

## Appendix C

### Client Satisfaction Questionnaires (April 2023 to March 2024)

Audit Review Area	Job Code	Date CSQ Received	Average Score
Abbey Wood Nursery	2022/SPR/352	15/03/23	5.0
ACL Framework and Commissioning	2022/SR/587	18/05/23	5.0
Event Management - Follow Up	2020/RT/080	02/06/23	4.9
SENDIASS	2020/SR/512	19/06/23	5.0
Council Tax 2022/23	2022/SR/562	19/06/23	5.0
Council Tax Support 2022/23	2022/SR/563	11/09/23	5.0
Pension Fund Management 2022/23	2022/SR/568	26/09/23	5.0
Newhaven School	2023/SPR/380	06/12/23	5.0
Gallions Mounts Primary	2023/SPR/373	18/12/23	5.0
Cardwell Primary	2023/SPR/372	20/12/23	4.3
Residential Care Provision	2020/SR/539	12/02/24	4.0
Travel Expenses	2023/SR/630	14/02/24	4.5
Mental Health Care Packages – Section 117	2022/SR/591	15/02/24	4.6
Rachel McMillan Nursery School	2023/SPR/382	08/03/24	5.0
Our Lady of Grace RC Primary	2023/SPR/381	25/03/24	5.0
Morden Mount Primary	2023/SPR/378	26/03/24	5.0
<b>Average Score</b>			<b>4.8</b>