

RESPONSES TO REVIEW QUESTIONNAIRE FOR ELECTED MEMBERS DECEMBER 2008

Appendix C

TOTAL QUESTIONNAIRES SENT OUT		57									
TOTAL QUESTIONNAIRES RETURNED COMPLETED		25	As % Of Total Questionnaires Sent Out		43.86%						
Q1'	How would you rate your understanding of how the Home-Link scheme works?		No Of Responses	As % Of Total Responses To 12	As % Of Total Questionnaires Completed & Returned						
	Number Of Responses To This Question		25		100.00%						
	1		1	4.00%	4.00%						
	2		3	12.00%	12.00%						
	3		5	20.00%	20.00%						
	4		11	44.00%	44.00%						
	5		4	16.00%	16.00%						
			No Of Responses	As % Of Total Questionnaires Completed & Returned		No Of Responses	As % Of Total Questionnaires Completed & Returned	Total Response	As % Of Total Questionnaires Completed & Returned		
Q2	Is your understanding and knowledge of the scheme sufficient to offer the residents you represent, basic advice on how to register and use the Home-Link scheme?	YES	20	80.00%	NO	5	20.00%	25	100.00%		
Q3	If you have answered 'NO' to Q2 which elements of the scheme do you least understand?		No Of Responses	As % Of Total Responses To This Question	As % Of Total Responses To 'No' For Q2	As % Of Total Questionnaires Completed & Returned					
	Number Of Responses To This Question		4		80.00%	16.00%					
	Don't Understand the scheme			0.00%	0.00%	0.00%					
	Don't understand the banding system			0.00%	0.00%	0.00%					
	would like more info		1	25.00%	20.00%	4.00%					
	is local connection taken into account		1	25.00%	20.00%	4.00%					
	various		1	25.00%	20.00%	4.00%					
	said no but meant yes		1	25.00%	20.00%	4.00%					
<i>Insert new or other reason here</i>			0.00%	0.00%	0.00%						

Insert new or other reason here

Insert new or other reason here

Insert new or other reason here

TOTAL

4			
----------	--	--	--

			No Of Responses	As % Of Total Questionnaires Completed & Returned		No Of Responses	As % Of Total Questionnaires Completed & Returned	Total Response	As % Of Total Questionnaires Completed & Returned
--	--	--	-----------------	---	--	-----------------	---	----------------	---

Q4	Would you like to see a Home-Link awareness training workshop offered to further increase your understanding and knowledge of the scheme?	YES	13	52.00%	NO	12	48.00%	25	100.00%
-----------	--	------------	-----------	---------------	-----------	-----------	---------------	-----------	----------------

Q5	Do you receive enough information about the Home-Link scheme to meet your needs?	YES	21	84.00%	NO	4	16.00%	25	100.00%
-----------	---	------------	-----------	---------------	-----------	----------	---------------	-----------	----------------

Q6	If you have answered 'No' to Q5 please tell us what further information you would like to receive.		No Of Responses	As % Of Total Responses To 'Yes For Q7'	As % Of All Responses To Q7	As % Of Total Questionnaires Completed & Returned			
	Number Of Responses To This Question		4		16.00%	16.00%			
	Basic info and statistics		2	50.00%	8.00%	8.00%			
	none specified		1	25.00%	4.00%	4.00%			
	more info about points		1	25.00%	4.00%	4.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	<i>Insert new or other answer here</i>			0.00%	0.00%	0.00%			
	TOTAL		4						

			No Of Responses	As % Of Total Questionnaires Completed & Returned		No Of Responses	As % Of Total Questionnaires Completed & Returned	Total Response	As % Of Total Questionnaires Completed & Returned
--	--	--	-----------------	---	--	-----------------	---	----------------	---

Q7	Do you know where you can pick up a copy of the Home-Link property magazine?	YES	24	96.00%	NO	1	4.00%	25	100.00%
Q8	Besides the Home-Link property magazine, do you know where else you can find out about available properties?	YES	14	56.00%	NO	11	44.00%	25	100.00%
Q9	Did you know that applicants can subscribe to the Home-Link property magazine and have it sent direct to their home each fortnight for six months?	YES	15	60.00%	NO	10	40.00%	25	100.00%
Q10	Did you know that South Cambridgeshire DC operates an 'Assisted Bidders' list in order to support those applicants who have difficulty accessing the scheme?	YES	10	40.00%	NO	15	60.00%	25	100.00%
Q11	Since Home-Link commenced in February 2008, as an elected member of South Cambridgeshire D C, have you seen a reduction or increase in the number of enquiries from your residents about the letting of homes compared to the same period last year? If there has been no change use the next question to indicate this.	INCREASE	9	36.00%	DECREASE	6	24.00%	same = 5	
Q11A	How would you rate the above reduction or increase in enquires from residents? I = Insignificant, S = Significant & VS = Very significant	I	6	24.00%	S	10	40.00%	VS	0.00%

Q12	In your own opinion, how do you think your resident's rate the Home-link scheme?		No Of Responses	As % Of Total Responses To Q12	As % Of Total Questionnaires Completed & Returned
			22		88.00%
		1	7	31.82%	28.00%
		2	3	13.64%	12.00%
		3	11	50.00%	44.00%
		4	1	4.55%	4.00%
		5	0.00%	0.00%	

Q13	What aspects of the Home-Link scheme do you view as working well?	No Of Responses	As % Of Total Responses To Q13	As % Of Total Questionnaires Completed & Returned
	Number Of Responses To This Question	16		64.00%
	Results seem to be quicker	1	6.25%	4.00%
	Transparent	1	6.25%	4.00%
	Can see how few houses there are	3	18.75%	12.00%
	Text friendly and variety of bidding means	1	6.25%	4.00%
	Regular magazine	1	6.25%	4.00%
	General information	1	6.25%	4.00%
	applicants participate in the process	2	12.50%	8.00%
	I get no complaints about it	1	6.25%	4.00%
	I get no positive feedback	1	6.25%	4.00%
	people are clearer about their entitlement	1	6.25%	4.00%
	access to information re the whole county	2	12.50%	8.00%
	helpful officers	1	6.25%	4.00%
	TOTAL	16		

Q14	What aspects of the Home-Link scheme do you view as could be improved?	No Of Responses	As % Of Total Responses To Q14	As % Of Total Questionnaires Completed & Returned
	Number Of Responses To This Question	12		48.00%
	Not enough Houses	3	25.00%	12.00%
	Applicants not contacted after bidding		0.00%	0.00%
	Homes go to those that have no priority		0.00%	0.00%
	need greater clarity re exception sites	1	8.33%	4.00%
	knowledge to members	1	8.33%	4.00%
	local connection seems to have gone out the window	1	8.33%	4.00%
	telephone bidding 04 not 4	1	8.33%	4.00%
	help for those without a computer	1	8.33%	4.00%
	simplify process	1	8.33%	4.00%
	info re sheltered scheme guest bedroom	1	8.33%	4.00%
	magazines waste paper	2	16.67%	8.00%
	Insert new or other reason here		0.00%	0.00%

	Insert new or other reason here		0.00%	0.00%
	TOTAL	12		
Q15	Do you have any other comment you would like to make about the Home-Link CBL scheme?	No Of Responses	As % Of Total Responses To Q15	As % Of Total Questionnaires Completed &
	Number Of Responses To This Question	10		40.00%
	Really Good Scheme	1	10.00%	4.00%
	Would like to see private sector rented properties advertised		0.00%	0.00%
	should have had a members introductory workshop	1	10.00%	4.00%
	sheltered scheme guest bedroom	1	10.00%	4.00%
	needs to be reviewed	1	10.00%	4.00%
	confusing and complex	1	10.00%	4.00%
	publicise in SCDC magazine	1	10.00%	4.00%
	would like to know who gets allocated and how many points	2	20.00%	8.00%
	only a small number of scdc properties in Home-Link	1	10.00%	4.00%
	unfair& difficult to understand	1	10.00%	4.00%
	Insert new or other comment here		0.00%	0.00%
	Insert new or other comment here		0.00%	0.00%
Q16	In your own opinion, how do you think your resident's rate the Home-link scheme?	No Of Responses	As % Of Total Responses To Q16	As % Of Total Questionnaires Completed & Returned
	Number Of Responses To This Question	20		80.00%
	1	1	5.00%	4.00%
	2	2	10.00%	8.00%
	3	7	35.00%	28.00%
	4	9	45.00%	36.00%
	5	1	4.55%	4.00%