

Survey question	Positive result							Variance on previous quarter			Population
	Apr-09	Jul-09	Oct-09	Jan-10	Apr-10	Jul-10		Variance	Increase	Decrease	Percentage answer
Q1.Overall satisfaction with the facilities in Housing Advice	n/a	n/a	73%								98%
Q2.Opening hours	88%	74%	84%								100%
Q3.1 Staff attributes: Helpful	90%	92%	86%								100%
Q3.2 Professional	90%	92%	96%								100%
Q3.3 Polite	96%	98%	96%								100%
Q4. Speed at which dealt with by the staff	80%	74%	90%								98%
Q5. Were you treated fairly by staff	80%	82%	90%								100%
Q6. How easy was it to contact your case worker	n/a	n/a	88%								84%
Q7. Were you given all the information to deal with your housing problem	40%	56%	76%								100%
Q8. Ability to signpost you to other agencies	58%	67%	83%								46%
Q9. Customers awareness of the 'out of hours' service	42%	40%	50%								100%

