

Office Location - Durham
Inspection Questionnaire Results

01/01/2015 - 31/12/2015

Number of Questionnaires Sent
 Number of Questionnaires Received

0
161

Target 90% (Excellent / Very Good)

Ease of Contact /Availability of Staff

Excellent	Very Good	Good	Average	Poor	Very Poor
89	55	14	2	0	0
55.28%	34.16%	8.70%	1.24%	0.00%	0.00%

Time taken to respond to your Inspection Request
 Carried out at a convenient time

99	51	10	0	0	1
61.49%	31.68%	6.21%	0.00%	0.00%	0.62%

How satisfied were you with the Fairness and Helpfulness of staff

101	44	12	4	0	0
62.73%	27.33%	7.45%	2.48%	0.00%	0.00%

Quality of Advice / Information

91	57	10	1	2	0
56.52%	35.40%	6.21%	0.62%	1.24%	0.00%

Your overall opinion of the service

95	47	16	2	0	1
59.01%	29.19%	9.94%	1.24%	0.00%	0.62%

Do you feel you have received value for money?

Yes	No
148	13
91.93%	8.07%

Do you feel the service could be improved?

Yes	No
31	122
19.25%	75.78%

As part of Best Value we have set up a Focus Group
 Would you be interested in being a member of the Group

Yes	No
10	81
6.21%	50.31%