



SATISFACTION SURVEY PERFORMANCE REPORT

FOR QUARTER TWO 2008/09

ASB SERVICE

PREPARED BY: SERVICE IMPROVEMENT TEAM



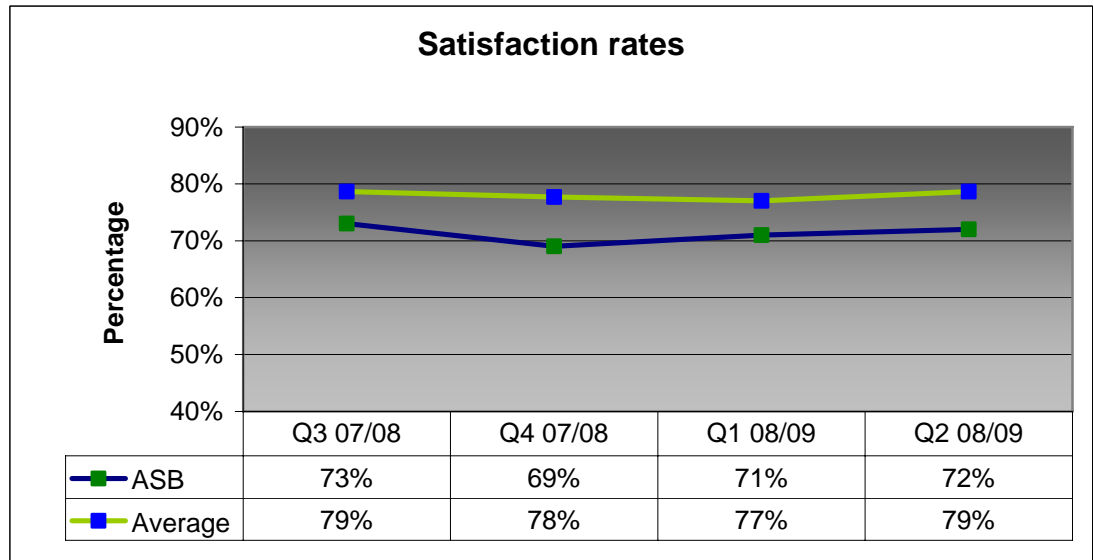
Ealing Homes
QUALITY • SERVICE • VALUE

ASB Satisfaction Survey – Q2 (Jul-Sep) 2008/09

Main Findings

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

72% of respondents expressed overall satisfaction this quarter, a slight improvement from last quarter (71%).



Average = based on average of all surveys in the Quarter

Profile of Dissatisfied Respondents

A summary of dissatisfied tenants are as follows:

- Only 63% of dissatisfied respondents found it easy to get hold of the right person, compared with 94% of satisfied respondents.
- The majority of dissatisfied respondents weren't informed of the outcome of their investigation, with only 38% informed, while most (74%) satisfied respondents were informed.
- 22% of dissatisfied respondents have had ongoing contact with the housing officer dealing with the complaint, compared with 55% of satisfied respondents.
- Half of dissatisfied respondents were informed that their case was closed, compared with 77% of satisfied respondents.
- Only 33% of dissatisfied respondents had a full or partial ongoing complaint, compared to 87% of satisfied respondents.
- Of those respondents with a disability, 55% were satisfied, compared with 83% of those respondents without a disability.

Key Driver findings

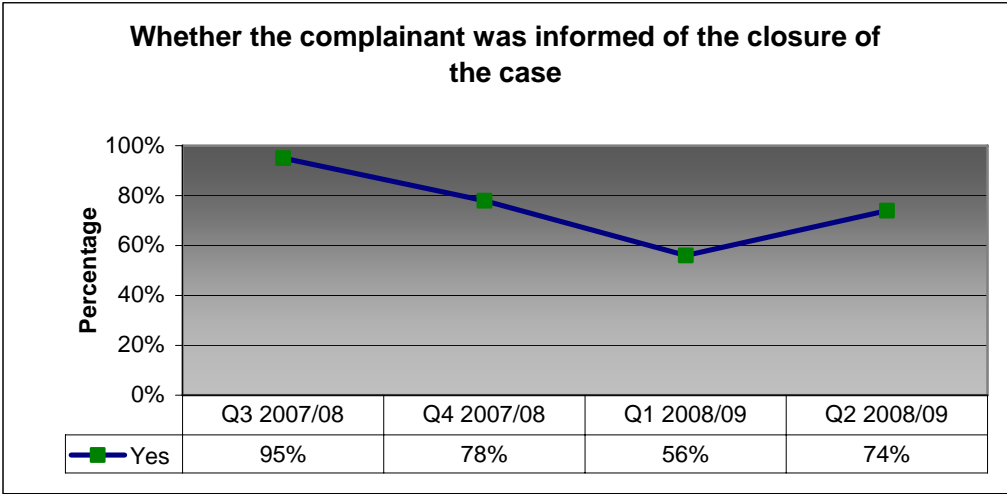
This section offers a more directed focus on the factors that show the strongest relationship to overall satisfaction. Though many factors are relevant to the service provided by the ASB team, some have a much stronger link to overall satisfaction than others, and by identifying and targeting these areas 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

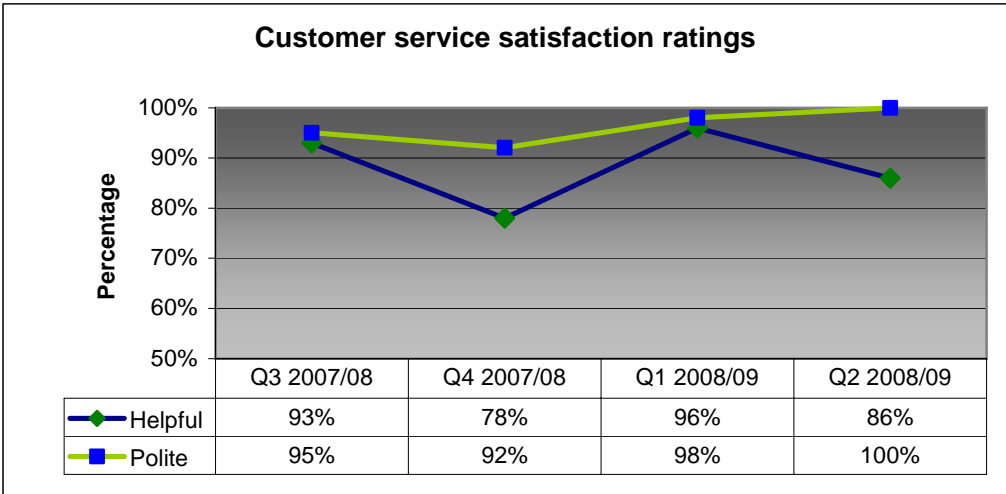
Residents being informed about case closures

A positive result this quarter, with an improvement from 56% to 74% of respondents being informed about the closure of their case, reversing a downward trend over the previous three quarters. This is particularly important as it is one of the key drivers of overall satisfaction.



Customer Service Ratings

Respondent satisfaction with politeness continues to ascend, reaching 100% this quarter, a very good result for this factor which is important for overall satisfaction. Staff helpfulness fell this quarter, to 86%.

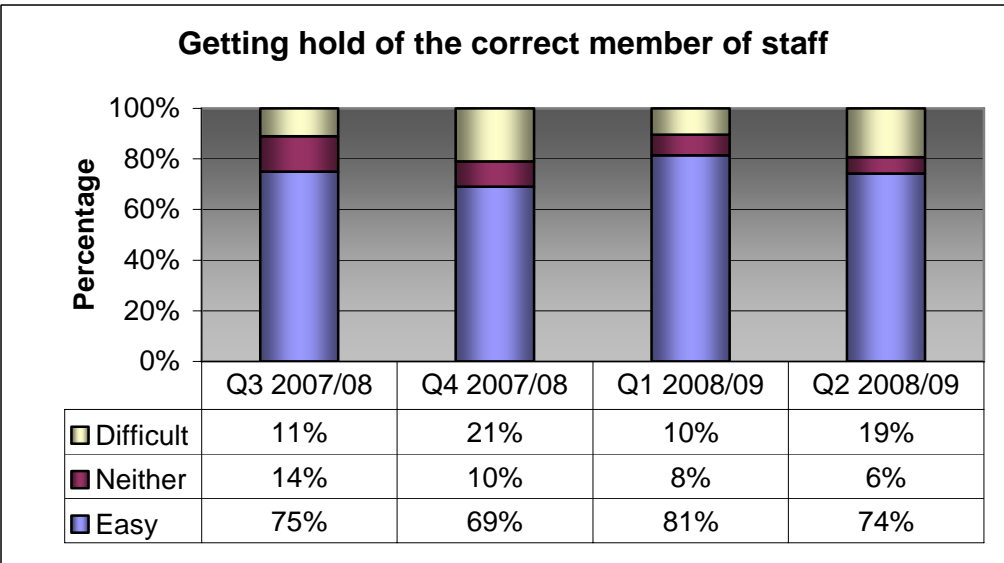


Other findings

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.

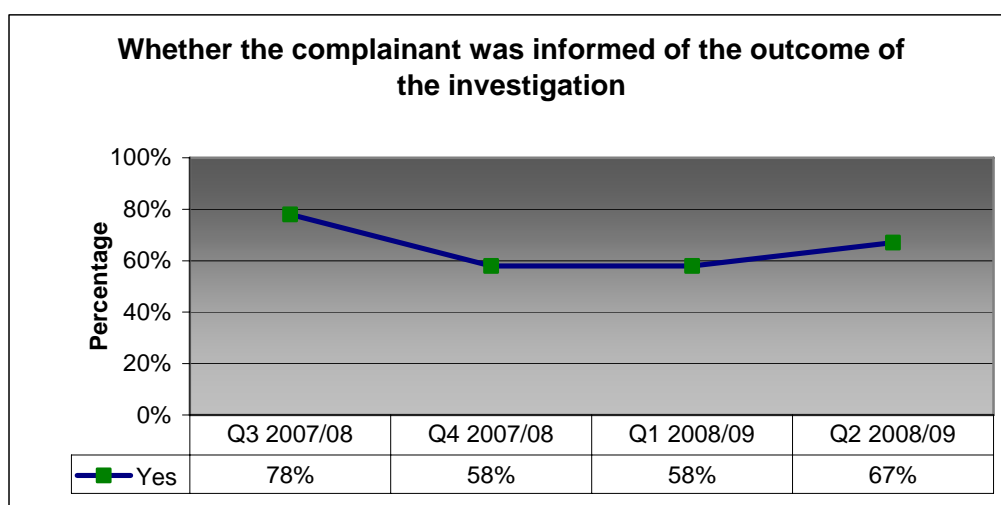
Getting hold of the right member of staff

An increase this quarter in the percentage of respondents who found it difficult to get hold of the right member of staff, up from 10% to 19%, though the percentage finding it easy remains reasonably high.



Informed of the outcome of investigation

The percentage of respondents informed of the outcome of their investigation increased this quarter, up to 67% after holding static at 58% for the past six months.



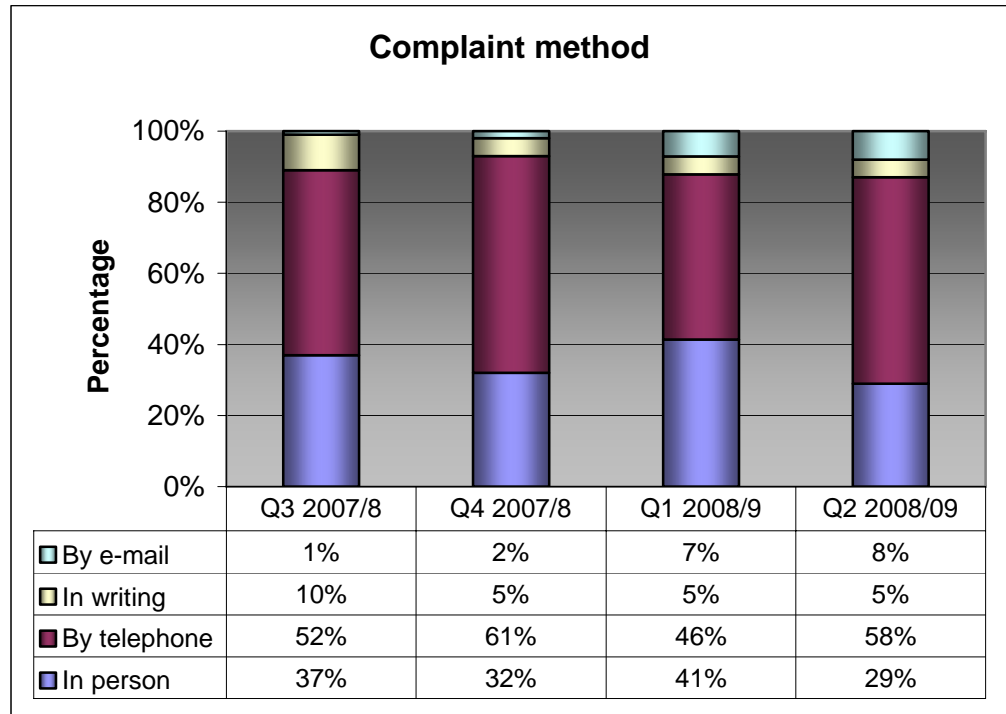
Documents received after the interview, either by post or in person

The responses to this question break down as per the table below by different type of document. The most recent quarter shows slight decreases in the percentage of respondents received the relevant documentation. The exception is flow charts, which have dropped significantly, from 85% receiving last quarter to just 63% receiving this quarter.

Documents	Q3 2007/08	Q4 2007/08	Q1 2008/09	Q2 2008/09
Detailed report form	88%	84%	87%	85%
Approvals and consent form	86%	84%	88%	84%
Acknowledgement letter	90%	87%	92%	88%
Flow chart	80%	71%	85%	63%
Action Plan	87%	80%	83%	78%

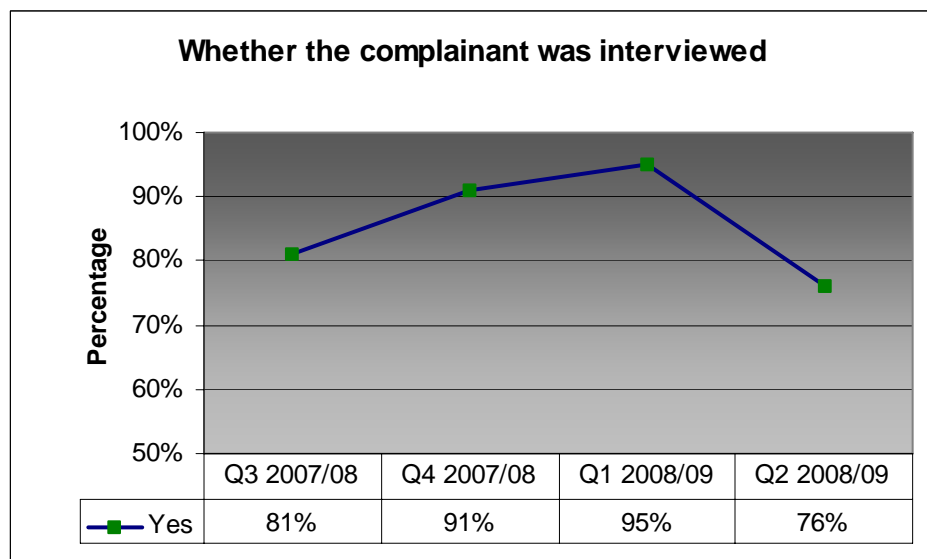
Method of report complaint

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 58% of complainants making contact using that method.



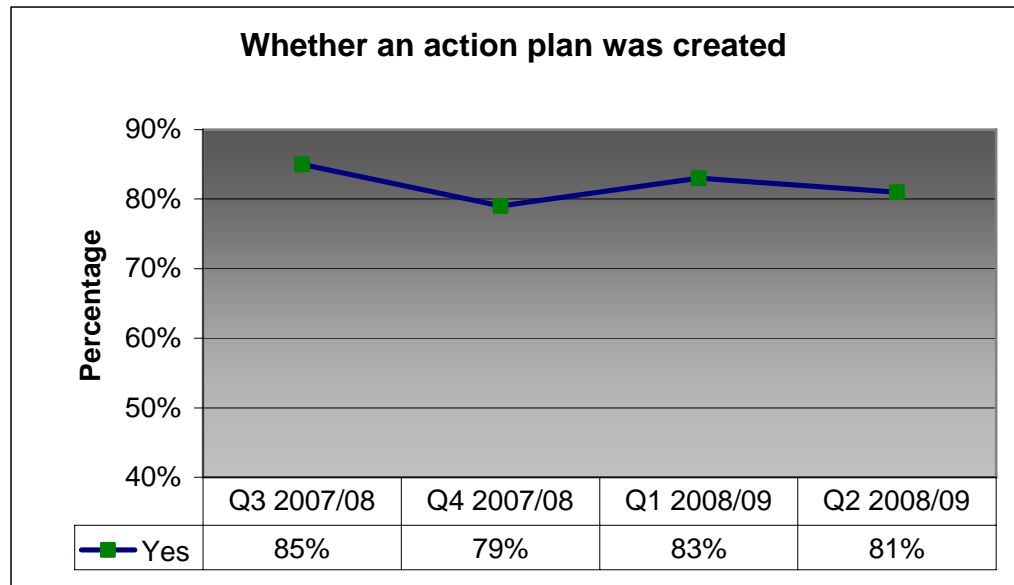
Housing Officer carrying out an interview about the complaint

The proportion of respondents who believe they received an interview about their complaint dropped significantly in the second quarter, down to a four-quarter low of 76%.



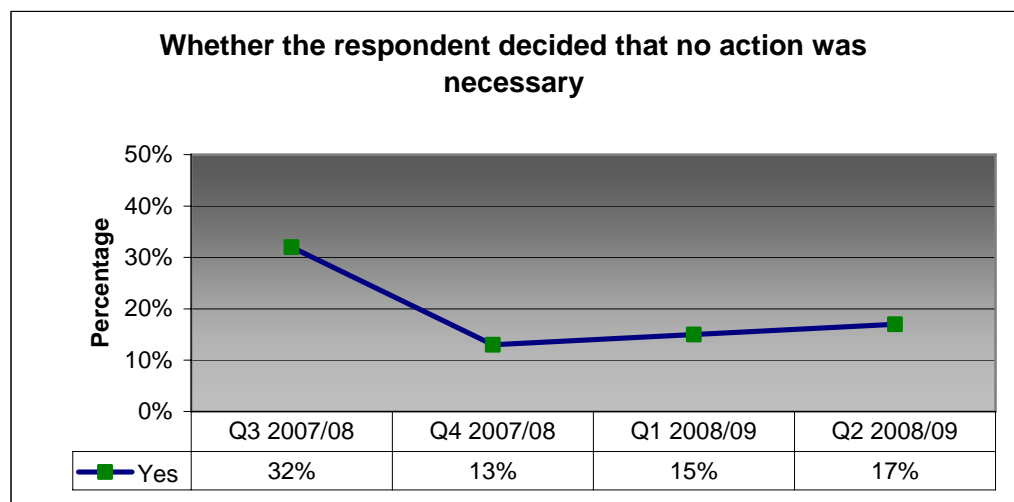
Creation of action plan

This quarter sees a slight decrease in the proportion of respondents who had an action plan created upon their complaint, to 81%.



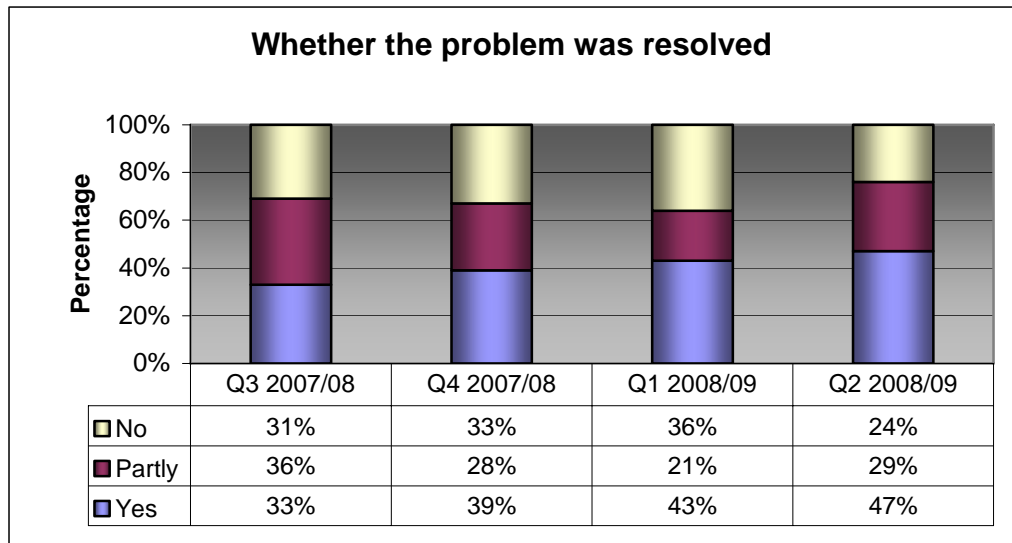
Decision to ask the Housing Officer not to take any action as a result of the complaint

17% of respondents stated that they had asked the officer not to take any action as a result of the complaint, similar to the previous two quarters.



Resolution of reported problem

This quarter sees an increase in both the proportion of respondents who consider their problem fully resolved (47%), and partially resolved (29%).



Feedback/Improvements/Actions

Areas of concern

The following are areas of concern:

- Staff helpfulness has decreased, down to 86% after reaching 96% last quarter.
 - The proportion of respondents who find it difficult to get hold of the right person has almost doubled from 10% to 19% this quarter.
 - There has been a reduction in the percentage of respondents receiving their post-interview documents, particularly flow charts.
 - The respondents who felt they were interviewed dropped nearly 20 percentage points, from 95% to 76%.
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Areas of improvement

The following are areas of improvement:

- Overall satisfaction picked up to 72%.
 - Those respondents informed of the closure of their case rose strongly from 56% to 74%.
 - Staff were considered unanimously polite this quarter.
 - Those respondents informed of the outcome of their case improved to 67% this quarter.
 - The percentage of respondents who considered their problem to not have been resolved at all reduced from 36% down to 24%.
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Actions from 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.
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Feedback for Quarter 2

ASB managers provided the following feedback to the Q2 survey results:

We are pleased to see that overall satisfaction has increased. In respect of getting hold of the right person, we have had some patch changes, a vacant post and a new member of staff over the past few months. This, I feel, has contributed to a fall in satisfaction in this area i.e. proportion of respondents who find it difficult to get hold of the right person.

We now have all staff in post in the East and I am hopeful that with continuing to target non-respondents by phone we will see improvements. The perception of staff helpfulness may also have inadvertently reduced due to staff changes and again, should improve.

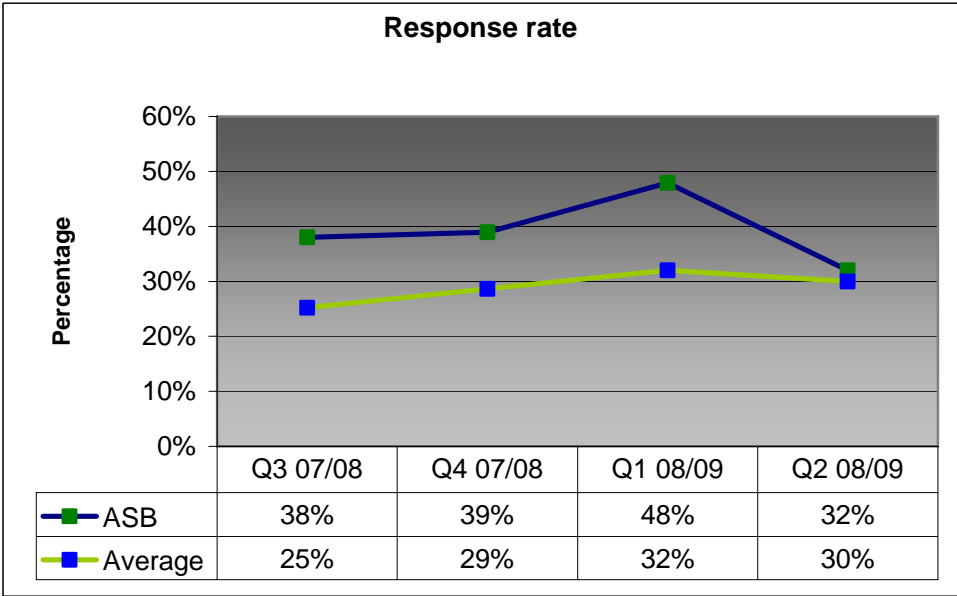
As for interviews, there is still the perception that a phone interview is not classified as an interview, and this should be made clearer to residents.

We will discuss with staff the reduction in the percentage of respondents receiving their post interview documents and ensure that this is addressed.

Methodology

Method used The ASB survey was carried out during Quarter 2 (2008/09). All responses to the survey have been included.

Response Rate In this quarter 118 ASB surveys were mailed out and 38 responses were received, a response rate of 32%. This is lower than has been achieved in recent quarters, particularly the previous quarter.



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

Diversity strand		Survey sample	Tenant population
Ethnicity		53% BME	61% BME
Disability		31%	26%
Gender		84% Female	63% Female
Age	21-39	22%	32%
	40-59	51%	37%
	60-70	19%	14%
	71+	8%	15%