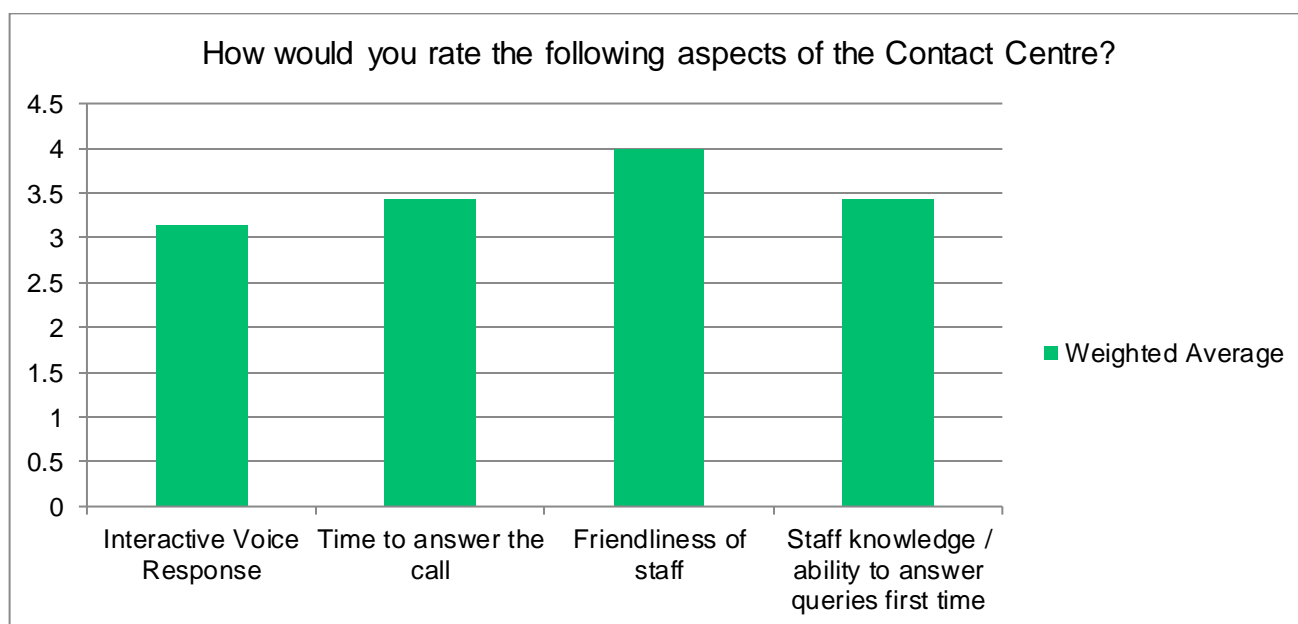
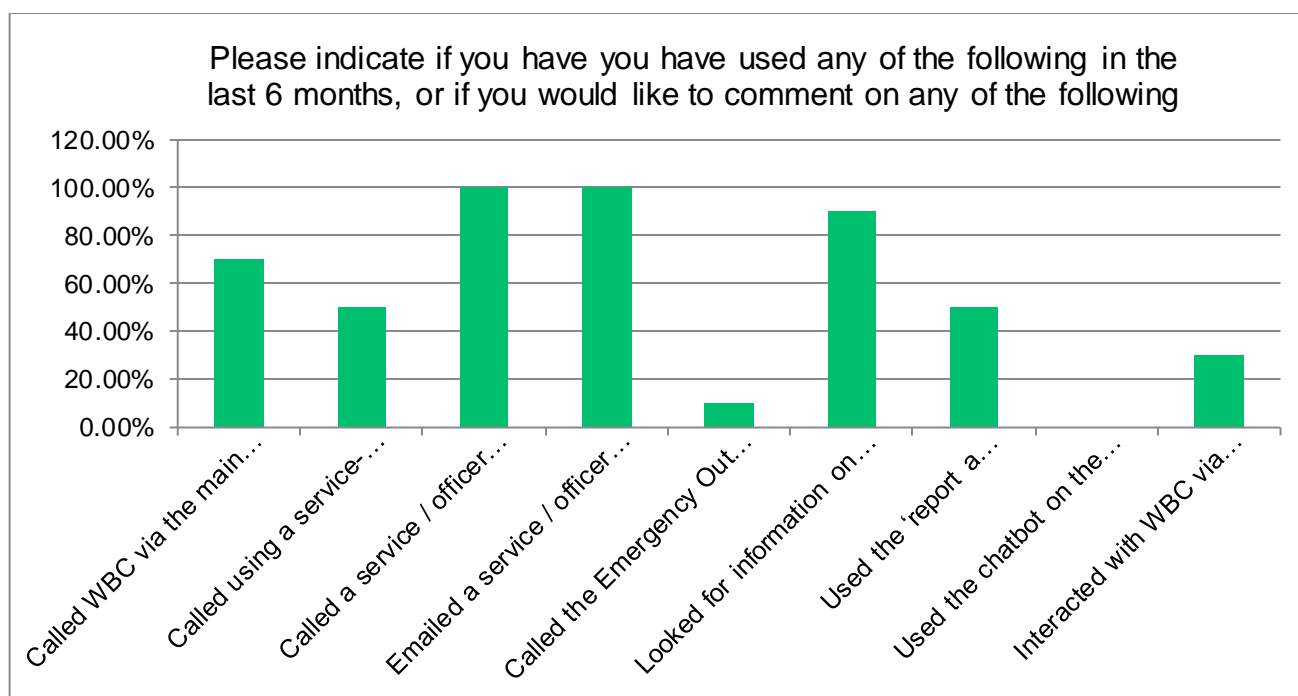
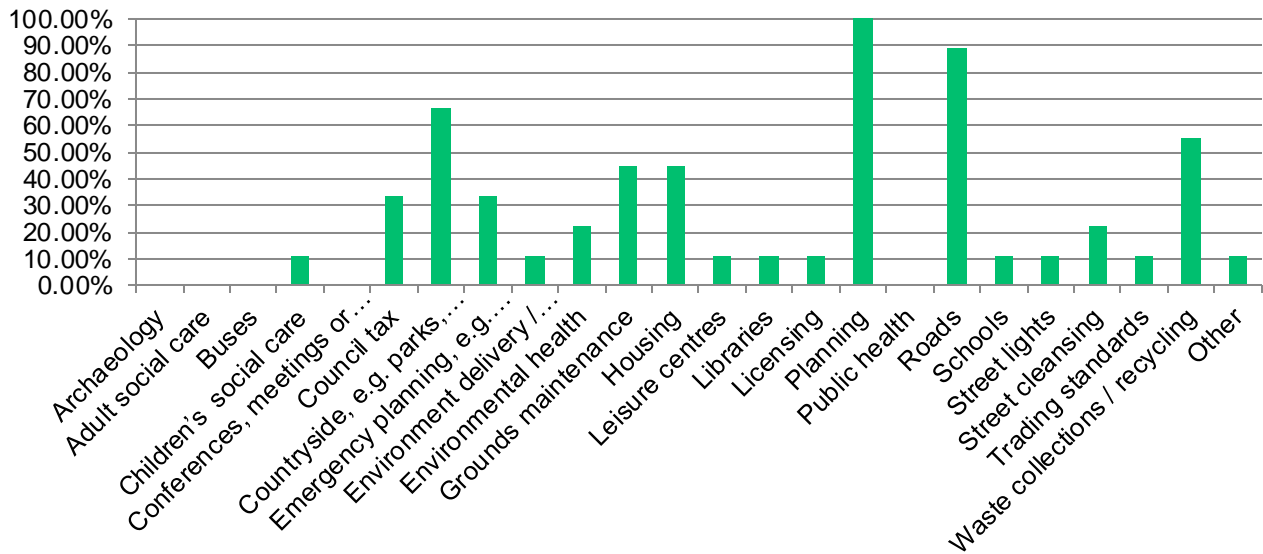


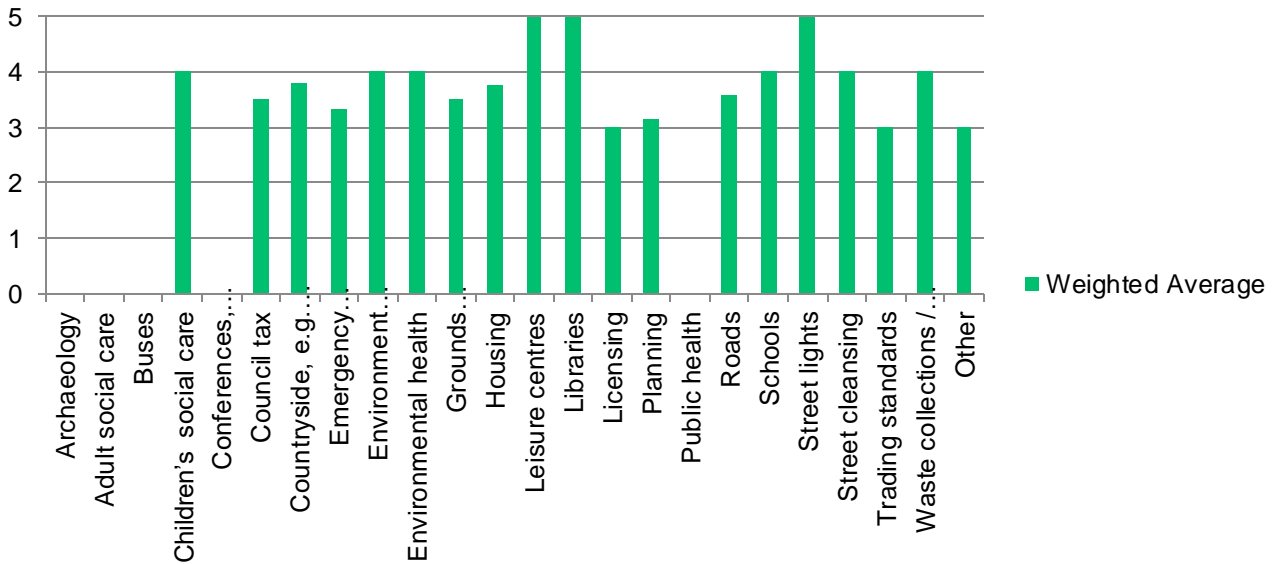
Appendix D – Member Survey Results



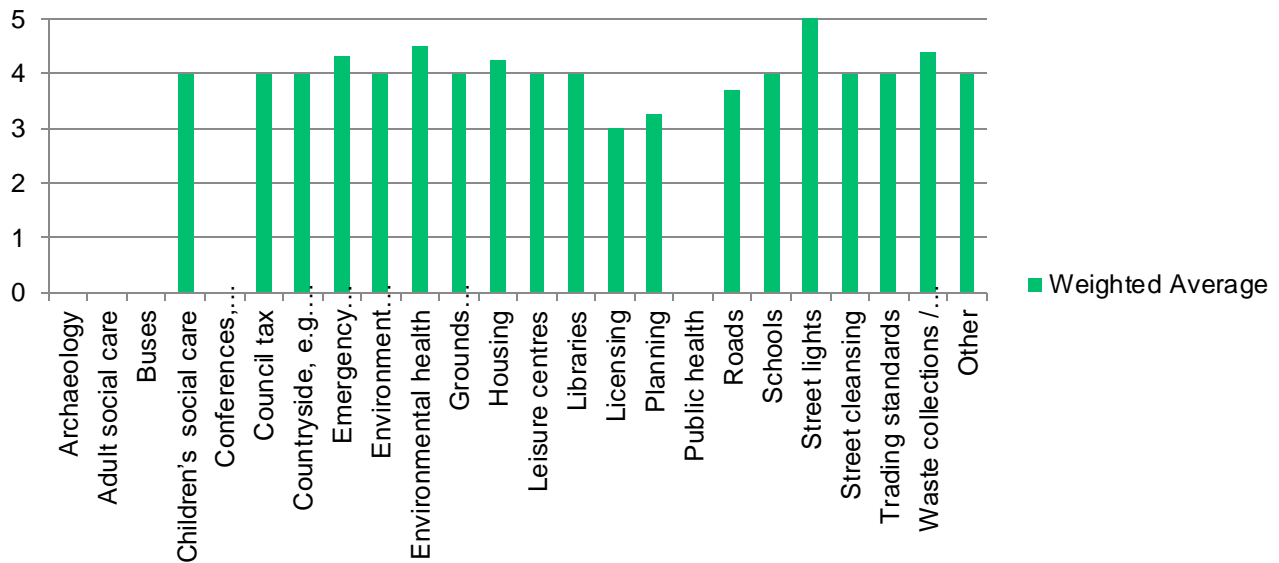
Which of the following services have you contacted in the last 6 months? Please select all that apply.



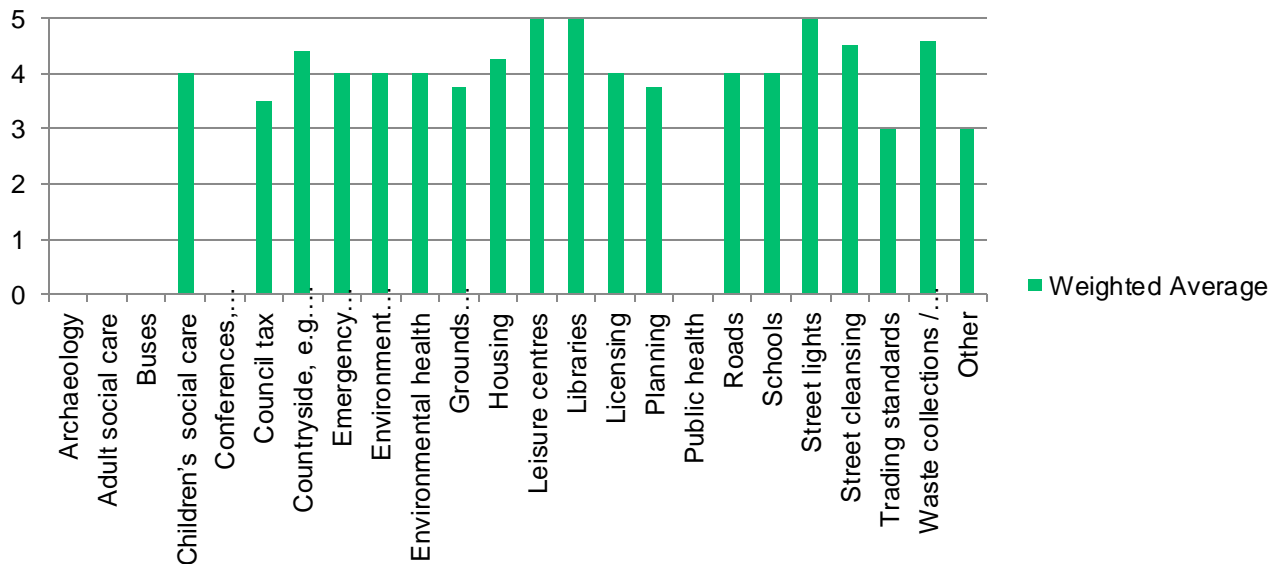
How easy was it to get in touch with the right person in the area you contacted?



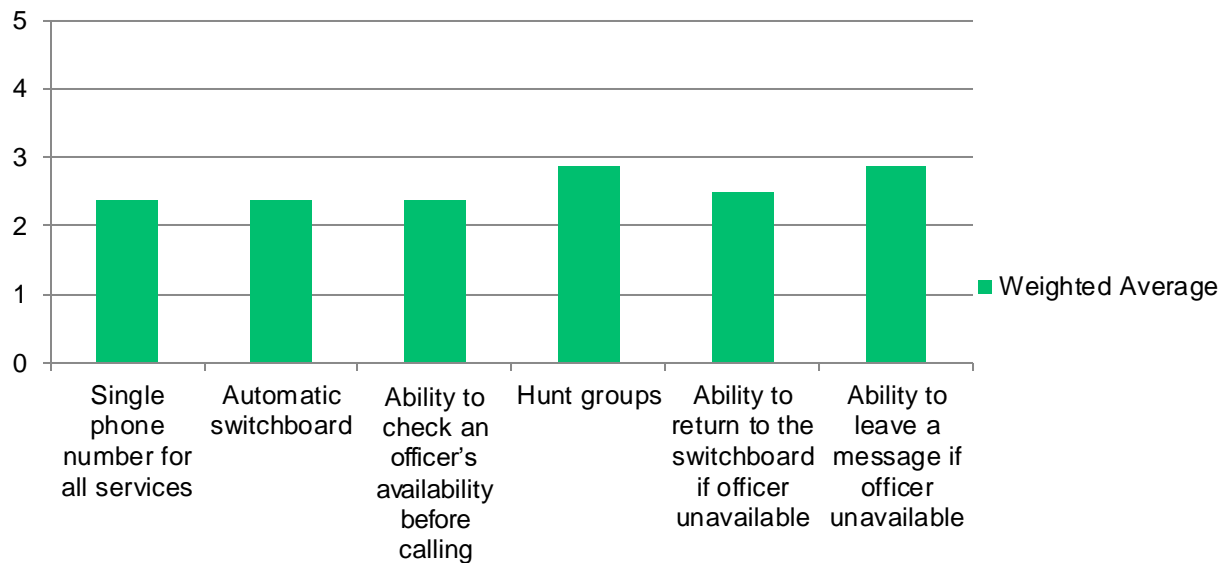
How satisfied were you with the timeliness of the response you received from the area you contacted?



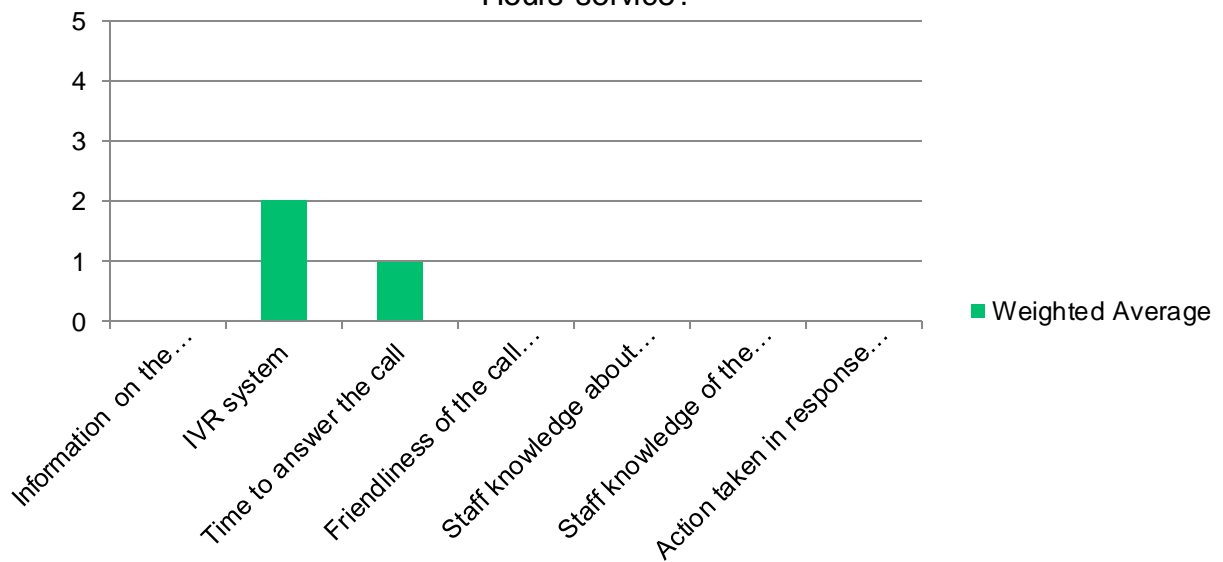
How satisfied were you with how your query was resolved by the area you contacted?



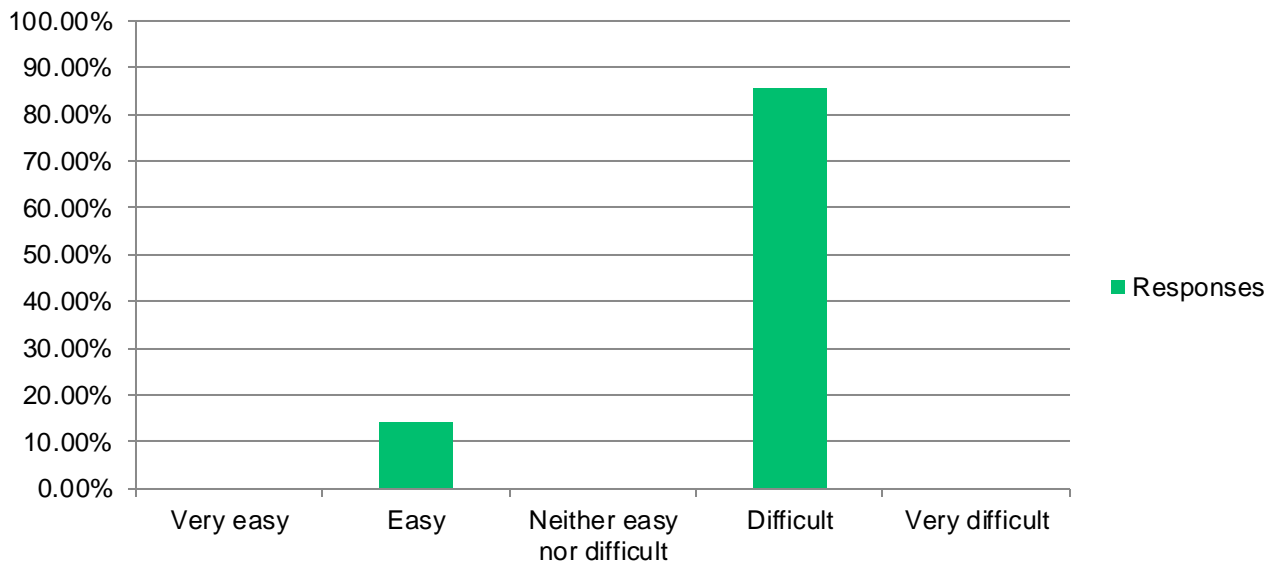
The phone system is being updated, how important do you think it is that the system has the following features?



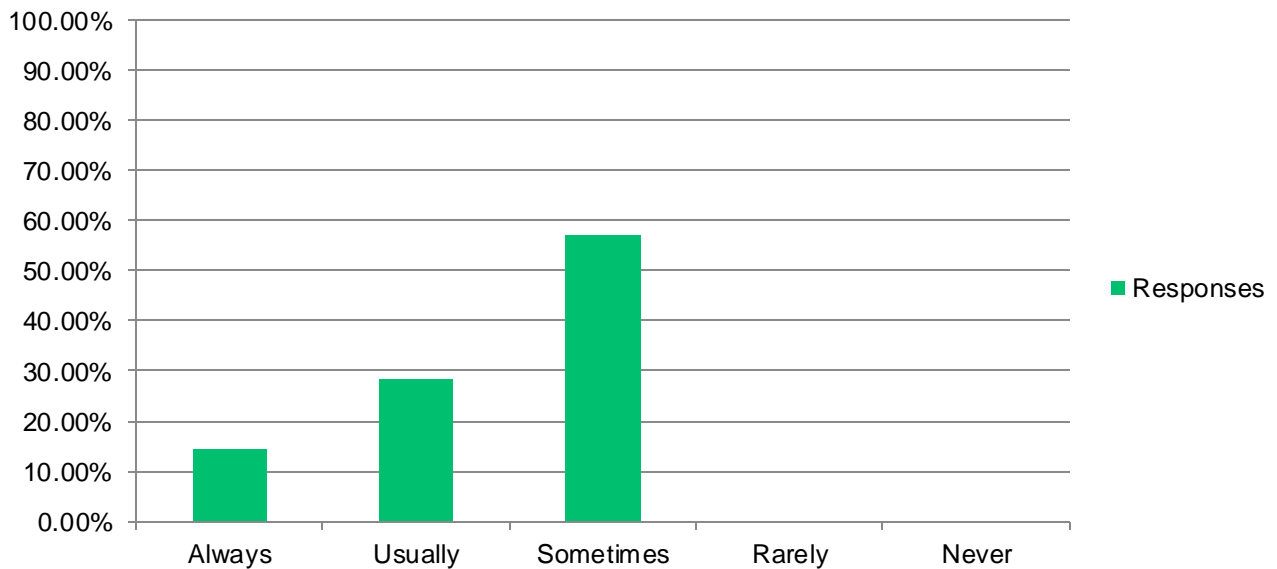
How would you rate the following aspects of the Emergency Out of Hours service?



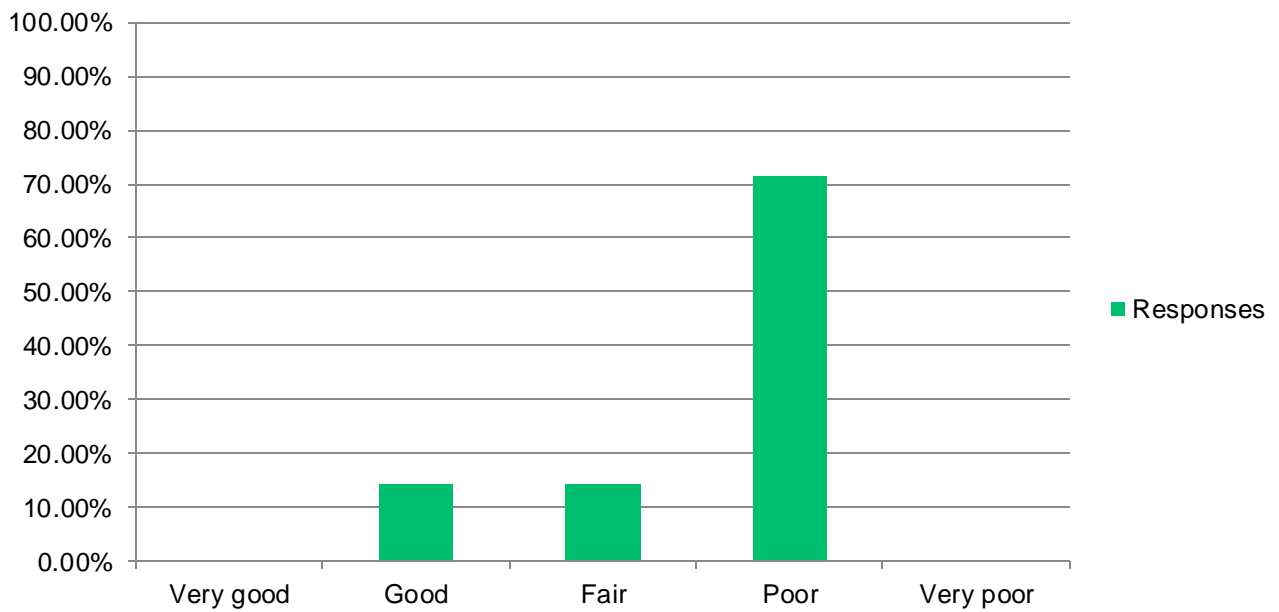
In general, how easy is it for you to find what you are looking for on the council's website?



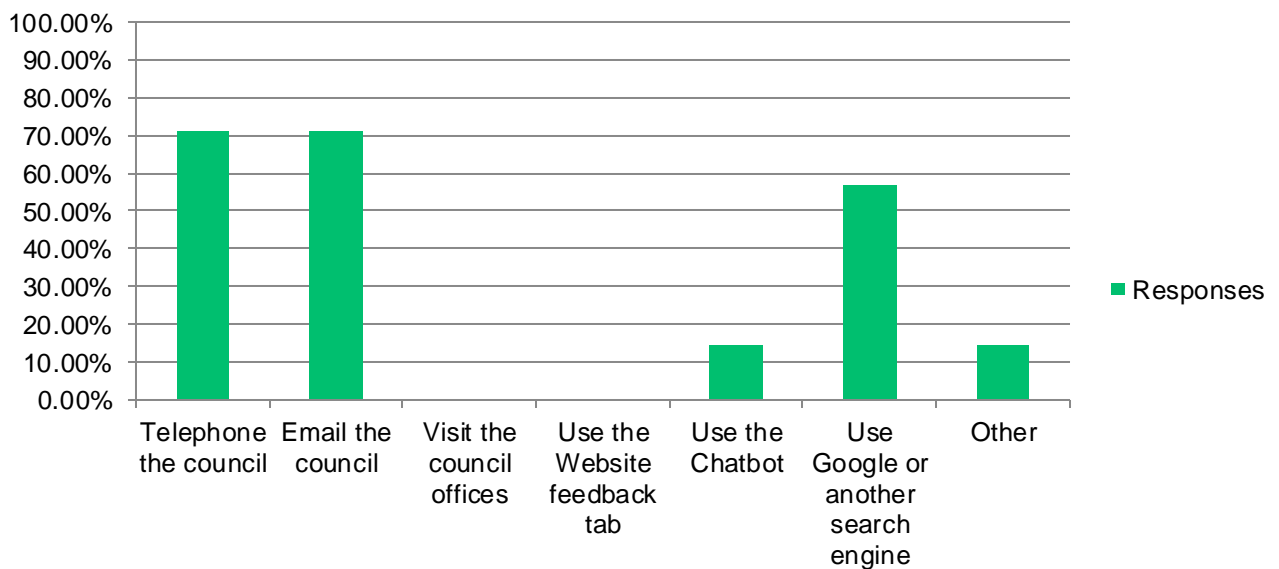
How often do you use the search function on the council's website to find the information you are looking for?



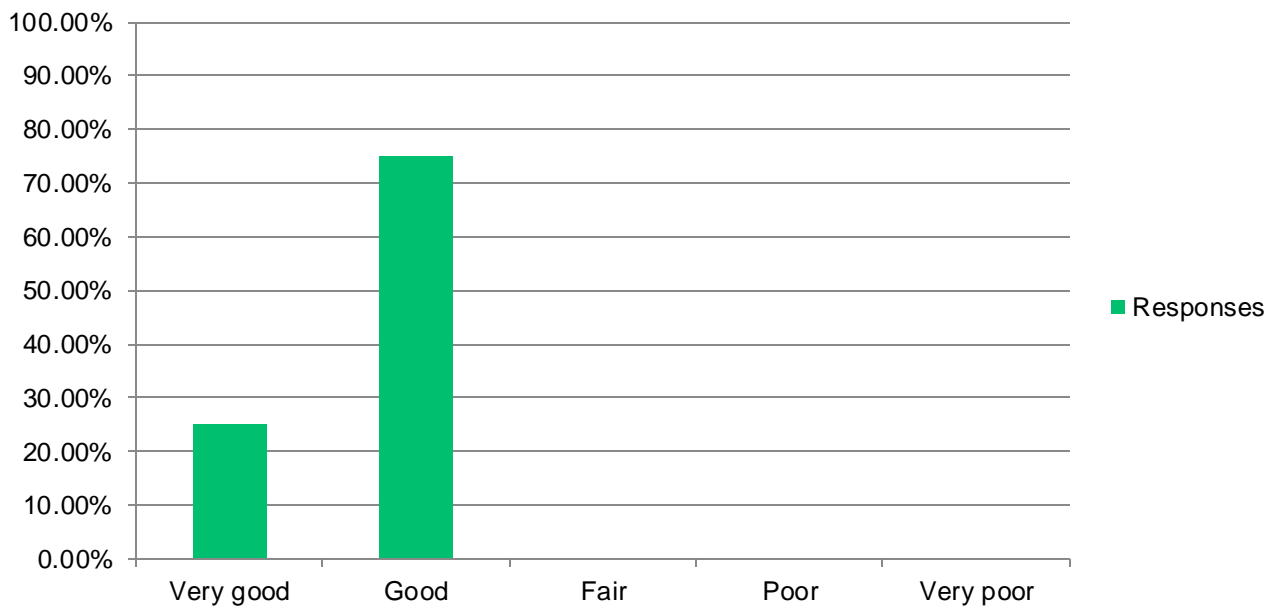
How would you rate the search function on the council's website?



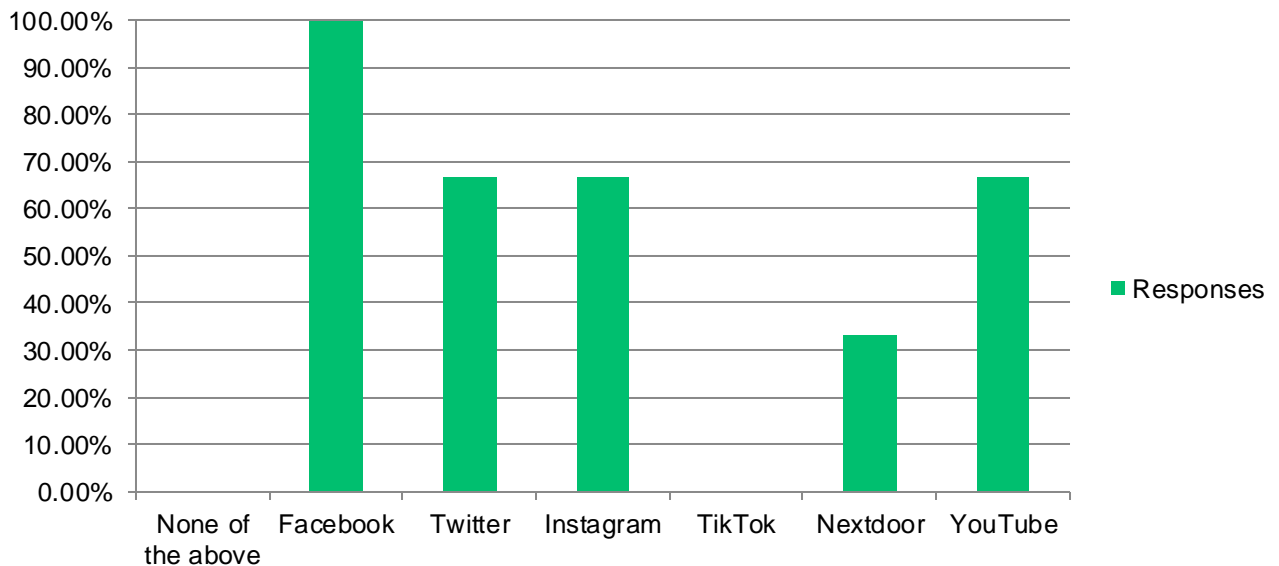
What do you do if you can't find the information you're looking for on the council's website? Please select all that apply.



How would you rate the 'report a problem' function on the website?



Which of the council's social media channels do you follow? Please select all that apply.



How frequently do you share information from the council on social media?

