

Improving public engagement

Survey: Improving public engagement

Our 'Corporate and Scrutiny Management Committee' is currently undertaking a scrutiny review to identify the potential for improving public engagement, the take up of services through digital means and our ability to respond.

We welcome your views on your experiences of engaging with us - Thanks for taking part!

*** 1. How do you access council services? (Please tick all that apply)**

- Online
- Telephone
- Email
- By post
- In person

2.

If you do not access council services online, what stops you from doing this? (Please go to question 6 after answering.)

3. If you access services online – what do you do? (Please tick all that apply)

- Look for information/advice
- Watch webcasts
- Report issues (e.g. street lights, pot holes, bins)
- Pay for services
- Request services
- Send comments or complaints

Other (please provide details)

4. Is it important to you to continue to be able to do this?

Yes

No

5. What do you use to access online services? (Please tick all that apply)

PC at home

PC at work

Shared PC in a public area e.g. local library or West Offices

Tablet

Mobile phone

6. What could we do that would encourage you to access more council services online?

7. Did you know our website was re-launched in May this year?

- Yes
- No

8. Do you like the new version of the website?

- Yes
- No

Please tell us the reason for your answer

9. If you could improve one thing about our website, what would it be?

10. Would it help you to be able to track your requests, reports and payments via our website?

- Yes
- No

About you

If you would like to participate in further consultation, please tell us about yourself. If you choose to provide your contact details we may get in touch about your responses.

11. Your name:

12. Your postcode:

13. Your email address:

14. Your telephone number:

We want to make sure that the council is a fair and inclusive service provider. Your answers to the following questions will help us make sure that everyone's needs are considered in council policy and practice. The information you provide is anonymous and will be kept confidential and only used by council employees to help shape services. Thank you for helping us continue to improve our policies and practices.

15. Your age

- 16 to 24
- 25 to 39
- 40 to 55
- 56 to 59
- 60 to 64
- 65+
- Prefer no to say

16. Do you consider yourself disabled?

- Yes
- No
- Prefer not to say

17. Your gender

- Male
- Female
- Prefer not to say

18. Do you identify yourself as Trans?

- Yes
- No
- Prefer not to say

19. What is your relationship status?

- Single
- Married
- Civil partnership
- Partner
- Widowed
- Separated
- Divorced
- Other
- Prefer not to say

20. Please indicate your ethnic background:

- White - British
- White - Irish
- White - other
- Mixed/Multiple Ethnic - White and Black Caribbean
- Mixed/Multiple Ethnic - White and Black African
- Mixed/Multiple Ethnic - White and Asian
- Mixed/Multiple Ethnic - other
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Chinese
- Asian or Asian British - other
- Black or Black British - Caribbean
- Black or Black British - African
- Black or Black British - other
- Other Ethnic Groups - Gypsy
- Other Ethnic Groups - Traveller
- Other Ethnic Groups - Any other please specify
- Prefer not to say

21. Please indicate your religion or belief:

- Baha'i
- Buddhist
- Christian
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- No Religion
- Prefer no to say
- Other (please specify)

22. Please indicate your sexual orientation:

- Bisexual
- Gay man
- Gay woman/lesbian
- Heterosexual/straight
- Prefer not to say

23. Are you a carer? (A carer is defined as someone who "looks after family, partner or friends in need of help because they are ill, frail or have a disability" and that the help they provide is unpaid (except for Carers Allowance). Excluding childcare/family responsibility.)

- Yes
- No
- Prefer not to say

24. Are you currently pregnant or been pregnant in the last 12 months?

- Yes
- No
- Prefer not to say

25. Have you taken maternity leave within the past 12 months?

- Yes
- No
- Prefer not to say