

Gloucester City Homes

Adaptations

July-09

From an initial issue of 188 surveys, the following scores out of 10 have been achieved from 66 replies (35.11% return)

Questions	Average Score
1. How easy was it to access the aids and adaptations service?	7.53
2. How would you rate the customer service you received throughout the process?	8.00
3. How would you rate the arrangements that were made for carrying out the adaptation to your home?	8.14
4. How would you rate the Operatives conduct i.e. attitude, appearance, caring manner	8.47
5. How satisfied were you that we left your property clean & tidy after the work was completed?	8.28
6. How satisfied were you with the time it took to complete the job?	8.47
7. How effective was the adaptation in meeting your needs?	8.50
8. How effective was the adaptation in improving your lifestyle and independence?	8.44
9. How much has the adaptation helped you stay in your home?	8.59
10. Taking everything into account how satisfied were you with the service you received?	8.62
OVERALL AVERAGE	8.30

