



**Notice of meeting of  
Decision Session - Cabinet Member for Health, Housing and Adult  
Social Services**

**To:** Councillor Simpson-Laing

**Date:** Tuesday, 24 April 2012

**Time:** 4.30 pm

**Venue:** The Guildhall, York

**AGENDA**

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**Notice to Members – Calling In**

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

**10.00 am on Monday 23 April 2012** if an item is called in before a decision is taken, or

**4.00pm on Thursday 26 April 2012** if an item is called in after a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

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Written representations in respect of items on this agenda should be submitted to Democratic Services by 5pm on **Friday 20 April 2012**.

**1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

**2. Minutes** (Pages 1 - 2)

To approve and sign the minutes of the meeting held on 28 March 2012.

**3. Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5pm on Monday 23 April 2012.**

Members of the public may register to speak on:

- an item on the agenda;
- an issue within the Cabinet Member's remit;
- an item that has been published on the Information Log for the current session. Information reports are listed at the end of the agenda.

**4. 2011 Tenant Satisfaction Survey Results** (Pages 3 - 20)

This report provides the results of the Tenant Satisfaction Survey, a postal survey of City York Council tenants undertaken during January and February 2012.

**5. Urgent Business**

Any other business which the Chair considers urgent under the Local Government Act 1972

**6. Information Reports**

No information reports have been published on the information log for this session.

For more information about any of the following, please contact the Democracy Officer responsible for servicing this meeting.

- Registering to speak
- Written representations
- Business of the meeting
- Any special arrangements
- Copies of reports

Democracy Officers:

Names: Catherine Clarke and Louise Cook (job share)

Contact Details:

- Telephone – (01904) 551031
- E-mail – [catherine.clarke@york.gov.uk](mailto:catherine.clarke@york.gov.uk) and [louise.cook@york.gov.uk](mailto:louise.cook@york.gov.uk)

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting Catherine Clarke or Louise Cook Democracy Officers

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

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### **Would you like to speak at this meeting?**

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
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### **Further information about what's being discussed at this meeting**

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

### **Access Arrangements**

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If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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## **Holding the Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business from a published Cabinet (or Cabinet Member Decision Session) agenda. The Cabinet will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Cabinet meeting in the following week, where a final decision on the 'called-in' business will be made.

## **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

## **Who Gets Agenda and Reports for our Meetings?**

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
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City of York Council

Committee Minutes

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MEETING	DECISION SESSION - CABINET MEMBER FOR HEALTH, HOUSING AND ADULT SOCIAL SERVICES
DATE	28 MARCH 2012
PRESENT	COUNCILLOR SIMPSON-LAING

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**37. DECLARATIONS OF INTEREST**

The Cabinet Member was invited to declare at this point in the meeting any personal or prejudicial interests she might have in the business on the agenda. No interests were declared.

**38. MINUTES**

RESOLVED: That the minutes of the last Decision Session of the Cabinet Member for Health, Housing and Adult Social Services held on 24 January 2012, be approved and signed by the Cabinet Member as a correct record.

**39. PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

**40. RESPONSE TO COMMUNITIES AND LOCAL GOVERNMENT 'SOCIAL HOUSING FRAUD' CONSULTATION DOCUMENT**

The Cabinet Member considered a report informing her that the government were consulting on proposals to reduce the prevalence of fraud within the stock of social housing. The report asked her to consider, comment on and then endorse a suggested response to the government's proposals.

The Cabinet Member expressed concerns that some people may become victims of the situation by illegally subletting unknowingly and agreed that it was important to be able to offer

them support to help them secure privately rented accommodation. She stressed the importance of people coming forward to report any examples of fraud and noted that there would be an opportunity for publicity when government legislation came into force, and that any cases which lead to a criminal conviction would lead to publicity.

RESOLVED: That the detailed response, attached as Appendix 1 to the report, be agreed.

REASON: To allow officers to submit a response to the government's consultation document.

**41. RESPONSE TO COMMUNITIES AND LOCAL GOVERNMENT 'ALLOCATION OF ACCOMMODATION: GUIDANCE FOR LOCAL HOUSING AUTHORITIES IN ENGLAND'**

The Cabinet Member considered a report informing her that the government was consulting on proposals in respect of statutory guidance to local authorities on the allocation of social housing and proposed regulations designed to improve access to social housing for former and serving armed forces personnel. The Cabinet Member was asked to comment on and endorse the proposed response to the government's proposals.

The Cabinet Member acknowledged that differing views had been expressed with regard to whether additional preference should be given to HM Services personnel, however it was generally agreed that the policy should be based solely on need and therefore HM Forces personnel should not be treated any differently from other people in housing need.

RESOLVED: That option 1 be approved and the suggested response, attached as Appendix 1 to the report, be agreed.

REASON: To ensure that City of York Council's views are included within the consultation response to the Department for Communities and Local Government (DCLG).

Cllr T Simpson-Laing, Cabinet Member  
[The meeting started at 4.30 pm and finished at 4.45 pm].





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**Cabinet Member Decision Session:  
Health, Housing & Adult Social Services**

24 April 2012

Report of the Assistant Director - Housing & Public Protection

**2011 Tenant Satisfaction Survey Results**

**Summary**

1. This report provides the results of the Tenant Satisfaction Survey, a postal survey of City of York Council tenants undertaken during January and February 2012.
2. Headline satisfaction has improved in three key areas, remained static in two and decreased in one are.
  - **Overall Landlord Service**, up 3 points to **89%**
  - **Repairs & Maintenance Service**, up 2 points to **85%**
  - **Neighbourhood as a place to live**, up 3 points to **87%**
  - **Overall quality of home**, remained static at **84%**
  - **Value for Money**, remained static at **84%**
  - **Opportunities to be involved with management & decision making**, down 5 points to **53%**.
3. Annex 1 shows the full results of the 2011 survey along with comparison data including, where available, 2009 and 2010 survey results; internal targets; trend direction and HouseMark<sup>1</sup> benchmarking status.
4. The postal survey was mailed to 1,994 City of York council tenants selected at random. 982 surveys were returned providing a good response rate of 49.2%; an increase of 2% from 2010. The 2011 results are statistically accurate to within a +/- 2.6% confidence level based on 8000 tenants.

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<sup>111</sup> Housemark is a leading benchmarking provider to the social housing sector enabling performance comparisons between 360 national landlords (Housing Associations / Local Authorities).

## Background

5. A Tenant Satisfaction Survey has been conducted with CYC council tenants annually, since 1990. It remains the biggest single gauge of customer satisfaction with housing services, providing an essential service planning driver. Prior to 2011, the survey was a government requirement intended to support national benchmarking of results. When the government requirement was withdrawn, Housing Quality Network<sup>2</sup> consulted social landlords to agree a replacement survey that would continue to support national comparison.
6. The resulting STAR<sup>3</sup> survey was used for the first time this year. Benefiting from a more relaxed 'pick and mix' approach to content, STAR retains the consistency required to benchmark, particularly through Housemark.
7. Of necessity, some questions have been reworded in STAR thereby affecting trend data. Significant differences in wording have been highlighted, where relevant, in Annex 1 however every effort has been made to maintain consistency. Some sections and questions are completely new, specifically the detailed sets of questions for customers who have used either the repairs service or the complaints service in the last twelve months. STAR's emphasis on benchmarking has reduced the number of free comment boxes in the survey.
8. No anti-social behaviour (ASB) questions have been asked this year. In 2010, significant disparity was found between results of the bespoke ASB survey<sup>4</sup> and those from the 2010 Tenant Satisfaction Survey. The bespoke ASB survey results were considered to be more accurate, based on customer feedback following recent experience of the ASB service. Results of the bespoke ASB survey are reported to the ASB customer panel.
9. Equalities profiling questions were asked for the first time on a separate, single sheet. This allowed responses to remain confidential, in line with good practice and enabled us to profile results by all nine equalities strands/ communities of interest.
10. In 2011, for the first time, survey questions and results have been grouped according to housing's four outcomes, the broad outlines of which are shown below:

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<sup>2</sup> Housing Quality Network are a leading national housing consultant, disseminating good practice in the social housing sector.

<sup>3</sup>STAR = **S**urvey of **T**enants and **R**esidents.

<sup>4</sup> The bespoke ASB feedback survey is sent to every customer when their ASB report is closed.

- **Your Place** satisfaction with neighbourhood; estate services.
- **Your Property** satisfaction with repairs; gas servicing; property overall.
- **Your Service** satisfaction with customer service; complaints; rent service.
- **Your Say** satisfaction with resident involvement and tenant influence.

11. Results for each theme, are shown in the table below:

**Table 1 – Satisfaction by outcome theme.**

Housing outcome	Total Measures	Improved from 2010	Declined from 2010	Stable	New measure, no comparator
Your Place	4	4	0	0	0
Your Property	4	1	1	2	0
Your Service	8	2	3	1	2
Your Say	6	0	3	0	3
All themes	22	7	7	3	5

12. Details of the seven indicators showing an improvement on the previous year are:

**Table 2 – Indicators with improving satisfaction.**

Tenant Satisfaction	2009	2010	2011	Housemark top quartile	Housemark status	Target
<b>Your Place</b>						
Neighbourhood as a place to live	N/a	84%	87%	86%	Top	85%
Grounds maintenance	N/a	76%	81%	N/a	N/a	78%
Estate services	N/a	79%	85%	N/a	N/a	70%
Estate workers' internal cleaning	N/a	60%	73%	N/a	N/a	70%
<b>Your Property</b>						
Repairs & maintenance	87%	83%	85%	85%	Top	85%
<b>Your Service</b>						
Overall landlord service	89%	86%	89%	88%	Top	87%
Reporting a repair	88%	82%	85%	N/a	N/a	None

13. Details of the seven indicators showing a decline on the previous year are:

**Table 3 - Areas of decreased customer satisfaction**

Tenant Satisfaction	2009	2010	2011	Housemark top quartile	Housemark status	Target
<b>Your Property</b>						
Gas servicing arrangements	N/a	94%	93%	N/a	N/a	95%
<b>Your Service</b>						
Talking to an estate manager	65%	68%	63%	N/a	N/a	No target
Getting advice on moving home	58%	44%	40%	N/a	N/a	No target
Facilities to pay rent	N/a	89%	85%	N/a	N/a	81%
<b>Your Say</b>						
Being kept informed	79%	82%	75%	N/a	N/a	83%
Opportunity to make views known	N/a	N/a	67%	N/a	N/a	No target
Listening to tenants' views & acting on them	72%	67%	65%	70%	N/a	72%
Opportunities to be involved in management and decision making	63%	58%	53%	N/a	N/a	60%

## Consultation

14. There has been no direct customer involvement in deciding the survey content this year. It is anticipated that the developing Tenant Scrutiny Panel will fulfil this role in 2012. Future service improvements will be developed in consultation with customers, based upon the survey results, tenant inspector feed back and discussions with residents associations.

## Analysis

15. **Your Place** - demonstrates the strongest customer satisfaction, showing significant improvement on 2010 results. All four satisfaction measures have exceeded target and show an improving trend, as shown in the table below.

Tenant satisfaction with.....	2010	2011	↑ ↓	Housemark Top %	Housemark Status	Target
Neighbourhood as a place to live	84%	87%	↑	86%	Top	85%
Grounds maintenance service ( grass cutting, communal gardening )	76%	81%	↑	N/a	N/a	78%
Estate services (litter picking; communal repairs)	79%	85%	↑	N/a	N/a	70%
<b>73% of respondents live in a block of flats. Those 242 tenants rated their satisfaction with :</b>						
Estate workers' internal cleaning service	60%	73%	↑	N/a	N/a	70%

16. **Your Property** - demonstrates stable satisfaction with one improving measure, two static measures and one measure below target with a declining trend as shown in the table below.

Tenant satisfaction with.....	2010	2011	↑ ↓	Housemark Top %	Housemark status	Target
Overall quality of home	84%	84%	=	87%	Mid	86%
Overall condition of home	83%	83%	=	N/a	N/a	85%
Repairs & maintenance service <sup>5</sup>	83%	85%	↑	85%	Top	85%
Attitude of workers	New	92%	-	N/a	N/a	Not set
Gas servicing arrangements <sup>6</sup>	94%	93%	↓	N/a	N/a	95%

<sup>5</sup> 2010 STATUS question was *How satisfied were you with the way your repair was carried out?*  
2011 STAR question was *Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?*

<sup>6</sup> 2010 STATUS question was *Overall satisfaction with gas servicing?*  
2011 STAR question was *How satisfied are you with your landlord's gas servicing arrangements?*

17. **Your Service** shows strong satisfaction with the overall landlord service but weak satisfaction with some elements of customer service as shown in the table below.

Tenant satisfaction with.....	2010	2011	↑ ↓	Housemark Top %	Housemark status	Target
Overall landlord service	86%	89%	↑	88%	Top	87%
Reporting a repair	82%	85%	↑	N/a	N/a	N/a
Talking to an estate manager	68%	63%	↓	N/a	N/a	N/a
Getting advice on moving home <sup>7</sup>	44%	40%	↓	N/a	N/a	N/a
Facilities to pay rent	89%	85%	↓	N/a	N/a	81%
Value for money from rent	84%	84%	=	85%	Mid	86%
Advice & support to claim HB/benefits	N/a	71%		N/a	N/a	N/a
Managing money & paying rent support	N/a	63%		N/a	N/a	N/a
Helpfulness of staff	85%	81%	↓	N/a	N/a	86%

### Complaints handling

18. For the first time, customers were asked about their satisfaction with complaints handling to facilitate future benchmarking of this service. Previously customer satisfaction with complaints was based on the corporate complaints team survey which drew on a very small sample (under 20 responses in 2010).
19. 53% of respondents said they were aware of the complaints procedure. To ensure customers are aware of the council's complaints procedure a future addition of Street Ahead will feature an article on this.
20. Of those, 6% had made a complaint about Housing Services in the last 12 months. Those 54 tenants were asked to give a detailed breakdown of their satisfaction with seven aspects of making their complaint. Full details are shown on page 3 of Annex 1.

<sup>7</sup> 2010 STATUS question was *Satisfaction with getting advice on council housing waiting list?*  
2011 STAR question *How satisfied were you when you last went to .....get advice on moving home?*

21. **Your Say** - shows the weakest level of customer satisfaction. No measures have met their targets or improved their performance from 2010 levels. We have over the last 12 months introduced a number of new ways to enable customers to become involved in developing and monitoring the housing service. Service Standards have been developed with customers, Tenant Inspectors have been introduced and in the coming months a new Tenants Panel will be developed. Customers are also encouraged to join their local Tenants & Residents Association.

Tenant satisfaction with.....	2010	2011	↑ ↓	Housemark Top %	Housemark status	Target
Feeling landlord treats them fairly	N/a	80%		N/a	N/a	N/a
Being kept informed about things that might affect them	82%	75%	↓	N/a	N/a	83%
Opportunity to make views known	N/a	67%		N/a	N/a	N/a
Listening to tenants' views and acting on them	67%	65%	↓	70%	N/a	72%
Opportunities to be involved in management and decision making	58%	53%	↓	N/a	N/a	60%
Aware of housing's service standards	N/a	45%		N/a	N/a	N/a

### Service Improvement

22. The Tenant Satisfaction Survey 2011 is a key driver for Housing's 2012/15 Service Plan which will incorporate specific improvement actions for all areas where low customer satisfaction is a concern.
23. Improvement actions included in the 2012/15 service plan have been indicated above and are re-iterated in the recommendations section below. Further improvement actions to be developed will be included in the service plan which is due completion April 2012.

## Equalities monitoring

24. The equalities profile of respondents to the 2011 Tenant Satisfaction Survey is shown in Annex 2 compared, where available, to the profile of current tenants.
25. The profile of survey respondents broadly mirrors the current tenant profile, where the information is available. Older, white British tenants are slightly over-represented in the survey.
26. Older tenants (65+) demonstrate significantly higher satisfaction at 96% than younger tenants (16-24) at 73%. There are no significant differences in satisfaction levels for the other profiled categories

## Corporate Priorities

27. This survey supports the Council Plan: 'Our Core Capabilities – completely in touch with our communities' by engaging customers in shaping and measuring their housing services.

## Implications

28. The implications arising from this report are:
  - **Financial** - There are no direct financial implications associated with this report, any implications as they relate to service improvements will be considered as part of the service planning process.
  - **Human Resources (HR)** - There are no direct HR implications associated with this report.
  - **Equalities** - Responses have been analysed by equalities strands to check for variances in satisfaction. Results are reported in Annex 2.
  - **Legal** - There are no direct legal implications associated with this report.
  - **Crime and Disorder** - There are no direct crime & disorder implications associated with this report.
  - **Information Technology (IT)** - There are no direct IT implications associated with this report.
  - **Property** - There are no direct property implications associated with this report.
  - **Other** - There are no other implications associated with this report.



## **Risk Management**

29. This survey provides the key measure of tenants' satisfaction with housing services. Without this service plan driver, there is a risk that resources would not be targeted at the improvements that matter most to housing's customers.

## **Recommendations**

30. Cabinet member is asked to:

- a. Note the contents of this report on tenant satisfaction with Housing Services
- b. Agree to continue with the annual housing satisfaction survey.

Reason: To ensure that the council has up to date information regarding customer satisfaction to enable the housing service to target improvements to the areas identified by its customers.

## **Contact Details**

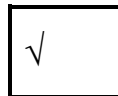
### **Author:**

**Jo Harrison**  
Service Development  
Officer  
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### **Chief Officer Responsible for the report:**

**Steve Waddington**  
Assistant Director: Housing & Community Safety

**Report  
Approved**



**Date** 4<sup>th</sup> April 2012

## **Annex**

**Annex 1** – Results of 2011 Tenant Satisfaction Survey.

**Annex 2** – Equalities profile of 2011 Tenant Satisfaction Survey

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## 2011 Tenant Satisfaction Survey Results

Based on sample of 982 returned surveys; a 49.2% response rate.

	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments
	<b>Y O U R</b>	Neighbourhood as a place to live	N/a	84%	86.7%	↑	86%	Top	85%
Grounds maintenance service ( grass cutting, communal gardening )		N/a	76%	80.9%	↑	Not bench marked	N/a	78%	Exceeded target, improving trend
Estate services ( litter picking; communal repairs )		N/a	79%	84.5%	↑	Not bench marked	N/a	70%	Exceeded target, improving trend
<b>73% of respondents live in a block of flats. Those 242 tenants rated their satisfaction with :</b>									
<b>P I A C E</b>	Estate workers' internal cleaning service	N/a	60%	73.2%	↑	Not bench marked	N/a	70%	Exceeded target, improving trend
	<b>Respondents were asked to indicate which of the following were a problem in their neighbourhood : ( multiple responses available )</b>								
		<b>2009</b>	<b>2010</b>	<b>2011</b>					
		Rank	Rank	Rank	Rank Change	Major problem	Minor problem	Combined	
	Car parking	1	1	1	↔	29%	30%	59%	
	Rubbish or litter	2	3	2	↑	16%	38%	54%	
	Children/ Teenagers	4	5	3	↑	10%	27%	37%	
	Noisy neighbours	5	4	4	↔	14%	21%	35%	
	Drunk/rowdy behaviour	7	6	5	↓	10%	24%	34%	
	Drug use / dealing	3	2	6	↓	11%	19%	30%	
	Noisy traffic	6	7=	7	↔	7%	20%	27%	
	Vandalism/ graffiti	8=	10	8	↑	4%	19%	23%	
	Pets/animals	8=	7=	9	↑	7%	14%	21%	
	Other crime	10	9	10	↑	3%	17%	20%	
	Damage to property	11	11	11	↔	5%	13%	18%	
	Racial/other harassment	12	12	12	↔	2%	6%	8%	
	Abandoned vehicles	13	13	13	↔	3%	4%	1%	

Y o u r  P r o p e r t y	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments	
	Overall quality of home	N/a	84%	84%	=	87%	Mid	86%	Below target, stable trend Housemark Middle band 83% - 86%	
	Overall condition of home	85%	83%	83%	=	Not bench marked	N/a	85%	Below target, stable trend	
	Repairs & maintenance service <sup>1</sup>	87%	83%	85%	↑	85%	Top	85%	On target, top quartile improving trend	
	Gas servicing arrangements <sup>2</sup>	N/a	94%	93%	↓	Not bench marked	N/a	95%	Below target, declining trend	
	<b>63% respondents had a repair completed in the last 12 months. Those 604 tenants rated their satisfaction with :</b>									
	Attitude of workers	N/a	N/a	92%	N/a	Not bench marked	N/a	No target	New set of 10 STAR repairs service questions	
	Keeping dirt & mess to minimum	N/a	N/a	89%	N/a	Not bench marked	N/a	No target		
	Being told when workers would call	N/a	N/a	85%	N/a	Not bench marked	N/a	No target		
	Overall quality of work	N/a	N/a	88%	N/a	Not bench marked	N/a	No target		
Contractors doing the job expected	N/a	N/a	85%	N/a	Not bench marked	N/a	No target			
Overall repairs service on this occasion	N/a	N/a	85%	N/a	Not bench marked	N/a	No target			
Speed work was completed	N/a	N/a	85%	N/a	Not bench marked	N/a	No target			
Being able to make an appointment	N/a	N/a	83%	N/a	Not bench marked	N/a	No target			
Repair being done ' Right first time '	N/a	N/a	81%	N/a	Not bench marked	N/a	No target			
Time taken before work started	N/a	N/a	77%	N/a	Not bench marked	N/a	No target			

<sup>1</sup> 2010 STATUS question was *How satisfied were you with the way your repair was carried out?*  
2011 STAR question was *Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?*

<sup>2</sup> 2010 STATUS question was *Overall satisfaction with gas servicing?*  
2011 STAR question was *How satisfied are you with your landlord's gas servicing arrangements?*

Y o u r  S e r v i c e	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments
	Overall landlord service	89%	86%	89%	↑	88%	Top	87%	Exceeded target, top quartile & improving trend
	Reporting a repair	88%	82%	85%	↑	Not bench marked	N/a	No target	
	Talking to an estate manager	65%	68%	63%	↓	Not bench marked	N/a	No target	Low satisfaction, deteriorating trend
	Getting advice on moving home <sup>3</sup>	58%	44%	40%	↓	Not bench marked	N/a	No target	Low satisfaction, deteriorating trend
	Facilities to pay rent	N/a	89%	85%	↓	Not bench marked	N/a	81%	Exceeded target, deteriorating trend
	Value for money from rent	85%	84%	84%	=	85%	Mid	86%	1% below top Housemark band
	Advice & support to claim HB/benefits	N/a	N/a	71%	N/a	Not bench marked	N/a	No target	
	Managing money & paying rent support	N/a	N/a	63%	N/a	Not bench marked	N/a	No target	Low satisfaction
	41% <sup>4</sup> respondents contacted us in the last 12 months, Those 389 tenants rated their satisfaction :								
Helpfulness of staff	86%	85%	81%	↓	Not bench marked	N/a	86%	Below target, deteriorating trend	
Staff speed & efficiency	N/a	N/a	78%	N/a	Not bench marked	N/a	No target		
Ease of getting hold of right person	75%	71%	71%	=	Not bench marked	N/a	75%	Below target, stable trend	
Staff ability to deal with the problem	81%	79%	71%	↓	Not bench marked	N/a	81%	Below target, deteriorating trend	
Final outcome of their query	73%	71%	66%	↓	Not bench marked	N/a	73%	Below target, deteriorating trend	
53% respondents said they were aware of the complaints procedure. Of those, 6% had made a complaint in the last 12 months. Those 54 tenants expressed satisfaction with:									
Ease of making a complaint	N/a	N/a	65%	N/a	Not bench marked	N/a	No target	New set of 7 STAR complaints questions	
Information/advice from staff	N/a	N/a	53%	N/a	Not bench marked	N/a	No target	Low satisfaction	
Support from staff	N/a	N/a	39%	N/a	Not bench marked	N/a	No target	Very low satisfaction	
Speed complaint was dealt with	N/a	N/a	35%	N/a	Not bench marked	N/a	No target	Very low satisfaction	
Being kept informed	N/a	N/a	32%	N/a	Not bench marked	N/a	No target	Very low satisfaction	
Complaint outcome	N/a	N/a	31%	N/a	74%	Low	67%	Very low satisfaction Housemark Lower under 47% Middle band 48 -60%	
Overall handling of complaint	N/a	N/a	32%	N/a	77%	N/a	75%	Very low satisfaction Housemark Lower under 48% Middle band 55 -67%	

<sup>3</sup> 2010 STATUS question was *Satisfaction with getting advice on council housing waiting list ?*

2011 STAR question *How satisfied were you when you last went to .....get advice on moving home?*

<sup>4</sup> 59% had made contact in 2009 & 68% had made contact in 2010 but these included contacts for rent payment.

Y o u r  S a y	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments
	Feeling landlord treats them fairly	N/a	N/a	80%	N/a	Not bench marked	N/a	No target	New STAR question
	Being kept informed about things that might affect them	79%	82%	75%	↓	Not bench marked	N/a	83%	Below target, deteriorating trend
	Opportunity to make views known	N/a	N/a	67%	N/a	Not bench marked	N/a	No target	New STAR question
	Listening to tenants' views and acting on them	72%	67%	65%	↓	70%	N/a	72%	Below target, deteriorating trend Housemark Middle band 64 – 69%
	Opportunities to be involved in management and decision making	63%	58%	53%	↓	Not bench marked	N/a	60%	Lowest customer satisfaction level since 2003
	Aware of housing's service standards	N/a	N/a	45%	N/a	Not bench marked	N/a	No target	New CYC question

Y o u r  S a y	Preference for being kept informed and getting in touch (multiple response available)			
		2009	2010	2011
	By phone	N/a	N/a	63%
	In writing			44%
	Office visit			39%
	Newsletter			34%
	Home visit			16%
	Email			16%
	Text message			8%
	Open meetings			7%
6 out of 10 customers prefer to be contacted or updated by phone.				

Y o u r  S a y	How did you last contact your landlord (one response only)			
		2009	2010	2011
	By phone	69%	74%	71%
	Office visit	22%	21%	31%
	In writing	2%	2%	2%
Email	N/a	4%	5%	
7 out of 10 customers contact us by phone.				

Y o u r  S a y	What did you last have contact with your landlord about (one response only)			
		2009	2010	2011
	Repairs	72%	78%	71%
	Neighbours / neighbourhoods	7%	9%	15%
	Rent	6%	6%	8%
	Moving home	3%	2%	8%
	Garden /communal	6%	2%	6%

7 out of 10 customers contact us about repairs.

Twice as many customers contact us about their neighbours or neighbourhood issues as contact us about rent or moving home.

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## 2011 Tenant Satisfaction Survey Results

### Equalities Profile

The table below shows the equalities profile breakdown of respondents to the 2011 Tenant Satisfaction Survey compared, where information is available, to the profile of current tenants.

<b>AGE</b>								
<b>Survey respondents</b>	16-24	5%	24 - 44	25%	45 - 64	36%	65+	34%
<b>CYC profile</b>	16 - 24	8%	24 - 64	66%* *not broken down into smaller bands			65+	23%
<b>ETHNICITY</b>								
<b>Survey respondents</b>	White British		97%	All other	1.5%	Unknown		1.5%
<b>CYC profile</b>	White British		87%	All other	1.5%	Unknown		12%
<b>GENDER</b>								
<b>Survey respondents</b>	Women		63%	Men				37%
<b>CYC profile</b>	Women		63%	Men				36%
<b>DISABILITY</b>								
<b>Survey respondents</b>	No disability		63%	Disability				37%
<b>Disability type</b>	Long-standing health		54%	Physical disability				39%
	Mental health		28%	Other				30%
<b>SEXUALITY</b>								
<b>Survey respondents</b>	Heterosexual		97%	Gay & Bisexual				3%
<b>RELIGION</b>								
<b>Survey respondents</b>	Christian		66%	Atheist				33%
<b>CYC profile</b>	Disability, religion & sexuality data is collected but not currently reported							

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