



Focus Ireland Customer Satisfaction Survey 2020/21 Summary Report

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Focus Ireland carried out a satisfaction survey with customers in 2020 and 2021. The main aim of the survey was to contact and speak to as many customers as possible. We wanted to get a sense of how satisfied customers were with the services they used and the support they received. We also wanted to give customers an opportunity to voice their concerns and opinions. Finally, we asked questions about things like age, gender, and family size. The information from this survey will help to shape and plan Focus Ireland supports and services, so that we provide the best possible experience to our customers.

What we did

Staff from Focus Ireland's Research team successfully contacted **422 customers** from various services around the country by phone and completed a survey with them. The survey included 27 questions. Some questions required simple "Agree/disagree" type answers, while other questions gave customers the opportunity to speak openly about their experiences and voice their opinions.

Customer privacy was very important in this survey. Customers were asked at the beginning of the telephone call if they would like to take part and were informed that any information provided for the survey was confidential and anonymous. All survey information was stored securely, and Data Protection guidelines were followed.

Who we heard from

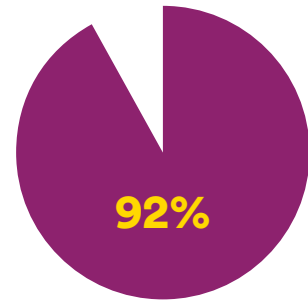
More women (59%) than men (40%) took part in the survey. Most survey participants were in the age range of 25 to 44 years of age (52%). Over half of all participants were living in Dublin when the survey was done (57%). The remainder of survey participants were living in counties located in the South East and Western regions of the country.

What we heard

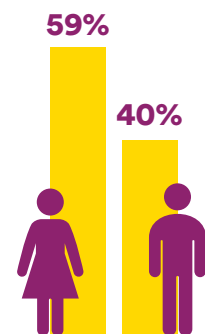
Overall, the feedback was very positive, and most customers seemed very happy with the supports and services provided by Focus Ireland. Supports such as providing safety and meeting language needs scored very highly, as did staff respecting customers and acting in a professional manner. An area that might need improvement is Focus Ireland's complaint process, as some customers did not know how to make a complaint. Some further details on the results from the survey are given below.

Access and quality

- › **94% of customers either strongly agreed or agreed that they felt safe using Focus Ireland services.**
- › **93% of customers either strongly agreed or agreed that they had access to information about Focus Ireland services that was clear and easily understood.**
- › **97% of customers either strongly agreed or agreed that their language needs were met.**



92% of customers either strongly agreed or agreed that staff helped and supported them



Gender of survey participants

Support and inclusion

- › 94% of customers either strongly agreed or agreed that **staff respected them and acted in a professional manner.**
- › 92% of customers either strongly agreed or agreed that **staff helped and supported them.**
- › 89% of customers were either very satisfied or satisfied with the **overall support they received.**
- › 81% of customers were either very satisfied or satisfied with the **overall support they received during the Covid-19 pandemic.**



Customer views and opinions

There were questions in this survey that looked for customer feedback and comments on what Focus Ireland was doing well, areas that needed improvement, and ideas and opinions on Focus Ireland's future plans.

For the first of these questions customers were asked **what they felt Focus Ireland did well, and not so well.** 40% of survey participants answered this question. 71% of these customers gave positive feedback; 18% gave mixed feedback, and 11% gave negative feedback.

The positive feedback mainly related to the quality of some, or all aspects of the supports and services provided by Focus Ireland, particularly the **dedication and care provided by Focus Ireland staff.** For those that gave mixed feedback, some were happy with the support services, but **maintenance or repairs were slow to be fixed**, or not at all. In regards to the negative feedback, the main issues related to the **quality of the accommodation and the maintenance and repairs that were needed.** There were also concerns about problems with **neighbours and anti-social behaviour.**

“My key worker has helped me with everything. I can't say enough about her, she's my lifesaver.”

“If you need a small job done you can't do it yourself, you must do it through them, and it takes such a long time to get all the paperwork through.”

63% of customers who took part in the survey gave **feedback on Focus Ireland's strategy and future plans.** These comments were very helpful and provided a lot of insight. The table below shows the type of issues that were important to customers.

Strategy Themes
Support & Advice
Services
Focus Ireland Accommodation & Maintenance
Government involvement & building more homes
Empowering Customers
Better Communication
Health & Wellbeing
Focus Ireland's Advocacy work



“Build more social houses. I was in a hub, and it was hard not to be allowed visitors and that is hard on your mental health, and it was hard to be independent as I couldn’t work as no one was allowed in to mind my child.”

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[illegible]

The answers and feedback to this survey shone a light on how customers experience Focus Ireland's supports and services and the type of issues that are important to them. We will listen to our customers and strive to improve our supports and services, and plan for the future. We will do this survey again in two years' time to keep track of customer satisfaction levels and to see if we are improving.

A more detailed Customer Satisfaction Survey report can be found on the Focus Ireland website: www.focusireland.ie/evaluations/

Thank you!

Focus Ireland would like to express thanks to the staff who helped with the project, particularly the Services Standards team, as well as staff in the various services. Thanks to the Research team including the peer researchers who provided great support and insight. And finally, a huge thanks to all the Focus Ireland customers that took part in the survey. Thank you for your time and your thoughts.

