

Tavistock Reception Kilworthy Park Survey

Data collected from 1 April to Friday 21 June 2019 during the majority of Reception opening hours

281

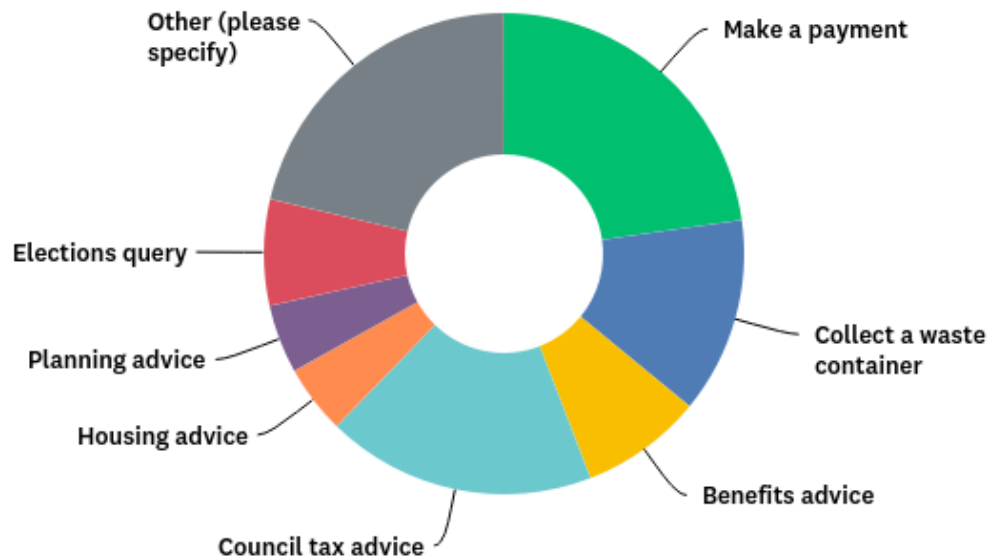
Total Responses

Date Created: Tuesday, March 26, 2019

Complete Responses: 273

Q1: What is the purpose of your visit?

Answered: 281 Skipped: 0



Q1: What is the purpose of your visit?

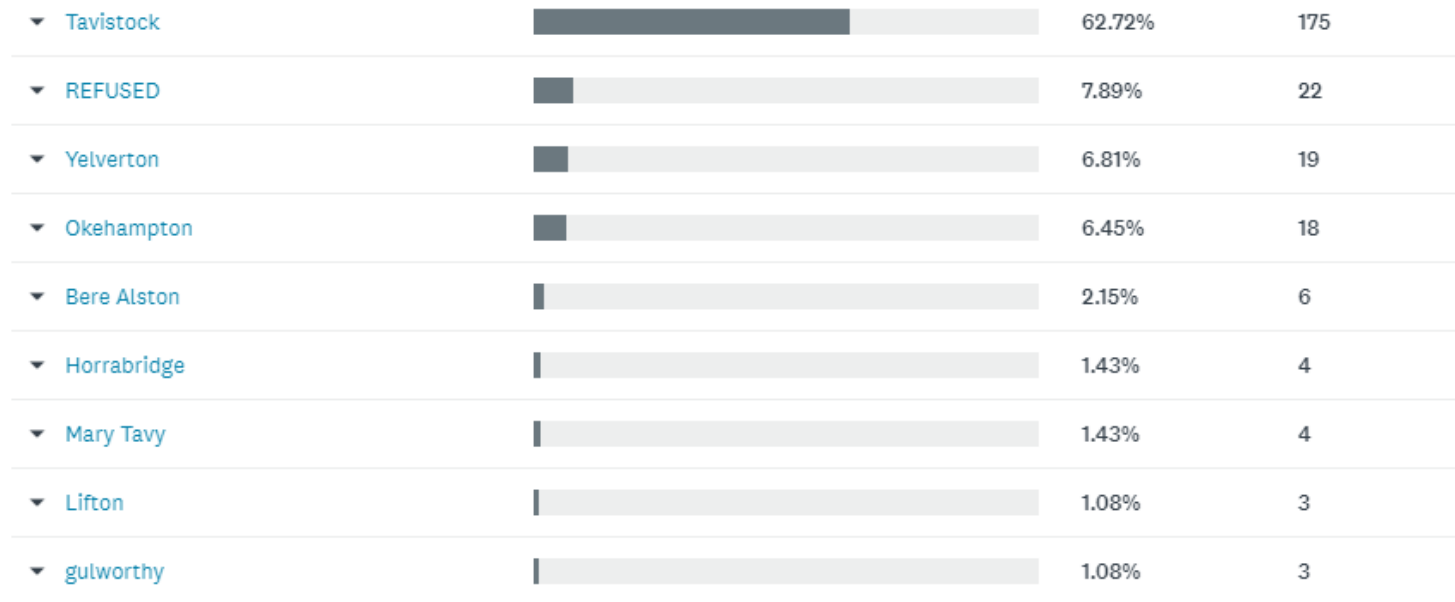
Answered: 281 Skipped: 0

ANSWER CHOICES	RESPONSES	
Make a payment	22.78%	64
Collect a waste container	13.17%	37
Benefits advice	8.19%	23
Council tax advice	18.15%	51
Housing advice	4.63%	13
Planning advice	4.63%	13
Attend a Council meeting	0.00%	0
Visit a third party tenant	0.00%	0
Elections query	7.12%	20
Other (please specify)	21.35%	60
TOTAL		281

The 60 Other responses included Licensing, Duty Planner Meeting, Land Charges, Building Control Advice, Bus Pass Renewal, Business Units, PCN Appeal, Road Signs. **Note 23 out of 60 refused** to give a response.

Q2: Where do you live?

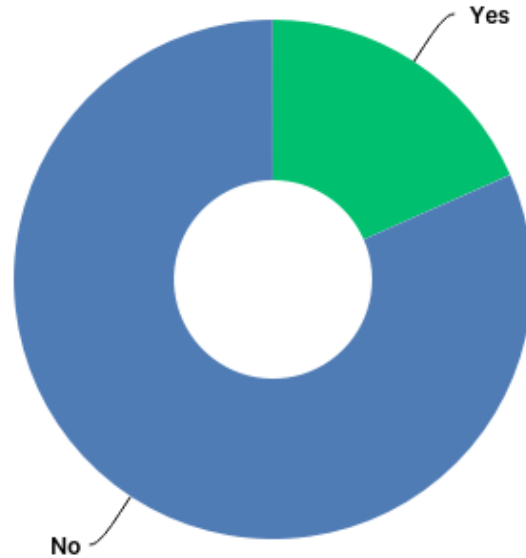
Answered: 279 Skipped: 2



The 25 Other responses included: 1 Drewsteignton, 2 Princetown, 1 Chagford, 2 Lydford, 1 Buckland Monachorum, 1 Peter Tavy, 1 Sticklepath, 2 Whitchurch, 2 Bere Ferrers, 1 Northlew, 1 Meavy, 11 out of area

Q3: Did you try using our website to deal with your query?

Answered: 277 Skipped: 4



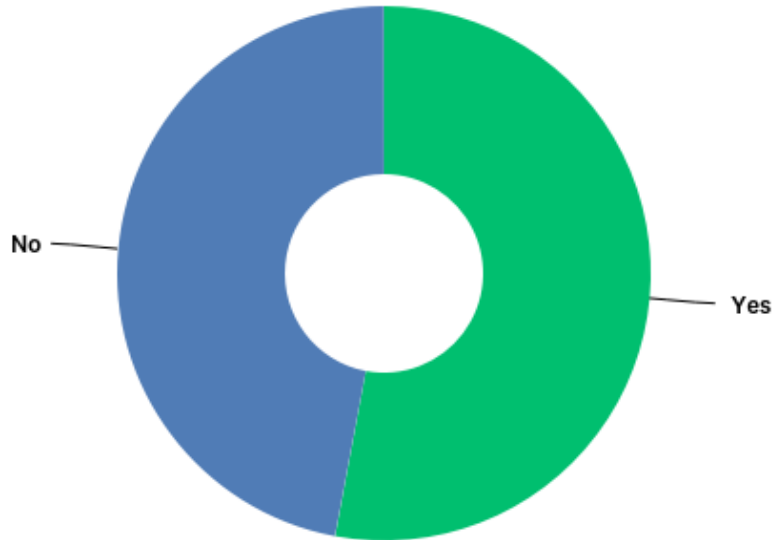
Q3: Did you try using our website to deal with your query?

Answered: 277 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	18.41%	51
No	81.59%	226
TOTAL		277

Q4: Were you able to find what you needed on our website?

Answered: 51 Skipped: 230



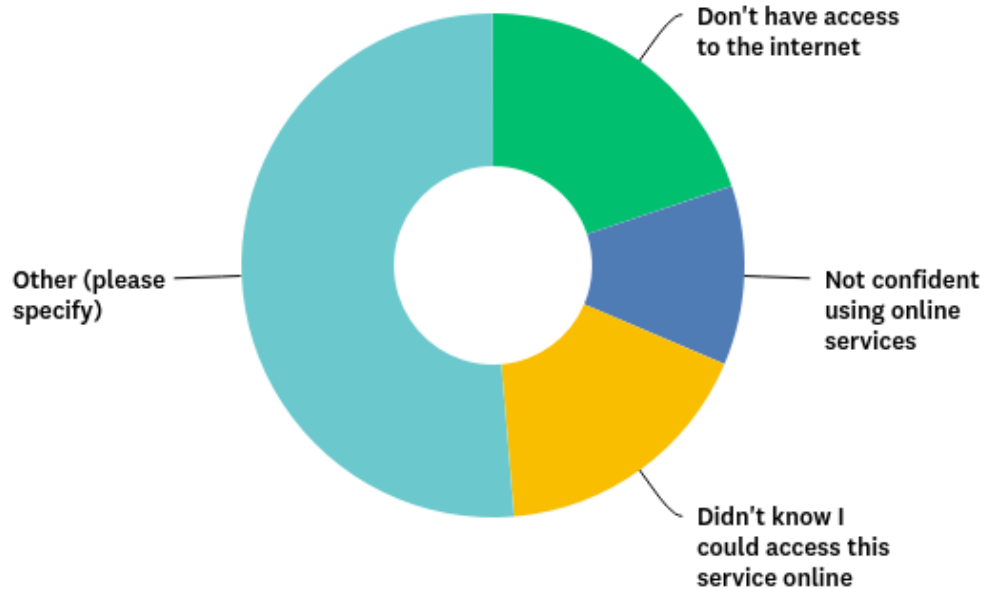
Q4: Were you able to find what you needed on our website?

Answered: 51 Skipped: 230

ANSWER CHOICES	RESPONSES	
Yes	52.94%	27
No	47.06%	24
TOTAL		51

Q5: What's your reason for not trying our website?

Answered: 226 Skipped: 55



Q5: What's your reason for not trying our website?

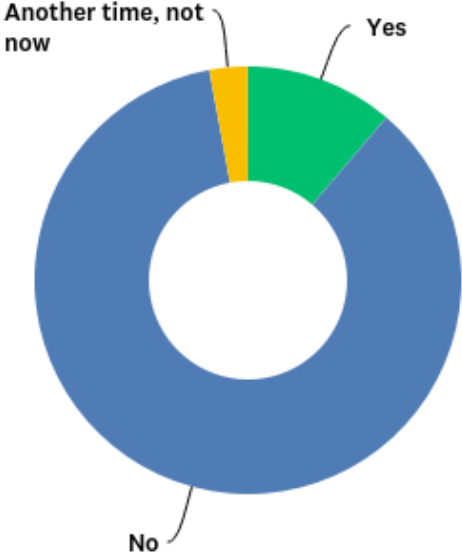
Answered: 226 Skipped: 55

ANSWER CHOICES	RESPONSES	
Don't have access to the internet	19.91%	45
Not confident using online services	11.50%	26
Didn't know I could access this service online	17.26%	39
Other (please specify)	51.33%	116
TOTAL		226

116 Other responses include: 22 refusing to say, 62 prefer to speak to someone face to face, 10 said wanted to visit office, 14 said wanted a form/documents or collect something, 8 said to hand in documents

Q6: Would you like me to show you how to access our services online?

Answered: 276 Skipped: 5



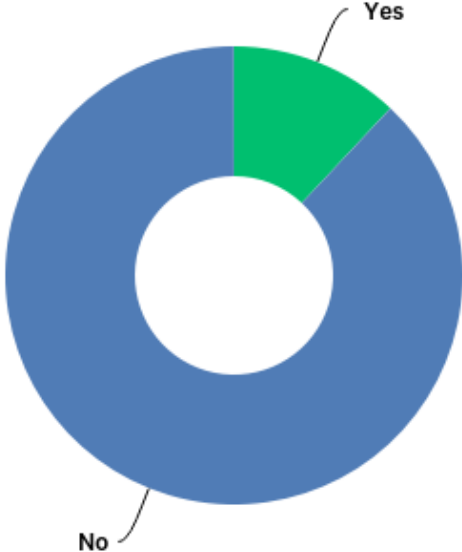
Q6: Would you like me to show you how to access our services online?

Answered: 276 Skipped: 5

ANSWER CHOICES	RESPONSES	
Yes	11.23%	31
No	85.87%	237
Another time, not now	2.90%	8
TOTAL		276

Q7: Did you try telephoning the Council?

Answered: 275 Skipped: 6



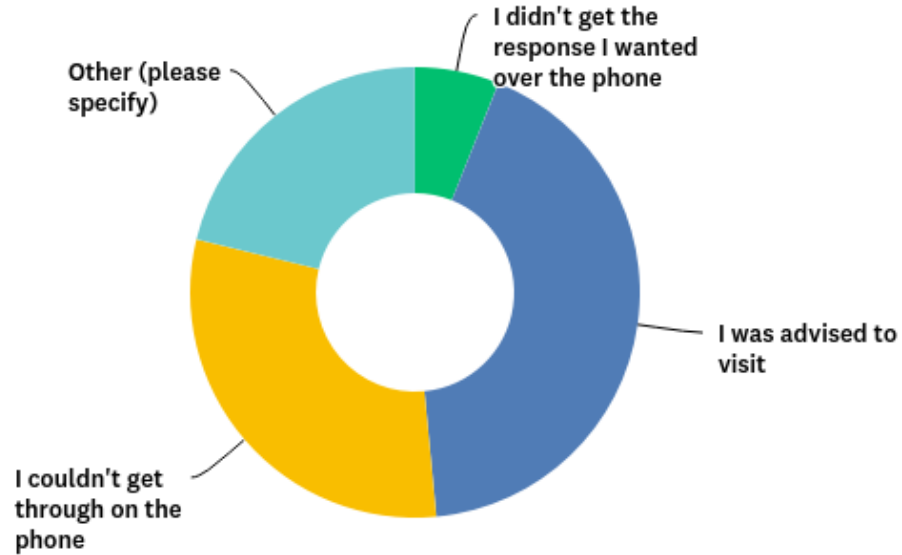
Q7: Did you try telephoning the Council?

Answered: 275 Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes	12.00%	33
No	88.00%	242
TOTAL		275

Q8: If you tried calling why are you visiting?

Answered: 33 Skipped: 248



Q8: If you tried calling why are you visiting?

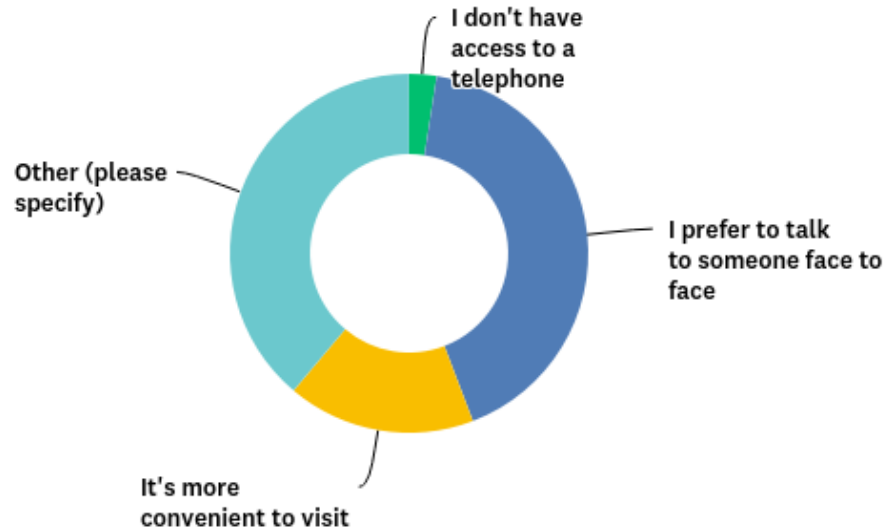
Answered: 33 Skipped: 248

ANSWER CHOICES	RESPONSES	
I didn't get the response I wanted over the phone	6.06%	2
I was advised to visit	42.42%	14
I couldn't get through on the phone	30.30%	10
Other (please specify)	21.21%	7
TOTAL		33

7 Other responses include: 3 to collect recycling boxes, 2 to have a meeting, 2 to hand in information

Q9: Why didn't you call the Council?

Answered: 242 Skipped: 39



Q9: Why didn't you call the Council?

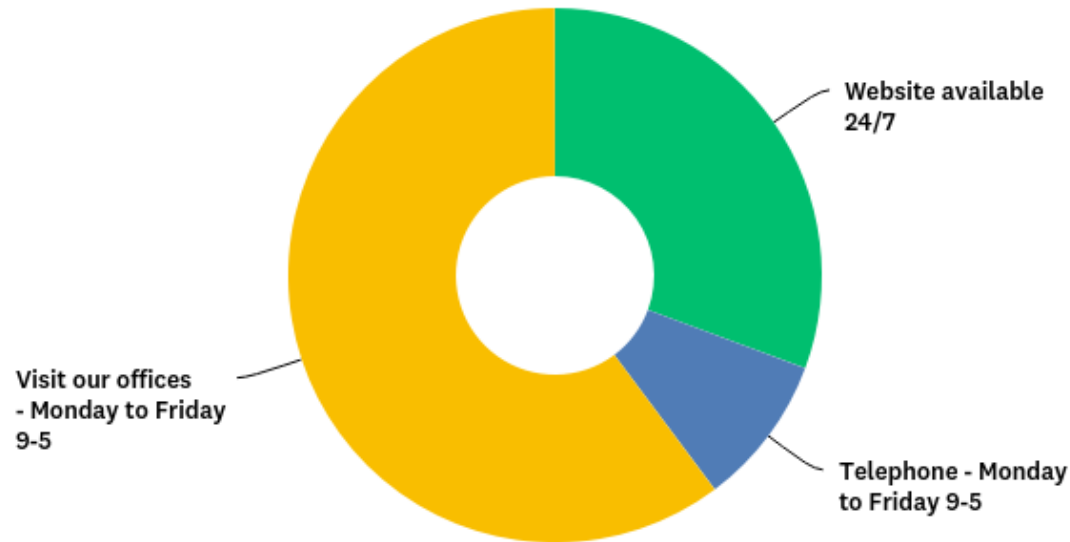
Answered: 242 Skipped: 39

ANSWER CHOICES	RESPONSES	
I don't have access to a telephone	2.48%	6
I prefer to talk to someone face to face	41.74%	101
It's more convenient to visit	16.94%	41
Other (please specify)	38.84%	94
TOTAL		242

94 Other responses include: 22 refused to say, 54 to hand in something, to collect something 18

Q10: If you had to access Council services again which method would you use?

Answered: 274 Skipped: 7



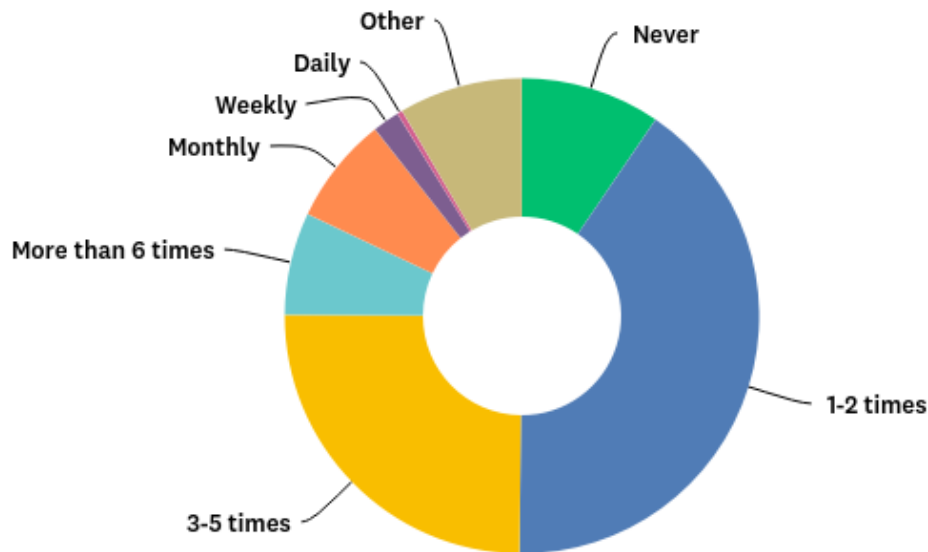
Q10: If you had to access Council services again which method would you use?

Answered: 274 Skipped: 7

ANSWER CHOICES	RESPONSES	
Website available 24/7	30.66%	84
Telephone - Monday to Friday 9-5	9.12%	25
Visit our offices - Monday to Friday 9-5	60.22%	165
TOTAL		274

Q11: And finally, apart from today, how many times have you visited our offices here at Kilworthy Park in the past 12 months?

Answered: 273 Skipped: 8



Q11: And finally, apart from today, how many times have you visited our offices here at Kilworthy Park in the past 12 months?

Answered: 273 Skipped: 8

ANSWER CHOICES	RESPONSES	
Never	9.52%	26
1-2 times	40.66%	111
3-5 times	24.91%	68
More than 6 times	6.96%	19
Monthly	7.33%	20
Weekly	1.83%	5
Daily	0.37%	1
Other	8.42%	23
TOTAL		273

23 Other responses were made of people refusing to answer.