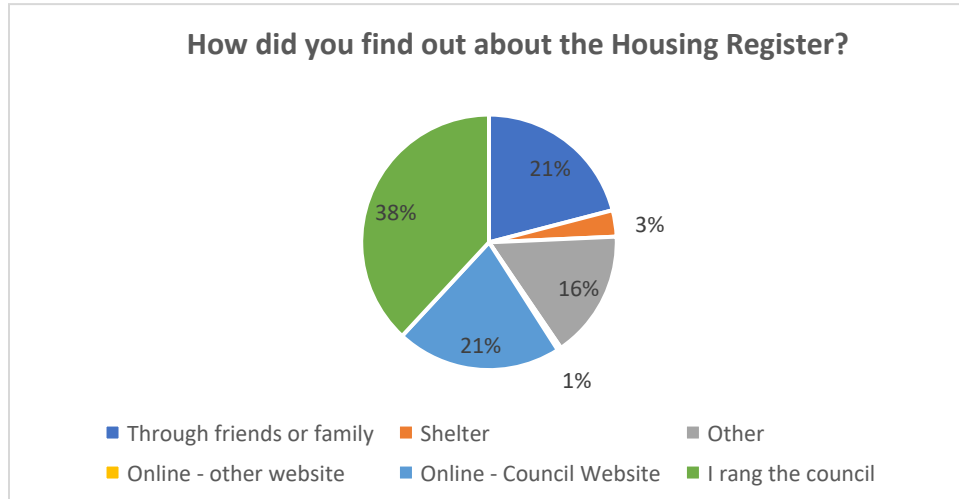
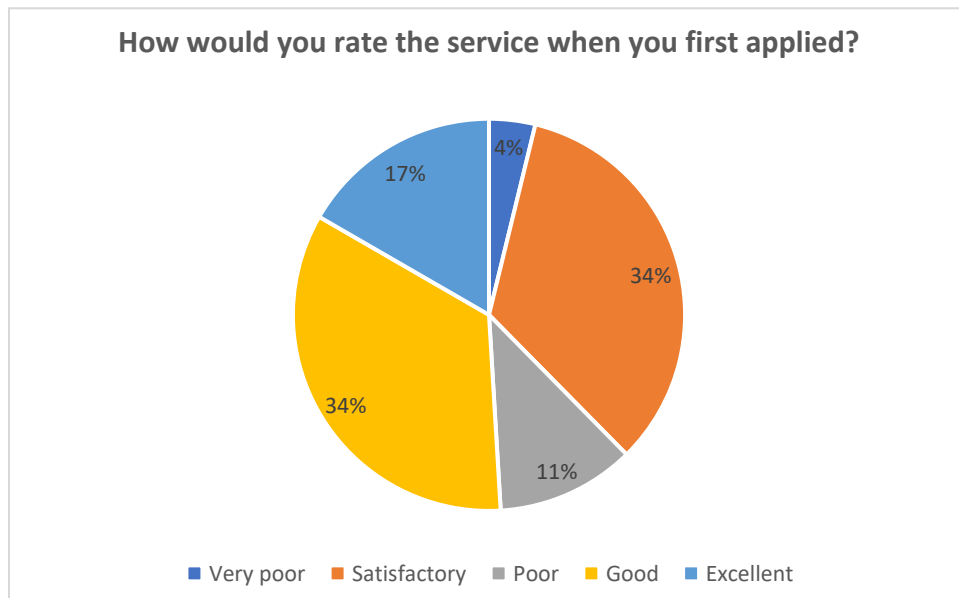


Customer Survey Results 2023/2024

The latest set of customer satisfaction and insight data from 2023/2024 survey is shown below. All applicants were approached and invited to take part in the survey. 210 responses were received.

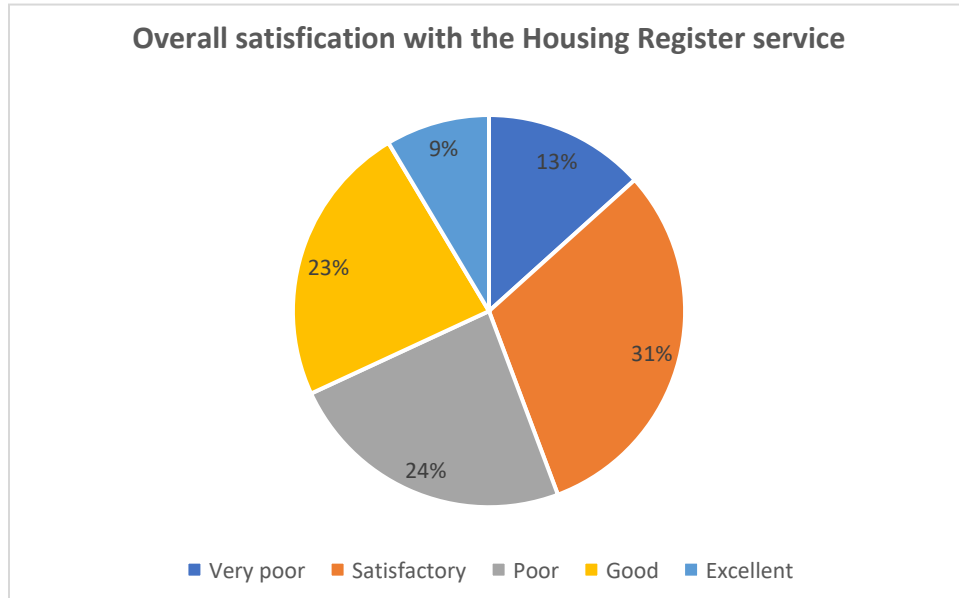


Respondents were asked to rate the standard of service when they first approached the Housing Register for housing advice and help.

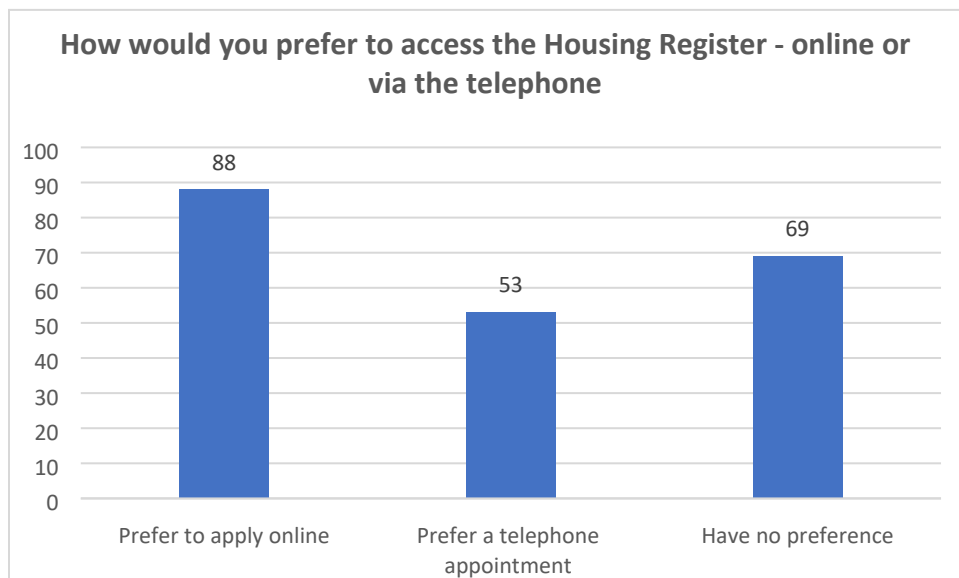


When first approaching the Housing Register Service, 50% of applicants stated the service received was Excellent or Good. It is however noted in the following table that satisfaction drops when later asked to rate the 'Overall satisfaction with the Housing Register Service' where the response of Excellent or Good drops to 32%. This likely accounts for the fact that:

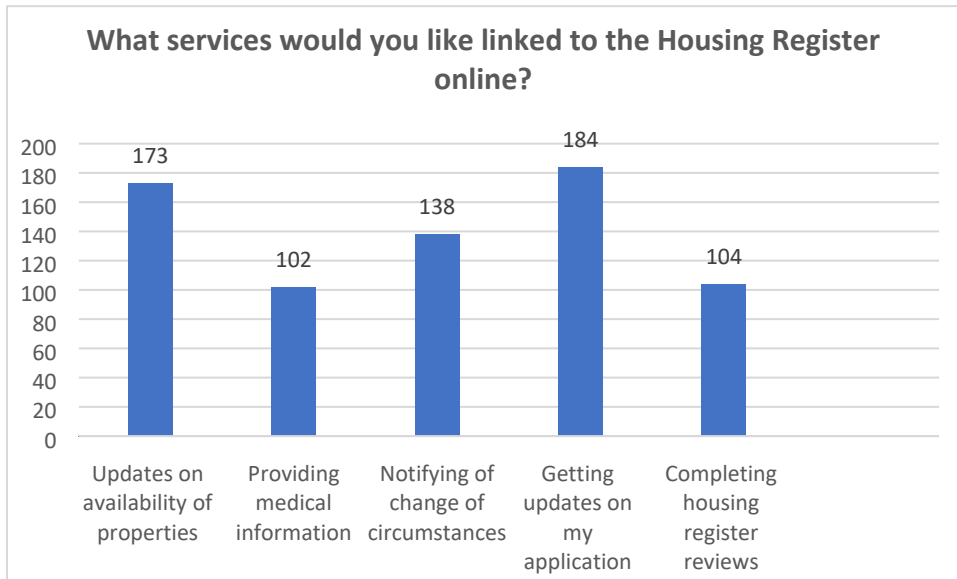
- 1) Residents are experiencing increased waiting times for social housing which creates general dissatisfaction with the services and assistance offered.
- 2) Changes being implemented to enable more digital access are yet to be fully rolled out.



Although not offered as a preference for communication channels, few if any, applicants ever request their contact to be in person, however, this offer is available through our Flintshire Connects Offices.



Residents were asked to identify what services or functions they would like to access digitally. Applicants could provide multiple choice responses to this question to capture all the functions they would like to access online.



The survey will be routinely delivered each year to track progression on customer satisfaction. The survey will be further developed to monitor the impact and satisfaction of the digital enhancements to be implemented over the next 12 months.