

Appendix 4 – Information from the Customer Survey

- A customer survey to consult on how customers preferred to make contact with the City Council was created and on 12 December 2022 this survey was made available on our website. The survey was live until 12 February 2023.
- We created a link to the survey that was included in Here to Help email responses. Customers were offered to complete the survey online or to telephone Customer Services who could either complete the survey on the customer's behalf or to send out a paper copy to be completed.
- The survey was made available in paper format and displayed in prominent positions at Guildhall, Blackfriars, and Museum of Gloucester.
- A QR code was created which was displayed in the venues and the lobby area of the Gateway to invite customers and residents to scan the QR code to complete the survey.
- On 21 December 2022, the survey link was provided to 88 Voluntary Community Sector Groups and a paper version was sent over for those who wished to complete the survey but that were unable to use digital channels.
- The paper survey was sent to the City Centre Improvement Team and a request made for them to engage with customers that they saw face to face.
- The survey was promoted via the Communications Team to our social media platforms, and this was promoted 24 times across Twitter and Facebook.
- The Communications team promoted this on Glosnet and the internal intranet for Gloucestershire County Council.
- A Members Bulletin is provided to all Members monthly and the survey details were included in this twice so that Members could ask their constituents to complete this.
- Members of the Housing department were asked to provide the survey to face to face appointments that were conducted to obtain feedback.