

## Selectmove Customer Survey

### Suggested questions for existing waiting list customers

How did you first apply to Selectmove ?

Online  
By sending an application in the post  
Face to face with a customer advisor

How did you find the application process?

Very easy  
Easy  
Difficult to understand  
Impossible  
Other

Do you find the Selectmove website easy to use?

Yes/No/Never used the website

If yes go to question XX

If you do not find the website easy to use why not?

No access to the website  
I do not have a computer  
I found the website difficult to navigate  
I have never used the website

What could we do to make the system easier to use?

(freefield) .....

How often do you bid for properties on Selectmove ?

every week  
Once a month  
Occasionally  
I have never bid

If you very rarely place bids or have never done so, can you please tell us why not?

(Freefield) .....

If you do place bids, which method do you use ?

Online at home  
At the Council offices  
At one of the Registered Provider offices (i.e. CCH or PFP)  
Over the telephone  
A friend/ support worker or family member places the bids for me

How important is it to have photographs of the properties when deciding which bids to place?

- Very important
- Important
- Not very important
- Doesn't matter at all

Do you feel you are likely to be successful in obtaining a property through Selectmove?

Yes/No/Don't know

If you do not feel you are likely to obtain a property, why not?

- There are not enough properties
- The properties I am waiting for never come up
- I am not in a high enough band
- I have previous convictions
- Other (please state).....

Are you waiting for a specific street or property to become available on Select move?

Yes/No If Yes go to XXX

If you are waiting for a specific property to become available on Selectmove, can you please advise if you are waiting for:

- A specific street
- A specific area of Chorley
- A rural village
- A new build property
- A property with adaptations
- A property with a garden
- A property close to family/friends

If you need help or advice with Selectmove, do you know where to go to access help?

Yes/No

Overall how satisfied are you with Selectmove?

- Very Satisfied
- Not sure
- Dissatisfied
- Very Dissatisfied

Do you think that the Council should return to the original system of a one offer allocation policy, where there is no choice and allocations are made on a priority basis only?

Yes/Not/not sure

Do you have any other comments about Select move? Please use the space below

.....

Postcode

Gender

Age

Disability

Religion

Ethnic background

Sexuality

**Suggested Questions for Customers Successfully Allocated a Property Using Select move**

How did you first apply to select move?

- Online
- By sending an application in the post
- Face to face with a customer advisor

How did you find the application process?

- Very easy
- Easy
- Difficult to understand
- Impossible
- Other

Did you find the Selectmove website easy to use?

Yes/No/Never used the website

If yes go to question XX

If you did not find the website easy to use, why not?

- No access to the website
- I do not have a computer
- I found the website difficult to navigate
- I have never used the website

What could we do to make the system easier to use?

(freefield) .....

How often did you bid for properties on Selectmove ?

- every week
- Once a month
- Occasionally
- I have never bid

If you did place bids, which method did you use ?

- Online at home
- At the Council offices
- At one of the Registered Provider offices (ie CCH or PFP)
- Over the telephone
- A friend/ support worker or family member places the bids for me

How long did it take for you to be allocated a property on Selectmove from making the first application to obtaining your keys?

- Less than a week
- One month
- Two months

- Three months
- Four Months
- Five Months
- Six months
- Between six months and a year
- Over a year
- Over two years

How satisfied were you with your new home when you first moved in?

- Very satisfied
- Satisfied
- Don't know
- Dissatisfied
- Very Satisfied

How would best describe the property condition when you first moved in?

- Very good condition
- Good condition
- Acceptable condition
- Poor condition
- Very poor condition

If you needed help or advice with Selectmove, did you know where to go to access help?

Yes/No

Overall how satisfied are you with Selectmove?

- Very Satisfied
- Satisfied
- Not sure
- Dissatisfied
- Very Dissatisfied

Do you think that the Council should return to the original system of a one offer allocation policy, where there is no choice and allocations are made on a priority basis only?

Yes/Not/not sure

Do you have any other comments about Selectmove? Please use the space below

.....

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## Suggested Themes/Discussion points for Selectmove Focus Groups

- 1) How do customers currently access Selectmove & what are their experiences
- 2) Do customers understand how Selectmove works including the Allocation Policy and bidding process
- 3) How could the system be improved
- 4) What are the barriers to customers making more use of the online facilities & how can these be overcome
- 5) Overall, is Select move meeting customer need and expectations