

Gas Service Job Satisfaction Survey Report Quarter 1 and 2, 2007-08

725 Gas Service Job Satisfaction Cards were left with tenants after the gas service was completed in quarter 2. 54 cards were returned which gave a response rate of 7.4%. Only those questions that were answered are included in the analysis.

Arranging the service

Operative

If contractor is shaded green all visits were rated as 'Excellent' or 'Very good'. If contractor is shaded green and text is green then all visits were rated as 'Excellent'.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
J.Billington	53.5% (69)	94.3% (51)	-	-	65.6% (120)
J.Woodcock	8.5% (11)	1.9% (1)	-	-	6.6% (12)
W.Hill	17.8% (23)	3.8% (2)	-	-	13.7% (25)
N.Ashurst	9.3% (12)	-	-	-	6.6% (12)
S.Roach	3.1% (4)	-	-	-	2.2% (4)
K.O'Brien	7.8% (10)	-	-	-	5.5% (10)
Total	100% (129)	100% (54)	-	-	100% (183)

Were you informed your service was due?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Yes	88% (51)	93.0% (119)	94.1% (48)	-	-	93.3% (167)
No	12% (7)	7.0% (9)	2.0% (1)	-	-	5.6% (10)
NA	-	-	3.9% (2)	-	-	1.1% (2)
Total	100% (58)	100% (128)	100% (51)	-	-	100% (179)

Did you make an appointment?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Yes	83% (49)	71.8% (84)	65.3% (32)	-	-	69.9% (116)
No	17% (10)	25.6% (30)	30.6% (15)	-	-	27.1% (45)
NA	-	2.6% (3)	4.1% (2)	-	-	3.0% (5)
Total	100%	100%	100%	-	-	100%

	(59)	(117)	(49)			(166)
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Were the office staff polite/helpful?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Yes	100% (53)	81.8% (94)	85.4% (41)	-	-	82.8% (135)
No	-	1.7% (2)	% ()	-	-	1.2% (2)
NA	-	16.5% (19)	14.6% (7)	-	-	16.0% (26)
Total	100% (53)	100.0% (115)	100% (48)	-	-	100% (163)

Overall rating of office staff

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Excellent		54.1% (53)	59.5% (25)	-	-	55.7% (78)
Good		32.7% (32)	28.6% (12)	-	-	31.4% (44)
Average		2.0% (2)	-	-	-	1.4% (2)
Poor		3.0% (3)	-	-	-	2.1% (3)
NA		8.2% (8)	11.9% (5)	-	-	9.3% (13)
Total		100.0% (98)	100% (42)	-	-	100% (140)

Points of note

All disabled respondents rated the overall service as excellent

Quarter 2 Comments

- operative spent more time in discussions which i did not want to engage in than getting on with work. was here for too long
- high quality of service
- more specific timings - so people don't wait around all morning, afternoon, evening
- no improvement needed, only to show ID card but arrived in van with logo
- very good thank you

The Contractor / Operative

		Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Did they show any identification?	Yes		82.4% (103)	84.9% (45)	-	-	83.1% (148)
	No		14.4% (18)	11.3% (6)	-	-	13.5% (24)
	NA		3.2% (4)	3.8% (2)	-	-	3.4% (6)
Total			100% (125)	100% (53)	-	-	100% (178)
Did they tidy up?	Yes		99.2% (125)	92.6% (50)	-	-	97.2% (175)
	No		-	1.9% (1)	-	-	0.6% (1)
	NA		0.8% (1)	5.6% (3)	-	-	2.2% (4)
Total			100% (126)	100% (54)	-	-	100% (180)
Were they polite?	Yes		100% (127)	98.1% (53)	-	-	99.4% (180)
	No		-	-	-	-	% ()
	NA		-	1.9% (1)			0.6% (1)
Total			100% (127)	100% (54)	-	-	100% (181)
Were you satisfied with their work?	Yes		96.8% (123)	98.1% (53)	-	-	97.2% (176)
	No		2.4% (3)	1.9% (1)	-	-	2.2% (4)
	NA		0.8% (1)	-			0.6% (1)
Total			100% (127)	100% (54)	-	-	100% (181)
Were you satisfied with the time taken to do the work?	Yes		99.2% (127)	98.1% (53)	-	-	98.9% (180)
	No		-	1.9% (1)	-	-	1.1% (2)
	NA		0.8% (1)	-	-	-	-
Total			100% (128)	100% (54)	-	-	100% (182)

Are you happy to see the same worker again?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Yes		99.0% (101)	97.4% (37)	-	-	98.6% (138)
No		1.0% (1)	2.6% (1)	-	-	1.4% (2)
Total		100.0% (102)	100% (38)	-	-	100% (140)

Overall rating for Contractor / Operative

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Excellent		75.9% (85)	77.8% (35)	-	-	76.4% (120)
Good		23.2% (26)	20.0% (9)	-	-	22.3% (35)
Average		-	-	-	-	0.6% (1)
Poor		0.9% (1)	2.2% (1)	-	-	0.6% (1)
Total		100% (112)	100% (45)	-	-	100% (157)

Points of note

All disabled respondents rated the overall service as excellent

Demographic Data

Your Ethnic Group?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
White – British		96.9% (125)	96.2% (50)	-	-	96.7% (175)
White – Irish		3.1% (4)	1.9% (1)	-	-	2.8% (5)
White – Other		-	-	-	-	-
Mixed – White & Asian		-	-	-	-	-
Asian or Asian British Pakistani		-	-	-	-	-
Prefer not to say		-	1.9% (1)	-	-	0.6% (1)
Total		100% (129)	100% (52)	-	-	100% (181)

Your Sex?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Male		28.3% (36)	29.4% (15)	-	-	28.7% (51)
Female		71.7% (91)	70.6% (36)	-	-	71.3% (127)
Prefer not to say		-	-	-	-	-
Total		100% (127)	100% (51)	-	-	100% (178)

Do you consider yourself to be a disabled person?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
Yes		45.3% (48)	28.6% (12)	-	-	40.5% (60)
No		54.7% (56)	71.4% (30)	-	-	59.5% (88)
Total		100% (104)	100% (42)	-	-	100% (148)

Your Age?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
16-19	-	-	-	-	-	-
20-29		4.7% (6)	15.7% (8)	-	-	7.9% (14)
30-39		7.1% (9)	21.6% (11)	-	-	11.2% (20)
40-49		14.2% (18)	15.7% (8)	-	-	14.6% (26)
50-59		8.7% (11)	5.9% (3)	-	-	7.9% (14)
60-69		17.3% (22)	19.6% (10)	-	-	18.0% (32)
70+		46.4% (59)	21.6% (11)	-	-	39.3% (70)
Prefer not to say		1.6% (2)	% ()	-	-	-
Total		100% (127)	100% (51)	-	-	100% (178)

Your Religion?

	Year 2006/07 Qtr 2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 2007/08 cum.
None		6.8% (8)	24.5% (12)	-	-	12.0% (20)
Christian		92.4% (109)	73.5% (36)	-	-	86.8% (145)
Buddhist		-	-	-	-	-
Hindu		-	-	-	-	-
Jewish		-	-	-	-	-
Muslim		-	-	-	-	-
Sikh		-	-	-	-	-
Other (please specify)		0.8% (1)	2.0% (1)	-	-	1.2% (2)
Total		100% (118)	100% (49)	-	-	100% (167)