

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
Surveys Sent	270	20	20			
Surveys Returned	137	7	7			
Return Ratio	51%	35%	35%			
Overall Satisfaction						
• <i>Very satisfied</i>		4(57%)	2(29%)			
• <i>Satisfied</i>		2(29%)	5(71%)			
• <i>Dissatisfied</i>		0(0%)	0(0%)			
• <i>Very dissatisfied</i>		1(14%)	0(0%)			
• <i>Total</i>		7(100%)	7(0%)			
• <i>Overall satisfaction</i>	99%	86%	100%			
Punctuality						
• <i>Always</i>		3(43%)	3(43%)			
• <i>Nearly always</i>		3(43%)	3(43%)			
• <i>Never</i>		1(14%)	1(14%)			
• <i>Total</i>		7(100%)	7(100%)			
• <i>Overall satisfaction</i>	96%	86%	86%			
Reliability						
• <i>Very reliable</i>		3(43%)	3(43%)			
• <i>Reliable</i>		3(43%)	3(43%)			
• <i>Unreliable</i>		0(0%)	1(14%)			
• <i>Very unreliable</i>		1(14%)	0(0%)			
• <i>Total</i>		7(100%)	7(100%)			
• <i>Overall satisfaction</i>	98%	86%	86%			
Helpfulness of staff						
• <i>Very helpful</i>		6(86%)	2(29%)			
• <i>Helpful</i>		0(0%)	5(71%)			
• <i>Unhelpful</i>		1(14%)	0(0%)			
• <i>Very unhelpful</i>		0(0%)	0(0%)			
• <i>Total</i>		7(100%)	7(100%)			
• <i>Overall satisfaction</i>	97%	86%	100%			
Average Overall CSI	98%	86%	93%			