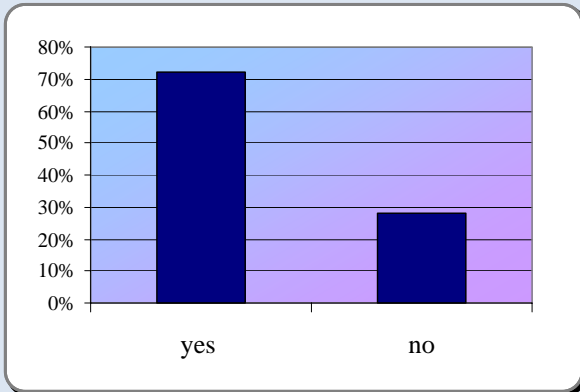


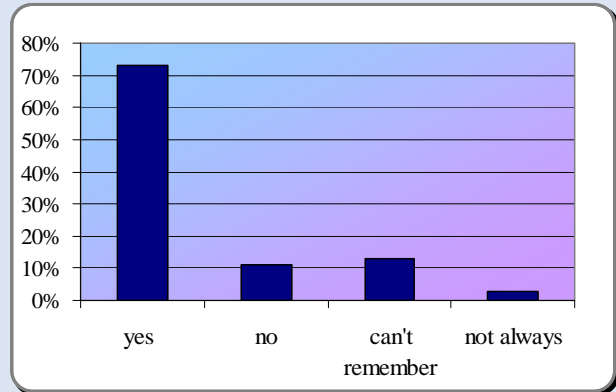
# October 2007 Customer Service Survey: Strategic Policy and Economic Development unit (SPED) Results

We regularly monitor the quality of our customer services activity. The following graphs show you how we've been performing during 2007.

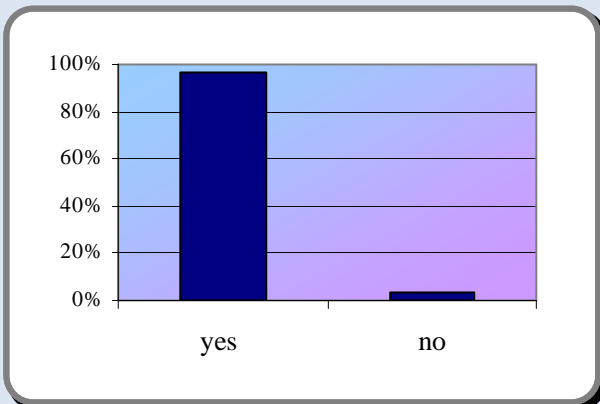
**Are you aware of the Oxfordshire County Council Customer Charter?**



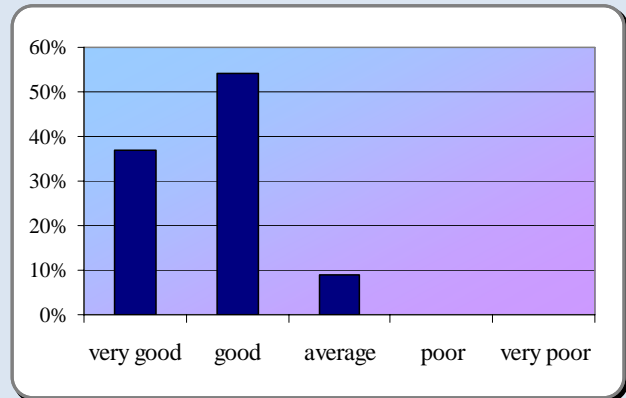
**When contacting County Council staff by telephone, do they give you their name as well as that of the organization?**



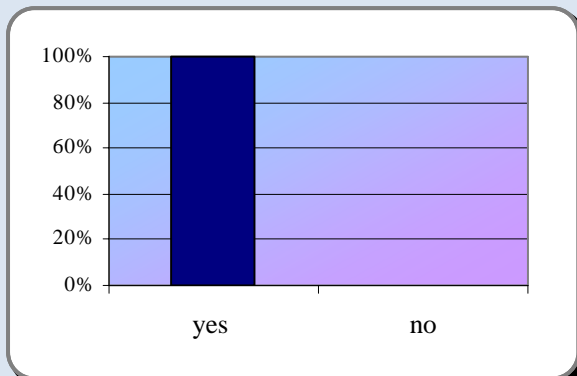
**Are your emails and letters answered within 5 working days?**



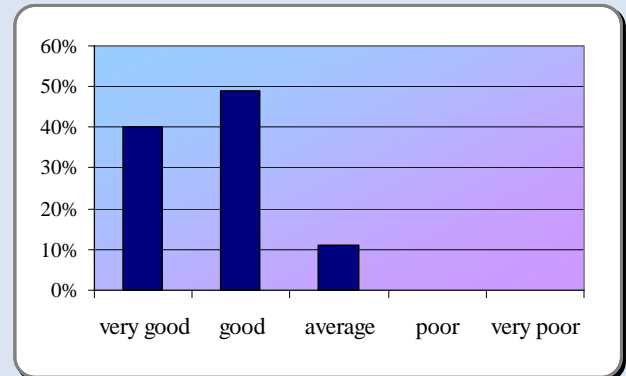
**How do you rate the quality of our response to your questions?**



**As a SPED customer, do you think we communicate with you often enough?**



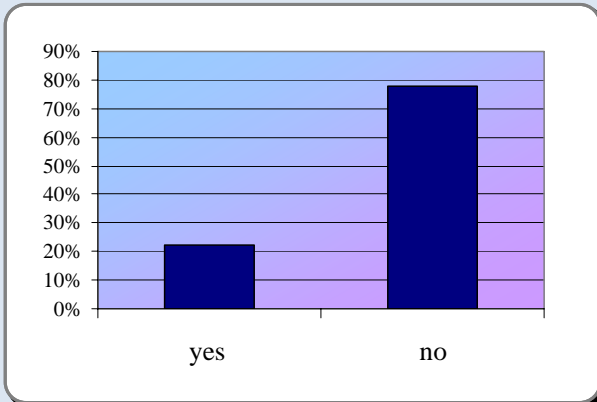
**What do you think about the quality of these communications?**



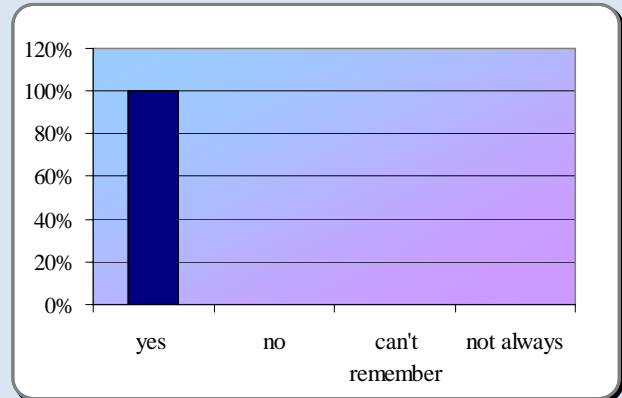
# March 2008 Customer Service Survey: Strategic Policy and Economic Development unit (SPED) Results

We regularly monitor the quality of our customer services activity. The following graphs show you how we've been performing during period between October 2007 and March 2008.

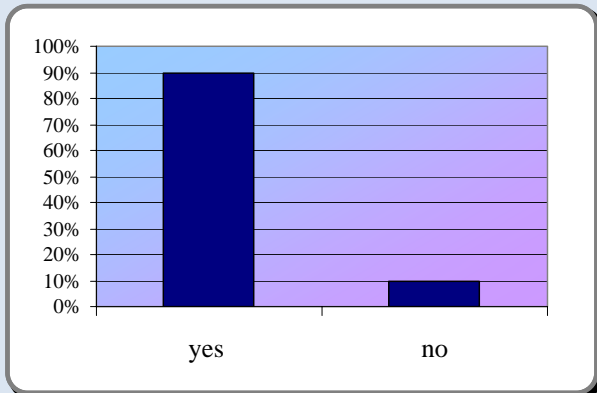
**Are you aware of the Oxfordshire County Council Customer Charter?**



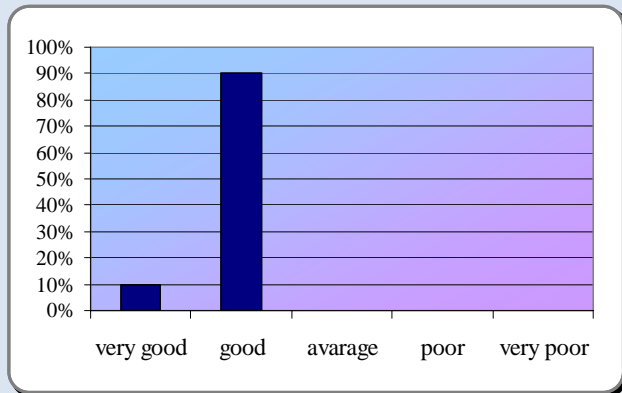
**When contacting County Council staff by telephone, do they give you their name as well as that of the organization?**



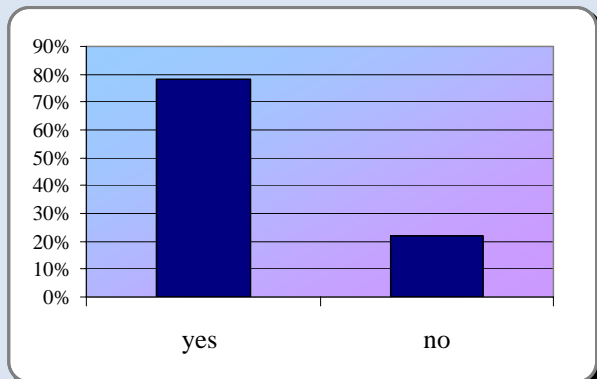
**Are your emails and letters answered within 5 working days?**



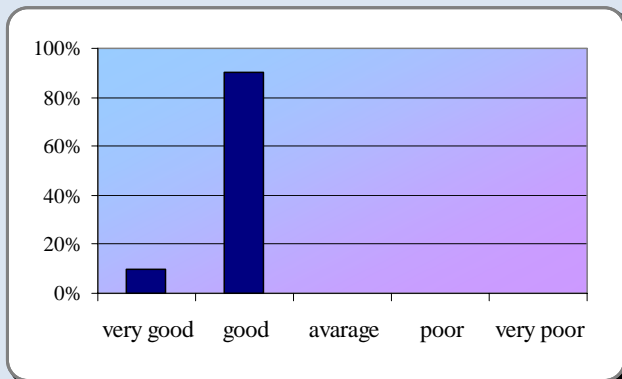
**How do you rate the quality of our response to your questions?**



**As a SPED customer, do you think we communicate with you often enough?**



**What do you think about the quality of these communications?**



# Customer Service Survey: Strategic Policy and Economic Development unit (SPED) Results Summary

The summary below illustrates few main points coming from the two rounds of the Customer Services Survey conducted for the unit in October 2007 and March 2008:

- Overall the majority of our customers (over 70%) were aware of the Customer Charter. Those who were unaware of the Charter had the opportunity to find out about it from our email that was sent to them during the first round of the Customer Services Survey. The email explained the idea behind the Customer Charter and gave the reasons why it is important for SPED to comply with it so that the Chartermark status can be gained and kept. When comparing the results from the October and March surveys the number of customers that were aware of the Charter rose by almost 10%.
- In the first round of the survey over 70% of our customers admitted that we introduce ourselves by name as well as stating the organisation name when answering the telephone. A further 13% could not remember if the name was given, and 3% stated that we do not do it every time. However, 11% of customers contacted revealed that there is room for improvement and stated that we do not give our names. The second round of the survey however, proved to show our improvement as 100% of approached customers admitted that we introduce ourselves by both ours and our institution's name.
- Almost all of our customers (93% in the first round of the survey and 100% in the second) admitted that we reply to emails and letters within 5 working days. Regarding the quality of these replies in the first round of the survey over half of our customers (54%) thought that they were good, over a third thought that they were very good (37%), and a tenth stated that the quality was average. The second round however shows improvement as 90% of our customers thought that the quality of our emails is good and 10% as very good.
- All of the customers contacted in the first round admitted that our agendas and papers are sent out on time. Almost half of them said the quality of the agendas and papers are good, 40% thought they were very good and 11% mentioned there is room for improvement. In the second round however, the percentage of customers who thought that our agendas and papers are sent out on time decreased from 100% to almost 80%. Regarding opinions on the quality of those papers customers approached in the second time thought that they are good (90%) and very good (10%).