

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%	84%					11%	up		100%
Q2.Opening hours	88%	74%	84%	86%					2%	up		100%
Q3.1 Staff attributes: Helpful	90%	92%	86%	94%					8%	up		100%
Q3.2 Professional	90%	92%	96%	100%					4%	up		100%
Q3.3 Polite	96%	98%	96%	100%					4%	up		100%
Q4. Speed at which dealt with by the staff	80%	74%	90%	94%					4%	up		98%
Q5. Were you treated fairly by staff	80%	82%	90%	98%					8%	up		100%
Q6. How easy was it to contact your case worker	n/a	n/a	88%	93%					5%	up		56%
Q7. Were you given all the information to deal with your housing problem	40%	56%	76%	88%					12%	up		100%
Q8. Ability to signpost you to other agencies	58%	67%	83%	100%					17%	up		10%
Q9. Customers awareness of the 'out of hours' service	42%	40%	50%	32%					18%		down	100%

