Advice Hub
City Centre

Customer Satisfaction Report

7th - 28th May 2013
Customer Satisfaction - City Centre
154 surveys completed

What additional information / services would you like access to?

- Additional elderly opportunities
- Citizens Advice Bureau
- Everything Covered
- Mental Health Issues and Support
- None - Information given was excellent
- Rehousing register and governing rules on bilingual basis
- Support with seeking furniture etc.
- CAB
- Speakeasy advice

What was the main reason for your visit today?

- About my ESA Advice
- Advice for tenancy rights
- Advice on child tax credit/child benefit and advice on change of address
- Advice on Debt
- Advice on medical appointment
- Advice on council housing, benefits and tax
- Advice with JSA
- Annual review
- Applying for DAF
- Assistance with bill and benefit related problems
- Assistance with discretionary assistance fund application
- Advised with housing
- Benefit Advice
- Benefit check help
- Benefits

Happy with the way it is
Direct payments - diverse cymru
Disabled person support/representation
Bilingual employment support
Connect to Cardiff

Benefits advice
Benefits enquiry
Bills
Budget Planning and printer wasn’t working
Budgeting / arrears
Child tax credit
Child tax credits
Child tax credits and council tax enquiry
Claim for JSA
Complete ESA form
Complete passport application form
Council tax
Council tax
Council tax
Council tax
Council tax
Council tax
Council tax
Council tax
Council tax
Council tax advice
Council tax advice
Council tax advice
Council tax arrears
Council tax arrears
Council tax arrears
Council tax assistance
Council tax enquiry
Council tax issue
Council tax office
Council tax- To reduce the council tax bill
Debt advice
Debt advice
Electric bill and landlord problems
Enquired about direct payment scheme
Enquiring about housing benefit entitlement
ESA 50
ESA appeal help
ESA details
ESA form
Fill in ESA 50 form
Filling
Filling British passport application forms
Filling in an application to open a bank account
Filling in British passport application form
Financial difficulty
Follow up on our immigration application made previously
For My ESA Forms to be filled in
Form filling
Gas and Electricity bill
Gas bill
Gas bill
Health appointment change
Help filling in form for Employment Support Allowance
Help filling in limited capability for work questionnaire
Help filling out a form
Help in filling housing benefit application form
Help on child tax credit annual review
Help on forms
Help on reference for a college application
Help to fill electoral registration form
Help with appeal
Help with bills
Help with council tax debt
Help with filling in forms
Help with finances/budgeting
Help with form filling
Help with form filling
Help with statutory declaration for change of name needs
Help with tax credits

Performance Report

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7th-28th May 2013
Connect to Cardiff

Rent Issue
- Sign Posting on Immigration matters and Immigration lawyer
- Somali Advice Centre - Rehousing and child tax credit
- Sort out council tax arrears
- Sorting Housing Benefits
- SPA
- Support and advice with debt issues
- support with job search and form filling
- Tax Credit
- Tax credit annual review
- Tax credits Electoral/registry form
- Thinking of retiring and wanted help regarding finances
- To discuss financial issues with rent.
- To Fill Forms, Make claim
to find out how my benefits would be affected by starting work
To get a discretionary assistance fund
To get assistance in filling in a dental form
To get help filling out housing benefits form
To get help with my council tax arrears
To help with the changes with my benefits and housing problems.
To resolve council tax debt and arrange payment plan
To see if grants were available to widows. To find any way of saving money.
To see my employment allowance
To try and get a DAF
to try to sort out repayments and set up another direct debit
Tribunal appeal support
TV Licence
water bill
Welfare Adviser
Welfare Benefit and appeal documents
- welfare benefit - Discretionary Fund
- Welfare benefit appeal
What was the main reason for your visit today?
Worry over outstanding arrears

Performance Report

Housing
- housing advice
- Housing and welfare benefit
- Housing benefit
- Housing benefit overpayment
- Housing Benefits
- housing benefits enquiry
- Housing benefits council tax
- housing issue - possession order
- Housing issues
- Housing/homelessness
- Hub opportunities on bilingual basis
- I needed advice about housing and council tax plus I needed help with income
- Income tax
- Introduction to the advice hub services
- Introduction to the hubs available services
- introduction to the new hub
- Issue with DWP
- Landlord Problems
- Language Support
- Legal Advice
- money advice - ESA
- Money case
- money case
- New Bedroom Tax
- opening bank account
- Parking fine
- Query about appeals process
- Referred from CAB to HUB
- removal costs
- Renewal of tax credits
- Rent and eligibility for financial support
- Rent Arrears
- Rent arrears debt and rechargeable repairs debt
- Rent Issue
- Sign Posting on Immigration matters and Immigration lawyer
- Somali Advice Centre - Rehousing and child tax credit
- Sort out council tax arrears
- Sorting Housing Benefits
- SPA
- Support and advice with debt issues
- support with job search and form filling
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7th-28th May 2013
<table>
<thead>
<tr>
<th>Source of Information</th>
<th>SPA</th>
<th>Capital Times</th>
<th>Flyers</th>
<th>Poster</th>
<th>C2C Outreach</th>
<th>CCC Hold facility</th>
<th>Speakeasy</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPA</td>
<td>22.9%</td>
<td>Capital Times</td>
<td>2.1%</td>
<td></td>
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<tr>
<td>Council Website</td>
<td>18.8%</td>
<td>Flyers</td>
<td>2.1%</td>
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<td></td>
</tr>
<tr>
<td>Friends / Family</td>
<td>18.8%</td>
<td>Poster</td>
<td>2.1%</td>
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</tr>
<tr>
<td>C2C Outreach</td>
<td>6.3%</td>
<td>CCC Hold facility</td>
<td>2.1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speakeasy</td>
<td>6.3%</td>
<td>Other</td>
<td>18.8%</td>
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</tr>
<tr>
<td>Other - Other advice centre</td>
<td>x 2, Benefits office, Law centre x 2, previous visit, on the door.</td>
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</tbody>
</table>

- **Are you satisfied with the opening times?**
  - Yes: 100.0%
  - No: 0%

- **How likely are you to use the hub service again?**
  - Very likely: 94.1%
  - Fairly likely: 4.6%
  - Undecided: 0.6%
  - Fairly unlikely: 0.6%
  - Very unlikely: 0.6%

- **How satisfied were you with the hub staff?**
  - Very satisfied: 96.1%
  - Fairly satisfied: 3.9%
  - Neither satisfied nor dissatisfied: 0%

- **How satisfied were you with the hub facilities?**
  - Very satisfied: 94.7%
  - Fairly satisfied: 5.3%
  - Neither satisfied nor dissatisfied: 0%

- **Overall the hub met my requirements / I got what I wanted**
  - Strongly agree: 84.4%
  - Agree: 12.3%
  - Strongly disagree: 0%

- **Which organisation did you come to see?**
  - Cardiff Advice: 65.6%
  - Citizens Advice Bureau: 30.5%
  - SPA: 30.5%

- **Were you satisfied with the service provided by the advisor?**
  - Yes: 99.4%
  - No: 0.6%

  Reason given for not being satisfied: too late to be seen
Any additional comments? - City Centre

Pleased with the advice and phone call made on my behalf

Nice to find someone so helpful - thanks Sam

I am very pleased for what the hub has done for me and very impressed

Sam was wonderful

Very good service

I am happy with the service provided to me.

I am very satisfied with the service provided today and enjoyed my visit.

Did not want to see anyone today but glad I did as advisor was very helpful, put me at ease and sorted out my problem.

Excellent service, straightforward advice and help

Improvement - Use of dividers/screens to improve privacy

I was very pleased with service as I exceeded my expectations

Excellent Service - I will be here again to see Anna

Thank you for you help with updating appeal

Fantastic addition to Cardiff council - its nice to see receptionists that smile!

Very helpful and everything sorted out quickly

The Hub procedures and arrangements are well established

Very friendly and very helpful

Thank you for your support

Very satisfied and very happy about the service and the set up.
Connect to Cardiff

Performance Report

Andy gave me fantastic service. I wish I had known about it sooner.

Andy my advisor was patient and made me feel at ease - extremely helpful.

Very satisfied, would not hesitate to return in the future.

Great Service - Thank you

Brilliant staff - made new friends.

I was very pleased with Suad, she helped me a lot. I am very happy and satisfied with the service.

I would like to say thank you so much to Matthew.

Excellent staff. Very friendly and willing to help.

Very good service, did not have to wait too long.

I wouldn’t hesitate in using this service again.

Matt Lamb was extremely helpful and his advice was brilliant.

Excellent service - so glad I came in to see Sam.


This service with someone being so supportive and helpful is priceless and wonderful for someone such as myself.

It was great being able to speak to someone in Polish.

Gerald McCarthy was very professional and helpful wish all advisors were like him.

Suad was extremely helpful towards me and my circumstances. Would definitely use this service again.

Very Happy about the united hub services and the general arrangement.