

Oxford House Community Care – Customer Satisfaction Index Summary
Jan 2020 – December 2020 Survey Results

Measure	2019 Benchmark	Jan 2020	Feb 2020	Mar 2020	April 2020	May 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020
Surveys Sent	310	10	20	10	None due	None due	13						
Surveys Returned	132	3	8	1	to	to	13						
Return Ratio	43%	30%	40%	10%	Covid-19	Covid-19	100%						
Overall Satisfaction													
• <i>Very satisfied</i>		3(100%)	5(63%)	1(100%)			10(77%)						
• <i>Satisfied</i>		0(0%)	3(27%)	0(0%)			3(23%)						
• <i>Dissatisfied</i>		0(0%)	0(0%)	0(0%)			0(0%)						
• <i>Very dissatisfied</i>		0(0%)	0(0%)	0(0%)			0(0%)						
• <i>Total</i>		3(100%)	8(100%)	1(100%)			13(100%)						
• <i>Overall satisfaction</i>	95%	100%	100%	0%			100%						
Punctuality													
• <i>Always</i>		1(33%)	3(27%)	1(100%)			8(62%)						
• <i>Nearly always</i>		2(67%)	5(63%)	0(0%)			4(31%)						
• <i>Never</i>		0(0%)	0(0%)	0(0%)			1(7%)						
• <i>Total</i>		3(100%)	8(100%)	1(100%)			13(100%)						
• <i>Overall satisfaction</i>	95%	100%	100%	100%			93%						
Reliability													
• <i>Very reliable</i>		3(100%)	6(75%)	1(100%)			12(92%)						
• <i>Reliable</i>		0(0%)	2(25%)	0(0%)			1(8%)						
• <i>Unreliable</i>		0(0%)	0(0%)	0(0%)			0(0%)						
• <i>Very unreliable</i>		0(0%)	0(0%)	0(0%)			0(0%)						
• <i>Total</i>		3(100%)	8(100%)	1(100%)			13(100%)						
• <i>Overall satisfaction</i>	96%	100%	100%	100%			100%						
Helpfulness of staff													
• <i>Very helpful</i>		3(100%)	4(50%)	1(100%)			8(62%)						
• <i>Helpful</i>		0(0%)	4(50%)	0(0%)			5(38%)						
• <i>Unhelpful</i>		0(0%)	0(0%)	0(0%)			0(0%)						
• <i>Very unhelpful</i>		0(0%)	0(0%)	0(0%)			0(0%)						
• <i>Total</i>		3(100%)	8(100%)	1(100%)			13(100%)						
• <i>Overall satisfaction</i>	99%	100%	100%	100%			100%						
Average Overall CSI		100%	100%	100%			98%						