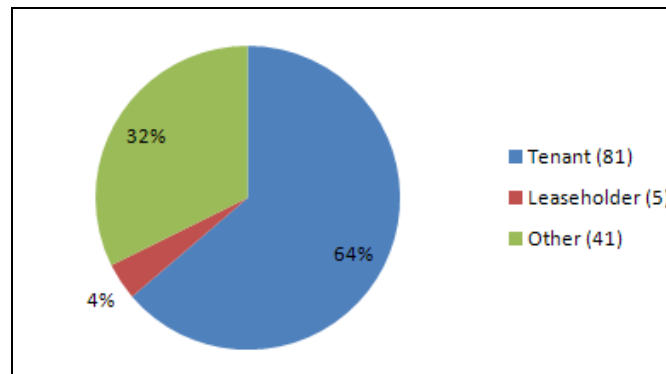


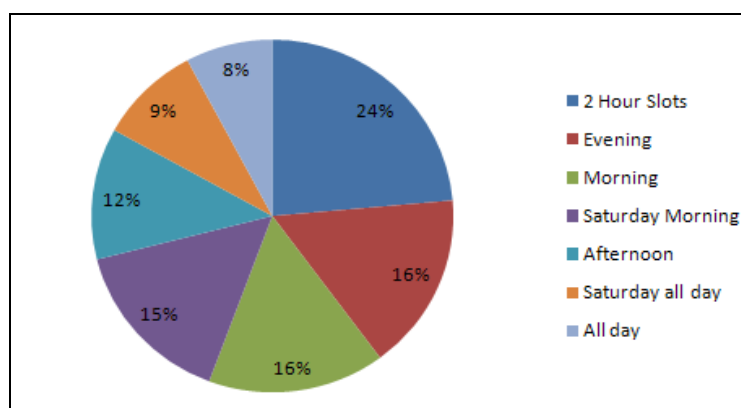
Repairs Engagement (initial stage)

Breakdown of responses: To date 127 responses have been received



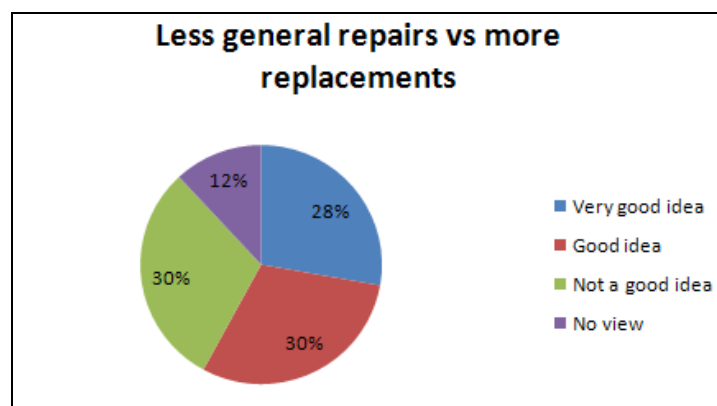
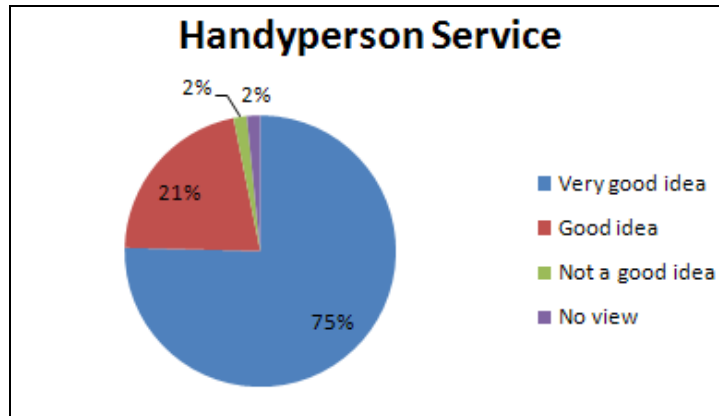
- 62 of the participants are members of staff

Appointments: Preference for appointment time



- 81 (63%) of people surveyed would like to be able to book appointments to avoid the school run. This fits with above, people wishing to book 2 hour slots.
- An overwhelming 115 (90%) of people wanted a phone call before the person arrived so that they knew they were on their way.
- Similarly 120 (94%) preferred the appointment to be done by guaranteed appointment rather than quickly, but at any time.
- Over 65% of people said they would like to report and book an appointment via the internet. 102 responses said they would like to see text messaging used to be kept informed of progress with repairs.

Additional services –



- 64% of people would undertake the repairs if it meant that we modernised the kitchen/bathroom with good quality materials.
- Women's only service – 29 (Very good idea), 32 (Good idea), 16 (Not a good idea), 48 (No view).

Future structure of the service:

