

Customer Service Exit Survey
Incomes

Date - June 2014

Surveys Completed - 7

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			16	15	4.4

How would you rate the quality of customer service you received

			16	15	4.4
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How would you rate the level of knowledge of the member of staff who assisted you

			16	15	4.4
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Were you satisfied with the length of time it took to assist you with your queries

		3	12	15	4.3
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Overall how satisfied were you with the outcome of your enquiry

			16	15	4.4
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Comments

Excellent Knowledge, Excellent Service

Departments should update admin staff faster when there's been a change in the clients circumstances

Completely satisfied

Date - September 2014

Surveys Completed - 5

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			4	20	4.8

How would you rate the quality of customer service you received

			4	20	4.8
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How would you rate the level of knowledge of the member of staff who assisted you	4	20	4.8
Were you satisfied with the length of time it took to assist you with your queries	4	20	4.8
Overall how satisfied were you with the outcome of your enquiry	4	20	4.8

Comments

Completely satisfied
Verry Happy, knew exactly what to do

Date - December 2014

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities			6		20	4.3
How would you rate the quality of customer service you received			6		20	4.3
How would you rate the level of knowledge of the member of staff who assisted you			6		20	4.3
Were you satisfied with the length of time it took to assist you with your queries			3		25	4.7
Overall how satisfied were you with the outcome of your enquiry			6		20	4.3

Comments

Excellent Service
Verry Happy

Wonderful to speak to a person and not a machine
Very fast

Date - March 2015

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					25	5.0
How would you rate the quality of customer service you received					25	5.0
How would you rate the level of knowledge of the member of staff who assisted you				4	20	4.8
Were you satisfied with the length of time it took to assist you with your queries					25	5.0
Overall how satisfied were you with the outcome of your enquiry					25	5.0

Comments

Easy to contact someone when necessary, excellent service everything was sorted out
Extremely Happy
Whole experience was very straightforward and successful
Very satisfied with the service received, all very good

Customer Service Exit Survey
Local Taxation

Date - June 2014

Surveys Completed - 6

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
	2	6	8	5	<u>3.5</u>

How would you rate the quality of customer service you received

12	15	<u>4.5</u>
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How would you rate the level of knowledge of the member of staff who assisted you

12	15	<u>4.5</u>
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Were you satisfied with the length of time it took to assist you with your queries

20	5	<u>4.2</u>
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Overall how satisfied were you with the outcome of your enquiry

20	5	<u>4.2</u>
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Comments

Date - September 2014

Surveys Completed - 8

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
		9	20		3.6

How would you rate the quality of customer service you received

20	15	4.4
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How would you rate the level of knowledge of the member of staff who assisted you		12	25	4.6
Were you satisfied with the length of time it took to assist you with your queries	3	20	10	4.1
Overall how satisfied were you with the outcome of your enquiry		28	5	4.1

Comments

No chip and pin machine
Better counter area required

Date - December 2014

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities			6	12	5	3.8
How would you rate the quality of customer service you received			6	8	10	4.0
How would you rate the level of knowledge of the member of staff who assisted you			6	8	10	4.0
Were you satisfied with the length of time it took to assist you with your queries			3	12	10	4.2
Overall how satisfied were you with the outcome of your enquiry			9		15	4.0

Comments

This lady did her work well, politely and efficiently, gaining my respect
Very happy with services, outcome with my account was sorted by Mrs Williams and benefits

Excellent service given

Date - March 2015

Surveys Completed - 5

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities			6	4	10	4.0
How would you rate the quality of customer service you received				12	10	4.4
How would you rate the level of knowledge of the member of staff who assisted you			3	8	10	4.2
Were you satisfied with the length of time it took to assist you with your queries		2		4	15	4.2
Overall how satisfied were you with the outcome of your enquiry		2		4	15	4.2

Comments

The first person I spoke to gave the wrong information, the second was very good
I think at times the wording on the letters causes stress and could be clearer
Very Helpful & Knowledgeable

Customer Service Exit Survey
BENEFITS

Date - June 2014

Surveys Completed - 2

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				8	<u>4.0</u>

How would you rate the quality of customer service you received

				8	<u>4.0</u>
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How would you rate the level of knowledge of the member of staff who assisted you

				4	5	<u>4.5</u>
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Were you satisfied with the length of time it took to assist you with your queries

		3		4		<u>3.5</u>
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Overall how satisfied were you with the outcome of your enquiry

				8		<u>4.0</u>
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Comments

Date - September 2014

Surveys Completed - 2

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
	2			4	<u>3.0</u>

How would you rate the quality of customer service you received

				4	5	<u>4.5</u>
--	--	--	--	---	---	-------------------

How would you rate the level of knowledge of the member of staff who assisted you	8		4.0
Were you satisfied with the length of time it took to assist you with your queries	8		4.0
Overall how satisfied were you with the outcome of your enquiry	3	5	4.0

Comments

Happy with service

Date - December 2014

Surveys Completed - 3

Questions - 3

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities				12		4.0
How would you rate the quality of customer service you received				8	5	4.3
How would you rate the level of knowledge of the member of staff who assisted you				12		4.0
Were you satisfied with the length of time it took to assist you with your queries				8	5	4.3
Overall how satisfied were you with the outcome of your enquiry				8	5	4.3

Comments

Customer Service Exit Survey
FINANCIAL ASSESSMENT

Date - June 2014

Surveys Completed - 2

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				10	5.0

How would you rate the quality of customer service you received

				10	5.0
--	--	--	--	----	-----

How would you rate the level of knowledge of the member of staff who assisted you

				10	5.0
--	--	--	--	----	-----

Were you satisfied with the length of time it took to assist you with your queries

			4	5	4.5
--	--	--	---	---	-----

Overall how satisfied were you with the outcome of your enquiry

				10	5.0
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Comments

Very grateful for all the help we have been given

Date - September 2014

Surveys Completed - 3

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				15	5.0

How would you rate the quality of customer service you received

				15	5.0
--	--	--	--	----	-----

How would you rate the level of knowledge of the member of staff who assisted you	15	5.0
Were you satisfied with the length of time it took to assist you with your queries	15	5.0
Overall how satisfied were you with the outcome of your enquiry	15	5.0

Comments

Delighted with the service provided

Date - December 2014

Surveys Completed -

Questions - 4

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					20	5.0
How would you rate the quality of customer service you received					20	5.0
How would you rate the level of knowledge of the member of staff who assisted you					20	5.0
Were you satisfied with the length of time it took to assist you with your queries					20	5.0
Overall how satisfied were you with the outcome of your enquiry					20	5.0

Comments

Everything was perfect!

Very happy with service, was able to provide all information for me

Very happy with service being provided

Date - March 2015

Surveys Completed - 2

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>	
				10	5.0	
				10	5.0	
				4	5	4.5
				4	5	4.5
				10	5.0	

How would you rate the quality of customer service you received

How would you rate the level of knowledge of the member of staff who assisted you

Were you satisfied with the length of time it took to assist you with your queries

Overall how satisfied were you with the outcome of your enquiry

Comments

Bernadette was pleasant and helpful

In general very happy with the service provided

Customer Service Exit Survey
BENEFIT INTERVENTIONS

Date - June 2014

Surveys Completed - 5

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				25	<u>5.0</u>

How would you rate the quality of customer service you received

25 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you

25 **5.0**

Were you satisfied with the length of time it took to assist you with your queries

25 **5.0**

Overall how satisfied were you with the outcome of your enquiry

25 **5.0**

Comments

Barry was excellent and always helped me with my form

Very professional

Jean is always excellent whenever I call

Date - September 2014

Surveys Completed - 5

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				8 15	4.6

How would you rate the quality of customer service you received

25 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you	4	20	4.8
Were you satisfied with the length of time it took to assist you with your queries	4	20	4.8
Overall how satisfied were you with the outcome of your enquiry	4	20	4.8

Comments

Sarah gives me the best service and is very helpful!
 No improvements - Service received from Jean was 105% - excellent all the way!
 Juliet was brilliant - could not wish for a better officer to help
 Sue has been excellent and helped me in the past in Bodlondeb

Date - December 2014

Surveys Completed - 5

<u>Questions</u>	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					25	5.0
How would you rate the quality of customer service you received					25	5.0
How would you rate the level of knowledge of the member of staff who assisted you					25	5.0
Were you satisfied with the length of time it took to assist you with your queries					25	5.0
Overall how satisfied were you with the outcome of your enquiry					25	5.0

Comments

Very please Barry was wonderful
 Welfare rights service is excellent

Without help from Welfare Rights, would not have got through the last 10 months
I suffer from anxiety and Lwsi has helped me greatly

Date - March 2015

Surveys Completed - 5

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					25	5.0
How would you rate the quality of customer service you received					25	5.0
How would you rate the level of knowledge of the member of staff who assisted you					25	5.0
Were you satisfied with the length of time it took to assist you with your queries					25	5.0
Overall how satisfied were you with the outcome of your enquiry					25	5.0

Comments

Barry was excellent, I have never been on benefits before

Excellent service

Excellent - helped when my wife went into care

Sarah was very nice and efficient

Jean is excellent - we couldn't have had a better service

Customer Service Exit Survey
OVERALL TOTALS

Date - June 2014

Surveys Completed - 22

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities	0	2	6	32	55	<u>4.3</u>
How would you rate the quality of customer service you received	0	0	0	36	65	<u>4.6</u>
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	32	70	<u>4.6</u>
Were you satisfied with the length of time it took to assist you with your queries	0	0	6	40	50	<u>4.4</u>
Overall how satisfied were you with the outcome of your enquiry	0	0	0	44	55	<u>4.5</u>

Date - September 2014

Surveys Completed - 23

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities	0	2	9	36	50	<u>4.2</u>
How would you rate the quality of customer service you received	0	0	0	28	80	<u>4.7</u>

How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	28	80	<u>4.7</u>
Were you satisfied with the length of time it took to assist you with your queries	0	0	3	36	65	<u>4.5</u>
Overall how satisfied were you with the outcome of your enquiry	0	0	0	39	65	<u>4.5</u>

Date - December 2014

Surveys Completed - 24

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities	0	0	12	24	70	<u>4.4</u>
How would you rate the quality of customer service you received	0	0	12	16	80	<u>4.5</u>
How would you rate the level of knowledge of the member of staff who assisted you	0	0	12	20	75	<u>4.5</u>
Were you satisfied with the length of time it took to assist you with your queries	0	0	6	20	85	<u>4.6</u>
Overall how satisfied were you with the outcome of your enquiry	0	0	15	8	85	<u>4.5</u>

Date - March 2015

Surveys Completed - 22

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities	0	0	15	8	70	<u>4.2</u>
How would you rate the quality of customer service you received	0	0	6	20	70	<u>4.4</u>
How would you rate the level of knowledge of the member of staff who assisted you	0	0	6	24	65	<u>4.3</u>
Were you satisfied with the length of time it took to assist you with your queries	0	2	9	12	70	<u>4.2</u>
Overall how satisfied were you with the outcome of your enquiry	0	2	3	16	75	<u>4.4</u>