

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%	

	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	23-24
Overall Satisfaction	98.1%	98.2%	94.6%	91.2%	90.7%	96.4%	95.1%	96.0%	100%	95.0%	96.3%	100%	100%	97.5%
How satisfied were you with the advisor(s) who carried out the call?	96.2%	96.5%	100%	96.5%	92.6%	97.1%	97.6%	98.0%	100%	95.0%	92.9%	96.7%	100%	97.5%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	96.2%	100%	96.4%	98.3%	94.3%	97.1%	97.5%	98.0%	100%	100%	96.4%	96.6%	96.0%	97.9%
How satisfied were you with the outcome of your call?	88.5%	94.6%	94.6%	89.3%	85.2%	92.6%	85.4%	94.0%	93.2%	75.0%	92.9%	96.6%	95.8%	91.1%
Were you happy with the length of time it took to answer your call?	100%	85.7%	91.1%	84.2%	75.9%	91.9%	61.0%	90.0%	88.4%	95.0%	96.3%	100%	87.5%	86.8%
Are the current opening hours convenient for you?	100%	100%	100%	100%	100%	99.5%	100%	98.0%	100%	100%	100%	100%	96.0%	99.1%
Number of surveys	52	57	56	57	54	581	41	50	44	20	27	29	25	236

New Tenant Survey Response

Key:

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

	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	23-24
How satisfied were you overall?	85.7%	87.5%	90.0%	96.0%	92.0%	93.1%	100%	96.7%	92.0%	100%	81.0%	90.9%	93.3%	93.2%
How satisfied are you with the condition of the property	70.0%	70.8%	84.9%	83.3%	89.5%	82.1%	100%	88.0%	86.4%	100%	78.6%	72.7%	91.7%	86.7%
Was it explained to you how to pay your rent?	69.0%	84.0%	90.6%	88.5%	82.6%	85.3%	100%	80.0%	79.2%	77.8%	77.8%	81.8%	93.3%	84.5%
If you were given the paint pack, do you have any feedback about the delivery and quality?	-	-	-	-	-	-	-	100%	100%	100%	33.3%	100%	100%	86.7%
Do you feel like you received enough support during the lettings process?	-	-	-	-	-	-	100%	96.7%	95.7%	87.5%	71.4%	72.7%	85.7%	89.2%
When you moved into your home, were you given information about safeguarding?	39.3%	42.1%	31.6%	40.9%	45.5%	50.2%	41.2%	39.1%	41.7%	75.0%	38.9%	70.0%	61.5%	47.8%
Number of surveys	28	24	30	25	25	276	21	30	25	9	21	11	15	132

ASB Survey Response

Key:

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

	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	23-24
Overall satisfaction with ASB case handling	100%	90.0%	100%	83.3%	100%	89.8%	100%	88.9%	100%	80.0%	100%	94.1%	90.0%	92.4%
Did you agree an action plan and receive regular updates from your investigating officer?	83.3%	100%	100%	77.8%	100%	85.3%	100%	75.0%	100%	100%	100%	100%	90.0%	95.2%
Do you feel that you received adequate support during the case?	100%	88.9%	100%	83.3%	100%	90.7%	100%	87.5%	100%	70.0%	100%	94.1%	90.0%	90.2%
Satisfied with the outcome of your case?	100%	90.0%	100%	83.3%	100%	89.9%	100%	88.9%	100%	80.0%	100%	94.1%	90.0%	92.4%
Number of surveys	5	10	4	12	9	88	9	9	7	10	4	17	10	66

Complaint Feedback Survey Response

Key:

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

	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	23-24
How satisfied are with the way your Investigating Officer dealt with your complaint?	84.2%	92.3%	60.0%	58.8%	76.5%	66.7%	42.1%	46.2%	68.4%	58.3%	53.8%	60.0%	72.7%	56.5%
Were you satisfied with the overall outcome of your complaint?	47.4%	72.7%	57.1%	46.7%	41.2%	50.7%	36.8%	16.7%	47.4%	33.3%	50.0%	33.3%	36.4%	37.6%
Were you satisfied with work or action agreed following the closure of your complaint?	73.7%	69.2%	47.8%	33.3%	33.3%	49.3%	47.4%	30.8%	42.1%	33.3%	46.2%	60.0%	36.4%	41.3%
Did you find it easy to register your complaint with us?	89.5%	100%	95.5%	94.1%	94.1%	87.7%	66.7%	76.9%	94.7%	83.3%	92.3%	50.0%	100%	82.8%
Number of surveys	19	13	25	17	17	144	19	13	19	12	13	5	11	92

Independent Living Survey Response

Key:

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

	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	23-24
Overall satisfaction with the Independent Living service	95.7%	87.5%	100%	96.0%	100%	95.5%	95.2%	95.7%	90.9%	87.5%	100%	100%	88.9%	93.7%
How satisfied are you with the overall service provided by your IL Officer?	95.7%	83.3%	100%	96.0%	100%	95.1%	95.2%	95.7%	90.9%	87.5%	100%	100%	88.9%	93.7%
How satisfied are you with the frequency of contact with your IL Officer?	91.3%	87.5%	100%	100%	100%	93.7%	95.2%	95.7%	90.9%	83.3%	100%	100%	88.2%	93.0%
Do you agree that the service helps you live independently?	91.3%	87.0%	96.2%	96.0%	100%	93.7%	90.5%	91.3%	85.7%	91.7%	100%	95.0%	88.9%	91.6%
How satisfied are you with the safety and security of your home?	95.7%	100%	100%	100%	96.0%	95.5%	95.2%	100%	95.2%	91.3%	93.3%	95.0%	94.4%	95.0%
How satisfied are you with the emergency call service?	63.6%	87.5%	75.0%	90.9%	100%	85.9%	50.0%	75.0%	50.0%	100%	83.3%	100%	100%	80.0%
Was the person who dealt with your call helpful and easy to speak to?	87.5%	100%	100%	91.7%	100%	91.0%	66.7%	75.0%	50.0%	100%	83.3%	100%	100%	83.3%
How would you rate the quality of service from the emergency call service?	75.0%	100%	80.0%	91.7%	100%	87.1%	100%	62.5%	0%	100%	83.3%	100%	100%	82.8%
Do you think that the emergency call service offers value for money?	88.9%	85.7%	90.9%	84.6%	100%	90.0%	100%	50.0%	50.0%	100%	66.7%	100%	100%	76.7%
Number of surveys	23	24	26	25	25	224	21	23	22	24	15	20	18	143