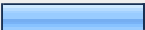




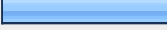




4. What do you consider the worst part of our service

	Response Count
	927
<i>answered question</i>	927
<i>skipped question</i>	114

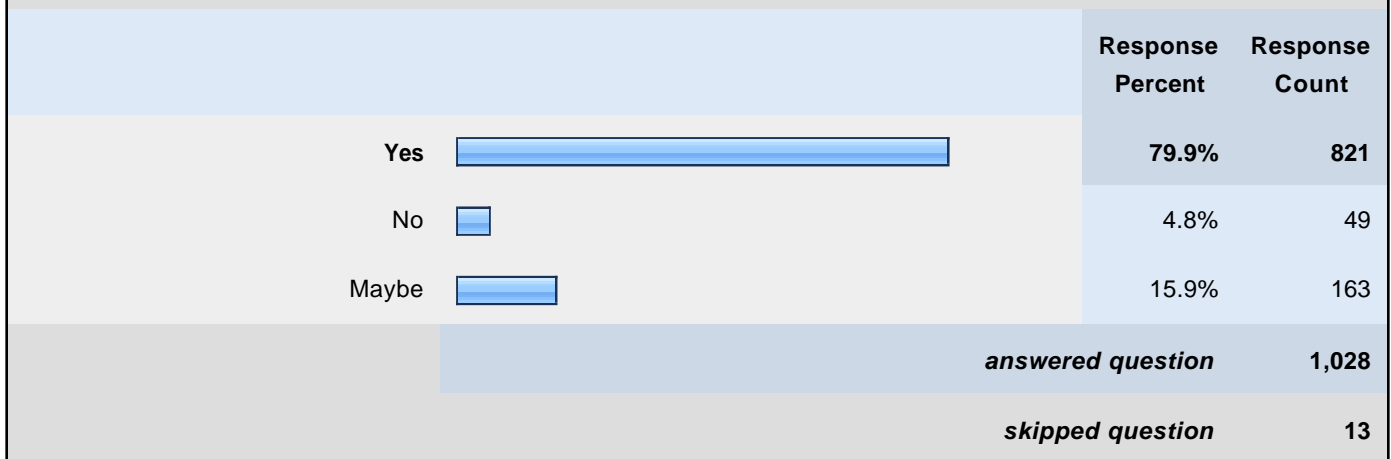
5. How did you hear about our service?

	Response Percent	Response Count
Poster 	22.5%	233
Flyer 	7.9%	82
Prison Staff 	10.9%	113
Via a prisoner 	39.7%	411
Press article 	1.4%	14
other 	26.7%	277
<i>answered question</i>		1,036
<i>skipped question</i>		5

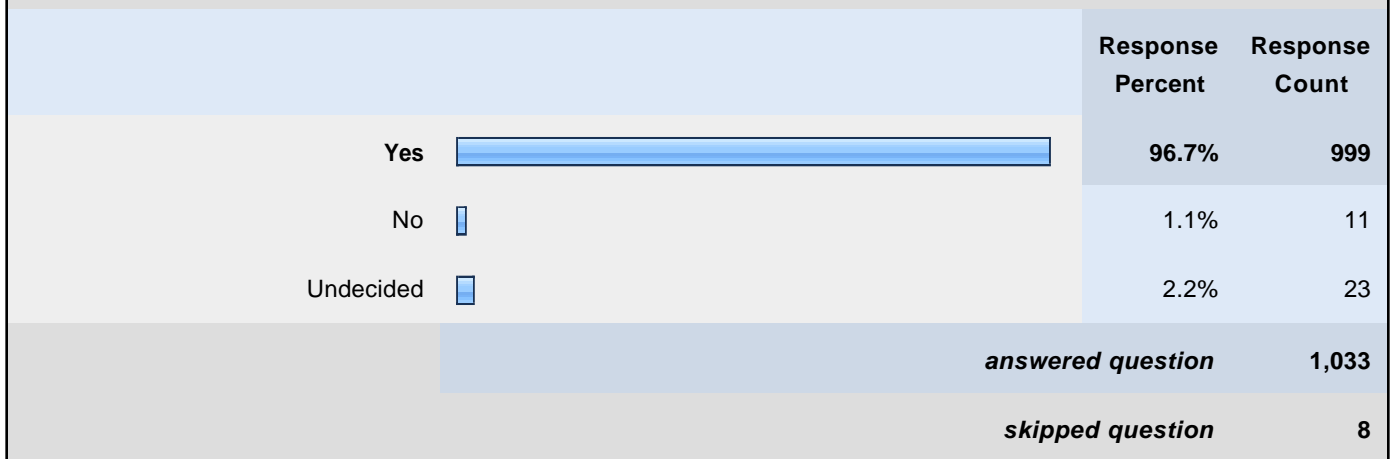
6. Would you recommend our service to others

	Response Percent	Response Count
Yes 	98.0%	996
No 	2.0%	20
<i>answered question</i>		1,016
<i>skipped question</i>		25

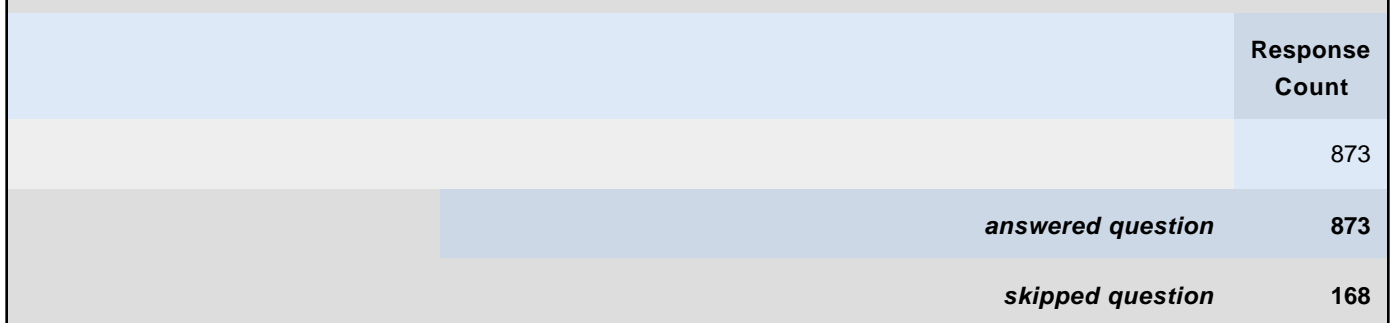
7. If you had the option to be able to send money to a prisoner via Email a Prisoner would you use such a service?








8. Would you benefit from a two-way service? (Prisoners being able to send a message back to you)



9. How could we improve the service for you?



10. Please rate our overall performance

	Response Percent	Response Count
Very good 	62.6%	649
Good 	32.8%	340
Average 	3.6%	37
Poor 	0.9%	9
Very poor 	0.1%	1
	<i>answered question</i>	1,036
	<i>skipped question</i>	5