

May 2019 – Out of Hours

Why the survey is taking place and the purpose

In this month's survey we asked customers for their thoughts and feedback on our out of hours emergency service. This service is provided by Deane Helpline for us when our contact centre is closed. We want to understand what customers know about the service and if they'd used it what the experience was like and how we could improve the service.

How many users took part in the survey

Total of surveys completed – 172

Online – 78 MyGreenSquare – 36 Phone – 35 Post – 20 Unknown - 3

What you said

Almost 3/4 of customers said they were aware GreenSquare has an out of hours emergency service.

112 (65.5%) customers said they knew how to contact this service.

To access our out of hours emergency service all you need to do is call our main number (01249 465465) and follow the prompts. We aim to answer all out of hours emergency calls within two minutes. We asked customers if they called the service did we meet this target, and received the following responses:

30 (17.75%) said we always met this target, 20 (11.83%) said we usually did and 11 (6.51%) answered sometimes to meeting the target.

Just under 5% (8 customers) said rarely or never.

The remaining 100 (59.17%) customers said they had not called the service.

We had a total of 169 responses to this question.

We asked customers if they thought the staff were knowledgeable. The 169 responses were as follows:

Always -	34 / 20.12%
Usually -	18 / 10.65%
Sometimes -	17 / 10.06%
Rarely -	4 / 1.18%
Never -	2 / 1.18%
I have not called -	94 / 55.62%

24 (14.2%) of customers said their call was usually dealt with immediately and 28 (16.57%) needing further action to be taken. 20 (11.83%) said their call experience varied and the remaining 97 (57.4%) had not called the service. 169 customers answered this question.

What we did

Outcomes/Changes made as a result of the survey – Available August 2019