


Surveys

Value for Money: 😊 😊 😊

Level of Impact: ✅ ✅

What are they?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>A survey is a method of :</p> <ul style="list-style-type: none"> Obtaining views from residents. <p>Purpose and Aims</p> <ul style="list-style-type: none"> Identifying poor performance and areas for improvement. To collect mandatory key performance indicators. 	<p>We have carried out a range of surveys including:</p> <ul style="list-style-type: none"> Service Charge survey. Repairs Satisfaction survey. Short Notice Inspection (SNI) Action Plan survey. Planned Maintenance survey. 	<p>Improved Services</p> <p>The impact of some surveys can only be monitored and measured in the long term. We will measure their impact during 2009/2010.</p> <p>Survey results so far have had the following outcomes:</p> <p>Service Charge Review</p> <ul style="list-style-type: none"> A telephone survey was conducted to assess satisfaction levels with services delivered from the service charge. 400 residents were contacted via a telephone survey to collate views on the Neighbourhood Wardens, window cleaning and communal cleaning services. The Service Charge Review resulted in the Neighbourhood Warden Service being replaced by Maintenance Support operatives. This was as a direct response to residents perceiving the service to be ineffective and not providing value for money. 	<p>Budget: £500</p> <p>Input:</p> <p>Staff Commitment: (includes preparation, production and conducting surveys, writing reports)</p> <p>Staff involved included members from Neighbourhood and Services, Asset Management and Finance.</p> <p>Residents' Time: minimal (filling in forms).</p>

Surveys cont...

What are they?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
		<p>Repairs Satisfaction Survey</p> <ul style="list-style-type: none">A review of the Satisfaction Survey process was conducted because of the poor response rate to paper based surveys. Resident feedback has resulted in the introduction of a PDA based survey which is completed by the contractor after each repair is completed. The response rate has increased by 33%. <p>Short Notice Inspection Action Plan Survey</p> <ul style="list-style-type: none">The 'Your Views from Home' Panel (consisting of 40 resident members) were consulted on their views about access to, delivery and performance of services. Feedback from the panel formed part of the SNI Action Plan. 100 residents were surveyed as part of the wider consultation on the Action Plan.	