

# CHESHIRE EAST COUNCIL

## Joint Extra Care Housing Management Board

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**Date of Meeting:** 28 September 2011  
**Report of:** Sophie Middleton, Contract Manager – Extra Care Housing  
**Subject/Title:** Avantage Annual Customer Survey 2011

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### **1.0 Report Summary**

- 1.1 This report summarises the results of Avantage's second Annual Customer Survey, which was carried out in the first two months of 2011.

### **2.0 Recommendation**

- 2.1 That Members note the results of the survey.

### **3.0 Reasons for Recommendations**

- 3.1 Avantage's Annual Survey is a comprehensive gathering of the residents' views on PFI Extra Care Housing. A high satisfaction rate was achieved in most areas and the percentage of residents very or fairly satisfied with the overall service has increased from 92.7% in 2010 to 93.7% in 2011.

### **4.0 Wards Affected**

- 4.1 Cheshire East  
Crewe St Barnabas, Handforth, Middlewich
- 4.2 Cheshire West & Chester Council  
Rossmore, Winsford Over & Verdin

### **5.0 Local Ward Members**

- 5.1 Cheshire East  
Crewe St Barnabas – Councillor Roy Cartlidge  
Handforth – Councillors Barry Burkhill and Dennis Mahon  
Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons
- 5.2 Cheshire West & Chester Council  
Rossmore – Councillor Pat Merrick  
Winsford Over & Verdin – Councillors Don Beckett, Tom Blackmore and Lynda Jones

**6.0 Policy Implications including – Carbon Reduction  
- Health**

- 6.1 Results of the survey will feed into the production of an Extra Care Housing Strategy.

**7.0 Financial Implications**

- 7.1 None.

**8.0 Legal Implications (Authorised by the Borough Solicitor)**

- 8.1 None.

**9.0 Risk Management**

- 9.1 None.

**10.0 Background and Options**

- 10.1 Avantage are contracted to carry out an Annual Customer Satisfaction Survey covering all aspects of living in Extra Care, i.e. housing, care and restaurants. The second survey was carried out in January/February 2011 and the results were reported back to the Council in March.

**11.0 Access to Information**

The background papers relating to this report can be inspected by contacting the report writer:

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## Summary of Avantage Customer Satisfaction Survey 2010/2011

The survey was conducted during January and February 2011.

	<b>2010/2011</b>	<i>2009/2010</i>
No of questionnaires sent out	<b>373</b>	239
No returned	<b>161</b>	158
Return Rate	<b>43%</b>	66%

### Satisfaction Rates across All Five Schemes

	<b>2010/2011</b>			<i>2009/2010</i>		
Residents Very or Fairly Satisfied with the Overall Service	<b>93.7%</b>			92.7%		
	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Total</b>	<i>Very Satisfied</i>	<i>Fairly Satisfied</i>	<i>Total</i>
Quality of apartment	<b>77.6%</b>	<b>21.8%</b>	<b>99.4%</b>	75.2%	22.8%	98.0%
Quality of communal areas	<b>78.4%</b>	<b>18.3%</b>	<b>96.7%</b>	81.8%	16.8%	98.6%
Security and safety	<b>79.1%</b>	<b>17.1%</b>	<b>96.2%</b>	80.8%	15.8%	96.6%
Value for money	<b>56.6%</b>	<b>35.5%</b>	<b>92.1%</b>	65.2%	27.5%	92.7%
Satisfaction with support	<b>56.5%</b>	<b>34.7%</b>	<b>91.2%</b>	66.9%	27.2%	94.1%
Satisfaction with alarm call system	<b>64.5%</b>	<b>25.7%</b>	<b>90.2%</b>	69.6%	23.2%	92.8%
Satisfaction with site officer/handyman	<b>73.7%</b>	<b>21.8%</b>	<b>95.5%</b>	67.6%	27.3%	94.9%
Satisfaction with out of hours repair service*	<b>38.7%</b>	<b>29.0%</b>	<b>67.7%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
Satisfaction with helpdesk	<b>70.7%</b>	<b>22.9%</b>	<b>93.6%</b>	80.9%	17.0%	97.9%
Satisfaction with consultation/involvement	<b>45.3%</b>	<b>39.4%</b>	<b>84.7%</b>	45.7%	36.4%	82.1%

\* More detailed questions were asked about this area in 2011 than in 2010 so comparative data is not available.

In 2011, detailed questions were asked about organised events/activities and the local area.

<b>Participation in Events/Activities</b>	<b>No.</b>	<b>%</b>
Yes	115	71.4
No	42	26.1
Don't Know	4	2.5
	161	100

Aspects of Events	2010/2011		
	Very Satisfied	Fairly Satisfied	Total
Variety	48.2%	41.8%	90.0%
Times/Events of Activities	52.4%	40.0%	92.4%
Cost of Activities	59.8%	35.3%	95.1%
Suitability	49.0%	40.8%	89.8%
Support to Attend	44.0%	29.7%	73.6%
Frequency	50.5%	36.1%	86.6%

Issue	2010/2011				2009/2010			
	Very Big Problem	Fairly Big Problem	Not a Very Big Problem	Not a Problem at all	Very Big Problem	Fairly Big Problem	Not a Very Big Problem	Not a Problem at all
Rubbish & litter	2.1%	8.4%	20.3%	69.2%	3.0%	3.0%	21.5%	72.5%
Noisy neighbours	2.8%	2.1%	13.2%	81.9%	1.5%	1.5%	9.8%	86.9%
Pets & animals	0.7%	0.7%	16.9%	81.7%	0.7%	0.7%	8.5%	90.2%
Disruptive children/teenagers	1.4%	3.5%	20.3%	74.8%	2.0%	1.7%	12.4%	83.9%
Racial/harassment			7.9%	92.1%		0.9%	5.9%	93.2%
Drunk/rowdy behaviour	0.7%	0.7%	11.3%	87.2%		0.9%	7.1%	92.0%
Vandalism & graffiti		2.1%	8.6%	89.4%		1.3%	9.5%	89.2%
People damaging property		0.7%	8.4%	90.0%		1.5%	7.0%	91.5%
Drug use/dealing			7.2%	92.8%			4.7%	95.3%
Abandoned/burnt out vehicles		0.7%	5.7%	93.6%			3.0%	97.0%
Other crime			8.6%	91.4%			4.6%	95.4%
Noise from traffic			11.9%	88.1%		0.8%	7.2%	91.9%
Car parking	2.1%	4.3%	19.1%	74.5%	0.9%	2.5%	10.6%	86.0%

With PFI Extra Care Housing Schemes, the care and catering facilities are provided under separate contracting arrangements. These were also part of the survey.

Aspects of Restaurants/Catering Services	2010/2011			2009/2010		
	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total
Opening times	50.4%	39.5%	89.9%	49.6%	45.4%	95.0%
Quality of food	55.6%	33.3%	88.9%	59.6%	34.8%	94.4%
Value for money	59.2%	30.3%	89.5%	75.2%	19.9%	95.1%
Helpfulness of staff	82.6%	15.3%	97.9%	88.2%	9.0%	97.2%
Menu Options	48.3%	39.2%	87.5%	n/a	n/a	n/a

Once again, residents rated care services as the most important service to them within the schemes and, in 2011, rated the care as follows:

	2010/2011			2009/2010		
	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total
Overall satisfaction with Care Provider	45.7%	50.5%	96.2%	n/a	n/a	n/a

Residents were also able to make comments on the questionnaire on individual services and these will be used to improve services in the schemes.

Sophie Middleton  
Contract Manager – Extra Care Housing

07 April 2011