

## User Satisfaction Index – End of 1<sup>st</sup> Quarter 09-10

### Objective

The objective of this paper is to update the Directing Board on performance against the USI target for the first quarter of the year 2009/10.

### Key Indicators:

1. The Index for the first quarter of 2009-10 is **90%**<sup>1</sup> which is in line with the target
2. The Service received a total of **5204** completed comment cards

### Background

3. The Directing Board set the 2009-10 satisfaction target as **90%**
4. The summary for the overall result for the quarter is as follows:

### Satisfaction by group

User Group	Sample size	Satisfaction (%)
Bankrupts and Directors	4615	91
Insolvents Creditors	15	80
Redundancy Payments	451	73
Enquiries	29	85
Insolvency Practitioners	18	84
Others*	76	96
<b>Overall</b>	<b>5204</b>	<b>90</b>

### Summary of overall responses for quarter one 2009-10

	Total responses
Very Satisfied	3395
Satisfied	1555
Neutral	192
Dissatisfied	36
Very Dissatisfied	26
Total	5204
<b>User Satisfaction Index</b>	<b>90%</b>

\*The remaining groups were either blank, or 'other'

<sup>1</sup> In line with the recommendation from industry experts, decimal figures will now be rounded up to the next whole number – to this end, the figure of 89.67% has been rounded up to 90%

5. **Bankrupts and Directors:** the largest number of responses forming over 89% of the total. Satisfaction was **91%** - the highest of all groups. Within this group there were a total of 7 dissatisfied and 3 very dissatisfied customers.
6. **Redundancy Payments:** Satisfaction for this group is at 73% against a target of 78%. It is pleasing to note that the score is an improvement on the previous quarter where the score was 72%.
7. No comment is made on the other groups within the satisfaction index the information that they is statistically insignificant.
8. **Conclusions:** This result is a good start to the operational year. To maintain this achievement consistently, the Customer Services Team continue to embark on outreach work and support the different directorates whose user satisfaction responses form part of the USI. CST will provide detailed analysis of results to service areas regularly to identify target improvements and to identify any trends and patterns.

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## Appendix 1: Full results for 2008/09

<b>Overall USI Score</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>End of Year</b>
Very Satisfied	3025	2941	2767	3494	12227
Satisfied	1260	1316	1272	1611	5459
Neither nor	152	141	97	169	559
Dissatisfied	40	60	40	40	180
Very Dissatisfied	29	25	25	23	102
<b>Total</b>	<b>4506</b>	<b>4483</b>	<b>4201</b>	<b>5337</b>	<b>18527</b>
<b>Score</b>	<b>90.01</b>	<b>89.53</b>	<b>89.97</b>	<b>89.88</b>	<b>89.85</b>

<b>Bankrupt's / Director's</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>End of Year</b>
Very Satisfied	2828	2802	2658	3351	11639
Satisfied	1064	1157	1132	1482	4835
Neither nor	99	108	74	134	415
Dissatisfied	16	37	28	12	93
Very Dissatisfied	8	3	12	9	32
<b>Total</b>	<b>4015</b>	<b>4107</b>	<b>3904</b>	<b>4988</b>	<b>17014</b>
<b>Score</b>	<b>91.64</b>	<b>90.89</b>	<b>90.96</b>	<b>90.87</b>	<b>91.08</b>

<b>Insolvent's Creditors</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>End of Year</b>
Very Satisfied	15	9	14	10	48
Satisfied	6	10	13	6	35
Neither nor	1	0	3	2	6
Dissatisfied	2	1	1	1	5
Very Dissatisfied	0	0	1	1	2
<b>Total</b>	<b>24</b>	<b>20</b>	<b>32</b>	<b>20</b>	<b>96</b>
<b>Score</b>	<b>85.42</b>	<b>83.75</b>	<b>79.69</b>	<b>78.75</b>	<b>81.77</b>

<b>Redundancy Payments</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>End of Year</b>
Very Satisfied	102	105	50	64	321
Satisfied	146	134	93	98	471
Neither nor	42	32	15	30	119
Dissatisfied	22	22	9	25	78
Very Dissatisfied	21	14	5	12	52
<b>Total</b>	<b>333</b>	<b>307</b>	<b>172</b>	<b>229</b>	<b>1041</b>
<b>Score</b>	<b>71.47</b>	<b>73.94</b>	<b>75.29</b>	<b>69.32</b>	<b>72.36</b>

<b>Enquiry</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>End of Year</b>
Very Satisfied	14	10	19	15	58
Satisfied	15	2	12	5	34
Neither nor	5	0	1	0	6
Dissatisfied	0	0	0	1	1
Very Dissatisfied	0	0	0	1	1
<b>Total</b>	<b>34</b>	<b>12</b>	<b>32</b>	<b>22</b>	<b>100</b>
<b>Score</b>	<b>81.62</b>	<b>95.83</b>	<b>89.06</b>	<b>86.36</b>	<b>86.75</b>

<b>IP</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>End of Year</b>
Very Satisfied	27	10	12	11	60
Satisfied	13	11	9	2	35
Neither nor	3	0	1	1	5
Dissatisfied	0	0	1	0	1
Very Dissatisfied	0	7	1	0	8
<b>Total</b>	<b>43</b>	<b>28</b>	<b>24</b>	<b>14</b>	<b>109</b>
<b>Score</b>	<b>88.95</b>	<b>65.18</b>	<b>81.25</b>	<b>92.86</b>	<b>81.65</b>