

CWU Branch Representative Questionnaire April 2010



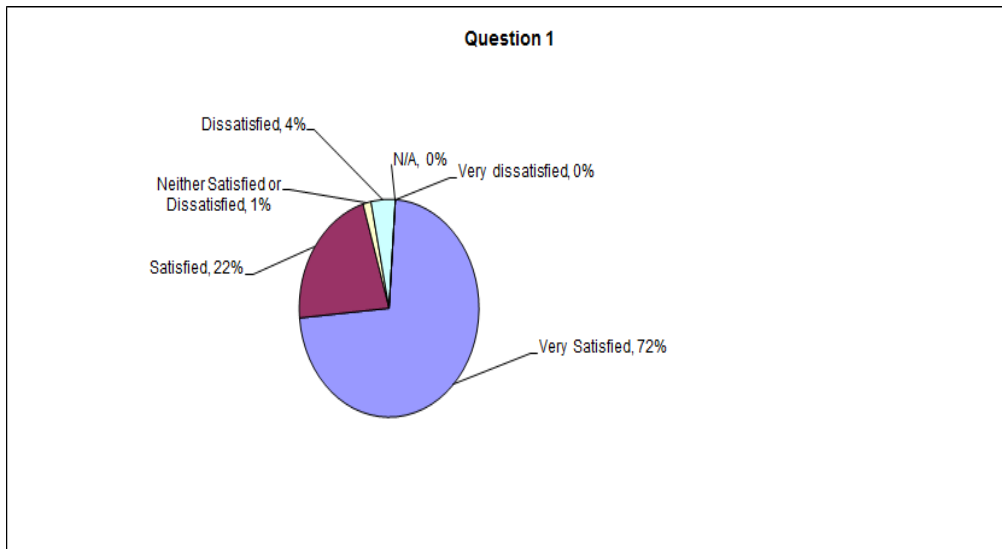
CWU Branch Representatives Questionnaire April 2010

Results April 2010

## CWU Branch Representative Questionnaire April 2010

In March 2010 182 branch representatives across the UK were sent a questionnaire about our services in an aim for us to improve them. After an impressive response rate of 39%, the results follow:

### **1. How satisfied are the branch with the overall level of service?**

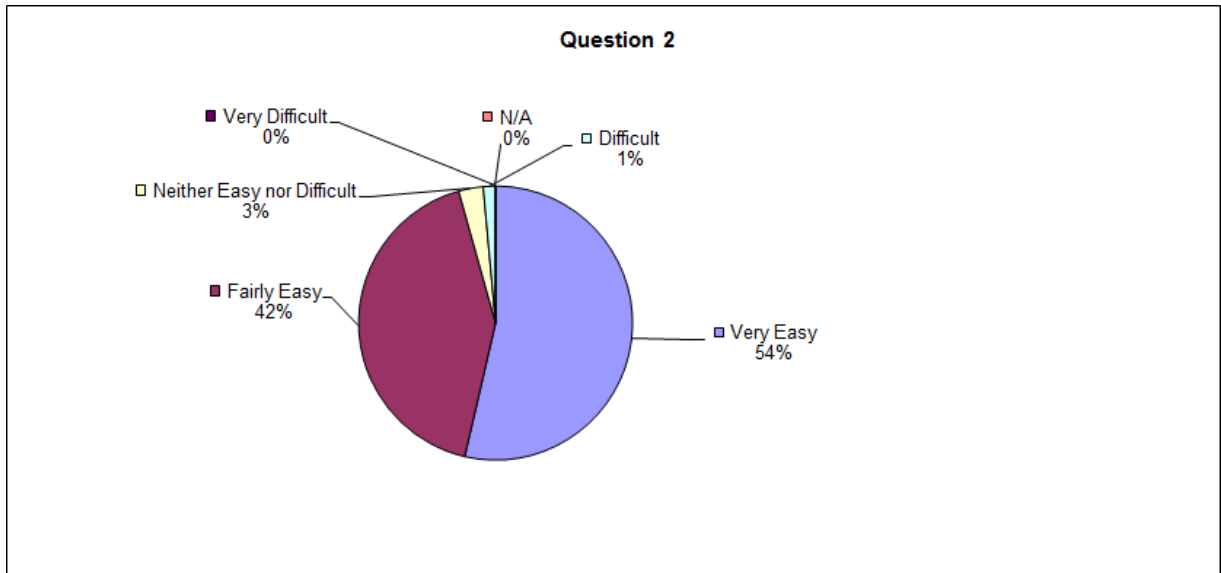


#### **Summary:**

- 94% of the CWU branch representatives were either satisfied or very satisfied with our overall service.
- 4% of respondents were dissatisfied with the overall service.

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### 2. How easy to understand was the information and advice given to you and your members?

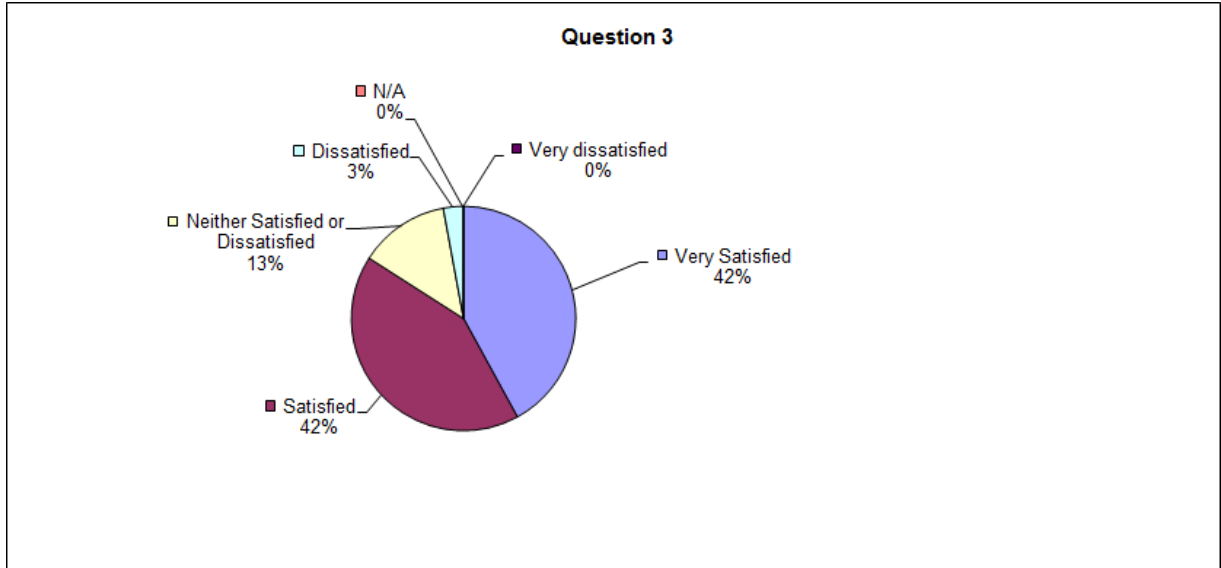


#### Summary:

- 96% of the respondents thought the information and advice given was fairly or very easy.
- No-one thought the information was difficult to understand.
- From those that answered 'Neither/Nor', the general consensus is that correspondence could be easier and written in layman's terms and give more detail about why certain pieces of information are requested.
- 1% of respondents found information difficult to understand and this corresponds with the above point.

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**3. How satisfied are you with how frequently you were updated with progress on your member's claims?**



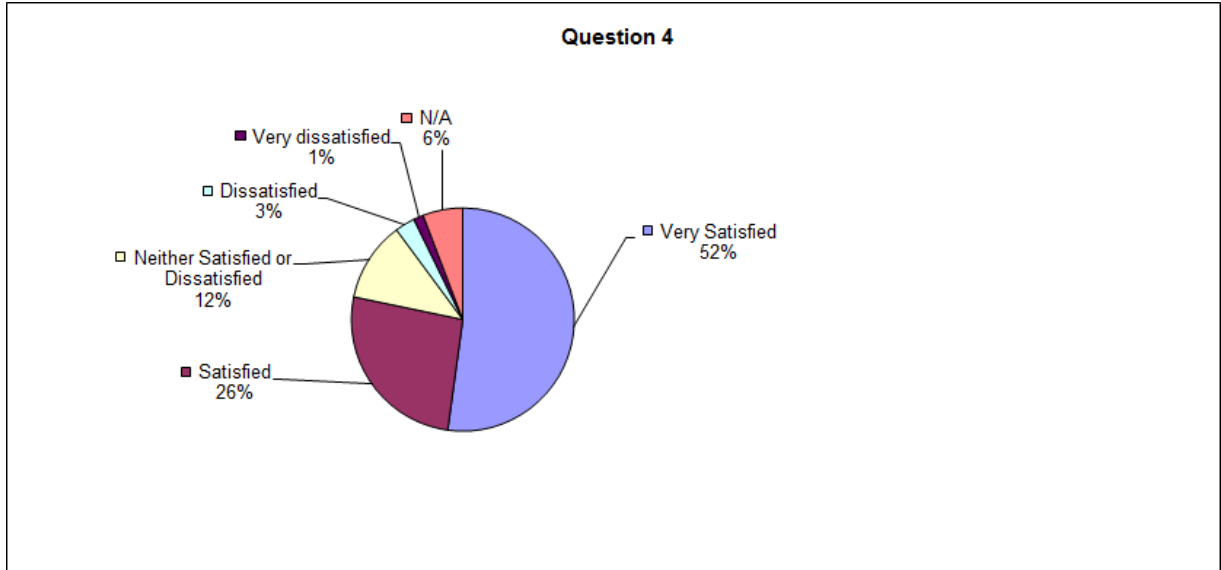
**Summary:**

- 84% of respondents were either satisfied or very satisfied with how frequently they were updated.

- 3% were dissatisfied with the frequency. The general consensus was that updates were readily available if a phone call was made, but not proactive enough. Branches are also not informed when a case is closed which this particular respondent felt was paramount.

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### 4. Are you satisfied with the number of branch visits you receive from our representatives?



#### **Summary:**

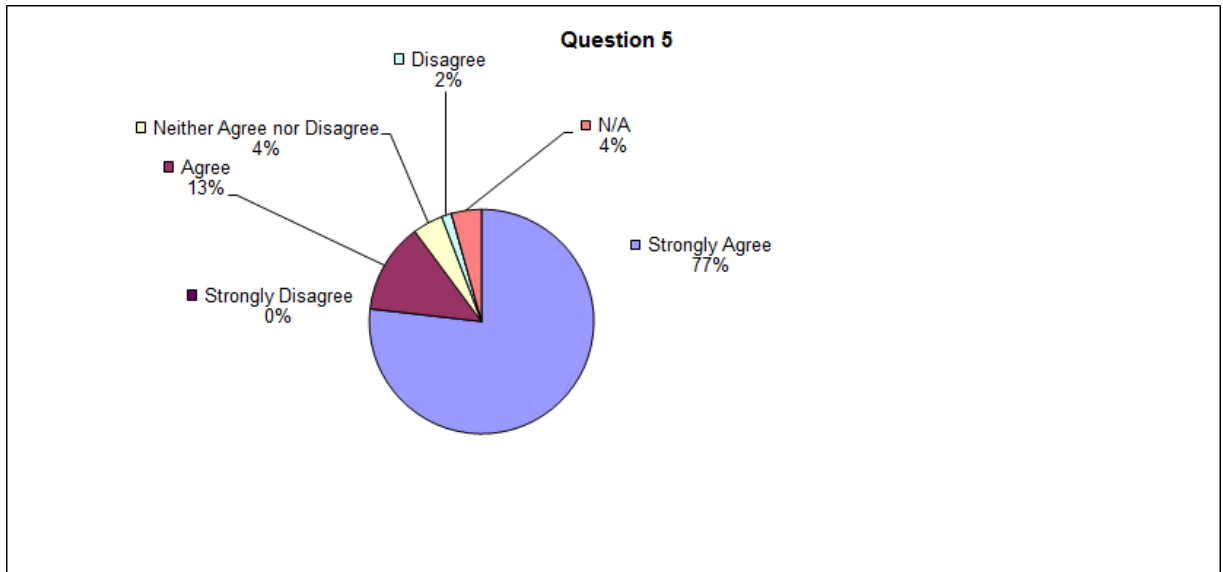
- 78% of respondents said that they either satisfied or very satisfied with their branch visits.

- 3% of the respondents were dissatisfied. 1% were very dissatisfied. Some respondents want a monthly visit and this has been requested. The particular respondents have been highlighted to the team.

-Some respondents commented that they were particularly happy with home visits where necessary.

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**5. Do you agree that the lawyers that you deal with are informative and/or friendly?**

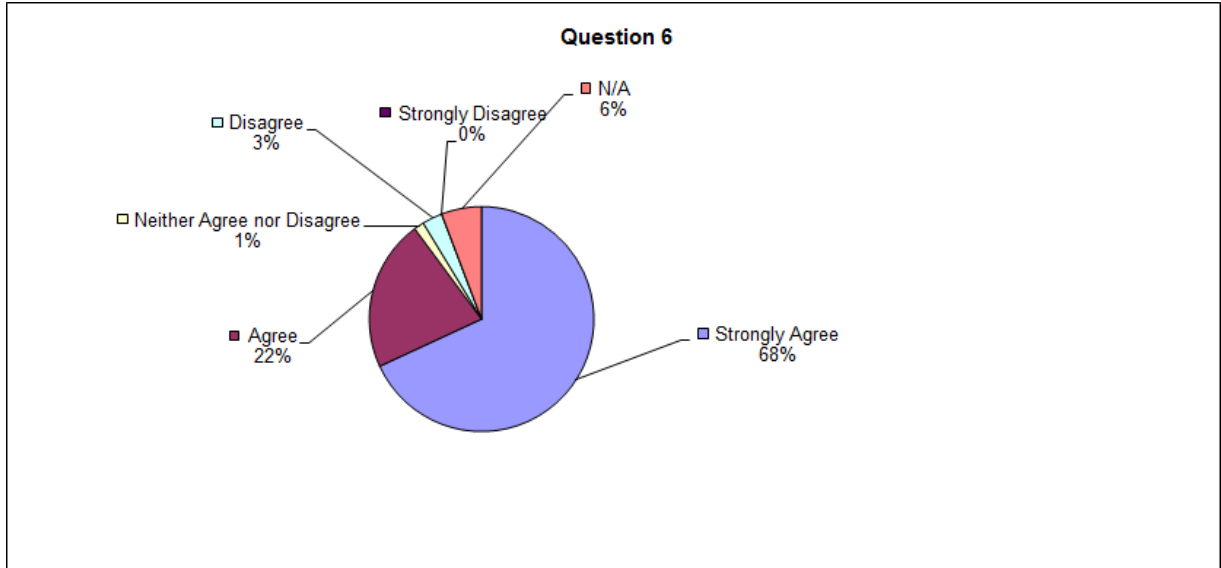


**Summary:**

- 90% of respondents either agreed or strongly agreed that the lawyers were friendly and/or informative
- 2% of respondents disagreed but gave no particular examples.

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**6. Do you agree that our staff, other than lawyers you deal with, i.e. Secretarial staff, switchboard etc, are informative and/or friendly?**

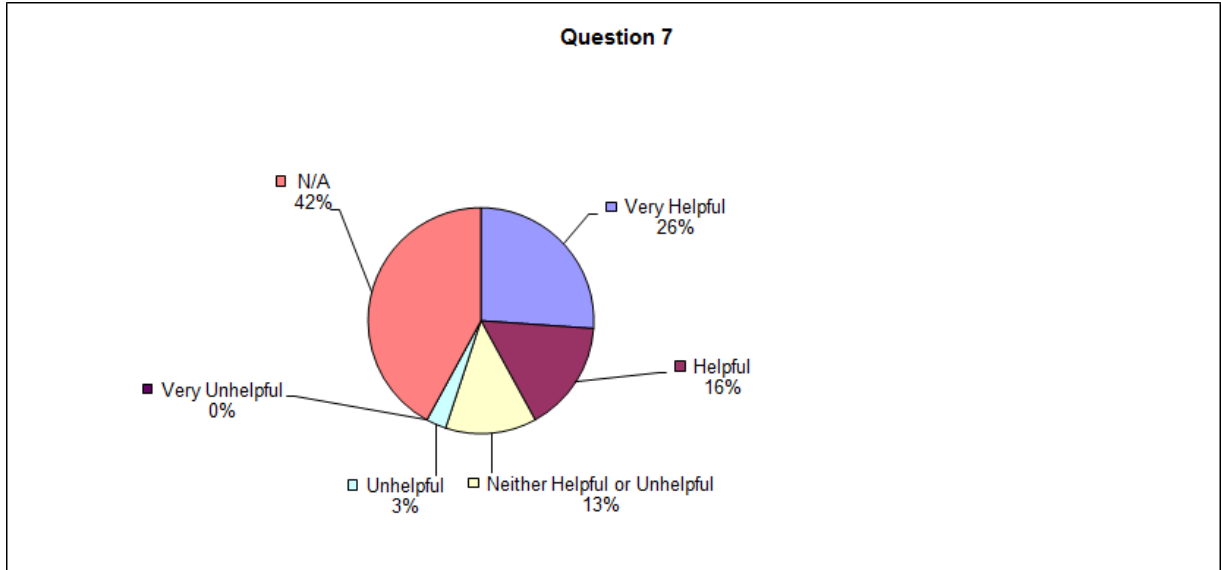


**Summary:**

- 90% either agreed or strongly agreed that our staff other than fee earners are friendly and/or informative
- 3% of respondents disagreed that other staff were friendly and informative. There is one particular comment that has been passed to the team to review.

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**7. If you have used the free legal helpline for legal advice, please give your feedback.**

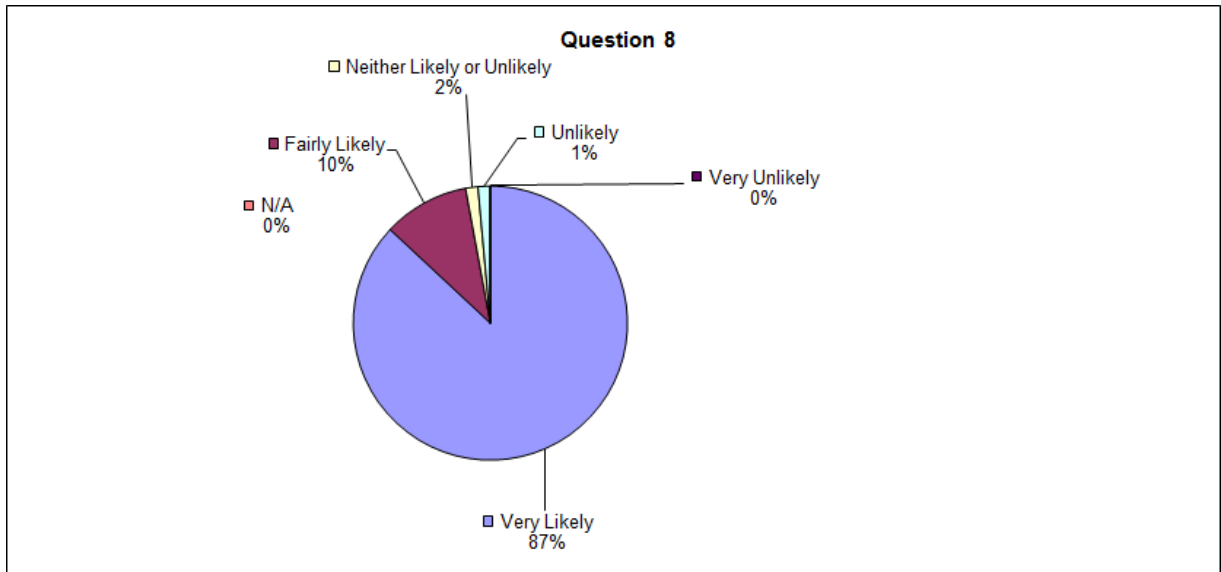


**Summary:**

- 42% of respondents thought that the advice given from the helpline was helpful or very helpful.
- 3% of respondents found the advice unhelpful. These particular instances have been highlighted to the team.
- Those that answered 'Neither/Nor' or 'N/A' had not used the helpline and therefore felt they could not comment.

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**8. How likely are you to recommend Simpson Millar LLP to others?**



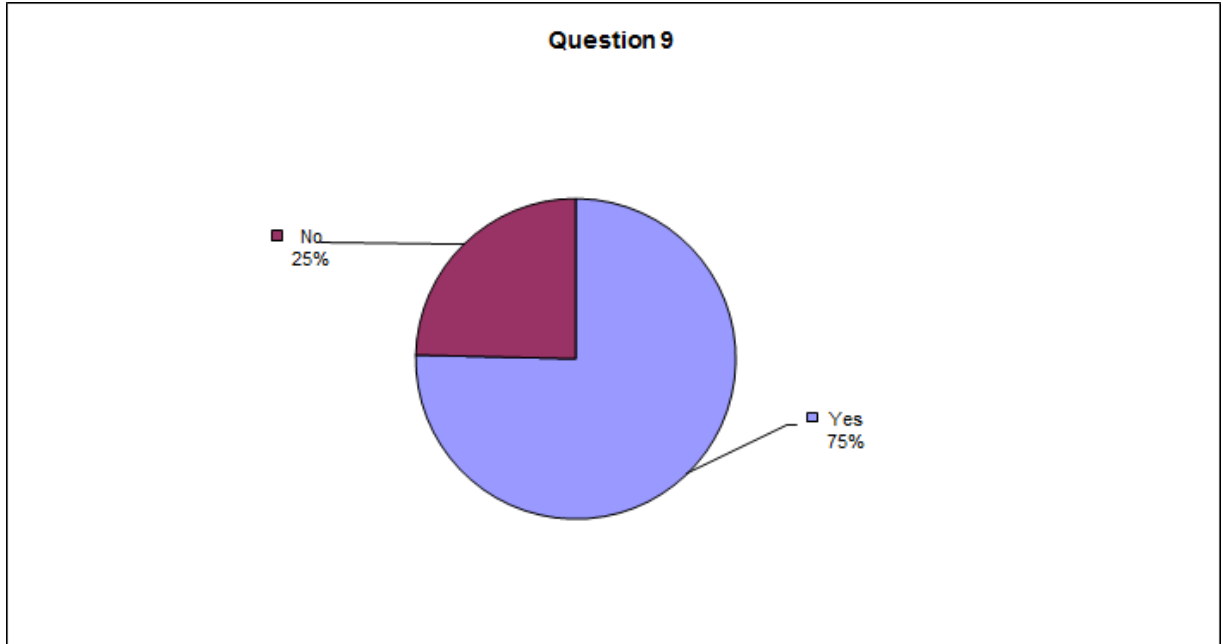
**Summary:**

- 97% said that they were either likely or fairly likely to recommend Simpson Millar LLP.

-1% were unlikely to recommend Simpson Millar LLP and these cases have been highlighted to the team for further review.

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**9. Would you like more information on the services we provide?**



**Summary:**

- 28 respondents wanted more information on specific services.
- 22 respondents wanted more information on all services.
- 20 respondents did not require any further information.

We are proposing to contact all branches as a follow up to the Branch Questionnaire to send them the information requested as well as give them a central contact point to request more information in future. We will contact them following this initial letter, every quarter to give them the opportunity to request more information from a set list of literature that will be available.