

Lead Officer	Marion James /Lorraine Black					
Subject of consultation	Performance Measurement Reporting					
Date Started	14th Oct 2008					
Date Completed						
Who was consulted						
Methods Used	Postal Questionnaire					
Number of Participants						
Total Number of Responses						
Sections/Questions	Responses		Suggestions / Comments / Questions	Accept/Reject/ Neither (If neither, please give reason)	Reason (e.g. already covered by existing policy/procedures or request for information)	Action with timescale
	Yes	No				
Section 1. Performance Information: There are lots of different Performance Indicators. Please look at the list below and tick to tell us which ones you would like us to communicate to you. The most popular indicators will go into our newsletter.						
1. % Of residents satisfied with the landlords service	11	2		Accept		Nov-08
2. % Of customers satisfied with the outcome of their complaint	10	4		Reject	Decided to go with one complaint PI only so as not to provide too much info in the magazine which is off-putting	
3. % Of complaints dealt with to the satisfaction of the complainant	11	3		Accept		Nov-08
4. % Of ASB cases subject to enforcement action	7	4		Reject	Low demand	
5. % ASB cases dealt with to the satisfaction of the complainant	9	3		Accept		Nov-08
6. Housing management operating costs per home per annum	9	6	To go in annual report only	Accept		Nov-08

7. Maintenance operating costs per home per annum	12	3	To go in annual report only	Accept		Nov-08
8. % Of annual net rental income for social housing rental dwellings that was collected	8	5		Accept		Nov-08
9. % Of residents who are involved in consultation exercises	10	3	To go in quarterly newsletter only	Accept		Jan-09
10. Average days to re-let a (managed) social housing rental dwelling	7	5		Accept		Nov-08
11. % of dwellings vacant	7	4	Included as a Housing Corp PI	Accept		Nov-08
12. % Of repairs completed at first visit	10	4	To go in quarterly newsletter only	Accept		Jan-09
13. % Of emergency repairs completed on target	11	2		Accept		Nov-08
14. % Of urgent repairs completed on target	12	2		Accept		Nov-08
15. % Of routine repairs completed on target	11	3		Accept		Nov-08
16. Average responsive repair costs/property	8	4	To go in annual report only	Accept	Annual PI	Nov-08
17. % Of dwellings failing to meet the Decent Homes Standard	9	5	To go in annual report only		Annual PI	Nov-08
18. % Of gas certificates obtained within 12 months of the previous one for that property	3	8		Reject	Low demand	
Please look at all of the 4 newsletter examples we've enclosed in your consultation and answer the following questions.						
19. Which of the 4 was the clearest and easiest to understand?						
(a) 'Hi' (Rydale housing and Yorkshire Metropolitan Housing areas)	8			Accept		Using elements of a, and b, in future

(b) 'How are we performing?' (Hermitage housing)	5		Accept		Using elements of a, and b, in future
(c) 'Batley Housing Office'	1		Reject	Low demand	
(d) 'Service Standards' (Adactus Housing Group)	2		Reject	Low demand	
20. Overall, which of the 4 did you think was the best and why?					
	Adactus was the best to get information but 'Hi' was really colourful and much more of a news letter, but it was let down not being clear about info. A combination of the two would be best, but the layout needs to be well organised to make it work.		Accept		
	Rydale Housing explained where the rent money was spent.		Accept		
	Batley Housing Office easy to understand using 'smiley faces'.		Accept		
	(d) I have mixed feelings obviously Adactus appears the best because it is more detailed, but this could equally be a negative - for some readers it may be too much 'in depth'. Balanced against this the YHA document is easy to read and assimilate at a glance - it is also obviously cheaper to produce - a VFM issue? In the final analysis it is important to consider recipients and cost. I prefer the appearance and depth of information from Adactus (though the cynic wonders how much info is selective) With VFM in mind I prefer that of YHA and would have been satisfied with that.		Accept		
	(b) Because it is a question therefore you can give an honest opinion.		Neither		
	How are we performing is clear and to the point. Anybody can understand that question.		Reject		

	Hermitage housing easy to understand at a glance.	Accept			
	(a) Layout was attractive and easy to read and understand.	Accept			
	HI' it is brightly coloured and easy to understand and looks important.	Accept			
	HI' the colour, photos, layout of information was appealing and inviting it caught my curiosity. I wanted to read it.	Accept			
	I liked HI best as it was easy on the eye looked interesting. Made you want to look further and read it. Info in small tables easier to interpret.	Accept			
	The Adactus booklet was neatly laid out and easy to understand and has a prepaid answer leaflet to enquire about anything that people do not understand.	Accept			
	HI' visually better photos, colour etc, gave impression that RH & YMH dedicate themselves on customer care. Very informative.	Accept			
	HI' newsletter most engaging with colour etc. photos help with the written information.	Accept			
	Service Standards Adactus - All HA's have handout points. Sometimes too many figures put an average tenant off reading the reports.	Accept			
<p>Section 2 - Tenant Satisfaction Survey: Our 'Tenant Satisfaction Survey' goes out annually to one third of our residents. Lots of information about what residents think of Adactus Housing Group comes in. Please tell us how you would like us to communicate the results of the Tenant Satisfaction survey.</p> <p>21. Please tick one of the following</p>					
a. Summary of the key results.	7	Accept			Nov-09
b. Highlights and areas for improvements.	10	Accept			Nov-09

c. Other (please give more information)	1		Reject		
		One sentence "%of tenants were satisfied with in overall. To go honestly beyond this would involve too much information. Put them together as one unit and achieve 100% (a) looks good , (b) looks bad.			
Section Three – Customer Service Standards: The following is a list of our Service Standards. Please have a look and let us know how you'd like us to communicate our standards in our news letters and on our posters.					
22. Please tick one of the following					
a. Summary of the key results.	4		Reject		
b. Highlights and areas for improvements.	11		Accept		Jan-09
c. Other (please give us more information)	2		Reject		
		(b) would be more open percentages do not always give relevant information.	Neither		
		Keep results of all, plus what you have done about them, at reception in every area office and HQ. That way only those really interested will ask for them.	Neither		
		(d) I would like a summary of information on all the service standards.	Accept	This already exists in a booklet	
We aim to provide a high quality service in all aspects of our work. Please tell us how you would like us to communication the complaints that come to us from you and how we have managed them. 23. Please tick one of the following:					
a. Facts and Figures	2		Reject		

b. Summary of the main areas of complaints	8		Accept		Nov-08
c. A story about a complaint and what service improvements it led to	8		Accept	We will use a combination of these 2	
d. Other (please give details)					
<p>Section Five - General Information We want to communicate our performance information and service standards in variety of formats. One method is information on a poster in local area offices or schemes.</p>					
24. What information would you like to see on the poster? Please tick					
a. Performance information	3				
b. Service standard information	3				
c. A mixture of different types of information	11		Reject	Not enough space on a poster / would get confusing	
25. How should the information be presented? Tick all that apply.					
a. Summary of the results for a few service areas	5				
b. Highlights and areas for improvements.	8			Accept	Jan-09
c. Action we have taken to improve performance.	9			Accept	Jan-09
26. What do you want the information in your local office to be about? (please tick one)					
a. Your local offices' performance	15			Accept	Jan-09
b. The whole associations' performance	3				
		BOTH			

We want you to tell us how often you would like us to communicate information about our performance. Please tell us below what your preferences are.					
27. How often would you like to be given performance information via newsletter? (tick one)					
Quarterly	10		Accept		Jan-09
6 monthly	8		Reject	Low demand	
28. How often would you like to see performance information in your area office or scheme? (tick one)					
Monthly	5		Reject	Low demand	
Quarterly	12		Accept		Jan-09
29. Finally, can you think of a snazzy title for our Performance Information publication?					
	"Adactus Action news"				
	"PERFORM"				
	"What the Critics think of the Performance" and then a picture of a stage				
	HIP P.I.P. HOORAY				
	YOU TOLD US WE NEEDED TO IMPROVE - WE HAVE DONE!				
	THE ADACTUS INFORMER (for AHA, BEECH & CCH)				
	AIMS FOR ADACTUS				
	PIP MAY BE A SEED, BUT WAIT TILL ITS FULLY GROWN				
	ADACTUS SCHOOL REPORT				
	HOW WE DOING				
	ADACTUS P.I. or ACHIEVEMENTS or INFO.				
	NEED TO READ'				
	ALWAYS LOOK ON THE BRIGHT SIDE OF LIFE				

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