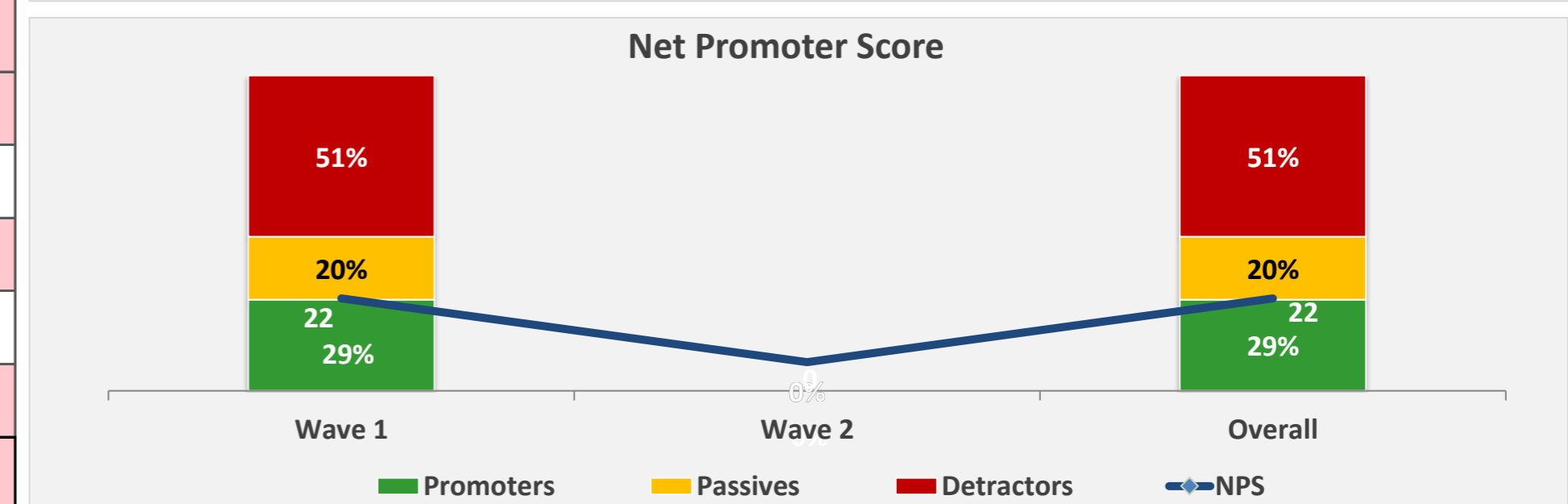# STAR TRACKER DASHBOARD REPORT FOR WAVE 1 - 2019/20
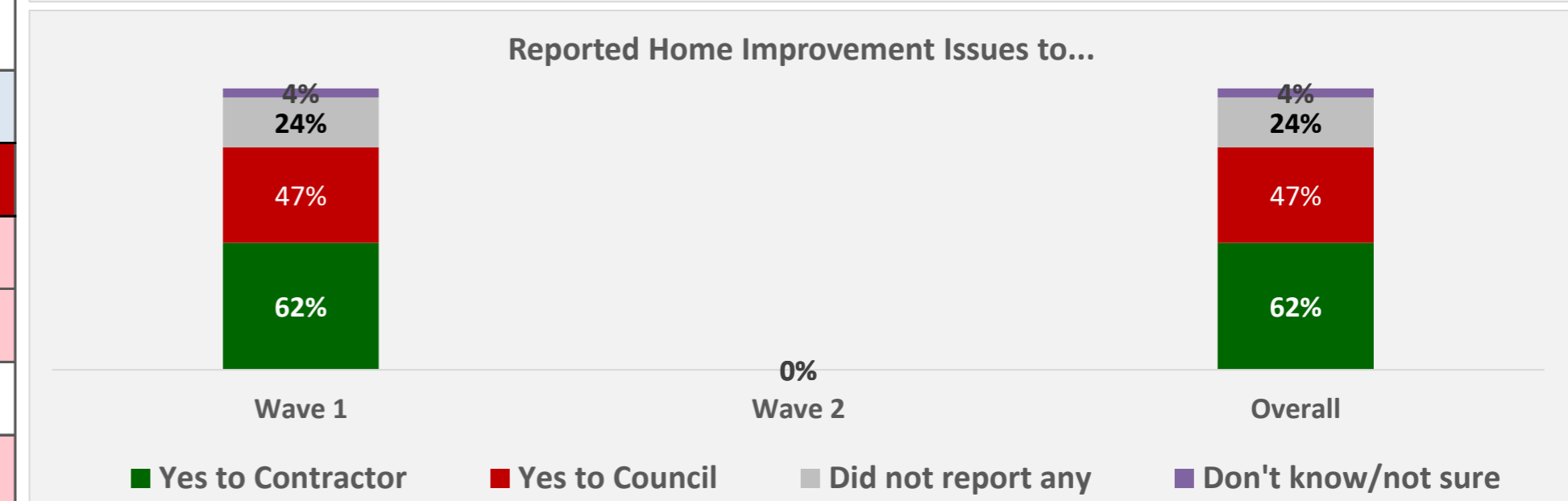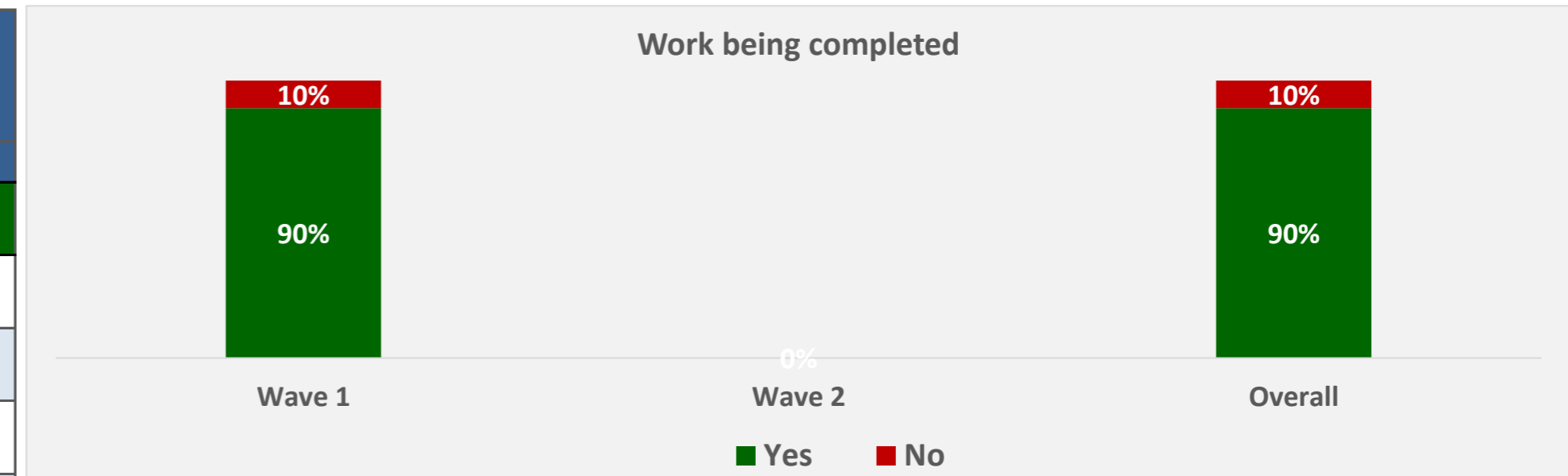
	Wave 1	Wave 2	Overall
Sample base:	50	0	50
Service Areas			
Satisfaction with information received before start of the work	60%		60%
Satisfaction with the products made available	52%		52%
Satisfaction with the choice of products given	75%		75%
Satisfaction with being kept informed well during the works	49%		49%
Satisfaction that the contractor kept home clean and tidy during the works	53%		53%
Satisfaction with the time taken to complete the work on the property	47%		47%
Satisfaction with the council dealing with the reported issues	67%		67%
Satisfaction with the contractor dealing with the reported issues	39%		39%
Ease of contacting the council if work related information was needed	64%		64%
Satisfaction with quality of the finished work	56%		56%
Satisfaction with the overall service provided by the contractor	58%		58%
Net Promoter Score	22		22
Areas of Improvement			
Dissatisfaction with information received before start of the work	29%		29%
Dissatisfaction with the products made available	36%		36%
Dissatisfaction with the choice of products given	5%		5%
Dissatisfaction with being kept informed well during the works	40%		40%
Dissatisfaction that the contractor kept home clean and tidy during the works	33%		33%
Dissatisfaction with the time taken to complete the work on the property	47%		47%
Dissatisfaction with the council dealing with the reported issues	24%		24%
Dissatisfaction with the contractor dealing with the reported issues	36%		36%
Ease of contacting the council if work related information was needed	24%		24%
Dissatisfaction with quality of the finished work	27%		27%
Dissatisfaction with the overall service provided by the contractor	36%		36%

Work being completed

	Wave 1	Wave 2	Overall
No	10%		10%
Yes	90%	0%	90%

Legend: ■ Yes ■ No

Being given choice of products

	Wave 1	Wave 2	Overall
Don't know	4%		4%
No	51%		51%
Yes	44%	0%	44%

Legend: ■ Yes ■ No ■ Don't know

Reported Home Improvement Issues to...

	Wave 1	Wave 2	Overall
Don't know/not sure	4%		4%
Did not report any	24%		24%
Yes to Council	47%		47%
Yes to Contractor	62%	0%	62%

Legend: ■ Yes to Contractor ■ Yes to Council ■ Did not report any ■ Don't know/not sure

Net Promoter Score

	Wave 1	Wave 2	Overall
Detractors	51%		51%
Passives	20%		20%
Promoters	29%	0%	29%
NPS	22		22

Legend: ■ Promoters ■ Passives ■ Detractors ■ NPS

What is the Net Promoter Score customer satisfaction measurement?

Net Promoter Score®, or NPS®, measures customer experience. This is a proven metric and now provides a core measurement for customer experience management programs around the world.
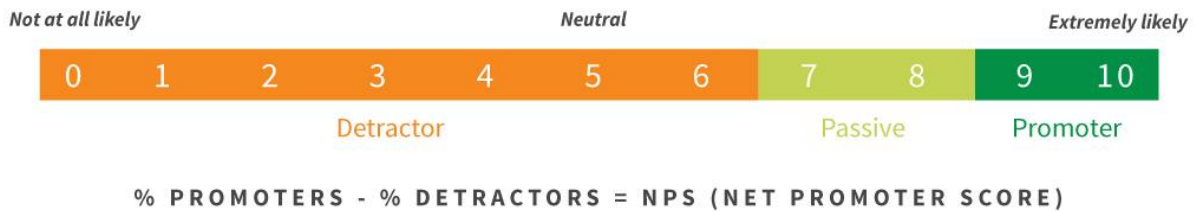
The NPS Calculation

Calculating NPS using the answer to a key question, using a 0-10 scale: How likely is it that you would recommend Oadby and Wigston Borough Council as a service provider?

Respondents are grouped as follows:

- **Promoters** (score 9-10) are loyal to us and will promote how good we are.

- **Passives** (score 7-8) are satisfied but unenthusiastic customers who will not push the status quo.

- **Detractors** (score 0-6) are unhappy customers who can damage us by negative word-of-mouth.

  Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).