

## Oxford House Community Care – Customer Satisfaction Index Summary

### Jan 2019 – December 2019 Survey Results

Measure	2018 Benchmark	Jan 2019	Feb 2019	Mar 2019	April 2019	May 2019	June 2019	July 2019	Aug 2019	Sept 2019
Surveys Sent	260	20	30	20	30	20	30	30	10	20
Surveys Returned	111	8	15	9	14	10	9	16	2	8
Return Ratio	43%	40%	50%	45%	47%	50%	30%	53%	20%	40%
<b>Overall Satisfaction</b>										
• <i>Very satisfied</i>		6(75%)	7(47%)	4(44%)	8(57%)	6(60%)	3(33%)	8(50%)	2(100%)	0(0%)
• <i>Satisfied</i>		2(25%)	8(53%)	5(56%)	5(36%)	3(30%)	5(56%)	8(50%)	0(0%)	7(88%)
• <i>Dissatisfied</i>		0(0%)	0(0%)	0(0%)	1(7%)	0(0%)	1(12%)	0(0%)	0(0%)	0(0%)
• <i>Very dissatisfied</i>		0(0%)	0(0%)	0(0%)	0(0%)	1(10%)	0(0%)	0(0%)	0(0%)	1(12%)
• <i>Total</i>		8(100%)	15(100%)	9(100%)	14(100%)	10(100%)	9(100%)	16(100%)	2(100%)	8(100%)
• <i>Overall satisfaction</i>	92%	100%	100%	100%	93%	90%	89%	100%	100%	88%
<b>Punctuality</b>										
• <i>Always</i>		1(12%)	4(27%)	5(56%)	6(43%)	5(50%)	4(44%)	3(19%)	2(100%)	2(25%)
• <i>Nearly always</i>		7(88%)	10(67%)	4(44%)	8(57%)	4(40%)	4(44%)	12(75%)	0(0%)	6(75%)
• <i>Never</i>		0(0%)	1(6%)	0(0%)	0(0%)	1(10%)	1(12%)	1(6%)	0%	0(0%)
• <i>Total</i>		8(100%)	15(100%)	9(100%)	14(100%)	10(100%)	9(100%)	16(100%)	2(100%)	8(100%)
• <i>Overall satisfaction</i>	95%	100%	94%	100%	100%	90%	88%	94%	100%	100%
<b>Reliability</b>										
• <i>Very reliable</i>		5(63%)	10(67%)	7(78%)	7(50%)	6(60%)	3(33%)	10(63%)	2(100%)	3(38%)
• <i>Reliable</i>		3(37%)	5(33%)	2(22%)	7(40%)	3(30%)	4(44%)	6(37%)	0(0%)	5(62%)
• <i>Unreliable</i>		0(0%)	0(0%)	0(0%)	0(0%)	1(10%)	2(23%)	0(0%)	0(0%)	0(0%)
• <i>Very unreliable</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		8(100%)	15(100%)	9(100%)	14(100%)	10(100%)	9(100%)	16(100%)	2(100%)	8(100%)
• <i>Overall satisfaction</i>	96%	100%	100%	100%	100%	90%	77%	100%	100%	100%
<b>Helpfulness of staff</b>										
• <i>Very helpful</i>		5(63%)	8(53%)	5(56%)	7(50%)	6(60%)	4(44%)	8(50%)	2(100%)	1(12%)
• <i>Helpful</i>		3(37%)	7(47%)	4(44%)	7(50%)	4(40%)	5(56%)	8(50%)	0(0%)	7(88%)
• <i>Unhelpful</i>		0(0%)	0(0%)	0(0%)	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%)
• <i>Total</i>		8(100%)	15(100%)	9(100%)	14(100%)	10(100%)	9(100%)	16(100%)	2(100%)	8(100%)
• <i>Overall satisfaction</i>	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Average Overall CSI</b>	94%	100%	99%	100%	98%	93%	88%	99%	100%	97%