



# Customer Survey – Extra Care Housing

January 2022





# About the Survey

Between October 2021 and January 2022 many of you took part in an important survey.

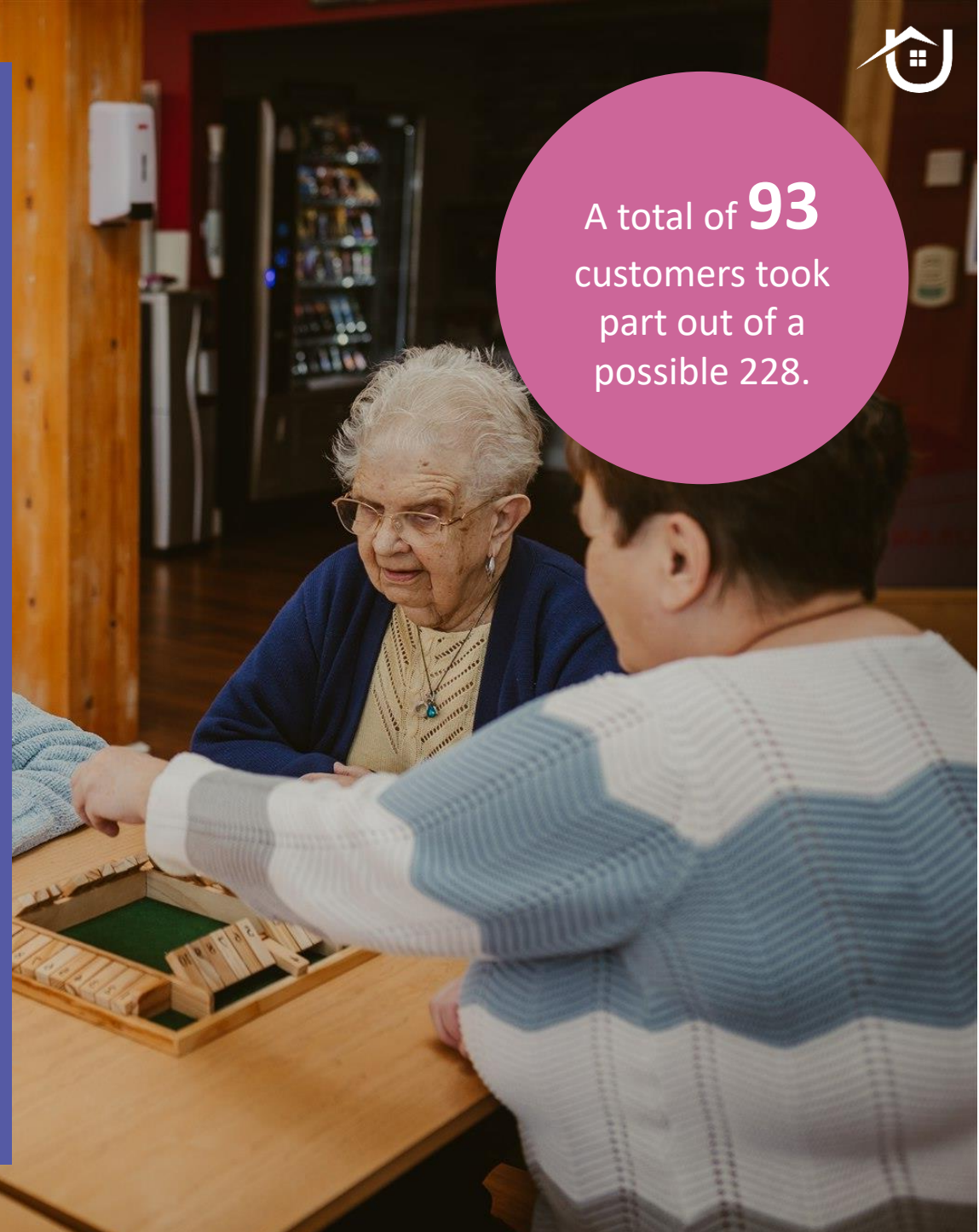
The survey focused on how happy you are with the way Brunelcare delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

Customers were split into 6 groups (Sheltered, Retirement Village, Care Homes, Help When You Need It – Community Support, Community Care and Extra Care) and each group was sent a questionnaire tailored to them.

The survey was carried out by sending a paper questionnaire to all customers.

This report contains key results from the survey in respect of customers' opinions about their homes and the services received.

A total of **93** customers took part out of a possible 228.





# Housing Services



Some **92%** of customers are satisfied with the quality of their home, with marginally more feeling that their home is safe and secure (**94%**).



Almost all customers are satisfied with the overall appearance of their scheme (**95%**) and considerably fewer are satisfied that Brunelcare makes a positive contribution to their neighborhood (**76%**).



A further **90%** of customers are satisfied with the value for money that their rent represented but slightly less are satisfied with the value for money of their service charge (**85%**).

Customers want improvements to the cleaning and maintenance of communal areas.

Customers also want improvements in the value for money of the services.

Communal Areas Clean & Safe



Grounds Maintenance



Cleaning & Grounds Maintenance Value for Money



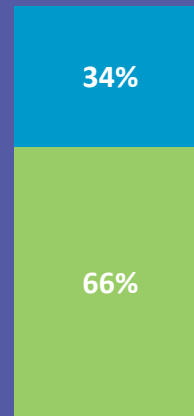
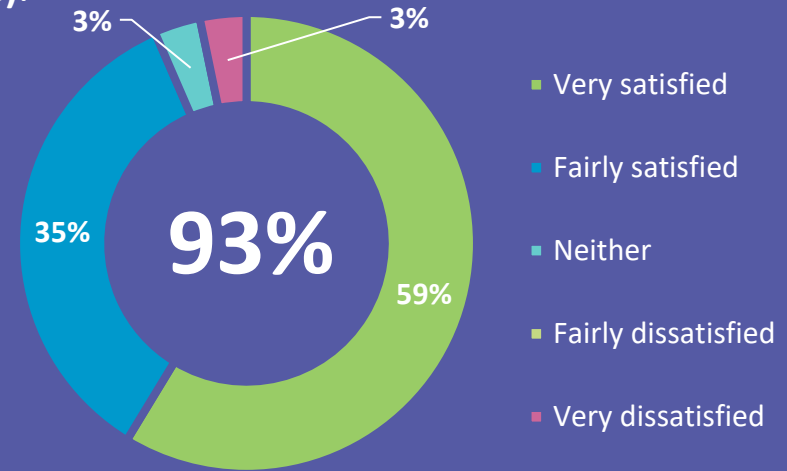
Deals with Anti-Social Behaviour





# Repairs & Maintenance

More than nine in ten of customers are satisfied with the way Brunelcare deals with repairs and maintenance (93%).



Of the two-thirds of customers who have had a repair completed by Brunelcare in their home in the last 12 months (66%), nine in ten customers were satisfied with the service they received on this occasion (89%) and 87% were satisfied that the repair was completed right first time.

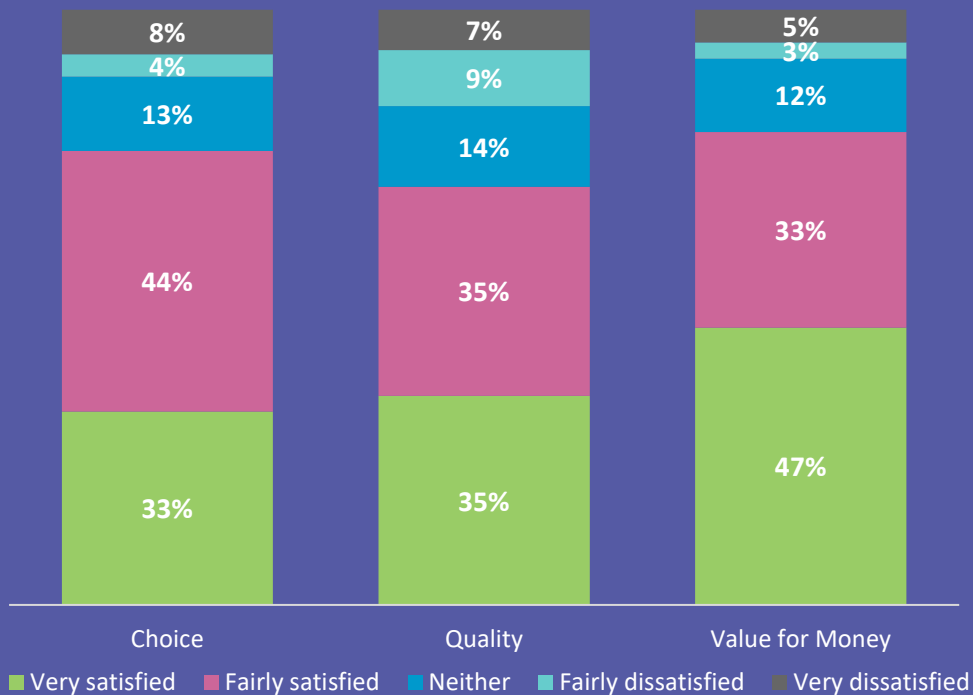
■ Yes ■ No



# Restaurant

Three-quarters of customers are satisfied with the choice of meals in the restaurant (**76%**), as are **70%** with the quality of the meals provide.

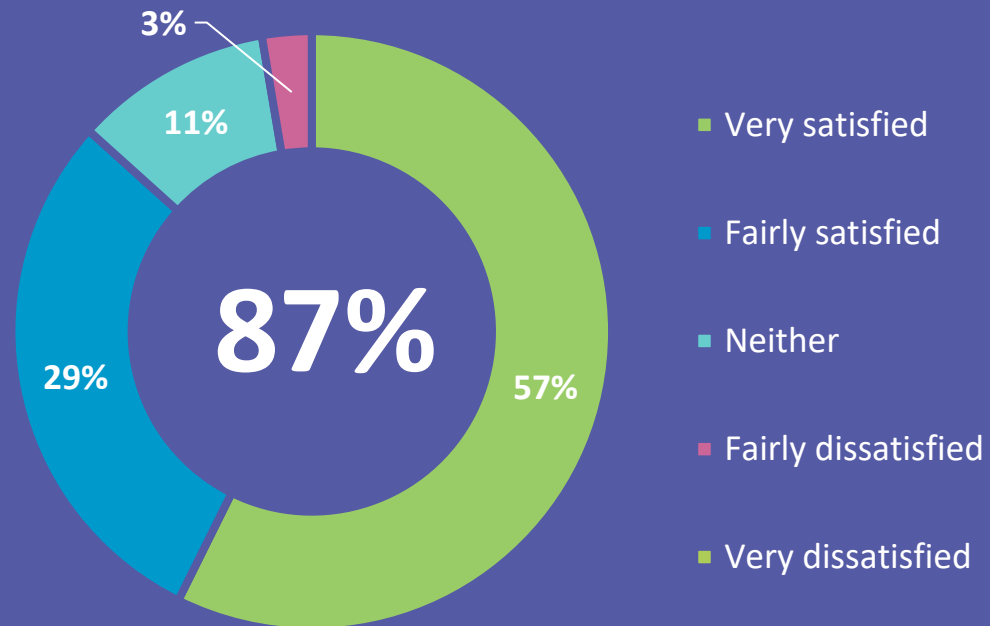
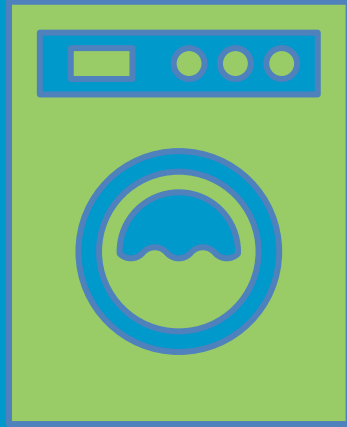
Around four-fifths of customers are satisfied with the value for money that the restaurant represents (**79%**).





# Housekeeping & Laundry Services

Almost nine in ten of customers (**87%**) are satisfied with the housekeeping and laundry services provided to them.



Customers want improvements to the quality of the services.





# Care Services



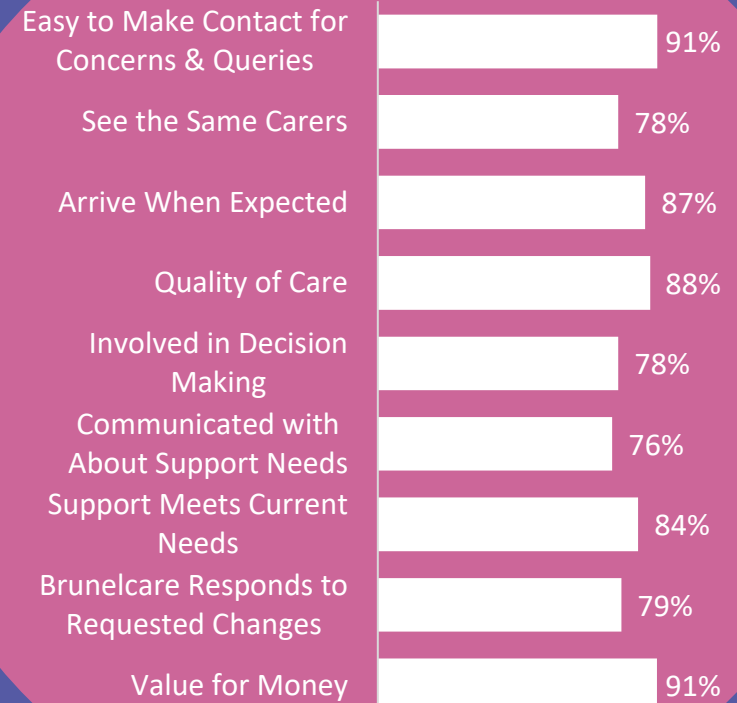
Nine in ten of customers are satisfied with how easy they find it to make contact regarding queries and concerns (**91%**) and that their carers arrive at the expected time (**87%**). Four-fifths of customers are satisfied that they see the same carers regularly (**78%**).



Almost nine in ten (**88%**) customers are also satisfied with the quality of care they receive in addition to feeling that this support meets their current needs (**84%**).



Some **78%** of customers feel that they are involved in the decision making surrounding their support needs, **76%** feel that they are communicated with about these needs and a further **79%** are satisfied with how Brunelcare responds to the changes or alterations they request.



Customers improved value for money of the services they receive.

# Communications & Engagement



Almost all customers feel that Brunelcare has friendly and approachable staff (**97%**). However, considerably less (**67%**) feel that Brunelcare is easy to deal with as a whole.



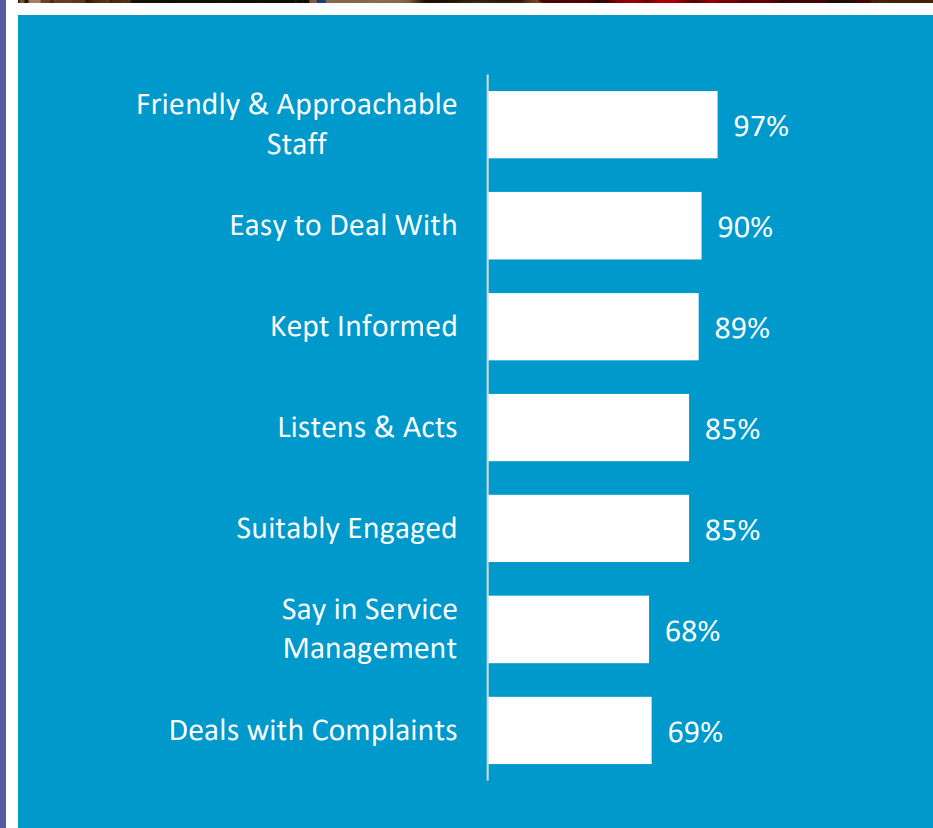
Over four-fifths of customers feel that Brunelcare listens to their views and acts upon them (**85%**) and a further **68%** are satisfied that they have a say in how Brunelcare manages its services.



Nine in ten of customers are satisfied that Brunelcare keeps them informed (**89%**) and a similar amount feel that they are kept suitably engaged by Brunelcare (**85%**).



Of the customers who have made a complaint to Brunelcare, over two-thirds are satisfied with how they deal with complaints (**69%**).





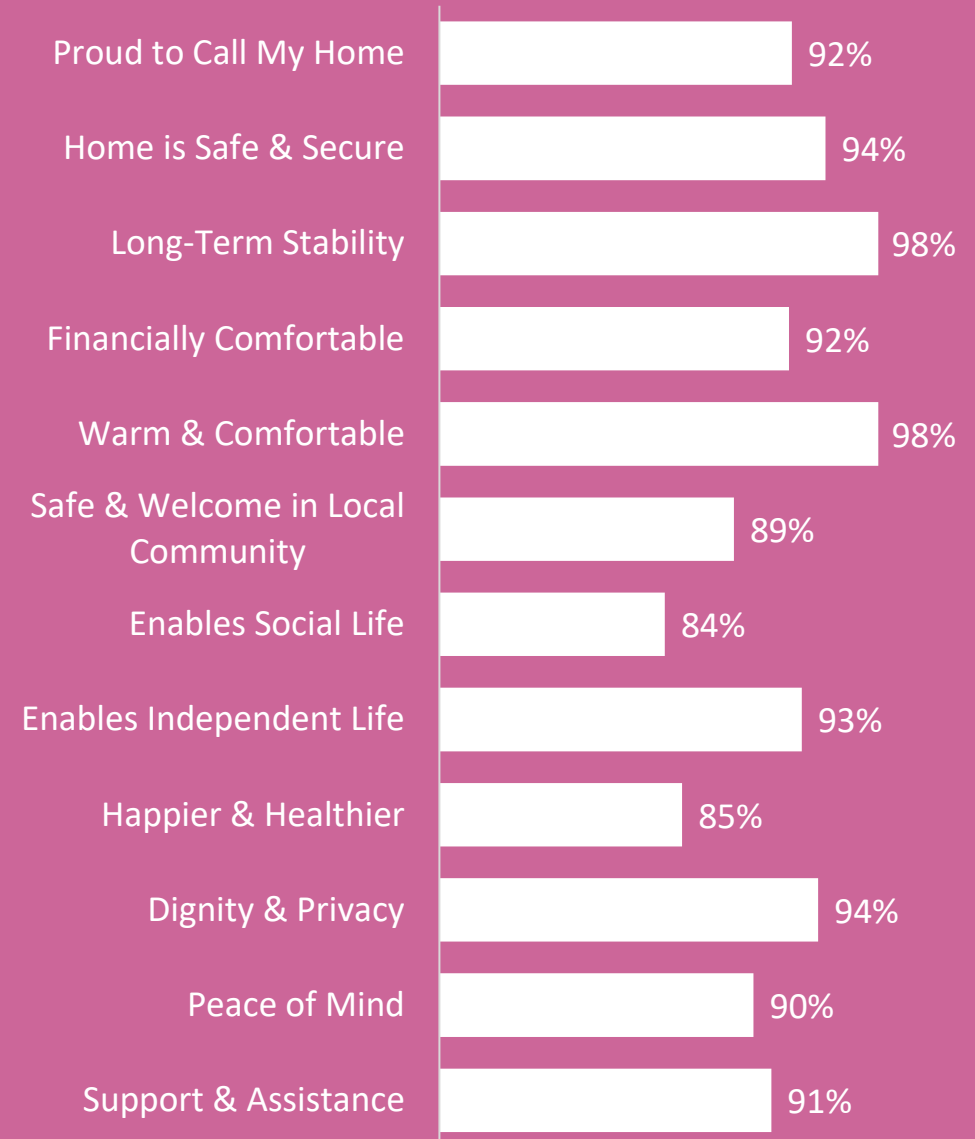


# Customers' Homes & Lives

Nine in ten customers agree that they are proud to call where they live their home (**92%**) and slightly more agree that they feel that their home is safe and secure (**94%**).

Almost all customers agree that they are financially comfortable in a Brunelcare property (**92%**) and the majority agree that they are warm and comfortable (**98%**) and that they feel they have long-term stability (98%).

Four-fifths of customers agree that living in a Brunelcare property enables them to have the social life they wish to have (**84%**) and a further **94%** agree that their dignity and privacy is always respected.

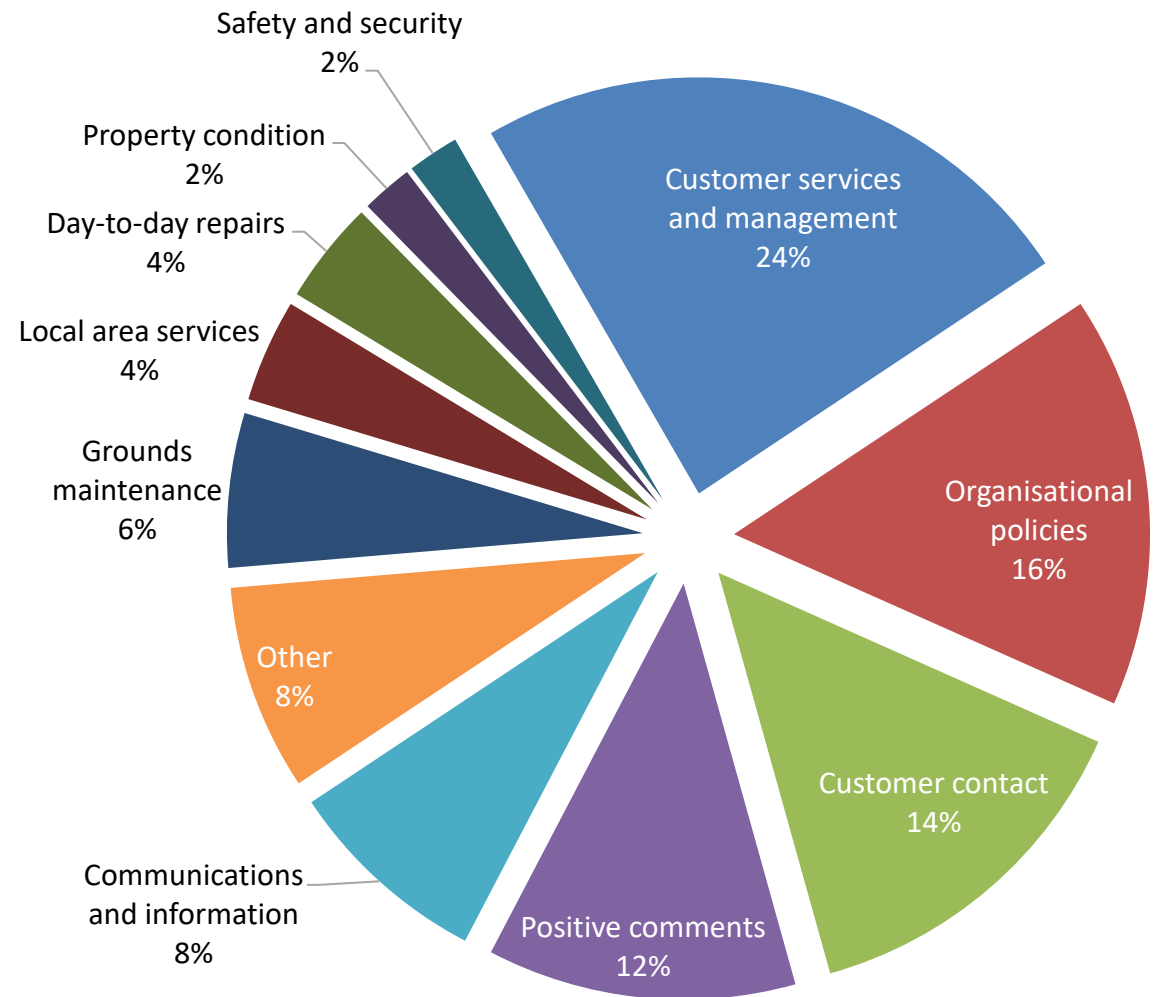




# Improving Services

Customers were asked if there was one thing that Brunelcare could do to improve its services, what would they like it to be. Some **50** comments were received from customers about what could be improved, **12%** gave positive comments and a further **8%** gave 'other' answers and thus it could be construed that they don't feel improvement is necessary.

There were a wide variety of suggestions for improvement and these are summarised in the chart across. Some **24%** of comments concern tenant services and management, **16%** organisational policies, **14%** customer contact, **8%** communications and information, **6%** grounds maintenance, **4%** local area services and **4%** day-to-day repairs.





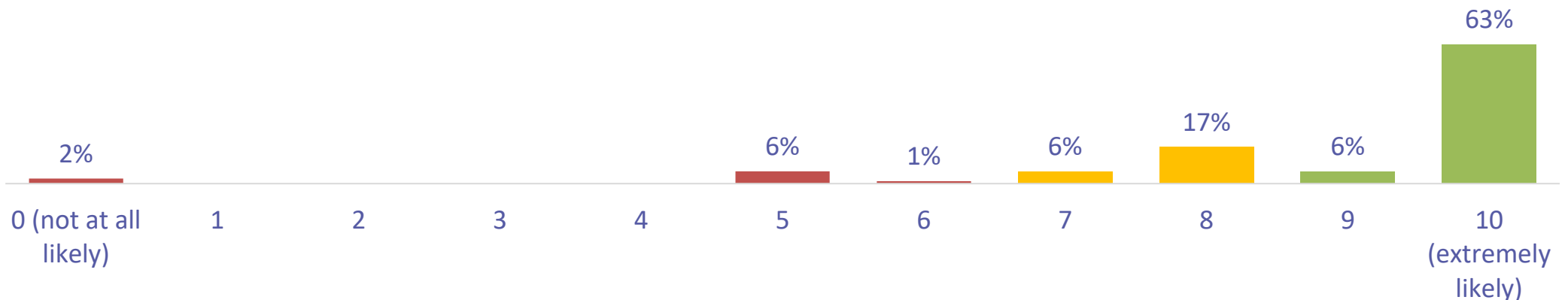
# Recommending Brunelcare



Customers were also asked how likely they would be to recommend **Brunelcare** to other people. This is a **0-10 point rating** those who would recommend the organisation score **9 or 10**, those unsure score **7 or 8** and those who wouldn't recommend them **score 6 or below**.



A third of customers are very loyal and happy to recommend Brunelcare (**69%**), some **23%** are unsure and **8%** wouldn't recommend them, feeling rather more negative about the organisation.



# You Say – We Do

Carrying out this survey is just part of the work Brunelcare does to involve you in developing services. As well as publishing the results of the survey, Brunelcare plans to put the findings to good use by working with customers to further improve the services they provide.





INVESTORS  
IN PEOPLE

Registered as a charity (201555) and  
Regulator of Social Housing (LH0269)

brunelcare 