

The Government proposes that the following questions should be added to the general survey questionnaire:

| Question No. | Proposed Question |
|--------------|---|
| Q4 | Overall, how satisfied or dissatisfied are you with your local area as a place to live? |
| Q21 | <p>How well informed do you feel about each of the following?</p> <ul style="list-style-type: none"> • How to pay bills to the Council • How and where to register to vote • How you can get involved in local decision making • How to complain to the Council • What the Council spends its money on • What standard of service you should expect from the Council • Whether the Council is delivering on its promises • How well the Council is performing |
| Q22 | <p>How do you find out about your local Council? Please tick the MAIN source you use from the list below:</p> <ul style="list-style-type: none"> • Local media (newspapers, television, radio) • Information provided by the Council (newspaper/magazine, leaflets, posters) • Council website/Internet • From local Councillor • Direct contact with the Council • Word of mouth (e.g. family or friends) • Other source • None of the above • Don't know |
| Q27 | <p>How many times have you contacted the Council in the past twelve months for any other reason than to make a complaint?</p> <ul style="list-style-type: none"> • Have not contacted them in past 12 months • Once • Twice • Three times • Four times • Five or more times • Don't know/can't remember |
| Q28 | <p>Which of these describes the reasons why you made contact?</p> <ul style="list-style-type: none"> • Reported an issue or problem • Asked for advice/information • Applied to use a service • Don't know/can't remember • Any other reason |
| Q29 | Which department did you contact? |
| Q30 | <p>How were you in contact with the Council?</p> <ul style="list-style-type: none"> • In person • By telephone • By e-mail • Via a website/Internet • By letter • Other method |
| Q31 | Overall, how satisfied or dissatisfied were you with the service you received the last time you made contact with the Council? |

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| Q32 | <p>Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.</p> <ul style="list-style-type: none"> • How easy it was to find the right person to deal with • The length of time it took to deal with the person you contacted • Any information you were given • How competent the staff were • How helpful the staff were • The final outcome |
| Q33 | <p>Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?</p> |
| Q34 | <p>Do you agree or disagree that you can influence decisions affecting your local area?</p> |
| Q35 | <p>Generally speaking, would you like to be more involved in the decisions your Council make(s) that affect your local area?</p> |
| Q36 | <p>Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council?</p> <ul style="list-style-type: none"> • Is making the local area a better place to live • Is working to make the area safer • Is working to make the area cleaner and greener • Has improved town centres in the local area • Is efficient and well run • Provides good value for money • Spends its money wisely • Is trustworthy • Is remote and impersonal • Involves residents when making decisions • Promotes the interests of local residents • Listens to the concerns of local residents • Acts on the concerns of local residents • Works well with other agencies to provide services • Treats all type of people fairly • Keeps its promises • Does enough for people like me |

A full draft version of the General Survey questionnaire is attached at Annex A. It is subject to change and is **not** the final version of the questionnaire.

The maximum proposed length of the questionnaire is 12-14 pages. If it were any longer there would probably be an adverse effect on the response rate. Therefore it will be necessary to reduce the number of questions in the questionnaire.

The Government welcomes comments on the new additional questions and views on which, if any, of the existing questions should be deleted.