

## **MINI STATUS 2009/10 SECOND WAVE - FINDINGS**

Report of the Director and Company Secretary

### **1. SUMMARY**

This report highlights the main findings of Mini Status survey carried out with tenants living in three Housing Focus Group areas covering Allenton and Alvaston in South East 1; Sinfin, Chellaston and Osmaston in South East 2; and Stockbrook Street, Littleover and Austin in South West. The data was collected during summer 2010 (May-July). The aim of the report is to compare the three areas and provide summary of tenants' satisfaction with Derby Homes services.

### **2. RECOMMENDATION**

To note and comment on the contents of this report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 Overall 80.3% of tenants from all three Southern Housing Focus Group (HFG) areas that completed the questionnaire were satisfied with services they received from Derby Homes. This shows that the average satisfaction level has decreased of 0.7% since summer 2009 when the first wave of the survey was carried out.
- 3.2 The largest difference in satisfaction between the three research areas was related to the general condition of the property. In South West 78% of the respondents expressed satisfaction. In South East 2 satisfaction was reported in 64% of the tenants' responses which is 14% less than in South West.
- 3.3 Repairs and Maintenance were identified in all three areas as the key drivers for satisfaction.
- 3.4 On average 76% of the respondents from all three South areas expressed general satisfaction with information they receive from Derby Homes.
- 3.5 On average 60% of the tenants think that Derby Homes is taking their views into account.
- 3.6 Overall 18% of respondents have reported anti-social behaviour in the past 12 months. The largest proportion corresponds to tenants residing in South West. The overall satisfaction with the final outcome of the report has been in all three areas lower than 50% (South East 1: 46%, South East 2: 35%, South West: 26%).
- 3.7 Additional comments were made by 40% of the respondents. The majority of the

comments were related to issues with planned maintenance (30%).

#### **4. POLICY REVIEW IMPLICATIONS**

This is a key policy of Derby Homes and is/will be included in the Key Policy Review Schedule. In accordance with minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

**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](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

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**Background Information:** None

**Supporting Information:** None



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# **Mini Status 2009/10 Second Wave**

## **South Areas**

16 September 2010

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## 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



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## South East 1

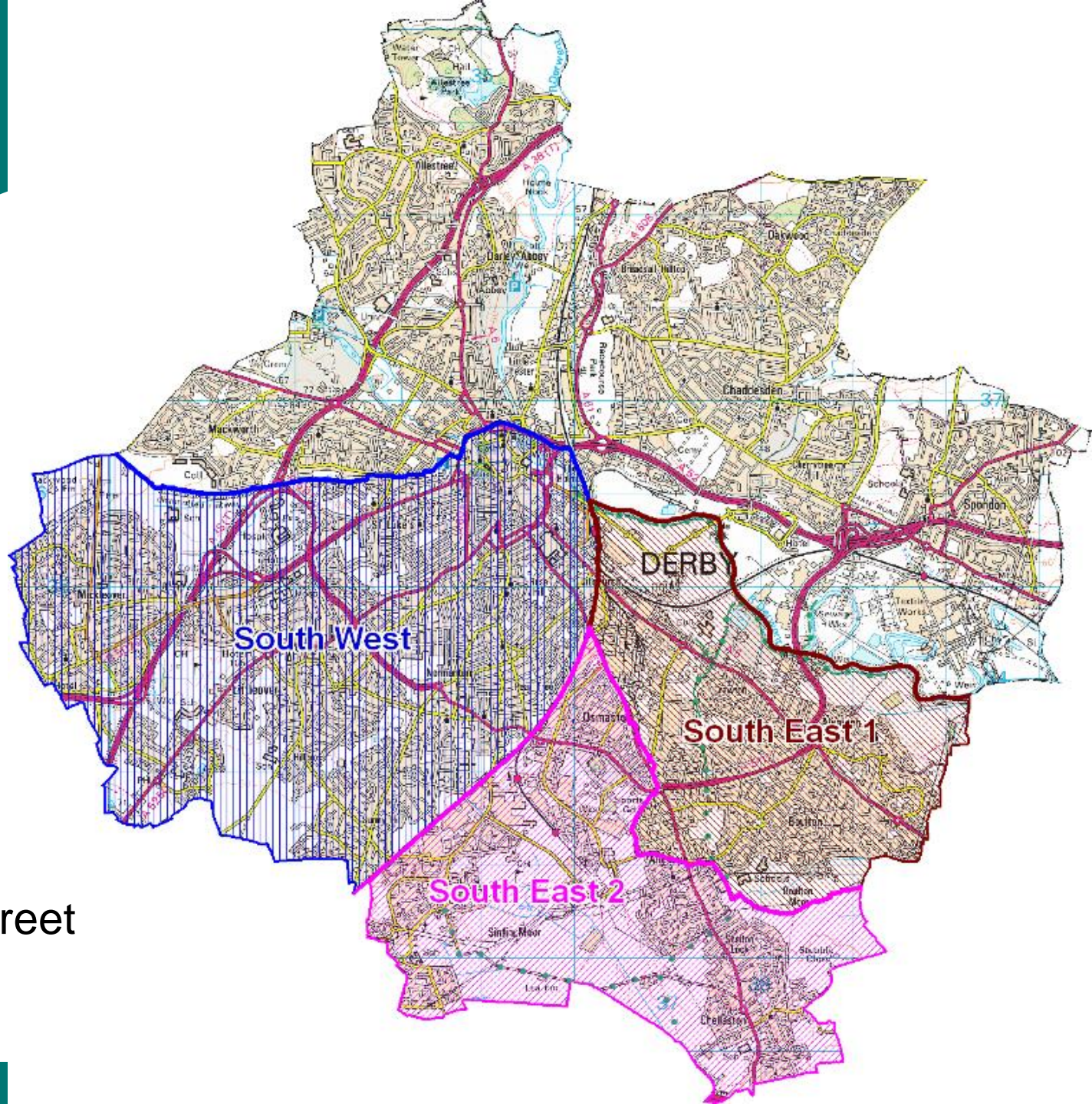
- Allenton
- Alvaston

## South East 2

- Sinfin
- Chellaston
- Osmaston

## South West

- Stockbrook Street
- Littleover
- Austin





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## Methodology

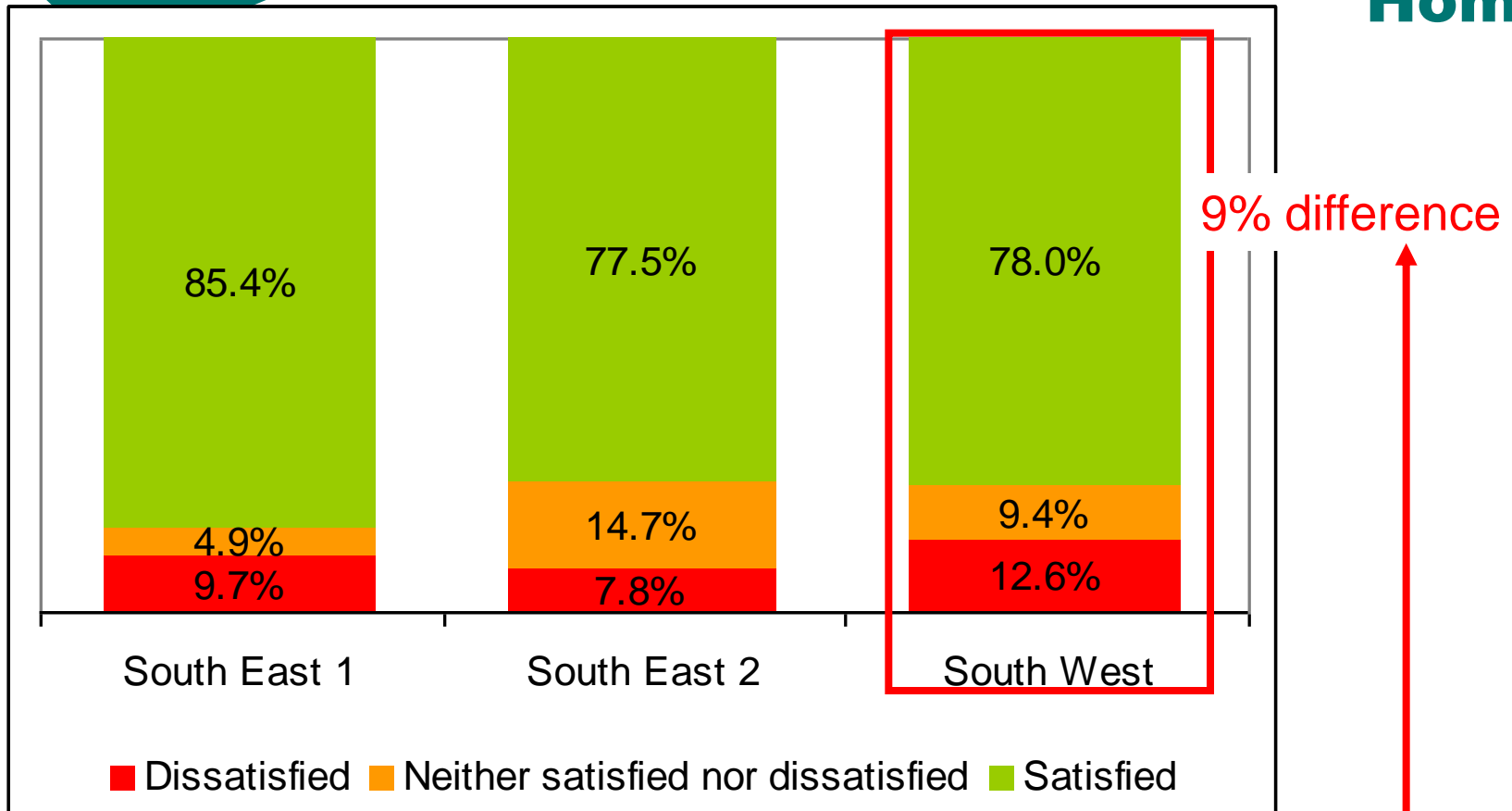
- Postal questionnaire
  - 12 satisfaction questions
  - Demographic information
- 850 random sample from each area
  - South East 1 – May 2010
  - South East 2 – June 2010
  - South West – July 2010
- Response rate:
  - South East 1: 24% (200 responses) – 1<sup>st</sup> wave 21% (182 responses)
  - South East 2: 16% (132 responses) – 1<sup>st</sup> wave 19% (158 responses)
  - South West: 20% (168 responses) – 1<sup>st</sup> wave 20% (169 responses)





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## Overall satisfaction with Derby Homes



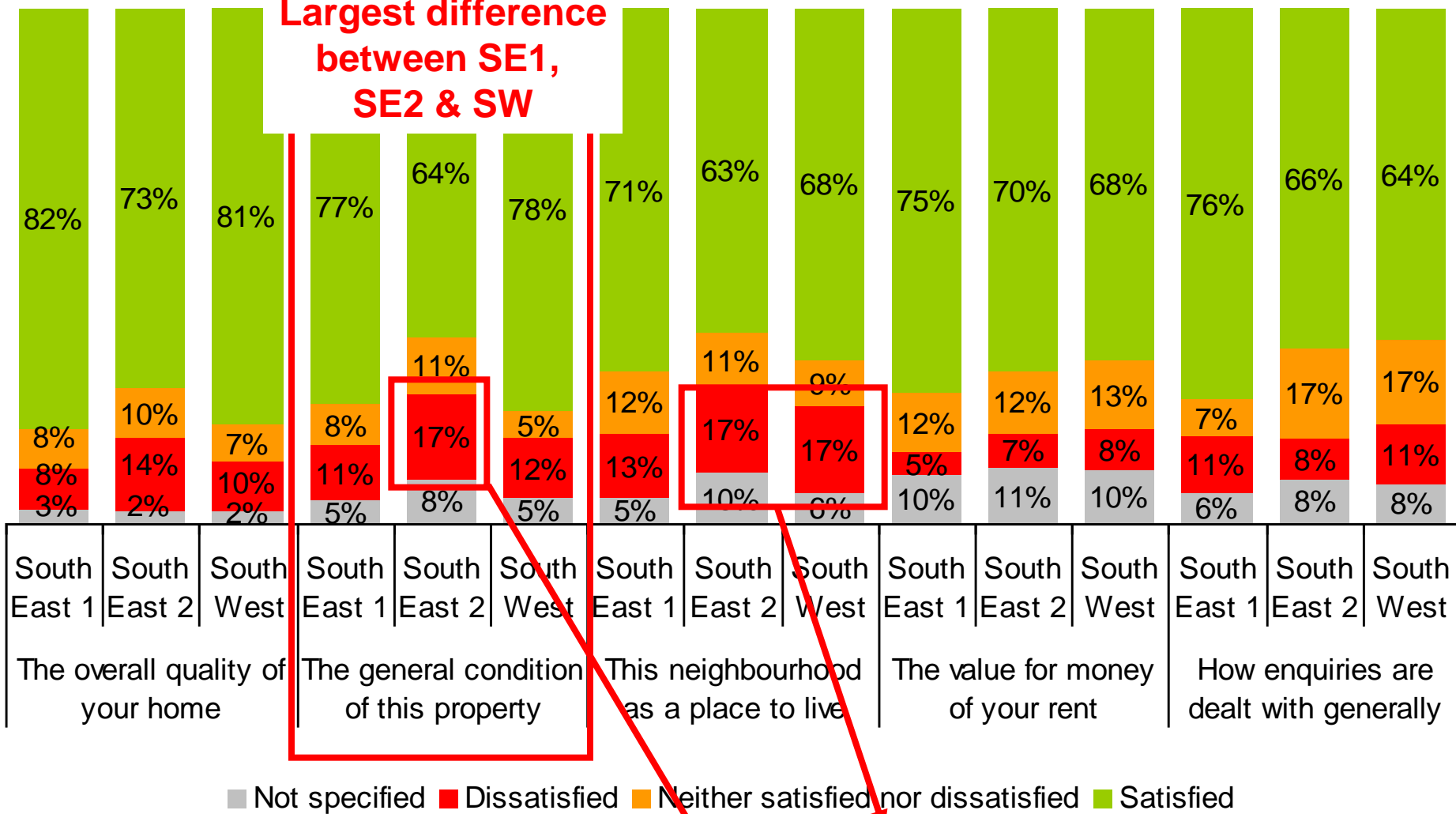
First wave findings: South East 1 - 81%

South East 2 - 75%

South West - 87%

# Specific services

**Largest difference  
between SE1,  
SE2 & SW**



**Greatest  
dissatisfaction**





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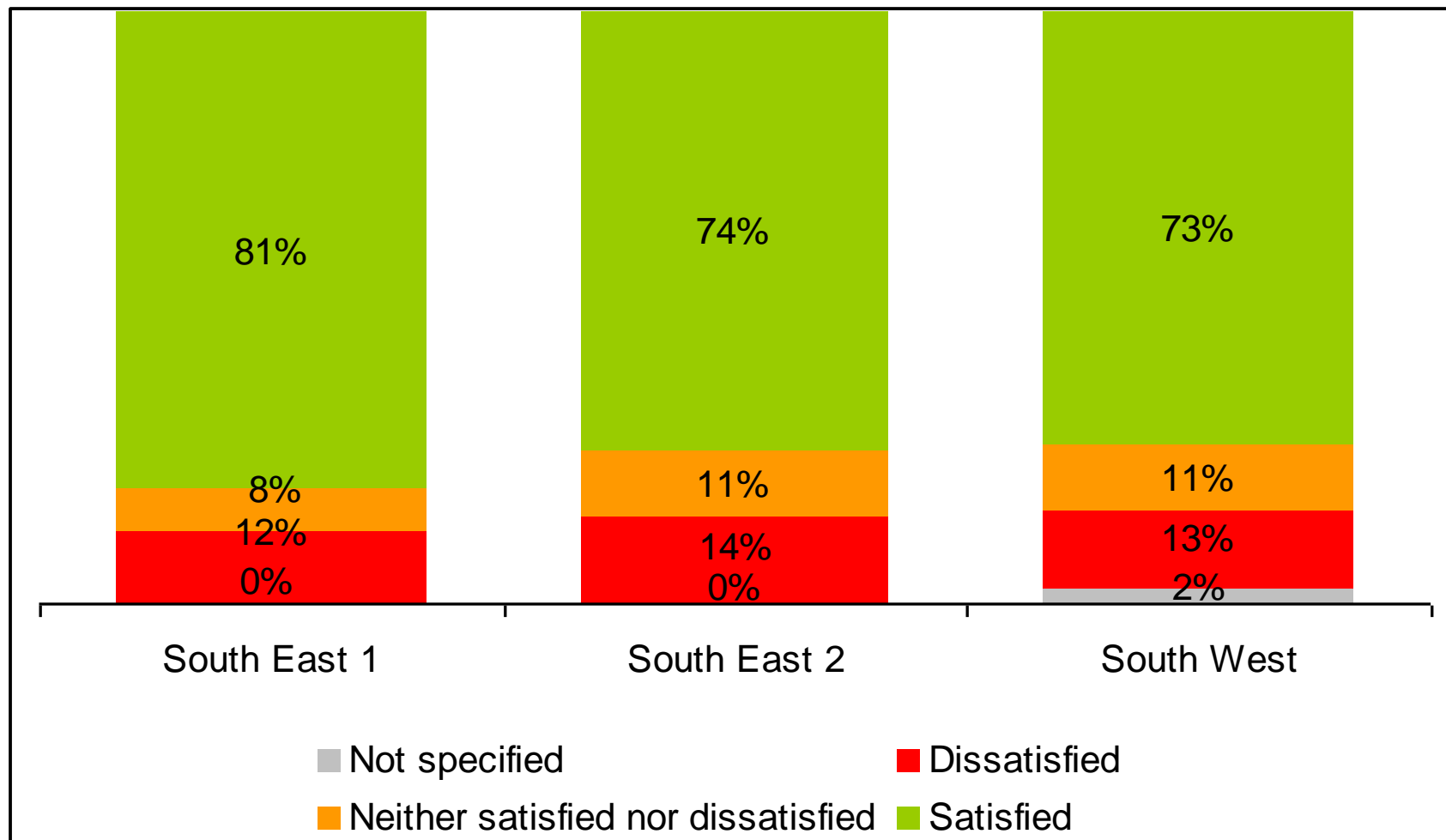
## Top three areas of importance

HFG	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
<b>South East 1</b>	Repairs and maintenance (61%)	Dealing with anti-social behaviour (47%)	Overall quality of your home (46%)
<b>South East 2</b>	Repairs and maintenance (63%)	Dealing with anti-social behaviour (44%)	Neighbourhood as a place to live (42%)
<b>South West</b>	Repairs and maintenance (56%) & Dealing with anti-social behaviour (56%)		Neighbourhood as a place to live (47%)

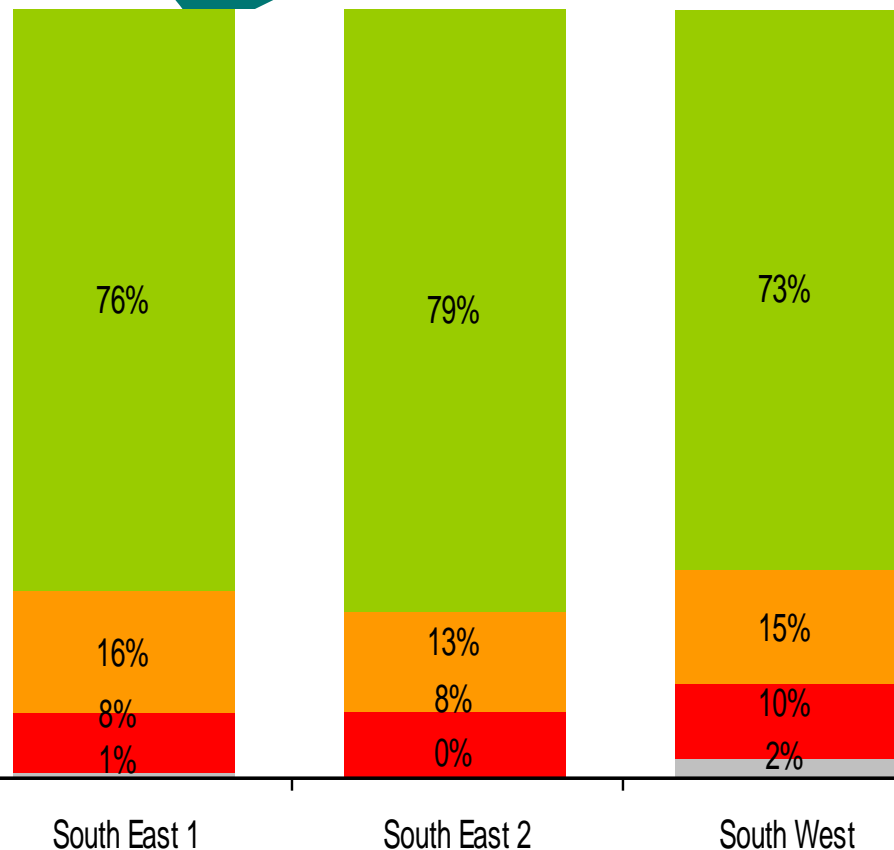


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## Repairs and Maintenance



## Keeping tenants informed



## Taking tenants views into account



■ Not specified  
■ Dissatisfied  
■ Neither satisfied nor dissatisfied  
■ Satisfied

■ Not specified  
■ Dissatisfied  
■ Neither satisfied nor dissatisfied  
■ Satisfied

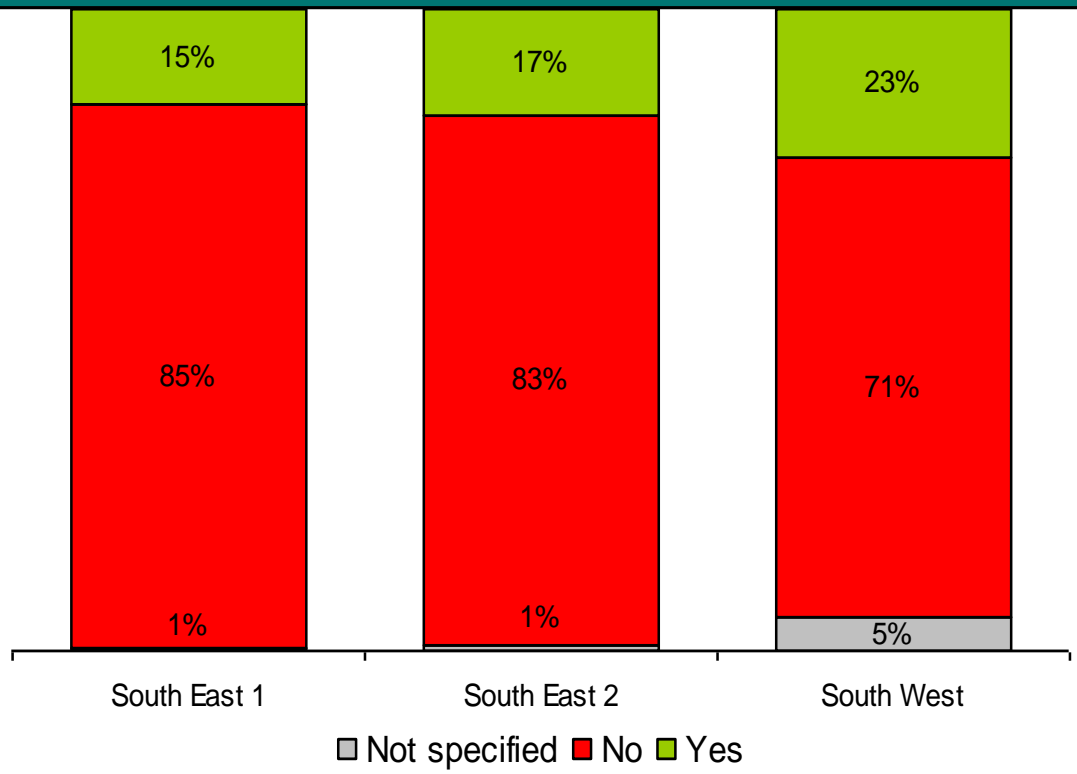
## Anti-social behaviour

### Reported:

- South East 1 (30 tenants)
- South East 2 (22 tenants)
- South West (39 tenants)

### Satisfaction with the final outcome:

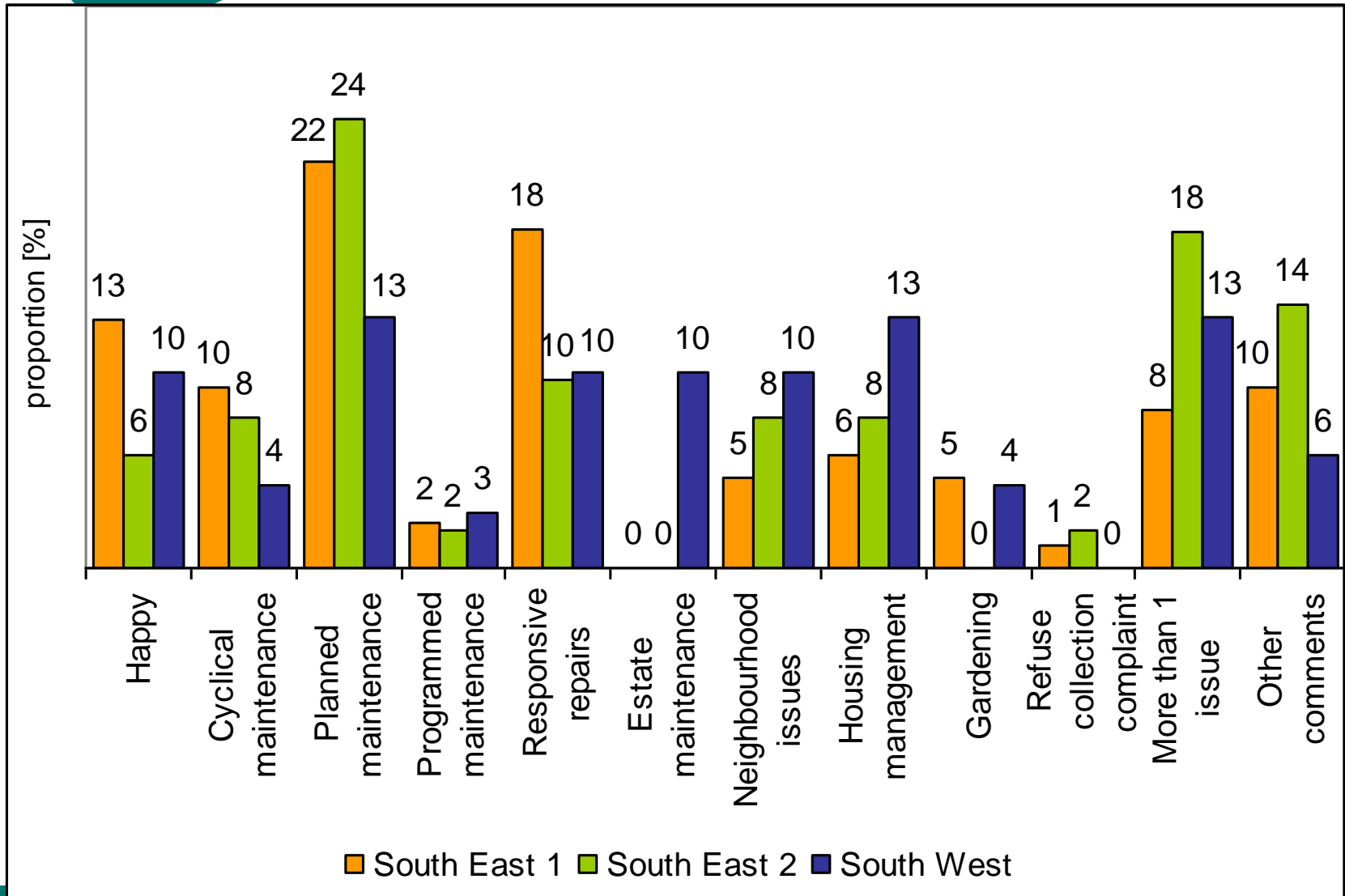
- South East 1 (46%)
- South East 2 (35%)
- South West (26%)



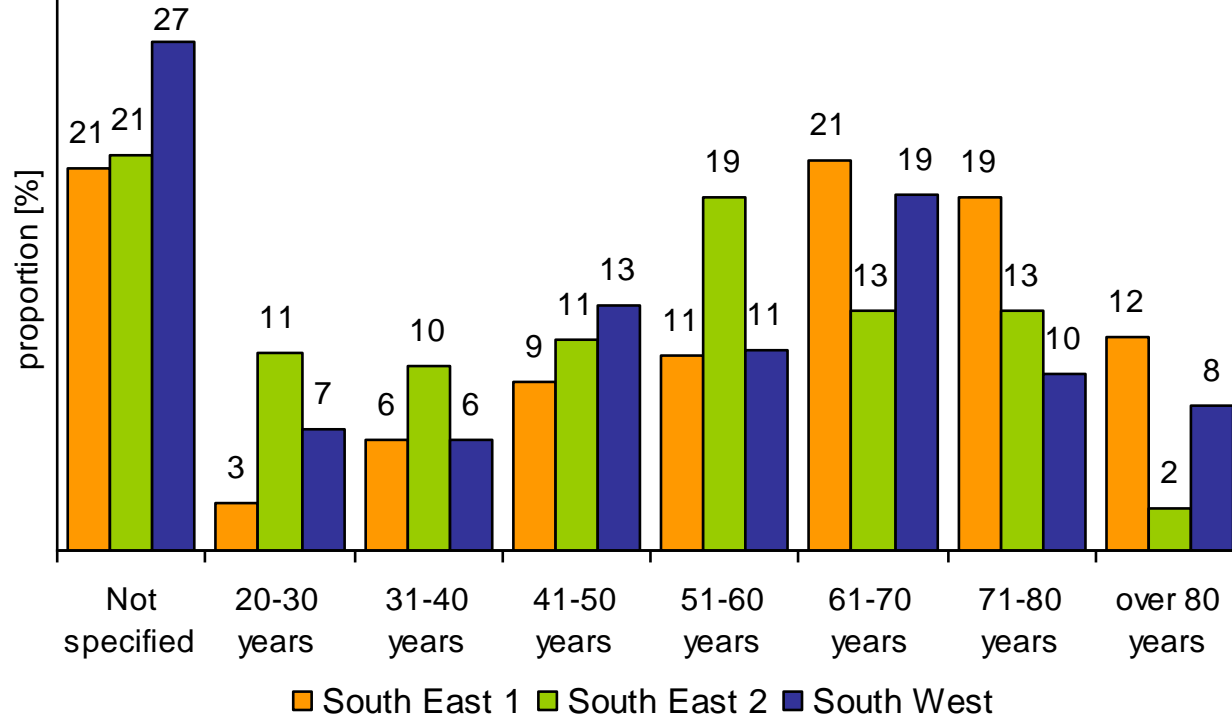
Service during ASB report		Advice provided by staff	Being kept informed	Support provided by staff	How the report was dealt with	Speed with which report was dealt with
South East 1	Satisfied	56%	36%	33%	38%	43%
South East 2	Satisfied	45%	28%	28%	50%	42%
South West	Satisfied	53%	39%	35%	28%	29%

# Additional comments

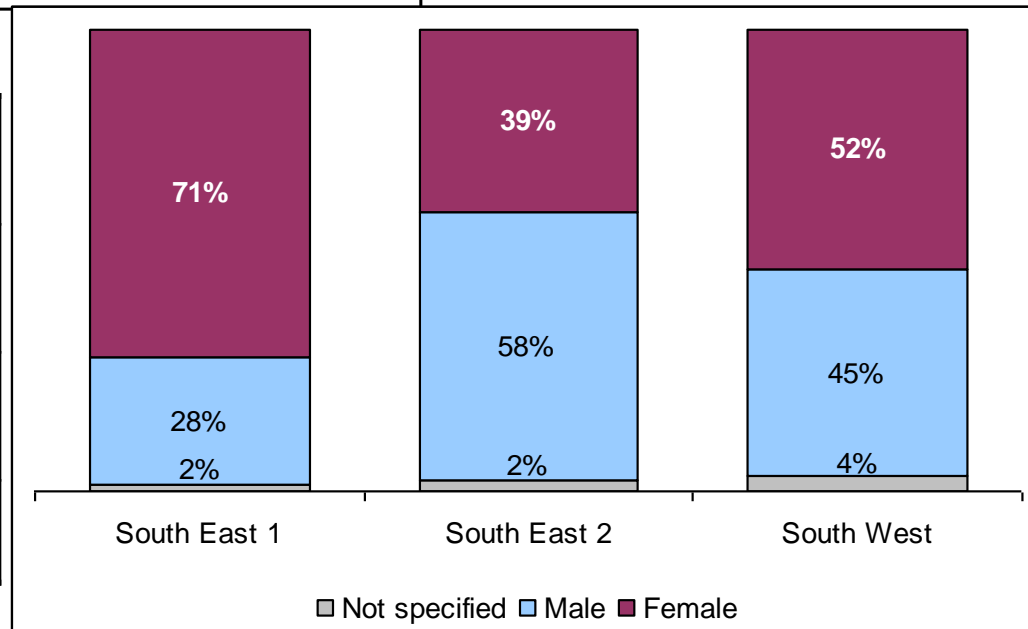
South East 1 (83 tenants)  
South East 2 (50 tenants)  
South West (67 tenants)



## Demographic characteristics



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





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# **Thank You**

## **Any Questions?**

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