

REPORT TITLE: TENANT SATISFACTION SURVEY RESULTS6 JULY 2017REPORT OF PORTFOLIO HOLDER FOR HOUSING: Councillor Caroline HorrillContact Officer: Janette Palmer Tel No: 01962 848 120 Email
jpalmer@winchester.gov.ukWARD(S): ALLPURPOSE

This report presents the results from the biennial tenants' satisfaction survey and recommends priorities for action to ensure that effective use is made of this data as required by the Council Strategy Performance measures.

RECOMMENDATIONS:

1. That the results be noted.
2. The recommendations for action be translated into actions as part of the business planning timetable.

IMPLICATIONS:1 COUNCIL STRATEGY OUTCOME

Delivering quality housing options the 3rd strategic outcome of the Council's Strategy requires that the Housing Service 'is proactive in our tenant engagement, achieving effective representation and insight across all tenant and customer groups'. This survey is the primary method used to deliver representative insight for the tenant group.

The Council Strategy Performance measures require that more effective use is made of this data and therefore the detailed results in the background document will be used to support business planning.

In addition the survey collects data for health and happiness performance indicators providing monitoring information around meeting the 4th strategic outcome 'Improve the health and happiness of our community' for the tenant group.

2 FINANCIAL IMPLICATIONS

None

3 LEGAL AND PROCUREMENT IMPLICATIONS

None

4 WORKFORCE IMPLICATIONS

None

5 PROPERTY AND ASSET IMPLICATIONS

Tenants responded that most important to them when choosing their homes was proximity to services and good sized rooms throughout; with affordability also being key. Length of time on the waiting list is of less importance (11th of 13 options). It should be noted that this was a survey of people already housed and that a survey is planned of Hampshire Homes Choice applicants to compare their home priorities.

This feedback will inform Business planning and new homes development.

Tenants responded that low energy bills were important to 12% of respondents; 9th of 13 options.

In response to the question 'If Winchester City Council had extra budget what would you like it spent on' respondents the most popular choices were to spend on the Discretionary Works scheme and new build. Estate improvements were also a popular choice.

6 CONSULTATION AND COMMUNICATION

Tenants were consulted regarding the wording of the questions through the Readers panel.

The results will be debated with tenants through TACT in addition to members to inform priorities for action.

Some of the recommendations require further investigation. Various methods will be employed to follow up these up ensure the service has correctly determined tenants priorities and action required to improve the service.

7 TACT Comment

The satisfaction results are encouraging on the top priority areas for tenants i.e. Repairs and Maintenance, Quality of Home and Listening to Views. TACT look forward to continuing to work with the Council to make improvements especially around consultation.

8 ENVIRONMENTAL CONSIDERATIONS

None

9 EQUALITY IMPACT ASSESSMENT

While an impact assessment for the survey wasn't carried out the survey results are used as evidence when carrying out other impact assessments.

Measures were taken in consideration of possible barriers to completion. As well as the check mentioned above for plain English through the Readers Panel; all tenants known to have needs other than large print who were part of the survey and who had not responded when the reminder was sent out were contacted by the Tenant Involvement team to offer assistance if they required it.

Large print surveys were sent to those registered with this need on Orchard database.

10 RISK MANAGEMENT

Risk	Mitigation	Opportunities
<i>Property - None</i>		
<i>Community Support -none</i>		
<i>Timescales - None</i>		
<i>Project capacity - None</i>		
<i>Financial / VfM - None</i>		
<i>Legal - None</i>		
<i>Innovation - None</i>		
<i>Reputation</i>	Review of Tenant Engagement structure –	Encourage previously uninvolved tenants to be

<i>Fail to action areas for improvement.</i>	revised approach will be set out in the Engagement Strategy	actively engaged.
<i>Fail to effectively feedback to tenants action taken to areas for improvement</i>		
<i>Other</i>		

11 SUPPORTING INFORMATION:

MEL Research were commissioned to undertake a Survey of Tenants and Residents (STAR) on it's behalf. Fieldwork was undertaken in March and April 2017. A sample mailing to 1,751 general needs tenants and all sheltered tenants was followed by a reminder mailing of the full questionnaire to non respondents 2 weeks later.

For the first time the survey was emailed to all those in the sample for whom Winchester City Council hold an email address a week before the survey was posted and this generated a positive return of 42% general needs and 54% sheltered tenants.

A response rate of 44% was achieved overall; the results in the report are therefore accurate to +/-2.83% at the 95% confidence level. This means that we can be 95% certain that the results are between +/-2.83% of the calculated response, so the `true` response could be 2.83% above or below the figures reported.

In order to ensure that the findings are as representative to Winchester City Council housing stock as possible weighting by tenure has been applied.

Benchmarking results

Nationally the Council performs within the top quartile for overall service provided, repairs and maintenance, listening to views and rent providing value for money.

Regionally, Winchester City Council performs within the top quartile for overall service provided, repairs and maintenance, listening to views and neighbourhood as a place to live.

Headline Results

Winchester City Council performed well across the indicators; with improvement in satisfaction with repairs and maintenance especially for tenants in general needs housing. For grounds maintenance there are large increases in satisfaction from sheltered tenants.

- 91% of tenants are satisfied with the overall service provided by Winchester City Council.

- Repairs and maintenance has seen an 7% increase in satisfaction to 88% since 2015 – especially from general needs tenants; although the 35 – 44 age group has a low satisfaction level of 69%.
- Friendly approachable staff continues to record one of the highest levels of satisfaction at 93% and 90% of tenants with a disability responded that they were treated fairly.
- Sub Group Variance in satisfaction - Households over the age of 65 years are generally more satisfied than households under 65 years. Tenants on benefits are generally more satisfied than tenants not in receipt of housing benefit. Tenants in rural areas are generally more satisfied than those living on the City estates.
- Repairs and maintenance and quality of home continue to be the top service priorities for tenants. Listening to views and acting on them is now the 3rd most important service element.
- Discretionary works schemes and building new homes would be tenants' priorities for additional spending; followed by estate improvements.
- 34% of tenants don't use the Internet; of which 25% are aged 65-74 years and 61% aged 75 years and over.

Areas for Improvement

- General needs service charge information and value for money.
Although there has been an improved performance for this indicator the result is still below the regional and national median; therefore officers will review the service charge process.
- Listening to views and acting on them – improved feedback on the action taken. Especially looking at ways households aged 35-44 have opportunities to make their views known (satisfaction only 63%).
This was flagged through the 2015 survey and through feedback from TACT. The current tenant engagement review aims to address this issue.
- Reducing the call back about outstanding repairs.
This confirms feedback through the Vanguard review which is underway and will address this issue specifically.
- Making it easier to get through the right person and through on the telephone (20% dissatisfaction).

This wider customer service issue although ties in with the Vanguard review will also be subject to a Housing Departmental Management Team discussion to determine team and service actions.

- Investigate low levels of satisfaction (69%) with repairs and maintenance from 35 – 44 year olds.

This is being investigated further to determine the number in the age group and the degree to which this is an issue.

- 19% dissatisfaction with presence on sheltered schemes. 17% dissatisfaction with the level of face to face contact.

There may be a link to service charges and is supported by the findings of the Sheltered Scrutiny Group review. The outcome of the Scrutiny exercise will be reported to October Cabinet (Housing) Committee.

12 OTHER OPTIONS CONSIDERED AND REJECTED

None

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

None

Other Background Documents:-

2017 STAR Survey Results – Full Tenant Satisfaction Survey Report

APPENDICES:

Appendix 1 – 2017 STAR Survey Results - Executive Summary