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

- Purchasing caddy liners: 48%
- Handing in paperwork: 16%
- Help and Advice: 17%
- Other: 19%

How often do you visit our Hunstanton Office?

- Weekly: 5%
- Fortnightly: 2%
- Monthly: 49%
- Less than once a month: 2%
- Other: 44%

If there wasn't a council office in Hunstanton, how would you have contacted the council to resolve your enquiry?

- Telephone: 80%
- Email: 8%
- Website: 2%
- Letter: 2%
- Other: 5%
4. Are you aware the council has most services on our website?

- 49% Yes
- 39% No
- 12% I don't have access to the Internet

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

- 49% I like to speak to someone face to face
- 28% I didn't know I could do it online
- 14% I was in town anyway
- 7% I was buying bin liners so can't do it online
- 2% other

6. Age Profile of Customers

- 33% 18-30
- 17% 31-45
- 17% 46-60
- 31% 61-75
- 2% 75+
Do you consider yourself to have a disability under the Equalities Act 2017?

- Yes: 98%
- No: 2%