

Quarter 2: July - September 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% - off target)

73% of respondents have reported a repair within the last 3 months

I have reported a repair within the last 12 months		
Yes	329	73%
No	123	27%
Total	452	100%

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

86% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	112	34%
Agree	170	52%
Undecided	25	8%
Disagree	15	5%
Strongly Disagree	8	2%
Total	330	100%

2021/22	Satisfaction Total	Participant Number
Quarter 1	87%	319
Quarter 2	86%	330
Quarter 3		
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 55 responses that were received from customers explaining why they were not satisfied with their most recent repair. A summary of the comments and actions can be found in the 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	101	31%
Agree	164	50%
Undecided	33	10%
Disagree	23	7%
Strongly Disagree	10	3%
Total	331	100%

2021 / 22	Satisfaction Total	Participant number
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Quarter 1	81%	320
Quarter 2	81%	331
Quarter 3		
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	127	28%
Agree	290	65%
Undecided	17	4%
Strongly Disagree	2	0%
Disagree	13	3%
Total	449	100%

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

20 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 and actions can be found in the Appendix 2.

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

90% of respondents are satisfied with the overall quality of their home.

I am satisfied with the overall quality of my home		
Strongly Agree	175	31%
Agree	334	59%
Undecided	31	6%
Strongly Disagree	19	3%
Disagree	1	0%
Total	563	100%

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

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

5. Overall satisfaction with your Neighbourhood (Target 84% - on target)

86% 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	138	30%
Agree	256	56%
Undecided	32	7%
Disagree	25	6%
Strongly Disagree	3	1%
Total	454	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	88%	438
Quarter 2	86%	454
Quarter 3		
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

56 responses were received from customers who were not satisfied with their neighbourhood as a place to live. Most of the comments received are related to ASB are passing comment where tenants have raised an opinion and don't want anything doing about it. Comments and actions can be found in the Appendix 2.

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

95% 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	111	25%
Agree	316	70%
Undecided	21	5%
Strongly Disagree	4	1%
Disagree	1	0%
Total	453	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	92%	436
Quarter 2	95%	452
Quarter 3		
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, 9% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	39	9%
No	392	91%
Total	431	100%

2021/ 22	Provided feedback	Participant number
Quarter 1	12%	431
Quarter 2	9%	431
Quarter 3		
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)

86% 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	23	18%
Agree	86	68%
Undecided	15	12%
Disagree	3	2%
Total	127	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	85%	104
Quarter 2	86%	127
Quarter 3		
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 93% - 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	37	37%
Agree	267	59%
Undecided	9	2%
Disagree	5	1%
Strongly Disagree	2	0%
Total	451	100%

2021 / 22	Satisfaction Total	Participant number
Quarter 1	96%	424
Quarter 2	96%	451
Quarter 3		
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

47% 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	208	47%
No, thank you	176	40%
No, I am not registered	41	9%
Yes, please provide a contact email address	14	3%
Yes, please provide a contact telephone number	4	1%
Total	443	100%

2021 / 22	Registered Total	Participant number
Quarter 1	43%	435
Quarter 2	47%	443
Quarter 3		
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 2 there were 443 new registrations, there are 9396 customers in total registered to my account.