



## **SOUTH STAFFORDSHIRE COUNCIL ELECTORAL SERVICES CUSTOMER SURVEY 2007**

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.

142 replies were received (14.2 %) with the following results:

### **SECTION ONE – QUESTIONS ABOUT ELECTORAL REGISTRATION**

The convenience of the methods available for registration.

Of the 138 responses:

<b>POOR 1-3</b>	<b>AVERAGE – GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(3) 2.1%	(15) 10.7 %	(120) 84.5 %

The choice of methods available for registering details.

Of the 131 responses:

<b>POOR 1-3</b>	<b>AVERAGE – GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(2) 1.4%	(15) 10.7 %	(114) 80.3%

The conduct of the canvasser.

Of the 100 responses:

<b>POOR 1-3</b>	<b>AVERAGE – GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(9) 6.3%	(27) 19 %	(64) 45.1 %

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

Of the 119 responses:

<b>POOR 1-3</b>	<b>AVERAGE – GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(5) 3.5%	(18) 12.7 %	(96) 67.6 %

#### Comments regarding registration of details:

- Have always used the postal system quite satisfactorily
- Online registration system first time this year, very speedy
- Never had problem to call about
- No direct contact with canvasser
- Telephone registration very good – clear and concise
- Very easy, especially by telephone
- Very helpful and efficient service
- Do not wish to exercise rights to vote please do not send any more electoral registration papers any more
- No complaints at all

## SECTION TWO – TELEPHONE ENQUIRIES

The help you received from the person answering the phone?

Of the 23 responses:

<b>POOR 1-3</b>	<b>AVERAGE – GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(2) 1.4%	(4) 2.8%	(17) 12%

The manner in which your call was handled?

Of the 23 responses:

<b>POOR 1-3</b>	<b>AVERAGE – GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(18) 12.7%	(5) 3.5%	(18) 12.7%

The quality of the information provided?

Of the 21 responses:

<b>POOR 1-3</b>	<b>AVERAGE - GOOD 4-7</b>	<b>EXCELLENT 8-10</b>
(1) 0.7%	(4) 2.8%	(16) 11.3%

## SECTION THREE - WRITTEN ENQUIRIES

Do you feel the written information provided by electoral registration is:

- 1 About right?
- 2 Okay but a little confusing?
- 3 Very confusing?

Of the 131 responses:

<b>ABOUT RIGHT</b>	<b>OK</b>	<b>VERY CONFUSING</b>
(125) 77.5%	(5) 3.5%	(1) 0.7%

Comments regarding written information:

- Find it confusing if a student lives at two addresses
- Daunting page of small print squeezed onto small piece of paper

## SECTION FOUR - SERVICE IMPROVEMENTS

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

Of the 134 responses:

<b>Telephone</b>	<b>Internet</b>	<b>Post</b>	<b>Personal Visit</b>
(38) 27.8%	(11) 7.7%	(83) 58.5%	(2) 1.4%

If you use the internet would you welcome being able to make name changes on-line?

Of the 72 responses:

YES	NO
(41) 28.9 %	(31) 21.8%

## SECTION FIVE - GENERAL

Are you aware of the customer service standards operated by electoral services?

Of the 127 responses:

YES	NO
(62) 43.7%	(65) 45.8%

### Comments regarding service standards documents:

- Clear, but I'm not sure people read it
- Print small

Are you aware of the compliments and complaints procedure?

Of the 127 responses:

YES	NO
(61) 42.9%	(66) 46.5%

Have you ever needed to make a complaint?

Of the 133 responses:

YES	NO
(2) 1.4%	(131) 92.2%

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

### Comments:

NONE

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