



## Charnwood Borough Council

### Customer Service Centre Customer Satisfaction Survey (Winter-Spring 2007)

#### Final Report

There were a total of **103** valid questionnaires completed by telephone.

No replies are included in the percentages given. These refer to where no response has been given to a question or where multiple answers have been given to single choice questions. Where this happens it is recorded as no response as the preferred choice cannot be identified.

These results should be used as a “snap shot” of how customers feel. It should not be viewed as being an accurate representation of how all customers feel because the response rate is not high enough to allow us to be statistically confident that similar results would be found if all service users were questioned.

#### Interpreting the Results

1. When looking at the data the numbers in each column (next to the different response options) they should add up to the highlighted total at the top.
2. The percentage's displayed under the numbers refers to the percentage of the highlighted total number.
- 3.. Where a – is displayed, there was no response.

#### The Results

**Q1 – Q3** asks for the personal details of respondents.

#### **Q4** Type of Enquiry

No reply	3	2.9%
Housing	19	18.4%
Planning	9	8.7%
Benefits	50	48.5%
Council Tax	22	21.4%
Other		

#### **Q4a**

Free-text Response Required - No Responses Given

**Q5**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
2 - 3 times a week	5 4.9%	-	-	-	5 10.0%	-	-
Once a week	6 5.8%	-	1 5.3%	-	3 6.0%	2 9.1%	-
2 -3 times a month	13 12.6%	1 33.3%	2 10.5%	1 11.1%	8 16.0%	1 4.5%	-
Once a Month	17 16.5%	-	5 26.3%	1 11.1%	7 14.0%	4 18.2%	-
Once or twice a year	23 22.3%	-	4 21.1%	2 22.2%	11 22.0%	6 27.3%	-
Rarely	31 30.1%	1 33.3%	6 31.6%	3 33.3%	14 28.0%	7 31.8%	-
This is the first time	8 7.8%	1 33.3%	1 5.3%	2 22.2%	2 4.0%	2 9.1%	-

**Q6a Layout and accessibility of the Service Centre.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Very Satisfied	48 46.6%	2 66.7%	9 47.4%	5 55.6%	22 44.0%	10 45.5%	-
Satisfied	54 52.4%	1 33.3%	9 47.4%	4 44.4%	28 56.0%	12 54.5%	-
Fairly Dissatisfied	1 1.0%	-	1 5.3%	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-
Don't Know / Not Applic	-	-	-	-	-	-	-

**Q6b Friendly and welcoming atmosphere.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Very Satisfied	46	3	6	5	22	10	-
	44.7%	100.0%	31.6%	55.6%	44.0%	45.5%	-
Satisfied	49	-	13	4	22	10	-
	47.6%	-	68.4%	44.4%	44.0%	45.5%	-
Fairly Dissatisfied	5	-	-	-	3	2	-
	4.9%	-	-	-	6.0%	9.1%	-
Very Dissatisfied	2	-	-	-	2	-	-
	1.9%	-	-	-	4.0%	-	-
Don't Know / Not Applicable	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

**Q6c Courtesy and helpfulness of staff.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	1	-	-	-	-	1	-
	1.0%	-	-	-	-	4.5%	-
Very Satisfied	58	3	10	4	29	12	-
	38	-	8	5	16	9	-
	36.9%	-	42.1%	55.6%	32.0%	40.9%	-
Fairly Dissatisfied	6	-	1	-	5	-	-
	5.8%	-	5.3%	-	10.0%	-	-
Very Dissatisfied	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't Know / Not Applicable	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

**Q6d Staff knowledge of enquiry area discussed.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>2</b>	-
No reply	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Very Satisfied	54	2	8	3	31	10	-
	52.4%	66.7%	42.1%	33.3%	62.0%	45.5%	-
Satisfied	43	1	11	6	15	10	-
	41.7%	33.3%	57.9%	66.7%	30.0%	45.5%	-
Fairly Dissatisfied	4	-	-	-	3	1	-
	3.9%	-	-	-	6.0%	4.5%	-
Very Dissatisfied	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't Know / Not Applicable	1	-	-	-	-	1	-
	1.0%	-	-	-	-	4.5%	-

**Q6e Ability of staff to assist with or resolve enquiry.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Very Satisfied	53	1	7	4	30	11	-
	51.5%	33.3%	36.8%	44.4%	60.0%	50.0%	-
Satisfied	44	2	12	5	16	9	-
	42.7%	66.7%	63.2%	55.6%	32.0%	40.9%	-
Fairly Dissatisfied	5	-	-	-	3	2	-
	4.9%	-	-	-	6.0%	9.1%	-
Very Dissatisfied	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Don't Know / Not Applicable	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

**Q6f Time allowed for enquiry / discussion.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Very Satisfied	54 52.4%	2 66.7%	9 47.4%	7 77.8%	26 52.0%	10 45.5%	-
Satisfied	49 47.6%	1 33.3%	10 52.6%	2 22.2%	24 48.0%	12 54.5%	-
Fairly Dissatisfied	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-
Don't Know / Not Applicable	-	-	-	-	-	-	-

**Q6g Quality of service received from staff.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Very Satisfied	52 50.5%	3 100.0%	7 36.8%	6 66.7%	27 54.0%	9 40.9%	-
Satisfied	49 47.6%	-	12 63.2%	3 33.3%	21 42.0%	13 59.1%	-
Fairly Dissatisfied	2 1.9%	-	-	-	2 4.0%	-	-
Very Dissatisfied	-	-	-	-	-	-	-
Don't Know / Not Applicable	-	-	-	-	-	-	-

**Q6h Privacy for discussions.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	2	-	-	-	2	-	-
	1.9%	-	-	-	4.0%	-	-
Very Satisfied	38	2	6	3	19	8	-
	36.9%	66.7%	31.6%	33.3%	38.0%	36.4%	-
Satisfied	44	1	11	3	18	11	-
	42.7%	33.3%	57.9%	33.3%	36.0%	50.0%	-
Fairly Dissatisfied	15	-	2	1	9	3	-
	14.6%	-	10.5%	11.1%	18.0%	13.6%	-
Very Dissatisfied	2	-	-	-	2	-	-
	1.9%	-	-	-	4.0%	-	-
Don't Know / Not Applicable	2	-	-	2	-	-	-
	1.9%	-	-	22.2%	-	-	-

**Q6i Ease of finding any leaflets or information required.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Very Satisfied	20	1	3	2	12	2	-
	19.4%	33.3%	15.8%	22.2%	24.0%	9.1%	-
Satisfied	40	1	8	4	16	1	-
	38.8%	33.3%	42.1%	44.4%	32.0%	50.0%	-
Fairly Dissatisfied	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Very Dissatisfied	1	-	1	-	-	-	-
	1.0%	-	5.3%	-	-	-	-
Don't Know / Not Applicable	41	1	7	3	21	9	-
	39.8%	33.3%	36.8%	33.3%	42.0%	40.9%	-

**Q6j Overall quality of Customer Service Centre experience.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	2	-	-	-	2	-	-
	1.9%	-	-	-	4.0%	-	-
Very Satisfied	50	3	10	4	23	10	-
	48.5%	100.0%	52.6%	44.4%	46.0%	45.5%	-
Satisfied	48	-	9	5	22	12	-
	46.6%	-	47.4%	55.6%	44.0%	54.5%	-
Fairly Dissatisfied	2	-	-	-	2	-	-
	1.9%	-	-	-	4.0%	-	-
Very Dissatisfied	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Don't Know / Not Applicable	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

**Q7 How satisfied are you with the current opening hours.**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Very Satisfied	31	1	6	2	17	5	-
	30.1%	33.3%	31.6%	22.2%	34.0%	22.7%	-
Fairly Satisfied	62	2	11	6	27	16	-
	60.2%	66.7%	57.9%	66.7%	54.0%	72.7%	-
Fairly Dissatisfied	6	-	-	-	6	-	-
	5.8%	-	-	-	12.0%	-	-
Very Dissatisfied	1	-	-	-	-	1	-
	1.0%	-	-	-	-	4.5%	-
Don't Know / Not Applicable	3	-	2	1	-	-	-
	2.9%	-	10.5%	11.1%	-	-	-

**Q8 If we opened on Saturday mornings approximately how often would you visit us on a Saturday?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Weekly	8 7.8%	1 33.3%	1 5.3%	-	4 8.0%	2 9.1%	-
Monthly	17 16.5%	-	3 15.8%	1 11.1%	9 18.0%	4 18.2%	-
Quarterly	12 11.7%	1 33.3%	1 5.3%	1 11.1%	7 14.0%	2 9.1%	-
Rarely	33 32.0%	-	4 21.1%	2 22.2%	17 34.0%	10 45.5%	-
Never	33 32.0%	1 33.3%	10 52.6%	5 55.6%	13 26.0%	4 18.2%	-

**Q9 If we stayed open late one evening in the week how often would you visit us at that time?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Weekly	5 4.9%	-	1 5.3%	-	3 6.0%	1 4.5%	-
Monthly	17 16.5%	1 33.3%	4 21.1%	-	8 16.0%	4 18.2%	-
Quarterly	5 4.9%	1 33.3%	-	-	2 4.0%	2 9.1%	-
Rarely	39 37.9%	-	5 26.3%	2 22.2%	22 44.0%	10 45.5%	-
Never	37 35.9%	1 33.3%	9 47.4%	7 77.8%	15 30.0%	5 22.7%	-

**Q10 Which day of the week would you most prefer us to open in the evening?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>66</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>35</b>	<b>17</b>	-
No reply	12 18.2%	-	1 10.0%	-	9 25.7%	2 11.8%	-
Monday	15 22.7%	-	3 30.0%	-	8 22.9%	4 23.5%	-
Tuesday	8 12.1%	1 50.0%	1 10.0%	1 50.0%	2 5.7%	3 17.6%	-
Wednesday	10 15.2%	-	3 30.0%	-	6 17.1%	1 5.9%	-
Thursday	7 10.6%	-	-	1 50.0%	2 5.7%	4 23.5%	-
Friday	14 21.2%	1 50.0%	2 20.0%	-	8 22.9%	3 17.6%	-

**Q11 Would you be more likely to visit us on a Saturday Morning or a weekday evening?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>66</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>35</b>	<b>17</b>	-
No reply	1 1.5%	-	1 10.0%	-	-	-	-
Saturday	31 47.0%	2 100.0%	5 50.0%	1 50.0%	15 42.9%	8 47.1%	-
Weekday Evening	27 40.9%	-	4 40.0%	1 50.0%	16 45.7%	6 35.3%	-
Neither	7 10.6%	-	-	-	4 11.4%	3 17.6%	-

**Q12 How satisfied were you with the time spent waiting to see an advisor?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Very Satisfied	35 34.0%	2 66.7%	10 52.6%	6 66.7%	16 32.0%	1 4.5%	-
Fairly Satisfied	53 51.5%	1 33.3%	8 42.1%	2 22.2%	24 48.0%	18 81.8%	-
Fairly Dissatisfied	10 9.7%	-	1 5.3%	1 11.1%	7 14.0%	1 4.5%	-
Very Dissatisfied	4 3.9%	-	-	-	3 6.0%	1 4.5%	-
Don't Know / Not Applicable	1 1.0%	-	-	-	-	1 4.5%	-

**Q13 How long did you have to wait to be seen?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
0 - 10 mins	62 60.2%	2 66.7%	11 57.9%	8 88.9%	24 48.0%	17 77.3%	-
11 - 20 mins	23 22.3%	1 33.3%	4 21.1%	-	15 30.0%	3 13.6%	-
21 - 30 mins	9 8.7%	-	4 21.1%	1 11.1%	4 8.0%	-	-
30 mins +	9 8.7%	-	-	-	7 14.0%	2 9.1%	-

**Q14 How long would you consider a reasonable waiting time to be?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
0 - 10 mins	51 49.5%	3 100.0%	3 15.8%	6 66.7%	23 46.0%	16 72.7%	-
11 - 20 mins	43 41.7%	-	13 68.4%	3 33.3%	22 44.0%	5 22.7%	-
21 - 30 mins	6 5.8%	-	3 15.8%	-	2 4.0%	1 4.5%	-
30 mins +	3 2.9%	-	-	-	3 6.0%	-	-

**Q15 Have you ever used Charnwood Borough Council's website to find out information?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Yes	26 25.2%	-	4 21.1%	4 44.4%	13 26.0%	5 22.7%	-
No	77 74.8%	3 100.0%	15 78.9%	5 55.6%	37 74.0%	17 77.3%	-

**Q16 Are you aware of the public internet access points in the Customer Service Centre?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	-	-	-	-	-	-	-
Yes	25 24.3%	1 33.3%	4 21.1%	3 33.3%	9 18.0%	8 36.4%	-
No	78 75.7%	2 66.7%	15 78.9%	6 66.7%	41 82.0%	14 63.6%	-

**Q17 If yes, have you ever used them?**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	<b>-</b>
No reply	18 17.5%	-	4 21.1%	2 22.2%	11 22.0%	1 4.5%	-
Yes	4 3.9%	-	2 10.5%	-	2 4.0%	-	-
No	81 78.6%	3 100.0%	13 68.4%	7 77.8%	37 74.0%	21 95.5%	-

**Q18 Overall, what was the most memorable part of your visit here?**

- "how clean the building was"
- "Staff helpful"
- "Very pleased with the whole service and that enquiry was dealt with efficiently"
- "Came out of the centre feeling satisfied with the service"
- "Every one so freindly and helpful"
- "politeness and respect of staff"
- "Whole experience good nothing to complain about."
- "Waiting time to long and annoyed her. 20 mins"
- "Very Plesent Visit overall"
- "long waiting times"
- "good customer services"
- "Welcoming area and staff"
- "Layout-easy to find. beautiful!"
- "Well organised"
- "friendly staff"
- "Friendly Staff"
- "Friendly staff"
- "Organised"
- "Good customer service"
- "customer service"
- "Satisfised with the general ambinece of the place"
- "Quickness of being seen"
- "Customer service"
- "New layout"
- "Lady at housing really helpful"
- "Staff were extremely helpful"
- "Organised, pleasant atmosphere"
- "Staff in need of training"
- "The waiting time was to long but the service was good."
- "Exellent customer service"
- "Efficiency"
- "Customer service. The advisors very good."
- "pleasant staff"
- "Customer service"
- "Improvement of appearance"
- "Sitting and waiting to see someone"
- "well organised, helpful staff"
- "customer service"
- "everything was great"
- "Staff, very friendly"
- "short wait"
- "Everybody very helpful"
- "friendly staff"
- "Recpetionists were excellent, but wasn't happy with the treatment received by advisors"
- "privacy rooms"
- "Not having to wait long"
- "lady that helped me."
- "Advisor was very helpful, and very friendly and caring"
- "Clean and tidy"
- "Complete lack of courtesy and lack of understanding of the officer she was visiting"
- "Staff very friendly. Planning issues are very good. A lot better than before."
- "seen really quickly"
- "everyone was friendly and helpful"
- "speed it was all done."

- "staff and how well they treated me"
- "not having to wait."
- "Very Helpful"
- "Her query was for her homeless son, and she is getting rather frustrated with the fact that they need to provide previous address details for her son, when he didn't have any to provide."
- "pleasant staff"
- "organised well"
- "Quick it was to be seen."
- "approachable staff, efficient."
- "sorted the job out and no more follow up."
- "Evey one was very helpful and nice and pleasent"
- "Helpfulness of the staff as he is dealing with other peoples issues as a carre worker, staff very supportive."
- "helpful staff"
- "FRIENDLY STAFF"
- "LOVED THE STAFF AND ENJOYED TALKING TO THE STAFF HERE. VERY HELPFUL."
- "good response- fast service."
- "excellent service"

### **Q19 Do you have any suggestions for improvements?**

- "when you hand things in for other people/departments and they dont get them there needs to be better way to get information to the correct department & reception staff need to ensure that the information is handed to the right people"
- "Giving younger people with children houses instead of flats."
- "More welcoming at front desk, less advisors, and something to occupy children"
- "Cash payments staff slow and their commuters are rubbish"
- "Customer felt that the centre could be more child friendly"
- "NO, its better than it used to be."
- "More staff to reduce the waiting times down to 10 mins."
- "more staff to reduce waiting times"
- "more privacy refreshments?"
- "parking? awareness of private meetings"
- "Coffee machine"
- "Reduce waiting time"
- "More enclosed space around the desks for talking to the advisor to increase security/ privacy."
- "Shorter waiting times"
- "Water Cooler."
- "More private areas for dicussions."
- "more parking spaces!"
- "Reduce waiting time"
- "more staff to trained to deal with all enquiries. A cross section of training."
- "water cooler, coffee machine"
- "have some sort of priority order when waiting to see an advisor and have closed rooms for discussions rather than just partitions, as the customer could hear everything from the dicussion next to him"
- "not clear to find the ticket. Need a sign. Not sure where to go first."
- "Switch transcation over the phone. council tax etc."
- "More private."
- "more privacy"
- "receptionists knowledge could be improved"
- "More entertaining on the TV screen."
- "waiting time could be cut."
- "1) Something to entertain during longer waiting times, Music, TV etc. 2) a display that lists waiting times. 3)Improve the toilets - not at a good stadard."
- "More private areas for disscussing money issues. felt that CSC is to open plan."
- "NO ABSOLUTELY SATISFIED"

- "Think it is expensive to take away the rubbish. £12 for 3 items is too much."
- "REFRESHMENTS..PLATES OF BISCUITS, COFFE MACHINE."
- "no parking"

## **Q20 Any Other Comments**

- "Some of the phrasing of the questions in this survey are quite difficult to answer, ie frequency of visits, Mr Vickerstaff feels that this question obviously depends on the need to visit."
- "customer felt very happy with overall service of the centre thought it set a good example of the council."
- "remarked that the centre had changed for the better since her last visit. Found the whole process an improvement."
- "More privacy. Water cooler and coffee machine would be a good idea."
- "Customer would like to note that she had to call the call centre out of hours, and found them to be very unhelpful and dealt with the query in the wrong way."
- "Wants to voice how unhelpful and unhappy she was with the officer she visited, but wants to underline"
- "Sections of departments should keep in contact with each other."
- "Praised the helpfulness and standard of the staff in the CSC."
- "It would be great if the opening hours were out of working hours."
- "For people who are working during the week it would be great to open on a saturday morning."
- "REALLY HAPPY WITH CHARNWOODBOROUGH COUNCIL"
- "She uses the phone to call the customer service centre as she has to supervise her husband 24 hours. She would visit us more if she could. Was very happy with service she received when she did last visit."
- "AUTOMATED COUNCIL TAX SERVIC IS GREAT. dOES NOT VISIT OFTEN. DEALS WITH ENQUIRIES OVER THE PHONE."
- "THINK IT WOULD BE GOOD FOR WORKING CLASS PEOPLE TO OPEN IN AN EVENING OR SATURDAY MORNING."

**Q21 Gender**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	1 1.0%	-	-	-	1 2.0%	-	-
Male	48 46.6%	2 66.7%	7 36.8%	7 77.8%	22 44.0%	10 45.5%	-
Female	54 52.4%	1 33.3%	12 63.2%	2 22.2%	27 54.0%	12 54.5%	-

**Q22 Age**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	1 1.0%	-	-	-	1 2.0%	-	-
17 and under	2 1.9%	-	-	-	-	2 9.1%	-
18 to 24 years	16 15.5%	-	3 15.8%	1 11.1%	9 18.0%	3 13.6%	-
25 to 29 years	10 9.7%	1 33.3%	1 5.3%	-	2 4.0%	6 27.3%	-
30 to 44 years	30 29.1%	-	5 26.3%	3 33.3%	18 36.0%	4 18.2%	-
45 to 59 years	22 21.4%	1 33.3%	3 15.8%	3 33.3%	12 24.0%	3 13.6%	-
60 to 64 years	7 6.8%	-	2 10.5%	1 11.1%	4 8.0%	-	-
65 years and over	15 14.6%	1 33.3%	5 26.3%	1 11.1%	4 8.0%	4 18.2%	-

**Q23 Disability**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>2</b>	-
No reply	6	-	-	1	3	2	-
	5.8%	-	-	11.1%	6.0%	9.1%	-
Yes	16	2	3	1	8	2	-
	15.5%	66.7%	15.8%	11.1%	16.0%	9.1%	-
No	81	1	16	7	39	18	-
	78.6%	33.3%	84.2%	77.8%	78.0%	81.8%	-

**Q24 Type of Disability / Illness**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>22</b>	-
No reply	91	1	17	9	44	20	-
	88.3%	33.3%	89.5%	100.0%	88.0%	90.9%	-
Physical impairment	9	2	2	-	4	1	-
	8.7%	66.7%	10.5%	-	8.0%	4.5%	-
Sensory impairment	-	-	-	-	-	-	-
Mental health conditions	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Learning disability (a)	-	-	-	-	-	-	-
Cognitive impairment)	1	-	-	-	1	-	-
	1.0%	-	-	-	2.0%	-	-
Long-standing illness or health condition-	-	-	-	-	-	-	-
Other	-	-	-	-	1	-	-
	1.0%	-	-	-	-	4.5%	-

**Q24a**

- "walks with a stick"
- "panick attacks, depression."

**Q25 Ethnicity**

	All Respondents	No reply	Housing	Planning	Benefits	Council Tax	Other	
	<b>103</b>	<b>3</b>	<b>19</b>	<b>9</b>	<b>50</b>	<b>2</b>		-
No reply	2	-	1	-	1	-		-
	1.9%	-	5.3%	-	2.0%	-		-
White British	87	3	15	8	46	15		-
	84.5%	100.0%	78.9%	88.9%	92.0%	68.2%		-
White Irish	-	-	-	-	-	-		-
Any other White Background	-	-	-	-	-	-		-
Mixed White & Black Caribbean	-	-	-	-	-	-		-
Mixed White & Black African	-	-	-	-	-	-		-
Mixed White & Asian	-	-	-	-	-	-		-
Any other Mixed Background	1	-	-	-	-	1		-
	1.0%	-	-	-	-	4.5%		-
Chinese	1	-	-	-	-	1		-
	1.0%	-	-	-	-	4.5%		-
Black or Black British Caribbean	2	-	-	-	2	-		-
	1.9%	-	-	-	4.0%	-		-
Black or Black British African	1	-	1	-	-	-		-
	1.0%	-	5.3%	-	-	-		-
Other Black or Black British	-	-	-	-	-	-		-
Asian Indian	4	-	-	1	-	3		-
	3.9%	-	11.1%	-	13.6%	-		-
Asian Pakistani	1	-	-	-	-	1		-
	1.0%	-	-	-	-	4.5%		-
Asian Bangladeshi	2	-	-	-	1	1		-
	1.9%	-	-	-	2.0%	4.5%		-
Any other Asian background	1	-	1	-	-	-		-
	1.0%	-	5.3%	-	-	-		-
Other (ü and write in below)	1	-	1	-	-	-		-
	1.0%	-	5.3%	-	-	-		-

**Q25A – LITERAL**

"EU Customer Polish/Eastern Block"; "White English"; "Asaian Arabic"; "WHITE POLAND"