

thirteen

Managing and building homes

Thirteen Satisfaction Update

Performance and Service Improvement Team

February 2019



Thirteen Satisfaction Surveys – February 2019

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

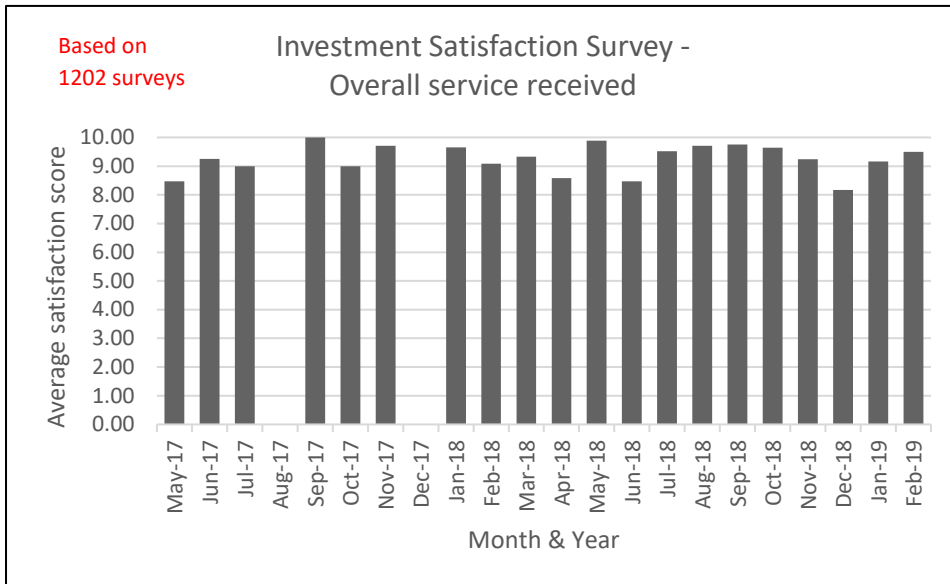
- Twice a year we carry out a full satisfaction surveys, often referred to as STAR asking over 1,000 people what they think.
- Every week we telephone 200 people who have had a repair or gas service carried out, for their feedback.
- We carry out surveys with people when they have contacted us or when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

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

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 Michael Cook at Michael.Cook@thirteengroup.co.uk or Victoria Williamson at Victoria.Williamson@thirteengroup.co.uk.

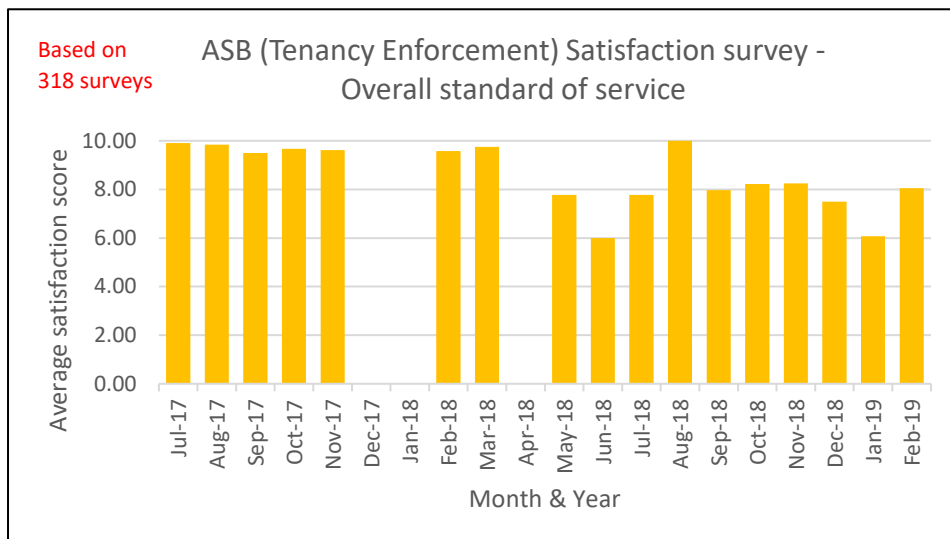
Investment:



About this survey:

- This survey measures customer satisfaction with our Investment service.
- The results from this survey show that the average satisfaction score for 'overall service received' was highest in September 2017 at 10/10. The lowest average score was in December 2018, at 8.17/10. Satisfaction for the most recent month (February 2019) was 9.50/10.

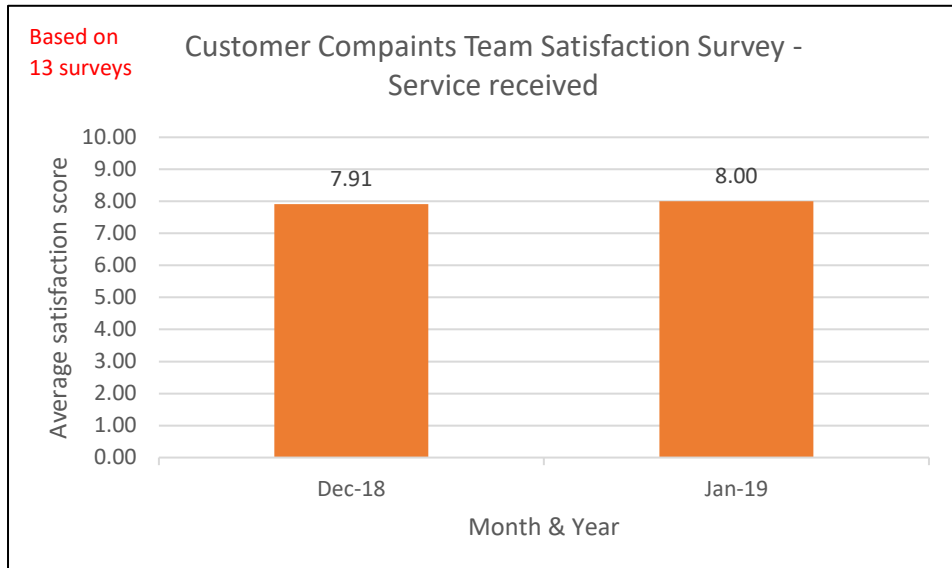
Anti- Social Behaviour (ASB):



About this survey:

- This survey measures satisfaction with how we have handled ASB complaints.
- This survey also measures 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 2018 at 10/10, and lowest in July 2018 at 6.00/10. For the most recent month (February 2019), satisfaction was 8.05/10.

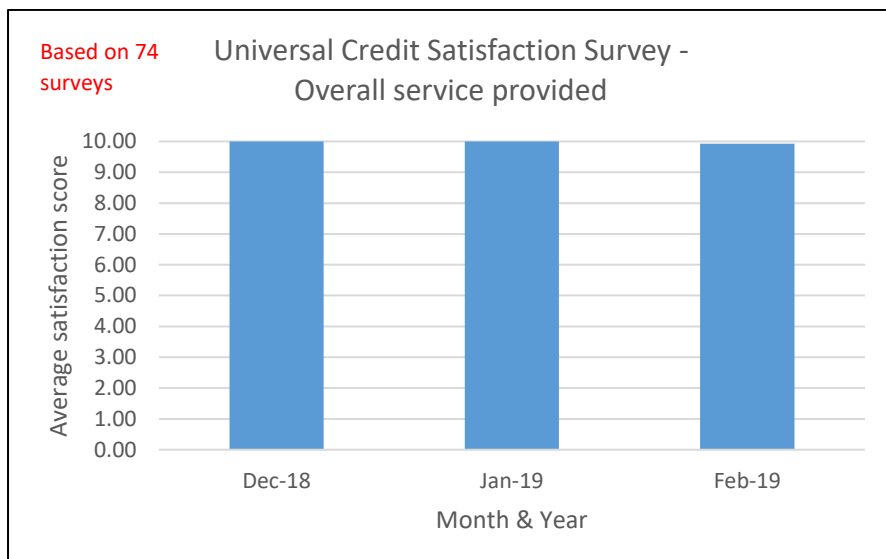
Complaints (Customer Relations Team):



About this survey:

- This survey measures satisfaction with the service the Customer Relations Team have provided when handling customer complaints.
- This survey also measures satisfaction for 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' increased from December 2018 to January 2019 by 0.09. No surveys were carried out in February.

Universal Credit:



About this survey:

- This survey measures customer satisfaction for Thirteen's Universal Credit Team which assists customers with claims.
- We also ask customers how likely they are to recommend the service.
- In December 2018 and January 2019, satisfaction for 'Overall service provided' was 10/10. This decreased in February 2019 by 0.07.

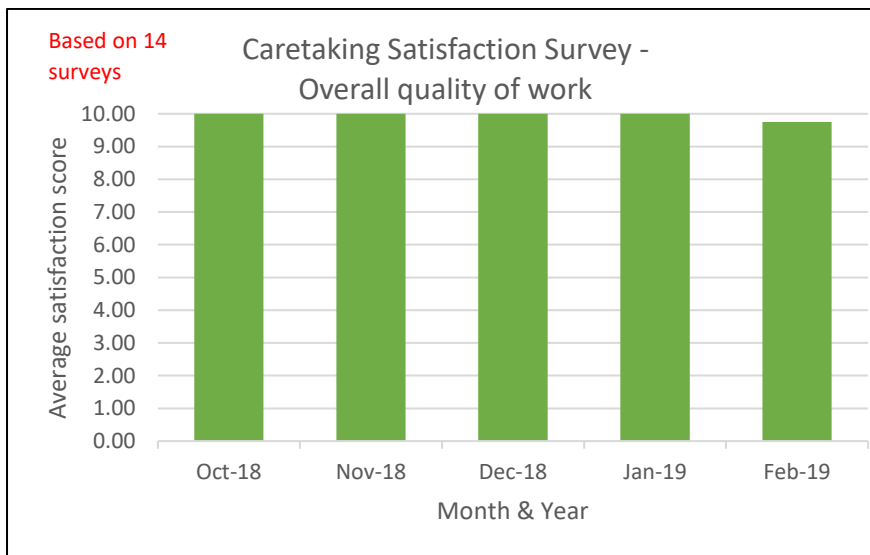
Money Advice:



About this survey:

- This survey measures customer satisfaction for Thirteen’s Money Advice Team which provides customers with financial guidance.
- We also ask customers how likely they are to recommend the service.
- The average satisfaction score was highest in December 2018 at 10/10 and lowest in January 2019 at 9.64/10.

Caretaking:



About this survey:

- This survey measures customer satisfaction with the Caretaking Service.
- The survey also asks customers how satisfied they were with workmanship; cleanliness and tidiness; attitude and helpfulness of staff, work being completed in a timely manner; and work being fully completed with no parts missed.
- Satisfaction for ‘Overall quality of work’ was lowest in February 2019 at 9.75/10. This was 10/10 for previous months (October 2018 – January 2019).

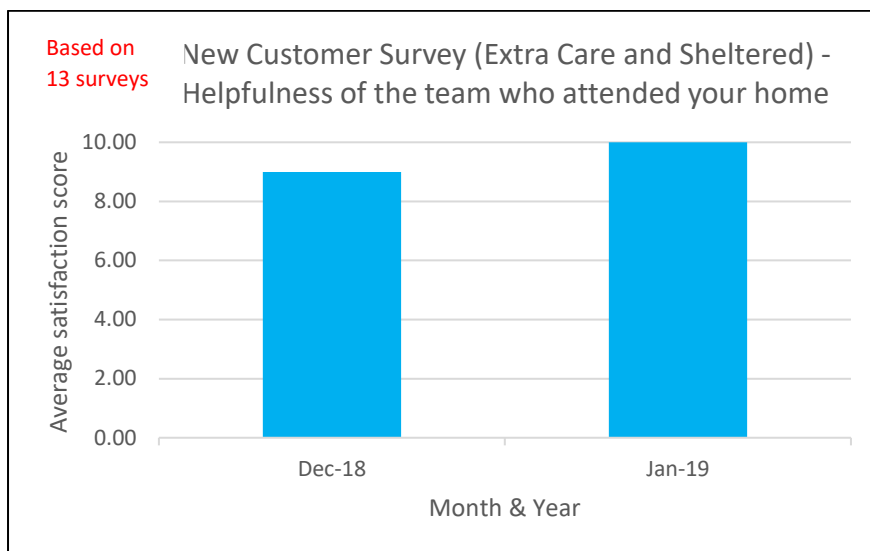
Cleaning:



About this survey:

- This survey measures satisfaction for Thirteen’s cleaning services.
- We also ask customers how satisfied they were that staff were helpful and polite and that the area was kept safe and tidy during works.
- Satisfaction for ‘Overall service received’ was highest in December 2018 at 8.65/10. For the most recent month (February 2019) satisfaction was 8.31/10.

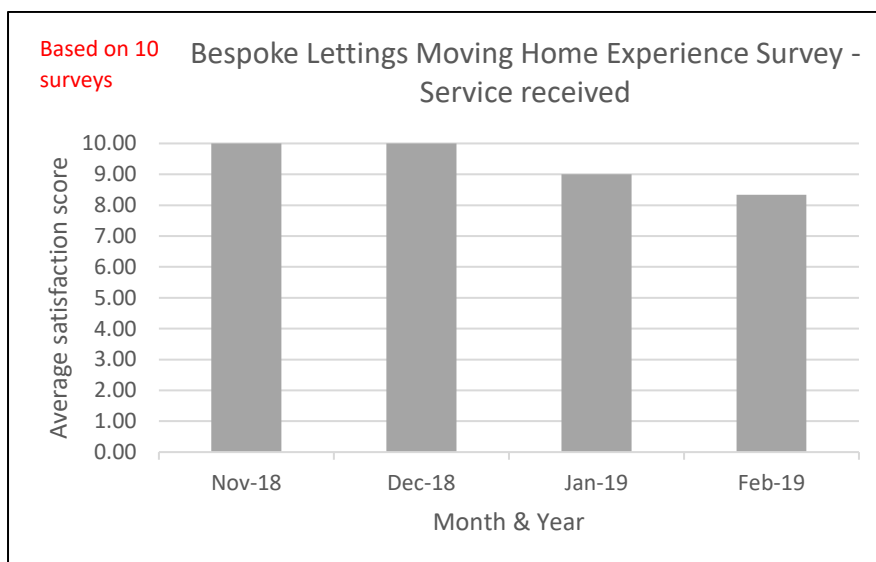
New Customer (Extra Care and Sheltered):



About this survey:

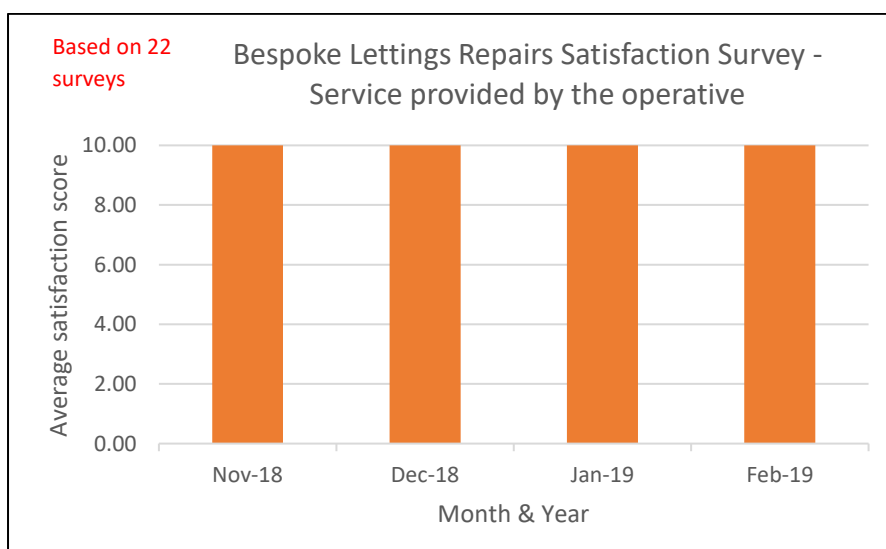
- This survey measures satisfaction for new customers moving into our extra care and sheltered schemes.
- We also ask customers how satisfied they were with the length of time for equipment to be installed; demonstration of their equipment; and the value of the service.
- Satisfaction for 'Helpfulness of team who attended your home' was highest in January 2019 at 10/10; no surveys were completed in February 2019.

Bespoke Lettings:



About this survey:

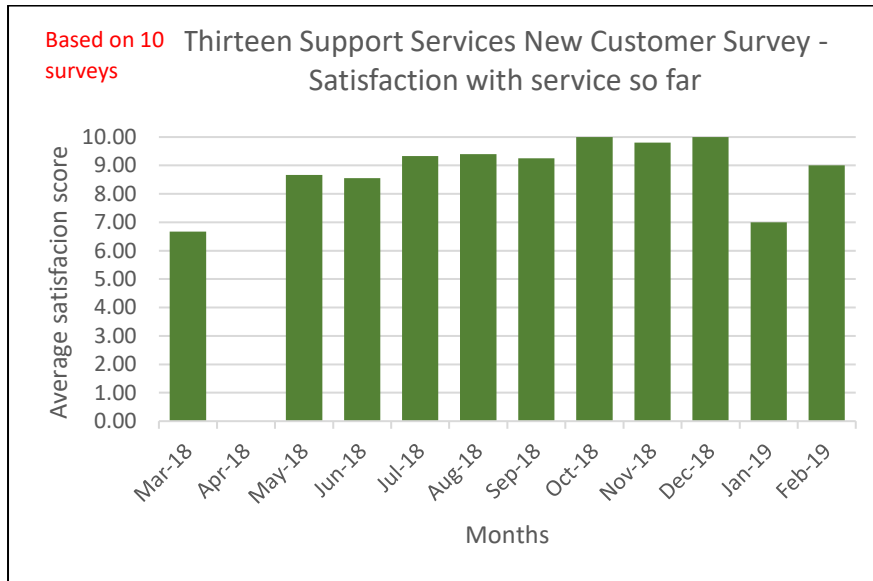
- The survey measures the experience for new customers moving into homes managed by Thirteen's Bespoke Lettings Team.
- The survey also measures satisfaction for ease of applying for a property, property standard, internal fittings, and speed property received.
- Satisfaction for 'Service received' was lowest in February 2019 at 8.33/10 and highest in November and December 2018 at 10/10.



About this survey:

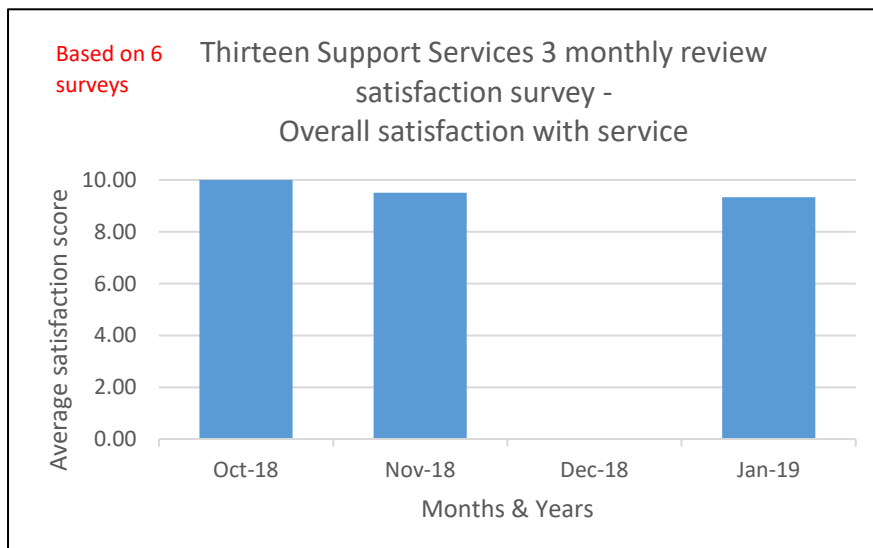
- This survey measures how satisfied customers are for repairs which are managed by our Bespoke Lettings Team.
- We also ask customers how satisfied they were for how the repair was dealt with; ease of reporting the repair; speed of the repair; and quality of the repair.
- Satisfaction for 'Service provided by the operative' was 10/10 for each month November 2018 – February 2019.

Thirteen Support Services:



About this survey:

- 'New customer' refers to Thirteen's Support service 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 October and December 2018 at 10/10, and lowest in January 2019 at 7/10. Satisfaction for the most recent month (February 2019) was 9/10.

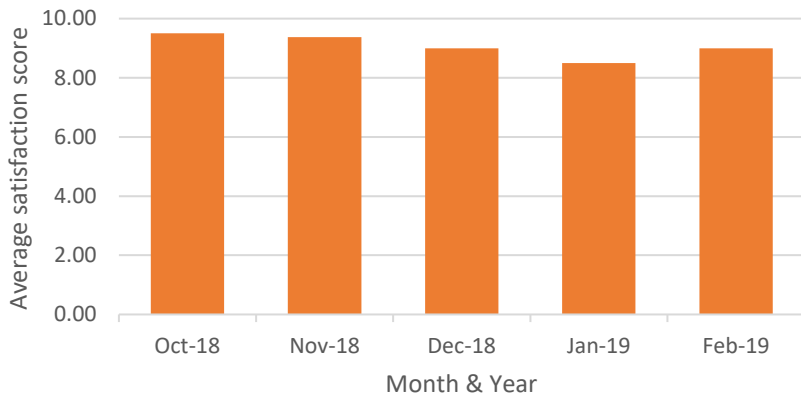


About this survey:

- This survey measures satisfaction for customers who have been receiving support for 3 months to review the customer's experience.
- 'Overall satisfaction with service' was highest in October 2018 at 10/10 and lowest in January 2019 at 9.33/10. No surveys were carried out in December 2018 and February 2019.

Based on 23 surveys

Thirteen Support Services Leavers Survey - Service received

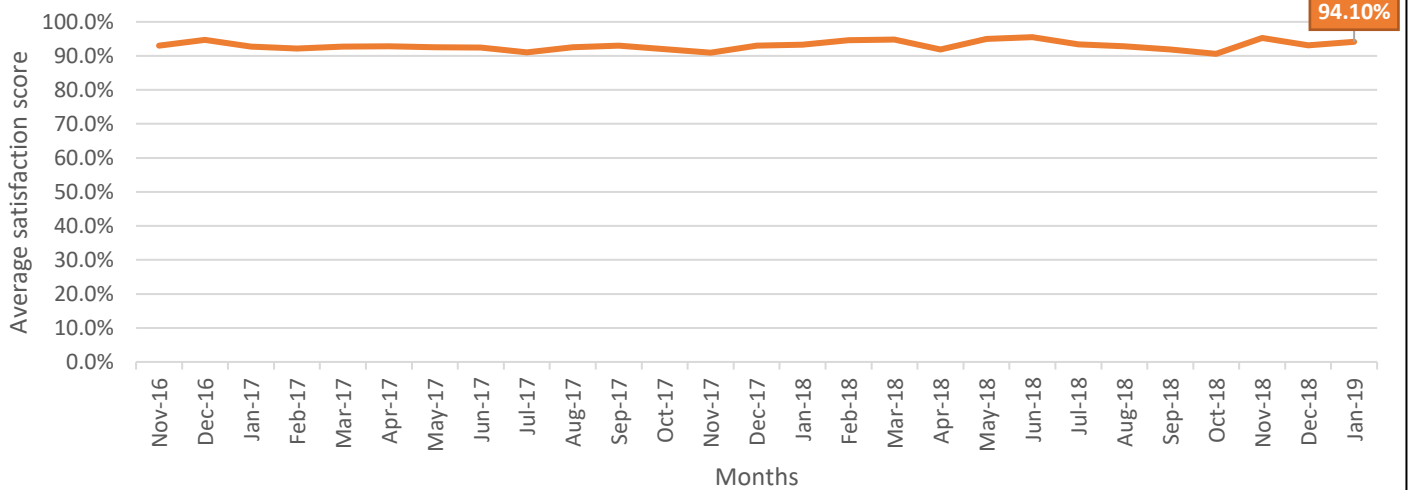


About this survey:

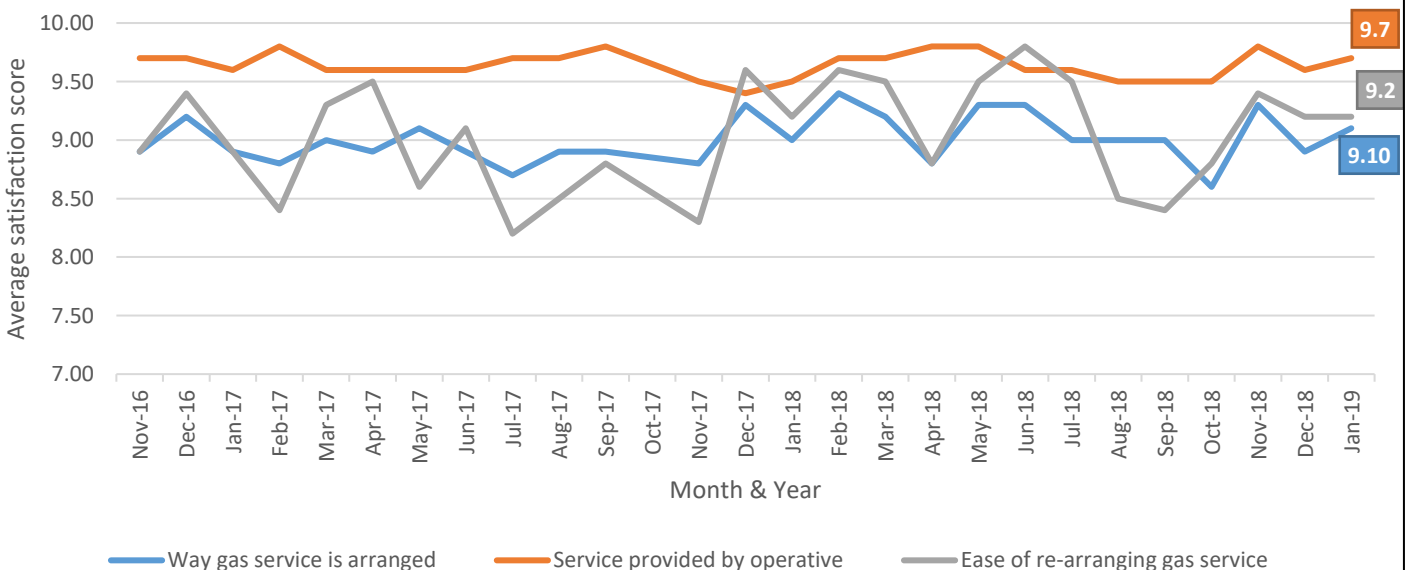
- 'Leavers' refers to Thirteen Care and Support clients who have recently ceased using the service.
- This survey measures further satisfaction indicators such as success in achieving goals. The survey gathers further information such as things liked and disliked about the service, whether their main 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 October 2018 at 9.50/10 and lowest in January 2019 at 8.50/10. For the most recent month (February 2019) satisfaction was 9/10.

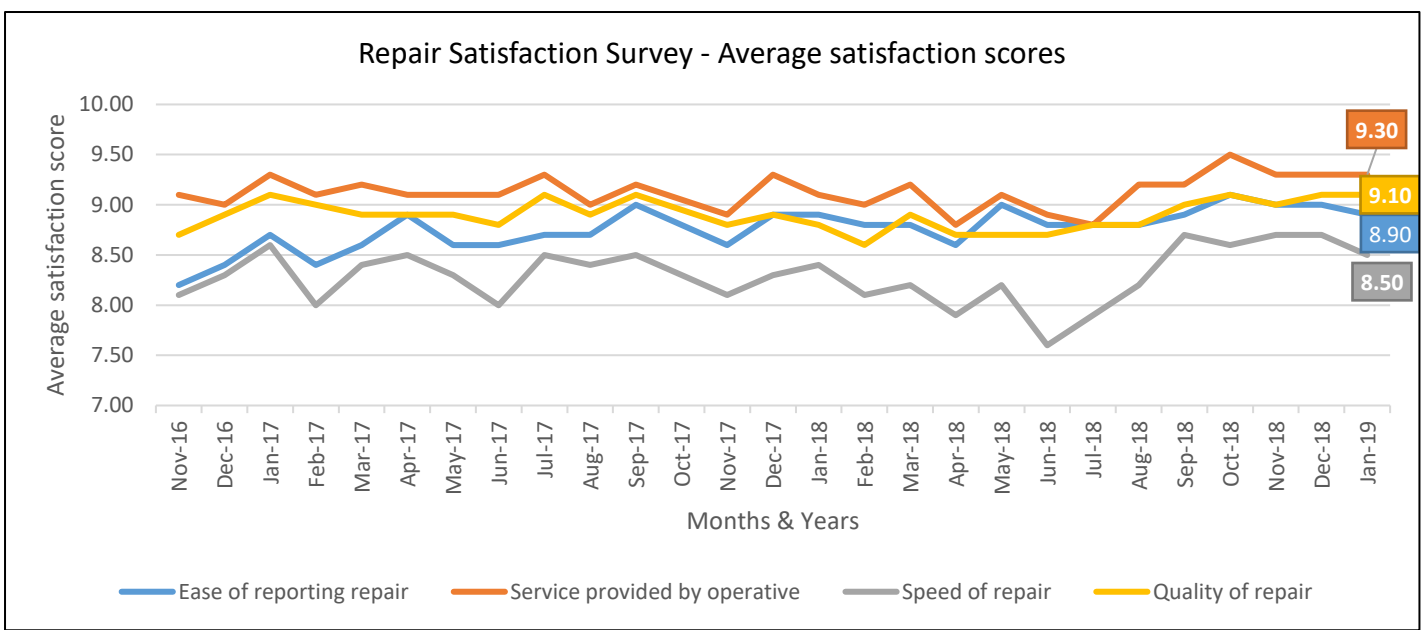
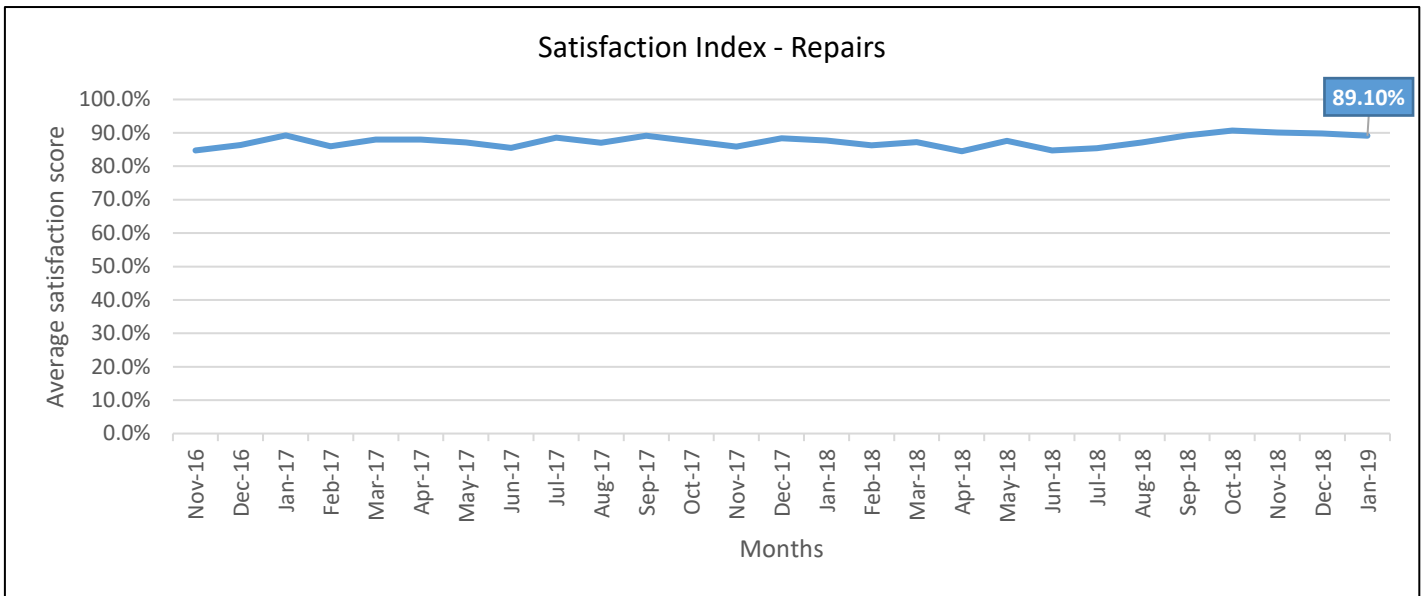
Gas and Repairs:

Satisfaction Index - Gas



Gas Satisfaction Survey - Average satisfaction scores





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.
- Survey results for the gas satisfaction survey shows that average satisfaction scores are highest for the indicator 'service provided by operative', this was 9.7/10 in January 2019. The lowest average satisfaction score was for the indicator 'Way gas service was arranged' – this was 9/10/10 in January 2019.
- Survey results for the repairs satisfaction survey show that the average satisfaction score was also highest for the indicator 'service provided by the operative' which was 9.3/10 in January 2019. The lowest average satisfaction score was for 'speed of repair' at 8.50/10 in January 2019.
- The Satisfaction Index measures satisfaction against the importance a person has placed on that service.