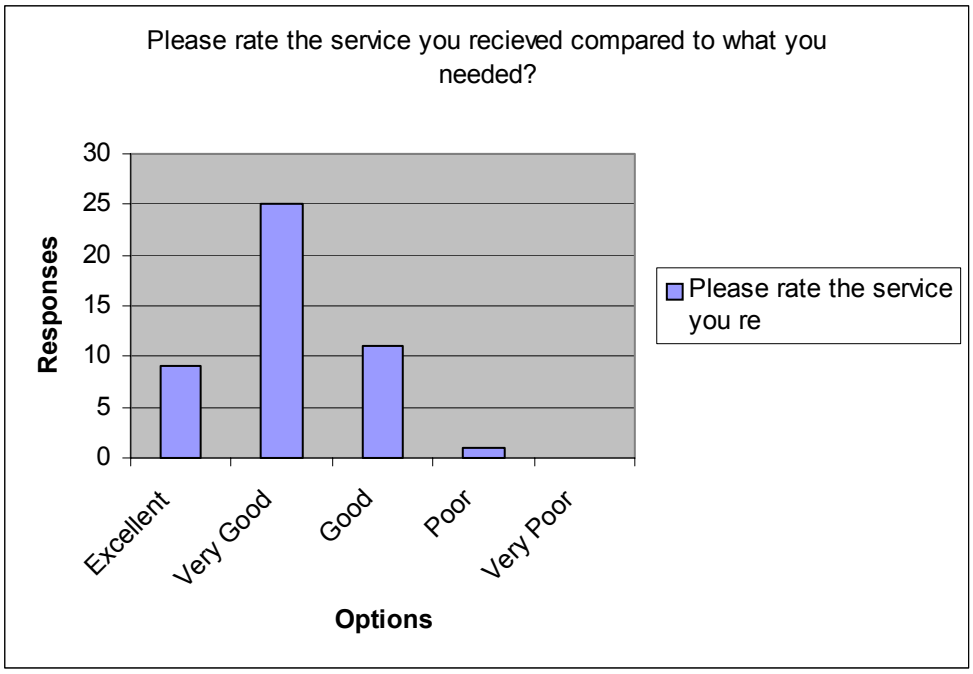
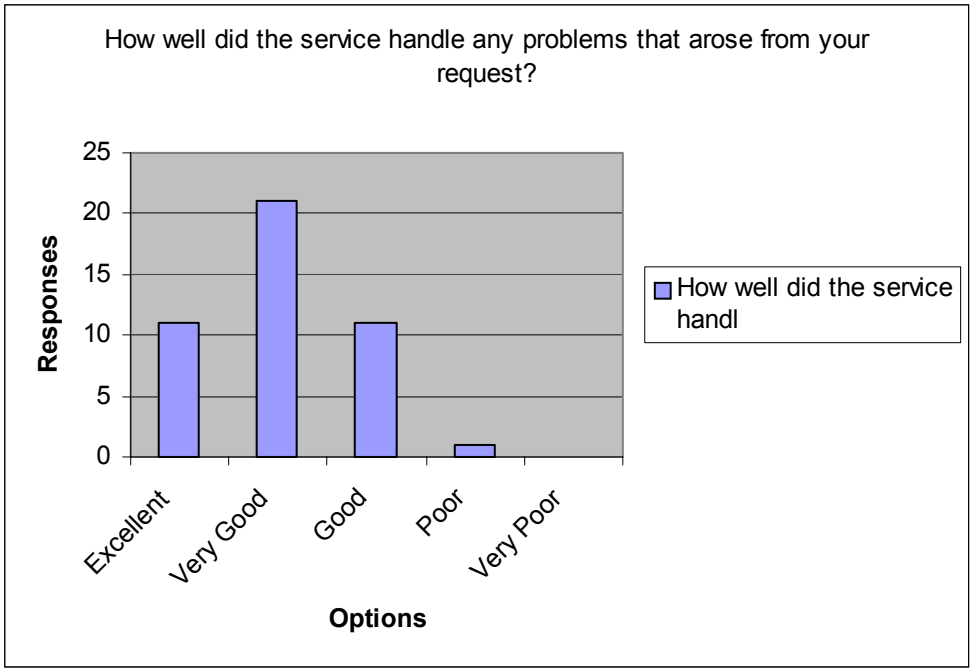
West Lothian Council

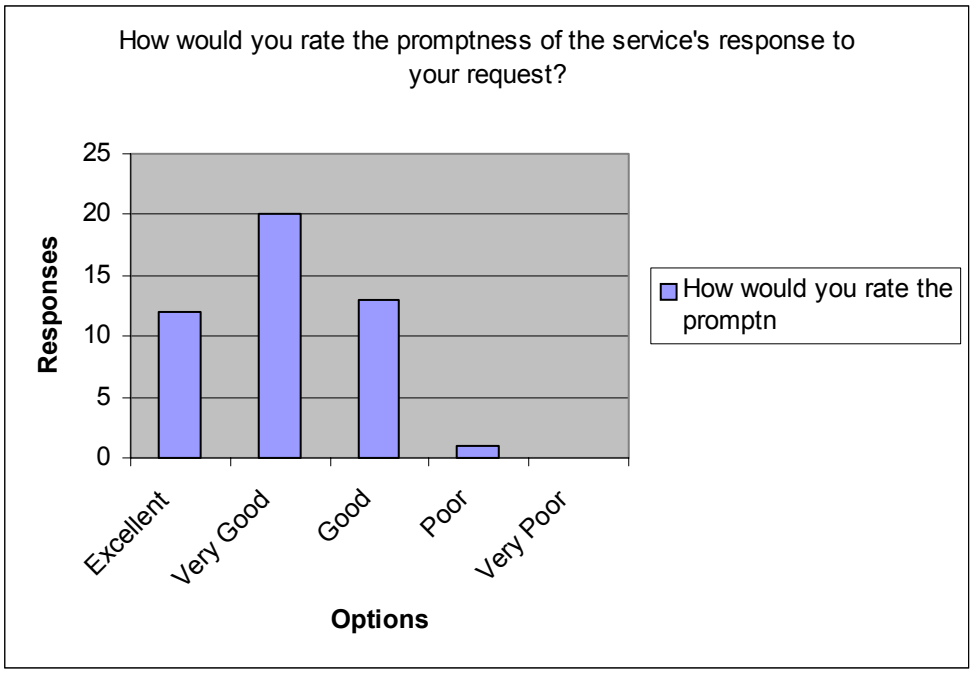
The Results of our HB/CTB Customer Satisfaction Survey 2010-2011

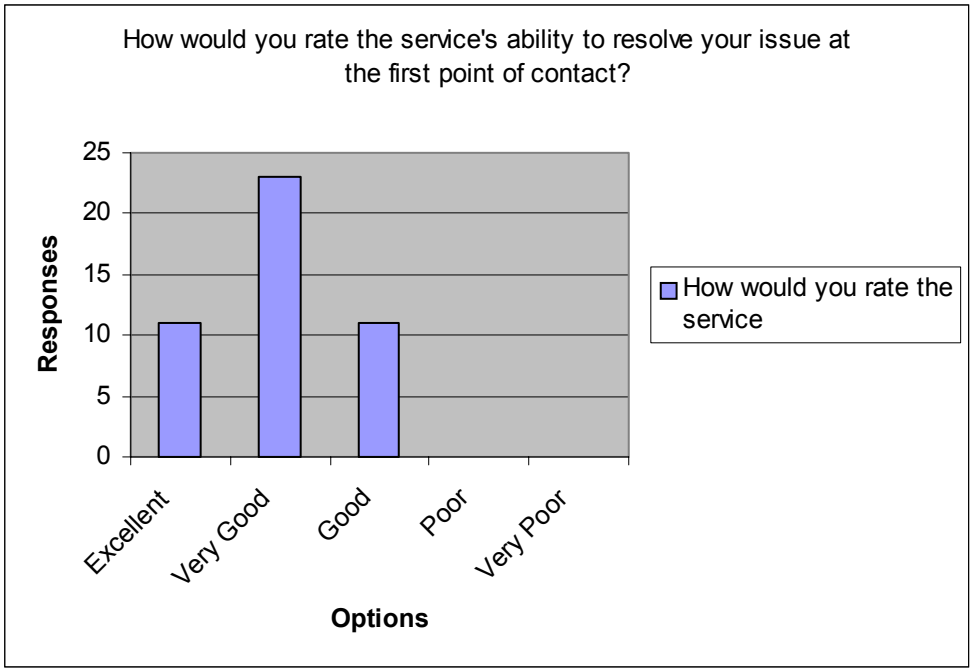
240 customer satisfaction were issued in throughout 2010 and early 2011 to customers who had been in contact with the Revenues Unit within the last 12 months.

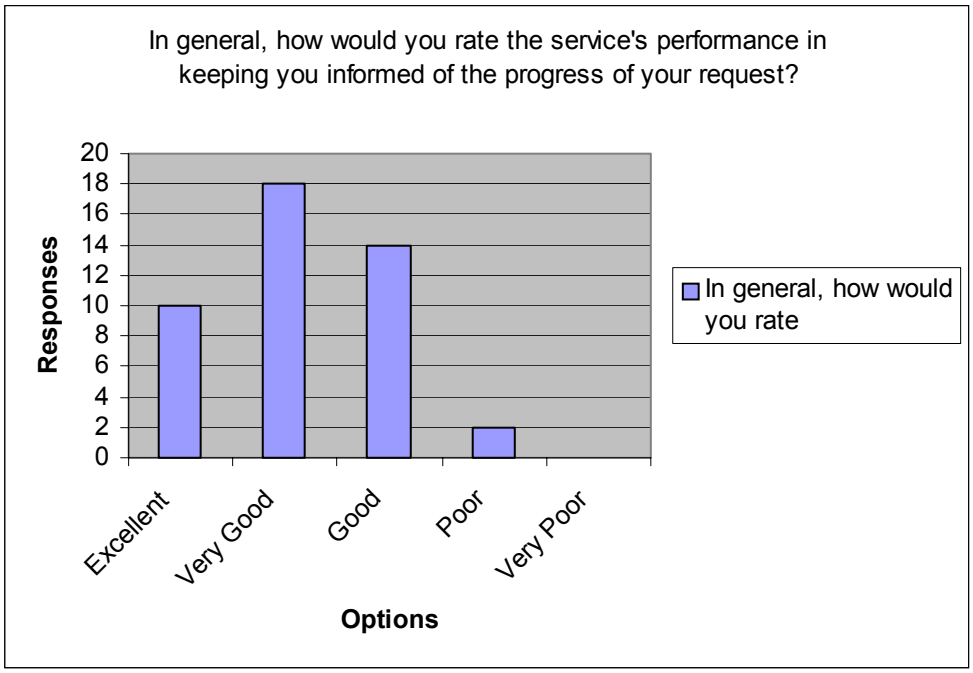
The return rate was 19.2 %

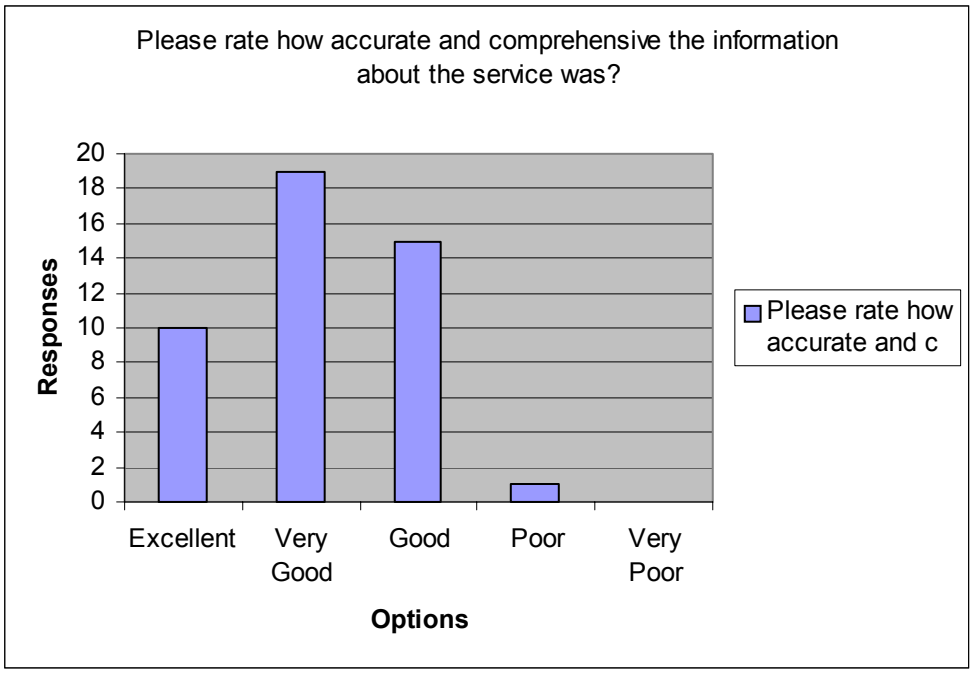


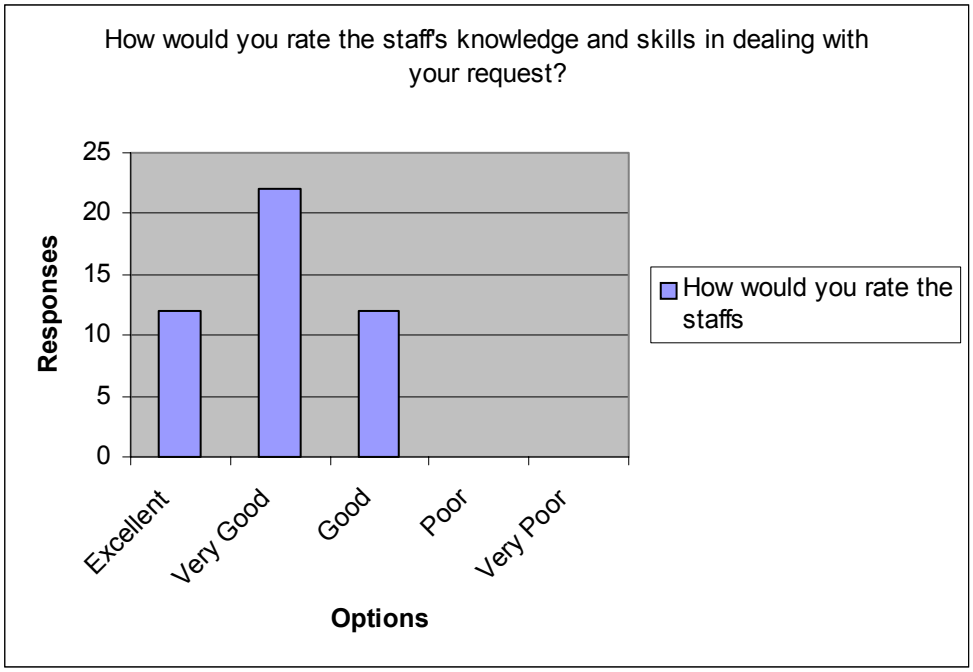


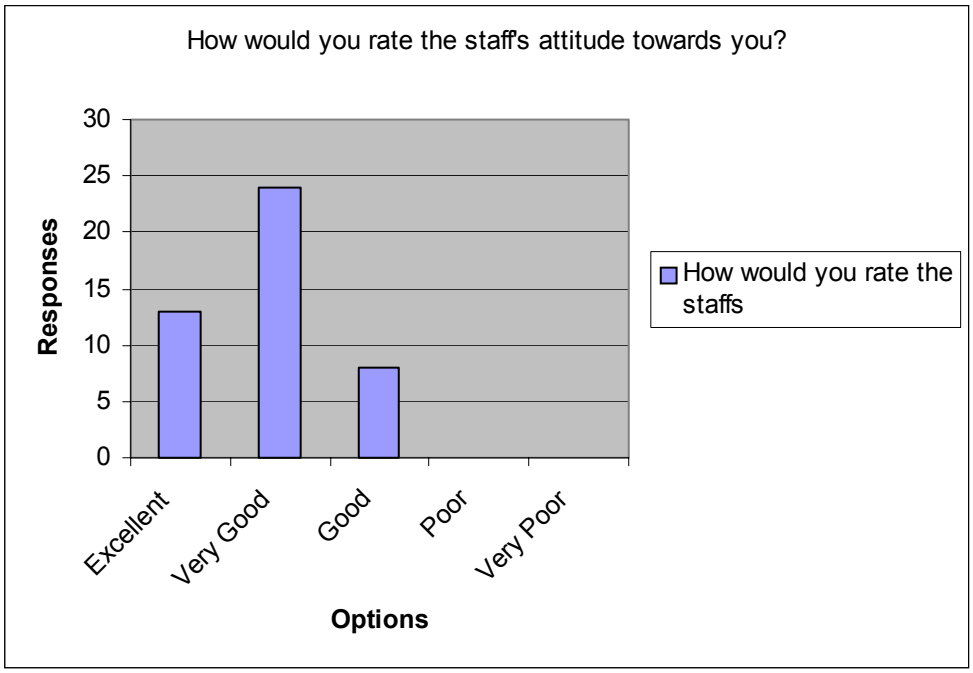

How would you rate the promptness of the service's response to your request?
Responses
25
20
15
10
5
0
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the promptn

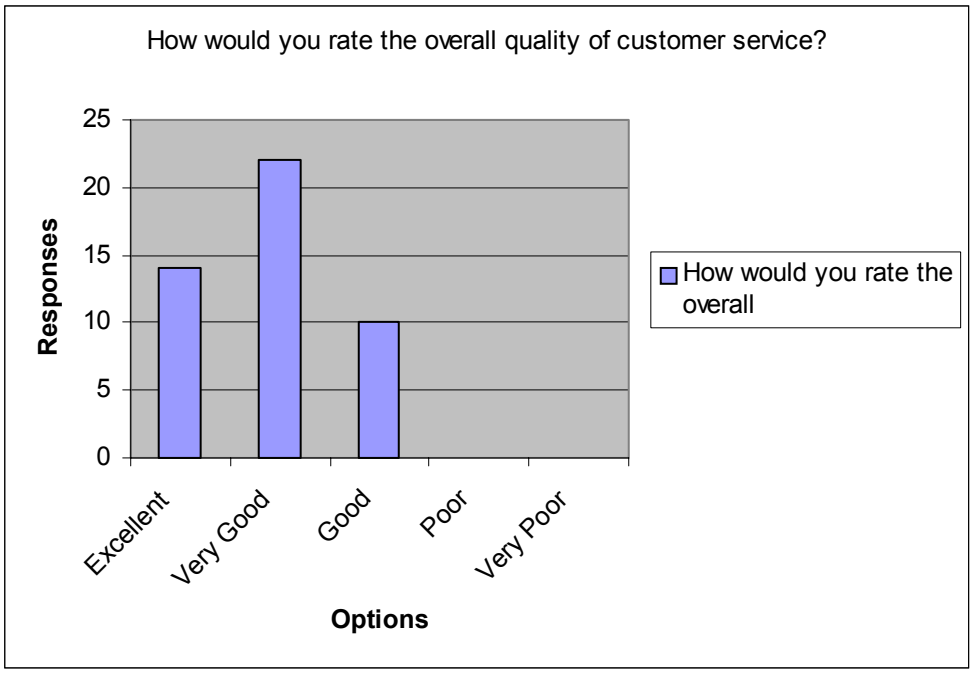

How would you rate the service's ability to resolve your issue at the first point of contact?
Responses
25
20
15
10
5
0
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the service

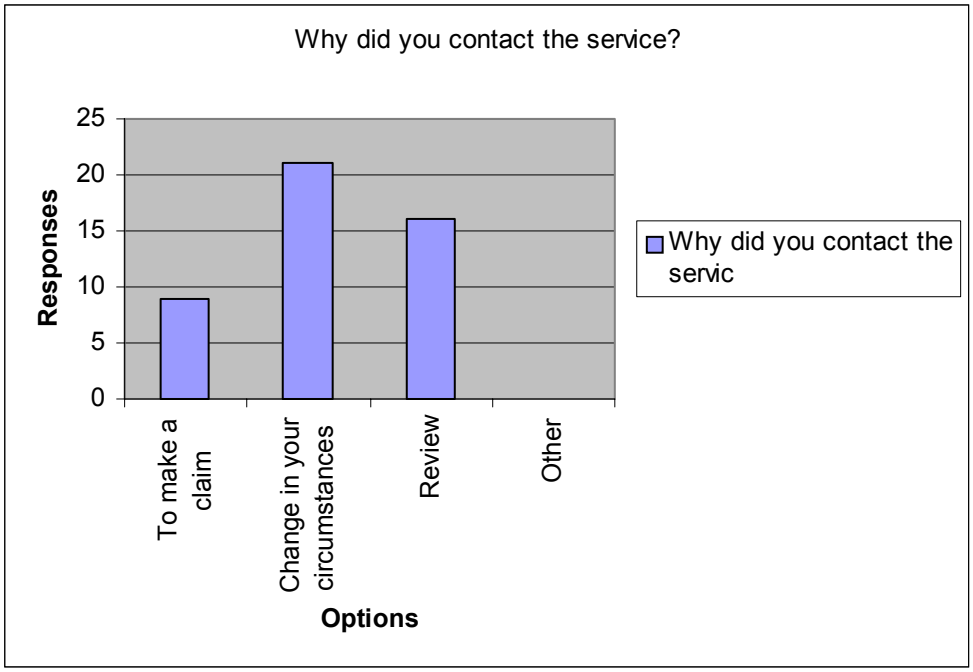

In general, how would you rate the service's performance in keeping you informed of the progress of your request?
Responses
20
18
16
14
12
10
8
6
4
2
0
Excellent
Very Good
Good
Poor
Very Poor
Options
In general, how would you rate

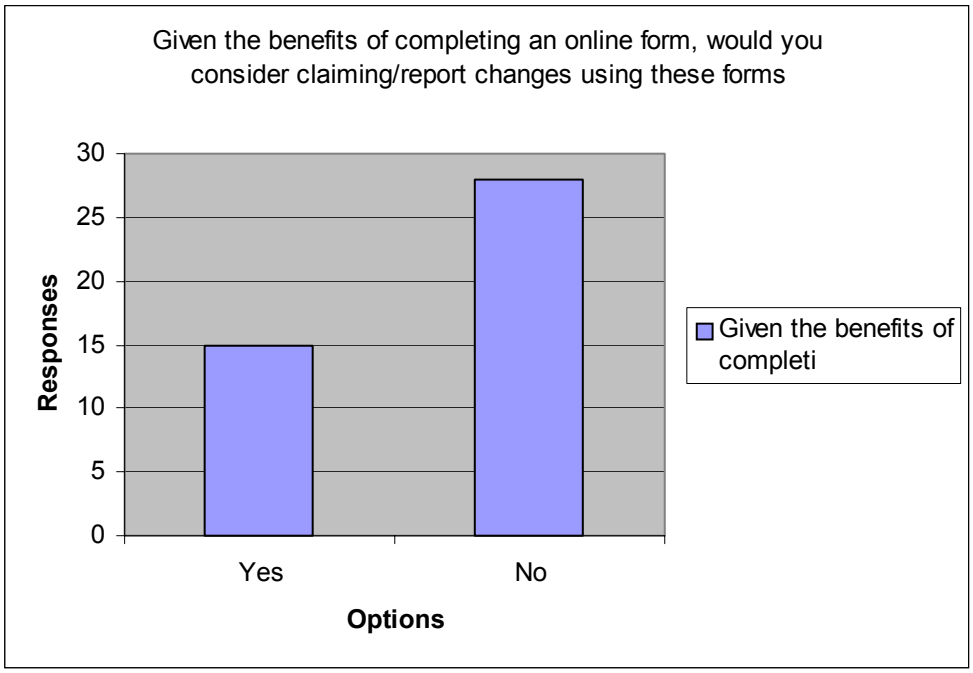

Please rate how accurate and comprehensive the information about the service was?
Responses
20
18
16
14
12
10
8
6
4
2
0
Excellent
Very Good
Good
Poor
Very Poor
Options
Please rate how accurate and c

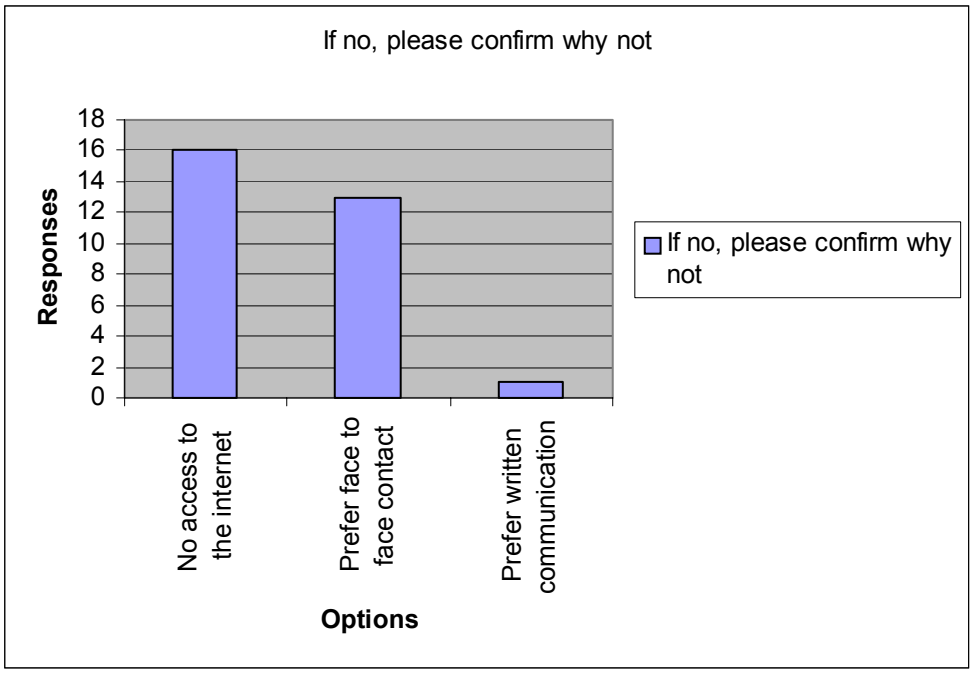

How would you rate the staff's knowledge and skills in dealing with your request?
Responses
25
20
15
10
5
0
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the staffs

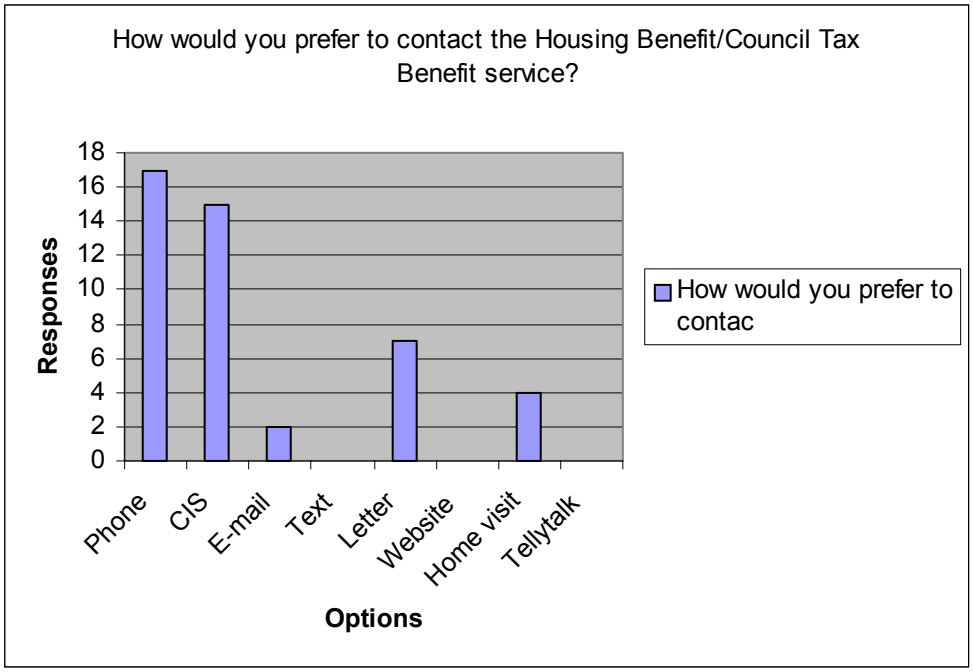

How would you rate the staff's attitude towards you?
Responses
30
25
20
15
10
5
0
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the staffs

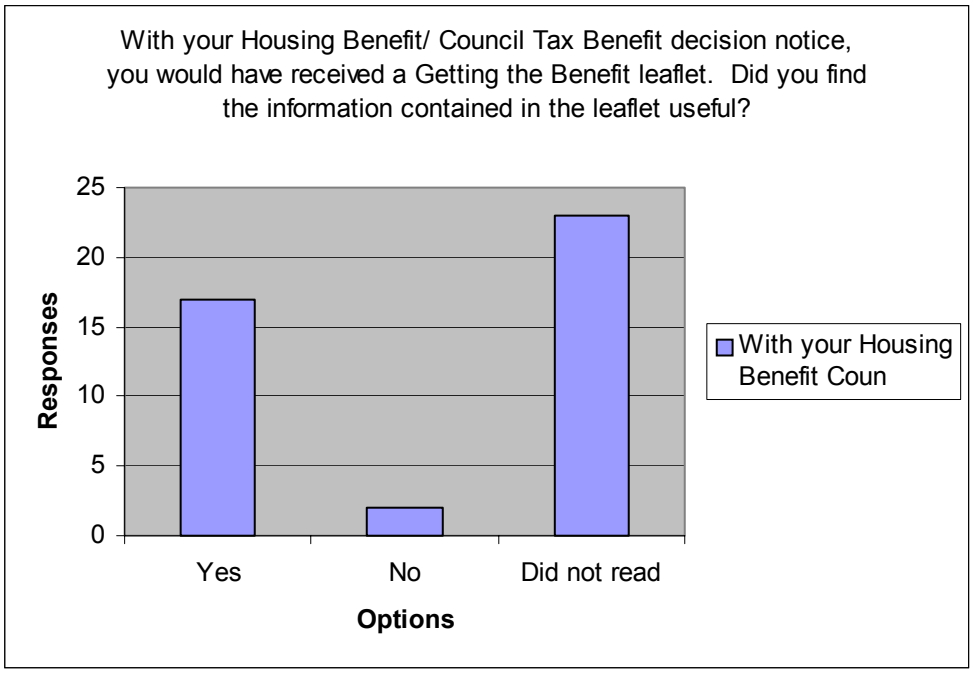

How would you rate the overall quality of customer service?
25
20
15
10
5
0
Responses
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the overall

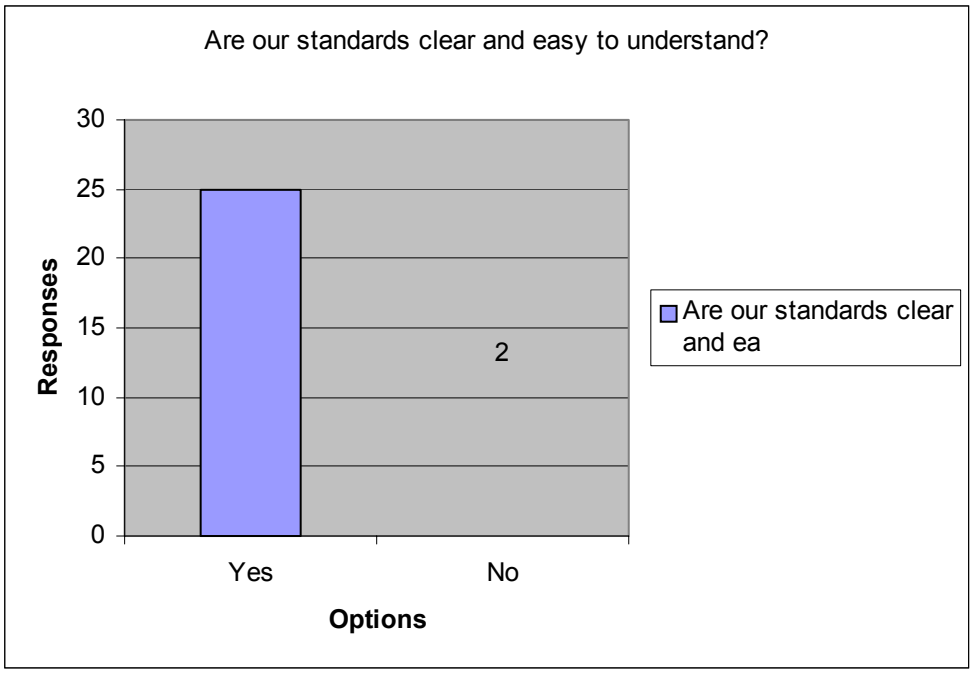

Why did you contact the service?
25
20
15
10
5
0
Responses
To make a claim
Change in your circumstances
Review
Other
Options
Why did you contact the servic

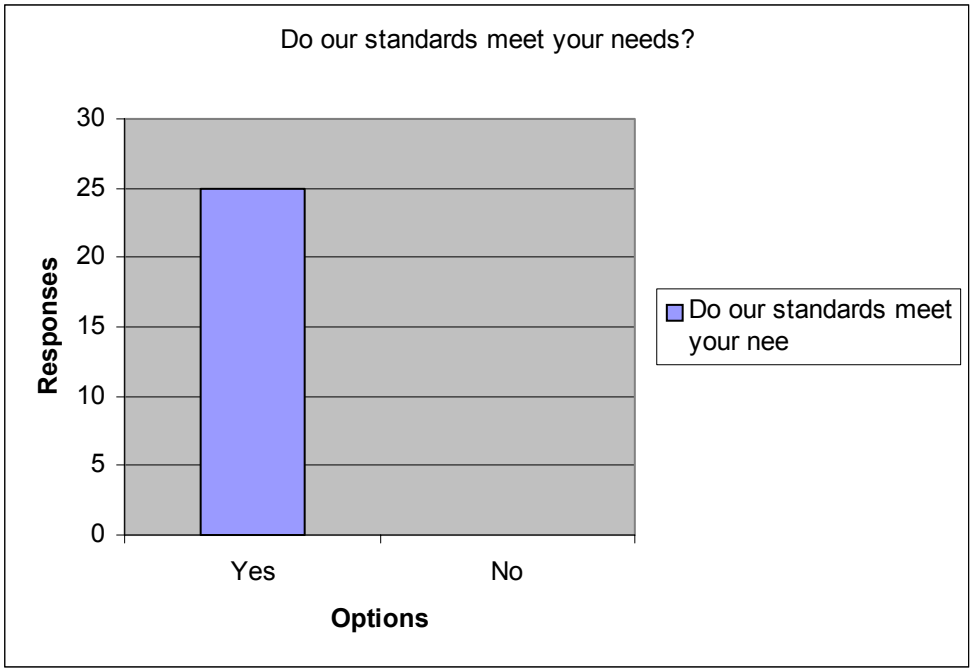

Given the benefits of completing an online form, would you consider claiming/report changes using these forms
30
25
20
15
10
5
0
Responses
Yes
No
Options
Given the benefits of completi

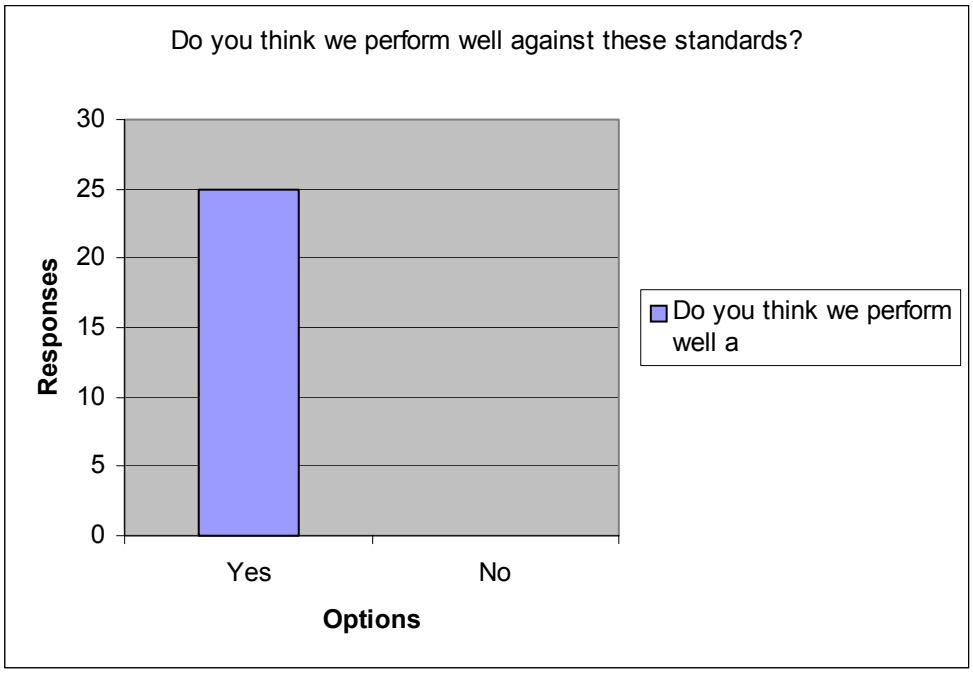

If no, please confirm why not
Responses
18
16
14
12
10
8
6
4
2
0
No access to the internet
Prefer face to face contact
Prefer written communication
Options
If no, please confirm why not


How would you prefer to contact the Housing Benefit/Council Tax Benefit service?
Responses
18
16
14
12
10
8
6
4
2
0
Phone
CIS
E-mail
Text
Letter
Website
Home visit
Tellytalk
Options
How would you prefer to contac


With your Housing Benefit/ Council Tax Benefit decision notice, you would have received a Getting the Benefit leaflet. Did you find the information contained in the leaflet useful?
Responses
25
20
15
10
5
0
Yes
No
Did not read
Options
With your Housing Benefit Coun


Are our standards clear and easy to understand?
30
25
20
15
10
5
0
Responses
2
Yes
No
Options
Are our standards clear and ea


Do our standards meet your needs?
30
25
20
15
10
5
0
Responses
Yes
No
Options
Do our standards meet your nee


Do you think we perform well against these standards?
30
25
20
15
10
5
0
Responses
Yes
No
Options
Do you think we perform well a