

Report to	Communities Scrutiny
Date of meeting	1st February 2024
Lead Member / Officer	Rhys Thomas - Lead Member for Housing & Communities
Head of Service	Liz Grieve - Head of Housing & Communities
Report author	Geoff Davies - Lead Officer Community Housing
Title	Council Housing Tenant Feedback

1. What is the report about?

1.1. The Feedback from council house tenants following a recent survey.

2. What is the reason for making this report?

2.1 To review feedback from Council tenants about the service received from Community Housing, the satisfaction with their homes, areas for improvement and information on local area priorities.

3. What are the Recommendations?

3.1. That the Committee confirms that it has read, understood the reports and to comment on the feedback if necessary.

4. Report details

4.1. The Community Housing team carries out a full survey of all council house tenants every 2 years.

4.2. Appendix 1 is a detailed report into the responses given by council tenants to the survey undertaken in December 2023. This covering report summarises the key findings and outlines what is proposed in order to respond to this feedback.

- 4.3. In December 2023, a STAR (Survey of Tenants & Residents) survey was sent to every council home in Denbighshire. Out of the 3,277 surveys sent, responses were received from 893 households which is an 28% response rate.
- 4.4. This table shows that there was a representative response from all age groups. It is worth noting that the feedback includes households of all ages to include families.

Age	Total	%
18-24	18	2%
25-34	106	12%
35-44	161	18%
45-54	178	20%
55-64	181	20%
65+	243	27%
(blank)	6	1%
Grand Total	893	100%

- 4.5. The survey asks for detailed feedback on a wide range of service areas provided by Community Housing. The purpose of the survey is to assess overall satisfaction, seek feedback on priorities for our tenants and to help inform plans for future service delivery
- 4.6. It is now a requirement for all councils and registered social landlords (RSLs) in Wales to carry out a STAR survey every 2 years. Welsh Government publishes the data from all social landlords to allow tenants to compare their landlord to others in Wales. This is next due to be published in June 2024. The published data is useful as we can compare our outcomes and the level of our customers' expectations. We can also look at best practice organisations to learn from and note experiences of neighbouring LA's or local RSL's.
- 4.7. Overall, satisfaction remains good and consistent. We are able to look at where they have been variations from previous surveys to monitor improvements and areas of concern. It is good to note that whilst satisfaction dropped during the year of the pandemic, which is understandable due to restrictions on service delivery caused by lockdowns, we have seen a consistent move to previous satisfaction levels.

- 4.8. One area we have improved significantly since the last survey is satisfaction with value for money for service charges. This follows a plan to communicate and clarify what service charges are and resolve some issues about grounds maintenance that affected the outcomes in previous surveys.
- 4.9. Where possible we follow up with individual customers if they have outstanding issues that they have commented on in the survey. We also pass on compliments about individual members of staff to the relevant officer.

4.10. Main Satisfaction Outcomes

A summary of the main satisfaction responses is below –

How satisfied are you with the service by Denbighshire Housing?	85%
How satisfied are you with the overall quality of your home?	82%
How satisfied are you that your rent provides value for money?	86%
How satisfied are you with your neighbourhood as a place to live?	82%
How satisfied are you we provide a home that is safe and secure?	84%
How satisfied are you that we listen to your views and act?	64%

Areas for Improvement

When asked in free text boxes about the main areas for improvements, of responses the highest responses were –

- Improving the quality of our properties
- Carry out repairs quicker
- Complete outstanding repairs jobs
- Reduce ASB in area
- Listen to tenants more
- Improve communication

Action Plan

It is vital that we listen to this feedback and act on the messages. We will include a “You Said – We Did” update in our regular newsletters to council households.

Further work will be undertaken to consider the detail behind these comments in order to enable us to develop our response. The initial action plan will focus on the following actions:

- Communicate how the new WHQS 2 will impact on our property improvements and how and when programmes will be delivered.
- We will review our **Repairs Policy** - this will include more detailed tenant engagement to investigate expectations and potential improvements.
- We will carry out analysis of comments about **Anti-Social Behaviour** and look at geographical areas where satisfaction is lower.
- We will develop our **Engagement Plan** with DTARF to look at ways we can improve communication and understand how we can listen more to our customers.

5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want

5.1. A Denbighshire of quality housing that meets people's needs.

6. What will it cost and how will it affect other services?

6.1. There are no costs associated with this report

7. What are the main conclusions of the Well-being Impact Assessment?

7.1. No impact assessment has been carried out as the report is for information only.

8. What consultations have been carried out with Scrutiny and others?

8.1. This report is being brought to Communities Scrutiny and will be shared with the Tenants Federation (DTARF)

9. Chief Finance Officer Statement

9.1. There are no costs association with this report. All funding for council housing is ring-fenced within the Housing Revenue Account (HRA)

10. What risks are there and is there anything we can do to reduce them?

10.1. The risk is we do not listen and respond to feedback from tenants which leads to increased dis-satisfaction and failure to deliver a service that meets the needs of households and communities.

11. Power to make the decision

11.1. No decision is required