

APPENDIX 1 - SERVICE USER SURVEY RESULTS

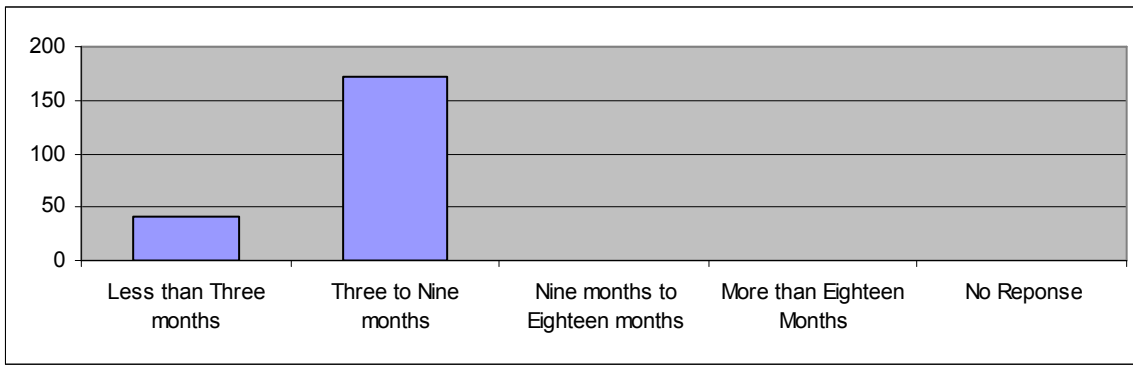
WIRRAL AREA

OCTOBER 2008

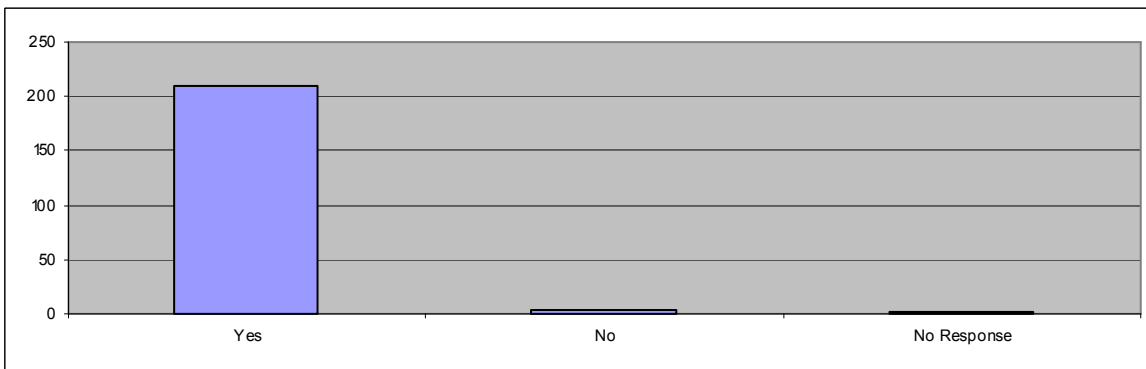
Number Despatched ; 320

Number Audited ; 213

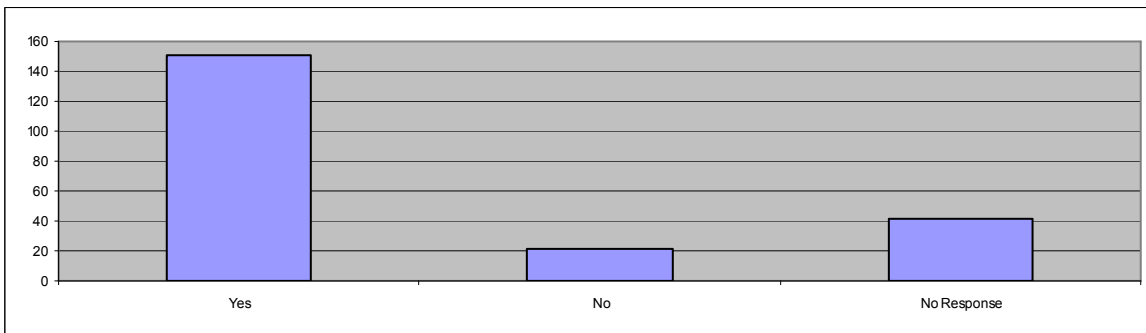
1) How long have you received Community Meals from I Care?



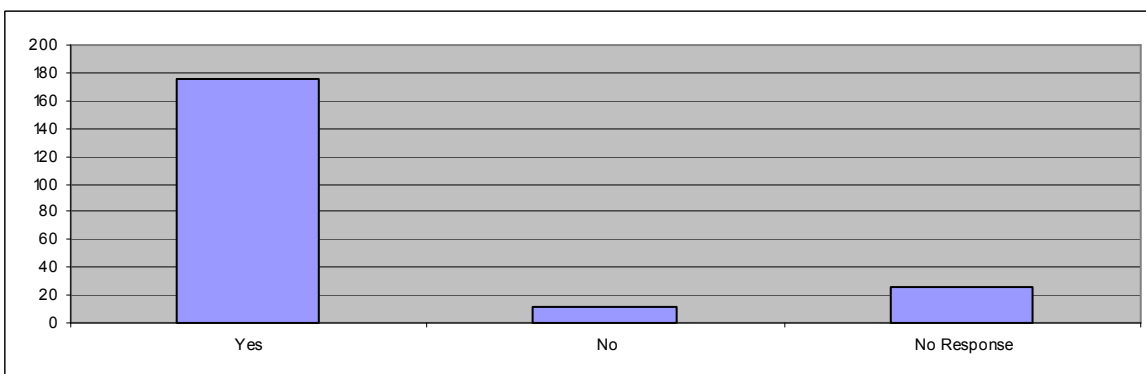
2) Are you satisfied with the service provided by our delivery staff?



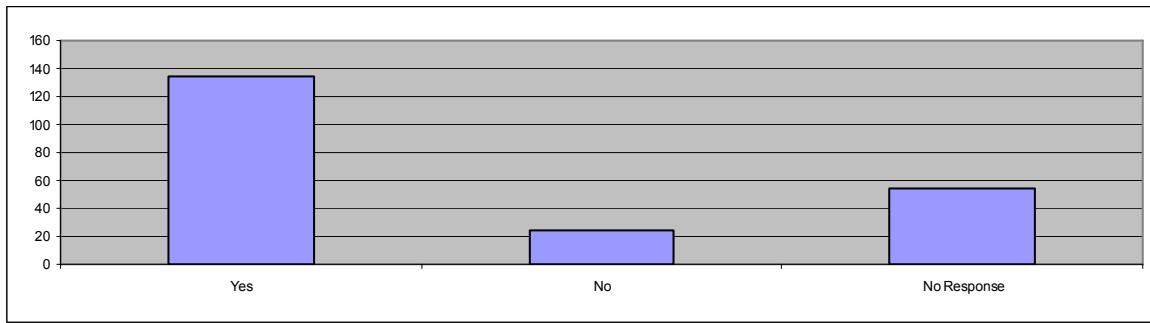
3) Does the driver wear the I Care Uniform?



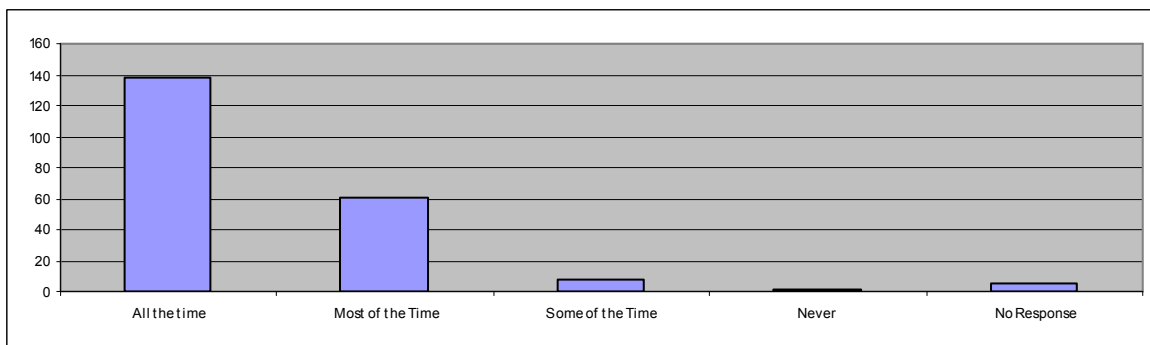
4) Does the driver wear the I Care I.D Badge?



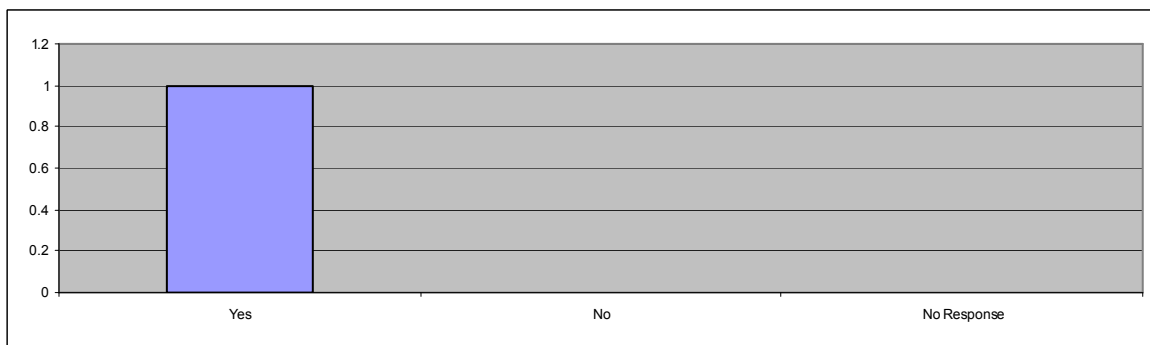
5) Are you issued with a receipt when paying weekly?



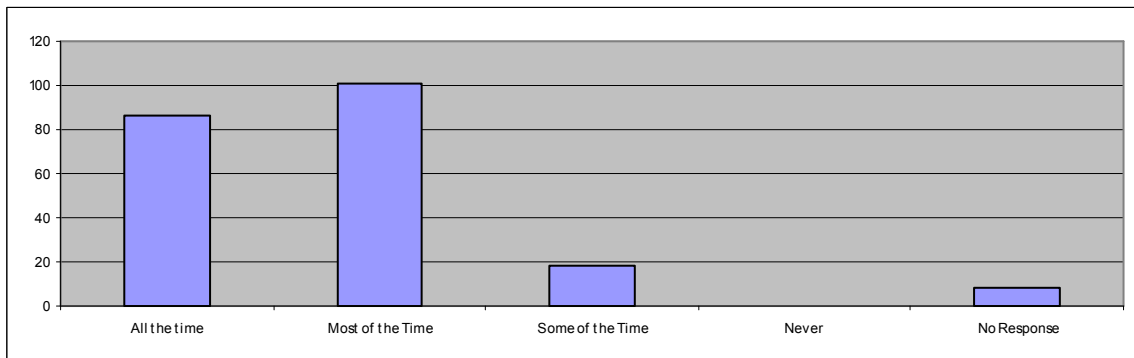
6a) Is your meal hot on arrival?



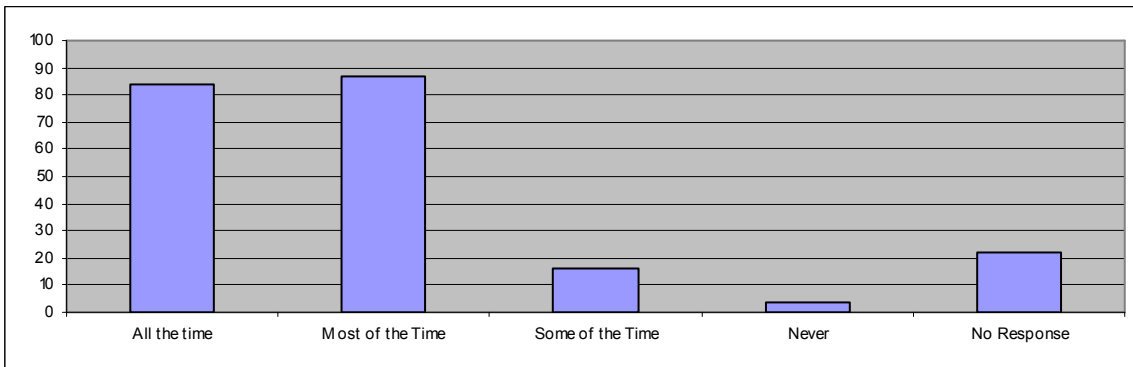
6b) If you have ticked NEVER to question 3 above, is this because you receive frozen meals from our company?



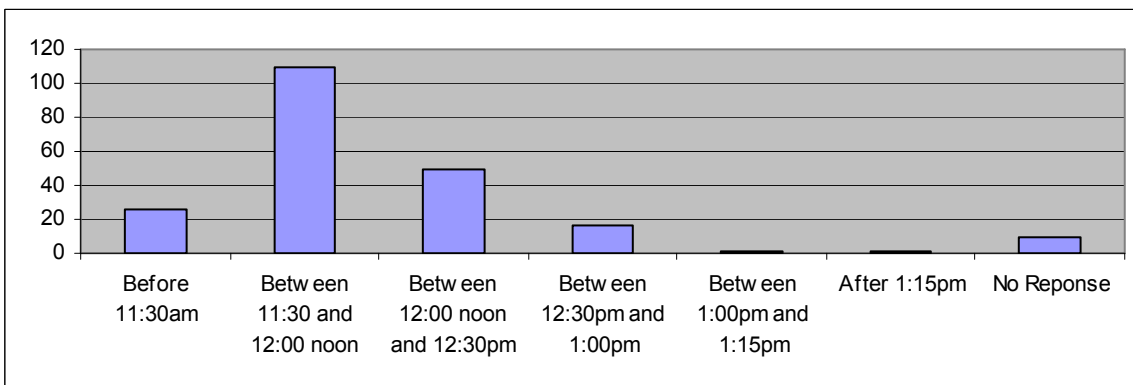
7) Would you say that you enjoy your meals from I Care - Community Meals?



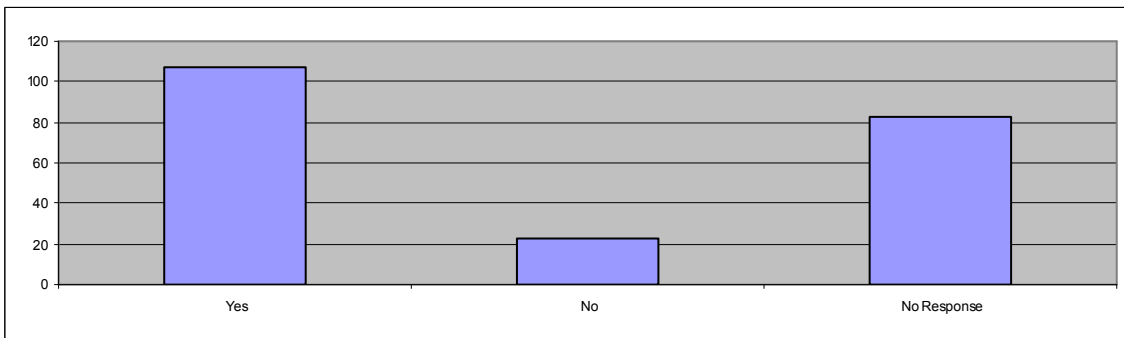
8) Do you feel there is enough of a variety of meals?



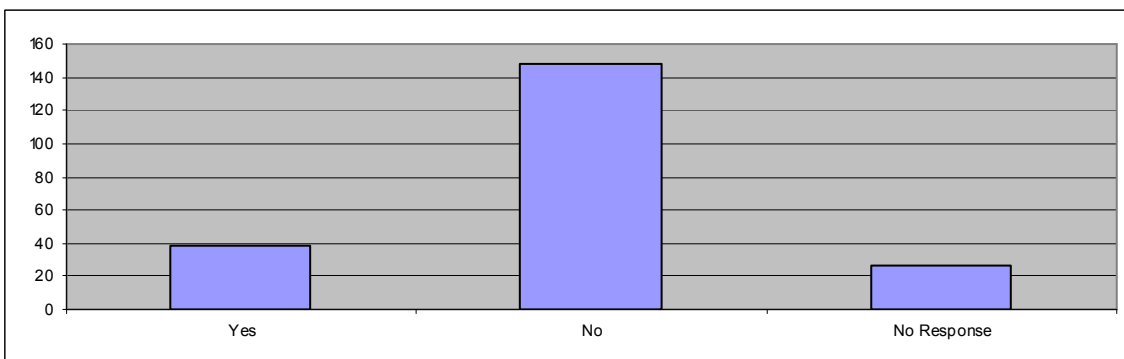
9) Does your meal normally arrive:



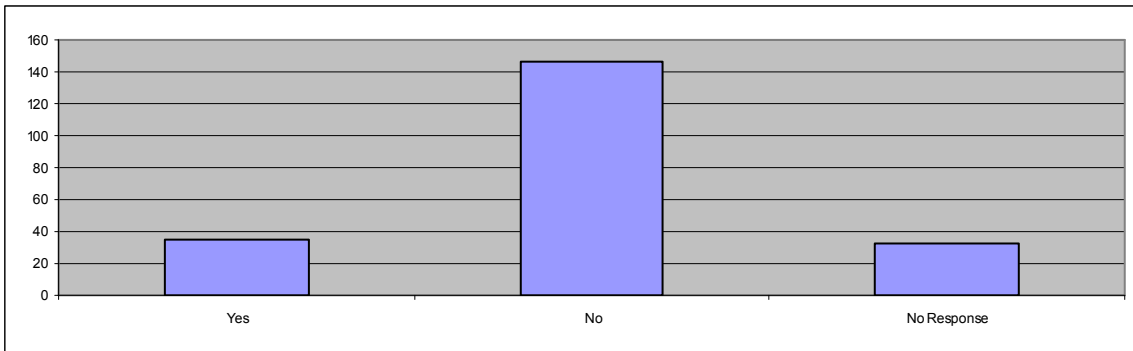
10) Do you know how to make a complaint about a meal?



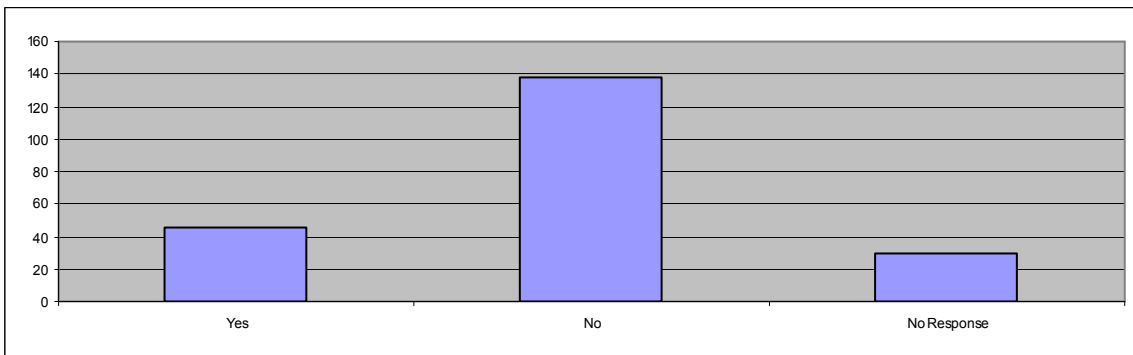
11) Would you like us to send you details of our Frozen Meals Service?



12) Would you like us to send you details of our Tea Service?



13) Would you like us to send you a copy of the results of this survey?



Community Meals Customer Satisfaction Questionnaire - Results

	A	B	C	D	E	F	NR	
	0-70	0-70	0-70	0-70	0-70	0-70	0-70	Total
Question 1	41	172	0	0			0	213
Question 2	209	3	0				1	213
Question 3	151	21					41	213
Question 4	176	11					26	213
Question 5	134	24					55	213
Question 6 (a)	138	61	8	1			5	213
Question 6 (b)	1	0						1
Question 7	86	101	18				8	213
Question 8	84	87	16	4			22	213
Question 9	26	110	49	17	1	1	9	213
Question 10	107	23					83	213
Question 11	38	148					27	213
Question 12	35	146					32	213
Question 13	45	138					30	213