

## Consultation Results

### Enforcement Service Customer Feedback Survey

Purpose of consultation:	<p>One of Haringey Council's stated objectives is to be more focused on service delivery and to address the needs of the population it serves.</p> <p>A survey of users is carried out to identify areas of dissatisfaction, with emphasis on addressing any issues raised to improve the services we deliver.</p>
Methodology:	<p>Up to 150 customer survey forms are posted to those that have contacted Enforcement service each month across each of the 10 Enforcement teams.</p> <p>This has not happened consistently each month, therefore the total number of surveys posted in 07/08 is 1,725. This represents a sample of 10% of the overall contacts received by the service.</p> <p>339 completed surveys were returned, representing a 19% response.</p> <p>Returned surveys are passed to the relevant team leader for review. If the respondent is dissatisfied with any aspect of the service, the team leader will reply by letter to explain what, if any, action the service will take to resolve the issue they have raised.</p>
Findings:	<p>Of the 339 returns, 77% were satisfied with the overall level of service. 15% were dissatisfied and 9% did not know.</p> <p>Specifically:</p> <ul style="list-style-type: none"> <li>▪ 85% were satisfied with the politeness and helpfulness of the visiting member of staff. Only 7% were dissatisfied.</li> <li>▪ 76% were kept adequately well informed of the status of their complaint. 19% were dissatisfied with the information provision.</li> <li>▪ 72% were satisfied that appointments were kept on time. 15% were dissatisfied.</li> </ul>
What does this mean for us?	<p>This survey show that generally the service is well received there is however some scope for improvement of time keeping and information provision about the progress of an enquiry.</p> <p>These results will be communicated with team leaders, to discuss with their staff how we can try to improve the overall customer experience.</p>
For further information, please contact:	Kumud Joshi at <a href="mailto:Kumud.joshi@haringey.gov.uk">Kumud.joshi@haringey.gov.uk</a>
Dates of consultation:	April 07– March 08
Ward/ Neighbourhood affected?	Borough-wide