



STAR

Satisfaction tracking and review

User Guide

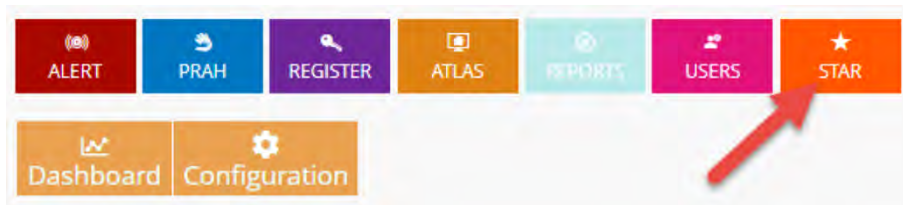
STAR enables Housing Jigsaw users to survey their customers in order to better understand their views on the quality of service delivered.

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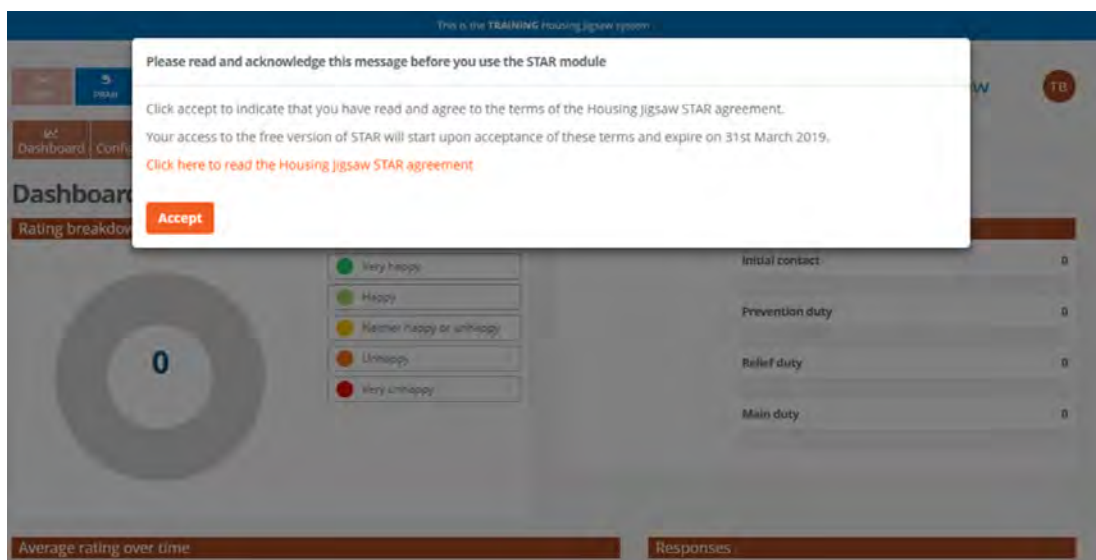
Access

You can access **STAR** by clicking the icon at the top of the screen:



Terms and Conditions

The first time an organisation clicks the STAR icon you will be presented with **Terms and Conditions**, which need to be accepted:



On clicking the **Accept** button you will be directed to the Housing Partners website:

https://www.housingpartners.co.uk/terms-of-use/#housing_jigsaw

Permissions

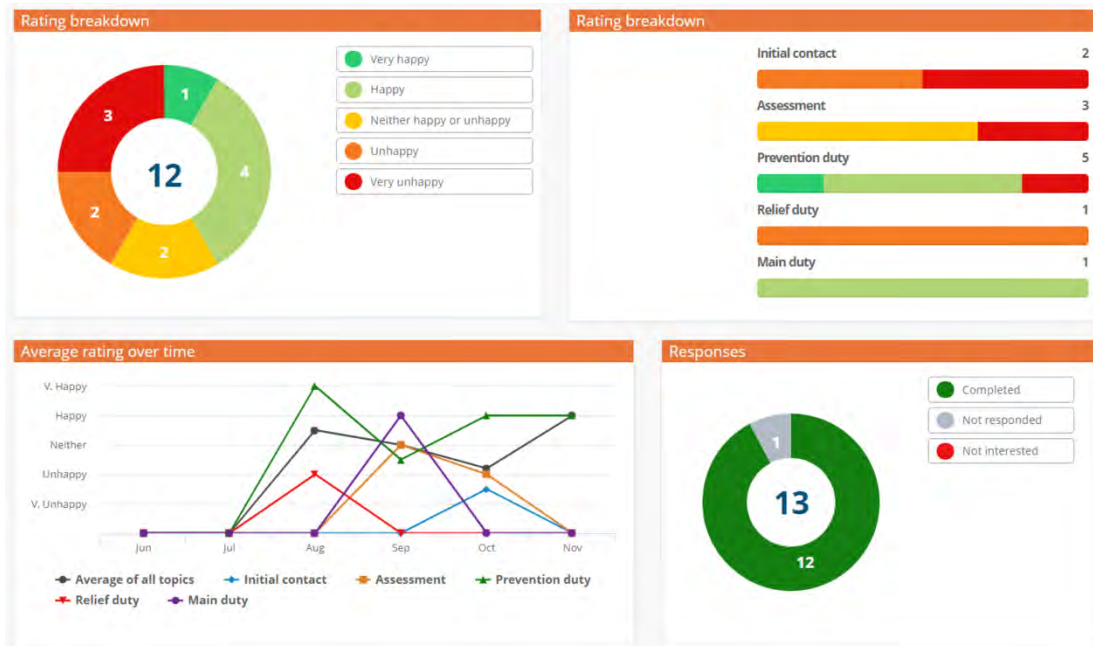
Housing Partners have assigned STAR permissions to all users that have the PRAH **Manage users** permission. This is the permission that allows users to manage the permissions of other users. If other users need access to STAR they will need to be given access to the following permissions under **Users** in PRAH:

STAR	Can access	
	View and Edit in STAR	
	View who responded to a survey	

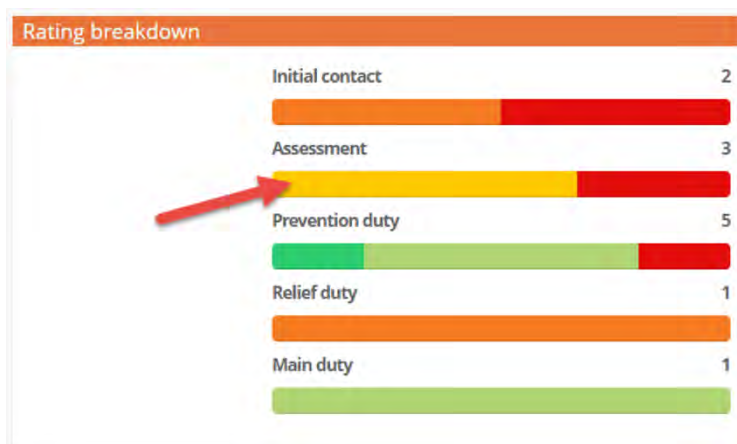
- **Can access** – The core permission required to access the STAR module.
- **View and Edit in STAR** – Allows the user to view the STAR dashboard and to view and edit questions asked in each survey.
- **View who responded to a survey** – allows the users to see the first and last name of the customers who have left overall feedback.

Dashboard

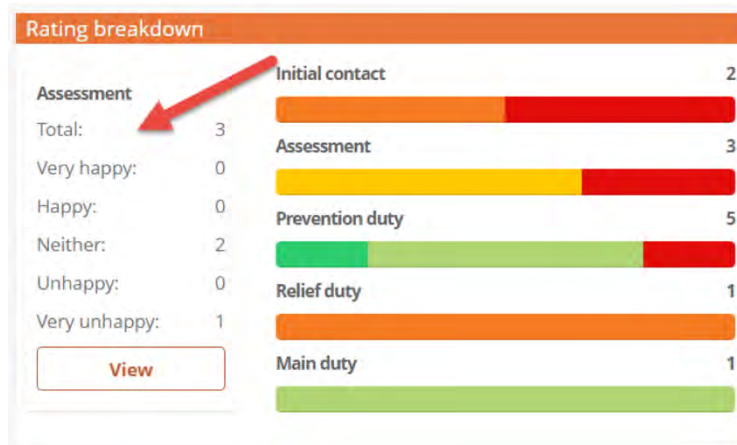
Clicking the STAR module will take you to a dashboard screen, displaying the following widgets which show you at a glance how customers have answered your questions.



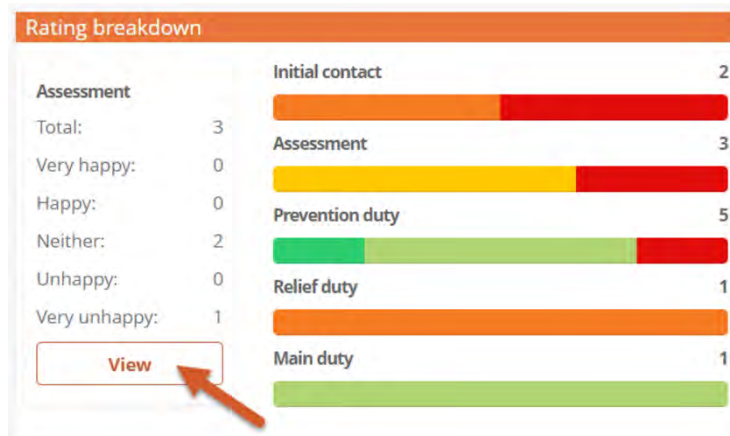
The dashboard is interactive, so clicking on a widget will give you more detail on that item. For example, clicking **Assessment**...



... shows you a breakdown of how customers rated their assessment:

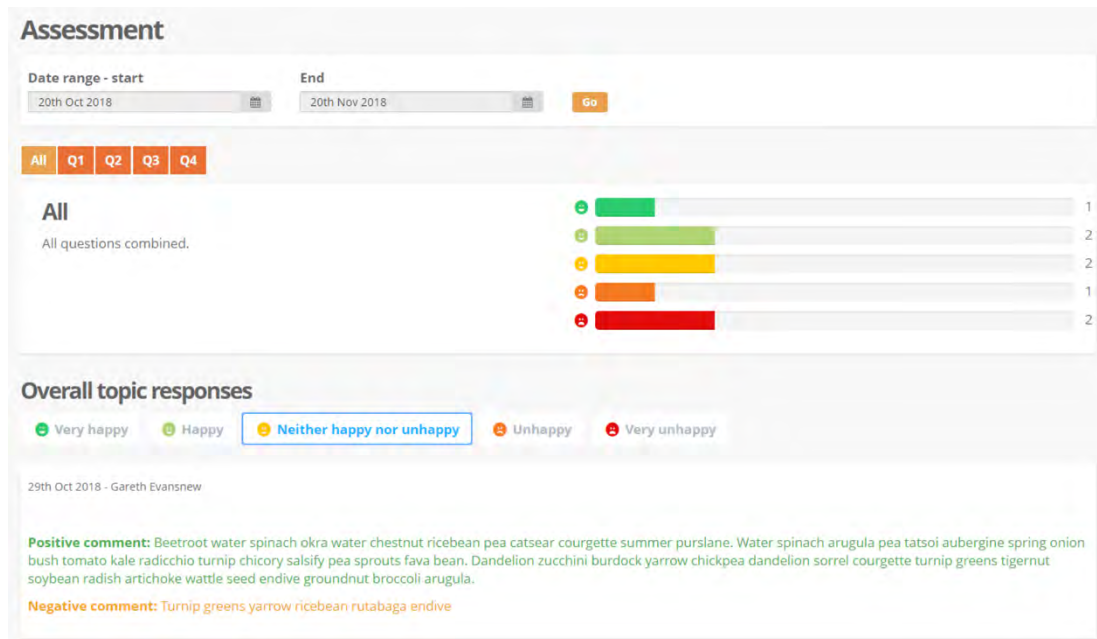


You can further interact with the Rating breakdown widget by clicking **View**:

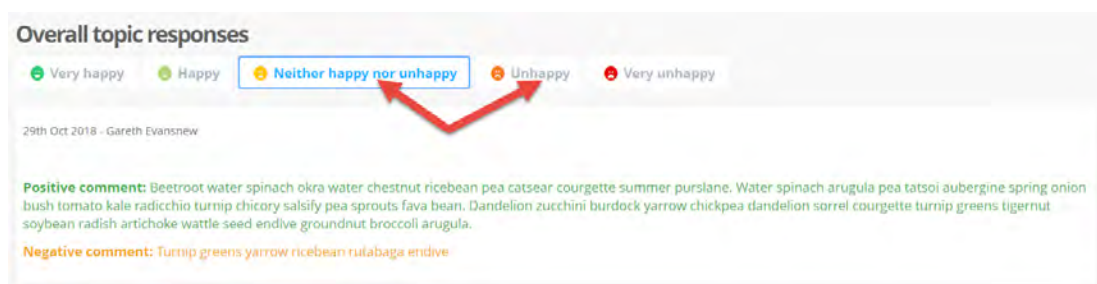


Assessment overview

You will then see a full overview of how customers rated their assessment as a whole:



You can click between **Very Happy** through to **Very Unhappy** to view any comments:



You can also view each question individually by clicking the question number, i.e. **Q1**:

The screenshot shows the 'Assessment' dashboard. At the top, there are date range filters for 'Date range - start' (20th Oct 2018) and 'End' (20th Nov 2018), with a 'Go' button. Below this is a navigation bar with tabs for 'All', 'Q1', 'Q2', 'Q3', and 'Q4'. A red arrow points to the 'Q1' tab. The main content area displays 'Question 1' with the text: 'Thinking about your initial interview at the offices how happy are you with where and how the interview was a carried out?'. To the right of the question are five horizontal progress bars, each with a colored circle (green, light green, yellow, orange, red) and a numerical value (1, 0, 1, 0, 0). Below the question is a section titled 'Question 1 responses' with five radio button options: 'Very happy', 'Happy', 'Neither happy nor unhappy', 'Unhappy', and 'Very unhappy'. A date '29th Oct 2018' is displayed below the options.

You also have the ability to add custom date ranges. To view the answers, simply click the calendar icon to select your start and end dates, followed by clicking **Go**:

This screenshot is similar to the previous one but includes a calendar overlay. The calendar is for 'October 2018' and shows dates from 01 to 31. A red arrow points to a calendar icon on the 'Date range - start' field, which has triggered the calendar to appear. The '20th' of the month is highlighted in orange. The rest of the dashboard content, including the question and response options, remains visible in the background.

To return to your dashboard, click the **Back** button at the bottom of the screen:

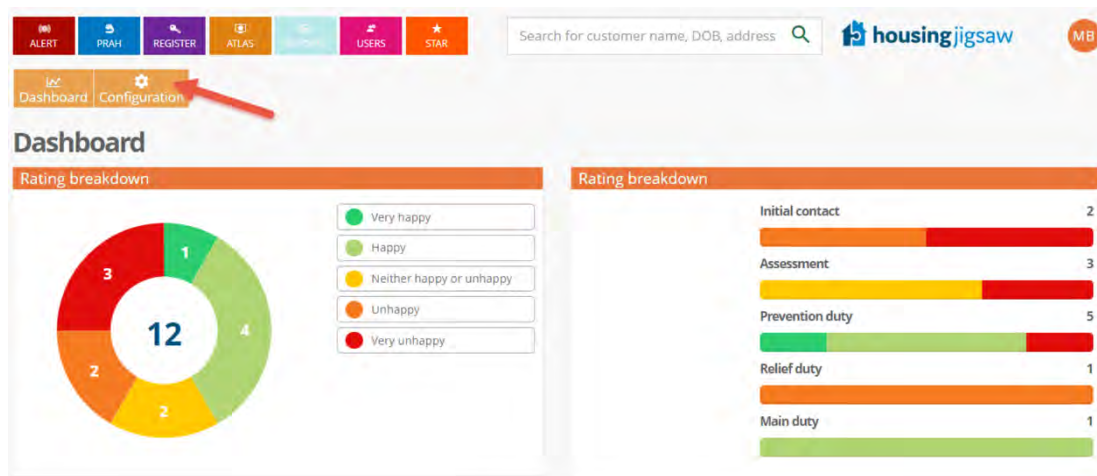
This screenshot shows the 'Question 1 responses' section from the previous image. At the bottom of the section, there is a 'Back' button. A red arrow points to this button, indicating that clicking it will return the user to the dashboard.

Configuration

You can configure which questions are asked against the five key areas in PRAH:

- Initial contact
- Assessment
- Prevention duty
- Relief duty
- Main duty

To do this, click on the **Configuration** icon at the top of the screen:



You will then see this screen:

Configuration

Add a new Survey Question

Topic*

New Question Text*

Initial contact

Question	Visible in System	Hide/Show	Remove
When you first contacted the council, how do you feel about the length of time you waited to speak to or see someone from the housing team?	Visible		
Thinking about the officer you saw/spoke with when you initially approached for advice; how do you feel about their rapport/engagement with you as a customer?	Visible		
Thinking about the advice that the council provided you, how happy are you that the advice was clear, relevant to your circumstances and easy to follow/understand?	Visible		
Thinking about the outcome of your initial contact with the council, how do you feel?	Visible		


To add a question, select one of the five topics, then enter your question text followed by clicking **Add**:

Configuration

Add a new Survey Question

Topic*

New Question Text*













The question will then appear under the section you chose to add it to:

Assessment			
Question	Visible in System	Hide/Show	Remove
Thinking about your initial interview at the offices how happy are you with where and how the interview was a carried out?	Visible		
Thinking about the officer you saw/spoke with; how do you feel about their rapport/engagement with you as a customer?	Visible		
How do you feel about how easy it was to contact the officer who dealt with your case?	Visible		
How do you feel about the way in which the officer carried out an assessment of your situation?	Visible		
Your question goes here	Visible		





You can make questions visible or hidden by clicking the **Hide/Show** icon:

Assessment			
Question	Visible in System	Hide/Show	Remove
Thinking about your initial interview at the offices how happy are you with where and how the interview was a carried out?	Visible		
Thinking about the officer you saw/spoke with; how do you feel about their rapport/engagement with you as a customer?	Visible		
How do you feel about how easy it was to contact the officer who dealt with your case?	Visible		
How do you feel about the way in which the officer carried out an assessment of your situation?	Visible		
Your question goes here	Visible		

You can delete non-mandatory questions by clicking the **Remove** icon:

Assessment			
Question	Visible in System	Hide/Show	Remove
Thinking about your initial interview at the offices how happy are you with where and how the interview was a carried out?	Visible		
Thinking about the officer you saw/spoke with; how do you feel about their rapport/engagement with you as a customer?	Visible		
How do you feel about how easy it was to contact the officer who dealt with your case?	Visible		
How do you feel about the way in which the officer carried out an assessment of your situation?	Visible		
Your question goes here	Visible		

Questions deemed mandatory by STAR will not show the option to remove or hide/show that question.

Initial contact			
Question	Visible in System	Hide/Show	Remove
When you first contacted the council, how do you feel about the length of time you waited to speak to or see someone from the housing team?	Visible		
Thinking about the officer you saw/spoke with when you initially approached for advice; how do you feel about their rapport/engagement with you as a customer?	Visible		
Thinking about the advice that the council provided you, how happy are you that the advice was clear, relevant to your circumstances and easy to follow/understand?	Visible		
Thinking about the outcome of your initial contact with the council, how do you feel?	Visible		

Completing the questionnaire

The questionnaire is completed by your customers via the **Customer Portal**. They are able to register for free at the same web address a Local Authority logs into: www.housingjigsaw.co.uk

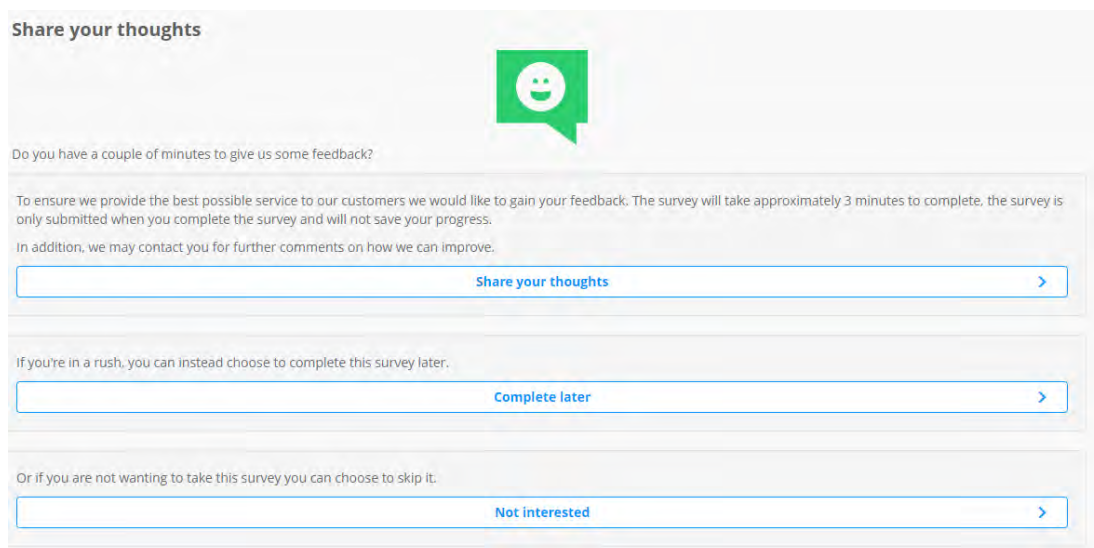
Once registered with their Local Authority, your customer will see the option to complete a STAR questionnaire ('Customer survey') when their PRAH case is at any following points in the decision flowchart:

- **Initial Contact** – flowchart box 5
- **Assessment** – flowchart box 18, 18a
- **Prevention Duty** – flowchart box 23
- **Relief Duty** – flowchart box 37
- **Main Duty** – flowchart boxes 52, 53 and 55


They will see a Customer Survey option on their dashboard:



Clicking **Customer Survey** will take your customer into the following screen where they will be able to choose to participate in the survey, come back later or not participate.



Share your thoughts



Do you have a couple of minutes to give us some feedback?

To ensure we provide the best possible service to our customers we would like to gain your feedback. The survey will take approximately 3 minutes to complete, the survey is only submitted when you complete the survey and will not save your progress.
In addition, we may contact you for further comments on how we can improve.

[Share your thoughts](#) >

If you're in a rush, you can instead choose to complete this survey later.

[Complete later](#) >

Or if you are not wanting to take this survey you can choose to skip it.

[Not interested](#) >

If they choose **Share your thoughts** they will be taken to the questions you configured where they can answer from Very Happy through to Very Unhappy:



housingjigsaw

Q1 of 5

When you first contacted the council, how do you feel about the length of time you waited to speak to or see someone from the housing team?

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy

They can give an overall satisfaction rating and add **comments** at the end:

Feedback summary

Overall, how do you feel about the level of service that you received from the council at initial contact.

Very happy

Happy

Neither happy nor unhappy

Unhappy

Very unhappy

Thanks for taking the time to give us feedback. If you have any extra comments you can type them in the boxes below.

What did we do well?

All the letters were...

Where could we improve?

Where could we improve?

Finish

Your dashboard will automatically update once the customer clicks **Finish** and you'll be able to view their results.