



SOUTH STAFFORDSHIRE COUNCIL

Questionnaire Analysis

Stakeholders in Elections

All Electoral agents/candidates who have participated in local and national elections from the parliamentary election to a small parish by-election in 12 months from the 1st May 2005 were sent a questionnaire for their comments.

41 questionnaires were sent out 15 completed questionnaires returned back, representing 37% response rate.

Staff

The staff section about conduct, efficiency, helpfulness and availability.

How do you rate?	Majority answer (rating)	Percentage (%)	Other rating and percentage (%)		
Conduct	10 (Excellent)	42%	7=6%	8=21%	9=31%
Efficiency	10 (Excellent)	38%	7=6%	8=33%	9= 23%
Helpfulness	10 (Excellent)	56%	6=6%	8=30%	9=18%
Availability	10 (Excellent)	35%	7=33%	8=10%	9=22%

These statistics show that the staff overall were rated as 'excellent'.

Specific comments Mentioned

"Staff acted as guides through the whole process."

"After 15 previous elections the Staff were by far the best."

"The staff went about it with the correct manner. A positive experience working with the south staffs team."

Information

We also asked how they rated the information we sent regarding the counts.

How did you rate?	Majority answer (rating)	Percentage(%)	other rating and percentage (%)		
The nomination pack	8 (Excellent)	44%	7=21%	9=14%	10=21%
Council correspondence	8 (Excellent)	53%	7=17%	9=19%	10=11%

Results rate information as 'excellent'.

Website

If you used the website.

How did you rate?	Majority answer	Percentage	other rating / percentage
Accessibility of the information	n/a	53%	4=21% 8=21% 10=7%
How useful was the information	n/a	50%	5=22% 8=7% 9= 21%

The majority of the people didn't use the website, but the minority that did were satisfied with the website and was averaged as 'ok' (rating 5).

Council accommodation

How did you rate?	Majority answer	Percentage	other rating/ percentage
Accessibility?	10 (Excellent)	29%	9=23% 8= 22% 7= 26%
Facilities provided?	10 (Excellent)	33%	6=20% 8=30% 9=17%

Poll Cards

- Did you find the poll card clear and easy to understand?
- Was it helpful that it also acts as a postal vote application form?
- Is it a good idea to include the Postal/Proxy vote deadlines?
- Do you think it would be helpful to include a map, Directing the public to the correct polling station?

Yes	No
93%	7%
87%	13%
93%	7%
73%	27%

Count(s) (only complete if the person attended)

	Majority	percentage	other ratings and percentage
How organised do you feel the count(s) was?	2	33%	1=27% 3=25% n/a= 15%
Were you well informed about the process?	2	33%	1=20% 3= 28% n/a=19%

Is there anything else we could do differently for future years?

"Very good no improvement necessary,"

"do the counts at the end of a working day where possible."

Philip Hardy, Head of Customer and Electoral Services
11th September 2006