

# In 2016 LGIS members told us that...

LGIS have maintained a **strong** Corporate Reputation

**92**



1

The strength of LGIS continues to lie in its



- ✓ knowledge and expertise
- ✓ local government understanding
- ✓ friendly and approachable people

2



9 in 10 members **trust** LGIS to deliver on their commitments and are likely to **remain members**

3

Members described their relationship with LGIS as:



A great working relationship



Helpful



Professional



Supportive

4



3 in 4 members considered LGIS to deliver well against their expectations of excellent customer service

5

Member satisfaction with the service received from LGIS is extremely high  
**93% were satisfied** ...particularly in the sound advice received



6



members read the Risk Matters magazine and the LGIS updates (electronic newsletter)

7



Increased consultation and member feedback



Proactive with members to provide a service catered to individual needs



High quality service with highly skilled and experienced staff

Delivery against the LGIS core values

Efficiencies

