

Northern Outreach Ockment Centre Survey

Data collected at each weekly session from
April-June 2019

41

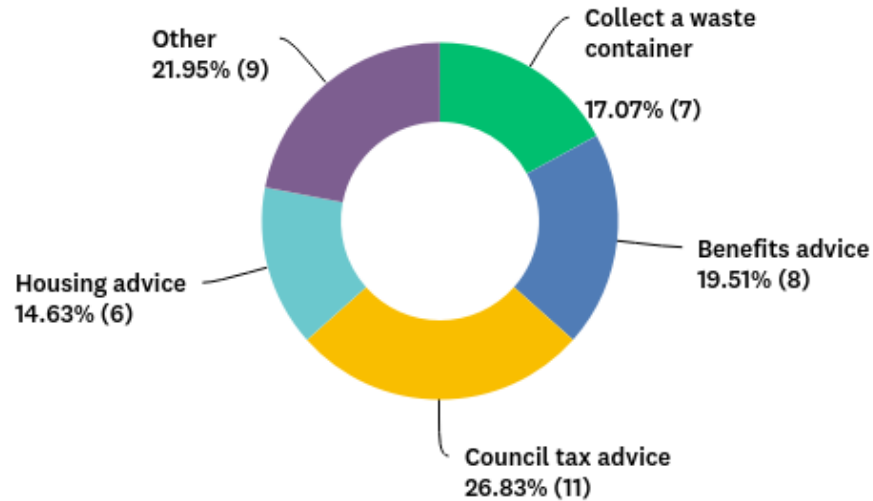
Total Responses

Date Created: Tuesday, March 26 2019

Complete Responses: 39

Q1: What is the purpose of your visit?

Answered: 41 Skipped: 0



Q1: What is the purpose of your visit?

Answered: 41 Skipped: 0

ANSWER CHOICES	RESPONSES	
Collect a waste container	17.07%	7
Benefits advice	19.51%	8
Council tax advice	26.83%	11
Housing advice	14.63%	6
Planning advice	0.00%	0
Other	21.95%	9
TOTAL		41

Other (9)

Devon Home Choice

Waste enquiry

Waste assisted collection

Hand in form (3)

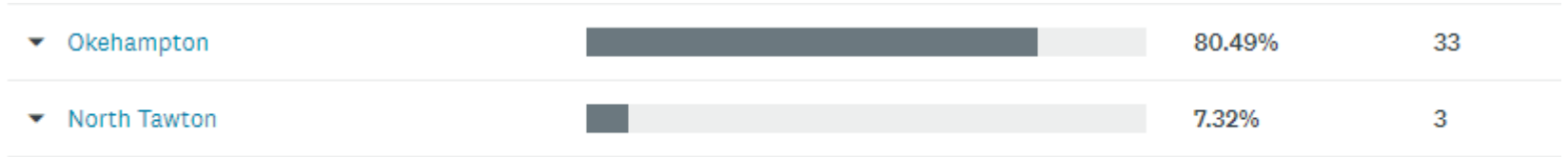
Rent reduction notification

Help with health and safety concerns with landlord

Check parking permit

Q2: Where do you live?

Answered: 41 Skipped: 0



Other (5)

Hatherleigh – 1

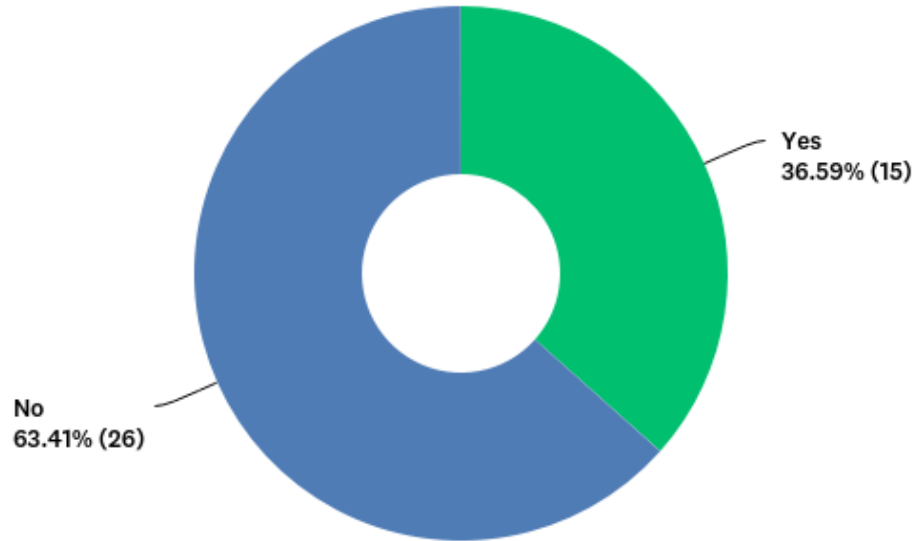
Exbourne – 2

Sourton – 1

Sampford Courtney - 1

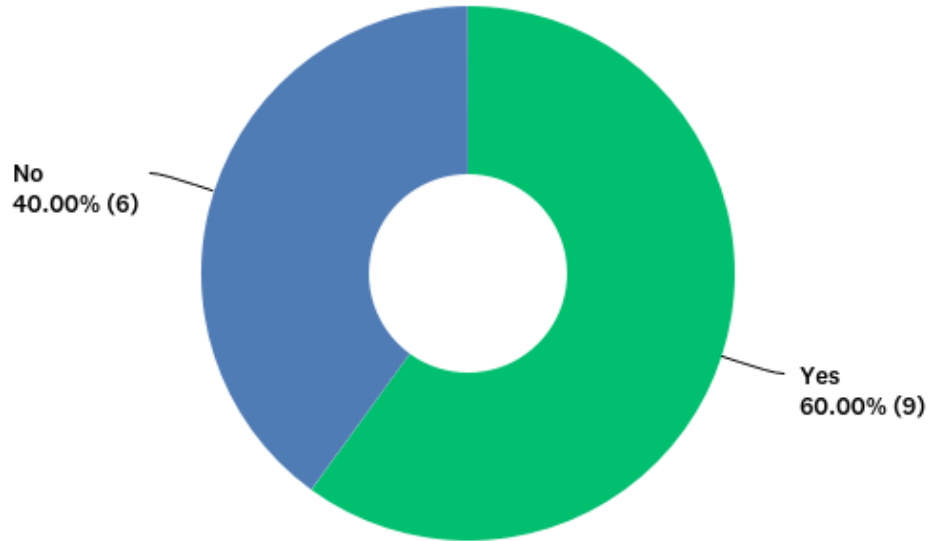
Q3: Did you try using our website to deal with your query?

Answered: 41 Skipped: 0



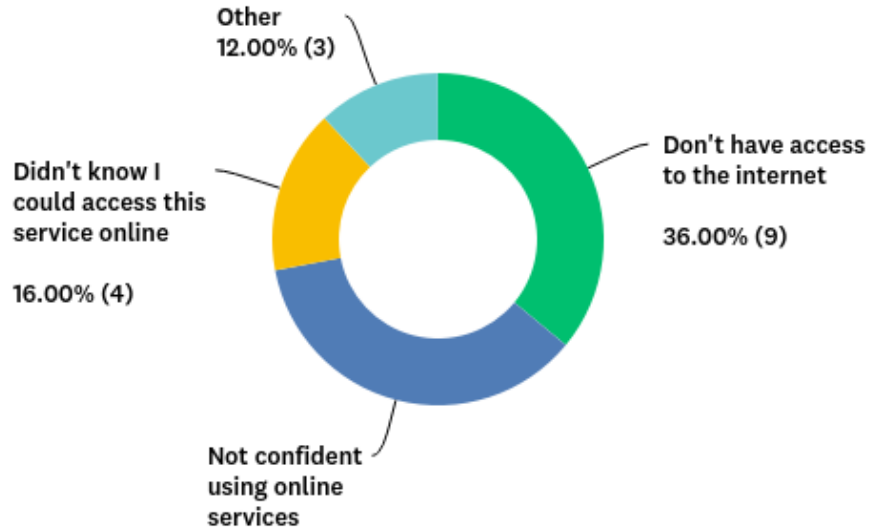
Q4: Were you able to find what you needed on our website?

Answered: 15 Skipped: 26



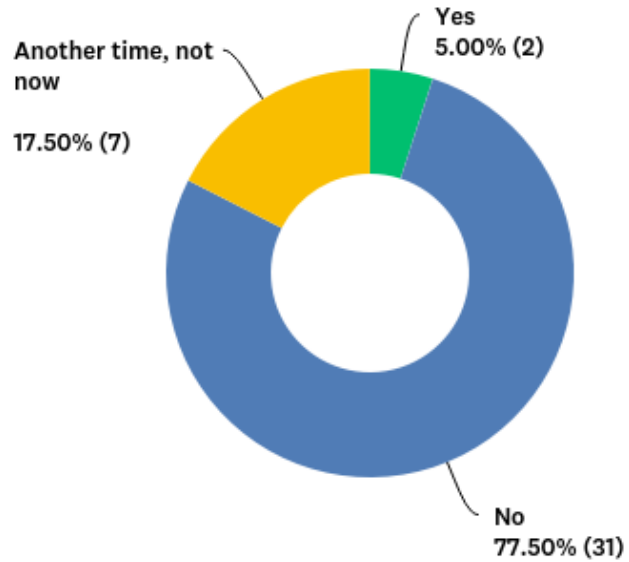
Q5: What's your reason for not trying our website?

Answered: 25 Skipped: 16



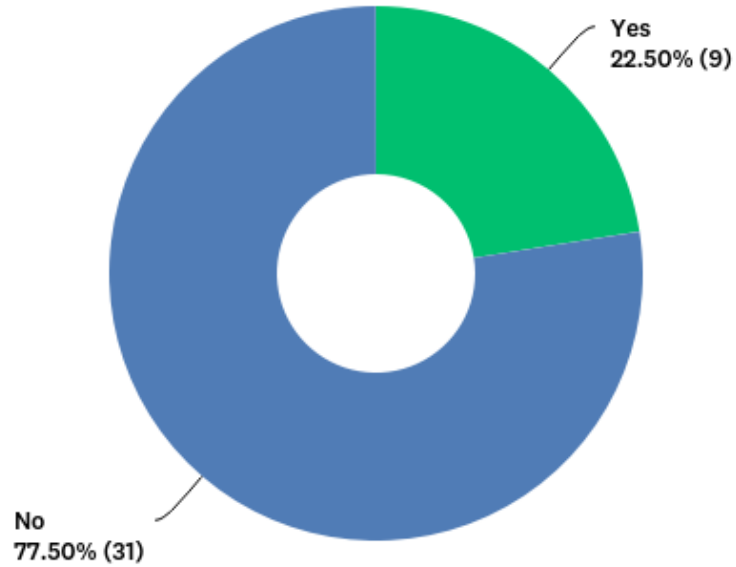
Q6: Would you like me to show you how to access our services online?

Answered: 40 Skipped: 1



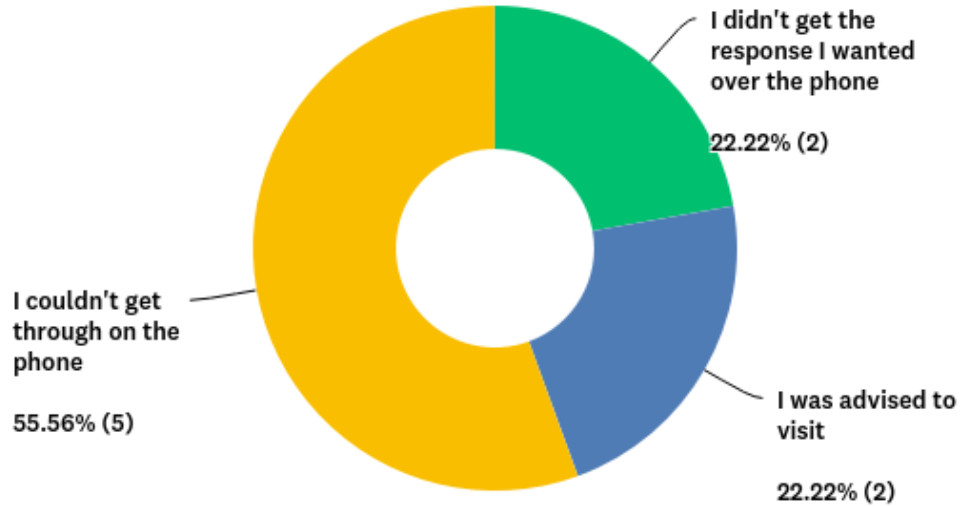
Q7: Did you try telephoning the Council?

Answered: 40 Skipped: 1



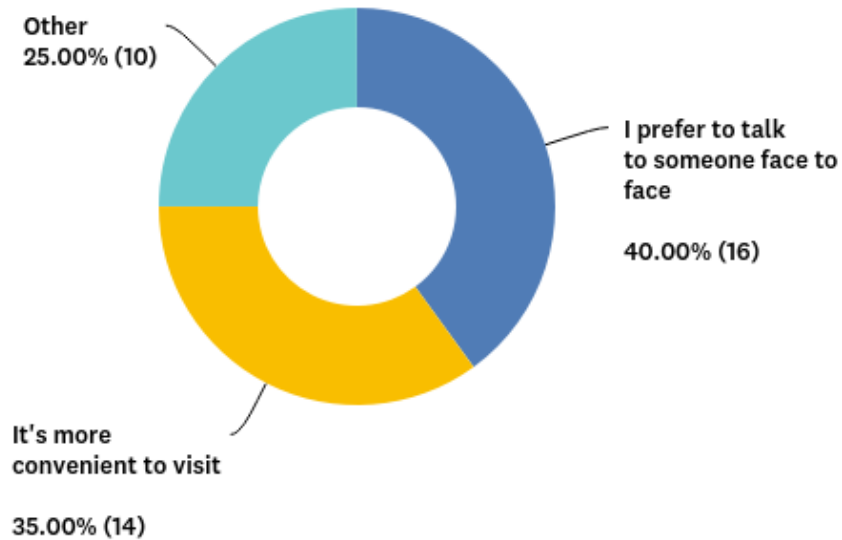
Q8: If you tried calling why are you visiting?

Answered: 9 Skipped: 32



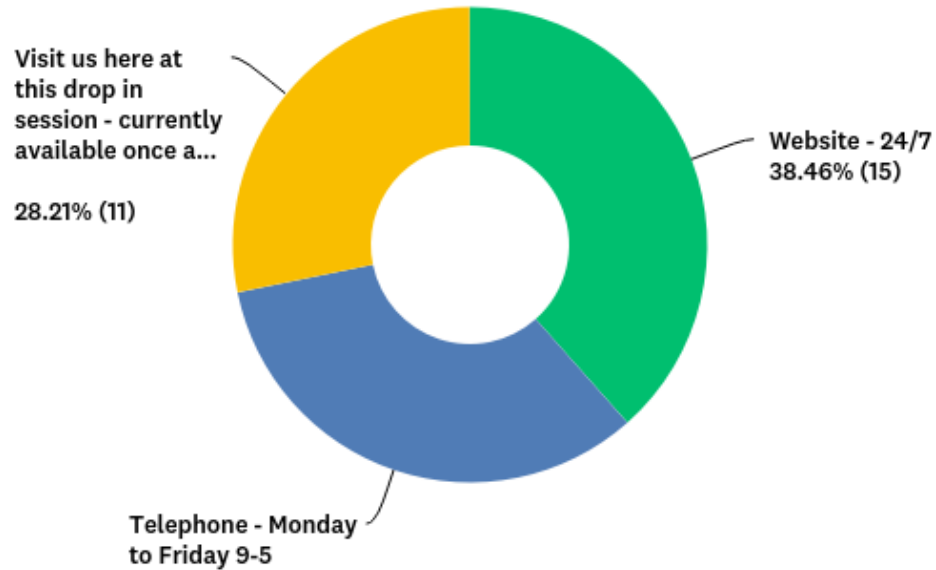
Q9: Why didn't you call the Council?

Answered: 40 Skipped: 1



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

Answered: 39 Skipped: 2



Q11: And finally, apart from today, how many times have you accessed Council services here at the Ockment Centre over the past 12 months?

Answered: 39 Skipped: 2

