

CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting: 25 September 2012
Report of: Sophie Middleton, Contract Manager – Extra Care Housing
Subject/Title: Avantage Annual Customer Survey 2012

1.0 Report Summary

- 1.1 This report summarises the results of Avantage's third Annual Customer Survey, which was carried out in the first two months of 2012.

2.0 Recommendation

- 2.1 That the Joint Extra Care Housing Management Board 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 fallen slightly from 93.7% in 2011 to 93.2% in 2012.

4.0 Wards Affected

- 4.1 Cheshire East
Crewe West, 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

- 6.1 Results of the survey will feed into the production of a Supported Accommodation 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 third survey was carried out in January/February 2012 and the results were reported back to the Council in July.

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 2012

The third annual survey was conducted during January and February 2012.

	2012	2011	2010
No of Questionnaires sent out	408	373	239
No returned	193	161	158
Return Rate	47%	43%	66%

Satisfaction Rates across all Five Schemes

	2012	2011	2010
Residents Very or Fairly Satisfied with the Overall Service	93.2%	93.7%	92.7%
Quality of apartment	96.4%	99.4%	98.0%
Quality of communal areas	92.1%	96.7%	98.6%
Security & safety	94.7%	96.2%	96.6%
Value for money	85.2%	92.1%	92.7%
Satisfaction with support	90.4%	91.2%	94.1%
Satisfaction with alarm call system	91.6%	90.2%	92.8%
Satisfaction with site officer /handyman service	93.6%	95.5%	94.9%
Satisfaction with out of hours repair service	70.0%	67.7%	n/a
Satisfaction with helpdesk	92.0%	93.6%	97.9%
Satisfaction with consultation/involvement	82.4%	84.7%	82.1%

Detailed questions were asked about organised events/activities.

Participation in Events/Activities	2012		2011	
Yes	127	67.6%	115	71.4%
No	59	31.4%	42	26.1%
Don't Know	2	1.1%	4	2.5%
	188	100%	161	100%

Aspects of Events	2012	2011
Variety	86.8%	90.0%
Times of Activities/Events	86.6%	92.4%
Costs of Activities	90.6%	95.1%
Suitability	88.4%	89.8%
Support to Attend	79.9%	73.6%
Frequency	87.2%	86.6%

Although not part of the PFI arrangements, residents were also asked questions about the Care and Catering facilities in their schemes.

Aspects of Restaurants/ Catering Services	2012	2011	2010
Opening times	87.7%	89.9%	95.0%
Quality of food	84.8%	88.9%	94.4%
Value for money	86.1%	89.5%	95.1%
Helpfulness of staff	95.9%	97.9%	97.2%
Menu Options	83.5%	87.5%	n/a

Care Provider	2012	2011	2010
Overall satisfaction with Care Provider	92.7%	96.2%	n/a

Residents were asked to rate issues in their schemes and their neighbourhoods:

Cheshire East Beechmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter	2 4.0%	1 2.3%	1 3.6%	5 10.0%	6 13.6%	2 7.1%	1 2.1%		n/a	2 4.3%		n/a
Noisy neighbours	1 2.0%	1 2.3%		2 4.0%			1 2.2%	1 2.4%	n/a			n/a
Pets & animals				1 2.1%		1 3.8%			n/a			n/a
Disruptive children/teenagers	1 2.1%	1 2.3%	1 3.6%	2 4.2%	2 4.5%			1 2.4%	n/a		1 2.4%	n/a
Racial/harassment									n/a	1 2.2%		n/a
Drunk/rowdy behaviour	2 4.3%						1 2.2%		n/a	1 2.2%		n/a
Vandalism & graffiti				1 2.1%	1 2.3%	1 3.6%			n/a			n/a
People damaging property									n/a			n/a
Drug use/dealing				1 2.2%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles				1 2.1%	1 2.3%		n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 2.2%					n/a			n/a
Noise from traffic	1 2.1%			1 2.1%			n/a	n/a	n/a	n/a	n/a	n/a
Car parking	1 2.1%			1 2.1%	4 9.1%				n/a	2 4.3%	3 7.1%	n/a

Cheshire East Oakmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter	2 10.0%	1 4.5%	1 5.3%	5 25.0%		1 5.3%			n/a			n/a
Noisy neighbours	1 4.8%		1 5.3%						n/a			n/a
Pets & animals									n/a			n/a
Disruptive children/teenagers	1 5.0%			1 5.0%					n/a	1 5.3%		n/a
Racial/harassment									n/a	1 5.3%		n/a
Drunk/rowdy behaviour				1 5.0%					n/a			n/a
Vandalism & graffiti									n/a			n/a
People damaging property	1 5.3%								n/a		1 5.9%	n/a
Drug use/dealing				1 5.0%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 5.0%					n/a	1 5.3%		n/a
Noise from traffic							n/a	n/a	n/a	n/a	n/a	n/a
Car parking	5 23.8%		1 5.6%	1 4.8%		2 11.1%	4 21.1%		n/a	3 15.8%	2 9.5%	n/a

Cheshire East Willowmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter				4 12.1%	1 5.6%				n/a	1 3.0%	1 5.9%	n/a
Noisy neighbours				2 6.1%	2 11.1%				n/a	1 3.0%		n/a
Pets & animals	1 1.7%				1 5.6%		1 3.0%	1 5.6%	n/a		1 5.6%	n/a
Disruptive children/teenagers					1 5.6%				n/a		1 5.9%	n/a
Racial/harassment									n/a			n/a
Drunk/rowdy behaviour									n/a			n/a
Vandalism & graffiti					1 5.6%				n/a			n/a
People damaging property					1 5.6%				n/a			n/a
Drug use/dealing							n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime									n/a			n/a
Noise from traffic							n/a	n/a	n/a	n/a	n/a	n/a
Car parking		1 6.2%		1 3.0%	2 12.5%			1 5.6%	n/a	2 6.1%	4 22.2%	n/a

Cheshire West Hazelmerre	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter	2 4.3%	1 2.6%	1 3.0%	2 4.3%	1 2.6%				n/a	1 2.4%	2 5.1%	n/a
Noisy neighbours	1 2.2%	2 5.0%			1 2.5%	1 3.1%		2 5.1%	n/a		2 5.1%	n/a
Pets & animals	1 2.2%	1 2.6%	1 3.2%	1 2.2%				1 2.6%	n/a	1 2.4%	1 2.6%	n/a
Disruptive children/teenagers	1 2.2%	1 2.5%	2 6.5%	1 2.2%	2 5.0%			1 2.6%	n/a	1 2.4%	2 5.1%	n/a
Racial/harassment									n/a		1 2.6%	n/a
Drunk/rowdy behaviour	1 2.2%	1 2.6%			1 2.6%			1 2.6%	n/a		1 2.6%	n/a
Vandalism & graffiti					1 2.5%	1 3.3%			n/a		1 2.6%	n/a
People damaging property						1 3.2%			n/a		1 2.6%	n/a
Drug use/dealing				1 2.2%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 2.2%					n/a	2 4.8%	1 2.6%	n/a
Noise from traffic				1 2.3%			n/a	n/a	n/a	n/a	n/a	n/a
Car parking	1 2.3%	1 2.5%				1 3.2%	2 4.7%	1 2.6%	n/a		1 2.6%	n/a

Cheshire West Hollymere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter			1 3.7%	4 16.0%	4 20.0%	1 3.7%			n/a	1 4.0%	1 5.0%	n/a
Noisy neighbours		1 5.0%	1 4.0%			1 4.0%			n/a			n/a
Pets & animals	1 3.8%			2 7.7%			1 3.8%		n/a	1 3.8%	1 5.3%	n/a
Disruptive children/teenagers						2 8.3%			n/a			n/a
Racial/harassment						1 4.2%			n/a			n/a
Drunk/rowdy behaviour						1 4.2%			n/a			n/a
Vandalism & graffiti									n/a			n/a
People damaging property						1 4.0%			n/a			n/a
Drug use/dealing				1 4.0%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 4.2%					n/a			n/a
Noise from traffic	1 4.0%					1 4.3%	n/a	n/a	n/a	n/a	n/a	n/a
Car parking		1 5.3%							n/a		1 5.3%	n/a



Residents were also asked to make comments on individual services and these will be used to improve services within the schemes.

Sophie Middleton
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17 July 2012