



Report on 2024-25 Survey Evaluation Results

June 2025

Executive Summary

This report summarises client feedback gathered from 1st April 2024 to 31st March 2025 across all of CHAI's advice projects. A total of 356 survey responses were received across all projects. The purpose of this report is to consolidate the feedback across all projects and identify key themes and areas for improvement of the service.

Overall, the feedback was very positive indicating high satisfaction with the service. Key findings include:

- High levels of satisfaction with the advice received and with the friendly and efficient advisors;
- A high issue resolution rate across all projects;
- Clients reporting feeling more empowered and confident in managing issues following advice from CHAI;
- A notable improvement in the financial and mental well-being for many clients;
- Positive feedback on the methods of service delivery.

Areas for improvement were also identified, including some improvements in communication; a desire for more appointments in the office or in outreach locations; and faster response times.

This feedback will be used to strengthen service delivery across all projects, ensuring CHAI continues to offer high-quality support to the people and communities of Edinburgh.

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Introduction

This report presents a consolidated analysis of client feedback collected between 1st April 2024 and 31st March 2025 from individuals who accessed CHAI's advice services. Following the closure of each case, clients were invited to complete a survey reflecting on their experience. A total of 356 responses were received across all projects.

The primary aim of this report is to provide a comprehensive overview of service effectiveness from the client's perspective. By examining this feedback, CHAI seeks to understand what is working well, highlight areas for improvement, and ensure services continue to meet the needs of the community.

This report will support management and service delivery teams in decision-making and continuous improvement. It is intended that the report will be circulated to clients and the wider public ensuring transparency and demonstrating CHAI's commitment to delivering high-quality client support.

For a detailed breakdown of results by project, see Appendices A and B.

Number of respondents per project

Total number of respondents across all surveys/projects: **356** respondents.

Housing and Money Advice Projects	No: of Respondents
ARCHIE – Tenant Money Advice	0
RHCYP Patient Advice	12
Council Tenant Court Representation	14
EHAP Court Representation & Money Advice Service	13
Manor Estates Housing Association	0
Muirhouse Housing Association	0

Advice for Families Projects	No: of Respondents
Schools	60
Early Years Centres – North	6
Early Years Centres – South	4
Whole Family Equality Project	4
Growing Families Pre-Advice	15
Growing Families Post-Advice	6
Family Nurse Partnership	0

Financial Wellbeing Projects	No: of Respondents
EIJB – GP Practices	103
EIJB – Mental Health & Recovery Hubs	60
EIJB – Localities	41
EIJB – Food Hubs	0
The Works	0
Astley Ainslie	9
Rock Trust	4
DDTF	5
Southside Community Centre	0

Quantitative results – General

See Appendix A for a summary of all results per project. A few comments:

Question: *Overall, how would you rate the service you received?*

Findings: Respondents generally rated the service highly, with an average score across all projects of **4.6 out of 5** and all service locations scoring above 4.2. For the projects with the most responses, high average ratings were observed - Schools (4.5), EIJB GP (4.6), EIJB Mental Health and Recovery Hubs (4.6) and EIJB Localities (4.5). These results suggest that most users had a positive experience with the service.

Key Theme: *Overall satisfaction is high, with little variation across service areas.*

Q3: Resolved Issue

Question: *Did the advice you received help to resolve your issue?*

Findings: A significant **89% of respondents** stated that their issue was resolved. This suggests that the service is largely effective in addressing concerns. Around **6% said their issue was not resolved**, and **5% were unsure**.

Key Theme: *High effectiveness in issue resolution, but a small proportion of users remain uncertain about outcomes.*

Q4: More Knowledge

Question: *After receiving advice, do you have more knowledge and confidence in managing the issues?*

Findings: About **83% of respondents** reported gaining more knowledge and confidence in handling their issues. This suggests that the service is successful in **empowering users** through advice, not just solving immediate problems but also helping them navigate future challenges.

Key Theme: *The service contributes significantly to knowledge-building and user confidence.*

Q5: Health Improved

Question: *Has your health and/or well-being improved as a result of the advice you received?*

Findings: A **notable** improvement was reported, with **65.5% of respondents** stating that their health or well-being had improved due to the service. While this is a positive outcome, almost **16% of respondents** stated that their health or well-being had not improved and the remainder did not know.

Key Theme: *The service has a notable but not universal impact on well-being.*

Q6: Financially Better Off

Question: *Are you financially better off as a result of the advice you received?*

Findings: **69% of respondents** reported financial improvement after receiving advice. While this is a strong result, it suggests that **a moderate portion (31%) did not experience financial benefits**. This could be due to the nature of issues presented as some may not have direct financial solutions.

Key Theme: *The service contributes to financial well-being, but improvements may not be immediate.*

Q7: Adviser Friendly

Question: *Was the adviser approachable and friendly?*

Findings: An overwhelming **98% of respondents** rated the advisers as friendly and approachable. This indicates that interpersonal aspects of service delivery are **highly effective**, fostering a supportive environment for users.

Key Theme: *A major strength of the service is the friendliness and approachability of advisers.*

Q8: Competent Service

Question: *Was the service delivered in a competent and timely manner?*

Findings: A significant **96.5% of respondents** reported that the service was delivered competently and on time. This high rating aligns with overall satisfaction scores and suggests that the majority of users found the service **efficient and reliable** across different locations.

Key Theme: *Service competence and efficiency are widely recognised, contributing to overall satisfaction and trust in service delivery.*

Q9: Explained Sufficiently

Question: *Was the information and advice explained sufficiently?*

Findings: Almost **96% of respondents** felt that the advice they received was clearly explained. This aligns closely with responses to **Q4 (More Knowledge)**, where **83% of respondents reported increased knowledge and confidence** after receiving advice. The strong correlation between these questions reinforces that explanations are generally effective and well-understood.

Key Theme: *The service excels at providing clear explanations.*

Q10: Regularly Informed

Question: *Were you regularly informed of the progress of your case by the adviser?*

Findings: **89% of respondents** reported that they were kept informed about their case with just under 6% stating that they were not regularly informed.

Key Theme: *While most users felt well-informed, improving case progress updates could further boost service satisfaction.*

Q11: Would Seek Advice Again

Question: *Would you seek advice again in the future if you needed it?*

Findings: A substantial **98% of respondents** stated that they would seek advice again if needed, demonstrating a **high level of trust and satisfaction** in the service. This is among the highest-rated questions, reinforcing the service's **strong reputation and effectiveness**.

Key Theme: *The service has a high retention rate, with nearly all users willing to return for future advice.*

Q12: Would Recommend

Question: *Would you recommend the service to other people?*

Findings: **98% of respondents** said they would recommend the service to others. This result reflects **widespread approval** of the service and suggests that most users had a **positive and impactful experience**. The high recommendation rate is a strong indicator of the service's **effectiveness, reliability, and user satisfaction**.

Key Theme: *The service enjoys a strong reputation, with most users willing to recommend it to others.*

Overall Commentary

The results of the surveys indicate very high satisfaction with the service provided with positive improvements on knowledge, finances and well-being. The friendly, knowledgeable and efficient advisers and a high issue resolution rate are shown to be key strengths. A very high retention and user referral rate shows how successful the service is to users.

Quantitative results – Accessibility of premises, hours of opening and modes of delivery

		Percentages
Q13: If you came to our office, how easy was it for you to access the premises? (% of easy/very easy)	Very easy	34.9
	Easy	22.0
	Neither easy nor difficult	39.2
	Difficult	3.1
	Very difficult	0.8
	Subtotals	100.0
Q14: If you received advice in an outreach location, how easy was it to access? (% of easy/very easy)	Very easy	47.3
	Easy	19.6
	Neither easy nor difficult	30.6
	Difficult	1.8
	Very difficult	0.7
	Subtotals	100.0
Q15: Was the method of advice delivery suitable for you? (% of Yes)	Yes	97.9
	No	0.6
	Don't know	1.5
	Subtotals	100.0
Q16: How satisfied are you with CHAI's opening hours? (% of satisfied/very satisfied)	Very satisfied	58.9
	Satisfied	22.9
	Neither satisfied not dissatisfied	16.4
	Dissatisfied	1.8
	Very dissatisfied	0.0
	Subtotals	100.0

See Appendix B for a breakdown per project

The accessibility section focuses on how easy or difficult it was for respondents to access office locations.

Q13: Ease of Access to Office Locations

Question: *If you came to our office, how easy was it to access the location?*

56.9% of respondents found office access very easy or easy to access. 39.2% of users felt access was neither easy nor difficult, and 3.9% found it difficult or very difficult.

These figures suggest that most users did not encounter major access issues.

Key Theme: *Access to office locations is generally smooth.*

Q14: Ease of Access to Outreach Locations

Question: *If you received advice in an outreach location, how easy was it to access the service?*

66.9% of respondents found outreach locations very easy or easy to access. This accessibility rating is higher than for office locations, possibly due to outreach efforts targeting more convenient or community-based locations.

Key Theme: *Outreach locations appear to be even more accessible than office-based services, potentially reaching those with greater access needs.*

Q15: Suitability of Advice Delivery Method

Question: *Was the method of advice delivery suitable for your needs?*

A significant **97.9% of respondents said yes**, confirming that most users were comfortable with the way advice was provided. This high rating indicates flexibility in service delivery, whether through in-person, phone, or online methods.

Key Theme: *The service delivery method is well-suited to the vast majority of users, demonstrating adaptability to user needs.*

Q16: Satisfaction with Opening Hours

Question: *How satisfied are you with CHAI's opening hours?*

81.8% of respondents were very satisfied or satisfied with the opening hours.

Key Theme: *Most respondents are satisfied with opening hours, but demand for more flexible or extended hours may exist.*

Overall Accessibility Insights

- Ease of access to outreach locations is rated slightly higher (66.9%) than office locations (56.9%). This suggests outreach services may be reaching more users with accessibility challenges.
- Most users (81.8%) are satisfied with opening hours, but there may be demand for extended service times.
- Nearly all users (97.9%) found the advice delivery method suitable, indicating strong adaptability in service provision.

Analysis of qualitative comments

Q17 Accessibility

Question 17 was an open-ended question asking: “what could we do to make our service more suitable to you in terms of hours of service, premises and/or methods of advice delivery?”.

Summary of Themes for Q17

- Satisfaction with the current service: n=115
- Praise for staff and support: n=13
- Suggestions for more appointments, quicker appointments or extended opening hours: n=8
- Physical accessibility concerns: n=3
- Dissatisfaction with location: n=3
- Requests for face-to-face appointments: n=4
- Requests for more availability at outreach locations: n=5
- Requests for improved communication or additional help: n=5
- Criticism or negative feedback: n=4

Breakdown of Themes for Q17

1. Satisfaction with the Current Service

- Many respondents expressed that they were happy with the service as it is and did not see a need for changes.
- **Key phrases:** “All good”, “Nothing to change”, “Very satisfied”, “Excellent service”
- **Examples:**
 - “Everything is wonderful. Thank you.”
 - “Happy with service provided both by phone and in person.”
 - “In my opinion the service met all my requirements.”
 - “It was honestly the best service available.”
- **Count: n=115**

2. Praise for Staff and Support

- Respondents highlighted the professionalism, support, and dedication of CHAI staff.
- **Key phrases:** “Staff were amazing”, “Staff went above and beyond”, “Staff easy to talk to”
- **Examples:**
 - “I am very satisfied with CHAI Edinburgh services specially services from Agnieszka is highly appreciated.”
 - “Gary was great with me and listened, showed a genuine empathy!”
 - “Sarah was extremely helpful and so easy to talk to.”
 - “Sam is amazing at what he does and very nice guy.”
 - “Anna was amazing thank you so much Anna.”
- **Count: n=13**

3. Suggestions for More Appointments, Quicker Appointments or Extended Opening Hours

- Respondents mentioned difficulties in securing appointments or requested longer opening hours and additional availability.
- **Key phrases:** “Afternoon appointments”, “Open every day”, “Quicker appointments.”
- **Examples:**
 - “Since I’m a full-time student, it would be easier to have appointments made after school/college hours.”
 - “It would be better if you had afternoon appointments and 5 days a week”

- "It would be great if you were open every day."
- "Faster response time after referral. Quicker appointment."
- "Appointment waiting time is so long."
- **Count: n=8**

4. Physical Accessibility Concerns

- A few comments noted issues with physical access to the CHAI office.
- **Key phrases:** "hidden away," "Better location," "Better signage."
- **Examples:**
 - "The office is just a bit hidden away"
 - "Better location and parking, even walkways - miss the old CHAI"
 - "The only problem I had was trying to find the place, so better signage to CHAI would be good."
- **Count: n=3**

5. Dissatisfaction with location

- A minority of respondents suggested the location of the CHAI office was not convenient for them.
- **Key phrases:** "Near-by," "Nearer home."
- **Examples:**
 - "Nearby premises like myself."
 - "Nearer home."
 - "Sometimes is not available due to area where you're living."
- **Count: n=3**

6. Requests for Face-to-face Appointments

- A few comments noted the importance of face-to-face meetings.
- **Key phrases:** "Face to face."
- **Examples:**
 - "Would have liked face to face."
 - "Face to face."
 - "Offer appointment at CHAI office especially if you have missed some through hardships."
- **Count: n=4**

7. Requests for More Availability at Outreach Locations

- Some respondents requested additional appointments in current outreach locations or more choices of locations
- **Key phrases:** "More days," "Other branches," "More locations."
- **Examples:**
 - "More hours in Niddrie if possible."
 - "Maybe have more days in Sighthill surgery."
 - "More locations in schools, more information in nursery buildings, more access via the address you live at."
 - "Weekly visits to our GP surgery."
 - "Open other branches in Edinburgh."
- **Count: n=5**

8. Requests for Improved Communication or Additional Help

- A small number of respondents mentioned issues with follow-ups or would have liked further assistance.
- **Key phrases:** "More help," "clearer follow-up," "help more."

- **Examples:**
 - "Give more help if necessary."
 - "Would like clearer follow-up."
 - "Help more because I only got helped once."
 - "I would like to know more about other possibilities with my case, for example any disabled courses, or support organizations for children, such as art therapy or music sessions for children with disability."
 - "I just don't know what days my worker works sometimes."
- **Count: n=5**

9. Criticism or Negative Feedback

- A small number of respondents shared dissatisfaction due to lack of staff or that the issue was not resolved.
- **Key phrases:** "More staff," "Still need help."
- **Examples:**
 - "I haven't heard from them since before Xmas 2024."
 - "Maybe more people working there."
 - "I still need help with my finances."
 - "You need more staff."
- **Count: n=4**

Q18 Any other comments

Question 18 was an open-ended question asking: "Do you have any other comments or feedback regarding CHAI's advice service?".

Summary of Themes for Q18

- General praise and gratitude: n=75
- Recognition of individual staff members: n=49
- Emotional and mental health support: n=11
- Support with forms and processes: n=6
- Suggestions for improved communications: n=4
- Requests for more appointments or faster response time: n=4
- Availability for the wider community: n=3
- Criticisms or negative feedback: n=6

Breakdown of Themes for Q18

1. General Praise and Gratitude for the Service

- Many respondents expressed gratitude and described CHAI's service as excellent or very helpful
- **Key phrases:** "Excellent service," "Thank you," "Very pleased," "Wonderful."
- **Examples:**
 - "Thank you for your service and support."
 - "Very excellent service and very good staff."
 - "CHAI has been absolutely amazing with supporting me during a difficult time."
 - "Everything is brilliant, such an amazing supportive and trustworthy organisation Thank you."
- **Count: n=75**

2. Appreciation for Specific Advisors

- Several comments specifically named advisors or expressed gratitude for individual staff members' support and professionalism.
- **Key phrases:** "Fantastic person," "Great guy," "Advisor is amazing," "Very professional."
- **Examples:**
 - "Outstanding service delivered by Aimee, extremely helpful throughout and regularly kept up to date with any update or changes."
 - "Gary from CHAI was very helpful to me during my overall case! Very polite & understanding the entire communication. Very nice person overall."
 - "My adviser, Elizabeth was very lovely and very helpful."
- **Count: n=49**

3. Emotional and Mental Health Support

- Comments focused on how CHAI's service helped reduce stress and supported mental well-being during a difficult time.
- **Key phrases:** "Overwhelming anxiety," "Help in time of need," "Difficult time."
- **Examples:**
 - "The help I received was amazing I suffer with anxiety and the advisor was very friendly and made me feel at ease."
 - "I received the best advice when I was really confused and needed help."
 - "I am incredibly thankful for the help Chai gives. It lifts a massive weight off our lives."

- "I'm starting to love myself. Thank you so much!"
- **Count: n=11**

4. Help with Forms and Processes

- Respondents highlighted CHAI's support in navigating forms and processes, particularly for disability payments and benefits.
- **Key phrases:** "Helped me through a form," "Navigating the forms," "Suggestions for other benefits."
- **Examples:**
 - "Helped me get adult disability payment after more than a year of fighting for my case. I don't think I would have been able to go to court and advocate for myself like I did without the help of CHAI's workers."
 - "Wonderful service helped me through a form I don't think I could have managed alone."
 - "Thank you so much for explaining everything and helping me with my CDP application."
- **Count: n=6**

5. Suggestions for Improved Communications

- Some respondents requested case updates or follow-up calls or mentioned communication issues with specific outreach locations.
- **Key phrases:** "Progress report," "Follow up," "Communications."
- **Examples:**
 - "Can participating in these surveys be acknowledged once submitted to confirm that my answers have been received?"
 - "A progress report on how my case is progressing."
 - "Follow up calls."
 - "CHAI must improve their communications with Whinpark Medical Centre to avoid giving conflicting information to clients with regards to clients and their DWP applications."
- **Count: n=4**

6. Requests for More Appointments or Faster Response Time

- Some respondents shared areas where the service could improve, including communication, progress reports, more availability and reduced waiting times.
- **Key phrases:** "Very slow," "More appointments."
- **Examples:**
 - "More meeting."
 - "Maybe more appointments and let people know you do face time as I didn't know."
 - "The CHAI service is great, however to wait 6 weeks for an initial appointment is really frustrating. I needed help with filling Benefits appeal and 6 weeks waiting time was far beyond the waiting time I've been given by the authorities."
 - "Very slow. Response time after referral was unacceptable. I just don't see how it needs to take that long. In applying for state benefits, time is critical. From referral date to actually getting an answer to my query it took WEEKS. And now my case is being closed, and I need to go through another referral process if I want any further advice. This is NOT a good service."
- **Count: n=4**

7. Availability for the Wider Community

- Some respondents suggested that lack of funding may be hindering CHAI's ability to help more people.

- **Key phrases:** “More power,” “More funding.”
- **Examples:**
 - “Get more funding to help other people in similar situation as mine.”
 - “I wished CHAI have more power to help people using their service . People using CHAI service genuinely needing help . Public fund is an issue for some families.”
 - “Great service wish it was more available to others.”
- **Count: n=3**

8. Criticisms or Negative Feedback

- A minority of respondents expressed dissatisfaction with specific issues or outcomes.
- **Key phrases:** “Issue still ongoing,” “Not happy.”
- **Examples:**
 - “Help with getting a new house instead of living in temporary.”
 - “Issue still ongoing. Will recontact.”
 - “When you do a serious mistake that puts your clients life at risk you should take responsibility for that.”
 - “Go back to how chai was run.”
 - “My case adjudged to be closed but I'm nowhere near that, my advisor Sara doesn't seem to be there anymore which is a shame as she was absolutely brilliant.”
 - “Client not happy at all with outcome. Originally received Community Care grant for cooker on appeal. She was not happy with cooker that she received and she said that Chai couldn't or wouldn't do anything further.”
- **Count: n=6**

Appendices

APPENDIX A – BREAKDOWN OF QUANTITATIVE RESULTS PER PROJECT

		Schools	RHCP	Astley Ainslie	EHAP Court Project	EIJB GP	EIJB Localities	EIJB Mental Health & Recovery Hubs	Growing Families Post Survey	Council Tenant Representation	Early Years Centres - North	Early Years Centres - South	Whole Family Equality Project	Rock Trust	DDTF	TOTALS	Percentages
Q2 Overall rating of service		4.5	5	4.2	4.4	4.6	4.5	4.6	5	4.9	4.8	5	4.5	4	5	4.64	N/A
Q3 Resolved issue	Yes	53	12	7	11	91	37	50	6	14	6	4	-	3	4	298	89.0
	No	4	0	2	1	7	3	1	0	0	0	0	-	0	1	19	5.7
	Don't Know (D/K)																
		3	0	0	1	5	1	8	0	0	0	0	-	0	0	18	5.4
	Subtotal	60	12	9	13	103	41	59	6	14	6	4	0	3	5	335	100.0
Q4 More knowledge	Yes	52	12	8	13	78	34	44	-	13	6	4	-	4	5	273	82.7
	No	5	0	1	0	12	1	4	-	0	0	0	-	0	0	23	7.0
	D/K	3	0	0	0	13	5	12	-	1	0	0	-	0	0	34	10.3
	Subtotal	60	12	9	13	103	40	60	0	14	6	4	0	4	5	330	100.0
Q5 Health improved	Yes	38	10	5	10	64	30	32	6	11	4	3	-	1	4	218	65.5
	No	13	1	3	1	18	4	11	0	1	0	0	-	1	0	53	15.9
	D/K	8	1	1	2	20	5	17	0	2	2	1	-	2	1	62	18.6
	Subtotal	59	12	9	13	102	39	60	6	14	6	4	0	4	5	333	100.0
Q6 Financially better off	Yes	36	12	5	4	73	29	43	6	10	4	4	-	2	4	232	69.0
	No	12	0	4	3	17	6	10	0	3	0	0	-	2	1	58	17.3
	D/K	11	0	0	6	13	6	7	0	1	2	0	-	0	0	46	13.7
	Subtotal	59	12	9	13	103	41	60	6	14	6	4	0	4	5	336	100.0
Q7 Adviser friendly	Yes	57	12	9	13	100	41	58	6	14	6	4	4	4	5	333	98.2
	No	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0.6
	D/K	0	0	0	0	2	0	2	0	0	0	0	0	0	0	4	1.2

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	Subtotal	58	12	9	13	103	41	60	6	14	6	4	4	4	5	339	100.0
Q8 Competent service	Yes	56	12	9	11	99	40	57	6	14	6	4	4	4	5	327	96.5
	No	1	0	0	1	2	0	1	0	0	0	0	0	0	0	5	1.5
	D/K	3	0	0	1	1	1	1	0	0	0	0	0	0	0	7	2.1
	Subtotal	60	12	9	13	102	41	59	6	14	6	4	4	4	5	339	100.0
Q9 Explained sufficiently	Yes	57	12	9	11	99	39	56	6	14	6	4	4	4	5	326	95.9
	No	1	0	0	2	1	0	0	0	0	0	0	0	0	0	4	1.2
	D/K	2	0	0	0	3	1	4	0	0	0	0	0	0	0	10	2.9
	Subtotal	60	12	9	13	103	40	60	6	14	6	4	4	4	5	340	100.0
Q10 Regularly informed	Yes	52	11	7	12	88	38	51	6	13	6	4	4	3	5	300	89.3
	No	2	1	0	1	10	0	4	0	0	0	0	0	1	0	19	5.7
	D/K	5	0	2	0	5	1	4	0	0	0	0	0	0	0	17	5.1
	Subtotal	59	12	9	13	103	39	59	6	13	6	4	4	4	5	336	100.0
Q11 Would seek advice again	Yes	59	12	9	12	102	41	57	6	14	6	4	4	4	5	335	98.2
	No	1	0	0	0	1	0	1	0	0	0	0	0	0	0	3	0.9
	D/K	0	0	0	1	0	0	2	0	0	0	0	0	0	0	3	0.9
	Subtotal	60	12	9	13	103	41	60	6	14	6	4	4	4	5	341	100.0
Q12 Would recommend	Yes	58	12	9	12	102	41	58	6	14	6	4	4	4	4	334	98.2
	No	1	0	0	0	1	0	2	0	0	0	0	0	0	0	4	1.2
	D/K	1	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0.6
	Subtotal	60	12	9	13	103	41	60	6	14	6	4	4	4	4	340	100.0

The full list of questions is shown below:

Q2 Overall rating of service	Overall, how would you rate the service you received?
Q3 Resolved issue	Did the advice you received help to resolve your issue?
Q4 More knowledge	After receiving advice, do you have more knowledge and confidence in managing the issues?
Q5 Health improved	Has your health and or well-being been improved as a result of the advice you received?
Q6 Financially better off	Are you financially better off as a result of the advice you received?
Q7 Adviser friendly	Was the adviser approachable and friendly?
Q8 Competent service	Was the service delivered in a competent and timely manner?
Q9 Explained sufficiently	Was the information and advice explained sufficiently?

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Q10 Regularly informed	Where you regularly informed of the progress of your case by the adviser?
Q11 Would seek advice again	Would you seek advice again in the future if you needed it?
Q12 Would recommend	Would you recommend the service to other people?

APPENDIX B – ACCESSIBILITY QUESTIONS: BREAKDOWN OF QUANTITATIVE RESULTS PER PROJECT

		Schools	RHCP	Astley Ainslie	EHAP Court Project	EUB GP	EUB Localities	EUB Mental Health & Recovery Hubs	Growing Families Post Survey	Council Tenant Representation	Early Years Centres - North	Early Years Centres - South	Whole Family Equality Project	Rock Trust	DDTF	TOTALS	Percentages
Q13: If you came to our office, how easy was it for you to access the premises? (% of easy/very easy)	Very easy	16	2	2	3	29	10	17	4	3	0	1	0	1	1	89	34.9
	Easy	9	1	1	2	22	3	8	1	5	1	1	2	0	0	56	22.0
	Neither easy nor difficult	17	0	1	3	27	18	18	0	4	3	1	2	2	4	100	39.2
	Difficult	1	0	0	0	3	2	2	0	0	0	0	0	0	0	8	3.1
	Very difficult	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0.8
	Subtotals	43	3	4	8	81	33	47	5	12	4	3	4	3	5	255	100.0
Q14: If you received advice in an outreach location, how easy was it to access? (% of easy/very easy)	Very easy	30	2	0	2	55	8	21	4	2	3	3	1	1	1	133	47.3
	Easy	11	1	1	1	18	5	5	1	5	3	1	2	0	1	55	19.6
	Neither easy nor difficult	9	1	1	3	23	21	17	0	4	0	0	1	3	3	86	30.6
	Difficult	0	0	0	0	2	1	2	0	0	0	0	0	0	0	5	1.8
	Very difficult	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2	0.7
	Subtotals	50	4	2	7	99	35	45	5	11	6	4	4	4	5	281	100.0
Q15: Was the method of advice delivery suitable for you? (% of Yes)	Yes	57	11	8	13	99	40	59	6	14	6	4	4	4	5	330	97.9
	No	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2	0.6
	Don't know	1	0	0	0	3	0	1	0	0	0	0	0	0	0	5	1.5
	Subtotals	58	12	8	13	103	40	60	6	14	6	4	4	4	5	337	100.0
Q16: How satisfied are you with CHAI's opening hours? (% of satisfied/very satisfied)	Very satisfied	34	9	5	9	61	16	34	6	11	5	4	1	1	2	198	58.9
	Satisfied	19	2	3	2	22	9	14	0	3	1	0	2	0	0	77	22.9
	Neither satisfied not dissatisfied	5	0	1	2	16	16	9	0	0	0	0	0	3	3	55	16.4
	Dissatisfied	1	0	0	0	2	0	3	0	0	0	0	0	0	0	6	1.8
	Very satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
	Subtotals	59	11	9	13	101	41	60	6	14	6	4	3	4	5	336	100.0