

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 92

Brighton & Hove City Council

Subject:	2011 Survey of Tenants & Residents (STAR)		
Date of Meeting:	19 March 2012		
Report of:	Head of Housing & Social Inclusion		
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Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report provides feedback from a satisfaction survey of a sample of residents carried out by the Council's Policy, Performance & Analysis Team on behalf of Housing & Social Inclusion. It is called the STAR survey, is discretionary, and replaces the formerly obligatory STATUS survey.
- 1.2 The survey results provide an up-to-date and statistically significant indication of customer satisfaction on a range of housing services.

2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Committee note and comment on the contents of this report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 Housing & Social Inclusion last carried out a major survey of resident satisfaction in June 2008. The survey, STATUS, formed part of the regulatory requirement of social housing providers, and was in a prescribed format to ensure consistency of approach, standardised data, and easy comparison with other organisations. With the reduction in housing regulation and the move towards co-regulation, the STATUS survey has been stopped. However Housemark has consulted widely with social housing providers to produce a set of questions that organisations prefer and that enable comparison, but with the freedom for each organisation to add local questions as they wish. This new survey is called STAR (Survey of Tenants and Residents), and is undertaken by landlords on a voluntary basis.
- 3.2 Housemark's recommended standard questions have been adopted, along with some of our own, and we will be in a position to compare ourselves against other housing providers as more of them undertake this survey and upload their results in the future.

3.3 The survey was undertaken in November and December last year, using a postal methodology with a randomly selected sample of residents – as recommended by Housemark. The survey achieved a response rate of 42%, with 1,251 completed questionnaires. The results have been analysed by the council's Policy, Performance & Analysis Team, and the report of the findings is attached as Appendix 1.

3.4 Some highlights from the attached findings report are:-

- 83% of respondents are satisfied overall with the service they receive from housing, and this is a significant 11% increase on the 2008 survey results.
- 81% of tenants who had a repair completed in the past year are satisfied with the repair, and 90% are satisfied with the attitude of the workers.
- 75% respondents think Housing & Social Inclusion is good at keeping them informed about things that affect them as residents
- More than half of tenants have access to the internet, and this figure rises to 98% of households with children, and reduces to 18% of residents over the age of 75.
- 14% of residents are members of a Tenants' and Residents' Association.

The table below shows the results of this survey compared with the STATUS survey in 2008, and the percentage improvement points.

Comparison between responses in 2011 with 2008			
	% satisfied (2011)	% satisfied (2008)	% difference
Satisfied overall with the service from housing	83%	72%	+11
The overall quality of your home	81%	75%	+ 6
Your neighbourhood as a place to live	83%	74%	+ 9
That your rent provides value for money	86%	81%	+ 5

3.5 The survey asked respondents to rate the housing service from one to ten, where one is poor. 12% gave it a score of 4 or less, and 76% gave it a score of 6 or more. They were also asked to write down what would move their score to a 10 if it wasn't already. Over 400 respondents made over 500 comments and suggestions, and this feedback has provided a rich variety of areas for further consideration.

3.6 While it is too early to make precise statements about how the findings from this survey will specifically shape our work, several areas that need attention have been identified. They include:

- better understanding of the drivers for service improvement and satisfaction amongst younger tenants, particularly those with children
- widening resident involvement to reach beyond the 15% involved in local associations, and listening to people's views

- addressing some repairs and maintenance issues particularly for residents living in the Lavender St Housing Office area
- doing more to promote web based services for those who might prefer to use them, and supporting internet access for those who might want it and could take advantage of the benefits it affords.

3.7 Overall, the survey findings will help inform future discussions with residents around for example resident priorities, reviews of service pledges, service reviews and improvements, and our business planning priorities.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

4.1 The report feeds back on consultation with a representative sample of tenants, and is valuable in providing information about satisfaction levels on a range of housing services, communication preferences, involvement, and tenant profile data against which comparisons can be made. The work also provides a platform for further engagement of residents in service improvement.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 The costs of this survey have been met from the Housing Revenue Account budget for 2011/12.

Finance Officer Consulted: Monica Brooks Date: 05/03/2012

Legal Implications:

5.2 Although the council was not required to carry out the STAR survey, the powers of general management in the Housing Act 1985 provide sufficient authority for the same.

Lawyer Consulted: Liz Woodley Date: 05/03/2012

Equalities Implications:

5.3 Equalities implications have been considered within the report and Appendix. Most groups within equalities strands are well represented within the survey respondent group, and there are variations to levels of satisfaction that we now need to consider how to address.

Sustainability Implications:

5.4 There are no direct sustainability implications arising from this report.

Crime & Disorder Implications:

5.5 There are no crime and disorder implications arising from this report.

Risk and Opportunity Management Implications:

5.6 There are no risk and opportunity management implications arising from this report.

Public Health Implications:

5.7 There are no public health implications arising from this report.

Corporate / Citywide Implications:

There are no corporate or citywide implications arising from this report.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. STAR survey findings report

Documents in Members' Rooms

1. None

Background Documents

1. None

STAR SURVEY

December 2011

Headline report

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1. Executive summary

1.1 The survey

The results represent the views of 1,251 Brighton & Hove council tenants who responded to a postal questionnaire sent to 2,995 randomly selected council properties during November / December 2011. The demographic and housing profiles are sufficiently representative of all council tenants such that it can be said that they represent the views of all tenants.

The questionnaire was intended to gather information on a wide range of subjects from satisfaction with the current service provision to setting priorities for possible service improvements.

1.2 Key findings

- Taking everything into account more than four out of five tenants (83%) are very or fairly satisfied with the service provided by Brighton & Hove Council housing. Only one in ten (10%) are dissatisfied. The overall level of satisfaction shows a significant increase compared to 2008 where 72% of tenants were very or fairly satisfied.
- Satisfaction with housing services increases with age. 94% of tenants aged 65 and over are satisfied compared to only 71% of tenants aged under 45. Similarly, only 72% of households with children were satisfied compared to 85% of households without children.
- More than nine out of ten tenants (96%) living in sheltered housing are satisfied with housing services with more than a half (51%) very satisfied. Only 4 tenants out of 124 (3%) were dissatisfied.
- Proportionally more than 17 times more tenants were satisfied that their rent provided value for money than were dissatisfied.
- Over a quarter of households with children (29%) are very or fairly dissatisfied with the quality of their home, more than three times as many as all other households (9%).
- Similar to 2008, three quarters of tenants (76%) are very or fairly satisfied with the way Brighton & Hove City Council housing deal with repairs and maintenance. Just under one in five (17%) are dissatisfied.
- Among tenants who had a completed repair in the last 12 months, four out of five tenants (81%) were very or fairly satisfied with their last completed repair. 50% were very satisfied. Only 15% were very or fairly dissatisfied.
- Just under a two third of tenants (62%) were satisfied that housing listens to their views and/or the views of tenants and acts upon them. 15-16% were dissatisfied.

- Just under two thirds of tenants (64%) were satisfied that council housing gives them the opportunity to make their views known. Less than one in ten (9%) are dissatisfied.
- Three quarters of tenants (75%) feel that Housing are very good or fairly good at keeping them informed about things that affect them as residents. One in ten (11%) think they are fairly or very poor. This is a small but not significant improvement.
- Among all tenants, over 56% had access to the internet either at home or elsewhere. More than two out of five tenants (44%) had no access to the internet.
- While only one in five tenants (18%) aged over 74 and one in three tenants (37%) aged 65 to 74 had access to the internet, nine out of ten tenants (89%) aged 21 to 44 and household with children (93%) had internet access. Only a half of households (49%) without children had access to the internet.
- By telephone is the most mentioned form of communication that tenants are happy to use. This is consistent across all equality groups apart from tenants aged 35 to 44 and BME tenants where 'in writing' was the most mentioned.
- While overall only one in ten tenants (11%) are happy to use a website / internet, this rises to 32% for LGBT (lesbian, gay, bisexual and transgender) tenants and 22% for both households with children and tenants aged under 45. Similarly, while only 24% of all tenants are happy to use e-mail, 46% of LGBT tenants and 44% of both households with children and tenants aged under 45 are happy to use e-mail.
- Only just over a half of tenants (55%) with access to the internet were happy to communicate with Housing by e-mail and less than a quarter (23%) were happy to use a website / internet. Even among tenants who had internet access less than one in ten were happy to communicate with housing via Facebook (7%), Twitter (2%) or on-line forums (5%).

2. Introduction

Prior to the current government coming into office in May 2010 every local authority in England was required to carry out a Standardised Tenants Satisfaction Survey, every two or three years, to measure tenant's satisfaction with the provision of housing services. The new government scrapped this requirement. This questionnaire was designed to replicate some of the questions from the old survey while introducing new questions of more local relevance.

The aims of the questionnaire were to:

- Test levels of satisfaction among tenants with the services they receive
- Test levels of satisfaction among tenants with their housing and neighbourhood
- Examine communications between the council and tenants
- Contribute to determining what tenants' priorities are for service improvements.

3. Methodology

Field work took place between mid November and mid December 2011. 2,995 tenants were randomly selected, from the OHMS database of council housing information, and sent a self completion questionnaire. All leaseholders and empty properties were excluded before the sample was selected. Envelopes were address to named tenants and joint tenants. The covering letter was signed by the council's Head of Housing & Social Inclusion. Tenants were given the option of completing the questionnaire on-line via the city's Consultation Portal or returning their completed paper questionnaire in the pre-paid envelope provided.

Initial returns were monitored and a reminder letter and questionnaire was sent to tenants who had not completed a questionnaire. In total 1,251 completed questionnaires were received representing a response rate of 42%.

The questionnaire consisted of questions taken from a standardised tenants satisfaction survey produced by Housemark and questions of more local relevance developed by Housing's Policy & Performance Team.

4. Respondents' profile

Part of the STAR questionnaire asked respondents about themselves and their household. To determine if respondents are representative of all people living in our local authority housing, responses to these questions were compared to tenant profiling data of all people living in local authority housing in Brighton & Hove.

When determining representativeness, best practice guidance indicates that if the factorial difference between the respondents profile and the comparative baseline profile (Tenant Profiling Data, January 2012) is between 0.8 and 1.2 then it can be said that the profile is representative of the wider tenant population. A factorial above 1.2 would indicate over representativeness and a factorial of under 0.8 indicates under representativeness.

4.1 Gender

	Respondents (%)	Tenant Profiling Data 2012 (%)	Factor
Male	46.8	41.3	1.1
Female	53.2	58.7	0.9

In respect of gender the respondents profile can be said to be representative of the council's wider tenant population.

4.2 Age

Age Group	Respondents (%)	Tenant Profiling Data 2012 (%)	Factor
16 to 24	1.4	3.1	0.6
25 to 34	6.7	12.0	0.6
35 to 44	12.9	18.7	0.7
45 to 54	17.6	21.9	0.8
55 to 64	19.5	16.7	1.2
65 to 74	20.4	13.6	1.5
75 to 84	13.6	9.3	1.5
85 and over	7.9	4.7	1.7

Respondents aged under 45 are under represented and those aged 65 and above are over represented.

4.3 Ethnicity

	Respondents (%)	Tenant Profiling Data 2012 (%)	Factor
White British	88.9	89.4	1.0
White Irish	1.3	1.0	1.3
White 'other'	2.5	2.9	0.9
BME	7.3	6.7	1.1

In respect of ethnicity the respondents profile can be said to be representative of the wider council tenant population.

4.4 Sexuality

	Respondents (%)	Tenant Profiling Data 2012 (%)	Factor
Heterosexual	87.7	90.1	1.0
LGBT	7.3	8.3	0.9
Other	4.0	1.6	2.5

4.4 Management area

Proportionate responses were received from all five housing areas. Respondents from sheltered housing were slightly under representative.

4.5 Housing type

Proportionate responses were received for the following:

- type of dwelling
- number of bed rooms
- lowest floor level.

4.6 Overall representativeness

The respondents profile is typical of profiles from self completion questionnaire undertaken in Brighton and Hove where there is a bias in favour of older respondents at the expense of the young. However, a responses rate of over 42% represents an excellent response. This, coupled with proportionate responses for housing type and housing area, means we can be confident that respondents are sufficiently representative of all tenants.

5. Results and findings

These findings comprise the opinions of 1,251 Brighton & Hove Council tenants who were part of the random sample selected to participate in this consultation. This level of response gives a level of statistical confidence of approximately plus or minus 2.5%. This means that if 50% of tenants were satisfied with a service, then we can be 95% confident that between 47.5% and 52.5% of all tenants are satisfied with that service. However, where analysis has been undertaken with a smaller group of tenants the confidence interval will be higher.

Data analysis

Analysis of the results was undertaken using the following variables: (the figure in brackets represents the number of tenants in that group, and will not always total 1,251 in each variable as sometimes the question has been left unanswered)

Age groups

- 21 to 34 (93)
- 35 to 44 (148)
- 45 to 54 (203)
- 55 to 64 (225)
- 65 to 74 (235)
- 75 and over (247)

Gender

- Male (533)
- Female (606)

Ethnicity

- White British (1,115)
- White Irish (17)
- White 'other' (30)
- BME (89)

Households where at least one household member's day to days activity is limited because of a health problem which has lasted or is expected to last at least 12 months

- At least one person - limited a lot (394)
- At least one person – limited a little (339)
- No one with limited activity (481)

Sexuality

- Heterosexual or straight (847)
- Lesbian, Gay, Bisexual & Transgender (LGBT) (109)

Management area

- Lavender Street (249)
- Manor Place (161)
- Oxford Street (285)
- Selsfield Drive (185)
- Victoria Road (240)
- Sheltered Housing (121)

Type of dwelling

- Bedsit (84)
- Bungalow (31)
- Flat (719)
- House (390)

Number of bedrooms

- None (86)
- One (407)
- Two (484)
- Two or more (264)

Lowest floor level

- Ground / Basement (698)
- Low rise, 1 to 4 floors, (420)
- High rise, 5 floors or higher (123)

In some cases analysis by these variables is not statistically robust, as the base number of tenants is below 100. Therefore care should be taken when interpreting these results.

When analysing the results by age and gender an assumption has been made that the tenant had been the respondent. However, this may not always be the case as another member of the household could have responded. A question about who

completed the questionnaire was not asked and the respondent was asked to give the age and gender of tenants, their partner and other member of the household.

Comparable data

Some questions can directly or indirectly be compared to a similar survey undertaken in 2008 (STATUS). Where this is possible a reference in the text will be made. The questions where comparable data is available are:

- The overall service provided by Brighton & Hove City Council housing
- The way Brighton & Hove City Council housing deals with repairs and maintenance
- The overall quality of your home
- Your neighbourhood as a place to live
- That your rent provides value for money
- Various questions about the repairs and maintenance service
- Being kept informed about things that might affect you as a tenant

Comparison with some other authorities will later be possible via the housing organisation Housemark. For further information please contact the Policy & Performance Team within Housing & Social Inclusion on 01273 29 1008

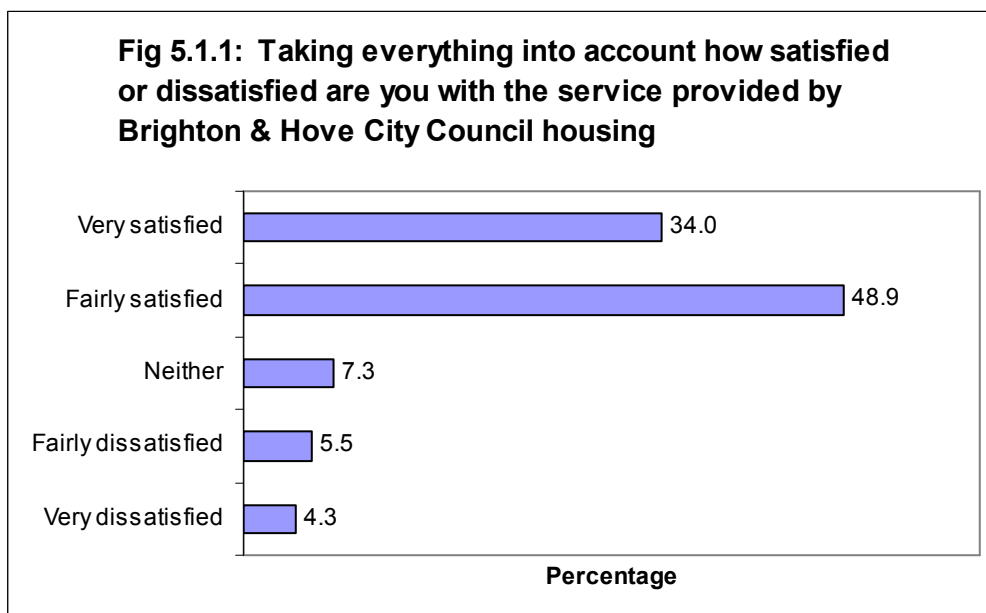
Further analysis

The data presented in this report is a high level analysis of responses. It is possible to analyse and report aspects of the survey in greater detail. For further information contact the city council's Policy, Performance & Analysis Team on 01273 29 - 1088 or e-mail consultation@brighton-hove.gov.uk.

5.1 Overall satisfaction with housing services and repairs and maintenance

Tenants were asked about their overall satisfaction with housing services and the repairs and maintenance service.

5.1.1 Housing services



Base: All respondent's who answer the question (1,244)

From fig 5.1.1 above, taking everything into account more than four out of five tenants (83%) are very or fairly satisfied with the service provided by Brighton & Hove Council housing. Only one in ten (10%) are dissatisfied. The overall level of satisfaction shows a significant increase compared to 2008 where 72% of tenants were very or fairly satisfied.

When asked to rate the service out of ten (where one is very poor and ten is excellent) more than a half of tenants (54%) scored the service eight out of ten or better, with one in five (20%) rating the service ten out of ten. Less than one in ten (8%) scored the service three out of ten or less with only 4% rating the service one out of ten.

When asked to then say what could be done to make the service ten out of ten, 440 tenants (35%) made 519 suggestions. More than a half of the comments (271) related to issues about repairs. Of these, the most significant issues were around updating homes (63) and getting things right first time and delays (57). Other areas mentioned included improvements to customer service and access to council officers (36), and issues around listening to tenants, helping, advocating and resolving complaints (31).

Demographic differences

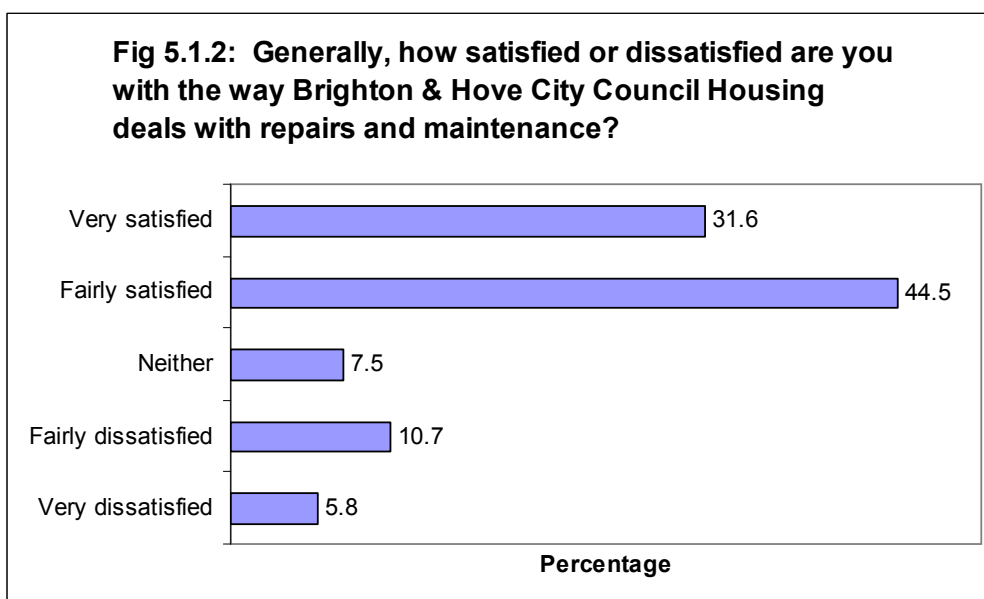
Satisfaction with housing services increase with age. 94% of tenants aged 65 and over are satisfied compared to only 71% of tenants aged under 45. Similarly, only 72% of households with children were satisfied compared to 85% of households without children.

Difference by housing office and housing type

Tenants living in houses are significantly less satisfied with housing services with only 63% satisfied. This compares to 82% of tenants living in flats and 90% of tenants living in bedsits.

More than nine out of ten tenants (96%) living in sheltered housing are satisfied with housing services with more than a half (51%) very satisfied. Only 4 tenants out of 124 (3%) were dissatisfied.

5.1.2 Repairs and maintenance



Base: all tenants who answered the question (1,251)

From fig 5.1.2 above and similar to 2008, three quarters of tenants (76%) are very or fairly satisfied with the way Brighton & Hove City Council housing deal with repairs and maintenance. Just under one in five (17%) are dissatisfied.

Demographic differences

Similar to housing services in general, satisfaction with the way repairs and maintenance is dealt with increases with a tenant's age. 84% of tenants aged 65 and over are satisfied compared to only 64% of tenants aged under 45. Again similarly,

only 62% of households with children are satisfied compared to 79% of households without children.

Difference by housing office and housing type

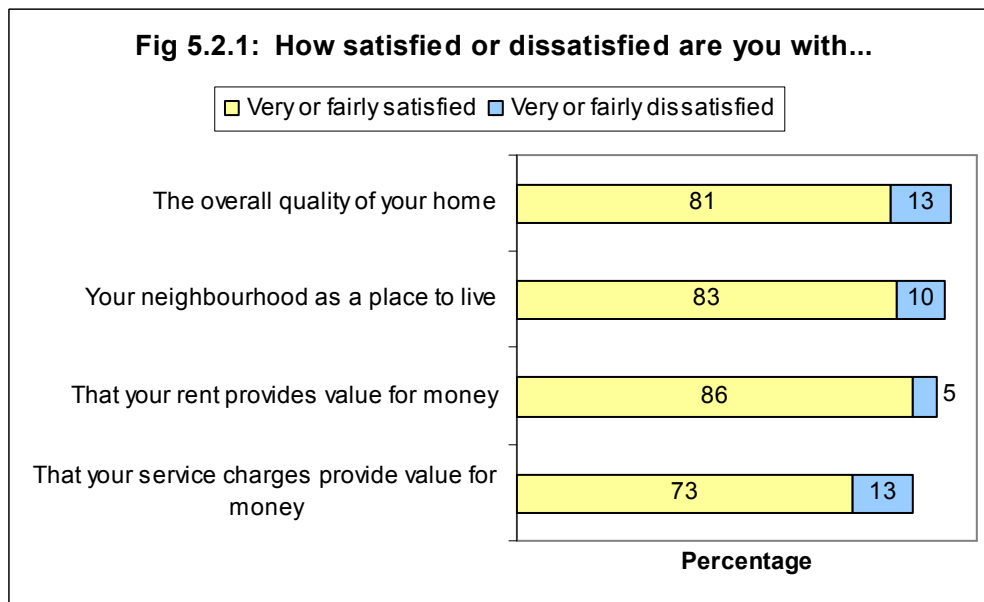
Nearly a quarter of tenants (24%) from Lavender Street HO are dissatisfied with the way repairs and maintenance is dealt with compared to 14% to 18% in all other housing areas.

More than nine out of ten tenants (92%) living in sheltered housing are satisfied with the way repairs and maintenance is dealt with. Only 6% are dissatisfied.

5.2 Aspects of the housing service

5.2.1 Satisfaction with council housing

Tenants were asked to indicate how satisfied or dissatisfied they are with different aspects of their council housing. Fig 5.2.1 below summarises their responses.



Base: All tenants who answered the individual questions (1,181 to 1,251)

From fig 5.2.1 above, across all measures, the proportion of tenants satisfied are at least five times greater than the proportion dissatisfied. More than 17 times more tenants were satisfied that their rent provided value for money than were dissatisfied.

Fig 5.2.1b below show where there is comparable data. Satisfaction levels show a significant increase when compared to 2008.

Fig 5.2.1b: Comparison between responses in 2011 with 2008			
	% satisfied (2011)	% satisfied (2008)	% difference
The overall quality of your home	81	75	+ 6
Your neighbourhood as a place to live	83	74	+ 9
That your rent provides value for money	86	81	+ 5

Demographic differences

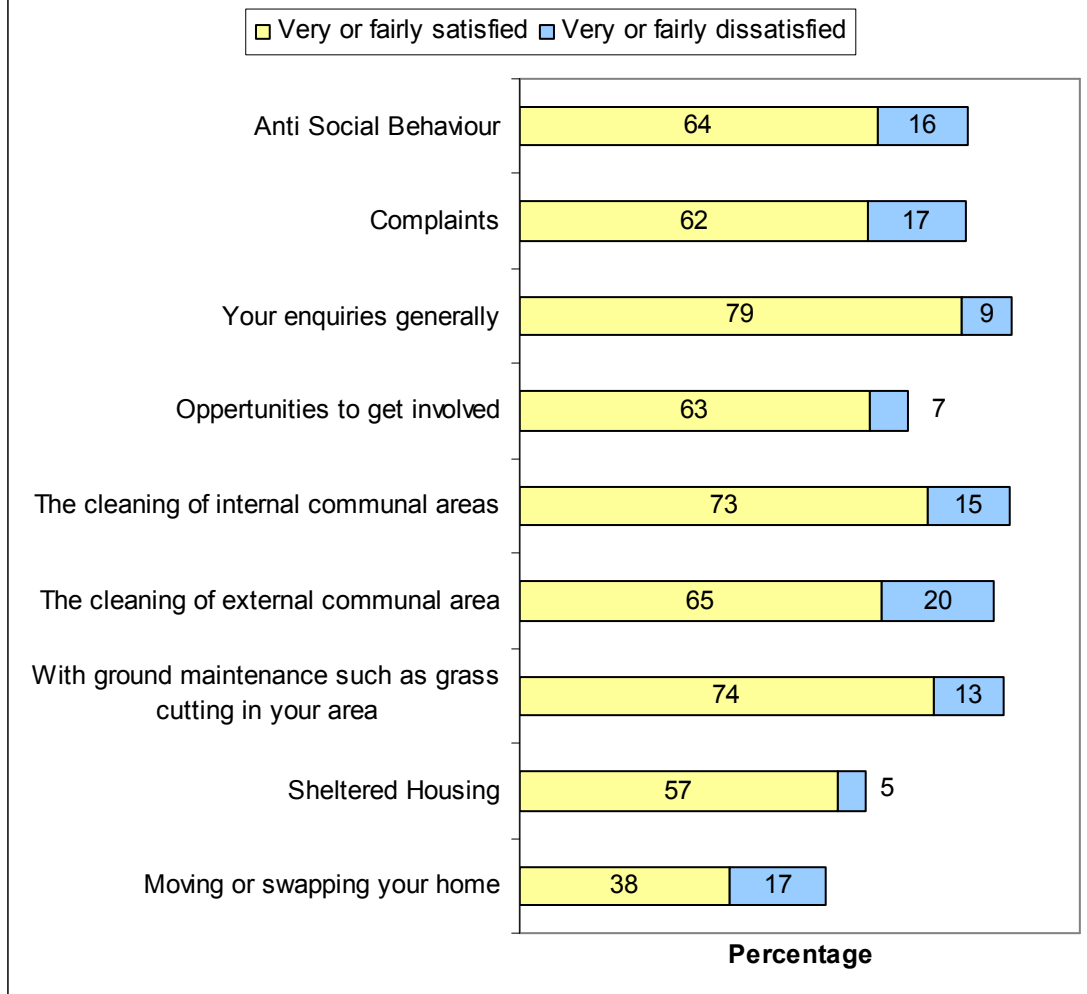
Only 61% of households with children are very or fairly satisfied with the quality of their homes compared to 86% of all other households. Over a quarter of households with children (29%) are very or fairly dissatisfied with the quality of their home, more than three times as many as all other households (9%). Similarly more than three times as many tenants aged 16 – 44 are very or fairly dissatisfied with the quality of their home (26%) compared to just 9% of all other tenants.

Among tenants living in sheltered housing, 93% are satisfied with the quality of their home, with only 5 out of 121 tenants (4%) being dissatisfied. Similar responses among sheltered housing tenants can also be seen for 'your neighbourhood as a place to live' and 'that your service charges provide value for money'.

5.2.2 Satisfaction with the services provided by the council

Tenants were asked to say how satisfied or dissatisfied they are with different housing services provided by Brighton & Hove City Council. Fig 5.2.2 below summarises their responses.

Fig 5.2.2: How satisfied or dissatisfied are you with the way Brighton & Hove City Council Housing deals with...



Base: all tenants who answered the question excluding those stating 'not applicable' (505 to 1186)

When looking at the ratio of residents who are satisfied and dissatisfied with the way the council deals with different housing services, for all services mentioned at least twice as many tenants are satisfied than are dissatisfied. For the cleaning internal communal areas and ground maintenance five times more tenants were satisfied than dissatisfied and for oppertunities to get involved and sheltered housing ten times more tenants were satisfied than dissatisfied.

Demographic differences

With regards to age, for all services mentioned, except moving or swapping your home, tenants aged 65 and over were more satisfied with the way council deals with them than were all other age groups. In most cases this could be considered a significant difference.

For 'moving or swapping your home' only 30% of tenants aged 35 to 54 were satisfied compared to 40% of all other tenants.

With regards to households with children, for all service areas mentioned, they were less satisfied than households without children. Their satisfaction figures are: anti social behaviour (55%), opportunities to get involved (53%), cleaning of internal communal areas (63%) and external areas (54%). These differences can be considered as significant.

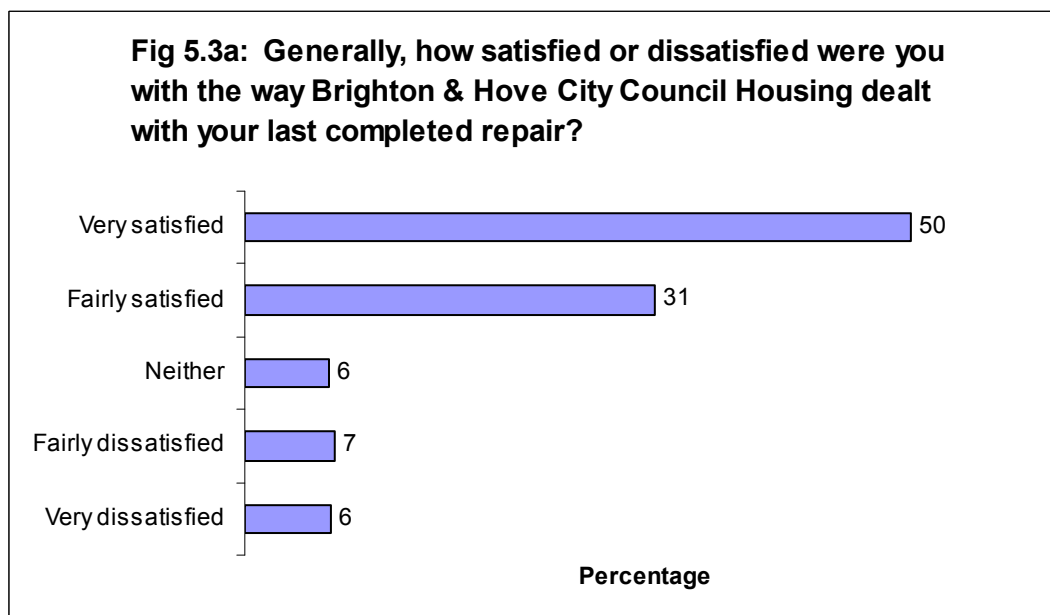
Difference by housing office and housing type

Among those living in sheltered housing 95% were satisfied with the way the council deals with sheltered housing. For all the other services mentioned tenants from sheltered housing were more satisfied with the way the council deals with them than were other tenants. For cleaning internal communal areas (84%), the opportunity to get involved (77%) and moving or swapping your home (52%) these could be considered significant differences.

At 75%, tenants living in high rise homes were most satisfied with the way the council deals with anti social behaviour. This compares to 63% of tenants with a ground floor or basement and 64% for tenants in low rise housing.

5.3 Repairs and maintenance

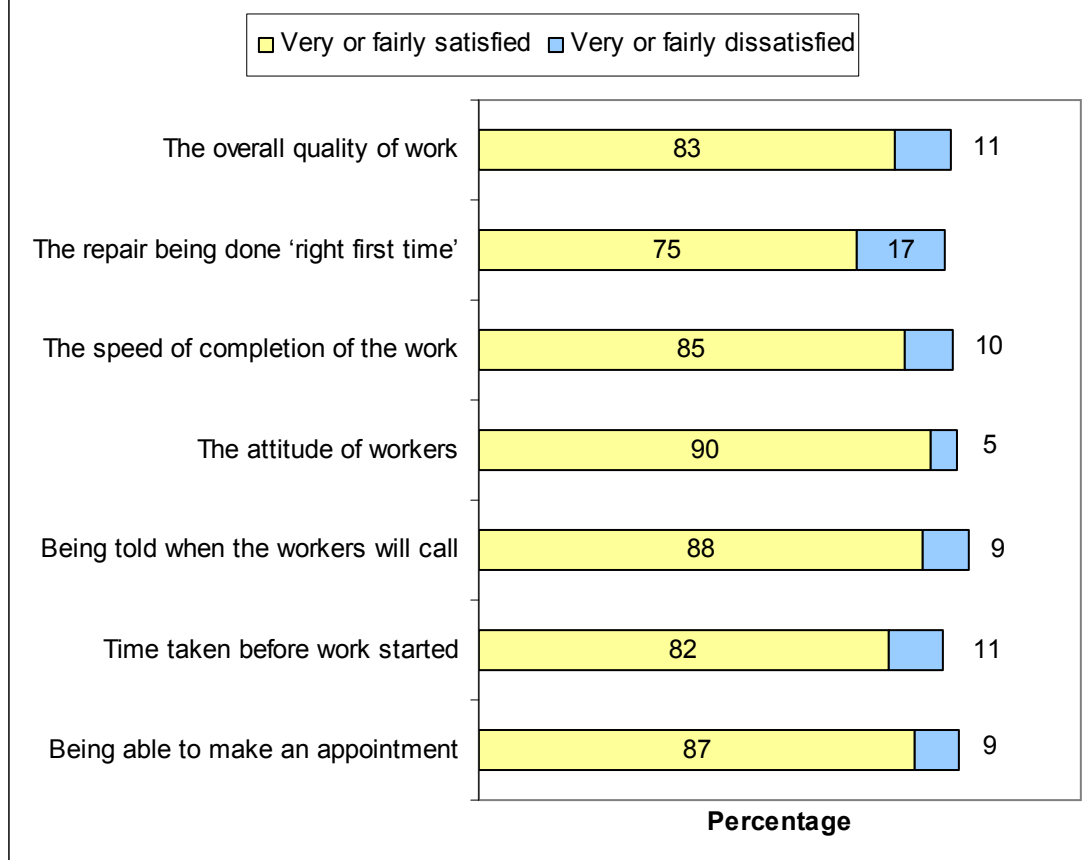
Three quarters of tenants (76%) had a repair completed in the last 12 months.



Base: All tenants with a completed repair in the previous 12 months who responded to the question (906)

From fig 5.3a above, four out of five tenants (81%) were very or fairly satisfied with their last completed repair. 50% were very satisfied, and only 15% were very or fairly dissatisfied.

Fig 5.3b: Thinking about your last completed repair how satisfied or dissatisfied were you with the following...



Base: All tenants with a completed repair in the previous 12 months who responded to the individual questions (874 to 903)

Tenants were asked how satisfied or dissatisfied they were with different elements of the repairs and maintenance process. From fig 5.3b above, it can be seen that for all elements measured, satisfaction rates are high with at least three quarters of tenants being very or fairly satisfied and at least four times more tenants satisfied than dissatisfied. For the attitude of workers, 90% of tenants were satisfied, with 20 times more tenants satisfied than were dissatisfied.

Fig 5.3c: Comparison between responses in 2011 with 2008

	% satisfied (2011)	% satisfied (2008)	% difference
The overall quality of work	83	82	+ 1
The speed of completion of the work	85	86	- 1
The attitude of workers	90	92	- 2
Being told when the workers will call	88	86	+ 2
Time taken before work started	82	79	+ 3

Where comparisons with the 2008 satisfaction survey are available it can be seen in Fig 5.3c above that there are no significant differences between the responses seen in 2008 and those found in 2011.

Demographic differences

Nearly a third of households with children (30%) are dissatisfied with the 'repair being done right first time'. This compares to 14% of all other households and only 6% of tenants in sheltered housing.

Satisfaction with the elements of the repairs process mentioned increases with age. Most notably with 'repair done right first time'. 65% of tenants aged under 55 are satisfied and 23% dissatisfied. This compares to 83% satisfied and 11% dissatisfied among tenants aged 55 and over.

Difference by housing office and housing type

In general, tenants from sheltered housing are more satisfied with all elements of the repairs process than are other households.

A quarter (26%) of tenants from Lavender Street Housing Office area are dissatisfied with repairs 'being done right first time' with 17% very dissatisfied. This compares to 16% and 9% respectively across the other housing areas.

Proof of identity

Nine out of ten tenants (91%) were shown proof of identity by contractors. This increased to 96-97% for tenants aged 65 and over and for those living in sheltered housing and fell to around 81-84% for tenants under 35, households with children and LGBT tenants.

5.4 Communications and Information

Just under two third of tenants (62%) were satisfied that housing listens to their views and or the views of tenants and acts upon them. 15-16% were dissatisfied. For households with children, 29% were dissatisfied with housing for listening and acting on their views compared to 14% of households without children. Although care needs to be taken due to the small numbers, 7 out of 17 White Irish tenants (41%) are dissatisfied with housing for listening and acting on their views.

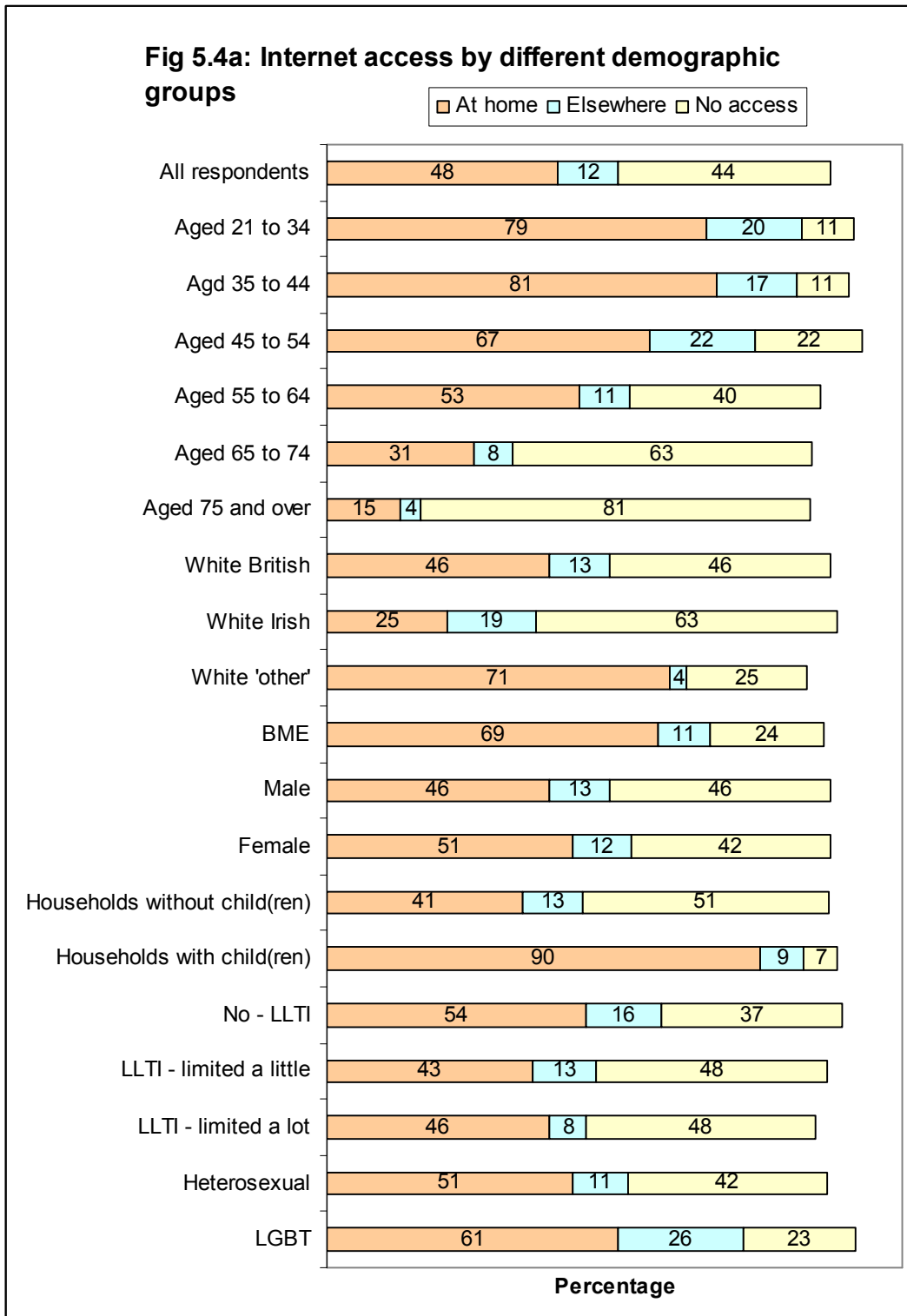
Just under two thirds of tenants (64%) were satisfied that council housing gives them the opportunity to make their views known. Less than one in ten (9%) are dissatisfied.

Three quarters of tenants (75%) feel that Housing are very good or fairly good at keeping them informed about things that affect them as residents. One in ten (11%) think they are fairly or very poor. This shows a slight improvement from 2008, when 71% thought Housing were good at keeping them informed, and 12% thought they were poor.

Internet access

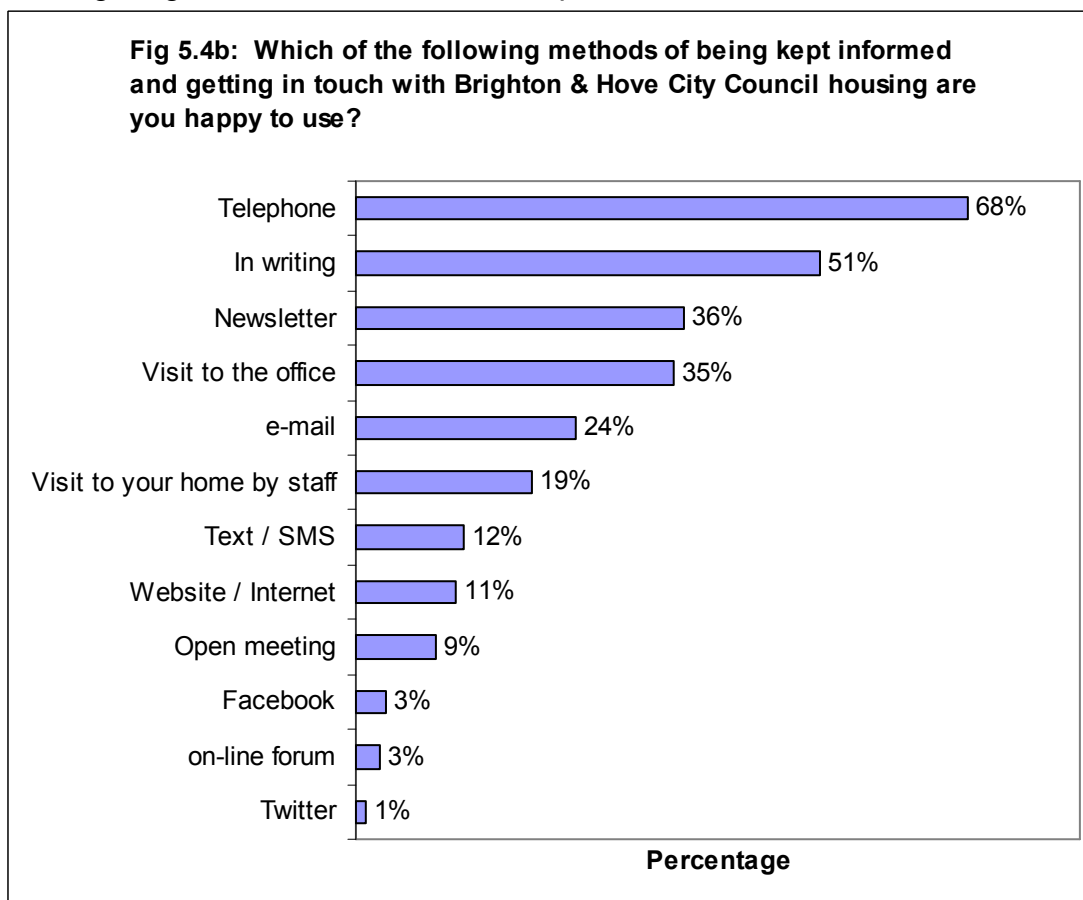
Among all tenants, over 56% had access to the internet either at home or elsewhere. More than two out of five tenants (44%) had no access to the internet. However, internet access varied considerably by demographic group (see fig 5.4a below).

While only one in five tenants aged 75 and over (18%) and one in three tenants aged 65 to 74 (37%) had access to the internet, nine out of ten tenants aged 21 to 44 (89%) and household with children (93%) had internet access. Only a half of households (49%) without children had access to the internet.



Base: All who responded to the question about internet Access and who answered the individual demographic questions (888 to 1,198)

From a given list, tenants were asked which methods of communication they were happy to use when getting in touch with and being kept informed by housing. Fig 5.4b summarises their responses.



Base: All tenants who answered the question (1,198)

By telephone is the most mentioned form of communication that tenants are happy to use. This is consistent across all equality groups apart from tenants aged 35 to 44 and BME tenants where 'in writing' was the most mentioned.

Fewer than one in twenty tenants are happy to use Facebook (3%), on-line forms (3%) or Twitter (1%). This is again consistent across all demographic groups apart from a small peak at 9% for 'on-line forums' among LGBT tenants.

While overall only one in ten tenants (11%) are happy to use a website / internet, this rises to 32% for LGBT tenants and 22% for both households with children and tenants aged under 45. Similarly, while only 24% of all tenants are happy to use e-mail, 46% of LGBT tenants and 44% of both household with children and tenant aged under 45 are happy to use e-mail.

Tenants with and without access to the internet

Fig 5.4c below shows the methods of communication that tenants are happy to use broken down by their internet access.

Fig 5.4c: Method that tenants are happy to use to communicate with Housing.			
Method of communication	Do you have access to the internet?		
	At home	Elsewhere	No access
e-mail	55%	41%	0%
Telephone	60%	60%	73%
Text / SMS	18%	27%	5%
In writing	54%	68%	43%
Visit to the office	31%	46%	36%
Visit to your home by staff	19%	26%	19%
Open meeting	10%	15%	8%
Newsletter	38%	48%	33%
Facebook	7%	8%	0%
Twitter	2%	1%	0%
on-line forum	5%	7%	0%
Website / internet	23%	22%	0%

Base: All tenants who answered the questions about access to the internet and the methods of communication they were happy to use (1,186)

Only just over a half of tenants (55%) with access to the internet at home were happy to communicate with Housing by e-mail and less than a quarter (23%) were happy to use a website / internet. Even among tenants who had internet access less than one in ten were happy to communicate with housing via Facebook (7%), Twitter (2%) or on-line forums (5%).

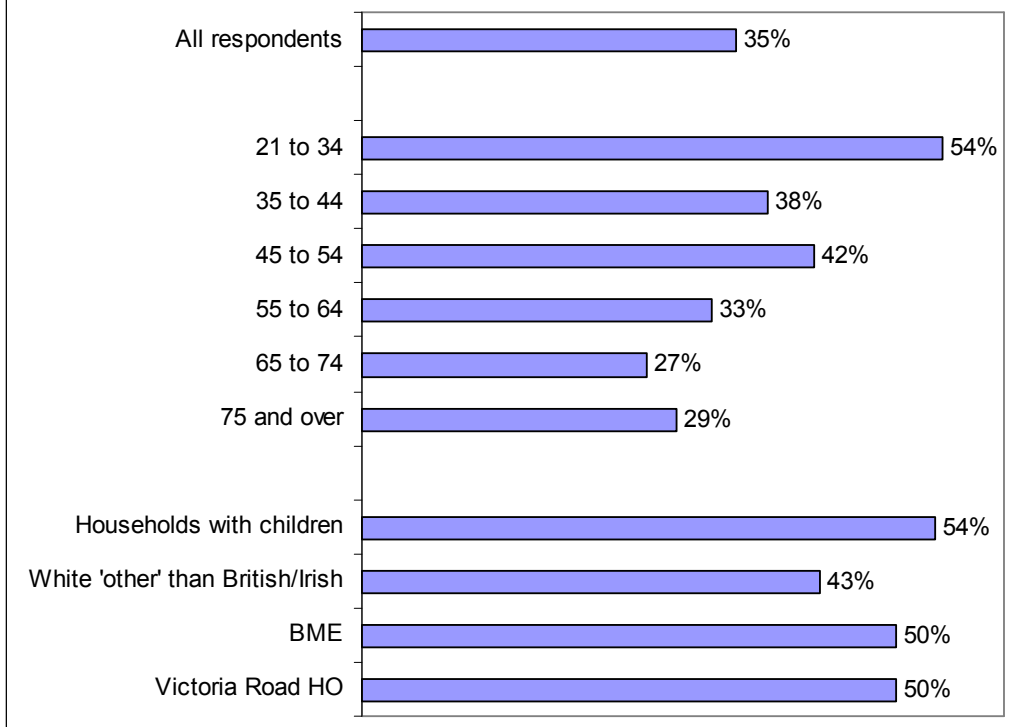
5.5 Tenants' and Residents' Associations

Three out of five tenants (59%) have a local tenants' or residents' association in their area, 6% said they have not and a third (35%) said that they did not know.

Of those tenants who were aware of a local association 102 tenants (14%) were members and 598 (86%) were not. Of those tenants who are a member of a local association, 86% are satisfied with the way the association communicates with them. Only 10% were dissatisfied.

While overall 35% of tenants don't know if they have a local tenants' and residents' association, this increase to 54% for both tenants age under 34 and tenants with children. Half of BME tenants and tenants in the Victoria Road Housing Office area are similarly unaware if they have a local tenants' and residents' association. (see fig 5.5a below)

Fig 5.5a: Proportion of tenants who do not know if there is a tenants' and residents' association in their area



Base: All tenants who answered the question about local associations and who answered the individual demographic questions (1,107 to 1,201)

5.6 Service Pledges

Last year Brighton & Hove City Council housing published Service Pledges - pledges that the council makes to tenants about the standards of service that they can expect. Over a half of all tenants (53%) are aware of Service Pledges.

Older tenants in general are more likely to be aware of Service Pledges with sheltered housing tenants (69%) most likely to be aware. Tenants aged 35 to 44 (35%) and household with children (41%) are least likely to be aware.

5.7 Overall observations

- For nearly all questions asked, satisfaction with the service increased with age, with those tenants in sheltered housing being most satisfied.
- Generally, households with children are less satisfied with housing and services than are household without children
- Male and female tenants are equally satisfied / dissatisfied.
- There are no significant differences in the satisfaction levels of respondents where there is someone in the household with a health problem that affect their day to day activity that is expected to last at least 12 months and households where there is not.

- Although not significant, in most cases, LGBT tenants were not as satisfied as heterosexual tenants.
- Generally there were no significant differences across the five housing office areas.