Appendix 1 – Satisfaction Measured in Service Areas

Teams across the Council provide services to Council tenants as part of the overall Landlord function. There are some services provided to all residents, not just to Council tenants, but these services also influence perceptions and overall satisfaction.

Many teams collect information about tenant satisfaction in their area and have been working with tenants to improve satisfaction and provide a better customer experience.

Direct Services

Direct Services provides a number of services for Council tenants and has gained ISO9001 Quality Management System and Customer Services Excellence accreditations.

Waste Collection

The latest Local Government Inform Survey results show a satisfaction result of 89.52%, against an average of 76.67% (APSE 2014/15 data). This is upper quartile performance.

Street Cleansing

The latest Local Government Inform Survey results show a satisfaction result of 78.78%, against an average of 69.25% (APSE 2014/15 data). This is upper quartile performance.

Day to Day Repairs Service

Satisfaction with the Repairs Service is collected monthly via repairs satisfaction forms that are sent to tenants who have had a repair.

The target is 95% satisfaction.

Year	2013/14	2014/15	2015/16
Satisfaction	95.50%	94.22%	94.08%

Direct Services report that the drop in satisfaction in 2014/15 and 2015/16 was in part due to a backlog of work that occurred following the extreme weather early in 2014. This caused a high demand for fencing and other weather related repairs. The high winds in particular caused widespread fencing damage that led to a national timber shortage, meaning that fencing repairs took much longer than normal to complete. The weather also led to an increase in emergency repairs and additional resources being targeted at homes damaged by the flooding.

*Kitchen and Bathroom Installations*

Satisfaction with kitchens and bathrooms installed by the Planned Operations team is collected through forms left with tenants who have had the work done.

The target is 95% satisfaction.

Year	2013/14	2014/15	2015/16
Satisfaction	99.69%	97.52%	100.00%

Housing Needs

The Housing Needs team deals with applicants on the Council's Housing Register. Each time a customer comes in to the offices, they are asked to complete a short customer satisfaction survey. In 2015/16, 428 people completed the satisfaction cards. The results have been good, with many customers also taking the opportunity to personally compliment the officer that dealt with them. 88% rated the overall experience as 'Good'. These results include Housing Register applicants who are not Council tenants.
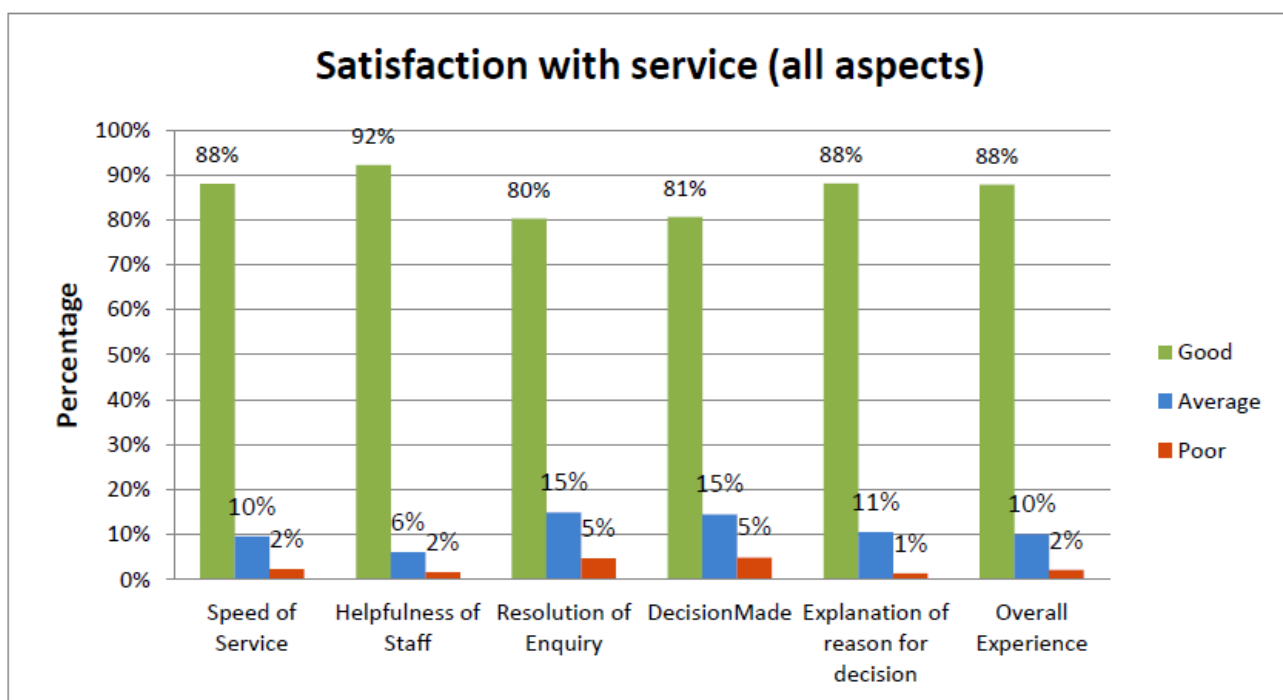
Tenancy Management

The Tenancy Management team deals with matters such as transfers, exchanges, deaths, relationship breakdown, void properties and garages.

Satisfaction data is gathered in two ways. Through the Gov-Metric system, performance data on phone calls is gathered and measured, for those tenants who wish to give feedback.

From the start of January 2016 to mid-June 2016, Gov-Metric satisfaction data was:

Good	Average	Poor
94%	4%	2%

The Tenancy Management Team also seek feedback from tenants who have recently had a welcome visit or those who have recently completed a mutual exchange. In the 12 months up to June 2016, 47 feedback responses were received, all of which rated the service as "Good" or "Very Good".

Welfare Reform Team

With every decision on a discretionary housing payment (DHP), the Welfare Reform Team send customers a customer satisfaction survey.

Results from June and December 2015 showed that

- 85% were very happy and 15% happy with the DHP application process
- 75% were very happy and 25% happy with the time taken to assess their applications

Other teams

The Tenant Involvement Team, the Incomes Team (Rents), the Anti-Social Behaviour Investigation Team (ASBIT) and the Community Response Teams do not gather information specifically on satisfaction performance although they do work with tenants closely to improve the customer experience.

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