

# Poole Opinion Panel



Summer 2006 Survey

## Dear Poole Opinion Panel member,

Welcome to the Summer 2006 Poole Opinion Panel Survey.

Please answer all the questions. Even if you don't use all of the services in this survey, your views 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 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, contact **Sarah Hambidge** at the **Market Research Group** on **01202 503873**, or email **shambidge@bournemouth.ac.uk**. You can contact me using the details on the back cover.

Please complete this questionnaire and return it in the freepost envelope provided by **18 August 2006** for your chance to win a £50 voucher to spend at a Poole Town Centre store of your choice.

Many thanks

*Heather Kitching*

**Consultation Manager  
Borough of Poole**



### Poole Town Centre –

We want to find out your reasons for going to Poole Town Centre and how it can be improved.

### Contacting the Council –

we want to hear your views and experiences of contacting the Council. This will influence the customer service we provide you, in the future.



### Community safety –

we want to find out about your perceptions and experiences of crime. The results will help decide where to target resources.

### NHS Dentists –

Poole Primary Care Trust want to find out if you are aware of the recent changes to NHS Dentistry.



### Leisure Services –

we want to find out what you think about Poole's parks and open spaces.

Also in this survey:

- **Poole Tourism**
- **The internet**
- **Car parks**
- **Highways**

**Return your questionnaire by 18 August 2006 for your chance to win\* a £50 voucher**

\* The prize draw will take place on 31 August 2006. The winner will be notified and announced in the next Feedback.





# Car Parking

The following questions will help us monitor satisfaction with car parking services in Poole.

**Q11** Do you, or any members of your household at present, own or have continuous use of any motor vehicles? Yes .....  No .....

**Q12** How frequently, if at all, do you use car parking facilities in Poole? *Tick one box only.*

Almost every day  At least once a week  About once a month  Within the last 6 months  Within the last year  Longer ago  Never  Don't know

**Q13** How would you rate the car parking facilities overall in Poole? *Tick one box only.*

Very good  Fairly good  Neither  Fairly Poor  Very Poor  No opinion

**Q14** If you are dissatisfied with car parking facilities, please explain why in the space below.

**Q15** How safe do you feel using Poole's car parks? *Tick one box for each.*

	Very safe	Fairly safe	Fairly unsafe	Very unsafe
During the day.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At night.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16** Do you feel that your vehicle is secure in Poole's car parks? Yes .....  No .....

# Road and Pavement Maintenance

**Q17** How satisfied or dissatisfied are you with the following aspects of Poole's highways?

*Tick one box for each.*

	Very satisfied	Fairly satisfied	Neither sat/dissat	Fairly dissatisfied	Very dissatisfied	Don't know
Pavement maintenance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road maintenance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18** If you are dissatisfied with aspects of Poole's highways, please explain why below.

# Parks and Open Spaces

Leisure Services manage and maintain Poole's parks and open spaces, from Poole Park and Canford Heath to local playgrounds and grass verges.

**Q19** How satisfied or dissatisfied are you with the Council's maintenance of the green open spaces in the Borough? *(parks, recreation grounds, playing fields, verges, nature reserves, woodland, landscaped areas)*

Very satisfied  Fairly satisfied  Neither sat/dissat  Fairly dissatisfied  Very dissatisfied  No opinion

# Poole Tourism

The Poole Tourism Partnership is responsible for promoting Poole as a resort. It is also responsible for hosting special events in the town, including 'Summertime in the South' - 'Summer Breeze... on the Beach', 'Summer Breeze.... on the Quay', 'Condor Ferry Dream Machines' and 'Coles Miller Quay For My Car'.

The Partnership want to know how well you think Poole is promoted as a visitor destination, as well as what you think about the special events.

**Q20** How strongly do you agree or disagree with the following statements: *Tick one box for each.*

	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree	Don't know
Poole promotes itself well as a visitor destination.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special events are good for residents .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special events are good for visitors .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NHS Dentists

A new NHS dental contract commenced on 1 April 2006. This means that charges are now much simpler and easier to understand and also that there is better access to NHS dentistry. We would like to know whether you were aware of this change, what your experience has been, and how we can further improve this.

**Q21** Do you have a regular dentist? *Tick one box only.*

Yes, I have a regular NHS dentist .....       Yes, I have a regular private dentist .....       No .....

**Q22** How often do you visit a dentist? *Tick one box only.*

More than twice a year       Twice a year       About once a year       Less than once a year       Never

**Q23** Have you been able to see an NHS dentist since April 2006? *Tick one box only.*

Yes.....       No, I have a private dentist.....       No, I haven't been able to.....   
 Yes, only as an urgent patient..       I haven't tried .....

**Q24** Did you know about the changes to the way NHS Contracts are managed? Yes .....  No.....

**Q25** Do you know how to contact an NHS dentist during the day? Yes .....  No.....

**Q26** Do you know how to contact an NHS dentist out of hours? Yes .....  No.....

**Q27** If you were experiencing a lot of dental pain, what would you do?

Contact your dentist.....       Telephone the Dental Helpline .       Don't know .....   
 Contact NHS direct.....       Contact your doctor .....       Other (*please write in*) .....   
 Go to the hospital.....       Nothing .....

# Community Safety

The following questions ask about your opinions and experiences of crime and anti-social behaviour in Poole. The information will build a picture of local perceptions, helping to target resources where they are most needed.

## Q28 Thinking of Poole as a whole, how much of a problem do you think the following are?

Use your own experiences, opinions and what you may have heard in the local media. Tick one box for each.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
(a) Arson <i>(includes setting fire to property, vehicles etc)</i> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Car crime <i>(includes theft and damage)</i> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Domestic burglary .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Domestic violence .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) People being attacked because of their skin colour, ethnic origin, sexual orientation or religion .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Violent assaults <i>(includes GBH - Grievous Bodily Harm, ABH - Actual Bodily Harm, common assault, murder)</i> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Anti-social behaviour <i>(includes issues (h) to (n) below)</i> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Abandoned or burnt out cars .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Drunkenness and associated bad behaviour <i>(people being drunk or rowdy in public places)</i> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Groups gathering on the streets .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Noisy neighbours or loud parties .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) People using or dealing drugs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Rubbish and litter lying around .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Vandalism, graffiti and other deliberate damage to property or vehicles .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Q29 How do you think the amount of crime has changed in Poole within the last 12 months?

Tick one box only.

It has gone up a lot	It has gone up a little	It has stayed the same	It has gone down a little	It has gone down a lot	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Q30 How do you think the amount of crime has changed nationally within the last 12 months?

Tick one box only.

It has gone up a lot	It has gone up a little	It has stayed the same	It has gone down a little	It has gone down a lot	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Q31 In your local area (5 minutes walk of where you live), how safe or unsafe do you feel...

Tick one box for each.

	Very safe	Fairly safe	Fairly unsafe	Very unsafe	I am never in that situation
When out during the day? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When out after dark? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q32** Are you aware of the Poole Safe Together Partnership? *The Partnership which aims to tackle crime and substance misuse in Poole.*

Yes.....  No.....

**This section asks about your experiences of anti-social behaviour and crime. These incidents are often unreported. The information will help the Poole Safe Together Partnership assess what action, if any, they need to take. All responses will remain strictly confidential.**

**Q33** Have you, or any member of your household, experienced anti-social behaviour in the last 12 months? *(Q35 below lists types of anti-social behaviour).*

Yes .....  No *(Go to Q38)*.....

**Q34** How many times have you, or any member of your household, experienced anti-social behaviour in the last 12 months? *Tick one box only.*

1-5 times  6-10 times  11-15 times  16-20 times  More than 20

**Q35** Have you, or any member of your household, experienced any of the following in the past 12 months? *This may be as a victim or as a witness. Tick all that apply.*

- Criminal damage *(vandalism, graffiti or other deliberate damage to property/vehicles)* .....
- Groups gathering on the streets .....
- Harassment *(because of skin colour, ethnicity, sexual orientation, disability etc)* .....
- Littering and rubbish dumping *(for example, fly-tipping on, or within sight of, your property)*.....
- Neighbour disputes *(for example, noise, untidy gardens, overgrown hedges etc)*.....
- Noise nuisance *(for example, noise from the street)*.....
- People being drunk or rowdy in public places .....
- People using or dealing drugs .....
- Vehicle nuisance *(for example, 'boy racers', joyriding, car horns, revving engines)* .....
- Verbal insults or abuse in the street .....
- Other *(please tick the box and write in below)* .....
- None .....

**Q36** Did you report the incident(s) to either the Police or the Council? *Tick one box only.*

Yes, all of the incidents .....  Yes, some, but not all incidents.  No .....

**Q37** If you did not report an incident, please explain why. *Tick all that apply.*

- I dealt with the matter myself .....
- I did not know who to report it to .....
- I forgot to report it.....
- Police/Council couldn't have done anything .....
- Police/Council wouldn't have been interested .....
- Fear of reprisal .....
- I did not want to get involved.....
- I suffered no loss/damage.....
- I thought someone else would report it.....
- Incident was too trivial/not worth reporting.....
- Too much trouble/inconvenient to report .....
- Personal/private matter .....
- Other *(please tick the box and write in below)*.....

**Q38** Have you, or any member of your household, been a victim of any of the following in the past 12 months? *Tick all that apply.*

- Arson (*deliberately setting fire to property*) .....
  - Common assault/woundings (*for example pushing, hitting, shoving, stabbing, injuries, broken bones*).....
  - Domestic abuse (*for example emotional, mental, financial or physical*) .....
  - Domestic burglary (*or distraction burglary*) .....
  - Harassment (*for example verbal abuse, nasty letters, phone calls, being followed*) .....
  - Hate crime (*racist, homophobic etc*).....
  - Theft from person .....
  - Theft from a vehicle (*for example stereo, laptops, mobile etc*) .....
  - Theft of a vehicle .....
  - Vehicle interference (*for example attempted theft offrom car*) .....
  - Other (*please tick the box and write in below*) .....
  - None .....
- 

## Adult Learning

We want to know whether you have an interest in adult learning and if you would sign up in the future.

**Q39** Did you receive a copy of the Poole Adult Learning brochure 'Learn to Sparkle' in July?  
 Yes.....  No .....  I can't remember.....

**Q40** Have you signed up to take part in any adult learning courses in the past 6 months?  
*Including Borough of Poole, Bournemouth & Poole College, Learn Direct etc.* Yes  No

**Q41** Do you intend to take part in any adult learning in the next 6 months? Yes  No

## Contacting the Council

We would like to find out how you currently contact the Council, what your experience is and how you would prefer to contact the Council in the future. The information will help us to respond to your needs in the most effective way.

**Q42** How often do you contact the Council with an enquiry, or about a problem? *Tick one box only.*

Daily	Several times a week	Once a week	Once every 2-3 weeks	About once a month	Less than once a month	Never <i>(Go to Q45)</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q43** For what reason do you contact the Council? *Tick all that apply.*

<ul style="list-style-type: none"> <li>To access information (<i>for example, general enquiries about services, meetings, events, applications</i>) ..... <input type="checkbox"/></li> <li>To renew/reserve services (<i>for example, library books, beach huts, beach car parking permit</i>)..... <input type="checkbox"/></li> <li>To apply for or book a service (<i>for example, Planning permission, housing applications, courses</i>) ..... <input type="checkbox"/></li> <li>To report a problem (<i>for example, pavements/ roads, vandalism, streetlight repairs</i>) ..... <input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li>To pay for services (<i>for example, Council tax, housing rent, parking fines, planning fees</i>)..... <input type="checkbox"/></li> <li>To get some advice about an issue or problem..... <input type="checkbox"/></li> <li>When using a service..... <input type="checkbox"/></li> <li>To complain..... <input type="checkbox"/></li> <li>To chase up a previous enquiry..... <input type="checkbox"/></li> <li>Other (<i>please tick the box and write in below</i>)..... <input type="checkbox"/></li> </ul>
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**Q44 Which services/departments have you contacted the Council about in the last 12 months?**

*Please write in the services/departments you contacted in the boxes below.*


**Q45 (a) How do you currently contact the Council? *Tick all that apply.***  
**(b) How would you prefer to contact the Council? *Tick all that apply.***

	(a) How do you <u>currently</u> contact the Council?	(b) How would you <u>prefer to</u> contact the Council?
Phoning the Council switchboard/single number .....	<input type="checkbox"/>	<input type="checkbox"/>
Phoning a department/Service Unit/officer direct .....	<input type="checkbox"/>	<input type="checkbox"/>
Via the Council's website (boroughofpoole.com) .....	<input type="checkbox"/>	<input type="checkbox"/>
Going to the Civic Centre/other council office in person .....	<input type="checkbox"/>	<input type="checkbox"/>
In person at my home .....	<input type="checkbox"/>	<input type="checkbox"/>
In person at a local neighbourhood/area office .....	<input type="checkbox"/>	<input type="checkbox"/>
Via a friend/relative/carer .....	<input type="checkbox"/>	<input type="checkbox"/>
By letter .....	<input type="checkbox"/>	<input type="checkbox"/>
By e-mail .....	<input type="checkbox"/>	<input type="checkbox"/>
By fax .....	<input type="checkbox"/>	<input type="checkbox"/>
By SMS text messaging .....	<input type="checkbox"/>	<input type="checkbox"/>
Via Digital TV .....	<input type="checkbox"/>	<input type="checkbox"/>
Other ( <i>please tick the box and write in below</i> ) .....	<input type="checkbox"/>	<input type="checkbox"/>
I do not contact the Council .....	<input type="checkbox"/>	<input type="checkbox"/>

**Q46 (a) When do you currently contact the Council (by phone or face to face)? *Tick all that apply.***  
**(b) When would you prefer to contact the Council (by phone or face to face)? *Tick all that apply.***

	(a) When do you <u>currently</u> contact the Council?	(b) When would you <u>prefer to</u> contact the Council?
8:30am-12:00 noon (weekdays) .....	<input type="checkbox"/>	<input type="checkbox"/>
12:00 noon-2:30pm (weekdays) .....	<input type="checkbox"/>	<input type="checkbox"/>
2:30pm-5:15pm (weekdays) .....	<input type="checkbox"/>	<input type="checkbox"/>
5:15pm-8:00pm (weekdays) .....	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays mornings .....	<input type="checkbox"/>	<input type="checkbox"/>
Saturday afternoons .....	<input type="checkbox"/>	<input type="checkbox"/>
Sundays .....	<input type="checkbox"/>	<input type="checkbox"/>
Other ( <i>please tick the box and write in below</i> ) .....	<input type="checkbox"/>	<input type="checkbox"/>
I do not/would not contact the Council .....	<input type="checkbox"/>	<input type="checkbox"/>

**Q47** How strongly do you agree or disagree with the following statements regarding your experiences of contacting the Council? *Tick one box for each.*

	Strongly agree	Agree	Neither agree /disagree	Disagree	Strongly disagree
There is a good choice of methods for contacting the Council ( <i>telephone, face to face, website etc</i> ).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find it easy to get my enquiry sorted out to my satisfaction.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have to contact the Council several times to get my enquiry resolved.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My enquiry is resolved at the first point of contact.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I cannot get my enquiry resolved at the first attempt, I receive satisfactory follow-up.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My queries are dealt with efficiently.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get the same level of customer service no matter which department/Service Unit I contact.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I make a follow-up call, they are aware of my previous contact.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get passed around the Council and have to repeat my details several times.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am clear about which office I need to visit for particular services ( <i>for example, concessionary bus passes, council tax payments, planning applications</i> ).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall I am happy with the level of service I receive when contacting the Council.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q48** How important do you feel the following factors are when it comes to contacting the Council? *Tick one box for each.*

	Very important	Fairly important	Neither imp/unimp	Fairly unimportant	Very unimportant
Having a single point of contact for most needs who can deal with my enquiries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being clear about who to contact.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having enquiries resolved effectively.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feedback on progress following contact.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about how quickly an enquiry will be dealt with.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistent customer service, no matter which department/Service Unit is contacted.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awareness of previous contact when a follow up call/ visit is made.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q49** Do you know where the Civic Centre is located? *Tick one box only.*

Yes .....  No .....

**Q50** Which, if any, of the Council's Offices have you visited in the last 12 months? *Tick all that apply.*

Civic Centre.....	<input type="checkbox"/>	Your local library.....	<input type="checkbox"/>
Newfields (Environmental & Consumer Protection)...	<input type="checkbox"/>	Poole Central library.....	<input type="checkbox"/>
St John's House (Transportation Services).....	<input type="checkbox"/>	Other ( <i>please tick the box and write in below</i> ).....	<input type="checkbox"/>
Northmead House/Creekmoor (Leisure Services).....	<input type="checkbox"/>		



**Q58 What do you use boroughofpoole.com for? Tick all that apply.**

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| Paying for services (for example, council tax, housing rent, parking fines, planning fees) .....      | <input type="checkbox"/> | Accessing information (for example, general enquiries about services, meetings, events, applications) ..... | <input type="checkbox"/> |
| Reporting problems (for example, pavements/roads, vandalism, streetlight repairs) .....               | <input type="checkbox"/> | Council news (for example, News Direct, News Headlines) .....   | <input type="checkbox"/> |
| Applying for/booking services (for example, planning permission, housing applications, courses) ..... | <input type="checkbox"/> | To complain .....   | <input type="checkbox"/> |
| Renewing/reserving services (for example, library books, beach car parking permit) .....              | <input type="checkbox"/> | Other (Please write in below) .....   | <input type="checkbox"/> |

**Q59 On your most recent visit, did boroughofpoole.com provide the information you were looking for? Tick one box only.**

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| It had everything I needed to know .....   | <input type="checkbox"/> | It didn't have the information, but it pointed me in the right direction ..... | <input type="checkbox"/> |
| It had most of what I needed to know ..... | <input type="checkbox"/> | I couldn't find what I was looking for .....                                   | <input type="checkbox"/> |

**Q60 How do you think that boroughofpoole.com can be improved? Tick all that apply.**

- |   |                          |  |                          |
|---|--------------------------|--|--------------------------|
| Easier to navigate/browse .....                       | <input type="checkbox"/> | More interesting .....                               | <input type="checkbox"/> |
| More detailed information .....                       | <input type="checkbox"/> | Updated more regularly .....                         | <input type="checkbox"/> |
| More self service features .....                      | <input type="checkbox"/> | Less detailed information/simpler information .....  | <input type="checkbox"/> |
| More contact details for council staff/members .....  | <input type="checkbox"/> | Quicker download time for documents .....            | <input type="checkbox"/> |
| More graphics/pictures .....                          | <input type="checkbox"/> | Other (please tick the box and write in below) ..... | <input type="checkbox"/> |
| Less graphics/pictures .....                          | <input type="checkbox"/> | No improvements are needed .....                     | <input type="checkbox"/> |
| More information about what is going on in my area .. | <input type="checkbox"/> | Don't know .....                                     | <input type="checkbox"/> |

**Q61 What prevents you from accessing the Council's website, boroughofpoole.com? Tick one box only.**

- |   |                          |  |                          |
|---|--------------------------|--|--------------------------|
| I don't want to / am not interested in it .....                   | <input type="checkbox"/> | I didn't think it would contain all the information I need ..... | <input type="checkbox"/> |
| I don't need the internet/I prefer to access other channels ..... | <input type="checkbox"/> | It is too complicated to use .....                               | <input type="checkbox"/> |
| I hadn't realised that Councils have websites .....               | <input type="checkbox"/> | Other (please tick the box and write in below) .....             | <input type="checkbox"/> |
| I didn't know where to find the Council's website .....           | <input type="checkbox"/> |  |                          |

**Thank you for taking part in this survey.  
Please return your form by 18 August in the freepost envelope provided.**

**Panel identification number  
(For official use)**

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**Contact Details**

**POP managed by:** Heather Kitching, Consultation Manager, Borough of Poole  
 Poole Opinion Panel, Freepost SWB21053, Borough of Poole, Poole, BH15 2ZZ  
**Tel:** 01202 633060 **e-mail:** opinions@poole.gov.uk **Web:** boroughofpoole.com/opinions

**Survey managed by:** The Market Research Group, Bournemouth University

**Post your survey to:** The Market Research Group, Freepost (BH1 826), PO BOX 3471, Poole, BH12 5ZZ