

NOTTINGHAM CITY HOMES

PERFORMANCE & REGULATORY COMMITTEE

REPORT OF THE HEAD OF PERFORMANCE & BEST VALUE

30 OCTOBER 2007

ANNUAL CUSTOMER SATISFACTION SURVEY (STATUS) 2007

1 SUMMARY

- 1.1 This purpose of this report is to provide members of the Performance & Regulatory Committee with the results of our annual customer satisfaction survey 2007.

2 RECOMMENDATIONS

- 2.1 It is recommended that members of Performance & Regulatory Committee note and comment upon the findings of the annual customer satisfaction survey 2007.

3 BACKGROUND

- 3.1 Our annual customer satisfaction survey was carried out in July and August 2007. It was undertaken independently on our behalf by Kwest Research and postal questionnaires were sent to 14,966 (50%) of our tenants. The survey followed the STATUS format prescribed by the Audit Commission with a small number of questions added following consultation with tenants representatives.
- 3.2 It is a statutory requirement to undertake this survey on a tri-annual basis but in line with the best practice of top performing ALMOs we will in future be undertaking this exercise on an annual basis, surveying 50% of our tenants each year. This will ensure that every two years all of our tenants will have had the opportunity to provide feedback that we can use to shape our future service delivery.

4 RESULTS OVERVIEW

- 4.1 A detailed analysis of the results is currently being undertaken and a verbal update of this work will be provided to the committee. The results in respect of the two headline Best Value Performance Indicators which are used by the Audit Commission when undertaking housing inspection are as follows:

BVPI 074 - 62% of tenants are satisfied with the overall service we provide. This is the same outcome as in 2005 when we last undertook such a survey, which whilst still bottom quartile should be considered against a national trend of a 2% reduction against this indicator.

4.2 **BVPI 075** - 57% of tenants are satisfied with opportunities to take part in our management and decision making processes. This is an increase of 17% compared to 2005 and now ranks us in the middle quartile of performers. It also places the organisation as one of the most improved in the country against this particular indicator. Only Wolverhampton Homes with an 18% increase appears to have shown any greater scale of improvement, and the national trend in improvement was 5%.

4.3 In total there were 59 questions asked that can be specifically associated with service improvement and can be directly compared with questions asked in the last survey in 2005. Of these a positive improvement can be measured against 86% (51), no change against 12% (4) and a negative change against 12% (4).

5 OTHER OPTIONS

5.1 There are no specific alternative options in relation to the content of this report.

6. FINANCIAL & RISK IMPLICATIONS

6.1 There are no direct implications associated with the contents of this report other than where specifically mentioned.

7. IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

7.1 The detailed analysis of these results will be used to enhance all service improvement plans across the organisation to ensure that they address areas of concern identified by our customers and deliver improvements accordingly.

8. VALUE FOR MONEY & EFFICIENCY ISSUES

8.1 The detailed analysis of these results will be used to ensure that value and efficiency issues identified by our customers can be addressed and written into our service improvement plans accordingly.

9. EQUALITY & DIVERSITY IMPLICATIONS

9.1 The results of the survey are provided across a range of criteria including age, ethnicity and disability. The detailed analysis of these results will be used to ensure that equality and diversity issues are considered when implementing service change and improvement.

10. BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

10.1 Nottingham City Homes Tenants Survey 2007 - Kwest Research (attached)

CONTACT OFFICERS: Neil Barks
Head of Performance & Best Value
14 Hounds Gate, Nottingham NG1 7BA
Tel: 0115 91 57362
E-mail: neil.barks@nottinghamcityhomes.org.uk

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