

REVIEW MINI STATUS SURVEY

Report of the Director of Housing & Customer Service

1. SUMMARY

- 1.1 This report highlights the main findings of the mini STATUS survey carried out with a random selection of tenants from all five Housing Focus Group (HFG) areas covering the whole City. The surveys were carried out from November 2010 – February 2011.
- 1.2 The aim of the report is to monitor and record the level of tenants' satisfaction with Derby Homes' services and to identify the most common problems and issues identified by the tenants. Appendix 1 contains the full City report.

2. RECOMMENDATION

To note and comment on the contents of this report.

3. MATTER FOR CONSIDERATION

- 3.1 86% of tenants are satisfied with Derby Homes' services, an increase of 4% from the second wave of mini STATUS conducted at the beginning of 2010. This increase results in an increase of 13% in overall satisfaction from the STATUS carried out in 2008. The lowest level of satisfaction is in the South West with 81.8% satisfied.
- 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 East, 83.6% of the respondents expressed satisfaction, compared to 72.9% in the South East 2.
- 3.3 When asked to rate their top 3 most important areas, repairs and maintenance were the most important service (71.3%). Anti-social behaviour was the second (47.7%) and neighbourhood as a place to live (41.1%) as the third most important.
- 3.4 82.7% of respondents are satisfied with the way Derby Homes deals with repairs and maintenance. The least satisfied respondents are in the South East 1 (80.2%).
- 3.5 81.1% of respondents who have contacted the Enquiry Centre are satisfied with how the Enquiry Centre dealt with their calls.
- 3.6 Overall, respondents are satisfied with their system checks, 86.8% are satisfied with their gas appliance check and 80.9% are satisfied with the alarm system check.

- 3.7 92.4% of respondents are satisfied with the installation of their smoke alarm, with 89.6% satisfied with the installation of their new central heating system.
- 3.8 When looking at cleaning and maintenance, 63.1% of respondents are satisfied with the Grounds Maintenance carried out, 62% are satisfied with the Communal Cleaning and 58.2% are satisfied with Garden Maintenance.
- 3.9 16% of the respondents have reported anti-social behaviour in the past 12 months. Overall, 53.1% of respondents are satisfied with the final outcome of their report.
- 3.10 Additional comments were made by 33% of the respondents. The largest proportion of comments (16%) were from respondents who said they were happy with Derby Homes' service or made specific comments on good service carried out. 14.3% of comments were around Planned Maintenance.

4. CONSULTATION IMPLICATIONS

The mini STATUS consultation is carried out every six months with a random sample of tenants across the five HFG areas. The survey uses key questions from the running STATUS, previously a statutory survey carried out with tenants bi-annually.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Part of the incentive payment from Derby City Council requires Derby Homes to meet a specified target on overall satisfaction.

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

- 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 Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None

Supporting Information: None

Derby Homes Mini Status Survey

City Wide Combined Report for Wave III 2010-2011

March 2011

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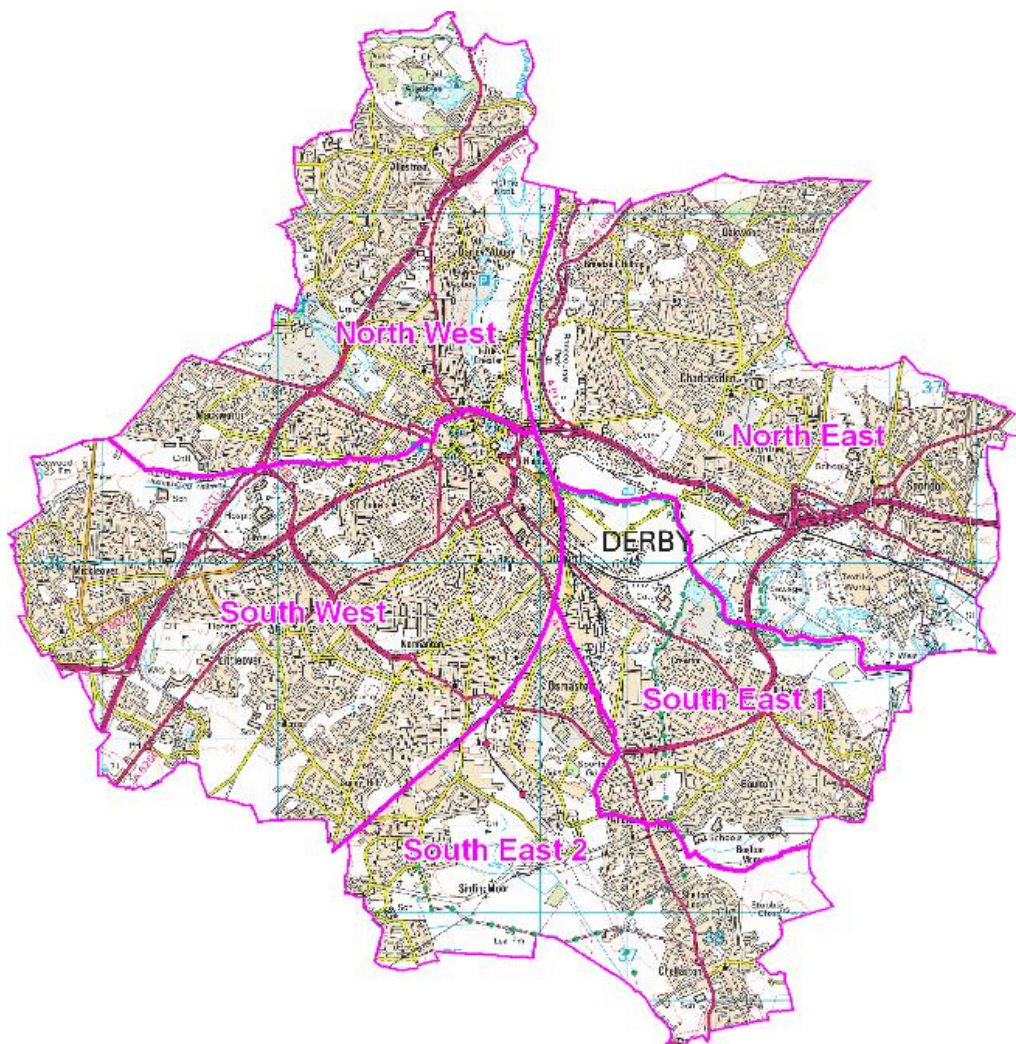
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1. Introduction

The aim of the Mini Status survey is to gain a closer understanding on satisfaction of tenants with services provided by Derby Homes. The survey was launched in 2009 to monitor the changes in satisfaction after the drop in satisfaction reported between the STATUS surveys 2006 and 2008. Due to the Mini Status providing valuable insight into the tenant views by area and the abolishment of the STATUS by Grant Shapps, the decision was made to continue conducting the Mini Status. The survey is conducted in 5 different areas, over a 5 month period. Therefore, not all tenants are surveyed at the same time. Derby Homes split the city into these 5 Housing Focus Groups (HFG; see map below) to which the questionnaires are sent separately over the 5 month period. Hence, each wave captures the satisfaction of tenants in approximately a 6 month period to gain satisfaction levels across the whole city.



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1.1. Research Aims

- To identify the level of satisfaction with Derby Homes services across the whole city.
- To detect differences in satisfaction between the five HFG areas.
- To monitor changes in satisfaction over time.

1.2. Research Objectives

- Gather primary data on the key drivers of satisfaction by HFG areas in Derby.
- Apply descriptive statistics to understand the issues which are affecting tenants on a more local basis.
- Analyse the collected data to identify areas where improvements need to be made to increase the level of satisfaction.

2. Methodology

The Mini Status survey is carried out by postal questionnaire and includes a combination of questions extracted from the STATUS questionnaire and other questions which are formulated to capture specific issues of Derby Home tenants. The Mini Status focuses on questions that are related to overall satisfaction of housing. Therefore, the information identified by the survey is crucial to the assessment of performance of Derby Homes services.

Two waves of the Mini Status have already been carried out. The third wave, which began in October 2010, incorporated further key questions, that have allowed Derby Homes to reduce the number of surveys they send to their tenants and thus trying to overcome survey fatigue.

This report provides the combined key findings for the whole city i.e., all five HFG areas, and summarises surveys conducted in period between October 2010 and February 2011. A total of 4,250 questionnaires were sent out, 850 per HFG area. The achieved response rate is summarised in table below.

	South East 1	South East 2	South West	North East	South West	Overall
No of questionnaires sent	850	850	850	850	850	4,250
No of responses	155	119	176	138	126	714
Response rate	18%	14%	21%	16%	15%	17%
Confidence level +/-	7.9	9.0	7.4	8.3	6.0	3.6

3. Summary of the Key Findings

This section of the report provides an overview of the key findings of the combined surveys. For clarity of reporting throughout this document the respondents are being organised into two groups as either satisfied or dissatisfied. This refers to the grouped responses of tenants who considered that they were either fairly or very satisfied or fairly or very dissatisfied respectively.

- 86% of the respondents to Wave III are satisfied with Derby Homes services overall. In comparison with wave II this is an increase of 4.4%.
- 82.8% of respondents to Wave III are satisfied with the overall quality of their home. Respondents in the South East 2 area are the least satisfied tenants (80.7%).
- Overall 86.4% of the respondents to Wave III are satisfied with the neighbourhood as a place to live. Respondents in the South East 2 are the least satisfied. (72.9%)
- Overall the top three areas of importance to respondents in Wave III are: repairs and maintenance (71.3%); dealing with anti-social behaviour (47.7%) and; neighbourhood as a place to live. (41.1%)
- 82.7% of respondents to Wave III are satisfied with the way Derby Homes deals with repairs and maintenance. The least satisfied respondents are in the South East 1 (80.2%).
- 81.1% of respondents who have contacted the enquiry centre are satisfied with how the enquiry centre dealt with their calls.

- 79.3% of respondents to Wave III feel Derby Homes are good at keeping them informed about things that affect them as Tenants.
- Overall tenants to Wave III are satisfied with their system checks, 86.8% satisfied with their Gas appliance check and 80.9% satisfied with the alarm system check.
- 92.4% of respondents to Wave III are satisfied with the installation of their smoke alarm, with 89.6% satisfied with the installation of their new central heating system.
- When looking at cleaning and maintenance, 63.1% of respondents in Wave III are satisfied with the Grounds Maintenance carried out, 62% are satisfied with the Communal Cleaning and 58.2% satisfied with Garden Maintenance.
- 62.2% of the respondents to Wave III are satisfied that Derby Homes take their views into account.
- 68.2% of respondents to Wave III are satisfied with the opportunities for participation in management decision making.

4. Main findings

The following provide further insight into the analysis of the combined data from all five HFG areas. The analysis also includes demographic characteristics of the respondents.

Overall Satisfaction with Derby Homes services – Comparison with STATUS

Figure 1 shows the difference in tenants' satisfaction between STATUS surveys conducted in 2006 and 2008 and the three Mini Status waves that have been carried out. Overall satisfaction with Derby Homes has increased significantly from 72.7% in 2008 (STATUS) to 86% in 2010/11. This is also a 4.4% increase from wave II. There has also been a decrease in satisfaction from 12.4% in 2008 to 5.9% in 2010/11. It is also worth noting that there has also been a change in satisfaction and dissatisfaction between wave I and wave III of the Mini Status. This change is not significant; however it is positive to see an upward trend in satisfaction.

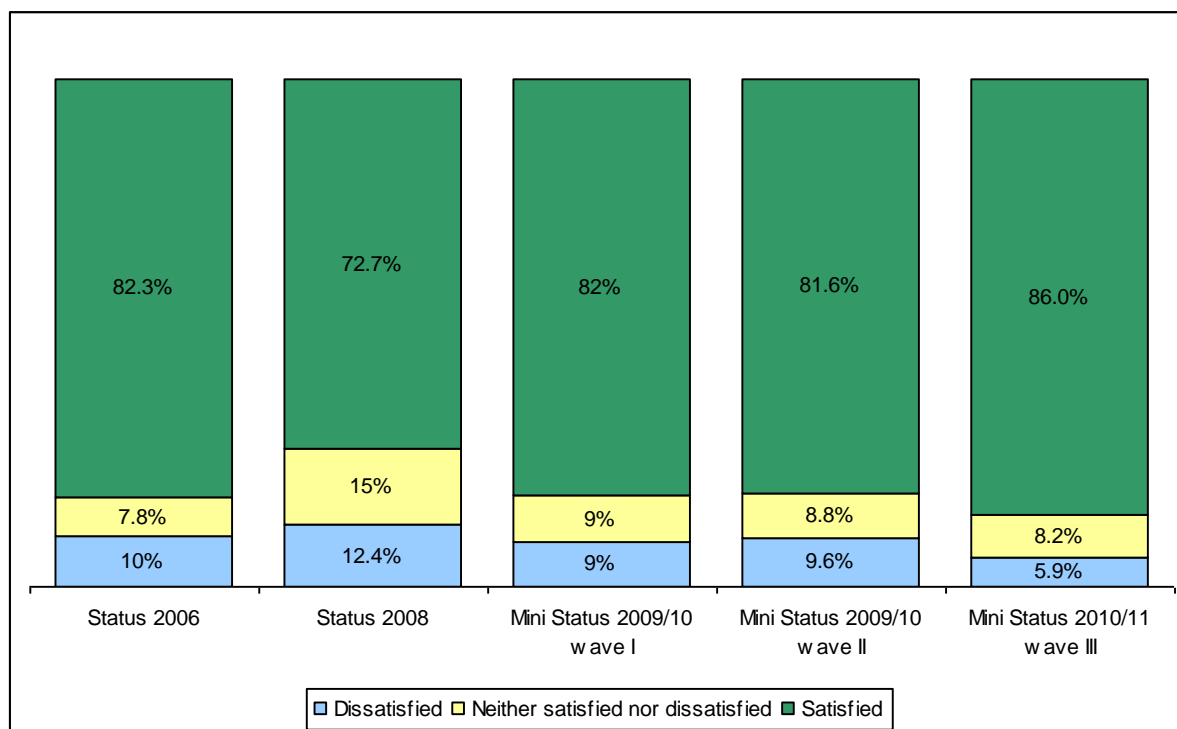


Figure 1: Comparison of overall satisfaction with STATUS (2006, 2008) and Mini Status (three waves)

Question 1: Overall Satisfaction with Derby Homes services – Mini Status Wave III 2010/11

Figure 2 shows the overall satisfaction for the five areas of the Mini Status Wave III 2010/11. The overall satisfaction of respondents to Wave III is 86%. The lowest level of satisfaction is from respondents in the South West (81.8%) and the highest in the North West area (89.7%). Dissatisfaction is lowest in the South East (2) with 1.5% dissatisfied and highest in South East (1) with 8.1% dissatisfied.

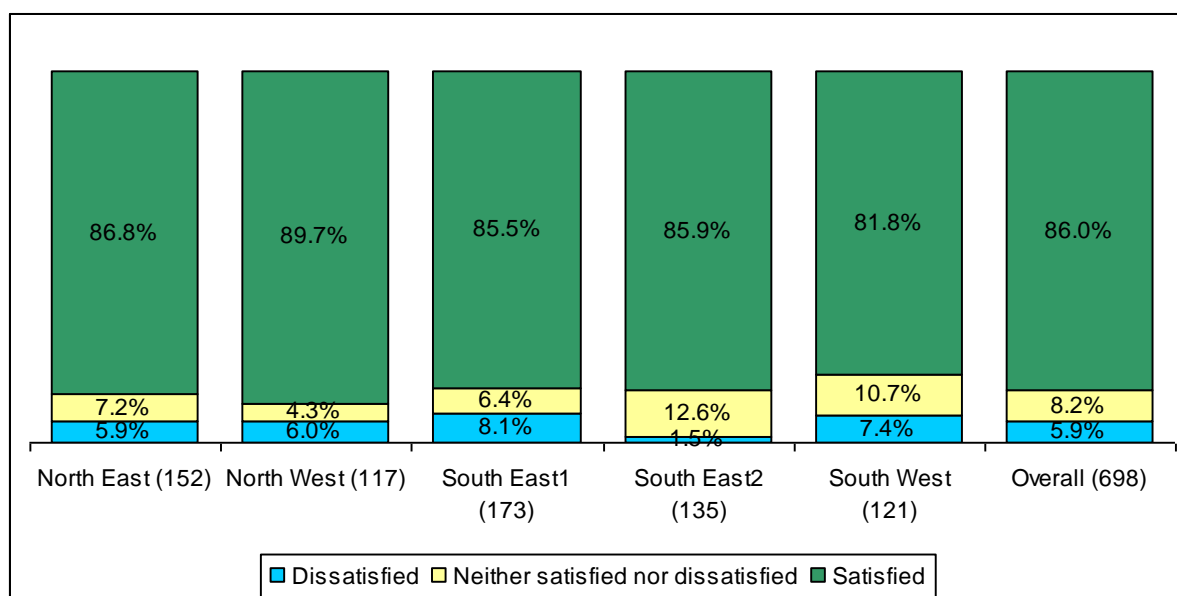


Figure 2: Overall satisfaction.

Question 2: Satisfaction with overall quality of home – Mini Status Wave III 2010/11

Figure 3 illustrates the satisfaction with overall quality of home. Overall 82.8% of respondents are satisfied with the quality of their home. The lowest level of satisfaction with quality of home is from respondents in the South East (2) (80.7%) and the highest in the North West area (84.5%). Respondents in the South West are the most dissatisfied with the quality of their home (12.8%).

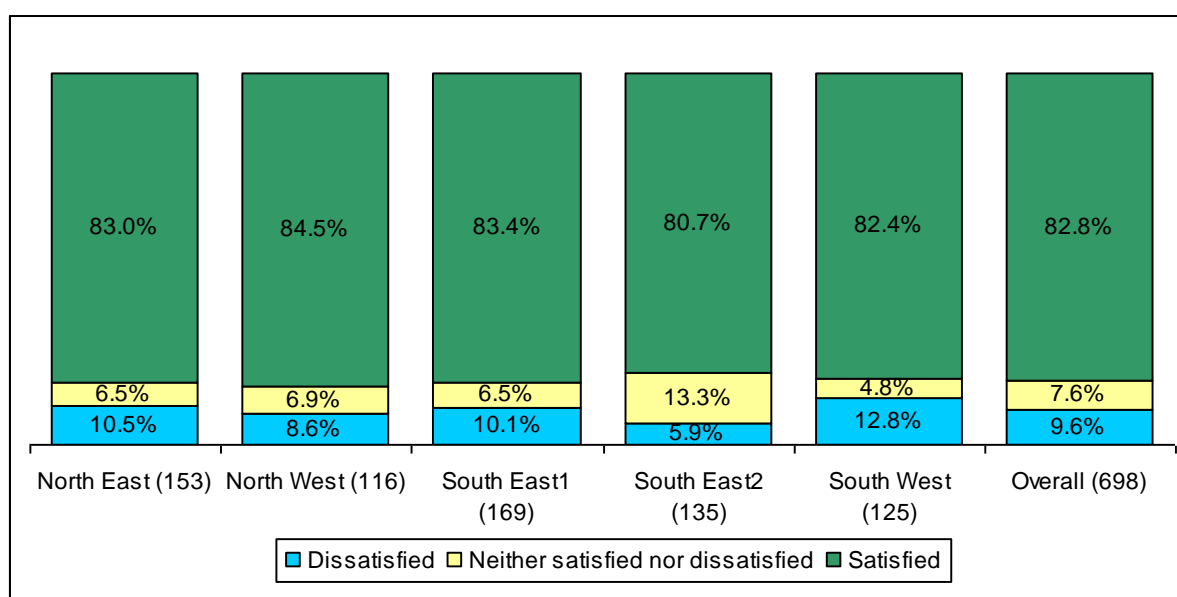


Figure 3: Overall quality of living.

Question 2: Satisfaction with general condition of property – Mini Status Wave III 2010/11

Figure 4 shows the satisfaction with the general condition of property. Overall 80.8% of respondents are satisfied with the condition of their property. The lowest level of satisfaction with condition of property is from respondents in the South East (2) (79.5%) and the highest in the North West area (82.9%). Respondents in the South East (1) are the most dissatisfied with the general condition of their property (12%).

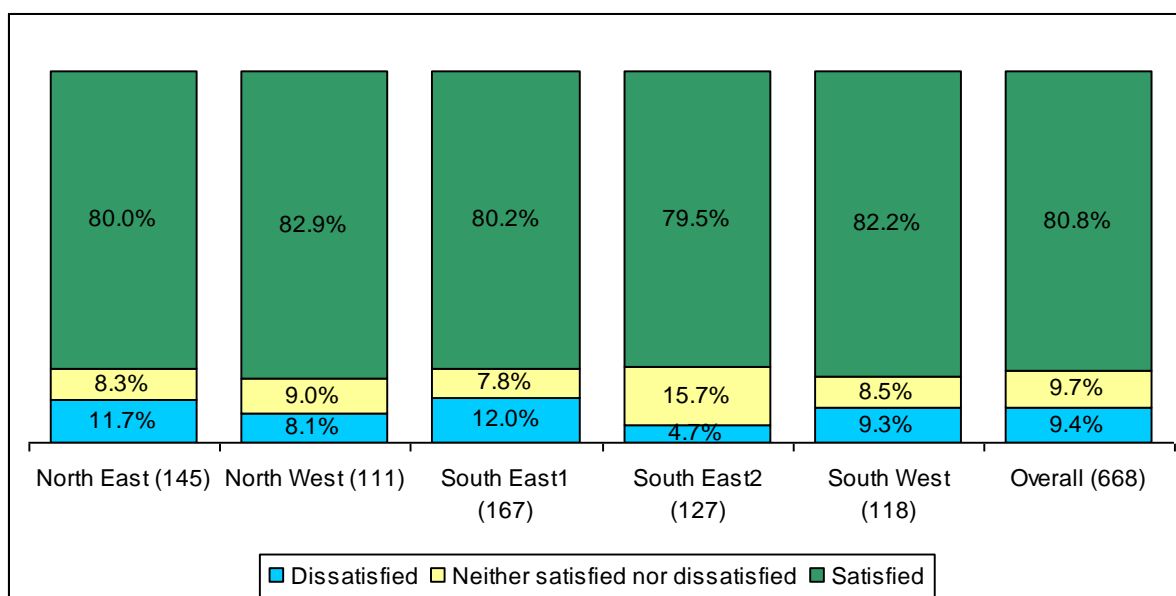


Figure 4: General condition of home

Question 2: Satisfaction with neighbourhood as a place to live – Mini Status Wave III 2010/11

Figure 5 shows the satisfaction with neighbourhood as a place to live. Overall, 80.4% of respondents are satisfied with their neighbourhood. The lowest level of satisfaction with neighbourhood is from respondents in the South East (2) (72.9%) and the highest in the North East area (83.6%). Respondents in the South East (2) are the most dissatisfied with their neighbourhood (9.8%).

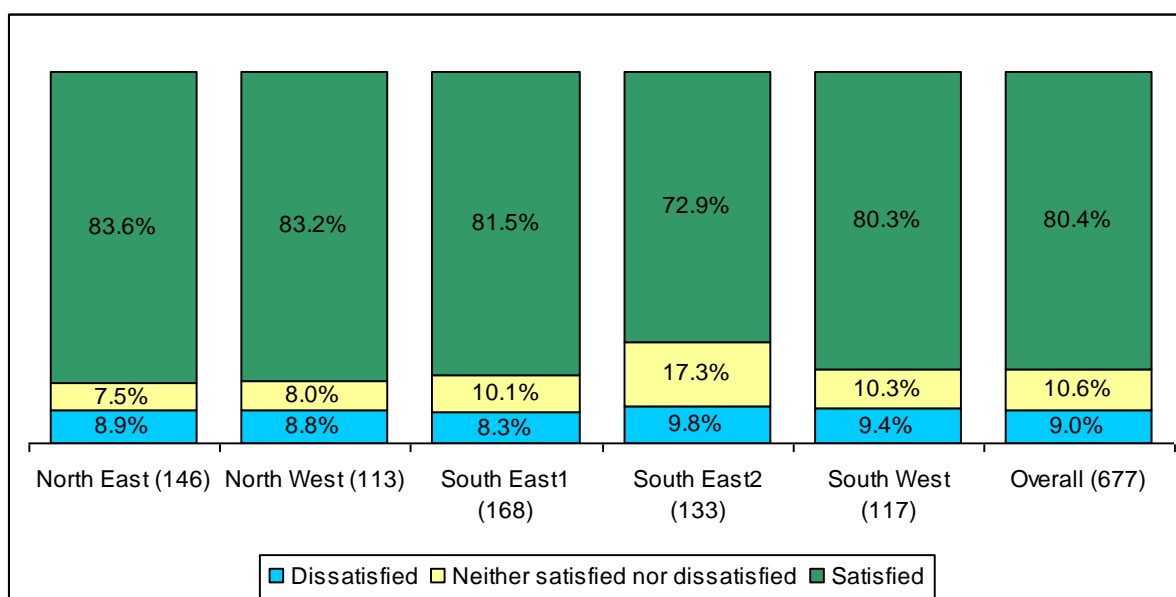


Figure 5: Neighbourhood as a place to live.

Question 2: Satisfaction with value for money of your rent – Mini Status Wave III 2010/11

Overall, 81.5% of respondents are satisfied with their rent. The lowest level of satisfaction with value for money of rent is from respondents in the South East (1) (80.5%) and the highest in the North West area (82.9%). Respondents in the North West are the most dissatisfied (8.1%).

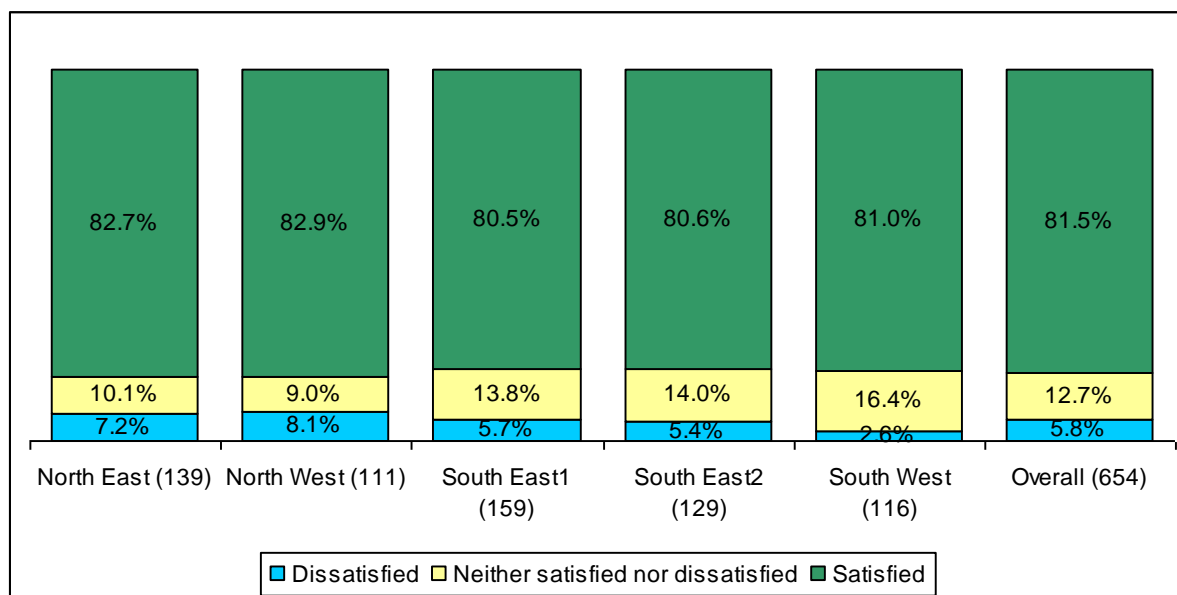


Figure 6: Value for money of rent.

Question 2: Satisfaction with how enquiries are dealt with – Mini Status Wave III 2010/11

Overall, 85.3% of respondents are satisfied with how enquiries are dealt with (see Figure 7). The lowest level of satisfaction with enquiries are from respondents in the South East (1) (83.6%) and the highest in the North East area (86.1%). Respondents in the South East (1) are the most dissatisfied with the way enquiries are dealt with (10.3%).

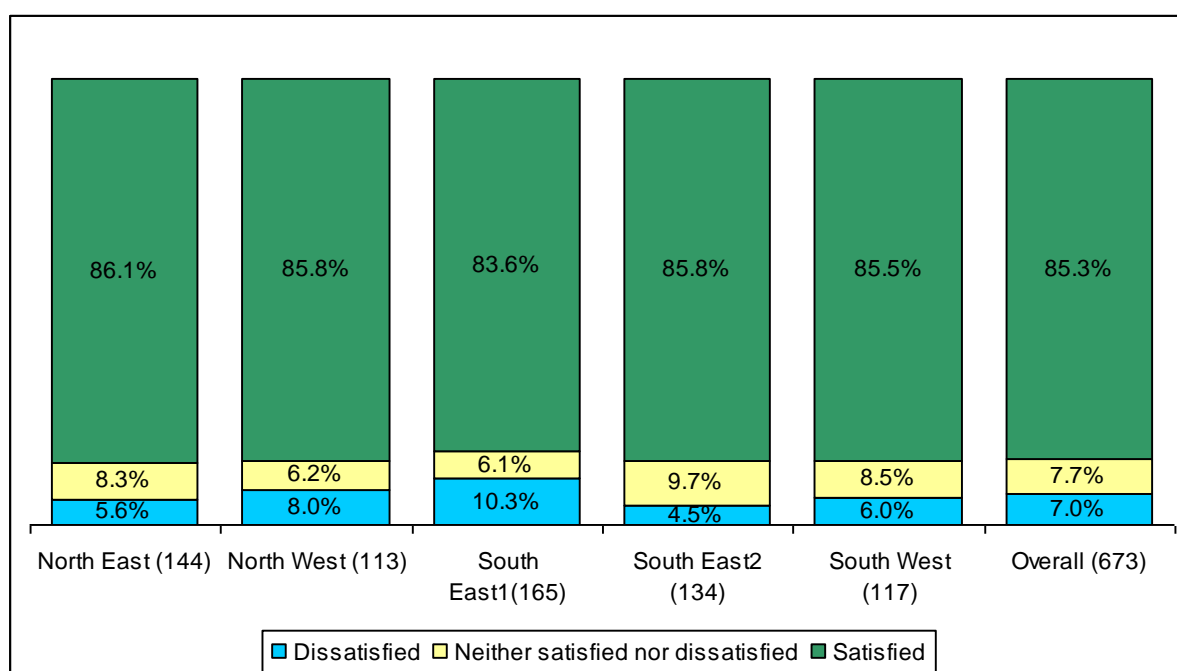


Figure 7: How enquiries are dealt with.

Question 3: Three most important issues – Mini Status Wave III 2010/11

Figure 8 contains the issues which have been highlighted as important for Derby Homes tenants. In this question, tenants were asked to select the three areas which they believe are the most important to them. Repairs and maintenance is seen overall as the most important service (71.3%). 47.7% of the respondents highlighted that dealing with anti-social behaviour is second most important issue, with 41.1% who stated neighbourhood as a place to live as the third most important.

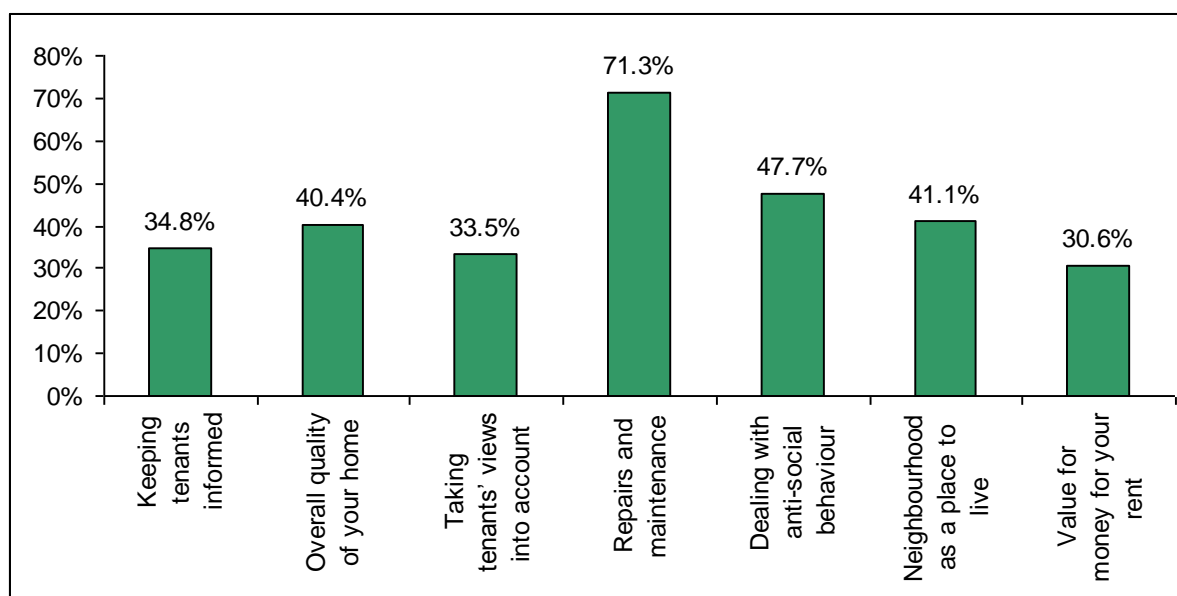


Figure 8: Issues.

The three most important issues for each HFG area are summarised in the table below. It can be observed that repairs and maintenance has been identified as the most important issue in all five areas. Similarly, dealing with anti-social behaviour has been given as the second most important issue in 4 of the areas. The third issue identified as two different areas, overall quality of the home North East and South East (1) and neighbourhood as a place to live in North West, South East (2) and South West.

HFG	1st	2nd	3rd
North East	Repairs and maintenance (70.8%)	Dealing with anti-social behaviour (45.5%)	Overall quality of your home (45.5%)
North West	Repairs and maintenance (73.3%)	Dealing with anti-social behaviour (52.6%)	Neighbourhood as a place to live (49.1%)
South East 1	Repairs and maintenance (73.7%)	Dealing with anti-social behaviour (50.9%)	Overall quality of your home (42.3%)
South East 2	Repairs and maintenance (69.3%)	Dealing with anti-social behaviour (51.1%)	Neighbourhood as a place to live (40.1%)
South West	Repairs and maintenance (69.1%)	Taking tenants views into account (42.3%)	Neighbourhood as a place to live (41.5%)

Question 4: Satisfaction with repairs and maintenance – Mini Status Wave III 2010/11

Overall respondents are satisfied with the way repairs and maintenance are being dealt with (82.7%) with 9.7% who are dissatisfied (see Figure 9). The lowest level of satisfaction is from respondents in the South East (1) (80.2%) and the highest in the North West (88.1%). Respondents in the South East (1) are the most dissatisfied with the way enquiries are dealt (12.8%).

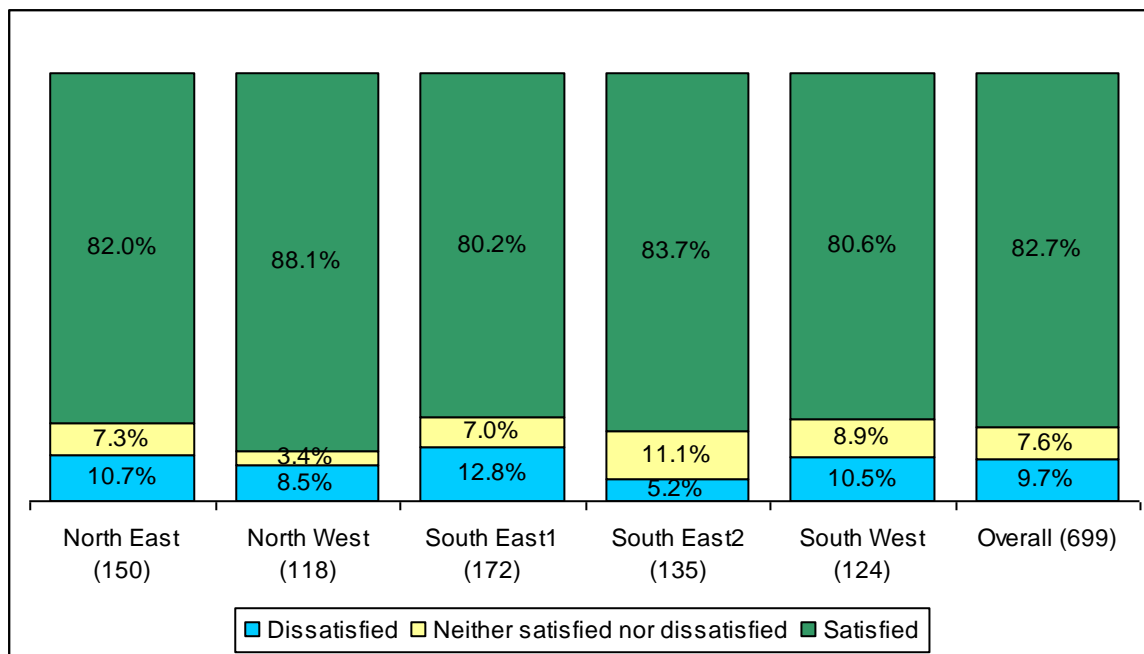


Figure 9: Overall satisfaction with repairs and maintenance.

Question 5: Safety checks – Mini Status Wave III 2010/11

Figure 10 shows overall satisfaction of respondents to wave III. 86.8% of respondents are satisfied with their gas appliance check, with 2.7% who are dissatisfied. 80.9% of respondents are satisfied with their alarm system check with 4.3% who are dissatisfied.

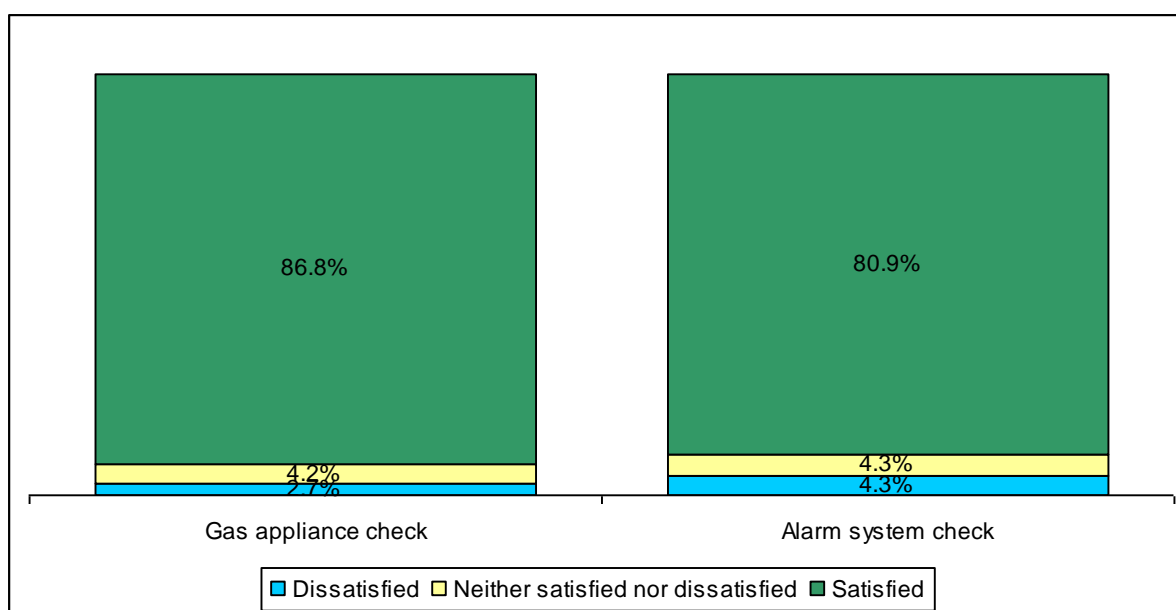


Figure 10: Overall Satisfaction with Gas Appliance and Alarm System check.

Question 6: System checks and Installation – Mini Status Wave III 2010/11

Figure 11 shows respondents satisfaction with system checks and installations (overall to wave III). 92.3% of respondents are satisfied with the installation of their smoke alarm, with 5.2% who are dissatisfied. 89.6% of respondents are satisfied with the installation of their new gas central heating, with 5.2% who are dissatisfied. 88.2% of respondents are satisfied with the electrical system check carried out, with 4.8% who are dissatisfied.

When looking at those who have had a new door entry system, satisfaction is lower than other areas with 78.4% satisfied and 13.1% dissatisfied. Similarly with the stair lift checks, 79.5% are satisfied with 8.4% dissatisfied.

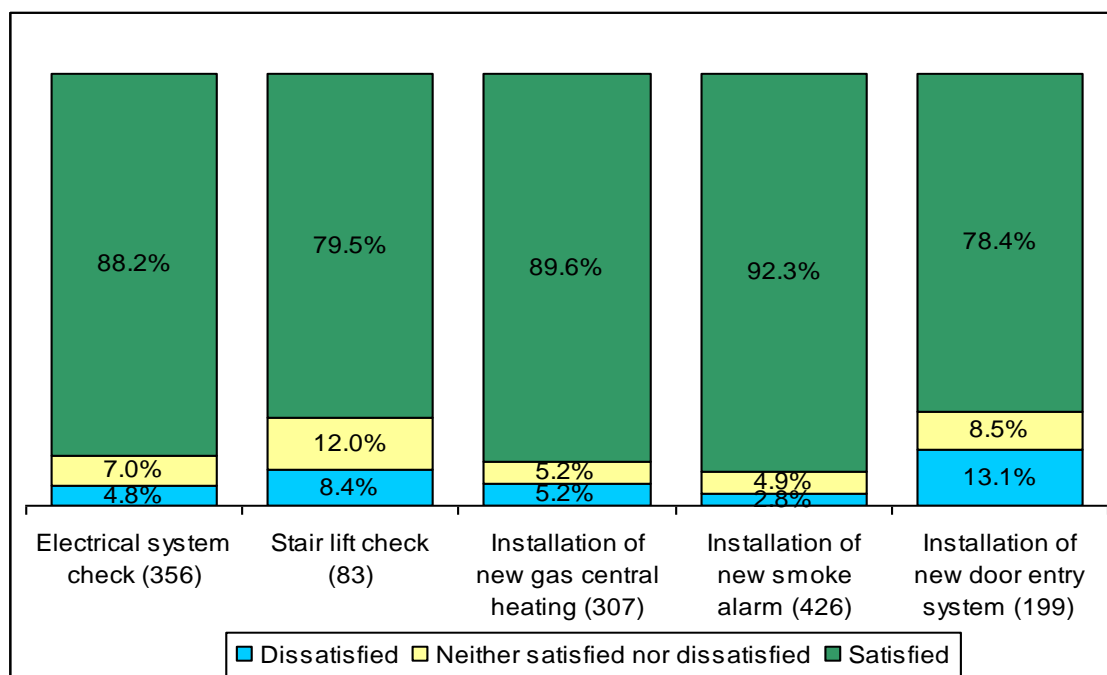


Figure 11: System checks and Installation.

Question 7: Cleaning and Maintenance – Mini Status Wave III 2010/11

Figure 12 shows overall satisfaction of respondents in wave III to cleaning and maintenance carried out on their properties. 63.1% of respondents are satisfied with Grounds Maintenance, with 18.4% who are dissatisfied. 58.2% are satisfied with Garden Maintenance, with 20.5% dissatisfied. 62% of respondents are satisfied with Communal Cleaning, with 20% dissatisfied.

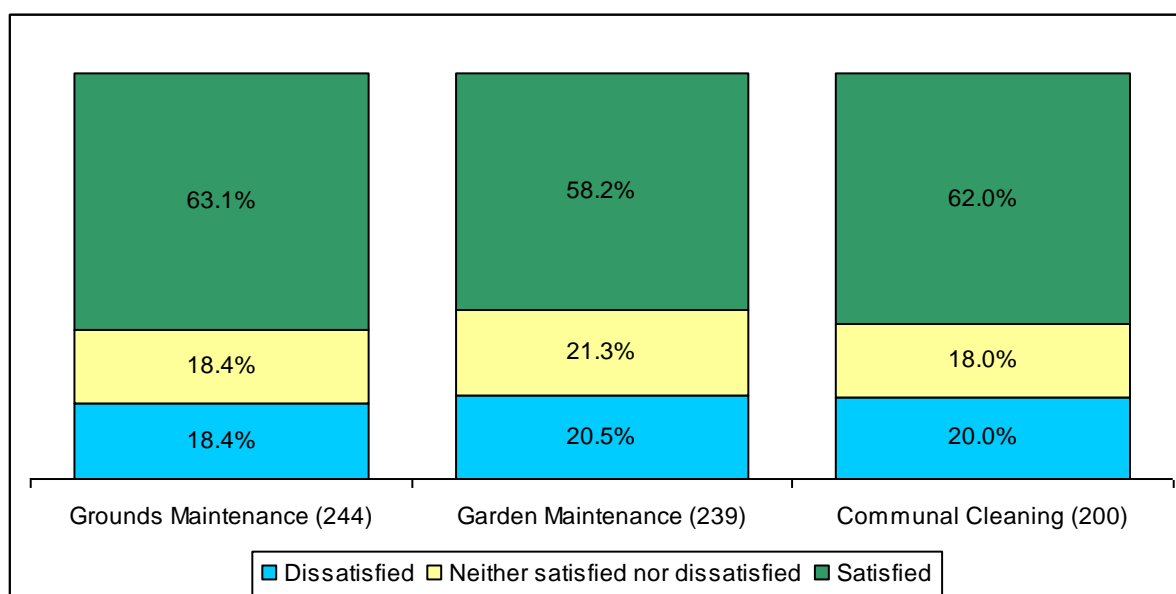


Figure 12: Cleaning and Maintenance

Question 8: How good or poor Derby Homes are at keeping tenants informed – Mini Status Wave III 2010/11

Overall 79.3% of all respondents feel Derby Homes are good at keeping them informed, 6.6% feel they are poor. 75% of respondents in the South East (2) feel they are good compared to 85.4% of respondents in the North East who feel they are good.

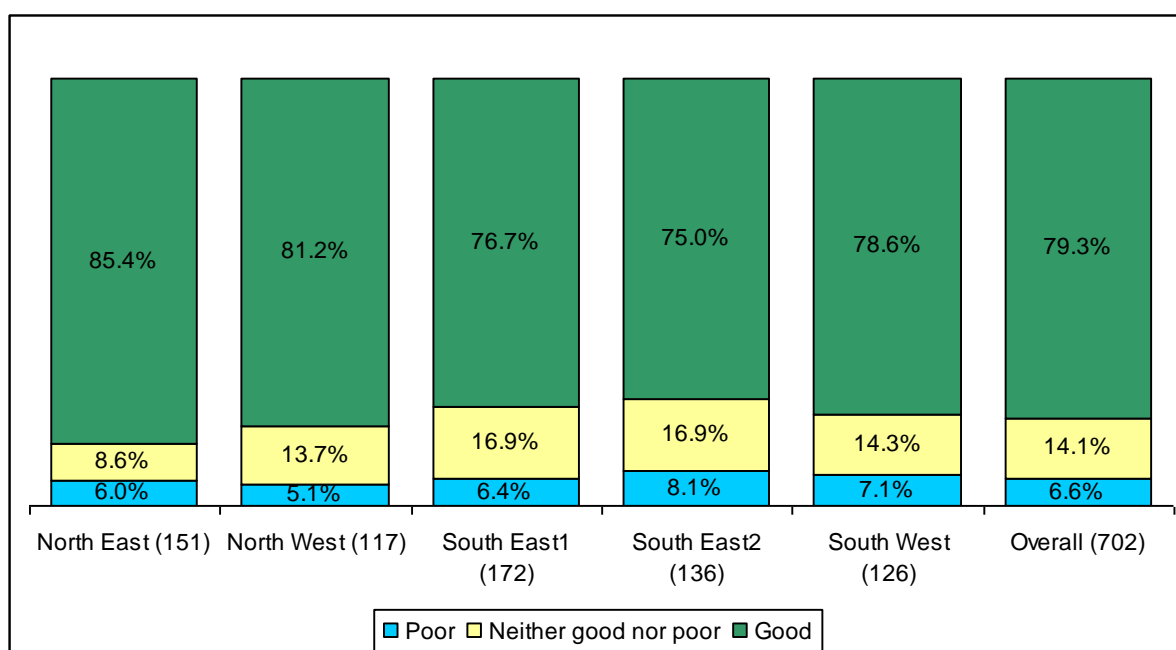


Figure 13: Keeping tenants informed.

Question 9: Satisfied Derby Homes takes views of the tenants into account – Mini Status Wave III 2010/11

Overall 62.2% of respondents to wave III are satisfied that Derby Homes take their views into account (see Figure 14) with 11.8% who are dissatisfied. The lowest level of satisfaction is from respondents in the South East (2) (56.7%) and the highest in the North East (67.8%). It is worth noting however, that the highest level of dissatisfaction is from respondents in the North East (14.4%).

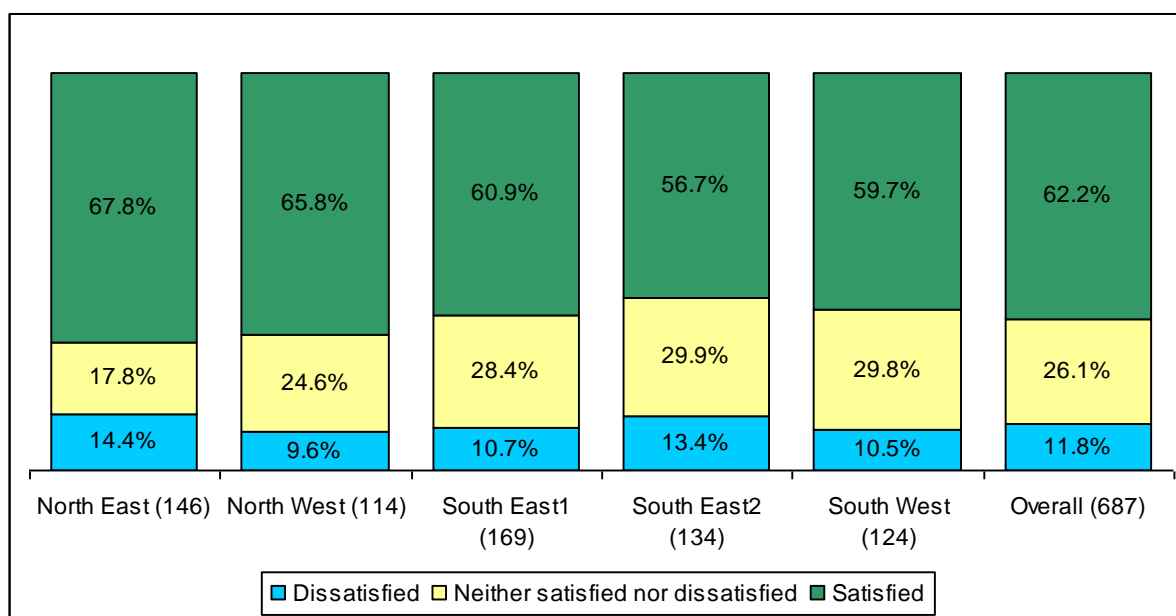


Figure 14: Take tenants views into account.

Question 10: Satisfaction with the opportunities for participating in decision-making – Mini Status Wave III 2010/11

Overall 68.2% of respondents to wave III are satisfied with the opportunities for participation (see figure 15) with 45.2% who are neither satisfied nor dissatisfied. The lowest level of satisfaction is from respondents in the South East (1) (43.9%) and the highest in the North West (50.5%).

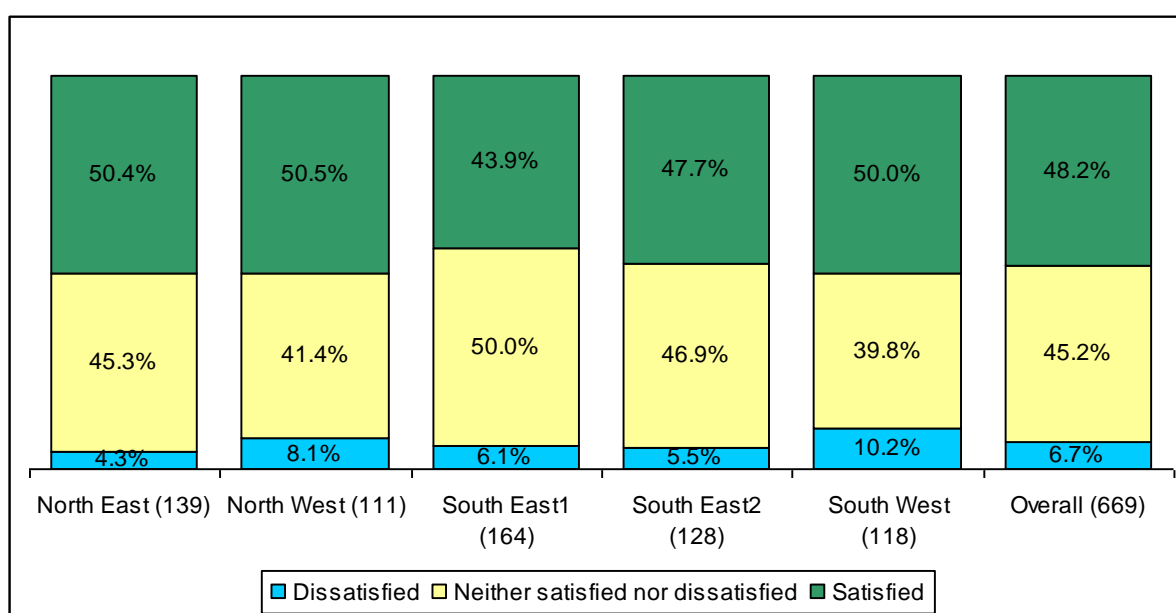


Figure 15: Participation in decision-making.

Question 11: Contacting Derby Homes Enquiry Centre – Mini Status Wave III 2010/11

Overall, 69.7% of respondents in wave III have contacted Derby Homes in the last 12 months.

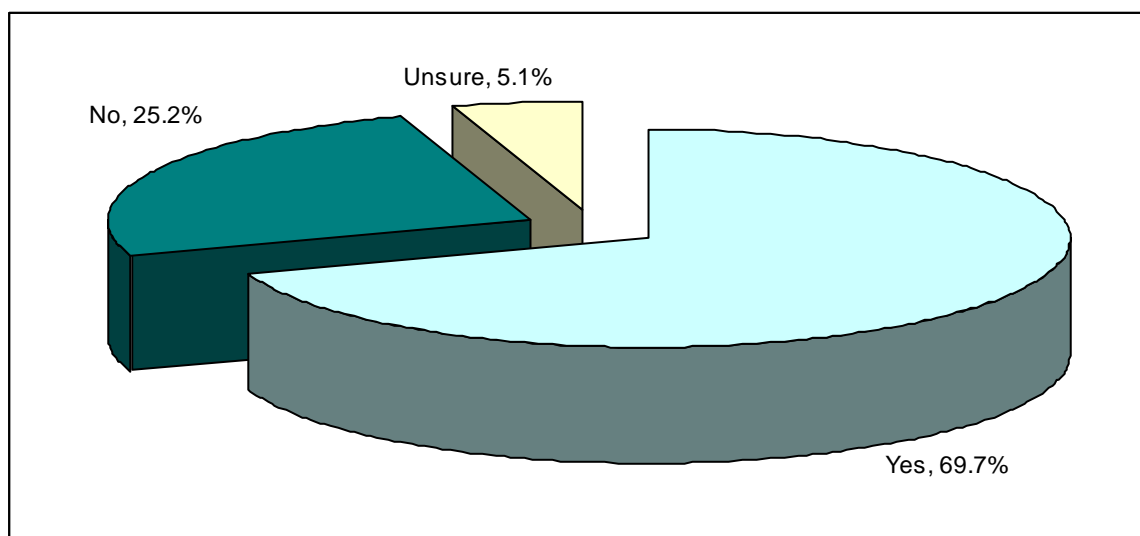


Figure 16: Contacting Derby Homes. (Base 686)

Question 12: Satisfaction with Derby Homes Enquiry Centre – Mini Status Wave III 2010/11

Those respondents who have contacted the enquiry centre were then asked how satisfied they were. Overall 81.1% of respondents are satisfied with the enquiry centre and 8.4% said they were dissatisfied. Looking by area, respondents in the South East (1) are least satisfied (77.4%) compared to those respondents in the North West where 89.2% are satisfied.

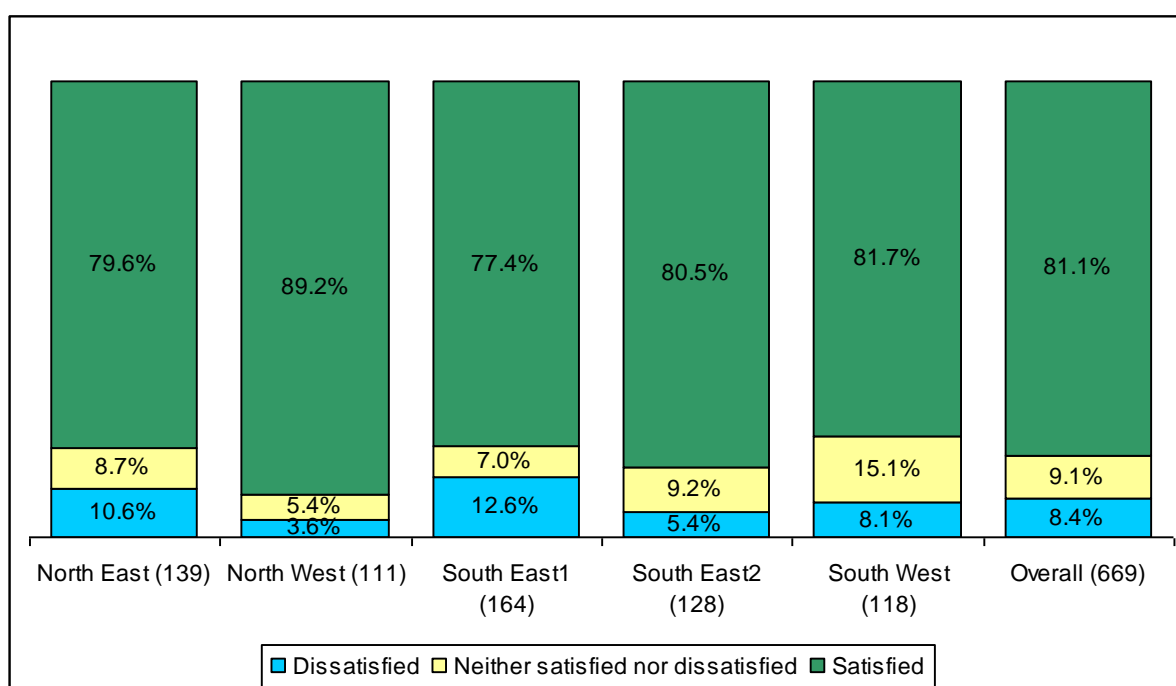


Figure 17: How enquiries were dealt with

Q13 and Q14: Anti-social behaviour – Mini Status Wave III 2010/11

Overall 115 respondents have reported anti-social behaviour in the past 12 months. The largest proportion of reports was submitted by tenants from South West (27 respondents). The South East (2) area has the smallest number of reports (21 respondents).

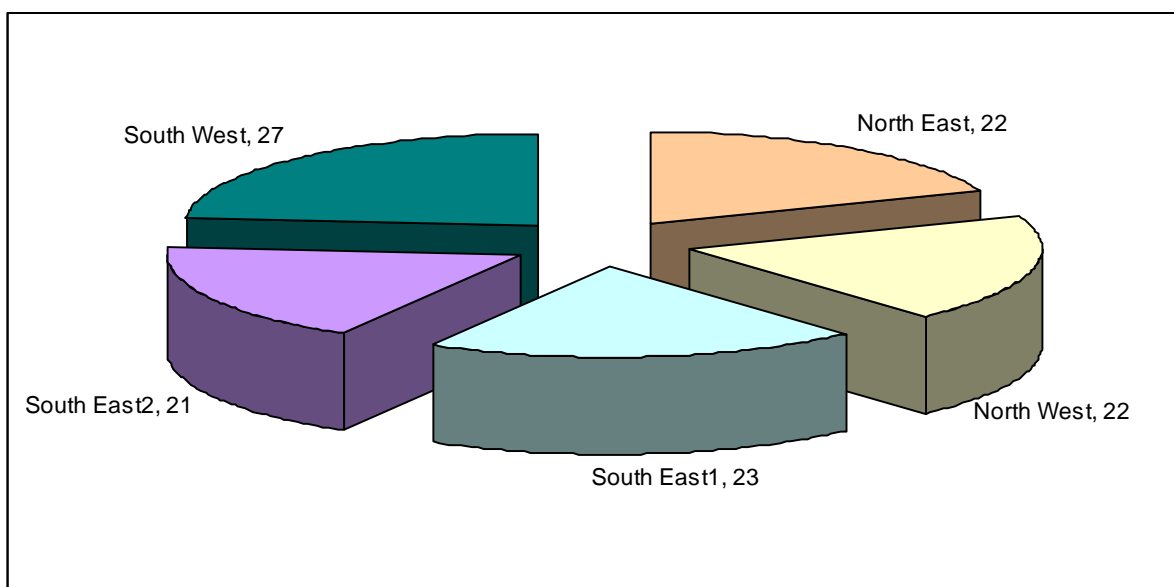


Figure 18: Reported ASB. (Base 115)

Figure 19 below shows the opinions of those who have reported ASB in more detail. 53.1% of respondents said they are satisfied and 35.7% said they are dissatisfied with the final outcome of the report. 68.3% of respondents said they are satisfied with the advice provided by staff, with 25% who are dissatisfied. Looking at speed with which the report was dealt with, 56.3% of respondents are satisfied, with 35.7% who are dissatisfied.

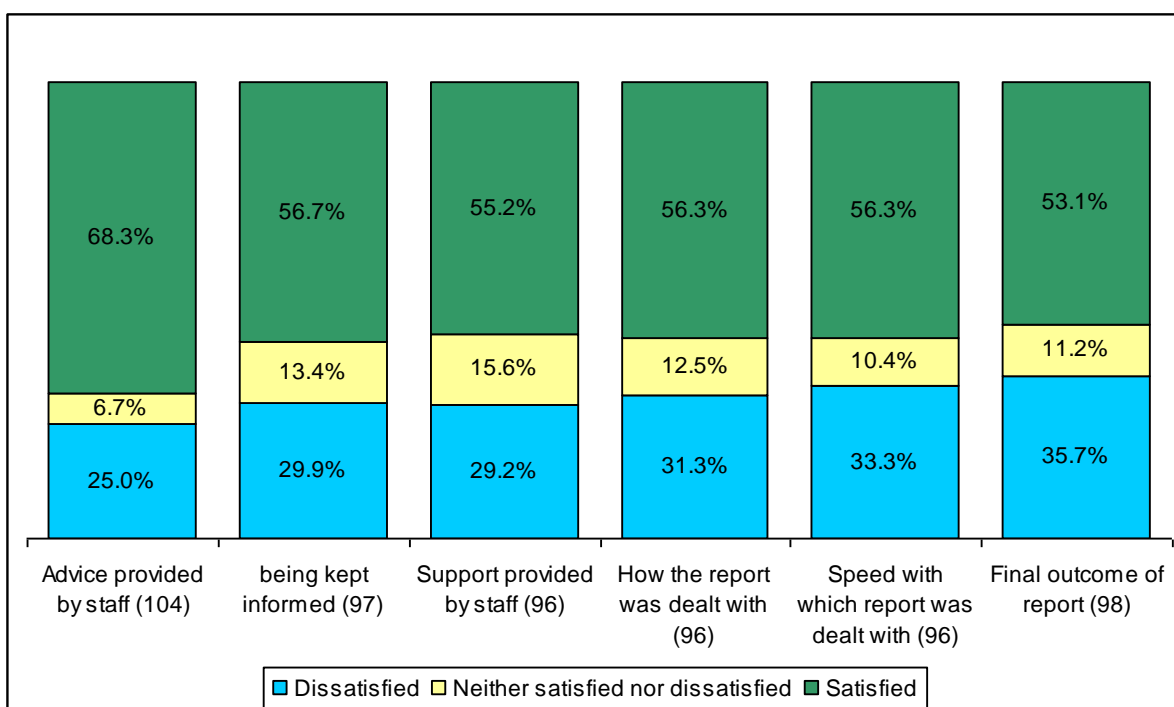


Figure 19: Anti-social behaviour (Overall).

Question 15: How strongly do you feel you belong to your local area – Mini Status Wave III 2010/11

Overall 72.3% of respondents feel strongly that they belong to their local area with 20.3% who don't feel they belong. 66.9% of respondents in the South East (2) feel strongly they belong to their local area compared to 76.6% in the North East.

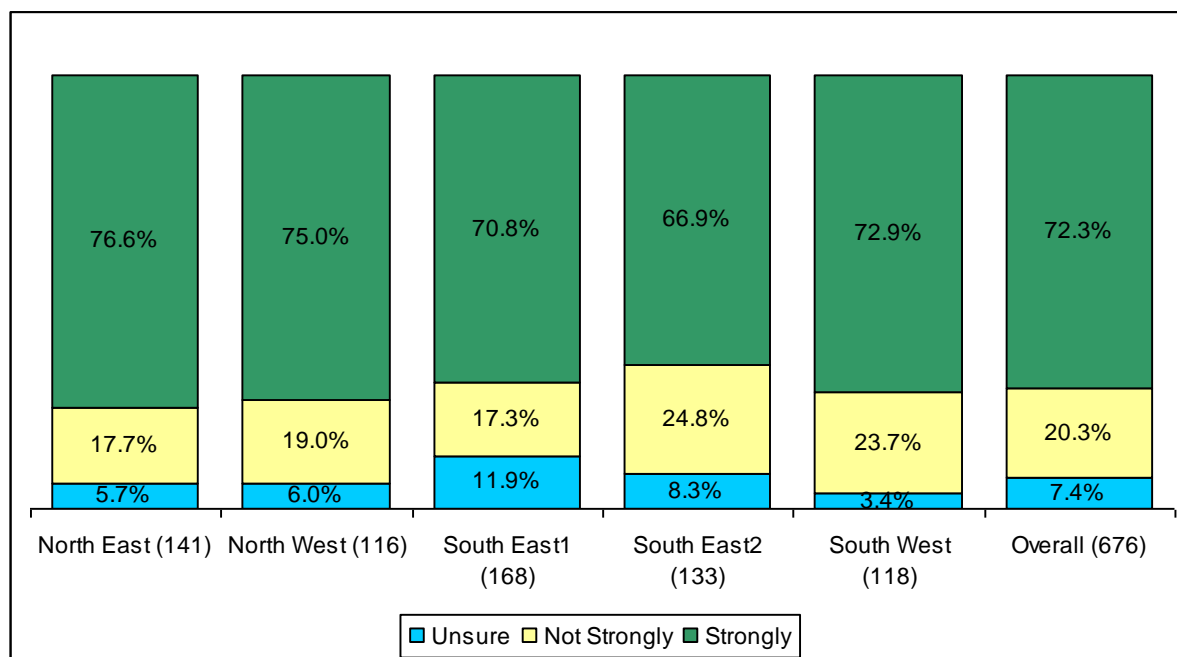


Figure 20: Belong to local area.

Question 16: Influence decisions affecting local area – Mini Status Wave III 2010/11

Overall 30.2% of respondents to Wave III agree that can influence decisions affecting their local area, 54.7% neither agree nor disagree with 15.1% who disagree. Looking at differences in area, 27.1% of respondents in North East agree, 55.7% neither agree nor disagree with 17.1% who disagree. 33% of respondents in the North West agree, 48.1% neither agree nor disagree and 18.9% disagree.

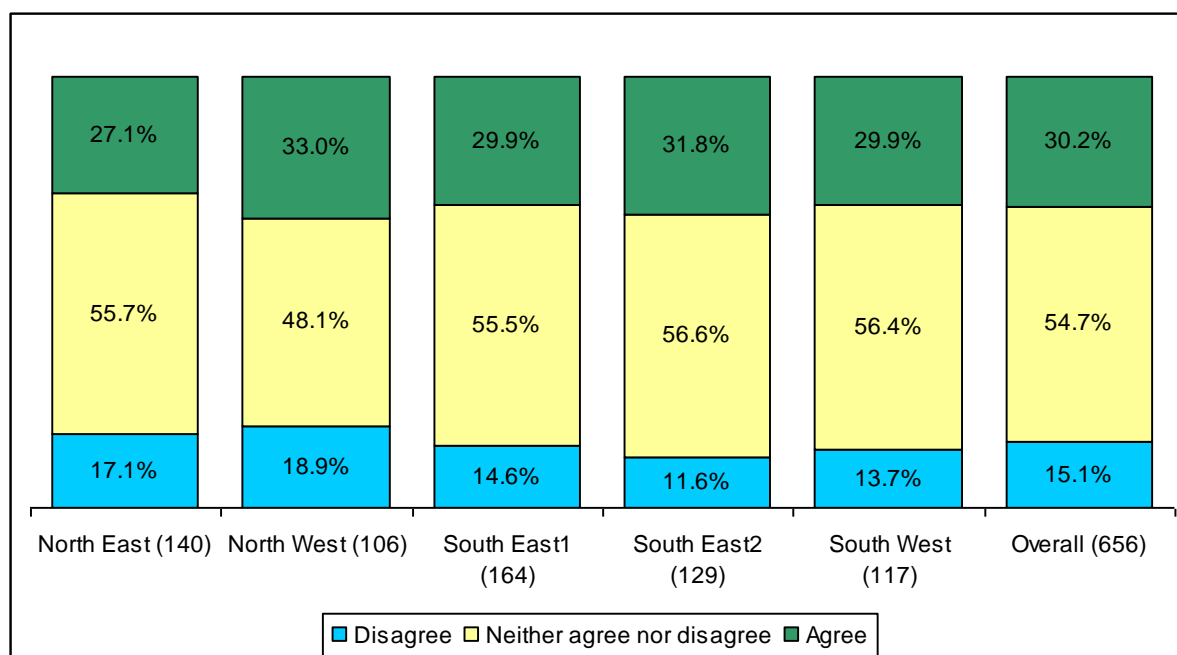


Figure 26: Influence decisions in local area.

Question 17: Local area a place where people get on well together – Mini Status Wave III 2010/11

Overall, 45.9% of respondents in Wave III agree their local area is a place where people get on well together, 54.7% neither agree nor disagree with 9.7% who disagree. 2% said the area has people of the same background, with 1.2% who said there are too few people in the local area.

Looking at differences in area, 51.3% of respondents in the South West agree their area is a place where people get on well together, whereas in the North East 39.2% agree, 55.7% neither agree nor disagree and 11.9% disagree. In the North West 12.4% disagree with this statement, 47.8% agree and 48.1% neither agree nor disagree. In the North West 12.4% disagree with this statement, 47.8% agree and 48.1% neither agree nor disagree.

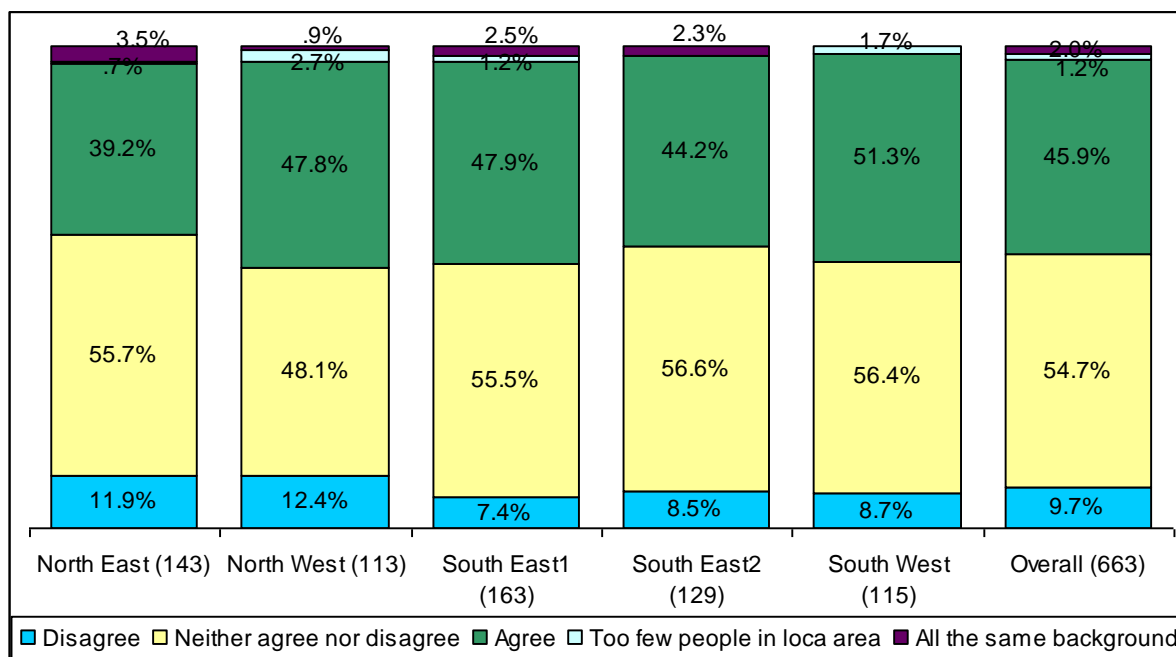


Figure 22: Local area is a place were people get on well together.

Question 18: Have you been fairly treated by Derby Homes – Mini Status Wave III 2010/11

Overall 90.3% of respondents to wave III feel they have been fairly treated by Derby Homes.

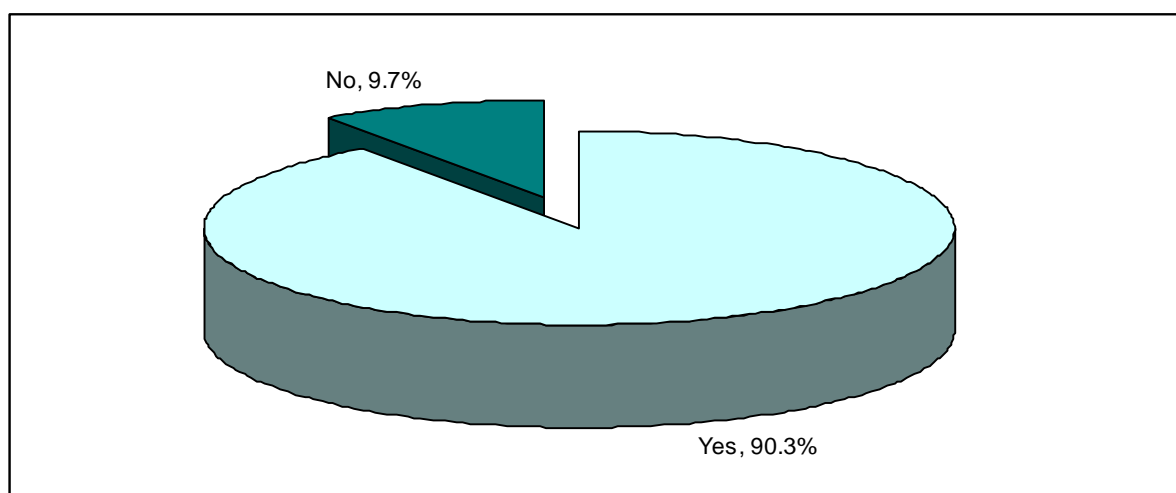


Figure 23: Been treated fairly. (Base 695)

Question 19: Comments – Mini Status Wave III 2010/11

A total of 238 tenants made a comment when asked if there was anything else they would like to say. The distribution of the comments for each HFG area can be seen in Figure 24. It can be seen that the smallest proportion of comments has been received from respondents in North West.

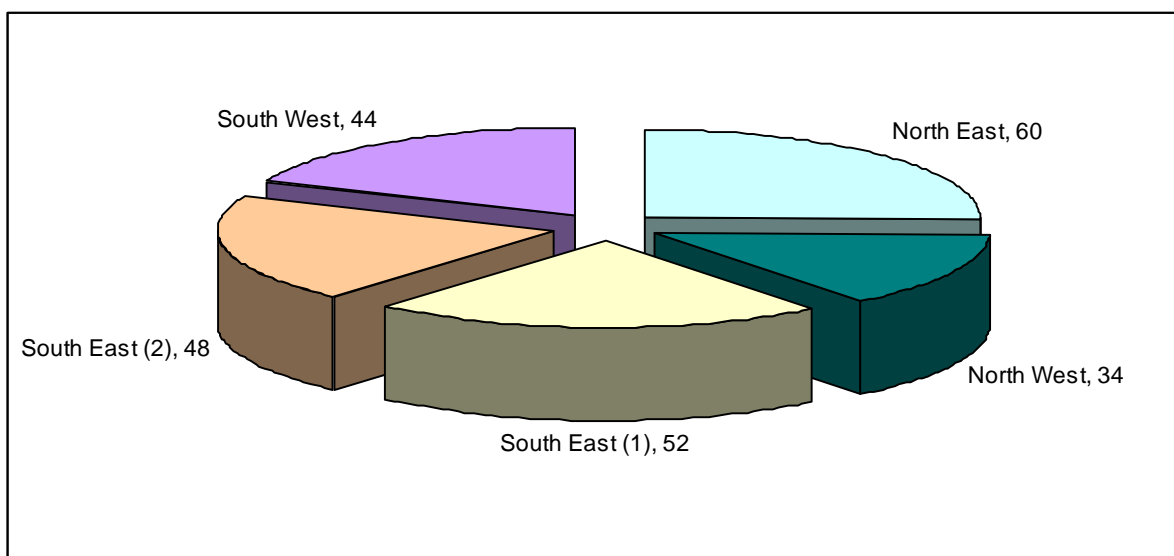


Figure 24: Number of comments by HFG area. (Base 238)

The comments have been organised into a set of similar themes and are summarised in Figure 25 for all respondents to Wave III. 16.8% of respondents made a comment about being happy or satisfied with Derby Homes, or thanked Derby Homes for their services and help. 14.3% made a comment about planned maintenance, 13.4% of respondents made a comment about cyclical maintenance with 9.7% who made a comment about something else.

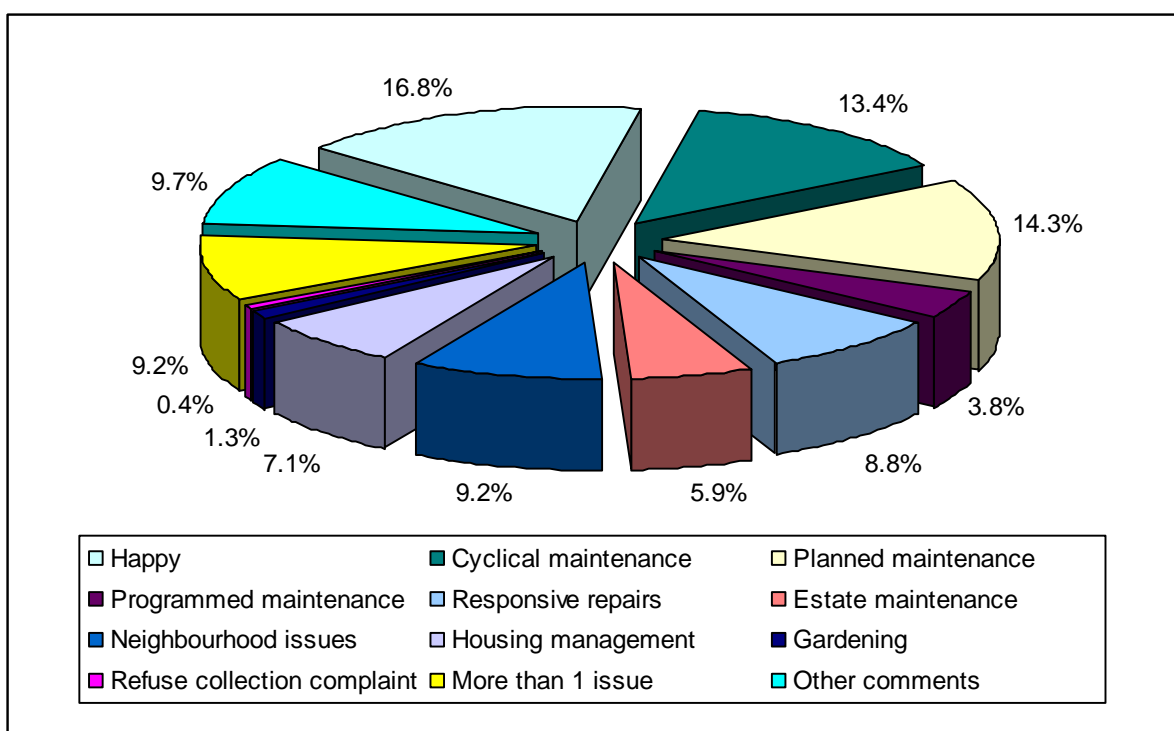


Figure 25: Overall distribution of comments for Wave III.

Figure 26 shows the number of comments for each category for the five HFG areas. It can be seen that in all 5 areas, respondents commented they were satisfied or happy with Derby Homes, particularly in the North East. The largest number of respondents who made a comment about cyclical maintenance are from the North East. In the South East (1) the largest number of comments made by respondents is around planned maintenance. In the South East (2) the largest number of comments from respondents was around responsive repairs, cyclical maintenance, more than one issue or not able to be categorised.

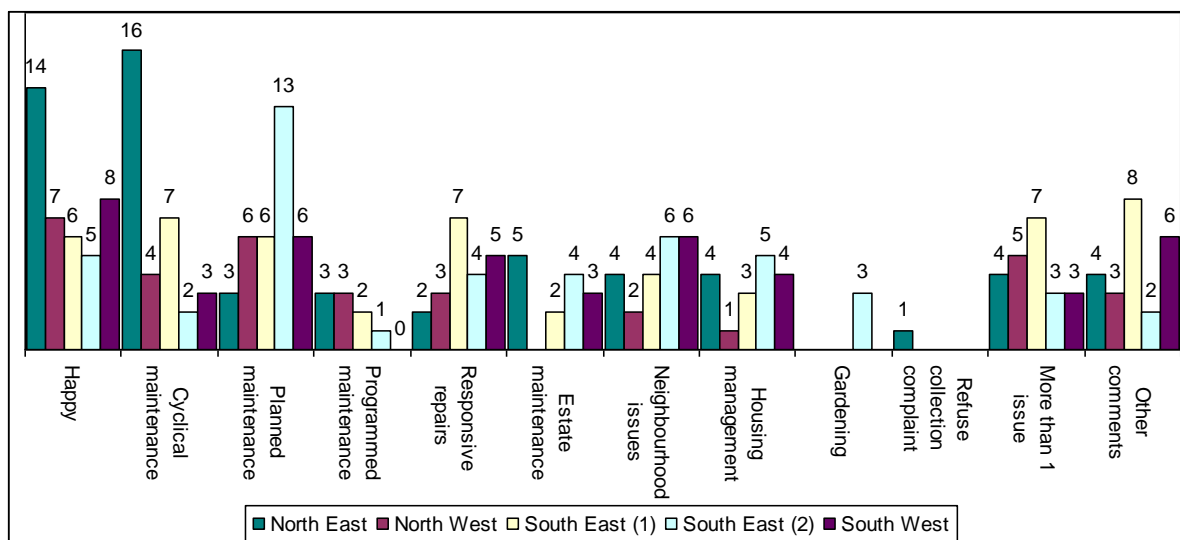


Figure 26: Comment categories.

Demographics

Question 20: Age – Mini Status Wave III 2010/11

Figure 27 shows the age of respondents to Wave III. 20.7% of respondents are age 65-74 with 20.7% 55-64. 16.2% of respondents are age 75-84. 9.6% of respondents are under 34, with 25% age 35-54. 7.9% of respondents are over the age of 85.

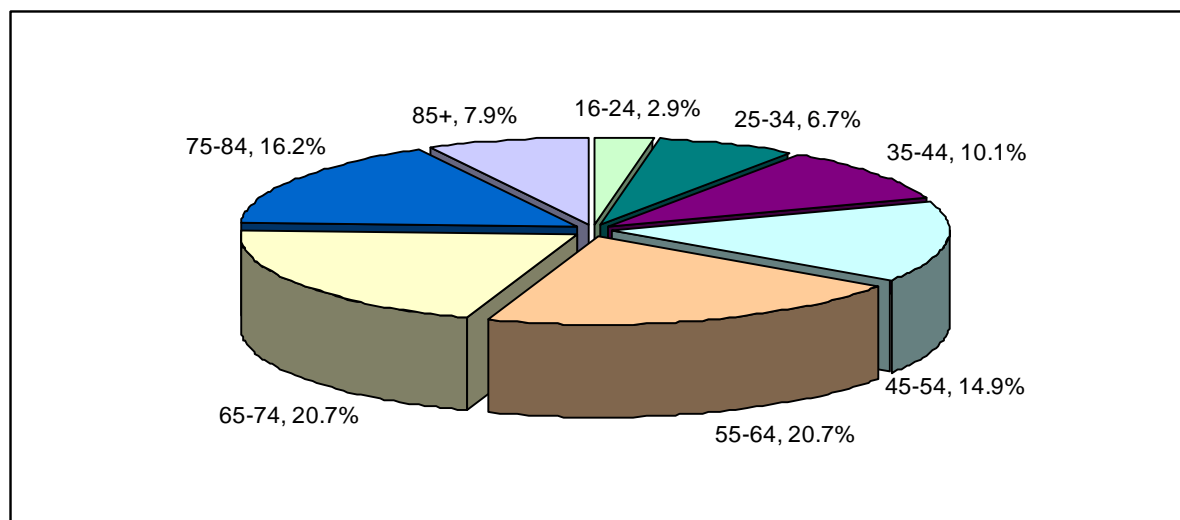


Figure 27: Age overall (Base 585).

Figure 28 shows the age of respondents for each of the 5 HFG areas. 63% of respondents in the North East are over 65, when compared to 35% in the South East (2) and 20% of respondents in the North West. The largest proportion of respondents age 55-64 is in the North West (44%), with largest proportion of younger respondents (32% under 44) in the South East (1).

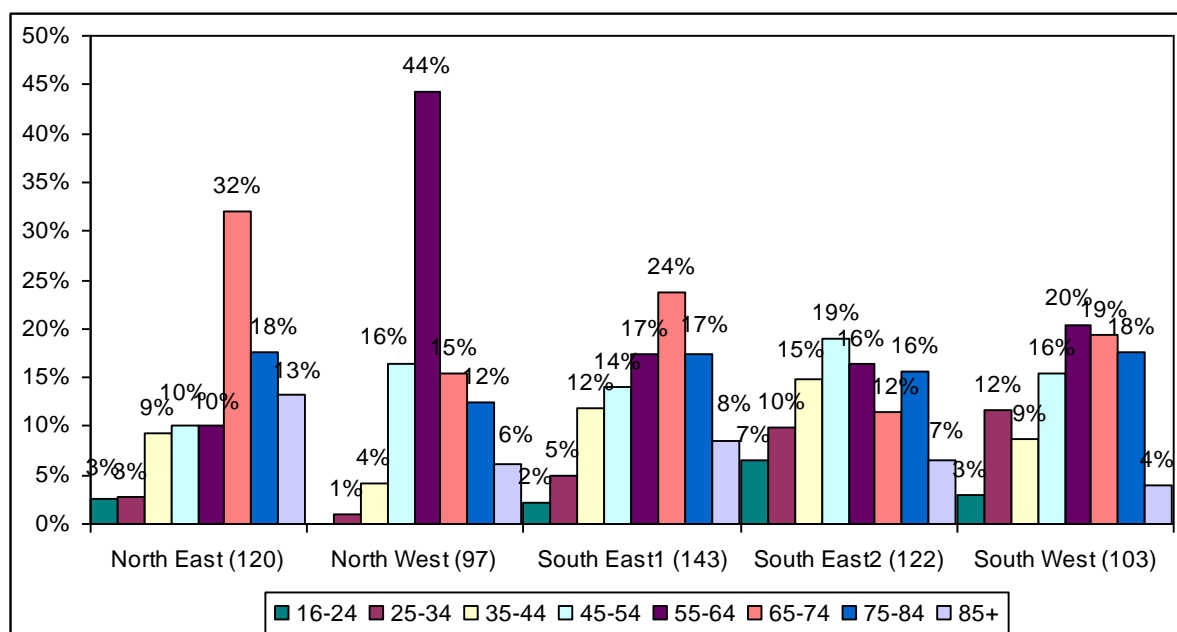


Figure 287: Age distribution.

Question 21: Gender – Mini Status Wave III 2010/11

Figure 29 shows the overall gender of respondents to Wave III. 40.4% are male with 59.6% female.

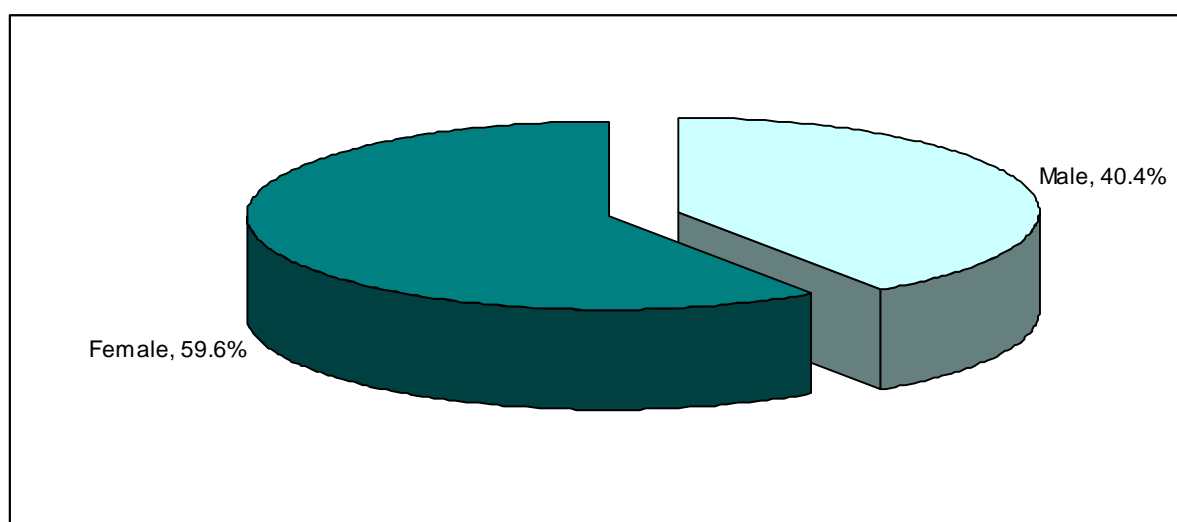


Figure 29: Overall gender distribution. (685)

Figure 30 shows that in all 5 HFG areas, more female respondents complete the survey than male.

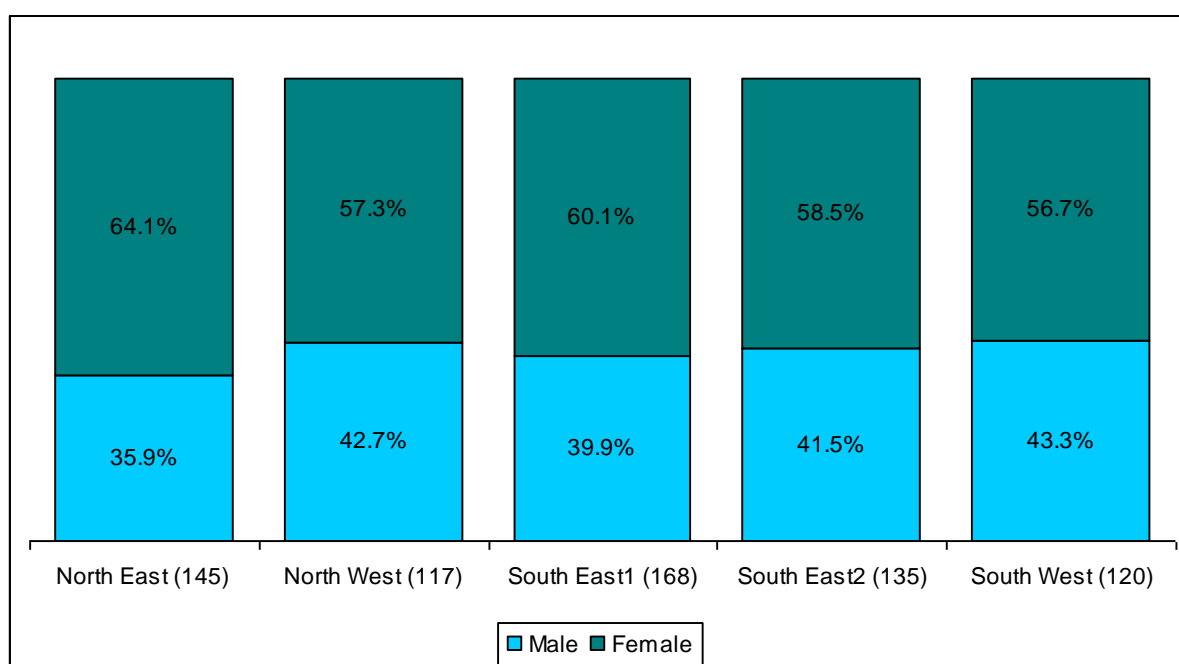


Figure 30: Gender distribution.

Question 22: Ethnicity – Mini Status Wave III 2010/11

Figure 31 shows the ethnicity of respondents to Wave III. The largest proportion of respondents are from a White British background (87.9%). 3.1% are from a White Irish background with 2.4% from another white background and 2.2% from a Black or Black British – Caribbean background.

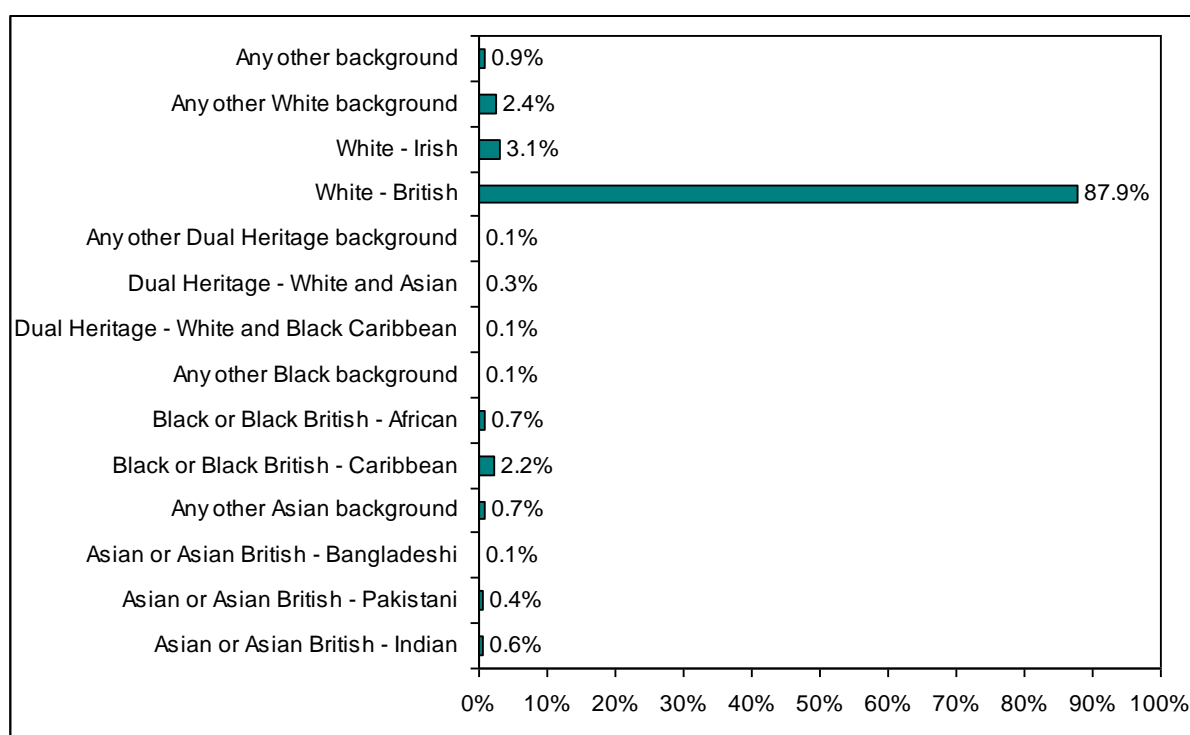


Figure 31: Ethnic background. (Base 671)

Question 23: Disability – Mini Status Wave III 2010/11

Overall 44.4% of all respondents to Wave III stated they have a disability. The smallest proportion of disabled tenants has been reported in South East 2 (39.2%).

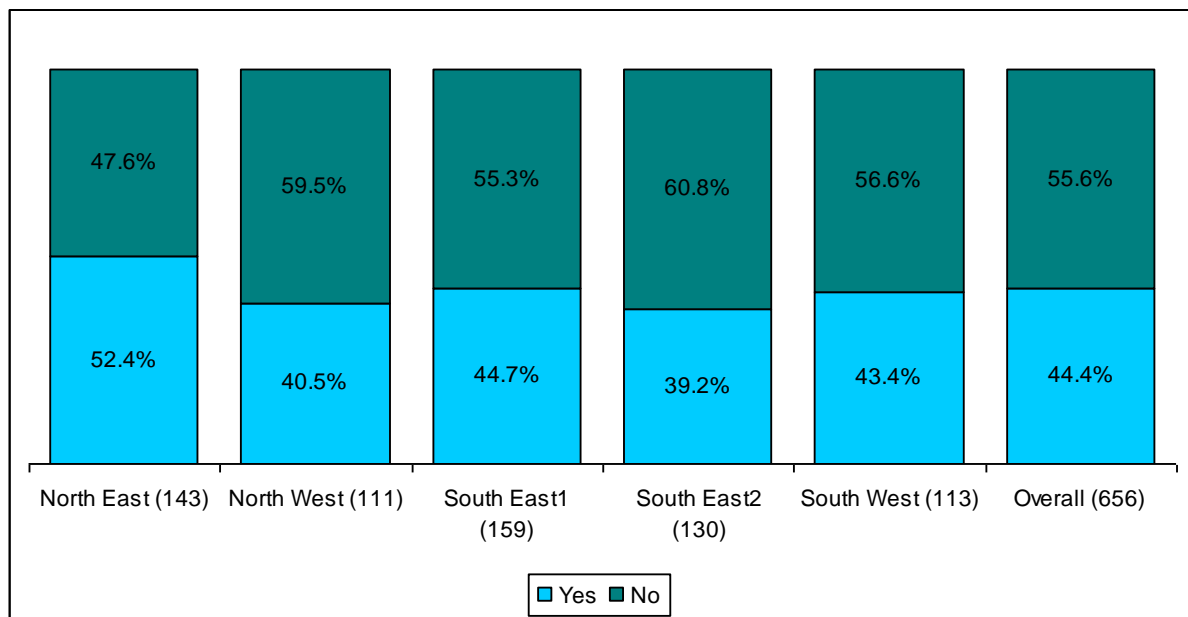


Figure 32: Disability.