

REPORT TO: HOUSING COMMITTEE - 22 AUGUST 2011

REPORT ON: STATUS SURVEY RESULTS 2011

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 356-2011

1. PURPOSE OF REPORT

To report the results of the Status comprehensive tenant satisfaction survey to Housing Committee.

2. RECOMMENDATIONS

It is recommended that Committee:

- 2.1. Remits the Director of Housing to bring forward a number of actions to further improve services in line with the results of the Status survey.
- 2.2. Agrees that the results of the Status survey are published on the Housing Department's internet / intranet sites and are displayed in reception areas so that both tenants and staff are aware of the survey results.
- 2.3. Agrees that a summary of results is reported in the Housing News, to be issued in the autumn of 2011.
- 2.4. Agrees that the Customer Satisfaction Measurement Tool (CSMT) is introduced to survey tenants on Repairs and Rent Recovery functions.
- 2.5. Agrees that the Status survey (or any other comprehensive survey recommended by the Scottish Housing Regulator or Scottish Housing Best Value Network) is carried out biennially, with the next survey programmed for January 2013. The survey will be issued to a structured sample of tenants to ensure that results reflect the target population.

3. FINANCIAL IMPLICATIONS

None.

4. MAIN TEXT

4.1. Background

The Housing Department carries out a range of service specific surveys to gather information on tenant/client satisfaction. We have not carried out a comprehensive customer survey in recent years and it was agreed that the National Housing Federation's standard tenant satisfaction survey called Status would be used for this purpose.

Scottish Housing Best Value Network (SHBVN) encourages all councils to use Status as this saves time and cost in trying to define a set of questions and enables benchmarking of results. The Status survey covers major areas of service delivery including: Advice and Support; Repairs & Maintenance; Consultation & Participation; Environment and Antisocial Behaviour.

To further improve our survey methodology the Housing Department took part in the pilot of the Improvement Service's Question Bank. This has now evolved into the CSMT which is a standard survey which covers the key drivers for customer satisfaction (Delivery, Timeliness, Information, Professionalism and Staff Attitude). It can be used to gauge service users' satisfaction with a particular service and enables results to be benchmarked. It is suggested that we use this survey to measure satisfaction with our Repairs and Rent Recovery Contact Centres in this financial year.

The Scottish Housing Regulator has recently commissioned a report by IPSOS MORI on capturing better information on tenant satisfaction. This includes the role that comprehensive surveys might have in the facilitation of assessment in the future. The report recommends that a set of core questions should be asked by landlords and that a standard survey should be central to any improvement strategy.

4.2. **Benchmarking**

Contact was made with the Main Group Discussion Forum on the SHBVN website requesting any council who had recently carried out the Status Survey to share their results with us for comparison. Two councils agreed to share their results and those results have now been compared with our own. It should be noted that not all questions have been completed by each authority and therefore not all questions are comparable. The collation of results of the three Authorities has been forwarded to SHBVN for inclusion in their Benchmarking Website.

4.3. **Methodology**

In January 2011 a postal survey and a reply paid envelope were issued to all of our tenants (13,695). Tenants were given until the end of February to return the surveys to us. The survey responses have been analysed. A total of 1199 surveys were returned giving a return rate of 9%.

4.4. **Profile of Respondents**

See appendix 1 for Profile of Survey Respondents and Equalities Information

The profile of respondents shows that younger age groups are under represented and older age groups, particularly age 65-74, are over represented in the survey responses. This should be taken into account when considering the results of the survey. The survey to be issued in 2013 is to be targeted to younger age groups to allow a more balanced response.

4.5. **Survey Results**

Copies of the full results have been passed to Group Leaders, Lord Provost and Depute Lord Provost. See appendix 2 for a summary of results.

The results are generally positive with high levels of satisfaction reported with:

the overall service provided; the overall quality of tenants' homes; the neighbourhood as a place to live; the way we deal with repairs and maintenance and keeping tenants informed about things that might affect them.

4.6. **Media and Feedback to Tenants**

The survey results should now be reported to our tenants, staff and the Best Value Review Group. It has been recognised that as a Department we need to improve the ways in which we feedback results of consultation with tenants and vary our methods of doing this. The results are to be made available to tenants in a variety of ways including:

- Internet.
- Reception area plasma screens.
- Housing Department Newsletter, the Housing News.

4.7. **Conclusion**

The deployment of the Status Comprehensive Survey has resulted in a good level of feedback across a number of service areas. The use of a standard questionnaire has enabled us to compare our performance with other local authorities. Similar benefits will be gained by moving towards the use of CSMT for other service specific feedback exercises.

The results of the Status survey overall are positive, with the Housing Department's results comparing favourably with other local authorities. There are a number of areas where further improvements can be made and the Director of Housing should be remitted to find service improvements as a result of customer feedback. This can be achieved by Unit Managers within the department drawing up action plans to be taken forward and completed prior to the next Status Survey to be issued in 2013.

5. **POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no issues to report.

6. **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all other Chief Officers of the Council have been consulted on this report. There were no concerns expressed.

7. **BACKGROUND PAPERS**

Capturing better information on tenant satisfaction, Research Report for the Scottish Housing Regulator by Ipsos MORI Scotland.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

12 August 2011

PROFILE OF RESPONDENTS & EQUALITIES INFORMATION**1. Age**

The number of respondents compared to our tenant profile is shown in the table below:

Age Band	Survey Respondents		Tenant Profile from Rents System	
	Number	%	Number	%
16-24	26	2.30	805	5.88
25-34	70	6.21	1871	13.66
35-44	111	9.84	2113	15.43
45-54	170	15.07	2494	18.21
55-59	93	8.24	992	7.24
60-64	127	11.26	1122	8.19
65-74	264	23.40	1918	14.01
75-84	187	16.58	1647	12.03
85+	80	7.09	733	5.35
Total	1128*	100	13695	100

*1128 respondents answered the age question, 70 skipped the question and 1 preferred not to say =1199

The table shows younger age groups are under represented and older age groups, particularly age 65-74 are over represented in the responses. This should be taken into account when considering the results of the survey.

2. Gender

Gender	No. of Tenant Responses	Tenant (%)	No. Partner /Spouse Responses	Partner/Spouse (%)
Male	494	43.4	114	44.0
Female	640	56.3	143	55.2
Not applicable	3	00.3	2	0.8
Total	1137	100	259	100

3. Length of Tenancy

- 47.1% of respondents have been a Dundee City Council tenant for 21+ years.
- 16.5% 11-20 years.
- 13.2% 6-10 years.
- 9.1 % for 3-5 years.
- 6.7% 1-2 year.
- 5.5% under 1 year.

43.2% of respondents have been living in their current home for over 10 years. 38% have been in their current home for between 3 and 10 years and 18% for less than 3 years.

4. Household Composition

Single households accounted for 61.3% of responses and household of 2 or more adults accounted for 24.4% of respondents. 7.7% were from single parents and 3.4% were from 2-parent families.

5. Work Status

- 43% of respondents are wholly retired from work.
- 19% are permanently sick / disabled.
- 11% are employed full time (30 or more hours per week).
- 8% are unemployed and available for work.
- 6% are employed part-time (less than 30 hours per week).
- 5% are looking after family/home.

6. Total Net Income

(after deductions from income tax and national insurance)

- 48% of respondents' income is between £100-£199 weekly.
- 22.6% £200-£299 weekly.
- 17.8% up to £99 weekly.

7. Benefits

- 65.9% of respondents currently receive housing benefit.

8. Equalities

a. Ethnicity

- a. 95% of respondents are White British.
- b. 4% any other white background (includes White Scottish and White Irish).
- c. 1% Other.

b. Religion

- a. 62% of respondents are Christian (all denominations).
- b. 28% have no religion.
- c. 7% preferred not to say.
- d. 2% are other religion.
- e. 0.6% are Buddhist.
- f. 0.3% are Muslim.
- g. 0.09% are Sikh.

9. Disability

Almost 60% of respondents have reported suffering from some form of long-term illness, health problem or disability and 4.1% of responses indicated that someone in the household uses a wheelchair.

1. SURVEY RESULTS SUMMARY

1.1. General Results

- When asked how satisfied they were with the overall service 77% said they were satisfied compared to 12% who were dissatisfied and 11% who were neither satisfied nor dissatisfied.

Benchmarking - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided.

DCC	COUNCIL A	COUNCIL B
77%	65%	78%

- 78% were satisfied with the overall quality of their home compared to 17% dissatisfied and 5% were neither satisfied nor dissatisfied.

Benchmarking - Satisfaction with the overall quality of your home

DCC	COUNCIL A	COUNCIL B
78%	70%	78%

- 72% were satisfied with the general condition of their property compared to 21% dissatisfied and 7% were neither satisfied nor dissatisfied.

Benchmarking - The general condition of this property

DCC	COUNCIL A	COUNCIL B
72%	61%	68%

- 80% were satisfied with their neighbourhood as a place to live compared to 14% dissatisfied and 6% were neither satisfied nor dissatisfied.

Benchmarking - The neighbourhood as a place to live

DCC	COUNCIL A	COUNCIL B
80%	71%	85%

- 67% were satisfied with the value for money for their rent compared to 18% dissatisfied and 15% were neither satisfied nor dissatisfied.

Benchmarking - The value for money for your rent

DCC	COUNCIL A	COUNCIL B
67%	62%	69%

- 1.2 When given the choice of several options, respondents chose the three most important as follows:

- Repairs & Maintenance.
- Overall Quality of your home.
- Improvements or replacement of your kitchen/bathroom/heating.