

Appendix 3

Business Satisfaction Survey (National Indicator 182)

Background

- This is an ongoing survey, conducted to measure the previous National Indicator NI 182, “Satisfaction of business with local authority regulation services”
- This survey has been conducted regularly from October 2008 and samples businesses where one of the EHTS regulatory services has had a contact with them.
- This report presents the results of the survey for the period from April 2014–March 2015 and a summary of the results are provided below-

Results:

- All results published here relate to the period April 2014 to March 2015 and the report includes all responses received by 8th May 2015.
- Of the total of 169 questionnaires that were distributed, 84 completed responses were received. Of these responses, 20 were from non-compliant contacts, 64 were compliant (not non-compliant). The response rate was 50% which is our target although the actual sample taken was relatively small at just 25% of the potential total that could have been issued for the year (circa 672).

<u>Teams</u>	<u>Q's sent for year</u>	<u>Q's returned for year</u>
• Commercial	37	20
• Pest Control	91	34
• Trading Standards	21	15
• Water Quality	1	1
• Licensing	13	11
• Pollution	2	2
• Housing	1	1
• Air Quality	3	0

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The NI 182 score for the period April 2014 to March 2015 was 87%.

This compares with 90% for the previous year (period April to March 2013/14).

- 99% of respondents agreed that their business was treated fairly. The corresponding figure for the previous year 2013/14 was 100%.
- 96% of respondents agreed that the contact was helpful. The corresponding figure for the previous year 2013/14 was 100%.
- 99% were satisfied with the service received overall. The corresponding figure for the previous year 2013/14 was 100%.