

Arena Partnerships Tracker – Overview

Web based software to profile, record and evaluate resident engagements.

It is composed of various modules that link to a single database of residents, including:

- Profiling – identify various tenant groups,
- Communication – manage communications to tenants by their preferred method,
- Participation – record, manage and analyse residents participation,
- Feedback – manage an integrated satisfaction programme.

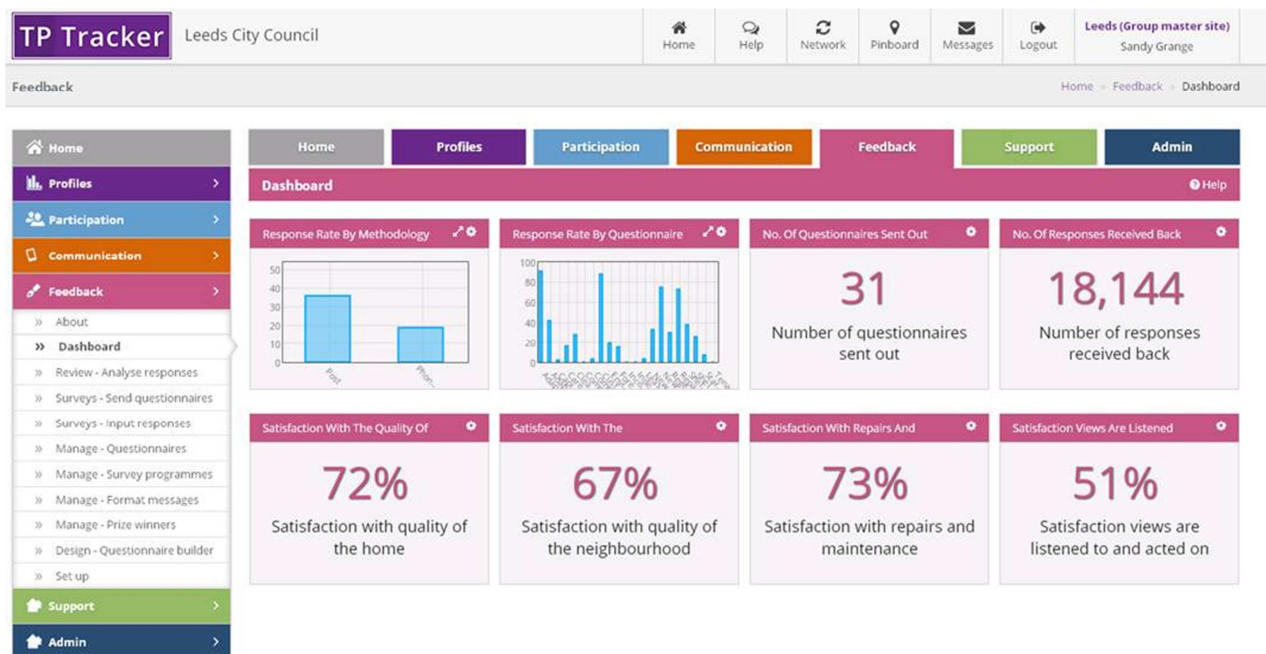
Feedback Module:

For managing satisfaction surveys, analysing the results and identifying ‘key drivers’ for improvement action plans. Includes the following features:

- Surveys can be conducted by post, text, phone or online.
- All responses are held securely within the database where they can be linked with the resident database to conduct analysis across demographic factors.
- Individual survey responses can be reviewed and follow up actions recorded.
- ‘Survey fatigue’ controls that prevent individuals from being over-surveyed.
- Results can be benchmarked with other Tracker users

Tracker Version 2:

Arena are currently working on a new version of tracker, planned to go-live in Leeds over summer:



This boasts a number of improvements including widgets (as above) that provide an instant window onto results. Reporting options have been vastly improved to enable trend analysis and cross-tabulation of all questions and diversity fields. Other new functions include the ability to check overall statistical reliability, and to easily monitor response rates by different groups.