

CITY BOARD
28 FEBRUARY 2013

ITEM B5

COMPLAINTS AND SATISFACTION QUARTER 3

Report of the Director and Company Secretary

1. SUMMARY

This report provides detailed analysis of complaints received between 1 October and 31 December 2012.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1 Complaints and Satisfaction Report and Appendix 2 Mini Status Citywide Report.

3. MATTER FOR CONSIDERATION

- 3.1 Full details of all complaints received are shown on pages 3 to 7 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter the majority (49%) of complaints were in relation to the Repairs Team.
- 3.2 During Quarter 3 a total of 71 complaints were handled, of these 94% were acknowledged within the target time of 2 working days. 100% received a response within the target 10 working days. There was 1 stage 2 complaint.
- 3.3 There were 57 cases closed during Q3, 61% of these were closed fully within 10 days, 30% between 11-20 days and 9% over 20 days.
- 3.4 Total complaints figure for the year: 233 Complaints – 224 Stage 1, 9 Stage 2.
- 3.5 Details of complainants by Age and Ethnicity can be found on page 5 of Appendix 1.
- 3.6 Out of the 57 complaint cases closed during Quarter 3, 25 (44%) were upheld, 21 (37%) were not and 11 (19%) were partially upheld.
- 3.7 Total figure for the year: 35% upheld, 52% not upheld and 13% partially upheld.
- 3.8 There were a total of 51 Councillor enquiries and 10 MP enquires received during Quarter 3. 92% of enquires were responded to within timescales. A breakdown of enquiry reasons and ward detail have been included in the report. Details can be found on page 7, Appendix 1.
- 3.9 There were 22 compliments recorded during Quarter 3. Details can be found on page 9 of Appendix 1. The majority of these were nine (41%) Repairs Team.
- 3.10 Page 11, Appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 3.

3.11 During 2012 a mini status survey was carried out. The North East and North West areas had surveys sent to all households, it was then decided due to cost and return rates that we would go back to the original 850 tenants per area, therefore this has happened in the South East and South West areas. See Appendix 2.

3.12 Key Findings

- 83.4% of the respondents are satisfied with the services provided by Derby Homes. If the people who answered neither satisfied or dissatisfied were included in this the satisfaction figure is 91.3%.
- 83.1% of respondents are satisfied with the overall quality of their home. Respondents in the North East area are the least satisfied tenants (79%).
- Overall 78.3% of the respondents are satisfied with the neighbourhood as a place to live. Respondents in the South East (2) are the least satisfied. (74%).
- Overall the top three areas of importance to respondents in Wave IV are: repairs and maintenance (64.5%); overall quality of home (45.6%) and value for money of rent (43.4%).
- 80% of respondents are satisfied with the way Derby Homes deals with repairs and maintenance. The least satisfied respondents are in the North East (78%).
- When asked about aspects of their repair in the last 12 months, 81.9% of respondents said they received an appointment time, with 48.4% who received a text message. 80.5% said their appointment time was kept with 69.2% who said their repair was completed first time.
- 81% of respondents who have contacted the Enquiry Centre are satisfied with how the enquiry centre dealt with their calls.
- 78% of respondents feel Derby Homes is good at keeping them informed about things that affect them as tenants.
- 61.8% of respondents are satisfied that Derby Homes take their views into account.
- 50.2% of respondents are satisfied with the opportunities for participation in management decision making.
- 64.5% of respondents are satisfied with the cleanliness of their estate, with respondents in the South East least satisfied (60%).

3.13 Information on satisfaction levels and all comments received from the surveys are fed back to Service Managers to ensure action is taken to address any areas of underperformance. The Performance Team support and work with Managers to ensure appropriate action is taken.

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

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
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:

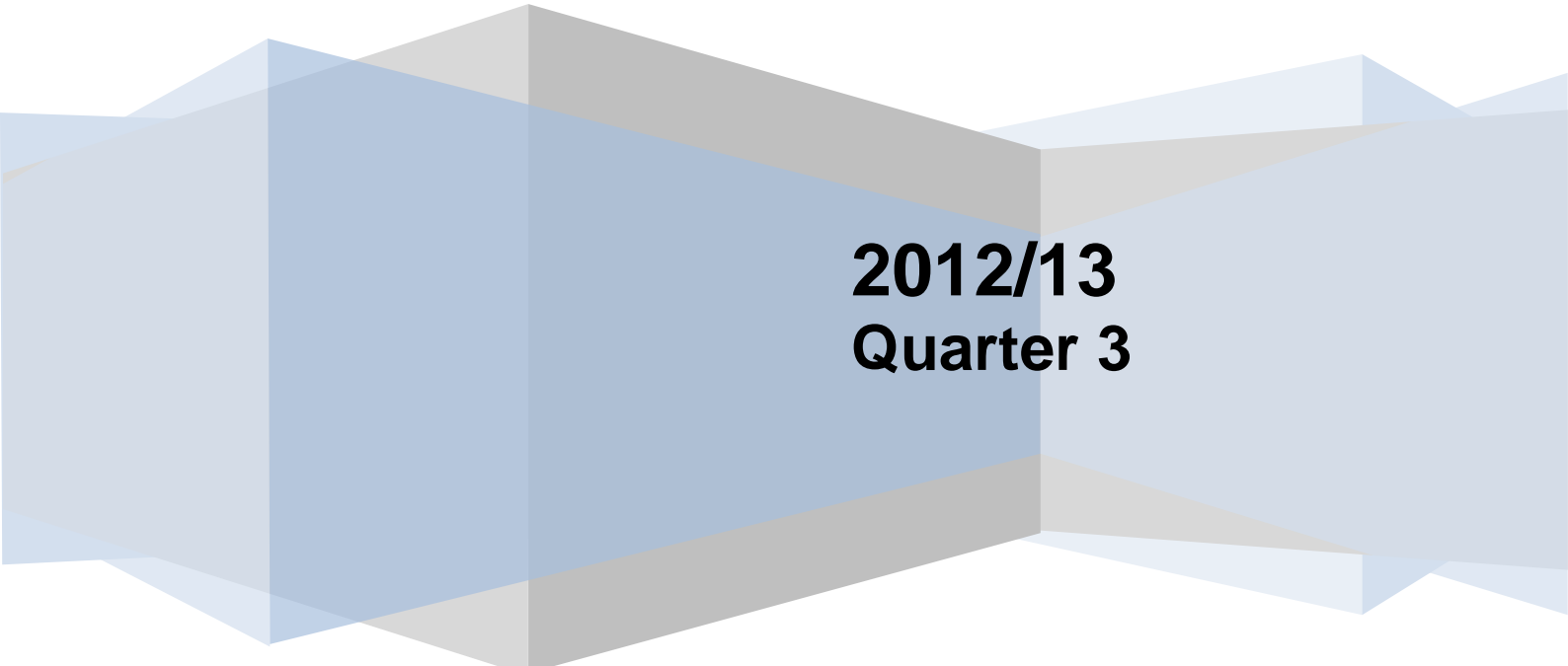
Author: Margaret Wardle /Performance Officer/Customer Feedback / 01332 888395 / Email
@derbyhomes.org

Background Information: None.

Supporting Information: None.

Derby Homes

**COMPLAINTS AND
SATISFACTION
REPORT 2012/13
Appendix 1**



**2012/13
Quarter 3**

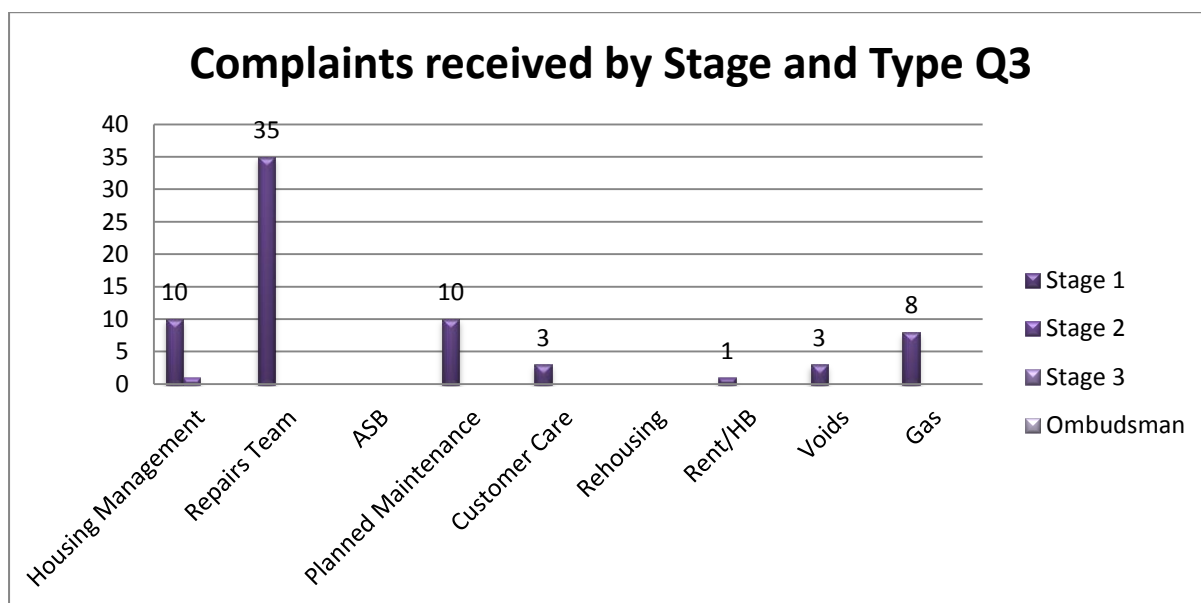
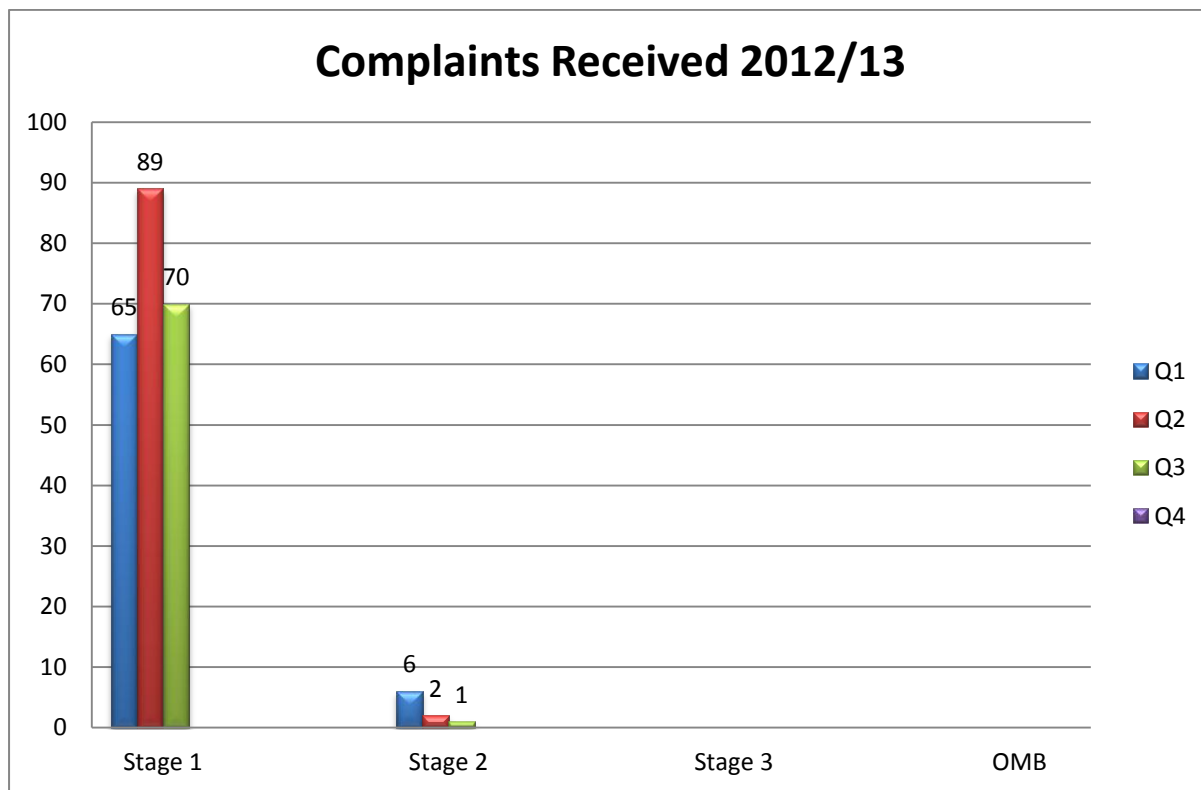
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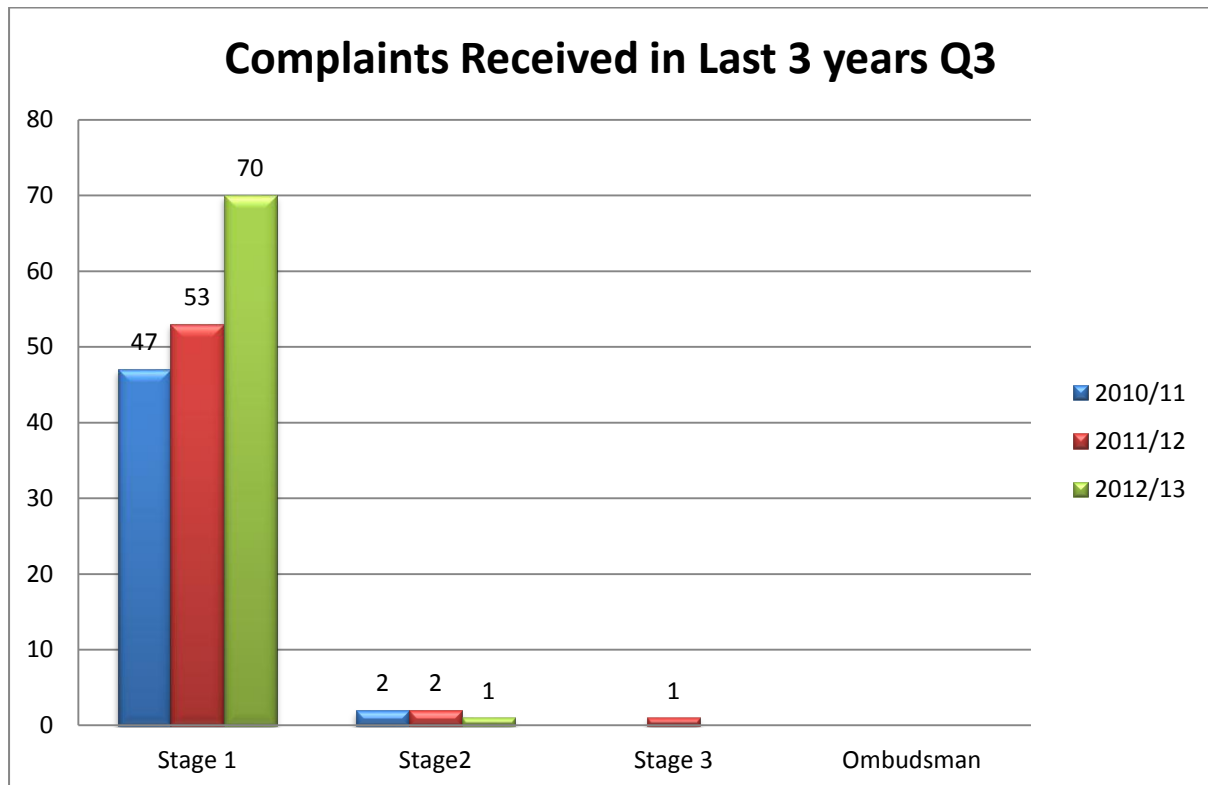
COMPLAINTS

During Q3 2012/13 there have been a total of 71 complaints, 70 stage 1 and 1 stage 2 recorded.

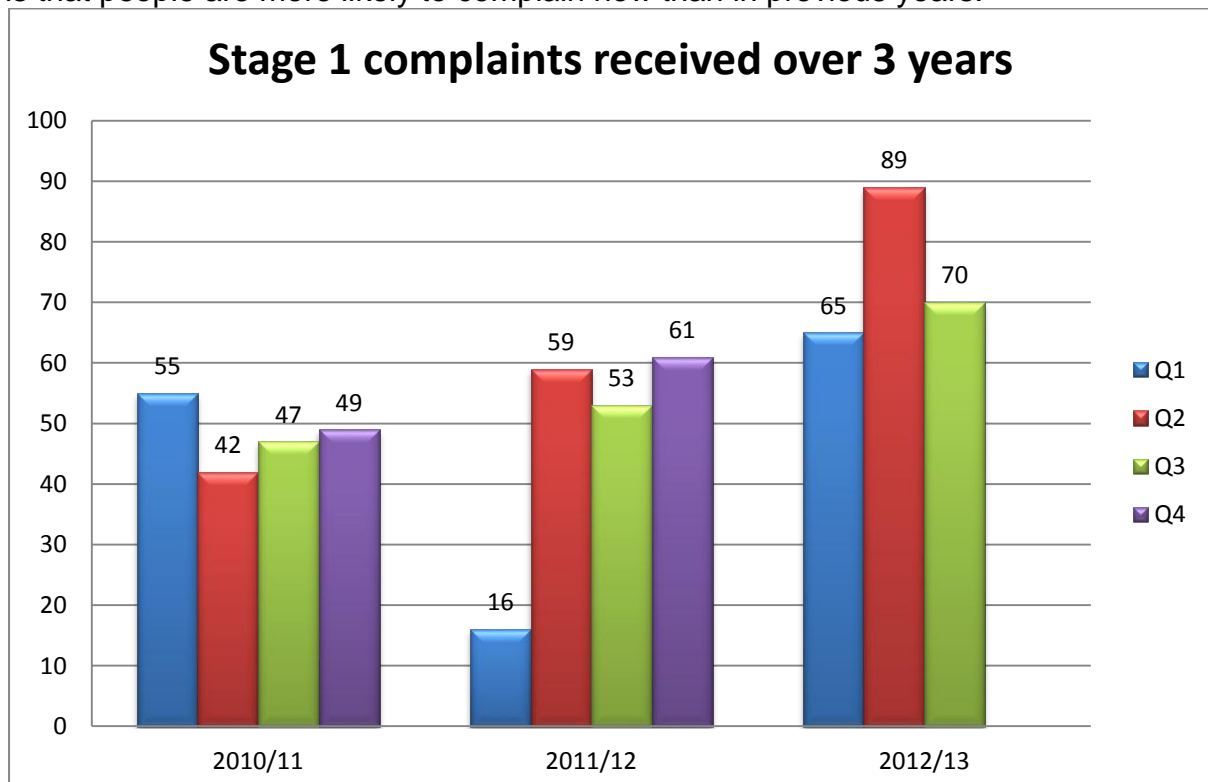
Q1: 71 Q2: 91 Q3: 71 Q4: Yearly total 233



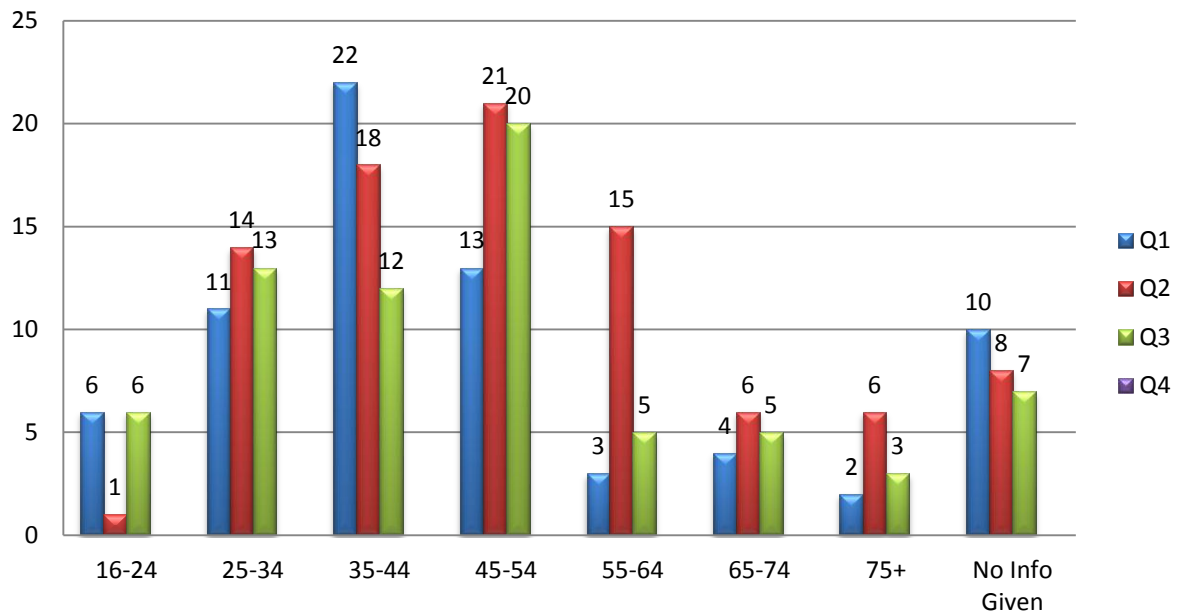
The number of complaints received during Q3 has dropped back in line to what is generally expected.



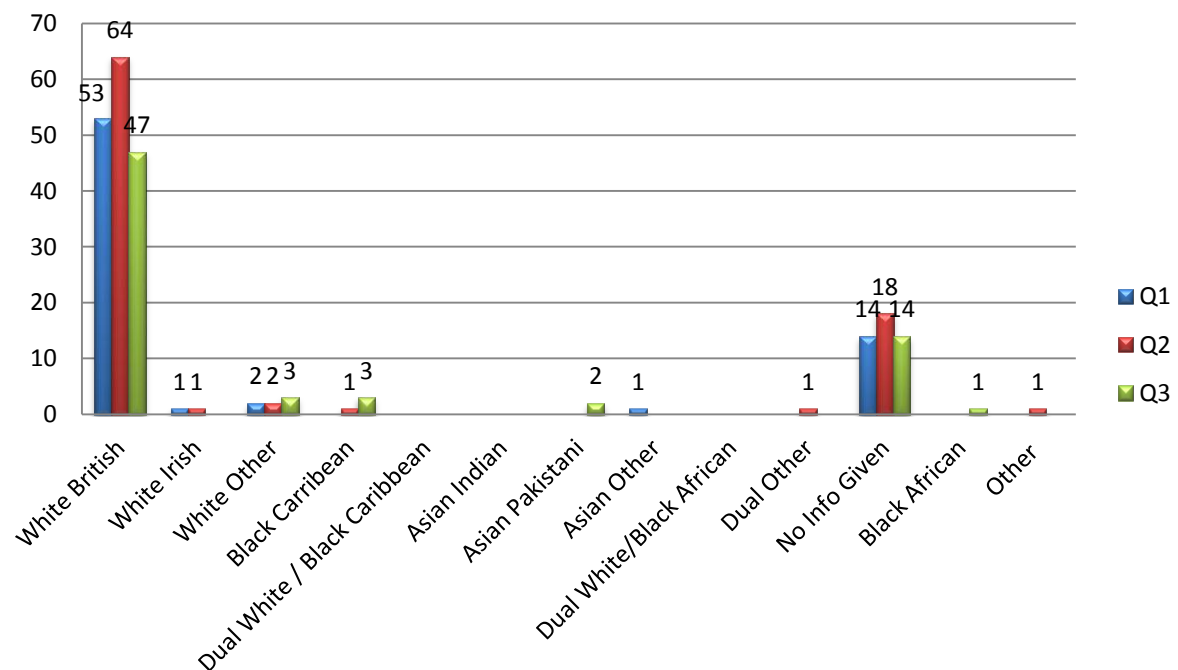
The number of stage 1 complaints is increasing year on year but this does not necessarily mean that we are performing worse than in previous years. The feeling is that people are more likely to complain now than in previous years.



Complaints by Age 2012/13



Complaints by Ethnicity 2012/13



Breakdown of Complaint Reasons

Housing Management

Wants refund
Parking
Garden issues
Not happy with staff
Can't have kitchen due to rent arrears
Wants compensation
Non tenant – removal of hedges
Wants rehousing x 2
Recharge amounts

Day to Day Repairs

Bath not fitted well and recharged
New lock faulty
Delays to work x 10
Wants replacement shower cubicle
Missed appointment x 5
Scaffolding x 2
Ongoing issues x 3
Compensation x 5
Quality of work x 3
Mess left
Communal repairs
Workman's attitude
Wrong trade sent

Customer Care

Wanted weekend repair
General issues
Home Dec scheme

Planned Maintenance

Way doors fitted x 2
CESP works x 2
Process for new heating
Scaffolding x 2
Nails left in road
Wants new door
Wants new kitchen

Voids

Wrong bushes cut
Garden untidy and broken windows
Unfinished work

Gas

Lack of carbon monoxide detector
6 visits, problem not solved

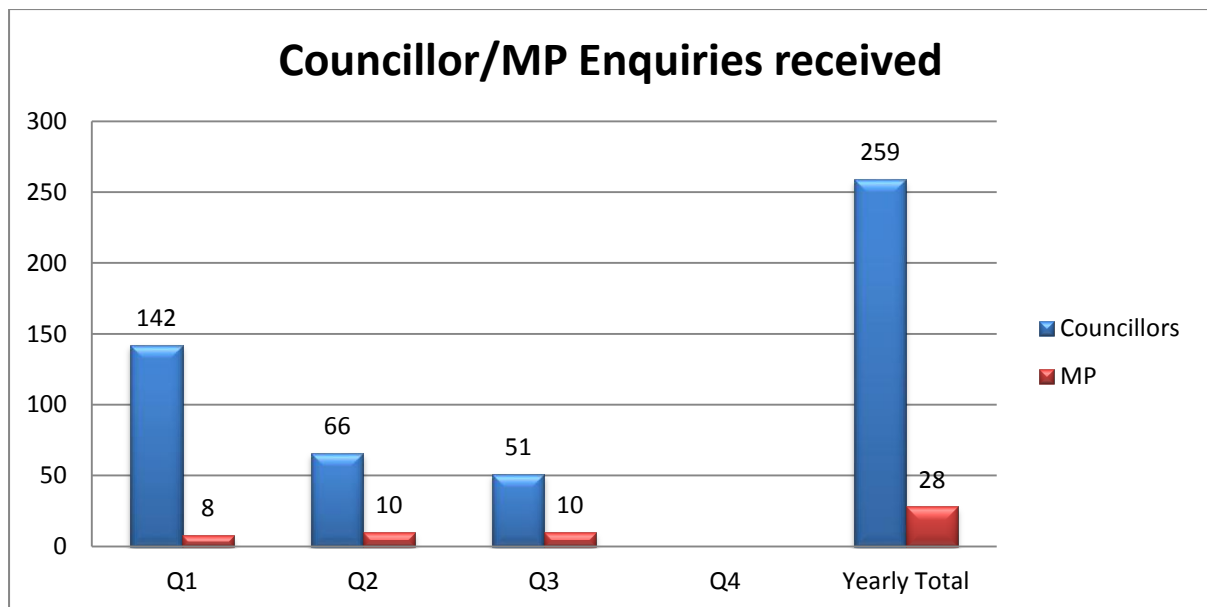
Cooker connection
Boiler issues
Missed appointments x 2
Quality of work x 2

Rent/HB

Rent account issues

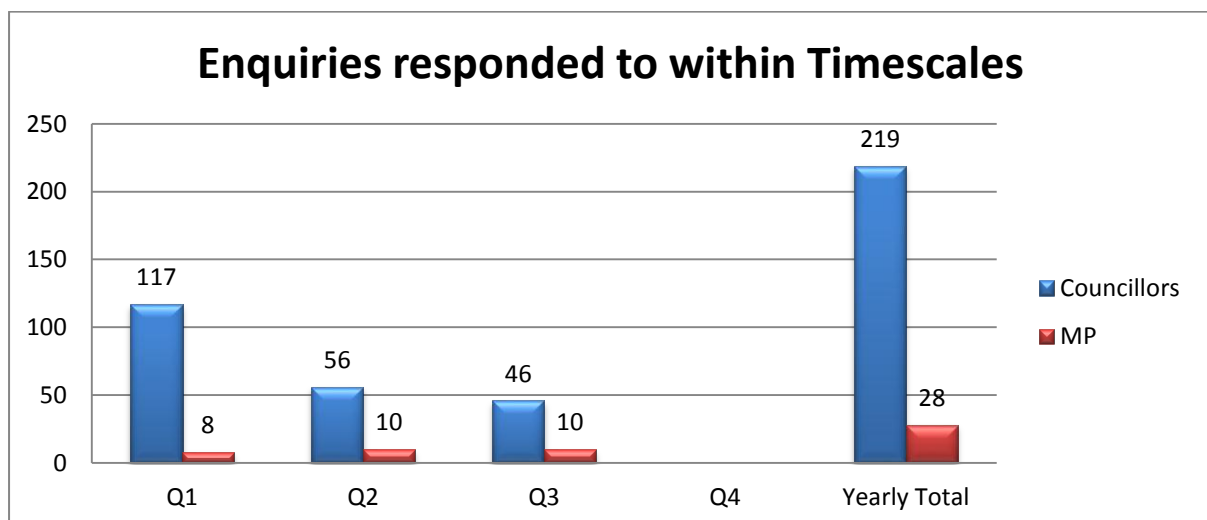
COUNCILLOR/MP ENQUIRIES

During Q3 2012/13 there were 51 Councillor and 10 MP enquiries received.

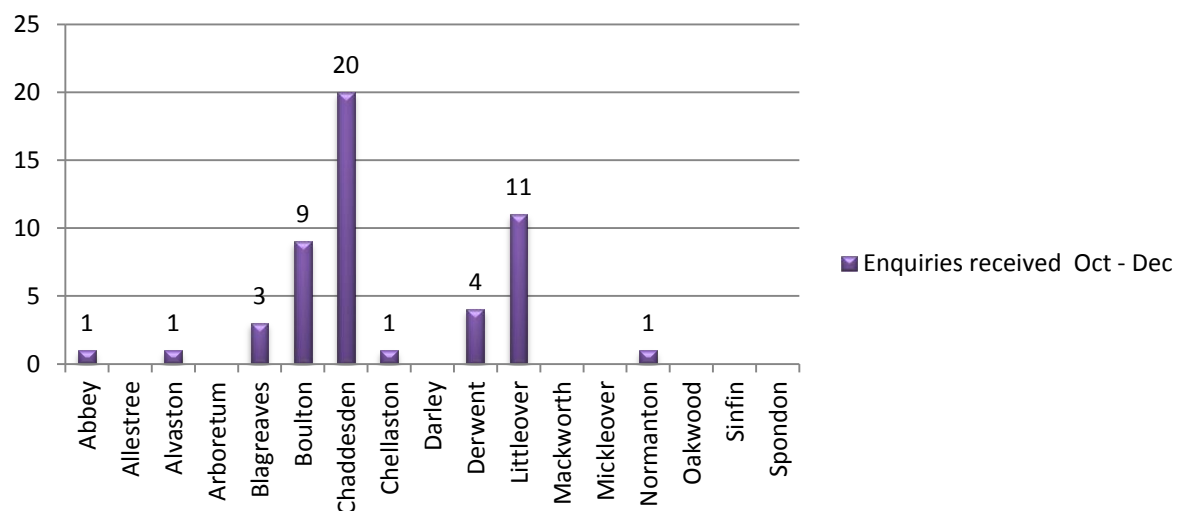


Out of these 92% were responded to within current timescales of:

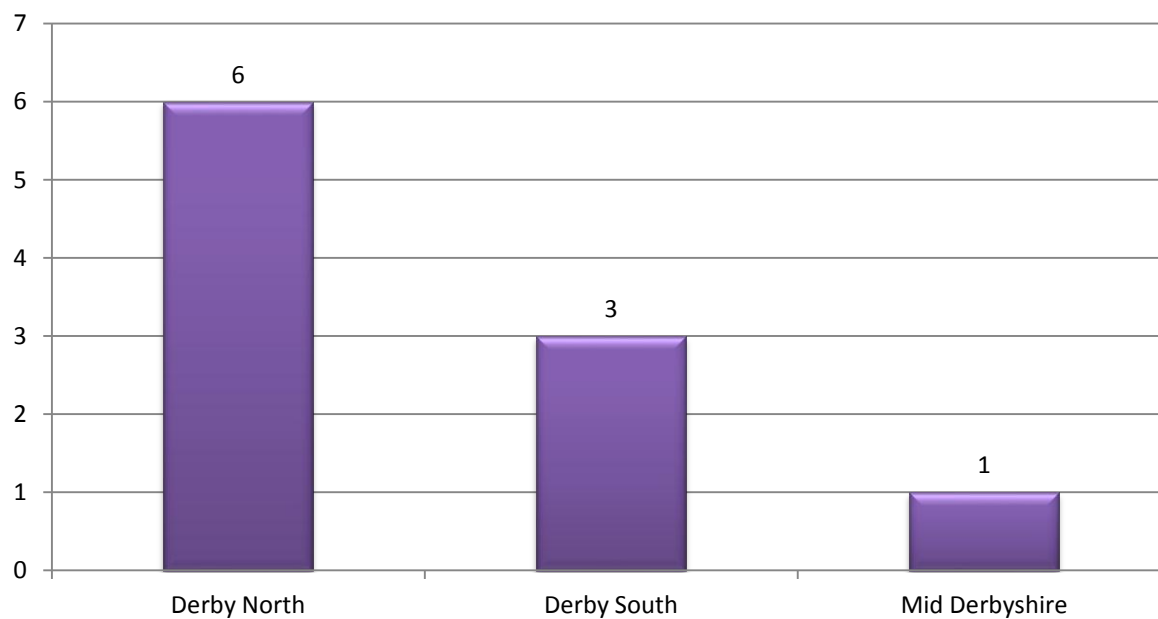
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by Ward Q3



Enquiries received by Parliamentary Boundaries Q3



Breakdown of Enquiry Reasons

Councillor Enquiries

Low water pressure
Outstanding repairs x 10
Fencing
Wants a ramp x 2
Grounds maintenance charge
Wants rehousing x 5
Possible subletting of property x 2
Tenant living at another address
Recycling facilities
Downsize payment x 2
Property issues x 5
Wants to keep hedge/trees x 2
Repairs team
Wants new door
Wants new fire
Compensation
Scaffolding
Parked coaches/cars x 3
Joint tenancy
Wants hedge cut x 3
Neighbours dogs
Bedroom tax
General query
City Board Enquiry
Court case update

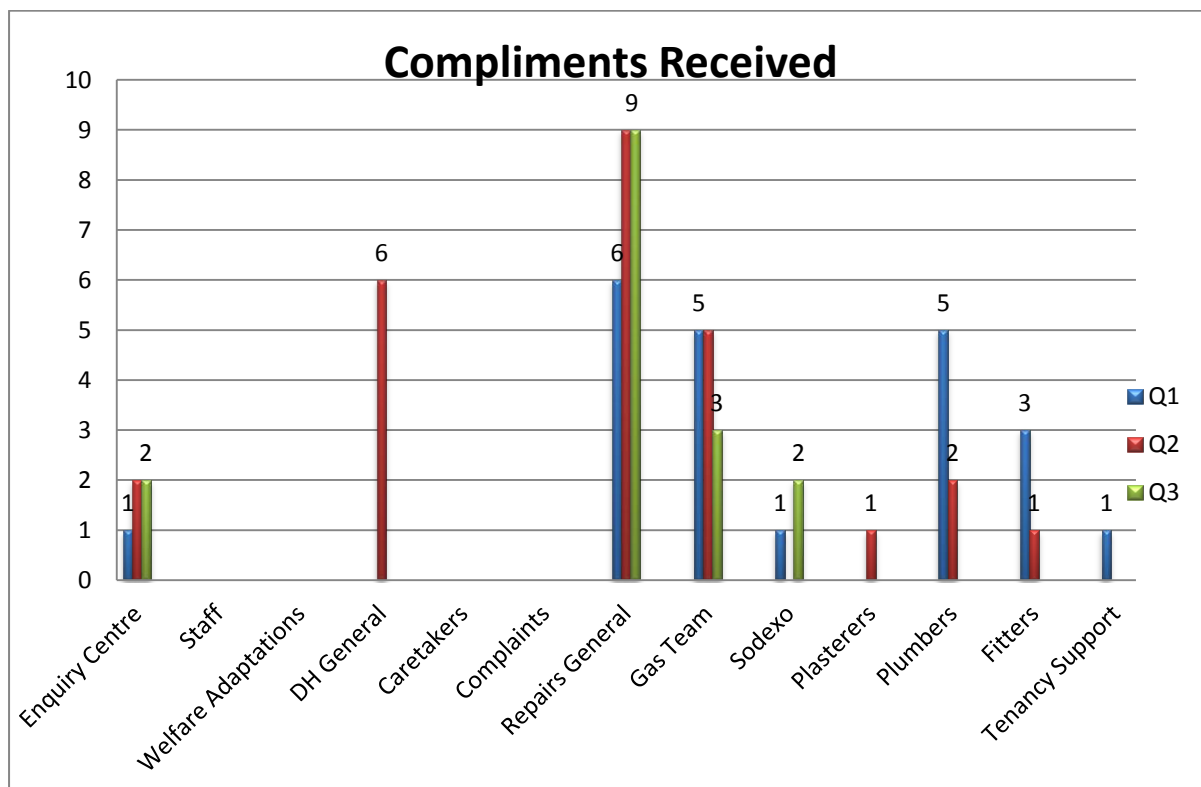
MP Enquiries

ASB issues
Area issues
Assigning a property
Bidding process
Visitors to property x 2
Delays in finding property
Ball games sign required
Scaffolding

COMPLIMENTS

During Q3 there were 22 compliments received via letter, email, surveys or at Housing Focus groups and have covered many areas. The areas receiving compliments are shown on the graph below.

Q1: 28 Q2: 22 Q3: 22 Q4: Yearly Total: 72



Sample of compliments received

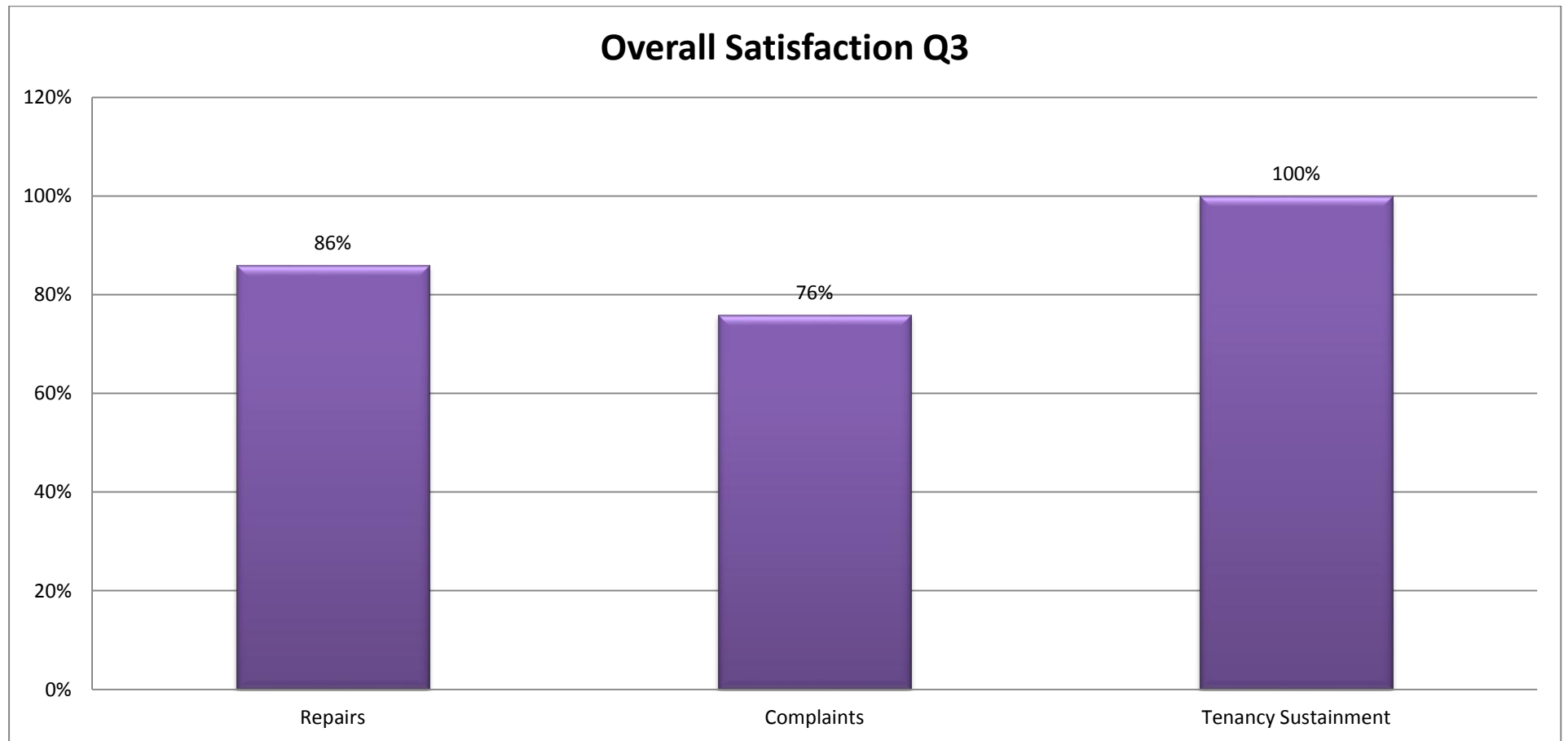
Many thanks for your response to my e-mail regarding the recent fault in the combi-boiler at my flat. I am pleased to say that the engineer that attended on Monday sorted out the cause of the problem very efficiently and carried out the necessary repairs, and gave good advice to my wife and myself should any similar problems arise in the future".

Gill Whewell stated Sodexo had done an excellent job in clearing up leaves in her area.

Big thank you to the Repairs Team who replaced WC pan, fitted it and cleaned up after themselves. The workmen have done a wonderful job, all within 2 hours of reporting the job.

Mrs Green called to say that the workman had just been round for job numbers 11336830 and 11336831 and that he was very polite and nice and everything. Mrs Green liked that the workman put plastic covers over his shoes to protect the tenant's carpets. Mrs Green says he was very friendly and did a good job.

Overall Satisfaction across the business for 2012/13 Quarter 3



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Derby City Council



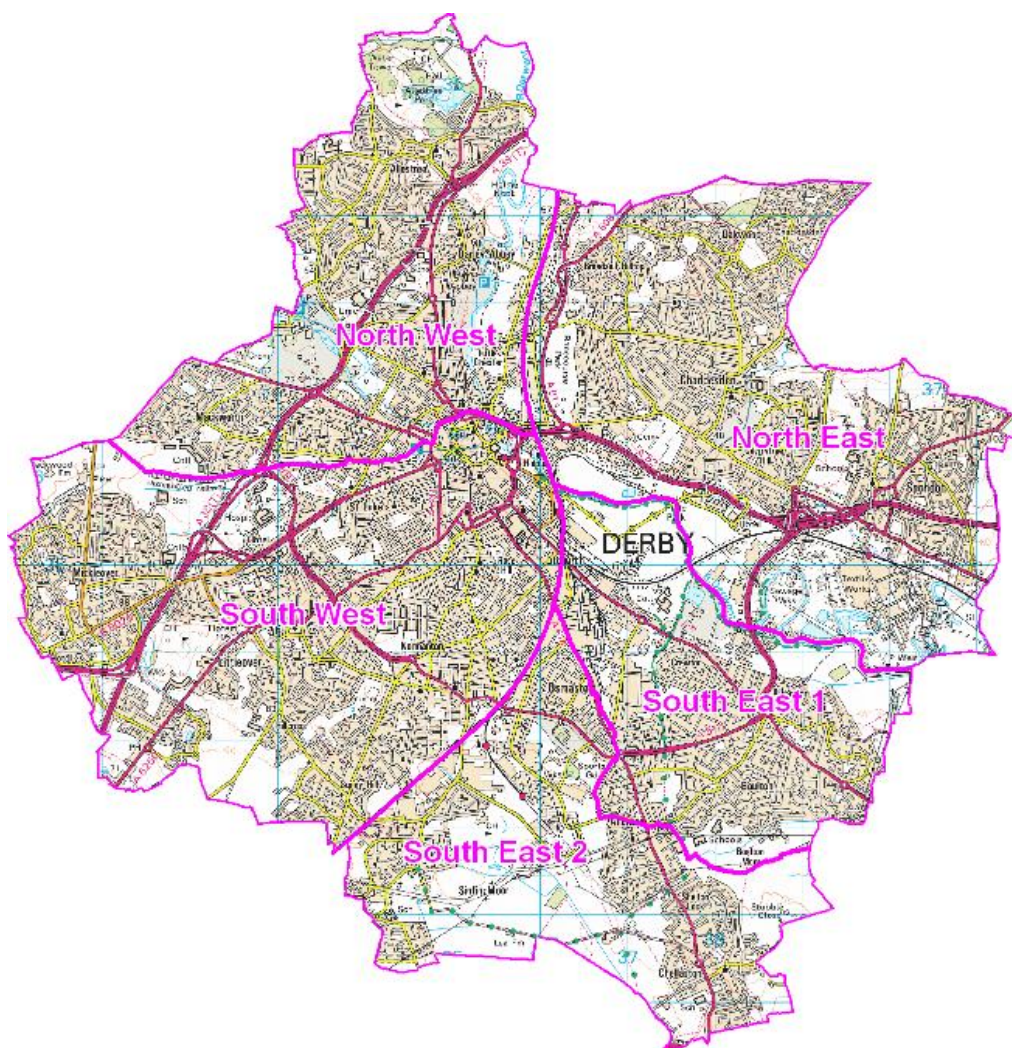
Derby Homes Mini Status Survey

City Wide Report

December 2012

Introduction

The aim of the Mini Status survey is to gain an understanding of tenants satisfaction with services provided by Derby Homes. Previously tenant satisfaction was monitored through the STATUS survey, which was abolished by Grant Shapps in 2009. A decision was made to continue monitoring satisfaction as the results provide a valuable insight into the tenant views. The first Mini Status survey was conducted in 2009 to monitor the satisfaction levels of tenants in 5 different areas, over a 5 month period. Not all tenants were surveyed at the same time. Derby Homes split the city into these 5 Housing Focus Groups (HFG; see map below) to which the questionnaires were sent separately over the 5 month period. Results were then collated into a city wide report which provided an overall satisfaction level for tenants.



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The process of undertaking the mini status surveys is currently in discussion to decide if this should be done in one mail out to all areas at the same time of the year, this would allow more comparability.

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.
- To understand the issues which are affecting tenants on a more local basis.
- Analyse the data to identify areas where improvements need to be made to increase the level of satisfaction.

Methodology

The Mini Status survey is carried out by a 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.

This is the fourth year the Mini Status has been carried out, however in 2012 the surveys were carried out slightly different, all tenants in the NE and NW were contacted to see if a better response was received, the result was inconclusive and the final 3 waves were carried out with a sample of tenants from SW, SE1 and SE2.

This report provides the combined key findings for the whole city i.e., all five HFG areas, and summarises surveys conducted in the period between February 2012 and September 2012. The table below shows the number of questionnaires that were sent out, along with the achieved response rate, this is summarised in table below.

	North East	North West	South East (1)	South East (2)	South West	Overall Wave IV
No of questionnaires sent	3730	2221	850	850	850	4,250
No of responses	746	516	200	183	196	1841
Response rate	20%	23%	24%	22%	23%	43.31%
Confidence level +/-	3.2%	3.8%	6.1%	6.4%	6.1%	1.7%

Table 1. Response rates by area in 2012

Summary of the Key Findings - Mini Status 2012

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. (fairly or very satisfied or fairly or very dissatisfied respectively)

- 83.4% of the respondents are satisfied with the services provided by Derby Homes.
- 83.1% of respondents are satisfied with the overall quality of their home. Respondents in the North East area are the least satisfied tenants (79%).
- Overall 78.3% of the respondents are satisfied with the neighbourhood as a place to live. Respondents in the South East (2) are the least satisfied. (74%)
- Overall the top three areas of importance to respondents in Wave IV are: repairs and maintenance (64.5%); overall quality of home (45.6%) and value for money of rent (43.4%).
- 80% of respondents are satisfied with the way Derby Homes deals with repairs and maintenance. The least satisfied respondents are in the North East (78%).
- When asked about aspects of their repair in the last 12 months, 81.9% of respondents said they received an appointment time, with 48.4% who received a text message. 80.5% said their appointment time was kept with 69.2% who said their repair was completed first time.
- 81% of respondents who have contacted the enquiry centre are satisfied with how the enquiry centre dealt with their calls.
- 78% of respondents feel Derby Homes are good at keeping them informed about things that affect them as tenants.
- Overall tenants are satisfied with their safety checks, 93.8% satisfied with their Gas appliance check and 91% satisfied with the alarm system check.
- 88.6% of respondents are satisfied with the installation of their smoke alarm, with 86.7% who are satisfied with the installation of their electrical system check.
- When looking at cleaning and maintenance, 64.8% of respondents are satisfied with the Grounds Maintenance carried out, 59.4% are satisfied with the Communal Cleaning and 59.6% are satisfied with Garden Maintenance.
- 61.8% of respondents are satisfied that Derby Homes take their views into account.
- 50.2% of respondents are satisfied with the opportunities for participation in management decision making.
- 41.4% of respondents who have made a complaint are satisfied with how their complaint was dealt with.
- 64.5% of respondents are satisfied with the cleanliness of their estate, with respondents in the South East least satisfied (60%)

Main findings

The following provides further insight into the analysis of the combined data from all five HFG areas.

Overall Satisfaction with Derby Homes services – Comparison with STATUS and Mini Status

Figure 1 shows the difference in tenants' satisfaction between the STATUS survey in 2008 and the five 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. Although there has been a decrease in satisfaction to 83.4%, this is not a significant drop. Dissatisfaction has also seen a decrease from 12.4% in 2008 to 8.6% in 2012.

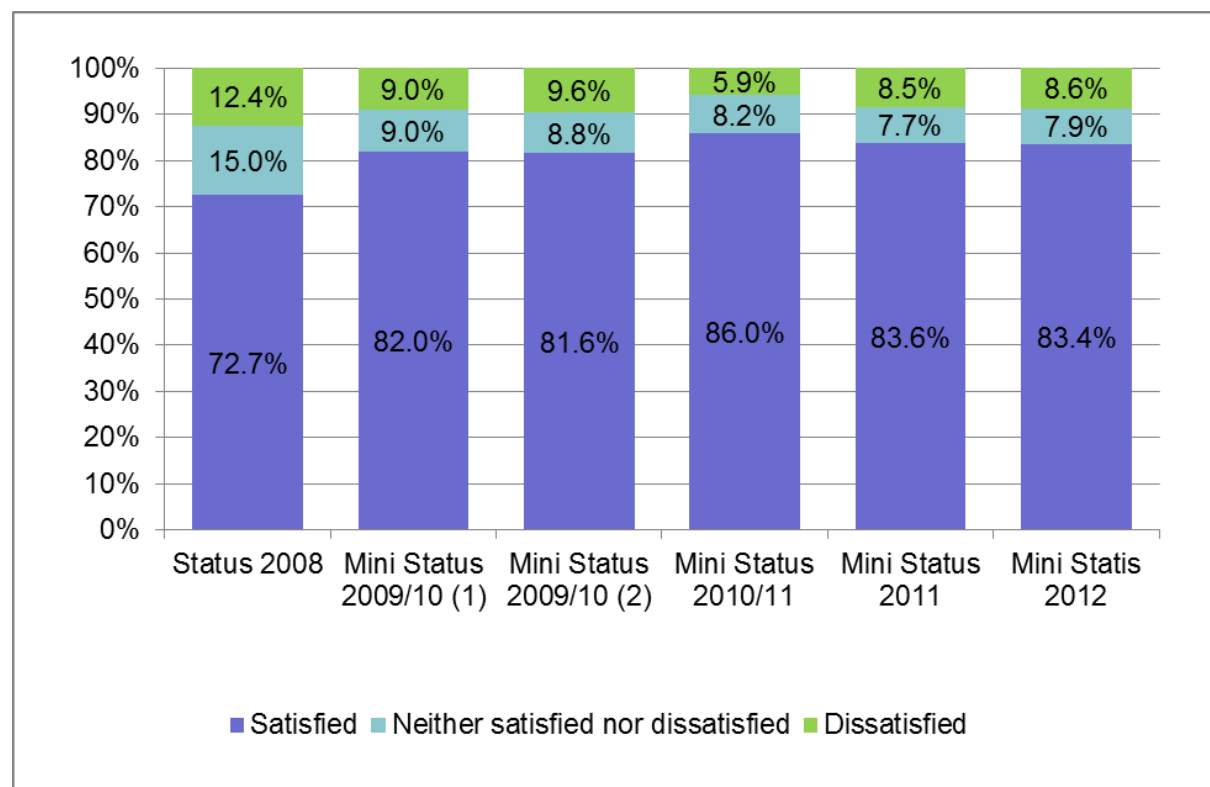


Figure 1: Comparison of overall satisfaction with STATUS (2008) and Mini Status (2009-2012)

Q1: Overall Satisfaction with Derby Homes services – Mini Status 2012

Figure 2 shows the overall satisfaction for the five areas of the Mini Status 2012. The overall satisfaction of respondents in 2012 is 83.4%. The lowest level of satisfaction is from respondents in the South East (1) (79%) and the highest in the North West (88%). The South East (1) has seen the most significant drop in satisfaction from 2011 when 86.5% of respondents in the South East (1) were satisfied.

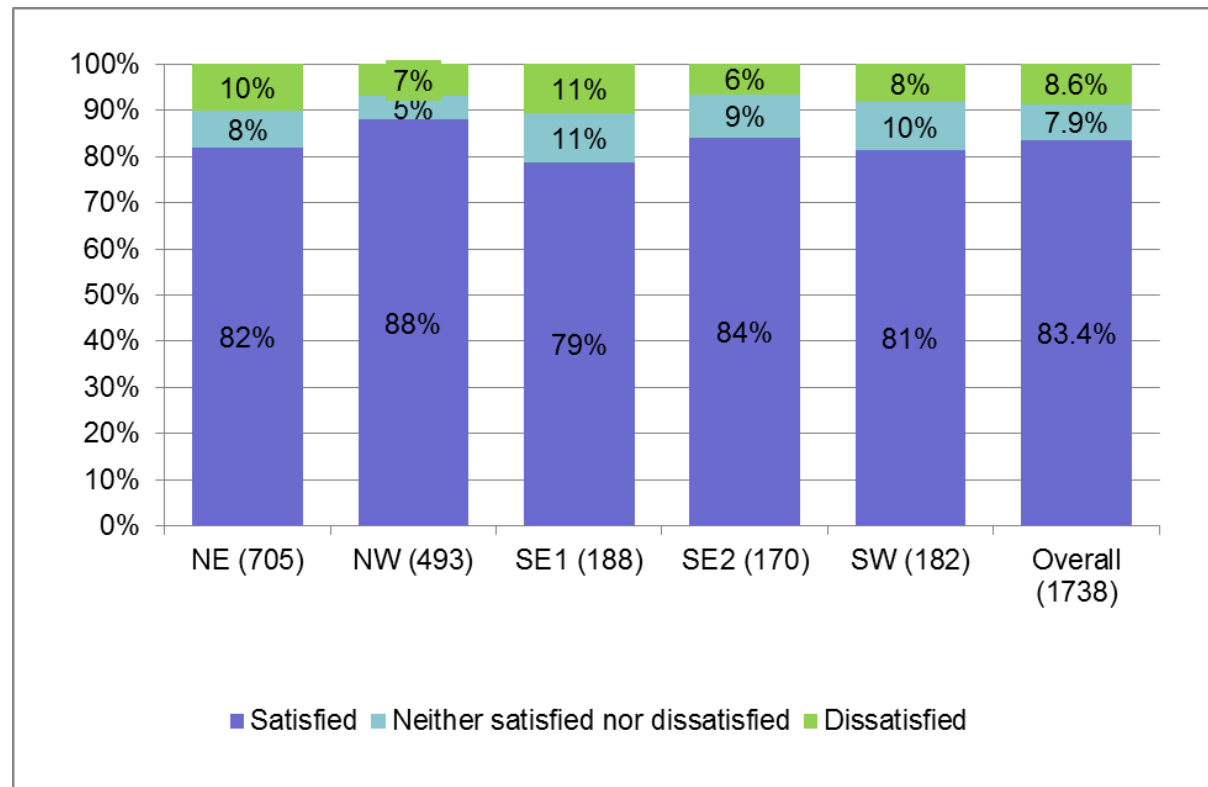


Figure 2: % respondents satisfied with Derby Home services by area 2012

Q2: Satisfaction with overall quality of home – Mini Status 2012

Figure 3 shows the satisfaction with overall quality of home. 83.1% of respondents are satisfied with the quality of their home, 7.3% are neither satisfied nor dissatisfied with 9.6% who are dissatisfied.

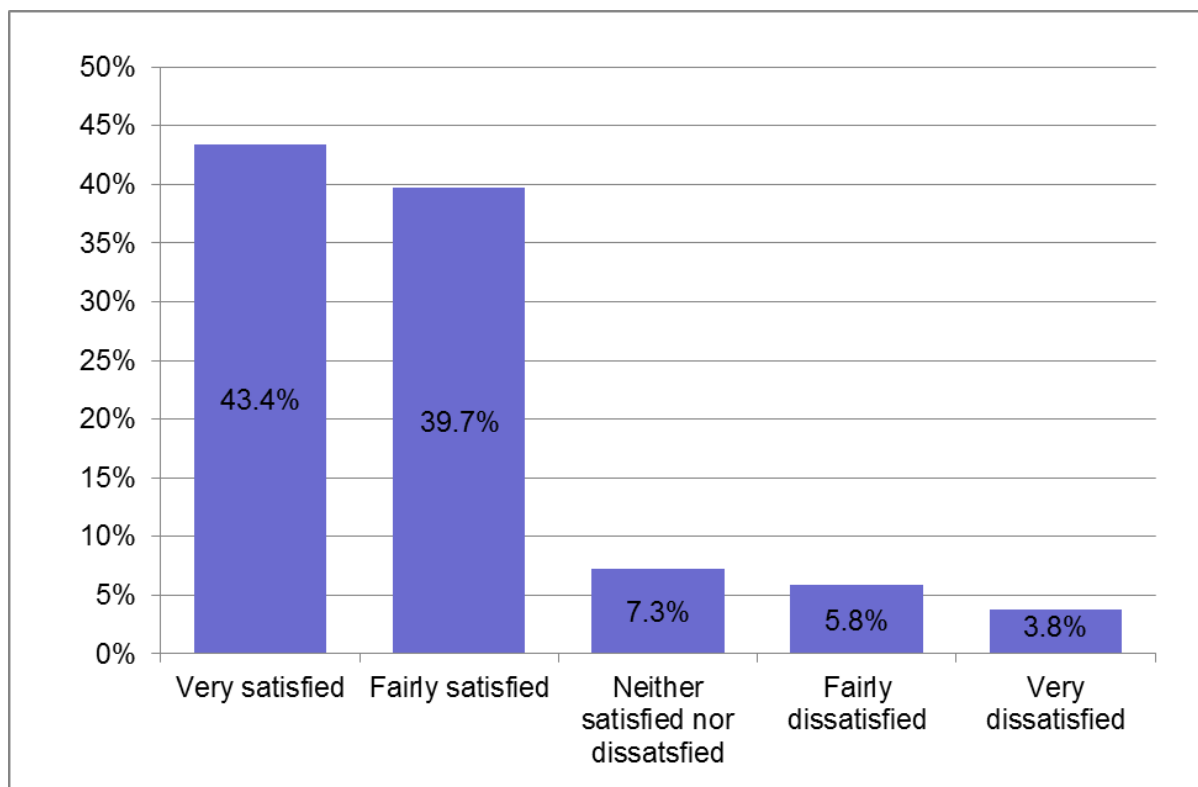


Figure 3: % respondents satisfied with the overall quality of living (Base 1731)

Table 2 shows satisfaction with overall quality of home by area. The lowest level of satisfaction with quality of home is from respondents in the North East (79%) and the highest in the North West (89%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	549	79%	426	89%	169	86%	146	84%	149	81%
Neither satisfied nor dissatisfied	53	8%	27	6%	12	6%	18	10%	16	9%
Dissatisfied	92	14%	30	6%	16	8%	10	6%	18	10%

Table 2. Satisfaction with overall quality of home by area

Q2: Satisfaction with general condition of property – Mini Status Wave 2012

Figure 4 shows the satisfaction with the general condition of property. Overall 80.7% of respondents are satisfied with the condition of their property, 8.2% are neither satisfied nor dissatisfied with 11.1% who are dissatisfied.

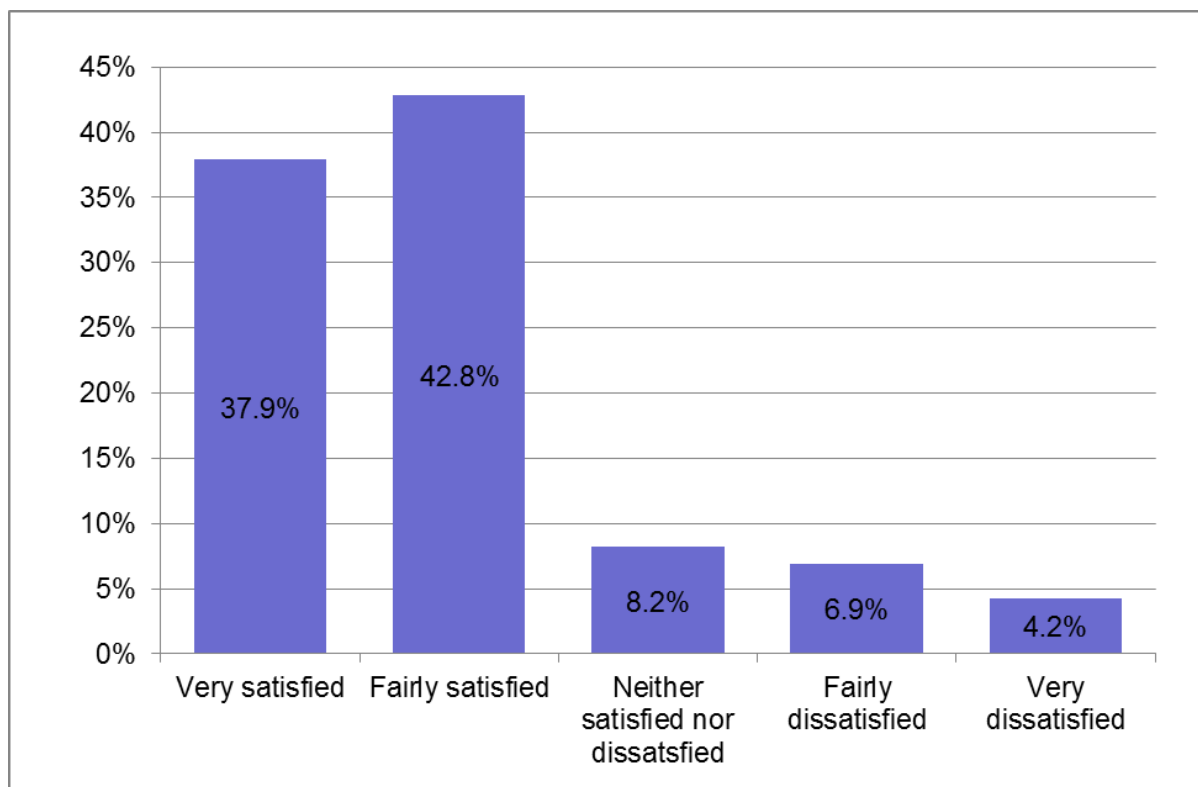


Figure 4: % respondents satisfied with general condition of property (Base 1710)

The lowest level of satisfaction with condition of property is from respondents in the North East (76%) and the highest in the North West (87%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	527	76%	417	87%	151	80%	144	84%	141	78%
Neither satisfied nor dissatisfied	59	9%	30	6%	16	8%	15	9%	20	11%
Dissatisfied	104	15%	32	7%	22	12%	13	8%	19	11%

Table 3. Satisfaction with general condition of property by area

Q2: Satisfaction with neighbourhood as a place to live – Mini Status 2012

Figure 5 shows the satisfaction with neighbourhood as a place to live. Overall, 78.3 % of respondents are satisfied with their neighbourhood, 10.1% are neither satisfied nor dissatisfied with 9.7% dissatisfied.

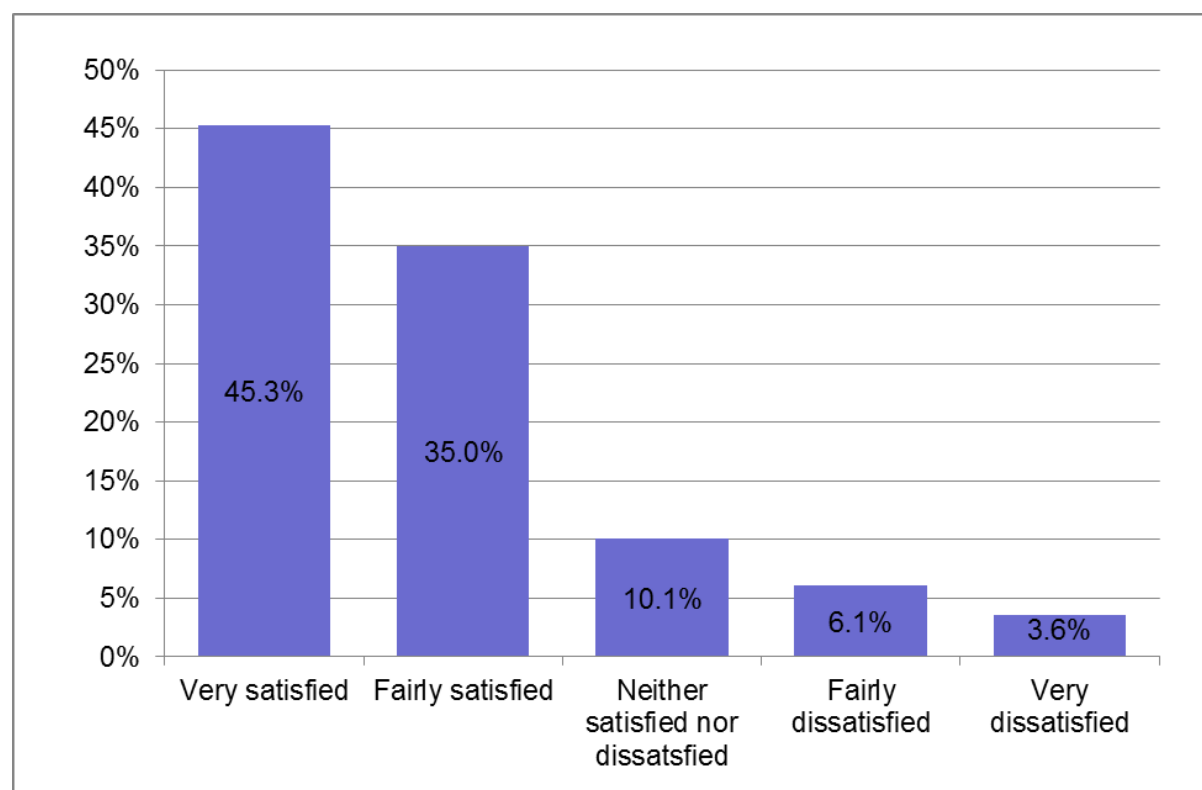


Figure 5: % respondents satisfied with neighbourhood as a place to live (Base 1717)

The lowest level of satisfaction with neighbourhood is from respondents in the South East (2) (74%) and the highest in the North West and South East (1) areas (85%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	542	78%	406	85%	165	85%	128	74%	138	76%
Neither satisfied nor dissatisfied	86	12%	38	8%	14	7%	22	13%	13	7%
Dissatisfied	65	9%	31	6%	15	8%	23	13%	31	17%

Table 4. Satisfaction with neighbourhood as a place to live by area

Q2: Satisfaction with value for money of your rent – Mini Status 2012

79.1% of respondents are satisfied with the value for money of their rent, 14.1% are neither satisfied nor dissatisfied with 6.7% dissatisfied.

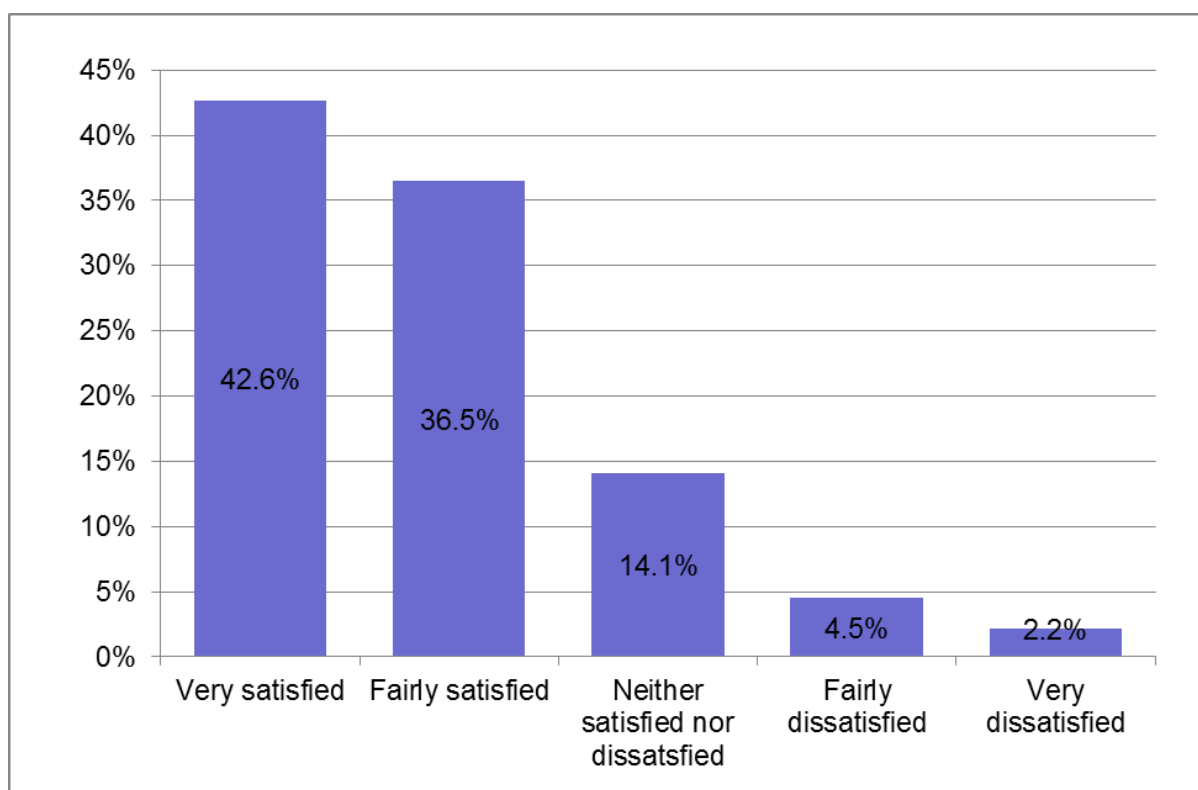


Figure 6: % respondents satisfied with value for money of rent (Base 1677)

The lowest level of satisfaction with value for money of rent is from respondents in the South West (77%) and the highest in the North West (81%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	533	79%	382	81%	146	78%	129	78%	137	77%
Neither satisfied nor dissatisfied	95	14%	63	13%	28	15%	19	12%	32	18%
Dissatisfied	47	7%	26	5%	13	7%	17	10%	10	6%

Table 5. Satisfaction with value for money of rent by area

Q2: Satisfaction with how enquiries are dealt with – Mini Status 2012

Overall, 81.3% of respondents are satisfied with how enquiries are dealt with, 9.7% are neither satisfied nor dissatisfied with 9% who are dissatisfied.

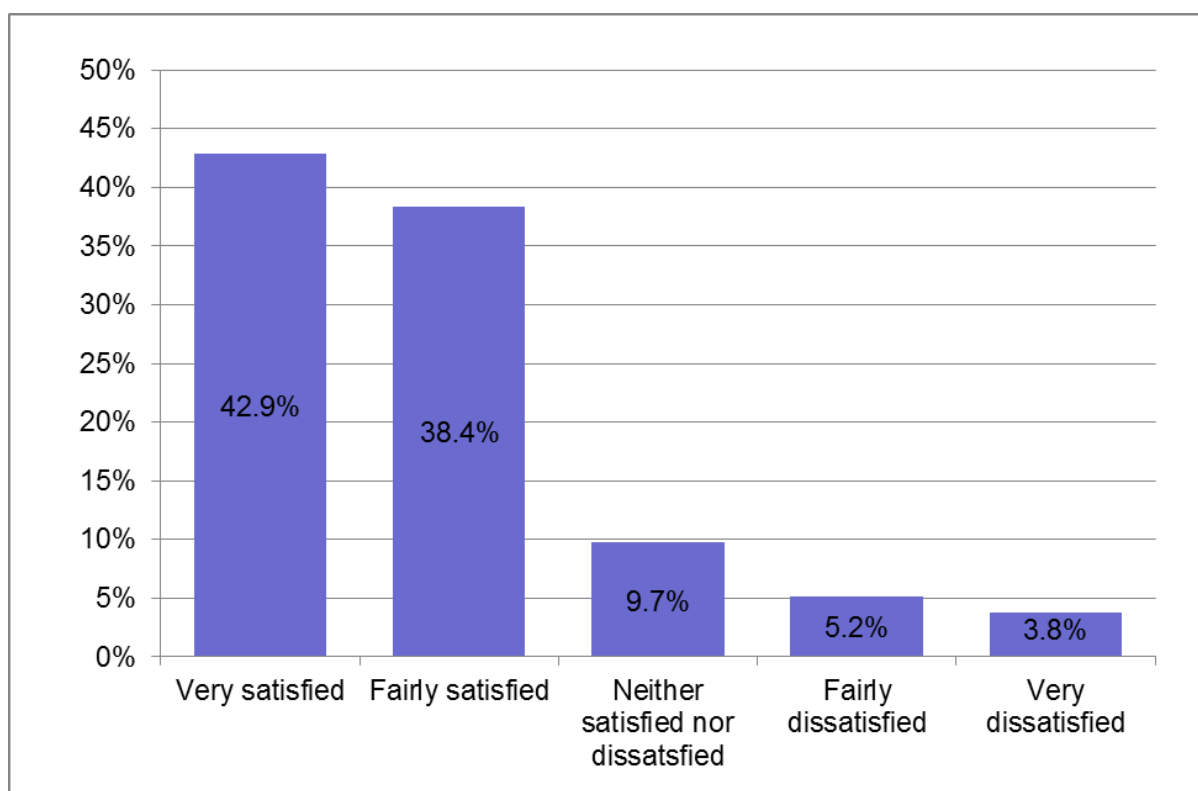


Figure 7: % respondents satisfied with how enquiries are dealt with (Base 1727)

The lowest level of satisfaction with how enquiries are dealt with are from respondents in the North East (78%) and the highest in the North West (87%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	550	78%	413	87%	152	80%	139	80%	150	84%
Neither satisfied nor dissatisfied	76	11%	34	7%	18	9%	23	13%	17	9%
Dissatisfied	80	12%	31	7%	20	11%	12	7%	12	7%

Table 6. Satisfaction with how enquiries are dealt with by area

Q3: Three most important issues – Mini Status 2012

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 (64.5%). 45.6% of the respondents highlighted that overall quality of home is second most important issue, with 43.4% who stated value for money of rent as the third most important.

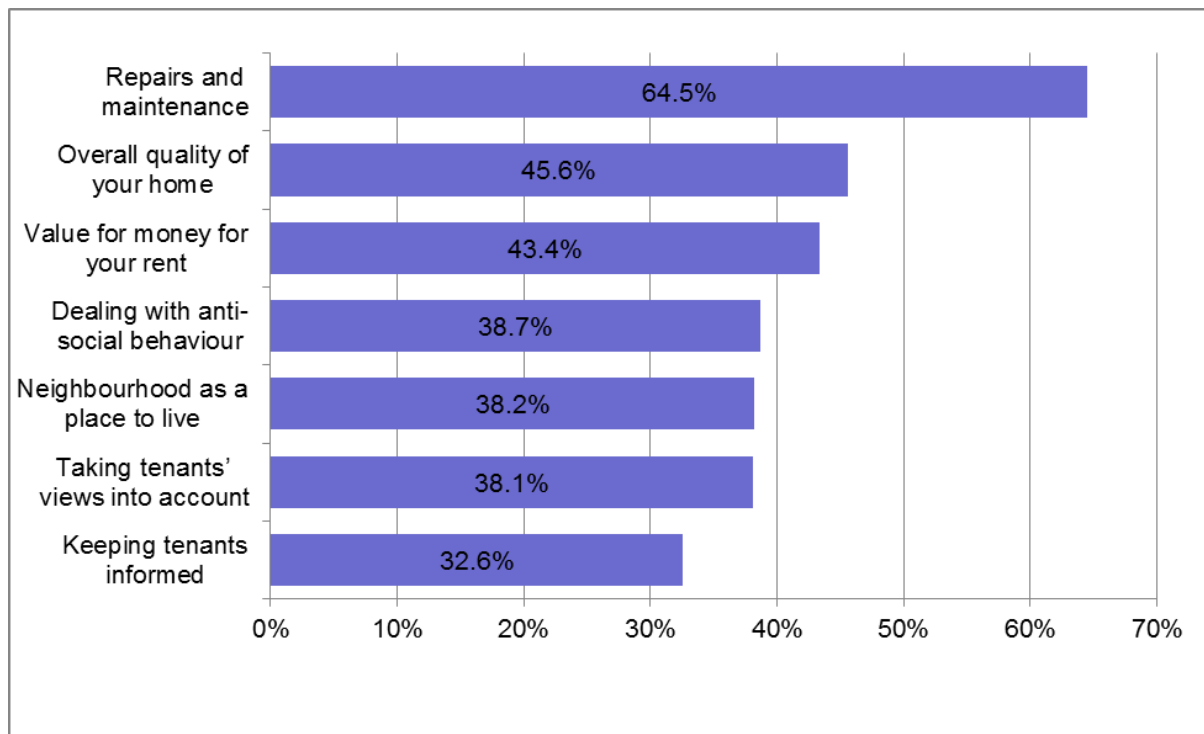


Figure 8: Top 3 issues for all respondents

Q4: Satisfaction with repairs and maintenance – Mini Status 2012

Overall respondents are satisfied with the way repairs and maintenance are being dealt with (80%) with 10% who are dissatisfied (see The lowest level of satisfaction is from respondents in the North East (78%) and the highest in the North West (84%).

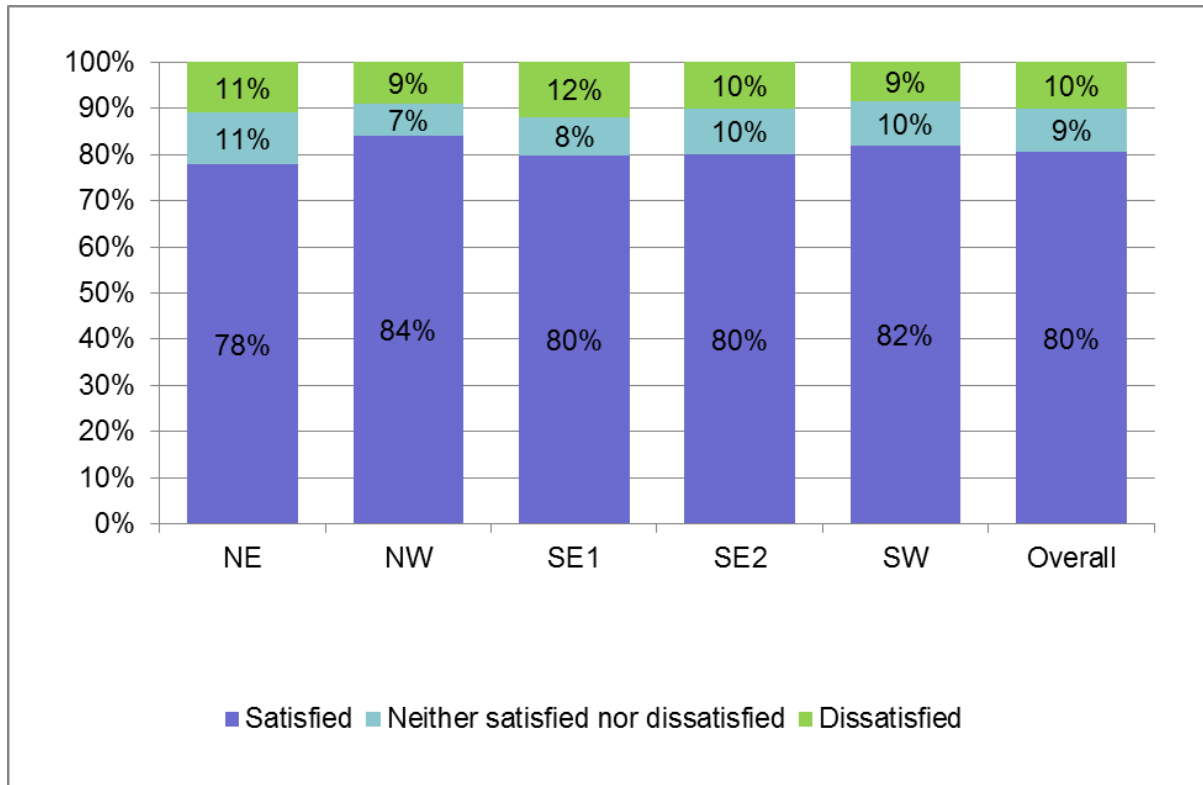


Figure 9: Overall satisfaction with repairs and maintenance.

Q5: Repairs and Maintenance – Mini Status 2012

Respondents were asked if they'd had any repairs carried out in the last 12 months, 71.9% (1279 respondents) said they'd had a repair carried out in the last 12 months. These respondents were asked about the several areas of service they received during their repair.

Q6. Were the following carried out as part of your repair – Mini Status 2012

81.9% of all respondents said they received an appointment time, 48.4% of respondents received an SMS, 45.5% said they didn't receive an SMS. 80.5% of respondents said their appointment was kept with 69.2% who said their repair was completed on time. 29.4% of respondents said their repair wasn't completed on time.

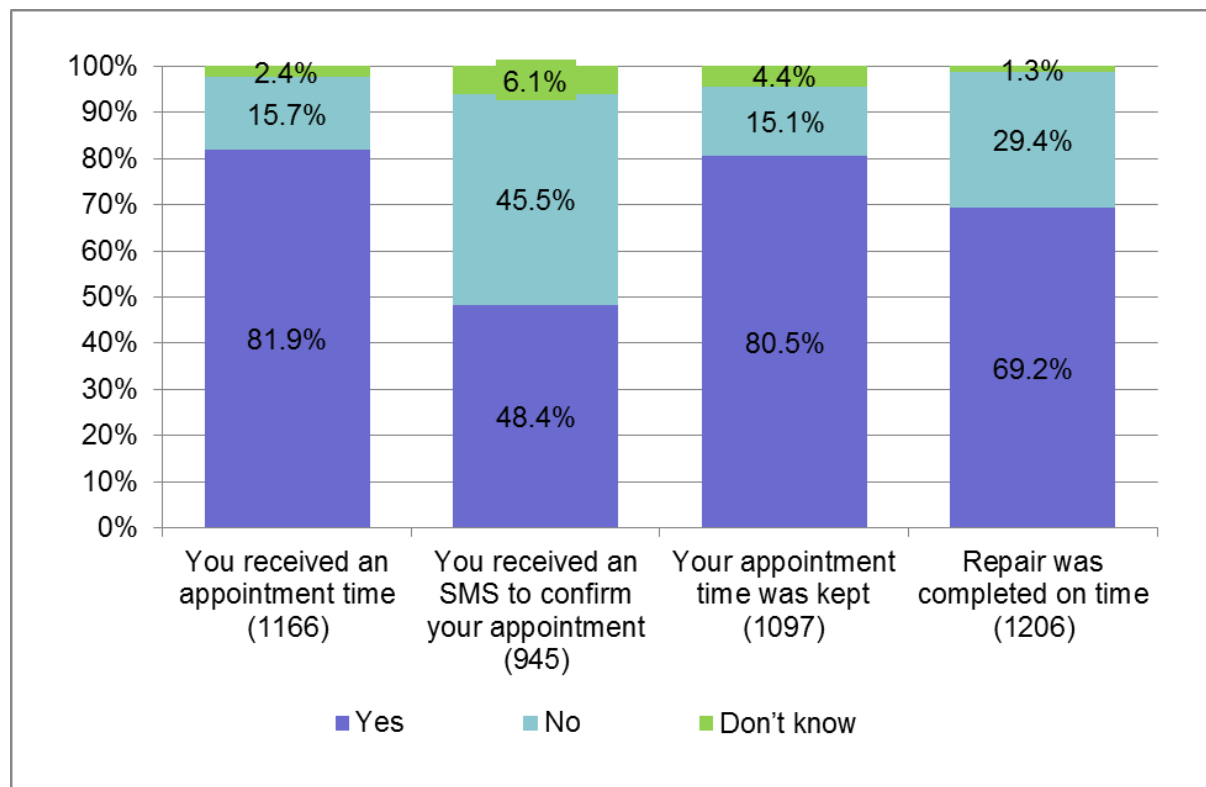


Figure 10. Carried out as part of repair

Q7. Service received during repair

Respondents were asked to rate how good certain aspects of their repair were. 90.9% of respondents felt the attitude of workers was good, with 3.9% who felt it was poor. 82.1% of respondents feel the quality of their repairs was good with 10.9% who felt it was poor. When looking at keeping dirt and mess to a minimum 90% felt it was good, with 5.4% who felt it was poor.



Figure 11. Service received during repair

Q8. Overall Satisfaction with repairs carried out in the last 12 months

Respondents who have had a repair carried out in the last 12 months were asked how satisfied they were with their repair. 78.5% of respondents are satisfied with their repair, 9.6% are neither satisfied nor dissatisfied with 11.9% who are dissatisfied.

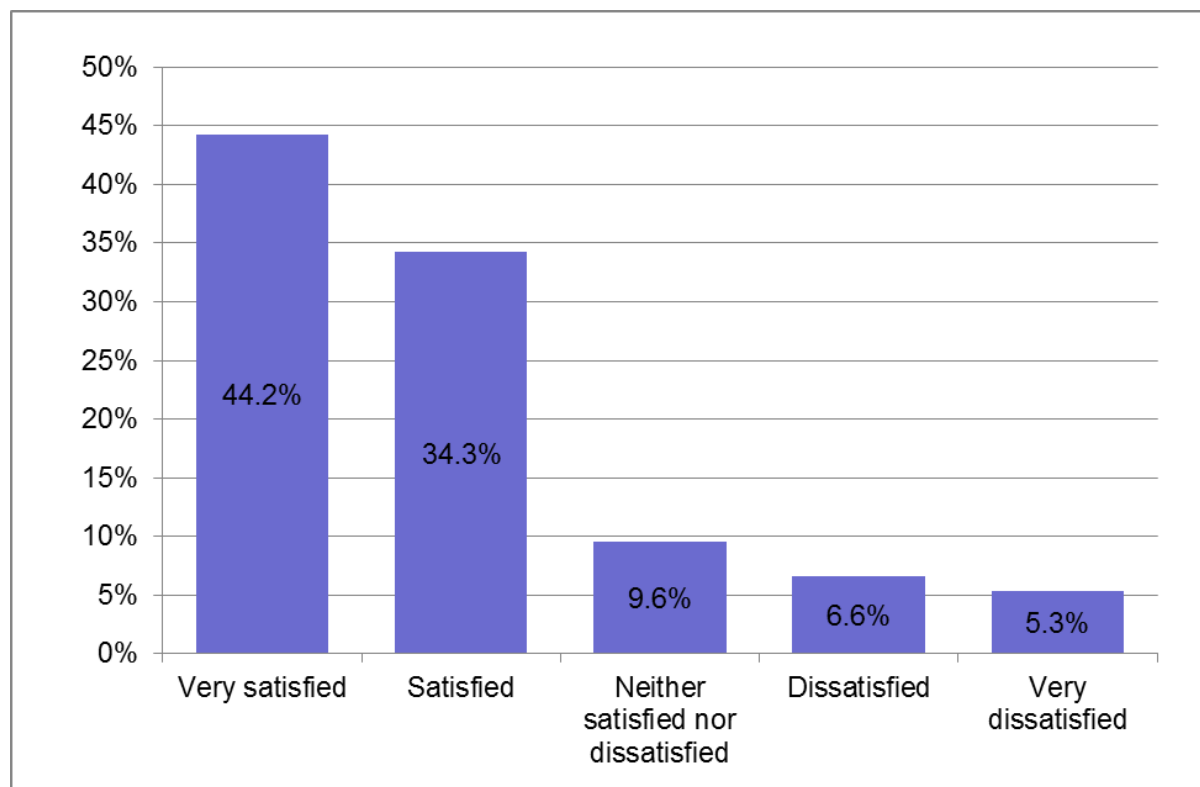


Figure 12: % satisfied with repairs and maintenance carried out in the last 12 months (Base 1275)

The lowest level of satisfaction with how repairs and maintenance were carried out is in the North East (75%) with the highest levels of satisfaction in the North West, South East (2) and South West (82%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	407	75%	272	82%	103	76%	115	82%	104	82%
Neither satisfied nor dissatisfied	58	11%	32	10%	13	10%	10	7%	9	7%
Dissatisfied	74	14%	30	8%	19	14%	15	11%	14	11%

Table 7. Satisfaction with repairs carried out in the last 12 months by area

Q9. System checks – Mini Status 2012

Figure 13 shows satisfaction with systems checks carried out. 93.8% of respondents are satisfied with their gas appliance check with 2% who are dissatisfied. 91.1% of respondents are satisfied with the alarm system check carried out, with 3.7% who are dissatisfied.

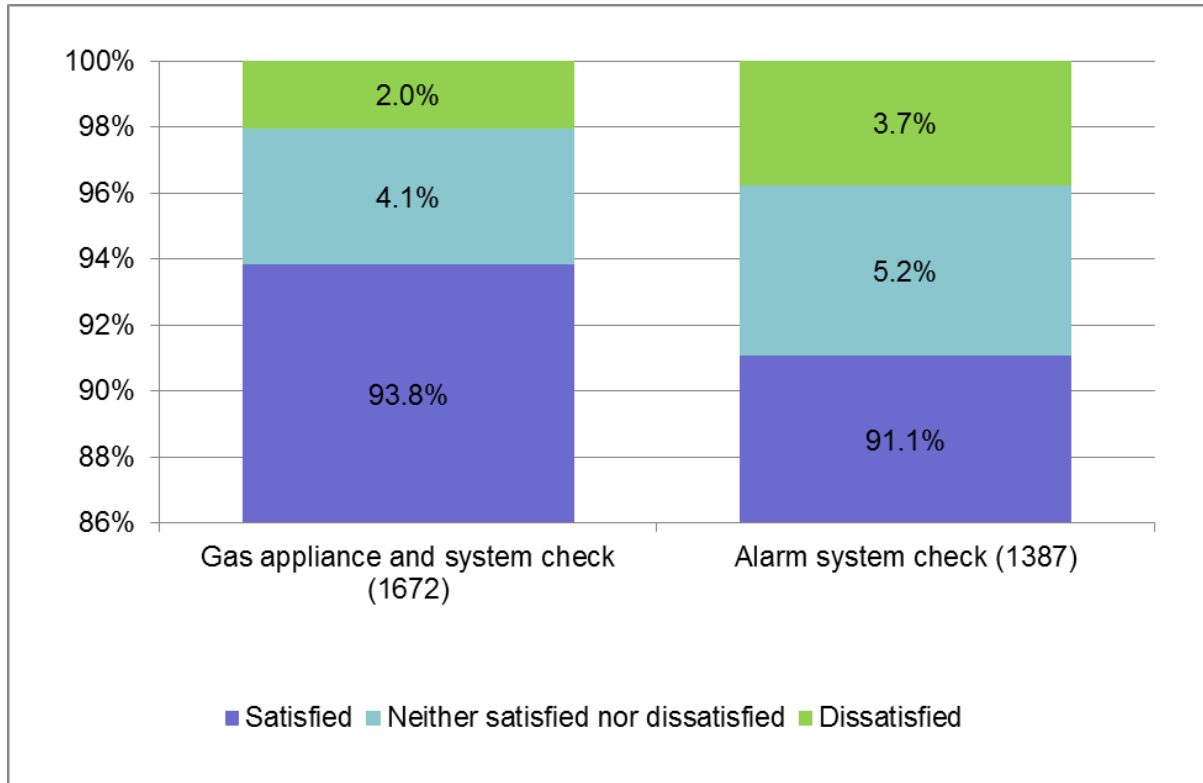


Figure 13. Satisfaction with system checks

Q10: System checks and Installation – Mini Status 2012

Figure 14 shows respondents satisfaction with system checks and installations. 88.6% of respondents are satisfied with the installation of their smoke alarm, with 2.2% who are dissatisfied. 86.7% of respondents are satisfied with the electrical system check carried out, with 3.6% who are dissatisfied. Looking at the stair lift checks, 68.6% of respondents are satisfied with 6.6% who are dissatisfied.

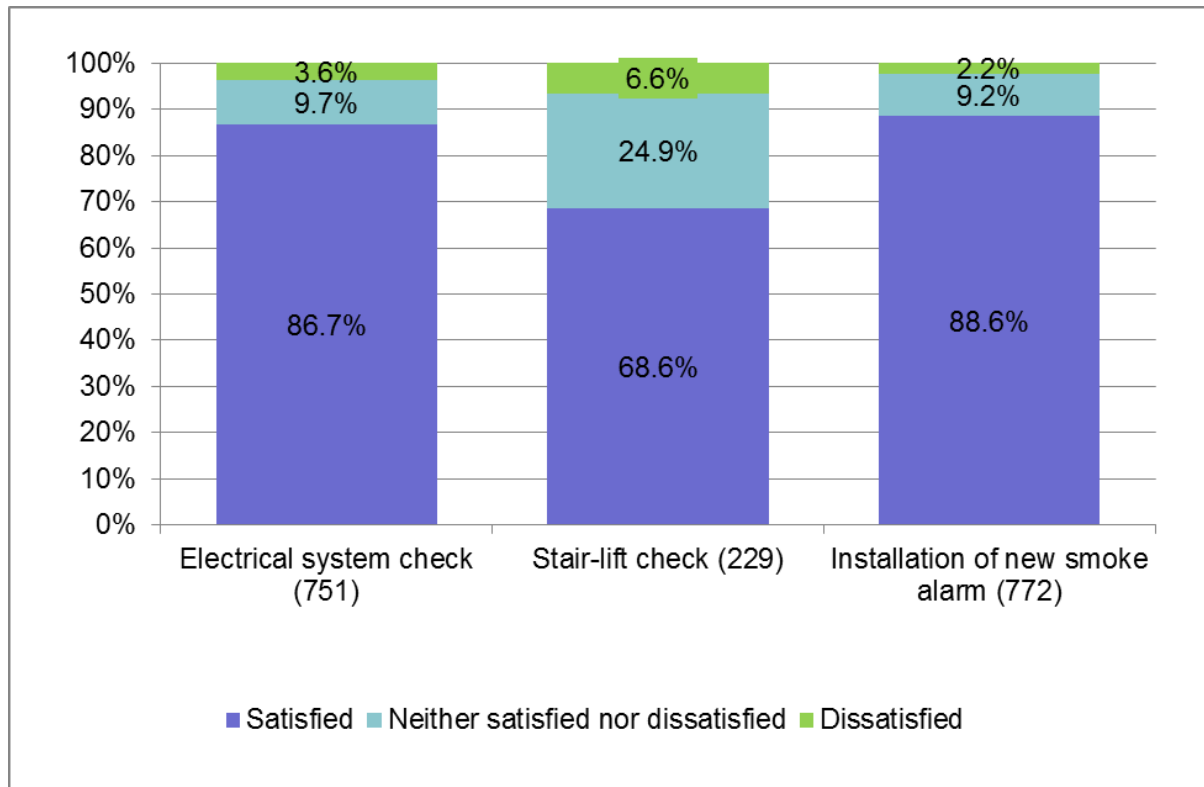


Figure 14: System checks and Installation.

Q11: Cleaning and Maintenance – Mini Status Wave 2012

Figure 15 shows overall satisfaction of respondents to cleaning and maintenance carried out on their properties. 64.8% of respondents are satisfied with Grounds Maintenance, with 19.5% who are dissatisfied. 59.6% are satisfied with Garden Maintenance, with 24.9% dissatisfied. 59.4% of respondents are satisfied with Communal Cleaning, with 21.6% dissatisfied.

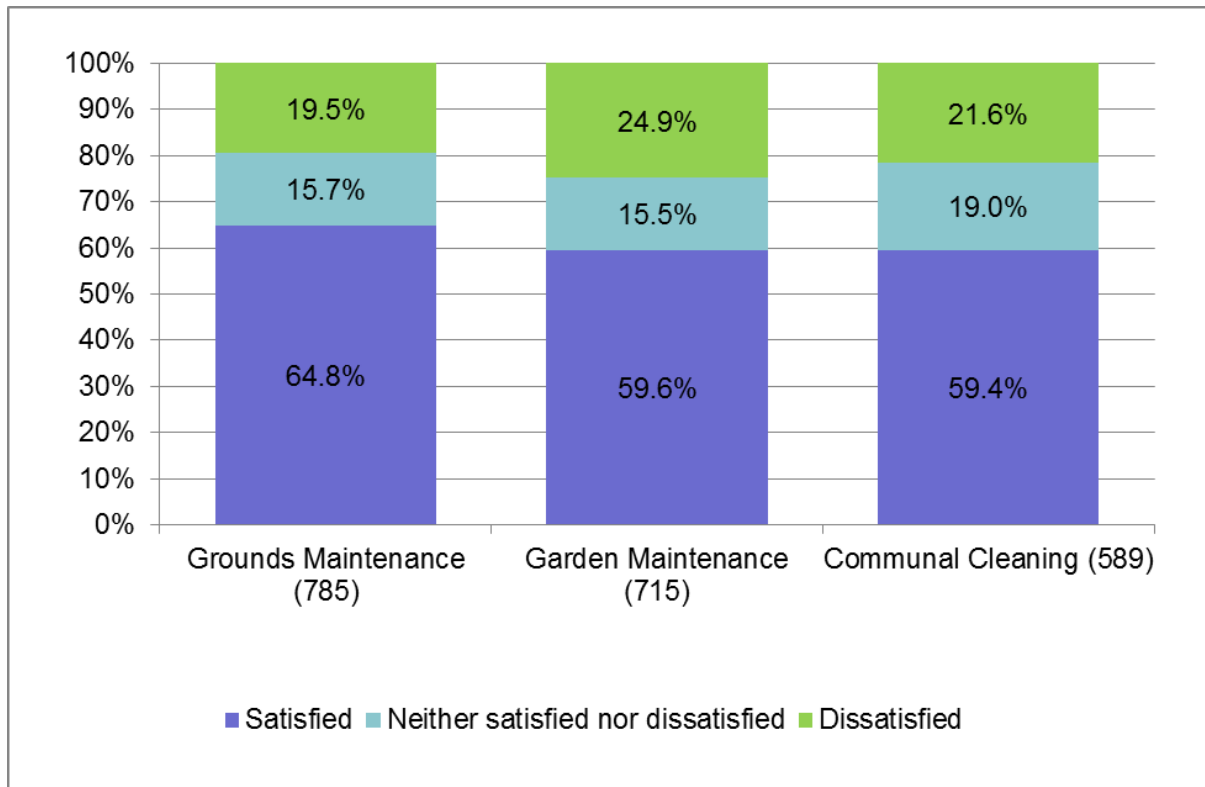


Figure 15: Cleaning and Maintenance

Q12: How good or poor Derby Homes are at keeping tenants informed – Mini Status 2012

Overall 80.7% of all respondents in wave IV feel Derby Homes are good at keeping them informed, 6.9 feel they are poor.

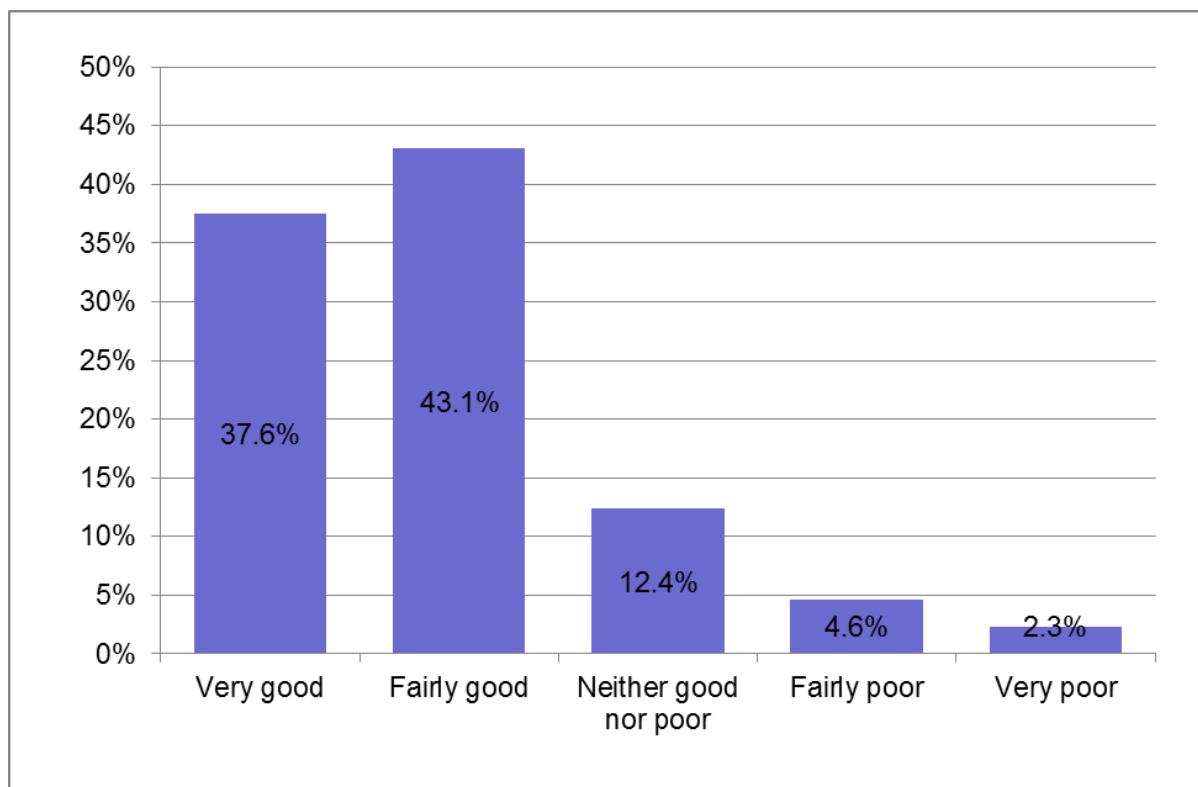


Figure 16: % respondents who feel Derby Homes are good at keeping tenants informed (Base 1760)

When comparing by area, 78% of respondents in the North East and South East (1) feel Derby Homes are good compared to 84% of respondents in the North West who feel they are good.

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	552	78%	418	84%	153	78%	143	80%	154	83%
Neither satisfied nor dissatisfied	100	14%	49	10%	25	13%	24	13%	21	11%
Dissatisfied	54	8%	27	6%	19	10%	11	6%	10	5%

Table 8. Keeping tenants informed by area

Q13. Satisfied that Derby Homes takes views of the tenants into account – Mini Status 2012

Overall 61.8% of respondents are satisfied that Derby Homes take their views into account (see Figure 18) with 25.8% who are neither satisfied nor dissatisfied and 12.4% who are dissatisfied.

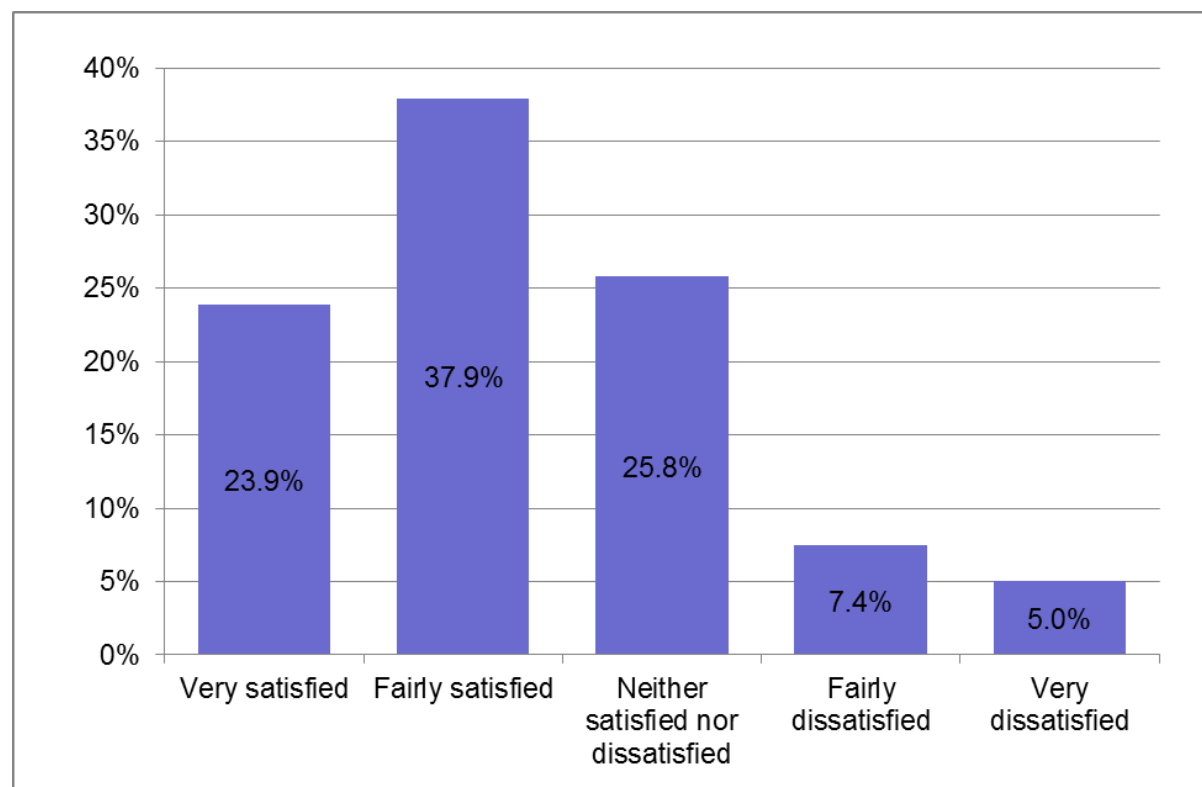


Figure 17. % respondents who are satisfied that Derby Homes take tenants views into account (Base 1719)

57% of respondents in the North South East (1) are least satisfied compared to 63% of respondents in the South West, North East and North West.

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	435	63%	301	63%	108	57%	104	60%	114	63%
Neither satisfied nor dissatisfied	169	24%	123	26%	48	26%	51	29%	52	29%
Dissatisfied	95	13%	53	11%	32	17%	18	10%	16	9%

Table 9. Satisfaction with how Derby Homes take tenants views into account by area

Q14: Satisfaction with the opportunities for participating in decision-making – Mini Status 2012

Overall 50.2% of respondents are satisfied with the opportunities for participation with 41.2% who are neither satisfied nor dissatisfied.

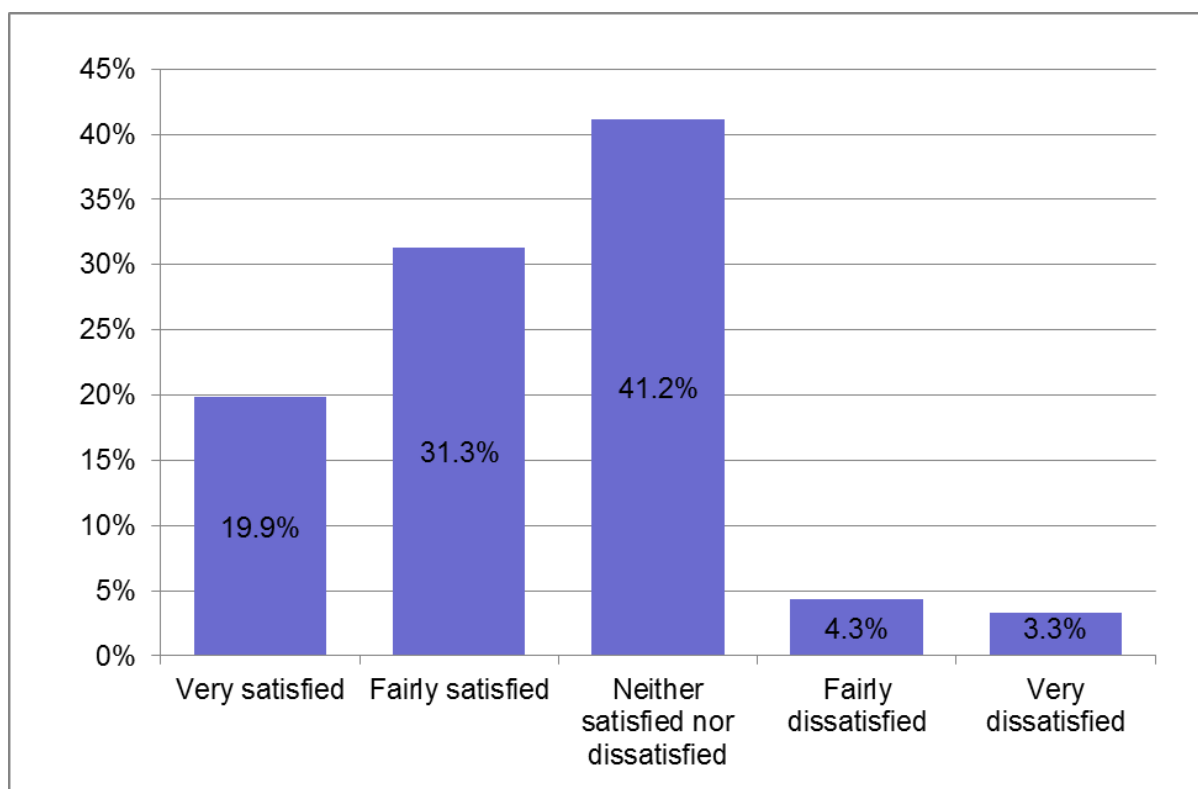


Figure 18: % respondents satisfied with opportunities for participation in decision-making (Base 1596)

When looking at differences by area, the lowest levels of satisfaction with the opportunities for participating in decision making are in the North East (46%) with the highest levels of satisfaction in the South West (61%).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	297	46%	237	54%	86	48%	88	55%	109	61%
Neither satisfied nor dissatisfied	291	45%	170	39%	77	43%	62	39%	57	32%
Dissatisfied	53	9%	28	6%	18	10%	11	7%	12	7%

Table 10. Satisfaction with opportunities for participation by area

Q15 and Q16: Contacting Derby Homes Enquiry Centre – Mini Status 2012

63.1% (1076) respondents said they had contacted Derby Homes in the last 12 months. These respondents were asked how satisfied they were with the way Derby Homes dealt with their enquiry. 81% of respondents were satisfied with 11.6% who said they were dissatisfied.

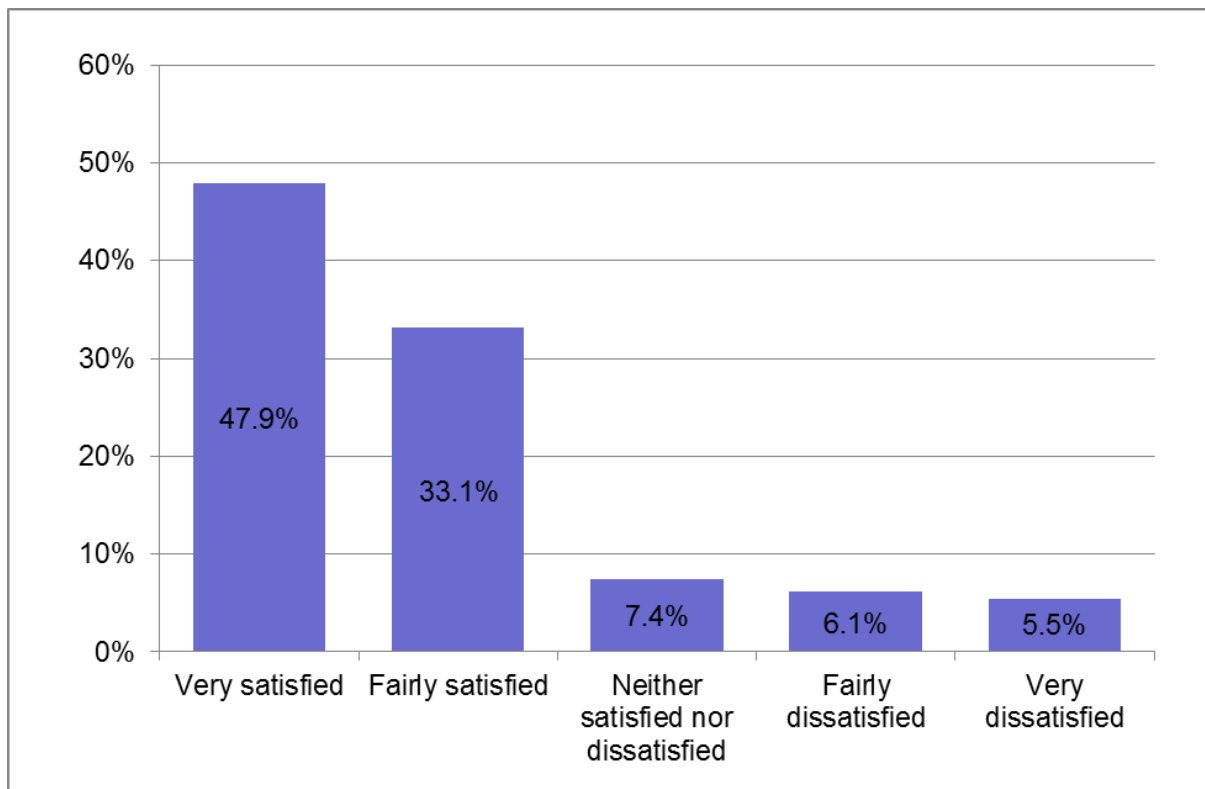


Figure 19: % of respondents satisfied with contacting Derby Homes (Base 1063)

Q17 and Q18: Making a complaint to Derby Homes – Mini Status 2012

23.7% (405) respondents said they had made a complaint to Derby Homes. These respondents were asked how satisfied they were with how their complaint was dealt with. 42.4% of respondents are satisfied with 43.1% said they were dissatisfied.

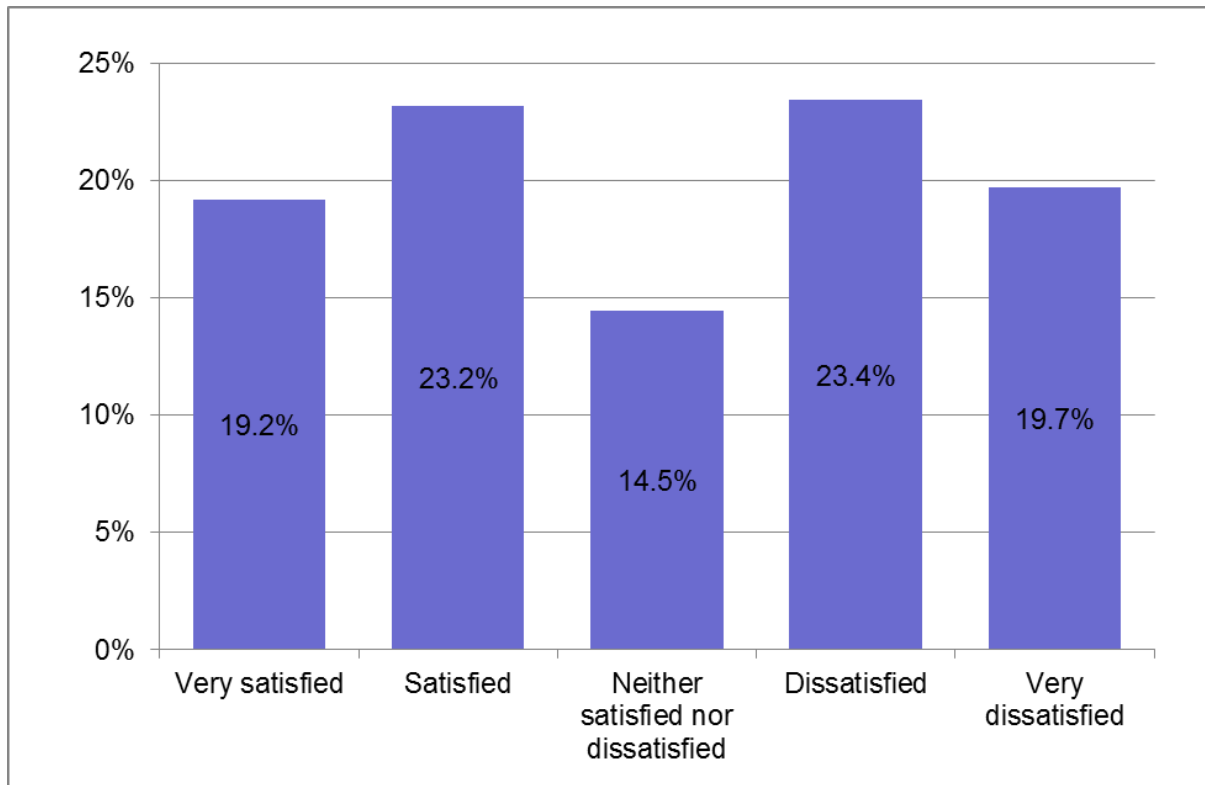


Figure 20: % respondents satisfied with how their complaint was dealt with (Base 401)

Q19. Anti-social behaviour – Mini Status Wave 2012

Overall 188 (11%) respondents have reported anti-social behaviour in the past 12 months.

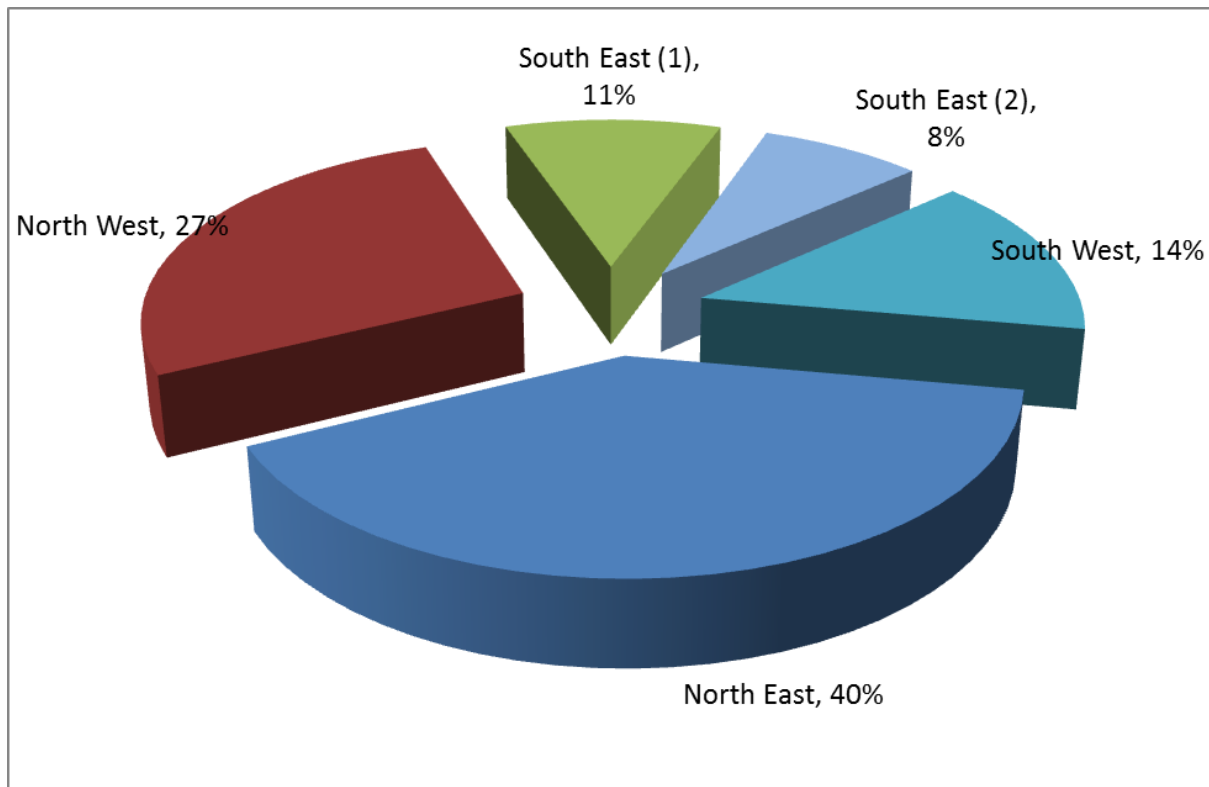


Figure 21: Reported ASB. (Base 114)

Q20. Anti-social Behaviour report

Figure 23 shows the opinions of those who have reported ASB in more detail. 42.3% of respondents said they are satisfied, with 37.4% who said they are dissatisfied with the final outcome of their report. 56.6% of respondents said they are satisfied with the advice provided by staff, with 23.7% who are dissatisfied. Looking at how the report was dealt with, 49.1% of respondents are satisfied, with 35.6% who are dissatisfied.

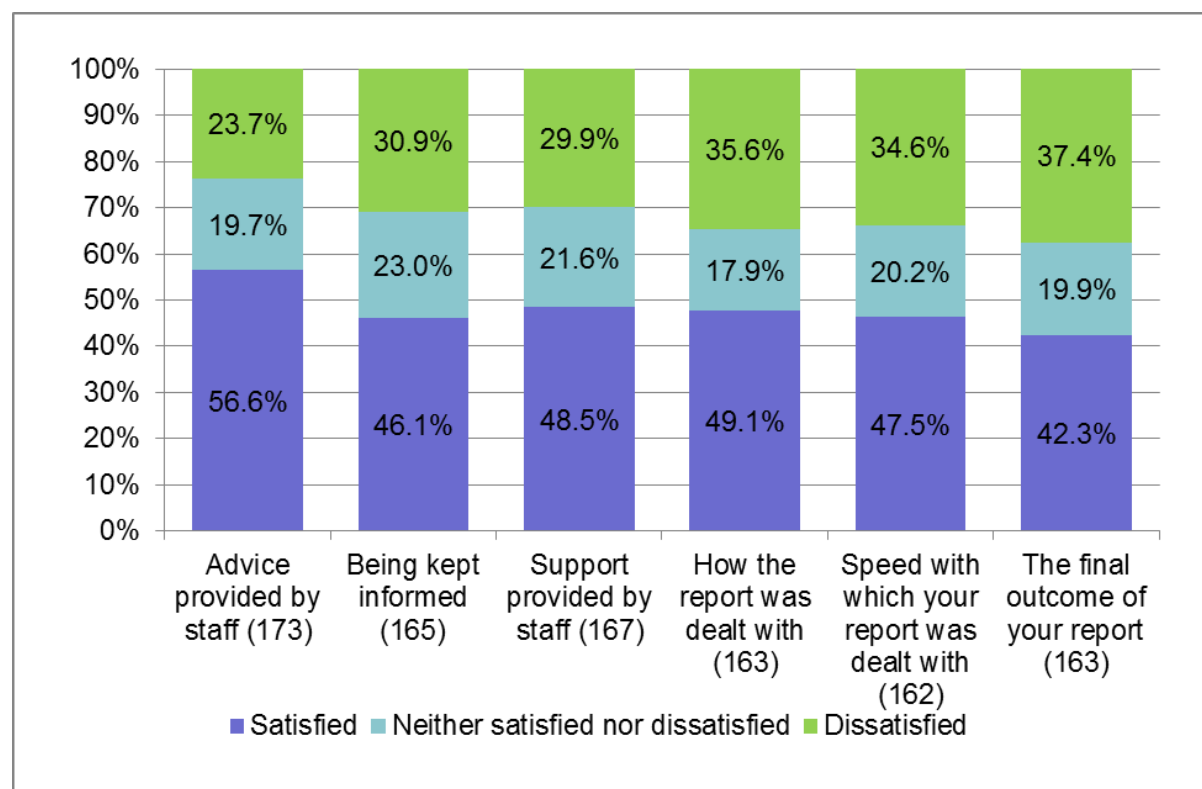


Figure 22: Anti-social behaviour (Overall).

Q21: How strongly do you feel you belong to your local area – Mini Status 2012

Overall 72.3% of respondents feel strongly that they belong to their local area with 22.1% who don't feel they belong.

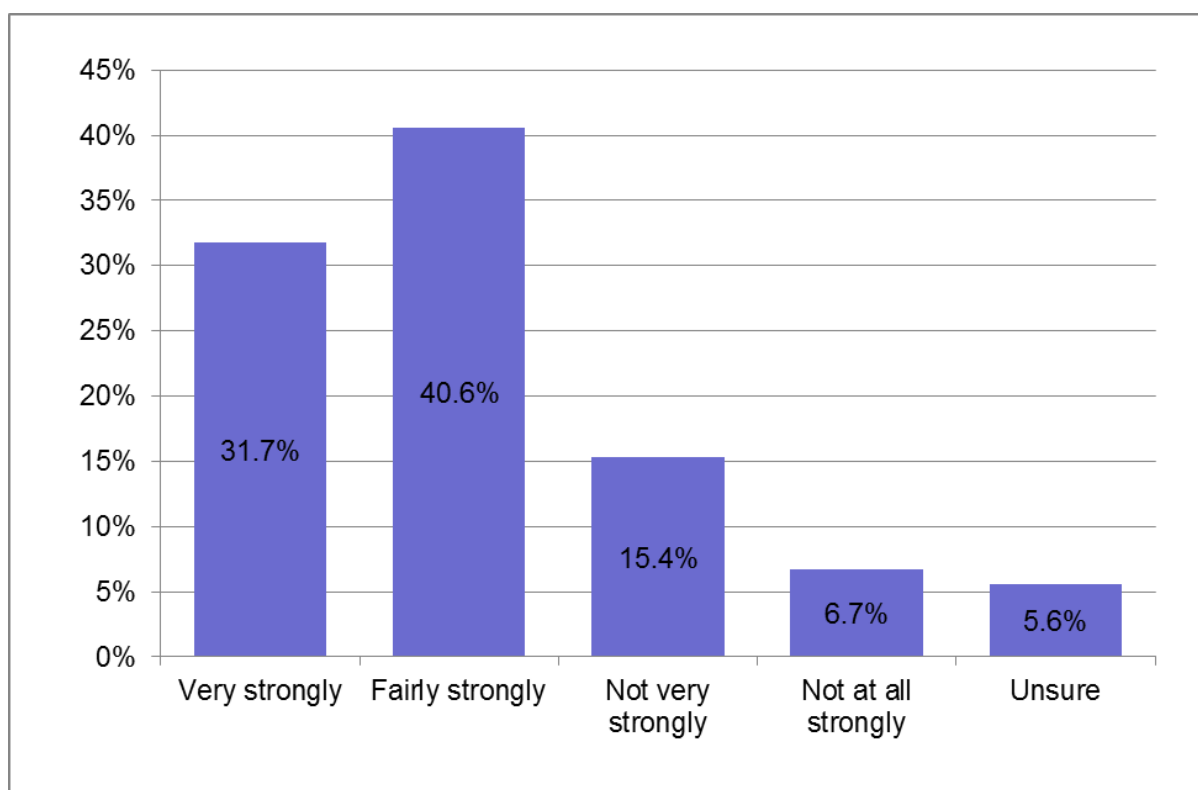


Figure 23: % of respondents who feel they belong to local area (Base 1764)

When looking at respondents who feel they belong by area, the lowest levels of respondents are from the South East (2) with 65% who feel strongly that they belong to their local area, compared to 78% of respondents in the North West who strongly feel they belong to their local area.

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Strongly	504	71%	390	78%	138	73%	111	65%	133	72%
Unsure	42	6%	15	3%	10	5%	19	11%	12	6%
Not strongly	173	24%	94	19%	42	22%	40	24%	41	22%

Table 11. Respondents who feel they belong to local area by area

Q22: Influence decisions affecting local area – Mini Status 2012

Overall 34.6% of respondents agree they can influence decisions affecting their local area, 50.6% neither agree nor disagree with 14.8% who disagree.

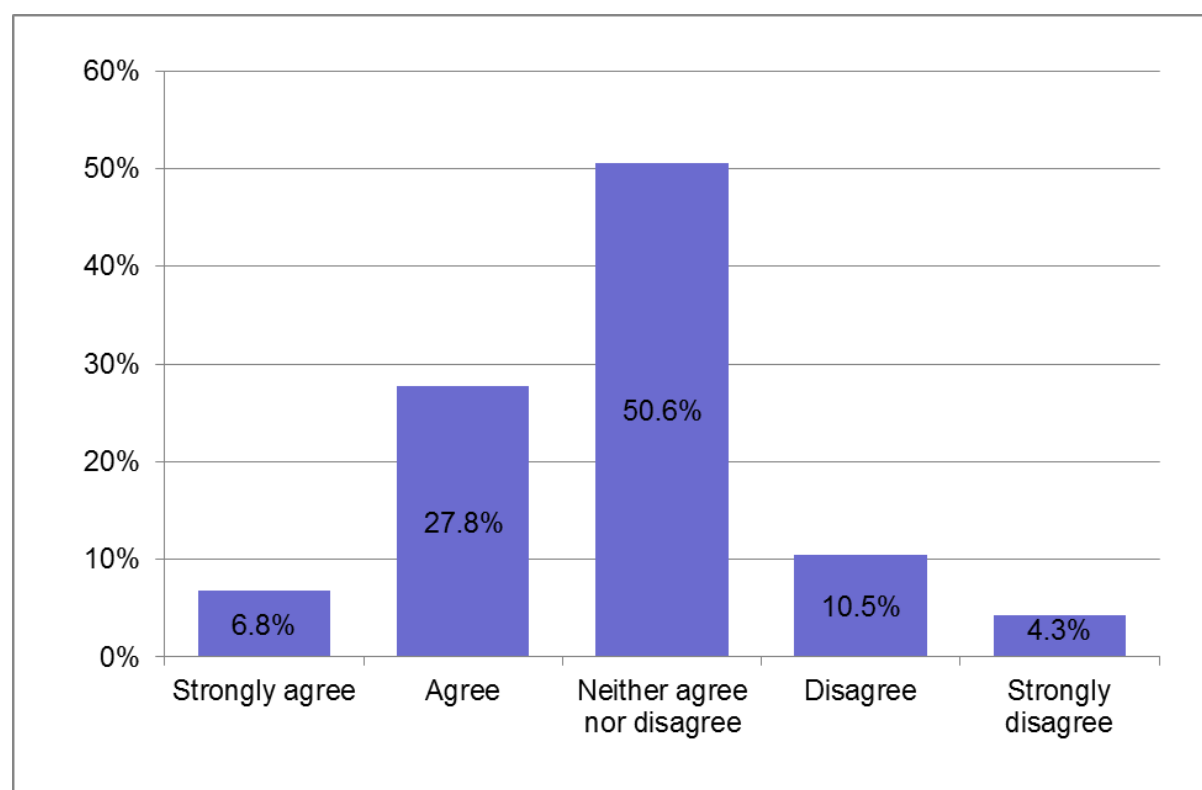


Figure 24: % respondents who feel they can influence decisions in local area (Base 1692)

Looking by area at respondents who feel they can influence decisions in their local area, the lowest levels are from respondents in the North East where 33% of respondents agree compared to 37% of respondents who agree in the South East (2).

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Agree	231	33%	165	35%	63	34%	62	37%	64	36%
Neither agree nor disagree	359	52%	232	49%	96	52%	82	49%	87	49%
Disagree	99	14%	76	16%	27	15%	24	14%	25	14%

Table 12. Respondents who feel they can influence decisions by area

Q23: Local area a place where people get on well together – Mini Status 2012

Overall, 50.3% of respondents agree their local area is a place where people get on well together, 36% neither agree nor disagree with 10.3% who disagree. 2.3% of respondents feel that people are all of the same background.

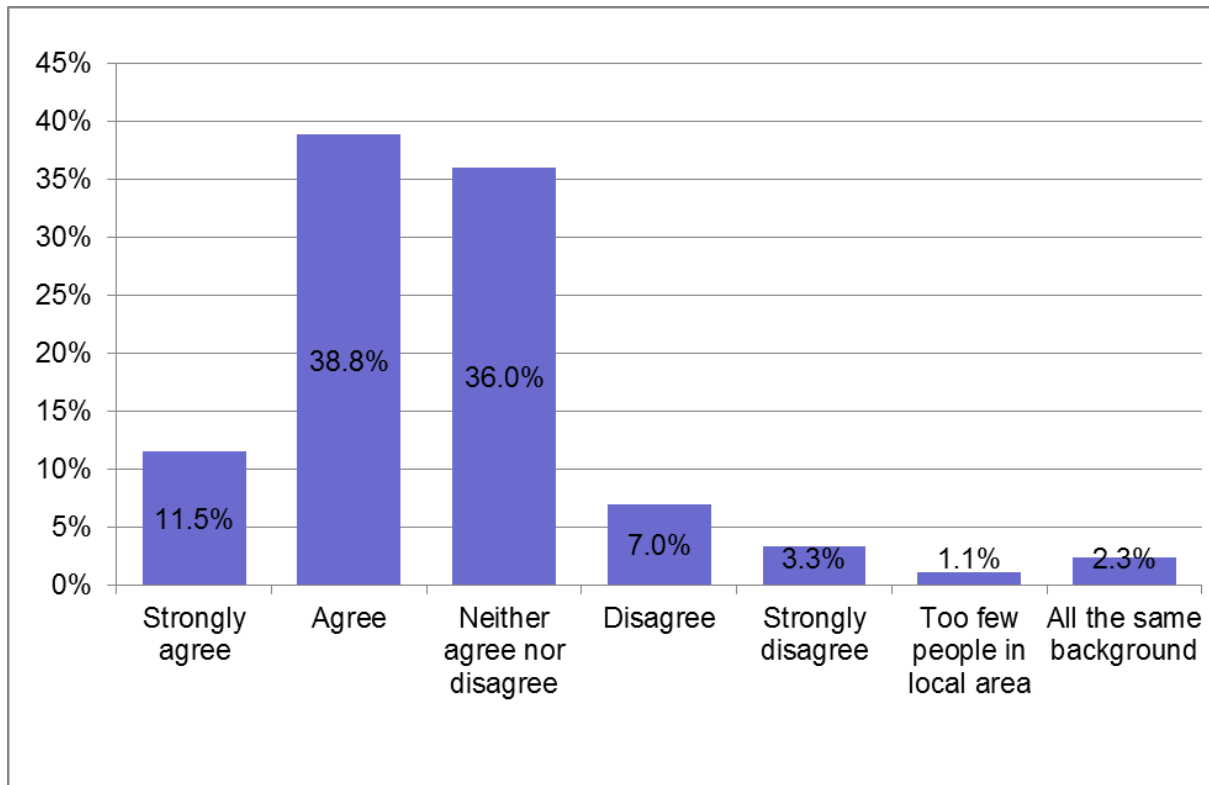


Figure 25: % respondents who feel their local area is a place where people get on well together (Base 1753)

Q25: Cleanliness of estate – Mini Status 2012

64.5% of respondents are satisfied with the cleanliness of their estate, 16.7% are neither satisfied nor dissatisfied with 18.7% who are dissatisfied.

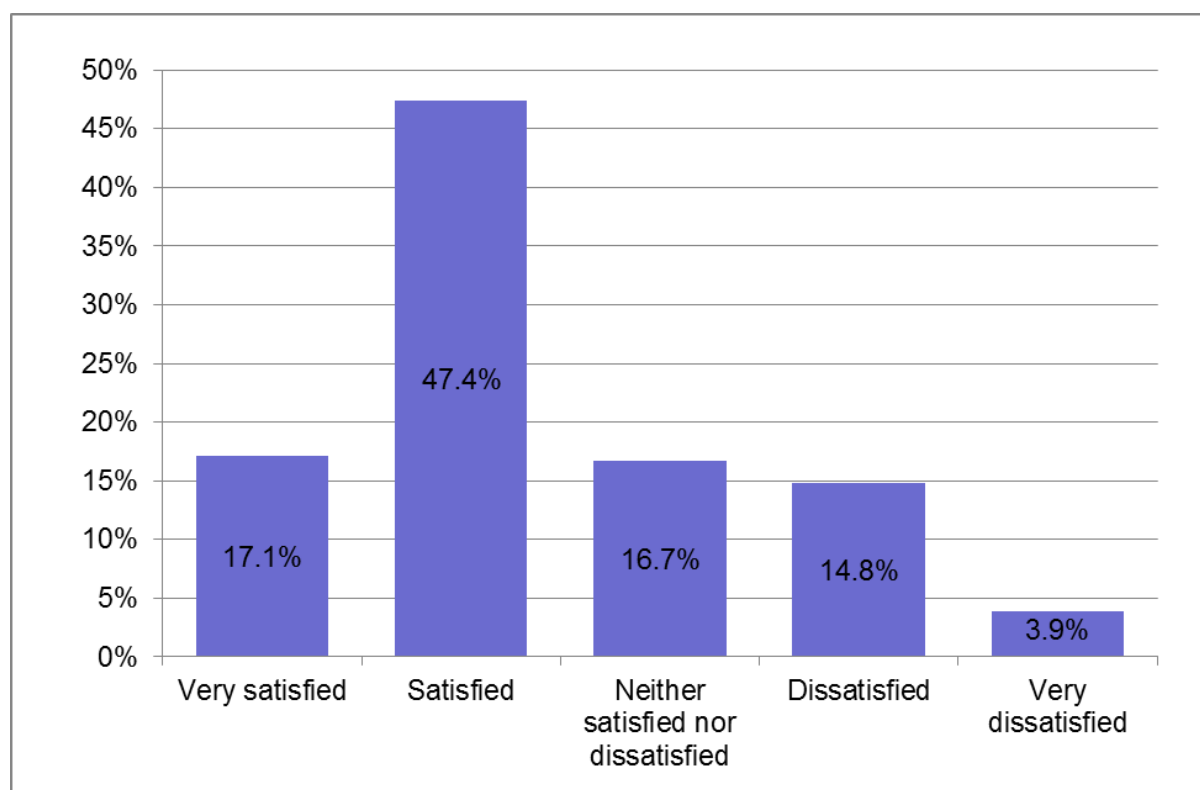


Figure 26: % respondents who are satisfied with the cleanliness of their estate (Base 1793)

When looking at respondents opinion of the cleanliness of their estate, the lowest levels of satisfaction are from respondents in the South East (2) with 60% who are satisfied and the highest levels of satisfaction are in the North West with 69% who are satisfied.

	NE		NW		SE1		SE2		SW	
	No	%	No	%	No	%	No	%	No	%
Satisfied	448	62%	345	69%	135	68%	109	60%	120	63%
Neither satisfied nor dissatisfied	140	19%	68	14%	30	15%	33	18%	29	15%
Dissatisfied	138	19%	85	17%	33	17%	39	22%	41	22%

Table 13. Respondents satisfied with cleanliness of their estate by area

Q26. Have you been fairly treated by Derby Homes – Mini Status 2012

Overall 88.1% of respondents feel they have been fairly treated by Derby Homes.

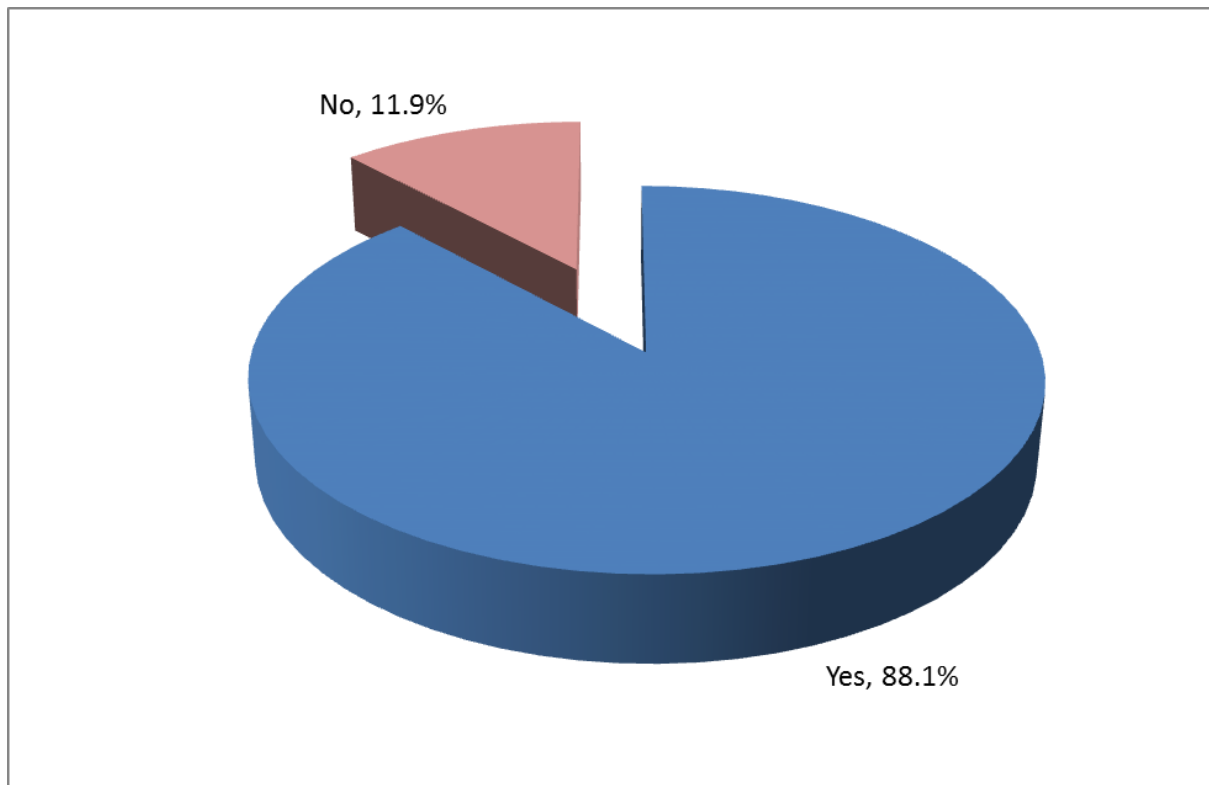


Figure 27: Been treated fairly (Base 1703)

Q27: Comments – Mini Status 2012

A total of 592 comments were made when respondents were 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 29.

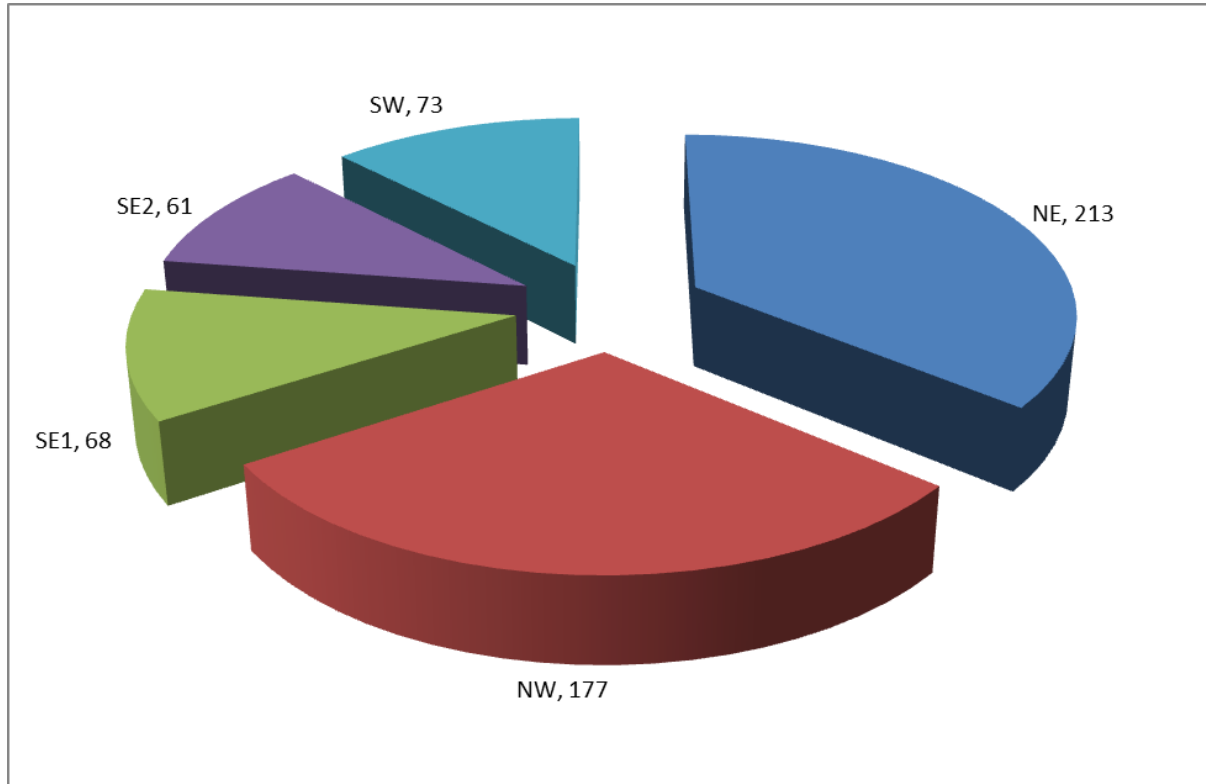


Figure 28: Number of comments by area. (Base 592)

Q27: Comments – Mini Status 2012

The comments have been organised into a set of similar themes and are summarised in Figure 30 for all respondents to the 2012 survey. 92 respondents made a comment about being happy or satisfied with Derby Homes. 85 comments were made about estate maintenance, with 69 comments about responsive repairs and 68 comments about planned maintenance. 56 of respondents made a comment that could not be categorised as any particular subject.

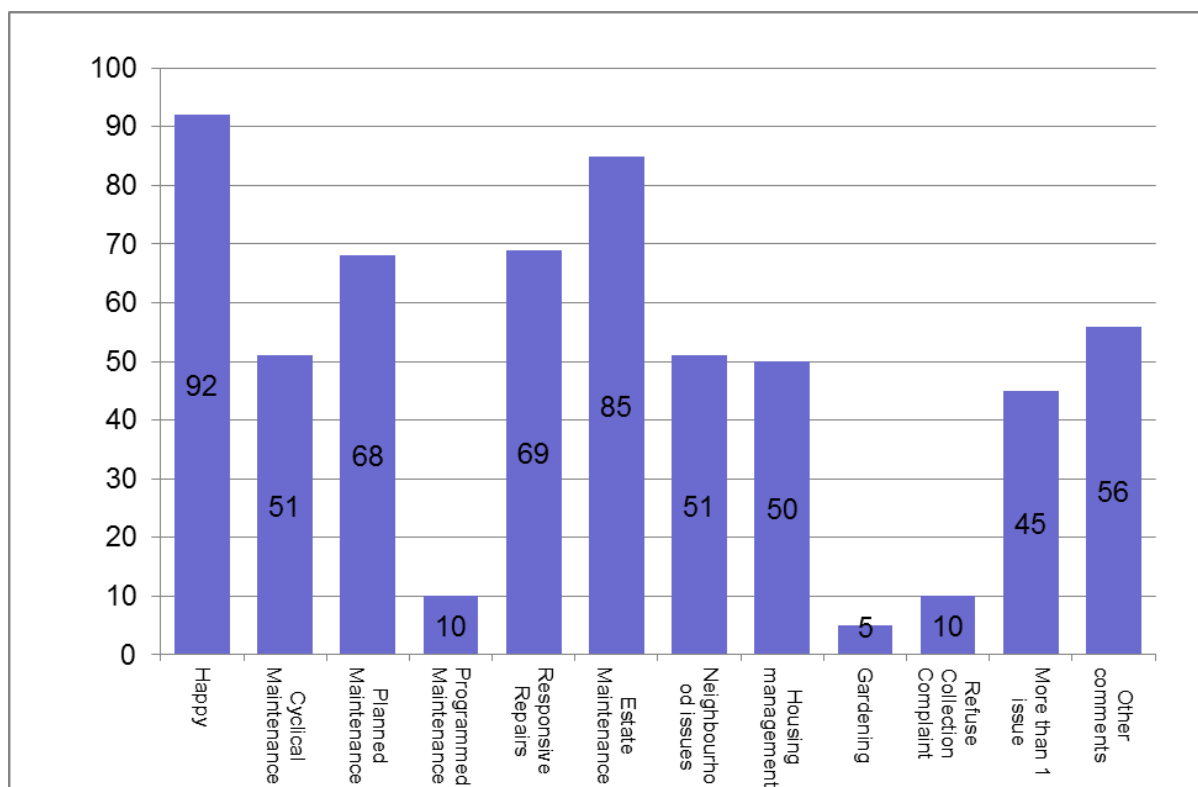


Figure 29: Comments made by respondents by theme (Base 592)

Demographics

Q28: Age – Mini Status Wave 2012

Figure 31 shows the age of respondents. 45% of respondents are age 65 and over with 33.9% age 45-64. 2.4% of respondents are age 16-24 with 18.7% of respondents age 35-54.

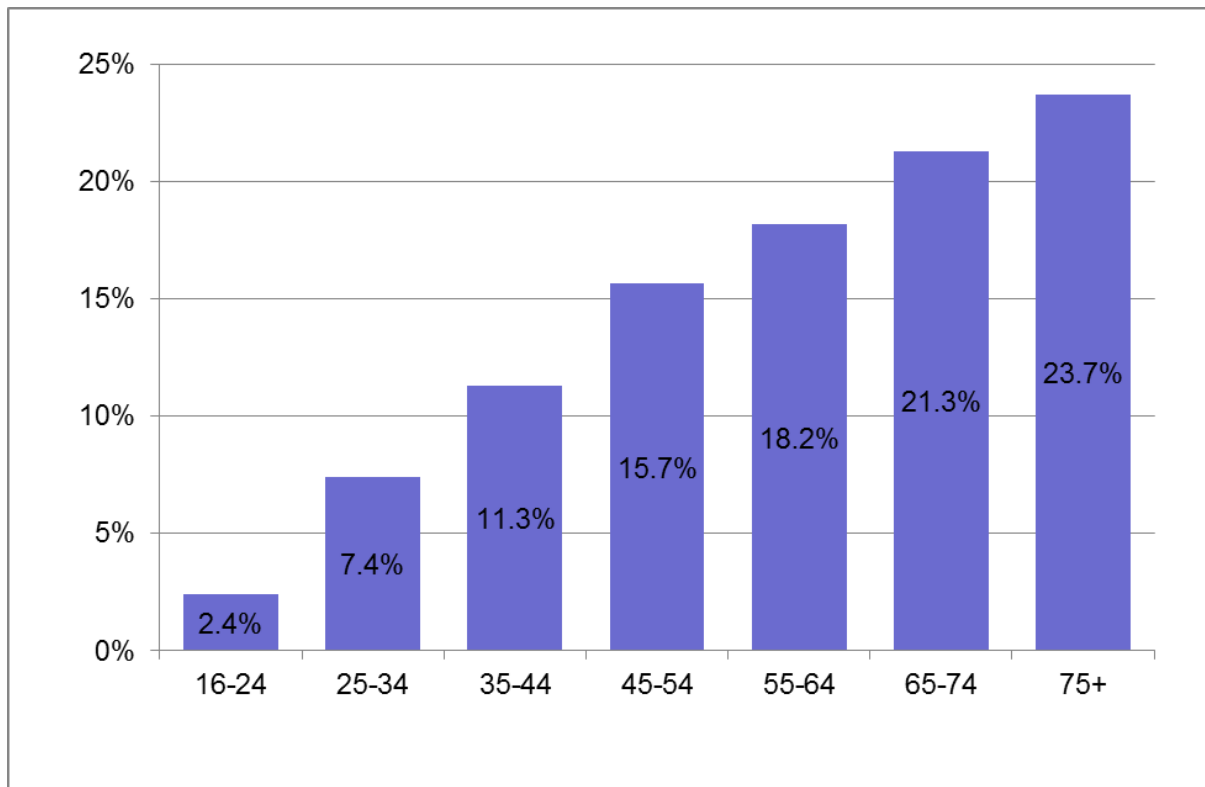


Figure 30: Age of all respondents in 2012 (Base 1564)

Q29: Gender – Mini Status 2012

Figure 32 shows the overall gender of respondents. 41.4% are male with 58.6% female.

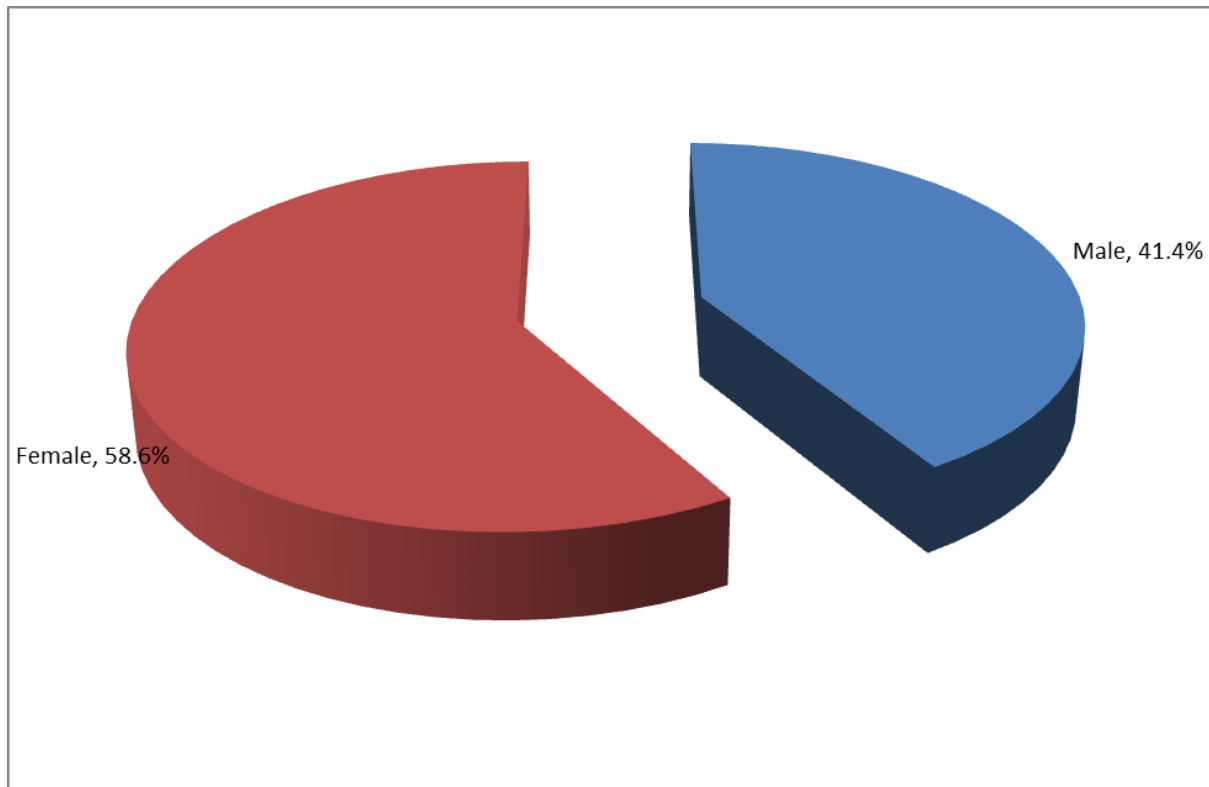


Figure 31: Overall gender of respondents in 2012 (1746)

Q30: Ethnicity – Mini Status 2012

Figure 33 shows the ethnicity of respondents. The largest proportion of respondents are from a White British background (87.9%). 1.8% are from a White Irish background with 3.6% from another White background and 1.7% from any other background. 1.4% are from Black or Black British – Caribbean background and 1.2% from Black or Black British - African .

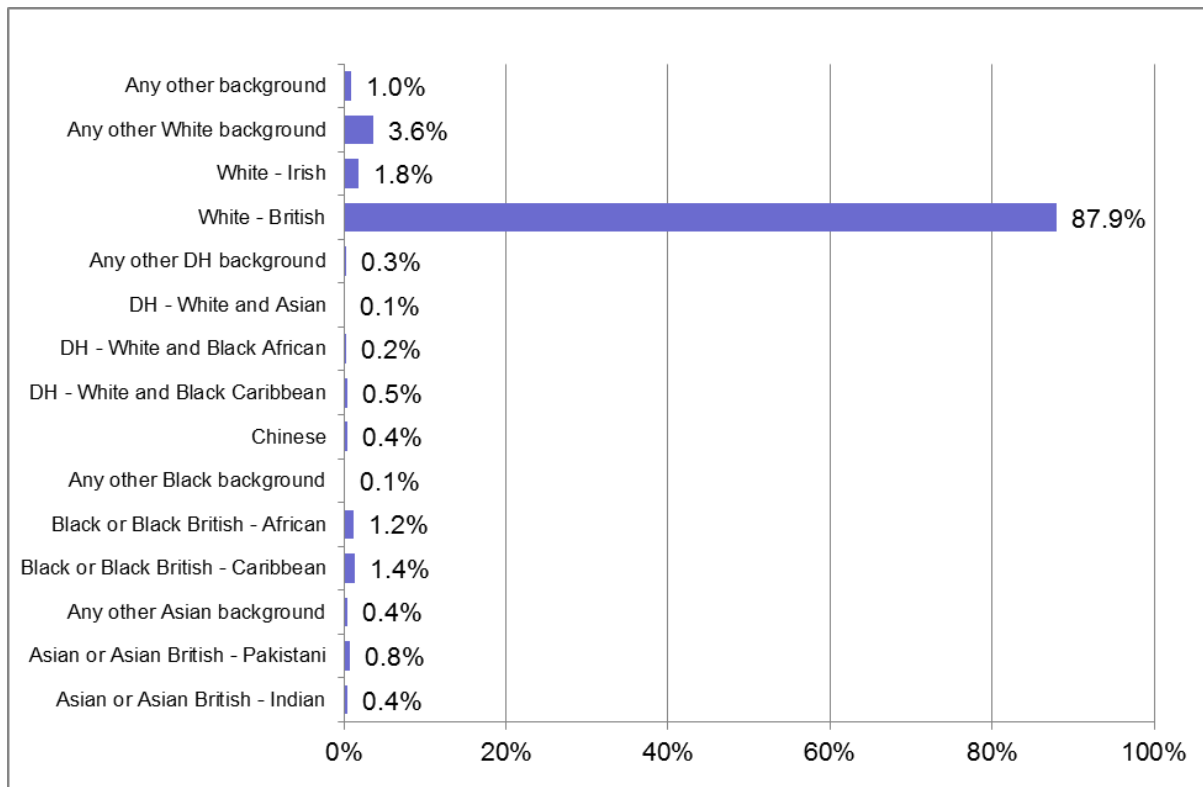


Figure 32: Ethnic background. (Base 671)

Q31: Disability – Mini Status 2012

Overall 42.7% of all respondents stated they have a disability.

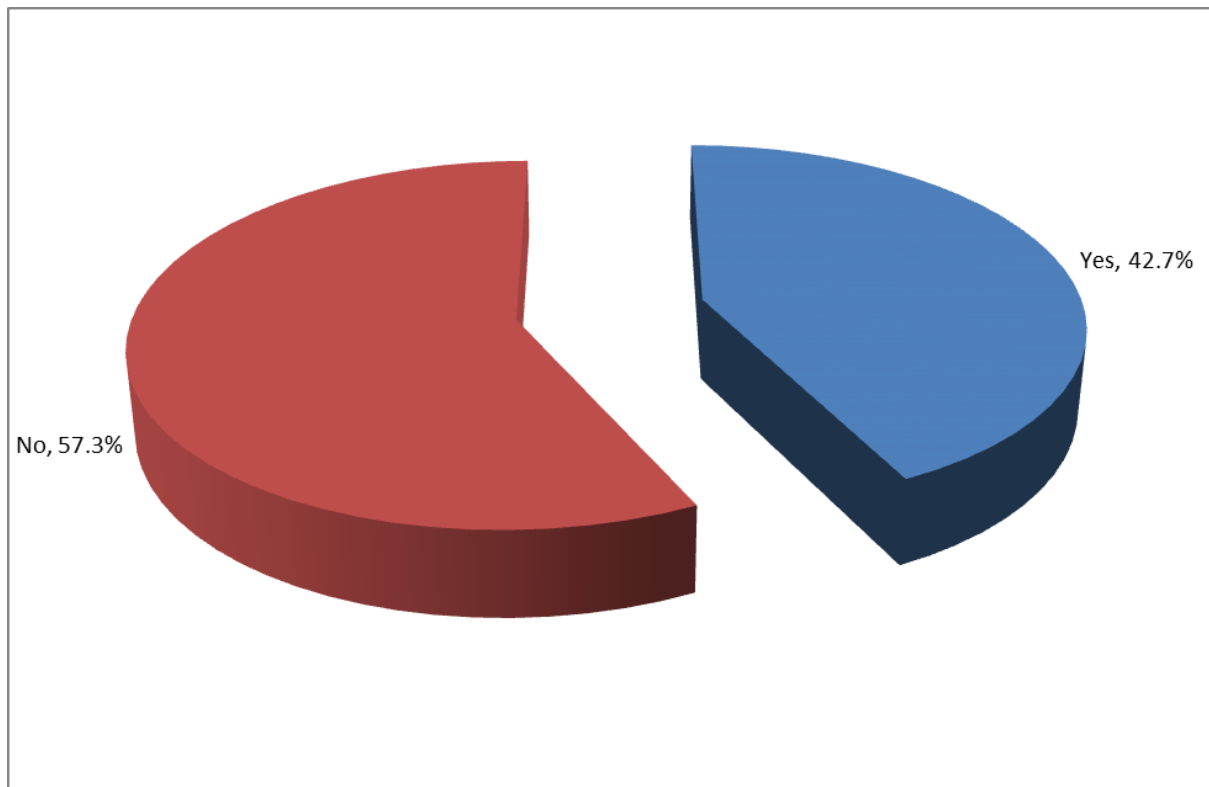


Figure 33: Disability (Base 1802)

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