

Quarter 3: October - December 2021

Customer Satisfaction Survey Results

Appendix 1

Introduction

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to measure customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report.

A few of our satisfaction results listed feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback we use to inform our service delivery. All customer comments are passed weekly to service managers to ensure no feedback is lost. Managers are asked to provide an outcome following the customer comments and provide information about the actions that have taken place, to show how feedback is captured and actioned in line with the Customer First Strategy. The summary of comments and actions are attached as Appendix 2.

This year we have reviewed our targets to reflect the last year's results. The targets below have been increased:

- Tenant satisfaction with Derby Homes – 94%
- Tenant satisfaction with views taken into account – 75%
- Satisfaction with new home (new build and re-let) – 93%
- Tenant satisfaction with their neighbourhood – 85%

1. Overall Satisfaction with Repairs (Target 87% - on target)

71% respondents have reported a repair within the last 3 months

I have reported a repair within the last 12 months		
Yes	434	71%
No	178	29%
Total	612	100%

The respondents who said that they have reported a repair within the last 3 months were further asked to answer if the recent repair was carried out to their satisfaction.

87% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	162	37%
Agree	219	50%
Undecided	34	8%
Disagree	23	5%
Strongly Disagree	2	0%
Total	440	100%

2021/22	Satisfaction Total	Participant Number
Quarter 1	87%	319
Quarter 2	86%	330
Quarter 3	87%	440
Quarter 4		
2020/21	Satisfaction Total	Participant Number
Quarter 1	N/A	N/A
Quarter 2	88%	274
Quarter 3	88%	440
Quarter 4	88%	316

In total there were 72 responses that were received from customers explaining why they were not satisfied with their most recent repair. Comments, actions and outcomes can be found in Appendix 2.

2. Satisfaction with repair completed first time

81% of respondents are satisfied that their recent repair was completed right first time.

I am satisfied that my repair was completed right first time		
Strongly Agree	154	35%
Agree	204	46%
Undecided	30	7%
Disagree	43	10%
Strongly Disagree	8	2%
Total	439	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	81%	320
Quarter 2	81%	331
Quarter 3	81%	439
Quarter 4		
2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	87%	179
Quarter 3	81%	437
Quarter 4	84%	315

3. Overall satisfaction that rent provides Value for Money (Target 90% - above target)

93% of respondents are satisfied that their rent provides value for money.

I am satisfied my rent provides value for money		
Strongly Agree	197	32%
Agree	373	61%
Undecided	25	4%
Strongly Disagree	1	0%
Disagree	12	2%
Total	608	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	94%	429
Quarter 2	93%	449
Quarter 3	93%	608
Quarter 4		
2020 / 21		
Quarter 1	N/A	N/A
Quarter 2	94%	258
Quarter 3	91%	573
Quarter 4	94%	441

15 responses were received detailing why customers feel that their rent does not provide value for money. More customers left a comment than just those who expressed they were dissatisfied. The comments, actions and outcomes can be found in Appendix 2.

4. Overall satisfaction with quality of your home (Target 90% - under target)

89% of respondents are satisfied with the overall quality of their home.

I am satisfied with the overall quality of my home		
Strongly Agree	238	34%

Agree	386	55%
Undecided	46	7%
Strongly Disagree	2	0%
Disagree	36	5%
Total	708	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	93%	519
Quarter 2	90%	563
Quarter 3	89%	708
Quarter 4		
2019 / 20		
Quarter 1	N/A	N/A
Quarter 2	91%	254
Quarter 3	89%	573
Quarter 4	90%	435

57 responses were received detailing why customers were not satisfied with the overall quality of their home. Comments, actions and outcomes can be found in Appendix 2.

5. Overall satisfaction with your Neighbourhood (Target 85% - above target)

85% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

I am satisfied with my neighbourhood as a place to live		
Strongly Agree	200	33%
Agree	318	52%
Undecided	48	8%
Disagree	38	6%
Strongly Disagree	8	1%
Total	612	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	88%	438
Quarter 2	86%	454
Quarter 3	85%	612
Quarter 4		
2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	84%	256
Quarter 3	85%	581
Quarter 4	88%	441

58 responses were received from customers who were not satisfied with their neighbourhood as a place to live. Comments, actions and outcomes can be found in Appendix 2.

6. Overall satisfaction with being informed (Target 88% - Above target)

94% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.

I am satisfied that Derby Homes keep me informed of services that affect me as a customer		
Strongly Agree	181	30%
Agree	384	64%
Undecided	28	5%
Strongly Disagree	0	0%
Disagree	8	1%
Total	611	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	92%	436
Quarter 2	95%	452
Quarter 3	94	611
Quarter 4		
2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	90%	255
Quarter 3	92%	576
Quarter 4	95%	440

7. Total response of customers who have provided us feedback before

In total, 8% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	51	8%
No	555	92%
Total	606	100%

2021/ 22	Provided feedback	Participant number
Quarter 1	12%	431
Quarter 2	9%	431
Quarter 3	8%	606
Quarter 4		
2020 / 21		
Quarter 1	N/A	N/A
Quarter 2	10%	245
Quarter 3	10%	553
Quarter 4	10%	432

8. Overall satisfaction with views taken into account (Target 80% - above target)

81% of respondents are satisfied that their views are being taken into account by Derby Homes.

I am satisfied that my views are being taken into account.		
Strongly Agree	33	24%
Agree	79	57%
Undecided	23	17%
Disagree	4	3%
Total	139	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	85%	104
Quarter 2	86%	127
Quarter 3	81%	139
Quarter 4		
2020 / 21		
Quarter 1	N/A	N/A
Quarter 2	63%	47
Quarter 3	89%	118
Quarter 4	89%	104

9. Overall satisfaction with Derby Homes Service (Target 94% - above target)

96% of respondents are satisfied with the overall service provided by Derby Homes.

I am satisfied with the overall service provided by Derby Homes.		
Strongly Agree	234	39%
Agree	349	57%
Undecided	20	3%
Disagree	2	0%
Strongly Disagree	2	0%
Total	607	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	96%	424
Quarter 2	96%	451
Quarter 3	96%	607
Quarter 4		
2020 / 21		
Quarter 1	N/A	N/A
Quarter 2	94%	257
Quarter 3	94%	575
Quarter 4	96%	439

10. Total figures for Assistance with Registering on the Customer Portal

44% of respondents are already registered on the Derby Homes Customer Portal. 4% of customers are interested in registering onto the customer portal which are followed up by our customer service team.

Would you like more information about accessing services on Customer Portal?		
Already Registered	264	44%
No, thank you	283	47%
No, I am not registered	27	4%
Yes, please provide a contact telephone number	12	2%
Yes, please provide a contact email address	11	2%
Total	597	100%

2021 / 22	Registered Total	Participant number
Quarter 1	43%	435
Quarter 2	47%	443
Quarter 3	44%	597
Quarter 4		
2020 / 21		
Quarter 1	N/A	N/A
Quarter 2	44%	259
Quarter 3	43%	594
Quarter 4	48%	456

At the end of Quarter 3 there were 201 new registrations, there are 7767 customers registered in total to My Account.