

# Tenant and Client

## Annual Snapshot Survey Report **2018**



Juliet O'Brien  
Tenant and Client  
Involvement Co-ordinator

# Contents

1	<b>Results</b> (including graphs)	3
2	<b>Analysis</b>	12
Appendices		
3	<b>Response rate</b>	15
4	<b>Issues and Action plans</b>	17

# 1 Results

We are pleased to present the results of the annual tenants' and clients' snapshot survey. The tables below show: the results of both surveys combined and separated out into clients and tenants. They are also benchmarked against the Annual report for Smaller Housing Associations and compared to last years' results where applicable. Use of the term **satisfied** means both **very satisfied** and **satisfied** added together.

## Clients' and Tenants' survey results combined 2018

2017 Result	Change over time	2018 Result	Overall Response
85%	↓	83%	Satisfaction Overall
82%	↓	75%	Quality of Home
72%	↓	71%	Repairs & Maintenance Overall
78%	↑	80%	Communication Overall
73%	↑	75%	Being Kept Informed
43%	↑	48%	Satisfied with ability of staff to deal with feedback & complaints
72%	↓	70%	Listens & acts on views
50%	↑	60%	Given opportunities to be involved

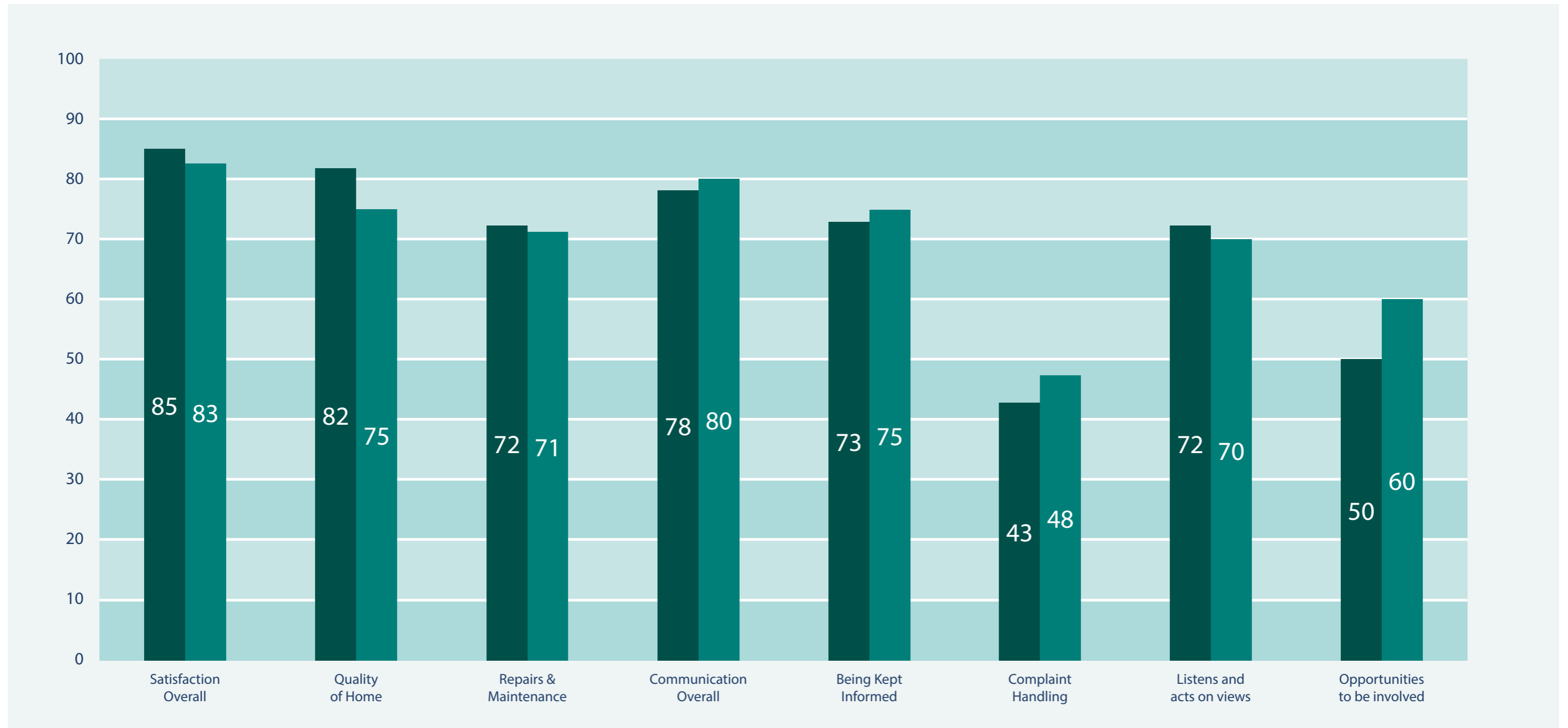
## Tenants' survey results 2018

Benchmark	2017 Result	Change over time	2018 Result	Overall Response
92%	77%	↑	81%	Satisfaction Overall
90%	80%	↓	74%	Quality of Home
86%	61%	↑	65%	Repairs & Maintenance Overall
N/A	61%	↑	71%	Communication Overall
N/A	70%	=	70%	Being Kept Informed
N/A	51%	↑	60%	Satisfied with ability of staff to deal with feedback & complaints
	80%	↑	57%	Listens & acts on views
Not Benchmarked	51%	=	51%	Given opportunities to be involved
88%	73%	↓	68%	Value for money of rent
78%	50%	=	50%	Value for money of service charge
90%	76%	↓	68%	Satisfied with neighbourhood as a place to live
Not Benchmarked	5%	↑	8%	Felt they had been discriminated against by landlord
Not Benchmarked	70%	↑	81%	Can access internet from home
Not Benchmarked	Mobile 54%	↓	Mobile 49%	Most popular form of device

## Clients' survey results 2018

Benchmark	2017 Result	Change over time	2018 Result	Overall Response
92%	87%	↓	84%	Satisfaction Overall
90%	81%	↓	77%	Quality of Home
80%	77%	↓	75%	Repairs & Maintenance Overall
Not Benchmarked	84%	↓	83%	Communication Overall
Not Benchmarked	74%	↑	77%	Being Kept Informed
Not Benchmarked	40%	↑	44%	Satisfied with ability of staff to deal with feedback & complaints
83%	77%	↓	75%	Listens & acts on views
Not Benchmarked	49%	↓	48%	Given opportunities to be involved
Not Benchmarked	91%	↑	92%	Quality of relationship with the staff member who supports them
Not Benchmarked	73%	↑	74%	Satisfied that support motivates them to achieve their goals and aspirations
Not Benchmarked	87%	↓	85%	Knows how to keep themselves safe
Not Benchmarked	76%	↑	83%	Knows how to report concerns for others
Not Benchmarked	81%	↑	84%	Satisfied staff prioritise their safety
Not Benchmarked	Changed question	N/A	85%	Felt their service treated them with dignity and respect
Not Benchmarked	58% No 11% Yes	↓	53% No 18% Yes	Felt we could do more to meet needs relating to protected characteristics

## A percentage comparison between 2017 and 2018 Clients' and Tenants' survey results combined



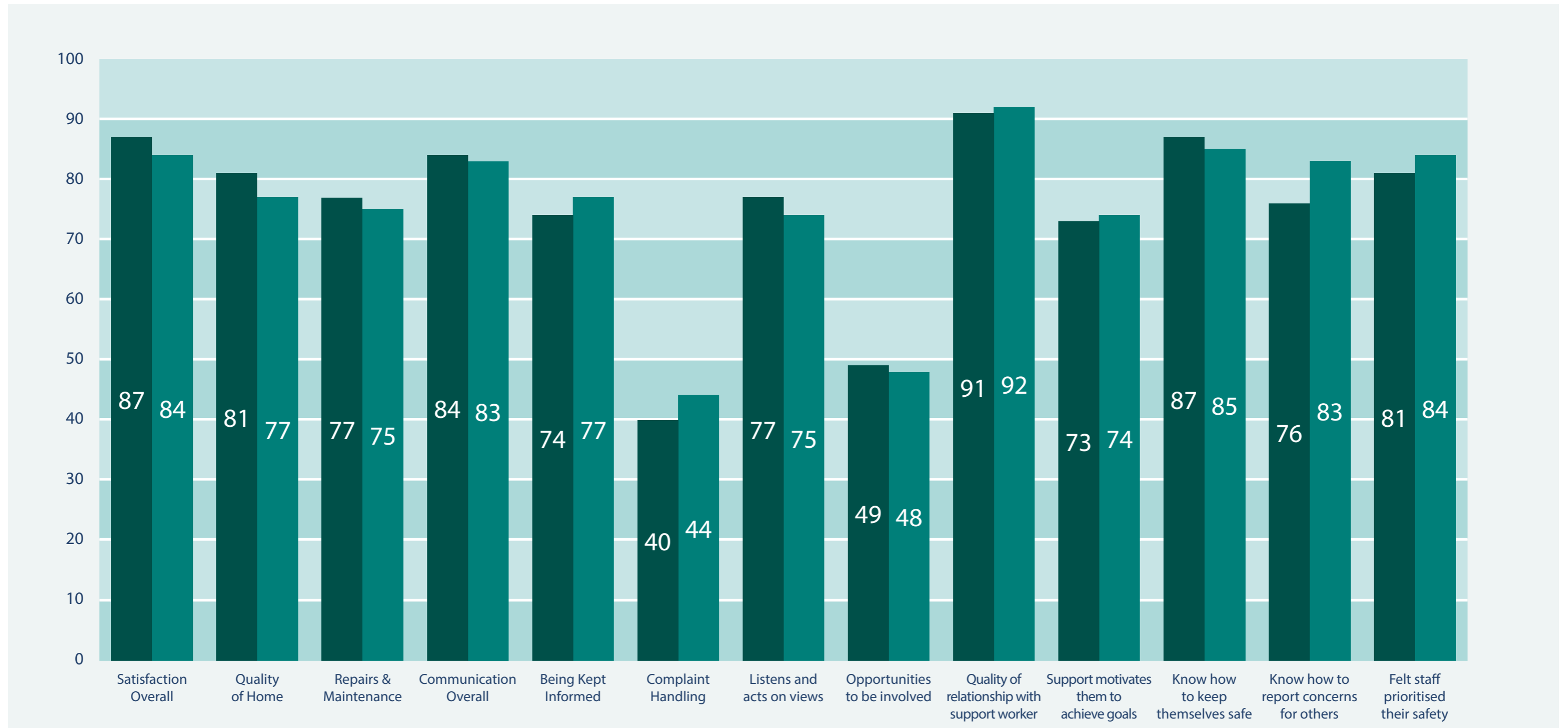
2017 - % of Tenants/Clients Satisfied  
 2018 - % of Tenants/Clients Satisfied

## A percentage comparison between 2017 and 2018 Tenants' survey results



2017- % of Tenants Satisfied  
 2018 - % of Tenants Satisfied

## A percentage comparison between 2017 and 2018 Clients' survey results



2017 - % of Clients Satisfied  
 2018 - % of Clients Satisfied

# 2 Analysis

**Following the changes made to the Survey in 2017 to ensure our methodology is more closely aligned to surveys of a similar nature across the sector we have a set of results this year that allows us to accurately compare our performance not only against the previous year but also against the other organisations in our benchmarking Group (for Housing Services).**

We managed to significantly increase the response rate to the survey, particularly for clients, with an increase from 55% to 70%. We also achieved a significantly higher return from tenants in Hastings moving from 10% in 2017 to 22% this year.

Overall satisfaction remains strong at 83% but has seen a 2% reduction. In a number of areas, the direction of travel with some results is in different directions when comparing client and tenant responses and we will do further work to better understand these results and how to improve them.

Satisfaction with the quality of residents' homes has decreased by 7% and emphasises the need for us to continue to invest adequate resources in our homes.

Satisfaction with repairs and maintenance remains stable at 71% and this is a key area that we will continue to focus on in the next financial year. The Asset Management Strategy should give us more focus and assist in making further improvements in this service.

Pleasingly four areas have all seen an improvement following on from the focus group work that was carried out over the last 18 months. Communication overall, being kept informed, satisfaction with the ability of staff to deal with feedback/ complaints and being given opportunities to be involved have all seen increases, the latter by a very significant 10%. Listening and acting on views has seen a slight decrease. Hopefully the recent introduction of a scrutiny panel, two tenants joining the Board and more community action days will hopefully see this figure improve next year.

Section Five highlights some of the key comments made in each service and details what actions we will be taking to address that feedback which should assist us in improving services ahead of our next survey in 2019.

## 2.2 Supported Housing and Support Services – specific questions in the survey:

**Across clients' survey results, whilst a number of results have seen only slight changes (1-2%) these are always useful indicators of our direction of travel. The significant increase in respondents from 55% to 70% is really positive and bodes well for client engagement in future surveys as we continue to increase response rates year on year.**

A number of areas have dipped slightly (2% or less). These include Listens and acts on views; however, being kept informed and Satisfied with ability of staff to deal with feedback and complaints have both risen, which is an indicator that the work projects are doing in this area is having some positive results. Although Communication overall has seen a very slight (1% drop), we would anticipate this rising similarly next year, and it remains high at 83%.

Satisfaction overall has reduced from 87% to 84%; whilst this is still high, we will scrutinise this in more detail. However, Quality of relationship with the staff member who supports you, and Satisfied that support motivates them to achieve their goals and aspirations have both risen albeit very slightly.

Really positive to see, is the 7% increase for Know how to report concerns for others and the 3% increase for Satisfied staff prioritise your safety. These improvements clearly reflect the work of projects in these areas. Surprisingly, Know how to keep yourself safe has dipped by 2% and we will observe this closely.

An 85% result for Felt their service treated them with dignity and respect is a good starting score for this new question. The question addressing whether service users Felt we could do more to meet needs relating to protected characteristics is unfortunately not as helpful as we had hoped as feedback has been that the question asked was confusing re No/Yes. We need to do some further work to fully understand the responses to this question as it is a key area where we want to be able to demonstrate improvement.

Quality of home and Repairs and maintenance overall have both reduced slightly and we will be exploring whether this relates to any particular project/s.

## 2.3 Housing Services – specific questions in the survey:

**Satisfaction overall rose a further 4% to 81% which is testament to the work we have put in to providing a more tenant centred service. As a Team we will be undertaking customer care training in 19/20 which should further enhance our offer to tenants.**

Repairs and maintenance satisfaction continues to rise, again by a further 4% this year, as we work closely with contractors and our in-house staff to develop and deliver a responsive service that aims to achieve first time fixes and high levels of satisfaction. We have also seen a 5% reduction in those dissatisfied or very dissatisfied with the service.

However the reduction in satisfaction in the quality of tenants' homes, a reduction of 8%, is concerning and as mentioned in the overall analysis clearly reflects the need for us to continue the momentum of carrying out major repairs to our properties.

Communication satisfaction rose by 10% in the year, again we have focused very strongly on this area through a range of different mediums including the website, texting and Lighthouse magazine. We have also held four community days and Housing Officers have spent more time out on the patch building closer relationships with our tenants.

Satisfaction with our ability to deal with feedback and complaints also increased by 9%. We have concentrated on this area and empowered staff to make decisions 'on the ground' to resolve issues quicker and more effectively. Listening and acting on views has also increased whilst disappointingly, after an

increase last year, the question on opportunities to be involved remained static. We clearly need to communicate these more over the coming year and continue to offer new opportunities.

Overall in these key interactions with tenants it is really pleasing to see the impact our work has had on the results.

The reduction in satisfaction in neighbourhoods is always a difficult question to analyse because the factors involved in answering that question are not necessarily within BHT's control. Clearly in a climate of reductions in spending by local authorities there is a negative impact on a range of issues that contribute to satisfaction with where people live be it in policing, bin collection or services available to support people. Notwithstanding that we do have an important role to play and our plan of further community days can only have a positive impact on this result in 2019.

Value for money remains a concern for tenants in terms of both service charges and rent and compares unfavourably with the benchmarking data. It has already been agreed to explore this further at the next OPC meeting.

In terms of discrimination this figure has risen slightly and as part of our customer training we need to include an element that will help us to address this area of our work.

In terms of benchmarking despite making some progress in many of these areas we are still some way behind our peer colleagues in the Benchmarking Group.

What we do have to accept is that we work with tenants who have far more complex needs than most other registered social providers and it will always be a challenge to achieve best in class.

However it is one of our core values to strive for excellence and we will continue to use the networking meetings to share best practice and work to drive up our performance across all areas.

# 3 Appendix

The 2018 snapshot survey involved two main surveys with core questions in common and additional questions tailored to the service as follows:

## Tenants and Clients (Accommodation-based and Non-Accommodation based)

Client Project Name	2018 No. of Clients	Numbers received	% Returned 2018	% Returned 2017
Mental Health and Wellbeing Services/ Threshold	27	27	100%	50%
Detox Support Project	6	6	100%	100%
Recovery	21	20	95%	100%
Archway	14	13	93%	79%
Accommodation For Work	29	25	86%	64%
Hastings Young People's Service	32	24	75%	18%
Shore House	21	15	72%	100%
Move On	35	25	71%	88%
Route One	56	39	70%	59%
First Base - Day Centre	65	35	54%	29%
Phase One	52	22	42%	49%
<b>TOTAL</b>	<b>358</b>	<b>251</b>	<b>70%</b>	<b>55%</b>



Tenants' Survey	2018 No. of Clients	Numbers received	% Returned 2018	% Returned 2017
Housing Services	454	91	20%	19%

Overall **342** surveys were returned with a response rate of **70%** (55% last year) for clients and **20%** (19% last year) for tenants.

The 70% response rate for the client survey was 15% above target, marking a significant improvement. It also can be seen to reflect the increased buy-in to the survey itself and resulting service improvements from both staff and clients.

For the Tenant survey the target was set at 25% and there was an increase from 19 to 20%. It should be noted that the response from Hastings tenants increased significantly from 10% return to 22% this year. We hope to build on this work next year. Various methods were tried to increase the target for the tenants' survey including face to face reminders from Housing Officers, a text with a link to the on-line survey, an email reminder and follow-up phone calls.

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.

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/Threshold 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 11% of surveys were completed on-line.

A free prize draw incentive was offered to all those taking part in the survey -

two £50 shopping vouchers for clients and two £50 shopping vouchers for tenants.

# 4 Issues and Actions

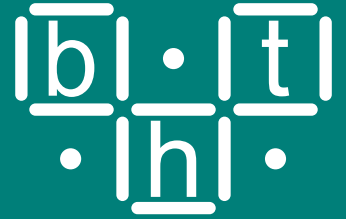
Service	Issues	Actions
Housing management	<ul style="list-style-type: none"> <li>Improving our communication</li> <li>Listening to our tenants</li> </ul>	<ul style="list-style-type: none"> <li>In 2019 BHT will be bringing in an intuitive text messaging system aimed at improving direct and real time communication with tenants; in particular, repairs and rent payments.</li> <li>BHT now has two Tenant Board Members, and in 2019 our newly formed Tenant Scrutiny Panel will start by a review our income recovery process.</li> </ul>
Repairs	<ul style="list-style-type: none"> <li>Consistency in general maintenance works</li> <li>Refurbishing our properties</li> </ul>	<ul style="list-style-type: none"> <li>Continue with our regular contractor meetings</li> <li>Further renewals for windows, bathrooms and kitchens as our major works programme progresses.</li> </ul>

<h3>Addiction Services</h3>	<ul style="list-style-type: none"> <li>• Yes, it would be nice to get the funds for double glazed windows. The carpets – and could do with a lick of paint</li> <li>• Camera on drive at least, we have had a few people coming on project early hours of the morning with unknown intentions. If anything or anyone was hurt/damaged/ stolen, there's no proof. And a sign at the beginning of the drive warning that it's private property, lots of people wonder on, lost.</li> </ul>	<ul style="list-style-type: none"> <li>• Three bedrooms had double glazed windows fitted last week. New carpets and painting throughout, will take place in the new financial year.</li> <li>• We have looked into the possibility of installing a camera on the drive in the past, in conjunction with the Client Involvement group, and a joint decision was made not to do so. We are happy to revisit this question. A "Private Property" sign has been installed at the bottom of the driveway.</li> </ul>
<h3>Shore House</h3>	<ul style="list-style-type: none"> <li>• Step markings needed to aid a visually-impaired person in the service.</li> </ul> <p>More celebrations of different cultures, religions, etc.</p>	<ul style="list-style-type: none"> <li>• To affix reflective strips to all stairs leading to/from their room to the ground floor and to the shower on the floor above.</li> <li>• Group Work Coordinator to use Diversity Calendar to plan events throughout the year which celebrate different cultures and backgrounds, thus promoting inclusion and diversity.</li> </ul>
<h3>Hastings Young People's service</h3>	<ul style="list-style-type: none"> <li>• Computers and a communal space are needed.</li> <li>• Client felt a recent incident where men not living at the property tried to force entry into property and police were called, was not taken seriously enough.</li> </ul>	<ul style="list-style-type: none"> <li>• Computer availability for clients across all properties in the service by June 2019. Part of the Land Aid Trust funding.</li> <li>• To make a renewed effort to encourage complaints/ suggestions and act in a timely manner, clearly communicating the outcome. An increase in recorded issues on InForm and subsequent actions. To be included in interim survey.</li> </ul>

<h3>Mental Health and Wellbeing Service</h3>	<ul style="list-style-type: none"> <li>• Maybe a text/phone call if I've not been for a few weeks, to check I'm okay.</li> <li>• My job prevents me from attending groups. Wish I could have the time to come. Working full time.</li> </ul>	<ul style="list-style-type: none"> <li>• We don't currently offer a support worker model. This happens with some regular and activities that are offered over consecutive weeks. We will discuss how we might do this for brief contact activities and whether it's appropriate and proportionate.</li> <li>• We don't have the capacity to offer this currently, but this has been proposed where need exists within the new tender for the MHWS.</li> </ul>
<h3>Archway</h3>	<ul style="list-style-type: none"> <li>• Two clients answered Neither satisfied nor dissatisfied and one client answered dissatisfied to the question about the quality of their relationship with their Key worker.</li> </ul>	<ul style="list-style-type: none"> <li>• To review intro pack for clients, including allocating 'get to know you' time. Psychologically Informed Practice moving to front and centre of support – within which relationships are examined and reflected upon to generate positive rapport. Working relationships discussed in supervision as a standing agenda item. Introducing self-characterisation form for clients to relay who they are and what matters to them. Key Worker agreement in place provide a space to relay and reflect on what a client expects/wants from support and how they respond best to it (where Key Work is held, when, with whom, etc.)</li> </ul>

<h3>Accommodation for Work</h3>	<ul style="list-style-type: none"> <li>Suggestion to focus on getting back to sustainable employment and skilled employment above the living wage.</li> <li>One suggestion to give a leaving bonus of £50-100 to help clients move on.</li> </ul>	<ul style="list-style-type: none"> <li>Project will continue to look at ways to assist residents achieve the skills and experience – to work with other agencies, DWP and work and learning providers to find ways to assist people into more secure work.</li> <li>We are aware that there is little help available particularly for those on a low income and how difficult this is when moving out of supported accommodation. A future action will be to ensure we look at this in future funding bids.</li> </ul>
<h3>Phase One</h3>	<ul style="list-style-type: none"> <li>Only here 3 weeks but up to now it's ok, food a bit poor</li> <li>More advice and suggestions for a move on - local postcodes only -schemes &amp; estate agents' suggestions</li> </ul>	<ul style="list-style-type: none"> <li>Food is an ongoing issue, we are currently reviewing the food service provision</li> <li>Brighton &amp; Hove City council runs regular drop ins here, we will make this more obvious to the clients and ask keyworkers to re-iterate this to all they support</li> </ul>
<h3>Route One</h3>	<ul style="list-style-type: none"> <li>Client comment "more activities in the house"</li> </ul>	<ul style="list-style-type: none"> <li>Route One will be liaising with Creative writing facilitator to discuss if Creative Writing sessions can be re-started.</li> <li>House leads will be discussing different in- house sessions i.e. group cooking, arts and crafts etc</li> <li>Discussions with clients regarding more "cross-house" activities i.e. BBQs.</li> </ul>

<h3>Move On</h3>	<ul style="list-style-type: none"> <li>Have a better environment for key work, nicer key working rooms (a more therapeutic environment)</li> </ul>	<ul style="list-style-type: none"> <li>MoveOn team will ask to be involved with the refurbishment of the meeting rooms in the reception area and will see if residents would like to be involved with this – with the aim to create a more therapeutic environment in 3 of the rooms that the project use most.</li> </ul>
<h3>First Base</h3>	<ul style="list-style-type: none"> <li>The service doing more to meet clients' needs in relation to disability, gender, age, marital status, sexual orientation, cultural needs, religious needs or parental needs</li> </ul> <p>Just over 25% of respondents identified this as an area for improvement although there was not a great deal of specific detail about how clients wanted this to be taken forward.</p>	<ul style="list-style-type: none"> <li>In January 2019 a weekly Womens' Group started at First Base using a peer-led model. The group is open to female and trans clients. 13% of client using First Base are women and the service endeavours to be proactive it ensuring they are supported.</li> <li>Work is being planned in partnership with St Mungo's to support clients whose first language is not English. Joint work is planned for April 2019 to support a group of clients from Eastern Europe by using interpreting services to plan accommodation pathways.</li> </ul>



**BHT Copyright © 2019 All Rights Reserved**

Registered Charity No: 284839 · Regulator for Social Housing No. H1696 · Company Limited by Guarantee  
Registered in England, No. 1618610 · Registered Office: 144 London Road, Brighton, BN1 4PH

[www.bht.org.uk](http://www.bht.org.uk) Combating Homelessness, Creating Opportunities, Promoting Change