1. What was the purpose of your visit to the office today?

- Purchasing caddy liners: 39%
- Handing in paperwork: 22%
- Help and Advice: 18%
- Other: 17%

2. How often do you visit our Downham Market Office?

- Weekly: 61%
- Monthly: 17%
- Less than once a month: 22%

3. If there wasn’t a council office in Downham Market, how would you have contacted the council to resolve your enquiry?

- Telephone: 80%
- Email: 12%
- Website: 4%
- Other: 4%
4. Are you aware the council offers most services online via our website?

- Yes: 41%
- No: 32%
- I don't have access to the Internet: 27%

5. Why did you visit the council offices in person today as opposed to telephoning or emailing the council?

- I like to speak to someone face to face: 35%
- I didn't know I could do it online: 42%
- I was in town anyway: 19%
- I was buying bin liners so can't do it online: 4%

6. Age Profile of Customers

- 18-30: 50%
- 31-45: 18%
- 46-60: 28%
- 61-75: 4%
Do you consider yourself to have a disability under the Equalities Act 2010?

- Yes: 20%
- No: 80%