

APPENDIX 2 - SERVICE USER SURVEY RESULTS

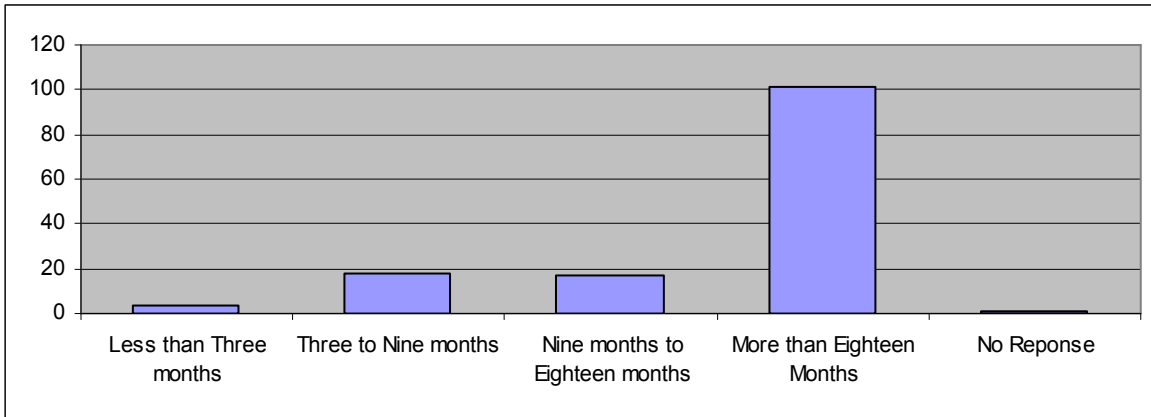
WIRRAL AREA

APRIL 2009

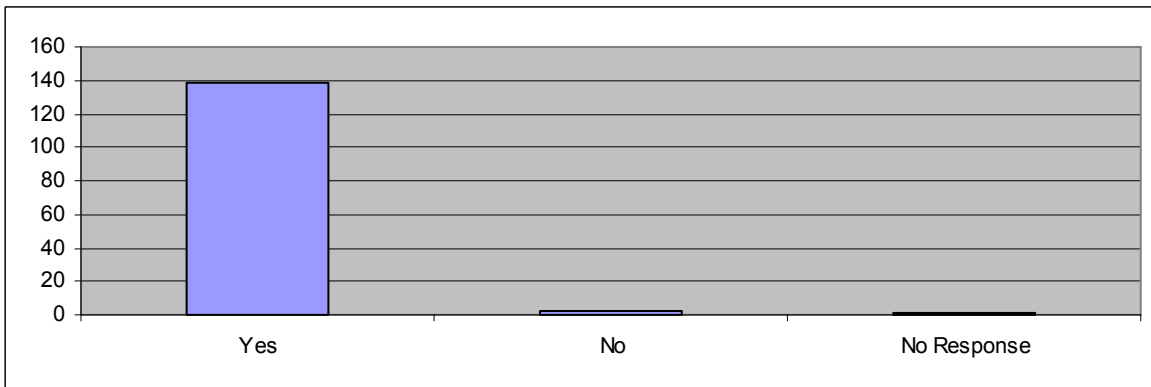
Number Despatched ; 295

Number Audited ; 141

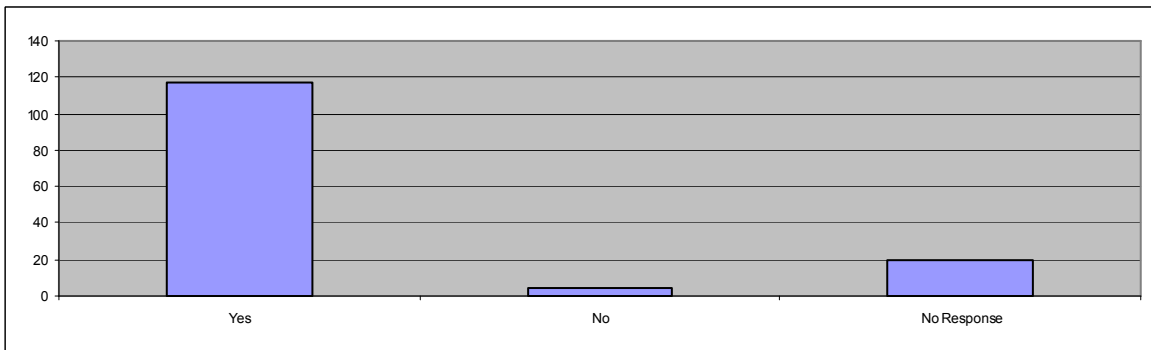
1) How long have you received Community Meals from I Care?



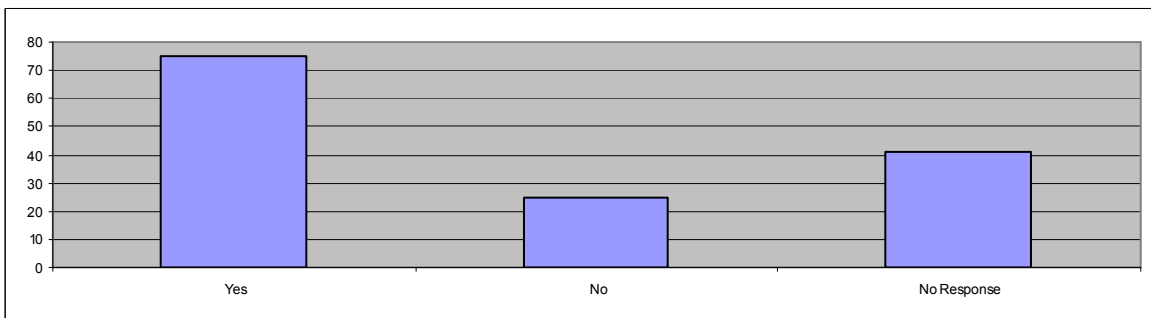
2) Are you satisfied with the service provided by our delivery staff?



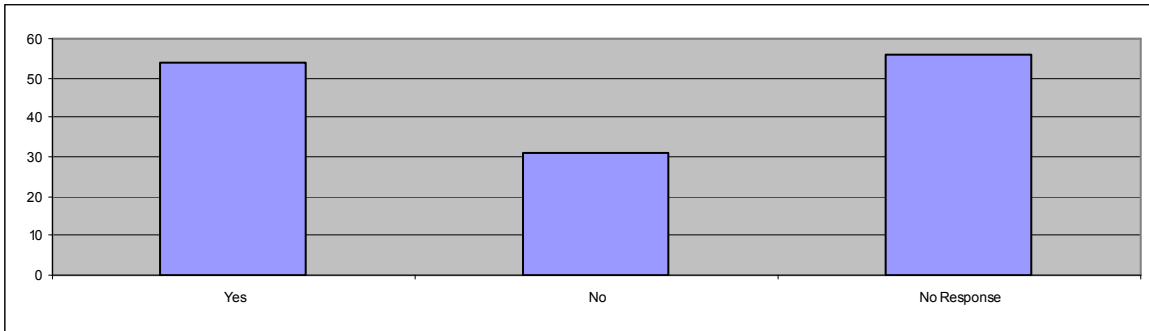
3) Does the driver wear the I Care I.D Badge?



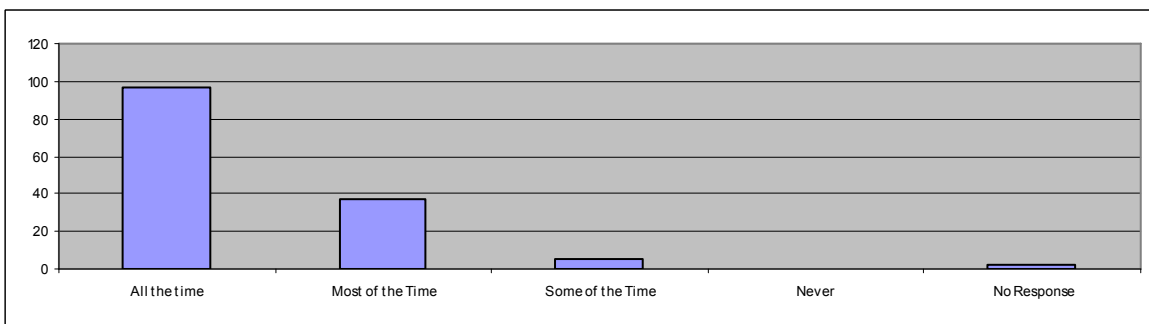
4) Are you issued with a receipt when paying weekly?



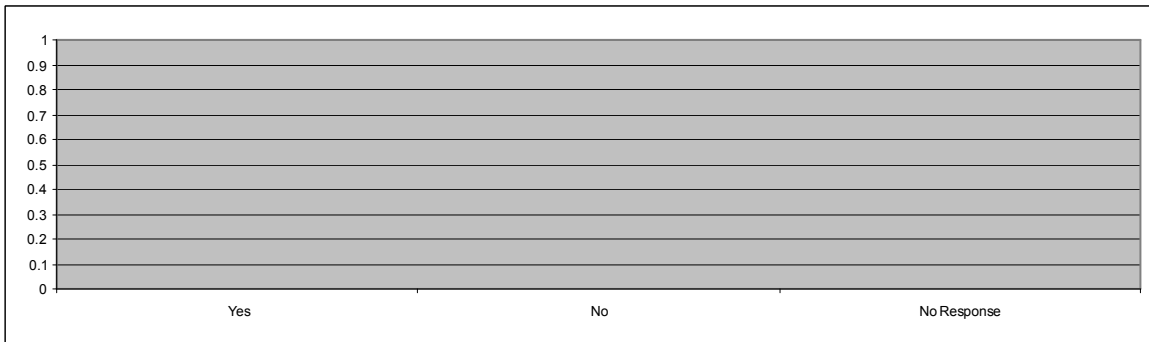
5) Do you receive regular monthly bill if paying by account?



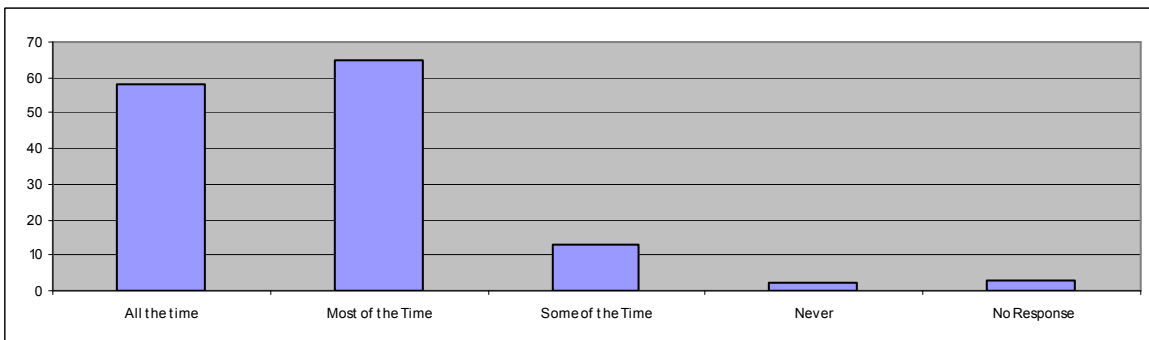
6a) Is your meal hot on arrival?



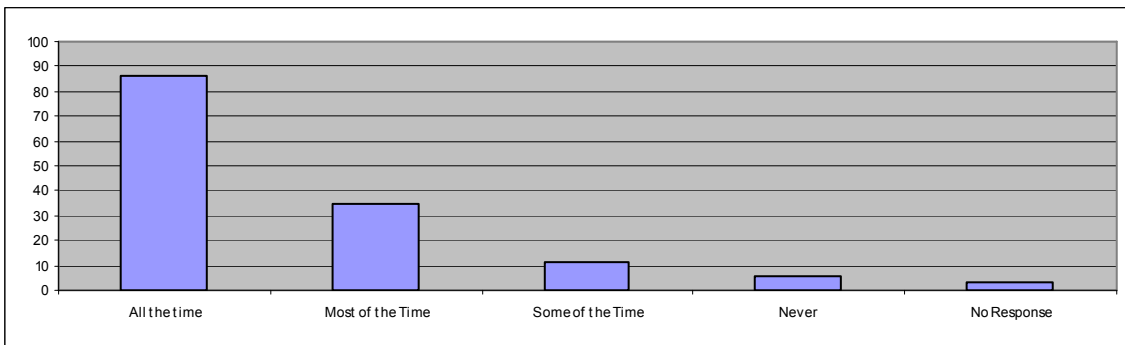
6b) If you have ticked NEVER to question 3 above, is this because you receive frozen meals from our company?



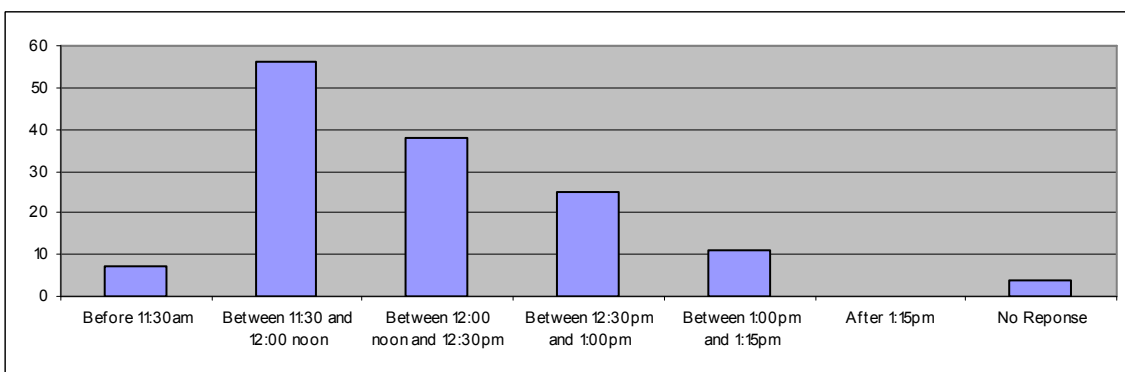
7) Would you say that you enjoy your meals from I Care - Community Meals?



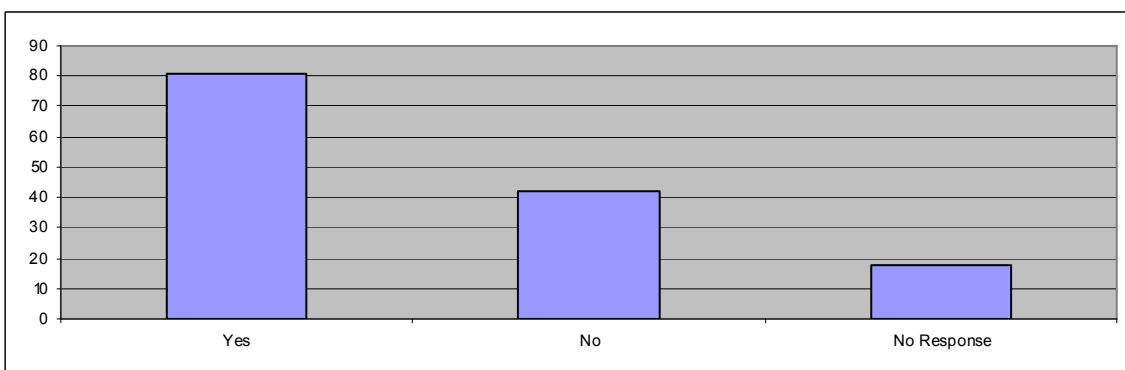
8) Do you feel there is enough of a variety of meals?



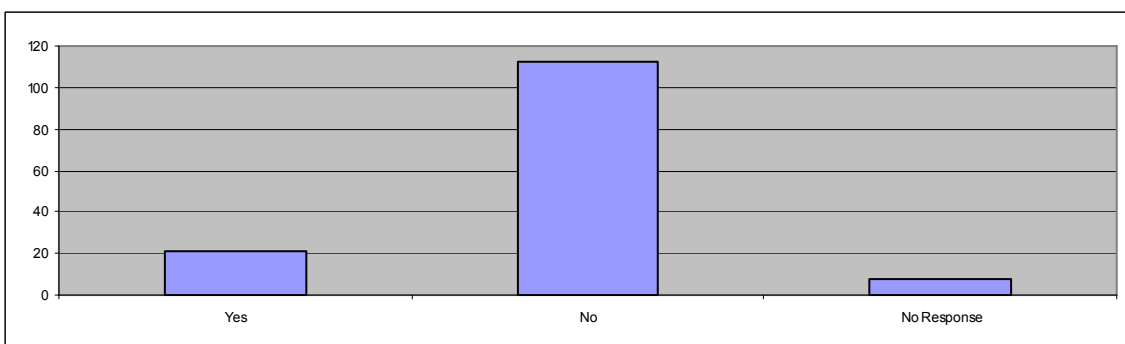
9) Does your meal normally arrive:



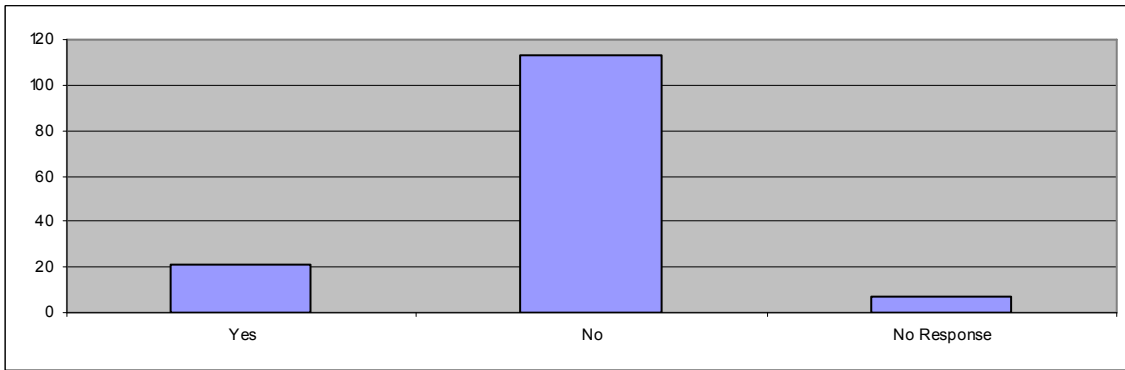
10) Do you know how to make a complaint about a meal?



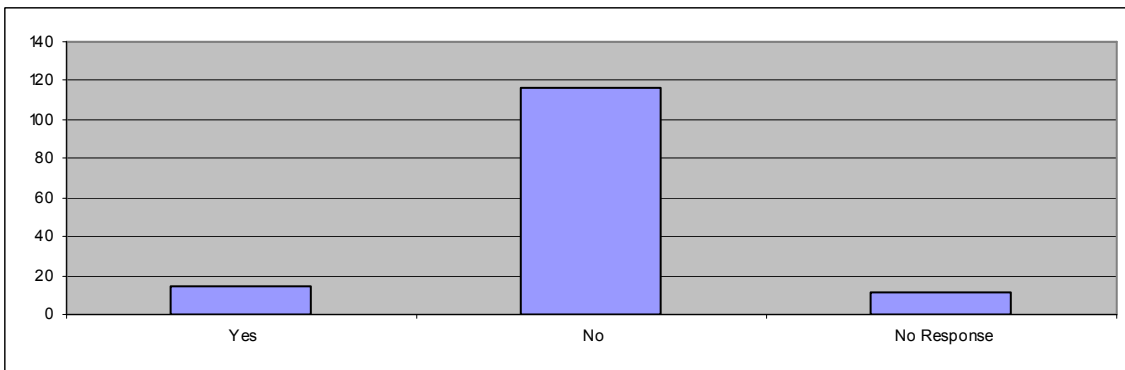
11) Would you like us to send you details of our Frozen Meals Service?



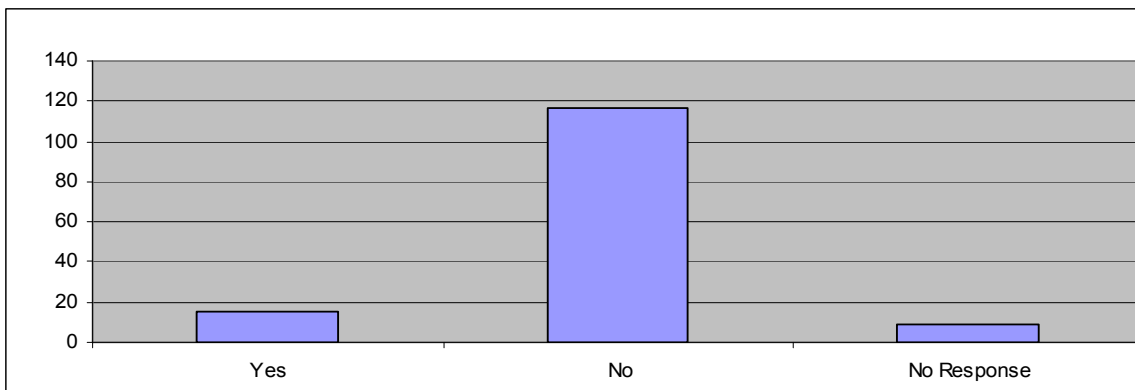
12) Would you like us to send you details of our Tea Service?



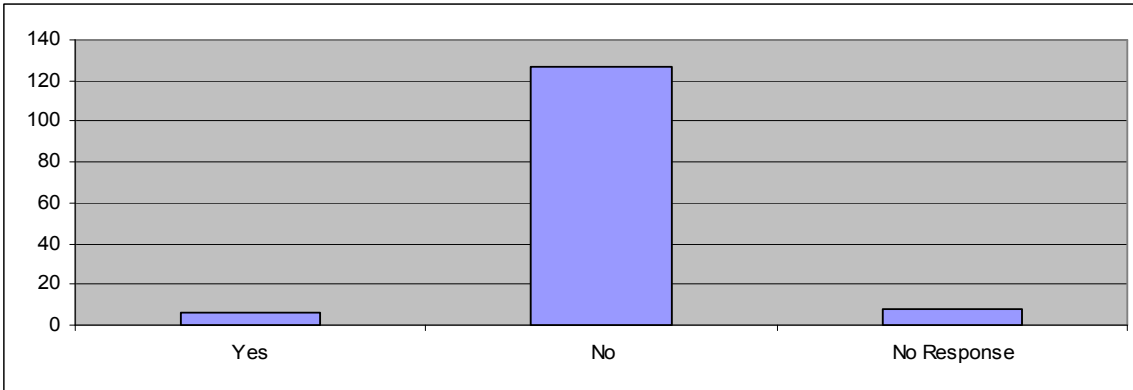
13) Would you like our drivers to perhaps spend more time with you on delivery?



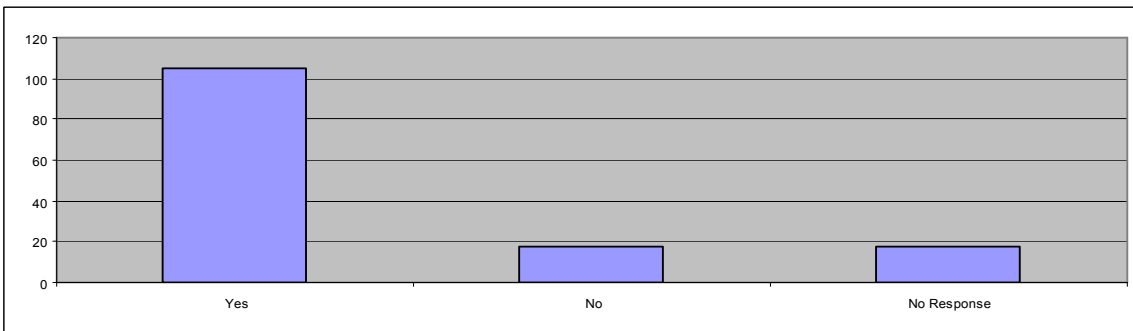
14) Would you like our drivers to perhaps make you a drink or other such tasks?



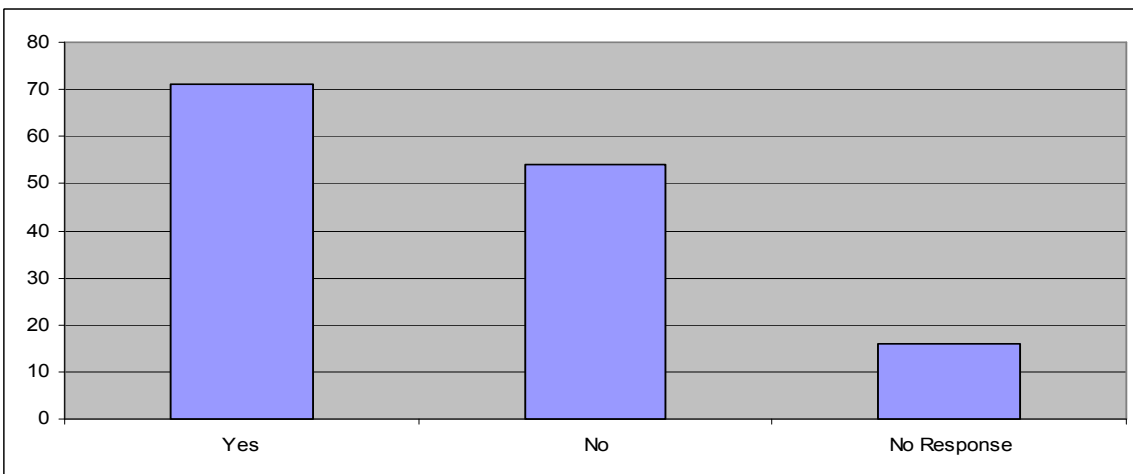
15) Would you be interested in having your meal delivered in the evening instead?



16) Would you stay with I Care as your meals provider if there was other providers available?



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



Community Meals Customer Satisfaction Questionnaire - Results

	A	B	C	D	E	F	NR	Total
	0-70	0-70	0-70	0-70	0-70	0-70	0-70	
Question 1	4	18	17	101			1	141
Question 2	138	2	0				1	141
Question 3	117	4					20	141
Question 4	75	25					41	141
Question 5	54	31					56	141
Question 6 (a)	97	37	5	0			2	141
Question 6 (b)	0	0						0
Question 7	58	65	13	2			3	141
Question 8	86	35	11	6			3	141
Question 9	7	56	38	25	11	0	4	141
Question 10	81	42					18	141
Question 11	21	112					8	141
Question 12	21	113					7	141
Question 13	14	116					11	141
Question 14	15	117					9	141
Question 15	6	127					8	141
Question 16	105	18					18	141
Question 17	71	54					16	141