

FINDINGS OF THE MINI STATUS 2009/10 SURVEY (SUMMARY OF THE SECOND WAVE)

Report of the Director of Housing and Customer Service

1. SUMMARY

- 1.1 This report highlights the main findings of Mini STATUS survey carried out with random selection of tenants from all five Housing Focus Group (HFG) areas covering the whole city. The data was collected during March – July 2010 period. The aim of the report is to show the level of tenants' satisfaction with Derby Homes' services and to describe the most common problems and issues identified by the residents.
- 1.2 A presentation will be made at the meeting which will be in colour and a colour version can be seen on the Committee Management Information System (CMIS).

2. RECOMMENDATION

To note and comment on the contents of this report.

3. MATTER FOR CONSIDERATION

- 3.1 The overall satisfaction (81.6%) with Derby Homes' services has decreased by 0.4% since the first wave of Mini STATUS which was conducted in 2009. However, the overall satisfaction is still 8.9% higher than it was identified by STATUS 2008.
- 3.2 The largest difference in satisfaction between the five HFG research areas was related to the neighbourhood as a place to live. In North West 80% of the respondents expressed satisfaction. In South East two satisfactions were reported in 63% of the tenants' responses which is 17% less than in North West.
- 3.3 Across the whole City repairs and maintenance were identified as the key drivers for satisfaction.
- 3.4 78% of the respondents expressed general satisfaction with information they receive from Derby Homes.
- 3.5 Only 55% of South West tenants think that Derby Homes is taking their views into account.
- 3.6 Overall 17% of the respondents have reported anti-social behaviour in the past 12 months. The overall satisfaction with the final outcome of the report has been, across the whole City, lower than 50% (average satisfaction is 39%).

- 3.7 Additional comments were made by 39% of the tenants. The largest proportion of comments (14%) was related to cyclical maintenance. The same number of people also further acknowledged the good services of Derby Homes.

The areas listed below have no implications directly arising from this report

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

Author: Dr. Vera de Ligt/Housing GIS Research Officer/01332 287242/vera.deligt@derby.gov.uk

Background Information: None

Supporting Information: None

Mini Status 2009/10 Second Wave

Overall Findings

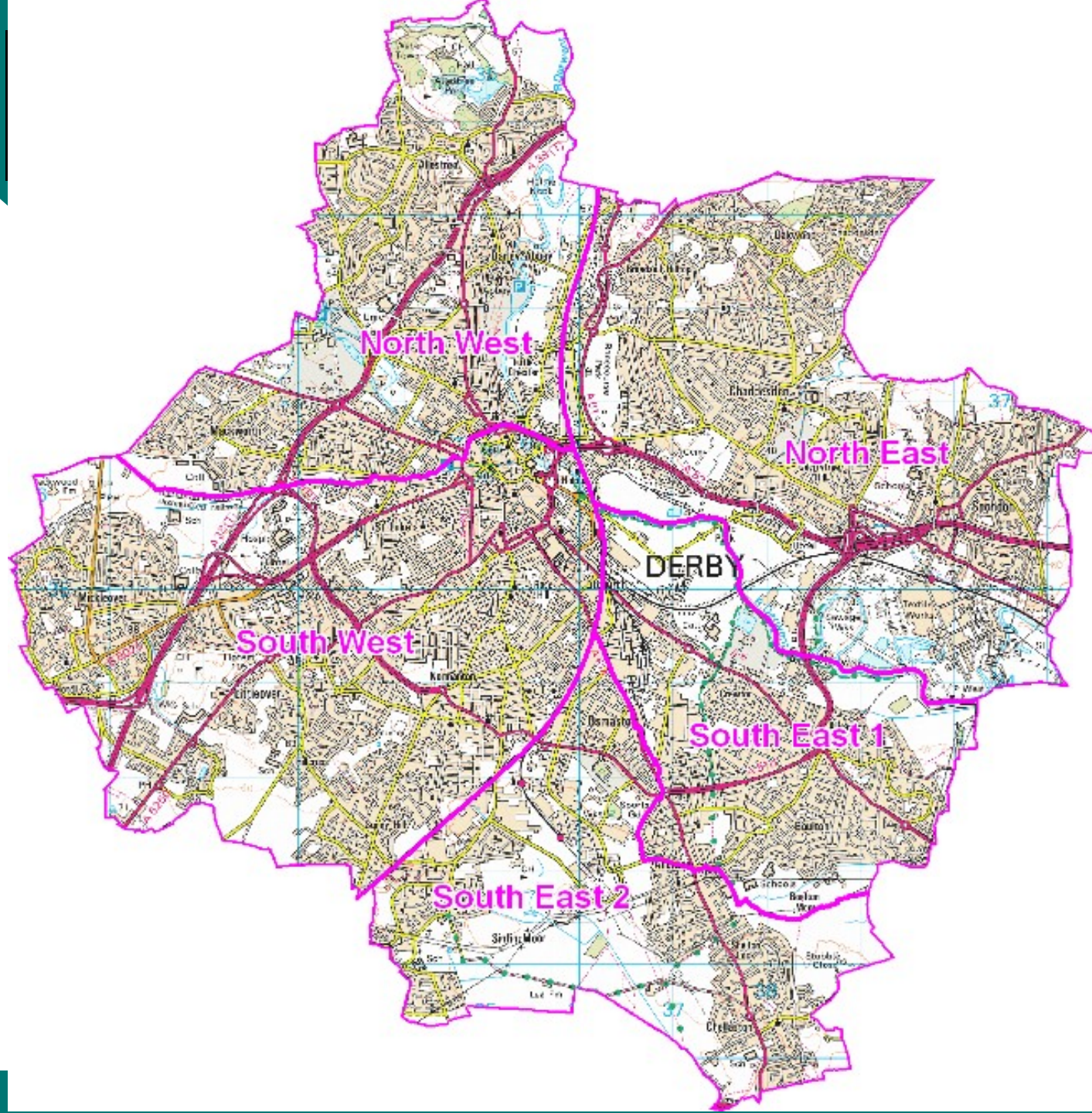
30 September 2010

Angelina Novakovic

Housing Strategy and Research Manager

Survey Background

- Understand satisfaction of tenants with Derby Homes services
- Benchmarking against STATUS
- Questions based on key drivers of satisfaction
 - From STATUS
 - Derby Homes specific issues
- Whole Derby – 5 Housing Focus Group areas

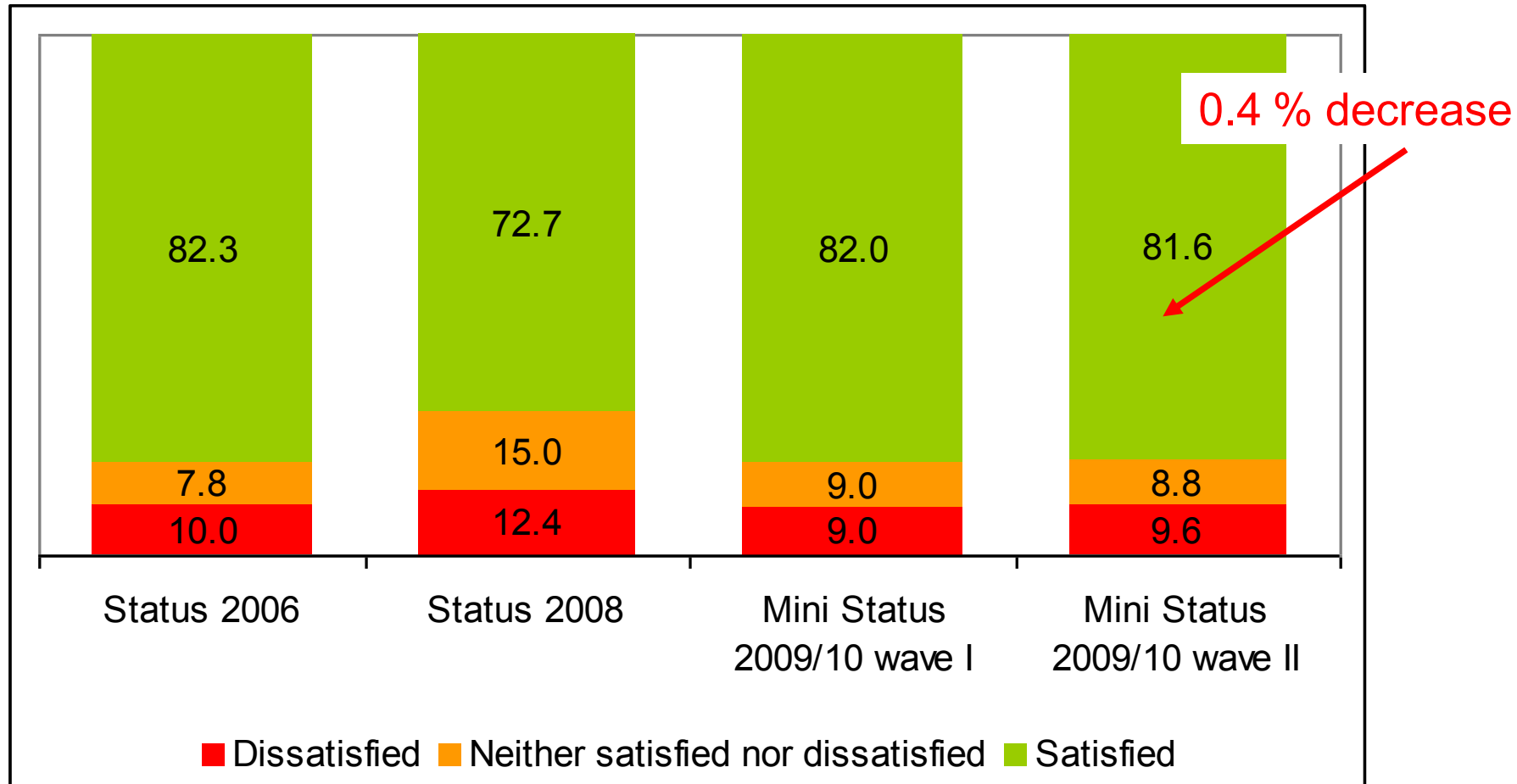


Methodology

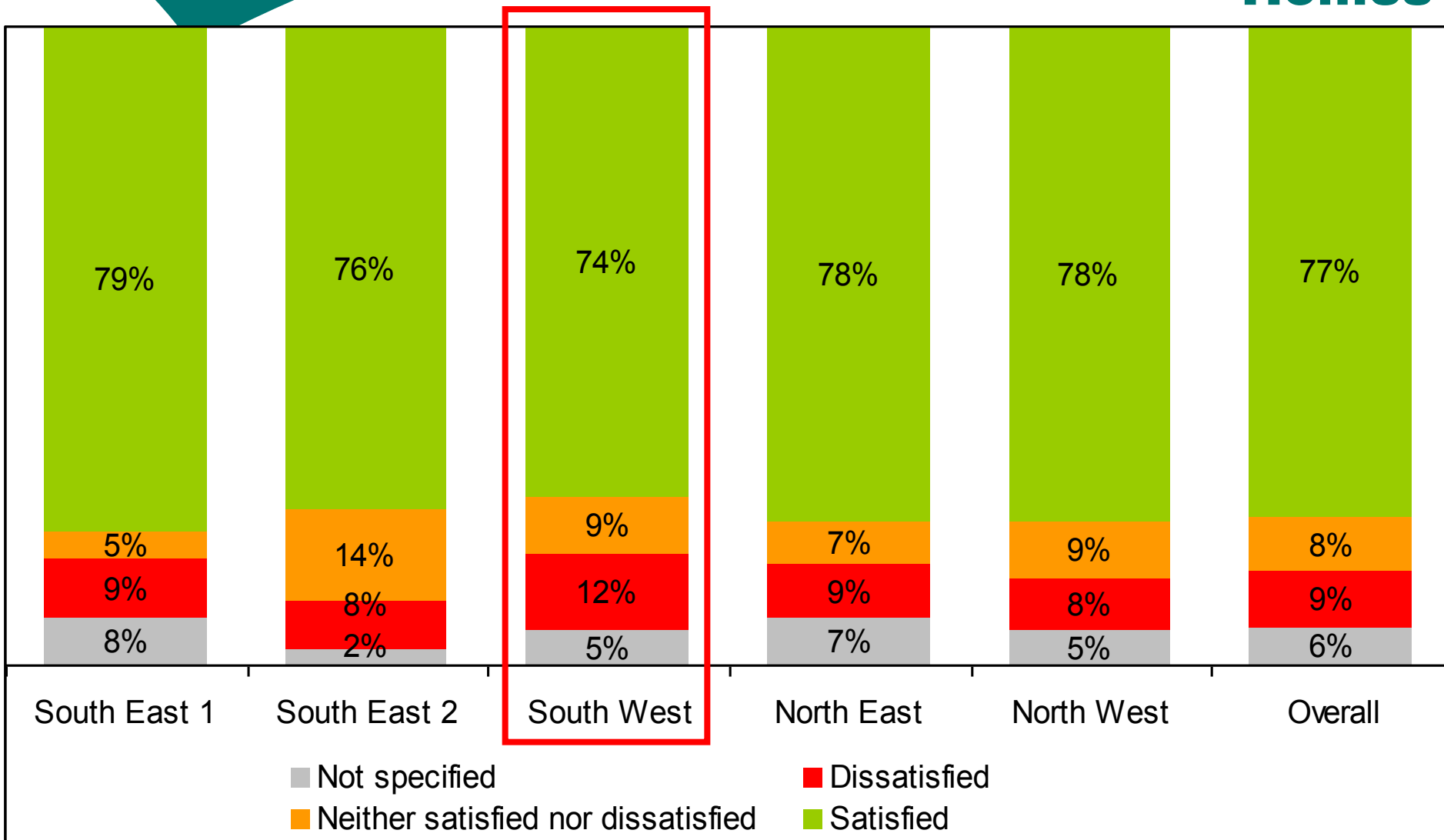
- Postal questionnaire
 - 12 satisfaction questions
 - Demographic information
- 4,250 random sample (850 per area)
 - Data collection: March – July 2010

	South East 1	South East 2	South West	North East	North West	Overall
No of responses	200	132	168	152	201	853
Response rate	23.5%	15.5%	19.8%	17.9%	23.6%	20.1%

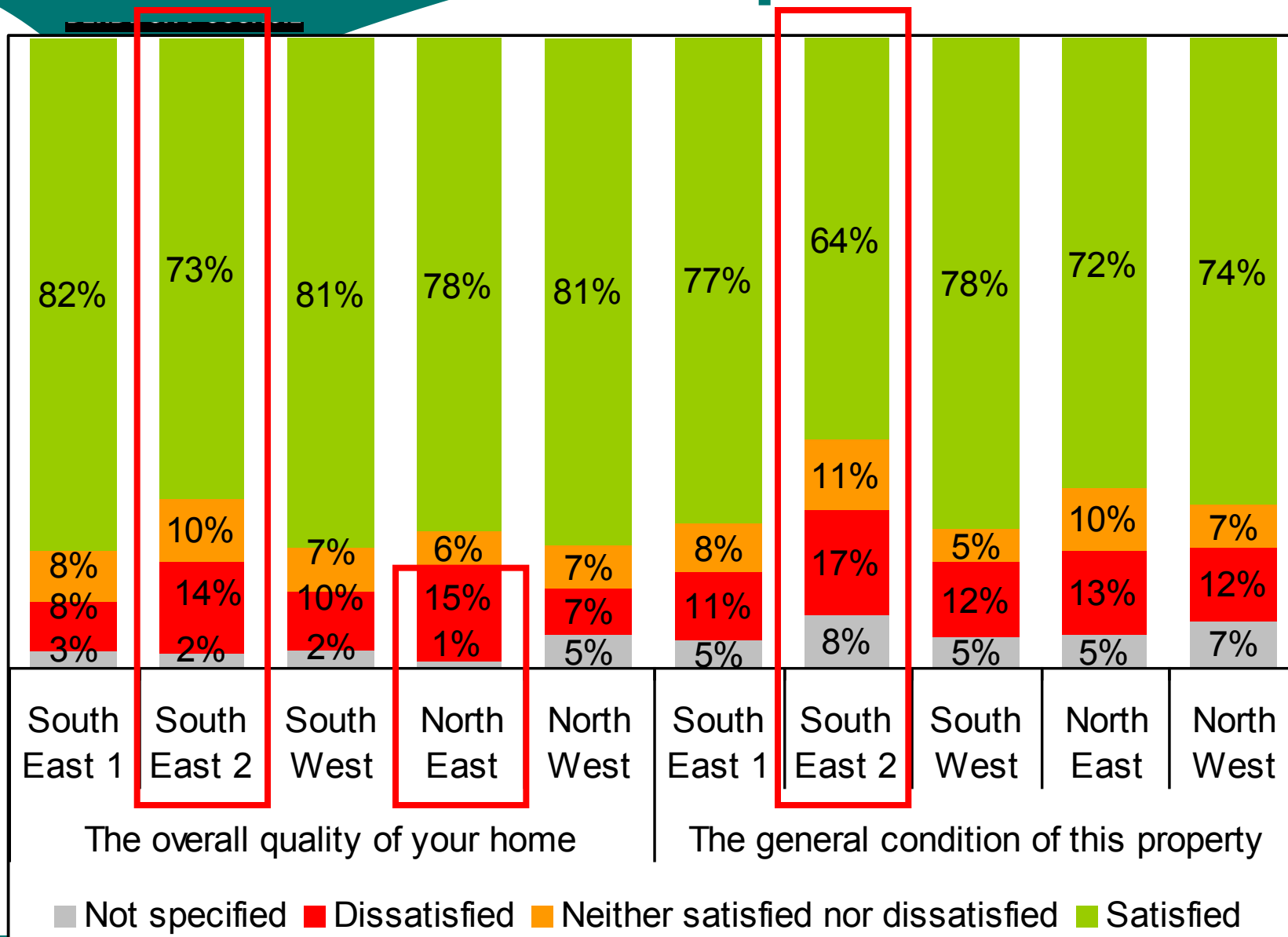
Overall satisfaction with Derby Homes



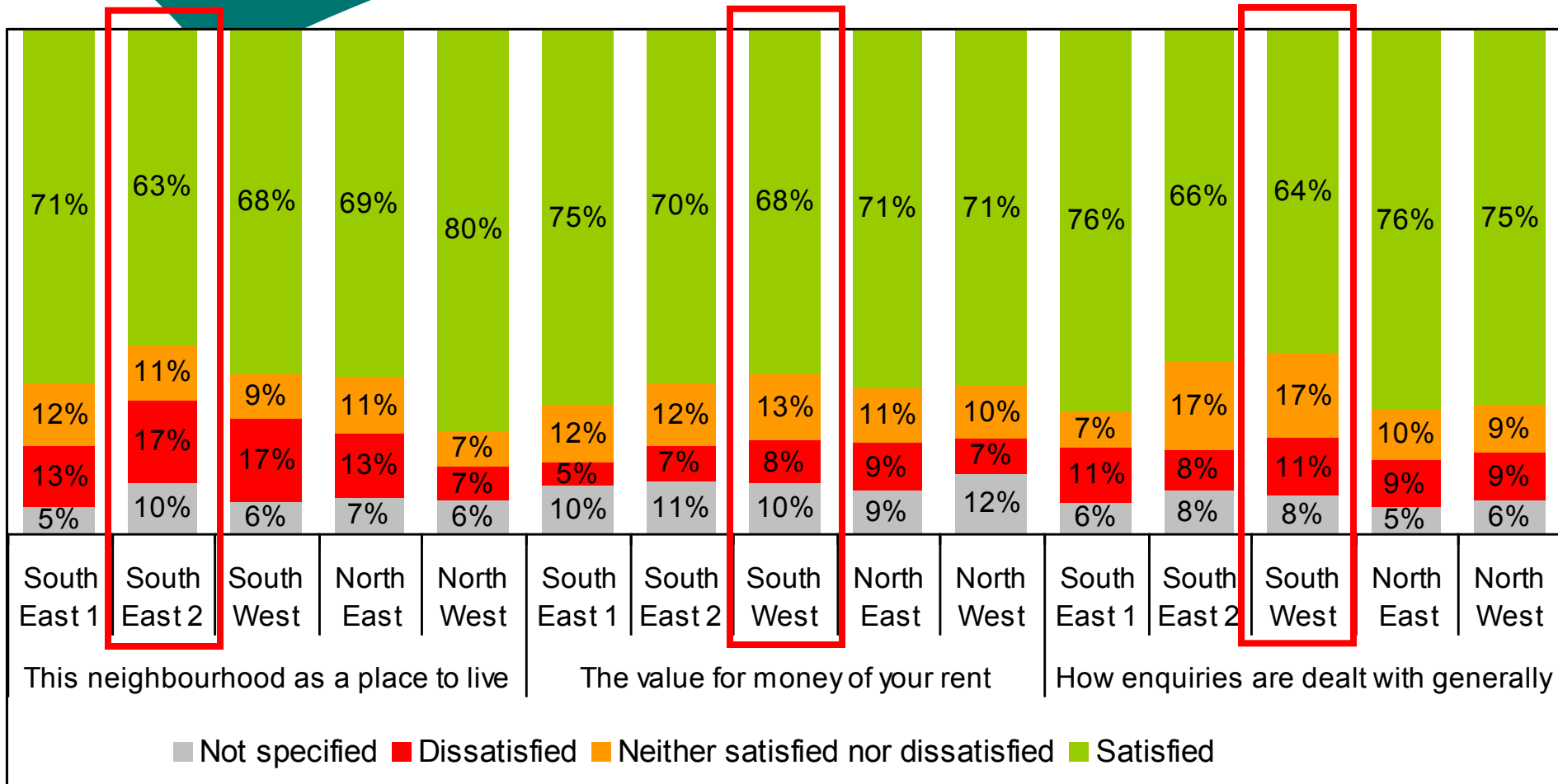
Overall satisfaction with Derby Homes



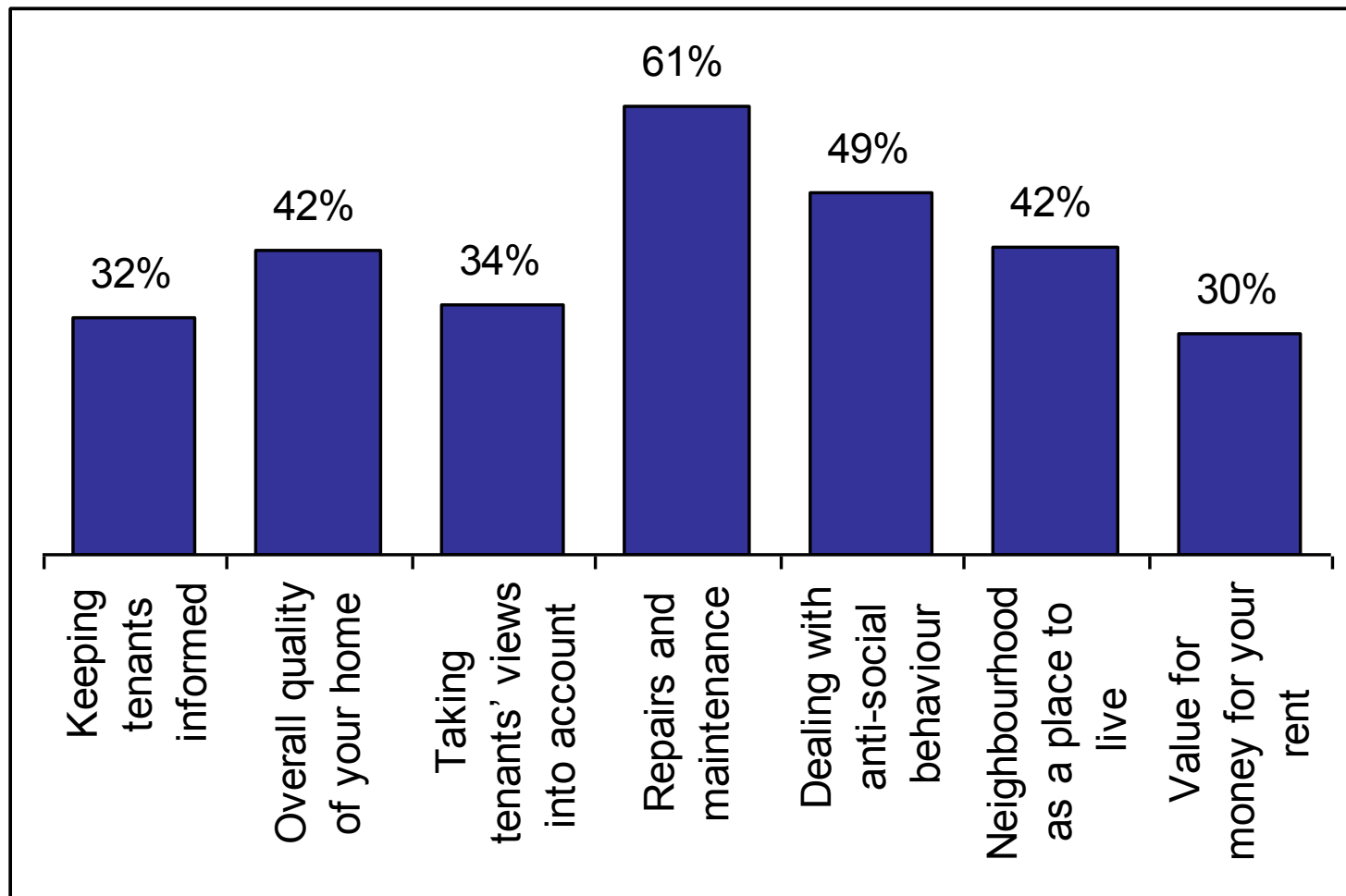
Specific services 1



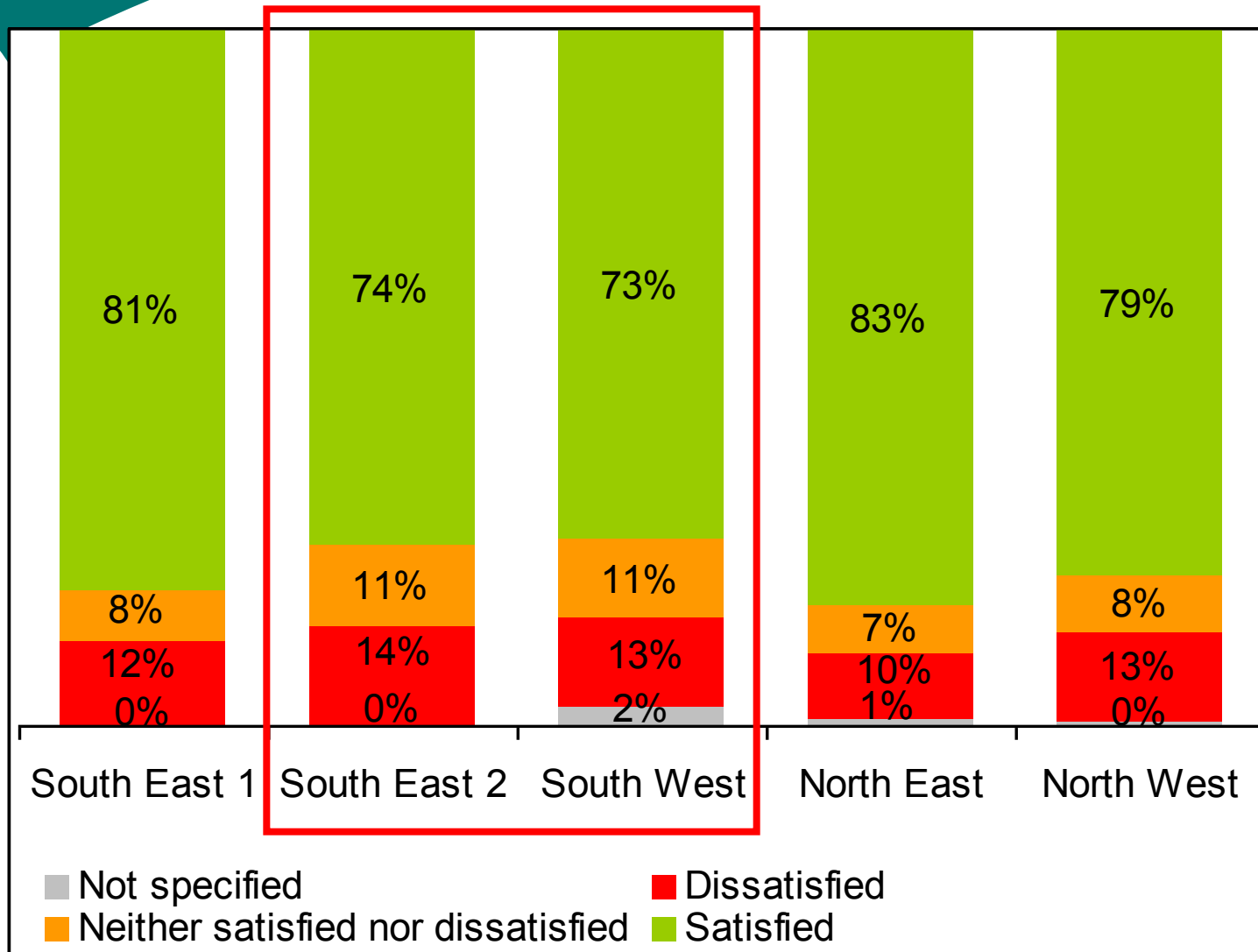
Specific services 2



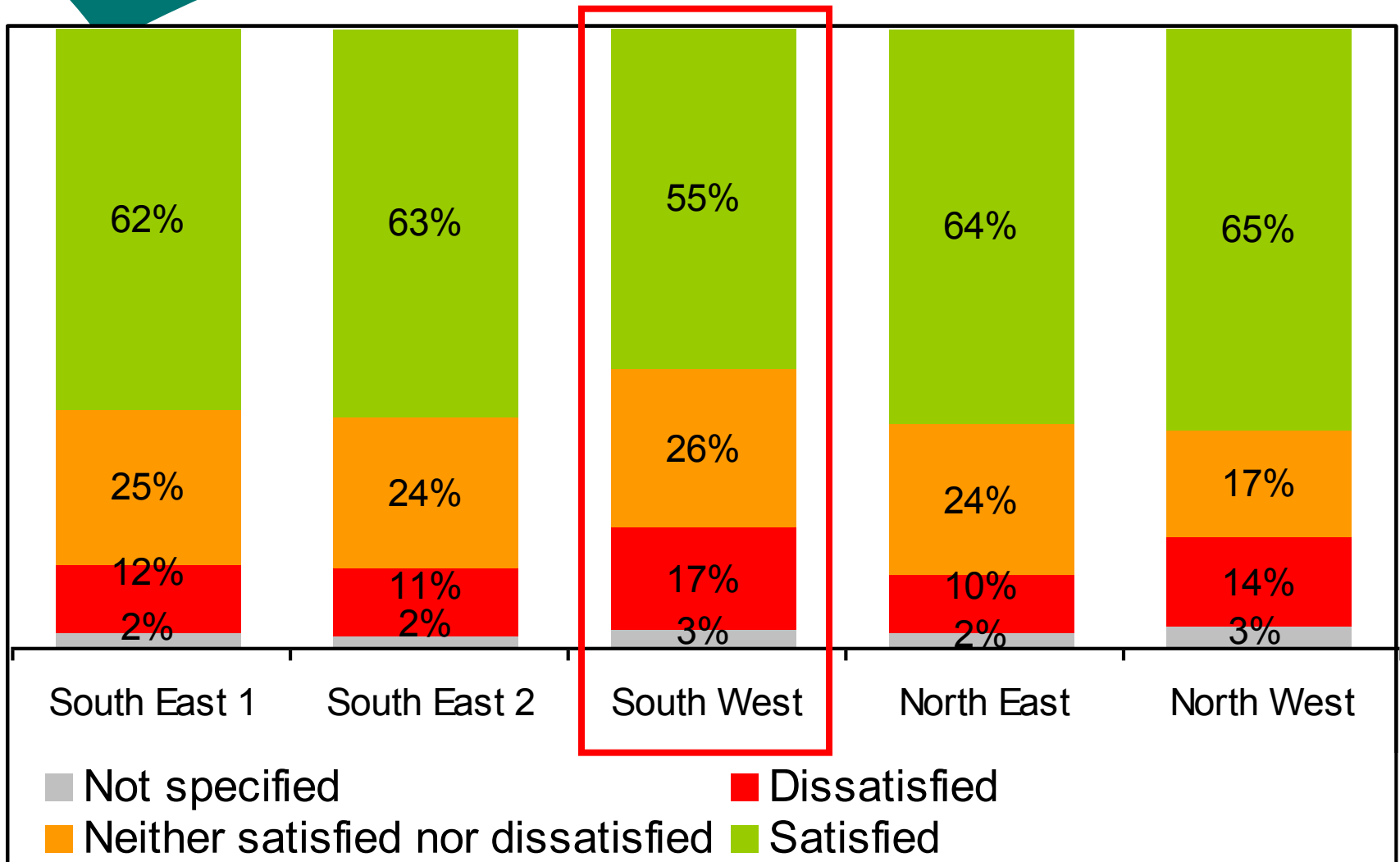
Top three areas of importance



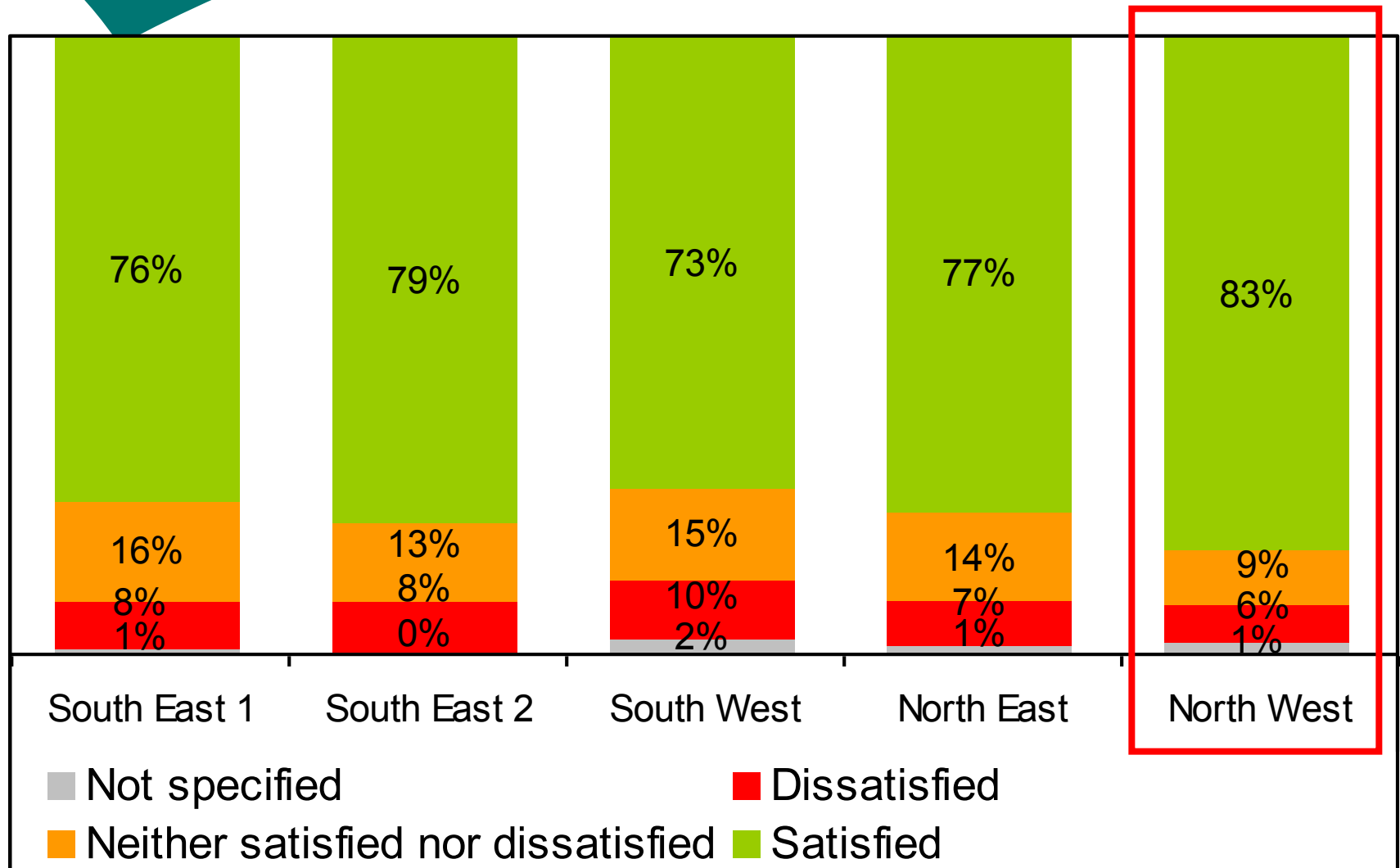
Repairs and Maintenance



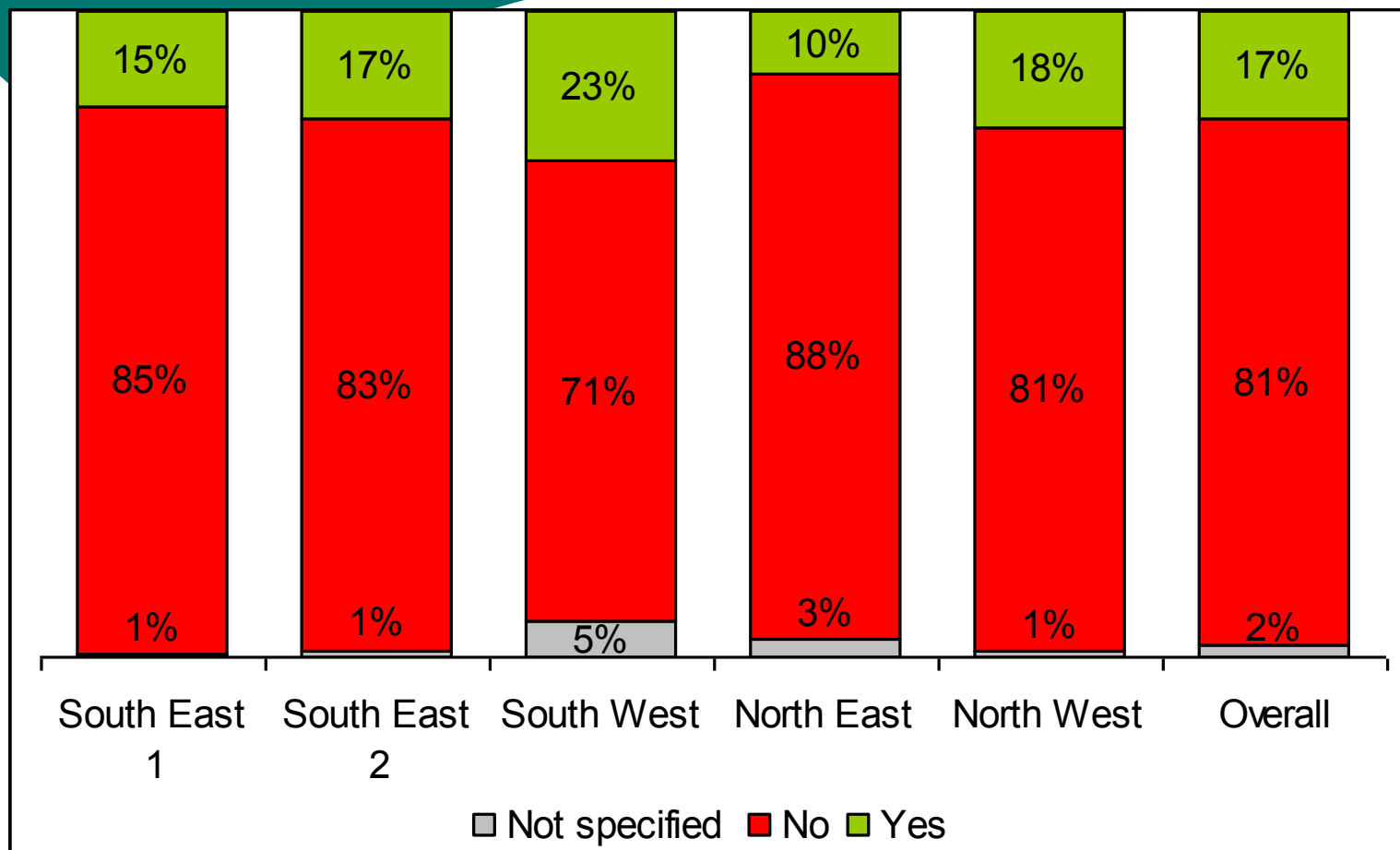
Taking tenants views into account



Keeping tenants informed

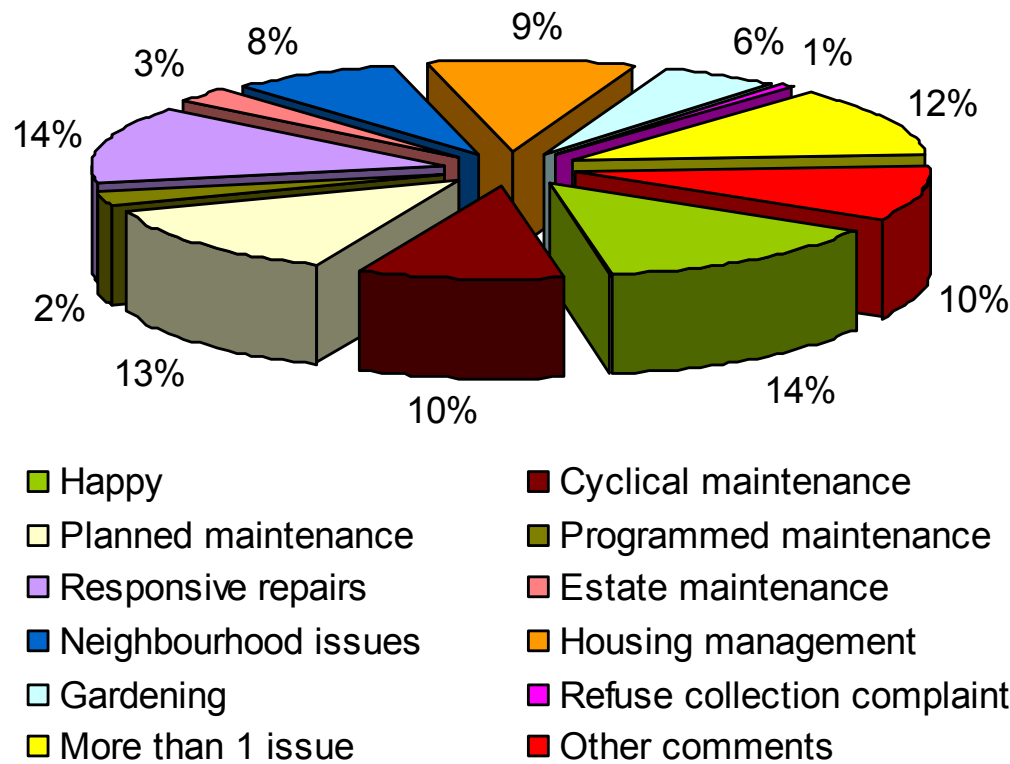
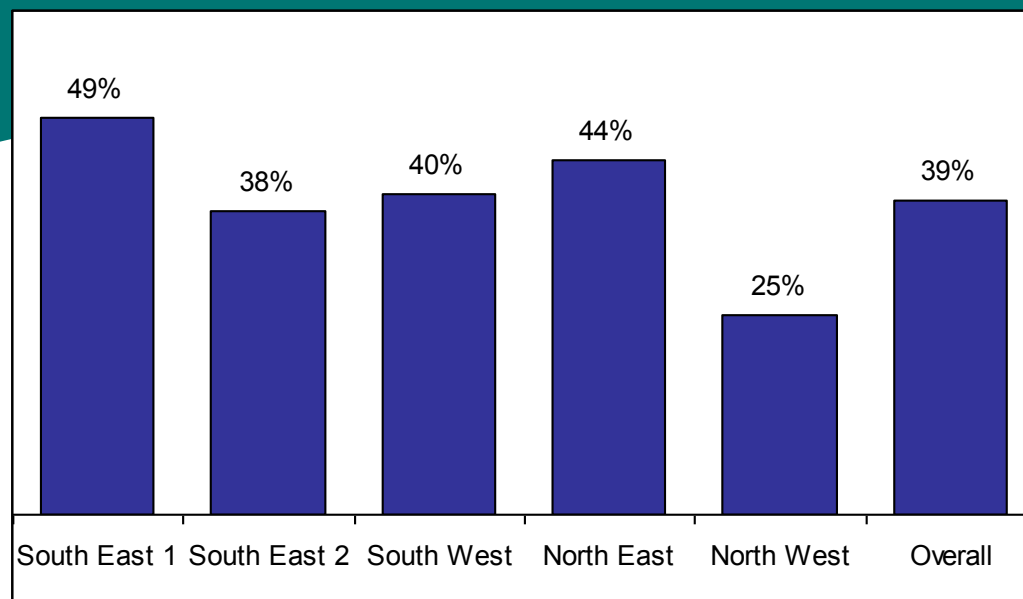


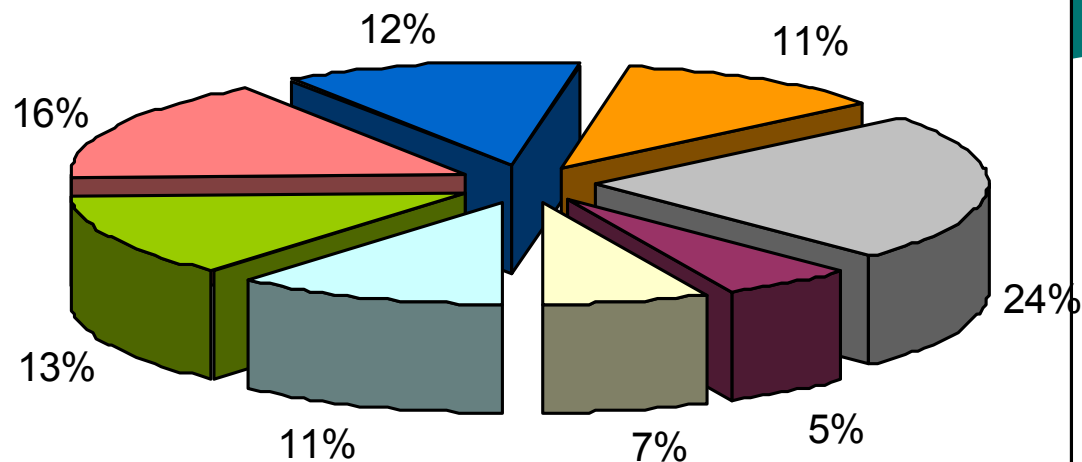
Anti-social behaviour



	South East 1	South East 2	South West	North East	North West	Overall
Satisfaction with the final outcome	46%	35%	26%	43%	48%	39%

Additional comments

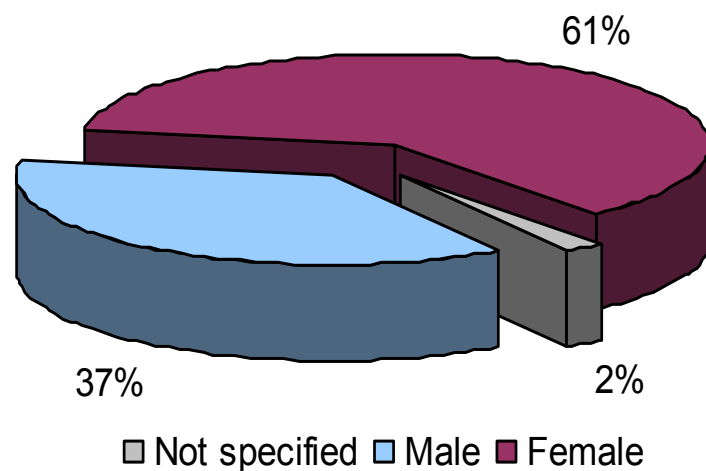




Demographic characteristics

■ Not specified ■ 20-30 years ■ 31-40 years
 ■ 41-50 years ■ 51-60 years ■ 61-70 years
 ■ 71-80 years ■ over 80 years

Ethnic background	White British	Other	Not specified
South East 1	93%	6%	1%
South East 2	76%	19%	5%
South West	73%	21%	6%
North East	91%	5%	3%
North West	88%	9%	3%





Thank You

Any Questions?

Contact Details:

angelina.novakovic@derby.gov.uk

vera.deligt@derby.gov.uk

01332 287242