**<local authority> Customer Survey Results**

* This is based on a sample of x respondents.
* Percentages have been calculated based on the number of respondents for the question (there may be rounding)

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| Prior Knowledge & Expectations | **Yes** | **No** |
| Did you know what support was on offer from the homeless service before you visited? N=x | x% (#) | x% (#) |
| If yes, Did this affect your decision to come to the housing office? N=x | x% (#) | x% (#) |
| Did information on the council or Thirteen website prompt you to get support with your housing issue? N=x | x% (#) | x% (#) |

Respondents identified a range of different types of support that they felt would be beneficial when they first approached the service. x% (#) identified permanent social housing suggesting the perceived expectation around social stock is still there. x% (#) identified permanent accommodation in the PRS and temporary accommodation as beneficial. The range of welcomed support identified (nine different interventions) suggest no set expectation of Housing Options and an openness to a variety of different interventions.

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| First contact with the homeless service | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
| “The opening times of the housing office suited me” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “The environment in the waiting room was comfortable” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “I was treated with respect when I first approached the housing office” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “I felt I could explain my situation confidentially at the housing office” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “I was able to make myself understood” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

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| What happened once you’d spoken with reception staff? N=x |  |
| Met with a case worker on that day | x% (#) |
| Asked to return for an appointment on another day | x% (#) |
| Asked to attend another local authority service | x% (#) |

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| Assessment | **Yes** | **No** | **NA** |
| Has a local authority housing office/case worker conducted a full assessment of your housing need? N=x | x% (#) | x% (#) | x% (#) |
| Did the assessment take place in a separate (private) office? N=x | x% (#) | x% (#) | x% (#) |
| Did staff offer for a translator or signer (for people with hearing difficulties) to be there? N=x | x% (#) | x% (#) | x% (#) |

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| Assessment (N=x) | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
| I felt the staff made clear what was available to me and why | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I felt I had enough time to explain my situation | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I felt the staff listened sensitively and with respect to my situation | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I felt it was difficult to be honest about my situation | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I felt the staff understood my situation | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I left the assessment feeling positive about my options | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

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| Advice | **Yes** | **No** | **Not Sure** |
| Were you provided with advice about your current housing issue? N=x | x% (#) | x% (#) | x% (#) |
| Name/ type of services |  | | |
| Did the housing office contact the service for you (where relevant) N=x | x% (#) | x% (#) | x% (#) |
| Did the advice and information you were given at this point solve your housing issue? N=x | x% (#) | x% (#) | x% (#) |

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| Advice (N=x) | **Housing Office** | **Directed to another service** |
| Where did you receive this advice? | x% (#) | x% (#) |

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| Advice | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
| The advice I was given was clear and understandable (n=x) | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I felt the advice was relevant to my situation (n=x) | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| I found it easy to follow the advice I was given (n=x) | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| The documents I was given were clear and understandable (n=x) | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

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| Overall N=x | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
| My experience with the Housing Office met my expectations? | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

**Additional support being accessed/ referrals**

**About participants**