

## Customer Satisfaction 2010/2011

### One Stop Centres

The key findings of our customer satisfaction surveys produced the following results:

Question	% Excellent or Good 2010/12	% Excellent or Good 2009/10	% Excellent or Good 2008/9
How would you rate the helpfulness of the CSO?	99%	99%	98%
How clear was the information and advice you received?	99%	99%	98%
Overall, how would you rate the quality of the service that you received at the one stop centre on this occasion?	99%	99%	99%
Question	Yes	Yes	Yes
Were you able to access the service without difficulty?	99%	99%	99%
Were you treated with respect?	100%	100%	100%
Was your enquiry resolved today? (new indicator)	95%	N/A	N/A

**Welfare Rights Team** The WRU surveyed their clients and asked them rate their overall satisfaction of the service. The following results were produced:

Month	Number received	% Good or Excellent
April	90	98%
May	84	99%
June	97	100%
July	83	100%
August	79	100%
Sept	73	99%
Oct	95	99%
Nov	107	98%
Dec	87	98%
Jan	62	100%
Feb	90	99%
Mar	102	100%
Average	87	99%

There has been an increase in the percentage finding the service excellent rather than Good with the average being 91% Excellent and 8% Good as opposed to last year where 89% rated the service as Excellent and 10% Good.