



South Staffordshire Council

SOUTH STAFFORDSHIRE COUNCIL ELECTORAL SERVICES CUSTOMER SURVEY 2009

As part of the annual electoral canvass 1,000 customer survey forms were sent out at random to households within the District along with the Service's customer standards document.

231 replies were received (**23.10 %**) with the following results.

Customers were asked to mark their perception in a scale of 1 (poor) to 10 (excellent).

SECTION ONE – QUESTIONS ABOUT ELECTORAL REGISTRATION

1. The convenience of the methods available for registration.

82% marked **10, 9 or 8** and said that the convenience of methods available were very good or excellent

6% marked **6 or 7** and said that the convenience of methods available were average

1% marked **3 or 1** and said that the convenience of methods available were poor or very poor

11% of questionnaires received did not answer

2. The choice of methods available for registering details?

86% marked **10, 9 or 8** said that the choice of methods available were very good or excellent

7% marked **7** and said that the choice of methods available were average

4% marked **6** and said that the choice of methods available were poor

3% of questionnaires received did not answer

3. The conduct of the canvassers

59% marked **10, 9 or 8** and said that the conduct of canvassers were very good or excellent

10% marked 7 and said that the conduct of canvassers were good

5% marked 5 and said that the conduct of canvassers were average

3% marked 3, 2 or 1 and said that the conduct of canvassers were poor

23% of questionnaires received did not answer

4. The length of time and amount of notice received to register details?

81.5% marked 10, 9 or 8 and said that the length of time and amount of notice received to register details were excellent

2.6% marked 5 and said that the length of time and amount of notice received to register details were average

1.3% marked 4 to 1 and said that the length of time and amount of notice received to register details were poor

14.6% of questionnaires received did not answer

5. Are there any comments you wish to make about registering details?

4.7% wrote comments about registering details and they were:

- ***That part Is fine, but why isn't this online too, like Dudley councils?***
- ***Length of time allowed unusually low this year***
- ***Never saw a canvasser***
- ***All simple and straight forward***
- ***Canvassers both friendly and polite***
- ***We very seldom have canvassers calling***
- ***Haven't got time for them***
- ***Everything excellent***
- ***Efficient and convenient***
- ***Satisfied***
- ***Adequate***
- ***I don't think we should have to fill In electoral forms it should be our choice***
- ***Tried online but not working***
- ***Having had no reason to complain with the present arrangements over many years proves that they are satisfactory as far as I'm concerned***

- ***Yes, the moistened strip on the form does not stick and as we were not able to use staples or sellotape, I've had to return it in an envelope with a stamp.***

95.3% of questionnaires received did not comment

SECTION TWO – TELEPHONE ENQUIRIES

1. The help you received from the person answering the phone?

Of those who made calls:

0.86% of the customers marked 4 to 1 and rate that the person answering the phone was poor

1.7% of the customers marked 5, 6 or 7 and rated that the person answering the phone was average

17.6% of the customers marked 8 to 10 and rated that the person answering the phone was good to excellent

74.8% of questionnaires received did not answer

2. The manner in which your call was handled?

Of those who made calls:

0.86% of the customers marked 1 to 4 and rated the manner in which the call was taken was poor

5.56% of the customers marked 5 to 7 and rated the manner in which the call was taken was good

14.3% of the customers marked 10 or 9 and rated the manner in which the call was taken was very good or excellent

79.28% of questionnaires received did not answer

3. The quality of the information provided

0.86% of the customers marked 1 to 3 rated the quality of the information provided was poor

18.2% of the customers marked 10, 9 or 8 and rated the quality of the information provided as excellent or very good

80.94% of questionnaires received did not answer

SECTION THREE - WRITTEN ENQUIRIES

1. Do you feel the written information provided by Electoral Registration is?

About right? – 84%

Okay but a little confusing? – 6%

Very confusing? – 4%

6% of questionnaires received did not answer

SECTION FOUR - SERVICE IMPROVEMENTS

1. Which of the following methods do you prefer to use when registering your details?

Of those who answered the question.

Telephone – 47%

Internet – 16%

SMS text – 3%

34% of questionnaires received did not answer

2. If you use the internet would you welcome being able to make name changes online?

Of those who answered the question.

Yes – 36.5%

No – 25.5%

36.5% of questionnaires received did not answer

3. If you consider yourself to have a disability, how easy do you find it to access electoral services?

1.2% said that gaining access to the electoral services was poor

0.86% said that gaining access to the electoral services was average

1.7% said gaining access to the electoral services was good to excellent

96.24% of questionnaires received did not answer

SECTION FIVE - GENERAL

1. Are you aware of the customer service standards operated by Electoral Services?

38% of the candidates said yes they are aware of the customer service standards operated by Electoral Services.

60% of the candidates said no they are not aware of the customer service standards operated by Electoral Services.

2% of the candidates did not answer that they are aware of the customer service standards operated by Electoral Services.

1a. If yes, are there any comments you wish to make about the content and appearance of the service standards documents?

- *Personal information should be kept private and not available to all & sundry.*
- *It's fine and glad to see dated. Print a bit small for those with not good eye sight but I am ok.*
- *Unaware before receiving this form and accompanying "yellow" charter.*

2. Are you aware of the complaints and compliments procedure?

35% said "yes" they are aware of the complaints and compliments procedure

62% said "no" they are not aware of the complaints and compliments procedure

3% of questionnaires received did not answer

3. Have you ever needed to make a complaint?

1% Said "yes" they have had the need to make a complaint

96% Said "no" they have not had the need to make a complaint

3% of questionnaires received did not answer

3a. If yes, are there any comments you wish to make about the way in which your complaint was handled?

No comments

SECTION SIX – COMMUNITY LINKS

1. Do you consider that Electoral Services is fully supporting the councils corporate strategy in the service it provides by being a “well managed council” (aim 5)

**80% said “yes” Electoral Services is fully supporting the Council’s strategic aim
6.0% said “no”**

14% of questionnaires received did not answer

Phil Hardy, Electoral & Concessionary Services Manager

December 2009

