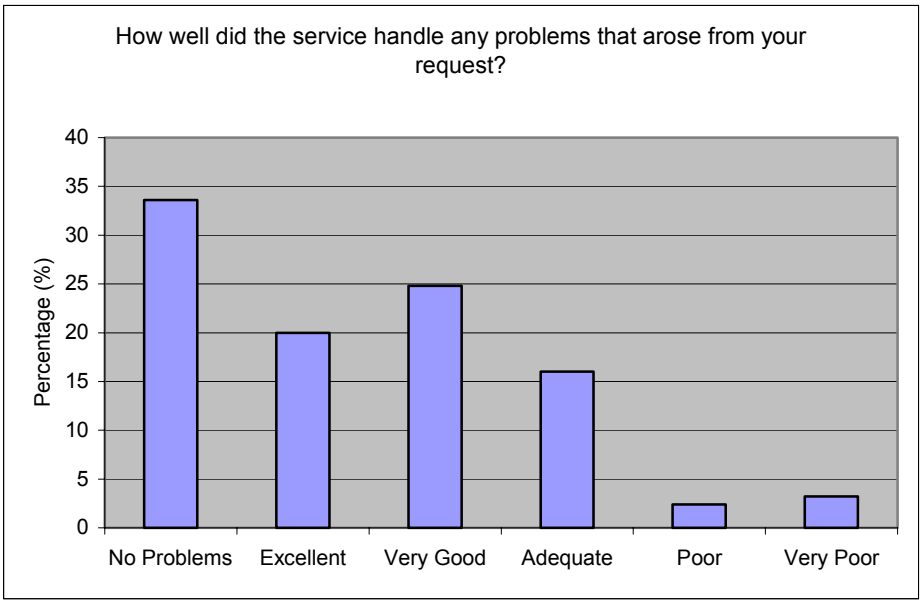
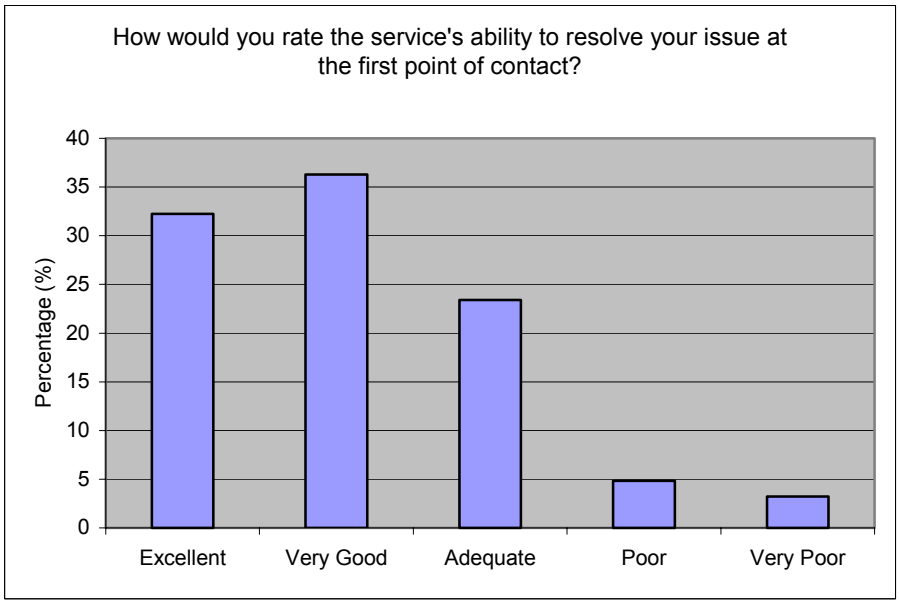
West Lothian Council

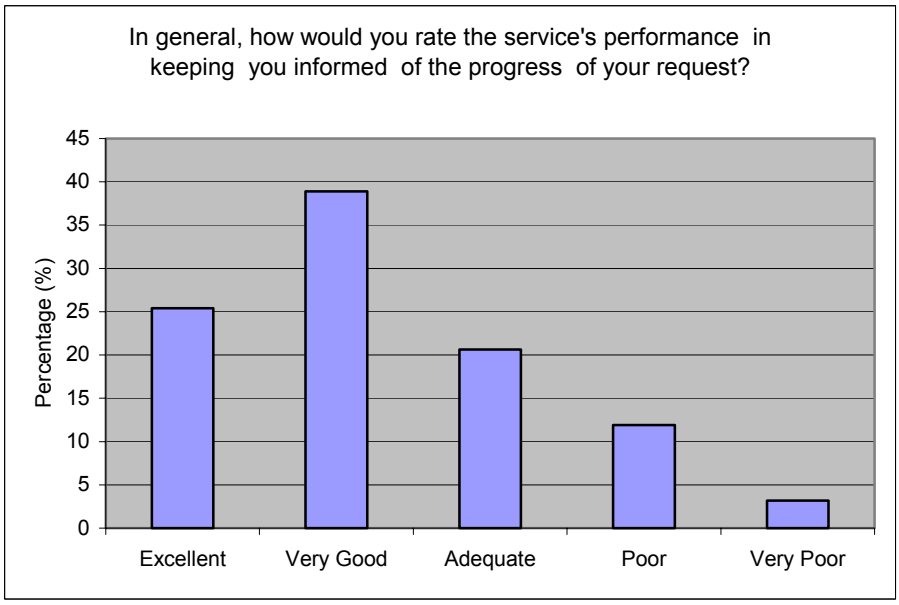
The Results of our Council Tax Customer Satisfaction Survey 2008-09

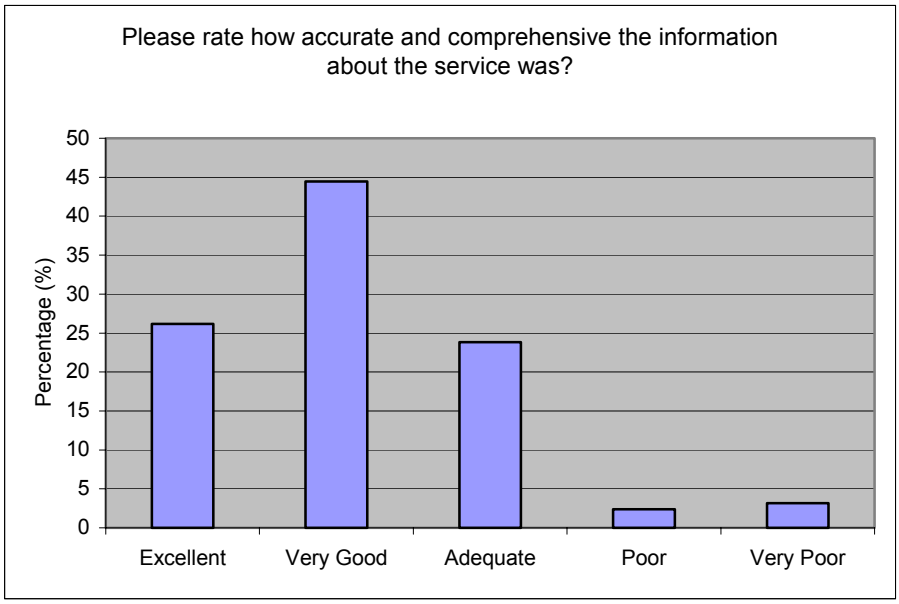
440 customer satisfaction surveys were issued in March 2009 to customers who had been in contact with the Revenues Unit within the last 12 months.

To date we have had a 29% return rate.


How well did the service handle any problems that arose from your request?
Percentage (%)
40
35
30
25
20
15
10
5
0
No Problems
Excellent
Very Good
Adequate
Poor
Very Poor


How would you rate the service's ability to resolve your issue at the first point of contact?
Percentage (%)
40
35
30
25
20
15
10
5
0
Excellent
Very Good
Adequate
Poor
Very Poor


In general, how would you rate the service's performance in keeping you informed of the progress of your request?
Percentage (%)
45
40
35
30
25
20
15
10
5
0
Excellent
Very Good
Adequate
Poor
Very Poor

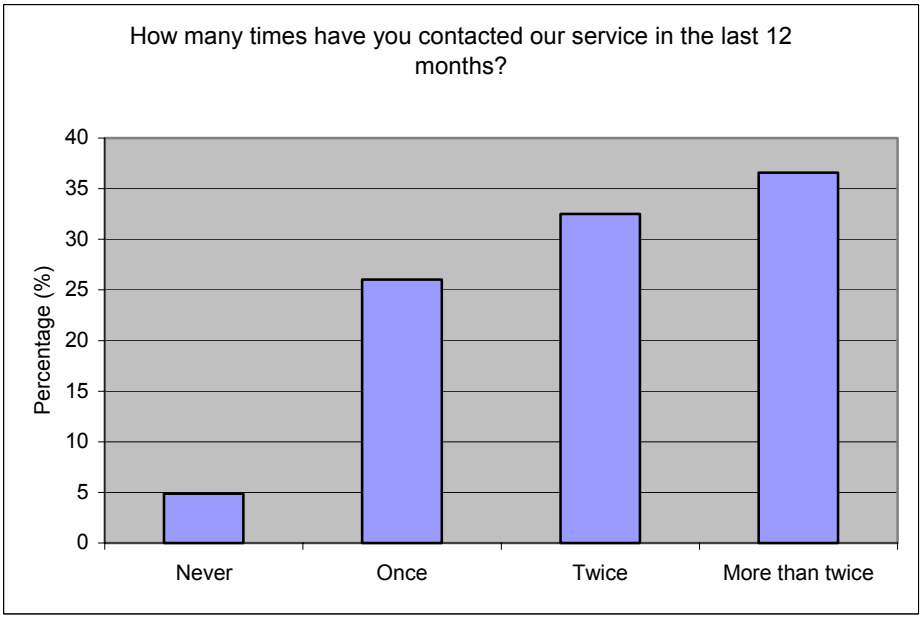

Please rate how accurate and comprehensive the information about the service was?
Percentage (%)
50
45
40
35
30
25
20
15
10
5
0
Excellent
Very Good
Adequate
Poor
Very Poor

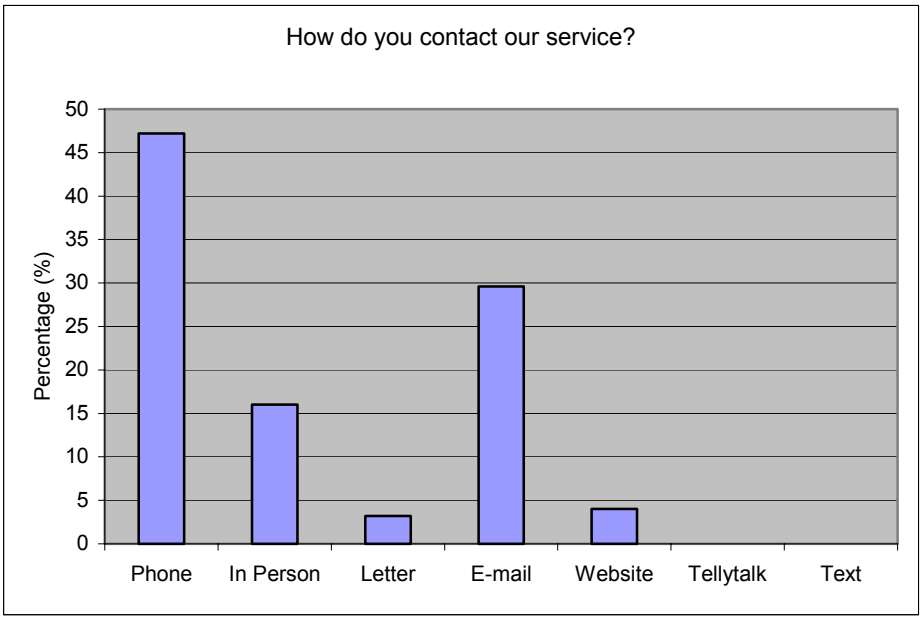
How would you rate the staff's knowledge and skills in dealing with your request?
Percentage (%)
45
40
35
30
25
20
15
10
5
0
Excellent
Very Good
Adequate
Poor
Very Poor

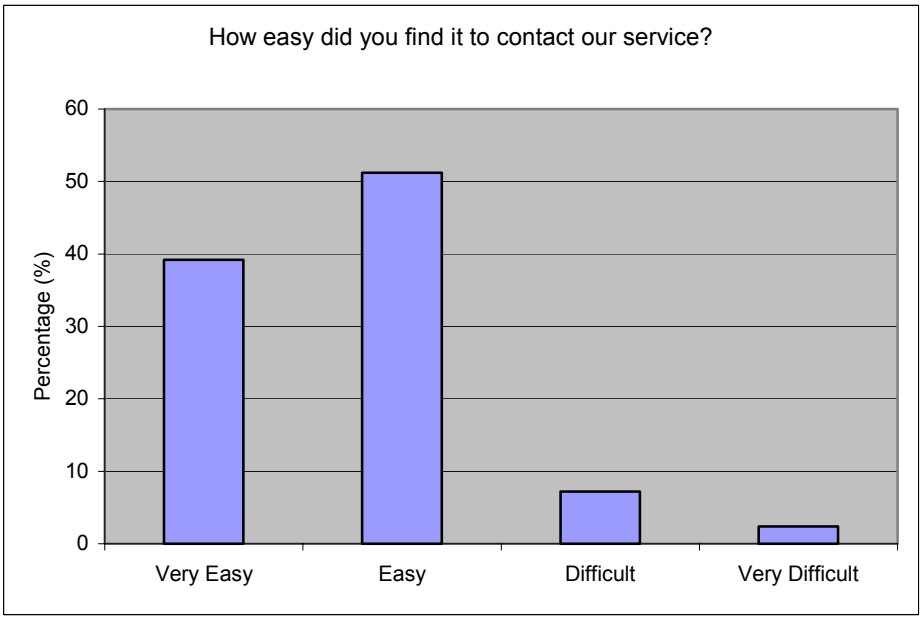
How would you rate the staff's attitude towards you?
Percentage (%)
60
50
40
30
20
10
0
Excellent
Very Good
Adequate
Poor
Very Poor

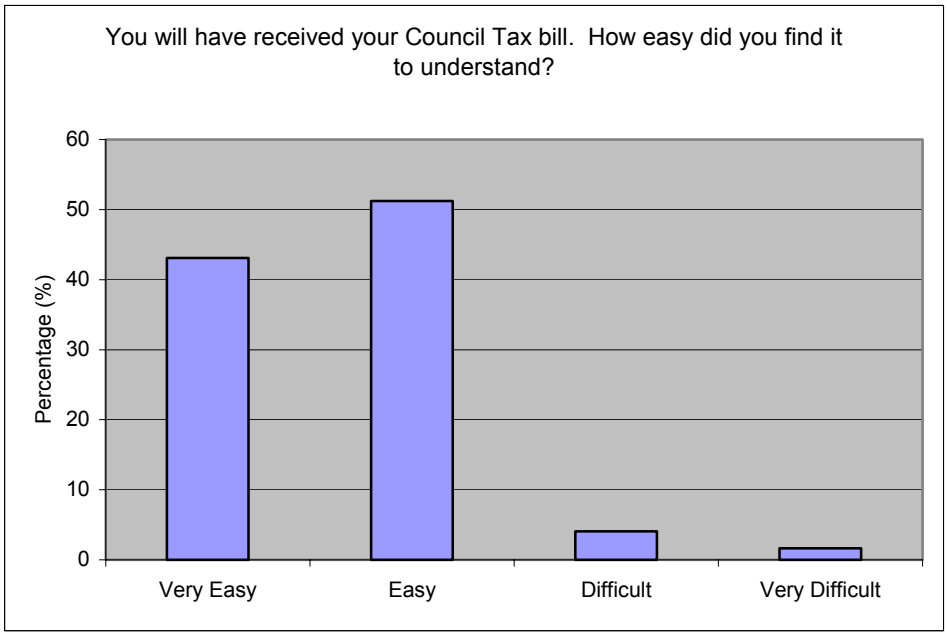
Do you feel that that the staff member treated your enquiry fairly and sensitively?
Percentage (%)
120
100
80
60
40
20
0
Yes
No

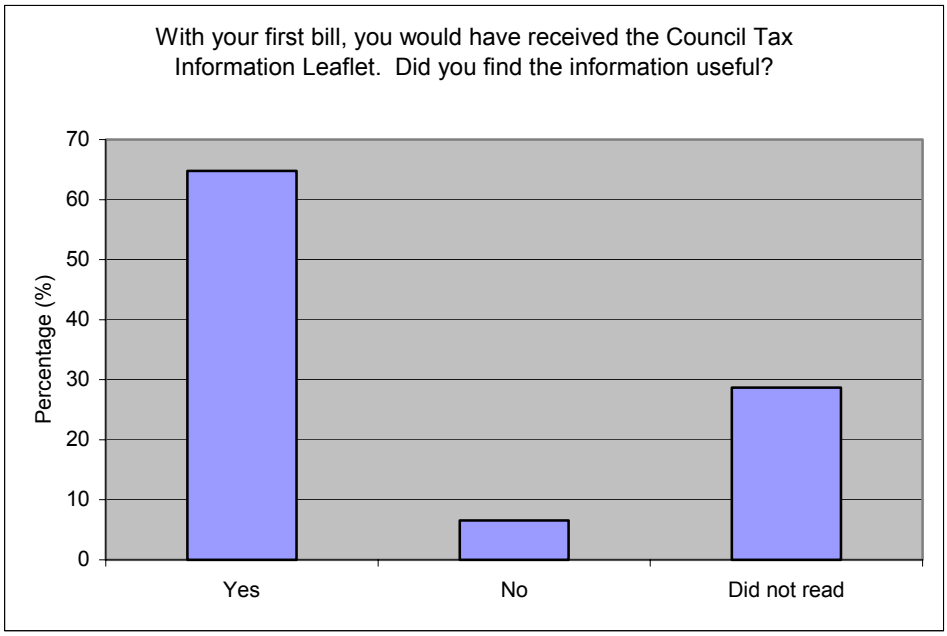
How would you rate the overall quality of customer service?
Percentage (%)
50
45
40
35
30
25
20
15
10
5
0
Excellent
Very Good
Adequate
Poor
Very Poor

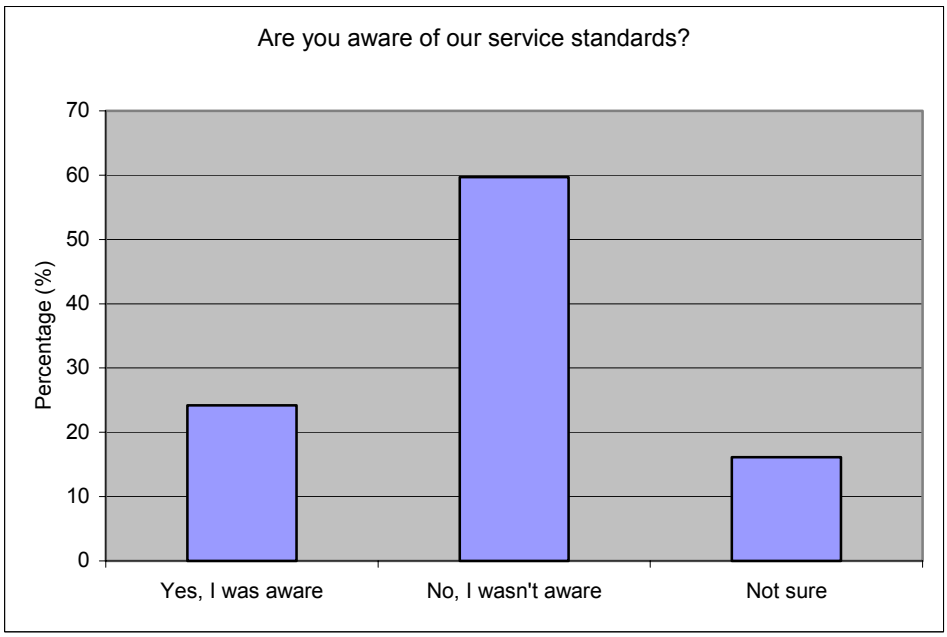

How many times have you contacted our service in the last 12 months?
Percentage (%)
40
35
30
25
20
15
10
5
0
Never
Once
Twice
More than twice

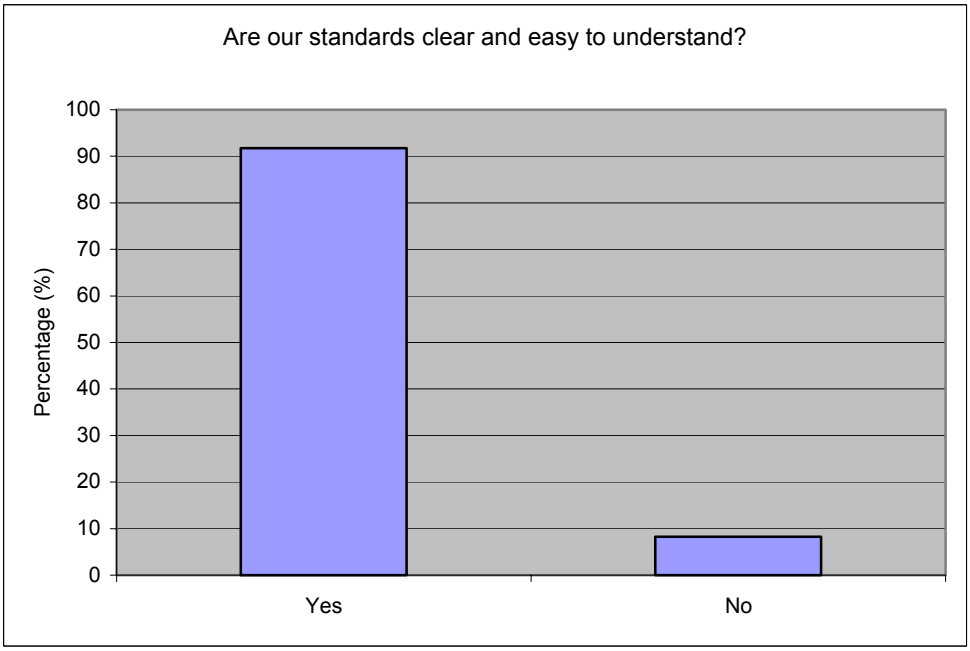

How do you contact our service?
Percentage (%)
50
45
40
35
30
25
20
15
10
5
0
Phone
In Person
Letter
E-mail
Website
Tellytalk
Text

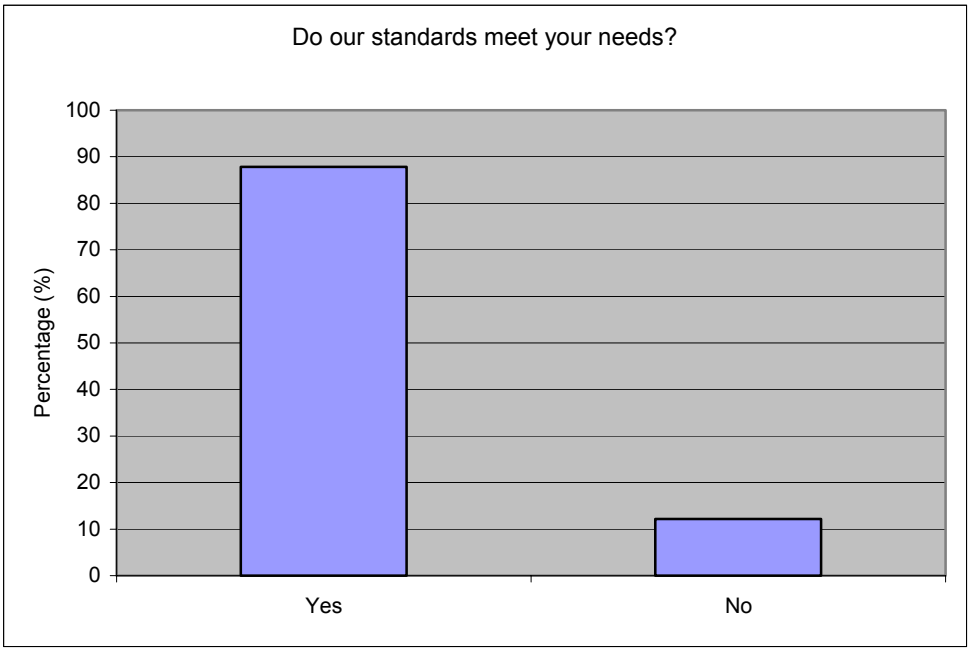

How easy did you find it to contact our service?
Percentage (%)
60
50
40
30
20
10
0
Very Easy
Easy
Difficult
Very Difficult

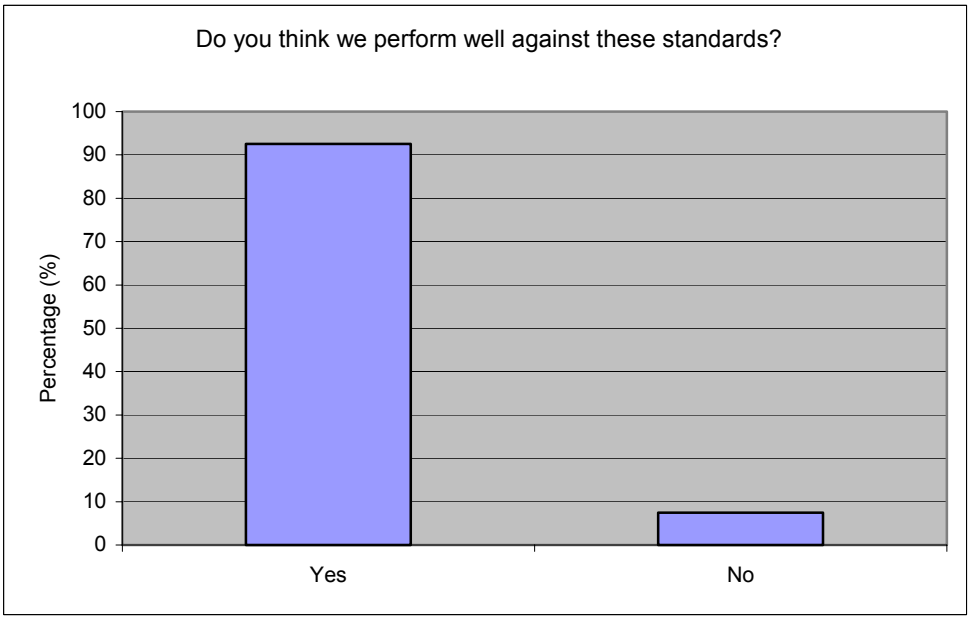

You will have received your Council Tax bill. How easy did you find it to understand?
Percentage (%)
60
50
40
30
20
10
0
Very Easy
Easy
Difficult
Very Difficult


With your first bill, you would have received the Council Tax Information Leaflet. Did you find the information useful?
Percentage (%)
70
60
50
40
30
20
10
0
Yes
No
Did not read


Are you aware of our service standards?
Percentage (%)
70
60
50
40
30
20
10
0
Yes, I was aware
No, I wasn't aware
Not sure


Are our standards clear and easy to understand?
Percentage (%)
100
90
80
70
60
50
40
30
20
10
0
Yes
No


Do our standards meet your needs?
Percentage (%)
100
90
80
70
60
50
40
30
20
10
0
Yes
No


Do you think we perform well against these standards?
Percentage (%)
100
90
80
70
60
50
40
30
20
10
0
Yes
No