



**The 17th Herefordshire Voice Survey Report
of April 2008**

**Council communications
and customer contact**

Issue 1

Herefordshire Council Research Team
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Executive Summary

- The 17th Herefordshire Voice survey asked questions around Council communications and customer contact. The four specific areas covered were:
 - preferred media for finding out about the Council
 - recognition of Council services
 - the “Info in Herefordshire” services
 - making a complaint to the Council and requesting a Council service
- A total of 1,170 questionnaires were successfully delivered to Herefordshire Voice panellists in April 2008. 741 were returned, which is a response rate of 63%.

Key findings:

The local media

- The most commonly used media sources were BBC Midlands Today (87% watch it often or sometimes), Herefordshire Matters (83%), The Hereford Times (76%), the Journal (70%) and ITV Central News (70%).
- Confidence in the accuracy of media sources with regard to information about Herefordshire Council was generally very high, with between 83% and 96% of respondents showing confidence in each source. BBC Hereford & Worcester was the most trusted with 96% confident that it is generally accurate.
- When asked which newspaper they would look in to find job adverts, 79% said they would look in the Hereford Times and 37% would look in the Journal (Hereford, Ross or Leominster editions).

Recognition of Council services

For a list of 31 services, some of which were Council services and some which were not, respondents were asked whether they thought the Council was involved in providing each service.

- Amongst the services provided directly by the Council, most people correctly identified the Council as the provider.
- Amongst the services provided for the Council with or by a partner or contractor, most were correctly identified as having some form of Council involvement, with some variation.
- Amongst the services not provided by the Council, many were incorrectly attributed to the Council.

Info in Herefordshire

- Around half of respondents had heard of Info in Herefordshire before receiving the survey.
- Around half of respondents had not used any of the Info in Herefordshire services, while 28% had visited an Info Centre and 20% had rung Info by Phone.
- 28% of those who had visited an Info Centre did so to get information about a Council service, and 22% to pay a bill.
- Satisfaction with various aspects of visiting an Info Centre was generally very high, with very low levels of dissatisfaction.
- The only exceptions to this were seen in Hereford – where 11% were dissatisfied with the convenience of its location, and Kington – where 17% were dissatisfied with the convenience of its opening hours.
- Across all Info Centres, 92% were satisfied with the service overall.

Info in Herefordshire opening hours

- At Info Centres, the extension to opening hours considered most useful would be Saturday mornings – 85% would find it useful (very useful or quite useful).
- 63% would find it useful if Info Centres were open the same hours each day, and 58% would find it useful if they stayed open later on weekday evenings.
- The most popular possible extension to the Info by Phone service was availability on Saturday mornings, where 87% said they would find it useful.
- 76% would find it useful if the Info by Phone service was available slightly later on weekday evenings.

Making a request for service

- Around half of respondents had requested a Council service. 77% made a request by telephone, and 25% did so in person.
- 68% were satisfied with the way their request was handled overall, while 24% were dissatisfied.
- The most positive aspect of making a request for service was knowing how to make the request, with 80% satisfied and 9% dissatisfied.
- 76% were satisfied that they were listened to and understood, with 18% dissatisfied.
- The least positive aspect was how quickly the issue was resolved, with 63% satisfied and 31% dissatisfied.

Making a complaint

- A quarter of respondents had made a complaint to the Council. 68% made a complaint by telephone, 20% did so in person, and 20% by letter.
- 42% were satisfied with the way their complaint was handled overall, while 48% were dissatisfied.
- 75% were satisfied with knowing how to go about making a complaint and 13% were dissatisfied.
- 31% were satisfied with how quickly the issue was resolved while 56% were dissatisfied.
- 33% were satisfied with the number of times they had to make contact to get the issue resolved, while 53% were dissatisfied.

Introduction

Background

The Herefordshire Partnership is a group of key local and regional organisations, who work to further the interests of people who live or work in Herefordshire, and visitors to the County. Partner organisations include, among others, Herefordshire Council, West Mercia Police, the Chamber of Commerce and the Primary Care Trust. In 2000, the Partnership recruited a citizens' panel, which later became known as Herefordshire Voice. The aim was to set up a group of around 1,000 Herefordshire residents who could be regularly consulted on a range of issues that affect partner organisations and the people of Herefordshire. Demographic data about panellists is collected at the time of recruitment, to allow the survey results to be analysed in more depth without having to repeat questions in each survey. Panellists who have been members the longest are periodically replaced with new members, to ensure that conditioning effects are kept to a minimum.

This report presents the findings of the 17th survey of the panel, which asked questions about Council communications and customer contact. The four specific areas covered were:

- preferred media for finding out about the Council
- recognition of Council services
- the "Info in Herefordshire" services
- making a complaint to the Council and requesting a Council service

A copy of the questionnaire can be seen in the Appendix, at the end of this document.

Methodology

1,212 panel members were sent a copy of the 17th Herefordshire Voice survey "Council communications and customer contact" on 10th and 11th April 2008. A reminder letter was sent approximately three weeks later, to those panellists who had not yet responded to the survey. 28 surveys were returned undelivered, and a further 14 panellists asked to be removed from the panel database. This means there were in fact 1,170 valid members. A total of 741 questionnaires were returned, giving a response rate of 63%. This is a slight improvement on the 59% seen in the last survey.

Presentation of results

Percentages are presented rounded to the nearest whole number. It should be noted that this rounding occasionally produces apparent anomalies in the presentation of grouped categories. For example, if 10.4% of respondents were “very satisfied” with a service, and 10.4% were “fairly satisfied”, these percentages would be presented in the table as 10% and 10%. However, when presented as the total who were “satisfied”, the correct figure would be $10.4 + 10.4 = 20.8$. Rounded to the nearest whole number, this would be quoted as 21%. Thus at a glance, it would appear that $10 + 10 = 21$. Such anomalies will never be more than 1 percentage point. Whenever a difference is visible between the quoted figure and the figure obtained from adding two categories, the figure quoted in the commentary should be used.

An asterisk (e.g. *%) refers to a score of less than 0.5 that would otherwise have been rounded to zero.

The “base” is the number of respondents from which the percentages are calculated. Unless otherwise stated, **the base is the number of responses to each question** – i.e. respondents who did not answer a particular question are excluded from the calculation.

In this report, the results obtained are frequently broken down to determine whether different groups of people have different views. A threshold of at least ± 5 percentage points is used to signify a real difference between these groups. For example, if we wanted to find out if males had a different opinion from females, we would need to see a difference of at least 5 percentage points between the scores in order to consider the difference significant; so if 50% of males gave one answer, the score for females would need to be greater than or equal to 55%, or less than or equal to 45% to show a difference.

Respondent Profile

The profile of those Herefordshire Voice panellists that responded to this survey can be seen below. This is around 63% of the whole panel. Respondents to this survey are not strictly representative of the county as a whole. The most crucial difference is in age, where the younger age groups are under-represented (particularly 18 – 24 year olds), and 45 – 64 year olds are over-represented. There is also a slight over-representation of males, and an under-representation of ethnic minorities. This should be borne in mind when viewing the results of the survey. No weighting has been applied to these results.

Respondent profile		
Total number of responses:	741	
	Number	%
Gender		
Male	398	54%
Female	343	46%
Not provided	0	0%
Age		
18 – 24	5	1%
25 – 44	139	19%
45 – 64	333	45%
65 – 74	119	16%
75 and over	78	11%
Not provided ¹	67	9%
Disability, long-term illness or health problem		
Disabled	164	22%
Not disabled	541	73%
Not provided	36	5%
Type of disability (amongst those who had a disability)²		
Deaf / hard of hearing / acute hearing	30	18%
Blind / partially sighted / sensitive to light	12	7%
Learning disability or difficulty	3	2%
Mental health	10	6%
Progressive / chronic illness (e.g. MS, cancer)	30	18%
Mobility difficulties	80	49%
Other	52	32%
Not provided	44	27%
Physical mobility		
I can walk freely	554	75%
I normally use a walking stick or walking frame	57	8%
I normally use a mobility scooter or wheelchair	9	1%
I am unable to leave my home	4	1%
Not provided	117	16%

¹ The majority of the “not provided” cases in these categories arise from inconsistencies in the way this data was collected, before management of the panel was transferred to the Research Team.

² Only asked of those who had a disability, so percentages are the proportion of those who had a disability. Respondents could select as many as applied.

Respondent profile (continued)		
Total number of responses:	741	
	Number	%
National identity		
British	300	40%
English	285	38%
Welsh	27	4%
Scottish	10	1%
Irish	2	*%
Other	10	1%
Not provided	107	14%
Ethnicity³		
White British	611	82%
Other White background	11	1%
All other backgrounds	1	*%
Not provided	118	16%
Length of residence in Herefordshire		
Under 1 year	11	1%
1 – 2 years	27	4%
3 – 5 years	67	9%
6 – 10 years	67	9%
11 – 20 years	82	11%
21+ years	318	43%
Not provided ¹	169	23%
Housing tenure		
Owned outright	314	42%
Buying on a mortgage	186	25%
Rented from Housing Association	39	5%
Rented free as part of employment	1	*%
Rented from private landlord	39	5%
Other	7	1%
Not provided ¹	155	21%
Children aged 0 – 15 years in household		
Yes	117	16%
No	523	71%
Not provided	101	14%
Employment status		
Employee in full-time job (more than 30 hours per week)	175	24%
Employee in part-time job (under 30 hours per week)	99	13%
Self employed full or part-time	118	16%
Full-time education or training	3	*%
Unemployed and available for work	3	*%
Not working due to permanent sickness or disability	29	4%
Wholly retired from work	266	36%
Looking after the home / family, full time	37	5%
Other	11	1%
Not provided	0	0%

³ Note that ethnicity categories have been combined here to reflect panel responses.

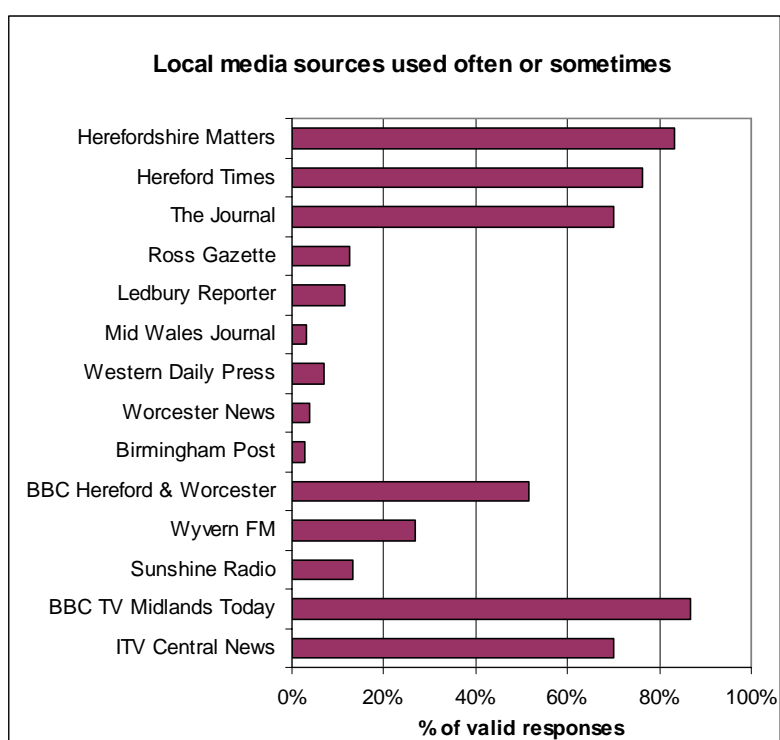
Results

The local media

Q1 Which of the following do you read, listen to, or watch?

A brief description of each of the media sources was provided.

Media sources used					
	Often	Sometimes	Rarely	Never	Base
Herefordshire Matters	53%	30%	11%	6%	663
Hereford Times	56%	20%	13%	10%	667
The Journal (Hereford, Ross or Leominster editions)	51%	19%	8%	22%	662
Ross Gazette	9%	4%	6%	81%	595
Ledbury Reporter	8%	4%	5%	84%	576
Mid Wales Journal	2%	1%	3%	94%	573
Western Daily Press	2%	5%	8%	85%	576
Worcester News	1%	3%	5%	91%	572
Birmingham Post	1%	2%	3%	94%	574
BBC Hereford & Worcester	23%	29%	23%	25%	640
Wyvern FM	9%	18%	22%	51%	592
Sunshine Radio	7%	6%	8%	79%	574
BBC TV Midlands Today	63%	23%	6%	7%	659
ITV Central News	36%	34%	17%	13%	653



The most commonly used local media source is BBC Midlands Today, with 87% of those who answered the question watching it at least sometimes. 83% read Herefordshire Matters at least sometimes, 76% read The Hereford Times and 70% the Journal at least sometimes. 70% watch ITV Central News at least sometimes.

A number of respondents mentioned other local media sources, including local newspapers such as The Hereford Admag, The Ludlow Advertiser and The Malvern Gazette, Herefordshire Council's website, and parish or other small area magazines. In addition, a number of respondents mentioned a range of national media sources.

Q2 Thinking about information about Herefordshire Council, for each of the following, how confident are you that the information it provides is generally accurate?

Confidence in media sources				
	Very confident	Fairly confident	Not confident	Base
Herefordshire Matters	33%	59%	8%	559
Hereford Times	22%	70%	7%	575
The Journal (Hereford, Ross or Leominster editions)	16%	73%	11%	427
Ross Gazette	16%	70%	14%	90
Ledbury Reporter	15%	75%	10%	81
Mid Wales Journal	10%	79%	10%	29
Western Daily Press	9%	84%	7%	58
Worcester News	2%	83%	14%	42
Birmingham Post	11%	71%	17%	35
BBC Hereford & Worcester	29%	67%	4%	449
Wyvern FM	17%	75%	8%	229
Sunshine Radio	19%	69%	12%	90

Respondents who selected "don't know" for any item are excluded from the calculation of percentages for that item. Answers from all respondents who had an opinion are included, irrespective of whether they indicated in Q1 that they made use of the media source. This is considered appropriate, because people may for example choose not to use a certain source because they don't consider it to be accurate.

When looking at the proportion of respondents who are confident that each media source is generally accurate in its information about Herefordshire Council (i.e. very confident plus fairly confident), there is little variation, with between 83% and 96% of respondents showing confidence in each source. BBC Hereford and Worcester is the most trusted source overall, with 96% confident that it is generally accurate.

More variation can be seen between the proportions selecting very or fairly confident. Herefordshire Matters has the highest proportion very confident at 33%, while BBC Hereford and Worcester has 29% very confident.

Q3 If you were looking for a new job locally, which of the following newspapers would you look at?

Newspaper would use to find job adverts	
Would not look in a newspaper	15%
Hereford Times	79%
The Journal (Hereford, Ross or Leominster editions)	37%
Ross Gazette	8%
Ledbury Reporter	9%
Mid Wales Journal	2%
Other newspaper	12%
Base	635

Respondents could tick as many as applied. 79% said they would look in the Hereford Times for job adverts, 37% would look in the Journal, with fewer looking in other local newspapers. 15% would not look in a newspaper.

Other local newspapers mentioned include The Abergavenny Chronicle, The Admag, The Birmingham Post, The Forest Review, The Gloucester Citizen, The Ludlow Advertiser, The Malvern Gazette, The Monmouth Beacon, The Shropshire Star, The Tenbury Advertiser, The Western Daily Press and The Worcester Evening News. Other sources mentioned include specialist journals, job websites and national newspapers.

Q4: Is there anything else you would like to say about the local media?

158 comments were made, covering a range of topics. Some examples of the types of comments made are given below. The full list of comments will be provided to the relevant Council officers.

BBC Hereford and Worcester are brilliant in giving out information when snow, floods etc affect the area, lots of updates especially school closures.

BBC Midlands Today 90% focused on Birmingham area, rarely real local news.

Can be very biased, not a clear honest picture, especially in Journal.

Do not receive the Journal every week owing to distribution problems, thus not a suitable medium for advertising Council jobs - the paper cannot be collected from newsagents thus cannot obtain if not delivered.

Generally poor standard of reporting.

Herefordshire Council has in recent times been an obvious target for media attention but my personal feeling is that the focus is too often on the negative. The positive stories always seem to be demoted to the middle pages.

Hereford Times and The Journal (Hereford edition), in my opinion are politically biased - (particularly in their editorials) - in favour of Liberal Democrats.

Hereford Times seems to try to balance reporting, so that they air the views of most sides of local issues.

Herefordshire Matters is a 'good news only' publication, produced by interested parties, and as such cannot be relied upon for balanced coverage.

I feel that the Hereford Times is biased in favour of the Herefordshire Council - it never takes a stand against the Council.

I love reading the anti-Council stuff in the Journal - it provides a good balance to the self-praising in Herefordshire Matters.

Local media is like all media only happy when reporting something that boosts sales, not always the facts.

Parish magazines are a very underused resource to cascade information to many households.

The Herefordshire Voice newsletter sent with this survey form is as subject to spin as any of the publications above. A statement such as 'improvements ... to clear the orthodontics waiting list' is definitely not accurate. The orthodontic service is now excluding many young people who need, and who 10 years ago would have received orthodontic treatment. If criteria are narrowed - restricted then of course waiting hours will shorten.

The truth is often in the article somewhere but you often have to cut through the angle of the reporter to get to it.

Very helpful in times of crisis i.e. floods, poor weather, traffic problems. Rather trivial and patronising in its other features.

Why does BBC Hereford and Worcester exist as a local radio station? Droitwich / Redditch are not local! Herefordshire should have its own station, crap as it may be.

Recognition of Council services

Respondents were given a list of 31 services available in Herefordshire, some of which are provided solely by the Council, some which are provided by the Council through a partner or contractor, and some which are provided by other organisations.

Q5: For each of the services listed below, if you believe Herefordshire Council is involved in either providing the services directly or in partnership with other organisations, please tick "yes". If you think the Council is not involved, please tick "no".

It is useful to look at the results to this question grouped according to the provider of the services. Services were not grouped this way in the questionnaire.

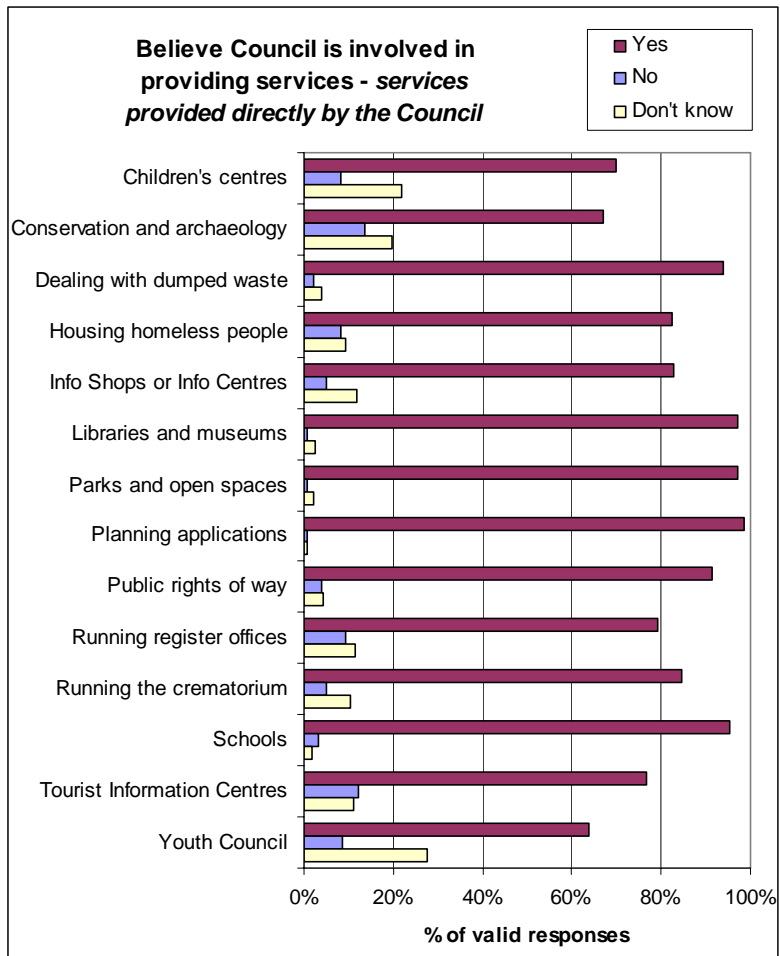
Recognition of services provided directly by Herefordshire Council

The services listed in this table are provided directly by Herefordshire Council.

Believe Council is involved in providing services - services provided directly by the Council				
	Yes	No	Don't know	Base
Children's centres	70%	8%	22%	714
Conservation and archaeology	67%	14%	20%	711
Dealing with dumped waste	94%	2%	4%	724
Housing homeless people	82%	8%	9%	717
Info Shops or Info Centres	83%	5%	12%	710
Libraries and museums	97%	1%	2%	723
Parks and open spaces	97%	1%	2%	722
Planning applications	99%	1%	1%	725
Public rights of way	92%	4%	4%	721
Running register offices	79%	9%	12%	714
Running the crematorium	84%	5%	11%	719
Schools	95%	3%	2%	719
Tourist Information Centres	77%	12%	11%	715
Youth Council	64%	9%	28%	710

Amongst the services which are provided directly by Herefordshire Council, recognition was generally high. 14% thought the Council was not involved in conservation and archaeology. 12% did not think that the Council provided Tourist Information Centres.

There were a number of services where a large proportion of respondents did not know who provided them, including the Youth Council (28% did not know), children's centres (22%) and conservation and archaeology (20%).



Recognition of services provided with or by a partner or contractor

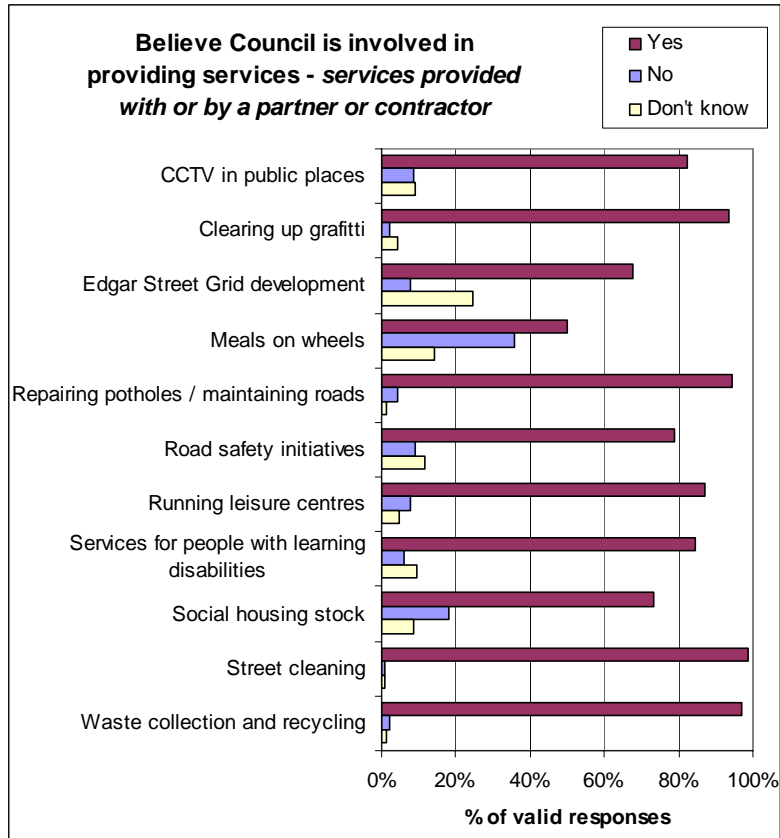
There are a number of services where the Council fulfils its responsibility by employing a contractor to carry out the required work, or by providing the service in collaboration with a partner. Note that the services in this group cover a range of levels of Council involvement, for example from street cleaning where the Council has direct responsibility and employs Amey Wye Valley to act as contractors for the day to day logistics, to social housing stock which has been sold to Housing Associations, where the Council maintains an “arm’s length” interest in the board. In some cases, the distinction between services of this type and those where the Council has no involvement is unclear.

Believe Council is involved in providing services - services provided with or by a partner or contractor				
	Yes	No	Don't know	Base
CCTV in public places	82%	9%	9%	718
Clearing up graffiti	94%	2%	4%	720
Edgar Street Grid development	68%	8%	24%	713
Meals on wheels	50%	36%	14%	714
Repairing potholes / maintaining roads	95%	4%	1%	722
Road safety initiatives	79%	9%	12%	713
Running leisure centres	87%	8%	5%	722
Services for people with learning disabilities	84%	6%	10%	714
Social housing stock	73%	18%	9%	713
Street cleaning	99%	1%	1%	725
Waste collection and recycling	97%	2%	1%	727

Recognition of the Council's involvement in these services is variable, but in all cases more people thought the Council was involved than thought it was not. The service where the greatest proportion of respondents incorrectly thought the Council had no involvement was Meals on Wheels. 50% thought the Council was involved, 36% thought it was not, and 14% did not know. This is perhaps understandable as the service is delivered on the ground by WRVS volunteers, and the Council's involvement extends only to funding and contract monitoring.

There were two other services with slightly lower recognition. 18% incorrectly thought the Council had no involvement in social housing stock; 24% did not know whether the Council had any involvement in the Edgar Street Grid development.

Details of the partnership arrangements for all the services above can be seen in a table on page 17.



So who provides the service?	
CCTV in public places	Herefordshire Community Safety and Drugs Partnership is responsible for CCTV in the county. Members of this partnership include Herefordshire Council, West Mercia Police, Hereford & Worcester Fire and Rescue Service, and Herefordshire PCT.
Clearing up graffiti	Herefordshire Council has a service partnership with Amey Wye Valley, which includes clearing up graffiti.
Edgar Street Grid development	ESG Herefordshire is a limited company. The Chief Executive and Leader of Herefordshire Council are both on the board of directors.
Meals on wheels	WRVS provide the service on the ground, with funding and contract monitoring by Herefordshire Council.
Repairing potholes / maintaining roads	Part of the Amey Wye Valley service partnership.
Road safety initiatives	Herefordshire Council has a road safety unit, and is a member of the Safer Roads Partnership in West Mercia.
Running leisure centres	Herefordshire Council has a service partnership with Halo, a not-for-profit organisation that provides leisure centres in the county
Services for people with learning disabilities	Herefordshire Council social workers and nurses assess need, but the bulk of services are supplied by independent providers
Social housing stock	The Council transferred its remaining housing stock to an independent company, Herefordshire Housing in 2002. The Council retains a variety of close links with the company and one third of their Board comprises members nominated by the Council.
Street cleaning	Part of the Amey Wye Valley service partnership.
Waste collection and recycling	Herefordshire Council employs Focsa as contractors to collect household waste and recycling.

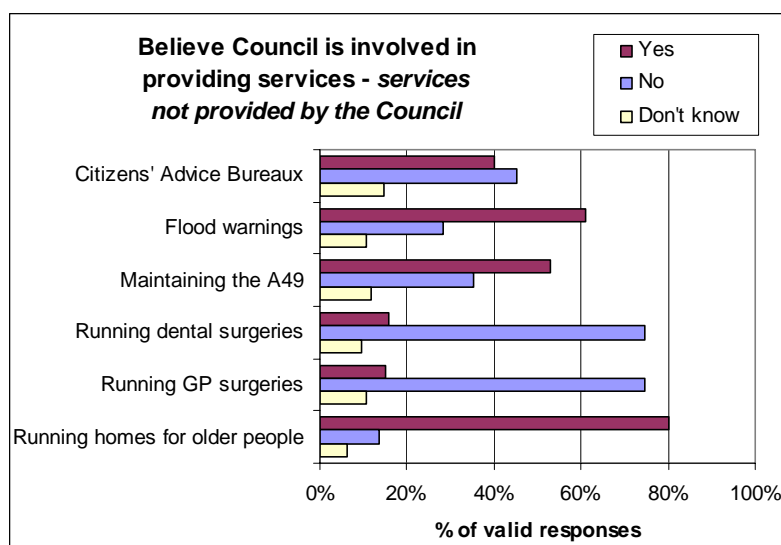
Recognition of services not provided by Herefordshire Council

The services in the table below are not provided by Herefordshire Council.

Believe Council is involved in providing services - services not provided by Herefordshire Council				
	Yes	No	Don't know	Base
Citizens' Advice Bureaux	40%	45%	15%	714
Flood warnings	61%	28%	11%	723
Maintaining the A49	53%	35%	12%	711
Running dental surgeries	16%	75%	10%	708
Running GP surgeries	15%	74%	10%	705
Running homes for older people	80%	14%	6%	713

Amongst the services which are not provided by the Council, there was varied opinion on whether the Council is involved in providing the services. Around three quarters of respondents correctly said that dentist and GP surgeries were not run by the Council (this remains true, even though the Council and Primary Care Trust have a joint chief executive and are now working together more closely). With the remaining services in the table, a high proportion of respondents incorrectly identified the Council as providing services for which it has no direct responsibility. The greatest misconception was that 80% of respondents incorrectly thought the Council was involved in running homes for older people.

Details of who provides these services can be seen in the table on the following page.



So who provides the service?	
Citizens' Advice Bureaux	Citizens' Advice is an independent charity, although Herefordshire Council does provide some funding.
Flood warnings	The Environment Agency provides flood warnings.
Maintaining the A49	Trunk roads, including the A49, A465 south of Hereford, A40 and M50 are maintained by the Highways Agency.
Running dental surgeries	NHS dentists and GP surgeries are funded and overseen by the Herefordshire Primary Care Trust.
Running GP surgeries	
Running homes for older people	Homes for older people are provided by independent organisations, although some funding is provided by Herefordshire Council.

Info in Herefordshire

Respondents were informed of the four main ways in which the public can access Info in Herefordshire.

Q6: *Before receiving this survey, had you heard of "Info in Herefordshire"?*

Heard of Info in Herefordshire	
Yes	47%
No	53%
Base	728

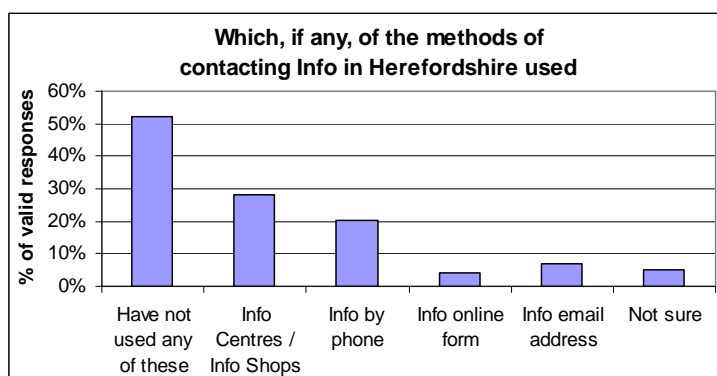
Around half of those who answered the question had not heard of Info in Herefordshire before receiving this survey.

Q7: *Which, if any, of the four methods of contacting Info in Herefordshire have you used?*

This question was open to all respondents, including those who selected "no" to the previous question, as they may have used one of the services without associating it with Info in Herefordshire.

Used Info in Herefordshire methods	
Have not used any of these	52%
Info Centres / Info Shops	28%
Info by phone	20%
Info online form	4%
Info email address	7%
Not sure	5%
Base	676

Around half of respondents had not used any of the Info in Herefordshire methods, while 28% had visited an Info Centre, and 20% had rung Info by Phone.



Info Centres / Info Shops

Q8: Please indicate which ONE Info Centre you are thinking about when answering the following questions

Which Info Centre	
The Hereford Centre (Garrick House, Widemarsh Street)	50%
The Bromyard Centre (Cruxwell Street)	5%
The Kington Centre (64 Bridge Street)	3%
Ledbury (St Katherines, High Street)	10%
Leominster (11 Corn Square)	17%
Ross-on-Wye (Swan House, Edde Cross Street)	15%
Base	606

This question was included to help in analysis of later questions. As respondents were asked to answer about one Centre only when they may typically use more than one, the results should not be taken as an indication of relative usage levels.

Q9: Thinking about the time you most recently visited or tried to visit the Info Centre indicated in Q8, what was the MAIN reason for your visit?

Main reason for visit to an Info Centre	
To pay a bill, e.g. Council Tax	22%
To request a Council service	17%
To get information about a Council service	28%
To make a complaint	3%
To give other feedback about a Council service	1%
To access a partner service such as Halo Leisure	4%
Other reason	26%
Base	337

Respondents were asked to tick one box only. 28% of those who answered the question had visited an Info Centre to get information about a Council service, and 22% to pay a bill.

Amongst the “other” reasons for visiting stated by respondents were applying for a bus pass, applying for a disabled parking sticker, buying green garden waste bags, and viewing planning applications.

Q10: Still thinking about the time you most recently visited or tried to visit that Info Centre, please indicate how satisfied or dissatisfied you were with the following aspects of the service

Satisfaction with aspects of the service received at Info Centres						
	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	Base
Convenience of location	53%	37%	4%	4%	2%	396
Physical access to the building	61%	32%	4%	2%	1%	389
Convenience of opening hours	49%	41%	6%	3%	1%	387
Length of waiting time	54%	37%	5%	3%	2%	394
Staff politeness and friendliness	68%	25%	4%	2%	1%	402
Staff knowledge and helpfulness	59%	31%	6%	3%	1%	395
The information received	57%	32%	7%	2%	1%	387
The service overall	55%	37%	4%	3%	1%	395

Satisfaction was generally very high, with respondents between 89% and 93% satisfied for all the aspects covered. 92% were satisfied with the service overall.

It is possible to look at the answers to Q10 according to the Info Centre they indicated in Q8. Note that the sample bases for some centres are extremely low, and the results should thus only be taken as a very rough indication of opinion.

As satisfaction is generally very high across all aspects, the commentary will only mention notable variations in this pattern.

Satisfaction with the convenience of location, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	84%	100%	100%	92%	98%	92%
Neither	4%	0%	0%	5%	2%	5%
Dissatisfied	11%	0%	0%	3%	0%	3%
Base	185	23	12	39	65	61

11% of respondents at The Hereford Centre were dissatisfied with the convenience of its location.

Satisfaction with physical access to the building, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	94%	100%	100%	92%	98%	85%
Neither	3%	0%	0%	8%	2%	11%
Dissatisfied	3%	0%	0%	0%	0%	3%
Base	178	23	12	39	65	61

Satisfaction with convenience of opening hours, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	89%	100%	58%	92%	98%	86%
Neither	7%	0%	25%	3%	2%	10%
Dissatisfied	4%	0%	17%	5%	0%	3%
Base	180	23	12	39	64	58

17% of respondents at The Kington Centre were dissatisfied with the convenience of opening hours. Note the extremely low sample base at Kington.

Satisfaction with the length of waiting time, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	87%	91%	100%	95%	95%	92%
Neither	4%	4%	0%	5%	2%	8%
Dissatisfied	8%	4%	0%	0%	3%	0%
Base	183	23	12	37	66	62

Satisfaction with staff politeness and friendliness, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	93%	91%	100%	92%	96%	94%
Neither	4%	0%	0%	5%	3%	6%
Dissatisfied	4%	9%	0%	3%	1%	0%
Base	188	23	12	38	67	63

Satisfaction with staff knowledge and helpfulness, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	88%	96%	100%	92%	91%	94%
Neither	7%	0%	0%	8%	8%	5%
Dissatisfied	5%	4%	0%	0%	2%	2%
Base	183	23	12	38	66	62

Satisfaction with the information received, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	87%	96%	100%	92%	89%	90%
Neither	7%	0%	0%	8%	8%	10%
Dissatisfied	6%	4%	0%	0%	3%	0%
Base	179	23	12	38	65	59

Satisfaction with the service overall, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Satisfied	90%	96%	100%	97%	92%	93%
Neither	3%	0%	0%	3%	6%	5%
Dissatisfied	7%	4%	0%	0%	2%	2%
Base	187	23	12	38	66	59

Q11: Is there anything else you would like to say about Info Centres?

110 respondents made comments about Info Centres. Some examples of the types of comments made are given below. The full list of comments will be provided to the relevant Council officers.

A lot of offices have closed to the public. I used to pay Council Tax at the Town Hall where I could park briefly in St. Owen St. Now it's closed. Garrick House has a multi-storey behind it but that means paying for a couple of hours to cover a task that takes 10 minutes at most! Really annoying!

Although I have used Garrick House once I did not know that it was called an Info Centre until now.

At the time I had children in a pushchair. Access to Swan House was only available at the rear of the building - not terribly welcoming or convenient.

Bromyard centre is fantastic, because sports facilities are located there it means the reception desk is manned and consequently other services are accessible at convenient times for all.

Don't know what they are, or for, or anything about them.

Hours in Bromyard are extremely adequate.

I have visited Garrick House several times and always had good, positive, friendly service.

If there are plans to close or move any of these centres thought should be given to the people using them, and not how good it would be to centralise all Council services to the inconvenience of the public.

My impression is that regular users of services were opposed to the service - seeing it as a blockage between them and professional officers. Will the results of survey reflect opinion on this?

No idea what these centres / shops are for.

Staff at Bromyard Centre are very unwelcoming and have a cool, detached, unprofessional manner. All this information used to be available in old library, that closed. Where staff were helpful, polite and welcoming. They wanted to help!

The layout of the Hereford Info centre is spacious and easy for wheelchairs users to access.

The main entrance door to the (Ledbury) Info centre gives no indication of what is inside and the door itself looks very shabby and the last place one would expect to lead into a modern information place.

Info in Herefordshire opening hours – Info Centres

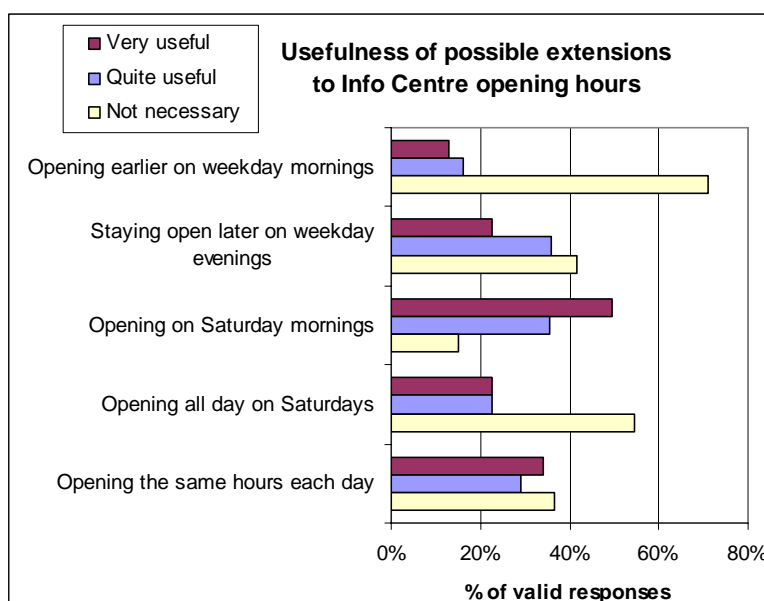
Respondents were given the opening hours for all Info Centres in Herefordshire

Q12: For the Info Centre indicated in Q8, please indicate how useful you think each of the following possible extensions to opening hours would be (compared to the current opening hours for that Info Centre)

Respondents who ticked “no opinion” have been excluded when calculating the percentages below.

Views on possible extensions to Info Centre opening hours				
	Very useful	Quite useful	Not necessary	Base
Opening earlier on weekday mornings	13%	16%	71%	456
Staying open later on weekday evenings	23%	36%	42%	488
Opening on Saturday mornings	49%	35%	15%	506
Opening all day on Saturdays	23%	23%	55%	488
Open the same hours each day, to make it easier to remember	34%	29%	37%	514

The extension that the biggest proportion of respondents would find useful would be Saturday mornings – 85% would find it useful (very useful or quite useful). 63% would find it useful if they were open the same hours each day, while 58% would find it useful if they stayed open later on weekday evenings.



It is useful to look at the results to Q12 according to the Info Centre respondents were talking about. Note that some of the sample bases are very low, and as such the results should be taken only as a very rough indication of opinion.

Usefulness of opening earlier on weekday mornings, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Very useful	17%	4%	7%	8%	12%	8%
Quite useful	21%	8%	14%	8%	11%	12%
Not necessary	63%	88%	79%	85%	77%	80%
Base	208	25	14	39	65	60

In all Info Centres, more respondents thought opening earlier on weekday mornings was unnecessary than thought it would be useful.

Usefulness of staying open later on weekday evenings, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Very useful	28%	0%	14%	13%	9%	23%
Quite useful	37%	30%	36%	21%	44%	35%
Not necessary	35%	70%	50%	67%	47%	42%
Base	226	23	14	39	66	65

Staying open later on weekday evenings was considered useful by 65% of respondents at Hereford, by 58% at Ross, and by 53% at Leominster.

Usefulness of opening on Saturday mornings, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Very useful	52%	37%	77%	51%	47%	43%
Quite useful	33%	32%	0%	36%	42%	39%
Not necessary	15%	32%	23%	13%	11%	18%
Base	220	19	13	45	79	74

Respondents at all Info Centres were more likely to find opening on Saturday mornings useful than unnecessary.

Usefulness of opening all day on Saturdays, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Very useful	25%	21%	31%	20%	15%	20%
Quite useful	26%	32%	25%	18%	15%	17%
Not necessary	49%	47%	44%	63%	70%	63%
Base	226	19	16	40	73	60

51% of respondents at Hereford would find it useful if it opened all day on Saturdays.

Usefulness of opening the same hours each day, by Info Centre						
	Hereford	Bromyard	Kington	Ledbury	Leominster	Ross-on-Wye
Very useful	34%	14%	59%	39%	35%	33%
Quite useful	34%	23%	18%	14%	29%	29%
Not necessary	32%	64%	24%	48%	36%	38%
Base	232	22	17	44	78	66

The Info Centre with the most variable daily opening hours is Kington. Bearing in mind the very low sample base for this Centre, 76% would find it useful if the Centre opened at the same hours each day, to make it easier to remember.

Q13: If you have any other comments or suggestions about the opening hours of Info Centres, please write them in the space below

58 respondents made comments about Info Centre opening hours. Some examples of the types of comments made are given below. The full list of comments will be provided to the relevant Council officers.

Bromyard centre opening hours are already excellent.

Clearly being open only during normal working hours (9-6 weekdays and Saturday) would be of no use for the employed.

I am retired and so can visit easily during current opening hours. I can see that working people might have different views, but wonder whether the extra cost could be justified given that other avenues e.g. phone, are available.

I think all Info centres should have the same opening and closing times, throughout the county.

I'm quite satisfied with present opening hours.

Maybe one 'late' night - till 6.30, to allow those who work till 5 or 5.30 to get there.

No normal working person can access this service during these extremely restricted hours.

One evening opening could be of use - but don't feel it necessary to open every evening.

Would it make sense to amalgamate the Info centre with the library?

Info in Herefordshire opening hours – Info by Phone

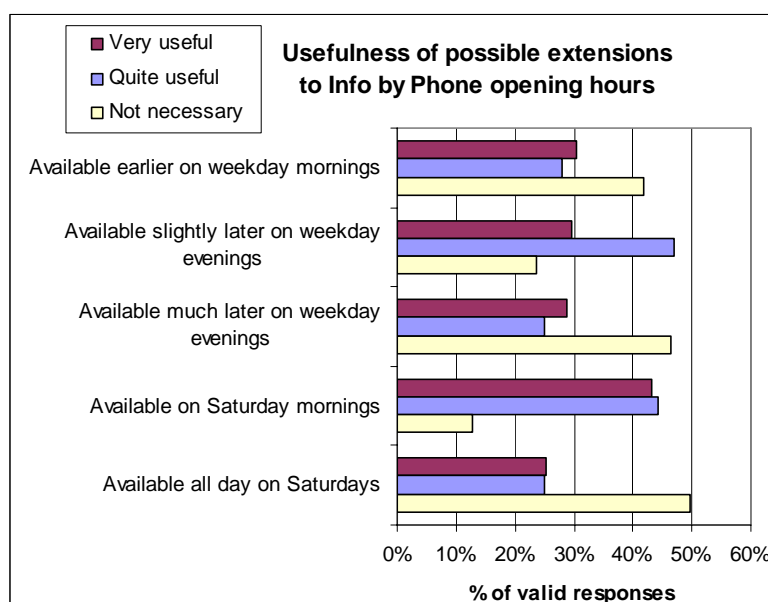
Respondents were informed of the current availability of the Info by Phone service – 8.30am until 5.15pm Monday to Friday.

Q14: For each of the following possible extensions to the Info by Phone service, please indicate how useful you think each would be

Respondents who ticked “no opinion” have been excluded from the calculation of the percentages below.

Views on possible extensions to the Info by Phone service				
	Very useful	Quite useful	Not necessary	Base
Available earlier on weekday mornings, e.g. from 8.00am	30%	28%	42%	513
Available slightly later on weekday evenings, e.g. until 6.00pm	30%	47%	24%	510
Available much later on weekday evenings, e.g. until 8.00pm	29%	25%	46%	505
Available on Saturday mornings	43%	44%	13%	530
Available all day on Saturdays	25%	25%	50%	500

The most popular possible extension to the Info by Phone service was availability on Saturday mornings, where 87% said they would find it useful (very useful or quite useful). 76% would find it useful if the service was available slightly later on weekday evenings.



Q15: If you have any other comments or suggestions about the opening hours of the Info by Phone service, please write them in the space below.

49 respondents made comments about Info by Phone opening hours. Some examples of the types of comments made are given below. The full list of comments will be provided to the relevant Council officers.

Advertise what you have on offer, what you are there for, what you can do etc.

All centres keep you on hold too long.

Broadly speaking I feel that wider telephone service would be more useful than physically opening Info Centres for longer hours.

Free calls

I admit I was totally unaware that 'Info by phone' existed.

I think the staff could work later as most people work till 5 or 6 pm.

One late evening

Should not the Info by phone hours match the hours Info Centre is open. Everyone would be more au fait with hours service is available. Cannot this service be supplied by same staff!

Time taken to answer a call is excessive and expensive as I had to hold for more than 12 minutes to ask one simple question.

Making a complaint or requesting a service

Respondents were given the following definitions of a complaint and request for service used by Herefordshire Council, when recording customer contact:

“Request for service”: A first time service or task request – for example, to report a blocked drain, would be reported as a “request for service”. However, if the customer had to contact the Council again as no action had been taken, it would be recorded as a complaint.

“Complaint”: All negative feedback, formal or informal, either about a service, policy or action provided by the Council itself, or a person or body acting on behalf of the Council.

Q16: According to the definitions given above, have you made either a “request for service” or a “complaint” to the Council in the last 3 years?

Made a complaint or request for service	
Made a request for service	49%
Made a complaint	25%
Not made a complaint or request for service	46%
Base	700

Around half of those who answered the question had made a request for service, and a quarter had made a complaint.

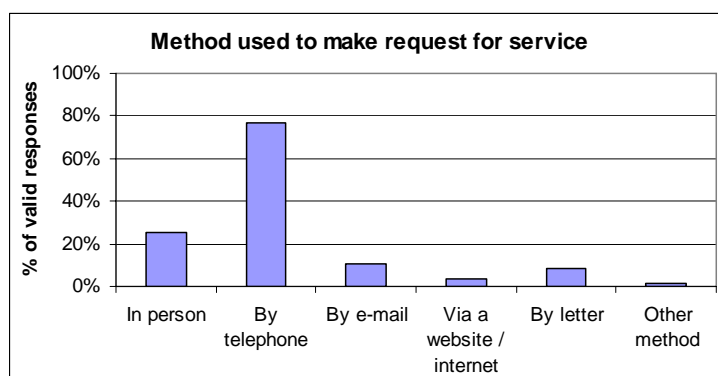
Requests for service

The questions in this section were asked of respondents who had made a request for service to the Council in the last 3 years.

Q17: How did you make your request for service?

Method used to make request for service	
In person	25%
By telephone	77%
By e-mail	10%
Via a website / internet	4%
By letter	8%
Other method	1%
Base	338

Respondents could tick as many as applied. 77% of those who made a request for service did so by telephone, while 25% did so in person.



Q18: *If you made your request in person, where did you do so?*

Respondents could tick as many as applied. Of those who made their request in person, 77% did so at an Info in Herefordshire centre, while 20% did so at another Council building.

Location of request made in person	
At an Info in Herefordshire centre	77%
At another Council building	20%
Somewhere else	6%
Base	82

Q19: *If you made your request by telephone, who did you call?*

Number called for request made by telephone	
The main switchboard	65%
Info by phone	4%
A member of staff or department directly	36%
Not sure / can't remember	8%
Other	2%
Base	255

Respondents could tick as many as applied. Of those who made their request by telephone, 65% called the main Council switchboard, while 36% called a member of staff or department directly.

Q20: *Has the issue now been resolved?*

Issue resolved	
Yes	65%
Partly	16%
No	18%
Base	330

Q21: *Did you get the outcome you wanted?*

Satisfactory outcome	
Yes	59%
Partly	19%
No	22%
Base	331

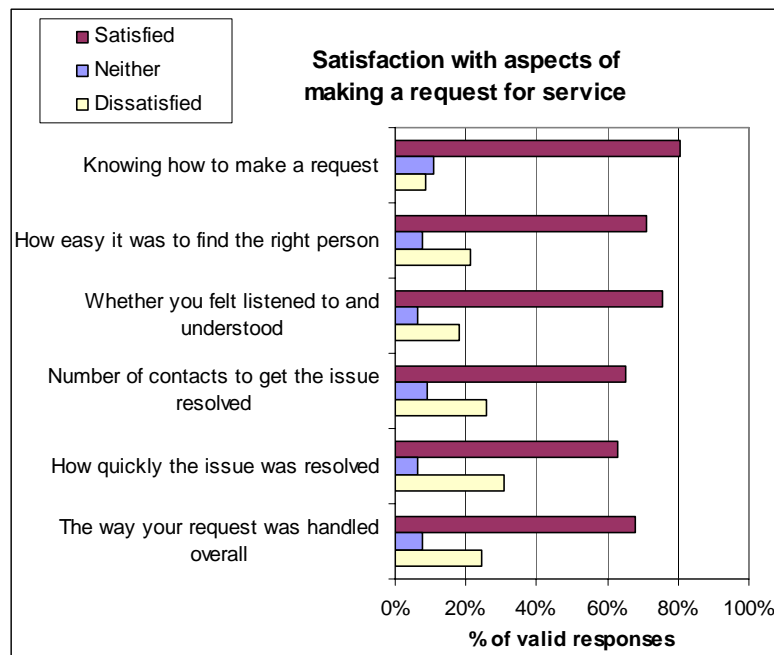
Q22: Please indicate how satisfied or dissatisfied you were with each aspect of your request for service

Satisfaction with aspects of making a request for service						
	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	Base
Knowing how to go about making a request for service	34%	46%	11%	6%	2%	321
How easy it was to find the right person to deal with	31%	40%	8%	15%	7%	329
Whether you felt you were listened to and understood	41%	35%	6%	12%	6%	328
The number of times you had to make contact to get the issue resolved	37%	28%	9%	13%	13%	308
How quickly the issue was resolved	35%	27%	6%	11%	20%	314
The way your request was handled overall	39%	29%	8%	10%	15%	317

The most positive aspect of making a request for service was knowing how to make the request, with 80% satisfied and 9% dissatisfied. 76% were satisfied that they were listened to and understood, with 18% dissatisfied.

The least positive aspect was how quickly the issue was resolved, with 63% satisfied and 31% dissatisfied.

68% were satisfied with the way their request was handled overall, while 24% were dissatisfied.



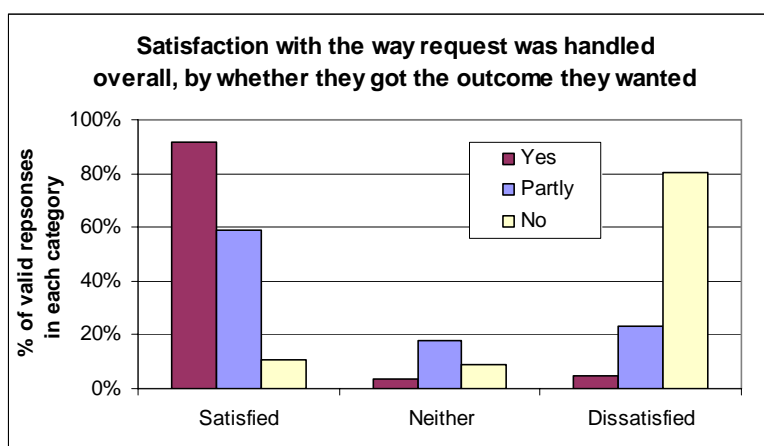
It is possible to look at satisfaction with the way the request was handled overall, according to respondents' answers to Q20 and Q21, i.e. whether the issue had been resolved, and whether they got the outcome they wanted.

Satisfaction with the way the request was handled overall, by whether the issue has been resolved			
	Issue resolved?		
	Yes	Partly	No
Satisfied	88%	50%	11%
Neither	5%	12%	14%
Dissatisfied	7%	38%	75%
Base	204	50	56

Note the relatively low sample bases for those for whom the issue was partly resolved or not resolved. Respondents who said the issue was resolved were markedly more likely to be satisfied with the way it was handled, than those who said it was not resolved.

Satisfaction with the way the request was handled overall, by whether they got the outcome they wanted			
	Desired outcome?		
	Yes	Partly	No
Satisfied	92%	59%	11%
Neither	3%	18%	9%
Dissatisfied	5%	23%	80%
Base	183	61	66

Note the relatively low sample bases for respondents who partly got the outcome they wanted, and those who didn't get the outcome they wanted. Respondents who got the outcome they wanted were markedly more likely to be satisfied with the way the request was handled, than those who didn't get the outcome they wanted.



Q23: Is there anything else you would like to say about the way your request was handled?

97 respondents made a comment about the way their request was handled, many giving details of the nature of their request. Some examples of the types of comments made are given below. The full list of comments will be provided to the relevant Council departments.

A long wait on phone until correct person found to deal with issue.

After the Parish Council contacted the Council it took several weeks to resolve the issue of a very deep pothole on a narrow road.

Being told that "we have 5 days to do it in anyway!" isn't really very helpful.

Every time I make a call I'm asked for my phone number for contact. But no-one ever calls back with a reply.

Frequently, officers at Herefordshire Council are evasive with queries they perceive to be difficult. They should remember who pays their wages!

I felt a very standard "will not do anything but thanks for contacting us ...we value your feedback" email was sent.

I reported that some old tyres had been dumped near my house. They were removed by the Council almost miraculously quickly!

It sometimes takes a long time for the main switchboard to answer.

My request for service was regarding removal of wasps nest. Having eventually reached the relevant department, I explained the problem. The person dealing with me requested all my details - address etc., before then telling me the Council were not currently dealing with wasps nests - why did she need my personal details if this was the case?

Not resolved - ditching still not carried out after numerous complaints - hasn't been done for years.

Out of office, on another call, not in today, on leave etc etc.

The girls in Swan House are very friendly, helpful and knowledgeable. They deal with all clients in a smiling, efficient manner.

Very impressed that a senior officer in the relevant department came out that very day.

With regard to my requests concerning blocked drains and potholes I got inconsistent advice from each person I dealt with.

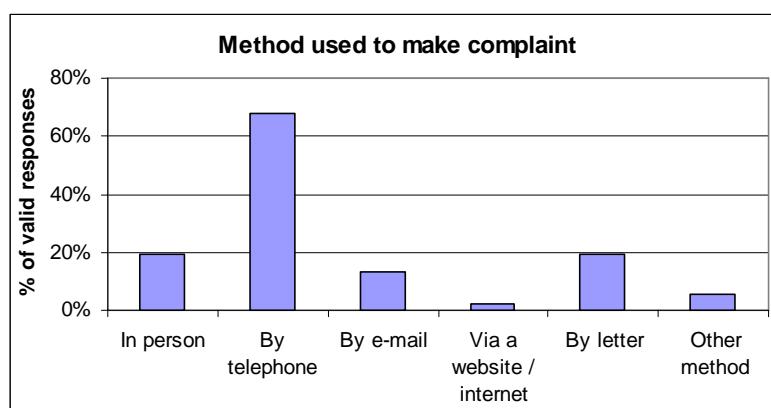
Complaints

The questions in this section were asked of respondents who had made a complaint to the Council in the last 3 years.

Q24: How did you make your complaint?

Method used to make complaint	
In person	20%
By telephone	68%
By e-mail	13%
Via a website / internet	2%
By letter	20%
Other method	5%
Base	169

Respondents could tick as many as applied. 68% of those who had made a complaint did so by telephone, while 20% did so in person and 20% by letter.



Q25: If you complained in person, where did you do so?

Location of complaint made in person	
At an Info in Herefordshire centre	73%
At another Council building	24%
Somewhere else	12%
Base	33

Respondents could tick as many as applied. 73% of those who had complained in person did so at an Info in Herefordshire Centre.

Q26: If you complained by telephone, who did you call?

Number called for complaint made by telephone	
The main switchboard	62%
Info by phone	1%
A member of staff or department directly	48%
Not sure / can't remember	5%
Other	2%
Base	110

Respondents could tick as many as applied. 62% of those who had complained by phone called the main switchboard, while 48% called a member of staff or department directly.

Q27: Has the complaint now been resolved?

Complaint resolved	
Yes	37%
Partly	24%
No	38%
Base	172

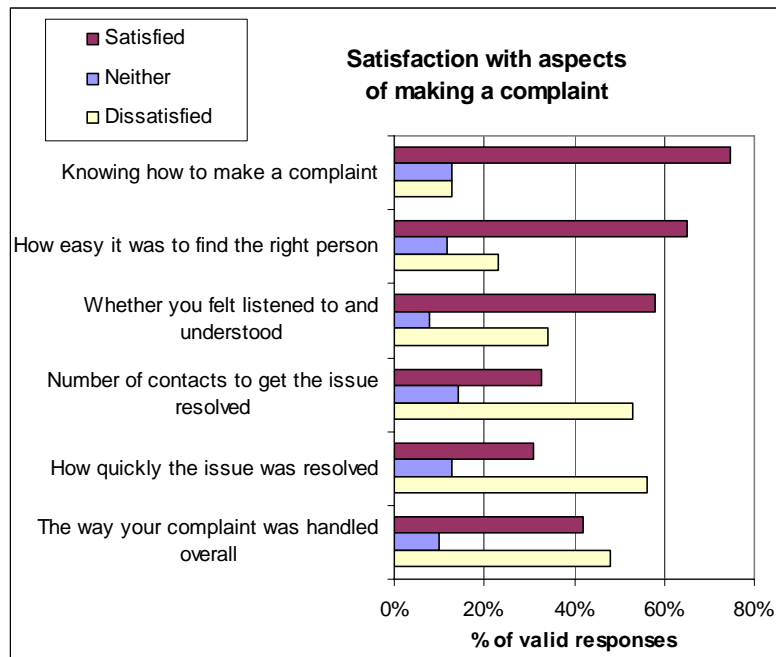
Q28: Did you get the outcome you wanted?

Satisfactory outcome	
Yes	32%
Partly	20%
No	49%
Base	167

Q29: Please indicate how satisfied or dissatisfied you were with each aspect of your complaint

Satisfaction with aspects of making a complaint						
	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	Base
Knowing how to go about making a complaint	25%	49%	13%	7%	6%	158
How easy it was to find the right person to deal with	20%	46%	12%	15%	8%	164
Whether you felt you were listened to and understood	21%	37%	8%	16%	18%	164
The number of times you had to make contact to get the issue resolved	13%	19%	14%	25%	28%	149
How quickly the issue was resolved	14%	17%	13%	18%	39%	158
The way your complaint was handled overall	15%	27%	10%	19%	29%	160

The most positive aspect of making a complaint was knowing how to make the complaint, with 75% satisfied and 13% dissatisfied. There were three aspects where the level of dissatisfaction was higher than satisfaction: how quickly the issue was resolved (31% satisfied, 56% dissatisfied), the number of contacts needed to resolve the issue (33% satisfied, 53% dissatisfied), and how the complaint was handled overall (42% satisfied, 48% dissatisfied).



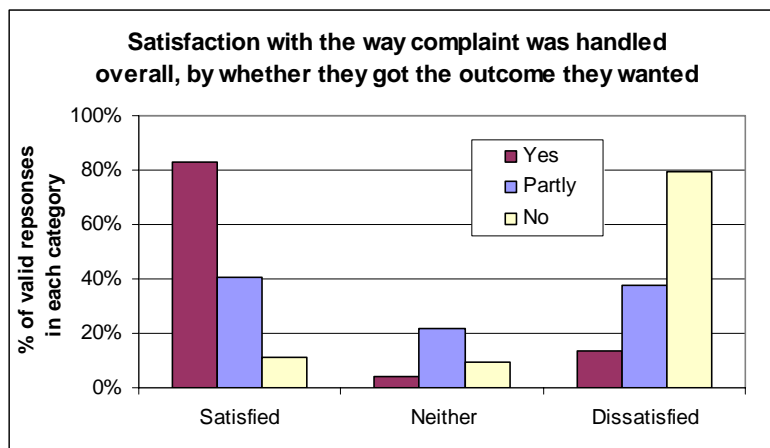
It is possible to look at satisfaction with the way the complaint was handled overall, according to respondents' answers to Q27 and Q28, i.e. whether the complaint had been resolved, and whether they got the outcome they wanted.

Satisfaction with the way the complaint was handled overall, by whether the complaint has been resolved			
	Complaint resolved?		
	Yes	Partly	No
Satisfied	74%	37%	11%
Neither	5%	12%	14%
Dissatisfied	21%	51%	75%
Base	62	41	57

Note the relatively low sample bases. Respondents whose complaint had been resolved were markedly more likely to be satisfied with the way it was handled overall, than those for whom it had not been resolved.

Satisfaction with the way the complaint was handled overall, by whether they got the outcome they wanted			
	Desired outcome?		
	Yes	Partly	No
Satisfied	83%	41%	11%
Neither	4%	22%	10%
Dissatisfied	13%	38%	79%
Base	52	32	73

Note the relatively low sample bases. Respondents who got the outcome they wanted were markedly more likely to be satisfied with the way their complaint was handled overall, than those who did not get the outcome they wanted.



Q30: Is there anything else you would like to say about the way your complaint was handled?

65 respondents made a comment about the way their complaint was handled, including many who gave details of the nature of their complaint. Some examples of the types of comment made are given below. The full list of comments will be provided to the appropriate Council departments.

Always someone's fault.

At the time, your website boasted an acknowledgement within 48 hours. I had to telephone in the end 7 days later. Don't boast if you haven't the staff to carry out the duties.

Generally the service varies between bad and awful.

I was ignored for several months.

I was listened to sympathetically and promised a resolution which has never happened.

It took over 1 year to get proper attention and even then the matter is not resolved!

Still waiting for a response.

The member of reception staff was patronising and unprofessional, which made me very upset and reluctant to go again.

The letter I received in response to my complaint was high handed and unhelpful.

The people you speak to are always very helpful. It is trying to get the contractors to do the job that the problems start.

There was no research into local opinions of the consequences of the decisions made by Council officials.

Whilst fully understanding money restrictions, there should be no excuse for not responding to valid complaints and failing to update us - keep us in the picture.

Other comments

Q31: *If you have any comments or suggestions about any aspect of this questionnaire or Herefordshire Voice, please use the space below*

85 respondents made other comments, covering a variety of topics. Some examples of the types of comments made are given below. The full list of comments will be supplied to the appropriate Council departments.

a) As a local of 80 years I see no reason on many grounds for this document to be other than 'when in Rome etc' English. b) Your use of 'we' is irritating; if this is a formal Council document then it should be 'The Council' as a formal office. I think the use of 'we' is impudent. c) A better purpose was served by the local meetings attended by Councillors, (of course, with the officers at hand) but notice of such meetings now seem to be hidden away. d) It would be a courtesy to let members who taken the trouble to reply to see the Panel's report typed up, we do not all have the web. e) Re. telephone matters, staff should remember that it is necessary to speak clearly. They should have appropriate speech training.

Are questionnaires, which cost Council Tax payers money, the best use of money? Surely the Council is aware of the services they should be providing and should be employing people to provide those services - not wasting time and money sending out questionnaires?

Generally speaking, I found Herefordshire Council employees most helpful.

Herefordshire provide a good level of service despite low funding.

How about the ability to complete on-line?

I should like Herefordshire Voice to produce a questionnaire on possible ways of preparing for a future in the County without dependency on oil (energy, food, products).

I think people are confused about the extent and effects of franchising / privatising Council services and consequently feel that their money is being siphoned off in private profit. More clear information on this would be good i.e. who owns housing associations etc, old people homes.

I welcome the opportunity to express my views in this way. Thank you.

Info in Herefordshire was unknown to me really before this questionnaire. I suspect that it is little known to many people. The paragraph at the top of page 5 of this questionnaire could be made more accessible to more people.

It would have be useful to have a concluding sentence like 'Thank you for completing this questionnaire' so that we know we've got to the end.

Multiple choice need less options. The questionnaire is too long. Very off putting for many people.

The design of this questionnaire made it much easier to understand and more pleasurable to complete than any I have previously received.

The newsletter that accompanied this survey gave good feedback on the previous survey. Would a few bar charts give a better pictorial view / appraisal of the data?

Very satisfied with all aspects of Herefordshire Council except that I think the 'top brass' are grossly overpaid.

Was this delivered by TNT? What is wrong with the Post Office? Please can you use the Royal Mail in future?

We hope the good intentions of this questionnaire will contribute to an improved resolution of problems, and that our impressions of an inability of Council planners to make workable decisions will be improved.

Appendix: The questionnaire



Welcome to the 17th Herefordshire Voice questionnaire

Council communications and customer contact

This survey asks questions about the way Herefordshire Council communicates with the residents of the county, and ways in which members of the public can make contact with the Council.

The four specific areas covered are:

- preferred media for finding out about the Council
- recognition of Council services
- the "Info in Herefordshire" services
- making a complaint to the Council and requesting a Council service

All information provided will be kept in strict confidence. The report on this survey may include comments made by panel members in this questionnaire, but if included these will be anonymous.

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate.

When you have completed this questionnaire, please return it by **Friday 9th May** in the prepaid envelope provided, or if this has been misplaced, to:

Herefordshire Council Research Team
Freepost SWC4816
PO Box 4
Hereford
HR4 0BR

If you would like help to understand this document, or would like it in another format or language, please call Tony Cramp on 01432 383 615 or e-mail tcramp@herefordshire.gov.uk

For a large print copy, please call 01432 383 615

The local media

Herefordshire is served by a number of local newspapers, radio stations and TV stations, as well as the bi-monthly magazine, Herefordshire Matters, put together by the Council and the Primary Care Trust.

We'd like to know which of these local media you rely on for finding out about the Council.

Q1 Which of the following do you read, listen to, or watch?

Please tick one box per row

	Often	Sometimes	Rarely	Never
Herefordshire Matters <i>Magazine delivered every other month</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hereford Times <i>A weekly paid for local paper</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Journal (Hereford, Ross or Leominster editions) <i>Weekly free distribution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ross Gazette <i>Weekly paid for newspaper in Ross</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ledbury Reporter <i>Weekly paid for newspaper in Ledbury</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mid Wales Journal <i>Weekly free distribution</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Western Daily Press <i>Daily regional paid for newspaper</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worcester News <i>Daily local paid for newspaper</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Birmingham Post <i>Daily regional paid for newspaper</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BBC Hereford & Worcester <i>Local BBC radio station</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wyvern FM <i>Local commercial radio station</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunshine Radio <i>Local commercial radio station</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BBC TV Midlands Today <i>Regional daily TV news programme</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ITV Central News <i>Regional daily TV news programme</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Thinking about information about Herefordshire Council, for each of the following, how confident are you that the information it provides is generally accurate?

Please tick one box per row

	Very confident	Fairly confident	Not confident	Don't know
Herefordshire Matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hereford Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Journal (Hereford, Ross or Leominster editions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ross Gazette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ledbury Reporter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mid Wales Journal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Western Daily Press	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worcester News	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Birmingham Post	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BBC Hereford & Worcester	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wyvern FM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunshine Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 If you were looking for a new job locally, which of the following newspapers would you look at?

Please tick all that apply

- | | |
|--|--|
| Would not look in a newspaper..... <input type="checkbox"/> | Ross Gazette <input type="checkbox"/> |
| Hereford Times <input type="checkbox"/> | Ledbury Reporter <input type="checkbox"/> |
| The Journal
(Hereford, Ross or Leominster editions)..... <input type="checkbox"/> | Mid Wales Journal <input type="checkbox"/> |
| | Other newspaper, please specify <input type="checkbox"/> |

Q4 Is there anything else you would like to say about the local media?

Recognition of Council services

Herefordshire Council provides more than 800 different services to the various communities within Herefordshire, while others are provided by different organisations. Council services are funded to some extent by Council Tax, and we are keen to understand which services people believe the Council is responsible for.

Q5 For each of the services listed below, if you believe Herefordshire Council is involved in either providing the services directly or in partnership with other organisations, please tick "yes". If you think the Council is not involved, please tick "no".

Please tick one box per row

	Yes	No	Don't know
Libraries and museums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Info Shops or Info Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running GP surgeries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running dental surgeries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running homes for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running leisure centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairing potholes / maintaining roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining the A49	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens' Advice Bureau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social housing stock, i.e. the provision of housing at rents lower than market rents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing homeless people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals on wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for people with learning disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edgar Street Grid development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running register offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running the crematorium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste collection and recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with dumped waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public rights of way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clearing up graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conservation and archaeology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flood warnings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CCTV in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tourist Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

"Info in Herefordshire"

Herefordshire Council has four main ways in which the public can access information and services. **"Info Centres"** are one stop shops, found in Hereford and each of the market towns. **"Info by phone"** is a service dealing with enquiries about a number of major Council services (01432 260 500). There is an **online form** available on the Council's website, and an **Info email address** (info@herefordshire.gov.uk) for making enquiries or giving feedback. Together, these four methods of contact are known as "Info in Herefordshire".

There are some other methods of contacting the Council, but the questions in this section ask specifically about Info in Herefordshire - please answer only with regard to Info in Herefordshire.

Q6 Before receiving this survey, had you heard of "Info in Herefordshire"?

Please tick one box only

Yes..... No

Q7 Which, if any, of the four methods of contacting Info in Herefordshire have you used?

Please tick all that apply

Have not used any of these	<input type="checkbox"/>	Info online form	<input type="checkbox"/>
Info Centres / Info Shops	<input type="checkbox"/>	Info email address (info@herefordshire.gov.uk)	<input type="checkbox"/>
Info by phone (01432 260 500).....	<input type="checkbox"/>	Not sure	<input type="checkbox"/>

Info Centres / Info Shops

When answering the following questions, we would like you to think about just ONE Info Centre, even if you sometimes use more than one, so please select the one you would normally use or expect to use.

Q8 Please indicate which ONE Info Centre you are thinking about when answering the following questions:

Please tick one box only

The Hereford Centre (Garrick House, Widemarsh Street).....	<input type="checkbox"/>	Ledbury (St Katherines, High Street).....	<input type="checkbox"/>
The Bromyard Centre (Cruxwell Street)	<input type="checkbox"/>	Leominster (11 Corn Square)	<input type="checkbox"/>
The Kington Centre (64 Bridge Street)	<input type="checkbox"/>	Ross-on-Wye (Swan House, Edde Cross Street).....	<input type="checkbox"/>

The next few questions in this section are only really applicable to those who have used or tried to use an Info Centre. If you have not used one, you may still like to answer the later questions about possible changes to their opening hours, beginning at Q12.

Q9 Thinking about the time you *most recently* visited or tried to visit the Info Centre indicated in Q8, what was the MAIN reason for your visit?

Please tick one box only

- To pay a bill, e.g. Council Tax.....
- To request a Council service
- To get information about a Council service.....
- To make a complaint.....
- To give other feedback about a Council service
- To access a partner service such as Halo Leisure
- Other reason, please specify

Q10 Still thinking about the time you most recently visited or tried to visit that Info Centre, please indicate how satisfied or dissatisfied you were the following aspects of the service:

Please tick one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Convenience of location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical access to the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of waiting time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff politeness and friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff knowledge and helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Is there anything else you would like to say about Info Centres?

Info in Herefordshire opening hours

Info in Herefordshire are currently reviewing the opening hours in both Info Centres and the Info by Phone service. We are interested in finding out the times and days which would be most useful to people in Herefordshire, so that we can provide the service when it's needed, but make best use of your Council Tax by not keeping it open when it's not necessary.

Info Centres

Different Info Centres currently have different opening hours, resulting from the different services available at each location. Below is a summary of the current opening hours of Info Centres in Herefordshire:

Bromyard	
Monday to Friday	8.15am to 9.30pm
Saturday and Sunday	9.00am to 6.00pm
Hereford	
Monday to Thursday	8.45am to 5.15pm
Friday	8.45am to 4.45pm
Saturday	9.00am to 1.00pm
Kington	
Monday	9.00am to 1.00pm
Tuesday	9.00am to 6.00pm
Wednesday	9.00am to 1.00pm
Thursday	12.30pm to 6.00pm
Friday	9.00am to 1.00pm
Saturday	9.00am to 1.00pm
Ledbury, Leominster and Ross-on-Wye	
Monday to Thursday	8.45am to 5.15pm
Friday	8.45am to 4.45pm

Even if you have never used an Info Centre, we would like to hear your views about opening hours. When answering the following questions, please think about when you or people you know are likely to want to use the service.

Q12 For the Info Centre indicated in Q8, please indicate how useful you think each of the following possible extensions to opening hours would be (compared to the current opening hours for that Info Centre):

Please tick one box per row

	Very useful	Quite useful	Not necessary	No opinion
Opening earlier on weekday mornings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staying open later on weekday evenings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening on Saturday mornings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening all day on Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open the same hours each day, to make it easier to remember	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 If you have any other comments or suggestions about the opening hours of Info Centres, please write them in the space below:

Info by Phone

Currently, the Info by Phone service is available from 8.30am until 5.15pm Monday to Friday.

Even if you have never used the Info by phone service, we would like to hear your views about the hours it is available.

When answering the following questions, please think about when you or people you know are likely to want to use the service.

Q14 For each of the following possible extensions to the Info by Phone service, please indicate how useful you think each would be:

Please tick one box per row

	Very useful	Quite useful	Not necessary	No opinion
Available earlier on weekday mornings, e.g. from 8.00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available slightly later on weekday evenings, e.g. until 6.00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available much later on weekday evenings, e.g. until 8.00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available on Saturday mornings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available all day on Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 If you have any other comments or suggestions about the opening hours of the Info by Phone service, please write them in the space below:

Please note, we have not included any questions about the quality of the service received through Info by Phone, the online form or email address, as it is anticipated that relatively few Herefordshire Voice panellists would have had direct experience of these. Views on these services may be gathered in future by other methods, for example through direct contact with customers. However if you have any specific concerns about any of these Info in Herefordshire services, you can write them in Q15 above, and they will be passed on to the relevant people.

Making a complaint or requesting a service

This section of the questionnaire is about making a complaint to the Council, or requesting a Council service (e.g. to fix a problem you have encountered). This contact may have been through Info in Herefordshire, or using a different method. It doesn't matter if you were talking about making a complaint when answering the Info in Herefordshire section above - these questions have a slightly different focus, so hopefully you won't feel like you're repeating yourself!

For the purposes of recording the contact made by a customer, Herefordshire Council uses the following definitions of a complaint and a request for service:

"Request for service":

A first time service or task request - for example, to report a blocked drain, would be reported as a "request for service". However, if the customer had to contact the Council again as no action had been taken, it would be recorded as a complaint.

"Complaint":

All negative feedback, formal or informal, either about a service, policy or action provided by the Council itself, or a person or body acting on behalf of the Council.

Q16 According to the definitions given above, have you made either a "request for service" or a "complaint" to the Council in the last 3 years?

Please tick all that apply

Yes, a request for service..

Yes, a complaint.....

No.....

Requests for service

If you have made a request for service to the Council in the last 3 years, please answer the following questions:

Q17 How did you make your request for service?

Please tick all that apply

In person

By e-mail

By letter

By telephone

Via a website / internet.....

Other method,
please specify.....

Q18 If you made your request in person, where did you do so?

Please tick all that apply

At an "Info in Herefordshire" centre.....

At another Council building

Somewhere else

Q19 If you made your request by telephone, who did you call?

Please tick all that apply

The main switchboard (01432 260000)....

"Info by phone"

A member of staff or department directly .

Not sure / can't remember.....

Other

Q20 Has the issue now been resolved?

Please tick one box only

Yes Partly No

Q21 Did you get the outcome you wanted?

Please tick one box only

Yes Partly No

Q22 Please indicate how satisfied or dissatisfied you were with each aspect of your request for service:

Please tick one box in each row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Knowing how to go about making a request for service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it was to find the right person to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether you felt you were listened to and understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of times you had to make contact to get the issue resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly the issue was resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your request was handled overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Is there anything else you would like to say about the way your request was handled?

Complaints

If you have made a complaint to the Council in the last 3 years, please answer the following questions:

Q24 How did you make your complaint?

Please tick all that apply

In person By e-mail By letter
By telephone Via a website / internet Other method, please specify

Q25 If you complained in person, where did you do so?
Please tick all that apply

- At an "Info in Herefordshire" centre.....
- At another Council building
- Somewhere else

Q26 If you complained by telephone, who did you call?
Please tick all that apply

- The main switchboard (01432 260000)....
- "Info by phone"
- A member of staff or department directly .
- Not sure / can't remember
- Other

Q27 Has the complaint now been resolved?
Please tick one box only

- Yes Partly No.....

Q28 Did you get the outcome you wanted?
Please tick one box only

- Yes Partly No.....

Q29 Please indicate how satisfied or dissatisfied you were with each aspect of your complaint:
Please tick one box in each row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Knowing how to go about making a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it was to find the right person to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether you felt you were listened to and understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of times you had to make contact to get the issue resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly the issue was resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your complaint was handled overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30 Is there anything else you would like to say about the way your complaint was handled?

Q31 If you have any comments or suggestions about any aspect of this questionnaire or Herefordshire Voice, please use the space below:

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