

Planned improvement satisfaction surveys returned - March 2018

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	1	0	0	0	0	1
External works	110	32	6	2	1	151
Total works	111	32	6	2	1	152

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	0	0	1
External works	142	6	3	151
Total works	143	6	3	152
Total works (%)	94.08%	3.95%	1.97%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	100.00%	0.00%	0.00%
External works	94.04%	3.97%	1.99%
Total works	94.08%	3.95%	1.97%

External works satisfaction surveys - breakdown by contractor - March 2018

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	111	32	6	2	1	152
Total external works	111	32	6	2	1	152

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	142	6	3	151
Total external works	142	6	3	151

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	94.08%	3.95%	1.97%
Total external works	94.08%	3.95%	1.97%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	23	13	0	1	0

Satisfied
36

Planned improvement satisfaction surveys returned - February 2018

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	2	0	0	0	0	2
External works	104	14	0	5	1	124
Total works	106	14	0	5	1	126

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	2	0	0	2
External works	118	0	6	124
Total works	120	0	6	126
Total works (%)	95.24%	0.00%	4.76%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	100.00%	0.00%	0.00%
External works	95.16%	0.00%	4.84%
Total works	95.24%	0.00%	4.76%

External works satisfaction surveys - breakdown by contractor - February 2018

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	8	1	0	1	1	11
United Living	96	13	0	4	0	113
Total external works	104	14	0	5	1	124

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	9	0	2	11
United Living	109	0	4	113
Total external works	118	0	6	124

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	81.82%	0.00%	18.18%
United Living	96.46%	0.00%	3.54%
Total external works	95.16%	0.00%	4.84%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	10	5	0	1	

Satisfied	15
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Planned improvement satisfaction surveys returned - January 2018

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	1	0	3	1	5
External works	42	10	1	0	2	55
Total works	42	11	1	3	3	60

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	0	4	5
External works	52	1	2	55
Total works	53	1	6	60
Total works (%)	88.33%	1.67%	10.00%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	20.00%	0.00%	80.00%
External works	94.55%	1.82%	3.64%
Total works	88.33%	1.67%	10.00%

External works satisfaction surveys - breakdown by contractor - January 2018

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	42	10	1	0	2	55
Total external works	42	10	1	0	2	55

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	52	1	2	55
Total external works	52	1	2	55

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	94.55%	1.82%	3.64%
Total external works	94.55%	1.82%	3.64%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	3	3	0	0	0

Satisfied	6
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Planned improvement satisfaction surveys returned - December 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	1	0	2		3
External works	39	5	0	0	1	45
Total works	39	6	0	2	1	48

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	0	2	3
External works	44	0	1	45
Total works	45	0	3	48
Total works (%)	93.75%	0.00%	6.25%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	33.33%	0.00%	66.67%
External works	97.78%	0.00%	2.22%
Total works	93.75%	0.00%	6.25%

External works satisfaction surveys - breakdown by contractor - December 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	39	5	0	0	1	45
Total external works	39	5	0	0	1	45

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	44	0	1	45
Total external works	44	0	1	45

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	97.78%	0.00%	2.22%
Total external works	97.78%	0.00%	2.22%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	3	3	0	0	0

Satisfied	6
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Planned improvement satisfaction surveys returned - November 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	1	0	1	3	4	9
External works	45	14	1	2	0	62
Total works	46	14	2	5	4	71

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	1	1	7	9
External works	59	1	2	62
Total works	60	2	9	71
Total works (%)	84.51%	2.82%	12.68%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	11.11%	11.11%	77.78%
External works	95.16%	1.61%	3.23%
Total works	84.51%	2.82%	12.68%

External works satisfaction surveys - breakdown by contractor - November 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	45	14	1	2	0	62
Total external works	45	14	1	2	0	62

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	59	1	2	62
Total external works	59	1	2	62

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	95.16%	1.61%	3.23%
Total external works	95.16%	1.61%	3.23%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	3	1	0	0	0

Satisfied	4
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Planned Improvement satisfaction surveys returned - October 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	0	0	3	1	4
External works	43	13	1	0	2	59
Total works	43	13	1	3	3	63

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	0	0	4	4
External works	56	1	2	59
Total works	56	1	6	63
Total works (%)	88.89%	1.59%	9.52%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	0.00%	0.00%	100.00%
External works	94.92%	1.69%	3.39%
Total works	88.89%	1.59%	9.52%

External works satisfaction surveys - breakdown by contractor - October 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	7	0	0	0		7
United Living	36	13	1	0	2	52
Total external works	43	13	1	0	2	59

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	7	0	0	7
United Living	49	1	2	52
Total external works	56	1	2	59

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	100.00%	0.00%	0.00%
United Living	94.23%	1.92%	3.85%
Total external works	94.92%	1.69%	3.39%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	2	1	0	0	0

Satisfied
3

no new forms since 17 August 2017

Planned improvement satisfaction surveys returned - September 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	5	1	0	0	0	6
External works	0	1	0	0	0	1
Total works	5	2	0	0	0	7

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	6	0	0	6
External works	1	0	0	1
Total works	7	0	0	7
Total works (%)	100.00%	0.00%	0.00%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	100.00%	0.00%	0.00%
External works	100.00%	0.00%	0.00%
Total works	100.00%	0.00%	0.00%

External works satisfaction surveys - breakdown by contractor - September 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	0	0	0	0	0	0
United Living	0	1	0	0	0	1
Total external works	0	1	0	0	0	1

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	0	0	0	0
United Living	1	0	0	1
Total external works	1	0	0	1

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	#DIV/0!	#DIV/0!	#DIV/0!
United Living	100.00%	0.00%	0.00%
Total external works	100.00%	0.00%	0.00%

Number surveys returned

	Very good	fairly good	neither	fairly poor	very poor
Aids & Adapts YTD	2	1	0	0	0

Satisfied	3
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Planned improvement satisfaction surveys returned - August 2017

Number of surveys returned

	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Internal works	0	0	0	0	0	0
External works	68	16	2	0	0	86
Total works	68	16	2	0	0	86

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Internal works	0	0	0	0
External works	84	2	0	86
Total works	84	2	0	86
Total works (%)	97.67%	2.33%	0.00%	100.00%

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Internal works	#DIV/0!	#DIV/0!	#DIV/0!
External works	97.67%	2.33%	0.00%
Total works	97.67%	2.33%	0.00%

External works satisfaction surveys - breakdown by contractor - August 2017

Number of surveys for external works returned

Contractor	very good	fairly good	neither/nor	fairly poor	very poor	Total no. surveys returned
Breyer	17	1	1	0	0	19
United Living	51	15	1	0	0	67
Total external works	68	16	2	0	0	86

Satisfaction results (numbers)

	satisfied	neither/nor	dissatisfied	Total
Breyer	18	1	0	19
United Living	66	1	0	67
Total external works	84	2	0	86

Satisfaction results (%)

	satisfied	neither/nor	dissatisfied
Breyer	94.74%	5.26%	0.00%
United Living	98.51%	1.49%	0.00%
Total external works	97.67%	2.33%	0.00%