

Taunton Deane Borough Council

Tenant Services Management Board – 20th June 2011

2011 STATUS SATISFACTION SURVEY RESULTS

Report of the Housing Services Lead

(This matter is the responsibility of Executive Councillor Jean Adkins)

1.0 Summary

The Tenant Services Management Board commissioned a STATUS Satisfaction Survey to be undertaken in 2011. The results of the survey have recently been published with the vast majority of tenant (90%), who took part in the survey, reporting they are happy with the overall services they receive – an improvement of 8% on the result reported in 2008.

Tenant Services Management Board members are invited to consider a proposal to complete the 'feedback loop' which will see a further report to Board Members in October 2011.

2.0 Background

As with most social housing landlords we offer a menu of opportunities for tenant involvement. Our menu of involvement is currently undergoing further development and the work involved in doing so is being informed by the work we have done, and continue to do, on profiling our tenants and listening to what they are saying about how they want to be involved.

A menu of involvement allows tenants to choose activities that suit them.

A menu of involvement also helps us to:

- Access a greater volume and variety of opinion;
- Engage people with strategic budgeting decisions; and
- Design approaches that are more inclusive and representative.

Table 1. (below) shows the some of the types of benefits for landlords, tenants, and the wider community.

Benefits to the Housing Service.	Benefits to the Housing Service and tenants, residents and Community.	Benefits to tenants, residents and community.
Public relations improved and greater understanding about services	Improved tenant and landlord relationship	Individual capacity building i.e. improve an individuals skills and employability
Managing risk i.e. reduced rent arrears, improved voids performance, reduced turnover of tenancies etc.	Better services and better performance i.e. tenants involved in the design of letters leading to fewer telephone calls etc	Community capacity building i.e.strengthen links between neighbours by them getting involved in community activities.
	Greater accountability with tenants getting involved in local democracy	

Table 1.

One of the activities on our existing menu of involvement relates to ‘surveys’ - this is where tenants are invited to give feedback on services.

Appendix 1 of this report provides an analysis of the feedback we have received from the 2011 STATUS Satisfaction Survey which the Tenant Services Management Board decided to commission at its meeting on the 13th January 2011.

In the report the levels of satisfaction with key services show the vast majority of tenants, who took part in the survey, are happy with the overall services they receive from the council (90%).

3.0 Responding to the feedback received

We have got more work to do to ensure our feedback loop is complete. This is about improving services and also about encouraging tenants to feel their contributions are worthwhile. Completing the feedback loop may also increase the likelihood of our tenants continuing to get involved in surveys.

The STATUS Satisfaction Survey was a significant undertaking and as well as publishing the results on our website and in our newsletters we are planning to put the findings to good use.

The proposal is to set up a small ‘Task and Finish’ type focus group that will look into, in detail, the findings of survey with a view to reporting back to the Tenant Services Management Board, with a conclusion and recommendations in October 2011.

4.0 Recommendations:

It is therefore recommended that the Tenant Services Management Board:

- Note the results of the 2011 STATUS Satisfaction Survey; and
- Approve the proposal outlined, in this report, which will see a further report being considered by the Tenant Services Management Board at its October 2011 meeting.

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APPENDIX 1

Your views

2011 resident satisfaction survey results



About the survey

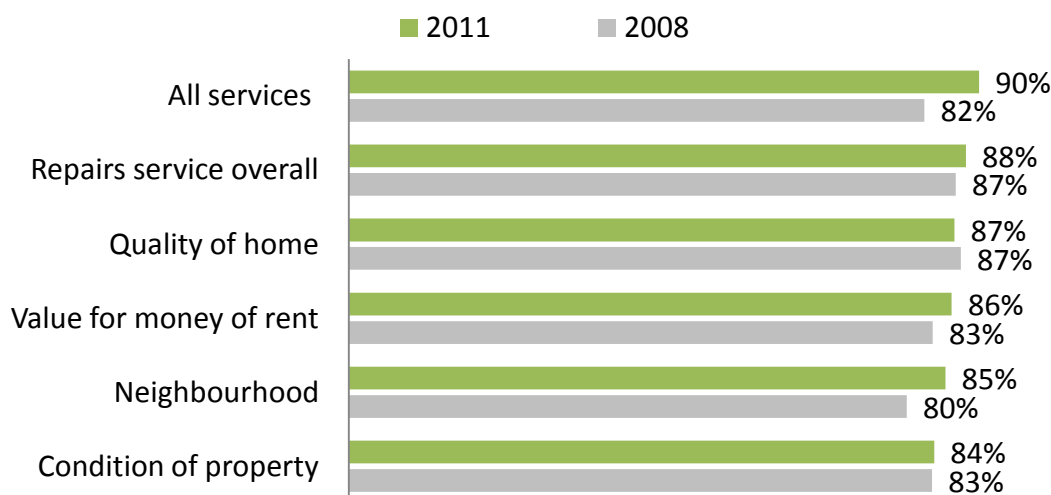
At the start of 2011 many of you took part in an important survey of tenants. The survey focused on how happy you are with the way Taunton Deane Borough Council (TDBC) delivers services and maintains your homes. The survey was anonymous and carried out by an independent market research company - the National Housing Federation (NHF)'s Feedback Service.

- The survey was sent to 1,450 tenants (general needs and sheltered) and over half of all residents took part (56%).
- This report contains key results from the survey. It also compares results with those from the last TDBC survey, the NHF's averages and a group of similar landlords.

Satisfaction with key services

- The chart below shows the levels of satisfaction with key services and how they have changed over the last three years. The vast majority of tenants are happy with the overall services they receive from TDBC (90%). Satisfaction is now 8% higher than in 2008 and just 6% of tenants are dissatisfied with overall services.

How satisfaction has changed in the last three years



90%
of tenants
are satisfied
with
services
overall

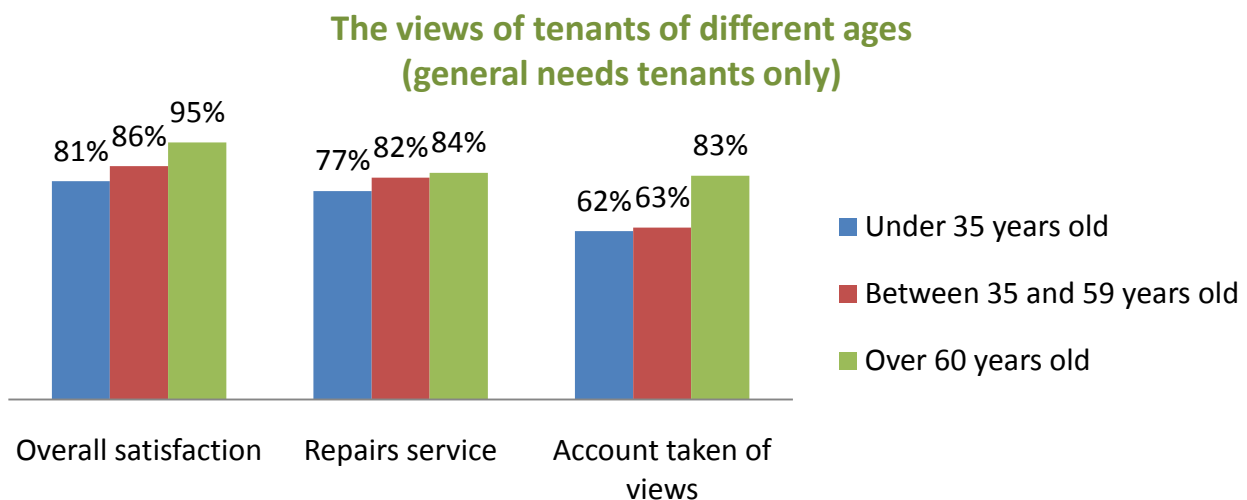
- High percentages of tenants are satisfied with the condition of their property (84%), neighbourhood (85%) value for money (86%), quality of their home (87%) and overall repairs service (88%). Satisfaction with value for money is now 3% higher than in 2008, while satisfaction with the neighbourhood has risen by 5%.

About you

The survey collected valuable household information about things such as age and ethnicity. This type of information helps TDBC to understand the needs of different groups and to plan how best to deliver services in future. The information below shows some of the information provided about tenants living in TDBC properties.

- 95% of general needs tenants are from a White British background while around 2% are from a Black and Minority Ethnic background.
- 55% of general needs households receive Housing Benefit to help pay their rent, rising to 71% in sheltered accommodation.
- A high percentage of general needs tenants (53%) and sheltered tenants (68%) have a household member with a long-term health problem or disability.
- Just 11% of general needs tenants are under 35 years of age, while 38% are between 35 and 59 years old. Just over half of general needs tenants are aged 60 or over (51%). 54% of sheltered tenants are over 75 years old including 19% who are over 85 years old.

The charts below show the effect that things like age have on how people feel about services.



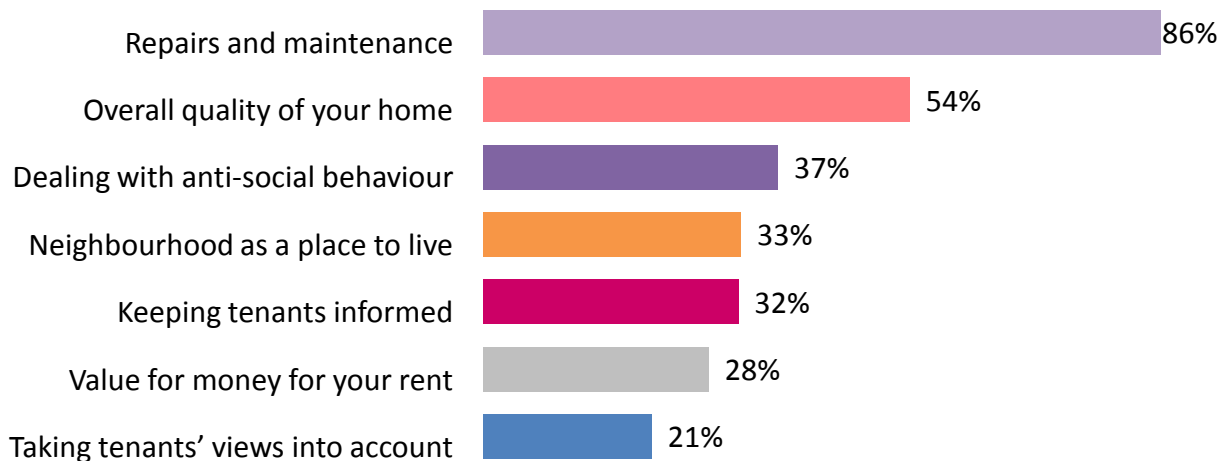
Sheltered tenants

- Sheltered tenants were on most occasions just as satisfied or slightly more satisfied with services than general needs tenants, and awarded higher ratings for the overall repairs service, quality of the home, condition of the property, being kept informed, account taken of views and the neighbourhood (4% to 8% higher).
- However with regards to customer contact, fewer sheltered tenants were satisfied with the ease of contact (3% lower) and fewer sheltered tenants found staff able to deal with their problem (4% lower).

Important services

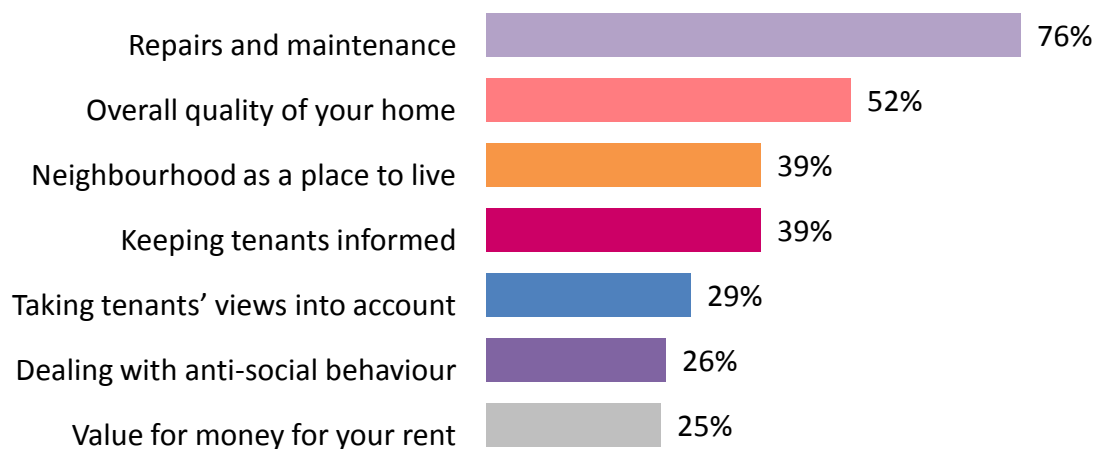
- A good repairs service is considered by general needs tenants to be the most important service provided by TDBC. The chart below also shows the importance of the quality of the home to tenants, while dealing with anti-social behaviour, the neighbourhood and keeping tenants informed are important services for around a third of general needs tenants.

The most important service areas for general needs tenants (when asked to select top three)



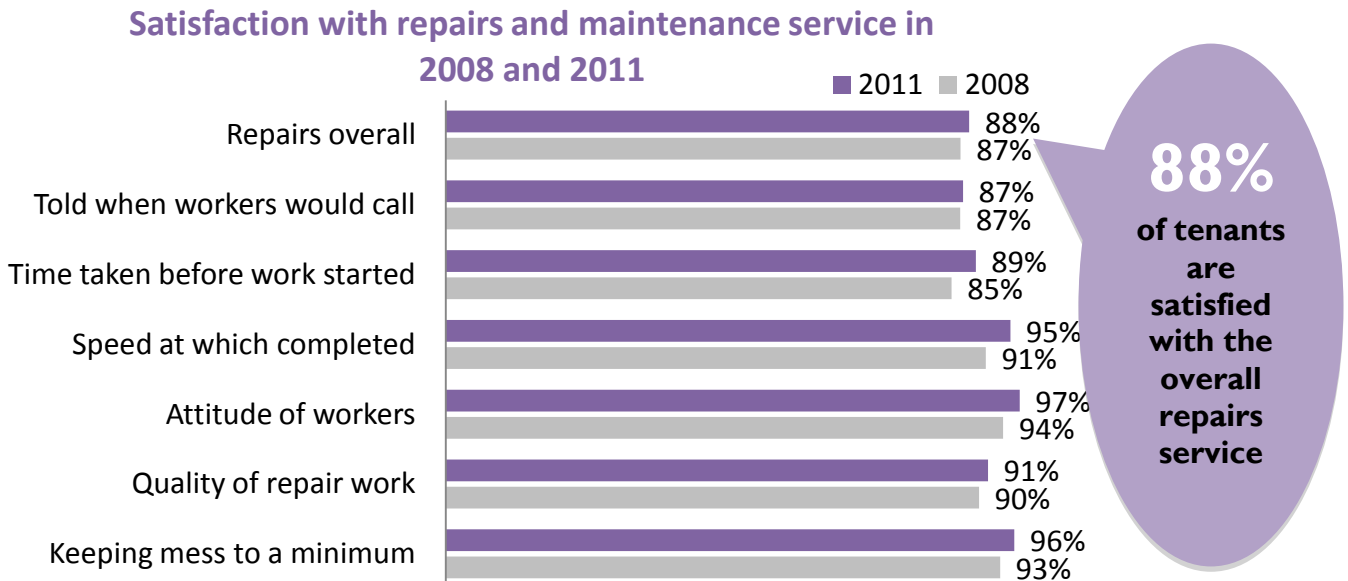
- Sheltered tenants also named the repairs service as the most important service (76%). This was followed by the quality of the home (52%), the neighbourhood (39%) and keeping tenants informed (39%), making these the top four important services for sheltered tenants.

The most important service areas for sheltered tenants (when asked to select top three)

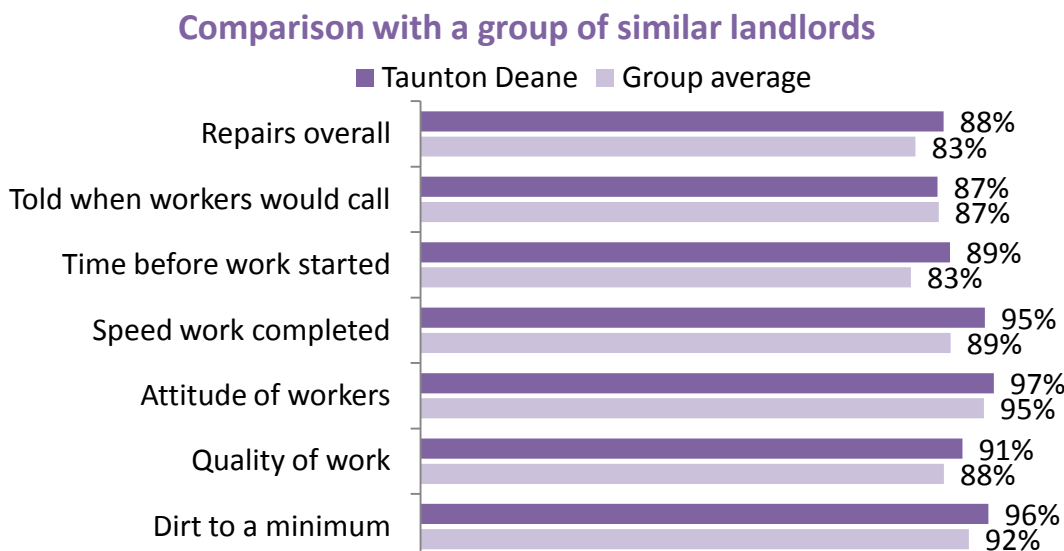


Repairs and maintenance service

- 88% of tenants are satisfied with the repairs service provided by TDBC. 62% of tenants said they had a repair carried out during the past year.
- The chart below shows there are some very high levels of satisfaction with the aspects of the repairs service provided by TDBC. Overall satisfaction with the repairs service has increased by 1% in the last three years. Satisfaction with the time before work started, speed of the workers, the attitude of the workers and their ability to minimise dirt and mess have all increased (3% to 4% higher).

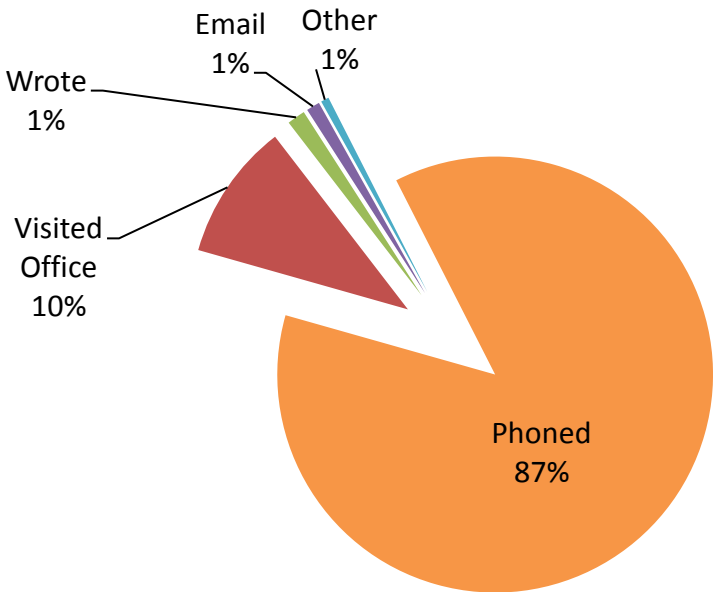


- Tenants rated the overall repairs service (88%) slightly lower than many of the individual aspects of the actual repair service (91% - 97%).
- Compared with a group of similar landlords, the ratings for the repairs service were generally higher than the averages found at other landlords (2% to 6% higher), with only one exception (information given out about the repair work - equal).



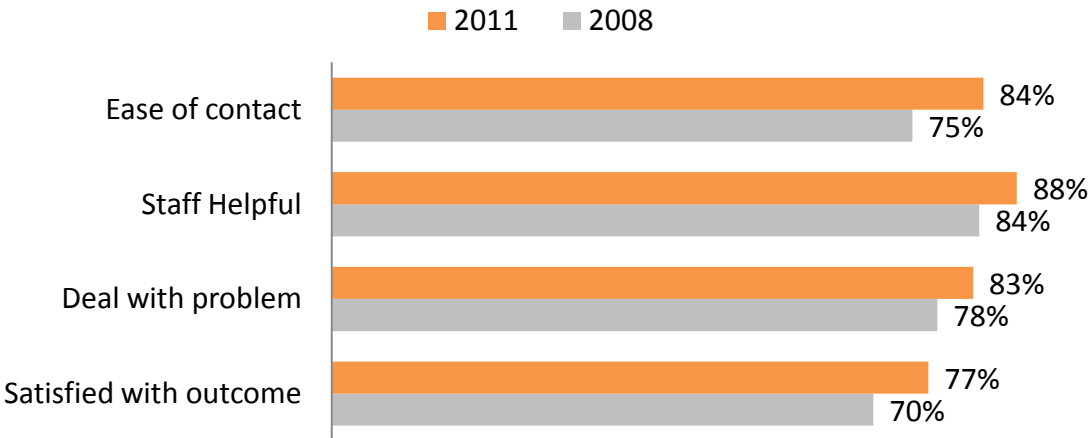
- Just over two thirds of tenants contact TDBC each year (69%).
- The majority of tenants make contact by telephone (87%). One in ten tenants visit the office (10%), while a few tenants use other methods.
- In the last year, the majority of tenants had contacted TDBC to discuss a repair (69% of enquiries), while 13% had rent or housing benefit enquiries.

How residents contact TDBC



- The chart below shows that satisfaction with the level of customer service at TDBC is relatively high, and has increased considerably over the last three years (4% to 9% higher).

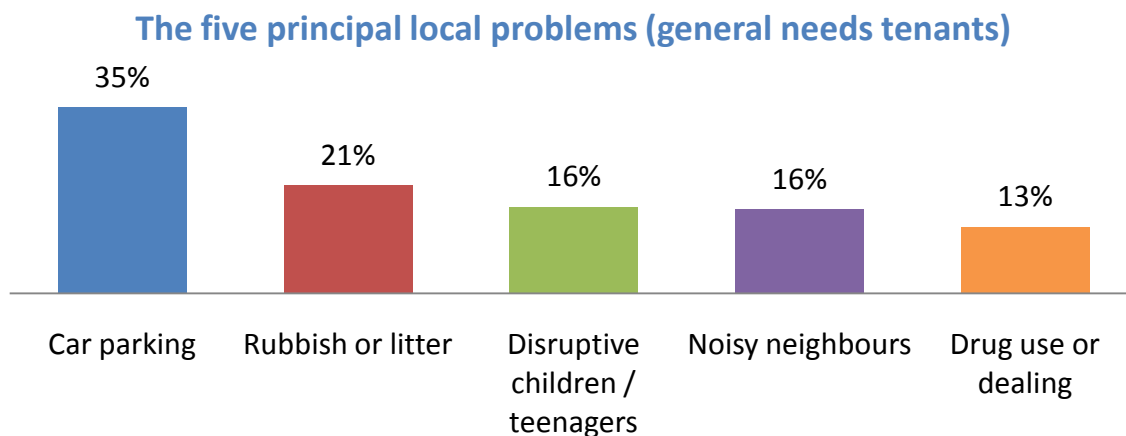
How good is customer care?



- Compared with a group of similar landlords, TDBC tenants awarded higher than average ratings for customer contact (2% to 5% higher) and the ratings were all higher than the averages found in the NHF’s database (3% to 8% higher).

Neighbourhood and community

- Tenants think highly of their neighbourhood as a place to live. 84% of general needs tenants and 92% of sheltered tenants said they are happy with their local neighbourhood and just 9% of all tenants are dissatisfied.
- The chart below shows what general needs tenants say are the five biggest local problems. Clearly car parking is the biggest local problem for tenants, with relatively few people affected by other problems. In addition to those shown in the chart below, problems with drunk and rowdy behaviour, pets and animals and noise from traffic were concerns for around one in ten tenants (9% - 11%).



- Sheltered tenants generally reported lower levels of local problems, with disruptive children or teenagers (10%), noisy neighbours (14%), rubbish or litter (16%) and car parking (28%) the top four local problems.

Anti-social behaviour (ASB)

- 11% of tenants had reported a case of ASB to TDBC in the last 12 months. This is slightly lower than the average level found in the group of similar landlords (15%).
- **Making the report** – 59% of TDBC’s tenants found it easy to contact the right person when reporting ASB, however only half of the tenants found staff helpful (52%) and fewer felt staff were able to deal with their problem (43%). The ratings were all lower than the averages of the group of similar landlords and the NHF’s averages.
- **Handling of the report** – When the individual aspects of reporting ASB are examined, TDBC’s tenants were just as satisfied compared with the group of similar landlords – with just two exceptions. Fewer tenants at TDBC were satisfied with the support provided (10% lower), while more were satisfied with the final outcome of the report (5% higher). TDBC’s ratings were generally lower than the NHF’s average ratings.

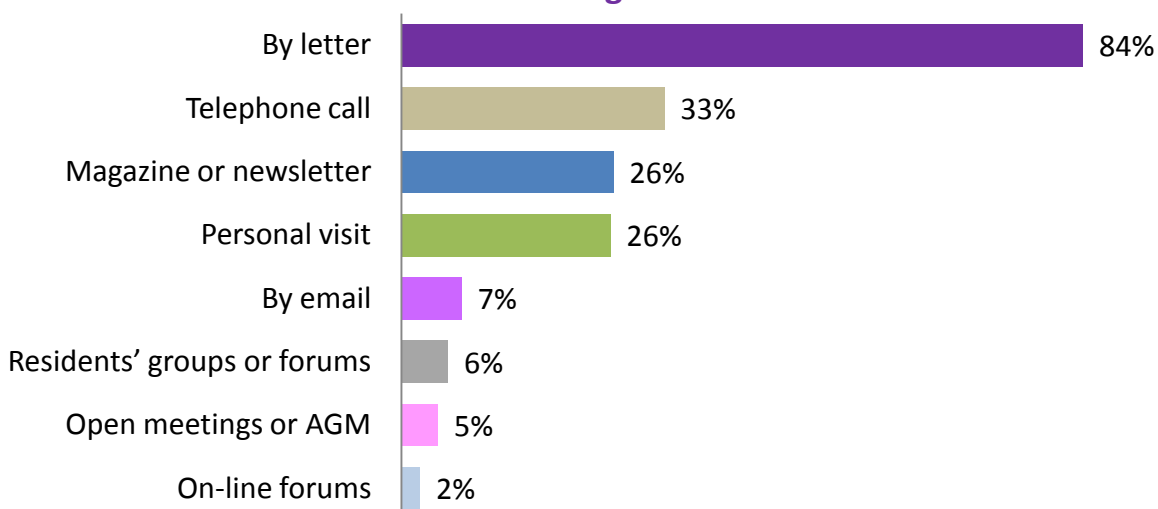
Communications and information

- In 2011 more tenants (84%) are satisfied that TDBC keeps them informed about important matters compared with 2008 (80%). TDBC's rating was close to the NHF's average (83%) – which matched the average of the group of similar landlords (83%).
- Three quarters of tenants (74%) feel that TDBC listens to their views and takes them into account compared with 2008 (70%), and few are dissatisfied (10%). TDBC's rating is slightly higher than the NHF's average (71%) and the average rating of the group of similar landlords (70%).
- Just over a third of sheltered tenants had heard of the Tenant Compact at TDBC (36%), higher than amongst general needs tenants (28%). Tenants who were aware of the Tenant Compact were generally satisfied (77%) with few dissatisfied tenants (2%).

How tenants want to be contacted by TDBC

- Many general needs tenants prefer TDBC to consult or inform them by letter (85%), while some prefer a personal visit (24%), information in a magazine article or newsletter (27%) or a telephone call (32%). 8% of general needs tenants would be happy to receive information by email.
- Sheltered tenants are generally happy to be contacted by letter (77%). While some are happy for information to be provided in a magazine or newsletter (23%) or a telephone call (34%), more sheltered tenants would like a personal visit (40%).
- The chart below shows the combined preferences for all tenants.

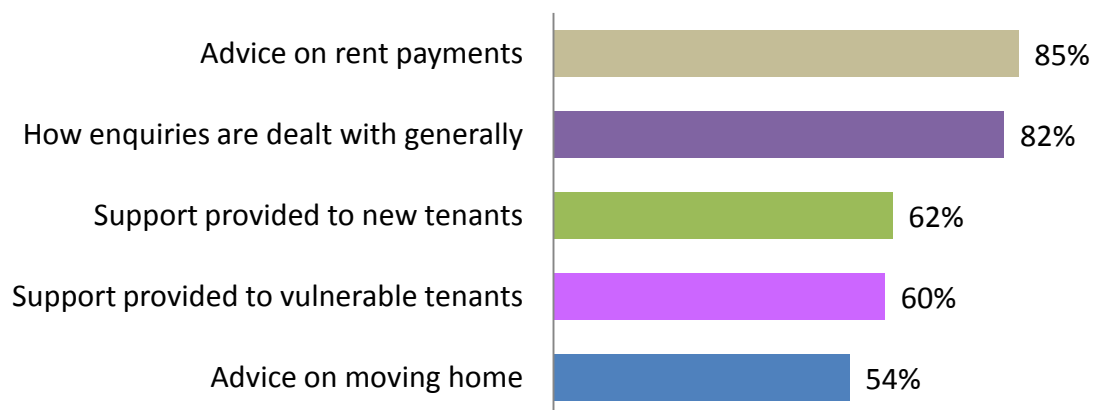
Preferred methods of communication for informing and consulting tenants



Support and advice

- The majority of tenants are satisfied with how TDBC deals with their enquiries (82%) and gives advice on rent payments (85%).
- Fewer tenants are satisfied with the support provided to new and vulnerable tenants (60% - 62%) and on moving home (54%), although this may be because many residents have no personal experience of those services.

Satisfaction with support and advice



You say – We do

- Carrying out this survey is just part of the work TDBC does to involve you in developing services. As well as publishing the results of the survey TDBC plans to put the findings to good use by working with tenants to further improve the services provided.



For further information or to discuss the findings in this report please contact
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