

HOME IMPROVEMENT GRANTS

SURVEY 2017



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1.0 Introduction

BACKGROUND

The 1992 Grants Scheme, which was principally mandatory in nature, is derived from the Housing (NI) Order 1992. Under this scheme the Housing Executive not only had a statutory duty to address the problems of unfit housing in the private sector, but this duty extended to the provision of grant aid where renovation or replacement was both feasible and consistent with policy.

However, under the provisions of the Housing (NI) Order 2003 the Housing Executive's Grants Scheme has changed from being mainly mandatory in nature to being mainly discretionary. The key changes introduced in the Housing (NI) Order 2003 in respect of each type of grant are as follows:

- Renovation/Replacement Grants: These grants are no longer mandatory. The issuing of grants will be at the discretion of the Housing Executive.
- Disabled Facilities Grant: This grant is available to those with a recommendation from an Occupational Therapist and continues to be mandatory.
- Home Repair Assistance Grant: This grant is available to respondents on certain means tested benefits

At the discretion of the Housing Executive, respondents over 60 or with a disability are not required to be in receipt of the specified means tested benefits.

Due to the reduction in grants funding since 2009, applications for Discretionary Renovation, Replacement and Home Repair Assistance grants are only available in exceptional circumstances. Exceptional circumstances are deemed to exist where there is an imminent and significant risk to the occupier.

The last evaluation of customer satisfaction with the Housing Executive's Home Improvement Grants Scheme took place in 2009. Private Sector Improvement Services have commissioned this new research which is intended as a follow-up to the previous survey (Grants Satisfaction Survey 2009). This research will be concerned solely with the grants scheme which operated from 2009 to 2017 and administered by seven Grants Offices throughout Northern Ireland.

RESEARCH OBJECTIVES

The main objectives are to evaluate customer satisfaction with the overall scheme:

- assessing each stage of the grants process;
- looking at aspects of the grants forms and associated literature; and
- measuring satisfaction levels by individual grants offices.

Within the overall remit of the main objectives, several areas of study have been identified:

- sources of information on grants;
- levels of understanding of the grants process;
- ease/difficulty in completion of grants forms;
- profile of grant applicant; and
- overall satisfaction with the process.

These objectives have been defined to identify any problems in the service and where improvements can be made. In addition, the Housing Executive wishes to explore these secondary objectives:

- to identify ways to help respondents acquire documentation and assess their views on this service if it becomes available (for example: acquiring deeds, proofs and approvals); and
- to assess the level of uptake of future survey research through an online method of data collection.

The secondary objectives are intended to identify ways in which the grants (and research) process could be made easier for respondents. The process of acquiring certain documents has been known to be both costly and cumbersome for grant applicants and the Housing Executive wants to assess whether offering a service of this nature would be desirable.

SURVEY CONTENT

The questionnaire for the study was supplied by the Housing Executive Research Unit with the final version agreed in conjunction with Perceptive Insight. The questionnaire, which was largely based on those that had been used in previous studies, was divided into eight sections as set out below:

- Initial information about the Grants Scheme;
- Inspection stage;
- Schedule of works stage;
- Test of resources stage;
- Payment stage;
- Builder/contractor satisfaction;
- Overall Grants Scheme; and
- Personal information.

SAMPLE DESIGN

The sampling frame for this study was all Home Improvement Grant Scheme applicants (across the seven Grant Office areas) who had grant works completed in the previous 12 months. This sample was drawn from the Private Sector Management System.

The Housing Executive supplied Perceptive Insight with a database of the 1,120 grant applicants, across the seven offices including names, addresses and telephone numbers.

The aim was to conduct a minimum of 700 interviews, with a target to complete 100 interviews with applicants from each of the seven Grant Offices. Taking into account the likely response rate, all 1,120 grant applicants were selected to be approached for interview.

PARTICIPATION IN THE STUDY

An introductory letter was sent out to all sample contacts in advance of the telephone survey. This was sent out on Housing Executive headed paper, two weeks prior to the study. The letter outlined the aim of the research, provided reassurances on the confidentiality of response, invited participation in the study, afforded participants the opportunity to opt-out and detailed contact information should there be any queries. Participation in this survey was voluntary.

SURVEY IMPLEMENTATION

The survey was conducted from Perceptive Insight's Computer Assisted Telephone Interviewing (CATI) suite based in Belfast.

The specialised survey software is enabled with a VoIP (Voice over Internet Protocol) telephone system which allowed for the recording and monitoring of all calls. CATI handled routing by taking interviewers automatically to the next appropriate question, avoiding the interviewer having to interpret complex routing instructions. Using this technology meant that the resultant data set was cleaner and free from interviewer routing errors. As part of the piloting of the questionnaire, the CATI set-up was also tested.

The Perceptive Insight research team provided an annotated paper copy of the questionnaire, which is identical to the CATI version in terms of logic structure and variable labelling, for detailed checking and approval by the Housing Executive's Project Team before fieldwork commenced. The team also provided an online link to the CATI version, which was used to test the routing of the CATI set up. All telephone interviewing was conducted by Perceptive Insight's executive team of interviewers who are trained and experienced and work to the standards required by the Market Research Society Code of Conduct.

The team of telephone interviewers were briefed on the study and provided with a copy of the questionnaire, written briefing instructions and copies of the cover letter and contact sheets detailing the respondents they were to contact.

The following steps were taken to maximise response to the survey, including:

- Sending an advance letter to potential respondents informing them of the study;
- Making at least three attempts to obtain an interview at each issued telephone number;
- Used a concise questionnaire which ensured the interview was of a suitable duration to prevent respondent fatigue and discontinuation of interview;
- Using trained and experienced telephone interviewers to work with respondents;
- Assuring potential respondents of the confidentiality and anonymity of their answers, in line with Perceptive Insight's IQCS-accredited standards;
- Ensuring convenience for respondents by offering flexibility in terms of when the interview is conducted and setting appointments to suit circumstances; and
- Offering information about what will happen to the findings.

Over the fieldwork period (i.e. end of November 2017 - December 2017) Perceptive Insight conducted a total of 712 interviews with grant applicants. Interviews lasted an average of 20-25 minutes. Respondents were assured that information given would not be passed on outside the Research Unit in a way by which they could be identified.

CONTACT OUTCOMES

In total the Housing Executive provided a database of 1,120 sample contacts. Calls were made to each contact and a record was kept of the outcome of each of these calls. As can be seen at Table A, 84 of the contacts were classed as having a 'wrong number' and 37 grant applicants were deceased. This means that there was a total of 999 contacts from which to achieve the target number of interviews. A response rate of 71% was achieved, resulting in 712 completed questionnaires. The level of refusals to participate in the survey was low (4%).

The target of 100 completed interviews per grant area was exceeded in five of the seven areas, with 99 interviews achieved in the other two areas before the sample was exhausted.

Table A: Total number of contacts

Grant office	Total No. of contacts	Wrong No.	Deceased	Total eligible	Completed interviews	Refusal - too ill	Refusal - other	No response	Response rate
Belfast	146	9	5	132	101	2	9	20	77%
Derry	152	14	4	134	103	1	8	22	77%
North East	213	16	1	196	105	0	4	87	54%
South East	142	8	11	123	101	0	0	22	82%
South	192	17	8	167	104	5	6	52	62%
West - F'managh	146	12	5	129	99	2	2	26	77%
West - Omagh	129	8	3	118	99	1	2	16	84%
Total	1120	84	37	999	712	11	31	245	71%

DATA PREPARATION

On completion of the survey all data were subject to an extensive range of inter and intra variable logic checks. This included checking bases were correct, that filter questions had been adhered to, ensuring the data for each variable fell within the expected range, and checking outlier data for accuracy. All skipped questions and routed 'not applicable' responses were rigorously checked and validated. Inter-field consistency checks were also conducted. All open-ended string questions were recoded to numeric values. Variables set up to record 'other' responses were re-coded and provided as part of the main dataset.

In agreement with the Housing Executive, weighting was not applied because the percentage of interviews achieved across the seven Grant Office areas were largely reflective of the percentage in the sample. This is evidenced at Table B.

Table B: Percentage in population and sample

Grant Office	% in population	% in sample
Belfast	13%	14%
Derry	14%	14%
North East	19%	15%
South East	13%	14%
South	17%	15%
West – F'managh	13%	14%
West – Omagh	12%	14%
Total	100%	100%

Secure encrypted electronic data files containing the documented and fully validated dataset were provided to the Housing Executive on project completion.

NOTE ON REPORTING:

In 57% of cases the respondent to the survey was also the applicant. Other respondents included partners (14%), parents (8%), carers (10%) or other relatives (11%). For ease and continuity of reporting, this report will refer only to the respondent except in the case of questions relating to benefits or income which were directed at the Household Reference Person.

For the sake of brevity, this report analyses all sections by individual grants offices in tabular format only. Look-up tables for each grant office are available in Appendix 1.

Executive Summary

Grant Type

- The main grant type was the disabled facilities grant (76%); 16% were home repair assistance grants and 8% were renovation grants

Characteristics of respondents

- There were more female respondents (59%) than male (41%). The highest proportion (61%) of respondents were aged over 65. More than one-quarter (27%) were aged between 45 and 64. Lesser proportions were aged between 18 and 44 (8%) and under 18 (4%).
- Almost half (46%) of respondents were retired from work and 27% were permanently sick/disabled. Ten per cent were working and lesser proportions were not working (8%) or had other status (8%).
- More than four-fifths (84%) of respondents said they or someone in their household had a long term illness or disability that affects their normal day-to-day activities.
- Almost half (48%) of respondents said their annual household income was under £10k and a further 27% said it was between £10k and £20k..
- The main benefits received by the Household Reference Person in the applicant's household were State Retirement Pension (52%), Disability Living Allowance (47%) and Pension Credit (23%).
- Almost half (48%) of respondents said their household religion was Catholic and 39% said it was Protestant.

Initial information about the grants scheme

- More than three-fifths (61%) had found out how to apply through an occupational therapist and 18% had found out through family and friends
- More than four-fifths (83%; 86% in 2009) said they had found the information or advice easy to understand.

Inspection stage

- High proportions said they had been offered an appointment date and time (95%) and that their appointment had been kept (96%).
- Similar high proportions confirmed that the following aspects of the grants process had taken place:
 - 94% said the grants officer had shown their identification;
 - 96% said the grants officer had explained what the inspection was going to entail;
 - 96% said the grants officer had explained the type of work that might be grant aided; and
 - 95% said the grants officer had explained the next steps in the grants process.
- The vast majority (95%; 93% in 2009) said they were satisfied with the Inspection Stage of the process.

Schedule of works stage

- Two-thirds (66%; 80% in 2009) of respondents said they had found the formal application forms easy to complete, 16% said they were neither easy nor difficult and 7% said they had found them difficult to complete. A further 10% could not give an assessment of this stage as the documentation had been handled by one of the advice agencies such as Radius or Gable.
- Respondents could give more than one answer to this question therefore totals will not add to 100%. One-third (33%) of respondents said they had received help from an advice agency such as Radius or Gable and almost one-quarter (24%) said it had been from a member of Housing Executive staff. More than one-fifth (21%) said they had been helped by a friend or member of their family and 28% said they had not received any help to complete the forms at this stage of the process¹.
- The majority (86%; 87% in 2009) of respondents said they were satisfied with their experience of submitting the required information during the schedule of works stage of the process.

Test of resources stage

- Overall, almost three-quarters (74%; 66% in 2009) of respondents said they had found the Test of Resources forms easy to complete.
- The majority (80%; 72% in 2009) of respondents were satisfied with their experience of the Test of Resources stage.

¹ Respondents could give more than one answer to this question therefore totals will not add to 100%.

Payment stage

- More than four-fifths (86%; 82% in 2009) of respondents said they were satisfied with the level of grant awarded to them.
- Overall, more than four-fifths (83%; 72% in 2009) of respondents were satisfied with the time taken by the Housing Executive to complete the payment of their grant.

Builder/Contractor

- Four-fifths (80%; 78% in 2009) of respondents said they had found it easy to get a builder to carry out the works.
- High levels (90%+) of satisfaction were reported with the highest level of satisfaction with the politeness of the builder (94%; 96% in 2009).
- Overall, a high proportion (89%; 81% in 2009) said they were satisfied with the quality of finished work.
- Overall, a high proportion (90%; 92% in 2009) of respondents said they were satisfied with the service provided by the builders during the work to their property.

Overall satisfaction with the Grant Scheme

- High levels (80%+) of satisfaction were reported across all aspects of the grants process. Respondents' were most satisfied with 'getting clear information on how much they were entitled to' compared to 83% satisfaction with the 'time taken to get approval to start the work'.
- The vast majority (94%; 96% in 2009) considered that they had been fairly treated during the grants process.
- More than four-fifths (83%; 90% in 2009) of respondents said they had found the letters and documentation they had received from the Housing Executive regarding their application easy to understand.
- 96% agreed that the work carried out has improved the applicants quality of life and that of others in the household.
- 96% agreed that the work carried out has made an improvement in the applicant's ability to live independently.
- 94% agreed that the work carried out has fully met the needs of the grant applicant.
- The vast majority (92%; 92% in 2009) of respondents said they were satisfied with the grants scheme overall

2.0 Characteristics of respondents

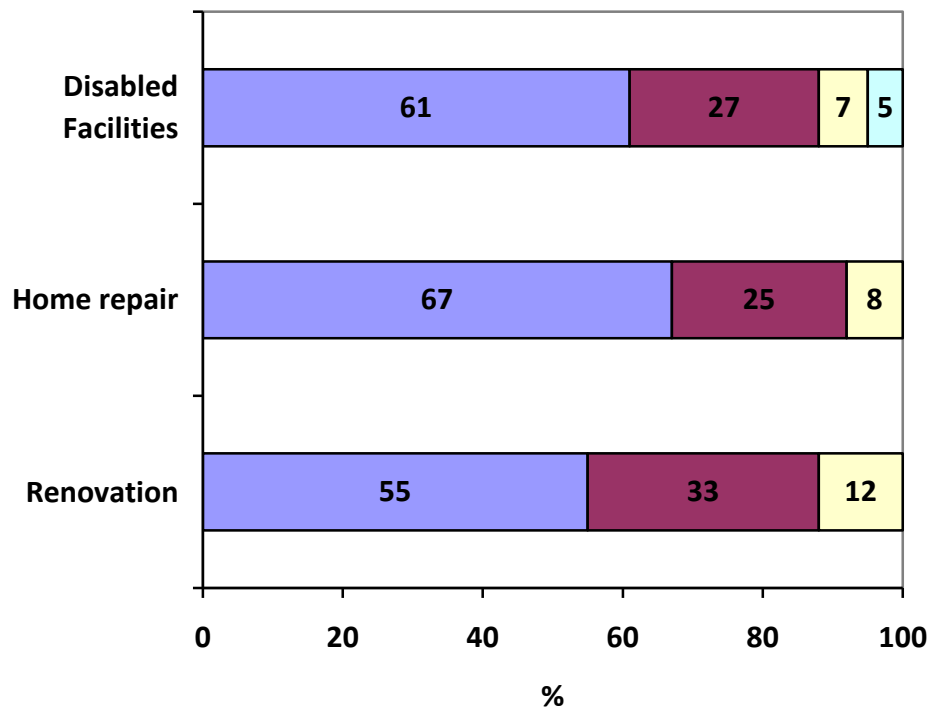
The survey gathered information about the household, including age, gender, employment status, religion and ethnic origin of respondents, and if any household members had a disability.

2.1 GRANT TYPE

More than three-quarters (76%) of respondents had received a Disabled Facilities Grant and 16 % had received a Home Repair Assistance Grant. Less than one-tenth (8%) had received a Renovation Grant.

Analysis of grant type by age of respondent shows that in general more than half of respondents across all grant types were aged over 65 (Figure 1.1; Appendix Table 1.1).

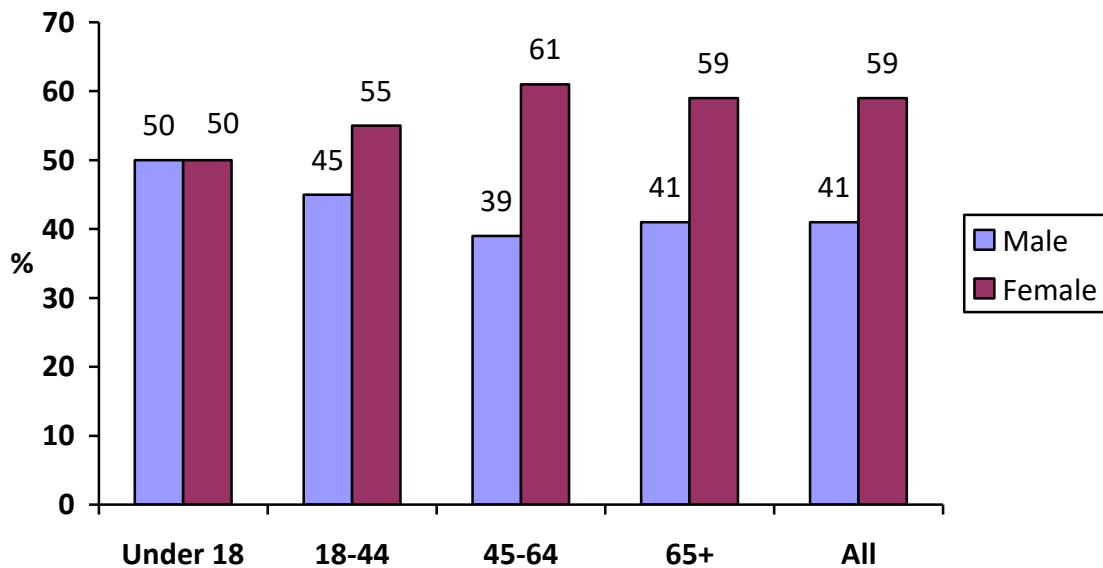
Figure 1.1: Grant type by age of respondent



2.2 GENDER AND AGE OF RESPONDENTS

There were more female respondents (59%) than male (41%). The highest proportion (61%) of respondents were aged over 65; more than one-quarter (27%) were aged between 45 and 64. Lesser proportions were aged between 18 and 44 (8%) and 4% were aged under 18. [Figure 1.2](#) provides a gender breakdown within each age group ([Appendix Table 1.2](#)).

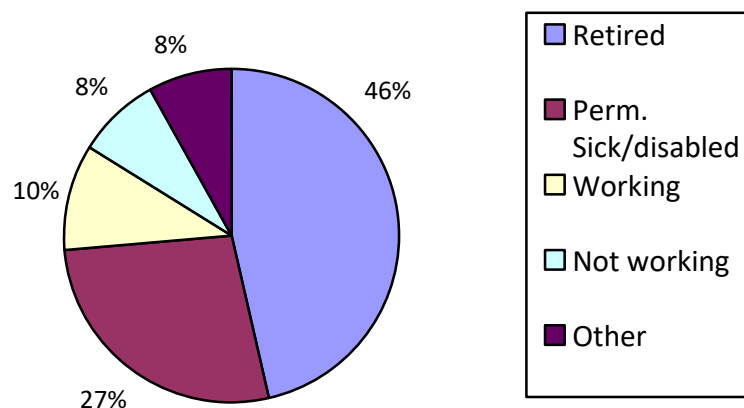
Figure 1.2: Age of respondent by gender



2.3 EMPLOYMENT STATUS

Almost half (46%) of respondents were retired from work and 27% were permanently sick/disabled. Ten per cent were working and lesser proportions were not working (8%) or had other status (8%) ([Figure 1.3](#); [Appendix Table 1.3](#)).

Figure 1.3: Employment status

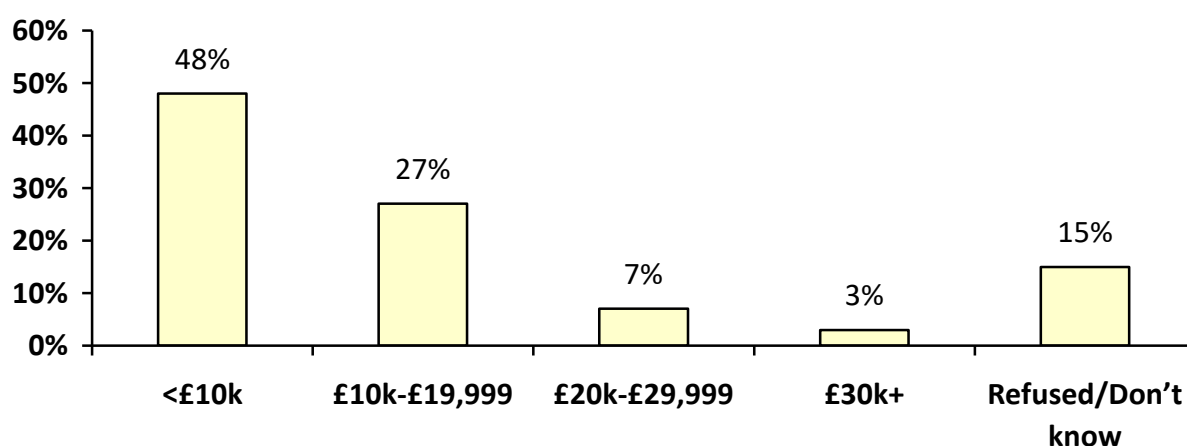


2.4 ANNUAL HOUSEHOLD INCOME

This survey defines household income as the total annual income before tax for the respondent and partner (if applicable), including all income from savings, employment, benefits or other sources.

Almost half (48%) of respondents said their annual household income was under £10k and a further 27% said it was between £10k and £20k. This analysis shows that three-quarters of total grant aid was to applicants with a household income of up to £20k. One-tenth (10%) of respondents had an income over £20k and 15% either did not know or refused to supply details of household income. (Figure 1.4; Appendix Table 1.4).

Figure 1.4: Annual Household Income



2.5 BENEFITS

The main benefits received in each household by the person who was means tested were State Retirement Pension (52%), Disability Living Allowance (47%) and Pension Credit (23%) (Table 1.1; Appendix Table 1.5).

Table 1.1: Benefits received

	Per cent
Out of work benefits:	
Jobseekers Allowance	1
Employment and Support Allowance	10
Income Support	2
Disability related benefits:	
Severe Disability Allowance	2
Disability Living Allowance	47
Personal Independence Payment	4
Attendance Allowance	5
Carers Allowance	9
Pension:	
State (retirement) Pension	52
Pension Credit	23
Other benefits:	
Housing Benefit	8
Child Benefit	3

2.6 LONG-TERM ILLNESS OR DISABILITY

At the time of the survey, more than four-fifths (84%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. Of these respondents, almost four-fifths (79%) said their household had one disabled member, almost one-fifth (19%) had two disabled members and a small proportion (2%) had three or more disabled members (Appendix Table 1.6).

2.7 HOUSEHOLD RELIGION

Almost half (48%) of respondents said their household religion was Catholic and 39% said it was Protestant. A further 13% said their household was mixed religion, no religion, another religion, or refused to state their household religion (Appendix Table 1.7).

2.8 ETHNIC GROUP OF RESPONDENTS

Almost all (99%) of respondents said they were white and the remaining 1% said they were from other ethnic groups (Appendix Table 1.8).

2.9 INTERNET ACCESS AND FUTURE ONLINE SURVEY METHODS

Exactly half (50%; 44% in 2009) of respondents said they had internet access in their home. Those respondents with internet access were asked, if it had been possible to complete the grants satisfaction survey online, would they have done so?

More than four-fifths (81%) of these respondents said they would not have done so and less than one-fifth (17%) did not rule it out. Table 1.2. shows that the highest proportion of respondents who would not have completed a survey online said they were not comfortable with online forms (Table 1.2; Appendix Tables 1.9 & 1.10).

Table 1.2: Future survey method preference

Would you have completed this survey online	%
Yes	7%
Maybe	10%
No – not comfortable with online forms	47%
No – don't trust the internet	10%
No – prefer paper copies	6%
No – prefer the telephone	17%
Other/Don't know	3%

3.0 Initial information about the grants scheme

Respondents were asked questions about the sources of initial information they had received on how to apply to the Grants scheme and how easy or difficult this information had been to understand.

3.1 FINDING OUT HOW TO APPLY

More than three-fifths (61%) of respondents said they had found out how to apply through an Occupational Therapist and almost one-fifth (18%) had found out through family and friends. This is markedly different from findings in the 2009 Grants Satisfaction Survey when more than half (52%) had found out how to apply through family and friends and 10% had found out through a health professional (including occupational therapists) ([Appendix Table 2.1](#)).

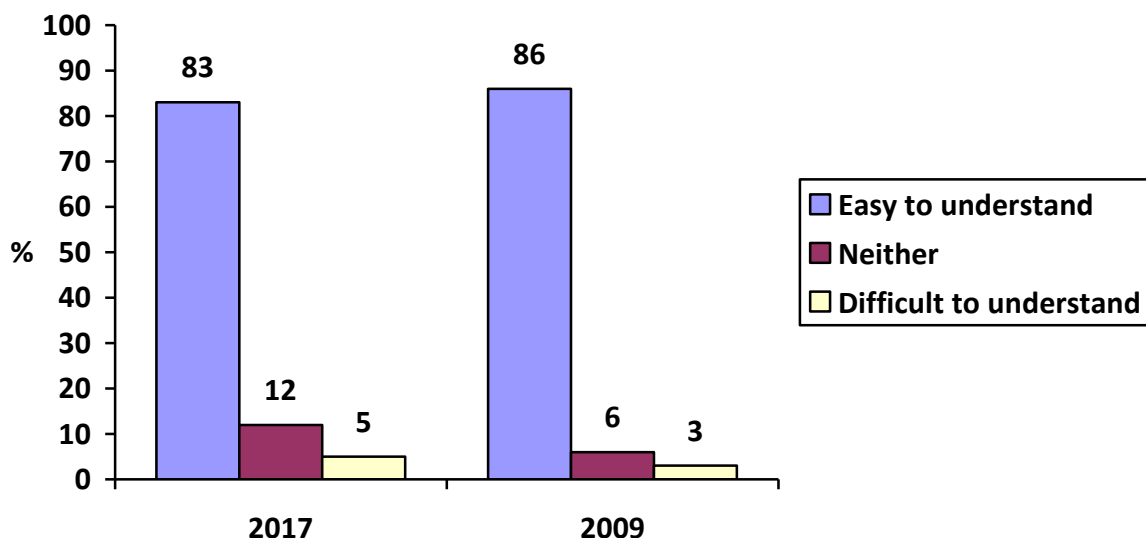
3.2 ADVICE FROM OCCUPATIONAL THERAPIST

The vast majority (95%) of respondents who had received a disabled facility grant said they had received information or advice from the Occupational Therapist about how the grant system operates ([Appendix Table 2.2](#)).

3.3 UNDERSTANDING OF INFORMATION OR ADVICE RECEIVED

Overall there has been little change in respondents' assessment of information they had received, with similar proportions in 2009 (86%) and 2017 (83%) finding the information or advice easy to understand. Only 5% of respondents said the advice or information they had received had been difficult to understand, with most of these respondents saying they found the wording too complex. ([Figure 2.1](#); [Appendix Table 2.3](#)).

Figure 2.1: Assessment of initial information received



4.0 Inspection stage

This section in the telephone survey explored respondents' attitudes to the Inspection stage of their grant application.

4.1 APPOINTMENTS

The vast majority (99%) of respondents said the grants officer had made an appointment for an inspection. Of these:

- 95% had been offered an appointment date and time;
- 96% said their appointment had been kept; and
- Only 13% said they would have preferred an appointment outside normal office hours.

(Appendix Tables 3.1 to 3.5).

4.2 ASPECTS OF THE INSPECTION STAGE

Respondents were asked a series of questions in relation to their inspection to ascertain if the grants officer had explained the grants process. The vast majority of all respondents (90%+) confirmed the following aspects of the grants process:

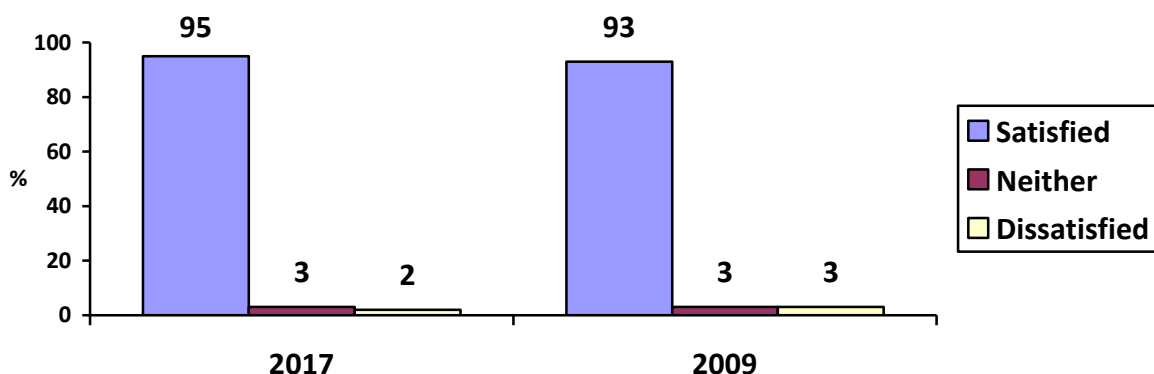
- 94% said the grants officer had shown their identification;
- 96% said the grants officer had explained what the inspection was going to entail;
- 96% said the grants officer had explained the type of work that might be grant aided; and
- 95% said the grants officer had explained the next steps in the grants process.

(Appendix Table 3.6)

4.3 SATISFACTION WITH THE INSPECTION STAGE

Respondents were asked how satisfied they were overall with their experience of the Inspection Stage of the process. The vast majority (95%; 93% in 2009) said they were satisfied with this stage of the process. Only 2% were dissatisfied and the main reasons for dissatisfaction were 'inspector not very thorough' and 'inspector's attitude was poor' (Figure 3.1: Appendix Table 3.7).

Figure 3.1: Satisfaction with Inspection Stage



5.0 Schedule of works stage

Respondents were asked a series of questions relating specifically to the work they had done and the forms and documentation they had to acquire for this stage.

5.1 OCCUPATIONAL THERAPIST RECOMMENDATION FOR WORK

All respondents in receipt of disabled facility grants were asked if the Occupational Therapist had recommended all the work the applicant had considered necessary. Almost 9 out of 10 (89%) respondents said this had been the case ([Appendix Table 4.1](#)).

5.2 COMPLETION OF FORMAL APPLICATION FORMS

Two-thirds (66%; 80% in 2009) of respondents said they had found the formal application forms easy to complete, 16% said they were neither easy nor difficult and 7% said they had found them difficult to complete. A further 10% could not give an assessment of this stage as the documentation had been handled by one of the advice agencies such as Radius or Gable. The most common reason cited by more than one-fifth (22%) of respondents who had experienced difficulty was that they 'found forms confusing' ([Appendix Table 4.2](#)).

5.3 OBTAINING SCHEDULE OF WORKS DOCUMENTS

Two-thirds (66%) of respondents said they had received help to obtain the necessary documents at this stage of the process ([Appendix Table 4.3](#)).

5.4 PROOF OF OWNERSHIP

More than four-fifths (88%) of respondents said they had not found proof of ownership documentation difficult to obtain and 8% said it had been difficult ([Appendix Table 4.4](#)).

5.5 BUILDER'S ESTIMATE

More than four-fifths (88%) of respondents had not experienced difficulty in obtaining a builder's estimate and 7% said it had been difficult ([Appendix Table 4.5](#)).

5.6 BUILDING CONTROL APPROVAL

More than four-fifths (88%) of respondents had not experienced difficulty in obtaining building control approval and 8% said it had been difficult ([Appendix Table 4.6](#)).

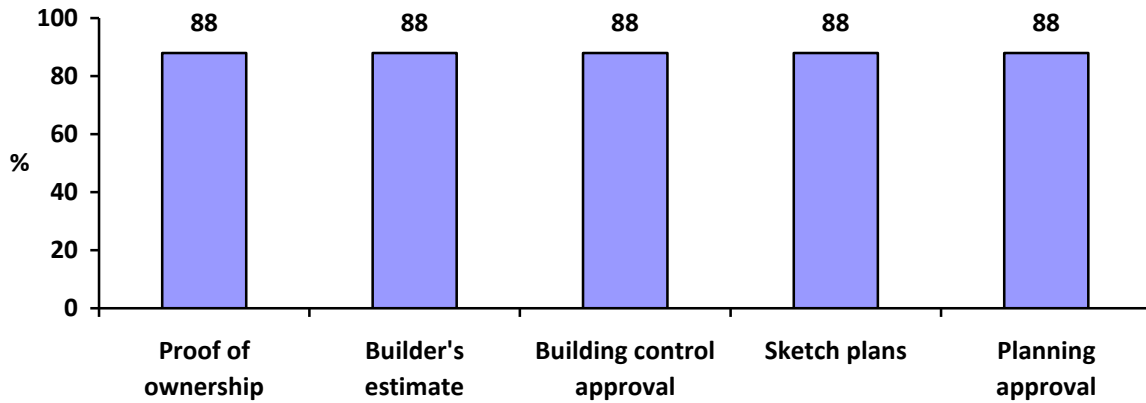
5.7 SKETCH PLANS

More than four-fifths (88%) of respondents had not experienced difficulty in obtaining sketch plans and 7% said it had been difficult. ([Appendix Table 4.7](#)).

5.8 PLANNING APPROVAL

More than four-fifths (88%) of respondents had not experienced difficulty in obtaining planning approval and 7% said it had been difficult ([Appendix Table 4.8](#)).

Figure 4.1: Forms and documentation requested easy to obtain



5.9 SOURCES OF HELP COMPLETING FORMS

Respondents were asked if they had received any help to complete the required information at this stage of the process. Respondents could give more than one answer to this question therefore totals will not add to 100%. One-third (33%) of respondents said they had received help from an advice agency such as Radius or Gable and almost one-quarter (24%) said it had been from a member of Housing Executive staff. More than one-fifth (21%) said they had been helped by a friend or member of their family and 28% said they had not received any help to complete the forms at this stage of the process ([Appendix Table 4.9](#)).

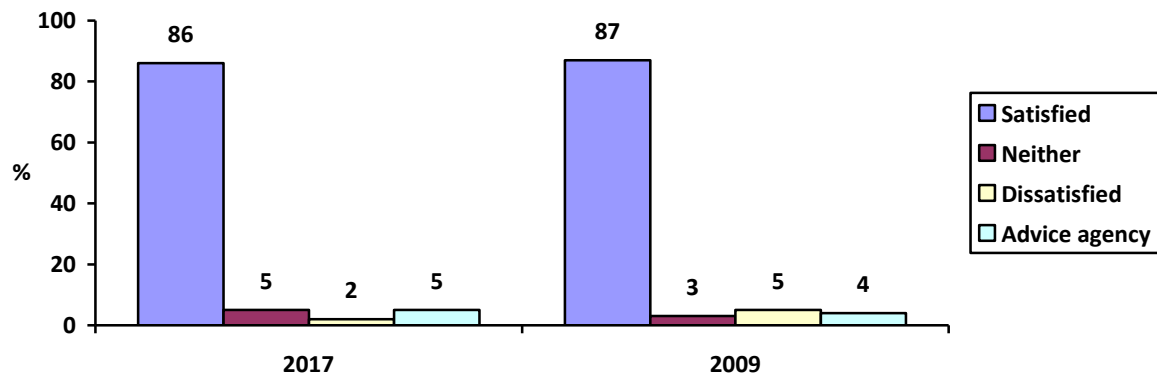
5.10 HOUSING EXECUTIVE HELP OBTAINING SCHEDULE OF WORKS STAGE DOCUMENTS

Exactly half (50%; 59% in 2009) of respondents said they thought it would be helpful if the Housing Executive could obtain the necessary Schedule of Works documentation on their behalf. A similar proportion (46%) thought it would not be helpful and 4% did not know ([Appendix Table 4.10](#)).

5.11 SATISFACTION WITH EXPERIENCE OF THE SCHEDULE OF WORKS STAGE

The majority (86%; 87% in 2009) of respondents said they were satisfied with their experience of submitting the required information during the schedule of works stage of the process. Smaller proportions were neither satisfied nor dissatisfied (5%), dissatisfied (2%) or said that Radius/Gable managed this stage on their behalf (5%). The most common reason for dissatisfaction with respondents' experience of this stage of the process was that it was very slow ([Figure 4.2](#); [Appendix Table 4.11](#)).

Figure 4.2: Satisfaction with the Schedule of Works Stage



6.0 Test of resources stage

Respondents were asked about their experience of the Test of Resources Stage of the Grants process².

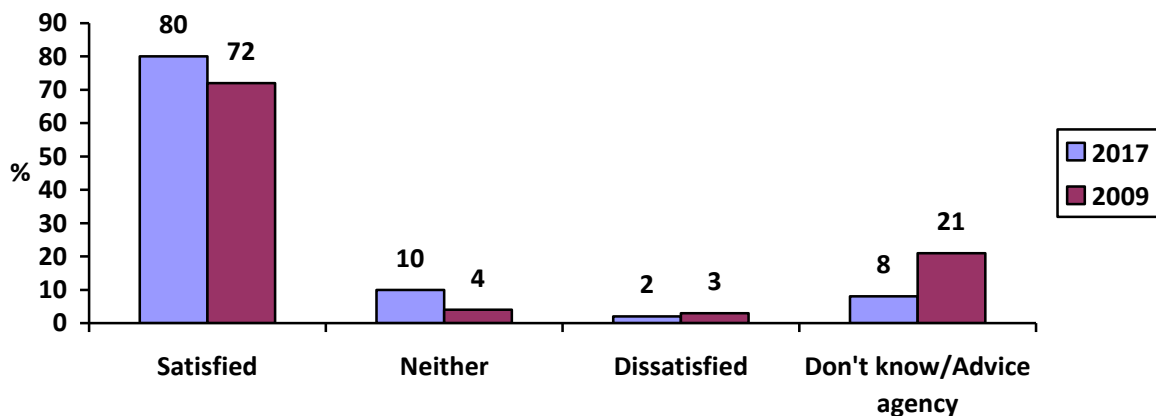
6.1 COMPLETION OF TEST OF RESOURCES FORMS

Overall, almost three-quarters (74%; 66% in 2009) of respondents said they had found the Test of Resources forms easy to complete. Less than one-fifth (17%) said they had found the forms neither easy nor difficult and 6% said they had found completion of these forms difficult. The main reasons cited by dissatisfied respondents was 'complicated/jargon used' and 'concerned about filling in form the wrong way' (Appendix Table 5.1).

6.2 SATISFACTION WITH TEST OF RESOURCES STAGE

The majority (80%; 72% in 2009) of respondents were satisfied with their experience of the Test of Resources stage, one-tenth (10%) were neither satisfied nor dissatisfied and a very small proportion (2%) of respondents was dissatisfied. A further 6% of respondents said this stage had been completed on their behalf by an advice agency such as Radius/Gable. Reasons for dissatisfaction were varied and the numbers reported are too low to report on (Figure 5.1; Appendix Table 5.2).

Figure 5.1: Satisfaction with Test of Resources stage (compared with 2009)



² Home Repair Assistance Grant applicants were not asked Test of Resources questions as this stage is not necessary for this grant type.

7.0 Payment stage

Respondents were asked about their experience of the Payment stage of the Grant process.

7.1 SATISFACTION WITH LEVEL OF GRANT AWARDED

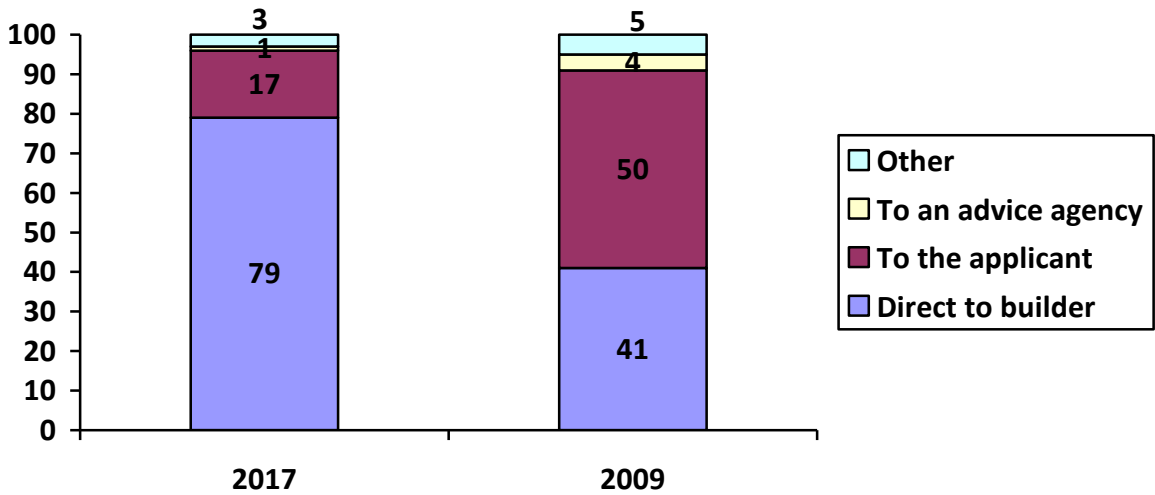
More than four-fifths (86%: 82% in 2009) of respondents said they were satisfied with the level of grant awarded to them, seven per cent were neither satisfied nor dissatisfied and 6% were dissatisfied. The main reason cited by the majority of dissatisfied respondents was that there wasn't enough money in the grant to cover the works ([Appendix Table 6.1](#)).

7.2 GRANTS PAYMENT BY RECIPIENT

Almost four-fifths (79%) of respondents said the Housing Executive had made payment directly to the builder/contractor and 17 per cent said it had been to the applicant. Lesser proportions could not remember or did not know (3%) to whom the Housing Executive made payment or stated that an advice agency (1%) received this payment ([Figure 6.1](#); [Appendix Table 6.2](#)).

Figure 6.1 shows the breakdown of grants payment by recipient compared with 2009. This survey shows that most grants payments are directly to builder or contractor.

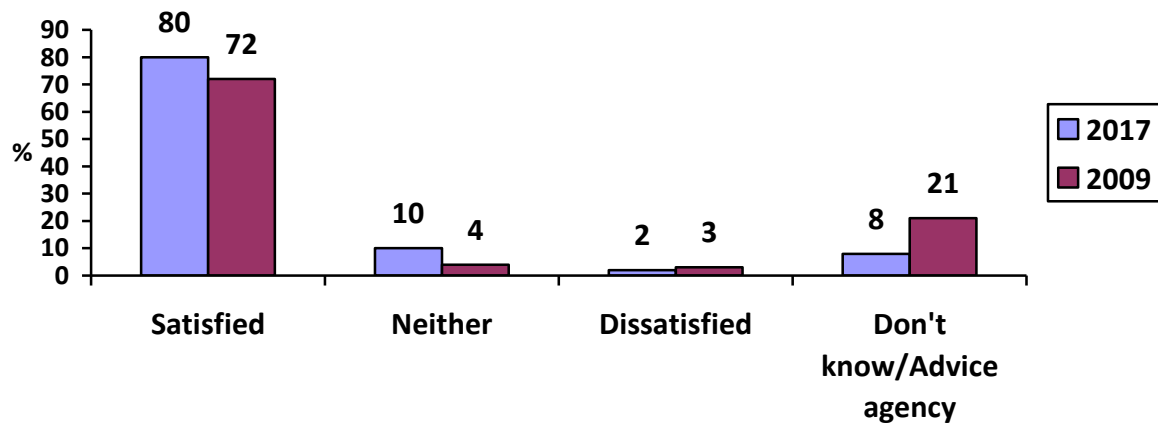
Figure 6.1: Grant payment by recipient



7.3 SATISFACTION WITH TIME TAKEN TO COMPLETE PAYMENT

Overall, more than four-fifths (83%; 72% in 2009) of respondents were satisfied with the time taken by the Housing Executive to complete the payment of their grant; similar proportions were neither satisfied nor dissatisfied (6%) or dissatisfied (5%) ([Appendix Table 6.3](#)).

Figure 6.2: Satisfaction with time taken to complete payment (compared with 2009)



8.0 Satisfaction with builder/contractor

Respondents were asked a series of questions to ascertain their experiences of the builder/contractor who had carried out the works.

8.1 EASE OF FINDING A BUILDER

Four-fifths (80%; 78% in 2009) of respondents said they had found it easy to get a builder to carry out the works and 11% had found it difficult. The main reason cited by respondents who had found it difficult was that the builder they had approached had refused to carry out the work ([Appendix Table 7.1](#)).

8.2 SATISFACTION WITH ASPECTS OF BUILDER/CONTRACTOR PERFORMANCE

Respondents were asked about various aspects of builder performance and service. High levels (90%+) of satisfaction were reported with the highest level of satisfaction due to the politeness of the builder (94%) ([Table 7.1](#); [Appendix Table 7.2-7.5](#)).

Table 7.1: Satisfaction with aspects of builder performance (2009 and 2017).

	2017 Satisfaction	2009 Satisfaction
Speed	91%	87%
Quality of materials	91%	90%
Tidiness	92%	92%
Politeness	94%	96%

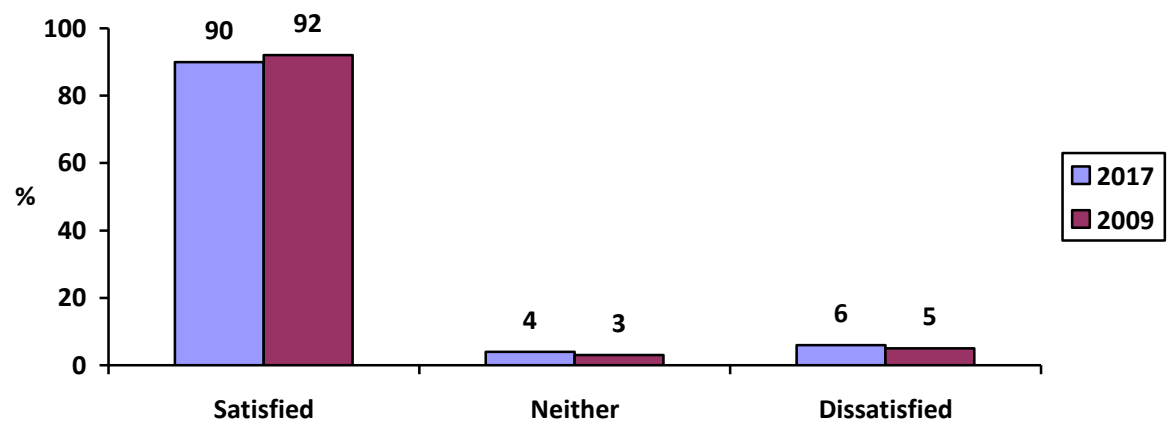
8.3 SATISFACTION WITH QUALITY OF FINISHED WORK

Respondents were also asked how satisfied they were with the quality of finished work. Overall, a high proportion (89%; 81% in 2009) said they were satisfied with the quality of finished work and 8% were dissatisfied. The main reason cited by dissatisfied respondents was that the standard of work was very poor ([Appendix Table 7.6](#)).

8.4 SATISFACTION WITH THE OVERALL SERVICE PROVIDED BY THE BUILDER/CONTRACTOR

Overall, a high proportion (90%; 92% in 2009) of respondents said they were satisfied with the service provided by the builders during the work to their property and 6% were dissatisfied. The main reason for dissatisfaction cited by respondents was that the standard of work was very poor ([Figure 7.1](#); [Appendix Table 7.7](#)).

Figure 7.1: Satisfaction with the service provided by the builder



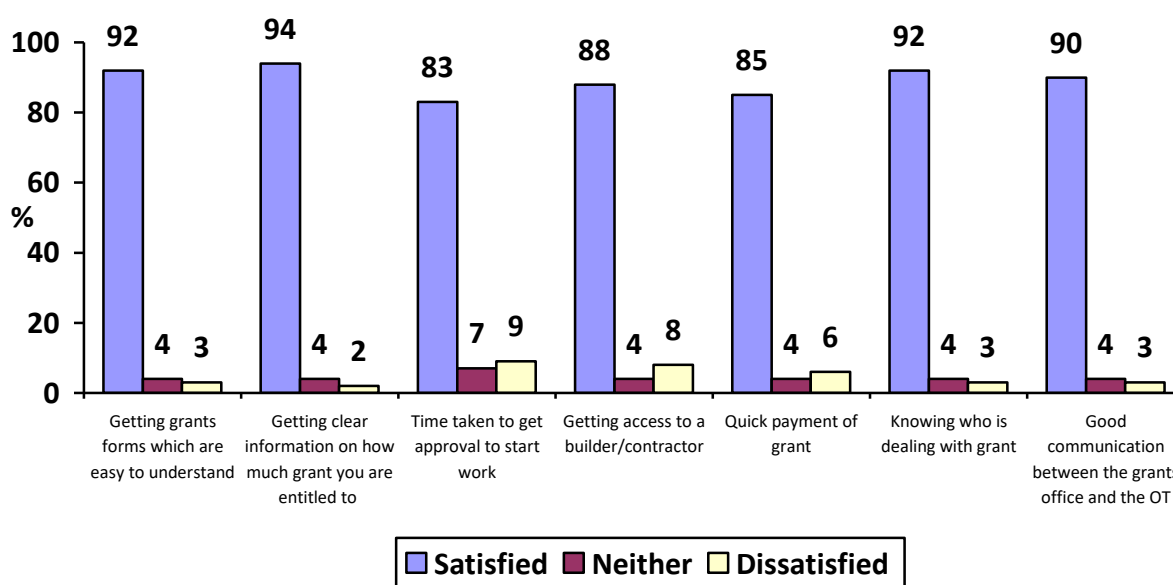
9.0 Overall satisfaction with the grant scheme

Respondents were asked about their experiences of the Grants Scheme overall, the letters and documentation they had received and whether the help (if any) they had received had been adequate. This section also contained questions that enabled a more thorough analysis of reasons for dissatisfaction with the grant scheme.

9.1 SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Respondents were asked to rate their satisfaction with various aspects of the grants process. High levels (80%+) of satisfaction were reported across all aspects of the grants process. Figure 8.1 shows that respondents' were most satisfied with 'getting clear information on how much they were entitled to' compared to 83% satisfaction with the 'time taken to get approval to start the work' (Figure 8.1; Appendix Table 8.1-8.7).

Figure 8.1: Satisfaction with aspects of the grant process



9.2 TREATMENT DURING THE GRANT PROCESS

The vast majority (94%; 96% in 2009) considered that they had been fairly treated during the grants process and 6% did not consider this to be the case (Appendix Table 8.8).

9.3 UNDERSTANDING LETTERS AND DOCUMENTATION

More than four-fifths (83%; 90% in 2009) of respondents said they had found the letters and documentation they had received from the Housing Executive regarding their application easy to understand. A higher proportion (14%) answered 'neither easy nor difficult' than in 2009 (5%). Only 2% had found the letters and documentation difficult to understand and the main reasons cited

included 'difficulties due to old age', 'wording of question too technical' and too many documents and repetitive questions' ([Appendix Table 8.9](#)).

9.4 ASSESSMENT OF THE COMPLETED WORK

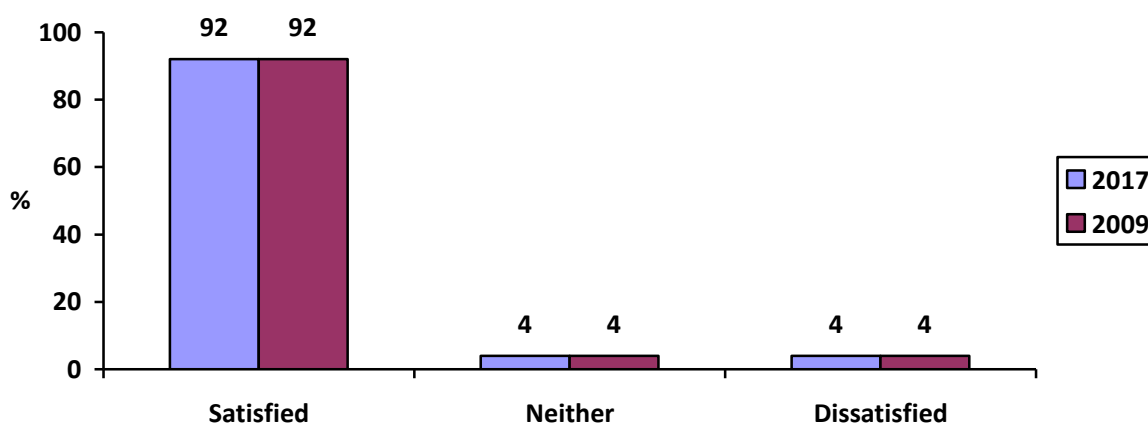
Respondents were asked to indicate their level of agreement with a series of statements in relation to the completed grant aided work ([Appendix Tables 8.10-8.12](#)).

- 96% agreed that the work carried out has improved the applicants quality of life and that of others in the household;
- 96% agreed that the work carried out has made an improvement in the applicant's ability to live independently; and
- 94% agreed that the work carried out has fully met the needs of the grant applicant.

9.5 SATISFACTION WITH THE GRANT SCHEME OVERALL

The vast majority (92%; 92% in 2009) of respondents said they were satisfied with the grants scheme overall; equal proportions (4%) were dissatisfied or neutral. Of the small number (31) of dissatisfied respondents, the main reasons cited were 'too much red tape' and 'difficulty getting a builder' ([Figure 8.2](#); [Appendix Table 8.13](#)).

Figure 8.2: Overall satisfaction with the Grants scheme (compared to 2009)



9.6 FURTHER COMMENTS/SUGGESTIONS FOR IMPROVEMENTS

Finally, respondents were given the opportunity to make suggestions as to how they thought the Grants Scheme could be improved. More than half (56%) of the 407 respondents who made comments were happy with the scheme and had no suggestions for improvements and 13% said the over all timescale for completion was too slow. A full analysis of these suggestions is in [Appendix Table 8.14](#).

APPENDICES

TABLE 1.1: GRANT TYPE BY AGE OF RESPONDENT

		Age of applicant				
		Under 18	18 to 44	45 to 64	65 or over	Refused
Base	712	26	55	192	437	2
Disabled Facilities Grant	543 76%	26 5%	39 7%	145 27%	331 61%	2 0%
Renovation Grant	58 8%	-	7 12%	19 33%	32 55%	-
Home Repairs Assistance Grant	111 16%	-	9 8%	28 25%	74 67%	-

TABLE 1.2: AGE OF RESPONDENT BY GENDER

		Gender of applicant	
		Male	Female
Base	712	293	419
Under 18	26 4%	13 4%	13 3%
18 to 44	55 8%	25 9%	30 7%
45 to 64	192 27%	75 26%	117 28%
65 or over	437 61%	180 61%	257 61%
Refused	2 0%	0 0%	2 1%

TABLE 1.3: EMPLOYMENT STATUS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Working full-time	39 5%	7 7%	3 3%	7 7%	6 6%	4 4%	9 9%	3 3%
Working part time	39 5%	8 8%	5 5%	5 5%	6 6%	4 4%	5 5%	6 6%
Not working	57 8%	3 3%	14 14%	6 6%	13 12%	11 11%	7 7%	3 3%
Retired	330 46%	45 45%	55 54%	43 42%	59 56%	37 36%	44 44%	47 47%
Permanently sick/disabled	191 27%	30 30%	14 14%	32 31%	15 14%	38 37%	27 27%	35 35%
Schoolchild/student	19 3%	4 4%	6 6%	2 2%	2 2%	4 4%	1 1%	- -
Refused	1 0%	- -	- -	- -	- -	- -	1 1%	- -
Carer	15 2%	3 3%	- -	4 4%	2 2%	1 1%	3 3%	2 2%
Deceased at time of survey	21 3%	1 1%	4 4%	4 4%	2 2%	5 5%	2 2%	3 3%

TABLE 1.4: ANNUAL HOUSEHOLD INCOME

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Under £10,000	343 48%	27 27%	50 50%	51 50%	70 67%	51 49%	45 45%	49 49%
£10,001 - £20,000	190 27%	25 25%	27 27%	39 38%	26 25%	23 22%	31 31%	19 19%
£20,001 - £30,000	50 7%	8 8%	14 14%	6 6%	4 4%	9 9%	3 3%	6 6%
£30,001 - £40,000	13 2%	6 6%	1 1%	2 2%	4 4%	- -	- -	- -
£40,000 or more	8 1%	4 4%	1 1%	1 1%	1 1%	1 1%	- -	- -
Refused	65 9%	15 15%	6 6%	- -	- -	14 13%	11 11%	19 19%
Don't know	43 6%	16 16%	2 2%	4 4%	- -	6 6%	9 9%	6 6%

TABLE 1.5: BENEFITS RECEIVED BY HOUSEHOLD REFERENCE PERSON (HRP)

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Jobseekers Allowance (JSA)	4 1%	1 1%	- -	1 1%	- -	2 2%	- -	- -
Employment & Support Allowance	71 10%	9 9%	9 9%	10 10%	20 19%	10 10%	5 5%	8 8%
Income Support	17 2%	3 3%	- -	4 4%	2 2%	2 2%	3 3%	3 3%
Severe Disability Allowance	12 2%	3 3%	3 3%	1 1%	- -	1 1%	2 2%	2 2%
Disability Living Allowance (DLA)	333 47%	48 48%	44 44%	50 49%	53 50%	55 53%	42 42%	41 41%
Personal Independent Payment (PIP)	28 4%	5 5%	5 5%	3 3%	4 4%	2 2%	5 5%	4 4%
Attendance Allowance	34 5%	7 7%	4 4%	8 8%	4 4%	5 5%	2 2%	4 4%
Carers Allowance	66 9%	10 10%	10 10%	13 13%	11 10%	9 9%	8 8%	5 5%
State (retirement) Pension	367 52%	39 39%	52 51%	58 56%	66 63%	50 48%	47 47%	55 56%
Pension Credit	166 23%	30 30%	20 20%	18 17%	28 27%	20 19%	30 30%	20 20%
Housing Benefit	58 8%	19 19%	3 3%	18 17%	- -	2 2%	12 12%	4 4%
Child Benefit	20 3%	5 5%	1 1%	5 5%	2 2%	1 1%	2 2%	4 4%

TABLE 1.6: LONG-TERM ILLNESS OR DISABILITY

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	596	72	90	99	100	82	74	79
One household member	473 79%	50 69%	72 80%	76 77%	83 83%	65 79%	64 86%	63 80%
Two household members	114 19%	20 28%	17 19%	21 21%	16 16%	15 18%	10 14%	15 19%
3 or more household members	9 2%	2 3%	1 1%	2 2%	1 1%	2 2%	- -	1 1%

TABLE 1.7: HOUSEHOLD RELIGION

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Protestant	280 39%	33 33%	66 65%	29 28%	64 61%	30 29%	32 32%	26 26%
Catholic	344 48%	58 57%	26 26%	67 65%	30 29%	56 54%	51 52%	56 57%
Mixed religion (Protestant/Catholic)	20 3%	1 1%	3 3%	1 1%	4 4%	9 9%	1 1%	1 1%
Other	1 0%	1 1%	- -	- -	- -	- -	- -	- -
None	25 4%	5 5%	5 5%	4 4%	3 3%	3 3%	3 3%	2 2%
Refused	42 6%	3 3%	1 1%	2 2%	4 4%	6 6%	12 12%	14 14%

TABLE 1.8: ETHNIC GROUP OF RESPONDENTS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
White	708 99%	99 98%	100 99%	103 100%	105 100%	103 99%	99 100%	99 100%
Chinese	1 0%	- -	1 1%	- -	- -	- -	- -	- -
Indian	1 0%	1 1%	- -	- -	- -	- -	- -	- -
Black African	1 0%	- -	- -	- -	- -	1 1%	- -	- -
Mixed Ethnic	1 0%	1 1%	- -	- -	- -	- -	- -	- -

TABLE 1.9: HOME INTERNET ACCESS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Yes	355 50%	62 61%	51 50%	49 48%	48 46%	53 51%	54 55%	38 38%
No	357 50%	39 39%	50 50%	54 52%	57 54%	51 49%	45 45%	61 62%

TABLE 1.10: FUTURE SURVEY METHOD PREFERENCE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	351	61	51	48	46	53	54	38
Yes	24 7%	11 18%	- -	3 6%	3 7%	4 8%	2 4%	1 3%
Maybe	34 10%	9 15%	7 14%	6 13%	1 2%	4 8%	3 6%	4 11%
No – Not comfortable with online forms	166 47%	28 46%	18 35%	27 56%	22 48%	22 42%	25 46%	24 63%
No – Don't trust the Internet	37 11%	2 3%	2 4%	1 2%	1 2%	4 8%	22 41%	5 13%
No – Prefer paper copies	22 6%	3 5%	3 6%	1 2%	8 17%	4 8%	1 2%	2 5%
Don't know	2 1%	1 2%	- -	- -	- -	- -	- -	1 3%
Other	4 1%	- -	- -	2 4%	- -	- -	1 2%	1 3%
Prefer the telephone	62 18%	7 12%	21 41%	8 17%	11 24%	15 28%	- -	- -

TABLE 2.1: FINDING OUT HOW TO APPLY

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Occupational therapist	433 61%	55 54%	77 76%	69 67%	70 67%	72 69%	44 44%	46 46%
Through newspaper advertisements	11 2%	1 1%	- -	- -	- -	1 1%	4 4%	5 5%
Housing Executive Posters	7 1%	- -	1 1%	1 1%	1 1%	- -	2 2%	2 2%
Housing Executive Leaflets/booklets	8 1%	2 2%	- -	1 1%	- -	1 1%	3 3%	1 1%
NIHE Website	16 2%	6 6%	3 3%	- -	3 3%	- -	1 1%	3 3%
Advice agency	17 2%	4 4%	3 3%	2 2%	3 3%	2 2%	- -	3 3%
Friends or family	129 18%	23 23%	9 9%	18 17%	21 20%	12 12%	31 31%	15 15%
Through promotional events	2 0%	1 1%	- -	1 1%	- -	- -	- -	- -
Through other grant schemes such as Affordable Warmth	9 1%	2 2%	1 1%	- -	2 2%	- -	- -	4 4%
Don't know	22 3%	1 1%	1 1%	1 1%	2 2%	5 5%	4 4%	8 8%
Through GP, social worker, nurse/other health professional	21 3%	4 4%	4 4%	4 4%	1 1%	3 3%	3 3%	2 2%
Through contact with NIHE	18 3%	1 1%	2 2%	2 2%	- -	4 4%	3 3%	6 6%
Through contact with Social Security / Jobs and Benefits	3 0%	- -	- -	- -	1 1%	1 1%	- -	1 1%
Through politician/councillor	3 0%	- -	- -	1 1%	- -	- -	2 2%	- -
Knew about it previously	13 2%	1 1%	- -	3 3%	1 1%	3 3%	2 2%	3 3%

TABLE 2.2: ADVICE FROM OCCUPATIONAL THERAPIST

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	406	47	70	67	69	71	41	41
Yes	387 95%	45 96%	69 99%	64 96%	66 96%	67 94%	40 98%	36 88%
No	16 4%	2 4%	1 1%	3 4%	2 3%	4 6%	1 2%	3 7%
Don't know or can't remember	3 1%	- -	- -	- -	1 1%	- -	- -	2 5%

TABLE 2.3: UNDERSTANDING OF INFORMATION OR ADVICE RECEIVED

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	613	92	93	89	97	84	84	74
Very easy to understand	71 12%	19 21%	2 2%	8 9%	21 22%	7 8%	6 7%	8 11%
Easy to understand	437 71%	55 60%	82 88%	52 58%	71 73%	64 76%	55 65%	58 78%
Neither easy nor difficult	72 12%	7 8%	6 6%	25 28%	3 3%	5 6%	22 26%	4 5%
Difficult to understand	32 5%	11 12%	3 3%	4 4%	2 2%	8 10%	- -	4 5%
Very difficult to understand	1 0%	- -	- -	- -	- -	- -	1 1%	- -

TABLE 3.1: GRANTS OFFICE OFFERED AN APPOINTMENT FOR PRELIMINARY INSPECTION

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Yes	703 99%	99 98%	100 99%	103 100%	105 100%	103 99%	95 96%	98 99%
No	4 1%	1 1%	1 1%	- -	- -	- -	2 2%	- -
Don't know/ can't remember	5 1%	1 1%	- -	- -	- -	1 1%	2 2%	1 1%

TABLE 3.2: GRANTS OFFICE OFFERED A CHOICE OF APPOINTMENT DATE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	703	99	100	103	105	103	95	98
Yes	669 95%	92 93%	99 99%	96 93%	105 100%	98 95%	90 95%	89 91%
No	14 2%	6 6%	- -	2 2%	- -	4 4%	- -	2 2%
Don't know/ can't remember	20 3%	1 1%	1 1%	5 5%	- -	1 1%	5 5%	7 7%

TABLE 3.3: GRANTS OFFICE OFFERED A CHOICE OF APPOINTMENT TIME

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	703	99	100	103	105	103	95	98
Yes	668 95%	92 93%	99 99%	96 93%	105 100%	97 94%	90 95%	89 91%
No	15 2%	6 6%	- -	2 2%	- -	5 5%	- -	2 2%
Don't know/ can't remember	20 3%	1 1%	1 1%	5 5%	- -	1 1%	5 5%	7 7%

TABLE 3.4: GRANTS OFFICE KEPT THE APPOINTMENT

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	703	99	100	103	105	103	95	98
Yes	674 96%	96 97%	99 99%	100 97%	105 100%	99 96%	89 94%	86 88%
No	14 2%	3 3%	- -	3 3%	- -	1 1%	2 2%	5 5%
Don't know or can't remember	15 2%	- -	1 1%	- -	- -	3 3%	4 4%	7 7%

TABLE 3.5: RESPONDENT WOULD PREFER APPOINTMENT OUTSIDE OF NORMAL HOURS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	703	99	100	103	105	103	95	98
Yes	92 13%	16 16%	8 8%	15 15%	20 19%	10 10%	13 14%	10 10%
No	603 86%	83 84%	92 92%	87 84%	85 81%	92 89%	79 83%	85 87%
Don't know or can't remember	8 1%	- -	- -	1 1%	- -	1 1%	3 3%	3 3%

TABLE 3.6: ASPECTS OF THE INSPECTION STAGE

The Grants Officer showed identification								
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Yes	671 94%	98 97%	99 98%	99 96%	103 98%	93 89%	88 89%	91 92%
No	10 1%	1 1%	2 2%	- -	1 1%	2 2%	3 3%	1 1%
Don't know/ can't remember	31 4%	2 2%	- -	4 4%	1 1%	9 9%	8 8%	7 7%
The Grants Officer explained what the inspection was going to entail								
Base	712	101	101	103	105	104	99	99
Yes	684 96%	97 96%	99 98%	102 99%	103 98%	97 93%	91 92%	95 96%
No	11 2%	2 2%	2 2%	1 1%	1 1%	1 1%	3 3%	1 1%
Don't know/ can't remember	17 2%	2 2%	- -	- -	1 1%	6 6%	5 5%	3 3%
The Grants Officer explained the type of work that might be grant aided								
Base	712	101	101	103	105	104	99	99
Yes	680 96%	95 94%	99 98%	102 99%	103 98%	95 91%	91 92%	95 96%
No	14 2%	4 4%	2 2%	1 1%	1 1%	2 2%	3 3%	1 1%
Don't know/ can't remember	18 3%	2 2%	- -	- -	1 1%	7 7%	5 5%	3 3%
The Grants Officer explained the next steps in the grant process								
Base	712	101	101	103	105	104	99	99
Yes	679 95%	96 95%	98 97%	101 98%	103 98%	96 92%	91 92%	94 95%
No	15 2%	3 3%	3 3%	2 2%	1 1%	1 1%	3 3%	2 2%
Don't know/ can't remember	18 3%	2 2%	- -	- -	1 1%	7 7%	5 5%	3 3%

TABLE 3.7: OVERALL SATISFACTION WITH THE INSPECTION STAGE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	236 33%	42 42%	41 41%	26 25%	45 43%	28 27%	16 16%	38 38%
Satisfied	438 62%	51 50%	58 57%	65 63%	58 55%	70 67%	76 77%	60 61%
Neither satisfied nor dissatisfied	18 3%	2 2%	2 2%	8 8%	1 1%	- -	4 4%	1 1%
Dissatisfied	12 2%	5 5%	- -	2 2%	1 1%	4 4%	- -	- -
Very dissatisfied	3 0%	1 1%	- -	2 2%	- -	- -	- -	- -
Don't know or can't remember	5 1%	- -	- -	- -	- -	2 2%	3 3%	- -

TABLE 4.1: OCCUPATIONAL THERAPIST MADE RECOMMENDATIONS FOR ALL NECESSARY WORK

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	543	65	82	96	92	92	57	59
Yes	484 89%	56 86%	77 94%	86 90%	91 99%	84 91%	47 82%	43 73%
No	53 10%	9 14%	5 6%	9 9%	1 1%	6 7%	9 16%	14 24%
Don't know or can't remember	6 1%	- -	- -	1 1%	- -	2 2%	1 2%	2 3%

TABLE 4.2: EASE OF COMPLETION OF FORMAL APPLICATION FORMS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	653	92	96	93	104	96	89	83
Very easy	44 7%	15 16%	1 1%	5 5%	9 9%	7 7%	3 3%	4 5%
Easy	386 59%	45 49%	62 65%	38 41%	61 59%	61 64%	57 64%	62 75%
Neither easy nor difficult	105 16%	15 16%	6 6%	35 38%	5 5%	8 8%	25 28%	11 13%
Difficult	36 6%	9 10%	3 3%	3 3%	7 7%	8 8%	3 3%	3 4%
Very difficult	9 1%	1 1%	1 1%	2 2%	1 1%	4 4%	- -	- -
Don't know or can't remember	9 1%	2 2%	2 2%	- -	1 1%	2 2%	- -	2 2%
Refused	1 0%	- -	1 1%	- -	- -	- -	- -	- -
Fold/Gable did it	63 10%	5 5%	20 21%	10 11%	20 19%	6 6%	1 1%	1 1%

TABLE 4.3: RECEIVED HELP TO OBTAIN DOCUMENTS FOR 'SCHEDULE OF WORKS' STAGE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Yes	468 66%	78 77%	80 79%	74 72%	76 72%	69 66%	40 40%	51 52%
No	233 33%	22 22%	20 20%	29 28%	28 27%	33 32%	56 57%	45 45%
Don't know or can't remember	11 2%	1 1%	1 1%	- -	1 1%	2 2%	3 3%	3 3%

TABLE 4.4: EASE OF OBTAINING PROOF OF OWNERSHIP

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Difficult	56 8%	11 11%	2 2%	7 7%	5 5%	11 11%	12 12%	8 8%
Not difficult	625 88%	82 81%	97 96%	94 91%	99 94%	83 80%	85 86%	85 86%
Don't know	10 1%	2 2%	1 1%	1 1%	1 1%	3 3%	- -	2 2%
Refused	1 0%	- -	- -	- -	- -	- -	- -	1 1%
Fold/Radius did it	20 3%	6 6%	1 1%	1 1%	- -	7 7%	2 2%	3 3%

TABLE 4.5: EASE OF OBTAINING BUILDER/CONTRACTOR ESTIMATE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Difficult	53 7%	11 11%	3 3%	7 7%	5 5%	11 11%	10 10%	6 6%
Not difficult	628 88%	82 81%	96 95%	94 91%	99 94%	83 80%	87 88%	87 88%
Don't know	10 1%	2 2%	1 1%	1 1%	1 1%	3 3%	- -	2 2%
Refused	1 0%	- -	- -	- -	- -	- -	- -	1 1%
Fold/Radius did it	20 3%	6 6%	1 1%	1 1%	- -	7 7%	2 2%	3 3%

TABLE 4.6: EASE OF OBTAINING BUILDING CONTROL APPROVAL

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Difficult	55 8%	11 11%	4 4%	7 7%	5 5%	11 11%	11 11%	6 6%
Not difficult	626 88%	82 81%	95 94%	94 91%	99 94%	83 80%	86 87%	87 88%
Don't know	10 1%	2 2%	1 1%	1 1%	1 1%	3 3%	- -	2 2%
Refused	1 0%	- -	- -	- -	- -	- -	- -	1 1%
Fold/Radius did it	20 3%	6 6%	1 1%	1 1%	- -	7 7%	2 2%	3 3%

TABLE 4.7: EASE OF OBTAINING SKETCH PLANS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	601	73	87	99	93	100	68	81
Difficult	43 7%	6 8%	2 2%	7 7%	4 4%	10 10%	8 12%	6 7%
Not difficult	530 88%	61 84%	83 95%	90 91%	89 96%	80 80%	59 87%	68 84%
Don't know	9 1%	1 1%	1 1%	1 1%	- -	3 3%	- -	3 4%
Refused	1 0%	- -	- -	- -	- -	- -	- -	1 1%
N/A	1 0%	- -	- -	- -	- -	1 1%	- -	- -
Fold/Radius did it	17 3%	5 7%	1 1%	1 1%	- -	6 6%	1 1%	3 4%

TABLE 4.8: EASE OF OBTAINING PLANNING APPROVAL

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	601	73	87	99	93	100	68	81
Difficult	43 7%	6 8%	3 3%	7 7%	4 4%	10 10%	7 10%	6 7%
Not difficult	530 88%	61 84%	82 94%	90 91%	89 96%	80 80%	60 88%	68 84%
Don't know	9 1%	1 1%	1 1%	1 1%	- -	3 3%	- -	3 4%
Refused	1 0%	- -	- -	- -	- -	- -	- -	1 1%
N/A	1 0%	- -	- -	- -	- -	1 1%	- -	- -
Fold/Radius did it	17 3%	5 7%	1 1%	1 1%	- -	6 6%	1 1%	3 4%

TABLE 4.9: SOURCES OF HELP COMPLETING FORMS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
NIHE staff	170 24%	36 36%	22 22%	14 14%	17 16%	31 30%	27 27%	23 23%
An advice organisation	237 33%	36 36%	52 51%	60 58%	54 51%	23 22%	4 4%	8 8%
Friend or Family	148 21%	17 17%	11 11%	19 18%	25 24%	26 25%	26 26%	24 24%
Other	5 1%	1 1%	- -	2 2%	- -	1 1%	1 1%	- -
No help received	201 28%	21 21%	19 19%	18 17%	23 22%	29 28%	47 47%	44 44%
Don't know or can't remember	7 1%	1 1%	1 1%	1 1%	1 1%	3 3%	- -	- -
Solicitor	7 1%	1 1%	2 2%	1 1%	1 1%	- -	1 1%	1 1%
Builder / architect	6 1%	- -	2 2%	1 1%	- -	- -	1 1%	2 2%
Occupational Therapist	5 1%	- -	2 2%	- -	2 2%	1 1%	- -	- -

TABLE 4.10: CONSIDER IT HELPFUL FOR HOUSING EXECUTIVE TO ASSIST IN OBTAINING DOCUMENTS FOR 'SCHEDULE OF WORKS' STAGE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Yes	357 50%	48 48%	62 61%	30 29%	61 58%	74 71%	32 32%	50 51%
No	326 46%	47 47%	35 35%	68 66%	41 39%	26 25%	65 66%	44 44%
Don't know/No opinion	29 4%	6 6%	4 4%	5 5%	3 3%	4 4%	2 2%	5 5%

TABLE 4.11: OVERALL SATISFACTION WITH EXPERIENCE OF 'SCHEDULE OF WORKS' STAGE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	149 21%	34 34%	20 20%	27 26%	32 30%	8 8%	7 7%	21 21%
Satisfied	463 65%	56 55%	59 58%	57 55%	53 50%	81 78%	84 85%	73 74%
Neither satisfied nor dissatisfied	39 5%	5 5%	3 3%	12 12%	1 1%	8 8%	7 7%	3 3%
Dissatisfied	15 2%	4 4%	2 2%	3 3%	2 2%	3 3%	- -	1 1%
Very dissatisfied	2 0%	1 1%	- -	- -	- -	1 1%	- -	- -
Don't know or can't remember	5 1%	- -	1 1%	- -	1 1%	1 1%	1 1%	1 1%
Fold/Radius/Gable did it	39 5%	1 1%	16 16%	4 4%	16 15%	2 2%	- -	- -

TABLE 5.1: EASE OF COMPLETION OF FORMS FOR TEST OF RESOURCES STAGE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	575	71	80	93	90	94	66	81
Very easy	35 6%	13 18%	- -	4 4%	8 9%	3 3%	2 3%	5 6%
Easy	390 68%	34 48%	68 85%	52 56%	75 83%	67 71%	35 53%	59 73%
Neither easy nor difficult	99 17%	13 18%	7 9%	30 32%	1 1%	11 12%	27 41%	10 12%
Difficult	31 5%	5 7%	4 5%	5 5%	5 6%	7 7%	- -	5 6%
Very difficult	7 1%	1 1%	- -	1 1%	1 1%	4 4%	- -	- -
Don't know or can't remember	12 2%	4 6%	1 1%	1 1%	- -	2 2%	2 3%	2 2%
Refused	1 0%	1 1%	- -	- -	- -	- -	- -	- -

TABLE 5.2: OVERALL SATISFACTION WITH TEST OF RESOURCES STAGE

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	575	71	80	93	90	94	66	81
Very satisfied	99 17%	16 23%	14 18%	12 13%	25 28%	13 14%	4 6%	15 19%
Satisfied	364 63%	42 59%	48 60%	61 66%	49 54%	59 63%	49 74%	56 69%
Neither satisfied nor dissatisfied	57 10%	9 13%	3 4%	15 16%	1 1%	13 14%	10 15%	6 7%
Dissatisfied	7 1%	- -	1 1%	1 1%	1 1%	3 3%	- -	1 1%
Very dissatisfied	3 1%	1 1%	- -	- -	- -	2 2%	- -	- -
Don't know or can't remember	9 2%	1 1%	1 1%	- -	- -	2 2%	3 5%	2 2%
Refused	2 0%	1 1%	- -	- -	- -	- -	- -	1 1%
Fold/Radius/Gable did it	34 6%	1 1%	13 16%	4 4%	14 16%	2 2%	- -	- -

TABLE 6.1: OVERALL SATISFACTION WITH LEVEL OF GRANT AWARDED

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	282 40%	44 44%	60 59%	43 42%	64 61%	36 35%	16 16%	19 19%
Satisfied	328 46%	38 38%	30 30%	41 40%	34 32%	56 54%	71 72%	58 59%
Neither satisfied nor dissatisfied	49 7%	4 4%	3 3%	12 12%	2 2%	6 6%	8 8%	14 14%
Dissatisfied	38 5%	11 11%	6 6%	4 4%	4 4%	5 5%	3 3%	5 5%
Very dissatisfied	9 1%	4 4%	2 2%	3 3%	- -	- -	- -	- -
Don't know or can't remember	6 1%	- -	- -	- -	1 1%	1 1%	1 1%	3 3%

TABLE 6.2: GRANT PAYMENT BY RECIPIENT

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Directly to builder/workman	562 79%	71 70%	89 88%	90 87%	96 91%	77 74%	63 64%	76 77%
To the applicant	120 17%	20 20%	11 11%	8 8%	9 9%	22 21%	32 32%	18 18%
To Fold / Radius/ Gable/other agency	9 1%	3 3%	1 1%	5 5%	- -	- -	- -	- -
Bank/ building society	2 0%	2 2%	- -	- -	- -	- -	- -	- -
Don't know or can't remember	19 3%	5 5%	- -	- -	- -	5 5%	4 4%	5 5%

TABLE 6.3: SATISFACTION WITH TIME TAKEN TO COMPLETE PAYMENTS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	172 24%	39 39%	24 24%	24 23%	39 37%	15 14%	11 11%	20 20%
Satisfied	420 59%	47 47%	71 70%	59 57%	56 53%	51 49%	73 74%	63 64%
Neither satisfied nor dissatisfied	42 6%	9 9%	3 3%	9 9%	4 4%	7 7%	8 8%	2 2%
Dissatisfied	30 4%	4 4%	2 2%	2 2%	6 6%	14 13%	- -	2 2%
Very dissatisfied	8 1%	1 1%	- -	1 1%	- -	5 5%	1 1%	- -
Don't know or can't remember	40 6%	1 1%	1 1%	8 8%	- -	12 12%	6 6%	12 12%

TABLE 7.1: EASE OF FINDING A BUILDER/CONTRACTOR

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very easy	167 23%	36 36%	21 21%	19 18%	32 30%	26 25%	16 16%	17 17%
Easy	406 57%	49 49%	58 57%	55 53%	61 58%	61 59%	59 60%	63 64%
Neither easy nor difficult	62 9%	5 5%	5 5%	20 19%	5 5%	4 4%	18 18%	5 5%
Difficult	61 9%	6 6%	14 14%	7 7%	7 7%	11 11%	4 4%	12 12%
Very difficult	14 2%	5 5%	3 3%	2 2%	- -	2 2%	1 1%	1 1%
Don't know	2 0%	- -	- -	- -	- -	- -	1 1%	1 1%

TABLE 7.2: SATISFACTION WITH ASPECTS OF BUILDER/WORKMAN PERFORMANCE (SPEED)

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	514 72%	78 77%	71 70%	75 73%	89 85%	71 68%	60 61%	70 71%
Satisfied	133 19%	14 14%	23 23%	17 17%	11 10%	21 20%	29 29%	18 18%
Neither satisfied nor dissatisfied	17 2%	2 2%	2 2%	- -	3 3%	6 6%	3 3%	1 1%
Dissatisfied	17 2%	3 3%	3 3%	2 2%	1 1%	3 3%	1 1%	4 4%
Very dissatisfied	28 4%	3 3%	2 2%	9 9%	1 1%	3 3%	5 5%	5 5%
Don't know or can't remember	3 0%	1 1%	- -	- -	- -	- -	1 1%	1 1%

TABLE 7.3: SATISFACTION WITH ASPECTS OF BUILDER/WORKMAN PERFORMANCE (QUALITY OF MATERIALS)

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	516 72%	78 77%	70 69%	76 74%	90 86%	72 69%	59 60%	71 72%
Satisfied	134 19%	13 13%	26 26%	17 17%	12 11%	17 16%	31 31%	18 18%
Neither satisfied nor dissatisfied	18 2%	2 2%	1 1%	1 1%	1 1%	5 5%	4 4%	4 4%
Dissatisfied	17 2%	3 3%	4 4%	3 3%	1 1%	5 5%	- -	1 1%
Very dissatisfied	23 3%	4 4%	- -	6 6%	1 1%	4 4%	4 4%	4 4%
Don't know or can't remember	4 1%	1 1%	- -	- -	- -	1 1%	1 1%	1 1%

TABLE 7.4: SATISFACTION WITH ASPECTS OF BUILDER/WORKMAN PERFORMANCE (TIDINESS)

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	517 73%	77 76%	70 69%	74 72%	90 86%	72 69%	63 64%	71 72%
Satisfied	133 19%	15 15%	26 26%	18 17%	12 11%	21 20%	25 25%	16 16%
Neither satisfied nor dissatisfied	20 3%	2 2%	2 2%	2 2%	1 1%	5 5%	5 5%	3 3%
Dissatisfied	17 2%	3 3%	2 2%	3 3%	1 1%	2 2%	1 1%	5 5%
Very dissatisfied	22 3%	3 3%	1 1%	6 6%	1 1%	4 4%	4 4%	3 3%
Don't know or can't remember	3 0%	1 1%	- -	- -	- -	- -	1 1%	1 1%

TABLE 7.5: SATISFACTION WITH ASPECTS OF BUILDER/WORKMAN PERFORMANCE (POLITENESS)

Satisfaction: Politeness		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	524 74%	79 78%	71 70%	78 76%	90 86%	72 69%	63 64%	71 72%
Satisfied	141 20%	15 15%	27 27%	19 18%	12 11%	24 23%	26 26%	18 18%
Neither satisfied nor dissatisfied	18 3%	2 2%	1 1%	1 1%	1 1%	4 4%	6 6%	3 3%
Dissatisfied	8 1%	1 1%	2 2%	3 1%	1 1%	1 1%	- -	2 2%
Very dissatisfied	18 3%	3 3%	- -	4 4%	1 1%	3 3%	3 3%	4 4%
Don't know or can't remember	3 0%	1 1%	- -	- -	- -	- -	1 1%	1 1%

TABLE 7.6: SATISFACTION WITH QUALITY OF FINISHED WORK

Respondents (%)	Base	Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	438 62%	69 68%	65 64%	65 63%	76 72%	66 63%	40 40%	57 58%
Satisfied	193 27%	19 19%	31 31%	22 21%	23 22%	24 23%	43 43%	31 31%
Neither satisfied nor dissatisfied	17 2%	2 2%	1 1%	- -	2 2%	3 3%	6 6%	3 3%
Dissatisfied	37 5%	8 8%	4 4%	7 7%	3 3%	5 5%	6 6%	4 4%
Very dissatisfied	24 3%	3 3%	- -	9 9%	1 1%	5 5%	3 3%	3 3%
Don't know or can't Remember	3 0%	- -	- -	- -	- -	1 1%	1 1%	1 1%

TABLE 7.7: SATISFACTION WITH OVERALL SERVICE PROVIDED BY BUILDER/WORKMAN

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	418 59%	65 64%	66 65%	62 60%	75 71%	63 61%	32 32%	55 56%
Satisfied	219 31%	30 30%	29 29%	27 26%	26 25%	24 23%	52 53%	31 31%
Neither satisfied nor dissatisfied	28 4%	1 1%	- -	4 4%	1 1%	7 7%	10 10%	5 5%
Dissatisfied	22 3%	2 2%	6 6%	4 4%	2 2%	4 4%	1 1%	3 3%
Very dissatisfied	22 3%	3 3%	- -	6 6%	1 1%	5 5%	3 3%	4 4%
Don't know or can't remember	2 0%	- -	- -	- -	- -	- -	1 1%	1 1%
Refused	1 0%	- -	- -	- -	- -	1 1%	- -	- -

TABLE 8.1: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with receiving clear information								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	346 49%	52 51%	59 58%	54 52%	78 74%	30 29%	35 35%	38 38%
Satisfied	321 45%	35 35%	40 40%	40 39%	25 24%	64 62%	60 61%	57 58%
Neither satisfied nor dissatisfied	27 4%	6 6%	- -	8 8%	1 1%	6 6%	3 3%	3 3%
Dissatisfied	13 2%	7 7%	2 2%	1 1%	1 1%	2 2%	- -	- -
Very dissatisfied	2 0%	1 1%	- -	- -	- -	1 1%	- -	- -
Don't know or can't remember	3 0%	- -	- -	- -	- -	1 1%	1 1%	1 1%

TABLE 8.2: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with receiving grant forms that were easy to understand								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	322 45%	49 49%	49 49%	51 50%	73 70%	31 30%	33 33%	36 36%
Satisfied	336 47%	43 43%	47 47%	39 38%	27 26%	61 59%	61 62%	58 59%
Neither satisfied nor dissatisfied	29 4%	6 6%	4 4%	7 7%	2 2%	3 3%	4 4%	3 3%
Dissatisfied	15 2%	3 3%	- -	4 4%	2 2%	5 5%	- -	1 1%
Very dissatisfied	4 1%	- -	- -	2 2%	- -	2 2%	- -	- -
Don't know or can't remember	6 1%	- -	1 1%	- -	1 1%	2 2%	1 1%	1 1%

TABLE 8.3: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with time taken to get approval to start work								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	299 42%	49 49%	47 47%	45 44%	62 59%	21 20%	31 31%	44 44%
Satisfied	291 41%	29 29%	37 37%	35 34%	36 34%	61 59%	51 52%	42 42%
Neither satisfied nor dissatisfied	50 7%	5 5%	5 5%	17 17%	1 1%	5 5%	10 10%	7 7%
Dissatisfied	53 7%	14 14%	9 9%	6 6%	5 5%	11 11%	4 4%	4 4%
Very dissatisfied	14 2%	4 4%	2 2%	- -	1 1%	4 4%	2 2%	1 1%
Don't know or can't remember	5 1%	- -	1 1%	- -	- -	2 2%	1 1%	1 1%

TABLE 8.4: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with getting access to a builder/workman								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	362 51%	54 53%	59 58%	51 50%	76 72%	41 39%	38 38%	43 43%
Satisfied	265 37%	36 36%	27 27%	35 34%	23 22%	49 47%	53 54%	42 42%
Neither satisfied nor dissatisfied	30 4%	3 3%	3 3%	6 6%	3 3%	5 5%	4 4%	6 6%
Dissatisfied	41 6%	5 5%	12 12%	8 8%	3 3%	5 5%	3 3%	5 5%
Very dissatisfied	11 2%	3 3%	- -	3 3%	- -	3 3%	- -	2 2%
Don't know or can't remember	3 0%	- -	- -	- -	- -	1 1%	1 1%	1 1%

TABLE 8.5: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with quick payment of grant								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	337 47%	52 51%	54 53%	49 48%	75 71%	27 26%	35 35%	45 45%
Satisfied	274 38%	34 34%	43 43%	37 36%	23 22%	47 45%	50 51%	40 40%
Neither satisfied nor dissatisfied	27 4%	7 7%	1 1%	6 6%	2 2%	3 3%	5 5%	3 3%
Dissatisfied	31 4%	7 7%	2 2%	1 1%	4 4%	10 10%	4 4%	3 3%
Very dissatisfied	16 2%	1 1%	1 1%	2 2%	1 1%	8 8%	1 1%	2 2%
Don't know or can't remember	26 4%	- -	- -	8 8%	- -	9 9%	4 4%	5 5%
Refused	1 0%	- -	- -	- -	- -	- -	- -	1 1%

TABLE 8.6: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with knowing who was dealing with grant								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	366 51%	52 51%	71 70%	52 50%	84 80%	36 35%	34 34%	37 37%
Satisfied	290 41%	37 37%	27 27%	40 39%	19 18%	55 53%	58 59%	54 55%
Neither satisfied nor dissatisfied	29 4%	6 6%	2 2%	8 8%	1 1%	3 3%	5 5%	4 4%
Dissatisfied	13 2%	4 4%	1 1%	2 2%	1 1%	3 3%	1 1%	1 1%
Very dissatisfied	8 1%	1 1%	- -	- -	- -	5 5%	- -	2 2%
Don't know or can't remember	5 1%	- -	- -	1 1%	- -	2 2%	1 1%	1 1%
Refused	1 0%	1 1%	- -	- -	- -	- -	- -	- -

TABLE 8.7: SATISFACTION WITH ASPECTS OF THE GRANT PROCESS

Satisfaction with good communication between the Grants Office and the Occupational Therapist (For Disabled Facilities Grants only)								
		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	543	65	82	96	92	92	57	59
Very satisfied	283 52%	36 55%	60 73%	48 50%	74 80%	33 36%	12 21%	20 34%
Satisfied	205 38%	17 26%	18 22%	37 39%	15 16%	47 51%	39 68%	32 54%
Neither satisfied nor dissatisfied	22 4%	3 5%	- -	7 7%	1 1%	5 5%	2 4%	4 7%
Dissatisfied	13 2%	3 5%	2 2%	1 1%	2 2%	3 3%	1 2%	1 2%
Very dissatisfied	7 1%	- -	1 1%	2 2%	- -	2 2%	1 2%	1 2%
Don't know or can't remember	7 1%	- -	1 1%	1 1%	- -	2 2%	2 4%	1 2%
Refused	6 1%	6 9%	- -	- -	- -	- -	- -	- -

TABLE 8.8: RECEIVED FAIR TREATMENT DURING THE GRANT PROCESS

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Yes	670 94%	88 87%	97 96%	95 92%	103 98%	95 91%	95 96%	97 98%
No	40 6%	12 12%	4 4%	8 8%	2 2%	9 9%	4 4%	1 1%
Don't know or can't Remember	2 0%	1 1%	- -	- -	- -	- -	- -	1 1%

TABLE 8.9: UNDERSTANDING LETTERS AND DOCUMENTATION

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very easy	83 12%	17 17%	1 1%	8 8%	23 22%	12 12%	8 8%	14 14%
Easy	507 71%	59 58%	94 93%	66 64%	79 75%	75 72%	63 64%	71 72%
Neither easy nor difficult	98 14%	19 19%	5 5%	26 25%	2 2%	9 9%	25 25%	12 12%
Difficult	15 2%	5 5%	- -	2 2%	1 1%	5 5%	2 2%	- -
Very difficult	2 0%	- -	- -	1 1%	- -	1 1%	- -	- -
Don't know or can't remember	7 1%	1 1%	1 1%	- -	- -	2 2%	1 1%	2 2%

TABLE 8.10: THE WORK CARRIED OUT HAS IMPROVED MY QUALITY OF LIFE AND THAT OF OTHERS IN THE HOUSEHOLD

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Strongly agree	569 80%	72 71%	84 83%	86 83%	88 84%	84 81%	78 79%	77 78%
Agree	113 16%	23 23%	16 16%	10 10%	16 15%	16 15%	15 15%	17 17%
Neither agree nor disagree	11 2%	2 2%	1 1%	1 1%	1 1%	-	4 4%	2 2%
Disagree	10 1%	3 3%	-	4 4%	-	1 1%	-	2 2%
Strongly disagree	8 1%	1 1%	-	2 2%	-	2 2%	2 2%	1 1%
Don't know	1 0%	-	-	-	-	1 1%	-	-

TABLE 8.11: THE WORK CARRIED OUT HAS MADE AN IMPROVEMENT IN MY ABILITY TO LIVE INDEPENDENTLY

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Strongly agree	557 78%	70 69%	84 83%	87 84%	89 85%	82 79%	70 71%	75 75%
Agree	125 18%	24 24%	16 16%	11 11%	15 14%	17 16%	23 23%	19 19%
Neither agree nor disagree	15 2%	3 3%	1 1%	1 1%	1 1%	1 1%	4 4%	4 4%
Disagree	6 1%	3 3%	-	2 2%	-	1 1%	-	-
Strongly disagree	8 1%	1 1%	-	2 2%	-	2 2%	2 2%	1 1%
Don't know	1 0%	-	-	-	-	1 1%	-	-

TABLE 8.12: THE WORK CARRIED OUT HAS FULLY MET THE NEEDS OF THE GRANT APPLICANT

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Strongly agree	540 76%	68 67%	83 82%	78 76%	89 85%	86 83%	69 70%	67 68%
Agree	130 18%	22 22%	16 16%	14 14%	14 13%	14 13%	24 24%	26 26%
Neither agree nor disagree	14 2%	2 2%	2 2%	3 3%	2 2%	-	1 1%	4 4%
Disagree	16 2%	8 8%	-	5 5%	-	-	3 3%	-
Strongly disagree	11 2%	1 1%	-	3 3%	-	3 3%	2 2%	2 2%
Don't know	1 0%	-	-	-	-	1 1%	-	-

TABLE 8.13: SATISFACTION WITH THE GRANT SCHEME OVERALL

		Grants Office						
		Belfast	South East	Derry	North East	South	West (F'managh)	West (Omagh)
Base	712	101	101	103	105	104	99	99
Very satisfied	369 52%	52 51%	56 55%	54 52%	74 70%	41 39%	41 41%	51 52%
Satisfied	284 40%	34 34%	42 42%	39 38%	29 28%	51 49%	48 48%	41 41%
Neither satisfied nor Dissatisfied	26 4%	7 7%	1 1%	5 5%	1 1%	4 4%	5 5%	3 3%
Dissatisfied	22 3%	5 5%	2 2%	2 2%	1 1%	6 6%	4 4%	2 2%
Very dissatisfied	9 1%	3 3%	- -	3 3%	- -	2 2%	- -	1 1%
Don't know or can't Remember	2 0%	- -	- -	- -	- -	- -	1 1%	1 1%

TABLE 8.14: GENERAL COMMENTS /SUGGESTIONS FOR IMPROVEMENTS

	Frequency	Percent
Content/happy/satisfied	227	56
Overall timescale slow	54	13
Complexity of forms	12	3
Builder issues/unreliability	33	8
Initial assessment more thorough/more inspections	7	2
Raise awareness of the scheme	9	2
Better communication	7	2
Not satisfied with grants office decision	6	2
Not enough grant to cover the work	9	2
Allow more input from applicant/carers/parents	4	1
Make it easier to find a builder	6	2
Improve the payment process	3	1
Dissatisfied with some of the completed work	10	3
Too many people involved/made it stressful saying everything over and over	3	1
More advice about the advice agencies	2	1
Other	14	3
Total	407	100

Housing Executive

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