

Survey question	Positive result					Variance on previous quarter			Population
	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	73%	84%	82%	90%	8%	up		100%
Q2. Opening hours	74%	84%	86%	88%	86%	2%		down	100%
Q3.1 Staff attributes: Helpful	92%	86%	94%	96%	94%	2%		down	100%
Q3.2 Professional	92%	96%	100%	100%	98%	2%		down	100%
Q3.3 Polite	98%	96%	100%	100%	98%	2%		down	100%
Q4. Speed at which dealt with by the staff	74%	90%	94%	100%	100%	0%			98%
Q5. Were you treated fairly by staff	82%	90%	98%	96%	94%	2%		down	100%
Q6. How easy was it to contact your case worker	n/a	88%	93%	88%	92%	4%	up		50%
Q7. Were you given all the information to deal with your housing problem	56%	76%	88%	84%	98%	14%	up		100%
Q8. Ability to signpost you to other agencies	67%	83%	100%	79%	100%	21%	up		12%
Q9. Customers awareness of the 'out of hours' service	40%	50%	32%	42%	50%	8%	up		100%

