

| | 2019 |
|------------------------------------|------|
| Number of forms sent out | |
| Number of completed forms received | 32 |
| Percentage response | |

Included below is a selection of comments from customers.

Comments:

Negative comments:

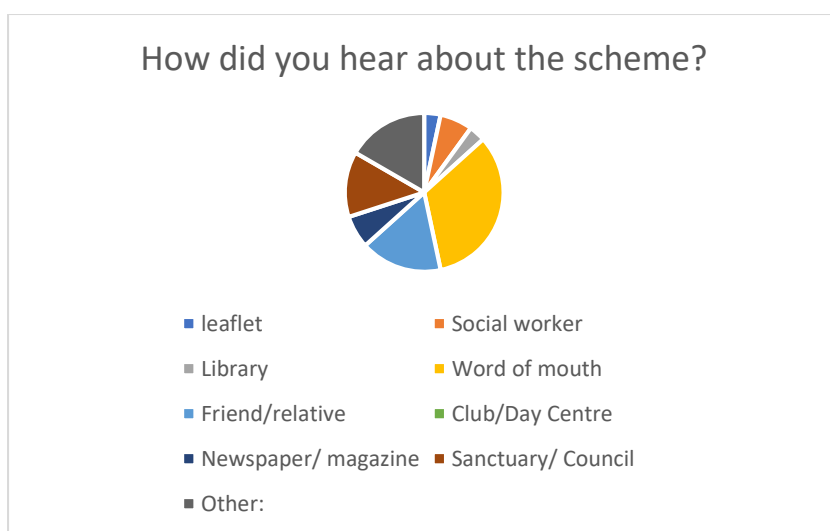
- You should advise more.
- I am primarily commenting on 2018 because for 2019 they were unavailable (September 27th 2019) and I couldn't rebook because my brother had too many health commitments.
- Could Helping Hands consider a means testing assessment as to whether clients are entitled to help E.G Elderly, Disabled, Low Income as your target clients. People in good health, in full time employment should not take priority or perhaps directed to another gardening agency. This assessment criteria may take the financial and physical burden off the team and reduce waiting times.
- To check if I have any other needs regarding the garden when they arrive.
- More teams going out so that appointments are more frequent.
- Volunteers not to smoke on job, especially without asking.
- Only to expand, as they are often booked for month plus.

Positive comments:

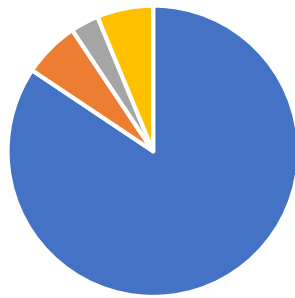
- I have nothing but praise for your team. They arrive on time, work extremely hard and are unfailingly polite. Steve, the Team leader even gives us gardening advice,
- I also feel they are trustworthy. At times they have done work whilst we were away. Over the past few years we could not have managed without them.
- We found the service very good. Your workmen were very pleasant, worked hard and cleared and removed all the cuttings. A very worthwhile service , and hope that continues to flourish and grow.
- Your service has taken a lot of worry off my mind. Your staff have been outstanding, so kind and caring.
- Due to inclement weather, the later part of this year has been a disaster and I have ended up with a jungle. I have spoken to Steve and asked for help. But with no help I have to consider having a private contractor. But I would prefer the existing contract. Thank you.
- We are very grateful for all the help Helping Hands has given us, it would be deserving for this organisation to receive enough funding to afford transport and some tools E.G petrol auger, garden shredder, cutting tools and all other tools to broaden the scope of the team. The team shouldnt have to worry they may be closed down, due to lack of funds.
- This service provides basic essential support, and provides it very well.
- Those who answered the phone were excellent and very helpful.
- Helping Hand service is very vital to service users who might in other circumstances be ripped off by rogue traders.

- Good work, cheerfully well done, and they take away the rubbish.
- It is a real tonic to see the garden after the Helping Hands Team visited. Seeing the garden looking good is one less thing to worry about.
- The scheme does not pretend to be professional landscapers and does the job of basic essential maintenance very well.
- No, all people were very very nice, very helpful, very polite
- Helping Hand staff now know my garden requirements, therefore it would be helpful if they could quote costing in advance.
- Garden Team covers my needs.
- Only that the message gets out about how good you are.
- Not really. Helpful & skilful. What more could one ask.

A summary of the responses in chart form is shown below.

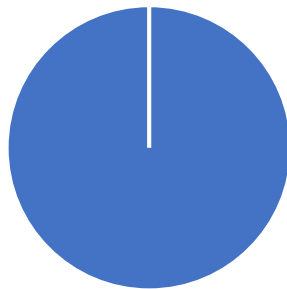


When you contacted our office, how helpful were the staff?



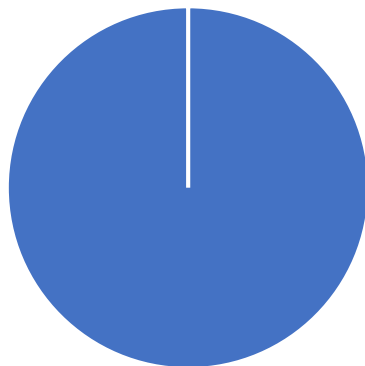
■ Very ■ Quite ■ Not very ■ Other:

Was the service we provide and our costs clearly explained to you?



■ 1

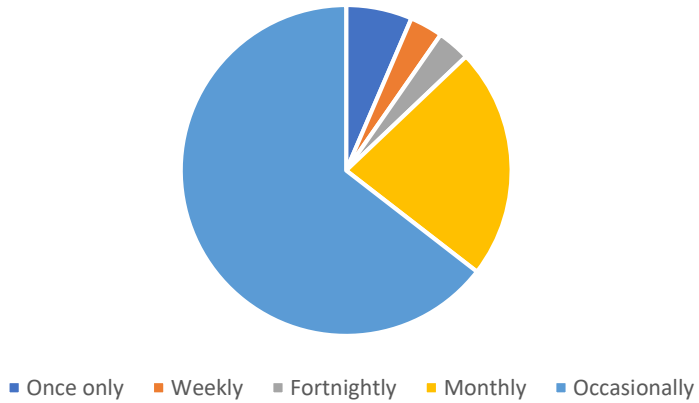
Were you happy with the cost?



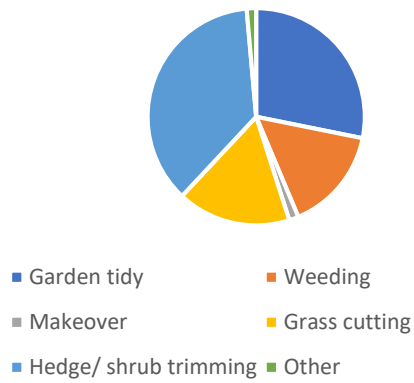
■ 1

Helping Hands Gardening Scheme Survey Results 2019

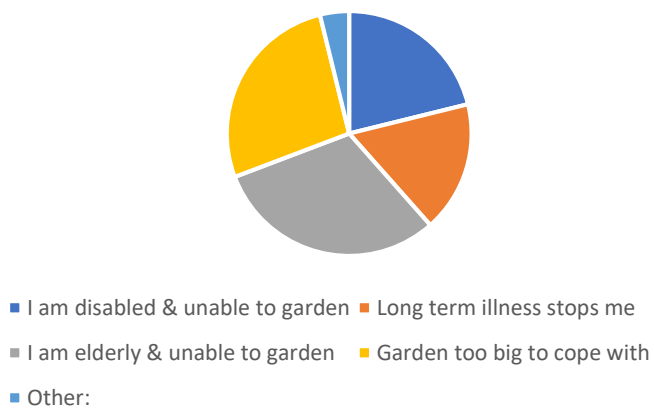
How often have you needed the service?



What type of work did the volunteers do for you?

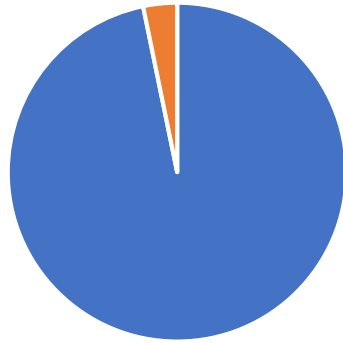


How does our service help you?



Helping Hands Gardening Scheme Survey Results 2019

Would you use this service again?



■ Yes ■ No

Would you recommend this service to someone else?



■ 1

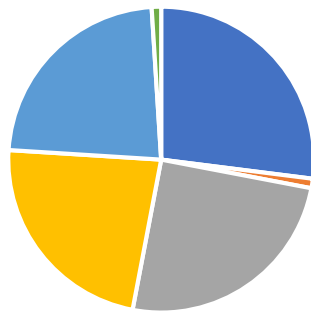
How essential is the scheme to you?



■ Vital ■ Important

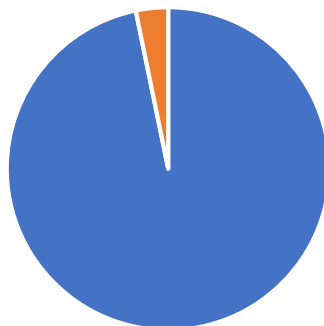
Helping Hands Gardening Scheme Survey Results 2019

When the volunteers arrived were they ...



■ Punctual ■ late ■ Polite & respectful
■ Tidy in their work ■ Hard working ■ Didn't do much at all

Were you happy with their work?



■ Yes ■ No