

Derry Office

Grants Customer Survey

September 2007

Housing
Executive

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INTRODUCTION

1.0 BACKGROUND TO THE SURVEY

1.1 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 Derry Grants Office area that had applied for and received a grant from the Housing Executive to repair, renovate, improve, replace or adapt their home.

1.2 The aims of the survey were:

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

In addition, the survey was carried out in support of the Craigavon Grants Office's application for a Charter Mark.

1.3 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

2.1 It was agreed that the sample frame should include grant applicants (excluding repair grants) in the Derry Grants Office catchment area whose application had been completed within a 12 month period, i.e. between 1st August 2006 and 31st July 2007. This was agreed as an appropriate cut-off point, bearing in mind resource constraints and the length of time grants customers could be expected to remember details of the application process. The Housing Executive's computerised Grants Management System identified a total of 712 grant applicants to be included in the sample frame.

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

3.0 THE QUESTIONNAIRE

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

4.0 FIELDWORK AND RESPONSE RATE

4.1 The Research Unit carried out the interviews by telephone during September and October 2007. Interviews were conducted over a period of approximately 20 days and evening calls were also made. It was agreed that a quota of 100 achieved interviews would be sufficient for analysis.

4.2 From an eligible population of 712 households, two stratified random samples of 100 were selected, 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.

Table A

Grant Type	Sample Frame	Sample	Achieved Interviews
Home Repair Grants	392	110	55
Disabled Facilities	184	52	26
Renovation Grants	136	38	19
TOTAL	712	200	100

4.3 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 results of the survey were weighted and grossed, to provide findings which would be considered representative of the eligible population of Derry grant applicants (Table B).

NB: 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 grand total. This is due to the rounding process associated with weighting. A footnote accompanies each supplementary table in this report where this occurs.

Table B: Effects of Weighting

Grant Type	Achieved Interviews	Grossed by weight of	Sample Frame
Home Repair Grants	55	7.127	392
Disabled Facilities	26	7.074	184
Renovation Grants	19	7.157	136
TOTAL	100	-	712

5.0 SUMMARY OF MAIN FINDINGS

Grant type

- ✚ The proportion of respondents in receipt of each grant type was as follows:
 - Home Repair Grant: 55%
 - Disabled Facilities Grant: 26%
 - Renovation Grant: 19%

Contact with Grants Office

- ✚ 70% of respondents stated the grants officer had given his/her name when they first met.
- ✚ 84% of respondents said the grants officer had made an appointment for a preliminary inspection; almost all (99%) said the appointment had been kept.
- ✚ 74% of respondents said the grants officer had explained what the inspection stage entailed.
- ✚ 41% of respondents said the grants officer had explained whether he thought the grant would be approved.
- ✚ 35% of respondents said the grants officer had explained what type of grant they should apply for.
- ✚ 57% of respondents said the grants officer had explained the next steps in the grants process
- ✚ 88% of respondents had been very satisfied/satisfied with the inspection stage of the process.
- ✚ 39% of respondents had telephoned the grants office at some time while awaiting approval of their grant application.
- ✚ All respondents (100%) who had telephoned the grants office said the staff were not in a hurry or rushed when dealing with their query and they also found them polite (100%) and knowledgeable (97%).
- ✚ Almost all respondents (95%) who had telephoned the grants office were very satisfied/satisfied with the telephone service.
- ✚ 11% of respondents said they had visited the grants office within the previous 12 months, almost all (91%) were very satisfied/satisfied with their visit.

Completing Forms

Preliminary form

- ✚ 90% of respondents said the preliminary form had been clear.
- ✚ 85% said the form had not been difficult to complete.

Schedule of Works

- ✚ 87% of respondents said the schedule of works package had been clear.
- ✚ 86% reported no difficulty in completing the schedule of works package.

Test of Resources Form

- ✚ 73% of respondents who had completed a test of resources form said the form had been clear.
- ✚ 78% of respondents who had completed a test of resources form said the form had not been difficult to complete.

Approval of Grant Form

- ✚ 89% of respondents said the approval of grant form had been clear.

Payments and Contractors

- ✚ 84% of respondents were very satisfied/satisfied with the overall payment stage of the grants process.
- ✚ 88% were very satisfied/satisfied with the builder who had carried out the work.

Communications from Grants Office

- ✚ 98% of respondents said the letters they had received from the grants office had been clear.
- ✚ 94% thought the letters they had received had not been difficult to understand.
- ✚ 96% were satisfied overall with the letters they had received from the grants office.

Satisfaction with Overall Process

- ✚ Most respondents thought they had been treated sensitively (97%) and fairly (93%) throughout the grants process.
- ✚ 92% of respondents were satisfied with the overall grants process.

Access to the internet

- ✚ 25% of respondents had access to the internet.
- ✚ More than half of the respondents who had internet access (56%) said they would be interested in accessing grant forms and documentation via the internet.
- ✚ More than half of respondents (52%) who had internet access said they would be interested in receiving information about their grant via e-mail.

Profile of Respondents

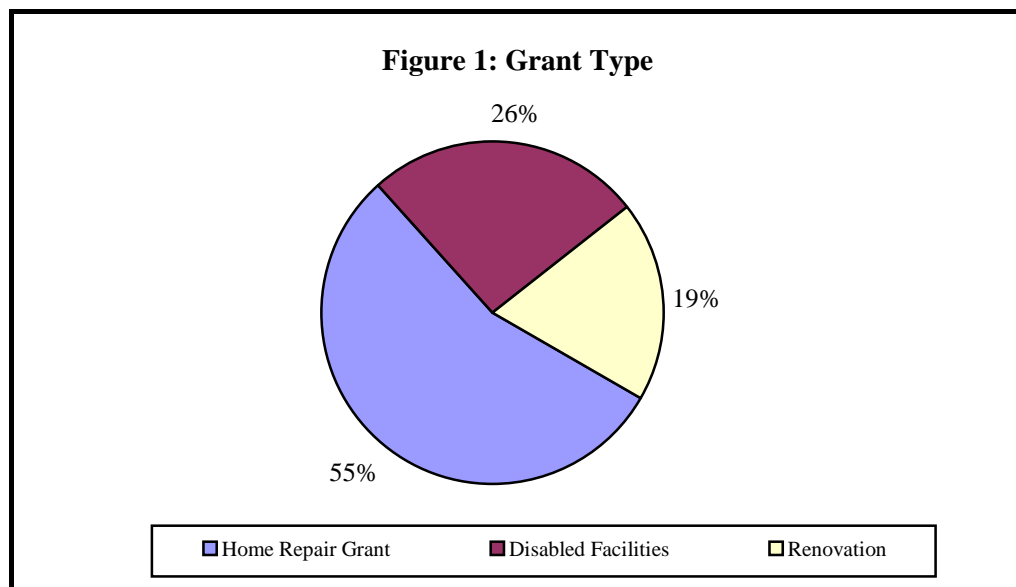
- ✚ Almost half of respondents (46%) were aged 65 or older.
- ✚ Almost three-fifths (58%) were retired from work and 15% were not working at the time of the survey.
- ✚ 68% of respondents described the religious composition of their household as Catholic, 20% were Protestant.

Conclusions

- ✚ Almost all respondents (95%) were satisfied with the telephone service and almost all (96%) with written correspondence received from the grants office
- ✚ 96% had not experienced problems with the completion of forms.
- ✚ Satisfaction with the payments stage was high (84%).
- ✚ Overall satisfaction with the grants process was high (92%).

6.0 Grant Type

More than half of respondents (55%) had received a repair grant, 26% had received a disabled facilities grant, and almost one-fifth (19%) had received a renovation grant (Figure 1, Table 1).



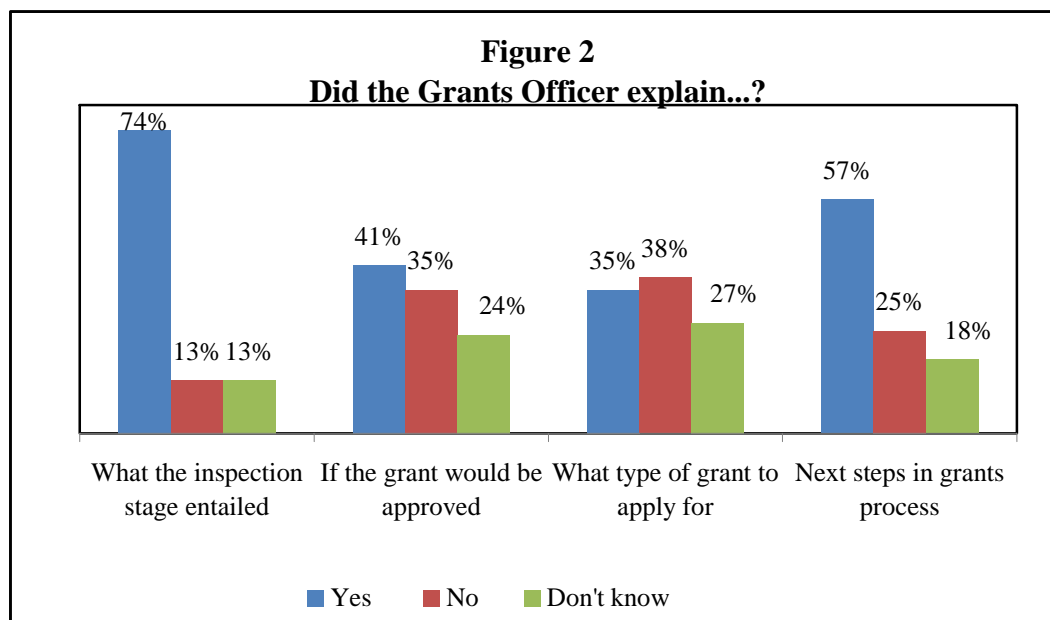
7.0 Contact with Grants Office

7.1 The majority of respondents (90%) said they had been involved in every stage of the grants process and 10% had been involved in some of the stages (Table 2).

7.2 The majority of respondents (70%) said the grants officer had given his/her name and 10% said he/she had not done so; the remaining 20% either did not know or could not remember (Table 3).

7.3 The majority of respondents (84%) said the grants officer had made an appointment for a preliminary inspection. Of those respondents who said an appointment had been made, 99% said the appointment had been kept (Tables 4 & 5).

- 7.4 Respondents were asked a series of questions to establish if the grants officer had explained the grants process to them. Almost three-quarters (74%) of respondents said the grants officer had explained what the inspection stage entailed.
- 7.5 More than two-fifths (41%) of respondents said the grants officer had explained whether he/she thought the grant would be approved, 35% said the grants officer had not and 24% did not know if the grants officer had explained whether or not they thought the grant would be approved.
- 7.6 More than one-third (35%) of respondents said the grants officer had explained what type of grant they should apply for, 38% said this had not been the case and 27% of respondents did not know if the grants officer had explained what type of grant they should apply for.
- 7.7 More than half (57%) of respondents said the grants officer had explained the next steps in the grant application process, 25% said the grants officer had not done so and 18% did not know (Figure 2, Table 6).



- 7.8 The majority (88%) of respondents were very satisfied/satisfied with the inspection stage of the process, 6% were neither satisfied nor dissatisfied and 6% were dissatisfied or very dissatisfied with the inspection stage (Table 7).

- 7.9 Almost two-fifths (39%) of respondents had telephoned the grants office at some time while awaiting approval of their grant application. Of these respondents, more than half (56%) had been told the name of the person dealing with their call, 13% had not been told the name of the person taking their call and 31% did not know if the person taking their call had given their name. All respondents (100%) said staff had been polite had not been in a hurry or rushed when dealing with their query and knowledgeable (100%) and 96% said staff were knowledgeable (Tables 8, 9 & 10).
- 7.10 Of the respondents who had telephoned the grants office (39% of all respondents) the majority (85%) said the person who took the call had been able to deal with their query. Of the 15% of respondents who said this was not the case, the majority (84%) said they had been put through to someone who could deal with their query (Tables 11 & 12).
- 7.11 Of the respondents who had telephoned the grants office, 95% were very satisfied/satisfied with the overall service they had received three percent were neither satisfied nor dissatisfied and three percent were dissatisfied (Table 13).
- 7.12 Eleven percent of respondents had visited the grants office within the previous 12 months. Almost half (46%) had visited the grants office to submit documents, 27% had called to make a general enquiry and 27% for other reasons; these included: filling in forms, advise office that work was completed and updates on grants (Tables 14 & 15).
- 7.13 All (100%) respondents who had visited the grants office within the previous 12 months said counter staff had attended to them within five minutes (Table 16).
- 7.14 More than one-third (37%) of respondents who had visited the grants office in the previous 12 months had an appointment to see a particular member of staff; all those who had an appointment (100%) had spoken to that member of staff. All respondents (100%) who had an appointment stated that the member of staff had seen them within five minutes (Tables 17, 18 & 19).
- 7.15 Of the respondents who had visited the grants office in the previous 12 months, almost three-quarters (73%) said the person who dealt with their

query had provided identification. Ninety-one percent said the staff who had attended to them during their visit were polite, knowledgeable and were not in a hurry or rushed. (Table 20 & 21).

- 7.16 The majority of (82%) said the advice given to them by staff in relation to their query had been very helpful/helpful (Table 22).
- 7.17 Almost half of respondents (46%) who had visited the Grants Office in the previous 12 months had their query dealt with at the counter area, and 55% had been taken into an interview room. All respondents who had visited the grants office (100%) were very satisfied/ satisfied with confidentiality at the counter area and the interview room (Tables 23 & 24).
- 7.18 Of the respondents who had visited the Grants Office within the previous 12 months, 36% had read the leaflets and posters on display in the office; all (100%) said they had found the information had been useful and up-to-date (Tables 25 & 26).
- 7.19 Eight-teen percent of respondents who had visited the Grants Office said they had a disability that made physical access to the building difficult for them; no-one had a disability that made it difficult to access information and services provided by the office. The only recommendation for improvement in the Grants Office was more pointers to the ladies room (Tables 27 & 28).
- 7.20 Almost all respondents (91%) were satisfied with their visit to the Grant Office (Table 29).

8.0 Completing Forms

Preliminary Form

8.1 Almost all (90%) respondents said the preliminary form had been clear and 10% did not know if the preliminary if this was the case. Most respondents (85%) said the preliminary form had not been difficult to complete (Figure 3, Table 30).

Schedule of Works

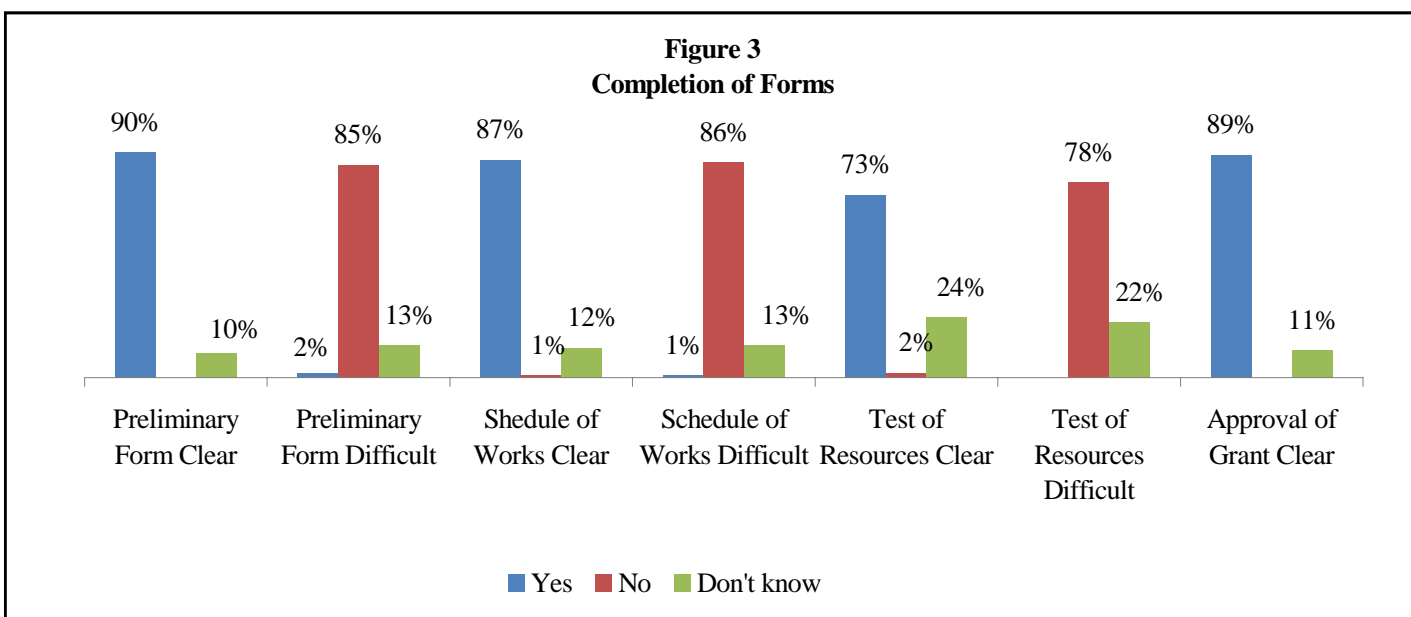
8.2 Similar proportions of respondents felt the Schedule of Works package had been clear (87%) and had not been difficult to complete (86%) (Figure 3, Table 30).

Test of Resources Form

8.3 The majority of respondents (73%) who had completed the Test of Resources form found it clear and 78% did not find it difficult to complete (Figure 3, Table 30).

Approval of Grant Form

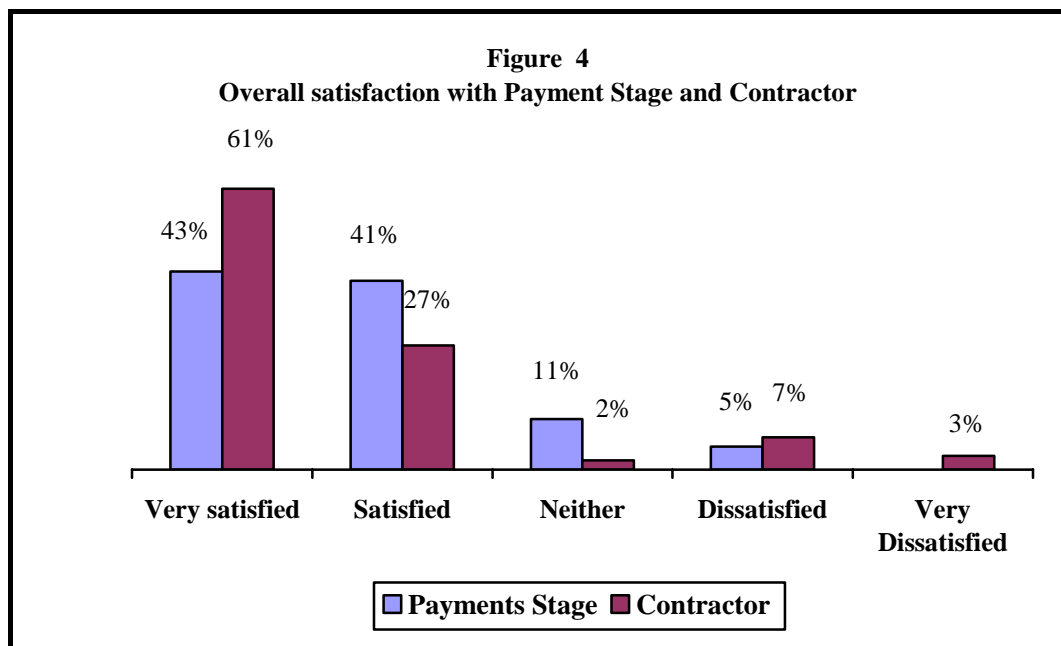
8.4 Most respondents (89%) said the Approval of Grant form had been clear (Figure 3, Table 30).



9.0 Payments and Contractors

9.1 More than four-fifths (84%) of respondents were very satisfied/satisfied with the payment stage of the grants process (Figure 4, Tables 31 & 32).

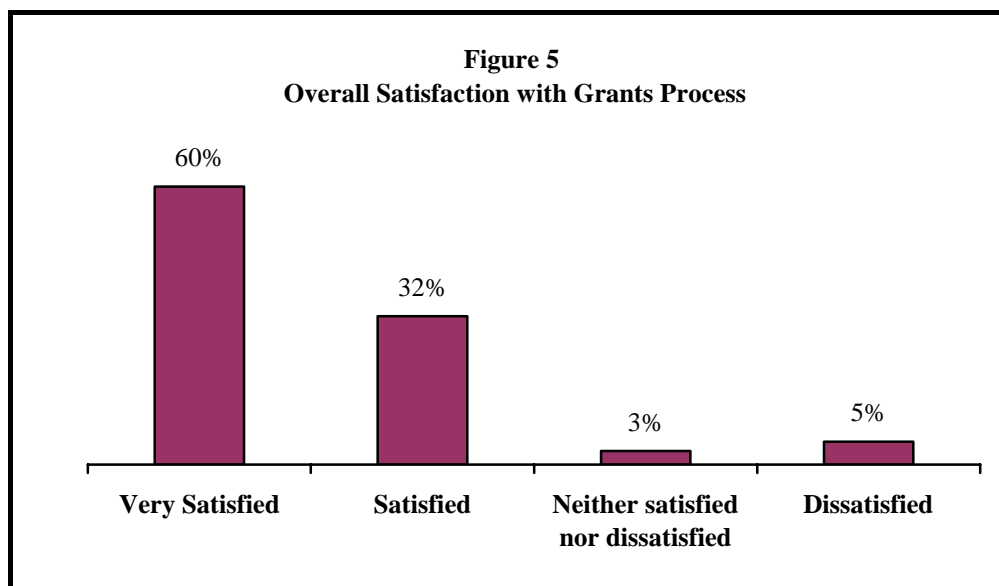
9.2 The majority of respondents (88%) were satisfied with the builder who had carried out the work. Reasons for dissatisfaction are not included in the report as numbers are too small (Figure4, Table 33).



10.0 Communication from Grants Office

10.1 Most respondents (98%) said the letters they had received from the grants office were clear. The majority of respondents (94%) did not find the letters they received difficult to understand and 96% were very satisfied/satisfied with the letters they received from the grants office (Tables 35 & 36).

10.2 The majority of respondents (93%) felt they had been fairly treated and 97% stated they had been treated sensitively throughout the grants process. The majority of respondents (92%) said they were very satisfied/satisfied overall with the grants process (Figure 5, Tables 37, 38 & 39).



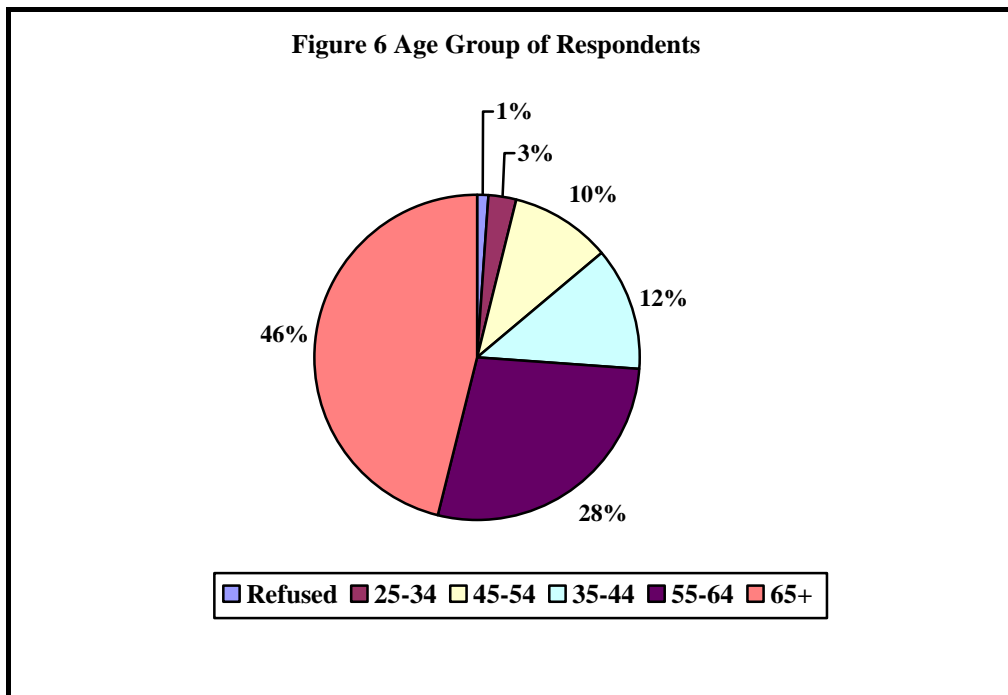
11.0 Internet Access

11.1 One-quarter (25%) of respondents had access to the internet. Of these respondents, 56% said they would be interested in accessing grants forms and documentation via the internet and 52% said they would be interested in receiving information and updates about their grant application via e-mail (Tables 41, 42 & 43)

12.0 Respondent Profile

Age of Respondents

12.1 Almost half (46%) of respondents were aged 65 or older, 28% were aged between 55 and 64, 12% were aged between 35 and 44, 10% were aged between 45 and 54, 3% were aged between 25 and 34 and the remaining 1% refused to provide information (Figure 6, Table 44).



Employment Status

- 12.2 More than half (58%) of respondents were retired from work, 15% were not working at the time of the survey, 8% were in full-time employment and 6% were working part-time, 12 described their employment status as other, which included: housewife, sick/disabled, carer and self-employed the remaining one percent refused to provide information (Table 45).

Household Religion

- 12.3 More than two-thirds (68%) of respondents said their household religion was Catholic, 20% described their religion as Protestant (Table 46).

Further Comments

- 12.4 Almost one-third (31%) of respondents provided further comments about the grants process; of these 67% were satisfied with the service provided. A full list of comments is included in Table 47.

TABULAR REPORT

CRAIGAVON GRANTS CUSTOMER SURVEY

Table 1: Grant Type

	Numbers	Percentages
Home Repair Grants	392	55
Disabled Facilities	184	26
Renovation Grants	136	19
TOTAL	712	100

Base: 100 (All respondents)

NB due to rounding percentages do not equal 100

Table 2: Was the applicant involved in every stage of the process?

	Numbers	Percentages
Yes, every stage	641	90
Yes, some of the stages	71	10
TOTAL	712	100

Base: 100 (All respondents)

NB due to rounding percentages do not equal 100

Table 3: Did the Grants Officer give his or her name?

	Numbers	Percentages
Yes	498	70
No	71	10
Don't know	142	20
TOTAL	712	100

Base: 100 (All respondents)

Table 4: Did the Grants Officer make an appointment for a preliminary inspection?

	Numbers	Percentages
Yes	598	84
No	36	5
Don't know	78	11
TOTAL	712	100

Base: 100 (All respondents)

Table 5: Was the appointment kept?

	Numbers	Percentages
Yes	591	99
No	7	1
TOTAL	598	100

Base: 84 (Respondents who had an appointment made for a preliminary inspection)

Table 6: Did the Grants Officer explain....?

	Numbers %			
	Yes	No	D/K	Total
...what the inspection stage entailed?	527 74%	93 13%	93 13%	712 100%
...whether they thought the grant would be approved or not?	292 41%	249 35%	171 24%	712 100%
...what type of grant you should apply for?	249 35%	270 38%	192 27%	712 100%
...the next steps in the grants process?	406 57%	178 25%	128 18%	712 100%

Base: 100 (All respondents)

NB because of rounding percentages do not add up to 100

Table 7: Satisfaction with the preliminary inspection stage of process

	Numbers	Percentages
Very satisfied	363	51
Satisfied	263	37
Neither	43	6
Dissatisfied	29	4
Very dissatisfied	14	2
TOTAL	712	100

Base: 100 (All respondents)

Table 8: Did you make telephone contact with the Grants Office at any time while awaiting approval of grant?

	Numbers	Percentages
Yes	278	39
No	349	49
Don't know	85	12
TOTAL	712	100

Base: 100 (All respondents)

Table 9: Did the person dealing with the call give his/her name?

	Numbers	Percentages
Yes	157	56
No	36	13
Don't know	86	31
TOTAL	278	100

Base: 39 (Respondents who had contacted the grants office by telephone)

Table 10: Did you find the staff...

	Yes	%	No	%	Don't know	%
Polite?	278	100	--	--	--	--
Knowledgeable?	271	97	--	--	7	3
In a hurry/rushed?	--	--	278	100	--	--

Base: 39 (Respondents who had contacted the grants office by telephone)

Table 11: Was the person who took the call able to deal with your query?

	Numbers	Percentages
Yes	235	85
No	43	15
TOTAL	212	100

Base: 39 (Respondents who had contacted the grants office by telephone)

Table 12: If no, were you put through to someone else who was able to deal with your query?

	Numbers	Percentages
Yes	36	84
No	7	17
TOTAL	22	100

*Base: 6 (Respondents who said the person who first took their call was unable to help)
NB due to rounding column totals do not equal grand totals*

Table 13: How satisfied/dissatisfied were you with the telephone service?

	Numbers	Percentages
Very satisfied	157	56
Satisfied	107	39
Neither satisfied/dissatisfied	7	3
Dissatisfied	7	3
TOTAL	278	100

Bas: 39 (Respondents who had contacted grants office by telephone)

Table 14: Have you visited the grants office within the last 12 months?

	Numbers	Percentages
Yes	78	11
No	633	89
TOTAL	457	100

Base: 100 (All respondents)

Table 15: Reason for visiting the Grants Office

	Numbers	Percentages
Submit documentation	36	46
General enquiry	21	27
Other (filling in form, advise work was completed, update on grant)	21	27
TOTAL	78	100

Base: 11 (Respondents who had visited the grants office within the past 12 months)

Table 16: Approximately how long did you have to wait in the reception area before you were attended to by counter staff?

	Numbers	Percentages
No wait	28	36
1-5 minutes	50	64
TOTAL	78	100

Bas: 11 (Respondents who had visited the grants office within the past year)

NB due to rounding column totals do not equal grand totals, percentages do not equal 100

Table 17: Did you have an appointment to see a particular member of staff?

	Numbers	Percentages
Yes	29	37
No	50	64
TOTAL	79	100

Bas: 11 (Respondents who had visited the grants office within the past year)

NB due to rounding column totals do not equal grand totals, percentages do not equal 100

Table 18: Did you speak to that member of staff?

	Numbers	Percentages
Yes	29	100
NO	--	--
TOTAL	29	100

Base: 4 (Respondents who had visited the grants office within the past year and had an appointment)

Table 19: How long did you have to wait to see that member of staff?

	Numbers	Percentages
1-5 minutes	29	100
TOTAL	29	100

Base: 4 (Respondents who had visited the grants office within the past year and had an appointment)

Table 20: Did the person who dealt with your query identify themselves?

	Numbers	Percentages
Yes	57	73
No	7	9
Don't know	14	18
TOTAL	78	100

Base: 11 (Respondents who had visited the grants office within the past year)

^^

Table 21: Did you find the staff?

	Yes	%	No	%	Don't know	%	Total	%
Polite?	71	91	--	--	7	9	78	100
Knowledgeable?	71	91	--	--	7	9	78	100
In a hurry/rushed?	--	--	71	91	7	9	78	100

*Base: 11 (Respondents who had visited the grants office within the past year)
NB due to rounding column totals do not equal grand totals.*

Table 22: How helpful was the advice given by staff in relation to your query?

	Numbers	Percentages
Very helpful	50	64
Helpful	14	18
Neither	14	18
TOTAL	78	100

*Base: 11 (Respondents who had visited the grants office within the past year)
NB due to rounding column totals do not equal grand totals.*

Table 23: Was your query dealt with ...?

	Yes		No		Total	
	N	%	N	%	N	%
At the counter	36	46	43	55	79	100
In the interview room	43	55	36	46	79	100

*Base: 11 (Respondents who had visited the grants office within the past year)
NB due to rounding column totals do not equal grand totals.*

Table 24: How satisfied are you with ...?

	Confidentiality at the counter area		Confidentiality in the interview room	
	N	%	N	%
Very satisfied	14	40	29	67
Satisfied	21	60	14	33
Total	35	100	43	100

*Base: 11 (Respondents who had visited the grants office within the past year)
NB due to rounding column totals do not equal grand totals, percentages do not equal 100.*

Table 25: Have you read any of the leaflets/posters/booklets on display in the office?

	Numbers	Percentages
Yes	28	36
No	50	64
TOTAL	78	100

Base: 11 (Respondents who had visited the grants office within the past year)

Table 26: Did you find the information...?

	Yes		No	
	N	%	N	%
Useful	28	100	--	--
Up to date	28	100	--	--

Base: 11 (Respondents who had read leaflets and posters)

Table 27: Do you have a disability which makes physical access to this building difficult for you?

	Numbers	Percentages
Yes	14	18
No	64	82
TOTAL	78	100

Base: 11 (Respondents who had visited the grants office within the past year)

Table 28: Do you have a disability that makes it difficult for you to access information and services provided by this office?

	Numbers	Percentages
Yes	--	--
No	78	100
TOTAL	78	100

Base: 11 (Respondents who had visited the grants office within the past 12 months)

Table 29: Overall how satisfied were you with your visit to the Grants Office?

	Numbers	Percentages
Very satisfied	57	73
Satisfied	14	18
Neither satisfied/dissatisfied	7	9
TOTAL	78	100

Base: 11 (Respondents who had visited the grants office within the past 12 months)

Table 30: Completion of Forms

	Clear				Difficult to complete			
	Yes Number %	No Number %	DK Number %	Total Number %	Yes Number (%)	No Number (%)	DK Number %	Total Number (%)
Preliminary Form *	641 (90%)	--	71 (10%)	712 (100%)	14 (2%)	605 (85%)	93 (13%)	712 (100%)
Schedule of Works package *	619 (87%)	7 (1%)	85 (12%)	712 (100%)	7 (1%)	612 (86%)	92 (13%)	712 (100%)
Test of resources Form **	235 (73%)	7 (2%)	78 (24%)	320 (100%)	--	249 (78%)	71 (22%)	320*** (100%)
Approval of grant Form *	633 (89%)	--	78 (11%)	712 (100%)	N/A	N/A	N/A	N/A

* *Base: 100 (All respondents)*

** *Base: 45 (Respondents excludes Home Repair Grant Applicants)*

*** *NB due to rounding column totals do not equal grand totals, percentages do not add up to 100*

Table 31: Overall, how satisfied were you with the payment stage?

	Numbers	Percentages
Very satisfied	306	43
Satisfied	292	41
Neither	78	11
Dissatisfied	36	5
TOTAL	712	100

Base: 100 (All respondents)

NB due to rounding column totals do not equal grand totals, percentages do not add up to 100

Table 32: Reasons for dissatisfaction with the payment stage

	Numbers	Percentages
Took a long time	21	58
Refused	7	19
Too low price	7	19
TOTAL	36	100

Base: 5 (Respondents who had been dissatisfied with the Payment Stage)

NB due to rounding column totals do not equal grand totals, percentages do not add up to 100

Table 33: How satisfied/dissatisfied were you with the builder who carried out the work?

	Numbers	Percentages
Very satisfied	434	61
Satisfied	192	27
Neither	14	2
Dissatisfied	50	7
Very dissatisfied	21	3
TOTAL	712	100

Base: 100 (All respondents)

NB due to rounding column totals do not equal grand total

Table 34: Reasons for dissatisfaction with builder

	Numbers	Percentages
Workmanship not great	49	69
Took longer than it should have	7	10
Plumbing leaked/tiles needed replaced	7	10
Refused	7	10
TOTAL	71	100

Base: 10 (Respondents who were dissatisfied with builder)

NB due to rounding column totals do not equal grand total, percentages do not equal 100

Table 35: Do you think the letters you received from the grants office were...

	Yes		No		DK		Total	
	N	%	N	%	N	%	N	%
Clear?	697	98	--	--	14	2	712	100
Difficult to understand?	--	--	669	94	43	6	712	100

Base: 100 (All respondents)

NB due to rounding column totals do not equal grand total

Table 36: Overall, how satisfied/dissatisfied were you with the letters you received?

	Numbers	Percentages
Very satisfied	335	47
Satisfied	349	49
Neither	21	3
Dissatisfied	7	1
TOTAL	712	100

Base: 100 (All respondents)

Table 37: Overall, do you think you were treated fairly throughout the grants process?

	Numbers	Percentages
Yes	662	93
No	50	7
TOTAL	712	100

Base: 100 (All respondents)

Table 38: Overall, do you think you were treated sensitively throughout the grants process?

	Numbers	Percentages
Yes	691	97
No	21	3
TOTAL	712	100

Base: 100 (All respondents)

Table 39: How satisfied/dissatisfied are you with the overall grants process?

	Numbers	Percentages
Very satisfied	427	60
Satisfied	228	32
Neither	21	3
Dissatisfied	35	5
TOTAL	712	100

Base: 100 (All respondents)

Table 40: Reasons for dissatisfaction with the overall grants process

	Numbers	Percentages
Needs more work done/didn't get what was needed	14	40
Process took too long, was slow	14	40
Refused	7	20
TOTAL	35	100

Base: 5 (Respondents who had been dissatisfied with the overall grants process)

NB due to rounding column totals do not equal grand total

Table 41: Do you have access to the internet?

	Numbers	Percentages
Yes	178	25
No	534	75
TOTAL	712	100

Base: 100 (all respondents)

Table 42: Would you be interested in accessing grants forms and documentation via the internet?

	Numbers	Percentages
Yes	100	56
No	78	44
TOTAL	178	100

Base: 25 (Respondents who had access to the internet)

NB due to rounding percentages due not equal 100

Table 43: Would you be interested in receiving information or updates about your grant by email?

	Numbers	Percentages
Yes	93	52
No	85	48
TOTAL	178	100

Base: 25 (Respondents who had access to the internet)

Table 44: Age of Respondents

	Numbers	Percentages
25 - 34 years	21	3
35 - 44 years	85	12
45 - 54 years	71	10
55 - 64 years	199	28
65+ years	327	46
Refused	7	1
TOTAL	712	100

Base: 100 (All respondents)

NB due to rounding column totals do not equal grand total, percentages do not equal 100

Table 45: Employment Status of Respondents

	Numbers	Percentages
Retired	413	58
Not Working	107	15
Working full-time	57	8
Working part-time	43	6
Other (sick/disable, carer, housewife, self-employed)	86	12
Refused	7	1
TOTAL	712	100

Base: 100 (All respondents)

NB due to rounding column totals do not equal grand total, percentages do not equal 100

Table 46: Household Religion of Respondents

	Numbers	Percentages
Catholic	484	68
Protestant	142	20
Refused	43	6
Other	21	3
Don't know	14	2
Mixed Religion (Protestant/Catholic)	7	1
TOTAL	712	100

Base: 100 (All respondents)

Table 47: Further comments about the grants process (telephone service/letters/grants forms)

	Numbers	Percentages
Satisfied with service	147	67
Not enough work done/lost out	21	10
Don't understand why look only at money coming in not what is going out	14	6
Took time to complete	7	3
HE should inspect houses more often	7	3
Just one time office wasn't helpful	7	3
Refused	14	6
TOTAL	221	100

Base: 31 (Respondents who made further comments)

NB due to rounding column totals do not equal grand total, percentages do not equal 100