

<b>Customer Contacts Purfleet</b>	2011 - 2012
	2012 - 2013

<b>Customer Contacts Chadwell St Mary</b>	2011 - 2012
	2012 - 2013

<b>Customer Contacts Tilbury</b>	2011 - 2012
	2012 - 2013

<b>Customer Contacts Stanford Le Hope</b>	2011 - 2012
	2012 - 2013

<b>Customer Contacts South Ockendon</b>	2011 - 2012
	2012 - 2013

<b>LAO's Overall</b>	2011 - 2012
	2012 - 2013

**Customer Satisfaction Results for customers who answered questionnaire - April - August 2012**

**A. % Visitors who completed a questionnaire by site by age. i.e 7% of Chadwells visitors were aged 25 - 34**

	16-24	25 - 34	35 - 44	45 - 54	55 - 65	66+
Chadwell - visitors split by age	1%	7%	23%	36%	24%	10%
Purfleet - visitors split by age	5%	24%	42%	21%	8%	0%
South Ockendon - Visitors split by age	6%	31%	39%	14%	8%	2%
Stanford-le-Hope (S-L-H) - Visitors split by age	7%	21%	23%	18%	20%	11%
Tilbury - Visitors split by age	7%	31%	27%	12%	12%	10%

**B. a). No. of visitors who completed a questionnaire by age by site and b). Showed as a percentage**

	16-24	25 - 34	35 - 44	45 - 54	55 - 65	66+	Total
a). <b>No. visitors by site</b>	177	744	939	642	536	260	3298
b). <b>% recorded visits by age</b>							
White = % age by site i.e 58% of 16-24 year olds were seen at S-L-H							
Blue = % the age group represents i.e 27% of total visitors aged 35-44	5%	23%	28%	19%	16%	8%	
Were you greeted promptly, politely and was the advisor helpful?	177	744	939	635	534	260	3289
Were you able to understand the information provided to you?	177	744	939	635	534	260	3289
Did the advisor listen & respond to your needs?	177	744	938	635	534	260	3288
Were you asked if there was anything else you could be helped with?	176	744	938	634	534	259	3285

**C. Ethnicity of visitors by age by site who completed a questionnaire**

	16-24	25 - 34	35 - 44	45 - 54	55 - 65	66+	Total	%
African	4	18	23	10	8	203	266	8.1%
British	160	690	831	577	487	48	2793	84.7%
Bangladeshi	0	0	1	0	0	0	1	0.0%
Caribbean	3	9	14	18	7	2	53	1.6%
Chinese	0	3	4	2	3	0	12	0.4%
European	2	6	12	1	6	3	30	0.9%
Gypsy	0	0	0	0	4	0	4	0.1%
Indian	1	0	4	1	0	0	6	0.2%
Irish	0	8	17	10	5	1	41	1.2%
Irish Traveller	0	0	1	0	1	1	3	0.1%
Mixed Heritage	0	1	0	0	0	0	1	0.0%
Non European	0	1	3	0	0	0	4	0.1%
Pakistani	0	0	0	0	0	0	0	0.0%
Not disclosed	6	12	29	23	15	2	87	2.6%

**D. Reasons for visits showing visitors by age by site**

	16-24	25 - 34	35 - 44	45 - 54	55 - 65	66+	Total	%
Benefits	84	256	333	202	132	62	1069	32.4%
Council tax	9	43	54	55	69	24	254	7.7%
Caretaker	0	0	2	0	0	0	2	0.1%
Education	2	6	16	7	0	0	31	0.9%
Harassment	0	6	12	3	2	0	23	0.7%
Housing	50	212	267	156	130	35	850	25.8%
Parking	1	3	4	4	3	4	19	0.6%
Reg Services	3	2	1	1	1	0	8	0.2%
Rents	3	38	40	44	56	33	214	6.5%
Repairs	9	68	85	70	62	38	332	10.1%
Social Care	0	3	6	10	11	13	43	1.3%
Waste & Recycling	1	7	8	8	8	5	37	1.1%
Streets	1	1	3	2	2	2	11	0.3%
Other	14	99	108	80	60	44	405	12.3%

**E. % Reasons for visits showing visitors by age by site.**  
 Dark Blue - 34% of all LAO Enquiries relate to Benefits  
 Light Blue - 30% of Benefit enquiries are from age group 35-44

	16-24	25 - 34	35 - 44	45 - 54	55 - 65	66+
Benefits	8%	24%	31%	19%	12%	6%
Council tax	4%	17%	21%	22%	27%	9%
Caretaker	0%	0%	0%	0%	0%	0%
Education	6%	19%	52%	23%	0%	1%
Harassment	0%	26%	52%	13%	9%	0%
Housing	6%	25%	31%	18%	15%	4%
Parking	5%	16%	21%	21%	16%	21%
Reg Services	38%	25%	13%	0%	13%	0%
Rents	1%	18%	19%	21%	26%	15%
Repairs	3%	20%	26%	21%	19%	11%
Social Care	0%	7%	14%	23%	26%	30%
Waste & Recycling	3%	19%	22%	22%	22%	14%
Streets	9%	9%	27%	18%	18%	18%
Other	3%	24%	27%	20%	15%	11%

**Appendix 2  
 Report to Housing Overview & Scrutiny  
 Transformation of Local Housing Offices**

**FACE TO FACE VISITORS WHO COMPLETED A QUESTIONNAIRE**

16 - 24	25 - 34	35 - 44	45 - 54	55 - 65	65 +	Total
F2F	F2F	F2F	F2F	F2F	F2F	
665	591	708	610	310	242	3126
21%	19%	23%	20%	10%	8%	
665	591	708	610	310	242	3126
665	591	708	610	310	242	3126
665	591	708	610	310	242	3126

132	93	140	87	21	2	475	15.2%
314	286	327	351	244	213	1735	55.5%
11	6	15	9	2	3	46	1.5%
15	13	15	4	1	2	50	1.6%
6	5	6	4	2		23	0.7%
41	86	49	20	9	6	211	6.7%
1	1	1	1	3		7	0.2%
37	23	39	24	7	5	135	4.3%
3	3	3	4	3	3	19	0.6%
			1		1	2	0.1%
4	8	4	3			19	0.6%
77	42	82	79	13	5	298	9.5%
19	16	22	19	4	2	82	2.6%
5	9	5	4	1		24	0.8%

303	346	321	282	155	125	1532	49.0%
56	46	62	31	23	17	235	7.5%
						0	0.0%
133	67	132	95	37	34	498	15.9%
	1		4	2	1	8	0.3%
31	40	42	26	2	8	149	4.8%
39	24	38	33	19	2	155	5.0%
84	40	84	115	41	12	376	12.0%
5	5	5	6	5	19	45	1.4%
				2		2	0.1%
10	8	10	14	23	20	85	2.7%
3		3	1		1	8	0.3%
1		1				2	0.1%
	14		3	1	3	31	1.0%

20%	23%	21%	18%	10%	8%	49%
24%	20%	26%	13%	10%	7%	8%
0%	0%	0%	0%	0%	0%	0%
27%	13%	27%	19%	7%	7%	16%
0%	13%	0%	50%	25%	13%	0%
21%	27%	28%	17%	1%	5%	5%
25%	15%	25%	21%	12%	1%	5%
22%	11%	22%	31%	11%	3%	12%
11%	11%	11%	13%	11%	42%	1%
0%	0%	0%	0%	100%	0%	0%
12%	9%	12%	16%	27%	24%	3%
38%	0%	38%	13%	0%	13%	0%
50%	0%	50%	0%	0%	0%	0%
0%	45%	32%	10%	3%	10%	1%