

February 2020 – GreenSquare Customer Feedback

Why the survey is taking place and the purpose

This month the survey was about Customer Feedback. We're keen to get your views on the services we provide and use your feedback to improve them. By answering the following questions you'll help us understand the best ways for us to ask for your opinions and provide opportunities for you to give them.

How many users took part in the survey

Total of surveys completed – 218

myGreenSquare - 165 Phone - 34 Post - 18 Unknown - 1

What you said

We asked you to rate the following questions about sharing feedback with GreenSquare and the responses received are shown below:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
I have enough opportunities to share my views with GreenSquare	10	17	47	98	45	217
I can impact how GreenSquare is run	30	33	86	59	7	215

You said you would prefer to be contacted by the following choices:

Answer choices	No of responses	% of responses
Email	71	32.87%
myGreenSquare	64	29.63%
Phone	56	25.93%
Text	12	5.56%
Post	9	4.17%
Social Media (Facebook and/ or Twitter)	3	1.39%

We asked you what the best time of day would be to contact you and you gave the following answers:

Answer choices	No of responses	% of responses
9.00am – 12.00pm	55	26.19%
12.00pm – 2.30pm	37	17.62%
2.30pm – 5.00pm	44	20.95%
5.00pm – 7.00pm	55	26.19%
7.00pm – 9.00am	19	9.05%

Telephone surveys with the Viewpoint team were last carried out by you as below:

Answer choices	No of responses	% of responses
Within the last month	29	13.36%
Within the last 3 months	26	11.98%
Within the last 6 months	15	6.91%
Within the last year or over	20	28.11%
Don't remember	61	28.11%
I haven't done one	66	30.41%

Over 50% of you agreed or strongly agreed with being able to share your views on GreenSquare openly with the Viewpoint team and 10% of you said you disagreed or strongly disagreed with this statement. The remaining 40% of you remained neutral.

We asked you if you would be interested in sharing your views about GreenSquare by different methods, the responses you gave are as follows:

	Yes	No	Total
Resident group meetings – a group that meets regularly to discuss what is important to GreenSquare residents in a specific block or area	86	124	210
GreenSquare Customer Panel – a group that meets regularly to discuss what is important to all GreenSquare customers	79	128	207
Focus Groups – small groups that meet to discuss hot topics with GreenSquare employees	73	131	204
Walkabouts – meeting GreenSquare teams as they walk round and review specific blocks, areas or estates	101	107	208
Visits from Viewpoint team – meeting the team who run the customers surveys and giving them information to feed back to the business	92	111	203
Online through myGreenSquare	159	50	209
By text	120	75	195

Almost 70% of you said you would like to see more of the results of the feedback you give us, with email being the most popular choice to receive these results.

48% of you said you would like to receive these results quarterly.

What we did

Outcomes/Changes made as a result of the survey – Available May 2020