

Survey: Using Council Services

1. When was the last time you contacted the council about your **Council Tax?** *
 - 0-3 months ago
 - 3-6 months ago
 - 7-12 months ago
 - Over 12 months ago
 - Never [SCREEN OUT – THANK AND CLOSE]
 - I do not know

2. How did you contact the council about **Council Tax?** *
(can select all that apply)
 - Phone
 - Face-to-face
 - Email
 - Webchat
 - Other (please specify) [FREE TEXT]

3. What were you trying to do? *
 - Update payment method or payment details
 - Notify council of change in circumstances
 - Apply for discount or exemption
 - Querying a bill
 - Other (please specify) [FREE TEXT]

4. How satisfied were you with how the council dealt with your query? *
1 – extremely dissatisfied / 10 – extremely satisfied

5. Have you ever used your council website before? *
 - Yes
 - No [SKIP TO – Interested in taking part in research]

6. How easy was it to find what you were looking for on the website? *
1 – extremely difficult / 10 – extremely easy

7. How could the website be improved to better meet your needs?
[FREE TEXT]

8. Would you be interested in taking part in research to help improve our services? *
 - Yes
 - No [THANK AND CLOSE]

What is your name

What is your email address

What is your phone number

THANK AND CLOSE