

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%	

	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	23-24
Overall Satisfaction	90.7%	96.4%	95.1%	96.0%	100%	95.0%	96.3%	100%	100%	95.7%	92.0%	96.6%	95.3%	96.6%
How satisfied were you with the advisor(s) who carried out the call?	92.6%	97.1%	97.6%	98.0%	100%	95.0%	92.9%	96.7%	100%	100%	92.0%	96.6%	95.4%	96.9%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	94.3%	97.1%	97.5%	98.0%	100%	100%	96.4%	96.6%	96.0%	100%	100%	96.6%	97.7%	98.0%
How satisfied were you with the outcome of your call?	85.2%	92.6%	85.4%	94.0%	93.2%	75.0%	92.9%	96.6%	95.8%	100%	76.0%	86.2%	95.4%	90.7%
Were you happy with the length of time it took to answer your call?	75.9%	91.9%	61.0%	90.0%	88.4%	95.0%	96.3%	100%	87.5%	95.7%	92.0%	96.6%	92.9%	89.2%
Are the current opening hours convenient for you?	100%	99.5%	100%	98.0%	100%	100%	100%	100%	96.0%	100%	100%	96.4%	100%	99.2%
Number of surveys	54	581	41	50	44	20	27	29	25	23	25	29	43	356

New Tenant Survey Response

Key:

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

	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	23-24
How satisfied were you overall?	92.0%	93.1%	100%	96.7%	92.0%	100%	81.0%	90.9%	93.3%	100%	90.9%	91.7%	100%	93.8%
How satisfied are you with the condition of the property	89.5%	82.1%	100%	88.0%	86.4%	100%	78.6%	72.7%	91.7%	92.9%	66.7%	85.7%	100%	86.8%
Was it explained to you how to pay your rent?	82.6%	85.3%	100%	80.0%	79.2%	77.8%	77.8%	81.8%	93.3%	78.6%	90.9%	87.5%	100%	85.7%
If you were given the paint pack, do you have any feedback about the delivery and quality?	-	-	-	100%	100%	100%	33.3%	100%	100%	100%	100%	83.3%	100%	89.3%
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%	100%	81.8%	87.0%	100%	89.8%
When you moved into your home, were you given information about safeguarding?	45.5%	50.2%	41.2%	39.1%	41.7%	75.0%	38.9%	70.0%	61.5%	54.6%	45.5%	68.4%	77.8%	52.2%
Number of surveys	25	276	21	30	25	9	21	11	15	14	11	24	11	192

ASB Survey Response

Key:

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

	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	23-24
Overall satisfaction with ASB case handling	100%	89.8%	100%	88.9%	100%	80.0%	100%	94.1%	90.0%	87.5%	100%	83.3%	100%	91.2%
Did you agree an action plan and receive regular updates from your investigating officer?	100%	85.3%	100%	75.0%	100%	100%	100%	100%	90.0%	73.3%	100%	72.7%	100%	89.7%
Do you feel that you received adequate support during the case?	100%	90.7%	100%	87.5%	100%	70.0%	100%	94.1%	90.0%	71.4%	100%	81.8%	100%	87.1%
Satisfied with the outcome of your case?	100%	89.9%	100%	88.9%	100%	80.0%	100%	94.1%	90.0%	87.5%	100%	91.7%	100%	92.2%
Number of surveys	9	88	9	9	7	10	4	17	10	16	2	12	6	102

Complaint Feedback Survey Response

Key:

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

	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	23-24
How satisfied are with the way your Investigating Officer dealt with your complaint?	76.5%	66.7%	42.1%	46.2%	68.4%	58.3%	53.8%	60.0%	72.7%	57.1%	75.0%	75.0%	50.0%	57.8%
Were you satisfied with the overall outcome of your complaint?	41.2%	50.7%	36.8%	16.7%	47.4%	33.3%	50.0%	33.3%	36.4%	33.3%	75.0%	50.0%	50.0%	39.4%
Were you satisfied with work or action agreed following the closure of your complaint?	33.3%	49.3%	47.4%	30.8%	42.1%	33.3%	46.2%	60.0%	36.4%	42.9%	75.0%	60.0%	50.0%	43.6%
Did you find it easy to register your complaint with us?	94.1%	87.7%	66.7%	76.9%	94.7%	83.3%	92.3%	50.0%	100%	100%	75.0%	100%	66.7%	84.0%
Number of surveys	17	144	19	13	19	12	13	5	11	7	4	4	2	109

Independent Living Survey Response

Key:

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

	Feb-23	Mar-23	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Jan-24	Feb-24	23-24
Overall satisfaction with the Independent Living service	96.0%	100%	95.5%	95.2%	95.7%	90.9%	87.5%	100%	100%	88.9%	92.3%	95.7%	100%	94.4%
How satisfied are you with the overall service provided by your IL Officer?	96.0%	100%	95.1%	95.2%	95.7%	90.9%	87.5%	100%	100%	88.9%	92.3%	95.7%	94.1%	93.9%
How satisfied are you with the frequency of contact with your IL Officer?	100%	100%	93.7%	95.2%	95.7%	90.9%	83.3%	100%	100%	88.2%	91.7%	91.3%	100%	93.2%
Do you agree that the service helps you live independently?	96.0%	100%	93.7%	90.5%	91.3%	85.7%	91.7%	100%	95.0%	88.9%	92.3%	91.3%	100%	92.3%
How satisfied are you with the safety and security of your home?	100%	96.0%	95.5%	95.2%	100%	95.2%	91.3%	93.3%	95.0%	94.4%	76.9%	91.3%	93.3%	93.2%
How satisfied are you with the emergency call service?	90.9%	100%	85.9%	50.0%	75.0%	50.0%	100%	83.3%	100%	100%	80.0%	83.3%	0%	78.6%
Was the person who dealt with your call helpful and easy to speak to?	91.7%	100%	91.0%	66.7%	75.0%	50.0%	100%	83.3%	100%	100%	80.0%	80.0%	-	82.5%
How would you rate the quality of service from the emergency call service?	91.7%	100%	87.1%	100%	62.5%	0%	100%	83.3%	100%	100%	60.0%	66.7%	0%	76.3%
Do you think that the emergency call service offers value for money?	84.6%	100%	90.0%	100%	50.0%	50.0%	100%	66.7%	100%	100%	66.7%	80.0%	0%	74.4%
Number of surveys	25	25	224	21	23	22	24	15	20	18	13	23	17	196