2025-26 Survey Evaluation Results

Executive Summary

This report summarises client feedback gathered form the 1st of April 2025 to the 31st of March 2026 across all of CHAI's advice projects. A total of 365 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.

- High levels of satisfaction with the advice received and with the friendly and efficient advisors.
- A high issue resolution rate across all projects.
- Client reporting feeling more empowered and confident in manging 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

1. Introduction

This report presents a consolidated analysis of client feedback collected between 1st of April 2025 and 31st of March 2026 form 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 365 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 continues to meet the needs of the community.

This report summarises service user feedback collected across Advice for Families, Financial Wellbieng, Housing, Health and Equality projects. The survey measured service quality, issue resolution, knowledge and wellbeing outcomes, advisor performance, communication effectiveness satisfaction.

2. Number of Respondents per project

Total number of respondents across all survey/projects: 365 respondents.

Advice for Families Projects	**No: of Respondents**
Schools	16
Early Years Centres – North	0
Whole Family Equality Project WFEP	0
WFEP Romanian	0
WFEP Turkish	0
Growing Families Pre-Advice	0
Growing Families Post-Advice	0
Family Nurse Partnership	0

Financial Wellbeing Projects	**No: of Respondents**
EIJB – GP Practices	9

EIJB – Localities	6
EIJB – Mental Health & Recovery Hubs	15
Astley Ainslie	1
Rock Trust	0
DDTF	2
Food Hubs	0
Southside Community Centre	5
Energy Advice (not started yet)	0

Housing and Money Advice	**No: of Respondents**
Royal Hospital for Children and Young People	0
EHAP court representation	5
CEC council tenant court representation	0
ARCHIE	1
Manor Estate Housing Association	3
Muirhouse Housing Association	1

3. Quantitative Results – General

Question: Overall, how would you rate the services you received?

Service users reported very high levels of satisfaction across most projects. Average services rating ranged from 4.3 to 5.0 out of 5, demonstrating consistently positive experiences.

Notable ratings included:

- Astley Ainslie: 5.0
- Growing Families Post Survey: 4.9
- Manor Estate Housing: 4.9
- EIJB Localities: 4.76
- EIJB GP Practices: 4.74
- Muirhouse Housing: 4.71
- EIJB Mental Health & Recovery Hubs: 4.66
- DDTF: 4.63

The survey results indicate a consistently positive experience across all service. The overall service rating averaged **4.64 out 5,** demonstrating very high levels of customer satisfaction regardless of service area. Several individual services achieved prefect scores, reflecting consistently excellent experience for respondents.

Q3: Did the advice you received help to resolve your issue?

Participants were asked whether the service helped resolved their issue.

- 89.9% reported that their issue had been resolved.
- 6.2% reported that their issue had not been resolved.
- 4% were unsure.

This demonstrates a strong level of effectiveness in addressing client concerns and achieving positive outcomes.

Q4: After receiving advice, do you have more knowledge and confidence in managing the issues?

Respondents were asked whether they knew more about their situation or available options after receiving support.

- 82.9% reported increased knowledge.
- 4.4% reported no increase.
- 12.7% selected "Don't Know".

These finding indicate that most services are successfully improving clients understanding of available support, right and options.

Q5: Has your health and/or wellbeing improved because of the advice you received?

Participants were asked whether their health had improved because of receiving support.

- 68.8% reported an improvement in health and wellbeing.
- 15.2% reported no improvement.
- 16.1% were unsure.

The results suggest that advice and support contribute positively to wider wellbeing outcomes for a significant of service users.

Q6: Are you financially better off because of the advice you received?

Participants were asked whether they felt financially better off following support.

- 70.2% reported being financially better off.
- 16.9% reported no financial improvement.
- 12.9% were unsure.

These results demonstrate the positive impact of advice interventions on household finances and financial resilience.

Advisor Performance

Feedback regarding advisor interactions was exceptionally positive.

Advisors Friendliness	**Advisor Competence**	**Explanations provided**
96.9% rated advisors as friendly	93.9% felt advisors were competent	96.1% felt information was explained sufficiently
1.3% rated advisor as not friendly	3.5% disagreed	1.7% disagreed
1.8% were unsure	2.6% were unsure	2.2% were unsure

These findings highlighted the professionalism, communications skills, and effectiveness of frontline staff.

Q10: Were you regularly informed about the progress of your case by the adviser?

Participants were asked whether they were kept regularly informed throughout their engagement.

- 88.5% agreed they were kept in informed.
- 5.3% disagreed.
- 6.2% were unsure.

While still highly positive, this area received slightly lower scores than advisors' friendliness and explanation, suggesting a potential area for continued service improvement.

Would you seek advice again in the future if you needed it and would you recommend the services to other people?

Would seek advice again	Would recommend the service
96.9% would return to the services if they required support in the future.	96.1% would recommend the service to others.
Less than 1% said No	1.5% would not recommend
2.2% were unsure	2.4% were unsure

These findings provide strong evidence of client confidence, trust, and satisfaction with services delivery.

Key Strengths

The survey demonstrates several notable strengths across services:

- Very high overall satisfaction ratings.
- Strong success in resolving client issues.
- Significant improvement in financial wellbeing.
- Positive health and wellbeing outcomes.
- Exceptional rating for advisor friendliness and professionalism.
- High levels of client loyalty and willingness to recommend services.

Areas for Development

Although results are overwhelmingly positive, opportunities for improvement include:

- Increasing the proportion of client who feel fully informed throughout the support process.
- Reducing the percentage of respondents selecting "Don't Know" for knowledge, health, and financial outcomes questions.
- Exploring reasons why a small number of clients did not experience issue resolution or improved outcomes.

4. Analysis of qualitative comments - General

Resolution of Issues

A clear theme emerging from the responses is that the service successfully addresses people's needs. Almost nine in ten respondents (89%) reported that their issue had been resolved following support from the service. Only a small minority indicated that their issue had not been resolved, while a similar proportion were unsure, suggesting that some outcomes may still have been developing at the time of completing the survey.

This demonstrates that advisers are generally effective at identifying needs, providing appropriate advice and helping people achieve positive outcomes.

Increased Knowledge and Confidence

The findings suggest that the service empowers people with information and understanding, over four-fifths (82.7%) reported having more knowledge after receiving support. This indicates that advisers are not only solving immediate issues but are also helping individuals build that confidence and understanding needed to manage similar situations in the future.

Improved Wellbeing

Health and wellbeing improvements were also evident. Nearly two-thirds (65.5%) of respondents reported improvements to their health or wellbeing because of the support received. While proportion of respondents either reported no improvement or were unsure, this is expected as improvements in health and wellbeing may take longer to become apparent or may be influenced by wider personal circumstances. The findings suggest that the service contributes positively to wider outcomes beyond the original advice enquiry.

Financial Outcomes

The survey highlights a significant financial impact for many service users. Around seven in ten respondents (69%) stated that they were financially better off following support. This reflects the effectiveness of advice in areas such as benefit entitlement, income maximisation, debt management and financial guidance.

Some respondents reported no financial improvement or were unsure, recognising that not all enquires related directly to financial circumstances.

Quality of Adviser Support

One of the strongest themes across the survey is the exceptionally positive perception of advisers. Respondents overwhelmingly agreed that advisers were:

- Friendly and approachable (98.2%)
- Competent and knowledgeable (96.5%)
- Clear in explaining information (95.9%)

These consistently high scores indicate that staff are trusted, professional and communicate complex information in a way that is easy for people understand. The very low proportion of negative responses suggests that positive adviser relationship is a defining strength of the service.

Communication Throughout the Process

Communication during the advice process was also viewed positively. Almost nine in ten respondents (89.3%) felt they were kept regularly informed about progress.

Although this remains a strong result, it is one of the comparatively lower-scoring areas within survey. This may indicate opportunities to strengthen routine updates or improve communication where cases are longer or more complex.

Future Engagement and Advocacy

The survey demonstrates exceptionally high levels of confidence in the service. Almost all respondents said they would use the service again (98.2%) and would recommend it to other (98.2%). These findings suggest strong levels of trust and satisfaction and indicate that the service has developed a positive reputation among those who have accessed support.

Key Themes

Across all service areas, several consistent themes emerge:

- High levels of satisfaction with the quality of advice received.
- Advisers are viewed as friendly, knowledgeable and professional.
- Support successfully resolved problems for most service users.
- The service increases people’s knowledge and confidence.
- Many people experience positive financial outcomes.
- Support contributes to improved health and wellbeing for a substantial proportion.
- Customers demonstrate strong loyalty through their willingness to return and recommend.

Areas for continuous improvement

While satisfaction remains exceptionally high, the results suggest opportunities to further strengthen the service by:

- Increase regular communication during longer cases.
- Continuing to monitor outcomes relating to health and wellbeing, where improvements may take longer to emerge.
- Exploring why a small proportion of respondents remain unsure whether their issues have been fully resolved or whether their knowledge has increased.

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

This section presents the quantitative findings relating to service accessibility, including ease of access to premises and outreach locations, satisfaction with opening hours, and the suitability of service delivery methods. Responses were gathered across a range of advice, wellbeing, housing, family support and community-based projects.

Overall, the results demonstrate high level of satisfactions with service accessibility and delivery arrangement, indicating that services are generally meeting the needs and preferences of those accessing support.

		Percentages
Q13: If you came to our office, how easy was it for you to access the premises? (% of easy/very easy)	Very easy	41.4
	Easy	21.3
	Neither easy nor difficult	28
	Difficult	5.2
	Very difficult	4.1
	Subtotals	100.0
Q14: If you received advice in an outreach location, how easy was it to access? (% of easy/very easy)	Very easy	49.3
	Easy	24.5
	Neither easy nor difficult	21.8
	Difficult	2.4
	Very difficult	2
	Subtotals	100.0
Q15: Was the method of advice delivery suitable for you? (% of Yes)	Yes	97.8
	No	0.8
	Don't know	1.4
	Subtotals	100.0
Q16: How satisfied are you with CHAI's opening hours? (% of satisfied/very satisfied)	Very satisfied	68.5
	Satisfied	24.2
	Neither satisfied not dissatisfied	6.2
	Dissatisfied	0.6
	Very dissatisfied	0.6
	Subtotals	100.0

Accessibility of Premises (Q13)

Respondents who attended services at a physical location were asked how easy it was to access the premises was either very easy or easy. Examples include:

- Schools: 34 of 50 respondents (68%) reported access was easy or very easy.
- EIJB GP Practice: 34 of 57 respondents (60%) reported access was easy or very easy.
- EOJB Mental Health and Recovery: 27 of 53 respondents (51%) reported access was easy or very easy.

- EHAP Court Representation: 12 of 17 respondents (71%) reported access was easy or very easy.

Only a small number of respondents across all service reported difficulty accessing premises. Reported of servicing being “very difficult” to access were rare and generally limited to isolated responses.

These findings suggest that most service locations are accessible and convenient for clients, although some services may wish to explore the reasons behind the small number of reported access difficulties.

Accessibility of Outreach Location (Q14)

Respondents who received support in outreach settings were asked how easy it was to access those locations. Feedback was highly positive across services:

- Schools: 39 of 47b respondents (83%) reported outreach locations were easy or very easy access.
- EIJB GP Practice: 59 of 72 respondents (82%) reported easy or very easy access.
- EIJB Mental Health and Recovery: 35 of 63 respondents (56%) reported easy or very easy access.
- EHAP Court Representation: 13 of 19 respondents (68%) reported easy or very easy access.

Only a small number of respondents indicated that outreach locations were difficult to access, and reports of “very difficult” access were uncommon.

The results indicate that delivering services through community and outreach settings is helping to improve accessibility and reduce barriers to engagement for many service users.

Suitability of service Methods (Q15)

Respondents were asked whether the method through which advice and support were delivered was suitable for their needs.

The findings were overwhelmingly positive across all projects. Examples include:

- Schools: 60 of 61 respondents (98%) felt the delivery method was suitable.

- EIJB CP Practice: 74 of 76 respondents (97%) felt the delivery method was suitable.
- EIJB Localities: 32 of 32 respondents (100%) felt the delivery method was suitable

Satisfaction with Opening Hours

Customer feedback regarding opening hours was also highly positive. More than four out of five respondents (818%) reported being either satisfied or very satisfied with CHAI's opening hours, with almost 60% selecting "very satisfied". A further 16.4% were neutral, suggesting that current opening times are adequate for many customers, although additional flexibility could benefit some groups, particularly those balancing employment, caring responsibilities or other commitments.

Only 1.8% expressed dissatisfaction with opening hours, indicating that current arrangements meet the needs of the vast majority of service users. The findings suggest that existing opening hours are working well while highlighting an opportunity to continue exploring flexible appointment options where demand exists.

Key Themes Emerging

Several consistent themes emerge across these questions:

- Services are generally easy for customers to access, whether through CHAI offices or community outreach locations.
- Outreach delivery appears to reduce barriers and is viewed particularly positively.
- Customers highly value the flexibility in how is delivered, with almost universal agreement that the method of support suited their needs.
- Opening hours are viewed positively and meet of most service users.
- A significant proportion of neutral responses regarding physical accessibility suggests there may be opportunities to make access even more convenient through clearer information, improved signage or continued expansion of community-based delivery.

Opportunities for Service Improvement

Although satisfaction is consistently high, the findings suggest several opportunities for continuous improvement:

- Continue reviewing physical accessibility at office locations, particularly for people with additional mobility or transport needs.

- Build on the success of outreach services by maintaining and, where possible, expanding community-based advice provision.
- Continue offering flexible methods of advice delivery, including telephone, outreach and face-to-face appointments.
- Explore whether additional appointment times or increased flexibility could further improve satisfaction with opening hours for those unable to attend during standard operating times.

6. Financial Confidence and Early Intervention

A total of 177 participants completed the survey across three service areas:

- EIJB GP Practices
- EIJB Localities
- EIJB Mental Health & Recovery Hubs

The survey explored whether people experienced increased awareness, confidence and financial wellbeing after engaging with the service. Overall, the findings are very positive, with strong levels of agreement across all outcome measures.

1. Increased Awareness of Available Support

Statement: “I have more awareness of how to access help with welfare benefits and debt issues since using the services.”

Response	Total	%
Strongly Agree	104	58.8%
Agree	56	31.6%
Don’t know	10	5.6%
Strongly Disagree	7	4.0%

- 90.4% of respondents either agreed or strongly agreed that they have greater awareness of how to access welfare benefits and debt advice.
- Nearly six in ten respondents (58.8%) strongly agreed, indicating the service has been highly effective at increasing knowledge.
- Only 4% strongly disagreed, with no respondents selecting “disagree”.

- These findings suggest the service is successfully improving people's understanding of where to obtain financial support.

2. Confidence to seek help with welfare benefits

Statement: "I feel more confident that I will seek help with welfare benefits when I need it."

Response	Total	%
Strongly Agree	130	73.4%
Agree	35	19.8%
Don't Know	8	4.5%
Strongly Disagree	4	2.3%

This question received the strongest positive responses across the survey.

- 93.2% agreed or strongly agreed.
- Nearly three-quarters (73.4%) strongly agreed that they would seek help when needed.
- Only 2.3% strongly disagreed.

These findings demonstrates that the services have significantly increased participants' confidence to access welfare support, suggesting barriers to seeking help been reduced.

3. Confidence to seek help with debt before crisis

Statement: "I feel more confident to seek help with debt issues before a crisis is reached."

Response	**Total**	**%**
Strongly Agree	107	61.6%
Agree	47	26.9%
Don't Know	17	9.7%
Disagree	1	0.6%
Strongly Disagree	3	1.7%

- 88.0% agreed or strongly agreed that they would seek debt advice earlier.
- Over 60% strongly agreed, suggesting participants are more likely to seek preventative support rather than waiting until problems become more serve.
- Fewer than 3% expressed disagreement.

This represents an important outcome, as earlier intervention can reduce financial hardship, improve outcomes and prevent escalation into crisis situations.

4. Ability to Manage Finances

Statement: “I am more able to manage my finances.”

Response	Total	%
Strongly Agree	59	35.3%
Agree	63	37.7%
Don’t Know	36	21.6%
Disagree	5	3.0%
Strongly Disagree	4	2.4%

This Outcome Shows Positive Improvement but is less pronounced than the previous questions.

- 73.0% agreed or strongly agreed that they are better able to manage their finances.
- Around one in five respondents (21.6%) were unsure.
- Approximately 5.4% disagreed.

Lower level of agreement compared with awareness and confidence measures is understandable. While advice services can improve knowledge and confidence relatively quickly, improving day-today financial management often depends on wider factors including income levels, debt burden, employment, housing costs and personal circumstances.

5. Reduced Financial Anxiety

Statement: “I feel less anxious about my financial situation.”

Responses	Total	%
Strongly Agree	70	40.0%
Agree	65	37.1%
Don’t Know	28	16.0%
Disagree	8	4.6%
Strongly Disagree	4	2.3%

- 77.1% agreed or strongly agreed that they feel less anxious about their finances.
- Four in ten respondents strongly agreed.
- Only 6.9% disagreed.

- Sixteen percent remained unsure.

Although financial anxiety is influenced by many external pressures, including the cost of living and personal debt, the findings indicate the service is making a meaningful contribution to improving emotional wellbeing.

Overall findings

Across all five outcomes measures, participants reported consistently positive experience.

Outcome	Positive (Agree + Strongly Agree)
Confidence to seek welfare support	93.2%
Awareness of welfare benefits/debt support	90.4%
Confidence to seek debt advice early	88.0%
Reduced financial anxiety	77.1%
Better able to manage finances	73.0%

Key Themes

- **Increased Awareness**
  The service has been highly successful in increasing awareness of available welfare benefits and debt support, with more than nine in ten respondents reporting improved knowledge.

- **Earlier Help-Seeking**
  Respondents reported greater confidence in accessing support before problems escalate, indicating that the service is encouraging earlier intervention and prevention.

- **Improved financial Confidence**
  Participants showed high levels of confidence in seeking welfare advice, demonstrating that the services are helping to reduce barriers to accessing support.

- **Improved Wellbeing**
  While improvements in financial management and reductions in anxiety are slight lower than awareness outcomes, over three-quarters of respondents still reported positive changes.

These are significant outcomes given that financial wellbeing is influenced by many externals social and economic factors beyond the service's direct control.

7. The Final Word

The findings from this report provide strong evidence that CHAI's advice services continue to deliver meaningful, high-quality support across a wide range of client groups and service areas. Across all projects, clients reported very high levels of satisfaction with the service they received, with advisers consistently recognised as friendly, knowledgeable and professional. The overwhelming majority of respondents indicated that their issues were resolved that they gained greater knowledge and confidence, and that they would both return to the eservice and recommend it to others.

Beyond resolving immediate issues, the findings demonstrate the wider impact of CHAI's services. Many clients reported improvements in their circumstances, health and wellbeing, and increased confidence to seek help early with welfare benefits and debt issues. In particular, the Financial Wellbeing services are helping to promote earlier intervention, reduce financial anxiety, and improve awareness of available support, contributing to greater financial resilience.

The Report also highlighted the success of CHAI's accessible and flexible delivery model. Clients expressed high levels of satisfaction with the suitability of advice methods, outreach provision and opening hours, although feedback identified opportunities to strengthen communication during longer cases, expand community-based appointments where possible, and continue reviewing accessibility.

Overall, the results demonstrates that CHAI is making a significant positive difference to the lives of people across Edinburgh. The evidence shows that the organisation is not only resolving practical problems but also empowering individuals, improving wellbeing, and supporting longer-term independence. The feedback gathered through this survey will continue to inform service development, helping CHAI build on its strengths while ensuring its services remain responsive, accessible and focused on the needs of the communities it services.