

VOICE NEWSLETTER

ANNUAL FEEDBACK FORM RESULTS

MAY 2009

An extra big thank you to all of you who returned the Voice Feedback Form. We received a total of 77 completed surveys.

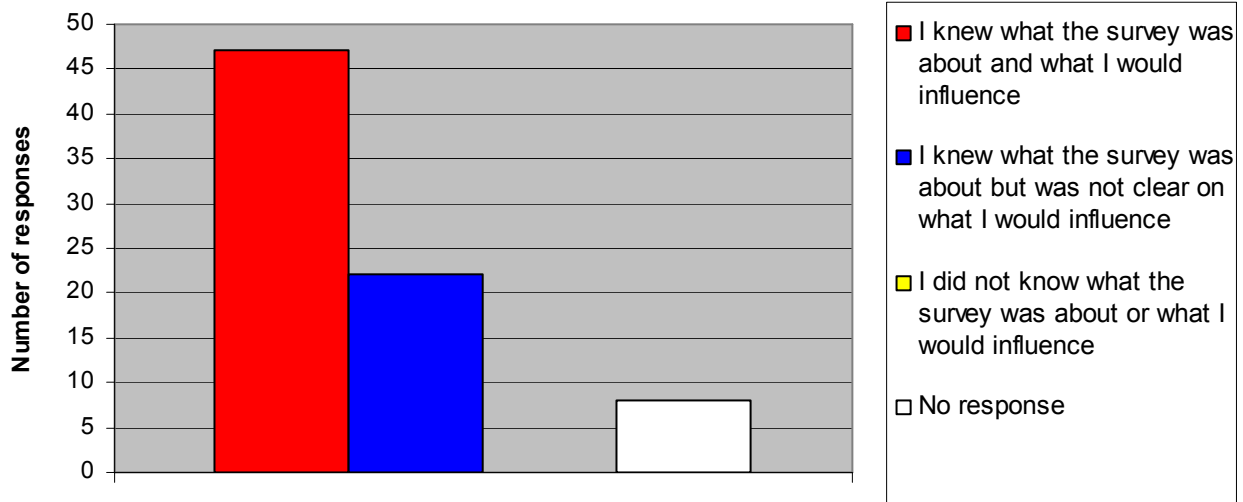


You Told Us:

When residents were asked how clearly the purpose of each of the 3 surveys completed over the last year were explained to them, **47 residents (61%)** said they knew what the surveys were about and what they would influence.

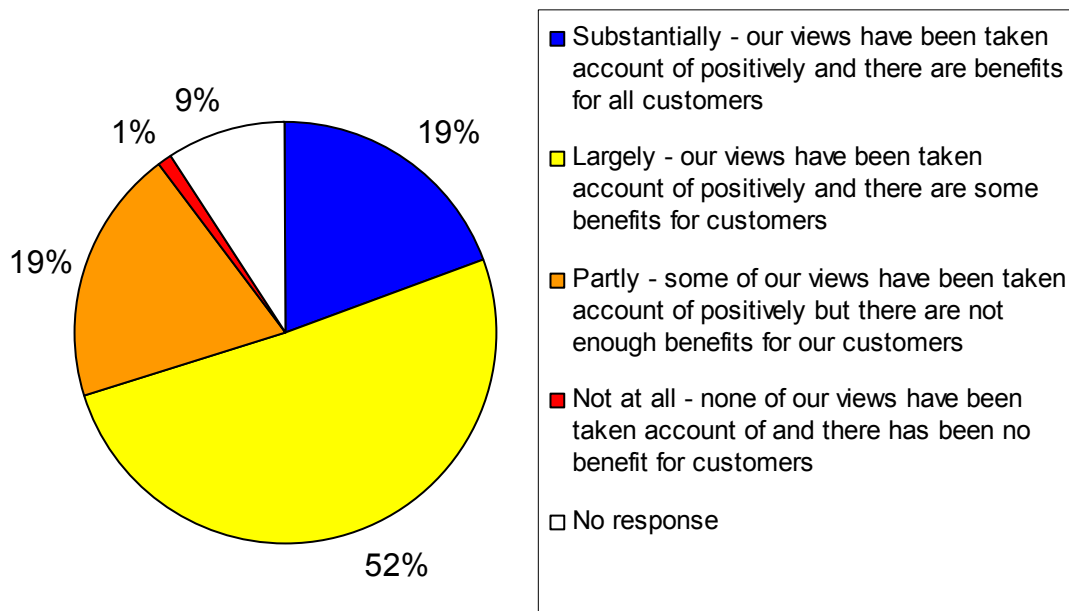
However, **22 residents (29%)** said they knew what the surveys were about but were not clear on what they would influence through completing the surveys.

How clearly was the purpose of each survey explained to you?



64 residents (83%) felt they are given enough time to complete and return surveys.

To what extent do you think your involvement has influenced the service we provide?

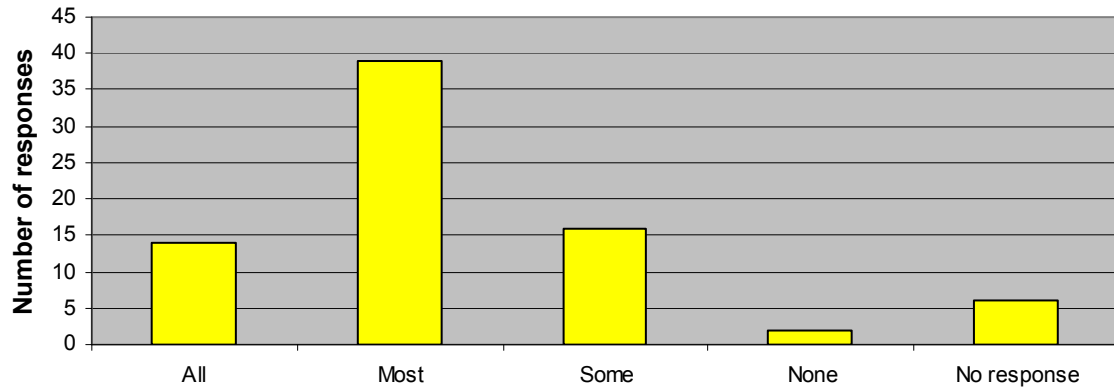


71 residents (92%) said they felt the surveys were clear, easy to read and jargon free.

70 residents (91%) said they felt the feedback received in our newsletters was clear and easy to understand.

You Told Us Continued....

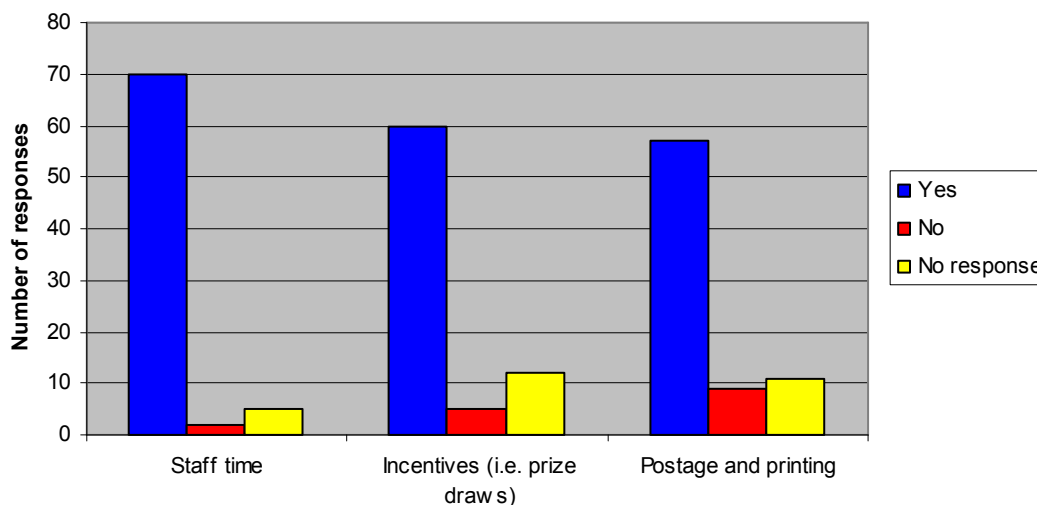
Do you think the results of the surveys completed by Voice, have benefitted all of our customers or just a small number of people or groups?



67 residents (87%) told us they enjoy being a member of Voice.

70 residents (91%) think Voice is an effective way of involving our customers in the review of our services and **2 residents (3%)** do not think it is an effective method.

Do you think this way of consulting our customers provides good value for money for each of the following?



Some of the comments residents made when asked if there is anything they feel we can do to improve Voice are listed below:

- "I know that not everyone has a computer, but I would be happy to complete a survey online which would help keep down the postage and printing costs."
- "Could offer this involvement online - this will cut down on postage and printing. Yes, it should be open to all - offer the choice online or postal."
- "Only send surveys to those who actually want to or who do take part. This will keep printing and postage costs down."
- "If I understand it, the number of returned surveys was less than a third? Maybe it's because they are too long and too many choices of answers? Straight forward, to the point questions with A, B or C answers would be better. People don't always understand "mission", "diversity", etc!"

What we will do with the results:

A number of residents highlighted they were not clear on what they would influence through completing the surveys. We send out cover letters to accompany all surveys which provide further information on content and what you can influence. We aim to provide clear and jargon free information for all Voice surveys, cover letters and newsletters; however, if you are unclear about any of the information we provide we will be happy to hear from you.

The majority of residents feel the time they are given to complete and return surveys is adequate, so we will continue to provide members with a 2 week timeframe for completion.

We can see from the feedback that the majority of residents feel their involvement has only largely or partly influenced the services we provide.

The Residents' Magazine survey highlighted residents were generally happy with the current Talking Tenants and no major changes to the magazine were required. However, it was evident that residents would like to see more of certain articles and as a result the magazine now includes articles on lifestyle/ health advice and tips, local community information, recipes and 'Letters to the Editor'.

Our Service Standards are still under review and to ensure residents and First Wessex are able to measure our performance against them there will be further resident consultation to complete this work, and your feedback will be taken into account when they are drafted later in the year.

Since Voice members completed the Anti-Social Behaviour (ASB) survey in October 2008, a number of youth activities have been established to encourage young people to associate in a safe and secure environment, and the new ASB IT system, which will assist Neighbourhood Managers in monitoring and updating their cases in an easier and more timely fashion, is currently being tested and developed, and will be in place in Autumn 2009.

A number of Voice members also told us that when we send newsletters out for surveys a number of the actions are still in the planning stage. Therefore, we will provide updates from previous surveys in each newsletter to ensure members are kept as up to date as possible with the outcomes from surveys.

The majority of Voice members feel this way of consulting our customers provides good Value for Money; however, we are always looking for ways in which we can continue to make improvements.

Some residents suggested we email residents and provide surveys online to provide savings on postage and printing costs. Following this, we recently emailed all those Voice members who have provided us with email addresses on their personal information, asking them if they would prefer to participate via email. 25 members responded and completed the last Voice survey on the Short Notice Inspection Action Plan via this method. We will also be asking all other members to confirm how they would like to participate.

A number of residents also made comments regarding the incentives we offer Voice members for completing surveys. The comments were mixed; some suggested we increase the incentive, some suggested we abandon the incentive altogether and some would like the incentive split into more prizes, e.g. 2 lots of £25 instead of 1 lot of £50 per subsidiary. Therefore, we feel it is appropriate to consult with Voice members on this further.