



Accent 500 Membership Survey

December 2019



Background

Rationale:

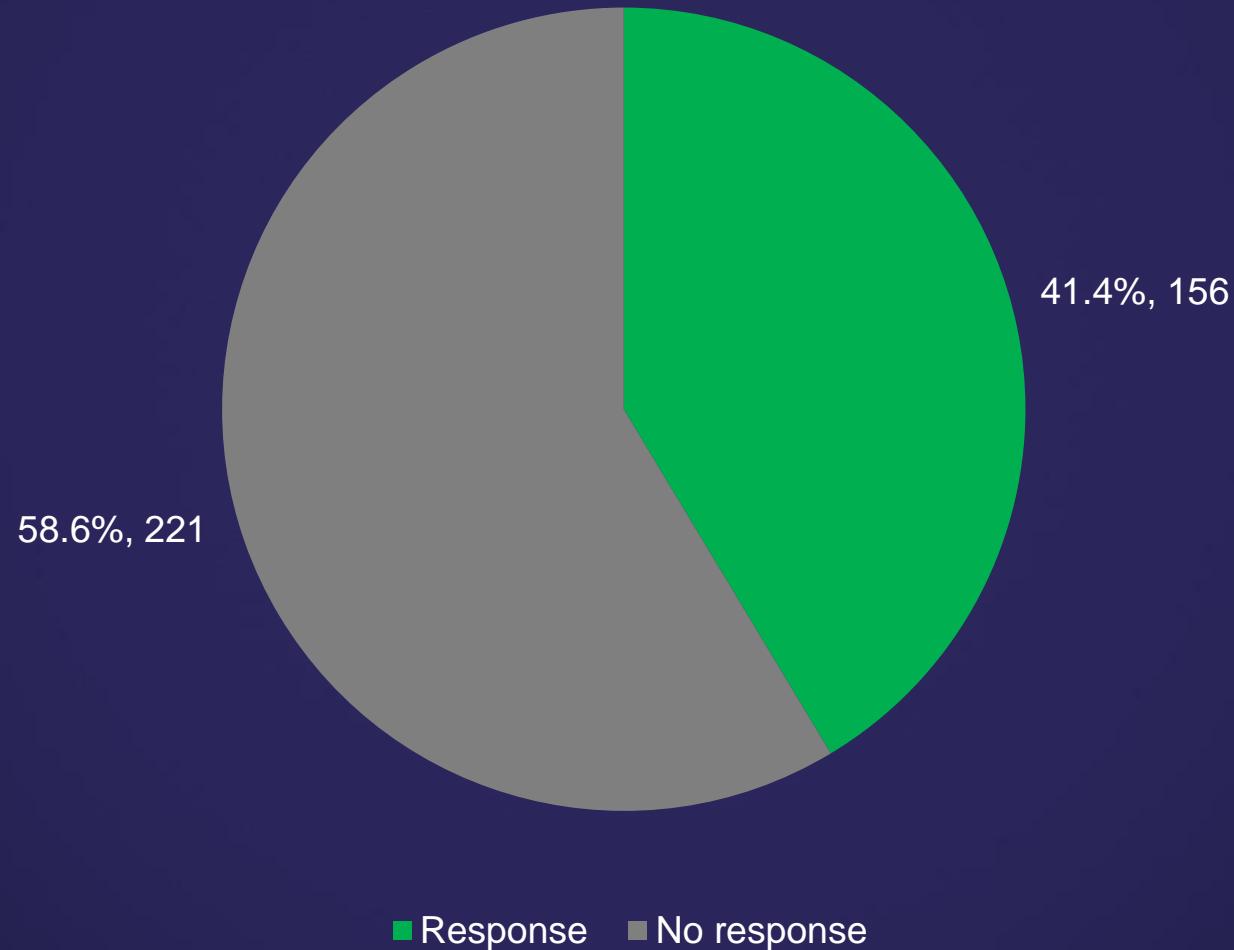
Accent 500 is a collective of Accent residents who we consult with on a regular basis to better understand residents' priorities and preferences, and to find out what they think about the services we provide.

We carried out a survey of members to find out whether they think their involvement is enjoyable, meaningful and impactful, and what we could do to improve their experience as a member.

Sample size:

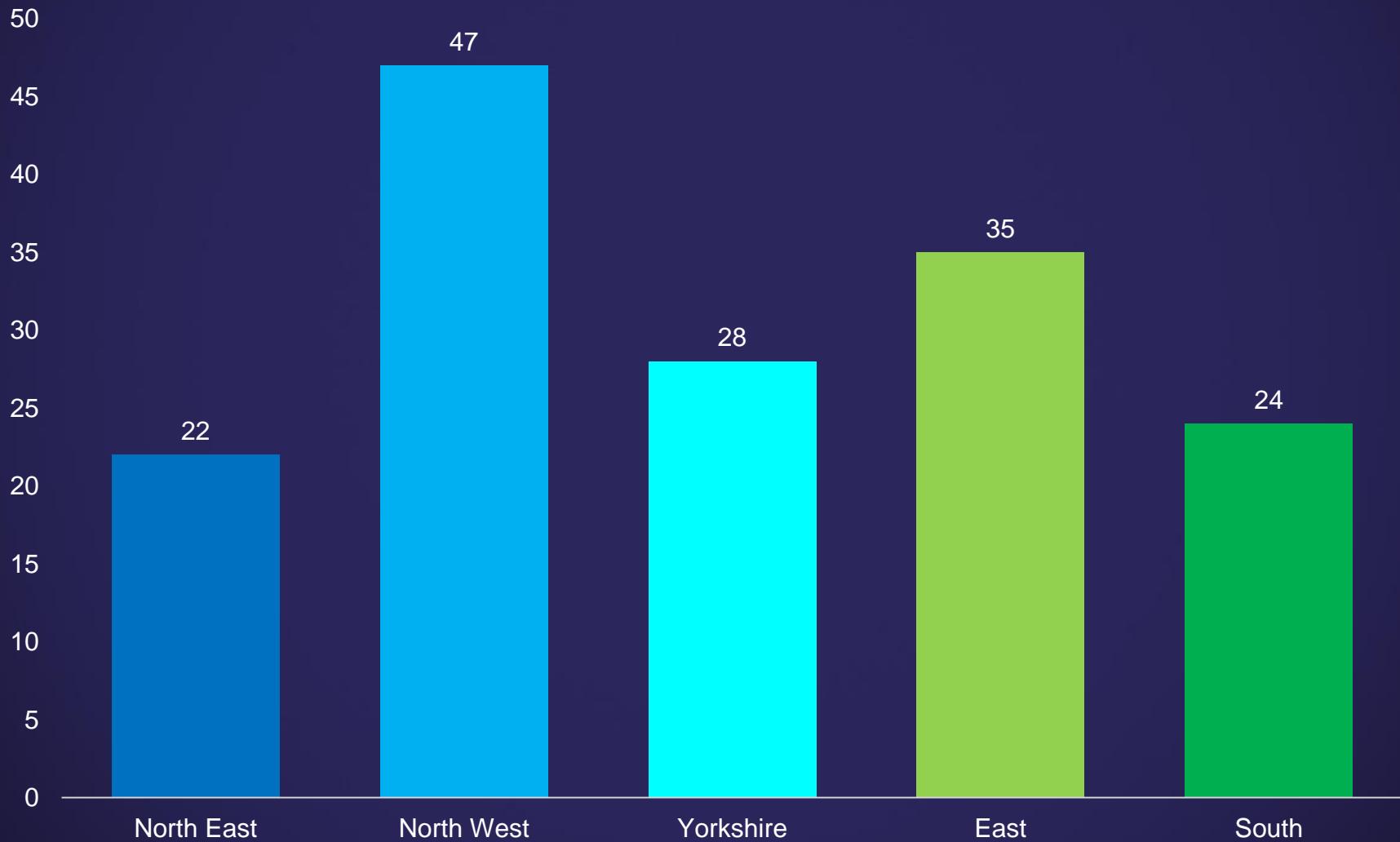
All members of the Accent 500 were invited to take part in this survey, with the exception of members who had joined in the last 3 months – as they may not have enough engagement to be able to comment.

Responses



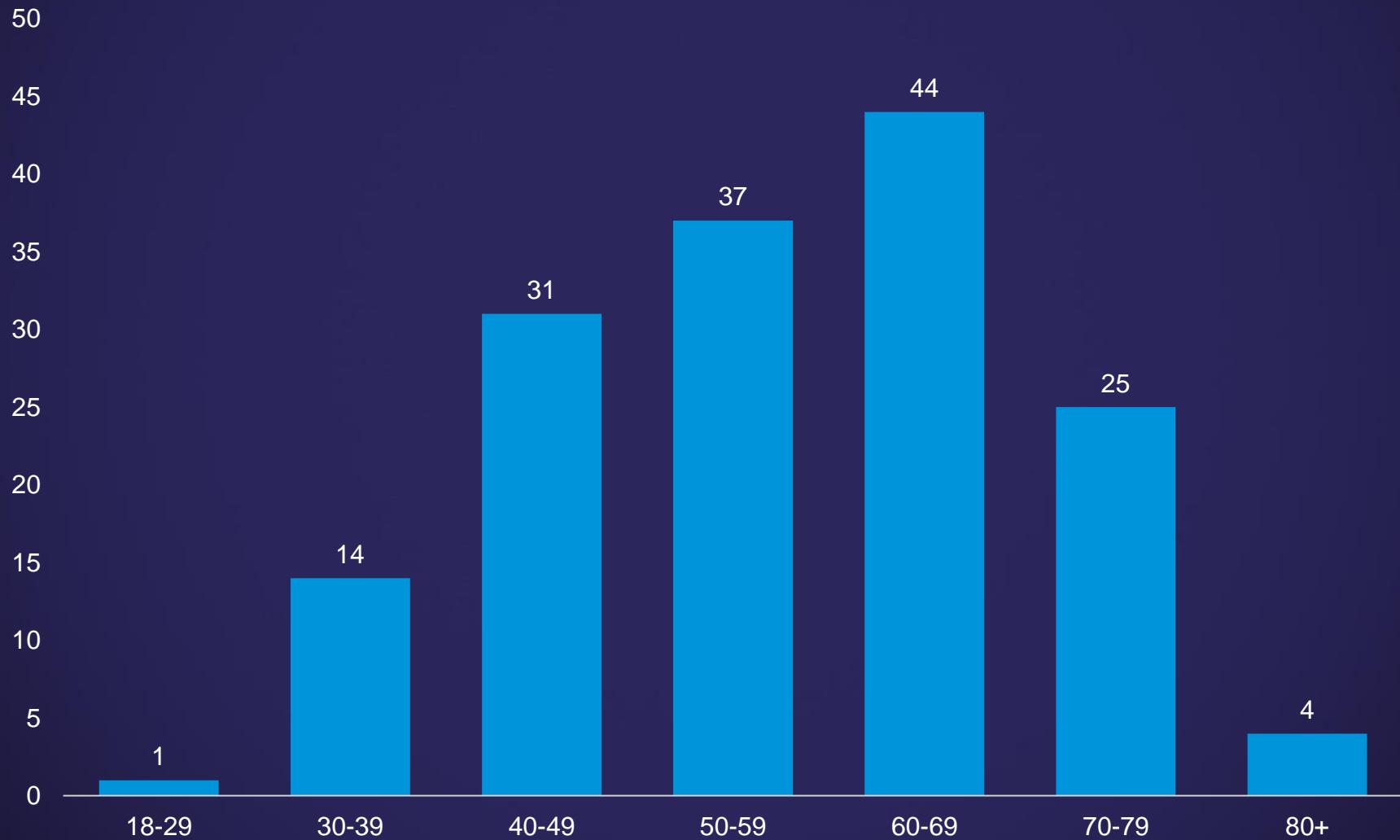


Responses by Region



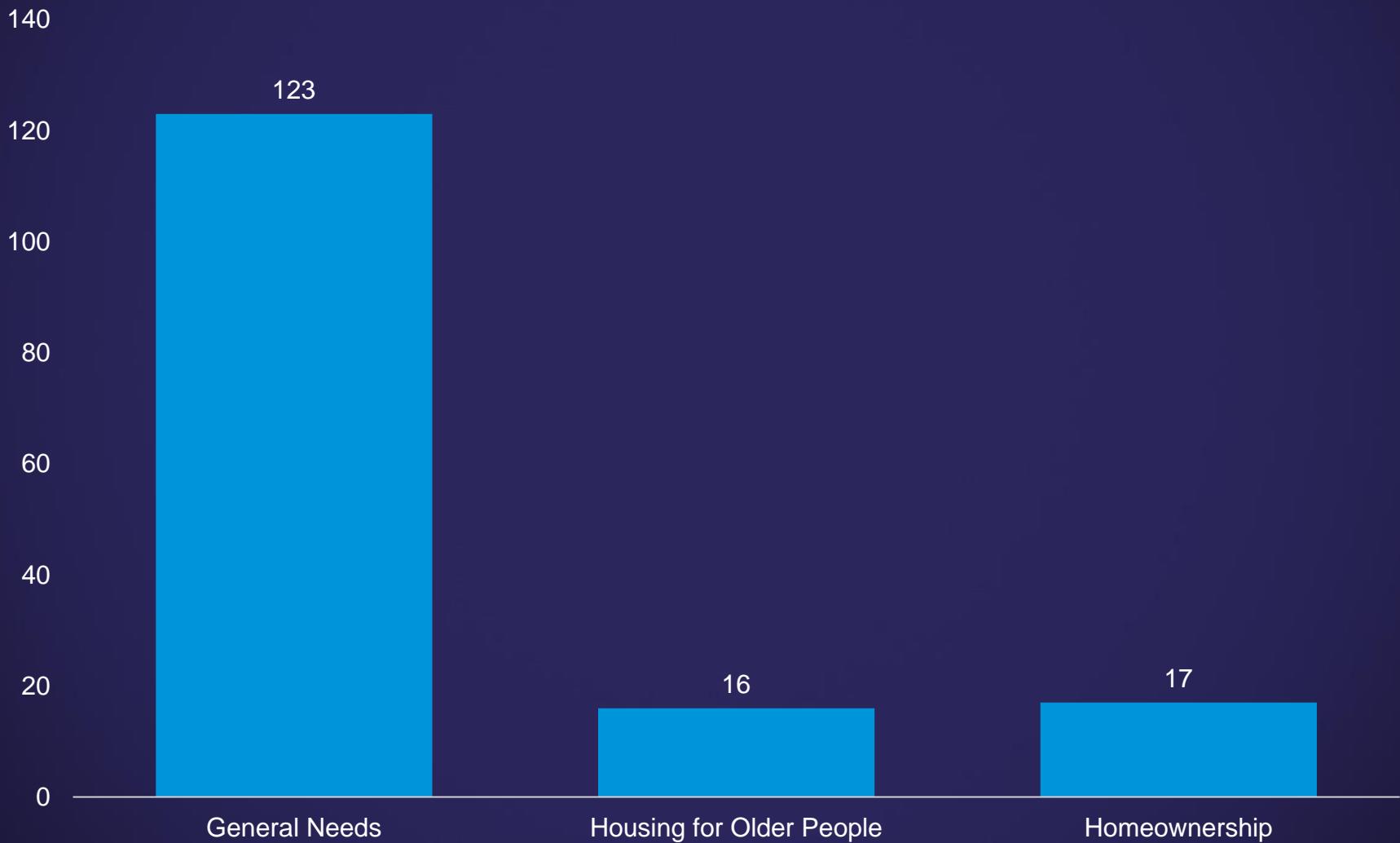


Responses by Age Band



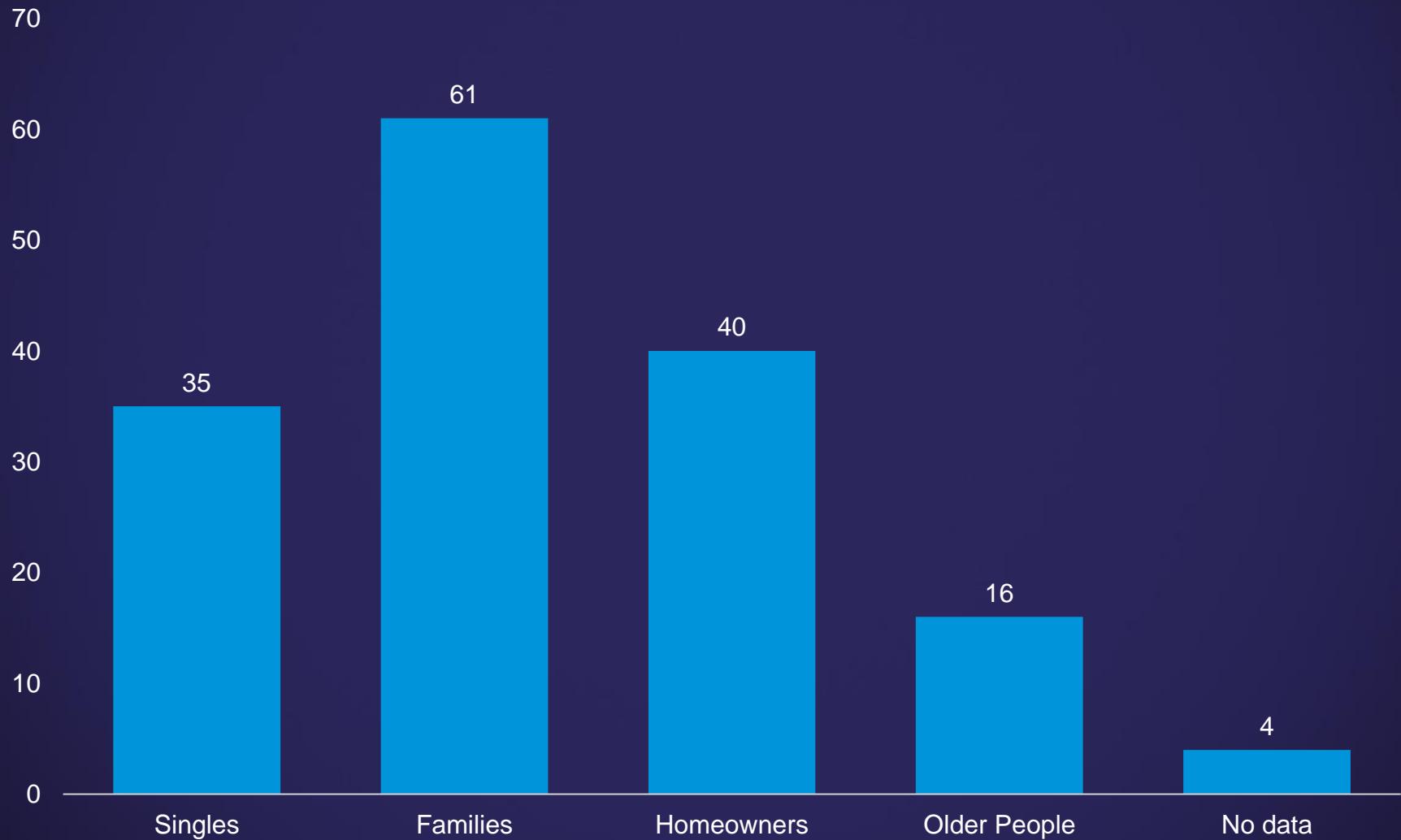


Responses by Tenure Type

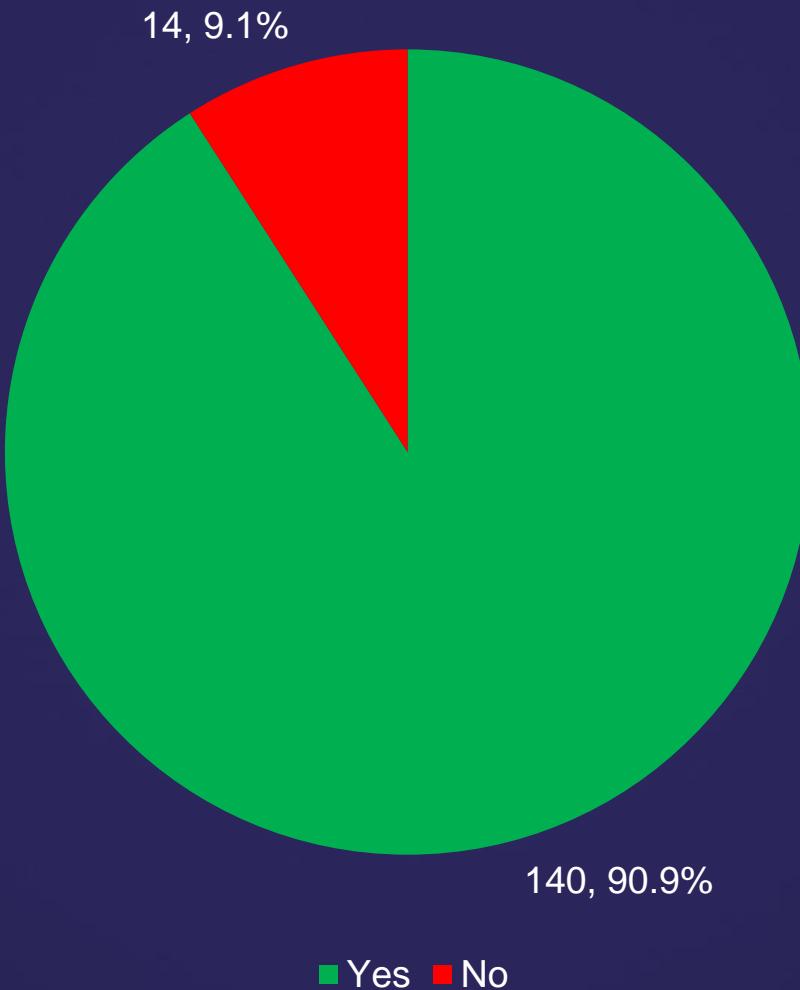




Responses by Household Type



Do you understand the aims and purposes of the Accent 500?

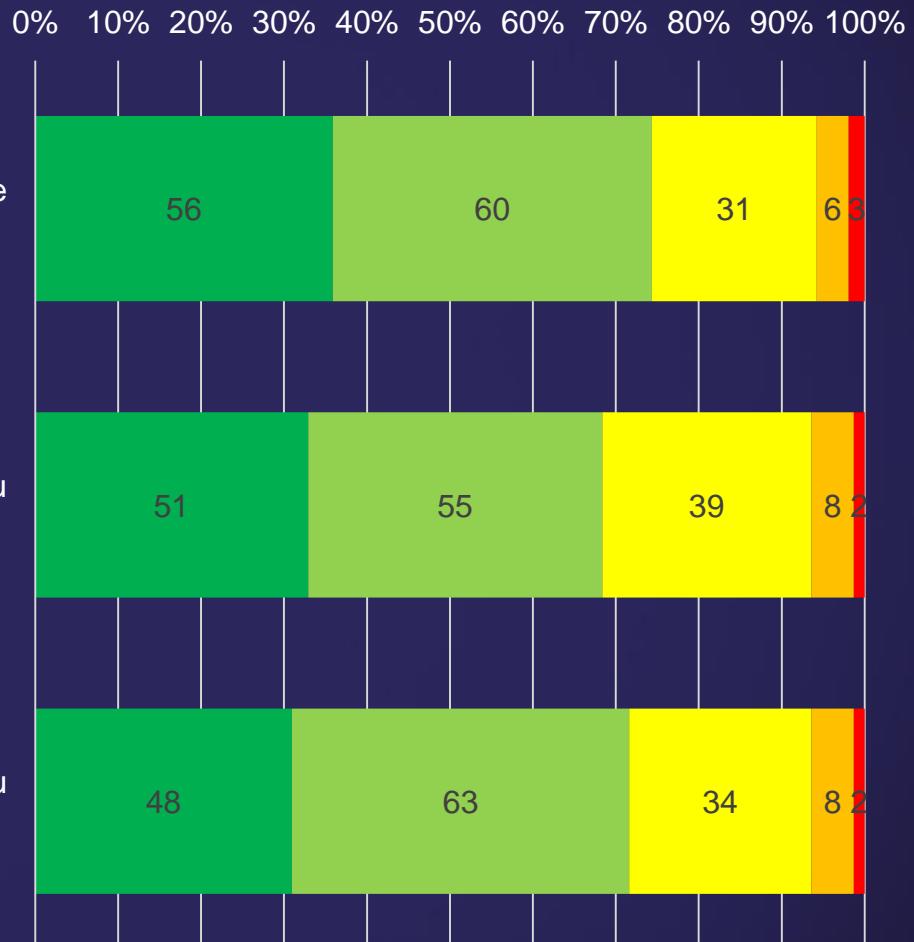


How did you become involved in the Accent 500?

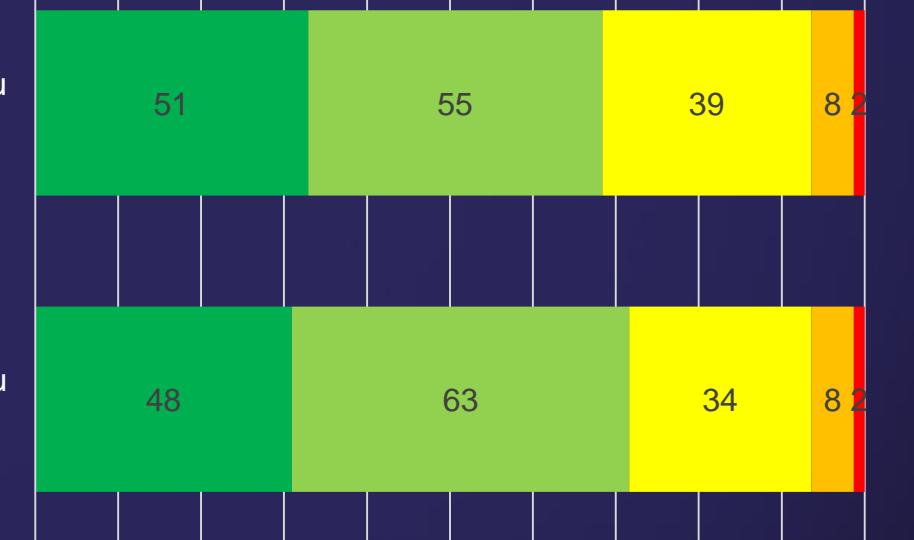


How satisfied are you with...

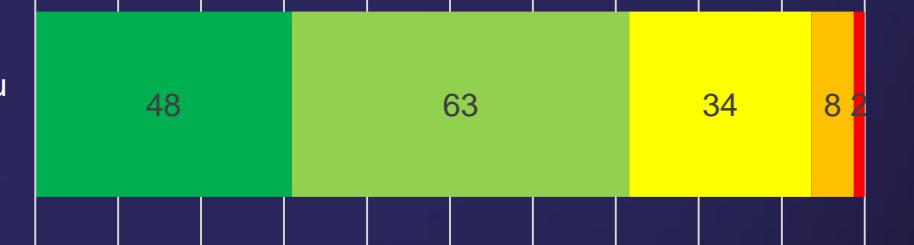
How satisfied are you with the variety of activities you are invited to take part in?



How satisfied are you with the frequency of activities you are invited to take part in?

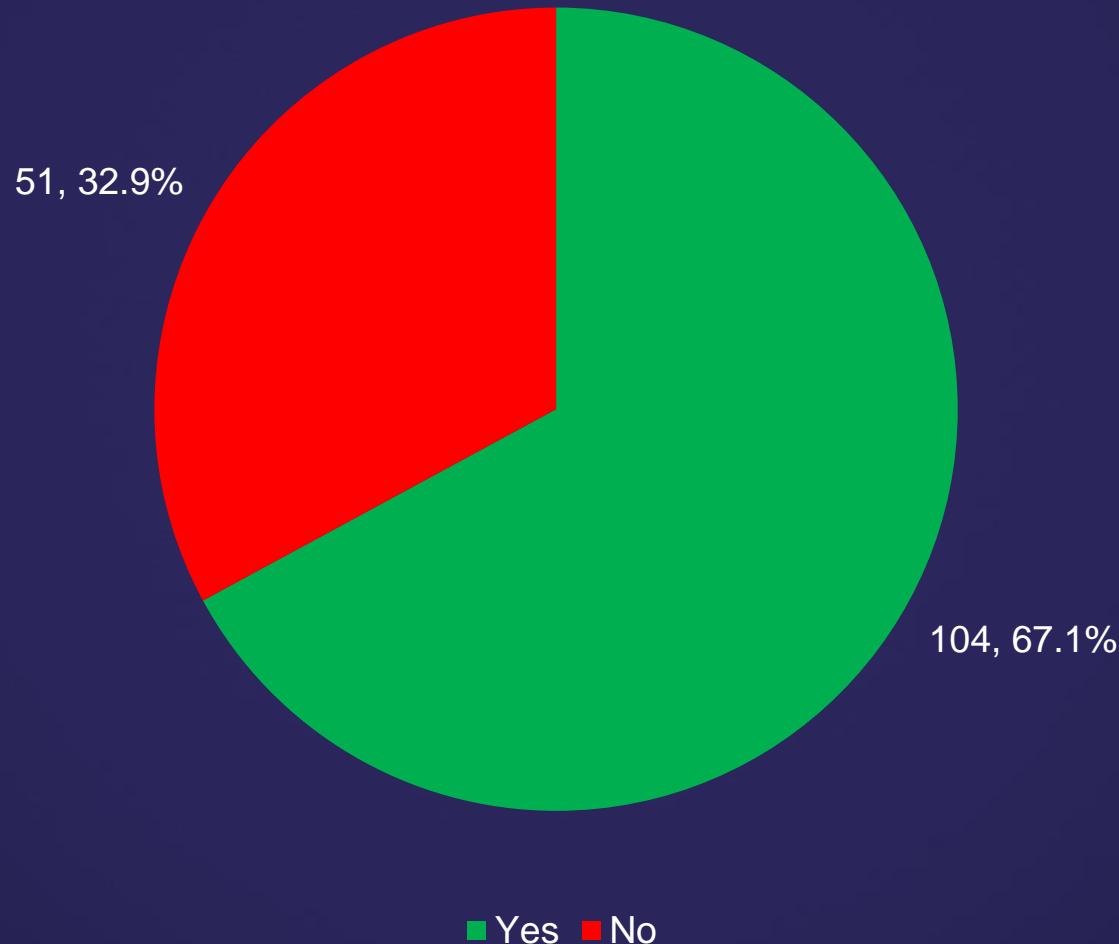


How satisfied are you with the relevance of activities you are invited to take part in?



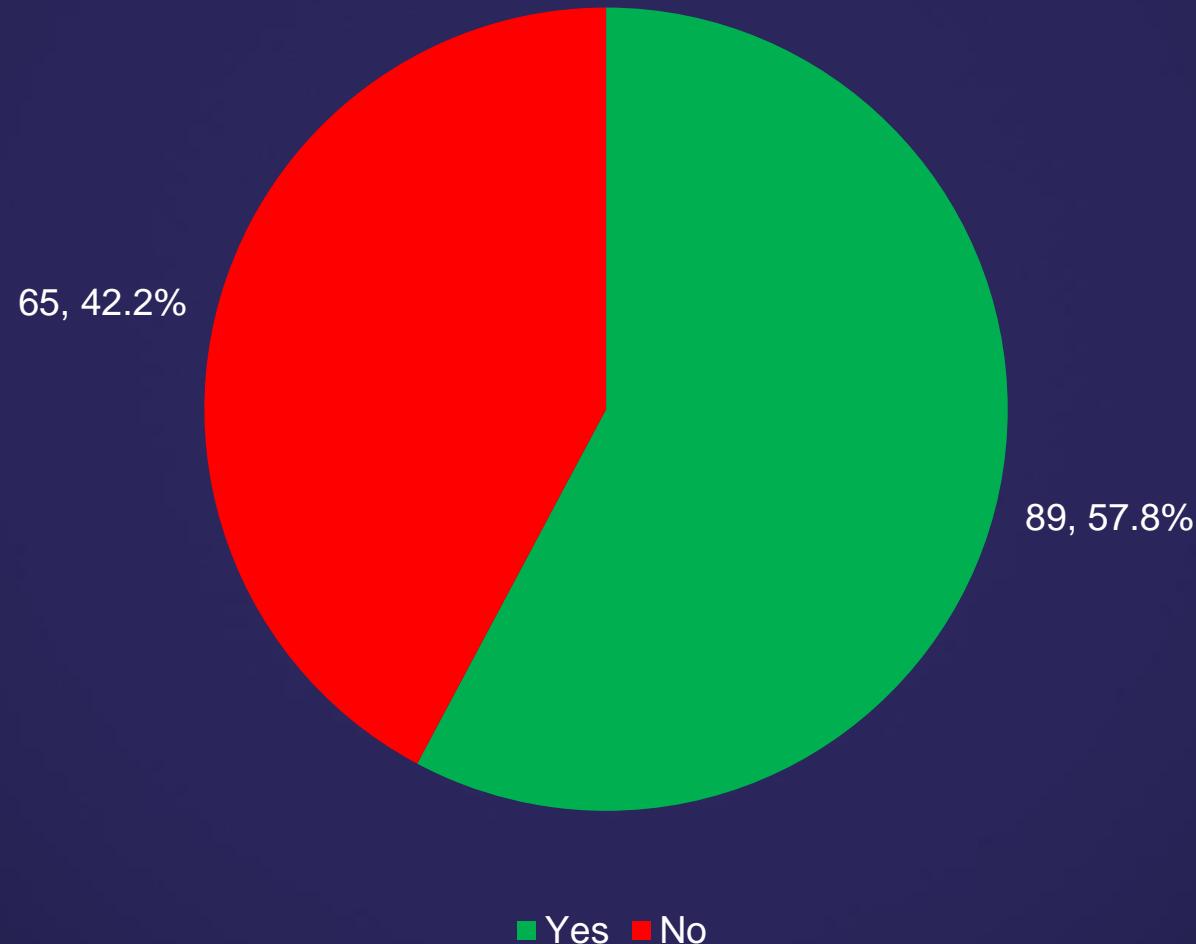
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Would you like more invitations to take part in events? (Focus groups, meetings, conferences etc.)





Would you like more interaction with other Accent 500 members?



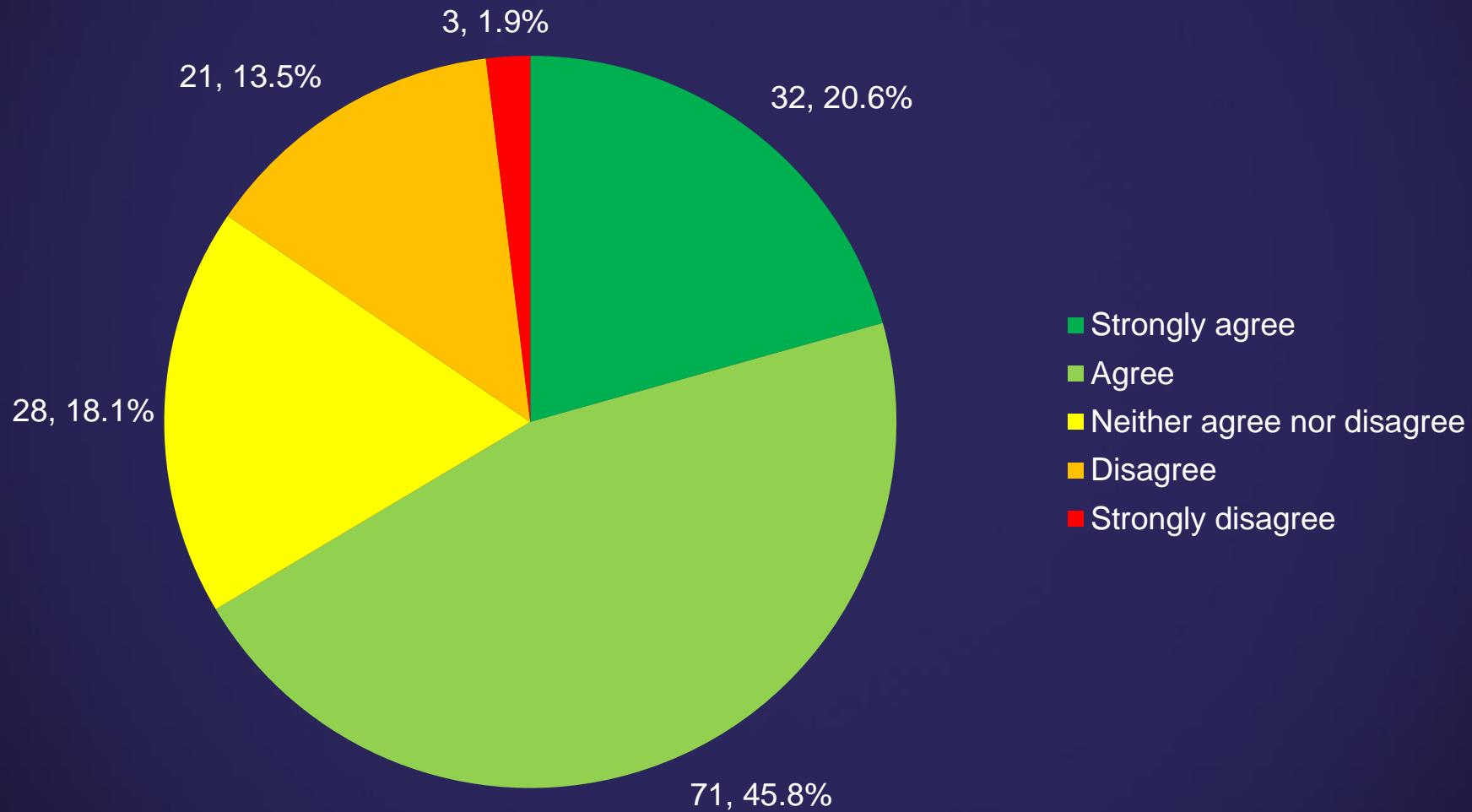
■ Yes ■ No



Please indicate which statements apply to you:

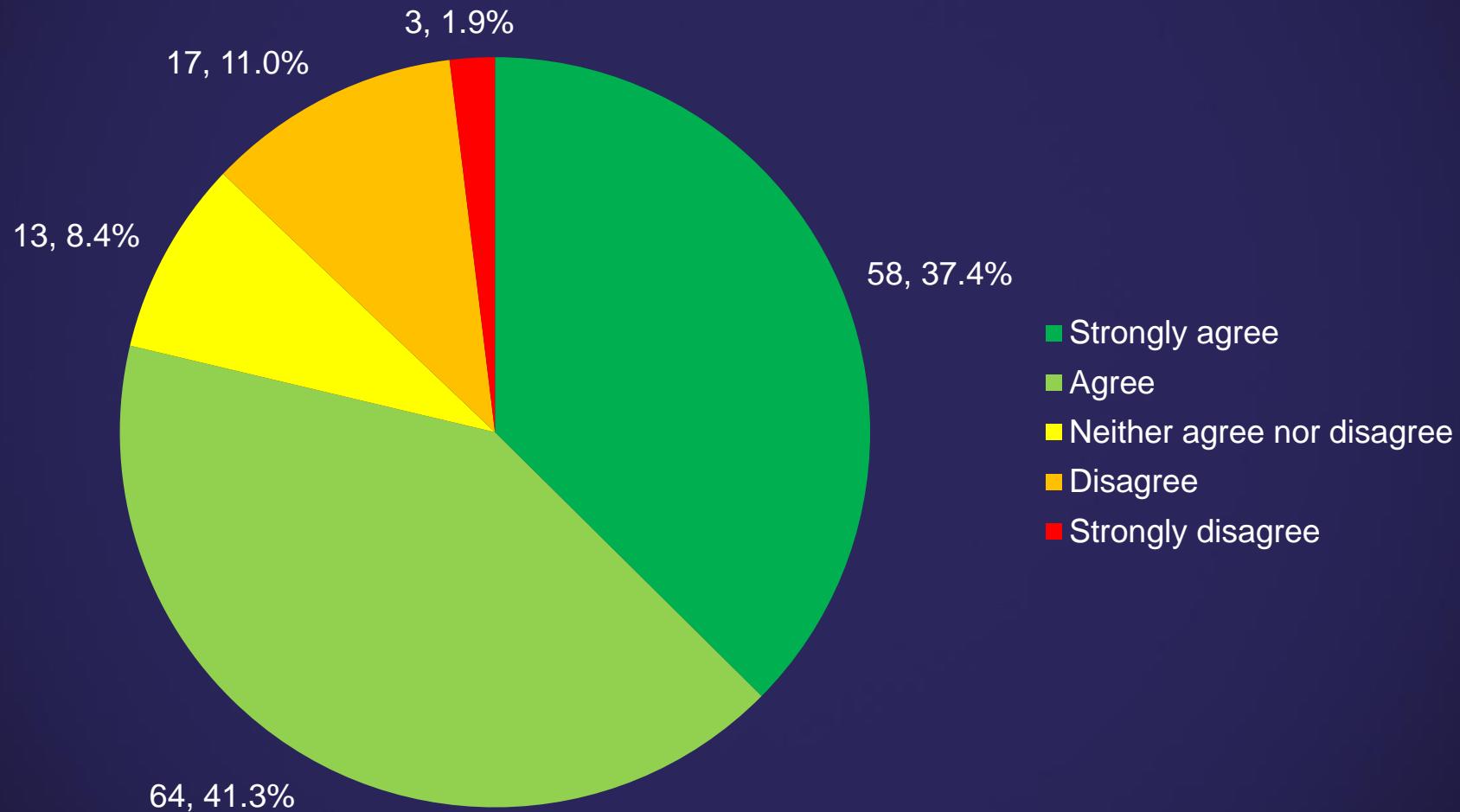


To what extent do you agree that your input as a member is meaningful, impactful and worthwhile?

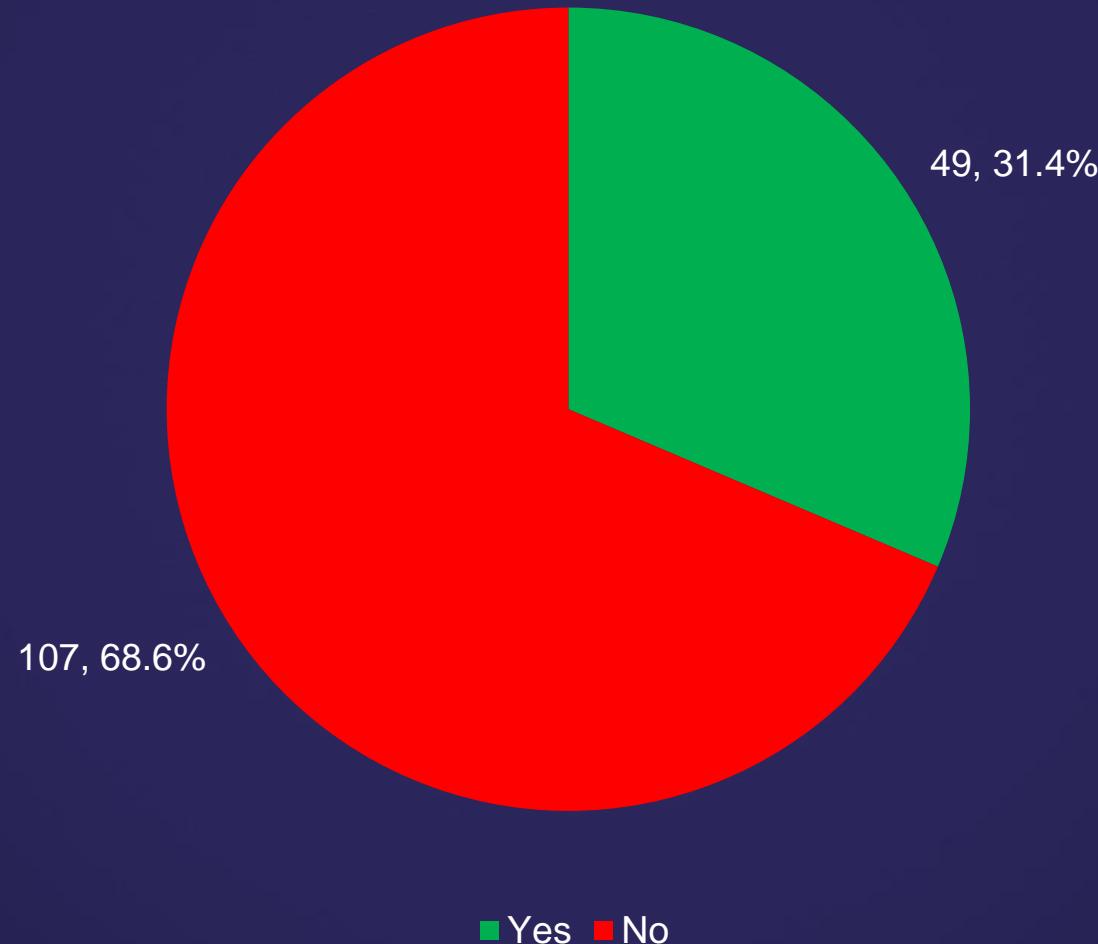




How satisfied are you that Accent keeps you informed about the outcomes of the surveys and consultations you take part in?

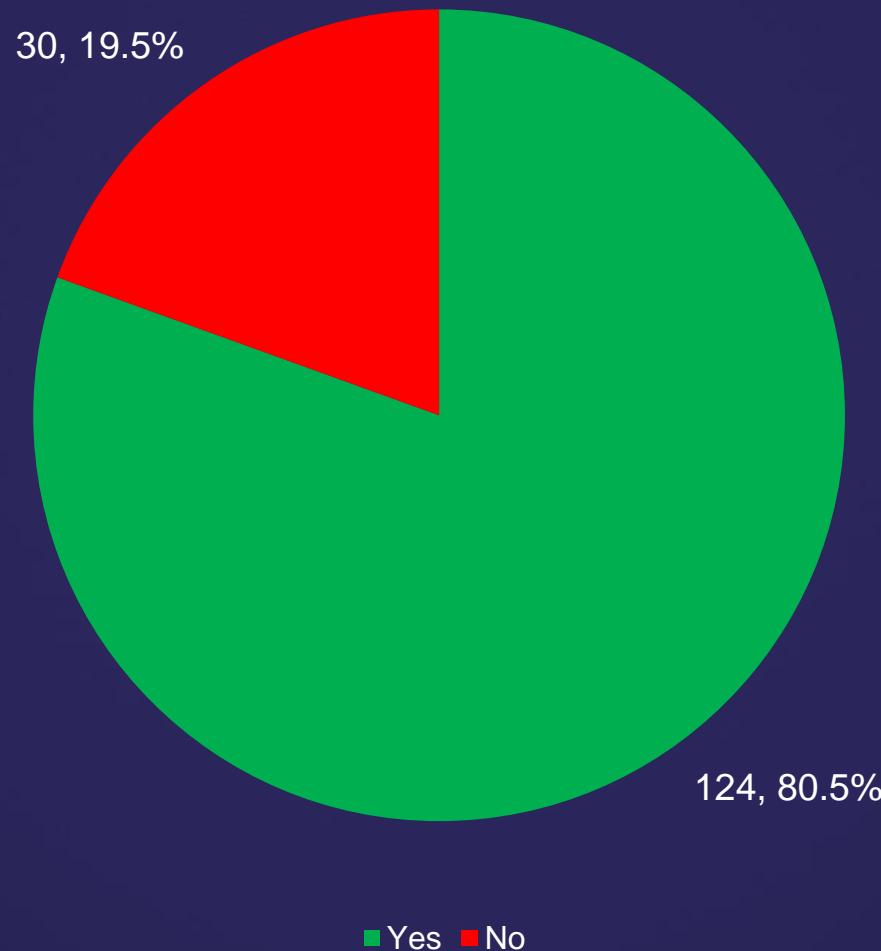


Have you noticed any changes to services as a direct result of your feedback?





Would you recommend the Accent 500 to another resident?





Is there anything that would improve your experience as a member of the Accent 500?

Feedback on surveys in the form of graphs/bar charts/pie charts showing percentages and, at a later date, feedback from Accent on what issues have and have not been actioned with target dates for achievement/modifications.

Financial incentive and rewarded in some way in being involved.

I am a full-time worker and would love to come to your meetings - but you don't do any on a weekend. The amount of times I have told Accent this, you haven't put one on a weekend. Why is it to much trouble for you?

I am registered blind and therefore use assistive technology to access the Accent 500. Unfortunately a number of the surveys that I have been requested to take part in have been inaccessible.

Is there anything that would improve your experience as a member of the Accent 500?



I have been invited to events but none in my local area. Interaction with local Accent 500 members would benefit everyone.

I have poor health and limited mobility. The sessions are always across the other side of Lancashire from where I live. I would love to attend them, but it's just too far.

I would like to know more about the actual outcome of surveys and meetings and of course it would be nice if things could actually improve! Not noticed too much improvement yet.

I would definitely like to have contact with other members of group. To me, there is great value in sharing experience as an Accent resident.

Conclusions

- Members who rent a home from Accent are generally satisfied with the variety, the frequency and the relevance of the activities they are invited to take part in. Homeowners were less satisfied.
- 71% of respondents would like more invitations to the part in events. Several respondents indicated that they had been invited to take part in events, but they were at times or in locations which would make it difficult for them to attend.
- The majority of respondents would have liked more interaction with other Accent 500 members. Some suggested that meetings and events could serve as an opportunity to interact with other members. Others suggested they would be satisfied with online interaction.
- Most respondents were primarily concerned with local issues; those affecting their home and their community. Respondents' comments indicated that they lacked opportunities to have their views heard at a 'grass roots' level.
- Most respondents agreed that their input is meaningful, impactful and worthwhile.

Conclusions

- 82% respondents were satisfied that Accent keeps them informed about the outcomes of surveys and consultations, but respondents were less convinced that services had actually improved as a result.
- Some respondents requested more detailed feedback about the outcomes of surveys and consultations. They would have liked to see survey results, action plans and progress reports, for example.
- Most respondents would recommend Accent 500 to another resident, but it appears that the most successful way of recruiting new members is to promote the opportunity in the course of surveys and consultations.