

Oxford House Community Care – Customer Satisfaction Index Summary

Jan 2017 – December 2017 Survey Results

Measure	2016 Benchmark	Jan 2017	Feb 2017	Mar 2017	April 2017	May 2017	June 2017	July 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017
Surveys Sent	330	20	20	30	20	20	30	10	30	30	20	20	20
Surveys Returned	156	8	9	17	11	13	19	6	13	13	8	10	10
Return Ratio	47%	40%	45%	57%	55%	65%	63%	60%	43%	43%	40%	50%	50%
Overall Satisfaction													
• <i>Very satisfied</i>		4(50%)	4(44%)	7(41%)	7(64%)	3(23%)	12(63%)	1(17%)	8(62%)	3(23%)	4(50%)	6(60%)	3(30%)
• <i>Satisfied</i>		4(50%)	5(56%)	10(59%)	4(36%)	10(77%)	6(32%)	5(83%)	5(38%)	9(69%)	4(50%)	4(40%)	7(70%)
• <i>Dissatisfied</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Very dissatisfied</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(5%)	0(0%)	0(0%)	1(8%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	19(100%)	6(100%)	13(100%)	13(100%)	8(100%)	10(100%)	10(100%)
• <i>Overall satisfaction</i>	97%	100%	100%	100%	100%	100%	95%	100%	100%	92%	100%	100%	100%
Punctuality													
• <i>Always</i>		2(25%)	3(33%)	5(29%)	7(64%)	2(15%)	8(42%)	3(50%)	8(62%)	4(31%)	3(38%)	6(60%)	2(20%)
• <i>Nearly always</i>		6(75%)	6(67%)	12(71%)	4(36%)	10(77%)	11(58%)	2(33%)	3(23%)	8(61%)	5(62%)	4(40%)	8(80%)
• <i>Never</i>		0(0%)	0(0%)	0(0%)	0(0%)	1(8%)	0(0%)	1(17%)	2(15%)	1(8%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	19(100%)	6(100%)	13(100%)	13(100%)	8(100%)	10(100%)	10(100%)
• <i>Overall satisfaction</i>	94%	100%	100%	100%	100%	92%	100%	83%	85%	92%	100%	100%	100%
Reliability													
• <i>Very reliable</i>		4(50%)	5(56%)	8(47%)	9(82%)	5(38%)	13(68%)	2(33%)	10(77%)	6(46%)	6(75%)	7(70%)	4(40%)
• <i>Reliable</i>		4(50%)	4(44%)	9(53%)	2(18%)	7(54%)	6(32%)	4(67%)	3(23%)	6(46%)	2(25%)	2(20%)	6(60%)
• <i>Unreliable</i>		0(0%)	0(0%)	0(0%)	0(0%)	1(8%)	0(0%)	0(0%)	0(0%)	1(8%)	0(0%)	1(10%)	0(0%)
• <i>Very unreliable</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	19(100%)	6(100%)	13(100%)	13(100%)	8(100%)	10(100%)	10(100%)
• <i>Overall satisfaction</i>	98%	100%	100%	100%	100%	92%	100%	100%	100%	92%	100%	90%	100%
Helpfulness of staff													
• <i>Very helpful</i>		4(50%)	3(33%)	9(53%)	6(55%)	8(62%)	10(53%)	2(33%)	7(54%)	6(46%)	2(25%)	6(60%)	5(50%)
• <i>Helpful</i>		3(38%)	6(67%)	8(47%)	5(45%)	5(38%)	8(42%)	3(50%)	5(38%)	7(54%)	6(75%)	4(40%)	5(50%)
• <i>Unhelpful</i>		1(12%)	0(0%)	0(0%)	0(0%)	0(0%)	1(5%)	1(17%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Very unhelpful</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(8%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	19(100%)	6(100%)	13(100%)	13(100%)	8(100%)	10(100%)	10(100%)
• <i>Overall satisfaction</i>	99%	88%	100%	100%	100%	100%	95%	83%	92%	100%	100%	100%	100%
Average Overall CSI	97%	97%	100%	100%	100%	96%	98%	92%	94%	94%	100%	97%	100%