

GDN customer satisfaction survey results

Period: Q4 2006-07

REPLACEMENT				
Qu 5: Duration of the interruption				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	3.83	3.99	3.67
	London	3.25	3.50	3.00
	North West	3.45	3.69	3.21
	West Midlands	3.66	3.84	3.48
NGN	North of England	3.59	3.77	3.41
SGN	Scotland	3.93	4.11	3.75
	South of England	3.69	3.87	3.51
WWU	Wales & West	3.87	4.11	3.63
Qu 7: Advance notification of work				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	4.15	4.27	4.03
	London	3.76	3.98	3.54
	North West	3.94	4.12	3.76
	West Midlands	4.05	4.19	3.91
NGN	North of England	4.12	4.24	4.00
SGN	Scotland	4.12	4.26	3.98
	South of England	4.02	4.16	3.88
WWU	Wales & West	4.27	4.41	4.13
Qu 8: Communication from the GDN				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	3.82	3.98	3.66
	London	3.40	3.64	3.16
	North West	3.70	3.88	3.52
	West Midlands	3.87	4.01	3.73
NGN	North of England	3.90	4.04	3.76
SGN	Scotland	3.77	3.93	3.61
	South of England	3.66	3.82	3.50
WWU	Wales & West	3.82	4.02	3.62
Qu 9: Skill and professionalism of workforce				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	4.02	4.18	3.86
	London	3.69	3.93	3.45
	North West	3.92	4.10	3.74
	West Midlands	4.08	4.22	3.94
NGN	North of England	3.98	4.14	3.82
SGN	Scotland	4.01	4.17	3.85
	South of England	3.99	4.13	3.85
WWU	Wales & West	4.13	4.31	3.95
Qu 10: Overall quality of work				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	3.99	4.15	3.83
	London	3.64	3.86	3.42
	North West	3.81	4.01	3.61
	West Midlands	4.03	4.17	3.89
NGN	North of England	3.88	4.04	3.72
SGN	Scotland	3.98	4.14	3.82
	South of England	3.85	4.01	3.69
WWU	Wales & West	4.12	4.30	3.94
Combined score				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	3.96	4.02	3.90
	London	3.55	3.65	3.45
	North West	3.76	3.85	3.67
	West Midlands	3.94	4.00	3.88
NGN	North of England	3.89	3.96	3.82
SGN	Scotland	3.96	4.03	3.89
	South of England	3.84	3.91	3.78
WWU	Wales & West	4.04	4.12	3.96

REPAIR				
Qu 5: Duration of the interruption				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	3.79	4.03	3.55
	London	3.38	3.67	3.09
	North West	3.49	3.74	3.24
	West Midlands	3.60	3.80	3.40
NGN	North of England	3.67	3.92	3.42
SGN	Scotland	3.51	3.78	3.24
	South of England	3.61	3.94	3.28
WWU	Wales & West	3.39	3.66	3.12
Qu 6: Communication from the GDN				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	3.97	4.15	3.79
	London	3.57	3.82	3.32
	North West	3.74	3.98	3.50
	West Midlands	4.02	4.20	3.84
NGN	North of England	3.86	4.06	3.66
SGN	Scotland	3.60	3.82	3.38
	South of England	3.62	3.87	3.37
WWU	Wales & West	3.72	3.96	3.48
Qu 7: Skill and professionalism of workforce				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	4.33	4.49	4.17
	London	3.92	4.14	3.70
	North West	4.19	4.39	3.99
	West Midlands	4.25	4.41	4.09
NGN	North of England	4.22	4.40	4.04
SGN	Scotland	3.88	4.08	3.68
	South of England	4.06	4.26	3.86
WWU	Wales & West	4.30	4.46	4.14
Qu 8: Overall quality of work				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	4.31	4.47	4.15
	London	3.88	4.10	3.66
	North West	4.08	4.28	3.88
	West Midlands	4.23	4.39	4.07
NGN	North of England	4.15	4.33	3.97
SGN	Scotland	3.99	4.17	3.81
	South of England	4.02	4.22	3.82
WWU	Wales & West	4.25	4.41	4.09
Combined score				
GDN	Network	Mean	Upper CI	Lower CI
NGG	East of England	4.10	4.18	4.02
	London	3.69	3.80	3.58
	North West	3.87	3.96	3.78
	West Midlands	4.03	4.10	3.96
NGN	North of England	3.97	4.06	3.88
SGN	Scotland	3.75	3.84	3.66
	South of England	3.83	3.94	3.72
WWU	Wales & West	3.91	4.00	3.83