

Thu 15/02/2024 08:31

Dear Colleagues,

### **Customer Feedback 2023**

We have been able to analyse a complete year of customer feedback surveys. A full report is contained in the papers for last week's [PDF Education Strategy Committee](#) item 6b, but I wanted to highlight just some of the excellent results delivered against a tough economic background. We measure 15 indicators that cover a full range of a customer's visit with us. When it comes to meeting or exceeding customer expectations 14 of those indicators are over 90% and all are above 88%. Staff friendliness and helpfulness gets the top spot with 99.4%.

Our Net Promoter Score which measures if people would recommend us to friends and family is 52, right in the middle of the "great" category. So many teams and departments have worked together to make our customers' experience such a good one, and the data is being used to refine and address any areas of concern.

One area in which we need your help, is that this really positive internal customer feedback doesn't always match the external scores on Google Reviews. Therefore, please encourage anyone who mentions that they have enjoyed their stay with us to leave us a quick positive review on Google.

### **BBC Make a Difference Awards 2024**

These [annual awards](#) are run by every local BBC Radio station and there are a couple of categories where individual centres might like to consider putting in an entry for some of their activities. There's a Green Award but also a Volunteer Award category. The closing date is 10<sup>th</sup> March and the entry process only requires 250 words. There is lots of helpful advice on how to put in a [good entry](#) and the BBC would rather receive something heartfelt than grammatically correct. Shortlisted entries as well as the eventual winners get some good coverage.

### **Audit and Risk Management Committee**

The next meeting is taking place on Thursday 22 February at 9.30. The pack of papers is going to be circulated this Friday and our staff rep is Jennie Comerford, so please do raise any issues that you have with her.

### **Welcome to Field Studies Council**

Daniel Foster and James Shelton joined Dale Fort as Tutors  
Theonitsa Kindyni also joined Dale Fort as an Education Support Assistant  
Molly Haywood returned to Preston Montford as a Tutor  
Kiranjeet Sandu joined Margam as a Customer Relations Advisor  
Isabel Aragao joined Millport as a Tutor.

Previous Catch Ups, along with other items of staff news can be [found here](#).

Mark