

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-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
Overall Satisfaction	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.2%	98.0%	100%	99.3%
How satisfied were you with the advisor(s) who carried out the call?	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.2%	98.2%	96.0%	96.0%	97.9%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	98.0%	100%	100%	100%	100%	100%	99.7%	100%	100%	98.2%	98.2%	98.0%	98.0%	98.6%
How satisfied were you with the outcome of your call?	96.0%	100%	100%	100%	100%	100%	98.3%	100%	100%	100%	98.2%	98.0%	96.0%	98.6%
Were you happy with the length of time it took to answer your call?	95.9%	100%	100%	100%	100%	100%	98.5%	98.0%	96.0%	98.2%	100%	98.0%	93.9%	97.5%
Are the current opening hours convenient for you?	100%	100%	100%	100%	100%	100%	99.7%	100%	100%	100%	100%	100%	100%	100%
Number of surveys	50	50	50	51	51	49	593	50	25	54	56	49	50	284

New Tenant Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you overall?	96.7%	96.7%	94.1%	100%	100%	100%	98.7%	93.3%	91.7%	87.5%	94.4%	100%	96.4%	94.2%
How satisfied are you with the condition of the property	96.7%	96.7%	94.1%	96.7%	100%	96.7%	96.6%	93.3%	80.0%	73.3%	93.3%	100%	71.4%	83.3%
Did you get all the information you needed from the viewing?	100%	100%	100%	100%	100%	100%	99.7%	93.3%	90.9%	81.3%	88.9%	84.6%	100%	91.1%
Was it explained to you how to pay your rent?	100%	100%	100%	100%	100%	100%	99.3%	100%	91.7%	93.3%	83.3%	84.6%	96.4%	92.1%
If applicable, was it explained how to make a claim for benefits?	100%	100%	100%	96.6%	92.9%	100%	96.6%	100%	66.7%	80.0%	82.4%	54.6%	92.9%	82.3%
If given the decoration allowance, how easy was it to order/arrange delivery?	100%	80.0%	100%	100%	100%	100%	95.2%	100%	70.0%	71.4%	100%	100%	100%	85.4%
How satisfied are you with the quality of the products	100%	100%	100%	100%	100%	91.7%	96.3%	100%	50.0%	33.3%	50.0%	50.0%	15.4%	40.8%
Number of surveys	30	30	17	30	30	30	303	15	12	16	18	14	28	103

ASB Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
Overall Satisfaction	82.4%	84.6%	87.5%	85.7%	100%	88.9%	90.9%	100%	100%	100%	80.0%	64.3%	81.0%	84.7%
Satisfied with the outcome of your case?	82.4%	84.6%	100%	85.7%	85.7%	88.9%	84.8%	86.7%	85.7%	100%	70.0%	64.3%	89.5%	82.1%
Did you agree on a plan with your Investigating Officer, on the next steps to be taken?	100%	91.7%	100%	100%	100%	100%	97.2%	100%	71.4%	100%	62.5%	61.5%	61.9%	73.6%
Number of surveys	17	13	8	7	7	9	132	15	7	5	10	14	21	72

Complaint Feedback Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How Satisfied were you with the complaints process?	83.3%	73.3%	90.0%	64.3%	77.8%	77.8%	73.5%	66.7%	58.8%	71.4%	60.0%	50.0%	68.4%	62.4%
Were you satisfied with the overall outcome of your complaint?	71.4%	64.3%	44.4%	64.3%	76.5%	72.2%	64.3%	71.4%	64.7%	50.0%	20.0%	27.8%	66.7%	51.6%
Number of surveys	6	15	10	14	18	18	132	15	17	14	10	18	19	93

Financial Inclusion Survey Response

Key:

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

	Aug-20	Sept-20	Oct-20	Nov-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the Financial Inclusion service?	100%	100%	100%	100%	100%	100%	100%	100%	100%	92.3%	100%	85.7%	88.9%	93.6%
How easy did you find it to access our services?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	91.7%	100%	100%	97.7%
How satisfied are you with the length of time taken to engage with Financial Inclusion Officer	100%	100%	100%	100%	100%	100%	100%	100%	100%	92.3%	100%	71.4%	77.8%	89.4%
Did you find the information/advice that we gave you easy to understand?	100%	100%	100%	100%	100%	100%	100%	100%	100%	92.3%	100%	100%	88.9%	95.7%
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%	100%	100%	100%	100%	100%	100%	85.7%	100%	97.9%
Number of surveys	2	4	4	4	4	5	5	28	5	13	13	7	9	47

Independent Living Survey Response

Key:

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

	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
Overall satisfaction with the Independent Living service	100%	100%	100%	100%	100%	100%	100%	100%	90.9%	91.3%	100%	91.3%	94.1%
How satisfied are you with the overall service provided by your IL Officer?	100%	100%	100%	100%	100%	98.9%	100%	100%	95.0%	95.7%	100%	95.2%	96.9%
How satisfied are you with the frequency of contact with your IL Officer?	81.3%	92.9%	93.3%	100%	100%	95.1%	100%	100%	80.0%	87.0%	95.0%	90.5%	89.7%
Do you agree that the service helps you live independently?	100%	100%	100%	100%	100%	100%	100%	75.0%	81.8%	87.0%	100%	82.6%	88.1%
How satisfied are you with the safety and security of your home?	100%	100%	100%	100%	100%	98.9%	100%	100%	90.5%	86.4%	95.0%	95.7%	92.9%
How satisfied are you with the emergency call service?	100%	100%	100%	100%	-	97.4%	100%	-	66.7%	100%	100%	100%	92.9%
Was the person who dealt with your call helpful and easy to speak to?	100%	100%	100%	100%	-	97.4%	100%	-	66.7%	100%	100%	100%	92.9%
How would you rate the quality of service from the emergency call service?	100%	100%	100%	100%	-	97.4%	100%	-	66.7%	100%	100%	100%	93.1%
Do you think that the emergency call service offers value for money?	100%	100%	100%	90.0%	100%	98.3%	100%	-	100%	93.8%	100%	100%	98.1%
Number of surveys	16	14	15	15	15	185	9	4	22	23	20	23	101