

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%	

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
Overall Satisfaction	100%	96.6%	100%	95.5%	100%	100%	97.9%	97.7%	100%	100%	100%	100%	100%	100%
How satisfied were you with the advisor(s) who carried out the call?	100%	96.6%	100%	100%	100%	100%	98.0%	98.4%	100%	100%	100%	100%	100%	100%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	100%	98.3%	100%	100%	100%	100%	98.0%	98.7%	100%	98.3%	100%	100%	100%	99.6%
How satisfied were you with the outcome of your call?	80.8%	98.3%	92.2%	85.7%	96.0%	98.0%	93.5%	92.5%	100%	96.6%	91.7%	100%	98.0%	97.0%
Were you happy with the length of time it took to answer your call?	98.0%	96.6%	98.0%	100%	100%	96.1%	100%	96.7%	100%	100%	96.0%	98.0%	96.0%	98.0%
Are the current opening hours convenient for you?	98.1%	100%	98.1%	100%	100%	100%	100%	99.3%	97.1%	100%	100%	100%	100%	99.6%
Number of surveys	52	59	52	22	51	51	48	606	34	60	49	50	50	243

Customer Access Centre Survey (Coral Drive) Response

Key:

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

	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20
How satisfied were you overall?	99.6%	100%	98.0%	97.4%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.5%
How satisfied were you with the advisor(s) who dealt with your enquiry?	99.6%	100%	98.0%	97.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.5%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	99.8%	100%	98.0%	97.4%	100%	100%	97.0%	100%	100%	100%	100%	100%	100%	99.3%
How satisfied were you with the outcome of your visit?	97.4%	100%	93.9%	97.4%	92.1%	94.1%	90.0%	91.1%	92.1%	100%	100%	97.4%	96.0%	95.1%
Were you happy with the length of time it took to speak to an advisor?	98.9%	100%	100%	97.5%	97.4%	100%	100%	100%	100%	100%	100%	100%	100%	99.5%
Are the current opening hours convenient for you?	99.8%	100%	100%	97.5%	100%	100%	100%	100%	100%	100%	94.6%	100%	96.0%	99.1%
Number of surveys	474	37	50	39	39	34	33	46	38	15	37	41	25	434

New Tenant Survey Response

Key:

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

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How satisfied were you overall?	100%	100%	100%	100%	100%	88.9%	98.3%	100%	100%	100%	100%	100%	100%
How satisfied are you with the condition of the property	89.7%	91.7%	80.0%	91.8%	85.3%	88.9%	89.9%	100%	100%	93.1%	96.7%	96.7%	96.3%
Did you get all the information you needed from the viewing?								100%	100%	96.6%	100%	100%	99.0%
Was it explained to you how to pay your rent?	100%	100%	100%	98.0%	97.1%	100%	97.4%	100%	100%	100%	96.7%	100%	99.1%
If applicable, was it explained how to make a claim for benefits?	93.3%	92.3%	100%	94.7%	96.4%	100%	91.3%	100%	100%	84.0%	100%	100%	95.8%
If given the decoration allowance, how easy was it to order/arrange delivery?	100%	87.5%	100%	100%	100%	100%	98.7%	-	-	100%	90.9%	85.7%	92.3%
How satisfied are you with the quality of the products	100%	100%	100%	85.7%	87.5%	100%	91.0%	-	-	100%	100%	85.7%	96.0%
Number of surveys	39	24	5	50	33	18	355	10	12	31	27	30	113

ASB Survey Response

Key:

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

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jun-20	Aug-20	20/21
Overall Satisfaction	83.3%	78.6%	90.0%	100%	61.5%	93.8%	83.3%	85.1%	100%	100%	85.7%	93.3%	94.1%	94.0%
Satisfied with the outcome of your case?	83.3%	82.1%	70.0%	100%	61.5%	93.8%	66.7%	83.3%	100%	83.3%	57.1%	80.0%	88.2%	82.0%
Did you agree on a plan with your Investigating Officer, on the next steps to be taken?	73.3%	52.4%	71.4%	50.0%	88.9%	60.0%	-	50.8%	100%	100%	100%	100%	92.9%	97.4%
Number of surveys	18	28	10	9	13	16	6	168	5	6	7	15	17	50

Complaint Feedback Survey Response

Key:

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

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How Satisfied were you with the complaints process?	75.0%	61.5%	50.0%	57.1%	41.7%	73.3%	73.3%	62.7%	50.0%	40.0%	100%	66.7%	100%	73.5%
Were you satisfied with the overall outcome of your complaint?	63.6%	66.7%	58.3%	50.0%	33.3%	64.3%	71.4%	59.9%	50.0%	25.0%	100%	37.5%	80.0%	60.0%
Number of surveys	12	13	12	7	12	15	15	161	6	5	4	9	10	34

Financial Inclusion Survey Response

Key:

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

	May-19	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Aug-20	20/21
How satisfied were you with the Financial Inclusion service?	97.6%	100%	100%	94.7%	100%	100%	100%	100%	100%	100%	100%	99.1%	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	94.7%	96.7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.6%	100%	100%
Did you find the information/advice that we gave you easy to understand?	94.6%	100%	100%	89.5%	100%	100%	100%	100%	100%	100%	100%	98.1%	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?	95.0%	100%	96.3%	89.5%	94.4%	93.3%	100%	100%	100%	100%	100%	96.7%	100%	100%
Number of surveys	41	30	27	19	19	15	4	4	20	18	1	214	2	2

Independent Living Survey Response

Key:

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

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
Overall satisfaction with the Independent Living service	100%	100%	100%	100%	100%	100%	98.3%	100%	100%	100%	100%	100%	100%
How satisfied are you with the overall service provided by your IL Officer?	95.2%	100%	100%	100%	100%	100%	98.7%	100%	100%	100%	100%	100%	100%
How satisfied are you with the frequency of contact with your IL Officer?	95.5%	93.3%	100%	100%	100%	100%	97.3%	100%	95.0%	93.3%	100%	86.7%	95.1%
Do you agree that the service helps you live independently?	100%	80.0%	91.7%	100%	100%	100%	96.5%	100%	100%	100%	100%	100%	100%
How satisfied are you with the safety and security of your home?	91.3%	86.7%	100%	100%	100%	100%	97.4%	100%	100%	100%	100%	93.3%	98.8%
How satisfied are you with the emergency call service?	100%	75.0%	100%	80.0%	100%	100%	97.1%	100%	100%	100%	100%	100%	100%
Was the person who dealt with your call helpful and easy to speak to?	100%	75.0%	100%	80.0%	100%	100%	97.1%	100%	100%	100%	100%	100%	100%
How would you rate the quality of service from the emergency call service?	100%	100%	100%	80.0%	100%	100%	97.1%	100%	100%	100%	100%	100%	100%
Do you think that the emergency call service offers value for money?	100%	77.8%	87.5%	90.0%	100%	90.0%	95.3%	100%	100%	100%	100%	100%	100%
Number of surveys	23	15	12	16	23	16	226	16	20	15	14	80	80