

**London Borough
of Tower Hamlets
Housing Options
Service
Reception Exit
Poll Survey
Results
Oct – Dec 2011**

Overview

The Reception Exit Poll was conducted over a six-week period, (October - December, 2012), to monitor service user perception of the reception area and the services offered within. The Business Support Team set up a rota for 10 admin officers within the service to take it in turns to conduct the survey, approaching service users as they were leaving the reception area, and they were able to get 105 people to complete the form - the weighted results, (based on the number of responses to each question), are summarised below.

Findings

Customers expressed their satisfaction with the way they were dealt with the team that they saw on the visit. 91% of customers found their experience satisfactory or better. Team results are detailed below.

Team	Positive Response
Assessments	100%
Former Arrears	100%
Housing Benefit	100%
Options – Young People	100%
Options - Adults	83.3%
Options – Families	100%
Housing Management Team	87%
Housing Advice	76%

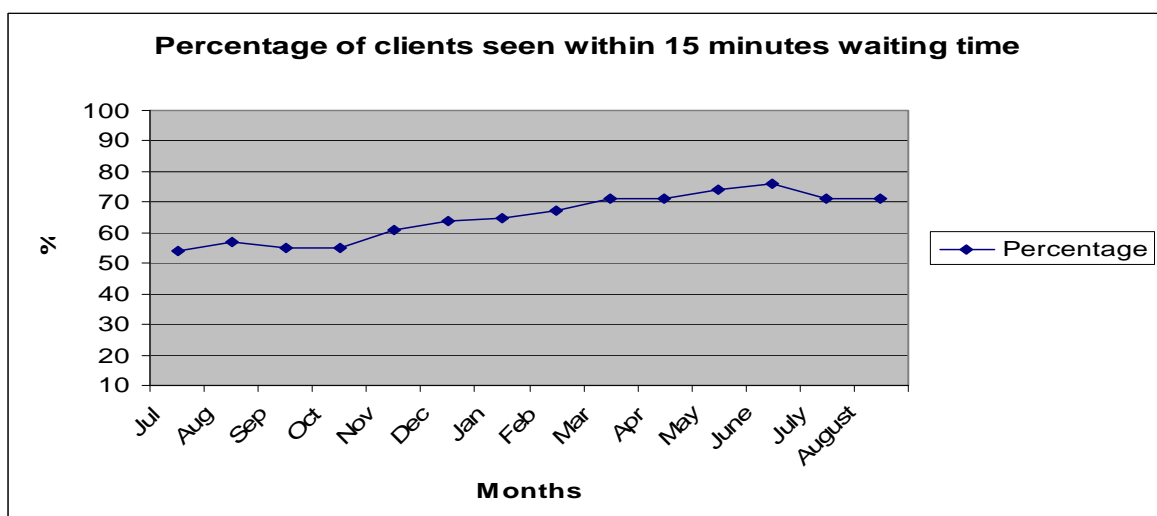
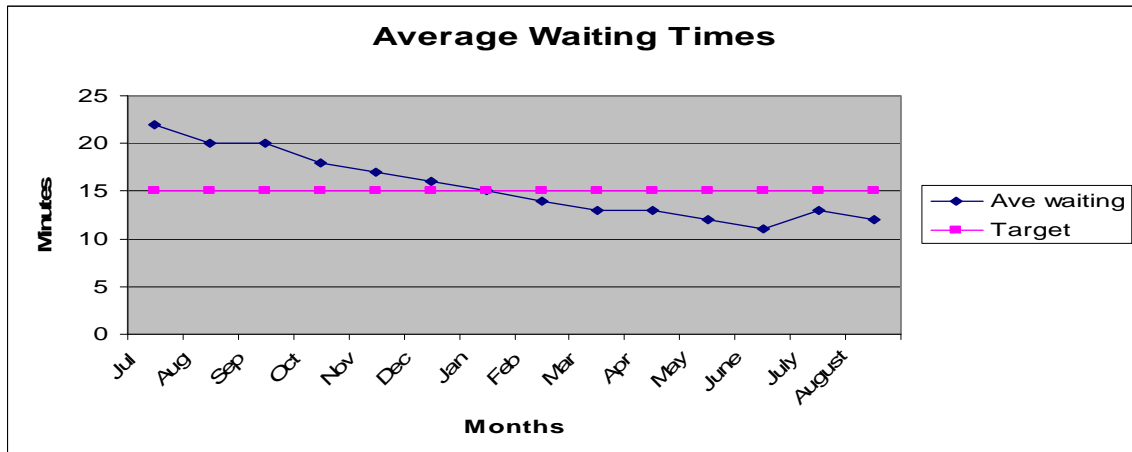
The reception area scored well for the areas assessed, a total of 105 customers commented on our reception area and 96 commented with a positive response with the results shown in the table below:

Team	Positive Response
Layout	99%
Comfort	97.9%
Cleanliness	98.9%
Vending Machines	98.8%
Toilets	100%
Children's Facilities	98.8%
Customer Information	96.6%

- **82%** of respondents felt that their privacy was protected during their interview.
- **90%** of respondents were satisfied with the opening times of the office, (0930am – 4:00pm).

Our target maximum waiting period for customers to be seen is 15 minutes. Sometimes customers need to see people from several teams in one visit.

- When asked the question How long did you wait to be seen, **55.3%** of our clients said less than 15 minutes. With a further **31.1%** stating they waited 15-30 minutes..
- **14% of customers waited over 30 minutes to be seen – this has been a priority area for improvement, as the graph below shows.**



When asked “*Would you find this information useful in our reception?*” the following responses were received:

Position	Information Category	Positive response %
1	Job Vacancies	96.5%
2	Training Opportunities	95.1%
3	Benefits Advice	93.1%
4	Health Advice	92.4%
5	Drug & Alcohol Services	88.3%
6	Community groups	84.7%
7	Local Events	84%
8	Leisure information	80.3%

- 97% of customers said their visit was satisfactory or better.
- 97% said that the politeness and respectfulness of staff was satisfactory or better.
- 100% said the reception area was satisfactory or better and 99% said the same of the Housing Options Service as a whole.

There were a few comments, made by a small number of customers, regarding suggestions for improvements to the reception area. These comments will be related back to the Business Support team who will challenge improvements through senior Management.