

**Reigate and Banstead District Citizens Advice Bureaux  
Client Satisfaction Survey 2007**

	Net Total	Total	Banstead	Horley	Redhill
<b>1 How did you find out about the CAB</b>					
From a friend/relative	52	52	19	17	16
Through a newspaper article	3	3	1		2
Passing by the Bureau	31	31	17	5	9
Other Help Shop, used before, website, bank, knew of us, referral, MP, GP	39	39	16	5	18
No answer given	2	2	1		1
<b>2 Are you aware we are a registered Charity</b>					
Yes	80	80	38	12	30
No	44	44	15	15	14
No answer given	3	3	1	1	1
<b>3 How do you prefer to receive the advice and information you want</b>					
Face to face with adviser	125	125	54	26	45
Via the telephone	2	2	1	1	
Via e-mail	4	4	1		3
At home	2	2	1		1
Other	5	5	1	1	3
No answer given					
<b>4 Did you feel that the adviser understood your problem</b>					
Yes	128	128	54	28	46
No					
<b>5 Will you act on the information you were given</b>					
Yes	128	128	54	28	46
No					
No answer given	1	1			1
<b>6 Will you be happy to return to the bureau in future if you need to</b>					
Yes	128	128	54	28	46
No					
<b>7 How would you improve our service</b>					
No change required	103	42	14	12	16
Yes change required better: private areas, telephone service, space, waiting times, longer open hrs. funding drinks machine	29	29	11	8	10
No answer given CAN BE TAKEN AS NO CHANGE REQUIRED		61	32	9	20
<b>Client Profile</b>					
	Net Total	Total	Banstead	Horley	Redhill

**8 Gender**

Male	50	50	15	12	23
Female	74	74	34	19	21
Declined to reply	8	8	5		3

**9 Ethnic Origin**

White British	95	95	40	26	29
White Irish	4	4	3		1
White Other	8	8	1	2	5
Mixed White / Black Caribbean	1	1		1	
Mixed White / Black African	1	1			1
Mixed White / Asian	1	1		1	
Mixed Other					
Asian (British) Indian	1	1	1		
Asian (British) Pakistan	2	2			2
Asian (British) Bangladesh	1	1			1
Asian (British) Other	3	3	2		1
Black (British) Other					
Black (British) Caribbean					
Black (British) African	1	1			1
Black Other	1	1	1		
Chinese	1	1			1
Any Other	3	3	1		2
Declined to reply	8	8	5	1	3

**10 Occupation**

Employed 16 hrs & over	48	48	23	11	14
Employed Less than 16 hrs	7	7	3	4	
Unemployed	23	23	7	8	8
Volunteer					
Retired	23	23	11	6	6
Student	3	3			3
Carer	4	4			4
Disabled	7	7	2	2	3
Sick	7	7	1	1	5
Other / Declined to Reply	14	14	8		6