


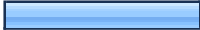


## 1. Which team did you come to see today and how were you dealt with?

	Very Good	Good	OK	Poor	Rating Average	Response Count
Assessments	36.4% (4)	<b>45.5% (5)</b>	18.2% (2)	0.0% (0)	1.82	11
Former Arrears	<b>50.0% (1)</b>	0.0% (0)	<b>50.0% (1)</b>	0.0% (0)	2.00	2
Housing Benefits	<b>52.2% (12)</b>	30.4% (7)	17.4% (4)	0.0% (0)	1.65	23
Options - Young People	16.7% (2)	<b>66.7% (8)</b>	16.7% (2)	0.0% (0)	2.00	12
Options - Adults	<b>50.0% (6)</b>	25.0% (3)	8.3% (1)	16.7% (2)	1.92	12
Options - Families	<b>42.9% (3)</b>	<b>42.9% (3)</b>	14.3% (1)	0.0% (0)	1.71	7
Housing Management Team	<b>43.5% (10)</b>	39.1% (9)	4.3% (1)	13.0% (3)	1.87	23
Housing Advice	<b>58.8% (10)</b>	11.8% (2)	5.9% (1)	23.5% (4)	1.94	17
<b>answered question</b>						<b>105</b>
<b>skipped question</b>						<b>0</b>

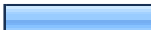
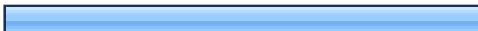
## 2. If you answered poor, please explain why?

	Response Count
	2
<b>answered question</b>	<b>2</b>
<b>skipped question</b>	<b>103</b>



### 3. How long did you wait to be seen?

		Response Percent	Response Count
Less than 15 minutes		55.3%	57
15 - 30 minutes		31.1%	32
31 minutes - 1 hour		7.8%	8
Over 1 hour		5.8%	6
answered question			103
skipped question			2



### 4. If you waited for over 30 minutes was the reason for the delay explained to you?

		Response Percent	Response Count
Yes		23.5%	12
No		76.5%	39
answered question			51
skipped question			54



### 5. If you needed an interpreter was one provided?

		Response Percent	Response Count
Yes		23.5%	12
No		76.5%	39
answered question			51
skipped question			54

**6. Did you feel your privacy was protected during your interview?**

		Response Percent	Response Count
Yes		82.3%	79
No		17.7%	17
answered question			96
skipped question			9

**7. Our Office opening times are between 9:30am – 4:00pm Monday to Friday. Are these opening times convenient for you?**

		Response Percent	Response Count
Yes		90.2%	92
No		9.8%	10
answered question			102
skipped question			3

**8. If no what would you suggest?**

	Response Count
	14
answered question	14
skipped question	91

## 9. What do you think of our reception area?

	VERY GOOD	GOOD	OK	POOR	Rating Average	Response Count
Layout	32.0% (33)	<b>48.5% (50)</b>	18.4% (19)	1.0% (1)	1.88	103
Comfort	27.4% (26)	<b>46.3% (44)</b>	24.2% (23)	2.1% (2)	2.01	95
Cleanliness	26.1% (24)	<b>45.7% (42)</b>	27.2% (25)	1.1% (1)	2.03	92
Vending machines	22.4% (19)	<b>40.0% (34)</b>	36.5% (31)	1.2% (1)	2.16	85
Toilet facilities	19.8% (17)	<b>53.5% (46)</b>	26.7% (23)	0.0% (0)	2.07	86
Children's facilities	23.8% (20)	<b>48.8% (41)</b>	26.2% (22)	1.2% (1)	2.05	84
Customer Information	24.1% (21)	<b>40.2% (35)</b>	32.2% (28)	3.4% (3)	2.15	87
<b>answered question</b>						<b>105</b>
<b>skipped question</b>						<b>0</b>

## 10. What improvements would you like to see?

	Response Count
	5
<b>answered question</b>	<b>5</b>
<b>skipped question</b>	<b>100</b>

## 11. Would you find this information useful in our reception?

	Very Useful	Useful	Not Useful	Rating Average	Response Count
Job vacancies	31.8% (27)	<b>64.7% (55)</b>	3.5% (3)	1.72	85
Training Opportunities	30.5% (25)	<b>64.6% (53)</b>	4.9% (4)	1.74	82
Health Advice	27.8% (22)	<b>64.6% (51)</b>	7.6% (6)	1.80	79
Benefits Advice	29.1% (25)	<b>64.0% (55)</b>	7.0% (6)	1.78	86
Leisure information	22.4% (17)	<b>57.9% (44)</b>	19.7% (15)	1.97	76
Drug & alcohol Services	27.3% (21)	<b>61.0% (47)</b>	11.7% (9)	1.84	77
Local events	22.7% (17)	<b>61.3% (46)</b>	16.0% (12)	1.93	75
Community groups	22.2% (16)	<b>62.5% (45)</b>	15.3% (11)	1.93	72
<b>answered question</b>					<b>96</b>
<b>skipped question</b>					<b>9</b>

## 12. Overall, how would you rate

	Very Good	Good	OK	Poor	Rating Average	Response Count
Your visit today	42.7% (41)	<b>43.8% (42)</b>	10.4% (10)	3.1% (3)	1.74	96
Politeness & respectfulness of staff	<b>51.1% (46)</b>	33.3% (30)	12.2% (11)	3.3% (3)	1.68	90
Our reception area	<b>48.4% (45)</b>	38.7% (36)	12.9% (12)	0.0% (0)	1.65	93
The Housing Options Service	<b>45.4% (44)</b>	39.2% (38)	14.4% (14)	1.0% (1)	1.71	97
<b>answered question</b>					<b>102</b>	
<b>skipped question</b>					<b>3</b>	

### 13. Any other comments related to your visit today?

	Response Count
	2
<b>answered question</b>	<b>2</b>
<b>skipped question</b>	<b>103</b>

### 14. Are you male or female?

		Response Percent	Response Count
Male		45.7%	42
Female		54.3%	50
		<b>answered question</b>	<b>92</b>
		<b>skipped question</b>	<b>13</b>

### 15. How old are you?

		Response Percent	Response Count
16-19		9.5%	9
20-25		22.1%	21
26-34		25.3%	24
<b>35-43</b>		<b>26.3%</b>	<b>25</b>
44-52		13.7%	13
53-59		3.2%	3
60-64		0.0%	0
65+		0.0%	0
		<b>answered question</b>	<b>95</b>
		<b>skipped question</b>	<b>10</b>




## 16. How would you define your sexual orientation?

		Response Percent	Response Count
Hetrosexual ("straight")		93.1%	67
Bisexual		2.8%	2
Gay		2.8%	2
Lesbian		0.0%	0
Other		0.0%	0
Prefer not to say		1.4%	1
<b>answered question</b>			<b>72</b>
<b>skipped question</b>			<b>33</b>



## 17. Asian or Asian British

		Response Percent	Response Count
Bangladesh		79.2%	42
Chinese		13.2%	7
Indian		1.9%	1
Pakistani		3.8%	2
Vietnamese		1.9%	1
Pakistani		0.0%	0
Other Asian background (please tell us)			2
<b>answered question</b>			<b>53</b>
<b>skipped question</b>			<b>52</b>

## 18. Black or Black British



		Response Percent	Response Count
African		12.5%	1
<b>Carribbean</b>		<b>50.0%</b>	<b>4</b>
Somali		37.5%	3
Other African background		0.0%	0
Other Black background		0.0%	0
	Other (please specify)		0
<b>answered question</b>			<b>8</b>
<b>skipped question</b>			<b>97</b>

## 19. Dual Heritage

		Response Percent	Response Count
Asian and White		0.0%	0
<b>Black African and White</b>		<b>66.7%</b>	<b>2</b>
Other Dual heritage background		33.3%	1
	Please tell us		1
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>102</b>






## 20. White

		Response Percent	Response Count
British		92.9%	26
Irish		0.0%	0
Other white background		7.1%	2
	Please tell us		1
answered question			28
skipped question			77

## 21. Other - Any other racial group background please tell us;

	Response Count
	0
answered question	0
skipped question	105

## 22. Please describe your nationality: European National?

		Response Percent	Response Count
UK National resident in the UK		96.3%	78
UK National returning from overseas		0.0%	0
Bulgarian		0.0%	0
Slovakian		0.0%	0
Iceland		0.0%	0
Spain		1.2%	1
Germany		0.0%	0
Lithuanian		0.0%	0
Latvian		1.2%	1
Norway		0.0%	0
Finland		0.0%	0
malta		0.0%	0
Czech Republic		0.0%	0
Slovenian		0.0%	0
Cyprus		0.0%	0
Lietchenstein		0.0%	0
Polish		0.0%	0
Austria		0.0%	0
Ireland		0.0%	0
Sweden		0.0%	0
Estonian		0.0%	0
Greece		0.0%	0
Portugal		0.0%	0
France		0.0%	0
Romanian		0.0%	0




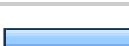
Netherlands		0.0%	0
Denmark		0.0%	0
Luxembourg		0.0%	0
Hungarian		0.0%	0
Belgium		0.0%	0
Italy		0.0%	0
Switzerland		0.0%	0
Any other European national		1.2%	1

Please tell us 1

**answered question 81**

**skipped question 24**

### 23. African national





		Response Percent	Response Count
Nigerian		20.0%	1
<b>Somali</b>		<b>60.0%</b>	<b>3</b>
Sudanese		0.0%	0
Other African national		20.0%	1

please specify 1

**answered question 5**

**skipped question 100**



## 24. Asian National

		Response Percent	Response Count
Bangladeshi		76.2%	16
Chinese		9.5%	2
Indian		9.5%	2
Pakistani		4.8%	1
Vietnamese		0.0%	0
Other Asian national		0.0%	0
	please specify		0
<b>answered question</b>			<b>21</b>
<b>skipped question</b>			<b>84</b>


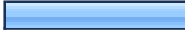

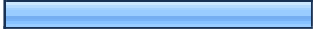

## 25. Other - Please tell us

		Response Count
		0
<b>answered question</b>		<b>0</b>
<b>skipped question</b>		<b>105</b>

## 26. Do you consider yourself to be a disabled person?

		Response Percent	Response Count
Yes		2.2%	2
No		97.8%	89
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>14</b>

## 27. What are your religious beliefs?

		Response Percent	Response Count
Buddhist		3.8%	3
Christian		29.1%	23
Hindu		0.0%	0
No Religion		15.2%	12
<b>Muslim</b>		<b>49.4%</b>	<b>39</b>
Sikh		0.0%	0
Jewish		0.0%	0
Other Religion		2.5%	2
<b>answered question</b>			<b>79</b>
<b>skipped question</b>			<b>26</b>