



## **ELECTORAL SERVICES** **CUSTOMER SURVEY RESULTS 2010**

- **TOTAL NUMBER OF SURVEYS DISTRIBUTED - 50**

(25 WHO VOTED, 25 WHO DID NOT, ALL SELECTED FROM THE PARLIAMENTARY ELECTION MARKED REGISTERS. 5 OF THE 25 WERE POSTAL VOTERS.)

- **TOTAL NUMBER OF SURVEYS RETURNED - 15 (30% OF 50)**

*Green* coloured surveys were sent to those who did not vote - \*1 was returned, although the person said YES they did vote – clearly did not as no mark next to name on marked register.

*Buff* coloured surveys were sent to those who did vote - 14 were returned

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### **Customers were asked to answer the following questions:**

#### **1) Did you vote in the General Election?**

Yes	-	15 selected (100%)	*see note above
No	-	0	

#### **2) If you did vote, was it -**

In person	-	14 selected (93.3%)
By post	-	1 (6.7%)
By proxy	-	0

#### **3) How did you rate the Poll Card?**

About right	-	13	(86.7%)
Okay but a little confusing	-	1	(7%)
Quite Confusing	-	0	

1 person (7%) did not answer this question as they voted by post.

- A comment was made regarding the gates at Cherry Trees School, Wombourne. The voter said that if the gates are closed this can put people off voting as they have to walk all the way round to the entrance of the polling station.

- Another voter said that location maps of the polling station could be confusing to someone who is new to the area.

#### 4) If you voted by post, how did you rate the postal vote pack?

Only the one person who did vote by post answered this question. They said it was '**about right**'.

#### 5) Customers who voted in person were asked to rate the following:

##### Friendliness of polling station staff:

1-3 (poor)	4-7 (average)	8-10 (excellent)
0	3 (21.4%)	11 (78.6%)

##### The suitability of the location of the Polling Station:

1-3	4-7	8-10
0	2 (14.3%)	12 (85.7%)

##### Accessibility to the Polling Station:

1-3	4-7	8-10
1 (7.1%)	2 (14.3%)	11 (78.6%)

##### The layout of the Polling Station:

1-3	4-7	8-10
0	3 (21.4%)	11 (78.6%)

##### The quality of information provided to voters:

1-3	4-7	8-10
1 (7.1%)	3 (21.4%)	10 (71.4%)

*\*Please note – only 14 of the 15 voters answered this section, as 1 voter voted by Post. So percentages are calculated from a response rate of 14 voters*

#### 6) Customers who contacted the Council's Elections Office during the election were asked to rate the friendliness and helpfulness of staff:

No voters answered this question.

#### **Other Comments**

- 'I received little or no information with regards to which candidates were standing for this election – I feel this was very disappointing'.
- 'No problems'.
- 'It should be compulsory (to have to vote) everyone over the age of 18 years - if not issue fines to those who do not vote'.
- 'It was poor that no candidates came around to ask us for their support or give us their policies etc face to face, there was no effort'.

#### **Electoral Services – July 2010**