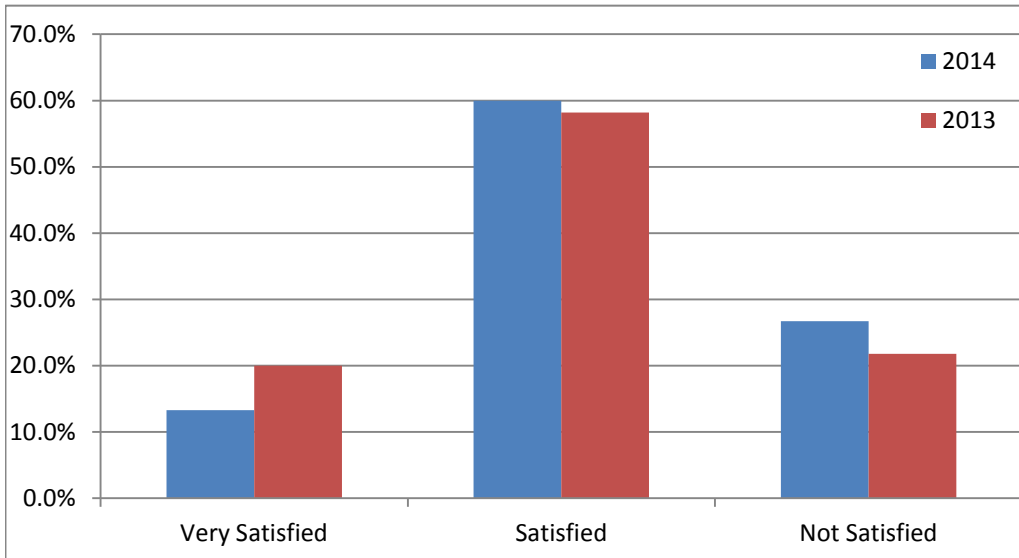


# TOWER HAMLETS HOUSING OPTIONS SERVICE PARTNER SURVEY 2013 & 2014 RESULTS

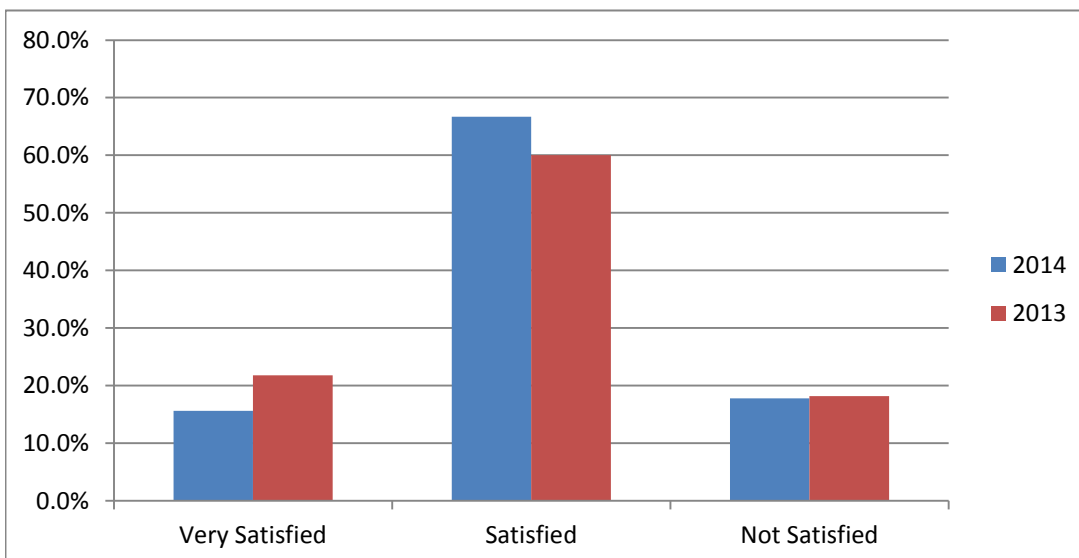
## Q5. Time taken to answer your calls;

	2014	2013	2014	2013
Very Satisfied	13.3%	20.0%	6	11
Satisfied	60.0%	58.2%	27	32
Not Satisfied	26.7%	21.8%	12	12



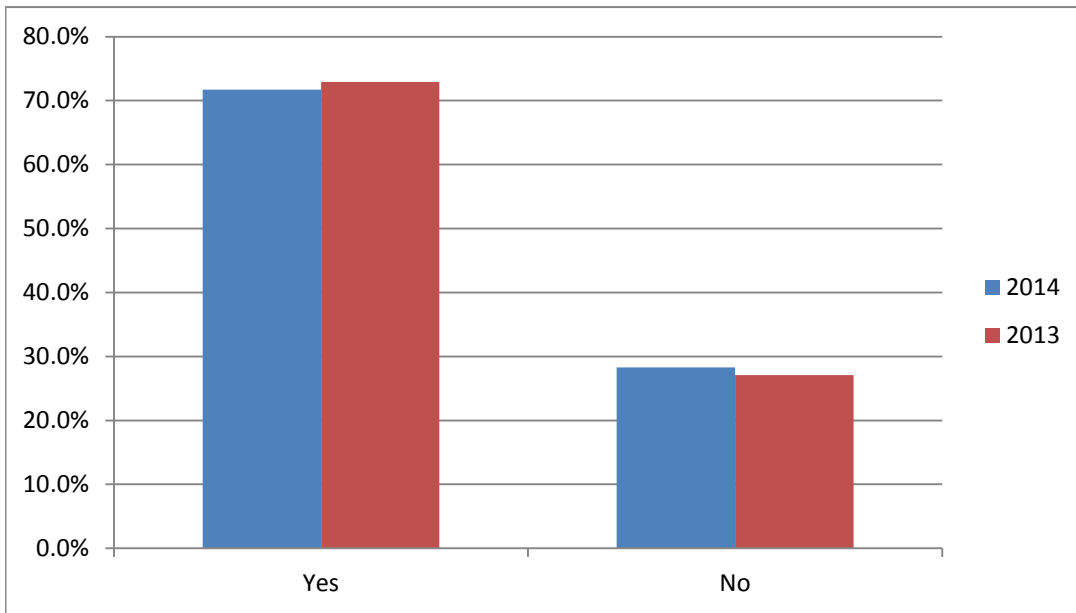
## Q6. Overall, how well do we deal with your calls

	2014	2013	2014	2013
Very Satisfied	15.6%	21.8%	7	12
Satisfied	66.7%	60.0%	30	33
Not Satisfied	17.8%	18.2%	8	10



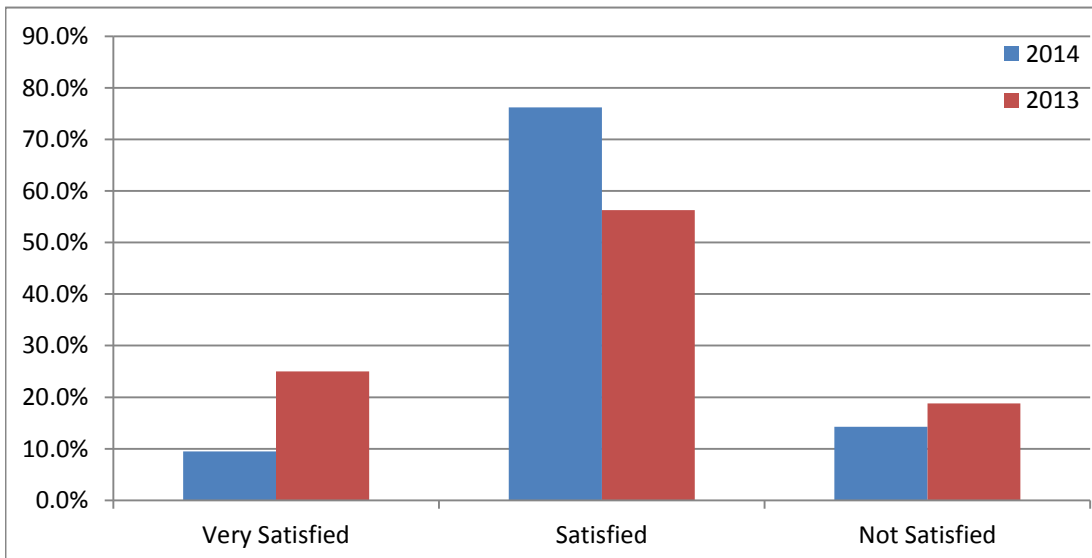
**Q8. Overall, when you write, email or fax us, do you feel our response time is satisfactory?**

	2014	2013	2014	2013
Yes	71.7%	72.9%	33	35
No	28.3%	27.1%	13	13



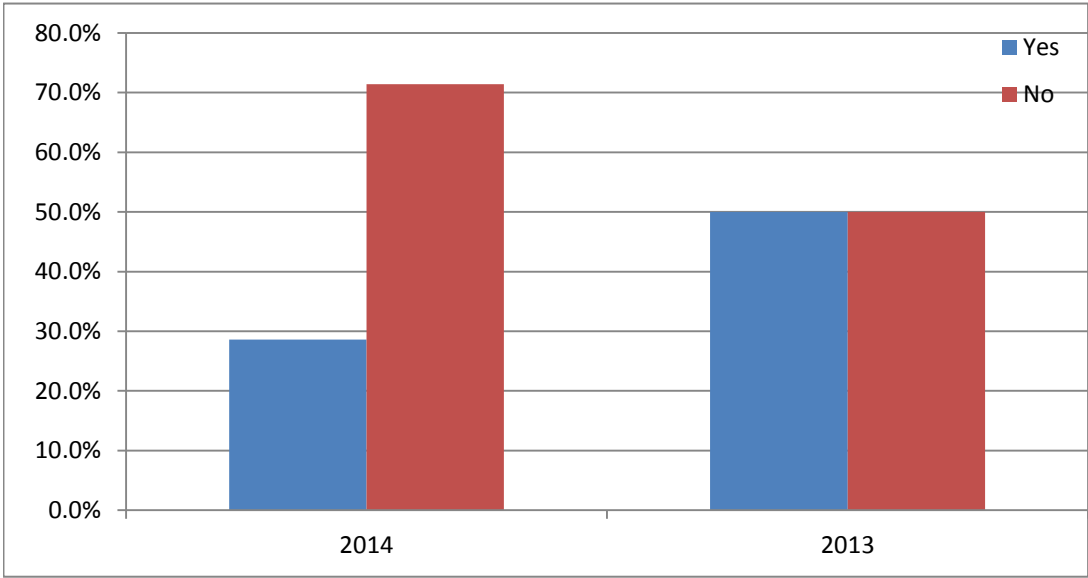
**Q9. Generally how satisfied are you with our written response to you?**

	2014	2013	2014	2013
Very Satisfied	9.5%	25.0%	4	12
Satisfied	76.2%	56.3%	32	27
Not Satisfied	14.3%	18.8%	6	9



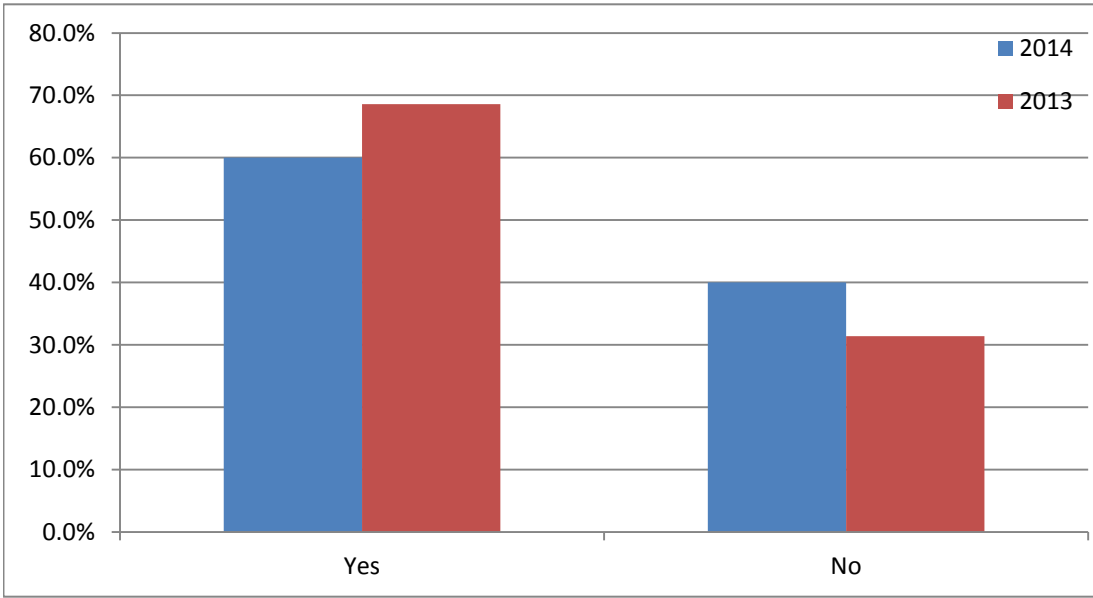
**Q10. Do you think we can improve on the way we respond to correspondence?**

	2014	2013	2014	2013
Yes	28.6%	50.0%	12	22
No	71.4%	50.0%	30	22



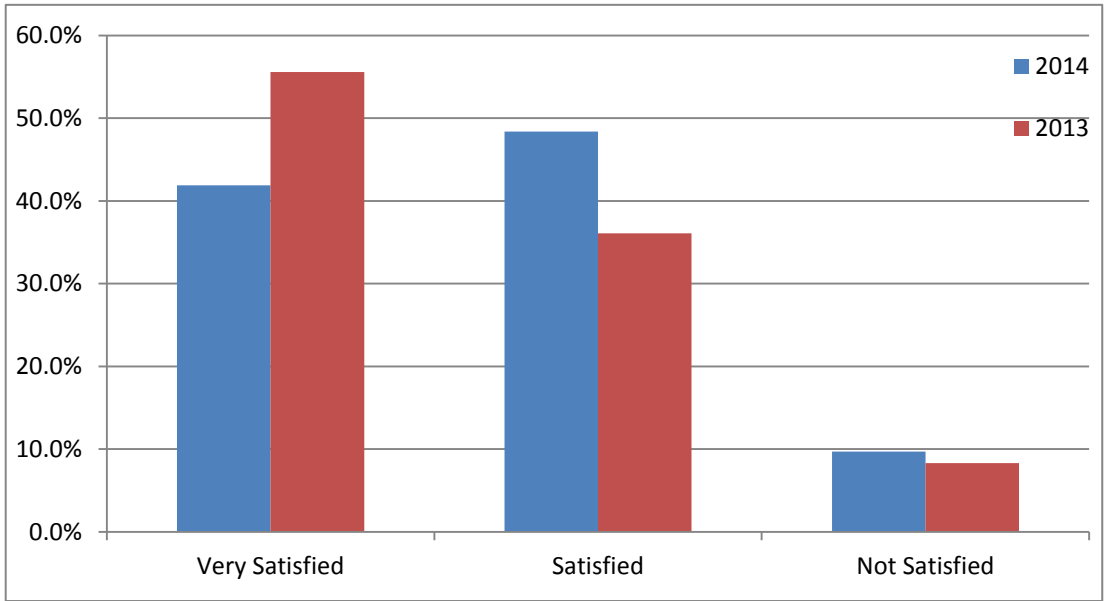
**Q12. Have you met with any of our staff in the last 12 months?**

	2014	2013	2014	2013
Yes	60.0%	68.6%	27	35
No	40.0%	31.4%	18	16



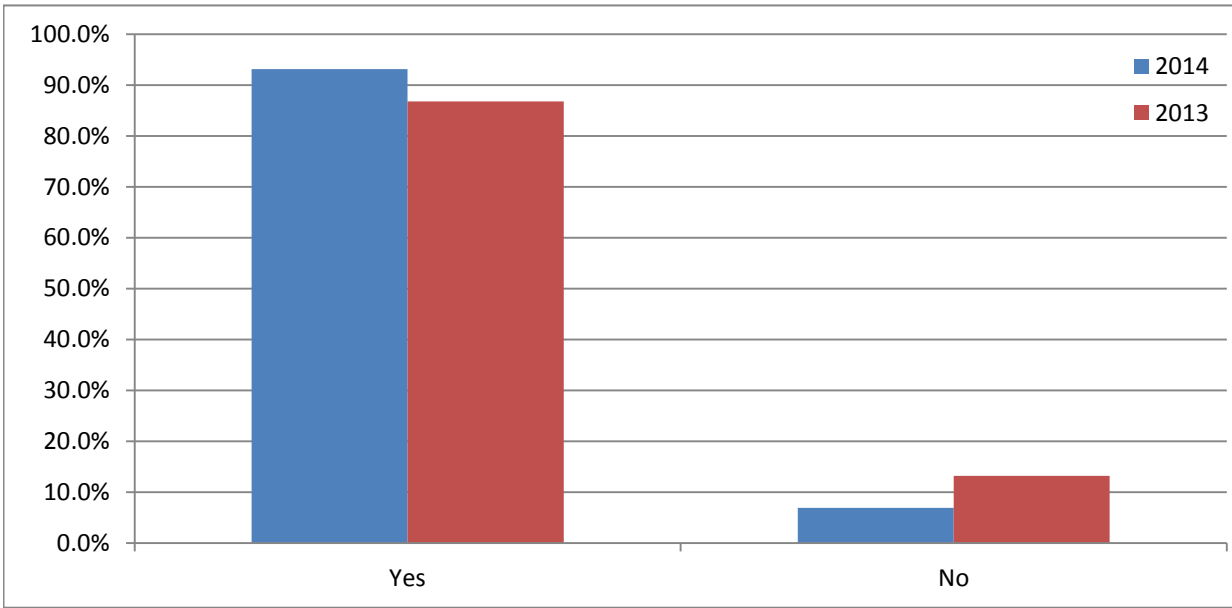
**Q13. If yes, how satisfied were you with your encounter?**

	2014	2013	2014	2013
Very Satisfied	41.9%	55.6%	13	20
Satisfied	48.4%	36.1%	15	13
Not Satisfied	9.7%	8.3%	3	3



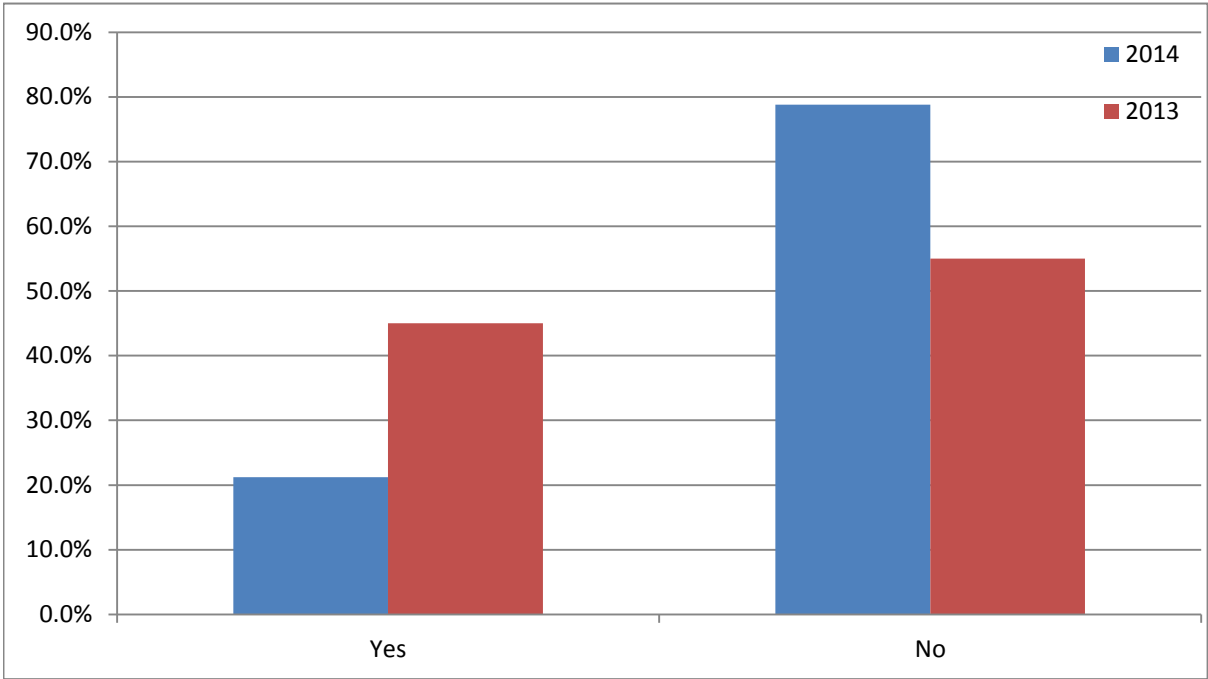
**Q14. If you came to Albert Jacob House, were you satisfied with our reception area?**

	2014	2013	2014	2013
Yes	93.1%	86.8%	27	33
No	6.9%	13.2%	2	5



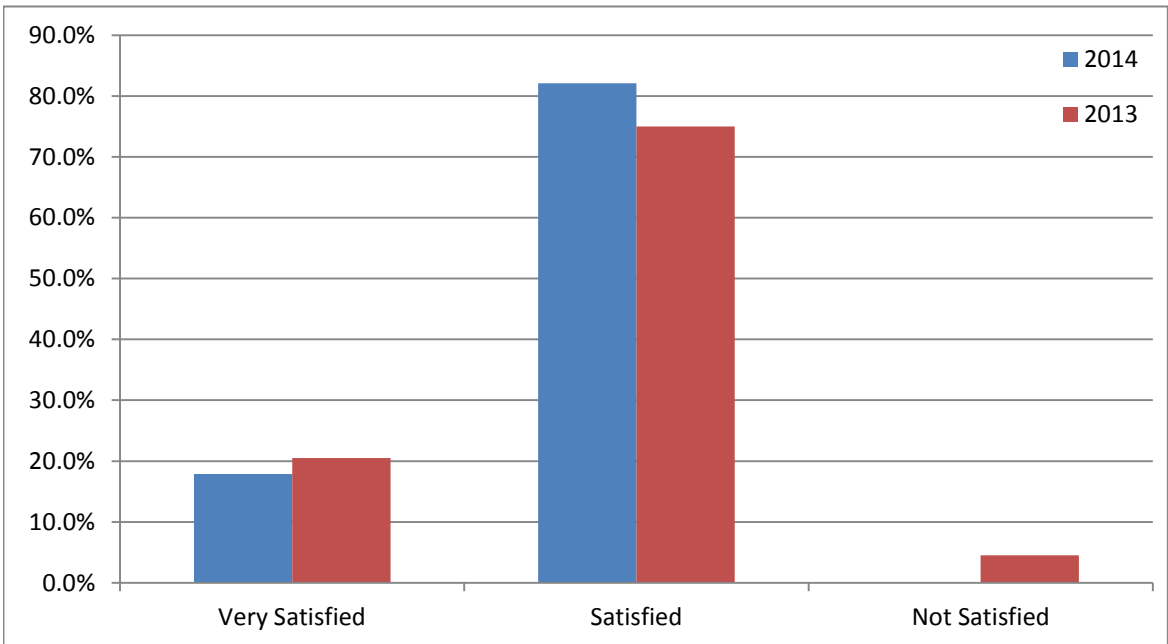
**Q15. Do you think we can improve the service we provide when we meet you?**

	2014	2013	2014	2013
Yes	21.2%	45.0%	7	18
No	78.8%	55.0%	26	22



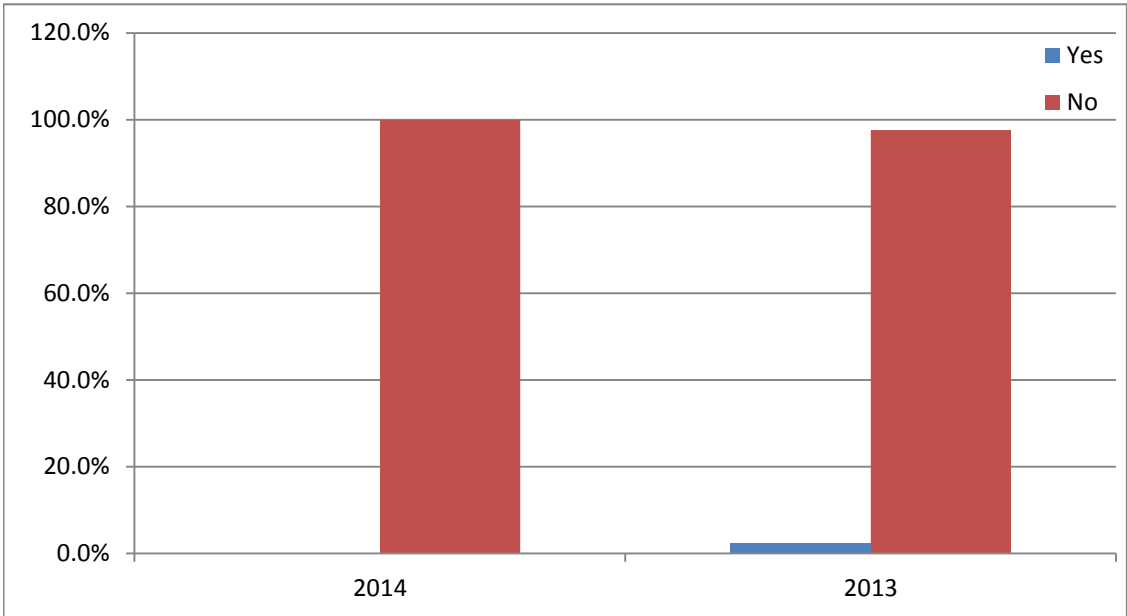
**Q17. How do you rate the information provided on our website?**

	2014	2013	2014	2013
Very Satisfied	17.9%	20.5%	7	9
Satisfied	82.1%	75.0%	32	33
Not Satisfied	0.0%	4.5%	0	2



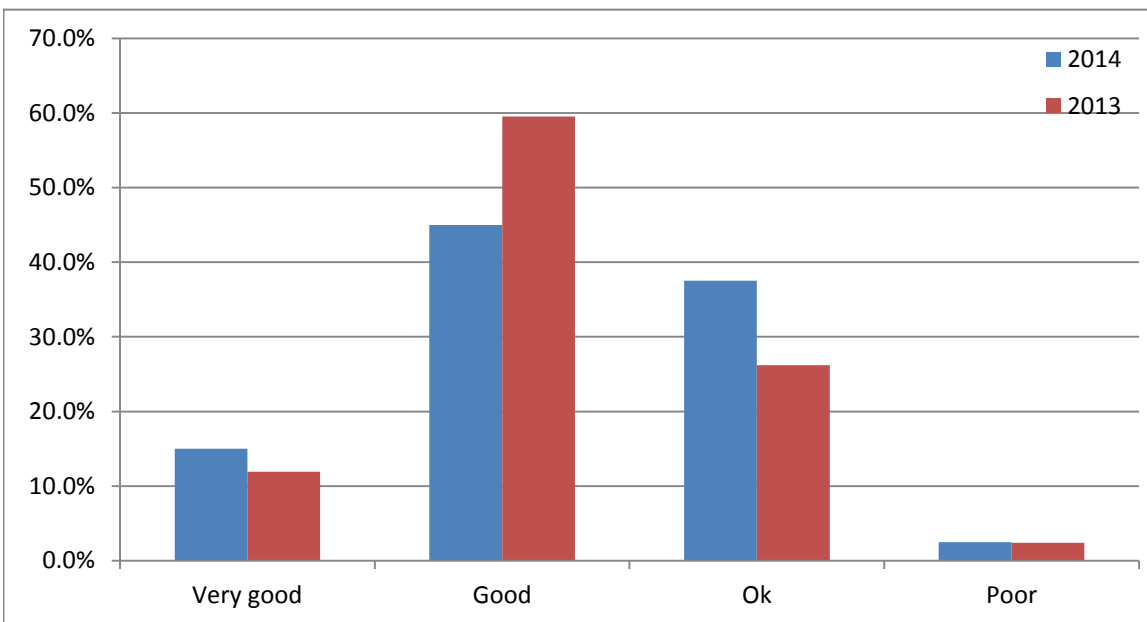
**Q18. Do you have any suggestions on how we could improve the information we supply on the website?**

	2014	2013	2014	2013
Yes	0.0%	2.4%	0	1
No	100.0%	97.6%	38	40



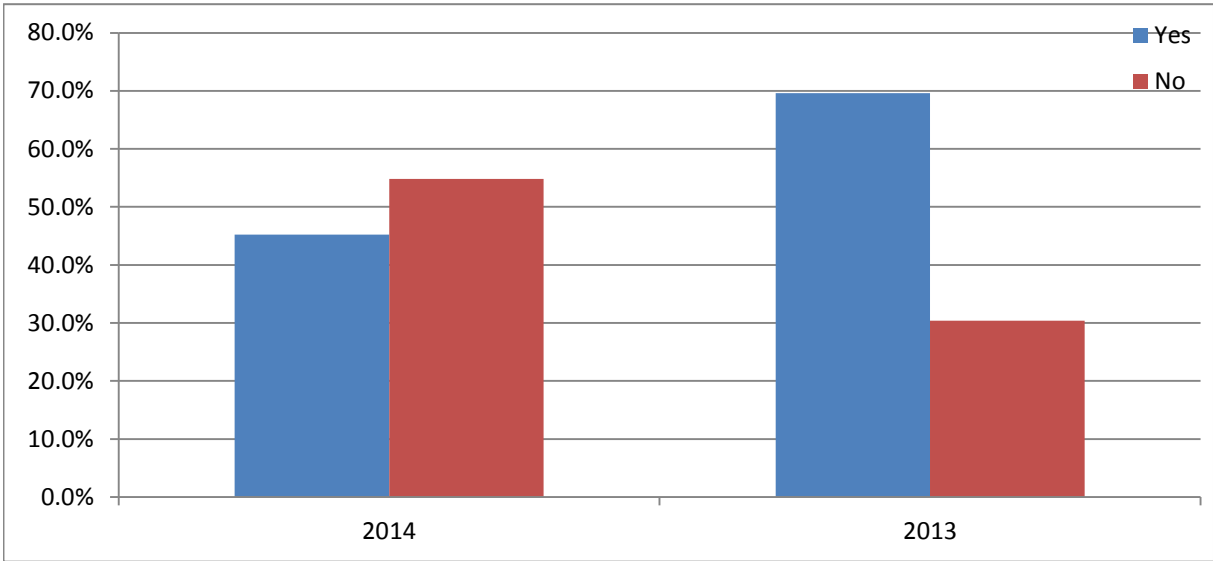
**Q20. How do you rate our Network Partners newsletters?**

	2014	2013	2014	2013
Very good	15.0%	11.9%	6	5
Good	45.0%	59.5%	18	25
Ok	37.5%	26.2%	15	11
Poor	2.5%	2.4%	1	1



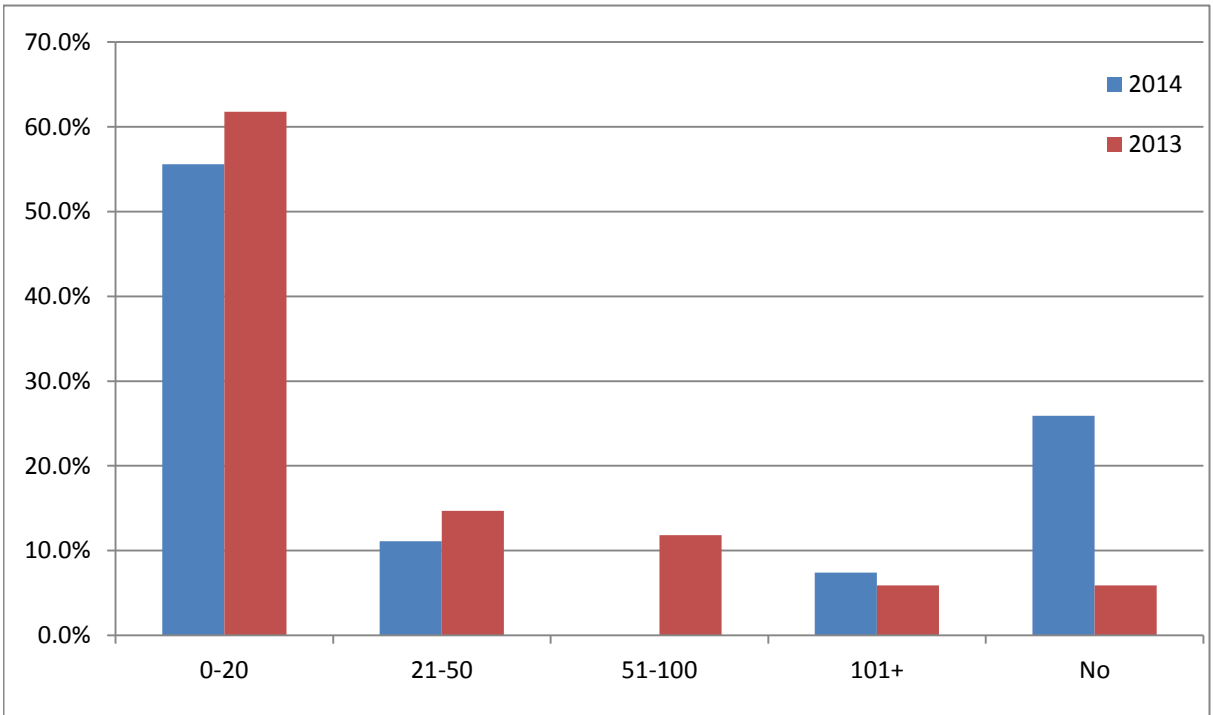
**Q22. Do we refer clients to you?**

	2014	2013	2014	2013
Yes	45.2%	69.6%	19	32
No	54.8%	30.4%	23	14



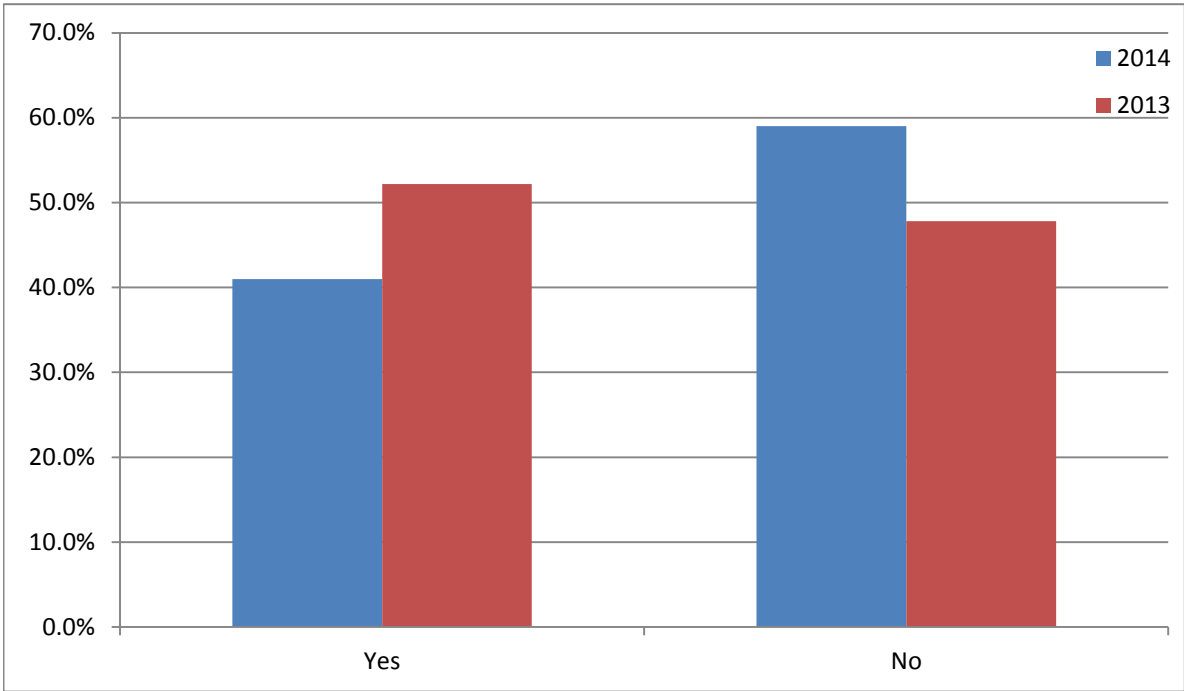
**Q23. If yes how many clients have we referred to you in the last 12 months?**

	2014	2013	2014	2013
0-20	55.6%	61.8%	15	21
21-50	11.1%	14.7%	3	5
51-100	0.0%	11.8%	0	4
101+	7.4%	5.9%	2	2
No	25.9%	5.9%	7	2



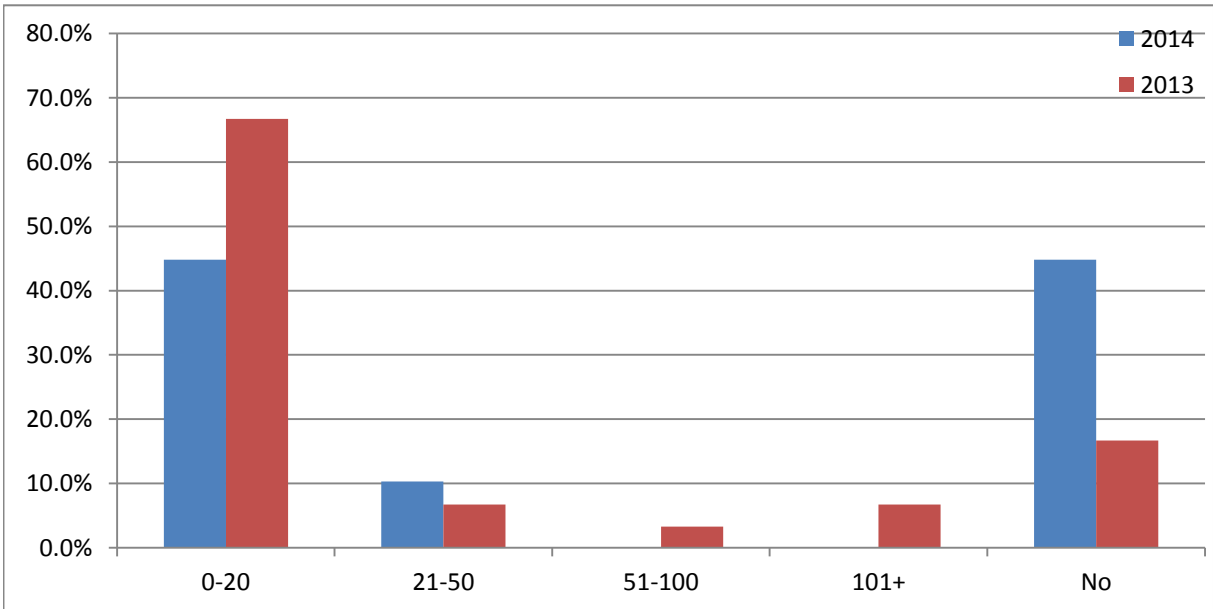
**Q24. Do you refer clients to us?**

	2014	2013	2014	2013
Yes	41.0%	52.2%	16	24
No	59.0%	47.8%	23	22



**Q25. if yes how many clients have you referred to us in the last 12 months?**

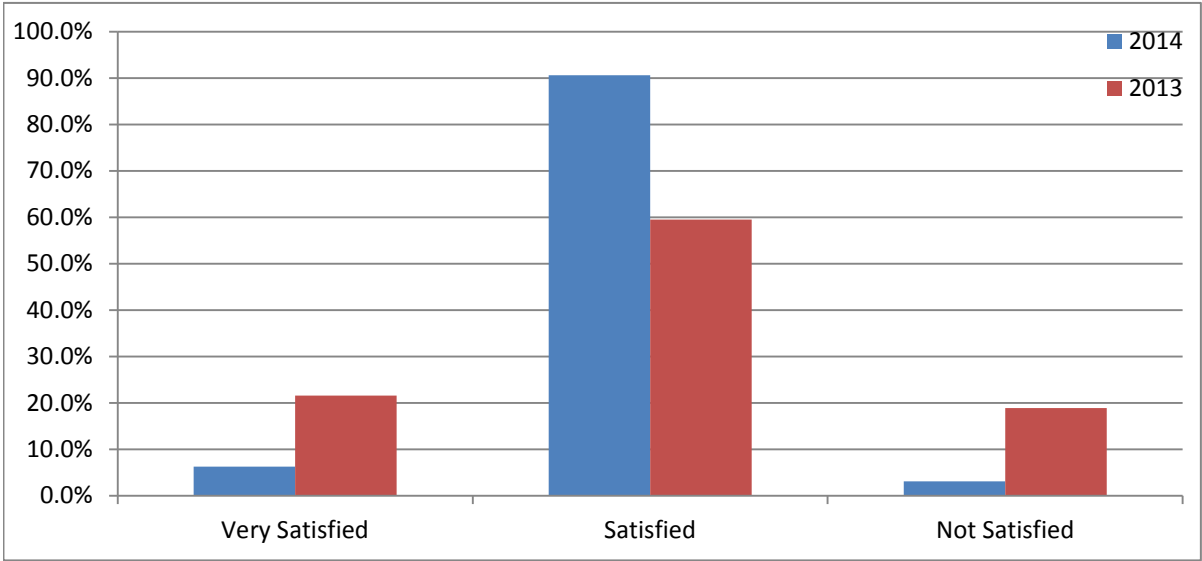
	2014	2013	2014	2013
0-20	44.8%	66.7%	13	20
21-50	10.3%	6.7%	3	2
51-100	0.0%	3.3%	0	1
101+	0.0%	6.7%	0	2
No	44.8%	16.7%	13	5





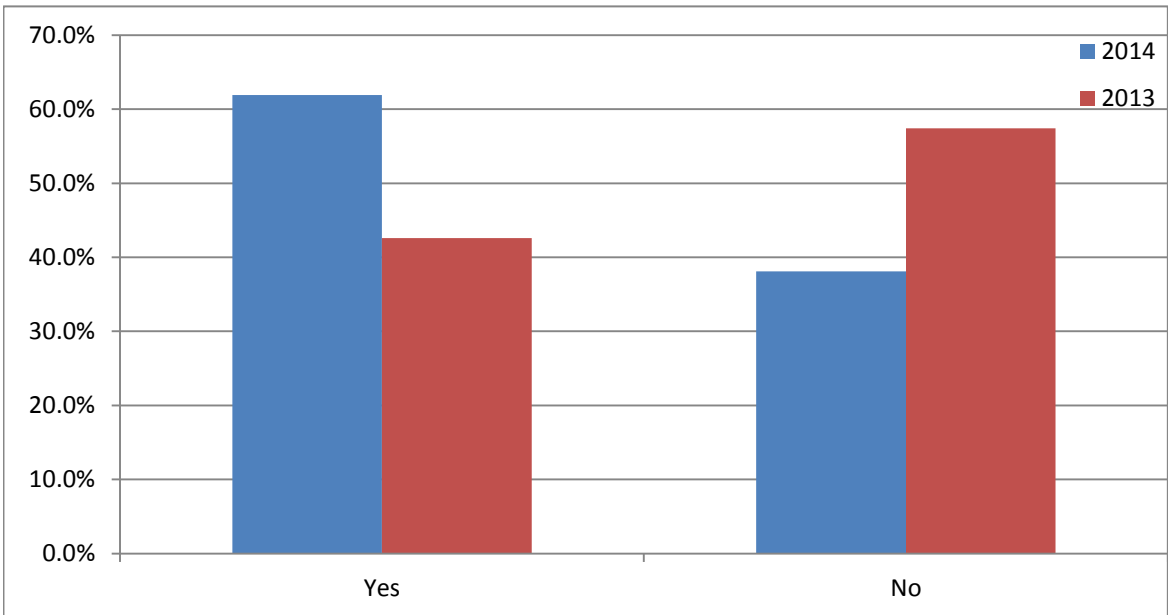
**Q26. How satisfied are you with the referral process?**

	2014	2013	2014	2013
Very Satisfied	6.3%	21.6%	2	8
Satisfied	90.6%	59.5%	29	22
Not Satisfied	3.1%	18.9%	1	7



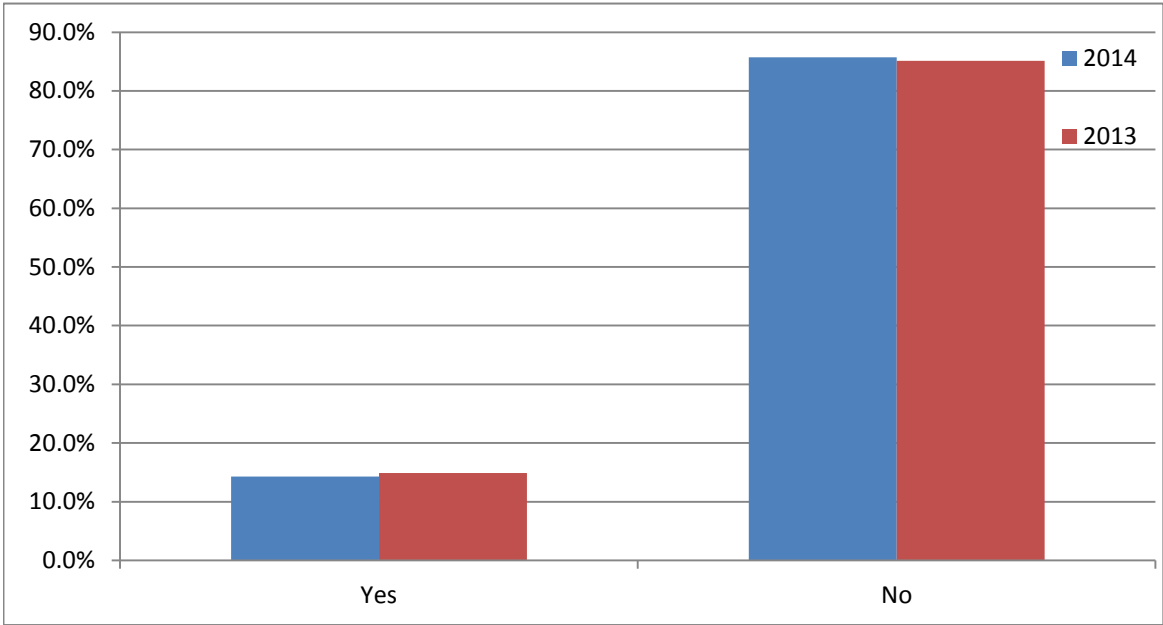
**Q28. Do you know how to make a complaint about our service?**

	2014	2013	2014	2013
Yes	61.9%	42.6%	26	20
No	38.1%	57.4%	16	27



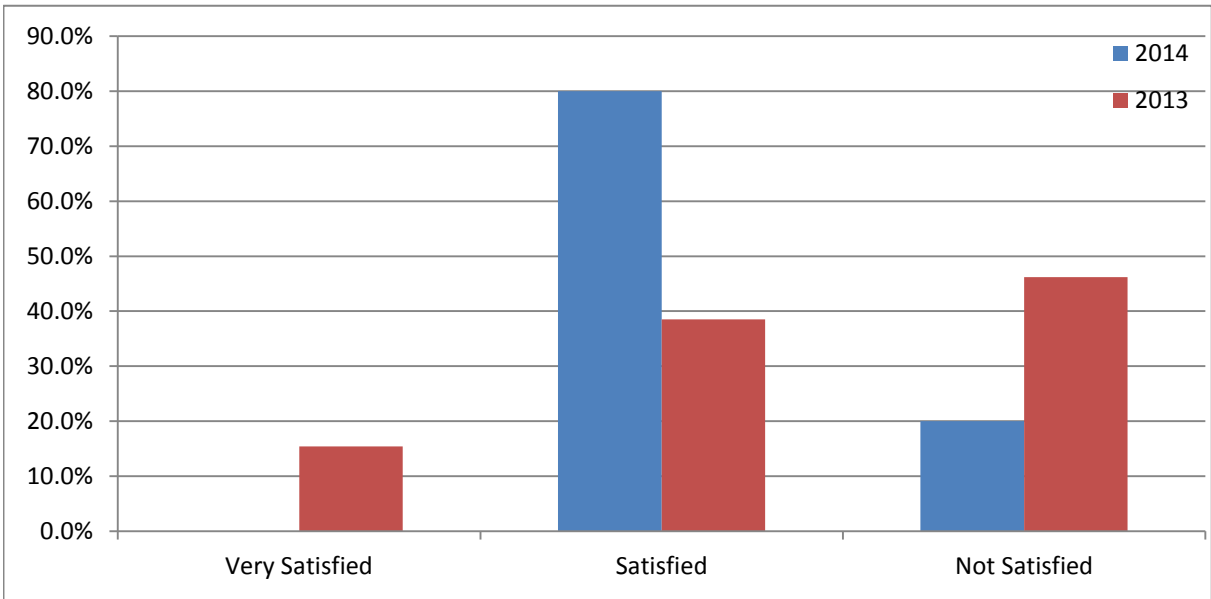
**Q29. Have you ever made a complaint about our service?**

	2014	2013	2014	2013
Yes	14.3%	14.9%	6	7
No	85.7%	85.1%	36	40



**Q30. Were you satisfied with the way your complaint was dealt with;**

	2014	2013	2014	2013
Very Satisfied	0.0%	15.4%	0	2
Satisfied	80.0%	38.5%	8	5
Not Satisfied	20.0%	46.2%	2	6



**Q32. Overall, how satisfied are you with the service we provide:**

	2014	2013	2014	2013
Very Satisfied	7.5%	23.3%	3	10
Satisfied	82.5%	58.1%	33	25
Not Satisfied	10.0%	18.6%	4	8

