

Total 1733

**Were you previously aware that SCDC had instituted a four day working week trial?**

Percent	
Yes	80%
No	18%
Unsure	1%

**Do you support SCDCs Four Day Working Week Policy?**

Percent	
Yes	22%
No	76%
Unsure	2%

**Which of the following best describes your view of the Council's quality of service over the last six months?**

Percent	
Excellent	7%
Good	14%
Average	39%
Poor	22%
Very poor	11%

**Have you attempted to contact the Council during the last six months?**

Percent	
Yes	31%
No	70%
Unsure	0%

**What were you contacting them about?**

Percent	
Planning	21%
Recycling	24%
Council Tax	9%
Welfare & benefits	1%
Cost of living	1%
Licensing	1%
Housing	3%
Environment	6%
Street Lighting	1%
Prefer not to say	7%

**How did you contact the Council?**  
(Can select multiple responses)

Percent	
Email	61%
Phone	53%
Letter	3%
Web Chat	6%
In Person	5%

**How easy was it to contact SCDC?**

Percent	
Very easy	26%
Reasonably Easy	24%
Somewhat Difficult	21%
Very difficult	28%
Unsure	1%

**How satisfied were you with your experience?**

Percent	
Very satisfied	24%
Satisfied	18%
Unsatisfied	31%
Very unsatisfied	25%

**Have you ever contacted SCDC before the introduction of the 4DW policy?**

Percent	
Yes	78%
No	15%
Unsure	6%

**Rate your most recent experience in comparison to those prior experiences**

Percent	
Much better	10%
A little better	11%
About the same	37%
A little worse	16%
A lot worse	26%

Please rank the following statements based on how much you agree or disagree with them

	Strongly agree	Agree	Unsure	Disagree	Strongly disagree
I think residents will get a better service because of the four day working week	8%	9%	11%	17%	52%
I think this policy will not save taxpayer money.	52%	15%	9%	8%	14%
The four day working week Policy is a responsible use of public funds.	11%	10%	7%	11%	58%
Residents should have been consulted before this policy was implemented.	61%	14%	5%	11%	6%
The policy prioritises the needs of Council staff over local residents.	57%	15%	5%	11%	10%
The Council has communicated with me about this trial and its outcomes.	3%	10%	13%	20%	49%
The trial should be stopped as soon as possible.	60%	11%	4%	5%	18%
	<b>Total % agree</b>	<b>Unsure</b>	<b>Total % Disagree</b>		
I think residents will get a better service because of the four day working week	17%	11%	70%		
I think this policy will not save taxpayer money.	66%	9%	22%		
The four day working week Policy is a responsible use of public funds.	22%	7%	70%		
Residents should have been consulted before this policy was implemented.	74%	5%	17%		
The policy prioritises the needs of Council staff over local residents.	72%	5%	21%		
The Council has communicated with me about this trial and its outcomes.	13%	13%	69%		
The trial should be stopped as soon as possible	71%	4%	23%		