

Questions and Answers

Q. How will the survey arrive?

A. *A researcher from an independent market research company, SMSR, will be delivering the survey to your door over the next few weeks. They will have Identification Badges on and **do not** need to enter your home. Please ensure you see their identification first. If you are unsure about a caller to your home, ask them to put the information through the letterbox. If you have any concerns about a researcher who have visited you, please contact Helen Clive on 01905 766715.*

Q. I've had a survey, how did you get my address?

A. *Your address was randomly selected by the Audit Commission from Post Office address files.*

Q. When do I need to return it by?

A. *Ideally straight away, we will be sending reminders out in October to those people who have not returned their surveys*

Q. I have no children and never visit the library, should I still complete the survey?

A. *Yes please. Your views are important to us and although you may not use our schools or libraries, you may use other services such as our roads or footpaths.*

Q. I don't pay Council Tax and will be moving out of the county soon, should I complete the survey?

A. *We would like to hear everyone's views, if you pay Council Tax or not and even if you've just moved to the area.*

Q. I work for the County Council, am I exempt from filling in the form?

A. *No, everyone is entitled to their view. What's more all of your answers will be treated in the strictest confidence and will only be used to monitor services.*

Q. I am having difficulty completing the survey, what should I do?

A. *If you need assistance then please call Helen Clive on 01905 766715.*

Q. English is not my first language; do you provide this survey in different languages?

A. *We work with Ethnic Access Link to provide this service. Please contact Helen Clive on 0105 766715 for assistance.*

Q. What happens once the surveys have all been completed?

A. *Central Government will study national patterns of service satisfaction and compare local authorities with one another. We hope to receive feedback and publish the figures on our website between the end of December 2006 and the end of January 2007.*