# Belfast Grants Office Customer Survey

October 2010

Northern Ireland Housing Executive

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# Introduction

## 1.0 Background to the Survey

As part of the Customer Satisfaction Survey Programme agreed with Design and Property Services, the Research Unit conducted a telephone survey of people living in the Belfast Grants Office area who had applied for and received a grant from the Housing Executive to repair, renovate or adapt their home. A previous study was conducted in 2008; comparisons with the earlier study, where possible, are included in this report.

The aims of the survey were:

- to evaluate grant applicants' perceptions of the grant process
- to assess whether applicants thought they had a say in the services they had received
- to identify the priorities of applicants
- to measure overall satisfaction with the service
- to evaluate grant applicants' views on electronic delivery of services
- to identify any shortcomings in the service and improvements required, as perceived by the applicants

In addition, the survey was carried out in support of the Belfast Grants Office's Customer Service Excellence Standard.

The Research Unit consulted with Design and Property Services on the aims of the survey, questionnaire design, survey methodology and sample frame.

## 2.0 Research Methodology and Sample

It was agreed that the sample frame should include grant applicants in the Belfast Grants Office catchment area whose application had been completed during the 12 months from September 2009 to August 2010. This was agreed as an appropriate cut-off point, bearing in mind resource constraints and the length of time grant customers could be expected to remember details of the application process. The Housing Executive's computerised Grants Management System identified a total of 425 grant applicants to be included in the sample frame.

The agreed methodology was a telephone survey. The sample frame included applicants who had received Home Repair Assistance Grants, Disabled Facilities Grants and Renovation Grants.

## 3.0 The Questionnaire

The questionnaire was designed to assess satisfaction levels with all stages of the grant application process. As the process varies somewhat for Home Repair Assistance Grants, the questionnaire design took account of these differences.

## 4.0 Fieldwork

It was agreed that a quota of 100 achieved interviews would be sufficient for analysis. Research Unit staff carried out the interviews by telephone over approximately 20 days during October 2010.

From an eligible population of 425 households, the Research Unit selected two stratified random samples of 100, proportionate to each grant type. Once the first sample was exhausted, the second sample was used to ensure the target of 100 interviews was achieved. Sample and response information is in Table A.

### Table A: Sample and Response Information

| Grant Type | Sample Frame | Sample | Achieved Interviews |
|---|---|---|---|
| Disabled Facilities | 251 | 118 | 59 |
| Renovation | 108 | 50 | 25 |
| Home Repair | 66 | 32 | 16 |
| **TOTAL** | **425** | **200** | **100** |

As a consequence of setting a target of 100 achieved interviews, the Research Unit did not contact some applicants in the sample. To make allowances for this fact, the survey data were weighted and grossed to provide findings that would be considered representative of the eligible population of Belfast grant applicants (Table B).

### Table B: Effects of Weighting

| Grant Type | Achieved Interviews | Grossed by weight of | Sample Frame |
|---|---|---|---|
| Disabled Facilities | 59 | 4.254 | 251 |
| Renovation | 25 | 4.320 | 108 |
| Home Repair | 16 | 4.125 | 66 |
| **TOTAL** | **100** | **-** | **425** |

It should be noted that the application of weights to the data sometimes has the effect of creating tables where column figures do not equal the total. This is due to the rounding process associated with weighting but there is negligible effect on reporting.

## 5.0 Inclusion of comparison between 2010 and 2008 findings

The survey methodology and sampling methods remained consistent to allow for comparison with previous research carried out in 2008. In December 2008, Belfast N&W and S&E Grants Offices were merged, to form the Belfast Grants Office. At the request of the Grants Manager, this report contains comparisons with two surveys (one for N&W and one for S&E) carried out in 2008. The Research Unit and Design and Property Services amended and extended the questionnaire in some areas since the last survey, so data from 2008 are not available for comparison with some questions.

Comparison of findings, where possible, between the 2010 and the 2008 survey is presented in Appendix 2.

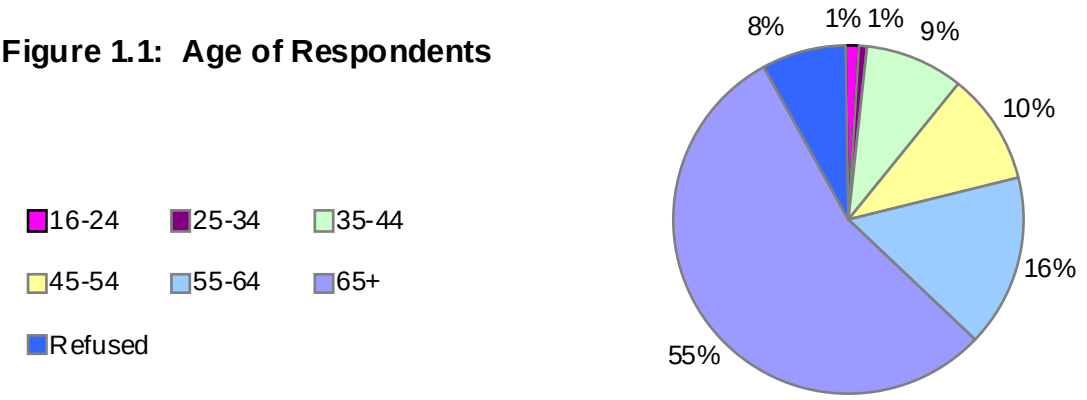
# Commentary and Analysis

## 1.0 Respondent Profile and Grant Type

### 1.1 Age of respondents

More than half (55%) of respondents were aged 65 or older and 16% were between 55 and 64. Smaller proportions were aged between 45 and 54 (10%), between 35 and 44 (9%) and equal proportions (1%) were aged between 16 and 24 and 25-34. The remaining 8% of respondents refused to state their age (Figure 1.1, Table 1.1).

**Figure 1.1: Age of Respondents**




### 1.2 Employment status

More than three-fifths (62%) of all respondents were retired; 13% were working and 12% stated that they were permanently sick/disabled. Smaller proportions were not working (3%) and self-employed (2%); the remaining 8% refused to state their employment status (Table 1.2).

### 1.3 Ethnicity of respondents

The vast majority (91%) of respondents described their ethnicity as white; 9% refused to state their ethnic origin (Table 1.3).

### 1.4 Nationality of respondents

More than half (57%) of respondents described their nationality as British; a smaller proportion (30%) were Irish and 2% described their nationality as Northern Irish. The remaining 11% refused to state their nationality (Table 1.4).

### 1.5 Household religion

More than two-fifths (44%) of respondents described their household religion as Catholic; 38% described their religion as Protestant. Smaller proportions described their religion as mixed religion (2%) and other or none (3%). The remaining 13% of respondents refused to state the religion of their household (Table 1.5).

### 1.6 Grant type

Almost three-fifths (59%) of respondents had received a disabled facilities grant; 25% had received a renovation grant and 16% had received a home repair assistance grant (Table 1.6).

## 2.0 Contact with Grants Office

### 2.1 Involvement in grant process

Three-quarters of respondents (75%) said they had been involved in every stage of the grants process; 25% had been involved in some of the stages (Table 2.1).

### 2.2 Access to grants service

Almost all respondents (97%) said they had found the grants service easy to access. Reasons stated by the 3% of respondents who had found the service difficult to access included 'difficulty finding the office' and others needed help, either from Fold or their OT (Table 2.2).

### 2.3 Staff identification

More than four-fifths (85%) of respondents said the grants officer had given his / her name; 14% could not remember and 1% said the grants officer had not provided identification (Table 2.3).

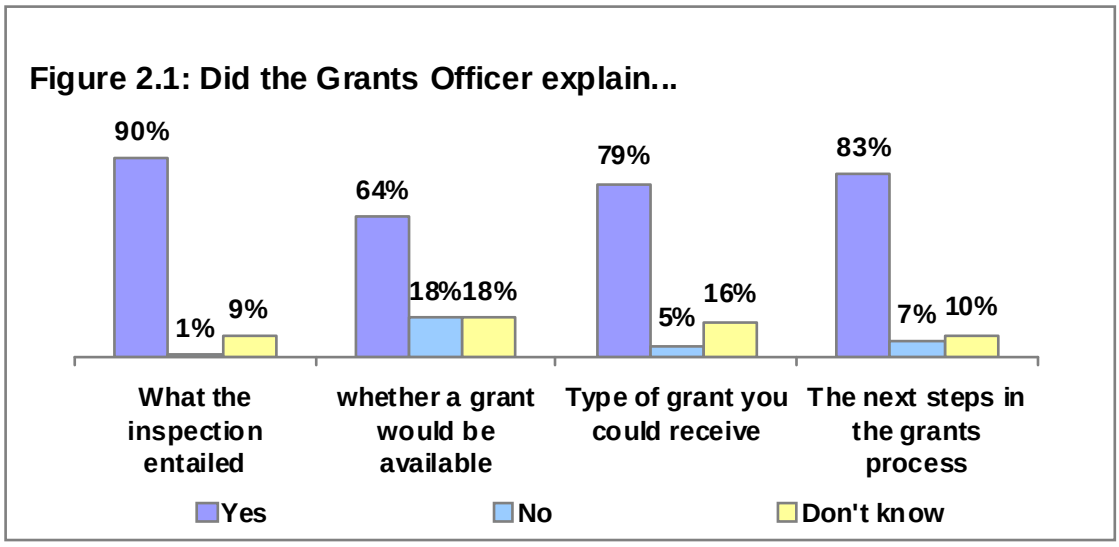
### 2.4 Appointment for Preliminary Inspection stage

Almost all respondents (97%) said the grants officer had made an appointment for a preliminary inspection; 3% of respondents did not know if an appointment had been scheduled. The majority (99%) who said an appointment had been made said the grants officer had kept the appointment and 1% did not know if the appointment had been kept (Tables 2.4 and 2.5).

### 2.5 Explanation of grants process

Respondents were asked a series of questions to establish if the grants officer had explained the grants process to them:

- The majority of respondents (90%) said the grants officer had explained what the inspection stage entailed (Figure 2.1, Table 2.6).
- Almost two-thirds (64%) of respondents said the grants officer had explained whether he/she thought the grant would be available; 18% were unsure and 18% said they were not informed if a grant would be available at the preliminary inspection stage (Figure 2.1, Table 2.6).
- More than three-quarters (79%) of respondents said the grants officer had advised them about the type of grant they could receive and 83% said he/she had explained the next steps in the grant application process (Figure 2.1, Table 2.6).




### 2.6 Overall satisfaction with Preliminary Inspection

Almost all respondents (99%) were very satisfied/satisfied with the preliminary inspection stage of the process and 1% were neither satisfied nor dissatisfied (Table 2.7).

## Telephoning the Grants Office within the previous 12 months

### 2.7 Telephone service

More than one-third (37%) of respondents had telephoned the grants office during the previous 12 months while awaiting approval of their grant application. Of these respondents, 81% had been told the name of the person dealing with their call; 16% were unsure and 3% said they had not been told the name of the person dealing with their call (Tables 2.8 and 2.9).

### 2.8 Staff telephone manner

Of the respondents who had telephoned the grants office (37% of all respondents), all (100%) had found the staff polite, 97% had found staff knowledgeable and (97%) said they had not felt hurried or rushed by staff dealing with their query (Table 2.10).

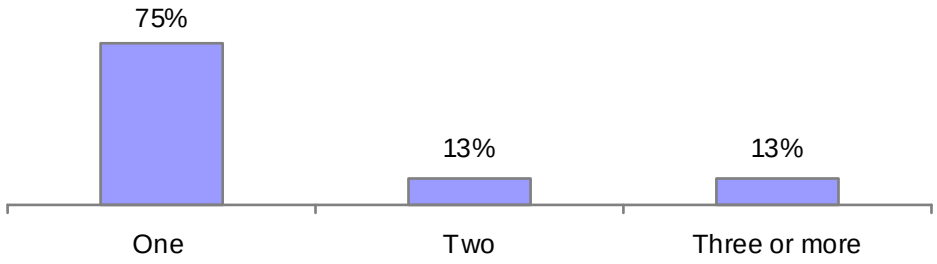
### 2.9 Ability to deal with query

Of the respondents who had telephoned the grants office (37% of all respondents), three-quarters (75%) said the person who took the call had been able to deal with their query. The remainder (25%) said they had to speak to more than one member of staff before their query was answered (Figure 2.2, Tables 2.11 and 2.12).

### 2.10 Overall satisfaction with the telephone service

Almost all respondents (95%) who had telephoned the grants office were very satisfied/satisfied with the overall service they had received (Table 2.13).

**Figure 2.2: How many members of staff did you have to speak to before your query was answered?**




## Visiting the Grants Office within the previous 12 months

### 2.11 Visiting the grants office

Less than one-fifth (19%) of respondents had visited the grants office within the previous 12 months. Reasons included: to submit documents, test of resources, to make a complaint and to make a general enquiry (Tables 2.14 and 2.15).

### 2.12 Service at counter

Almost half (47%) of those respondents who had visited the grants office (19% of all respondents) said counter staff had attended to them straight away; a further 31% said counter staff had attended to them within four minutes and 16% had to wait between five and six minutes (Table 2.16).

### 2.13 Appointment in grants office

All respondents (100%) who had an appointment to see a particular member of staff (53% of respondents who had visited the grants office) said their appointment had been kept. Of these respondents, 10% had no time to wait before speaking to that member of staff, 50% had waited up to four minutes and 40% had waited between five and six minutes (Tables 2.16 - 2.18 and 2.19).

### 2.14 Staff communication

All respondents (100%) who had visited the grants office said the person who dealt with their query had provided identification. All respondents who had visited the grants office said that staff attending to them had been polite (100%), knowledgeable (100%) and not hurried or rushed (100%) (Tables 2.20 & 2.21).

### 2.15 Advice and service

The majority (89%) of respondents who had visited the grants office said the advice / service they received had been very helpful/ helpful and 5% said staff were neither helpful nor unhelpful. The remaining 5% stated that staff had been very unhelpful: the reason given was that the grant did not cover all the work that was needed (Table 2.22).

### 2.16 Confidentiality

The majority (95%) of respondents who had visited the grants office were very satisfied / satisfied with confidentiality in the office; 5% were neither satisfied nor dissatisfied (Table 2.23).

### 2.17 Posters and leaflets

Of the 19% of all respondents who had visited the grants office, almost one-third (31%) had read the leaflets and posters on display in the office; all (100%) of these respondents had found the information useful and up-to-date (Table 2.24 and 2.25).

### 2.18 Access to the building

Of those who had visited the grants office, 42% said they had a physical disability which made access to the building difficult for them. Respondents (1%) stated there was no ramp or wheelchair access (Table 2.26).

### 2.19 Overall satisfaction with the grants office

The majority (84%) of respondents who had visited the grants office were very satisfied / satisfied with their visit; the remaining respondents (16%) were neither satisfied or dissatisfied (Table 2.27).

## 3.0 Completing Grant Forms [1]

### 3.1 Preliminary Form

Most respondents (86%) felt the preliminary form had been easy to complete; 4% had found it difficult to complete and 10% could not remember. Reasons why respondents had found the form difficult to complete included: 'form was complicated' and 'was too lengthy' (Figure 3.1, Table 3.1).

### 3.2 Schedule of Works

Almost all respondents (99%) felt the Schedule of Works package had been clear and 2% could not remember (Figure 3.1, Table 3.2).

### 3.3 Test of Resources Form

Two-fifths (40%) of grant applicants had completed a Test of Resources form. Of these respondents, 85% had found the form easy to complete; 8% felt it had been difficult to complete and 8% could not remember. Reasons included: 'complicated for elderly applicants' (NB home repair assistance grant applicants are not required to complete the Test of Resources form.) (Figure 3.1, Table 3.3).

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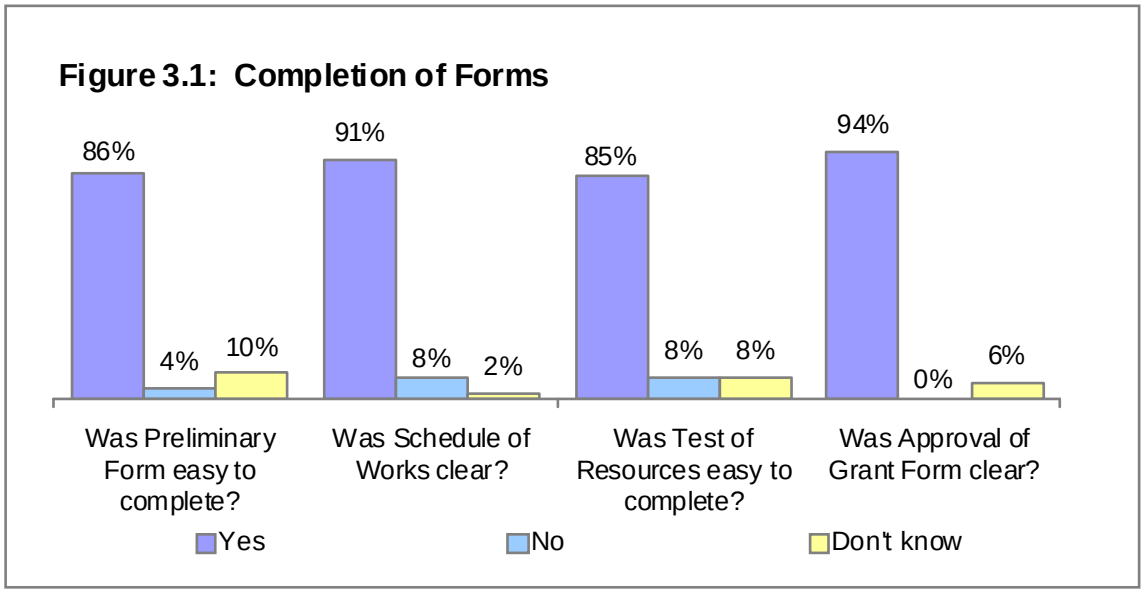
[1] Respondents who stated that someone else (family member/friend, builder or representative from Fold) had completed the grant forms on their behalf are not included in the analysis relating to the completion of forms.

### 3.4 Approval of Grant Form

Most respondents (94%) said the Approval of Grant form had been clear; and 6% could not remember (Figure 3.1, Table 3.4).




## 4.0 Payments, Contractors and Length of Time to Process Grant application

### 4.1 Payment stage

The majority (80%) of respondents were very satisfied / satisfied with the payment stage of the grants process, 16% were dissatisfied/very dissatisfied and 4% were neither satisfied nor dissatisfied. Reasons for dissatisfaction included: 'payment took too long' and 'the grant did not cover the cost of the work that was needed' (Figure 4.1, Table 4.1).

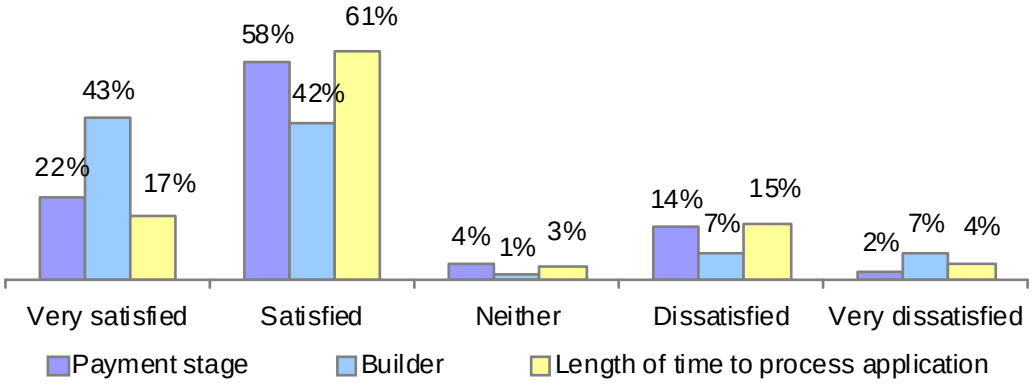
### 4.2 Builder

Similarly, a high proportion of respondents (85%) were satisfied with the builder who had carried out the work, 14% were dissatisfied and 1% were neither satisfied nor dissatisfied. Reasons for dissatisfaction included: 'poor workmanship' and 'builder was messy and untidy' 'builder was rude' and 'builder stole property' (Figure 4.1, Table 4.2).

### 4.3 Length of time to process application

More than three-quarters (78%) of respondents were very satisfied/satisfied with the length of time it had taken to process their grant application, 19% were dissatisfied/very dissatisfied and 3% were neither satisfied nor dissatisfied (Figure 4.1, Table 4.3).

**Figure 4.1: Overall satisfaction with payment stage, contractor and length of time it took to process application**




## 5.0 Communication from the Grants Office

### 5.1 Others involved in the grants process

Respondents were asked if anyone else had been involved in the grant process and, if so, whether they thought the grants office had had a good working relationship with them.

### 5.2 Reasons to involve others in the grants process

The main factors which influenced the need for involvement by others included:

- level of work required
- building and planning legislation
- ability of respondents to complete forms
- applicants' individual needs and requirements

All respondents (100%) said a builder had been involved in the grant process; fewer respondents said Building Control (57%), an occupational therapist (57%) their architect (57%), the Planning Office (47%), and Fold (33%) had been involved in the grant process on their behalf (Table 5.1).

**Table 5.1: Was anyone else involved in the grants process?**

| | Yes | | No | | Total | |
|---|---|---|---|---|---|---|
| | N | % | N | % | N | % |
| Builder | 425 | 100 | - | - | 425 | 100 |
| Building Control | 242 | 57 | 183 | 43 | 425 | 100 |
| Occupational therapist | 243 | 57 | 182 | 43 | 425 | 100 |
| Architect | 242 | 57 | 183 | 43 | 425 | 100 |
| Planning Office | 200 | 47 | 225 | 53 | 425 | 100 |
| Fold | 141 | 33 | 284 | 67 | 425 | 100 |
| | | | | | | |

Base: 100 (all respondents)

### 5.3 Communication with builder

Almost three-quarter (73%) of all respondents felt that the grants office had worked well with the builder; 21% were unsure and 6% felt the grants office had not had a good working relationship with the builder (Table 5.2, Appendix Table 5.1).

### 5.4 Building Control

More than half (51%) of respondents who had required involvement from Building Control felt the grants office had worked well with them; 48% were unsure and 2% thought that the grants office had not worked well with Building Control (Table 5.2; Appendix Table 5.1).

### 5.5 Occupational Therapist

Three-fifths (60%) of respondents who had required assistance from an occupational therapist felt the grants office had a good working relationship with their occupational therapist during the grant process; 39% were unsure and 2% said there had not been a good working relationship (Table 5.2, Appendix Table 5.1).

### 5.6 Planning Service

More than one-third (34%) of respondents who had required involvement from the Planning Service felt the grants office had worked well with them. The remaining 66% were unsure (Table 5.2; Appendix Table 5.1).

### 5.7 Architect

More than half (51%) of respondents who had required assistance from an architect felt the grants office had worked well with them during the grant process; 48% were unsure (Table 5.2, Appendix Table 5.1).

### 5.8 Fold

More than three-fifths (61%) of respondents who had received assistance from Fold felt the grants office had worked well with Fold during the grant process. The remaining 39% were unsure (Table 5.2, Appendix Table 5.1).

**Table 5.2: Do you think the Grants Office worked well with …**

| | Numbers % | | | |
|---|---|---|---|---|
| | Yes | No | Unsure | Total |
| the builder? | 310 - 73% | 25 - 6% | 89 - 21% | 425 - 100% |
| Building Control? | 123 - 51% | 4 - 2% | 115 - 8% | 242 - 100% |
| the occupational therapist? | 145 - 60% | 4 - 2% | 94 - 39% | 243 - 100% |
| the architect? | 123 - 51% | 4 - 2% | 115 - 8% | 242 - 100% |
| the Planning Service? | 68 - 34% | - | 132 - 6% | 200 - 100% |
| Fold? | 86 - 61% | - | 55 - 39% | 141 - 100% |
| | | | | |

Bases: 100 (builder); 57 (Building Control); 57 (OT); 57 (architect); 47 (Planning Office); 33 (Fold).

## 5.9 Annual Grants Neewsletter

More than two-fifths (45%) of respondents said they had not received a copy of the Annual Grants Newsletter; 44% were unsure and 11% said they had received a copy. Of those who said they had received the newsletter, all (100%) were satisfied with the latest edition of the newsletter. Respondents who had received the newsletter gave no suggestions for improvement (Tables 5.2 and 5.3).

## 5.10 Letters

Almost all respondents (99%) were very satisfied / satisfied with the letters they had received from the grants office; 1% were neither satisfied nor dissatisfied and 1% were dissatisfied (Tables 5.4).

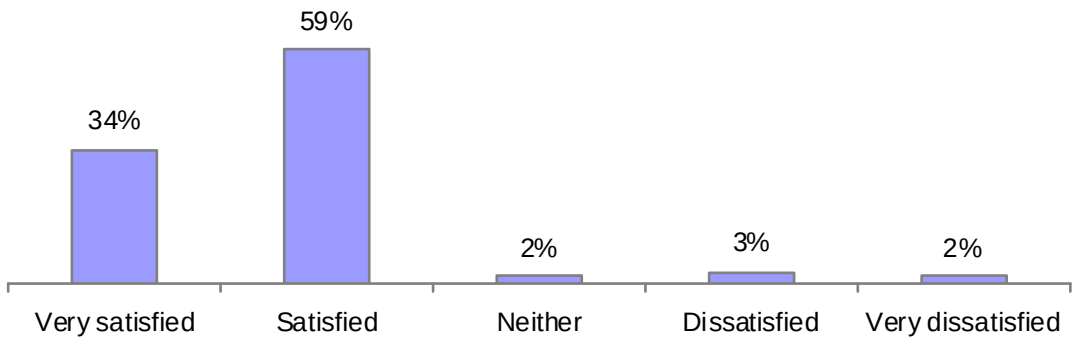
## 5.11 Treatment given

Most respondents felt they had been treated sensitively (98%) and fairly (96%) throughout the grants process (Tables 5.5 and 5.6).

## 5.12 Overall satisfaction with the grants process

The majority (93%) of respondents were very satisfied / satisfied overall with the grants process; 2% were neither satisfied nor dissatisfied and 5% were dissatisfied / very dissatisfied. Reasons for dissatisfaction included: 'it was a waste of time and money', 'the builder did not finish the work' and 'process took too long' (Figure 5.1, Table 5.7).

**Figure 5.1: Overall satisfaction with grants process**




## 5.13 Suggestions to improve the grants process

Almost one-fifth (18%) of all respondents made suggestions on what they thought would help to improve the grants process. Of these respondents, 39% suggested speeding up the process and payments, 11% stated there should be more control and scrutiny of builders, equal proportions (5%) thought that jobs should be priced more realistically, that the grants office should be honest with people regarding timescales, there should be less forms, the water service was very slow, and would not use the grants service again. By contrast 29% stated they were happy with the grants service (Table 5.8).

# 6.0 Internet Access

## 6.1 Access to the internet

More than one-quarter (29%) of respondents had access to the internet. Of these respondents, equal proportions (79%) said they would be interested in accessing grant forms and documentation via the internet and in receiving information and updates about their grant application via email (Tables 6.1-6.3).

# 7.0 Further Comments

## 7.1 Further comments

More than one-third (33%) of all respondents provided further comments about the grant process. Of these respondents, 75% were satisfied with the service they had received, 25% gave other comments including: ‘dissatisfied with the builder’, ‘would not use the grants service again’, ‘if using the internet it should be made more user friendly’ and ‘payment should be quicker (Table 7.1).

# Appendix 1: Tabular Report - Belfast Grants Customer Survey

### Table 1.1: Age of respondents

| | Numbers | Percentages |
|---|---|---|
| 16-24 | 4 | 1 |
| 25-34 | 4 | 1 |
| 35-44 | 38 | 9 |
| 45-54 | 42 | 10 |
| 55-64 | 68 | 16 |
| 65+ | 234 | 55 |
| Refused | 34 | 8 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 1.2: Employment status of respondents

| | Numbers | Percentages |
|---|---|---|
| Retired | 264 | 62 |
| Working | 55 | 13 |
| Permanently sick/disabled | 51 | 12 |
| Not Working | 13 | 3 |
| Self employed | 9 | 2 |
| Refused | 34 | 8 |
| **TOTAL** | **425** | **100** |

Base: 100 (All respondents)

### Table 1.3: Ethnicity of respondents

| | Numbers | Percentages |
|---|---|---|
| White | 387 | 91 |
| Refused | 38 | 9 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 1.4: Nationality of respondents

| | Numbers | Percentages |
|---|---|---|
| British | 243 | 57 |
| Irish | 127 | 30 |
| Northern Irish | 8 | 2 |
| Refused | 47 | 11 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 1.5: Household religion

| | Numbers | Percentages |
|---|---|---|
| Catholic | 187 | 44 |
| Protestant | 161 | 38 |
| Other / none | 13 | 3 |
| Mixed Religion (Protestant / Catholic) | 8 | 2 |
| Refused | 55 | 13 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 1.6: Grant type

| | Numbers | Percentages |
|---|---|---|
| Disabled Facilities Grant | 251 | 59 |
| Home Repair Assistance Grant | 66 | 16 |
| Renovation Grant | 108 | 25 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 2.1: Was the applicant involved in every stage of the process?

| | Numbers | Percentages |
|---|---|---|
| Yes, every stage | 317 | 75 |
| Yes, some of the stages | 108 | 25 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 2.2: Did you find the grants service easy to access?

| | Numbers | Percentages |
|---|---|---|
| Yes | 412 | 97 |
| No | 13 | 3 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 2.3: Did the Grants Officer give his or her name?

| | Numbers | Percentages |
|---|---|---|
| Yes | 361 | 85 |
| Don’t know / cant remember | 59 | 14 |
| No | 4 | 1 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 2.4: Did the Grants Officer make an appointment for a preliminary inspection?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 412 | 97 |
| Don't know/cant remember | 13 | 3 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 2.5: Was the appointment kept?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 408 | 99 |
| Don't know/cant remember | 4 | 1 |
| **TOTAL** | **412** | **100** |

Base: 97 (respondents who had an appointment)

**Table 2.6: Did the Grants Officer explain...**

| | Numbers % | | | |
|---|---|---|---|---|
| | Yes | No | D/K | Total |
| what the inspection stage entailed? | 383<br>90% | 4<br>1% | 38<br>9% | 425<br>100% |
| whether they thought a grant would be available? | 272<br>64% | 76<br>18% | 76<br>18% | 425<br>100% |
| what type of grant you could receive? | 336<br>79% | 21<br>5% | 68<br>16% | 425<br>100% |
| the next steps in the grants process? | 353<br>83% | 30<br>7% | 42<br>10% | 425<br>100% |
| | | | | |

Base: 100 (all respondents)

**Table 2.7: Satisfaction with the preliminary inspection stage of process**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 140 | 33 |
| Satisfied | 281 | 66 |
| Neither | 4 | 1 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 2.8: Did you make telephone contact with the Grants Office at any time during your application?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 156 | 37 |
| No | 239 | 56 |
| Don't know / can't remember | 30 | 7 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 2.9: (Re: your most recent telephone call) did the person dealing with the call give his/her name?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 126 | 81 |
| No | 4 | 3 |
| Don't know/cant remember | 25 | 16 |
| **TOTAL** | **156** | **100** |

Base: 37 (respondents who had contacted the grants office by telephone)

**Table 2.10: Did you find the staff…**

| | Yes | | No | | Unsure | |
|---|---|---|---|---|---|---|
| | N | % | N | % | N | % |
| polite? | 156 | 100 | - | - | - | - |
| knowledgeable? | 152 | 97 | 4 | 3 | | |
| in a hurry/rushed? | - | - | 152 | 97 | 4 | 3 |
| | | | | | | |

Base: 37 (respondents who had contacted the grants office by telephone)

**Table 2.11: Were the staff able to deal with your query?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 122 | 78 |
| No | 34 | 22 |
| **TOTAL** | **156** | **100** |

Base: 37 (respondents who had contacted the grants office by telephone)

**Table 2.12: How many members of staff did you speak to before your query was answered?**

| | Numbers | Percentages |
|---|---|---|
| One staff member | 25 | 75 |
| Two staff members | 4 | 13 |
| Three or more staff members | 4 | 13 |
| **TOTAL** | **34** | **100** |

Base: 8 (respondents who had to speak to more than one staff member on the telephone) N.B. due to rounding percentages do not equal 100

**Table 2.13: How satisfied/dissatisfied were you with the telephone service?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 72 | 46 |
| Satisfied | 76 | 49 |
| Neither | - | - |
| Dissatisfied | 4 | 3 |
| Very dissatisfied | 4 | 3 |
| **TOTAL** | **156** | **100** |

Base: 37 (respondents who had contacted grants office by telephone) N.B. due to rounding percentages do not equal 100

### Table 2.14: Have you visited the Grants Office within the last 12 months?

| | Numbers | Percentages |
|---|---|---|
| Yes | 80 | 19 |
| No | 341 | 80 |
| Don't know/can't remember | 4 | 1 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 2.15: Reasons for visiting the Grants Office within the last 12 months

| | Numbers | Percentages |
|---|---|---|
| Submitting documents | 67 | 84 |
| TOR interview | 8 | 10 |
| General enquiry | 13 | 16 |
| Make a complaint | 4 | 5 |
| | | |

Base: 19 (respondents who had visited the grants office) Respondents could give more than one response

### Table 2.16: How long did you have to wait in the reception area before being attended to by counter staff?

| | Numbers | Percentages |
|---|---|---|
| No waiting time | 38 | 47 |
| Within 4 minutes | 30 | 37 |
| Between 5 and 6 minutes | 12 | 16 |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office)

### Table 2.17: Did you have an appointment to see a particular member of staff?

| | Numbers | Percentages |
|---|---|---|
| Yes | 42 | 53 |
| No | 38 | 48 |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office) N.B. due to rounding percentages do not equal 100

### Table 2.18: Was the appointment kept?

| | Numbers | Percentages |
|---|---|---|
| Yes | 42 | 100 |
| No | - | - |
| **TOTAL** | **42** | **100** |

Base: 10 (respondents who had an appointment)

**Table 2.19: How long did you have to wait before being attended to by that particular member of staff?**

| | Numbers | Percentages |
|---|---|---|
| No waiting time | 4 | 10 |
| Within 4 minutes | 21 | 50 |
| Between 5 and 6 minutes | 17 | 40 |
| **TOTAL** | **42** | **100** |

Base: 10 (respondents who had an appointment)

**Table 2.20: Did the person who dealt with your query give his/her name?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 80 | 100 |
| No | - | - |
| Don't know / can't remember | - | - |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office)

**Table 2.21: Did you find the staff…**

| | Yes | | No | | Unsure | |
|---|---|---|---|---|---|---|
| | N | % | N | % | N | % |
| polite? | 80 | 100 | - | - | - | - |
| knowledgeable? | 80 | 100 | - | - | - | - |
| in a hurry/rushed? | - | - | 80 | 100 | - | - |
| | | | | | | |

Base: 19 (respondents who had visited the grants office)

**Table 2.22: How helpful was the advice given by staff in relation to your query?**

| | Numbers | Percentages |
|---|---|---|
| Very helpful | 17 | 21 |
| Helpful | 55 | 68 |
| Neither | 4 | 5 |
| Unhelpful | - | - |
| Very unhelpful | 4 | 5 |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office) N.B. due to rounding percentages do not equal 100

**Table 2.23: How satisfied/dissatisfied were you with the confidentiality in the Grants Office?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 13 | 16 |
| Satisfied | 63 | 79 |
| Neither | 4 | 5 |
| Dissatisfied | - | - |
| Very dissatisfied | - | - |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office)

**Table 2.24: Have you read any of the leaflets/posters/booklets on display in the office?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 25 | 31 |
| No | 55 | 69 |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office)

**Table 2.25: Did you find the information…**

| | Yes | | Unsure | |
|---|---|---|---|---|
| | N | % | N | % |
| useful? | 25 | 100 | - | - |
| up-to-date? | 25 | 100 | - | - |
| | | | | |

Base: 6 (respondents who had read any of the leaflets/posters/booklets)

**Table 2.26: Do you have a disability which makes physical access to the Grants Office difficult for you?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 34 | 42 |
| No | 46 | 58 |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office)

**Table 2.27: Overall, how satisfied were you with your visit to the Grants Office?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 17 | 21 |
| Satisfied | 50 | 63 |
| Neither | 13 | 16 |
| Dissatisfied | - | - |
| Very dissatisfied | - | - |
| **TOTAL** | **80** | **100** |

Base: 19 (respondents who had visited the grants office)

**Table 3.1: Do you think the Preliminary Enquiry form was easy to complete?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 190 | 86 |
| No | 9 | 4 |
| Don't know / can't remember | 21 | 10 |
| Sub Total | 220 | 100 |
| Family / friend completed form | 115 | |
| Fold completed form | 85 | |
| Builder completed form | 4 | |
| **TOTAL** | **425** | |

Base: 51 (respondents who completed the Preliminary Enquiry form)

**Table 3.2: Do you think the Schedule of Works package was clear?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 203 | 91 |
| No | 17 | 8 |
| Don't know / can't remember | 4 | 2 |
| Sub Total | 224 | 100 |
| Family / friend dealt with document | 111 | |
| Fold dealt with document | 85 | |
| Builder completed form | 4 | |
| **TOTAL** | **425** | |

Base: 53 (respondents who completed the Schedule of Works Package) N.B. due to rounding percentages do not equal 100

**Table 3.3: Do you think the Test of Resources form was easy to complete?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 143 | 85 |
| No | 13 | 8 |
| Don't know / can't remember | 13 | 8 |
| Sub Total | 169 | 100 |
| Family / friend completed form | 94 | |
| Fold completed form | 90 | |
| Builder completed form | 4 | |
| N/A | 66 | |
| **TOTAL** | **425** | |

Base: 40 (respondents who completed the Test of Resources Form) N.B. due to rounding percentages do not equal 100

**Table 3.4: Do you think the Grant Approval document was clear?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 220 | 94 |
| No | - | - |
| Don't know / can't remember | 13 | 6 |
| Sub Total | 233 | 100 |
| Family / friend dealt with document | 102 | |
| Fold completed form | 85 | |
| Builder completed form | 4 | |
| **TOTAL** | **425** | |

Base: 55 (respondents who dealt with the Grant Approval Document)

**Table 4.1: Overall, how satisfied were you with the payment stage?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 93 | 22 |
| Satisfied | 247 | 58 |
| Neither | 17 | 4 |
| Dissatisfied | 59 | 14 |
| Very dissatisfied | 9 | 2 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 4.2: How satisfied/dissatisfied were you with the builder who carried out the work?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 183 | 43 |
| Satisfied | 179 | 42 |
| Neither | 4 | 1 |
| Dissatisfied | 30 | 7 |
| Very dissatisfied | 29 | 7 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 4.3: Overall, how satisfied/dissatisfied were you with the time it took to process your grant application?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 72 | 17 |
| Satisfied | 259 | 61 |
| Neither | 13 | 3 |
| Dissatisfied | 64 | 15 |
| Very dissatisfied | 17 | 4 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 5.1: Do you think the Grants Office worked well with …**

| | Numbers % | | | |
|---|---|---|---|---|
| | Yes | No | Unsure | Total |
| the builder? | 310 - 73% | 25 - 6% | 89 - 21% | 425 - 100% |
| Building Control? | 123 - 51% | 4 - 2% | 115 - 46% | 242 - 100% |
| the occupational therapist? | 145 - 60% | 4 - 2% | 94 - 39% | 243 - 100% |
| the Planning Office? | 68 - 34% | - | 132 - 66% | 200 - 100% |
| the architect? | 123 - 55% | 4 - 2% | 115 - 52% | 242 - 100% |
| Fold? | 86 - 61% | - | 55 - 39% | 141 - 100% |
| | | | | |

Bases: 100 (builder); 57 (Building Control); 57 (OT); 47 (Planning Office); 57 (architect); 33 (Fold).

**Table 5.2: Did you receive a copy of the Annual Grants Newsletter?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 47 | 11 |
| No | 191 | 45 |
| Don't know | 187 | 44 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 5.3: How satisfied/dissatisfied were you with the latest edition of the Annual Grants Newsletter?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 9 | 18 |
| Satisfied | 38 | 82 |
| Neither | - | - |
| Dissatisfied | - | - |
| Very dissatisfied | - | - |
| **TOTAL** | **47** | **100** |

Base: 11 (respondents received the Annual Grants Newsletter)

**Table 5.4: Overall, how satisfied/dissatisfied were you with the letters you received?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 89 | 21 |
| Satisfied | 332 | 78 |
| Neither | 4 | 1 |
| Dissatisfied | | |
| Very dissatisfied | - | - |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 5.5: Overall, do you think you were treated fairly throughout the grants process?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 412 | 97 |
| No | 9 | 2 |
| Don't know | 4 | 1 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 5.6: Overall, do you think you were treated sensitively throughout the grants process?**

| | Numbers | Percentages |
|---|---|---|
| Yes | 416 | 98 |
| No | 4 | 1 |
| Don't know | 4 | 1 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 5.7: How satisfied/dissatisfied are you with the overall grants process?**

| | Numbers | Percentages |
|---|---|---|
| Very satisfied | 145 | 34 |
| Satisfied | 251 | 59 |
| Neither | 9 | 2 |
| Dissatisfied | 13 | 3 |
| Very dissatisfied | 8 | 2 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

**Table 5.8: Suggestions to help improve the grants process**

| | Numbers | Percentages |
|---|---|---|
| Speed up process and payments | 30 | 39 |
| Happy with grants service | 22 | 29 |
| Should be more scrutiny/control over builders | 8 | 11 |
| Price jobs more realistically | 4 | 5 |
| Be honest with people about timescales | 4 | 5 |
| Less forms | 4 | 5 |
| Water service very slow | 4 | 5 |
| Wouldn't use it again | 4 | 5 |
| **TOTAL** | **76** | **100** |

Base: 18 respondents. N.B. due to rounding percentages do not equal 100

### Table 6.1: Do you have access to the internet?

| | Numbers | Percentages |
|---|---|---|
| Yes | 123 | 29 |
| No | 294 | 69 |
| Don't know | 4 | 1 |
| Refused | 4 | 1 |
| **TOTAL** | **425** | **100** |

Base: 100 (all respondents)

### Table 6.2: Would you be interested in accessing grants / documentation forms via the internet?

| | Numbers | Percentages |
|---|---|---|
| Yes | 97 | 79 |
| No | 26 | 21 |
| **TOTAL** | **123** | **100** |

Base: 29 (respondents who have access to the internet)

### Table 6.3: Would you be interested in accessing information/updates about your grant by email?

| | Numbers | Percentages |
|---|---|---|
| Yes | 97 | 79 |
| No | 26 | 21 |
| **TOTAL** | **123** | **100** |

Base: 29 (respondents who have access to the internet)

### Table 7.1: Further comments about the grant process

| | Numbers | Percentages |
|---|---|---|
| Satisfied with service | 106 | 75 |
| Dissatisfied with builder/sub-contractor | 8 | 6 |
| Would not use it or apply for grant again | 8 | 6 |
| Other (process too long, have to do repairs myself, need to keep people informed) | 20 | 14 |
| **TOTAL** | **142** | **100** |

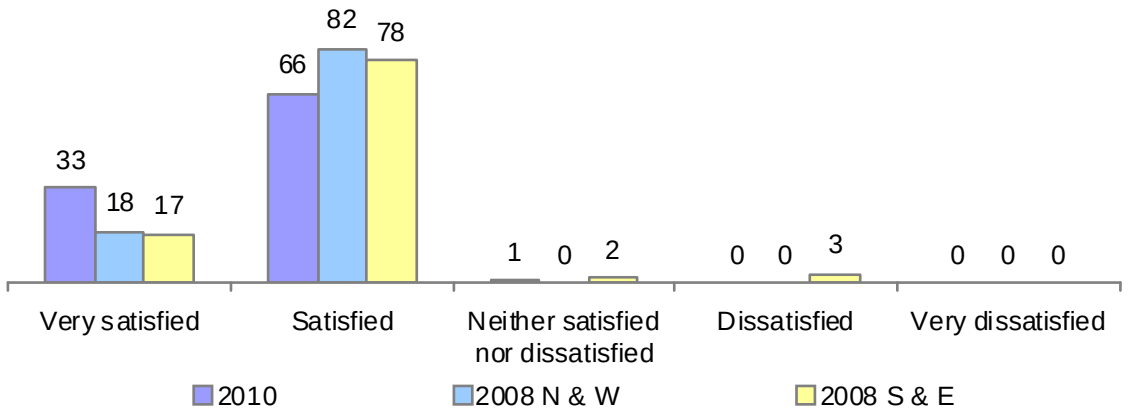
Base: 33 (respondents who gave further comments)

# Appendix 2: Comparison between 2010 and Belfast N&W and Belfast S&E Grant Surveys 2008

## 1.0 Satisfaction with Inspection Stage

In all three surveys satisfaction with the inspection stage was high, with 99% of the 2010 sample being very satisfied/satisfied compared to 100% in N & W Belfast and 95% in S & E.

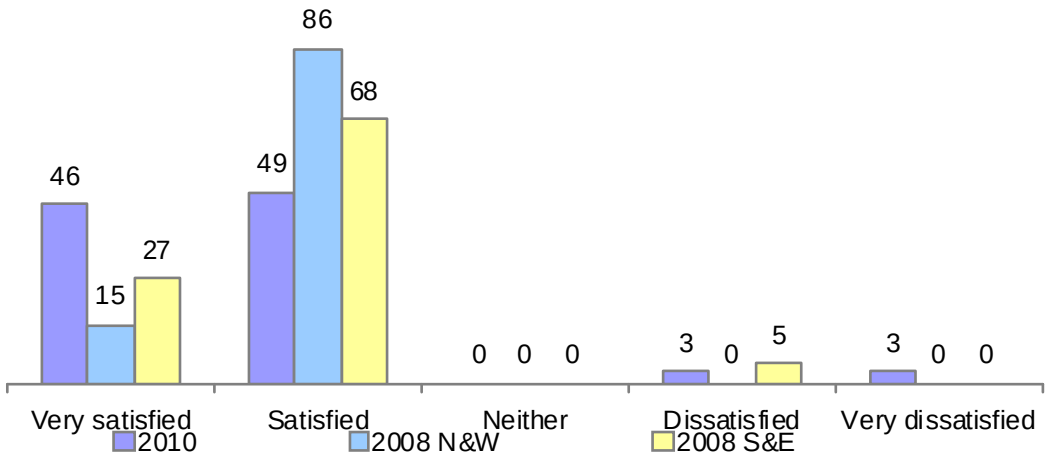
**Figure 1: Satisfaction with Inspection Stage (2010/2008) (%)**




## 2.0 Satisfaction with telephoning the Grants Office.

Similar proportions of respondents were satisfied with the telephone service they had received from the Grants Office (95% in 2010; 91% in N&W 2008 and 95% S&E).

**Figure 2: Satisfaction with Telephone Service Overall (2010/2008) (%)**



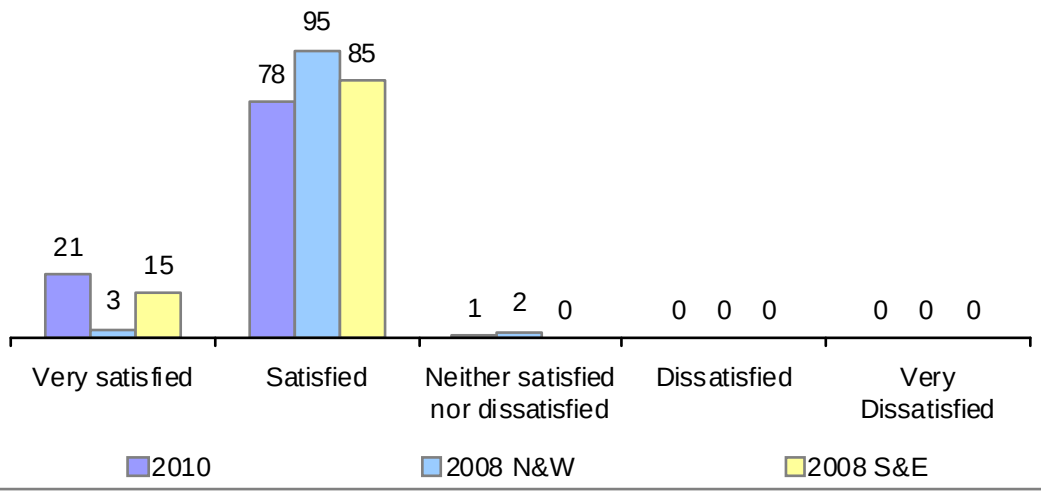
## 3.0 Satisfaction with visiting the Grants Office

The majority of respondents (84%) were very satisfied / satisfied with their visit to the grants office. No comparable figures are available for 2008.

## 4.0 Satisfaction with letters received

In the three surveys, similar proportions of respondents were very satisfied / satisfied with the letters they had received (99% in 2010; 98% in N&W 2008 and 100% in S&E).

**Figure 4: Satisfaction with letters received (2010/2008) (%)**




## 5.0 Grants Forms

### Preliminary Form

Similar proportions of respondents felt that the Preliminary Enquiry Form had not been difficult to complete (86% in 2010; 85% in N&W and S&W 2008).

### Schedule of Works

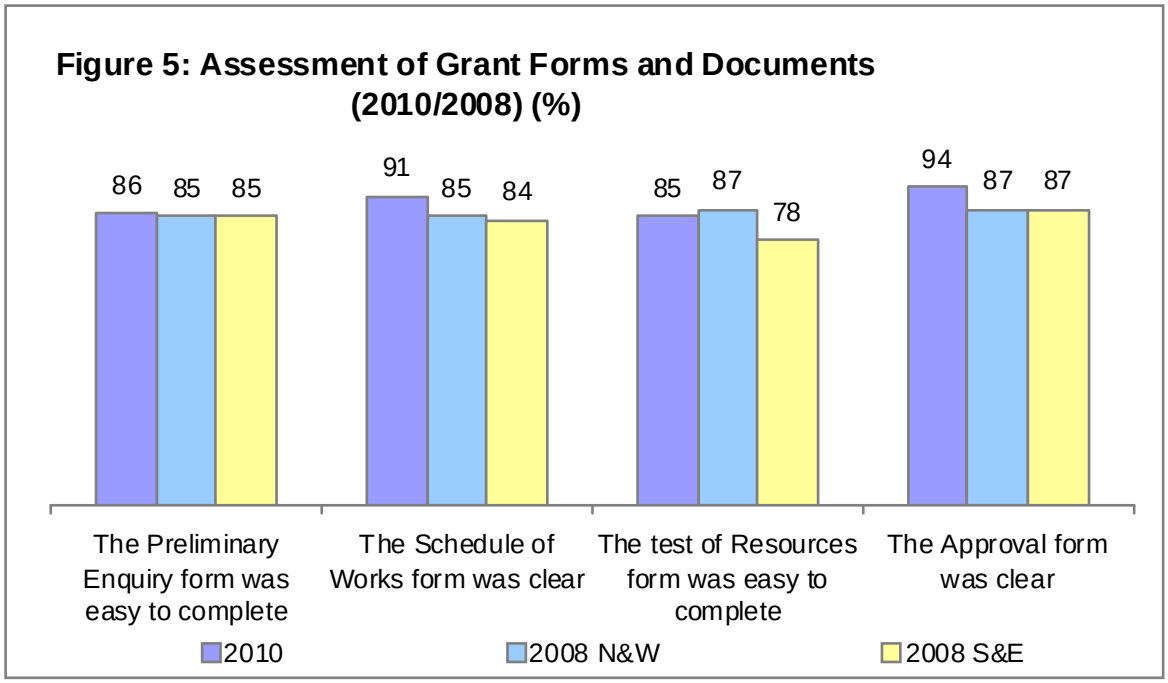
In 2010, a higher proportion of respondents felt that the Schedule of Works package had been clear 91% compared to 85% in N&W and 84% in S&W 2008.

### Test of Resources Form

In 2010, 85% of respondents felt that the Test of Resources Form had been easy to complete (87% in N&W and 78% in S&W 2008).

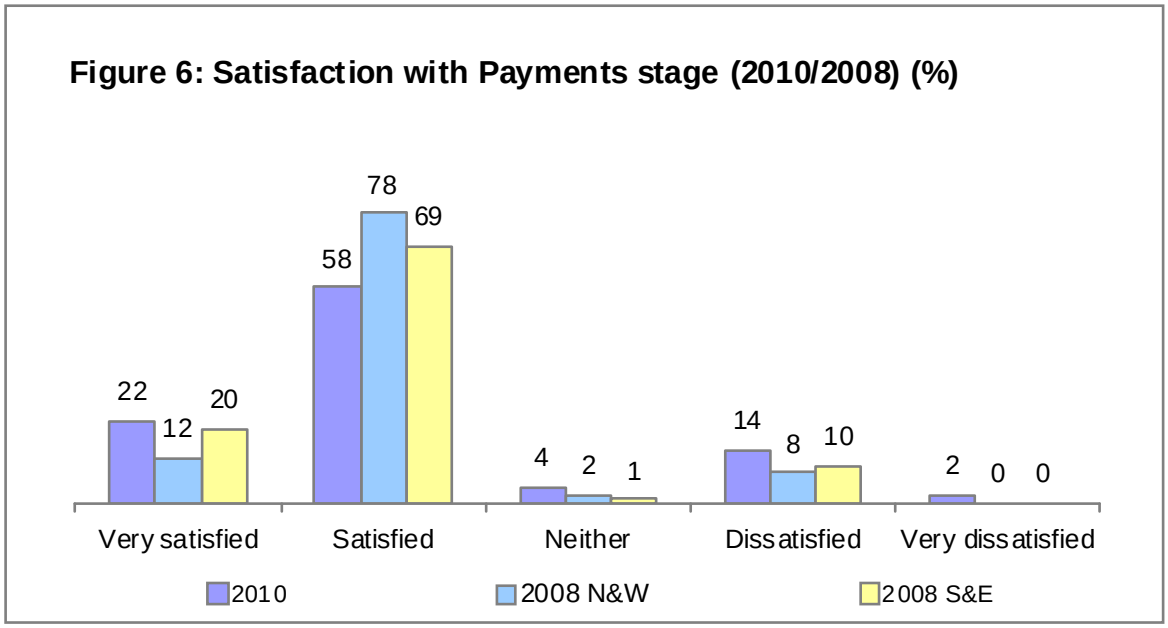
### Approval of Grant Form

In 2010, a higher proportion of respondents felt that the Approval of Grant Form had been clear (94% compared to 87% in N&W and S&E 2008). (The Approval of Grant form required only a signature and therefore respondents were not asked if it had been difficult to complete).



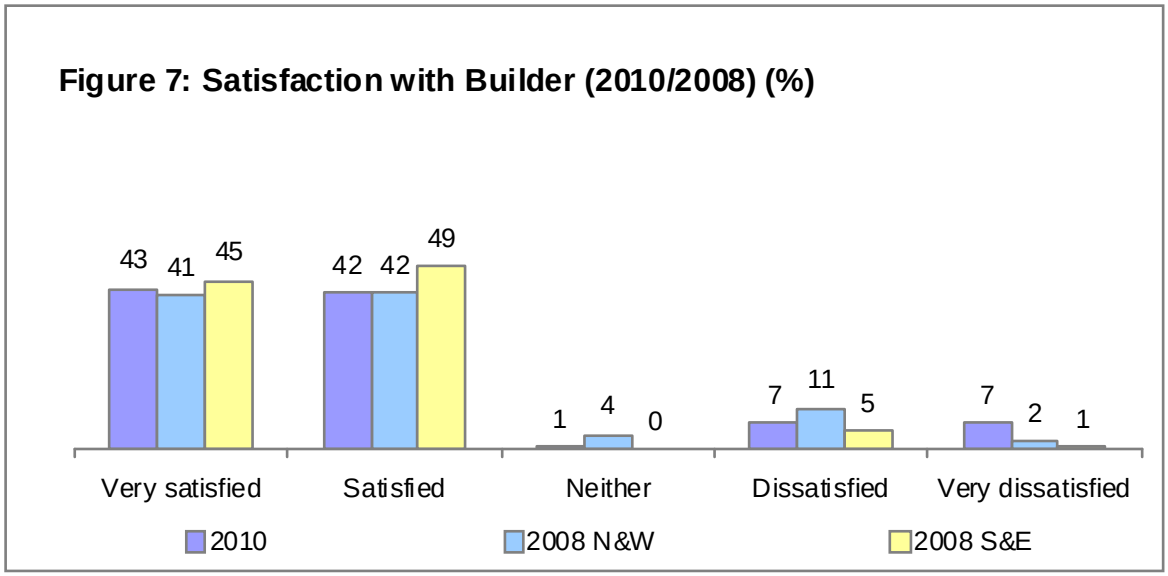

## 6.0 Satisfaction with Payment Stage

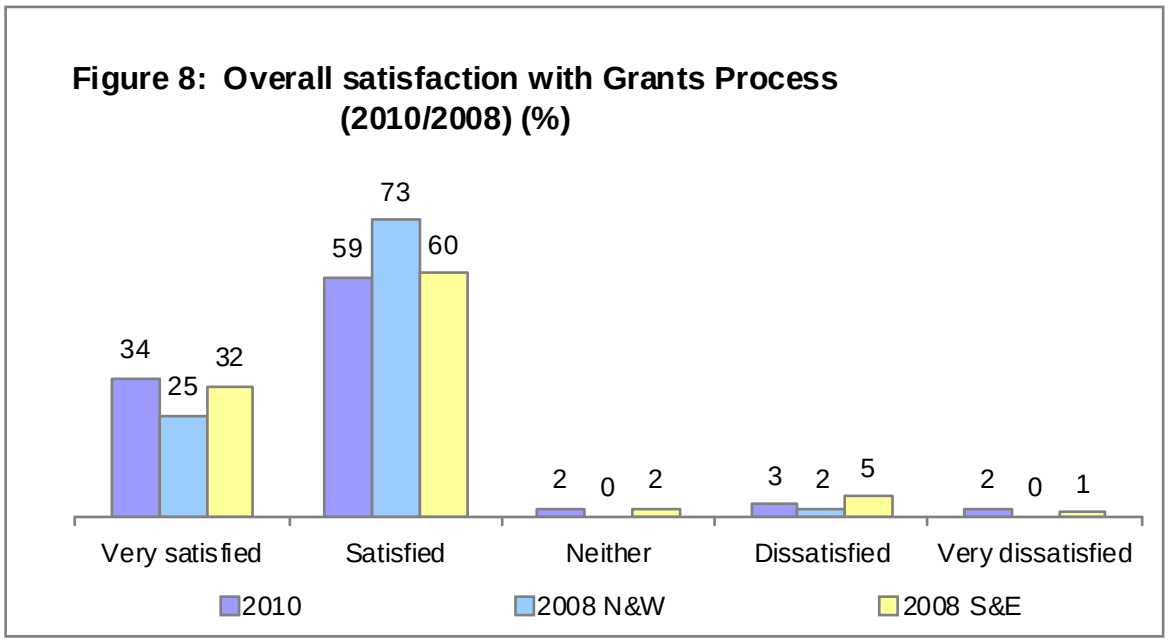
In 2010, a slightly lower proportion of respondents were very satisfied / satisfied with the payment stage of the grants process (80% in 2010; 90% in N&W and 89% in S&E 2008).



## 7.0 Satisfaction with builder

In 2010, 85% of respondents were very satisfied / satisfied with the builder compared to 83% in N&W and 94% in S&E, 2008).




## 8.0 Satisfaction with grants process overall

In 2010, 93% of respondents were very satisfied / satisfied with the overall grants process, compared to 98% in N&W and 92% in S&E, 2008.