

Heart Customer Satisfaction Survey

Report to Heart Board Tuesday 3 October 2023

From Mary Jane Gunn Communities and Projects Manager Rugby Borough Council

Introduction

In February 2023 the Heart Board agreed that RBC would undertake a customer satisfaction survey to understand the impact of the measures it was taking and customer satisfaction with the service.

Technical performance of the contractors delivering work remains the responsibility of Heart.

A survey approach was approved by the Heart Board in February 2023 and the approved surveys are attached.

We have sent a prework survey to everyone who came into the service in Q1 2023/24.

We have sent a post work survey to those who have entered the service and had their work completed within Q1 2023/24.

Post work surveys of those who came into the service in Q1 and who completed in a later quarter will be sent to beneficiaries on completion of their work.

We have surveyed by post and via Survey Monkey (online) We have sent out:

- 236 Pre work Surveys (13 were via Survey Monkey)
- 128 Post work surveys

We have had a strong response, particularly by post, and we are pleased to report the following response rates;

- Pre work Survey = 55 (23%) of those surveyed have completed our survey.
- Post Work Survey = 27 (21%) of those surveyed have completed our survey.

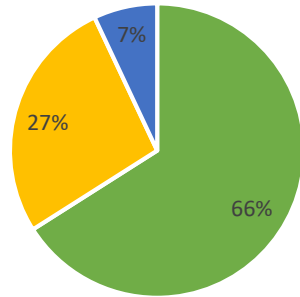
Headline Findings

From looking at the results of the surveys, the following conclusions can be drawn;

- After works were complete, 73% of people felt safe and warm in their home. Up 8% on those surveyed prior to work taking place.
- There has been a 6% reduction in people relying on carers or family members for support following completion of works.
- After works were completed, 42% felt they were at risk of falling in their homes which is a 3% reduction from those who hadn't had work completed.
- Following on from completion of works, 62% felt they could live independently at home which is a 3% rise on those that hadn't had works done.
- After works had been completed, 8% of people felt that the condition of their home was affecting their health, this is an 8% reduction from those that had not had works completed.
- Prior to works being completed, only 46% of people were aware of their benefit entitlement, whereas after works had been completed, this rose to 64%.
- 81% found the service easy to access.
- 88% were satisfied they were kept informed of the progress of the work.
- 92% were satisfied with the employed contractor (with 8% undecided)
- 84% were satisfied with the time taken to complete the works.

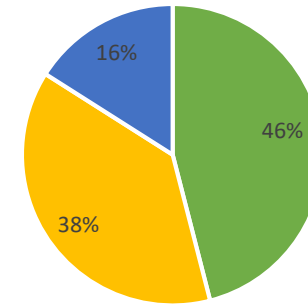
Pre-Work Survey Results

I feel safe and warm in my home

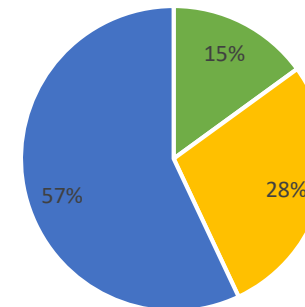


■ Agree ■ Neither ■ Disagree

I feel at risk of falling in my home

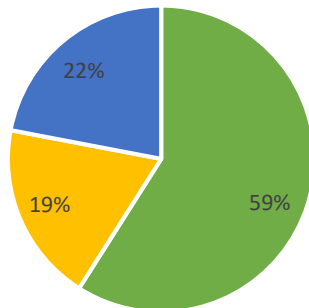


I am worried about being able to afford to remain living at my home



■ Agree ■ Neither ■ Disagree

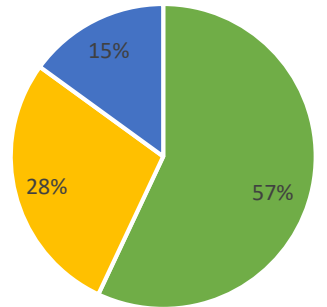
I am able to live independently in my home



■ Agree ■ Neither ■ Disagree

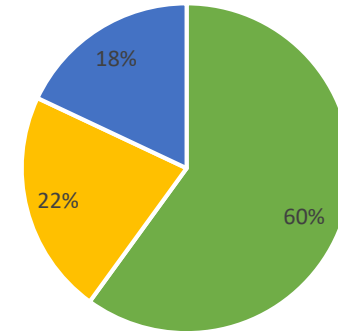
Pre-Work Survey Results

I can afford to heat my home



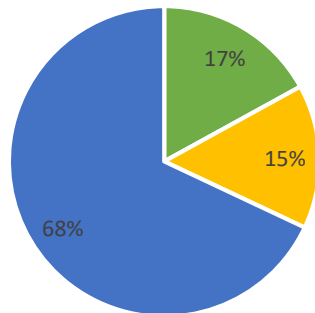
■ Agree ■ Neither ■ Disagree

I am reliant on carers or family for support in carrying out daily activities



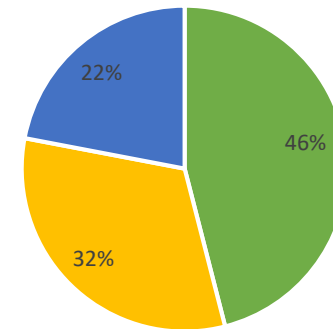
■ Agree ■ Neither ■ Disagree

The condition of my home is affecting my health



■ Agree ■ Neither ■ Disagree

I know what benefits I am entitled to

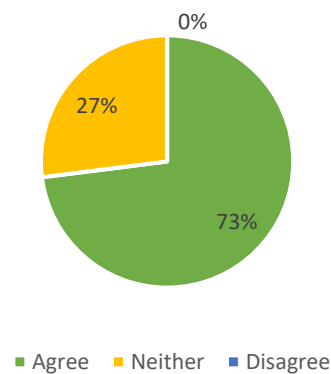


■ Agree ■ Neither ■ Disagree

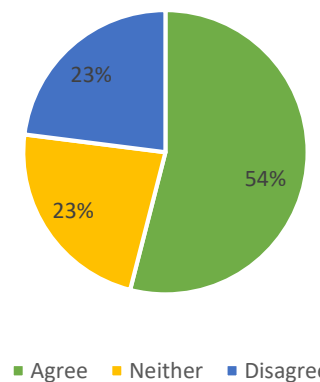
Post-Work Survey

Those surveyed after work had been completed were asked similar questions along with further work satisfaction questions, we found that;

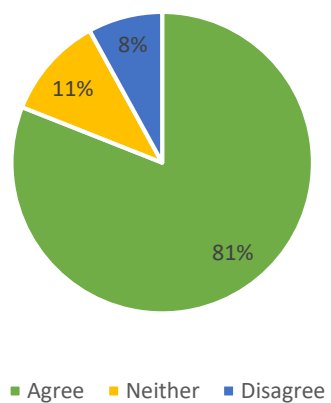
I feel safe and warm in my home



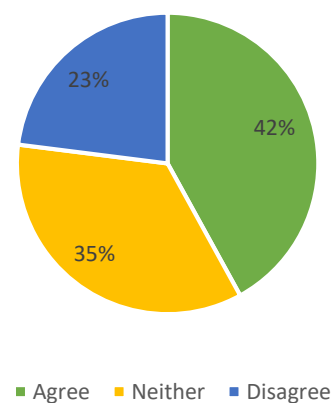
I am reliant on carers or family for support in carrying out daily activities



I feel confident I can manage in my home

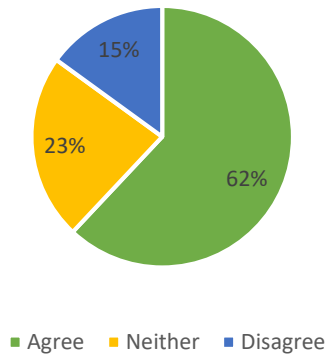


I feel at risk of falling in my home

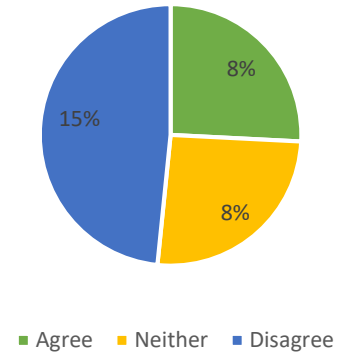


Post-Work Survey

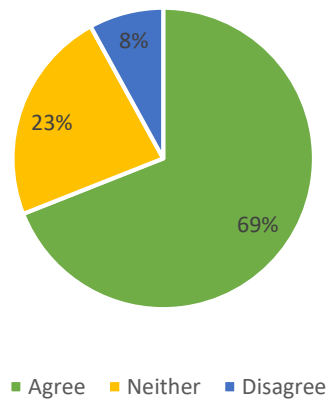
I am able to live independently in my home



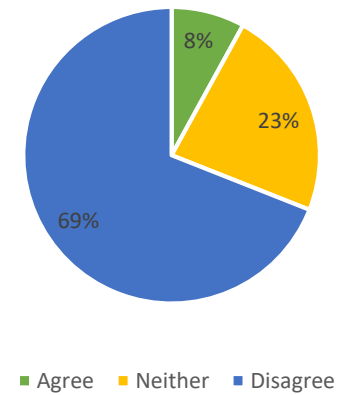
The condition of my home is affecting my health



I can afford to heat my home

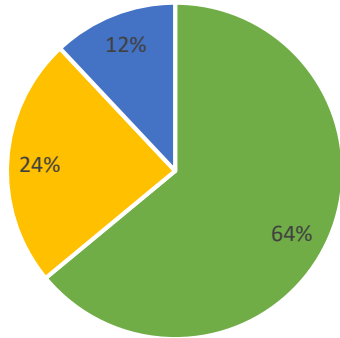


I am worried about being able to afford to remain in my home



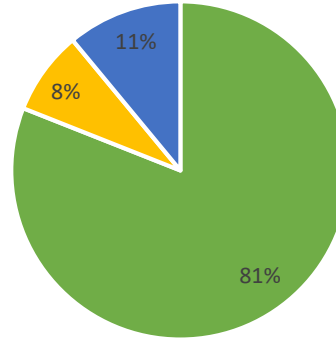
Post-Work Survey

I know what benefits I am entitled to



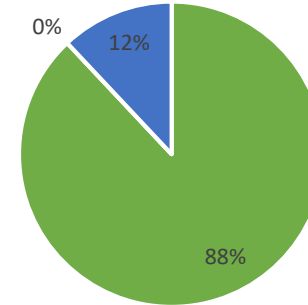
■ Agree ■ Neither ■ Disagree

I found the service easy to access



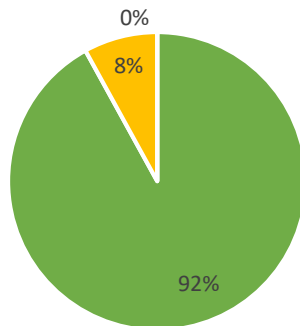
■ Agree ■ Neither ■ Disagree

I was kept informed about the progress of the work



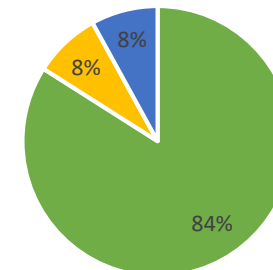
■ Agree ■ Neither ■ Disagree

I was satisfied with the contractor employed to do the work



■ Agree ■ Neither ■ Disagree

I was satisfied with the time taken from my initial enquiry to works being completed



■ Agree ■ Neither ■ Disagree

Lessons Learnt

Surveying by post is a method that suits Heart's beneficiaries, as demonstrated by the stronger return by post. We have used the SurveyMonkey analytics to present the information gathered in Quarter 1 but in future we will use a BI Dashboard to present the information gathered.

MJG 21 September 2023