

URN: 21-16

Subject: Resident Engagement and Satisfaction update

Report to: ELT 11 May 2022
Housing and Neighbourhoods Committee 19 May 2022

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SUBJECT MATTER/RECOMMENDATIONS

This paper provides an update on resident engagement and progress towards delivering the Resident Engagement Strategy. It also provides an annual overview of the insight surveys Tenancy Services has undertaken for the period 1 April 2021 to 30 March 2022.

RECOMMENDATIONS

That Committee:

1. Note the report.

1.0 Introduction

- 1.1 This report provides an update on the resident engagement strategy and the annual overview of the transactional satisfaction surveys.

2.0 Resident Engagement Update

- 2.1 The Resident Engagement Strategy and associated action plan was adopted by committee in November 2021. Progress is being made on delivering across the four objectives.
- 2.2 Increasing the number of conversations with residents
 - 2.2.1 Work is continuing with the team to increase the number of residents engaged where they live and across services.

2.3 Expanding opportunities

2.3.1 Opportunities continue to be promoted and tenants are invited to participate in different ways. As example, the team have been carrying out local 'Let's Talk' sessions to discuss local issues and walkaround communal spaces. Where opportunities present themselves, small consultations are taking place to seek views on specific issues

2.3.2 The small community grant continues to be promoted and officers are using this as an opportunity to increase engagement and address any local issues

2.4 Develop and use insight

2.4.1 Five satisfaction surveys have been established and providing good insight to support continues improvement of services (see below for more information)

2.4.2 A new satisfaction survey has been introduced from April focusing on the way complaints are handled. Results will be shared in the next report

2.4.3 The team are exploring other opportunities to seek tenants' views at the point of service delivery including for programmed works

2.5 Embedding the engagement approach

2.5.1 Work continues to support team members and clearly record the impact of engagement activities

2.6 A session briefing members on the role and purpose of how we engage with tenants, leaseholders and residents in housing communities has taken place

3.0 Satisfaction

3.1 The following transactional surveys to understand the level of resident satisfaction with various aspects of the Housing Service were undertaken during the year:

- Anti-Social Behaviour (ASB)
- New Home (quality of home and sign-up process)
- Tenancy Support
- Tenancy Review Visits
- Caretaking and Gardening

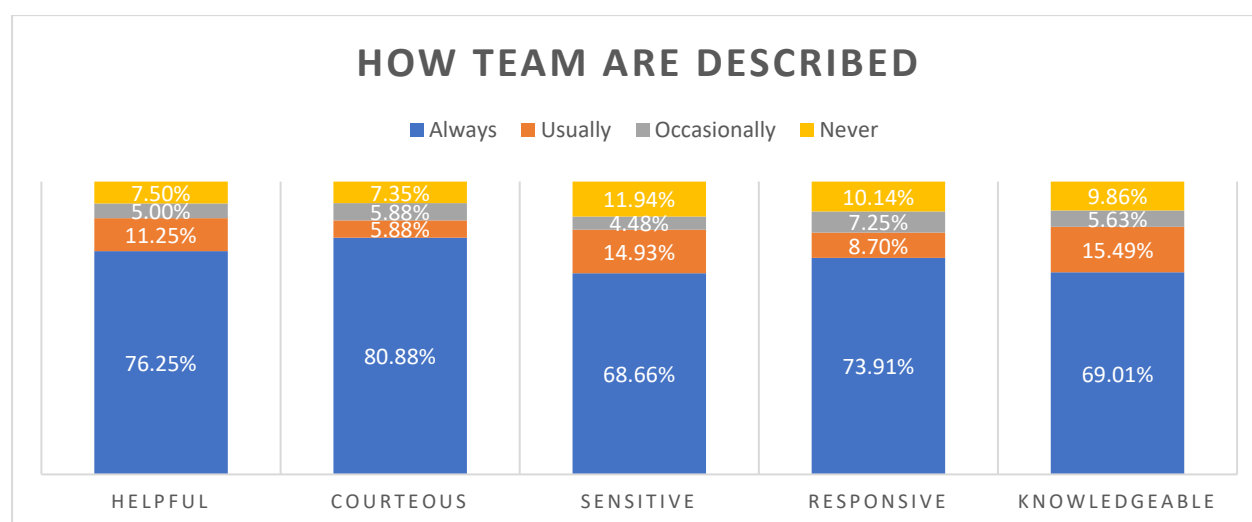
3.2 Overall, 331 surveys were received. Satisfaction at year end across all surveys was 85.80%. The table below outlines the response rate and satisfaction figures reflecting the percentage of tenants who rated the service good or very good.

Survey	Total	Response Rate	Satisfaction
ASB	83	19.11%	80.49%
New Home	104	29.89%	92.31%
Tenancy Support	18	7.79%	94.44%
Tenancy Review Visits	53	3.87%	100%
Caretaking & Gardening	74	15.71%	70.27%

The overall response rate across all surveys was 11.63%

3.3 Anti-social behaviour survey summary

- 80.49% of respondents were satisfied with the way their ASB case was handled
- 87.01% found it easy to make a report to us about anti-social behaviour
- 81.25% were satisfied with the support the Tenancy Team provided
- 85.15% were satisfied with the way they were kept up to date with what was happening throughout their case
- We asked tenants how they would describe the team dealing with their case. Overall, we are viewed as courteous and helpful.



- Overall, 78.75% rated the outcome of their case as excellent or pretty good
- What have we learnt and changed because of the feedback received?
 - Made it clearer how to make a report during office hours and out of office hours
 - Introduced a ASB toolkit on the website to provide additional information about different ASB categories and how tenants can resolve themselves, improve reporting and what to expect from the team highlighting what is reasonable and constitutes ASB.

- Improved training to housing officers on an ongoing basis and sharing of case studies on how cases are managed
- Officers to consider utilising the small community grant to make communal areas safer and cleaner as part of case management. As example this could be installing a light, additional communal locks, improving areas to reduce enviro-crime
- Review of and improvement to block letters that raising awareness of general issues in a community

3.4 New Home Survey summary

- We ask tenants about their experience of moving in:
 - The arrangements & viewing of your home – 89.52% happy
 - The sign-up process & receiving your keys – 84.47%
 - The information you received throughout – 82.52%
 - The allocation process overall with Housing Options – 83.33%
- 79.05% of tenants rated their first impression of what would be their new home as good or great
- A series of questions are asked about the standard of their new home. Overall, 71.15% of respondents were satisfied with the standard of their home when they moved in. We also ask a series of questions about different aspects of the new home linked to the void standard.

Question	% Happy
Cleanliness within the property	79.05%
Property free of rubbish	90.10%
The doors and windows were secure	87.25%
Condition of kitchen units	85.29%
Condition of bathroom suite	81.63%
Condition of internal décor (if you have not been given a decoration pack)	72.63%
Overall condition of the property	79.17%

- The location of a home can make a difference to how someone views their home and how well they settle in. We ask new tenants how happy they are with the location of their home. 84.76% were happy (69.52% were very happy).
- As part of the void standard, some homes are provided with a decoration voucher where the current internal décor requires updating. 78 respondents advised they received a decoration pack and of these 87.50% were happy with the quality of the pack and 88.46% advised that the packs provided the right amount pf paint and tools to decorate their home.

- What have we learnt and changed?
- The survey provides an insight into the experience of tenants across the whole process and enables the team to change or fine tune different aspects. As a result of the feedback and comments received the following changes have been made:
 - Improve information at viewing and sign up so we are clear about any decorating allowance, gas cooker installation and latex floor condition.
 - Observations and comments were received about the condition of flooring in homes focused on latex screening. It is made clearer to new tenants that there may be marks and stains on the latex flooring as this is designed to provide a level base for new tenants if they choose to install their own flooring on top.
 - There were some comments received about the notice period and how quickly tenancies start. As a result, the team introduced a confirmation of acceptance communication detailing when the home will be ready and containing the tenant handbook, moving in checklist and information on paying a week's rent in advance to reduce any misunderstanding.
 - For viewings in sheltered housing, more time is spent talking about the alarm system and this is recorded on the viewing checklist to improve awareness
 - Gas cooker points – as part of the void process and capping the gas supply into the home, the gas cooker bayonet is removed and sealed. This has been made clearer to new tenants and that they will need to organise for a registered gas safe engineer to install any gas cooking appliance.
 - Decoration allowance – provided better information at viewing on the decoration allowance provided (as applicable) and those tenants are responsible for using the allowance whether directly or employing someone to support them to paint their home.
 - To support new tenants, a suggestion was raised about keeping carpet grips in situ. Carpet grips are now left in homes where they are in good condition.

3.5 Caretaking and Gardening Survey

- This survey was piloted with engaged residents in January and February and launched in February. Each month different streets and schemes are surveyed to understand tenant experience and perception of the services. The number of responses will vary as some streets or schemes may only receive only caretaking, gardening or both.
- For purely caretaking, questions were broken down into three areas and the results were

Question (satisfaction with)	Number of responses	Total happy (very / somewhat)	% Satisfied
Internal stairwell	59	42	71.19%
External litter picking	63	43	68.25%
Approachable	63	38	60.32%

- For Gardening the results are as follows

Question (satisfaction with)	Number of responses	Total happy (very / somewhat)	% Satisfied
Grass Cutting	73	53	72.60%
Shrubs	63	42	66.67%
Weed control & sweeping	66	37	56.06%

- As part of the survey, we ask how satisfied tenants are overall that we keep communal areas clean, safe and well maintained. 70.27% were satisfied.
- We also ask about the use of the love clean streets app where tenants can report issues in communal areas. From the 72 tenants that completed this question, 10 advised that they use the app (13.89%).
- As the survey has only been recently introduced, the team are continuing to monitor responses and will be introducing quarterly reviews of the feedback provided.
 - Following the results so far, it is clear that there is an opportunity to increase the use and awareness of the Love Clean Streets App. This will be promoted in the next edition of News and Views highlighting its benefits of quick and accurate reporting and how this supports the Tenancy Team.

3.6 Tenancy Support Survey

- This survey continues to receive low response numbers but positive examples on how the service helps and supports general needs tenants. We are aiming to increase the number of surveys returned this year through trying different methods including phone calls.

3.7 Tenancy Review Survey

- The survey was set up to understand the experience of tenants when we conduct a tenancy review with a focus on the wellbeing of residents and their home. The responses received last year show that the visits are completed as we would hope and include numerous positive comments. The survey will continue this

year to ensure the process and approach is reflective of our commitment to provide the best service possible.

4.0 Financial Implications

4.1 There are no financial implications in relation to this report.

5.0 Risk Implications

5.1 The Council remains focused on providing a good quality and accessible service to tenants and ensuring it is compliant with the regulatory requirements for social housing.

6.0 Conclusions

6.1 The report provides an overview of the insight provided by residents in response to services the Tenancy Team provides in addition to an update of resident engagement activities.

6.2 Background Papers

Council Housing Compliance and Performance report – 15 July 2021, Housing and Neighbourhoods Committee

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Tenancy Policy, Housing Allocations Scheme, Void Policy, Social Housing Tenancy Fraud Policy, Rechargeable Repairs Policy
Financial Implications (including VAT and tax):	None associated with the report.
Legal Implications (including human rights):	No legal implications associated with the report.
Risk Implications:	Set out in the report.
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None

