

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	30	20	30
Surveys Returned	137	7	11	14	9	11
Return Ratio	51%	35%	55%	47%	45%	37%
Overall Satisfaction						
• <i>Very satisfied</i>		4(57%)	4(36%)	5(35.5%)	4(45%)	2(18%)
• <i>Satisfied</i>		2(29%)	6(55%)	5(35.5%)	4(44%)	8(73%)
• <i>Dissatisfied</i>		0(0%)	1(9%)	4(29%)	1(11%)	1(9%)
• <i>Very dissatisfied</i>		1(14%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)
• <i>Overall satisfaction</i>	99%	86%	81%	72%	89%	91%
Punctuality						
• <i>Always</i>		3(43%)	5(45.5%)	4(29%)	3(33%)	2(18%)
• <i>Nearly always</i>		3(43%)	5(45.5%)	9(64%)	5(56%)	7(64%)
• <i>Never</i>		1(14%)	1(9%)	1(7%)	1(11%)	2(18%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)
• <i>Overall satisfaction</i>	96%	86%	91%	93%	89%	82%
Reliability						
• <i>Very reliable</i>		3(43%)	5(45.5%)	9(64%)	5(56%)	5(46%)
• <i>Reliable</i>		3(43%)	5(45.5%)	4(29%)	4(44%)	4(36%)
• <i>Unreliable</i>		0(0%)	1(9%)	1(7%)	0(0%)	2(18%)
• <i>Very unreliable</i>		1(14%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)
• <i>Overall satisfaction</i>	98%	86%	91%	93%	100%	82%
Helpfulness of staff						
• <i>Very helpful</i>		6(86%)	5(45.5%)	5(36%)	4(45%)	4(36%)
• <i>Helpful</i>		0(0%)	5(45.5%)	8(57%)	3(33%)	6(55%)
• <i>Unhelpful</i>		1(14%)	1(9%)	1(7%)	2(22%)	1(9%)
• <i>Very unhelpful</i>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• <i>Total</i>		7(100%)	11(100%)	14(100%)	9(100%)	11(100%)
• <i>Overall satisfaction</i>	97%	86%	91%	93%	78%	91%
Average Overall CSI	98%	86%	91%	88%	89%	87%