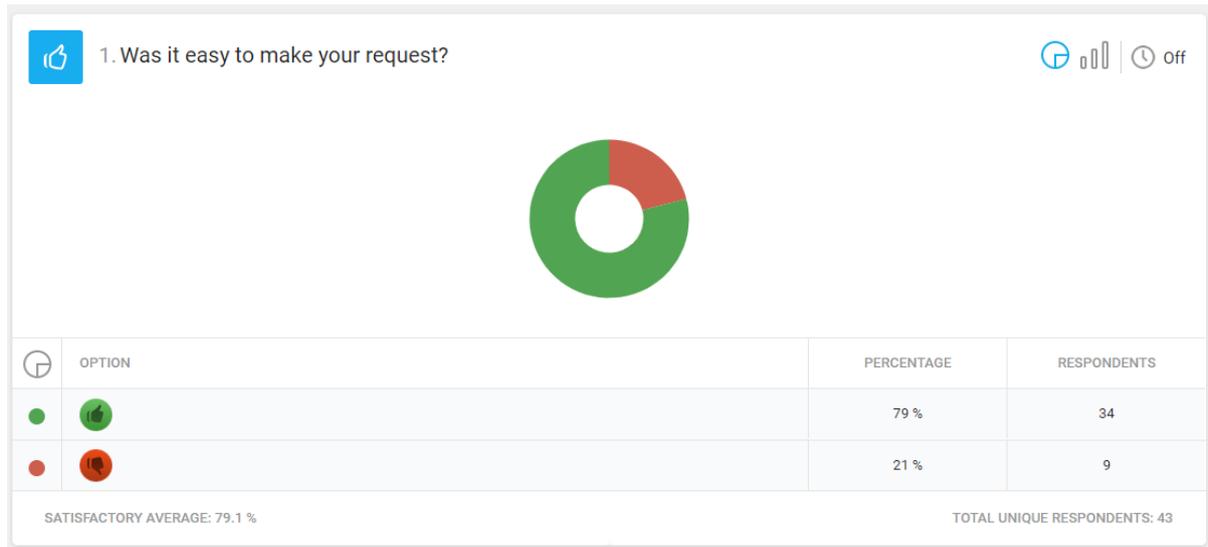


Appendix A – Website Survey Feedback

Satisfaction level for ease of making a Planning request online:



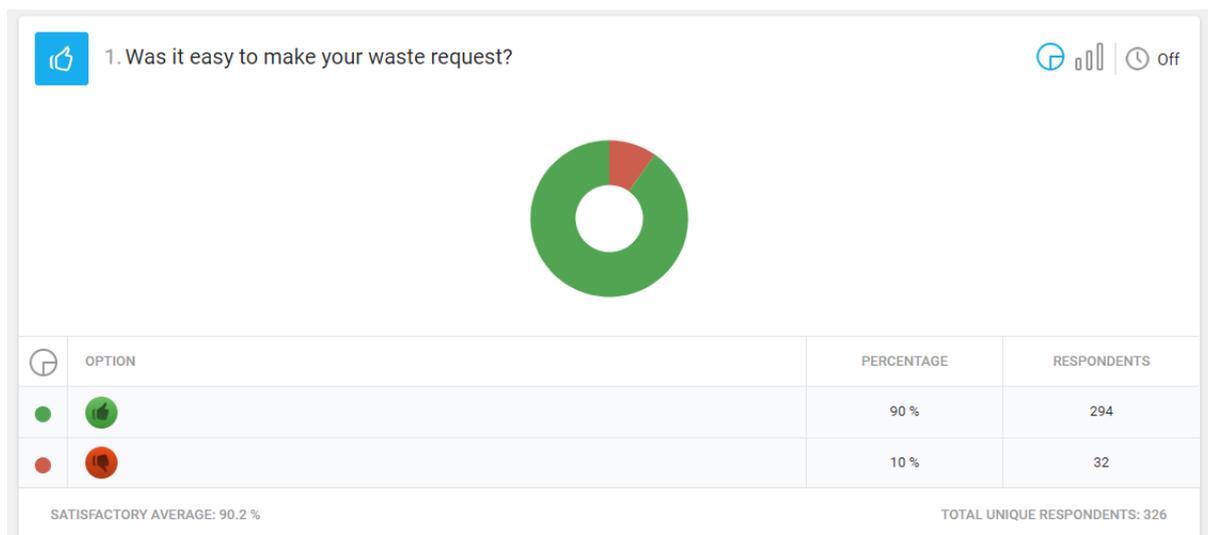
2. What could we improve?

Search Go

Responses from customers giving a thumbs down:

| | |
|---------------------------|--|
| 2019-03-20 05:10:15 pm | Provide details of conservation areas online as other councils do |
| 2019-03-19 01:54:04 pm | Answer your bloody phones |
| 2019-03-19 01:09:52 pm | You have over complicated what could have been a very simple system. |
| 2019-03-12 12:27:04 pm | Give me a phone number. |
| 2019-03-11 04:31:25 pm | It is a very long winded method of communication compare to simply replying to an email from the validation department |
| 2019-03-11 11:02:39 am | hard to find when you just want to ask a simple question |
| 2019-03-06 01:47:57 pm | the relevant department was not listed in the original team list. |

Satisfaction level for ease of making a Recycling & Waste request online:



**Responses from 10% of customers giving a thumbs down:**

| | |
|---------------------------|--|
| 2019-03-21 05:24:10 pm | another option for disabled assisted collection |
| 2019-03-18 12:07:38 pm | Not sure |
| 2019-03-18 10:34:52 am | Telephone number |
| 2019-03-15 02:57:53 pm | The postcode was not taken although you have 26 houses on the estate? |
| 2019-03-15 12:39:58 pm | I need to speak to someone to explain |
| 2019-03-15 09:36:48 am | There is a problem on the form - the submit button disappears when certain answers are given - for instance, for 1-3 people resident, it disappears. When I changed it to 4 people, it reappeared. |
| 2019-03-14 08:18:04 pm | My house no 8 was not available to choose from the drop down box. I had to use my neighbour's number instead. |
| 2019-03-13 09:47:05 pm | Would be easier to order multiple items at once |
| 2019-03-13 06:44:02 pm | All my boxes have blown away due to collection personal not leaving weighted item supplied in the containers, also having to individually order each type is a pain |
| 2019-03-13 11:14:42 am | Providing a telephone number to speak direct to someone would be better as the online form does not provide sufficient multiple options |
| 2019-03-12 11:11:48 pm | A response to the first request without having to message you a second time!! |
| 2019-03-12 03:35:03 pm | Do what you say you will do and be available to speak to |
| 2019-03-11 05:00:44 pm | Easier access to enquiry and much quicker delivery of my kerbside caddy We try and do the right thing with waste but the Council make it so difficult |
| 2019-03-08 07:43:13 pm | Unclear messages came up on the advice |
| 2019-03-07 05:41:35 pm | It was easy to make request but your site says 10 days your text says: Thanks for your Waste Container or Sack Request. This will be dealt with by 06/04/2019 16:27:30? We have 8 flats using two bins, only 1 will be a real problem. Please respond ASAP |
| 2019-03-07 01:16:57 pm | There was no exception the bin lorry did not turn up, the whole of my close was not serviced |
| 2019-03-06 10:20:48 pm | Get a faster computer programme |
| 2019-03-06 11:57:15 am | I want to speak with someone by phone! |