

Salford City Council



Customer Satisfaction Measurement Report
Phase 1 – Helping Hands Service 2006-2007

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1.0 What is customer satisfaction?

Customer satisfaction is a measure of the quality of a service. Quality may be defined as customer satisfaction with the quality of the services provided to our customers.

The measurement of customer satisfaction has the potential to fulfil several functions: reporting (internal and external) and measurement of performance; evaluation (including comparison, benchmarking, and planning for performance improvement).

The perceived quality of a service should have a direct effect on satisfaction. Satisfaction is a function of a customer's quality experience with a service. This quality experience consists of the degree to which a service provides customer requirements and how reliably these requirements are delivered. The greater the perceived the quality, the greater the customer's satisfaction.

The second key driver for customer satisfaction is the level of quality that customers expect to receive. Expectations capture all of the customer's prior knowledge about our services. Customer expectations should be compared and analysed alongside perceived quality. The perceived quality and reliability can be juxtaposed to highlight service gaps.

Service gaps arise when customer perceptions differ from expectations. A negative gap implies that the customer expectations are not being met. Contrary to this a positive gap implies that customer expectations are being exceeded. The larger the gap the greater the disparity between customer expectation and perceived quality of the service.

1.1 Why measure customer satisfaction?

Organisations must meet the needs of their stakeholders. This is just as true for local government as it is for the private sector. The very nature of local government means the definition of customer satisfaction is different from person to person. With a myriad of services being provided by Salford City Council and our partners, a customer using a housing or planning related service will apply different criteria to one accessing services for leisure purposes.

However, broadly speaking customer satisfaction can be applied at two points – during the initial contact and based on the outcome of the contact.

This leads us to 'why should we pay attention to customer satisfaction?' One of the primary reasons is to learn from our customers and to improve our services as a result of their comments.

Providing good customer services is also efficient. Unsatisfied customers lead to complaints or repeated requests for service, both of which are costly and time-consuming. The best local services put customers first. So to improve services, we need to get far better at understanding our customers, designing our services around their needs and views and managing performance against robust information.

2.0 Introduction

As part of its continuing commitment to providing a quality service which meets the needs of the citizens of Salford, Housing and Planning Services has established a programme of customer satisfaction measurement for gauging the views of its services from the public. Now in its second year, the programme is well established and has reported back on a myriad of different team functions to date. This is the inaugural report for the Helping Hands Service and it has been designed to gauge and measure initial levels of satisfaction, quality and perception of their service. A further phase 2 report is planned for next year 2007-2008 and will be used for benchmarking information and service improvement.

Helping Hands is an established social enterprise, which has been delivering a handyperson and minor repair scheme in Salford for several years. Originally founded in 1998 by local residents, Helping Hands business has grown incrementally by the expansion of its customer base, diversification of its services and broadening the source of funding. Helping Hands applied for and won the tender to run the minor repairs scheme on behalf of Salford City Council and receives £250,000 to provide this service.

The service provides minor repairs to vulnerable people. Works that the service can offer include;

- Security, such as installing and fixing anti climbing strips, locks and security lighting
- External maintenance, such as clearing gutters and gardening
- Internal maintenance, such as fitting curtain rails, changing light bulbs etc.

The service is directly aimed at the vulnerable citizens of Salford and offers work free to those who need it most including customers who are: over 65 and on a low income, have disabilities, families on a low income with a child under 5.

The primary aim of the service is to;

“..improve the quality of life for people in Salford by providing a reliable, affordable and trustworthy minor repair service, particularly to the disadvantaged and vulnerable”.

The secondary aim of the service is to:

“..to provide a service which minimises potential incidents and accidents in the home from slips, trips and falls, opportunist crime and burglaries.”

And finally;

“to provide a reliable, affordable, friendly and trustworthy handyperson service to businesses and organisations thus reducing exploitation by unscrupulous tradespersons.”

The purpose of this report and the overall objective is to determine the following criteria:

- To gauge the perceived quality of the service
- To create priorities for improvement (PFI's)
- To gauge the overall satisfaction of the client base.
- To ascertain the reliability, responsiveness and trust amongst the schemes clients.

2.1 Methodology

As this is the first survey carried out on behalf of the Helping Hands Service by Salford City Council it was decided to use methodologies which have previously been tried and tested by the Housing and Planning Performance team.

This meant that a decision was taken to use the self – completion postal questionnaire over the face to face or focus group methods. The reason for this decision for this method was that it was economically viable and previous surveys for other services have returned excellent response rates.

The questionnaire utilised for the CSM exercise was originally developed by the Helping Hands staff and after initial discussions with the Projects Team underwent some minor amendments. The finalised questionnaire contained four sections made up of twenty individual questions ([Appendix 1](#)).

The questions were designed to measure four key dimensions of customer satisfaction.

1. **Tangibles** (appearance of staff, how easy it is to understand communications materials, up to date equipment)
2. **Reliability** (Excellent service quality, promises carried out, sincerity in dealing with problems, timely service delivery and continuous performance excellence Quality of outcomes)
3. **Assurance** (Courteousness to customers, behaviour of employees and technical knowledge, cost)
4. **Responsiveness** (Helping customers and providing a prompt service)

A decision to use the 'verbal scale' to measure the customer's satisfaction was chosen over the numerical rating scale. The reasons behind this methodology are that the verbal scale has proven to be easier to both understand and to analyse. The verbal scale is a series of statements that range from 'very dissatisfied to very satisfied'. Other questions contained on the survey are have simple yes or no options and in section 3 the choice of answer available is depicted as " Better" or "worse" or "remained the same". These particular questions are designed to gauge the quality of the outcomes achieved by utilising the service.

The Helping Hands service had 2075 registered customers on the MISS database when a copy was retrieved for sampling purposes on the 15/03/2007. In order to gain substantial and statistically valid data it was decided to create a sample of 50%. This would then create a total sample size of 1036 registered customers. A number between the ranges of 1 to 50 was chosen at random and in this case the number was 25. From here, every 25th registered customer was chosen from the database until a sample size of 1036 customers was available. Every customer on the list had exactly the same chance as every other to be included in the sample. For this survey it was decided not breakdown the sample further by further specific sections such as age, gender or location.

To help in assisting to maximise return and response rates to the survey a letter of introduction was sent out with the survey ([appendix 2](#)). Research has proven to show that this method of introduction can substantially increase response rates to postal surveys.

The questionnaires were posted to the sample on the week beginning 19/04/2007. The survey was allowed to run for 1 month up to 20/04/2007. The reason why the survey was allowed to run this long was to accommodate for the bank holidays over the Easter period.

In total, 418 surveys were returned, although not all of them were fully completed. This gives an overall response rate of 40.34%. A further 2 surveys were returned after the closing date had passed and these have not been included in the analysis. The response rate achieved is excellent as this type of postal survey usually only attracts around the 15 – 20% mark.

3.0 Results

This section of the report will examine the results of the survey, question by question, as they appear on the questionnaire. As previously mentioned there are 20 questions / statements contained within the survey and they are placed in four distinctive headings which are designed to measure the four dimensions of satisfaction as mentioned in the introduction. At the end of each of the results sections comments on performance will be offered.

3.1 When you first contacted Helping Hands... (Tangibles, assurance)

This first section is opened by asking the above statement and then continuing to break it into four specific questions about staff helpfulness, politeness and quality of the information provided by the service.

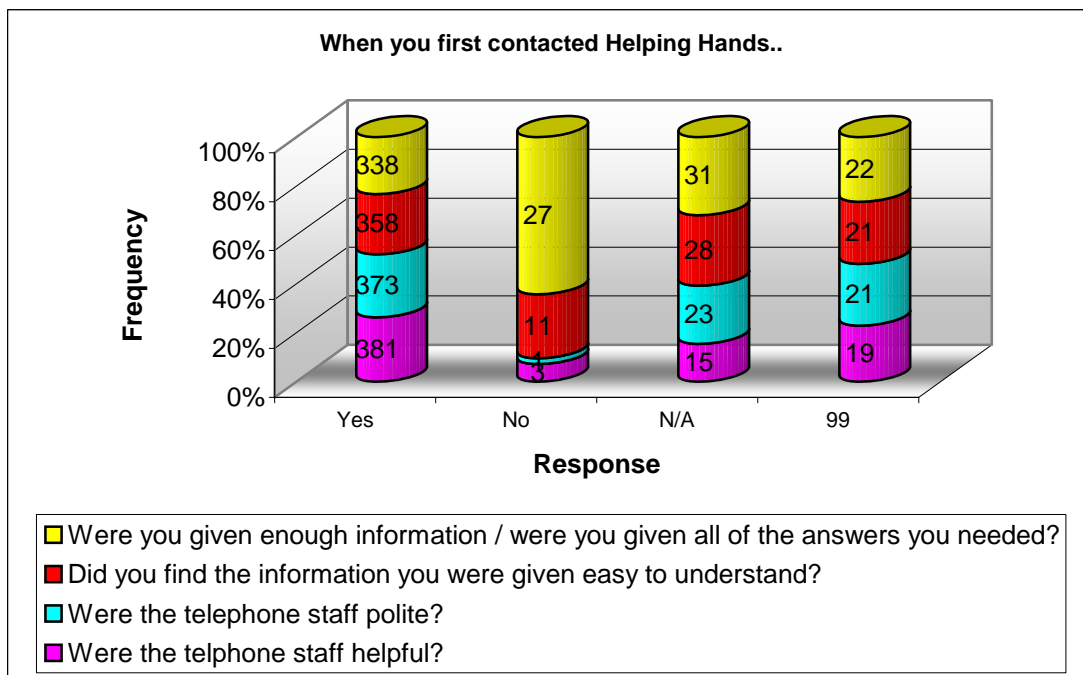
The table below illustrates the results;

		Yes	No	N/A	99
1.1	Were the telephone staff helpful?	381	3	15	19
1.2	Were the telephone staff polite?	373	1	23	21
1.3	Did you find the information you were given easy to understand?	358	11	28	21
1.4	Were you given enough information / were you given all of the answers you needed?	338	27	31	22

In this section the customers were asked to provide a simple “yes”, “no” response to the statements. The “N/A” column indicates the number of customers that did not answer with either option and thus leaving the statement unanswered. The column which is headed by “99” indicates the responses that are spoilt, either by responding with two answers for each statement simultaneously or by some other error rendering their response void. These voids seem to be made up of people who have not yet utilised the service directly but have still been registered.

The results for this section of the survey are very positive indeed with over 91% indicating that they found the staff to be helpful on the telephone when dealing with enquiries. In a similar vein, a further 89% of the customers found the staff at the service to be polite on the telephone. A slightly lower figure of 85% was recorded for the easiness of the information provided to be understood. Finally, a total of 80.86% thought that they were given enough information and that they were also given all of the answers that they needed.

In terms of the two of the dimensions of CSM, assurance is high and tangibles are also very high. This can be viewed as the sign of an excellent service. A chart representing the Responses can be viewed below.



In contrast to the above good news and results there was a small proportion of customers who indicated that the service they experienced was not up to the standard that they expected. Although these negative responses represent only a small proportion of the overall feedback it is important to note them for improvement purposes.

Although less than 1% thought the telephone staff were not helpful and less than 0.25% indicated that the staff were not polite. The greatest area of weakness appears to be with providing and communicating information and providing answers to customers requests. A total of 2.63% thought the information they were provided with about the service was difficult to understand. An additional 6.45% also indicated that they were not given enough information and left with question unanswered. From analysing the comments provided by those surveyed it becomes apparent that this problem can be linked to the call centre and not the staff at the service. This problem has already been addressed as the calls are now directed straight to the Helping Hands office and dealt with by their own staff.

The average score achieved by the service for the tangibles elements of CSM is currently running at 86.71%. This is a very high score and provides a good platform for improvement.

At the end of the above section a text box was made available for those respondents that answered 'no' to any of the above statements. This was done in order to gain greater and more specific qualitative data to provide further insights into the reasons why certain respondents thought the way they did. This opportunity to provide comments was designed to compliment the preceding statements and to determine any serious issues concerning service provision and the customer service skills of the Helping Hands staff. The complete list of the 44 comments received is available in [\(Appendix 3\)](#).

3.1.1 When the Handyperson came to your home, how satisfied / dissatisfied were you with their. (Reliability, responsiveness)

Like the previous section above, the second section is opened by the above statement and the customers are asked to provide their opinion on the following four questions; Politeness, helpfulness, tidiness and quality of work.

Those surveyed were asked to provide a response based on the verbal scale which offers the following five responses to choose from; Very satisfied, satisfied, dissatisfied, very dissatisfied and no opinion.

The table below illustrates the results:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	N/A	99
Politeness	256	59	0	1	2	20	21
Helpfulness	259	71	2	2	7	56	21
Tidiness	252	70	2	2	5	66	21
Quality of work	246	65	7	5	8	66	21

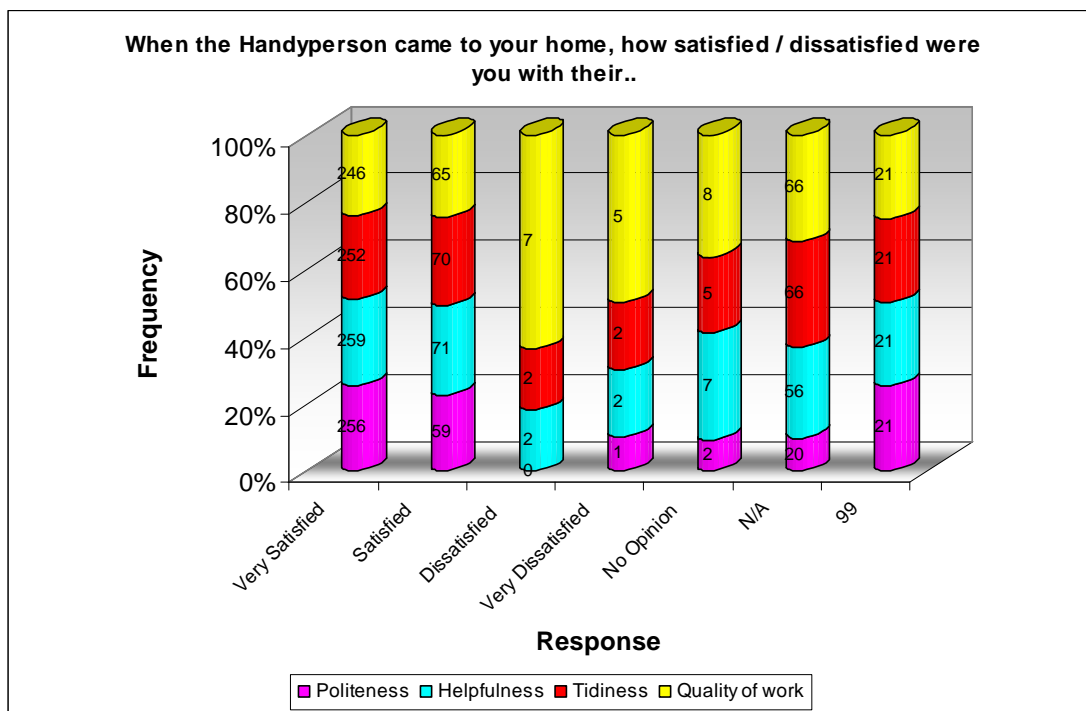
As with the previous set of statements the “N/A” column indicates the number of customers that did not answer with either option or thus leaving the statement unanswered. The column which is headed by “99” indicates the responses that are spoilt, either by responding with two answers for each statement simultaneously or by some other error rendering their response void. These voids seem to be made up of people who have not yet utilised the service directly but have still been registered.

Over 75% of the respondents indicated that they were either ‘very satisfied’ (61.24%) or ‘satisfied’ (14.11%) with the politeness of the handyperson when they called to carry out the job. In conjunction with this a total of 78.94% were either ‘very satisfied’ (61.96%) or ‘satisfied’ (16.98%) with the helpfulness of the handyperson. Respondents indicated a slightly lower figure of 77.02% for the satisfaction with the handypersons tidiness. This figure is made up of 60.28% ‘very satisfied’ and 16.74% satisfied.

For the satisfaction with the quality of work aspect, the respondents indicated that overall they were 74.40% satisfied. A total of 58.855 indicated that they were ‘very satisfied’ and a further 15.55% noted ‘satisfied’.

The average score for the reliability of the service is currently running at 76.34%. This is another good result, although satisfaction is not as high as it is for the previous section measuring tangibles of the service.

A figure of 4.78% indicated that they were not applicable (N/A) to the ‘politeness’ statement and a further 13.39% for the helpfulness statement also indicated ‘N/A’. For both the ‘tidiness’ and ‘Quality of work’ statement 15.78% were ‘N/A’. This may be due to these particular customers not yet having had work carried out by the scheme although still being registered.



Only a small percentage indicated that they were either ‘dissatisfied’ or ‘very dissatisfied’ with the reliability of the service. The overall figure was recorded at 5.02% of the respondents who fell into this category. The respondents who indicated that they

had ‘no opinion’ accounted for (5.26%). Indeed, it is possible that if all the respondents who replied with ‘N/A’ had previously had work carried out by the scheme, the satisfaction rating could have been even higher. As with the previous section, it appears as though the respondents who replied with ‘N/A’ are registered with the scheme but have not yet had any work carried out to date.

3.1.2 Please show the result of using our services to you personally (if any). (Quality of outcome)

Again, like the previous two sections above, this third section is opened by the above statement and the customers are asked to provide their opinion on the following six questions; Feeling of security, Peace of mind, Independence, self confidence, overall quality of life and day to day living. Those surveyed were asked to provide a response by choosing from three possible answers;

- Better
- Worse
- Remained the same

This section in particular has been designed to try and capture the quality of the outcomes that the service has provided to its customers. Hopefully, this information can be utilised to provide a gauge for the possible improvements in the customer’s perception of both the service and outcomes achieved. Although some of these ‘outcomes’ are fairly generic in their scope they were picked deliberately as the service is essentially aimed at the most vulnerable members of our communities.

The table below represents the results.

	Better	Worse	Remained the same	99	N/A
Feeling of security	172	4	80	21	141
Peace of mind	204	5	64	21	124
Independence	146	5	82	21	164
Self confidence	124	6	91	19	178
Overall quality of life	135	4	85	20	174
Day to day living	156	6	82	21	153

As with the previous set of statements the “N/A” column indicates the number of customers that did not answer with either option or thus leaving the statement unanswered. The column which is headed by “99” indicates the responses that are spoilt, either by responding with two answers for each statement simultaneously or by some other error rendering their response void. For this section of the survey there has been a noticeable increase in the number of respondents who chose not to answer the statements with one of the three choices available.

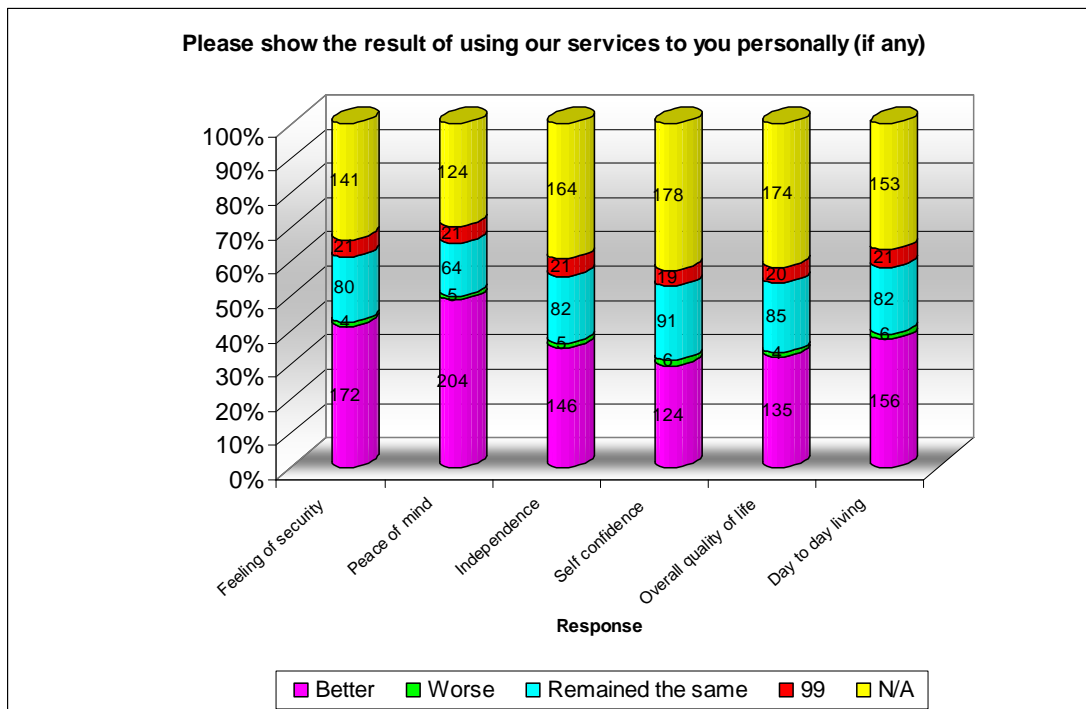
On average, 37% of those surveyed answered ‘N/A’ to these sets of statements based around outcomes. Two possible explanations that can be offered for such a high rate are as follows;

1. The choice of answers provided by the survey was too narrow and did not offer the right degree of outcome choice. In hindsight this section may have been better responded to if the choice of answer had been wider.

- It may be possible that many of those surveyed had not received jobs and services by the service that were relevant to this question. For instance, the customer may have just had decorating, or gardening work carried out and not security work with doors, windows and gates etc.

This is an area that needs further reflection when designing the next CSM survey for 2007-2008. The question and choice of answer needs to be expanded to include minor outcomes which could make a difference to someone's quality of life.

From the respondents that were able to comment on this section the results are still generally, very good. The same 5.02% that chose the '99' option are still represented in the figures. As mentioned previously, this portion of the respondents are counted as voids.



The results show that under the six statement headings many people experienced positive life improving outcomes from the handyperson scheme.

For the 'feelings of security' element of this question a total of 41.14% indicated that as a result of using the handyperson service they felt more secure. Just under 1% felt that after using the service they felt less secure and a further 19.13% stated that as a result of using the service they 'remained the same'.

A total of 48.80% stated that their 'peace of mind' was better than it was before they had used the service and just over 1% indicated that it was now worse. A further 15.1% indicated that their peace of mind had remained the same.

34.92% responded to the survey by stating that their 'independence' had improved for the better. As with the above result just over 1% stated that their peace of mind had worsened since using the service. A further 19.61% said that as a result of using the service their feelings had 'remained the same'.

Only 29.29% indicated that their 'self confidence' had improved and got better as a result of using the handyman service. A further 21.77% indicated that their self confidence had remained the same since using the handyman service. As with above, just over 1% indicated that they felt their self confidence had got 'worse' since using the service.

A slightly higher figure of 32.29% responded by saying that their 'overall quality of life' was now better than it was before the handyman scheme carried out the necessary works and or repairs to their properties. Again as with above just over 1% thought that their quality of life had worsened since using the handyman service. A total of 41.62% indicated that their overall quality of life had remained the same.

In terms of 'day to day living', 37.32% said that things had got better and improved since using the service. Just over 1% indicated that the situation had got worse and 19.16% said that as a result of using the service their situation had 'remained the same'.

In general terms the scheme has improved a substantial proportion of customer's perceptions' and qualities of life. These small improvements in many cases are simply the result of feeling safer and being able to carry on a normal life whilst keeping independence. The perception of elements being 'better' as the result of using the service are excellent news and illustrate perfectly how even the smallest jobs of repair or securing someone's home can make a big difference to an individual's quality of life.

On average, 37.35% of those who participated in the service and who had had work carried out by the Helping hands service now have improved life's as a result of this. Bearing in mind that this service is aimed at the vulnerable of our community this is very good news.

3.1.3 Is there anything else that you feel has got better or worse since having a handyman visit?

At the end of the above section a text box was made available for those respondents that answered 'worse' or 'remained the same' to any of the above statements. This was done in order to gain greater and more specific qualitative data to provide further insights into the reasons why certain respondents thought the way they did. This opportunity to provide comments was designed to compliment the preceding statements and to determine any serious issues concerning the quality of outcome achieved. The complete list of the 119 comments received is available in [\(Appendix 4\)](#).

In general terms the qualitative feedback obtained from the service via this question is very positive and reflects the perception that the service does offer a high quality service. Of course, contained within this additional feedback are several negative comments which can be used for service improvements of PFI's (priorities for improvement).

3.1.4 Overall how satisfied / dissatisfied are you with the service provided by Helping Hands?

As in previous sections, the fourth section is opened by the above statement and the customers are asked to provide their opinion on the question above.

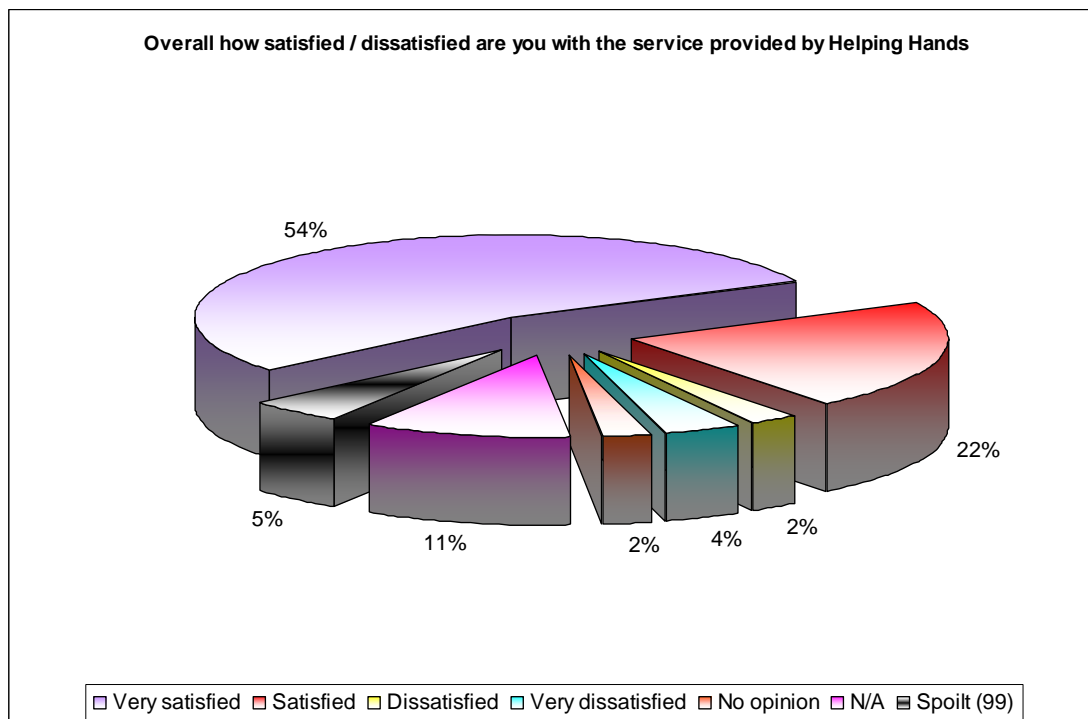
Those surveyed were asked to provide a response based on the verbal scale which offers the following five responses to choose from; Very satisfied, satisfied, dissatisfied, very dissatisfied and no opinion.

This question is designed to gauge the overall perception of the Handyperson service and service quality that is offered.

The table below illustrates the results:

Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No opinion	N/A	(99)
225	91	10	17	10	44	21

As with the previous set of statements the “N/A” column indicates the number of customers that did not answer with either option or thus leaving the statement unanswered. In the main, those who chose to answer ‘N/A’ had not yet had any work carried out by the service to date. The column which is headed by “99” indicates the responses that are spoilt, either by responding with two answers for each statement simultaneously or by some other error rendering their response void.



The results achieved from this question quite clearly indicate that the overwhelming perceptions of the service by those that have used the service are high up the satisfaction scale.

In total 53.82% were 'very satisfied' with the service and similarly, a further 21.77% were 'satisfied' with the service provided. Given that 10.52% had only registered with the service and yet received any services from Helping hands and a further total of 7.41% either had 'no opinion' or were classified as '99' due to errors, this is an excellent result.

If all customers in the service had previously had work carried out and not just been registered it is fairly safe to say based on the results that the overall satisfaction ratings may have been even higher.

Of course as with any service there is still a contingent that indicated they are not satisfied with the service. A total of 2.39% indicated that they were 'dissatisfied' and a further 4.06% stated they were 'very disappointed'.

From the respondents that have indicated they are dissatisfied with the service the main reasons relate to the pricing structure of the service, delays in waiting for jobs to be completed and reticence in providing quotations. A few other customers were also unhappy about their personal details being used by an ex – employee of the Helping hands service.

The second part of this question was also designed to gauge the overall service quality provided by Helping Hands. This section contained two statements which ask to crucial questions.

The first asks if the customer would use the service again, and the second asks would they recommend the service to others. The respondents were given three choices of answer; 'Yes, No and Maybe'.

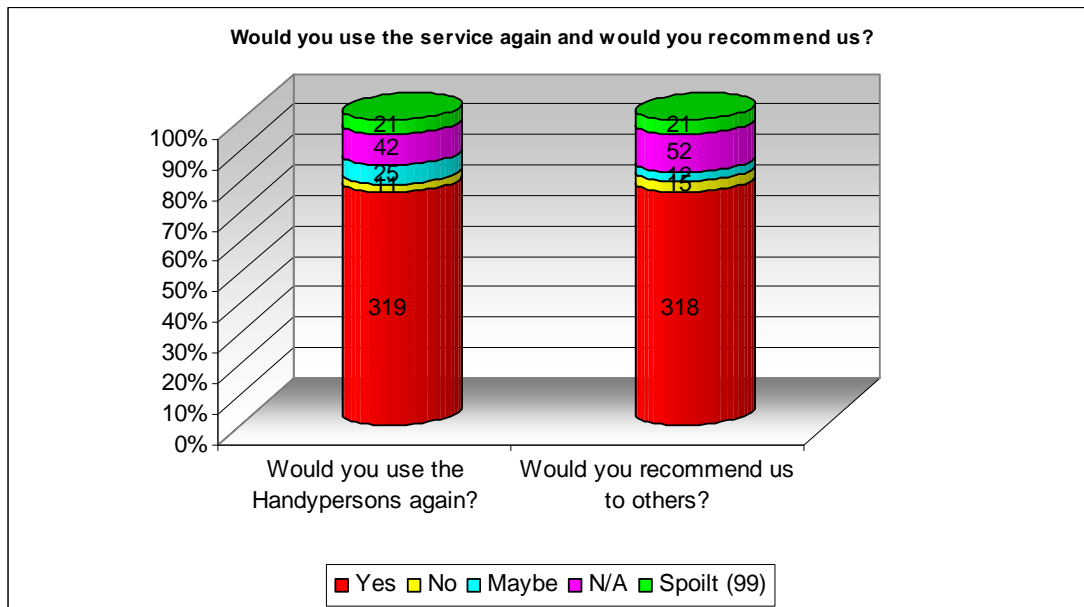
The table below illustrates the results;

	Yes	No	Maybe	N/A	(99)
Would you use the Handypersons again?	319	11	25	42	21
Would you recommend us to others?	318	15	12	52	21

Unsurprisingly, the results match the overall satisfaction rating noted in the previous section. A total of 76.31% stated that they would use the Helping Hands service again. Similarly, 76.07% also stated that they would recommend the service to others. The results for the 'N/A and 99' section are consistent with the results from all previous sections of the survey.

A total of 5.98% indicated that they may use the service again and a further 2.87% indicated that they may recommend the service to others.

These results are a good indicator that the Helping Hands service is offering a quality service to both elderly vulnerable citizens. Many people provided comments with their survey responses commending both the staff and service they offered. The chart below illustrates the results in a pictorial manner.



3.1.5 Are there any improvements you would suggest could be made to the service? Is there anything we could have done better? Are there other ways in which we could help you?

This final section of the survey offered one more opportunity for the respondents to provide any further comments and suggestions that could be used to identify service improvements. It is imperative to collect qualitative data of this kind as it offers much greater insight into the customer experience and perceptions. All of this information can be utilised to create priorities for improvements to the service.

In total 183 respondents provided additional information, which can be viewed in [\(Appendix 5\)](#).

Although the comments provided were varied and diverse the main categories suggested for improving the service centre around the following 7 key categories;

1. Communication / leaflets / communication / marketing
2. Follow up service
3. Gardening
4. Price / cost
5. Staff (Office and operational)
6. Telephone / Call Centre
7. Waiting lists / outstanding jobs

Many of the comments received concerning point 1 above were directed at the shortcomings in marketing materials. Some of the clients expressed a wish to better and clearer leaflets provided with up to date details of what the service could offer.

Other customers that are registered with the service felt that that in some cases there was a lack of communication especially in terms of outstanding jobs and whether or not they met the criteria for discounted rates. Additionally, other customers commented on the need to raise the awareness of the scheme by the use of further advertising. Other respondents expressed the wish to be provided with full information when initially requested. At this stage it is unclear whether this comment refers to pricing or more generic information. Another customer stated that the service should provide a list of what can and can't be done as they had twice been turned down by the service. Another customer stated that they were currently in 'limbo' following registration with the service as they had not heard anything back since their initial contact with the service.

In relation to point 2 concerning 'follow up service' a few customers felt that there should be a mechanism in place to ensure that jobs are completed and that any outstanding issues are dealt with through to completion.

Point 3, gardening, attracted the second largest amount of comments. Many customers provided comments which highlight the infrequency at which gardens are tended too and the need for more operatives to carry out general garden maintenance. Several, other customers requested that the gardening service is better advertised and prices made more affordable. However, the main request was lawn mowing to be carried out fortnightly. Reliability was also an issue that was highlighted by respondents who stated that they would use the service more often if operatives turned up at the appointed time to carry out gardening duties.

Point 4, price and cost of the service attracted the most comments on how to improve the service. Many of the customers who are elderly and on low incomes thought that the service was too expensive. Other comments included the need to provide quotations to be adhered to and increased when the job was completed. Other customers who had

used the service for decorating could not understand why it was more expensive to re-decorate different rooms in the same property. This point can be linked with the points above highlighting the need for a comprehensive job and cost list.

For Points 5 and 6 both office staff and operational staff attracted reasonable amount of comments from the customers. Several people stated that the staff were very polite and that the service provided was excellent. A slightly more negative comment referred to a staff member being rude on the telephone when trying to make a compliant. It is unclear if this was call centre staff or Helping Hands staff.

Finally, waiting lists and outstanding jobs are an area of concern that the customers felt could be improved. Many customers expressed the wish for jobs to be carried out in a timely manner and not be kept waiting unreasonable lengths of time. Several other customers thought that it just took too long to get seen. Another customer wished to bring to our attention that he/she had been trying to get an operative back to complete a job for several weeks and that no-one had returned his/her calls. Other customers pointed out that operatives had arrived to carry out a decorating job and then went off site and never returned. Finally, another individual pointed out that there is too long a gap between jobs.

All of the above represent just a selection of comments and suggestions provided by the customers registered with the service. In conjunction with the above a good deal of praise and thanks for the service and its staff was also received. These comments can also be found in [\(Appendix 5\)](#).

The information provided will be used to create a list of suggested learning points that can be used for service improvement and greater customer satisfaction. The suggested learning point can be viewed at the end of this report.

4.0 Service Compliments

Along with the suggestions for improving the service that were provided by the respondents a good deal of compliments and words of appreciation were also received. The list below represents a sample of the comments received.

- *I can not fault any single thing, from Alison to the workmen, they are all to my thinking wonderful. So polite and helpful. Thank you so much.*
- *Very please to have the opportunity to use this service.*
- *Unable to think of any improvements as I was impressed with the service I received. Shall consider gardening when I feel up to it.*
- *Fully satisfied and staff most polite and helpful*
- *Everything about your service is perfect and I am happy to be a member, thank you all so much*
- *I can't think of anything that could be done better. It's a wonderful service and I think Salford's OAP's are very fortunate to have it.*

- *We have been very pleased with the help we have had over the years*
- *Was very pleased with what they did and made to feel we could call on them without feeling guilty. Nice comforting thought, when you are in your 80's, 88 to be precise. Thank you very much*

5.0 Summary

At the beginning of this report it was noted that the purpose was both to identify and determine the following four criteria:

- To gauge the perceived quality of the service
- To create priorities for improvement (PFI's)
- To gauge the overall satisfaction of the client base
- To ascertain the reliability, responsiveness and trust amongst the schemes clients

All of the above points were designed to be answered by use of the questioning which was based around the four key themes of customer satisfaction:

- Tangibles
- Reliability
- Assurance
- Responsiveness

By studying the data and the results reported back from the respondents it is safe to infer that the perceived quality of the service is high. The results for all of the sections of the survey have shown good all round results. The statistics show that the overall satisfaction rating of the client base is currently positioned at 76.02%. Given the fact that a proportion of the client base had not used the service in full (and had only registered with the service) this is a commendable result.

The overall satisfaction score for the service is produced by combining all scores for the different elements and then dividing it by the number of elements. This produces an overall score of 76.02%. This result reflects a service that is performing well and is in touch with its service user's perceptions and expectations.

Both reliability and responsiveness scored high on the satisfaction ratings, although there is still room for improvement especially in terms of missed appointments and follow up jobs. The scores for reliability and responsiveness which included politeness, helpfulness, tidiness and quality of work provided an overall score of 76.34% for all four elements. Again, it is possible that this score could have been recorded higher if it had not been for the clients that had not yet used the service directly.

Several priorities for improvement have been identified. These have mainly been taken from the comments and suggested service improvements provided by the clients at the

end of the survey. These have been prioritised into suggested learning points that the service may wish to consider in planning for future service delivery.

Listed below are the key suggested learning points

5.1 Suggested Learning Points

1. A review of the pricing scheme be undertaken to provide full information of costs for both maintenance and gardening jobs.
2. Extra gardening staff be employed to ensure that the demand for gardening jobs is fulfilled and that gardening work is carried out on a fortnightly basis for the clients that require the service.
3. Mechanisms and methods of both advertising and marketing of the scheme are reviewed. This is especially true for local advertising of the scheme.
4. Feedback mechanisms introduced to ensure that jobs have been completed both fully and to a satisfactory standard.
5. Clearer and more effective communications channels developed to inform clients when they can expect their work to be carried out.
6. Clarification to customers that they are expected to supply their own materials for the jobs they wish to be carried out.
7. Development of a basic electrical repairs service.
8. More directly targeted marketing and awareness raising of the scheme to BME communities.

5.2 Appendices

Appendix 1 – Survey

Appendix 2 - Letter of introduction

Appendix 3 – Comments from section 1

Appendix 4 – Comments from section 1

Appendix 5 – Comments from section 5



2006/2007 Satisfaction Survey

Helping Hands provides services to residents across the City of Salford. Customer satisfaction is extremely important to our organisation. We care about getting it right, but we know that things can sometimes go wrong and we are constantly looking at ways of improving our service. We would be grateful if you would spare a few minutes to complete the questionnaire and return it to us in the prepaid envelope provided.

When you first contacted Helping Hands...

	Yes	No
Were the telephone staff helpful?		
Were the telephone staff polite?		
Did you find the information you were given easy to understand?		
Were you given enough information / were you given all of the answers you needed?		

If you answered 'No' to any of the above, please provide us with more information so that we can improve our service

When the Handyperson came to your home, how satisfied / dissatisfied were you with their...

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No opinion
Politeness					
Helpfulness					
Tidiness					
Quality of work					

Please show the result of using our services to you personally (if any), by placing a tick in the relevant box.

	Better	Worse	Remained the same
Feeling of security			
Peace of mind			
Independence			
Self confidence			
Overall quality of life			
Day-to-day living			

Is there anything else that you feel has got better or worse since having a handyperson visit?

Overall how satisfied / dissatisfied are you with the service provided by Helping Hands?
(Please tick one box)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion

	Yes	No	Maybe
Would you use the Handypersons again?			
Would you recommend us to others?			

Are there any improvements you would suggest could be made to the service? Is there anything we could have done better? Are there other ways in which we could help you?

THANK YOU VERY MUCH FOR YOUR TIME AND HELP

Please use the free-pay envelope provided to return your completed form

Yours sincerely

P Ross

PHILIP ROSS
Business Manager

Salford City Council



«Title» «Initial» «Surname»
«Address_1»
«Address_2»
«Address_3»
«Postcode»

Dear «Title» «Surname»

Further to your contact with the Helping Hands Service who provided the works or repairs at your property, we are keen to gauge the level of satisfaction that our service offered you.

In order to measure the levels of service provided by our team we have enclosed a short questionnaire in order to gather your feedback about us

This is very important to the Helping Hands Team as it will enable us to re-examine the service that we provide to you .This will assist us in helping to improve the service that we offer.

Your responses will be treated in the strictest confidence and the information retrieved will only be used for the purposes of service improvement. Of course if there are any particular points that you would like to draw to our attention you can ask for them to be recorded.

I would like to thank you in advance for helping us with this important exercise. We will let you know the outcomes of the survey. We regard this as a very important step in our aim of improving the level of service we provide to our customers.

I have enclosed a pre –paid envelope to return the completed questionnaire in

Yours sincerely,

P Ross

Question 1:5 If you answered no to any of the above, please provide us with more information so that we can improve our service

You did not have staff to deal with the problem

We wanted a long time without knowing what to do. No one has let us know if we can have jobs done or not a list was taken weeks ago and no one keeps you informed. Please let me know if you can do some of the jobs your workmen put on his list.

I asked if a plumber could fix my leaking radiators, I was told nothing only did minor jobs. I told the person it was just the nuts needed seeing to, they said if someone came round and it was too much for them they would leave, so I said never mind. I

We decided not to use the 'HH' service (for decorating) as the waiting list (just to get a quote) was too long on both of the occasion I phoned up (before and after Christmas)

I haven't yet contacted your service yet. However I do need some painting doing. I did register with you last year.

Due to my husband passing away recently I feel very vulnerable being alone. But your staff were excellent

Very reluctantly to give any price charge

I ask them to change my taps because I have got arthritis in my hands, but nobody came

We were not told just what you did and did not do for us. We have only phoned twice and the answer is no, we don't do that 1. A bed to be moved 2. A fridge to be moved

This was an excellent service a few years ago. But not found this to be so in 2005-2006

I asked for a rough charge for my front and rear door steps to be made presentable and painted, on inspectors investigation I was quoted £40 to provide my own step paint. I found this a little too much for me to pay sorry, I had to refuse and they are st

Having been waiting for someone to come back and finish the gate off in the front garden, we were never informed as to why this was so. I now find out that no one will be coming back due to lack of materials and funding. Apparently one member of staff s

<p>I was given one telephone number after another and told you did not do the job I needed that is new washers on some taps also I would like new taps in the kitchen. I have never had a Handy Man at my home and would also like the windows cleaned and a small</p>
<p>When I applied for a reg form, for some reason (lost in post) it was several months before I received my form, meanwhile the job I wanted doing was done by myself, so I've not used your service yet.</p>
<p>It was not clear what the cost/ service is to someone paying the full rate I.e. someone not on benefits. I was not looking for cut price work, just a reliable service.</p>
<p>Not had work done yet</p>
<p>The staff couldn't give timescales for completing the work</p>
<p>When they was going to do garden work paint fencing</p>
<p>They were help full</p>
<p>Last works were completed in 2005 since then we have been contacted by a gentleman from Ramsbottom who worked for 'HH' but he has set up his own business - we were very unhappy that we had access to our address and contact details.</p>
<p>I haven't actually used your service yet but when I rang to join the staff were very helpful</p>
<p>Unable to comment I have not yet had need for assistance, reports I have heard good.</p>
<p>Waited longer than the original 12 weeks and had to chase it up twice after this</p>
<p>Not required help as yet</p>
<p>Requested a date for repair to my mothers fence still not been contacted (7 days ago)</p>
<p>I have not used the service to date.</p>
<p>Did not ask enough questions</p>
<p>The handy man came and gave me a quote for cutting privet down, he was very polite and helpful, but never came back to cut privets. So I don't think I will be using you again.</p>
<p>Took my £5 fee down to the shop in Partington Lane on 21st August 2006. Man came to view bedroom 28th Sept 2006 just needed painting, price £210</p>
<p>Direct contact with 'HH' is excellent. The no answer is to do with the call centre staff, its much more reassuring when the calls go direct to 'HH' staff who clients know and are used to dealing with.</p>
<p>Did not go ahead with the work as another quotation was less and they provided materials</p>

<p>My garage roof leaks - due to damage by children (assuming) I have the material to repair it, but cannot do it myself. I have spoken to them on three occasions but no decision has been forthcoming. Appears to be a difference of opinion. It was reason</p>
<p>I would have understood better if I had better information what handy person people does</p>
<p>I haven't had any repairs done yet.</p>
<p>I have had very little to do with the service but what I have, I've been more than pleased both with the work and the young men</p>
<p>not used them yet</p>
<p>I was unaware of the services you offered. The kind young man who came to do the work for me left me a leaflet naming the work that you do.</p>
<p>We needed someone to decorate our hall, stairs and landing. When the handyman came he said he could only paint.</p>
<p>NOBODY CAME TO MY HOME AS THEY DID PROVIDE THAT PARTICULAR SERVICE BUT THEY POINTED ME IN THE RIGHT DIRECTION</p>
<p>I DIDN'T REALISE I HAD TO SUPPLY THE MATERIALS MYSELF FOR THE JOB. I DIDN'T KNOW WHAT MATERIALS WAS NEEDED SO HOW COULD I SUPPLY THEM. NOBODY TOLD ME THIS.MAYBE IT WOULD BE BEST IF THIS WAS ARRANGED AND SUPPLIED BY YOU AS STANDARD AND THEN JUST CHARGED</p>
<p>99</p>
<p>DIFFICULTY IN ESTABLISHING CHARGE FOR DISABLED</p>
<p>I DID NOT USE SERVICE AFTER PHONING AS IT WAS OF NO USE TO ME AT THAT TIME. I HAVE NOT BEEN IN TOUCH SINCE.</p>

Question 4 is there anything else that you feel has got better or worse since having a handyperson?

I am very happy knowing that there is a reliable and safe service to call on

Very helpful and useful

Got better

It was a relief to find this way of getting small jobs done by a very pleasant, reliable young man.

Value for money?

Out tiles are cleaner and our security light works.

Better

Yes, my living room needs sprucing up a bit and I have it on my agenda!

I know who to turn to if I need help.

I broke my arm and need hand rails. I don't mind ringing up but don't want to jump no queue, but I have got hand rails hanging off and also need a handle near my back door. I have just fallen off back step and broke my arm.

Worse

Very good for disabled

It is now a few months since I had a visit from a Handyperson. He wasn't allowed to do the work on fixing my bathroom taps, but he kindly fitted a fire and gas alarm free for me.

Mainly day to day living and security have got better

I asked for someone to clean my gutters. He took one look at them and said he could not undertake the job!!! Health and safety regs. Etc

Feel better because the jobs have been done, and I know they are only a phone call away.

Knowing there is help

It is better because of good, safe service I will use them again

No suitable person for the job

I am very pleased to know that I can rely on someone instead of using yellow pages

Better

'H' had lessened the worry of getting small jobs done

Knowing you are there is comforting

Wouldn't have 'HH' near my home again

Being alone no family things are great kn

As my husband and I are unable to do things for ourselves, we are grateful to the 'HH' for the work they have done for us.

Better

The peace of mind that a stranger working in your home was genuine and trustworthy. He was obviously capable doing a good job and you wouldn't be conned or cheated - terrific

Better

Better

Older and not as agile

Just feel happy I can call on service that is safe to let in my house.

Unfortunately you couldn't help fit our door lock

I can only say without 'HH' I doubtfully could not cope

See below

Now know when someone is at the door, as old doorbell wouldn't work

I can enjoy my garden more

Never had one visit

Much better knowing a reliable service is only a phone call away

Better
Waiting list to get him back
He told me of a lot of things I could have to help me
We feel we can now contact them in the future, when we need any more help.
I have not had anything done since 2005, and it was only putting up a curtain rail which was every good it is still up
This was first time lock on living room door
Only my ugly steps. Made to look worse, by having neighbours who have recently repainted their house.
Peace of mind
A letter would have been nice just to say that fences are no longer being done, as I only found this out today
Costs see below.
Not changed
Yes, the rails they put in for me I can get outside without the fear of falling
Better, it doesn't cost as much to get jobs done as before
We are more confident knowing you are just a phone no. away/ we are very pleased
Being disabled and a pensioner I don't know what I would do without your help
Peace of mind that there is someone to help with the jobs we can't do.
My bath needed silicone replacing, this was not up to standard and now needs redoing, other than that all other work was very satisfactory.
Did not use handy persons service
The quality of service has maintained a high standard.
I had my hedges cut, which was a worry to me, will send you cheque for £20 when told. Thank you
I feel that there is someone I can turn to when I need help.
No worse
Knowing there is a service to help with those little jobs I am unable to do now does give one peace of mind
The handy person did not come as I was told it would be a long time before they did as I am not on benefits.
Better
Better
Better - all handy person work - super
I have been told of services which may be to my advantage
I don't have to rely on family as I know if I need anything I can rely on 'HH'
Not really
Security
All work hone to a high standard. A great help.
I would ring again if required
Feeling of safety and knowing I have every confidence that at last I have somebody to trust and help me in my old age.
The services used so far were not personal but were for tidying the garden, and very well satisfied
Just the same
Very satisfied
Better
only because the dripping problem did not stop even after three visits so I engaged another plumber who was able to solve the problem. Previous jobs done on visits by 'HH' have been carried out satisfactory.
We thought the estimate (cost) for the hall was expensive.
I have a feeling of confidence in the service
Fence
It is better as you have peace of mind knowing the help is there

Better
I have found all workmen excellent in whatever job they did for me
Quality of life got better knowing that this company suited most of my requirements and with the added feeling of security in the knowledge that the staff are all security checked.
Its always good
My dad is 84 years old for him to be sleeping in his bedroom for 2 months waiting for workmen to arrive, didn't do his health any good, I would like you to respond to this letter. Mrs Irene Mack, Daughter and carer.
Price quote to high
My garden step has been wonderful does not let water in now, also my guttering
Garden looks much better
Not having to ask relatives to do small jobs I can't manage
I know there is a team of helpful people and they are only a phone call away when a job needs doing
My garden is lovely now we have had the panels put the wind blow down. Well done lads.
Only used your service once
It is so nice to know that there is a friendly helpful service at the end of the phone to help people like me keep our independence
Not really but down pipe from guttering at front came away again
Worse
No follow-up enquiries made ie. When/ if a return visit would be made (gardening)
No one turned to do my garden
Better, as I feel I have someone to go to other than looking in the papers etc.
First visit, bathroom tiles round bath - work very bad, second visit - much better but not completely satisfied.
I would like to say thank you for your help, and the young men who helped me
Our hall stairs and landing still needs decorating.
Nothing altered
Only had gutters cleaned
The visit to my property has given me peace of mind that the jobs I cannot do through my illness have been carried out. I have recently lost my husband who carried out all the running of our property.
NO
NOT USED ENOUGH TO NOTICE
BETTER
I THINK IF YOU WERE TO SEND A TRADESMAN AND NOT JUST ANYONE I WOULD HAVE MORE CONFIDENCE IN USING YOUR SERVICES AGAIN. PLUS YOU OR YOUR TRADESMAN SHOULD SUPPLY MATERIALS ETC, ETC AS US ORDINARY FOLK DON'T KNOW WHAT IS NEEDED
99
NO
NO
HAD TO REDECORATE BECAUSE THE PERSON THEY SENT WAS NOT A DECORATOR
NO

Question 7 Are there any improvements you would suggest could be made to the service? Is there anything we could have done better? Are there other ways in which we could help you?

Information regarding services available

I have been very impressed by the men who have called here. They have been pleasant and helpful apart from being efficient.

Everything was ok

I would like the same Gardner all the time.

I have not had any work done by 'HH', I had a quote from them for decorating this year and they were very polite and helpful but it was going to be 3 - 4 weeks before they could do it so family offered to do it for me, so I cancelled with 'HH'.
I have as

I have not needed your services

Pay bill when quoted not a higher one when finished.

I can not fault any single thing, from Alison to the workmen, they are all to my thinking wonderful. So polite and helpful. Thank you so much.

It would help if there was someone to do a bit of concreting between flags and also to power clean flags with moss or algae on them.

I am sorry but we have not had any work done by you. We have been waiting for you to contact us. We did not know where you are based. 0161 789 8558

I used to love gardening but now I can't do the work, my husband got 'HH' in 2005. He died in August 05 the garden was in shock. Having someone to keep my garden tidy is all I need and I also have my bins emptied as well. So thank you to the council a

The service did not operate as well as previously when calls were received by staff at Swinton Town Hall.

I do need my lounge decorating after May 22 as I am staying with my family 2 weeks April, May. I do need my kitchen decorating. But understand if it is too much. I can't carry paint and emulsion, willing to pay for delivery. All my family live in South

Very please to have the opportunity to use this service.

Sorry, I am awaiting a workman in April, so cannot answer above questions yet.

I required my kitchen walls and ceiling etc painting. This was done excellently.

If there was a leaflet with approximate prices for any of the small jobs you do. Thank you

To keep us up to date with the jobs on our list you made and are we entitled to have them done. I feel lack of communication.

I joined 'HH' last year 2006 I have not had any work done by 'HH' so in fairness I cannot fill in this questionnaire. The 3 times I phoned to see if they could assist
1. Appointment at Hope Hospital, this they didn't do. 2. Having the garden done, a lo

I have never had any work done by 'HH' Last year I tried to get fencing, two ladies came and passed it for being done but it was never materialised.

Some info on the service and what is available now itemised

Raise awareness of the service/ more advertising of the service.

No - I found someone else to do the job (they even re-set roof tiles as well as cleaning my gutters)

Definitely reduce the waiting lists! Provide leaflets advertising what jobs your service provide.
I haven't needed the service so far but being in the scheme has given me the peace of mind of getting someone who will do a good job for a very low price, and will certainly recommend it to others, as an old aged person I don't have the worry of "chancing
Workmen came to fix overflow system which were ok for a few weeks but have started leaking again and making the outside damp. Would like another visit if possible. Otherwise all work carried it was good.
I had two relatively minor jobs for which help would have been useful - replacing 4 cracked tiles on an outrigger roof at low level and removing a corroded security light. I was informed by the supervisor that no suitably qualified workmen existed on the
Unable to think of any improvements as I was impressed with the service I received. Shall consider gardening when I feel up to it.
I would like my outside fence painting, is this possible? I sent you a cheque to register on 15th Nov 06, not acknowledged. I formally was with Community Home Care Services.
Fully satisfied and staff most polite and helpful
I feel I should have been kept informed of the length of the delay before my new fence could be fixed, I have been waiting since the end of January, is it now 30th March.
As I waited about two weeks to get the job done (which was satisfaction) I wondered if in an emergency/ like a burst pipe or other, it would be done quicker?
I joined 'HH' about three years ago, and as a standby help. Fortunately for me up to now I haven't had cause to use you, but I feel safer to have 'HH'. I am 82 and arthritic - not complaining though, many worse off than I am. I hope it is alright to be
My guttering was to be cleared but this is still outstanding
The reason I gave up using your service for decorating I found they got very dear compared to other estimates I used for years and I recommended you to others. But my last estimate for doing my bathroom emulsion paint was expensive I got another man in a
I like many others in my age group with some disabilities desperately need help with the gardening chores if only once per month it would be a godsend, normal rates of pay i.e. £10 per hour x 2, twice monthly = £40 monthly is not possible
As a pensioner with private pension I am not entitled to discounts. This puts me at a disadvantage to those who have nothing to secure their retirement. With the various discounts they get it makes me feel my responsible attitude has been for nothing it
Please give full information when requested.
They couldn't do the job I wanted doing, but explained why and offered more information for me.
Everything about your service is perfect and I am happy to be a member, thank you all so much
I think price is expensive for long jobs as not everyone is on benefits
Mrs Tonge is 96 and disabled - deaf and very impaired sight, nobody came back to say they could do the small job that was required and we have heard nothing since. I realise the bit of garden could not be done in winter but there were plenty of opportunity
I can't think of anything that could be done better. It's a wonderful service and I

think Salford's OAP's are very fortunate to have it.
The service is excellent in every way. In the future help will be required for cleaning windows, and tiled kitchen walls, gardening, decorating, and constructing pre-packed furniture, all of these you advertise as undertaking. Emptying high cupboard.
As yet not had need to use the service
Thank you for your recent communication re 'HH' I regret to say that I have not had any work done by this organisation, the reason being that I was considered to be outside the Salford area, and therefore liable for full charges for any work done. I am c
Quite satisfied
I need your services at the end of the year when the leaves fall and I need my gutters cleaning out and about 20 black bags of leaves removed from my paths and lawns - you do not have the right equipment for the removal of leaves - a brush and shovel is al
We have been very pleased with the help we have had over the years
Was very please with what they did and made to feel we could call on them without feeling guilty. Nice comforting thought, when your in your 80's, 88 to be precise. Thank you very much
We would like our back garden sorted as were unable to work it
Having had every rogue workman on the planet (that is where my money has gone) the only improvement, if any, at our own cost, it isn't about money, it is about knowing you are getting an honest quote, your bid and work that is, and not ending up like me.
I am unable to fill in this form as I have not had anything done yet
There is nothing he could have done better, he decorated my bedroom and landing very well. He was a lovely nice man, I will be asking for another job to be done in summer. He was called Mike.
Over the last three or four years I have had my lounge, dining room and two bedrooms painted and none has cost me more that £110 each. I asked for my back room to be done and they asked me for £145. I couldn't understand why it was so more in comparison
I only had one quote but did not proceed. He quoted above market rates and was unable to carry out all the work (not able to reach top of gables to point outside of house)
I have not registered yet need a form sending please. My son helps fill forms in with me
I think when someone joins the scheme it would be good if someone made an initial visit to explain. My brother Duncan joined your scheme and received grit around Christmas time but nobody contacted him since, or offered the free Smokey carbon dioxide alarm
The work we have had done well satisfied us. Thank you
I am satisfied with everything
You could help by telling people what you do and don't do for people. I have been turned down twice so I've decided not to bother asking again because I feel daft when you say no.
Had to get all the work done again by another firm. Work person didn't want to know when I called again to complain, did not like the arrogant off hand attitude of the person who called.
I wanted estimate for decorating got a date march 19th, told there was damp and it would be wasting my money. Got a gas alarm put in anyway. We know about the damp for years, I was willing to take that chance and still am. I also know I will pay for it

Very satisfied would not change a thing
My front door could do with a coat of varnish. Rheumatic hands will not let me attempt the job
If possible more people need to be employed. Long waiting time to get work done.
Sorry the work I requested you were unable to do. So I am returning your questionnaire blank to enable you to reuse it. Thank you
I just think you are doing a good job in what you do. Thank you very much
So far I have not had the necessity to use the service
They came on the 7th March and I was satisfied but now they can't come until 5th April, they promised to do the step it isn't safe. Also I have two panels that blew down in the gale and they said they put long lasting bulbs in the lights mentioned other
Although I have been registered with 'HH' for two years I have not yet had occasion to use their services, but I hope to do so for panel work in the near future.
They came to fix the gutters but they are still leaking
Please note - this lady has gone into care and please remove name from files thank you, brother of Mrs M Page 591 Manchester Rd M27 9QJ
Not yet taken up any services but expect to in the future. Carry on the good work, best regards
Can't complete questionnaire cause have not had any services from 'HH'. Did try to contact them at time of change but the lady I spoke to was no help at all. I did use Community Care on one occasion and they were quite good.
Actually my husband dealt with everything to do with decorating.
Very please
With some jobs e.g. Decorating it seems to be a long waiting list. We would just like to say we appreciate the service very much.
Please note this was sent to my father a dementia sufferer who had no dealings with 'HH' it was I who dealt with them - but they did not undertake any work for my father
At the time I asked for help with the living room door lock, we visited the hospital everyday. Your staff made it possible for someone to come before we went out at one o'clock which my sister and I was very grateful
Your recent literature regarding the change to a four weekly gardening rota is detrimental to the gardening service, cutting of the lawn grass will not last a month.;
Service excellent, maybe fees could be a little more affordable for OAP's
I have not used this service to date
I think you all do a very good job in helping those who cannot help them and me also my husband are very grateful for all your help, thank you all.
Informing people better re; by letter just to explain that no work will be carried out
I am just very satisfied
I think it very unfair that people like myself who are not on any social security benefit other than my state pension should be discriminated against and have to pay the full amount to helping hands, which has just been raised considerably. I have a small
Keep prices down
Remove a few items old telly, cooker, small mower; if I have to pay please let me know before hand.
Mr Jackson did ask workmen about having someone to tend to his garden back and front, was told there was a long waiting list, but he would still be interested in someone to sort out his gardens, but he hasn't a cutter for his lawn, he did get it repaired

I paid the registration fee, but got a cheaper quote privately, some of the people at clubs I visit are satisfied with the services. I'm sorry I can't help otherwise.
At the moment I cannot think of anything. I feel a lot better knowing I can have help and support when I need it. As I just lost my husband 13 months ago and after 47 years together I was feeling very lost, so its been a great help just to get jobs done
Since having my security gate at the side of my bungalow I am having difficulty in opening it I think it is warped or the hinges please can you sort it out thank you, Mr J Nelson
It seems you have to much work to do with such a small staff, maybe you could do with two more handymen. We have used you on three or four occasion and have been more than pleased, thank you
Yes, I had to wait six months for my hedges to be cut, I would like to see a reduction in the waiting time
Please ask the man to come back and finish the grab rail at the back door he should have come back on Tuesday 27/03/07. Everything else is excellent. M Werrell
Bring prices down for people not on benefits. Not all got big bank balances.
Good service for the old people. The service could go a long way if more people knew about it.
I am Mr Cunliffe's carer and we find 'HH' are doing a great job. Very helpful maybe could do with an electrician and extra plumber, but a great service.
I feel misled about your service. I did not find it helpful at all to me in my circumstance e.g. I am not a home during the day, I only know that something needs fixing not how, I want solutions to household maintenance not to be told how difficult something
Although I have joined Helping Hands I have not had any work done by them. The reason is I cannot afford £8 + per hour. I have to say that I feel some of your questions rather invasive of a person's private way of life.
If the quality of service continues with the present high standards I will be extremely happy.
The man who came to clean my gutters seemed to do it very quick he was not long on the job. I thought he would have done a better job, but it was alright.
I have not as yet used any of the services.
Materials needed should be accessible better I.e. being left with large tub of paste (for tiling) which was never needed. Financially need to know more having to pay although receiving pension credit.
Wonderful Service!
Since 'HH' has been taken over by Salford Council it has lost its personal touch. The staff seems otherwise pre-occupied and prices have increased dramatically. When 'HH' was based down the Valley and dealt with Swinton residents only it provided a valuable
I feel very disgusted with the attitude of the staff who dealt with my application. Also I obviously do not meet the criteria so I think you should be told this before I registered.
I am just glad of your help. Thank you to everyone.
Quicker
I have found 'HH' personnel to be very helpful, pleasant and courteous, they deserve to be "group of the year" and many thanks to everyone including office staff etc. Please excuse writing as I can only see with my right eye. Many thanks for all your h
We are in out nineties (93 and 94). We would find it helpful if there was someone we would call upon in cases of emergency e.g., if we get a leak and there is cleaning up to do. We have a domestic carer once a week but emergencies don't usually happen when you can deal with them

I was unsure at who to call as I feared strangers in my home and don't know who is coming in. Now with 'HH' I feel safer. Good friendly handy men, I don't feel as any improvements needed.
Takes too long for a visit.
The only thing I found was waiting a long time on the list for the gardening; I only had one visit in quite a few months.
As mentioned overleaf we were very disappointed that our contact details were used by a previous employee of your staff who has set up an independent service.
I cannot fill any of your questionnaires in as I have only applied for help with the front garden as I told one of your young men who called at the door. As no one has been yet I cannot give any more answers.
Not at present
If I could have a handyman doing odd job, with small fee if that possible
No further jobs for the foreseeable future required, thank you
The first time I got 'HH' service to help was when my husband James Thompson was very sick, he died on March 4th, I am his wife Eileen Thompson and have filled this form in myself they helped us a great deal, and would like you to still keep me on your ma
No there are no ways of making the service better. It is nice to know that you can get someone to do a job for the disabled without being conned out of money like I have in the past.
A list of jobs of what could be of interest to the service users.
More publicity at house level - for ladies living alone, used to do this kind of household duties, thank you very much.
I have been trying to get them back to attend to my gate, dispute numerous telephone conversations none of which have been returned. This work requires immediate attention. I would appreciate the courtesy of at least an answer either was as this is causing distress
Although registered I have not used anyone yet.
The service I received was excellent and thank you
There are no other improvements on wither. Very good service.
Recommend a window cleaner that would clean 2nd storey windows. Also enclose a price guide line to jobs you have to pay for.
Last year we had garden maintenance and the workmen did a good job and my mother was very pleased. They said they would be calling regular now to keep on top of garden that was 1st November they haven't been since. We are still awaiting a telephone con
I would love to have the help of 'HH' but to date I haven't had any so I cannot comment on their work. Please let me know if they will be helping me. I did apply for some help but I haven't heard from them since.
It would be helpful if there was an electrical service.
Drains?
Getting our gutters cleared was very difficult the job was too small for firms, so this left us to the mercy of unknown odd job men, one small strip of gutter cost £20, they never came back to finish the job. My husband receives attendance allowance, I a
I will be please to fill your questionnaire form when my repair is done. I just reported the work in Dec and the inspector came on the 11th Dec 06 and said they would be done as quickly as possible. I then received a letter from "New Prospect" saying they
I am satisfied with the service, as you were prompt to my needs as I am registered blind. There are other jobs which I will use the service for again
I have no fault with the service but I think pensioners should be eligible for there reduced charge especially if they are over 80

<p>With reference to your "satisfaction survey" and "questionnaire" I contacted 'HH'; on becoming a widow with no immediate family. I understood it was a service for the elderly, and was satisfied with the service I received both from the "workers" and the a</p>
<p>I cannot honestly say that they could do any better. I always feel secure when they are doing a job for me. Being a 86 year old female living on my own.</p>
<p>Sorry we did not use the service, we at the time wanted gardening</p>
<p>I have been with 'HH' from the start and I have had many jobs done by them and have always been very satisfied, and have always been shown respect by the workmen and staff. Thank you</p>
<p>Handy-man should had arrived on the morning of 23rd Oct 2006 to paint, at 1.00 I phoned to see where he was and he had not turned in to work, but no one told me, we spent to much time hanging about in the end I got someone else to paint. Mr Gordon Hender</p>
<p>I didn't actually use the service on this occasion as the quote I was given was more expensive than that I was given but I would phone again if I need anything else doing.</p>
<p>After waiting weeks for my room to be decorated one of your employees came along and after viewing the room for decorating gave me a price for the work which I thought was extortionate. I got my room emulsion for £100 which I was satisfied not hundreds</p>
<p>Advertise more so that people know about you</p>
<p>I can no longer do my own garden and the one I have is not too good. I have queried to have you do my garden</p>
<p>Every thing is ok</p>
<p>I have had two incidents with you. One was my kitchen tops which they could do nothing about, also my shower they could no do. They told me to get a plumber in.</p>
<p>Help with housework i.e. Washing paintwork, general cleaning jobs that are too much for older people.</p>
<p>This is addressed to Mr Scott, unfortunately he died June 2006. So to have a service like you provide makes it easier for me knowing I can call on you for help I may require. D.E. Scott</p>
<p>None what so ever!!! (Nothing could be done better) And we will be asking for other things done if this is alright. The men who came to us were very good and we would be very happy to have them in our home.</p>
<p>I follow up I.e. inspection on work completed.</p>
<p>Do I have to pay again; it is a while since I sent my money.</p>
<p>The service is an absolute life saver for me personally. It would be helpful if a leaflet which shows just what services are offered was available on request.</p>
<p>Not really just re-fix gutter down pipe</p>
<p>All I had done was, 1. Clear the leaves from the path and driveway plus a little weeding. 2. Clear the gutters in case of blockage. I would have liked to have been informed why my garage roof appears to be a problem, then I could find alternative solution</p>
<p>A young man visited my flat he was very polite, he came to inspect the fence that back on to the cricket field, I wanted it to be repaired, he phoned his boss, who said they cannot do it I didn't want a new fence, I wanted just some were it keep the car</p>
<p>I'm somewhat in limbo because I've not heard from you regarding continuing registration with you and further use of your services.</p>
<p>Yes, send an update of those jobs you are prepared to do, and any new ones that have been added since. Service was last used to previous customers. You have sent me this from before you could have included my suggestion.</p>

I would use a handy person if someone turned up, I'm still waiting for someone to do my garden.
I would rather call direct instead of the call centre, I was very pleased with my services but people are complaining about the price regarding decorating. I was satisfied with my price for mine but it seems the price has gone up a lot.
May be fortnightly instead of monthly for gardening
I do not think you should have two men doing gardens. Fencing yes a few people think this but don't like to say.
I can't recommend you to my friends or family because they are all better off than me and already have their handymen. The only improvement I can think of is: I would like a list if possible of the services that you provide, gardening etc.
Most jobs I would require you don't do. I am a pensioner and do not have benefits. I worked hard and paid for my pension, because I did not spend all my money when working because I worked I an the one who is charged and the people who made no effort in
I have not yet taken advantage of your service, but intend to do so very soon.
I would like to know more about your gardening, being 85 years old I can't do anything and I'm afraid my lawn has got bad.
Could provide outside movement lights, would feel far safer if we had them.
Very satisfied with the service
I cannot thank you enough for all the help and consideration that we have had from your service
To be more cheaper
A LONG TIME BETWEEN JOBS
I AM VERY HAPPY WITH THE HELPING HANDS SERVICE, BUT I ASSUME YOU ARE VERY BUSY AS I ASKED FOR GARDENING LAST YEAR BUT NO-ONE CAME. I HAVE ASKED AGAIN THIS YEAR AND BEEN TOLD MIDDLE OF APRIL WHICH IS NOW, BUT NO ONE HAS COME YET. I WOULD BE VERY GRATEFUL I
GARDENING SERVICE.EVERY GARDEN IS DIFFERENT. IN MY GARDEN THE GRASS NEEDS CUTTING EVERY TWO WEEKS DURING HIGH SUMMER, BUT THE BEDS AND BORDERS CAN BE LEFT 3 TO 4 WEEKS FOR MAINTENANCE
MUM AND DAD DIED IN SPETEMBER 2006 AND JANUARY 2007 BUT I KNOW THEY BOTH MUCH APPRECIATED THE HELP THEY RECIEBED IN THE YEARS THEY COULD NOT HELP THEMSELVES
THE HANDYMAN WHO VISITED IDENTIFIED OTHER AREAS WHERE I COULD BE ASSISTED (IE REPAIRS TO FENCE ETC) HE TOLD ME HE WOULD REPORT THIS ON FOR ME.
I HAVE GIVEN YOU MY OPINION SEVERAL TIMES. I NO LONGER USE THE HANDYPERSON. I COULDN'T AFFORD SALFORD CITY COUNCILS HELP. I SUGGEST YOU STOP WASTING TIME AND MONEY ON THESE QUESTIONAIRRES AND CONCENTRATE ON GIVING REASONABLE AND REALISTIC QUOTATIONS FOR J
HOW CAN APERSON QUOTE FOR A PRICE WHEN THEY DON'T NO ANYTHING ABOUT DECORATING
SOME OF THE PRICES QOUTED ARE UNCOMPETITIVE, I.E MORE EXPENSIVE THAN OTHER COMMERCIAL COMPANIES

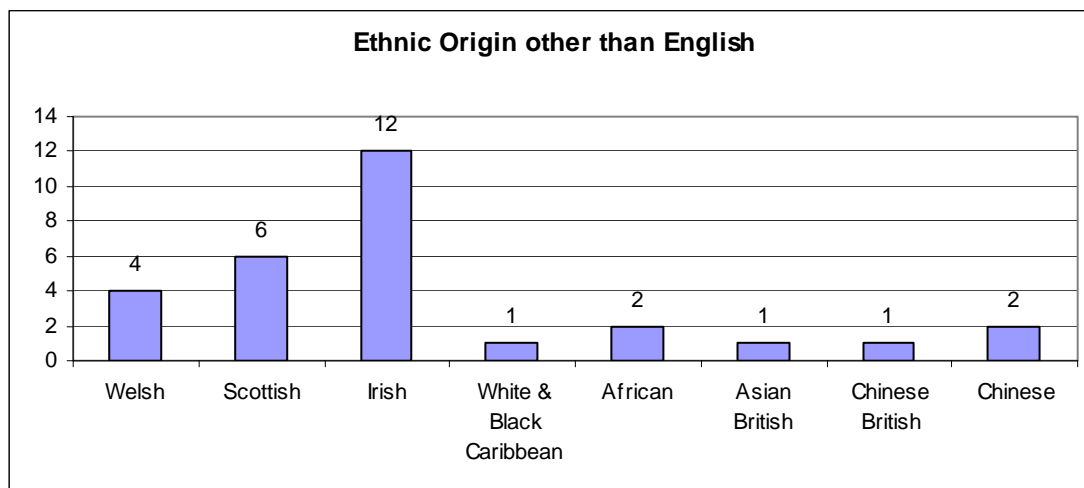
6.0 Equality monitoring

Equality Monitoring Data

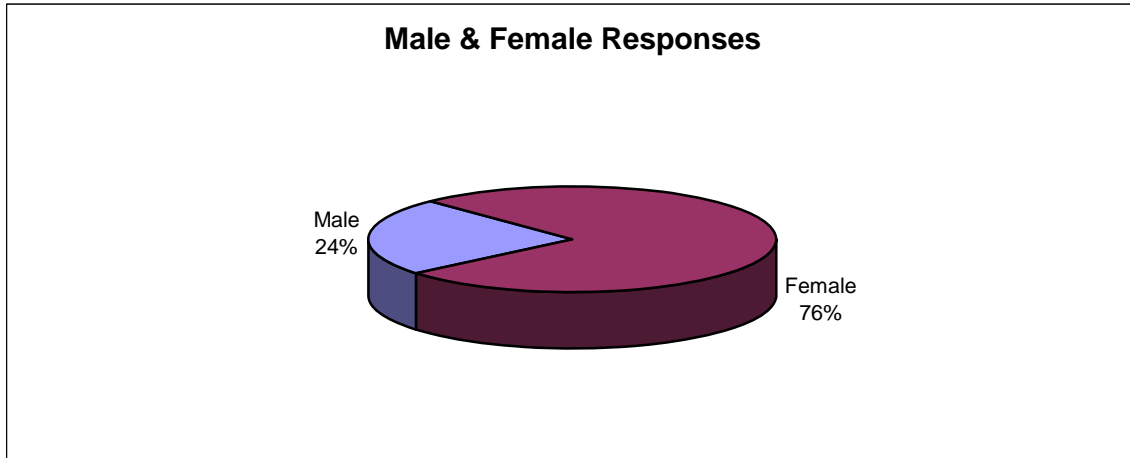
From the 365 responses received the table below clearly indicates that a significant 92% of the participants were of English Ethnic Origin. This is in keeping with the Salford Census 2001 data.

Ethnic Origin:	No:	%
English	336	92%
Welsh	4	1.1%
Scottish	6	1.65%
Irish	12	3.3%
White & Black Caribbean	1	0.27%
White & Black African	0	0
White & Asian	0	0
Black	0	0
Black British	0	0
Caribbean	0	0
African	2	0.55%
Asian British	1	0.27%
Indian	0	0
Pakistani	0	0
Bangladeshi	0	0
Chinese British	1	0.27%
Chinese	2	0.55%
Any other background	0	0
Total	365	

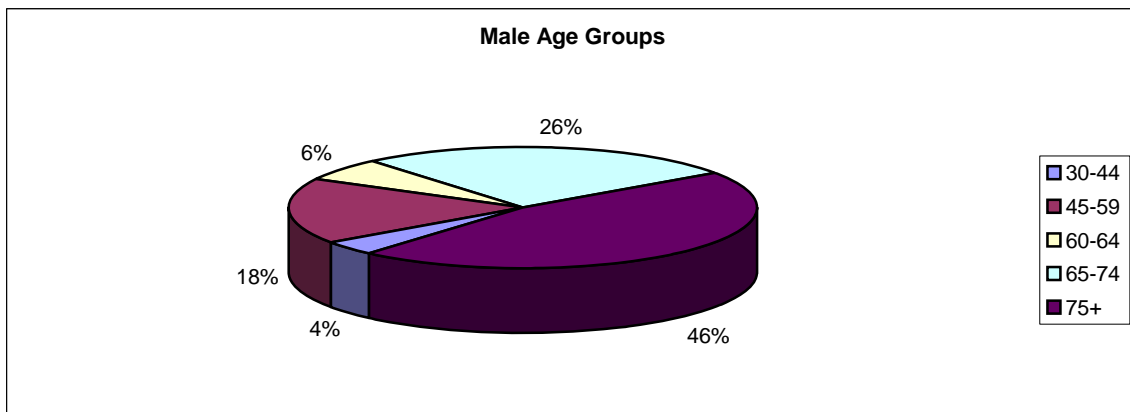
The chart below details the differing ethnic origins of the survey respondents.



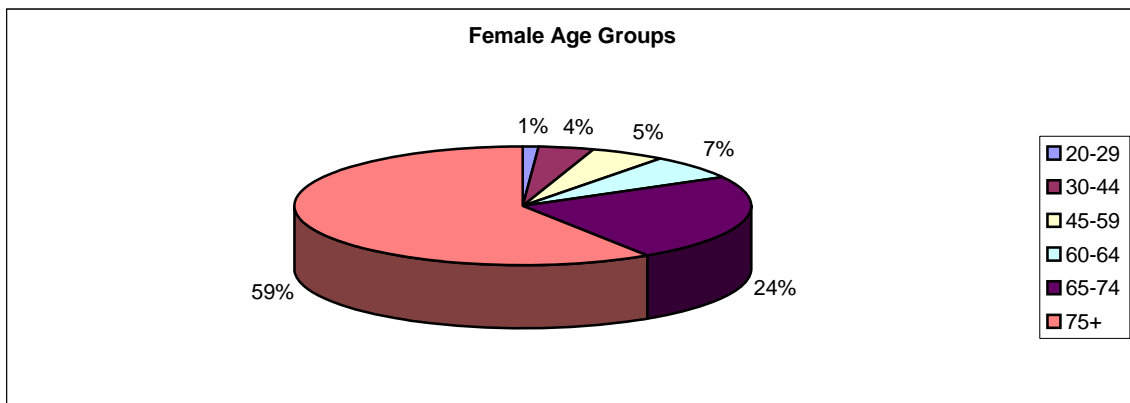
Responses Broken Down



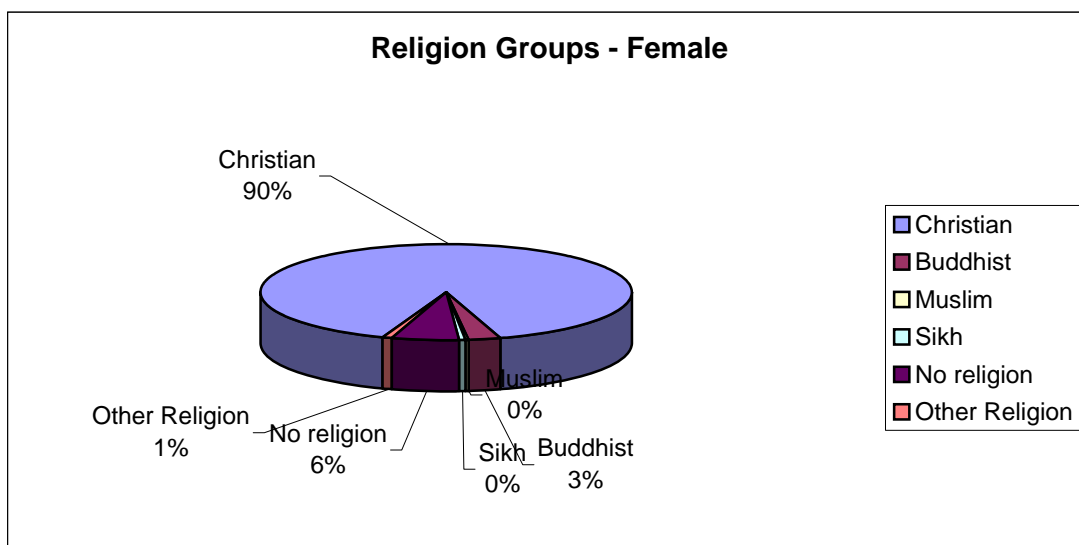
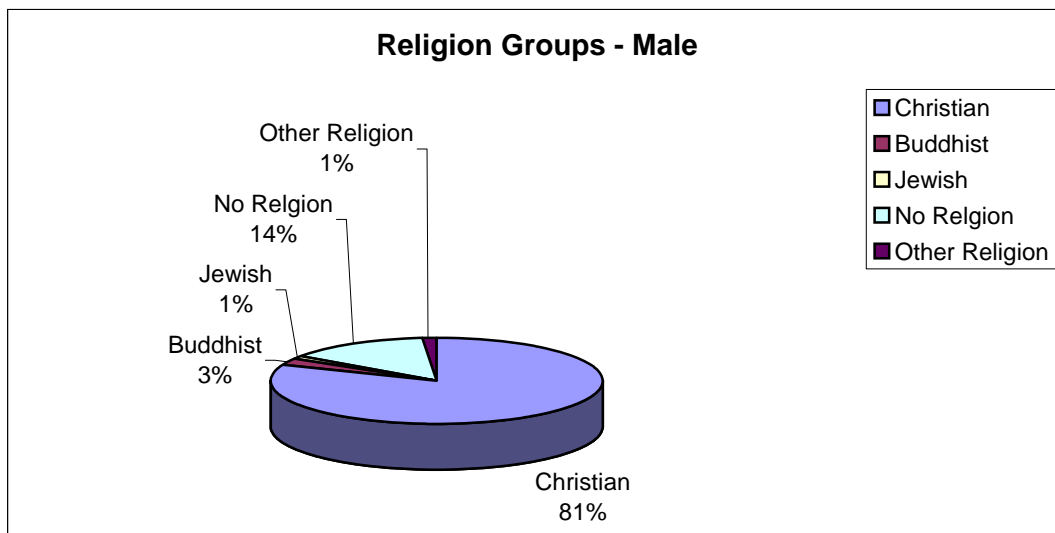
In total 76.2% of women utilised the service compared to the 23.8% of men. The chart below illustrates the age groups that have utilised the service.



The majority of people that have benefited from helping hands are in the age group of 75 and above. This figure is not unusual and indicates the service is being utilised by those it is intended to assist.



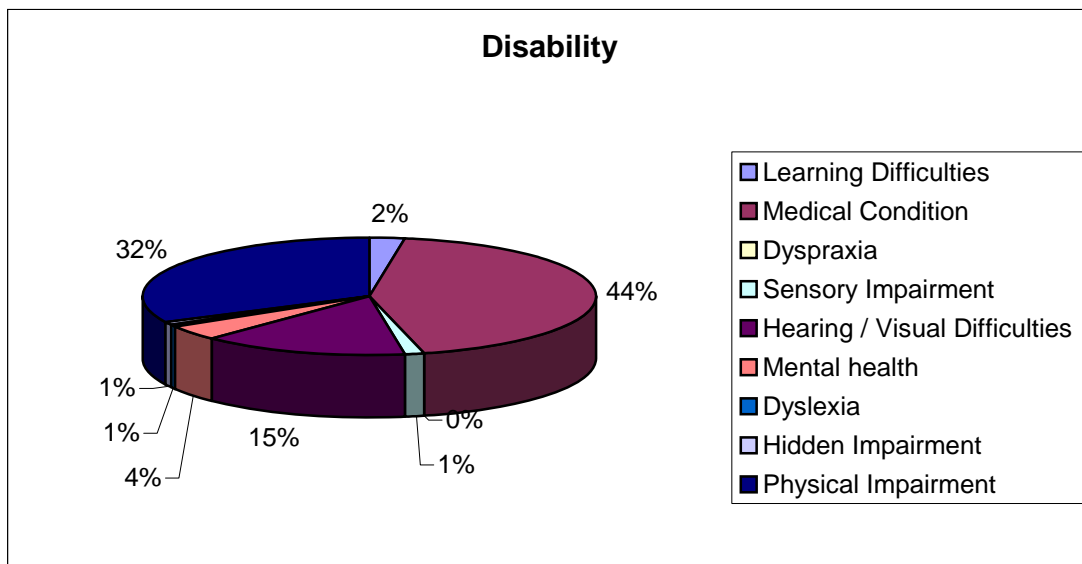
Religion and belief



Disabilities

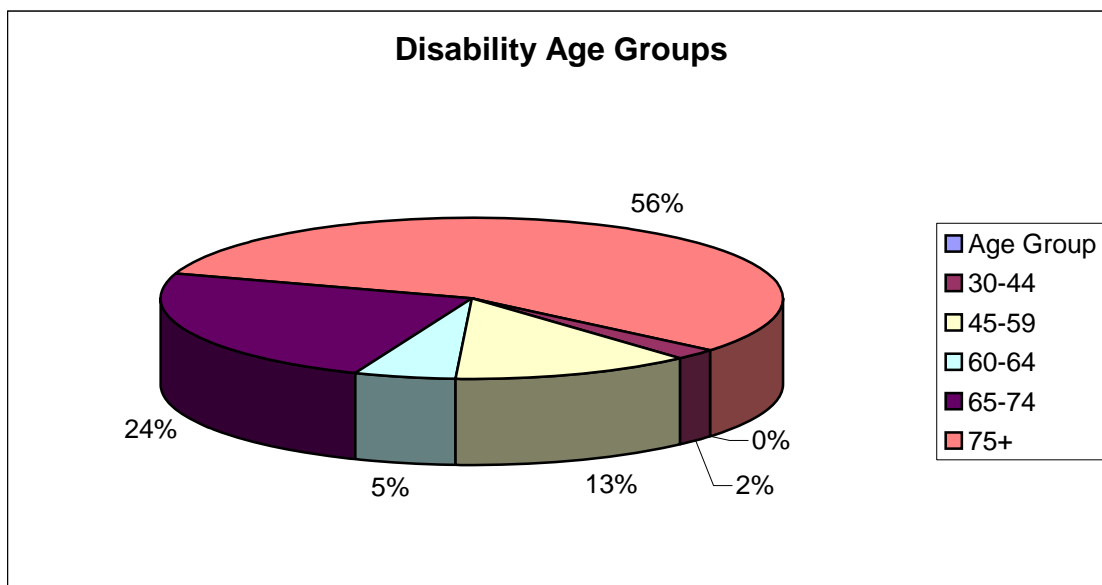
Disability:	
Learning Difficulties	6
Medical Condition	109
Dyspraxia	0
Sensory Impairment	3
Hearing / Visual Difficulties	37
Mental health	10
Dyslexia	2
Hidden Impairment	2
Physical Impairment	80
Total	249

180 of the responders marked down that they are registered disabled (as classified by the DDA 1995). The chart below illustrates how this is broken down. (Please note that some have more than one disability.)

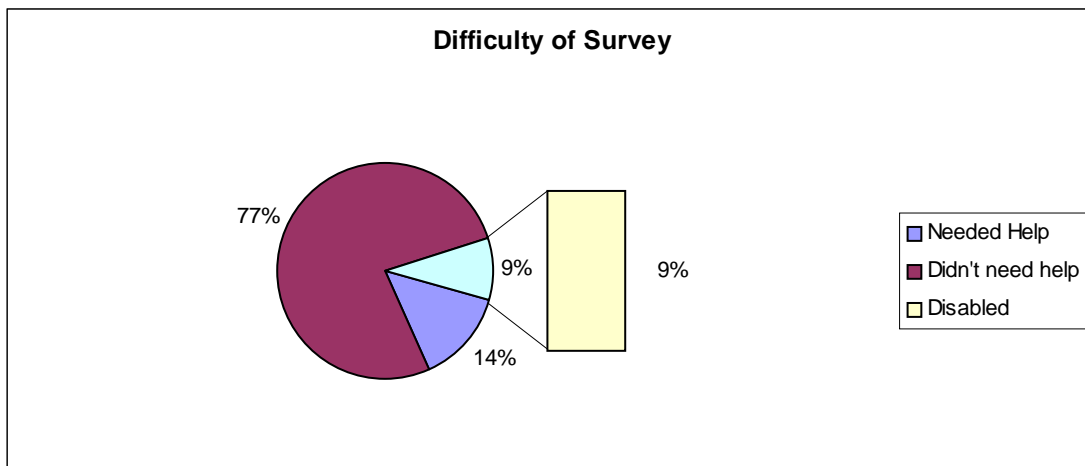


Disability by Age Groups:

Age Group	Disabled
30-44	4
45-59	22
60-64	9
65-74	42
75+	98
Total	175



The surveys are intentionally kept as simple as possible. As can be observed from the chart below, 77% found the form straightforward. A further 9% of found it difficult are registered disabled according to the survey, which could vary from learning difficulties to a physical impairment such as poor eye site.



Almost $\frac{3}{4}$ of the responses to the survey were from retired participants. 25% of the responses were from people that are permanently sick or disabled. Additionally the minority that either worked full or part time, were unemployed or had personal commitments such as caring for someone else including full time parenting.

