



# **Contact Centre Satisfaction Survey 2018**

## **FINAL REPORT**

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**Performance Team**

**23/10/18**

## Contents

<b>Section</b>	<b>Page</b>
Survey Background, Methodology, Sample Size and Response Rate	<b>1</b>
Customer Profile	<b>3</b>
Executive Summary	<b>4 - 5</b>
CSI Summary Table	<b>6</b>
Action Plan	<b>6 - 9</b>
<b>Telephone Callers</b> <ul style="list-style-type: none"><li>➤ Customer Satisfaction Index (CSI) table</li><li>➤ Graphs</li><li>➤ Additional questions</li><li>➤ Comments</li></ul>	<b>10 – 20</b>
<b>Personal Callers</b> <ul style="list-style-type: none"><li>➤ Customer Satisfaction Index (CSI) table</li><li>➤ Graphs</li><li>➤ Additional questions</li><li>➤ Comments</li></ul>	<b>21 – 29</b>
<b>Emailers</b> <ul style="list-style-type: none"><li>➤ Customer Satisfaction Index (CSI) table</li><li>➤ Graph</li><li>➤ Additional questions</li><li>➤ Comments</li></ul>	<b>30 – 40</b>
<b>Reception</b> <ul style="list-style-type: none"><li>➤ Customer Satisfaction Index (CSI) table</li><li>➤ Graph</li><li>➤ Additional questions</li><li>➤ Comments</li></ul>	<b>41 – 47</b>
<b>Appendices</b> <ul style="list-style-type: none"><li>➤ Telephone Callers Questionnaire</li><li>➤ Personal Callers Questionnaire</li><li>➤ Emailers Questionnaire</li><li>➤ Reception Questionnaire</li></ul>	<b>48</b>

# Contact Centre Customer Satisfaction 2018

## Background

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This is the second time that a customer satisfaction survey based on the Customer Satisfaction Index (CSI) has been conducted for the Contact Centre administered by North East Derbyshire District Council.

## Survey Methodology

In previous years a random sample of over 2000 customers was drawn from the database of people who had contacted the Council and used. However, due to changes in the way the customer database is administered, it was not possible to interrogate it to provide a random sample this time. The Contact Centre therefore proactively asked customers if they were willing to take part in the satisfaction survey over a three week period between 30<sup>th</sup> April and 21<sup>st</sup> May. Customer details were captured on a spreadsheet and surveys were issued at the end of each day (with the exception of the Meet & Greet service which issued them as residents visited). The deadline for responses to be inputted was Friday 1<sup>st</sup> June.

Customers who agreed to complete a questionnaire were either sent a link to the online survey via email or posted a paper questionnaire complete with covering letter and prepaid envelope.

A shorter version of the questionnaire was also administered in the reception area of the District Council office at Mill Lane during the fieldwork period.

The questionnaire used a 1 to 10 numerical rating and asked respondents to rate a score against a set of customer requirements in terms of their importance and then by how satisfied they were with the same set of requirements. This methodology enables a Customer Satisfaction Index (CSI) to be calculated.

## Sample Size and Response Rate

Throughout the report figures are shown in percentages for consistency. However, it should be remembered that the base for these results is small. This, along with the change in methodology, should also be borne in mind when comparing the 2018 results with the results from 2016.

The percentages throughout the report may not always add to 100% due to rounding.

## **Standard Deviation**

The purpose of calculating the standard deviation is to give us an indication of how varied or uniform our data is – how spread out the responses are.

Looking at the mean (average) alone can disguise the range of customer experiences – customers may have all felt the same way or some of the views may be at opposite ends of the rating scale while still resulting in the same mean score. Standard deviation helps us to describe and interpret the customers' experience. For example, by looking at the mean alone customers can seem satisfied with the variable but a small number may have very different, even extreme, experiences.

## Customer Profiling Information

Key demographic information was captured in each survey to help build a customer profile and assist with equalities monitoring. A table of results by contact method is included below together with the summary of key points below which compares this information to the District's profile taken from the 2011 Population Census.

<b>Respondent Characteristic</b>	<b>Respondents to survey TELEPHONE %</b>	<b>Respondents to survey PERSONAL CALLERS</b>	<b>Respondents to Survey EMAIL</b>	<b>% Population Figures (2011 Census)</b>
<b>Gender</b>				
Male	17	44	50	49
Female	81	56	48	51
Prefer not to say	2	-		-
<b>Age Group</b>				
				(age % as proportion of 2011 population aged 16+)
16-24 years	2	-	10	12
25-74	68	75	85	77
75 & over	23	25	-	11
Prefer not to say	6	-	4	-
<b>Ethnicity</b>				
White British or Irish	89	81	94	97
Ethnic Minority (including white-other)	4	18	-	3
Prefer not to say	7	-	6	-
<b>Disability</b>				
Yes, limited a lot	17	31	6	11
Yes, limited a little	26	6	14	11
No	47	50	69	78
Prefer not to say	11	13	10	-

*Residents aged 16+. The short Meet and Greet questionnaire omitted demographic questions.*

The profile of respondents to the telephone survey was over representative of females and under representative of younger people. Both the telephone and personal callers surveys were over representative of those aged 75 + and those with disabilities. Personal callers over represented ethnic minorities.

## Executive Summary

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### Telephone Callers

- The telephone service achieved a Customer Satisfaction Index (CSI) score of 89.30%. This result is very similar to that achieved in 2016 (90.06%).
- The most important of the eleven customer requirements was 'Listening to you' followed by "Being dealt with politely", "Staff being helpful" and "Being treated with respect". In terms of customer satisfaction, respondents were most satisfied that we "Protect your personal data", "Being treated fairly" and "Being treated with respect".
- Priorities for improvement (PFI) for this part of the contact centre service (i.e. biggest gaps between importance and satisfaction) are 'being kept informed of progress' and 'staff having the relevant knowledge to provide the service'. Both of these requirements were highlighted in the 2016 survey.
- Customer satisfaction exceeded importance for one of the customer requirements: 'Protecting your personal data'.
- The standard deviation score (variances in scores) was largest for satisfaction with 'Being kept informed' indicating a greater variety of experiences.
- Overall 90% of respondents were satisfied with the customer service they received during their most recent call. Indeed, almost two-thirds (64%) were very satisfied.
- Telephone callers were asked if there was an important requirement they thought we had missed. Six comments were made and these varied in subject matter, however, 2 were actionable and related to ensuring actions are taken and keeping information on the system until an issue is resolved.
- When asked if they had any comments to make on their satisfaction scores 10 people provided comments. Of these 4 comments related to issues regarding feedback or following up the issue reported.
- When asked what improvements to make to the service, 11 people responded with a variety of comments.

### Personal Callers

The sample for this part of the service was very small (16 respondents) and therefore the findings should be used with caution.

- The face to face service achieved a Customer Satisfaction Index (CSI) score of 95.96%. This result compares very favourably against the 2016 results, however, this is in the context of a much smaller sample size and a change in the way the survey was administered.
- What matters most to these customers equally were; "Listening to you", "Being dealt with politely", "staff being helpful", "Being treated with respect", "Being treated fairly"

and “Protecting your personal data”.

- None of the customer requirements were a Priority for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) as all requirements scored fairly evenly on importance and satisfaction.
- Customer satisfaction exceeded importance for four of the customer requirements: ‘Staff having the relevant knowledge to provide the service’, “Being kept informed/receiving progress updates”, “Having an easy to use and effective complaints procedure” and “waiting time to be served”.
- Overall 94% of respondents were satisfied with the customer service they received when visiting the council offices, indeed 88% were very satisfied.
- Personal callers were asked if there was an important customer requirement they thought we had missed; 6 people responded with a variety of comments.

### Emailers

- The email service achieved a Customer Satisfaction Index (CSI) score of 77.90%, a lower level than found in 2016 (83.41%).
- The most important of the customer requirements was “Protecting your personal data”. The least important requirement was “Being kept informed”.
- In terms of customer satisfaction, in other words what we do best, respondents were most satisfied with the politeness of the response, that their personal data is protected and the professionalism of the response.
- Standard deviation scores (variances in scores) for this part of the service, for both importance and satisfaction, were all high in indicating a greater variance in scores and therefore range of customer’s experience.
- The Priorities for Improvement (PFI) for this part of the Contact Centre service are “having an easy to use and effective complaints procedure” and “Understanding my query or request”.

### Meet and Greet

- A paper version of the questionnaire was handed to visitors to the Mill Lane reception during the survey period, unfortunately only 3 questionnaires were completed and returned. Therefore, a Customer Satisfaction Index (CSI) or satisfaction rating could not be calculated to any degree of confidence.

## CSI Summary

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A calculation sheet is attached for each contact method, which shows the average scores in respect of importance and satisfaction by customer requirement together with the gaps between the two.

By way of an external comparison we can compare these results with the UK Customer Satisfaction Index (UKCSI) which is a national measure of customer satisfaction. It provides insights into the state and direction of customer satisfaction in the UK across 13 key sectors, including local Public Services. In July 2018, the UKCSI was 77.9 with the Public Services (local) sector scoring 75.4. The Customer Satisfaction Indexes for NEDDC Contact Centre services are: telephone callers 89.30, personal callers 95.96, and emailers 77.90.

The CSI for each contact method, overall average and latest benchmark figure is shown in the table below.

<b>Contact Method</b>	<b>CSI</b>	<b>Benchmark</b> Customer Satisfaction Index for Public Services (Local) UK July 2018
Telephone	<b>89.30%</b>	<b>75.4%</b>
Personal Callers	<b>95.96%</b>	
Email	<b>77.90%</b>	
Average	<b>87.72%</b>	

## Action Plan

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An action plan has been compiled by the Customer Services Manager after considering the report and findings.

The following recommendations are also made regarding the survey:

## Action Plan

The following recommendations are made regarding the survey:

1. To note the results in context of the change of methodology.
2. To feedback the results and planned actions to the customers.
3. To further explore the Firmstep system to identify any ways in which customer databases can be accessed for the purpose of running future customer satisfaction surveys.
4. To re-evaluate the methodology of the survey and repeat the survey in two years.

<b>Contact Centre External Satisfaction Survey Action Plan 2018/2019</b>					
<b>Findings/Comments</b>	<b>Planned Actions</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Progress Update</b>	<b>Actual Outcome</b>
Several comments received with regards to information/service requests submitted via the Contact Centre in relation to some services specifically in relation to refuse/recycling bins: no response was either received from a back office or request not dealt with for several weeks or months.	Results will be shared with all internal departments. As the vast majority of these comments related to our Streetscene dept., a meeting will be arranged to discuss what improvements can be made. Although we are aware workers within that area work to seasonal demands and work with a limited resource, we appreciate this is no	31/03/19	Customer Service Manager  Streetscene Manager	Results have been highlighted at the Joint Service Review Meeting and agreed a meeting would be arranged to review the full findings and comments received. If the call is logged via Customer Services dept., advisors can see case history and log a chase up for you if this hasn't been carried out.	Improved service. Improved customer satisfaction.

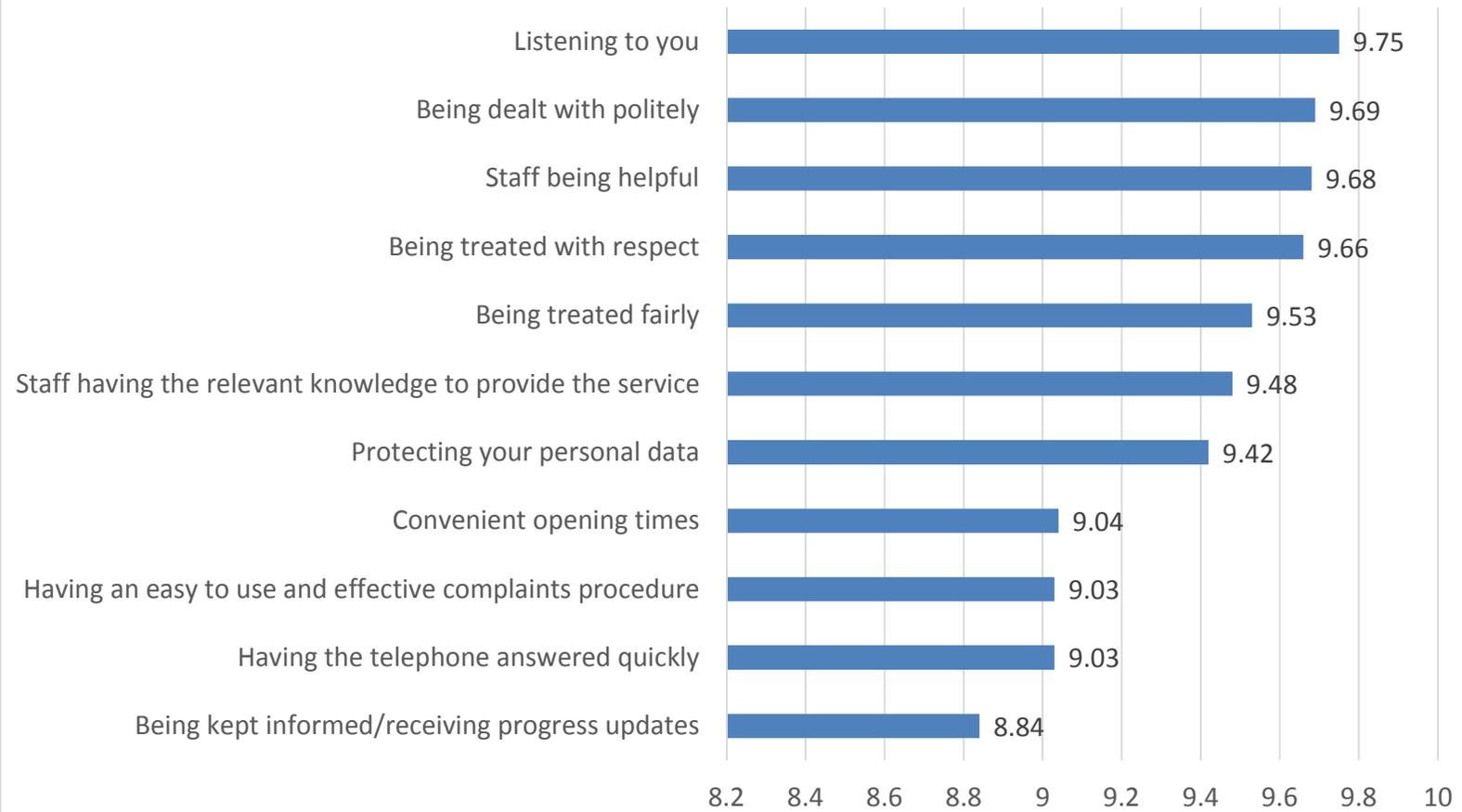
<b>Contact Centre External Satisfaction Survey Action Plan 2018/2019</b>					
<b>Findings/Comments</b>	<b>Planned Actions</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Progress Update</b>	<b>Actual Outcome</b>
	excuse. We will endeavor to improve this service.				
Remove automated messages on telephones	A review of current telephony has taken place, we have amended the telephone messaging, so the message now welcomes you to the authority, advises that your call will be recorded for training and monitoring purposes and you are then connected directly through to an agent. Other improved telephony features will be introduced once the new telephony system is implemented.	March 2019	Customer Service Manager	New telephony system in testing state at present. We are hopeful that this will be live before March 2019.	Improved service. Improved customer satisfaction.
Sign post referrals to other services for Highways/potholes, street lighting, bus service etc.	Provisions have been made within the current Customer Information System used within Customer Services to enable the advisor at NEDDC to take the information from you and	With immediate effect	Customer Service Manager	Ongoing	Improved customer service and satisfaction.

<b>Contact Centre External Satisfaction Survey Action Plan 2018/2019</b>					
<b>Findings/Comments</b>	<b>Planned Actions</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Progress Update</b>	<b>Actual Outcome</b>
	refer this to Derbyshire County Council as these are not District services but are dealt with by County Council.				
A couple of comments had been received requesting more dog bins	As well as being able to Email, Text, telephone or request a dog bin in person, we are looking to add this to the Self-Service option 'Do it on-line' on the Council's website to make the service more accessible 24/7 for customer convenience, asking all relevant questions required to enable the Council to act promptly to requests for this service.	March 2019	Customer Service Manager  Development Team	Ongoing	Improved Customer service and satisfaction.

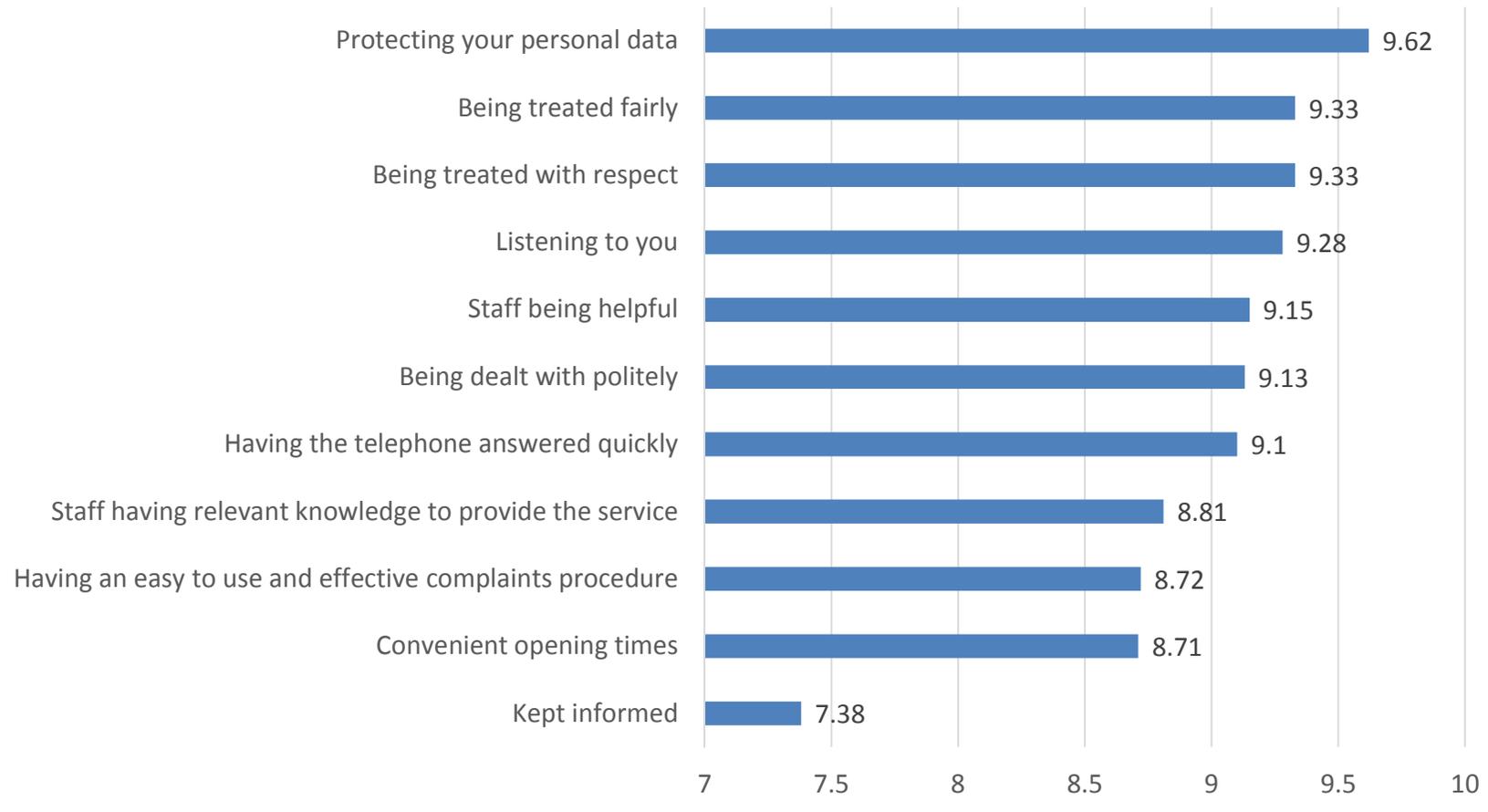
## **Results Telephone Callers**

<b>Contact Centre Telephones - Customer Satisfaction Index (CSI) - 2018 (base: 47 customers)</b>							
<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Listening to you	9.75	0.094	1.54	9.28	8.70	1.20	-0.47
Being dealt with politely	9.69	0.093	0.77	9.13	8.50	1.59	-0.56
Staff being helpful	9.68	0.093	0.71	9.15	8.50	1.63	-0.53
Being treated with respect	9.66	0.093	0.71	9.33	8.70	1.07	-0.33
Being treated fairly	9.53	0.092	1.31	9.33	8.60	1.08	-0.20
Staff having the relevant knowledge to provide the service	9.48	0.092	1.01	8.81	8.10	1.87	-0.67
Protecting your personal data	9.42	0.091	1.50	9.62	8.80	0.74	0.20
Convenient opening times	9.04	0.087	1.25	8.71	7.60	1.69	-0.33
Having the telephone answered quickly	9.03	0.087	1.74	9.10	7.90	1.20	0.07
Having an easy to use and effective complaints procedure	9.03	0.087	1.45	8.72	7.60	1.67	-0.31
Being kept informed/ receiving progress updates	8.84	0.085	1.72	7.38	6.30	3.06	-1.46
<b>Total</b>	<b>103.15</b>				<b>89.30%</b>		
					<b>CS Index</b>		
<b>(A)</b> Customer requirements listed in order of importance - most important at the top							
<b>(B)</b> The average importance score (mean) for each requirement							
<b>(C)</b> Individual importance score expressed as a % of the total importance score							
<b>(D)</b> Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores							
<b>(E)</b> The average satisfaction score (mean) for each requirement							
<b>(F)</b> The satisfaction score multiplied by the weighting, which is then totaled and multiplied by 10 to express as a %							
<b>(G)</b> Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores							
<b>(H)</b> Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)							
: a big standard deviation indicating a greater range of rating scores							

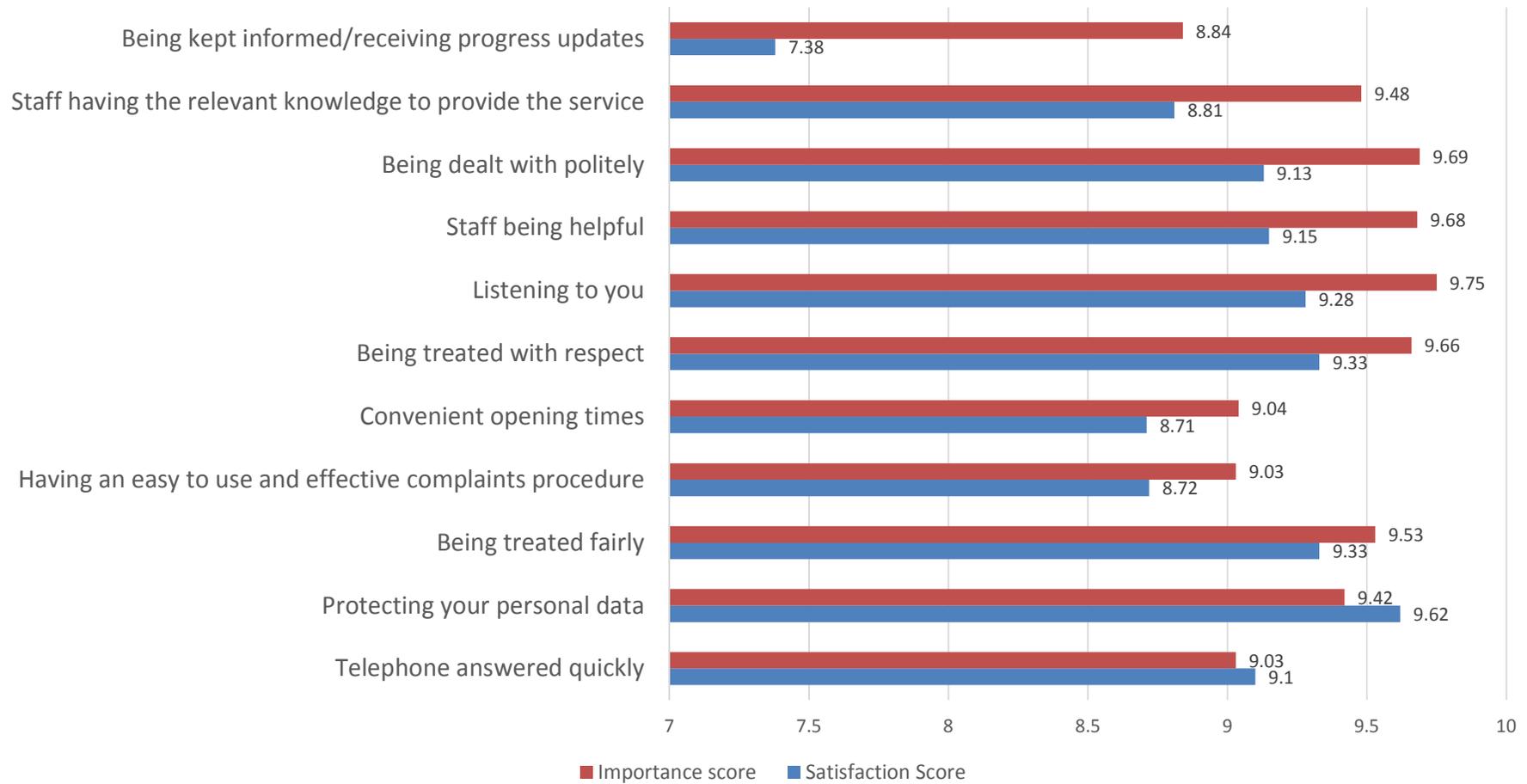
### Contact Centre (Telephone customers) Importance - What Matters Most



**Contact Centre (Telephone customers)  
Satisfaction - What We Do Best**



### Contact Centre (Telephone customers) Priorities for improvement



## Results- Additional Questions - Telephone Callers

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**Q1 and Q3** The telephone service achieved a Customer Satisfaction Index (CSI) score of 89.30%.

The most important of the ten customer requirements listed, i.e. what matters most to the customers, was “Listening to you”. “Being kept informed/receiving updates on progress” was the least important requirement.

In terms of customer satisfaction, in other words what we do best, respondents were most satisfied that we protect their personal data, that they are treated fairly and treated with respect.

The Priorities for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) are “being kept informed of progress” and “staff having the relevant knowledge to provide the service”.

**Q2** Telephone callers were asked if there was an important customer requirement they thought we had missed. 6 people responded with a variety of comments.

<ul style="list-style-type: none"><li>• <i>“The roads outside our property should be swept far more often than it normally is.”</i></li></ul>
<ul style="list-style-type: none"><li>• <i>“Staff acting upon request is action required and as promptly as possible.”</i></li></ul>
<ul style="list-style-type: none"><li>• <i>“I do not think it very fair that people in a couple are not allowed 2 bedroom houses because it’s very important to some people to go upstairs to bed instead of floor level. I find it very ageist to people over 65 years.”</i></li></ul>
<ul style="list-style-type: none"><li>• <i>“More dog bins”</i></li></ul>
<ul style="list-style-type: none"><li>• <i>“Being given information that is correct”</i></li></ul>
<ul style="list-style-type: none"><li>• <i>“Keeping a record of previous conversations concerning a particular issue. In recent problems with refuse collection I have had to tell and retell the background on numerous occasions.”</i></li></ul>

**Question 4** asked respondents how satisfied or dissatisfied they were overall with the customer service they received on their most recent call. Overall 90% of respondents were satisfied with the customer service they received. Almost two-thirds (64%) those responding were very satisfied. These figures are very similar to those found when the survey was last conducted in 2016.

	Number	%
<b>Very satisfied</b>	30	64
<b>Fairly satisfied</b>	12	26
<b>Neither satisfied nor dissatisfied</b>	2	4
<b>Fairly dissatisfied</b>	1	2
<b>Very dissatisfied</b>	2	4

**Question 5** asked respondents if they had any comments or suggestions to make in relation to the customer satisfaction scores they had awarded. 10 people provided comments. Of these 4 comments related to issues regarding feedback or following up the issue reported.

<ul style="list-style-type: none"> <li><i>The staff on the end of the phone were very pleasant, helpful and polite. However, in respect of my complaint (an unemptied burgundy bin) – nothing actually happened! It remained unemptied for a month.</i></li> </ul>
<ul style="list-style-type: none"> <li><i>I was not given any update. I'm sure the member of staff acted on my request but it wasn't followed up by the relevant department who should have acted or let your member of staff know.</i></li> </ul>
<ul style="list-style-type: none"> <li><i>Our maroon bin was missed by contractor. I phoned up to ask why and I was told they were allowed another 5 days to empty the bin. After 6 days we hadn't been contacted, but the bin was eventually emptied. After I had phoned again I asked the question what had happened to the contractor after 5 days but the contact centre had no answer. Clarity would have been nice re the contract.</i></li> </ul>
<ul style="list-style-type: none"> <li><i>Staff in the contact centre were very helpful, took the relevant details and said they would pass my request on. After two weeks I heard nothing so I rang again. All my details were given again along with my request. I was told someone would contact me. Another week has gone by and still not heard anything. Rang again this morning (8/5/18). All details given again and told I would be contacted. By 3pm 8/5/18 still no contact. Initial call made on 16/4/18, followed up on 30/4/18 and 8/5/18.</i></li> </ul>

**Q6** When asked: ‘On average, how often do you usually ring the Contact Centre service? The majority (60%) of those who responded stated “when needed”.

	<b>Number</b>	<b>%</b>
<b>This is my first call</b>	<b>11</b>	<b>26%</b>
<b>At least once a week</b>	<b>-</b>	<b>-</b>
<b>Every 2-3 weeks</b>	<b>1</b>	<b>2%</b>
<b>Once a month</b>	<b>2</b>	<b>5%</b>
<b>Less than once a month</b>	<b>2</b>	<b>5%</b>
<b>When needed</b>	<b>25</b>	<b>60%</b>
<b>Other – please state</b>	<b>1</b>	<b>2%</b>
<b>Total</b>	<b>42</b>	<b>100%</b>

**Q7** Respondents were asked to say why they had telephoned the Contact Centre and could choose from a list of options (they could choose as many of the options as applied).

	<b>Number</b>	<b>%</b>
<b>Request a service</b>	<b>31</b>	<b>74%</b>
<b>Obtain information</b>	<b>14</b>	<b>33%</b>
<b>Make a complaint</b>	<b>9</b>	<b>21%</b>
<b>Make a payment</b>	<b>3</b>	<b>7%</b>
<b>Other – please state</b>	<b>2</b>	<b>5%</b>

3 people made comments under ‘Other – please state’. Responses were:

<ul style="list-style-type: none"> <li>• <i>My burgundy bin was not emptied on the due date due to human error.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Do not need to ring, would call in.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Bin not emptied as missed by bin collection so requested it to be emptied.</i></li> </ul>

**Q8** Respondents were asked ‘What improvements could we make to the Contact Centre service?’ and 11 people responded.

<b>Positive</b>
<ul style="list-style-type: none"> <li>• <i>Very satisfied with all aspects of service</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Not sure as I was pleased with the service I received</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>I am very happy with the contact centre service</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>N/A Very happy with our first experience, thank you.</i></li> </ul>
<b>Neutral</b>
<ul style="list-style-type: none"> <li>• <i>I think it is important to note that I have no main drains, no bus service, no pavements and no street lighting – only refuse collection and my calls are all concerned with that.</i></li> </ul>
<b>Negative</b>
<ul style="list-style-type: none"> <li>• <i>Well my name is [name redacted] not [name redacted] as addressed. A small matter but it may be indicative of some carelessness.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Satisfied with the charge of removing sofa but when asked if we could have help removing it from garage was told we would have to pay extra for a risk assessment first even though I explained ages were 78 and 80 respectively. Said it made no difference would still have to pay and if we were on benefits it would be free. DISCRIMINATION.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>The staff answering the phone were professional and lovely. However, although a request to empty my bin was logged – nothing happened for a month!</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Perhaps give your staff the back-up they need.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>More knowledgeable</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>If you are given a timescale for the problem to be resolved i.e. like I was – a few days – then this should be adhered to – not. Still waiting over 2 weeks later and have to ring again and then resolved the next day minus a part!</i></li> </ul>

## Telephone Callers – Verbatim Comments

<b>Q2 Is there an important requirement we have missed?</b>	
	The roads outside our property should be swept far more often than it normally is.
	Staff acting upon request is action is required and as promptly as possible.
	I do not think it very fair that people in couple are not allowed 2 bedroom houses because it is very important to some people to go upstairs to bed instead of floor level. I find it very ageist to people over 65 years.
	More dog bins.
	Being given information that is correct.
	Keeping a record of previous conversations concerning a particular issue. In recent problems with refuse collection I have had to tell and retell the background on numerous occasions.
<b>Total</b>	<b>6 comments</b>

<b>Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.</b>	
	At my age it takes half the day to visit NEDDC at Wingerworth by bus or taxi. I no longer drive.
	The staff at the end of the phone were very pleasant, helpful and polite. However, in respect of my complaint (an unemptied burgundy bin) nothing actually happened! It remained unemptied for a month.
	Consideration should be given for Health & Safety reason to implementation of double yellow lines outside private property to avoid the risk of accidents.
	I am a disabled person. I used to take my bins near the road side. Now I can't. No problem for black and green bins. Burgundy bin men are not taking my bins. It is going over 4 months. I called the office so many times. No help. All bins got FR stickers. Am I getting any help?
	I was not given any update. I'm sure the member of staff acted on my request but it wasn't followed up by the relevant department who should have acted or let your member of staff know.
	Our maroon bin was missed by the contractor. I honed up to ask why and I was told they were allowed another 5 days to empty the bin. After 6 days we hadn't been contacted, but the bin was eventually emptied. After I had phoned again I asked the question 'what had happened to the contractor after 5 days' but the Contact Centre had no answer. Clarity would have been nice re the contract.
	Staff in the Contact Centre were very helpful, took the relevant details and said they would pass my request on. After 2 weeks I had heard nothing so I rang again. All my details were given again along with my request. I was told someone would contact me. Another week has gone by and still not heard anything. Rang again this morning (08/05/18) followed up on 30/04/18 and 08/05/18.
	I use the Contact Centre in Dronfield Civic Centre. Once a month to pay rent etc.
	More dog bins

**Q5 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.**

When I asked for a delivery slot for my bins this could not be provided. This is helpful to know when planning your move and management of waste. Had to call back as only two were delivered. Call handling was mixed with some great customer service and some not so great customer service.

**Total** **10 comments**

**Q6 On average how often do you usually ring the Contact Centre service? Other comments.**

Every 2/3 weeks over last 4 months

I've contacted your center 3 times in 3 years.

**Total** **2 comments**

**Q7 For what purpose do you ring the Contact Centre? Other comments**

My burgundy bin was not emptied on the due date due to human error.

Do not need to ring, would call in.

Bin not emptied as missed by bin collection so requested it to be emptied.

**Total** **3 comments**

**Q8 What improvements could we make to the Contact Centre service?**

Well my name is [REDACTED] not [REDACTED] as addressed. A small matter but it may be indicative of some carelessness.

Satisfied with the charge of removing sofa but when asked if we could have help removing it from garage was told we would have to pay extra for a risk assessment first even though I explained ages were 78 and 80 respectively. Said it made no difference would still have to pay and if we were on benefits it would be free. DISCRIMINATION.

The staff answering the phone were professional and lovely. However, although a request to empty my bin was logged – nothing happened for a month!

Perhaps give your staff the backup they need.

More knowledgeable

If you are given a timescale for the problem to be resolved i.e. like I was – a few days – then this should be adhered to – not. Still waiting over 2 weeks later and have to ring again and then resolved the next day minus a part!

I think it is important to note that I have no main drains, no bus service, no pavements and no street lighting – only refuse collection and my calls are all concerned with that.

N/A Very happy with our first experience, thank you.

I am very happy with the Contact Centre service

Not sure as I was pleased with the service I received.

Very satisfied with all aspects of the service.

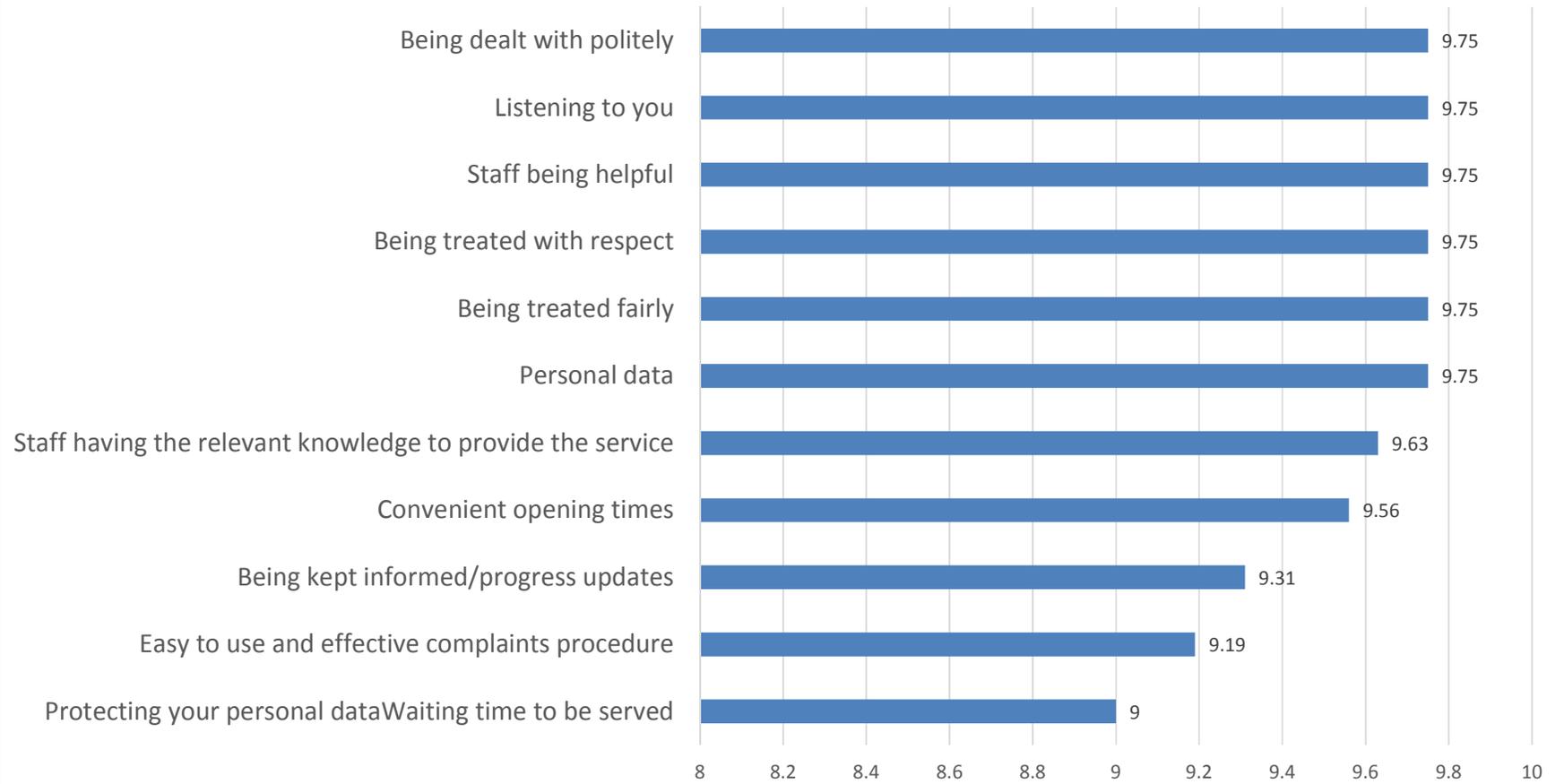
**Total** **11 comments**

## **Results**

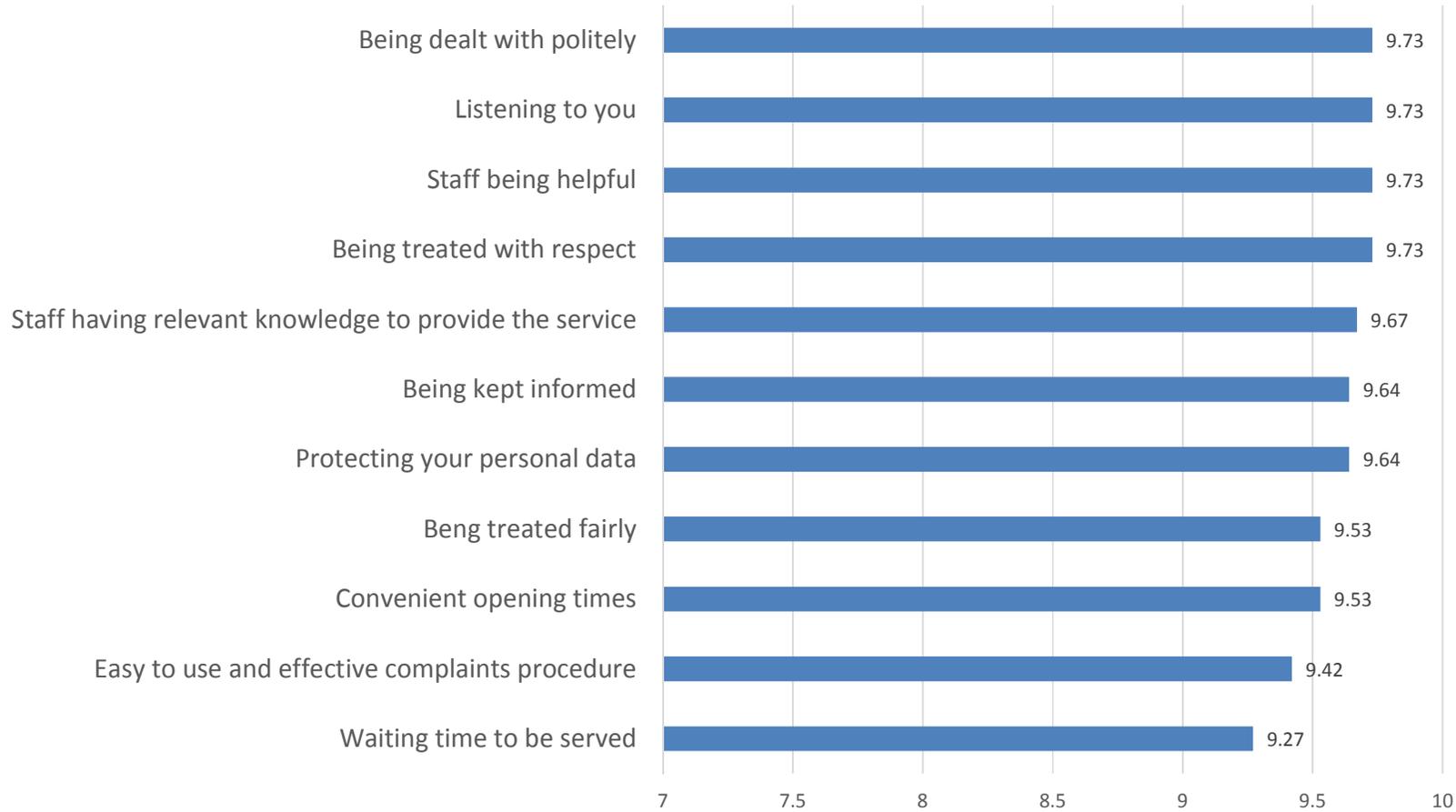
### **Personal Callers**

<b>Contact Centre Personal Callers - Customer Satisfaction Index (CSI) - 2018 (Base: 16 customers)</b>							
<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Protecting your personal data	9.75	0.092	0.43	9.64	8.86	0.68	-0.11
Listening to you	9.75	0.092	0.56	9.73	9.00	0.44	-0.02
Being treated with respect	9.75	0.092	0.56	9.73	9.00	0.44	-0.02
Being dealt with politely	9.75	0.092	0.56	9.73	9.00	0.44	-0.02
Being treated fairly	9.75	0.092	0.56	9.53	8.80	0.88	-0.22
Staff being helpful	9.75	0.092	0.56	9.73	9.00	0.44	-0.02
Staff having the relevant knowledge to provide the service	9.63	0.093	0.70	9.67	9.00	0.59	0.04
Convenient opening times	9.56	0.091	0.86	9.53	8.70	0.72	-0.03
Being kept informed/ receiving progress updates	9.31	0.088	0.98	9.64	8.50	0.68	0.33
Having an easy to use and effective complaints procedure	9.19	0.087	1.01	9.42	8.20	1.06	0.23
Waiting time to be served	9.00	0.085	1.32	9.27	7.90	1.12	0.27
<b>Total</b>	<b>105.19</b>				<b>95.96</b>		
					<b>CS Index (%)</b>		
<b>(A)</b> Customer requirements listed in order of importance - most important at the top							
<b>(B)</b> The average importance score (mean) for each requirement							
<b>(C)</b> Individual importance score expressed as a % of the total importance score							
<b>(D)</b> Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores							
<b>(E)</b> The average satisfaction score (mean) for each requirement							
<b>(F)</b> The satisfaction score multiplied by the weighting, which is then totaled and multiplied by 10 to express as a %							
<b>(G)</b> Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores							
<b>(H)</b> Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)							

### Contact centre (Personal callers) Importance - What matters most



**Contact centre (Personal callers)  
Satisfaction - What we do best**



### Contact centre (Personal callers) Priorities for improvement



## Results – Additional Questions - Personal Callers

**Q1 and Q3** The face to face service with personal callers to the Contact Centre achieved a CSI score of 95.96% which is excellent, however, we should bear in mind the small sample size of 16 respondents when considering this figure and the other findings for this area of service.

What matters most to these customers equally were; “Listening to you”, “Being dealt with politely”, “staff being helpful”, “Being treated with respect”, “Being treated fairly” and “Protecting your personal data”. “Waiting time to be served” was the least important requirement.

In terms of customer satisfaction, in other words what we do best, respondents were most satisfied with the following equally “Deal with politely”, Listen to you”, Staff being helpful” and “Being treated with respect” and least satisfied with the “Waiting time to be served”.

None of the customer requirements were a Priority for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) as all requirements scored fairly evenly on importance and satisfaction.

**Q2** Personal callers were asked if there was an important customer requirement they thought we had missed. 1 person responded in answer to this question.

All comments made are listed at the end of this section of the report.

**Question 4** asked respondents how satisfied or dissatisfied they were overall with the customer service they received on their most recent visit. Overall 94% of respondents were satisfied with the customer service they received, indeed 88% were very satisfied.

	Number	%
<b>Very satisfied</b>	14	88
<b>Fairly satisfied</b>	1	6
<b>Neither satisfied nor dissatisfied</b>	-	-
<b>Fairly dissatisfied</b>	-	-
<b>Very dissatisfied</b>	1	6

**Question 5** asked respondents if they had any comments or suggestions to make in relation to the customer satisfaction scores they had awarded and only 1 person provided a comment.

*“First class.”*

**Q6.** We asked ‘On average, how often do you usually call in to the Contact Centre?’ Of those that responded the majority stated ‘when needed’.

	<b>Number</b>	<b>%</b>
<b>First call</b>	<b>4</b>	<b>27%</b>
<b>At least once a week</b>	<b>1</b>	<b>7%</b>
<b>Every 2-3 weeks</b>	<b>-</b>	<b>-</b>
<b>Once a month</b>	<b>1</b>	<b>7%</b>
<b>Less than once a</b>	<b>-</b>	<b>-</b>
<b>When needed</b>	<b>9</b>	<b>60%</b>
<b>Other – please state</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>15</b>	<b>101%</b>

**Q7** When asked for what purpose they call in to the Contact Centre, most respondents wanted to ‘obtain information’ (60%) or to ‘request a service (47%)’.

	<b>Number</b>	<b>%</b>
<b>Request a service</b>	<b>7</b>	<b>47%</b>
<b>Obtain information</b>	<b>9</b>	<b>60%</b>
<b>To make a complaint</b>	<b>-</b>	<b>-</b>
<b>Make a payment</b>	<b>2</b>	<b>13%</b>
<b>Other – please state</b>	<b>2</b>	<b>13%</b>

Please note that respondents were advised to tick all that apply.

Responses to the ‘other – please state’ category totaled 2 covering a *“change in income”* and *“to renew a Gold Card”*.

**Q8** Respondents were asked 'What improvements could we make to the Contact Centre service?' 5 people responded, all of which made positive comments.

<ul style="list-style-type: none"><li>• <i>Very little. Service very good.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>None. Just moved from Sheffield. North East Derbyshire much more friendly.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>I have always found the contact centre service to be excellent. The staff are very polite and very helpful. I asked about a service and before I arrived home the member of staff had telephoned and left a message. She also rang again to check I had received the information – excellent!</i></li></ul>
<ul style="list-style-type: none"><li>• <i>In my opinion contact centre runs good in my experience.</i></li></ul>
<ul style="list-style-type: none"><li>• <i>On this particular visit I cannot recommend any changes. The service was handled very well. The receptionist was friendly, helpful, informative and professional. Everything you would hope for from your local council.</i></li></ul>

## Personal Callers – verbatim Comments

<b>Q2 Is there an important requirement we have missed?</b>	
To be honest every time I've rung in the staff have been great!	
<b>Total</b>	<b>1 comment</b>

<b>Q6 On average, how often do you usually call in to the Contact Centre? Other comments</b>	
<b>Total</b>	<b>0 comments</b>

<b>Q7 For what purpose do you call in to the Contact Centre? Other comments</b>	
Change in income	
To renew my Derbyshire Gold Card	
<b>Total</b>	<b>2 comments</b>

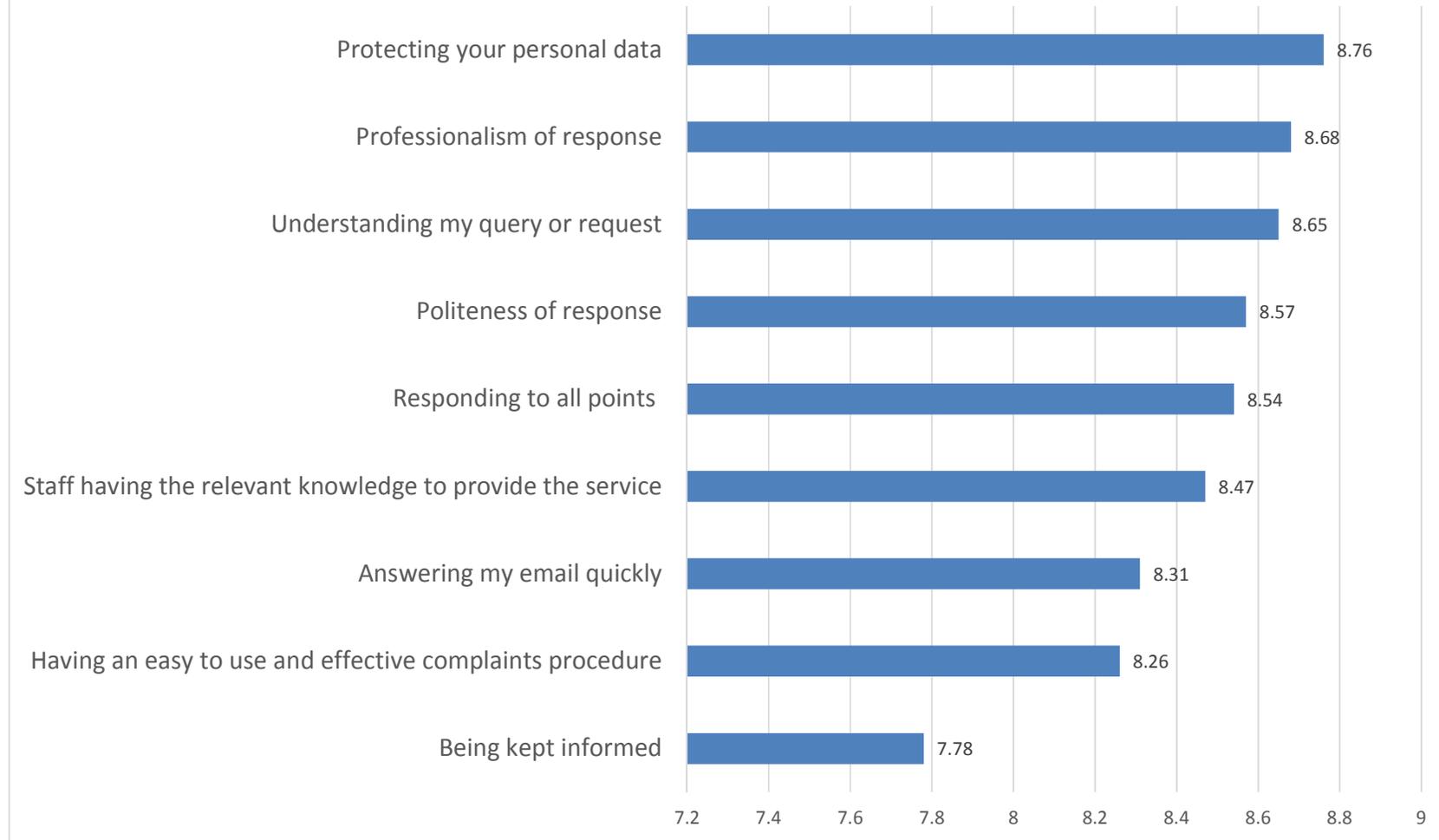
<b>Q8 What improvements could we make to the Contact Centre service?</b>	
Very little! Service very good.	
None. Just moved from Sheffield. North East Derbyshire much more friendly.	
I have always found the Contact Centre service to be excellent. The staff are very polite and very helpful. I asked about a service and before I arrived home the member of staff had telephoned and left a message. She also rang again to check I had received the information – excellent!	
In my opinion the Contact Centre runs good in my experience.	
On this particular visit I cannot recommend any changes. The service was handled very well. The receptionist was friendly, helpful, informative and professional. Everything you would hope for from your local council.	
<b>Total</b>	<b>5 comments</b>

# **Results**

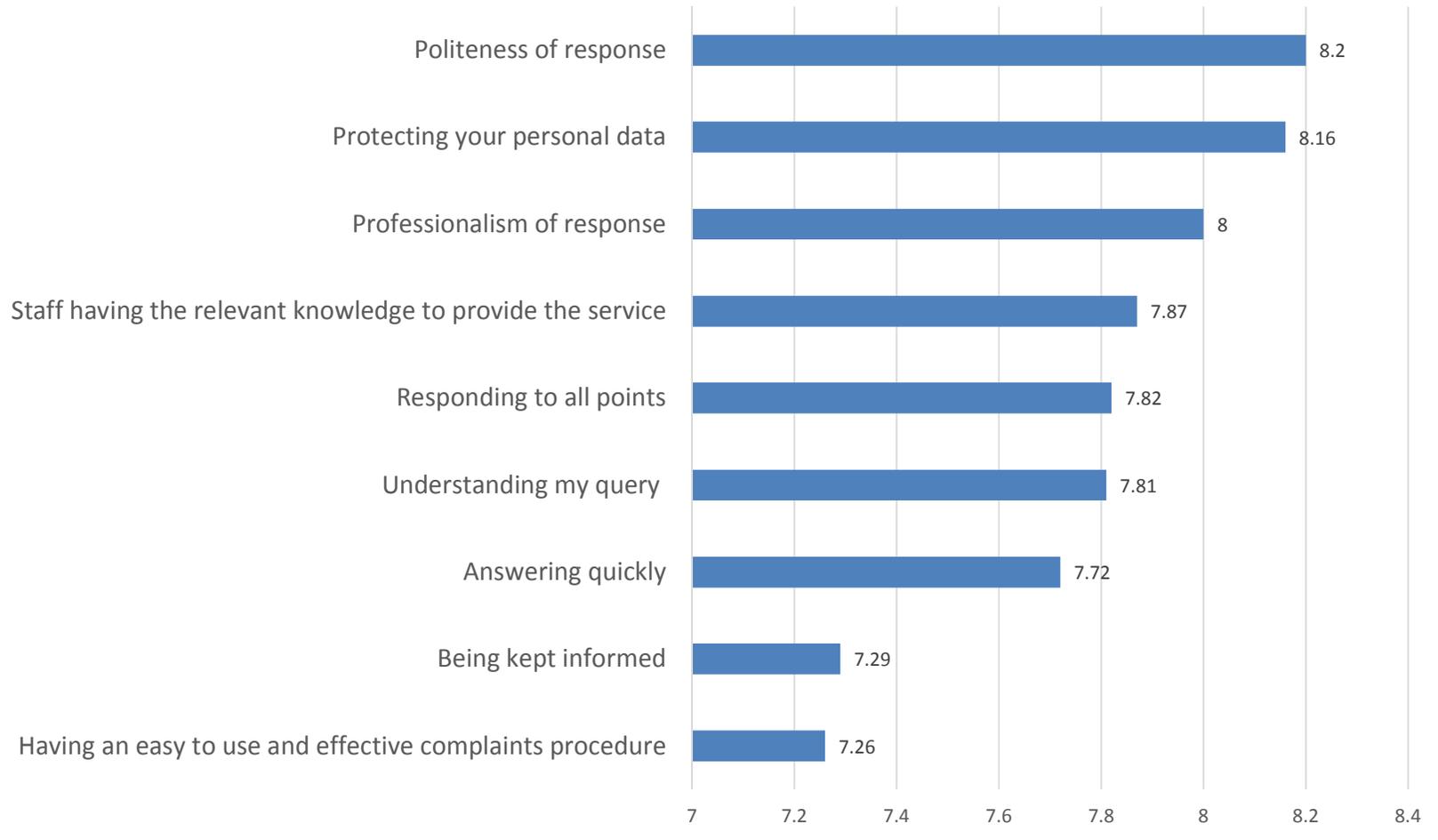
## **Email Contact**

<b>Contact Centre Email Contact - Customer Satisfaction Index (CSI) - 2018 (base: 49 customers)</b>							
<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Protecting your personal data	8.76	0.115	2.71	8.16	9.40	3.02	-0.60
Professionalism of response	8.68	0.114	2.64	8.00	9.10	3.06	-0.68
Understanding my query or request	8.65	0.114	2.83	7.81	8.90	3.35	-0.84
Politeness of response	8.57	0.113	2.63	8.20	9.30	3.10	-0.72
Responding to all your points	8.54	0.112	2.86	7.82	8.80	3.11	-0.72
Staff having the relevant knowledge to provide the service	8.47	0.111	2.91	7.87	8.70	3.28	-0.60
Answering my email quickly	8.31	0.109	2.90	7.72	8.40	3.31	-0.59
Having an easy to use and effective complaints procedure	8.26	0.109	2.98	7.26	7.90	3.42	-1.00
Being kept informed/receiving updates on progress	7.78	0.102	3.23	7.29	7.40	3.43	-0.49
<b>Total</b>	<b>76.02</b>				<b>77.90%</b>		
					<b>CS Index</b>		
<b>(A)</b> Customer requirements listed in order of importance - most important at the top							
<b>(B)</b> The average importance score (mean) for each requirement							
<b>(C)</b> Individual importance score expressed as a % of the total importance score							
<b>(D)</b> Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores							
<b>(E)</b> The average satisfaction score (mean) for each requirement							
<b>(F)</b> The satisfaction score multiplied by the weighting, which is then totaled and multiplied by 10 to express as a %							
<b>(G)</b> Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores							
<b>(H)</b> Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)							
: a big standard deviation indicating a greater range of rating scores							

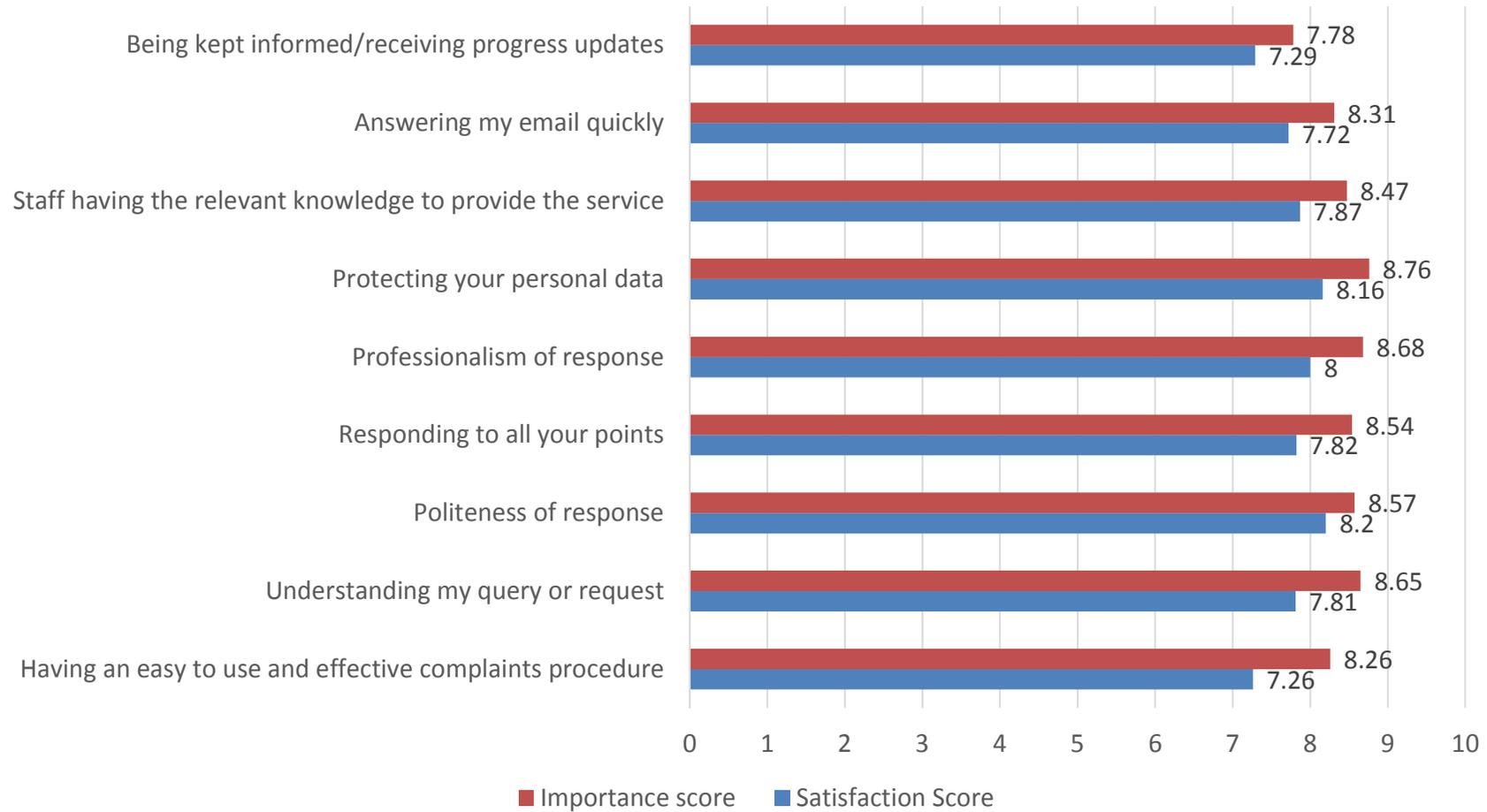
**Contact centre (Email customers)  
Importance - What matters most**



**Contact centre (Email customers)  
Satisfaction - What we do best**



### Contact centre (Email customers) Priorities for Improvement



## Results- Additional Questions - Emailers

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**Q1 and Q3** The email service achieved a Customer Satisfaction Index (CSI) score of 77.90%.

The most important of the nine customer requirements listed, i.e. what matters most to the customers, is “Protecting your personal data”. “Being kept informed” was the least important requirement.

In terms of customer satisfaction, in other words what we do best, respondents were most satisfied with the politeness of the response, that their personal data is protected and with the professionalism of the response.

The Priorities for Improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with) are “having an easy to use and effective complaints procedure” and “understanding my query or request”.

**Q2** Emailers were asked if there was an important customer requirement they thought we had missed. 14 people responded.

<b>Nothing missed</b>
<ul style="list-style-type: none"> <li>• <i>Nope</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>No – cannot believe you have not covered every important point!</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>No</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>No everything is covered</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>No</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>No</i></li> </ul>
<b>Follow up</b>
<ul style="list-style-type: none"> <li>• <i>Was the issue dealt with?</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Acknowledge communications. Many people can only email and getting an acknowledgement is very important.</i></li> </ul>
<b>Other</b>
<ul style="list-style-type: none"> <li>• <i>Cut the automated message out!!</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Talking to someone quickly without having to listen to a recording of an endless plethora of options and data protection protocol. The lady’s voice “Welcome to ...” just goes on and on! Has anyone who works at NEDDC ever had to ring in and listen to it? Suggest someone picks up the phone and says “Good day. Thank you for getting in touch, how can I direct your call today?”</i></li> </ul>

<ul style="list-style-type: none"> <li>• <i>Ease of access by either telephone or email.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>For staff to show understanding when residents are annoyed at being asked to do things that don't make sense or are NOT possible.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Need a lot more work like my home town today Stevenage Borough Council ....North East Derbyshire District Council need help out a lot more us who love it here and live here too.</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Yes I was suffering from damp in my sons bedroom wall, had inspectors out they said they was going to sort it out this was before Christmas 2017 never heard from them since and surely will end up with same problem again this year come winter so wasn't happy with them after I sent several emails to the inspector who came out last year.</i></li> </ul>

**Question 4** asked respondents how satisfied or dissatisfied they were overall with the customer service they received on their most recent contact. Over three-quarters (79%) of respondents were satisfied with the customer service they received. The majority of these (57%) were very satisfied.

	<b>Number</b>	<b>%</b>
<b>Very satisfied</b>	28	57
<b>Fairly satisfied</b>	11	22
<b>Neither satisfied nor dissatisfied</b>	2	4
<b>Fairly dissatisfied</b>	1	2
<b>Very dissatisfied</b>	7	14

**Q5** When asked: ‘On average, how often do you usually email the Contact Centre service?’ the majority (55%) of those who responded stated “when needed”. Just under a third (29%) had only ever emailed once.

	<b>Number</b>	<b>%</b>
<b>At least once a week</b>	-	-
<b>Every 2-3 weeks</b>	-	-
<b>Once a month</b>	2	4%
<b>Less than once a month</b>	4	8%
<b>Only ever emailed once</b>	14	29%
<b>When needed</b>	27	55%
<b>Other – please state</b>	2	4%

There were 4 ‘Other – please state’ comments explaining how often they had emailed.

**Q6** Respondents were asked to say why they had emailed the Contact Centre and could choose from a list of options (they could choose as many of the options as applied).

	<b>Number</b>	<b>%</b>
<b>Request a service</b>	<b>25</b>	<b>52%</b>
<b>Obtain information</b>	<b>21</b>	<b>44%</b>
<b>Make a complaint</b>	<b>11</b>	<b>23%</b>
<b>Other – please state</b>	<b>4</b>	<b>8%</b>

There were 7 'Other – please state' comments explaining why they had emailed (mainly in connection with refuse/Streetscene issues).

**Q7** Respondents were asked 'What improvements could we make to the Contact Centre service?' 15 people responded. Of these, the majority (9 people) answered that no improvements were necessary. 3 others made suggestions relating to following up or actioning issues.

## Emailers – Verbatim Comments

<b>Q2 Is there an important requirement we have missed?</b>	
Yes I was suffering with damp in my sons bedroom wall had inspectors out they said they was going to sort it out this was before Christmas 2017 never heard from them since and surely will end up with same problem again this year come winter so wasn't happy with them after I sent several emails to the inspector who came out last year.	
Need a lot more work like my home town today Stevenage Borough Council.....North East Derbyshire District Council need help out a lot more us who love it here and live here.	
Talking to someone quickly without having to listen to a recording of an endless plethora of options and data protection protocol. The lady's voice "Welcome to ...". Just goes on and on! Has anyone who works at NEDDC ever had to ring in and listen to it? Suggest someone picks up the phone and says "Good day. Thank you for getting in touch, how can I direct your call today?"	
Ease of access by either telephone or email	
Was the issue dealt with	
For staff to show understanding when residents are annoyed at being asked to do things that don't make sense or are NOT possible.	
Cut the automated message out!!!	
Acknowledge communications. Many people can only email and getting an acknowledgement is very important.	
No everything is covered.	
No – Cannot believe you have not covered every important point!	
Nope	
No	
No	
No	
<b>Total</b>	<b>14 comments</b>

<b>Q5 On average, how often do you usually email the Contact Centre service? Other comments.</b>	
Sought advice over telephone regarding availability of a specific service. No further contact envisaged.	
Only twice in the 5 years I've lived here.	
We don't email them we always ring up	
Twice in the past 4 months	
<b>Total</b>	<b>4 comments</b>

<b>Q6 For what purpose do you email the Contact Centre? Other comments</b>	
To enquire if a specific service was available (bulk collection of household goods) and to arrange collection date and to make payment	
To advise of an un-emptied bin	
To try to get something done about ongoing disregard for garage tenancy agreement and the stress it causes myself on using mine correctly.	
N/a	
To obtain information	
Usually missed bin collection	
Usually to report fly tipping.	
<b>Total</b>	<b>7 comments</b>

<b>Q7 What improvement could we make to the Contact Centre email service?</b>	
<b>Ideas for improvement</b>	
Show on the request what has been done and any other info.	
<b>Negative</b>	
Listen to others and help more on complaints and reviews and respond to us without talking all over me and maybe other customers.	
Take the time to read and understand what the resident is requesting and what information or reassurance would be most appropriate. Being told they should NOT put something in a bin when there is no realistic alternative, makes people very angry and concerned about the introduction of fines in the future for something they cannot do anything about but North East Derbyshire District Council could. Emails should be forwarded to the relevant departments for people with more knowledge about the enquiry to respond.	
I emailed about some information I needed. I was wanting to erect a fence between my neighbours and myself, I was told I would get a response in so many hours but never heard anything since, although it doesn't matter anymore as it was weeks ago and we have since come up with a different solution. So for me the service was poor.	
Get the person who responds to have the correct knowledge of their area. I'm talking about the person I emailed! If this is a bearing on who sends back to say email is being dealt with then that is excellent and should be told so. Thanks.	
I had to email the Centre to chase information about the service I had paid for and the person replying wasn't very approachable and was very short in their reply to my perfectly polite email.	
<b>None</b>	
From my own view it worked very well therefore is not necessary to fix something that isn't broken.	
From my experience so far the service is excellent. I have dealt with Kerry, Sarah and Will and all have been most helpful.	
The Contact Centre personnel I spoke to could not have been more helpful. My compliments to all.	
None that I can think of; I have been very impressed in my dealings with the Contact Centre	
None	
Happy with current set up	
Can't think of any	

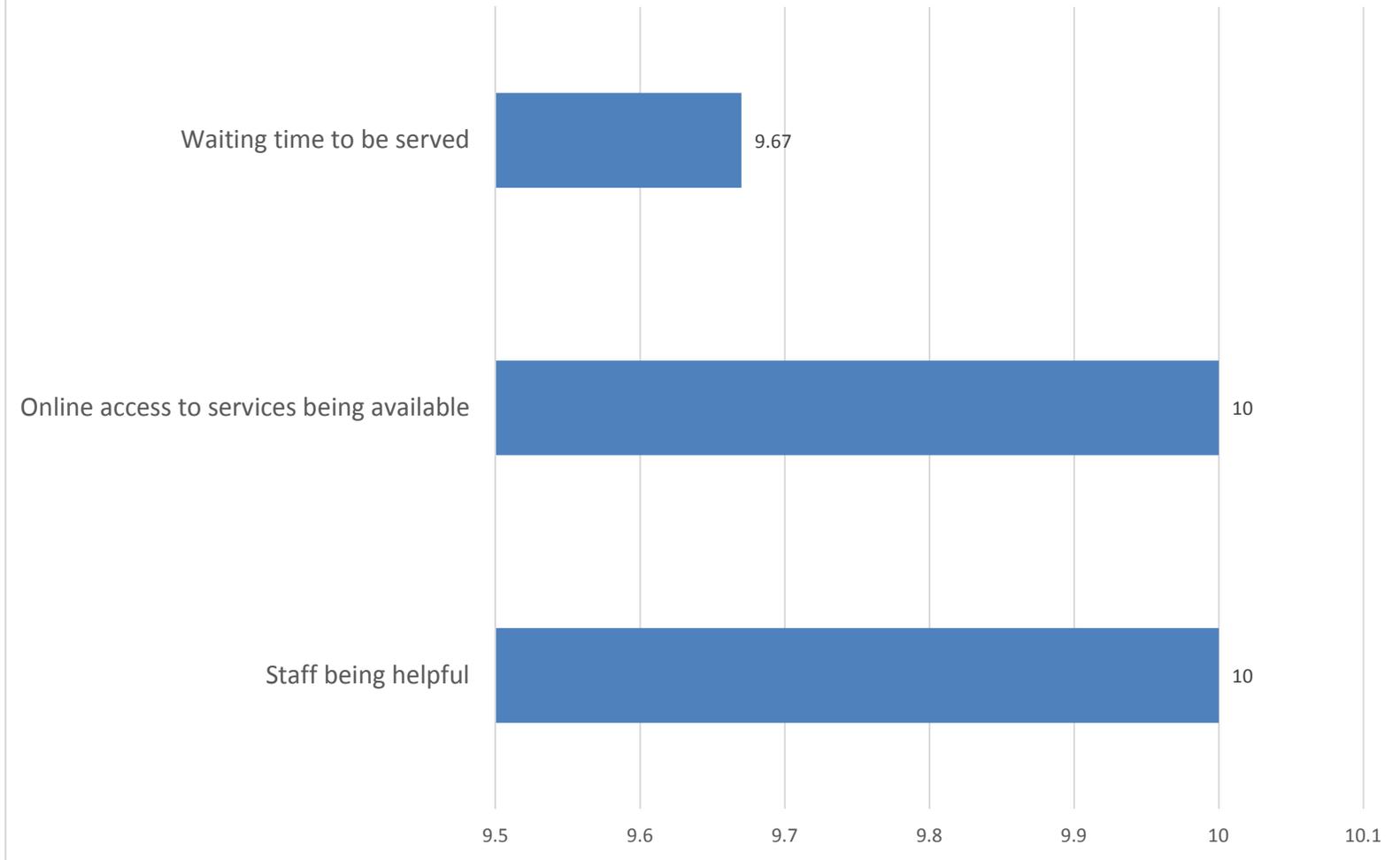
<b>Q7 What improvement could we make to the Contact Centre email service?</b>	
N/A	
N/A	
<b>Themes</b>	
Ideas for improvement	1 comment
Negative	5 comments
Other	9 comments
<b>Total</b>	<b>15 comments</b>

# **Results**

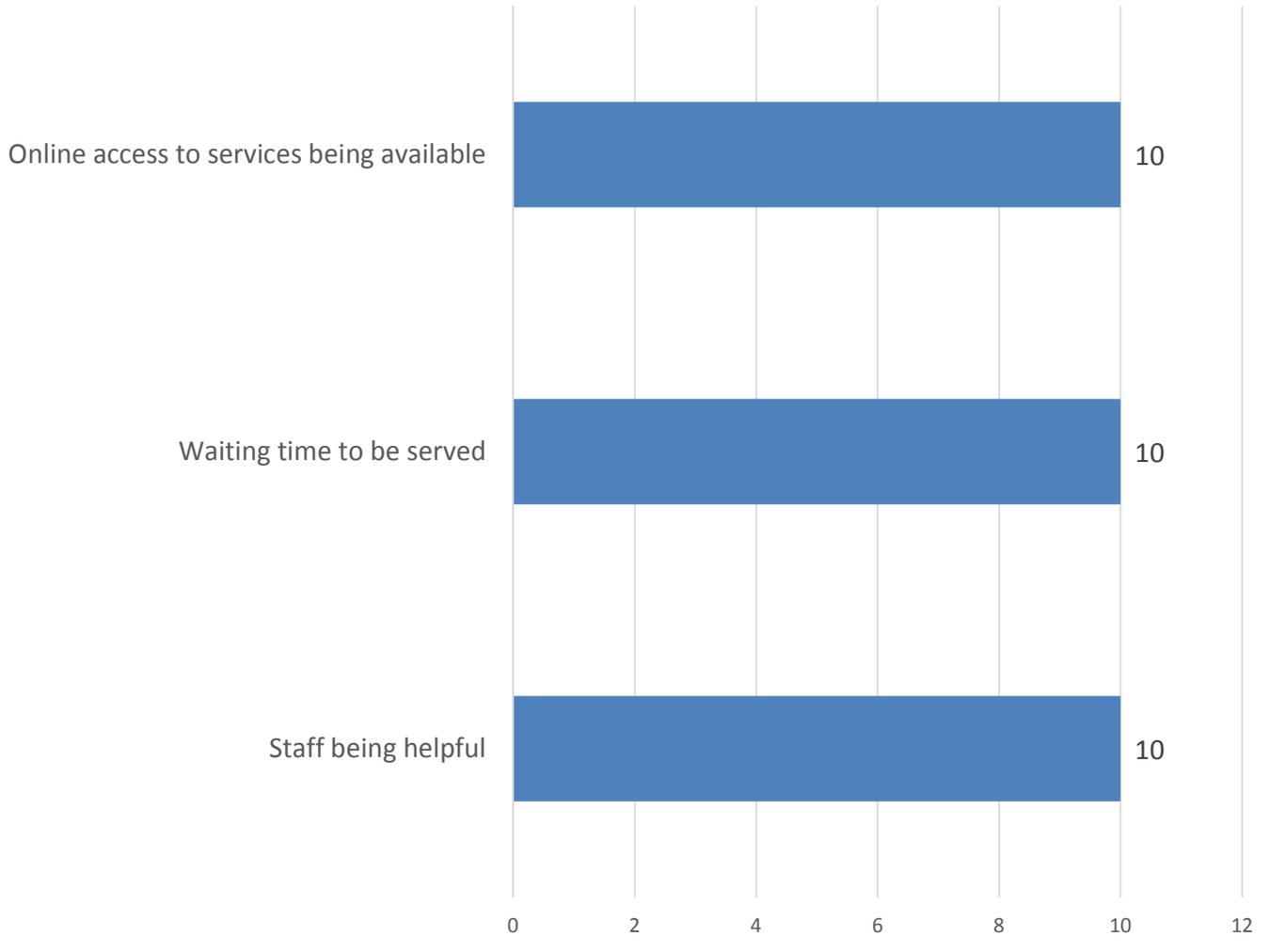
## **Reception Visitors**

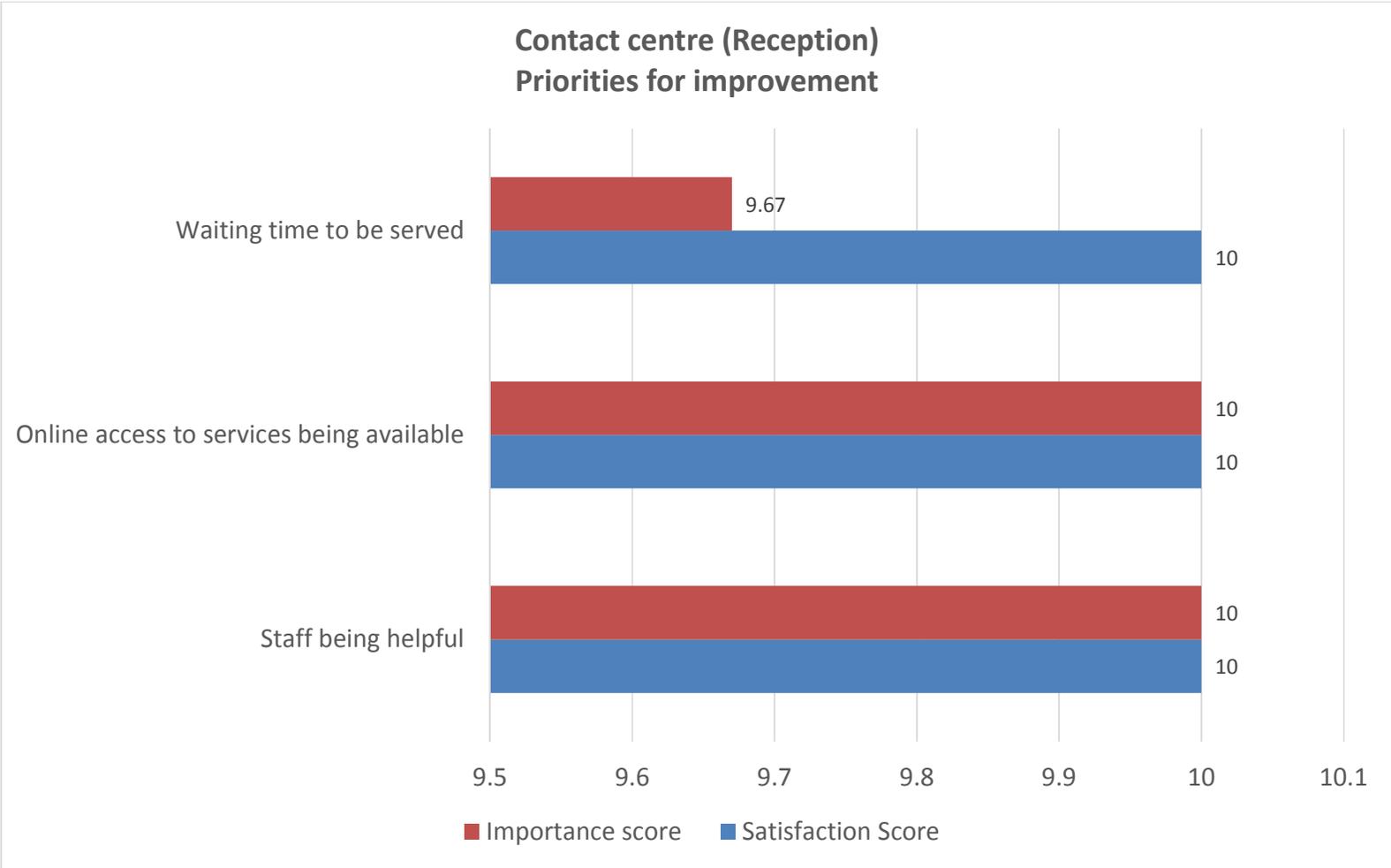
<b>Contact Centre Reception - Customer Satisfaction Index (CSI) - 2018 (base: 3 customers)</b>							
<b>Customer Requirement (A)</b>	<b>Importance Score (B)</b>	<b>Weighting Factor (%) (C)</b>	<b>Standard Deviation - Importance (D)</b>	<b>Satisfaction Score (E)</b>	<b>Weighted Score (F)</b>	<b>Standard Deviation - Satisfaction (G)</b>	<b>PFI (H)</b>
Staff being helpful	10.00	0.337	0.27	10.00	33.70	0.82	0.00
Online access to services (e.g. Housing & Planning) being available	10.00	0.337	1.90	10.00	33.70	1.07	0.00
Waiting time to be served	9.67	0.326	0.52	10.00	32.60	0.53	0.33
<b>Total</b>	<b>29.67</b>				<b>100.0</b>		
					<b>CS Index (%)</b>		
<b>(A)</b> Customer requirements listed in order of importance - most important at the top							
<b>(B)</b> The average importance score (mean) for each requirement							
<b>(C)</b> Individual importance score expressed as a % of the total importance score							
<b>(D)</b> Standard deviation shows the 'average distance from the mean score' (importance) - less than 2, similar scores							
<b>(E)</b> The average satisfaction score (mean) for each requirement							
<b>(F)</b> The satisfaction score multiplied by the weighting, which is then totaled and multiplied by 10 to express as a %							
<b>(G)</b> Standard deviation shows the 'average distance from the mean score' (satisfaction) - less than 2, similar scores							
<b>(H)</b> Priority for Improvement (PFI) - the difference between E and B (negative scores denote possible areas for improvement)							

**Contact centre (Reception)  
Importance - What matters most**



### Contact centre (Reception) Satisfaction - What we do best





## Results- Additional Questions - Reception Visitors

**It should be borne in mind when considering these results that the sample for this section is particularly small (3 respondents).**

**Q1 and Q3** The sample for this area of service was too small to calculate a Customer Satisfaction Index (CSI) or satisfaction rating with any degree of confidence.

There are no priorities for improvement (PFI) for this part of the Contact Centre service (i.e. those issues that are considered important but customers are less satisfied with).

Customer satisfaction exceeded importance for one of the three customer requirements – “waiting time to be served”.

**Q2** Reception visitors were asked if there was an important customer requirement they thought we had missed. One person responded but gave a statement of praise rather than giving a suggestion for a requirement that we had missed.

*“Dealt with our questions straight forwardly”.*

**Q4 and Q6** Respondents were also asked if they had any comments or suggestions to make in relation to the customer satisfaction scores they had awarded and if they could suggest any improvements that could be made to the service. There were no comments made in response to either question.

**Question 5** asked respondents how satisfied or dissatisfied they were overall with the customer service they received. All (100%) three respondents were very satisfied with the customer service they received.

	Number	%
<b>Very satisfied</b>	3	100
<b>Fairly satisfied</b>	-	-
<b>Neither satisfied nor</b>	-	-
<b>Fairly dissatisfied</b>	-	-
<b>Very dissatisfied</b>	-	-

## Reception – verbatim Comments

<b>Q2 Is there an important requirement we have missed?</b>	
Dealt with our questions straight forwardly	
<b>Total</b>	<b>1 comment</b>

<b>Q4 If you have any comment or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in.</b>	
<b>Total</b>	<b>0 comments</b>

<b>Q6 What improvements could we make to the Contact Centre service?</b>	
<b>Total</b>	<b>0 comments</b>



**Q2** Is there an important requirement we have missed? If so, please note it down in the space below for future consideration.

## Satisfaction

**Q3** How satisfied or dissatisfied are you with the following aspects of the Contact Centre?

1= Extremely dissatisfied and 10= Extremely satisfied or na= Not applicable

	Extremely dissatisfied							Extremely satisfied				
	1	2	3	4	5	6	7	8	9	10	na	
Convenient opening times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Being dealt with politely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Listening to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Staff being helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Being treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Being treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Protecting your personal data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Staff having the relevant knowledge to provide the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Being kept informed/ receiving updates on progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Having an easy to use and effective complaints procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Having the telephone answered quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q4** Overall, how satisfied or dissatisfied are you with the customer service you received during your most recent call? (Please choose one only)

- Very satisfied* .....
- Fairly satisfied*.....
- Neither satisfied nor dissatisfied*.....
- Fairly dissatisfied*.....
- Very dissatisfied*.....

**Q5** If you have any comments or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in the space below.

## Contact Centre

To help us build up a picture of how our Contact Centre is used, and improve our service, please complete the questions below:

**Q6** On average, how often do you usually ring the Contact Centre service?  
(Please choose one only)

- |  |   |   |
|--|---|---|
| This is my first call.... <input type="checkbox"/> | Once a month..... <input type="checkbox"/>            | When needed..... <input type="checkbox"/>                         |
| At least once a week <input type="checkbox"/>      | Less than once a month ..... <input type="checkbox"/> | Other - please X and write in below..... <input type="checkbox"/> |
| Every 2/3 weeks..... <input type="checkbox"/>      |   |   |

**Q7** For what purpose do you ring the Contact Centre? (Please choose all that apply)

- |  |   |
|--|---|
| To request a service ..... <input type="checkbox"/>      | To make a payment ..... <input type="checkbox"/>              |
| To obtain some information..... <input type="checkbox"/> | Other- please X and write in below.. <input type="checkbox"/> |
| To make a complaint..... <input type="checkbox"/>        |   |

**Q8** What improvements could we make to the Contact Centre service?

## About Yourself

At North East Derbyshire District Council we take equality seriously and are committed to providing fair services to everyone. You do not have to fill in the next part of the form or answer any questions you do not feel comfortable with, however, these statistics will help us to uphold our Equality Policy and monitoring procedures. This information is totally confidential and will only be used to help us understand the profile of respondents.

All personal information provided to North East Derbyshire District Council will be held and treated in confidence in accordance with the Data Protection Act 1998.

**Q9 Are you...?**

Male.....  Prefer not to say.....   
 Female.....

**Q10 What is your age?**

16 - 34 years.....  75+ years.....   
 35 - 54 years.....  Prefer not to say.....   
 55 - 74 years.....

**Q11 Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**

*Include problems related to old age*

Yes, limited a lot.....  No.....   
 Yes, limited a little.....  Prefer not to say.....

**Q12 How would you describe your ethnic background?**

British (English, Welsh, Scottish or Northern Irish).....  Asian/Asian British.....   
 Irish.....  Black/African/Caribbean/Black  
 Gypsy or Irish Traveller.....  British.....   
 Dual Heritage background.....  Other ethnic group.....   
 Prefer not to say.....

**Thank you for taking the time to complete this survey.  
 Please return it in the pre-paid envelope provided.**

We speak your language <hr/> Polish <i>Mówimy Twoim językiem</i> <hr/> French <i>Nous parlons votre langue</i>	Spanish <i>Hablamos su idioma</i> <hr/> Slovak <i>Rozprávame Vaším jazykom</i> <hr/> Chinese 我们会说你的语言	 North East Derbyshire District Council <div style="border: 1px solid black; padding: 5px; margin-top: 10px; text-align: center;">                     If you require this publication in <b>large print</b> or another format please call us on <b>01246 231111</b> </div>
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**Q2** Is there an important requirement we have missed? If so, please note it down in the space below for future consideration.

## Satisfaction

**Q3** How satisfied or dissatisfied are you with the following aspects of the Contact Centre..?

1= Extremely dissatisfied and 10= Extremely satisfied or na= Not applicable

	Extremely dissatisfied										Extremely satisfied
	1	2	3	4	5	6	7	8	9	10	na
Convenient opening times	<input type="checkbox"/>										
Being dealt with politely	<input type="checkbox"/>										
Listening to you	<input type="checkbox"/>										
Staff being helpful	<input type="checkbox"/>										
Being treated with respect	<input type="checkbox"/>										
Being treated fairly	<input type="checkbox"/>										
Protecting your personal data	<input type="checkbox"/>										
Staff having the relevant knowledge to provide the service	<input type="checkbox"/>										
Being kept informed/ receiving updates on progress	<input type="checkbox"/>										
Having an easy to use and effective complaints procedure	<input type="checkbox"/>										
Waiting time to be served	<input type="checkbox"/>										

**Q4** Overall, how satisfied or dissatisfied are you with the customer service you received during your most recent visit? *(Please choose one only)*

Very satisfied ..... 
   
 Fairly dissatisfied .....   
 Fairly satisfied ..... 
   
 Very dissatisfied .....   
 Neither satisfied nor dissatisfied .....

**Q5** If you have any comments or suggestions that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in the space below.

## Contact Centre

To help us build up a picture of how our Contact Centre is used, and improve our service, please complete the questions below:

**Q6** On average, how often do you usually call in to the Contact Centre?

(Please choose one only)

- |                           |                          |                              |                          |  |                          |
|---------------------------|--------------------------|------------------------------|--------------------------|--|--------------------------|
| This is my first call.... | <input type="checkbox"/> | Once a month.....            | <input type="checkbox"/> | When needed.....                         | <input type="checkbox"/> |
| At least once a week      | <input type="checkbox"/> | Less than once a month ..... | <input type="checkbox"/> | Other - please X and write in below..... | <input type="checkbox"/> |
| Every 2/3 weeks.....      | <input type="checkbox"/> |                              |                          |  |                          |

**Q7** For what purpose do you call in to the Contact Centre?

(Please choose all that apply)

- |                                 |                          |                                      |                          |
|---------------------------------|--------------------------|--------------------------------------|--------------------------|
| To request a service .....      | <input type="checkbox"/> | To make a payment .....              | <input type="checkbox"/> |
| To obtain some information..... | <input type="checkbox"/> | Other- please X and write in below.. | <input type="checkbox"/> |
| To make a complaint.....        | <input type="checkbox"/> |                                      |                          |

**Q8** What improvements could we make to the Contact Centre service?

## About Yourself

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**Q9 Are you...?**  
 Male.....  Prefer not to say .....   
 Female.....

**Q10 What is your age?**  
 16 - 34 years.....  75+ years.....   
 35 - 54 years.....  Prefer not to say .....   
 55 - 74 years.....

**Q11 Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**  
 Yes, limited a lot.....  No.....   
 Yes, limited a little.....  Prefer not to say .....

**Q12 How would you describe your ethnic background?**  
 British (English, Welsh, Scottish or Northern Irish).....  Asian/Asian British.....   
 Irish.....  Black/African/Caribbean/Black British.....   
 Gypsy or Irish Traveller.....  Other ethnic group.....   
 Dual Heritage background.....  Prefer not to say .....

**Thank you for taking the time to complete this survey.  
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Polish <i>Mówimy Twoim językiem</i>	Slovak <i>Rozprávame Vaším jazykom</i>	
French <i>Nous parlons votre langue</i>	Chinese 我们会说你的语言	



**Q2** Is there an important requirement we have missed? If so, please note it down in the space below for future consideration.

**Satisfaction**

**Q3** How satisfied or dissatisfied are you with the following aspects of the Contact Centre?

1= Extremely dissatisfied and 10= Extremely satisfied or na= Not applicable

	<b>Extremely dissatisfied</b>					<b>Extremely satisfied</b>					
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>	<i>na</i>
Understanding my query or request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness of our response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of our response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responding to <u>all</u> your points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protecting your personal data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff having the relevant knowledge to provide the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed/ receiving updates on progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having an easy to use and effective complaints procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answering my email quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4** Overall, how satisfied or dissatisfied are you with the customer service you received during your most recent email contact?

(Please choose one only)

Very satisfied .....

Fairly satisfied.....

Neither satisfied nor dissatisfied.....

Fairly dissatisfied.....

Very dissatisfied.....

## Contact Centre

To help us build up a picture of how our Contact Centre is used, and improve our service, please complete the questions below:

**Q5** On average, how often do you usually email the Contact Centre service? (Please choose one only)

At least once a week       Less than once a month .....       When needed.....   
Every 2/3 weeks.....       Only ever emailed once.....       Other - please X and write in below.....   
Once a month.....

**Q6** For what purpose do you email the Contact Centre? (Please choose all that apply)

To request a service .....       To make a complaint.....   
To obtain some information.....       Other- please X and write in below..

**Q7** What improvements could we make to the Contact Centre email service?

## About Yourself

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All personal information provided to North East Derbyshire District Council will be held and treated in confidence in accordance with the Data Protection Act 1998.

**Q8** Are you...?

Male.....       Prefer not to say .....   
Female.....

**Q9**      **What is your age?**

16 - 34 years.....	<input type="checkbox"/>	75+ years.....	<input type="checkbox"/>
35 - 54 years.....	<input type="checkbox"/>	Prefer not to say .....	<input type="checkbox"/>
55 - 74 years.....	<input type="checkbox"/>		

**Q10**      **Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**

Yes, limited a lot.....	<input type="checkbox"/>	No.....	<input type="checkbox"/>
Yes, limited a little .....	<input type="checkbox"/>	Prefer not to say .....	<input type="checkbox"/>

**Q11**      **How would you describe your ethnic background?**

British (English, Welsh, Scottish or Northern Irish).....	<input type="checkbox"/>	Asian/Asian British.....	<input type="checkbox"/>
Irish.....	<input type="checkbox"/>	Black/African/Caribbean/Black British.....	<input type="checkbox"/>
Gypsy or Irish Traveller.....	<input type="checkbox"/>	Other ethnic group.....	<input type="checkbox"/>
Dual Heritage background.....	<input type="checkbox"/>	Prefer not to say .....	<input type="checkbox"/>

**Thank you for taking the time to complete this survey.  
Please return it in the pre-paid envelope provided.**

**This document is available in large print and other formats by contacting [debbie.whitehead@ne-derbyshire.gov.uk](mailto:debbie.whitehead@ne-derbyshire.gov.uk)**

# Contact Centre Customer Satisfaction Survey 2018 (Meet & Greet)



**Q1** How important are the following aspects of the Meet & Greet reception service..?  
Where 1= Extremely unimportant and 10= Extremely important or na= Not applicable

	Extremely unimportant					Extremely important					na
	1	2	3	4	5	6	7	8	9	10	
Staff being helpful	<input type="checkbox"/>										
Waiting time to be served	<input type="checkbox"/>										
Online access to services (e.g. Housing & Planning) being available	<input type="checkbox"/>										

**Q2** Is there an important requirement we have missed? If so, please note it down in the space below for future consideration.

**Q3** How satisfied or dissatisfied are you with the following aspects of the Reception service..? Where 1= Extremely dissatisfied and 10= Extremely satisfied or na= Not applicable

	Extremely dissatisfied					Extremely satisfied					na
	1	2	3	4	5	6	7	8	9	10	
Staff being helpful	<input type="checkbox"/>										
Waiting time to be served	<input type="checkbox"/>										
Online access to services (e.g. Housing & Planning) being available	<input type="checkbox"/>										

**Q4** If you have any comments or suggestion that you would like to make, particularly in relation to areas where you have given a satisfaction score of 5 or below, please write them in the space below.

**Q5 Overall, how satisfied or dissatisfied are you with the customer service you received today?** (Please choose one only)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q6 What improvements could we make to the Reception service?**

**Thank you for taking the time to complete this survey.**

<i>We speak your language</i>	Spanish <i>Hablamos su idioma</i>	North East Derbyshire District Council 	
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French <i>Nous parlons votre langue</i>	Chinese 我们会说你的语言		