



Draft

# Poole Opinion Panel

## Spring 2009 Survey



**Dear Poole Opinion Panel Member,**

Welcome to the Spring 2009 Poole Opinion Survey.

Please answer all the questions. Your views will help the Council to find out what residents think about council services and issues affecting the town. We'll give you feedback on this survey to show you how your views help to make a difference.

All the information you give will be treated in the strictest confidence and will only be used to monitor the Council's services. The results are held on a secure database according to the 1998 Data Protection Act and no individuals will be identifiable in any report.

If you have any queries about this survey, or the Poole Opinion Panel, please contact Heather Kitching in the Corporate Research Team at the Borough of Poole by telephone on 01202 633354, or email [research@poole.gov.uk](mailto:research@poole.gov.uk).

Please complete the questionnaire by Friday 22nd May 2009 for your chance to win one of five £10 vouchers to spend at a Poole Town Centre store of your choice\*

Thank you

Please use a black pen and write in **BLOCK CAPITALS** as much as possible.

Put a cross in the box by your answer, for example

If you make a mistake, shade in the box and put a cross in the box you want.

If there are any questions that you do not wish to answer, please leave them blank.

**This survey includes questions about...**



**Poole Town Centre**



**Libraries**



**Leisure**

*...as well as sections on Local Involvement Networks, the Internet and complaints.*

\*The prize draw will take place on 29th May 2009.

The winner will be notified and announced in the next edition of the Poole Opinion Panel Feedback Newsletter.



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## Overall Satisfaction with the Council

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the way the Authority runs things? *(Cross one box only)*

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2** Overall, how well informed do you think the Council keeps residents about the services and benefits it provides? *(Cross one box only)*

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Poole News

**Q3** Do you receive a copy of the Council's newspaper, *Poole News* delivered every two months? *(Cross one box only)*

Yes, every time                       Yes, sometimes                       Never (Go to Q4)

How useful do you find *Poole News* as a source of Council information?  
*(Cross one box only)*

Really useful	Quite useful	Neither	Not very useful	Not at all useful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Poole Town Centre and Markets

Questions about your visits to Poole Town Centre and markets will help us to evaluate and review the markets in Poole.

**Q4** How often do you visit Poole Town Centre? Dolphin Shopping Centre, High Street, Poole Quay area *(Cross one box only)*

Every day	Several times a week	Once or twice a week	At least once a month	Less often than once a month	Never (Go to Q7)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q5** When do you usually visit Poole Town Centre? *(Cross all that apply)*

Mornings	Lunch times	Afternoons	Evenings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

and on what days? *(Cross all that apply)*

Mondays     Tuesdays     Wednesdays     Thursdays     Fridays  
 Saturdays     Sundays







We would now like you to rate the importance of these aspects.

**Q14** On a scale of 1 to 10, how important or unimportant do you consider the following aspects of a library service? Where 1 is not very important and 10 is very important. (Cross one box per row)

	Not very important <span style="display: inline-block; width: 100px; border-bottom: 1px solid black; position: relative; top: -5px;">→</span> Very important										Don't know	n/a
	1	2	3	4	5	6	7	8	9	10		
a) The latest bestsellers are always available on the shelves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) A good range of novels are available on the shelves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Being able to reserve the item I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Helpful staff in the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Staff knowledge about the library stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Quiet area for reading/ study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Welcoming atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Free computer access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Information about local events, groups and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Other, please write in below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15** Which library do you normally use? (Cross all that apply)

- Branksome Library
- Broadstone Library
- Canford Cliffs Library
- Canford Heath Library
- Creekmoor Library
- Hamworthy Library
- Oakdale Library
- Parkstone Library
- Poole Central Library
- Rossmore Community Library
- Mobile Library

**Q16** When is the most convenient time for you to use a library? (Cross all that apply)

	Mornings	Afternoons	Evenings
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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## Leisure Services

**Q17** How often do you visit or make use of the following in Poole? (cross one box in each row).

	About every day	At least once a week	About once a month	About 6-12 times a year	About 2-5 times a year	Less than once a year	Never
Upton Country Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dolphin Swimming Pool, Ashdown and Rossmore Leisure Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18** How satisfied or dissatisfied are you with the overall state of the following in Poole? (cross one box in each row).

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upton Country Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of Green Open Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dolphin Swimming Pool, Ashdown and Rossmore Leisure Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## The Internet

Questions about your use of the Internet and boroughofpoole.com will help us to decide how to deliver our services to you over the Internet.

**Q19** Have you used the Internet in the past 12 months?  Yes  No (Go to Q22)

If yes, how often do you use the Internet (for personal use)? (Cross one box only)

Almost every day	At least once a week	About once a month	About 6-12 times a year	About 2-5 times a year	Less than once a year
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q20** How often do you use the Council's website boroughofpoole.com (including pooletourism.com)? Cross one box only.

Almost every day	At least once a week	About once a month	About 6-12 times a year	About 2-5 times a year	Less than once a year	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you do not use boroughofpoole.com, please tell us why. (Please write in)

**Q21** How often do you use the library website www.boroughofpoole.com/libraries? (Cross one box only)

Almost every day	At least once a week	About once a month	About 6-12 times a year	About 2-5 times a year	Less than once a year	Never (Go to Q22)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What do you use the Libraries website for? (Check all that apply)

- Viewing the library catalogue
- Information about my local library
- Renewing items
- Information about the library service
- Placing requests for items
- Online resources (e.g. elegances, Newsbank)
- To find out about library events
- Other (please write in)



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## LINKs - Local Involvement Networks

Poole LINK is a network of people and groups who work together to improve local health and social care services.

We want to find out what you think about services in Poole. The results will be used to help Poole LINK identify areas for improvement in health and social care.

**Q22** Had you heard of LINKs before this survey?  Yes  No  
(Cross one box only)

**Q23** Which health or social care issues do you think Poole LINK should focus on over the next year? For example, think about your experiences of Social Care, Primary Care (Doctors, Dentists) or Hospitals. (Please name up to 3 issues in the spaces below)

Three empty rectangular boxes for writing answers to Q23.

Your views are the key to making LINKs a success. For more information or to make your voice heard:

Visit [www.makesachange.org.uk](http://www.makesachange.org.uk)  
Email [contact@makesachange.org.uk](mailto:contact@makesachange.org.uk)  
Call us on 0300 111 0102



Your voice on local health and social care

## Complaints

The Council is reviewing its complaints policy and wants to find out residents' expectations of how complaints should be handled in order to deliver a service that meets customers' needs.

**Q24** On a scale of 1 to 10, how important or unimportant do you consider the following aspects of a complaints service?  
Where 1 is not very important and 10 is very important. (Cross one box per row)

	Not very important		→						Very important		Don't know	n/a
	1	2	3	4	5	6	7	8	9	10		
a) Clarity of information about the complaints process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Attitude of staff handling the complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Time taken to handle complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Impartial treatment of the complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Complaint being taken seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Being kept informed about the progress of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Opportunities for involvement throughout the complaints process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Comprehensiveness of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Final outcome of the complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Other (Please write in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Empty rectangular box for additional comments.



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**Q25** Are you aware of the Council's complaints procedure?  Yes  No  
(Cross one box only)

**Q26** What would you expect to gain as a result of making a complaint to the Council?  
(Cross all that apply)

- A full investigation of my complaint
- A fair/ unbiased judgement
- Acceptance of responsibility
- Compensation
- An apology
- An explanation
- To get the problem resolved
- A service improvement
- To prevent the same thing happening again
- Other (Please write in)

**Q27** How would you like the Council to communicate with you during the complaints process? (Cross all that apply)

- Written Correspondence
- Telephone
- Email
- Face-to-face meetings
- Text Messaging
- Other (Please write in)

**Q28** Have you needed to complain to the Council in the past 12 months? (Cross one box only)  Yes  No (Go to end)

**Q29** How easy or difficult did you find it to complain? (Cross one box only)

- |                          |                          |                           |                          |                          |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|
| Very easy                | Fairly easy              | Neither easy or difficult | Fairly difficult         | Very difficult           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |

If you answered 'difficult' to the above question, please briefly explain why in the box below.

**Q30** Would you be confident about complaining to the council in the future? (Cross one box only)  Yes  No

If you answered 'no' to the above question, please briefly explain why in the box below.

**Thank you for taking part in this survey**

Contact us at: Corporate Research Team, Borough of Poole,  
Freeport SWB21053, Civic Centre, Poole, BH15 2ZZ  
Tel: 01202 633354  
email: [research@poole.gov.uk](mailto:research@poole.gov.uk)  
[www.boroughofpoole.com/opinions](http://www.boroughofpoole.com/opinions)