

## Appendix B: 2022 Satisfaction Scores

The 2022 survey asked eight questions, with satisfaction scored between 'excellent' (5) and 'poor' (0). An average score of 3 or better indicated overall more scores were 'satisfactory' or better.

Question	Average score
What is your level of satisfaction for Building, Installations and Asset Management?	3.43
What is your level of satisfaction for Cleaning and Waste Management?	3.71
What is your level of satisfaction for Grounds Maintenance?	3.60
What is your level of satisfaction for Security and Health and Safety?	3.39
What is your level of satisfaction for Caretaking Services?	2.97
What is your level of satisfaction for Utilities Management?	3.55
What is your level of satisfaction of Furniture, Fittings and Equipment provided by the Contractor?	3.95
What is your level of satisfaction of the Catering Provision (Secondary Schools Only)?	5.30

Details of responses to the questions are given below.





