

## Stats

How confident were you before you contacted KCC that your enquiry/service request would be handled to your satisfaction?

1 - Very Confident	35
2 - Confident	46
3 - No Expectation	16
4 - No confidence	3

After contacting KCC, how confident are you that we would be able to handle a similar enquiry/service request to your satisfaction in future?

1 - Very Confident	56
2 - Confident	33
3 - No Expectation	5
4 - No confidence	6

How long would you normally be prepared to wait for KCC to answer the telephone?

< 60 seconds	2
1 - 2 minutes	44
2 - 3 minutes	17
3 - 4 minutes	4
> 4 minutes	1

How quickly would you expect a reply to an email?

< 24 hours	26
1 - 2 days	51
2 - 7 days	11
1 - 2 weeks	3
2 - 4 weeks	0
> 4 weeks	0

How long did you have to wait to speak to an advisor?

1 - Answered Immediately	44
2 - Short Wait	53
3 - Long Wait	2
4 - Very Long Wait	1

Thinking about any pre-recorded messages, how clear and easy to understand were they?

1 - Very Clear / Easy to understand	50
2 - Clear	46
3 - Quiet / Hard to understand	3
4 - Didn't Understand / Complicated	0

Did the advisor give you their name?

Yes	93
No	6

Did you have to be referred/transferred for your enquiry to be completed?

Yes	40
No	59

Did you contact KCC because something that you had read or been told required further information?

Yes	13
No	88

Had you tried to contact KCC before, but the contact details you had were incorrect or you couldn't get through to the right person?

Yes	11
No	90

Were you asked for information you had previously given KCC?

Yes	8
No	90

Did you contact KCC to find out the position on an outstanding service request or because you hadn't received a service you were expecting?

Yes	16
No	85

Had you previously tried to contact KCC but couldn't get through or gave up waiting?

Yes	4
No	92

Gender

Male	26
Female	65
No Response	0

In which of the following age bands do you fall?

16 - 24	0
25 - 34	4
35 - 44	17
45 - 54	20
55 - 59	13
60 - 64	14
65+	30

What is your ethnic group?

White British	89
No Response	1
Chinese	1
Mixed White and Black African	1
Other ethnic group	3

Do you have any longterm illness. health problem or disability which prevents you accessing council services

Yes	6
No	91
No Response	0

Thinking about the last time you contacted the council, what service did you want?

Adult Education	5
Blue Badges	15
Education	5
Environment and Waste	2
Kent Highways	31
Kent Report Line	2
Libraries	27
Recruitment	1
Archives	1
Registrations	8
Social Services	1

How satisfied were you overall with the way your call was handled?

1 - Very Satisfied	65
2 - Satisfied	30
3 - Neither Satisfied nor Dissatisfied	2
4 - Not Satisfied	2

How did you rate the advisor?

1 - Excellent / High Skilled	60
2 - Good / Skilled	37
3 - Average / Reasonably Skilled	1
4 - Poor / Low Skilled	1