

To: Communities, Housing & Planning Policy Board

On: 21 August 2018

Report by: Director of Communities, Housing and Planning Services

Heading: Tenant Satisfaction Survey 2017/2018

1. Summary

- 1.1 A tenant satisfaction survey was carried out in February and March 2018. The Executive Summary of the report is attached to this report for information. The full survey report is available to view on the Council's web page at <http://renfrewshire.gov.uk>.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) notes the response in relation to the 2018 Renfrewshire Council Tenant Satisfaction Survey.
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3. Background

- 3.1 A tenant satisfaction survey is carried out for the Council by external consultants every two years. The satisfaction survey provides feedback on tenants' views on service provision and allows the Council to track changes over time, monitor progress and benchmark satisfaction with other social housing providers. It includes core questions which are required for the annual submission on the Social Housing Charter to the Scottish Housing Regulator. The 2018 Survey is based on a representative sample (10%) of Council tenants.

- 3.2 The survey questionnaire was based on the questions developed by the Scottish Housing Regulator to assist in evaluating performance against core Charter indicators and outcomes.
- 3.3 The Tenant Satisfaction Survey provides independent information on Council tenants' views on key service areas:
- their own home, neighbourhood and general environment;
 - services provided, and how these could be improved;
 - value for money; and
 - how we communicate with them and how they prefer to receive information.
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4. 2018 Tenant Satisfaction Survey Results

- 4.1 The results of the 2017/2018 survey reveal that, in general, the Council is performing to a high standard with the majority of indicators improving either slightly or significantly from the 2015 survey results, including:
- Overall satisfaction
 - Tenants being kept informed about services
 - Opportunities available to tenants to get involved
 - Satisfaction with the repairs service
 - Satisfaction with the Council's planned maintenance programme
- 4.2 The survey highlighted several areas where there is room for improvement and this will be addressed as part of ongoing service improvement activity.
- (i) Older tenants are still less likely to engage with Housing Services through digital methods.
- A new post has been created to promote digital inclusion and help tenants to develop skills and confidence in using emails and tablets etc. A 'silver surfers' group provides support and assistance to older people and a showcase event is planned for September to raise awareness and promote digital inclusion to a wider audience.
- (ii) Lower levels of satisfaction with some aspects of customer contact, for example ease of getting hold of the right person and resolving issues in a reasonable time. Satisfaction with the handling of complaints remains an issue -including information received while the complaint is being dealt with and the speed of dealing with complaints.
- Work will be undertaken to review customer contact and complaints information to try and better understand the reasons for this. Refresher training for staff will also be provided.

- (iii) Lower levels of satisfaction with some aspects of the caretaking/ concierge service and ease of contacting staff.

- This will be addressed as part of measures to be introduced later this year to enhance caretaking services.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning – Safer and Stronger** – None
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** – A Privacy Impact Assessment was carried out.
12. **Cosla Policy Position** – Not applicable

Background Papers

- Report to HACS 15 March 2016, Tenant Satisfaction Survey 2015.

The foregoing background papers will be retained within Development and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting.

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Attachment: 2018 Tenant Satisfaction Survey Executive Summary

*FC/LM
27 July 2018*



Renfrewshire Council

Tenant Satisfaction Survey 2018

EXECUTIVE SUMMARY

April 2018

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Introduction and background

Research Resource was commissioned by Renfrewshire Council to undertake their 2018 Tenant Satisfaction Survey. The aim of the survey was to obtain an indication of satisfaction levels with the home, neighbourhood and services which the Council provides as a landlord and to compare the results to the 2015 survey to track customer satisfaction and perceptions on housing services.

The survey was undertaken using a telephone methodology with tenants. A total of 1,313 interviews were completed with tenants. This number of tenant interviews provides data accurate to $\pm 2.6\%$ (based upon a 50% estimate at the 95% confidence interval) meaning we can be 95% confident that the views we have represent those of 97.4% of all Renfrewshire Council tenants. Interviews were spread across all areas of Renfrewshire Council's stock.

Key Indicators

This executive summary details the key findings from the survey against the indicators used by the Scottish Housing Charter to assess and monitor landlord performance. The results in the table below show the satisfaction results from the 2018 survey compared to the 2015 survey.

Scottish Housing Regulator indicators			
	2015	2018	Difference
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Renfrewshire Council as your landlord? (<i>% very/ fairly satisfied</i>)	82%	88%	+6%
How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (<i>%very good/ fairly good</i>)	80%	82%	+2%
How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes? (<i>% very/ fairly satisfied</i>)	84%	88%	+4%
Overall, how satisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>)	82%	84%	+2%
Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents value for money? Is it.... (<i>% very good value/ fairly good value</i>)	77%	76%	-1%
Overall, how satisfied are you with your landlord's management of the neighbourhood you live in? (<i>%very/ fairly satisfied</i>)	82%	83%	+1%

AREAS OF HIGH PERFORMANCE

The results of the 2018 survey reveal that, in general, the Council is performing to a high standard with the majority of indicators improving either slightly or significantly from the 2015 survey results.

- Overall satisfaction with the overall service provided by Renfrewshire Council as a landlord has increased from 82% in 2015 up to 88% in 2018.
- Tenant rating of Housing Services with respect to keeping them informed about services and decisions has increased from 80% in 2015 up to 82% in 2018.
- Awareness of the opportunities available to tenants to get involved is high with 98% of respondents stating that they were aware of at least one method of getting involved. Moreover, satisfaction with the opportunities available to them to participate is high and has increased from 2015, rising from 84% to 88% in 2018.
- Satisfaction with the repairs service received by tenants over the last year is an area of high performance and one that has seen increases in satisfaction when compared to 2015. Satisfaction with all aspects of the repairs service is above 90% with the exception of repairs being done 'right first time'. This aspect has a satisfaction level of 87%, a 4% point increase compared to 2015. The highest level of satisfaction reported was with regard to the attitude of the workers (97%).
- The impact of the Council's planned maintenance can be seen with regard to satisfaction with elements of the home. In particular, significant increases in satisfaction have been seen with regard to gutters and drains (rising from 69% in 2015 to 80% in 2018) and roughcast/condition of the walls (rising from 74% up to 81%).
- The most positively rated aspect of the Housing Services that Renfrewshire Council provides is the repairs service (38%) followed by customer service (22%).

KEY ACTION AREAS

The following points have been made to highlight key areas where there is room for improvement in terms of the Council's current service offering. In particular, higher levels of dissatisfaction and low levels of awareness have been highlighted which were evident throughout the report:

- Whilst the overall level of internet usage has seen an increase compared to 2015, analysis does show that there are significant differences in the way in which tenants, in particular younger tenants, use the internet. Notably, the majority of respondents aged under 35 are accessing the internet using a smartphone. Younger tenants are significantly more likely to be willing to engage with Housing Services than older tenants using technology.
- Despite increases being reported with all aspects of customer care where tenants have had contact with Housing Services, satisfaction levels remain lower with respect to this than other aspects of the service, particularly with regard to ease of getting hold of the right person (76% found this easy) and the query or issue being resolved in a reasonable time (74% stated yes).
- Complaints handling continues to be an area where satisfaction is very low and has not seen any significant improvement since 2015. This is the case with both service based complaints and anti-social complaints. Notably, the support received while the complaint is dealt with, being kept informed about the progress of the complaint and the speed with which the complaint was handled were least satisfactory.
- The quality of the home has increased marginally from 82% to 84% and sits on a par with the Scottish local authority average of 84%. However, respondents note that housing quality and a need for repairs or improvements is a key issue with respect to their rating of value for money for rent where they are rating value for money as being poor. In particular heating, dampness or a general need for repairs or improvement were noted where respondents were not satisfied with the quality of their home.
- Those living in high rise blocks were less likely to rate aspects of the caretaker/ concierge service and security of their block as good in 2018 than was the case in 2015. The rating of cleanliness has risen by 5% points rising from 91% in 2015 to 96% in 2018. The rating of ease of contacting the caretaker/ concierge staff has fallen by 12% from 96% in 2015 to 84% in 2018.
- When asked about the parts of the housing service that Renfrewshire Council could improve on, most commonly mentioned were the repairs service (9%), improving communications between the Council and its tenants or internally amongst departments in housing services (6%) and upgrading or improving homes (5%).