

# 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%	

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
Overall Satisfaction	100%	100%	100%	100%	98.2%	98.0%	100%	100%	100%	98.0%	98.0%	100%	98.0%	99.1%
How satisfied were you with the advisor(s) who carried out the call?	100%	100%	100%	98.2%	98.2%	96.0%	96.0%	100%	100%	100%	100%	100%	98.0%	98.8%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	99.7%	100%	100%	98.2%	98.2%	98.0%	98.0%	100%	100%	98.0%	96.0%	100%	93.9%	98.3%
How satisfied were you with the outcome of your call?	98.3%	100%	100%	100%	98.2%	98.0%	96.0%	100%	98.0%	94.0%	96.0%	98.0%	95.9%	97.7%
Were you happy with the length of time it took to answer your call?	98.5%	98.0%	96.0%	98.2%	100%	98.0%	93.9%	97.6%	96.0%	98.0%	100%	89.8%	83.7%	95.8%
Are the current opening hours convenient for you?	99.7%	100%	100%	100%	100%	100%	100%	100%	98.0%	100%	100%	100%	100%	99.8%
Number of surveys	593	50	25	54	56	49	50	42	50	50	50	48	49	573

# New Tenant Survey Response

## Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you overall?	98.7%	93.3%	91.7%	87.5%	94.4%	100%	96.4%	96.0%	100%	100%	100%	90.0%	93.8%	95.8%
How satisfied are you with the condition of the property	96.6%	93.3%	80.0%	73.3%	93.3%	100%	71.4%	94.7%	100%	100%	87.5%	90.0%	76.9%	88.0%
Did you get all the information you needed from the viewing?	99.7%	93.3%	90.9%	81.3%	88.9%	84.6%	100%	92.0%	89.7%	100%	94.7%	100%	100%	93.0%
Was it explained to you how to pay your rent?	99.3%	100%	91.7%	93.3%	83.3%	84.6%	96.4%	76.0%	75.9%	75.0%	94.4%	90.0%	82.4%	86.3%
If applicable, was it explained how to make a claim for benefits?	96.6%	100%	66.7%	80.0%	82.4%	54.6%	92.9%	72.2%	76.0%	75.0%	85.7%	88.9%	82.4%	80.6%
If given the decoration allowance, how easy was it to order/arrange delivery?	95.2%	100%	70.0%	71.4%	100%	100%	100%	100%	100%	100%	100%	100%	87.5%	91.6%
How satisfied are you with the quality of the products	96.3%	100%	50.0%	33.3%	50.0%	100%	100%	100%	75.0%	100%	83.3%	66.7%	83.3%	65.7%
Number of surveys	303	15	12	16	18	14	28	25	29	13	19	10	16	215

# ASB Survey Response

## Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
Overall Satisfaction	90.9%	100%	100%	100%	80.0%	64.3%	81.0%	75.0%	100%	100%	100%	100%	100%	88.5%
Satisfied with the outcome of your case?	84.8%	86.7%	85.7%	100%	70.0%	64.3%	89.5%	75.0%	88.9%	100%	100%	83.3%	100%	79.5%
Did you agree on a plan with your Investigating Officer, on the next steps to be taken?	97.2%	100%	71.4%	100%	62.5%	61.5%	61.9%	75.0%	33.3%	50.0%	83.3%	40.0%	100%	76.2%
Number of surveys	132	15	7	5	10	14	21	8	9	2	6	6	10	113

# Complaint Feedback Survey Response

## Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How Satisfied were you with the complaints process?	73.5%	66.7%	58.8%	71.4%	60.0%	50.0%	68.4%	53.9%	66.7%	50.0%	36.4%	88.9%	75.0%	61.4%
Were you satisfied with the overall outcome of your complaint?	64.3%	71.4%	64.7%	50.0%	20.0%	27.8%	66.7%	38.5%	55.6%	60.0%	60.0%	75.0%	75.0%	53.5%
Number of surveys	132	15	17	14	10	18	19	13	18	10	11	9	4	158

# Financial Inclusion Survey Response

## Key:

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

	Mar-21	20/21	Apr-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the Financial Inclusion service?	100%	100%	100%	92.3%	100%	85.7%	88.9%	100%	100%	100%	77.8%	100%	100%	94.8%
How easy did you find it to access our services?	100%	100%	100%	100%	91.7%	100%	100%	100%	100%	100%	100%	100%	100%	98.9%
How satisfied are you with the length of time taken to engage with Financial Inclusion Officer	100%	100%	100%	92.3%	100%	71.4%	77.8%	100%	100%	100%	88.9%	100%	100%	93.8%
Did you find the information/advice that we gave you easy to understand?	100%	100%	100%	92.3%	100%	100%	88.9%	100%	100%	100%	88.9%	100%	92.9%	95.8%
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%	85.7%	100%	100%	100%	100%	88.9%	100%	100%	97.9%
Number of surveys	5	28	5	13	13	7	9	6	6	3	9	12	14	97

# Independent Living Survey Response

## Key:

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

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
Overall satisfaction with the Independent Living service	100%	100%	90.9%	91.3%	100%	91.3%	90.5%	82.6%	100%	95.7%	100%	95.7%	93.8%
How satisfied are you with the overall service provided by your IL Officer?	100%	100%	95.0%	95.7%	100%	95.2%	95.0%	85.7%	100%	91.3%	100%	91.3%	95.0%
How satisfied are you with the frequency of contact with your IL Officer?	100%	100%	80.0%	87.0%	95.0%	90.5%	90.0%	81.0%	93.3%	87.0%	95.0%	95.7%	90.0%
Do you agree that the service helps you live independently?	100%	75.0%	81.8%	87.0%	100%	82.6%	90.5%	82.6%	87.5%	91.3%	100%	87.0%	89.0%
How satisfied are you with the safety and security of your home?	100%	100%	90.5%	86.4%	95.0%	95.7%	100%	95.7%	93.8%	90.9%	100%	100%	95.1%
How satisfied are you with the emergency call service?	100%	-	66.7%	100%	100%	100%	100%	90.9%	83.3%	100%	87.5%	100%	93.2%
Was the person who dealt with your call helpful and easy to speak to?	100%	-	66.7%	100%	100%	100%	100%	100%	83.3%	83.3%	71.4%	100%	91.5%
How would you rate the quality of service from the emergency call service?	100%	-	66.7%	100%	100%	100%	100%	90.9%	83.3%	83.3%	87.5%	100%	91.8%
Do you think that the emergency call service offers value for money?	100%	-	100%	93.8%	100%	100%	100%	94.1%	85.7%	86.7%	100%	80.0%	94.1%
Number of surveys	9	4	22	23	20	23	21	23	16	23	20	23	227