



Accessing Services - Customer Survey

The Council is keen to hear your views on where, when and how you would find it most convenient to access our services in the future. This will inform our plans for delivering local services to our customers and making best use of the resources we already have in our communities.

Q1 What is your postcode?

Q2 How often have you visited the civic offices at Shute End over the last 2 years?

No visits 1-3 times 4-6 times 7-12 times More than 12 times

Q3 Which of the following services have you accessed at the civic offices during these visits?

Information about services for children or young people (e.g. about schools/school admissions, child care, Children's Centres, support for parents/families, Youth Centres or youth provision)	<input type="checkbox"/>	Council Tax Enquiries.....	<input type="checkbox"/>
Information about Adult Care and Support	<input type="checkbox"/>	Benefits Advice	<input type="checkbox"/>
Information about roads, public transport and parking	<input type="checkbox"/>	Payment of bills	<input type="checkbox"/>
Information about sports, leisure and recreation facilities	<input type="checkbox"/>	Advice on Homelessness and Housing Advice (including Tenant Services)	<input type="checkbox"/>
Information on libraries, culture and the arts	<input type="checkbox"/>	Discuss abandoned vehicles, graffiti and bin fires	<input type="checkbox"/>
Information on Adult Learning and Training	<input type="checkbox"/>	Enquiries about parks, open spaces and grounds maintenance	<input type="checkbox"/>
Enquiries about waste collection and recycling	<input type="checkbox"/>	Register of births, marriages and deaths	<input type="checkbox"/>
Viewing/enquiring about planning applications	<input type="checkbox"/>	Health and wellbeing advice and services.....	<input type="checkbox"/>
Licensing Enquiries/Applications	<input type="checkbox"/>	Community safety and crime	<input type="checkbox"/>
Please specify		Other	<input type="checkbox"/>

Q4 If you could access our services in alternative locations and/or ways, which would be more convenient to you? Please tick one box only for your 1st, 2nd and 3rd choice.

	1st Choice	2nd Choice	3rd Choice
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Services Neighbourhood Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth and Community Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports/Leisure Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dinton Pastures Country Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town and Parish Council Offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police Station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens Advice Bureau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self Service (via internet and telephone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Information Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify

Q5 When visiting the above buildings, which methods of accessing services would you be happy to use?
 Face to face contact with officer. Computer/kiosk access (with support from an officer) Computer/kiosk access (on your own/without support)

Q6 If these additional services were available, would you visit the buildings referred to in Question 4:
 A lot more frequently. More frequently The same Less Frequently

Q7 When is it most convenient for you to access Council services (tick all that apply)?

	Early Mornings (before 9am)	Mornings (9am -12pm)	Afternoon (12-5pm)	Evenings (After 5pm)
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Are you:
 Male Female Prefer not to answer

Q9 Which age group are you in?
 17 and Under.. 18-25... 26-35... 36-45... 46-60... 61 and Over Prefer not to answer

Q10 Do you consider yourself to have a disability or long standing illness?
 Yes No..... Prefer not to answer.....

Q11 To which of these groups do you consider you belong?

White (British, Irish, Traveller of Irish Heritage, Gypsy/Roma, any other white background)..... <input type="checkbox"/>	Black or Black British (Caribbean, African or other Black background)..... <input type="checkbox"/>
Mixed (White and Black Caribbean, White and Black African, White and Asian, any other mixed background)..... <input type="checkbox"/>	Chinese <input type="checkbox"/>
Asian or Asian British (Indian, Pakistani, Bangladeshi, any other Asian background)..... <input type="checkbox"/>	Any other ethnic group, please state below..... <input type="checkbox"/>
Other, please specify <input type="text"/>	Prefer not to answer <input type="checkbox"/>

Q12 Where did you complete this survey?

Civic Offices (Shute End) <input type="checkbox"/>	A Day Centre..... <input type="checkbox"/>	Supermarket <input type="checkbox"/>	At home/work via website..... <input type="checkbox"/>
A Library..... <input type="checkbox"/>	A Sports/Leisure Centre <input type="checkbox"/>	A GP surgery..... <input type="checkbox"/>	Other <input type="checkbox"/>
A Children's Centre... <input type="checkbox"/>	Dinton Pastures Country Park <input type="checkbox"/>	A Police Station..... <input type="checkbox"/>	
A Youth and/or Community Centre <input type="checkbox"/>	Town/Parish Council Offices..... <input type="checkbox"/>	Citizens Advice Bureau <input type="checkbox"/>	
Other, please specify <input type="text"/>			

Q13 Do you have any other general comments on when and where you access services?