

**Appendix A – People and Places Report**

**Charnwood Satisfaction Survey 2009 – 2010 Analysis**

## Contents

Summary.....	5
Overall satisfaction with services provided .....	6
Overall satisfaction 2010 .....	6
Overall satisfaction 2010 compared with 2009 .....	6
Overall satisfaction 2010 compared with 2009 - chart .....	6
Segmentation of Overall satisfaction 2010 .....	7
Breakdown by age band .....	7
Breakdown by sexual orientation .....	7
Breakdown by ethnicity .....	8
Breakdown by gender .....	8
Breakdown by Religion .....	8
Satisfaction with home, neighbourhood and value for money.....	9
Comparison with 2009 survey .....	9
Home, neighbourhood and value for money by ethnicity .....	10
General condition of this property/ethnicity .....	10
Overall quality of home/ethnicity .....	10
Security and safety of your home /ethnicity.....	10
Value for money/ethnicity.....	10
Neighbourhood/ethnicity.....	10
Home, neighbourhood and value for money by gender.....	11
General condition of property/ gender .....	11
Overall quality of home/ gender.....	11
The security and safety of your home/ gender .....	11
Value for money/ gender .....	11
Neighbourhood/ gender .....	11
Home, neighbourhood and value for money by age group .....	12
Condition of property/age group .....	12
Overall quality of home/age group .....	12
The security and safety of your home /age group.....	12
Value for money/age group.....	12
Neighbourhood/age group.....	13
Satisfaction with specific services provided by Charnwood.....	14
Comparison with 2009 survey .....	14
BME/Non BME satisfaction with specific services .....	15
Advice on benefits /ethnicity .....	15
Advice on moving home /ethnicity .....	15
Advice on rent payments /ethnicity .....	15
How enquiries are dealt with generally /ethnicity.....	15
Support for new tenants /ethnicity .....	15
Support for vulnerable tenants /ethnicity .....	16
Alarm call system /ethnicity .....	16
Satisfaction with specific services by Age Group.....	17
Advice on benefits /Age Group.....	17
Advice on moving home /Age Group.....	17
Advice on rent payments /Age Group .....	17
How enquiries are dealt with generally /Age Group.....	17
Support for new tenants /Age Group .....	18
Support for vulnerable tenants /Age Group.....	18
Alarm call system /Age Group .....	18
Satisfaction with specific services by Gender .....	19
Advice on benefits /Gender .....	19
Advice on moving home /Gender .....	19
Advice on rent payments /Gender .....	19
How enquiries are dealt with generally /Gender .....	19
Support for new tenants /Gender.....	19
Support for vulnerable tenants /Gender .....	19

Alarm call system /Gender .....	19
The most important issues for residents. ....	20
General Needs Residents top three issues .....	20
Sheltered Housing residents top three .....	20
Leaseholders top three .....	20
Chart showing combined 'Top Three' for all residents .....	21
Top 3 issues for BME/Non BME residents.....	22
Top 3 Issues by Age Band .....	23
Top 3 issues by gender .....	24
Access & Customer Care .....	25
Type of contact .....	25
Reason for last Contact (GN and Sheltered) .....	25
Reason for last Contact (Leasholder) .....	25
Customer Experience .....	26
GN and Sheltered residents.....	26
Leaseholders.....	26
Customer experience for BME/Non BME residents .....	27
Getting hold of the right person Easy/Difficult .....	27
Staff Helpful/Unhelpful .....	27
Staff able to deal with problem Yes/No .....	27
Final outcome: Satisfied/Dissatisfied .....	27
Customer experience for different age groups.....	28
Getting hold of the right person Easy/Difficult .....	28
Staff Helpful/Unhelpful .....	28
Staff able to deal with problem Yes/No .....	28
Final outcome: Satisfied/Dissatisfied .....	28
Customer experience for male and female residents .....	29
Getting hold of the right person Easy/Difficult .....	29
Staff Helpful/Unhelpful .....	29
Staff able to deal with problem Yes/No .....	29
Final outcome: Satisfied/Dissatisfied .....	29
Repairs and Maintenance .....	30
Overall satisfaction with repairs and maintenance .....	30
Overall satisfaction with repairs and maintenance 2010/2009 .....	30
Satisfaction with aspects of Repairs and Maintenance service .....	31
BME/Non-BME satisfaction with repairs service .....	31
Different age groups satisfaction with repairs service.....	31
Male/Female residents' satisfaction with repairs service .....	31
Satisfaction with views taken into account .....	32
Overall satisfaction that residents' views are taken into account .....	32
Views taken into account 2010/2009 .....	32
Segmentation of satisfaction that views are taken into account.....	33
Breakdown by age band .....	33
Breakdown by sexual orientation .....	33
Breakdown by ethnicity .....	33
Breakdown by gender .....	34
Breakdown by Religion .....	34
Anti Social Behaviour.....	35
Sheltered Housing .....	35
General Needs .....	35
Reporting ASB – the customer experience .....	35
Satisfaction with how reports are handled .....	35
Comparison with ASB reports in 2009 .....	36
ASB customer experience for BME/Non BME residents .....	37
Getting hold of the right person Easy/Difficult .....	37
Staff Helpful/Unhelpful .....	37
Staff able to deal with problem Yes/No .....	37

ASB customer experience for different age groups .....	37
Getting hold of the right person Easy/Difficult .....	37
Staff Helpful/Unhelpful .....	37
Staff able to deal with problem Yes/No .....	37
ASB customer experience for male and female residents .....	38
Getting hold of the right person Easy/Difficult .....	38
Staff Helpful/Unhelpful .....	38
Staff able to deal with problem Yes/No .....	38
BME/Non BME satisfaction with ASB report handling .....	39
Advice from staff .....	39
Being kept informed.....	39
Support from staff .....	39
How report dealt with.....	39
Speed report dealt with .....	40
Final outcome .....	40
Different age groups satisfaction with ASB report handling .....	41
Advice from staff .....	41
Being kept informed.....	41
Support from staff .....	41
How report dealt with.....	41
Speed report dealt with .....	42
Final outcome .....	42
Female/Male resident satisfaction with ASB report handling.....	43
Advice from staff .....	43
Being kept informed.....	43
Support from staff .....	43
How report dealt with.....	43
Speed report dealt with .....	43
Final outcome .....	43
Key Driver Analysis .....	44
Correlation of 'Top 3' issues against performance – General Needs .....	44
Chart showing satisfaction/importance for GN residents. ....	44
Correlation of 'Top 3' issues against performance – Sheltered Housing .....	45
Chart showing satisfaction/importance for sheltered residents.....	45
Correlation of 'Top 3' issues against performance – Leaseholders .....	46
Chart showing satisfaction/importance for leaseholders. ....	46

## **Summary**

This report provides a summary of the findings of STAUS reports carried out by Charnwood Neighbourhood Housing in 2009/2010. Surveys of General Needs, Sheltered Housing and Leaseholder residents were carried out between 5 January and 2 February 2010.

Response rates were as follows;

- General Needs – 828
- Sheltered – 241
- Leasehold - 50

Where possible the findings from the three types of resident have been combined to give an overall picture. The findings from the survey are compared to the results from Charnwood's previous surveys, run between March and November 2008.

This report also provides a breakdown of survey findings across the diversity strands, particularly focussing on responses from BME and non-BME residents, different age bands and male/female respondents.

Throughout this report the figures indicate the percentage of respondents who selected each option, unless otherwise stated.

In the final section we have provided a quadrant analysis which maps resident satisfaction with residents' priorities.

### Overall satisfaction with services provided

Respondents were asked to take everything into account and rate the services provided by their housing association.

### Overall satisfaction 2010

The figures below show the percentages of respondents who selected each option.

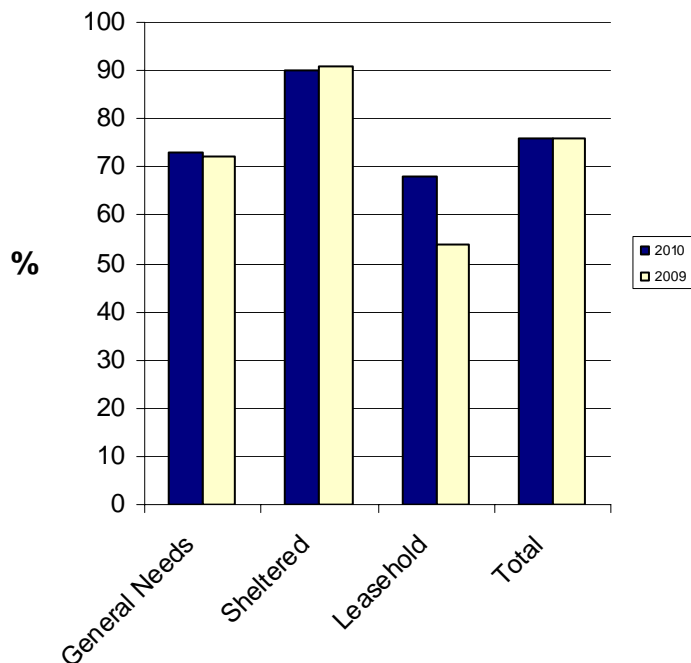
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
General Needs	30	43	10	10	7
Sheltered	43	47	3	7	0
Leasehold	4	64	13	11	9
<b>Total</b>	<b>32</b>	<b>44</b>	<b>9</b>	<b>9</b>	<b>6</b>

### Overall satisfaction 2010 compared with 2009

Percentage of residents who are 'Very Satisfied' or 'Fairly Satisfied'

	2010	2009
General Needs	73	72
Sheltered	90	91
Leasehold	68	54
<b>Total</b>	<b>76</b>	<b>76</b>

### Overall satisfaction 2010 compared with 2009 - chart



### Segmentation of Overall satisfaction 2010

The data in this section provides a breakdown of the combined findings for General Needs, Sheltered and Leasehold residents.

#### Breakdown by age band

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (29 respondents)	10	41	14	14	21
25 to 34 (59 respondents)	17	42	12	15	14
35 to 44 (128 respondents)	15	38	19	17	11
45 to 54 (121 respondents)	21	41	12	15	10
55 to 64 (210 respondents)	31	48	8	10	4
65 to 74 (200 respondents)	39	48	3	6	5
75 to 84 (181 respondents)	48	44	6	2	1
85+ (110 respondents)	40	47	5	5	3
Not Known (19 respondents)	5	47	16	21	11

NB. In subsequent sections where we provide a breakdown by age group we will group responses into broader age bands in order to identify trends among those who are 16 to 24, 25 to 34, 35 to 64 and over 65.

#### Breakdown by sexual orientation

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Heterosexual (155 respondents)	23	56	8	10	3
Not known (874 respondents)	33	42	8	9	7
Other (3 respondents)	33	33	0	33	0
Prefer not to say (25 respondents)	24	52	12	8	4

NB. Only 155 respondents (under 14%) of respondents have identified their sexual orientation. We will not provide further breakdowns by sexual orientation in this report because it is not possible to do so in a useful way.

### Breakdown by ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (28 respondents)	32	36	7	18	7
Non BME (665 respondents)	33	46	7	9	5
Not known (364 respondents)	28	43	11	10	8

### Breakdown by gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (675 respondents)	30	46	9	10	6
Male (363 respondents)	36	42	8	8	6
Not known (19 respondents)	5	47	16	21	11

### Breakdown by Religion

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Buddhist (2 respondents)	50	0	0	50	0
Christian (423 respondents)	39	47	5	7	3
Hindu (3 respondents)	67	33	0	0	0
Muslim (4 respondents)	25	50	0	25	0
Any other religion (3 respondents)	0	67	0	0	33
None (31 respondents)	19	55	13	6	6
Prefer not to say (9 respondents)	0	78	22	0	0
Not known (582 respondents)	27	42	11	11	8

NB. The numbers of Buddhist, Hindu, Muslim and 'Other' respondents represent such a small sample that we will not provide further breakdowns as it not possible to draw any meaningful conclusions.

## Satisfaction with home, neighbourhood and value for money

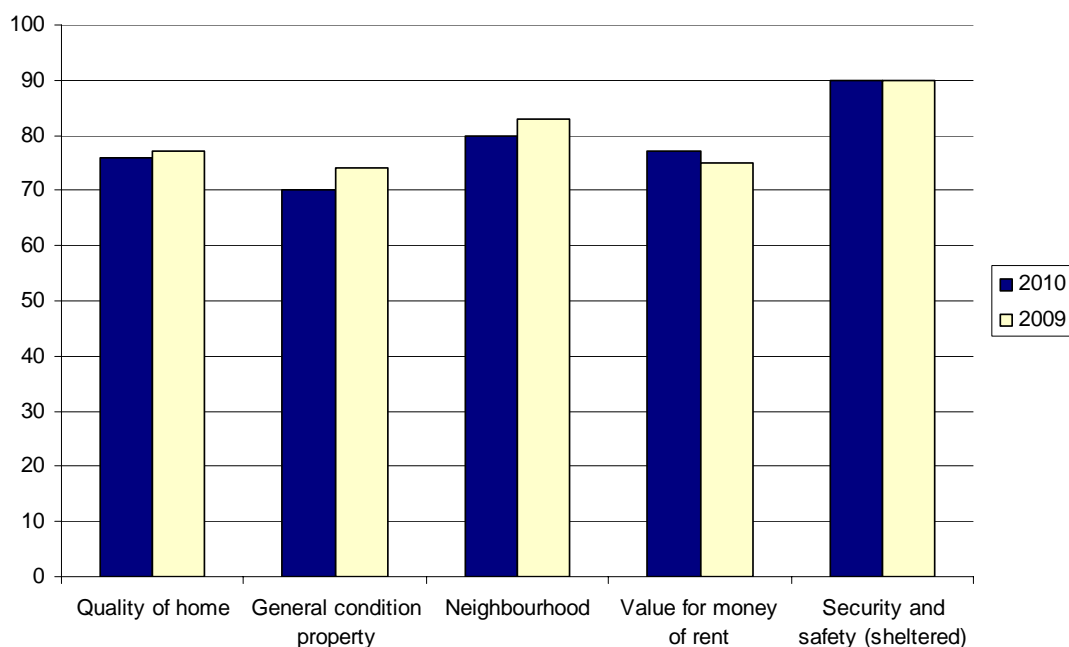
Residents were asked to rate how satisfied or dissatisfied they are with the following.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	30	46	5	12	7
The general condition of this property	25	45	8	15	7
This neighbourhood as a place to live	43	37	7	7	6
The value for money of your rent	38	39	11	7	5
The security and safety of your home (sheltered)	51	39	6	3	1

## Comparison with 2009 survey

Figures show the percentage of residents who are 'Very Satisfied' or 'Fairly Satisfied'

	2010	2009
The overall quality of your home	76	77
The general condition of this property	70	74
This neighbourhood as a place to live	80	83
The value for money of your rent	77	75
The security and safety of your home (sheltered)	90	90



In the next section we provide a breakdown of these responses to explore whether different groups have significantly different levels of satisfaction in these areas.

## Home, neighbourhood and value for money by ethnicity

### General condition of this property/ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (23 respondents)	17	52	5	13	13
Non BME (587 respondents)	28	44	8	13	7
Not known (305 respondents)	20	46	9	18	7

### Overall quality of home/ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (24 respondents)	29	38	8	8	17
Non BME (619 respondents)	33	44	6	11	6
Not known (335 respondents)	26	49	6	12	7

### Security and safety of your home /ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (3 respondents)	100	0	0	0	0
Non BME (157 respondents)	49	41	6	3	1
Not known (31 respondents)	58	32	4	3	3

### Value for money/ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (23 respondents)	43	35	13	0	9
Non BME (581 respondents)	41	37	13	5	4
Not known (303 respondents)	30	42	12	10	6

### Neighbourhood/ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (24 respondents)	38	33	8	8	13
Non BME (594 respondents)	46	35	6	7	6
Not known (313 respondents)	38	42	7	7	6

## Home, neighbourhood and value for money by gender

### General condition of property/ gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (610 respondents)	23	46	8	15	8
Male (305 respondents)	29	42	8	15	6

### Overall quality of home/ gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (637 respondents)	28	45	6	13	8
Male (341 respondents)	35	46	6	9	4

### The security and safety of your home/ gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (124 respondents)	51	40	4	3	2
Male (67 respondents)	52	37	8	3	0

### Value for money/ gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (599 respondents)	37	41	12	6	4
Male (308 respondents)	40	34	13	7	6

### Neighbourhood/ gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (618 respondents)	44	39	6	6	5
Male (313 respondents)	42	34	10	7	7

### **Home, neighbourhood and value for money by age group**

In this and subsequent sections we have banded the age groups together into four bands.

#### **Condition of property/age group**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (30 respondents)	13	23	18	23	23
25 to 34 (57 respondents)	11	37	4	23	25
35 to 65 (426 respondents)	19	40	12	21	8
65+ (402 respondents)	34	53	3	7	3

#### **Overall quality of home/age group**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (30 respondents)	10	40	7	20	23
25 to 34 (58 respondents)	14	34	5	26	21
35 to 65 (442 respondents)	22	44	9	17	8
65+ (448 respondents)	43	49	2	4	2

#### **The security and safety of your home /age group**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (0 Respondents)	0	0	0	0	0
25 to 34 (1 respondents)	0	100	0	0	0
35 to 65 (36 respondents)	53	33	8	3	3
65+ (154 respondents)	51	40	5	3	1

#### **Value for money/age group**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (30 respondents)	23	27	23	17	10
25 to 34 (56 respondents)	25	34	19	13	9
35 to 65 (424 respondents)	32	38	14	9	7
65+ (397 respondents)	47	42	7	2	2

**Neighbourhood/age group**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (30 respondents)	20	37	20	3	20
25 to 34 (57 respondents)	28	38	11	12	11
35 to 65 (427 respondents)	35	39	10	9	7
65+ (417 respondents)	55	35	3	4	3

### Satisfaction with specific services provided by Charnwood

Residents were asked to rate how satisfied or dissatisfied they are with the following services provided by their landlord.

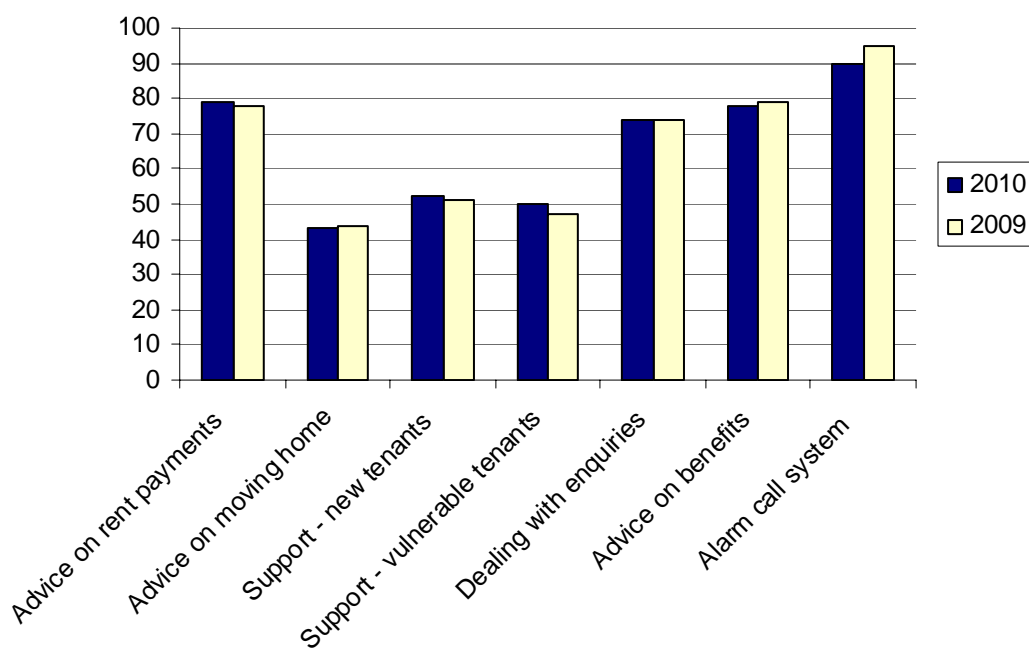
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Advice on rent payments	42	37	16	3	2
Advice on moving home	19	24	43	6	8
Support for new tenants	23	29	38	6	4
Support for vulnerable tenants	20	30	32	10	8
How enquiries are dealt with generally	31	43	8	10	8
Advice on benefits *	44	34	17	4	1
The alarm call system *	61	29	5	4	1

\* Sheltered residents only

### Comparison with 2009 survey

Figures show the percentage of residents who are 'Very Satisfied' or 'Fairly Satisfied'

	2010	2009
Advice on rent payments	79	78
Advice on moving home	43	44
Support provided to new tenants	52	51
Support provided to vulnerable tenants	50	47
How enquiries are dealt with generally	74	74
Advice on benefits *	78	79
The alarm call system *	90	95



### **BME/Non BME satisfaction with specific services**

#### **Advice on benefits /ethnicity**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (3 respondents)	33	67	0	0	0
Non BME (150 respondents)	44	32	18	5	1
Not known (30 respondents)	47	40	13	0	0

#### **Advice on moving home /ethnicity**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (18 respondents)	11	22	45	11	11
Non BME (439 respondents)	23	24	40	5	8
Not known (203 respondents)	13	25	46	8	8

#### **Advice on rent payments /ethnicity**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (19 respondents)	26	42	27	0	5
Non BME (549 respondents)	44	38	14	2	2
Not known (291 respondents)	39	36	18	4	3

#### **How enquiries are dealt with generally /ethnicity**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (19 respondents)	32	41	0	11	16
Non BME (593 respondents)	32	41	11	9	7
Not known (300 respondents)	28	45	8	10	9

#### **Support for new tenants /ethnicity**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (17 respondents)	18	29	29	12	12
Non BME (447 respondents)	27	29	34	6	4
Not known (171 respondents)	14	29	48	5	4

### Support for vulnerable tenants /ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (16 respondents)	6	19	43	19	13
Non BME (427 respondents)	22	30	32	9	7
Not known (199 respondents)	15	30	34	10	11

### Alarm call system /ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (4 respondents)	100	0	0	0	0
Non BME (167 respondents)	60	28	7	4	1
Not known (35 respondents)	57	37	0	3	3

### Satisfaction with specific services by Age Group

#### Advice on benefits /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (0 Respondents)					
25 to 34 (1 respondents)	0	0	100	0	0
35 to 65 (34 respondents)	38	35	15	12	0
65+ (148 respondents)	46	34	17	2	1

#### Advice on moving home /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (24 respondents)	4	29	34	4	29
25 to 34 (50 respondents)	6	24	48	10	12
35 to 65 (336 respondents)	18	22	42	7	11
65+ (250 respondents)	25	26	42	4	2

#### Advice on rent payments /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (26 respondents)	19	46	31	0	4
25 to 34 (53 respondents)	23	51	20	4	2
35 to 65 (398 respondents)	35	39	19	4	3
65+ (382 respondents)	53	33	11	2	1

#### How enquiries are dealt with generally /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (29 respondents)	10	41	11	17	21
25 to 34 (55 respondents)	7	44	17	16	16
35 to 65 (425 respondents)	26	40	12	12	10
65+ (403 respondents)	41	45	5	6	3

### Support for new tenants /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (24 respondents)	17	21	41	13	8
25 to 34 (48 respondents)	8	40	31	17	4
35 to 65 (324 respondents)	23	26	40	5	6
65+ (239 respondents)	27	32	35	4	2

### Support for vulnerable tenants /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (21 respondents)	5	29	37	10	19
25 to 34 (41 respondents)	12	24	44	15	5
35 to 65 (326 respondents)	18	25	36	10	11
65+ (254 respondents)	24	36	28	8	4

### Alarm call system /Age Group

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
25 to 34 (1 respondents)	0	0	100	0	0
35 to 65 (39 respondents)	59	18	12	8	3
65+ (166 respondents)	61	31	4	3	1

### Satisfaction with specific services by Gender

#### Advice on benefits /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (120 respondents)	47	36	13	3	1
Male (63 respondents)	40	30	22	6	2

#### Advice on moving home /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (437 respondents)	18	24	43	7	8
Male (223 respondents)	22	23	41	5	9

#### Advice on rent payments /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (570 respondents)	40	40	15	3	2
Male (289 respondents)	46	33	16	2	3

#### How enquiries are dealt with generally /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (609 respondents)	31	44	8	10	7
Male (303 respondents)	32	41	9	10	8

#### Support for new tenants /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (417 respondents)	23	30	38	6	3
Male (218 respondents)	25	28	34	7	6

#### Support for vulnerable tenants /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (423 respondents)	18	30	34	9	9
Male (219 respondents)	23	28	31	11	7

#### Alarm call system /Gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (135 respondents)	61	30	4	4	1
Male (71 resp)	61	25	10	3	1

### The most important issues for residents.

Residents were asked to indicate what they consider to be three most important from a list of issues and services. The tables below indicate the percentage of respondents who selected each option. It is not possible to group these lists together because each group of residents was offered a different list of choices. Also leaseholders were asked to indicate their first, second and third choices. For the purposes of this comparison we are simply showing the leaseholders top three choices without looking in detail at first, second and third choices. This enables us to show all three datasets on the same chart.

#### General Needs Residents top three issues

Repairs and maintenance	83
Overall Quality of your home	62
Neighbourhood as a place to live	35
Dealing with ASB	34
Keeping Tenants Informed	30
Value for money for rent	28
Taking views into account	23

#### Sheltered Housing residents top three

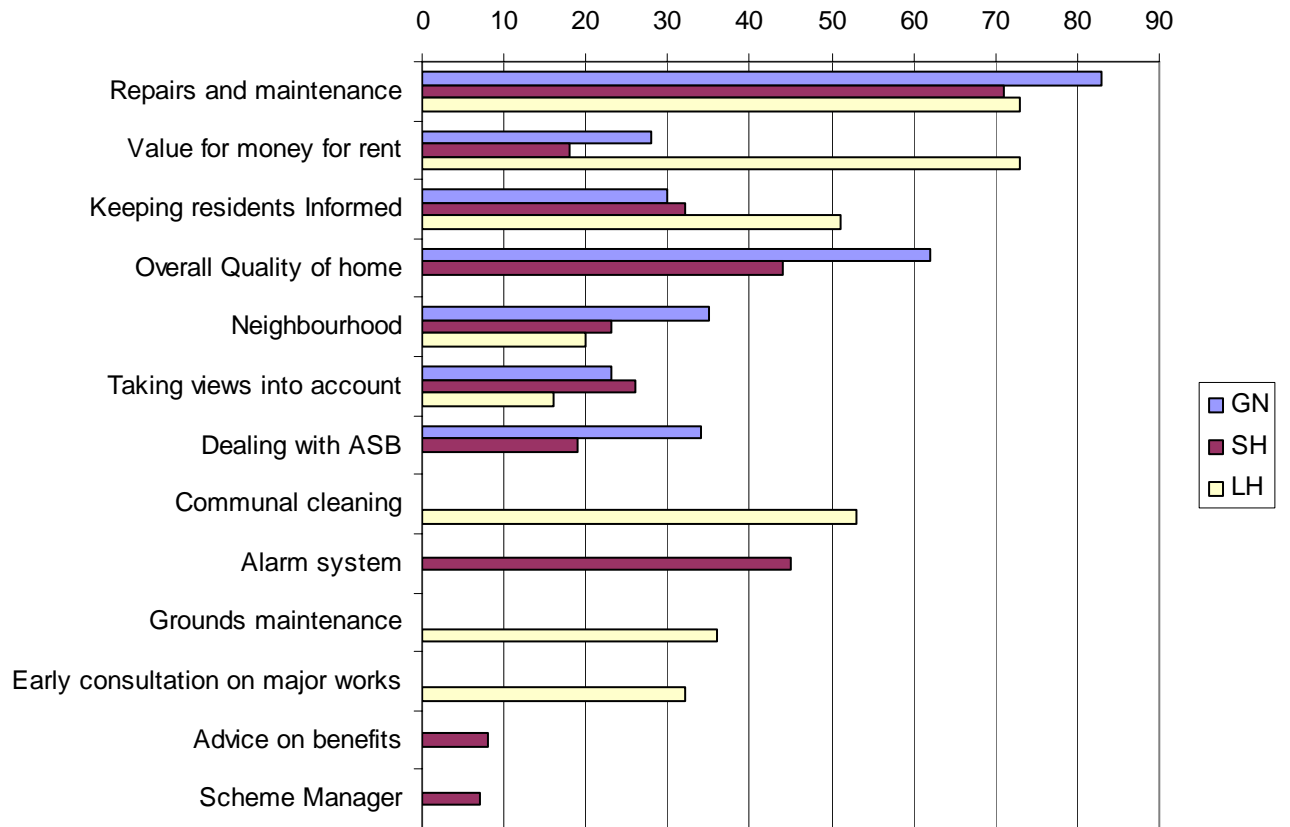
Repairs and maintenance	71
Alarm system	45
Overall Quality of your home	44
Keeping Tenants Informed	32
Taking views into account	26
Neighbourhood as a place to live	23
Dealing with ASB	19
Value for money for rent	18
Advice on benefits	8
Scheme Manager	7

#### Leaseholders top three

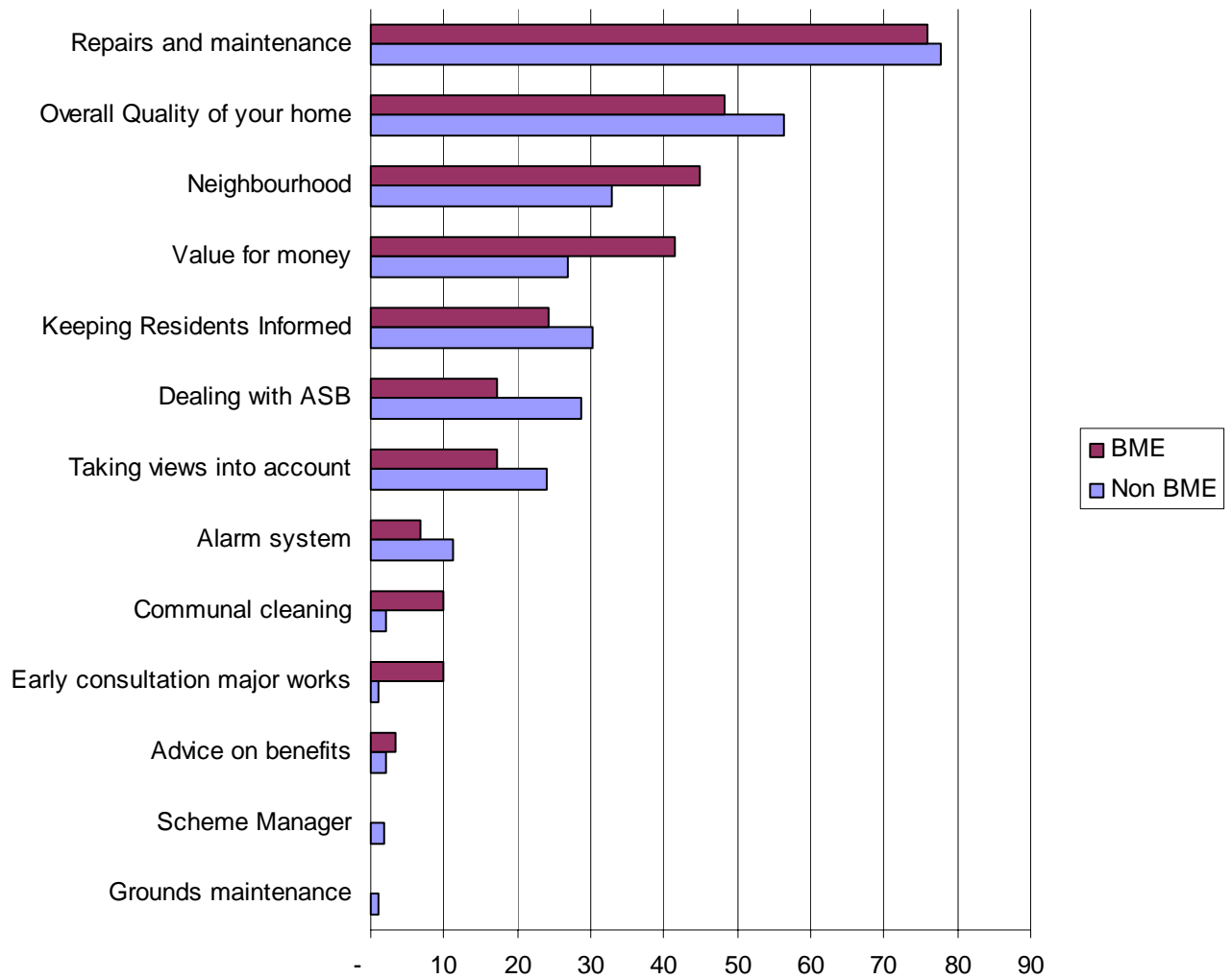
Repairs and maintenance	73
Value for money of service charge	73
Communal cleaning	53
Keeping Residents (including homeowners) informed	51
Grounds maintenance	36
Early consultation on major works schemes	32
Neighbourhood management	20
Involving residents in the management of their homes	16

**Chart showing combined 'Top Three' for all residents**

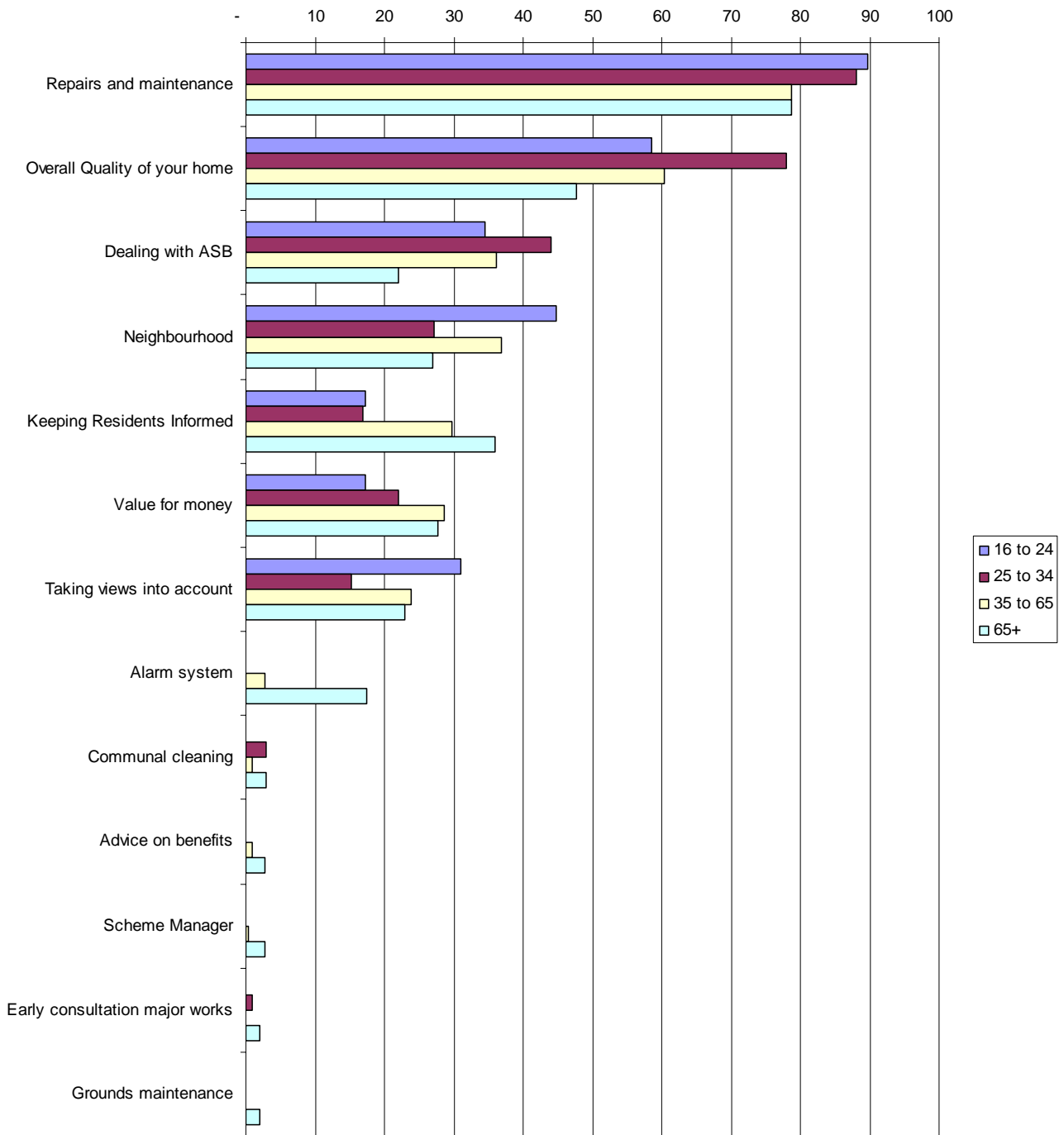
NB. In order to provide an overall picture of the views of all residents we have grouped 'Involving residents in the management of their homes' for Leaseholders with 'Taking views into account' for GN and SH residents.



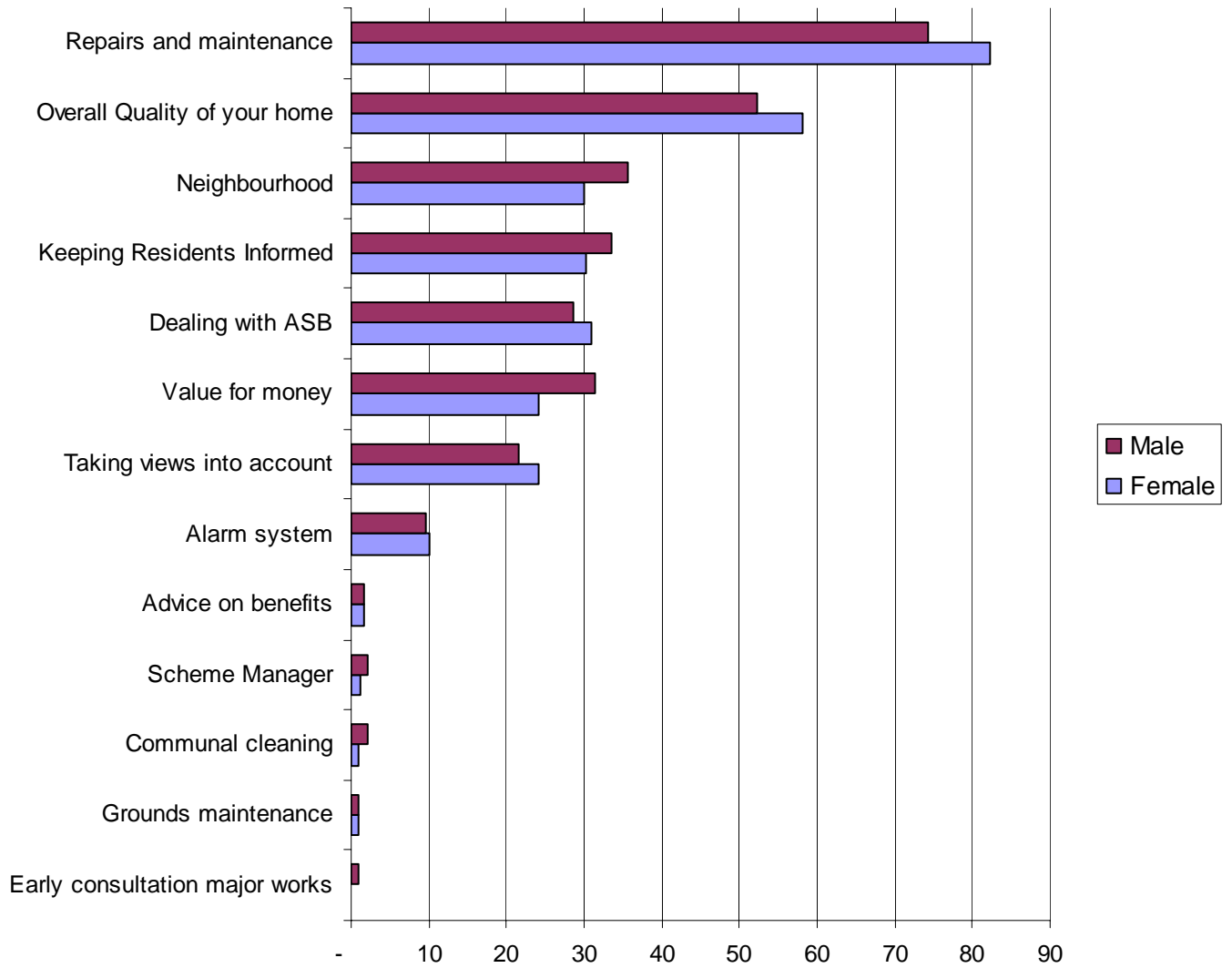
**Top 3 issues for BME/Non BME residents**



**Top 3 Issues by Age Band**



**Top 3 issues by gender**



## Access & Customer Care

The data in this section is based on responses from residents who indicated that they have had contact with Charnwood within the past twelve months. The numbers of residents in each category are;

General Needs – 695

Sheltered – 157

Leaseholders - 29

### Type of contact

	%
Phoned	76
Visited Office	16
Wrote	3
Other	2
Cant remember	1
Emailed	1
Staff visit to scheme	1
Visited scheme managers office*	1

### Reason for last Contact (GN and Sheltered)

	%
Repairs	61
Rent/Housing Benefit	15
Cant remember	6
Neighbours/Neighbourhood issues	6
Transfer/exchange	5
Other	3
Garden/Communal areas	3
Home help/Care services	1

### Reason for last Contact (Leasholder)

	%
Repairs	52
Service charges	19
Paying charges or arrears	15
Neighbours & neighbourhood	11
Other	4
Leaseholder alterations	0
Resident participation	0

## Customer Experience

### GN and Sheltered residents

General Needs and Sheltered residents were asked the same four questions about their last contact with Charnwood, which we have grouped together below to give an overview of their customer experience

	Positive	Negative	Neither	Cant remember
Getting hold of the right person Easy/Difficult	67	20	9	4
Staff Helpful/Unhelpful	78	10	10	3
Staff able to deal with problem Yes/No	75	18	5	1
Final outcome: Satisfied/Dissatisfied	65	23	10	2

### Leaseholders

Leaseholders were asked a similar set of questions, using a scale of five to indicate their level of satisfaction

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Getting hold of the right person Easy/Difficult	18	42	12	15	12
Staff Fair/Unfair	27	33	21	12	6
Staff able to deal with problem	48	27	21	3	0
Final Outcome	19	64	17	0	0

	Helpful	Unhelpful	Neither	Cant Remember
Staff were	57	14	26	3

**Customer experience for BME/Non BME residents**

**Getting hold of the right person Easy/Difficult**

	Easy	Difficult
BME (22 respondents)	73	9
Non BME (570 respondents)	65	22
Not known (308 respondents)	70	18

**Staff Helpful/Unhelpful**

	Helpful	Unhelpful
BME (23 respondents)	70	13
Non BME (553 respondents)	78	9
Not known (295 respondents)	79	12

**Staff able to deal with problem Yes/No**

	Yes	No
BME (23 respondents)	70	30
Non BME (560 respondents)	74	18
Not known (305 respondents)	78	17

**Final outcome: Satisfied/Dissatisfied**

	Satisfied	Dissatisfied
BME (23 respondents)	52	35
Non BME (549 respondents)	66	21
Not known (297 respondents)	65	27

**Customer experience for different age groups**

**Getting hold of the right person Easy/Difficult**

	Easy	Difficult
16 to 24 (28 respondents)	50	29
25 to 34 (54 respondents)	65	22
35 to 65 (412 respondents)	66	21
65+ (406 respondents)	69	18

**Staff Helpful/Unhelpful**

	Helpful	Unhelpful
16 to 24 (29 respondents)	48	31
25 to 34 (53 respondents)	64	15
35 to 65 (402 respondents)	74	12
65+ (387 respondents)	86	5

**Staff able to deal with problem Yes/No**

	Yes	No
16 to 24 (28 respondents)	54	32
25 to 34 (54 respondents)	70	24
35 to 65 (413 respondents)	72	22
65+ (393 respondents)	81	13

**Final outcome: Satisfied/Dissatisfied**

	Satisfied	Dissatisfied
16 to 24 (29 respondents)	52	31
25 to 34 (54 respondents)	56	35
35 to 65 (400 respondents)	59	29
65+ (386 respondents)	74	16

**Customer experience for male and female residents**

**Getting hold of the right person Easy/Difficult**

	Easy	Difficult
Female (600 respondents)	66	19
Male (300 respondents)	68	21

**Staff Helpful/Unhelpful**

	Helpful	Unhelpful
Female (580 respondents)	77	10
Male (291 respondents)	79	10

**Staff able to deal with problem Yes/No**

	Yes	No
Female (589 respondents)	75	18
Male (299 respondents)	76	19

**Final outcome: Satisfied/Dissatisfied**

	Satisfied	Dissatisfied
Female (575 respondents)	64	24
Male (294 respondents)	67	23

## Repairs and Maintenance

Respondents were asked to rate how satisfied they are generally with the way Charnwood deals with repairs and maintenance.

### Overall satisfaction with repairs and maintenance

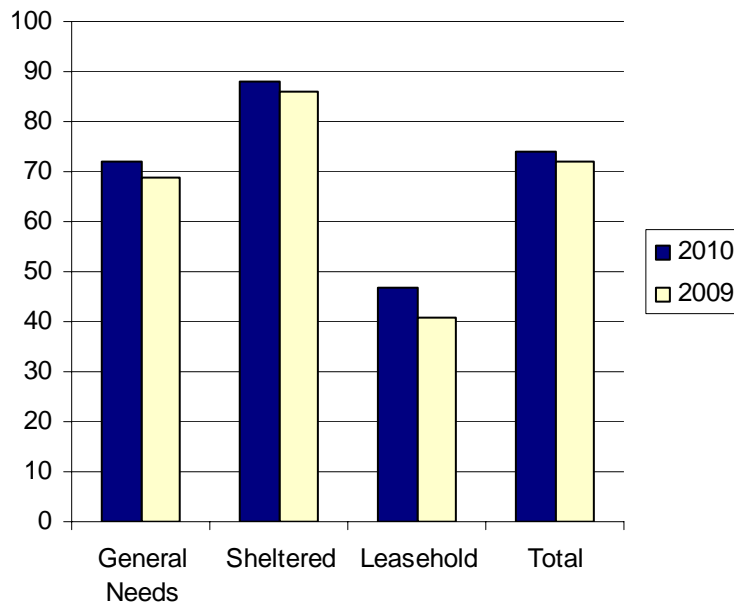
The figures below show the percentages of respondents who selected each option.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
General Needs	31	41	4	11	13
Sheltered	39	49	2	5	5
Leasehold	14	33	15	20	18
Total	32	42	5	10	11

### Overall satisfaction with repairs and maintenance 2010/2009

Percentage of residents who are 'Very Satisfied' or 'Fairly Satisfied'

	2010	2009
General Needs	72	69
Sheltered	88	86
Leasehold	47	41
Total	74	72



### Satisfaction with aspects of Repairs and Maintenance service

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	52	33	5	6	4
Time taken before work started	37	40	8	8	7
Speed with which work was completed	50	34	6	5	5
Attitude of workers	64	26	5	3	2
Overall quality of work	50	32	6	6	6
Keeping dirt and mess to minimum	55	32	6	3	4
Number of visits it took to complete the work*	33	0	34	22	11
Repairs and maintenance overall	<b>32</b>	<b>42</b>	<b>5</b>	<b>10</b>	<b>11</b>

(\* question asked of leaseholders only)

### BME/Non-BME satisfaction with repairs service

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (30 respondents)	23	37	10	0	30
Non BME (679 respondents)	34	44	4	9	9
Not known (371 respondents)	29	40	4	13	14

### Different age groups satisfaction with repairs service

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (30 respondents)	17	40	7	13	23
25 to 34 (57 respondents)	18	35	1	23	23
35 to 65 (466 respondents)	27	40	5	13	15
65+ (527 respondents)	39	46	3	6	6

### Male/Female residents' satisfaction with repairs service

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (688 respondents)	29	44	5	11	11
Male (373 respondents)	38	40	5	7	10
Not known (19 respondents)	11	26	15	32	16

### Satisfaction with views taken into account

Residents were asked how satisfied or dissatisfied they are that their views are being taken into account by their housing association.

(The wording of the question to Leaseholders was "How much account do you feel your landlord takes of homeowners' views when making decisions?").

### Overall satisfaction that residents' views are taken into account

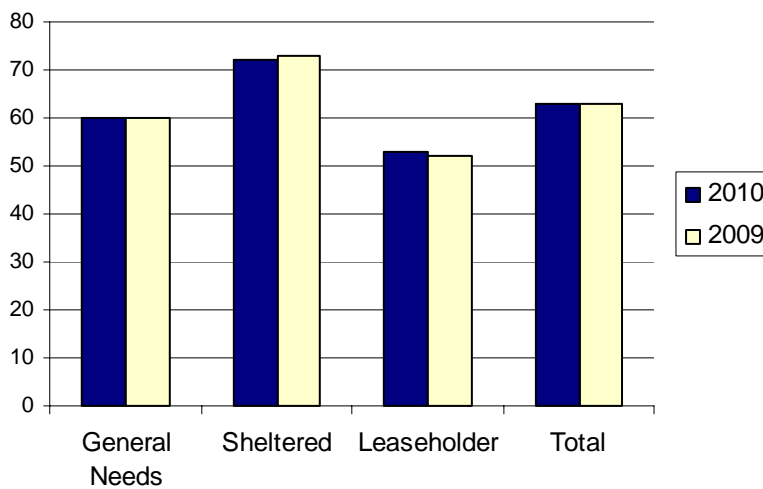
The figures below show the percentages of respondents who selected each option.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
General Needs	20	40	21	10	9
Sheltered	25	47	19	5	4
Leaseholder	13	40	29	18	0
Total	21	42	20	10	7

### Views taken into account 2010/2009

Percentage of residents who are 'Very Satisfied' or 'Fairly Satisfied'

	2010	2009
General Needs	60	60
Sheltered	72	73
Leaseholder	53	52
Total	63	63



## Segmentation of satisfaction that views are taken into account

In this section we provide a full breakdown by all the diversity strands as this is a key indicator.

### Breakdown by age band

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (25 respondents)	16	24	28	12	20
25 to 34 (52 respondents)	13	29	27	19	12
35 to 44 (116 respondents)	15	29	30	11	15
45 to 54 (112 respondents)	15	38	23	12	12
55 to 64 (195 respondents)	23	44	17	9	7
65 to 74 (185 respondents)	23	48	15	9	5
75 to 84 (161 respondents)	29	45	19	6	1
85+ (94 respondents)	22	51	19	5	3
16 to 24 (25 respondents)	16	24	28	12	20

### Breakdown by sexual orientation

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Heterosexual (140 respondents)	13	45	24	14	4
Other (2 respondents)	50	50	0	0	0
Prefer not to say (22 respondents)	23	36	32	9	0
Not known (795 respondents)	22	41	20	9	8

### Breakdown by ethnicity

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (25 respondents)	16	24	44	8	8
Non BME (609 respondents)	21	43	21	8	7
Not known (325 respondents)	22	41	17	12	8

### Breakdown by gender

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (620 respondents)	20	42	21	10	7
Male (320 respondents)	23	42	19	9	7
Not known (19 respondents)	16	26	37	21	0

### Breakdown by Religion

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Buddhist (2 respondents)	0	100	0	0	0
Christian (387 respondents)	23	47	18	8	5
Hindu (2 respondents)	50	50	0	0	0
Muslim (2 respondents)	50	50	0	0	0
Other religion (3 respondents)	0	33	34	33	0
None (27 respondents)	15	52	11	15	7
Prefer not to say (9 respondents)	22	11	56	11	0
Not known (527 respondents)	20	38	23	10	9

## Anti Social Behaviour

### **Sheltered Housing**

Twenty-eight (13%) sheltered housing residents indicated that they have experienced anti-social behaviour in the past twelve months. (GN residents are not asked this question). Fifteen reported it to Charnwood and eleven to another unspecified organisation. Of those who reported ASB to Charnwood 60% are happy with the way their report was dealt with.

### **General Needs**

141 General needs residents (17%) indicated that they have reported anti-social behaviour in the past twelve months.

### **Reporting ASB – the customer experience**

The responses to the three questions below give an overview of their customer experience.

	Positive	Negative	Neither	Cant remember
Getting hold of the right person Easy/Difficult	48	28	18	7
Staff Helpful/Unhelpful	57	18	15	10
Staff able to deal with problem Yes/No	45	27	17	10

### **Satisfaction with how reports are handled**

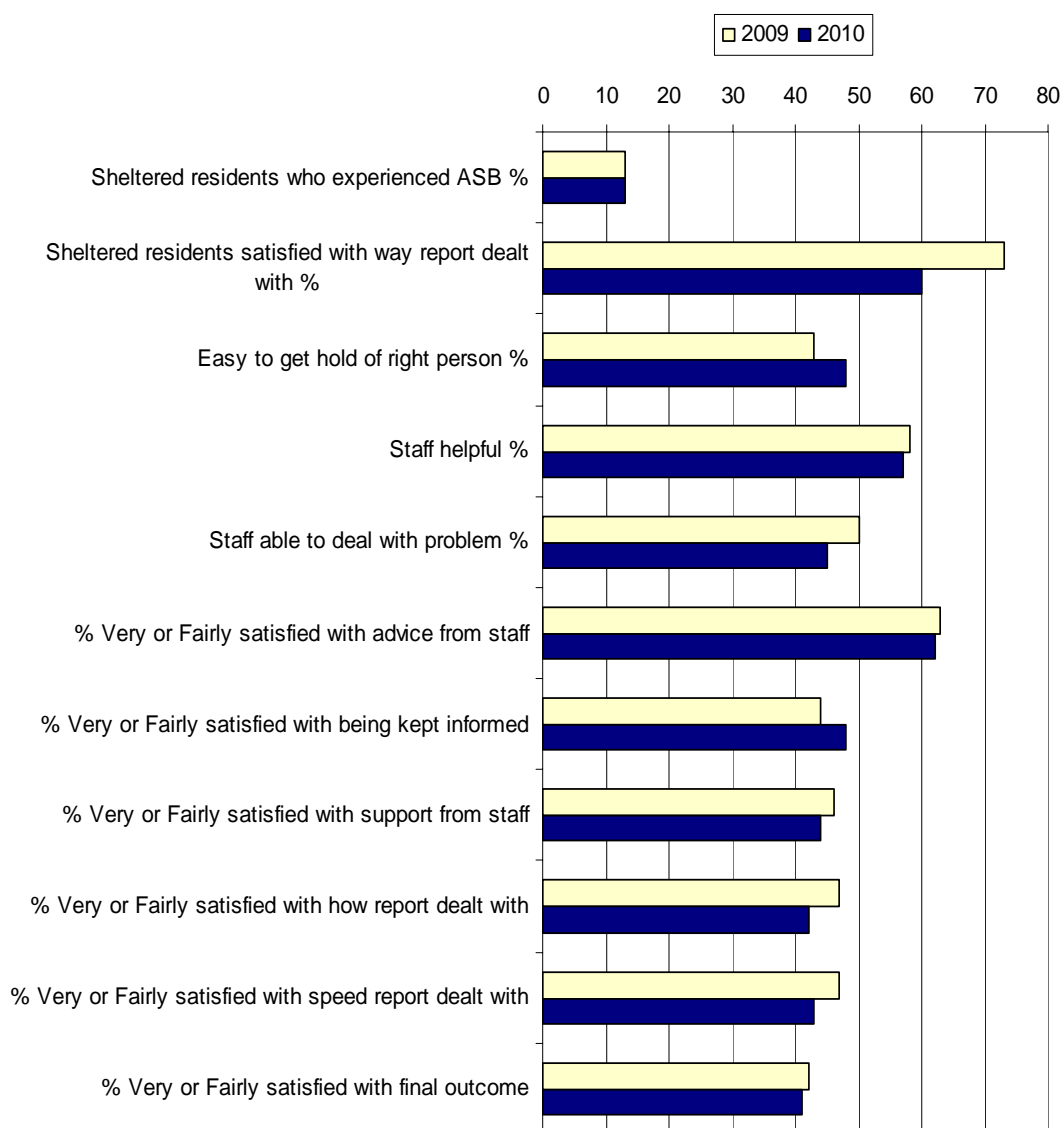
Residents were asked to indicate how satisfied or dissatisfied they were with the following aspects of how their report was handled.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Advice from staff	29	33	16	15	7
Being kept informed	16	32	16	20	16
Support from staff	15	29	24	16	16
How report dealt with	21	21	19	18	21
Speed report dealt with	20	23	17	17	23
Final outcome	20	21	17	15	27

N.B. It is worth pointing out that while 141 residents reported ASB in the past twelve months, there were more than 141 responses to this set of questions. For example, 200 respondents gave a rating for 'Advice from staff', and 164 for 'Final outcome'.

**Comparison with ASB reports in 2009**

	2010	2009
Sheltered residents who experienced ASB %	13	13
Sheltered residents satisfied with way report dealt with %	60	73
Easy to get hold of right person %	48	43
Staff helpful %	57	58
Staff able to deal with problem %	45	50
% Very or Fairly satisfied with advice from staff	62	63
% Very or Fairly satisfied with being kept informed	48	44
% Very or Fairly satisfied with support from staff	44	46
% Very or Fairly satisfied with how report dealt with	42	47
% Very or Fairly satisfied with speed report dealt with	43	47
% Very or Fairly satisfied with final outcome	41	42



### **ASB customer experience for BME/Non BME residents**

#### **Getting hold of the right person Easy/Difficult**

	Easy	Difficult
BME (7 respondents)	43	43
Non BME (137 respondents)	42	29
Not known (81 respondents)	57	25

#### **Staff Helpful/Unhelpful**

	Helpful	Unhelpful
BME (7 respondents)	29	29
Non BME (144 respondents)	55	19
Not known (84 respondents)	64	14

#### **Staff able to deal with problem Yes/No**

	Yes	No
BME (5 respondents)	40	60
Non BME (134 respondents)	37	31
Not known (81 respondents)	58	20

### **ASB customer experience for different age groups**

#### **Getting hold of the right person Easy/Difficult**

	Easy	Difficult
16 to 24 (5 respondents)	40	20
25 to 34 (20 respondents)	30	25
35 to 65 (118 respondents)	44	33
65+ (82 respondents)	57	22

#### **Staff Helpful/Unhelpful**

	Helpful	Unhelpful
16 to 24 (5 respondents)	20	40
25 to 34 (22 respondents)	32	23
35 to 65 (124 respondents)	55	23
65+ (84 respondents)	70	8

#### **Staff able to deal with problem Yes/No**

	Yes	No
16 to 24 (6 respondents)	17	33
25 to 34 (20 respondents)	30	40
35 to 65 (121 respondents)	38	32
65+ (73 respondents)	63	15

**ASB customer experience for male and female residents**

**Getting hold of the right person Easy/Difficult**

	Easy	Difficult
Female (153 respondents)	49	26
Male (72 respondents)	44	32

**Staff Helpful/Unhelpful**

	Helpful	Unhelpful
Female (151 respondents)	60	19
Male (84 respondents)	52	17

**Staff able to deal with problem Yes/No**

	Yes	No
Female (146 respondents)	46	25
Male (74 respondents)	43	31

### **BME/Non BME satisfaction with ASB report handling**

#### **Advice from staff**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (5 respondents)	20	20	20	40	0
Non BME (123 respondents)	26	31	17	19	7
Not known (72 respondents)	35	36	14	7	8

#### **Being kept informed**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (5 respondents)	0	20	20	40	20
Non BME (111 respondents)	14	31	16	23	16
Not known (61 respondents)	21	36	15	13	15

#### **Support from staff**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (5 respondents)	20	0	20	20	40
Non BME (107 respondents)	14	27	28	14	17
Not known (52 respondents)	17	35	17	19	12

#### **How report dealt with**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (5 respondents)	20	0	0	60	20
Non BME (113 respondents)	20	18	22	19	21
Not known (56 respondents)	21	29	16	13	21

### Speed report dealt with

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (5 respondents)	20	0	0	40	40
Non BME (109 respondents)	18	21	21	17	23
Not known (54 respondents)	22	30	15	13	20

### Final outcome

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
BME (5 respondents)	20	0	0	40	40
Non BME (108 respondents)	20	19	17	17	27
Not known (51 respondents)	18	29	18	8	27

### ***Different age groups satisfaction with ASB report handling***

#### **Advice from staff**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (5 respondents)	20	20	20	40	0
25 to 34 (21 respondents)	10	38	28	24	0
35 to 65 (114 respondents)	27	30	20	12	11
65+ (60 respondents)	40	37	6	15	2

#### **Being kept informed**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (4 respondents)	0	0	25	25	50
25 to 34 (20 respondents)	10	35	15	20	20
35 to 65 (107 respondents)	13	31	18	20	18
65+ (46 respondents)	28	37	8	20	7

#### **Support from staff**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (4 respondents)	0	0	50	0	50
25 to 34 (20 respondents)	10	20	30	25	15
35 to 65 (103 respondents)	15	27	25	16	17
65+ (37 respondents)	22	41	15	14	8

#### **How report dealt with**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (4 respondents)	0	0	25	25	50
25 to 34 (20 respondents)	15	15	30	25	15
35 to 65 (106 respondents)	19	19	22	15	25
65+ (44 respondents)	30	30	6	20	14

### Speed report dealt with

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (5 respondents)	20	20	0	20	40
25 to 34 (20 respondents)	15	20	25	15	25
35 to 65 (103 respondents)	17	20	21	17	25
65+ (40 respondents)	28	33	8	18	13

### Final outcome

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
16 to 24 (5 respondents)	20	0	20	20	40
25 to 34 (19 respondents)	11	21	26	21	21
35 to 65 (103 respondents)	18	20	18	14	30
65+ (37 respondents)	27	27	10	14	22

### **Female/Male resident satisfaction with ASB report handling**

#### **Advice from staff**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (135 respondents)	31	31	18	13	7
Male (65 respondents)	25	35	16	18	6

#### **Being kept informed**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (113 respondents)	14	35	16	19	16
Male (64 respondents)	20	28	14	22	16

#### **Support from staff**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (110 respondents)	15	28	26	16	15
Male (54 respondents)	15	30	21	15	19

#### **How report dealt with**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (116 respondents)	20	22	23	16	19
Male (58 respondents)	22	17	14	21	26

#### **Speed report dealt with**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (112 respondents)	17	28	17	17	21
Male (56 respondents)	25	14	18	16	27

#### **Final outcome**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Female (112 respondents)	21	19	18	13	29
Male (52 respondents)	15	27	16	17	25

## Key Driver Analysis

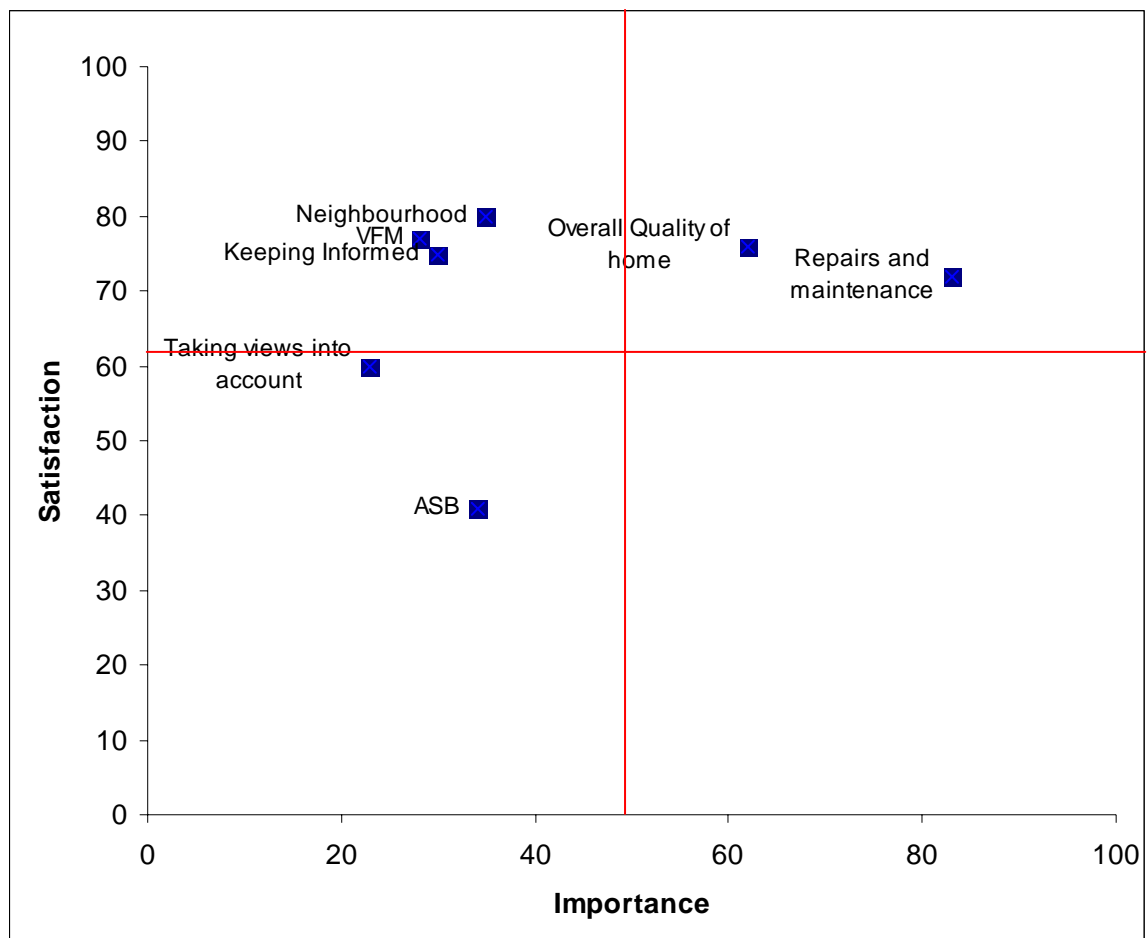
In this section we correlate findings with the top priorities for residents to identify which issues have the biggest impact on satisfaction levels.

### Correlation of 'Top 3' issues against performance – General Needs

In the tables and charts below 'Importance' is the percentage of residents who put the issue in their 'Top 3'. 'Satisfaction' is the percentage who indicated that they are Very Satisfied or Fairly Satisfied with their landlord's performance.

	Importance	Satisfaction
Repairs and maintenance	83	72
Overall Quality of your home	62	76
Neighbourhood as a place to live	35	80
Dealing with ASB	34	41
Keeping Tenants Informed	30	75
Value for money for rent	28	77
Taking views into account	23	60

Chart showing satisfaction/importance for GN residents.

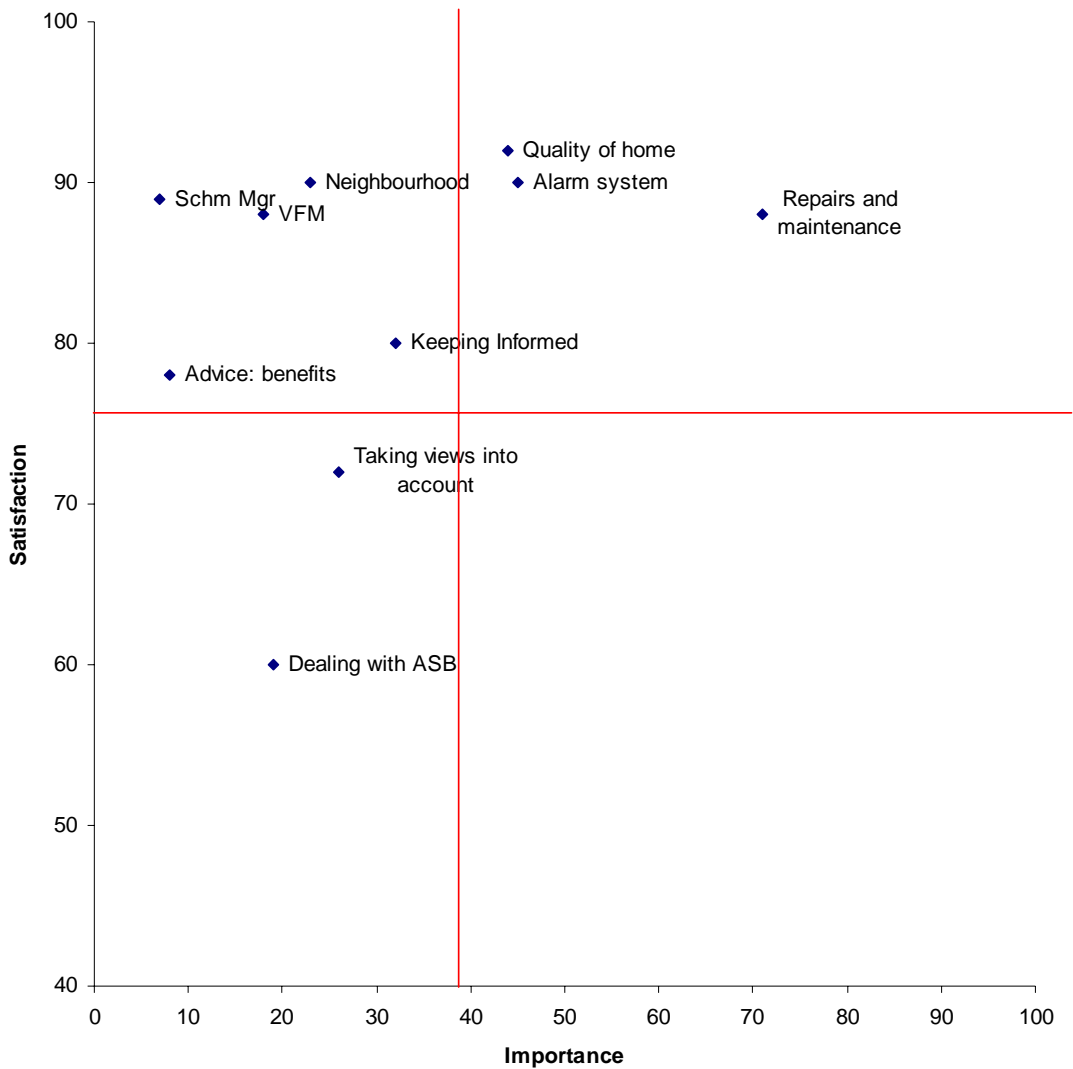


NB: The standard method for calculating quadrant "cross" lines has been used. Subtract the lowest from the highest score, divide by two, then add the lowest: i.e. for importance  $(83-23)/2 + 23 = 53$

**Correlation of 'Top 3' issues against performance – Sheltered Housing**

	Importance	Satisfaction
Repairs and maintenance	71	88
Alarm system	45	90
Overall Quality of your home	44	92
Keeping Tenants Informed	32	80
Taking views into account	26	72
Neighbourhood as a place to live	23	90
Dealing with ASB	19	60
Value for money for rent	18	88
Advice on benefits	8	78
Scheme Manager	7	89

**Chart showing satisfaction/importance for sheltered residents.**



**Correlation of 'Top 3' issues against performance – Leaseholders**

	Importance	Satisfaction
Repairs and maintenance	73	47
Value for money of service charge	73	37
Communal cleaning	53	
Keeping Residents (including homeowners) informed	51	68
Grounds maintenance	36	
Early consultation on major works schemes	32	
Neighbourhood management	20	76
Involving residents /views taken into account	16	54

(\*VFM with major works very or fairly satisfied = 30%)

**Chart showing satisfaction/importance for leaseholders.**

