



Mystery Shoppers

customer service specialists

Warwickshire County Council Mystery Shopping Programme – Calls, Emails, Visits & Letters

Summary Report Wave 6 – June 2009

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1. Background

Warwickshire County Council is committed to a continual appraisal of their strategy and to improving all the services it provides to the public, and is always exploring new and innovative ways to measure the standard of service it provides.

5 waves of Mystery Shopping have been completed since November 2006. This is therefore the sixth wave of Mystery Shopping in the programme and fieldwork took place in May and June 2009.

2. Objective

To assess the level of customer service provided across the main methods of contact between the public and Warwickshire County Council in order to improve specific areas of weakness. The main methods of contact are defined as telephone calls, visits, letters and emails (via departmental email addresses and via website contact).

To measure the level of service provided by the front line directorates (Children, Young People & Families Services, Adult, Health & Community Services, Community Protection, Environment & Economy and Customer, Workforce & Governance). Particularly to test performance against the qualitative and quantitative standards.

3. Methodology

Visits were made by one or more of our Mystery Shoppers. All Visit Reports were fully checked to ensure they meet our quality standards.

Mystery Calls were made by our UK-wide panel of home-based callers. All calls were recorded, primarily for our own quality control purposes.

Emails (or website response forms) were sent using a selection of the large number of email addresses available to us. We measured the speed and accuracy of responses as well as their quality and suitability.

Letters were sent from a local postbox using local reply addresses where we have arrangements for mail to be received and forwarded to us. As with Email, the speed and accuracy of responses was measured as well as the quality and suitability of the replies.

3.1 Scoring

Telephone Calls	
Aborted Calls:	Calls abandoned because the caller could not get through for any reason (except misdialled). Points awarded: 0=10, 1=3, >1=0 then calculated as a %.
Other questions:	Yes =2, No=0 Excellent= 3, Good=2, OK=1, Poor=0

Visits	
All questions:	Yes =3, No=0 Excellent= 3, Good=2, OK=1, Poor=0

Letters		
Measure	Criteria	Scoring
Speed of response	Number of working days, excluding Bank Holidays, the day of posting and the following day.	1 day = 100% 2 days = 75% 3 days = 50% 4 days = 30% 5 days = 20% 6-11 days = 10%
Other questions:	Yes=2, No=0 Good=2, OK=1, Poor=0 Fully=2, Partially=1, Not at all=0	

Emails	
Questions:	Yes=2, No=0 Excellent= 3, Good=2, OK=1, Poor=0 Fully=2, Partially=1, Not at all=0

Note: In some tables the best (or particularly good) score(s) have been highlighted in green which shows as grey with black bold type on monochrome copies. The weakest score(s) have been highlighted in red with white bold type (black background with white type on monochrome copies).

The sub-totals and averages in the tables are not calculated from the tables themselves but from the original database. This eliminates the effects of taking averages of averages and of different sample sizes, and of fields which have for one reason or another been classified as 'not applicable' on the original assessment report. So while they are accurate they will often not be exactly the same as a simple average of the component figures shown.

4. Sample Matrix

The planned sample was:

Directorate		Calls	Email	Visits	Letters
Adult Health and Community Services	AHCS	16	10	3	3
Community Protection	CP	10	2	3	12
Children, Young People and Families	CYPF	11	5	4	7
Environment and Economy	EE	17	5	5	
Customer, Workforce and Governance	CWG			21	
TOTAL		54	22	36	22

5. Findings

5.1 Calls

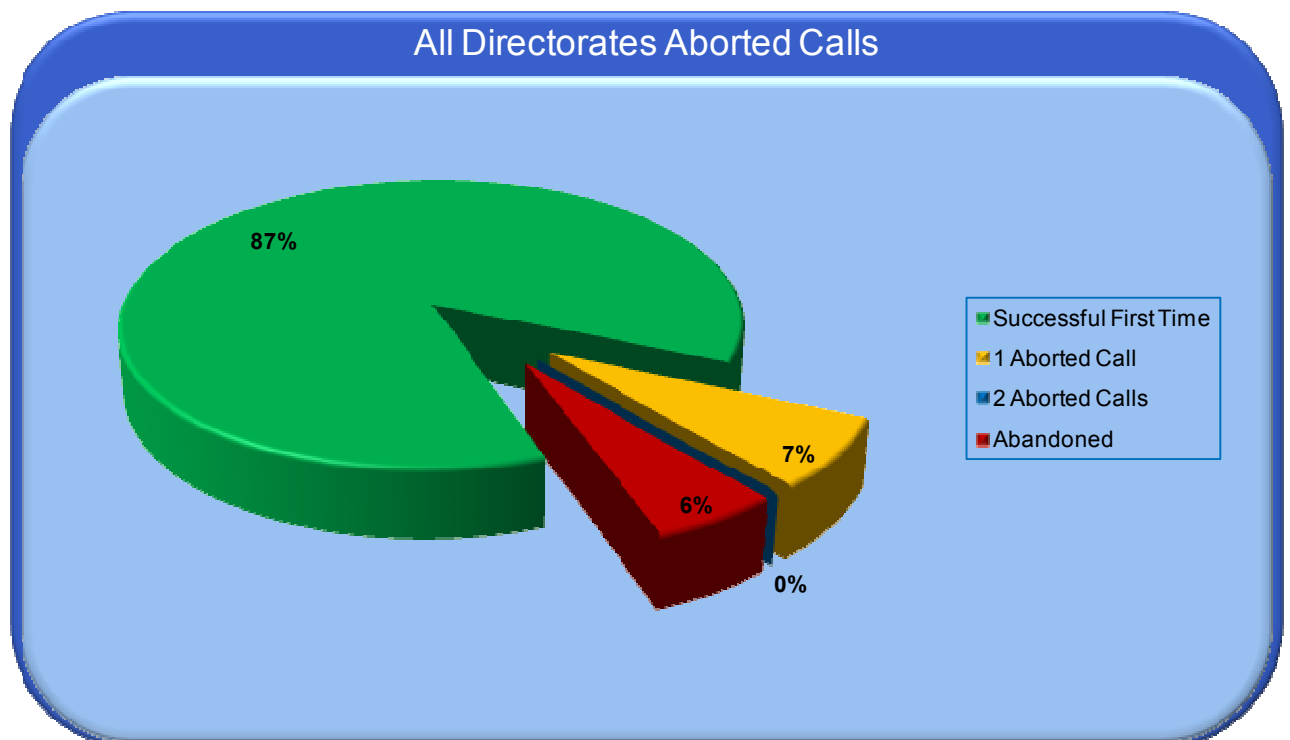
5.1.1 Contactability

47 of the 54 calls were successful first time in talking to a person who could answer the enquiry (87%). There were 13 aborted calls in this wave, including 3 abandoned calls (defined as 3 unsuccessful attempts at getting through to a call advisor).

The reasons for the aborted calls were:

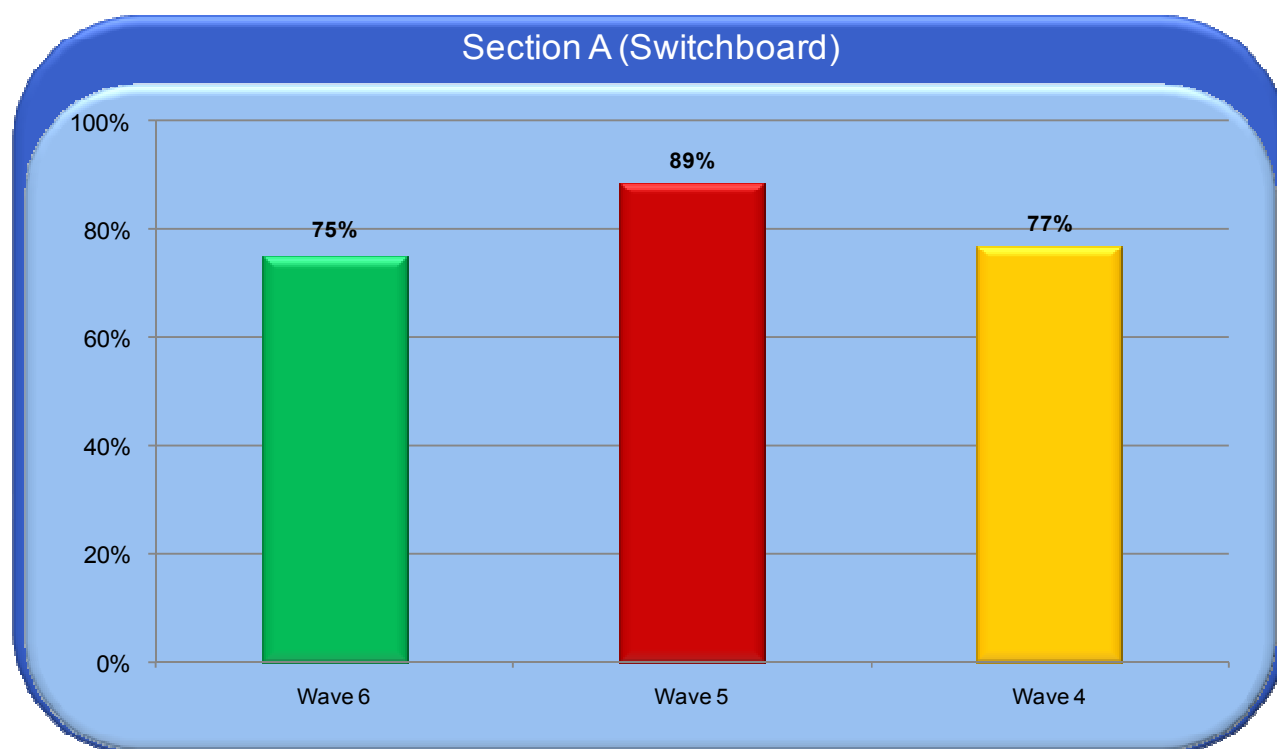
MS Ref No	Aborted Calls	Tel No.	Target	Directorate Code	Reason For First Abort	Reason For Second Abort	Reason For Third Abort
WCC0455	1	01564792965	Henley Library	AHCS	Other		
WCC0508	3	01926456683	Warwick Area Team	AHCS	Voicemail	Voicemail	Voicemail
WCC0503	1	01926742721	Libraries - Leamington Spa	AHCS	Cut off		
WCC0461	3	01926412034	Heritage Education	AHCS	Voicemail	Voicemail	Voicemail
WCC0474	3	01926416715	Education Partnerships & School Development.	CYPF	Call not answered >3 mins	Call not answered >3 mins	Call not answered >3 mins
WCC0477	1	01926414888	Education Social Work Office, Child emp officer	CYPF	Other		
WCC0498	1	01926412515	Roads and Travel Hotline.	EED	Engaged		

The pie chart shows that 87% of the calls for this wave were successful at getting through to an advisor on the first attempt, while 7% were successful on the second and 6% of calls were abandoned.



5.1.2 Section A – Switchboard

Switchboard scores are included for reference purposes only, and are not attributed to any Directorate. The chart below shows the overall scores for this section:



75% of calls were answered within the council standard of 7 rings, a 9% improvement on the previous wave.

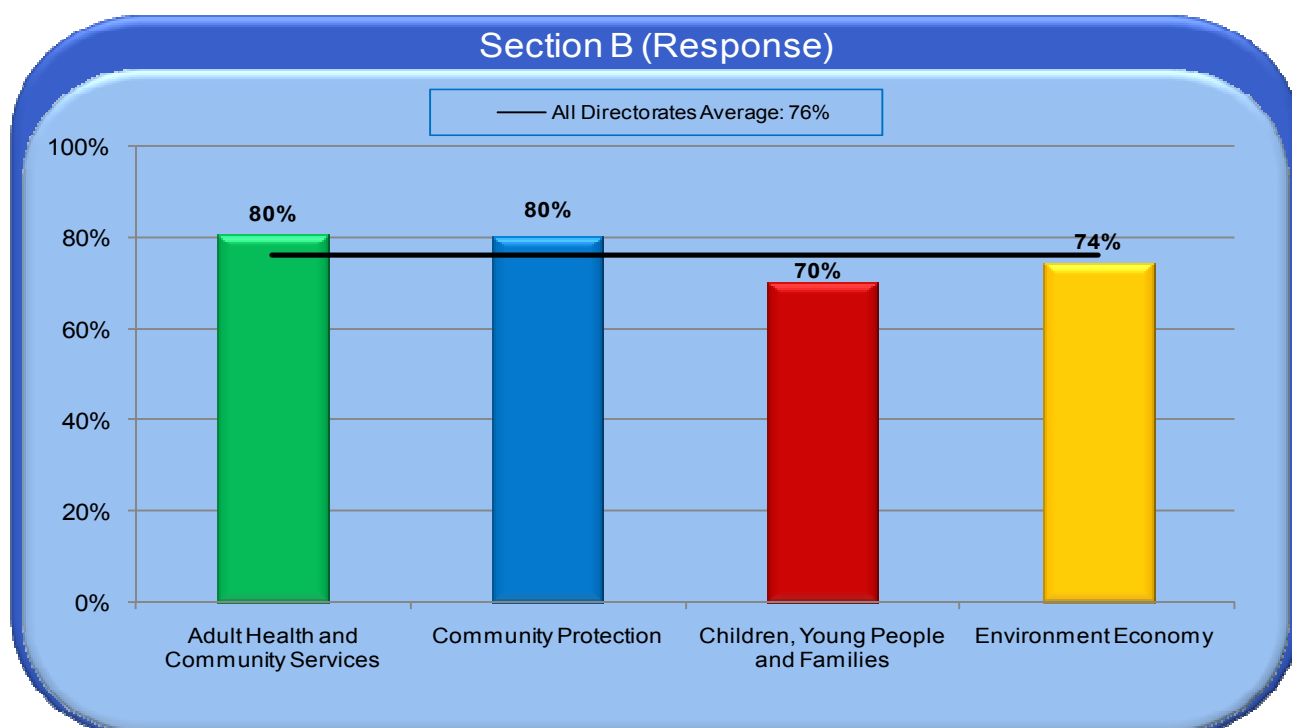
Directorate	No. Of Calls Per Dept:	A1 Answered Within 7 Rings	A1b Seconds To Answer (N/S)	A2 Greeting	A3 Salutation	A4 Council Name (N/S)	A5 Service Transfer (N/S)
Switchboard WCC Wave 6	54	75%	0%	50%	100%	100%	50%
Switchboard WCC Wave 5	34	66%	N/A	100%	100%	100%	69%
Switchboard WCC Wave 4	26	42%	N/A	100%	65%	100%	71%
Difference W6 vs W5		9%	N/A	-50%	0%	0%	-19%
Sample Size		4	1	4	4	4	4

Differences may vary by 1% +/- due to the way the calculations are made

2 of the 4 Switchboard greetings were given in a professional tone, but all included a salutation, and all included a council name (this last is now a non-scoring measure). When transferring the call, 2 advisors told the Mystery Shopper where they were being transferred (down 19% on Wave 5). Overall Switchboard scores are 14% down on Wave 5.

5.1.3 Section B – Response

This section and Section C cover all calls, although some questions are not applicable where calls have been transferred from a Switchboard.



Directorate	No. Of Calls Per Dept:	B1 Within 7 Rings	B2 Greeting Tone Professional	B3 Salutation	B4 Council Name (N/S)	B5 Dept Name
Adult Health and Community Services	16	93%	93%	86%	40%	79%
Community Protection	10	100%	80%	50%	80%	90%
Children, Young People and Families	11	100%	90%	70%	30%	60%
Environment Economy	17	94%	100%	71%	29%	76%
Warwickshire County Council Wave 6	54	96%	92%	71%	43%	76%
Warwickshire CC Wave 5	34	93%	97%	86%	37%	90%
Warwickshire CC Wave 4	55	80%	98%	86%	38%	86%
Difference W6 vs W5		3%	-5%	-15%	5%	-13%
Sample Size		51	51	51	47	51

Differences may vary by 1% +/- due to the way the calculations are made

Community Protection and Children, Young People & Families both scored full marks for answering the call within 7 rings. The Council as a whole scored 96%.

Including a salutation fell 15% from the previous wave, with Adult Health & Community Services scoring the highest of all directorates (86%). The use of the council name improved by 6% from Wave 5 to 43% (now a non-scoring measure). The department name was given in 76% of calls, 14% lower than the previous wave.

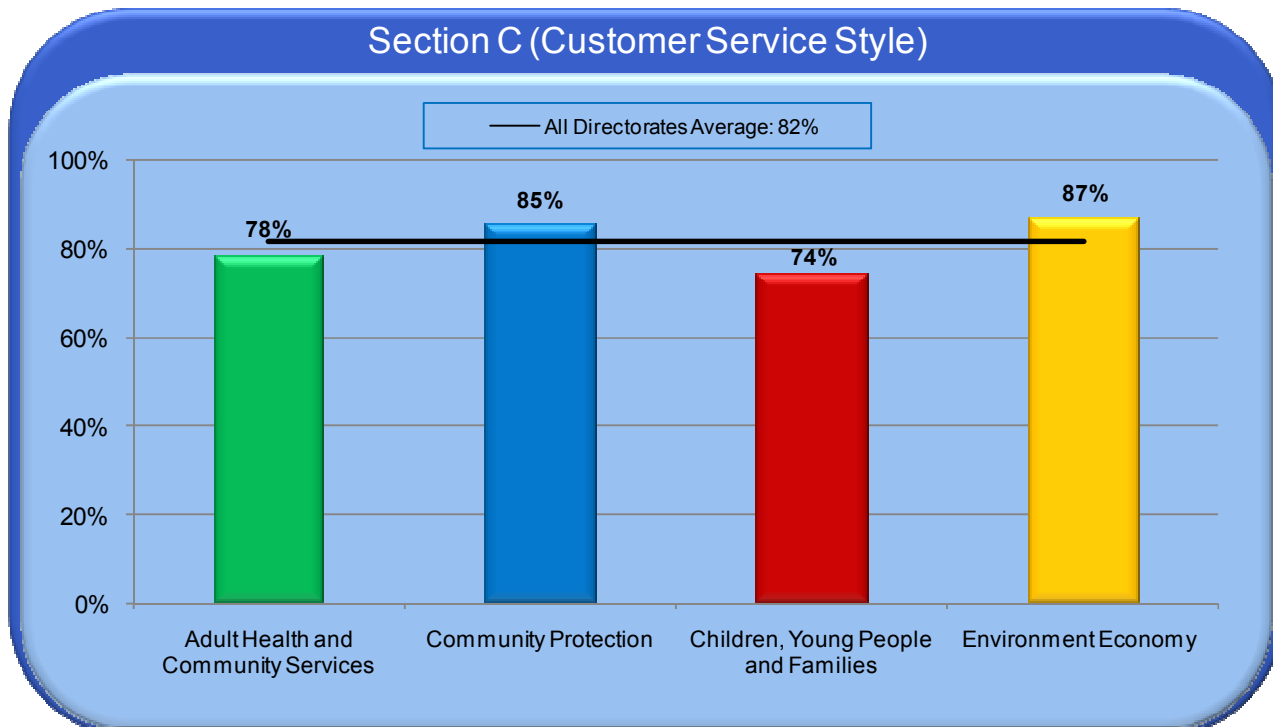
Directorate	No. Of Calls Per Dept:	B6 Request Callers Name (N/S)	B7 Request Address (N/S)	B8 Need Address (N/S)	B9 Insist Address (N/S)
Adult Health and Community Services	16	36%	21%	0%	N/A
Community Protection	10	20%	0%	N/A	N/A
Children, Young People and Families	11	30%	0%	N/A	N/A
Environment Economy	17	18%	12%	0%	N/A
Warwickshire County Council Wave 6	54	25%	10%	0%	N/A
Warwickshire CC Wave 5	34	18%	10%	0%	0%
Warwickshire CC Wave 4	55	17%	12%	0%	N/A
Difference W6 vs W5		8%	-1%	0%	N/A
Sample Size		51	51	5	0

Differences may vary by 1% +/- due to the way the calculations are made

Requesting the caller's name and/or address was not counted in the overall score because for many shorter scenarios it is not really appropriate and often not a standard. Question B8 (Need address) is only applicable if an address is requested and B9 (Insist on an address) is only applicable if the answer to B8 is 'Yes', so the sample size is very small.

5.1.4 Section C – Customer Service Style

This section covers the remainder of the call.



All staff established the nature of the enquiry and owned the problem (a 7% improvement on the Wave 5 score). All staff were judged to be courteous and helpful, improving on the previous wave by 2% and 6% respectively.

The majority of queries were answered without the need to be transferred. In the 10 calls that were transferred, 80% of callers were told where they were being transferred, with the next call advisor briefed on the nature of the query on 2 occasions. All transfers were considered helpful.

Directorate	No. Of Calls Per Dept:	C1 Nature Of Query	C2 Own Problem	C3 Courteous	C4 Helpful	C5 Transferred	C6 Told Where Transferred	C7 Was Person Briefed
Adult Health and Community Services	16	100%	100%	100%	100%	93%	50%	0%
Community Protection	10	100%	100%	100%	100%	90%	100%	0%
Children, Young People and Families	11	100%	100%	100%	100%	70%	80%	40%
Environment Economy	17	100%	100%	100%	100%	97%	100%	0%
Warwickshire County Council Wave 6	54	100%	100%	100%	100%	89%	80%	20%
Warwickshire CC Wave 5	34	100%	93%	98%	94%	97%	60%	40%
Warwickshire CC Wave 4	55	100%	100%	98%	100%	96%	100%	50%
Difference W6 vs W5		0%	7%	2%	6%	-8%	20%	-20%
Sample Size		51	51	51	51	51	10	10

Differences may vary by 1% +/- due to the way the calculations are made

The call advisor gave their name in 78% of calls (up 3% on Wave 5) and the query was answered in full 76% of the time, partially in 18% and not at all in 6%. When combined the average for fully answering the query was 85%, matching Wave 5 and 1% higher than Wave 4.

Directorate	No. Of Calls Per Dept:	C8 Transfer Helpful	C9 Advisor Name	C10 Fully Answered	C11 Use Name Appropriate (N/S)	C12 Use Name (N/S)	C13 Rapport	C14 Clear
Adult Health and Community Services	16	100%	93%	84%	21%	14%	79%	100%
Community Protection	10	100%	80%	90%	10%	10%	90%	100%
Children, Young People and Families	11	100%	60%	82%	30%	20%	90%	100%
Environment Economy	17	100%	76%	85%	6%	6%	94%	100%
Warwickshire County Council Wave 6	54	100%	78%	85%	16%	12%	88%	100%
Warwickshire CC Wave 5	34	100%	75%	85%	9%	4%	92%	98%
Warwickshire CC Wave 4	55	100%	69%	84%	10%	6%	98%	94%
Difference W6 vs W5		0%	3%	0%	6%	8%	-3%	2%
Sample Size		10	51	54	51	51	51	51

Differences may vary by 1% +/- due to the way the calculations are made

Few callers felt that the use of their name would have been appropriate (16%) and few advisors used the agent's name (12%).

88% of Mystery Shoppers felt that the advisors attempted to build rapport, and all felt the information given was clear and without jargon.

Future Help was offered by just 27% of advisors, although this is 7% higher than Wave 5. Almost all calls were professionally handled (98%, 1% higher than Wave 5).

Where further information was offered the main method was via the council website (18%) followed by post (14%) and lastly via Email (6%).

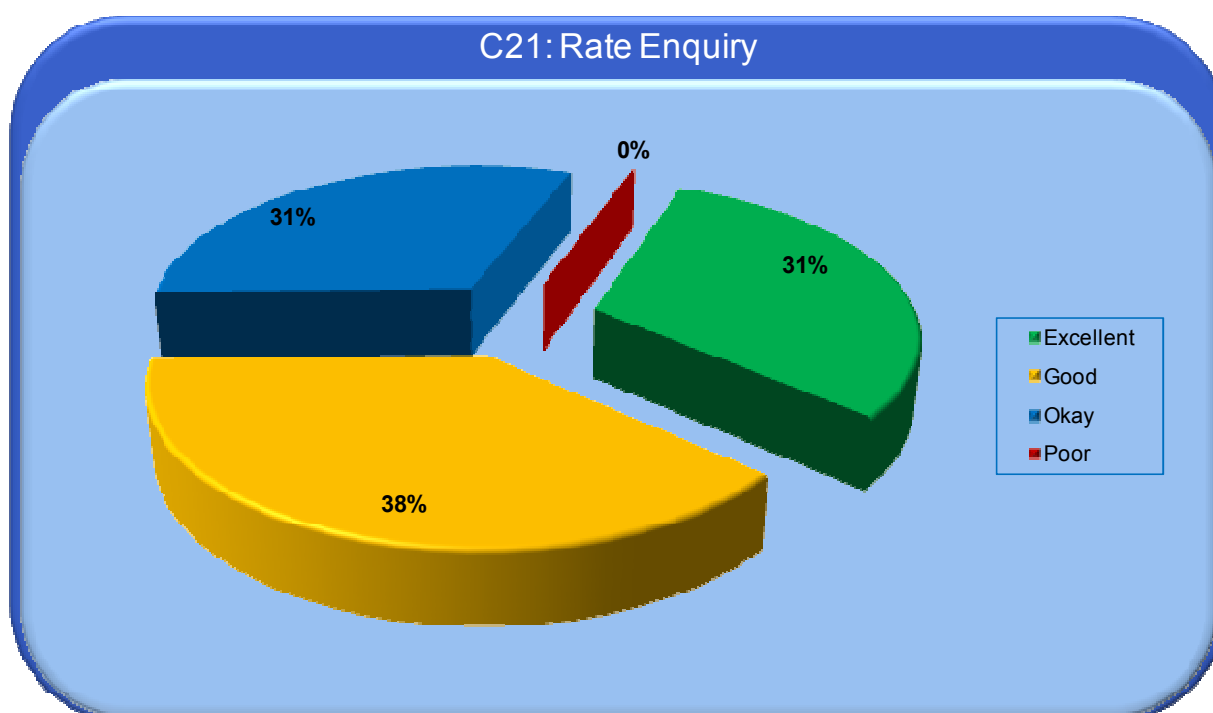
All calls were ended politely, and when asked to rate the overall handling of the enquiry the Mystery Shoppers gave an overall council average of 81%, 12% higher than Wave 5.

The final question in Section C is to establish whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for this question was 64%, although this was previously only a 3 point score, which may well have impacted on the results.

Directorate	No. Of Calls Per Dept:	C15 Help	C16 Professionally Handled	C17 Website (N/S)	C18 Post Info (N/S)	C19 Email Info (N/S)	C20 Ended The Call	C21 Rate Enquiry	C22 Answer Agree
Adult Health and Community Services	16	36%	100%	7%	21%	21%	100%	81%	88%
Community Protection	10	10%	100%	40%	10%	0%	100%	87%	57%
Children, Young People and Families	11	40%	90%	0%	0%	0%	100%	80%	33%
Environment Economy	17	24%	100%	24%	18%	0%	100%	78%	67%
Warwickshire County Council Wave 6	54	27%	98%	18%	14%	6%	100%	81%	64%
Warwickshire CC Wave 5	34	20%	97%	11%	14%	7%	100%	69%	62%
Warwickshire CC Wave 4	55	61%	100%	16%	10%	2%	98%	79%	79%
Difference W6 vs W5		7%	1%	7%	0%	-2%	0%	12%	2%
Sample Size		51	51	51	51	51	51	51	51

Differences may vary by 1% +/- due to the way the calculations are made

The overall handling of the enquiry has been broken down below; showing within the 81% average for Wave 6 that 31% of agents rated the call as 'Excellent', 38% as 'Good' and 31% as 'OK'. No agents rated the call as 'Poor'.



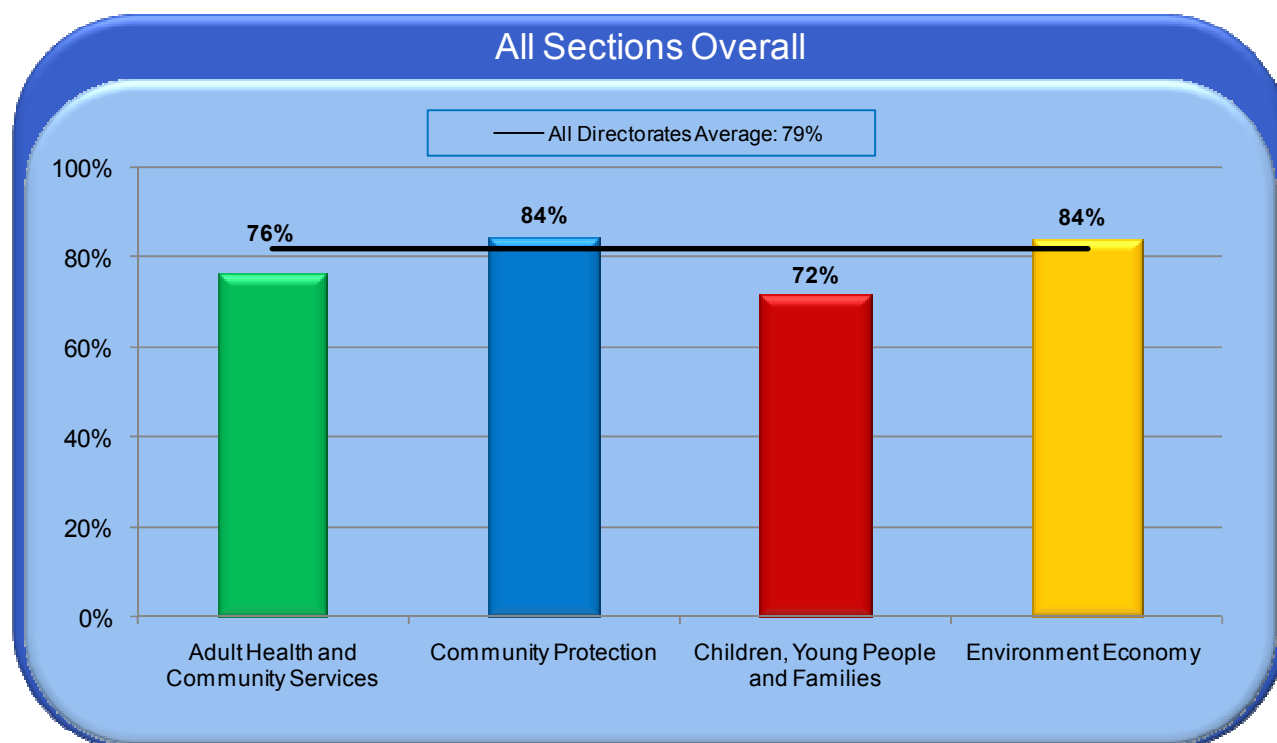
5.1.5 Overall

The following table summarises the telephone survey and shows the overall average for the calls:

Directorate	No. Of Calls Per Dept:	Section A (Switchboard)	Section B (Response)	Section C (Customer Service Style)	All Sections Overall
Adult Health and Community Services	16	75%	80%	78%	76%
Community Protection	10	N/A	80%	85%	84%
Children, Young People and Families	11	N/A	70%	74%	72%
Environment Economy	17	N/A	74%	87%	84%
Warwickshire County Council Wave 6	54	75%	76%	82%	79%
Warwickshire CC Wave 5	34	89%	91%	83%	86%
Warwickshire CC Wave 4	55	77%	80%	87%	86%
Difference W6 vs W5		-14%	-15%	-2%	-7%
Sample Size		4	51	54	54

Differences may vary by 1% +/- due to the way the calculations are made

The results show a 7% drop in the overall score for Wave 6 calls. The highest scoring directorates were Community Protection and Environment & Economy, who both scored 84%.



5.1.6 Question Scores

The following table shows the scores for the call survey, in question order:

Measure	Warwickshire County Council Wave 6
B1 Within 7 Rings	96%
B2 Greeting Tone Professional	92%
B3 Salutation	71%
B4 Council Name (N/S)	43%
B5 Dept Name	76%
B6 Request Callers Name (N/S)	25%
B7 Request Address (N/S)	10%
B8 Need Address (N/S)	0%
B9 Insist Address (N/S)	N/A
C1 Nature Of Query	100%
C2 Own Problem	100%
C3 Courteous	100%
C4 Helpful	100%
C5 Transferred	89%
C6 Told Where Transferred	80%
C7 Was Person Briefed	20%
C8 Transfer Helpful	100%
C9 Advisor Name	78%
C10 Fully Answered	85%
C11 Use Name Appropriate (N/S)	16%
C12 Use Name (N/S)	12%
C13 Rapport	88%
C14 Clear	100%
C15 Help	27%
C16 Professionally Handled	98%
C17 Website (N/S)	18%
C18 Post Info (N/S)	14%
C19 Email Info (N/S)	6%
C20 Ended The Call	100%
C21 Rate Enquiry	81%
C22 Answer Agree	64%
D1 Promise To Send (N/S)	50%
D2 Did It Arrive (N/S)	100%
D8 Match Promise (N/S)	100%
D9 Data Capture (N/S)	100%
D10 Appropriate Content (N/S)	75%
E1 Offer To Call Back (N/S)	10%
E2 Called Back (N/S)	80%
E3 Within 24 Hours (N/S)	100%
All Sections Overall	79%

Differences may vary by 1% +/- due to the way the calculations are made

5.1.7 Fulfilment

6 scenarios required fulfilment and this was offered and arrived on 3 occasions, with all agents receiving what was promised. The information received captured the caller's details correctly. The information received was considered 'Excellent' on 1 occasion, 'Good' for 1 response and 'Adequate' for the remaining response, scoring 75% overall.

Directorate	No. Of Calls Per Dept:	D1 Promise To Send (N/S)	D2 Did It Arrive (N/S)	D6 Time Lag (Days)	D8 Match Promise (N/S)	D9 Data Capture (N/S)	D10 Appropriate Content (N/S)
Adult Health and Community Services	1	100%	100%	2.0	100%	100%	50%
Community Protection	0	N/A	N/A	N/A	N/A	N/A	N/A
Children, Young People and Families	2	0%	N/A	N/A	N/A	N/A	N/A
Environment Economy	3	67%	100%	2.5	100%	100%	88%
Warwickshire County Council Wave 6	6	50%	100%	2.3	100%	100%	75%
Warwickshire CC Wave 5	17	65%	45%	1.6	100%	100%	95%
Warwickshire CC Wave 4	2	100%	50%	1.0	100%	100%	50%
Difference W6 vs W5		-15%	55%	0.7	0%	0%	-20%
Sample Size		6	3	3.0	3	3	3

Differences may vary by 1% +/- due to the way the calculations are made

5.1.8 Callbacks

There were 5 offers of a call back, and 4 callers received a phone message, all received within 24 hours of the initial call.

Directorate	No. Of Calls Per Dept:	E1 Offer To Call Back (N/S)	E2 Called Back (N/S)	E3 Within 24 Hours (N/S)
Adult Health and Community Services	16	15%	100%	100%
Community Protection	10	11%	100%	100%
Children, Young People and Families	11	10%	100%	100%
Environment Economy	17	6%	0%	N/A
Warwickshire County Council Wave 6	54	10%	80%	100%
Warwickshire CC Wave 5	5	5%	60%	67%
Warwickshire CC Wave 4		5%	100%	100%
Difference W6 vs W5		6%	20%	33%
Sample Size		48	5	4

Differences may vary by 1% +/- due to the way the calculations are made

The results for both call fulfilment and call backs are not included in the overall scores for calls.

5.2 Emails

5.2.1 Methodology

The system of scoring used for emails seeks to be as informative as possible. Therefore for all measures except contactability, emails to which no response is received are not counted. So for example the score for *B5 Response Clear* counts only those responses which were received. To do otherwise can in a purist sense be more accurate but can be very misleading. For example, to say that a site scored just 15% for *Professional Language* implies that the language used was mostly unprofessional, whereas in fact every single response received might have been written in thoroughly professional language but that low score was achieved simply because a number of responses were missing. Missing responses are reflected in the score for *A6 Final Response Received*.

5.2.2 Contactability

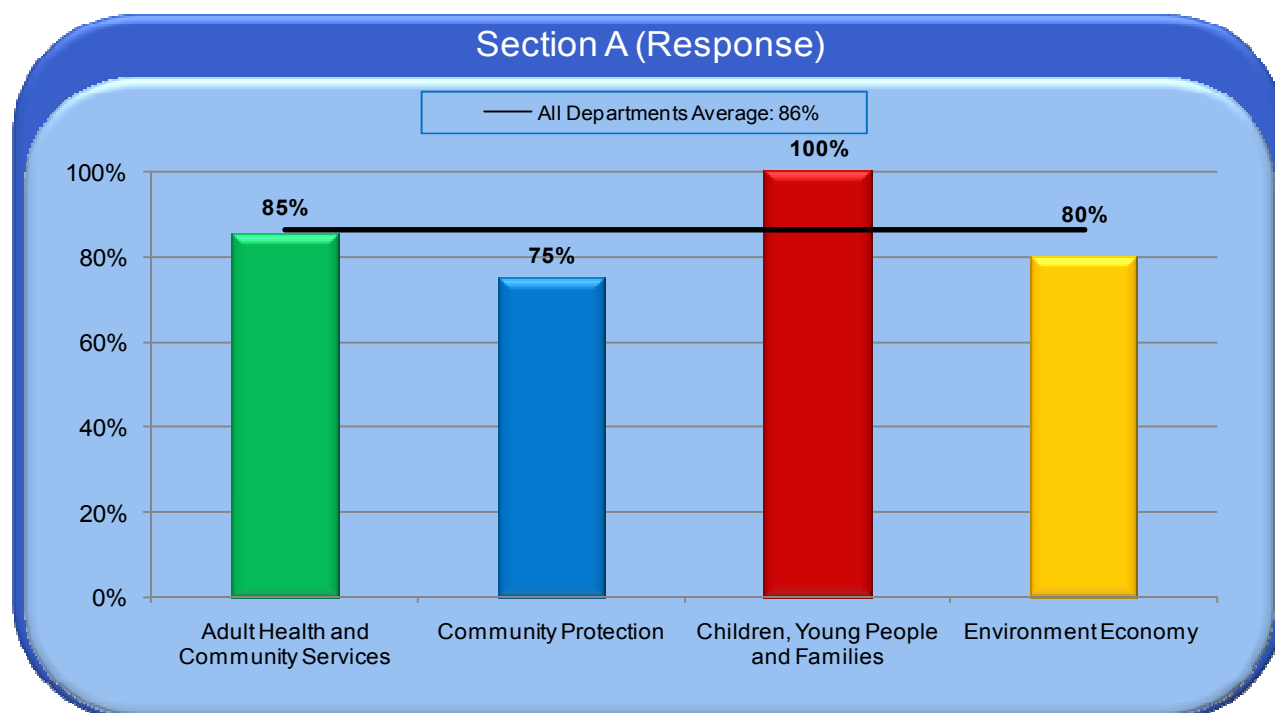
There were 20 replies (91%) received from the 22 email enquiries, an improvement of 2% on Wave 5.

Directorate	No. Of Emails Per Dept:	Replies	Ratio
Adult Health and Community Services	10	9	90%
Community Protection	2	2	100%
Children, Young People and Families	5	5	100%
Environment Economy	5	4	80%
Warwickshire County Council Wave 6	22	20	91%
Warwickshire County Council Wave 5	62	55	89%
Warwickshire County Council Wave 4	25	21	84%
Difference W6 vs. W5		-35	2%

The 2 missing email enquiries were directed to the following addresses.

MS Ref No	Scenario Ref	Target	Email Address	Directorate Code	A1 Date of Enquiry
WCE0260	LIB002	Wellesbourne Library	wellesbournelibrary@warwickshire.gov.uk	AHCS	19/05/2009
WCE0281	Equality 17	Museums	museum@warwickshire.gov.uk	EED	21/05/2009

5.2.3 Section A – Response



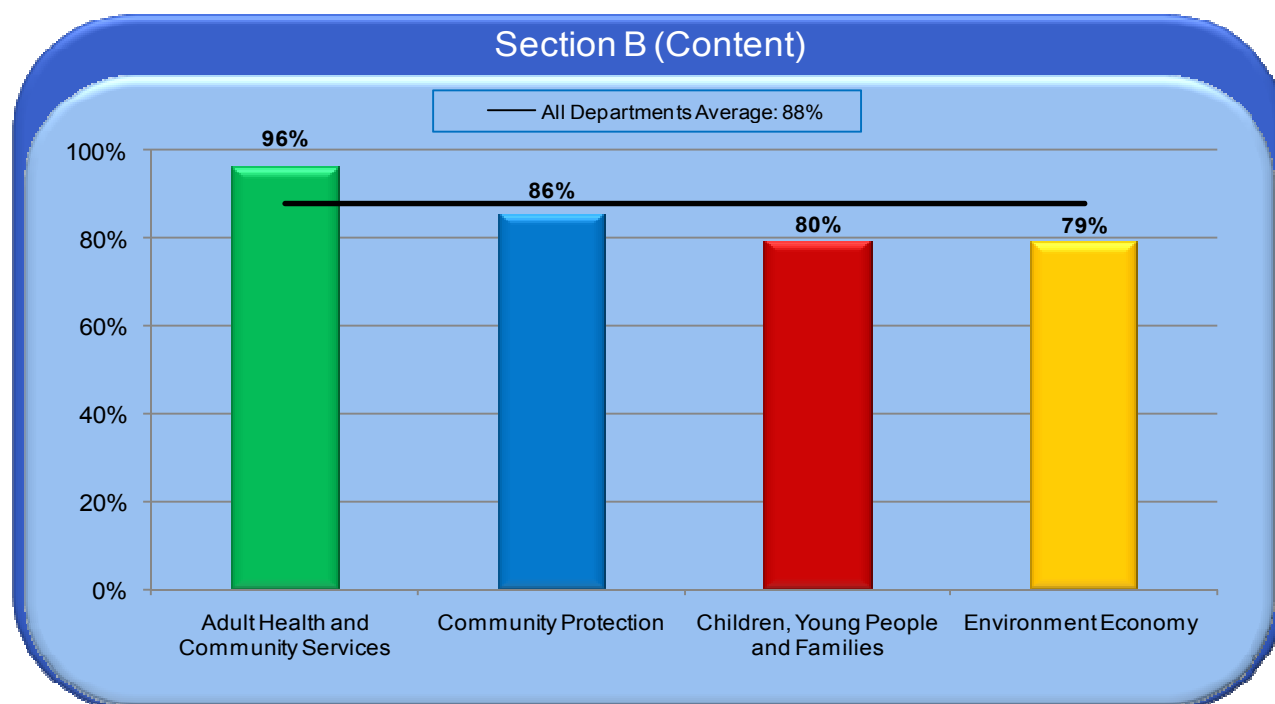
A Final Response was received to 91% of emails (up 2% from Wave 5).

Directorate	No. Of Emails Per Dept:	A2 Auto Response (N/S)	A4 Interim Received (N/S)	A6 Final Response	A8 Speed (Days) (N/S)	A8 Speed Score % (N/S)	A9 Response Within 5 Working Days
Adult Health and Community Services	10	0%	10%	90%	2.0	84%	89%
Community Protection	2	100%	50%	100%	12.0	10%	50%
Children, Young People and Families	5	0%	20%	100%	1.6	85%	100%
Environment Economy	5	20%	0%	80%	2.0	76%	100%
Warwickshire County Council Wave 6	22	14%	14%	91%	2.9	76%	90%
Warwickshire County Council Wave 5	62	16%	0%	89%	1.4	91%	100%
Warwickshire County Council Wave 4	25	20%	0%	84%	1.7	90%	95%
Difference W6 vs. W5		-2%	14%	2%	1.5	-16%	-10%
Sample Size		22	22	22	20	20	20

Differences may vary by 1% +/- due to the way the calculations are made

The average speed of final reply was 2.9 days, giving a speed score overall of 76% (15% lower than Wave 5). The quickest was within 1 day and the slowest was 19 days.

5.2.4 Section B – Content



The name of the sender was given in 90% of replies overall, with both Adult Health and Community Services and Community Protection scoring 100%. The score for giving a job title varied between 40% (Children, Young People & Families) and 100% (Community Protection), giving an overall score of 75% and improving on the previous wave by 24%. The department was given in 83% of responses (up 3% from Wave 5) and the telephone number was provided 80% of the time, an 18% improvement on the Wave 5 result. The response was clear and free from jargon on all occasions.

Directorate	No. Of Emails Per Dept:	B1 Given Name Of Sender	B2 Given Job Title	B3 Given Department	B4 Given Tel. No	B5 Clear
Adult Health and Community Services	10	100%	89%	100%	89%	100%
Community Protection	2	100%	100%	50%	50%	100%
Children, Young People and Families	5	80%	40%	80%	80%	100%
Environment Economy	5	75%	75%	75%	75%	100%
Warwickshire County Council Wave 6	22	90%	75%	83%	80%	100%
Warwickshire County Council Wave 5	62	82%	51%	80%	62%	100%
Warwickshire County Council Wave 4	25	90%	55%	85%	70%	100%
Difference W6 vs. W5		8%	24%	3%	18%	0%
Sample Size		20	20	18	20	20

Differences may vary by 1% +/- due to the way the calculations are made

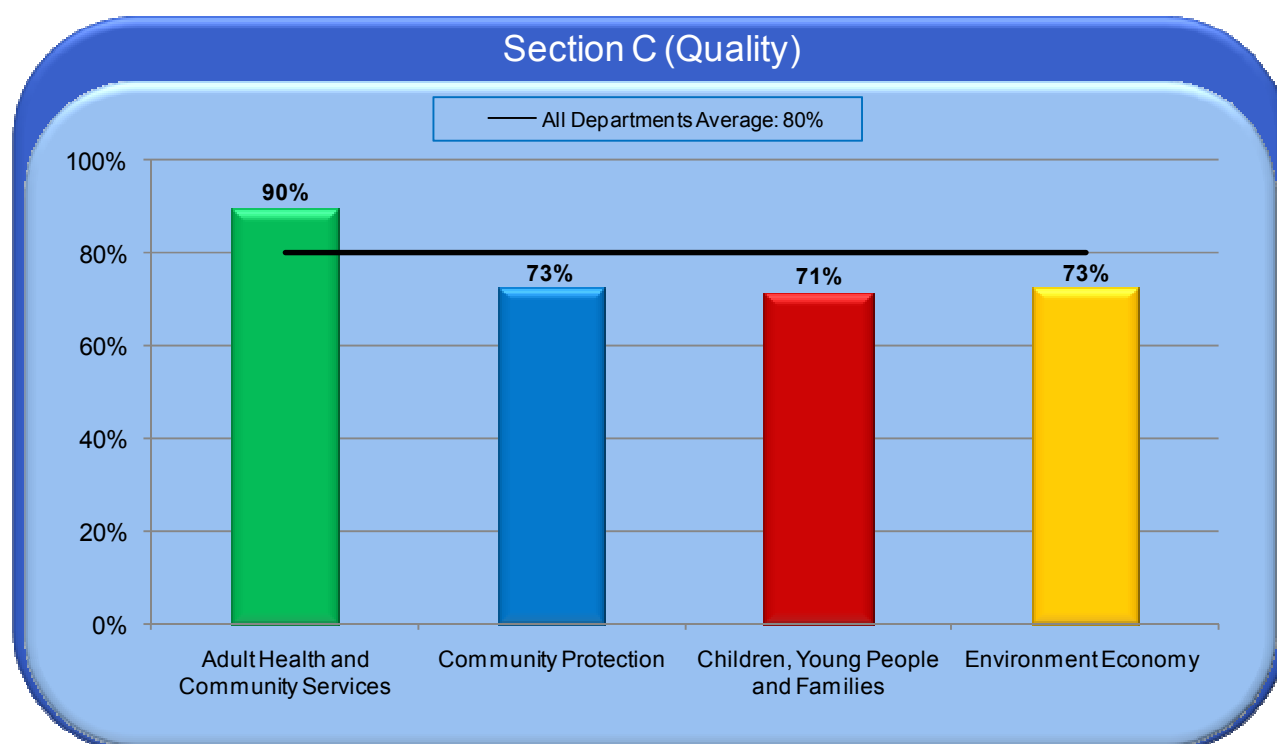
The enquirer's name was used in 90% of responses and the name (where used) was always correct.

Directorate	No. Of Emails Per Dept:	B6 Used Name	B7 Name Correct	B8 Attachments (N/S)	B9 Website (N/S)
Adult Health and Community Services	10	100%	100%	22%	33%
Community Protection	2	100%	100%	0%	0%
Children, Young People and Families	5	80%	100%	20%	0%
Environment Economy	5	75%	100%	0%	0%
Warwickshire County Council Wave 6	22	90%	100%	15%	15%
Warwickshire County Council Wave 5	62	73%	100%	13%	40%
Warwickshire County Council Wave 4	25	90%	100%	15%	45%
Difference W6 vs. W5		17%	0%	2%	-25%
Sample Size		20	18	20	20

Differences may vary by 1% +/- due to the way the calculations are made

3 emails had literature attached, giving an overall score of 15%, 2% higher than the Wave 5 score and 3 responses directed the sender to the authority's website, which gave an average score of 15%, although these are both non-scoring measures.

5.2.5 Section C – Quality



The layout of the email was considered professional (*proper case, structured in paragraphs, salutation and some form of ending*) in 75% of responses, with Community Protection scoring 100% for this measure. All but 1 email contained professional language, 5% lower than the score achieved in the previous wave. The tone of response was always courteous, with the query fully answered in 80% of emails.

Directorate	No. Of Emails Per Dept:	C1 Layout Professional	C2 Language Professional	C3 Tone Courteous	C4 Full Answer
Adult Health and Community Services	10	78%	100%	100%	94%
Community Protection	2	100%	100%	100%	75%
Children, Young People and Families	5	60%	100%	100%	60%
Environment Economy	5	75%	75%	100%	75%
Warwickshire County Council Wave 6	22	75%	95%	100%	80%
Warwickshire County Council Wave 5	62	73%	100%	100%	90%
Warwickshire County Council Wave 4	25	85%	100%	100%	93%
Difference W6 vs. W5		2%	-5%	0%	-10%
Sample Size		20	20	20	20

Differences may vary by 1% +/- due to the way the calculations are made

The quality of response scored 82% overall, 5% higher than the Wave 5 score. Efficiency scored 77% for all directorates, with Adult Health & Community Services achieving the highest score of 93%.

Directorate	No. Of Emails Per Dept:	C5 Quality Overall	C6 Efficiency Overall	C7 Answer Agree
Adult Health and Community Services	10	93%	93%	70%
Community Protection	2	83%	33%	17%
Children, Young People and Families	5	80%	67%	33%
Environment Economy	5	58%	75%	50%
Warwickshire County Council Wave 6	22	82%	77%	52%
Warwickshire County Council Wave 5	62	77%	90%	68%
Warwickshire County Council Wave 4	25	87%	89%	83%
Difference W6 vs. W5		5%	-13%	-17%
Sample Size		20	20	20

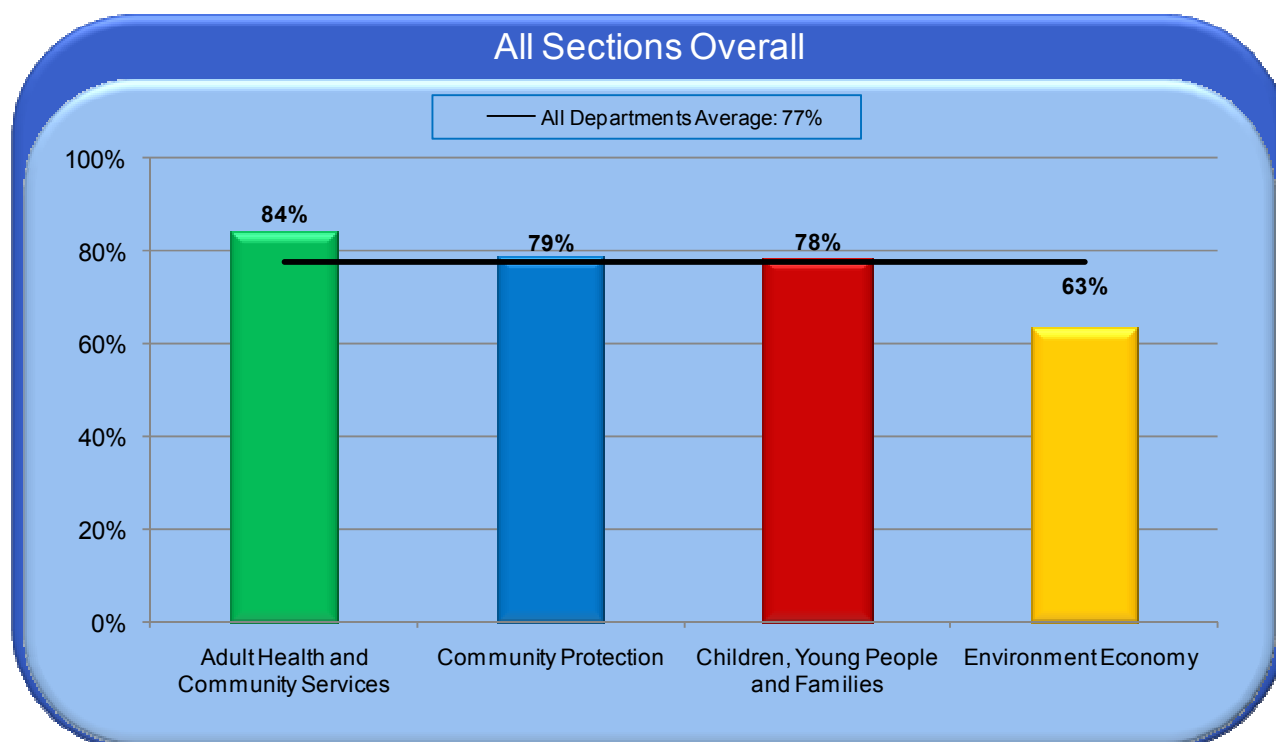
Differences may vary by 1% +/- due to the way the calculations are made

Question C7 establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for Wave 6 was 52%, 16% lower than Wave 5 although this was previously only a 3 point score, which may well have impacted on the results.

5.2.6 Section D – Fulfilment

No email scenarios required fulfilment.

5.2.7 Overall



The following table summarises the email survey and shows the overall average score:

Directorate	No. Of Emails Per Dept:	Section A (Response)	Section B (Content)	Section C (Quality)	All Sections Overall
Adult Health and Community Services	10	85%	96%	90%	84%
Community Protection	2	75%	86%	73%	79%
Children, Young People and Families	5	100%	80%	71%	78%
Environment Economy	5	80%	79%	73%	63%
Warwickshire County Council Wave 6	22	86%	88%	80%	77%
Warwickshire County Council Wave 5	62	89%	72%	85%	72%
Warwickshire County Council Wave 4	25	82%	72%	91%	69%
Difference W6 vs. W5		-2%	16%	-5%	6%
Sample Size		22	20	20	22

Differences may vary by 1% +/- due to the way the calculations are made

Section B (Content) scored the highest overall with 88%, closely followed by Section A (Response) with 86%. Overall emails scored 77%, 5% higher than Wave 5 and 8% higher than Wave 4.

5.2.8 Question Scores

The following table shows the scores for the email survey, in question order:

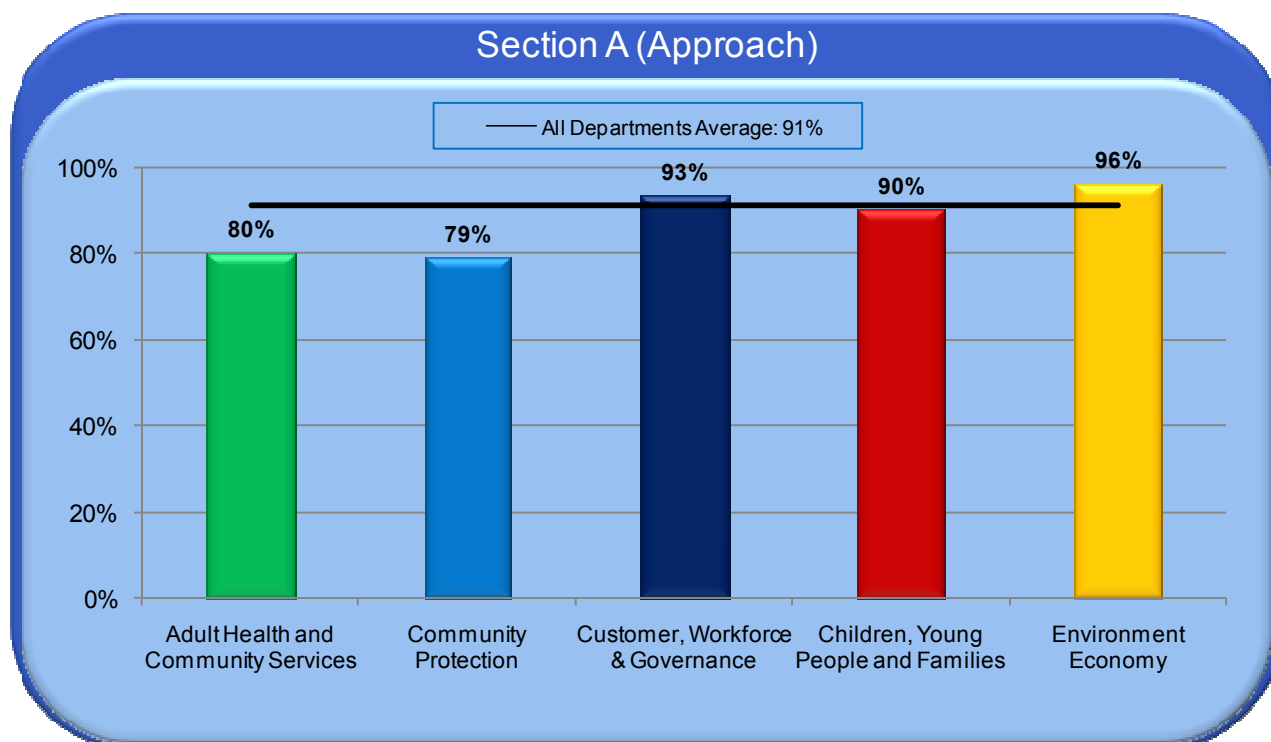
Measure	Warwickshire County Council Wave 6
A2 Auto Response (N/S)	14%
A4 Interim Received (N/S)	14%
A6 Final Response	91%
A8 Speed Score % (N/S)	76%
A9 Response Within 5 Working Days	90%
B1 Given Name Of Sender	90%
B2 Given Job Title	75%
B3 Given Department	83%
B4 Given Tel. No	80%
B5 Clear	100%
B6 Used Name	90%
B7 Name Correct	100%
B8 Attachments (N/S)	15%
B9 Website (N/S)	15%
C1 Layout Professional	75%
C2 Language Professional	95%
C3 Tone Courteous	100%
C4 Full Answer	80%
C5 Quality Overall	82%
C6 Efficiency Overall	77%
C7 Answer Agree	52%
D3 Fulfilment Received	N/A
D5 Speed	N/A
D6 Content Agree With Scenario	N/A
All Sections Overall	77%

Differences may vary by 1% +/- due to the way the calculations are made

5.3 Visits

There were 36 visits to 5 Directorates as part of Wave 6.

5.3.1 Section A – Approaching and Entering the Premises



Entrances were easily accessible at 97% of sites, 1% higher than the Wave 5 score. All agents found the approach and the surrounding area clean, tidy and presentable, 4% higher than the previous wave. All sites provided wheelchair access, 7% higher than the Wave 5 result.

Directorate	No. Of Visits Per Dept	A1 Accessible	A2 Approach Clean	A3 Wheelchair Access	A4 Access Clearly Signed
Adult Health and Community Services	3	67%	100%	100%	N/A
Community Protection	3	100%	100%	100%	N/A
Customer, Workforce & Governance	21	100%	100%	100%	N/A
Children, Young People and Families	4	100%	100%	100%	N/A
Environment Economy	5	100%	100%	100%	N/A
Warwickshire County Council Wave 6	36	97%	100%	100%	N/A
Warwickshire County Council Wave 5	46	96%	96%	93%	N/A
Warwickshire County Council Wave 4	17	100%	100%	100%	N/A
Difference W6 vs. W5		2%	4%	7%	N/A
Sample Size		36	36	36	0

Differences may vary by 1% +/- due to the way the calculations are made

Disabled Parking was seen at 94% of sites, 7% higher than the previous wave. The majority of vehicles parked there were displaying disabled stickers (79%, 8% lower than Waves 5).

There was signage at all sites, with all One Stop Shops visited displaying the WCC or Warwickshire Direct logo.

Directorate	No. Of Visits Per Dept	A5 Disabled Parking	A6 Disabled Sticker Displayed	A7 Signage	A8 WCC logo
Adult Health and Community Services	3	100%	33%	100%	N/A
Community Protection	3	67%	50%	100%	N/A
Customer, Workforce & Governance	21	95%	85%	100%	100%
Children, Young People and Families	4	100%	75%	100%	N/A
Environment Economy	5	100%	100%	100%	N/A
Warwickshire County Council Wave 6	36	94%	79%	100%	100%
Warwickshire County Council Wave 5	46	87%	87%	93%	100%
Warwickshire County Council Wave 4	17	100%	88%	100%	100%
Difference W6 vs. W5		7%	-7%	7%	0%
Sample Size		36	34	36	6

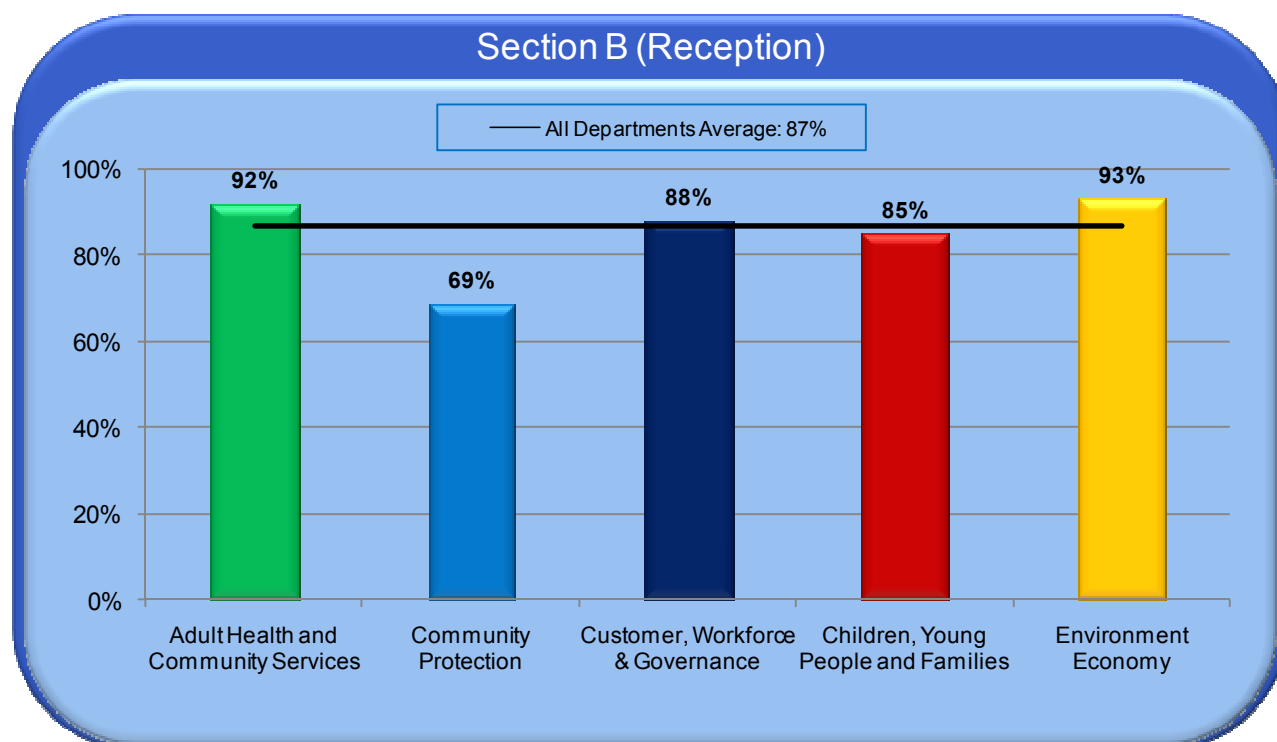
Differences may vary by 1% +/- due to the way the calculations are made

All signage was clearly visible (defined as helping the visitor find the way in), maintaining the scores from Wave 5 and 4. Opening hours were seen at 32 sites visited, giving a score of 89% and 9% higher than Wave 5. The score for displaying telephone numbers was 50%, (up 13%).

Directorate	No. Of Visits Per Dept	A9 Sign Visible	A10 Sign Clear	A11 Opening Hours	A12 Tel No
Adult Health and Community Services	3	100%	100%	100%	0%
Community Protection	3	100%	100%	33%	33%
Customer, Workforce & Governance	21	100%	100%	90%	62%
Children, Young People and Families	4	100%	100%	100%	25%
Environment Economy	5	100%	100%	100%	60%
Warwickshire County Council Wave 6	36	100%	100%	89%	50%
Warwickshire County Council Wave 5	46	100%	95%	80%	37%
Warwickshire County Council Wave 4	17	100%	100%	76%	47%
Difference W6 vs. W5		0%	5%	8%	13%
Sample Size		36	36	36	36

Differences may vary by 1% +/- due to the way the calculations are made

5.3.2 Section B – Reception



The presence of signs directing the agent to the Reception area scored 97%, a 10% improvement on Wave 5. Signage directing agents where to make their enquiry was down 4% from Wave 5 at 74%.

Directorate	No. Of Visits Per Dept	B1 Reception Sign	B3 Enquiry Sign	B4 Queue
Adult Health and Community Services	3	100%	67%	67%
Community Protection	3	N/A	50%	100%
Customer, Workforce & Governance	21	95%	76%	81%
Children, Young People and Families	4	100%	75%	100%
Environment Economy	5	100%	80%	80%
Warwickshire County Council Wave 6	36	97%	74%	83%
Warwickshire County Council Wave 5	46	87%	78%	87%
Warwickshire County Council Wave 4	17	100%	88%	88%
Difference W6 vs. W5		10%	-4%	-4%
Sample Size		33	35	36

Differences may vary by 1% +/- due to the way the calculations are made

6 agents encountered a queue, giving a score 4% lower than Wave 5.

1 agent experienced a waiting time of more than 10 minutes. Agents were asked to report whether an apology was received if a) they had to wait more than 3 minutes, or b) they felt an apology would have been appropriate. This only applied to 3 visits and an apology was offered in 1 of these (33%).

Directorate	No. Of Visits Per Dept	B5 Number In Queue (N/S)	B6 Wait > 10 Mins	B7 Waiting (Mins) (N/S)	B8 Apology
Adult Health and Community Services	3	1.0	100%	0.7	N/A
Community Protection	3	N/A	100%	0.3	N/A
Customer, Workforce & Governance	21	2.0	95%	1.4	33%
Children, Young People and Families	4	N/A	100%	1.8	N/A
Environment Economy	5	1.0	100%	0.4	N/A
Warwickshire County Council Wave 6	36	1.7	97%	1.2	33%
Warwickshire County Council Wave 5	46	1.7	100%	0.6	67%
Warwickshire County Council Wave 4	17	1.0	100%	2.5	75%
Difference W6 vs. W5		0%	-3%	54%	-33%
Sample Size		6	36	36	3

Differences may vary by 1% +/- due to the way the calculations are made

All except 5 agents were greeted by a member of staff and all greetings were judged to be polite. 83% of advisors smiled and made eye contact and made the agent feel welcome, both measures matching the 2 previous waves.

Visible Name Badges were seen in 54% of visits, 15% higher than the Wave 5 result.

Directorate	No. Of Visits Per Dept	B9 Greeted	B10 Greeting Polite	B11 Smile & Eye Contact	B12 Welcome	B13 Name Badge
Adult Health and Community Services	3	100%	100%	100%	100%	67%
Community Protection	3	67%	100%	50%	33%	0%
Customer, Workforce & Governance	21	90%	100%	81%	90%	52%
Children, Young People and Families	4	75%	100%	75%	75%	25%
Environment Economy	5	80%	100%	100%	80%	100%
Warwickshire County Council Wave 6	36	86%	100%	83%	83%	54%
Warwickshire County Council Wave 5	46	91%	93%	83%	83%	39%
Warwickshire County Council Wave 4	17	100%	100%	100%	100%	59%
Difference W6 vs. W5		-5%	7%	0%	1%	15%
Sample Size		36	31	35	36	35

Differences may vary by 1% +/- due to the way the calculations are made

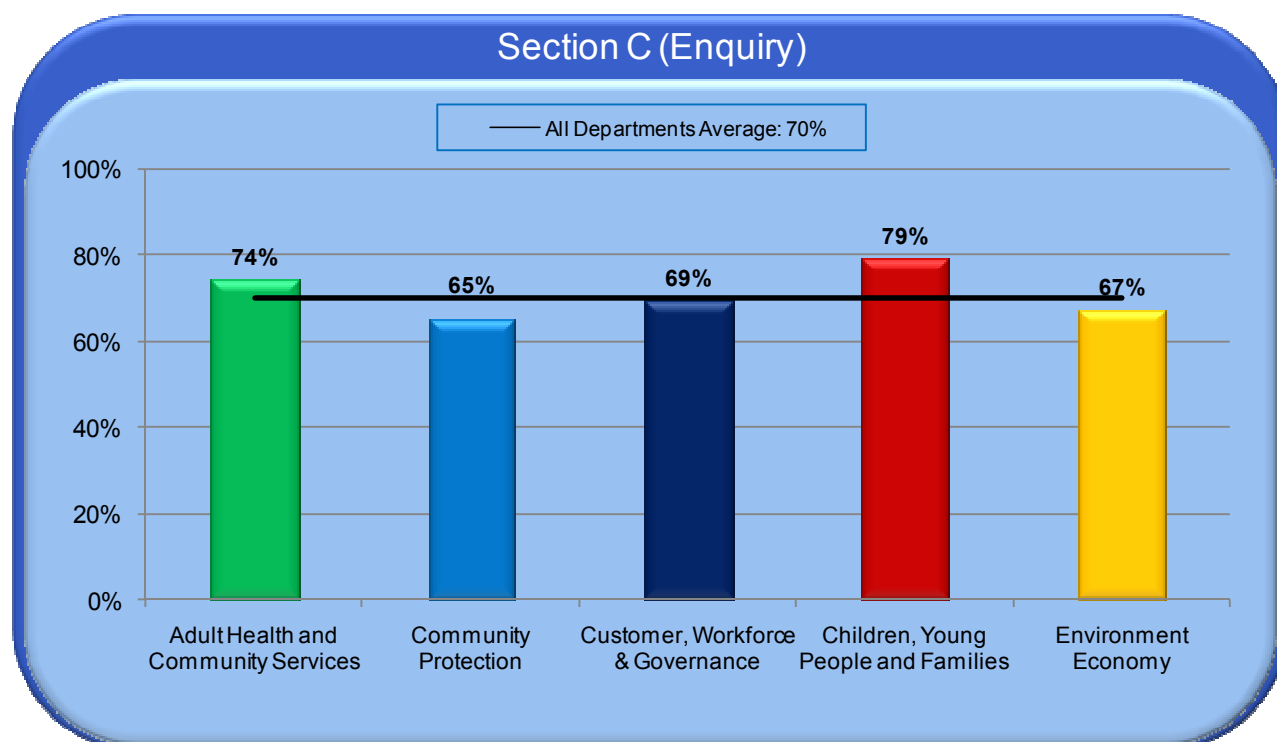
Receptionists were always well presented, improving on the Wave 5 result by 2%.

All reception areas were found to be clean and tidy, 9% higher than the Wave 5 score. No obstacles or safety hazards were encountered, 2% higher than Wave 5 and matching Wave 4.

Directorate	No. Of Visits Per Dept	B14 Well Presented	B15 Reception Clean & Tidy	B16 Safety
Adult Health and Community Services	3	100%	100%	100%
Community Protection	3	100%	100%	100%
Customer, Workforce & Governance	21	100%	100%	100%
Children, Young People and Families	4	100%	100%	100%
Environment Economy	5	100%	100%	100%
Warwickshire County Council Wave 6	36	100%	100%	100%
Warwickshire County Council Wave 5	46	98%	91%	98%
Warwickshire County Council Wave 4	17	100%	100%	100%
Difference W6 vs. W5		2%	9%	2%
Sample Size		35	34	34

Differences may vary by 1% +/- due to the way the calculations are made

5.3.3 Section C – Enquiry



Agents felt that the staff member understood their enquiry in all visits, 4% above the Wave 5 score and matching Wave 4. Staff were polite on all but 2 occasions (94%) and helpful on the majority of occasions (89%). Answering the query fully scored 83%, 19% higher than Wave 5.

Directorate	No. Of Visits Per Dept	C1 Understood	C2 Helpful	C3 Fully Answered	C4 Polite
Adult Health and Community Services	3	100%	100%	100%	100%
Community Protection	3	100%	67%	50%	67%
Customer, Workforce & Governance	21	100%	90%	83%	95%
Children, Young People and Families	4	100%	100%	100%	100%
Environment Economy	5	100%	80%	80%	100%
Warwickshire County Council Wave 6	36	100%	89%	83%	94%
Warwickshire County Council Wave 5	46	96%	85%	64%	98%
Warwickshire County Council Wave 4	17	100%	94%	80%	100%
Difference W6 vs. W5		4%	4%	20%	-3%
Sample Size		36	36	36	36

Differences may vary by 1% +/- due to the way the calculations are made

Staff members made it clear how more information could be obtained in 77% of visits (3% higher than Wave 5), with staff offering Further Help in 60% of visits, 25% higher than the previous wave.

Directorate	No. Of Visits Per Dept	C5 Use Of Name Appropriate (N/S)	C6 Used Name (N/S)	C7 Information	C8 Further Help
Adult Health and Community Services	3	0%	33%	50%	100%
Community Protection	3	33%	33%	100%	50%
Customer, Workforce & Governance	21	5%	14%	63%	56%
Children, Young People and Families	4	25%	50%	100%	100%
Environment Economy	5	0%	0%	100%	40%
Warwickshire County Council Wave 6	36	8%	19%	77%	60%
Warwickshire County Council Wave 5	46	9%	7%	74%	35%
Warwickshire County Council Wave 4	17	18%	12%	93%	73%
Difference W6 vs. W5		0%	13%	3%	25%
Sample Size		36	36	30	30

Differences may vary by 1% +/- due to the way the calculations are made

During the course of the conversation staff gave the agent their full attention on the majority of occasions, giving an average score of 94% overall. 97% of staff conversed freely with the agents, 4% higher than in Wave 5. Information was given without prompting in 72% of visits, 7% higher than Wave 5.

Directorate	No. Of Visits Per Dept	C9 Attention	C10 Conversation	C11 Gave Info	C12 Clear
Adult Health and Community Services	3	100%	100%	100%	100%
Community Protection	3	89%	100%	67%	100%
Customer, Workforce & Governance	21	94%	95%	57%	100%
Children, Young People and Families	4	92%	100%	100%	100%
Environment Economy	5	100%	100%	100%	100%
Warwickshire County Council Wave 6	36	94%	97%	72%	100%
Warwickshire County Council Wave 5	46	96%	93%	65%	100%
Warwickshire County Council Wave 4	17	94%	100%	88%	100%
Difference W6 vs. W5		-1%	4%	7%	0%
Sample Size		36	36	36	36

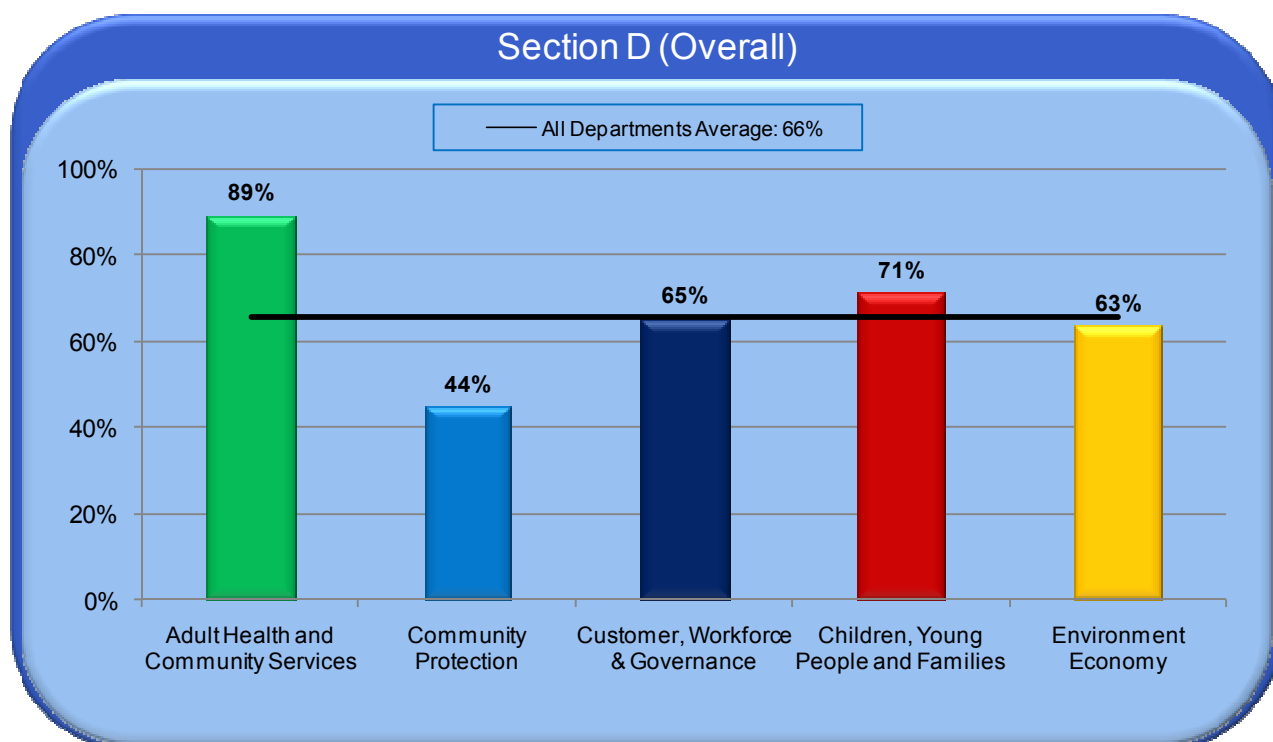
Differences may vary by 1% +/- due to the way the calculations are made

Staff gave a Farewell in all but 4 visits (89%), with Adult Health and Community Services and Children Young People & Families both scoring 100%. When the farewell was given it was always polite. Information being visible on the Councils Complaints procedure and Customer Service Charter was generally weak.

Directorate	No. Of Visits Per Dept	C13 Farewell	C14 Polite Farewell	C15 Complaints	C16 Charter
Adult Health and Community Services	3	100%	100%	0%	0%
Community Protection	3	67%	100%	0%	33%
Customer, Workforce & Governance	21	90%	100%	33%	33%
Children, Young People and Families	4	100%	100%	0%	0%
Environment Economy	5	80%	100%	0%	0%
Warwickshire County Council Wave 6	36	89%	100%	19%	22%
Warwickshire County Council Wave 5	46	76%	94%	26%	26%
Warwickshire County Council Wave 4	17	94%	100%	18%	18%
Difference W6 vs. W5		13%	6%	-7%	-4%
Sample Size		36	32	36	36

Differences may vary by 1% +/- due to the way the calculations are made

5.3.4 Section D – Overall



When rating the entire visit the Mystery Shoppers gave an overall score of 67% (2% higher than Wave 5).

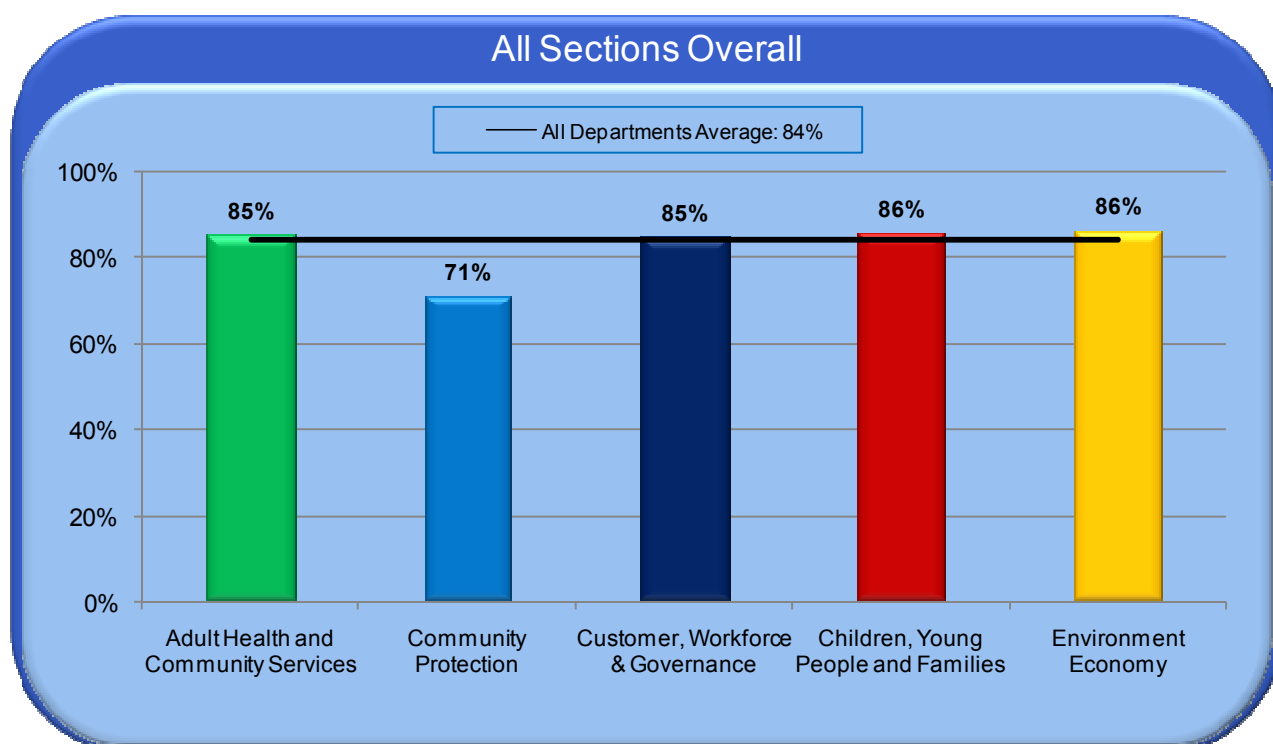
Directorate	No. Of Visits Per Dept	D1 Rate Overall	D2 Answer Agree
Adult Health and Community Services	3	89%	89%
Community Protection	3	44%	44%
Customer, Workforce & Governance	21	67%	63%
Children, Young People and Families	4	75%	67%
Environment Economy	5	60%	67%
Warwickshire County Council Wave 6	36	67%	65%
Warwickshire County Council Wave 5	46	65%	67%
Warwickshire County Council Wave 4	17	76%	76%
Difference W6 vs. W5		1%	-3%
Sample Size		36	36

Differences may vary by 1% +/- due to the way the calculations are made

Question D2 establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for this question was 65% although this was previously only a 3 point score, which may well have impacted on the results.

5.3.5 Visits Overall

The following chart summarises the visit survey and shows the overall average for the visits.



The overall score for Visits showed a 4% improvement from the Wave 5 score but was 4% lower than Wave 4. Section A (Approach) achieved the highest section score of 91%.

Directorate	No. Of Visits Per Dept	Section A (Approach)	Section B (Reception)	Section C (Enquiry)	Section D (Overall)	All Sections Overall
Adult Health and Community Services	3	80%	92%	74%	89%	85%
Community Protection	3	79%	69%	65%	44%	71%
Customer, Workforce & Governance	21	93%	88%	69%	65%	85%
Children, Young People and Families	4	90%	85%	79%	71%	86%
Environment Economy	5	96%	93%	67%	63%	86%
Warwickshire County Council Wave 6	36	91%	87%	70%	66%	84%
Warwickshire County Council Wave 5	46	85%	85%	74%	66%	80%
Warwickshire County Council Wave 4	17	91%	94%	82%	76%	88%
Difference W6 vs. W5		6%	2%	-4%	-1%	4%
Sample Size		36	36	36	36	36

Differences may vary by 1% +/- due to the way the calculations are made

5.3.6 Question Scores

The following table shows the scores for the visit survey, in question order.

Directorate	Warwickshire County Council Wave 6
A1 Accessible	97%
A2 Approach Clean	100%
A3 Wheelchair Access	100%
A4 Access Clearly Signed	N/A
A5 Disabled Parking	94%
A6 Disabled Sticker Displayed	79%
A7 Signage	100%
A8 WCC logo	100%
A9 Sign Visible	100%
A10 Sign Clear	100%
A11 Opening Hours	89%
A12 Tel No	50%
B1 Reception Sign	97%
B3 Enquiry Sign	74%
B4 Queue	83%
B6 Wait > 10 Mins	97%
B8 Apology	33%
B9 Greeted	86%
B10 Greeting Polite	100%
B11 Smile & Eye Contact	83%
B12 Welcome	83%
B13 Name Badge	54%
B14 Well Presented	100%
B15 Reception Clean & Tidy	100%
B16 Safety	100%
C1 Understood	100%
C2 Helpful	89%
C3 Fully Answered	83%
C4 Polite	94%
C5 Use Of Name Appropriate (N/S)	8%
C6 Used Name (N/S)	19%
C7 Information	77%
C8 Further Help	60%
C9 Attention	94%
C10 Conversation	97%
C11 Gave Info	72%
C12 Clear	100%
C13 Farewell	89%
C14 Polite Farewell	100%
C15 Complaints	19%
C16 Charter	22%
D1 Rate Overall	67%
D2 Answer Agree	65%
All Sections Overall	84%

Differences may vary by 1% +/- due to the way the calculations are made

5.4 Letters

5.4.1 Methodology

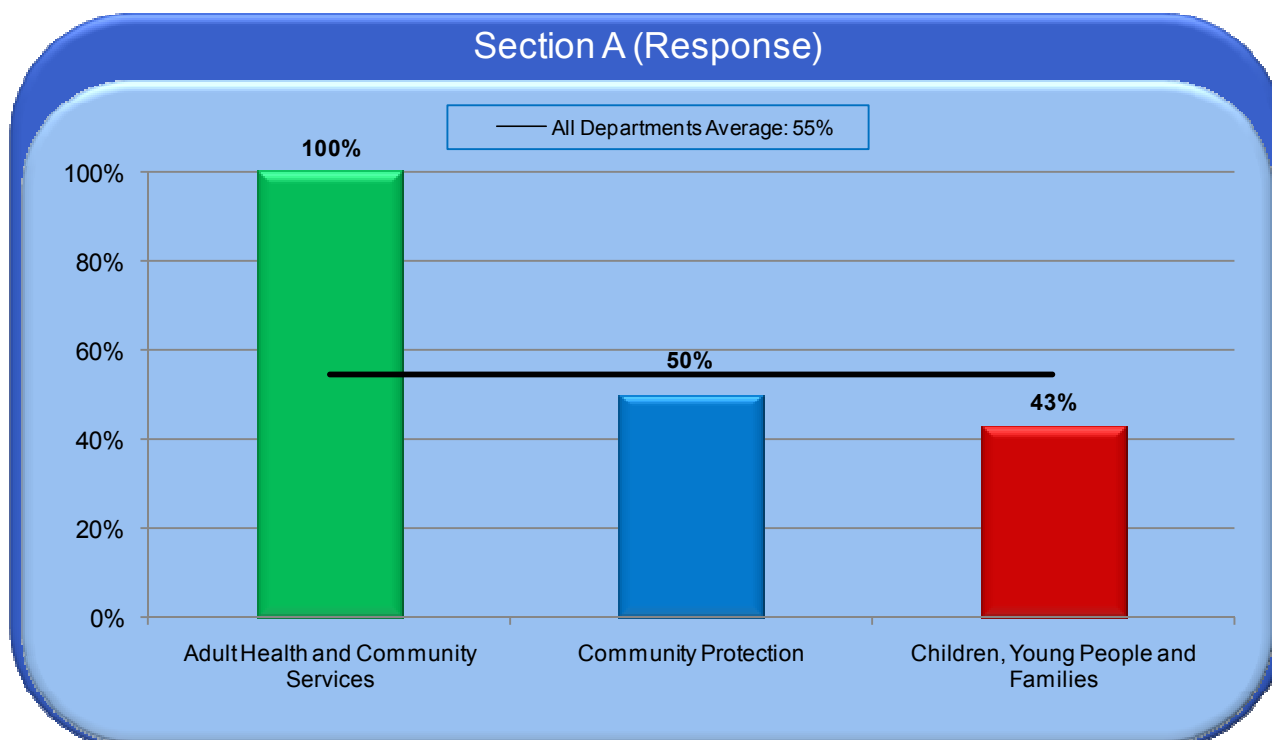
A set of 22 postal enquiries, (scenarios), were used and WCC provided the postal addresses. Letters were created centrally and sent to local agents to post and obtain a proof of posting receipt. The agent's address was used to receive the responses, which were marked with date and time of receipt and sent to our Data Centre for scoring.

5.4.2 Contactability

There were 13 replies (59%) received from 22 letter enquiries (down 2% from Wave 5).

Directorate	No. Of Letters Per Dept:	Replies	Ratio
Adult Health and Community Services	3	3	100%
Community Protection	12	6	50%
Children, Young People and Families	7	4	57%
Warwickshire County Council Wave 6	22	13	59%
Warwickshire Wave 5 Average	31	19	61%
Warwickshire Wave 4 Average	38	22	58%
Difference W6 vs. W5		-6	-2%

5.4.3 Section A – Response

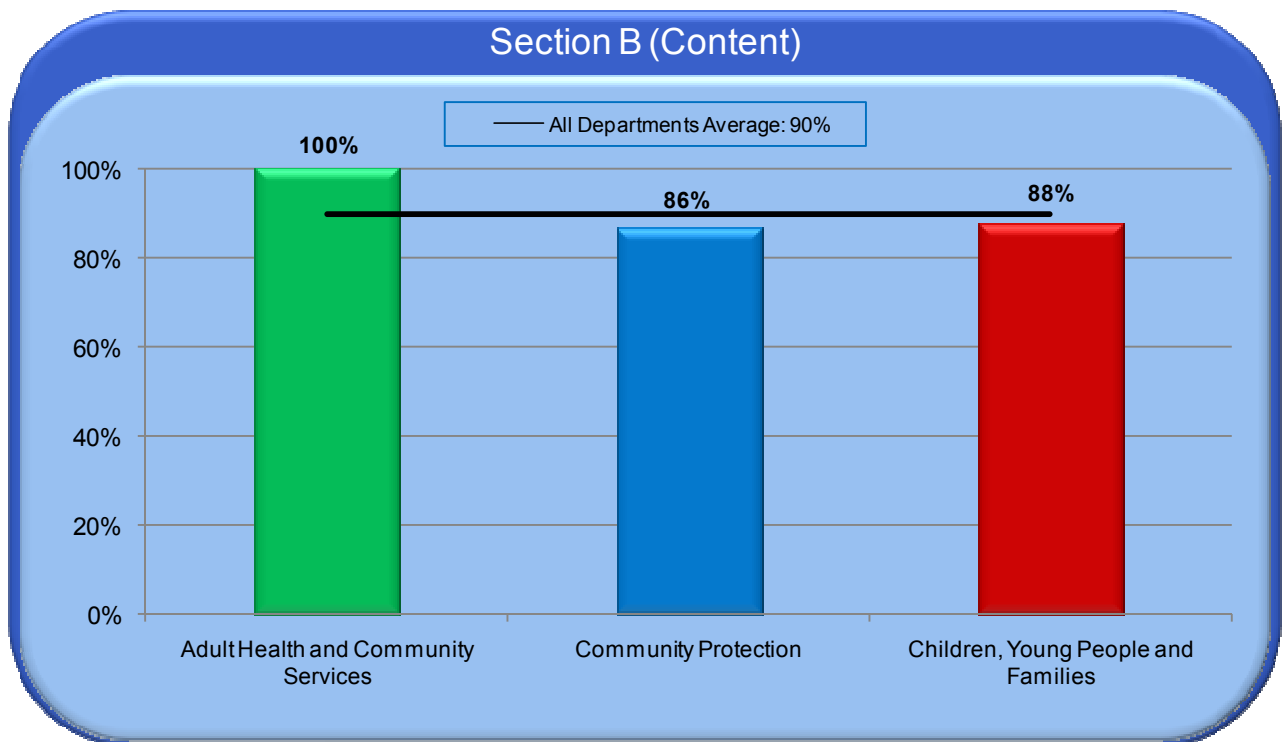


Directorate	No. Of Letters Per Dept:	A2 Response Received	A4 Response Within 5 Days
Adult Health and Community Services	3	100%	100%
Community Protection	12	50%	100%
Children, Young People and Families	7	57%	50%
Warwickshire County Council Wave 6	22	59%	85%
Warwickshire Wave 5 Average	31	61%	58%
Warwickshire Wave 4 Average	38	58%	73%
Difference W6 vs. W5		-2%	27%
Sample Size		22	13

Differences may vary by 1% +/- due to the way the calculations are made

All responses received from both Adult Health & Community Services and Community Protection were received within the Warwickshire standard of 5 days, a measure that scored 85% across all directorates.

5.4.4 Section B – Content



The score for answering the query fully was 77%, 12% lower than Wave 5 and 7% lower than Wave 4. The sender's name, department and telephone number were given in all responses, while Job Title was weaker at 85%.

Directorate	No. Of Letters Per Dept:	B1 Full Answer	B2 Given Name	B3 Given Job Title	B4 Given Tel No	B5 Dept Given
Adult Health and Community Services	3	100%	100%	100%	100%	100%
Community Protection	12	58%	100%	67%	100%	100%
Children, Young People and Families	7	88%	100%	100%	100%	100%
Warwickshire County Council Wave 6	22	77%	100%	85%	100%	100%
Warwickshire Wave 5 Average	31	89%	84%	58%	79%	89%
Warwickshire Wave 4 Average	38	84%	91%	64%	73%	90%
Difference W6 vs. W5		-13%	16%	27%	21%	11%
Sample Size		13	13	13	13	9

Differences may vary by 1% +/- due to the way the calculations are made

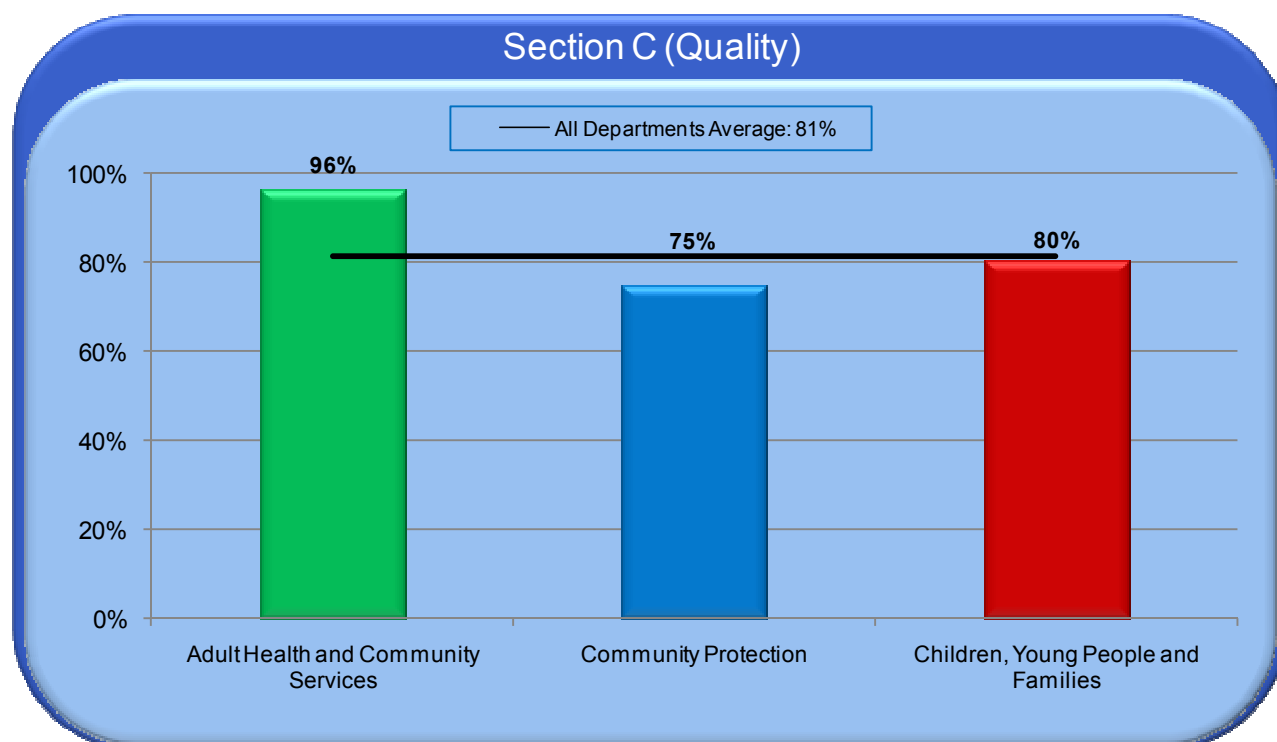
When literature or leaflets were included with the letter (38%) they were judged to be helpful/informative in all but 1 case. 85% of responses were clear and easy to understand.

In Wave 5 26% of the letters referred agents to the Council's Website, however in the current wave the result was just 15%, (although this is a non-scoring measure).

Directorate	No. Of Letters Per Dept:	B6 Leaflets Enclosed (N/S)	B7 Leaflets Helpful	B8 Info Clear	B9 Directed To Website (N/S)
Adult Health and Community Services	3	67%	100%	100%	33%
Community Protection	12	17%	100%	100%	17%
Children, Young People and Families	7	50%	50%	50%	0%
Warwickshire County Council Wave 6	22	38%	80%	85%	15%
Warwickshire Wave 5 Average	31	42%	100%	100%	26%
Warwickshire Wave 4 Average	38	45%	100%	100%	32%
Difference W6 vs. W5		-4%	-20%	-15%	-11%
Sample Size		13	5	13	13

Differences may vary by 1% +/- due to the way the calculations are made

5.4.5 Section C – Quality

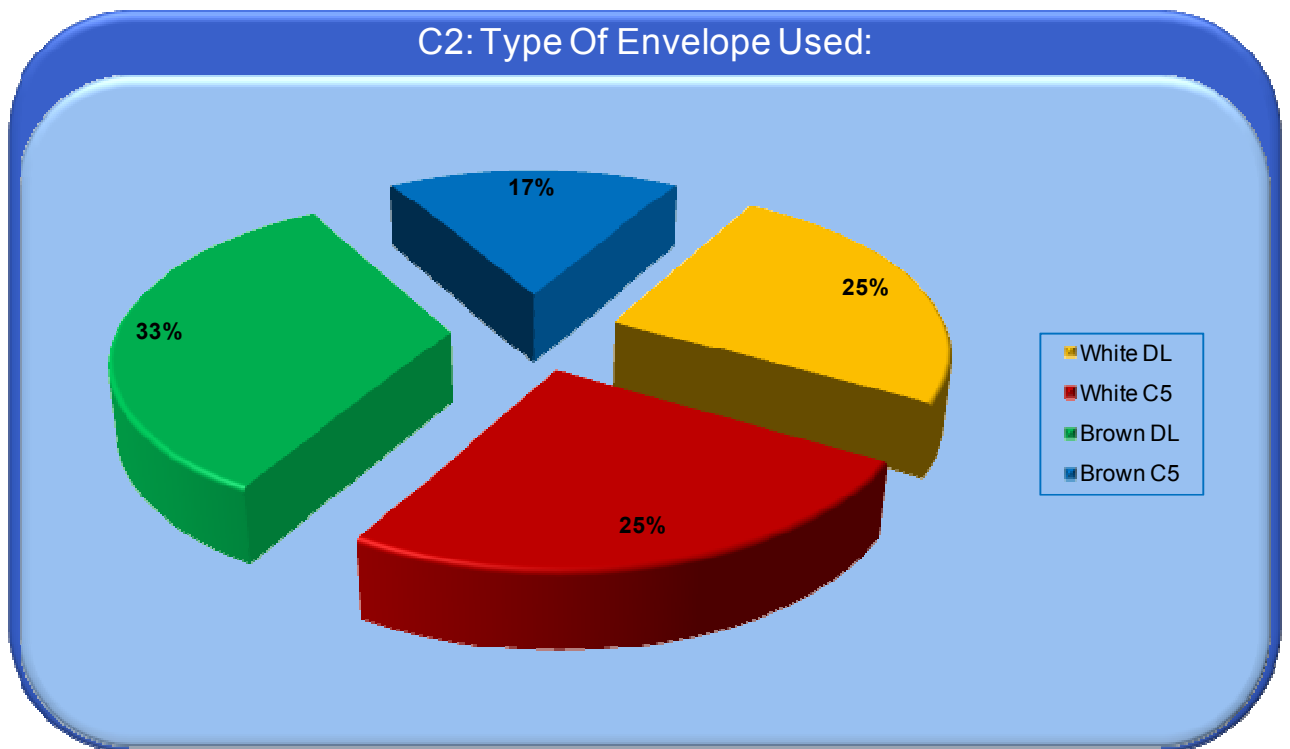


Directorate	No. Of Letters Per Dept:	C1 Envelope	C4 Name Address Correct	C5 Letterhead	C6 Layout Professional
Adult Health and Community Services	3	100%	100%	100%	100%
Community Protection	12	67%	100%	100%	67%
Children, Young People and Families	7	67%	100%	100%	75%
Warwickshire County Council Wave 6	22	75%	100%	100%	77%
Warwickshire Wave 5 Average	31	100%	100%	95%	89%
Warwickshire Wave 4 Average	38	100%	100%	82%	100%
Difference W6 vs. W5		-25%	0%	5%	-12%
Sample Size		12	12	12	13

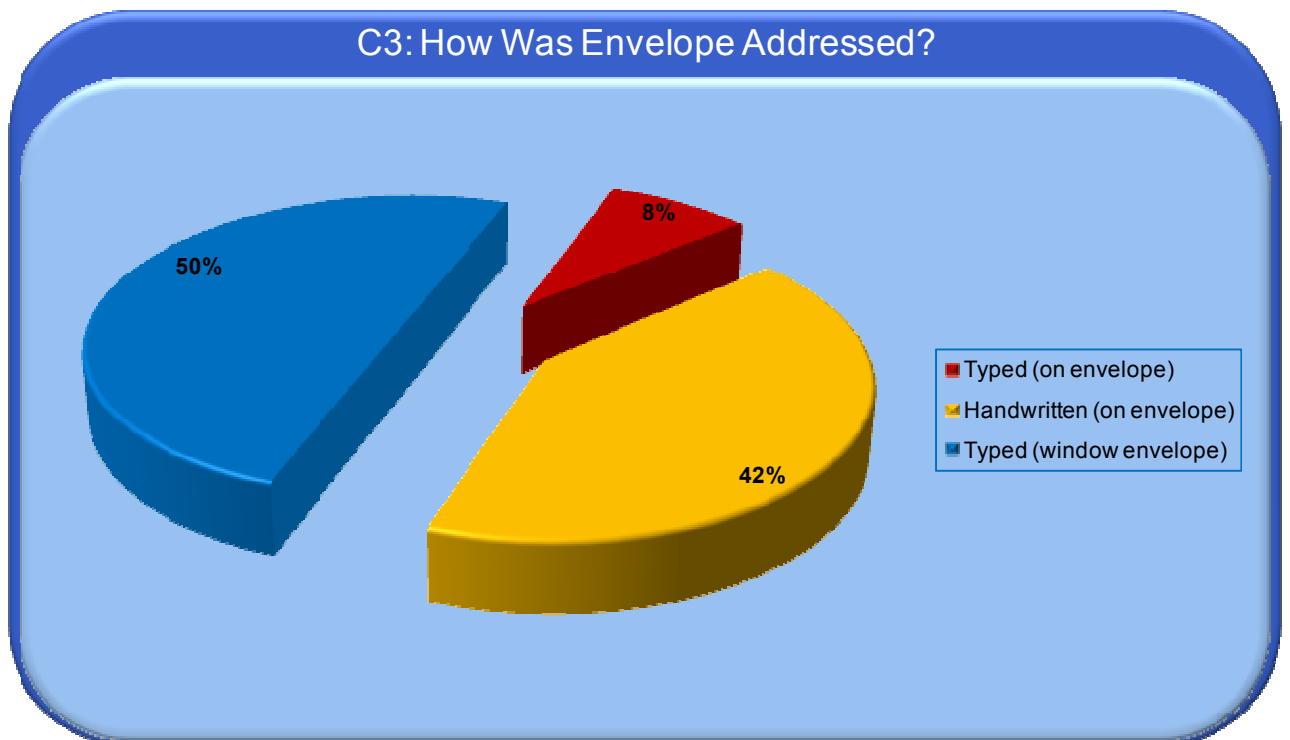
Differences may vary by 1% +/- due to the way the calculations are made

The envelope looked professional in 9 responses, and the name and address was always correct (100%). All responses received were on letter headed paper or compliment slips, and all except 3 responses were professionally laid out.

The following chart shows the range of envelopes used:



The following chart shows how the envelopes were addressed:

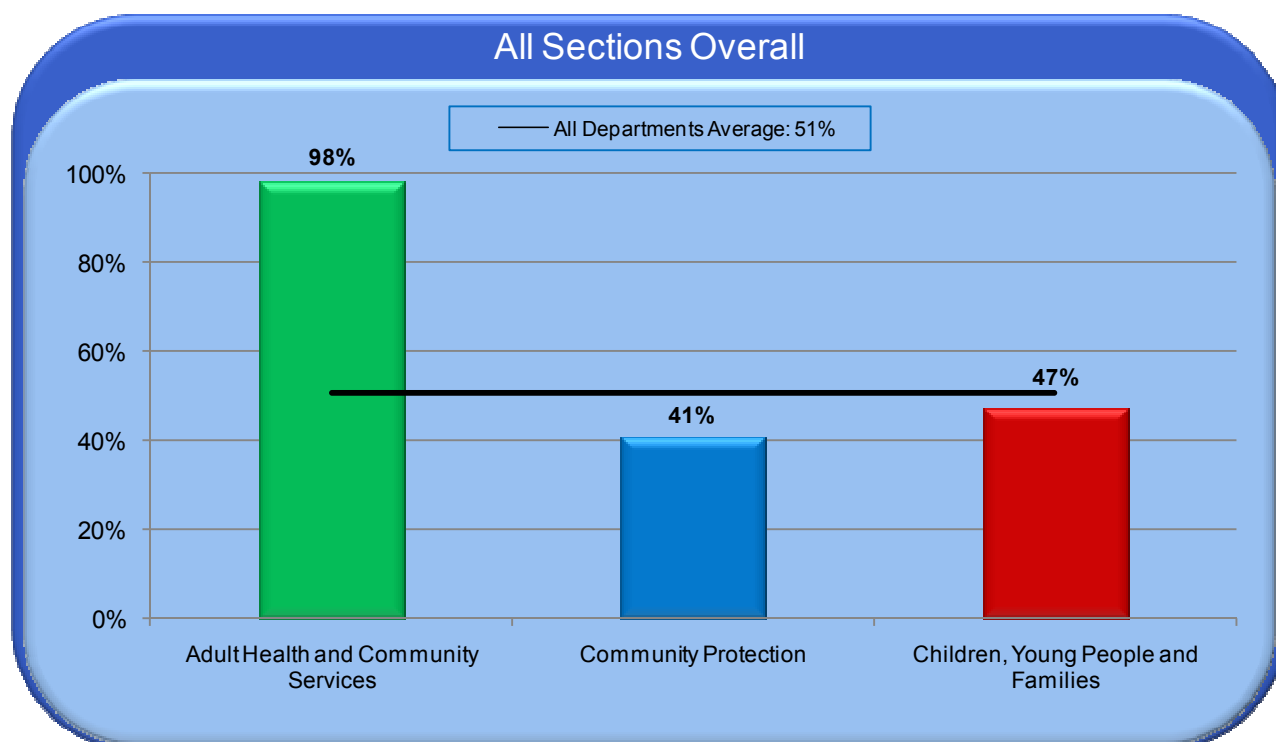


Directorate	No. Of Letters Per Dept:	C7 Layout Attractive	C8 Tone Friendly	C9 Tone Courteous	C10 Rate Enquiry	C11 Answer Agree With Scenario
Adult Health and Community Services	3	100%	100%	100%	100%	67%
Community Protection	12	83%	50%	100%	56%	50%
Children, Young People and Families	7	100%	50%	100%	67%	67%
Warwickshire County Council Wave 6	22	92%	62%	100%	69%	59%
Warwickshire Wave 5 Average	31	94%	56%	94%	72%	63%
Warwickshire Wave 4 Average	38	100%	65%	100%	71%	59%
Difference W6 vs. W5		-2%	6%	6%	-3%	-4%
Sample Size		13	13	13	13	13

Differences may vary by 1% +/- due to the way the calculations are made

All except 1 letter had an attractive layout (92% overall), with the tone of response found to be friendly in 8 of the 13 replies. Courtesy was shown in all responses, 6% higher than the Wave 5 result. Question C10 rates how the enquiry was dealt with overall, and scored 69% (3% lower than Wave 5). Question C11 establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for this question was 59%, although this was previously only a 3 point score, which may well have impacted on the results.

5.4.6 Overall



The following table summarises the letter survey and shows the overall average for letters:

Directorate	No. Of Letters Per Dept:	Section A (Response)	Section B (Content)	Section C (Quality)	All Sections Overall
Adult Health and Community Services	3	100%	100%	96%	98%
Community Protection	12	50%	86%	75%	41%
Children, Young People and Families	7	43%	88%	80%	47%
Warwickshire County Council Wave 6	22	55%	90%	81%	51%
Warwickshire Wave 5 Average	31	48%	72%	85%	48%
Warwickshire Wave 4 Average	38	50%	73%	86%	46%
Difference W6 vs. W5		6%	17%	-4%	2%
Sample Size		22	13	13	22

Differences may vary by 1% +/- due to the way the calculations are made

The overall score for Letters was 51%, 3% stronger than Wave 5 and 5% stronger than Wave 4.

5.4.7 Question Scores

The following table shows the scores for the letters survey, in question order:

Measure	Warwickshire County Council Wave 6
A2 Response Received	59%
A4 Response Within 5 Days	85%
B1 Full Answer	77%
B2 Given Name	100%
B3 Given Job Title	85%
B4 Given Tel No	100%
B5 Dept Given	100%
B6 Leaflets Enclosed (N/S)	38%
B7 Leaflets Helpful	80%
B8 Info Clear	85%
B9 Directed To Website (N/S)	15%
C1 Envelope	75%
C4 Name Address Correct	100%
C5 Letterhead	100%
C6 Layout Professional	77%
C7 Layout Attractive	92%
C8 Tone Friendly	62%
C9 Tone Courteous	100%
C10 Rate Enquiry	69%
C11 Answer Agree With Scenario	59%
All Sections Overall	51%

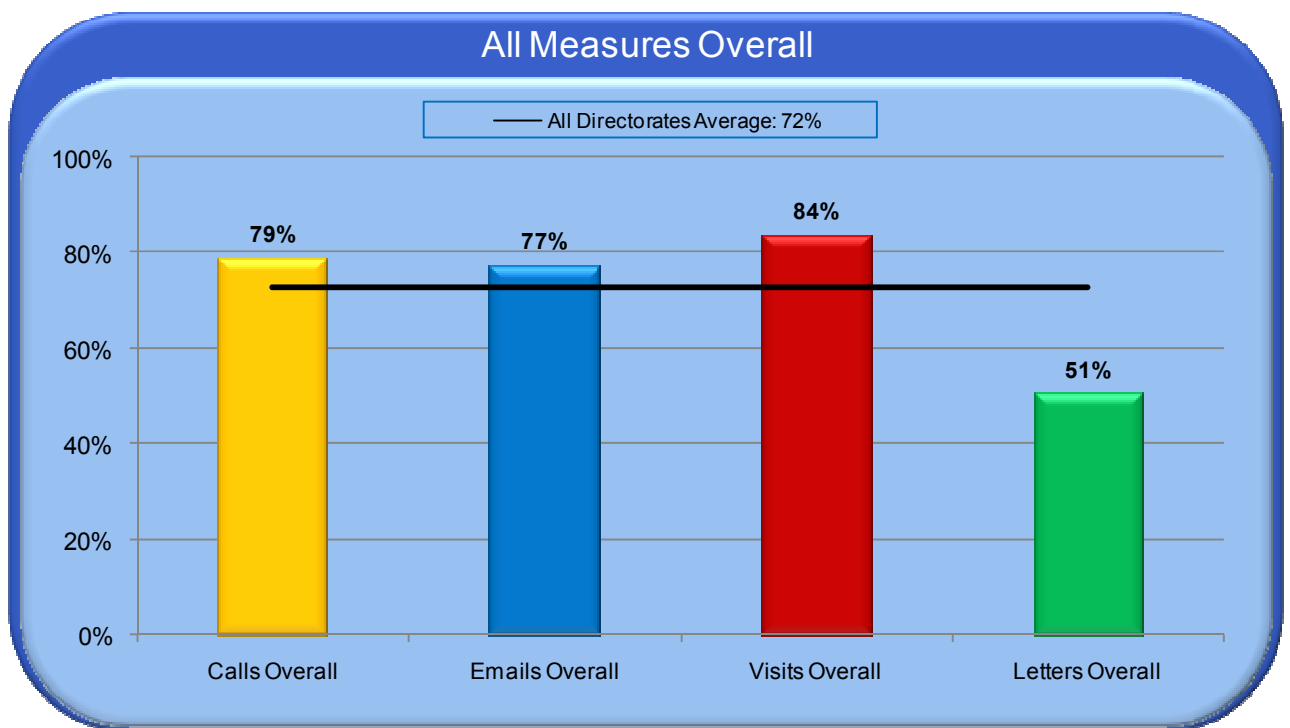
Differences may vary by 1% +/- due to the way the calculations are made

5.5 All Measures Overall

Directorate	Calls Overall	Emails Overall	Visits Overall	Letters Overall	Overall
Adult Health and Community Services	76%	84%	85%	98%	86%
Children, Young People and Families	72%	78%	86%	47%	71%
Community Protection	84%	79%	71%	41%	69%
Environment Economy	84%	63%	86%	N/A	78%
Customer, Workforce & Governance	N/A	N/A	85%	N/A	85%
Warwickshire CC Wave 6	79%	77%	84%	51%	73%
Sample Size	54	22	36	22	

Differences may vary by 1% +/- due to the way the calculations are made

Taking into account all methods of assessment, Adult Health & Community Services achieved the highest average overall of 86%, in comparison to the average for all directorates of 73%. Visits were the highest scoring method of enquiry overall with 84%, followed by calls with 79%. Letters scored just 51%, with scores ranging from 41% (Community Protection) to 98% (Adult Health and Community Services).



6. Summary

Calls

Contactability

87% of calls were successful in speaking to an advisor on the first attempt. There were 13 aborted calls in total, including 3 abandoned calls.

Switchboard

Switchboard scores are included for reference purposes only, and are not attributed to any Directorate.

75% of calls were answered within the council standard of 7 rings, 9% higher than the previous wave.

50% of Switchboard greetings were given in a professional tone, but giving a salutation and the council name both achieved the maximum score. Half of the agents who were transferred were told where their call was being transferred to, 19% lower than Wave 5.

Response

Answering the call within 7 rings scored 96% for all directorates. 71% of advisors included a salutation and 43% included a council name (now a non-scoring measure). 76% of greetings included a department name, 14% lower than the previous wave.

Customer Service Style

All staff established the nature of the enquiry and took responsibility for the call, with all advisors showing courtesy and judged to be helpful. 10 calls were transferred, with the next advisor briefed regarding the nature of the query on 2 occasions (20%).

The call advisor gave their name in 78% of responses, a 3% improvement on the Wave 5 result. 41 enquiries were answered in full, with 10 receiving a partial response and 3 enquiries left unanswered due to the calls being abandoned after 3 unsuccessful attempts.

Just 8 callers felt that the use of their name would have been appropriate (16%) and 6 advisors used the agents name (12%).

The advisor attempted to build rapport in 45 calls overall – a measure that scored 88% for all directorates. The information was found to be clear and jargon free on all occasions, 2% higher than the previous wave.

Future Help was offered by 14 advisors, which gave an average score of just 27%. All except 1 call (to Children, Young People & Families) was judged to have been handled professionally.

Where further information was offered the main method was via the council website (18%), followed by post (14%) and lastly via Email (6%).

All calls were ended politely and when asked to rate the overall handling of the enquiry the Mystery Shoppers gave an overall council average of 81%, 12% higher than Wave 5.

The final question in Section C establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for this question was 64%.

Overall

The results show a 7% drop in the overall score from the previous wave. Both Community Protection and Environment & Economy were the highest scoring directorates with 84%.

Fulfilment

In 3 calls the caller was promised information in the post, with all receiving what was promised.

Callbacks

There were 5 offers of a call back, and 4 callers received a phone message. All of the messages were received within 24 hours.

Emails

Contactability

There were 20 replies (91%) received from the 22 email enquiries, an improvement of 2% on Wave 5.

Response

The average speed of final reply was 2.9 days, giving a speed score of 76% (15% lower than Wave 5).

Content

The name of the sender was given in 18 replies overall, with both Adult Health and Community Services and Community Protection scoring 100%. Three quarters of responses gave a job title, with 15 responses giving a department name and 16 providing a telephone number.

The response was clear and free from jargon on all occasions, and the enquirer's name was used in 90% of responses. The name (where used) was always correct.

3 emails had literature attached and directed the sender to the council website (15%).

Quality

The layout of the email was considered professional (*proper case, structured in paragraphs, salutation and some form of ending*) in 75% of responses, with Community Protection scoring 100% for this measure. All except 1 email (from Environment & Economy) contained professional language and the tone of response was always courteous. The query was answered fully in 14 responses, partially in 4 and left unanswered on 2 occasions, due to the enquiries not receiving a response.

The quality of response scored 82% overall, 5% higher than the Wave 5 score. Efficiency scored 77%.

Question C7 establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for Wave 6 was 52%, 16% lower than Wave 5.

Overall

The overall score for emails was 77%, with Adult Health & Community Services achieving the highest score of 84%.

Visits

Approaching and Entering the Premises

Entrances were easily accessible at 97% of sites, with all judged to be clean and tidy and all providing wheelchair access (up 7% from the Wave 5 result).

Disabled Parking was seen at 94% of sites, with 27 of the 34 cars parked there displaying disabled stickers (79%).

Signage was seen at all sites with all One Stop Shops visited displaying the WCC or Warwickshire Direct logo.

All signage was visible (defined as helping the visitor find the way in), with opening hours seen at 32 sites visited. The score for displaying telephone numbers was 50%, (up 13%).

Reception

The presence of signs directing the agent to the Reception area scored 97%, with signage directing agents where to make their enquiry scoring 74%.

6 agents encountered a queue, (83%), 4% lower than Wave 5.

1 agent visiting Customer, Workforce & Governance experienced a waiting time of more than 10 minutes (97% overall). Agents were asked to report whether an apology was received if a) they had to wait more than 3 minutes, or b) they felt an apology would have been appropriate. This only applied to 3 visits and an apology was offered in 1 of these (33%).

31 of the 36 agents were greeted by a member of staff and all greetings were polite. 29 advisors smiled and made eye contact (83%), matching the number of agents who felt welcomed.

Visible Name Badges were seen at 19 visits, 15% higher than the Wave 5 result.

Receptionists were always well presented and all reception areas were found to be clean, tidy and free from any obstacles or safety hazards.

Enquiry

All advisors understood the nature of the enquiry. Staff were polite on all but 2 occasions and 89% were considered helpful, 4% higher than the previous wave. 1 enquiry was left unanswered.

Staff members made it clear how more information could be obtained at 77% of visits, 3% higher than Wave 5.

All agents visiting both Adult Health & Community Services and Environment & Economy found that staff gave their full attention throughout the conversation, with most conversing freely and easily with the agents (97%). 26 advisors gave information without prompting (72%), and all responses were found to be clear.

Staff gave a Farewell in the majority of cases (89%) with both Adult Health and Community Services and Children, Young People & Families scoring 100%. All farewells were found to be polite.

Information being visible on the Councils Complaints procedure and Customer Service Charter was generally weak, scoring 19% and 22% respectively.

Overall

When rating the entire visit the Mystery Shoppers gave an overall score of 67% (2% higher than Wave 5).

Question D2 establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for this question was 65%.

Visits Overall

The overall score for Visits was 4% higher than the Wave 5 score but 4% lower than Wave 4.

Letters

Contactability

There were 13 replies (59%) received from 22 letter enquiries (down 2% from Wave 5).

Response

All responses from both Adult Health & Community Services and Community Protection were received within the Warwickshire standard of 5 days, a measure that scored 85% across all directorates.

Content

The score for answering the query fully was 77%, with 8 agents receiving a full answer, 4 receiving a partial response and 1 enquiry left unanswered. 13 advisors gave their name, 11 gave a job title and 9 gave their department name. A telephone number was given in all responses, 21% higher than the previous wave.

When literature or leaflets were included within the letter (38%) they were judged to be helpful/informative in all but one case. 85% of responses were clear and easy to understand.

Just 2 responses referred agents to the Council's Website, 11% lower than in Wave 5, although this is a non-scoring measure..

Quality

The envelope looked professional in three quarters of responses and the name and address was always correct. All responses received were on letter headed paper or compliment slips, and 10 of these were professionally laid out.

All except 1 response had an attractive layout, with the tone of response found to be friendly in 62% of replies. Courtesy was shown in all responses. Question C10 rates how the enquiry was dealt with overall, and scored 69% (3% lower than Wave 5). Question C11 establishes whether the information given by advisors agreed with the answer suggested on the scenario fully, mostly, partially or not at all. The overall score for this question was 59%.

Overall

The overall score for Letters was 51%, 3% stronger than Wave 5.

Call Report Form

Warwickshire County Council Call Report

MS Ref No: Caller: QC: Aborted calls

Scenario Ref Authority Code Type

Council/Authority Fulfilment Required Yes No

Target Tel No Called

Directorate Code Dept Code Service Code Site Code

Scenario Type Type of call: Switchboard Contact Centre Direct Dial Contractor

Scenario

Aborted Calls

Date	Start Time	Voicemail/Ans/phone	Person not available	Call not answered after 3 mins	Cut off	Engaged	Other (describe)	Other
Call 1 / /	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Call 2 / /	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Call 3 / /	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

Comments *(inc voicemail/answerphone message)*

Successful Call

Date: Start Time: End Time: Report Time: mins

Day of Week Mon Tues Wed Thur Fri Sat Sun

Section A: Switchboard (only answer if call to or via switchboard)

Questions Marked * are non scoring

1 Was the call answered within 7 rings? Yes No

1b. If answered by a machine, secs from dialling to answer by a person * seconds

2 Was the greeting given in a professional tone? Yes No

*Clear, not rushed, not downbeat or unfriendly
Please give actual words used*

3. Did the greeting include any salutation? Yes No

e.g. Good Morning/Afternoon, Hello, you're through to

4. Was the Council name given (recorded message or in person)? * Yes No

*Acceptable includes
- full council name.
- abbreviated council name as long as it is clear.
- site name e.g. Town Hall, Council Offices.*

5: Did they tell you to whom * you were being transferred? Yes No

(Leave blank if you asked for a specific department/service or you weren't transferred)

Go to Section B question 5

Section B: Response (all calls except Switchboard start here)

Questions Marked * are non scoring

1 Was the call answered within 7 rings? Yes No *(all except Switchboard calls)*

2 Was the greeting given in a professional tone? Yes No

Clear, not rushed, not downbeat or unfriendly
Please give actual words used

3. Did the greeting include any salutation? Yes No

e.g. Good Morning/Afternoon, Hello, you're through to ...

4. Was the Council/Site name given * (recorded message or in person)? Yes No

NOT APPLICABLE if call transferred from switchboard

Acceptable includes

- full council name.
- abbreviated council name as long as it is clear.
- site name e.g. Town Hall, Splash Leisure Centre, Council Offices.

5. Was the Directorate or Service name given? (recorded message or in person) Yes No

If the call was answered completely by the switchboard without being transferred leave A6 blank

6: Did they request your name (at any stage)?* Yes No

7: Did they request your address * Yes No

8: IF YES did they say they needed your address before answering your enquiry? * Yes No

9: IF YES did they insist? * Yes No

Section C: Customer Service Style

Comments

1: Understood the nature of your query? Yes No

2: Owned the problem? Yes No

Took responsibility for the call themselves by dealing with it, or just didn't say they don't have the info, but attempted to get it for you. Only transferred you if they could not answer the query.

3: Did the advisor sound courteous Yes No

4. Was the advisor helpful? Yes No

Clearly took the time to ensure your query was dealt with

5: Were you transferred No Once More than once

(excludes transfers from Switchboard)

6. If transferred, were you told where you were being transferred to? Yes No

7: If transferred, did it seem the new person had been briefed about your enquiry before they spoke to you? Yes No

If it was not clear whether they had been briefed, answer their initial enquiry with something like "didn't the lady I spoke to tell you?" or something similar. Leave blank if not transferred

8: If transferred, was it helpful?	<input type="radio"/> Yes <input type="radio"/> No	
'YES', unless it clearly wasn't necessary or helpful. Leave blank if not transferred		
9: Did advisor give their name (at any stage)?	<input type="radio"/> Yes <input type="radio"/> No	
10: Was your question answered fully?	<input type="radio"/> Fully <input type="radio"/> Partially <input type="radio"/> Not at all	
11: Would the use of your name have been appropriate? *	<input type="radio"/> Yes <input type="radio"/> No	
12: Did the advisor use your name? *	<input type="radio"/> Yes <input type="radio"/> No	
13: Did the advisor attempt to build rapport?	<input type="radio"/> Yes <input type="radio"/> No	
'YES' if they used name, laughed/joked where appropriate, or made empathic comments, put you at ease etc.		
14: Was response clear and free of jargon?	<input type="radio"/> Yes <input type="radio"/> No	
'YES', if clear, concise, professional. 'NO', if muddled or unclear.		
15: Did the advisor ask if there was any further help they could give you or offer future help?	<input type="radio"/> Yes <input type="radio"/> No	
e.g. Can I help you with anything else? or If you need any more help please don't hesitate to call back, or similar.		
16: Was your call handled professionally?	<input type="radio"/> Yes <input type="radio"/> No	
e.g. no gaps, no background noise, didn't drop the phone or cut off the call.		
17: Were you referred to their website? *	<input type="radio"/> Yes <input type="radio"/> No	
18: Were you offered info/literature in the post? *	<input type="radio"/> Yes <input type="radio"/> No	
19: Were you offered info/literature by email? *	<input type="radio"/> Yes <input type="radio"/> No	
20: Ended the call politely?	<input type="radio"/> Yes <input type="radio"/> No	
Either thanked or similar polite ending. Please quote call ending.		
21: Rate how your enquiry was dealt with	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Okay <input type="radio"/> Poor	
22: Did the answer you were given agree with the answer suggested on your scenario?	<input type="radio"/> Fully <input type="radio"/> Mostly <input type="radio"/> Partially <input type="radio"/> Not at all	
If there is no suggested answer on your scenario please leave blank and comment n/a		

Section D - Fulfilment

1. Did they promise to send you something? * Yes No 2. Did it arrive? * Yes No

3. Date of call: / / 4. Franking date on envelope / /

5. Date of receipt: / / 6. Time lag (days) *

7. What was promised?

8. Did what arrived match what was promised? * Yes No

9. Accurate data capture (name and address were correct and letter accurately reflected the call)? * Yes No

10. Appropriate content/added value *

- Excellent - all possible relevant information sent, interesting, gave additional information
- Good - all relevant information sent, interesting response
- Adequate - sufficient information sent
- Poor - not enough information sent

Section E: Callbacks

1. Did they offer to call you back? * Yes No

2. Did they call you back? * Yes No

3. If you received a call back, was it received within 24 hours? * Yes No

Date of Callback

Time of Callback

Comments

Email Report Form

Warwickshire County Council Email Report

MS Ref No:

Scenario Ref Authority Code

Target Fulfilment Required Yes No

Emailed to

Directorate Code Dept Code Service Code Site Code

Scenario Type Type of email Web Form Contact Centre Individual Address Contractor

Scenario

Section A: Response

1. Date enquiry sent Day: Mon Tue Wed Thu Fri Sat Sun

2. Was an automated response or other acknowledgement received? Yes No **(non-scoring)*

3. IF YES, date automated response / acknowledgement received

4. Was an interim reply received? Yes No **(non-scoring)*

5. IF YES, date first of any interim replies received (excluding automated)

6. Was a final response received? Yes No **(one intended to answer the query, even if it did not in fact do so)*

7. IF YES, date final response received

8. Speed of final response **(non-scoring)*
(number of working days, excluding Bank Holidays. Same day or next working day - Mon if sent Fri - count as 1)

9. Was the final response received in 5 working days? Yes No
(number of working days, excluding Bank Holidays. Same day or next working day - Mon if sent Fri - count as 1)

Section B: Content *BASED ON THE FINAL RESPONSE:*

1. Was the name of the sender given ? Yes No
(surname plus initials or first name)
2. Was the job title of the sender given? Yes No
3. Was the dept or section of the sender given? Yes No
4. Was the telephone number of the sender given?*(or sender's dept no)* Yes No
5. Was the response clear and easy to understand? Yes No
(no jargon, no acronyms such as ODPM, written in plain English)
6. Did the email address the enquirer by name? Yes No
(e.g. Ms Watkins, Jane etc)
7. IF YES, was the name correct? Yes No
(spelt correctly - either first name or surname is acceptable but abbreviation only if enquiry was signed with an abbreviation)
8. Was there any literature attached? * Yes No
(non-scoring)
9. Were you directed to the website? * Yes No
(non-scoring)

Section C: Quality

1. Was the layout professional? Yes No
(proper case, structured in paragraphs, salutation and some form of ending)
2. Was the language professional? Yes No
(no abbreviations such as txtg, no serious grammatical or spelling errors. The odd incorrect punctuation or typo can be overlooked)
3. Was the tone of the response courteous? Yes No
4. Was the query answered fully? Fully Partially Not at all
5. Was the quality of the response good overall? Excellent Good OK Poor
(includes all responses if more than one) IF Poor, COMMENT WHY
6. Was the efficiency of the response good overall? Excellent Good OK Poor
(includes all responses if more than one) IF Poor, COMMENT WHY
7. Did the answer you were given agree with the answer suggested on your scenario? Fully Mostly Partially Not at all
If there is no suggested answer on your scenario please leave blank and comment n/a

Section D: Fulfilment Scenarios Only

1. Date email enquiry sent

2. Date email response received

3. Fulfilment received Yes No

4. If Yes, date fulfilment received

5. Number of days from Response to Fulfilment

6. Did what you received agree with the content suggested on the scenario? Yes No

Visit Report Form

Warwickshire County Council Visit Report

MS Ref No:	<input type="text"/>	Agents Initials	<input type="text"/>	QC:	<input type="text"/>
Scenario Ref	<input type="text"/>				
Target	<input type="text"/>				
Directorate Code	<input type="text"/>	Dept Code	<input type="text"/>	Service Code	<input type="text"/>
				Site Code	<input type="text"/>
Scenario	<input type="text"/>				
Date of visit:	<input type="text"/>	Time Entered	<input type="text"/>	Time Left	<input type="text"/>
Day of Week	<input type="radio"/> Mon <input type="radio"/> Tues <input type="radio"/> Wed <input type="radio"/> Thur <input type="radio"/> Fri <input type="radio"/> Sat <input type="radio"/> Sun				

Note: Questions Marked * are not included in the scoring

Section A: Approaching and Entering the premises

1. As you approached the premises, was the entrance easily accessible? <i>(Please say why)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
2. Was the approach to the premises, surrounding area and car park, clean, tidy and presentable? <i>(Please say why)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
3. Was the main entrance suitable for wheelchairs in your view? Please comment if automatic door. <i>(Doesn't have to have the wheelchair sign - must have ramp access if there are steps)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
4. If no wheelchair access at main door was a different wheelchair entrance clearly signed? Please comment if automatic door. <i>(Leave blank if A3 Yes)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
5. Was there parking for disabled persons vehicles? <i>(Either in the site car park or near the entrance)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
6. If Yes were there any cars parked in the disabled car parking spaces which did not display a disabled sticker? <i>(Leave blank if A5 is No)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
7. Was there any signage showing you which premises you were entering? <i>(even if difficult to see or you had to search. If No please comment and go to Q11)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
8. Was the WCC logo or the warwickshire Direct logo clearly visible on the signage? <i>Q8 for One Stop Shop Visits only</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
9. If YES, was the signage clearly visible (i.e.helped you find the way in)? <i>(If No please comment)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
10. Was signage clear and legible <i>(Even if difficult to see or you had to search. If No please comment)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
11. Were the opening hours clearly displayed and visible from outside the entrance? <i>(If NO, please comment - was anything visible?)</i>	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
12. Was the premises telephone number clearly displayed and visible from outside the main entrance?	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>

Section B: Reception

Please use crib sheet provided.

Please check your scenario enquiry prior to entering the building

1. On entry to the premises was Reception area clearly signed or easily visible? Yes No
2. On arrival, how busy were the premises? *
Empty (no other visitors)
Quiet (under a quarter full)
Average (about half full)
Busy (about three quarters full)
Very busy (packed)
3. Was there a clear sign telling you where to make your enquiry? Yes No
4. Was there a queue? Yes No
5. If there was a queue, please record the number of people in front of you in the queue. ‡
6. Did you have to wait for more than 10 minutes? Yes No
7. Please record your waiting time. ‡ * mins *(If no wait enter zero NOT the letter O)*
8. If you did have to wait more than 3 minutes, or if an apology would have been appropriate, did any staff member apologise for your wait? ‡ Yes No
(Leave blank if not applicable)
9. Were you greeted by a staff member? Yes No
10. If Yes, was the greeting polite & courteous? Yes No
(If NO, please comment)
11. Did the Receptionist smile and make eye contact? Yes No
12. Did you feel welcomed? Yes No
13. Was the Receptionist wearing a visible name badge? **The name must be visible to score Yes.** Yes No
(If YES, please record the person's name, IF NO please describe the person)
14. Was the Receptionist well presented? Yes No
15. Was the Reception area clean and tidy? Yes No
16. Was Reception free of any obstacles or safety hazards? Yes No

Questions Marked * are not included in the scoring

Section C: Enquiry

1. Did you feel they understood your enquiry? Yes
 No

How did the staff member handle your enquiry?

2. Did they try to be as helpful as possible? Yes
 No

3. Were they able to answer your query?

Fully Partially Not at all

(Please say why and what answer you were given if any)

4. Were they polite and courteous? Yes
 No

5. Would use of your name have been appropriate? * Yes
 No

6. Did they use your name? * Yes
 No

7. Did the staff member make it clear how you could get more information? (They may give you a leaflet etc). *(Leave blank if not applicable)* Yes
 No
(If YES, what did they recommend)

8. Did the staff member ask if there was any further help they could give you? Yes
 No
(Leave blank if you don't feel this would have been appropriate)

9. Did the staff member give you their full attention?

- Yes, throughout the conversation
- Yes, throughout most of the conversation
- No, they talked with other colleagues
- (Select 1 answer only)* No, not at all

During the conversation did the staff member:

10. Conversed freely and easily with you? Yes
 No

11. Gave you information without prompting? Yes
 No

12. Respond clearly and without jargon? Yes
 No

13. At the end of the conversation, did they wish you farewell? Yes
 No

14. If YES, was the farewell polite and sincere? Yes
 No

15. Could you see a leaflet or poster with the Council's complaints procedure? Yes
 No

16. Could you see a leaflet or poster with the Council's Customer Service Charter? Yes
 No

Letters Report Form

Warwickshire County Council Letter Report

MS Ref No:

Scenario Ref Authority Code

Authority

Target

Directorate Code Dept Code Service Code Site Code

Scenario Type

Scenario

Date: Day of Week Mon Tues Wed Thur Fri Sat Sun

Section A: Response Time

1. Date posted:

2. Was a response received? Yes No

3. Date response received:

4. Was the response received within 5 working days? Yes No

(Count from date enquiry was posted plus 2; ignore weekends and bank holidays unless it arrives on a Saturday - so if enquiry was posted on a Monday and reply arrives on Wednesday that is 1 day; posted Friday received Tuesday is 1 day)

Section B: Content

1. Was your query answered fully? Fully Partially Not at all

2. Were you given name of sender? Yes No

3. Were you given job title of sender? Yes No

4. Were you given tel no of sender? Yes No

5. Writer's Department or Service given? Yes No

6. Were leaflets or other literature * enclosed/attached? Yes No

7. If Yes was this informative/helpful? Yes No

8. Was the information clear and easy to understand? Yes No

(No jargon, no acronyms such as ODPM, written in plain english)

9. Were you directed to their website? * Yes No

Comments

Section C: Quality

1. Did the envelope look professional? Yes No

2. Was the envelope (non scoring)

- White DL (oblong) White C5 (half A4) White C4 (A4) Other (describe)
- Brown DL (oblong) Brown C5 (half A4) Brown C4 (A4)

3. Was the address (non scoring)

- Typed (on envelope) Handwritten (on envelope)
- Typed (window env) Handwritten (window env)

4. Was the name and address correct? Yes No

5. Was letterhead paper or a compliments slip used? Yes No
(If no, please comment, if yes say which was used)

The following questions are not applicable if a blank compliments slip or just information was sent

6. Was the layout professional? Yes No

7. Was the layout attractive? Yes No

8. Was the tone of the response friendly? Yes No

9. Was the tone of the response courteous? Yes No

10: Rate how your enquiry was dealt with

- Excellent Good Okay Poor

11: Did the answer you were given agree with the answer suggested on your scenario?

- Fully
 Mostly
 Partially
 Not at all

If there is no suggested answer on your scenario please leave blank and comment n/a

Directorate Tables – Calls

Measure	Adult Health and Community Services	Warwickshire County Council Wave 6	Difference
B1 Within 7 Rings	93%	96%	-3%
B2 Greeting Tone Professional	93%	92%	1%
B3 Salutation	86%	71%	15%
B4 Council Name (N/S)	40%	43%	-3%
B5 Dept Name	79%	76%	2%
B6 Request Callers Name (N/S)	36%	25%	10%
B7 Request Address (N/S)	21%	10%	12%
B8 Need Address (N/S)	0%	0%	0%
B9 Insist Address (N/S)	N/A	N/A	N/A
C1 Nature Of Query	100%	100%	0%
C2 Own Problem	100%	100%	0%
C3 Courteous	100%	100%	0%
C4 Helpful	100%	100%	0%
C5 Transferred	93%	89%	4%
C6 Told Where Transferred	50%	80%	-30%
C7 Was Person Briefed	0%	20%	-20%
C8 Transfer Helpful	100%	100%	0%
C9 Advisor Name	93%	78%	14%
C10 Fully Answered	84%	85%	-1%
C11 Use Name Appropriate (N/S)	21%	16%	6%
C12 Use Name (N/S)	14%	12%	3%
C13 Rapport	79%	88%	-10%
C14 Clear	100%	100%	0%
C15 Help	36%	27%	8%
C16 Professionally Handled	100%	98%	2%
C17 Website (N/S)	7%	18%	-11%
C18 Post Info (N/S)	21%	14%	8%
C19 Email Info (N/S)	21%	6%	16%
C20 Ended The Call	100%	100%	0%
C21 Rate Enquiry	81%	81%	0%
C22 Answer Agree	88%	64%	24%
D1 Promise To Send (N/S)	100%	50%	50%
D2 Did It Arrive (N/S)	100%	100%	0%
D8 Match Promise (N/S)	100%	100%	0%
D9 Data Capture (N/S)	100%	100%	0%
D10 Appropriate Content (N/S)	50%	75%	-25%
E1 Offer To Call Back (N/S)	15%	10%	5%
E2 Called Back (N/S)	100%	80%	20%
E3 Within 24 Hours (N/S)	100%	100%	0%
All Sections Overall	76%	79%	-3%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Community Protection	Warwickshire County Council Wave 6	Difference
B1 Within 7 Rings	100%	96%	4%
B2 Greeting Tone Professional	80%	92%	-12%
B3 Salutation	50%	71%	-21%
B4 Council Name (N/S)	80%	43%	37%
B5 Dept Name	90%	76%	14%
B6 Request Callers Name (N/S)	20%	25%	-5%
B7 Request Address (N/S)	0%	10%	-10%
B8 Need Address (N/S)	N/A	0%	N/A
B9 Insist Address (N/S)	N/A	N/A	N/A
C1 Nature Of Query	100%	100%	0%
C2 Own Problem	100%	100%	0%
C3 Courteous	100%	100%	0%
C4 Helpful	100%	100%	0%
C5 Transferred	90%	89%	1%
C6 Told Where Transferred	100%	80%	20%
C7 Was Person Briefed	0%	20%	-20%
C8 Transfer Helpful	100%	100%	0%
C9 Advisor Name	80%	78%	2%
C10 Fully Answered	90%	85%	5%
C11 Use Name Appropriate (N/S)	10%	16%	-6%
C12 Use Name (N/S)	10%	12%	-2%
C13 Rapport	90%	88%	2%
C14 Clear	100%	100%	0%
C15 Help	10%	27%	-17%
C16 Professionally Handled	100%	98%	2%
C17 Website (N/S)	40%	18%	22%
C18 Post Info (N/S)	10%	14%	-4%
C19 Email Info (N/S)	0%	6%	-6%
C20 Ended The Call	100%	100%	0%
C21 Rate Enquiry	87%	81%	6%
C22 Answer Agree	57%	64%	-7%
D1 Promise To Send (N/S)	N/A	50%	N/A
D2 Did It Arrive (N/S)	N/A	100%	N/A
D8 Match Promise (N/S)	N/A	100%	N/A
D9 Data Capture (N/S)	N/A	100%	N/A
D10 Appropriate Content (N/S)	N/A	75%	N/A
E1 Offer To Call Back (N/S)	11%	10%	1%
E2 Called Back (N/S)	100%	80%	20%
E3 Within 24 Hours (N/S)	100%	100%	0%
All Sections Overall	84%	79%	5%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Children, Young People and Families	Warwickshire County Council Wave 6	Difference
B1 Within 7 Rings	100%	96%	4%
B2 Greeting Tone Professional	90%	92%	-2%
B3 Salutation	70%	71%	-1%
B4 Council Name (N/S)	30%	43%	-13%
B5 Dept Name	60%	76%	-16%
B6 Request Callers Name (N/S)	30%	25%	5%
B7 Request Address (N/S)	0%	10%	-10%
B8 Need Address (N/S)	N/A	0%	N/A
B9 Insist Address (N/S)	N/A	N/A	N/A
C1 Nature Of Query	100%	100%	0%
C2 Own Problem	100%	100%	0%
C3 Courteous	100%	100%	0%
C4 Helpful	100%	100%	0%
C5 Transferred	70%	89%	-19%
C6 Told Where Transferred	80%	80%	0%
C7 Was Person Briefed	40%	20%	20%
C8 Transfer Helpful	100%	100%	0%
C9 Advisor Name	60%	78%	-18%
C10 Fully Answered	82%	85%	-3%
C11 Use Name Appropriate (N/S)	30%	16%	14%
C12 Use Name (N/S)	20%	12%	8%
C13 Rapport	90%	88%	2%
C14 Clear	100%	100%	0%
C15 Help	40%	27%	13%
C16 Professionally Handled	90%	98%	-8%
C17 Website (N/S)	0%	18%	-18%
C18 Post Info (N/S)	0%	14%	-14%
C19 Email Info (N/S)	0%	6%	-6%
C20 Ended The Call	100%	100%	0%
C21 Rate Enquiry	80%	81%	-1%
C22 Answer Agree	33%	64%	-31%
D1 Promise To Send (N/S)	0%	50%	-50%
D2 Did It Arrive (N/S)	N/A	100%	N/A
D8 Match Promise (N/S)	N/A	100%	N/A
D9 Data Capture (N/S)	N/A	100%	N/A
D10 Appropriate Content (N/S)	N/A	75%	N/A
E1 Offer To Call Back (N/S)	10%	10%	0%
E2 Called Back (N/S)	100%	80%	20%
E3 Within 24 Hours (N/S)	100%	100%	0%
All Sections Overall	72%	79%	-7%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Environment Economy	Warwickshire County Council Wave 6	Difference
B1 Within 7 Rings	94%	96%	-2%
B2 Greeting Tone Professional	100%	92%	8%
B3 Salutation	71%	71%	0%
B4 Council Name (N/S)	29%	43%	-13%
B5 Dept Name	76%	76%	0%
B6 Request Callers Name (N/S)	18%	25%	-8%
B7 Request Address (N/S)	12%	10%	2%
B8 Need Address (N/S)	0%	0%	0%
B9 Insist Address (N/S)	N/A	N/A	N/A
C1 Nature Of Query	100%	100%	0%
C2 Own Problem	100%	100%	0%
C3 Courteous	100%	100%	0%
C4 Helpful	100%	100%	0%
C5 Transferred	97%	89%	8%
C6 Told Where Transferred	100%	80%	20%
C7 Was Person Briefed	0%	20%	-20%
C8 Transfer Helpful	100%	100%	0%
C9 Advisor Name	76%	78%	-2%
C10 Fully Answered	85%	85%	0%
C11 Use Name Appropriate (N/S)	6%	16%	-10%
C12 Use Name (N/S)	6%	12%	-6%
C13 Rapport	94%	88%	6%
C14 Clear	100%	100%	0%
C15 Help	24%	27%	-4%
C16 Professionally Handled	100%	98%	2%
C17 Website (N/S)	24%	18%	6%
C18 Post Info (N/S)	18%	14%	4%
C19 Email Info (N/S)	0%	6%	-6%
C20 Ended The Call	100%	100%	0%
C21 Rate Enquiry	78%	81%	-3%
C22 Answer Agree	67%	64%	3%
D1 Promise To Send (N/S)	67%	50%	17%
D2 Did It Arrive (N/S)	100%	100%	0%
D8 Match Promise (N/S)	100%	100%	0%
D9 Data Capture (N/S)	100%	100%	0%
D10 Appropriate Content (N/S)	88%	75%	13%
E1 Offer To Call Back (N/S)	6%	10%	-4%
E2 Called Back (N/S)	0%	80%	-80%
E3 Within 24 Hours (N/S)	N/A	100%	N/A
All Sections Overall	84%	79%	5%

Differences may vary by 1% +/- due to the way the calculations are made

Directorate Tables - Emails

Measure	Adult Health and Community Services	Warwickshire County Council Wave 6	Difference
A2 Auto Response (N/S)	0%	14%	-14%
A4 Interim Received (N/S)	10%	14%	-4%
A6 Final Response	90%	91%	-1%
A8 Speed Score % (N/S)	84%	76%	9%
A9 Response Within 5 Working Days	89%	90%	-1%
B1 Given Name Of Sender	100%	90%	10%
B2 Given Job Title	89%	75%	14%
B3 Given Department	100%	83%	17%
B4 Given Tel. No	89%	80%	9%
B5 Clear	100%	100%	0%
B6 Used Name	100%	90%	10%
B7 Name Correct	100%	100%	0%
B8 Attachments (N/S)	22%	15%	7%
B9 Website (N/S)	33%	15%	18%
C1 Layout Professional	78%	75%	3%
C2 Language Professional	100%	95%	5%
C3 Tone Courteous	100%	100%	0%
C4 Full Answer	94%	80%	14%
C5 Quality Overall	93%	82%	11%
C6 Efficiency Overall	93%	77%	16%
C7 Answer Agree	70%	52%	19%
D3 Fulfilment Received	N/A	N/A	N/A
D5 Speed	N/A	N/A	N/A
D6 Content Agree With Scenario	N/A	N/A	N/A
All Sections Overall	84%	77%	6%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Community Protection	Warwickshire County Council Wave 6	Difference
A2 Auto Response (N/S)	100%	14%	86%
A4 Interim Received (N/S)	50%	14%	36%
A6 Final Response	100%	91%	9%
A8 Speed Score % (N/S)	10%	76%	-66%
A9 Response Within 5 Working Days	50%	90%	-40%
B1 Given Name Of Sender	100%	90%	10%
B2 Given Job Title	100%	75%	25%
B3 Given Department	50%	83%	-33%
B4 Given Tel. No	50%	80%	-30%
B5 Clear	100%	100%	0%
B6 Used Name	100%	90%	10%
B7 Name Correct	100%	100%	0%
B8 Attachments (N/S)	0%	15%	-15%
B9 Website (N/S)	0%	15%	-15%
C1 Layout Professional	100%	75%	25%
C2 Language Professional	100%	95%	5%
C3 Tone Courteous	100%	100%	0%
C4 Full Answer	75%	80%	-5%
C5 Quality Overall	83%	82%	2%
C6 Efficiency Overall	33%	77%	-43%
C7 Answer Agree	17%	52%	-35%
D3 Fulfilment Received	N/A	N/A	N/A
D5 Speed	N/A	N/A	N/A
D6 Content Agree With Scenario	N/A	N/A	N/A
All Sections Overall	79%	77%	1%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Children, Young People and Families	Warwickshire County Council Wave 6	Difference
A2 Auto Response (N/S)	0%	14%	-14%
A4 Interim Received (N/S)	20%	14%	6%
A6 Final Response	100%	91%	9%
A8 Speed Score % (N/S)	85%	76%	9%
A9 Response Within 5 Working Days	100%	90%	10%
B1 Given Name Of Sender	80%	90%	-10%
B2 Given Job Title	40%	75%	-35%
B3 Given Department	80%	83%	-3%
B4 Given Tel. No	80%	80%	0%
B5 Clear	100%	100%	0%
B6 Used Name	80%	90%	-10%
B7 Name Correct	100%	100%	0%
B8 Attachments (N/S)	20%	15%	5%
B9 Website (N/S)	0%	15%	-15%
C1 Layout Professional	60%	75%	-15%
C2 Language Professional	100%	95%	5%
C3 Tone Courteous	100%	100%	0%
C4 Full Answer	60%	80%	-20%
C5 Quality Overall	80%	82%	-2%
C6 Efficiency Overall	67%	77%	-10%
C7 Answer Agree	33%	52%	-18%
D3 Fulfilment Received	N/A	N/A	N/A
D5 Speed	N/A	N/A	N/A
D6 Content Agree With Scenario	N/A	N/A	N/A
All Sections Overall	78%	77%	1%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Environment Economy	Warwickshire County Council Wave 6	Difference
A2 Auto Response (N/S)	20%	14%	6%
A4 Interim Received (N/S)	0%	14%	-14%
A6 Final Response	80%	91%	-11%
A8 Speed Score % (N/S)	76%	76%	1%
A9 Response Within 5 Working Days	100%	90%	10%
B1 Given Name Of Sender	75%	90%	-15%
B2 Given Job Title	75%	75%	0%
B3 Given Department	75%	83%	-8%
B4 Given Tel. No	75%	80%	-5%
B5 Clear	100%	100%	0%
B6 Used Name	75%	90%	-15%
B7 Name Correct	100%	100%	0%
B8 Attachments (N/S)	0%	15%	-15%
B9 Website (N/S)	0%	15%	-15%
C1 Layout Professional	75%	75%	0%
C2 Language Professional	75%	95%	-20%
C3 Tone Courteous	100%	100%	0%
C4 Full Answer	75%	80%	-5%
C5 Quality Overall	58%	82%	-23%
C6 Efficiency Overall	75%	77%	-2%
C7 Answer Agree	50%	52%	-2%
D3 Fulfilment Received	N/A	N/A	N/A
D5 Speed	N/A	N/A	N/A
D6 Content Agree With Scenario	N/A	N/A	N/A
All Sections Overall	63%	77%	-14%

Differences may vary by 1% +/- due to the way the calculations are made

Directorate Tables - Visits

Measure	Adult Health and Community Services	Warwickshire County Council Wave 6	Difference
A1 Accessible	67%	97%	-31%
A2 Approach Clean	100%	100%	0%
A3 Wheelchair Access	100%	100%	0%
A4 Access Clearly Signed	N/A	N/A	N/A
A5 Disabled Parking	100%	94%	6%
A6 Disabled Sticker Displayed	33%	79%	-46%
A7 Signage	100%	100%	0%
A8 WCC logo	N/A	100%	N/A
A9 Sign Visible	100%	100%	0%
A10 Sign Clear	100%	100%	0%
A11 Opening Hours	100%	89%	11%
A12 Tel No	0%	50%	-50%
B1 Reception Sign	100%	97%	3%
B3 Enquiry Sign	67%	74%	-8%
B4 Queue	67%	83%	-17%
B6 Wait > 10 Mins	100%	97%	3%
B8 Apology	N/A	33%	N/A
B9 Greeted	100%	86%	14%
B10 Greeting Polite	100%	100%	0%
B11 Smile & Eye Contact	100%	83%	17%
B12 Welcome	100%	83%	17%
B13 Name Badge	67%	54%	12%
B14 Well Presented	100%	100%	0%
B15 Reception Clean & Tidy	100%	100%	0%
B16 Safety	100%	100%	0%
C1 Understood	100%	100%	0%
C2 Helpful	100%	89%	11%
C3 Fully Answered	100%	83%	17%
C4 Polite	100%	94%	6%
C5 Use Of Name Appropriate (N/S)	0%	8%	-8%
C6 Used Name (N/S)	33%	19%	14%
C7 Information	50%	77%	-27%
C8 Further Help	100%	60%	40%
C9 Attention	100%	94%	6%
C10 Conversation	100%	97%	3%
C11 Gave Info	100%	72%	28%
C12 Clear	100%	100%	0%
C13 Farewell	100%	89%	11%
C14 Polite Farewell	100%	100%	0%
C15 Complaints	0%	19%	-19%
C16 Charter	0%	22%	-22%
D1 Rate Overall	89%	67%	22%
D2 Answer Agree	89%	65%	24%
All Sections Overall	85%	84%	1%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Community Protection	Warwickshire County Council Wave 6	Difference
A1 Accessible	100%	97%	3%
A2 Approach Clean	100%	100%	0%
A3 Wheelchair Access	100%	100%	0%
A4 Access Clearly Signed	N/A	N/A	N/A
A5 Disabled Parking	67%	94%	-28%
A6 Disabled Sticker Displayed	50%	79%	-29%
A7 Signage	100%	100%	0%
A8 WCC logo	N/A	100%	N/A
A9 Sign Visible	100%	100%	0%
A10 Sign Clear	100%	100%	0%
A11 Opening Hours	33%	89%	-56%
A12 Tel No	33%	50%	-17%
B1 Reception Sign	N/A	97%	N/A
B3 Enquiry Sign	50%	74%	-24%
B4 Queue	100%	83%	17%
B6 Wait > 10 Mins	100%	97%	3%
B8 Apology	N/A	33%	N/A
B9 Greeted	67%	86%	-19%
B10 Greeting Polite	100%	100%	0%
B11 Smile & Eye Contact	50%	83%	-33%
B12 Welcome	33%	83%	-50%
B13 Name Badge	0%	54%	-54%
B14 Well Presented	100%	100%	0%
B15 Reception Clean & Tidy	100%	100%	0%
B16 Safety	100%	100%	0%
C1 Understood	100%	100%	0%
C2 Helpful	67%	89%	-22%
C3 Fully Answered	50%	83%	-33%
C4 Polite	67%	94%	-28%
C5 Use Of Name Appropriate (N/S)	33%	8%	25%
C6 Used Name (N/S)	33%	19%	14%
C7 Information	100%	77%	23%
C8 Further Help	50%	60%	-10%
C9 Attention	89%	94%	-6%
C10 Conversation	100%	97%	3%
C11 Gave Info	67%	72%	-6%
C12 Clear	100%	100%	0%
C13 Farewell	67%	89%	-22%
C14 Polite Farewell	100%	100%	0%
C15 Complaints	0%	19%	-19%
C16 Charter	33%	22%	11%
D1 Rate Overall	44%	67%	-22%
D2 Answer Agree	44%	65%	-20%
All Sections Overall	71%	84%	-13%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Customer, Workforce & Governance	Warwickshire County Council Wave 6	Difference
A1 Accessible	100%	97%	3%
A2 Approach Clean	100%	100%	0%
A3 Wheelchair Access	100%	100%	0%
A4 Access Clearly Signed	N/A	N/A	N/A
A5 Disabled Parking	95%	94%	1%
A6 Disabled Sticker Displayed	85%	79%	6%
A7 Signage	100%	100%	0%
A8 WCC logo	100%	100%	0%
A9 Sign Visible	100%	100%	0%
A10 Sign Clear	100%	100%	0%
A11 Opening Hours	90%	89%	2%
A12 Tel No	62%	50%	12%
B1 Reception Sign	95%	97%	-2%
B3 Enquiry Sign	76%	74%	2%
B4 Queue	81%	83%	-2%
B6 Wait > 10 Mins	95%	97%	-2%
B8 Apology	33%	33%	0%
B9 Greeted	90%	86%	4%
B10 Greeting Polite	100%	100%	0%
B11 Smile & Eye Contact	81%	83%	-2%
B12 Welcome	90%	83%	7%
B13 Name Badge	52%	54%	-2%
B14 Well Presented	100%	100%	0%
B15 Reception Clean & Tidy	100%	100%	0%
B16 Safety	100%	100%	0%
C1 Understood	100%	100%	0%
C2 Helpful	90%	89%	2%
C3 Fully Answered	83%	83%	0%
C4 Polite	95%	94%	1%
C5 Use Of Name Appropriate (N/S)	5%	8%	-4%
C6 Used Name (N/S)	14%	19%	-5%
C7 Information	63%	77%	-14%
C8 Further Help	56%	60%	-4%
C9 Attention	94%	94%	-1%
C10 Conversation	95%	97%	-2%
C11 Gave Info	57%	72%	-15%
C12 Clear	100%	100%	0%
C13 Farewell	90%	89%	2%
C14 Polite Farewell	100%	100%	0%
C15 Complaints	33%	19%	14%
C16 Charter	33%	22%	11%
D1 Rate Overall	67%	67%	0%
D2 Answer Agree	63%	65%	-1%
All Sections Overall	85%	84%	1%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Children, Young People and Families	Warwickshire County Council Wave 6	Difference
A1 Accessible	100%	97%	3%
A2 Approach Clean	100%	100%	0%
A3 Wheelchair Access	100%	100%	0%
A4 Access Clearly Signed	N/A	N/A	N/A
A5 Disabled Parking	100%	94%	6%
A6 Disabled Sticker Displayed	75%	79%	-4%
A7 Signage	100%	100%	0%
A8 WCC logo	N/A	100%	N/A
A9 Sign Visible	100%	100%	0%
A10 Sign Clear	100%	100%	0%
A11 Opening Hours	100%	89%	11%
A12 Tel No	25%	50%	-25%
B1 Reception Sign	100%	97%	3%
B3 Enquiry Sign	75%	74%	1%
B4 Queue	100%	83%	17%
B6 Wait > 10 Mins	100%	97%	3%
B8 Apology	N/A	33%	N/A
B9 Greeted	75%	86%	-11%
B10 Greeting Polite	100%	100%	0%
B11 Smile & Eye Contact	75%	83%	-8%
B12 Welcome	75%	83%	-8%
B13 Name Badge	25%	54%	-29%
B14 Well Presented	100%	100%	0%
B15 Reception Clean & Tidy	100%	100%	0%
B16 Safety	100%	100%	0%
C1 Understood	100%	100%	0%
C2 Helpful	100%	89%	11%
C3 Fully Answered	100%	83%	17%
C4 Polite	100%	94%	6%
C5 Use Of Name Appropriate (N/S)	25%	8%	17%
C6 Used Name (N/S)	50%	19%	31%
C7 Information	100%	77%	23%
C8 Further Help	100%	60%	40%
C9 Attention	92%	94%	-3%
C10 Conversation	100%	97%	3%
C11 Gave Info	100%	72%	28%
C12 Clear	100%	100%	0%
C13 Farewell	100%	89%	11%
C14 Polite Farewell	100%	100%	0%
C15 Complaints	0%	19%	-19%
C16 Charter	0%	22%	-22%
D1 Rate Overall	75%	67%	8%
D2 Answer Agree	67%	65%	2%
All Sections Overall	86%	84%	2%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Environment Economy	Warwickshire County Council Wave 6	Difference
A1 Accessible	100%	97%	3%
A2 Approach Clean	100%	100%	0%
A3 Wheelchair Access	100%	100%	0%
A4 Access Clearly Signed	N/A	N/A	N/A
A5 Disabled Parking	100%	94%	6%
A6 Disabled Sticker Displayed	100%	79%	21%
A7 Signage	100%	100%	0%
A8 WCC logo	N/A	100%	N/A
A9 Sign Visible	100%	100%	0%
A10 Sign Clear	100%	100%	0%
A11 Opening Hours	100%	89%	11%
A12 Tel No	60%	50%	10%
B1 Reception Sign	100%	97%	3%
B3 Enquiry Sign	80%	74%	6%
B4 Queue	80%	83%	-3%
B6 Wait > 10 Mins	100%	97%	3%
B8 Apology	N/A	33%	N/A
B9 Greeted	80%	86%	-6%
B10 Greeting Polite	100%	100%	0%
B11 Smile & Eye Contact	100%	83%	17%
B12 Welcome	80%	83%	-3%
B13 Name Badge	100%	54%	46%
B14 Well Presented	100%	100%	0%
B15 Reception Clean & Tidy	100%	100%	0%
B16 Safety	100%	100%	0%
C1 Understood	100%	100%	0%
C2 Helpful	80%	89%	-9%
C3 Fully Answered	80%	83%	-3%
C4 Polite	100%	94%	6%
C5 Use Of Name Appropriate (N/S)	0%	8%	-8%
C6 Used Name (N/S)	0%	19%	-19%
C7 Information	100%	77%	23%
C8 Further Help	40%	60%	-20%
C9 Attention	100%	94%	6%
C10 Conversation	100%	97%	3%
C11 Gave Info	100%	72%	28%
C12 Clear	100%	100%	0%
C13 Farewell	80%	89%	-9%
C14 Polite Farewell	100%	100%	0%
C15 Complaints	0%	19%	-19%
C16 Charter	0%	22%	-22%
D1 Rate Overall	60%	67%	-7%
D2 Answer Agree	67%	65%	2%
All Sections Overall	86%	84%	2%

Differences may vary by 1% +/- due to the way the calculations are made

Directorate Tables - Letters

Measure	Adult Health and Community Services	Warwickshire County Council Wave 6	Difference
A2 Response Received	100%	59%	41%
A4 Response Within 5 Days	100%	85%	15%
B1 Full Answer	100%	77%	23%
B2 Given Name	100%	100%	0%
B3 Given Job Title	100%	85%	15%
B4 Given Tel No	100%	100%	0%
B5 Dept Given	100%	100%	0%
B6 Leaflets Enclosed (N/S)	67%	38%	28%
B7 Leaflets Helpful	100%	80%	20%
B8 Info Clear	100%	85%	15%
B9 Directed To Website (N/S)	33%	15%	18%
C1 Envelope	100%	75%	25%
C4 Name Address Correct	100%	100%	0%
C5 Letterhead	100%	100%	0%
C6 Layout Professional	100%	77%	23%
C7 Layout Attractive	100%	92%	8%
C8 Tone Friendly	100%	62%	38%
C9 Tone Courteous	100%	100%	0%
C10 Rate Enquiry	100%	69%	31%
C11 Answer Agree With Scenario	67%	59%	8%
All Sections Overall	98%	51%	48%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Community Protection	Warwickshire County Council Wave 6	Difference
A2 Response Received	50%	59%	-9%
A4 Response Within 5 Days	100%	85%	15%
B1 Full Answer	58%	77%	-19%
B2 Given Name	100%	100%	0%
B3 Given Job Title	67%	85%	-18%
B4 Given Tel No	100%	100%	0%
B5 Dept Given	100%	100%	0%
B6 Leaflets Enclosed (N/S)	17%	38%	-22%
B7 Leaflets Helpful	100%	80%	20%
B8 Info Clear	100%	85%	15%
B9 Directed To Website (N/S)	17%	15%	1%
C1 Envelope	67%	75%	-8%
C4 Name Address Correct	100%	100%	0%
C5 Letterhead	100%	100%	0%
C6 Layout Professional	67%	77%	-10%
C7 Layout Attractive	83%	92%	-9%
C8 Tone Friendly	50%	62%	-12%
C9 Tone Courteous	100%	100%	0%
C10 Rate Enquiry	56%	69%	-14%
C11 Answer Agree With Scenario	50%	59%	-9%
All Sections Overall	41%	51%	-10%

Differences may vary by 1% +/- due to the way the calculations are made

Measure	Children, Young People and Families	Warwickshire County Council Wave 6	Difference
A2 Response Received	57%	59%	-2%
A4 Response Within 5 Days	50%	85%	-35%
B1 Full Answer	88%	77%	11%
B2 Given Name	100%	100%	0%
B3 Given Job Title	100%	85%	15%
B4 Given Tel No	100%	100%	0%
B5 Dept Given	100%	100%	0%
B6 Leaflets Enclosed (N/S)	50%	38%	12%
B7 Leaflets Helpful	50%	80%	-30%
B8 Info Clear	50%	85%	-35%
B9 Directed To Website (N/S)	0%	15%	-15%
C1 Envelope	67%	75%	-8%
C4 Name Address Correct	100%	100%	0%
C5 Letterhead	100%	100%	0%
C6 Layout Professional	75%	77%	-2%
C7 Layout Attractive	100%	92%	8%
C8 Tone Friendly	50%	62%	-12%
C9 Tone Courteous	100%	100%	0%
C10 Rate Enquiry	67%	69%	-3%
C11 Answer Agree With Scenario	67%	59%	8%
All Sections Overall	47%	51%	-4%

Differences may vary by 1% +/- due to the way the calculations are made

Max scores vs. Actual scores

Calls - All Directorates		
ALL	Total Score (Inc N/S)	Total Score (Exc N/S)
Maximum possible score	3038	2316
Actual score	1952	1846
% Score	64%	80%

Emails - All Directorates		
All	Total Score (Inc N/S)	Total Score (Exc N/S)
Maximum possible score	864	776
Actual score	606	594
% score	70%	77%

Visits - All Directorates		
All	Total Score (Inc N/S)	Total Score (Exc N/S)
Maximum possible score	4245	4029
Actual score	3388	3358
% Score	80%	83%

Letters - All Directorates		
All	Total Score (Inc N/S)	Total Score (Exc N/S)
Maximum possible score	534	482
Actual score	406	392
% Score	76%	81%

