

ITEM B5

Revised

REVIEW MINI STATUS SURVEY

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 two Housing Focus Group areas covering Chaddesden Park, Cowsley, Spondon and Sussex Circus in North East and Mackworth and Brook Street in North West. The data was collected during March and April 2010. The aim of the report is to compare the two 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 83% of tenants from both Northern Housing Focus Group areas that filled in the questionnaire were satisfied with services they receive from Derby Homes. This shows that the average satisfaction level has decreased of 1% since summer 2009 when the first wave of the survey was carried out.
- 3.2 The largest difference in satisfaction between the two research areas was related to the neighbourhood as a place to live. In North West 80% of the respondents expressed satisfaction. In North East satisfaction was reported in 69% of the tenants' responses which is 11% less than in North West.
- 3.3 Repairs and Maintenance were identified in both areas as the key drivers for satisfaction.
- 3.4 77% of the respondents from North East and 83% from North West expressed general satisfaction with information they receive from Derby Homes.
- 3.5 In the North East area 64% of the tenants and in North West 65% of the tenants think that Derby Homes is taking their views into account.
- 3.6 In North East 10% and in North West 18% 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 in both areas lower than 50% (North East 43%, North West 48%).

- 3.7 Additional comments were made by 51 tenants from North East and 79 tenants from North West. In North East the largest proportion of the comments (24%) was related to Cyclical maintenance while 25% of the comments from North East tenants further acknowledge satisfaction with Derby Homes services.

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 - Tel 01332 711010

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Background Information: None

Supporting Information: None



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Mini Status 2009/10 Second Wave

North Areas

9 September 2010

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Housing GIS Research Officer



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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



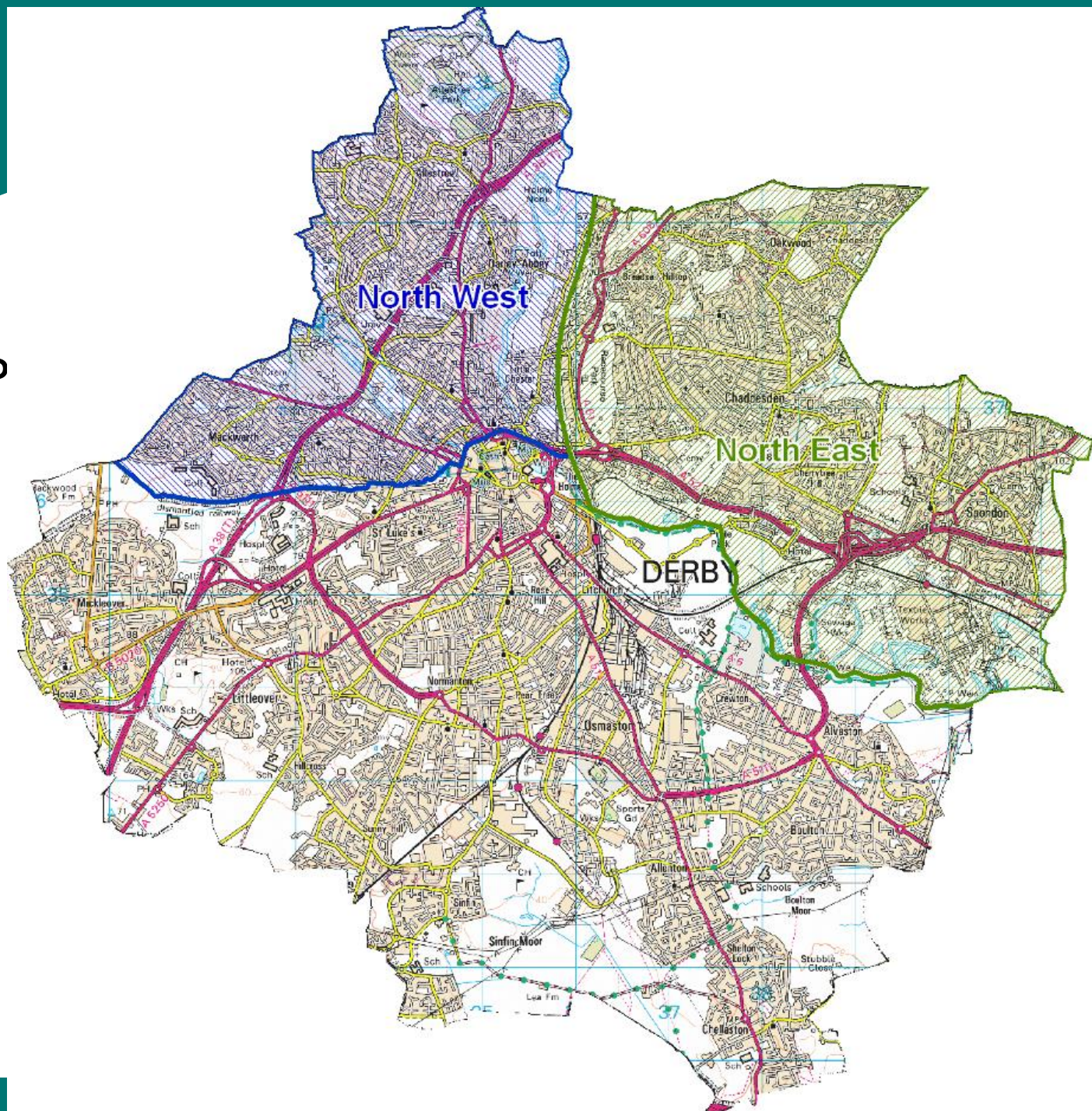
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North East

- Chaddesden P
- Cowsley
- Spondon
- Sussex Circus

North West

- Mackworth
- Brook Street





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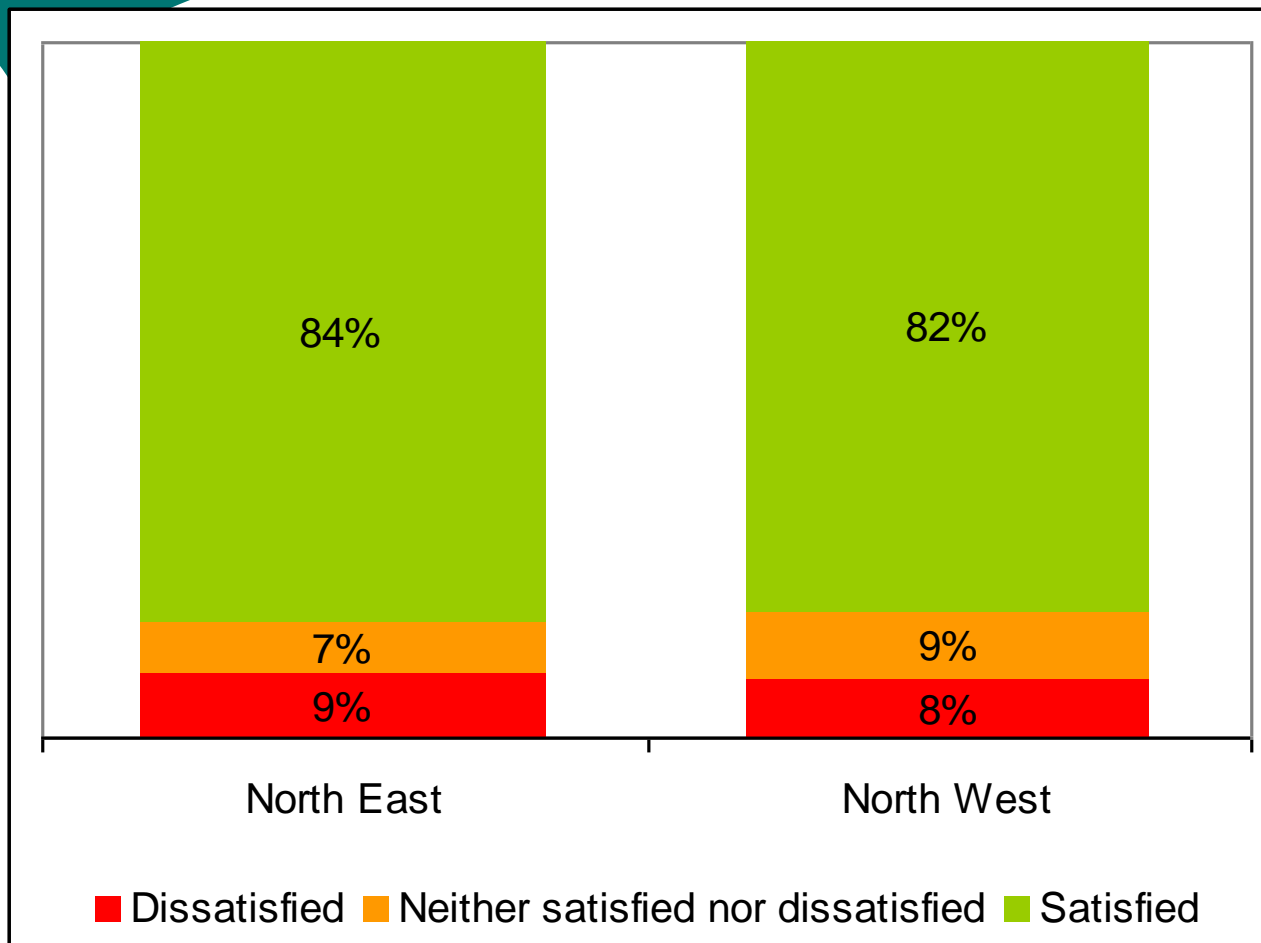
Methodology

- Postal questionnaire
 - 12 satisfaction questions
 - Demographic information
- 850 random sample from each HFG area
 - North East – March 2010
 - North West – April 2010
- Response rate:
 - North East 17.9% (152 responses) – 1st wave 20% (173 responses)
 - North West 23.6% (201 responses) – 1st wave 24% (202 responses)



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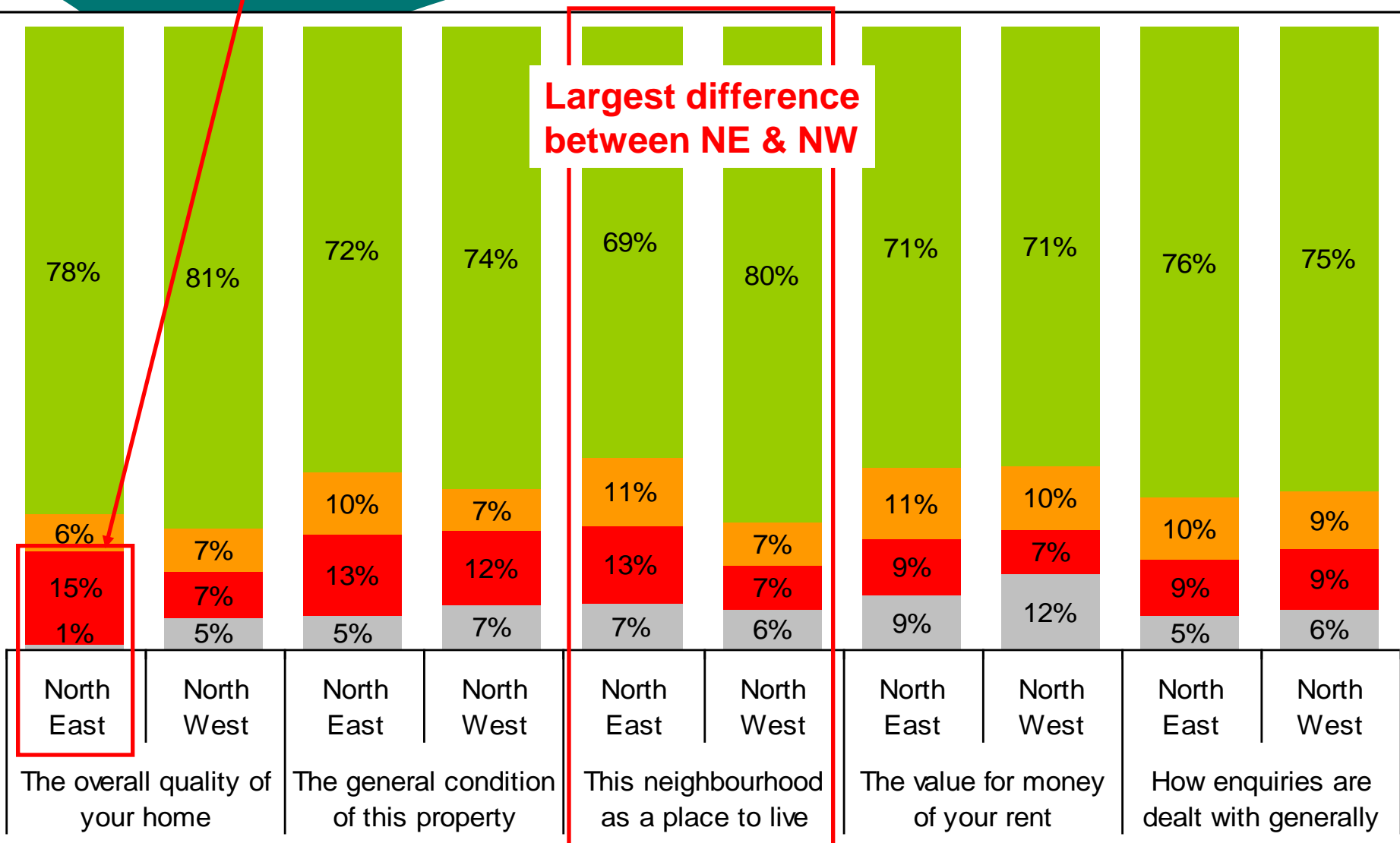
Overall satisfaction with Derby Homes



First wave findings: North East 79% and North West 88%

Greatest dissatisfaction

Specific services

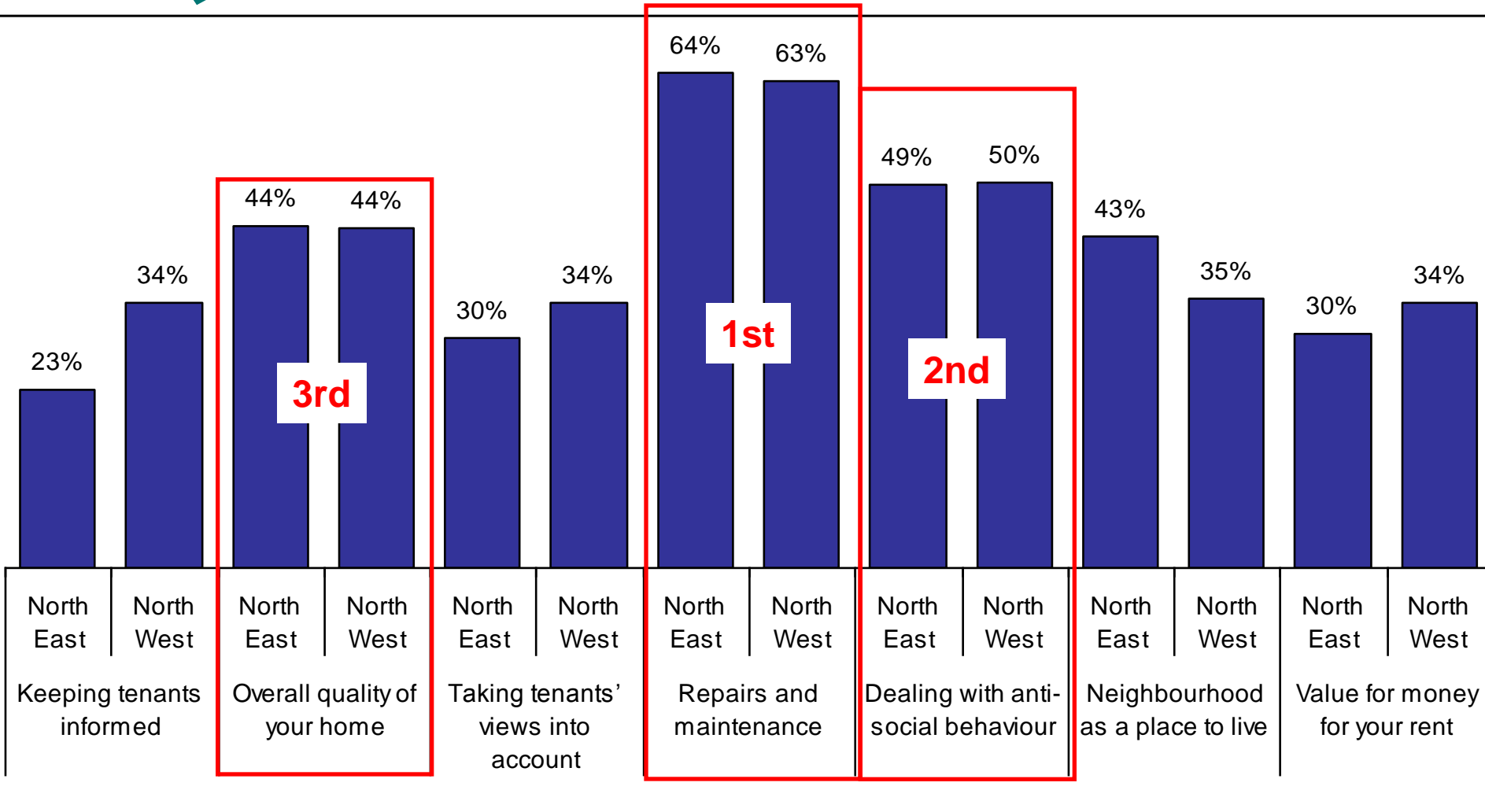


■ Not specified
 ■ Dissatisfied
 ■ Neither satisfied nor dissatisfied
 ■ Satisfied



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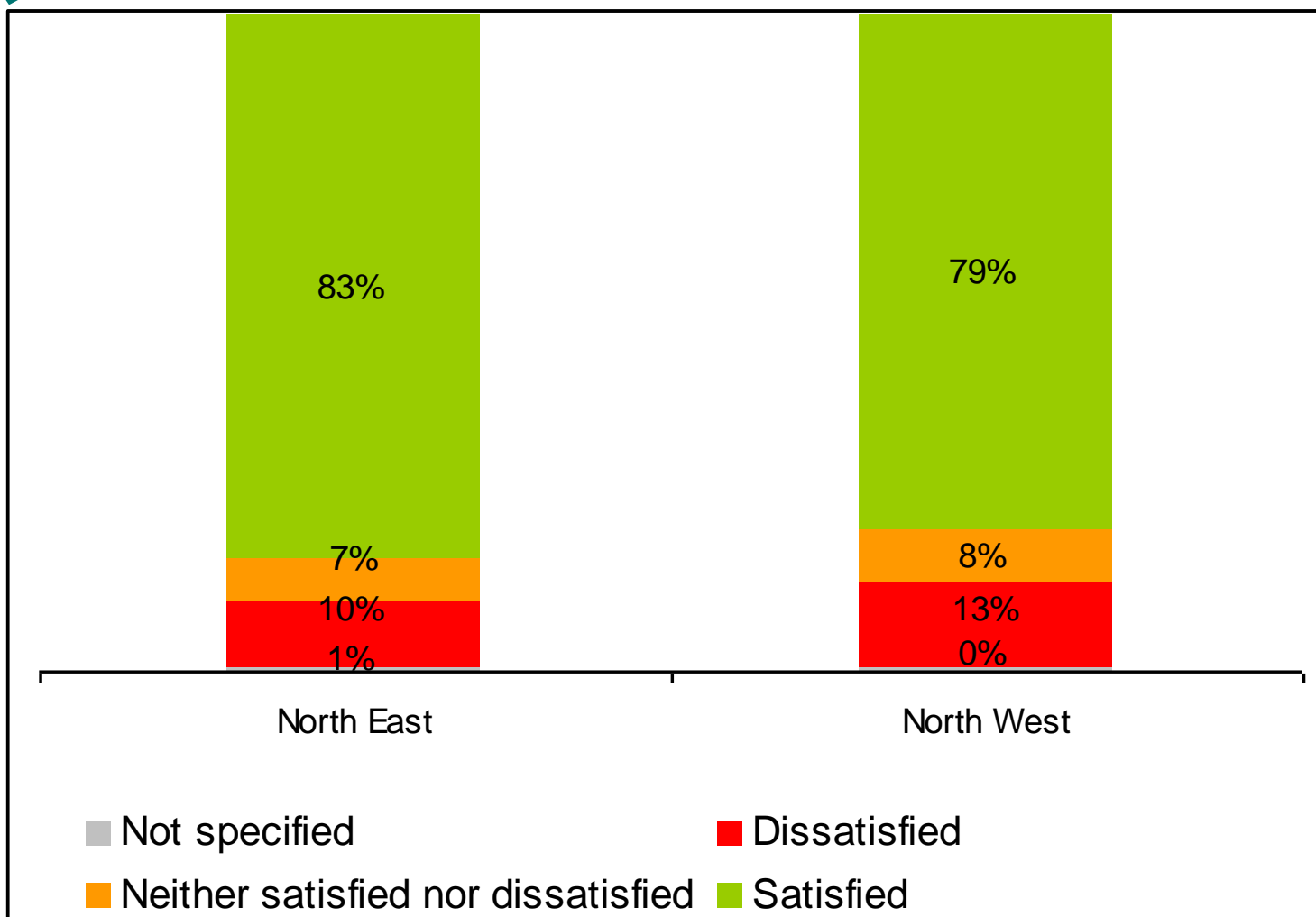
Top three areas of importance



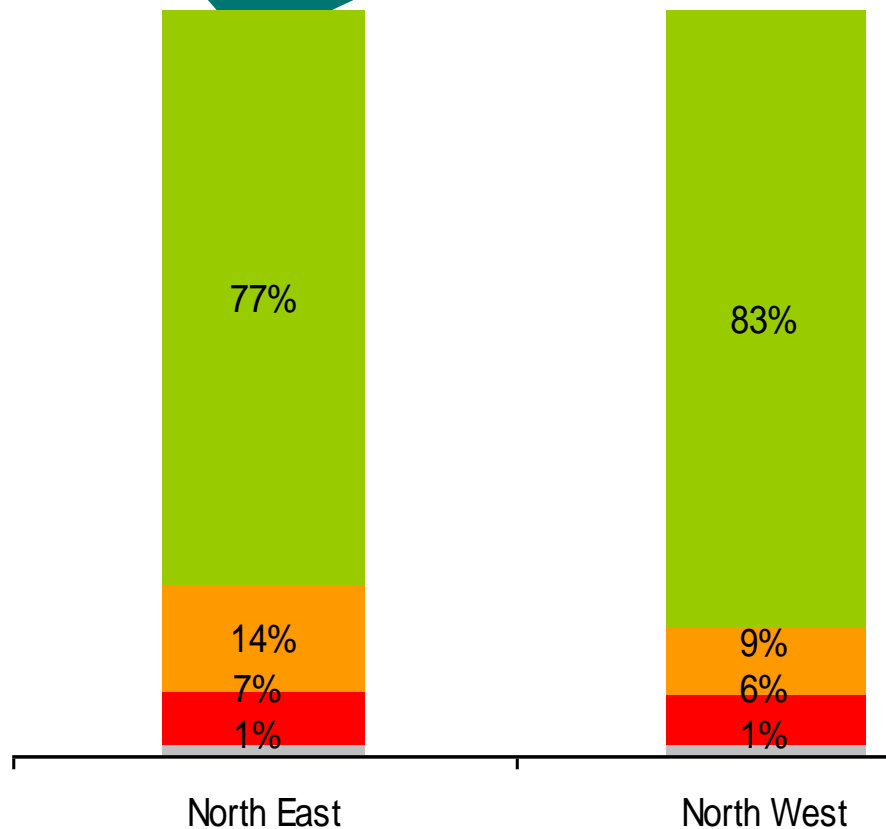


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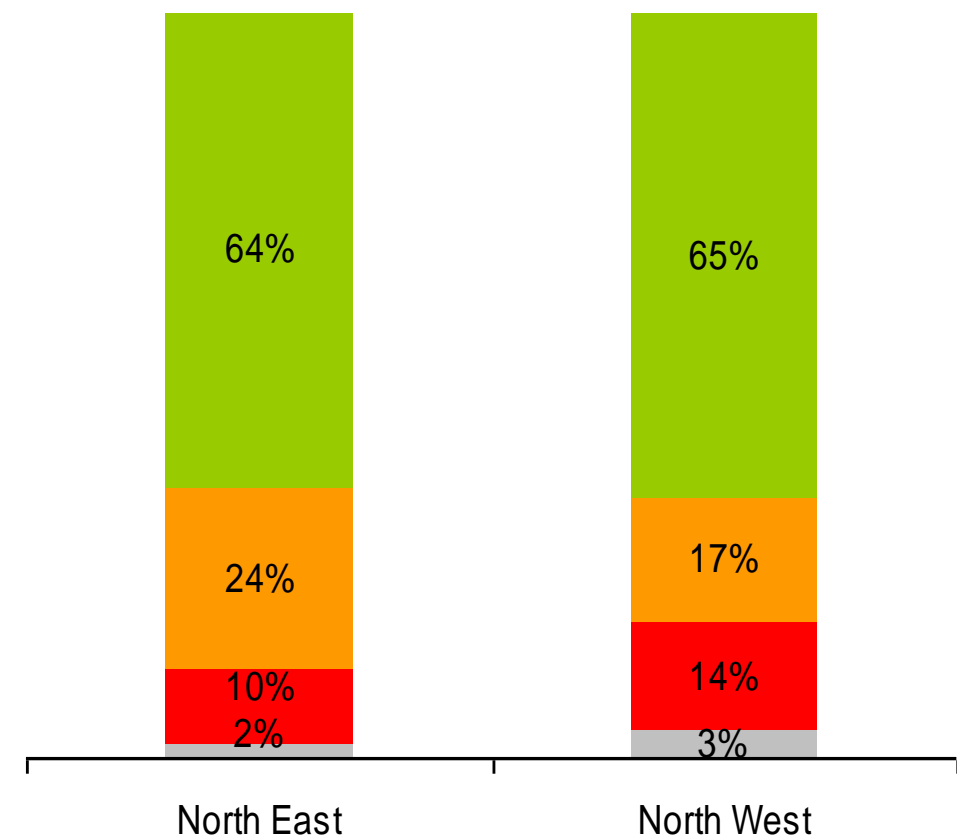
Repairs and Maintenance



Keeping tenants informed



Taking tenants views into account



Not specified

Dissatisfied

Neither satisfied nor dissatisfied

Satisfied

Not specified

Dissatisfied

Neither satisfied nor dissatisfied

Satisfied

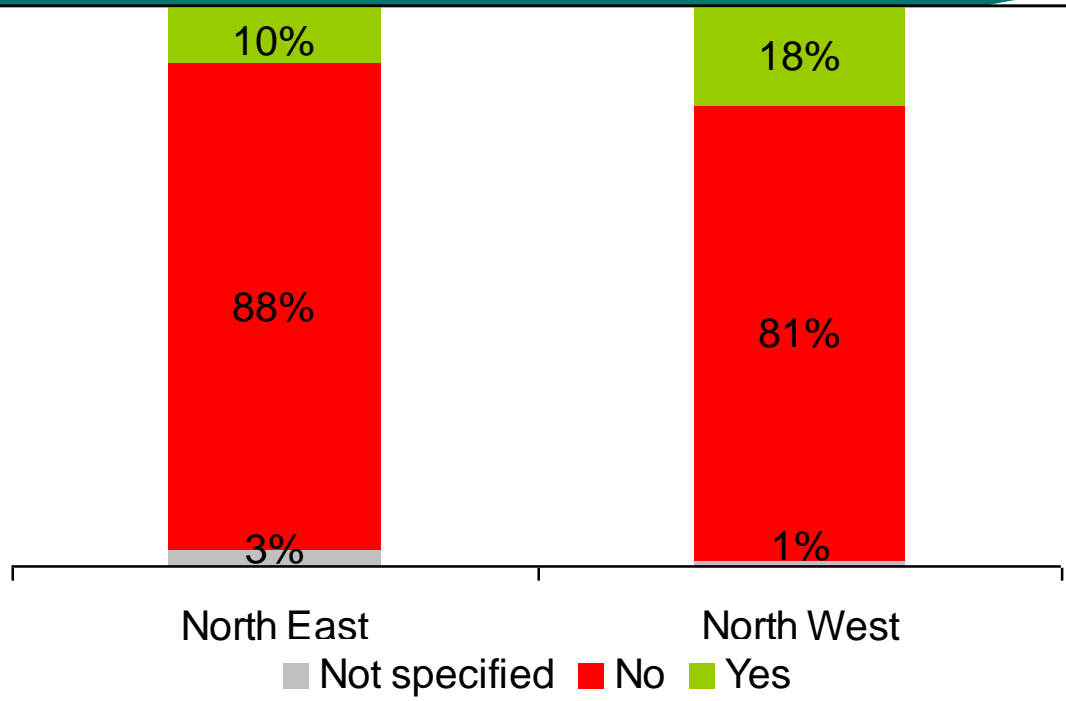
Anti-social behaviour

Reported:

- North East (15 tenants)
- North West (36 tenants)

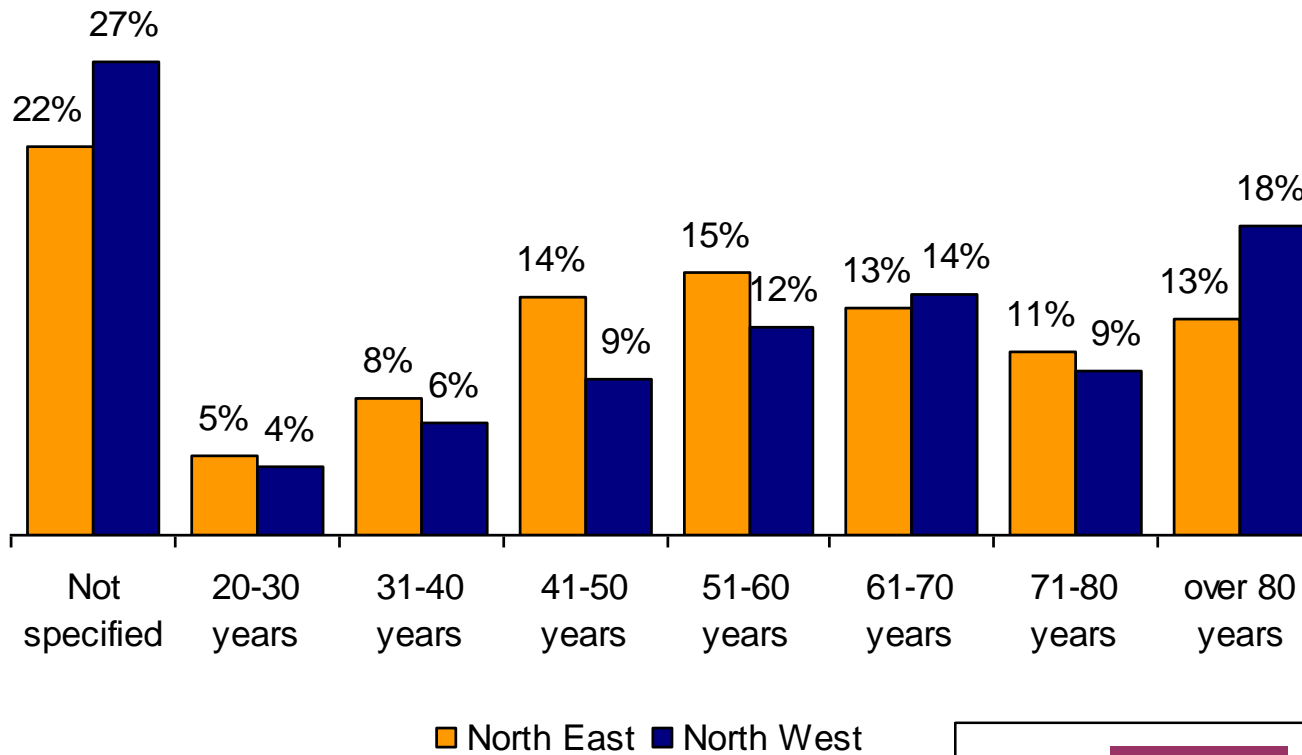
Satisfaction with the final outcome:

- North East (43%)
- North West (48%)

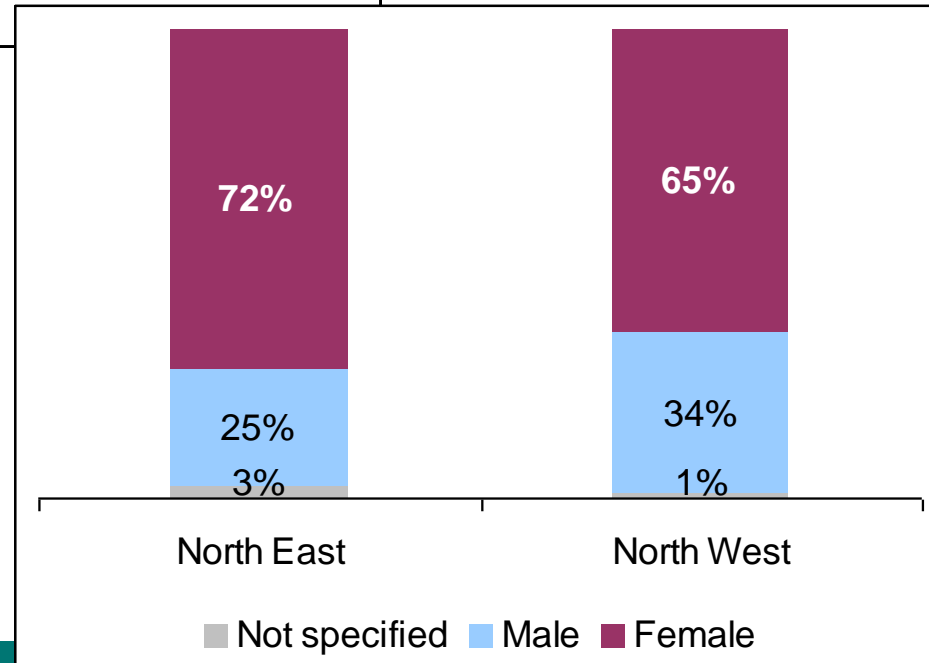


Service during ASB report		Advice provided by staff	Being kept informed	Support provided by staff	How the report was dealt with	Speed with which report was dealt with
North East	Satisfied	57%	43%	50%	43%	43%
North West	Satisfied	61%	65%	58%	66%	48%

Demographic characteristics

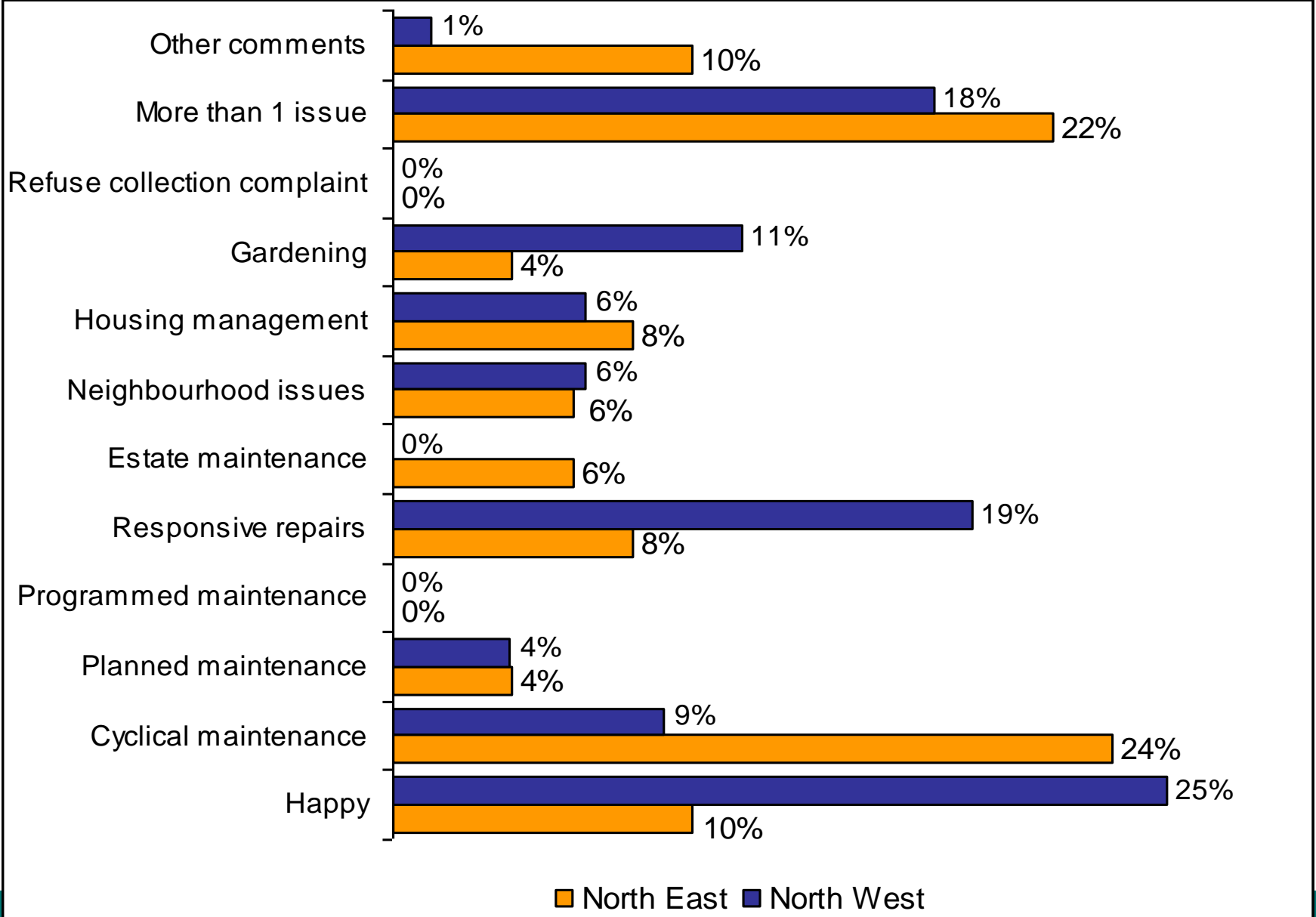


Ethnic background	White British	Other	Not specified
North East	91%	5%	3%
North West	88%	9%	3%



Additional comments

North East (51 tenants)
North West (79 tenants)





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Thank You

Any Questions?

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