



Together We Make A Difference

BOLSOVER LOCAL STRATEGIC PARTNERSHIP SATISFACTION SURVEY

Please indicate the level of performance you think the Local Strategic Partnership Office achieves by placing one cross in each row

5 = Very Good 4 = Fairly Good 3 = Medium 2 = Fairly Poor 1 = Very Poor
N/A = Not Applicable

CUSTOMER SERVICE

We aim to respond promptly to queries from our internal customers and partners.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>
We aim to use appropriate language to explain the work and performance of the LSP.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>
We aim to be polite, considerate and friendly to our customers and partners at all times.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>

SERVICE DELIVERY

We aim to perform consistently and be dependable by being accurate in our work and in keeping good records	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>
We aim to ensure we have the knowledge to conduct our work and the skills to perform the services you require.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>
We aim to be approachable and easy to contact by telephone, email and face to face.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>
We aim to understand the needs of our customers and partners through understanding specific requirements and providing personal attention.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	N/A <input type="checkbox"/>

QUALITY OF SERVICE

We aim to ensure that the presentation of our services fits our customers and partners expectations	5	4	3	2	1	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We aim to be trustworthy, believable and honest at all times	5	4	3	2	1	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We aim to provide our services to our customers and partners with appropriate confidentiality	5	4	3	2	1	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, how satisfied are you with the service that we provide to you?

Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR COMMENTS

Which parts of our service do we need to improve?
Please tell us why and (if possible) suggest how we can improve.

Which parts of our service do we do best?

Is there anything else you want to tell us?

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Name (optional)

I am part of:

Public Sector

Voluntary Sector

Private Sector

If you need any further information regarding this survey, please contact the Partnership Office as shown below.

Thank you for taking the time to complete this survey.

The information we receive from you will be used to improve our services and respond to any issue highlighted.

We will publish the results of the survey on our website at www.bolsoverpartnership.gov.uk

Please return your completed form to:

Richard Madin
Partnership Communication and Information Officer
Sherwood Lodge
Bolsover
Derbyshire
S44 6NF

Tel 01246 242588
email richard.madin@bolsover.gov.uk