

STAN Customer Satisfaction Survey Results 2012/13

Overall Customer Satisfaction 2012/13

Satisfaction with:	% Very Satisfied	% Satisfied	Overall % Satisfaction rate
The convenience with visiting STAN	80.79%	18.29%	99.08%
Handling of issue/query	80.00%	18.15%	98.15%
Explanations offered related to the issue/query	75.16%	22.98%	98.14%
Being able to ask questions	80.37%	18.40%	98.77%
The helpfulness and friendliness of staff	91.41%	8.59%	100.00%
Overall Satisfaction with the service of STAN	84.26%	13.58%	97.84%

860 Customer Satisfaction Surveys were issued during 2012/13, there were 331 responses which represents a 38.49% return rate.

Customer comments include:

STAN staff actually LISTEN. Those people (on STAN) were brilliant. We could use a lot more like them to get this valley back on track. I was very impressed with both staff and service. Lots of common sense and a really good knowledge of available help/services. Let's have more of them! Get rid of the halo for scrap and finance another van!

I cannot thank the 2 guys enough. I was so upset but they helped me sort things out. Without their help I wouldn't be here writing this. xxx

The Service I received from the staff was excellent. They went out of their way to give me the help and information I needed.

I was impressed with their service. More helpful than Bacup CAB and you don't need an appointment to talk to them

Staff were very friendly. I will definitely use them again if needed.

Both staff very friendly and helpful. I would call again and recommend to others.

Very happy with the services by Rossendale Council.

The service from the staff on STAN was excellent.

STAN

Cabinet Report – 13th September 2013

Appendix 3

The information provided maybe life changing in a positive way. Infact it will be life changing in a positive way.

The relaxed atmosphere allowed you to explain easily without feeling out of your depth, and the staff were conscientious.

Information given on my first visit enabled my 89 year old friend to apply for attendance allowance, which has made such a difference.

The two ladies were very kind and friendly. I have told a few of my friends.

My enquiry was dealt with in a friendly, professional manner and I was made to feel at ease asking questions. I have since, I am please to say had an issue that had been troubling me resolved, thanks initially to the staff on duty the day I visited STAN.

The staff could not have been more efficient with their help and information. I was very impressed with all aspects of their service.

Popped in out of curiosity and ended up with information that I needed but wouldn't have known to ask. Very friendly yet professional.

The staff at STAN are very good and very helpful and very kind to me. I don't know what I would do without them helping me.

Superb, very helpful, perfect. Suggest may be you need more STAN vehicles.

Very courteous and informed staff. A great service to have.

The staff were fantastic, very helpful. My query was dealt with immediately. Excellent service. Nothing was too much trouble. Excellent service.

Thank you card - To all staff at Stan the Van. Many, many thanks for all your help. Best wishes to all. Nice, Friendly staff

Very professional. Very understanding and very good listening skills. Very friendly and extremely helpful and understanding. I am extremely happy with the service and outcome of my visit. Thank you.

Quick, efficient service. Staff were attentive and caring. Staff offered other help that we knew nothing about. I found STAN's services so helpful. Staff were good at explaining my Council tax.

I cannot thank them enough. They listened to me when no one else seemed to do. My bathroom is now finished off properly, thanks to STAN.

They were very helpful in the things that are available to me as a worker and I haven't much time on my hands. I know they will help in future needs. Well Done!!!

Your staff were not only helpful, compassionate but friendly to which helped to put me more at ease with my situation. They also answered honestly any queries I had. My grateful thanks to them for that.

STAN

Cabinet Report – 13th September 2013

Appendix 3

They were very helpful and very friendly. They even rang me back when they said. The staff were very well informed and made you feel at ease. You felt you could ask any question!!!

Very helpful staff and a good thing to have the van to go to for any queries. Well Done!!

The staff were very helpful and they made you feel comfortable and were very good. Hope they keep doing what they do as they do help people like myself. Thank you all for helping me. Also, we could do with more people like the staff on STAN.

The blocked road drain I have been trying for months for someone to unblock was done within a few days of my visit.

Very polite and helpful staff. I received a phone call 2 hours after my query. Excellent service.

Nothing was any trouble to them. Within one week of seeing STAN, the DWP had arranged a visit. My pension is now being upgraded and I will get help with glasses. I am very grateful. Thank you. You have helped us a lot and we are truly grateful.

The service on STAN the van is fantastic. I would just like to say Keith (Charnock) who I dealt with is a top man. Anything I wanted to know he would always find out for me. They are so friendly and helpful. Please keep STAN the van going. Don't know what I would have done without them.

STAN - Such a good idea.

I cannot thank the 2 guys enough. I was so upset but they helped me sort things out. Without their help I wouldn't be here writing this. xxxx

Staff were very approachable and easy to talk to. Staff genuinely wanted to be of service. I was very impressed with the staff and service.

The lady I saw was excellent, could not have been more helpful or friendly. Thanks to her, my friend now has been given a chance to start over, after his op. Thank you very, very, much.

Of the 331 customers who returned the STAN Customer satisfaction survey forms only 7 customers stated that they were dissatisfied with the service.

These were all the result of being referred onto a third party. These cases were all revisited and chased up by STAN staff, the customer contacted and a resolution obtained.