

Electoral Services Customer Feedback Questionnaire

Analysis of Responses – June/July 2008

600 Surveys were sent out and 74 were returned which is a 13% response rate.

1. How did you access our service?

1	In person	22%
2	By telephone	26%
3	Internet	20%
4	Post	32%

2. For what did you require our service?

1	Register to vote	83%
2	Register for credit	7%
3	Apply for absent vote	4%
4	Inspect the register	0%
5	Other	6%

3. How often do you vote?

1	Always	42%
2	Most times	22%
3	Sometimes	9%
4	Rarely	4%
5	Never	23%

4. Would you be more likely to vote if you could vote by any of the following means? Tick as many as you like.

1	Post/proxy	29
2	Telephone Voting	16
3	Text Voting	11
4	Internet Voting	25
5	Weekend Voting	18

Or would you prefer to vote at a polling station in the usual way?

1	Yes	77%
2	No	33%
3	Don't know or didn't answer	10%

5. Do you know the name of your local...?

MP	Yes	56%
	No	44%
Ward Councillors	Yes	41%
	No	59%

6. How do you rate the overall service you received from the Electoral Services Office?

1	Excellent	28%
2	Good	52%
3	Adequate	14%
4	Poor	4%
5	Very Poor	2%