

# Appx 1b) Draft Sheltered Tenant Satisfaction Survey (12/09/2012)

To be added: - Opt in for comments / data to be passed back to the Council

| No  | Question  | Response options  | Comments/suggestions   |
|---|---|---|--|
| <b>Core questions - these are standard questions to enable benchmarking. We cannot amend for this reason.</b> |   |   |  |
| Cor1  | Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?                  | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Cor2  | How satisfied or dissatisfied are you with the overall quality of your home?  | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Cor3  | How satisfied or dissatisfied are you with your neighbourhood as a place to live?   | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied | Add environment? – but could be interpreted differently by respondents |
| Cor4  | How satisfied or dissatisfied are you that your rent provides value for money?  | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Cor5  | How satisfied or dissatisfied are you that your service charges provide value for money?  | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Cor6  | Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?                    | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied | 'your social housing provider' – Housing Services                      |
| Cor7  | How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?                                 | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| <b>General Services</b>   |   |   |  |
| Gen3  | How good or poor do you feel [your social housing provider] is at keeping you informed about things that might affect you as a tenant/ leaseholder? | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Gen6  | How satisfied or dissatisfied are you with the way [your social housing provider] deals with the following?   |   |  |
| Gen6a   | - Anti-social behaviour   | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Gen6b   | - Complaints  |   |  |
| Gen6c   | - Your enquires generally   |   |  |

| <b>Service Priorities</b>        |   |   |  |   |
|----------------------------------|---|---|--|---|
| Ser1                             | <b>Which of the following services would you consider to be priorities?</b><br>(please tick your top three only)  | Please tick your top three  |  |   |
| Ser1a                            | - Keeping tenants informed  |   |  |   |
| Ser1b                            | The overall quality of your home  |   |  |   |
| Ser1c                            | Listening to tenant views and acting upon them  |   |  |   |
| Ser1d                            | Repairs and maintenance   |   |  |   |
| Ser1e                            | Dealing with anti-social behaviour  |   |  |   |
| Ser1f                            | Your neighbourhood as a place to live   |   | Add environment? – but could be interpreted differently by respondents |   |
| Ser1g                            | Value for money for your rent (and service charges)   |   |  |   |
| <b>Housing for older people</b>  |   |   |  |   |
| Hop1                             | <b>Thinking about where you live, how satisfied or dissatisfied are you with the following?</b>   |   |  |   |
| Hop1a                            | - Your support plan   | very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |   |
| Hop1b                            | - The frequency of contact with your warden   |   |  |   |
| Hop1c                            | - The overall service provided by your warden   |   |  |   |
| Hop1d                            | - The emergency call system (Helpline)  |   |  |   |
| Hop1e                            | - The safety and security of your home  |   |  |   |
| Hop1f                            | - How easy it is to access all areas of your home and scheme  |   |  | Split into 2 questions? discuss                       |
|                                  | - How easy it is to access all areas of your scheme   |   |  |   |
| New                              | - promotion of social activities  |   |  |   |
| New                              | - the upkeep of communal areas – lounges, toilets, corridors  |   |  |   |
| Est1                             | How satisfied or dissatisfied are you with the overall appearance of your scheme?   |   |  | Amended and moved from Estate Services to HOP section |
| <b>Theme: advice and support</b> |   |   |  |   |
| Aas1                             | <b>Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from [your social housing provider] with the following?</b> |   |  |   |
| Aas1a                            | - Claiming housing benefit, council tax benefit, and other welfare benefits   | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied | amalgamate into 1 question? – these are different issues               |   |
| Aas1b                            | - Managing your finances and paying rent and service charges  |   |  |   |

| <b>Theme: contact and communication</b> |  |   |  |
|---|--|---|--|
| Cac1                                    | <b>Have you contacted [your social housing provider] in the last 12 months with a query?</b><br>If YES, go to Q ? If NO, go to Q ?   | Yes or no   | Should we ask Access Harrow specific questions?- discuss   |
| Cac2a                                   | Was getting hold of the right person easy or difficult?  | Easy, difficult or neither  |  |
| Cac2b                                   | Did you find the staff helpful or unhelpful?   | Helpful, unhelpful or neither   |  |
| Cac3                                    | <b>If you have made contact with [your social housing provider] in the last 12 months, how satisfied or dissatisfied were you with the following?</b><br>If you have not made contact in the last 12 months, go to Q ? |   | Reduced qs to focus on to 5 key areas:<br>Have you contacted<br>Query handled well<br>Final outcome<br>Staff helpful/ friendly<br>Get hold of right person son |
| Cac3a                                   | - The ability of staff to deal with your query quickly and efficiently   | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Cac3b                                   | - The final outcome of your query  |   |  |
| Cac5                                    | <b>Which of the following methods of being kept informed and getting in touch with [your social housing provider] are you happy to use and would you like us to use?</b>   | Please tick all that apply  |  |
|   |  | You to use  | Us to use  |
| Cac5b                                   | Telephone  |   |  |
| Cac5c                                   | Text / SMS   |   |  |
| Cac5d                                   | In writing   |   |  |
| Cac5e                                   | Visit to the office  |   |  |
| Cac5f                                   | Visit to your home by staff  |   |  |
| Cac5g                                   | Open meetings  |   |  |
| Cac5h                                   | Newsletter   |   |  |
| Cac5i                                   | Other needs - please state eg language, Braille, large print   |   | We need to be able to transfer info to our systems & then action   |
| new                                     | Website  |   |  |
| new                                     | Email  |   | Ask for email addresses if we can upload   |
| new                                     | Social media e.g. Facebook, Twitter  |   |  |
| new<br>6<br>7<br>8                      | Homing in is the quarterly housing magazine for tenants and leaseholders -<br>Do you get it,<br>Do you read it,<br>How good is it at keeping you informed?   |   | Suggested addl qs - to be developed  |

| Theme: neighbourhood      |   |   | Suggest add environment  |
|---------------------------|---|---|--|
| Nei1                      | To what extent are any of the following a problem in your neighbourhood?                                    |   | Discuss this section – it is hard to define neighbourhood; we cannot do much about many of the issues. Also parking & rubbish/ litter are always the top 2. Main use would be to geographically map the results. |
| Nei1a                     | Car parking   | Rank top 3  | Major, minor, or not a problem   |
| Nei1b                     | Rubbish or litter   |   |  |
| Nei1c                     | Noisy neighbours  |   |  |
| Nei1d                     | Dog fouling / nuisance  |   |  |
| Nei1f                     | Disruptive behaviour  |   |  |
| Nei1g                     | Racial or other harassment  |   |  |
| Nei1h                     | Drunk or rowdy behaviour  |   |  |
| Nei1i                     | Vandalism and graffiti  |   |  |
| Nei1k                     | Drug use or dealing   |   |  |
| Nei1l                     | Abandoned or burnt out vehicles   |   |  |
| Theme: Responsive repairs |   |   |  |
| Rep1                      | Have you had any repairs to your home in the last 12 months? <b>If YES, go to Q ?</b>                       |   | <b>Need to identify whether repair was pre 1 July (Kier) or under new contracts</b>  |
| Rep2                      | <b>Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?</b> |   | NB cannot compare postal survey results directly with those arising from the regular Access Harrow phone survey of repairs   |
| Rep2a                     | - Being told when workers would call  | Very satisfied, fairly satisfied, neither, fairly dissatisfied or very dissatisfied |  |
| Rep2b                     | - Being able to make an appointment   |   |  |
| Rep2e                     | - The attitude of workers   |   |  |
| Rep2f                     | - The overall quality of work   |   |  |
| Rep2g                     | - Keeping dirt and mess to minimum  |   |  |
| Rep2h                     | - The repair being completed in one visit   |   |  |
| new                       | The contractor's attention to safety and security in your home  |   |  |
| Rep2j                     | - The repairs service you received on this occasion   |   |  |
| Rep3                      | Did the contractor show proof of identity?  | Yes or no   |  |
| Rep4                      | Was the repair appointment kept?  | Yes or no   |  |
| Gen9                      | How satisfied or dissatisfied are you with gas servicing arrangements?                                      | Very satisfied, fairly satisfied, neither, fairly dissatisfied or                   | New – do we want to ask this??   |

## Equality Monitoring

### Why do we monitor?

Harrow Council has a legal responsibility to promote and advance equality. To help us to do this, it is important that we have a good understanding of our communities, how our services are being accessed and who is using or would like to use our services. With up-to-date and accurate information we are able to:

- § Better understand our service users / residents and shape services to meet their specific needs
- § Identify and address any barriers / issues individuals may experience when accessing our services (including information about our services)
- § Ensure our policies and services are accessible to everyone who uses them

The information will also enable us to monitor our progress with regards to addressing inequality and allow our employees and service users see how we are performing on equality.

Data Protection – it is your choice whether you provide this information. Your replies will not be used in a way that identifies you. However they will help us to understand how community needs may vary and help us to make informed decisions on how we develop our services and target resources.

### 1 Age - What is your age group?

|               |                      |               |                      |
|---------------|----------------------|---------------|----------------------|
| Under 16      | <input type="text"/> | 16 – 24 years | <input type="text"/> |
| 25 – 44 years | <input type="text"/> | 45 – 64 years | <input type="text"/> |
| 65 & over     | <input type="text"/> |               |                      |

### 2 Disability – Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months?

|   |                      |                         |                      |
|---|----------------------|-------------------------|----------------------|
| No  | <input type="text"/> | Yes, affecting mobility | <input type="text"/> |
| Yes, affecting hearing                          | <input type="text"/> | Yes, affecting vision   | <input type="text"/> |
| Yes, a learning disability                      | <input type="text"/> | Yes, mental ill-health  | <input type="text"/> |
| Yes, another form of disability, please specify | <input type="text"/> |                         |                      |

### 3 Ethnic origin - What is your ethnic origin?

#### Asian or Asian British

|   |                      |             |                      |
|---|----------------------|-------------|----------------------|
| Afghani                                     | <input type="text"/> | Bangladeshi | <input type="text"/> |
| Chinese                                     | <input type="text"/> | Indian      | <input type="text"/> |
| Pakistani                                   | <input type="text"/> | Sri Lankan  | <input type="text"/> |
| Any other Asian background – please specify | <input type="text"/> |             |                      |

#### Black or Black British

|   |                      |           |                      |
|---|----------------------|-----------|----------------------|
| African                                     | <input type="text"/> | Caribbean | <input type="text"/> |
| Somali                                      | <input type="text"/> |           |                      |
| Any other Black background – please specify | <input type="text"/> |           |                      |

**Mixed background**

|   |                          |                           |                          |
|---|--------------------------|---------------------------|--------------------------|
| White and Black African                     | <input type="checkbox"/> | White and Black Caribbean | <input type="checkbox"/> |
| White and Asian                             | <input type="checkbox"/> |                           |                          |
| Any other mixed background - please specify | <input type="text"/>     |                           |                          |

**Other ethnic background**

|   |                          |         |                          |
|---|--------------------------|---------|--------------------------|
| Arab                                    | <input type="checkbox"/> | Iranian | <input type="checkbox"/> |
| Any other Ethnic group – please specify | <input type="text"/>     |         |                          |

**White or White British**

|   |                          |          |                          |
|---|--------------------------|----------|--------------------------|
| Albanian                                    | <input type="checkbox"/> | English  | <input type="checkbox"/> |
| Gypsy / Irish Traveller                     | <input type="checkbox"/> | Irish    | <input type="checkbox"/> |
| Polish                                      | <input type="checkbox"/> | Romanian | <input type="checkbox"/> |
| Scottish                                    | <input type="checkbox"/> | Welsh    | <input type="checkbox"/> |
| Any other White background - please specify | <input type="text"/>     |          |                          |

**4 Marriage or Civil Partnership**

|                                 |     |                          |    |                          |
|---------------------------------|-----|--------------------------|----|--------------------------|
| Are you married?                | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Are you in a Civil Partnership? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

**5 Pregnancy or Maternity**

|   |     |                          |    |                          |
|---|-----|--------------------------|----|--------------------------|
| Have you been pregnant and / or on maternity leave during the past 2 years? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|---|-----|--------------------------|----|--------------------------|

**6 Religion and belief - What is your religion?**

|                                  |                          |                       |                          |
|----------------------------------|--------------------------|-----------------------|--------------------------|
| Buddhism                         | <input type="checkbox"/> | Judaism               | <input type="checkbox"/> |
| Christianity (all denominations) | <input type="checkbox"/> | Sikh                  | <input type="checkbox"/> |
| Hinduism                         | <input type="checkbox"/> | Zoroastrian           | <input type="checkbox"/> |
| Islam                            | <input type="checkbox"/> | No religion / Atheist | <input type="checkbox"/> |
| Jainism                          | <input type="checkbox"/> | Other -please specify | <input type="text"/>     |

**7 Sex - Are you?**

|      |                          |        |                          |
|------|--------------------------|--------|--------------------------|
| Male | <input type="checkbox"/> | Female | <input type="checkbox"/> |
|------|--------------------------|--------|--------------------------|

**8 Is your gender identity the same as the gender you were assigned at birth?**

|     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

**9 Sexual orientation - What is your sexual orientation?**

|                        |                          |              |                          |
|------------------------|--------------------------|--------------|--------------------------|
| Bisexual               | <input type="checkbox"/> | Gay Man      | <input type="checkbox"/> |
| Gay Woman / Lesbian    | <input type="checkbox"/> | Heterosexual | <input type="checkbox"/> |
| Other – Please specify | <input type="text"/>     |              |                          |