Kenilworth Connection   -   December 1998 - November 1999   Appendix C

Performance against Evaluation Criteria

1.0   Customer Care Standards
Item 1.1   Ongoing with the Customer Care Policy.

Most of this information is based on the four quarterly customer surveys.

Item 1.2 Ease of identity:
        74% gave us 5   (Excellent)
        15% gave us 4   (Good)
        10% gave us 3   (Satisfactory)
         2% gave us 1   (Poor)

Item 1.3 Customers treated courteously
        86% gave us 5   (Excellent)
         9% gave us 4   (Good)
         5% gave us 3   (Satisfactory)

Item 1.4 Customers served promptly
        81% gave us 5   (Excellent)
        13% gave us 4   (Good)
         5% gave us 3   (Satisfactory)
         2% gave us 2   (Not very good)

Item 1.5 Questions answered in the Connection
        On average 92% answered yes, their enquiry was answered in the
        Connection
        (Although in the postal survey only 88% of respondents thought their
        question had been answered in the Connection)

Item 1.6 Quality of information/advice given
        74% gave us 5   (Excellent)
        19% gave us 4   (Good)
         7% gave us 3   (Satisfactory)

2.0   Staff Standards
Items 2.1 & 2 Appraisals undertaken and team meeting notes available.

3.0   Information and Openness
Item 3.1   41% of respondents took leaflets away, of these
               72% found them useful

Item 3.2   No requests received so far

Item 3.3   Information available from Library, Town Council, Benefits/cashiers office
               Leaflets distributed to Job Centre, Social Services, Leek Wootton Post
               Office, Burton Green Bugle

4.0   Customer Satisfaction

Item 4.1   The survey rating for overall performance
                84% gave us 5   (Excellent)
                13% gave us 4   (Good)
                 3% gave us 3   (Satisfactory)

Item 4.2   Table of comments available at Appendix C.

Item 4.3   Posters produced November and displayed at Birthday celebrations in Kenilworth Connection attached at Appendix D

Item 4.4   Reports and budget book available.

5.0   Measurable Improvements

Item 5.1   See above information at 4.3.

Item 5.2   Number of agencies reported at last meeting although increasing use for posters and campaigns.

Item 5.3   Reports prepared when required.