

## Oxford House Community Care – Customer Satisfaction Index Summary

### Jan 2018 – December 2018 Survey Results

Measure	2017 Benchmark	Jan 2018	Feb 2018	Mar 2018	April 2018	May 2018	June 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018
Surveys Sent	270	20	20	30	20	30	10	20	30	20	20	20
Surveys Returned	137	7	11	14	9	11	5	8	15	9	9	6
Return Ratio	51%	35%	55%	47%	45%	37%	50%	40%	50%	45%	45%	30%
<b>Overall Satisfaction</b>												
• <i>Very satisfied</i>		4(57%)	4(36%)	5(35.5%)	4(45%)	2(18%)	3(60%)	1(12.5%)	9(60%)	7(78%)	4(44%)	3(50%)
• <i>Satisfied</i>		2(29%)	6(55%)	5(35.5%)	4(44%)	8(73%)	2(40%)	6(75%)	6(40%)	2(22%)	5(56%)	3(50%)
• <i>Dissatisfied</i>		0(0%)	1(9%)	4(29%)	1(11%)	1(9%)	0(0%)	1(12.5%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Very dissatisfied</i>		1(14%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)	5(100%)	8(100%)	15(100%)	9(100%)	9(100%)	6(100%)
• <i>Overall satisfaction</i>	99%	86%	81%	72%	89%	91%	100%	88%	100%	100%	100%	100%
<b>Punctuality</b>												
• <i>Always</i>		3(43%)	5(45.5%)	4(29%)	3(33%)	2(18%)	2(40%)	0(0%)	7(47%)	4(44%)	4(44%)	1(17%)
• <i>Nearly always</i>		3(43%)	5(45.5%)	9(64%)	5(56%)	7(64%)	3(60%)	8(100%)	7(47%)	5(56%)	5(56%)	5(83%)
• <i>Never</i>		1(14%)	1(9%)	1(7%)	1(11%)	2(18%)	0(0%)	0(0%)	1(6%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)	5(100%)	8(100%)	15(100%)	9(100%)	9(100%)	6(100%)
• <i>Overall satisfaction</i>	96%	86%	91%	93%	89%	82%	100%	100%	94%	100%	100%	100%
<b>Reliability</b>												
• <i>Very reliable</i>		3(43%)	5(45.5%)	9(64%)	5(56%)	5(46%)	4(80%)	2(25%)	10(67%)	9(100%)	5(56%)	4(67%)
• <i>Reliable</i>		3(43%)	5(45.5%)	4(29%)	4(44%)	4(36%)	1(20%)	6(75%)	5(33%)	0(0%)	4(44%)	2(33%)
• <i>Unreliable</i>		0(0%)	1(9%)	1(7%)	0(0%)	2(18%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Very unreliable</i>		1(14%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)	5(100%)	8(100%)	15(100%)	9(100%)	9(100%)	6(100%)
• <i>Overall satisfaction</i>	98%	86%	91%	93%	100%	82%	100%	100%	100%	100%	100%	100%
<b>Helpfulness of staff</b>												
• <i>Very helpful</i>		6(86%)	5(45.5%)	5(36%)	4(45%)	4(36%)	3(60%)	4(50%)	8(53%)	4(44%)	2(22%)	4(67%)
• <i>Helpful</i>		0(0%)	5(45.5%)	8(57%)	3(33%)	6(55%)	2(40%)	4(50%)	7(47%)	5(56%)	7(78%)	2(33%)
• <i>Unhelpful</i>		1(14%)	1(9%)	1(7%)	2(22%)	1(9%)	0(0%)	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%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)	5(100%)	8(100%)	15(100%)	9(100%)	9(100%)	6(100%)
• <i>Overall satisfaction</i>	97%	86%	91%	93%	78%	91%	100%	100%	100%	100%	100%	100%
<b>Average Overall CSI</b>	98%	86%	91%	88%	89%	87%	100%	97%	98%	100%	100%	100%