

ANNEX 2

RESPONSES TO THE CUSTOMER SATISFACTION DFG SURVEY

DFG Customer satisfaction survey questions.	Responses
How did you hear that the Council provides grants? From family, friend, Council, GP, newspaper, Occupational Therapist (OT), Home Improvement Agency, Housing Association or other.	1 x neighbour 1 x Council 1 x GP 3 x OT 6 x Housing Association
Do you feel that any improvements could be made to the way in which the Council publicises the information regarding its grant programme?	None felt any improvements were needed.
How well were the conditions for getting a grant explained to you on a scale of 1 to 5 where 1 is "Not at all well" and 5 is "Very well" ?	4 x 4 8 x 5
Did you find the initial joint visit with the OT, the Council's grant officer and, if applicable, the Agent useful?	All found the initial joint visit useful.
Was your grant application form completed entirely by you or with help from an agent?	All used an agent.
How well were you kept informed of the progress of your grant application, on a scale of 1 to 5 where 1 is "Not at all well" and 5 is "Very well"?	3 x 5 4 x 4 3 x 3 1 x 2 1 x 1
Was there any delay or problem at any stage during the grant process?	5 experienced delay or a problem
If "Yes" how well was the delay or problem explained to you on a scale of 1 to 5 where 1 is "Not at all well" and 5 is "Very well"?	2 x 4 2 x 3 1 x 2
How satisfied were you with the standard of the work itself on a scale of 1 to 5 where 1 is "Very dissatisfied" and 5 is "Very satisfied"?	All the responses were greater or equal to 4.
How satisfied were you with the speed of the building work on a scale of 1 to 5 where 1 is "Very dissatisfied" and 5 is "Very satisfied"?	All the responses were greater or equal to 4.

Overall, how satisfied were you with the availability of our council staff who dealt with your grant on a scale of 1 to 5 where 1 is "Very dissatisfied" and 5 is "Very satisfied"?	One of the responses was 3, the remainder were greater than or equal to 4.
Overall about how long did it take from the initial assessment by your OT to you receiving the completion certificate?	Average 10 months, with a minimum of 2 months to a maximum of 18 months.
Did you feel that this wait was acceptable or unacceptable?	6 out of 10 responses felt the wait was acceptable
Overall how satisfied were you with the service you received from the Council in respect of your grant, on a scale of 1 to 5 where 1 is "Very dissatisfied" and 5 is "Very satisfied"?	9 x 5 1 x 4 2 x 3
From your initial enquiry to the work being completed what did you like least about the way your grant application was dealt with?	5 applicants commented they liked the wait the least.