



Overall Satisfaction Results – January 2016 Factsheet

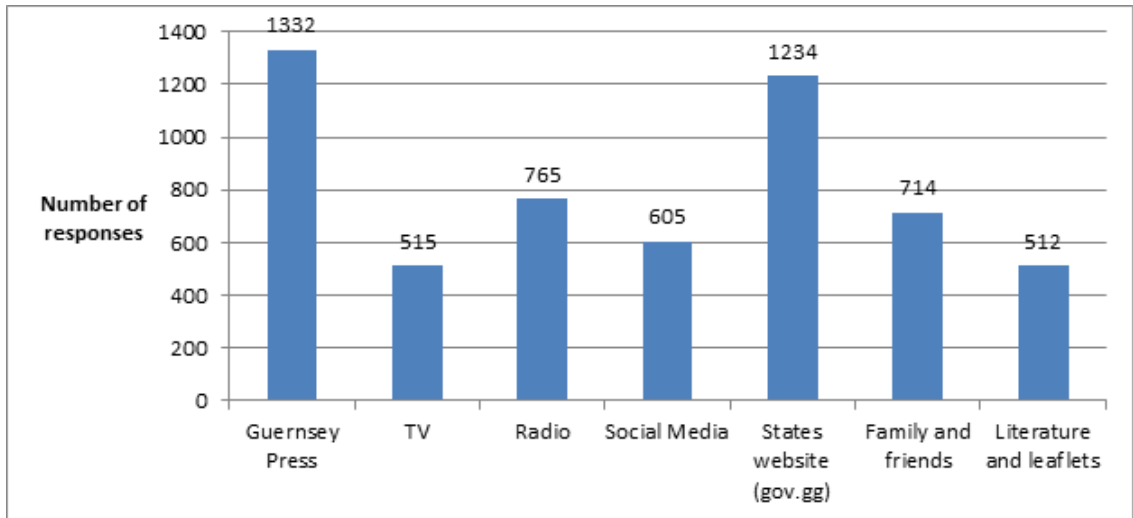
This factsheet details a summary of the results from the first half of the Community Survey carried out in 2015. The first section asked for feedback on overall satisfaction with the delivery of customer services.

- 2,555 survey responses were received between June and October 2015 – representing nearly 10% of households hitting our target which we hope to grow when the survey is repeated.
- 87% of the survey responses were completed online
- The majority of responses came from those in the £20 to £40k income bracket
- All parishes were well represented
- The majority of respondents were over 35 years old and men were slightly under-represented.

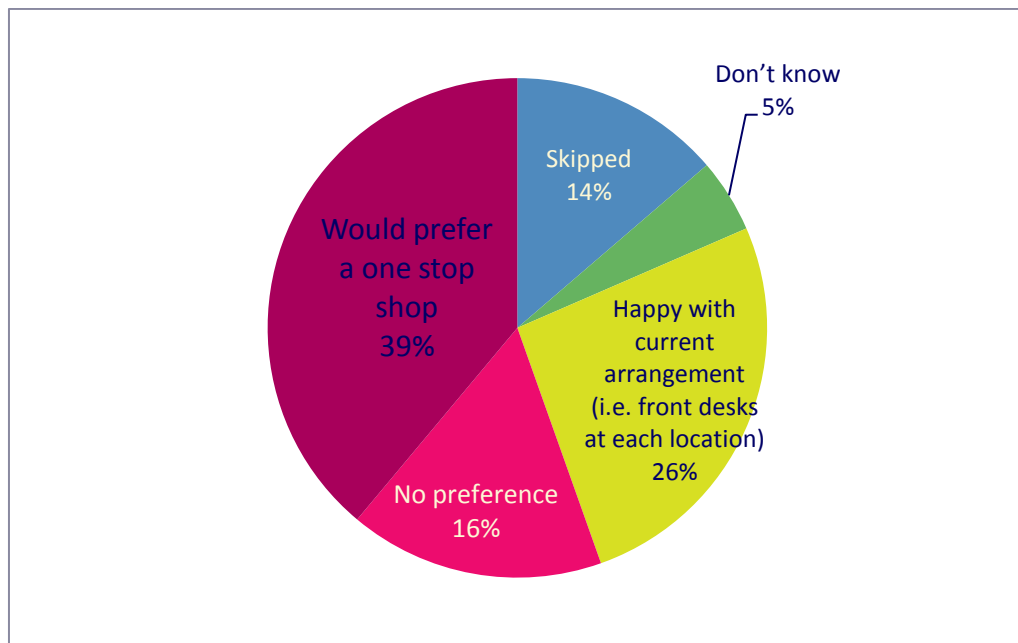
Response trends:

- Overall there was a general level of satisfaction with regard to the services provided and the customer service provided – approx 50%.
- Those who expressed dissatisfaction about the services provided and the level of customer service amount to approx 15%.
- Less than 1% of respondents felt that they knew nothing about the services provided by the States.
- Around 81% of respondents felt they had an acceptable level of knowledge of the services provided by the States.
- 36% believed that public services delivered good value for money but 38% of respondents did not have an opinion either way
- 51% believed public services were reliable, with 30%, whilst 30% of respondents did not have an opinion either way
- Around 70% believed that the States buildings they needed to access were accessible

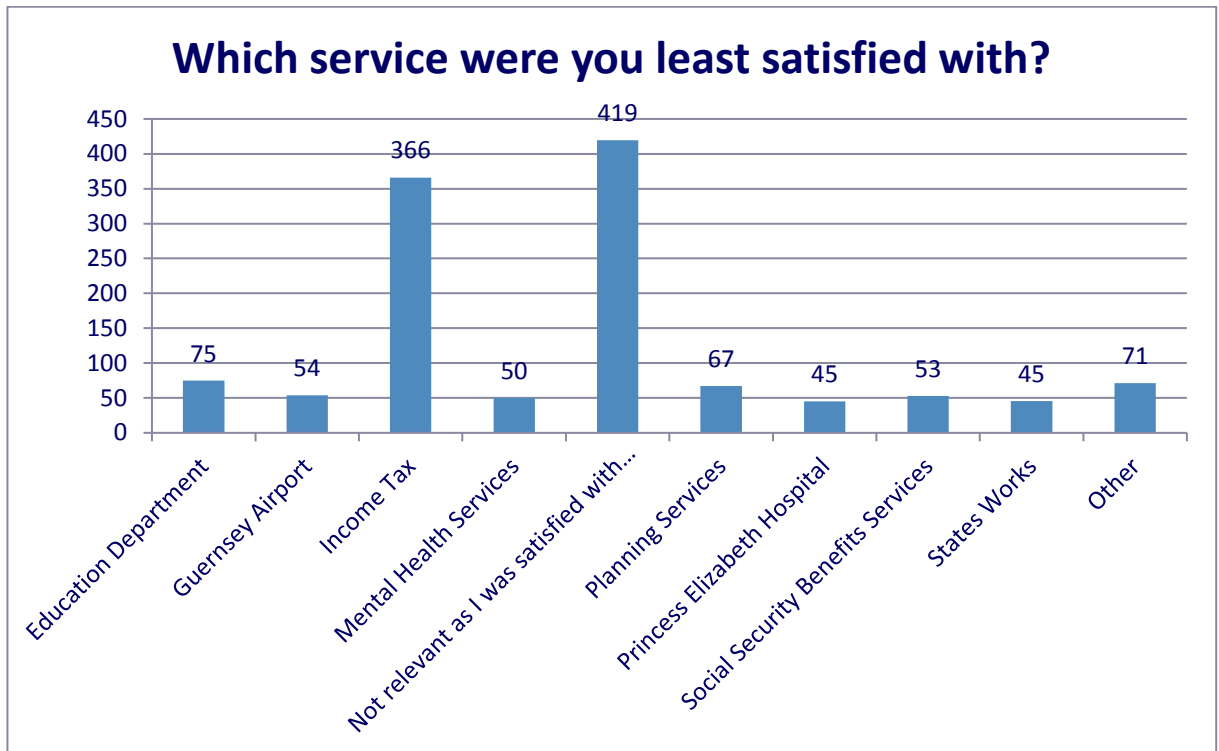
- When asked about how people normally got information about public services, the following answers were provided:



- When asked whether people would prefer to have a one-stop-shop front desk for key services, the following answers were provided:



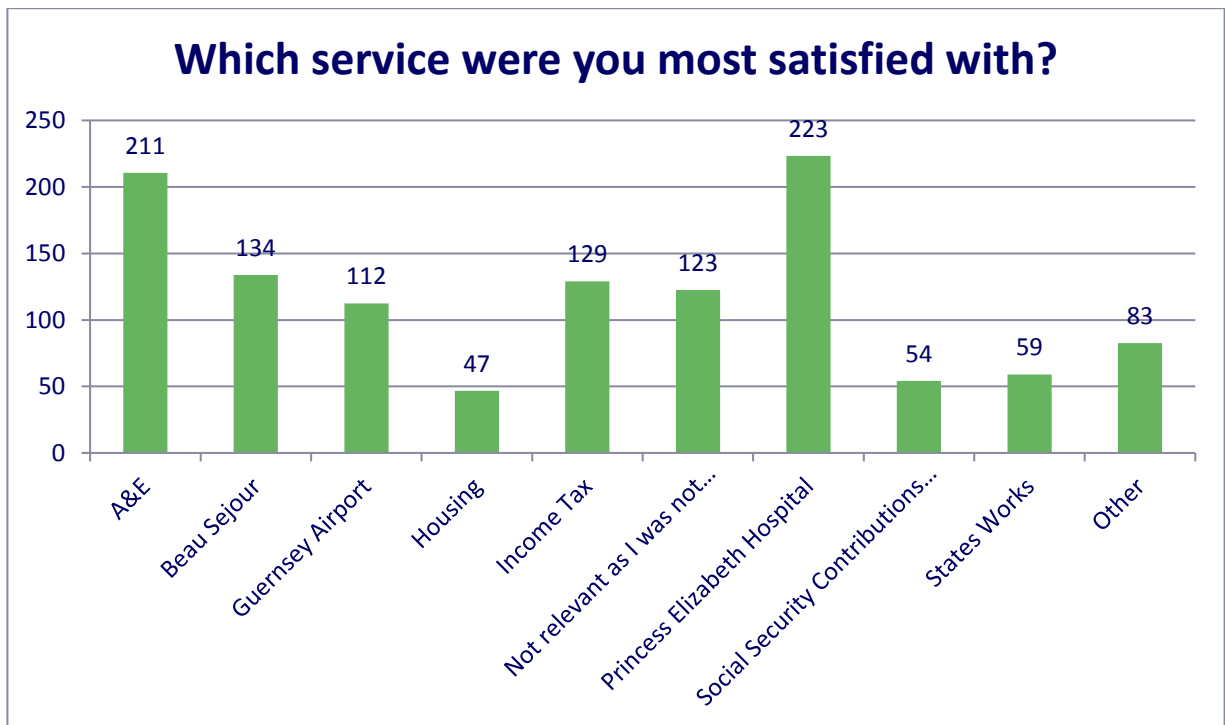
- When asked which service area a person was **LEAST** satisfied with **31.5%** responded that the question was not relevant as they were satisfied with all the services they engaged with. 23% commented that they were least satisfied with Income Tax, followed by Education (6%) and Planning (5%) – however, interestingly, Income Tax also scored highly for good service. The chart below details the top ten identified.



The reasons given for the level of dissatisfaction were:

- Delays
- The issue was not resolved
- Some highlighted unhelpful staff
- The cost

- When asked which service areas a person was **MOST** satisfied with, nearly 14% said Accident and Emergency and 15% said it was the Princess Elizabeth Hospital. The chart below details the top ten services identified. Beau Sejour, Income Tax and Guernsey Airport also scored particularly well.



The reasons given for the level of satisfaction were:

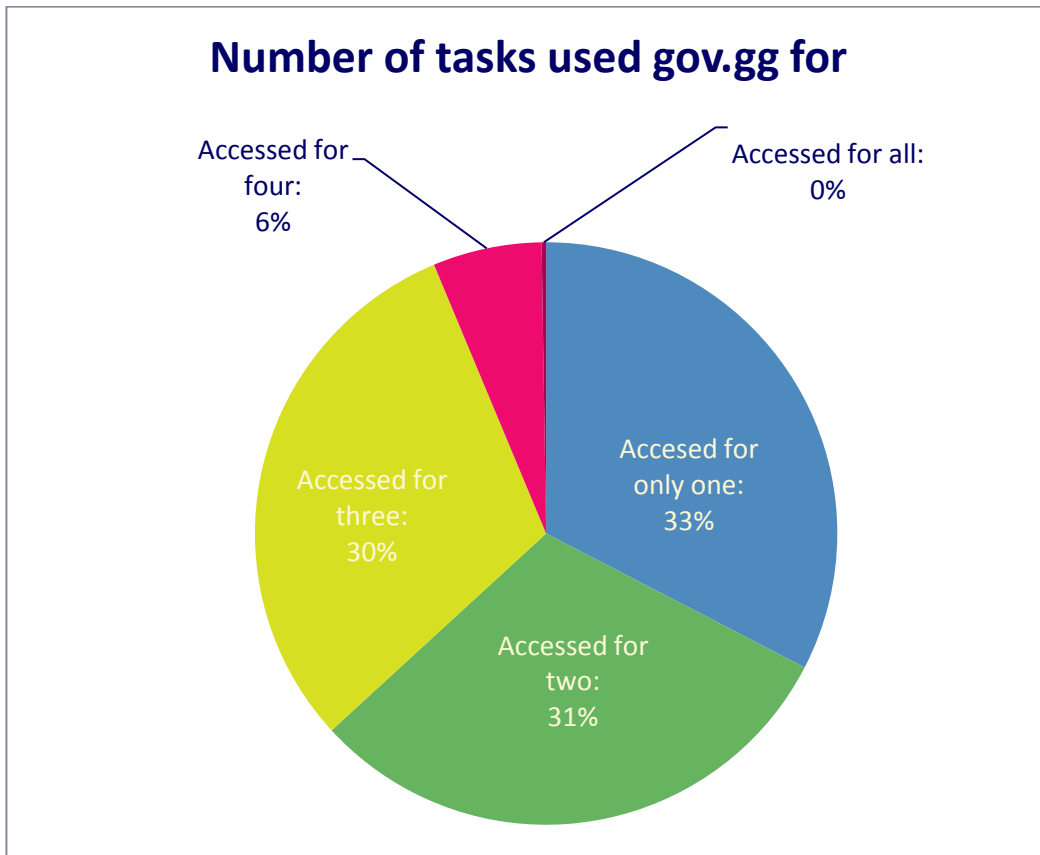
- Helpful staff
- Good value
- Quick response
- Issue was resolved quickly
- It was easy to access the information needed

Responses to specific digital questions

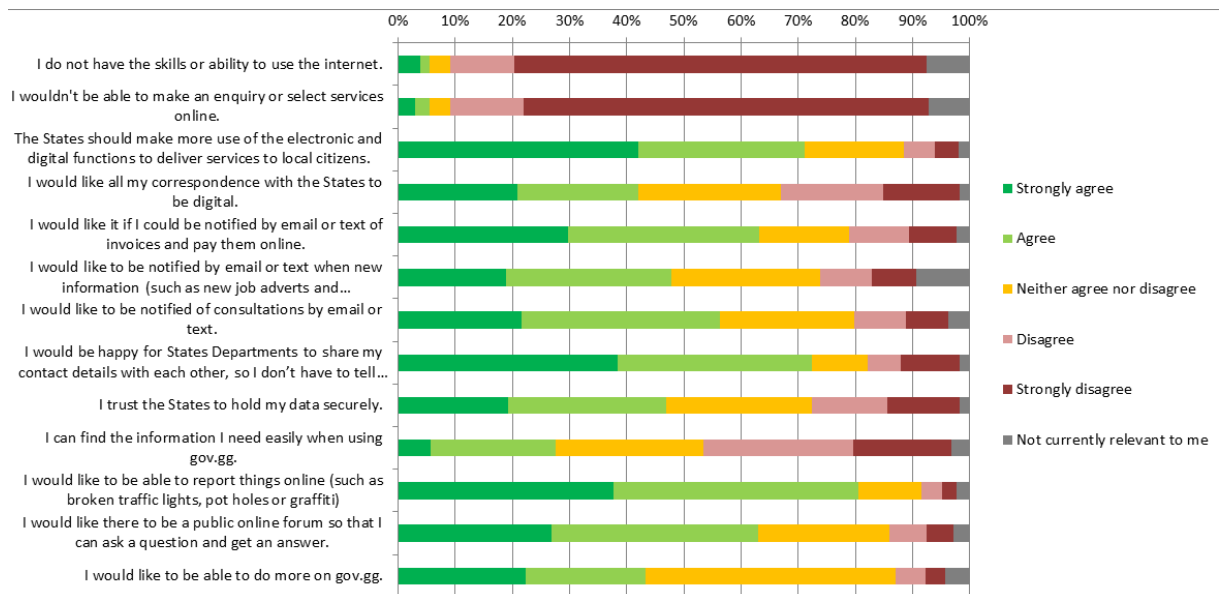
A set of digital questions was included in the survey to assist with the redevelopment of the gov.gg website and to establish opinion on the digitalisation of some States services.

- At least 60% of all respondents had access to at least one of the following:
 - a personal computer or laptop,
 - a smartphone,
 - a tablet/iPad
 - or had broadband or internet access at home.
- at least 59% had accessed www.gov.gg in the last 12 months to do the following:
 - to look something up
 - to make a payment

- to submit some information (e.g. tax return)
- to search or apply for a job
- other



- the following chart indicates to what extent respondents agreed with statements regarding digital services.



The responses indicate that the majority of respondents can communicate digitally with the States of Guernsey. However, it is acknowledged that certain services and certain demographics will continue to rely on one to one services.

Since the survey commenced, the new gov.gg website has been launched and an audit is being carried out regarding the ways we communicate with our customers in different service areas. This will feed into the SMART Guernsey agenda.

- when asked how best to communicate with customers about what they can do online, or about changes to gov.gg 26% of respondents showed a preference for email (via States of Guernsey sign up).

