

**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
Surveys Sent	330	20	20	30	20	20	30	10	30	30	20
Surveys Returned	156	8	9	17	11	13	18	6	12	12	6
Return Ratio	47%	40%	45%	57%	55%	65%	60%	60%	40%	40%	30%
Overall Satisfaction											
• <i>Very satisfied</i>		4(50%)	4(44%)	7(41%)	7(64%)	3(23%)	12(67%)	1(17%)	7(58%)	3(25%)	3(50%)
• <i>Satisfied</i>		4(50%)	5(56%)	10(59%)	4(36%)	10(77%)	5(28%)	5(83%)	5(42%)	8(67%)	3(50%)
• <i>Dissatisfied</i>		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%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	18(100%)	6(100%)	12(100%)	9(100%)	6(100%)
• <i>Overall satisfact</i>	97%	100%	100%	100%	100%	100%	95%	100%	100%	92%	100%
Punctuality											
• <i>Always</i>		2(25%)	3(33%)	5(29%)	7(64%)	2(15%)	8(44%)	3(50%)	7(58%)	4(34%)	2(33%)
• <i>Nearly always</i>		6(75%)	6(67%)	12(71%)	4(36%)	10(77%)	10(56%)	2(33%)	3(25%)	7(58%)	4(67%)
• <i>Never</i>		0(0%)	0(0%)	0(0%)	0(0%)	1(8%)	0(0%)	1(17%)	2(17%)	1(8%)	0(0%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	18(100%)	6(100%)	12(100%)	9(100%)	6(100%)
• <i>Overall satisfact</i>	94%	100%	100%	100%	100%	92%	100%	83%	83%	92%	100%
Reliability											
• <i>Very reliable</i>		4(50%)	5(56%)	8(47%)	9(82%)	5(38%)	13(72%)	2(33%)	9(75%)	6(50%)	5(83%)
• <i>Reliable</i>		4(50%)	4(44%)	9(53%)	2(18%)	7(54%)	5(28%)	4(67%)	3(25%)	5(42%)	1(17%)
• <i>Unreliable</i>		0(0%)	0(0%)	0(0%)	0(0%)	1(8%)	0(0%)	0(0%)	0(0%)	1(8%)	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%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	18(100%)	6(100%)	12(100%)	9(100%)	6(100%)
• <i>Overall satisfact</i>	98%	100%	100%	100%	100%	92%	100%	100%	100%	92%	100%
Helpfulness of staff											
• <i>Very helpful</i>		4(50%)	3(33%)	9(53%)	6(55%)	8(62%)	10(56%)	2(33%)	6(50%)	6(50%)	2(33%)
• <i>Helpful</i>		3(38%)	6(67%)	8(47%)	5(45%)	5(38%)	7(39%)	3(50%)	5(42%)	6(50%)	4(67%)
• <i>Unhelpful</i>		1(12%)	0(0%)	0(0%)	0(0%)	0(0%)	1(5%)	1(17%)	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%)
• <i>Total</i>		8(100%)	9(100%)	17(100%)	11(100%)	13(100%)	18(100%)	6(100%)	12(100%)	12(100%)	6(100%)
• <i>Overall satisfact</i>	99%	88%	100%	100%	100%	100%	95%	83%	92%	100%	100%
Average Overall CSI	97%	97%	100%	100%	100%	96%	98%	92%	94%	94%	100%