

Appendix A: Summary of customer feedback across ECC

1. AHCW

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
Adult Social Care Delivery	Adult Social Care (Direct and commissioned)	DH Survey Social Care & Support	Annual	Service users	Yes	91% are satisfied or more with care and support services, up from 87%. 67% of surveyed service users rate quality of life good or more, an increase of 9%. 75% say they have adequate or better control over their daily life
		DH Adult social care survey	Annual	Service users	Yes	
		PEPF Customer experience surveys	Annual	Service users	No	Data from surveys at end 2011 not yet analysed. Surveys are now discontinued
		DH Carers survey	Bi-annual	Carers	Yes	Survey for 2012/13 is due to take place in November this year with results returned by March 2013
		Adult social care complaints survey	Annual	Service users	No	Survey is discontinued
	Assessment and Care Management (Direct)	Covered by above surveys	Annual	Service users	–	Covered by above surveys
	Housing Related Support (Commissioned)	No questionnaire identified	–	–	N/A	No questionnaire identified
	LD residential	Unknown	–	–	N/A	No questionnaire identified
	Mental Health (Commissioned)	SEPT and NEPFT service user survey	Annual	Service users	No	Results are reported to scrutiny on an annual basis as part of the Trusts' annual reports to Scrutiny as part of the Partnership Agreement arrangements.
Transitions (Direct)	Involvement groups with special/mainstream schools	Ongoing	Young people with special needs of	Not yet	Data due in Nov 2012	

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
				transition age		
		'Have Your Say' feedback form	Ongoing	Young people with special needs of transition age	Not yet	Form under development
		Parents/carers feedback	Ongoing	Parents/carers of young people with special needs of transition age	Not yet	Data due in Mar 2013
		Evaluation of Transition Events	Ongoing	Parents	No	Evaluation under development
		SENCO feedback	Ongoing	SENCOs	No	Evaluation under development
Drug & Alcohol Service	DAAT (Commissioned)	None yet developed - currently feedback is unstructured	–	Service users	N/A	No questionnaire identified

2. ESH

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
Business Services & Strategy	Country parks (Direct)	Country parks survey	Four per year	Adult park users	Yes	96% users satisfied or very satisfied with the overall impression of the park or open space.
Essex Property & Facilities	(Direct)	Customer feedback survey (Soft FM)	–	Service Users	Yes	New for 2012/13
Highways & Transportation	Highways & Transportation (Direct and commissioned)	NHT survey covering a wide range of Highways and Transportation Services (Ipsos MORI)	Annual	Essex residents	Yes	2011/12 score 53.92 for overall satisfaction with Highways and Transportation. Benchmarking Indicator results are weighted by the NHT, based on the responses to each question and provided as a score out of 100. This area of work is been addressed by the new HST contract Essex Highways.
Major Programmes & Infrastructure	Infrastructure Management (Direct)	N/A	–	–	N/A	No questionnaire
	Infrastructure Delivery (Direct)	Customer feedback survey	–	–	Yes	92% 2011/12 % of Projects achieving at least 8/10 Satisfaction with Product Score
	Waste Strategy (Direct)	N/A	–	–	N/A	No questionnaire
	Waste & Recycling (Direct)	Tracker survey question on civic amenity sites	Annual	Essex residents	No	Tracker 9 result 82% Satisfaction with Recycling Centres for Household Waste No longer in tracker survey
Sustainable Environment and Enterprise	International Trade (Direct)	Essex International customer feedback survey	N/A	Service Users	No	2010/11 82% % of companies satisfied with service provided by Essex International
	InvestEssex (Direct)	No questionnaire	–	–	N/A	No questionnaire
	Natural Environment (Direct)	No questionnaire	–	–	N/A	No questionnaire

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
	Trading Standards (Direct)	Trading Standards - compliant and non-compliant businesses	3/6 monthly	Businesses	No	2011/12 81%
	Environmental Planning - Gypsy & Travellers (Direct)	Satisfaction with ECC Gypsy & Traveller services	Annual	Gypsies & Travellers on ECC sites	Yes	2011/12 100%
	Essex Place Services (Traded)	Satisfaction with Essex Place Services	Quarterly	Service Users	Yes	Questionnaire in development
	Historic Environment & Built Environment (Direct)	Satisfaction with SLA for specialist advice	Annual	Parish / Districts	No	2010/11 92% very satisfied or fairly satisfied with overall quality of the service. No longer being collected due to restructure into Essex Place Services
	Development Management (Direct)	User satisfaction	Annual	Parish / Districts	Yes	2010/11 100% - awaiting 2011/12 outturn
	Spatial Planning (Direct)	Satisfaction with SLA agreement	Bi-annual	Parish / Districts		2011/12 outturn 66.7% excellent 33.3% good
	Environmental Strategy (Direct)	N/A	-	-	N/A	No questionnaire
Tourism	Tourism marketing (Direct)	Visitor guide feedback form	Ad hoc	Public	No	808 feedback forms received. Yet to be analysed.
Deputy Chief Executive	Heritage and Arts (Direct)	Summer of Art	Annual	Adults	Not currently, but it is planned to report	£1.3 million extra income into Essex from event. 32,600 extra visitors, 11,200 volunteer hours and a 95% approval rating from audiences.

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
		Gatehouse Arts Evaluation Survey	3/6 monthly	Artists	customer feedback results within the ESH/DCE monthly Business Intelligence Packs	68% of Gatehouse Artists have had at least one piece of work commissioned in the last six months. 47% have undertaken paid artistic employment, 44% have made up to £500 from sales of their work, 68% have held at least two exhibitions in the last six months and there were 341 visitors to studios.
		Arts in Essex - Small Grants Fund	Annual	Artists		£3.71 leverage for every £1 spent by ECC on arts grants projects. 20% of applications successful, £39, 141 invested in 2010/11 and so far since 2000, 685,109 participants in activities funded by the scheme across the county - approx 50% of the population.
		Sparks Will Fly, Bicycle Ballet, Taking the Tower, Street Symphony	One off	Audience, artists, creative professionals and participants		Recent projects where data has not yet been collected or analysed
		Jaywick Martello Tower	Ongoing	Artists and creative professionals		1.85 million arts attendances in Essex in 2009/10, £31 million generated by Essex creative economy, £3.45 generated for every £1 of local government investment in arts organisations, 209,000 volunteer hours completed in the arts sector and arts businesses spent £5.3 million with Essex businesses
		One World One Essex Festival	One off	Audience		41 events in Libraries: 7294 people participated in activities; 145,000 audience; 860 artists; 570 volunteers
		Life Raft Trust	One off	Recipients of funding		Helped 32 attractions across the county and saved them from imminent closure
		Essex On Tour	All shows	Audience		Since scheme began in 2002, 500+ performances and audiences in excess of 15,000
		JMT 200	One off	Audience and participants		70% approval rating for the event, 69% reporting that the exhibition was very good and 48% were first time visitors to

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
						the tower
		Facebook and Twitter page - Arts Essex	Ongoing	Audience and participants		Facebook - 3154 friends and Twitter 193 followers
		BBC Essex Steve Scrutton Show extracts	Ongoing	Audience		Weekly listeners to BBC Radio Essex shows - audience reaches 1,291,000
		Facebook and Twitter page - Essex Record Office	Ongoing	Audience and participants		Facebook 42 likes, Twitter 188 followers
		Heritage Outreach Surveys	Ongoing	Audience and participants		90% of respondents to most recent event survey rated it as excellent
		Essex Ancestors	Ongoing	Audience and participants		85% positive feedback from customers to the service.
		New user Record Office survey	Ongoing	Audience and users		Survey has had 959 views in 2 months, over 500 subscribers and 1734 website hits. SEAX has had 3263 hits.
	Libraries (Direct)	Cipfa Public Library User Survey - Adults and Children	Regularly	Service users		Awaiting data
		Essex Book Festival	Annual	Adults	Not yet as service has only just transferred	Report being completed at present, but initial figures suggest that 4661 visitors attended the book festival with a 67% approval rating.
		My Library project - email question each month	Monthly	Young people		Awaiting data
		Home Library customer survey		Adults		Data due in Sep 2012
		Prisoner survey (HMP Chelmsford and Bullwood Hall)		Prisoners		Data due end 2012
	Registration (Direct)	Citizenship ceremony	Ongoing	Adults	Not yet as service has only just transferred	96% of the 591 respondents rated the quality of service received as either excellent (83%) or good (13%)
		Approved premises	Ongoing	Businesses		96% of respondents stated that the Registration Service provides a good service to Approved Premises operators

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
		Birth registration	Ongoing	Parents		The Registration Service launched a Customer Charter on 1st April 2012 and a generic customer feedback card has been introduced for all services. Nearly 400 responses have been received. Results will be submitted to the Customer Excellence group for analysis
		Death registration	Ongoing	Adults		
		Weddings	Ongoing	Adults		
		Marriage preliminaries	Ongoing	Adults		
		Feedback cards	Collated quarterly	Service users		
	Customer Excellence, including Contact Essex (Direct)	Blue Badges	Discontinued	–	–	Survey no longer takes place
		Customer Service Centre feedback survey	Ongoing	Callers to Customer Service Centre	Not yet	First results available Sep 2012
		Website survey	Ongoing	Visitors to ECC website	Not yet	First results available Sep 2012
		Complaints survey	Ongoing	Adults	No	No data yet

3. Finance

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline Results
Finance Professional Services	Financial Management (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	Overall satisfaction score of 70%, with 95% feeling they are treated in a professional and courteous manner. However, the service scored less favourably against questions relating to helping to identify new business opportunities (37%), clear and easy to use financial systems and procedures (45%) and proactively anticipating needs (49%). The survey was during a period of implementation in a new reporting system and these areas were recognised and are seeking to be addressed by that.
	Financial Strategy - financial analysts (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	
	Risk management consultancy services (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	Overall satisfaction score of 87%, with 97% feeling they are treated in a professional and courteous manner. The lowest satisfaction score was 82% for the question "The officers I deal with understand the needs of my area of the organisation"
	Performance and Organisational Intelligence (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	Overall satisfaction score of 90%, with 98% feeling they are treated in a professional and courteous manner. The lowest satisfaction score was 85% for the question "The officers I deal with understand the needs of my area of the organisation"
	Pensions Administration (Direct)	Pensioners	Annual	Adults	Yes - in Pensions scorecard which goes to Pensions Funding Board	97% of scheme members were happy or very happy with the service provided by the Essex Pension Fund over the last 12 months
Employers forums		Service completion	Employers	100% of employers were satisfied or extremely satisfied with the service provided by the Essex Pension Fund over the last 12 months.		

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline Results
Procurement	Procurement (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	Overall satisfaction score of 73%, with 98% feeling they are treated in a professional and courteous manner.
Essex Legal Services	Essex Legal Services (Direct)	Finance directorate internal customer satisfaction survey (also addressed external customers for Legal Services)	Bi-annual	Staff and external customers	Yes	Overall satisfaction score of 78%, with 98% feeling they are treated in a professional and courteous manner. The lowest scores related to the service being provided in a timely manner (72%) and consistently meeting requirements and achieving required outcomes (73%).
	Coroners (Direct)	No questionnaire				No questionnaire
Corporate Law and Governance	Internal Audit (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	Overall satisfaction score of 89%, with 98% feeling they are treated in a professional and courteous manner. The lowest satisfaction score was 79% for the question "The officers I deal with understand the needs of my area of the organisation"
		Internal customer survey sent following each audit	Ad hoc	Staff	Yes	Awaiting data
	Counter Fraud (Direct)	Finance directorate internal customer satisfaction survey	Bi-annual	Staff	Yes	Overall satisfaction score of 96%, with all questions receiving high levels of satisfaction (scores ranged between 95% and 100% satisfied).
	Governance Team (Direct)	No questionnaire				No questionnaire

4. SCF

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
Commissioning	Commissioning Management	Information Governance (Direct)	FOI and SAR (Subject Access Requests) requests	Ongoing	Adults	No	Response rate too small
	Early Years	Family Information Service (Direct)	Family Information Service Feedback	Ongoing	Parents	No	No data yet
		Early Years Foundation Stage Adviser Team (Direct)	To be developed	–	Parents	N/A	Questionnaire under development
		Early Years and Childcare Careers Service (Direct)	Recruitment Service - childcare providers and childcare jobseekers	Ongoing - reported quarterly	Service users	No	Awaiting data
		Business management consultancy service (Direct)	Business Development Support Feedback	Ongoing - reported quarterly	Practitioners	No	Awaiting data
		Early Years and Childcare Training (Direct)	Early Years Training evaluation	Ongoing	Practitioners	No	Awaiting data
		Children's Centres (Commissioned)	Children's Centre Parent Mystery Shopper Project	Ad hoc	Parents	Not yet	Data due summer 2012
		Childcare sufficiency (privately provided)	Childcare Survey	Bi-annual	Parents/carers using childcare	No	Awaiting data
		Education Commissioning	Attainment Service for Children in Care (Direct)	Children in Care feedback	Ongoing	Children in care	No
	Schools survey - under development			Ongoing	Schools with CiC	N/A	Questionnaire under development
	Integrated Locality Commissioning	CAMHS (Direct)	Service user feedback (tier 1/2) - to be developed	–	Service users	N/A	Feedback to be developed

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
	ng		Evaluation of Single Gateway pilot (tier 1/2)	One off	Practitioners/ referrers	No	One-off survey
		Parenting support (direct and commissioned)	Parent workbook pilot (West quadrant)	N/A	Parents	Not yet	No data yet
		MAAGs (Direct)	MAAG Parent Phone Surveys	One off	Service users	No	Small response rate - methodology being revised
	Parent feedback questionnaire		Ongoing	Service users	No		
	Involvement Team	(Direct)	SHEU survey of children and young people	Annual	Pupils	Yes	Results suggest that 73% of primary pupils and 58% of secondary pupils enjoy school 'always' or 'most of the time', an increase from 68% and 52% in the previous year. 93% of primary pupils report that they try their best at school 'always' or 'most of the time' compared to 83% of secondary school pupils, an increase from 90% and 79% in the previous year.
Schools and Education Service	Adult Community Learning	(Direct)	Course evaluation (x4)	Ongoing	Service users	No	Service area only just transferred to SCF
			Framework for Excellence Survey - adults and employers	Annual	Adults and employers		
			Next step IAG	Ongoing	Adults		
			Learner group survey: Learners with Disabilities	Ongoing	Learners with disabilities		
			Partners' Survey	Annual	Partners		
			Learning Support Satisfaction survey	Annual	Learners with disabilities		
			Work based candidate questionnaire	Ongoing	Work based learning candidates		

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
			APEX questionnaire	Ongoing	Apprentices 16-18		
	Employability and skills	(Direct)	None identified	–	–	N/A	No questionnaire
	School improvement	Primary (Direct)	None identified	–	–	N/A	No questionnaire
		Secondary (Direct)	None identified	–	–	N/A	No questionnaire
		Inclusion (Direct)	None identified	–	–	N/A	No questionnaire
		RPA (Direct)	None identified	–	–	N/A	No questionnaire
		Standards and Excellence (Direct and commissioned)	LA Reviews	Ongoing	Schools	No	Awaiting 2011/12 data
	Children's Support Service	Anti-bullying (Direct)	None in place - awaiting decision on the future of anti-bullying work	–	–	N/A	No questionnaire
		Children's Support Service/Behaviour and Attendance improvement (Direct)	Multiple surveys currently - to be redesigned	–	Parents and children	No	No data available - methodology being revised
		Ofsted inspections of PRUs	At time of inspection	Parents and pupils	No	Data available on Ofsted website	
	School Planning and Provision	School Place Planning (Direct)	Statutory consultations only - no customer feedback identified	–	–	N/A	No questionnaire
		School Access Service (Direct)	School admissions	Annual	Parents	Yes	96% overall satisfaction for primary admissions and 90% overall satisfaction for secondary admissions
	Special Educational Needs and Children with Additional Needs	Educational Psychology (Direct)	Parent/carer survey	Annual	Parents	Not yet	Response rate too small for inclusion
		Pre-school specialist teacher team (Direct)	Parent questionnaire	Annual	Parents	Yes	96% said the Specialist Teacher and/or Key Worker helped to improve the quality of life for parent, family and/or child
			Parent workshop evaluation	Annual	Pre-schools	No	
	Setting questionnaire	Ongoing	Practitioners	No			

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
			Practitioner training evaluation/impact form	Ongoing	Practitioners	No	
		Schools specialist teacher team (Direct)	Specialist Teacher Team SLA evaluation	Annual	Schools	Yes	97% felt the support given by the Specialist Teacher to enhance the pupil's/child's attainment and overall progress was very good or good
		Statutory assessments (Direct)	Assessment process child feedback	Ongoing - not collated	Children	N/A	Data not collated
			Assessment process parent feedback	Ongoing - not collated	Parents	N/A	Data not collated
			Annual review parent feedback	Ongoing - not collated	Parents	N/A	Data not collated
			Annual review child feedback	Ongoing - not collated	Children	N/A	Data not collated
			Survey of parents on assessment process	Bi-annual	Parents	Not yet	Data due autumn 2012
			Parent Partnership survey	One off	Parents	No	One off survey

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
	Standards and Improvement	Schools workforce team recruitment (Direct)	No questionnaire yet	–	–	N/A	No questionnaire
		Education welfare (Direct)	Pupil survey	Ongoing	Young people	Not yet	Data due summer 2012
			Parent/carers survey	Ongoing	Parents		
			Schools survey	Ongoing	Schools		
		Home education (Direct)	Year 11 destinations	Annual	Year 11 aged pupils	No	Small response rate
			Family feedback - to be developed	Ongoing	Families with home educated children	N/A	No questionnaire
	Schools Traded Services	Education Finance Support	Range of surveys in place to evaluate each service	Ongoing	Schools	No	Data used within service design but not requested for scorecard
		Essex Dance Theatre			Schools?	No	
		Essex Outdoors			Young people	No	
		Governor Services			Governors	No	
		Music Services			Schools	No	
		Schools Learning and Development			Schools	No	
		School Library Service			Schools	No	
Target Tracker		Schools			No		
Integrated Youth	Youth Service (Direct)	IYS Young People's Survey	Annual	Young people	Yes	Overall satisfaction levels exceeded the 2011 benchmark of	

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
	Service		Have your Say - IYS	Ongoing	Young people	Yes	97%. Key findings: 100% say they have gained new friends, new experiences, fun, developed teamwork skills, and self confidence from being involved in the Youth service. 96% say that staff listen to them. 87% say they were always or sometimes involved in decisions affecting them.
		Young carers (Commissioned)	None identified	–	–	N/A	
Children's Social Care	Adoption (Direct)	Birth parents		Ongoing	Parents	Qualitative data	Awaiting qualitative data for 2011/12 (very small caseloads)
		Adoption service overall, plus evaluation at each stage of the adoption process		Ongoing	Adopters	Qualitative data	
	Children with disabilities (Direct and commissioned)	No questionnaire yet	N/A	–	N/A	No questionnaire	
	Vulnerable children (Direct)	National annual children's rights monitoring		Annual	Children service users	Yes	97% of those in care say the care they are getting at the moment is good or very good
		Children in Care Pledge monitoring		Ongoing - reported half yearly	Children service users	Not yet (data just received)	82% say they know their rights and their rights will be respected. 74% say they know their SW and the SW spends time getting to know them. 80% say they have a say about contact with family and friends.
		Independent Review Feedback Form		Ongoing - reported half yearly	Children in care and parents/family	Not yet (data just received)	84% of children and 76% of young people in care report that they really like living in their current placement. 72% of children and 59% of young people report parental contact as 'great'.
		Children's Annual Review Consultation Form		Ongoing - reported half yearly	Children in care	Yes	

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results	
		Family intervention (Direct)	Family Group Conferences - family survey	Ongoing	Parents/ family members	Not yet	Data due autumn 2012	
			Fanfamily Group Conferences - children	Ongoing	Children service users			
			Family Group Conferences - referrer survey	Ongoing	Practitioners			
			Family Centres - parents	Ongoing	Parents service users	No		Data not robust enough - methodology to be improved
			Family Centres - children	Ongoing	Children service users	No		
			Family Centres - referrers	Ongoing	Practitioners	No		
		Independent Visitor Service (Direct)	Young people questionnaire	Annual	Children in care	Not yet	To be incorporated with Family Group Conferencing data in autumn 2012	
			Independent Visitor questionnaire	Annual	Independent Visitors	Not yet		
		Fostering and placements (Direct)	Foster Carer's Household Review	Ongoing - not collated	Foster carers	N/A	Data is not collated yet, but some data duplicates the Independent Annual Review form data	
			Children feedback for the Foster Carer's Household Review	Ongoing - not collated	Children in care	N/A		
			Parent's feedback for the Foster Carer's Household Review	Ongoing - not collated	Parents	N/A		
			Social Worker/Education/ Health worker survey	Ongoing - not collated	Practitioners	N/A		
			Foster carers own children evaluation	Ongoing - not collated	Foster carers' children	N/A		
			Fostering course evaluation	Ongoing	Foster carers	No	Qualitative data is not robust enough for scorecard	
			Fostering panel evaluation	Ongoing	Foster carers	No		

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
			Independent reviewing officers	Ongoing	Fostering Service and foster carers	No	Data used for individual monitoring
		Leaving & Aftercare (Direct)	No questionnaire	–	–	N/A	No questionnaire
		Social care complaints (Direct)	Questionnaire discontinued	–	–	N/A	Questionnaire discontinued
	Safeguarding	ESCB (Direct)	None identified	–	–	N/A	No questionnaire
		Child protection (Direct)	CPP conferences - professional feedback	Ongoing	Practitioners	Not yet	87% overall satisfaction with the Child Protection Service (82% Parents, 87% Professionals) against a target of 85%
			CPP conferences - yp feedback (pre/post conference and general)	Ongoing	CYP over 12	Not yet	
			CPP conferences - parental feedback	Ongoing	Parents	Not yet	

SERVICE	Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
	Youth Offending	(Direct)	Young people questionnaires (x6)	Ongoing	Young offenders	No	Awaiting 2011/12 data
			Parent/carer D-BIT questionnaires (x2)	Ongoing	Parents/carers/ family members	No	
			Parent/carer questionnaire - participation and involvement	Ongoing	Parents/carers /family members	No	
			YOS volunteer conference questionnaires (x2)	Ongoing	YOS volunteers	No	
			Victim of crime questionnaires (x2)	Ongoing	Victims of young offenders' crimes	No	
			Case manager questionnaires (x4)	Ongoing	Case managers	No	
			YOS Panelist questionnaire	Ongoing	YOS panelists	No	
			Referrer questionnaire	Ongoing	Referrers	No	
			Parenting & Family Support - parent feedback Form	Ongoing	Parents	Yes	
			Early Intervention Project (EIP) feedback - children	Ongoing	Children	Yes	
			EIP Feedback Form - parents	Ongoing	Parents	Yes	
			EIP Feedback Form - referrer & professionals	Ongoing	Practitioners	Yes	

5. Strategic Services

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
Communications	(Direct)	None identified	–	–	N/A	No questionnaire
Sports Delivery and 2012 Legacy	(Direct)	Feedback from Coach Education Workshops	Ongoing	Sports coaches/volunteers		In feedback collected from First Aid workshops this year, 61% of attendees rated the course 4/5 while 33% gave it 5/5
Adults	(Direct)	No customer feedback - consultation work only	–	–	N/A	No questionnaire
Children	(Direct)	No customer feedback - consultation work only	–	–	N/A	No questionnaire
Corporate Policy, Strategy and Partnerships	Research & Analysis Unit (Direct)	Essex Tracker Survey	Annual	Essex residents	Yes	44% of people say that they are satisfied with Essex County Council compared to 48% previously 55% of residents agreed that the Council is working to make the area safer. 46% of residents neither agree nor disagree about whether the Council provides value for money. 48% of residents feel informed about Council services overall and 38% about why the Council needs to make financial saving. While residents do not feel informed, they generally say that they know where to go to get information and guidance.
	Corporate Policy, Strategy and Partnerships (Direct)	No customer feedback - consultation work only	–	–	N/A	No questionnaire

Service group	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
Place, Community Planning & Regeneration	(Direct)	No customer feedback - consultation work only	–	–	N/A	No questionnaire

6. Transformation

SERVICE	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
Information Services	(Commissioned - CIPFA)	CIPFA VfM Benchmarking Exercise	Annual	Staff	No	<p>CIPFA survey showed weaknesses in customer satisfaction, acquisition costs (for laptops and desktops) and project delivery. The IT modernisation programme has already reduced acquisition costs and the roll out of EUC machines is set to improve customer satisfaction and reduce the number of calls to the Essex Service Desk. Project delivery practices are being more closely aligned to ECC corporate processes and best practice.</p>
	(Direct)	Incident details form	Ongoing, reported weekly	Staff	Yes	
Essex Shared Services	Shared Services (Traded)	Satisfaction survey	Bi-annual	Staff	Yes	<p>56% of respondents found communications clear, concise and informative, 60% found staff are knowledgeable and able to respond to their queries in a timely manner and 46% felt that the service understand customer requirements and the needs of the services. To ensure improvement a customer services team was created and lines for phone calls and overflow calls increased and the newly appointed customer strategy manager will take forward appropriate improvement actions where required.</p>
	Essex Guardians (Traded)	No questionnaire	–	–	N/A	No questionnaire
Employee Communication and Engagement	(Direct)	Your Voice Employee Engagement Survey	Annual	Staff	Yes	<p>67% of employees responded to the Your Voice employee engagement survey in 2011; results gave an employee engagement index of 56% (compared with 66% in 2010) and a wellbeing index of 57% (no comparator available). CLT developed a corporate action plan to address 4 priority areas highlighted through employee feedback. The Employee Panels and Our Voice Forum are an ongoing mechanism for</p>
		Employee Panel - face to face and virtual	Quarterly	Staff	No	
		Our Voice Forum	Quarterly	Staff	No	

SERVICE	Service area and type of service	Questionnaire	Frequency	Customer group	Data in DLT scorecards?	Headline results
		Your Voice Engagement Day	Annually	Staff	No	seeking employee insights on a range of corporate issues, helping to inform, develop and improve Council policy. Your Voice Engagement Day has increased the opportunities for employee voice - 99% of participants in 2012 agreed that they were given the opportunity to express their views; 92% agreed that they had felt they had been listened to. Employee Roadshows provide an opportunity for employees to engage directly with the CE and Leader of the Council - feedback from Spring 2012 showed that the majority of attendees felt they had the opportunity to ask questions and have a conversation about what's important to them.
		Employee Roadshows	Twice yearly	Staff	No	
Human Resources	HR Service (Direct)	Satisfaction survey	Bi-annual	Staff	Yes	Overall 60% of respondents felt that HR was a supportive and enabling function, with 61% feeling that HR provided them with the appropriate level of support over the last six months. Senior manager's satisfaction levels were considerably higher than that of line managers for overall satisfaction as well as other key areas such as support on change projects.
	Schools HR Service (Traded)	To be developed?		Schools	N/A	No questionnaire
Transformation Support	(Direct)	Satisfaction survey	Bi-annual	Staff	Yes	The satisfaction survey window had not closed at the time of reporting. Analysis of data and textual comments are to be completed and an action plan will be completed to take forward any improvement actions identified.