

Cabinet/Committee:	Tenants' & Leaseholders' Consultative Forum
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Subject:	INFORMATION REPORT – Tenants' Satisfaction Survey
Responsible Officer:	Penny Furness-Smith Corporate Director (Adults and Housing)
Portfolio Holder:	Councillor Camilla Bath – Portfolio Holder for Housing
Exempt:	No

SECTION 1 – SUMMARY

This report is to provide information on the findings from the Tenants' Satisfaction Survey conducted by Ipsos MORI in 2006.

A summary of the finding is attached.

FOR INFORMATION

SECTION 2 – REPORT

Background

As part of the Communities and Local Government's (CLG) 2006/07 wave of Best Value Performance Indicator (BVPI) surveys we commissioned Ipsos MORI to undertake a survey of tenants to assess levels of satisfaction. Ipsos MORI submitted the most favourable tender to the Association of London Government consortium to which Harrow belongs. The survey follows on from a similar survey carried out in 2003/04 (reported to TLCF 1 July 2004).

The questionnaire followed the CLG and National Housing Federation (NHF) template. In addition Harrow elected to ask some questions on estate services and caretaking. These additional questions were asked in the survey carried out in 2003/04.

Ipsos MORI sent a postal questionnaire to 1600 randomly selected tenants, in addition a booster sample of 500 questionnaires was sent out to areas of especially high proportions of BME residents to ensure a good representation among this group. The postal survey was conducted between September and October 2006 and involved an initial mailout, as well as two reminder mailouts to maximise response rates.

Overall a total of 711 completed and valid returns were received giving a response rate of 34%

The principal objective of the survey is to provide Harrow Council with data that represents the views of tenants on key satisfaction measures. Specifically the survey:

- Establishes tenant satisfaction with housing services
- Identifies areas for service improvement
- Provides a basis for comparison with other authorities using consistent methodology.
- Informs two key BVPIs used to assess housing services. They are:
 - BV74 Satisfaction of tenants with the overall service provided by their landlord with the results further broken down by BME tenants and non-BME tenants.
 - BV75 Satisfaction of tenants with opportunities to participate in management and decision making to housing services provided by their landlord with results further broken down by BME tenants and non-BME tenants.

SECTION 3 – FURTHER INFORMATION

SECTION 4 - CONTACT DETAILS AND BACKGROUND PAPERS

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Background Papers: STATUS Tenants' Satisfaction Survey 2006/07 – research study conducted for the London Borough of Harrow