

Richmondshire District Council

Customer Satisfaction Report

01/04/2010 - 31/03/2011

In the table below you will see the customer satisfaction grouped by channel. This is a summary and matches the data seen in the previous service satisfaction tables.

	Expectation Responses	Expectation Percentage	Satisfaction Responses	Satisfaction Percentage
FaceToFace			322	79.81%
Telephone			1	50.00%
Web			276	51.81%
Email				

Master Service Satisfaction Grid

	Overall		Face To Face		Telephone		Website		Email	
	Responses	Satisfaction	Responses	Satisfaction	Responses	Satisfaction	Responses	Satisfaction	Responses	Satisfaction
- No Service	119	69.12%	119	69.12%	-	-	-	-	-	-
1 Benefits	60	90.42%	59	90.25%	-	-	1	100.00%	-	-
2 Corporate	56	53.13%	4	68.75%	1	50.00%	51	51.96%	-	-
3 Customer Services	57	85.09%	53	89.15%	-	-	4	31.25%	-	-
4 Development Mngmnt	24	54.17%	10	90.00%	-	-	14	28.57%	-	-
5 Environmental Health	3	8.33%	-	-	-	-	3	8.33%	-	-
6 Housing	51	82.84%	44	90.34%	-	-	7	35.71%	-	-
7 Street Scene	26	55.77%	13	80.77%	-	-	13	30.77%	-	-
8 Resources	16	53.13%	-	-	-	-	16	53.13%	-	-
9 Culture, Tourism and Leisure	16	51.56%	9	38.89%	-	-	7	67.86%	-	-
10 Non RDC	11	68.18%	6	87.50%	-	-	5	45.00%	-	-
11 Website	-	NaN%	-	-	-	-	-	-	-	-

Customer Satisfaction grouped by Master Service

Website

The following is an overview for the web channel.

There were 276 responses giving a satisfaction level of 51.81% from the website ratings and Exit Survey.

Page Ratings : 45.90% from 122 responses

Exit Survey : 56.49% from 154 responses

Web	Excellent	Good	OK	Poor	Very Poor
Responses	63	68	40	36	69
%age	22.83%	24.64%	14.49%	13.04%	25.00%

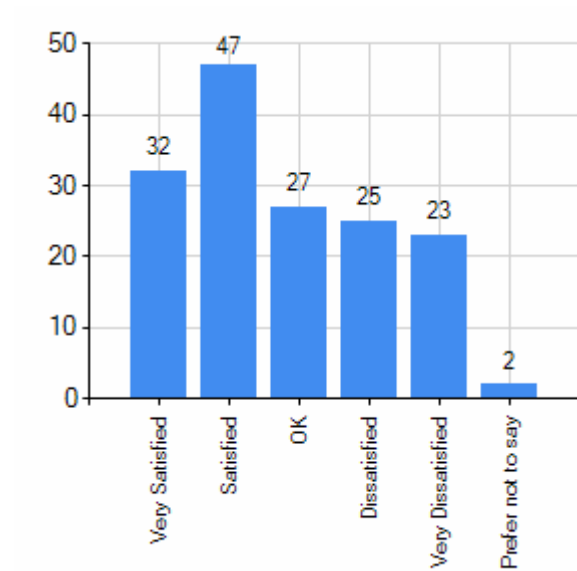


Website Exit Survey

This survey captures the overall success of a customer's visit to the website. It reveals details such as 'how satisfied were you with your visit' and 'did you find what you are looking for?'

Overall Satisfaction with the website?

32	Very Satisfied	20.51%
47	Satisfied	30.13%
27	OK	17.31%
25	Dissatisfied	16.03%
23	Very Dissatisfied	14.74%
2	Prefer not to say	1.28%



Face To Face

The following is an overview for the face to face channel.

There were 322 responses giving a satisfaction level of 79.81 %.

Face To Face	Excellent	Good	OK	Poor	Very Poor
Responses	203	51	27	9	32
%age	63.04%	15.84%	8.39%	2.80%	9.94%

