

Oxford House Community Care – Customer Satisfaction Index Summary

Jan 2021 – December 2021 Survey Results

Measure	2020 Benchmark	Jan 2020	Feb 2020	Mar 2020	April 2020	May 2020	June 2020
Surveys Sent	143	None due	None due	None due	18	40	30
Surveys Returned	115	to	to	to	9	14	5
Return Ratio	80%	Covid-19	Covid-19	Covid-19	50%	35%	17%
Overall Satisfaction							
• <i>Very satisfied</i>					7(78%)	11(79%)	3(60%)
• <i>Satisfied</i>					2(22%)	2(14%)	2(40%)
• <i>Dissatisfied</i>					0(0%)	1(7%)	0(0%)
• <i>Very dissatisfied</i>					0(0%)	0(0%)	0(0%)
• <i>Total</i>					9	14	5
• <i>Overall satisfaction</i>	96%				100%	88%	100%
Punctuality							
• <i>Always</i>					5(56%)	6(43%)	1(20%)
• <i>Nearly always</i>					4(44%)	8(57%)	4(80%)
• <i>Never</i>					0(0%)	0(0%)	0(0%)
• <i>Total</i>					9	14	5
• <i>Overall satisfaction</i>	98%				100%	100%	100%
Reliability							
• <i>Very reliable</i>					7(78%)	11(79%)	3(60%)
• <i>Reliable</i>					2(22%)	3(21%)	2(40%)
• <i>Unreliable</i>					0(0%)	0(0%)	0(0%)
• <i>Very unreliable</i>					0(0%)	0(0%)	0(0%)
• <i>Total</i>					9	14	5
• <i>Overall satisfaction</i>	96%				100%	100%	100%
Helpfulness of staff							
• <i>Very helpful</i>					8(89%)	8(57%)	3(60%)
• <i>Helpful</i>					0(0%)	6(43%)	2(40%)
• <i>Unhelpful</i>					1(11%)	0(0%)	0(0%)
• <i>Very unhelpful</i>					0(0%)	0(0%)	0(0%)
• <i>Total</i>					9	14	5
• <i>Overall satisfaction</i>	97%				89%	100%	100%
Average Overall CSI					97%	97%	100%