

ANNEX 3

**RESPONSES TO THE CUSTOMER FEEDBACK HOUSING ASSISTANCE SURVEY**

<b>Housing Assistance Customer feedback survey questions.</b>	<b>Responses</b>
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.	8 x neighbour      2 x family 5 x Council        8 x HIA 0 x GP                3 x Newspaper 1 x OT                1 x Age Concern 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?	Information included in local paper and parish magazine.  Information made available to organisations that support and advise those with a disability.
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"?	0 x 1    Average = 4 1 x 2 4 x 3 5 x 4 17 x 5
Did you find the initial joint visit with the Council's grant officer and, if applicable, the Agent useful?	25 x Yes 0 x No
Was your grant application form completed entirely by you or with help from an agent?	16 by you 12 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"?	7 x 5    3 x 1    Average = 4 10 x 4 6 x 3 2 x 2
Was there any delay or problem at any stage during the grant process?	13 x No 15 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"?	6 x 5    2 x 1    Average = 3 0 x 4 2 x 3 5 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"?	20 x 5    Average = 5 4 x 4 4 x 3 1 x 2
How satisfied were you with the speed	19 x 5    Average = 4

of the building work on a scale of 1 to 5 where 1 is "Very dissatisfied" and 5 is "Very satisfied"?	6 x 4 2 x 3 2 x 2
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"?	16 x 5    Average = 4 7 x 4 5 x 3 1 x 2
Overall about how long did it take from the initial enquiry to you receiving the completion certificate?	Average 14 months, with a minimum of 1/2 month to a maximum of 30 months.
Did you feel that this wait was acceptable or unacceptable?	14 x Acceptable 10 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"?	14 x 5    Average = 4 7 x 4 6 x 3 2 No response
From your initial enquiry to the work being completed what did you like least about the way your grant application was dealt with?	8 didn't like the delays or time it took.  1 didn't feel they were kept updated regarding their progress in the process.