



Hinckley & Bosworth
Borough Council

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FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

SCRUTINY COMMISSION

9 OCTOBER 2017

WARDS AFFECTED: ALL

COUNCIL HOUSING SATISFACTION SURVEY RESULTS

Report of the Director of Community Services

1. PURPOSE OF REPORT

- 1.1 To inform members of the results of the latest housing satisfaction survey and the priorities identified for future service improvements.

2. RECOMMENDATION

- 2.1 That members note the results of the survey, and endorse the future priorities identified.

3. BACKGROUND TO THE REPORT

- 3.1 The Housing Satisfaction survey was sent out at the end of 2016. A full satisfaction survey is conducted every three years. The last survey was conducted in 2013.
- 3.2 All Council tenants were sent a copy of the survey, 1,057 were returned, a return rate of 32%. Questions were included to give feedback on areas of work identified as service improvements over the last 3 years.
- 3.3 Since the last survey, HBBC has moved from a satisfaction survey with three options (Satisfied, Neither satisfied or dissatisfied, Dissatisfied) to the more commonly used five point survey (Very satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, Very Dissatisfied). This is likely to reduce the number of residents selecting the "Neither" option resulting in a small increase in both satisfaction and dissatisfaction. However, the results show a clear increase in satisfaction and a decrease in dissatisfaction for most areas of service. This indicates significant service improvements overall and particularly in areas where work has been done to increase satisfaction.

4. RESULTS OF THE SURVEY

4.1 GENERAL QUESTIONS

Satisfaction with the overall housing service received by tenants was up to 83% from 75%, dissatisfaction down to 4% from 6%.

Satisfaction with the overall quality of the home was up to 74% from 60%, dissatisfaction was down from 11% to 8%.

Satisfaction with the way the Council deals with housing enquiries was up to 79% from 68%, dissatisfaction up from 4% to 5%.

Satisfaction with the way the housing service listens to tenants views and acts on them was up to 75% from 40%, dissatisfaction down to 6% from 10%. This was identified as an area for improvement in the last survey.

The above results show that work done to increase the responsiveness of the service to tenants' needs, through a more focused tenancy management team, introduction of a housing administration team and an improved strategy to involve and communicate with tenants, has achieved significant improvements in satisfaction levels.

4.2 HOUSING REPAIRS SATISFACTION

Overall satisfaction with the way the Council deals with repairs and maintenance increased to 82% from 62%, dissatisfaction was down to 7% from 13%.

Satisfaction with the condition of the properties on moving in was up to 61% from 48%, dissatisfaction down to 19% from 24%. This was identified as an area for improvement in the last survey and the service has introduced a tenant inspectors' project to help monitor the condition of properties prior to sign up.

However, satisfaction with gas servicing and repairs was down from 73% to 67%, and dissatisfaction was up from 8% to 19%. Since the survey, a new gas contractor has been appointed and satisfaction is much improved.

4.3 SATISFACTION WITH NEIGHBOURHOOD AND NEW TENANCIES

Satisfaction with the neighbourhood as a place to live was up to 81% from 72%, dissatisfaction unchanged at 6.5%. The increase in satisfaction endorses the work done through the Endeavour Team and through the tenancy management team.

Satisfaction with the process for viewing and signing up for properties was up to 94% from 84%, dissatisfaction down to 1% from 4%. This reflects investment in the housing support service and the work done to restructure the housing teams.

4.4 RENTS AND VALUE FOR MONEY

Satisfaction with options for paying rent was up to 90% from 80%, dissatisfaction down to 2% from 3%.

Satisfaction with the clarity of rent statements was up to 85% from 79%, dissatisfaction up to 5% from 4%. Work was done during the period to improve the clarity of information sent to tenants in arrears. 82% of those who had received the improved information said they found it clear and easy to read.

Satisfaction with value for money was down to 71% from 72%, dissatisfaction up to 8% from 6%. Understanding and improving tenants' views on this is identified as an area for future work.

4.5 SHELTERED HOUSING

Satisfaction with the value for money provided by the service charge among sheltered housing residents was 81%, even though some residents have seen increases within the new charging regime.

Satisfaction with the cleanliness of communal areas has increased to 74% from 62%, dissatisfaction has reduced from 12% to 8%. Satisfaction with the upkeep of communal gardens has increased to 66% from 49%, dissatisfaction is down to 11% from 20%. This was identified as an area for improvement from the last survey and the increases prove that measures taken, including the introduction of a tenant working group to discuss issues, have produced results.

Satisfaction with the Scheme Manager/support worker service was up to 86% from 76%, dissatisfaction down to 4% from 7%. Satisfaction with the emergency contact system was up to 84% from 82%, dissatisfaction up to 5% from 3%.

5. FUTURE IMPROVEMENTS

The reported satisfaction levels show that work done to improve services over the past three years has resulted in direct improvements to tenant satisfaction.

Priorities identified for the next period are to:

- Improve tenant satisfaction with value for money;
- Increase satisfaction relating to the quality of homes;
- Maintain satisfaction with the gas servicing and repairs contract;
- Continue to improve satisfaction with properties on moving in by monitoring re-let standards and understanding reasons for dissatisfaction;
- Continue to increase satisfaction with neighbourhoods by engaging tenants at a local level and identifying locally agreed improvements;
- Continue to develop and improve the emergency call centre services for residents of sheltered and supported housing.

6. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

6.1 None

7. FINANCIAL IMPLICATIONS [TF]

7.1 None

8. LEGAL IMPLICATIONS [AR]

8.1 None

9. CORPORATE PLAN IMPLICATIONS

9.1 This report relates to the:

Places priority to improve the quality of existing homes;

People priorities to support vulnerable people and enable older people to make the most of later life.

It supports the corporate value to involve local people in decisions and listen to their views.

10. CONSULTATION

10.1 The report summarises consultation with Council tenants on the services they receive. Further consultation will take place with involved tenants through working groups and tenants' groups to agree priorities identified for future improvements.

11. RISK IMPLICATIONS

None identified

12. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

12.1 Surveys were returned from all sections of the community and equality data was collected from participants to enable any biases in the methodology and in service satisfaction to be identified. Assistance was provided to fill out the survey and drop in sessions were arranged and advertised across the borough.

13. CORPORATE IMPLICATIONS

13.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications
- Data Protection implications
- Voluntary Sector

Background papers: Housing Satisfaction Survey 2016 (appendix 1)
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