



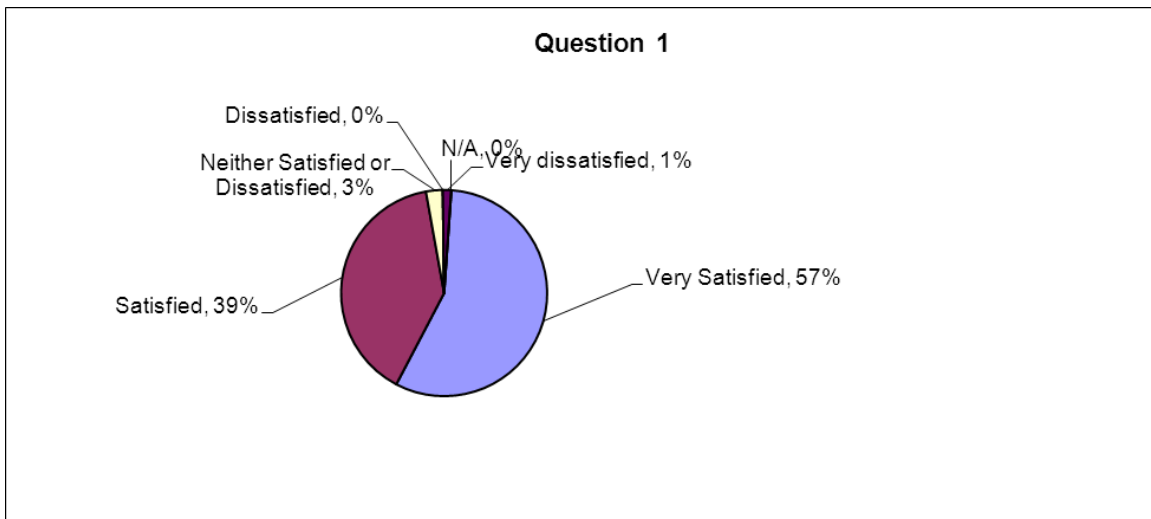
**Communication Workers Union
Branch Representatives Questionnaire
June 2011**

Results August 2011

CWU Branch Representative Questionnaire 2011

In June 2011 135 branch representatives across the UK were sent a questionnaire about our services in an aim for us to improve them. After a response rate of 53%, the results follow:

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



Summary:

- 57% of the CWU branch representatives were very satisfied;
- 39% were satisfied with our overall service; and
- 0% of respondents were dissatisfied with the overall service.

Comments:

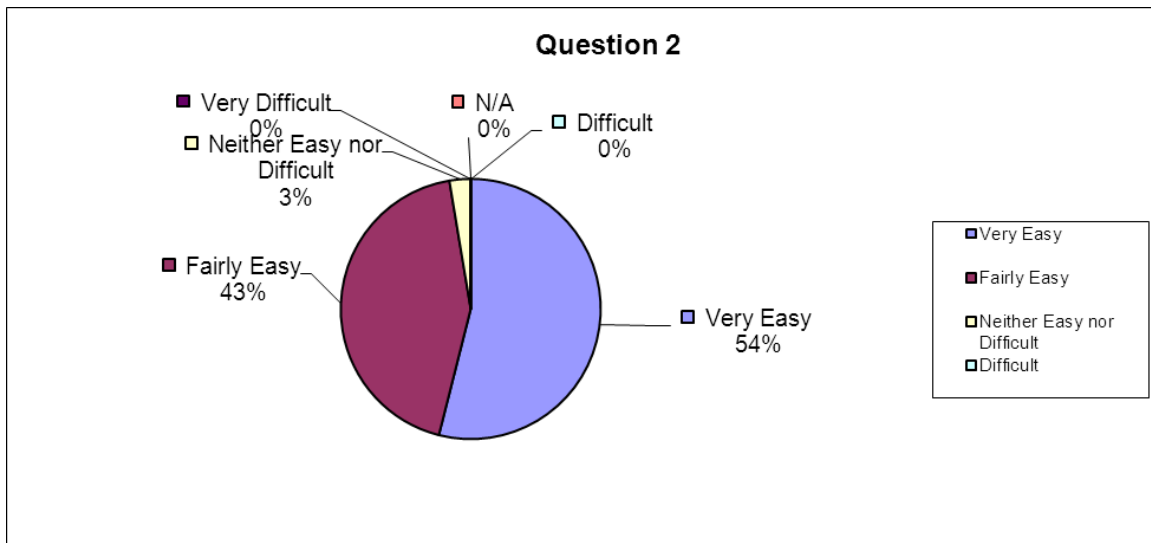
“I believe that you have offered a good range of services for our members and that you work hard to deliver on all of them”

“Superb service”

“We have recently had Solicitors visiting which really helps us with questions that members need answers to”

CWU Branch Representative Questionnaire 2011

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



Summary:

- 54% of the respondents thought the information/advice given was very easy to understand
- 43% of the respondents thought the information/advice given was fairly easy to understand; and
- 3% of the respondents didn't think the information/advice given was neither easy nor difficult to understand

No-one thought the information was difficult or very difficult to understand.

Comments:

“Clearly and plainly written”

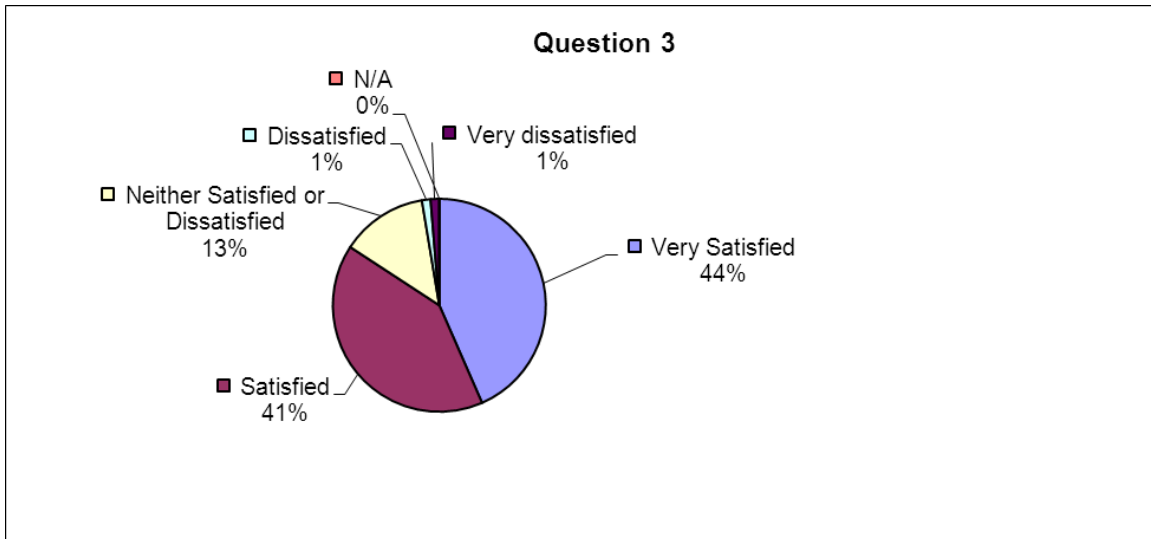
“Having sat in with all of the Solicitors from the Bristol practice I am aware of how they give their advice to members. They always ensure that the member is fully informed of how their case will be handled.”

“Because it's straight forward sound advice”

“I receive the occasional phone call where I have to explain to the member about the status of the claim”

CWU Branch Representative Questionnaire 2011

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



Summary:

- 44% of respondents were very satisfied with how frequently they were updated
- 41% were satisfied;
- 13% were neither satisfied nor dissatisfied;

Of the 13% who were neither satisfied nor dissatisfied the general consensus was that they would like to be updated more regular even if there is nothing to update and some would prefer updates once a month

Comments:

“The more regular the update the better prepared I am to deal with any enquiries”

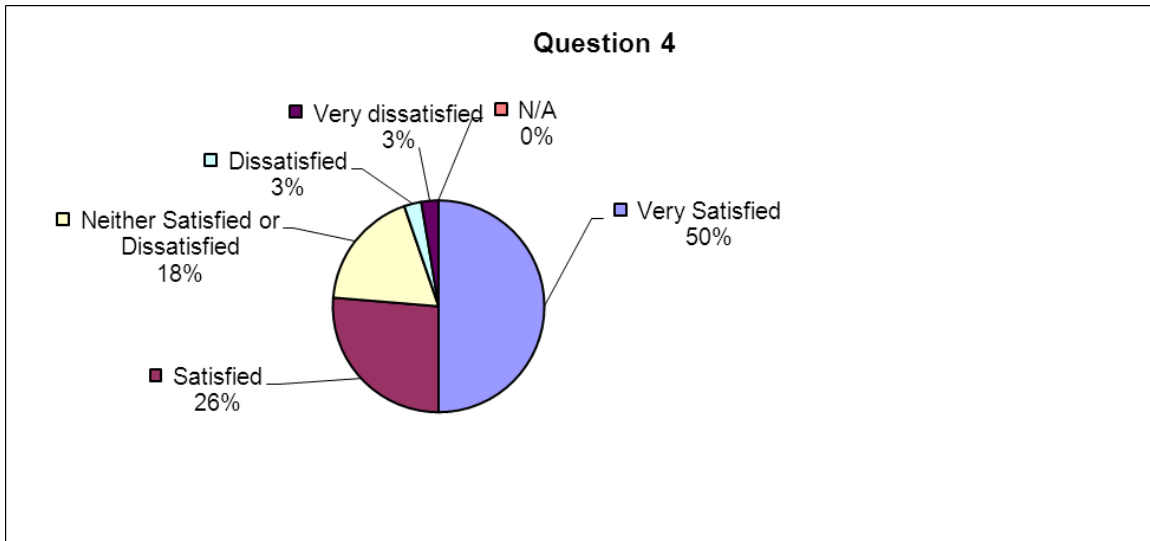
“Anytime a member is notified of an update or change I am also copied in to that change”

“I rarely receive phone calls from members because they've not heard anything for a while.”

“On occasions I have had to write to get more information on members file”

CWU Branch Representative Questionnaire 2011

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



Summary:

- 50% of respondents said that they were very satisfied with their branch visits;
- 26% were satisfied;
- 18% were neither satisfied nor dissatisfied

Some respondents haven't yet received any visits due to change over in branch representatives and these have been highlighted to the relevant teams.

Others find it difficult to arrange branch visits due to release from employers.

One respondent commented that some members have to travel a good distance to see a Solicitor as the branch visit is always at one venue and suggested visiting alternative venues.

Comments:

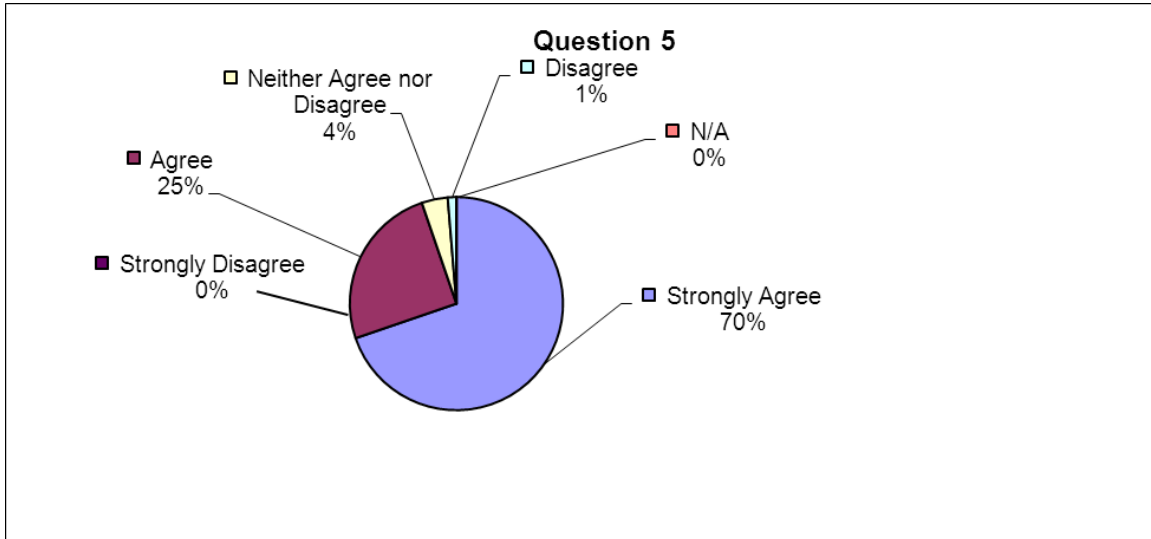
"Every member that request a face to face visit with Solicitor gets one."

"They are usually well planned to accommodate as many members as possible"

"I would prefer more but recognise that they need to be productive and cost effective"

CWU Branch Representative Questionnaire 2011

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



Summary:

- 70% of respondents strongly agreed that the lawyers were friendly and/or informative;
- 25% agreed;
- 4% neither agreed nor disagreed

Of the 4% who neither agreed nor disagreed these were fairly new to the role therefore “neutral” on their scores or had only met Simpson Millar staff briefly.

Comments:

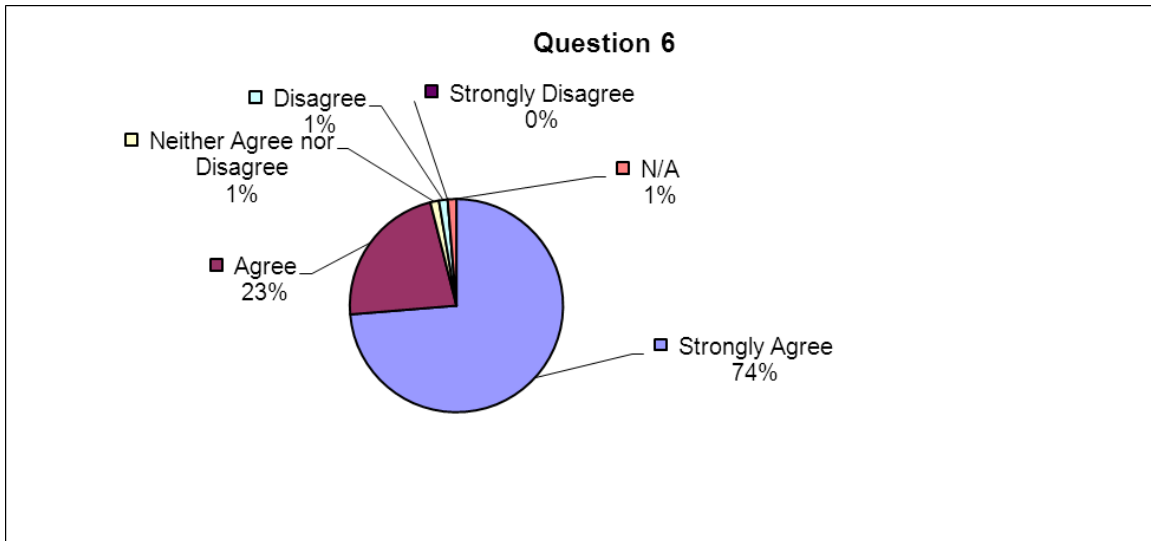
“Every Fee Earner I have met from Simpson Millar have never been impolite neither restricted any information”

“Very satisfied with Branch Solicitor as he has been dealing with our Branch for some time”

“Daxa Patel is held in high regard by our members and officials alike. She is both friendly and professional and put people at ease”

CWU Branch Representative Questionnaire 2011

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:

- 74% strongly agreed that our staff other than fee earners are friendly and/or informative;
- 23% agreed
- 1% was not applicable as they did not answer the question.

Comments:

“Never any problems when telephoning”

“They are excellent”

“Always polite and helpful”

“Always first class”

“Never had any reason to complain with any level of service from your staff”

Certain members of staff have been singled out in the responses such as:-

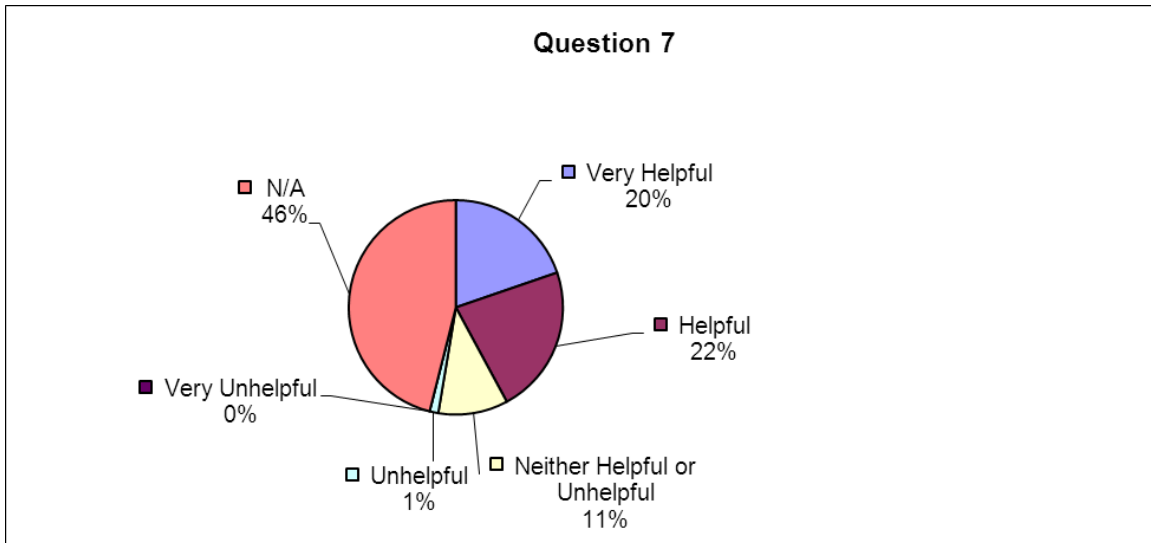
“Always first class especially Jackie” (Jackie Oates, Leeds)

“Jenny from Bristol is always friendly and welcoming” (Jenny Windmill)

“Switchboard staff in Manchester very helpful and friendly” (Jane Weetman)

CWU Branch Representative Questionnaire 2011

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



Summary:

- 20% of respondents thought that the advice given from the helpline was very helpful;
- 22% found this helpful;
- A total of 57% found the advice neither helpful nor unhelpful and also not applicable. This is because they have not used the helpline and therefore felt they could not comment.

1% of respondents found this unhelpful and this comment has been highlighted to the team.

Comments:

“Answer the question we wanted answering”

“Cannot do enough for my members”

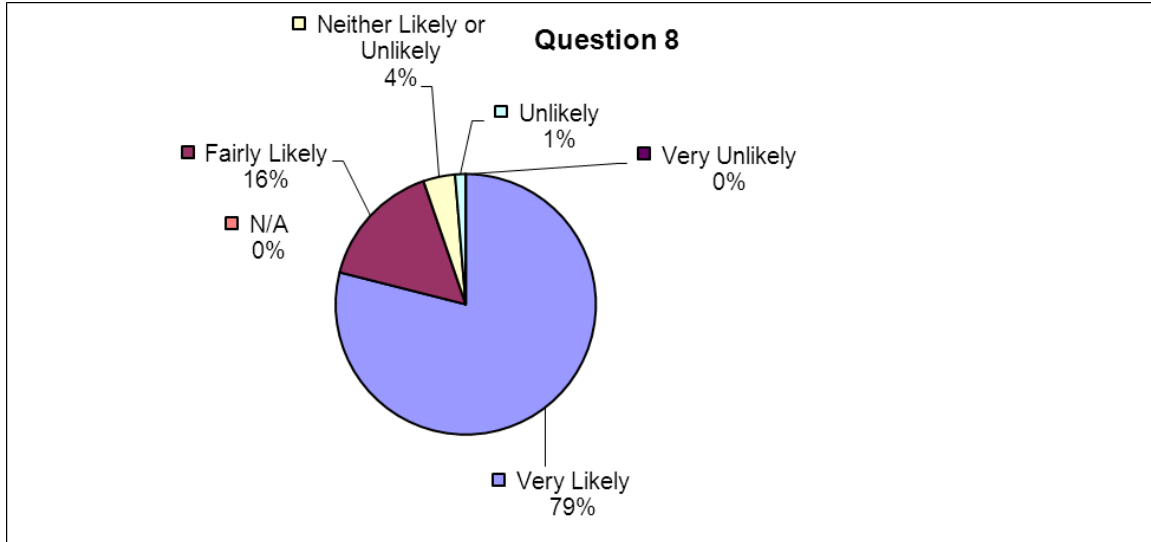
“Not used it myself but passed on to members who have and not had to complaints”

“People on the end of the line are well informed”

“Informative, good advice and friendly manner”

CWU Branch Representative Questionnaire 2011

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



Summary:

- 79% said that they were very likely to recommend Simpson Millar LLP;
- 16% were fairly likely;
- 1% were unlikely to recommend Simpson Millar LLP and these cases have been highlighted to the team for further review.

Comments:

“Good professional service”

“I always recommend Simpson Millar to our members because I know they have helped many of our members in the past”

“Because I have worked with them for many years”

“I have recommended both family and friends on several occasions”

“I have recommended Simpson Millar many times and will continue to do so”

“It is a large firm that covers a wide range of issues, based on local dealings I have recommended them to a number of members and non-members”

CWU Branch Representative Questionnaire 2011

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

- 24 respondents wanted more information on ALL services.
- 25 respondents wanted more information on SPECIFIC services.
- 27 respondents did not require any further information.

The respondents requesting information on all or specific services will be sent a CWU Guide to Legal Services and/or specific literature.

Most of the respondents not requiring any further information already had a supply of literature.

Roy Margetts of the South West and Thames Valley Branch sent us a photograph of his notice board which is full of Simpson Millar leaflets and posters.



Feedback is appreciated at any time.

Please feel free to get in touch by emailing caroline.kelly@simpsonmillar.co.uk or lenka.biscombe@simpsonmillar.co.uk or by calling 0844 858 3200.