



Gas Service Job Satisfaction Survey Year End Report 2006-07

Sixty one questionnaires were received in quarter two (**September only**). 345 Gas Service Job Satisfaction Cards were left with tenants after the gas service was completed which gave a response rate of 18%.

Seventy questionnaires were received in quarter three. 645 Gas Service Job Satisfaction Cards were left with tenants after the gas service was completed which gave a response rate of 10.9%.

Only those questions that were answered are included in the analysis.

Arranging the service

Were you informed your service was due?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Yes	88% (51)	89.4% (59)	91.9% (91)	90.1% (201)
No	12% (7)	10.6% (7)	8.1% (8)	9.9% (22)
Total	100% (58)	100% (66)	100% (99)	100% (223)

Did you make an appointment?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Yes	83% (49)	70.6% (48)	57.1% (52)	68.3% (149)
No	17% (10)	29.4% (20)	42.9% (39)	31.7% (69)
Total	100% (59)	100% (68)	100% (91)	100% (218)

Were the office staff polite/helpful?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Yes	100% (53)	100% (60)	100% (68)	100% (181)
No	-	-	-	-
Total	100% (53)	100% (60)	100% (68)	100% (181)

Overall Rating of office staff

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Excellent	56% (27)	58.5% (31)	64.8% (46)	60.5% (104)
Good	38% (18)	34% (18)	29.6% (21)	33.1% (57)
Average	6% (3)	7.5% (4)	4.2% (3)	5.8% (10)
Poor	-	-	1.4% (1)	0.6% (1)

Total	100% (48)	100% (53)	100% (71)	100% (172)
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Year End Comments

- All respondents who rated the office staff as giving an average or poor service were from the Ethnic Group – White British. They were more likely to not have been informed that their service was due or have made an appointment.
- There were no significant differences between the sexes with 92.3% of male respondents rating office staff as 'excellent or good' as compared with female respondents rating them as 93.9% 'excellent or good'. Slightly more male respondents than female respondents rated the service that they received as excellent rather than good.

There were no other significant differences when the remainder of the data was analysed.

The Contractor / Operative

		Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Did they show any identification?	Yes	89% (49)	92.2% (59)	86.9% (86)	89% (194)
	No	11% (6)	7.8% (5)	13.1% (13)	11% (24)
Total		100% (55)	100% (64)	100% (99)	100% (218)
Did they tidy up?	Yes	100% (59)	100% (67)	100% (96)	100% (222)
	No	-	-	-	-
Total		100% (59)	100% (67)	100% (96)	100% (222)
Were they polite?	Yes	100% (59)	100% (70)	100% (102)	100% (231)
	No	-	-	-	-
Total		100% (59)	100% (70)	100% (102)	100% (231)
Were you satisfied with their work?	Yes	100% (58)	100% (70)	100% (101)	100% (229)
	No	-	-	-	-
Total		100% (58)	100% (70)	100% (101)	100% (229)
Were you satisfied with the time taken to do the work?	Yes	100% (58)	100% (69)	100% (101)	100% (228)
	No	-	-	-	-
Total		100% (58)	100% (69)	100% (101)	100% (228)

Are you happy to see the same worker again?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Yes	100% (54)	100% (54)	100% (80)	100% (188)
No	-	-	-	-
Total	100% (54)	100% (54)	100% (80)	100% (188)

Overall rating for Contractor / Operative

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Excellent	73% (41)	77.4% (48)	81.8% (72)	78.2% (161)
Good	27% (15)	22.6% (14)	18.2% (16)	21.8% (45)
Average	-	-	-	-
Poor	-	-	-	-
Total	100% (56)	100% (62)	100% (88)	100% (206)

Year End Comments

- There were no significant differences between the sexes with 100% of respondents rating office staff as 'excellent or good'. However more male than female respondents rated the overall service that they received as excellent rather than good. 85.7% of male respondents rated the service as excellent as compared to 74.4% of female respondents rating the service as excellent.
- Slightly more female than male respondents reported that identification was not shown.

There were no other significant differences when the remainder of the data was analysed.

Demographic Data

Your Ethnic Group?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
White – British	96.6% (58)	97.2% (67)	95.9% (94)	96.5% (219)
White – Irish	-	1.4% (1)	1% (1)	0.9% (2)
White – Other	-	1.4% (1)	1% (1)	0.9% (2)
Mixed – White & Asian	1.7% (1)	-	-	0.4% (1)
Asian or Asian British Pakistani	1.7% (1)	-	-	0.4% (1)
Prefer not to say	-	-	2.1% (2)	0.9% (2)
Total	100% (60)	100% (69)	100% (98)	100% (227)

Your Sex?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Male	26.3% (15)	36.2% (25)	32% (32)	31.9% (72)
Female	73.7% (42)	63.8% (44)	68% (68)	68.1% (154)
Prefer not to say	-	-	-	-
Total	100% (57)	100% (69)	100% (100)	100% (226)

Do you consider yourself to be a disabled person?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
Yes	36% (18)	33.9% (20)	35.8% (29)	35.3% (67)
No	64% (32)	66.1% (39)	64.2% (52)	64.7% (123)
Total	100% (50)	100% (59)	100% (81)	100% (190)

Your Age?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
16-19	-	-	-	-
20-29	6.8% (4)	7.2% (5)	10.2% (10)	8.3% (19)
30-39	13.6% (8)	7.2% (5)	8.2% (8)	9.3% (21)
40-49	10.2% (6)	13% (9)	9.2% (9)	10.6% (24)
50-59	22% (13)	7.2% (5)	12.2% (12)	13.2% (30)
60-69	10.2% (6)	18.8% (13)	23.5% (23)	18.5% (42)
70+	35.5% (21)	46.6% (33)	35.7% (35)	39.2% (89)
Prefer not to say	1.7% (1)	-	1% (1)	0.9% (2)
Total	100% (59)	100% (70)	100% (98)	100% (227)

Your Religion?

	Qtr 2 2006/07	Qtr 3 2006/07	Qtr 4 2006/07	Year 2006/07
None	10.3% (6)	15.6% (10)	17.8% (16)	15.1% (32)
Christian	84.5% (49)	84.4% (54)	82.2% (74)	83.5% (177)
Buddhist	-	-	-	-
Hindu	-	-	-	-
Jewish	-	-	-	-
Muslim	3.4% (2)	-	-	0.9% (2)
Sikh	-	-	-	-
Other (please specify)	1.7% (1)	-	-	0.5% (1)
Total	100% (58)	100% (64)	100% (90)	100% (212)