

Name of Survey	Response Rate	All	Non BME	BME	Target
		Overall Satisfaction	Overall Satisfaction of Non BME customers	Overall Satisfaction of BME customers	
Adaptations Service	57.86%	93.65%	93.61%	100.00%	Achieve 90% customer satisfaction during 2007/08
Adaptations Service (fast track)	17.22%	68.97%	68.97%	N/R	Achieve 90% customer satisfaction during 2007/08
Advice and Support	13.48%	95.56%	95.71%	95.00%	Achieve 90% customer satisfaction during 2007/08
ASU 1 month	44.80%	92.55%	N/a	92.55%	Achieve 87% customer satisfaction by 310308
ASU 3 months	46.67%	89.39%	N/a	89.39%	Achieve 87% customer satisfaction by 310308
ASU 6 months	25.86%	94.68%	N/a	94.68%	Achieve 87% customer satisfaction by 310308
ASU Exit Survey	26.47%	95.65%	N/a	95.65%	Achieve 87% customer satisfaction by 310308
Community Care Alarm Service	100.00%	89.29%	89.19%	100.00%	Achieve 90% customer satisfaction during 2007/08
Customer Care survey	18.44%	73.24%	73.24%	N/a	Achieve 90% customer satisfaction during 2007/08
End of Tenancy	12.70%	77.23%	81.05%	16.67%	Achieve 90% customer satisfaction during 2007/08
Gardening Service	48.55%	75.66%	75.76%	66.67%	Set benchmark for satisfaction by 310308
Investment Delivery	100.00%	89.10%	89.10%	N/a	Achieve 89% tenant satisfaction by 310308
New Tenancy Survey	16.37%	82.58%	82.15%	87.88%	Achieve 90% customer satisfaction during 2007/08
NFS Child Safety Equipment	13.02%	97.84%	97.22%	100.00%	Achieve 95% customer satisfaction by 310308
NFS New Customer Survey	12.21%	92.44%	92.07%	100.00%	Achieve 95% customer satisfaction by 310307
NFS Review Survey	22.54%	93.29%	95.79%	63.64%	Achieve 95% customer satisfaction by 310309
Relocation and Resettlement	22.45%	84.62%	84.31%	100.00%	Achieve 90% customer satisfaction during 2007/08
Rent Recovery Team	2.90%	58.33%	70.00%	0.00%	Achieve 55% customer satisfaction during 2007/08
Right to Buy Customer Satisfaction	10.89%	74.42%	72.73%	80.00%	Increase customer satisfaction to 90% by 310308
Right to Buy Information Pack Eval Form	Unknown	91.89%	93.94%	75.00%	Achieve 90% customer satisfaction during 2007/08
Tenancy Enforcement ASB Ongoing	52.00%	54.05%	54.05%	N/R	Achieve 55% customer satisfaction during 2007/08
Tenant Involvement	24.94%	70.05%	70.05%	N/a	Achieve 90% customer satisfaction during 2007/08
Your Choice Homes New Customer	Unknown	73.32%	74.36%	65.71%	Improve satisfaction by 5% from 76%
Your Choice Homes Re-Registration	62.20%	46.09%	46.09%	N/a	Improve satisfaction by 5% from 76%
Your Choice Homes Verification Process	14.17%	83.67%	86.49%	75.00%	Improve satisfaction by 5% from 76%
Total / Average	32.20%	81.50%	80.28%	78.83%	
STATUS Survey	29.36%	78.10%	78.03%	80.00%	Achieve 77% satisfaction with overall housing service by 310308

N/R = No responses from BME

N/a = Ethnicity not asked in survey

The following surveys are also undertaken or planned but not included in the above table as responses have not yet been data entered or the survey has not been sent out yet:

- Stepping Stones Initial assessment
- Stepping Stones End of Service
- Stepping Stones Annual Service
- Tenancy Enforcement ASB Annual
- Sheltered Housing Service
- Inline - Assessment Satisfaction
- Inline - End of Service Satisfaction