



SATISFACTION SURVEY PERFORMANCE REPORT

FOR QUARTER ONE 2008/09

ASB SERVICE

PREPARED BY: SERVICE IMPROVEMENT TEAM



Ealing Homes

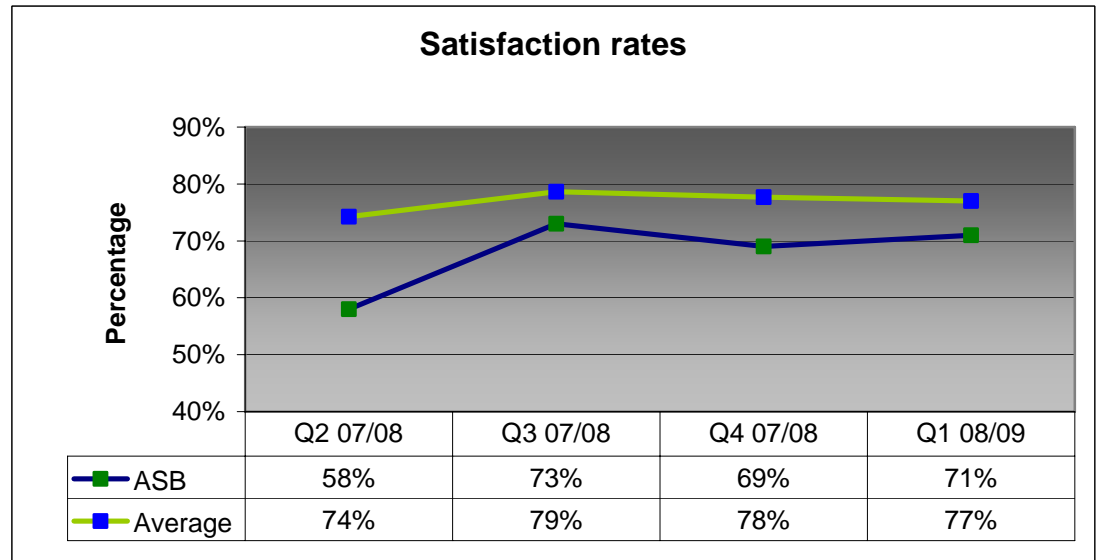
QUALITY • SERVICE • VALUE

ASB Satisfaction Survey – Q1 (Apr-Jun) 2008/09

Main Findings

Overall satisfaction with the way your anti-social behaviour complaint was dealt with

71% of respondents expressed overall satisfaction this quarter, an improvement from last quarter (69%) of 2 percentage points.



Average = based on average of all surveys in the Quarter

Profile of Dissatisfied Respondents

A summary of dissatisfied tenants are as follows:

- Only 58% of dissatisfied respondents found it easy to get hold of the right person, compared with 94% of satisfied respondents.
- The great majority of dissatisfied respondents weren't informed of the outcome of their investigation, with only 23% informed, while most (80%) satisfied respondents were.
- Less than half of dissatisfied respondents were informed that their case was closed, compared with approximately 70% of satisfied respondents.
- Only 36% of dissatisfied respondents had a full or partial ongoing complaint, compared to 85% of satisfied respondents.
- 100% of satisfied respondents considered staff helpful, whereas half of dissatisfied respondents found staff either unhelpful or neither.
- Males are more likely to be dissatisfied than females (45% / 25%)

Key Driver findings

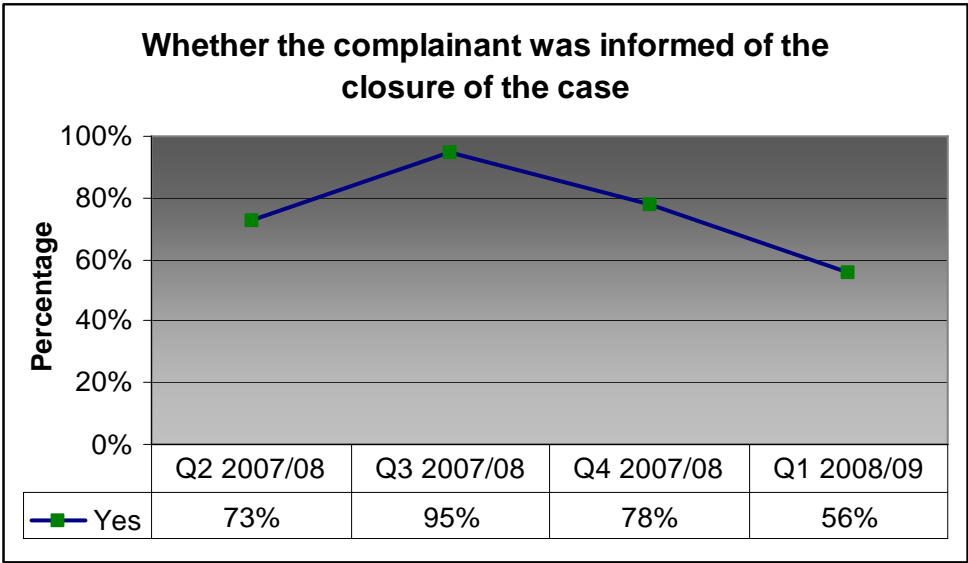
This is a new section that offers a more directed focus on the factors that show the strongest relationship to overall satisfaction. Though many factors are relevant to the service provided by the ASB team, some have a much stronger link to overall satisfaction than others, and by identifying and targeting these areas a more effective service may be provided to residents, which in turn should increase overall satisfaction.

Analysis was completed recently on the drivers that influence overall satisfaction with the ASB service. Each question was assessed for its correlation to overall satisfaction, indicating areas that are important for Ealing Homes to achieve high satisfaction in to achieve high overall satisfaction. Strong correlations, which require the closest attention, were found in:

- Residents being informed about case closures
- Politeness of the housing officer

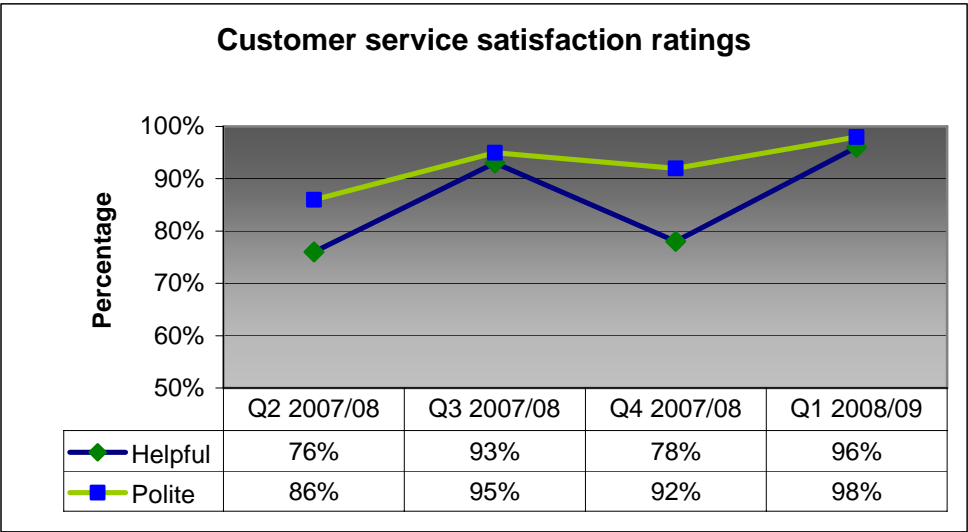
Residents being informed about case closures

Another significant drop this quarter with complainants being informed of case closures. As this is a key driver it is fortunate that there has not been a similar drop in satisfaction as per last quarter, possibly due to the improved customer service satisfaction figures.



Customer Service Ratings

Customer service ratings for staff helpfulness and staff politeness are very good this quarter, both picking up after slight dips last quarter to receive 95%+ ratings.

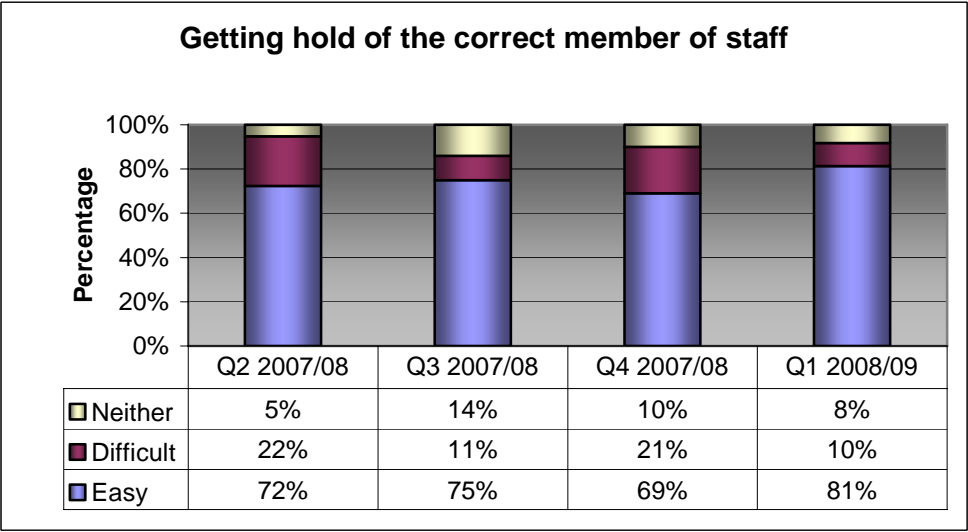


Other findings

The remaining questions were not found to be as significant as the questions in the preceding section in correlating to overall satisfaction. They are still nevertheless useful for identifying potential areas of dissatisfaction and trends in perceptions of the ASB service’s performance.

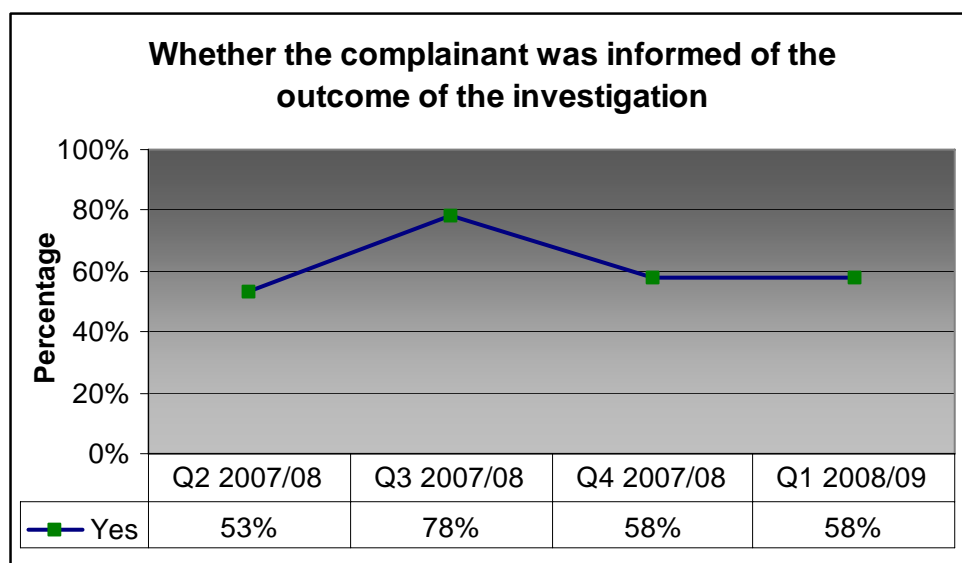
Getting hold of the right member of staff

81% of respondents found it easy to get hold of the right member of staff, a positive result and solid improvement on last quarter’s figure of 69%.



Informed of the outcome of investigation

The percentage of respondents informed of the outcome of their investigation remained at 58% this quarter, down from the Q3 high of 78%.



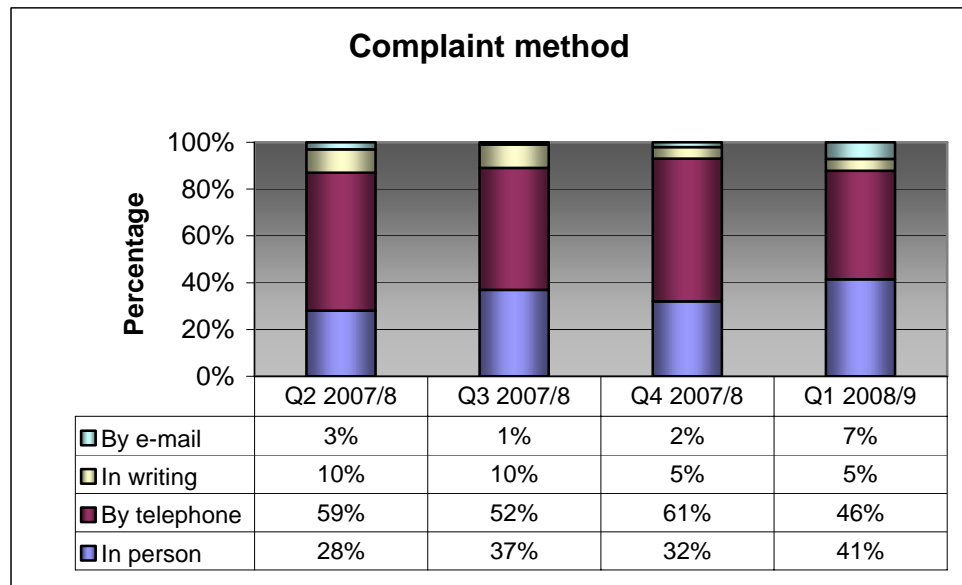
Documents received after the interview, either by post or in person

The responses to this question break down as per the table below by different type of document. The most recent quarter shows improvements across the board in the percentage of respondents receiving the appropriate documents after their interviews.

Documents	Q2 2007/08	Q3 2007/08	Q4 2007/08	Q1 2008/09
Detailed report form	66%	88%	84%	87%
Approvals and consent form	65%	86%	84%	88%
Acknowledgement letter	75%	90%	87%	92%
Flow chart	58%	80%	71%	85%
Action Plan	*	87%	80%	83%
* Action Plan not included in ASB survey				

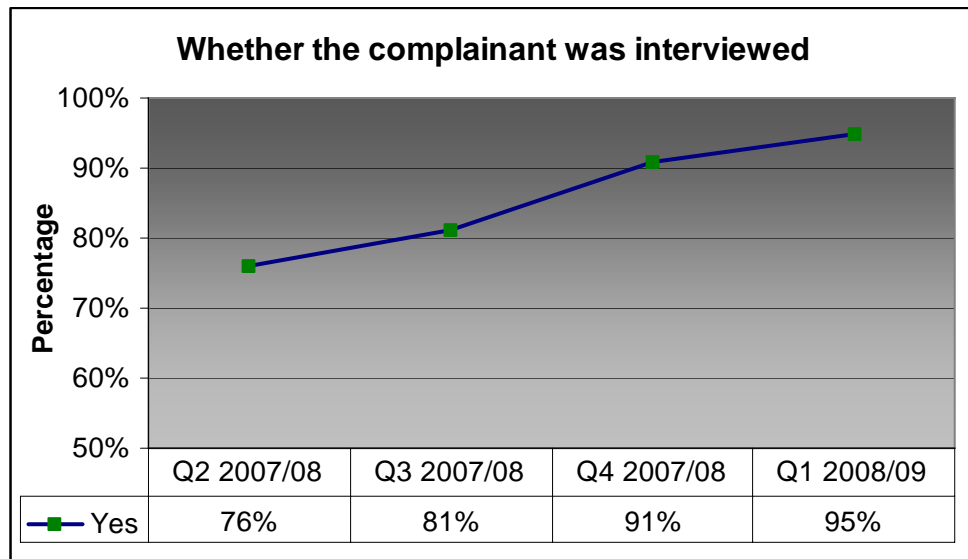
Method of report complaint

The table below breaks down the methods of contacting the ASB team compared to previous quarters. Telephone continues to be the most popular method of contacting the team, with preference for personal visits increasing.



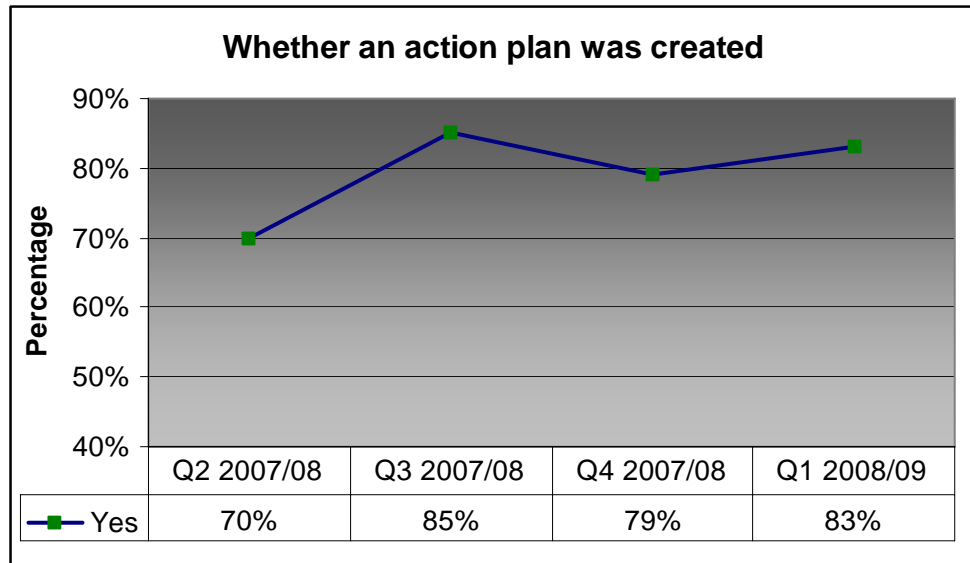
Housing Officer carrying out an interview about the complaint

The proportion of respondents who received an interview about their complaint continues to improve, now at 95%.



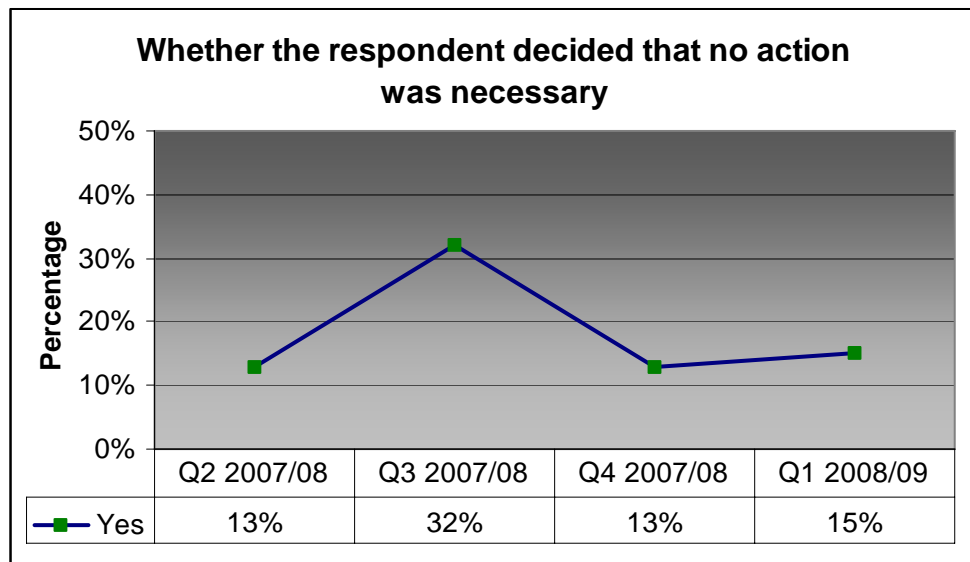
Creation of action plan

This quarter sees an increase in the proportion of respondents who had an action plan created upon their complaint, up to 83%.



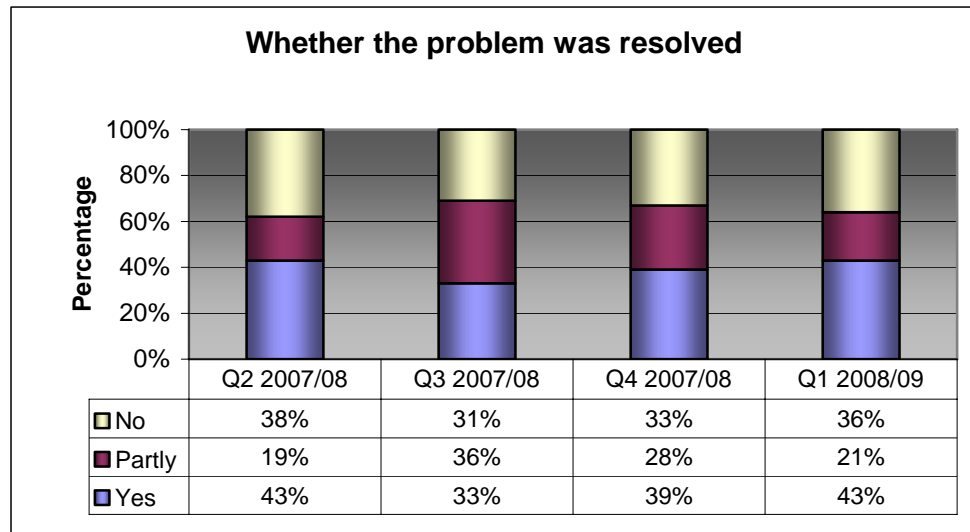
Decision to ask the Housing Officer not to take any action as a result of the complaint

15% of respondents stated that they had asked the officer not to take any action as a result of the complaint, similar to last quarter and still much reduced from the figure of 32% in Q3 2007/08.



Resolution of reported problem

There remains a fairly even split between outcomes with this question, though positively there is an increase in the number of fully resolved problems.



Feedback/Improvements/Actions

Areas of concern

The following are areas of concern:

- A large reduction in the proportion of respondents who were informed about the closure of their case, down to 56%. This is a key driver of overall satisfaction, so is now an area for significant improvement.

Areas of improvement

The following are areas of improvement:

- Increase in overall satisfaction to 71%.
- Increase in customer service ratings to very high levels of satisfaction.
- Improved degree of ease for respondents getting hold of the right person.
- The percentage of respondents received the various documentation increased for all types.
- The proportion of respondents interviewed increased to 95%.
- More action plans were being created, this quarter for 83% of respondents.

**Actions from
Quarter 4**

ASB managers provided the following feedback to the Q4 survey results:

- In terms of the decline with respondents finding it easy to get hold of the right person by 10% points to 77% this quarter, could be that our telephone systems are not working properly.
 - With regards to the drop with respondents being offered an action plan to 71%, we have a system-generated action plan that goes out to all complainants and I cannot see why residents are of the view that they did not receive it.
 - With regards to the decline with respondents receiving a copy of various documents i.e. Detailed Report Form, Approvals & Consent Form, Acknowledgement Letter & Flowchart, is the same as above. All documents are automatically generated by the system.
 - With regards to the issue of fallen in the number of respondents informed of the outcome of the investigation, we are now implementing a system where officers are contacting complainants by telephone as well as sending letters. At the moment we always notify complainants by writing to them.
 - Customer service in particular staff helpfulness and staff politeness has fallen especially staff helpfulness, which has fallen by 15% points, we are addressing the issue with staff.
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**Feedback for
Quarter 1**

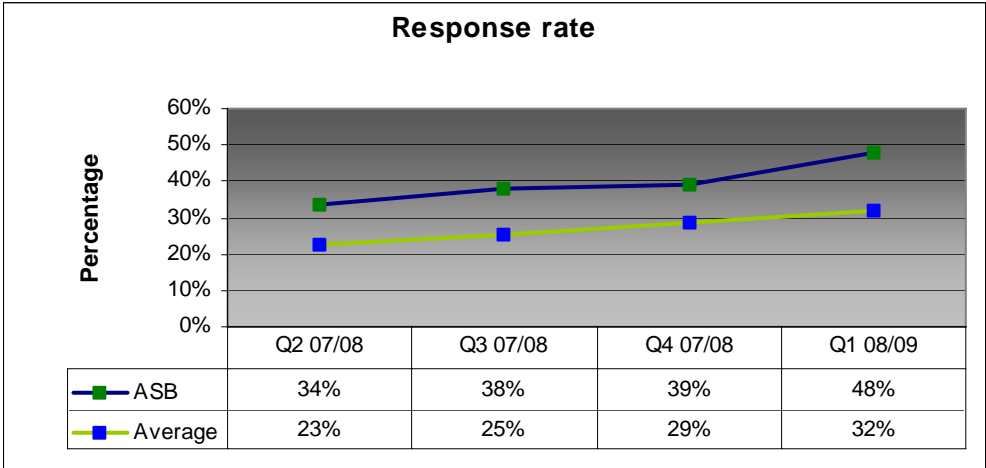
ASB managers provided the following feedback to the Q1 survey results:

- We continue to implement our system of contacting complainants by telephone as well as in writing, to improve the percentage of complainants informed of the outcome of their case as well as the fact that their case is closed.

Methodology

Method used The ASB survey was carried out during Quarter 1 (2008/09). All responses to the survey have been included.

Response Rate In this quarter 119 ASB surveys were mailed out and 57 responses were received, a response rate of 48%. This is a good improvement on previous quarters, and better than most other service areas.



Diversity information The table below shows a breakdown of respondents by selected strands of equality.

Diversity strand		Survey sample	Tenant population
Ethnicity		48% BME	61% BME
Disability		29%	24%
Gender		76% Female	63% Female
Age	21-39	49%	33%
	40-59	25%	36%
	60-70	15%	15%
	71+	11%	14%