

## Business Benchmarking – Question set

### Business Benchmarking & South Hams District Council

This survey will take no more than 10 minutes to complete.  
Thank you for taking the time to help us.

Because UKCSI is a standardised benchmarking survey, not all the questions may seem relevant to you. If that's the case, please use the "N/A" box for that question.

**Q1.** Thinking about your most recent contact with **South Hams District Council**, did you deal with them... **(Single option)**

- |  |                                      |
|--|--------------------------------------|
| In person (e.g. visited a <b>store/branch</b> /office) | <b>ASK SECTION 1 &amp; 2 &amp; 7</b> |
| Over the phone (e.g. called a contact centre)          | <b>ASK SECTION 1 &amp; 3 &amp; 7</b> |
| In writing   | <b>ASK SECTION 1 &amp; 5 &amp; 7</b> |
| Email  | <b>ASK SECTION 1 &amp; 5 &amp; 7</b> |
| Text   | <b>ASK SECTION 1 &amp; 6 &amp; 7</b> |
| Web Chat   | <b>ASK SECTION 1 &amp; 6 &amp; 7</b> |
| <b>App</b>   | <b>ASK SECTION 1 &amp; 4 &amp; 7</b> |
| Social Media   | <b>ASK SECTION 1 &amp; 6 &amp; 7</b> |
| On their website                                       | <b>ASK SECTION 1 &amp; 4 &amp; 7</b> |

**Q2..** Thinking about your most recent contact with **South Hams District Council**, what was the **main** purpose of this contact? **(Mark one only)**

- Getting a quotation/looking at the products or services on offer** Applying for something
- Making a **purchase** payment
- Enquiry/asking a question
- About a problem or complaint
- A regular appointment/check**
- An appointment or check made due to an issue or problem**
- Checking your account information/receiving a regular account statement or bill
- Other **(Record comment)**

Please tell us how satisfied or dissatisfied you are with **South Hams District Council** by scoring the list of factors below. If you have no experience or views on any of the items please click the N/A (not applicable) button.

### Section 1: General

So thinking about your last experience of **South Hams District Council**, what score would you give for:

- |   | Exceptionally<br>dissatisfied |   |   |   |   |   |   |   | Exceptionally<br>satisfied |    |     |
|---|-------------------------------|---|---|---|---|---|---|---|----------------------------|----|-----|
|   | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                          | 10 | N/A |
| <input type="radio"/> Reputation of the organisation      |                               |   |   |   |   |   |   |   |                            |    |     |
| <input type="radio"/> Product/service quality             |                               |   |   |   |   |   |   |   |                            |    |     |
| <input type="radio"/> Product/ <b>service</b> reliability |                               |   |   |   |   |   |   |   |                            |    |     |
| <input type="radio"/> Quality of information/advice       |                               |   |   |   |   |   |   |   |                            |    |     |

## Business Benchmarking – Question set

- Handling of enquiries
- Being kept informed
- Ease of doing business
- Billing
- Price/cost

### Section 2: In Person

And thinking about your last experience of **South Hams District Council**, what score would you give for:

- |  |                               |   |   |   |   |   |   |                            |   |    |     |  |
|--|-------------------------------|---|---|---|---|---|---|----------------------------|---|----|-----|--|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   | Exceptionally<br>satisfied |   |    |     |  |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8                          | 9 | 10 | N/A |  |
- Speed of service
  - Helpfulness of staff
  - Competence of staff

### Section 3: Over the phone

And thinking about your last experience of **South Hams District Council**, what score would you give for:

- |  |                               |   |   |   |   |   |   |                            |   |    |     |  |
|--|-------------------------------|---|---|---|---|---|---|----------------------------|---|----|-----|--|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   | Exceptionally<br>satisfied |   |    |     |  |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8                          | 9 | 10 | N/A |  |
- The ease of getting through
  - Helpfulness of staff
  - Competence of staff
  - On time delivery/**resolution**
  - Condition of delivered goods/**service**

### Section 4: Website / App

And thinking about your last experience of **South Hams District Council**, what score would you give for:

- |  |                               |   |   |   |   |   |   |                            |   |    |     |  |
|--|-------------------------------|---|---|---|---|---|---|----------------------------|---|----|-----|--|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   | Exceptionally<br>satisfied |   |    |     |  |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8                          | 9 | 10 | N/A |  |
- Ease of finding what you want
  - The **check-out online** process
  - Availability of support
  - On time delivery/**resolution**
  - Condition of delivered goods/**service**

### Section 5: Writing/Letter/Email

And thinking about your last experience of **South Hams District Council**, what score would you give for:

## Business Benchmarking – Question set

- |  |                               |   |   |   |   |   |   |   |                            |    |     |  |
|--|-------------------------------|---|---|---|---|---|---|---|----------------------------|----|-----|--|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   |   | Exceptionally<br>satisfied |    |     |  |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                          | 10 | N/A |  |
- Speed of response
  - On time delivery/resolution
  - Condition of delivered goods/service

### Section 6: Text / Social Media / Web Chat

And again thinking about your last experience of **South Hams District Council**, what score would you give for:

- |  |                               |   |   |   |   |   |   |   |                            |    |     |  |
|--|-------------------------------|---|---|---|---|---|---|---|----------------------------|----|-----|--|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   |   | Exceptionally<br>satisfied |    |     |  |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                          | 10 | N/A |  |
- Speed of response

### Section 7: South Hams District Council Overall

And finally thinking about how you see **South Hams District Council**, what score would you give for:

- |  |                               |   |   |   |   |   |   |   |                            |    |     |  |
|--|-------------------------------|---|---|---|---|---|---|---|----------------------------|----|-----|--|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   |   | Exceptionally<br>satisfied |    |     |  |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                          | 10 | N/A |  |
- Ability to interact with **South Hams District Council** in the way you prefer
  - Cares about their customers
  - Open and transparent
  - You trust **South Hams District Council**

**Q3.** How satisfied or dissatisfied are you with **South Hams District Council** overall?

- |  |                               |   |   |   |   |   |   |   |                            |    |
|--|-------------------------------|---|---|---|---|---|---|---|----------------------------|----|
|  | Exceptionally<br>dissatisfied |   |   |   |   |   |   |   | Exceptionally<br>satisfied |    |
|  | 1                             | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                          | 10 |

**Q4.** Thinking about your overall experience of **South Hams District Council**, if you had the choice, how likely would you be to:

- |  |                       |  |  |  |  |  |  |  |                     |
|--|-----------------------|--|--|--|--|--|--|--|---------------------|
|  | Extremely<br>unlikely |  |  |  |  |  |  |  | Extremely<br>likely |
|--|-----------------------|--|--|--|--|--|--|--|---------------------|

## Business Benchmarking – Question set

1 2 3 4 5 6 7 8 9 10 N/A

- Stay as a customer of **South Hams District Council**
- Buy/use another product/service from **South Hams District Council**

**Q5.** Thinking about your overall experience of **South Hams District Council**, if you had the choice, how likely would you be to:

Extremely unlikely		Extremely likely									
0	1	2	3	4	5	6	7	8	9	10	N/A

- Recommend **South Hams District Council** to friends or relatives

**Q6.** How much effort did you have to make to complete your transaction, enquiry or request on this occasion?

A lot of effort		Very little effort								
10	9	8	7	6	5	4	3	2	1	N/A

**Q7.** What three words would you use to describe your most recent experience with **South Hams District Council**

Word 1: \_\_\_\_\_

Word 2: \_\_\_\_\_

Word 3: \_\_\_\_\_

**Q7b.** Thinking about your most recent contact with **South Hams District Council**, was everything right first time?

- Yes
- No **{ROUTE TO Q7c}**
- Don't know/Not applicable

**Q7c. If 'No'** – Did you need to make follow up contact as a result of this?

- Yes **{ROUTE TO Q7d}**
- No
- Don't know/Not applicable

## Business Benchmarking – Question set

**Q7d. If 'Yes' – How many times? (*Record number*)**

**Q8.** Have you had any kind of problem or bad experience with **South Hams District Council** in the last 3 months?

- a. Yes (**ROUTE TO Q9**)
- b. No (**ROUTE TO Q11**)

**Q9.** Did you tell anyone at **South Hams District Council** about your problem?

- a. Yes (**ROUTE TO Q10**)
- b. No (**ROUTE TO Q11**)

**Q10.** Please give a score out of 10 to indicate how satisfied or dissatisfied you feel with the items below. If your complaint is not yet resolved please click the N/A button for 'the final outcome of your complaint'.

	Exceptionally dissatisfied					Exceptionally satisfied					
	1	2	3	4	5	6	7	8	9	10	N/A
<input type="checkbox"/> The outcome of the complaint											
<input type="checkbox"/> The handling of the complaint											
<input type="checkbox"/> Staff understanding the issue											
<input type="checkbox"/> Staff doing what they say they will do											
<input type="checkbox"/> The attitude of staff											
<input type="checkbox"/> Speed of resolving your complaint											

**Q11.** What one thing do you think **South Hams District Council** should improve? (**Open comment question**)

**THANK YOU FOR COMPLETING THE SURVEY YOUR VIEWS ARE APPRECIATED**  
You can visit the website to find out more about the UKCSI: [Click here](#)