

thirteen

Managing and building homes

Thirteen satisfaction surveys April 2018



Satisfaction surveys

Thirteen obtains the views of its customers on the service they receive in a number of ways:

- twice a year we carry out a full satisfaction surveys, often referred to as STAR asking over 1,000 people what they think
- every week we telephone 200 people who have had a repair or gas service carried out, for their feedback
- we carry out surveys with people when they have contacted us or when we have delivered a service.

This document gives details on nine service areas including the gas and repairs surveys conducted by The Leadership Factor.

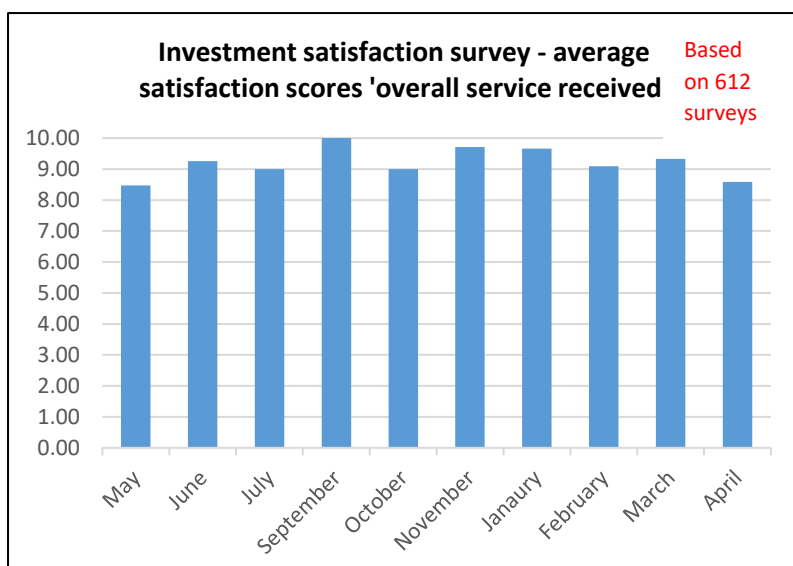
We are always looking to improve what we are doing and we have recently introduced three new surveys to help us find out about satisfaction levels around our extra care service (new customers and alarm monitoring) and people who move into properties that we have built.

Our surveys are regularly analysed and presented visually so that we can understand trends and patterns over time, to identify where we need to act on feedback.

If you have any queries or comments regarding this document, please contact:

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- Victoria Williamson: Victoria.Williamson@thirteengroup.co.uk.

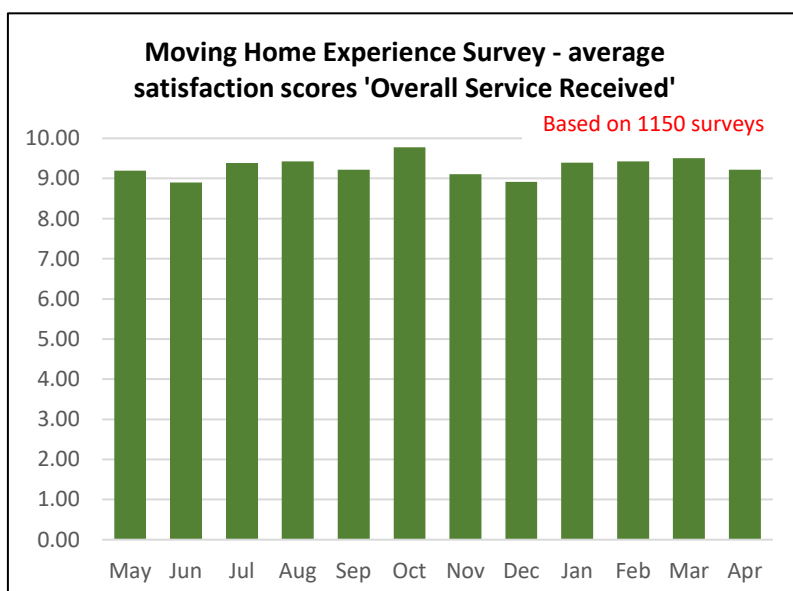
Investment:



About this survey:

- This survey also measures satisfaction across indicators for how well customers were informed throughout investment works, length of time to complete works in accordance with timescale, standard of workmanship, and the improvement works once complete.
- The results from this survey show that the average satisfaction score for 'overall service received' was highest in September at 10/10. The lowest average score was in May, at 8.47/10.
- The average score for the most recent month (April 2018) was 8.58.
- No surveys were conducted in December 2017.

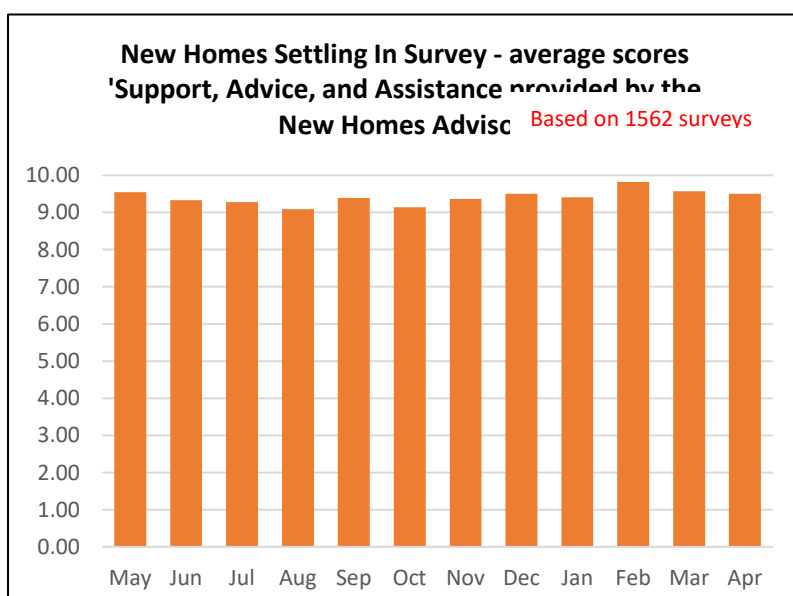
Empty Properties:



About this survey:

- This survey measures further satisfaction indicators such as standard of decoration, ease of applying for a property, information provided about the property, how well kept informed of progress, officer knowledge, property standard, standard of cleaning, speed property was received, and likeliness to recommend Thirteen.
- The results from this survey show the highest average score for 'service received' was in October 2017, at 9.78/10 and lowest in December 2017 at 8.92/10.
- The average satisfaction score for the most recent month (April 2018) was 9.22/10.

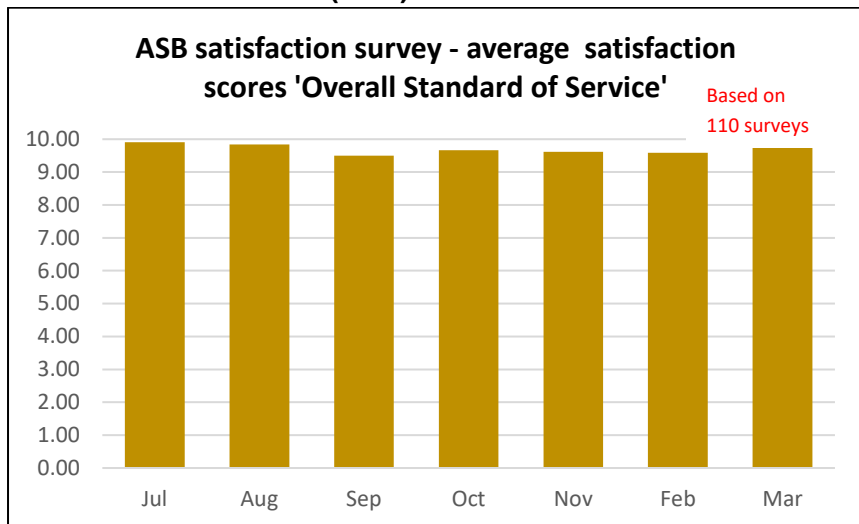
New Homes Advisors (Neighbourhoods):



About this survey:

- This survey measures further satisfaction indicators such as the helpfulness of the NHA, how well kept informed post-tenancy commencement, and likeliness to recommend Thirteen.
- The results from this survey show the highest average satisfaction score for 'support, advice, and assistance provided by the NHA' was in February 2018 at 9.83/10.
- The lowest satisfaction score was in October 2017 at 9.14/10.
- The average satisfaction score for the most recent month (April 2018) was 9.50/10.

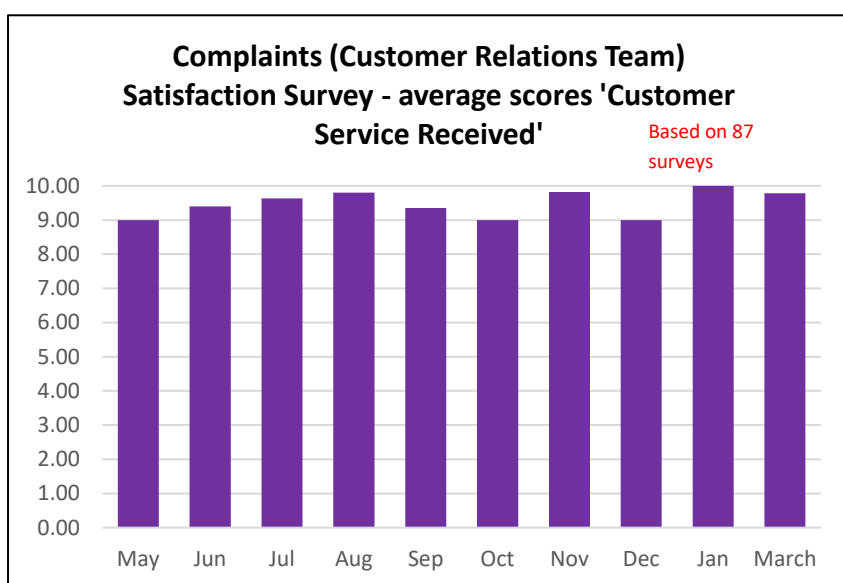
Anti- Social Behaviour (ASB):



About this survey:

- This survey measures further satisfaction indicators such as the outcome of the ASB complaint, the way the case was dealt with, and how well kept informed.
- The average satisfaction result for 'overall standard of service' was highest in July 2017 at 9.91/10, and lowest in September 2017 at 9.50/10.
- The average satisfaction score for the most recent month (March 2018) was 9.75/10.
- No surveys were conducted in December 2017, January 2018, and April 2018.

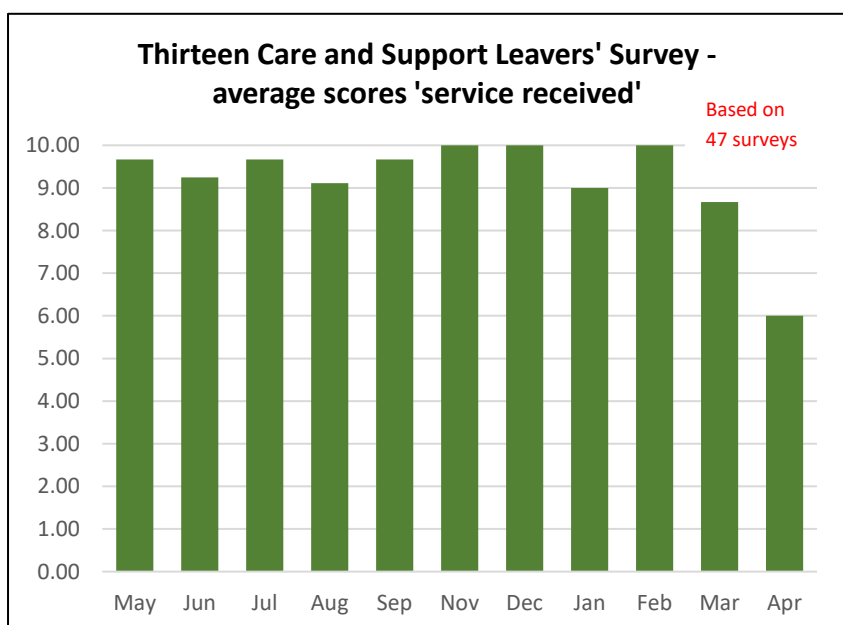
Complaints (Customer Relations Team):



About this survey:

- This survey measures further satisfaction indicators such as ways to submit a complaint, ease of submitting a complaint, information and advice provided, how well informed of progress, outcome of the complaint, handling of the complaint, and likeliness to recommend Thirteen.
- The results from this survey show that satisfaction for 'customer service received' was highest in January 2018 at 10/10, and lowest in May, October, and December 2017 at 9.00/10.
- The average satisfaction score for the most recent month (March 2018) was 9.78/10.
- No surveys were carried out in February 2018 and April 2018.

Thirteen Care and Support:

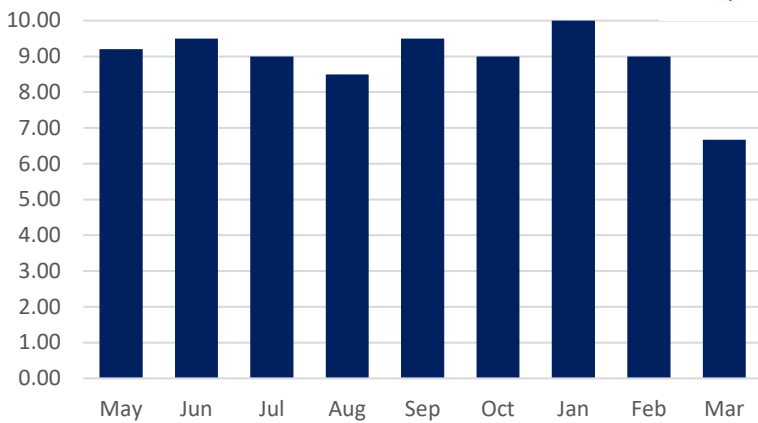


About this survey:

- 'Leavers' refers to Thirteen Care and Support clients who have recently ceased using the service.
- This survey measures further satisfaction indicators such as success in achieving goals. The survey gathers further information such as things liked and disliked about the service, whether their main goals were achieved, if assistance was needed from other services, and whether the customer had enough support to move into independent living accommodation.
- The results from this survey show that satisfaction was highest in November, December and February at 10/10.
- The lowest score was in April 2018 at 6.00/10.

Thirteen Care and Support New Customer Satisfaction Survey - average scores 'satisfaction with service so far'

Based on 23 surveys

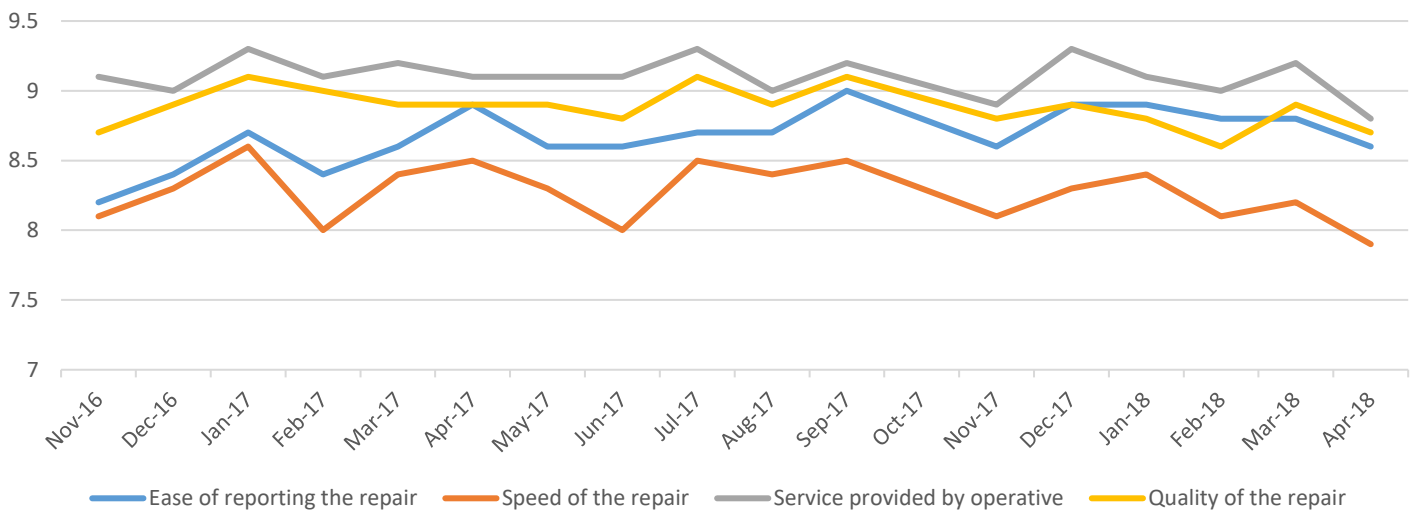


About this survey:

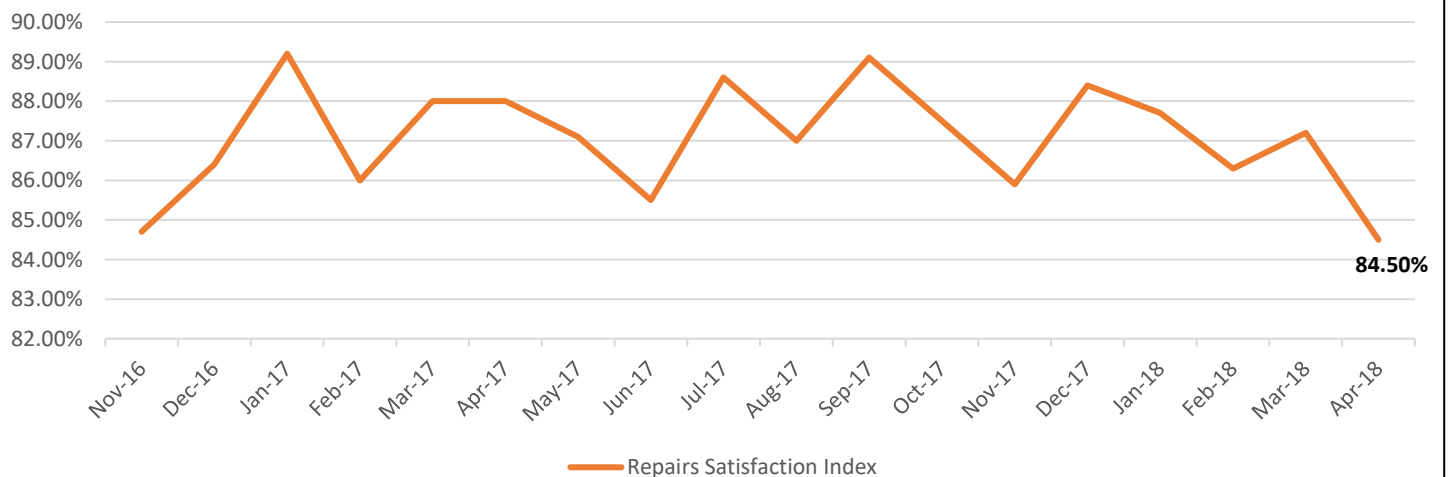
- 'New customer' refers to Thirteen Care and Support clients who have recently started to use the service.
- This survey measures further satisfaction indicators such as adequacy of furniture, safety of communal living area, information given at pre-sign up, and whether their flat / room in good repair.
- The survey results show that satisfaction results were highest in January 2018 at 10/10, and lowest in March at 6.67/10.
- No surveys were conducted in November 2017, December 2017, and March 2018.

Gas and Repairs

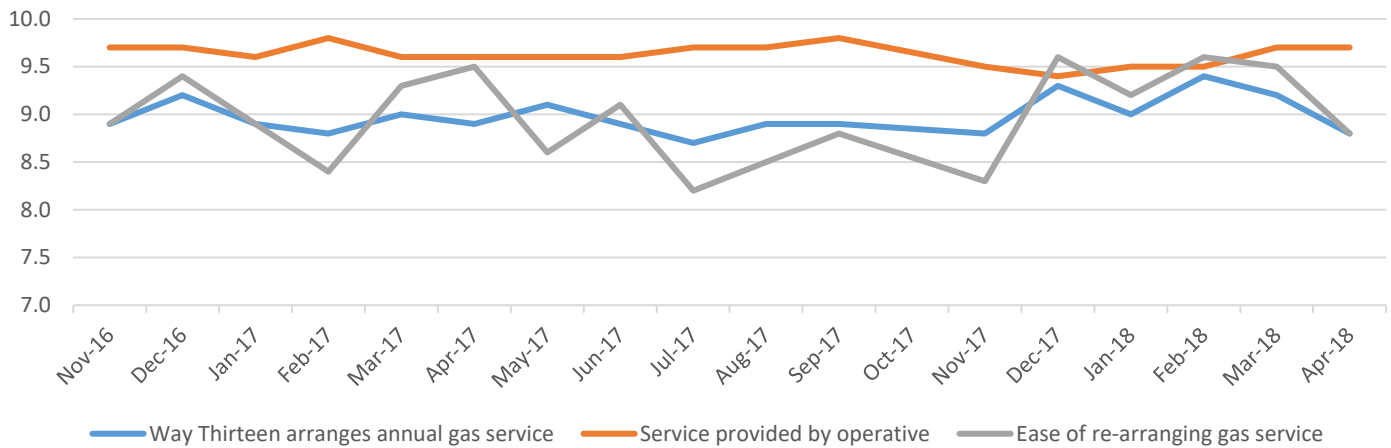
Repairs satisfaction survey results - average scores per month



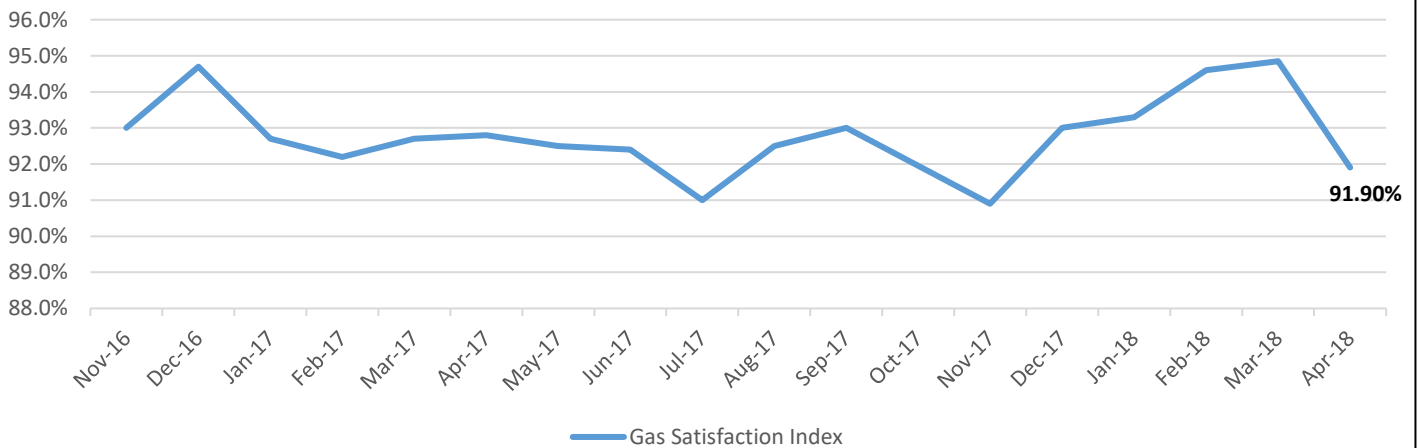
Repairs Satisfaction Index



Gas satisfaction survey results - average scores per month



Gas satisfaction survey - Satisfaction Index



About these surveys:

- The gas and repairs surveys are conducted by an external company called The Leadership Factor (TLF). TLF carry out around 100 gas surveys and 400 repairs surveys per month via telephone on behalf of Thirteen.
- No surveys for gas or repairs were conducted in October 2017.
- For the gas satisfaction survey across all months and indicators results show that the highest average satisfaction score was highest for 'service provided by operative', peaking at 9.8/10 in February and September 2017. The lowest average satisfaction score for all indicators and months was for 'ease of re-arranging gas service', the lowest point was July 2017 at 8.2/10. In April 2018 the highest satisfaction score was for the indicator 'service provided by operative', at 9.7/10.
- For the repairs satisfaction survey results show that the highest average satisfaction score was highest for 'service provided by operative', peaking at 9.3/10 in January, July, and December 2017. The lowest average satisfaction score for all indicators and months was for 'speed of repair', the lowest point was in February and June 2017 at 8.0/10. In April 2018 the highest satisfaction score was for the indicator 'service provided by operative', at 8.8/10.
- The Satisfaction Index measures satisfaction against the importance a person has placed on that service.

This is how we've acted on your feedback:

We have recently introduced a new repairs system to improve how we process appointments for repairs and gas. We anticipate that implementing an improved repairs system will have a positive impact on future satisfaction results.