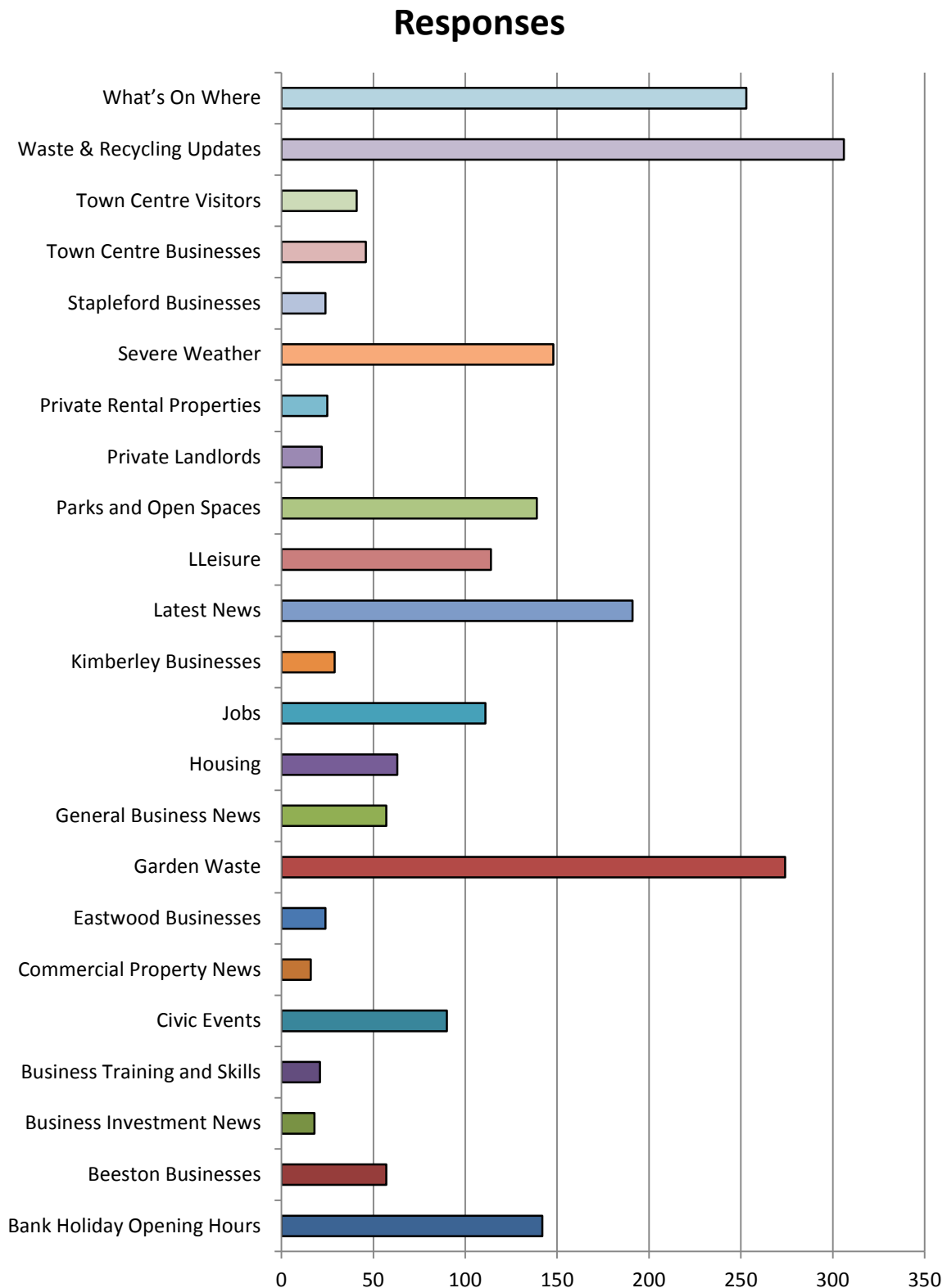


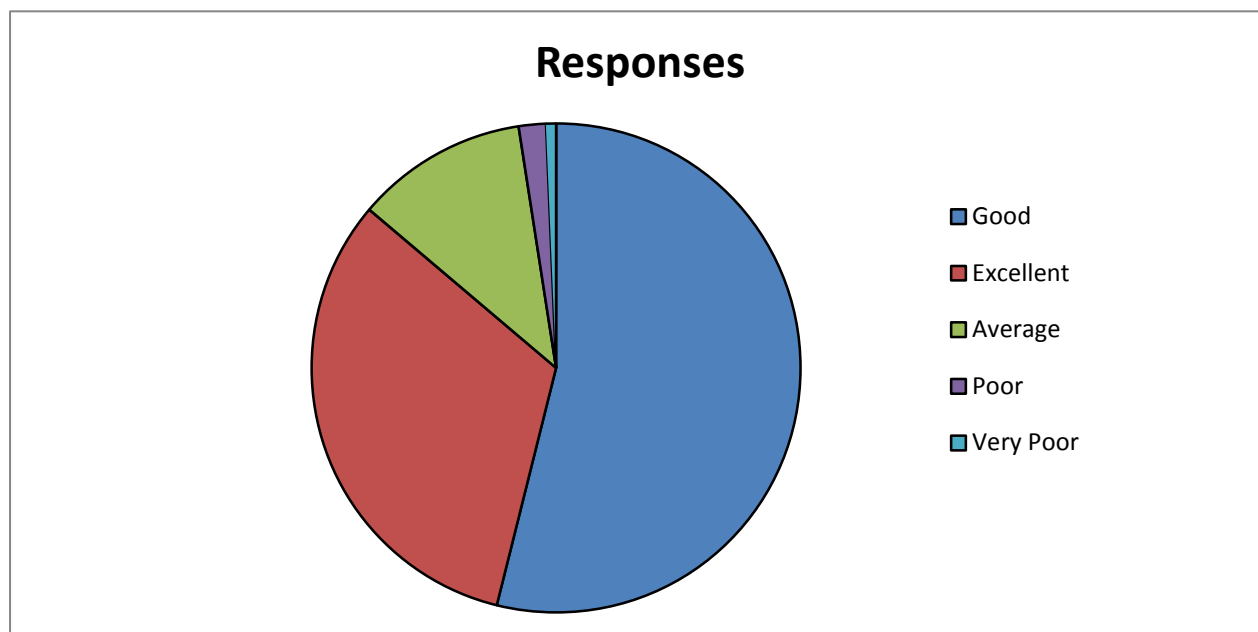
# What Do You Think Of Our Email Me Service Results

Q1: Which Email Me Topics are you subscribed to? Please tick all that apply.



<b>Answer Choices</b>	<b>Responses</b>
Bank Holiday Opening Hours	142
Beeston Businesses	57
Business Investment News	18
Business Training and Skills	21
Civic Events	90
Commercial Property News	16
Eastwood Businesses	24
Garden Waste	274
General Business News	57
Housing	63
Jobs	111
Kimberley Businesses	29
Latest News	191
LLeisure	114
Parks and Open Spaces	139
Private Landlords	22
Private Rental Properties	25
Severe Weather	148
Stapleford Businesses	24
Town Centre Businesses	46
Town Centre Visitors	41
Waste & Recycling Updates	306
What's On Where	253
<b>Total Respondents</b>	<b>449</b>

**Q2: How would you rate our Email Me Service overall?**



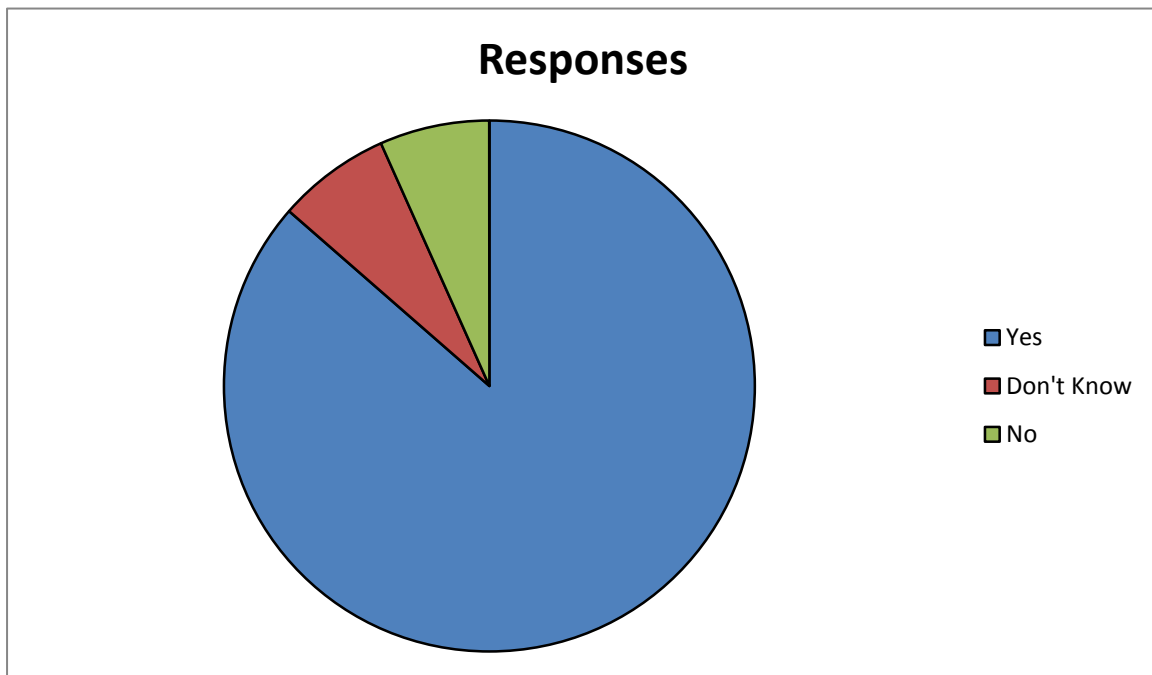
Answer Choices	Responses
Excellent	145
Good	242
Average	51
Poor	8
Very Poor	3

Comments	Responses
No / N/A	4
"It's ok... does what is required – i.e. sends info out when necessary"	1
"Just the right level of contact and information"	2
"Keep us updated please it's great" / "Great service keeping me up to date with what is on in the borough" / "Nice to know what is happening around the borough and any changes that are taking place. Also like the updates for any other topic."	4
"I find the latest news useful"	1
"It's almost impossible to reach the appropriate department of BBC by phone, never mind email! [...] "I get sick of the message that advises me that I can go online to report a problem. Not every tenant of BBC actually has access to the internet"	1

Comments	Responses
"Need to have everything even complaints and reply in less in 48 hours"	1
"Communication is so important"	1
"A very good idea"	1
"sometimes too much to read"	1
"Very informative" / "Well informed in getting info" / "Keeps me informed"	3
"Good that the emails are concise with links to more details where of particular interest to me. That's better than one really long and detailed email."	1
"It's all about Beeston and Eastwood is hardly ever mentioned" / "There never seems to be as much going on around Eastwood as there is around Beeston for example, not that that's the fault of the email service though!"	1
"Often not clear which topic an email is on, and items totally unrelated to the apparent topic – for example frequent emails with no content other than "gardening tips" which it seems are sent to "waste and recycling subscribers. I'm inclined to unsubscribe to avoid this junk – but then how would I find out if there are any actual waste updates?"	1
"I usually read it and sometimes there are things I find helpful. Glad to know what is going on."	1
"I seem to get business and leisure news which are irrelevant to me otherwise OK."	1
"Updates are interesting and informative but the design is dated, images are low-res and often relate to offline-only consultations."	1
"Page layout is good but it could be better"	1
"It's too often I get at least 1 email a day from you"	1
"some information doesn't arrive on time"	1
"Keep up the good work"	1
"Information is given in an ok e-mail format but compared to e-mails from Nottingham City does seem to be less on offer and more old fashioned"	1
"Do not get replies to emails" / "You do not respond"	2

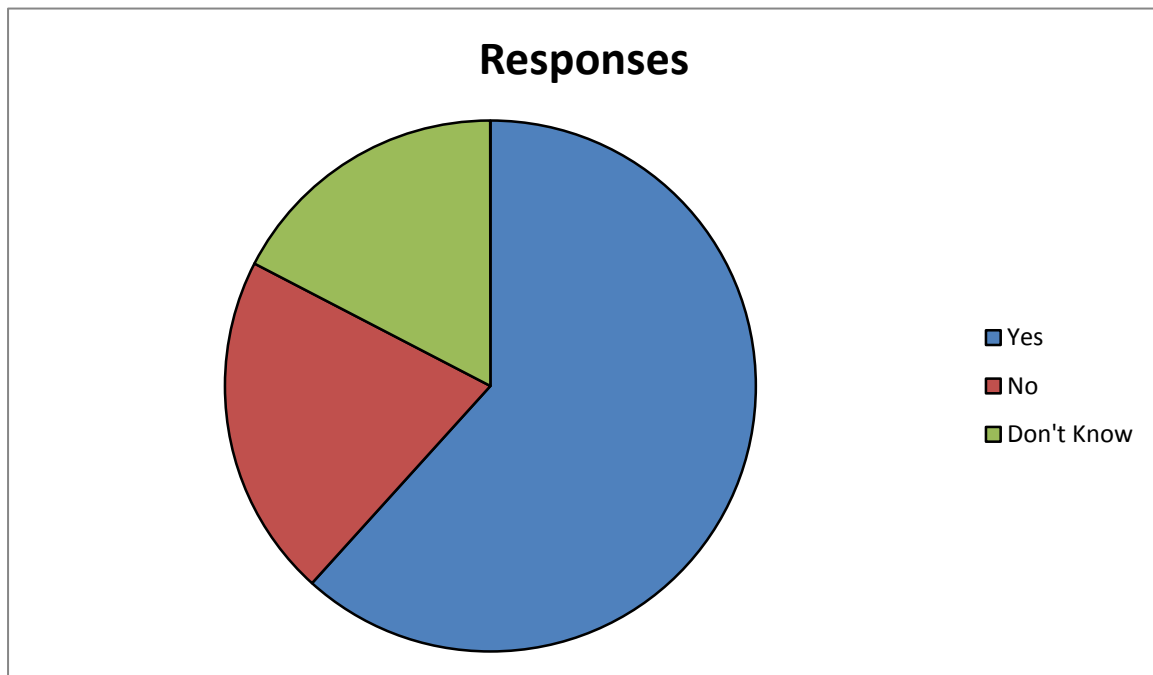
Comments	Responses
"Not used it yet, it's a good idea"	1
"I usually don't receive an email at all, this is the first of email I've seen in maybe 4 months."	1
"Too much non-relevant content"	1
"Could be expanded to have more content. Sometimes they are quite short."	1
"Don't know of the service"	1
"I get what Broxtowe council sends rather than ask for anything specific"	1
"Content MUST be accurate"	1
Don't Know	1
"I can't remember what I'm subscribed to above. It is more what I would like."	1
"Focused so easy informative read"	1
"Service seems spasmodic or is it just me"	1
"I have not (as far as I know) had the need to use the service as yet but I would be interested to see how it would benefit me in the future."	1
"Emails duplicated on paper letters, sometimes confusing as asking for subscriptions to be paid that already have been."	1

**Q3: Do you think our Email Me Service has made you feel more informed about the Council and its services?**



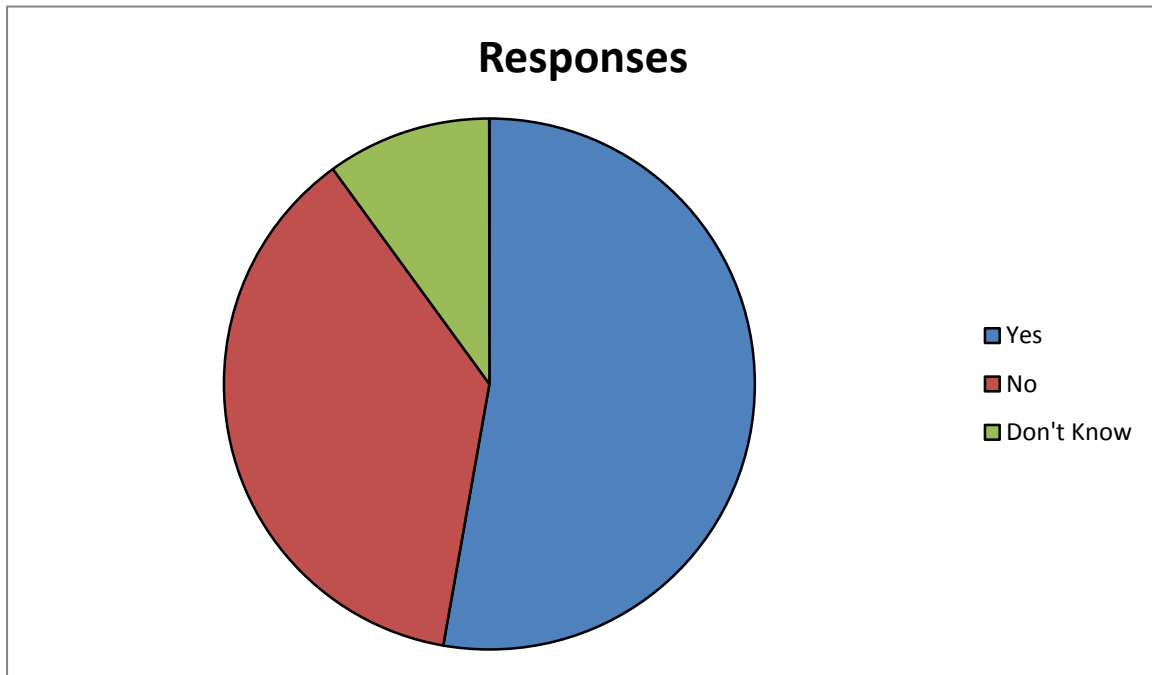
Answer Choices	Responses
Yes	388
No	30
Don't Know	31

**Q4: Has our Email Me Service made you feel more satisfied with Broxtowe Borough Council as a whole?**



Answer Choices	Responses
Yes	277
No	94
Don't Know	78

**Q5: Has receiving email bulletins prevented you from needing to contact the Council in another way? (e.g. Telephone Call, Email, or in Person)**



Answer Choices	Responses
Yes	237
No	167
Don't Know	45



## **Q6: What do you like about our Email Me Service**

### All Responses:

1. What's on information, since I don't read local news/magazines etc
2. find out whats going on in local area
3. Keeps me updated about business news in Beeston
4. Not too many emails. Just the right frequency
5. makes me more aware of issues and events
6. I'm kept up to date with relevant information
7. It's informative & well presented
8. It keeps me in touch with the main services which affect me.
9. I like that it exists, it has the potential to be a really handy tool, but it needs a lot of development going forward
10. Feel informed part of the community
11. It keeps me informed and lets me know I can ask other questions if I like.
12. It keeps me updated with what's happening in Broxtowe
13. relevant information to me provided
14. Informative
15. Instant news updates.
16. nice
17. easy to use
18. Convenient
19. Informative
20. I get to know local things that are happening
21. Informative
22. Handy information
23. Arrives where needed
24. Good
25. informative
26. Information I receive
27. See previous free text. Inform specifically on bank holidays
28. saves paper direct to myself and able to read as i may require
29. promptness of information
30. Don't know
31. Informative
32. Plain text talking
33. Good
34. sent directly to my inbox.
35. "Keeps me informed
36. "
37. Up to date information as it comes in
38. Informative
39. A really useful updating service on what's happening locally.
40. see above
41. see above
42. You don't always have to phone the council.
43. Easy to use. Well informed
44. keeps me up to date on whats going on locally
45. It's fine -- I don't think I make as much use of it as I might!
46. Easy to use
47. no comment
48. ok
49. Weekly update, concise and informative.
50. regular reminders link me to the website
51. It's ok
52. Good
53. I use it only as a means of learning about and entering sporting events such a sad thevduathlon. I am not a Broxtowe resident
54. Up to date, correct information
55. Informative
56. Keeps me relax about some of mine questions. Thanks
57. Keep up with current events
58. It is good and gives you Infomation
59. Good to know what's going on by email
60. Tells me what I need to know
61. Fast, up to date what more could one ask for?
62. handy to use when not able to phone or call

63. Genral information.
64. Keeps me up to date with events in Broxtowe, and with things like the garden waste service.
65. Like it quick & easy updates
66. Easy to use and direct. Don't have to ring when busy during day.
67. Just being informed
68. It keeps me up to date on lots of things which matter a great deal to me
69. people should be able to send questions anonymously.
70. Current
71. Notification of any changes
72. It's useful
73. Being updated about what's talking place
74. It keeps us up to date as I don't receive the local paper
75. Keeping me informed
76. Information received
77. Improved communication
78. Keeps me informed.
79. Easy
80. It does its job
81. convenient, easy to delete if not relevant.
82. It's informative
83. Regular
84. It's very informative
85. Everything
86. I only receive garden waste one bit it is a useful reminder to resubscribe
87. Latest news and changes
88. keeps me up to date with bin collections
89. useful
90. I like to know what's going on.
91. Usful
92. Ease of use
93. regular
94. Useful
95. Keeps you up to date
96. Great
97. Informative
98. Like to be kept informed . Read items that were interesting that I wouldn't have thought of.
99. N/A
100. Simple and regular
101. Nothing.
102. Useful to get updates particularly on waste collection
103. It's up to date
104. It's great getting gardening tips and being able to get information quickly
105. It usually has the info I need.
106. Their is more to emails get out and about in our area and deal with things face to face
107. It gives me relevant and up to datedata combined with exceptionally easy access.
108. Its got potential
109. They are very goo and informative
110. Keeps me informed with sports events.
111. It keeps people informed
112. It is regular and to the point
113. Getting info directly. I wouldn't have known about it otherwise.
114. Prompt and reliable
115. It is brief and accurate.
116. When applying for jobs it would help if the site was mobile friendly
117. Keeps me infored of the subjects I have chosen
118. Hopefully informed of changes to services
119. convenient and easy to use
120. Information
121. Don't know
122. Convenience
123. It's better than using paper
124. News about events and changes
125. Informative
126. Sometimes has useful information.

- |      |  |      |  |
|------|--|------|--|
| 127. | N/a  | 161. | Generally I think it is very good  |
| 128. | Being informed .   | 162. | Informative  |
| 129. | Informative  | 163. | Provides me with the information I want to know and not miss out on  |
| 130. | I like it  | 164. | Quick and easy to use  |
| 131. | keeps you up to date   | 165. | Pass   |
| 132. | News service   | 166. | Regular information  |
| 133. | Convenient   | 167. | It's an easy way to keep updated and is usually very informative   |
| 134. | It's OK standard.  | 168. | covers a vast array of topics  |
| 135. | events   | 169. | At least, I know about something council are doing.  |
| 136. | Simple and easy to understand  | 170. | It's very clear and informative and keeps me informed about local events   |
| 137. | Informative  | 171. | Finding out what's happening in local area   |
| 138. | Fast efficient way for getting information   | 172. | Easy and informative   |
| 139. | Informed regularly of things that might affect me and/or events  | 173. | Wonderful and up to date   |
| 140. | Its easy to use  | 174. | It tells you things that you may not think to check or realise are happening   |
| 141. | Keeps me infirmed  | 175. | Frequency is about right, information while not always directly relevant (e.g. we don't have children but the latest news over Easter was, understandably, very child-event orientated) is still good to know. |
| 142. | "Very good can I use this service to report problems like repairs not done 1 first reported 3 years ago and anther 1 year ago. | 176. | Clarity  |
| 143. | Thanks Pete stapleford notts England "   | 177. | Good to be informed quickly  |
| 144. | Keeps me informed  | 178. | Reminders about changes to bin collection dates are always welcome, even if I'm organised.   |
| 145. | up to date information   | 179. | It makes me feel more included in a community  |
| 146. | "Informative   | 180. | IT just pops into your inbox.  |
| 147. | Informative  | 181. | it just arrives  |
| 148. | Informative without being too long   | 182. | Short and frequent.  |
| 149. | Informative  | 183. | It's a great sevice for the public   |
| 150. | Keeps me informed of the things I want to know about   | 184. | Its useful to access info that I wouldn't otherwise know how to find   |
| 151. | everything as usually so informative   | 185. | Let me know what is happening or changing in the area and when   |
| 152. | Nice and easy information.   |      |  |
| 153. | Helps me well informed   |      |  |
| 154. | Keeping updated about events in Beeston  |      |  |
| 155. | "Informed me every day, thank you.   |      |  |
| 156. | Everything is dine   |      |  |
| 157. | Informative  |      |  |
| 158. | Ease of contact & info.  |      |  |
| 159. | Keeps me up to date  |      |  |
| 160. | lots of info. helps understanding  |      |  |

186. Keeping up to date, whats happening / informed of in Broxtowe .
187. That I receive info at the right time ie changes to waste collections coming up to bank hols
188. Just look to see whats on in Eastwood but as usual nothing
189. Informative helpful and knowing what's on helps me arrange my calendar dates so I can attend the events!
190. Useful information
191. In theory, the ability to sign up for info on topics of interest
192. I'm kept upto date with what is happening in the area.
193. Once subscribed I don't have to think about it. It arrives in my inbox & I can read it at leisure. I found the GDPR info really helpful
194. Regular updates
195. Regular, informative and easy to access
196. the information it provides me with
197. all the information I need to know
198. Easy way of keeping updated
199. I like the style of communication keeping me informed.
200. Keeping up to date with your latest vacancies
201. I just find it a handy way to receive news that is local and important. I don't always look at mail drops etc but always read emails.
202. Keeps me informed
203. its good there is a service, be even better they replied
204. Clear and succinct
205. Provides the right information at the right time.
206. Keeping upto date with services.
207. All good and very informative
208. It's easy to read in your spare time and informative
209. Xxx
210. Information
211. Useful for events
212. Not sure
213. Easy to navigate.
214. Very wide ranging and informative
215. Makes me better informed about what's going on
216. Keeps me up to date with local developments and related decisions.
217. Bank Holiday bin reminders
218. "Limited value
219. very useful, some of the info I may not see elsewhere, so very appreciative
220. Informative without being overwhelming.
221. It is email format and not junk mail flyers
222. Useful information
223. convenient
224. Keeps me updated saving me time searching for the information I need.
225. I like the news.
226. The information you can get from it
227. It's there when needed. To the pointment no waffling
228. Notifications of events I would otherwise not know about
229. Comes to me regularly without having to do anything
230. I enjoy being informed about what is going on that i probably would not go looking for
231. It's convenient
232. I particularly appreciate hearing about local events in the local community

233. Up to date information; example when it snowed we were told there would be no bin collection
234. Less paper used to get the message out
235. It reminds you of items that are coming up in a month or so
236. Up to date information
237. THE E MAILS ARE UP TO DATE BUT A LITTLE MORE CONTENT REGARDING COUNCIL SERVICES
238. nothing specially
239. Very imformative
240. Good to hear what's going on in my local area
241. N/A
242. All waste info, changes to Beeston / Planning. some events forthcoming. and anything to do with the new Beeston Square.
243. It's a contact
244. Informative
245. During the recent snow, the emails updating about refuse collections were well received
246. Ease of use, just set it up and let it do it's thing.
247. An opportunity to engage
248. it keeps you up to date with happenings in Broxtowe that I might not hear about
249. relevant information at my fingertips
250. Job vacancie emails are helpful.
251. Clear, simple and informative
252. I find out about bin collections and bad weather that I would otherwise have to waste time to find out somewhere. Job vacancies are good to know too again its convenient without having to hunt around a website.
253. nothing in particular
254. Informative.
255. Regular relevant information
256. Keeps us informed
257. Good
258. I enjoy getting the local news
259. Not a lot, they tend to be very irrelevant
260. It is too frequent otherwise OK
261. Up to date information on what's happening around the Borough.
262. It keeps me up-to-date with items that I wish to know about
263. lots
264. it keeps ys in touch.
265. Useful
266. Up to date information and up coming events.x
267. adequate
268. X
269. Keeps you informed
270. Weekly updates
271. as above
272. Easy to keep up to date
273. no comment
274. It is informative, relevant and instant
275. Adequate information -
276. Information is sent direct to me without the need to check online for it, for instance bin coll croons due to bank holidays or severe weather
277. Informative precise nice to know what's going on around you
278. Always useful information
279. I like I can chose what information I receive
280. Up to date information about waste services
281. Up to date information
282. Keeps me aware of what is going on locally without me needing to remember to check things out. At one stage I felt I was receiving too many emails, but it was simple to reduce the number I had subscribed to so I only

- saw those I was interested in. The emails are brief but to the point.
283. Good information
284. keeps me in touch
285. A regular feed about the local area which don't always see in the Nottingham Post.
286. It makes me feel part of my community
287. I love the updates and news from across the borough. The emails are well designed and I have opened and read through everyone at a glance to see if there was anything of interest.
288. Informative
289. it keeps me up to date with the council services
290. Generally timely and kept straightforward
291. Bin collection changes
292. Keeps well informed on things I want to know about
293. Keeps you informed of what is happening locally.
294. Good content
295. keeps me informed
296. Knowledge and information
297. Keeps me up to date
298. What's on information to plan a day out
299. Convenient and clear.
300. I like getting info on line and having time to think about what I need to do about it. Being a senior citizen it's good to have stuff in writing
301. Lots of different subscriptions
302. Nothing
303. I haven't used it a lot but I hope it will be helpfull.
304. Keeps me in touch with events
305. Information
306. It is efficient.
307. It gives me good notice of subscription renewals
308. Information which I would not have from other sources.
309. If it worked it would be a good way to keep on top of news and alerts.
310. Not sure
311. The information provided
312. communication
313. Fairly good.
314. It's informative
315. Not a lot
316. Very good
317. It pre-empts any problems that may occur.
318. Emails are smart and succinct.
319. Keeps you up dated
320. Information
321. I'm pleased that I can see what's happening with everything involving the council
322. Direct to my inbox! Particularly useful for bank holiday waste collection changes.
323. Sent regularly & covers just the next week or two.
324. Useful
325. Quite happy with the service thank you.
326. Good
327. The waste collection updates are really useful
328. ?
329. OK for updates about housing and waste collection.
330. It tells me about things I would not otherwise know about
331. Very informative on things that would not normally be aware of.
332. Not sure really that it's worth it
333. I am aware of local events which may be of interest to my family
334. I get to know about events happening

335. Too early to comment further"
336. Nothing it's annoying when you keep getting the same email
337. Information coming right to me in my home
338. Timely information
339. Infiemative
340. information you might otherwise never know.
341. It is informative and to the point.
342. seems to be professionallycomposed
343. Informative
344. Information made available
345. n/a
346. Keeping informed regularly
347. It is okay
348. its not a question of like its about wanting to know what's happening
349. email bulletins and service
350. Don't know I don't use it
351. Keeps me in touch
352. You don't get bogged down with spam
353. Saves paper
354. to the point and informative
355. keeps me informed of local news
356. Updates to what the situation regarding brown bin frequency
357. The very extensive information provided which does made me feel that I did not get what I wanted to know in the first place.
358. Very useful and nice to feel connected to the Borough
359. Useful information
360. Recycling info
361. It try's to keep me informed
362. Clear information and updates
363. essential information
364. Very informative
365. I am new to the area and I like to feel more involved.
366. Informative
367. Wasn't aware of it although I have received some emails recently.
368. Keeps me up to date. Don't need to make enquiry eg about dustbins.
369. Convenient
370. Reminders about dates, changes and things I might have forgotten.
371. Always up to date
372. Bins. What's on
373. Keeps me informed re local issues
374. Information
375. Getting the information needed rather than needing to search for it.
376. Easy read anywhere information service which I otherwise wouldn't bother with.
377. Convenient
378. Being well informed & knowing I can access information a lot quicker
379. handy to know whats on.
380. On the spot information
381. It jogs my memory very well indeed!
382. Regular updates
383. Information and uptodates.
384. It's informative
385. Very good for details about waste and recycling.
386. Some facts unfortunately have been wrong.
387. You have local information at your finger tips
388. Much easier to look at your emails and more relevant than most job websites
389. Easily accessible info
390. upto date information in Nottinghamshire
391. Gives me info I need
392. informative
393. Notification of bin changes, what's on in the local community & job vacancies.

- |   |  |
|---|--|
| <p>394. Information</p> <p>395. Keeps me up to date and informed about local events and services</p> <p>396. Informative</p> <p>397. It keeps me updated</p> <p>398. Information</p> <p>399. Easier to find out what's happening in the community.</p> <p>400. being kept informed</p> <p>401. A valuable tool</p> <p>402. Keeps me well informed on all aspects.</p> <p>403. I've had no emails and I also think there should be Retirement Living on the list - it seems nobody is bothered about that</p> <p>404. Easy convenient way to receive news of council services.</p> <p>405. Succinct but informative</p> <p>406. Keeps me up to date with services</p> <p>407. Gives valid info</p> <p>408. dont know</p> <p>409. They're about waste! The do what they're supposed to.</p> <p>410. Regular clear updates</p> <p>411. Its fine helps</p> <p>412. Its a good way to keep informed</p> <p>413. Informed of events which I wouldn't normally find out about.</p> <p>414. I know what's going on without having to search other sites</p> <p>415. Keeps you informed</p> <p>416. Keeping up to date with day to day happenings.</p> | <p>417. The fact it's there, get to know a little of what council is doing where as before I knew nothing.</p> <p>418. Everything</p> <p>419. Being kept informed and up to date.</p> <p>420. Informative</p> <p>421. Up to date information</p> <p>422. It's very good services</p> <p>423. frequency. succinct.</p> <p>424. Just being informed</p> <p>425. It keeps me up to date with things as I don't get out much</p> <p>426. Frequency. Rather get too much information than not enough.</p> <p>427. Information updates received direct so keeping informed</p> <p>428. Convenience, the freedom to have our say</p> <p>429. Communication</p> <p>430. ????</p> <p>431. regular</p> <p>432. Reminders.</p> <p>433. Regular updates.</p> <p>434. Knowing what is going on</p> <p>435. Kept informed</p> <p>436. It is very informative</p> <p>437. Good to get the information easily.</p> <p>438. Very good my friends</p> <p>439. Sometimes too repetitive</p> <p>440. Lets me know what is happening locally</p> <p>441. I don't get many, so that's a good thing</p> <p>442. Informative</p> <p>443. Awesome</p> <p>444. n/a</p> |
|---|--|



## **Q7: What do you think could be improved about our Email Me Service?**

### **Major Repeated Answers:**

No/Don't Know/Can't Think of Anything: 242

No response: 14

Happy as it is/Fine as it is/Good: 55

### **More Specific Answers:**

1. A bit more about the areas that seem to be left on the sidelines

2. A more mobile friendly service

3. accuracy

4. Actually responding to the emails that are sent to you

5. An emergency board visible as you login

6. AS an Editor of Bramcote Today, I often share the info to our FB page so would find it useful if the URL from the individual news was linked to the images you use on the front of your newsletter so that it is more appealing to my readers.

7. As it stands it suits me

8. Awareness of the info available

9. Better if event content could be age/preference selective - i.e. Seniors events for older, children's events for families etc.

10. better layout

11. Better links to find out more about forthcoming sports events.

12. Better updated services

13. By continuous up to date information

14. Clear subject headings

15. Clear aims and informed progress charting against declared objectives. Accountability by name (ownership) of objectives.

16. Clear details about other emails available

17. Clearer

18. Combine topics

19. Consider promoting other topics that people might be interested in but don't know are available by email.

20. Content, both volume and quality

21. Could contain more useful links.

Sometimes links to the council web site aren't co-ordinated - mainly because the web site page has been moved so the link wasn't checked before sending the email.

22. Could include other useful info such as road closures?

23. Define more clearly what sort of news is included in each category. I've previously signed up for e.g. small business news, thinking this would be interesting, and realised it is really just for people who run those businesses, not lay people.

24. different size type

25. Different things instead of usual items. Be more innovative

26. don't change anything without running it past someone over 70

27. Don't duplicate on paper, cut the paper out

28. easier to navigate.

29. Easy to use

30. Ensure that the links on the email direct you to the correct page for further information.

31. Excellent as it is

32. Faster updates on agendas and decisions.

33. Get out and about

34. Get more regular updates on everything.

35. Getting rid of it!

36. Given information about my local area for example my local park Leyton crescent said it was going to be replaced in the new year but there's been no information about what's happening with it. Would be good to have updates.

37. Gives me reminders on each topic.

38. How about having occasional competitions to win prizes from local businesses?

39. How to stop irrelevant msgs

40. I didn't realise there were so many options to sign up to until this survey.

41. I don't read many articles but occasionally out of the ones I have read detail was lacking.

42. I find the present outlay acceptable

43. I never know which bins on which days go out. It would be great to receive an e mail telling me.

44. I think I will subscribe to more updates

45. I ticked boxes at the beginning of the survey not appreciating the breadth of emails on offer perhaps once in a while reminding people of what they can opt in or out of might be useful

46. I wasn't aware of akk other subjects I could receive emails regarding. Publicising this might be helpful

47. Improvement of Broxtowe's website so events and news can be linked to that for more details

48. Is it possible to incorporate forthcoming Road works etc

49. It is hard as we get loads of e-mails so sometimes miss things

50. It's too generalised

51. Keep news up to date

52. leave

53. Less of them

54. Make it easier to be more selective

55. Make it more interesting and easier to read.

56. Make them relevant

57. Many events are only publicised at the last minute. That can limit opportunities for participation; publicity further in advance would be better.

58. Mention events that are on in Eastwood

59. Might be nice to make it a bit more personal. Staff stories etc

60. Modernised

61. more 'at a glance'

62. More clarity about what each topic contains. For example I found question 1 difficult to answer as I get a lot of news but Im not sure what section is what.

63. More details

64. more diversity

65. more family events.

66. More frequent

67. More info

68. More info about beeston

69. More info about local events

70. More info for the over 50s

71. More info on forthcoming plans for New businesses or different uses of premises.

72. More info on leisure services and sporting activities

73. More info on local events

74. more information

75. More information on family activities

76. "More information on other organisations events eg walks, Attenborough Nature Reserve events, U3A

77. List of walks on website is still 2017!"

78. More information on what on and times of opening

79. More Kimberley news

80. More local info on planning matters. le updates on the Aldi Stapleford proposl

81. "More local news

82. Information on local area as a whole"

83. More obvious access to lists of what categories are available
84. more often?
85. More on social issues
86. More options to choose
87. More personalisation of content and topics
88. "More reference to online consultations, high res images, links to more content
89. "
90. More Regular
91. More regular updates. This service should not be viewed as informing the community on a whole and bypass the need to communicate with the residents by other means
92. More specifically local to me
93. More updates
94. More useful services added.
95. Not sure how I can unsubscribe from some bulletins. I get some I don't really want/need.
96. Not very engaging - design it somewhat drab and 'typical council' look and feel.
97. Occasionally, tell me a chance to sign up for different choices
98. Only send me info about stuff I've asked for
99. Perhaps a 'cleaner' email layout? Less repetition between emails?
100. Perhaps a newsletter about all service, as you don't know what's included until you subscribe
101. Perhaps the incorporation of other services alerts, e.g. transport (tram, bus and train), road delays and closures including details of diversion routes, road works likely to cause delays.
102. Personally a few less about civic events, jobs, businesses etc but the preference choice in this survey may resolve that problem.
103. Planning applications
104. Please split local markets into a separate category! I don't want to be spammed with repeated events like this, they are not news.
105. probable too many one weekly one would be enough
106. Probably more info on local - applicable items.
107. providing information as rapidly as possible
108. quicker response to queries
109. Read receipt
110. Regular updates
111. regular updating.
112. Remind me of other e-mail services every year
113. Reminder on how to change topics subscribed to
114. Reminders when my council tax is due. Electronic letters.
115. Reply when you get an email within a few days
116. results
117. Send email about Election
118. Send messages only when there is something to say on a topic - don't repeat the same item many times, and don't send out a regular email that only contains "padding" items and no useful info.
119. Send only messages when there is enough content. Avoid content that is just "filler"
120. Should be sent out once per week.
121. Simplify systems
122. Some links have proved unreliable in the past.
123. Stop sending business meeting to people who don't want them. Have tried to stop these but not able to.
124. surveys
125. synopsis so i cd decide whether to read more

126. The events centre too much on Beeston

127. There is always room for improvement , at the moment everything seems fine.

128. Too many emails

129. Too many graphics

130. Updates on pothole repair and litter cleaning on the A52 and other main roads.

131. Very little

132. Was unaware of other information

133. We should actually receive some emails

134. Well most of the rest doesnt interest me but may others. Id like to know

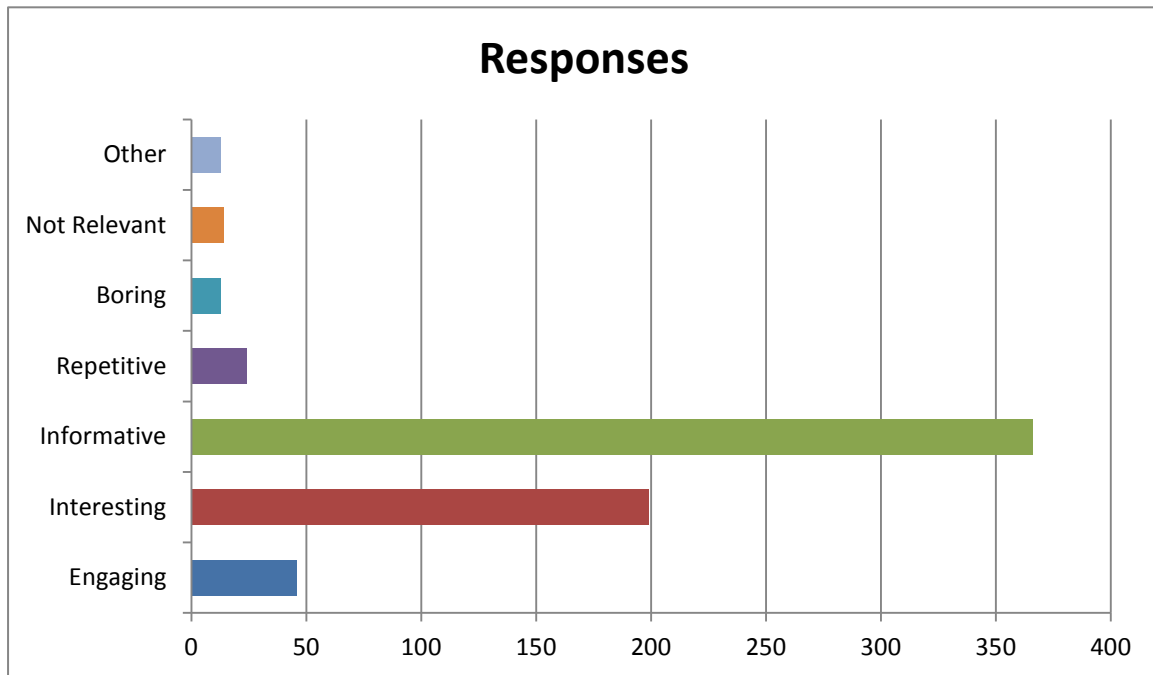
particularly issues about Beeston and any house builds etc.

135. Would be nice to be able to see an archive of the last few sent out somewhere online - i sometimes delete them after reading then and later friends/family ask something they mentioned and it's too late to dig it back out

136. Would like to see more info about local talks and society events.

137. Your Email service you think of it to highly. Try and put other things in to play like littering, dog fouling .and rubbish been dumped on the streets. More police are needed

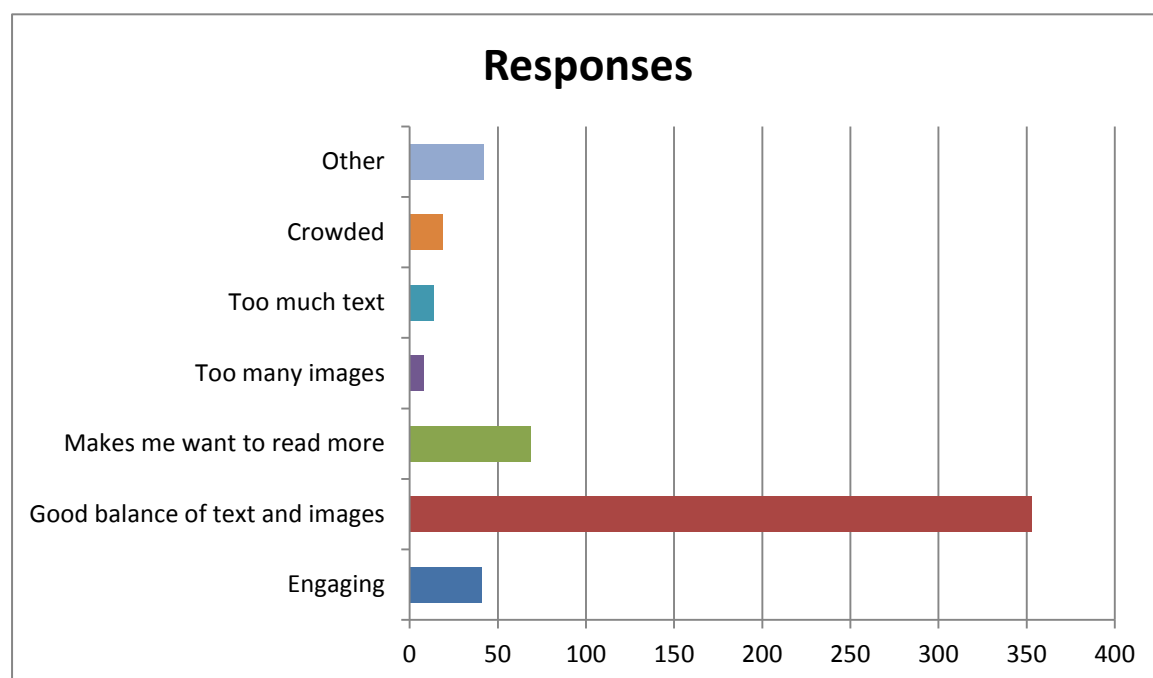
**Q8: What do you think about the content of our email bulletins?**



Answer Choices	Responses
Engaging	46
Interesting	199
Informative	366
Repetitive	24
Boring	13
Not Relevant	14
Other (Please Specify)	13

Other (Please Specify)	Responses
"Ok"	2
"Always informative but sometimes irrelevant"	1
"Shud we more topics to help"	1
"some are better than others naturally"	1
"Don't know"/ "No idea"	7
"More we thought painting Recycling"	1

**Q8: What do you think about the design and layout of our email bulletins?**

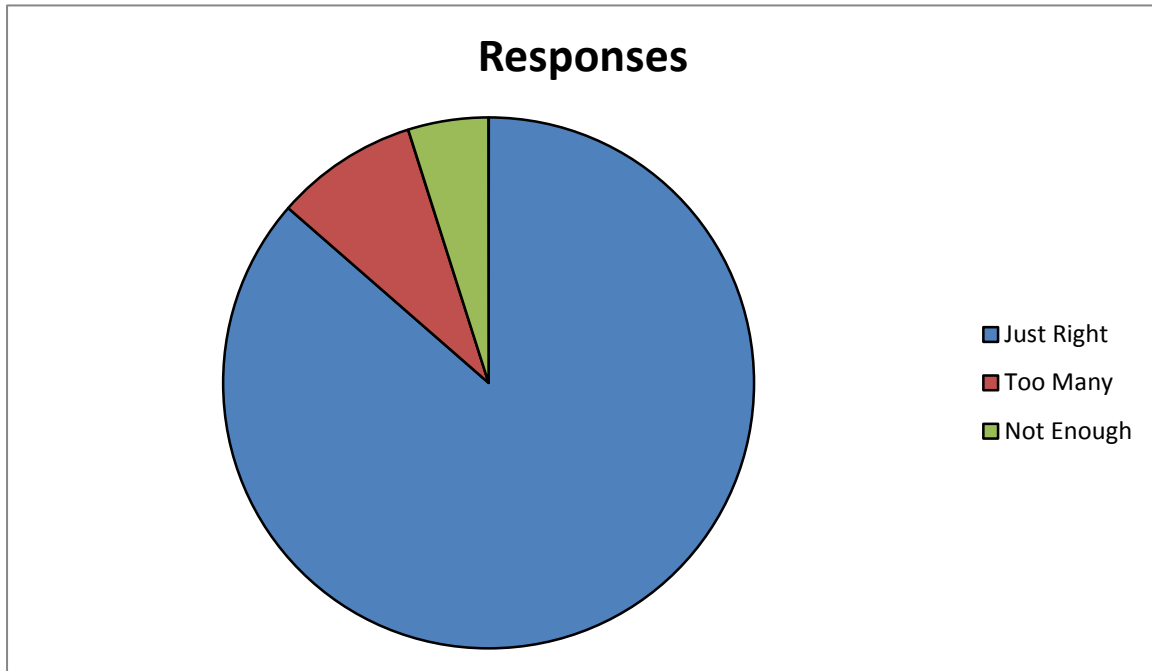


Answer Choices	Responses
Engaging	41
Good balance of text and images	353
Makes me want to read more	69
Too many images	8
Too much text	14
Crowded	19
Other (Please Specify)	42

Other (Please Specify)	Responses
"Boring, not engaging"	1
"Balance seems about right but is brief enough not to annoy"	1
"Fairly basic. (This isn't really a problem)"	1
"No option captures my view" / "No Comment" / "No thoughts, as long as it contains essential info"	12
"It's absolute rubbish!"	1
"Simple tabs with item headings on first page without needing to scroll down"	1
"ok" / "fine"	8
"Often contain big images, which I don't download for bandwidth and privacy reasons. Am I missing any useful info? If so, it should be in text instead of images."	1

Other (Please Specify)	Responses
"very old design... it looks amateur" / "Dated and lacking in design" / "Layout has a good balance of text and images but looks like 80s last century. Layout should be in modern style" / "Feels a bit cluttered and old fashioned"	4
"Silly question, leave it alone"	1
"It serves its purpose"	1
"None of the above, they really are not that informative"	1
"Good to see follow on links when I would like to see more information"	1
"More we thought painting Recycling"	1
"Don't read them"	1
"Design isn't an important part of the information"	1
"Proofreading and spelling...?"	1
"As I said I don't know I've not had any"	1
"Some graphics could be a bit smaller without losing the desired effect."	1

**Q10: How would you rate the frequency of our email bulletins?**



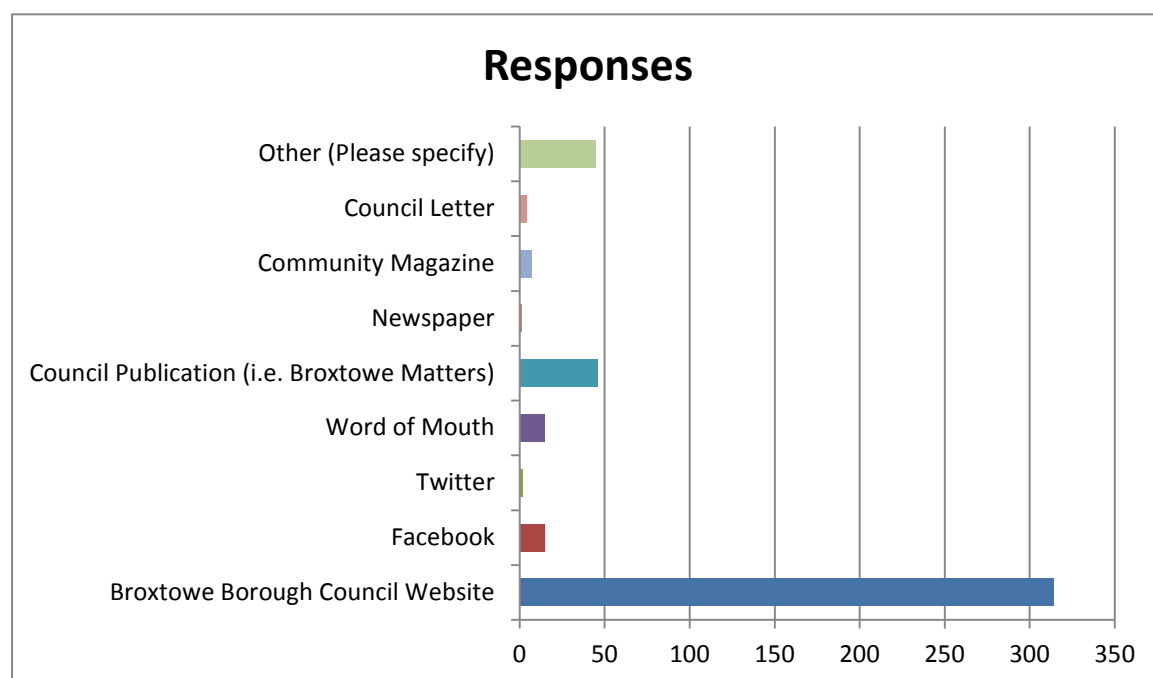
Answer Choices	Responses
Too Many	39
Just Right	388
Not Enough	22

**Q9: What other Council services would you be interested in receiving information about via our Email Me Service?**

<b>Comment</b>	<b>Responses</b>
No Response/None/ Can't think of anything/Don't Know/Everything is Ok	242
Highways/Roads/Potholes/Gritting	29
Planning	20
Council Meetings (Minutes/Agendas/Debates)	10
Allotments	1
Events and News in Local Area	35
Elections	4
Bins/Waste and Recycling	18
Community Safety	8
CAT Meetings	2
Commercial Properties	6
Volunteering/Charities	4
Parks	4
Private Landlords	2
Council Tax	4
Energy Saving	1
Environmental Health Issues	3
General News	4
Email Me Service Reminder	1
Libraries	2
Jobs	3
Repairs Updates	4
Consultations	1
Housing	4
Walking	2
Wider Issues (County Council, Policing, etc.)	4
Street Cleaning/Verge Cutting	4
General Council Services (Contact Info, General Positivity, Efficiency, Complaints, Performance)	14
Flytipping	1
Health	1
Legal/Money Advice	2
Retirement Living/Elderly Care	3
Shop Closures	2
School Closures	1
Tree Cutting	1
Car Parking	1
Weather	



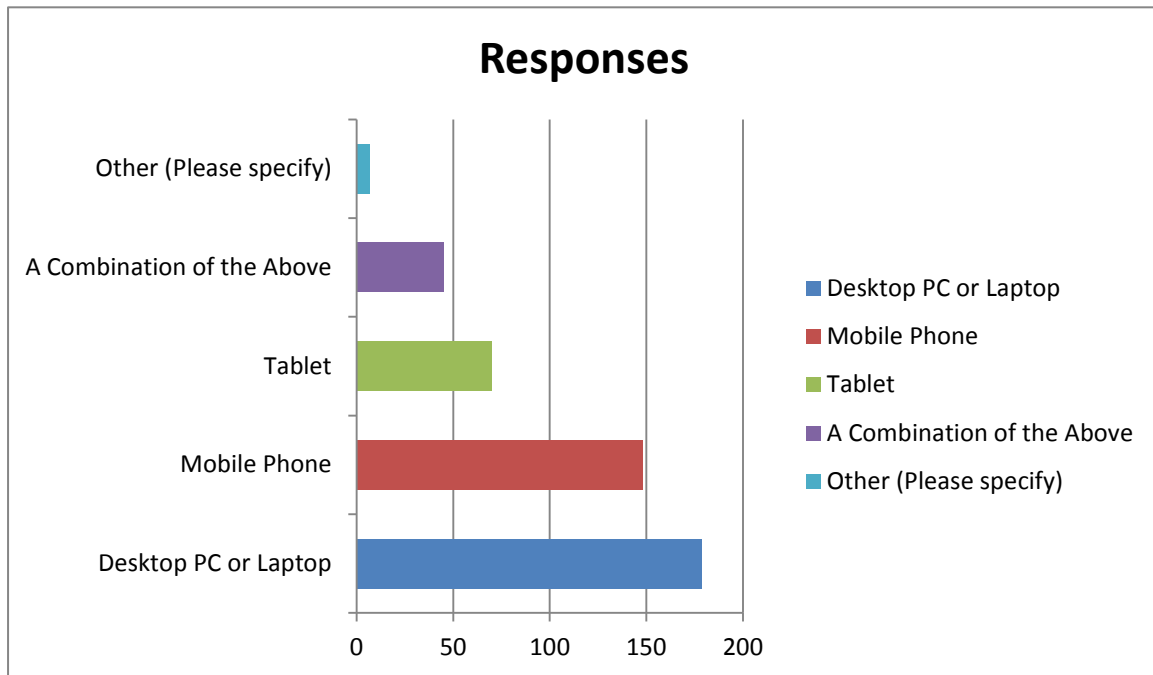
## **Q12: How did you hear about our Email Me Service?**



Answer Choices	Responses
Broxtowe Borough Council Website	314
Facebook	15
Twitter	2
Word of Mouth	15
Council Publication (i.e. Broxtowe Matters)	46
Newspaper	1
Community Magazine	7
Council Letter	4
Other (Please specify)	45

Other (Please Specify)	Responses
"Gyms"	1
Another Council (Gedling, City, County)	3
Not Sure / Can't remember	32
Gmail / Email	2
Just came across it	1
Part of the process of subscribing to the Garden Waste Service	1
Google	2
Email Shot	1
Visiting D.H. Lawrence House	1
Local Plan Meetings	1

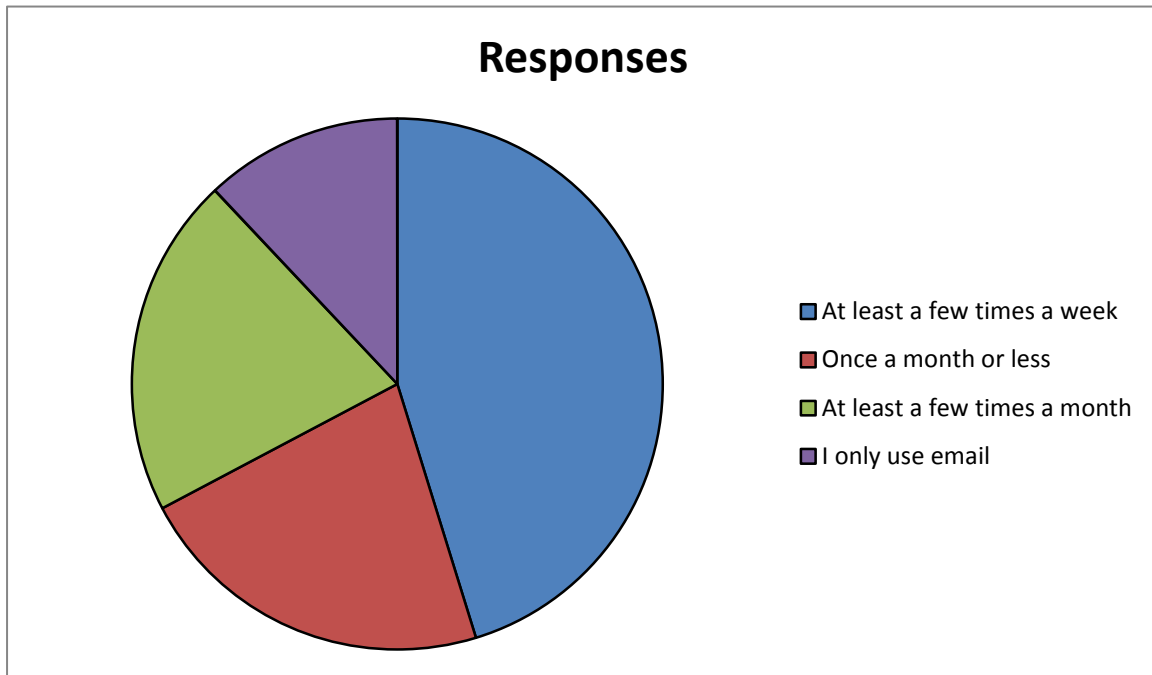
**Q13: How do you normally view our email bulletins?**



Answer Choices	Responses
Desktop PC or Laptop	179
Mobile Phone	148
Tablet	70
A Combination of the Above	45
Other (Please specify)	7

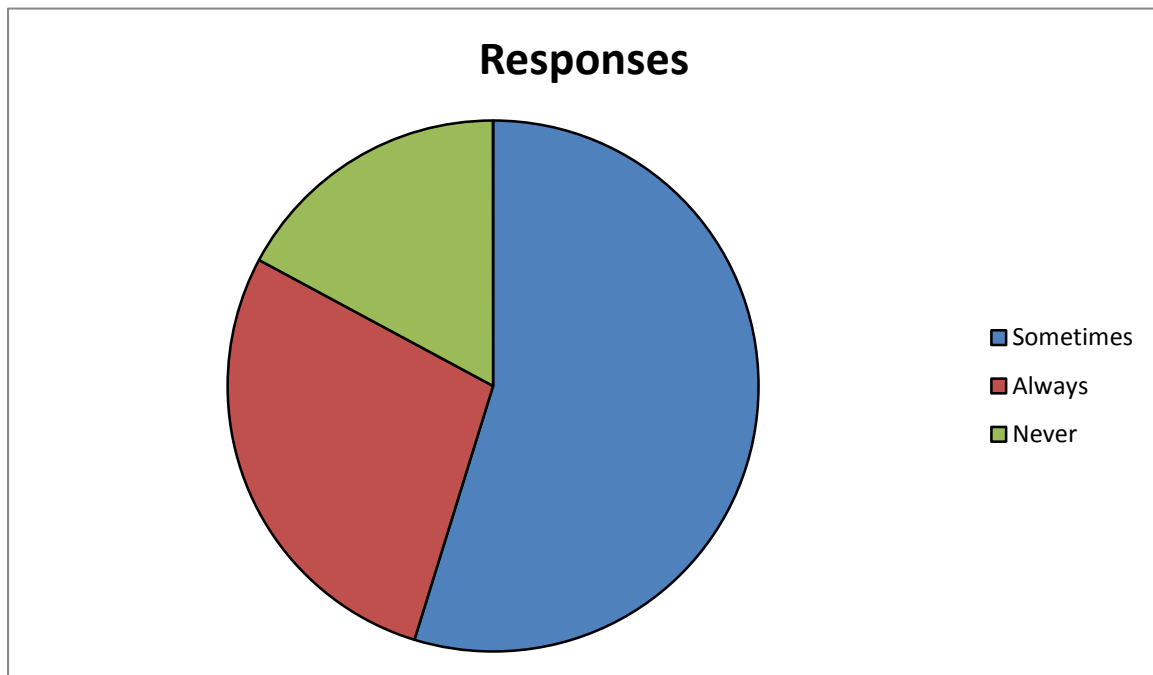
Other (Please Specify)	Responses
I don't	6
iPad	1

**Q14: How often do you use online services? (i.e. Social Media, Ordering products online, etc.)**



Answer Choices	Responses
At least a few times a week	203
At least a few times a month	93
Once a month or less	99
I only use email	54

**Q15: How do you choose to interact with service providers and companies?**  
**(e.g. Utilities, Banks, etc.)**



Answer Choices	Responses
I always choose to interact online via social media or email rather than telephone or face-to-face	126
I sometimes choose to interact online via social media or email rather than telephone or face-to-face	246
I never choose to interact online via social media or email rather than telephone or face-to-face	77

**Q16: Do you have any other comments, suggestions or improvements about our Email Me Service??**

<b>Comments</b>	<b>Total Responses</b>
No / N/A	388
"Perhaps make surveys a bit shorter. 15 questions maximum"	1
Yes	1
"Being informed with decent notice of events"	1
"Be focused on quality and make this the priority, not just 'another way of communicating' amongst a sea of social media and hard copy comms"	1
Carry on / Keeping Going / Keep up the good work! / "Keep up the good work Broxtowe, definitely one of the best local authorities. Thanks. ☺" / "Keep up the good work. Links to new businesses" / "Please keep going with it – it's a useful service" / "Keep up the good work. Good emails take time and investment to deliver well, and you do so." / "Keep going – its useful – perhaps more info for the elderly" / "Keep up the good work but not too extensive" / "I'm happy with Broxtowe Council. Keep up the good work."	14
"Satisfied with the current service" / "Everything is ok"	2
"You're getting better; well done."	1
"More images"	1
"Ditch it!"	1
"Keep in touch face to face and take notice of folk in persons"	1
"Try and do something positive in Broxtowe don't just leave it. Make big fines to the wrong doers."	1
"More links"	1
"make initial emails briefer"	1
"No it's a great service keep up the good work"	1
"Remind me of other email areas I might be interested in using" / "An alert to remind us what topics you can get emails on."	2
"No, thank you for introducing it."	1
"It's good, don't break it"	2

Comments	Total Responses
"Update your 2017 walks! More information on walks and other organisation events."	1
"Valued service ... thank you"	1
"your telephone pay line needs improvement. Ask a pensioner to put in a 16 digit number in less than 10 seconds!"	1
"You need to make more people aware of this service and what is available on it"	1
"PLEASE PUT ON WHEN A PROBLEM IS SOLVED IE NCC REPAIRING A POT HOLE OR SVEN TRENT REPAIRING A LEAK ETC"	1
"Consult the residents more on what they want."	1
"Don't use social media"	2
"More details"	1
"No, just continue keeping the information up to date"	1
"It's fine as it is"	1
"Is there an early warning system in place throughout Broxtowe should there be a probability of a nuclear or other type of weapon attack from an enemy state?"	1
"Just keep the information coming"	1
"I am very happy with this service"	1
"Email service ok Shame Broxtowe app for reporting issues doesn't work any more as not been updates"	1
"More personalisation if possible"	1
"Needs promotion to households"	1
"It's a good system but if you wanted a younger audience then it needs to be more punchy in the content and not appear as dull."	1
"Too early to comment"	1
"Please advise me on road works, closures etc. that effect transport services"	1
"more targeted"	1
"Financial updates relevant to the area we live in"	1
"Ability to combine multiple services into one email"	1
"Happy with it"	1
"I enjoy reading your newsletter it keeps the public informed."	1
"Thank you"	1

<b>Comments</b>	<b>Total Responses</b>
"Urgent text messages in addition to email would be useful"	1
"Very good"	1