

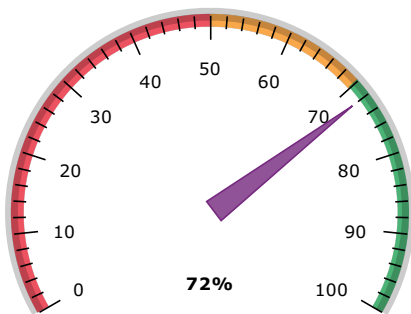


## Summer 2016 Report

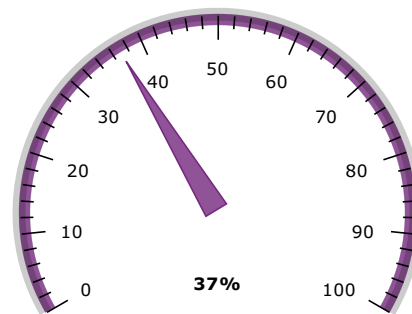
### Number of Responses:

45 customers completed the survey during this reporting period (22/11/2015 - 22/12/2016) compared with 0 customers over the previous period of the same duration (21/10/2014 - 21/11/2015).

### Customer Confidence Score:



**very or fairly confident**



**very confident**

We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **72% were either "very or fairly confident" with 37% "very confident". 23% said they were "not very" or "not at all confident".**

Since the first survey response date and the end date selected for this report and based on the same reporting criteria, the average score for customers saying they were "very confident" is 37%. 72% said they were either "very or fairly confident" with 23% "not very" or "not at all confident".

### Customer Confidence Trend:

The chart below tells us how the customer confidence score has changed over the last six months (including part months) working back from today's date and based on the same reporting criteria. The trend line highlights the percentage of customers that were "very confident" that their next experience of using our services would be good.

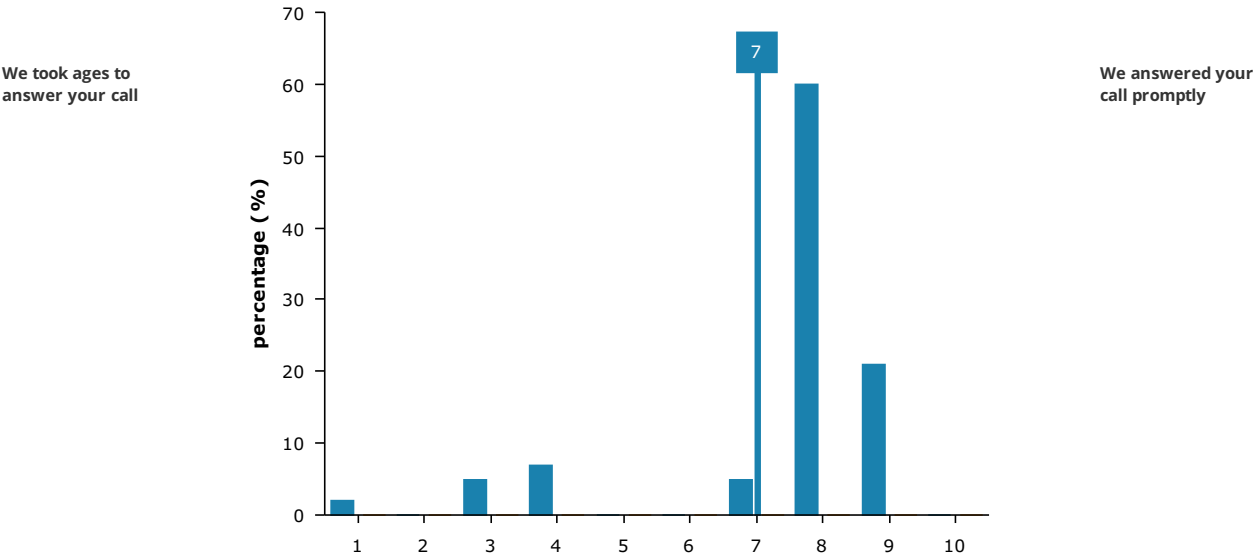
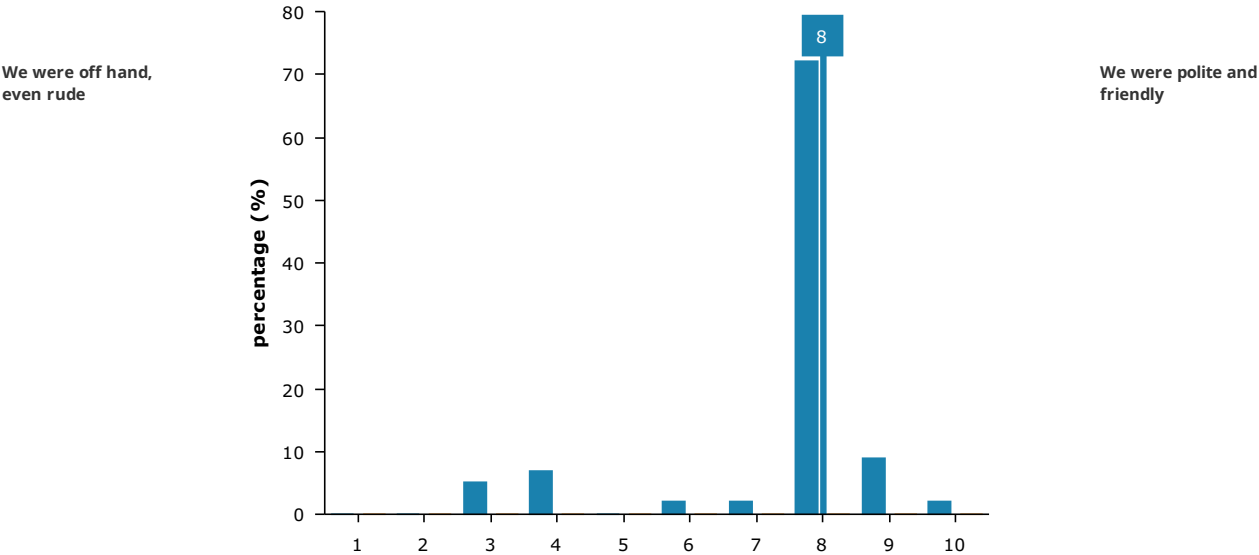
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.

INSUFFICIENT DATA IN THE LAST 6 MONTHS

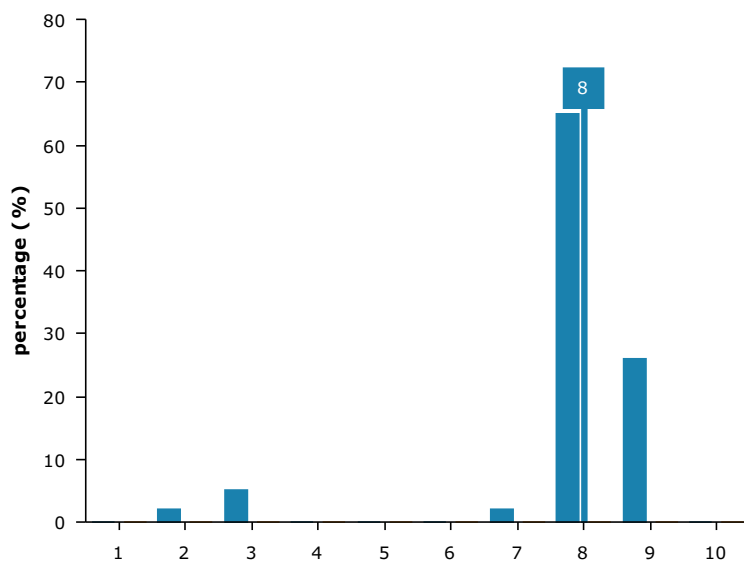
The Customer Experience:

The chart below shows how customers rated the service for each of the paired statement slider questions in the survey. The chart illustrates the distribution of responses along with the mean or average scores for both the current as well as the previous reporting period. The length of the previous reporting period will match the length of the current reporting period. If the mean score moves to the right, the average scores during the period are improving. If the mean score has moved to the left the average scores have got worse. You can also view the additional comments made by customers with their corresponding score for each individual question displayed alongside.

- Current Period (22/11/2015 - 22/12/2016)
- Previous Period (21/10/2014 - 21/11/2015)



We had no understanding of your requirements



We had an excellent understanding of your requirements

## Recognition for Great Service: 9



The names of people and the associated comments, where submitted, are listed exactly as they were typed in.

- David Bewliss (1)  
He knows everything
- Sharon Kennedy (1)  
She knows even more
- Simon Templar (3)  
He is a legend  
He can things sorted when others say no  
He is a saint
- Tom Jones (4)  
He is always happy to help and doesn't just follow the processes  
He is very good  
He is very good  
He can always be relied upon

## Red Flag Responses: 4



During this reporting period (22/11/2015 - 22/12/2016), 4 customer(s) completed the survey with a red flag response. This compares with 0 customer(s) over the previous reporting period of the same duration (21/10/2014 - 21/11/2015).

Comments for this period:

This section lists all of the comments submitted in this reporting period as well as highlighting any comments linked to either a red and/or amber flag response.

Comment	Red Flag	Amber Flag
Better communication 'red flag'		
Better communication 'red flag'	🚩	
Everything is fine, thank you		
More literature on new products and services		
More meetings with senior manangement	🚩	
New computer system for the front end staff		
Nothing cheap I can think of		
Nothing I can think of		