

# CHESHIRE EAST COUNCIL

## Joint Extra Care Housing Management Board

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

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### 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
<b>Residents Very or Fairly Satisfied with the Overall Service</b>	<b>93.2%</b>	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
No	59	31.4%	42	26.1%
Don't Know	2	1.1%	4	2.5%
	188	100%	161	100%

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

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

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

<b>Care Provider</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Overall satisfaction with Care Provider	<b>92.7%</b>	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	<b>2</b> <b>4.0%</b>	1 2.3%	1 3.6%	<b>5</b> <b>10.0%</b>	6 13.6%	2 7.1%	<b>1</b> <b>2.1%</b>		n/a	<b>2</b> <b>4.3%</b>		n/a
Noisy neighbours	<b>1</b> <b>2.0%</b>	1 2.3%		<b>2</b> <b>4.0%</b>			<b>1</b> <b>2.2%</b>	1 2.4%	n/a			n/a
Pets & animals				<b>1</b> <b>2.1%</b>		1 3.8%			n/a			n/a
Disruptive children/teenagers	<b>1</b> <b>2.1%</b>	1 2.3%	1 3.6%	<b>2</b> <b>4.2%</b>	2 4.5%			1 2.4%	n/a		1 2.4%	n/a
Racial/harassment									n/a	<b>1</b> <b>2.2%</b>		n/a
Drunk/rowdy behaviour	<b>2</b> <b>4.3%</b>						<b>1</b> <b>2.2%</b>		n/a	<b>1</b> <b>2.2%</b>		n/a
Vandalism & graffiti				<b>1</b> <b>2.1%</b>	1 2.3%	1 3.6%			n/a			n/a
People damaging property									n/a			n/a
Drug use/dealing				<b>1</b> <b>2.2%</b>			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles				<b>1</b> <b>2.1%</b>	1 2.3%		n/a	n/a	n/a	n/a	n/a	n/a
Other crime				<b>1</b> <b>2.2%</b>					n/a			n/a
Noise from traffic	<b>1</b> <b>2.1%</b>			<b>1</b> <b>2.1%</b>			n/a	n/a	n/a	n/a	n/a	n/a
Car parking	<b>1</b> <b>2.1%</b>			<b>1</b> <b>2.1%</b>	4 9.1%				n/a	<b>2</b> <b>4.3%</b>	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	<b>2</b> <b>10.0%</b>	1 4.5%	1 5.3%	<b>5</b> <b>25.0%</b>		1 5.3%			n/a			n/a
Noisy neighbours	<b>1</b> <b>4.8%</b>		1 5.3%						n/a			n/a
Pets & animals									n/a			n/a
Disruptive children/teenagers	<b>1</b> <b>5.0%</b>			<b>1</b> <b>5.0%</b>					n/a	<b>1</b> <b>5.3%</b>		n/a
Racial/harassment									n/a	<b>1</b> <b>5.3%</b>		n/a
Drunk/rowdy behaviour				<b>1</b> <b>5.0%</b>					n/a			n/a
Vandalism & graffiti									n/a			n/a
People damaging property	<b>1</b> <b>5.3%</b>								n/a		1 5.9%	n/a
Drug use/dealing				<b>1</b> <b>5.0%</b>			<b>n/a</b>	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							<b>n/a</b>	n/a	n/a	n/a	n/a	n/a
Other crime				<b>1</b> <b>5.0%</b>					n/a	<b>1</b> <b>5.3%</b>		n/a
Noise from traffic							<b>n/a</b>	n/a	n/a	n/a	n/a	n/a
Car parking	<b>5</b> <b>23.8%</b>		1 5.6%	<b>1</b> <b>4.8%</b>		2 11.1%	<b>4</b> <b>21.1%</b>		n/a	<b>3</b> <b>15.8%</b>	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				<b>4</b> <b>12.1%</b>	1 5.6%				n/a	<b>1</b> <b>3.0%</b>	1 5.9%	n/a
Noisy neighbours				<b>2</b> <b>6.1%</b>	2 11.1%				n/a	<b>1</b> <b>3.0%</b>		n/a
Pets & animals	<b>1</b> <b>1.7%</b>				1 5.6%		<b>1</b> <b>3.0%</b>	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							<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a
Abandoned/burnt out vehicles							<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a
Other crime									n/a			n/a
Noise from traffic							<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a
Car parking		1 6.2%		<b>1</b> <b>3.0%</b>	2 12.5%			1 5.6%	n/a	<b>2</b> <b>6.1%</b>	4 22.2%	n/a

Cheshire West Hazelmere	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	<b>2</b> <b>4.3%</b>	1 2.6%	1 3.0%	<b>2</b> <b>4.3%</b>	1 2.6%				n/a	<b>1</b> <b>2.4%</b>	2 5.1%	n/a
Noisy neighbours	<b>1</b> <b>2.2%</b>	2 5.0%			1 2.5%	1 3.1%		2 5.1%	n/a		2 5.1%	n/a
Pets & animals	<b>1</b> <b>2.2%</b>	1 2.6%	1 3.2%	<b>1</b> <b>2.2%</b>				1 2.6%	n/a	<b>1</b> <b>2.4%</b>	1 2.6%	n/a
Disruptive children/teenagers	<b>1</b> <b>2.2%</b>	1 2.5%	2 6.5%	<b>1</b> <b>2.2%</b>	2 5.0%			1 2.6%	n/a	<b>1</b> <b>2.4%</b>	2 5.1%	n/a
Racial/harassment									n/a		1 2.6%	n/a
Drunk/rowdy behaviour	<b>1</b> <b>2.2%</b>	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				<b>1</b> <b>2.2%</b>			<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a
Abandoned/burnt out vehicles							<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a
Other crime				<b>1</b> <b>2.2%</b>					n/a	<b>2</b> <b>4.8%</b>	1 2.6%	n/a
Noise from traffic				<b>1</b> <b>2.3%</b>			<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a
Car parking	<b>1</b> <b>2.3%</b>	1 2.5%				1 3.2%	<b>2</b> <b>4.7%</b>	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%	<b>4</b> <b>16.0%</b>	4 20.0%	1 3.7%			n/a	<b>1</b> <b>4.0%</b>	1 5.0%	n/a
Noisy neighbours		1 5.0%	1 4.0%			1 4.0%			n/a			n/a
Pets & animals	<b>1</b> <b>3.8%</b>			<b>2</b> <b>7.7%</b>			<b>1</b> <b>3.8%</b>		n/a	<b>1</b> <b>3.8%</b>	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				<b>1</b> <b>4.0%</b>			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				<b>1</b> <b>4.2%</b>					n/a			n/a
Noise from traffic	<b>1</b> <b>4.0%</b>					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  
Contract Manager – Extra Care Housing

17 July 2012