

## Kirklees e-panel results – December 2014 survey

In December and January we asked our Kirklees e-panel to take part in a short online survey – we received 448 responses, so around 50% of our e-panellists took part.

We asked them to think about any times they had seen or spoken to our staff face to face, over the phone, in the street, online or at any other time.

### Summary

- ➔ 8 out of 10 respondents have had contact with council staff in the last year
- ➔ Questions on staff listening, and caring about helping communities, received the most positive response
- ➔ Results improve when respondents have had contact with council staff in the last 12 months.

### In the last year, have you seen, spoken to, or had any other contact with anyone who works for Kirklees Council?

358 (82%)	Yes
78 (18%)	No
3 (1%)	Don't know

### How far do you agree or disagree with the following statements about people who work for Kirklees Council? (all respondents)

	Net agree	Neither agree nor disagree	Net disagree	Don't know
When I talk to Kirklees Council staff they listen to what I have to say	<b>64%</b>	18%	10%	8%
I believe Kirklees Council staff care about helping local communities	<b>57%</b>	25%	11%	7%
When I see Kirklees Council staff out and about they clearly respect local people	<b>47%</b>	32%	9%	12%
Kirklees Council staff are fair and considerate in how they treat local people	<b>55%</b>	24%	12%	9%
<b>Overall average positive score</b>	<b>56%</b>			

### How far do you agree or disagree with the following statements about people who work for Kirklees Council? (just those that have had contact in last 12 months)

	Net agree	Neither agree nor disagree	Net disagree	Don't know
When I talk to Kirklees Council staff they listen to what I have to say	<b>73%</b>	15%	11%	1%
I believe Kirklees Council staff care about helping local communities	<b>63%</b>	24%	11%	2%
When I see Kirklees Council staff out and about they clearly respect local people	<b>53%</b>	31%	9%	8%
Kirklees Council staff are fair and considerate in how they treat local people	<b>62%</b>	22%	13%	4%
<b>Overall average positive score</b>	<b>63%</b>			