

REPORT TO: HOUSING COMMITTEE – 24 AUGUST 2015

REPORT ON: CUSTOMER SATISFACTION SURVEY RESULTS FOR 2014/15

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 284-2015

ITEM NO ...4.....

1. PURPOSE OF REPORT

1.1. This report summarises the results of the recent Survey of Tenants and Residents (STAR) to Housing Committee.

2. RECOMMENDATIONS

It is recommended that Committee notes the significant improvement in customer satisfaction results compared to both the previous Dundee City Council survey and the Scottish averages. It is also recommended that Committee remits the Executive Director of Neighbourhood Services to:

- 2.1. Bring forward a number of actions to further improve services in line with the results of the STAR.
- 2.2. Discuss the results of the survey with tenants and other customers through the Tenant Scrutiny Panel, Dundee Federation of Tenants Associations (DFTA), Registered Tenants Organisations (RTOs) and Dundee Association of Council House Owners (DACHO).
- 2.3. Publish a summary of the results in the annual performance report to tenants “In Our House”.
- 2.4. Include details of any improvement actions which are implemented as a result of customer feedback in the annual report “Improving Services through Listening to Customers”.

3. FINANCIAL IMPLICATIONS

3.1. None

4. MAIN TEXT

The introduction of the Scottish Social Housing Charter (SSHC) placed an obligation on landlords to regularly undertake a STAR survey once every three years as a minimum and submit the resultant data to the Scottish Housing Regulator (SHR). After going through a process of procurement, Knowledge Partnership Research & Consultancy was appointed to carry out a STAR on behalf of the Housing Department. The survey was administered between March and May 2015. A total of 394 tenants took part in face to face surveys and 251 factored owners returned a postal survey.

4.1. Measuring the Housing Department’s achievement of the Charter Outcomes through Customer Feedback







The Charter states:






- Social landlords are responsible for meeting the standards and outcomes set out in the Charter.
- They are accountable to their tenants and other customers for how well they do so.
- They should ensure their performance management and reporting systems show how well they are achieving the outcomes.
- Identify any areas where they need to improve; and enable them to report to their tenants and other customers and the Scottish Housing Regulator.

A summary of the STAR results for 2014-15 are shown at Table 1. A full copy of the results has been passed to the Group Leaders, Conservative, Liberal Democrat and Independent Members. This shows our performance in relation to standards and outcomes of the SSHC. Performance is also compared with 2013-14 and with the Scottish Housing Best Value Network (SHBVN) average.



Table 1

Comparison of Results 2013-14* / 2014-15 (*data gathered in 2011, ** data from separate surveys)		% Satisfied (Total of Very and Fairly Satisfied)				
Indicator No.	Charter Outcome/Standard	DCC 2013/14*	SHBVN AVE 2013-14	DCC 2014-15	SHBVN AVE 2014-15	Direction of Travel DCC 2013/14 2014/15
<i>The customer / landlord relationship</i>						
Charter Indicator 1	Overall Satisfaction Percentage of tenants satisfied with the overall service provided by their landlord.	76.86	86.44	89.3	86.91	
Charter Indicator 3	Outcome 2 - Communication: Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	74.0	86.6	86.8	87.47	
Charter Indicator 6	Outcome 3 - Participation: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	52.3	75.59	78.4	77.42	
<i>Housing quality and maintenance</i>						
Charter Indicator 9	Outcome 4 - Quality of housing Percentage of tenants satisfied with the standard of their home when moving in.	86.96	82.22	88.64	84.99	
Charter Indicator 10	Percentage of existing tenants satisfied with the quality of their home.	77.99	84.37	88.32	85.50	
Charter Indicator 16	Outcome 5 - Repairs, maintenance and improvements Percentage of tenants who have had repairs or	82.13	87.02	90.32	88.73	

Comparison of Results 2013-14* / 2014-15 (*data gathered in 2011, ** data from separate surveys)		% Satisfied (Total of Very and Fairly Satisfied)				
Indicator No.	Charter Outcome/Standard	DCC 2013/14*	SHBVN AVE 2013-14	DCC 2014-15	SHBVN AVE 2014-15	Direction of Travel DCC 2013/14 2014/15
	maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.					
Neighbourhood & Community						
Outcome 6 - Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes						
Charter Indicator 17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	80.17	82.4	87.56	83.42	
Access to housing and support						
Outcomes 7,8 & 9 Housing options:						
Charter Indicator 28**	Outcome 12 Homeless People Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary accommodation.	92.39	86.45	94.94	86.13	
Getting good value from rents and service charges						
Charter Indicator 29	Value for money: Tenants Percentage of tenants who feel that the rent for their property represents good value for money.	67.03	75.79	86.55	76.11	
Charter Indicator 33	Value for Money: Factored Owners Percentage of factored owners satisfied with the factoring service they receive.	No data available	60.9	58.57	58.02	
Other customers						
Charter Indicator 37**	Other Customers: Gypsies / Travellers For those who provide sites – percentage of gypsies / travellers satisfied with the landlord's management of the site	100	71.7	No data available	79.4	

5. POLICY IMPLICATIONS

- 5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

An Equality Impact Assessment is attached.

6. CONSULTATIONS

- 6.1. The Chief Executive, Executive Director of Corporate Services and Head of Democratic and Legal Services and all other Chief Officers have been consulted on the preparation of this report. No concerns were expressed.

7. **BACKGROUND PAPERS**

Tenant Satisfaction Survey 2015
Owner Satisfaction Survey 2015

ELAINE ZWIRLEIN
EXECUTIVE DIRECTOR NEIGHBOURHOOD SERVICES

14 AUGUST 2015

EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Date of Assessment:	28.07.15	
Title of document being assessed:	Committee Report Number: 284-2015	
	CUSTOMER SATISFACTION SURVEY RESULTS FOR 2014/15	
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	This report summarises the results of the recent Survey of Tenants and Residents (STAR) to Housing Committee.	
3. What is the intended outcome of this policy, procedure, strategy or practice?	Bring forward a number of actions to further improve services in line with the results of the Survey of Tenants And Residents	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Tenant survey 2015 Owner Survey 2015	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.		
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)	Susan Kerr Housing Strategy Officer, Housing Quality and Performance Unit. John Wolstencroft Housing Quality and Performance Manager.	
7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No	

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	No
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	No
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	None
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	NA
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	No
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	Not applicable

Part 4: Contact Information

Name of Department or Partnership	Housing
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>

Manager Responsible	Author Responsible
Name: John Wolstencroft	Name: Susan Kerr
Designation: Housing Quality & Performance Manager	Designation: Housing Strategy Officer
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Signature of author of the policy:	Susan Kerr	Date: 28.07.15
Signature of Director/Head of Service:	Elaine Zwirlein	Date: 28.07.15
Name of Director/Head of Service:	Elaine Zwirlein	
Date of Next Policy Review:	NA	