



HOMELESSNESS SURVEY

North East Derbyshire District Council is committed to reviewing service delivery and improving the way we do things.

✉ Please complete the following questionnaire about the Housing Options service and return the form in the enclosed pre-paid envelope (no need for a stamp)

ALL INFORMATION PROVIDED WILL BE TREATED AS CONFIDENTIAL

We are not asking for your name or address, and there is no way a completed form can be traced to you.

FIRST CONTACT

(1) How did you first contact North East Derbyshire District Council about your housing situation?

- direct by phone
 by phoning Connect NE
 by letter
 referred by an Area Office
 personal call at an office

(2) How helpful was the first person you dealt with?

- very helpful
 quite helpful
 unhelpful
 very unhelpful

If unhelpful or very unhelpful – Please explain why you felt so?

(3) How long did you have to wait for an appointment with a Housing Options Officer?

- less than 5 days
 5-10 days
 more than 10 days

INTERVIEW

(4) Was it clear where to go for the appointment?

- well signposted
 quite easy
 not clear

(5) Did you feel that the interviewing facilities were adequate?

- Yes
 No

If No, please explain

- (6) Did you feel that the Housing Options Officer was understanding and put you at ease?

Yes No

If No, please explain

- (7) How clearly was the application procedure explained to you?

very clearly reasonably clearly not clearly at all

- (8) Did you feel that all the options available to you were explained?

Yes No unsure

- (9) Was the interview:

too long about right too short

- (10) Were the hand-out leaflets useful?

very reasonably poor

If poor, was this because

- Too complicated to understand
 Not relevant to my needs
 Too much information
 Too little information
 Other _____

AFTER THE INTERVIEW

(11) How easy was it to contact the Housing Options Officer?

very easy quite easy difficult very difficult

(12) How satisfied were you with the Housing Options Officer keeping you up to date with your application?

very satisfied satisfied dissatisfied very dissatisfied

If dissatisfied or very dissatisfied please explain why you felt so

(13) Overall how satisfied were you with the Housing Options Service in preventing your homelessness?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied

DO YOU HAVE ANY SUGGESTIONS HOW THE SERVICE TO HOMELESS APPLICANTS CAN BE IMPROVED?

The Authority is reviewing the way it deals with homelessness applications. If you wish to discuss the way the Authority can improve its service or if you have any other comments, please ring the Housing Options Team Leader on 01246 217267. If you would prefer, an interview can be arranged.

How would you describe your ethnic origin?

Black-African	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Black-Caribbean	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Black-Other*	<input type="checkbox"/>	White UK	<input type="checkbox"/>
Indian	<input type="checkbox"/>	White-Other*	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Gypsy/Traveller	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Other*	<input type="checkbox"/>

*If you have ticked any of the boxes stating "other" please describe below.

YOUR COMMENTS ARE IMPORTANT TO US;
IT GIVES US INFORMATION TO DEVELOP OUR SERVICES TO MEET
THE NEEDS OF OUR CUSTOMERS

*If there are any further comments you wish to make please use the box below and a continuation sheet if necessary.

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS
QUESTIONNAIRE.

Internal Use: Please return to The Housing Options Team, Room 005, Council House, Saltergate, Chesterfield, S40 1LF

<p>North East Derbyshire District Council </p> <p>No English? No problem</p>
<p>☎ 01430 457390 (CANTONESE) 廣東話 ☎ 01430 457391 (MANDARIN) 國語</p> <p>本市政府關心閣下，我們希望區內所有的市民都能夠使用我們所有的服務。請致電上列這一號碼，可用廣東話或國語和我們交談。</p>
<p>☎ 01430 457392 (ITALIAN)</p> <p>Noi ci prendiamo cura di voi. Il nostro obiettivo è quello di dare a tutti i nostri clienti la possibilità di accedere ai nostri servizi. Per parlare in italiano, chiamate questo numero</p>
<p>☎ 01430 457394 (URDU) اُردو</p> <p>ہم احساس کرتے ہیں کہ ہمیں اپنے کلائم کے ساتھ ساتھ ان کے زبانوں میں بھی خدمات فراہم کرنے کی ضرورت ہے۔ اس سلسلے میں ہمیں اپنا بہترین کوشش کرنا ہے۔</p>
<p>☎ 01430 457395 (POLISH)</p> <p>Dbamy o naszych klientów. Pragniemy, by wszyscy mogli skorzystać z całości oferowanych przez nas usług. Aby porozmawiać w języku polskim, wybierz ten numer telefonu.</p>
<p>☎ 01430 457396 (PUNJABI)</p> <p>ਅਸੀਂ ਦੇਖ-ਭਾਲ ਕਰਦੇ ਹਾਂ। ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੇ ਸਾਰੇ ਗਾਹਕ ਸਾਡੀਆਂ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਤੱਕ ਪਹੁੰਚ ਕਰ ਸਕਣ। ਜਿਸੇ ਨਾਲ ਪੰਜਾਬੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਵਾਸਤੇ, ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।</p>
<p>☎ 01430 457397 (OTHER LANGUAGES)</p>
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This leaflet is available in large print, braille and audio tape versions on request. If you or someone you know would like to receive a copy in any of these formats, please
Tel: 01246 231111