

SBC Tenant & Leaseholder Satisfaction Survey (STAR)

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Overview

- Survey Approach & Response
- Overall Satisfaction
- Tenant & Leaseholder Priorities
- Satisfaction Themes:
 - Contact & Customer Service
 - Listening and Communication
 - Your Home and Neighbourhood
 - Repairs, Maintenance & Investment
 - Communal Areas
 - Value for Money
 - Independent Living Services (sheltered tenants only)
- Next Steps



Background & Methodology

- Opinion Research Services (ORS) commissioned to carry out the 'STAR' satisfaction survey
- Postal survey with option to complete online if preferred
- Last STAR survey in 2014 – General Needs tenants only
- Survey 2018 – all Sheltered tenants and Leaseholders and a sample of 2,300 General Needs tenants surveyed
- Survey period: February-March 2018

Response Rates

General Needs

2,317
Surveys Sent

495
Completed

21.4%
Response Rate

Sheltered

813
Surveys Sent

371
Completed

45.6%
Response Rate

Leaseholders

1236
Surveys Sent

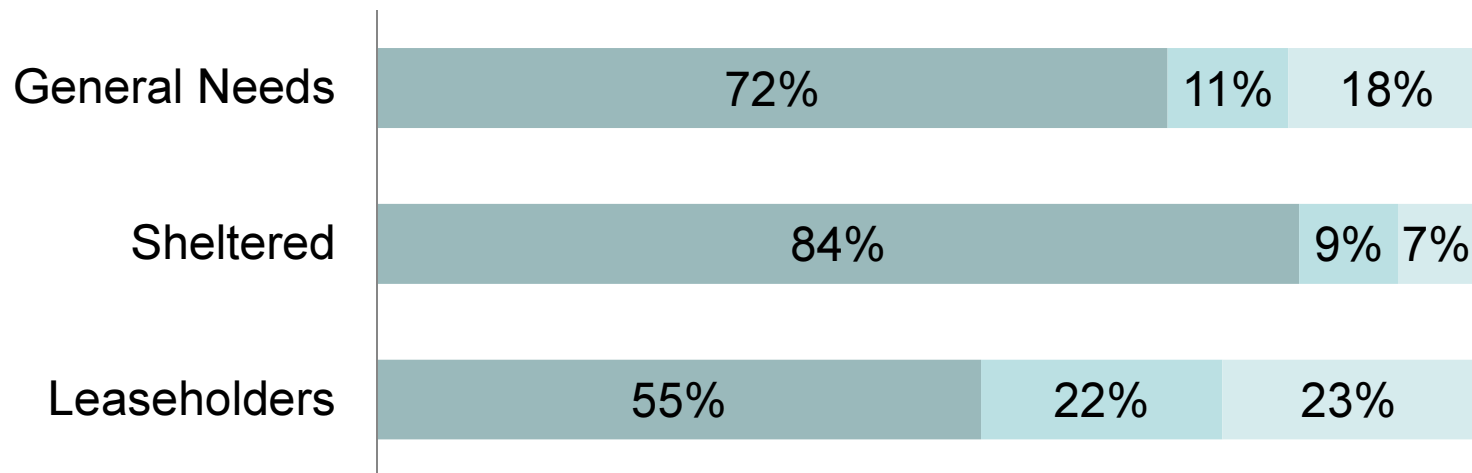
262
Completed

21.2%
Response Rate

Overall Satisfaction

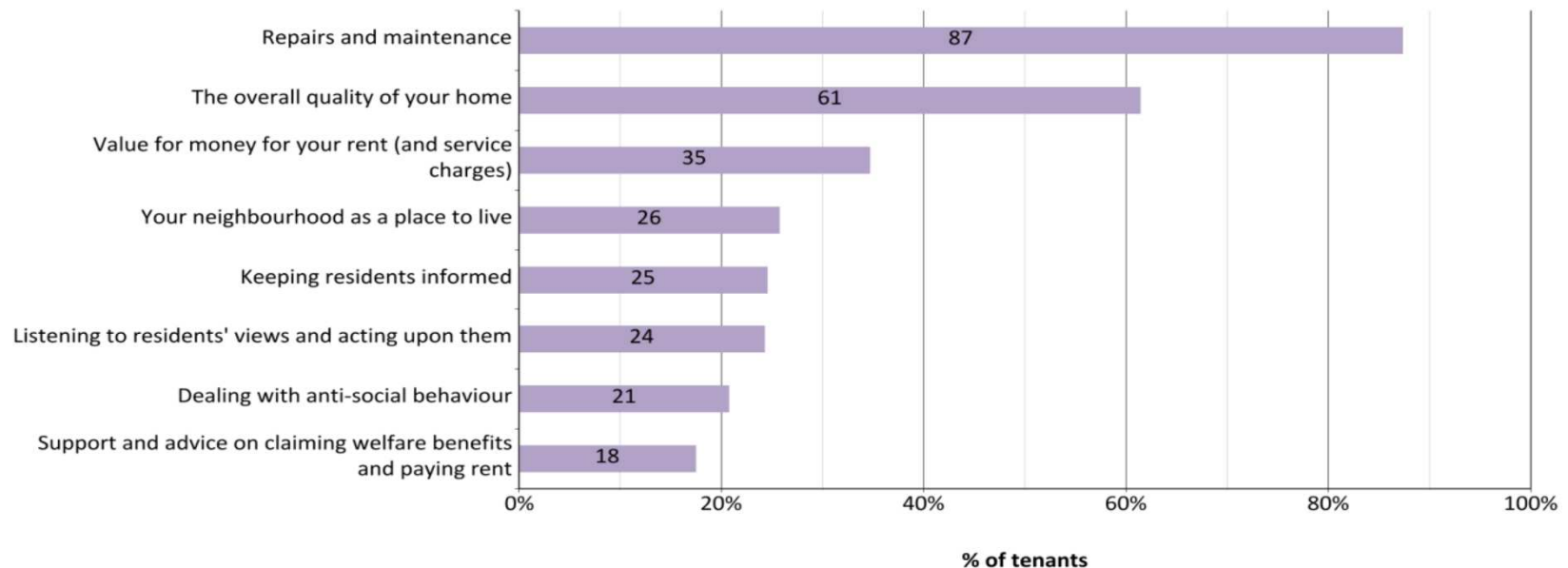
Overall Satisfaction with the Housing Service

■ Very or Fairly Satisfied ■ Neither ■ Very or Fairly Dissatisfied



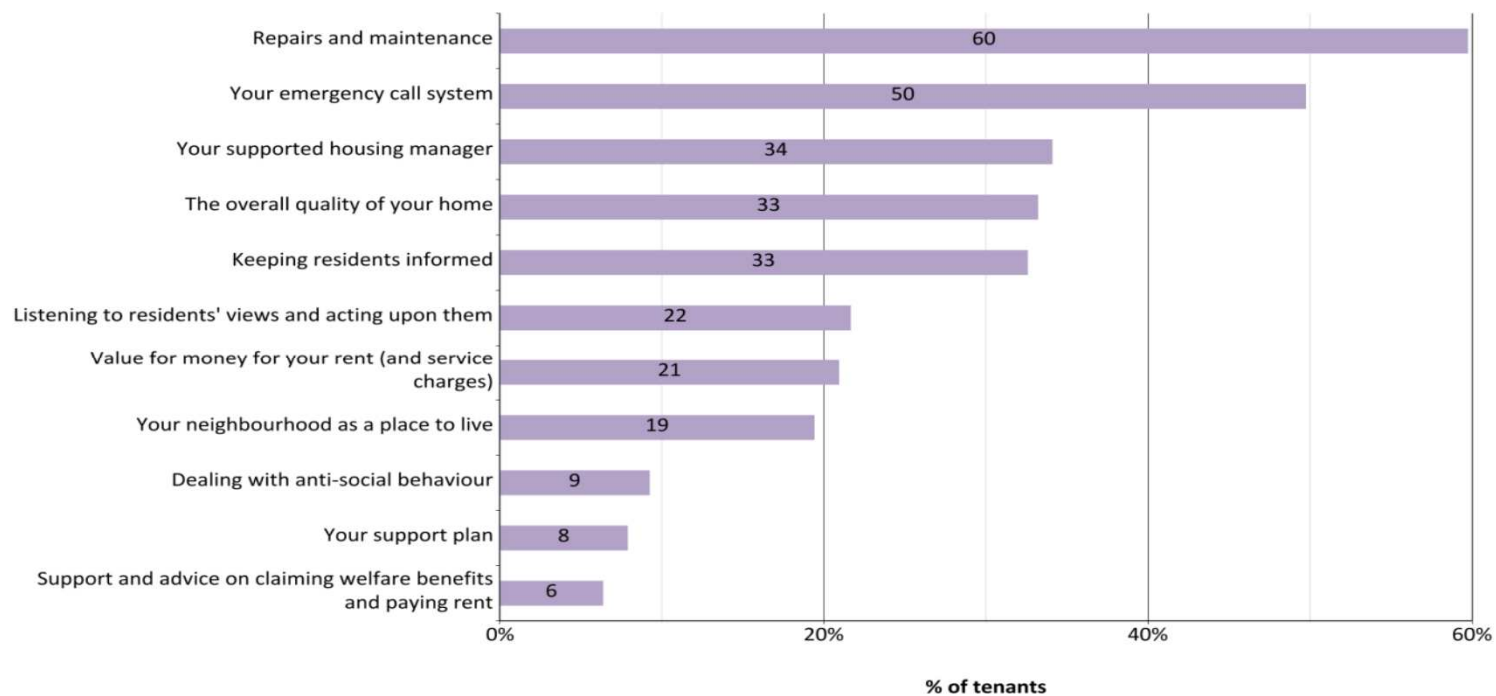
Priorities - General Needs Tenants

Q: Of the following, which do you consider are the 3 most important?



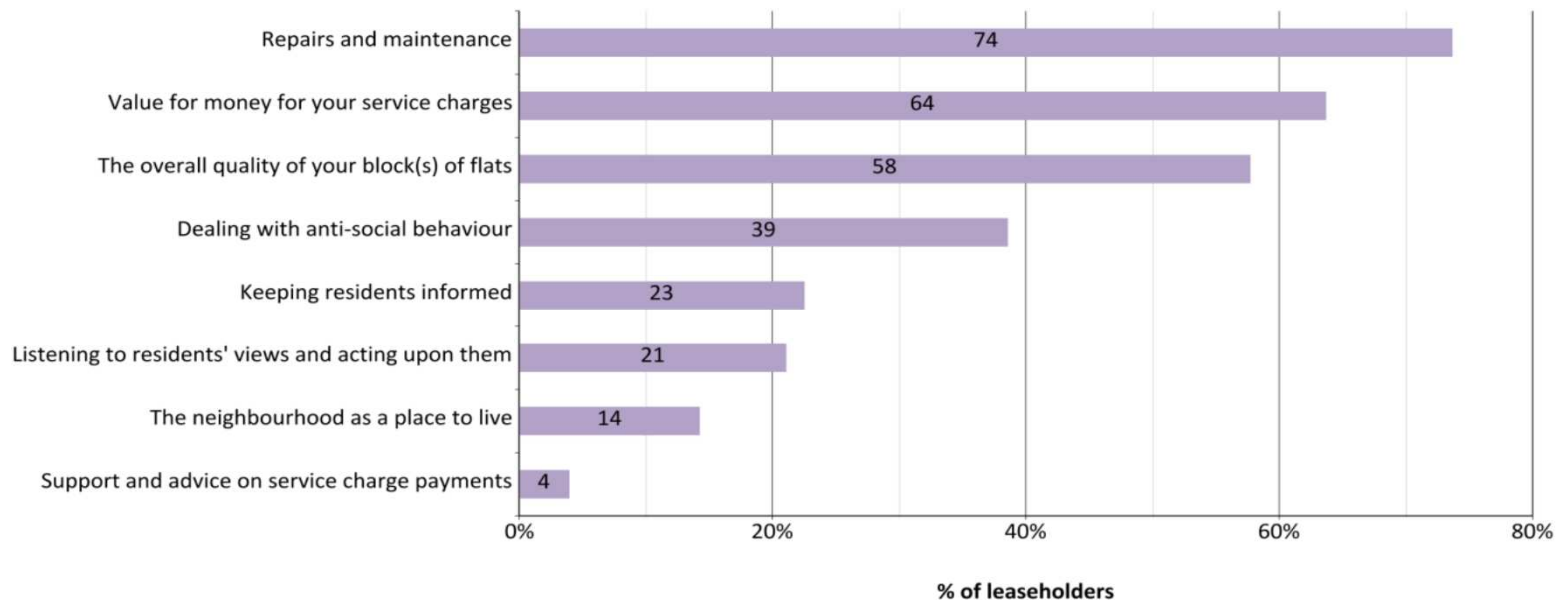
Priorities – Sheltered Tenants

Q: Of the following, which do you consider are the 3 most important?

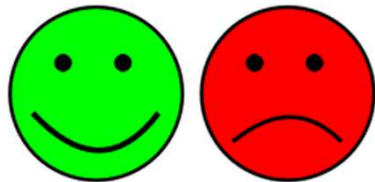


Priorities - Leaseholders

Q: Of the following, which do you consider are the 3 most important?



Satisfaction & Improvement Themes



Respondents answered 'tick box' questions about their satisfaction with different aspects of the service

We also asked...

'How do you think SBC could improve its Housing Services?'

- 635 people answered this question
- Of these, 100 respondents said services should remain as they are and/or the Council is doing a good job
- The rest made individual suggestions for improving services



Contact & Customer Service

“Make it easier to get through to the right person”

“Deal with and fix problems more quickly”

“When work is to be undertaken a timeframe should be given to make it clear”

“Training staff is very important - & give them feedback so they can learn”



What we are doing...

- Customer service skills training
- Customer service strategy and customer promise
- Review the information provided to CSC and provide additional training
- Northgate self serve module & on-line forms
- Repairs improvement plan
- Review traditional 9-5 working pattern
- Supported housing officers first point of contact

Listening & Communication

“Improve communication and feedback to residents”

“Provide better information”

“Listen to the views and opinions of residents”

“Better website – current one is dated, slow and clumsy to find the way around”



What we are doing...

- Consultation and engagement framework
- Ask resident panels and forums how we could improve information and communication
- Improve notice boards and signage
- New simple, clearer website and on-line forms
- Investigate how customers could share their views more dynamically using digital tools/website
- MRC communications plan

Neighbourhood & Tenancy Issues

“Better parking facilities – more spaces, deal with illegally parked cars etc.”

“Deal with Anti-Social Behaviour in the area”

“Deal with fly-tipping”

“Enforce tenancy conditions and do checks on who is living in the home”



What we are doing...

- Community Safety Strategy and action plan
- Neighbourhood improvements through CNM
- Mobile working/increased visibility
- Rationalisation of customers visits
- Potential tenancy checks via future gas contract
- Future development/regeneration to consider parking requirements
- Scrap fly-tipping campaign

Repairs Maintenance & Investment

“Improve repairs and maintenance services”

“Better repairs to windows and doors”

“Deal with damp and mould”

“Use better quality contractors”



What we are doing...

- Case management approach to complaints
- Repairs improvement plan - reviewing and improving processes
- MRC – major improvements to flat blocks
- Specialist team dealing with damp and mould
- Major contract procurement
- Implement robust contracts for our supply chain contractors

Communal Areas

“Better maintenance of communal grounds and green areas”

“Better rubbish collection and recycling services”

“Improve communal lighting and security”

“Work to promote a sense of community and pride in our building”



What we are doing...

- Review of the Caretaking function and feasibility assessment of incorporating the service into an Estate Management function
- Audit of all serviced blocks to ensure cleansing sign off sheets are being completed post works
- Major Refurbishment Contract
- Review the feasibility of introducing recycling services to those flat blocks that do not currently receive this
- Support more resident-led activity

Independent Living Services & Adaptations

“Better support needed for vulnerable tenants”

“More availability of Supported Housing officers”

“If you build more schemes, make them big enough with shops”

“Adaptation to property needed”



What we are doing...

- Mobile working
- Support plans
- Working through backlog of adaptations
- MRC and Asset review programme – will look at accessibility and scooter storage options
- Kenilworth – new fit for purpose scheme

Value for Money

“Service charges should be cheaper/ provide better value for money”

“I’d like proof that leaseholders are not subsidising costs for council properties”

“Do not want Universal Credit, going to cause a lot of trouble”

“Give us good services without cuts and excuses”



What we are doing...

- Service Charge review
- Caretaking/Estate Management review
- Audit of all serviced blocks to ensure service specification and standards are advertised clearly
- New internal process for calculating charges
- Review of unit costs for repairs
- Welfare reform partnership working

Next Steps

- Draw up and deliver an action plan, aligned with HAUOR and the repairs improvement plan
- Communicate how we have responded to the survey through the Housing Matters annual review
- Continue to carry out on-going service-based satisfaction surveys
- The Big Knock 2