

Pickering and Ferens Homes

Residents' Satisfaction Survey 2009

Report

September 2009

Residents' Satisfaction Survey 2009

Summary of Findings

1. Introduction

Pickering and Ferens Homes (PFH) undertook its last Residents' Satisfaction Survey in 2005 when 894 completed questionnaires were returned - a response rate of 77.8% of its residents. The 2009 survey was undertaken during June when 1073 completed forms were returned, which represented an 88.3% response.

The questionnaire was based on the National Housing Federation (NHF) "STATUS" model which enables results to be compared with other Registered Social Landlords.

The Statistical Summary is attached to this report as Appendix 2.

2. Overall Results

PFH residents have confirmed satisfaction with their homes and the services provided by their landlord. The high levels of satisfaction are demonstrated in the following key findings: -

- 96% expressed overall satisfaction with the services provided by PFH
- 94% felt their service charge represented good value for money
- 95% were satisfied with their accommodation
- 95% were satisfied with the condition of their accommodation
- 96% were happy with the area in which they live
- 97% thought staff were helpful
- 93% were satisfied with the repairs and maintenance service
- 81% thought PFH were good at taking residents' views into account
- 94% thought PFH were good at keeping residents informed
- 69% were satisfied with the opportunities to participate in management and decision making

3. Comparison with other organisations

For the results of a residents' satisfaction survey to have any meaning it is useful to compare the results with similar organisations. PFH is a unique organisation providing accommodation to a specific group. It is a registered social landlord, a registered charity with charitable aims, and one of the largest Almshouses in the country. Results have been compared with two other Almshouse organisations of similar size (Railways Housing Association and Durham Aged Miners)). Also shown is a comparison with the National Housing Federation average. A comparison of key findings is shown below: -

	PFH 2009	NHF	RSL 1	RSL 2
	%	%	%	%
Overall satisfaction with the service	96.5	76	91	96
Value for money	94.0	74	92	91
Satisfaction with accommodation	95.0	83	94	96
Helpful staff	97.0	80	88	96
Satisfaction with repairs and maintenance	93.2	73	82	96
Keeping residents informed	94.5	82	88	95
Taking residents views into account	81.5	67	73	88
Opportunities for involvement	69.2	53	N/A	73

4. Comparison with previous surveys

A comparison of key findings is shown below: -

	PFH 2009	PFH 2005	PFH 2002
	%	%	%
Overall satisfaction with the service	96.5	95.7	*
Value for money	94.0	95.9	97
Satisfaction with accommodation	95.0	97.0	98
Helpful staff	97.0	96.2	100
Satisfaction with repairs and maintenance	93.2	94.8	97
Keeping residents informed	94.5	95.9	98
Taking residents views into account	81.5	83.1	98
Opportunities for involvement	69.2	78.0	95

* There was no similar question in the 2002 survey

Generally the high satisfaction levels identified in the 2005 survey have been maintained with very similar results being obtained. The main area of difference is within the area of opportunities for participation in management and decision making.

5. Other findings

Although the main purpose of the survey is to identify residents' satisfaction with the services provided by PFH, other information has also been obtained, much of which will assist PFH in planning services and deciding future direction. Amongst these are: -

- There are very few residents from black, ethnic and minority groups
- 74% of households have a resident with a long term illness/disability
- 25% of households have a wheelchair user
- 96% of residents are satisfied with the neighbourhood in which they live
- The main problems experienced by residents in their area were (in order of priority) litter and rubbish, dog nuisance, car parking, vandalism, noise from traffic, and access to shops.
- 84.9% of residents contact PFH by telephone
- 42% of residents do not have access to mobile telephone, internet or e-mails
- Just 9% of residents have access to internet and email
- 69.2% of contact with PFH was about repairs
- Residents identified their priorities for service as being: -

1. Repairs and maintenance	28.1%
2. Overall quality of their home	22.4%
3. Keeping residents informed	21.2%
4. Value for money	13.5%
5. Taking residents views into account	12.8%
6. Involving residents in management	2.0%

6. Residents' Comments

Some of the questions in the survey provided the opportunity for respondents to make comments on the service they were receiving. These comments have been recorded and responded to where actions (such as in response to a repair) were required. A summary is given below: -

Question	Number of comments
<i>Satisfaction with the general standard of accommodation</i> The majority of the responses were regarding the need for improved windows/insulation and effective central heating. There were three positive comments regarding the accommodation.	16
<i>Satisfaction with the neighbourhood as a place to live</i> Five respondents commented on their satisfaction with the neighbourhood. Issues raised mainly related to problems with inappropriate car parking and distance to shops/public transport.	11
<i>Satisfaction with repairs and maintenance</i> Mostly the comments were regarding outstanding repairs	10
<i>Satisfaction with the standard of grounds maintenance</i> The main issues raised were with regard to the standard of work, the need for the trimming of hedges, overgrown trees and bushes, and the need for more frequent visits by grounds maintenance contractors. There were 4 positive comments.	80
<i>Satisfaction with the overall service provided by PFH</i> The main issues raised related to grounds maintenance and repairs. There were 5 positive comments.	22
<i>Satisfaction that the maintenance charge represents good value for money</i> Three of the comments were of a positive nature. The main other comments related to grounds maintenance.	17
<i>Other comments about the dwelling and the services provided by PFH</i> 133 of the comments were of a positive nature expressing satisfaction with homes and the service provided by PFH. Other comments related to grounds maintenance, lack of storage space, problems with heating systems and windows.	243

7. Some issues for consideration

It is clear that the vast majority of residents are highly satisfied with Pickering and Ferens Homes as their landlord. Levels of resident satisfaction have generally been maintained since the last survey in 2005. However, standards of service do need to be maintained and, if possible, improved. The following issues deserve consideration.

- **Customer Service**

The survey has indicated that there has been a significant reduction in the number of residents finding it easy to contact an appropriate member of staff. In the 2005 survey 91% said it was easy, in 2009 this had reduced to 83%.

However, 97% of residents considered staff helpful and 94% considered staff able to deal with their query. This was an improvement from 90% in 2005.

- **Neighbourhood and Environment**

One of the key components for satisfied residents is their quality of life. Satisfaction amongst PFH residents with the area within which they live is high. However, some levels of satisfaction have fallen with aspects such as the standard of grounds maintenance, nuisance caused by dogs and access to car parking.

- **Resident Involvement**

94.5% said PFH was good at keeping them informed compared with 95.9% in 2005.

81.5% felt that PFH took account of residents' views when making decisions compared with 83.1% in 2005.

69.2% were satisfied with the opportunities for participation in management and decision making compared with 78% in 2005

- **Contacting Residents and Access to Information Technology**

The survey indicated that 84.9% of residents contacted PFH by telephone and that just 9% of residents have access to the Internet and e-mail with 42% not having access to these facilities or mobile telephone. It is important that these findings are taken into account when considering future plans for developing ways and means of keeping residents informed and involved. It is clear that most PFH residents would still benefit from contact by traditional means

- **The Sheltered Housing Service**

The level of satisfaction with the sheltered housing service remains similar to the 2005 survey with 93.7% of respondents being satisfied with the sheltered housing service compared with 95.6% in 2005

8. Action Plan

It is clear that the vast majority of residents are highly satisfied with PFH as their landlord. Levels of resident satisfaction have generally been maintained since the last survey in 2005 and the number of responses to the survey represented 88% of the residents of PFH. However, standards of service do need to be maintained and, if possible, improved. An Action Plan (shown at Appendix 1) is proposed, subject to PFH planning and business priorities, to address some of the issues raised through the findings of the survey. It is

understood that many issues may already be actioned, but it could be useful to take a fresh view in the light of the survey findings. There could well be resource and finance issues which may affect the ability of PFH to undertake some of the proposed actions.

9. Conclusion

The 2009 Residents' Satisfaction Survey has again demonstrated a high level of satisfaction by residents. The organisation compares favourably with others, being well above average in all key areas of resident satisfaction. The higher response from residents is also an indicator of the willingness of residents to make their feelings known.

It is important that residents are informed of the outcome of the survey and that they are aware of the actions that PFH will be taking to address issues identified and raise standards

PFH cannot be complacent and, over time, residents will have greater expectations and seek higher levels of service. The findings of this survey will be useful in identifying areas of PFH services that may be developed.

P G Chambers FCIH
September 2009

APPENDIX 1

Action Plan

Issue	Action	Outcome
Ensuring residents are aware of the findings of the survey and actions to be taken to address issues raised	<p>a) Where appropriate, residents who raised individual issues to be contacted with details of action taken to address those issues.</p> <p>b) An article to be included within the Newsletter regarding the findings of the survey. Indicating not just that the results were good but also that issues regarding grounds maintenance, repairs and maintenance, car parking, litter and rubbish and dog nuisance were raised and the actions that PFH can take to address them. Equally identifying respondents felt that staff were not as easy to contact as in previous surveys and that this issue will be addressed.</p>	<p>a) Residents who complained will know their comments have been listened to and actioned.</p> <p>b) Residents will be aware that PFH has listened to their comments and the actions that will be taken.</p>
The survey has again identified “Opportunities for Participation” as the least satisfactory aspect of PFH service. This also applies to most other Housing Associations. Promoting resident involvement is a key performance indicator for the Tenant Services Authority and PFH needs to develop a strategy for improvement.	<p>a) PFH should review its Tenant Consultation and Participation Policy.</p> <p>b) As part of the above process staff from all sections of PFH should be involved in exercises to promote their understanding of tenant participation and to develop ways of promoting resident involvement.</p> <p>c) There should be a review of how the newsletter is utilised as a means of informing residents of service proposals, development, feedback and monitoring.</p>	<p>a) Policies and procedures will be up to date and relevant, and encourage opportunities for resident involvement in management and decision making.</p> <p>b) Staff will be better informed and more proactive in tenant involvement.</p> <p>c) Regular articles should be included within the newsletter to promote and provide feedback to residents on initiatives and service developments.</p>

	d) The Tenancy Agreement, Residents' Handbook and sign up procedures for new residents should be reviewed to ensure new residents are aware of opportunities to become involved in service development and monitoring.	d) New residents will be aware from the commencement of their residency of opportunities for involvement and may see them as a way of getting to know their local community.
Only 9% of residents have access to the Internet and e-mail. Some residents have problems with audio and visual impairment and literacy which may affect how they may best be contacted and kept informed.	A review should be undertaken of present and future methods of communicating with residents taking account of their limited access to Internet and e-mail facilities and also possible limitations with regard to audio and visual impairment and literacy skills. This could include the provision of computer facilities to all schemes and the provision of IT training to residents.	The production of a communication strategy which is orientated towards the needs of residents both for the present and the future.
A key component for satisfied residents is their quality of life. Satisfaction amongst PFH residents is high with the area within which they live. However, issues such as litter and rubbish, grounds maintenance, car parking and dog nuisance have created dissatisfaction amongst residents.	a) Articles should be included within the newsletter addressing these issues, identifying the problems and saying what PFH is doing about them. As some of the issues involve other agencies such as the Police and local authority these organisations should also be invited to contribute to the articles.	a) Residents will be aware of specific issues and the problems that PFH may have in tackling them.
There are generally high levels of satisfaction with the repairs and maintenance service. However, some comments have been made regarding the quality of some work.	a) Review the frequency of post-repair inspection and consider feedback to residents regarding repairs and maintenance performance indicators (say on a six monthly basis).	Residents see that repairs are inspected and become more aware of the services PFH provide.
There are increasing numbers of people with disabilities and who may require adaptations to their properties	a) PFH should review its long-term policies and financing for adaptations and issues such as storage of mobility scooters.	a) PFH will be prepared for the long-term effects of an ageing population and developments in assistive technology.

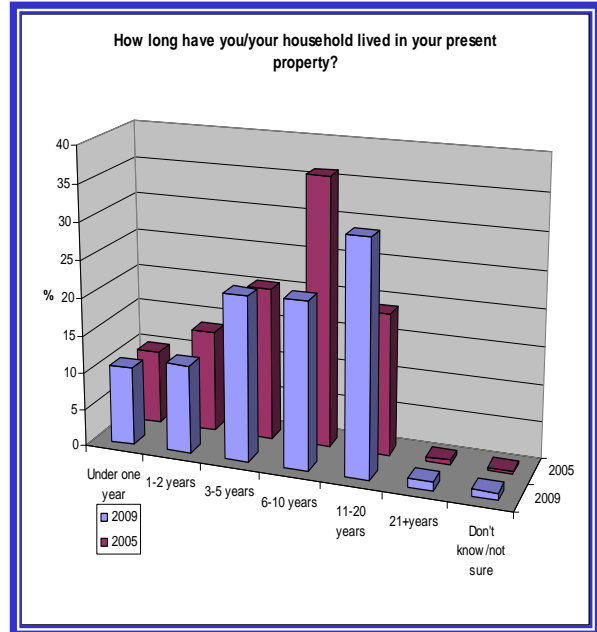
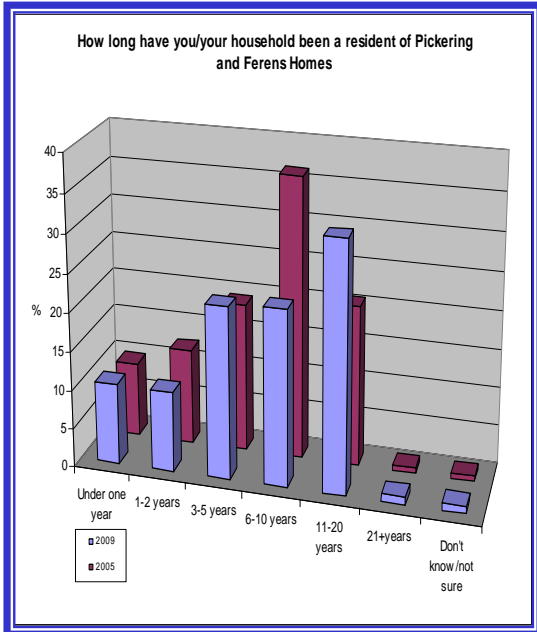


Pickering and Ferens Homes

**Residents' Satisfaction Survey
2009**

Statistical Summary

Residents' Profile



	2009	2005
	%	%
Under one year	10.4	9.7
1-2 years	10.4	12.4
3-5 years	22.2	19.3
6-10 years	22.7	36.4
11-20 years	32.1	20.8
21+ years	1.0	0.7
Don't know/not sure	1.0	0.7
	100.0	100.0

	2009	2005
	%	%
Under one year	10.5	9.9
1-2 years	11.8	13.6
3-5 years	22.0	20.4
6-10 years	22.3	36.1
11-20 years	31.2	19
21+ years	1.2	0.6
Don't know/not sure	1.0	0.4
	100.0	100.0

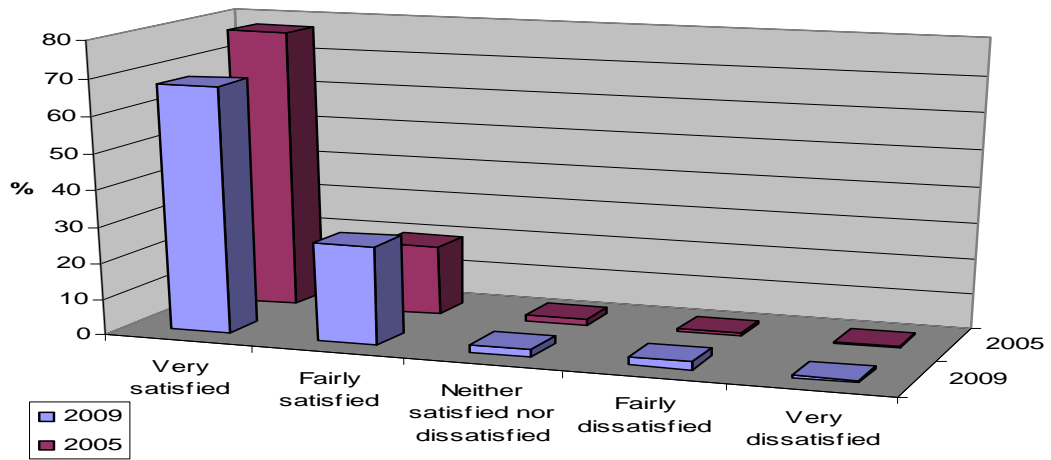
How many people living in your household are aged 60 or over?	2009	2005
	%	%
0	0.8	6.8
1	71.9	65.9
2	27.1	27.2
3	0.1	0.1
4	0.1	0
	100.0	100.0

Households with people with longstanding illness or disability	2009	2005
	%	%
Yes	74.0	73
No	24.4	26.1
Don't know	1.6	0.9
	100.0	100.0

Households with someone who uses a wheelchair	2009	2005
	%	%
Yes	25	21.5
No	75	78.5
	100.0	100.0

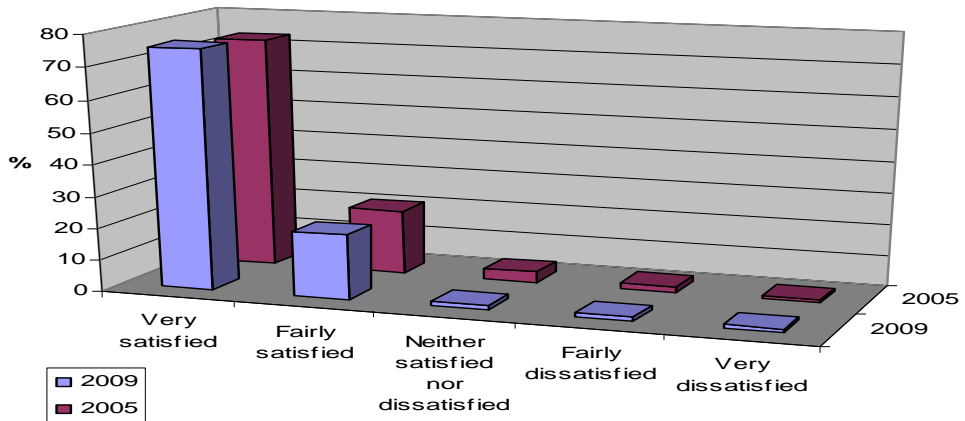
To which of these groups do you think you belong	2009	2005
	%	%
White British/Irish	99.3	99.3
Other	0.7	0.7
	100.0	100.0

Satisfaction with the general standard of accommodation



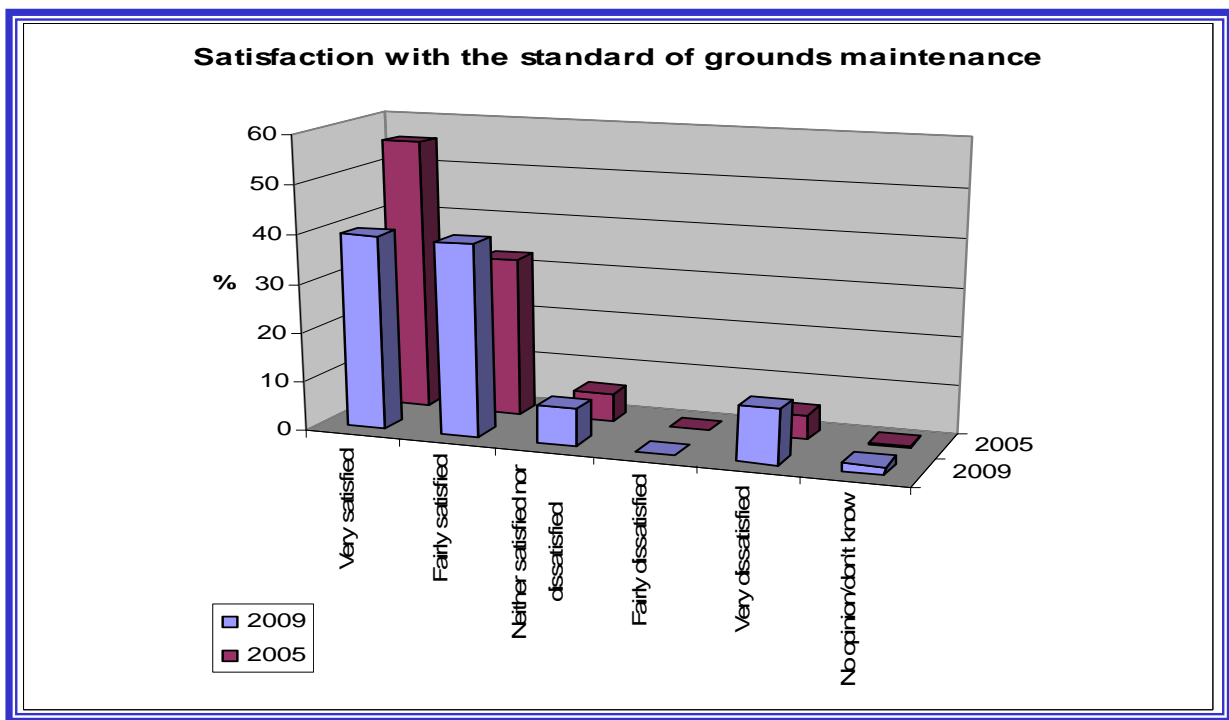
	2009	2005
	%	%
Very satisfied	67.9	77.5
Fairly satisfied	27.1	19.5
Neither satisfied nor dissatisfied	2.2	1.7
Fairly dissatisfied	2.2	0.8
Very dissatisfied	0.6	0.5
	100.0	100.0

Satisfaction with the neighbourhood as a place to live



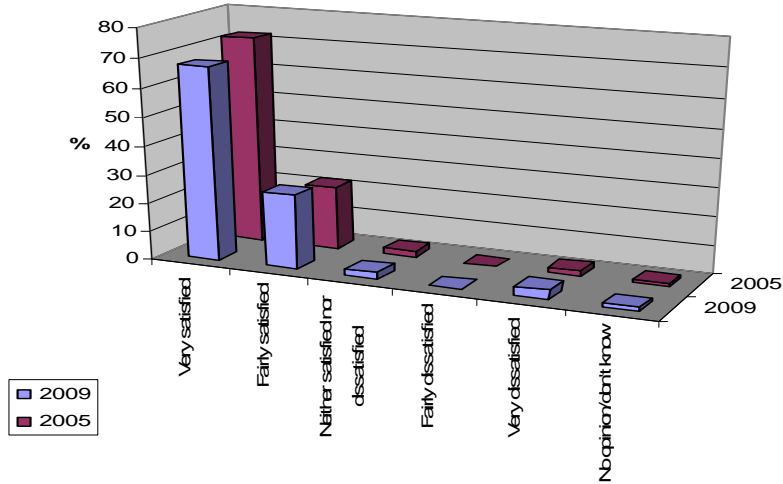
	2009	2005
	%	%
Very satisfied	75.4	73.3
Fairly satisfied	20.6	20.5
Neither satisfied nor dissatisfied	1.5	3.4
Fairly dissatisfied	1.4	1.8
Very dissatisfied	1.1	1
	100.0	100.0

To what extent are any of the following a problem within your neighbourhood	%					
	Not a problem		Slight problem		Serious problem	
	2005	2009	2005	2009	2005	2009
Vandalism	68.6	76.1	24.4	20.2	7.0	3.7
Graffiti	88.0	89.4	8.9	9.4	3.1	1.2
Dogs	77.0	71.7	17.6	22.1	5.4	6.2
Litter and rubbish in the street	67.5	71.6	24.3	22.0	8.2	6.4
Problems with neighbours	95.3	94.7	3.7	4.1	1.0	1.2
Racial harassment	98.6	99.0	1.1	0.7	0.3	0.3
Noise from people	91.4	89.1	6.8	9.3	1.8	1.6
Noise from traffic	79.2	82.8	16.8	14.5	4.0	2.7
People causing damage to your home	91.3	95.5	6.3	0.7	2.4	0.8
Drug dealing	89.6	95.3	7.6	3.5	2.8	1.2
Other crime	84.0	89.0	13.2	9.1	2.8	1.9
Car parking	84.8	83.8	12.3	11.8	2.9	4.4
Access to shops	76.6	85.0	18.4	11.7	5.0	3.3
Other	88.2	92.5	7.7	4.9	4.1	2.6



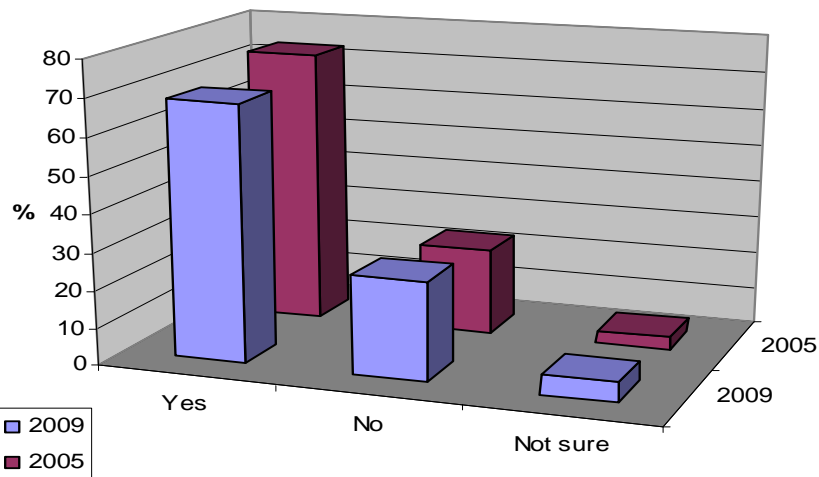
	2009	2005
	%	%
Very satisfied	39.7	55.8
Fairly satisfied	39.4	32.6
Neither satisfied nor dissatisfied	7.8	5.9
Fairly dissatisfied	0.2	0
Very dissatisfied	11.2	5.1
No opinion/don't know	1.7	0.6
	100.0	100.0

Satisfaction with the repairs and maintenance service

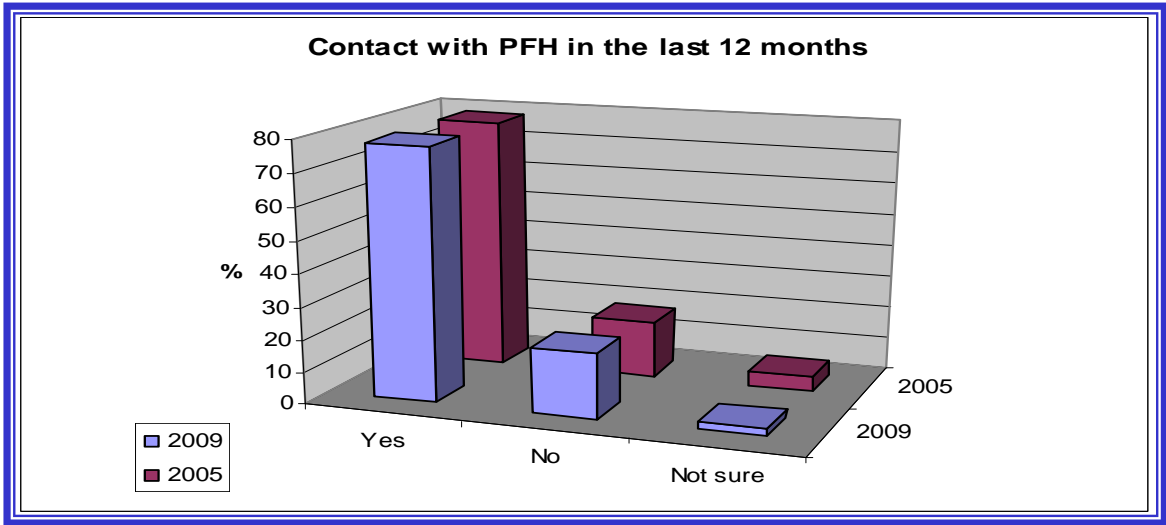


	2009	2005
	%	%
Very satisfied	67.2	72.4
Fairly satisfied	26.0	22.4
Neither satisfied nor dissatisfied	2.3	2.2
Fairly dissatisfied	0.1	0
Very dissatisfied	3.3	2.0
No opinion/don't know	1.1	1.0
	100.0	100.0

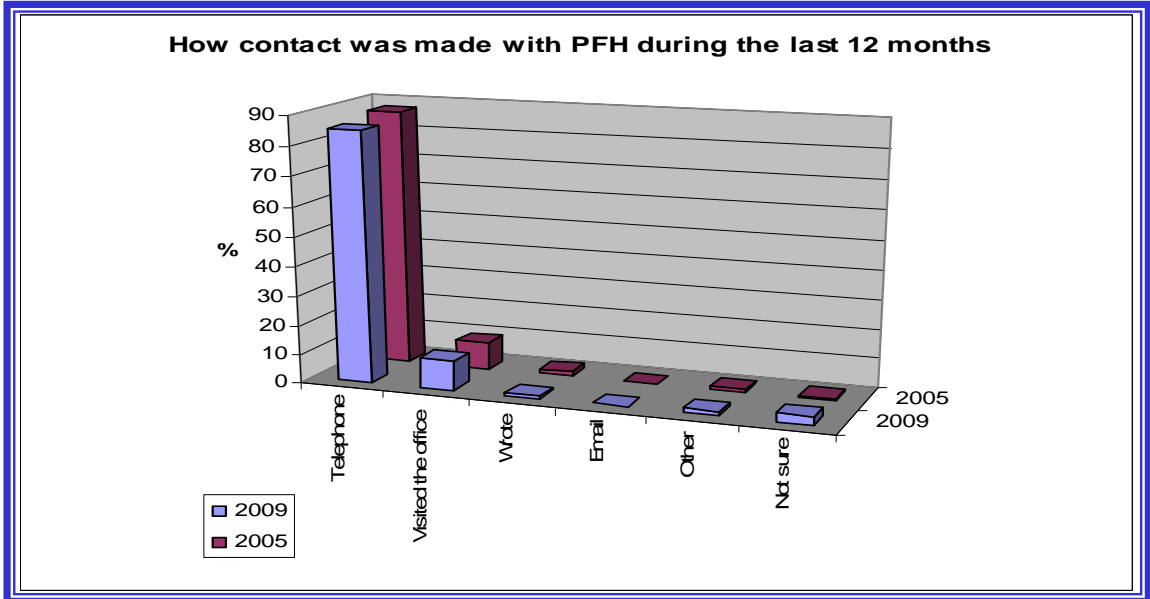
Requests for repairs to the home in the last 12 months



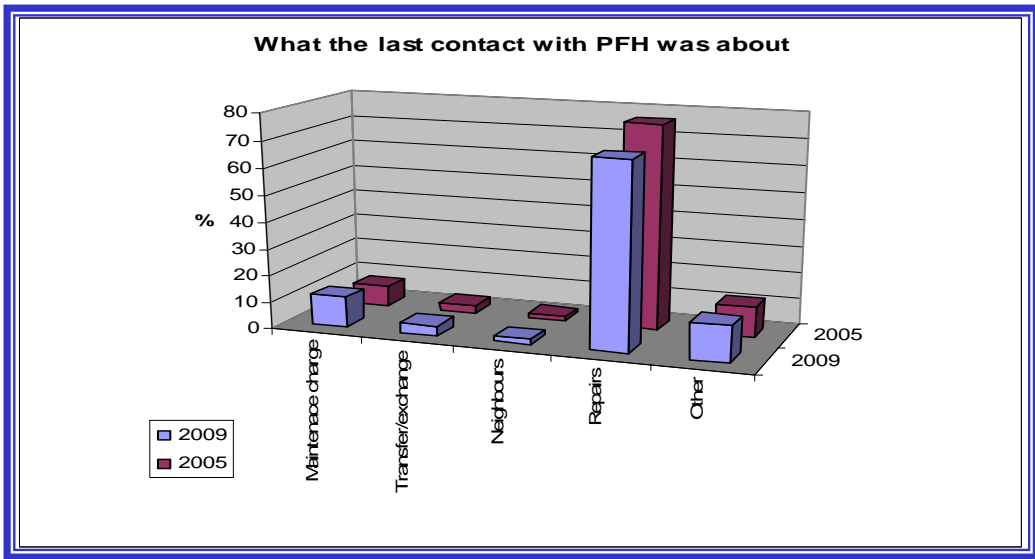
	2009	2005
	%	%
Yes	68.4	73.3
No	26.3	23.2
Not sure	5.3	3.5



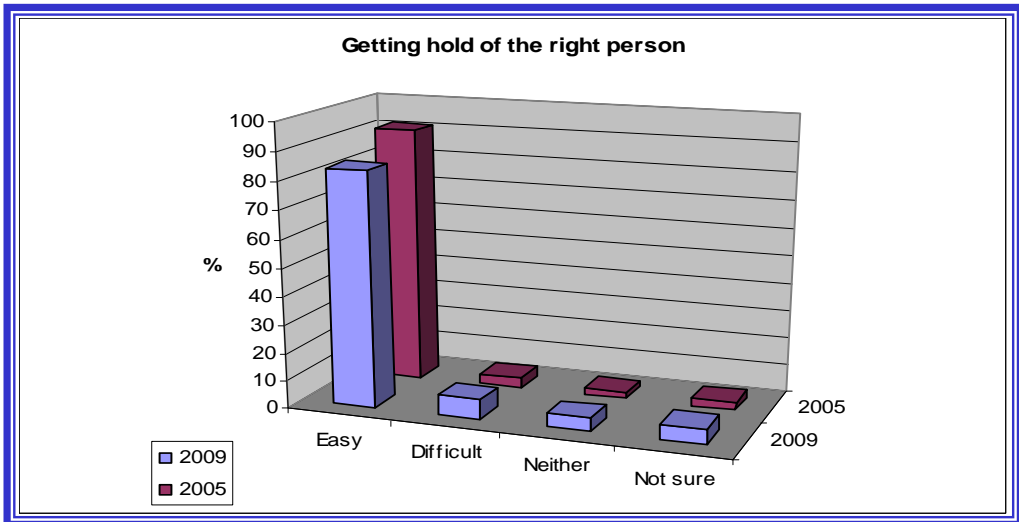
	2009	2005
	%	%
Yes	77.8	78.0
No	19.9	17.5
Not sure	2.3	4.5



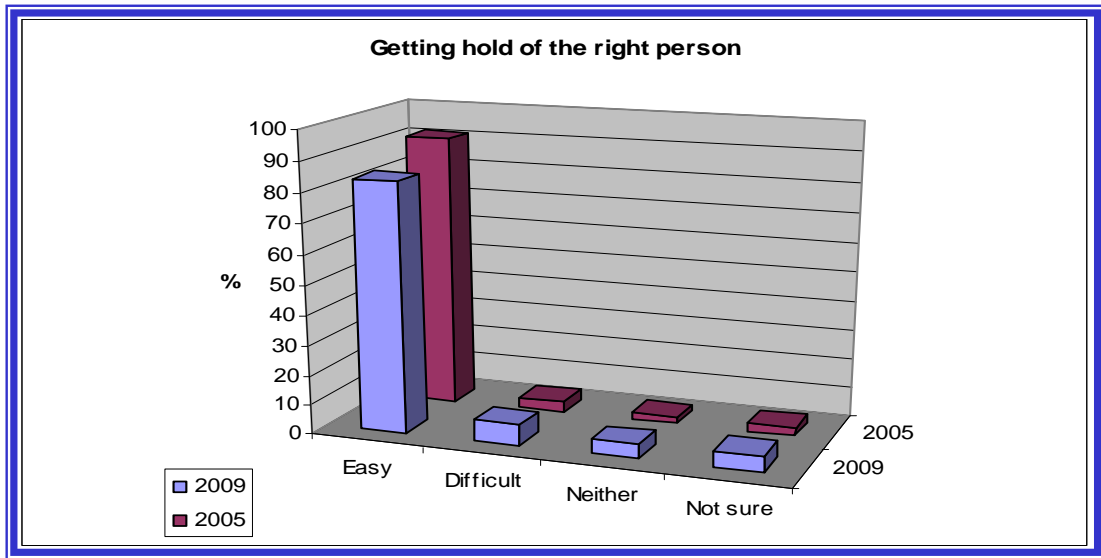
	2009	2005
	%	%
Telephone	84.9	87.3
Visited the office	9.9	9.3
Wrote	0.7	1.7
Email	0.2	0
Other	1.5	1
Not sure	2.8	0.7
	100.0	100.0



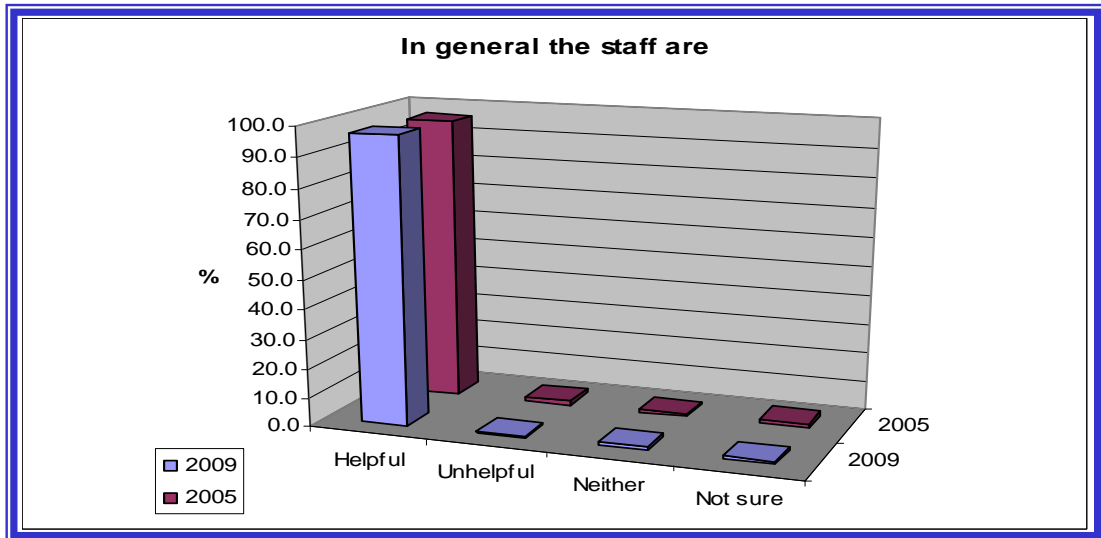
	2009	2005
	%	%
Maintenace charge	11.6	7.7
Transfer/exchange	3.7	3.0
Neighbours	1.9	1.7
Repairs	69.2	76.1
Other	13.6	11.5
	100.0	100.0



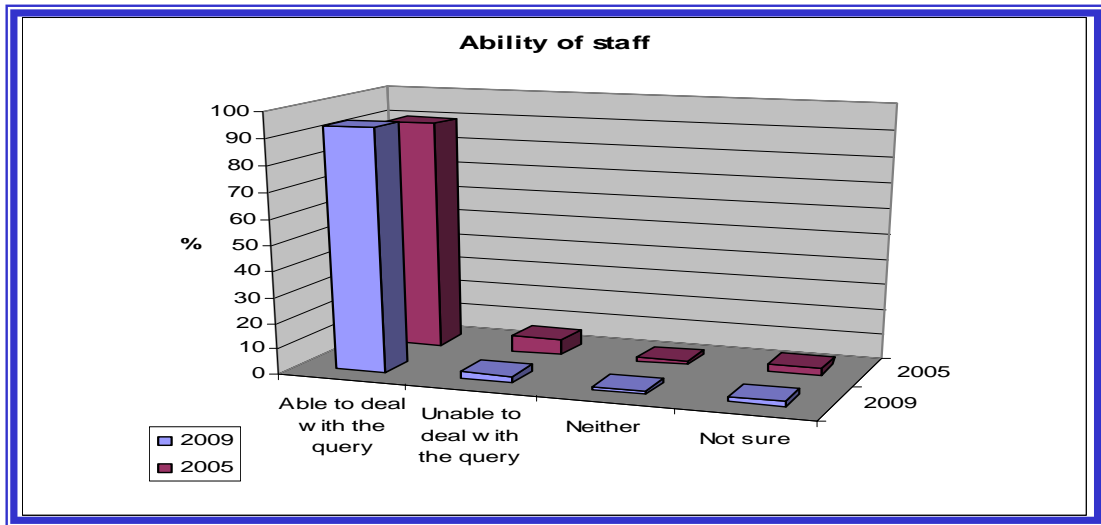
	2009	2005
	%	%
Easy	83.3	91.3
Difficult	6.9	3.7
Neither	4.5	2.2
Not sure	5.3	2.8
	100.0	100.0



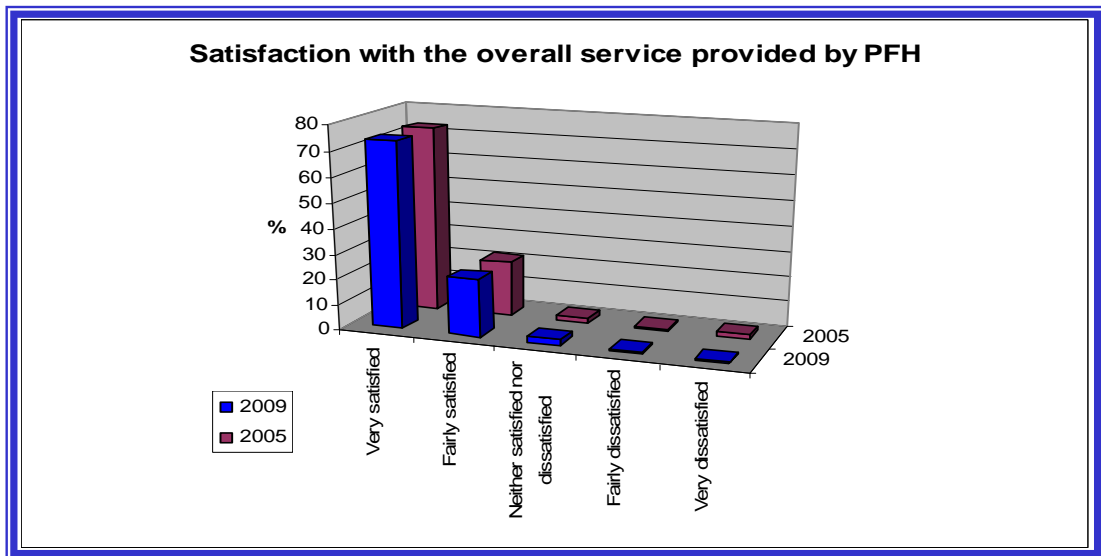
	2009	2005
	%	%
Easy	83.3	91.3
Difficult	6.9	3.7
Neither	4.5	2.2
Not sure	5.3	2.8
	100.0	100.0



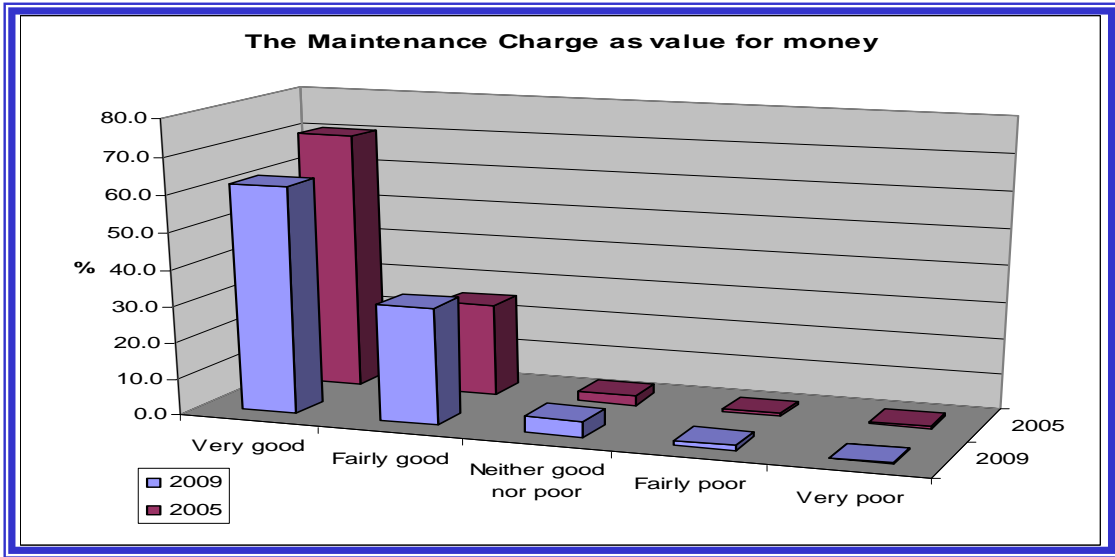
	2009	2005
	%	%
Helpful	97.0	96.2
Unhelpful	0.6	1.4
Neither	1.4	0.8
Not sure	1.0	1.6
	100.0	100



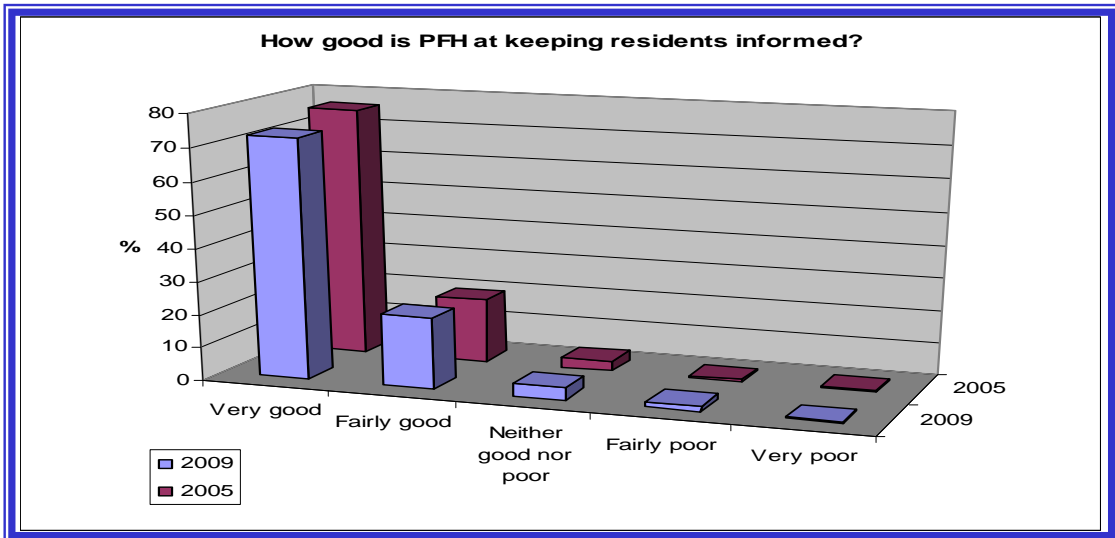
	2009	2005
	%	%
Able to deal with the query	93.8	89.7
Unable to deal with the query	2.8	6.2
Neither	1.3	1.4
Not sure	2.1	2.7
	100.0	100.0



	2009	2005
	%	%
Very satisfied	73.9	73.8
Fairly satisfied	22.6	21.9
Neither satisfied nor dissatisfied	2.2	2.1
Fairly dissatisfied	0.8	0.7
Very dissatisfied	0.5	1.5
	100.0	100.0

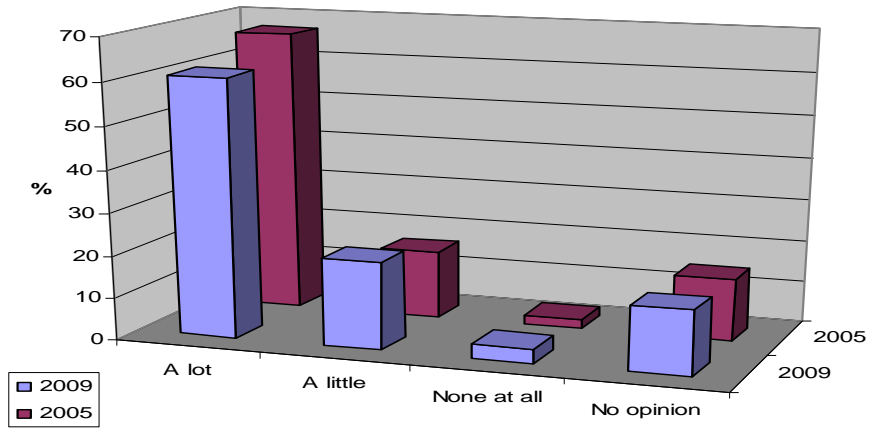


	2009	2005
	%	%
Very good	62.0	70.5
Fairly good	32.0	25.4
Neither good nor poor	4.5	2.8
Fairly poor	1.4	0.8
Very poor	0.1	0.5
	100.0	100.0



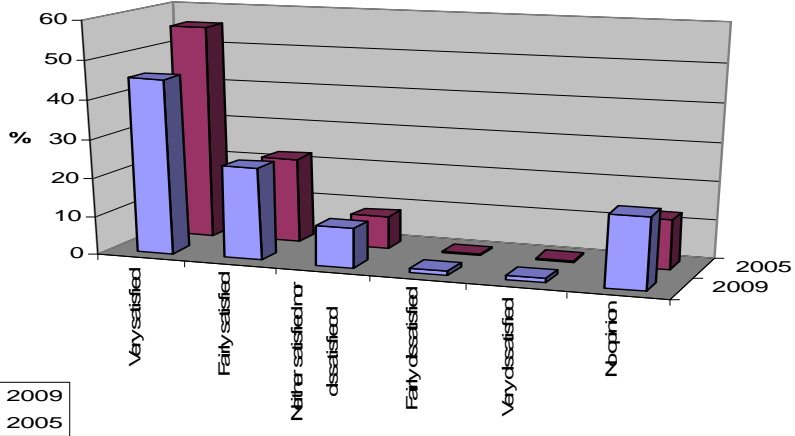
	2009	2005
		%
Very good	72.9	76.4
Fairly good	21.6	19.5
Neither good nor poor	3.6	3.0
Fairly poor	1.5	0.5
Very poor	0.4	0.6
	100.0	100.0

How much account does PFH take of residents' views when making decisions?



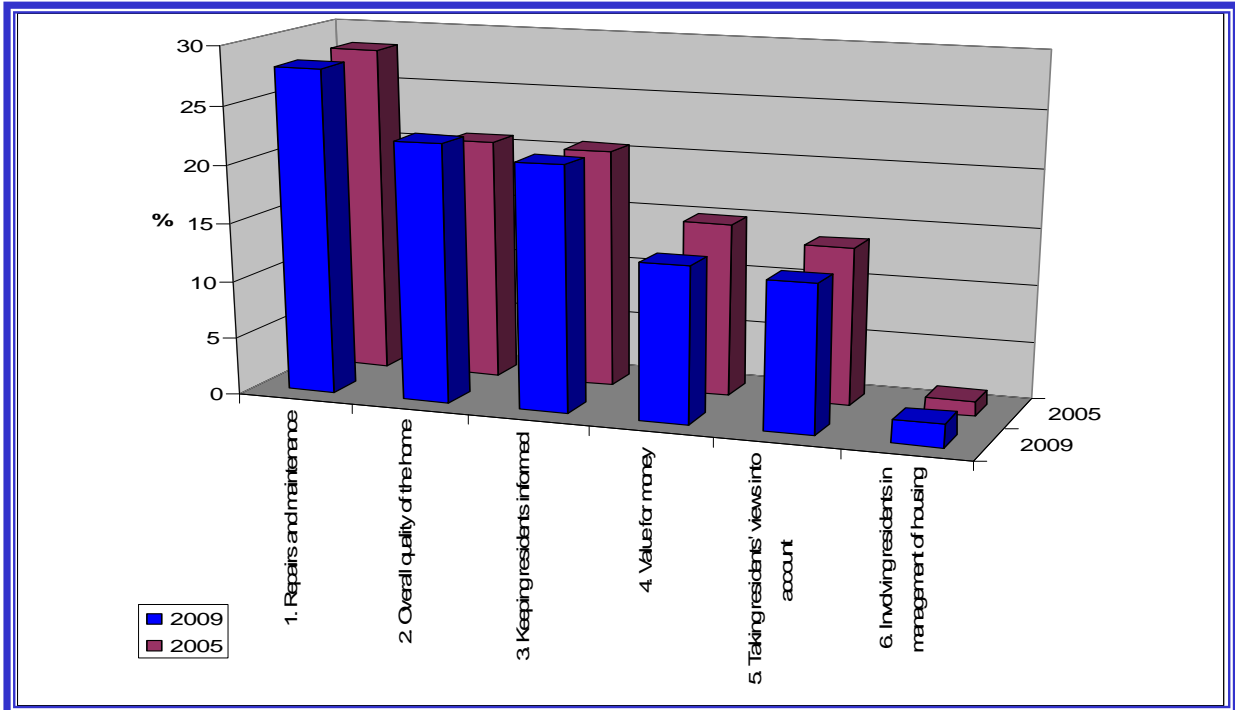
	2009	2005
	%	%
A lot	60.9	66.9
A little	20.6	16.2
None at all	3.3	2.2
No opinion	15.2	14.7
	100.0	100.0

Satisfaction with opportunities for participation in management and decision making



	2009	2005
	%	%
Very satisfied	45.2	55.7
Fairly satisfied	24.0	22.3
Neither satisfied nor dissatisfied	10.2	8.4
Fairly dissatisfied	1.0	0.3
Very dissatisfied	1.2	0.4
No opinion	18.4	12.9
	100.0	100.0

The PFH services residents consider to be the most important

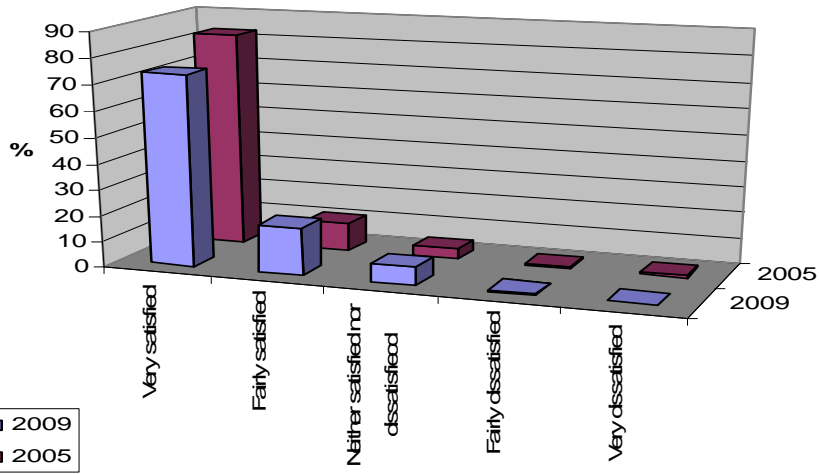


In order of importance to residents		2009	2005
		%	%
1.	Repairs and maintenance	28.1	28.4
2.	Overall quality of the home	22.4	20.9
3.	Keeping residents informed	21.2	20.7
4.	Value for money	13.5	15.0
5.	Taking residents' views into account	12.8	13.7
6.	Involving residents in management of housing	2.0	1.3
		100.0	100.0

Dealing with complaints
5.3% of respondents said they had made a complaint about PFH service

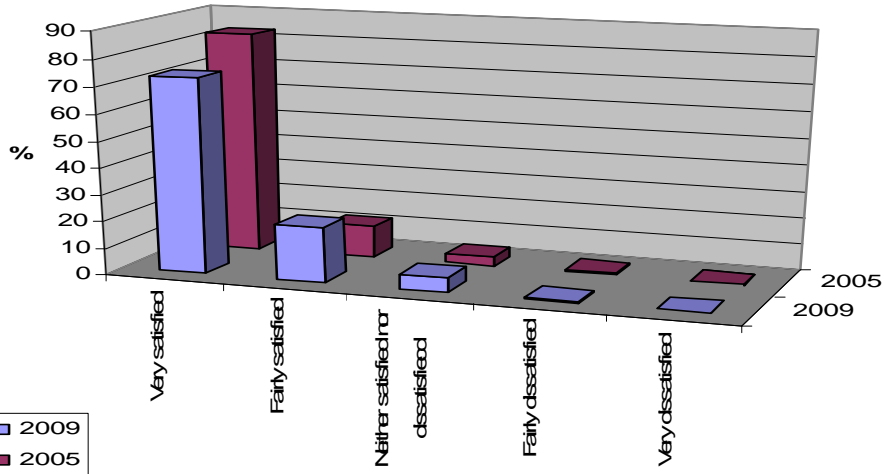
With regard to how PFH dealt with complaints residents felt	2009
	%
Very satisfied	57.2
Fairly satisfied	25.9
Neither satisfied nor dissatisfied	9.4
Fairly dissatisfied	5.5
Very dissatisfied	2.0
	100.0

Satisfaction with the 24 hour call out service



	2009	2005
	%	%
Very satisfied	73.8	83.4
Fairly satisfied	18.2	11.2
Neither satisfied nor dissatisfied	7.1	4.1
Fairly dissatisfied	0.4	0.4
Very dissatisfied	0.5	0.9
	100.0	100.0

Satisfaction with the sheltered housing service



	2009	2005
	%	%
Very satisfied	72.9	83.6
Fairly satisfied	20.8	12.0
Neither satisfied nor dissatisfied	5.5	3.3
Fairly dissatisfied	0.4	0.9
Very dissatisfied	0.4	0.2
	100.0	100.0

Resident Involvement

- 6% of respondents said they were presently a member of a working group or similar
- 4% said they would like to be a member of a working group or similar

Residents access to different types of communication

- 3% had access to internet only
- 3% had access to email only
- 9% access to internet and email only
- 43% had a mobile telephone
- 42% had none of the above

Comparison with other organisations					PFH	PFH	NHF	Other
					2009	2005	Average	RSL
					%	%	%	%
Overall satisfaction with the service					96.5	95.7	76	96
Value for money					94.0	95.9	74	91
Satisfaction with accommodation					95.0	97.0	83	96
Helpful staff					97.0	96.2	80	96
Satisfaction with repairs and maintenance					93.2	94.8	73	96
Keeping residents informed					94.5	95.9	82	95
Taking residents views into account					81.5	83.1	67	88
Opportunities for involvement					69.2	78.0	53	73