

May 2010

## You said we did

### Supported Housing Survey

We carried out a sample survey of our Supported Housing tenants earlier on this year.

The survey told us:-

Overall satisfaction has decreased slightly from 88% in 2007 to 85% now.

Overall satisfaction with shared facilities has increased from 72% in 2007 to 85% now. Over the last few years, OVH has consulted tenants about the communal areas and has delivered a number of improvements to the facilities. We are pleased that this investment has clearly increased customer satisfaction with communal areas.

Where satisfaction has decreased in a specific part of the service we are going to address the issues over the next few months.

The main areas where satisfaction has decreased are:-

- The speed of response of the emergency service (Careline).
- The helpfulness of staff
- The frequency of contact, particularly using the intercom system.
- Some of our tenants have indicated that they are unclear on how to report complaints.

In response to your feedback we have:-

Met with the Council's Careline Service Manager to discuss your concerns regarding response times

- Shared the findings of the survey with our staff
- Arranged refresher Customer Care training for new staff
- Arranged for new needs and risk assessments to be carried out over the next few months. These assessments will be used to determine how frequency you need to be visited.
- Arranged new posters and information to promote our complaints service and how to contact OVH.