

Appendix Four: March 2016 Overall feedback summary

Oxford
Overall Feedback Summary
March 2017 (01/03 - 31/03)



Case Management - Overview

| # Cases Raised | Cases Resolved | Cases Still Open | Average Resolution Time (hrs) |
|----------------|----------------|------------------|-------------------------------|
| 108 | 97.2% | 2.8% | 39.1 |

Response Time & Escalation

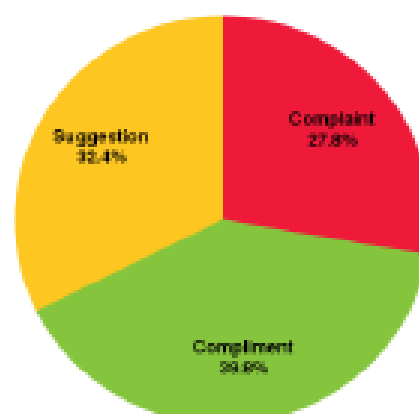
| 1st Contact within 48 hours | Resolved within 7 days | No Contact Within 7 days | # Escalated and Unresolved |
|-----------------------------|------------------------|--------------------------|----------------------------|
| 85.0% | 94.3% | N/A | 1 |

Top Cases Raised

| Category | Area | Measure | Detail | # Raised This Week | # Raised Last Week |
|------------|--------------------------------|---|-------------|--------------------|--------------------|
| Suggestion | Reception | Ease of booking/gaining information/payment | Other | 5 | 0 |
| Compliment | Studios/Group Ex/Adult Classes | Knowledgeable and friendly staff | | 12 | 5 |
| Complaint | Studios/Group Ex/Adult classes | Condition of building/environment | Temperature | 8 | 0 |

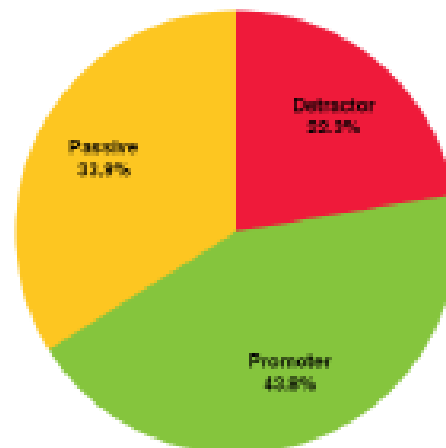
PTUWYT Survey Response Breakdown

| | |
|-------------------------------|----------------------------------|
| Total Invites sent | 1257 |
| Method of raising case | Number of responses/cases |
| Email invite responses | 43 |
| Responses via survey | 65 |
| Cases raised directly | 0 |
| Total Responses | 108 |

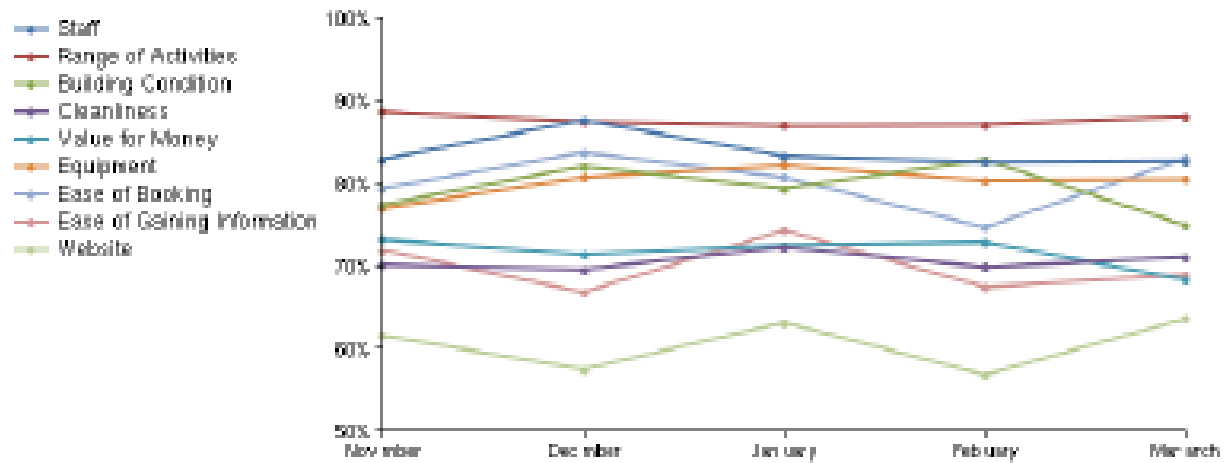


NPS Results - PTUWYT Responses

| Week | NPS |
|---------------|-------|
| November 2016 | 21.7% |
| December 2016 | 23.3% |
| January 2017 | 21.0% |
| February 2017 | 22.7% |
| March 2017 | 21.4% |



Good and Excellent Trend



Good, Satisfactory and Excellent Trend

