Welcome to your Talkback survey.

We received a good response to the winter survey and would like to thank everybody that completed and returned their survey.

This survey is seeking your views on Customer Services, Website and Communications. Your views are important to us so please take the time to complete this survey and return it to us in the freepost envelope provided.

Could you please complete and return this survey by Monday 13th April 2009.

If you would like to receive this survey in an alternative format such as Braille, large print, audio cassette or other languages then please let me know by calling 01865 252057.

Would you like to be entered into a prize draw to win a £30 high street shopping voucher as a “thank you” for completing this survey? If so please enter your details below.

Name: Tel.

Address:

Best Wishes
Hamera Plume,
Consultation Officer

To read any of the newsletters and reports that accompany Talkback surveys, please go to our website at www.oxford.gov.uk/consultationresults

If you would prefer a paper copy then please call 01865 252057 to request your copy.
Customer Services

Who is asking the questions?
Our Customer Services team.

What do we need to know?
What your preferred methods are in contacting us and how we can improve the Customer Services we provide to you.

Why are we asking you?
You will have experience in using Council services and so will be able to tell us what you think of the quality of the services that we currently provide.

What will happen to the results?
The results will be used to develop our Customer Contact strategy and make improvements in the ways which you can contact us.

1 Have you contacted us in the last two years? (please tick one box)
   □ Yes □ No

2 If you have contacted us over the last two years, thinking about the last time you contacted us... What was the reason? (please tick one box)
   □ Make a payment □ Make a booking □ Report a problem □ Request a service
   □ Make an application □ Get information/advice

3 What was the main area that you were interested in? (please tick one box)
   □ Planning □ Building Control □ Council Business □ Housing Benefit
   □ Council Tax □ Electoral Register □ Housing □ Parks
   □ Job Vacancies □ Environmental Health □ Leisure Centres □ Concessionary Bus Pass Scheme
   □ Parking □ Waste & Recycling □ Council Tax Benefit □ Other (please state)
4. How did you contact the Council? (please tick one box)

☐ By visiting a Council building  ☐ On our website  ☐ By telephone
☐ By letter  ☐ By email
☐ Other (please specify)

5. What would be your preferred method of contacting the Council? (please rate in order of importance with 1 being the most important and 6 being the least important)

☐ By visiting a Council building  ☐ By telephone  ☐ By letter
☐ By email  ☐ Via the City Council website
☐ Other (please specify)

6. Were we able to resolve your query at the time of your first contact? (please tick one box)

☐ Yes  ☐ No (please state why below)

7. How satisfied were you that the staff that dealt with your query were friendly and courteous? (please tick one box)

☐ Very satisfied  ☐ Satisfied  ☐ Not very satisfied
☐ Very dissatisfied  ☐ No opinion

8. How satisfied were you with the waiting time to speak to an advisor? (please tick one box)

☐ Very satisfied  ☐ Satisfied  ☐ Not very satisfied
☐ Very dissatisfied  ☐ No opinion

9. How satisfied were you with the overall service received? (please tick one box)

☐ Very satisfied  ☐ Satisfied  ☐ Not very satisfied
☐ Very dissatisfied  ☐ No opinion
10. We are looking at ways to improve the current telephone service that we provide to you. Would you prefer: (please tick one box)

- [ ] One main telephone number that you can call to access any of our services?
- [ ] Separate phone numbers for different services?

11. Are there any services you would like to access in a Council building that aren’t necessarily Council functions such as Police surgeries, Citizens Advice Bureau surgeries and Pensions Services. (please tick one box)

- [ ] Yes
- [ ] No

If Yes (please state which services)__________________________________________________________________________________________________________________________________________________________________________________________
**Website**

**Who is asking the questions?**
Our Website team.

**What do we need to know?**
What you think about our website.

**Why are we asking you?**
Because we would like to know if the website meets your needs and if there are improvements you would like us to make.

**What will happen to the results?**
The results will be used to make improvements to the design and navigation of the website. The results will also help us ensure we are providing a website that meets your needs.

1. Have you used the Council website in the last two years? (please tick one box)
   - [ ] Yes
   - [ ] No

2. If Yes, how would you rate the website www.oxford.gov.uk for the following? (please tick one box for each category)

<table>
<thead>
<tr>
<th>Category</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Not very satisfied</th>
<th>Dissatisfied</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Useful content</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Ease of getting around the site</td>
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<tr>
<td>Text easy to understand</td>
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<tr>
<td>Content up-to-date</td>
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<tr>
<td>The look of the site consistent</td>
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<tr>
<td>Easy to make payments /applications</td>
<td></td>
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</tr>
</tbody>
</table>

If you were dissatisfied with any of the above please explain why:

________________________________________________________________________________________

________________________________________________________________________________________
3. If you have not used the Council website please state why. (please tick all that apply)
   - [ ] I didn’t know there was one
   - [ ] I do not have access to the Internet
   - [ ] I have tried to use the website in the past and did not find what I was looking for
   - [ ] I prefer to use another method

4. What would encourage you to use our website? (please tick all that apply)
   - [ ] Online videos about services we provide
   - [ ] Ability to do more things online e.g. applying for jobs, reporting a problem, completing an application
   - [ ] Being able to customise the homepage e.g. choose the articles and links
   - [ ] Search for information about your house e.g. nearest leisure centre and Council Tax information
   - [ ] Other (please specify)
Who is asking the questions?
Our Communications team.

What do we need to know?
What you think about our communications materials such as leaflets and publications and whether you are satisfied with the level of consultation we undertake.

Why are we asking you?
Because we would like your views on the quality of our publications. We are also interested in hearing how you think we could improve our communications materials.

What will happen to the results?
The results will help shape our future publications and make any necessary changes in the ways we communicate with you.

1. From which of the following do you obtain most of your information about Oxford City Council? (please tick all that apply)
   - Council publications such as leaflets and Your Oxford newspaper
   - Family, friends, neighbours
   - Contact with Council staff
   - Local newspapers
   - Council meeting such as Area Committees
   - Other (please specify)

2. How satisfied are you with the range of ways you can get information about our services? (please tick one box)
   - Very satisfied
   - Fairly satisfied
   - Fairly dissatisfied
   - Very dissatisfied
   - Don’t know
3 How well informed do you feel about the services we provide? (please tick one box)
  □ Very well informed  □ Fairly well informed  □ Not very well informed
  □ Not well informed at all  □ Don’t know

4 Are our publications such as leaflets and newsletters clear and easy to understand? (please tick one box)
  □ Yes  □ No

If No, what improvements would you like us to make?

5 What are your preferred methods for getting involved in consultations? (please tick all that apply)
  □ Postal survey  □ Online survey  □ Being part of a focus group
  □ Telephone survey  □ Attending a public meeting
  □ Other (please specify)

6 We are looking to form a focus group of residents that can work with us on developing and testing some of our publications. The purpose of this group would be to give us your opinions and work with us in ensuring our publications meet the needs of our residents. Would you be interested in participating? If so please give us your contact details below:

  Name:
  Tel:
  E-mail: