

CUSTOMER SURVEY QUARTER 2

Report of the Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the second quarter of the Customer Survey 2020 – 2021. Full details can be found in Appendix 1.
- 1.2 Although we are generally happy with the results from this quarter, it is important to note that due to Covid 19 we weren't able to re-commence our survey collection work until the end of July, meaning fewer surveys have been completed than usual during the quarter. This may have affected the overall results.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is aware of recent customer satisfaction results.

4. MATTER(S) FOR CONSIDERATION

- 4.1 **Satisfaction with most recent repair (Target 87%)** : 88% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time** (new question for this year) : 87% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 94% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 91% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 84%)** : 84% of respondents have reported that they are satisfied with their neighbourhood as a place to live.
- 4.6 **Satisfaction with views taken into account (Target 80%)** : 63% of respondents are satisfied that their views are being taken into account.

This is below target, we will be monitoring this indicator over the next quarter to see if any trends begin to develop. We believe there are a number of factors that have impacted this indicator.

Firstly, we have altered the survey to include a filter question before we ask the main question. This was to make sure that people who responded to this question had previously provided feedback to Derby Homes, the change has led to the pool of respondents to this question being lower and therefore we currently have nothing to compare it with.

Secondly, when interrogating the data you can see that the number of customers who answered 'undecided' has increased 7% since the pandemic. For the year 19/20 the total percentage of undecided customers was 20.43% compared to one quarter this year being 27.66%. We interpret this to mean that customers may have higher priorities given the pressures in the current climate and are less inclined to comment one way or another.

The wider survey gives us information about how customers want to be communicated and receive feedback. We will use this along with our strategy consultation data to shape and improve how we feedback to our customers.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 93%)** : 94% of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

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

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Background information: None
List of appendices: None Appendix 1 Customer Survey Qtr 2 Results & Analysis

This report has been approved by the following

Managing Director	Maria Murphy	11/11/20
Head of Service	Lorraine Testro	23/10/20