

**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/completed via phone (from June 2020)	310	10	20	10	None due	None due	38	2	11	4	25		
Surveys Returned	132	3	8	1	to	to	38	2	11	4	25		
Return Ratio	43%	30%	40%	10%	Covid-19	Covid-19	100%	100%	100%	100%	100%		
<b>Overall Satisfaction</b>													
• Very satisfied		3(100%)	5(63%)	1(100%)			24(63%)	2(100%)	8(73%)	2(50%)	15(60%)		
• Satisfied		0(0%)	3(27%)	0(0%)			14(37%)	0(0%)	3(27%)	1(25%)	10(40%)		
• Dissatisfied		0(0%)	0(0%)	0(0%)			0(0%)	0(0%)	0(0%)	1(25%)	0(0%)		
• Very dissatisfied		0(0%)	0(0%)	0(0%)			0(0%)	0(0%)	0(0%)	0(0%)	0(0%)		
• Total		3(100%)	8(100%)	1(100%)			38(100%)	2(100%)	11(100%)	4(100%)	25(100%)		
• Overall satisfaction	95%	100%	100%	0%			100%	100%	100%	75%	100%		
<b>Punctuality</b>													
• Always		1(33%)	3(27%)	1(100%)			18(47%)	2(100%)	2(18%)	1(25%)	3(12%)		
• Nearly always		2(67%)	5(63%)	0(0%)			18(47%)	0(0%)	9(82%)	3(75%)	20(80%)		
• Never		0(0%)	0(0%)	0(0%)			2(6%)	0(0%)	0(0%)	0(0%)	2(8%)		
• Total		3(100%)	8(100%)	1(100%)			38(100%)	2(100%)	11(100%)	4(100%)	25(100%)		
• Overall satisfaction	95%	100%	100%	100%			94%	100%	100%	100%	92%		
<b>Reliability</b>													
• Very reliable		3(100%)	6(75%)	1(100%)			28(74%)	2(100%)	7(64%)	2(50%)	9(36%)		
• Reliable		0(0%)	2(25%)	0(0%)			10(26%)	0(0%)	4(36%)	1(25%)	15(60%)		
• Unreliable		0(0%)	0(0%)	0(0%)			0(0%)	0(0%)	0(0%)	1(25%)	1(4%)		
• Very unreliable		0(0%)	0(0%)	0(0%)			0(0%)	0(0%)	0(0%)	0(0%)	0(0%)		
• Total		3(100%)	8(100%)	1(100%)			38(100%)	2(100%)	11(100%)	4(100%)	25(100%)		
• Overall satisfaction	96%	100%	100%	100%			100%	100%	100%	75%	96%		
<b>Helpfulness of staff</b>													
• Very helpful		3(100%)	4(50%)	1(100%)			21(55%)	2(100%)	6(55%)	2(50%)	11(44%)		
• Helpful		0(0%)	4(50%)	0(0%)			17(45%)	0(0%)	5(45%)	1(25%)	14(56%)		
• Unhelpful		0(0%)	0(0%)	0(0%)			0(0%)	0(0%)	0(0%)	1(25%)	0(0%)		
• Very unhelpful		0(0%)	0(0%)	0(0%)			0(0%)	0(0%)	0(0%)	0(0%)	0(0%)		
• Total		3(100%)	8(100%)	1(100%)			38(100%)	2(100%)	11(100%)	4(100%)	25(100%)		
• Overall satisfaction	99%	100%	100%	100%			100%	100%	100%	75%	100%		
<b>Average Overall CSI</b>		100%	100%	100%			99%	100%	100%	81%	97%		