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# Tenant and Client Annual Snapshot Survey report 2016

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# 1. Results

Use of the term **satisfied** below means both *very satisfied*, *satisfied* and *okay* added together. The figure in brackets is 2015 results.

## The service

**88%** (82.5%) of tenants/clients were satisfied that the service they are receiving from BHT is meeting their needs. A further breakdown shows clients were 92% satisfied and tenants were 76% satisfied. 11% were dissatisfied.

## Repairs

**81%** (71%) of tenants/clients were satisfied with the condition of their home. A further breakdown shows clients were 75% satisfied and tenants were 70% satisfied.

12% were dissatisfied.

**73%** (64%) of tenants/clients were satisfied with the quality of repairs. A further breakdown shows clients were 59% satisfied and tenants were 46% satisfied.

16% were dissatisfied.

**78%** (59%) of tenants/clients were satisfied with the level of communication received when repairs and maintenance work is carried out. A further breakdown shows clients were 83% satisfied and tenants were 69% satisfied. 16% were dissatisfied.

## Involvement

**47%** of tenants/clients have been given opportunities to be more involved in how their service runs.

**88%** of tenants/clients who were involved were satisfied with the opportunities to be involved. A further breakdown shows clients were 91% satisfied and tenants were 71% satisfied. 4% were dissatisfied.

## \*Equality and Diversity

**90%** of tenants/clients felt BHT welcomes and works with everyone regardless of their background.

**4%** of tenants/clients felt they had been disadvantaged by their age.

**5%** of tenants/clients felt they had been disadvantaged by their disability.

**1%** of tenants/clients felt they had been disadvantaged by their marriage or civil partnership status.

**1%** of tenants/clients felt they had been disadvantaged by their pregnancy and maternity.

**1%** of tenants/clients felt they had been disadvantaged by their race.

**2%** of tenants/clients felt they had been disadvantaged by their religion or belief.

**2%** of tenants/clients felt they had been disadvantaged by their gender, including gender reassignment.

**2%** of tenants/clients felt they had been disadvantaged by their sexual orientation.

## Supported Housing projects

**93%** (90%) of clients were satisfied by the quality of support. 5% dissatisfied.

**\*\*83%** of clients felt the support enabled them to achieve their goals and aspirations.

**87%** of Non-Accommodation based clients were satisfied with BHT's communication with them.

## \*\*\*Safeguarding

**83%** (85%) of clients were confident they knew how to keep themselves safe.

**79%** (85%) of clients were confident they knew how to report concerns for other people in their service.

**82%** of clients were confident that staff/volunteers prioritise their safety.

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### Housing Services tenants

**79%** (64%) of tenants feel that their rent provides value for money.

**76%** (75%) were satisfied with the level of communication from BHT about things that may affect them as a tenant e.g. Universal credit, benefit cap.

**54%** (75%) of tenants who made contact with BHT to give feedback or make a complaint in the last 12 months, were satisfied with the ability of staff to deal quickly and efficiently with their query. \*\*\*\*

**41%** (48%) had received a tenancy review last year. Some tenants not sure.

### \*\*\*\*\*Internet usage

**58%** (61%) of tenants can access the internet from home.

**44%** of tenants access the internet from their mobile phone.

**24%** of tenants access the internet from a computer.

**15%** of tenants access the internet from a tablet.

Some people ticked more than one, and other options included laptop and library computer.

\*Equality and Diversity - This question was changed this year and broken down into the 9 protected characteristics. Although it's not possible to be certain from how the survey was completed by some clients/tenants, it seems as though some people may have thought it was the equalities monitoring section as a number of boxes were ticked without explanation of how they were disadvantaged.

\*\*Goals and Aspirations - This question was changed from last year as it was felt the emphasis was too focussed on the Outcome star helping clients to reach their goals and aspirations, instead of the support. Also not all services use the Outcome star.

\*\*\*Safeguarding – This section was improved from last year as it was previously broken down into who the client would contact first e.g. police, support worker, friend, not report it.

\*\*\*\*Complaints – This question was changed from last year as it was previously broken down in to four separate questions. This change may need to be reviewed next year.

\*\*\*\*\*Internet Usage – This year we added an additional section about devices to understand how tenants were accessing the internet. This information will help us to tailor our style of communication with tenants.

## 2. Comments

In total, 1016 comments were made from clients and tenants (442 last year).

The significant increase in comments was mainly due to the addition of a comments box under every question as opposed to selected questions.

Below are some examples:

“Organise and sort out repairs. Everything that has been ‘fixed’ has been broken.”

“No improvement needed, really appreciated the home visit.”

“The quality of support is strong, also the rate of improvement gives me a clear view that the support given is essential.”

“I know without BHT I couldn’t get clean. I’ve never felt able to get clean before. I have started to get conviction and courage to change this.”

“More communication needed between services i.e. mental health and St.Mungos.”

“I would appreciate more help towards permanent accommodation and employment.”

“The support and help I received from BHT has been exceptional. I was ‘on my knees’ emotionally and mentally when I first sought help and it came in spades loads!!...so very grateful...Wonderful ladies who care deeply about the important work they do.”

“Childcare – The crèche is great and was a real lifeline years ago. Can’t understand why it’s gone, it’s really important.”

“Improvements should be the employment of people from different backgrounds to deal with clients from different backgrounds period.”

“Firstly my project has enabled me, with a member of staff, to build a lovely pizza oven and has got other residents interested, also very supportive with regard to benefit entitlement.

Throughout the whole process of being rehoused through BHT, the staff always kept me informed about the progress and process and referred me to any services or charities they thought might benefit me over the months, from my initial meeting.“

Having escort support is very positive, my support enables me to achieve aspirations by providing me with a springboard to grow in a safe and secure environment, too early to say, being able to voice my plans and aspirations help achieve them and make them more realistic.”

“They are very understanding and not judgemental. If I have problems I feel they can help to resolve them.”

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“Living in this flat which was offered to me, has helped me stabilise a lot. I have stopped using and cut down my drinking, I can see more a positive future.”

“Listening, caring and talk through problems like counselling. It is important for some people but not for me. I like action not talk, even when it comes to infringement of my rights living here.”

“Improvement would be more money for days out.”

“I have been on front cover of the newsletter and it boosted my confidence about my garden. I have also been invited to all tenant events.”

### 3. Analysis

**Overall satisfaction with BHT services is higher than last year with an increase from 82.5% to 88%.**

Setting an overall target for client services worked well. With the extended deadline and regular progress updates in weekly news, a significant increase in participation was achieved increasing from 44% last year to 51% this year.

Legal and Advice Services took part in the survey for the first time this year and the Tenants survey continued with a bespoke survey.

Satisfaction from both clients and tenants with the condition of the home and quality of repairs has increased as has satisfaction with the level of communication about repairs. However more work still needs to be done to improve performance in these areas and further insight from holding a focus group would be useful.

Satisfaction from tenants and clients feeling BHT welcomes and works with everyone regardless of their background was nearly unanimous with very low percentages of people feeling they had been disadvantaged by one of the protected characteristics.

With supported housing overall satisfaction from clients about the quality of support has increased from 90% to 93%. Also with the change of emphasis of the follow up question no longer focusing on the Outcome star focusing instead on the staff support helping clients to achieve their goals and aspirations, satisfaction has increased.

## 4. Appendix

The 2016 snapshot survey involved four main surveys with core questions in common and additional questions tailored to the service as follows: Tenants, Clients Accommodation-based, Clients Non-Accommodation based and Advice. This was the first time Advice services have been part of the survey.

### No. of Client surveys received 2016

Client Project Name	No. of clients	No. of surveys received	% returned 2016	% returned 2015
Recovery	23	23	100%	100%
Shore House	20	17	85%	79%
Detox Support Project	6	5	83%	100%
Hastings Young People's Service	31	24	77%	52%
Mental Health and Wellbeing Services	33	18	55%	100%
Archway	14	9	64%	65%
Accommodation For Work	18	11	61%	89%
Phase One	52	28	54%	67%
Route One	60	31	51%	58%
Move On	37	17	46%	72%
First Base - Day Centre	95	43	45%	22%
*Rough Sleepers Support Service	17	7	41%	RSI 52%
*Women's Involvement Network	15	5	33%	FF 45%
Private Rented Service	70	14	20%	10%
<b>TOTAL</b>	<b>491</b>	<b>252</b>	<b>51%</b>	<b>42%</b>

### No. of Tenant surveys received 2016

Housing	No. of tenants	No. of surveys received	% returned 2016	% returned 2015
<b>Housing TOTAL</b>	<b>452</b>	<b>91</b>	<b>20%</b>	<b>23%</b>

### No. of Advice surveys 2016

Advice	No. of clients	No. of surveys received
Brighton Advice		<b>13</b>
Eastbourne Advice		<b>4</b>
Hastings Advice		<b>3</b>
Eastbourne Housing Access Project	<b>304</b>	<b>4</b>
<b>TOTAL</b>		<b>24</b>

\*Please note these services have changed this year so it is not possible to compare directly with last year.



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Overall **365** surveys were returned with a response rate of **51%** (44% last year) for clients and **20%** (23% last year) for tenants.

For the Client survey it was decided it was more useful to set an overall target of 50% rather than individual service targets and for the Tenant survey the target was set at 25%. No target was set for Advice as it was the first year they were taking part. Neither client nor tenants' services reached the target by the deadline so it was decided to extend the deadline by two weeks. This enabled Client services to meet the target. Various methods were tried to increase the target for the tenants' survey including offering help with completing it at local drop-ins; a text with a link to the on-line survey; an email reminder and a percentage of tenants were phoned. Each service has now received their Snapshot survey results summary and an action plan will be produced based on the issues identified in the survey. Managers will then report on the progress in the Annual Review.

Clients were consulted from Archway, Shore House, Women's Involvement Network and Mental Health and Wellbeing Service and tenants in Brighton over the content and style of the survey, together with feedback from last years' experience of completing the on-line version.

Feedback from the consultation was then presented to the Senior Management Team and the wording and style for all the surveys was finalised. Recovery, First Base, Shore House and Mental Health and Wellbeing Service all took up the option of including additional bespoke questions tailored to their service.

An on-line version of the snapshot survey was also produced in order to reach a wider audience and 17% of surveys were completed on-line.

An incentive of a free prize draw with five £20 shopping vouchers to be won was offered to all clients taking part with a separate prize drawer for tenants, also with five £20 shopping vouchers. (Sainsbury's donated £100 vouchers and Tesco's donated £15 vouchers towards this).



## 5. Issues and Actions by service in response to the Snapshot survey

Service	Issues	Actions
<p><b>1. Housing Management</b></p>	<ul style="list-style-type: none"> <li>• Meeting your needs</li>   <li>• Complaints</li>   <li>• Tenant Reviews</li>   <li>• Universal Benefit and Welfare Reform</li> </ul>	<ul style="list-style-type: none"> <li>• Responding to our tenants needs is an important part of our job. Staff continue to work hard to improve; we have drop ins at all locations, provide generic emails to contact us such as <a href="mailto:info@bht.org.uk">info@bht.org.uk</a> as well as texting to ensure a speedy and relevant response to queries. If we fail to manage your expectations, let us know.</li> <li>• Some tenants said they were dissatisfied with the way we manage complaints. We will review this before the next tenant survey to see if at a housing management level we can improve.</li> <li>• As a minimum we aim for an annual visit to every tenant and to follow up on any queries or problems. Understanding our tenants is central to knowing the services to provide. If you have not had a review and would like one please email the Housing Services Manager on <a href="mailto:penny.laycock@bht.org.uk">penny.laycock@bht.org.uk</a></li> <li>• We will continue to have information sections on these crucial changes in the quarterly Lighthouse magazine. We will explore the usefulness of a workshop session in</li> </ul>

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Service	Issues	Actions
		<p>Eastbourne, Hastings and Brighton to more fully explain the changes that have and will happen.</p> <ul style="list-style-type: none"> <li>• Meanwhile we are here to answer your questions. Staff keep up to date with benefit changes</li> </ul>
<p><b>2. Repairs</b></p>	<ul style="list-style-type: none"> <li>• Response time to complete repairs</li> <li>• Communication</li> <li>• Quality of Repairs</li> <li>• Missed Appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Responding to repair orders in target is an important part of our job. Staff continue to work hard to improve and processes are being looked at to keep repairs within target. Staff have been asked to report weekly to contractors with outstanding works. Recently had change of internal staff so training has taken time, new handyman has taken over outstanding jobs, been a delay with response times due to volume of work</li> <li>• Always trying to improve effective ways of communicating. One issue to be resolved is to not cc everyone into emails only the people that need to be, this will reduce any confusion and misinterpretation. Need to ensure tenants are phoned back if requested and time scales are explained. Contractors are to be given up to date contact details, to pre book appointments with tenants and inform them asap if they can't attend the appointment.</li> <li>• 10% of repairs will be inspected including all contractors and handymen to ensure quality is met</li> <li>• Tenants to be informed if appointment can't be kept, admin to be kept up to date. If tenants</li> </ul>

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		<p>miss 2 appointments job will be cancelled. This needs to be explained to the tenants when repair raised. Time and costs need to be taken into consideration and missed appointments impact on point 1. Missed appointment cards to be issued.</p>
<p><b>3. Addiction Services</b></p>	<ul style="list-style-type: none"> <li>• Requests for more staff</li>   <li>• 7 fellowship meetings (one is in-house) a week too much.</li>   <li>• ‘Needs double glazing’, ‘windows let out a lot of heat.’</li>   <li>• Tool box would be very useful plus engaging clients in project repairs’ and ‘very old building and could do with some repairs but staff do keep on top of all maintenance requests’</li> </ul>	<ul style="list-style-type: none"> <li>• Following this feedback, another Project Worker and a Bank Worker were recruited in December 2016.</li> <li>• Staff changed this requirement from December 2016, and clients no longer have to go to a meeting on Sundays – so that they can relax and watch a video together Sunday evening.</li> <li>• Detox Support Project is a large building and we don’t have the budget to double glaze all its windows. We will however, be buying heavier curtains and in some rooms also replacing some blinds with curtains in order to help prevent heat loss from the windows.</li> <li>• This project does have some tools, and we will be acquiring new ones as needed. We have at times engaged clients in small repairs here as long as there are no safety issues, as many clients in this service have good decorating skills. We have recently had a building inspection with a view to identifying internal decorations and repairs needed, and are aiming to start this work as soon as estimates and budget figures are clarified. We are pleased that client feedback states we’ keep</li> </ul>

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Service	Issues	Actions
	<ul style="list-style-type: none"> <li>Request for meds same time each morning.</li> </ul>	<p>on top of all maintenance requests’.</p> <ul style="list-style-type: none"> <li>Morning medication is always dispensed to clients between 9:00 and 9:45 a.m. The variation in dispensing within that timeframe is due to the need for staff to read the handover and daily client forms from the previous night, before dispensing. This takes longer on Mondays due reading info from the w/end. Since client feedback on this issue, staff have changed the morning structure to ensure a staff member dispenses the morning medication before our morning team meeting.</li> </ul>
<p><b>4. Shore House</b></p>	<ul style="list-style-type: none"> <li>Maintenance</li> <li>Communication</li> <li>Meeting clients’ needs/quality of support</li> </ul>	<ul style="list-style-type: none"> <li>To improve communication with clients about target repair times and progress on repairs - via house meetings, notes on hooks, updates at hatch.</li> <li>To use team meetings to ensure consistency across staff team in terms of approaches with clients; to ensure suggestions are responded to clearly and with explanations if they can’t be implemented; continuing to use monthly ‘You said, we did’ notices and also giving feedback to individuals via key work.</li> <li>To ask clients for more information about what needs they feel are not being met/what could be improved about their support and respond to any suggestions. To use principles of PIE to deepen staff understanding of client situations and behaviours and how to best respond to these with each individual</li> </ul>

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Service	Issues	Actions
<p><b>5. Hastings Young People's service</b></p>	<ul style="list-style-type: none"> <li>• More assistance around finding employment.</li> <li>• New carpets throughout the properties as the current ones are showing signs of wear and tear. The wi-fi is unstable and has been known to be out of action for prolonged periods of time.</li> <li>• Clients have requested that they be allowed to have visitors stay longer and even be considered for overnight stays at the stage 1 property.</li> <li>• Clients have requested that they be allowed to have visitors stay longer and even be considered for overnight stays at the stage 1 property.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are making links with local apprenticeship providers, YES (Youth Employability Service), HFS (Hastings Furniture Service) and Sussex Coast College in an attempt to highlight the opportunities available.</li> <li>• There is a plan in place to refurbish the clients rooms at both stage 1 and stage 2 of the service. This will include replacing carpets. The communal areas will be re-carpeted once deep cleaning is no longer viable and the carpet itself is beyond repair.</li> <li>• This is an ongoing issue and one that the service is working closely with the IT department. Current options are being explored and a more robust and stable connection is anticipated in the near future.</li> <li>• Due to safety requirements and shift patterns, this is not possible. If clients were allowed overnight visitors it would potentially mean 9 clients become 18 young people, and the risk to lone working becomes unmanageable. To allow longer visiting hours would also mean one member of staff being responsible for ensuring all visitors have left the building, leaving them open to possible confrontation. At present, the visiting times allow for two members of staff to complete this task.</li> </ul>
<p><b>6. Mental Health and Wellbeing Service</b></p>	<ul style="list-style-type: none"> <li>• Crèche provision – The lack of provision and loss of the crèche had the most comments in nearly every area of the survey.</li> </ul>	<ul style="list-style-type: none"> <li>• This is being explored. Funding is being looked at and more money allocated to it for 17-18 financial year. Henry Smith bid in progress.</li> </ul>

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Service	Issues	Actions
	<ul style="list-style-type: none"> <li>• Communication – Some clients felt they weren't communicated with enough about what activities were running within the service.</li> <li>• More activities – Some clients wanted additional opening hours, more drop ins and more groups.</li> <li>• Clarity – Some clients felt that forms and information could be clearer</li> </ul>	<ul style="list-style-type: none"> <li>• We plan to reintroduce monthly emails with details of current activities. Website and pages are to be looked at to see if they're being best utilised and a marketing strategy is being developed to ensure we are communicating the correct information in the correct places.</li> <li>• Following feedback Threshold has introduced an extra Monday drop in, MHWS Peer led groups will have an extra group on Thursdays from Easter and we have just developed the new MHWS wellbeing group programme for 2017-18. This will be produced quarterly.</li> <li>• The referral form is being revised currently and we are developing an information sheet/leaflet that gives more information about our services and what you can expect.</li> </ul>
<p><b>7. Archway</b></p>	<ul style="list-style-type: none"> <li>• Poor communication.</li> <li>• Some clients feeling they have no plans or aspirations.</li> <li>• Needs a new carpet. To Hoover my floor. Just my dirty floor but happy with my room. The sofa and perhaps the carpet need changing. The computer needs a speaker so you hear sounds.</li> </ul>	<ul style="list-style-type: none"> <li>• Raise communication in house/client involvement meetings for suggestions of areas to improve and implement accordingly.</li> <li>• Outcome star &amp; goal setting to be focussed on in staff supervisions and added to the agenda for team meetings/in-house training.</li> <li>• Inspect carpets to determine any works that need carrying out/support required. Room checks carried out weekly with clients to identify maintenance, upkeep, H&amp;S issues and to support clients to maintain their rooms. To inspect sofa and identify within budgetary requirements any items which could be updated. Speakers can be purchased for the computer - plan to reconfigure the room with</li> </ul>

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Service	Issues	Actions
	<ul style="list-style-type: none"> <li>• Feel actively involved but sometimes feel a bit too much pressure.</li> <li>• Client Involvement</li> <li>• Safeguarding - I don't really understand.</li> <li>• Improved level of support during cooking due to large number of people.</li> </ul>	<p>the computer in to improve the space as clients' request.</p> <ul style="list-style-type: none"> <li>• Ensure options are given with relation to involvement (opting in and out); afford 1:1 time to discuss pressures when individually identified.</li> <li>• Client safeguarding training has been arranged for 01/02/17 to promote learning and understanding. To be raised during house meetings to identify any additional support that people require. Staff are mindful to provide additional support to those who require it.</li> </ul>
<p><b>8. Accommodation for Work</b></p>	<ul style="list-style-type: none"> <li>• Dissatisfaction with repair response times</li> <li>• One comment requesting out of hours support line or a BHT emergency line</li> <li>• Requests for furniture to be replaced at one property</li> <li>• Client Involvement</li> </ul>	<ul style="list-style-type: none"> <li>• Will update/review project handbook to be clearer and add expected maintenance response times and to be realistic about repair response times in particular relating to WIFI.</li> <li>• Will contact the client involvement co-ordinator to see if this is a common request from other services</li> <li>• We will be getting replacement sofas at this property</li> <li>• The project will carry out a resident consultation on how residents want to be involved – currently we have weekly house meetings at all houses – but not always well attended. Will consult on what type of involvement/workshops/meetings/social activities residents may want to be involved with.</li> </ul>



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Service	Issues	Actions
<p><b>9. Phase One</b></p>	<ul style="list-style-type: none"> <li>• Time for saving - private self-contained apartment deposits - £1200 plus f/t professional work is needed, on and off fatigue - no reason.</li> <li>• Need new showers, water goes everywhere, flood on the whole floor.</li> <li>• Step by step and Glenwood Lodge was very helpful.</li> <li>• Homophobia, pansexual (transphobia) - Suggestions for improvement: For me to have LGBT meetings of awareness.</li> </ul>	<ul style="list-style-type: none"> <li>• The project is working with the BHT PRS/Start service to maximise referrals to the PRS which includes access to rent deposit schemes.</li> <li>• The project is working with a contractor to find suitable cost effective replacements for the showers that are currently faulty which we hope to resolve shortly.</li> <li>• The project continues to develop new partnerships with work and learning and well-being services to promote opportunities and provide clients with the opportunity to access groups and 1 to 1 support in-house.</li> <li>• The project has its own LGBT group to support clients from the LGBT community that live at Phase One which also helps to raise awareness of LGBT issues across the client group.</li> </ul>
<p><b>10. Route One</b></p>	<ul style="list-style-type: none"> <li>• The service: More focus on physical disability</li> <li>• Accommodation/Repairs: Clients unaware that contractors were carrying out jobs in the house.</li> </ul>	<ul style="list-style-type: none"> <li>• Route One works in partnership with primary and secondary health services so that clients are accessing appropriate health and preventative services and are supported to engage with health services. We are rolling out Health Needs Assessments to all clients who highlight physical health needs and support needed – this then transfers to the Physical Health arm of the Outcome star.</li> <li>• Route One to raise this with Housing Services when this occurs. Administrator to liaise with repairs team re planned jobs and write/text or call clients to inform them of the job.</li> </ul>

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Service	Issues	Actions
	<ul style="list-style-type: none"> <li>Some clients said they knew how to report concerns for other people in the service</li> </ul>	<ul style="list-style-type: none"> <li>Route One have since added a safeguarding handout to the “Move in pack” so this is discussed at move in as well as adding this to the new client handbook. The safeguarding leaflet will also be added to our next Client bulletin as a reminder.</li> </ul>
<b>11. Move On</b>	<ul style="list-style-type: none"> <li>Comments on how residents want to be involved and what additional support can be offered</li> <li>Logging concerns at weekends</li> <li>In terms of communication around repairs/how to be involved/equality and diversity</li> </ul>	<ul style="list-style-type: none"> <li>We are in the process of conducting a resident consultation on how residents would like to be involved in the service and what additional support we can provide to residents when they first move in. Also working with Fulfilling lives to assist us with consulting with residents and staff to improve our support to residents when preparing to move on from the project.</li> <li>Will contact the client involvement co-ordinator to see if this is a common request from other services</li> <li>The project are planning to review our project handbook and residents agreement with input from residents to ensure we are communicating clearly and that all residents have up to date information and realistic expectations about repairs.</li> </ul>
<b>12. First Base</b>	<ul style="list-style-type: none"> <li>Extended opening times</li> </ul>	<ul style="list-style-type: none"> <li>Whilst we would like to open more often, First Base is in a residential area our planning permission does not allow us to open at evenings and weekends except in emergencies. We used to open on Sundays but changed that in order to be open earlier</li> </ul>

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Service	Issues	Actions
	<ul style="list-style-type: none"> <li data-bbox="555 408 815 437">• Breakfast food</li> <li data-bbox="555 817 853 845">• Shower Facilities</li> <li data-bbox="555 1155 1084 1184">• Communication between services</li> </ul>	<p>each morning. We would be delighted to be able to discuss what an evening service may look like so if you have any ideas please speak to Chris Ellis or any of the staff and we will look at how this may be able to work.</p> <ul style="list-style-type: none"> <li data-bbox="1272 408 1984 807">• We are aware from your feedback that breakfast is a heavy on the bread and sugary cereals. We have been working to improve the quality and nutritional value of food for you. I am delighted to be able to say that, following a competitive bid, in January 2017 we won a new contract from the local authority to do this. From April 2017 we will be working with FareShare and Brighton and Hove Food Partnership to provide a better, healthier range of food.</li> <li data-bbox="1272 817 1984 1142">• We know that there is pressure in the shower and toilet areas remains an issue. To ease the pressure we have made the accessible shower area available for anyone to use during the main session. We'd be happy to discuss any ideas you have to improve this further. I am pleased that because of feedback from last year we redecorated the shower and toilet areas and improved the ventilation.</li> <li data-bbox="1272 1155 1984 1367">• All the services that work with you are trying to improve the way we communicate with each other and with you. Since September 2016 we have been working on a new computer system, called BThink, which will be used by many of the agencies who work with you to</li> </ul>

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## Tenant and Client Annual Snapshot survey report 2016

Service	Issues	Actions
		<p>help us do that. For example, messages to you from St Mungo's, AntiFreeze and First Base should get to quicker as you can pick them up at any of these places. This new system should come on-line in April 2017.</p>
<p><b>13. Rough Sleepers Support Service</b></p>	<ul style="list-style-type: none"> <li>• Accommodation: More insulation, need secondary glazing.</li>   <li>• Repairs: Jobs not finished properly, contractors not turning up when they say they will or just turning up without making an appointment first</li> </ul>	<ul style="list-style-type: none"> <li>• We are pleased that client feedback about the service itself and support to live independently is very positive. Regarding the accommodation, BHT are completing stock condition surveys of all of our properties to ensure they are maintained to a high standard. This will identify the works that are required in our properties and they will be placed into a programme of works</li> <li>• The issues with day to day repairs have been raised with our Repairs Team. They will be focusing on communication with residents and contractors as well as trying to ensure we get a 'first time fix' with each repair.</li> </ul>
<p><b>14. Women's Involvement Network</b></p>	<ul style="list-style-type: none"> <li>• Low response rate</li>   <li>• The 'no' responses</li> </ul>	<ul style="list-style-type: none"> <li>• We will encourage more women to participate in the survey next time around – we only have small numbers current at any one time but this response rate is still low. All of the clients who participated did the online survey so next time we will have a paper version too as this may encourage more participation.</li> <li>• We will encourage those who complete the survey to try to choose a response rather than submit a 'no response' to a question. We will continue to ensure we are available so that our clients can ask about particular questions they</li> </ul>

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		aren't sure of and assist with reading/explaining what questions mean to those who need this support.
15. Private Rented Service	<ul style="list-style-type: none"> <li>To make a point of collecting client feedback / input on how they want the project run.</li> </ul>	<ul style="list-style-type: none"> <li>This is the change I will be making over the coming year.</li> </ul>
16. Advice	<ul style="list-style-type: none"> <li>Meeting your needs</li> <li>Client Involvement</li> </ul>	<ul style="list-style-type: none"> <li>We are here to provide specialist advice for clients on their housing situation. Unfortunately, sometimes there are situations where advice cannot provide the answer and the services do not have access to accommodation which for some of our clients is the answer to their situation. The quality of the advice given to clients should be of a very high standard and we will continue to work with staff in supervision and training to ensure the quality of the advice. Communicating with clients the ongoing progress of their case is vitally important and once again this will continue to be reviewed through supervision and training.</li> <li>Within the BHT advice services it is extremely difficult to have meaningful client involvement in the same way as other services provided by BHT. Client feedback is the one way currently that clients can feed back on their experience of the service. Return rates for client feedback questionnaires is extremely low in all offices.</li> </ul>

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	<ul style="list-style-type: none"> <li>• How welcomed did you feel onto the service by BHT</li> </ul>	<p>We are looking at sending out the questionnaires at different times in the life of the casework and will review how successful this is. We will also look at other ways that clients can feedback rather than being sent a questionnaire. Alternative means of involvement were raised, such as a client rep and being on the Board of Trustees, these need further consideration, not just by the advice service by also by BHT.</p> <ul style="list-style-type: none"> <li>• The advice services have criteria for those that can access services but welcome those who are eligible regardless of their background and will work in the best interests of their clients. This can sometimes mean having to challenge the Local Housing Authorities who fund the services on behalf of clients</li> </ul>