




APPENDIX B

‘ YOUR VIEWS COUNT ’ SATISFACTION SURVEY RESULTS



NOVEMBER 2009 - FEBRUARY 2010

Status Key					
	Improving		Consistent or new measure		Declining

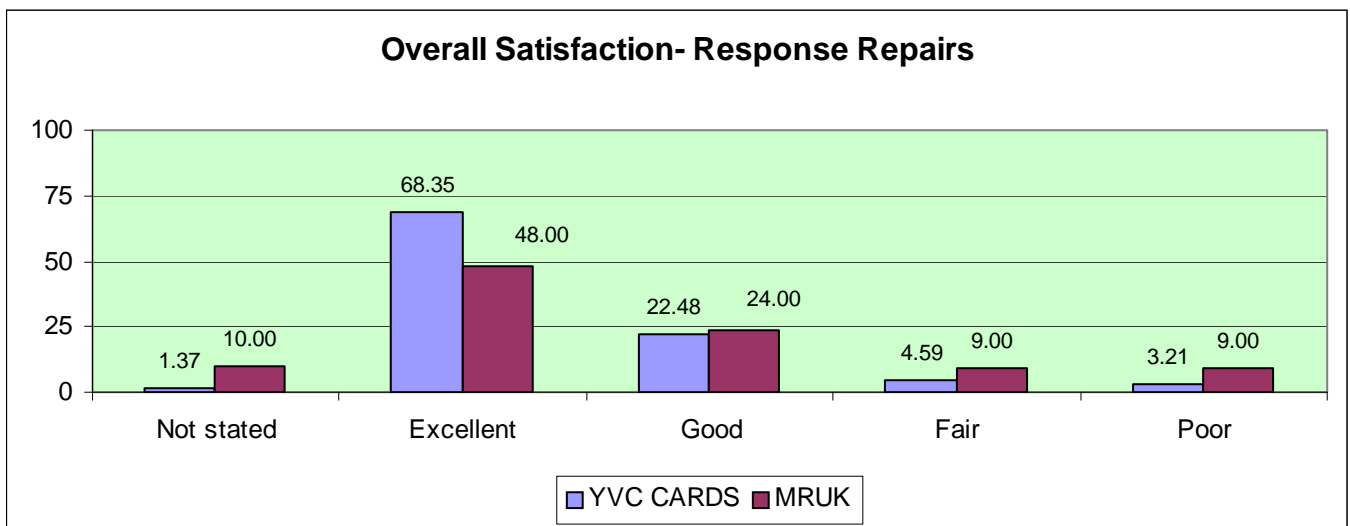
Response Repairs

Two surveys have been carried out recently;
Your Views count cards from November to February
MRUK phone survey for jobs completed in January

Responsible Officer: Steve Fowley, Repairs Manager

		Trend
Excellent	68.35%	
Good	22.48%	
Satisfied	90.83%	
MRUK	72.00%	

Question	Yes 219 responses	MRUK – 01/10 209 responses
Was it easy to report your repair?	95.41%	81%
Were you treated with respect at all times by GCH and Enterprise staff?	97.71%	84% / 80%
Did we take into account your specific needs	87.61%	70%
If an appointment was made, was it kept?	88.99%	77%
Did we complete the work on the first visit to your property?	84.86%	56%
Did we take care of your home and property whilst doing the work?	98.17%	87%
Did we leave your home clean and tidy and take away any rubbish?	97.71%	86%
Did the work carried out resolve your repair problem?	93.12%	70%
Was the quality of the completed work satisfactory?	95.41%	75%
Overall, was the service you received		
	Excellent	68.35%
	Good	22.48%
	Fair	4.59%
	Poor	3.21%
	Not stated	1.37%
		48%
		24%
		9%
		9%
		10%



Commentary:

- Response Repairs consistently ranks as the priority service for customers
- As a result, satisfaction is monitored more pro-actively than other service elements. A range of survey methods is used; phone contact by GCH, 'Your Views Count' cards and both phone and written surveys undertaken by external independent consultants.
- The results shown above represent the combined results of recent 'Your Views Count' cards received by post at GCH and the same survey carried out by phone by GCH Customer Services staff.
- The results labelled MRUK are for a phone survey carried out by an independent company on our behalf in January.
- GCH believes that the MRUK results are poorer because they are more anonymous - also, these tenants have been randomly selected from recent job completion lists without choice.
- The YVC cards returned tend to be from tenants who are pleased and want to tell us.
- GCH is aware that some Enterprise staff have been reluctant to leave the cards with customers and consequently have introduced the phone surveys carried out by GCH Customer Services staff
- The MRUK survey is a phone survey and since we became GCH, phone surveys have always given us lower satisfaction levels – possibly because people are more truthful to an unknown third party with anonymity guaranteed
- For the new contract arrangements, Lovell are well aware of the need to ensure we compile accurate data and we have had discussions surrounding this.
- Lovell's approach is that failure to deliver the cards to the customers at the point of service will be a performance management issue for their staff.
- A further survey has just been commissioned to be carried out by VMS, another independent consultancy who survey by post – this survey will use comparative questions to the 'Your Views Count' cards

Previous Results	June 2007	Jan 2008	Jan 2009	Nov 2009
Overall Satisfaction	84.62%	89.19%	82.00%	75.00%

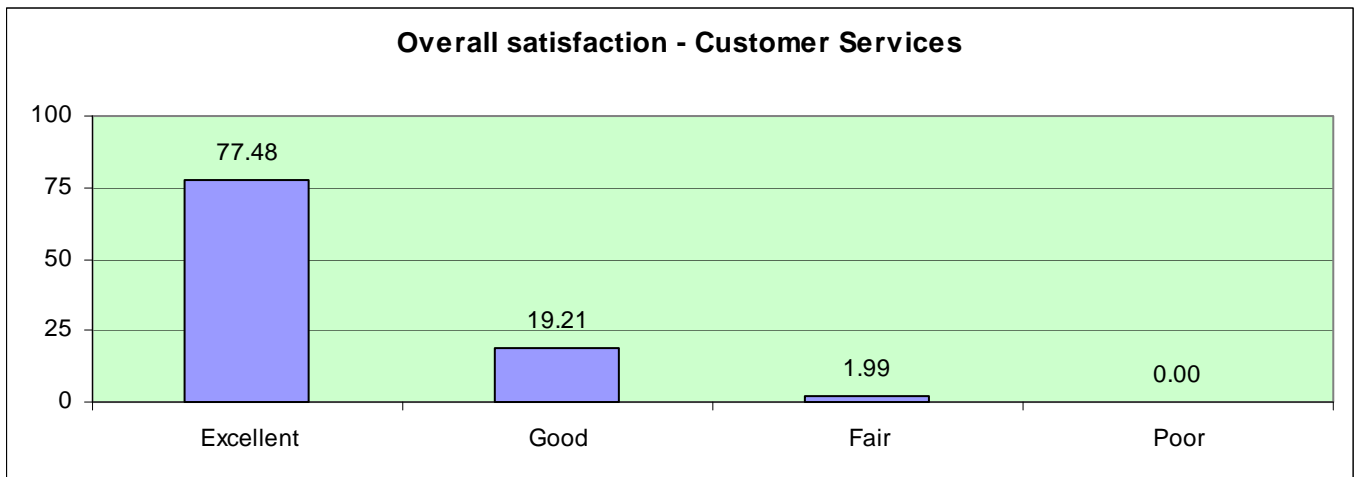
Customer Services

The Customer Services team continues to improve the levels of satisfaction from customers and there are no specific areas to improve at present

Responsible Officer: Diane Thomas, Customer services Manager

		Trend
Excellent	77.48%	
Good	19.21%	
Satisfied	96.69%	↗
Responses	151	

Question		Yes
Was your enquiry handled well?		98.01%
Was your enquiry dealt with promptly?		96.69%
Were GCH staff polite and helpful?		98.01%
Did we take into account your specific needs?		94.70%
Were you treated with respect at all times?		96.03%
Was there a good display of relevant information available?		92.05%
Did our staff seem knowledgeable about the subject you discussed?		93.38%
Could our staff provide all of the information that you needed?		92.72%
If our staff couldn't help you, did they suggest who could?		88.74%
Overall, was the service you received		
	Excellent	77.48%
	Good	19.21%
	Fair	1.99%
	Poor	0.00%
	Not stated	1.32%



Previous Results	Feb 2007	Jan 2008	March 2009
Overall Satisfaction	77.00%	86.00%	84.00%

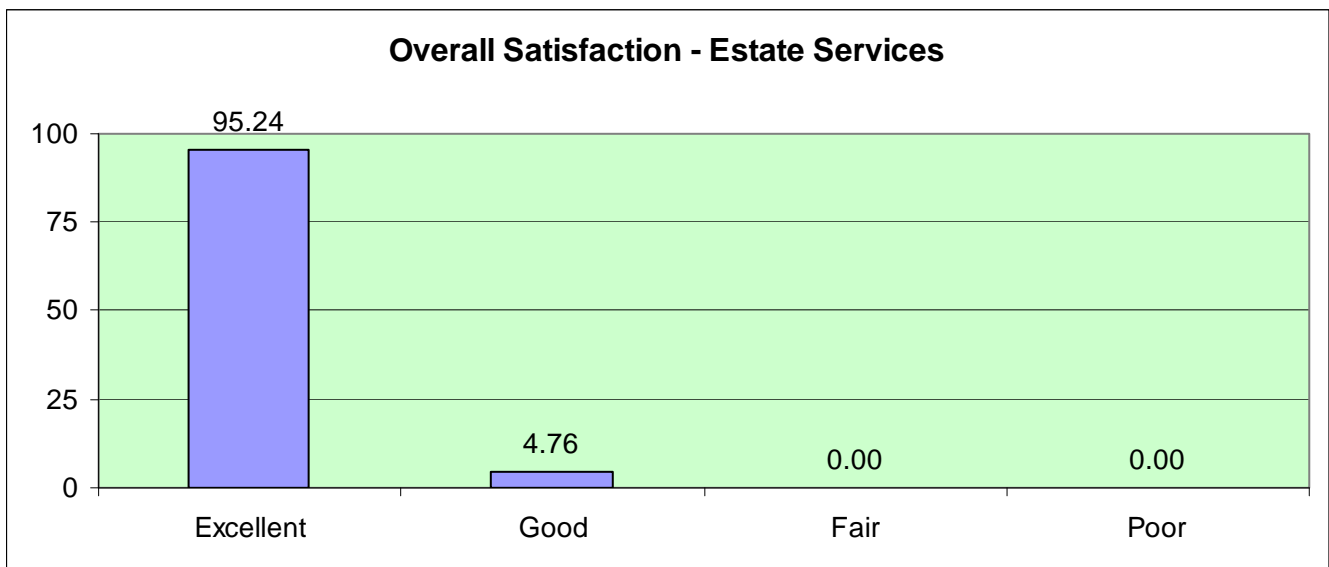
Estate Services

This survey was directed at customers who have asked for specific help at their homes. In future, the cards will be issued to customers who receive a service for communal areas

Responsible Officer: Mark Smith, Estate Services Team Leader

		Trend
Excellent	95.24%	
Good	4.76%	
Satisfied	100.00%	↗
Responses	21	

Question	Yes	
Were you given an appointment date and time?	95.24%	
Did the estate service workers keep the appointment?	95.24%	
Did we take into account your specific needs?	95.24%	
Were you treated with respect at all times?	100%	
Did the estate workers do the work that you requested?	100%	
If not, did they explain why they could not do the work?	90.48%	
Did the estate workers leave everything in a clean and tidy state?	100%	
Did the workman listen and respond to any questions you had?	100%	
Would you use the estate service again?	100%	
Overall, was the service you received		
	Excellent	95.24%
	Good	4.76%
	Fair	0.00%
	Poor	0.00%



Previous Results	July 2009
Overall Satisfaction	80.00%

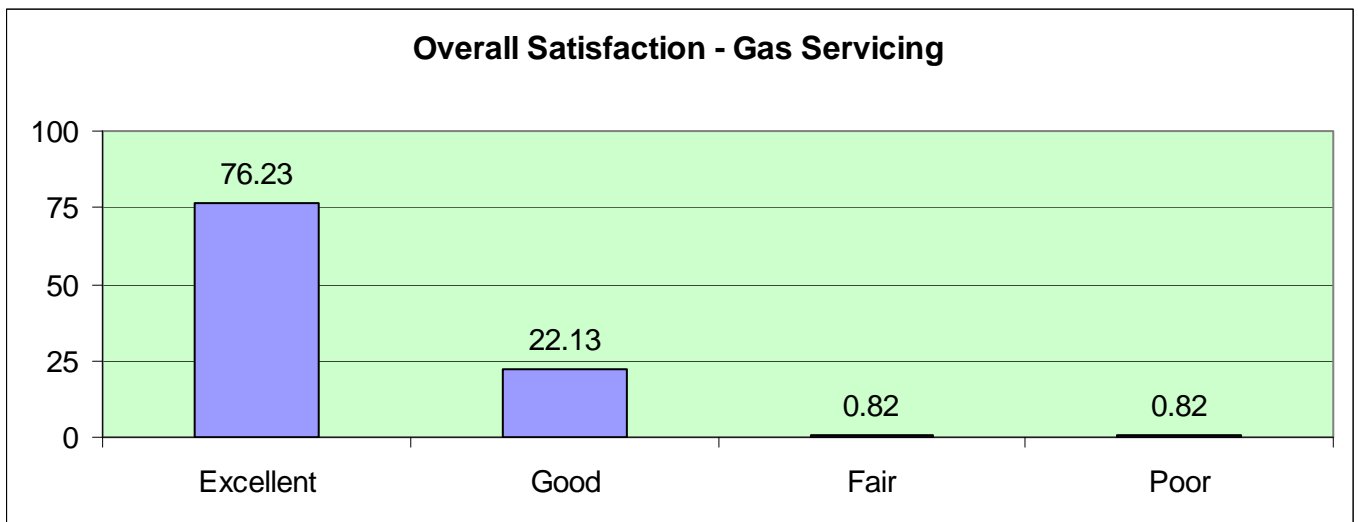
Gas Servicing

This is the first survey carried out since Connaught became our partner for Home Safety.

Responsible Officer: Steve Fowley, Repairs Manager

		Trend
Excellent	76.23%	
Good	22.13%	
Satisfied	98.36%	↗
Responses	122	

Question	Yes
Did you know in advance when the workman would visit?	95.90%
Did the workman visit when they said they would?	93.44%
Were you satisfied with the arrangements made for carrying out the service?	96.72%
Did we take into account your specific needs?	88.52%
Did you receive a certificate (CP12) to say that your property passed the safety check?	97.54%
Were you treated with respect at all times?	99.18%
Did the workman listen and respond to any questions you had?	98.36%
Could the workman provide all of the information that you needed?	97.54%
Overall, was the service you received	
	Excellent 76.23%
	Good 22.13%
	Fair 0.82%
	Poor 0.82%



Commentary:

- GCH and Connaught need to identify the lower rating for taking into account customers' specific needs – further use of the GCH diversity database by Connaught should improve the management of customers' needs

Previous Results	April 2007
Overall Satisfaction	89.00%

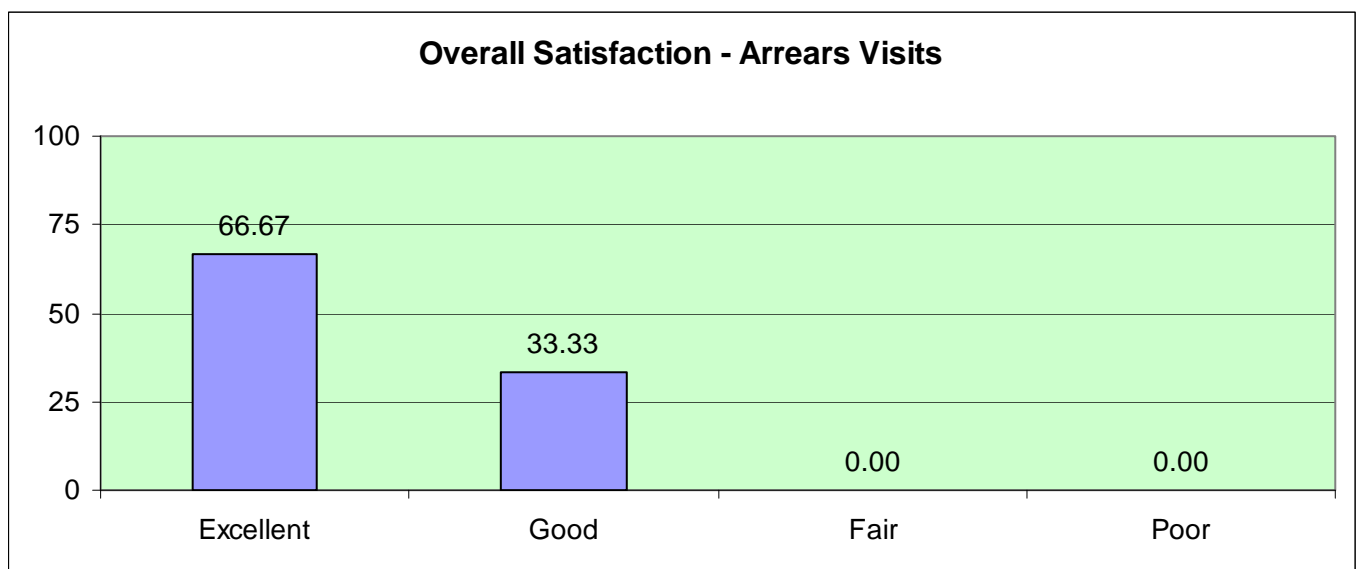
Arrears Visits

		Trend
Excellent	66.07%	
Good	33.33%	
Satisfied	100.00%	↗
Responses	6	

This is the first time that this survey has been attempted in this format. Response rates are very low, though satisfaction is high. The Income Management team will continue to promote the cards to their customers

Responsible Officer: Sam Chambers, Income Manager

Question	Yes
Was it easy to contact GCH to discuss a rent matter?	83.33%
Did the Income Management officer meet you as arranged?	100%
Did we take into account your specific needs?	100%
Are you comfortable discussing rent matters with GCH?	83.33%
Did we take your income & expenditure into account when discussing a plan with you?	83.33%
Were you treated with respect at all times?	100%
Did our staff listen and respond to any questions you had?	100%
Did our staff seem knowledgeable about the subjects you discussed?	100%
Could our staff provide all of the information that you needed?	
Overall, was the service you received	
	Excellent 66.07%
	Good 33.33%
	Fair 0.00%
	Poor 0.00%



Previous Results	March 2007	Oct 2007	March 2009	Dec 2009
Overall Satisfaction Income Management	89.00%	73.00%	82.00%	80.00%

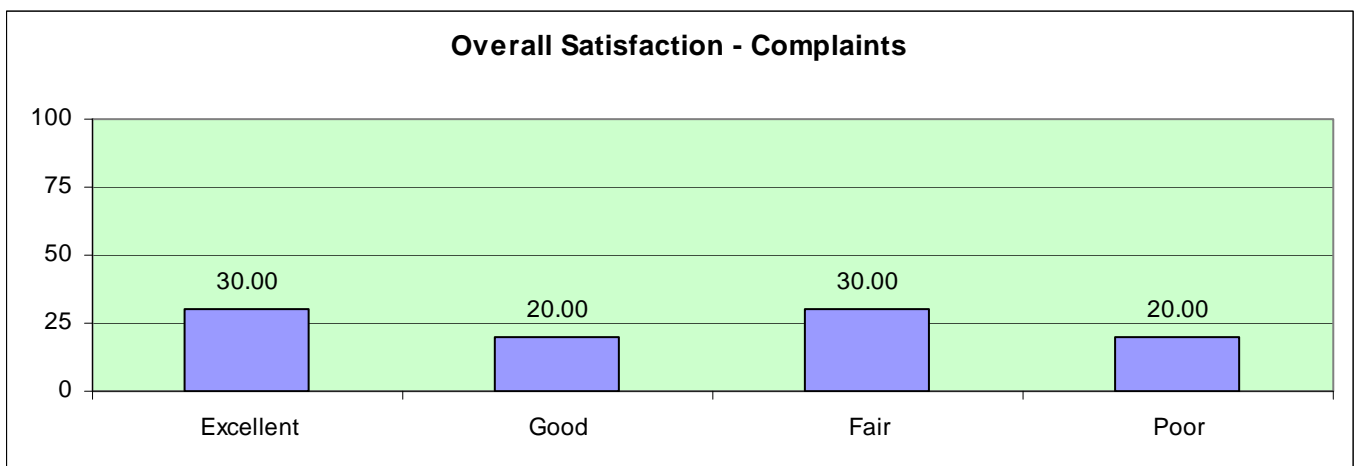
Complaints

		Trend
Excellent	30.00%	
Good	20.00%	
Satisfied	50.00%	➔
Responses	10	

This is a new survey – no comparative historic data is available. A full review of the complaints policy & procedure will be carried out by customers and officers in April

Responsible Officer: All Managers

Question	Yes
Was the complaint handled well?	80.00%
Was your complaint dealt with promptly?	60.00%
Were GCH staff polite and helpful?	70.00%
Did we take into account your specific needs?	50.00%
Were you treated with respect at all times?	80.00%
Did our staff listen and respond to any questions you had?	70.00%
Did we keep you informed of the progress of your complaint?	50.00%
Are you satisfied with the management of your complaint?	60.00%
Are you satisfied with the outcome of your complaint?	50.00%
Overall, was the service you received	
	Excellent 30.00%
	Good 20.00%
	Fair 30.00%
	Poor 20.00%



Commentary:

- The overall results of this survey are disappointing, though 80% of respondents say that their complaint was handled well
- Further work will be done to this survey to separate the process from the outcome, which invariably attracts lower satisfaction levels.
- The survey will also be conducted by phone in future to ensure that as many complainants respond as possible and that GCH gathers as much information about dissatisfaction as possible

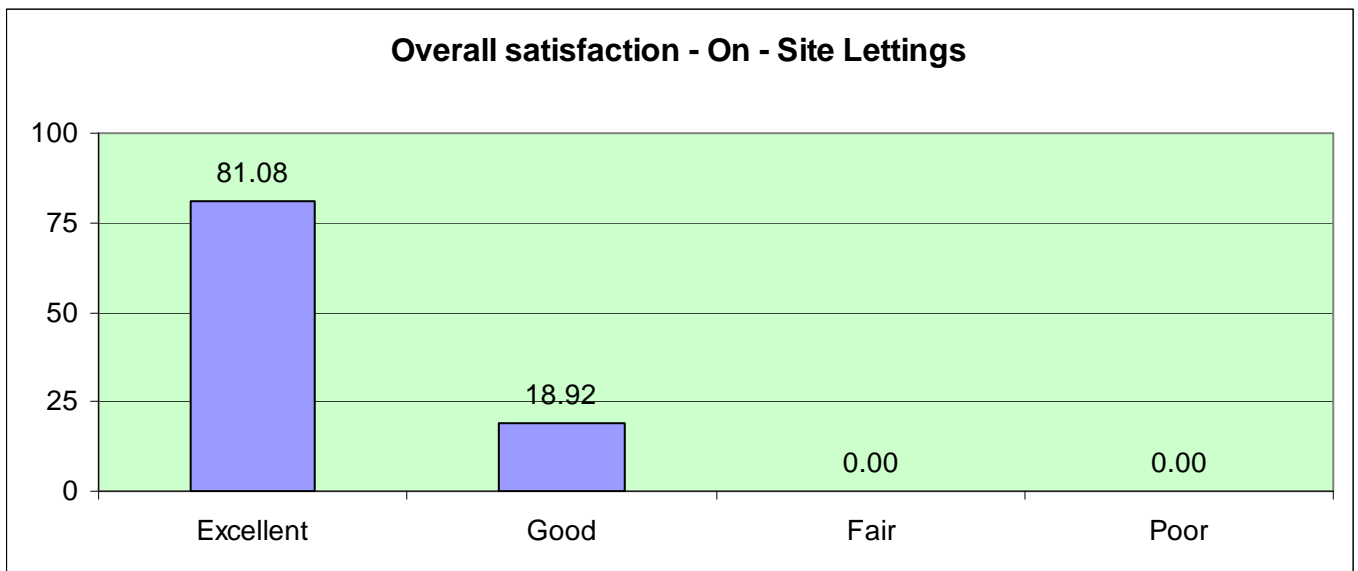
On – Site Lettings

		Trend
Excellent	81.08%	
Good	18.92%	
Satisfied	100.00%	↗
Responses	37	

This survey replaces a previous survey for new tenants. It focuses on the elements of this service that GCH control, rather those managed by the City Council or through the CBL system

Responsible Officer: Becky Hayward, Neighbourhood Services Manager

Question	Yes
Did you have plenty of notice of your tenancy sign - up arrangements?	94.59%
Did our Housing Officer meet you as arranged?	100%
Were you satisfied with the arrangements that were made for carrying out the sign up?	100%
Did we take into account your specific needs?	97.30%
Were you treated with respect at all times?	100%
Did our Housing Officer listen and respond to any questions you had?	100%
Did our Housing Officer seem knowledgeable about the subjects you discussed?	100%
Could our Housing Officer provide all of the information that you needed?	97.30%
If our Housing Officer couldn't help with a question, did they suggest who could?	94.59%
Overall, was the service you received	Excellent
	Good
	Fair
	Poor
	81.08%
	18.92%
	0.00%
	0.00%



Previous Results	April 2007	June 2008	Jan 2009
Overall Satisfaction New Tenancies	45.45%	63.00%	78.00%

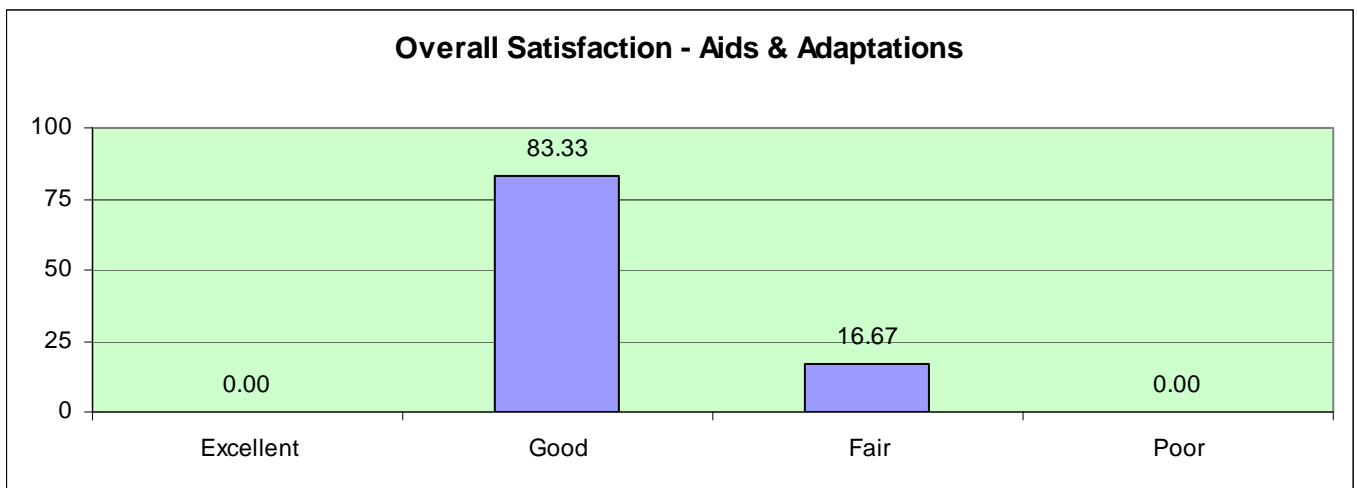
Aids & Adaptations

		Trend
Excellent	0.00%	
Good	83.33%	
Satisfied	83.33%	↓
Responses	6	

Response rates for this survey are very low. The Repairs Support Team Co-Ordinator will investigate to ensure that customers receive, understand and return the cards

Responsible Officer: Sarah Crawford, Repairs Support Team Co-Ordinator

Question	Yes	
Was it easy to ask for adaptations to your property?	83.33%	
Were you satisfied with the arrangements made for carrying out the adaptations?	100%	
Did we take into account your specific needs?	100%	
Were you treated with respect at all times?	100%	
Did we take care of your home and property whilst doing the adaptation?	83.33%	
Were you satisfied with the time it took to complete the adaptation?	83.33%	
Was the adaptation what you expected?	100%	
Has the adaptation helped you stay in your home and improved your independence?	100%	
Overall, was the service you received		
	Excellent	0.00%
	Good	83.33%
	Fair	16.67%
	Poor	0.00%



Previous Results	July 2009
Overall Satisfaction	91.67%

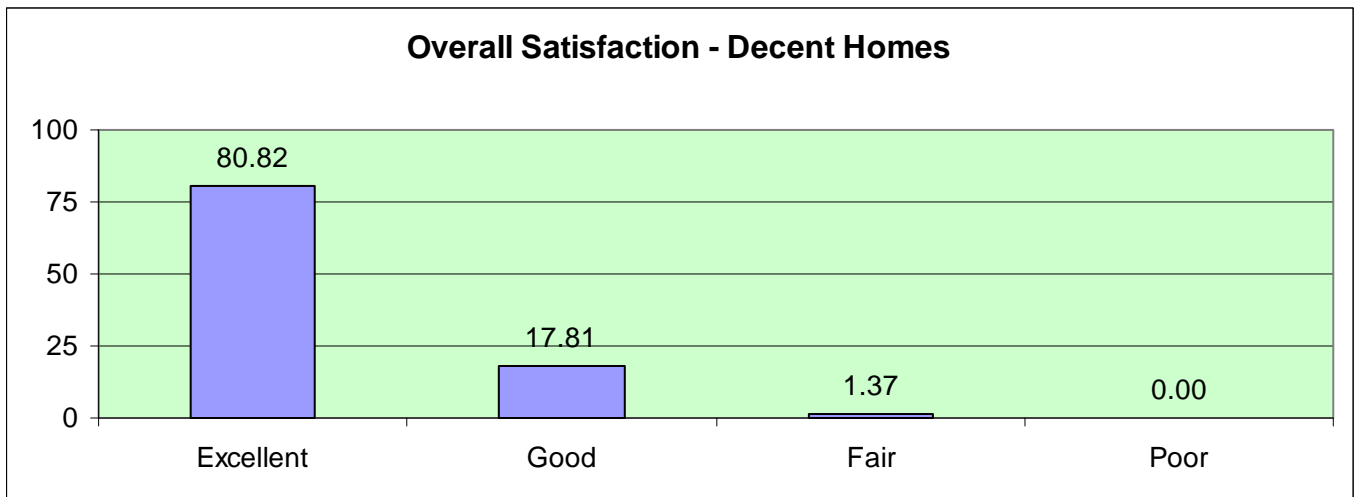
Decent Homes

		Trend
Excellent	80.82%	
Good	17.81%	
Satisfied	98.63%	↗
Responses	73	

The new format for these surveys has been agreed with Lovells who manage the cards on our behalf. Satisfaction levels remain consistent with those derived from the previous survey methodology

Responsible Officer: Michael Hill, Investment Manager

Question	Yes
Were you kept informed and consulted in advance of when the works would be done?	100%
Were you treated with respect at all times by GCH and Lovells staff?	98.63%
Did we take into account your specific needs when making arrangements for the work?	98.63%
Did we take care of your home and property whilst doing the work?	97.26%
Did we leave your home clean and tidy and take away any rubbish?	95.89%
Were you happy with the contact between you and Lovell's staff?	98.63%
Were any problems dealt with quickly and efficiently?	91.78%
Are you happy with the finished improvements to your home?	98.63%
Was the quality of the completed work satisfactory?	97.26%
Overall, was the service you received	
Excellent	80.82%
Good	17.81%
Fair	1.37%
Poor	0.00%



Previous Results	March 2008	Sept 2008	March 2009	Jan 2010
Overall Satisfaction	94.44%	96.79%	95.64%	96.80%

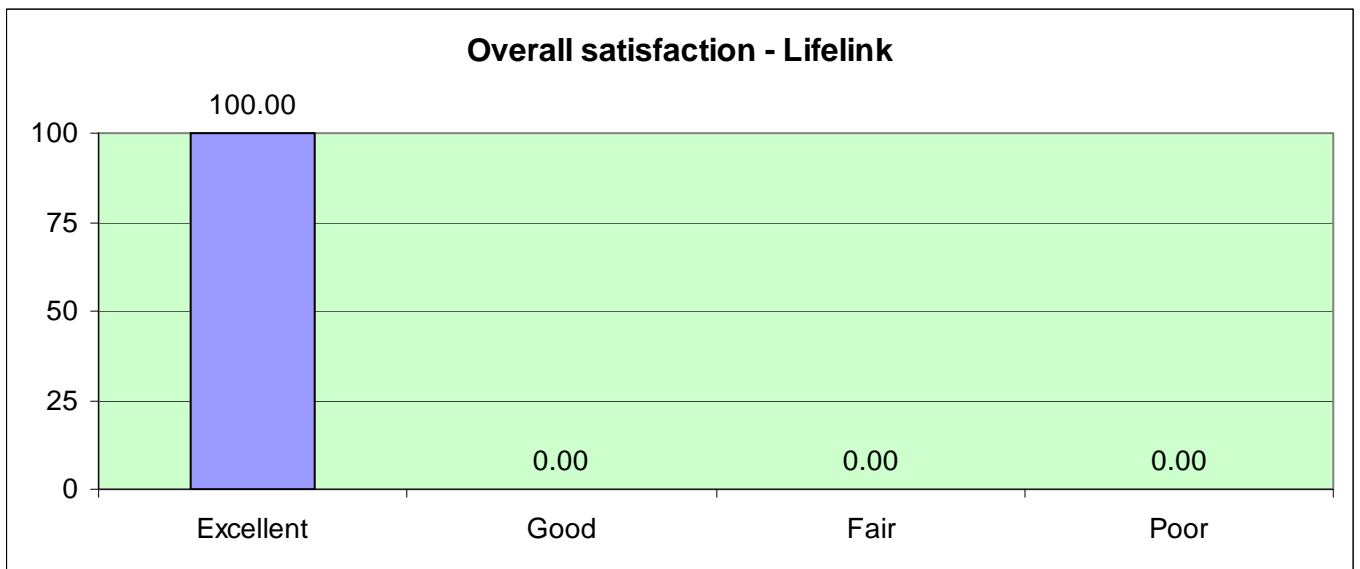
LifeLink Service

This is a new survey – no comparative historic data is available

Responsible Officer: Martin Lewis, Lifelink Co-ordinator

		Trend
Excellent	100.00%	
Good	0.00%	
Satisfied	100.00%	➔
Responses	16	

Question	Yes	
Was the Lifelink service fully explained to you?	100%	
Were you given a choice of appointment times and dates?	87.50%	
Do you feel safer in your home knowing that you have the Lifelink service?	100%	
Did we take into account your specific needs?	100%	
Were you treated with respect at all times by our staff?	100%	
Did our Lifelink Officer listen and respond to any questions you had?	100%	
Did our Lifelink Officer seem knowledgeable about the subjects you discussed?	100%	
Could our Lifelink Officer provide all of the information that you needed?	100%	
If our Lifelink Officer couldn't help with a question, did they suggest who could?	81.30%	
Overall, was the service you received		
	Excellent	100.00%
	Good	0.00%
	Fair	0.00%
	Poor	0.00%



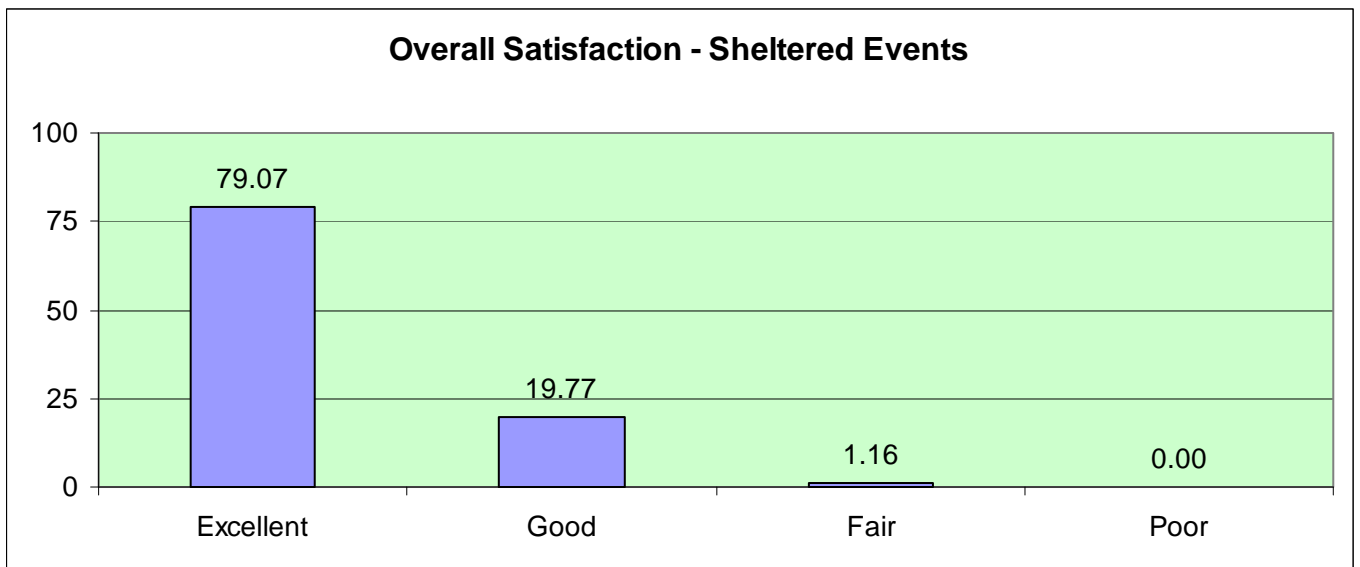
Sheltered Events

This is a new survey – no comparative historic data is available

Responsible Officer: Community Scheme Managers

		Trend
Excellent	79.07%	
Good	19.77%	
Satisfied	98.84%	➔
Responses	86	

Question	Yes
Did the event meet your expectations?	90.70%
Was the transport provided sufficient for your needs?	87.21%
Would you attend another event organised by Gloucester City Homes?	94.19%
Did we take into account your specific needs?	93.02%
Were you treated with respect at all times by our staff?	96.51%
Did Gloucester City Homes staff listen and respond to any questions you had?	94.19%
Did our staff seem knowledgeable about the subjects you discussed?	87.21%
Could our staff provide all of the information that you needed?	79.07%
If our staff couldn't help with a question, did they suggest who could?	69.77%
Overall, was the service you received	
Excellent	79.07%
Good	19.77%
Fair	1.16%
Poor	0.00%



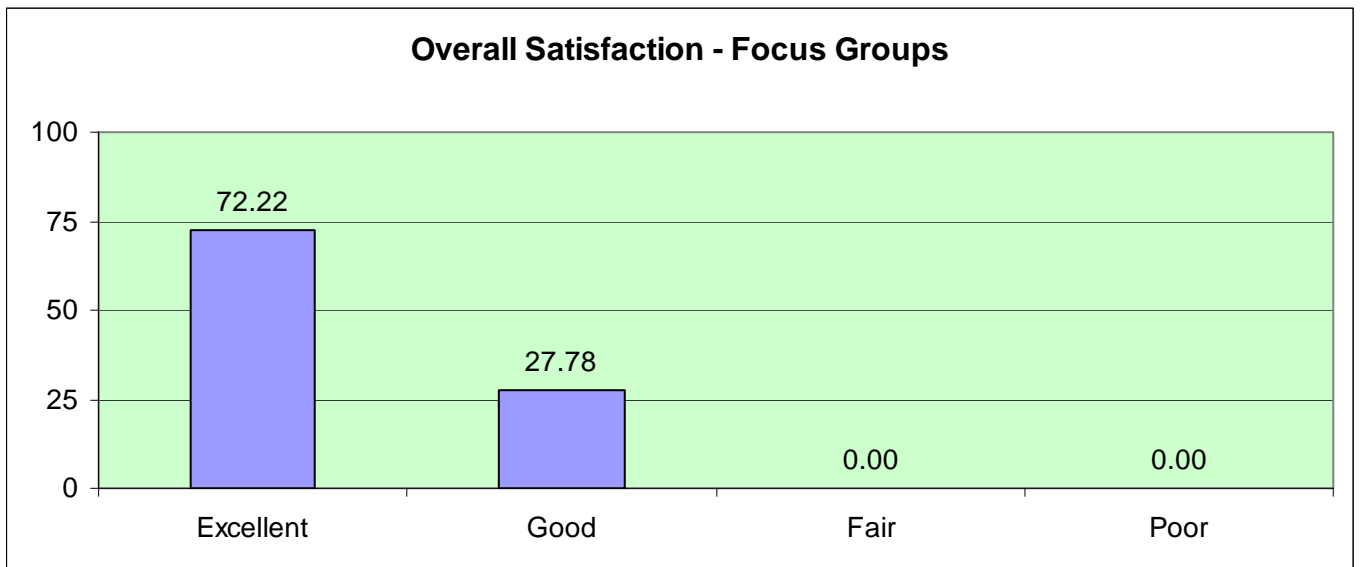
Focus Groups

This is a new survey – no comparative historic data is available

Responsible Officer: Resident Involvement Team

		Trend
Excellent	72.22%	
Good	27.78%	
Satisfied	100.00%	➔
Responses	18	

Question	Yes
Did you have sufficient notice of the focus group, event or project?	83.33%
Are you satisfied with the location and accessibility of the venue?	100%
Did we take into account your specific needs?	88.89%
Are you satisfied with the content of the session?	94.44%
Do you feel your views were listened to?	94.44%
Are you confident that action will be taken as a result of your contribution?	88.89%
Did our staff listen and respond to any questions you had?	100%
Did our staff seem knowledgeable about the subject you discussed?	100%
Could our staff provide all of the information that you needed?	100%
If our staff couldn't help you, did they suggest who could?	100%
Overall, was the service you received	Excellent
	Good
	Fair
	Poor
	72.22%
	27.78%
	0.00%
	0.00%



Response Repairs – Pre Inspections

This is a new survey – no comparative historic data is available
 Response rates for this survey are very low. The Repairs Support Team Co-Ordinator will investigate to ensure that customers receive, understand and return the cards

Responsible Officer: Steve Fowley, Repairs Manager

		Trend
Excellent	42.86%	
Good	57.14%	
Satisfied	100.00%	➔
Responses	7	

Question	Yes
Did you know in advance when our surveyor would visit?	100%
Did our surveyor visit when they said they would?	85.71%
Did our surveyor explain to you what would happen next?	100%
Did we take into account your specific needs?	100%
Were you treated with respect at all times?	100%
Did our surveyor listen and respond to any questions you had?	100%
Did our surveyor seem knowledgeable about your repair request?	100%
Could our surveyor provide all of the information that you needed?	85.71%
If our surveyor couldn't help you, did they suggest who could?	57.14%
Overall, was the service you received	Excellent
	Good
	Fair
	Poor
	42.86%
	57.14%
	0.00%
	0.00%

