

Customer Inspectors

Under One Roof Application December 2010



Acknowledgements

This research project was conducted by Hannah Fitzhenry, Customer Insight Officer.

A special thanks is given to all the Customer Inspectors who took the time to complete the different elements of the Complaints mystery shop.

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Introduction

Purpose

The purpose of this report is to summarise and evaluate the Customer Inspectors mystery shop of Helena Partnerships Under One Roof Application Form.

Background

Helena Partnerships want to ensure that our customers are at the heart of everything we do. We want to demonstrate that we continually improve and deliver customer led services.

The Tenant Authority (TSA) expects housing associations to have a clear strategy for involving tenants and residents in influencing and monitoring service delivery.

Tenants should be clear on how they can be involved in managing their homes, and Helena must demonstrate how services have been modified in response to tenant views.

Over recent years there has been increased emphasis on tenant led regulation; ensuring housing associations are accountable to its customers.

“Making services and decisions accountable to, and contestable by, residents, and responding to the resident voice, are vital to achieving... excellence in housing.”

Chartered Institute of Housing, 2008

“We expect all housing associations to clearly show how their services have been commented on and influenced by the people living in their homes... We also expect housing associations to be able to show that responding to residents’ views is something that runs through all their activities as part of their culture and the way they deliver services.”

Housing Corporation, 2007

Helena has already made successful inroads to achieving this through its Customer Excellence and Resident Involvement Strategies, by providing greater opportunities for tenants to influence the decision-making process and shape the services that they receive. The Customer Inspector group is just one of a range of initiatives aimed at achieving this.

The Customer Excellence Strategy aims to ensure we deliver high quality services based on what matters most to tenants. We want to ensure that we continually improve and deliver customer led services.

The creation of the Customer Excellence Strategy has led to the development of Customer Inspectors.

The diagram on the following page identifies the different tenant groups within the Customer Excellence Strategy

About the Customer Inspectors

A Customer Inspector is a volunteer whose role is to test and feedback the level of service being provided from a customer perspective. They carry out mystery shopping or reality checks which provide feedback on actual service delivery.

Customer Inspectors have a key role within the Customer Excellence Strategy and will help to improve customer satisfaction with Helena services.

Helena Homes has a total of ten trained Customer Inspectors who are able to conduct a variety of overt and covert exercises.

The Customer Inspectors will continue to conduct reality checks on Helena Homes services throughout the upcoming year. Although a timetable has been developed this will remain a 'mystery' to ensure that the research remain a reality check.

The services identified to mystery shop have been identified by the priorities of the Customer Excellence Panel. The recommendations from the mystery shops will aid the Customer Excellence Panel in the full review of a specific service area.

Mystery shops will also be identified by specific service managers when there is a requirement to carry out a reality check of the service.

The checklists have been developed specifically for use by the trained Customer Inspectors and allow them to express their satisfaction and dissatisfaction with the complaints service whilst giving them room to detail any additional comments and suggestions for improvements.

The results of these studies will provide feedback to service managers, which in turn will help to identify strengths and weaknesses with the services and will enable them to highlight areas for improvement.

The results of Mystery Shops and Inspectors are used to identify direct service improvements for the individual service manager. In addition to this the results will be a valuable piece of performance information to aid the Customer Excellence Panel in their review of a service area, which then fed back to Board.

The diagram below displays the groups involved within the Customer Excellence strategy.



Mystery Shop of Under One Roof Application Form

The Under One Roof Application Form mystery shop is the fifth Inspection to be carried out by the Customer Inspectors.

The Under One Roof Application Form is completed by customer's who would like to rent a home from a housing association in St Helens. If a customer would like to rent a home from a housing association that is part of Under One Roof the scheme must be joined by providing all of the information requested on the application form.

The assessment for housing is carried out using the information provided on the application form. It is therefore important to ensure that the form is easy to complete and allows the customer to provide all the information they are required to.

It is also important that Helena ensures that the Under One Roof Application Form is customer friendly and is easy to complete.

Arena Housing and Riverside are full partners with Under One Roof and make use of the application form.

Aims

The aims of the Under One Roof Application mystery shop are:

- To develop an understanding of a customer's view of the current Application Form
- To assess areas for improvement with the form
- To identify recommendations to make the Application Form more customer friendly

Objectives

To achieve the aims the mystery shop will focus around:

- First impressions of the Application Form
- Ease of completion
- Layout of the Application Form
- Additional information provided with the Application Form

Method and Sample

Method

The Customer Inspectors were given a copy of the Under One Roof Application Form in an envelope as if they had received it through the post. The Inspectors were asked to complete the Application Form as if they were applying to become a member of Under One Roof.

The Inspectors were given no additional help or information whilst they completed the form and read the additional information provided as part of the form.

The Inspectors then completed a checklist that had been developed specifically to seek feedback on the Application Form. It was developed considering all the different sections within the form.

Similar to previous Customer Inspector checklists, space was provided throughout to encourage as many additional comments and suggestions to be made. (Appendix 1) On completion of the checklist the Inspectors took part in a debrief which gave them an opportunity to discuss their findings and make suggestions for recommendations to improve the Under One Roof Application Form.

Equipment

To help the Customer Inspectors complete their mystery shop they were issued with following equipment:

- Pens/pencils
- Under One Roof Application Form
- Mystery Shop checklist

Sample

All Customer Inspectors present at the meeting on Wednesday 24 November 2010 were asked to take part in mystery shop of the Under One Roof Application Form.

Six Customer Inspectors took part in the mystery shop and six checklists were completed.

Summary of Main Findings

In summary...

- ✓ *...Five out of the six Inspectors gave the form an overall rating of either 'very good' or 'fairly good'*
- ✓ *All six Inspectors agreed that the overall layout was good*
- ✓ *All six Inspectors agreed the form was easy to complete*
- ✓ *Five of the six Inspectors agreed that they understood where to obtain help with the completion of the form*
- ✓ *All the Inspectors 'Strongly agreed' that they knew what documents needed to be sent to the Under One Roof team*
- ✓ *All the Inspectors agreed they knew where to send the required documents and the completed Application form*
- ✓ *All the Inspectors agreed they knew what would happen next after completing the Application form*

All the Inspectors found the...

*...Additional Information, About You, Details of Household members, Where you live now?, Why do you want/need to move?, Income Details, Do you require further help?, Additional Information, Criminal Convictions and Declaration section...
...very or fairly good.*

All but one Inspector found the...

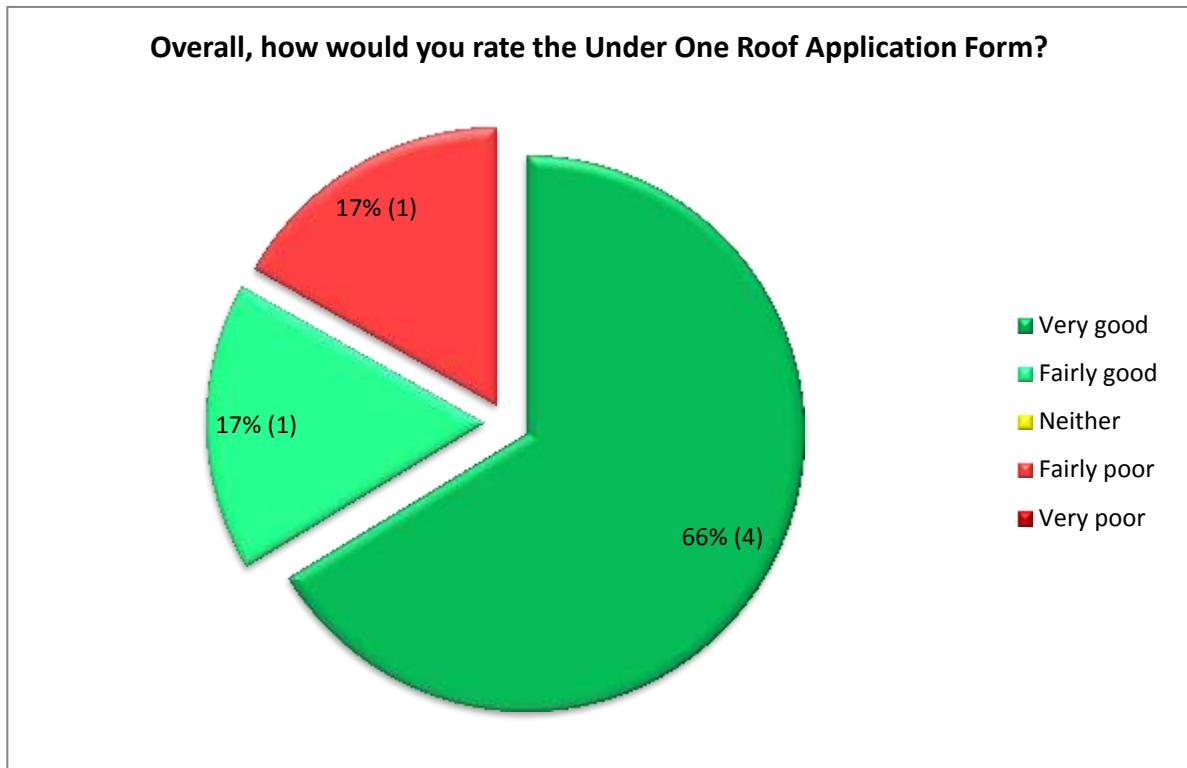
*...First impressions, Where you used to live, Your choice, Sheltered Accommodation and Equal Opportunities sections...
...very or fairly good.*

- ✗ *Half of the Inspectors (3) rated the front cover as 'very good' or 'fairly good'*

The Inspectors made some suggestions to improve the Under One Roof Application Form, this can be found in the 'Recommendations' section of this report.

Overall

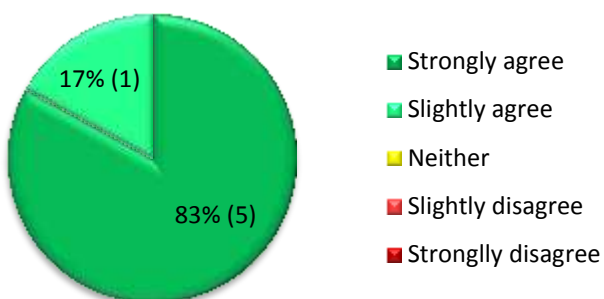
The pie chart below displays the overall rating the Inspectors gave the Under One Roof Application Form.



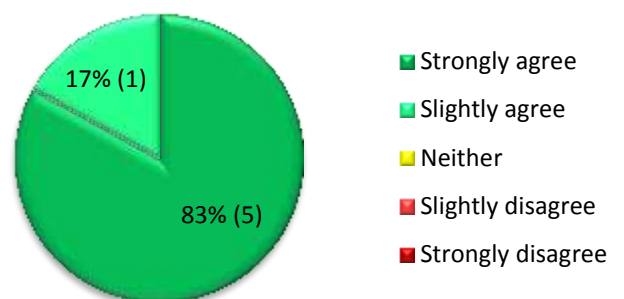
Four of the six Inspectors rated the Application Form overall as 'Very good', one rated it as 'fairly good whilst one considered it to be 'Fairly poor'.

The graphs below and on the following page display the Inspectors responses to additional questions asked on the completion of the Under One Roof Application Form.

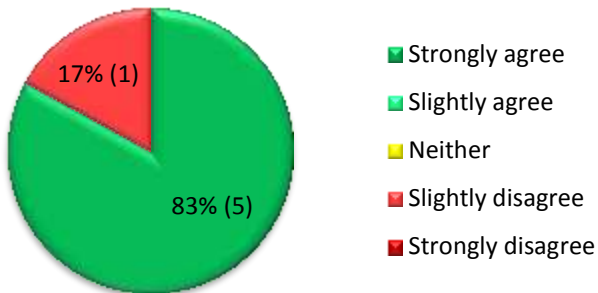
How strongly do you agree or disagree that the overall layout is good?



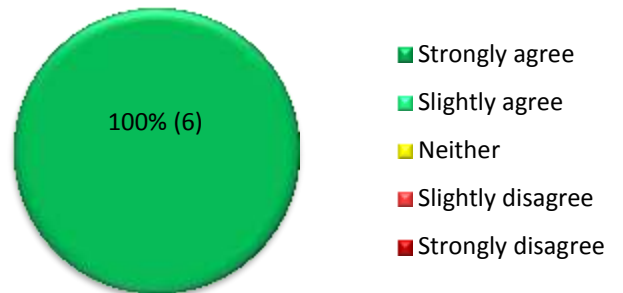
How strongly do you agree or disagree that the form is easy to complete?



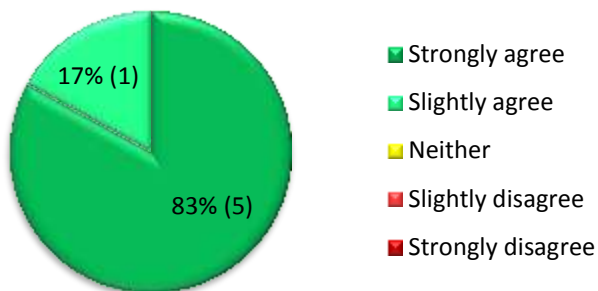
How strongly do you agree or disagree that after completing the form you understand where to get help?



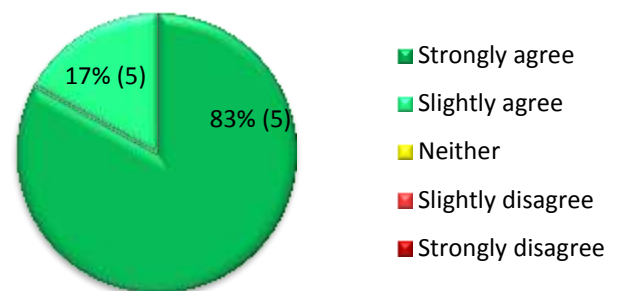
How strongly do you agree or disagree that you know what documents to send to the Under One Roof Team?



How strongly do you agree or disagree that you know where to send the required documents?



How strongly do you agree or disagree that you know what will happen once you have submitted the form?

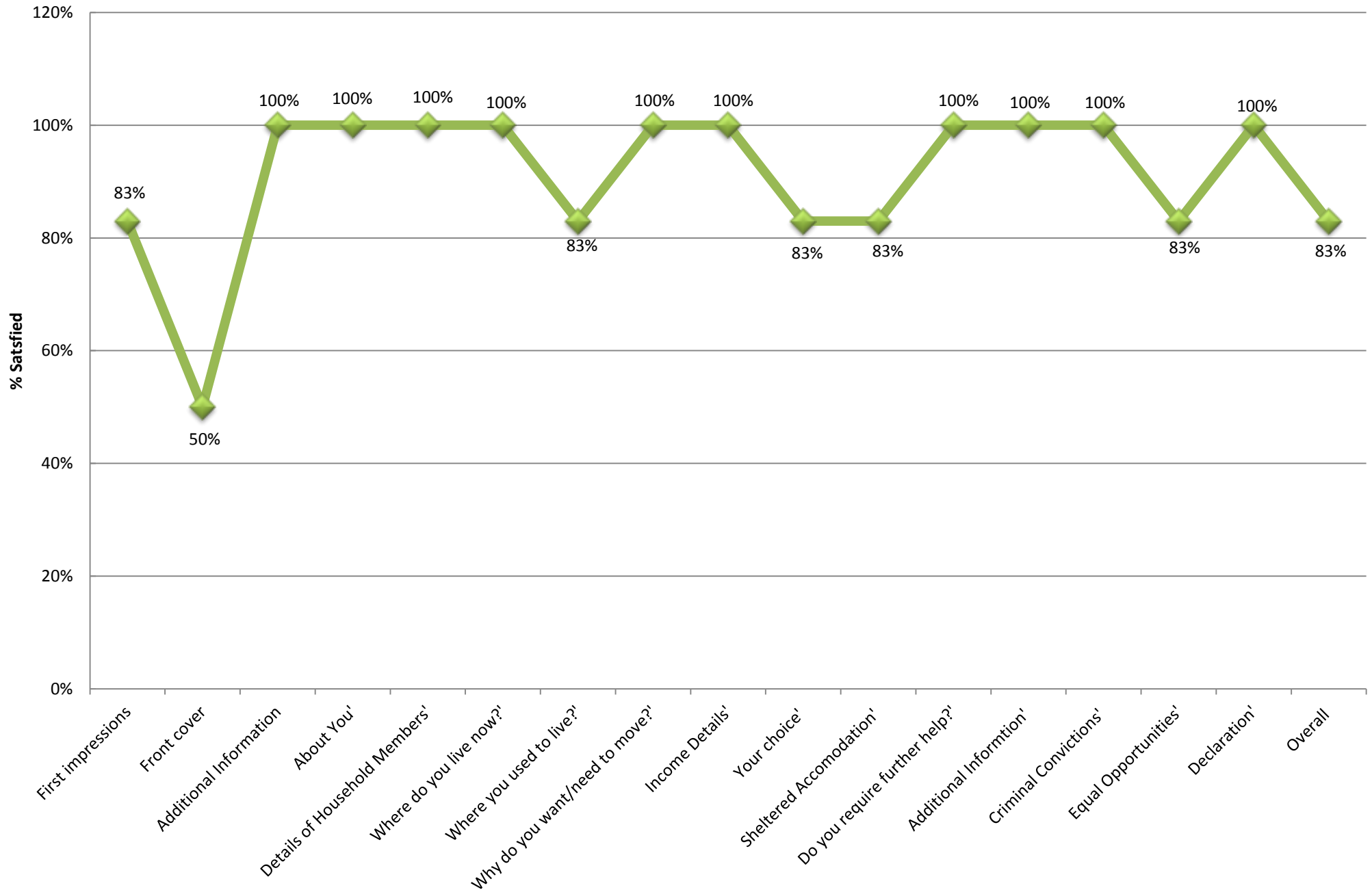


The graphs all display a high level of satisfaction with the Under One Roof Application Form, the only element to receive a negative rating was in relation to the understanding of where to obtain additional help with the completion of them form, one Inspector 'slightly disagreed' with this.

The line graph on the following page displays the Customer Journey on the completion of the Under One Roof Application Form, the journey begins on first receiving the form to the completion of each individual section contained within.

Please note the journey has been based on the opinion of six trained Customer Inspectors who have scrutinised the application form.

Under One Roof Application Form - Customer Journey

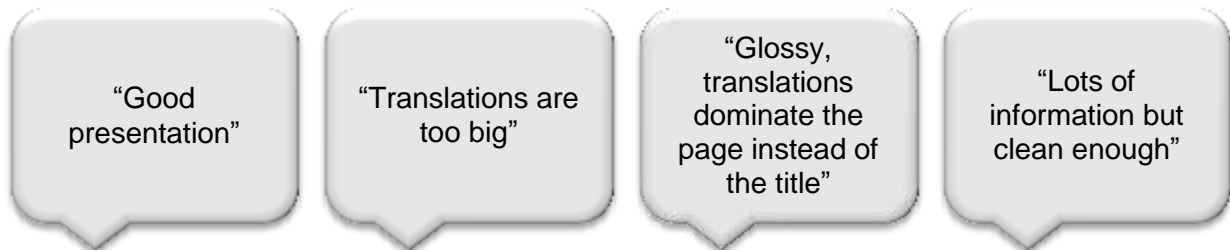


Analysis

First Impressions

Almost all the Inspectors considered their first impressions of the Under One Roof Application Form to be good, (2 very good and 3 fairly good). One Inspector selected 'neither' in relation to their first impression of the form.

The Inspectors highlighted what made them select their chosen rating for the first impressions of the form.



Five out of six of the Inspectors were happy that it was easy to see what the application form was for.

Front Cover

Mixed responses were received from the Inspector's in relation to the front cover being clear and easy to understand. Four of the Inspectors agreed with this, whilst two disagreed.

Overall half of the Inspectors (3) rated the Application Form as good, with two rating it as 'very good'. Three Inspectors gave the Front Cover of the application form an overall rating of 'Fairly Poor'.

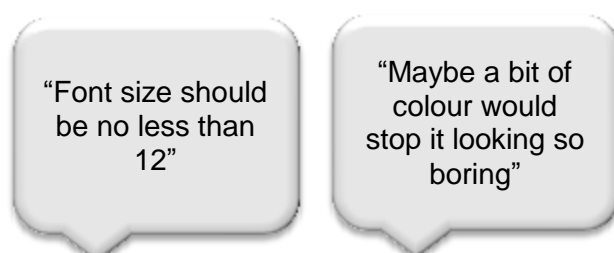
To improve the Front Cover, the Inspectors have suggested the following:



The Under One Roof Application Form also contains some additional information sheets to aid with the completion of the form. The Inspectors all found the additional information to be useful (Four strongly agreed). The Inspectors also all found the additional information to be clear and easy to understand, (Four strongly agreed)

Overall the additional information was considered to be good by all the Inspectors, four gave a rating of 'very good'.

To improve the additional information, the Inspectors have suggested the following:

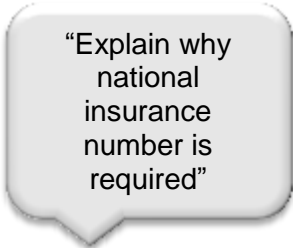


About You


The 'About You' section of the form was rated highly by the Inspectors, all six found this section to be useful. Five out of the six Inspectors 'strongly agreed' that the section was clear and easy to understand, one Inspector 'Slightly agreed'.

Overall the 'About You' section was rated positively by the Inspectors, four gave it an overall rating of 'Very good' and a further two rated it as 'fairly good'.

To improve the 'About You' section the Inspectors have suggested the following:



"Explain why national insurance number is required"




"The different 'ID' required should be given in a list"

Details of household members

All the Inspectors 'Strongly agreed' that the 'Details of household members' section is useful. Almost all the Inspectors 'Strongly agreed' that the section is 'clear and easy to understand', one Inspector 'Slightly agreed'.

Overall the 'Details of household members' section was rated positively by all the Inspectors, five gave an overall rating of 'Very good' and only one as 'Fairly good'.

To improve the 'Details of household members' section the Inspectors have suggested the following:



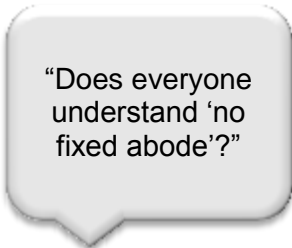
"Not easy to read"

Where do you live now?

The Inspectors all 'Strongly agreed' that the 'Where do you live now?' section is useful. In addition all of the Inspectors found the section 'clear and easy to understand', five strongly agreed.

The 'Where do you live now?' section was rated highly overall, three Inspectors found it to be 'very good' and three to be 'fairly good'.

To improve the 'Where do you live now?' section the Inspectors have suggested the following:



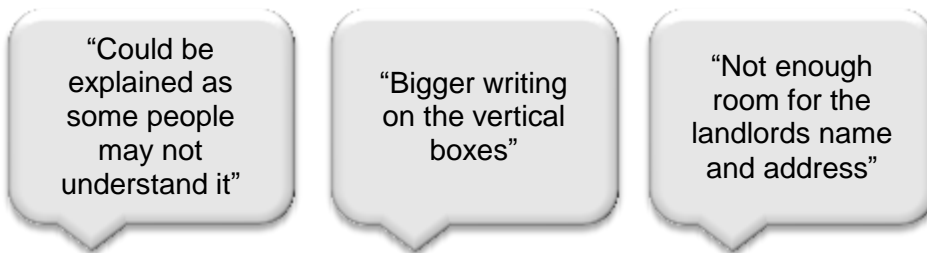
"Does everyone understand 'no fixed abode'?"

Where you used to live?

All the Inspectors rated the 'Where you used to live?' section highly in terms of how useful it, three strongly agreed and three slightly agreed. It was also considered to be clear and easy to understand, all the Inspectors agreed (four strongly agreed).

Overall this section was rated positively and received a rating of 'Very good' by two Inspectors and 'Fairly good' by a further three Inspectors. Unfortunately one Inspector found this section to be 'Fairly poor'.

To improve the 'Where you used to live?' section the Inspectors have suggested the following:



Why do you want/need to move?

The 'Why do you want/need to move?' section of the form was rated very positively, all the Inspectors 'strongly agreed' that the section was useful and was clear and easy to understand.

Four of the Inspectors gave the section an overall rating of 'very good' a further two rated it as 'fairly good'.

Income Details

Similar to the previous section the 'Income Details' section was rated highly, the Inspectors all 'Strongly agreed' that the section was useful and was clear and easy to understand.

Overall the Inspectors all rated it positively with four rating it as 'Very good' and two rating it as 'Fairly good'.

The Inspectors made no suggestions for improvements to this section of the Application Form.

Your choice

The 'Your choice' section of the form was rated highly in terms of how useful the section is, four Inspectors 'Strongly agreed' and one 'Slightly agreed'. One Inspector 'Strongly disagreed' that this section was useful. In regards to how clear and easy this section was to understand the four Inspectors 'Strongly agreed' and one 'Slightly agreed'. One Inspector 'Strongly disagreed' that it was clear and easy to understand.

Five out of the six Inspectors rated the 'your choice' section of the form positively overall, three rated it as 'very good' and a further two as 'fairly good'. One Inspector gave it an overall rating of 'Very poor'.

To improve the 'Your Choice' section the Inspectors have suggested the following:

"Don't think you should have to put where you don't want to live"

"Easier to say where you would like to live"

"Not everyone is familiar with the areas"

Sheltered Accommodation

The Inspectors all found the 'Sheltered Accommodation' section to be useful, four strongly agreed. Five out of the six Inspectors rated this section positively in terms of how clear and easy it is to understand, four strongly agreed. One Inspector 'slightly disagreed' that the section was clear and easy to understand.

Overall the 'Sheltered Accommodation' section was rated as 'Very good' by four Inspectors, one Inspector rated it as 'Fairly good'. It was thought to be 'fairly poor' by one of the Inspectors.

The Inspector who rated this section as 'Fairly poor' made the following comment.

"Text is too small; also more information about the accommodation types would be useful"

Do you require further help?

The 'Do you require further help?' Section received a positive rating by five out of the six in terms of how useful it is. One Inspector gave this a rating of 'neither'. Four Inspectors 'Strongly agreed' that the section was clear and easy to understand.

Overall this section of the application form was rated highly with all the Inspectors giving a rating of either 'very good' (3) or 'fairly good' (3).

To improve the 'Do you require further help?' section the Inspectors have suggested the following:

"Small text is hard to see"

Additional Information

All the Inspectors 'Strongly agreed' (6) that the 'Additional Information' section was useful. It was rated highly in terms of how clear and easy it is to understand, the majority of Inspectors 'Strongly agreed' (5), one Inspector 'Slightly agreed'.

Overall this section was rated as 'very good' by four Inspectors and 'fairly good' by two Inspectors.

To further improve the 'Additional Information' section the Inspectors have suggested the following:

"Lines might be helpful"

Criminal Convictions

All the Inspectors found this section to be 'useful' as all six 'Strongly agreed'. Five of the six Inspectors 'Strongly agreed' that the 'Criminal Convictions' was clear and easy to understand, one Inspector 'Slightly agreed' with this.

Overall this section was rated highly with all the Inspectors rating it as good. (Four very good).

To improve the 'Criminal Convictions' section the Inspectors have suggested the following:

"Specify what is classed as a criminal conviction e.g. speeding"

Equal Opportunities

Five out of the six Inspectors 'Strongly agreed' that the 'Equal Opportunities' section was useful, one Inspector 'Slightly agreed'. In terms of how clear and easy this section is four Inspectors 'Strongly agreed' and one 'Slightly agreed'. One Inspector 'Strongly disagreed' that this section was clear and easy to understand.

Overall this section received a positive rating with the majority (3) of the Inspectors rating it as 'very good', two gave a rating of 'fairly good' whilst one rated it as 'neither'.

To improve the 'Equal Opportunities' section the Inspectors have suggested the following:

"Could have made it bigger"

"Equal opportunities title is misleading"

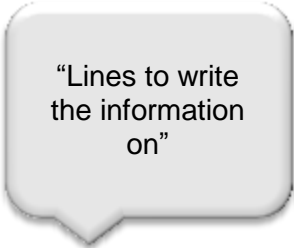
Declaration

The Inspectors were pleased with the 'Declaration' section, the all 'Strongly agreed' with the following:

- It is easy to complete
- It is well laid out
- Understand how the information will be used
- Understand the consequence of not providing the correct information

Almost all (5) the Inspector rated the 'Declaration' section as 'very good'. One Inspector gave an overall rating of 'fairly good'.

To improve the 'Declaration' section the Inspectors have suggested the following:



"Lines to write
the information
on"

Customer Inspector Recommendations

The Inspectors took part in a break out session to discuss areas of the form that require improvements. The diagrams below display the recommendations that have been made to each of the sections within the Application form.

Additional Information in the pack

- Remove 'Helena Housing'
- Clear list of the information that can be sent.
- Font on the 'Declaration' is too small
- Font on ' Cost of a New Home' is too small
- 'Cost of New Home' is 'wordy'- it should be made easier to read.

Front Cover

- Translations dominate the front cover, -should be moved to the back.
- Clear title, it currently looks like a footnote
- Make address more prominent
- Red background with red writing is difficult to read.

'AboutYou'

- Red background with white writing is difficult to read
- Explain why National Insurance Number is required
- Information regarding what documents required posting are not clear

'Details of Household Members'

- The boxes are useful to keep all the information together

'Where you live now?'

- No recommendations

'Where you used to live?'

- Vertical labels are too small
- Difficult to understand
- Not a lot of space for landlords name and address

'Why do you want/need to move?'

- 'Helena tenants only' is in a too small font

Income Details'

- No recommendations

'Your Choice'

- It should be 'Which areas would **like** to live?' rather than where you would not like to live, at a glance it would be completed as the areas a customer would prefer
- The red background with white font is a little bit too much

'Sheltered Accommodation'

- The font size is too small and should be increased

'Do you require further help?'

- It would be more logical if this section followed the 'Declaration' section

'Additional Information'

- Lines on the page would make it easier to write all the required information

'Criminal Convictions'

- This section seems ambiguous more specific information is required, for example are details required of speeding offences
- The font is too small

'Equal Opportunities'

- One Clear section for all Equality and Diversity questions
- Also details of why this information should be provided should be at the beginning of the section

'Declaration'

- Line in the box would make it easier to complete

Appendix

Appendix 1: Raw Data

1. Name

The names of the Customer Inspectors have not been included as part of the raw data to ensure they remain anonymous.

2. Date

All mystery shops of the Under One Roof Application Form were completed on Wednesday 25 November 2010.

3. How would you rate your first impressions of the application form?

	No.	%
Very good	2	33.3
Fairly good	3	50.0
Neither	1	16.7
Fairly poor	0	0.0
Very poor	0	0.0
<i>Total</i>	6	100.0

4. Please give details about what made you come to your decision.

- Good presentation
- Translations is too big
- Glossy, translations dominate the page instead of the title
- Lots of information but clear enough

5. Do you think it is easy or difficult to see what the form is?

	No.	%
Very easy	3	50.0
Fairly easy	2	33.3
Neither	0	0.0
Fairly difficult	0	0.0
Very difficult	1	16.7
<i>Total</i>	6	100.0

6: How strongly do you agree or disagree with following statements?

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The front cover is clear and easy to understand	6	2	33.3	2	33.3	0	0	1	16.7	1	16.7

7. Overall how would you rate the front cover of this form?		
	No.	%
Very good	2	33.3
Fairly good	1	16.7
Neither	0	0.0
Fairly poor	3	50.0
Very poor	0	0.0
Total	6	100.0

8. Do you have any suggestions to how the front covers of the Under One Roof Application form can be improved?

- Put translations at the back
- Make title bigger and change goldfish
- Different languages on the front cover makes it look confusing

9: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The additional information is useful	6	4	66.7	2	33.3	0	0	0	0	0	0
The additional information is clear and easy to understand	6	4	66.7	2	33.3	0	0	0	0	0	0

10. Overall how would you rate the additional information provided in this pack?		
	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

11. Do you have any suggestions to how the additional information section can be improved?

- Font size should be no less than 12
- Maybe a bit of colour/bolder text could be helpful wouldn't look so boring could add small symbol

12: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'About You' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'About Your' section is clear and easy to understand	6	5	83.3	1	16.7	0	0	0	0	0	0

13. Overall how would you rate the 'About You' section?		
	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
<i>Total</i>	6	100.0

14. Do you have any suggestions to how the 'About you section can be improved?

- Why do need the national insurance number
- Maybe the id's that are required in a small list to make it clearer

15: How strongly do you agree or disagree with following statements?

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Details of Household Members' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'Details of Household Members' section is clear and easy to understand	6	5	83.3	1	16.7	0	0	0	0	0	0

16. Overall how would you rate the 'Details of Household Members' section?		
	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
<i>Total</i>	6	100.0

17. Do you have any suggestions to how the 'Details of Household members section can be improved?

- Not easy to read

18: How strongly do you agree or disagree with following statements?

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Where do you live now section' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'Where do you live now' section is clear and easy to understand	6	5	83.3	1	16.7	0	0	0	0	0	0

19. Overall how would you rate the 'Where do you live now' section?		
	No.	%
Very good	3	50.0
Fairly good	3	50.0
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

20. Do you have any suggestions to how the 'Where do you live now' section can be improved?

- Does everyone understand 'no fixed abode'

21: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Where you used to live' section' section is useful	6	3	50.0	3	50.0	0	0	0	0	0	0
The 'Where you used to live' section is clear and easy to understand	6	4	66.7	2	33.3	0	0	0	0	0	0

22. Overall how would you rate the 'Where you used to live' section?		
	No.	%
Very good	2	33.3
Fairly good	3	50.0
Neither	0	0
Fairly poor	1	16.7
Very poor	0	0
Total	6	100.0

23. Do you have any suggestions to how the 'Where you used to live' section can be improved?

- Could be explained better as some elderly person might not understand
- Bigger writing on the vertical boxes possibly last 3 years information not six
- Not enough room for the landlords name and addresses

24: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Why do you want/need to move' section' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'Why do you want/need to move' section is clear and easy to understand	6	6	100	0	0	0	0	0	0	0	0

25. Overall how would you rate the 'Why do you want/need to move section?'

	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

26. Do you have any suggestions to how the 'why do you want/need to move section can be improved?'

- No option for property too small only property too large

27: How strongly do you agree or disagree with following statements?

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Income Details' section' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'Income Details' section is clear and easy to understand	6	6	100	0	0	0	0	0	0	0	0

28. Overall how would you rate the 'Income Details' section?'

	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

29. Do you have any suggestions to how the Income Details section can be improved?'

No comments were received

30: How strongly do you agree or disagree with following statements?'

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Your choice' section' section is useful	6	4	66.7	1	16.7	0	0	0	0	1	16.7
The 'Your choice' section is clear and easy to understand	6	4	66.7	1	16.7	0	0	0	0	1	16.7

31. Overall how would you rate the 'Your choice' section?		
	No.	%
Very good	3	50.0
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	1	16.7
Total	6	100.0

32. Do you have any suggestions to how the 'your choice section can be improved?
- Don't think you should have put not in the should have been where you would like to move to
 - Easier to say where you want to live could perhaps give three choices
 - Not everyone knows about these areas could further information be requested

33: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Sheltered Accommodation' section is useful	6	4	66.7	2	33.3	0	0	0	0	0	0
The 'Sheltered Accommodation' section is clear and easy to understand	6	4	66.7	1	16.7	0	0	1	16.7	0	0

34. Overall how would you rate the 'Sheltered Accommodation' section?		
	No.	%
Very good	3	66.7
Fairly good	1	16.7
Neither	0	0
Fairly poor	1	16.7
Very poor	0	0
Total	6	100.0

35. Do you have any suggestions to how the sheltered accommodation section can be improved?
- Text is too small more info about the accommodation types what they are like ie flats/bungalows

36: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Do you require further help' section is useful	6	5	83.3	0	0	1	16.7	0	0	0	0
The 'Do you require further help' section is clear and easy to understand	6	4	66.7	1	16.7	1	16.7	0	0	0	0

37. Overall how would you rate the 'Do you require further help' section?

	No.	%
Very good	3	50.0
Fairly good	3	50.0
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

38. Do you have any suggestions to how the 'do you require further help' section can be improved?

- Small text is hard to see

39: How strongly do you agree or disagree with following statements?

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Additional Information' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'Additional Information' section is clear and easy to understand	6	5	83.3	1	16.7	0	0	0	0	0	0

40. Overall how would you rate the 'Additional Information' section?

	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

41. Do you have any suggestions to how the additional information section can be improved?

- Lines might be helpful
-

42: How strongly do you agree or disagree with following statements?

	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Criminal Convictions' section is useful	6	6	100	0	0	0	0	0	0	0	0
The 'Criminal Convictions' section is clear and easy to understand	6	5	83.3	1	16.7	0	0	0	0	0	0

43. Overall how would you rate the 'Criminal Convictions' section?		
	No.	%
Very good	4	66.7
Fairly good	2	33.3
Neither	0	0
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

44. Do you have any suggestions to how the criminal convictions section can be improved?

- Specify what is classed as a criminal conviction for example speeding
- Any way to check what the person has informed you

45: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Equal opportunities' section is useful	6	5	83.3	1	16.7	0	0	0	0	0	0
The 'Equal opportunities' section is clear and easy to understand	6	5	66.7	1	16.7	0	0	0	0	1	16.7

46. Overall how would you rate the 'Equal Opportunities' section?		
	No.	%
Very good	3	50.0
Fairly good	2	33.3
Neither	1	16.7
Fairly poor	0	0
Very poor	0	0
Total	6	100.0

47. Do you have any suggestions how the equal opportunities section can be improved?

- Could have made it a bit bigger
- Equal opportunities title misleading since it includes disability etc...

48: How strongly do you agree or disagree with following statements?											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The 'Declaration' section is easy to complete	6	6	100	0	0	0	0	0	0	0	0
The 'Declaration' section if well laid out	6	6	100	0	0	0	0	0	0	0	0
I understand how the information I provide will be used	6	6	100	0	0	0	0	0	0	0	0
I understand the consequences of not filling in the form with the correct information	6	6	100	0	0	0	0	0	0	0	0

<i>49. Overall how would you rate the 'Declaration' section?</i>		
	No.	%
Very good	5	83.3
Fairly good	1	16.7
Neither	0	0
Fairly poor	0	0
Very poor	0	0
<i>Total</i>	6	100.0

50. Do you have any suggestions to how the declaration section can be improved?
 - lines to write the information on

<i>51: How strongly do you agree or disagree with following statements?</i>											
	Base	Strongly agree		Slightly agree		Neither		Slightly disagree		Strongly disagree	
		No.	%	No.	%	No.	%	No.	%	No.	%
The overall layout is good	6	5	83.3	1	16.7	0	0	0	0	0	0
The form is easy to complete	6	5	83.3	1	16.7	0	0	0	0	0	0
I know where I can get help to complete the form	6	5	83.3	0	0	0	0	1	16.7	0	0
I know what documents I need to send to the Under One Roof team	6	6	100	0	0	0	0	0	0	0	0
I know where to send the required documents	6	5	83.3	1	16.7	0	0	0	0	0	0
I know what will happen next once I have submitted the form	6	5	83.3	1	16.7	0	0	0	0	0	0

<i>52. Overall how would you rate the 'Under One Roof Application Form</i>		
	No.	%
Very good	4	66.7
Fairly good	1	16.7
Neither	0	0
Fairly poor	1	16.7
Very poor	0	0
<i>Total</i>	6	100.0