



Islington Council Repairs Surveys

Overview of Kwest





- 🌐 Manchester-based housing research organisation
- 🌐 Specialising in the delivery of tailored research solutions
- 🌐 Over 25 years experience in the social housing sector research.



- 🌐 Registered under Data Protection Act
- 🌐 MRS Company Partner
- 🌐 No sub-contracting of any aspect of project
- 🌐 Validation and quality checking process
- 🌐 Highly experienced project managers



Continuous Monitoring



- Over 80,000 interviews completed in 2015 for social housing providers across the country
- Diverse range of topics covered
- Instant Feedback transforms the service monitoring process
- In-house team based at Manchester office managed by dedicated staff
- Full training and briefing for every project and rigorous quality checking

Kwest & Islington Council

- 🌐 Long-standing relationship with Islington Council
- 🌐 Responsive repairs survey run from 2008
- 🌐 New 2 year contract commenced December 2015
- 🌐 Questionnaire changes made
- 🌐 Islington requested number of interviews be increased to 15% of repairs provided

Methodology



Kwest's Approach To The Surveys

- 🌐 Combined telephone & internet approach
- 🌐 Data provided by Islington
- 🌐 Data cleaned by Kwest:
 - 🌐 Remove records with no name or phone number
 - 🌐 Remove anyone contacted in last 3 months to avoid survey fatigue
 - 🌐 Remove anyone who has asked not to be contacted

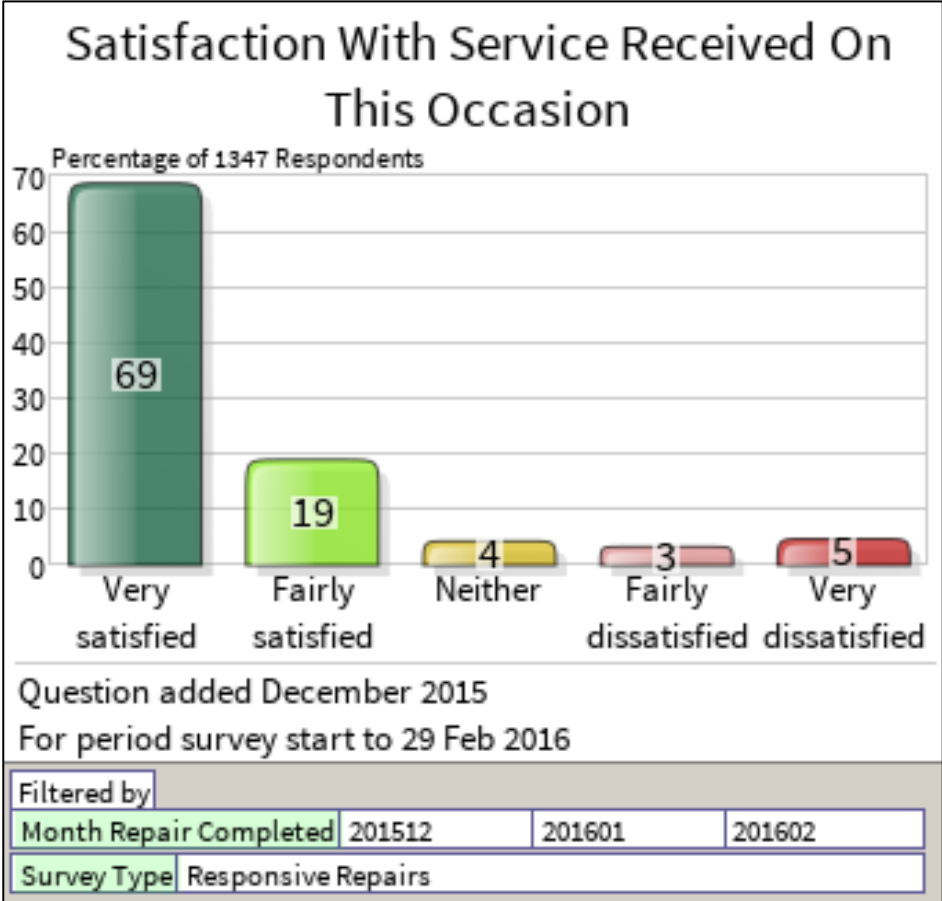
Kwest's Approach To The Surveys

- 🌐 Interviewing Team briefed & trained
- 🌐 Interviews completed:
 - 🌐 Calls made at different times of day & early evening
 - 🌐 Multiple attempts to contact households
 - 🌐 Call backs arranged when convenient
- 🌐 Data provided to Islington

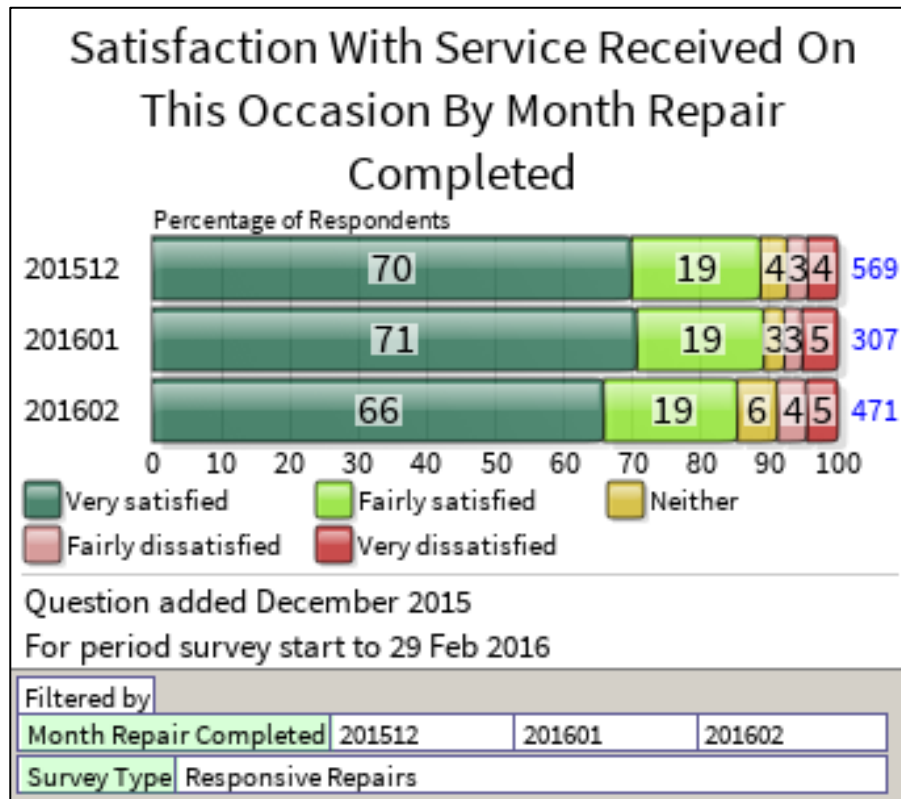
Current Satisfaction



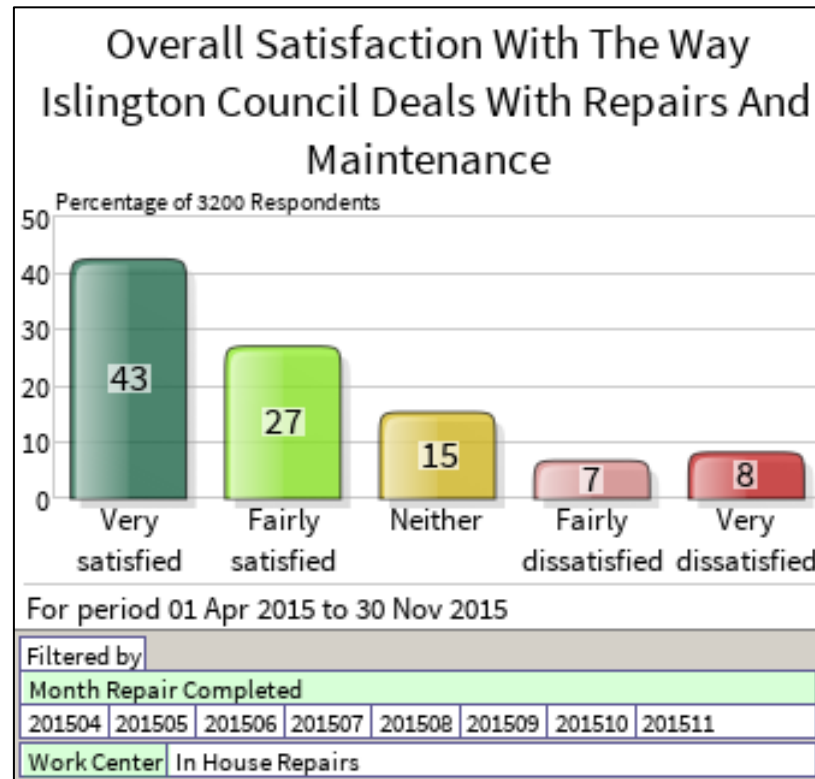
Current Satisfaction Levels



Responsive Repairs



Overall Satisfaction With Repairs Service





Any Questions?