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# **Resident Involvement KPI Survey Report**

**19 July 2021**

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## Report Purpose

We are looking to introduce a Key Performance Indicator (KPIs) that measures resident satisfaction in involvement opportunities.

This report sets out the findings of the review undertaken with residents through a survey.

## Report Summary

Please refer to the report summary below in conjunction with the recommendation plan:

A KPI has been developed to record satisfaction of involved satisfaction. We have asked our Resident Reading Panel to complete the satisfaction survey and tell us if they felt that questions asked were the right ones.

1.1. Residents felt that the questions were clear about:

- Asking for their feedback about their resident involvement experience
- Giving them an opportunity to tell SHG if they felt there was value in being involved
- Accurately reflecting resident satisfaction with the involvement opportunity

1.2. Other discussions:

- Too few questions for a blanket decision that residents are happy
- Questions need to be more specific
- Under 'listening to your views' we get asked to rate SHG. This should say Involvement Group/Team.

1.3. Going forward, overall, the questions were clear, but a few suggested changes were made.

## Recommendations

**Teams:** Please refer to the recommendation plan below in conjunction with the notes above. The themes entered may change based on the findings of the project team and service appointed to respond. A glossary for each column can be found at the end of this report

**Residents:** Please can you review the feedback to the recommendations made and then complete a project satisfaction survey. You can access the survey [here](#).

| Directorate: Customer Service   |                            |  |        |                              |   |           |
|---|----------------------------|--|--------|------------------------------|---|-----------|
| Resident Recommendation   | Link to RI Strategy        | Link to Corporate Plan                       | Theme  | Lead/Team<br>(Indicate Team) | Actions/Feedback  | Timescale |
| Consider changing the question in Listening to your views to 'how satisfied are you that the Involvement Team listens to your views?' | <b>Voice and Influence</b> | <b>Listen</b> to our residents and customers | System | Strategy and Policy          | Clarity has been given about the survey being for the wider group not just Resident Involvement |           |
| Consider adding further questions i.e. "Do you feel you had enough time; before, after and during the involvement?"                   | <b>Voice and Influence</b> | <b>Listen</b> to our residents and customers | System | Strategy and Policy          | Clarity has been given about the survey being for the wider group not just Resident Involvement |           |

## Appendix: Consultation Themes

The themes were as follows:

- To explore whether the questions would capture resident satisfaction with involvement opportunities.

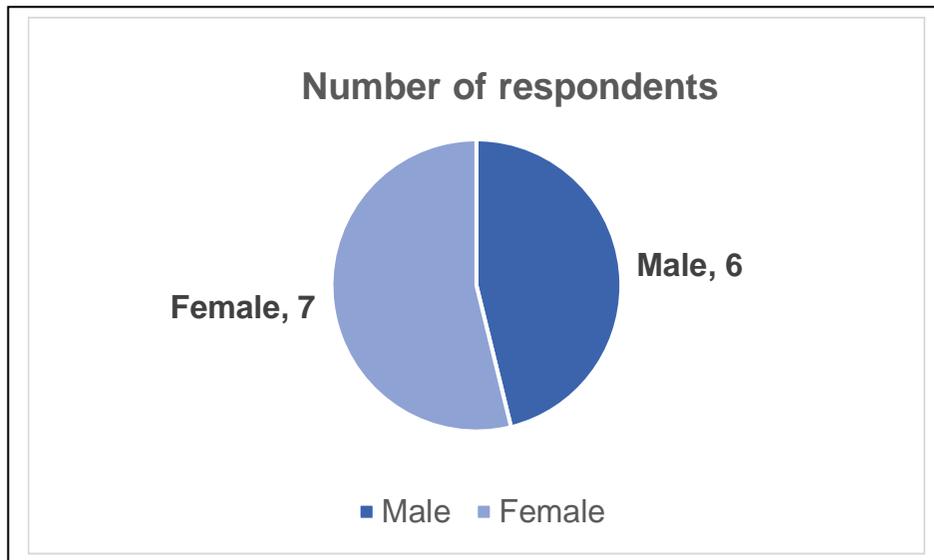
The Customer Involvement team worked with the Strategy and Policy and Customer Service Teams to create a set of questions for residents that will record satisfaction.

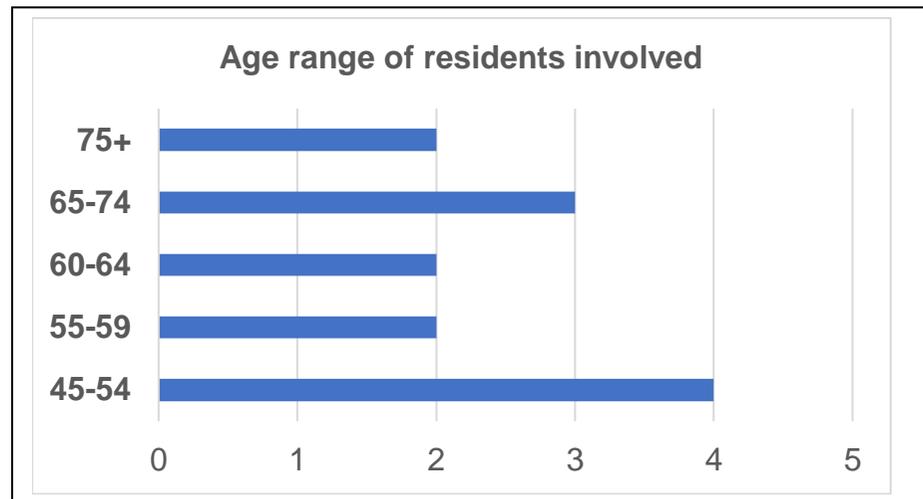
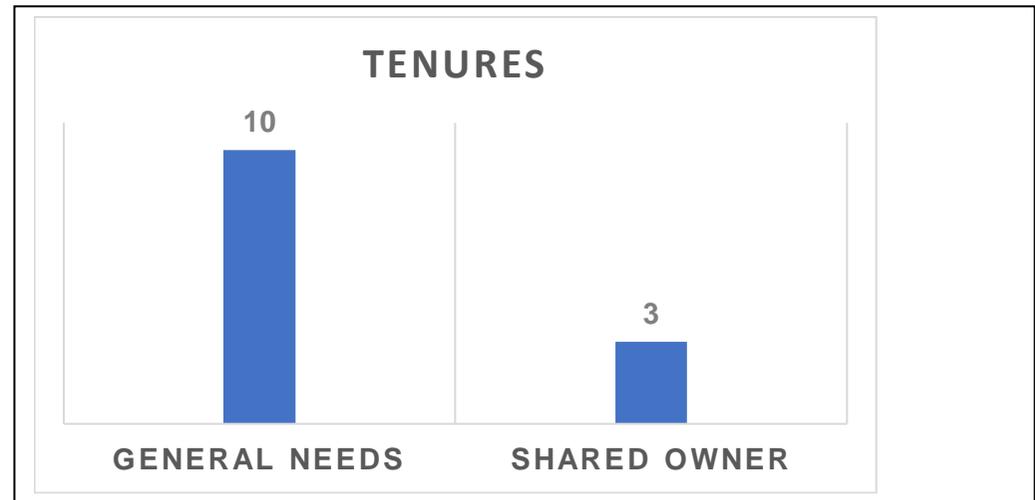
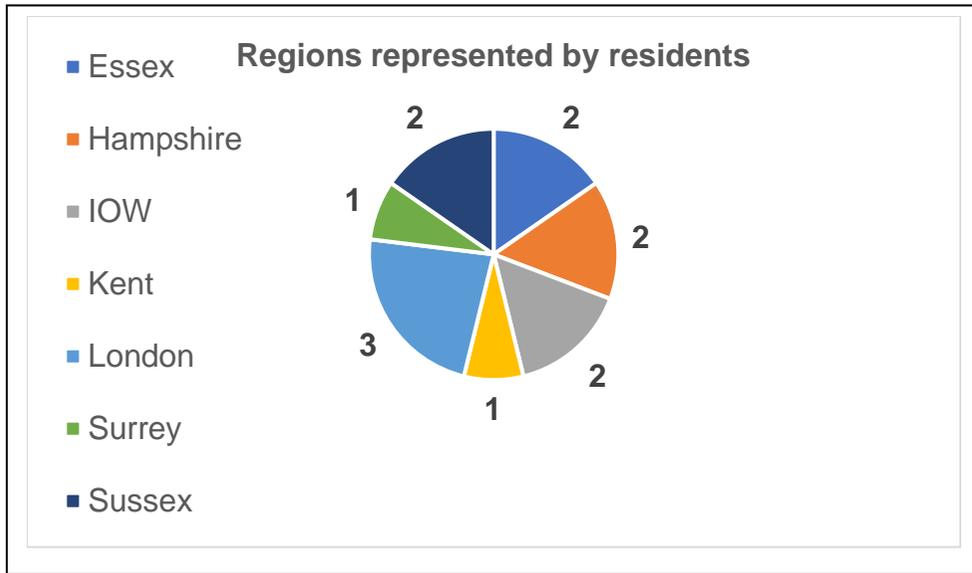
## Appendix: Consultation Methodology

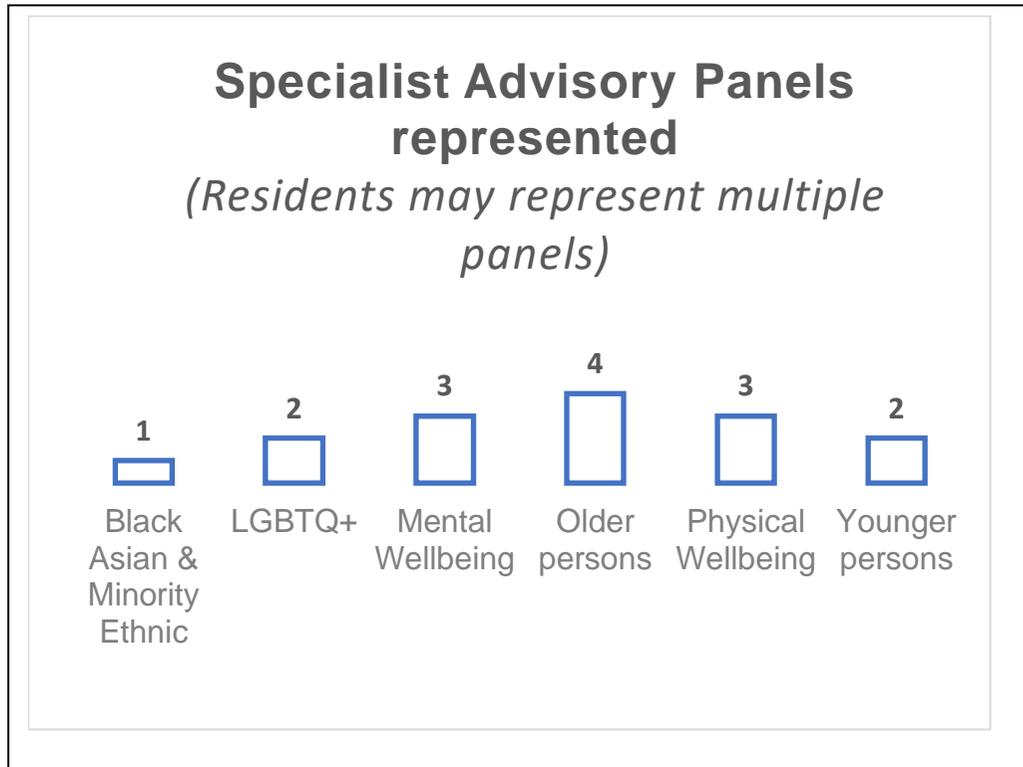
The Customer Involvement Team invited the Reading Panel members to participate in this survey. Residents were emailed a copy of the satisfaction survey along with a link to the response survey.

In line with standard research practice the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

## Appendix: Respondent profile



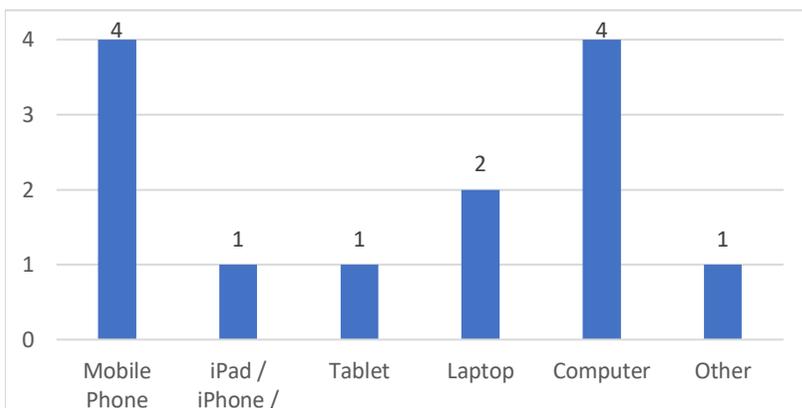




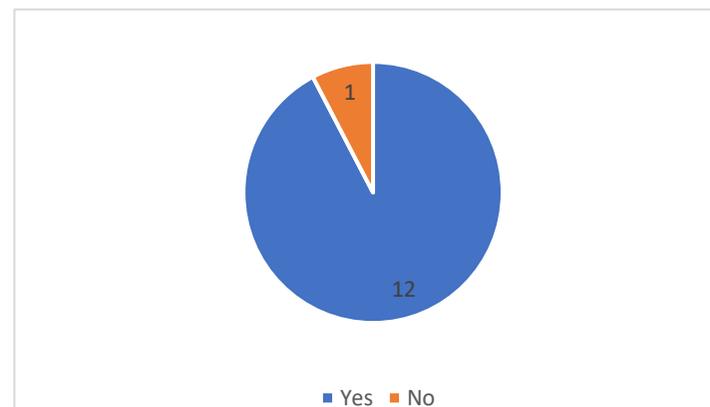
## Appendix: Consultation findings

We asked residents the following questions:

1. Please tell us which device you used to complete the survey.



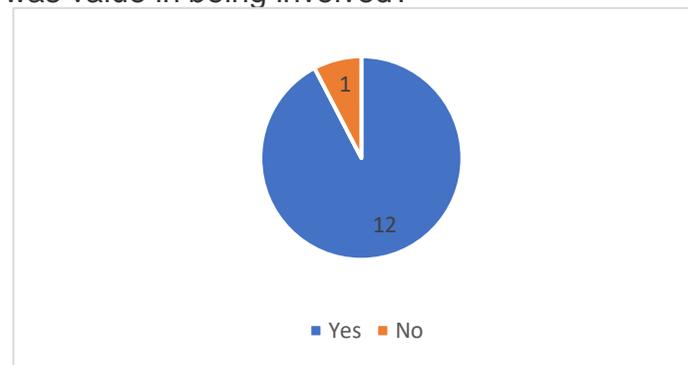
2. Is it clear that the questions are asking for your feedback about your resident involvement experience?



3. If you answered 'no' to question 2, please give more details.

- My last interaction was regarding a door repair and not resident involvement.

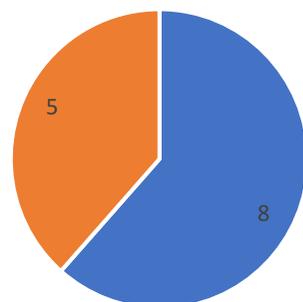
4. Do you feel the questions give you an opportunity to tell us if you felt there was value in being involved?



5. If you answered 'no' to question 4, please give more details.

- My last interaction was regarding a door repair and not resident involvement.

6. Do you feel the questions would accurately reflect resident satisfaction with the involvement opportunity?



■ Yes ■ No

7. If you answered 'no' to question 6, please give more details.

- I feel that there are too few questions to come to that kind of blanket decision that everyone is happy.
- They need to be more specific. There are a whole range of issues which affect residents and they should be broken down so that the respondents feel that their views are meaningful.
- Under 'listening to your views' we get asked to rate SHG. I feel this should say involvement group. I find the involvement group very good at listening
- Not enough local issues so far
- Under 'listening to your views' we get asked to rate SHG. I feel this should say involvement group. I find the involvement group very good at listening and putting our views across but when it goes to SHG i.e. reasonable adjustments -they just take no notice; I personally have seen zero change-and most of the time hear nothing from them. It needs to be clear who we are scaling otherwise you won't get a clear picture.

#### 8. Any other comments?

- I think some more questions could be added in order to come up with a better understanding of resident satisfaction with regards to customer involvement. One that comes to mind is a question about time. "Do you feel you had enough time, before, after and during the involvement". I am sure there are other questions that could be asked in order to get a better understanding of people's feelings.
- Just thank you for using this way to get involved at last, its much appreciated
- Gardening in house and is better but there doesn't seem to be any staff to pick up litter and done by tenants. Employed more staff and seem to get less done.
- I would give 4 for the involvement group nearing 5 as you all listen and put our ideas forward or explain why it can't be done. We need more changes to things residents have struggled with so things can be corrected/changed so things can be improved.

## Glossary

### Resident Involvement Strategy

**Respect** - listen, visibility, ownership

**Communication** - clear, accessible, timely

**Voice and Influence** - making decisions together

**Quality homes** - well maintained, safe, well managed

### Themes

**Training** - individual, department, Group, Contractor

**Process** - the A to B day to day guidance behind a policy

**Policy** - the outline of the Group's commitments

**System** - the systems the Group use to process data, tasks and communications

**Community** - work undertaken by teams to support communities

### Summary of Groups' Corporate Plan

**Increase** our income and decrease costs  
**Deliver** value for money through digital service

**Build** greater trust, transparency and accountability

**Invest** in our homes, strengthen our communities

**Listen** to our residents and customers

**Empower** our people

| Directorate<br>(Area of Group) | Teams responsible for      |                  |                                      |                           |                               |
|--------------------------------|----------------------------|------------------|--------------------------------------|---------------------------|-------------------------------|
| <b>Customer Service</b>        | Triathlon                  | Building Safety  | Customer operations                  | Home and property         | Community investment and care |
| <b>Development and Growth</b>  | Comms and external affairs | New business     | Development and delivery             | Sales and marketing       | Strategy and policy           |
| <b>Commercial</b>              | Estate Services            | SHG Construction | Commercial property and private rent | SMS (Maintenance Service) | Business change               |
| <b>Resources</b>               | Service charge             | Governance       | IT                                   | Financial                 | HR/ L & D                     |