

RUTLAND CITIZENS ADVICE BUREAU

CLIENT SURVEY AND OUTCOMES

SURVEY 2008

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Questionnaires were given to a sample of 100 clients who visited the Bureau during February and March 2008. The questionnaire was given to a random group of clients and those who agreed were telephoned later and asked about the outcome of their problems.. Not all the questions were answered by every client and this has been taken into consideration when compiling the report and the accompanying graphs. In the written section of the report percentages have been rounded up or down to the nearest whole figure.

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About the Clients:

As in previous years rather more clients were women (62%) than men (38%). 29% were living with a partner and children, 20% with a partner, 26% on their own, 12% were single parents and one client was homeless. 21% of those taking part in the survey said they had a long term illness or disability. Regarding employment 29% were employed full time, 21% part time, 25% unemployed, the remainder not seeking work. We asked about home location and 50% lived in Oakham, 14% in Uppingham, 28% elsewhere in Rutland and the remainder from outside Rutland. With regard to housing the majority (40%) were owner occupiers, 19% privately rented, 10% in Housing Association properties and the remainder either with friends or relatives or unspecified. As in all previous surveys 98% of those taking part thought of themselves as white.

RAF Clients:

We also carried out an additional survey in which we asked if clients had at any time been in or associated with the RAF. From a sample of 56 clients 33% answered yes and of these the largest number were those who were formerly in the Service, the next largest group were those who were dependents of present or previous RAF personnel and the remainder were those who are still serving personnel.

About the Service:

We asked clients in the survey about how long they had to wait and the length of their interviews. The majority (49%) waited for less than five minutes, a further 37% for between six minutes and half an hour and only 14% for longer than half an hour. The majority of interviews (62%) lasted between sixteen minutes and one hour, 25% for less than fifteen minutes and 13% for more than an hour.

Level of Satisfaction:

In this section of the survey we asked how easy it had been to find out about the services provided by the Citizens Advice Bureau and what clients felt about its location and about the premises and facilities. 88% said that it was very easy to find out about the service, 90% were very satisfied with the location and 80% very satisfied with the premises and facilities with the remaining 20% fairly satisfied.

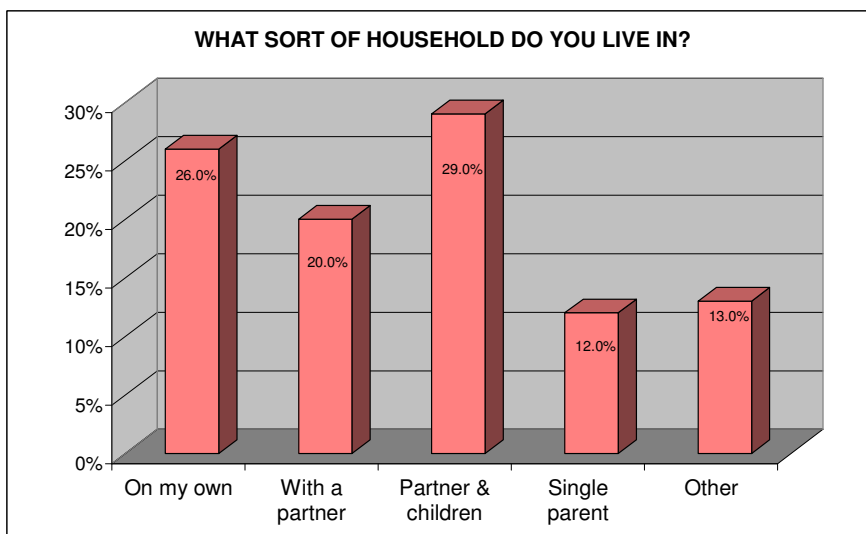
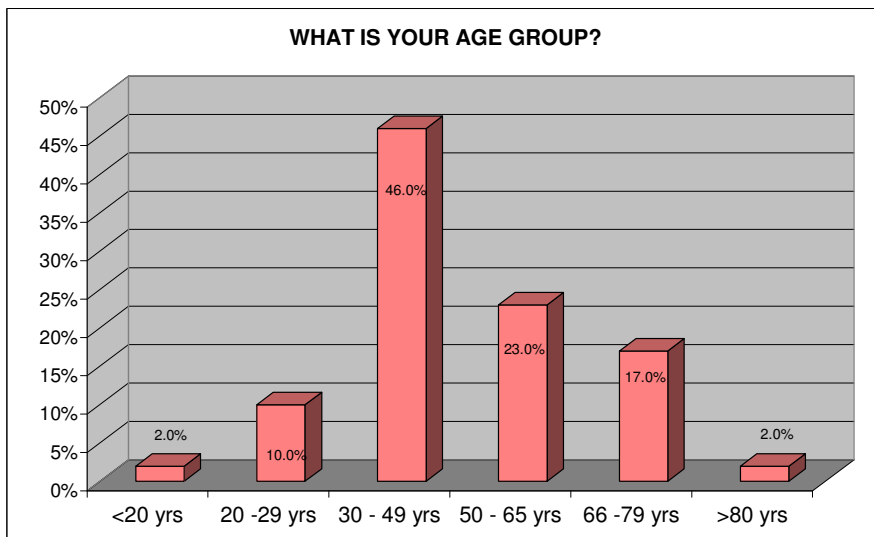
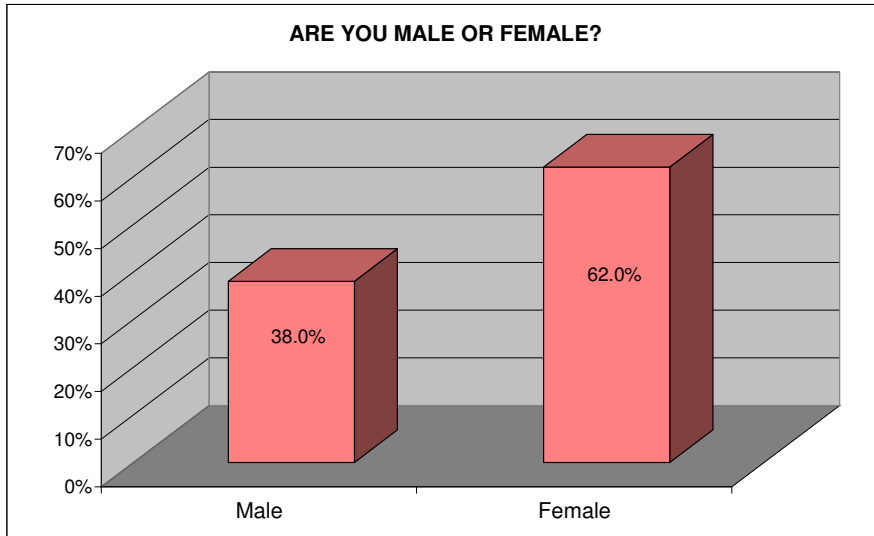
About the Results of Our Service to You:

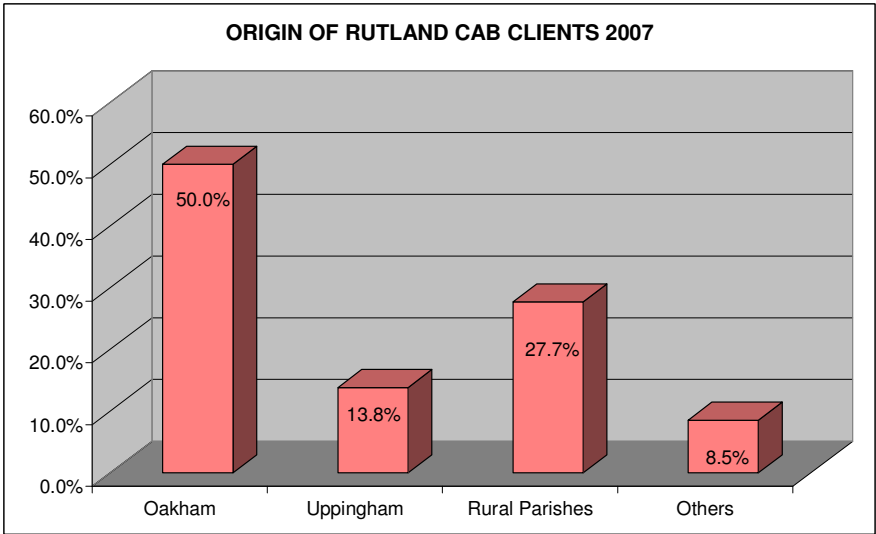
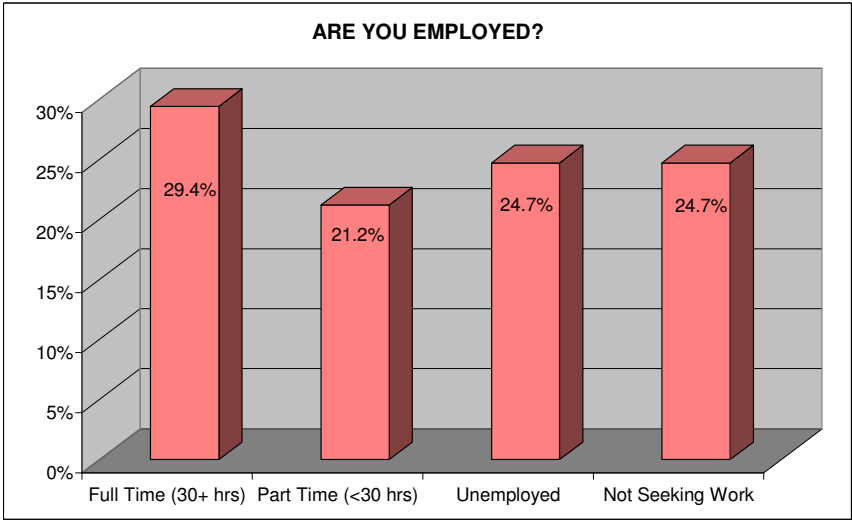
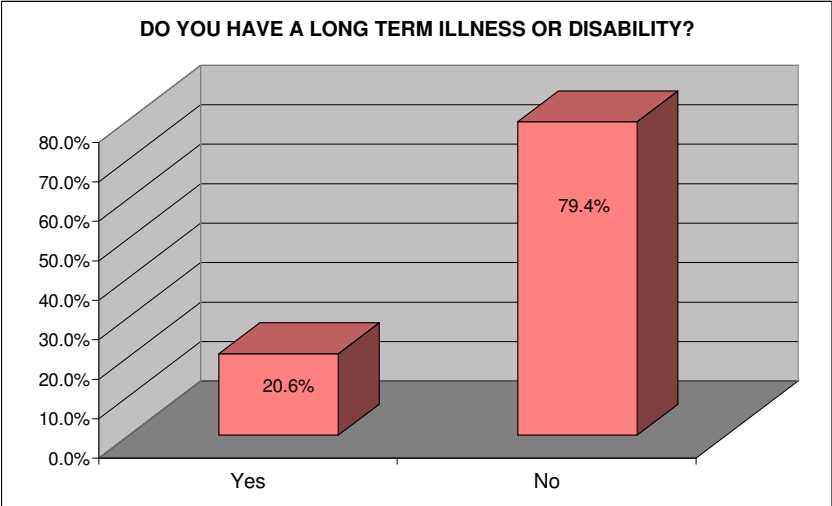
This year we asked nine questions about specific aspects of the service provided in which we asked those participating in the survey to indicate their level of satisfaction. For most of the questions clients were asked to tick one of four boxes, *very satisfied*; *fairly satisfied*; *not satisfied* and *very unsatisfied*. The actual questions asked and the detailed results for each question are shown in the graphs which appear below. Overall, 84% were very satisfied, 15% fairly satisfied and less than 1% not satisfied. Additionally we asked *would you use the CAB service again?* and *would you recommend the CAB to others?* All those participating in the survey answered yes to each of these questions. Finally, when asked to rate us for overall satisfaction 88% said *very satisfactory* and 12% *fairly satisfactory*.

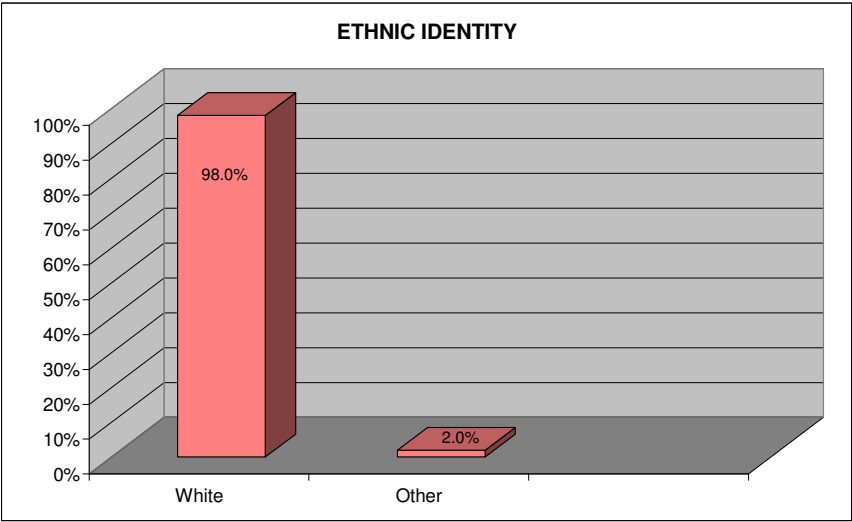
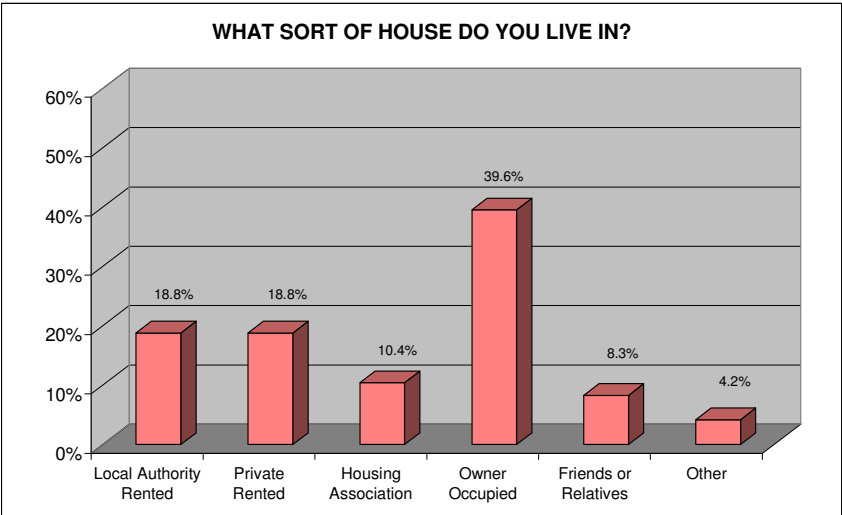
Comparison With 2007:

The profile of clients was very similar to that in 2007. There were a number of small differences in the distribution of the various age groups. Those who are living as single parents are up by 8%. Where clients lived was almost identical with that in 2007. There was a fall of about 8% of those in full employment and a corresponding increase in those recorded as unemployed. There were 15% fewer owner occupiers and a slightly greater percentage living in housing association properties or local authority rented premises. Other differences were statistically insignificant.

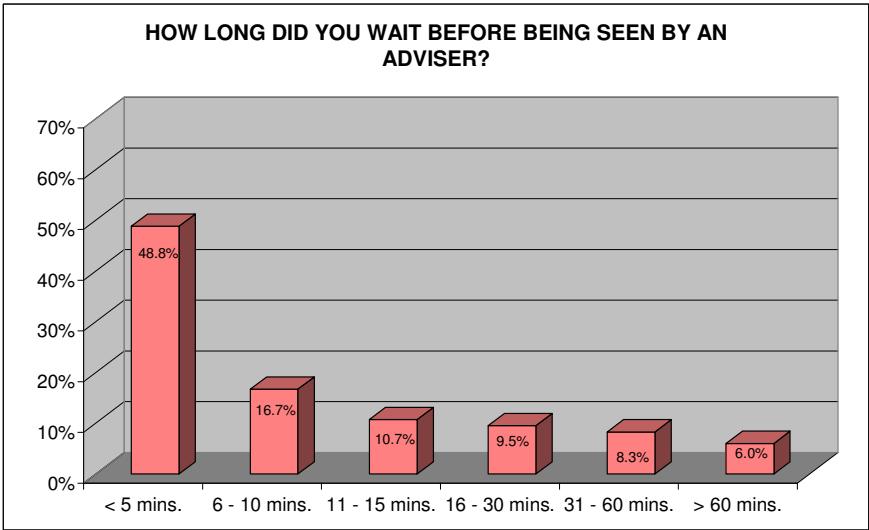
-----ABOUT THE CLIENTS-----

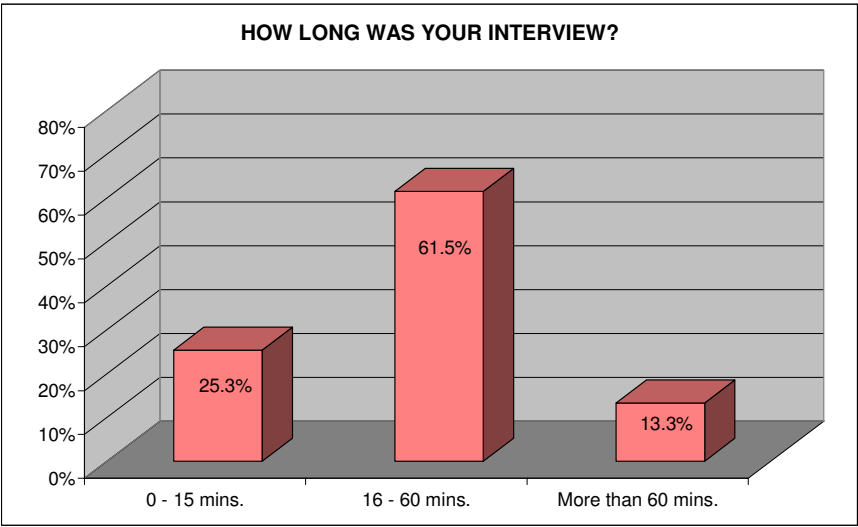




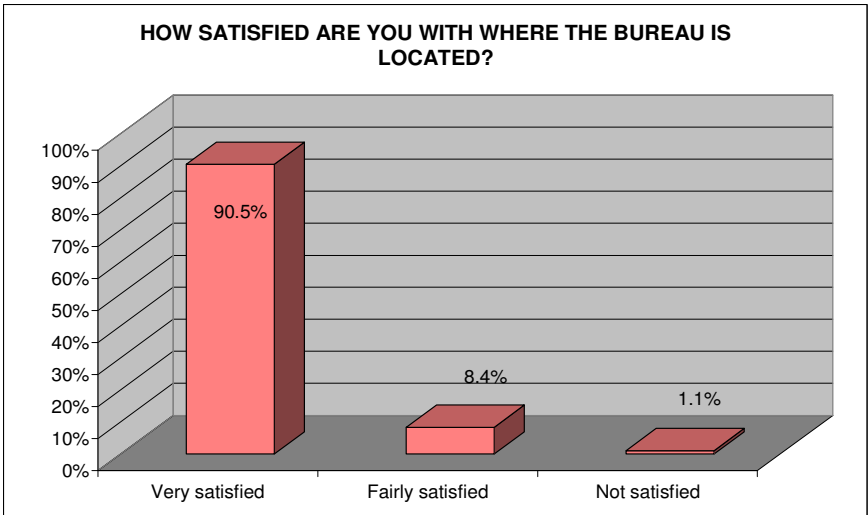
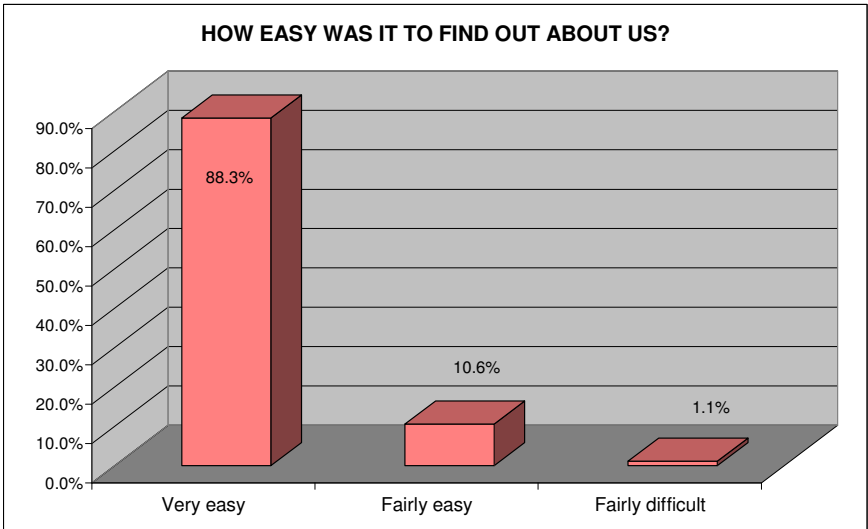


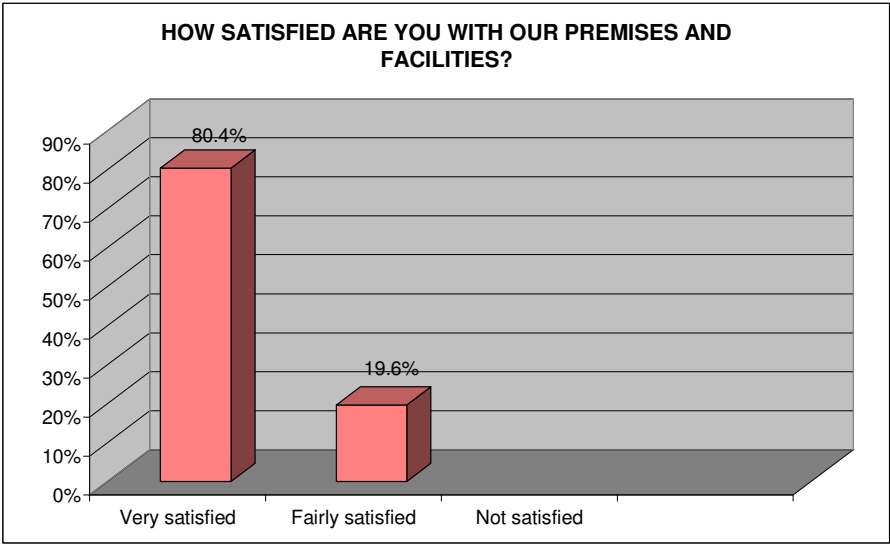
-----ABOUT THE SERVICE-----



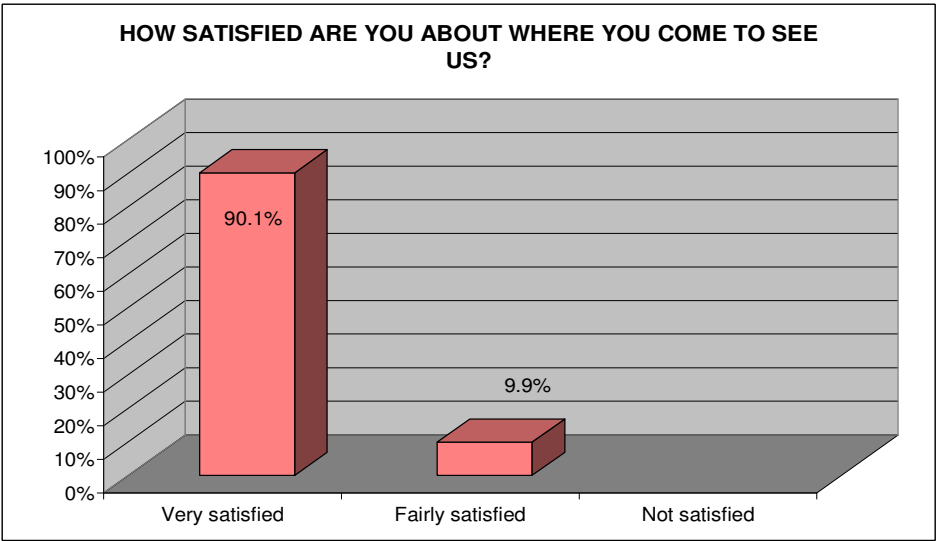


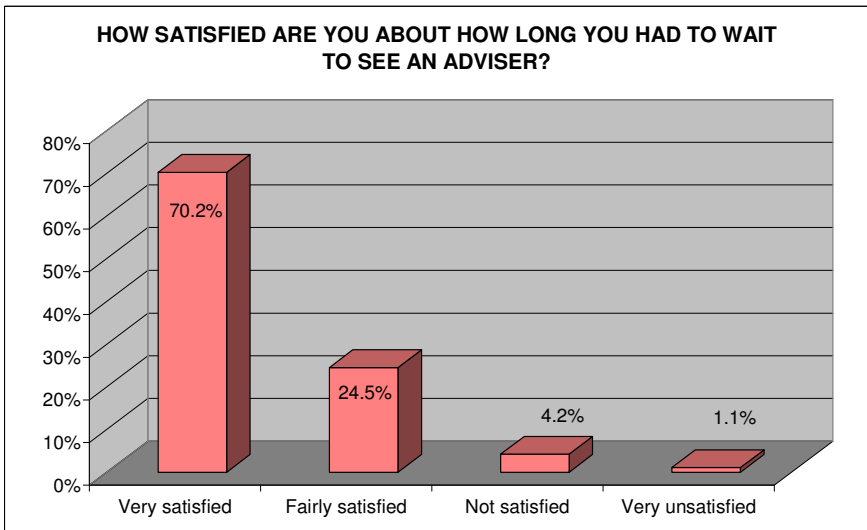
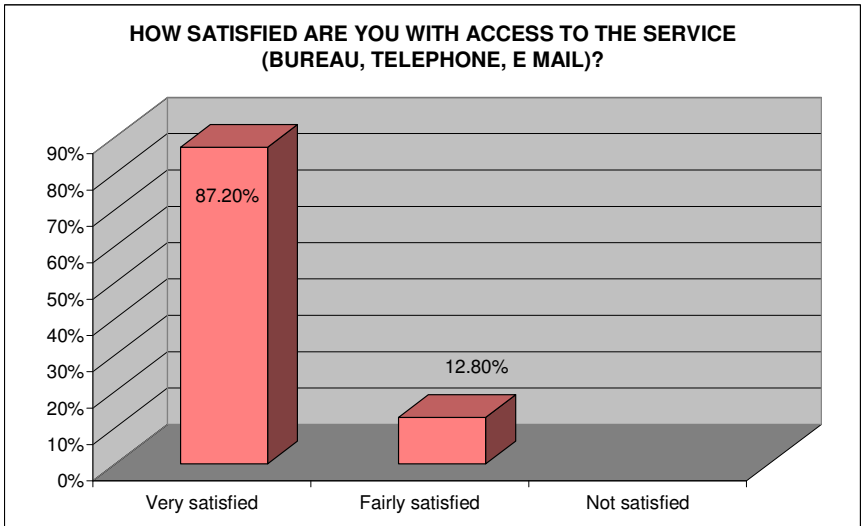
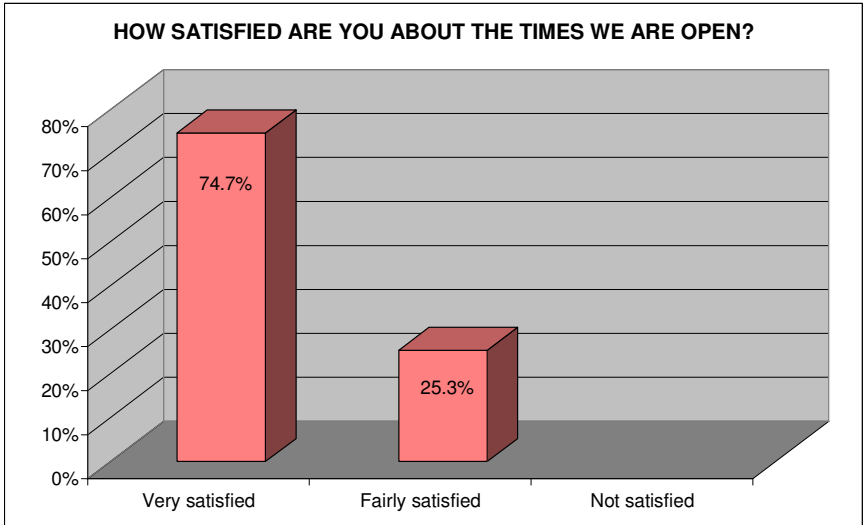
-----**LEVEL OF SATISFACTION**-----

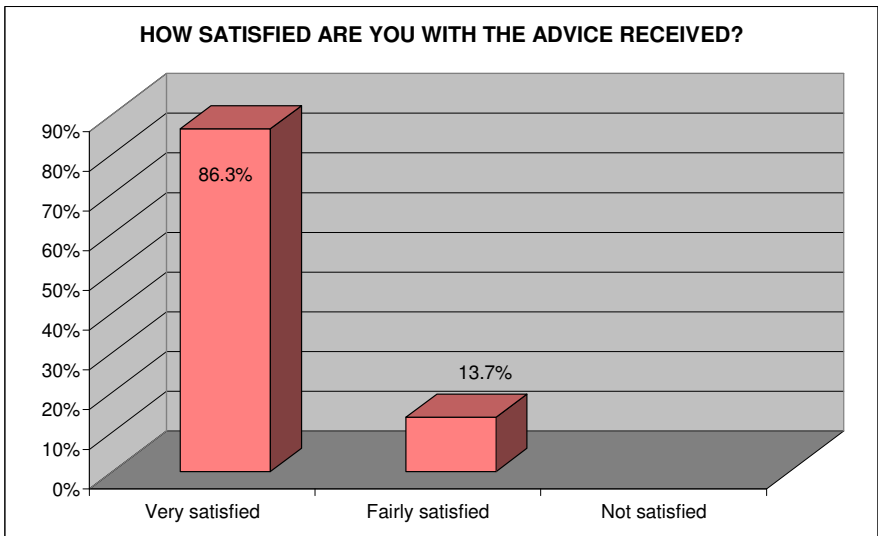
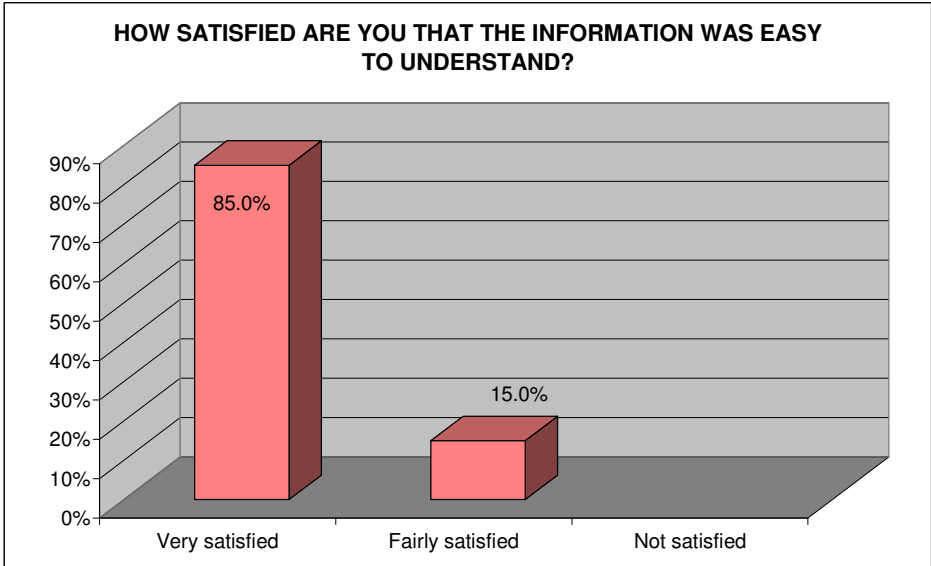
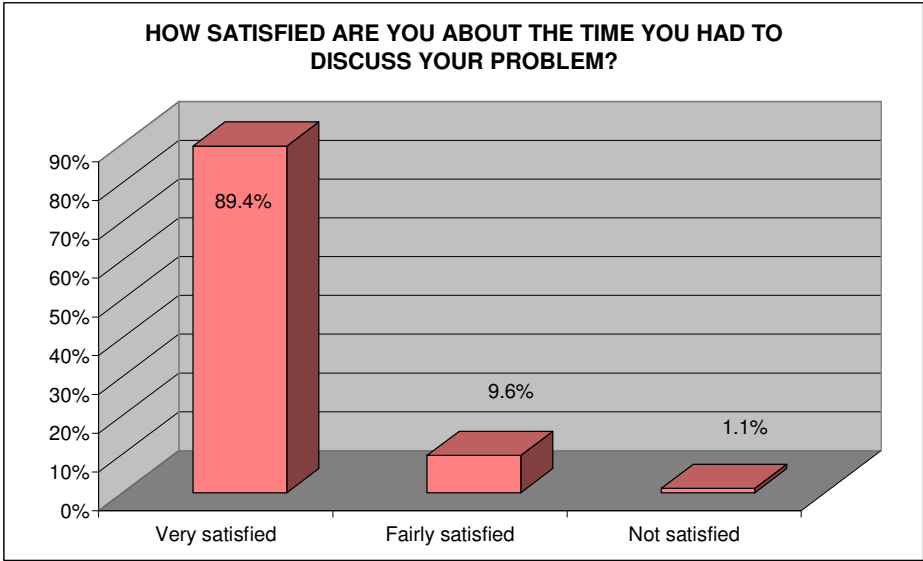




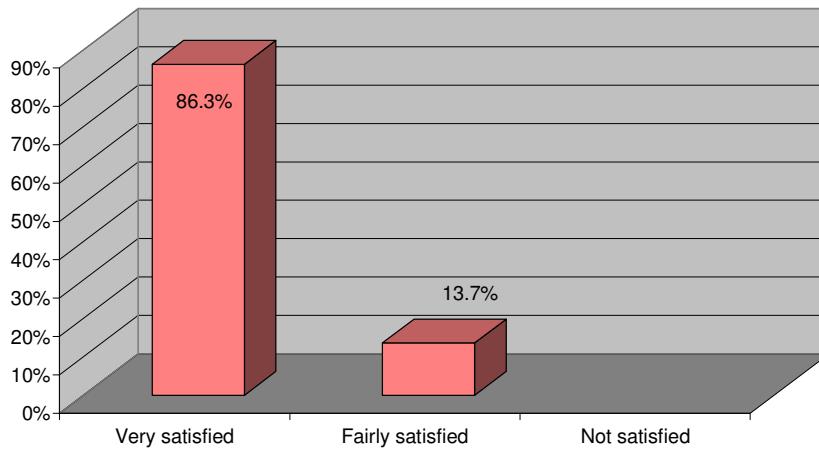
----- **OUR SERVICE TO OUR CLIENTS** -----



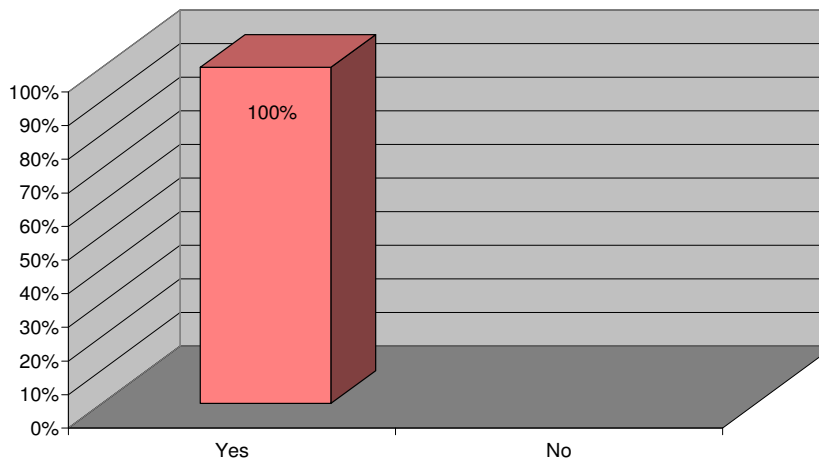




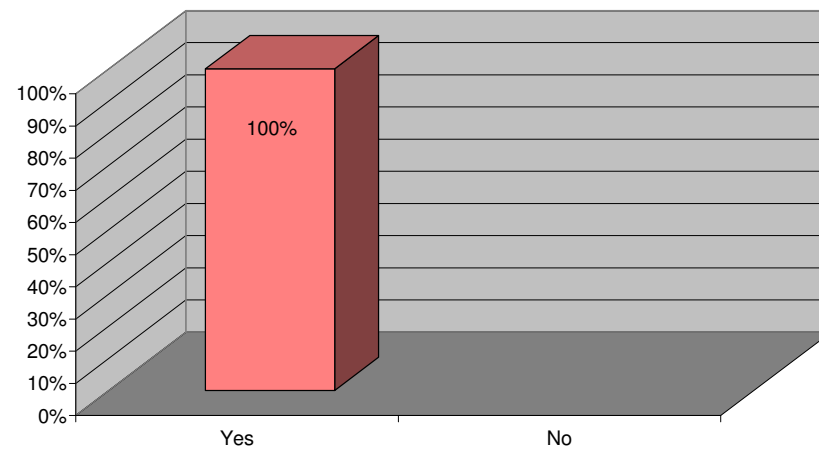
OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE YOU HAVE RECEIVED?



WOULD YOU USE THE CAB SERVICE AGAIN?



WOULD YOU RECOMMEND USING THE CAB SERVICE TO OTHERS?



Outcomes Survey 2008

*Once again we undertook an outcomes survey based on the model recommended by **Citizens Advice**. We asked clients if they were willing to be telephoned about the outcome of their problem and this was followed up later in the year. The information which they provided is detailed below. Not all those involved could be contacted and our data is based on those who were.*

Summary

First of all we asked what had happened as a result of our help. 44% said their problem had been completely resolved and a further 26% said their problem had been partly sorted out. 24% were still waiting for action to be taken, and 4% said that nothing had changed. 2% said that the situation had got worse but they knew what to do about it.

We then asked the question *bearing in mind the problem you had, tell us what you think about the result*. 31% said brilliant, 42% said good enough, 23% said could be better and one client said very poor.

Finally, we asked clients the question *Thinking about the result that you got, what difference has it made to you?*. 43% said that it had made a lot of difference to improving their confidence and their peace of mind and well being and 80% thought that it had made some difference or a lot of difference to their knowledge of how things work. The full results for these questions are shown in the graphs below.

Additional comments made by clients contacted in the outcomes survey.

“Everything I had from the CAB was good. You were there and you listened”

“Would definitely come back if I had another problem”

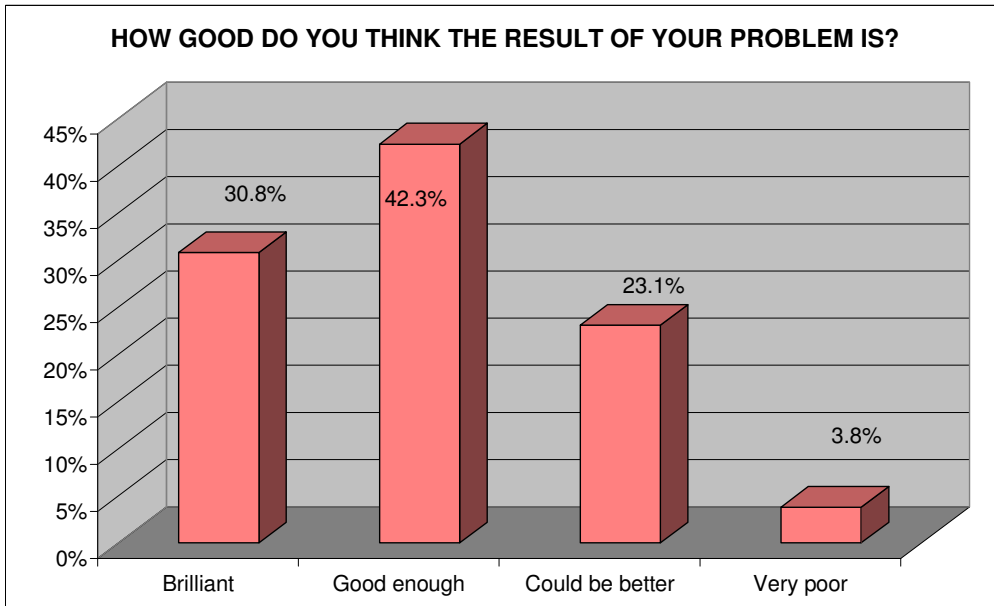
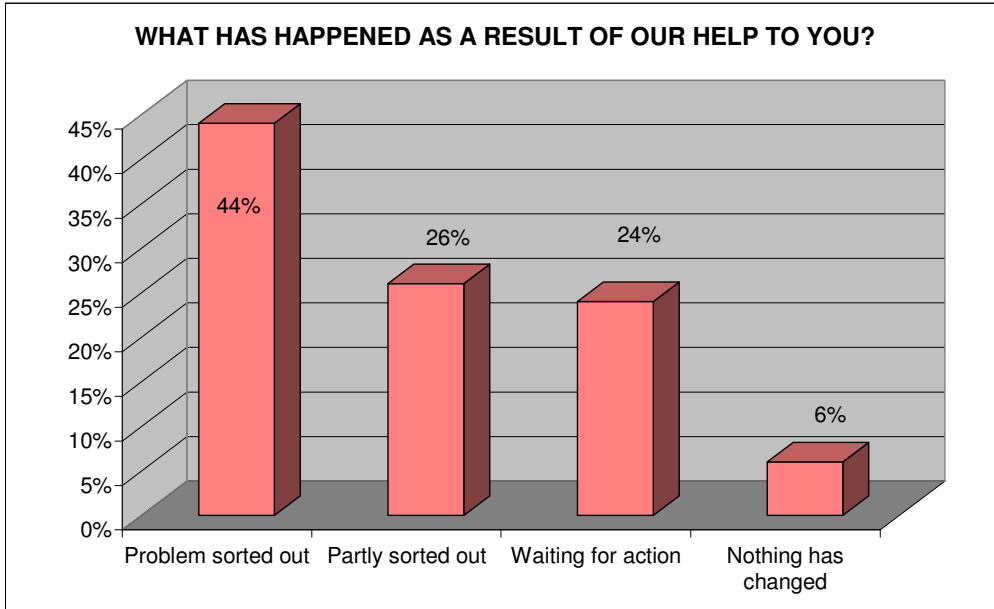
“Service is brilliant – fantastic – used you on several occasions”

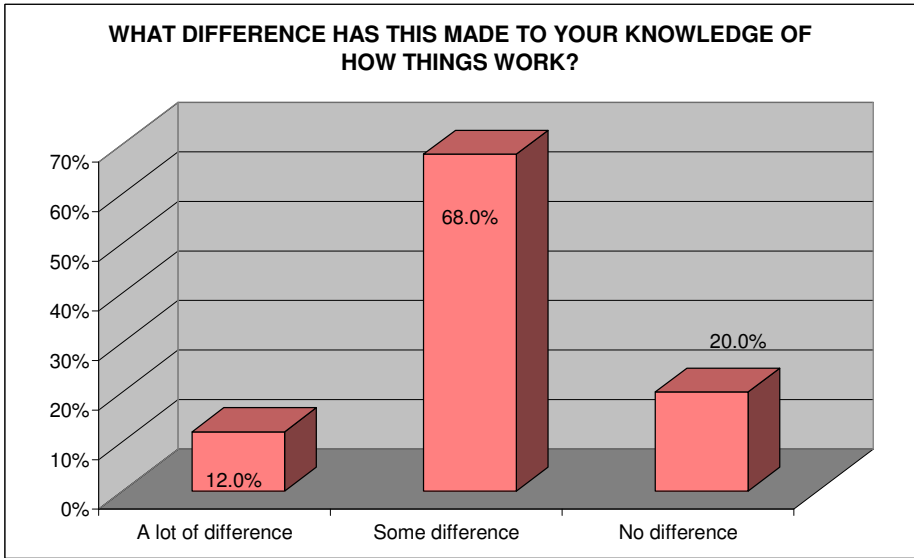
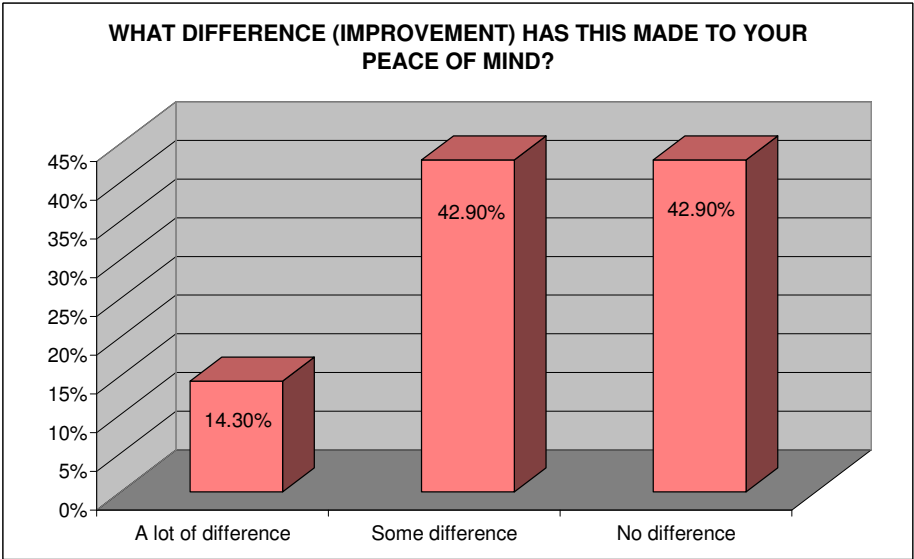
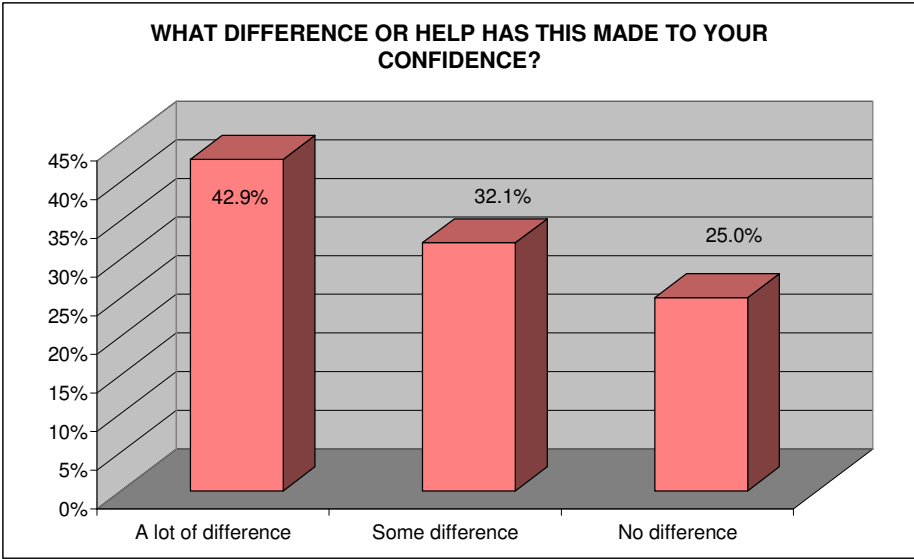
“First time I’ve used the service and will certainly come back if I have any other problems”

“Absolutely delighted. Whenever I’ve needed an answer you have been there. The help has given me unimaginable peace of mind”

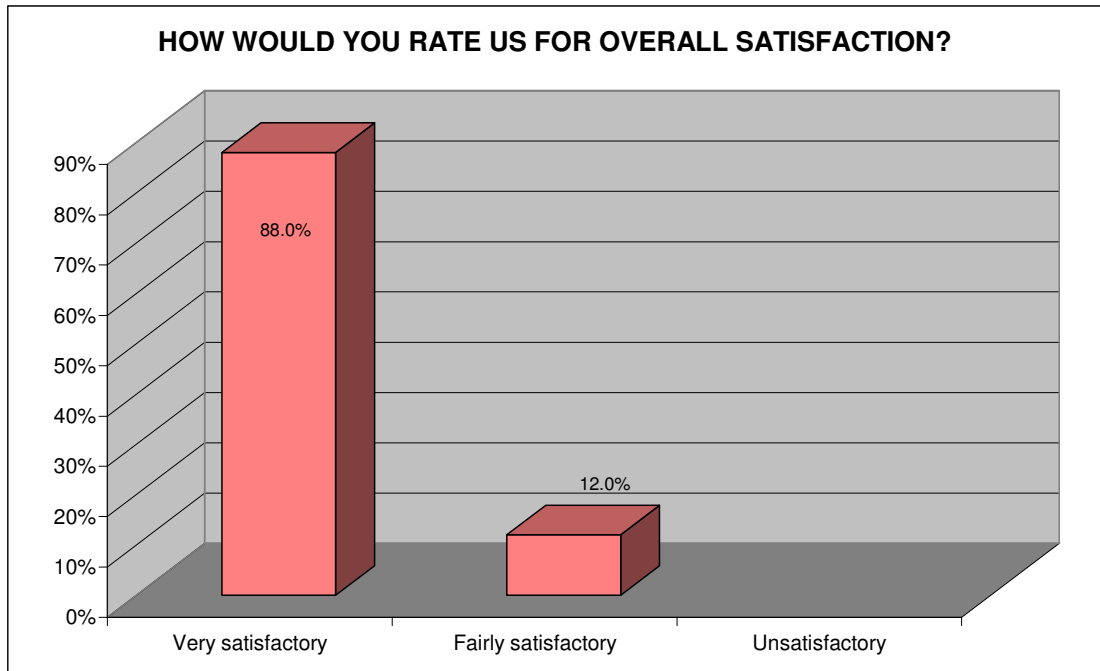
“Given a great deal of help and although problem not sorted I know where to come for more advice”

-----RESULTS OF OUTCOMES SURVEY-----





-----OVERALL SATISFACTION-----



Comment supplied by a client completing the 2008 survey

“The help I received today was fantastic. I have used the CAB before and will always come back again if needed. The staff are so friendly and efficient and a comfort when in trouble”

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