

# Customer Satisfaction Survey 2010 – Supported Housing

## Introduction

In December 2010, Irish Centre Housing conducted its Customer Satisfaction Survey. Before the survey was sent out, meetings were held with resident representatives at Bethany House and Conway House to ask for their views and suggestions on the survey.

Please note that comparisons to the data from our previous survey has proven difficult because the survey was greatly simplified and the questions changed in all sections.

It should also be noted that our St Louise service was excluded from the survey due to the service being decanted at the time of the survey and we anticipated that the response rate may be very low. Clients in all of our other services were invited to participate and there was a prize draw to encourage participation.

Prize draw winners were Rose Yasmin at Bethany House, Barry Appleby at Conway House and Layla Burrows at Hepburn Court.

## Summary – What the data tells us

- Satisfaction levels with the service provided by Night staff decreased marginally (by 5%) in comparison to our 2008 survey
- Some of the respondents who felt unable to complain about our service were:
  - resident in our larger services (Conway House and Bethany House)
  - in our service for less than 6 months
  - aged between 25 – 34 yrs old
  - male clients
- Feeling safe in your accommodation remains important for our clients and we recorded a high level of satisfaction in this area (84%)
- In comparison to our 2008 survey, satisfaction levels around the support provided by ICH remain low in the areas of move-on services
- We recognise from our previous survey, that we need to do some work to ensure that clients' views are taken into account when making changes to the service
- Clients overwhelmingly preferred traditional methods of communication, such as a letter or through their Keyworker, over new technology



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## Next Step

ICH's next objective is to use the feedback received from the clients in the survey to improve our service. The table below details what actions ICH will take in response to clients' feedback to improve our service.

<b>Action Plan</b>			
<b>Area for Improvement</b>	<b>Status</b>	<b>Action</b>	<b>Timeframe</b>
Satisfaction levels with the service provided by our Night staff decreased marginally	Our funders, Supporting People, have informed us that they are no longer willing to fund the provision of a night service.	ICH has decided to provide night security staff instead in all of our services.	Already in place
Feeling safe in your accommodation	ICH recognises that it is during the night that clients feel most vulnerable.	ICH has put in place night security staff in all of our services and we will continue to monitor the night security to ensure satisfaction.	Already in place
48% of our male clients feel able to complain about our service, in comparison to 78% female clients  Data shows that male respondents were based in our former Conway House and An Caislean services.	Due to our decision to re-develop the Conway House and An Caislean services, we ceased to carry out non-essential repairs to the building, which limited the quality of service we were able to provide to our clients. The poor infrastructure of the building also made it difficult for us to monitor any anti-social behaviour.	We will carry out a mini-survey to review this area as the service has moved to Seven Sisters Rd whilst development work takes place.  Complaints training will also be delivered to front-line staff to ensure that an effective customer service is delivered in future.	July 2011  May 2011
Housing management problems identified in our larger services (Page 5)		Service Managers to address these issues in consultation with clients  Mini survey to monitor these issues	Quarterly  July 2011

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Action Plan ctd.			
Area for Improvement	Status	Action	Timeframe
Satisfaction levels remain low around the move-on support we provide to our clients	This is a difficult area as it is widely known that there is an acute shortage in social housing available to homeless persons, especially in London. The reality is that the majority of clients are expected to move into private rented housing, maybe not in London.	This message needs to be communicated clearly by our front-line staff to clients upon entry into the service	Continuous
Satisfaction levels were low around ICH taking clients' views into account when making changes to the service		Service Managers will organise meetings with clients in services to discuss any issues or concerns when they arise	As and when necessary

The action plan will be discussed with clients at their house meeting as follows:

Bethany House – Friday 20<sup>th</sup> May 2011 at 4pm

Seven Sisters Rd – Tuesday 17<sup>th</sup> May 2011 at 2.30pm

Townsend House - tbc




I would like to thank all the clients who completed the survey and all staff who helped with the collection of the surveys in our services.

Best Wishes

Anjna Vaghela

Quality & Performance Officer

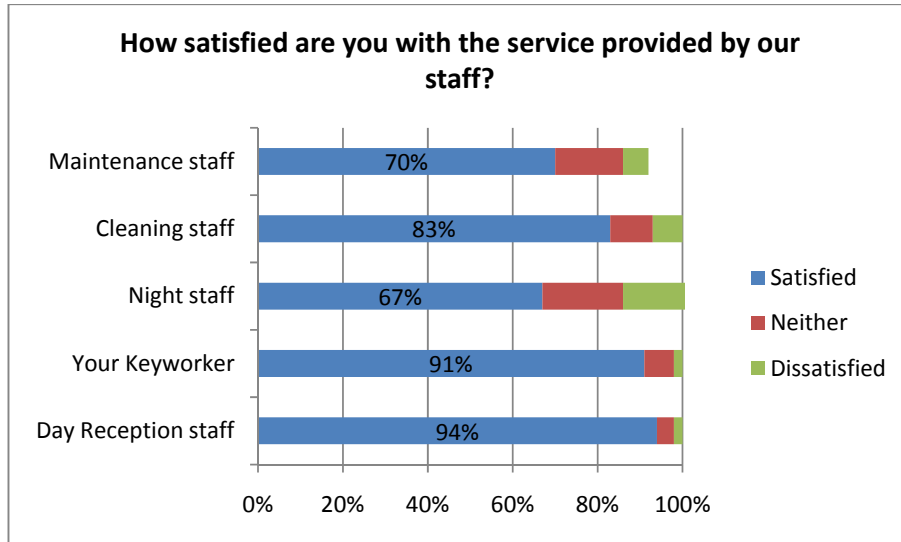
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SATISFACTION LEVELS							
Satisfaction	Overall	Male	Female		BME clients	Non-BME clients	
Service provided by ICH?	85%	82%	84%		81%	88%	
Quality of your accommodation?	77%	70%	78%		73%	80%	
Way ICH deals with repairs & maintenance?	76%	59%	81%		81%	63%	
Way ICH provides you with the support that helps you make positive changes in your life?	78%	79%	73%		76%	76%	
Way ICH keeps you informed about the things which may affect you?	84%	79%	84%		81%	85%	
Do you feel able to make a report about anti-social behaviour in our service?	81%	76%	86%		79%	88%	
Do you feel able to complain about our service?	71%	48%	78%		68%	72%	

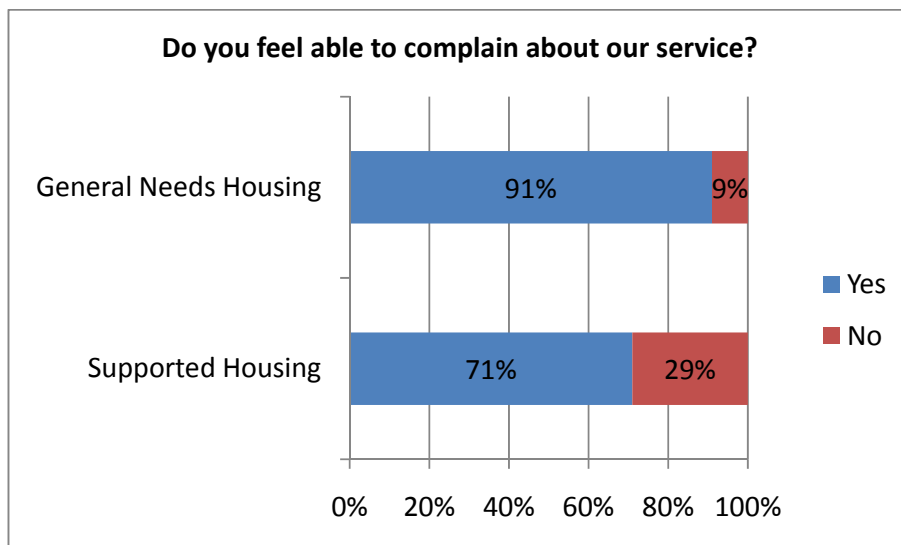
Which <u>three</u> areas of our service do you consider most important?	
1	Feeling safe in your home
2	The quality of your accommodation
3	ICH meeting your support needs

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## Customer Service



Overall, 83% of respondents are satisfied that their query was dealt with in a timely manner and 85% of respondents are satisfied with the service provided by ICH

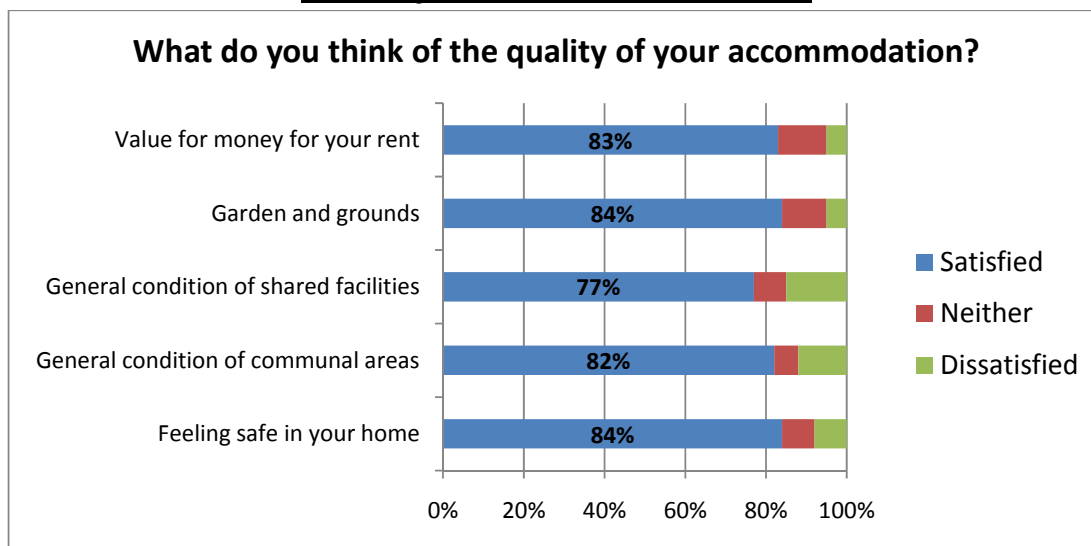


Overall, 73% of respondents feel able to make a complaint about our service.

<p><b>Out of all 70 respondents, only 9 respondents had made a complaint in the past 12 months</b></p>	<p><b>In our hostels, 67% of respondents who complained are satisfied with our complaints service.</b></p>
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# Customer Satisfaction Survey 2010 – Supported Housing

## Quality of Accommodation

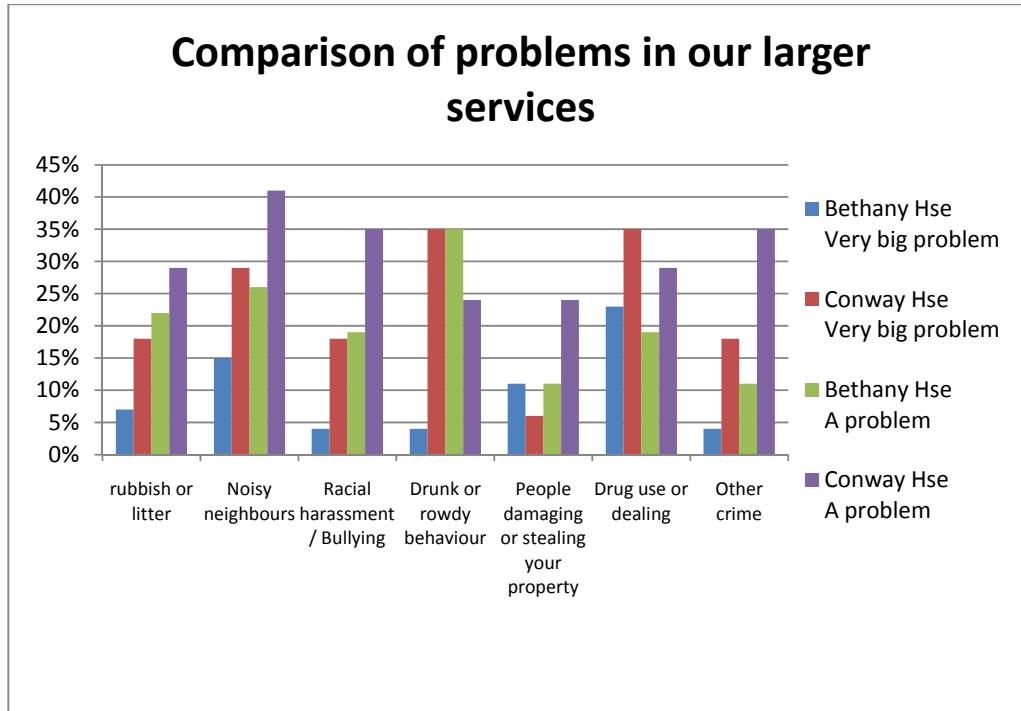


Overall, 77% of our clients are satisfied with the quality of their accommodation whilst only 5% are not satisfied.

<b>To what extent are any of the following a problem in the service?</b>			
	Very big problem	A problem	Not a problem
Noisy neighbours	16%	23%	61%
Drug use or Dealing	18%	16%	66%
Drunk or rowdy behaviour	11%	18%	71%
Rubbish or litter	8%	16%	76%
Racial harassment / Bullying	7%	16%	78%
Other Crime	7%	12%	81%
People damaging your property / Theft of personal property	7%	9%	84%

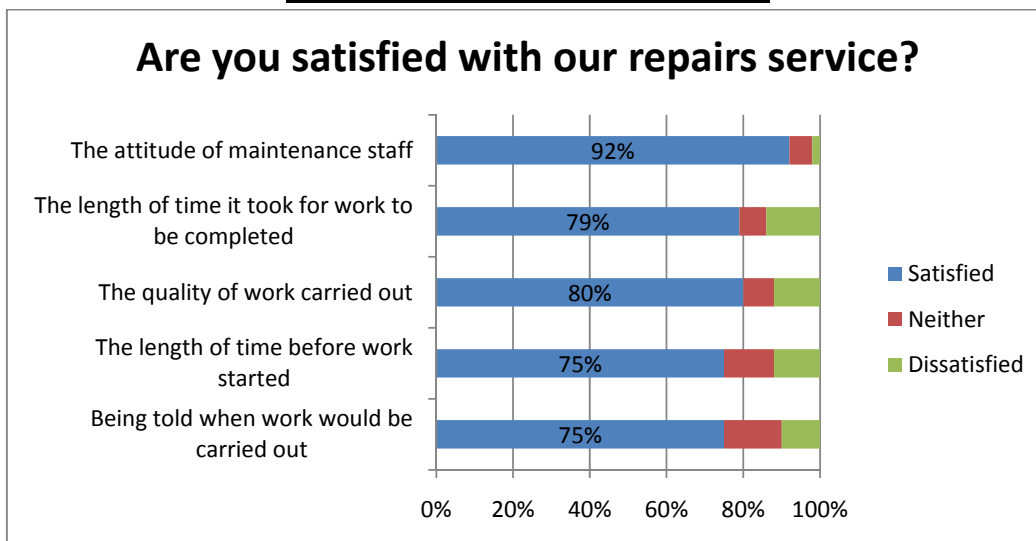
# Customer Satisfaction Survey 2010 – Supported Housing

Most of the respondents who identified problems in their service reside in our larger services i.e. Conway House and Bethany House.



In our hostels, 69% of respondents who complained about anti-social behaviour are satisfied with the way we dealt with their report.

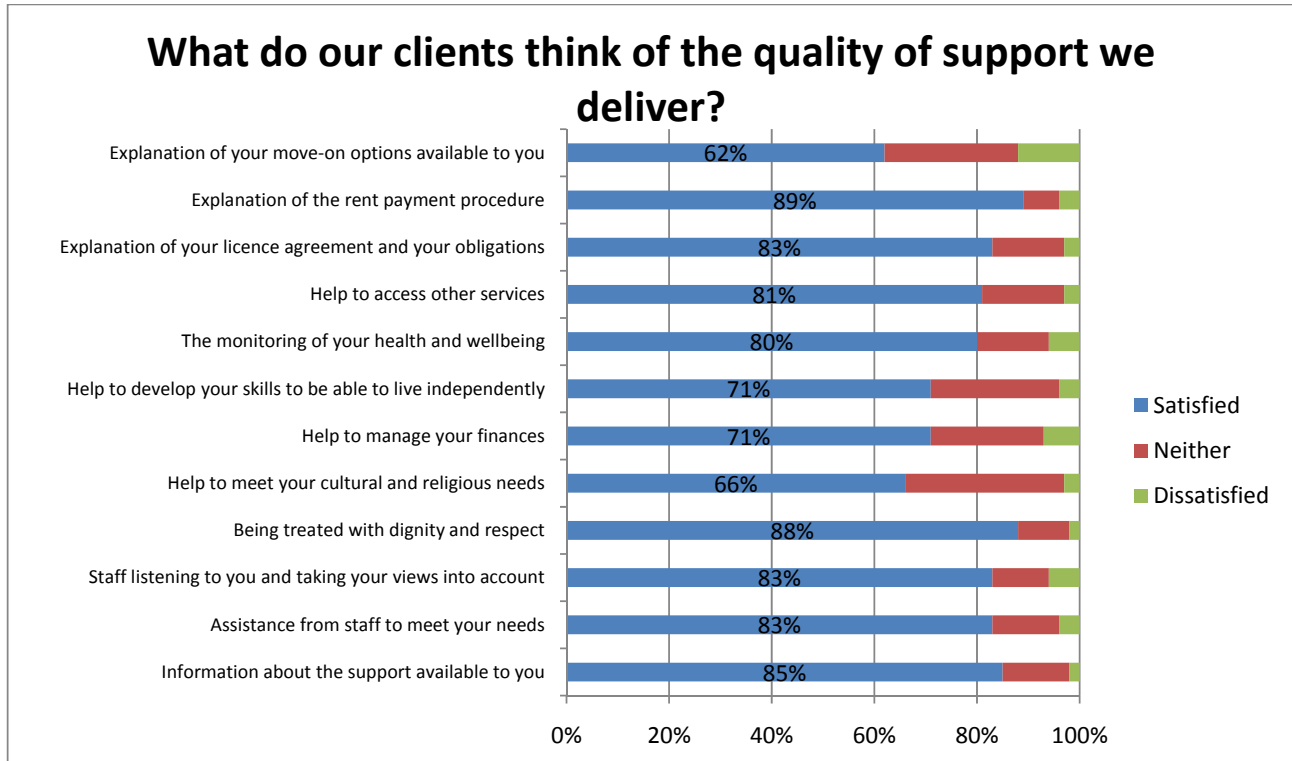
## Maintenance and Repairs



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Overall, 76% of our clients are satisfied with the way ICH deals with repairs and maintenance whilst 14% are dissatisfied.

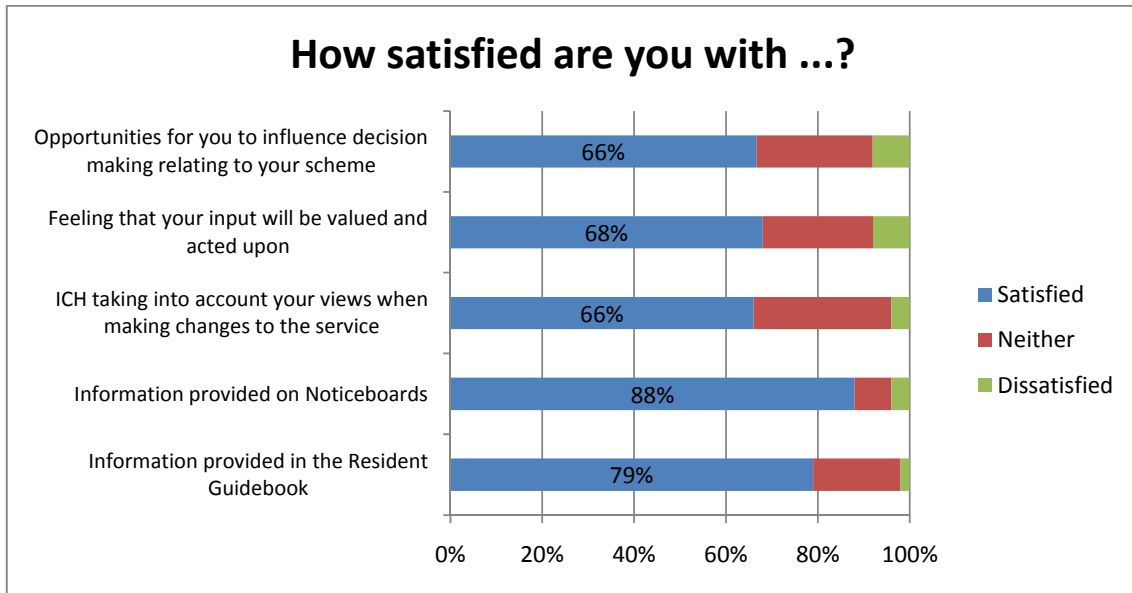
## Quality of support



Overall, 78% of clients said that they are satisfied with the support that helps them to make positive changes in their life. 17% of our clients stated that they were neither satisfied nor dissatisfied whilst 5% stated that they were not satisfied.

# Customer Satisfaction Survey 2010 – Supported Housing

## Communication and Information



Overall, 84% of our clients are satisfied with the way ICH keeps them informed about things which may affect them. 11% of our clients expressed neither satisfaction nor dissatisfaction whilst 5% were dissatisfied.

