

Results of the 2009 Reception Centre Resident Satisfaction Survey



We asked our Reception Centre residents for feedback on our services and here are the results.

Overall service and accommodation

- 87% of residents are satisfied with the overall service at their Centre and dissatisfaction levels are lower than previous years.
- 84% of residents are satisfied with their accommodation.
- Residents are more satisfied than in previous years with the overall cleanliness of their centre but we will continue to improve.
- 100% of residents find our staff helpful and knowledgeable.

Staff are “very good” and “very kind and helpful” (Resident, Hornsey Road)

“Finsbury Park Homeless Family Project was excellent”

Our residents with disabilities

Our disabled residents did not feel that their needs were being met in the past. 100% of respondents this year were satisfied with the overall service and 70% were very satisfied.

Improvements to the service

- As a result of comments from previous years, we improved the laundry facilities and now 83% of residents are satisfied.
- There has been a big increase in resident satisfaction with repairs at 97% and most repairs carried out within a few hours.
- We need to improve the information you receive from Islington Council about your housing options.

Security and emergencies

- 93% of residents are happy with security at evenings and weekends and 87% are happy with security during the day.
- 89% of customers were satisfied with the emergency call service.

“The out of hour’s security guard is very helpful” (Resident, Barnsbury Park)

Thank you for your feedback – it helps us to improve our services

Visit our website at

www.homesforislington.org.uk

