

Stakeholders Elections Survey 2007 Analysis

SECTION ONE – Staff

On a scale from 1 (poor) - 10 (excellent) how would you rate?

	POOR	AVERAGE	EXCELLENT	TOTAL
1. Conduct	1		38	39
2. Efficiency	1	5	31	37
3. Helpfulness	1		36	37
4. Availability	1	3	33	37

Additional Comments

- Very good and informative.

Large majority of responses rated staff service levels as excellent.

SECTION TWO – Information

On a scale from 1 (poor) - 10 (excellent) how would you rate?

	POOR	AVERAGE	EXCELLENT	TOTAL
1. The Nomination Pack		5	33	38
2. Council Communications on elections	1	4	31	36
3. Quality of information provided	1	3	32	36
4. Annual Canvass Form	1	2	17	20

Additional Comments

- Gives me plenty to read.
- If possible it would help to have the explanation terms simpler.

High proportion rated information provided as excellent.

SECTION THREE – Website

If you used the Website: - On a scale from 1 (poor) - 10 (excellent) how would you rate?

	POOR	AVERAGE	EXCELLENT	TOTAL
1. Ease of finding electoral information.	1	8	16	25
2. Usefulness of information.	1	6	17	24

Improvement Suggestions

- Make the "Search" box more prominent.
- I would like a more prominent search box on the main page.
- Could be updated more frequently.

SECTION FOUR – Council Accommodation

On a scale from 1 (poor) - 10 (excellent) how would you rate?

	POOR	AVERAGE	EXCELLENT	TOTAL
1. Accessibility	1	7	29	37
2. Facilities provided	2	6	28	36

Additional Comments

- Assistance with form submission would be helpful.
- We are not told where the accommodation locations are.
- Might be better if meeting regarding nominations etc. were in a private area.
- Limited refreshments available.
- Accessibility and facilities provided by council accommodation were given a positive response.

SECTION FIVE – Poll Cards

	YES	NO	TOTAL
1. Did you find the poll cards clear and easy to understand?	34		34
2. Was it helpful that the absent vote deadlines were included?	32	1	33
3. Did you think it was helpful that a polling station map was included?	30	1	31

Additional Comments

- Most polling stations used are the same each year – only need a map for new ones.

SECTION SIX – Postal and Proxy Voting

**If you had or saw any postal vote packs or other absent vote material:
On a scale from 1 (poor) - 10 (excellent) how would you rate: -**

	POOR	AVERAGE	EXCELLENT	TOTAL
1. Pre-poll card info sent to postal voters	1	1	10	12
2. Postal vote pack	1	1	11	13
3. Postal vote application form		2	12	14
4. Proxy vote application form		1	10	11

A positive response was received in regard to postal and proxy voting methods.

SECTION SEVEN – The count (s)

If you attended the District and or Parish Count:

	POOR	AVERAGE	EXCELLENT	TOTAL
1. How well do you feel the count was organised?	1	11	18	30
2. Do you think you were kept informed about the process?	2	8	20	30

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

- Split district into two and do both counts on same day.
- Limit postal votes onto a need to qualify.
- No parish election involvement. The count procedure was long winded – can it be speeded up?
- Go back to the old system.
- Duration of Count - refreshments during Count.
- The Count took too long would suggest it takes place in 2 different places i.e. North + South of area.
- Took longer than normal on this occasion due to the re-counts.
- Would have liked a list of official candidates available prior to May 3rd - A board in Solutions would have been helpful.

The District / Parish Count received a varied response indicating that improvement may be required to amend this for future proceedings.

Is there anything else you think that Electoral Services could do to engage with the electorate to maximise registration and election turnout?

- Change polling day to Sunday / Have a road show to highlight importance.
- Consider other options: i) all postal voting ii) incentives to vote.
- If MP's were more in touch with the electorate and not so greedy, more people would vote.
- A reminder closer to the date.
- Inform the public about forthcoming elections in the "Review" and perhaps include photographs of present councillors.