

Contact preferences

This survey was sent out to 219 panel members and completed by 180.

For the first question respondents could tick more than one box, so the percentages will not tally.

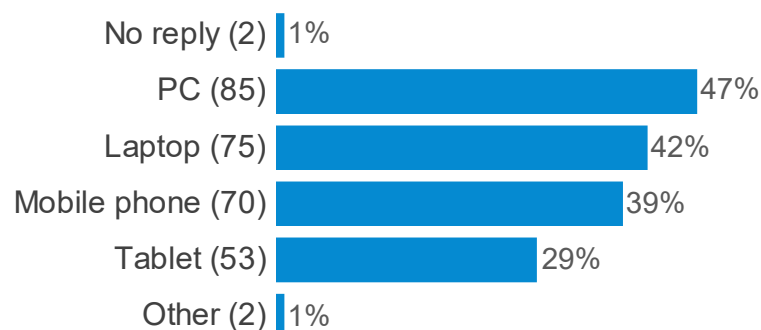
From the graph below, you can see that most respondents access the internet via a PC, closely followed by Laptop and mobile phone.

44% of respondents say they visit the council's website several times a year, and the top reasons for visiting the website was for planning information and bin collections.

For the question 'if you had to contact the council' Telephone, online and email were the main preferences. Contact by letter or social media were the lowest.

The majority of respondents would like to receive news about HBC by email.

How do you tend to access the internet?



If other, please specify

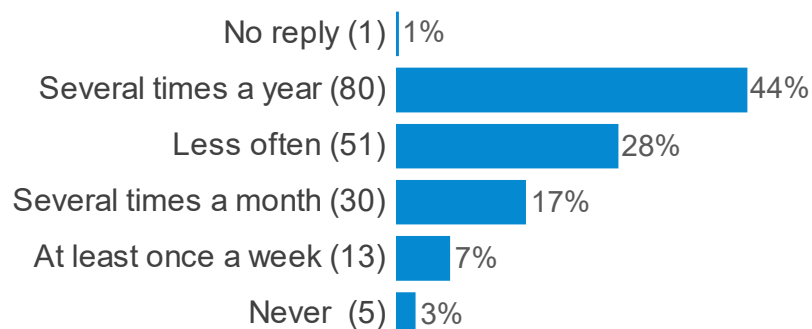
Ipad

All of the above

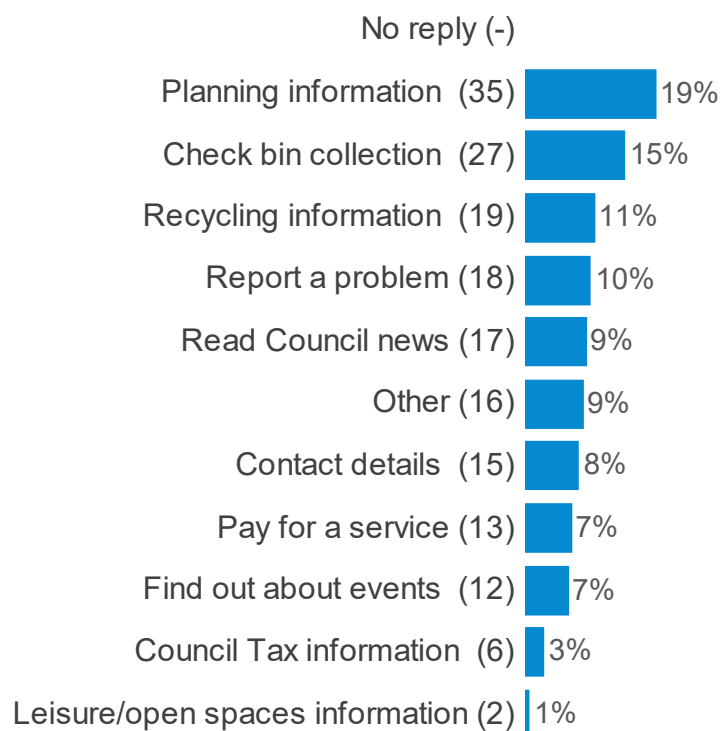
Next Generation Text Relay- Operator assisted call for deaf people.

PC at library

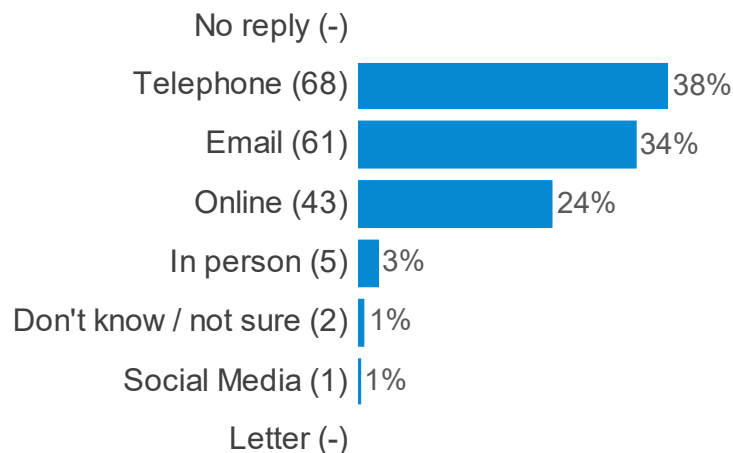
How often do you visit the council's website?



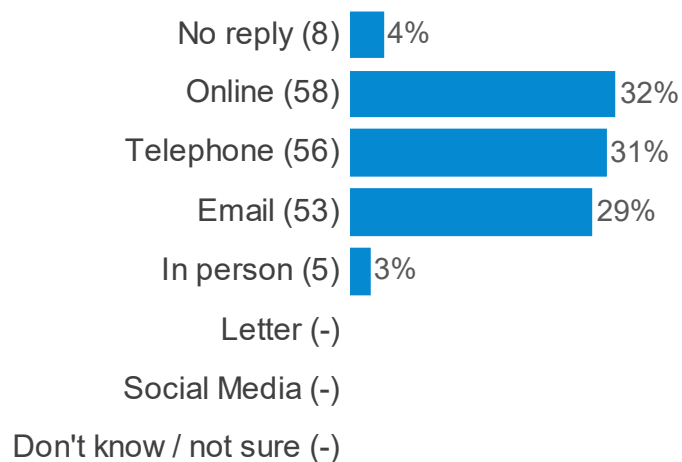
What is your main reason for visiting the website?



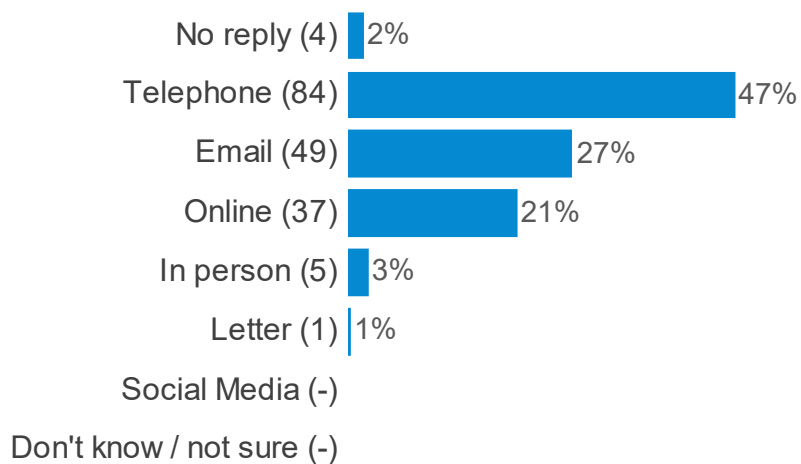
If you had to contact the council, to report an issue or problem, what would be your preferred way of doing this?



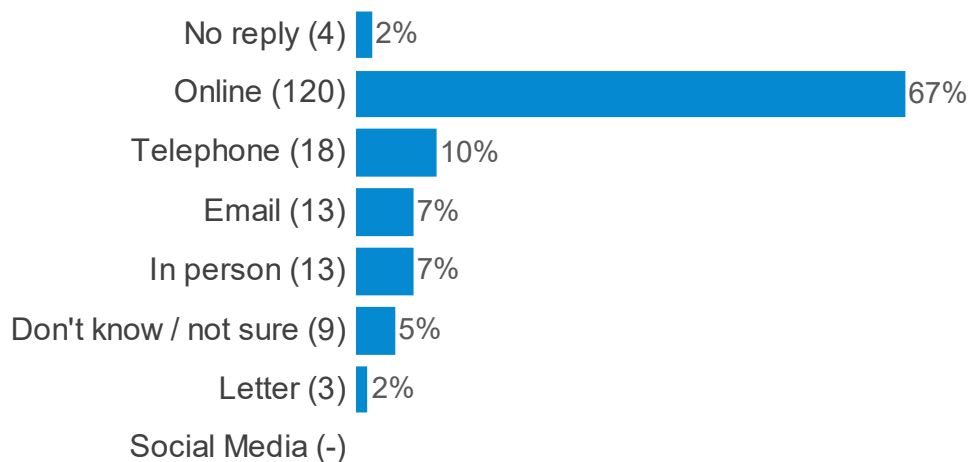
If you had to contact the council, to request a service, what would be your preferred way of doing this?



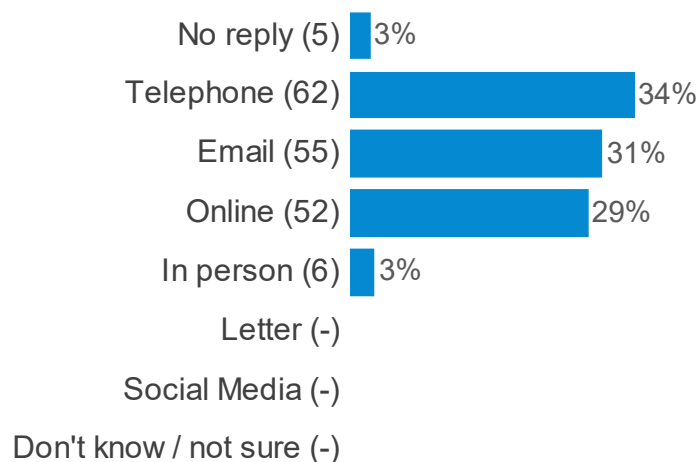
If you had to contact the council, to ask for advice / information, what would be your preferred way of doing this?



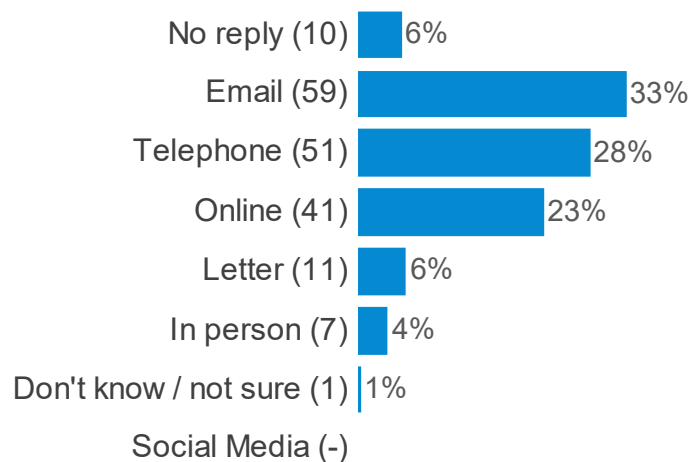
If you had to contact the council, to pay a bill / payment, what would be your preferred way of doing this?



If you had to contact the council, to make a query about a service, what would be your preferred way of doing this?



If you had to contact the council, to make a complaint, what would be your preferred way of doing this?



If other, please specify

Next Generation Text Relay- Operator assisted call for deaf people

I would start online and then ring if I couldn't find what I wanted online.

How would you most like to receive news about HBC? Please tick one only

