

ANNEX 2

RESPONSES TO THE CUSTOMER FEEDBACK DFG SURVEY

DFG Customer feedback 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.	0 x neighbour 3 x family 3 x Council 3 x HIA 2 x GP 1 x Newspaper 19 x OT 1 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?	Publicising the grant by the placing of leaflets in public places.
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"?	1 x 1 Average = 4 0 x 2 6 x 3 6 x 4 19 x 5
Did you find the initial joint visit with the OT, the Council's grant officer and, if applicable, the Agent useful?	31 x Yes 1 x No
Was your grant application form completed entirely by you or with help from an agent?	4 by you 29 with 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"?	14 x 5 Average = 4 8 x 4 5 x 3 3 x 2 3 x 1
Was there any delay or problem at any stage during the grant process?	22 x No 11 x Yes
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"?	5 x 5 2 x 1 Average = 3 1 x 4 4 x 3 2 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"?	23 x 5 0 x 1 Average = 5 6 x 4 1 x 3 1 x 2
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"?	23 x 5 Average = 5 6 x 4 1 x 3 1 x 2
Overall, how satisfied were you with	14 x 5 Average = 4

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"?	10 x 4 4 x 3 1 x 1
Overall about how long did it take from the initial assessment by your OT to you receiving the completion certificate?	Average 17 months, with a minimum of 3 months to a maximum of 3 years.
Did you feel that this wait was acceptable or unacceptable?	22 x Acceptable 8 x Not 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"?	23 x 5 Average = 4 2 x 4 7 x 3 1 x 1
From your initial enquiry to the work being completed what did you like least about the way your grant application was dealt with?	10 applicants commented they liked the wait the least, one applicant commented they had to keep chasing for information and one commented they were not listened to regarding their level of mobility.