

Customer contact satisfaction survey summary for June 2008 to March 2009

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Table of contents

Introduction	3
Survey Methodology:.....	3
Contact selection and classification	3
Survey distribution and response:.....	4
Sample selection and response.....	4
Where calls were resolved.....	4
Monthly breakdown of responses by service area	4
Results	5
Has the issue been dealt with?	5
Did you get the outcome you wanted?.....	6
Finding out how to contact Herefordshire Council.....	7
The hours we are open for your call or visit	8
How quickly we answered your call or spoke to you	9
How easy it was to find the right person to deal with.....	10
The politeness and courtesy shown by our staff	11
The helpfulness of our staff	12
Whether you felt you were listened to and understood.....	13
How clearly we said what we would do and when we would do it	14
Whether we did what we said we would do.....	15
The number of times you had to make contact to get the issue or request resolved.....	16
How quickly the issue or request was resolved.....	17
Whether what we did was effective.....	18
Overall Satisfaction.....	19
Respondents' satisfaction cross referenced with whether they had the outcome they wanted.....	21
Appendix-Questionnaire	21

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or send an e-mail to: researchteam@herefordshire.gov.uk

Introduction

This report presents a summary of the results over the 10 month period from June 2008 to March 2009 of a survey of callers or visitors to INFO with a question or issue relating to the Environment and Culture and Regeneration directorates. The results are shown for the services EHTS, Highways, Transportation and Planning.

Survey Methodology:

A list of contact details are extracted from the SAP call-handling system every month. A similar list is extracted from the Highways Inspections system. The lists are combined and filtered to select only:

- those contacts which were resolved during the month
- those for which the contact details were valid and complete
- those for specific departments (see contact selection and classification below)

At the end of the month, questionnaires are posted to customers selected at random, in proportion to the number of calls/visits received for each of the relevant departments for whom we had valid contact details. A report is produced every month.

Contact selection and classification

The following shows how the contacts were selected and classified:

For environment and culture directorate

“**EHTS**” extracted from SAP call handling system with department code EHTS.

“**Highways**” from highways inspections system and also from SAP system with department code Highways and Transportation excluding those with service delivery code H&T bus passes or H&T transportation.

“**Culture**” from SAP call handling system with department code Cultural services.

For regeneration directorate

“**Planning**” extracted from SAP call handling system with department code Planning.

“**Transportation**” from SAP system with department code Highways and Transportation and service delivery code H&T bus passes or H&T transportation.

Survey distribution and response:

The caller satisfaction survey was started in March 2008 and was revised in June 2008 to reflect the restructuring of the Council directorates.

This report shows the variation of results over the 10 month period from June 2008 to March 2009 for the four service areas, EHTS, Highways, Transportation and Planning.

During this period 1029 of the 3000 questionnaires posted were returned, giving a response rate of 34%. See the tables below for more detail.

Sample selection and response

Department	Valid contacts	Q's posted	Number returned	Resp. rate
EHTS	16686	1435	426	30%
Highways	4710	410	207	50%
Cultural Services	475	33	6	18%
Planning	6419	520	133	26%
Transportation	7404	602	257	43%
Total	35694	3000	1029	34%

Where calls were resolved

Area	Number
Front office	19349
Back office	12040
Highways insp	4121
Total	35510

Monthly breakdown of responses by service area

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
% from EHTS	43%	35%	41%	26%	36%	36%	49%	56%	52%	49%	42%
% from Highways	4%	15%	20%	22%	23%	30%	26%	22%	20%	12%	20%
% from Planning	24%	21%	10%	14%	10%	11%	7%	7%	10%	14%	12%
% from Transportation	29%	27%	27%	37%	31%	23%	18%	14%	18%	25%	25%
% from Cultural Services	0%	2%	2%	1%	0%	0%	0%	1%	0%	0%	1%
% from Environment and Culture Directorate	47%	53%	63%	50%	59%	66%	75%	79%	72%	61%	63%
% from Regeneration	53%	47%	37%	50%	41%	34%	25%	21%	28%	39%	37%
Total survey responses	72	97	111	117	107	97	106	91	89	84	971

There are a small number of responses from Cultural Services so it is not appropriate to look at Cultural Services' results separately as the sample is too small to provide reliable results. Care must be taken when using the results of any particular month. The survey has been designed so that for the year as a whole, the views of the sample selected provides a reasonable estimate of the views of all customers. However when considering the results for any particular month, there is less certainty about how accurately the sample reflects the opinions of all customers.

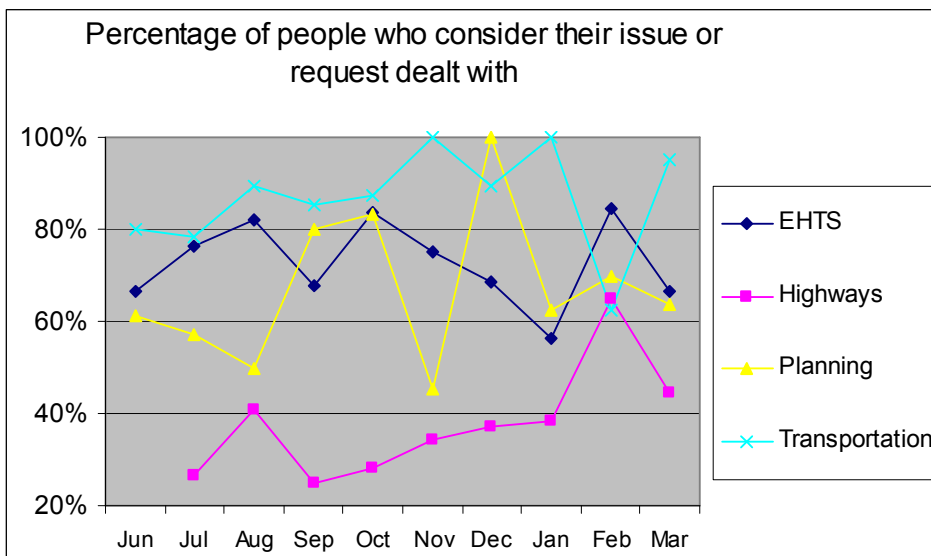
Results

Note: all percentages given are calculated as the proportion of respondents to the particular question.

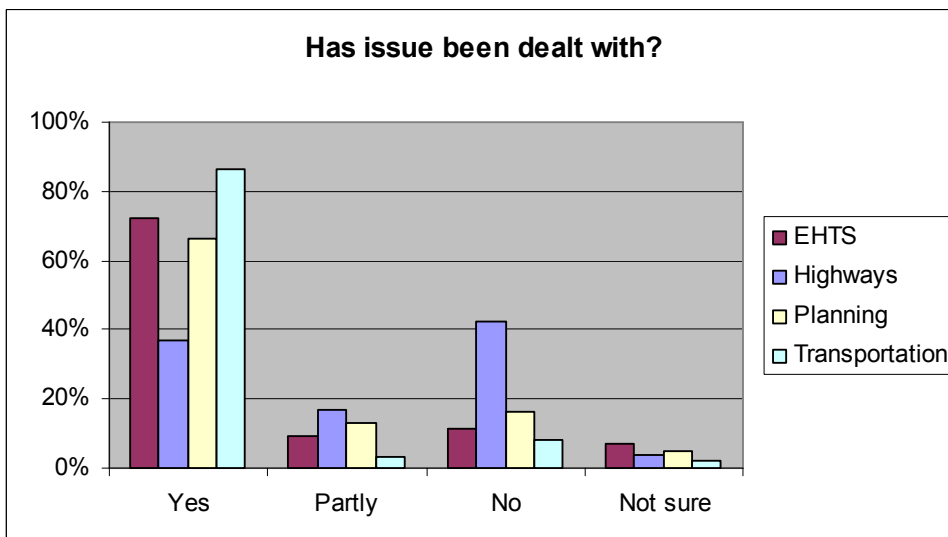
Has the issue been dealt with?

The results below show the percentage of people who answered 'Yes' rather than 'Partly', 'No' or 'Not sure'.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	67%	76%	82%	68%	84%	75%	69%	56%	84%	67%	72%
Highways	-	27%	41%	25%	28%	34%	37%	38%	65%	44%	37%
Planning	61%	57%	50%	80%	83%	45%	100%	63%	70%	64%	66%
Transportation	80%	79%	89%	85%	88%	100%	89%	100%	63%	95%	87%
Env't & Culture Directorate	67%	60%	70%	48%	61%	57%	57%	51%	79%	62%	61%
Regeneration Directorate	71%	69%	79%	84%	86%	81%	92%	87%	65%	84%	80%
Overall	69%	65%	73%	66%	72%	65%	66%	60%	74%	71%	68%



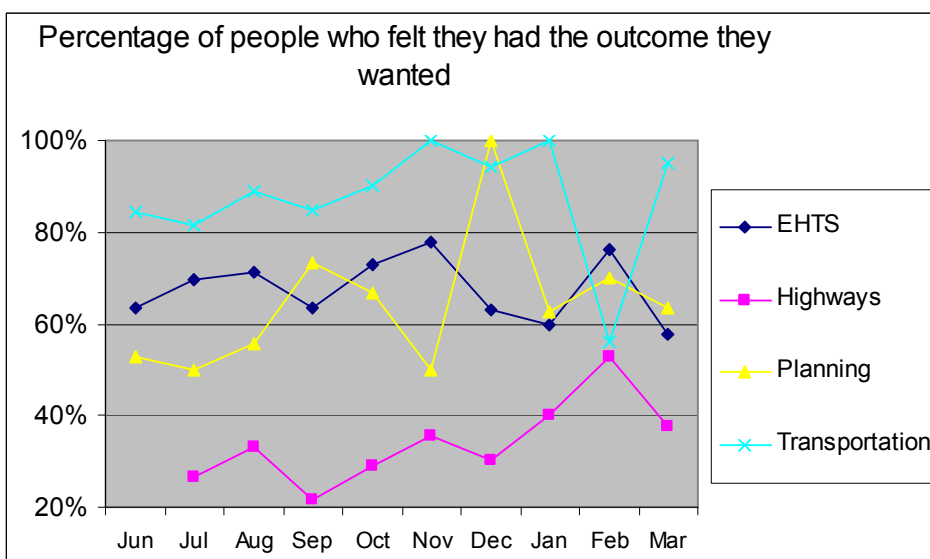
Results for June 2008 to March 2009



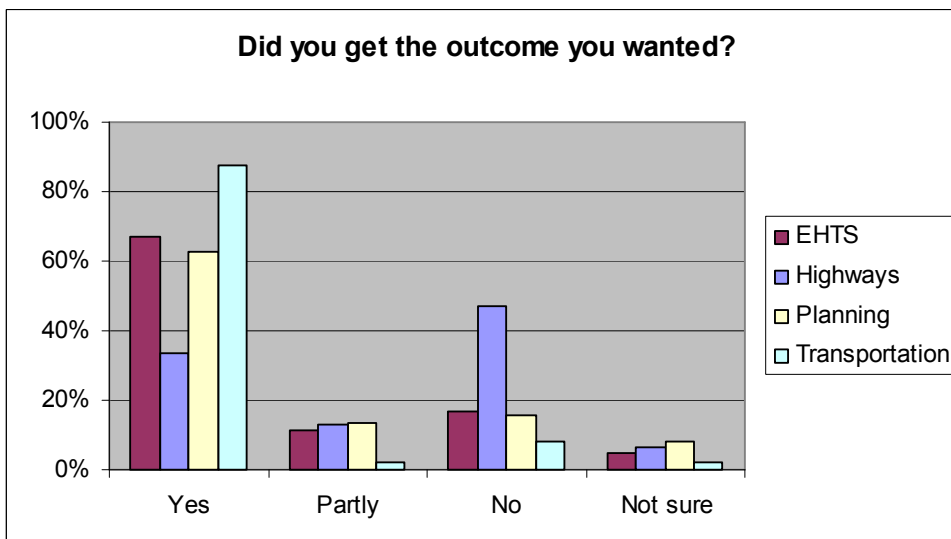
Did you get the outcome you wanted?

The results below show the percentage of people who answered ‘Yes’ rather than ‘Partly’, ‘No’ or ‘Not sure’.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	63%	70%	71%	63%	73%	78%	63%	60%	76%	58%	67%
Highways	-	27%	33%	22%	29%	36%	30%	40%	53%	38%	34%
Planning	53%	50%	56%	73%	67%	50%	100%	63%	70%	64%	62%
Transportation	84%	81%	89%	85%	90%	100%	94%	100%	56%	95%	88%
Environment and Culture	61%	55%	60%	44%	56%	59%	52%	53%	69%	54%	56%
Regeneration	69%	68%	81%	82%	83%	83%	96%	87%	62%	84%	79%
Overall	65%	61%	67%	63%	67%	67%	64%	61%	66%	68%	65%



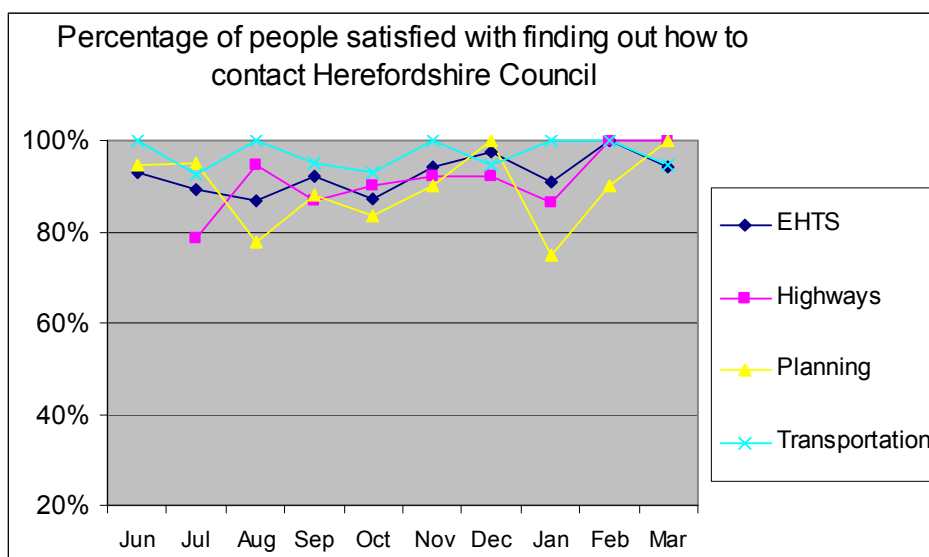
Results for June 2008 to March 2009



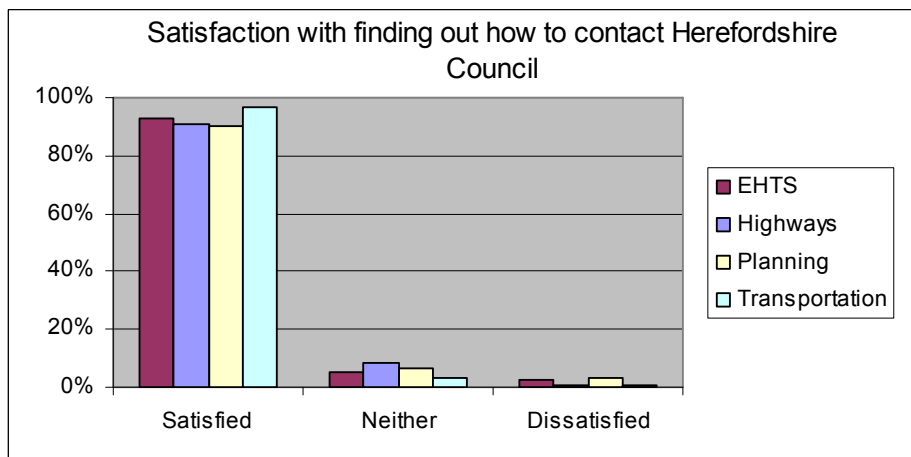
Finding out how to contact Herefordshire Council

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	93%	89%	87%	92%	87%	94%	98%	91%	100%	94%	93%
Highways	-	79%	95%	87%	90%	92%	92%	86%	100%	100%	91%
Planning	95%	95%	78%	88%	83%	90%	100%	75%	90%	100%	90%
Transportation	100%	93%	100%	95%	93%	100%	94%	100%	100%	95%	97%
Environment and Culture	93%	86%	90%	90%	88%	93%	96%	90%	100%	95%	92%
Regeneration	98%	94%	94%	93%	90%	96%	96%	91%	96%	97%	94%
Overall	96%	90%	91%	92%	89%	94%	96%	90%	98%	96%	93%



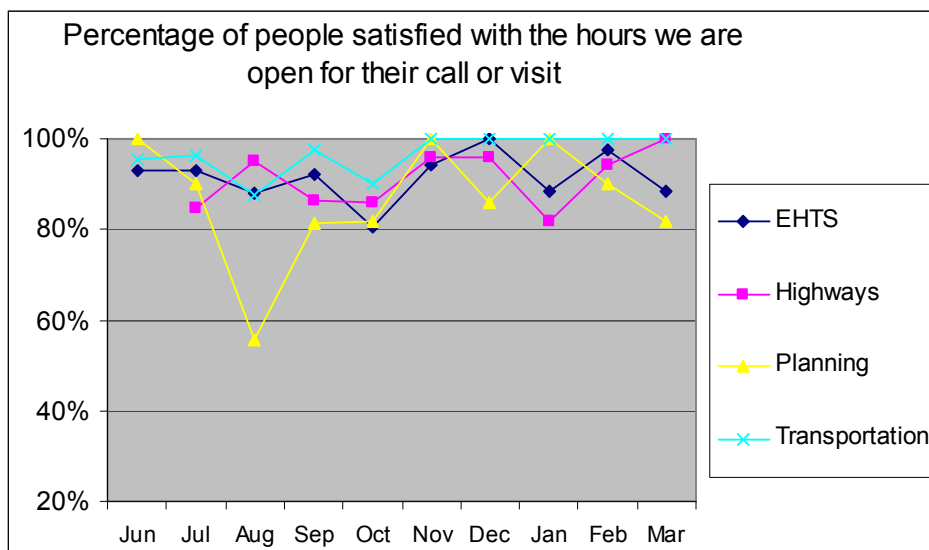
Results for June 2008 to March 2009



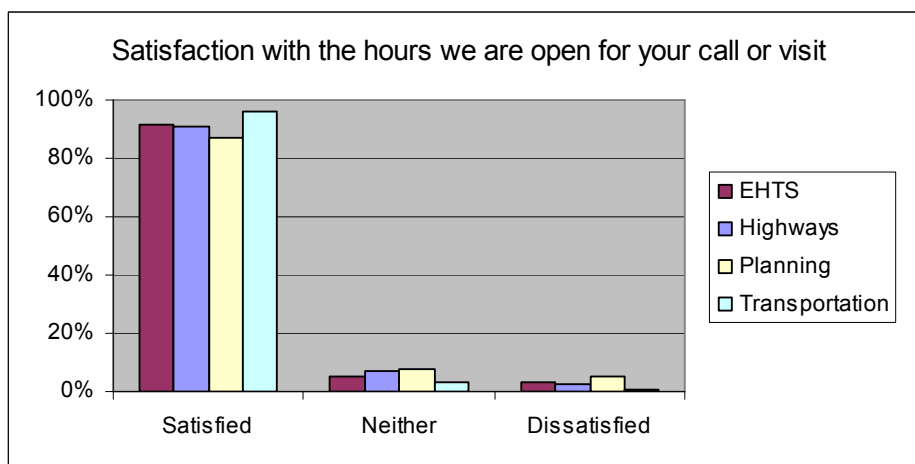
The hours we are open for your call or visit

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	93%	93%	88%	92%	81%	94%	100%	88%	98%	88%	92%
Highways	-	85%	95%	86%	86%	96%	96%	82%	94%	100%	91%
Planning	100%	90%	56%	81%	82%	100%	86%	100%	90%	82%	87%
Transportation	95%	96%	88%	98%	90%	100%	100%	100%	100%	100%	96%
Environment and Culture	93%	90%	90%	90%	82%	95%	99%	86%	97%	91%	91%
Regeneration	97%	94%	79%	93%	88%	100%	96%	100%	96%	93%	93%
Overall	96%	92%	86%	91%	85%	97%	98%	90%	97%	92%	92%



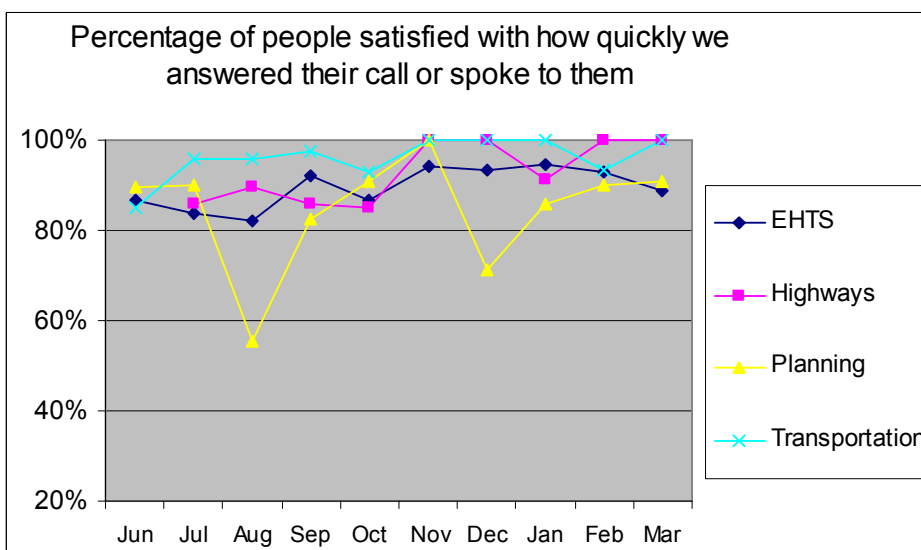
Results for June 2008 to March 2009



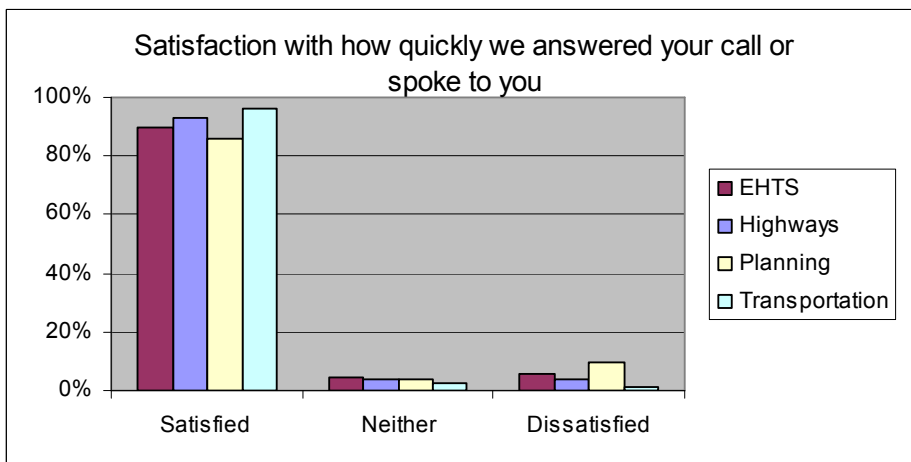
How quickly we answered your call or spoke to you

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	87%	84%	82%	92%	87%	94%	93%	95%	93%	89%	90%
Highways	-	86%	89%	86%	85%	100%	100%	91%	100%	100%	93%
Planning	89%	90%	56%	82%	91%	100%	71%	86%	90%	91%	86%
Transportation	85%	96%	96%	97%	93%	100%	100%	100%	93%	100%	96%
Environment and Culture	88%	85%	85%	89%	86%	96%	96%	94%	95%	91%	91%
Regeneration	87%	93%	85%	93%	93%	100%	92%	95%	92%	97%	92%
Overall	87%	89%	85%	91%	89%	98%	95%	94%	93%	93%	91%



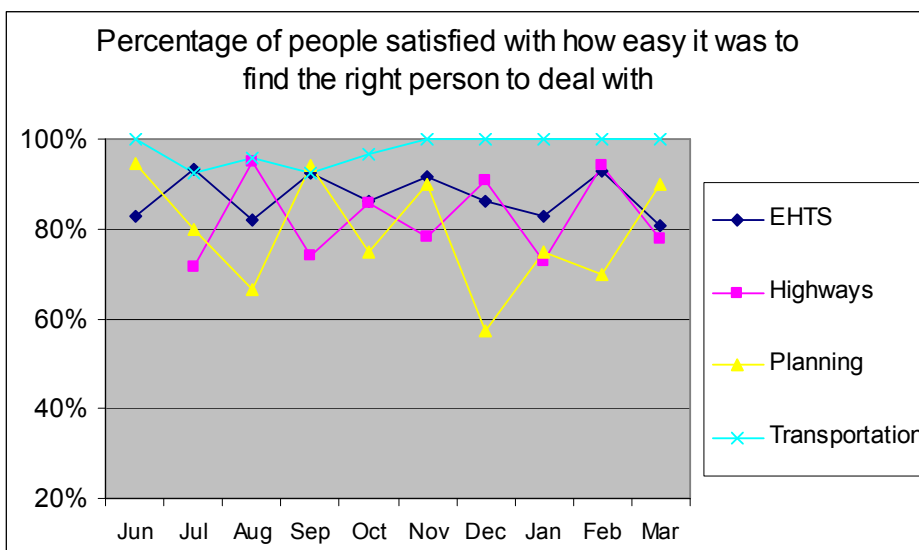
Results for June 2008 to March 2009



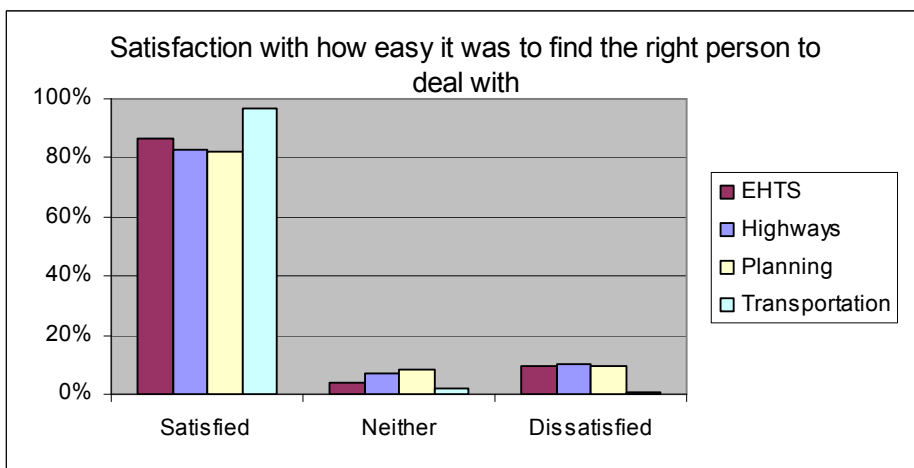
How easy it was to find the right person to deal with

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	83%	93%	82%	92%	86%	91%	86%	83%	93%	81%	87%
Highways	-	71%	95%	74%	86%	78%	91%	73%	94%	78%	83%
Planning	94%	80%	67%	94%	75%	90%	57%	75%	70%	90%	82%
Transportation	100%	93%	96%	93%	97%	100%	100%	100%	100%	100%	97%
Environment and Culture	84%	87%	86%	84%	86%	86%	88%	80%	93%	80%	85%
Regeneration	98%	87%	88%	93%	90%	96%	88%	91%	88%	97%	92%
Overall	92%	87%	87%	89%	88%	90%	88%	83%	90%	87%	88%



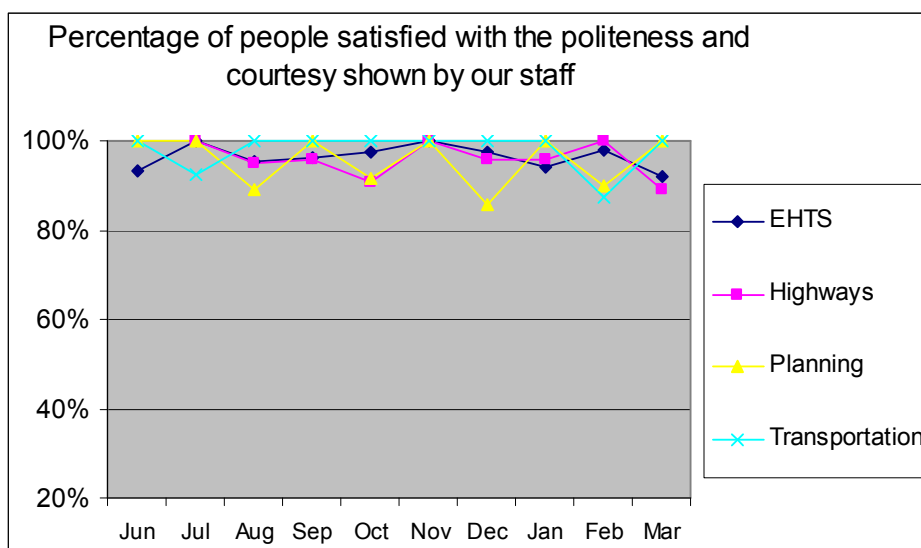
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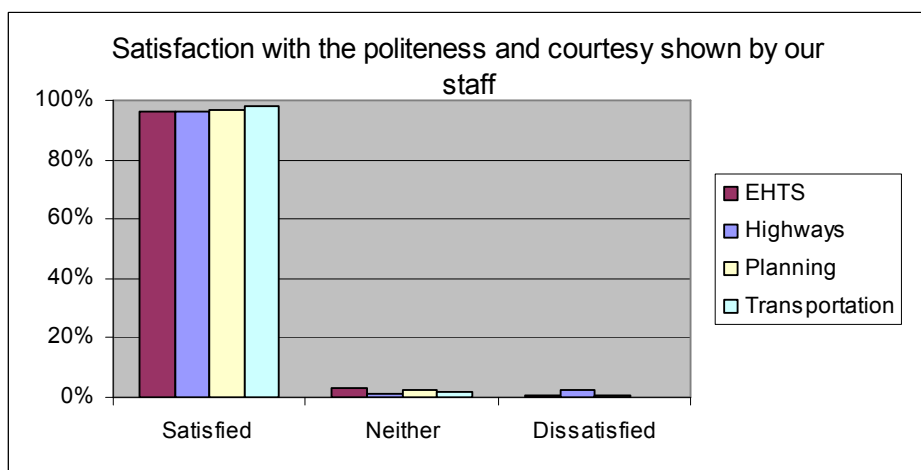
The politeness and courtesy shown by our staff

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	93%	100%	95%	96%	97%	100%	98%	94%	98%	92%	96%
Highways	-	100%	95%	96%	91%	100%	96%	96%	100%	89%	96%
Planning	100%	100%	89%	100%	92%	100%	86%	100%	90%	100%	97%
Transportation	100%	92%	100%	100%	100%	100%	100%	100%	88%	100%	98%
Environment and Culture	94%	100%	95%	96%	95%	100%	97%	95%	98%	91%	96%
Regeneration	100%	96%	97%	100%	98%	100%	96%	100%	88%	100%	98%
Overall	97%	98%	96%	98%	96%	100%	97%	96%	94%	95%	97%



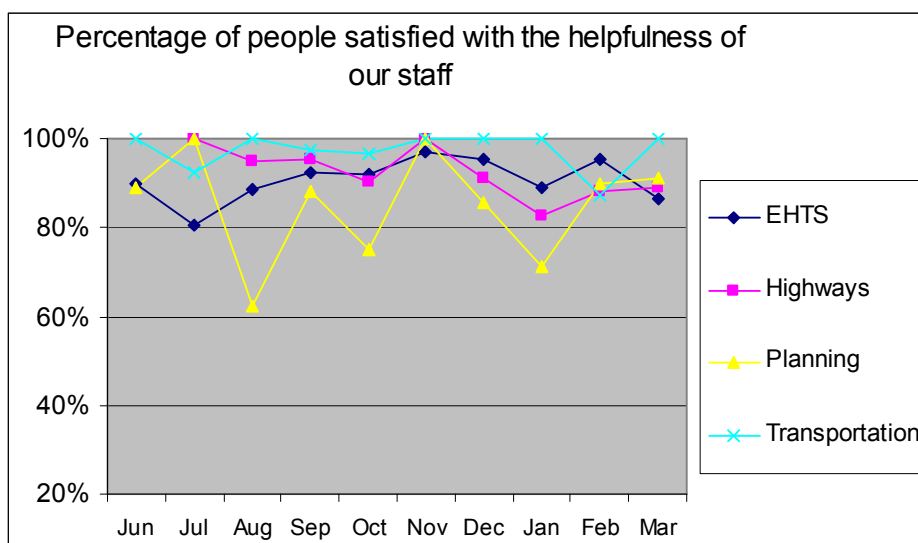
Results for June 2008 to March 2009



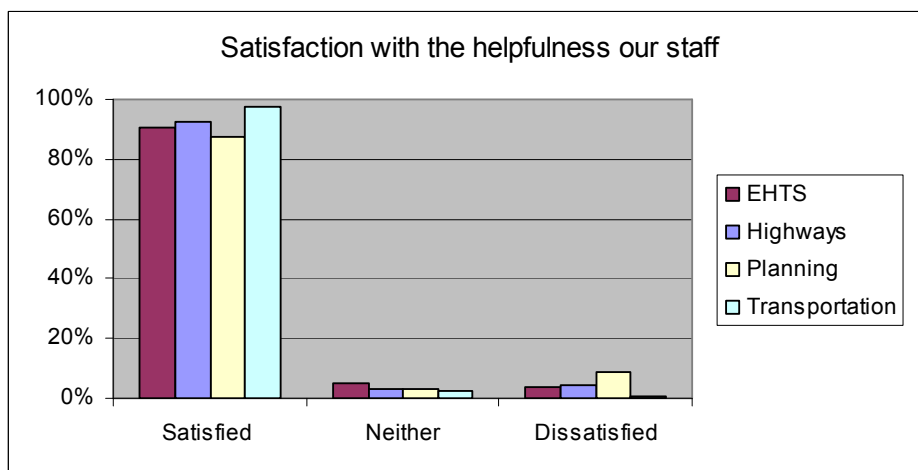
The helpfulness of our staff

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	90%	81%	89%	92%	92%	97%	95%	89%	95%	86%	91%
Highways	-	100%	95%	95%	90%	100%	91%	83%	88%	89%	92%
Planning	89%	100%	63%	88%	75%	100%	86%	71%	90%	91%	88%
Transportation	100%	93%	100%	97%	97%	100%	100%	100%	88%	100%	97%
Environment and Culture	91%	87%	91%	94%	92%	98%	94%	87%	93%	87%	91%
Regeneration	95%	96%	91%	95%	90%	100%	96%	90%	88%	97%	94%
Overall	93%	91%	91%	94%	91%	99%	95%	88%	91%	91%	92%



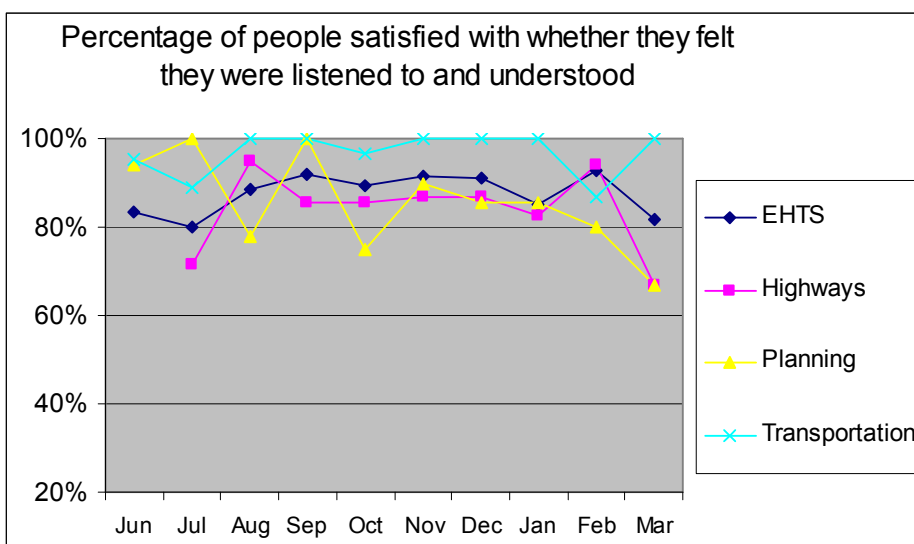
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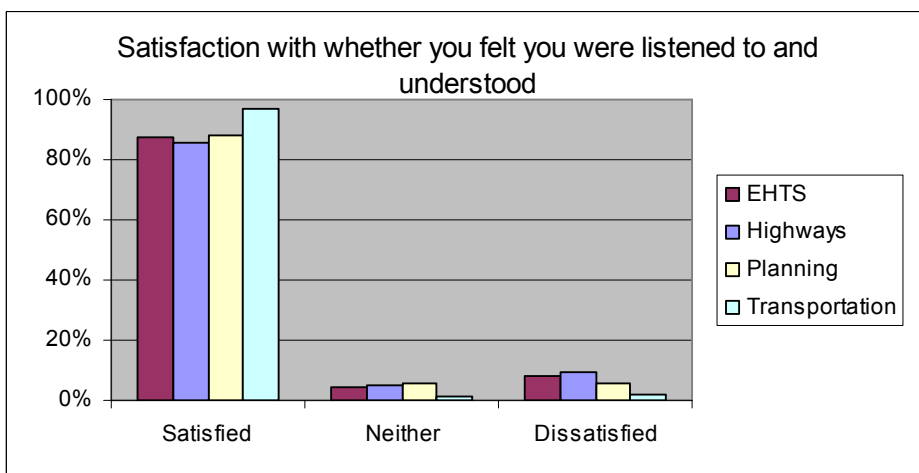
Whether you felt you were listened to and understood

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	83%	80%	88%	92%	89%	92%	91%	85%	93%	82%	88%
Highways	-	71%	95%	86%	86%	87%	87%	83%	94%	67%	86%
Planning	94%	100%	78%	100%	75%	90%	86%	86%	80%	67%	88%
Transportation	95%	89%	100%	100%	97%	100%	100%	100%	87%	100%	97%
Environment and Culture	85%	78%	90%	89%	88%	90%	90%	84%	93%	79%	87%
Regeneration	95%	93%	94%	100%	90%	96%	96%	95%	84%	89%	94%
Overall	90%	86%	92%	95%	89%	92%	91%	87%	90%	83%	90%



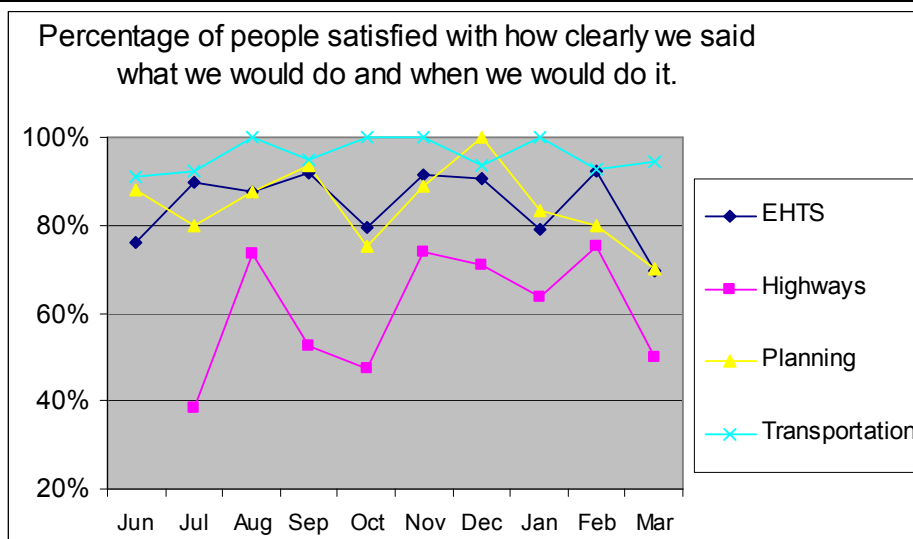
Results for June 2008 to March 2009



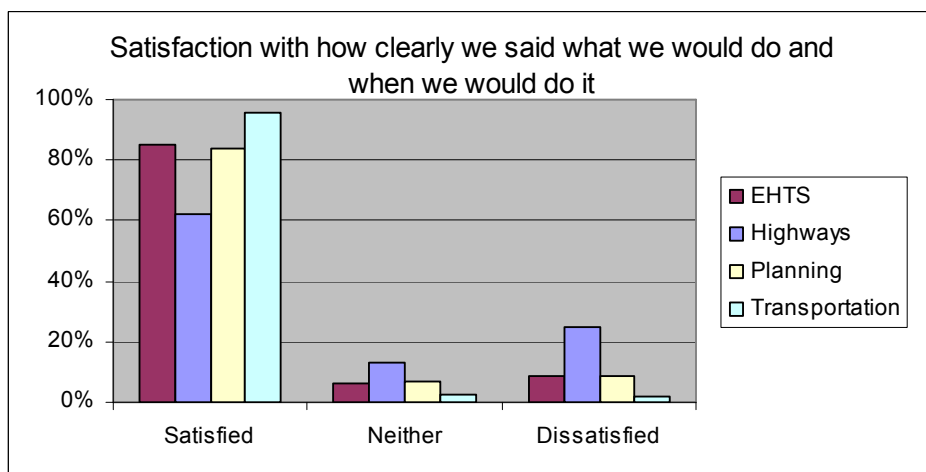
How clearly we said what we would do and when we would do it

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	76%	90%	88%	92%	79%	91%	90%	79%	93%	70%	85%
Highways	-	38%	74%	52%	47%	74%	71%	64%	75%	50%	62%
Planning	88%	80%	88%	94%	75%	89%	100%	83%	80%	70%	84%
Transportation	91%	92%	100%	95%	100%	100%	94%	100%	93%	94%	96%
Environment and Culture	74%	74%	84%	73%	68%	84%	83%	75%	88%	66%	78%
Regeneration	90%	87%	97%	94%	93%	96%	95%	95%	88%	86%	92%
Overall	83%	81%	88%	85%	78%	88%	86%	80%	88%	74%	83%



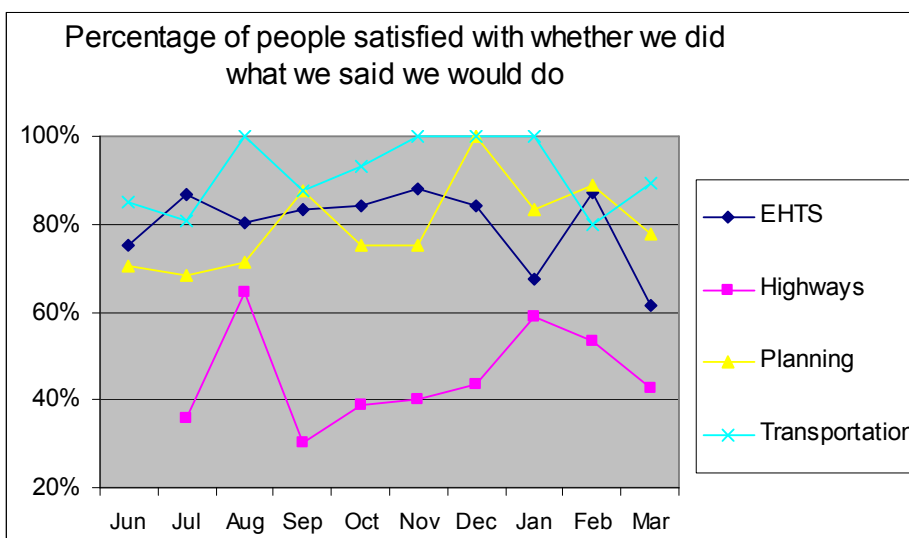
Results for June 2008 to March 2009



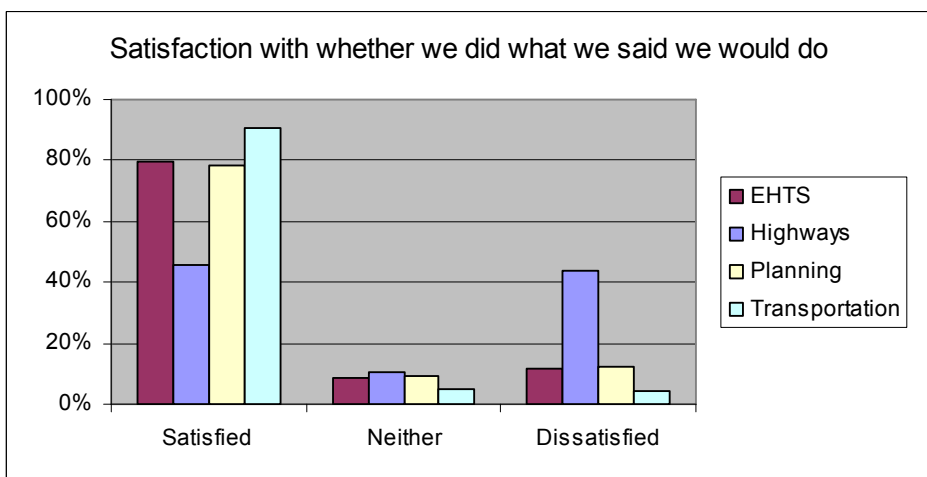
Whether we did what we said we would do

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	75%	87%	80%	83%	84%	88%	84%	67%	87%	61%	79%
Highways	-	36%	65%	30%	39%	40%	43%	59%	53%	43%	46%
Planning	71%	68%	71%	88%	75%	75%	100%	83%	89%	78%	78%
Transportation	85%	81%	100%	88%	93%	100%	100%	100%	80%	89%	91%
Environment and Culture	74%	71%	76%	57%	68%	68%	69%	65%	78%	58%	69%
Regeneration	78%	76%	93%	88%	88%	92%	100%	95%	83%	86%	87%
Overall	76%	73%	82%	74%	77%	75%	77%	73%	78%	70%	76%



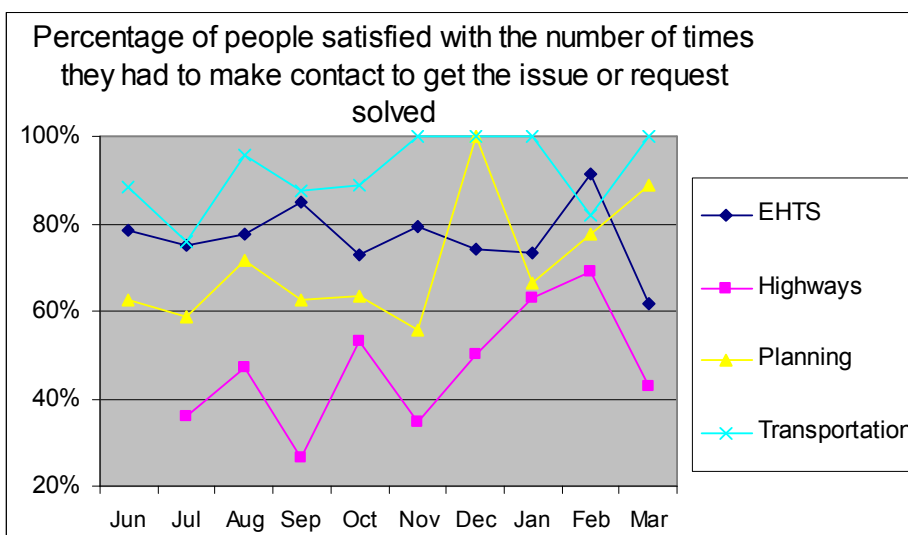
Results for June 2008 to March 2009



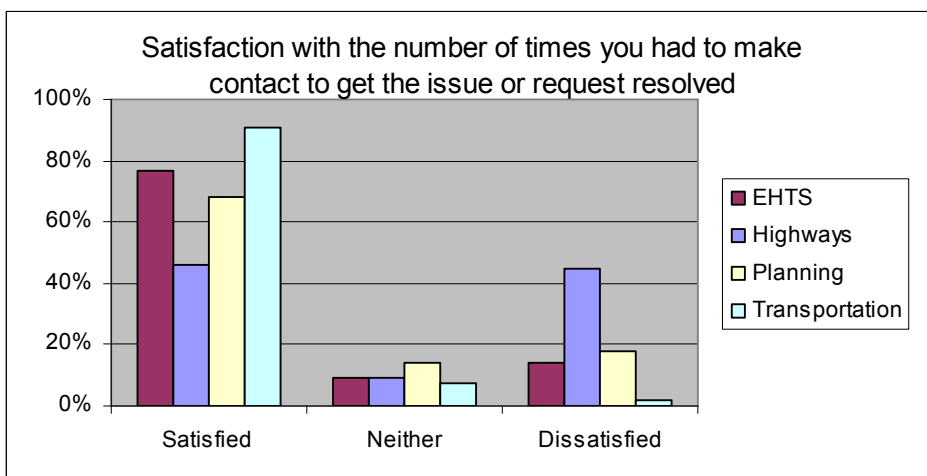
The number of times you had to make contact to get the issue or request resolved

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	79%	75%	78%	85%	73%	79%	74%	73%	91%	62%	77%
Highways	-	36%	47%	26%	53%	35%	50%	63%	69%	43%	46%
Planning	63%	59%	71%	63%	64%	56%	100%	67%	78%	89%	68%
Transportation	88%	76%	96%	88%	89%	100%	100%	100%	82%	100%	91%
Environment and Culture	74%	62%	69%	56%	66%	61%	65%	70%	85%	58%	67%
Regeneration	76%	69%	90%	79%	82%	85%	100%	90%	80%	96%	83%
Overall	75%	65%	76%	69%	73%	69%	75%	76%	83%	75%	73%



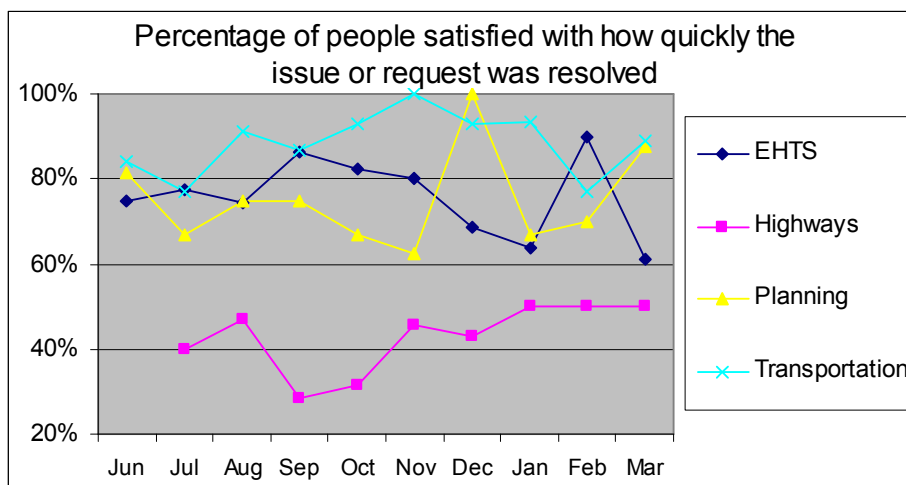
Results for June 2008 to March 2009



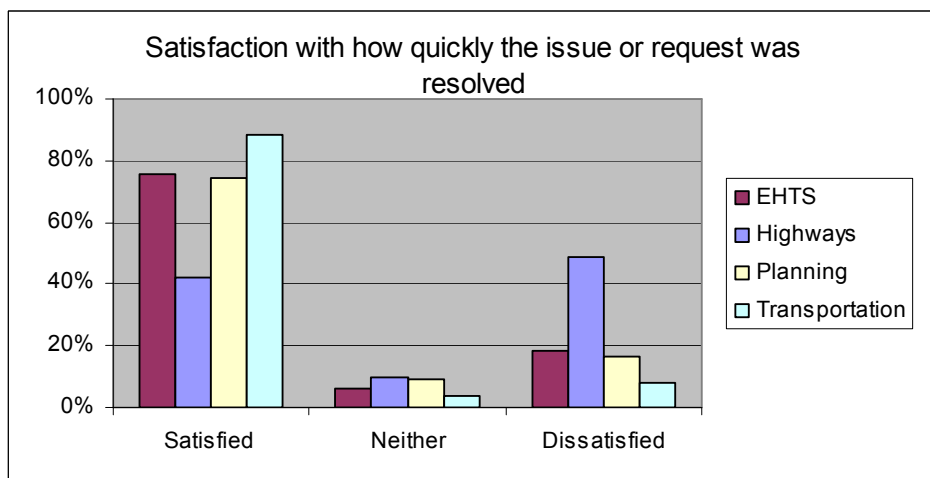
How quickly the issue or request was resolved

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	75%	77%	74%	86%	82%	80%	69%	64%	90%	61%	75%
Highways	-	40%	47%	29%	32%	46%	43%	50%	50%	50%	42%
Planning	81%	67%	75%	75%	67%	63%	100%	67%	70%	88%	74%
Transportation	84%	77%	91%	87%	93%	100%	93%	93%	77%	89%	88%
Environment and Culture	72%	66%	67%	58%	64%	66%	59%	60%	80%	59%	65%
Regeneration	83%	73%	87%	83%	85%	88%	95%	86%	74%	88%	84%
Overall	78%	69%	74%	72%	73%	73%	69%	67%	77%	71%	72%



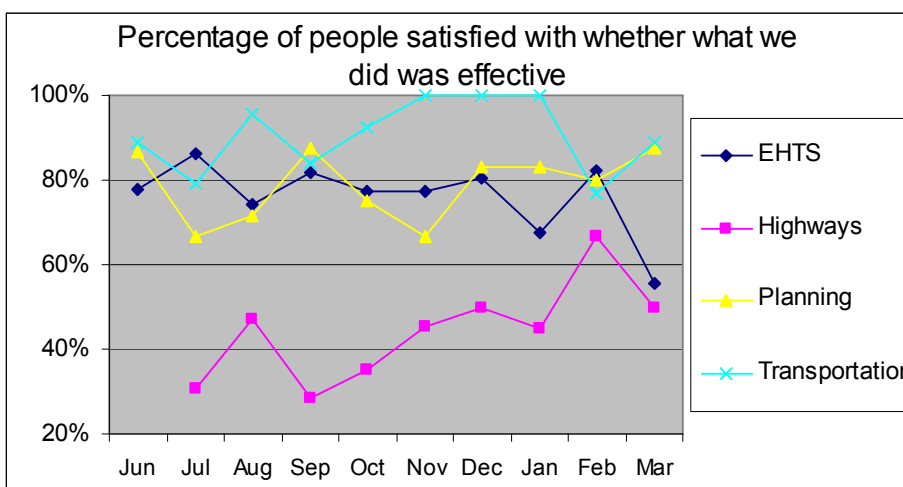
Results for June 2008 to March 2009



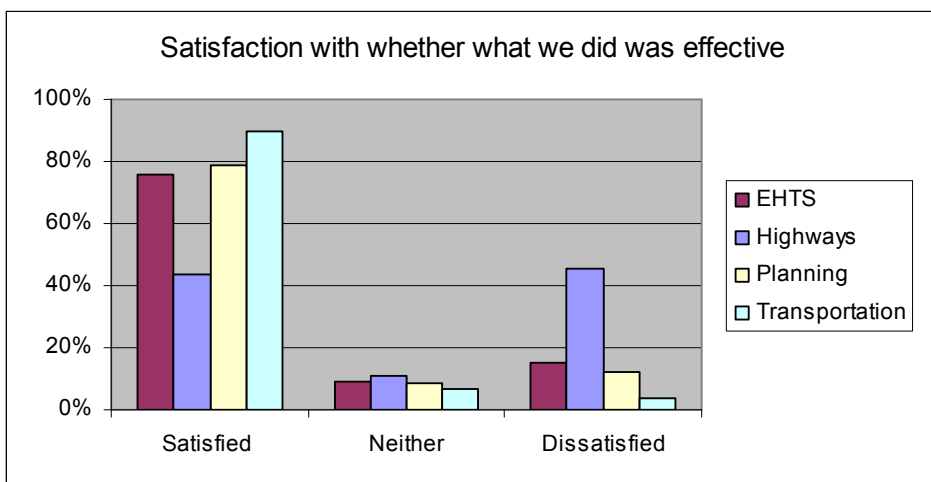
Whether what we did was effective

The results below show the percentage of people who answered that they were very or fairly satisfied.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	78%	86%	74%	82%	77%	77%	81%	67%	82%	56%	76%
Highways	-	31%	47%	29%	35%	45%	50%	45%	67%	50%	44%
Planning	87%	67%	71%	88%	75%	67%	83%	83%	80%	88%	79%
Transportation	89%	79%	95%	84%	93%	100%	100%	100%	77%	89%	90%
Environment and Culture	77%	70%	68%	56%	63%	65%	68%	61%	78%	54%	66%
Regeneration	88%	74%	90%	85%	87%	91%	95%	95%	78%	88%	86%
Overall	83%	72%	75%	72%	74%	73%	76%	70%	77%	69%	74%



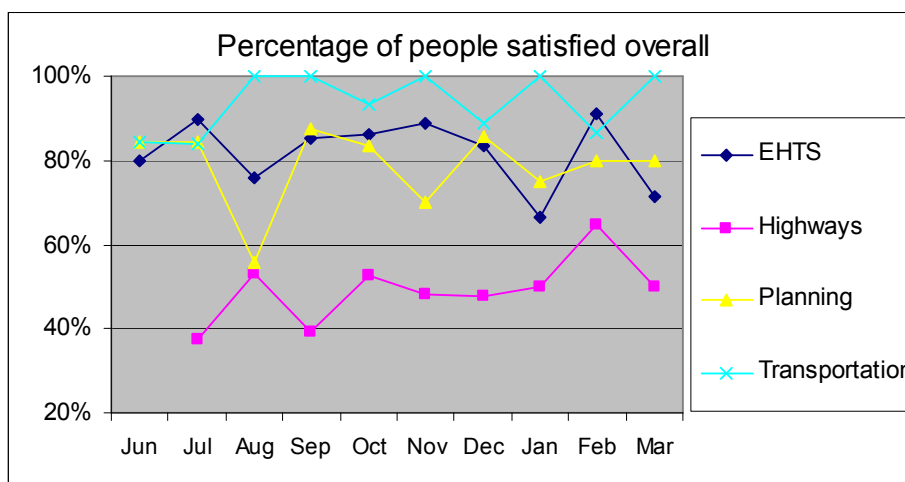
Results for June 2008 to March 2009



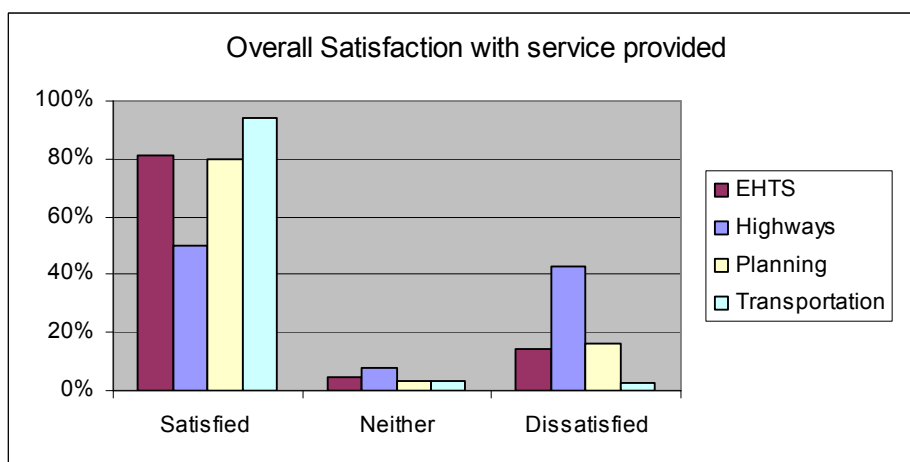
Overall Satisfaction

The results below show the percentage of people who answered that they were very or fairly satisfied.

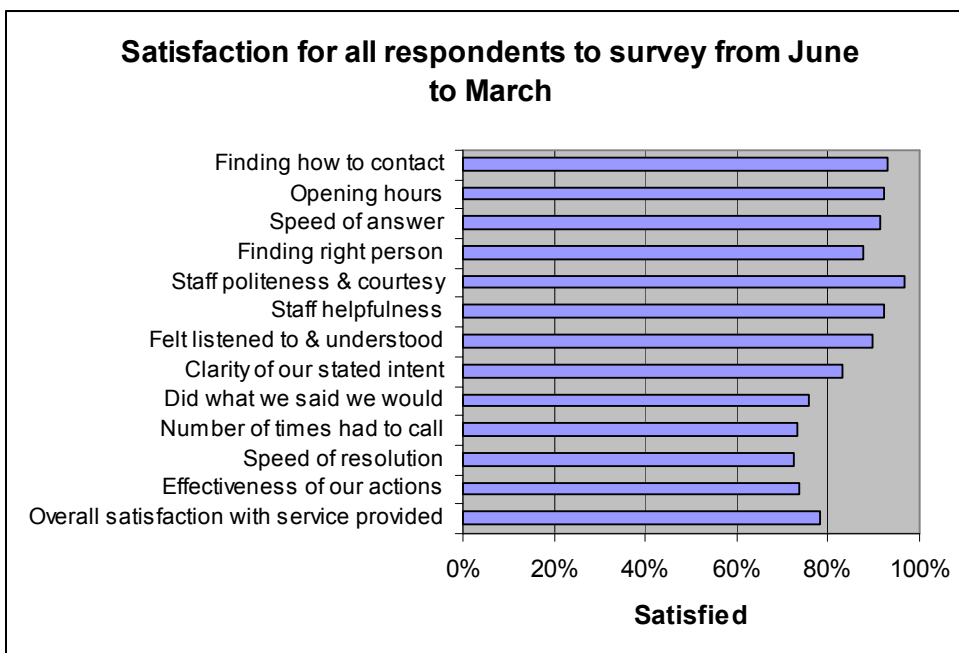
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	June to March
EHTS	80%	90%	76%	85%	86%	89%	83%	67%	91%	71%	81%
Highways	-	38%	53%	39%	53%	48%	48%	50%	65%	50%	50%
Planning	84%	84%	56%	88%	83%	70%	86%	75%	80%	80%	80%
Transportation	84%	84%	100%	100%	93%	100%	89%	100%	87%	100%	94%
Environment and Culture	82%	72%	71%	64%	75%	72%	71%	62%	84%	67%	71%
Regeneration	84%	84%	88%	96%	90%	90%	88%	91%	84%	93%	89%
Overall	83%	78%	77%	81%	81%	78%	76%	70%	84%	78%	78%



Results for June 2008 to March 2009

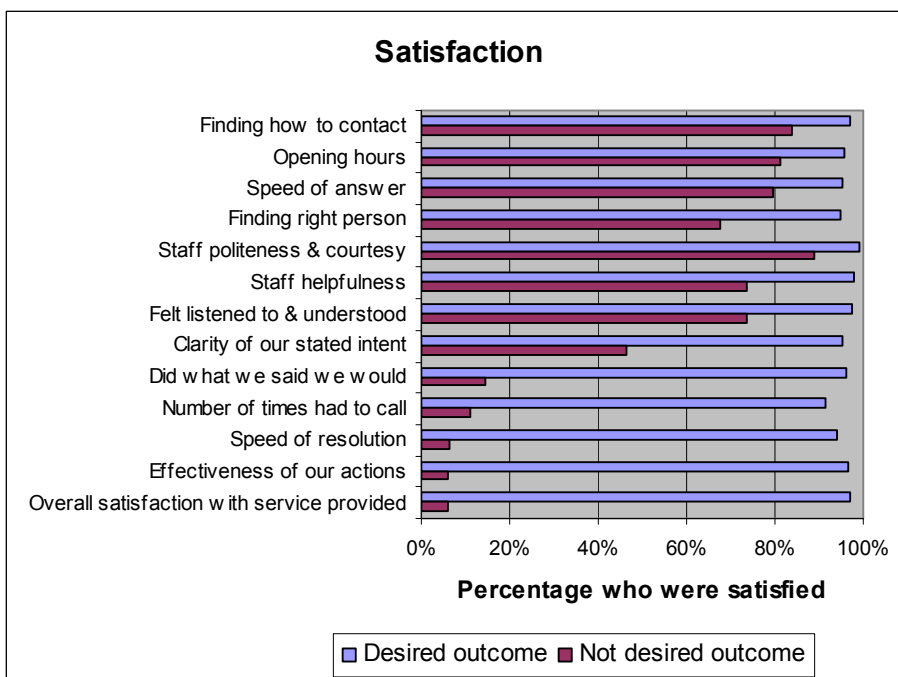


	% satisfied
Finding how to contact	93%
Opening hours	92%
Speed of answer	91%
Finding right person	88%
Staff politeness & courtesy	97%
Staff helpfulness	92%
Felt listened to & understood	90%
Clarity of our stated intent	83%
Did what we said we would	76%
Number of times had to call	73%
Speed of resolution	72%
Effectiveness of our actions	74%
Overall satisfaction with service provided	78%



Staff politeness and courtesy had the highest levels of satisfaction for the year, whilst speed of resolution had the lowest.

Respondents' satisfaction cross referenced with whether they had the outcome they wanted.



The analysis of results here examines the difference in satisfaction between those who had the outcome they wanted and those who did not. As the chart shows over 90% of those who had the outcome they wanted were satisfied for all aspects of their contact with the council. A lower percentage of those who did not get the outcome they wanted were satisfied for all aspects of their contact compared to those who did have the outcome they wanted. Respondents who did not have the outcome they wanted had particularly low levels of satisfaction for questions relating to the action taken as a result of their contact.

Appendix-Questionnaire