

Report to Housing Scrutiny Panel

Date of meeting: 29th July 2010

Portfolio: Housing – Cllr D. Stallan

Subject: Tenant Satisfaction – Comparisons with other stock-retaining councils

Officer contact for further information:

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Committee Secretary: Mark Jenkins (01992 56 4607)



Recommendation:

That the comparisons of tenant satisfaction levels, between the Council's tenants and the tenants of other stock-retaining councils nationally, as reported by Communities and Local Government, be considered, with any resultant comments passed on to the Housing Portfolio Holder and the Director of Housing for consideration.

Report:

1. Until a recent change by the new Coalition Government, all councils and housing associations have had to undertake Tenant Satisfaction Surveys, using common questions, every two years. The last survey was undertaken in 2008 and, at that time, the detailed results of the Council's survey were reported to the Housing Scrutiny Panel, with a summary reported in the Council Bulletin. Tenant Satisfaction Surveys appear to be no longer required by the Government, but consideration is currently being given to whether or not the Council should continue to carry out such surveys voluntary and, if so, how frequently and in what format.
2. Communities and Local Government (CLG) has recently published a national comparison of all the tenant satisfaction results for 2008. It provides details of the satisfaction levels, in relation to the 9 main subject areas surveyed, for all 182 stock-retaining councils in England.
3. For each of the subject areas reported by the CLG, the table below provides details of the Council's satisfaction levels, the national average for all stock-retaining councils, and the Council's position nationally.

Tenant Satisfaction Comparisons Amongst 182 Stock-Retaining Council (Including ALMOs)			
Satisfaction Subject Area	All Councils Average	EFDC	EFDC Position
Satisfaction with overall landlord service	75 %	83 %	Within Top 22 %

Satisfaction with property quality	77 %	87 %	Within Top 12%
Satisfaction with property condition	72 %	82 %	Within Top 15 %
Satisfaction with neighbourhood	75 %	83 %	Within Top 21 %
Ease of getting hold of the right staff member (“Easy”)	68 %	84 %	Within Top 3 %
Helpfulness of staff member(s) (“Helpful”)	80 %	89 %	Within Top 6 %
Satisfaction with repairs service	73 %	86 %	Within Top 6 %
Satisfaction with landlord taking tenant views into account	56 %	62 %	Within Top 25 %
Rating of landlord on keeping tenants informed	78 %	79 %	Within Top 30 %
Cumulative satisfaction for all of the above	671 %	735 %	Within Top 10 %

4. The last subject area (cumulative satisfaction for all of the above) has not been calculated by the CLG, but has been calculated by officers, by simply adding up the satisfaction levels for each subject area. Note that the “All Council’s Average” for “Cumulative Satisfaction” is the overall average for all subject areas, for every council – and not a simple average of the 9 averages listed in the table.

5. As can be seen, the Council’s cumulative satisfaction is within the top 10% of all councils nationally, and all but one are within the top quartile (25%).

6. These results have been reported to all Members of the Council, in a recent issue of the Council Bulletin.

Reason for decision:

The Scrutiny Panel is responsible for scrutinising the Housing Service, including tenants satisfaction levels, and comparing how the Council’s Housing Service compares with other councils.

Options considered and rejected:

Not to report the findings from the CLG’s Report

Consultation undertaken:

These results are also due to be considered by the Tenants and Leaseholders Federation, at its meeting to be held on 20th July 2010. Any comments from the Federation will be reported orally at the meeting