



2007

CLIENT

CONSULTATION

Three of the memorable quotes from the  
Consultation Process

*“The service offered by South West Community  
Transport is a savior for older people”*

*“Client would give service a rating of 11 out of 10”*

*“Client loves the Christmas Party”*

## AIM

South West Community Transport (SWCT) undertakes a client consultation every 2 years via a variety of methods. 2007 is the first year a full telephone survey has been undertaken. South West Community Transport's aim in consulting clients is to identify client satisfaction with the services offered and potential growth of areas for the organization.

The aim of the telephone survey was to contact 10% of the total client base of 4500 clients – being 450 clients.

A total of 541 clients were contacted via the telephone survey – being 12% of the database.

Initially clients were contacted via telephone and introduced to the survey as “I’m calling from South West Community Transport and we are conducting a survey on some of our clients to obtain some feedback on our service. Are you interested in answering a few questions regarding South West Community Transport?”

At this point clients either agreed to participate (5%), - or declined (0.06%)

On conclusion of the survey, clients were thanked for taking the time to participate and were informed their responses would be used to help improve the services of South West Community Transport.

### Survey Statistics

➤ Participated	232 clients	5%
➤ Declined to Participate	3 clients	0.06%
➤ Contact details changed/obsolete	68 clients	1.6%
➤ No answer after 3 calls	113 clients	2.5%
➤ Have not used service yet	63 clients	1.5%
➤ Clients exited from system	22 clients	0.5%
➤ Phone disconnected	40 clients	0.84%
TOTAL	541 clients	12%

Of the 3 clients who stated they were not interested in participating

- one client said her husband does not allow her to participate in surveys
- one client said his English was not good enough and declined an Interpreter
- one client said he was busy at the moment and declined to participate

## 2007

In 2007 South West Community Transport conducted a telephone survey of clients. Clients were contacted via a telephone call by a staff member from the Narellan office. The survey was conducted from April 2007 – June 2007. A total of 150 hours was allocated to the Telephone Survey at an approx cost of \$2800. During this time a total of 1355 phone calls were attempted, with an overall cost of \$526 for phone calls.

### Consultation Process

Clients were contacted randomly. A software program was downloaded from the Internet called 'Radom Sequence Generator.' This sequence of numbers was used to select the clients to be contacted by telephone.

South West Community Transport has approx 4500 clients on the database and the aim was to contact 10% of these clients. The total number of clients contacted was 541 which is 12% of the database. Of the 541 clients contacted, 232 participated which is 5% of the total client database.

### Telephone Survey

<b>Total Client Base 4500 clients</b>			
	Client Numbers		Percentage of Total Client Database
Clients identified via Software	541		12%
Clients who participated	232		5%

### Breakdown of the 232 Clients who participated

LGA	Client Numbers	Percentage Surveyed from each LGA	Percentage of Total Client Database
Campbelltown	63	27%	1.4%
Camden	25	11%	0.5%
Wollondilly	12	5%	0.2%
Liverpool	78	34%	1.7%
Fairfield	54	23%	1.2%
<b>TOTAL</b>	<b>232</b>	<b>100%</b>	<b>5%</b>

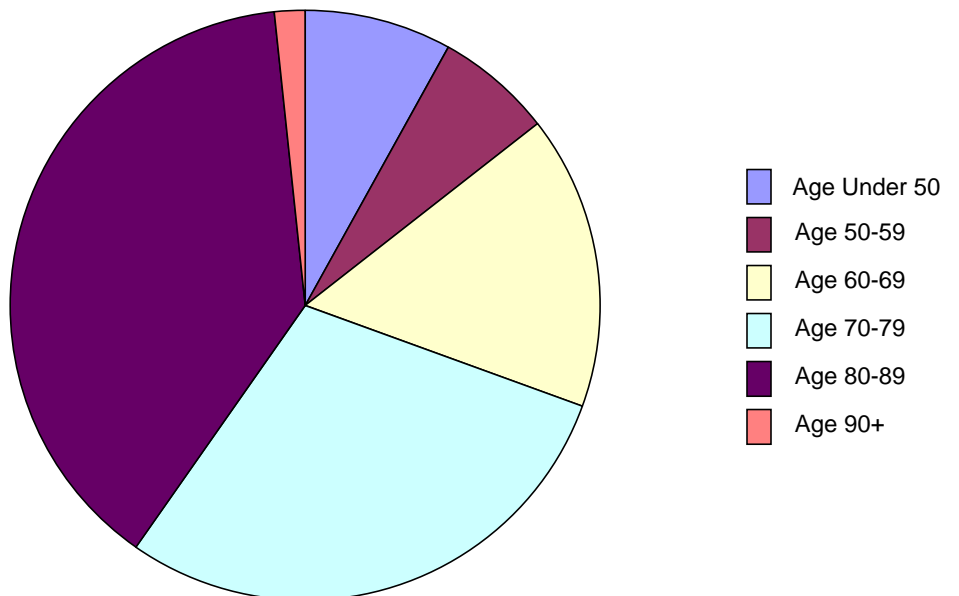
### Breakdown of the 309 Clients who did not participate

Reason	Client Numbers	Percentage	Percentage of Total Client Base
Declined	3	1%	0.06%
Contact details changed / obsolete	68	22%	1.6%
No answer after 3 attempts	113	37%	2.5%
Have not used service yet	63	20%	1.5%
Clients exited from database	22	7%	0.5%
Phone disconnected	40	13%	0.84%
<b>TOTAL</b>	<b>309</b>	<b>100%</b>	<b>7%</b>

### Age Demographics of clients surveyed

LGA	Under 50	50-59	60-69	70-79	80-89	90+	Interpreter	Total
Campbelltown	5	4	10	18	25	1	4	63
Camden		2	1	3	18	1	0	25
Wollondilly		1	2	4	5		0	12
Liverpool	7	3	20	25	21	2	2	78
Fairfield	2	3	11	19	18	1	1	54
<b>Total</b>	<b>14</b>	<b>13</b>	<b>44</b>	<b>69</b>	<b>87</b>	<b>5</b>	<b>7</b>	<b>232</b>

### Age Demographics of Clients Surveyed



## Questions asked in Telephone Survey

- Q1. How would you rate our ability to meet your transport needs?
- Q2. What purpose do you use Community Transport?
- Q3. Have the office staff provided you with sufficient information about services to be provided?
- Q4. If the office staff were NOT able to give the information straight away, did they get back to you?
- Q5. Did the Drivers provide you with appropriate support and assistance?
- Q6. Were the vehicles suitable for your needs?
- Q7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am
- Q8. Would it help you if we started providing services later in the afternoon / evening?  
e.g. 7pm
- Q9. Would it help you if we started providing services on weekends?
- Q10. If 'yes' for weekend transport would you need – Saturday, Sunday or Both?
- Q11. C.T. undertakes consultations every two years – for future consultations would you prefer?
- Telephone Survey
  - Written Survey
  - Meeting/Info Session
  - All day event
- Q12. Is there any other type of transport that we could provide to support your transport needs?

*Are there any other comments you would like to make?*

# Telephone Survey 2007

## Collective Responses from the 5 Local Government Areas – 232 Clients Responded

*\* Refer to individual LGA's for client comments / issues*

	Client numbers	Percentage
<i>Question 1. How would you rate our ability to meet your transport needs?</i>		
<b>Response</b>		
Excellent	187	80%
Satisfactory	35	15%
Unsatisfactory	10*	5%

*Question 2. What purpose do you use Community Transport?*

	Client numbers	Percentage
<b>Response</b>		
Health Related	155	67%
Social	31	13%
Shopping	17	7%
Multiple Reasons	29	13%

*Question 3. Have the office staff provided you with sufficient information about services to be provided?*

	Client numbers	Percentage
<b>Response</b>		
Excellent	158	68%
Satisfactory	69	30%
Unsatisfactory	5*	2%

*Question 4. If the office staff were NOT able to give the information straight away, did they get back to you?*

	Client numbers	Percentage
<b>Response</b>		
Not applicable	231	99.5%
Not at all	1	0.5%

*Question 5. Did the Drivers provide you with appropriate support and assistance?*

	Client numbers	Percentage
<b>Response</b>		
Excellent	211	91%
Satisfactory	20	8.5%
Unsatisfactory	1*	0.5%

*Question 6. Were the vehicles suitable for your needs?*

*Collective Responses (Con't)*

**Response**

Excellent	158	68%
Satisfactory	71	30%
Unsatisfactory	3*	2%

*Question 7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am*

**Response**

Yes	48	21%
No	181	78%
Maybe	3	1%

*Question 8. Would it help you if we started providing services later in the afternoon/  
evening? e.g. 7pm*

**Response**

Yes	61	26%
No	168	73%
Maybe	3	1%

*Question 9. Would it help you if we started providing services on weekends?*

**Response**

Yes	98	42%
No	134	58%

*Question 10. Of the 98 clients who answered 'Yes' to Q9 the preference was for*

**Response**

Saturday	7	7%
Sunday	7	7%
Both	84	86%

*Question 11. C.T. undertakes consultations every two years – For future consultations would  
you prefer:- Telephone Survey, Written Survey, Meeting/Info Session or All day  
event?*

**Response**

Telephone	213	92%
Written	16	7%
Meeting	3	1%
All day event	0	0%

*Question 12. Is there any other type of transport that we could provide to support your  
transport needs?*

**Response**

Yes	10	4%
No	222	96%

## **General observations from the Telephone survey as an overall**

- Did not have to explain to clients who South West Community Transport was
- A good chance to update database – as we were able to contact clients direct and they would let you know any change of circumstances
- Some clients who had not used our service for over 12 months (maybe not at all yet) were pleased they were still on our database and requested that their details remain on our database
- It was a good PR exercise as well – clients took advantage of the opportunity to speak to a staff member and ask questions about the services
- Drivers are very well respected by clients and their support and assistance is very much appreciated
- The large majority of need identified by clients was for transport to health related appointments – (67%)
- Clients, overwhelmingly, would prefer a telephone survey as opposed to written survey – (92%)
- Clients expressed gratitude for service as it gives them the opportunity to remain independent
- A large number of clients commented that the wait to get through to bookings was too long and also that the staff sometimes sound rushed on the phone
- Clients are very happy with the service and have passed on the name and number of the service to friends and neighbours

## Responses from CAMPBELLTOWN Local Government Area – 63 Clients Responded

Client numbers	Percentage	Collective Responses From the 5 LGA's
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*Question 1. How would you rate our ability to meet your transport needs?*

**Response**

Excellent	45	71%	80%
Satisfactory	14	21%	15%
Unsatisfactory	4*	8%	5%

*\* Unmet Transport requests*

*Question 2. What purpose do you use Community Transport?*

**Response**

Health Related	41	65%	67%
Social	10	16%	13%
Shopping	4	6%	7%
Multiple Reasons	8	13%	13%

*Question 3. Have the office staff provided you with sufficient information about services to be provided?*

**Response**

Excellent	44	70%	68%
Satisfactory	18	29%	30%
Unsatisfactory	1*	1%	2%

*\* Client was not told a fare would be charged for transport*

*Question 4. If the office staff were NOT able to give the information straight away, did they get back to you?*

**Response**

Not applicable	63	100%	99.5%
Not at all	0	0%	0.5%

*Question 5. Did the Drivers provide you with appropriate support and assistance?*

**Response**

Excellent	57	91%	91%
Satisfactory	6	9%	8.5%
Unsatisfactory	0	0%	0.5%

**Question 6. Were the vehicles suitable for your needs?**

<b>Response</b>			
Excellent	44	70%	68%
Satisfactory	19	30%	30%
Unsatisfactory	0	0%	2%

**Question 7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am**

<b>Response</b>			
Yes	13	21%	21%
No	50	79%	78%
Maybe	0	0%	0%

**Question 8. Would it help you if we started providing services later in the afternoon /  
evening? e.g. 7pm**

<b>Response</b>			
Yes	12	19%	26%
No	51	81%	73%
Maybe	0	0%	1%

**Question 9. Would it help you if we started providing services on weekends?**

<b>Response</b>			
Yes	25	40%	42%
No	38	60%	58%

**Question 10. Of the 25 clients who answered 'Yes' to Q9 the preference was for**

<b>Response</b>			
Saturday	11	44%	7%
Sunday	2	8%	7%
Both	12	48%	86%

**Question 11. C.T. undertakes consultations every two years – For future consultations would  
you prefer:- Telephone Survey, Written Survey, Meeting/Info Session or All day  
event?**

<b>Response</b>			
Telephone	52	83%	92%
Written	8	13%	7%
Meeting	3	4%	1%

Question 12. Is there any other type of transport that we could provide to support your transport needs?

Yes	7*	12%	4%
No	56	88%	96%

*\* Transport home from hospital after a procedure – Transport to and from Chemotherapy Treatment – Transport Out of Area to Five Dock to visit relatives – One client suggested having a social outing to the Campbelltown Art Gallery*

## General Observations about Campbelltown LGA

- Clients did not feel they needed services earlier in the morning or later in the evening as they are aware of the hours we operate, and as a large percentage of our service provided is for health related transport, clients make their appointments within our operating hours
- The clients who stated they did not require transport on the weekends commented they have family to provide transport for them on weekends
- Clients are not happy with Minto Mall as a destination for the fortnightly shopping trip as several shops have closed and they are not comfortable with the current environment

## Responses from CAMDEN Local Government Area – 25 Clients Responded

Client numbers	Percentage	Collective Responses From the 5 LGA's
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*Question 1. How would you rate our ability to meet your transport needs?*

Response	Client numbers	Percentage	Collective Responses From the 5 LGA's
Excellent	21	84%	80%
Satisfactory	3	12%	15%
Unsatisfactory	1*	4%	5%

*\* Not satisfied that a Taxi was sent for transport*

*Question 2. What purpose do you use Community Transport?*

Response	Client numbers	Percentage	Collective Responses From the 5 LGA's
Health Related	21	84%	67%
Social	0	0%	13%
Shopping	1	4%	7%
Multiple Reasons	3	12%	13%

*Question 3. Have the office staff provided you with sufficient information about services to be provided?*

Response	Client numbers	Percentage	Collective Responses From the 5 LGA's
Excellent	21	84%	68%
Satisfactory	4	16%	30%
Unsatisfactory	0	0%	2%

*Question 4. If the office staff were NOT able to give the information straight away, did they get back to you?*

Response	Client numbers	Percentage	Collective Responses From the 5 LGA's
Not applicable	25	100%	99.5%
Not at all	0	0%	0.5%

*Question 5. Did the Drivers provide you with appropriate support and assistance?*

Response	Client numbers	Percentage	Collective Responses From the 5 LGA's
Excellent	23	92%	91%
Satisfactory	1	4%	8.5%
Unsatisfactory	1*	4%	0.5%

*\* Not satisfied that a Taxi was sent for transport*

**Question 6. Were the vehicles suitable for your needs?**

<b>Response</b>			
Excellent	18	72%	68%
Satisfactory	6	24%	30%
Unsatisfactory	1*	4%	2%

*\*Taxi was sent for transport*

**Question 7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am**

<b>Response</b>			
Yes	3	12%	21%
No	22	88%	78%
Maybe	0	0%	1%

**Question 8. Would it help you if we started providing services later in the afternoon/  
evening? e.g. 7pm**

<b>Response</b>			
Yes	3	12%	26%
No	22	88%	73%
Maybe	0	0%	1%

**Question 9. Would it help you if we started providing services on weekends?**

<b>Response</b>			
Yes	9	36%	42%
No	16	64%	58%

**Question 10. Of the 9 clients who answered 'Yes' to Q9 the preference was for**

<b>Response</b>			
Saturday	3	33%	7%
Sunday	1	11%	7%
Both	5	56%	86%

**Question 11. C.T. undertakes consultations every two years – For future consultations would  
you prefer:- Telephone Survey, Written Survey, Meeting/Info Session or All day  
event?**

<b>Response</b>			
Telephone	22	88%	92%
Written	2	8%	7%
Meeting	1	4%	1%

*Question 12. Is there any other type of transport that we could provide to support your transport needs?*

Yes	2*	8%	4%
No	23	92%	96%

*\* Transport to Ryde on Sundays to visit relatives –Transport to Liverpool on Sundays to go to Church*

## **General Observations about Camden LGA**

- The clients who stated they did not require transport on the weekends commented they have family to provide transport for them on weekends
- A larger percentage of clients surveyed in the Camden area use the service for Health Related transport (84%) – Compared to the collective response percentage of (67%)
- A lower percentage of clients surveyed in the Camden area use the service for Social outings (0%) – Compared to the collective response percentage of (13%)

## Responses from WOLLONDILLY Local Government Area – 12 Clients Responded

Client  
numbers

Percentage

*Collective  
Responses  
From the 5  
LGA's*

*Question 1. How would you rate our ability to meet your transport needs?*

**Response**

Excellent	12	100%	80%
Satisfactory	0	0%	15%
Unsatisfactory	0	0%	5%

*Question 2. What purpose do you use Community Transport?*

**Response**

Health Related	7	59%	67%
Social	1	7%	13%
Shopping	2	17%	7%
Multiple Reasons	2	17%	13%

*Question 3. Have the office staff provided you with sufficient information about services to be provided?*

**Response**

Excellent	10	83%	68%
Satisfactory	2	17%	30%
Unsatisfactory	0	0%	2%

*Question 4. If the office staff were NOT able to give the information straight away, did they get back to you?*

**Response**

Not applicable	12	100%	99.5%
Not at all	0	0%	0.5%

*Question 5. Did the Drivers provide you with appropriate support and assistance?*

**Response**

Excellent	12	100%	91%
Satisfactory	0	0%	8.5%
Unsatisfactory	0	0%	0.5%

**Question 6. Were the vehicles suitable for your needs?**

<b>Response</b>			
Excellent	10	83%	68%
Satisfactory	2	17%	30%
Unsatisfactory	0	0%	2%

**Question 7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am**

<b>Response</b>			
Yes	3	25%	21%
No	9	75%	78%
Maybe	0	0%	1%

**Question 8. Would it help you if we started providing services later in the afternoon /  
evening? e.g. 7pm**

<b>Response</b>			
Yes	3	25%	26%
No	9	75%	73%
Maybe	0	0%	1%

**Question 9. Would it help you if we started providing services on weekends?**

<b>Response</b>			
Yes	7	58%	42%
No	5	42%	58%

**Question 10. Of the 7 clients who answered 'Yes' to Q9 the preference was for**

<b>Response</b>			
Saturday	1	14%	7%
Sunday	0	0%	7%
Both	6	86%	86%

**Question 11. C.T. undertakes consultations every two years – For future consultations would  
you prefer:- Telephone Survey, Written Survey, Meeting/Info Session or All day  
event?**

<b>Response</b>			
Telephone	10	83%	92%
Written	2	17%	7%
Meeting	0	0%	1%

Question 12. Is there any other type of transport that we could provide to support your transport needs?

Yes	1*	8%	4%
No	11	92%	96%

\* Transport to the Airport

## General Observations about Wollondilly LGA

- Wollondilly clients recorded a 100% response to our ability to meet transport needs as excellent
- A higher percentage of clients surveyed in the Wollondilly area expressed an interest in services being provided on the weekends (58%) – Compared to the collective response percentage of (42%)

## Responses from LIVERPOOL Local Government Area – 78 Clients Responded

Client numbers	Percentage	Collective Responses From the 5 LGA's
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*Question 1. How would you rate our ability to meet your transport needs?*

**Response**

Excellent	61	78%	80%
Satisfactory	14	18%	15%
Unsatisfactory	3*	4%	5%

*\* Transport to Hospital*

*Question 2. What purpose do you use Community Transport?*

**Response**

Health Related	54	69%	67%
Social	12	15%	13%
Shopping	4	5%	7%
Multiple Reasons	8	11%	13%

*Question 3. Have the office staff provided you with sufficient information about services to be provided?*

**Response**

Excellent	51	65%	68%
Satisfactory	23	30%	30%
Unsatisfactory	4*	5%	2%

*\* 2 Clients felt office staff are abrupt – Client advised to contact Hospital Transport before booking Community Transport*

*Question 4. If the office staff were NOT able to give the information straight away, did they get back to you?*

**Response**

Not applicable	77	99%	99.5%
Not at all	1*	1%	0.5%

*\* Insufficient information given regarding Hospital Transport*

**Question 5. Did the Drivers provide you with appropriate support and assistance?**

<b>Response</b>			
Excellent	74	95%	91%
Satisfactory	4	5%	8.5%
Unsatisfactory	0	0%	0.5%

**Question 6. Were the vehicles suitable for your needs?**

<b>Response</b>			
Excellent	49	63%	68%
Satisfactory	28	36%	30%
Unsatisfactory	1*	1%	2%

\* Client would prefer a car rather than a bus

**Question 7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am**

<b>Response</b>			
Yes	17	22%	21%
No	59	76%	78%
Maybe	2	2%	1%

**Question 8. Would it help you if we started providing services later in the afternoon / evening? e.g. 7pm**

<b>Response</b>			
Yes	25	32%	26%
No	51	66%	73%
Maybe	2	2%	1%

**Question 9. Would it help you if we started providing services on weekends?**

<b>Response</b>			
Yes	35	45%	42%
No	43	55%	58%

**Question 10. Of the 35 clients who answered 'Yes' to Q9 the preference was for**

<b>Response</b>			
Saturday	9	14%	7%
Sunday	1	0%	7%
Both	25	86%	86%

**Question 11. C.T. undertakes consultations every two years – For future consultations would you prefer:- Telephone Survey, Written Survey, Meeting/Info Session or All day event?**

**Response**

Telephone	68	87%	92%
Written	9	12%	7%
Meeting	1	1%	1%

**Question 12. Is there any other type of transport that we could provide to support your transport needs?**

Yes	11*	14%	4%
No	67	86%	96%

*\* Transport to Airport – Transport home from late appointments – Transport to a variety of Shopping Centres – Transport to Clubs on weekends*

## General Observations about Liverpool LGA

- A large percentage of clients surveyed in the Liverpool area expressed a need for longer working hours in the afternoon as they have trouble being transported home from late appointments (32%) – Compared to the collective response percentage of (26%)
- One client commented they would like to go to Aldi for shopping occasionally

## Responses from FAIRFIELD Local Government Area – 54 Clients Responded

Client numbers	Percentage	Collective Responses From the 5 LGA's
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*Question 1. How would you rate our ability to meet your transport needs?*

**Response**

Excellent	46	85%	80%
Satisfactory	6	11%	15%
Unsatisfactory	2*	4%	5%

\* *Unmet transport*

*Question 2. What purpose do you use Community Transport?*

**Response**

Health Related	35	64%	67%
Social	6	11%	13%
Shopping	5	10%	7%
Multiple Reasons	8	15%	13%

*Question 3. Have the office staff provided you with sufficient information about services to be provided?*

**Response**

Excellent	34	63%	68%
Satisfactory	20	37%	30%
Unsatisfactory	0	0%	2%

*Question 4. If the Office staff were NOT able to give the information straight away, did they get back to you?*

**Response**

Not applicable	54	100%	99.5%
Not at all	0	0%	0.5%

*Question 5. Did the Drivers provide you with appropriate support and assistance?*

**Response**

Excellent	45	83%	91%
Satisfactory	9	17%	8.5%
Unsatisfactory	0	0%	0.5%

*Question 6. Were the vehicles suitable for your needs?*

<b>Response</b>			
Excellent	38	70%	68%
Satisfactory	15	28%	30%
Unsatisfactory	1*	2%	2%

*\* The aisle in the bus was too small to maneuver to seat*

*Question 7. Would it help you if we started providing services earlier in the morning?  
e.g. Start at 7am*

<b>Response</b>			
Yes	11	20%	21%
No	42	78%	78%
Maybe	1	2%	1%

*Question 8. Would it help you if we started providing services later in the afternoon /  
evening? e.g. 7pm*

<b>Response</b>			
Yes	20	37%	26%
No	33	61%	73%
Maybe	1	2%	1%

*Question 9. Would it help you if we started providing services on weekends?*

<b>Response</b>			
Yes	24	44%	42%
No	30	56%	58%

*Question 10. Of the 24 clients who answered 'Yes' to Q9 the preference was for*

<b>Response</b>			
Saturday	2	8%	7%
Sunday	3	12%	7%
Both	19	80%	86%

*Question 11. C.T. undertakes consultations every two years – For future consultations would  
you prefer:- Telephone Survey, Written Survey, Meeting/Info Session or All day  
event?*

<b>Response</b>			
Telephone	48	88%	92%
Written	5	10%	7%
Meeting	1	2%	1%

Question 12. Is there any other type of transport that we could provide to support your transport needs?

Yes	4*	7%	4%
No	50	93%	96%

\* Variety for shopping trips – Transport home after late appointments

## General Observations about Fairfield LGA

- A large percentage of clients surveyed in the Fairfield area expressed a need for longer working hours in the afternoon as they have trouble being transported home from late appointments (37%) – Compared to the collective response percentage of (26%)
- Clients also requested variety in the destinations for shopping trips eg Bonnyrigg one fortnight and Greenfield the next

## **Actions taken as a result of the Survey**

- A number of the latest Newsletters were sent to clients – as they expressed an interest in having one sent to them
- A few re-assessments were passed on to the assessment team – after talking to clients it was realized a re-assessment would be needed
- There were 2 complaints about the office staff – issue was addressed in our staff meeting and will be monitored. Further strategies to be developed to support staff during peak times
- A client stated they had received a letter regarding our self drive program and would be interested – this client was passed on to the staff member in charge who handles the self drive program
- A large number of clients asked about our Out of Area transport as they had just read about it in the newsletter. It was very beneficial to speak to them regarding this and explain in detail
- One client asked about being able to use our wheelchair while going shopping etc – Confirmed policy with Executive Officer and passed information on to client
- One client commented they were unable to go shopping as they need a carer – the phone number for Homecare was given to this client
- Client requested no Taxi – request was noted on trips on this clients information
- Client made mention that she is being dropped off at the Catholic Club too early – information was passed on to Team Leader of bookings staff and run times were adjusted

## **Example of Positive Comments Received During Survey**

- Very happy with service and always found staff and drivers most helpful
- One of the best services she has ever had but would like transport home from late appointments.
- Would like to compliment us on our excellent service
- Impressed with the fact that, as a carer, she is entitled to use the service in her own right
- Staff are wonderful
- Everybody is so pleasant and kind
- Client very happy with service and most appreciative
- Client feels it would be hard to improve on such a good service
- Client is very appreciative of the excellent service provided
- Service is A1
- Can not fault the service
- Client very happy with service and can not speak highly enough of it
- Client very happy with service & has recommended it to his neighbours
- Very courteous staff & helpful service
- Client commented he could not cope without service
- Client thinks this is an excellent service and is very appreciative
- Very grateful for service
- Excellent community service
- Marvellous service
- Very beneficial service
- Found the process of registering very easy

*\* Full list of positive comments recorded, available on request*

**Thank you to all the clients  
who participated in the  
2007 Consultation Process**