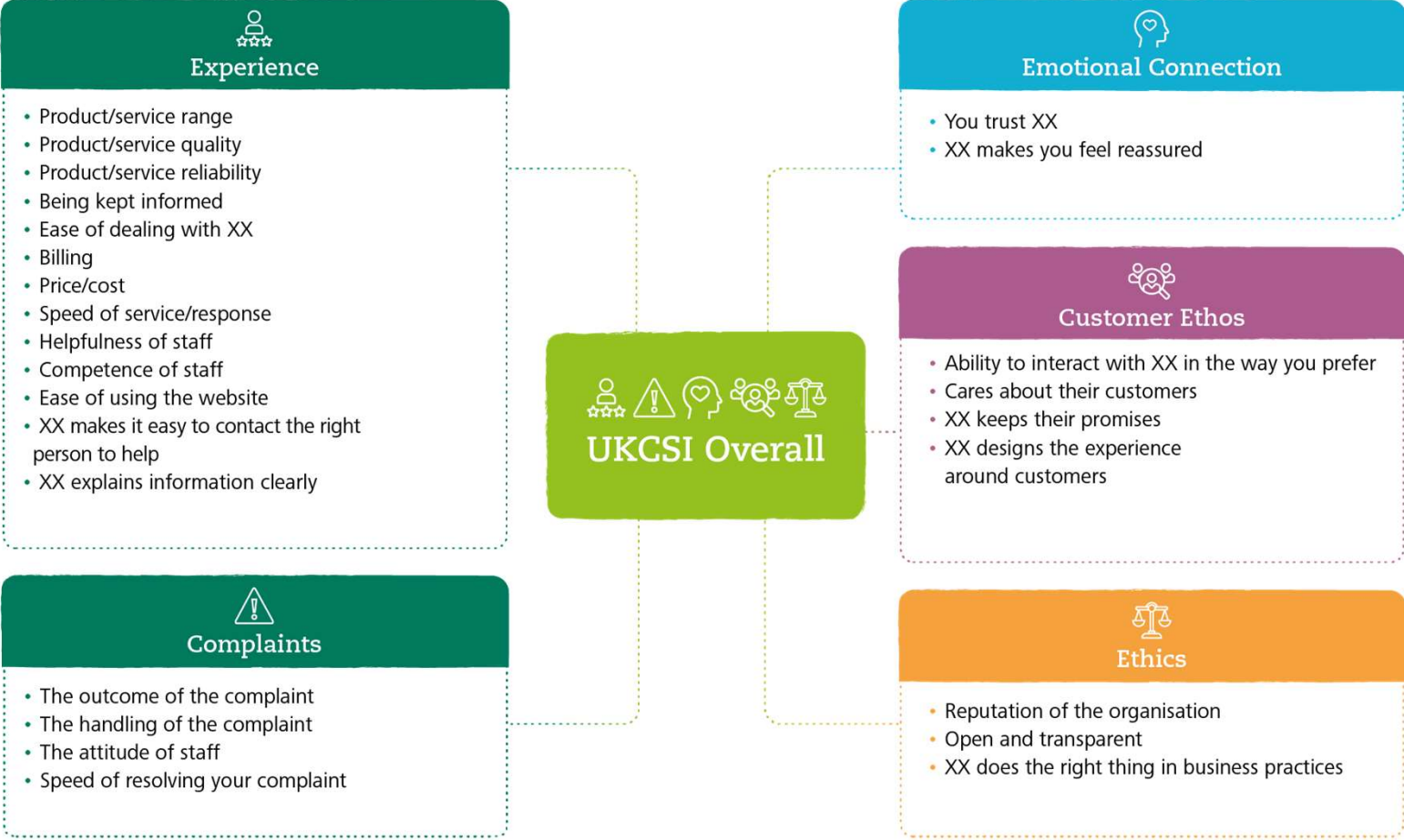




Business Benchmarking

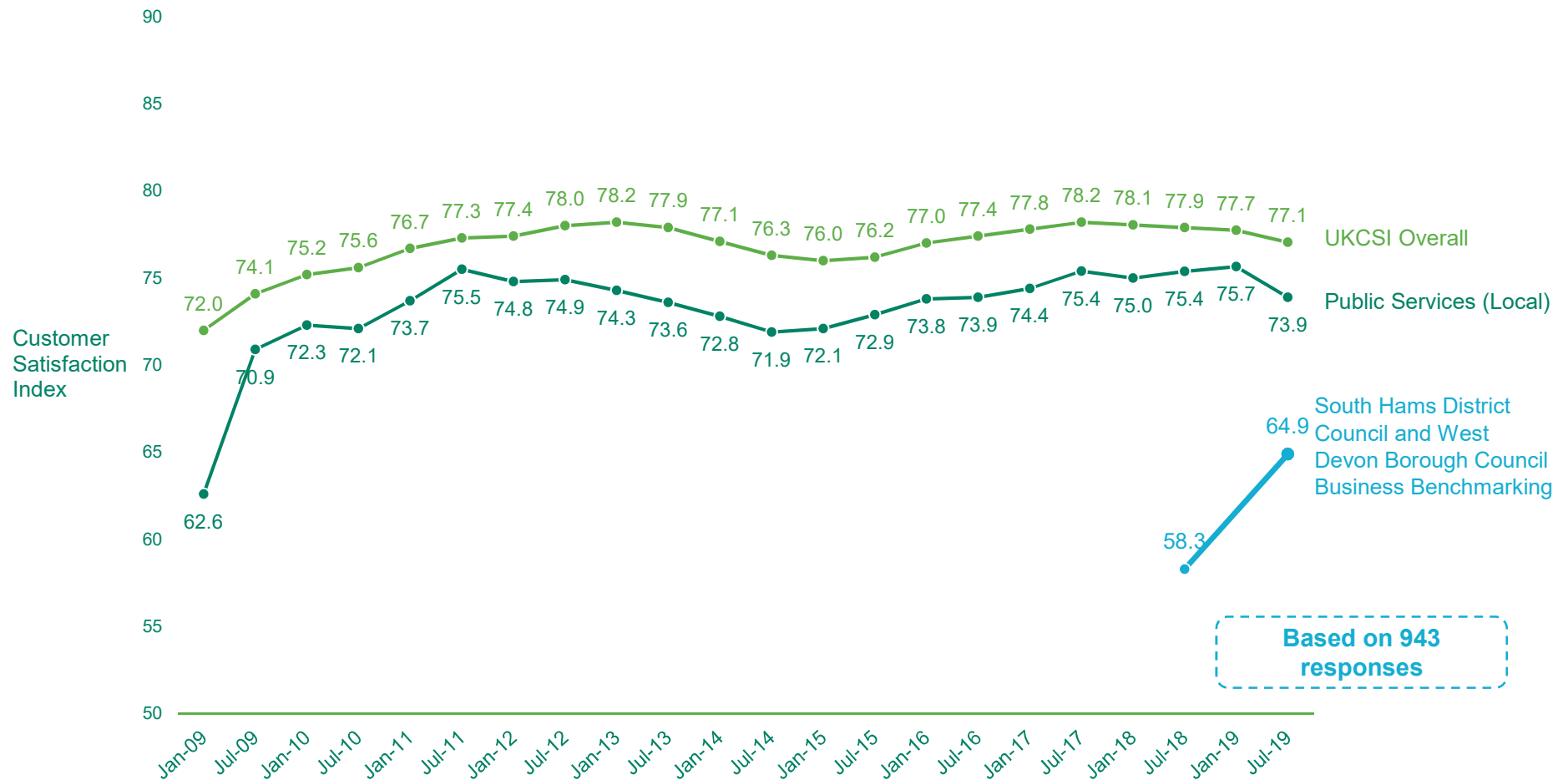
South Hams District Council and West
Devon Borough Council benchmarked with
the July 2019 UKCSI Public Services
(Local) sector results

Business Benchmarking | Top customer priorities



Business Benchmarking | South Hams District Council and West Devon Borough Council

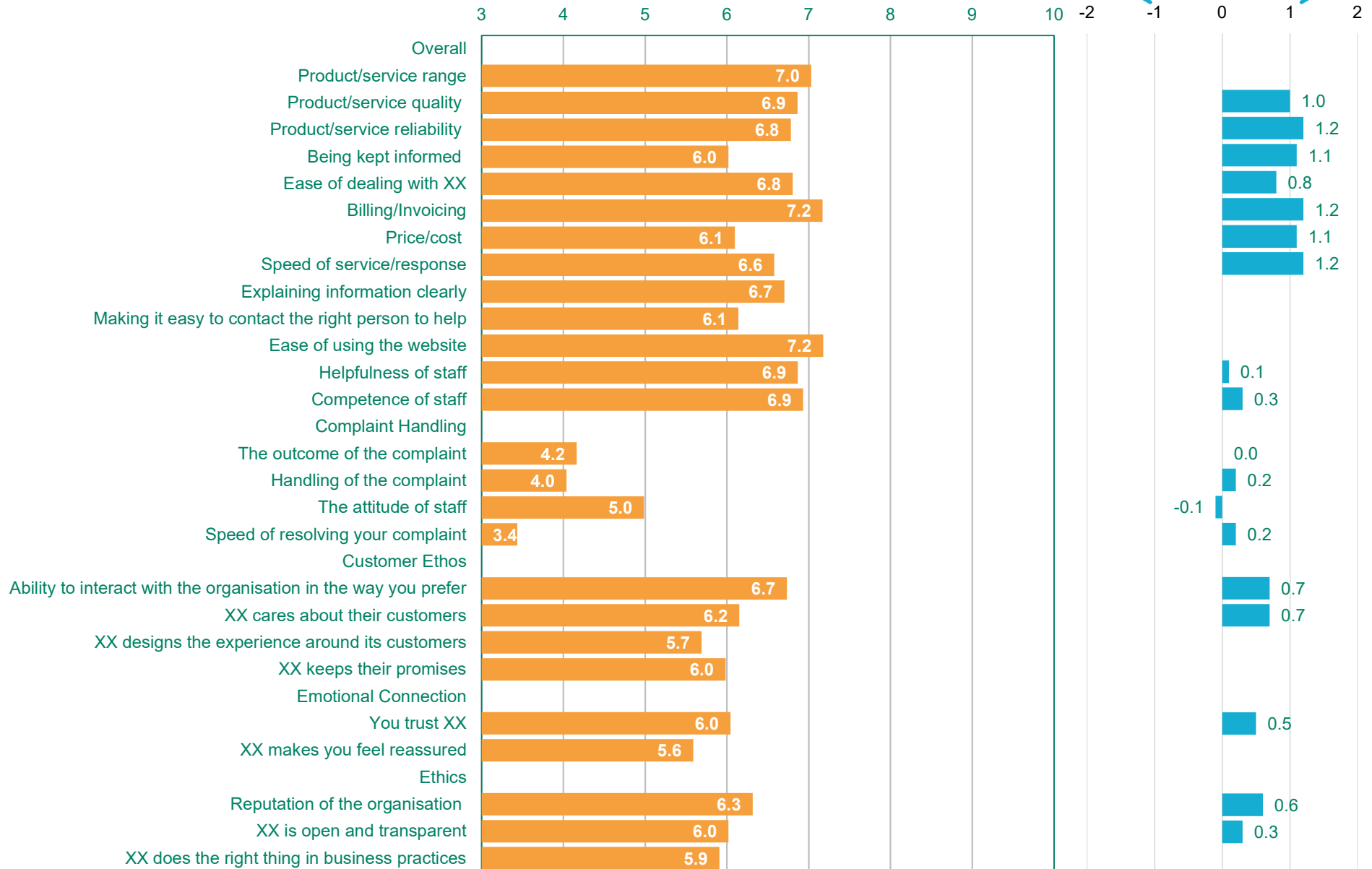
Satisfaction trends



Business Benchmarking | South Hams District Council and West Devon Borough Council

Average satisfaction score in January 2019

Less satisfied/more satisfied than your last survey



Business Benchmarking | South Hams District Council and West Devon Borough Council UK Customer Satisfaction Index (UKCSI)

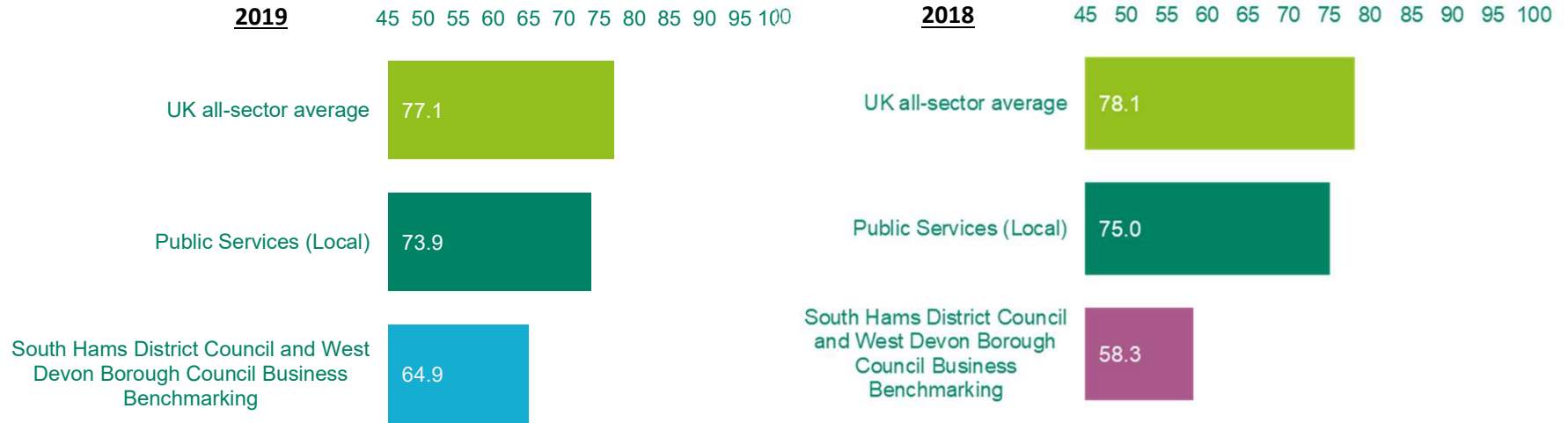


The score given to South Hams District Council and West Devon Borough Council by their customers: **64.9**

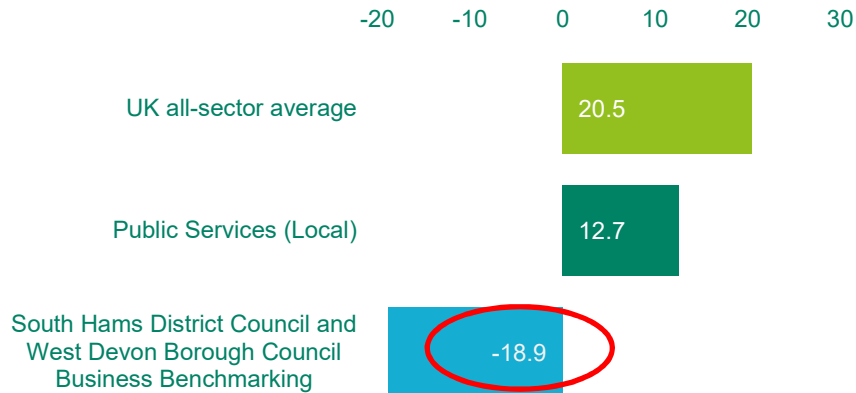
Note, “your local Council” is the national average council scoring

Business Benchmarking | South Hams District Council and West Devon Borough Council

UK Customer Satisfaction Index (UKCSI)

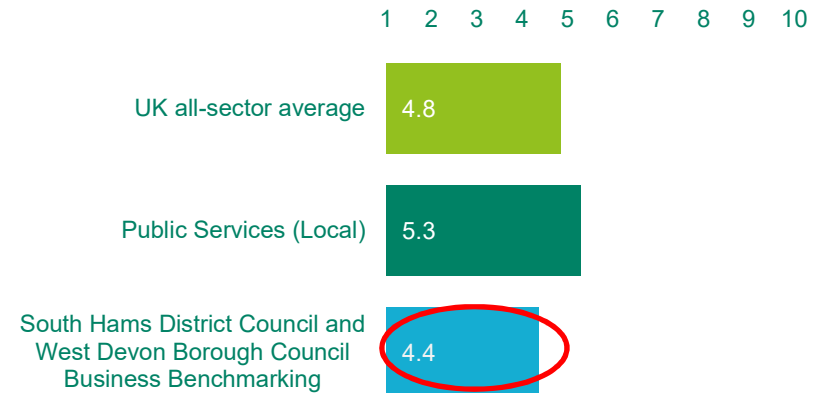


Net Promoter Score



An 11.7 points improvement compared to 2018 results

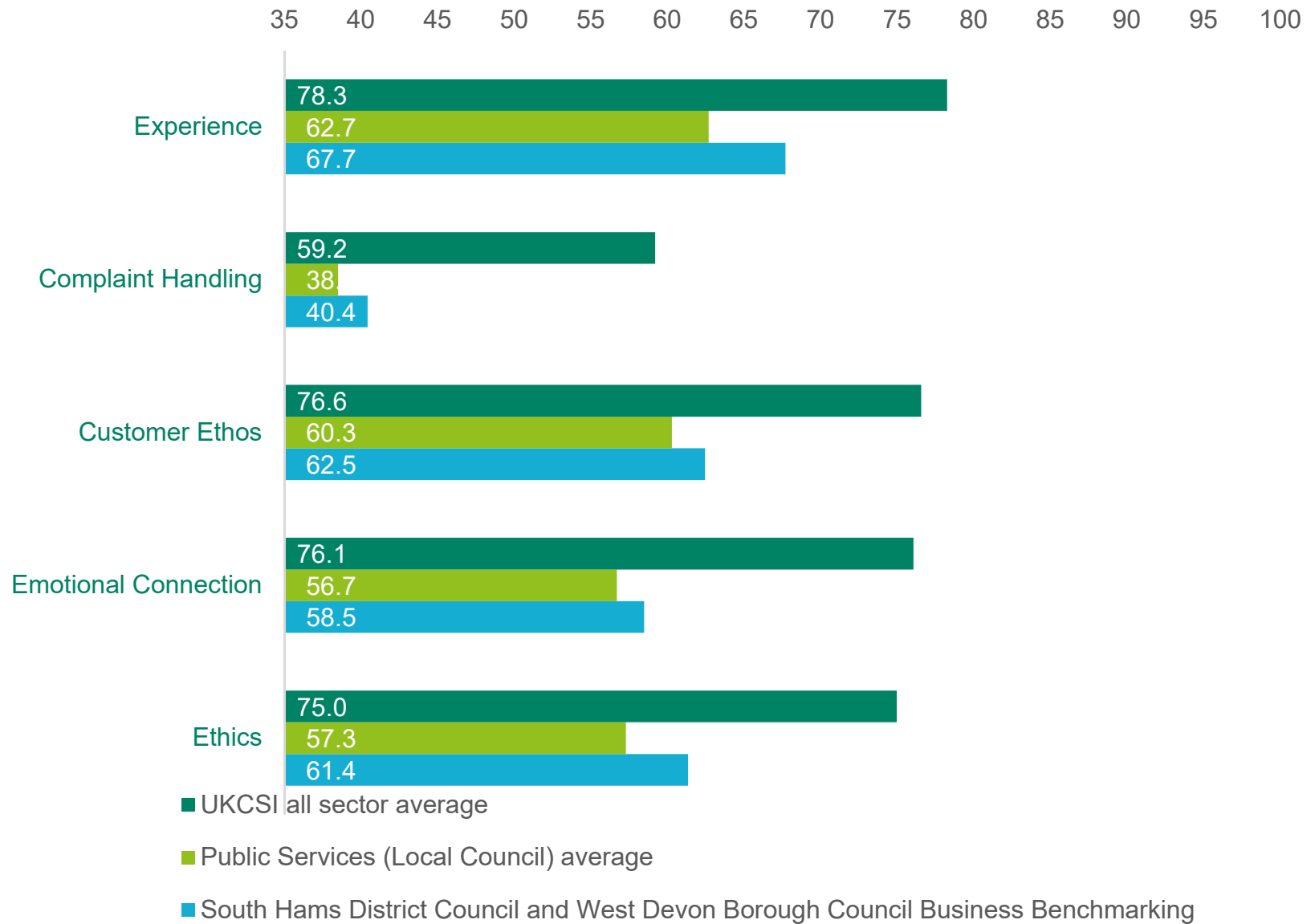
Customer Effort



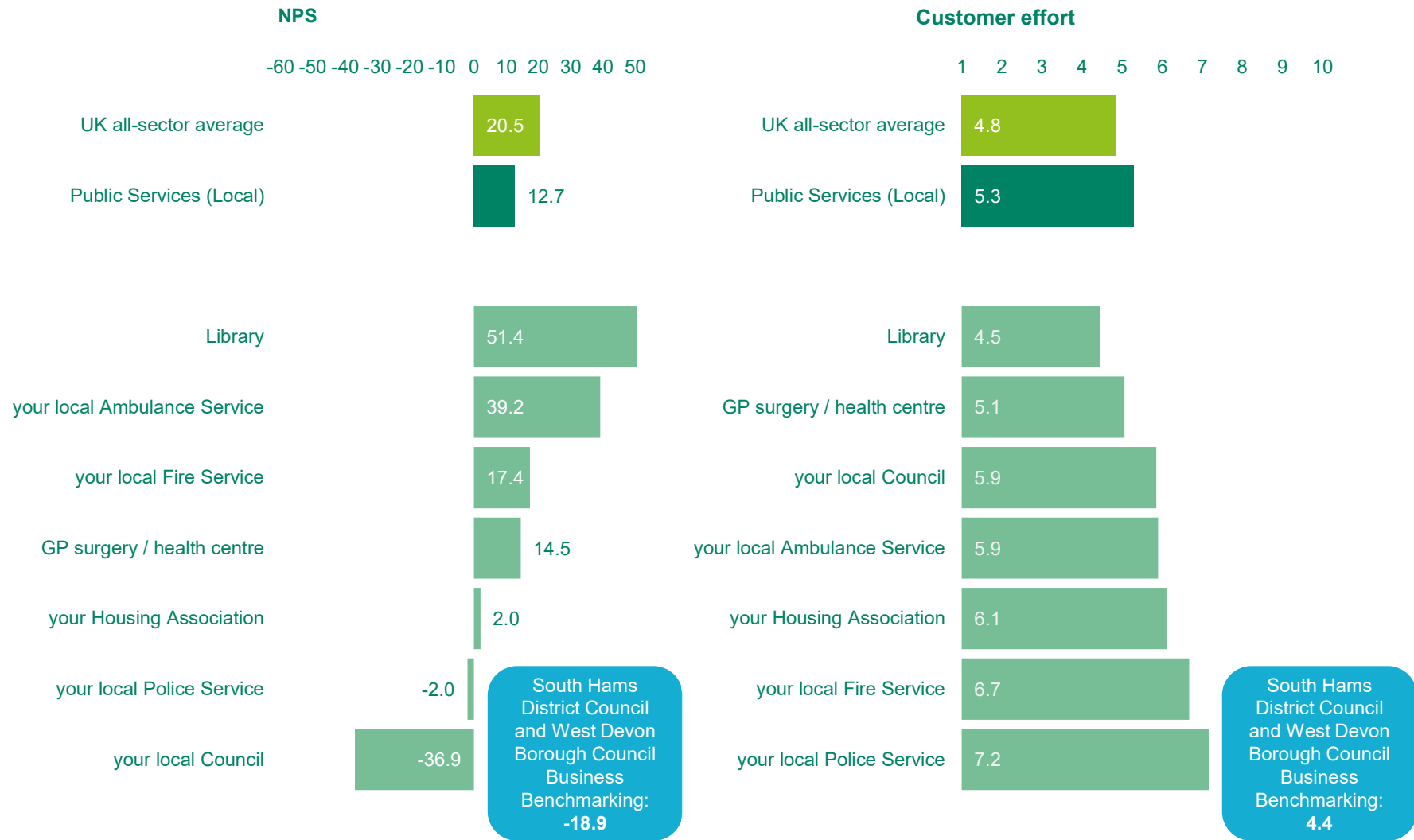
A 0.7 point improvement compared to 2018 results

Business Benchmarking | South Hams District Council and West Devon Borough Council

UK Customer Satisfaction Index (UKCSI) & Customer priorities

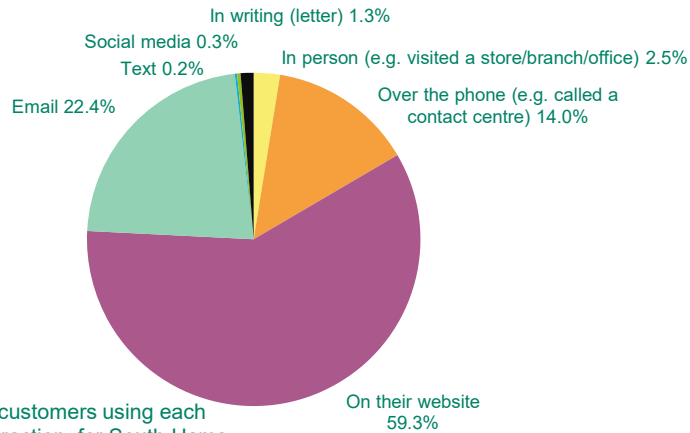


Business Benchmarking | South Hams District Council and West Devon Borough Council Net Promoter Score and Customer Effort



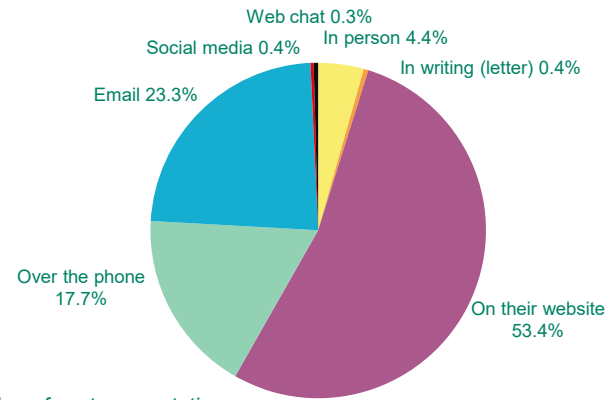
Business Benchmarking | South Hams District Council and West Devon Borough Council

Frequency of channel 2019



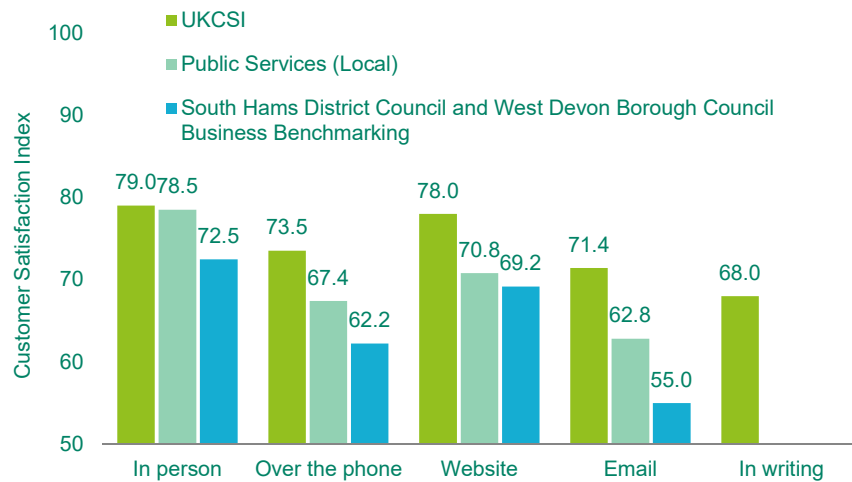
The proportion of customers using each channel for their interaction, for South Hams District Council and West Devon Borough Council

Frequency of channel 2018

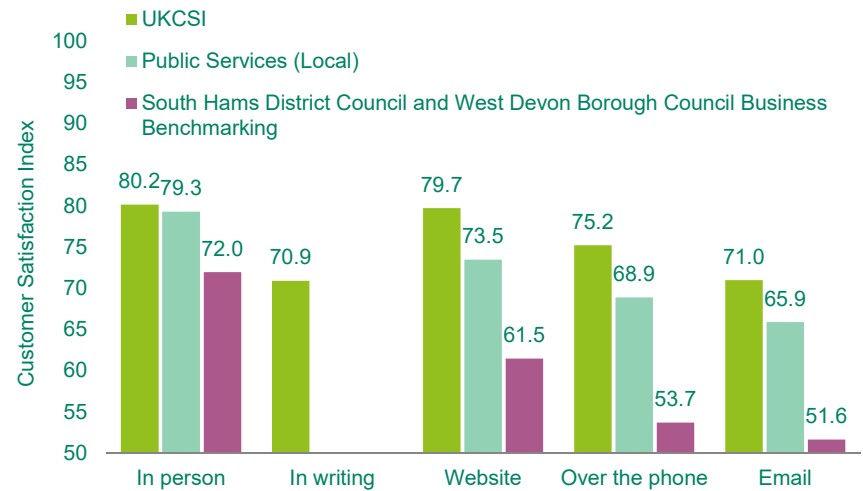


The proportion of customers stating each reason for contact, for South Hams District Council and West Devon Borough Council

Satisfaction by channel 2019

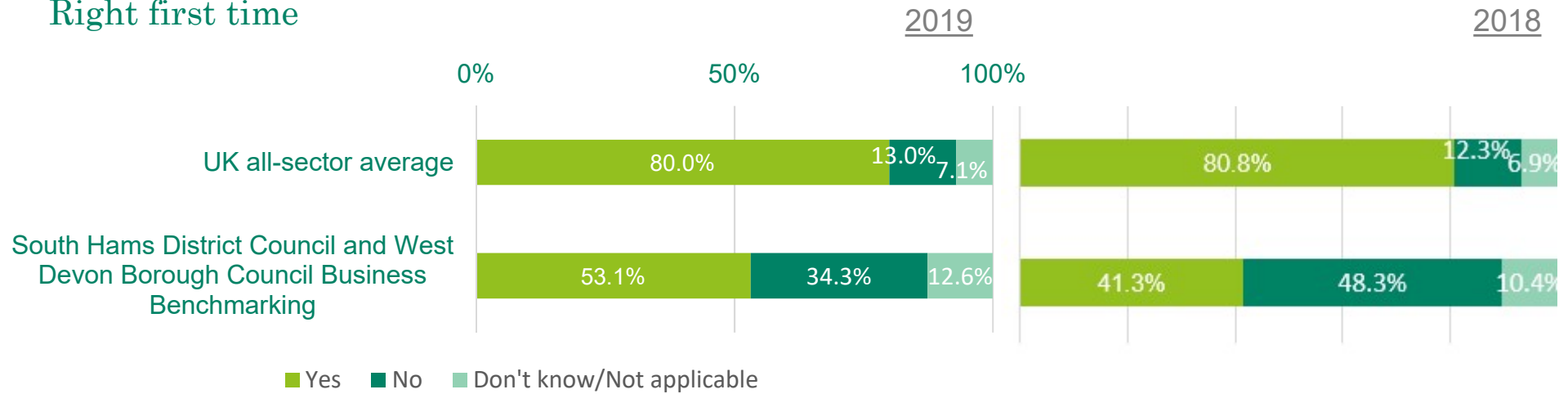


Satisfaction by channel 2018

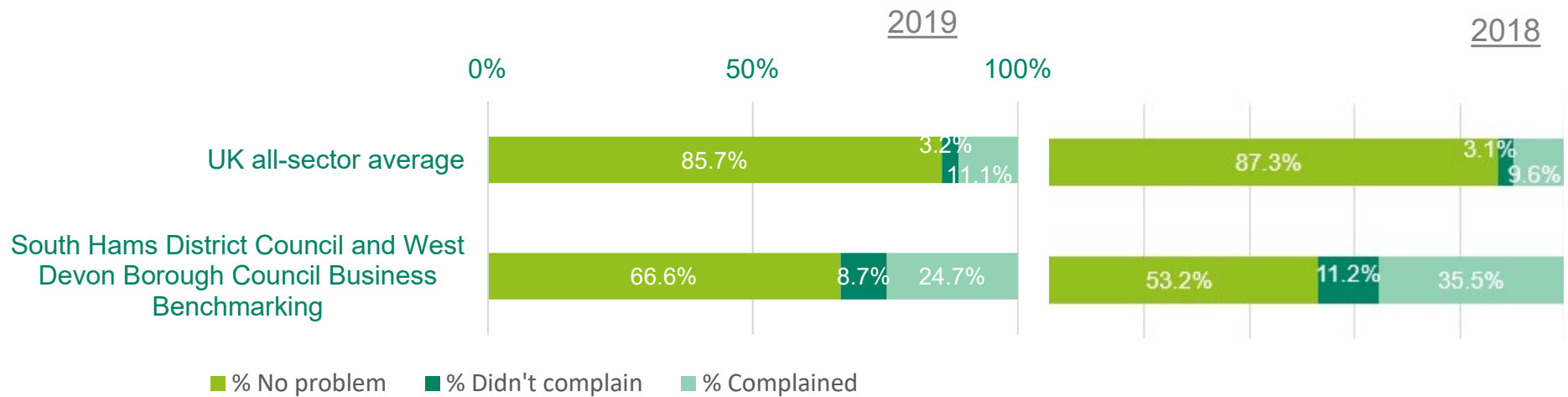


Business Benchmarking | South Hams District Council and West Devon Borough Council

Right first time

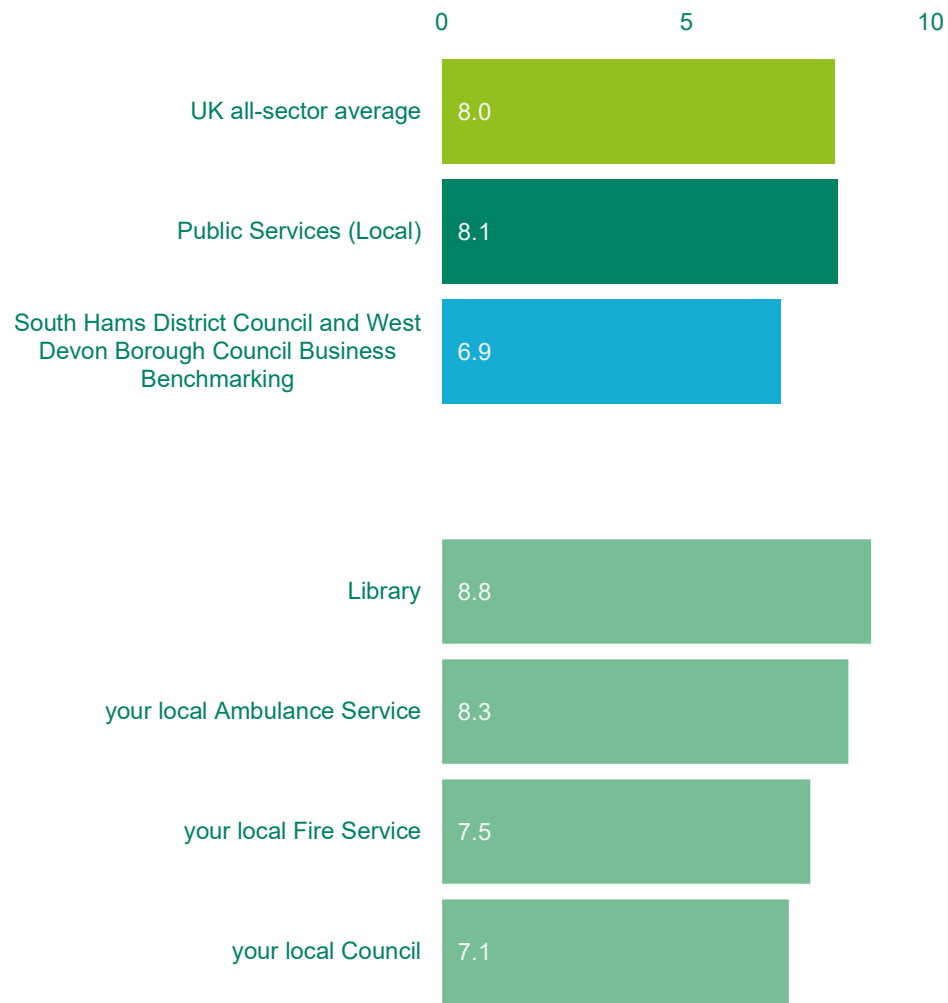


Complaints data

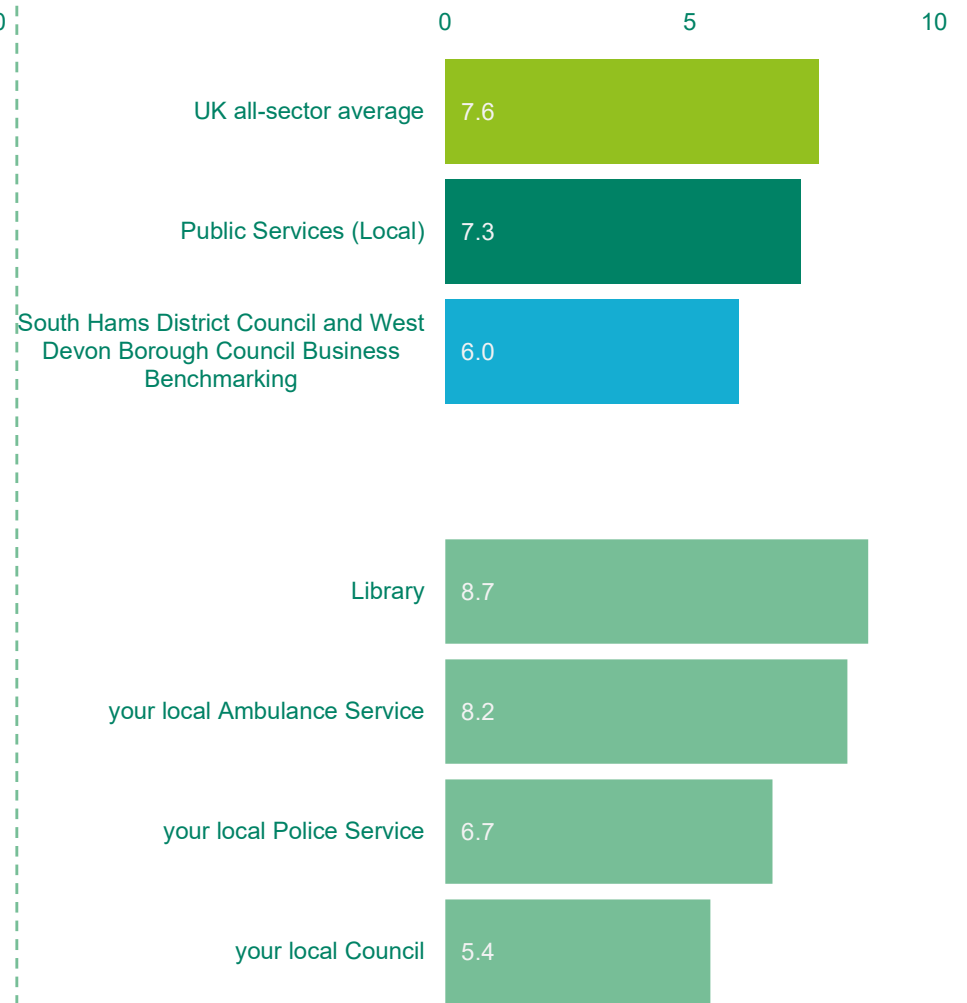


Business Benchmarking | South Hams District Council and West Devon Borough Council

Satisfaction and intention to remain a customer



Satisfaction and intention to recommend



*organisation scores compared against top and bottom 2 in their chosen sector

Business Benchmarking | South Hams District Council and West Devon Borough Council

Range of scores against customer priorities

◆ South Hams District Council and West Devon Borough Council Business Benchmarking
 ■ Above average sector organisations
 ■ Below average sector organisations

Put last year
 alongside



Comparisons were only made between companies with base sizes over 10. Factors with less than 4 companies scoring them were removed from the analysis.



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