

Customer satisfaction Surveys

- Types of Surveys
 - Questionnaire
 - Telephone
 - Postal
 - Interview
 - Email
 - Citizen Panels

Customer satisfaction Surveys

- When is the best time
- Content
 - General
 - Specific Service Area
 - Post Works

Customer satisfaction Surveys

- Who Carries out Survey
 - External
 - Internal
- Analysis
 - External (i.e. APSE)
 - Internal
- Credibility

Customer satisfaction Surveys

- Presentation
 - Easily Understood
 - Relevant
 - Size
 - Appearance
 - Ease of Completion

Customer satisfaction Surveys

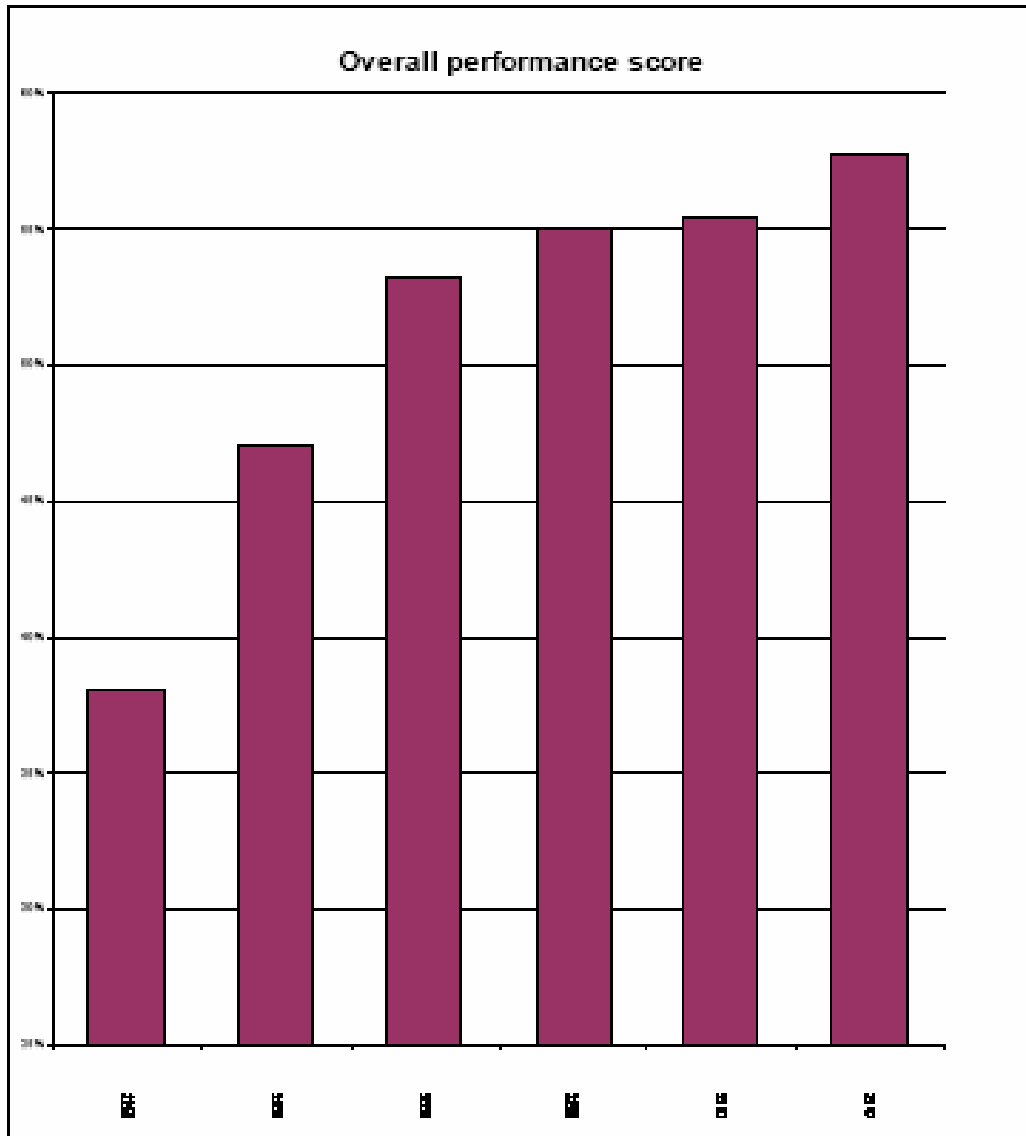
- Why use Customer Survey
 - Tick the Box
 - Internal Information
 - Targeted Performance Improvement
 - Engagement with our Customers
 - External Comparisons Benchmarking

APSE Roads and Lighting Working Group
Customer Satisfaction Surveys
February 2008

Authority	Undertaken By	Analysis	Services Areas	Type	Comment
Argyll & Bute	In House	APSE	Roads Maintenance Winter Maintenance Street Lighting Streetscene Services. All services	APSE Performance Networks Customer Satisfaction Questionnaires. Citizen Panel Questions.	Summer Students used Target Specific Issues .
Mid Lothian	In House with Consultants assistance	APSE	All Frontline service Areas including Roads and Street lighting.	Face to Face Interviews. General Postal Questionnaire. Council Tenants Questionnaire.	Extensive survey with a lot of detailed analysis.
Renfrew	In House	In House	Roads Resurfacing/Reconstruction	Post Works Questionnaire.	Delivered and collected from frontagers.
Moray	In House	In House	Roads Works Street Lighting	Post Works Questionnaires.	
City of Edinburgh	In House	In House	Construction Works Correspondence.	Post Works Questionnaires. Post Correspondence.	Views on how effectively complaints and correspondence was dealt with.
Dumfries and Galloway	In House	In House	All Frontline services	Postal Questionnaire.	Extensive Inclusive Survey.
West Dumbarton	In House	In House	Roads Services Street Lighting	Postal Questionnaire. Post Works	Looking at Dealing with enquiries. Replacement White Light programme.
Glasgow	Consultants Mori	Consultants Mori	Footway reconstruction. Street Lighting All Service Areas.	Post Works Questionnaire. Post Works Questionnaire. Citizen Panel	Very Detailed report .

Family group All family groups

PIN	Staff and Information	Services Provided	Service Standards	Overall performance score
2039	56.56%	52.67%	51.98%	53.22%
Average	53.12%	52.84%	49.44%	51.11%
Lowest	34.27%	35.69%	40.89%	38.11%
Highest	68.01%	63.60%	54.86%	57.74%



Source data

See attached explanatory note

Acceptable parameters: No Parameters

PI 22 Customer satisfaction surveys

Performance indicator methodology and scoring

Results for the customer satisfaction survey performance indicator reports are calculated in the following way. Questions are divided into three sections as follows:

Staff and information

- a. Friendliness/co-operation of staff
- b. Presentation of staff
- c. Ease of obtaining information/help
- d. Ease of reporting deficiencies/making complaints

Services provided

- e. Provision of flower beds/floral displays in public areas
- f. Provision of outdoor sports pitches/playing fields
- g. Provision of children's play areas
- h. Provision of public parks

Service standards

- i. High standard of maintenance of public grass areas
- j. High standard of litter clearance in horticultural areas
- k. High standard of maintenance of children's play areas
- l. High standard of maintenance of outdoor pitches/playing fields
- m. Feeling of personal safety in public parks
- n. Organised events in public parks
- o. Keeping public parks clear from dog fouling
- p. Ensuring that dogs are kept under control on leads in parks
- q. Provision of public toilets in parks.

The average score (between 0 and 5) for importance for each question is calculated and converted to a percentage to give an importance weighting for each question. The average score (between 0 and 5) for performance for each question is calculated and then multiplied by the importance weighting to give a weighted performance score, e.g.

Friendliness/co-operation of staff

Average importance score	= 4.4 (88%)
Average performance score	= 4.15
Weighted performance score	= 4.15 x 88%
	= 3.652

The weighted performance scores for all questions in each of the three sections are added together and divided by the number of questions in that section to produce an average weighted performance score for the whole section. This is then converted into a percentage for presentation in the performance indicator report.

Benchmarking

- Is there merit in Benchmarking Customer Satisfaction?
- How can this best be achieved?
- What happens next?

**EAST AYRSHIRE COUNCIL
ROADS AND TRANSPORTATION
CUSTOMER QUESTIONNAIRE**

The Roads And Transportation Division of East Ayrshire Council would like to know your opinion of the work recently carried out in your area . The information you provide will be used to help improve our service in the future .

Street & Town affected Connel Park, New Cumnock

Please complete the following questions by ticking the appropriate box on the basis that :-

- 1 is Poor
- 2 is Fair
- 3 is Satisfactory
- 4 is Good
- 5 is Excellent

	1	2	3	4	5
(i) Information given prior to work starting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Time taken to complete the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Helpfulness and politeness of workforce on site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Helpfulness and politeness of office staff if contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Condition of site (safety) on a daily basis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Condition of the site on completion of the works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vii) How satisfied are you with the overall results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggested improvements/comments.....
.....
.....
.....

Thank you for taking the time to complete this form

RT/OP/S/06F02

Please return the questionnaire in the prepaid envelope provided

**EAST AYRSHIRE COUNCIL
ROADS AND TRANSPORTATION
CUSTOMER QUESTIONNAIRE**

Which type of permit did you apply for ?

- Skip permit
- Road opening permit
- Road occupation / scaffold permit

Please complete the following questions by ticking the appropriate box on the basis that :

**1 is Poor
2 is Fair
3 is Satisfactory
4 is Good
5 is Excellent**

- | | 1 | 2 | 3 | 4 | 5 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| (i) Are the application form(s) easy to understand and user friendly ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (ii) Were staff helpful and polite when answering queries ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (iii) What is your overall rating of the service provided ? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Suggested improvements/comments.....
.....
.....
.....
.....
.....

- which office dealt with your application ?**
- | | |
|-------------------|--------------------------|
| Kilmarnock | <input type="checkbox"/> |
| Lugar | <input type="checkbox"/> |

Thank you for taking the time to complete this form



**Department of Development Services
Roads and Transportation**

The **Roads & Transportation Division** have a policy of continuous improvement of our services and would welcome your comments to help shape future policies. Other than recording your postcode you are not required to provide any personal details unless you enter the prize draw.

Please note that the survey is intended to cover public roads and footways within East Ayrshire but not including the A76 and A77 Trunk Roads, which are not maintained by the Council.

**Enter Rating 1,2,3,4,5 where 1 = Poor; 2 = Fair;
3 = Satisfactory; 4 = Good; 5 = Excellent**

or tick (3) the appropriate box if you do not wish to comment.

**Please return this questionnaire in the enclosed
prepaid envelope by Friday 10 October 2003.
Thank you for your participation.**

1 = Poor; 2 = Fair; 3 = Satisfactory; 4 = Good; 5 = Excellent

1. If you drive how would you rate the condition of public roads used regularly :

	1	2	3	4	5
(a) Town Centre Roads					
(b) Residential/Scheme Roads					
(c) Rural Main Roads					
(d) Rural Side Roads					
(e) No comment	<input type="checkbox"/>				

2. How would you rate the condition of existing pavements next to roads :

	1	2	3	4	5
(a) In Town Centres					
(b) In Residential Areas					
(c) No comment	<input type="checkbox"/>				

3. How satisfied are you with the quality of street lighting :

	1	2	3	4	5
(a) On Main Roads					
(b) In Town Centres					
(c) In Residential Areas					
(d) No comment	<input type="checkbox"/>				

4. How would you rate the time taken to carry out Street Lighting repairs :

	1	2	3	4	5
No comment	<input type="checkbox"/>				

Can you think of any locations where additional street lighting is required :

.....

5. How would you rate the prevention of ice formation by the application of salt or grit on :

- (a) Main Roads
- (b) Rural Side Roads
- (c) Residential/Scheme Roads
- (d) Town Centre/Village Centre Pavements
- (e) Other Pavements

	1	2	3	4	5
(a)					
(b)					
(c)					
(d)					
(e)					

(f) No comment

6. How would you rate snow clearing on :

- (a) Main Roads
- (b) Rural Side Roads
- (c) Residential/Scheme Roads
- (d) Town Centre/Village Centre Pavements
- (e) Other Pavements

	1	2	3	4	5
(a)					
(b)					
(c)					
(d)					
(e)					

(f) No comment

7. How satisfied are you with the provision of grit bins in your area :

Enter rating
or
No comment

	1	2	3	4	5

8. If you drive how would you rate the condition of existing roadside signs :

Enter rating
or
No comment

	1	2	3	4	5

9. If you drive how would you rate the condition of roadmarkings :

Enter rating
or
No comment

	1	2	3	4	5

**1 = Poor; 2 = Fair; 3 = Satisfactory; 4 = Good;
5 = Excellent**

10. To reduce delays at roadworks in sensitive areas (such as town centres or near schools) work is sometimes carried out on Sunday, which increases the cost. To enable the Council to provide a more economical service would you be willing to endure additional delays during weekdays ?:

yes	<input type="checkbox"/>
no	<input type="checkbox"/>
No comment	<input type="checkbox"/>

11. Do you feel that more money should be spent on maintaining roads and footpaths, bearing in mind that less would then be spent on other Council services :

yes	<input type="checkbox"/>
no	<input type="checkbox"/>
No comment	<input type="checkbox"/>

12. Are you aware of the RALF (Roads and Street Lighting Faults) freephone complaint system ? :

yes	<input type="checkbox"/>
no	<input type="checkbox"/>

13. If you used the RALF system how would you rate the following :

	1	2	3	4	5
(a) How efficiently was your enquiry/complaint dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Time taken to rectify the fault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) No comment	<input type="checkbox"/>				

14. If you, or a dependant, are disabled how would you rate the following :

	1	2	3	4	5
(a) Availability of disabled parking bays for general use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Access off/onto pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Access off/onto public transport buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) No comment	<input type="checkbox"/>				

Would you like to win a £50 voucher to be spent in a store of your choice? If so please include your name, address and daytime telephone number in the space below to be included in the prize draw.

Name
Address
.....
.....
Postcode
Telephone

The draw will take place on Monday 1st December and the winner should be willing to participate in publicity photographs if requested to do so. Vouchers will be subject to availability from the chosen retailer. No cash alternative will be offered.



Road Services

You contacted Road Services on _____ regarding _____.

To help us improve our service we would like to know what you think of the service provided by Road Services whilst we dealt with your enquiry. Could you please take a few minutes to complete this questionnaire and return using the envelope attached (**NO STAMP REQUIRED**).

1. Did you find Road Services easy to contact ?

Yes No

2. How did you find out where to contact Road Services?

Phone Book Yellow Pages Council Publication
 Council Website Library Council Switchboard
 Directory Enquires Awareness of Service

3. When you contacted us were our staff polite and courteous?

Yes No

4. Did staff tell you what we would do to resolve your enquiry?

Yes No

5. Did staff tell you how long it would take to resolve your enquiry?

Yes No

6. Did we meet those timescales to resolve your enquiry?

Yes No

7. Do you feel we treated you fairly and sensitively?

Yes No

8. Overall, how satisfied were you with the service you received from Road Services?

Very satisfied satisfied dissatisfied very dissatisfied

Any further comments



**West Dunbartonshire Council
Strategy Section
Housing, Regeneration and Environmental Services
FREEPOST SCO6367
DUMBARTON
G82 3BR**



ROAD RESURFACING/RECONSTRUCTION SERVICE SURVEY

Contract:

Job No. :

Start Date:

Completion Date:

Renfrewshire Council wish to monitor and improve the road resurfacing / reconstruction service provided and one way to do this is by asking you to assess the service after the road resurfacing / reconstruction has been completed. This will help us to continually review the quality of the road resurfacing / reconstruction service you receive.

THE DESIGN GROUP ARE THE CIVIL ENGINEERING CONSULTANCY ARM OF THE DEPARTMENT OF PLANNING AND TRANSPORT WHO DESIGN AND SUPERVISE CIVIL ENGINEERING WORKS.

BY COMPLETING THE FOLLOWING QUESTIONNAIRE YOU CAN HELP THE DESIGN GROUP TO IMPROVE THE ROAD RESURFACING / RECONSTRUCTION SERVICE TO ALL USERS.

AS A QUALITY ASSURED SERVICE PROVIDER - THE VIEWS OF OUR CUSTOMERS ARE IMPORTANT TO US.

Please complete this form, ready for collection between 14.00 and 16.00 hrs on Tues. 10 July 2007.

IMPORTANT PLEASE CIRCLE, USE DARK INK ONLY

Remarks/Comments (in block capitals, please)

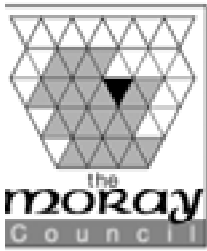
Were you informed of the works, before the contractor was on site?	By letter	In person	Not informed
Were you advised of the name of the Council's representative, responsible for supervising the works?	Yes	No	
Was advance signing erected prior to the start of the works?	Yes	No	
Were diversion signs adequate?	Yes	No	
Were the works carried out neatly and safely by the contractor?	Yes	No	
Was the contractor courteous and polite?	Yes	No	
Were the Design Group staff courteous and polite?	Yes	No	
Were the works completed within a reasonable time period?	Yes	No	
Was the site left tidy after the departure of the contractor?	Yes	No	
Were you satisfied with any assistance given by the Council's representative responsible for supervising the works?	Very satisfied	Fairly satisfied	Not satisfied
Were you satisfied with the works carried out?	Very satisfied	Fairly satisfied	Not satisfied
Overall, how satisfied were you with Renfrewshire Council's Road Resurfacing / Reconstruction Service?	Very satisfied	Fairly satisfied	Not satisfied

Remarks/Comments (in block capitals, please)

We invite you to make comments or suggestions on making improvements to our service. Your comments are valued and will be given the utmost attention and consideration.

Thank you for your co-operation.





THE MORAY COUNCIL
Environmental Services - Roads Maintenance
CUSTOMER SATISFACTION QUESTIONNAIRE
Craigellachie – Spey Road

Street Lighting Department

Date:

:

We have recently completed street lighting improvement works in your street/road. We would appreciate your opinion in respect of the questions below. Please tick the appropriate boxes, add any comments and return this form in the stamped, addressed envelope enclosed.

Do you agree that the works were necessary Yes No

How satisfied or dissatisfied are you with:-		Very Satisfied	Satisfied	Very Dissatisfied	Dissatisfied	N/A
Advance notification of the works						
The ease of obtaining information on this service						
The politeness of staff	Site Staff					
	Office Staff					
The helpfulness of staff	Site Staff					
	Office Staff					
Any queries resolved to your satisfaction						
Maintenance of access to your property						
The standard of the completed work						
The overall service						

Any comments:



THE MORAY COUNCIL
Environmental Services - Roads Maintenance
CUSTOMER SATISFACTION QUESTIONNAIRE
Elgin – Linksfield Place

Name:

Date:

Address:

We are about to undertake improvement works in your street/road. Once the works have been completed we would like your opinion in respect of the questions below. Please tick the appropriate boxes, add any comments and return this form in the SAE envelope enclosed.

Do you agree that the works were necessary Yes No

How satisfied or dissatisfied are you with:-		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
Advance notification of the works						
The ease of obtaining information on this service						
The politeness of staff	Site Staff					
	Office Staff					
The helpfulness of staff	Site Staff					
	Office Staff					
Any queries resolved to your satisfaction						
Maintenance of access to your property						
The standard of the completed work						
The overall service						

Any comments:

DUMFRIES AND GALLOWAY COUNCIL COMBINED SERVICES QUESTIONNAIRE 2007

Good morning/afternoon/evening CN Research are carrying out some research on behalf of Dumfries and Galloway Council. I wonder if you could take a few minutes to tell us how satisfied you are with the services provided by 'combined services', public toilets and communications from the Council? The interview should take up to 10 minutes, depending on how you answer.

Q1

Overall, how satisfied are you with....

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	DK/NA/Neve er used
Maintenance of parks and open spaces?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Standards of grasscutting in towns and villages?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Standards of roadside verge cutting?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Maintenance of council owned graveyards?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Replacement of broken or vandalised streetlights?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Street cleaning?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Cleanliness of public toilets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Condition and cleanliness of bus shelters?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Maintenance of footways?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Gritting of the footways in winter?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Maintenance of road signs?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Maintenance of roads?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Gritting & snow clearance of the roads in winter?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The provision of play areas for pre school children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The provision of play areas for school children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The provision of recreational areas for children aged 16 and over	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
IF IN KIRKCUDBRIGHT, GARLIESTON, ISLE OF WHITHORN, PORT WILLIAM & STRANRAER ASK: The maintenance of the harbours?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q2

Has the maintenance of these services improved or worsened over the last two years? (Read each option out)								
	Improved		Worsened		Stayed the same		DKNA	
Parks/open spaces	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Grasscutting/verge cutting	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Graveyards	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Streetlighting	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Streetcleaning	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Public toilets	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Bus shelters	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Footways	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Road signs	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Maintenance of roads	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
Gritting and snow clearance	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
The provision of play areas for pre school children	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
The provision of play areas for school children	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
The provision of recreational areas for children aged 16 and over	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4
IF IN KIRKCUDBRIGHT, GARLIESTON, ISLE OF WHITHORN, PORT WILLIAM & STRANRAER: Harbours	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4

Q3

Which THREE of the services mentioned needs improving the most? (Unprompted)	
Parks/open spaces	<input type="checkbox"/> 01
Grass/verge cutting	<input type="checkbox"/> 02
Graveyards	<input type="checkbox"/> 03
Streetlighting	<input type="checkbox"/> 04
Streetcleaning	<input type="checkbox"/> 05
Public Toilets	<input type="checkbox"/> 06
Bus shelters	<input type="checkbox"/> 07
Footways	<input type="checkbox"/> 08
Road signs	<input type="checkbox"/> 09
Roads	<input type="checkbox"/> 10
Gritting & snowclearance of roads/footways	<input type="checkbox"/> 11
Provision of play areas for pre school children	<input type="checkbox"/> 12
Provision of play areas for school children	<input type="checkbox"/> 13
Provision of recreational areas for children aged 16 and over	<input type="checkbox"/> 14
IF IN KIRKCUDBRIGHT, GARLIESTON, ISLE OF WHITHORN, PORT WILLIAM & STRANRAER: Harbours	<input type="checkbox"/> 15
(None of them)	<input type="checkbox"/> 16

Q4

What suggestions do you have for improving these services?

Q5

Overall, how satisfied are you with...						
	Very satisfied	Fairly satisfied	Dissatisfied	Very dissatisfied	DK/NA Never used	
Your household refuse collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
Your recyclable items collection service (paper, white goods etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
Number of recycling points available to take recyclable items to	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
The variety of materials you can take to the recycling points	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

Q6

Has the following services improved or worsened over the last two years? (Read each option out)						
	Improved	Worsened	Stayed the same	DK/NA		
Household refuse collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4		
Recyclable items collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4		
Recycling sites	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4		

Q7

From these services, which needs improving the most? (Unprompted)	
Household refuse collection	<input type="checkbox"/> 1
Recyclable items collection	<input type="checkbox"/> 2
Recycling sites	<input type="checkbox"/> 3
(None of them)	<input type="checkbox"/> 4

Q8

Do you think people should be restricted to one bin with a 240 litre capacity for their household waste, or charged for putting out additional sacks?	
Restricted to one bin with a 240 litre capacity	<input type="checkbox"/> 1
Charged for putting out additional sacks	<input type="checkbox"/> 2
Other comments made	<input type="checkbox"/> 3
<i>Other, please specify:</i>	
<input type="text"/>	

Q9

It is important that people are encouraged to minimise the amount of waste that is put out for collection. Do you think it is reasonable to charge for sacks for additional waste left out with the household waste collection?	
Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2

Q10

If yes, how much should the sacks cost? (DO NOT PROMPT)	
Less than 10p	<input type="checkbox"/> 01
Up to 20p	<input type="checkbox"/> 02
Up to 30p	<input type="checkbox"/> 03
Up to 40p	<input type="checkbox"/> 04
Up to 50p	<input type="checkbox"/> 05
Up to 60p	<input type="checkbox"/> 06
Up to 70p	<input type="checkbox"/> 07
Up to 80p	<input type="checkbox"/> 08
Up to 90p	<input type="checkbox"/> 09
Up to £1.00	<input type="checkbox"/> 10
More than £1.00	<input type="checkbox"/> 11
(Nothing)	<input type="checkbox"/> 12

Q11

How much do you think householders should be charged for collection of....						
	Nothing	Less than £5	Between £5-£10	Between £10-£15	More than £15	DK
Bulky waste items	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
White goods, such as fridges and freezers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Recyclable items	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q12

Have any of the following issues improved or worsened over the last two years?				
	Improved	Worsened	Stayed the same	DK/NA
Fly-tipping	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Potholes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Litter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Noise	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Graffiti	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Vandalism	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Dog fouling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Weed control	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q13

What matters most to you in the provision of council services (please rank the order of importance, from 1 being most important to 5 being least important)					
	Most important	2nd most important	3rd most important	4th most important	Least important
Quality of service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Council provides services directly using its own employees	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Services minimise harmful environmental impacts	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Equal provision of services across the area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q14

Do you have any other comments about the services provided by Combined Services?

NEXT I HAVE A FEW QUESTIONS ON PUBLIC TOILETS...

Q15

How often do you use public toilets?

Never 1

Now and then 2

All the time 3

Q16 Can you put the following locations in order of priority for having a public toilet, with 1 being most important and 5 being the least important...

	1 - Most important location	2	3	4	5 - Least important location
Major Towns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Villages	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Tourist sites	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Public transport routes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Near sports grounds	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q17 Do you think there is an adequate amount of public toilets?

Yes 1 Don't know 3
 No 2

Q18 What would be a reasonable charge to use a well maintained public toilet?

Free 1 50p 4
 10p 2 £1 5
 20p 3 Other 6

Other, please specify:

COMMUNICATIONS

Q19 How do you find out information about the Council? (Code all that apply)

Radio 1
 Newspapers 2
 Leaflets 3
 Council Offices 4
 Website 5
 Council newsletter 6
 Other 7

If other, please specify:

Q20 How easy is the information to understand?

Very easy 1
 Easy 2
 Average 3
 Quite difficult 4
 Very difficult 5

Q21 If difficult, how could it be improved?

Q22 Do you feel you are given enough information about Council services in your area?

Enough (Go to Q24) 1

Not enough (Go to Q23) 2

Too much (Go to Q24) 3

Q23 If not enough, what would you like more information on?

.....

Q24 How would you prefer to be consulted in future?

A public meeting 1

A self-completion paper questionnaire 2

On online questionnaire 3

A telephone questionnaire like this 4

An interviewer asking questions in the street 5

Other 6

If other, please specify.

.....

Q25 How satisfied are you with the council's response to enquiries and/or complaints?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	DK/NA
Response to enquiries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Response to complaints	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q26 If dissatisfied, is there anything the Council could do to improve their response to enquiries/complaints? [INTERVIEWER TRY AND GET APPROPRIATE DEPT THAT WAS CONTACTED]

.....

AND FINALLY A FEW QUESTIONS ABOUT YOU (FOR ANALYSIS PURPOSES ONLY)

Q27 Which of the following age groups are you in?

18-24 1

25-34 2

35-44 3

45-54 4

55-64 5

65+ 6

Q28 Please can you state your full postcode?

.....

Q29

Interviewer: What area does the respondent live in?:

Annandale & Eskdale	<input type="checkbox"/>	1
Nithsdale	<input type="checkbox"/>	2
Stewartry	<input type="checkbox"/>	3
Wigtownshire	<input type="checkbox"/>	4

Q30

Interviewer, is the respondent male or female?

Male	<input type="checkbox"/>	1	Female	<input type="checkbox"/>	2
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THANK YOU FOR TAKING THE TIME TO DO THIS INTERVIEW. IF YOU WOULD LIKE A TELEPHONE NUMBER TO VALIDATE CN RESEARCH AS A LEGITIMATE MARKET RESEARCH AGENCY, PLEASE CALL THE MARKET RESEARCH SOCIETY ON 0500 39 69 99 AND GIVE OUR COMPANY NAME.