

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%	

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
Overall Satisfaction	97.7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
How satisfied were you with the advisor(s) who carried out the call?	98.4%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	98.7%	100%	98.3%	100%	100%	100%	100%	98.0%	100%	100%	100%	100%	100%	99.7%
How satisfied were you with the outcome of your call?	92.5%	100%	96.6%	91.7%	100%	98.0%	98.0%	96.0%	100%	100%	100%	100%	100%	98.3%
Were you happy with the length of time it took to answer your call?	96.7%	100%	100%	96.0%	98.0%	96.0%	96.0%	95.9%	100%	100%	100%	100%	100%	98.5%
Are the current opening hours convenient for you?	99.3%	97.1%	100%	100%	100%	100%	98.0%	100%	100%	100%	100%	100%	100%	99.7%
Number of surveys	606	34	60	49	50	50	49	50	50	50	51	51	49	593

New Tenant Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you overall?	98.3%	100%	100%	100%	100%	100%	95.7%	96.7%	96.7%	94.1%	100%	100%	100%	98.7%
How satisfied are you with the condition of the property	89.9%	100%	100%	93.1%	96.7%	96.7%	95.0%	96.7%	96.7%	94.1%	96.7%	100%	96.7%	96.6%
Did you get all the information you needed from the viewing?	-	100%	100%	96.6%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%
Was it explained to you how to pay your rent?	97.4%	100%	100%	100%	96.7%	100%	95.7%	100%	100%	100%	100%	100%	100%	99.3%
If applicable, was it explained how to make a claim for benefits?	91.3%	100%	100%	84.0%	100%	100%	88.2%	100%	100%	100%	96.6%	92.9%	100%	96.6%
If given the decoration allowance, how easy was it to order/arrange delivery?	98.7%	-	-	100%	90.9%	85.7%	85.7%	100%	80.0%	100%	100%	100%	100%	95.2%
How satisfied are you with the quality of the products	91.0%	-	-	100%	100%	85.7%	83.3%	100%	100%	100%	100%	100%	91.7%	96.3%
Number of surveys	355	10	12	31	27	30	23	30	30	17	30	30	30	303

ASB Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
Overall Satisfaction	85.1%	100%	100%	85.7%	93.3%	94.1%	95.2%	82.4%	84.6%	87.5%	85.7%	100%	88.9%	90.9%
Satisfied with the outcome of your case?	83.3%	100%	83.3%	57.1%	80.0%	88.2%	85.7%	82.4%	84.6%	100%	85.7%	85.7%	88.9%	84.8%
Did you agree on a plan with your Investigating Officer, on the next steps to be taken?	50.8%	100%	100%	100%	100%	92.9%	94.7%	100%	91.7%	100%	100%	100%	100%	97.2%
Number of surveys	168	5	6	7	15	17	21	17	13	8	7	7	9	132

Complaint Feedback Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How Satisfied were you with the complaints process?	62.7%	50.0%	40.0%	100%	66.7%	100%	58.8%	83.3%	73.3%	90.0%	64.3%	77.8%	77.8%	73.5%
Were you satisfied with the overall outcome of your complaint?	59.9%	50.0%	25.0%	100%	37.5%	80.0%	58.8%	71.4%	64.3%	44.4%	64.3%	76.5%	72.2%	64.3%
Number of surveys	161	6	5	4	9	10	17	6	15	10	14	18	18	132

Financial Inclusion Survey Response

Key:

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

	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Aug-20	Sept-20	Oct-20	Nov-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the Financial Inclusion service?	100%	100%	100%	100%	100%	99.1%	100%	100%	100%	100%	100%	100%	100%	100%
How easy did you find it to access our services?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
How satisfied are you with the length of time taken to engage with Financial Inclusion Officer	100%	100%	100%	100%	100%	98.6%	100%	100%	100%	100%	100%	100%	100%	100%
Did you find the information/advice that we gave you easy to understand?	100%	100%	100%	100%	100%	98.1%	100%	100%	100%	100%	100%	100%	100%	100%
Did we treat you fairly at all times?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Would you recommend us to someone else if they needed advice?	100%	100%	100%	100%	100%	96.7%	100%	100%	100%	100%	100%	100%	100%	100%
Number of surveys	4	4	20	18	1	214	2	4	4	4	4	5	5	28

Independent Living Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
Overall satisfaction with the Independent Living service	98.3%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
How satisfied are you with the overall service provided by your IL Officer?	98.7%	100%	100%	100%	100%	86.7%	100%	100%	100%	100%	100%	100%	100%	98.9%
How satisfied are you with the frequency of contact with your IL Officer?	97.3%	100%	95.0%	93.3%	100%	86.7%	100%	100%	81.3%	92.9%	93.3%	100%	100%	95.1%
Do you agree that the service helps you live independently?	96.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
How satisfied are you with the safety and security of your home?	97.4%	100%	100%	100%	100%	93.3%	100%	93.3%	100%	100%	100%	100%	100%	98.9%
How satisfied are you with the emergency call service?	97.1%	100%	100%	100%	100%	100%	100%	66.7%	100%	100%	100%	100%	-	97.4%
Was the person who dealt with your call helpful and easy to speak to?	97.1%	100%	100%	100%	100%	100%	100%	66.7%	100%	100%	100%	100%	-	97.4%
How would you rate the quality of service from the emergency call service?	97.1%	100%	100%	100%	100%	100%	100%	66.7%	100%	100%	100%	100%	-	97.4%
Do you think that the emergency call service offers value for money?	95.3%	100%	100%	100%	100%	100%	100%	92.9%	100%	100%	100%	90.0%	100%	98.3%
Number of surveys	226	16	20	15	14	15	15	15	16	14	15	15	15	185