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**REPORT TO: COMMUNITIES COMMITTEE ON 7 MARCH 2017**

**SUBJECT: TENANT SURVEY IMPROVEMENT PLAN**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report presents the Committee with an update on progress with the implementation of service improvement actions developed in response to the findings of the Tenant Survey.
- 1.2 This report is submitted to Committee in terms of Section III (F) (15) of the Council's Scheme of Administration relating to the performance management of Housing Services.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:-**

- (i) considers and notes the progress made on the implementation of the Tenant Survey improvement plan;**
- (ii) notes that the next full Tenant Survey will be commissioned early in 2018/19.**

**3. BACKGROUND**

- 3.1 On 1 March 2016, the Communities Committee considered the main findings from the Tenant Survey 2015 (paragraph 10 of the Minute refers). The survey sought to gather the views of tenants on a wide range of landlord duties and responsibilities, including housing services, repairs, customer contact and reporting arrangements, the quality of homes and neighbourhoods, the value for money of rents and tenant participation.
- 3.2 On 21 June 2016, this Committee considered a detailed analysis of the findings of the survey and agreed an improvement plan for 2016/17 setting out a range of actions to address the findings of the survey (paragraph 14 of the Minute refers).

#### **4. THE TENANT SURVEY IMPROVEMENT PLAN 2016/17**

- 4.1 This section provides an update on progress with each of the improvement actions to be implemented during 2016/17. Significant progress has been achieved with the majority of actions complete or ongoing. A detailed commentary on each action is provided below under the relevant survey theme.

##### **The customer/landlord relationship**

- 4.2 ***Action: the Housing Service to work with other Council services to address tenants concerns about the condition of roads, paths, play areas and communal grassed areas and incidences of dog fouling.***  
On 8 November 2016, this Committee agreed changes to the management of the Estate Upgrading Budget that will place a greater emphasis on community based projects (paragraph 9 of the Minute refers). These changes will expand the range of works that can be delivered through the estate upgrading budget, including the areas of concern raised by tenants in the survey, such as the condition of play areas, paths, fencing, landscaping and communal areas.

- 4.3 ***Action: a working group will review and consider improvements to scripts and options for dealing with more complex enquiries such as repairs.***

This action sought to address concerns raised in the survey about the contact centre's handling of calls. The contact centre has delivered a repairs script overview session to a cross section of staff in the Capital Programmes Team and the DLO. The session identified areas of improvement to scripts and repairs diagnosis. These improvements will be progressed by the Opti-time working group.

- 4.4 ***Action: the Housing Service to review how it engages with its tenants and to identify improvements in communication and tenant participation.***

This action aimed to address concerns that tenants are not sufficiently informed about services and decisions and do not have enough opportunities to participate in the decision-making process. On 24 January 2017, the Communities Committee approved the draft Tenant Participation Strategy 2017-20 for wider consultation (paragraph 6 of the Minute refers). The results of the consultation are included in a separate report on this Committee agenda with a recommendation for approval of the final draft strategy. The proposed strategy seeks to achieve outcomes in relation to improving tenant engagement and participation in the Housing Service's decision-making processes. The strategy includes a detailed action plan to achieve these outcomes.

##### **Housing quality and maintenance**

- 4.5 ***Action: the Building Services Management Team to address a range of repairs issues identified in the survey, including poor scheduling, incorrect diagnosis of heating problems, quality of repairs, delays in capital works and staff communication concerns.***

A number of working groups have been set up to look at improving repairs appointments, repairs completed first time, communication and tenant feedback. Progress on service improvements is being reported to this Committee as part of the DLO Budget Monitoring report.

#### **Neighbourhood and community**

**4.6 *Action: a review of the Council's Antisocial Behaviour Policy will be carried out to address lower levels of satisfaction in dealing with antisocial behaviour cases.***

On 24 January 2017, this Committee agreed changes to the Neighbour Nuisance and Antisocial Behaviour Policy that incorporated revised timescales for resolving complaints (paragraph 5 of the draft Minute refers) The changes were introduced to ensure resolution timescales are compatible with a multi-agency approach to dealing with antisocial behaviour. As part of the changes, additional staffing resources were allocated to the Community Safety Team, which was made responsible for antisocial behaviour following a service restructure in 2015. It is anticipated that the changes will help improve tenant satisfaction levels and bring a greater focus to resolving the most serious cases.

**4.7 *Action: the Capital Programmes Team will complete neighbourhood audits by 20 September 2016 to inform the housing investment programme for 2017/18.***

A review of neighbourhood audits was carried out during the early part of 2016/17. This culminated in a report to Communities Committee on 8 November 2016 setting out a clear strategy for improving neighbourhood audits and the role that the Capital Programmes Team will adopt in support of the strategy (paragraph 9 of the Minute refers). These new arrangements were the subject of a wider public consultation and an update report is provided on this Committee agenda. The new strategy will take effect from 2017/18.

#### **Access to housing and support**

**4.8 *Action: The Housing Need and Demand Assessment (HNDA) will draw on the results of the tenant survey to identify whether there is an unmet need for disabled adaptations within the Council's housing stock. The findings will be reflected in the 2018 Local Housing Strategy.***

Work has commenced on the preparation of the next HNDA, which is due for completion in late 2017. The HNDA will include an assessment of the housing needs of disabled people. This will help the Housing Service to plan the configuration of its housing stock to meet the needs of disabled people and the ageing population.

**4.9** The Tenant Survey is an important opportunity for the Housing Service to find out what tenants think of the Council as a landlord and whether they are satisfied with the range of services it provides. The next Tenant Survey is due to take place in 2018/19.

## 5. **SUMMARY OF IMPLICATIONS**

### **(a) Moray 2026 A Plan for the Future and Moray Corporate Plan 2015-2017**

Moray 2023 identifies that customer engagement is a priority to improve service quality. This is also reflected within the Housing and Property Service Plan.

### **(b) Policy and Legal**

The Housing (Scotland) Act 2001 places a statutory duty on social housing landlords to consult tenants on a range of housing and housing-related services.

To comply with the Scottish Social Housing Charter outcomes, the Scottish Housing Regulator's performance framework places an obligation on social housing landlords to carry out regular tenant satisfaction surveys and to reflect the views of tenants in service improvement plans.

### **(c) Financial implications**

There are no direct financial implications arising from this report. Any costs associated with implementing improvements will be met from within existing budgets.

### **(d) Risk Implications**

There are no risk implications arising from this report.

### **(e) Staffing Implications**

There are no staffing implications arising from this report.

### **(f) Property**

There are no property implications arising from this report.

### **(g) Equalities**

There are no equalities implications arising from this report. Any equalities issues will be considered as part of the development of improvement actions arising from the Tenant Survey.

### **(h) Consultations**

Consultation on this report has been carried out with senior managers in the Housing and Property Service, Senior Solicitor (Paul Nevin), the Head of Direct Services, the Principal Accountant (Deborah O'Shea), the Chair of the Moray Tenants Forum (Katy Holmes) and the Committee Services Clerk (Lissa Rowan). Comments received have been reflected in the report.

**6. CONCLUSION**

- 6.1 The report provides the Communities Committee with an update of improvements actions implemented during 2016/17 to address the findings of the 2015 Tenant Survey.**

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Background Papers: Held by author  
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