

USI 2nd quarter (July- September) 2007- 8 Results: DB Paper

Key Indicators:

- The index for the second quarter of the year 2007-8 is **91.96**
- The Service has met and exceeded the target USI score of 90
- The Service Received **4,956** comments cards (including RP); a 5% increase on Q2 06-07 (4,701) which is a 44% decrease on last quarter (8,746)
- Internet returns accounted for **4.11%** of responses received this quarter, an increase of 1.3% on last quarter.

Detail:

NB: Responses to the question "overall how satisfied are you" are those that determine a USI for each component. The total number of respondents for each category and those who respond to this question may differ due to blank answers.

Bankrupts & Directors – target 92: Qtr 2 = 92.68

Individual bankrupts and directors of insolvent companies remain by far the largest group of respondents, 4564 returned comments cards accounting for 93.23% of the total response.

The satisfaction index for this group remains high at **92.68%** comparable to the last quarter.

Insolvents Creditors – target 84: Qtr 2 = 76.56

We received **48** responses from this group; signifying **0.9%** of the total returns and aligns itself to those who make enquiries.

The satisfaction index was **76.56%**, 7.44% below target for 2007-8.

The Service continues to experience difficulties gaining feedback from this group. After giving due consideration to the benefits and cost of commissioning a survey from GfK NOP of insolvents' creditors, The Service felt it would not be viable.

We considered whether, in fact, we have a relationship with insolvents' creditors to warrant unique survey activity; we identified we do not have what is a "genuine relationship" but Steering Board has in the past identified the need to survey creditors because they are the largest customer base. Therefore, because telephone surveying has given us qualitative and quantitative data, we will look to carry out a telephone survey before the end of 07-08.

Enquiries – target 90: Qtr 2 = 85

We received **40** responses from this group. This is comparable to previous quarters.

The USI Score for users making enquiries this quarter is **85%**

Note: There appears to be an emerging trend of low returns for this component and also missing its USI. The team will look in to this and report back in due course to Directing Board.

Insolvency Practitioners – target = 90: Q2 = 83.82

17 responses were made. Another overall return rate that remains low. The USI for Insolvency Practitioners this quarter is **83.82%**

Again it should be noted that the low response rate exacerbates the effect of any dissatisfaction on this group's score.

It is hoped that the survey carried out by IP Section will assist in both quality and quantity.

Note: The team will look in to the low returns and report back in due course to Directing Board.

Redundancy Payments – target 78: Q2 = 74.20

186 users returned customer comments cards for the Redundancy Payments Directorate this quarter. This is lower than normal due to the late start of the pilot of the new A4 RPD customer comments cards and only July's sample being sent out to customers.

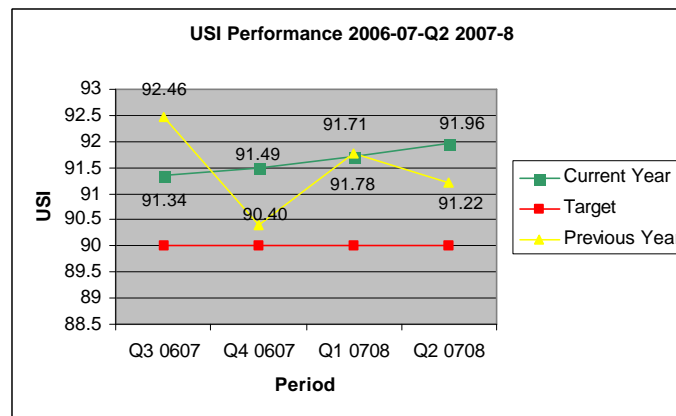
This could be the reason for the overall RPD USI of **74.20%** this quarter.

Annual & Historical USI trends:

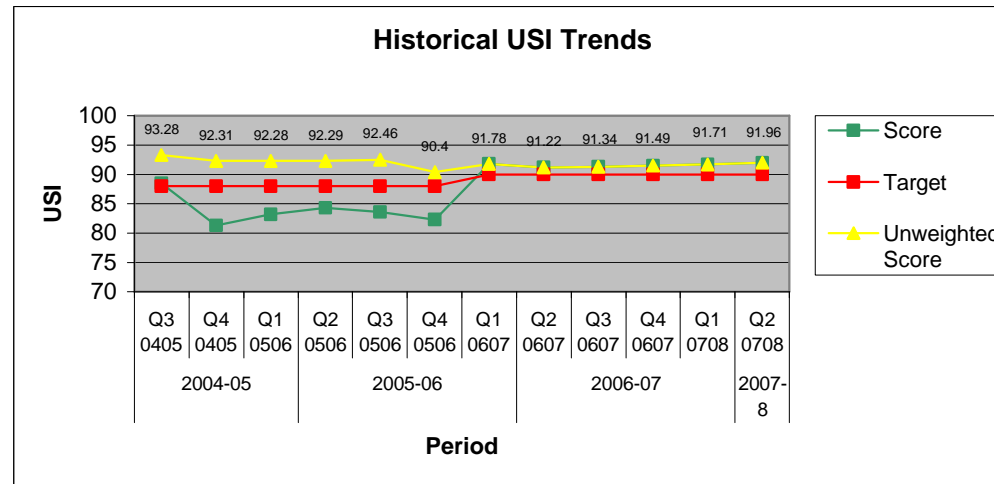
USI scores for the rolling year Q3 06-07 to Q2 07-08.

The Board took the decision, for 2006-7, to remove user group weightings so that each individual respondent's satisfaction carried equal weight. The 'un-weighted score' therefore represents the score that the Service would have achieved had the calculation always been made this way.

The trend for the year shows a continued gradual small upward climb. The three-year trend demonstrates quite clearly that removing the weighting has allowed us to remain constantly above target



Three-year USI trend.



OR & RP Office USI Performance for Q2 2007-8:

NOTES:

- 1) Top 4 performers from Qtr 2 are London B, Southend, London C and Norwich
- 2) From Q2 all offices are allowed to publish their unique USI based on actual numbers, especially as we no longer weight the results of the USI.
- 3) RTLU offices for Q2 are now included in their regions – as already agreed for all statistics purposes (Les Cramp is aware).
- 4) * 2 comment cards returned, both very satisfied.

Office:	Region	Overall Score (Not by element)	Overall Reportable Score (change for Q2)
RTLU NW	North West	*100.00	100.00
London B	London	97.52	97.52
Southend	Anglia	94.95	94.95
London C	London	94.94	94.94
Norwich	Anglia	94.67	94.67
LONDON Region	London	94.60	94.60
Canterbury	South East	94.47	94.47
Croydon A	London Region	94.31	94.31
Manchester B	North West	94.30	94.30
Hull	North East	94.26	94.26
Ipswich	Anglia	94.05	94.05
Manchester A	North West	94.00	94.00
Liverpool	North West	93.95	93.95

PIU	London Region	93.75	93.75
Gloucester	South West	93.71	93.71
Leeds B	North East	93.57	93.57
Stockton	North East	93.37	93.37
Birmingham A	Midlands	93.27	93.27
Croydon B	London Region	93.14	93.14
Chester	North West	92.86	92.86
Stoke	North West (Jul 2007)	92.66	92.66
Cardiff	South West	92.59	92.59
Leicester	Midlands	92.57	92.57
North West Region	North West	92.53	92.53
London A	London	92.44	92.44
Plymouth	South West	92.39	92.39
North East Region	North East	92.37	92.37
Anglia Region	Anglia	92.34	92.34
Nottingham	Midlands	92.21	92.21
Reading	South East	92.19	92.19
South West Region	South West	91.90	91.90
Midlands Region	Midlands	91.71	91.71
Medway	South East	91.67	91.67
Southampton	South East	91.61	91.61
Swansea	South West	91.48	91.48
South East Region	South East	91.47	91.47
Bristol	South West	91.33	91.33
Leeds A	North East	91.32	91.32
Newcastle	North East	91.28	91.28
Bournemouth	South East	91.25	91.25
Northampton	Anglia	91.16	91.16
Birmingham C	Midlands	91.07	91.07
St Albans	Anglia	90.94	90.94
PIU NORTH	London Region (June 2007)	90.91	90.91
Blackpool	North West	90.80	90.80
Exeter	South West	90.61	90.61
Brighton	South East	90.38	90.38
Birmingham B	Midlands	89.77	89.77
Sheffield	North East	89.69	89.69
Cambridge	Anglia	89.60	89.60
Birmingham HQ	HQ	87.50	87.50
CEL	HQ	85.16	85.16
LONDON HQ	HQ	85.00	85.00
RTLU NE	North East	83.33	83.33
Birmingham B RPO	RPD	80.00	80.00
Birmingham A RPO	RPD	77.14	77.14
Edinburgh RPO	RPD	75.76	75.76
PSP	HQ	75.00	75.00
Redundancy Payments	RPD	75.00	75.00

RTLU Midlands	Midlands	75.00	75.00
RTLU SE	South East	75.00	75.00
Watford RPO	RPD	67.24	67.24
RTLU Croydon (London)	London Region	66.67	66.67
RTLU SW	South West	65.00	65.00
RTLU Anglia	Anglia	64.29	64.29

Index calculation:

USI calculation			
	Score	Number of Responses (A)	Score x Number of Responses (B)
Very Satisfied	4	3513	14052
Satisfied	3	1248	3744
Neither satisfied nor dissatisfied	2	90	180
Dissatisfied	1	30	30
Very Dissatisfied	0	14	0
Total (A/B)	-	4895	18006
Maximum achievable - Total A x 4 = C			19580
B ÷ C x 100=			91.96

Service Delivery:

Levels of satisfaction for Q2 2007-8 expressed as a percentage for the four elements of service delivery.

Service Components	Satisfaction as a %	Change Since last quarter
Polite	93.26	+0.75
Helpful	92.66	+0.76
Informative	91.73	+0.98
Quality and Accuracy	90.94	+0.69

Bankruptcy Interviews Q2 2007-8:

Levels of satisfaction from bankrupts' when interviewed in person or by telephone.

When interviewed	Overall Satisfaction as a %	Quality and Accuracy Satisfaction as a %
Face to face	94.87	93.22
By telephone	92.21	90.63

Comment card return rates per office for Q2 2007- 8:

NEW: Total %age issued by offices may be more useful to identify performance by office.

* We had to adjust the figures as we had erroneous counts for the end of the quarter and those we had logged as issued to the office.

Office	Total issued	Total returned here	Total left in office	Total issued by office	Return Rate (%)	NEW: Total issued by office %
Birmingham A	900	133	609	900	45.70	32.33
Birmingham B	643	89	315	643	27.13	51.01
Birmingham C	2156	112	2044	2156	100.00*	5.19
Birmingham HQ	657	6	642	657	40.00	2.28
Blackpool	848	197	292	848	35.43	65.57
Bournemouth	1547	81	1269	1547	29.14	17.97
Brighton	585	14	160	585	3.29	72.65
Bristol	349	75	140	349	35.89	59.89
Cambridge	699	140	322	699	37.14	53.93
Canterbury	791	125	452	791	36.87	42.86
Cardiff	794	110	366	794	25.70	53.90
Chester	700	159	379	700	49.53	45.86
Croydon A (Lon region 2007)	834	105	750	834	125.00	10.07
Croydon B (Lon region 2007)	1250	103	1147	103	100.00*	8.24
Exeter	850	169	300	850	30.73	64.71
Gloucester	1244	169	769	1244	35.58	38.18
Hull	1077	149	634	1077	33.63	41.13
Ipswich	1221	130	1124	1221	134.02	7.94
Leeds A	1380	103	528	1380	12.09	61.74
Leeds B	693	71	165	693	13.45	76.19
Leicester	770	107	590	770	59.44	23.38
Liverpool	766	62	284	766	12.86	62.92
London A	1614	44	1515	1614	44.44	6.13
London C	1010	243	340	1010	36.27	66.34
London B	1000	117	479	1000	22.46	52.10
Manchester A	639	102	62	639	17.68	90.30
Manchester B	582	60	305	582	21.66	47.59

Medway	2213	142	1796	2213	34.05	18.84
Newcastle	615	87	589	615	334.62	4.23
Northampton	759	148	237	759	28.35	68.77
Norwich	1040	226	504	1040	42.16	51.54
Nottingham	624	140	130	624	28.34	79.17
Plymouth	1020	69	680	1020	20.29	33.33
Reading	1625	48	1484	1625	34.04	8.68
Sheffield	1498	82	1227	1498	30.26	18.09
Southampton	1539	139	524	1539	13.69	65.95
Southend	1068	96	659	1068	23.47	38.30
St Albans	1004	174	870	1004	129.85	13.35
Stockton	1656	100	1283	1656	26.81	22.52
Stoke	619	287	523	619	298.96	15.51
Swansea	1590	44	1495	1590	46.32	5.97
PSP/Security	1940	2	2000	1940	100.00	0.10
PIU	572	4	70	572	0.80	87.76
PIU North	494	12	150	494	3.49	69.64
IEL	1045	33	1000	1045	73.33	4.31
RTLU Anglia	256	7	1124	256	2.73	100.00
RTLU Croydon (London)	571	3	271	571	1.00	52.54
RTLU Midlands	1480	7	750	1480	0.96	49.32
RTLU NE	707	6	0	707	0.85	100.00
RTLU NW	200	2	198	2	100.00	1.00
RTLU SE	775	1	0	775	0.13	100.00
RTLU SW	354	5	0	354	1.41	100.00
RPS Birmingham A	200	59	0	200	29.50	100.00
RPS Birmingham B	200	35	0	200	17.50	100.00
RPS Edinburgh	200	47	0	200	23.50	100.00
RPS Watford	200	45	0	200	22.50	100.00