

# CHESHIRE EAST COUNCIL

## REPORT TO: JOINT EXTRA CARE HOUSING MANAGEMENT BOARD

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<b>Date of Meeting:</b>	12 May 2010
<b>Report of:</b>	Sophie Middleton, Contract Manager– PFI Extra Care Housing
<b>Subject/Title:</b>	Avantage Annual Customer Survey 2010

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### **1.0 Report Summary**

- 1.1 The final report from Avantage following their Customer Survey carried out in the first few months of 2010 has been received by the Authorities and a summary is attached to this report. Members are asked to note the results of the survey. Further work will be carried out with Avantage, Housing 21 and CBS Catering on areas identified in the survey as less than satisfactory and the results of this will be reported to the Joint Extra Care Housing Management Board in due course.

### **2.0 Recommendations**

- 2.1 Members are asked to note the results of the survey.

### **3.0 Reasons for Recommendations**

- 3.1 The first Annual Survey by Avantage was the first comprehensive gathering of residents' views on Extra Care Housing. Although a generally high satisfaction rate was achieved, there is further work to be done on areas of weakness.

### **4.0 Wards Affected**

- 4.1 Cheshire East Council: Crewe West, Wilmslow North, Middlewich
- 4.2 Cheshire West & Chester Council: Central & Westminster, Winsford South & West

### **5.0 Local Ward Members**

- 5.1 Cheshire East Council  
Crewe West - Councillors Roy Cartlidge, Robert Parker and Jaqueline Weatherill  
Wilmslow North – Councillors Jim Crockatt, Don Stockton and Paul Whiteley  
Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons

- 5.2 Cheshire West & Chester Council  
Central & Westminster – Councillors Justin Madders, Derek Batemen,  
Lynn Clare  
Winsford South & West – Councillors Bob Barton, Malcolm Gaskill,  
Charlie Parkinson

**6.0 Policy Implications including - Climate change  
- Health**

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

**7.0 Financial Implications for Transition Costs (Authorised by the  
Borough Treasurer)**

- 7.1 None.

**8.0 Financial Implications 2009/10 and beyond (Authorised by the  
Borough Treasurer)**

- 8.1 None.

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

- 9.1 None.

**10.0 Risk Management**

- 10.1 None.

**11.0 Background and Options**

- 11.1 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 first survey was carried out in January/February  
2010 and the results were reported back to the Council in April.  
Further work is planned on areas where residents expressed  
dissatisfaction.

**12.0 Overview of Year One and Term One Issues**

- 12.1 None.

**13.0 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 2009/2010

The survey was conducted during January and February 2010. 239 questionnaires were sent out to residents and 158 were returned – a 66% return rate.

## Satisfaction Rates across All Five Schemes

92.7% of respondents were either very or fairly satisfied with the overall service.

	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Total</b>
Quality of apartment	75.2%	22.8%	98.0%
Quality of communal areas	81.8%	16.8%	98.6%
Security and safety	80.8%	15.8%	96.6%
Value for money	65.2%	27.5%	92.7%
Local area	51.7%	38.5%	90.2%
Satisfaction with support	66.9%	27.2%	94.1%
Satisfaction with alarm call system	69.6%	23.2%	92.8%
Satisfaction with site officer/handyman	67.6%	27.3%	94.9%
Satisfaction with activities	49.6%	40.2%	89.8%
Satisfaction with helpdesk	80.9%	17.0%	97.9%
Satisfaction with consultation/involvement	45.7%	36.4%	82.1%

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

The responses to questions on catering were as follows:

	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Total</b>
Opening times	49.6%	45.4%	95.0%
Quality of food	59.6%	34.8%	94.4%
Value for money	75.2%	19.9%	95.1%
Helpfulness of staff	88.2%	9.0%	97.2%

Residents rated care services as the most important service to them within the schemes and rated the care components as follows:

	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Total</b>
Cleaning	53.8%	35.9%	89.7%
Shopping	51.7%	34.5%	86.2%
Dressing	67.6%	18.9%	86.5%
Bathing	72.0%	18.0%	90.0%
Preparing meals	52.9%	32.4%	85.3%
Getting in and out of bed	68.2%	9.1%	77.3%
Help using the toilet	47.1%	17.6%	64.7%
Help with laundry	57.1%	38.8%	95.9%
Help with medication	74.3%	11.4%	85.7%
Response to emergency call systems	76.4%	15.3%	91.7%

Satisfaction Rates by scheme and council area are appended to this report.

On the questionnaire, residents were also able to make comments on individual services and these will be used to improve services in the schemes and as part of the lessons learned exercise to inform Round 5 procurement.

Lynn Glendenning  
Commissioning Manager

29 April 2010

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Measure	Overall			Beechmere			Oakmere			Willowmere		
	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total
<b>Cheshire East Catering (Restaurants)</b>												
Opening times	54.3%	39.5%	93.8%	48.4%	48.4%	96.8%	41.7%	50.0%	91.7%	73.1%	19.2%	92.3%
Quality of food	51.9%	40.7%	92.6%	61.3%	29.0%	90.3%	33.3%	58.3%	91.6%	57.7%	38.5%	96.2%
Value for money	74.7%	19.0%	93.7%	71.0%	19.4%	90.4%	65.2%	26.1%	91.3%	88.0%	12.0%	100%
Helpfulness of staff	85.4%	12.2%	97.6%	90.3%	3.2%	93.5%	73.1%	26.9%	100%	92.0%	8.0%	100%
<b>Housing 21 (Care Provider)</b>												
Cleaning	53.1%	34.7%	87.8%	76.2%	14.3%	90.5%	35.7%	42.9%	78.6%	35.7%	57.1%	92.8%
Shopping	38.9%	44.4%	83.3%	71.4%	28.6%	100%	50.0%	50.0%	100%	0%	57.1%	57.1%
Dressing	65.2%	21.7%	86.9%	71.4%	28.6%	100%	62.5%	25.0%	87.5%	62.5%	12.5%	75.0%
Bathing	67.7%	22.6%	90.3%	71.4%	28.6%	100%	66.7%	25.0%	91.7%	66.7%	16.7%	83.4%
Preparing meals	61.9%	28.6%	90.5%	70.0%	30.0%	100%	60.0%	40.0%	100%	50.0%	16.7%	66.7%
Getting in and out of bed	71.4%	7.1%	78.5%	75.0%	25.0%	100%	75.0%	0%	75.0%	66.7%	0%	66.7%
Help using the toilet	50.0%	10.0%	60.0%	33.3%	33.3%	66.6%	66.7%	0%	66.7%	50.0%	0%	50.0%
Help with laundry	51.9%	40.7%	92.6%	75.0%	25.0%	100%	37.5%	62.5%	100%	45.5%	36.4%	81.9%
Help with medication	68.2%	13.6%	81.8%	72.7%	18.2%	90.9%	66.7%	0%	66.7%	62.5%	12.5%	75.0%
Response to emergency call systems	71.7%	19.6%	91.3%	86.7%	13.3%	100%	75.0%	18.8%	93.8%	53.3%	26.7%	80.0%

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Measure	Overall			Hazelmere			Hollymere		
	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total	Very Satisfied	Fairly Satisfied	Total
<b>Cheshire East Catering (Restaurants)</b>									
Opening times	43.3%	53.3%	96.6%	51.5%	45.5%	97.0%	33.3%	63.0%	96.3%
Quality of food	70.0%	26.7%	96.7%	90.6%	9.4%	100%	46.4%	46.4%	92.8%
Value for money	75.8%	21.0%	96.8%	90.9%	9.1%	100%	58.6%	34.5%	93.1%
Helpfulness of staff	91.9%	4.8%	96.7%	97.0%	0%	97.0%	86.2%	10.3%	96.5%
<b>Housing 21 (Care Provider)</b>									
Cleaning	55.2%	37.9%	93.1%	56.3%	37.5%	93.8%	53.8%	38.5%	92.3%
Shopping	72.7%	18.2%	90.9%	66.7%	33.3%	100%	80.0%	0%	80.0%
Dressing	71.4%	14.3%	85.7%	77.8%	0%	77.8%	60.0%	40.0%	100%
Bathing	78.9%	10.5%	89.4%	83.3%	0%	83.3%	71.4%	28.6%	100%
Preparing meals	38.5%	38.5%	77.0%	42.9%	28.6%	71.5%	33.3%	50.0%	83.3%
Getting in and out of bed	62.5%	12.5%	75.0%	66.7%	0%	66.7%	50.0%	50.0%	100%
Help using the toilet	42.9%	28.6%	71.5%	50.0%	0%	50.0%	33.3%	66.7%	100%
Help with laundry	63.7%	36.3%	100%	58.3%	41.7%	100%	70.0%	30.0%	100%
Help with medication	84.6%	7.7%	92.3%	75.0%	12.5%	87.5%	100%	0%	100%
Response to emergency call systems	84.6%	7.7%	92.3%	84.6%	7.7%	92.3%	84.6%	7.7%	92.3%