



## **Revenue Services**

### **Customer Survey Results**

Revenues Services carried out an exit survey at the Revenue Services desk located within Alloa Library. The survey was carried out between 31 October 2011 and 11 November 2011. The results are detailed below.

We dealt with 388 enquires and 168 people completed the survey giving a response rate of 43.3%.

#### **The breakdown of enquiries is:**

61.31%	Housing and/or Council Tax Benefit enquiries
4.17%	Joint Benefit and Council Tax enquiries
26.19%	Council Tax enquiries
8.33%	Other enquiries e.g. PDSA verification

#### **How long our customers had to wait:**

81.55%	less than 5 minutes
14.88%	between 5 & 10 minutes
2.38%	between 10 & 15 minutes
1.19%	more than 15 minutes

#### **What our customers thought about the facilities within our Customer Enquiry Desk:**

67.26%	Excellent
28.40%	Good
3.57%	Satisfactory
0.00%	Poor
0.60%	Very Poor

#### **What our customers thought about the knowledge of the advisor dealing with their enquiry:**

77.38%	Excellent
20.24%	Good
1.78%	Satisfactory
0.00%	Poor
0.60%	Very Poor

**What our customers thought about the overall service they received:**

73.21%	Excellent
23.81%	Good
2.38%	Satisfactory
0.00%	Poor
0.60%	Very Poor

**The following are customer comments on the service we provide:**

"excellent service"

"more privacy would be better, but appreciate it is difficult in a library"

"not very private"

"thought the girls were excellent, far better than speaking to someone on the phone"

"no privacy, when speaking to advisor people at next desk can hear all"

"the lady who I spoke to was very helpful and I am very please with they way she dealt with me. Thank you"