

Oxford House Community Care – Customer Satisfaction Index Summary
Jan 2016 – December 2016 Survey Results

Measure	2015	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Benchmark	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
Surveys Sent	340	20	30	40	20	30	40	20	30	20	30	30	20
Surveys Returned	125	12	11	17	10	19	16	9	17	6	14	13	12
Return Ratio	37%	60%	37%	43%	50%	63%	40%	45%	57%	30%	47%	43%	60%
Overall Satisfaction													
• <i>Very satisfied</i>		3(25%)	3(27%)	7(41%)	5(50%)	10(53%)	8(50%)	3(33%)	8(47%)	5(83%)	5(36%)	9(69%)	4(33%)
• <i>Satisfied</i>		9(75%)	6(55%)	7(41%)	5(50%)	9(47%)	8(50%)	6(67%)	8(47%)	1(17%)	9(64%)	4(31%)	8(67%)
• <i>Dissatisfied</i>		0(0%)	2(18%)	3(18%)	0(0%)	0(0%)	0(0%)	0(0%)	1(6%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Very 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>Total</i>		12(100%)	11(100%)	17(100%)	10(100%)	19(100%)	16(100%)	9(100%)	17(100%)	6(100%)	14(100%)	13(100%)	12(100%)
• <i>Overall satisfact</i>	96%	100%	82%	82%	100%	100%	100%	100%	94%	100%	100%	100%	100%
Punctuality													
• <i>Always</i>		1(8%)	2(18%)	5(29%)	4(40%)	4(21%)	5(31%)	3(33%)	4(24%)	4(66%)	4(29%)	3(23%)	4(33%)
• <i>Nearly always</i>		10(84%)	8(73%)	11(65%)	6(60%)	13(68%)	9(56%)	6(67%)	12(70%)	1(17%)	10(71%)	9(69%)	8(67%)
• <i>Never</i>		1(8%)	1(9%)	1(6%)	0(0%)	2(11%)	2(13%)	0(0%)	1(6%)	1(17%)	0(0%)	1(8%)	0(0%)
• <i>Total</i>		12(100%)	11(100%)	17(100%)	10(100%)	19(100%)	16(100%)	9(100%)	17(100%)	6(100%)	14(100%)	13(100%)	12(100%)
• <i>Overall satisfact</i>	96%	92%	91%	94%	100%	89%	87%	100%	94%	83%	100%	92%	100%
Reliability													
• <i>Very reliable</i>		4(33%)	4(36%)	8(47%)	6(60%)	11(58%)	11(69%)	5(56%)	11(65%)	5(83%)	8(57%)	9(69%)	6(50%)
• <i>Reliable</i>		8(67%)	7(64%)	8(47%)	4(40%)	8(42%)	5(31%)	4(44%)	5(29%)	1(17%)	6(43%)	4(31%)	5(42%)
• <i>Unreliable</i>		0(0%)	0(0%)	1(6%)	0(0%)	0(0%)	0(0%)	0(0%)	1(6%)	0(0%)	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%)	0(0%)	0(0%)	1(8%)
• <i>Total</i>		12(100%)	11(100%)	17(100%)	10(100%)	19(100%)	16(100%)	9(100%)	17(100%)	6(100%)	14(100%)	13(100%)	12(100%)
• <i>Overall satisfact</i>	98%	100%	100%	94%	100%	100%	100%	100%	94%	100%	100%	100%	92%
Helpfulness of staff													
• <i>Very helpful</i>		5(42%)	3(27%)	4(24%)	5(50%)	10(53%)	6(38%)	5(56%)	9(53%)	5(83%)	5(36%)	5(38%)	7(58%)
• <i>Helpful</i>		7(58%)	8(73%)	12(70%)	5(50%)	8(42%)	10(62%)	4(44%)	7(41%)	1(17%)	9(64%)	8(62%)	5(42%)
• <i>Unhelpful</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(6%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Very unhelpful</i>		0(0%)	0(0%)	1(6%)	0(0%)	1(5%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		12(100%)	11(100%)	17(100%)	10(100%)	19(100%)	16(100%)	9(100%)	17(100%)	6(100%)	14(100%)	13(100%)	12(100%)
• <i>Overall satisfact</i>	98%	100%	100%	94%	100%	95%	100%	100%	94%	100%	100%	100%	100%
Average Overall CSI	97%	98%	93%	91%	100%	96%	97%	100%	94%	96%	100%	98%	98%