

Cyngor Sir Powys / Powys County Council

Economy, Residents, Communities and Governance Scrutiny Committee 20 August 2019

REPORT AUTHOR: Head of Housing and Community Development

SUBJECT: Tenant Satisfaction

REPORT FOR: **Committee Briefing**

1. **Background**

- 1.1 As part of its oversight of the landlord function of both Local Authorities (LAs) and Housing Associations (HAs) the Welsh Government (WG) requires that a Tenant Satisfaction Survey (TSS) is carried out by both LAs and HAs every two years.
- 1.2 Early in 2019 WG issued a ministerial directive requiring all stock-retaining LAs to use the same format of survey so as to permit comparison between them.
- 1.3 WG mandated 7 questions to be used by all and it was decided to add 3 further questions to inform specific areas of concern for Powys. The questions may be found at Appendix 1.
- 1.4 In preparing for the survey it was decided to secure an independent company to select a sample of tenants and contact them by telephone to conduct the survey. This resulted in Beaufort Research (Cardiff) securing the contract and conducting the survey during April.
- 1.5 The Engagement Team, with management involvement, also discussed and agreed that there was little follow-up on people contacting Housing Services for whatever reason. It was decided to follow the TSS with an exercise by the First Contact Officers in the first two weeks of May 2019. The officers called customers back to ask how easy they had found it to get to the right person and how satisfied they were with the outcome of their call.

2. **Survey Responses**

- 2.1 The Star Survey: Beaufort Research conducted 713 interviews spread across the county and from a varied demographic. The full survey report is attached for information at Appendix 2.

In summary the results are:

65% overall satisfaction

77% satisfied with quality of the home

84% happy with neighbourhood as a place to live

71% felt rent provides value for money

65% felt service charge provides value for money

54% satisfied with repairs and maintenance

47% felt PCC Housing listens to views and acts upon them

62% agree housing service has a good reputation in my area

78% agree housing service has friendly and approachable staff

72% trust Powys County Council Housing Services

- 2.2 In-house call back survey: 128 calls were received in the two weeks chosen and 57 (44%) responded to the call back. Adding contacts by email (87) of which only 11 replied takes the total to 68 out of 215 (32%). The following is a summary of the findings:

56% of respondents did not find it easy to get hold of the right person.

52% of respondents were not satisfied with the outcome of the query.

28% of respondents found it easy to contact the right person and were satisfied with the outcome. Officers understand that not all contacts that are immediately resolved are recorded on the system (QL). This means the actual satisfaction may be higher.

There were 35 comments made.

49% were about issues with maintenance and repairs

83% about communication, including not being called back and waiting for something to be resolved.

3 Conclusions:

- 3.1 Both surveys show a level of tenant/customer satisfaction that is below desirable levels. The Housing Service accepts this and has put in place training in customer relations for all staff. Processes and procedures are under review to ensure that we offer the best possible service as well as being pro-active in providing for our tenants.
- 3.2 Engagement and liaison with our tenants has been reviewed, staff resources increased and a new approach is being piloted under the title "Love where you live". As part of this approach, the Housing Service is liaising with the Library Service to consider the ways in which the Mobile Library Service might be supported to facilitate a means of providing a

Housing presence on estates we do not normally spend sufficient time with. This will roll out during Autumn in the North of the County and if successful will spread to the South in the coming year.

- 3.3 A full Action Plan to address the results of these surveys is in preparation by Housing Management.

4 Scrutiny Committee Comments and Observations

- 4.1 The Housing Service will be taking the Tenant Satisfaction Survey results to Cabinet in September for information and would wish to receive the comments of the Economy, Residents, Communities and Governance Scrutiny Committee on the findings.

Appendix 1:

Star Survey Questions

	Question	Response options						Stock	Star question	HouseMark benchmark
Cor1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star Home ownership
Cor2	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star
Cor3	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star
Cor4	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable	All except leaseholders	Core	Core Star
Cor5	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable	All	Core	Core Star
NB For advice on whether or not to include a Not applicable option in Cor4 and Cor5, see section 4.2 of Star features										
Cor6	Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star Home ownership
Cor7	How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star Core (resident involvement module)

Additional questions chosen by PCC:

- a) "My housing service has a good reputation in my area."
- b) "My housing service has friendly and approachable staff."
- c) "I trust Powys County Council Housing Services."

Appendix 2:

Star Survey Report and Comments Recorded.

See Attached Documents