

Care & Repair (Northampton) Ltd CLIENT FEEDBACK PROCEDURE

Introduction

Care & Repair (Northampton) Ltd recognises the importance of obtaining clients' views about our services. This enables clients to influence the planning process and the development of future services which are responsive to their needs and priorities. Client feedback therefore plays an important role in enabling us to maintain and improve the quality of our services. Obtaining client feedback also helps us to demonstrate to funders and other stakeholders the value of our services to our client group.

Methods of Obtaining Feedback

Client feedback is obtained by the following means:

- Client Satisfaction Surveys
- Feedback at Roadshows
- Feedback at public talks / presentations
- Unsolicited comments
- Complaints

Client Satisfaction Surveys

Full Survey: When full casework support has been provided to a client, Client Satisfaction Surveys are handed out, upon completion of all works (case 'closed'). Freepost envelopes are provided in order to encourage as many clients as possible to return the surveys. Assistance is offered to any client who needs help with completing a survey. Feedback from the surveys is collated every 6 months and reports are presented to the Management Committee, summarising the findings. These reports are used to feed into the planning process.

Random sampling (for clients of ancillary services, eg Home Security): Client Satisfaction Surveys (Pages 1, 2 and Ethnic Minority Monitoring Form) are mailed to clients (with reply paid envelope) every six months (as prompted by the General Diary system).

Feedback for Listed Contractors: For clients who receive information generated from the Contractor Database, feedback forms are included with the initial letter providing contractor details (includes SAE). Returned feedback is recorded on the Contractor Database, and used to assist in contractor monitoring, and for the purposes of information to contractors.

Roadshows

Roadshows take place on an annual basis and, in addition to publicising Care & Repair's work these provide an opportunity for clients (and prospective clients) to comment on availability of services and to meet

representatives from partner agencies. Any comments are noted and help to inform business development plans.

Public talks / presentations

At the end of public talks and presentations, an opportunity is provided for questions and answers. Any suggestions, comments or feedback about our services are noted down (as above).

Unsolicited Comments

Clients sometimes send 'thank you' letters or other unsolicited feedback. This feedback is collated and used in the production of reports to Committee and stakeholders (eg via Annual Report at AGM).

Complaints

Care & Repair Northampton operates a Complaints Procedure, which is another means of obtaining client feedback. Any negative comments received from Client Satisfaction Surveys or other sources are followed up, assuming the client has provided their name and contact details. However, if the client wishes to make a formal complaint, the Complaints Procedure should be followed.

Analysing Feedback

All client feedback is collated in a central folder, which is kept in a locked filing cabinet.

The Customer Support Manager is responsible for analysing client feedback on a 6 monthly basis. However, surveys are also checked as soon as they are received to ensure that any urgent matters, or requests to make contact with clients in relation to their feedback, are followed up as quickly as possible.

All feedback from clients is analysed to identify any trends and to feed into the annual review of our services and the Business Plan. Information obtained from client feedback may also be published in the Annual Report and other publicity materials. This demonstrates to clients that their views and comments have been taken on board.

Monitoring this procedure

The effectiveness of this procedure will be kept under review, including issues such as: response rates; the usefulness of the feedback and its influence on service development; and the cost effectiveness of the methods used to obtain feedback.



Office use only:
Case No:

Client Satisfaction Survey

Part 1a. – How did you rate our assistance?

1. Were Care & Repair helpful to you?
Yes (Satisfied) No (Not Satisfied)
2. Was the time we took to deal with your request acceptable?
Yes (Satisfied) No (Not Satisfied)

1b. – How did you rate the services of the builder/contractor?

3. Were you satisfied with the quality of the work carried out to your home by the builder/contractor?
Yes (Satisfied) No (Not Satisfied)
4. Were you satisfied with the time that the builder/contractor took to complete the work?
Yes (Satisfied) No (Not Satisfied)
5. Were you satisfied with their attitude towards you?
Yes (Satisfied) No (Not Satisfied)
6. Were you happy with the choice of builder/contractor?
Yes (Satisfied) No (Not Satisfied)

Builder/contractor's Name

.....

7. Do you have any other comments about our service or that of the builder/contractor? (If so, please add your comments to the back of this page)

In addition to my responses on the Client Satisfaction Survey, I wish to make the following comments:

About the Builder or Contractor:

.....
.....
.....
.....

About Care & Repair:

.....
.....
.....
.....

Would you use Care & Repair again or recommend us to other people?

Yes (Satisfied) No (Not Satisfied)

I require a response to my comments: Yes No
If "Yes", please provide:

Your Name:

Your Address:
.....

When complete, please return your reply in the pre-paid envelope provided.
Thank you for taking the time to complete our survey, which will help us to improve our services.

3.

Part 2a. – How important was our help to you?

(Note: If you could not have managed to do something without Care & Repair – then please tick ‘essential’. However, if you think that you could have managed to do it yourself, please tick ‘Not essential’):

8. If we helped you to fill out forms (for example: a grant application form), was that help –

Essential Not Essential

You did not help me with this

9. If we helped you to find a builder, was that help –

Essential Not Essential

You did not help me with this

10. If we helped you to find money to pay for the work, was that help –

Essential Not Essential

You did not help me with this

11. If we helped you to arrange practical things, like removals (before the work) or decorating (after the work), was this help –

Essential Not Essential

You did not help me with this

12. If we dealt with the builder for you (during the building work), was that help –

Essential Not Essential

You did not help me with this

4.

2b. – If you received help in applying for a Grant:

13. Was the grant procedure clearly explained to you?
Yes (Satisfied) No (Not Satisfied)
14. If you had any problems or queries about the grant paperwork, were these dealt with satisfactorily?
Yes (Satisfied) No (Not Satisfied)
15. Do you feel that the building improvements carried out to your home are meeting your needs?
Yes (Satisfied) No (Not Satisfied)
16. Has Care & Repair enabled you to have work carried out that you would not have managed otherwise?
Yes (Satisfied) No (Not Satisfied)
17. Do you think that you are more likely to stay in your own home longer, because of Care & Repair's help being available to you?
Yes (Satisfied) No (Not Satisfied)
18. Do you feel safer/more secure in your home after using Care & Repair's help?
Yes (Satisfied) No (Not Satisfied)

You do not have to complete the questions; however, if you do so, it will help us to monitor our Equal Opportunities Policy. Thank you for your time.

(Please tick one box in each section)

Sex:		Date of Birth	
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
		(Please complete)	
Marital Status:			
Single	<input type="checkbox"/>	Married	<input type="checkbox"/>
		Divorced	<input type="checkbox"/>
			Widowed <input type="checkbox"/>
Other	<input type="checkbox"/>	(Please specify):	
Ethnic Origin:			
Asian/Asian-British (Indian)	<input type="checkbox"/>	Asian/Asian-British (Bangladeshi)	<input type="checkbox"/>
Asian/Asian-British (Pakistani)	<input type="checkbox"/>	Asian/Asian-British (Other)	<input type="checkbox"/>
Black/Black – British (African)	<input type="checkbox"/>	Black/Black – British (Caribbean)	<input type="checkbox"/>
Black/Black – British (Other)	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Mixed: (Other)	<input type="checkbox"/>	Mixed: White/Asian	<input type="checkbox"/>
Mixed: White/Black African	<input type="checkbox"/>	Mixed: White/Black Caribbean	<input type="checkbox"/>
Other	<input type="checkbox"/>	Refused	<input type="checkbox"/>
White: British	<input type="checkbox"/>	White: Irish	<input type="checkbox"/>
		White: Other	<input type="checkbox"/>
Disability:			
Do you have a disability?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		Comments	
		..	
Welfare Benefits:			
Do you receive Means-Tested Benefits (e.g. Income Support)?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please state which Welfare Benefit(s) you receive			
If No, have you recently received an assessment of your entitlement to Welfare Benefits?			
Yes	<input type="checkbox"/>	No*	<input type="checkbox"/>

* Please telephone Community Law Services on **01604-621038** for more information.