

Housing Options Survey

Quarterly Data 2017/18

Each column contains each quarter's data. The total number of respondents for that quarter is given in each column heading. Figures are provided for % satisfied (S) and dissatisfied (D) for each question. The number of respondents for each question is provided in brackets below the S/D data.

2016/17	Q1 (33 respondents)		Q2 (-- respondents)		Q3 (-- respondents)		Q4 (-- respondents)	
Aspect	S	D	S	D	S	D	S	D
Ease with which you were able to get access to the service	73%	21%						
	(33)							
How quickly the team responded returning messages, phone calls and letters	64%	18%						
	(33)							
The quality of advice or information you were given at the first point of contact	58%	30%						
	(33)							
How easy it was to contact your particular housing officer	59%	31%						
	(32)							
If you received a letter from us, how easy it was to understand	68%	21%						
	(28)							
How easy our housing leaflets are to understand	71%	11%						
	(28)							
General staff friendliness, politeness and interest in your situation	73%	24%						
	(33)							
If you were given help to complete a Homefinder Somerset form, how satisfied were you with that help?	62%	29%						
	(21)							
If you were given advice or information about Private sector accomm how satisfied	59%	38%						
	(24)							

were you with this advice?				
If you were homeless or threatened with homelessness, how satisfied were you with the service you received to help you in your situation?	43%	53%		
	(23)			
If you were provided with temporary accommodation by the council, how satisfied were you with it?	50%	33%		
	(12)			
Again, if you were given temporary accommodation, how satisfied were you with the support you received whilst there?	50%	33%		
	(12)			

Overall Satisfaction

	Q1	Q2	Q3	Q4
Satisfaction with service overall (Good to Excellent)	61%			
	(31)			

Reasons for Contact

Reason	Q1	Q2	Q3	Q4
Threatened/actual homelessness	53%			
	(17)			
Applied to Homefinder Somerset	53%			
	(17)			
Housing advice	9%			
	(3)			
MDC contact following referral	3%			
	(1)			