



Citizens Advice Edinburgh Client Feedback Survey 2016

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Helping to solve problems
and transform lives

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Client Feedback Survey Overview

In June 2016, Citizens Advice Edinburgh conducted its yearly survey of clients visiting our five busy Bureaux in Dundas Street, Leith, Gorgie/Dalry, Pilton and Portobello. This client survey has four main purposes:

- To assess client satisfaction with the quality of our advice service provision across Edinburgh.
- To monitor strengths and weaknesses in our current advice service provision across Edinburgh.
- To collect suggestions on how these services may be improved or adapted in the future to better meet the needs of the clients we support.
- To gain feedback about the impact and value of our work on improving client's lives.

Overall satisfaction with our advice services remains very high in 2016, with 97% of those responding indicating they were satisfied with the service they received from Citizens Advice Edinburgh, and 98% stating that they would recommend our advice services.

Overall Client Satisfaction (%)	2016	2015	2014	2013
Overall Satisfied with Service	97	97	96	96
Would Recommend the Service	98	99	98	99

Methodology

Client Surveys were offered to all clients who visited our Bureaux throughout a two-week period in June 2016. Surveys were offered following the conclusion of the advice session and were completed on site. All surveys were completed anonymously unless specific feedback was requested by the client.

Results were collated on a per bureau basis and recorded according to whether the client was attending a "drop in" advice session, or an appointment they had booked in advance. This allows us to monitor levels of satisfaction with these differing methods of advice delivery.

Clients were given the opportunity to provide quantitative feedback through a series of questions, as well as open ended questions where comments could be written.

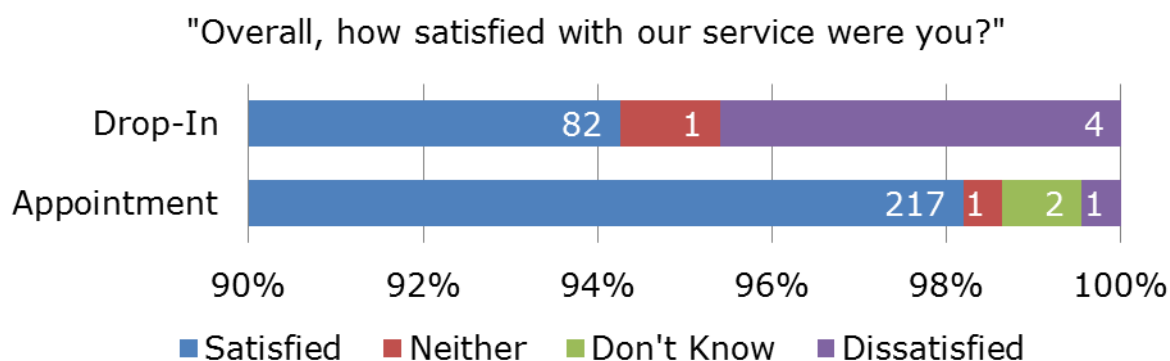
Surveys Returned

360 surveys in total were completed during the two-week collection period. 247 were completed from drop-in sessions, and 113 were completed from booked appointments. On a per Bureau basis, the following numbers of surveys were returned:

Bureau	Appointments	Drop-Ins	Total Returned
Dundas Street	118	16	134
Gorgie/Dalry	59	0	59
Leith	17	42	59
Pilton	9	46	55
Portobello	44	9	53
Total	247	113	360

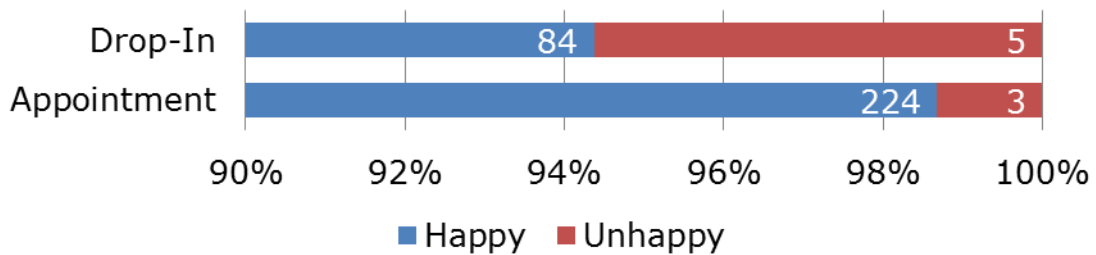
Results

Despite overwhelmingly positive feedback, we note that survey responses indicated a lower overall level of satisfaction with drop-in sessions. We have found that the high level of demand for drop-in sessions can result in longer than expected waiting times for some clients due to attendance outstripping adviser availability. Booked appointments can allow us to predict the time required to assist with specific client issues, or to allocate more specialist advisors when appropriate. However, we consider the flexibility drop in sessions allow to respond to clients when they need it to be an essential and valuable service for Edinburgh.



While overall satisfaction with services remained high at 97%, this lower satisfaction with drop-in sessions is reflected in the survey question asked concerning the time in which clients had to wait to see an adviser in both drop-in sessions and appointments.

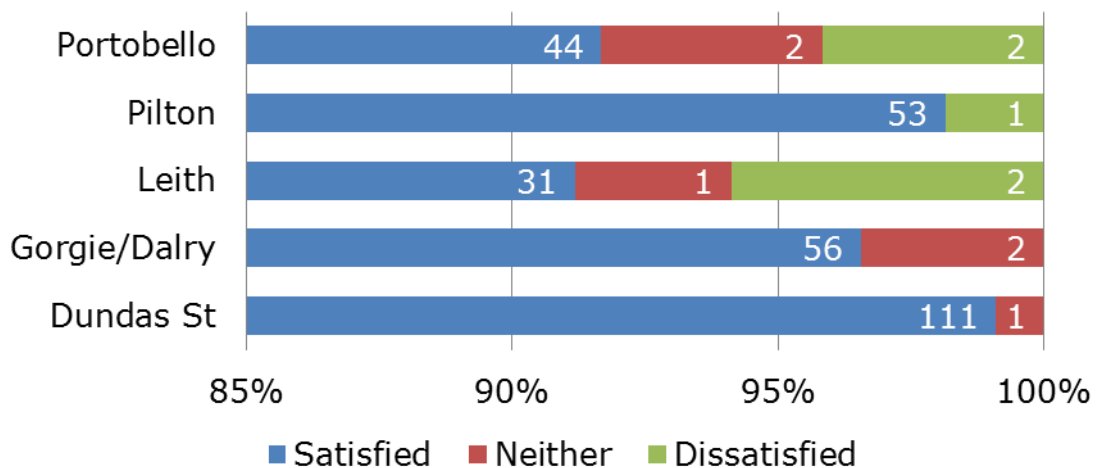
"How satisfied were you with any wait before seeing an adviser?"



Less than 2% of clients who responded were unhappy with their wait during booked appointments, versus 4% in drop-in sessions. Although this represents just 8 clients out of 360 who responded, we will investigate this variance in responses between drop-in and appointment based sessions to determine whether it is possible to further manage the expectations of clients with regards to how long they may have to wait before seeing an adviser.

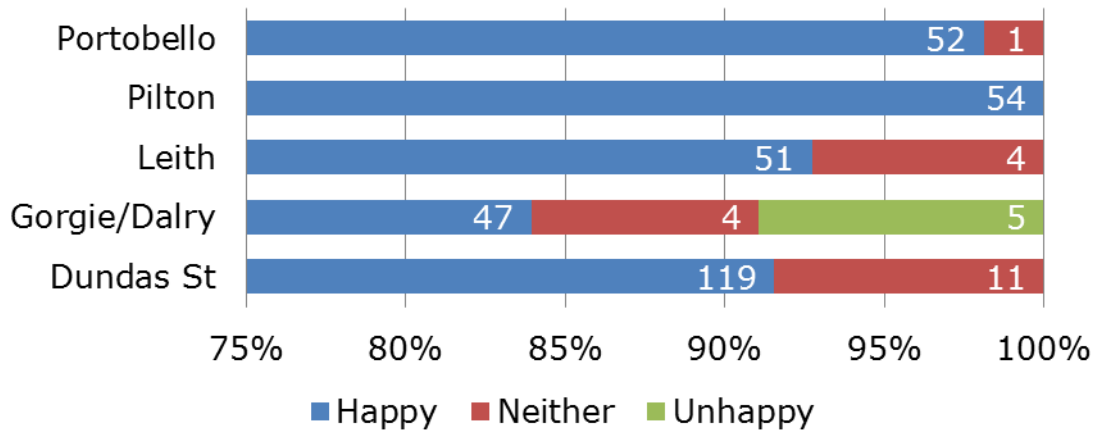
A per Bureau breakdown of overall levels of service satisfaction reveals very little variation between sites, with only five responses from 360 indicating dissatisfaction with the service.

"Overall, how satisfied with our services were you?"



Citizens Advice Edinburgh has a strong commitment to equalities and social inclusion, and as such we monitor client satisfaction with the location and accessibility of our premises. In 2016 we found that 1.5% of clients were unhappy with the physical access on offer to our advice service.

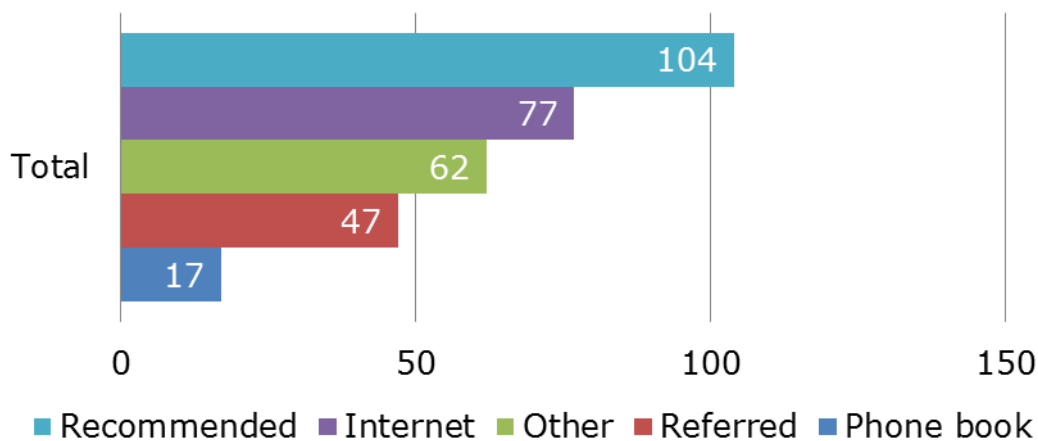
"Please describe your view of physical access to the Bureau"



This was found to be in our Gorgie/Dalry Bureau which is situated in Fountainbridge Library. Although we cannot change the top floor location of this Bureau, it does benefit from being accessible by ramped entrance either through staircase or disabled lift access. Gorgie/Dalry Bureau further benefits from disabled toilet access and is proudly a Disability Symbol User. It should be noted that during the survey period significant renovation work was being carried out to Fountainbridge Library which may have impacted on this feedback. Overall however we are proud to note a high level of satisfaction in this area.

In 2016 we continued to see the majority of our clients discovering our services through the recommendation of a friend or family member. We believe this strongly highlights the quality of the advice and services we offer to Edinburgh and are proud to see this strong indicator of satisfaction in our feedback.

"How did you find out about our advice services?"



This quality of service offered is again reflected in 98% of responding clients indicating that they would recommend our advice services to a friend or family member.

Other Client Comments

"Advisor was helpful and explained things simply and fully."

"Always found service friendly & supportive in times of trouble. Many thanks "

"Always good service - a credit to Edinburgh"

"Appointments with specialized advisers are too difficult to make. Long waiting!"

"As always exceptional care & attention given. God send."

"Brilliant service. Staff full of kind, helpful knowledge, skills & resources. Thank you very much."

"Difficult to get here with a pram"

"Extremely helpful & non-judgemental"

"Felt more relieved that someone was willing to help with the situation I'm currently dealing with"

"I am so glad we have yourselves to come to for help and encouragement"

"I was impressed by the help I received. The adviser was very helpful non-judgemental and made me feel confident and happy that my problem can be solved."

"It is incredibly helpful and it makes a huge difference to so many people. Thank you so much for the fantastic work that you do."

"[I was] provided excellent advice and was extremely reassuring. I would certainly recommend CAB Edinburgh to others"

"Over-all you are doing a great service for the community. Thank you."

"People here are very welcoming and very helpful... my adviser she was very helpful"

"Really appreciate the advice + information that CAB offer. Many thanks."

"The advisor I have seen today could not have been more helpful. Thank you for a fantastic service."

"This bureau is very good service. I have been there many years to ask them help. They are very helpful, friendly. Sort out a lot of my problem."

"This is an incredibly valuable service and I hope it carries on. Many people would suffer without it. Thank you for all your help."

"Very polite and responsive advisor; meeting was executed very well and was very productive. Many thanks."