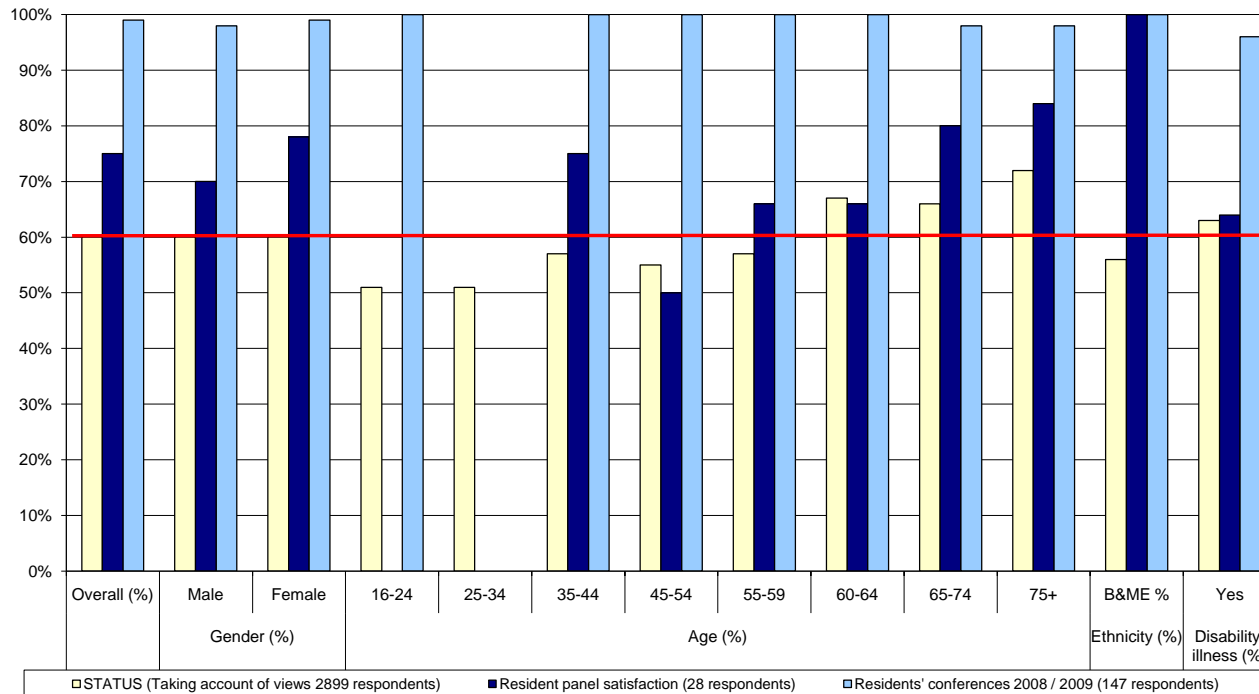


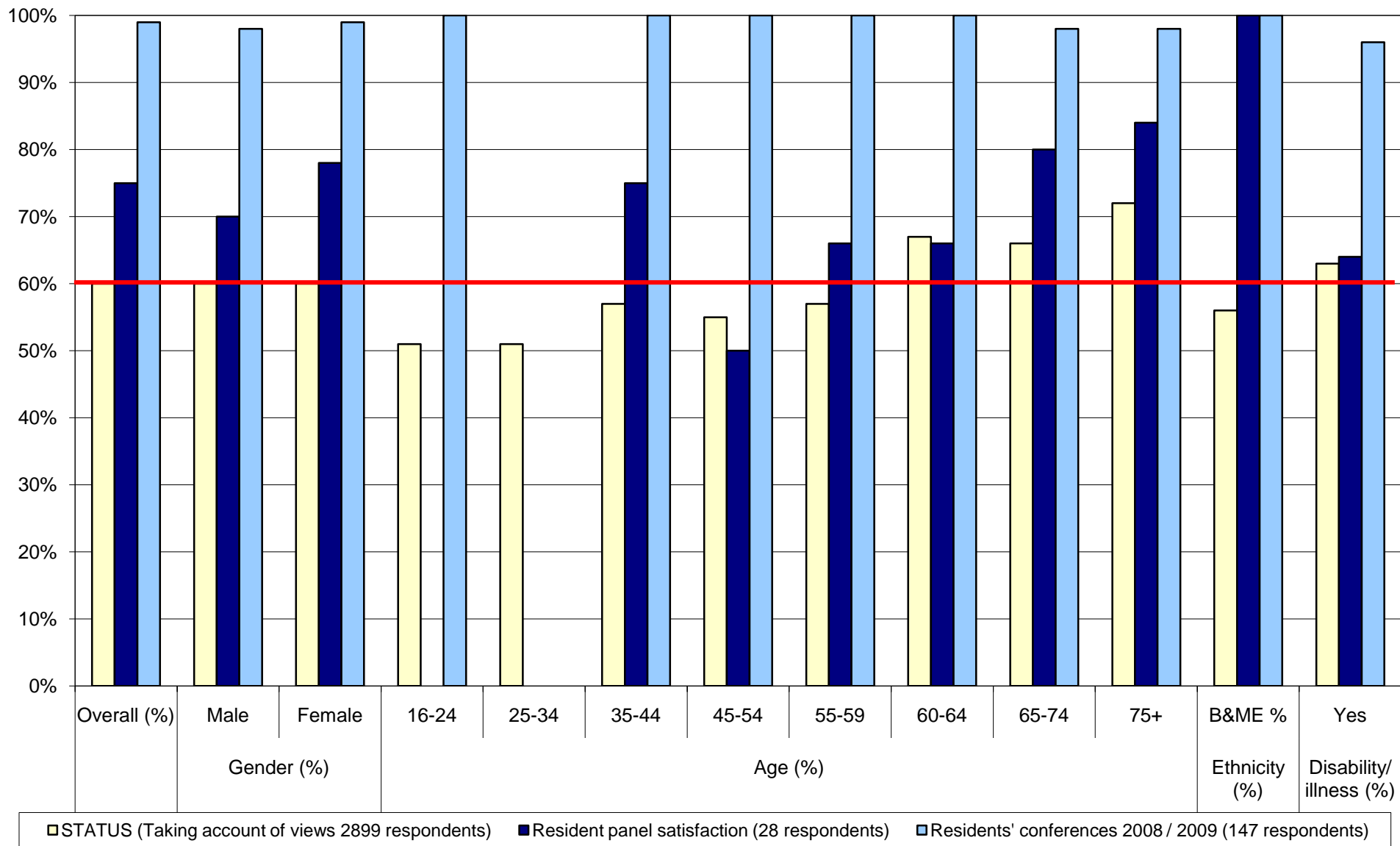
## 2.6 Resident Involvement Satisfaction

Service Area Mar 09 (inclusive)	Jan 09 -		Gender (%)		Age (%)							Ethnicity (%)		Disability/ illness (%)										
	Overall (%)	Male	Female	16-24		25-34		35-44		45-54		55-59		60-64		65-74		75+		B&ME %		Yes		
<b>STATUS (Taking account of views 2899 respondents)</b>	<b>60%</b>	<b>60%</b>	<b>60%</b>	<b>51%</b>	<b>51%</b>	<b>57%</b>	<b>55%</b>	<b>57%</b>	<b>67%</b>	<b>66%</b>	<b>72%</b>	<b>56%</b>	<b>63%</b>											
Resident panel satisfaction (28 respondents)	75%	70%	10	78%	18		0	0	75%	4	50%	2	66%	3	66%	3	80%	10	84%	6	100%	2	64%	14
Residents' conferences 2008 / 2009 (147 respondents)	99%	98%	47	99%	91	100%	1	0	100%	9	100%	15	100%	17	100%	42	98%	43	98%	18	100%	5	96%	57



### Key points

- Satisfaction with the conference is high with 99% of respondents stating that they were satisfied with the event.
- It is not possible to make comparisons with the STATUS survey for residents aged below 44 due to the under representation of this age group.
- Only 5 B&ME respondents completed a survey for the conference; although all were satisfied with the event, the results cannot be relied upon as being representative of the B&ME tenant population.
- Levels of satisfaction with both the panels and conferences are higher than the overall level of satisfaction identified by the STATUS survey.



Service Area Jan 09 -	Gender (%)			Age (%)				
	Overall (%)	Male	Female	16-24	25-34	35-44	45-54	55-59
<b>STATUS (</b>	<b>60%</b>	<b>60%</b>	<b>60%</b>	<b>51%</b>	<b>51%</b>	<b>57%</b>	<b>55%</b>	<b>57%</b>
Resident p	75%	70%	78%			75%	50%	66%
Residents'	99%	98%	99%	100%		100%	100%	100%

			tnicity (%)	Disability/
60-64	65-74	75+	B&ME %	Yes
<b>67%</b>	<b>66%</b>	<b>72%</b>	<b>56%</b>	<b>63%</b>
66%	80%	84%	100%	64%
100%	98%	98%	100%	96%