

Quality: Lessons from a User Survey

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Summary

A survey of service users carried out on behalf of the Probation Board for Northern Ireland (PBNI) by independent consultants in 2003/04 found high levels of satisfaction and evidence of adherence to practice standards which was consistent with evidence from internally collected key performance data. The survey has also usefully identified areas for improvement and provides the basis for continued monitoring of organisational performance from a user's perspective.

Keywords Service users, user satisfaction, practice standards, business improvement.