

Customer Standards and Analysis

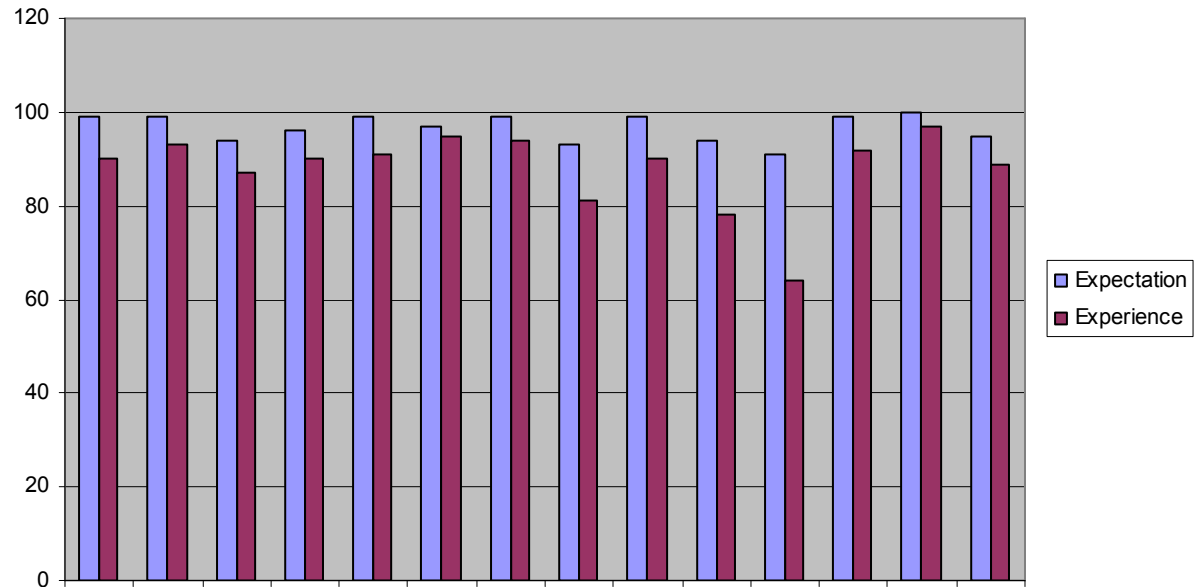
Comparison between expectation and experience 2010

This is based on customer responses to community questionnaires which were distributed for one week in June.

It is planned to make slight changes to grading to make them consistent with HMIe ie. 1-6.

We will carry this out 3 times a year.

Target:
75% of all responses to be Good, Very Good or Excellent.



An environment that is inviting and welcoming
 Accommodation that is suitable for the activity on offer
 A facility that is available for community use during core times
 Staff who are easily identified
 Staff who are helpful, professional and courteous
 Staff who have good knowledge and skills
 Staff who meet needs in a fair and sensitive manner
 Programmes / activities which reflect the needs or interests of participants
 Information about changes to the service / programme / activities
 A well publicised complaints / comments / suggestions system
 Arrangements for participants with special needs in a fair and sensitive manner
 Publicity material that is readily available and easy to understand

Feedback and responses to our surveys are available to view on the Customer Information noticeboard in the reception area.