

The Crealy Event Sunday 7th December 2008 Results from the consultation



The hoped for aim of the event at Crealy was to encourage resident households, particularly those with children who may not be able to attend week day meetings, to join us for a morning of discussion about how we manage our housing services and then enjoy an afternoon with the family at the adventure park.

In the morning we asked residents lots of questions about:

- our customers' services
- repairs and maintenance
- how we deal with anti-social behaviour
- how we involve and communicate with residents
- and what aspects of this work are most important.

To try and make all this questioning more enjoyable we invited residents to visit exhibition stands, use electronic handsets, spend token money, stick brightly coloured dots on exhibition boards, complete an evaluation form and share feedback with staff on the coach journey home. We will be asking similar questions to more residents in the new year but thought everyone would be interested to see some of the residents' feedback from all hard work at the Crealy Event.

What we have learnt

The results from the morning's consultation were very interesting. It was very clear that the **quality of individual's homes** and what we are doing to **improve estates** are very important, as is the **quality and speed of our repairs and maintenance service**. Residents' said that they would like us to keep them informed on our progress in these areas, what we are spending our money on and how successful we are in dealing with anti-social behaviour. Residents' think we should be spending more on improving the energy and water efficiency of homes and providing A rated kitchen

appliances like fridges and washing machines. We learnt that residents' think housing staff are helpful and polite when they phone and good at finding the right person but that we don't always answer the phone quick enough.

Providing the out of hours anti-social behaviour telephone line was by far the most popular choice in the money box consultation and having an affordable rent came top of the quality of life consultation with 'getting on with your neighbours' coming in second. We asked if we were achieving our aim of 'better homes, better places, better lives' and we scored 3.33 out of 5. Well done to everyone who took the time to attend and share their ideas and views with us. This day of consultation has provided Devon & Cornwall Housing with a clear set of service improvement targets and some reassurance that we are on the right track.

The results in more detail

Information about the resident households who attended

120 residents attended, 67% female and 33% male.

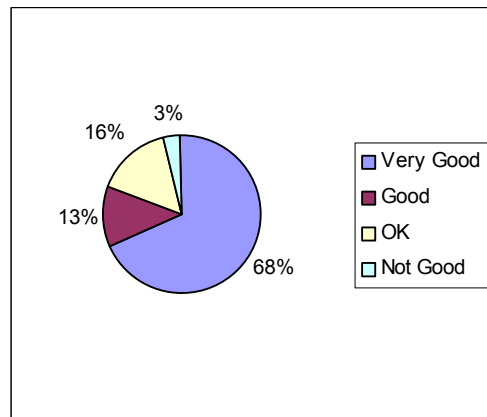
47% came from South Devon, 32% from North Devon and 21% from Plymouth.

For 40 of the residents taking part in the handset consultation this was the first time they had been involved in an activity organised by Devon & Cornwall Housing and 18 said they would like to get involved in the future.

From the evaluation forms

What did people think about this event?

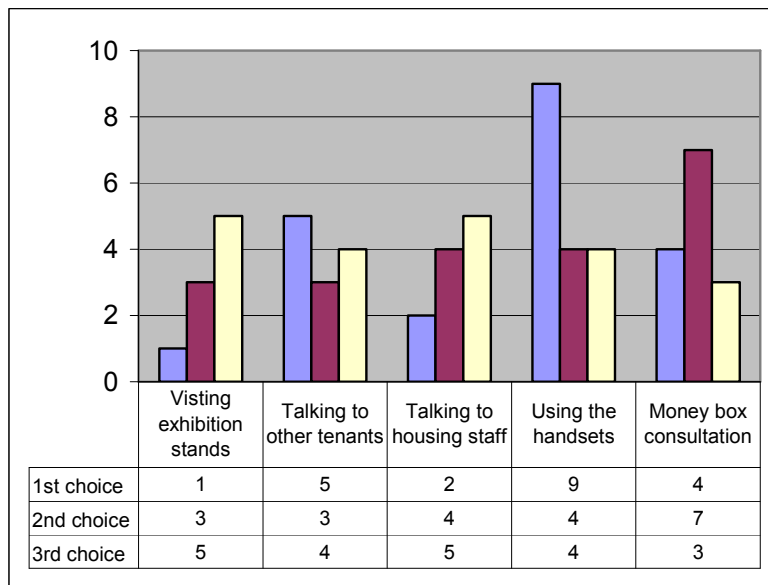
The majority (81%) thought it was very good or good with 16% saying it was OK and 3% saying it was not good.



What did you find most interesting about the event?

We asked on the evaluation form to choose which part of the morning everyone found the most interesting. The activity that scored the most 1st

choices was the handset consultation, followed by talking to other tenants. The most popular second choice was the moneybox consultation and visiting exhibition stands and talking to housing staff tied as third most interesting.



45% said they read the Open Door magazine but did not use the web site

4% said they used the web site but did not read 'Open Door'.

Results from the handset consultation session

If you could choose where DCHA spends some of its money which of these would you choose?

A. Improving the energy efficiency of residents' homes to help with fuel bills
(1st choice)

B. Providing kitchen appliances (fridges, cookers, washing machines) in homes. **(2nd choice)**

C. Building new homes to help other people get a home **(joint 3rd choice)**

D. Decorating rooms in residents' homes, one room per year **(joint 3rd choice)**

E. More staff to help with services for residents **(tied 4th choice)**

F. Longer opening hours for offices and telephones **(5th choice)**

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If you call us what are we best at?

- A How polite and helpful the staff are **(1st most popular choice)**
- B Getting hold of the right person **(2nd most popular choice)**
- C Dealing with your problem well **(3rd most popular choice)**
- D How quickly we answer your call **(4th most popular choice)**

What is most important to you?

- A The quality of your home **(1st most important)**
- B A reliable repair service **(2nd most important)**
- C Dealing with reports of anti-social behaviour **(3rd most important)**
- D Helping people pay their rent **(4th most important)**

We like to tell you how well we are doing, what would you like more information about?

- A What we are spending money on **(1st choice)**
- B How well we deal with anti-social behaviour **(2nd choice)**
- C How well we carry out responsive repairs **(3rd choice)**
- D How satisfied residents are with all our services **(4th choice)**
- E What people complain to us about **(5th choice)**

What is most important to you?

- A Keeping you informed about what DCHA is doing **(1st most important)**
- B A helpful and friendly telephone service **(2nd most important)**
- C Housing staff out and about on your estates **(3rd most important)**
- D Having chances to get involved in DCHA **(4th most important)**

If you report a repair, what are we best at?

- A How we answer your call **(1st choice)**
- B How quickly the repair is carried out **(2nd choice)**
- C Making an appointment **(3rd choice)**
- D The quality of the repair **(4th choice)**

We like to tell you how well we are doing, what would you like more information about?

- A Our progress with planned maintenance to your homes **(1st choice)**
- B What work we are carrying out on the appearance of estates **(2nd choice)**
- C How well we meet our service standards **(3rd choice)**
- D Our progress with building new homes **(4th choice)**
- E How well we are collecting rent. **(5th choice)**

If you call us what is the most important thing we should get right?

- A Dealing with your problem well (1st most popular choice)
- B Getting hold of the right person first time (2nd most popular choice)
- C Answering your call quickly (3rd most popular choice)
- D Being polite and helpful (4th most popular choice)

Money Box consultation



Each household were given 12 tokens representing £12 to spend on a list of services with a total value of £25. If residents were really supportive of a service they could pay for it more than once and if they didn't have enough to pay for the whole service they could still contribute their left over tokens. The cost associated with each service is how much it would cost per DCHA household in Devon to provide that service.

Box themes:

1. Cost of an energy/water advisor to visit new tenants to give face-to-face advice, organise energy/water road shows and events on estates and offer advice over the phone, email and via leaflets and the web site.
(£7) 16 votes
2. Cost of providing current cost meters (measures electricity consumption in the home) to 800 tenant households.
(£3) 16 votes
3. Cost of offering telephone and face-to-face budgeting and benefit advice working with residents in rent arrears or struggling to balance their household budget.
(£10) 13 votes
4. Cost of providing 24 hours anti-social behaviour telephone help line.
(£1) 97 votes

5. Cost of providing a free phone telephone number for all DCHA housing enquiries.

(£2) 58 votes

6. Cost of providing a welcome pack for new tenants (toilets rolls, washing up liquid, bin bags, small pack of tea, tea cloth, note pad and pen) moving into DCHA homes.

(£2) 20 votes

45 households took part in this activity and the results show there was clearly a great deal of support for the out of hours anti-social behaviour telephone help line. We were told that one person spent their entire £12 on this service. Some of the items cost more to deliver (employing a dedicated member of staff to offer face to face advice is expensive) but still received a sizable number of votes, as you have to consider that to achieve 13 votes for a service that cost £10 equals households putting in 130 tokens in total.

Quality of Life of exhibition boards

To find out what makes residents' homes and communities good places to live we listed a series of nine statements covering the quality of your home, housing services and access to local facilities (schools, transport etc) on one of the exhibition stands and asked you to select your 1st, 2nd, 3rd and 4th choices.

The results were:

Having an affordable rent (**1st choice**)

Getting on with my neighbours (**2nd choice**)

Good repairs and maintenance service **and**

Living in an energy and water efficient home (**joint 3rd choice**)

Access to friendly and professional staff (**4th choice**)

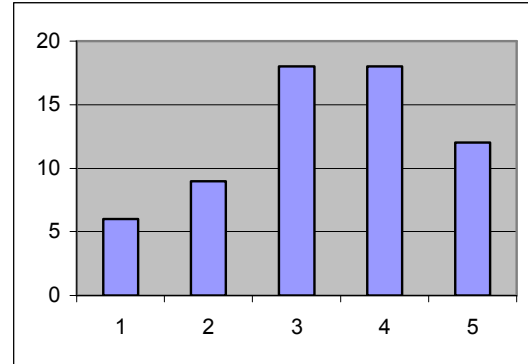
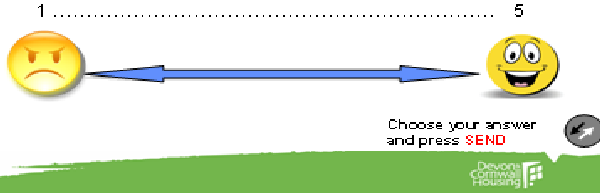
Evaluation forms and feedback from the coach journey home

The evaluation forms included a section for residents to make comments about the event and our housing services including ideas of how they could be improved. The results from this and the feedback from talking with staff on the coach on the way home cover a wide range of topics from individual's issues with homes, anti-social behaviour, annual gas checks, to suggestions of investing in renewable energy technology, improving the way we communicate and helping residents' convert their lofts to create extra space. There were many positive comments about consulting using the electronic handsets, the housing staff and lots of feedback asking for more opportunities to come together at similar events though maybe at a warmer time of year!

Finally, how did we score?

Rate how well you think we meet our vision?

***Better homes, better places,
better lives***



Average score 3.33 out of 5

Thank you to everyone who shared their good ideas and thoughts with DCHA and all the housing staff and residents who helped make the day a success, let's see if we can score more than 3.3 (66%) in 2009.

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