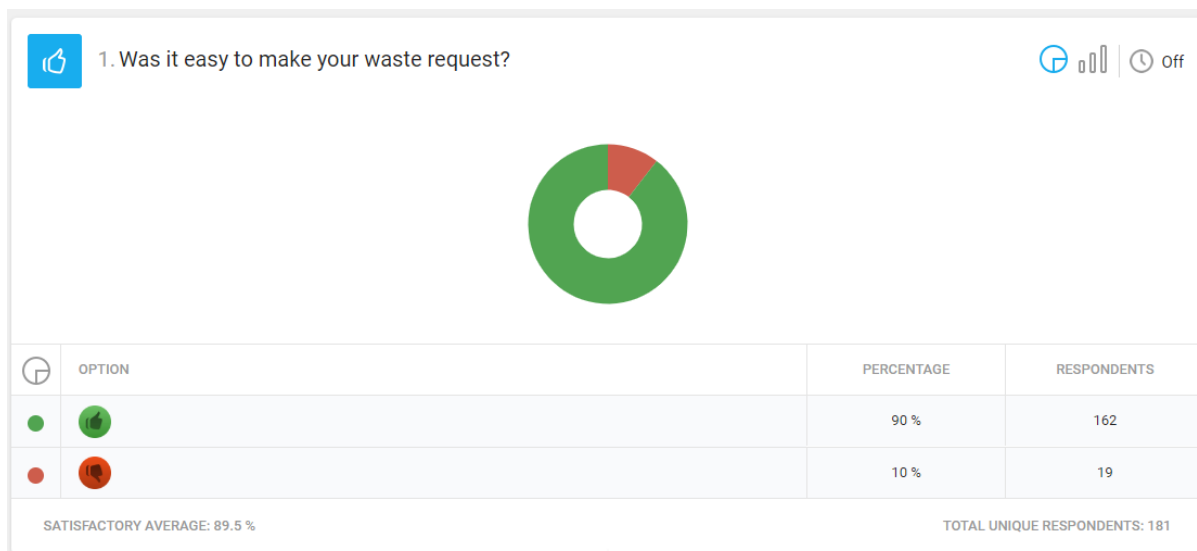


Appendix B – Website Survey Feedback

Satisfaction level for ease of making a Waste request online:



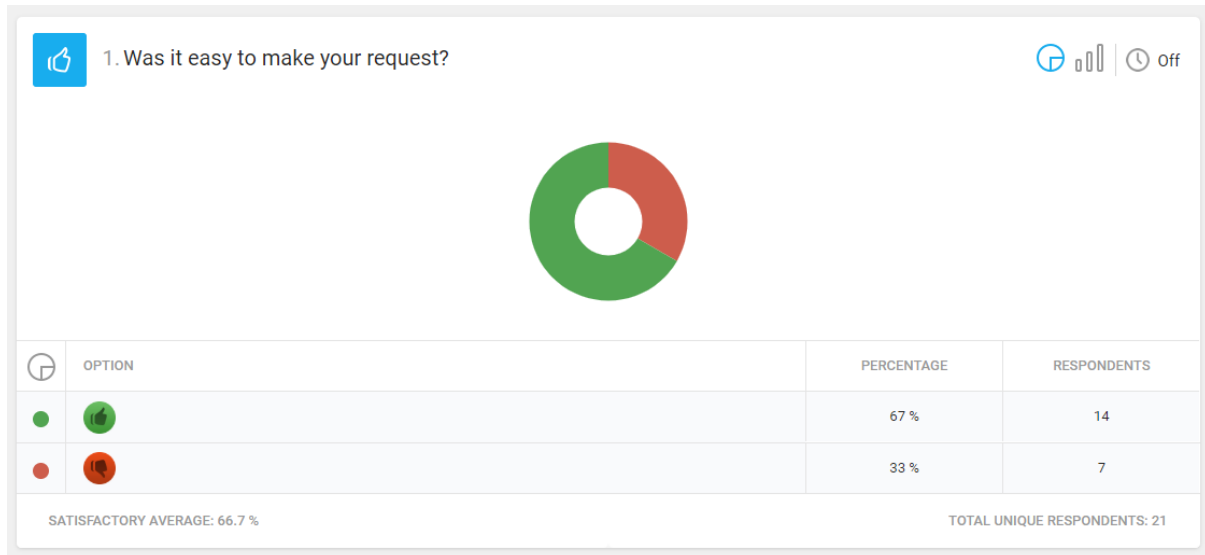
2. What could we improve?

Search Go

Responses from 10% of customers giving a thumbs down:

2019-02-28 02:48:19 pm	Nothing is better than talk to live human being. This form is pointless. No contact or whatsoever. This is my second time and bins are still not empty. No way to call someone.
2019-02-28 09:07:04 am	Look up address awkward
2019-02-28 08:53:18 am	Delivery would be nice as this is now second time I have ordered these
2019-02-25 08:44:53 pm	I requested a replacement kitchen waste recycle box ref. [REDACTED]. Application confirmed 31Jan. No box has been provided
2019-02-25 11:39:08 am	making the request on the website was easy. But it was turned down for reasons that were not valid. The bins were out and not contaminated.
2019-02-23 05:46:36 pm	Make it simpler to tell you about a problem with waste. How about a phone line where we could leave a message?!
2019-02-22 11:01:51 am	Actually pick up regularly without need of requests time and time again surely it would be cost effective to make some one responsible for checking all bins are empty especially when we as residents have to wheel our refuse and recycle bins over. Hundred yards to a collection point as don't collect from individual houses at the bottom of Yeo Lane. Sick and tired of having to request collection.
2019-02-21 09:54:54 am	Wanted to order more than one item but had to fill form in for each one.
2019-02-20 10:25:48 pm	Get a decent computer program
2019-02-20 07:11:12 pm	Sacks are NOT available at Ivybridge Watermark anymore.
2019-02-19 02:15:02 pm	Provide a telephone number so that one can speak to a person please.
2019-02-19 12:47:41 pm	Clarity on container description. I was looking for a compost caddy! I had to research which this was and it's described as a large curb side caddy! The word compost would be useful to identify it! I don't want a massive thing, probably about 15-20L! So I'm hoping I've ordered the right one!
2019-02-18 11:26:14 am	Find a human who can answer my problem
2019-02-15 12:10:06 pm	Place check boxes underneath each item not above
2019-02-14 12:32:02 pm	Hello, I need both recycling boxes please but the site only allows a request for one. Thank you
2019-02-14 12:05:12 pm	supply a phone number as people are waiting on the answer.
2019-02-12 04:47:54 pm	you asked whether the missed collection was due today. No, it was due yesterday, but there was no chance to say that and it is crucial. So I chose yes, due today, what happens now???
2019-02-12 12:40:07 pm	I as many others are NOT tech savvy and need help to use these idiotic 'improvements' what happened to phone conversations where at least one Knew contact had been made instead of sending off instructions into the ether

Satisfaction level for ease of making a Development Management request online:



2. What could we improve?

Responses from 33% of customers giving a thumbs down:

2019-02-28 05:56:21 pm	would have liked to talk to planning officer
2019-02-19 06:19:36 pm	Have a general planning email address to send enquiries to.
2019-02-19 02:05:04 pm	make website more graphical and less text based
2019-02-15 02:27:56 pm	just give me an email address to use
2019-02-14 12:48:07 pm	Access shouldn't be via "ask a planning question"
2019-02-13 10:56:17 pm	I have found it very hard to make an objection to a planning application and even now i am not sure it will be on the website by the closing date of 15/2/19. I would really appreciate your help.
2019-02-13 09:46:17 am	I was not able to ask my question or attach my objection