

Satisfaction with our service

We know that how well we perform compared with our own targets and other similar organisations is important, but the measure of how successful we are is whether you are satisfied with our services. We undertake a number of satisfaction surveys throughout the year and the charts below show how satisfied you were in 2009/10 compared to 2008/09 and satisfaction levels in 2007/08. It is particularly important as we use this information to help us deliver services in the future.

■ 2007/2008 ■ 2008/2009 ■ 2009/2010

