

Customer Satisfaction Results

Housing & Support Services



Customer Service Centre Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
Overall Satisfaction	98.4%	100%	100%	100%	100%	98.1%	99.2%	98.1%	95.4%	96.2%	92.9%	100%	100%	96.9%
How satisfied were you with the advisor(s) who carried out the call?	98.4%	100%	100%	100%	98.1%	98.1%	99.2%	98.1%	95.5%	100%	94.6%	100%	100%	97.8%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	98.4%	100%	100%	100%	98.0%	96.2%	98.8%	96.0%	98.5%	100%	96.4%	97.8%	100%	98.1%
How satisfied were you with the outcome of your call?	98.3%	90.6%	92.1%	96.7%	95.9%	92.3%	94.2%	90.4%	90.3%	92.3%	90.9%	97.8%	80.8%	90.3%
Were you happy with the length of time it took to answer your call?	83.6%	92.2%	100%	95.3%	98.0%	96.2%	91.8%	94.1%	95.5%	94.3%	90.9%	100%	98.0%	95.3%
Are the current opening hours convenient for you?	100%	100%	94.9%	98.4%	98.0%	98.1%	98.9%	100%	100%	100%	98.2%	97.8%	98.1%	99.1%
Number of surveys	61	52	40	64	52	52	648	52	65	52	56	46	52	323

Customer Access Centre Survey (Coral Drive) Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you overall?	97.8%	100%	100%	100%	100%	100%	99.6%	100%	98.0%	97.4%	100%	100%	100%	99.1%
How satisfied were you with the advisor(s) who dealt with your enquiry?	97.8%	100%	96.4%	100%	100%	100%	99.6%	100%	98.0%	97.5%	100%	100%	100%	99.1%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	100%	100%	100%	100%	100%	100%	99.8%	100%	98.0%	97.4%	100%	100%	97.0%	98.7%
How satisfied were you with the outcome of your visit?	93.2%	94.7%	100%	100%	100%	94.4%	97.4%	100%	93.9%	97.4%	92.1%	94.1%	90.0%	94.7%
Were you happy with the length of time it took to speak to an advisor?	100%	100%	100%	95.2%	100%	97.3%	98.9%	100%	100%	97.5%	97.4%	100%	100%	99.1%
Are the current opening hours convenient for you?	100%	100%	100%	100%	97.0%	100%	99.8%	100%	100%	97.5%	100%	100%	100%	99.6%
Number of surveys	45	41	28	46	34	38	474	37	50	39	39	34	33	232

New Tenant Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you overall?	97.1%	95.7%	100%	97.1%	100%	98.8%	100%	95.8%	96.3%	97.3%	100%	100%	97.8%
How satisfied are you with the condition of the property	93.8%	90.9%	83.3%	88.9%	88.0%	89.8%	88.9%	95.7%	92.6%	88.2%	81.8%	87.1%	90.4%
Was it easy to register for a house?	97.1%	95.7%	100%	97.1%	100%	96.5%	100%	91.8%	100%	100%	100%	93.5%	96.8%
When you viewed your property was this at a time that suited you?	100%	95.5%	100%	97.1%	96.2%	98.0%	100%	100%	100%	97.4%	100%	100%	99.5%
Were you kept informed of any changes to your moving in date?	96.4%	95.0%	100%	97.1%	100%	96.6%	93.6%	92.7%	90.9%	97.4%	66.7%	93.3%	92.3%
Was it explained to you how to pay your rent?	93.9%	100%	79.0%	91.2%	92.3%	92.6%	93.9%	95.8%	100%	97.2%	88.9%	96.4%	96.1%
If applicable, was it explained how to make a claim for benefits?	95.7%	100%	93.8%	88.0%	95.2%	92.9%	83.3%	80.6%	100%	100%	66.7%	85.7%	87.9%
If given the decoration allowance, how easy was it to order/arrange delivery?	100%	100%	100%	100%	100%	100%	100%	96.9%	100%	100%	100%	100%	99.1%
How satisfied are you with the quality of the products	85.7%	100%	100%	93.3%	100%	96.1%	100%	85.7%	100%	88.5%	80.0%	87.5%	89.7%
Number of surveys	35	23	19	35	27	403	33	48	27	37	12	29	186

ASB Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
Overall Satisfaction	83.3%	100%	100%	100%	100%	94.4%	93.0%	93.8%	81.0%	100%	100%	81.3%	83.3%	87.2%
Satisfied with the outcome of your case?	83.3%	83.3%	100%	100%	100%	93.8%	92.1%	93.8%	77.3%	100%	75.0%	87.5%	83.3%	86.0%
Did you receive a copy of your action plan?								33.3%	31.6%	50.0%	25.0%	40.0%	73.3%	43.7%
Satisfaction with being kept informed?	83.3%	83.3%	85.7%	100%	100%	83.3%	89.0%	82.4%	86.4%	90.0%	100%	73.3%	72.2%	81.6%
Number of surveys	12	6	8	1	10	18	129	16	21	10	5	16	18	86

Complaint Feedback Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How Satisfied were you with the complaints process?	45.0%	66.7%	100%	84.6%	82.4%	77.8%	71.9%	62.5%	76.9%	77.8%	58.6%	37.5%	75.0%	64.4%
Were you satisfied with the overall outcome of your complaint?	50.0%	53.3%	88.9%	58.3%	68.8%	77.8%	66.9%	50.0%	84.6%	77.8%	56.7%	37.5%	63.6%	60.9%
Number of surveys	20	15	14	13	17	9	146	16	13	9	29	8	12	87

Financial Inclusion Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the Financial Inclusion service?	94.1%	100%	91.7%	100%	100%	100%	98.2%	100%	97.6%	100%	100%	94.7%	100%	98.7%
How easy did you find it to access our services?	100%	100%	88.9%	100%	100%	100%	99.4%	100%	100%	100%	100%	100%	100%	100%
How satisfied are you with the length of time taken to engage with Financial Inclusion Officer	100%	96.3%	91.7%	100%	100%	100%	98.2%	100%	94.7%	96.7%	100%	100%	100%	98.0%
Did you find the information/advice that we gave you easy to understand?	100%	96.4%	100%	100%	100%	100%	97.6%	100%	94.6%	100%	100%	89.5%	100%	97.3%
Did we treat you fairly at all times?	100%	96.0%	100%	100%	100%	100%	98.6%	100%	100%	100%	100%	100%	100%	100%
Would you recommend us to someone else if they needed advice?	93.8%	100%	100%	92.9%	100%	100%	98.0%	100%	95.0%	100%	96.3%	89.5%	94.4%	96.0%
Number of surveys	17	27	12	18	28	23	168	16	41	30	27	19	19	152

Independent Living Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
Overall satisfaction with the Independent Living service	100%	100%	100%	100%	95.0%	98.8%	100%	100%	100%	100%	95.5%	85.7%	96.8%
How satisfied are you with the overall service provided by your IL Officer?	95.8%	100%	100%	100%	95.0%	98.8%	100%	100%	100%	100%	95.5%	94.1%	98.4%
How satisfied are you with the frequency of contact with your IL Officer?	95.8%	100%	96.0%	82.4%	95.0%	97.6%	100%	100%	100%	95.0%	95.2%	88.9%	96.7%
Do you agree that the service helps you live independently?	100%	100%	95.7%	93.3%	85.0%	97.0%	100%	100%	100%	100%	95.5%	85.7%	96.8%
How satisfied are you with the safety and security of your home?	82.6%	100%	91.7%	94.1%	100%	96.4%	100%	100%	94.4%	100%	100%	95.2%	98.4%
How satisfied are you with the emergency call service?	100%	83.3%	100%	85.7%	83.3%	97.4%	100%	100%	100%	100%	100%	100%	100%
Was the person who dealt with your call helpful and easy to speak to?	100%	83.3%	100%	85.7%	83.3%	97.5%	100%	100%	100%	100%	100%	100%	100%
How would you rate the quality of service from the emergency call service?	100%	83.3%	100%	85.7%	83.3%	97.4%	100%	100%	100%	80.0%	100%	100%	97.2%
Do you think that the emergency call service offers value for money?	90.9%	87.5%	100%	92.3%	87.5%	97.3%	100%	100%	100%	90.0%	100%	100%	98.5%
Number of surveys	24	15	26	17	20	342	22	22	18	20	22	21	125