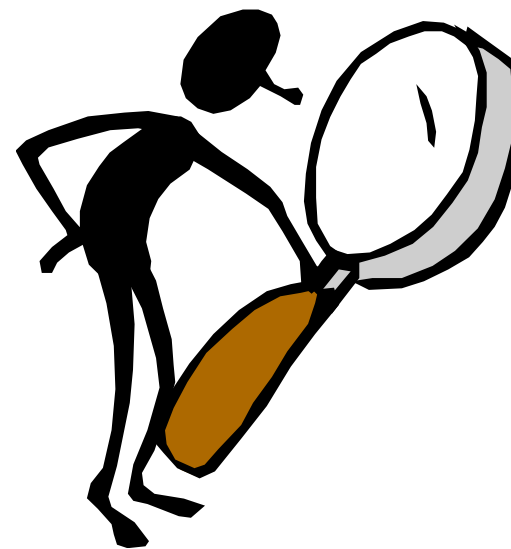


# Customer Satisfaction Survey 2010



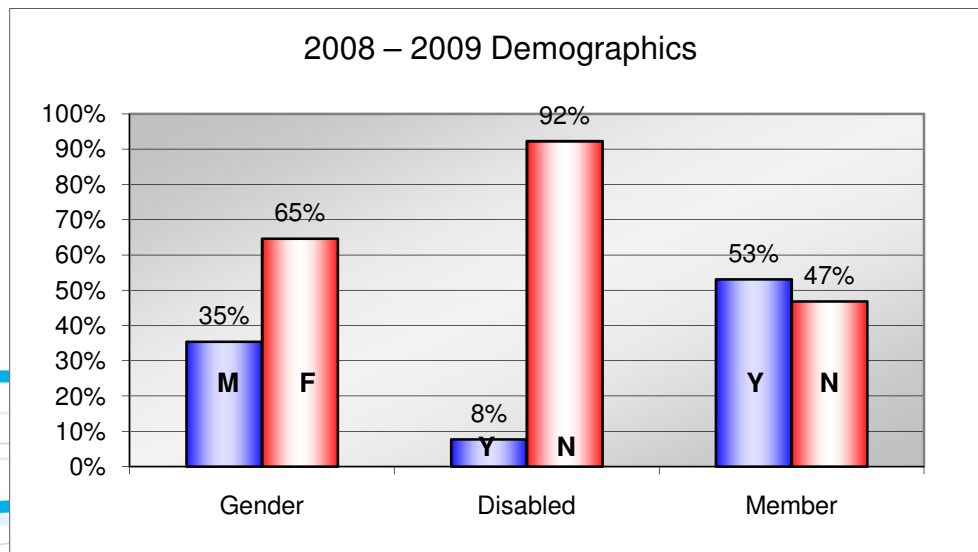
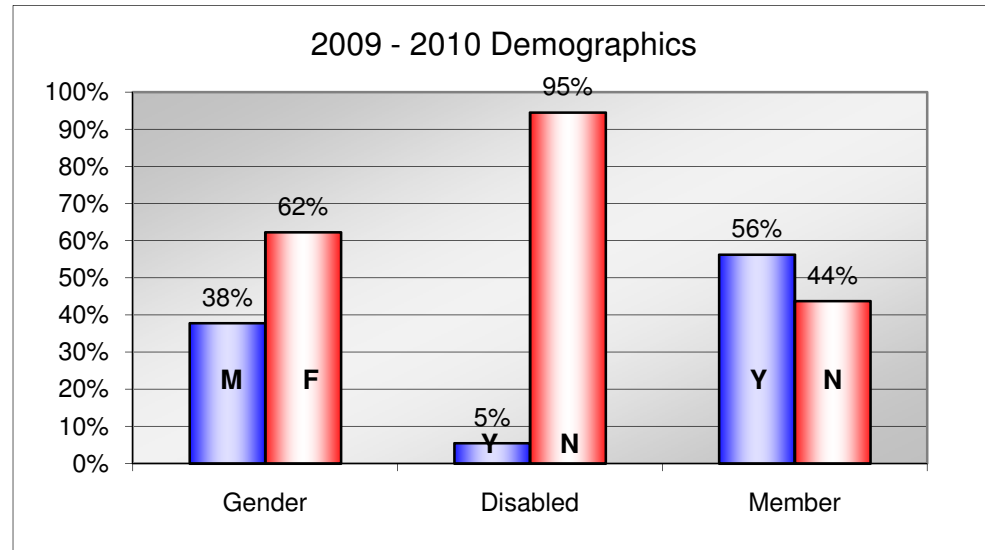
# Survey Sample Size

Paper based survey conducted March - April 2010

	<b>08/09</b>	<b>09/10</b>
BBRC	35	91
BSTC	112	81
CVLC	130	154
DSA	28	32
DSC	18	180
Holmfirth	72	78
HSC	65	90
Scissett	51	95
SPEN	51	106
Stadium	109	130
WMSC	81	110
<b>Total</b>	<b>752</b>	<b>1147</b>

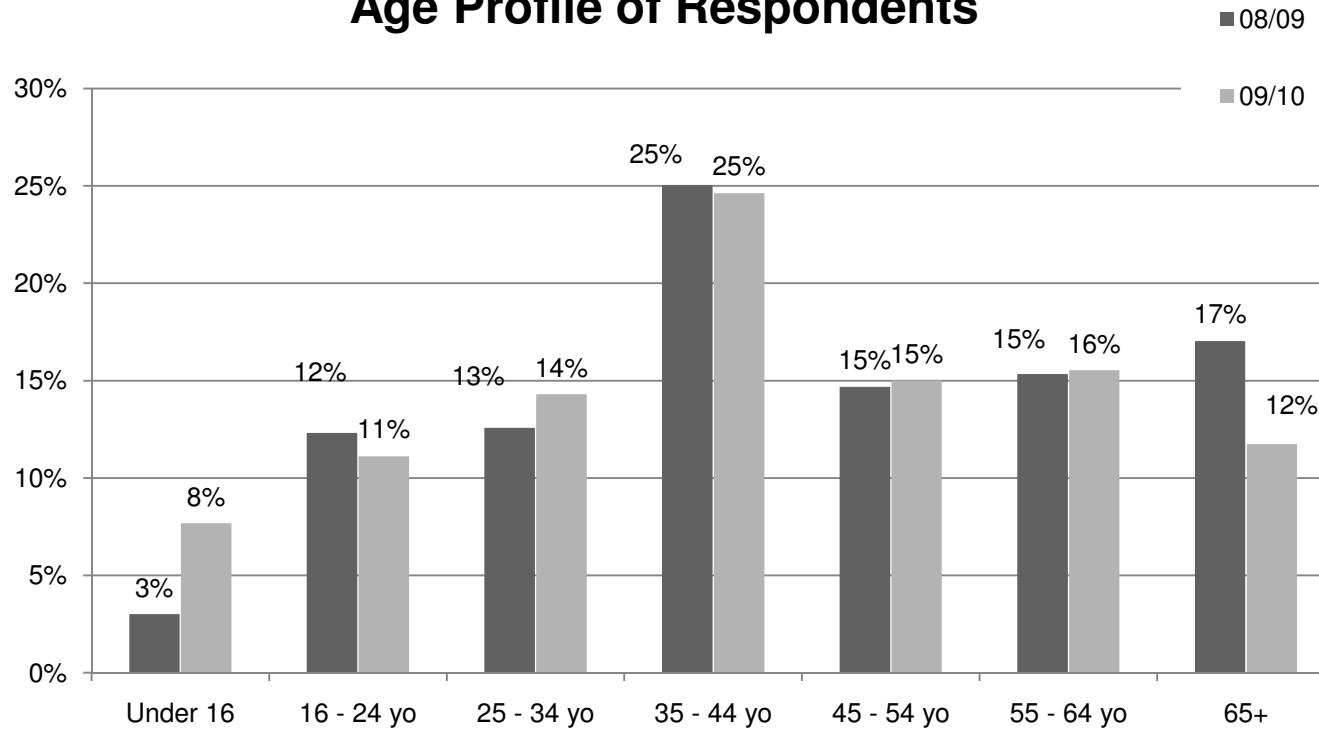


# Demographics



# Demographics

## Age Profile of Respondents



# Headline Indicators

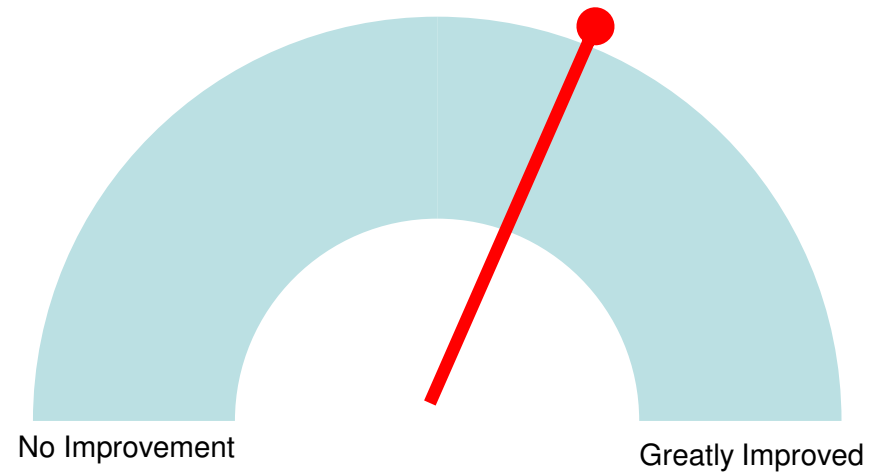
	08/09	09/10
Overall satisfaction	78.4	78.3
Overall value for money	77.8	76.1
Overall satisfaction of information provided	77.8	76.8
Overall satisfaction with our staff	85.8	85.3
Overall satisfaction of facilities provided	79.3	79.6

Whilst statistically the results are not significantly different we can be confident that the 2009 results were not a one off.



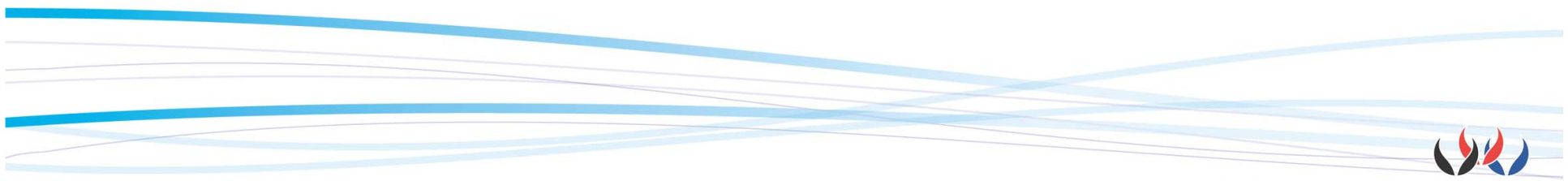
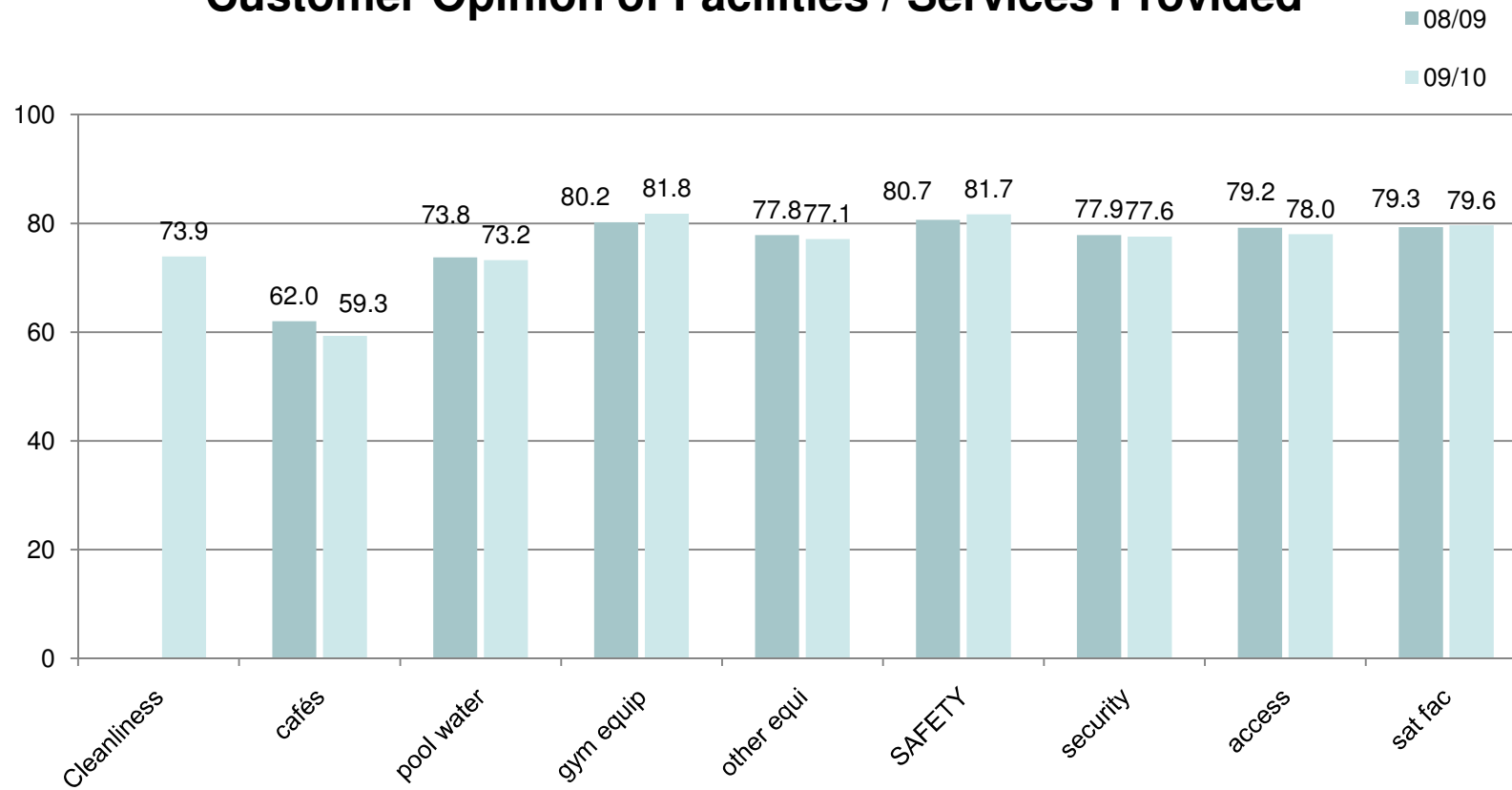
# So have we improved.....

**Please rate whether you think our service has improved since April 2009**



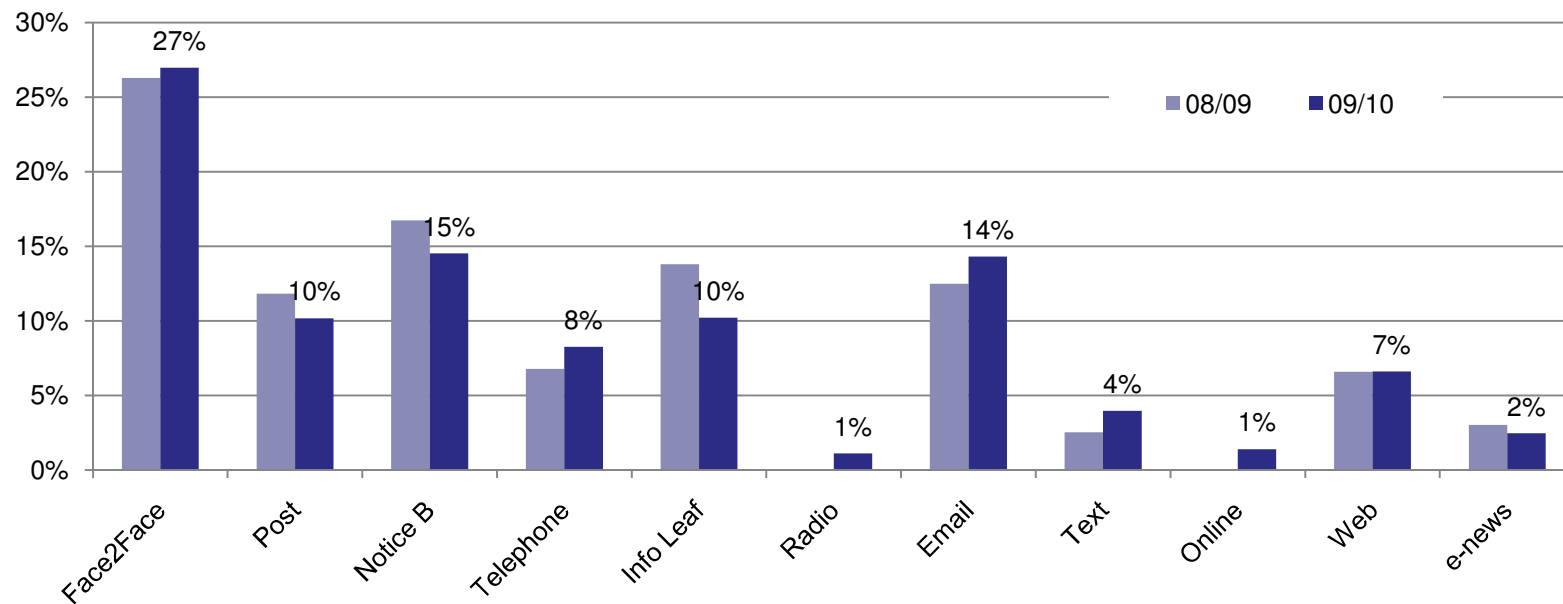
# Facility Scores

## Customer Opinion of Facilities / Services Provided



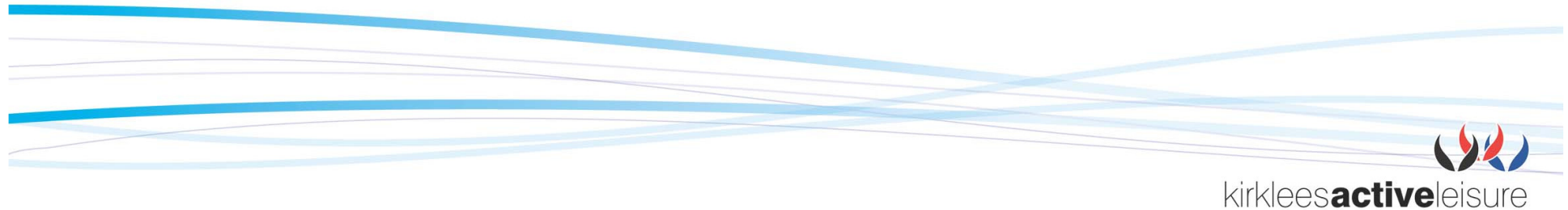
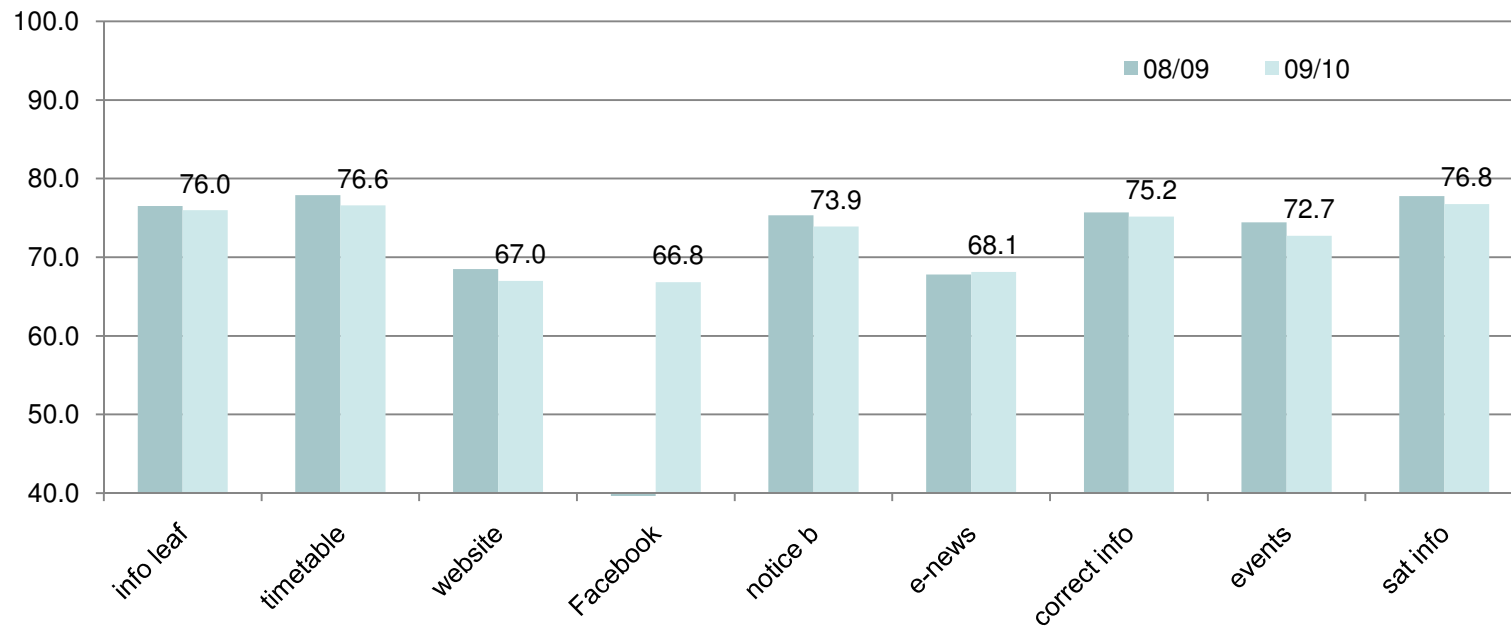
# Communication

## Preferred Method of Accessing and Receiving Information

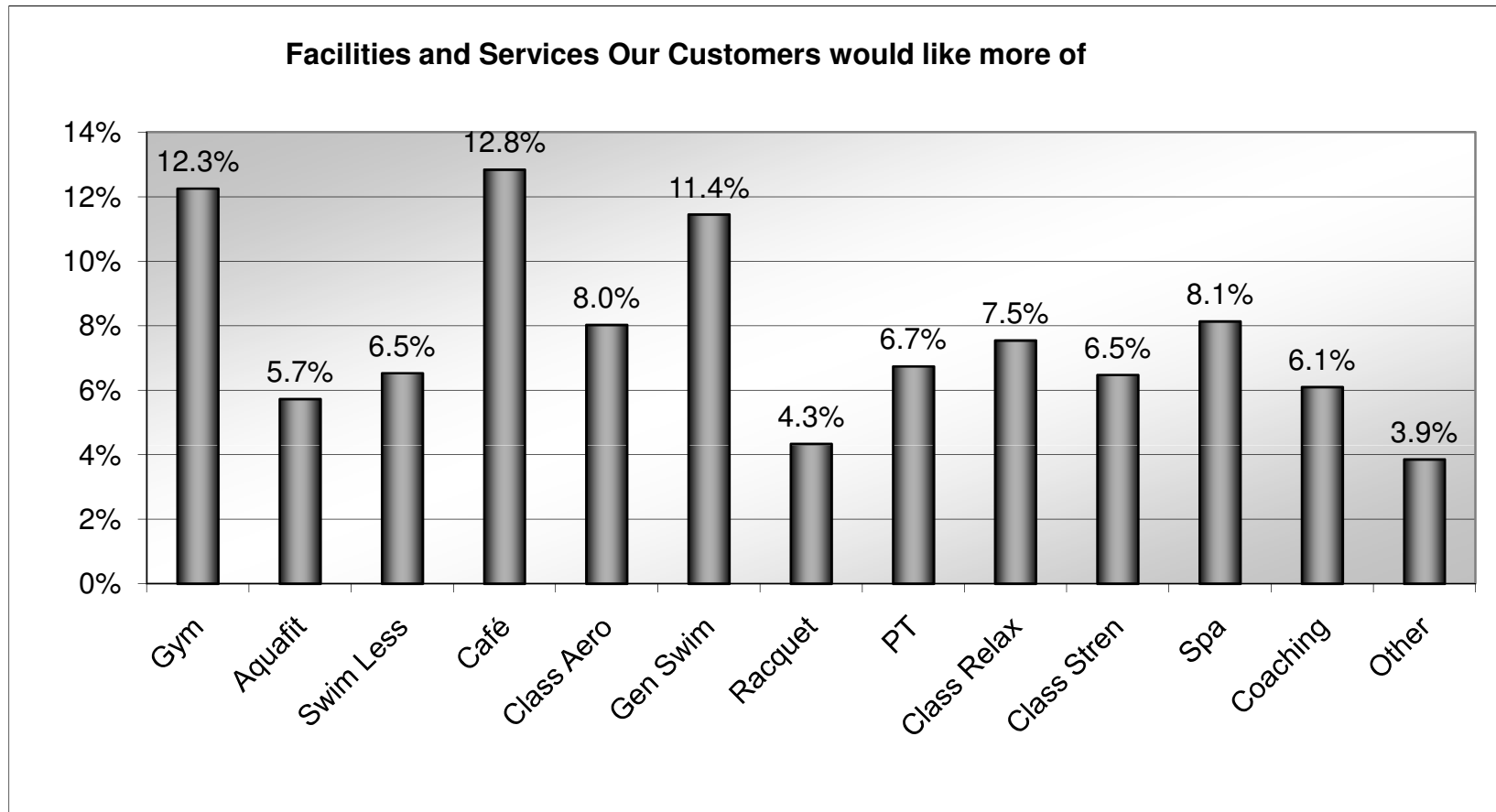


# Scores for how we provide information

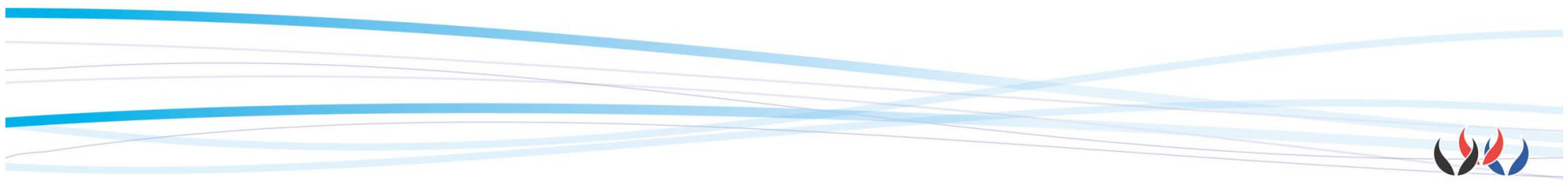
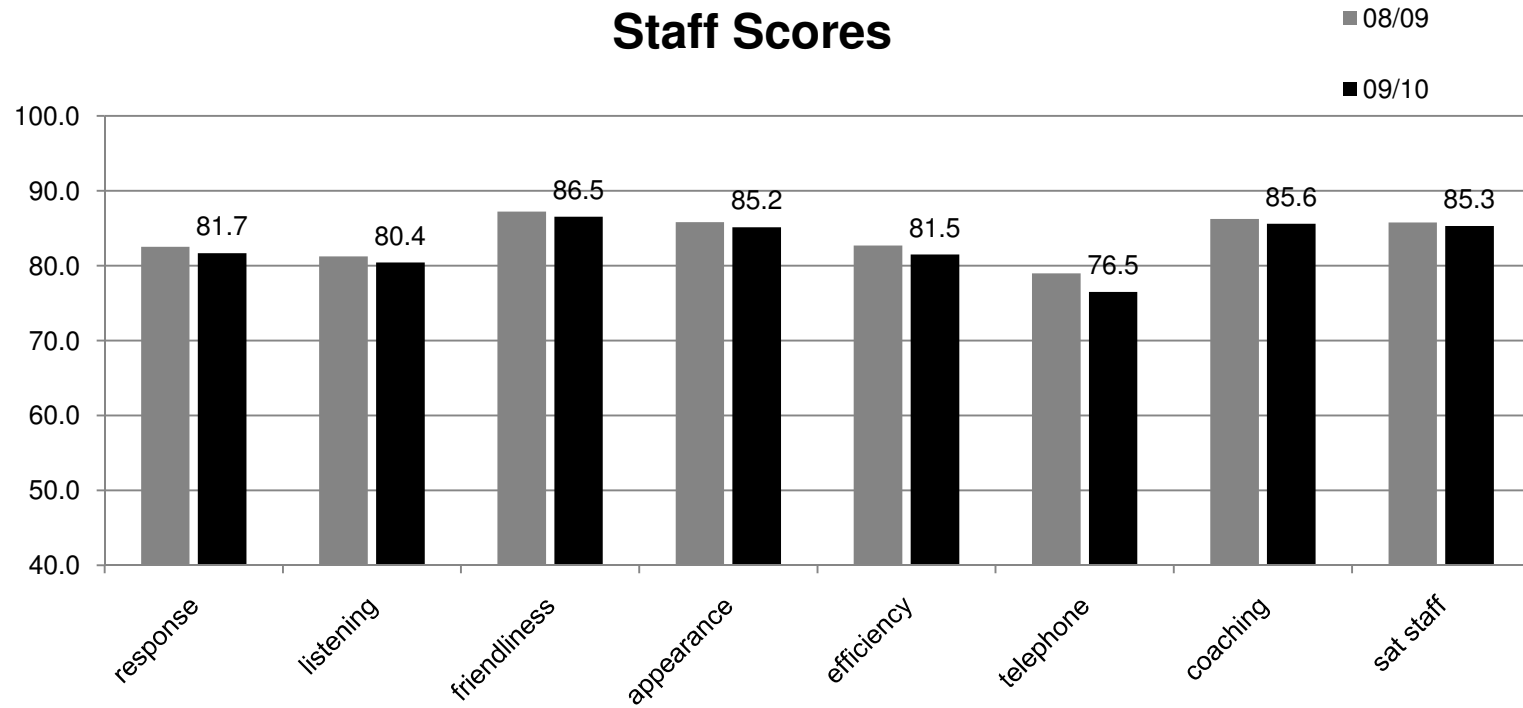
## How we provide information



# More provision of

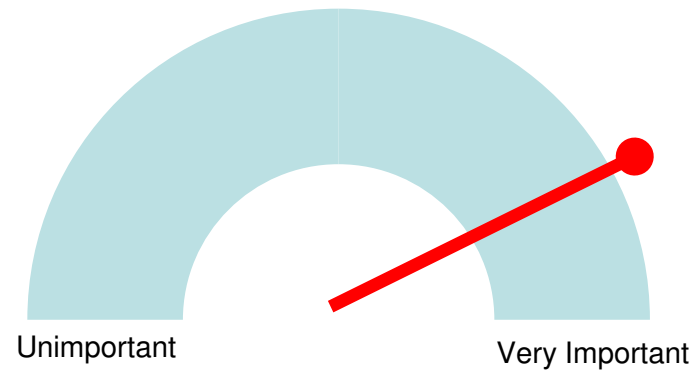


# Scores for staff



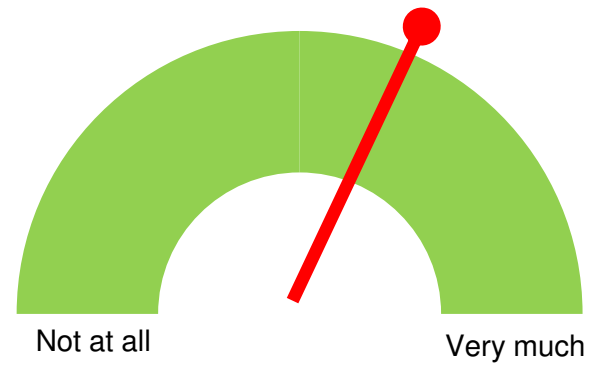
# New Questions

**How important are environmental issues in relation to facilities provision**



# New Questions

**KAL Brand and Logo association to the facility used by the customer**



# Summary

We've maintained high standards and need to continue to do so through 2010-2011!

Further work will be done now to analyse the results and develop an action plan with sites to make improvements

