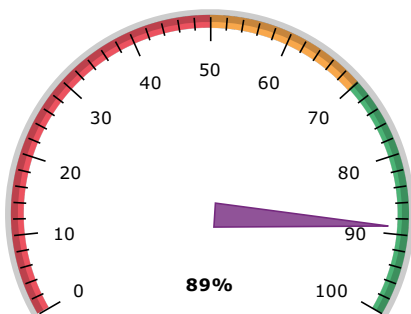


NPL FM Estates Report

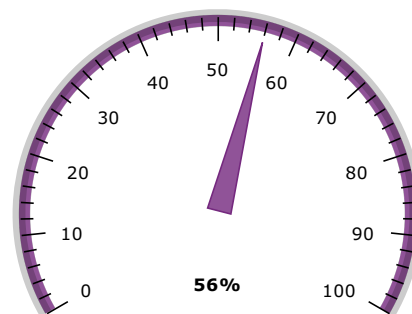
Number of Responses:

18 customers completed the survey during this reporting period (01/12/2016 - 31/12/2016) compared with 0 customers over the previous period of the same duration (31/10/2016 - 30/11/2016).

Customer Confidence Score:



very or fairly confident



very confident

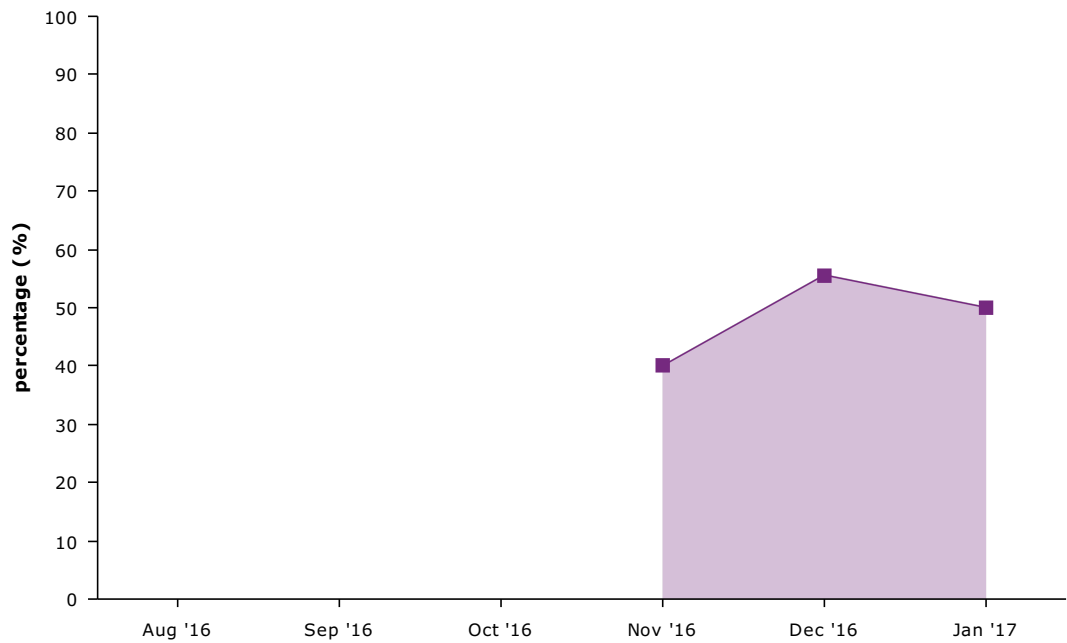
We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **89% were either "very or fairly confident" with 56% "very confident". 11% 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 47%. 81% said they were either "very or fairly confident" with 16% "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.

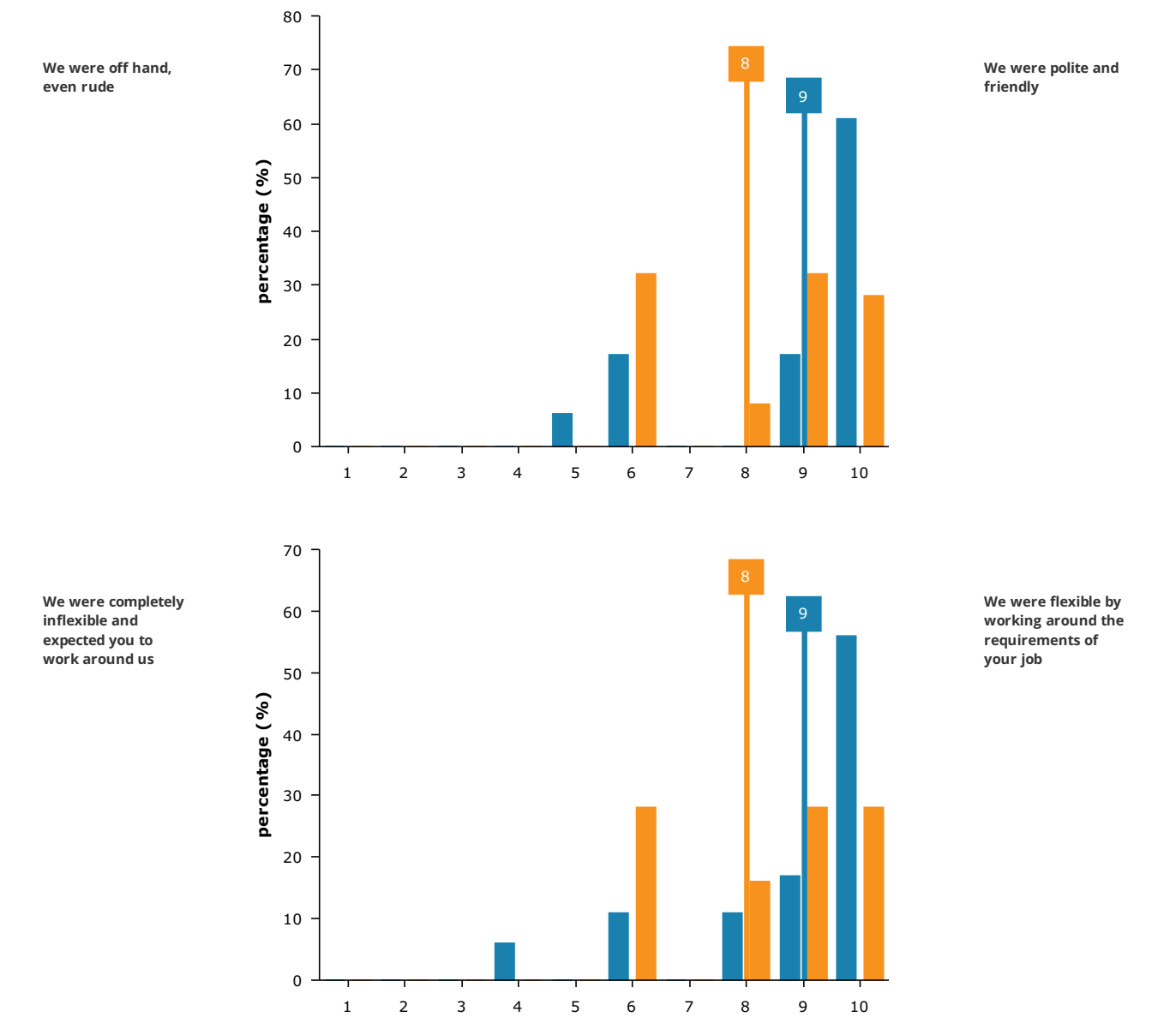
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.



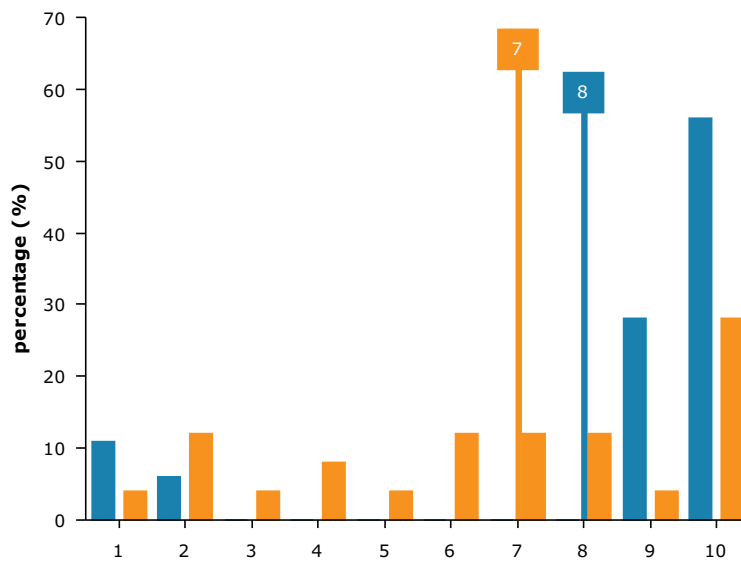
The Customer Experience:

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 (01/12/2016 - 31/12/2016)
- Previous Period (31/10/2016 - 30/11/2016)

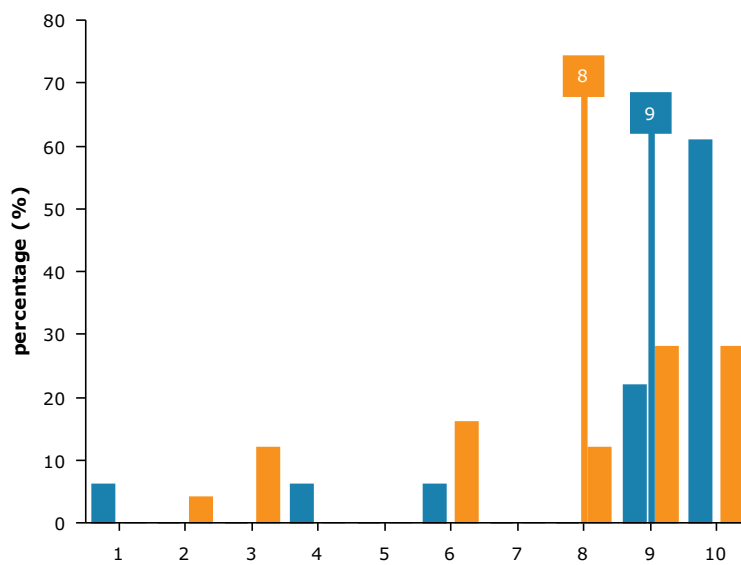


We failed to keep you updated on our progress



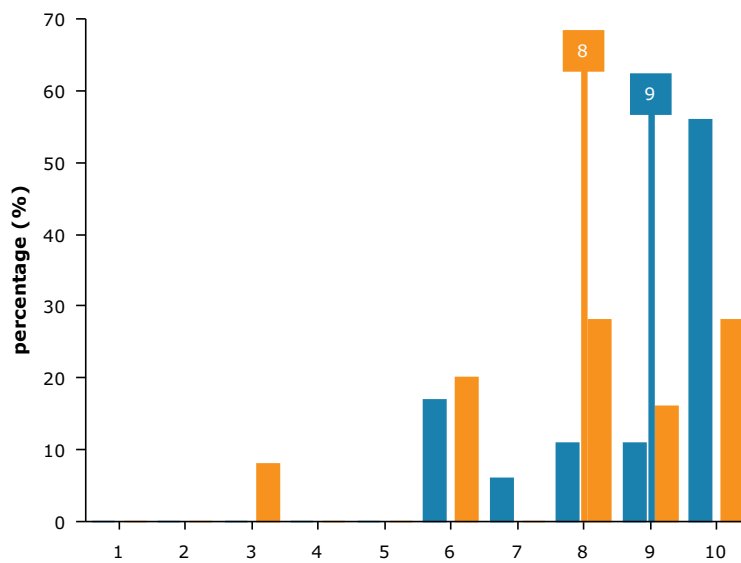
We kept you fully updated on our progress where required

We completely failed to deliver the service we promised



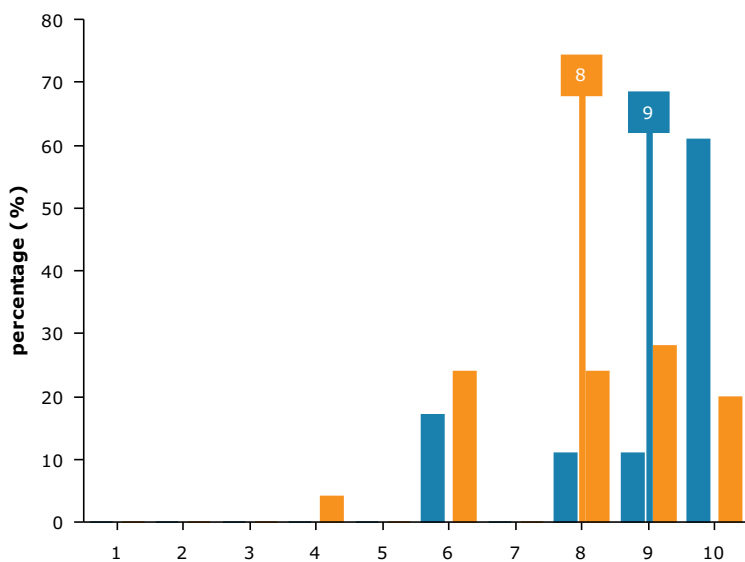
We did what we said we were going to do in the time that we said

We demonstrated poor technical ability



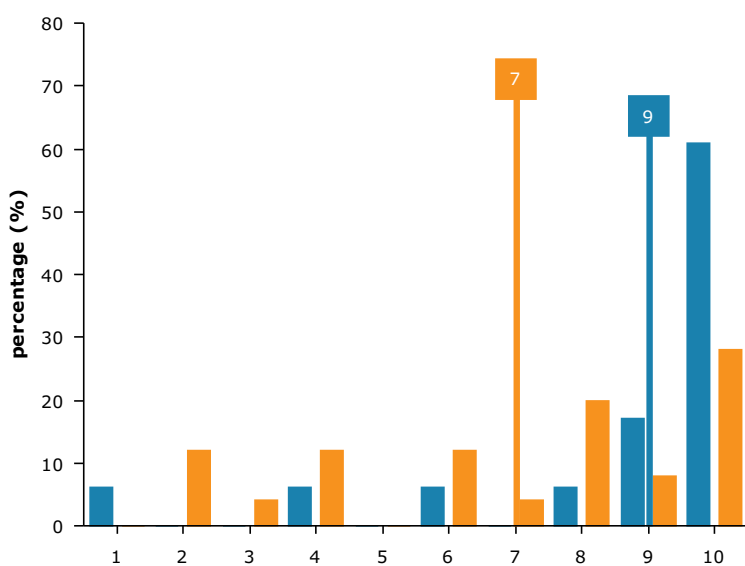
We demonstrated excellent technical ability

Our standard of workmanship was poor



We carried out the work to a very high standard

We just didn't get it, we left you in the dark and couldn't answer your questions adequately



We completely understood your needs and answered any questions you had

Recognition for Great Service: 5



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

- Billy, Lazaro and the other man who helped (didn't catch his name) (1)
All did an excellent job, went above and beyond what was asked! Saved me a huge amount of time and did everything quicker than expected.
- Derek Pearson (BYES) (1)
1. Requested a site meeting with me so that he could fully understand the requirement. 2. Kept me in the loop providing updates / progress reports. 3. Completed the task to my expectations, with the minimum of fuss
- Matt McMurtrie (1)
Efficient, helpful and highly skilled
- N/A (1)
request was made via email
- Piotr Wozniak (1)
Quickly responded to an ad hoc request to enable science

Red Flag Responses: 2



During this reporting period (01/12/2016 - 31/12/2016), 2 customer(s) completed the survey with a red flag response. This compares with 2 customer(s) over the previous reporting period of the same duration (31/10/2016 - 30/11/2016).

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
Excellent service		
Great support; good communication and technical knowledge		
No update was provided from when the WO was until it was closed. I would like to know what actions were taken to fix the issues raised	🚩	
The staff could read the original request so that they complete the request as asked	🚩	
This survey completed in respect of SR 596884 which was to collect a range of rubbish and surplus equipment. It was completed very quickly with no reminders needed, which makes my job easier.		