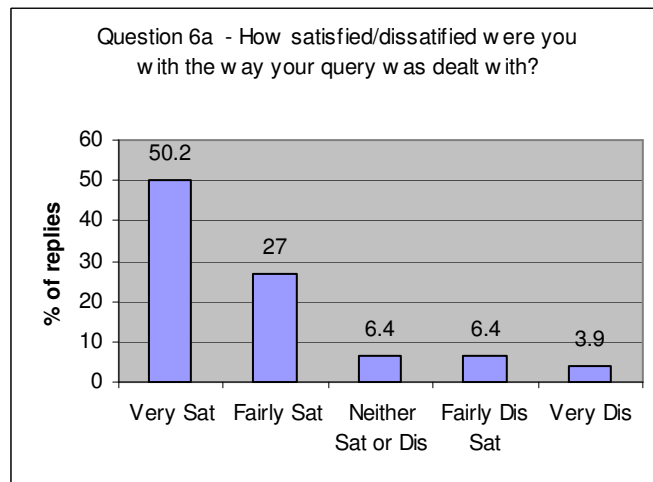


Council Tax Survey - 2007

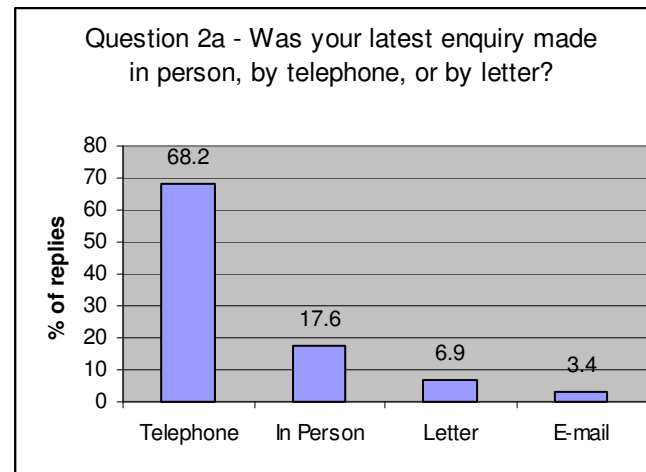
The 2007 Council Tax customer survey was sent to a random sample of customers who had made contact with the Council Tax office during November 2006. The survey was also available on the Council's website. A £25 Gift Voucher was offered as an incentive for customers to return the survey by a prescribed date.

A total of 1,500 surveys were sent of which 233 replies were received. This represents a 15.5% return rate.

Q6 a - A total of 219 customers gave answers to this question



Q2a - A total of 224 customers gave answers to this question

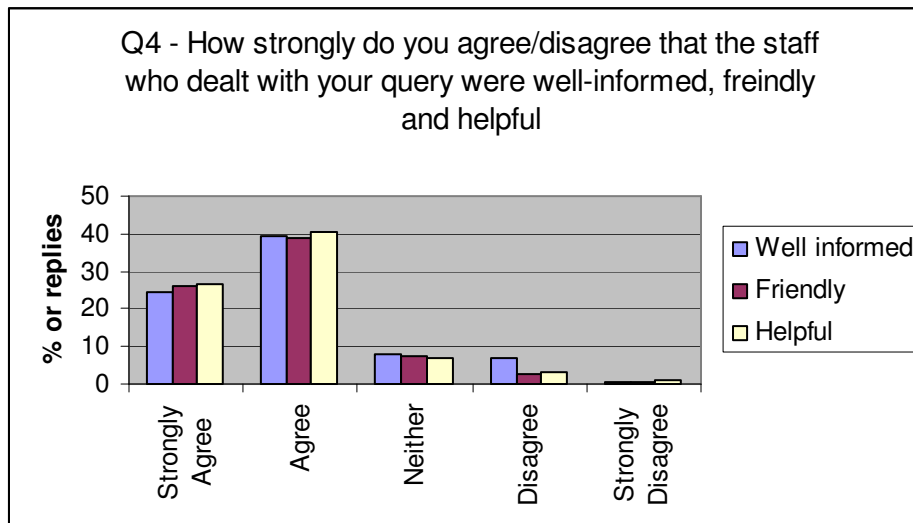
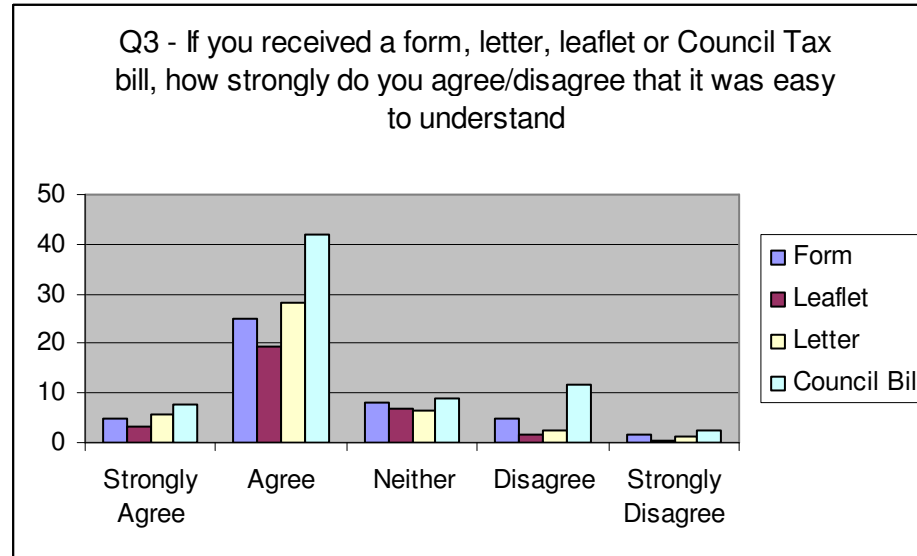


Total Satisfied 77.2%
Total Dissatisfied 10.3%

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Q3 - The total of number of customers who replied to this question is indicated below.

	Replies	Agree	Disagree
Form	103	29.6%	6.4%
Leaflet	74	22.7%	2.1%
Letter	103	33.9%	3.9%
Council Tax Bill	170	49.8%	14.2%



Q4 - The total number of customers who replied to this question is indicated below

	Replies	Agree	Disagree
Well informed	185	64.0%	7.3%
Friendly	175	64.4%	3.0%
Helpful	183	66.9%	4.7%

Council Tax Survey - 2007

Action Plan

	Question No.	Action	Method	When
1	6a	Review continual training and personal development of staff	One – One Appraisals	On-going
2	2a	Review methods of contact	Review website Introduce e-billing Review forms	31 March 2008
3	3	Review the following formatted forms, leaflets, letters and Council Tax Bills	Consult Customer Review Panel Officer review	31 March 2008
4	4	Review continual training and personal development of staff	One – One Appraisals	On-going