

Sport and Outdoor Education Service Performance Report for the Period January 2010-March 2010

Service Standard	Performance Target	Performance Result	Sample Source	Sample Size	Reason Performance Failed	How we Aim to Improve
Provide a quality service that delivers high levels of customer satisfaction overall.	93%	98.8%	Service Questionnaire	84		
Treat you with respect, and be friendly and helpful.	93%	98.8%	Service Questionnaire	85		
Identify ourselves when dealing with you.	100%	96.5%	Service Questionnaire	57	Staff failure to comply with standard.	Ensure all staff are reminded of need for compliance.
Respond to all booking enquiries within 5 working days.	100%	99.3%	Service Questionnaire/ Booking Enquiry System	444	Staff absence.	Re-prioritise workload where possible in future to ensure standard is met.
Where appropriate, acknowledge receipt of comments, complaints and suggestions within 2 working days... and offer a fuller response within 5 working days.	100%	84.6% acknowledgements within 2 working days 76.9% fuller responses within 5 working days	Service Questionnaire / Complaints Database	13	Teething troubles surrounding a new complaints reporting system.	Ensure all staff are fully aware of, and trained in use of, new reporting system.
Ensure that the information we provide is relevant and delivered in a way that meets your needs.	93%	100%	Service Questionnaire	66		
Strive to provide services that are open and accessible.	93%	100%	Service Questionnaire	84		