

# STAKEHOLDER SURVEY

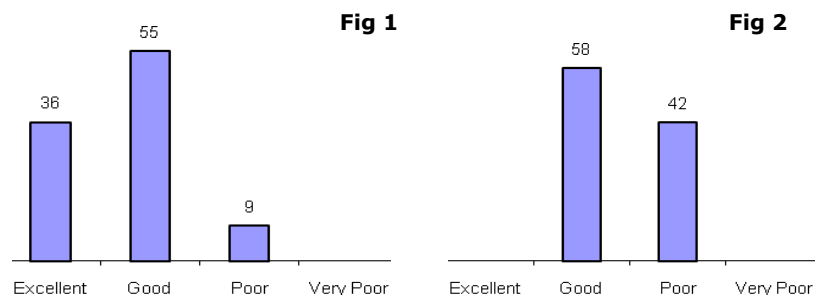
## VIEWS OF HOUSING ASSOCIATIONS<sup>1</sup>

Praxis Care is committed to listening to and responding to the views of everyone involved with our services. In 2009-2010, the views of Service User Representatives (e.g. family members), Statutory Professionals and Housing Associations were gathered in a large postal survey. This short report provides summary findings from the Housing Association stage of the survey.

27 questionnaires were administered to Housing Associations. 12 questionnaires were completed and returned, a response rate of 44%. Some respondents did not answer every question. Therefore, numbers are reported alongside percentages where less than 10 responses were made.

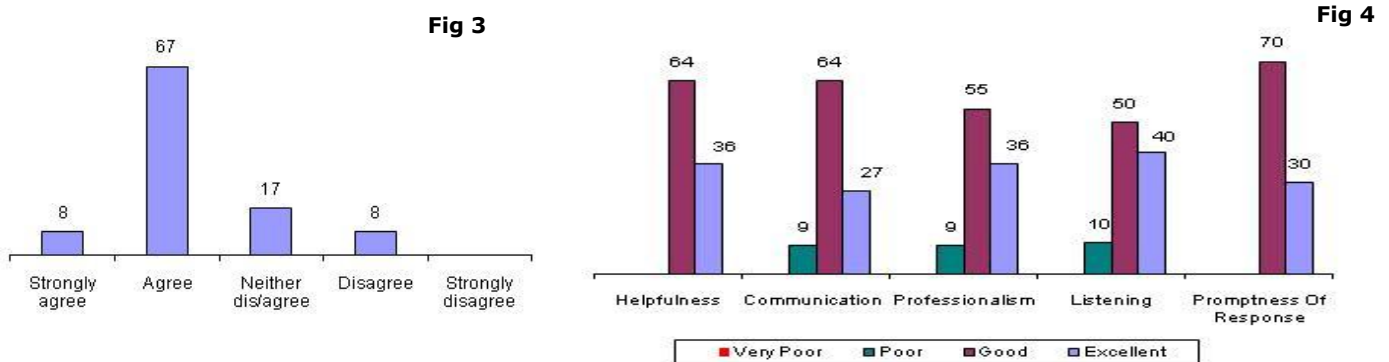
### Relationship with Praxis Care

Housing Associations were asked to describe their working relationship with Praxis Care. As indicated in Fig 1, 91% reported an 'excellent' or 'good' relationship. 58% described their knowledge of the work Praxis Care carries out as 'good' (Fig 2).



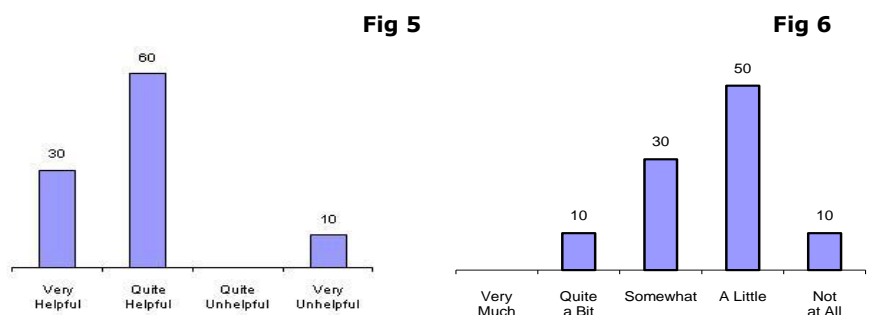
Three quarters of respondents indicated that they either 'strongly agreed' or 'agreed' with the statement 'Praxis Care is a quality organisation with which to do business' (Fig 3).

Housing Associations were asked to rate the Praxis Care staff they had contact with in five areas: helpfulness; communication; professionalism; listening; promptness of response. As indicated in Fig 4, respondents rated Praxis Care highly in all five areas, particularly in 'promptness of response'.



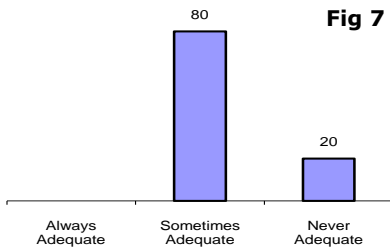
### Communication

90% of respondents indicated that Praxis Care staff were either 'very helpful' or 'quite helpful' when they requested information (Fig 5). However, only 40% indicated that they felt 'quite a bit' or 'somewhat' kept up-to-date with activity and developments within Praxis Care (Fig 6)



<sup>1</sup> All chart figures are reported as percentages. Due to rounding, totals may not equal 100.

Housing Associations were asked whether they felt that Praxis Care provided their organisation with adequate information on the quality and effectiveness of its services. 80% indicated that they 'sometimes' received adequate information (Fig 7). 20% reported that they 'never' received adequate information. Respondents were also asked how they would like to be kept up-to-date with information from Praxis Care. The most common response was via e-mail (67%; Table 1). Dissemination of information by newsletter was also a preferred option (42%).



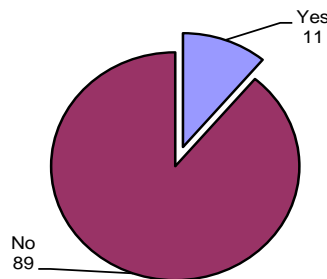
**Table 1**

<b>E-mail</b>	67%	<b>Website</b>	25%
<b>Newsletter</b>	42%	<b>Forums/meetings</b>	17%
<b>Annual Report</b>	33%	<b>AGM</b>	0

### Complaints & Feedback

Housing Associations had not made any complaints to Praxis Care during the previous 12 months. 11% of respondents had provided positive feedback (Fig 8; nine individuals responded to this question).

**Fig 8**



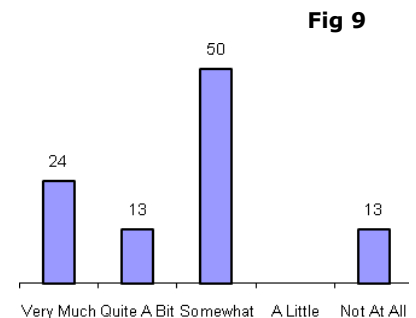
### Service Provision & Development

Respondents were asked to what extent Praxis Care met their expectations as a service provider. Of the eight individuals who responded to this question, 37% (Fig 9) indicated that expectations were met either 'very much' or 'quite a bit'. One individual reported that his/her expectations were 'not at all' met.

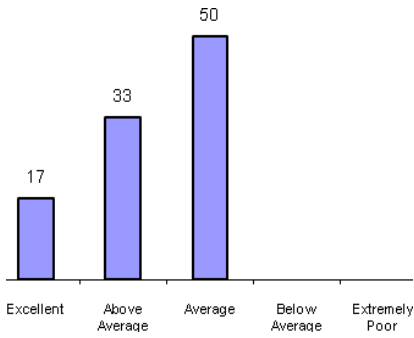
60% of Housing Associations have a joint management agreement with Praxis Care. Of the four (40%) that do not have a joint management agreement, two have a service level agreement and one indicated 'other' (one individual did not respond). 44% of respondents indicated that their agreement with Praxis Care is monitored annually, with a further 33% reporting quarterly. 11% indicated that their agreement is 'never' monitored (11% did not respond).

71% of respondents indicated that their scheme is part of the common selection scheme (seven individuals responded to this question).

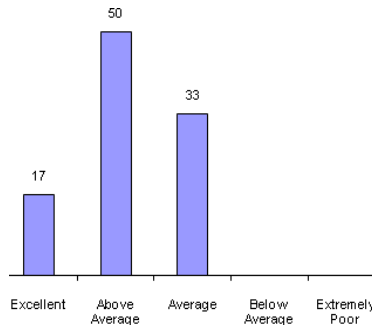
Housing Associations were also asked how they would rate Praxis Care's fulfilment of its contractual obligations; their lease obligations regarding repair; and the extent to which Praxis Care complies with statutory legislation relating to buildings. Only six individuals responded to each of these questions. As indicated in Fig 10, respondents rated Praxis Care's fulfilment of its contractual obligations as 'average' and above. Figure 11 indicates that 67% rated fulfilment of lease obligations regarding repair as 'above average' or 'excellent'. Compliance with statutory legislation relating to buildings was also rated highly, with all respondents indicating the extent of compliance as either 'very much' or 'quite a bit' (Fig 12).



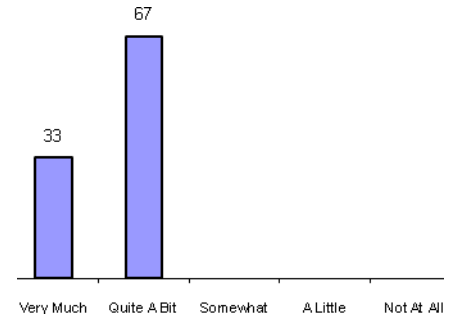
**Fig 10**



**Fig 11**

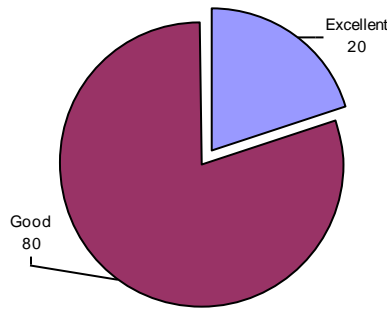


**Fig 12**



Housing Associations were asked, taking everything into consideration, how they would rate Praxis Care as an organization. As indicated in Fig 13, all respondents indicated that Praxis Care was an 'excellent' (20%) or 'good' (80%) organization.

**Fig 13**



## RECOMMENDATIONS

- ✓ Overall, relationships between Housing Association staff and Praxis Care are very positive. However the organisation would like to increase the number of "excellent" responses across all key areas.
- ✓ The organisation needs to further improve communication between Praxis Care and the Housing Associations in relation to keeping staff up to date with activity within Praxis Care and sharing information on the work being undertaken. This could be addressed through Joint Management Agreement meetings with Directors and Assistant Directors.
- ✓ It is a credit to staff that the Housing Associations rated Praxis Care as an organisation as either 'excellent' or 'good'. This positive finding should be celebrated amongst staff and further built upon.

Tara Hollway  
Sonia Mawhinney  
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**Praxis Care**  
25-31 Lisburn Road  
Belfast  
Northern Ireland  
BT9 7AA  
**T:** 028 9023 4555  
**F:** 028 9024 5535  
**E:** [info@praxiscare.org.uk](mailto:info@praxiscare.org.uk)  
[www.praxiscare.org.uk](http://www.praxiscare.org.uk)

Reg No. NIO17623  
Charity No. XN80842