

**Cross Keys Homes**

**Sheltered Tenants**

**STATUS Tracker Survey**

January 2010

Final Report



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**APPENDIX 1: Questionnaire**

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# 1 SUMMARY OF MAIN FINDINGS & COMPARISON TO PREVIOUS SURVEY

## Equality and diversity

24% of respondents were aged under 65, 26% were aged 65-74, and 32% were aged 75-84 and 19% were aged 85+. 45% of respondents were male and 55% female.

92% of the sample is classified as Non-BME while 8% are defined as BME.

Around 8 in 10 residents (81%) described themselves as Christian, 7% said that they were not religious and 8% ticked the 'Prefer not to say' option.

Just over two thirds of respondents (70%) described themselves as heterosexual, 19% ticked the 'Prefer not to say' option for this question.

67% of residents said that someone in their household had a long-term illness, health problem or disability which limits their daily activities or the work that they can do, including any problems that are due to old age.

- 24% said that someone in their household uses a wheelchair.

All respondents were asked to rate their access to the building, inside the building and to their home. Results were very positive:

- 95% rated ease of access to the building as good (94% in 2008)
- 95% rated ease of access inside the building as good (95% in 2008)
- 96% rated ease of access to their home as good (94% in 2008)

## Satisfaction with property and area

Tenants were asked how satisfied or dissatisfied they are with Cross Keys Homes as a landlord. 94% were either very or fairly satisfied (96% in 2008), and 4% were dissatisfied (3% in 2008). When asked to rate different elements of their home, their areas and the services they receive the results were also positive:

- 97% were satisfied with the security and safety of their home (96% in 2008)
- 96% were satisfied with the overall quality of their home (96% in 2008)
- 96% rated the ease of access to their home positively (94% in 2008)
- 95% were satisfied with the general condition of their property (96% in 2008)
- 95% rated the ease of access to the building positively (94% in 2008)
- 95% rated the ease of access inside their building positively (95% in 2008)
- 92% were satisfied with value for money for their rent (91% in 2008).
- 92% were satisfied with the alarm call system (92% in 2008)
- 92% were satisfied with how enquiries are dealt with generally (92% in 2008)
- 91% were satisfied with the neighbourhood as a place to live (90% in 2008)
- 79% were satisfied with advice on rent payments (78% in 2008)
- 70% were satisfied with support provided to new tenants (71% in 2008)
- 70% were satisfied with advice on benefits (72% in 2008)

- 69% were satisfied with support provided to vulnerable tenants (72% in 2008)
- 52% were satisfied with advice on moving home (47% in 2008)

The most important feature was repairs and maintenance (59%); this was followed by the scheme manager (45%) and the alarm call system (43%)

The main areas of ASB were:

- Car parking: 28% a problem (28% in 2008)
- Rubbish or litter: 20% a problem (22% in 2008)
- Disruptive children or teenagers: 10% a problem (11% in 2008)
- Vandalism and graffiti: 10% a problem (11% in 2008)

### **Home help and care services**

34% of the sample said that they received home help or care services. Of these, 26% said that services were provided by family or friends, 7% by a publicly funded care agency and 2% by a privately funded care agency.

- 98% of those who had help from friends and family were satisfied with it (93% in 2008)
- 83% of those that paid privately for help were satisfied with the help they received (90% in 2008)
- 97% of those that received help from a social care package were satisfied with it (89% in 2008)

### **Emergency call system**

97% of the sample said that they have an emergency alarm call system. 44% of them had used the system in the last 12 months. 31% of respondents with an emergency call system had never used it.

Of those that had used the emergency call system in the last 12 months:

- 90% were satisfied with the speed of response (93% in 2008)
- 90% were satisfied with the helpfulness of the staff (92% in 2008)

### **Scheme manager & communal facilities**

The scheme managers were generally rated positively, with only small proportions expressing some dissatisfaction.

- 73% were satisfied with the promotion of social activities (75% in 2008)
- 80% were satisfied with contact via the intercom (78% in 2008)
- 81% were satisfied with the face-to-face contact (84% in 2008)
- 81% were satisfied with the frequency of contact (84% in 2008)
- 82% were satisfied overall (83% in 2008)
- 83% were satisfied with the helpfulness of the scheme manager (86% in 2008)

Respondents were asked to rate the communal facilities provided at their scheme. Once the N/A scores are excluded:

- 75% were satisfied with their guest room (77% in 2008)
- 83% were satisfied with laundry facilities (87% in 2008)
- 87% were satisfied with their kitchen (88% in 2008)
- 88% were satisfied with their lounge (91% in 2008)

### **Contact with Cross Keys Homes**

67% of respondents had been in contact with Cross Keys Homes in the last 12 months. Telephone (73%) was the most common method and repairs (70%) were the most common reason for making contact. Of those who contacted Cross Keys Homes:

- 82% of respondents said it was easy to get hold of the right person (84% in 2008)
- 86% said that staff were able to deal with their problem (88% in 2008)
- 85% of respondents were satisfied with the final outcome of their contact (84% in 2008).

### **Repairs and maintenance**

92% of tenants were satisfied with the way that Cross Keys Homes deals with repairs and maintenance, (93% in 2008).

Of those who had had repairs completed:

- 97% rated the attitude of workers positively (98% in 2008)
- 97% rated keeping dirt and mess to a minimum positively (97% in 2008)
- 94% rated speed with which work was completed positively (96% in 2008)
- 96% rated the overall quality of repair work positively (95% in 2008)
- 96% rated being told when workers would call positively (95% in 2008)
- 93% rated time taken before work started positively (93% in 2008)

### **Communication and information**

62% preferred to be communicated with by letter and 60% by scheme manager.

75% said that they were satisfied that their views were being taken into account, (80% in 2008)

89% said that Cross Keys Homes was good at keeping them informed about issues that might affect them as a tenant, (90% in 2008).

40% of respondents had access to the internet or email, while 44% said that they had a mobile phone and 38% indicated that they had a radio.

### **Antisocial Behaviour**

13% of respondents have experienced ASB while at home in the last year. Of these 54% reported the incident to Cross Keys Homes.

Of the tenants who reported the ASB to Cross Keys Homes, 74% were happy with the way that Cross Keys Home dealt with or is dealing with the report (68% in 2008).

## **2 INTRODUCTION**

Cross Keys Homes commissioned Snap Surveys to conduct their 2009 sheltered tenant satisfaction survey (STATUS) tracker survey. This report contains the research findings.

### **2.1 Background**

STATUS is a standard resident satisfaction survey developed by the National Housing Federation (NHF) to be used by housing associations, local authorities and Arms Length Management Organisations (ALMOS). Registered Social Landlords (RSLs) are required to carry out STATUS at least once every three years, although some, including Cross Keys Homes choose to do so more frequently. The primary purpose of STATUS is to:

- Meet the statutory duty to report key performance indicators
- Measure customer satisfaction and identify areas for improvement
- Obtain a representative picture of residents attitudes and behaviour
- Complement other methods of customer feedback
- Enable comparisons of data from different landlords and over time.

This standardisation of STATUS should ensure that data is collected in a reliable and consistent way, enabling a comparison of results between different landlords in order to develop benchmarks across the social housing sector.

### **2.2 Methodology and sampling**

On the November 2009 Snap Surveys sent shortened versions of the sheltered STATUS questionnaires to all 1,179 Cross Keys Homes sheltered tenants. The survey was closed on 5 January 2010 having achieved an overall response rate of 37% (437 completed questionnaires). The principal contacts for the survey were Charlotte Messenger at Cross Keys Homes and Ed Hockey at Snap Surveys.

A prize draw incentive was offered of for all those who completed their survey and returned it by 18 December 2009.

### **2.3 Analysis of results**

Figures are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Not all figures add to 100%, this may be due to rounding, or because each respondent was allowed to give more than one answer to the question.

Furthermore, the report is often based on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were 'very satisfied' and 'fairly satisfied' and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall '% satisfied' score can be slightly different to the score obtained when adding together the '% very satisfied' and '% fairly satisfied' as displayed on the chart.

The data has been Z-tested at 95% confidence level. The Z-test is a statistical test which determines if the percentage difference between subgroups is large enough to be statistically significant or whether the difference is likely to have occurred by chance. The table below sets out the size of the differences in percentage terms that are required for a difference to be of statistical significance:

Approximate % to which margin relates:	Margins (%) which are just significant (at 95%)		
	10% or 90%	30% or 70%	50%
<b>Sample size:</b>	±%	±%	±%
25 and 25	17	25	28
50 and 50	12	18	20
100 and 100	8	13	14
150 and 150	7	10	11
250 and 250	5	8	9
500 and 500	4	6	6
100 and 900	6	9	10
1,000 and 1,000	3	4	4

## 2.4 Structure of this report

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Equality, diversity and respondent profile
- Satisfaction with property and area
- Home help and care services
- Emergency call system
- Scheme manager & communal facilities
- Contact with Cross Keys Homes
- Repairs and maintenance
- Communication and information
- Antisocial Behaviour

### 3 RESPONDENT PROFILE

#### 3.1 Introduction

This section of the report profiles respondent gender, age, religion, sexual orientation, ethnicity and incidence of illness/disability. It also reports on length of tenancy and housing benefit.

All questions in the survey have been broken down by the diversity groups to enable comparisons between subgroups. We have only commented on differences between subgroups where they are statistically significant.

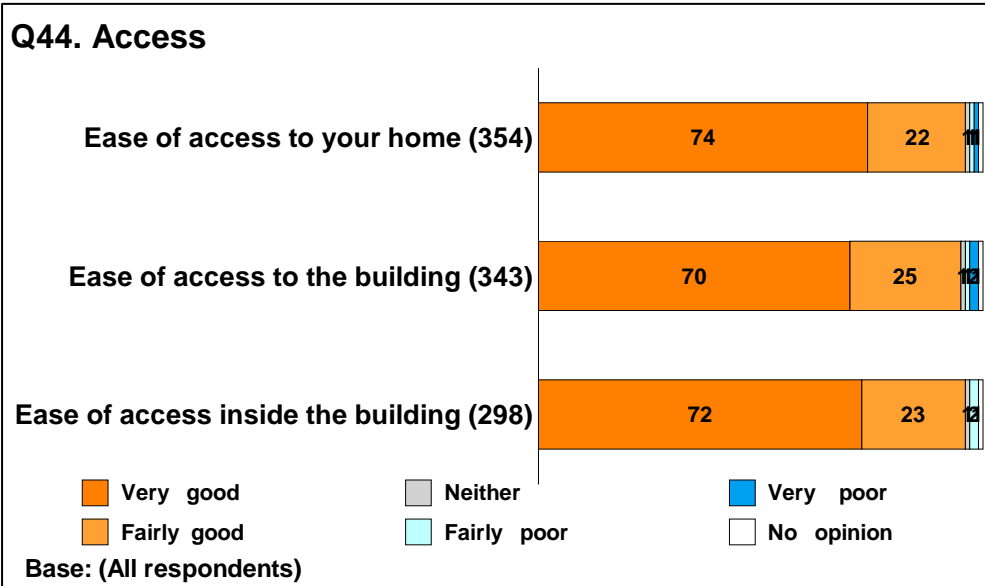
#### 3.2 Equality and diversity

67% of residents said that someone in their household had a long-term illness, health problem or disability which limits their daily activities or the work that they can do, including any problems that are due to old age. Nearly a quarter of respondents (24%) said that someone in their household uses a wheelchair.

All respondents were asked to rate their access to the building, inside the building and to their home. Results were very positive:

- 95% rated ease of access to the building as good (94% in 2008)
- 95% rated ease of access inside the building as good (95% in 2008)
- 96% rated ease of access to their home as good (94% in 2008).

Those with a wheelchair user in their household were marginally less likely to positive, but the impact was not statistically significant.



Those households with a wheelchair user were marginally less positive than those without, as would be expected. This is shown in the table below:

<b>% Satisfied</b>	<b>Total</b>	<b>Wheelchair user in home</b>	<b>No wheelchair user in home</b>
Ease of access to the building	95%	93%	96%
Ease of access inside the building	95%	94%	96%
Ease of access inside the home	96%	91%	98%

24% of respondents were aged under 65, 26% were aged 65-74, and 32% were aged 75-84 and 19% were aged 85+. 45% of respondents were male and 55% female.

Since April 2006, the Housing Corporation/TSA has included all tenants that are not white-British in its BME definition. According to this definition, 92% of the sample is classified as Non-BME while 8% are defined as BME.

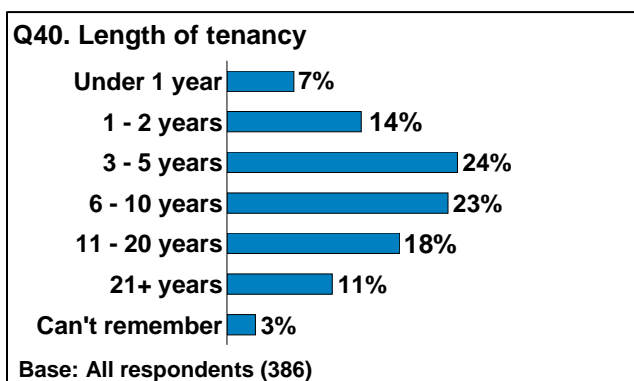
Around 8 in 10 residents (81%) described themselves as Christian, 7% said that they were not religious and 8% ticked the 'Prefer not to say' option.

Just over two thirds of respondents (70%) described themselves as heterosexual, 19% ticked the 'Prefer not to say' option for this question.

Descriptor	Subgroup	Proportion
Age	Under 65	24%
	65-74	26%
	75-84	32%
	85+	19%
Gender	Male	45%
	Female	55%
Disability	Disabled	67%
	Not disabled	32%
Ethnicity	BME	8%
	Non BME	92%
Religion	Christian	81%
	Not religious	7%
	Other	12%
	Prefer not to say	8%
Sexual orientation	Heterosexual	70%
	Lesbian/Gay/Bisexual	1%
	Other	10%
	Prefer not to say	19%

### 3.3 Length of tenure

21% of households had been tenants of Cross Keys Homes for 2 years or less, 46% had been tenants of Cross Keys Homes for between 3 and 10 years, and 29% had been tenants for over 10 years.



### **3.4 Housing benefit and financial services**

78% of respondents said that they receive housing benefit. 12% said that they would benefit from money management help and advice. These people have been put in touch with Cross Keys Homes.

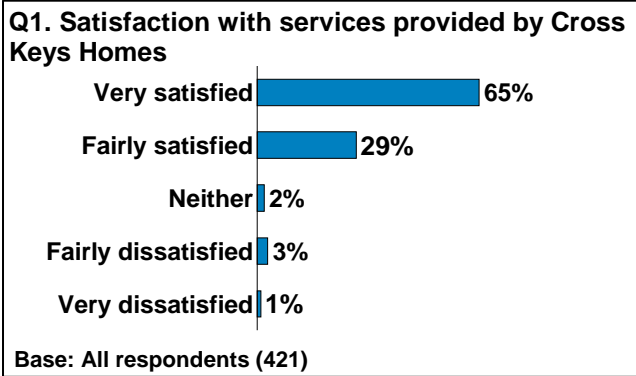
## 4 SATISFACTION WITH PROPERTY AND AREA

### 4.1 Introduction

This section looks at satisfaction with Cross Keys Homes as a landlord as well as satisfaction with the accommodation, neighbourhood and value for money. It also looks at ease of access.

### 4.2 Overall satisfaction with Cross Keys Homes

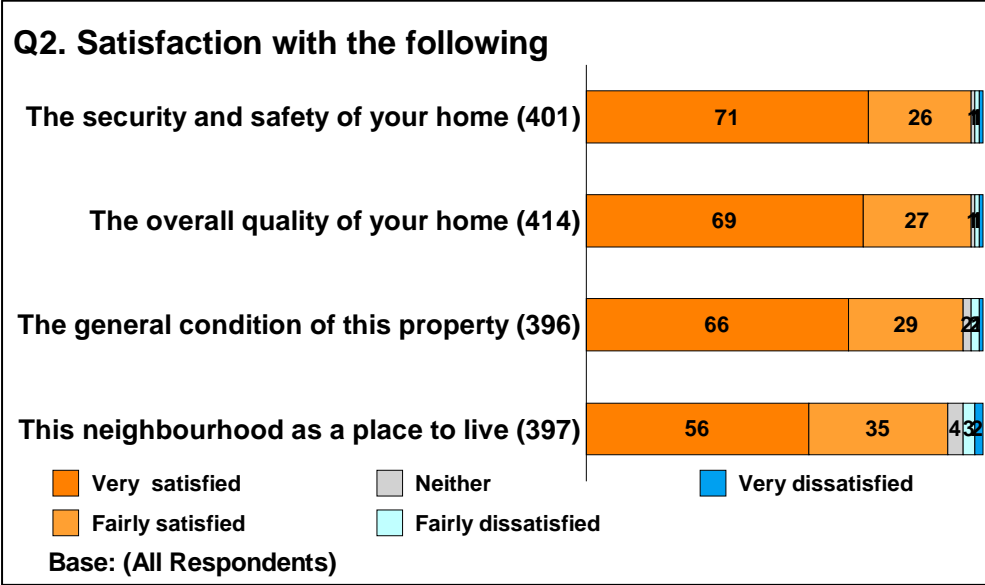
Tenants were asked how satisfied or dissatisfied they are with Cross Keys Homes as a landlord. 94% were either very or fairly satisfied (96% in 2008), and 3% were dissatisfied, (3% in 2008).



### 4.3 Satisfaction with home and neighbourhood

Levels of satisfaction with the home and neighbourhood were high:

- 91% were satisfied with their neighbourhood as a place to live (90% in 2008)
- 92% were satisfied with the value for money for their rent (91% in 2008)
- 95% were satisfied with the general condition of their property (96% in 2008)
- 96% were satisfied with the overall quality of their home (96% in 2008)
- 97% were satisfied with the security and safety of their home (96% in 2008)



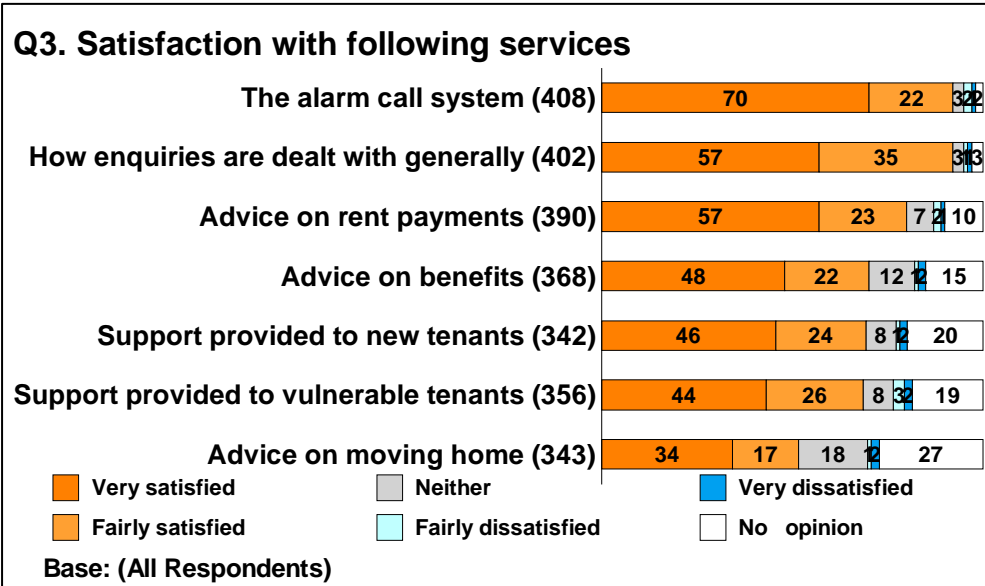
### 4.4 Satisfaction with services

Tenants were asked to rate a number of services provide by Cross Keys Homes. Since not all residents will have received the services, STATUS surveys offer the option of ticking a No opinion code. Generally speaking responses were positive:

- 52% were satisfied with advice on moving home (47% in 2008)
- 69% were satisfied with support provided to vulnerable tenants (72% in 2008)
- 70% were satisfied with advice on benefits (72% in 2008)
- 70% were satisfied with support provided to new tenants (71% in 2008)
- 79% were satisfied with advice on rent payments (78% in 2008)
- 92% were satisfied with how enquiries are dealt with generally (92% in 2008)
- 92% were satisfied with the alarm call system (92% in 2008)

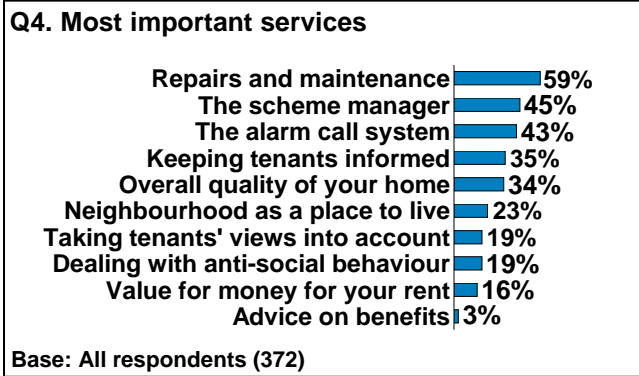
The questions receiving the highest proportions of respondents not giving an opinion related to services that are targeted to particular groups:

- Advice on moving home: 27% no opinion
- Support provided to new tenants: 20% no opinion
- Support provided to vulnerable tenants: 19% no opinion
- Advice on benefits: 15% no opinion.



### 4.5 Most important features of housing provision

Tenants were given a list of features of social housing provision and were asked to tick the three that they consider to be the most important. The most important feature was repairs and maintenance (59%); this was followed by the scheme manager (45%) and the alarm call system (43%).



Tenants in the 85+ age bracket were more likely than those in the 16-64 bracket to rate the alarm call system as one of the three most important features, (58% compared to 35%).

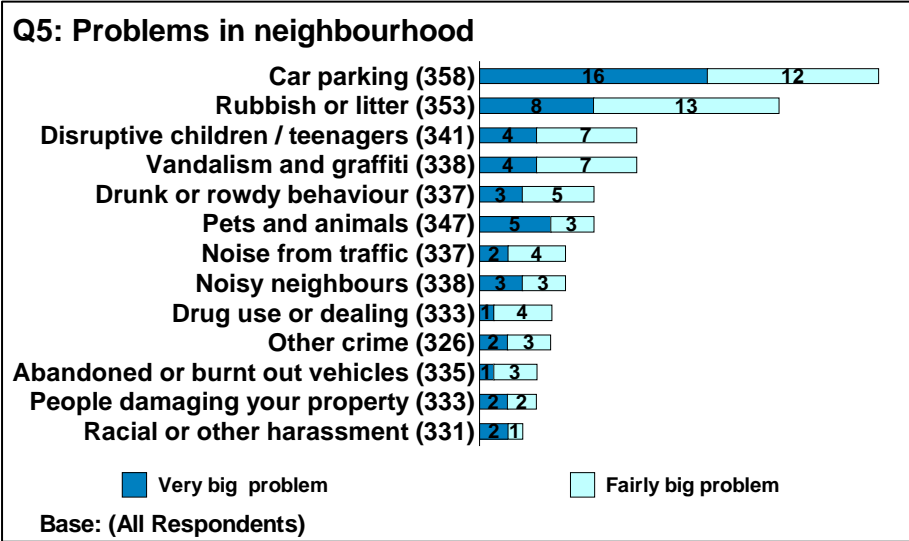
Tenants who received home/help care services were more likely than those who didn't to rate the alarm call system as one of the three most important features, (51% compared to 37%) (significant to 95% level).

Tenants with a disability were more likely than those without to rate repairs and maintenance as one of the three most important features, (69% compared to 56%) (significant to 95% level).

### 4.6 Neighbourhood problems

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked to what extent each was a problem. The areas are summarised below (in terms of the proportion saying that each were a very big or fairly big problem):

- Car parking: 28% (28% in 2008)
- Rubbish or litter: 20% (22% in 2008)
- Disruptive children or teenagers: 11% (11% in 2008)
- Vandalism and graffiti: 10% (11% in 2008).



## 5 HOME HELP AND CARE SERVICES

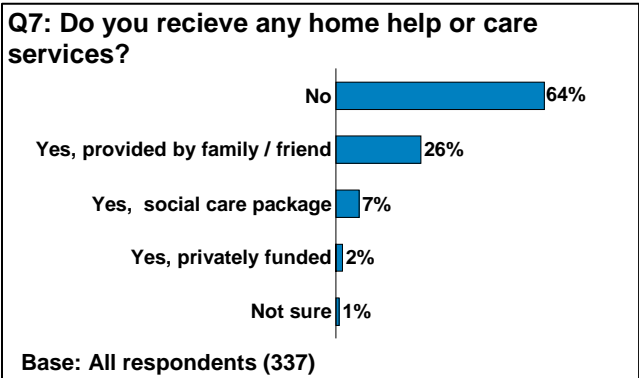
### 5.1 Introduction

This section looks at how satisfied or dissatisfied residents who receive home help and care services are with those services.

### 5.2 Care services received

34% of the sample said that they received home help or care services. Of these, 26% said that services were provided by family or friends, 7% by a publicly funded care agency and 2% by a privately funded care agency.

Those who did receive home help or care were asked which services they received and who they were provided by.



- Residents receiving a social care package were more likely than those who receive home help or care from family and friends to have help with personal grooming, (55% compared to 24%)
- Residents receiving a social care package were more likely than those who receive home help or care from family and friends to have help with dressing, (45% compared to 11%)
- Residents receiving home help or care from family and friends were more likely than those who receive a social care package to receive help cleaning, (78% compared to 45%)
- Residents receiving home help or care from family and friends were more likely than those who receive a social care package to receive help shopping, (82% compared to 41%)
- Residents receiving home help or care from family and friends were more likely than those who receive a social care package to receive help gardening, (64% compared to 27%)

The table below shows which services are provide by family and friends in comparison to privately and socially funded care packages. Whilst it is important to note the very low base sizes, it is interesting that publicly funded care packages are more likely to pay for personal grooming/bathing services, help with getting dressed and help going to bed/getting up - whilst those who turn to friends and private help are more likely to use this help for cleaning, shopping and gardening.

<b>Service</b>	<b>Provided by social care package (27)</b>	<b>Privately funded care (12)</b>	<b>Provided by family/friend (73)</b>
Personal grooming/bathing	55%	14%	24%
Dressing	46%	14%	11%
Getting up/going to bed	32%	14%	11%
Meal preparation	41%	29%	19%
Medication	41%	29%	22%
Cleaning	46%	100%	78%
Shopping	41%	71%	82%
Laundry	27%	43%	40%
Gardening	27%	57%	64%

### **5.3 Satisfaction with providers of homehelp and care services**

Respondents were asked how satisfied or dissatisfied they are with the care services provided by social care agencies, private care agencies and family or friends. Satisfaction was high for all services:

- 83% of those that paid privately for help were satisfied with the help they received (90% in 2008)
- 97% of those that received help from a social care package were satisfied with it (89% in 2008)
- 97% of those who had help from friends and family were satisfied with it (93% in 2008)

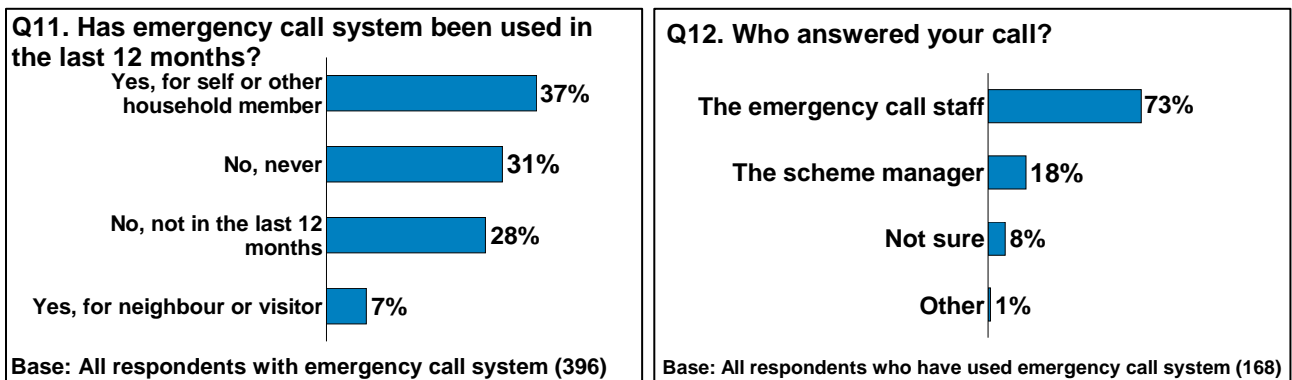
## 6 EMERGENCY CALL SYSTEM

### 6.1 Introduction

This section looks at use of the emergency call system, and for those that have used the system; who answered the call and satisfaction with how the call was handled.

### 6.2 Use of the emergency alarm call system

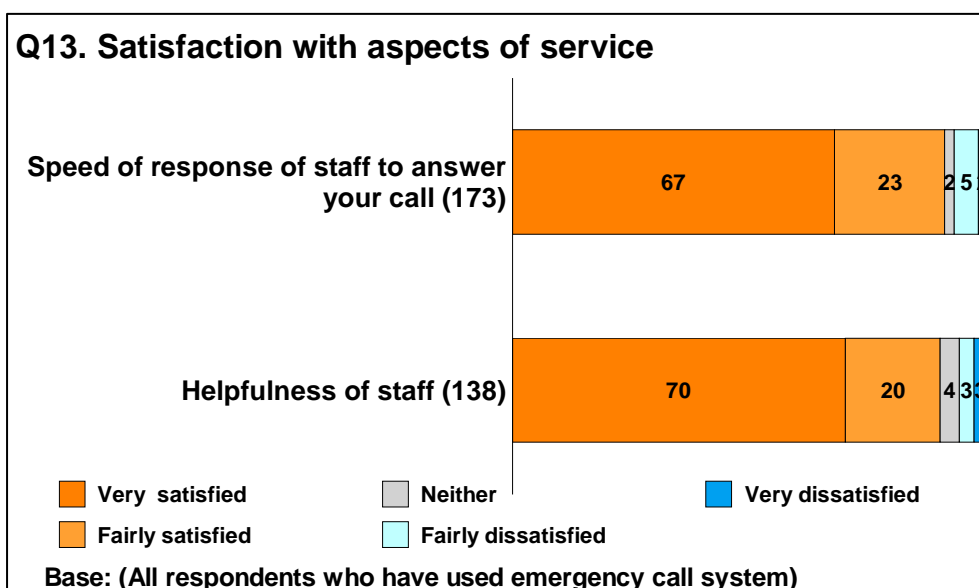
97% of the sample said that they have an emergency alarm call system (99% in 2008). 44% of them had used the system in the last 12 months, of these 37% had used it for themselves or another household member and 7% had used it for a neighbour or visitor. 31% of respondents with an emergency call system had never used it.



Of those that had used the emergency call system in the last 12 months, 73% said that emergency alarm call staff answered their call, 18% said the scheme manager answered their call, 1% said someone else answered their call and 8% did not know who answered their call.

Those that had used the emergency alarm system in the last 12 months were asked how satisfied they were with the speed of response to the call and the helpfulness of staff:

- 90% were satisfied with the speed of response (93% in 2008)
- 90% were satisfied with the helpfulness of the staff (92% in 2008).



There was little difference in satisfaction levels when comparing the performance of the scheme manger and the emergency call staff as is shown in the table below.

<b>% Satisfied</b>	<b>Total</b>	<b>Emergency call staff</b>	<b>Scheme manager</b>
Speed of response of staff to answer your call (173)	90% (156)	90% (105)	93% (28)
Helpfulness of staff (138)	90% (124)	92% (90)	91% (20)

## 7 SCHEME MANAGER & COMMUNAL FACILITIES

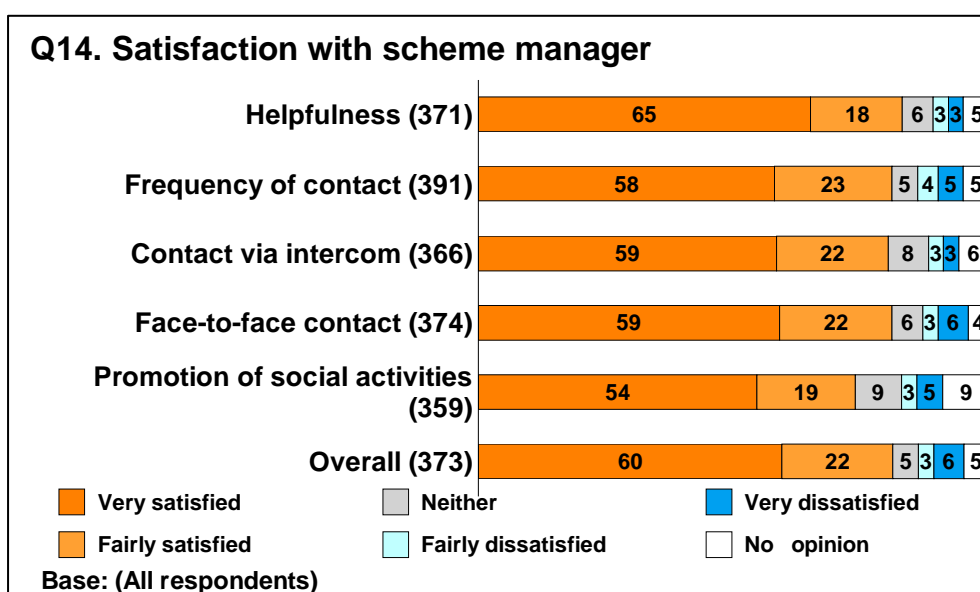
### 7.1 Introduction

This section looks at whether or not respondents have a scheme manager, and if so, how satisfied they are with their scheme manager.

### 7.2 Satisfaction with services

The scheme managers were generally rated positively, with only small proportions expressing some dissatisfaction and no opinion.

- 83% were satisfied with the helpfulness of the scheme manager (86% in 2008)
- 82% were satisfied overall (83% in 2008)
- 81% were satisfied with the face-to-face contact (84% in 2008)
- 81% were satisfied with the frequency of contact (84% in 2008)
- 80% were satisfied with contact via the intercom (78% in 2008)
- 73% were satisfied with the promotion of social activities (75% in 2008).



Older age groups were more likely than the younger age groups to be satisfied with the services provided by the scheme manager. Those who received housing benefit were also more likely to be satisfied with the scheme manager than those who did not receive housing benefit.

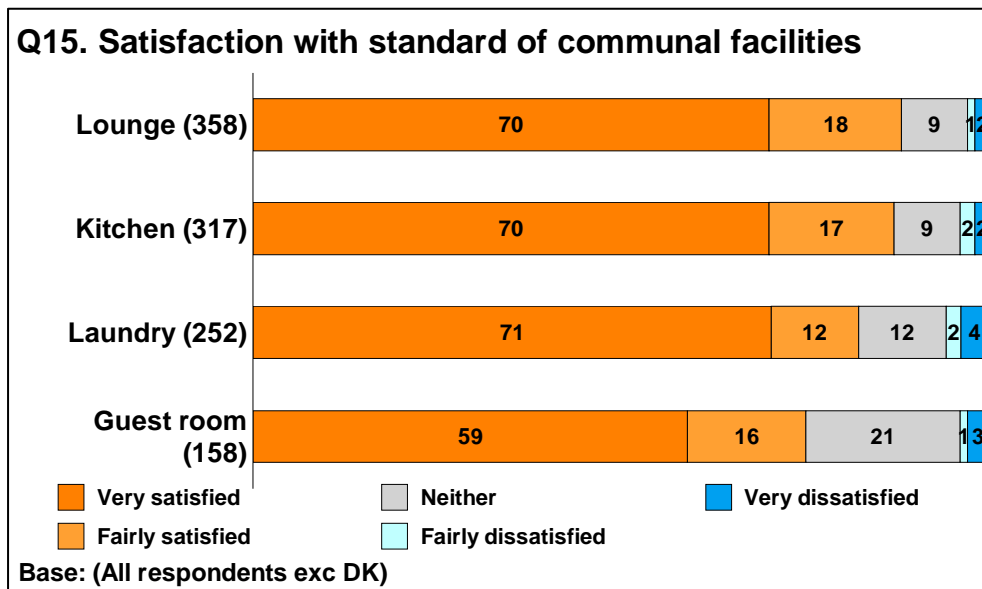
### 7.3 Satisfaction with communal facilities

Respondents were asked to rate the communal facilities provided at their scheme. A high proportion of respondents did not rate a guest room (50%) or laundry facilities (27%). Once the N/A scores are excluded from the data we can see that:

- 75% were satisfied with their guest room (77% in 2008)
- 83% were satisfied with laundry facilities (87% in 2008)
- 87% were satisfied with their kitchen (88% in 2008)
- 88% were satisfied with their lounge (91% in 2008)

The charts below show the data including and excluding N/A responses.

There were no significant differences of note when comparing subgroups.



## 8 CONTACT WITH CROSS KEYS HOMES

### 8.1 Introduction

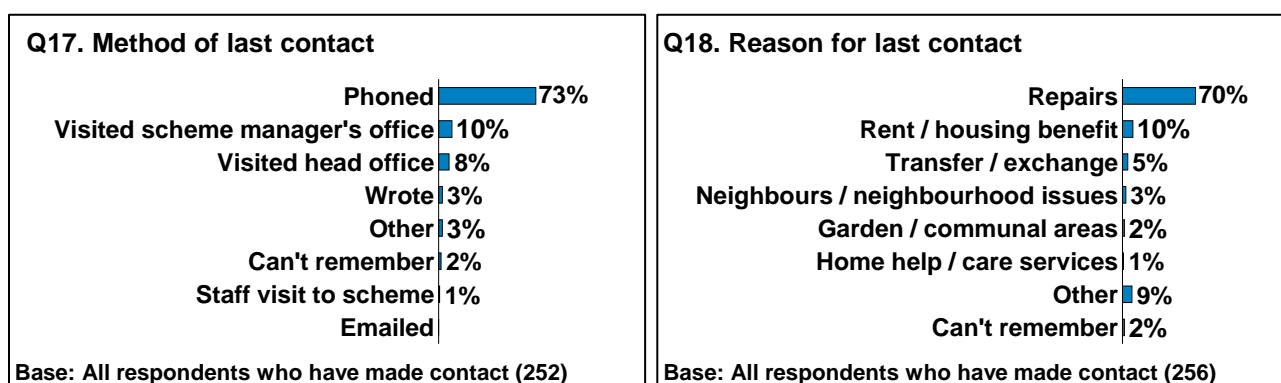
This section looks at contact with Cross Keys Homes in terms of how tenants have had contact, what they had contact about and the quality of service they received when making contact.

### 8.2 Method of and reason for last contact

63% of respondents had been in contact with Cross Keys Homes in the last 12 months.

Of those respondents who have been in contact with Cross Keys Homes in the last 12 months telephone (73%) was by far the most common method of contacting Cross Keys Homes, followed by tenants visiting an office (10%).

Repairs (70%) were the most common reason for making contact, followed by rent/housing benefit (10%).



The table below shows the different methods that tenants used when making contact with Cross Keys Homes. 83% of those that last contacted the landlord over repairs did so by phone.

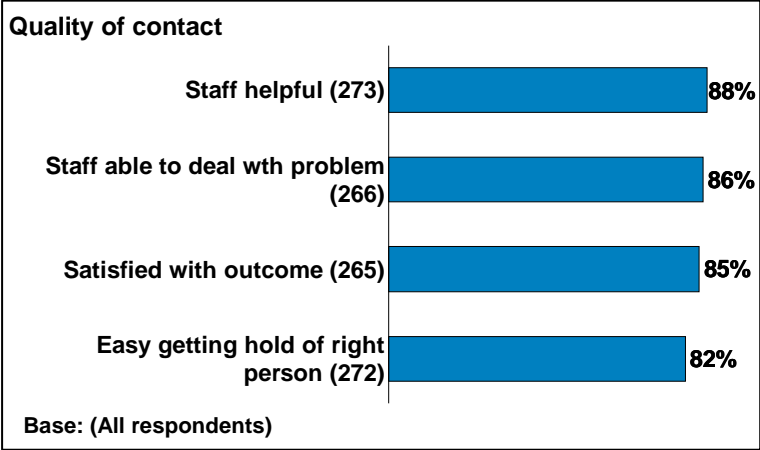
	Repairs (167)	Rent/ housing benefit (23)	Transfer/ exchange (12)	Neighbours (6)	Other (22)
<b>Phone (185)</b>	83% (138)	61% (14)	17% (2)	33% (2)	64% (14)
<b>Visit scheme managers office (25)</b>	10% (16)	9% (2)	17% (2)	-	5% (1)
<b>Visit head office (19)</b>	2% (3)	30% (7)	50% (6)	17% (1)	9% (2)
<b>Other (7)</b>	3% (5)	-	17% (2)	-	-
<b>Wrote (8)</b>	-	-	-	50% (3)	18% (4)

NB Low base numbers

**8.3 Quality of contact**

82% of respondents said it was easy to get hold of the right person (84% in 2008) and 8% said it was difficult.

Approximately nine out of ten (88%) tenants who contacted Cross Keys Homes in the last 12 months said they found the staff helpful (89% in 2008), 5% said staff were unhelpful.



86% said that staff were able to deal with their problem (88% in 2008), while 8% said that staff were unable to deal with their problem.

85% of respondents were satisfied with the final outcome of their contact (84% in 2008), with 11% dissatisfied.

## 8.4 Contact with Cross Keys Homes - Summary

The table below shows that the quality of service provided to tenants is relatively high regardless of the method. The table below shows very little difference in the quality of service that tenants receive.

Area	Phone	Visit HQ	Visit SM	Other
% Easy to get hold of right person (222)	85% (157)	74% (14)	96% (23)	57% (4)
% Helpful (239)	92% (170)	84% (16)	96% (23)	71% (5)
% Able to deal with problem (230)	90% (165)	90% (17)	91% (23)	71% (5)
% Satisfied (226)	87% (159)	90% (17)	86% (19)	71% (5)

NB: Low base sizes

The following table looks at the quality of service people received when contacting Cross Keys Homes about different issues. It shows that those who contacted Cross Keys Homes about repairs, rent or benefit and transfer/exchange encountered a more positive experience.

	Repairs	Rent/ benefit	Transfer/ exchange	Neighbourhood	Other
% Easy to get hold of right person (222)	85% (151)	88% (22)	67% (12)	67% (4)	73% (16)
% Helpful (239)	93% (166)	96% (24)	75% (9)	43% (3)	77% (17)
% Able to deal with problem (230)	92% (162)	96% (23)	75% (9)	14% (1)	81% (17)
% Satisfied (226)	90% (161)	92% (22)	64% (7)	14% (1)	72% (13)

NB: Low base sizes

## 8.5 Awareness of complaints procedure

Around three quarters of residents (74%) were aware that their landlord has a formal complaints procedure. Males (82%) were more likely than females (68%) to be aware of the complaints procedure.

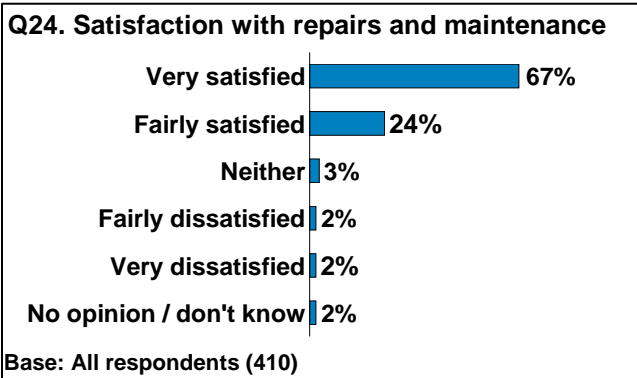
# 9 REPAIRS AND MAINTENANCE

## 9.1 Introduction

This section looks at overall satisfaction with repairs and maintenance services, whether tenants have had repairs completed in the last 12 months, and satisfaction with the quality of the repairs service in general.

## 9.2 Overall satisfaction with the repairs and maintenance service

Tenants were asked how satisfied or dissatisfied they were with how Cross Keys Homes deals with repairs and maintenance. Over 9 out of 10 (92%) tenants were satisfied (93% in 2008), while 4% were dissatisfied.



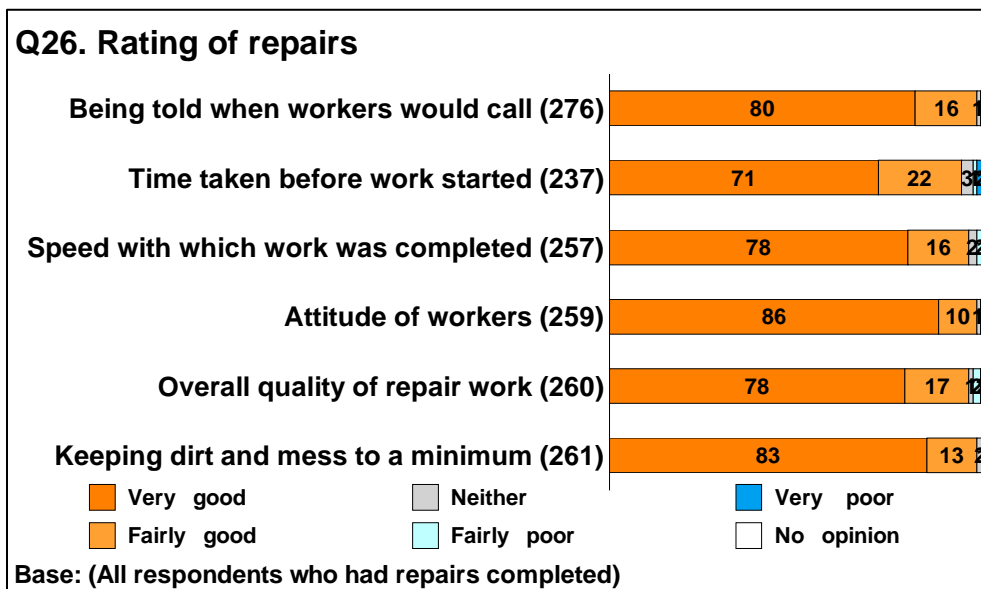
### 9.3 Satisfaction with completed repairs

69% of respondents have had repairs completed in the last 12 months. All those who have had repairs completed were asked to rate different elements of the repairs service they received.

Overall, results were very positive:

- 97% rated the attitude of workers positively (98% in 2008)
- 97% rated keeping dirt and mess to a minimum positively (97% in 2008)
- 96% rated the overall quality of repair work positively (95% in 2008)
- 96% rated being told when workers would call positively (95% in 2008)
- 94% rated speed with which work was completed positively (96% in 2008)
- 93% rated time taken before work started positively (93% in 2008).

There were no significant differences of note when comparing subgroups.



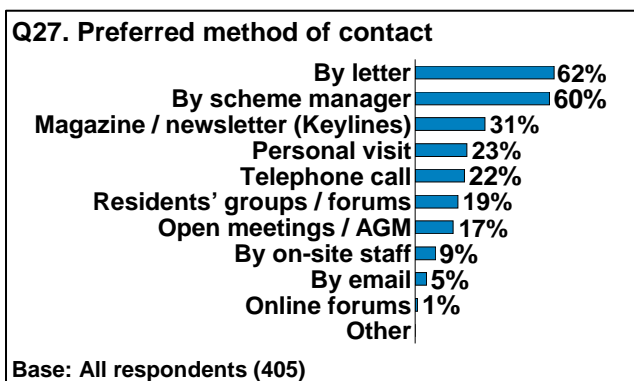
## 10 COMMUNICATION AND INFORMATION

### 10.1 Introduction

This section looks at how respondents prefer to be informed and consulted by Cross Keys Homes, their levels of satisfaction with how well they feel Cross Keys Homes takes account of their views and how they rate Cross Keys Homes at keeping them informed about issues that may affect them.

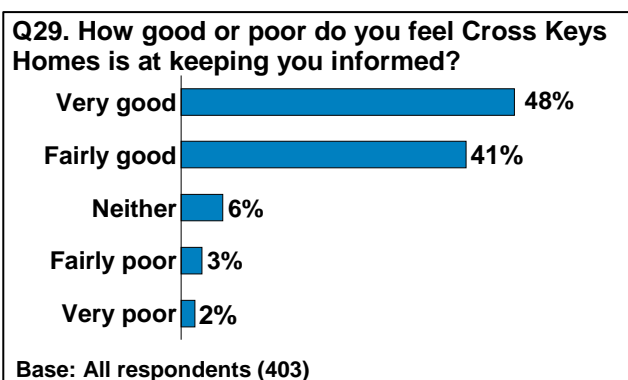
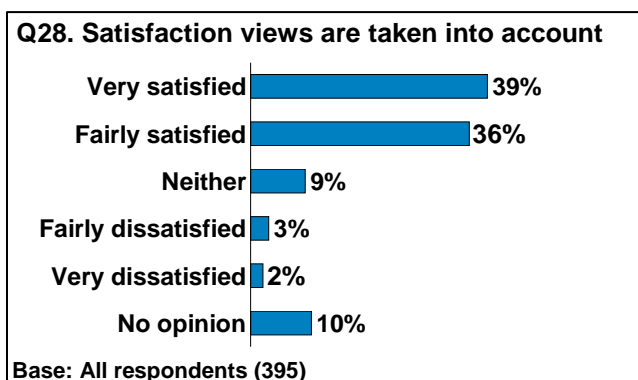
### 10.2 Keeping residents informed

Residents were asked which methods of contact they would prefer Cross Keys Homes to inform them or consult with them about issues that might affect them, and were given a list of options. 62% preferred to be notified by the letter and 60% by scheme manager.



### 10.3 Information provision and consultation

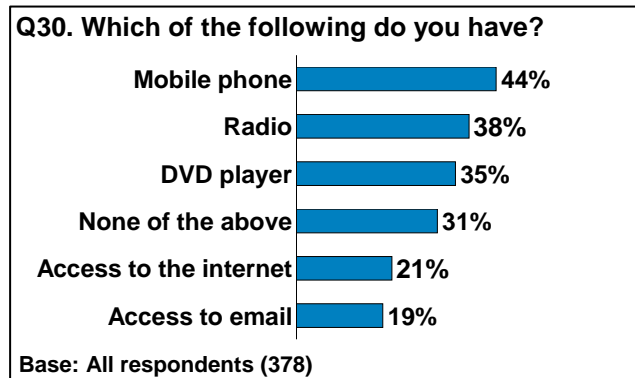
Tenants were then asked how satisfied or dissatisfied they were regarding their views being taken into account by Cross Keys Homes. 75% said that they were satisfied (80% in 2008), while 5% said that they were dissatisfied and 10% had no opinion.



Nearly 9 out of 10 respondents (89%) said that Cross Keys Homes was good at keeping them informed about issues that might affect them as a tenant (90% in 2008), while 5% said Cross Keys Homes were poor at keeping them informed.

#### 10.4 Alternative methods of communicating

Respondents were asked to indicate which services or products they had. 42% of respondents had access to the internet or email, while 44% said that they had a mobile phone and 38% indicated that they had a radio. Older age groups were more likely to select the 'None of the above' option.



## 11 ANTISOCIAL BEHAVIOUR

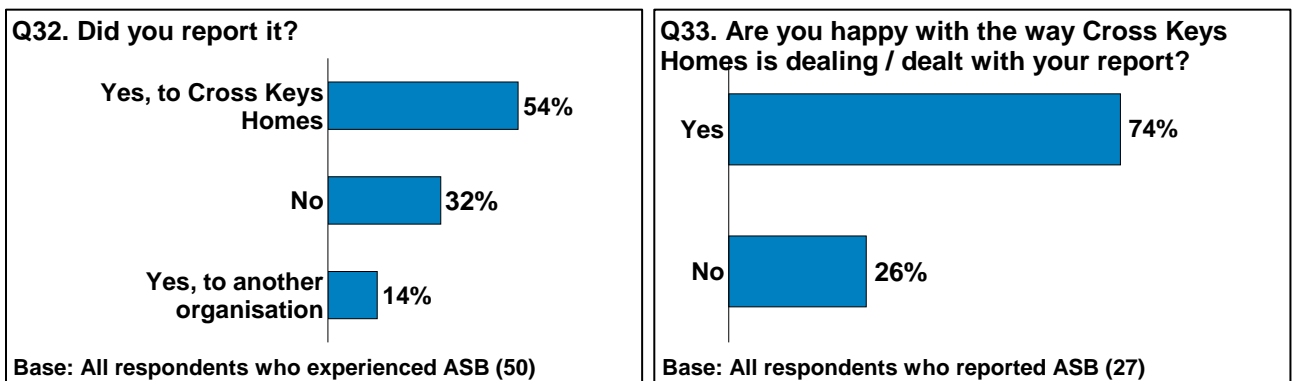
### 11.1 Introduction

This section looks at whether or not respondents have reported incidences of Antisocial Behaviour (ASB), and whether or not they are/were happy with the way it was dealt with.

### 11.2 Reports of ASB

13% of respondents have experienced ASB while at home in the last year. Of these, just over half (54%) reported the incident to Cross Keys Homes, 14% reported it to another organisation and 32% did not report it.

Of the tenants who reported the ASB to Cross Keys Homes, 74% were happy with the way that Cross Keys Home dealt with or is dealing with the report (68% in 2008).



## 12 CONCLUSIONS

### 12.1 Introduction

The NHF advises landlords to use the results of the survey to identify key service delivery issues which are linked to the corporate strategy. In some instances the findings may prompt further research to more fully understand particular issues before actions can be planned. In particular it suggests considering the following key areas:

- Any particular areas of dissatisfaction that are common to all groups of tenants
- Any particular areas of dissatisfaction that are particular to certain types of tenants
- Any particular causes of dissatisfaction which are surprising
- Any particular areas where satisfaction is high, and the lessons learnt from this
- What is realistic for the organisation to change

### 12.2 Areas of dissatisfaction

We have identified the areas that attracted the highest negative ratings below, they relate primarily to the neighbourhood and customer services:

The three highest negative ratings related to the neighbourhood:

- Car parking: 28% a problem, (28% a problem in 2008)
- Rubbish or litter: 20% a problem, (22% a problem in 2008)
- Disruptive children/ teenagers: 11% a problem, (11% a problem in 2008)

The following highest negative ratings related to customer contact:

- Dissatisfied with final outcome of contact: 12%, (10% dissatisfied in 2008)
- Difficult to get hold of right person when calling: 8%, (9% difficult in 2008)
- Unable to deal with problem: 8%, (7% unable to deal with problem in 2008)
- Staff unable to deal with problem when calling: 7%, (85% able to deal with problem)
- Staff unhelpful when calling: 5%, (6% in 2008)

Followed by the Scheme manager:

- Scheme Manager: Face to face contact: 9% dissatisfied, (8% dissatisfied in 2008)
- Scheme Manager: Promotion of social activities: 8% dissatisfied, (8% dissatisfied in 2008)
- Scheme Manager: Overall: 9% dissatisfied, (8% dissatisfied in 2008)
- Scheme Manager: Freq of contact: 9% dissatisfied, (8% dissatisfied in 2008)
- Scheme Manager: Contact via intercom: 5% dissatisfied, (7% dissatisfied in 2008)

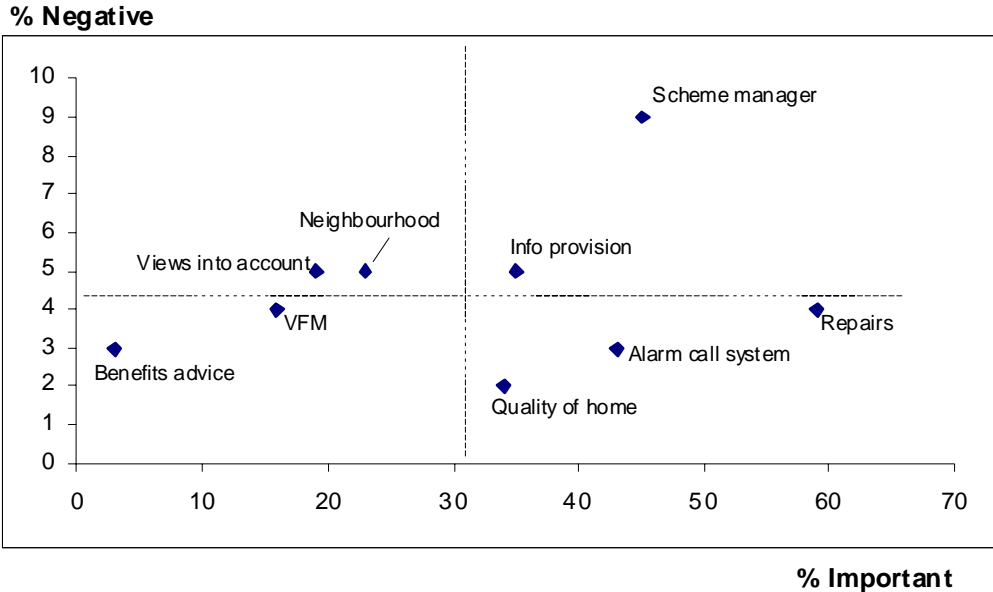
The final two most negative ratings also related to customer contact:

- Staff unable to deal with problem when calling: 7% (85% able to deal with problem)
- Staff unhelpful when calling: 6% (89% helpful)

The STATUS guidelines suggest identifying whether any particular subgroups are more likely to be dissatisfied with certain elements of the service than others. We have significance tested the data for differences between disabled and non-disabled respondents, BME and non-BME, males and females and different age groups. The tests identified very few significant differences, a full set of tables is available in the appendix.

### 12.3 Importance Vs Performance

It is useful to compare how important a service is with how satisfactory it is. The chart below plots levels of importance against levels of dissatisfaction.



Whilst it is important to note that levels of dissatisfaction are low, the chart still gives an indication of which areas residents prioritise. The scheme manager had the highest level of overall dissatisfaction but is considered the second most important factor. Cross Keys Home is performing to an excellent standard in terms of the repairs and maintenance service which is considered to be the most important of the factors listed and only attracted a 4% dissatisfaction rating.

## 12.4 Historical changes

The table below shows all areas which have attracted a change of 3% or more. Only two of these were a positive shift (Dealing with ASB report and help from family and friends). While several indicators showed a large drop.

<b>Statement</b>	<b>2008</b>	<b>2009</b>	<b>% Change</b>
Satisfaction with the way CKH dealt/ is dealing with ASB report	68%	74%	6%
Satisfaction with help from family and friends	93%	97%	4%
Satisfaction with face-to-face contact of scheme manager	84%	81%	-3%
Satisfaction with the frequency of contact of scheme manager	84%	81%	-3%
Satisfaction with lounge	91%	88%	-3%
Satisfaction with support provided to vulnerable tenants	72%	69%	-3%
Satisfaction with speed of response from emergency call system	93%	90%	-3%
Satisfaction with helpfulness of scheme manager	86%	83%	-3%
Satisfaction with laundry facilities	87%	83%	-4%
Satisfaction views are being taken into account	80%	75%	-5%
Satisfaction with privately paid for help	90%	83%	-7%
Satisfaction with help from social care package	97%	89%	-8%