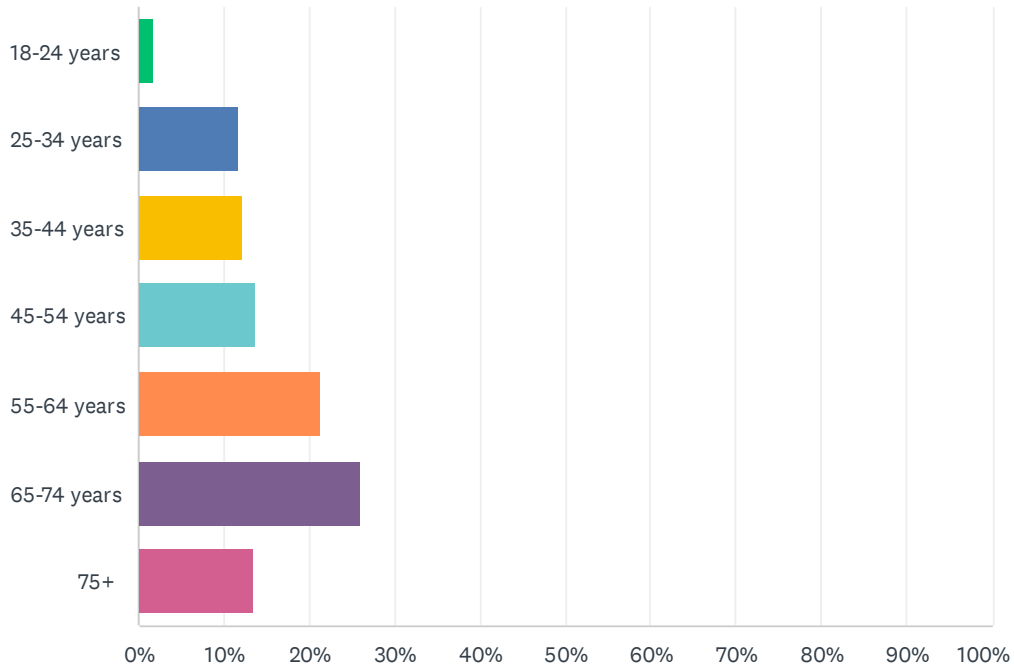
Answered: 824 Skipped: 9



ANSWER CHOICES	RESPONSES	
Female	54.98%	453
Male	44.90%	370
Prefer not to say	0.12%	1
Other (please state)	0.00%	0
TOTAL		824

Q18 What is your age? (Please state)

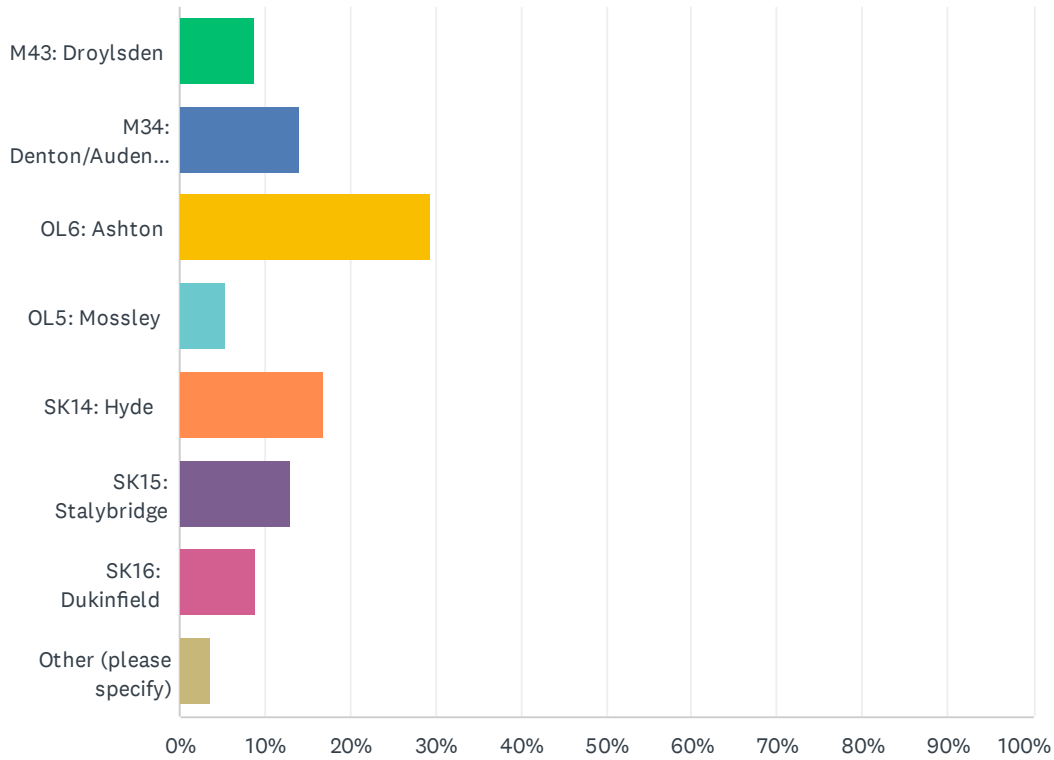
Answered: 762 Skipped: 71



ANSWER CHOICES	RESPONSES	
18-24 years	1.71%	13
25-34 years	11.81%	90
35-44 years	12.07%	92
45-54 years	13.65%	104
55-64 years	21.26%	162
65-74 years	26.12%	199
75+	13.39%	102
TOTAL		762

Q19 Please select the first part of your postcode from the options below.

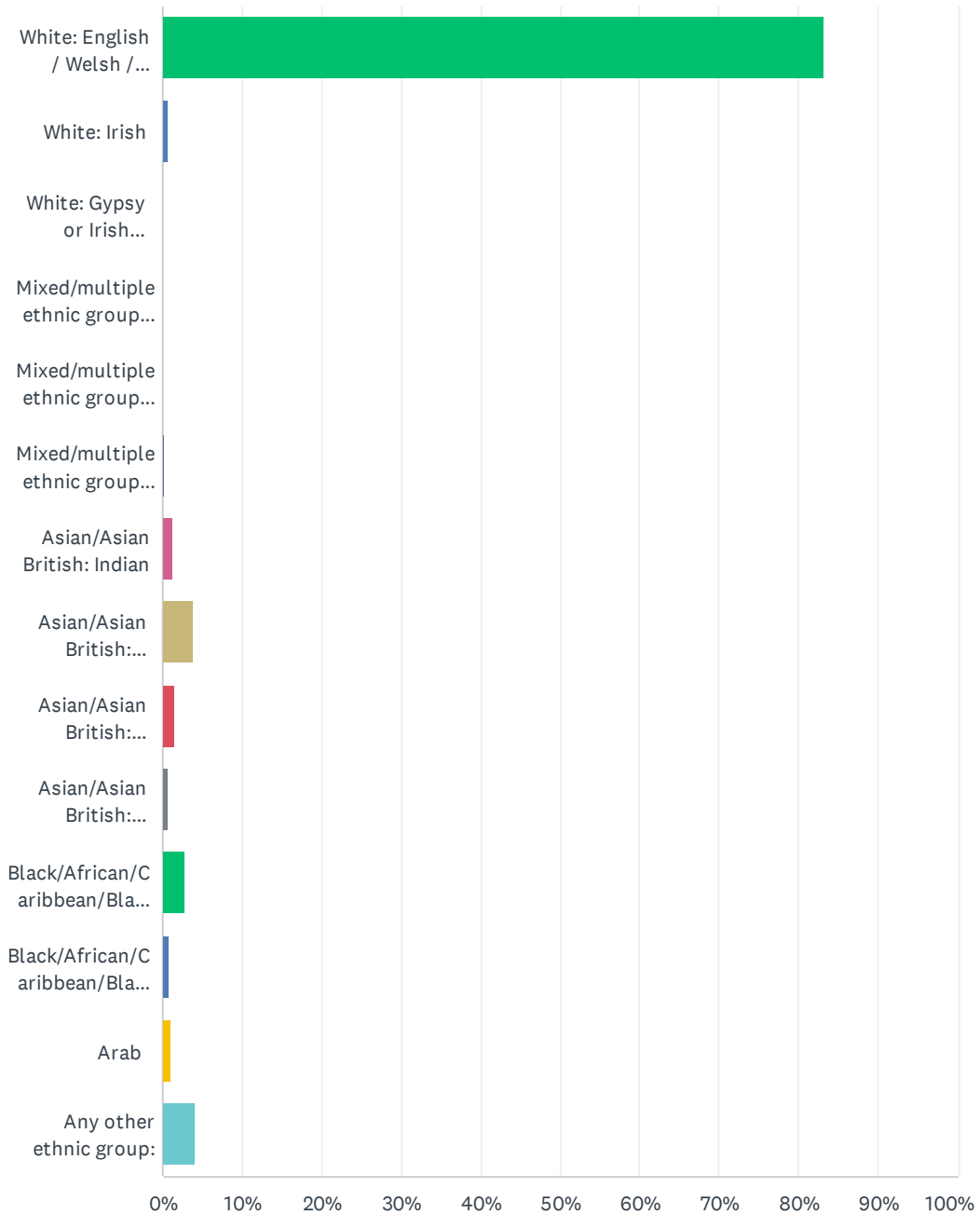
Answered: 821 Skipped: 12



ANSWER CHOICES	RESPONSES	
M43: Droylsden	8.77%	72
M34: Denton/Audenshaw	14.13%	116
OL6: Ashton	29.48%	242
OL5: Mossley	5.24%	43
SK14: Hyde	16.93%	139
SK15: Stalybridge	13.03%	107
SK16: Dukinfield	8.89%	73
Other (please specify)	3.53%	29
TOTAL		821

Q20 What is your ethnic group? (Please select from the list below)

Answered: 667 Skipped: 166

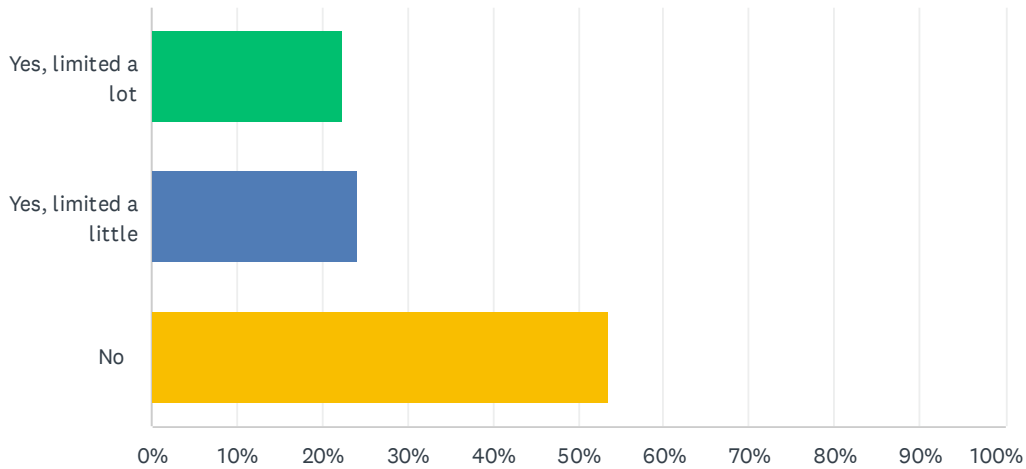


Customer Services - Feedback Survey

ANSWER CHOICES	RESPONSES	
White: English / Welsh / Scottish / Northern Irish / British	83.06%	554
White: Irish	0.60%	4
White: Gypsy or Irish Traveller	0.00%	0
Mixed/multiple ethnic groups: White & Black Caribbean	0.00%	0
Mixed/multiple ethnic groups: White & Black African	0.00%	0
Mixed/multiple ethnic groups: White & Asian	0.30%	2
Asian/Asian British: Indian	1.35%	9
Asian/Asian British: Pakistani	3.90%	26
Asian/Asian British: Bangladeshi	1.50%	10
Asian/Asian British: Chinese	0.60%	4
Black/African/Caribbean/Black British: African	2.85%	19
Black/African/Caribbean/Black British: Caribbean	0.75%	5
Arab	1.05%	7
Any other ethnic group:	4.05%	27
TOTAL		667

Q21 Are your day-to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include problems related to old age. (Please tick one box only)

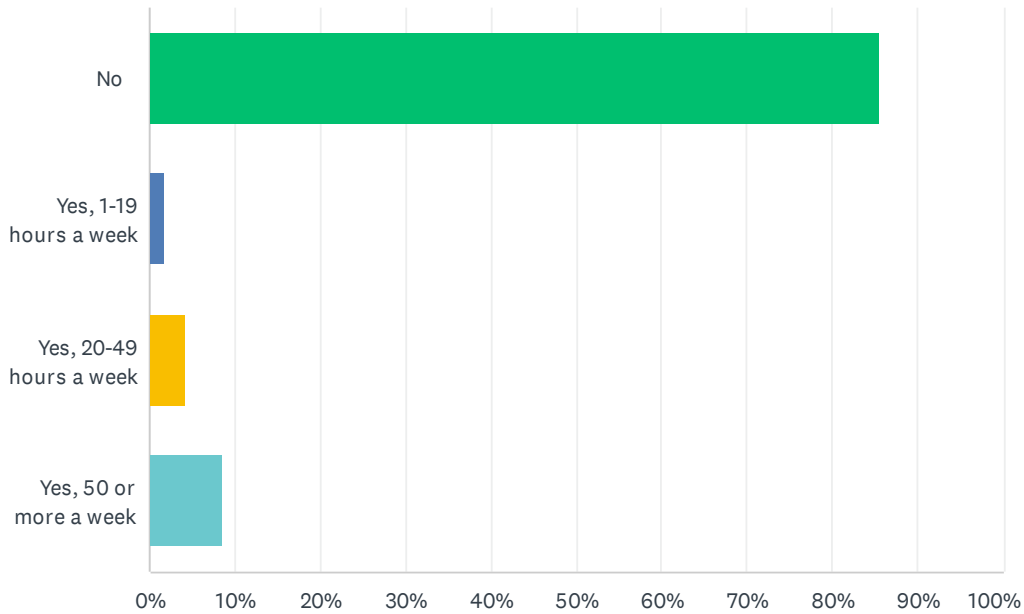
Answered: 744 Skipped: 89



ANSWER CHOICES	RESPONSES
Yes, limited a lot	22.31% 166
Yes, limited a little	24.19% 180
No	53.49% 398
TOTAL	744

Q22 Do you look after, or give any help or support to family members, friends, neighbours or others because of either long term physical or mental ill-health /disability or problems related to old age? (Please tick one box only)

Answered: 736 Skipped: 97



ANSWER CHOICES	RESPONSES	
No	85.60%	630
Yes, 1-19 hours a week	1.63%	12
Yes, 20-49 hours a week	4.35%	32
Yes, 50 or more a week	8.42%	62
TOTAL		736