

## Dropped Kerbs Customer Satisfaction Survey: Interim report

This report was created on Friday 05 October 2018 at 15:21.

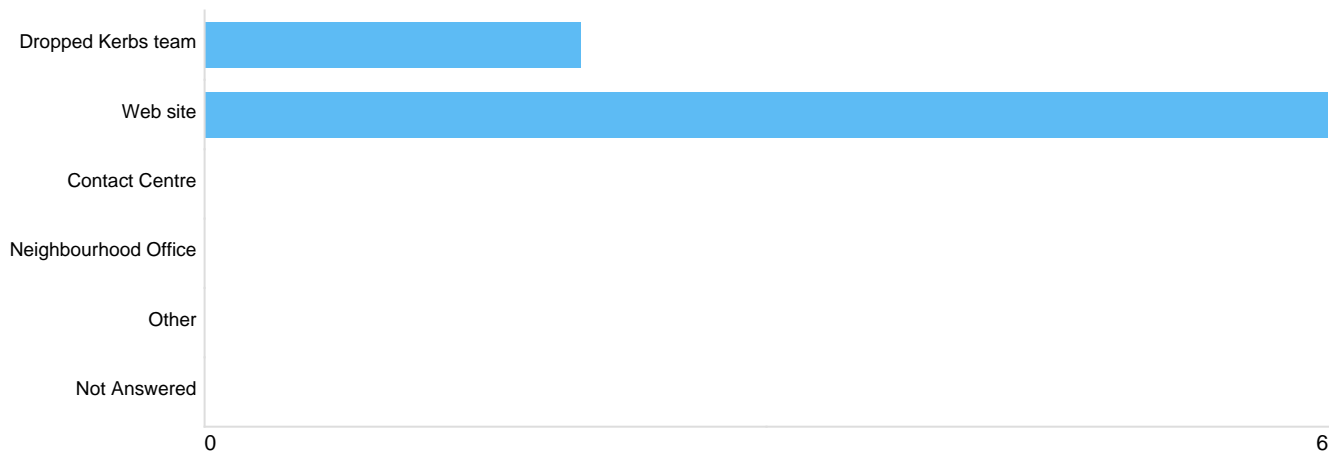
**The consultation had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses, and should be treated as interim only.**

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**Question 1: Could you let us know where you found information about applying for a Dropped Kerb?**

**Information about service**



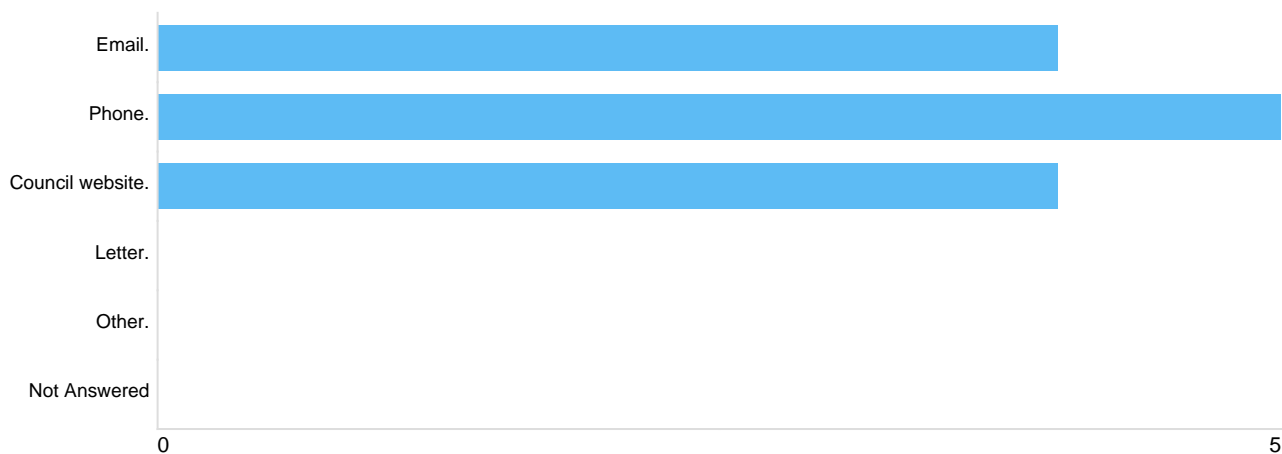
Option	Total	Percent
Dropped Kerbs team	2	25.00%
Web site	6	75.00%
Contact Centre	0	0%
Neighbourhood Office	0	0%
Other	0	0%
Not Answered	0	0%

**Other, please specify.**

There were 0 responses to this part of the question.

**Question 2: How did you contact us to enquire about your Dropped Kerb?**

**Point of contact**



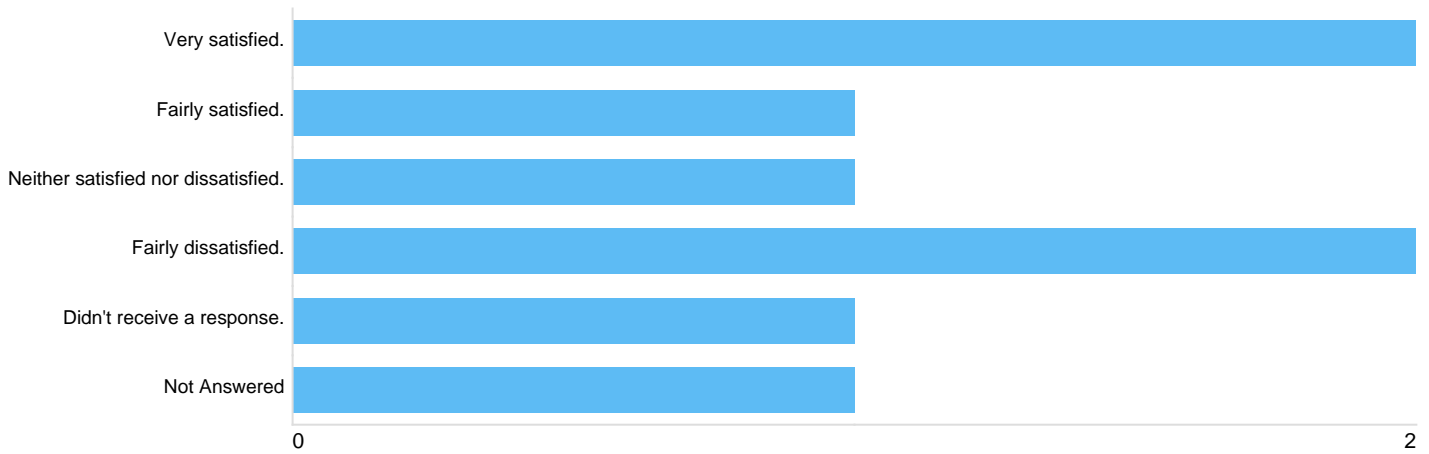
Option	Total	Percent
Email.	4	50.00%
Phone.	5	62.50%
Council website.	4	50.00%
Letter.	0	0%
Other.	0	0%
Not Answered	0	0%

**Other, please specify**

There were 0 responses to this part of the question.

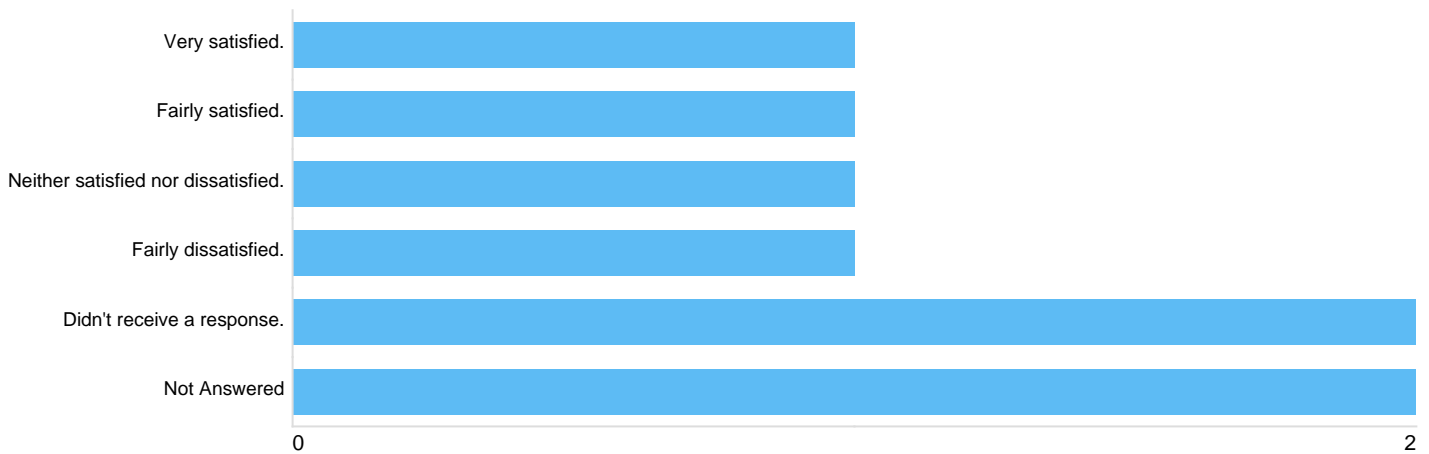
**Question 3: If you contacted us by email was our response satisfactory in terms of quality and timeliness?**

**Email Timeframe - How satisfied were you with the time frame that you received the response in?**



Option	Total	Percent
Very satisfied.	2	25.00%
Fairly satisfied.	1	12.50%
Neither satisfied nor dissatisfied.	1	12.50%
Fairly dissatisfied.	2	25.00%
Didn't receive a response.	1	12.50%
Not Answered	1	12.50%

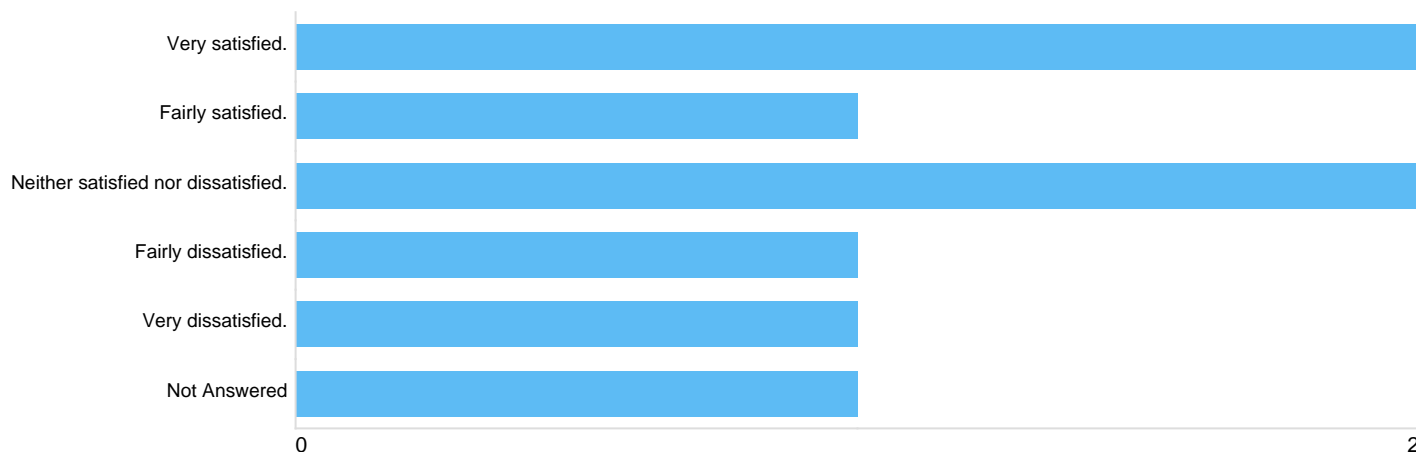
**Email Timeframe - How satisfied were you with the response?**



Option	Total	Percent
Very satisfied.	1	12.50%
Fairly satisfied.	1	12.50%
Neither satisfied nor dissatisfied.	1	12.50%
Fairly dissatisfied.	1	12.50%
Didn't receive a response.	2	25.00%
Not Answered	2	25.00%

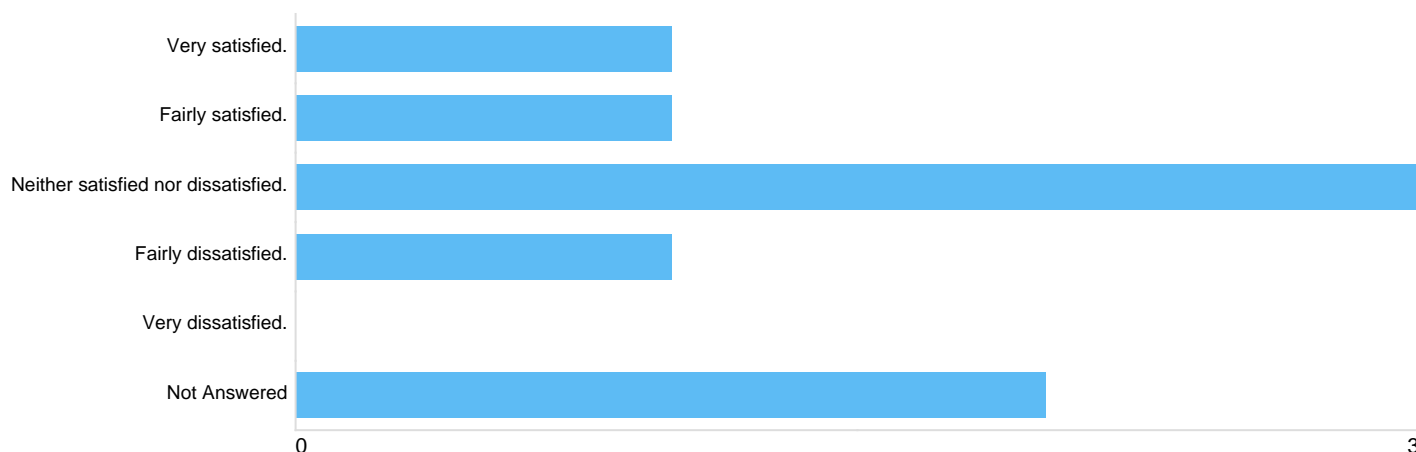
**Question 4: If you contacted us by Phone how satisfied were you with the following?**

**Telephony satisfaction - How satisfied were you with the time it took to answer your call?**



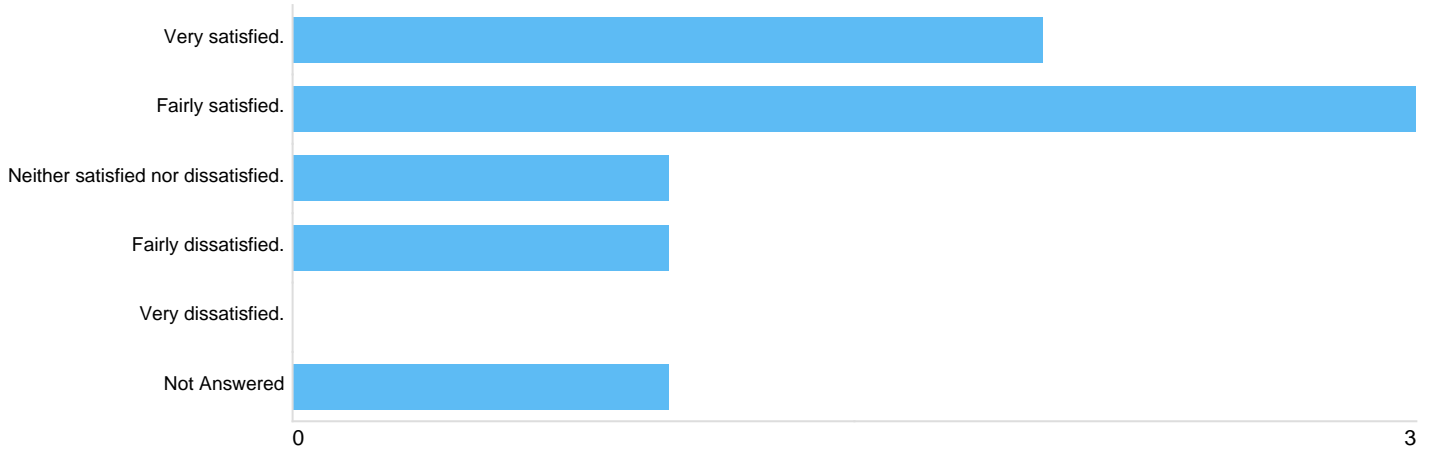
Option	Total	Percent
Very satisfied.	2	25.00%
Fairly satisfied.	1	12.50%
Neither satisfied nor dissatisfied.	2	25.00%
Fairly dissatisfied.	1	12.50%
Very dissatisfied.	1	12.50%
Not Answered	1	12.50%

**Telephony satisfaction - How satisfied were you with the information and length of the recorded message?**



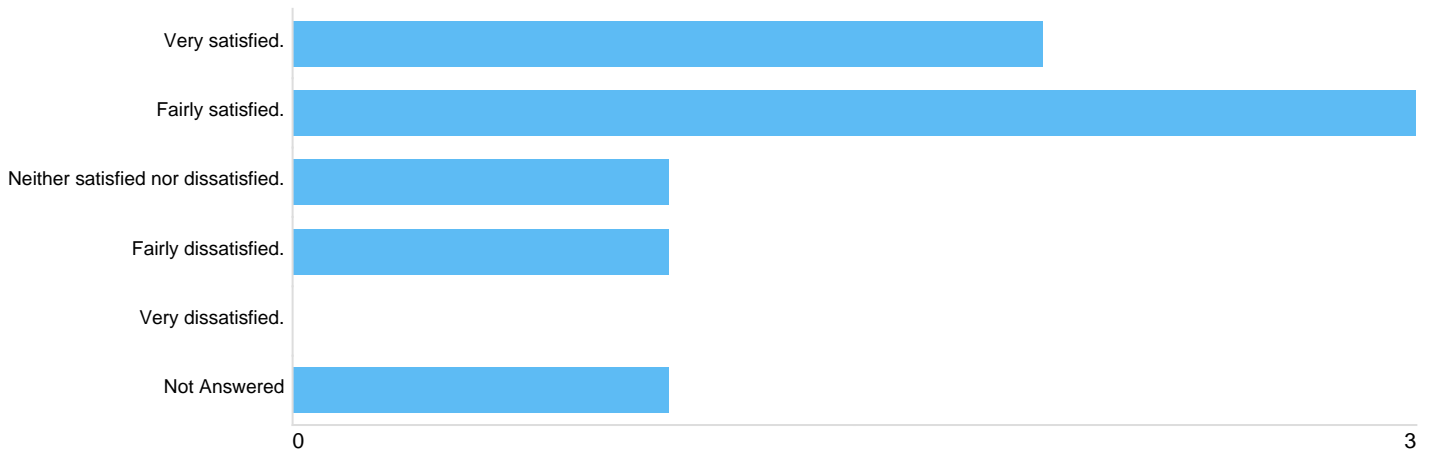
Option	Total	Percent
Very satisfied.	1	12.50%
Fairly satisfied.	1	12.50%
Neither satisfied nor dissatisfied.	3	37.50%
Fairly dissatisfied.	1	12.50%
Very dissatisfied.	0	0%
Not Answered	2	25.00%

**Telephony satisfaction - The advisor you spoke to managed your enquiry in a polite, courteous and helpful way?**



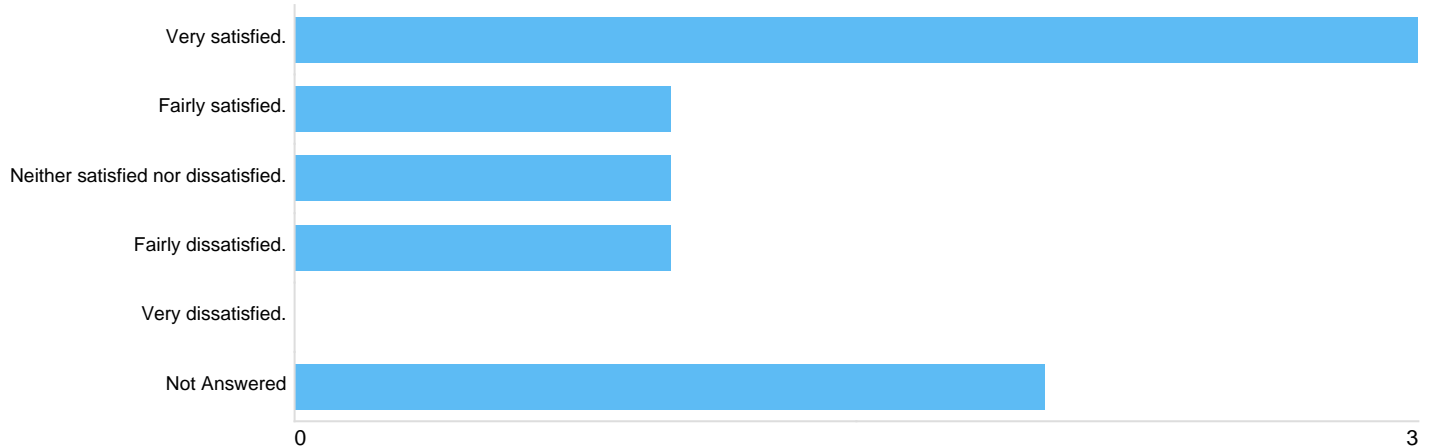
Option	Total	Percent
Very satisfied.	2	25.00%
Fairly satisfied.	3	37.50%
Neither satisfied nor dissatisfied.	1	12.50%
Fairly dissatisfied.	1	12.50%
Very dissatisfied.	0	0%
Not Answered	1	12.50%

**Telephony satisfaction - The advisor you spoke to was knowledgeable and helpful?**



Option	Total	Percent
Very satisfied.	2	25.00%
Fairly satisfied.	3	37.50%
Neither satisfied nor dissatisfied.	1	12.50%
Fairly dissatisfied.	1	12.50%
Very dissatisfied.	0	0%
Not Answered	1	12.50%

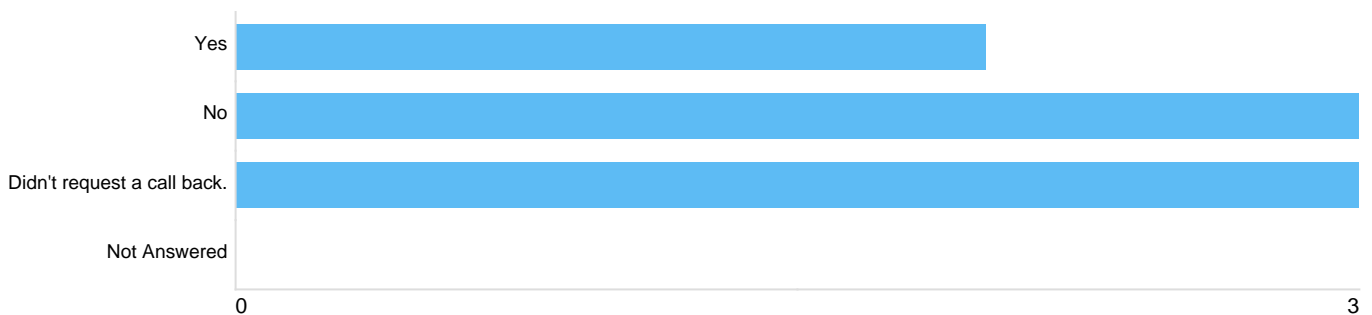
**Telephony satisfaction - The overall manner in which our staff managed your call?**



Option	Total	Percent
Very satisfied.	3	37.50%
Fairly satisfied.	1	12.50%
Neither satisfied nor dissatisfied.	1	12.50%
Fairly dissatisfied.	1	12.50%
Very dissatisfied.	0	0%
Not Answered	2	25.00%

**Question 5: If you requested an officer to contact you back by phone did you receive a call back ?**

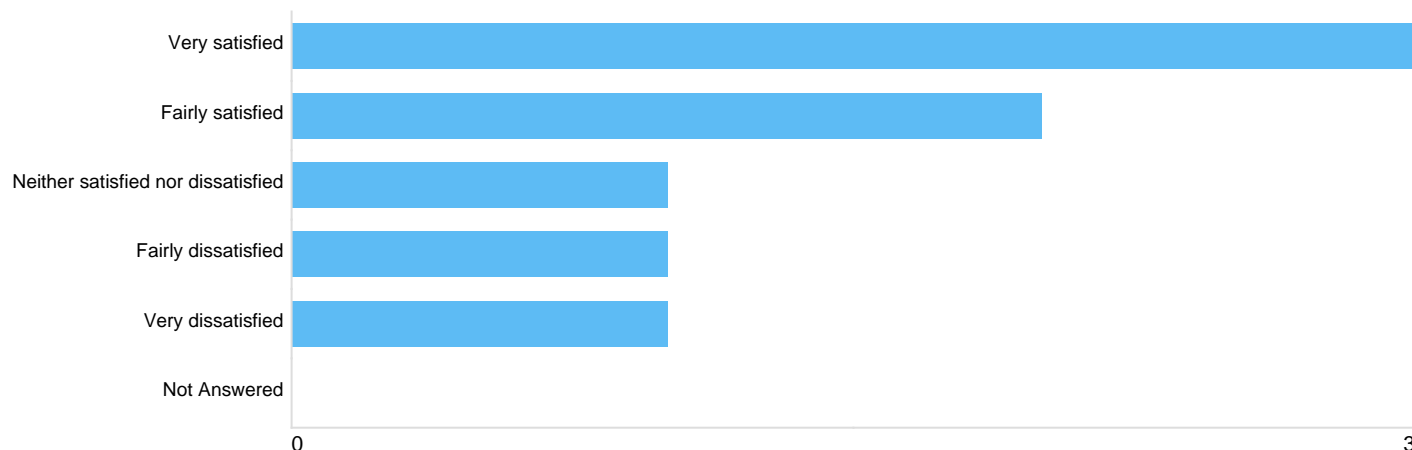
**Call Back**



Option	Total	Percent
Yes	2	25.00%
No	3	37.50%
Didn't request a call back.	3	37.50%
Not Answered	0	0%

**Question 6: How satisfied were you with the information on our web pages?**

*Website information*



Option	Total	Percent
Very satisfied	3	37.50%
Fairly satisfied	2	25.00%
Neither satisfied nor dissatisfied	1	12.50%
Fairly dissatisfied	1	12.50%
Very dissatisfied	1	12.50%
Not Answered	0	0%

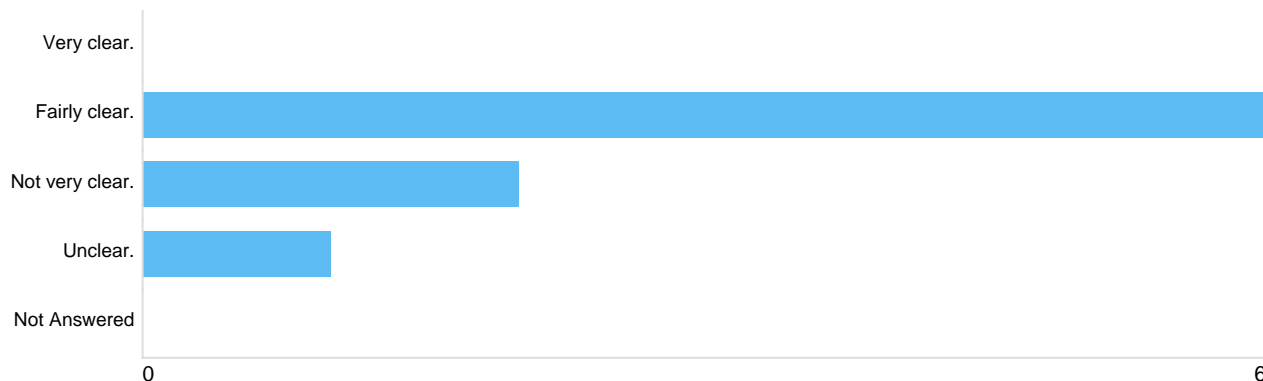
**Question 7: Can you suggest any improvements to our web site?**

*Service improvement*

There were 4 responses to this part of the question.

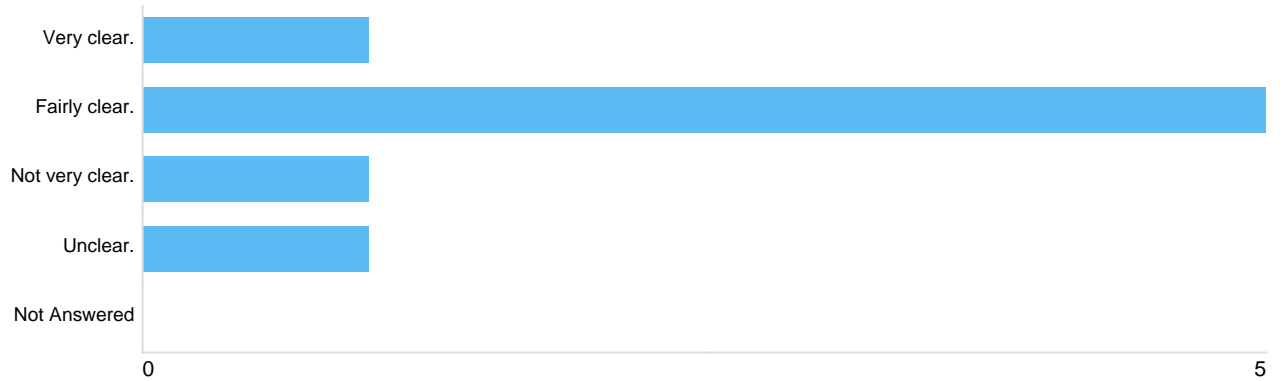
**Question 8: How clear was the information provided about the payment and quotation process?**

*Payment & Quotation - Payment*



Option	Total	Percent
Very clear.	0	0%
Fairly clear.	6	75.00%
Not very clear.	2	25.00%
Unclear.	1	12.50%
Not Answered	0	0%

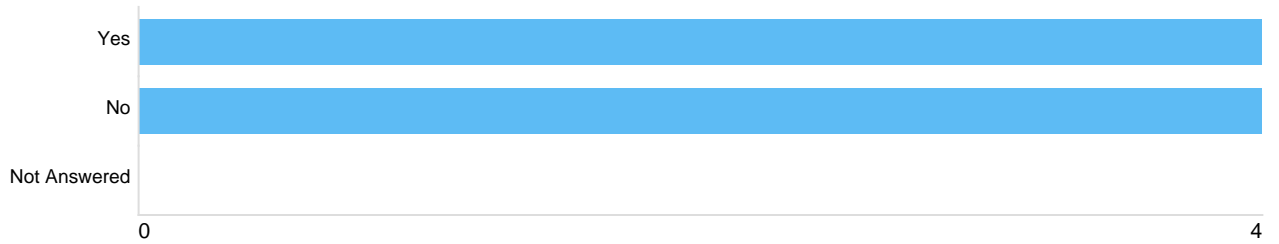
**Payment & Quotation - Quotation**



Option	Total	Percent
Very clear.	1	12.50%
Fairly clear.	5	62.50%
Not very clear.	1	12.50%
Unclear.	1	12.50%
Not Answered	0	0%

**Question 9: Were you kept informed throughout the process?**

**Informing customers**

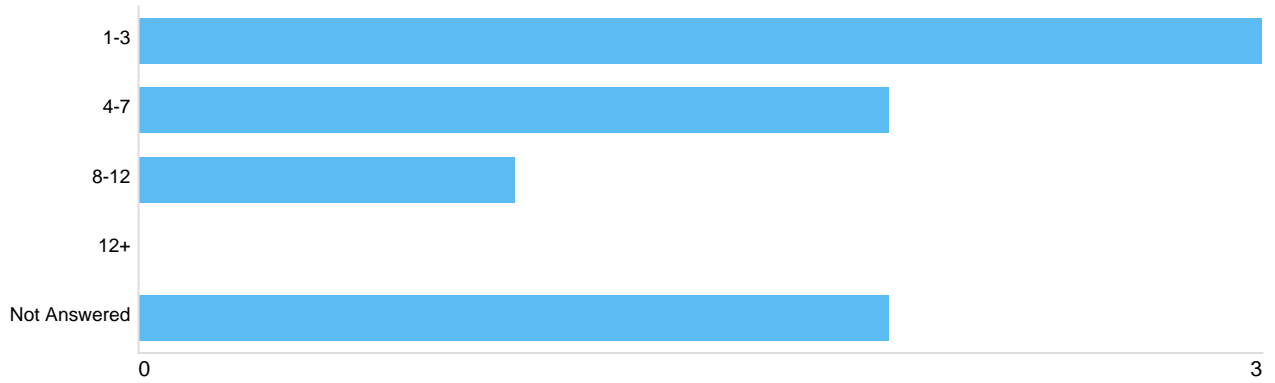




Option	Total	Percent
Yes	4	50.00%
No	4	50.00%
Not Answered	0	0%

**Question 10: How many times have you contacted Birmingham City Council in the last 12 weeks?**

**Repeat Contacts**



Option	Total	Percent
1-3	3	37.50%
4-7	2	25.00%
8-12	1	12.50%
12+	0	0%
Not Answered	2	25.00%

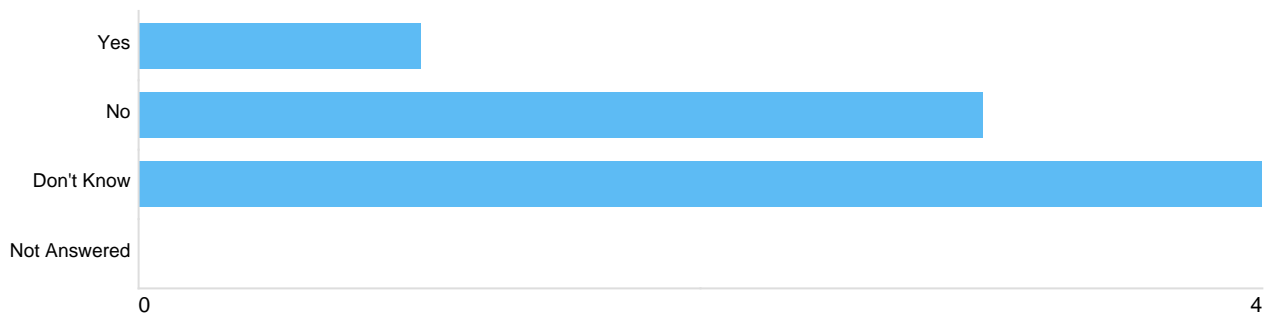
**Question 11: What were the main reasons for contacting us?**

**Reason for contact.**

There were 6 responses to this part of the question.

**Question 12: Was your Dropped Kerb installed within 12 weeks following full payment of an accepted quotation.**

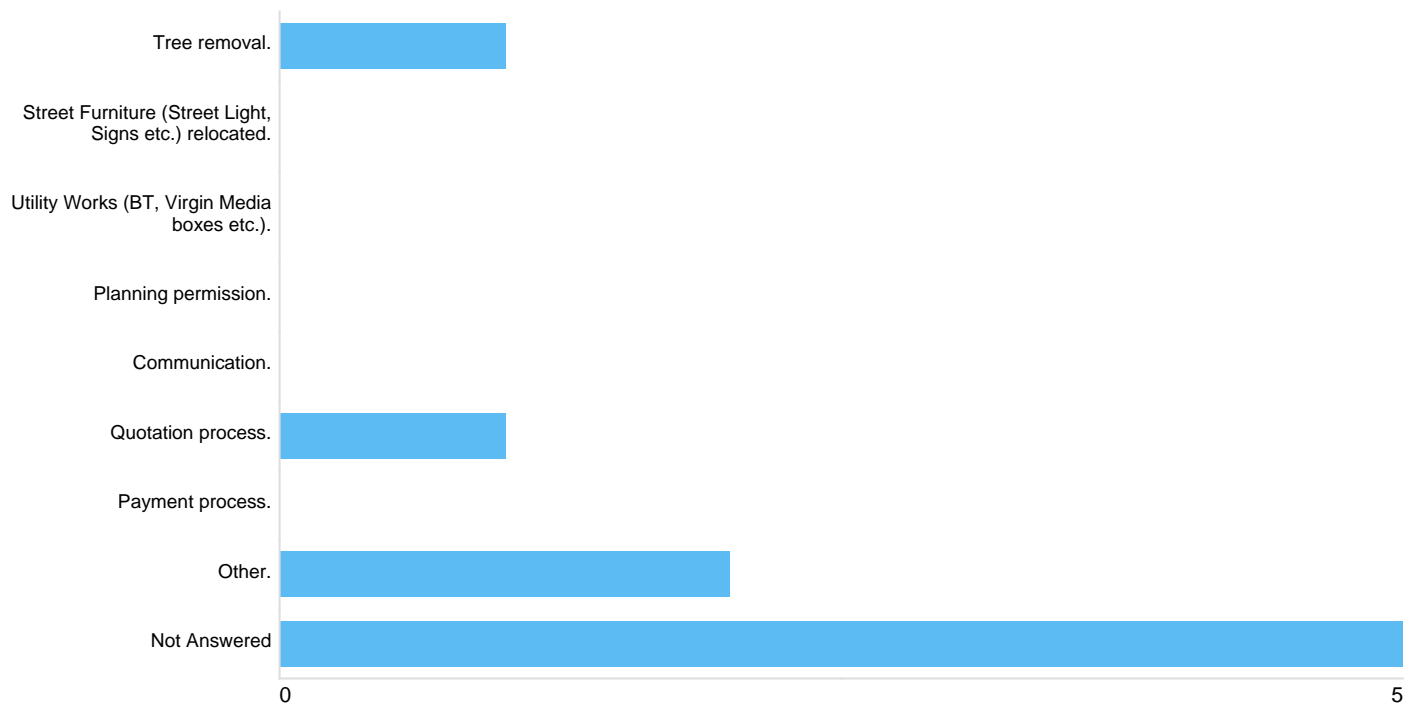
**Delivery**



Option	Total	Percent
Yes	1	12.50%
No	3	37.50%
Don't Know	4	50.00%
Not Answered	0	0%

**Question 13: Can you please let us know the reason for the delay in the completion of your Dropped Kerb.**

**Reason for delay**



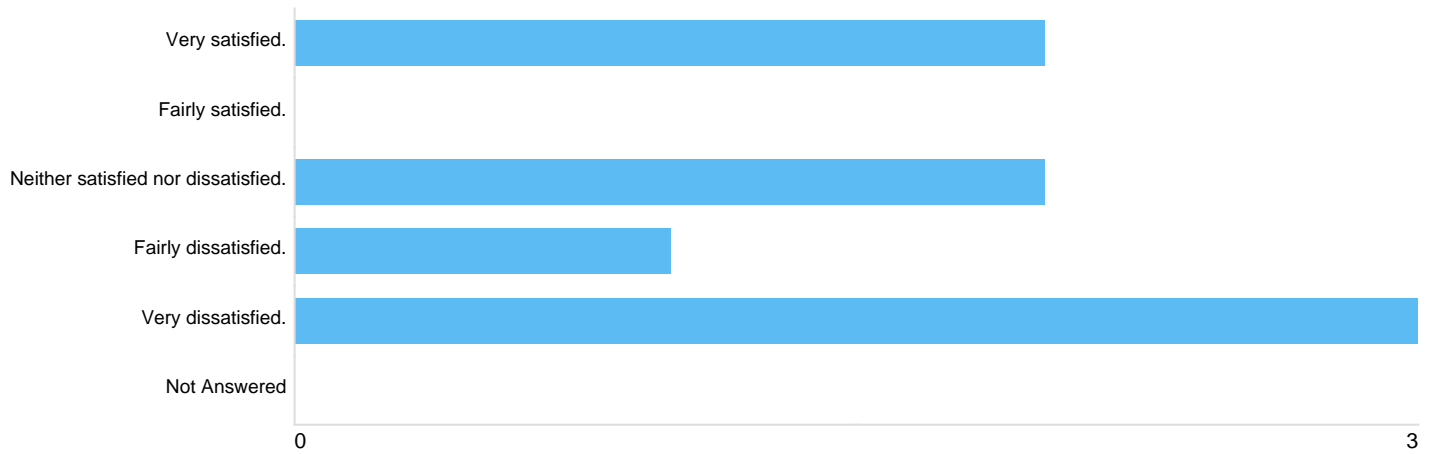
Option	Total	Percent
Tree removal.	1	12.50%
Street Furniture (Street Light, Signs etc.) relocated.	0	0%
Utility Works (BT, Virgin Media boxes etc.).	0	0%
Planning permission.	0	0%
Communication.	0	0%
Quotation process.	1	12.50%
Payment process.	0	0%
Other.	2	25.00%
Not Answered	5	62.50%

**Other, please specify**

There were 2 responses to this part of the question.

**Question 14: Overall how satisfied were you with the Dropped Kerb process?**

**Overall satisfaction**



Option	Total	Percent
Very satisfied.	2	25.00%
Fairly satisfied.	0	0%
Neither satisfied nor dissatisfied.	2	25.00%
Fairly dissatisfied.	1	12.50%
Very dissatisfied.	3	37.50%
Not Answered	0	0%

**Question 15: If you have any comments about your experience please provide these in the box below.**

**Comments**

There were **6** responses to this part of the question.