

## USI 1<sup>st</sup> quarter (April-June) 2006-07 Results

### Key Indicators:

- The index for the first quarter of the year 2006-07 is **91.78**
- The Service has met and exceeded the target USI score of 90
- The Service Received **4,714** comments cards a 28% increase on last Q4 05-06 (3,385) and a 42% on Q1 2005-06 (2722)
- Internet returns accounted for **4%** of responses received this quarter, a drop of 1.5% on last quarter

### Detail:

#### Bankrupts & Directors:

Individual bankrupts and directors of insolvent companies remain by far the largest group of respondents, **4,366** returned comments cards accounting for **93%** of the total response.

The satisfaction index for this group remains high at **92.56** a 0.1 increase on last quarter.

#### Insolvents Creditors:

The Service continues to experience difficulties gaining feedback from this group. This quarter **27** creditors returned comments cards, an increase of 27% compared to last quarter's 19, but still too few to be considered statistically robust. Following the successful completion of last quarter's pilot, and as a supplement to the customer comments cards, a further telephone survey of insolvents creditors will be carried out during the year.

#### Enquiries:

We received **51** responses from this group an increase of 6 since last quarter. Users of IEL made the majority of enquiries and responded mostly via Internet returns; however, given the volume of enquiries IEL receives (12,904 calls in the quarter), it is disappointing that the response rate from this group remains low.

The USI Score for users making enquiries this quarter is **88.24** which is consistent with Q4 2005-06.

#### Insolvency Practitioners:

The rate of return from Insolvency Practitioners continues to fall, with only **33** returning a customer comments card in Q1 2006-07 compared to 42 in Q4 2005-06. The USI for Insolvency Practitioners this quarter is **78.03**, a decrease of 8 compared to last quarter's 80.92. It should be noted that the low response rate exacerbates the effect of any dissatisfaction on this group's score.

Set out in the User Engagement Strategy is the Service's commitment to finding other alternative ways of gaining feedback from users. As such Estate Accounts Directorate have issued a readership survey to IP Cashiers, the results of which will be included in the Q2 2006-07 USI results paper

### Redundancy Payments:

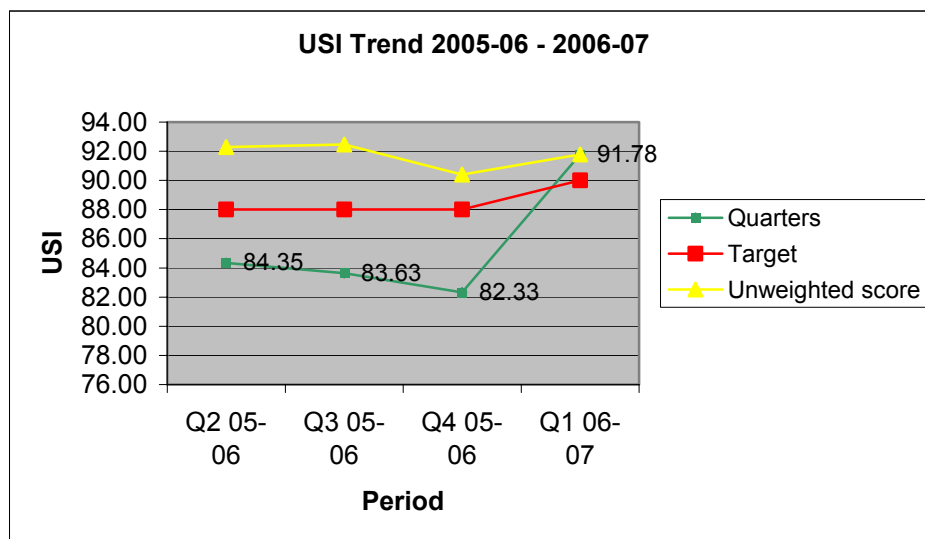
176 users returned customer comments cards for the Redundancy Payments Directorate this quarter, 90% fewer than Q4 2005-06 (335). A smaller than usual number of cards were issued by the RPOs due to an administrative mix up; this accounts for the depressed return rate, the offices are sending out more cards in Q2 06-07 to compensate for the shortfall.

The RPD USI score for Q1 2006-07 is **76.85** a decrease of 5.13 compared to Q4 2005-06.

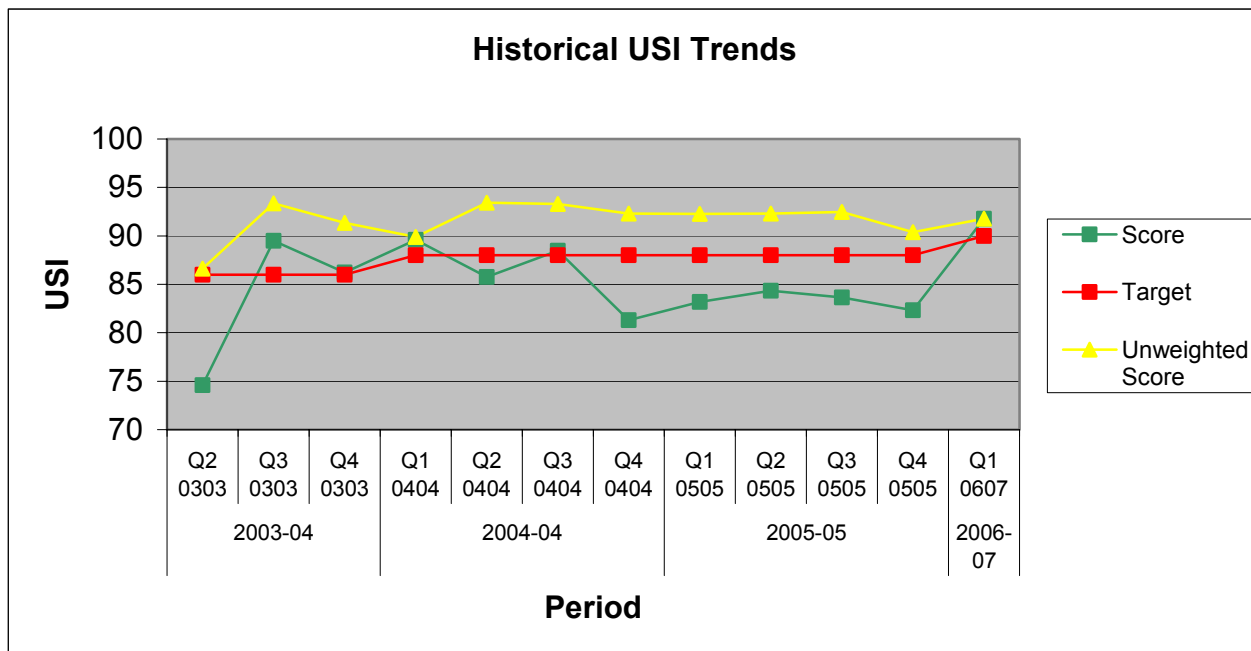
### Annual & Historical USI trends:

USI scores for the rolling year Q2 05-06 to Q1 06-07. The Board may remember that they took the decision to change the manner in which the USI is calculated removing user group weightings so that each individual respondent's satisfaction carried equal weight.

As such the 'unweighted score' below represents the score that the Service would have achieved had the calculation always been made as it is now.



Three-year USI trend.



**OR & RP Office USI Performance for Q1 2006-07:**

Office	Region	Overall Score (Not by element)	Overall Reportable Score (>10)
<b>Anglia Region</b>	Anglia	92.03	92.03
Banking		0.00	0.00
Birmingham A	Midlands	91.46	91.46
Birmingham B	Midlands	91.93	91.93
Birmingham B RPO	RPD	77.38	77.38
Birmingham C	Midlands	90.91	90.91
Birmingham HQ	HQ	100.00	N/A
Birmingham S RPO	RPD	76.67	76.67
Blackpool	North West	92.99	92.99
Bournemouth	South East	91.47	91.47
Brighton	South East	89.71	89.71
Bristol	South West	91.51	91.51
Cambridge	Anglia	89.33	89.33
Canterbury	South East	93.06	93.06
Cardiff	South West	91.75	91.75
CEL	HQ	89.66	89.66
Chester	North West	93.71	93.71
Croydon	South East	90.94	90.94
Edinburgh RPO	RPD	90.63	90.63
Exeter	South West	90.36	90.36
Gloucester	South West	89.72	89.72
Hull	North East	95.38	95.38

Ipswich	Anglia	93.13	93.13
Leeds	North East	92.28	92.28
Leicester	Midlands	88.84	88.84
Liverpool	North West	94.00	94.00
London A	London	94.12	94.12
London B	London	94.84	94.84
London C	London	97.70	97.70
<b>LONDON HQ</b>	HQ	90.31	90.31
<b>LONDON Region</b>	London	95.35	95.35
Manchester	North West	93.54	93.54
Medway	South East	94.08	94.08
<b>Midlands Region</b>	Midlands	91.19	91.19
Newcastle	North East	92.99	92.99
<b>North East Region</b>	North East	93.06	93.06
<b>North West Region</b>	North West	93.91	93.91
Northampton	Anglia	91.41	91.41
Norwich	Anglia	93.29	93.29
Nottingham	Midlands	91.26	91.26
PIU	London	50.00	N/A
PIU NORTH	North West	100.00	N/A
Plymouth	South West	94.37	94.37
PSP	HQ	89.06	89.06
Reading	South East	88.12	88.12
<b>Redundancy Payments RPD</b>		76.85	76.85
RTLU Anglia	Anglia	100.00	N/A
RTLU London	London Region	92.86	N/A
RTLU Midlands	Midlands	62.50	N/A
RTLU NE	North East	75.00	N/A
RTLU NW	North West	100.00	N/A
RTLU SE	South East	81.25	N/A
RTLU SW	South West	90.00	N/A
Sheffield	North East	91.16	91.16
<b>South East Region</b>	South East	91.66	91.66
<b>South West Region</b>	South West	91.30	91.30
Southampton	South East	93.45	93.45
Southend	Anglia	95.99	95.99
St Albans	Anglia	88.51	88.51
Stockton	North East	92.93	92.93
Stoke	Midlands	95.53	95.53
Swansea	South West	91.54	91.54
Watford RPO	RPD	78.52	78.52

### Index calculation:

USI Calculation			
	Score	Number of Responses (A)	Score x Number of Responses (B)
Very Satisfied	4	3343	13372
Satisfied	3	1242	3726
Neither satisfied nor dissatisfied	2	92	184
Dissatisfied	1	24	24
Very Dissatisfied	0	13	0
Total (A/B)	-	4714	17306
Maximum achievable - Total A x 4 = C			18856
B ÷ C x 100 =			<b>91.78</b>

### Service Delivery:

Levels of satisfaction for Q1 2006-07 expressed as a percentage for the four elements of service delivery.

Service Components	Satisfaction as a %	Change Since last quarter
Polite	93.06	0.35
Helpful	92.44	-0.1
Informative	91.34	0.23
Quality and Accuracy	90.42	0.57

### Bankruptcy Interviews Q1 2006-07:

Comparison of bankrupts' levels of satisfaction when interviewed in person or by telephone.

When interviewed	Overall Satisfaction as a %	Quality and Accuracy Satisfaction as a %
Face to face	93.88	91.82
By telephone	92.39	90.58

**Comment card return rates per office for Q1 2006-07:**

<b>Office</b>	<b>Total issued to office</b>	<b>Total returned here</b>	<b>Total left in office</b>	<b>Total issued by office</b>	<b>% Return</b>
Birmingham A	1022	202	571	451	<b>44.79</b>
Birmingham B	1004	96	721	283	<b>33.92</b>
Birmingham C	1017	33	886	131	<b>25.19</b>
Birmingham HQ	1000	2	95	905	<b>0.22</b>
Blackpool	1021	164	541	480	<b>34.17</b>
Bournemouth	1000	85	716	284	<b>29.93</b>
Brighton	1003	34	425	578	<b>5.88</b>
Bristol	1035	212	413	622	<b>34.08</b>
Cambridge	921	82	535	386	<b>21.24</b>
Canterbury	1007	90	744	263	<b>34.22</b>
Cardiff	1006	97	488	518	<b>18.73</b>
Chester	1002	171	189	813	<b>21.03</b>
Croydon	1000	171	291	709	<b>24.12</b>
Exeter	1000	153	261	739	<b>20.70</b>
Gloucester	1012	107	552	460	<b>23.26</b>
Hull	1000	173	553	447	<b>38.70</b>
Ipswich	1006	142	535	471	<b>30.15</b>
Leeds	950	149	223	727	<b>20.50</b>
Leicester	1002	56	312	690	<b>8.12</b>
Liverpool	1014	25	159	855	<b>2.92</b>
London A	754	85		754	<b>11.27</b>
London C	1016	98		1016	<b>9.65</b>
London B	1000	126		1000	<b>12.60</b>
Manchester	1278	120	260	1018	<b>11.79</b>
Medway	1017	76	783	234	<b>32.48</b>
Newcastle	879	157	362	517	<b>30.37</b>
Northampton	1011	160	400	611	<b>26.19</b>
Norwich	1258	283	796	462	<b>61.26</b>
Nottingham	1013	123	418	595	<b>20.67</b>
Plymouth	1000	71	274	726	<b>9.78</b>
Reading	1067	101	666	401	<b>25.19</b>
Sheffield	1016	99	699	317	<b>31.23</b>
Southampton	976	164	457	519	<b>31.60</b>
Southend	1000	81	531	469	<b>17.27</b>
St Albans	999	148	567	432	<b>34.26</b>
Stockton	1010	99	812	198	<b>50.00</b>
Stoke	1006	123	742	264	<b>46.59</b>
Swansea	1001	65	254	747	<b>8.70</b>
PSP/Security	1012	16	36	976	<b>1.64</b>
PIU	500	1	0	500	<b>0.20</b>
PIU North	1005	4	350	655	<b>0.61</b>
CEL	1013	29		1013	<b>2.86</b>
RTLU Anglia	500	1	149	351	<b>0.28</b>
RTLU NW	500		362	138	<b>0.00</b>
RTLU London	1000			1000	<b>0.00</b>
RTLU Midlands	1013	4	498	515	<b>0.78</b>
RTLU NE	1000	4	647	353	<b>1.13</b>

<b>RTLU SE</b>	1015	4	779	236	<b>1.69</b>
<b>RTLU SW</b>	0	5	0	0	<b>#DIV/0!</b>
<b>INSS</b>	46881	4491	20052	26829	<b>16.74</b>