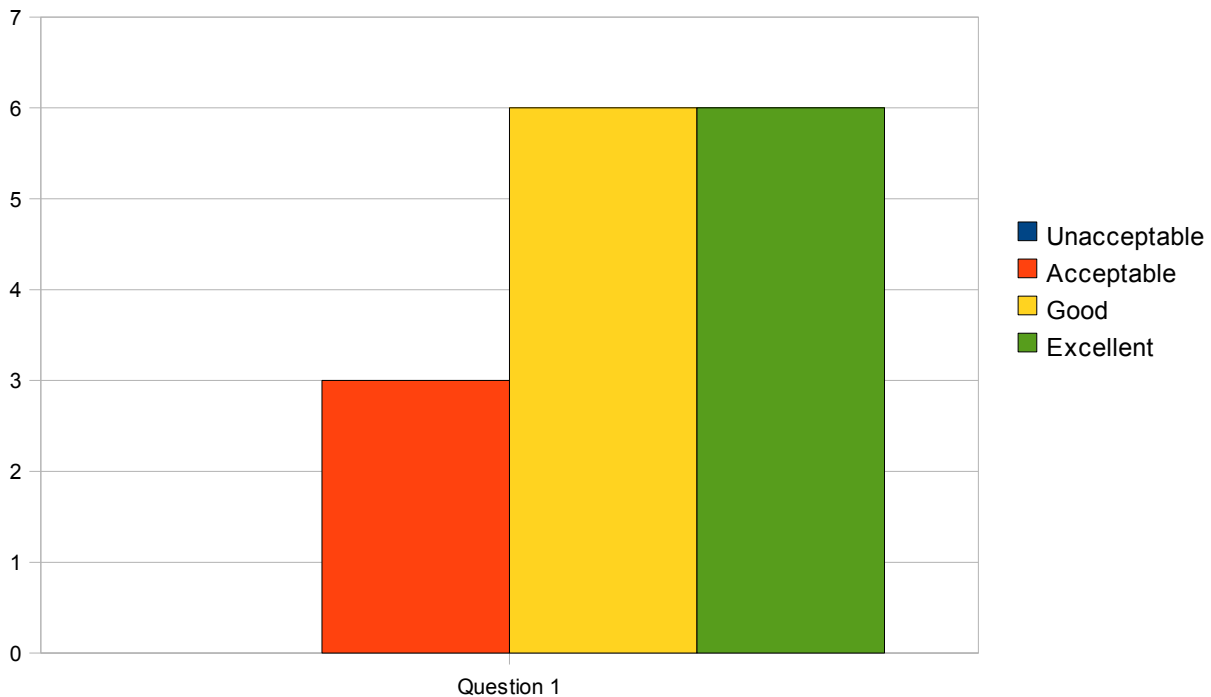




Agency Customer Feedback
2008

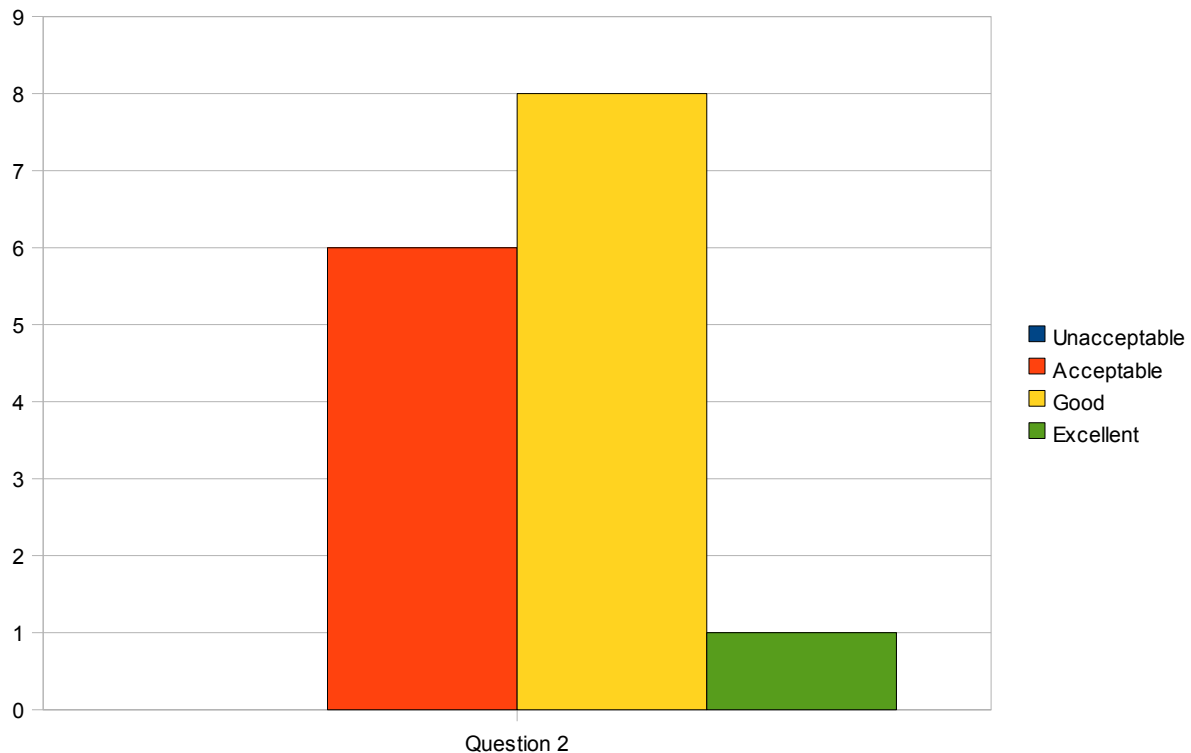
Question 1: How would you describe the overall service from Support Horizons?



What this means: 80% of the people who responded thought that the service they received from Support Horizons was good or excellent.

What we will do about this: We will make an effort to find out how we can improve our service for the 20% of people who rated it as “acceptable”

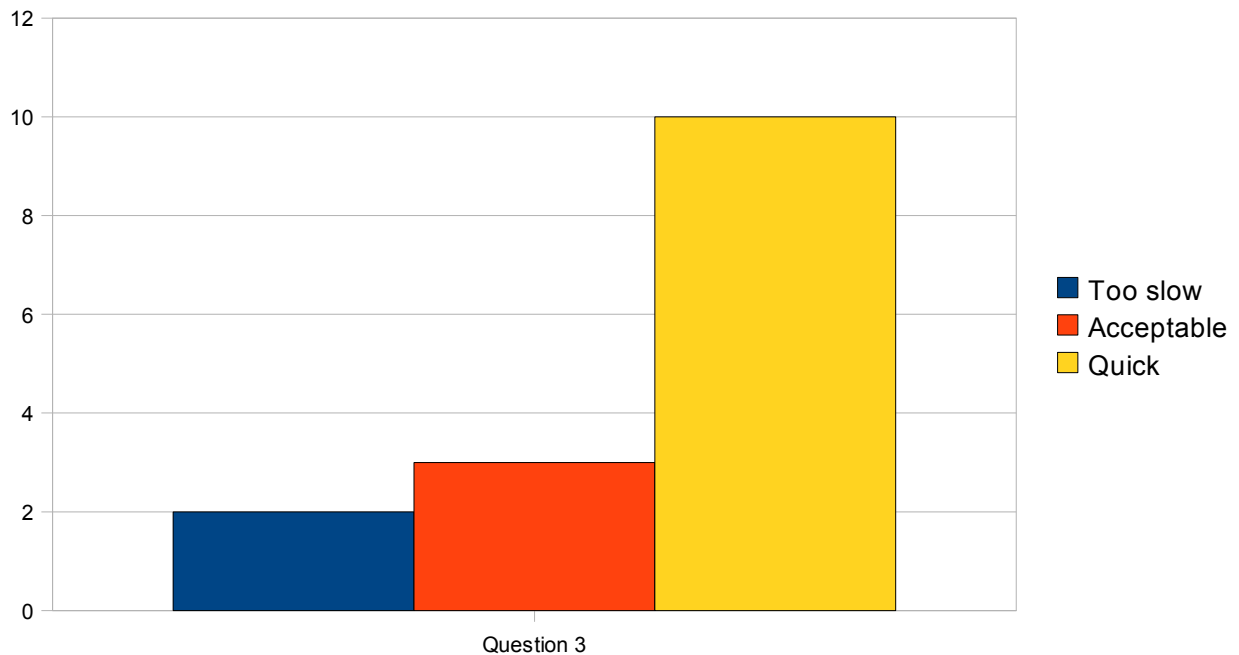
Question 2: How would you describe the general quality of the agency staff supplied?



What this means: more than half of the people who responded thought that the agency staff they used from Support Horizons were good or excellent.

What we will do about this: We will offer more training and support to the agency staff we supply.

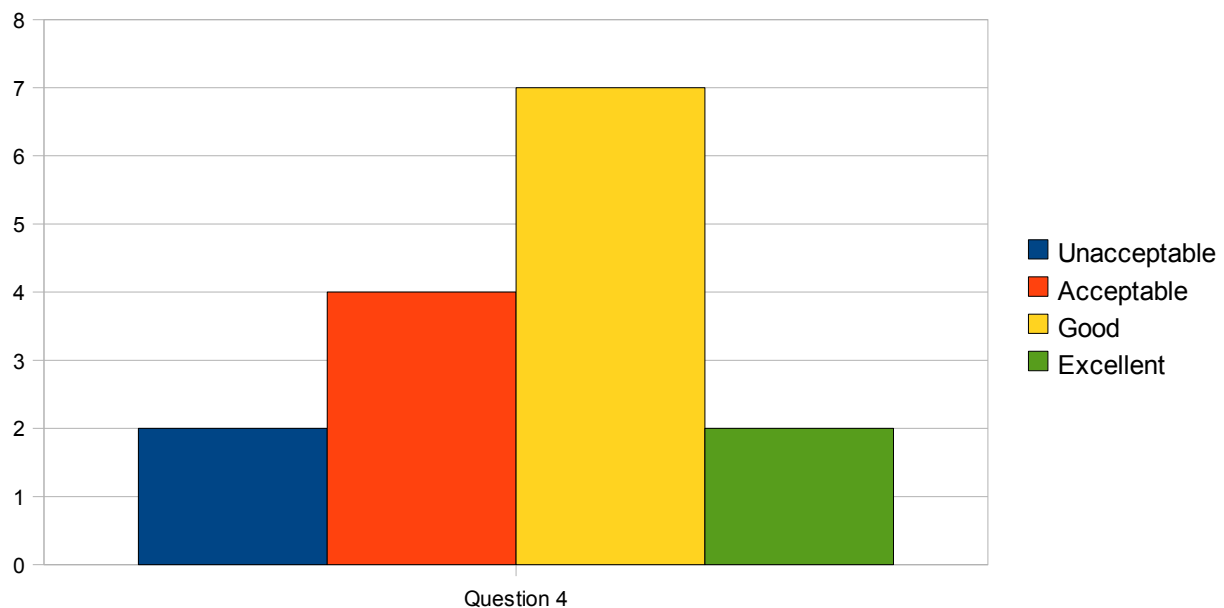
Question 3: How would you describe the speed of the booking service?



What this means: two thirds of the people who responded thought that the our agency responded very quickly when they needed staff.

What we will do about this: we will try and make sure we respond quickly to everyone who uses us.

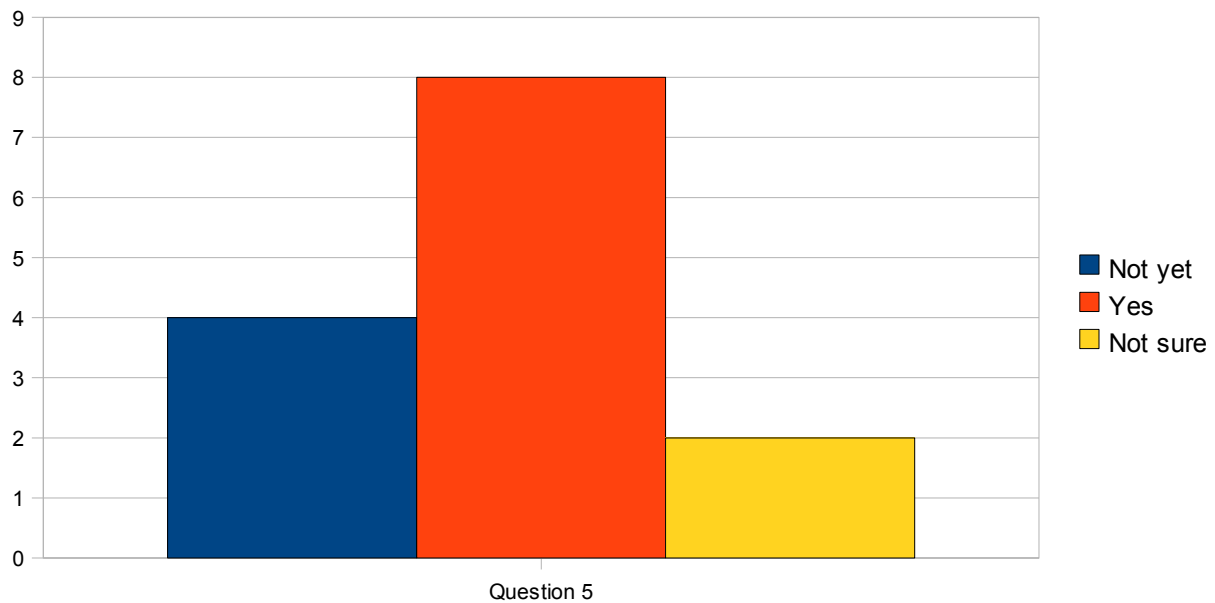
Question 4: How would you describe the quality of the booking service?



What this means: over half of the people who responded thought that the quality of the booking service was good or better. However some people felt it was unacceptable.

What we will do about this: we will find out more about all of our customers and make sure we find a way of working that suits them.

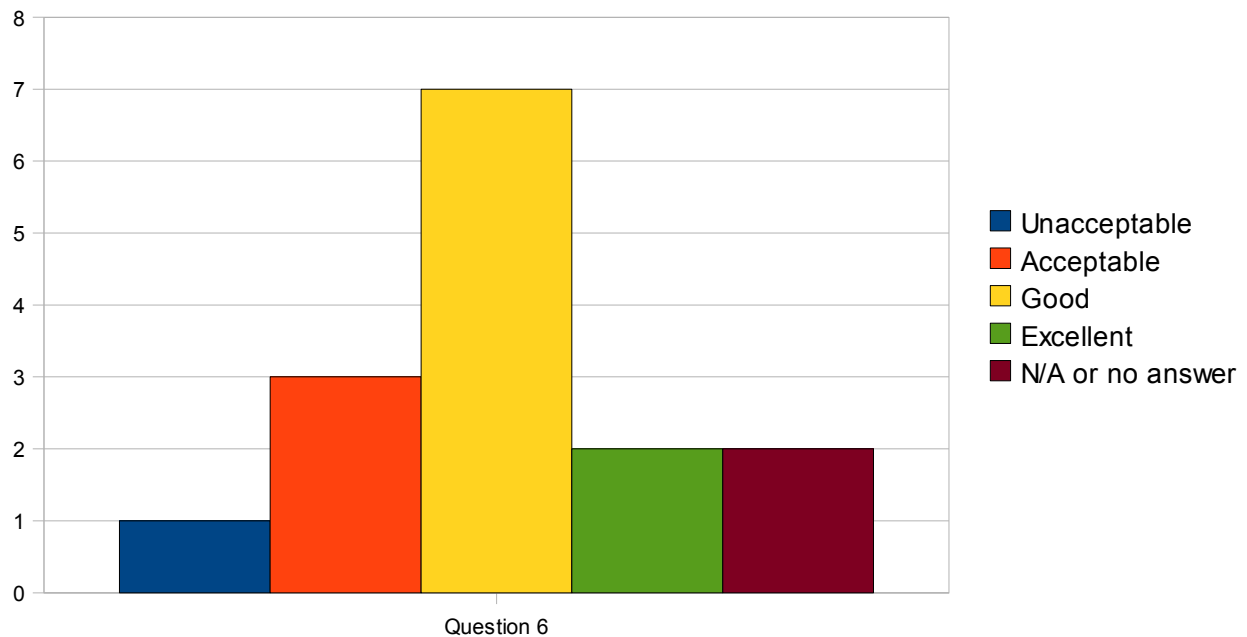
Question 5: Have representatives of Support Horizons visited you?



What this means: we have visited over half of the people who responded.

What we will do about this: we will aim to visit all of our customers over the next year

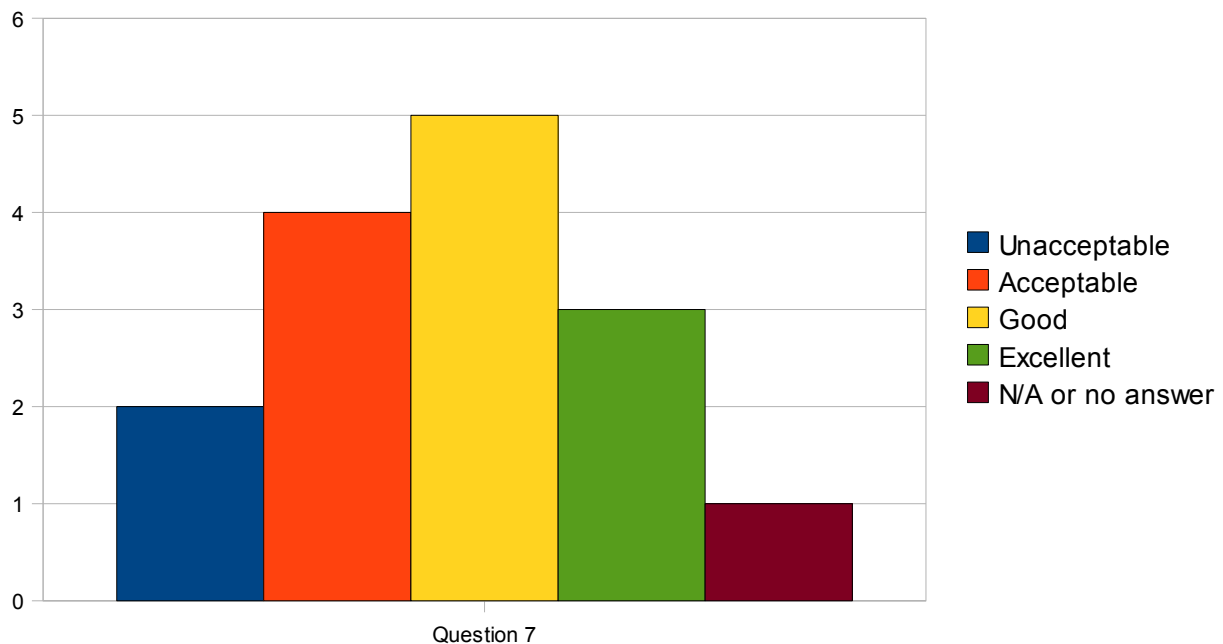
Question 6: How would you describe the quality of the out of hours service (on-call)?



What this means: over half of the people who responded were happy with the current out of hours service.

What we will do about this: we will be changing our office opening hours so that we can do more work from the office and less on call.

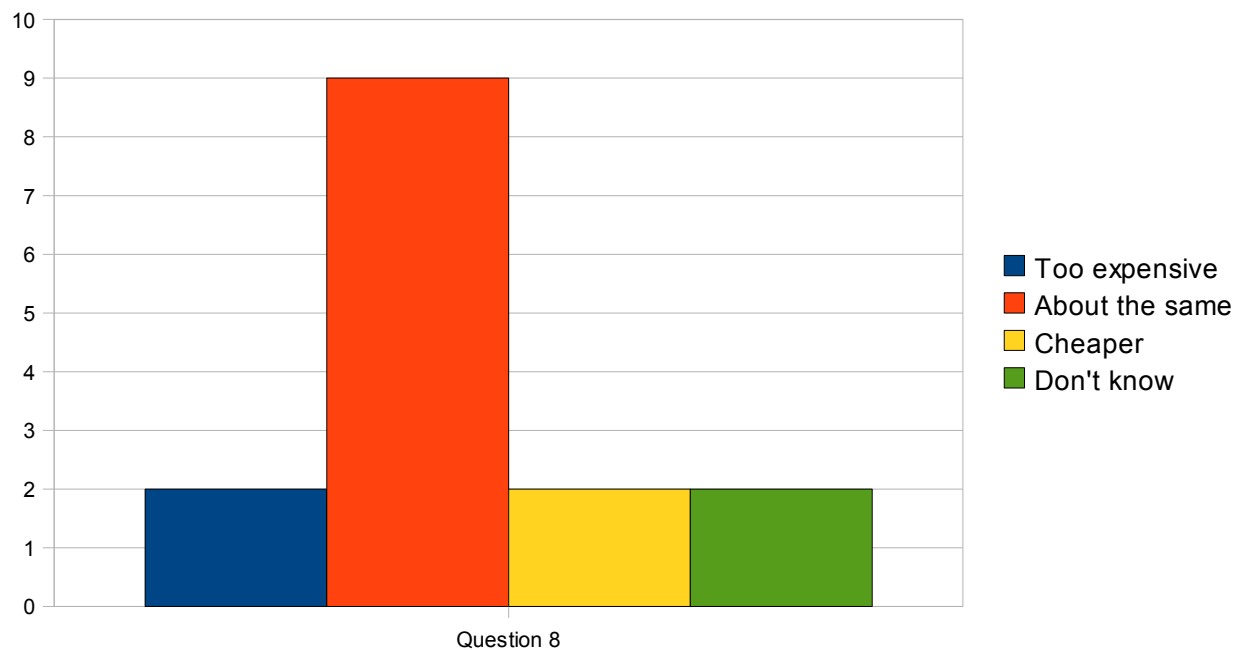
Question 7: How would you describe the response to any complaints or problems you might have had?



What this means: over half of the people who responded were happy with the way we responded to problems.

What we will do about this: we will make sure our customers know our current procedures for dealing with complaints and problems. We will also find out how we can improve them.

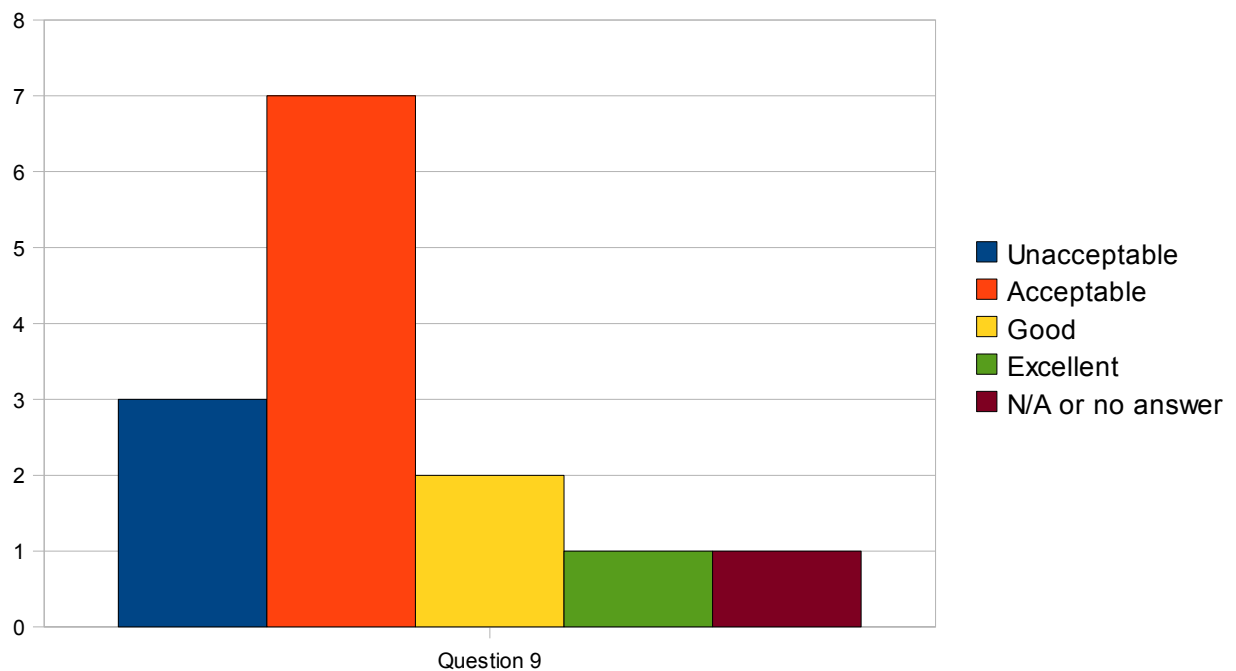
Question 8: How would you describe the rate of charge compared to other agencies?



What this means: almost all of the people who responded thought that our prices were about the same as other agencies.

What we will do about this: we will aim to keep our prices as low as possible next year

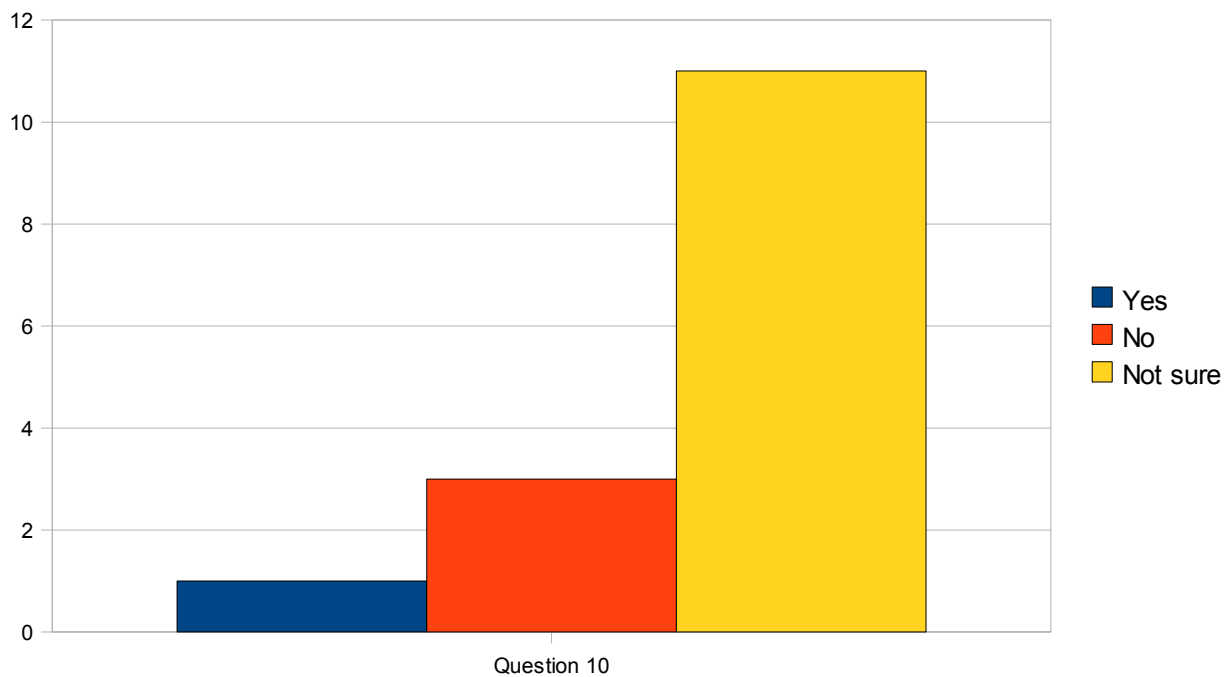
Question 9: How would you describe the quality of the invoicing overall?



What this means: a lot of people felt our invoicing was not good enough and had a lot of errors.

What we will do about this: we have further changed our systems for doing our invoices and have put in a lot more checks.

Question 10: Do you think the accuracy has improved for invoices for work done since August 2008?



What this means: most people weren't sure if the quality of our invoices had improved since we first changed our system

What we will do about this: we have already made further changes and will check again in a few months to see if this has made an improvement

How useful, or important, to you have you found:

Free Induction time

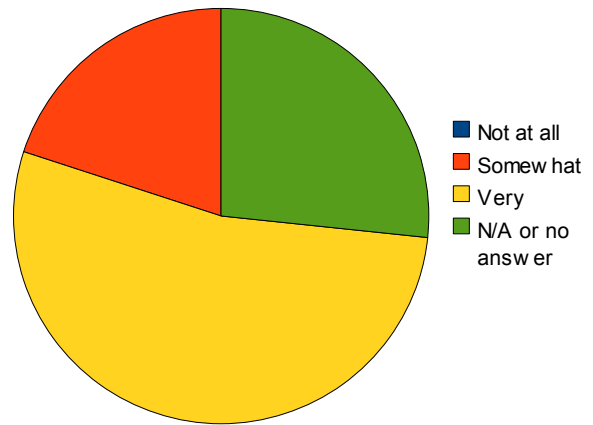
What this means:

Most people find this feature useful

What we will do about this:

We will keep providing this

Question 11



Workers information sheets

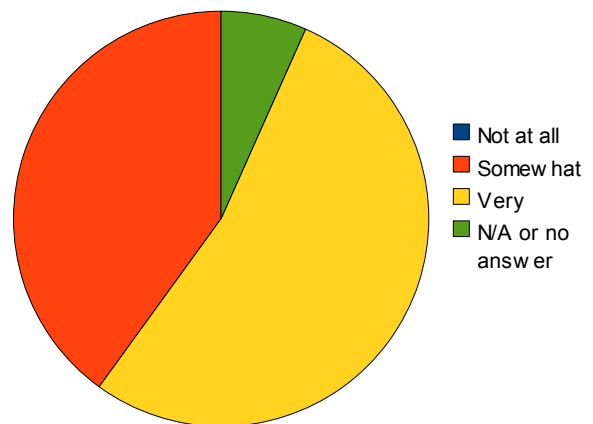
What this means:

A lot of people find this feature useful

What we will do about this:

We will keep providing this

Question 12



The out of hours service

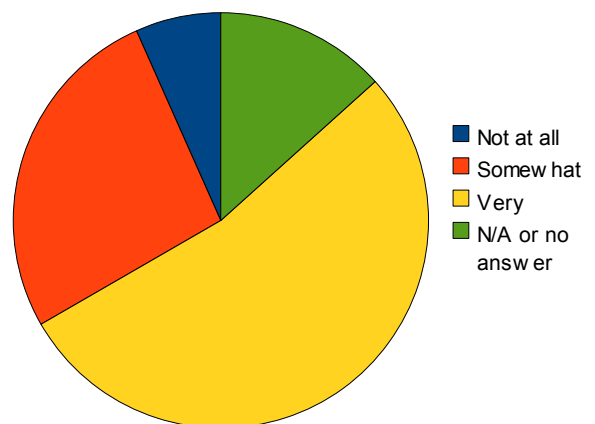
What this means:

Most people find this useful

What we will do about this:

We will keep providing this but look at how we can improve it

Question 13



Free time for supervisions, training and staff meetings

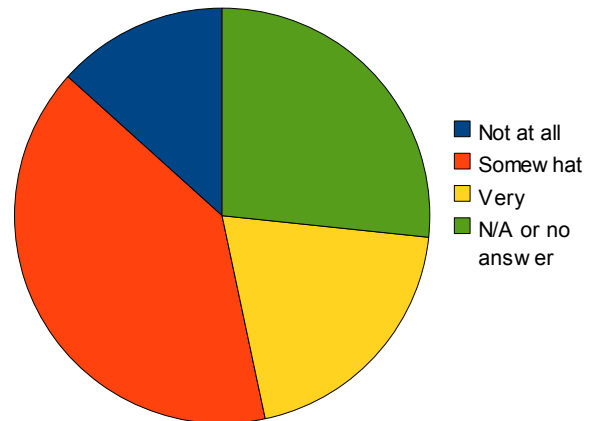
What this means:

Some people find this useful but some are less sure about it

What we will do about this:

We will keep providing this and will make sure we explain about it to all our customers

Question 14



“Easy read” forms and information

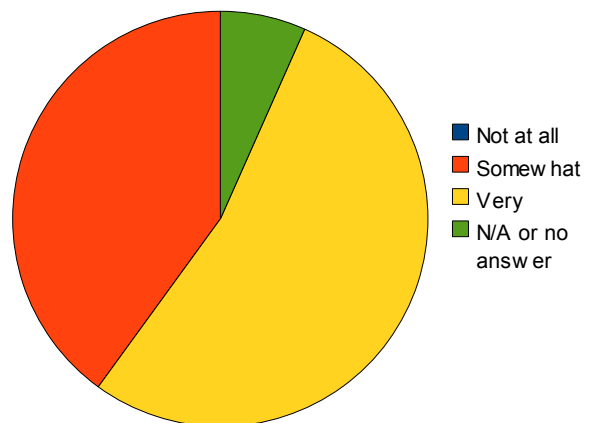
What this means:

Almost everyone finds this useful

What we will do about this:

We will keep providing this feature and try to do more of it

Question 15



Our policy of one rate of charge – regardless of day or time

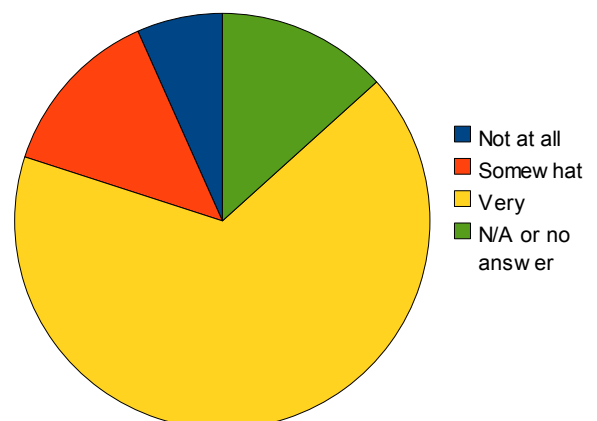
What this means:

Most people find this useful and a lot think it is very useful

What we will do about this:

We will keep this policy when working out next years charges

Question 16



Support Horizons being a community owned, not-for-private-profit organisation

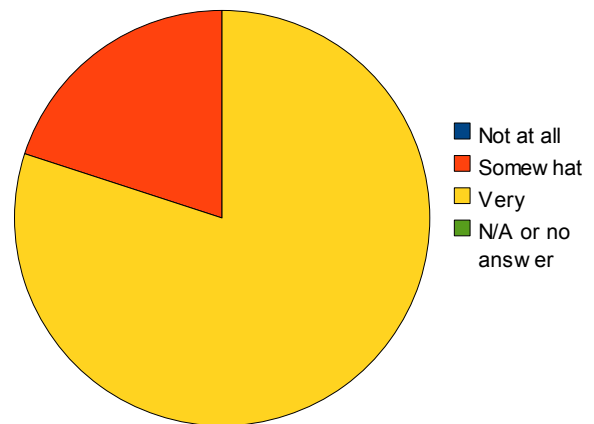
What this means:

This is something that is clearly important to our customers

What we will do about this:

We will keep promoting this aspect of our business

Question 17



Support Horizons actively seeking to employ people with a learning disability

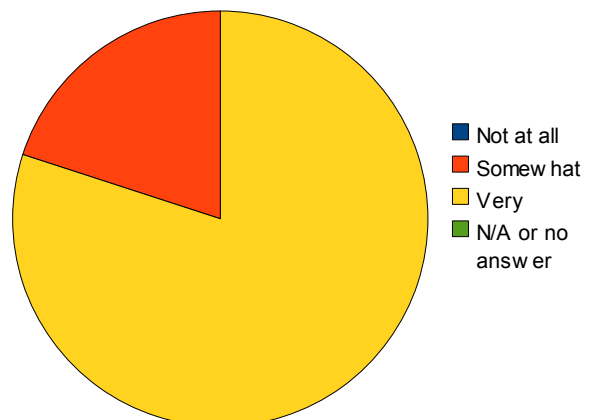
What this means:

This is something that is clearly important to our customers

What we will do about this:

We will be seeking to employ more people with a learning disability within our business

Question 18



Our feedback days and Annual General Meeting

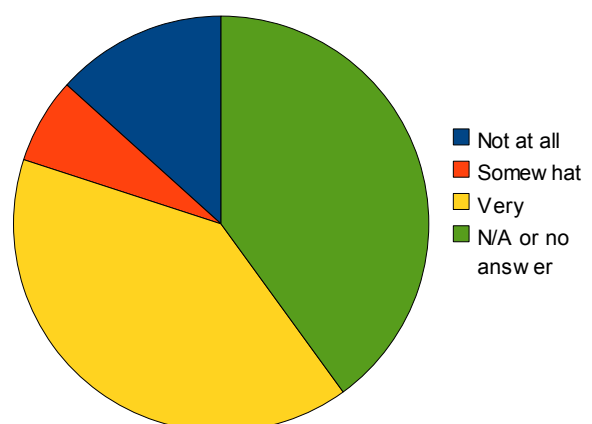
What this means:

People seem less sure about this feature

What we will do about this:

We will change the way we do these meetings to make them more useful to customers

Question 19



What people said about us:

What does Support Horizons do well?

- “very fast and and helpful for immediate cover”
- “provide staffing at short notice”
- “obtain suitable carers who try hard to do a good job”
- “answer my needs as quickly as possible”
- “generally provides high quality staff”
- “respond quickly to requests”
- “offer enjoyable employment for people with a learning disability”
- “very efficient with booking workers at short notice”
- “listening to what is required”
- “genuinely interested in providing a good service to the people we support”
- “very friendly”
- “get staff cover in a short time”
- “competitive prices”
- “provide a quick and effective response”

What could Support Horizons do better?

- “identify staffing problems in advance”
- “improve quality of staff”
- “improve response to letters”
- “sort out invoicing”
- “explain the free features”
- “improve invoices and systems for cancelling shifts”
- “provide staff with better verbal skills”
- “provide better trained and motivated staff”

How would you describe Support Horizons?

- | | |
|--------------------------|-----------|
| “Efficient” | “Good” |
| “Trying” | “Best” |
| “Community Organisation” | |
| “Excellent” | “Average” |
| “Innovative” | |