



BOLSOVER LOCAL STRATEGIC PARTNERSHIP SATISFACTION SURVEY					
		5	4	3	2
		Score			

Customer Service

1	We aim to respond promptly to queries from our internal customers and partners	9	6	1	
		56.25%	37.50%	6.25%	0.00%
2	We aim to use appropriate language to explain the work and performance of the Local Strategic Partnership	4	11	1	
		25.00%	68.75%	6.25%	0.00%
3	We aim to be polite, considerate and friendly to our customers and partners at all times	11	3	2	
		68.75%	18.75%	12.50%	0.00%
Totals		24	20	4	0

Service Delivery

4	We aim to perform consistently and be dependable by being accurate in our work and in keeping good records	6	9	1	
		37.50%	56.25%	6.25%	0.00%
5	We aim to ensure we have the knowledge to conduct our work and the skills to perform the services you require	8	8		
		50.00%	50.00%	0.00%	0.00%
6	We aim to be approachable and easy to contact by telephone, email and face to face	12	4		
		75.00%	25.00%	0.00%	0.00%

7	We aim to understand the needs of our customers and partners through understanding specific requirements and providing personal attention		6	7	2	1
			37.50%	43.75%	12.50%	6.25%
Totals			32	28	3	1

Quality of Service						
8	We aim to ensure that the presentation of our services fits our customers and partners expectations		5	10	1	
			31.25%	62.50%	6.25%	0.00%
9	We aim to be trustworthy, believable and honest at all times		14	1	1	
			87.50%	5.47%	6.25%	0.00%
10	We aim to provide our services to our customers and partners with appropriate confidentiality		11	5		
			68.75%	31.25%	0.00%	0.00%
Totals			30	16	2	0

Overall		Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
11	Overall, how satisfied are you with the service that we provide to you?	11	3	1		
		68.75%	18.75%	6.25%	0.00%	0.00%

Sector	Public	Voluntary	Private
	12	3	1
	75.00%	18.75%	6.25%

Total Issued
% returned

Comments

Which parts of our service do we need to improve?

Very Impressed with the amount and quality of information produced and circulated
Perhaps more hands-on help to recipients of funding and help them to manage their audit processes better. This will make sure returns are completed properly and on time
We do feel that the team do an awful lot of work and that sometimes they appear overstretched and not always able to attend meetings/events. We would like to see additional long term human resources allocated to CEPT
The linkage with the LDF needs to become central
Not a criticism but always room for improvement in how the service is sold to the district council as a partner. Take the LSP into departments through attending team meetings or through Wider Management Team. Need to keep telling and selling the service/role
The LSP's year end close down arrangements for NRF projects aren't always clear or consistent e.g. staff paid a month in arrears in March are not paid until April after the LSP year end accrual deadline so how do we account for this in terms of defrayment, providing evidence for small recharges e.g. £6.97 where tracing the original through the accounting system will cost more than the amount declared - what about deminimis levels for this type of thing, sometimes unrealistic deadlines for commissioning especially relating to unallocated NRF grant.

Which parts of our service do we do best?

At the end of a telephone. Any calls are answered promptly and with an offer to help with the query. When there is something I don't understand, you take the time to explain it. Good back office support with systems and audit trail. The communication is good. Implementing new ideas, e.g.. forums

Talking to other colleagues/Members - chasing people up. Information provision. Open to new ideas.

From the Audit consortium, The partnership team have developed good working relationships to facilitate the audit process for the NRF programmes and previously SRB programmes too.

All of it

Good customer service skills. Communication has also improved

Good partnership management and approachable staff

My experience of your work is of "public" events such as Parish Council Liaison meetings, all of which have been handled very well

Is there anything else you want to tell us?

Keep up the good work. Extremely grateful for support on Community Forums



V Poor
1
0.00%
0.00%
0.00%
0

0.00%
0.00%
0.00%

0.00%
0

0.00%
0.00%
0.00%
0

No Opinion
1
6.25%

Total
16

49
32.65%

