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## **NORTH AYRSHIRE COUNCIL**

**29 January 2019**

### **Audit and Scrutiny Committee**

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**Title:** **Housing Services Annual Performance Update**

**Purpose:** To provide the Committee with an overview of Housing Services performance against the Scottish Government's Social Housing Charter indicators for 2017/18 and also the key findings of the 2018 Tenant Satisfaction Survey.

**Recommendation:** That the Committee (i) notes the Housing performance information contained in this report; and (ii) notes that Housing Services performance reports will be produced annually for the Committee.

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### **1. Executive Summary**

- 1.1 North Ayrshire Council's sector leading Housing Service has been ranked 1st for service and value for money in the Scottish Housing Network's benchmark comparison of Scotland's local authorities for 2017/18.
- 1.2 Housing Services continues to perform excellently in a number key areas of our service. We are the top performing local authority in Scotland in terms of managing our void properties quickly and efficiently. Despite the roll out of Universal Credit Full Service in North Ayrshire late last year, we retained our position as third in Scotland for rent arrears levels.
- 1.3 We have a robust process for managing antisocial behaviour, and are ranked first in Scotland for the percentage of cases resolved within our locally agreed targets. Our efficient homeless service ensures applicants spend the least amount of time in temporary accommodation across Scotland, whilst over 98% of homeless customers are satisfied with the quality of their temporary accommodation.
- 1.4 Our most recent tenant satisfaction survey was undertaken over the summer, and we have seen a marked improvement in satisfaction across the majority of areas since our last survey in 2016, which will improve our overall performance in the next reporting year.
- 1.5 This report outlines the Council's excellent performance across a number of areas and also highlights improving satisfaction with the services we provide to tenants and other customers.

## 2. Background

### Housing Services Performance

- 2.1 The Scottish Housing Regulator (the Regulator) requires all social landlords to provide them with key information on their performance in achieving the outcomes and standards in the Scottish Social Housing Charter (the Charter). The Regulator uses landlords' Annual Return on the Charter (ARC) submissions to report publicly on their progress in achieving the Charter outcomes and standards.
- 2.2 The Scottish Government's Social Housing Charter sets out the standards and outcomes that tenants and other customers can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.
- 2.3 Each year, social landlords send the Regulator information to show how they have performed against the standards and outcomes of the Charter and the Scottish Housing Network (SHN) uses this information to benchmark and report on local authority Housing Services performance, as attached at appendix 1.
- 2.4 The Council continues to perform very well across a number of Charter indicators. The following information compares some of the key data from 2017/18 against performance information from 2016/17. The data also benchmarks our performance against the national average. The ARC was submitted to the Regulator in May 2018. Information relating to satisfaction levels was taken from the Tenants Satisfaction Survey in 2016.

- Indicator 7 – Percentage of stock meeting the Scottish Housing Quality Standard

	2016/17	2017/18
<b>NAC</b>	<b>98.67</b>	<b>99.14</b>
National Average	93.63	94.20

- Contextual Indicator 33 – Percentage of houses meeting the Energy Efficiency Standard for Social Housing

	2016/17	2017/18
<b>NAC</b>	<b>94.70</b>	<b>97.00</b>
National Average	74.50	79.90

- Indicator 11 – Average length of time taken to complete emergency repairs (hours)

	2016/17	2017/18
<b>NAC</b>	<b>2.53</b>	<b>2.30</b>
National Average	4.66	3.96

- Percentage of emergency repairs completed within 4hrs target (Scottish Housing Network)

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>97.4</b>	<b>96.2</b>
National Average	93.9	96.8

- Indicator 12 – Average length of time taken to complete non-emergency repairs (days)

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>7.85</b>	<b>5.51</b>
National Average	7.08	6.38

- Percentage of non-emergency repairs completed within target (Scottish Housing Network)

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>99.5</b>	<b>99.9</b>
National Average	91.4	92.9

- Indicator 15 – Percentage of properties that require a gas safety check and completed by the anniversary date

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>99.77</b>	<b>99.97</b>
National Average	99.89	99.81

- Contextual Indicator 17 – Average weekly rent (COSLA)

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>66.52</b>	<b>£68.38</b>
National Average	67.74	£70.55

- Indicator 30 – Rent collected from tenants as a percentage of total rent due

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>99.84</b>	<b>99.75</b>
National Average	99.61	99.38

- Indicator 31 – Gross rent arrears (all tenants) as at 31 March as a % of rent due

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>3.39</b>	<b>3.59</b>
National Average	5.30	5.18

- Indicator 34 – Percentage of rent lost through properties being empty

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>0.33</b>	<b>0.35</b>
National Average	0.87	0.74

- Indicator 35 – Average length of time to re-let properties in the last year (days)

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>15.44</b>	<b>16.71</b>
National Average	31.53	30.72

- Indicator 28 - the percentage of homeless households satisfied with the quality of temporary or emergency accommodation

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>98.21</b>	<b>98.24</b>
National Average	85.89	87.92

### Homelessness Information (taken from Scottish Government Homelessness statistics)

- HL1 – Average number of weeks to close a case

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>26</b>	<b>26</b>
National Average	34	34

- HL1 – Assessment within 4 weeks

	<b>2016/17</b>	<b>2017/18</b>
<b>NAC</b>	<b>96.1</b>	<b>99.5</b>
National Average	87.8	88.6

- HL3 – Temporary Accommodation length of stay (days)

	<b>2017/18</b>
<b>NAC</b>	<b>130</b>
National Average	171

## Tenants Satisfaction Survey 2018

- 2.5 The Council commissioned an independent market research agency to carry out the 2018 tenant satisfaction survey on our behalf. A total of 1,500 interviews were carried out with the Council's tenants in order to assess satisfaction with the Council and the services it provides. Interviews took place between the 29th June and the 7th August 2018.
- 2.6 Key findings and changes in satisfaction levels from the survey will be reported to the Scottish Housing Regulator in our next ARC submission in May 2019. Some of the key findings are listed in Table 1 and the full report is attached at appendix 2.

Table 1 – Key findings from 2018 Tenant Satisfaction Survey

Scottish Housing Regulator indicators				
	2013	2016	2018	Movement Since 2016
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by North Ayrshire Council as your landlord? ( <i>% very/ fairly satisfied</i> )	91%	88%	93%	+5%
How good or poor do you feel North Ayrshire Council Housing Services is at keeping you informed about their services and decisions? ( <i>%very good/ fairly good</i> )	97%	83%	94%	+11%
How satisfied or dissatisfied are you with the opportunities given to you to participate in North Ayrshire Council Housing Services decision making process? ( <i>% very/ fairly satisfied</i> )	89%	89%	94%	+5%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by North Ayrshire Council Housing Services? ( <i>% very/ fairly satisfied</i> )	93%	82%	92%	10%
Overall, how satisfied or dissatisfied are you with the quality of your home? ( <i>% very/ fairly satisfied</i> )	92%	86%	94%	+8%
Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? ( <i>% very/ fairly satisfied</i> )	93%	86%	92%	+6%
Taking into account the accommodation and services North Ayrshire Council provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... ( <i>% very good value/ fairly good value</i> )	79%	74%	92%	+18%

- 2.7 For the majority of key indicators, there has been an increase in overall satisfaction for the period from 2016 to 2018.
- 2.8 Overall satisfaction is high, with 93% of tenants who responded stating that they are very or fairly satisfied with the overall service provided by North Ayrshire Council as their landlord.

Tenant priorities in terms of landlord services were:

- Day to day repairs service (85%)
- Planned improvements to their home (57%)
- Managing the common areas around their home (53%)

- 2.9 The repairs service is top priority for tenants and, positively, has seen a significant increase in satisfaction compared to 2016, rising from 82% satisfied with the last repair they had carried out in the last 12 months to 92%. Moreover, satisfaction with a range of aspects of the repairs service have all increased, most notably so with regard to the follow up service (rising from 69% to 93% satisfaction) and the repair being carried out properly first time (rising from 79% to 92% satisfaction).
- 2.10 Planned improvements to the home was tenants' second top priority and also an area where significant increases in satisfaction have been seen, with 95% of those who have had major works carried out stating that they were satisfied overall with the major works service. This has increased from 87% in 2016. Quality of the home has also seen an increase in satisfaction rising from 86% in 2016 to 94% in 2018.
- 2.11 In terms of management of the neighbourhood, satisfaction has also increased compared to 2016 rising from 86% satisfaction up to 92% satisfaction in 2018.
- 2.12 In terms of heating the home, 84% of tenants stated they find it either very or fairly easy to heat their home to a comfortable level in the winter months, 8% find it neither easy nor difficult and 8% find it difficult. The main reasons for this were noted as being the cost of fuel. 16% of respondents said that they spent more than 10% of their household income on fuel (defined as being in fuel poverty). The groups most likely to report being in fuel poverty were households with children and those who were long term sick or disabled.
- 2.13 The methods of customer contact used and preferred remain similar to those reported in previous years with telephone being the method that is both most likely to be used (68%) and preferred (68%) for contact. Satisfaction with customer contact by telephone is very high for the majority of factors, however, satisfaction with the quality of advice and assistance given is lower (81%) and has fallen since 2016 (91%). Satisfaction in this respect is lower in particular when contact relates to complaints.

2.14 The survey asked about awareness of a range of support services provided by North Ayrshire Council Housing Services. Awareness has fallen for these services.

- 14% aware of Housing Support Service (45% in 2016)
- 19% aware of the Welfare Reform Advice Team (41% in 2016).

2.15 Where tenants stated that they were aware of these services, the source of awareness was often via letters or newsletters, or Council staff. This also correlates with how tenants wish to be kept informed:

- 58% wish to be kept informed via individual letters or leaflets sent to their home
- 55% wish to be kept informed via newsletters
- 13% wish to be kept informed by telephone.
- 8% wish to be kept informed via website.

2.16 Despite the fact that awareness has fallen, satisfaction has tended to increase with respect to these services:

- 91% satisfied with Housing Support Service (87% in 2016)
- 97% satisfied with the Welfare Reform Advice Team (94% in 2016)

2.17 Tenants were very positive about being kept informed with 94% stating that they believe the Council's Housing Services were either very good or fairly good in that respect (increasing from 83% in 2016). Ratings were high and increasing with respect to letters and leaflets sent to their home (98% rate as good) and the newsletter (90% rate as good). These are also the ways in which tenants were most likely to say they get information from the Council's Housing Services (87% letter / leaflets sent to the home and 78% newsletters).

2.18 The vast majority of tenants (94%) were satisfied with the opportunities given to them to participate in North Ayrshire Council Housing Services decision making processes. This has increased from 87% in 2016. Awareness of how to become a member of a Tenants or Residents Association has also risen (from 40% in 2016 to 54% in 2018). Despite this, fewer tenants stated that they are interested in participating in the Council's decision making processes with 90% stating that they are not interested in getting involved (up from 60% in 2016).

2.19 Perception of value for money for rent has increased to 92% (rising from 74% in 2016). Moreover, where tenants have had contact with the housing office regarding rent difficulties, the service provided is rated very positively with 90% stating that the service provided was either very or fairly good (rising from 84% in 2016). However, wider awareness of this service is lower with just over half of tenants (53%) stating that they were aware that if they had rent arrears North Ayrshire Council may offer them debt advice or refer them to other agencies. Moreover 35% stated that they did not know that North

Ayrshire Council would do if they were having difficulties paying their rent (increasing from 19% in 2016).

2.20 The Housing management team and internal working groups have analysed the ARC and Tenant Satisfaction information. They will continue to benchmark against other local authorities to identify other areas of best practice and ideas for improvement. The Tenants satisfaction survey has helped us understand what is important to tenants and how satisfied they currently are. Whilst the survey shows that the majority of tenants are satisfied with their homes, their estates and the services provided by us we recognise that our service can be improved in some areas.

### 3. Proposals

3.1 It is proposed that a report on Housing Services performance is produced annually for the Committee.

### 4. Implications

<b>Financial:</b>	There are no financial implications as a result of this report.
<b>Human Resources:</b>	There are no human resources implications as a result of this report.
<b>Legal:</b>	There are no legal implications as a result of this report.
<b>Equality:</b>	There are no equality implications as a result of this report.
<b>Children and Young People:</b>	There are no implications for children and young people as a result of this report.
<b>Environmental &amp; Sustainability:</b>	There are no environmental and sustainability implications as a result of this report.
<b>Key Priorities:</b>	Excellent performance across the Housing service supports the Council Plan strategic priority 'supporting our people to stay safe, healthy and active'.
<b>Community Benefits:</b>	Better performance in Housing Services can be translated into better services and improved value for money for tenants.

### 5. Consultation

5.1 The Council takes a collaborative approach to performance improvement and the following stakeholders have been involved in the review process:

- Scottish Housing Regulator
- Scotland's Housing Network
- North Ayrshire Tenants Network



- North Ayrshire Council tenants

5.2 The Housing management team review performance with staff at all levels through monthly team meetings, Service development meetings and individual staff performance meetings.



YVONNE BAULK  
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For further information please contact **Yvonne Baulk, Head of Physical Environment** on **01294 324542**.

### **Background Papers**

Appendix 1 – Scottish Housing Network Benchmark Annual Performance Review

Appendix 2 – Tenants Satisfaction Survey 2018

# North Ayrshire Council

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PERFORMANCE ANALYSIS 2017/18

# Peer group

Medium LAs

10,000 to 20,000

+ South Ayrshire Council

- Aberdeenshire Council
- Dundee City Council
- East Ayrshire Council
- Falkirk Council
- **North Ayrshire Council**
- Renfrewshire Council
- The Highland Council
- West Dunbartonshire Council
- West Lothian Council
  
- South Ayrshire Council

# Satisfaction

## Survey details

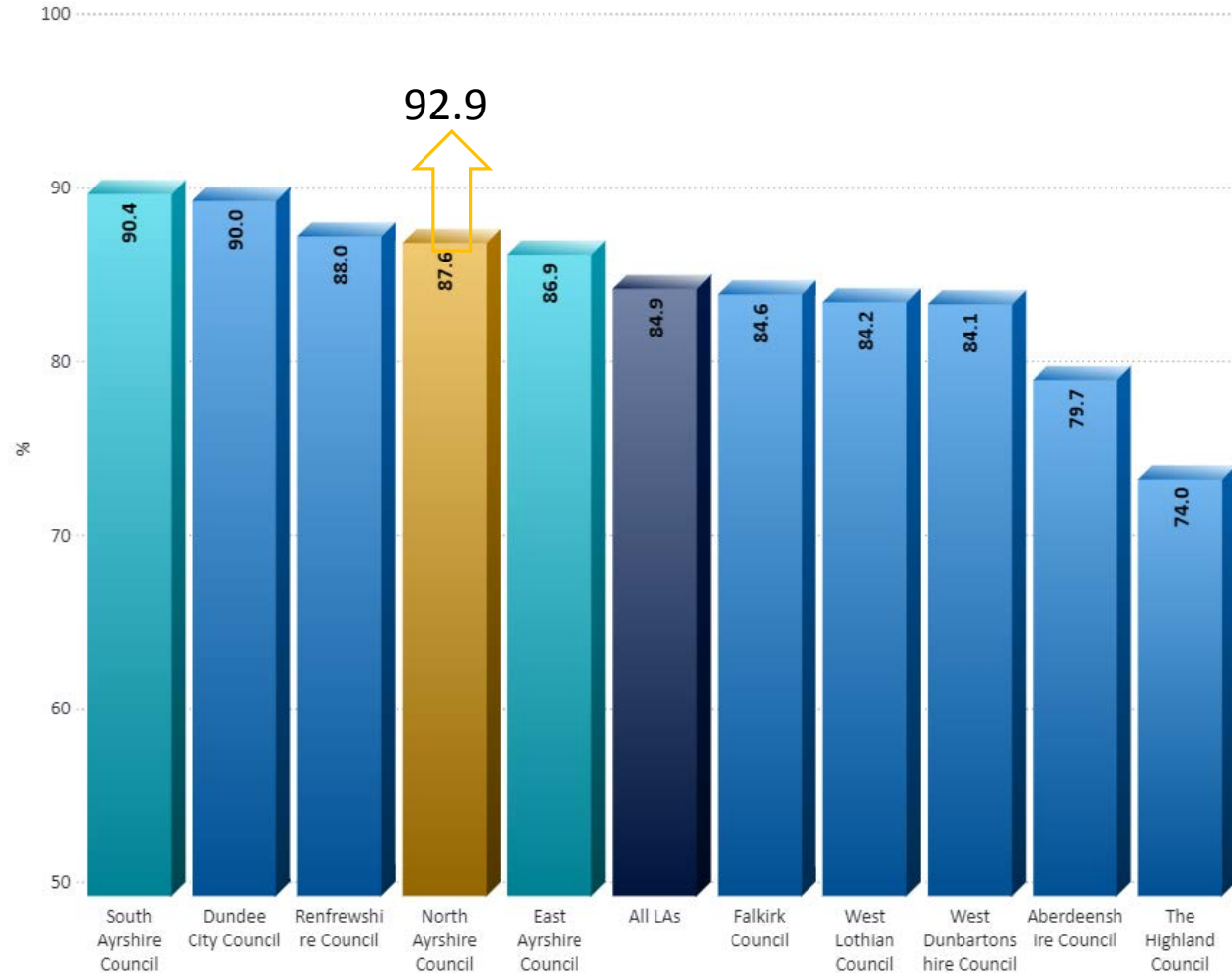
- Tenants surveyed: **1000**
- Method: **Face-to-face**
- Date: **January 2016 for ARC**
- All LAs: **14 new surveys, 13 older data**

# Satisfaction

**Indicator 1:** Percentage of tenants satisfied with overall service.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>87.6</b>	<b>87.6</b>	<b>87.6</b>
Small LAs	81.6	85.7	84.5
Medium LAs	83.3	84.1	84.3
Large LAs	86.8	86.5	86.7
All LAs	83.3	85.3	84.9
National Average	89.0	90.2	90.7

I1: Overall Satisfaction

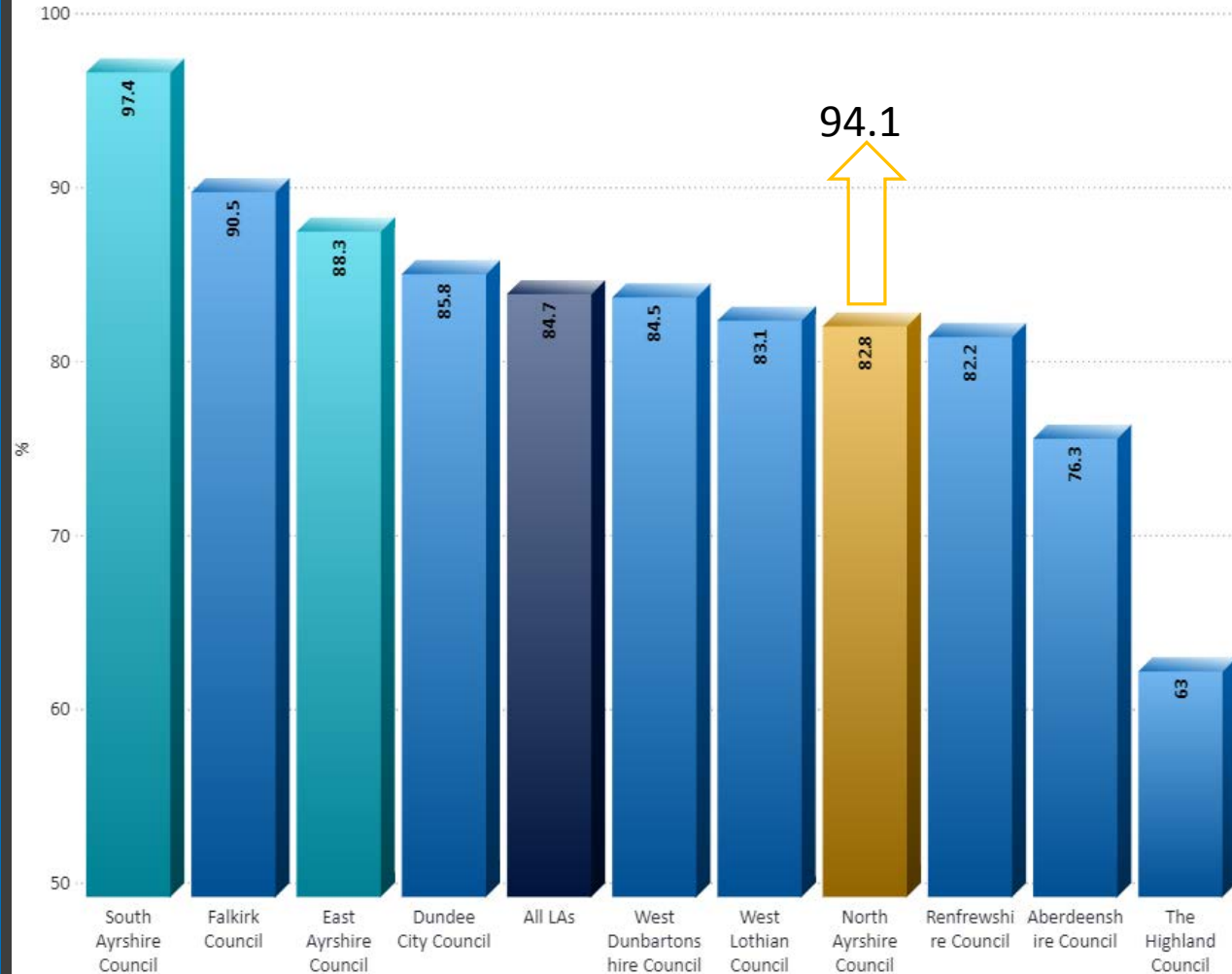


# Satisfaction

**Indicator 3:** percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>82.8</b>	<b>82.8</b>	<b>82.8</b>
Small LAs	80.9	86.5	86.4
Medium LAs	79.7	81.7	81.8
Large LAs	85.4	84.9	85.3
All LAs	81.5	81.5	84.7
National Average	90.6	91.1	92.2

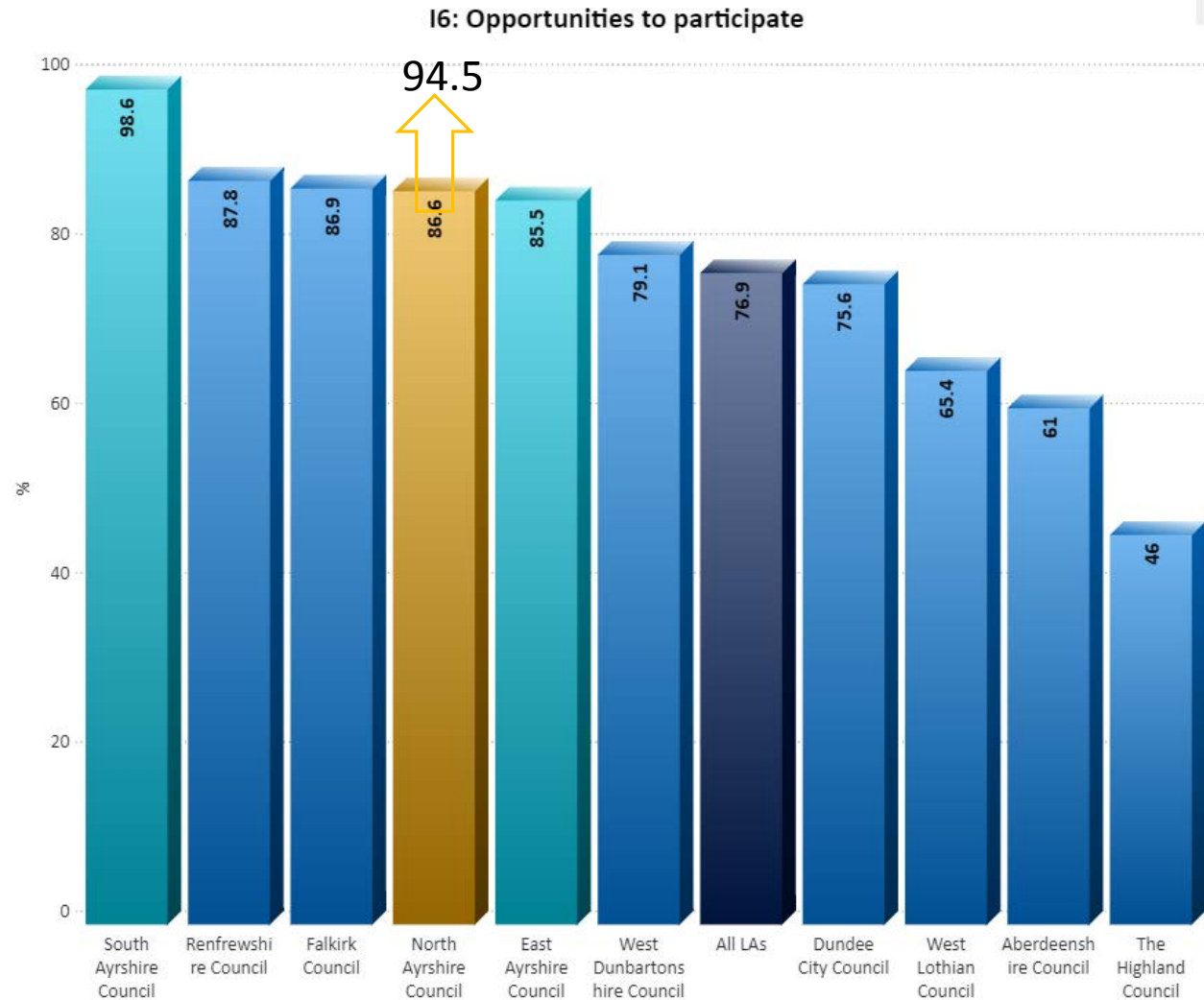
## I3: Keeping tenants informed



# Satisfaction

**Indicator 6:** percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>86.6</b>	<b>86.6</b>	<b>86.6</b>
Small LAs	69.7	78.2	78.4
Medium LAs	70.4	71.7	74.9
Large LAs	76.0	74.0	77.0
All LAs	71.3	72.4	76.9
National Average	81.3	83.8	86.4

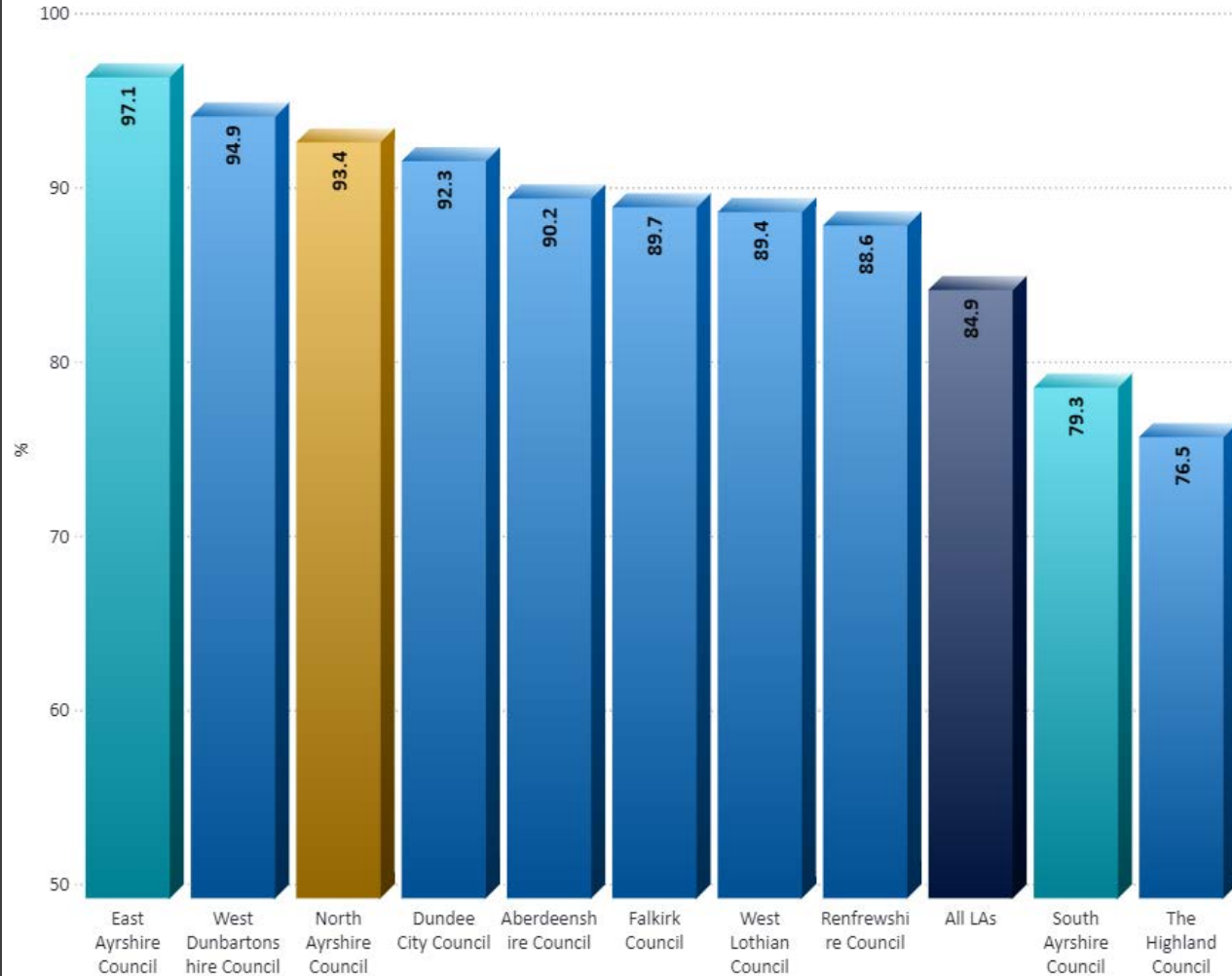


# Satisfaction

**Indicator 9:** percentage of tenants satisfied with the standard of their home when moving in

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>90.8</b>	<b>90.8</b>	<b>93.4</b>
Small LAs	83.0	84.2	83.3
Medium LAs	86.5	86.4	90.2
Large LAs	83.4	82.2	80.3
All LAs	84.3	85.0	84.9
National Average	87.7	90.0	90.2

**I9: Standard of home when moving in**



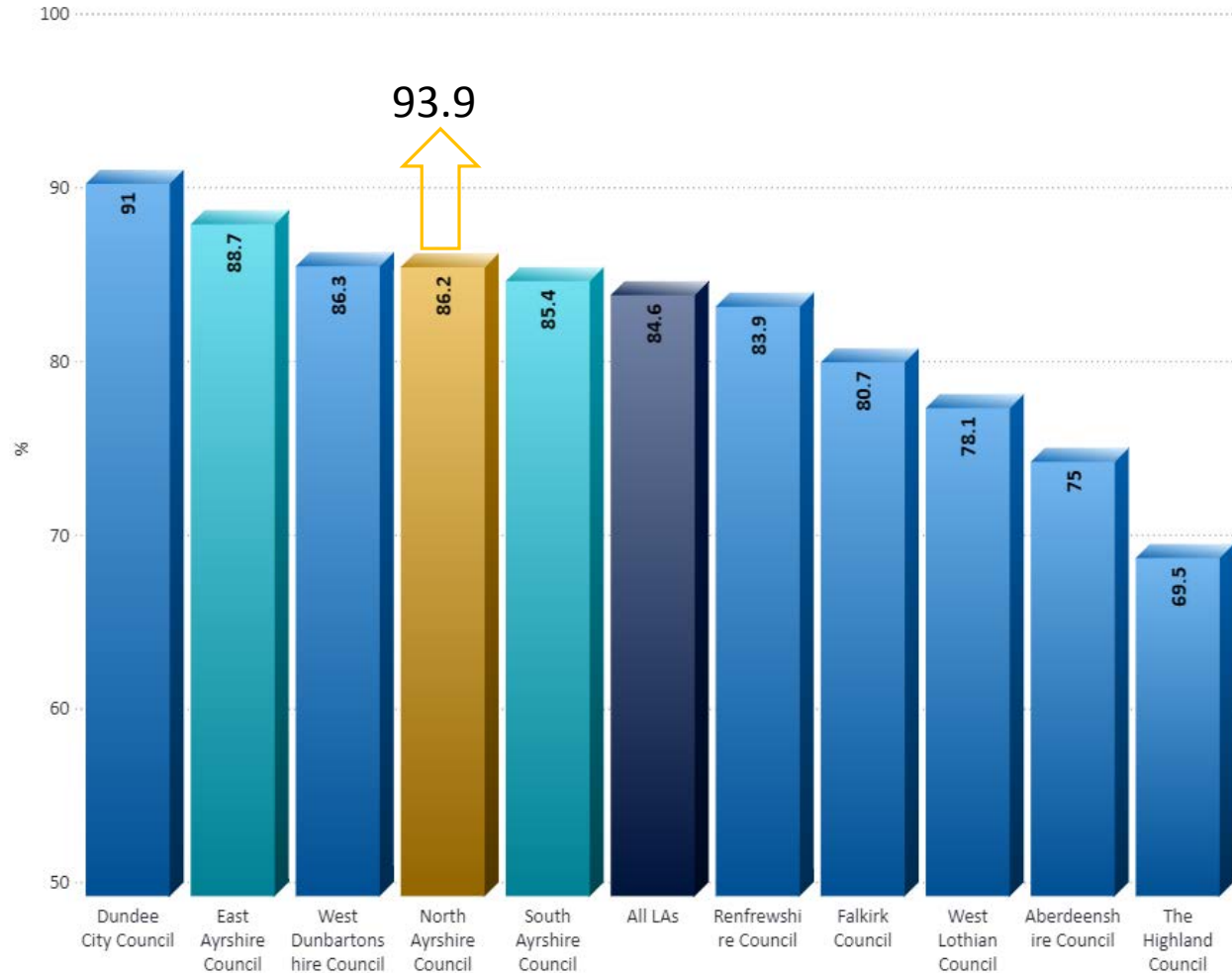


# Satisfaction

**Indicator 10:** percentage of existing tenants satisfied with the quality of their home.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>86.2</b>	<b>86.2</b>	<b>86.2</b>
Small LAs	84.6	83.3	85.3
Medium LAs	81.7	82.3	82.2
Large LAs	85.4	87.0	86.8
All LAs	83.8	80.8	84.6
National Average	86.5	86.9	88.4

I10: Quality of home

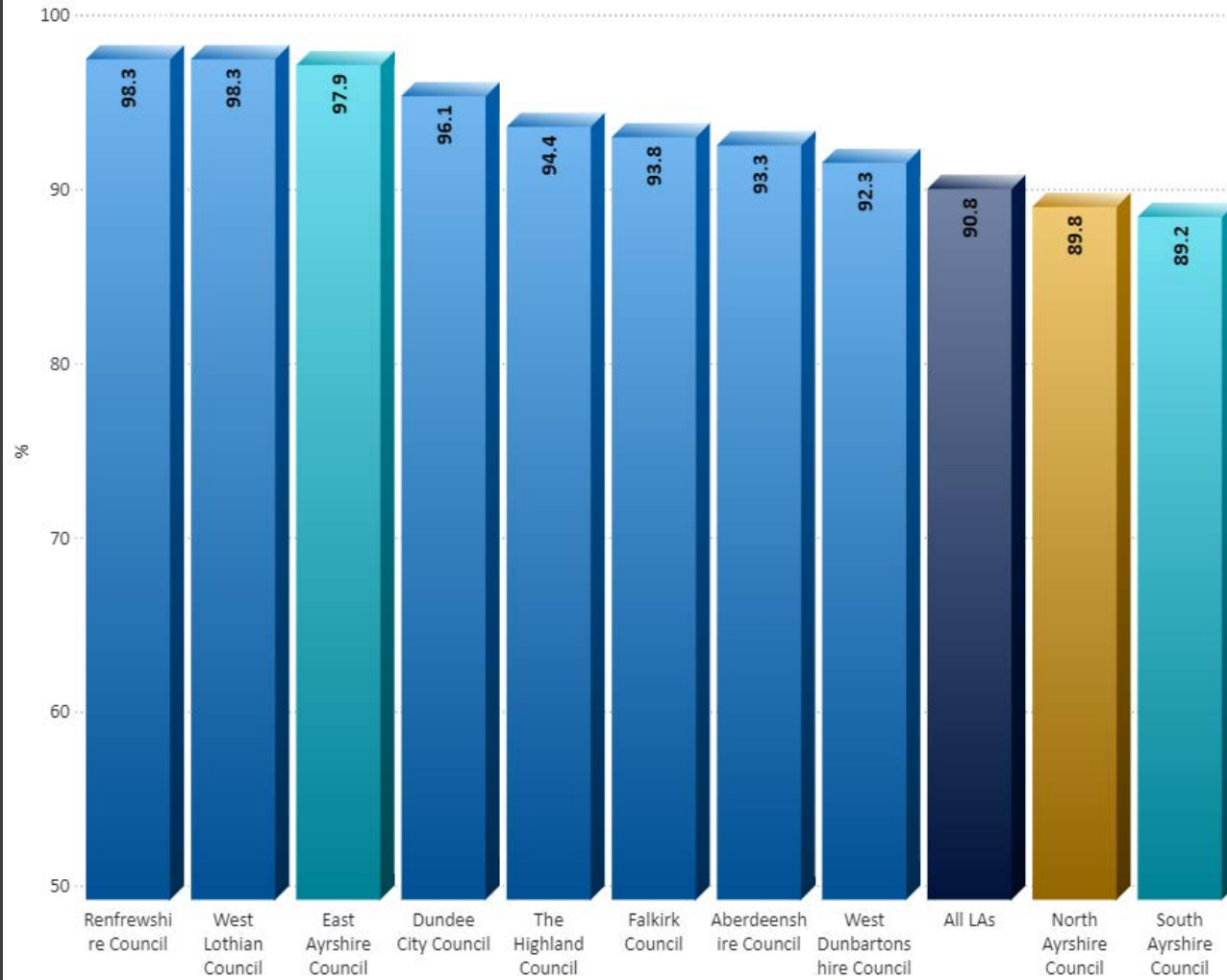


# Satisfaction

**Indicator 16:** percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>94.2</b>	<b>93.0</b>	<b>89.8</b>
Small LAs	84.3	86.2	86.9
Medium LAs	91.1	92.8	94.9
Large LAs	90.6	90.5	92.4
All LAs	88.0	86.2	90.8
National Average	90.0	90.6	92.1

I16: Repairs Service

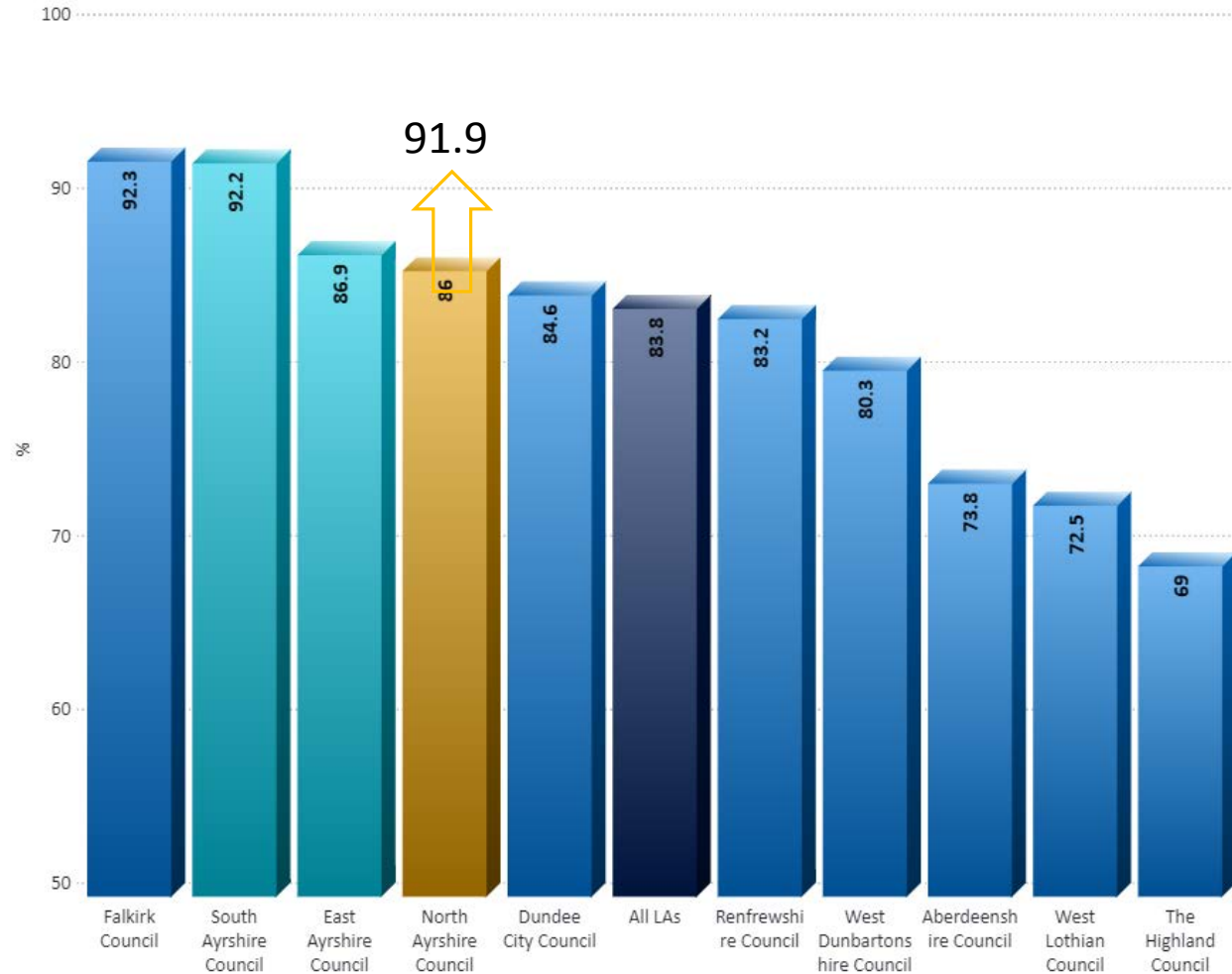


# Satisfaction

**Indicator 17:** Percentage of tenants satisfied with the management of the neighbourhood they live in

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>86.0</b>	<b>86.0</b>	<b>86.0</b>
Small LAs	80.9	83.6	83.7
Medium LAs	81.1	83.0	81.0
Large LAs	84.1	86.2	85.9
All LAs	81.2	80.7	83.8
National Average	86.0	87.1	88.5

I17: Management of the neighbourhood

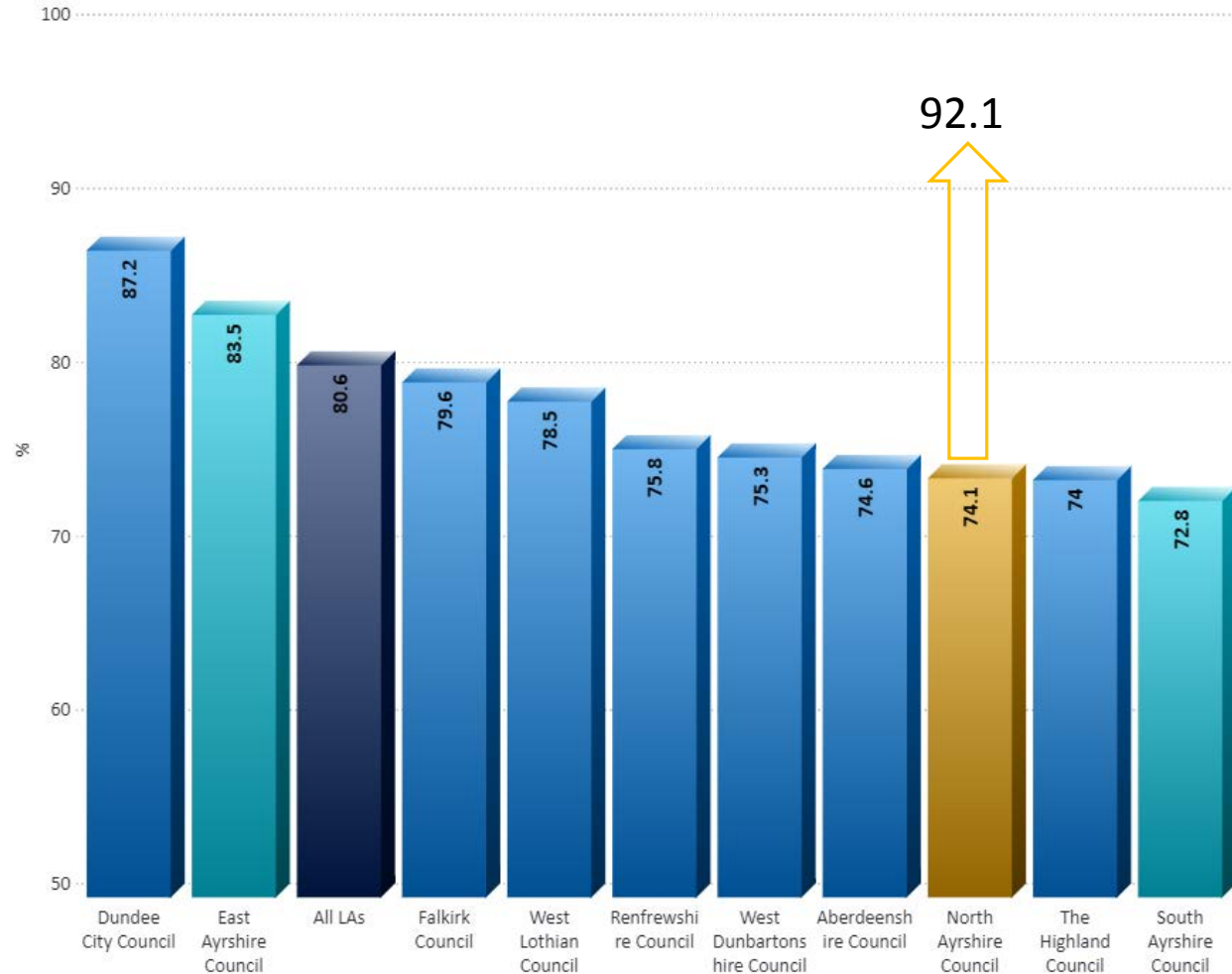


# Satisfaction

**Indicator 29:** percentage of tenants who feel that the rent for their property represents good value for money.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>74.1</b>	<b>74.1</b>	<b>74.1</b>
Small LAs	79.3	82.4	81.8
Medium LAs	77.5	77.2	78.1
Large LAs	80.8	82.4	81.9
All LAs	79.0	80.5	80.5
National Average	79.0	81.8	83.4

I29: Good value for money

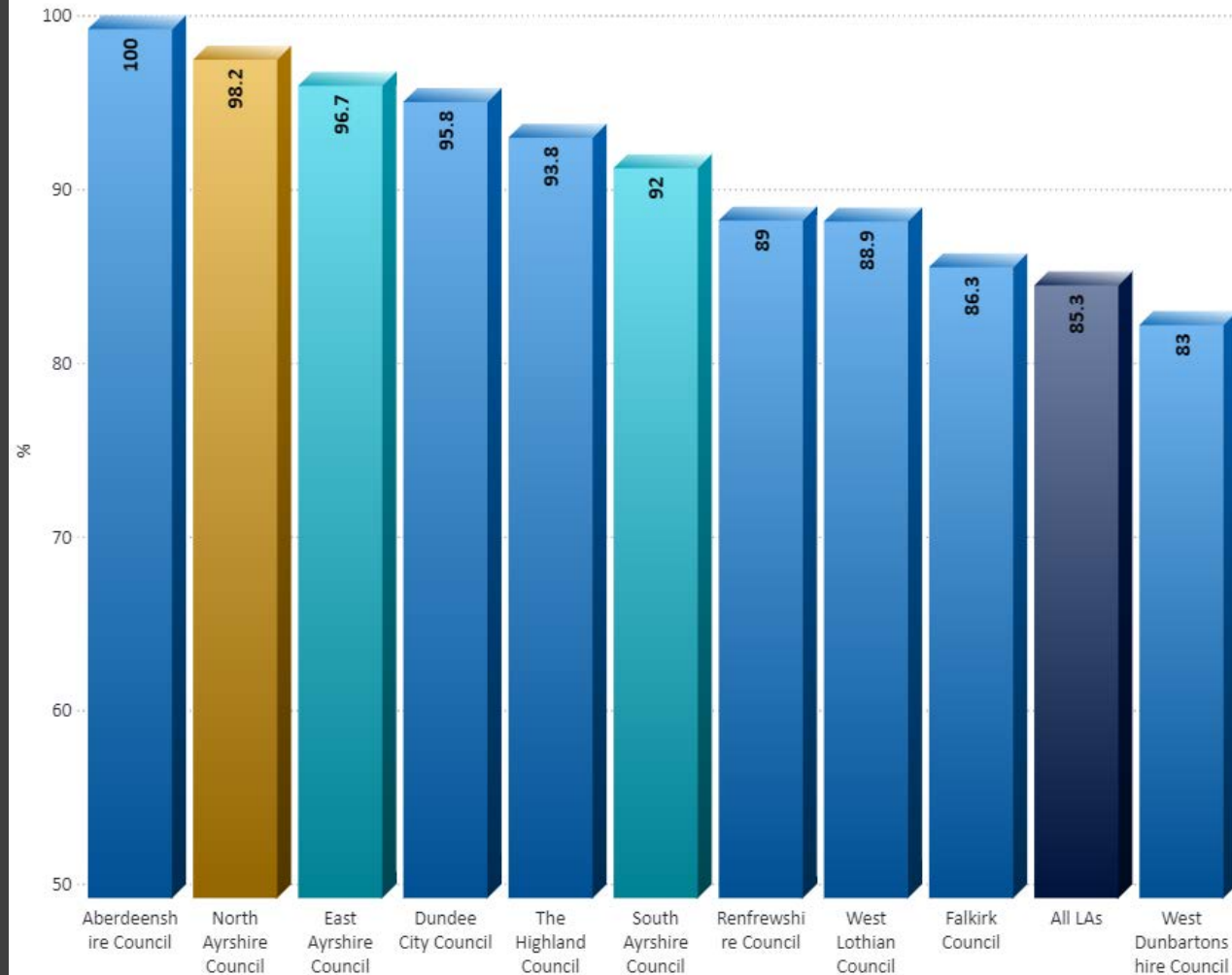


# Satisfaction

**Indicator 28:** Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation.

%	2015/16	2016/17	2017/18
NAC	97.4	98.2	98.2
Small LAs	84.5	85.7	84.2
Medium LAs	91.3	85.6	92.4
Large LAs	86.7	89.4	89.5
All LAs	86.9	85.9	87.9
National Average	86.9	85.9	87.9

I28: Temporary accomodation

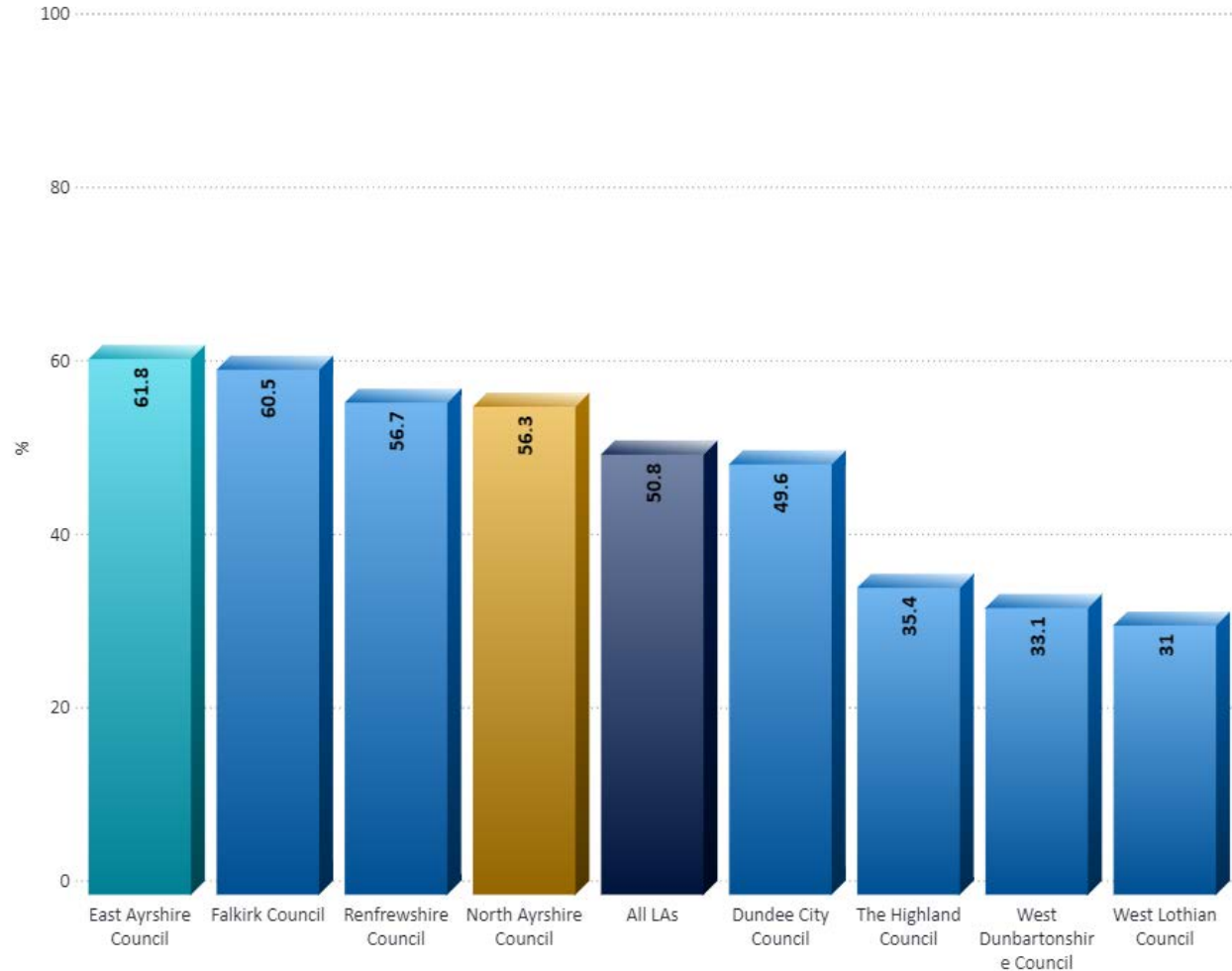


# Satisfaction

## Indicator 33: Satisfaction with factoring service

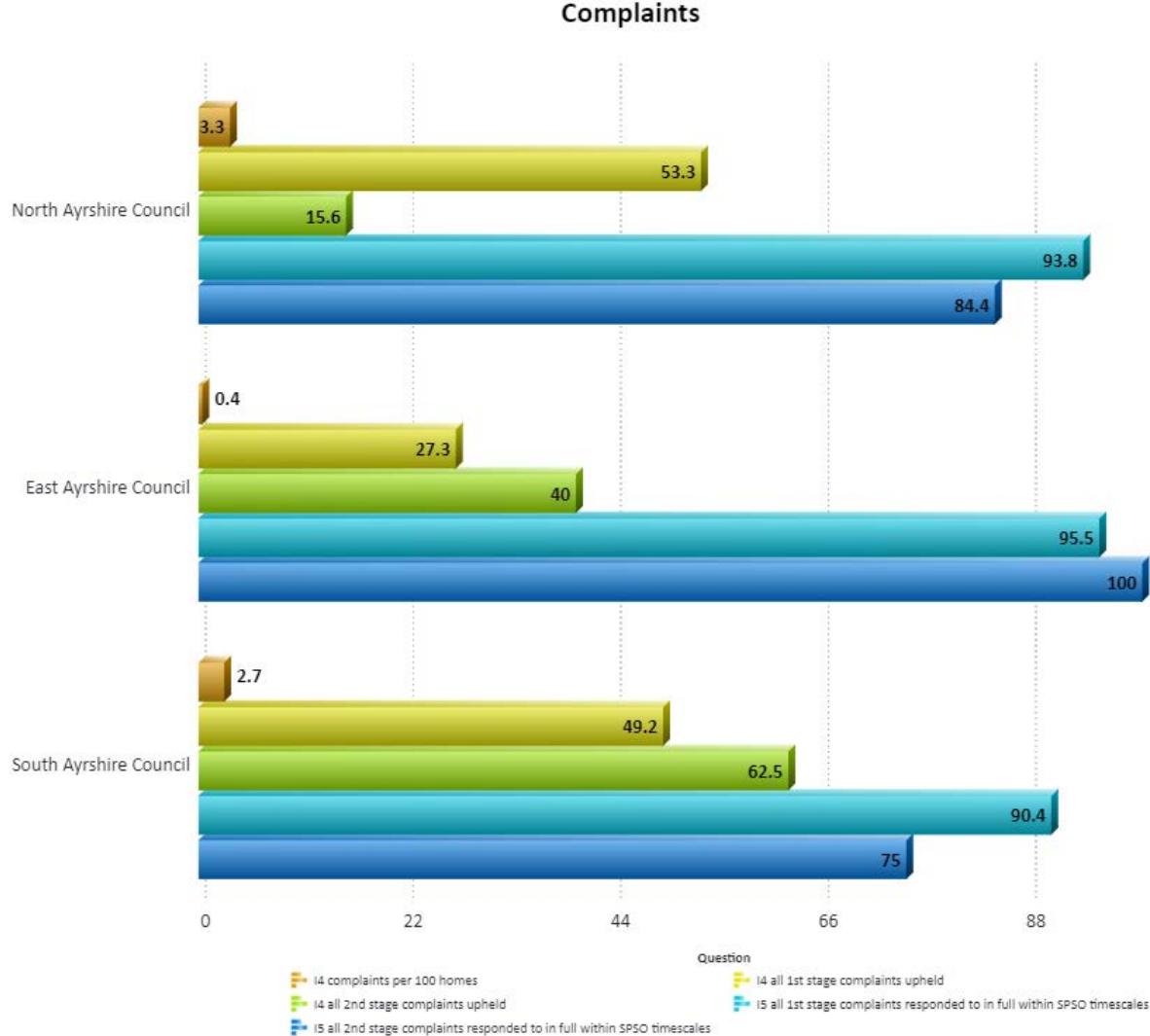
%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>100</b>	<b>83.3</b>	<b>56.3</b>
Small LAs	64.6	56.4	61.9
Medium LAs	62.6	61.4	47.8
Large LAs	49.6	49.7	50.3
All LAs	58.7	56.5	50.8
National Average	65.1	67.6	63.4

I33: Factoring service



# Complaints

	NAC	All LAs
1 <sup>st</sup> stage %	92.6	87.6
Per 100 homes	3.3	3.3
1 <sup>st</sup> stage upheld	53.3	46.4
2 <sup>nd</sup> stage upheld	15.6	41.8
1 <sup>st</sup> stage on time	93.8	83.2
2 <sup>nd</sup> stage on time	84.4	79.4

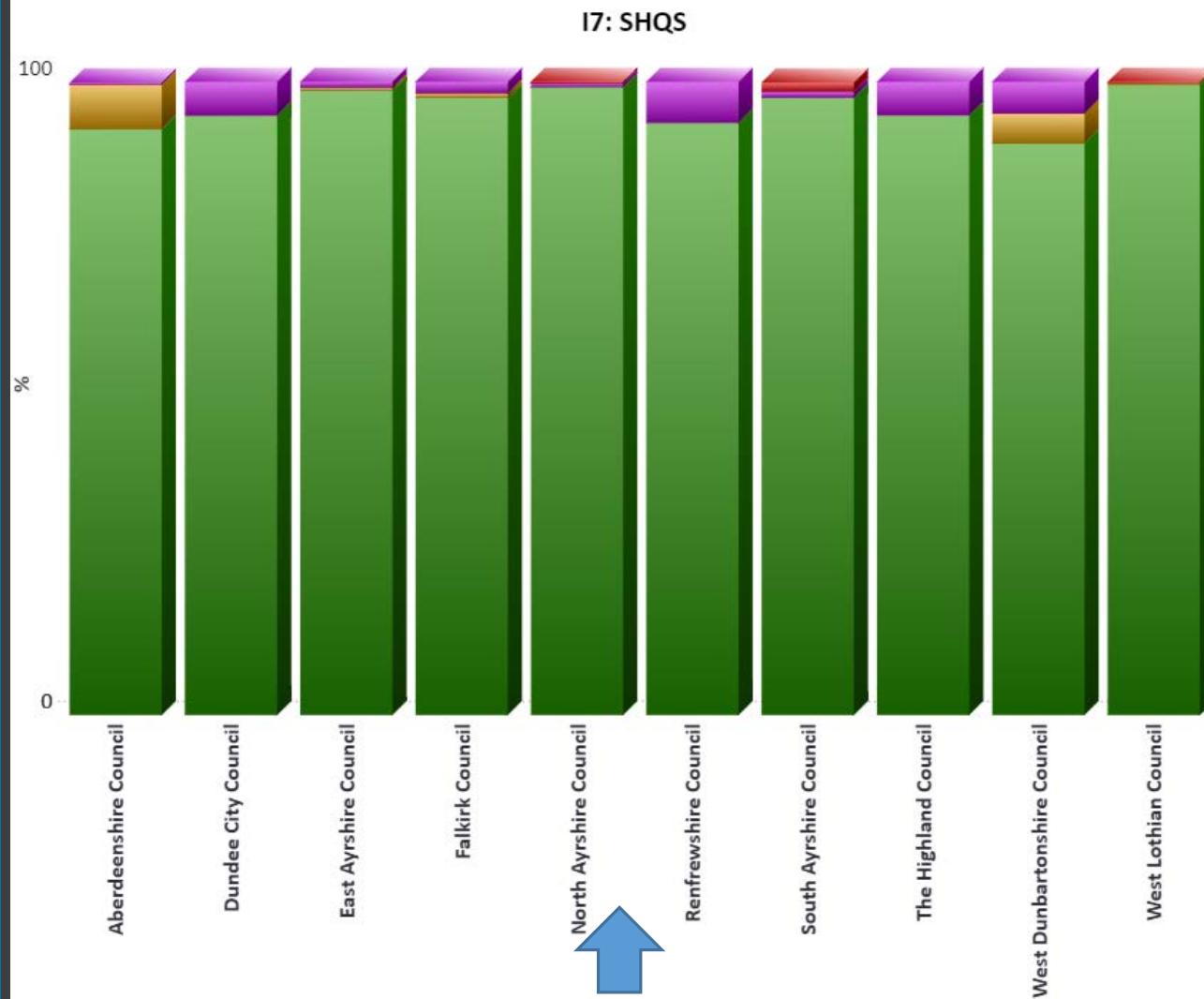


# Housing Quality & Maintenance

**Indicator 7:** Percentage of stock meeting the Scottish Housing Quality Standard

NAC	2015/16	2016/17	2017/18
Meeting SHQS	99.1	98.7	99.1
Exempt	0.0	0.0	0.0
Abeyances	0.9	0.9	0.6
Failing	0.0	0.4	0.2

%	2015/16	2016/17	2017/18
NAC	99.1	98.7	99.1
Small LAs	95.0	96.2	96.5
Medium LAs	93.0	94.3	95.8
Large LAs	92.5	93.2	92.7
All LAs	93.1	94.1	94.4
National Average	92.8	93.6	94.2



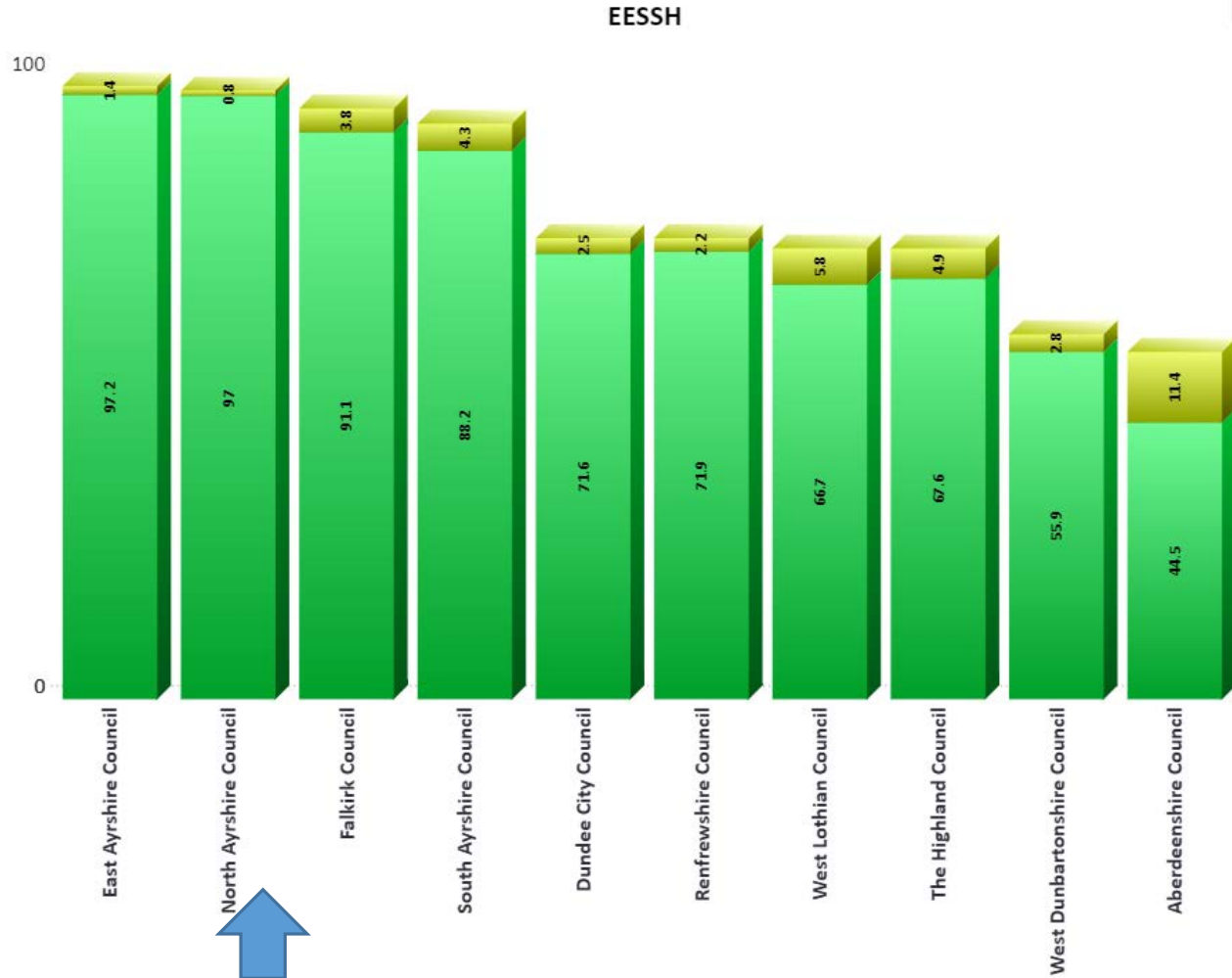


# Housing Quality & Maintenance

**Indicator C33:** Percentage of houses meeting EESSH standard

**Indicator C34:** Projected to meet EESSH within year

% meeting	2015/16	2016/17	2017/18
<b>NAC</b>	94.7	96.4	97.0
Small LAs	64.7	67.6	73.7
Medium LAs	66.3	70.3	74.5
Large LAs	70.9	78.7	81.5
All LAs	68.3	73.9	77.8
National Average	68.6	74.5	79.9

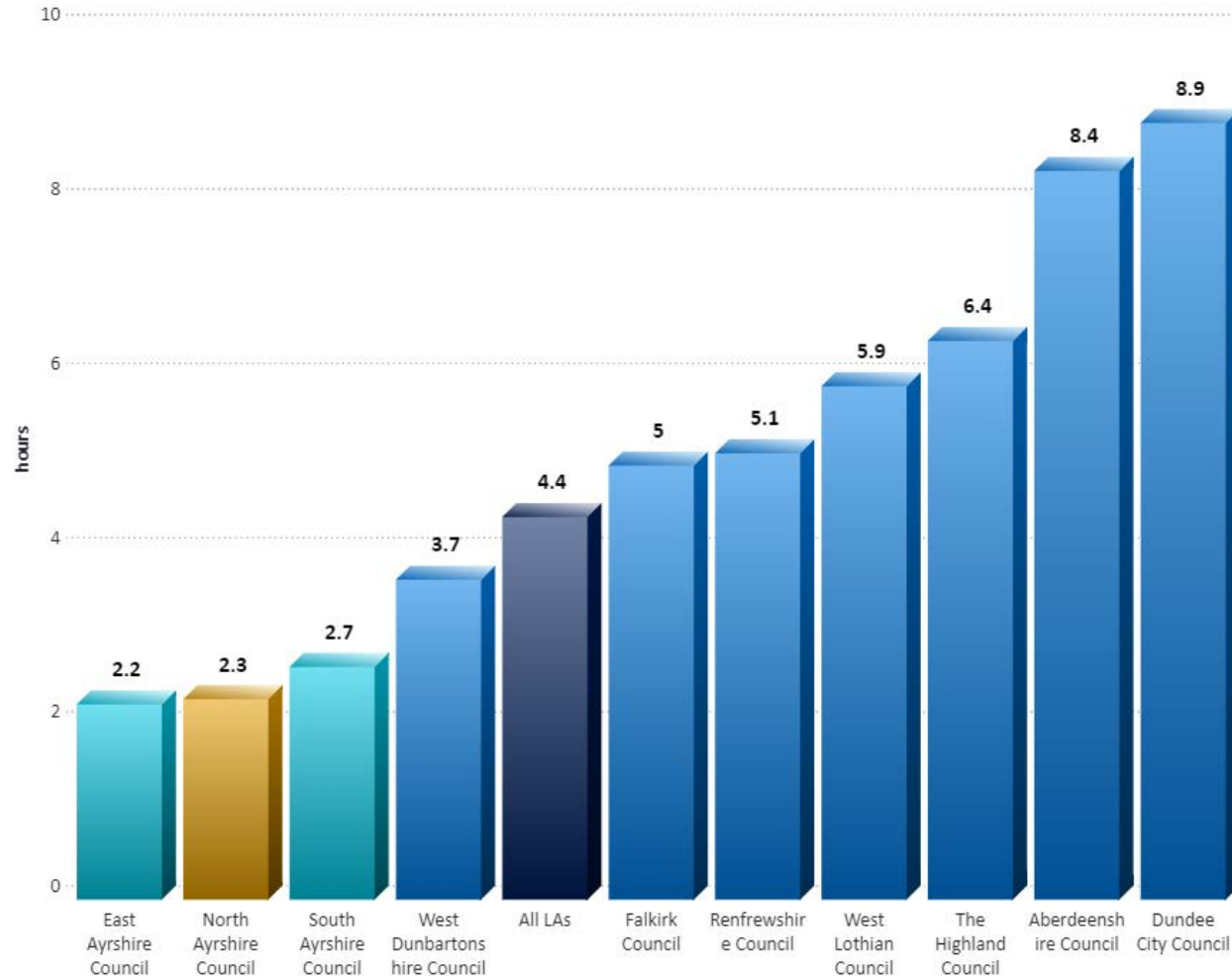


# Housing Quality & Maintenance

**Indicator 11:** Average length of time taken to complete emergency repairs (hours)

Hours	2015/16	2016/17	2017/18
<b>NAC</b>	<b>3.0</b>	<b>2.5</b>	<b>2.3</b>
Small LAs	4.9	4.3	3.9
Medium LAs	7.6	7.2	5.4
Large LAs	4.9	4.1	4.1
All LAs	5.8	5.1	4.4
National Average	5.1	4.7	4.0

**I11: Time to complete Emergency repairs**



# Housing Quality & Maintenance

**Indicator N22:** Percentage of emergency repairs completed within target.

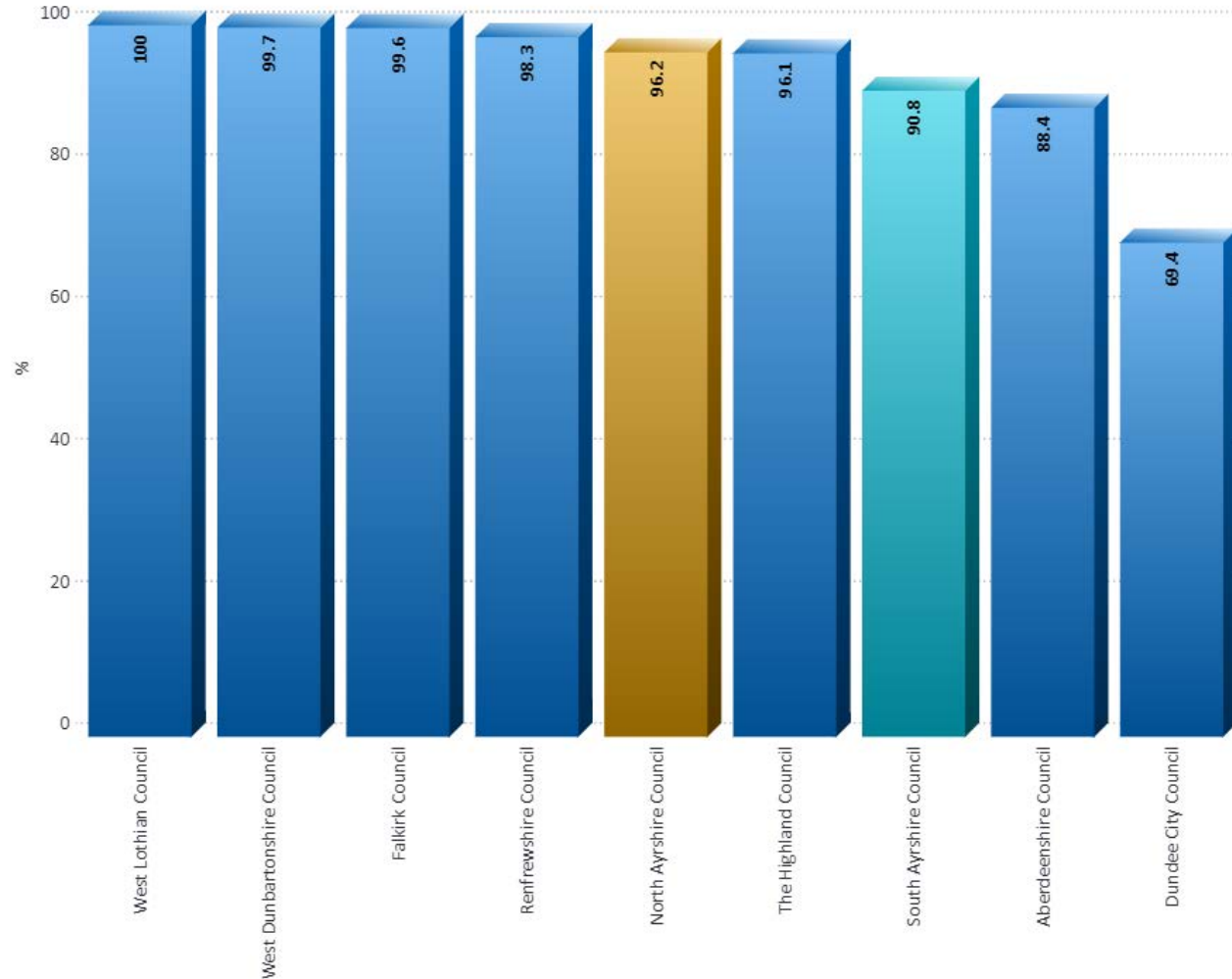
Target response time:

4 hours

Emergencies as percentage of repairs: 42%

%	2015/16	2016/17	2017/18
NAC	99.6	97.4	96.2
All LAs	93.0	96.6	97.1
National Average	95.7	93.9	96.8

N22: Emergency repairs

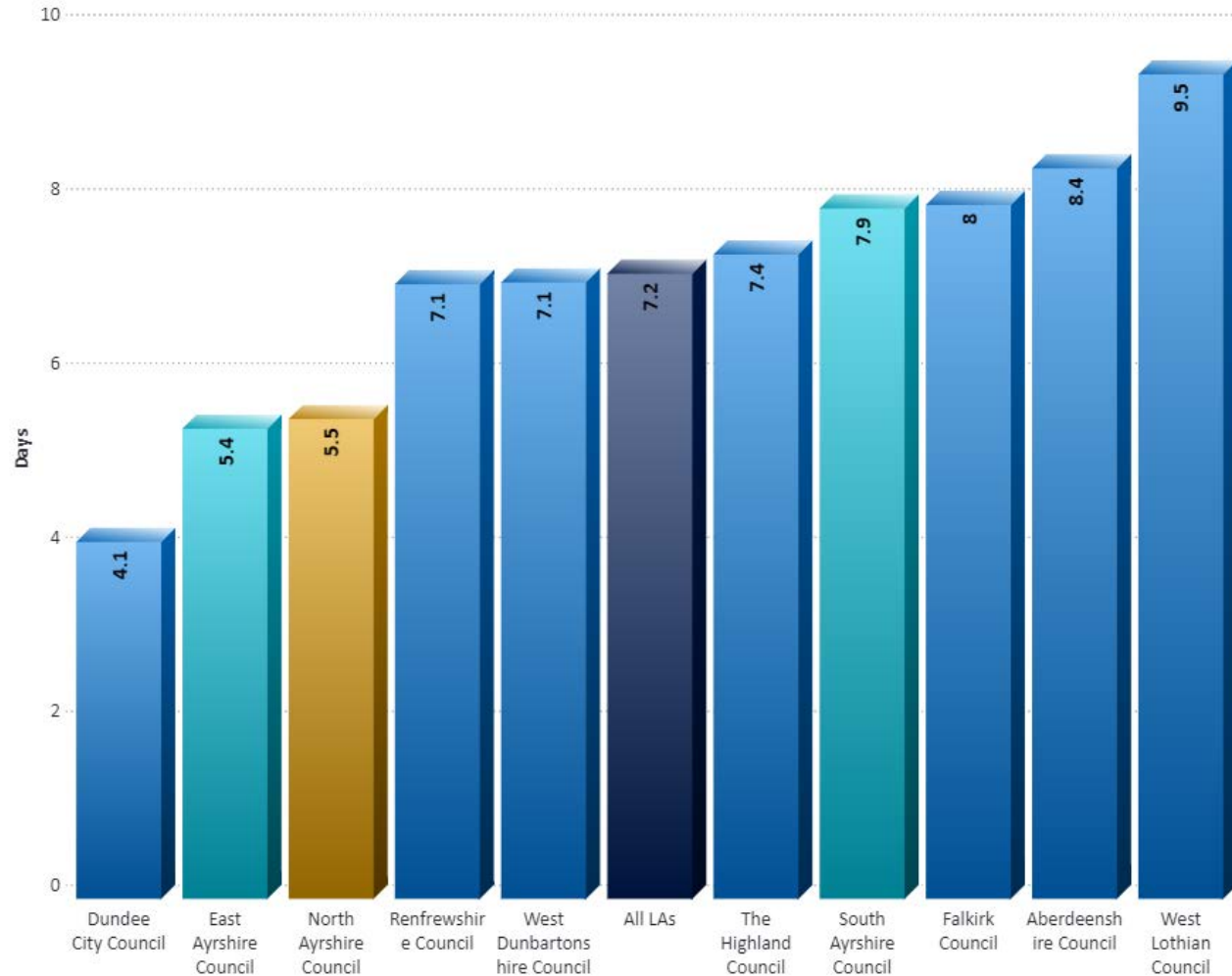


# Housing Quality & Maintenance

**Indicator 12:** Average length of time taken to complete non-emergency repairs (days)

Days	2015/16	2016/17	2017/18
<b>NAC</b>	<b>8.9</b>	<b>7.9</b>	<b>5.5</b>
Small LAs	8.6	9.0	7.7
Medium LAs	9.7	8.4	6.7
Large LAs	8.8	8.3	7.3
All LAs	9.1	8.4	7.2
National Average	7.5	7.1	6.4

I12: Time to complete non-emergency repairs



# Housing Quality & Maintenance

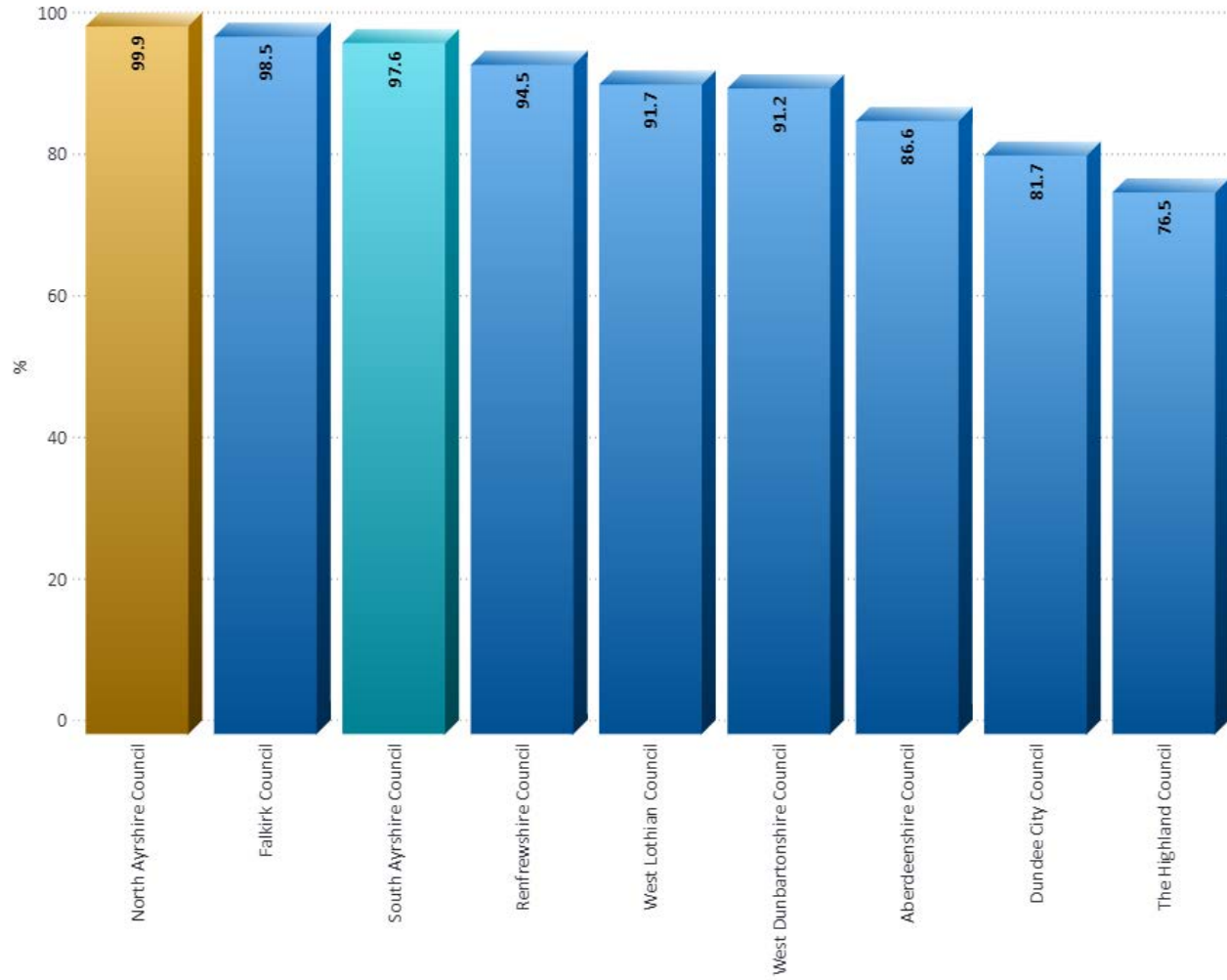
**Indicator N22:** Percentage of non-emergency repairs completed within target.

Target response time:

7 and 30 days

%	2015/16	2016/17	2017/18
N. Ayrshire	99.0	99.5	99.9
All LAs	88.3	92.4	93.1
National Average	92.1	91.4	92.9

N22: Non-emergency repairs

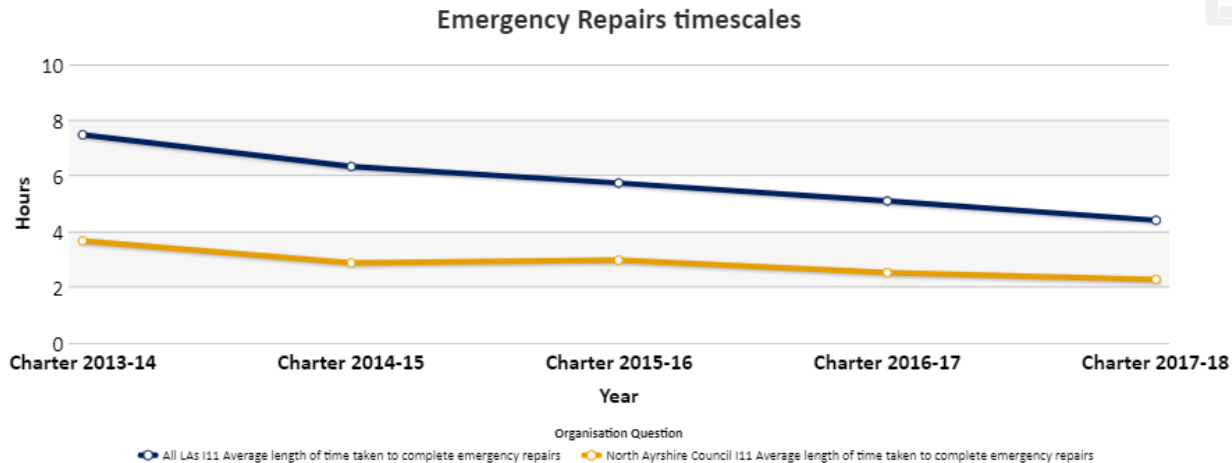


# Housing Quality & Maintenance

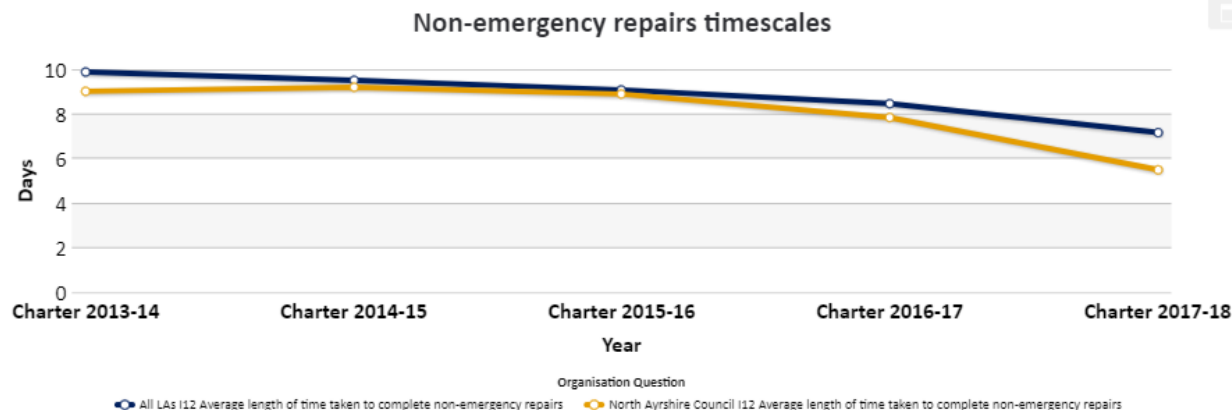
## Repair timescales:

Indicator 11 & 12 timescale trend comparison

	2015/16	2016/17	2017/18
Indicator 11	3.0	2.5	2.3
Indicator 12	8.9	7.9	5.5



### Window #1

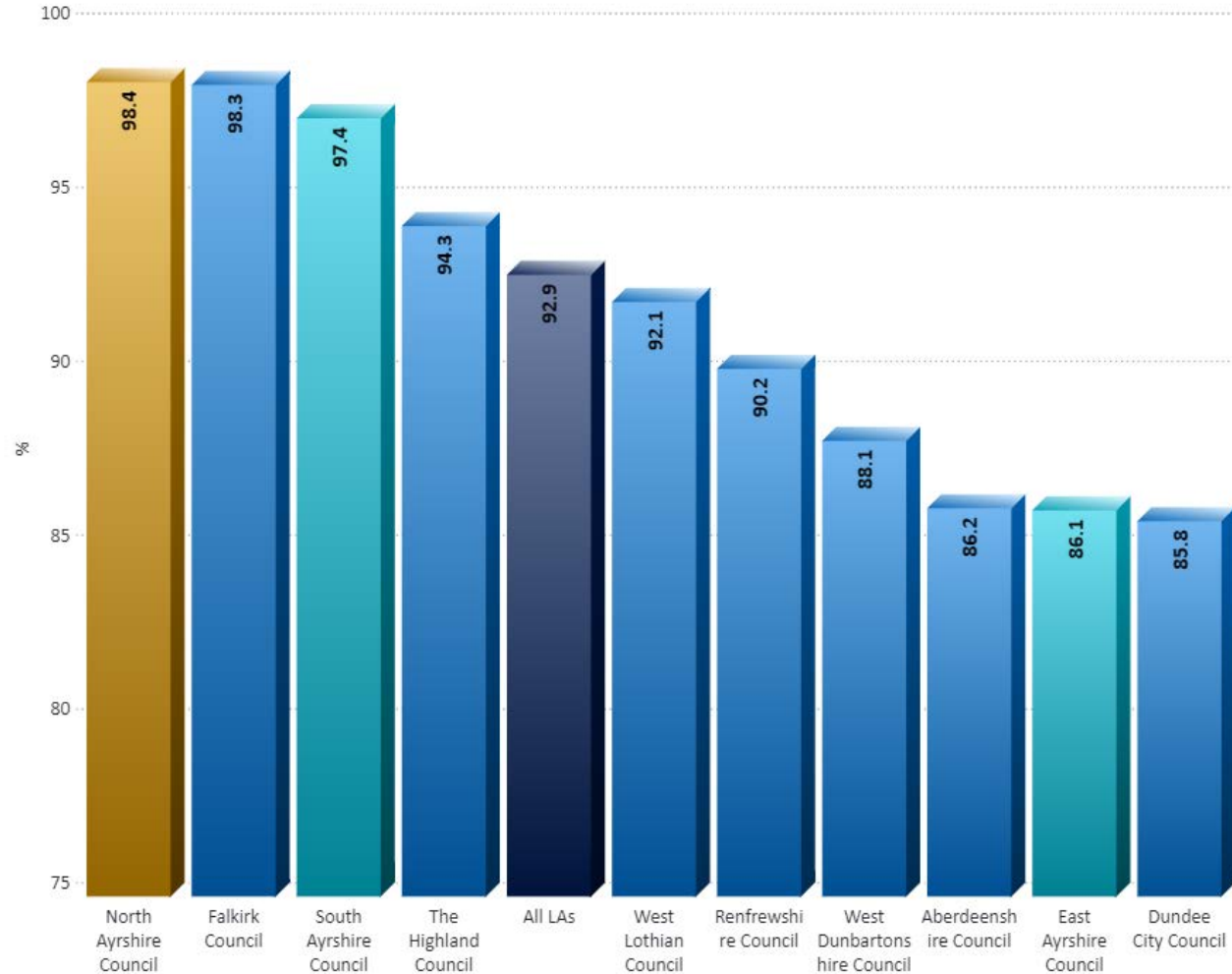


# Housing Quality & Maintenance

**Indicator 13:** Percentage of reactive repairs carried out in the last year completed right first time

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>97.1</b>	<b>98.4</b>	<b>98.4</b>
Small LAs	88.0	89.8	91.4
Medium LAs	90.2	90.7	90.9
Large LAs	93.6	95.5	95.3
All LAs	91.3	92.7	92.9
National Average	91.2	92.4	92.2

I13: Repairs right first time

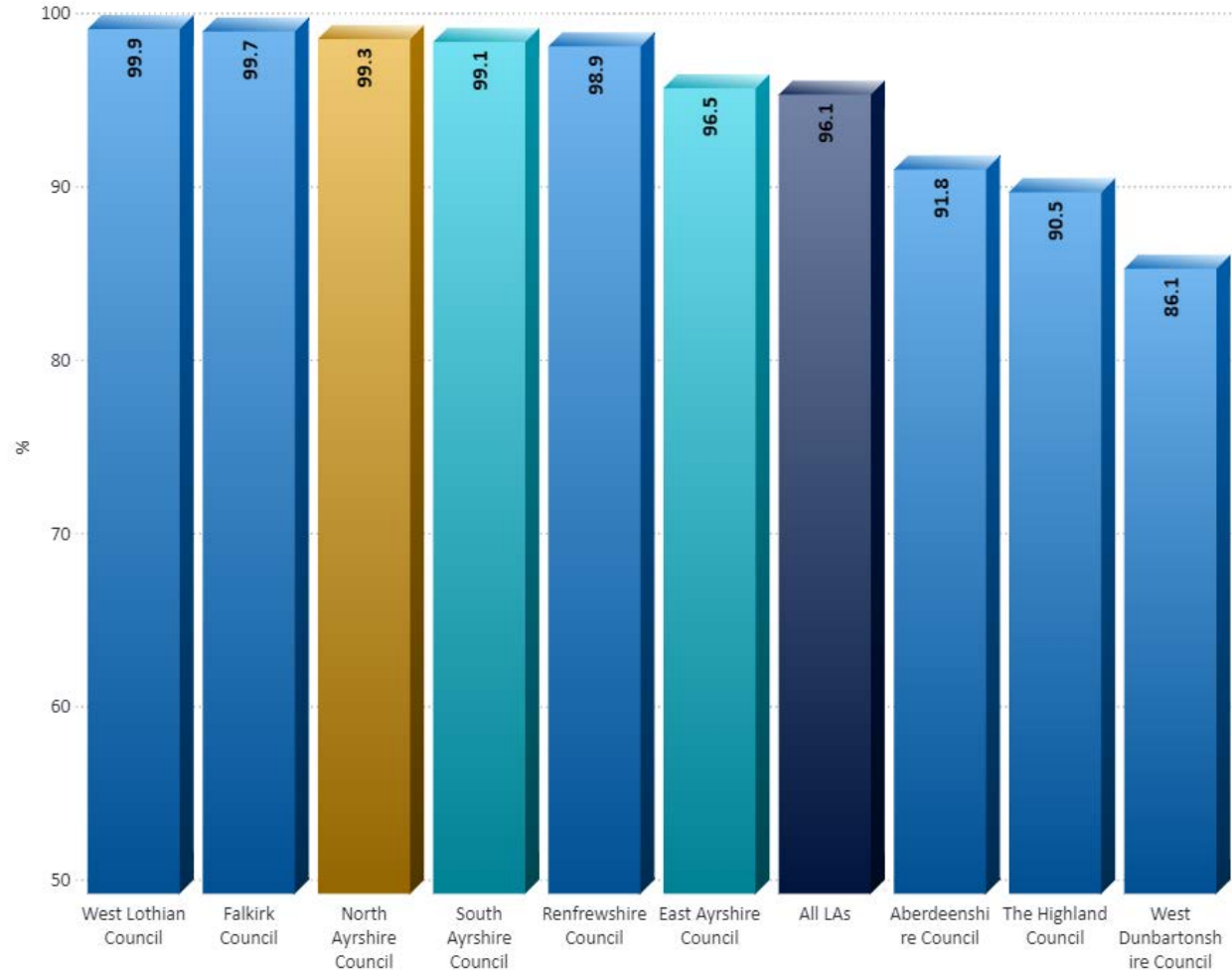


# Housing Quality & Maintenance

**Indicator 14:** Repairs appointment system - percentage of repairs appointments kept

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>97.3</b>	<b>98.6</b>	<b>99.3</b>
Small LAs	94.7	95.1	94.6
Medium LAs	96.9	96.3	96.7
Large LAs	92.6	96.3	96.3
All LAs	94.2	96.1	96.1
National Average	94.4	95.7	95.5

I14: Appointments kept





# Housing Quality & Maintenance

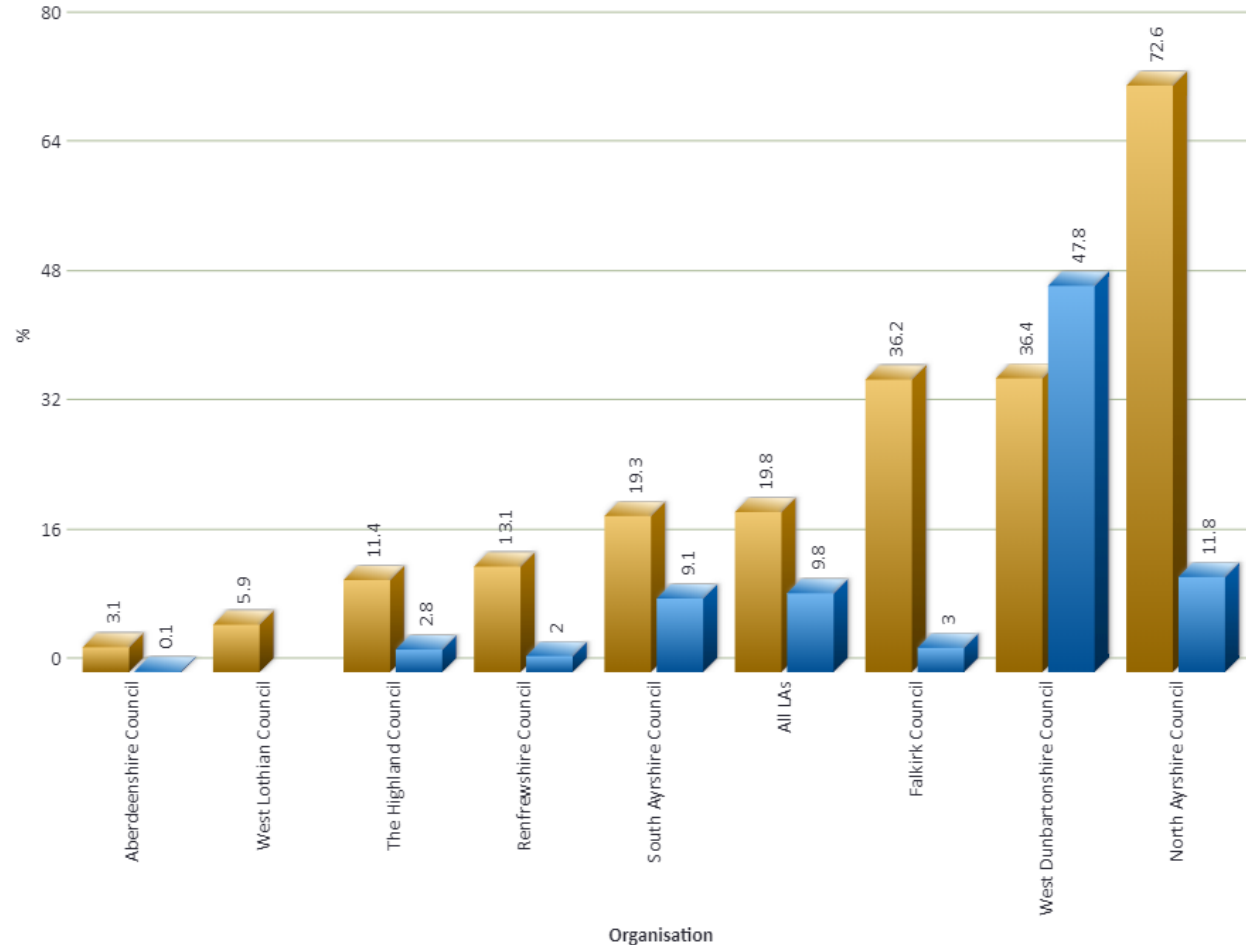
## N26: Pre inspections

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>6.4</b>	<b>37.7</b>	<b>72.6</b>
All LAs	17.6	18.6	<b>19.8</b>
National Average	17.3	16.1	<b>17.8</b>

## N26: Post-inspections

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>1.8</b>	<b>17.8</b>	<b>11.8</b>
All LAs	8.3	6.9	<b>9.8</b>
National Average	8.1	9.0	<b>9.7</b>

## Pre & Post Inspections

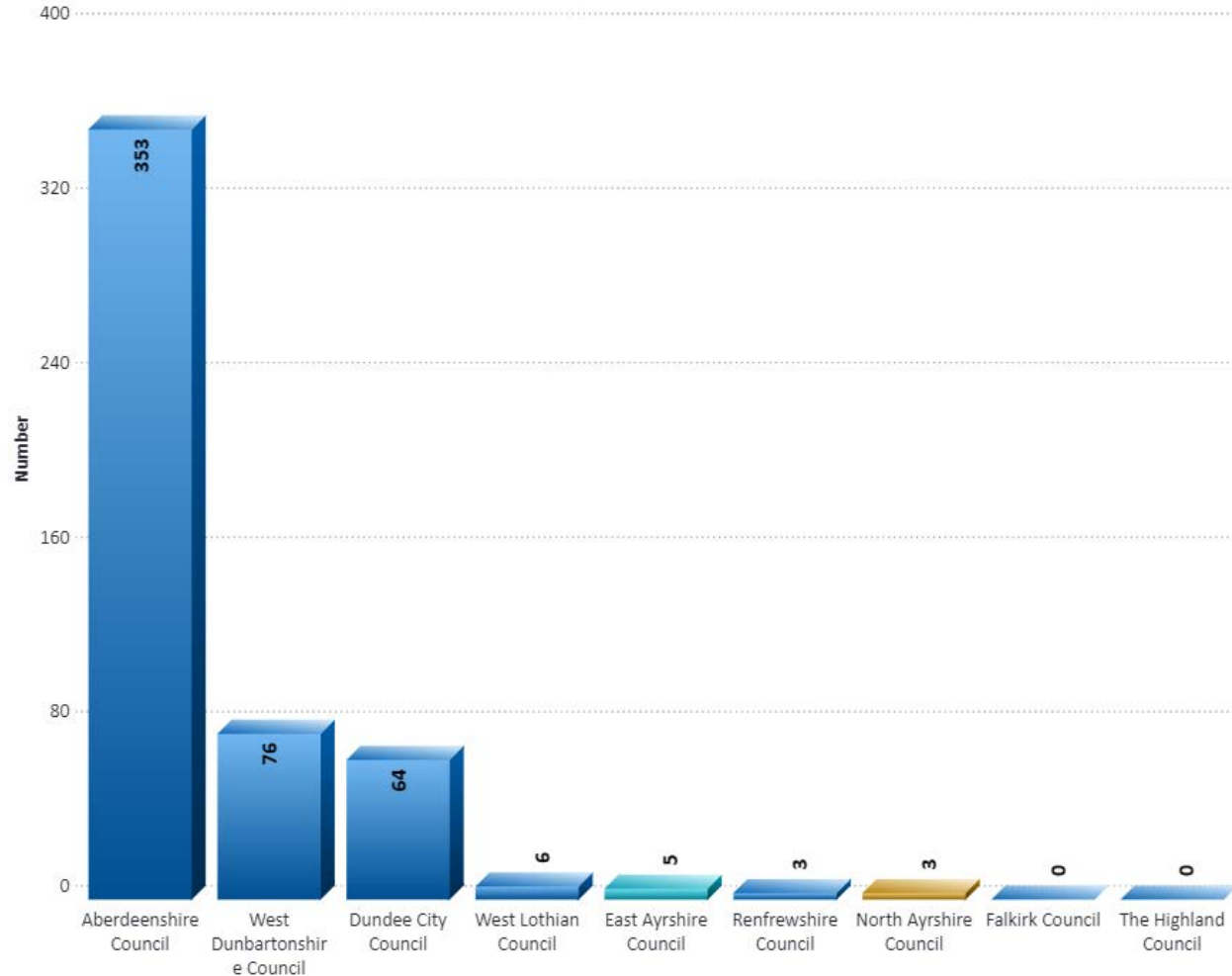


# Housing Quality & Maintenance

**Indicator 15:** Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.

% (Fails)	2015/16	2016/17	2017/18
<b>NAC</b>	<b>99.9 (12)</b>	<b>99.8 (26)</b>	<b>99.97 (3)</b>
Small LAs	99.7	99.9	99.9
Medium LAs	99.6	99.8	99.5
Large LAs	99.7	100.0	99.9
All LAs	99.7	99.9	99.8
National Average	99.8	99.9	99.8

I15: Gas safety - fails

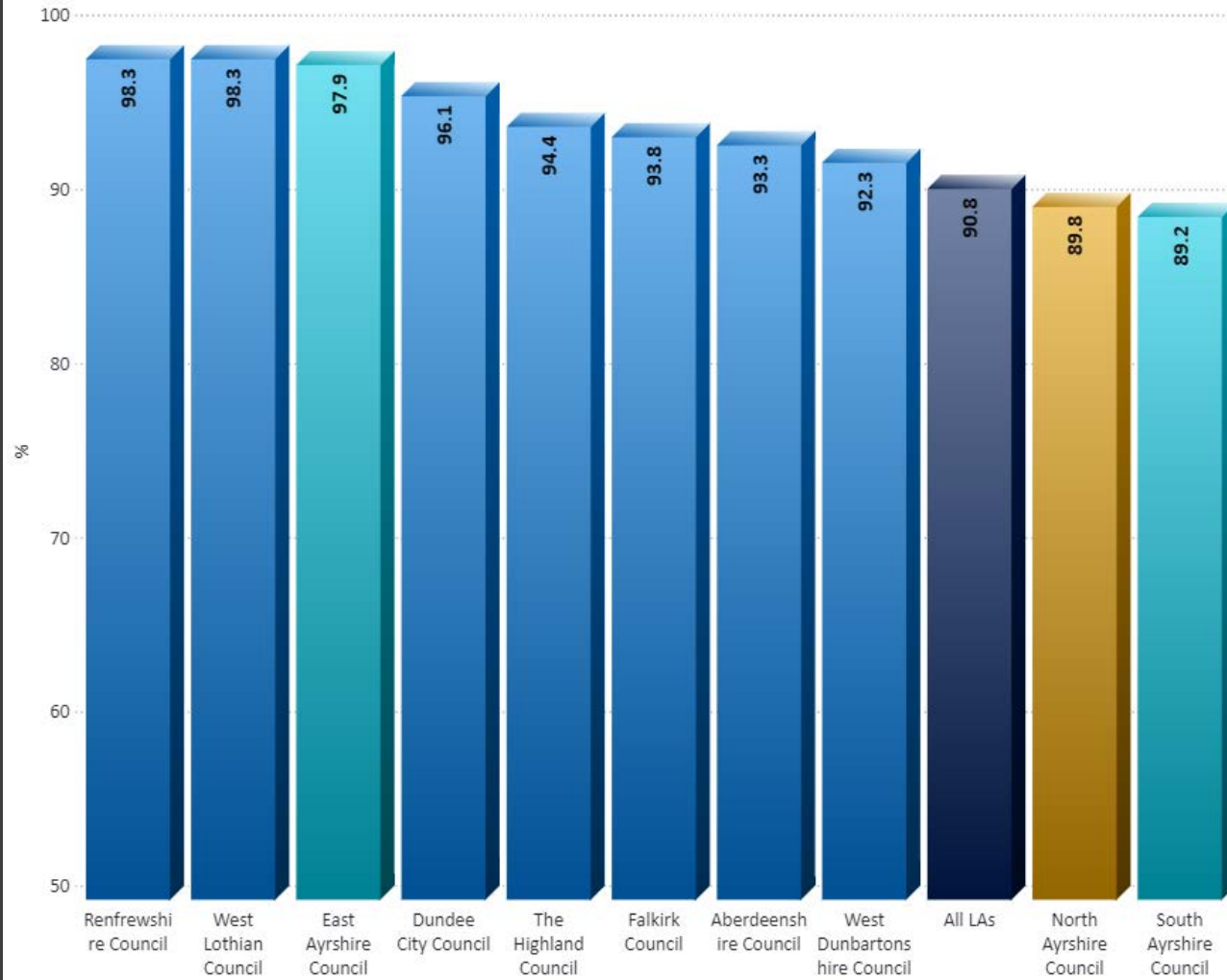


# Satisfaction

**Indicator 16:** percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>94.2</b>	<b>93.0</b>	<b>89.8</b>
Small LAs	84.3	86.2	86.9
Medium LAs	91.1	92.8	94.9
Large LAs	90.6	90.5	92.4
All LAs	88.0	86.2	90.8
National Average	90.0	90.6	92.1

I16: Repairs Service



# Access

## Housing lists & lets

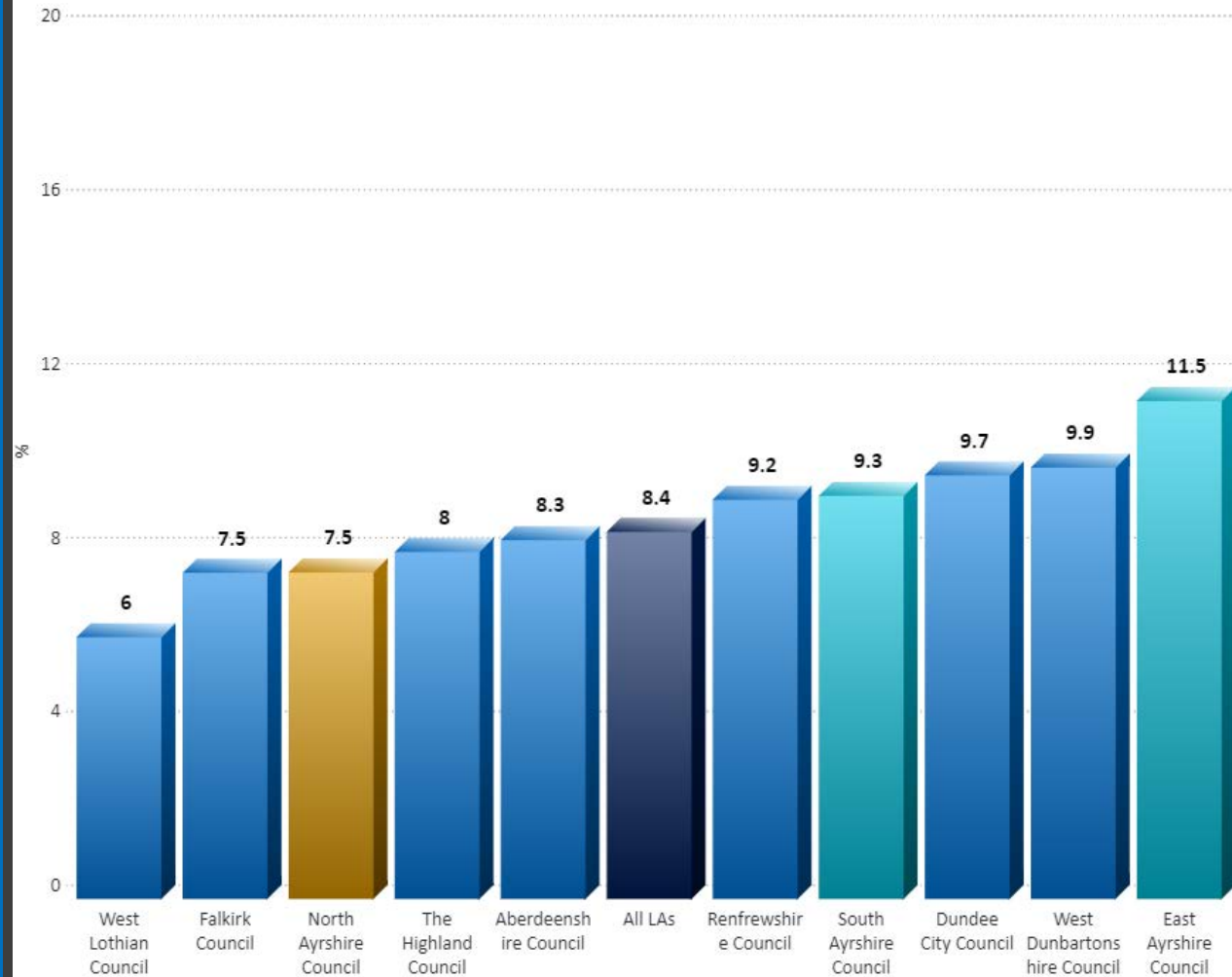
- CHR in place: **yes**
- Suspensions: **134**
- Applicants: **4980**
- New applicants: **4300**
- General needs lets: **834**
- Supported lets: **133**
- Mutual exchange: **96**
- RSL stock in area: **4826**      **11 RSLs**    **27% of social housing**
- New-build in LA area: **34 LA, 84 by RSLs**

# Access

**Indicator 21:** Percentage of lettable houses that became vacant in the last year.

%	2015/16	2016/17	2017/18
NAC	8.2	7.9	7.5
Small LAs	7.3	7.8	7.8
Medium LAs	9.3	8.7	8.5
Large LAs	8.2	8.0	8.6
All LAs	8.4	8.2	8.4
National Average	8.6	8.4	8.6

I21: Vacant houses

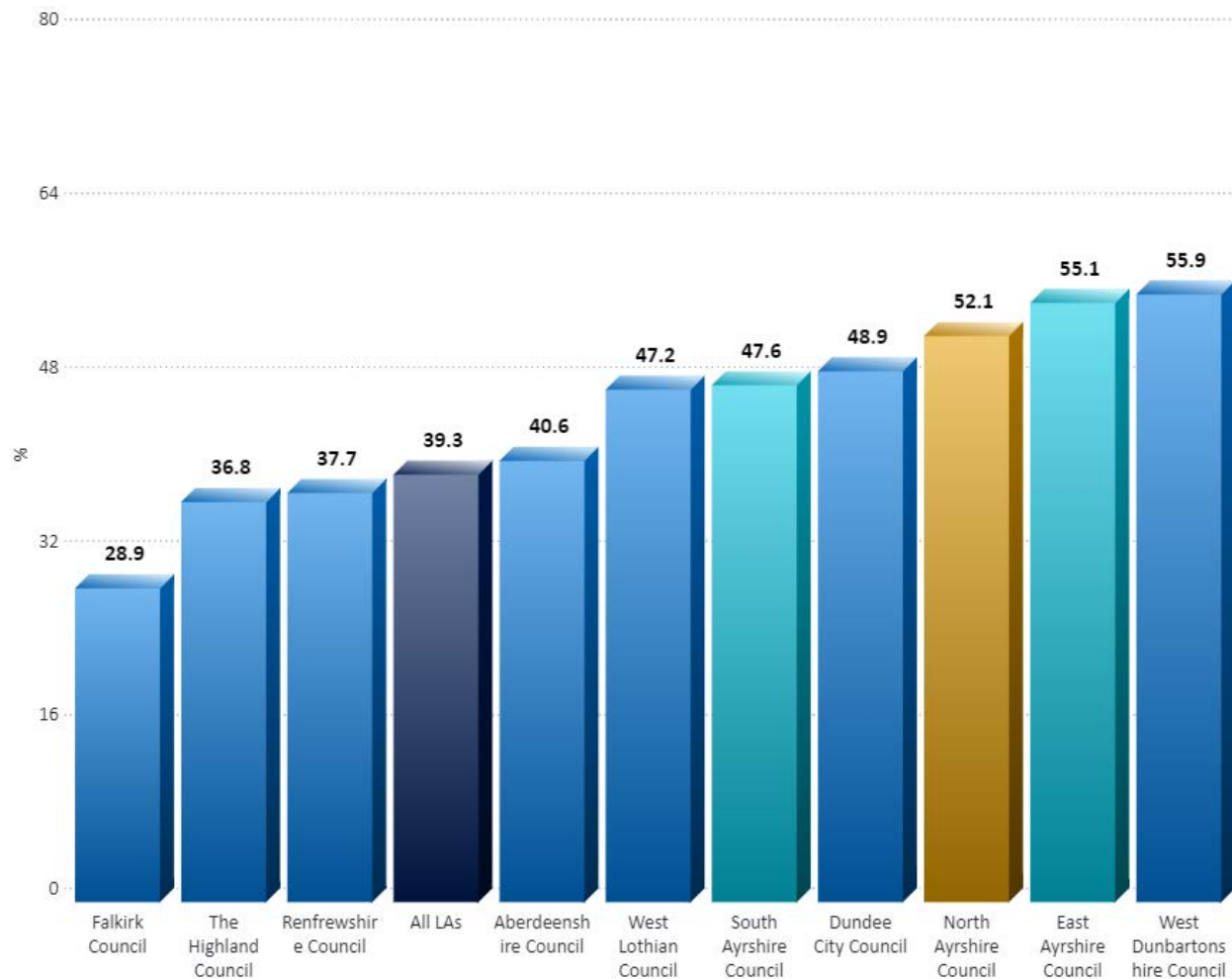


# Access

**Indicator 18:** Percentage of tenancy offers refused during the year.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>51.7</b>	<b>50.0</b>	<b>52.1</b>
Small LAs	44.8	42.8	38.7
Medium LAs	47.6	46.6	45.4
Large LAs	33.6	34.8	35.2
All LAs	40.7	40.5	39.3
National Average	37.8	37.3	35.9

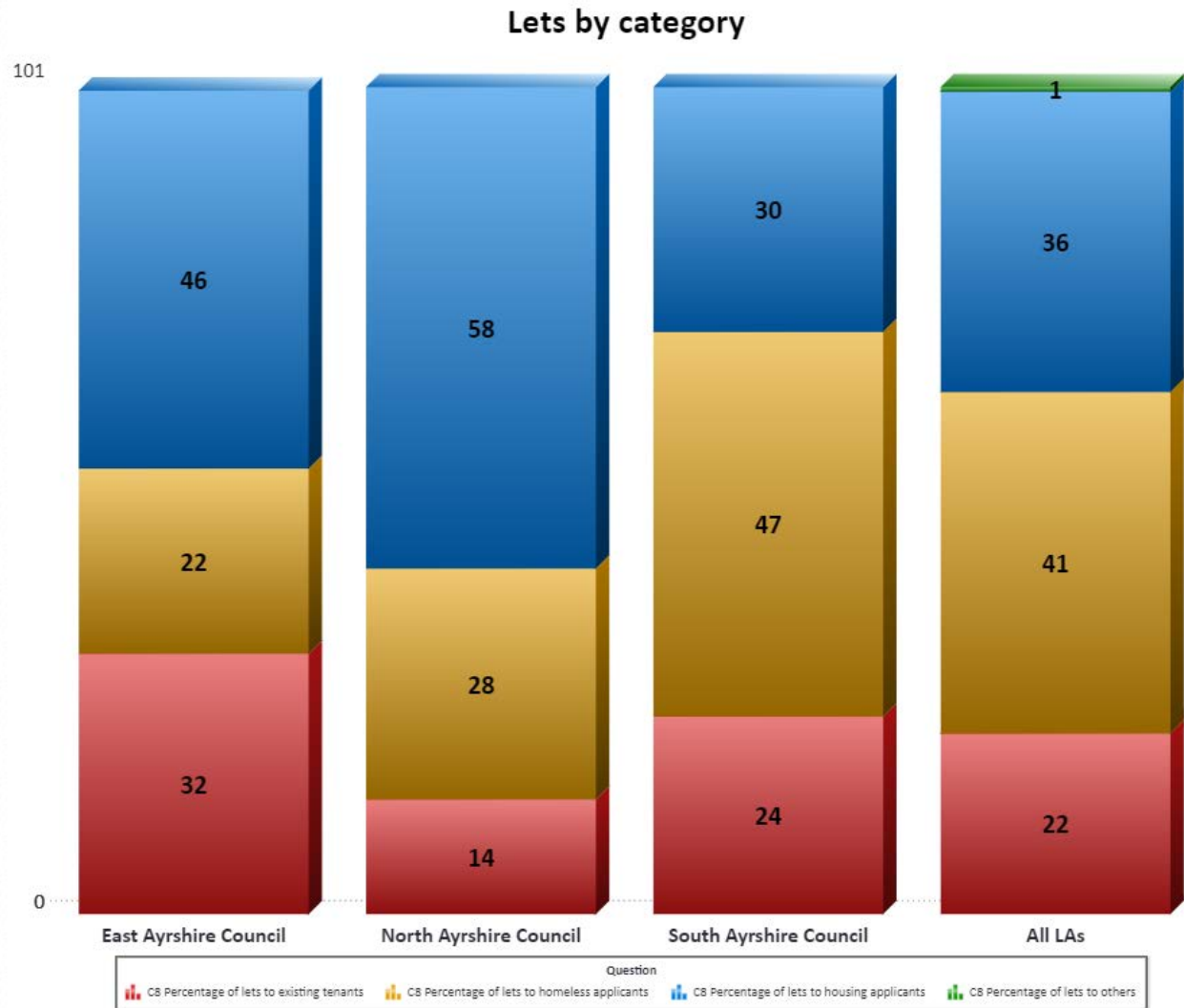
118: Offers refused



# Access

**Indicator C8:** The percentage of lets during the reporting year by source of let.

%	NAC	LA	SHN
Existing tenants	14	22	19
Homeless applicants	28	41	35
Housing list applicants	58	36	42
Others	0	1	3



# Access

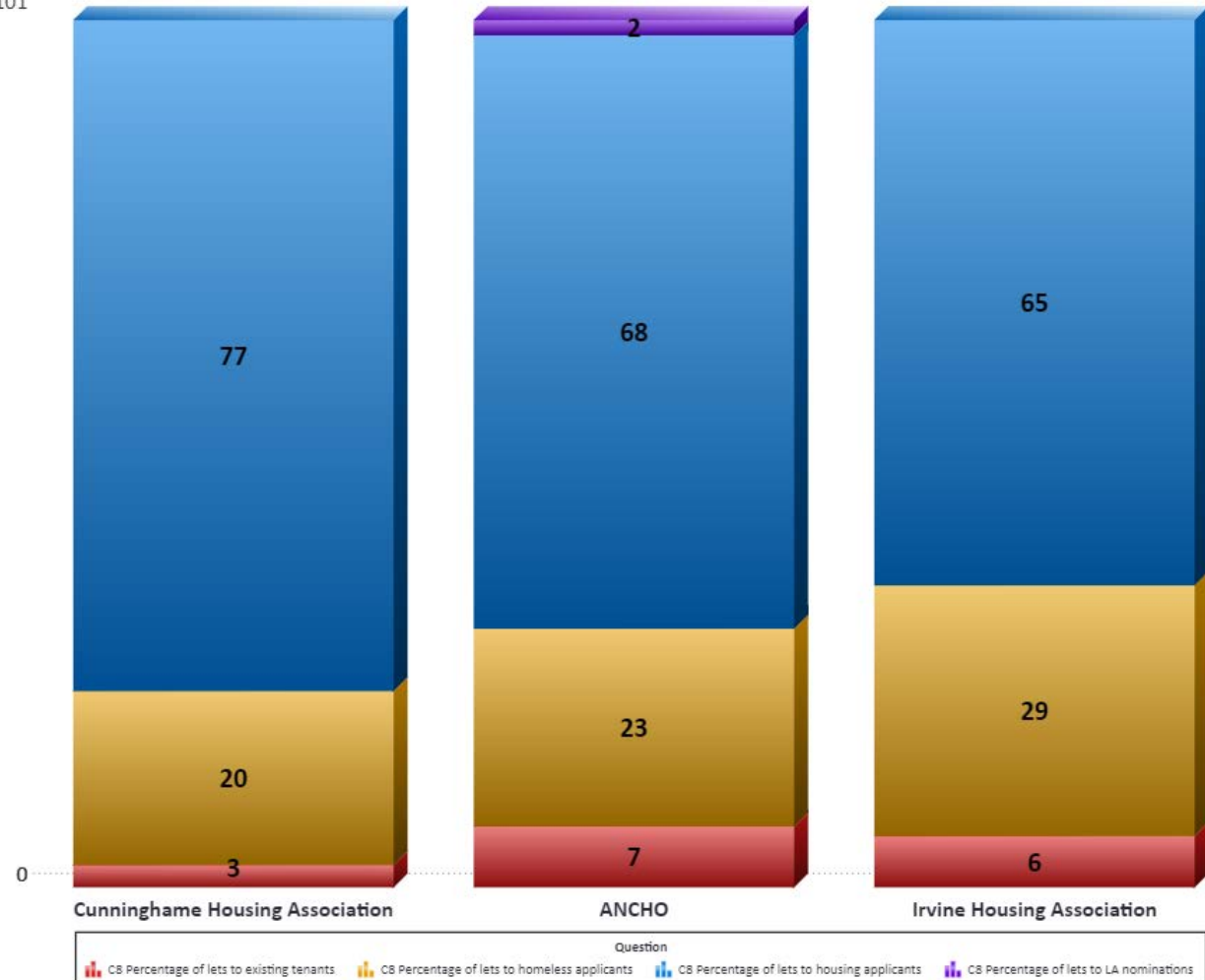
**Indicator C8:** The percentage of lets during the reporting year by source of let.

Local RSLs (Note: covers all stock, not just in NAC)

%	NAC	RSLs	SHN
Existing tenants	14	15	19
Homeless applicants	28	25	35
Housing list applicants	58	52	42
Others	0	8	3

101

## Lets by category



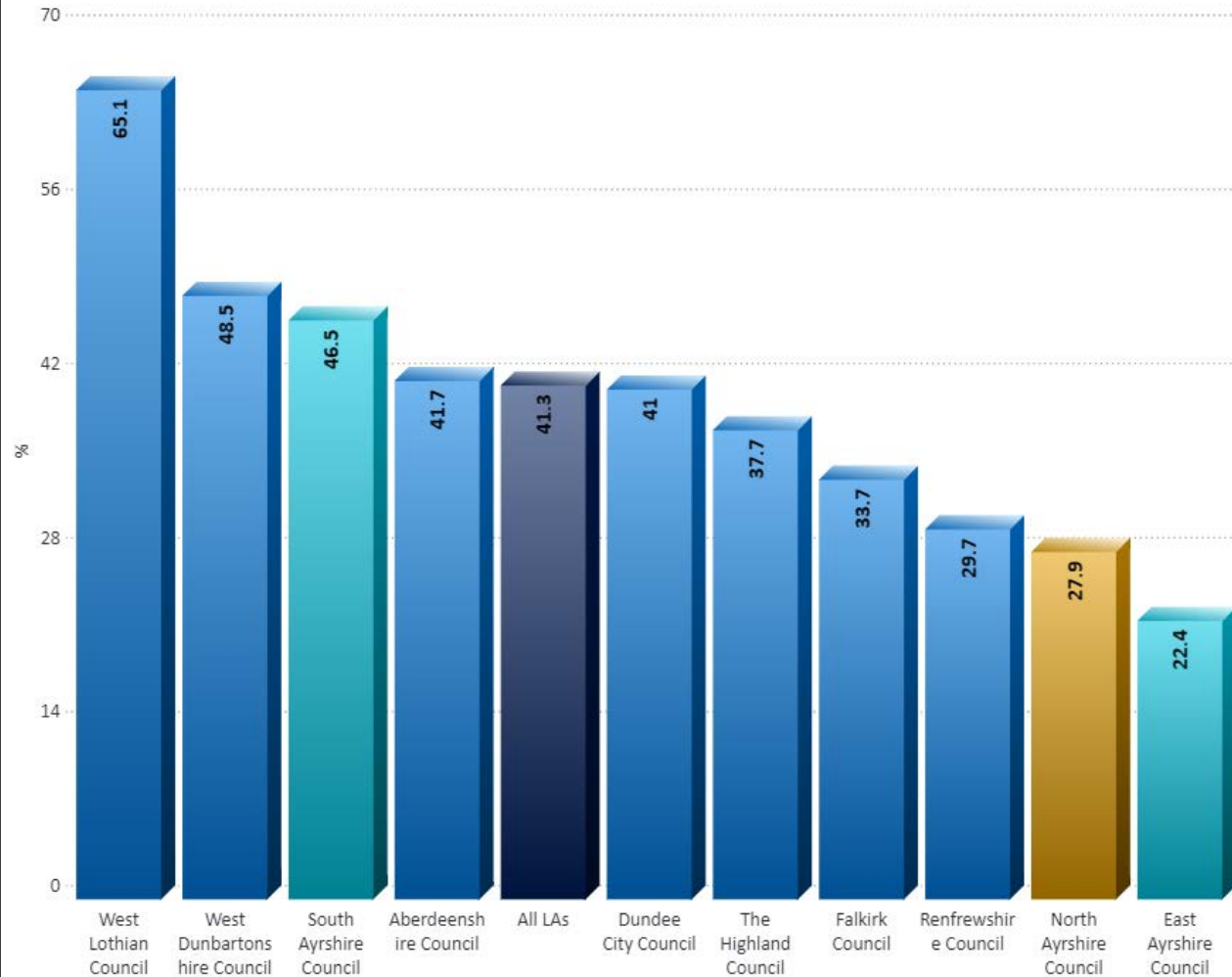


# Access

**Indicator C8:** The percentage of lets during the reporting year to tenants that have been assessed as statutorily homeless.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>24.8</b>	<b>27.2</b>	<b>27.9</b>
Small LAs	44.6	45.9	46.6
Medium LAs	33.3	34.2	37.9
Large LAs	35.0	41.5	41.7
All LAs	36.0	39.7	41.3
National Average	30.7	33.1	32.9

C8: Lets to homeless

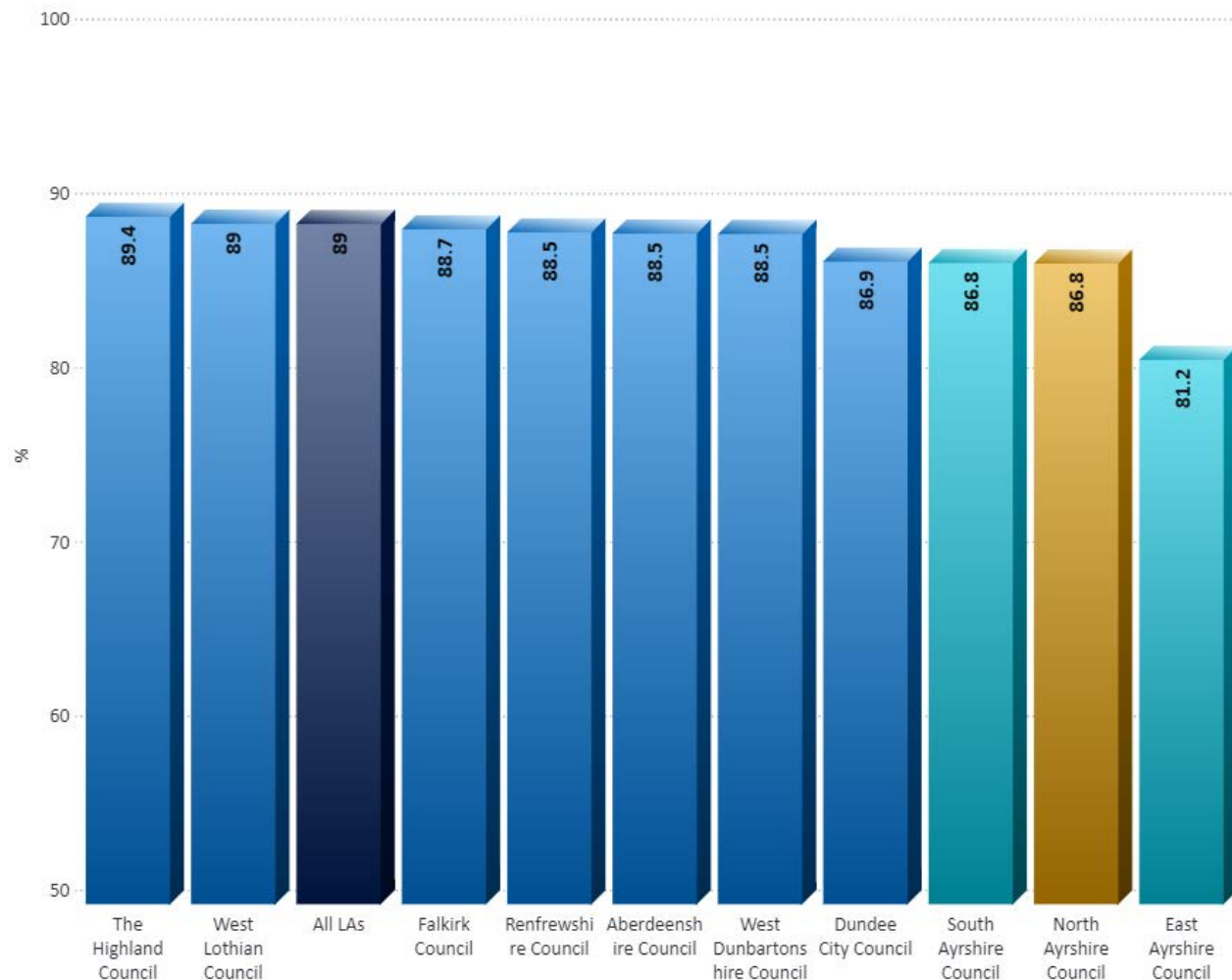


# Access

**Indicator 20:** Percentage of new tenancies sustained for more than a year; all sources of let.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>89.0</b>	<b>87.4</b>	<b>86.8</b>
Small LAs	89.7	90.1	89.9
Medium LAs	85.6	87.1	87.4
Large LAs	89.8	90.9	89.9
All LAs	88.3	89.4	89.0
National Average	88.3	89.0	88.7

I20: Tenancy sustainment

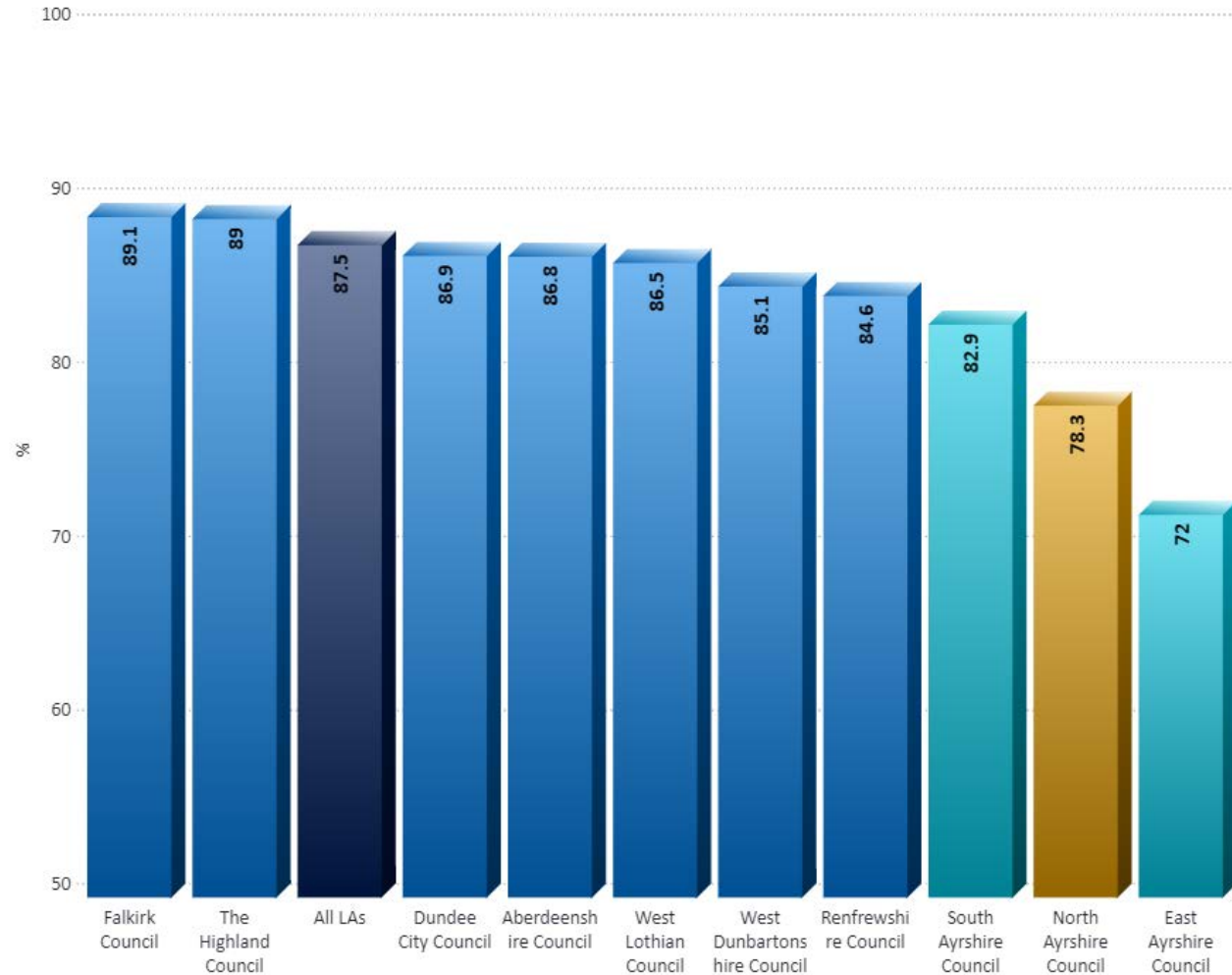


# Access

**Indicator 20:** Percentage of new tenancies sustained for more than a year; statutory homeless.

%	2015/16	2016/17	2017/18
NAC	81.6	80.0	78.3
Small LAs	86.4	89.5	87.4
Medium LAs	84.4	85.4	85.5
Large LAs	88.2	89.3	88.8
All LAs	86.6	88.0	87.5
National Average	87.2	88.4	87.5

I20: Tenancy sustainment - statutory homeless

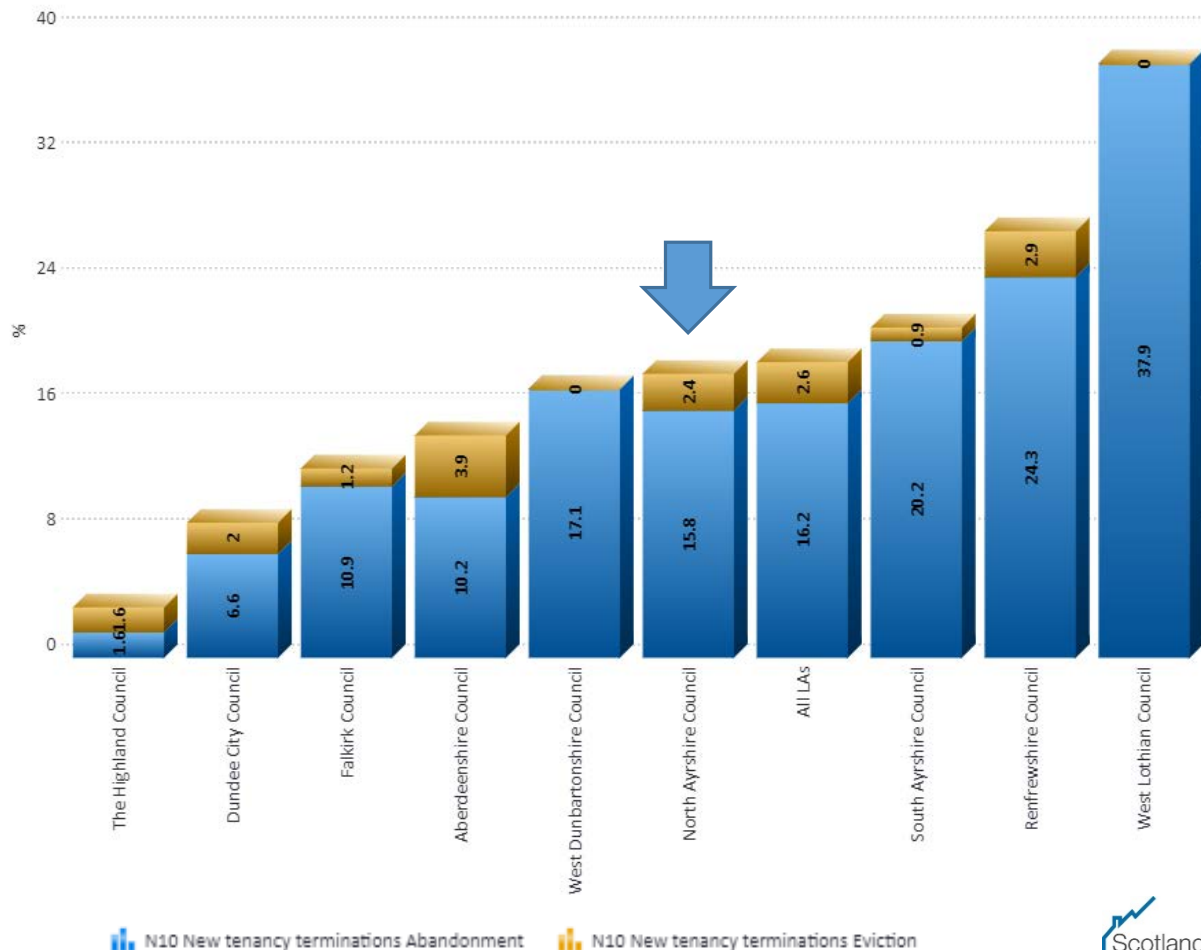


# Access

**N10 New tenancy terminations – percentage of terminations for ‘negative’ reasons**

%	Abandon	Evictions	Total
<b>N. Ayrshire</b>	<b>15.8</b>	<b>2.4</b>	<b>18.1</b>
All LAs	16.2	2.6	18.9
National Average	15.4	3.1	18.5

Terminations within 12 months - negative reasons



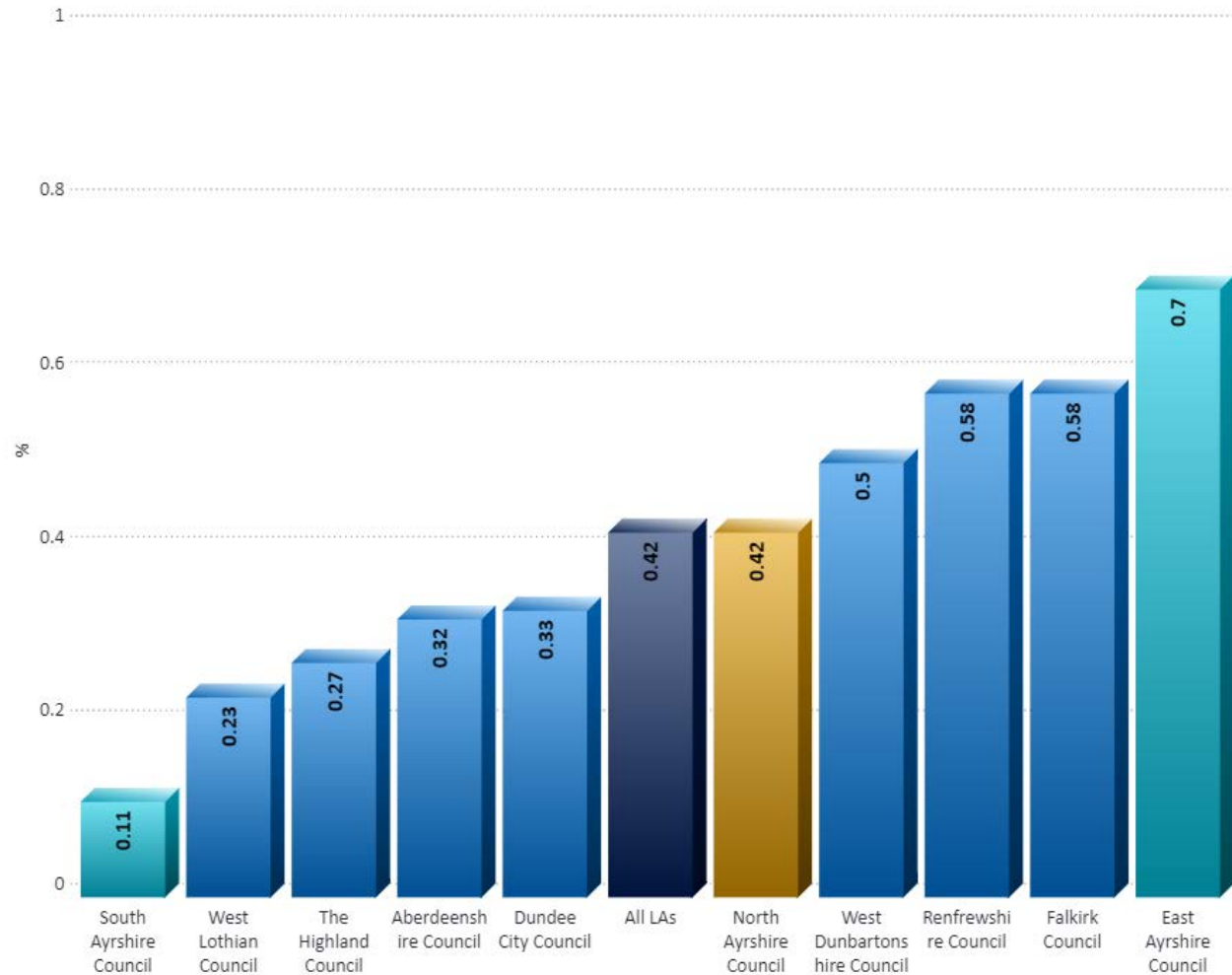
# Access

## Indicator 24: Evictions

Evictions as a percentage of stock

	2015/16	2016/17	2017/18
<b>NAC</b>	<b>0.3</b>	<b>0.4</b>	<b>0.4</b>
Small LAs	0.3	0.2	0.3
Medium LAs	0.4	0.4	0.4
Large LAs	0.4	0.5	0.5
All LAs	0.4	0.4	0.4
National Average	0.3	0.4	0.4

I24: Evictions



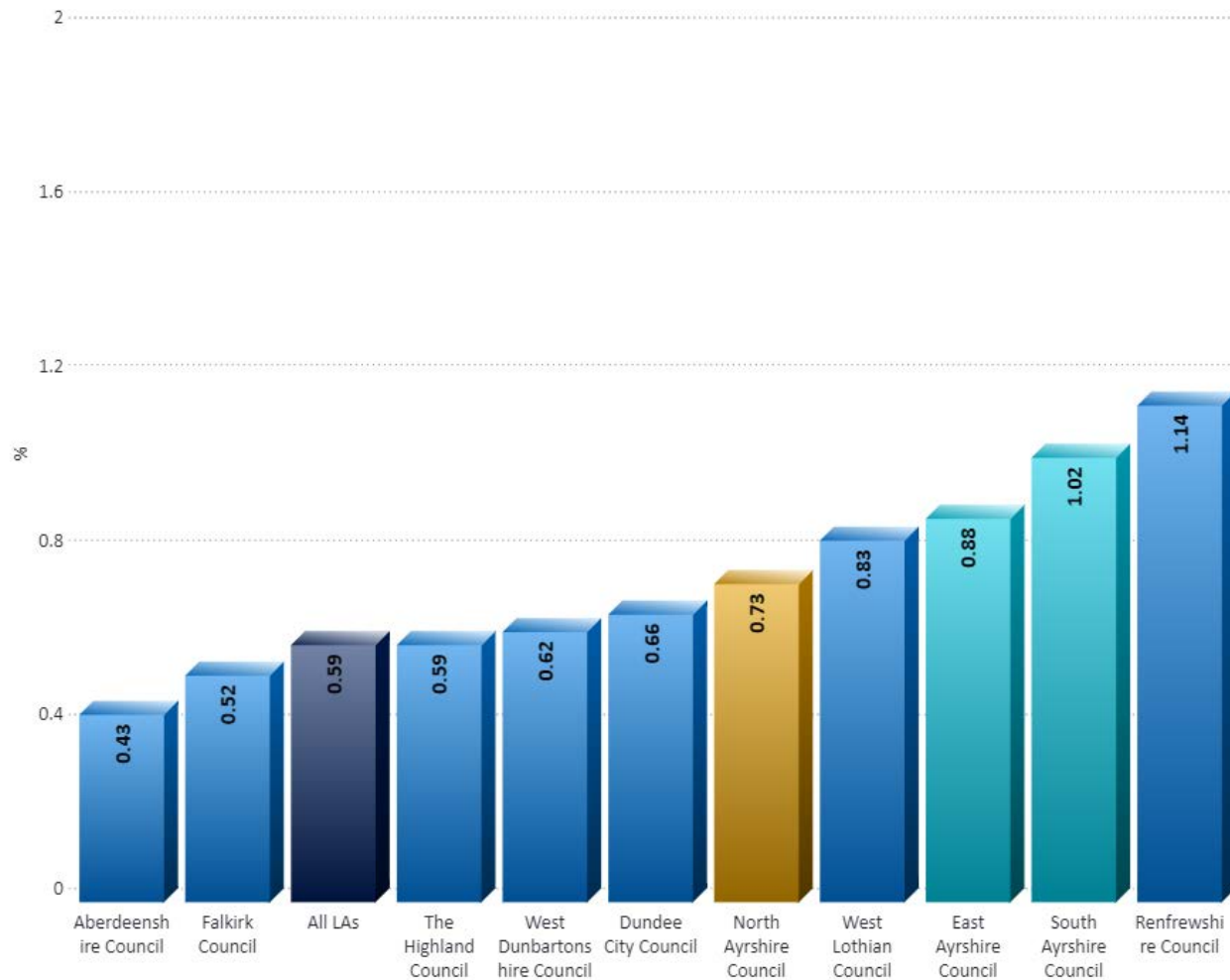
# Access

**Indicator C11:** Abandoned properties.

Abandonments as a percentage of stock.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>0.7</b>	<b>0.9</b>	<b>0.7</b>
Small LAs	0.6	0.5	0.5
Medium LAs	0.9	0.7	0.7
Large LAs	0.6	0.6	0.6
All LAs	0.7	0.6	0.6
National Average	0.7	0.6	0.6

C11: Abandonments

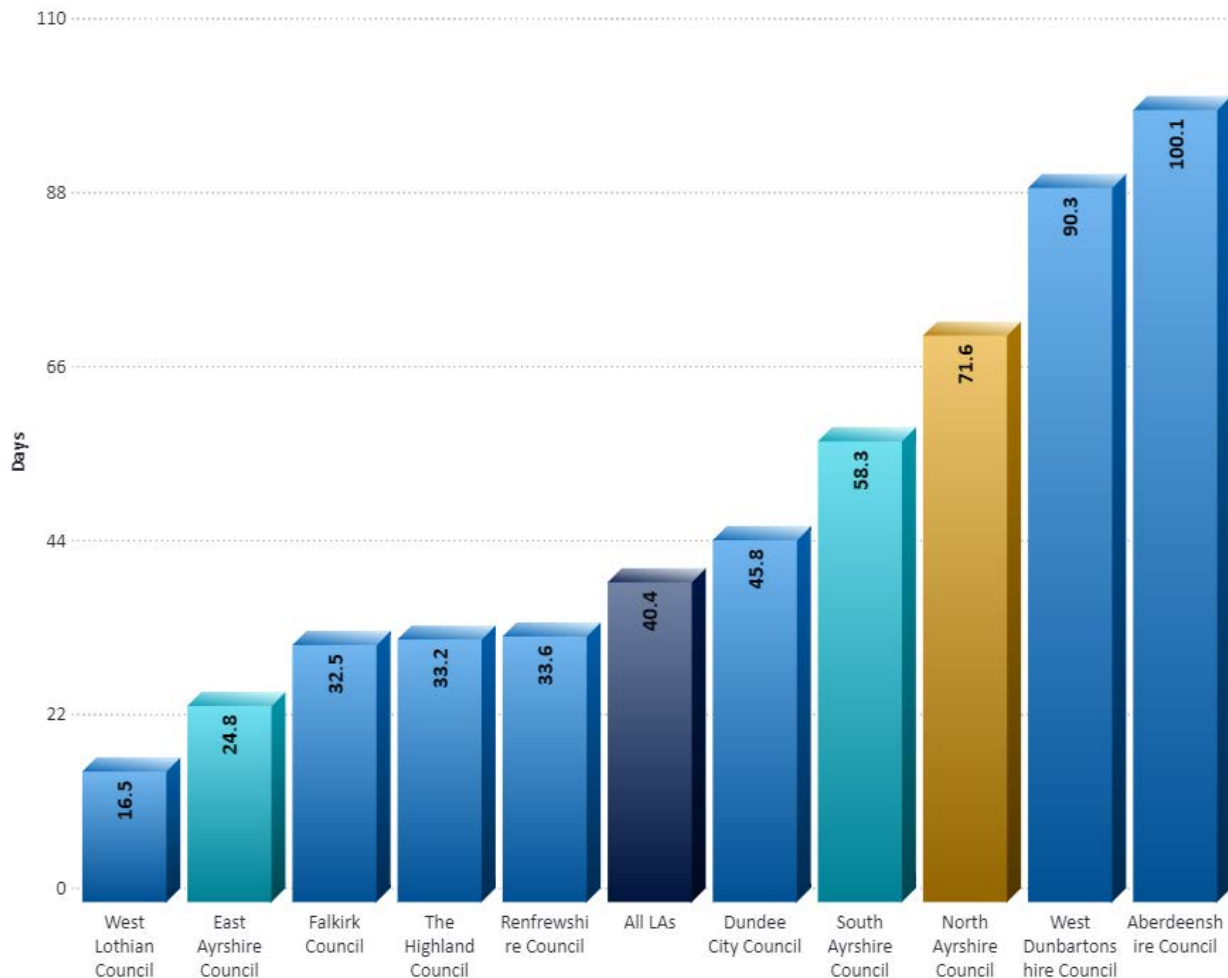


# Access

**Indicator 23:** The average time to complete medical adaptations during the reporting year.

Days	2015/16	2016/17	2017/18
<b>NAC</b>	<b>93.2</b>	<b>64.3</b>	<b>71.6</b>
Small LAs	38.1	44.4	41.8
Medium LAs	40.2	46.2	48.4
Large LAs	40.4	36.1	32.9
All LAs	39.8	41.3	40.4
National Average	46.7	48.5	48.1

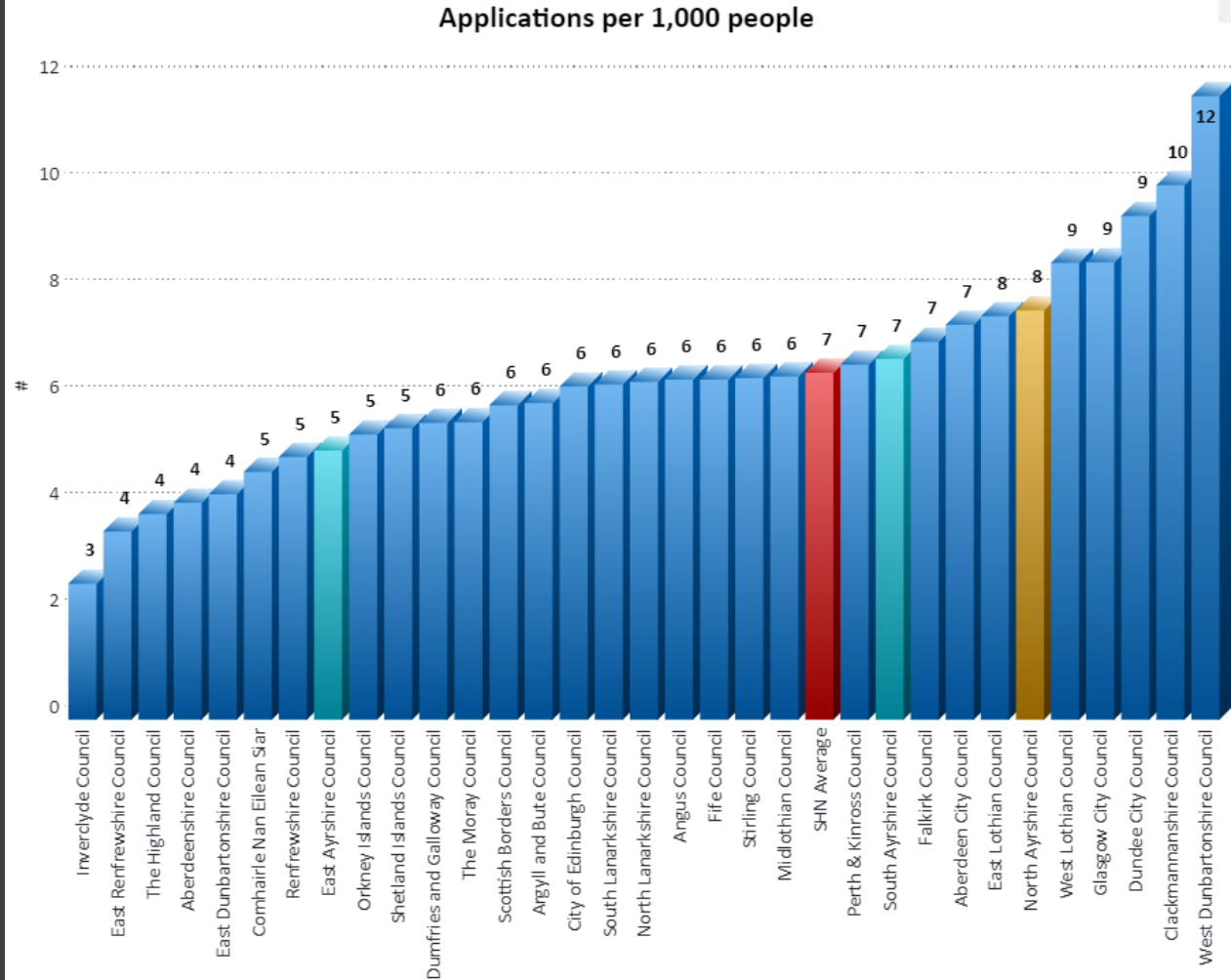
I23: Time to complete medical adaptations



# Homelessness

**HL1:** Homeless applications per 1000 people

#	2015/16	2016/17	2017/18
NAC	5.5	5.6	7.7
LA Average	6.5	6.4	6.5

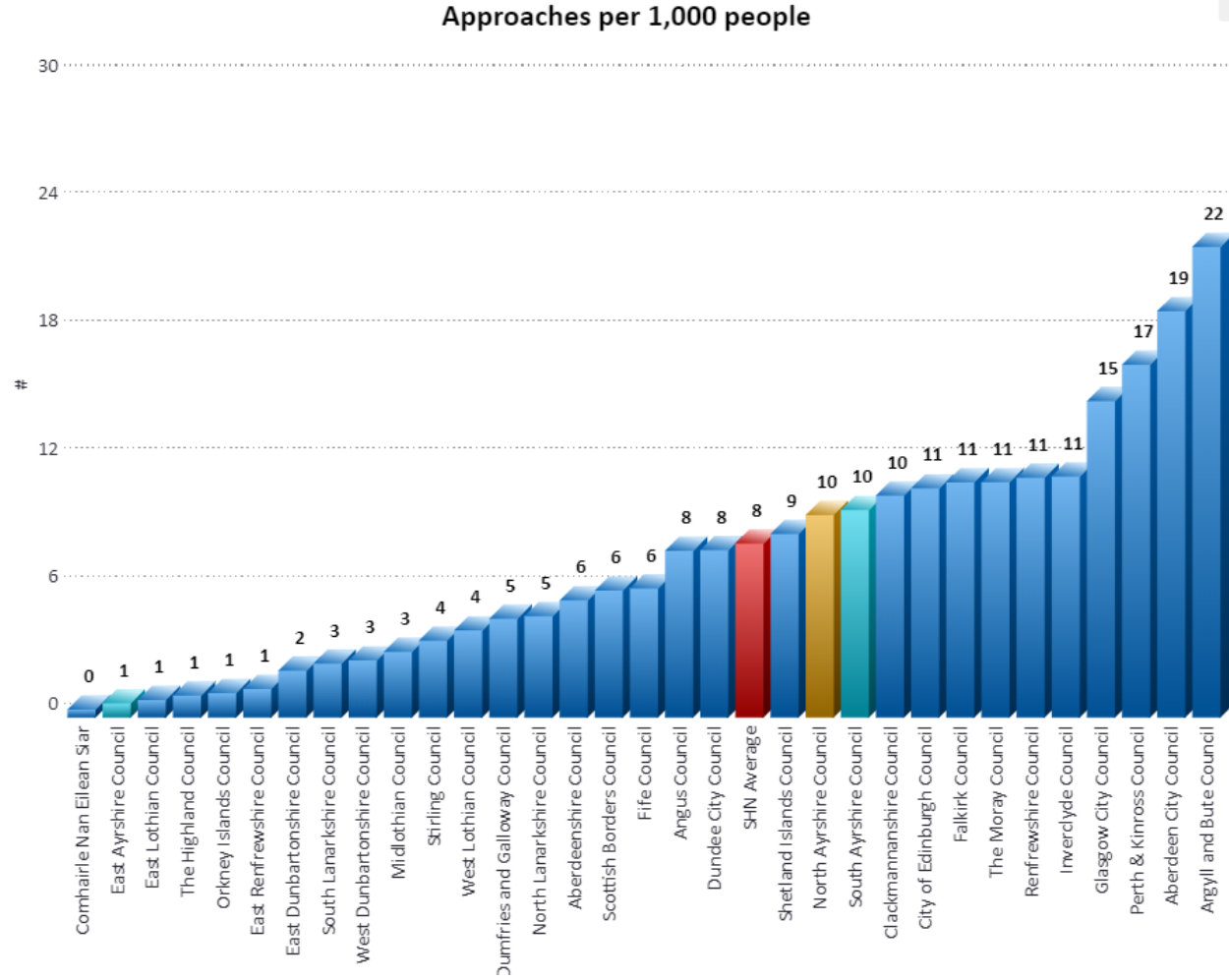




# Homelessness

**PREVENT1:** Approaches per 1000 people

#	2015/16	2016/17	2017/18
NAC	13.2	11.5	9.5
LA Average	10.5	9.7	8.2

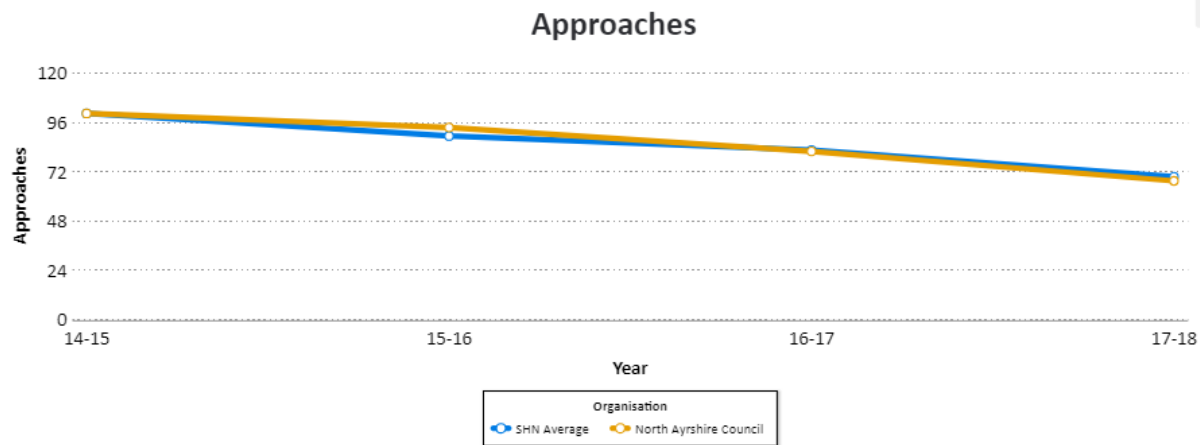
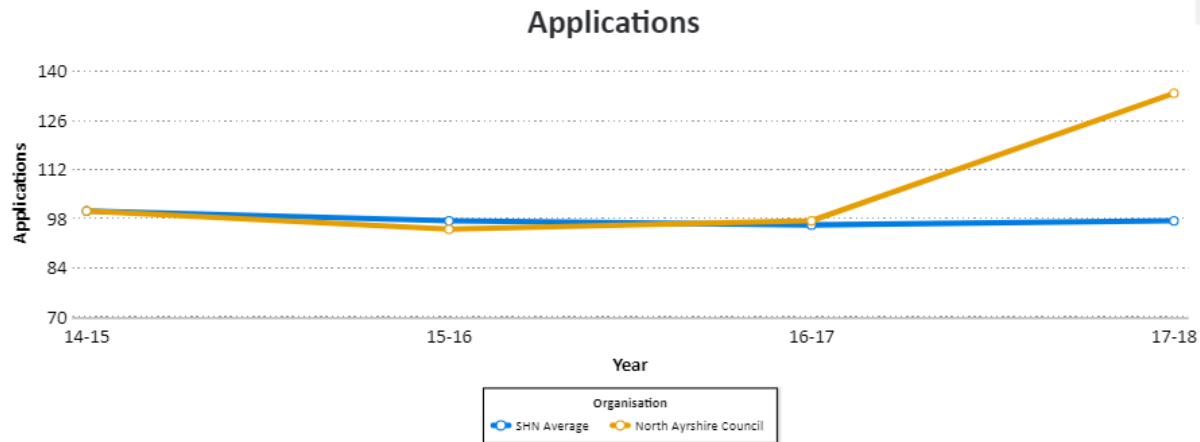


# Homelessness

HL1: Homelessness Applications

PREVENT1: Approaches

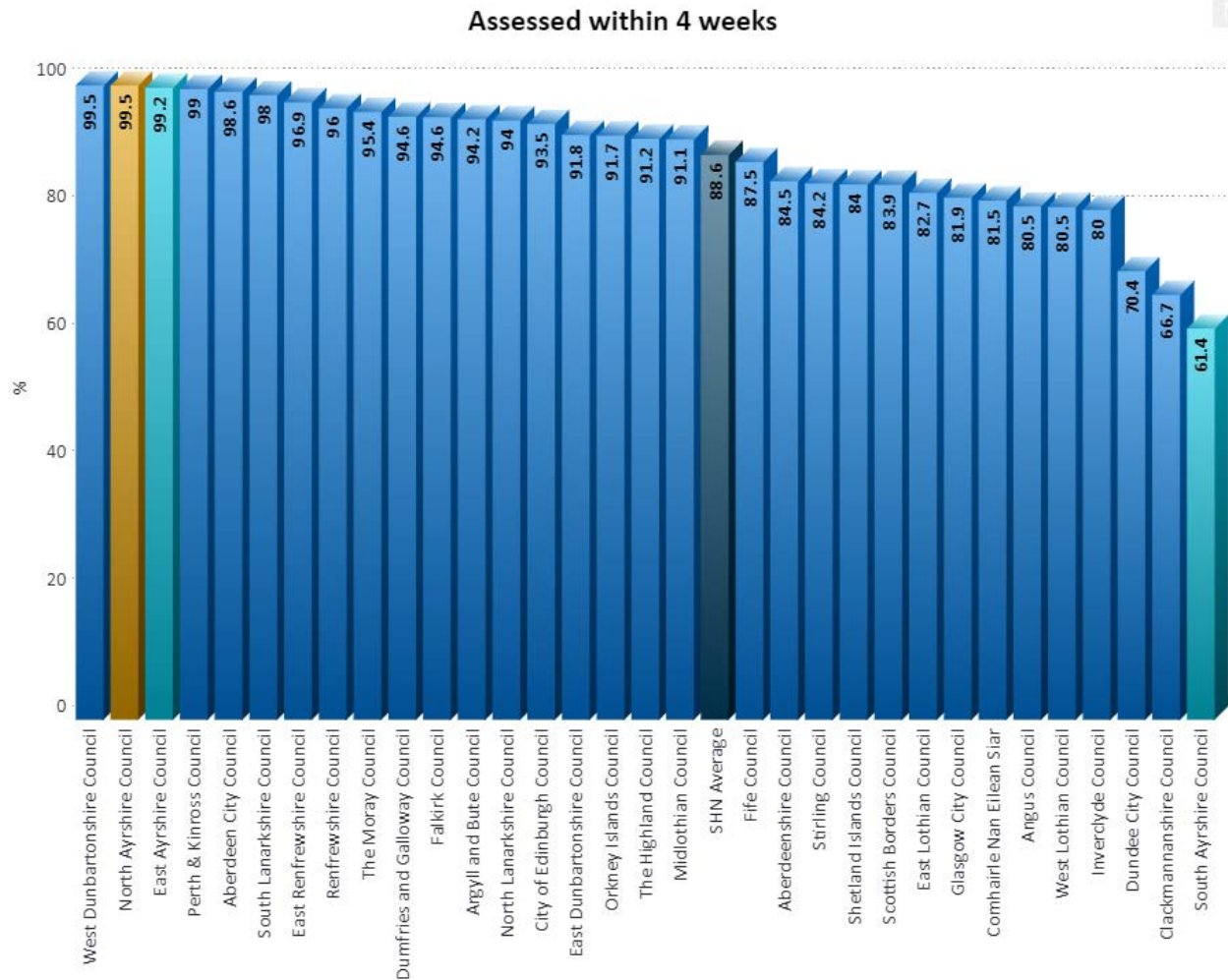
Index set at 100 for 2014-15



# Homelessness

HL1: Assessment within 4 weeks

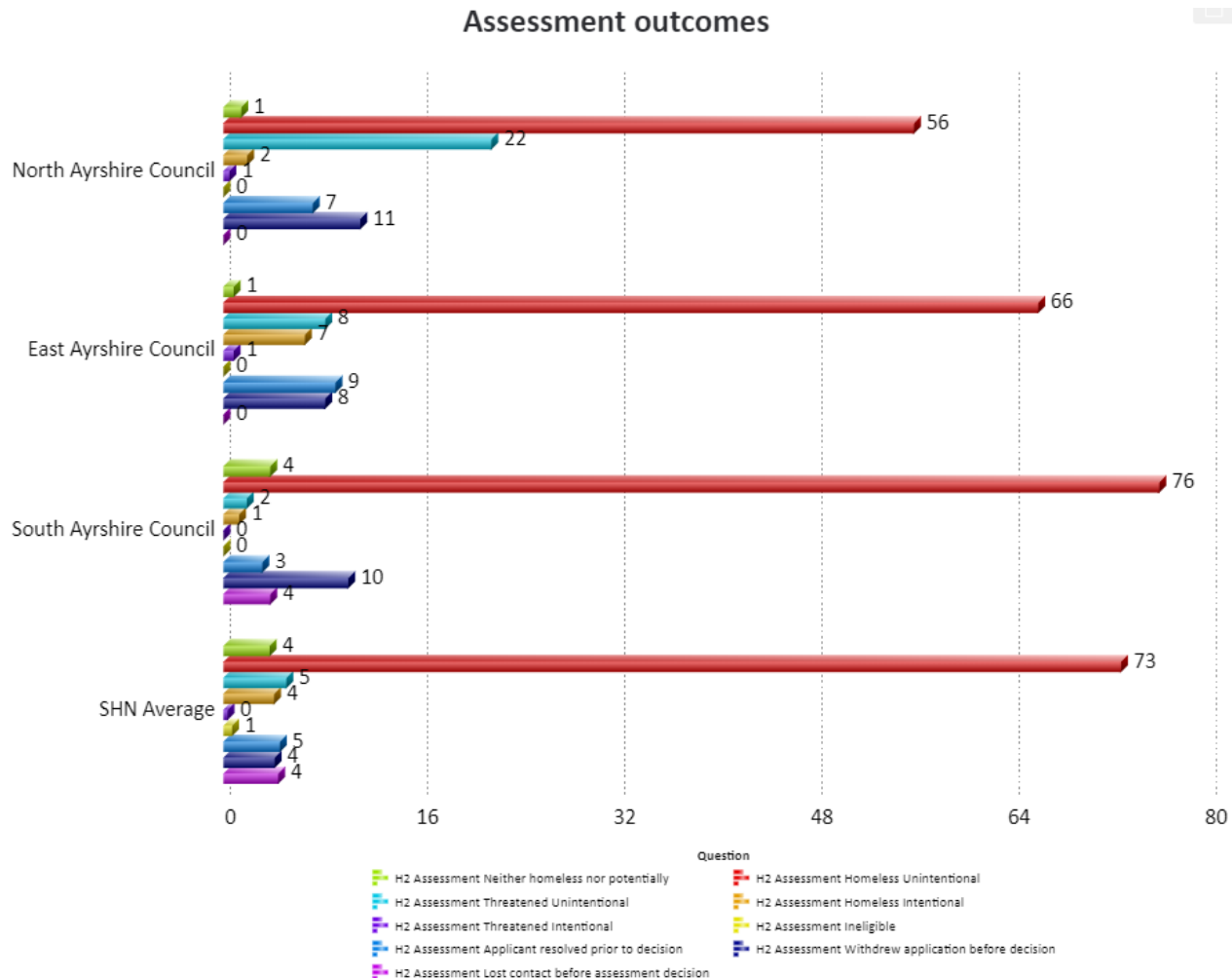
%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>97.4</b>	<b>96.1</b>	<b>99.5</b>
<b>LA Average</b>	<b>84.2</b>	<b>87.8</b>	<b>88.6</b>



# Homelessness

## HL1: Assessment

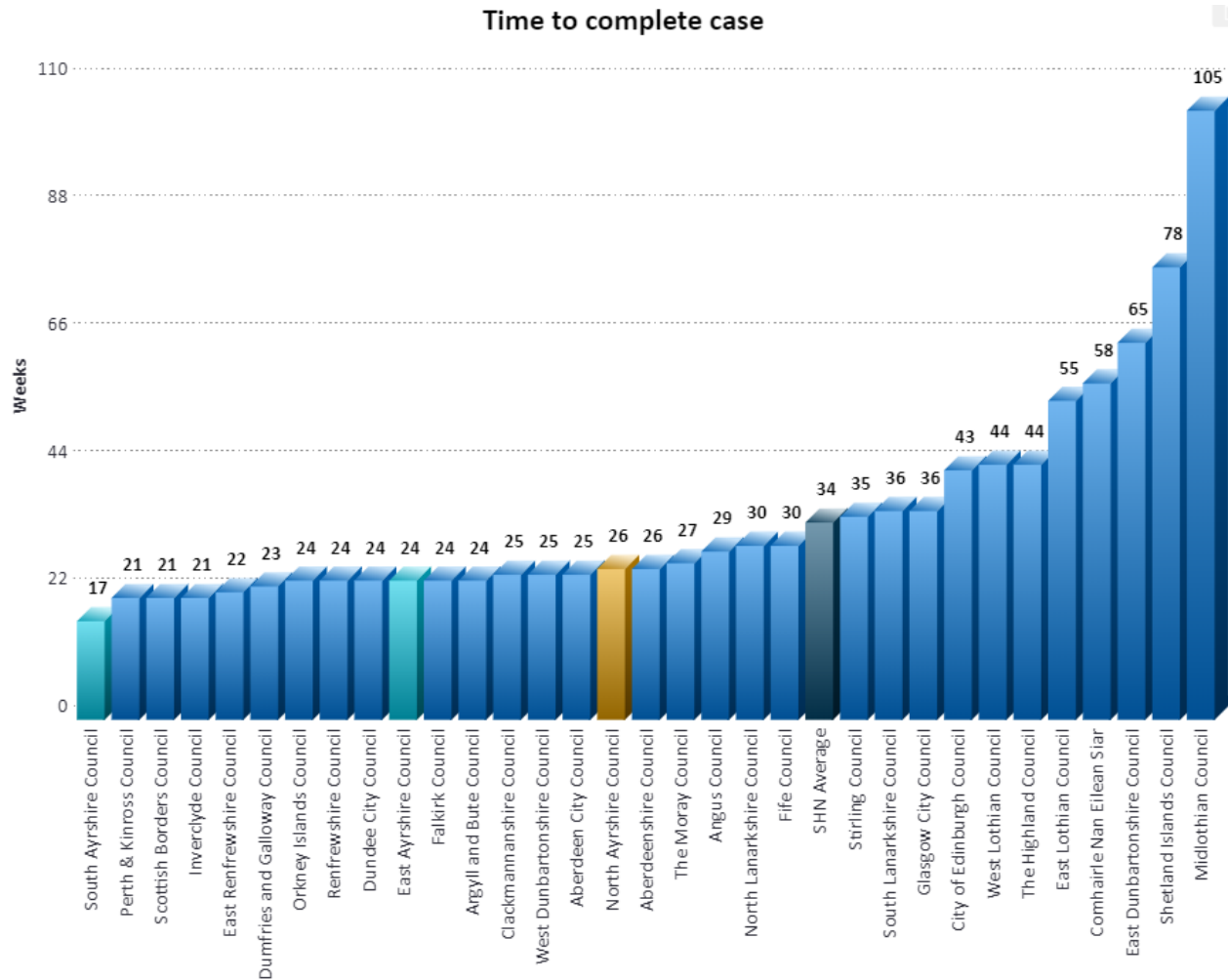
%	NAC	SHN
Resolved prior to assessment decision	7.3	4.6
Homeless Intentional	5.9	4.1
Homeless Unintentional	56.0	72.8
Ineligible for assistance	0	0.7
Lost contact before decision	0	4.4
Neither homeless / potentially homeless	1.5	3.8
Threatened with homelessness intentional	0.5	0.3
Threatened with homelessness unintentional	21.7	5.1
Withdrew application before decision	11.1	4.2



# Homelessness

**HL1:** Average number of weeks to close case

weeks	2015/16	2016/17	2017/18
NAC	20	26	26
LA Average	33	34	34

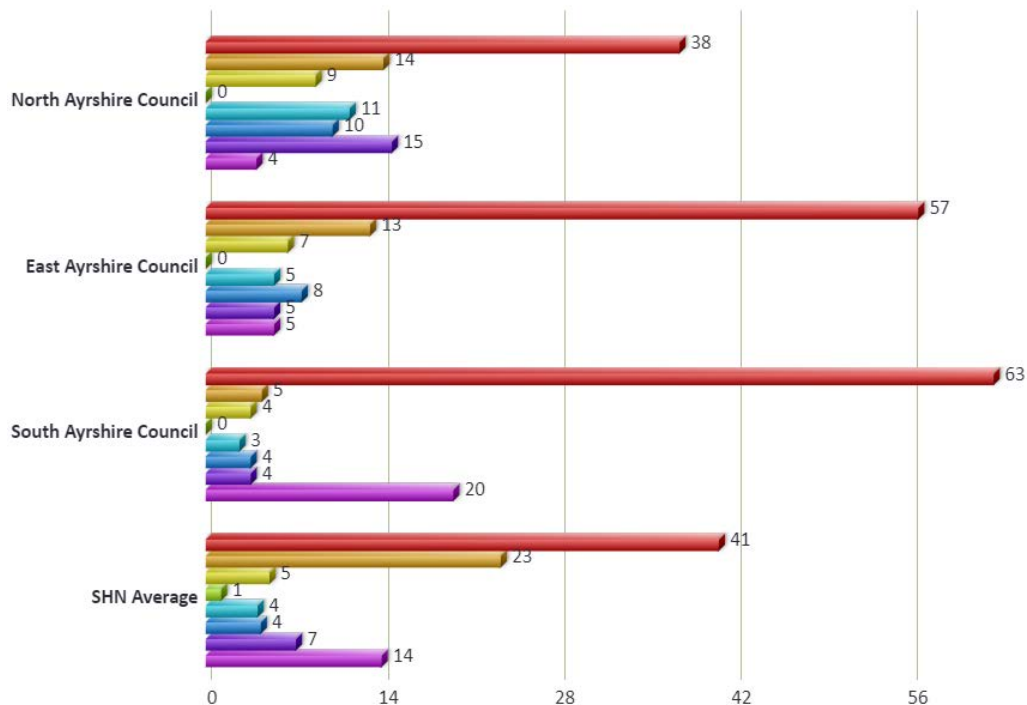


# Homelessness

## HL1: Homeless outcomes

%	NAC	SHN
LA tenancy	37.6	40.7
RSL tenancy	14.1	23.4
Private rented tenancy	8.7	5.1
Hostel	0	1.2
Previous accommodation	10.1	4.4
To friends / relatives	11.4	4.1
Other (known)	14.8	7.2
Not known / Lost contact	4.0	14.0

## Homeless outcomes



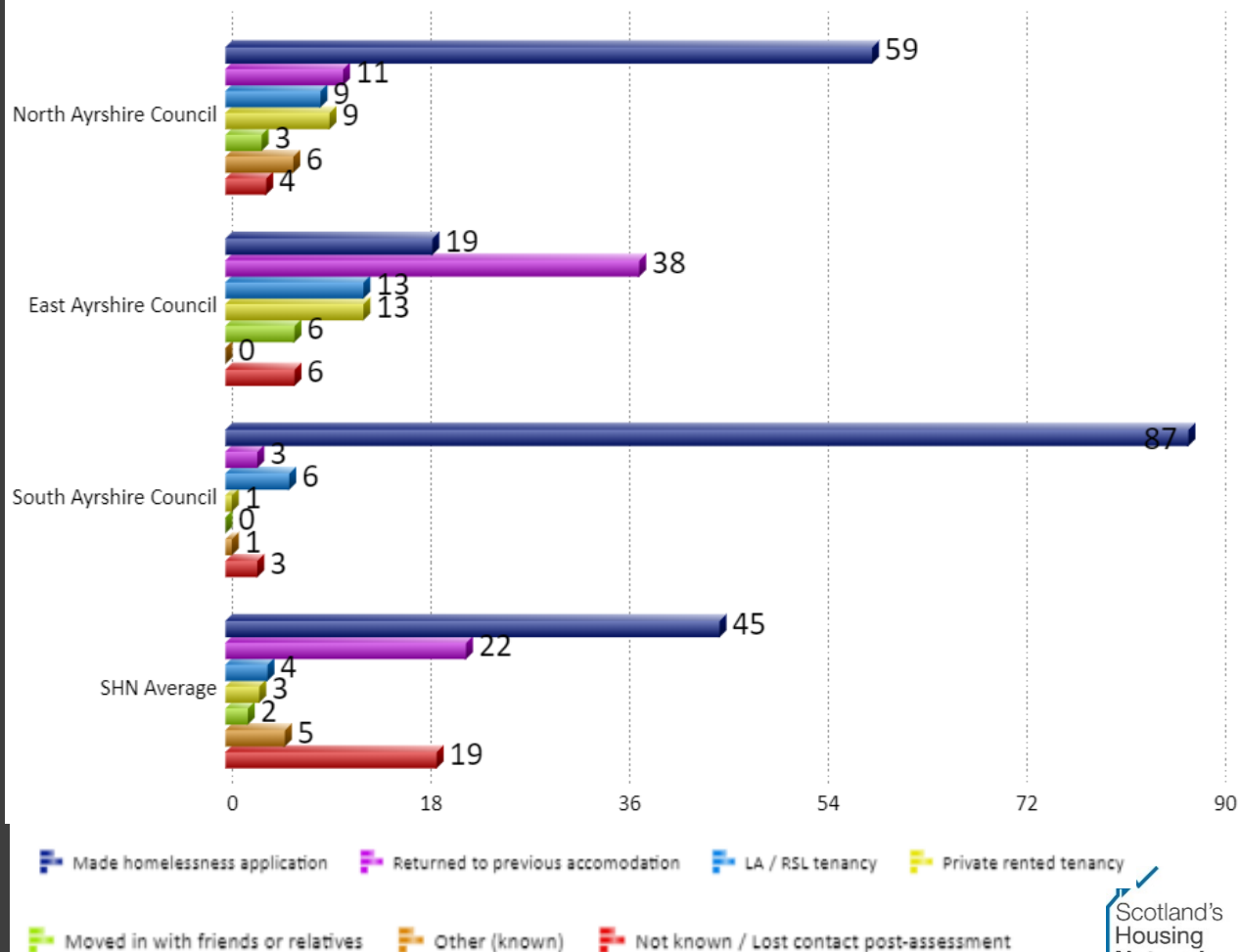
- H3 Outcomes unintentional LA tenancy
- H3 Outcomes unintentional RSL
- H3 Outcomes unintentional PRS
- H3 Outcomes unintentional Hostel
- H3 Outcomes unintentional Moved in with friends relatives
- H3 Outcomes unintentional Returned to previous accommodation
- H3 Outcomes unintentional Other (known)
- H3 Outcomes unintentional Lost contact post

# Homelessness

## PREVENT1: Outcomes

%	NAC	SHN
Made homeless application	58.6	44.8
Returned to previous acc	10.7	21.8
LA / RSL tenancy	8.6	3.8
PRS tenancy	9.4	3.1
Moved in with friends relatives	3.3	2.0
Other known	6.2	5.4
Lost contact	3.7	19.1

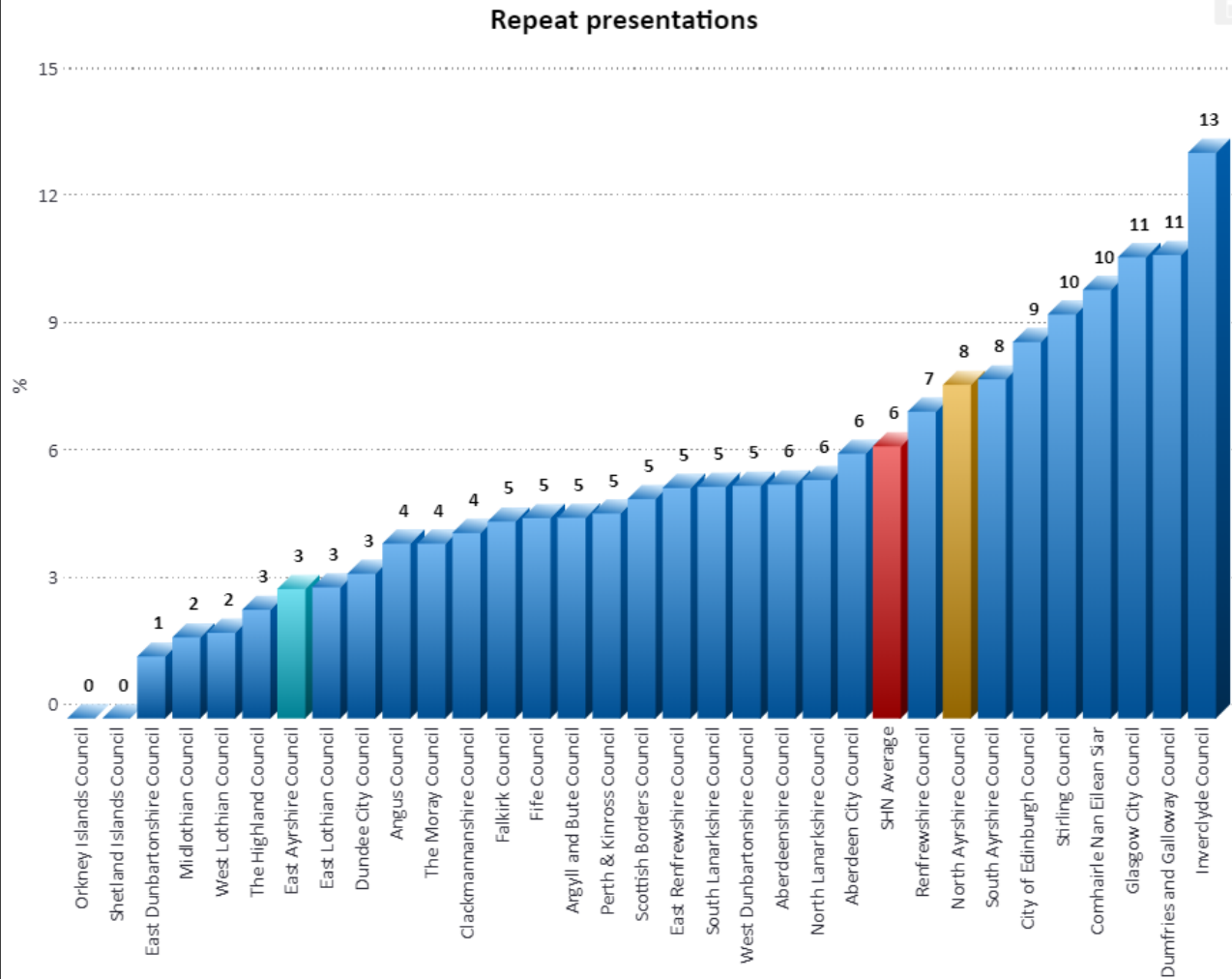
## Housing Options outcomes



# Homelessness

HL1: Repeat presentations

%	2015/16	2016/17	2017/18
NAC	9.0	9.8	7.9
LA Average	6.6	6.7	6.4

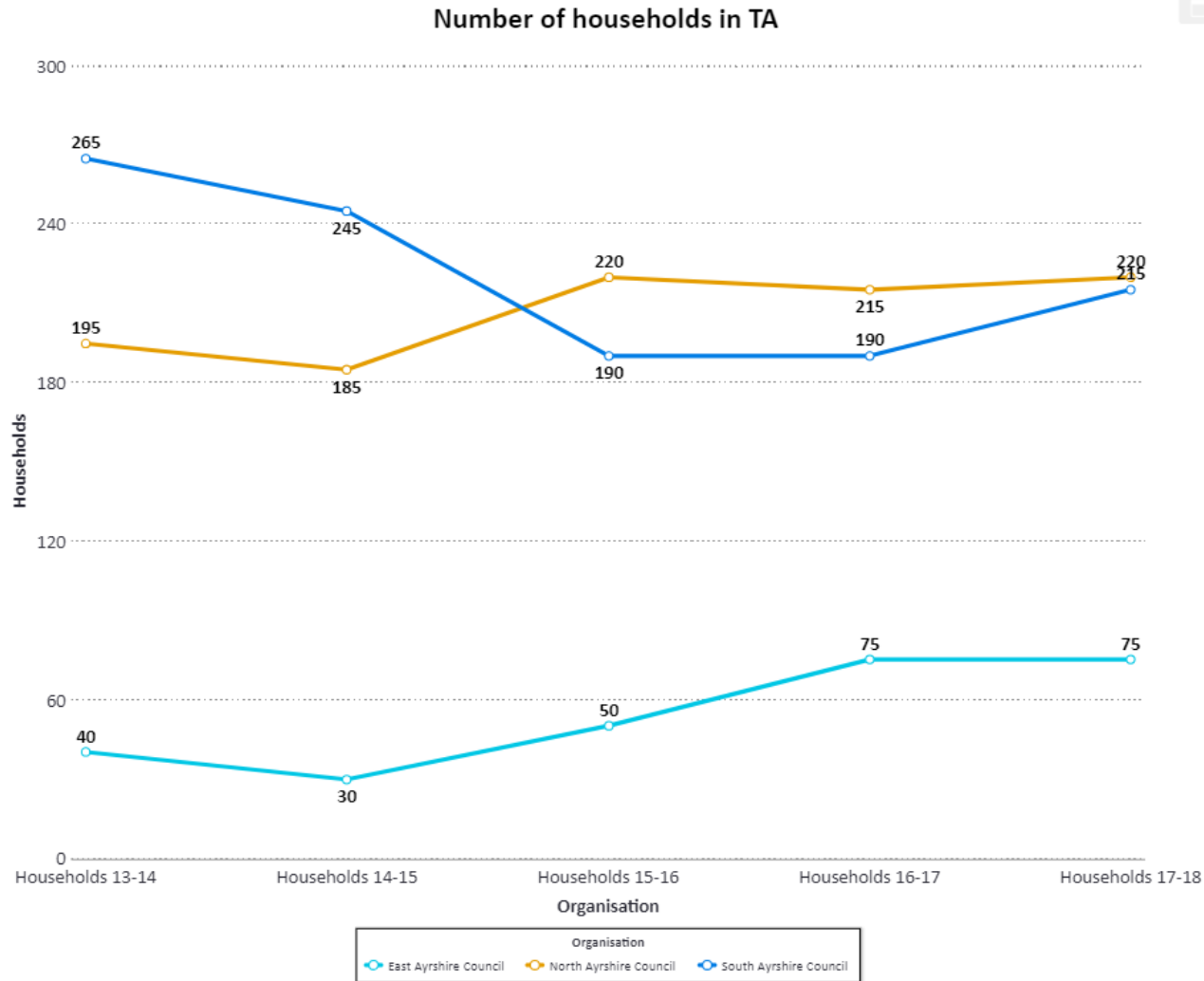




# Homelessness

**HL3** Number of households in temporary accommodation at year end (rounded to nearest 5)

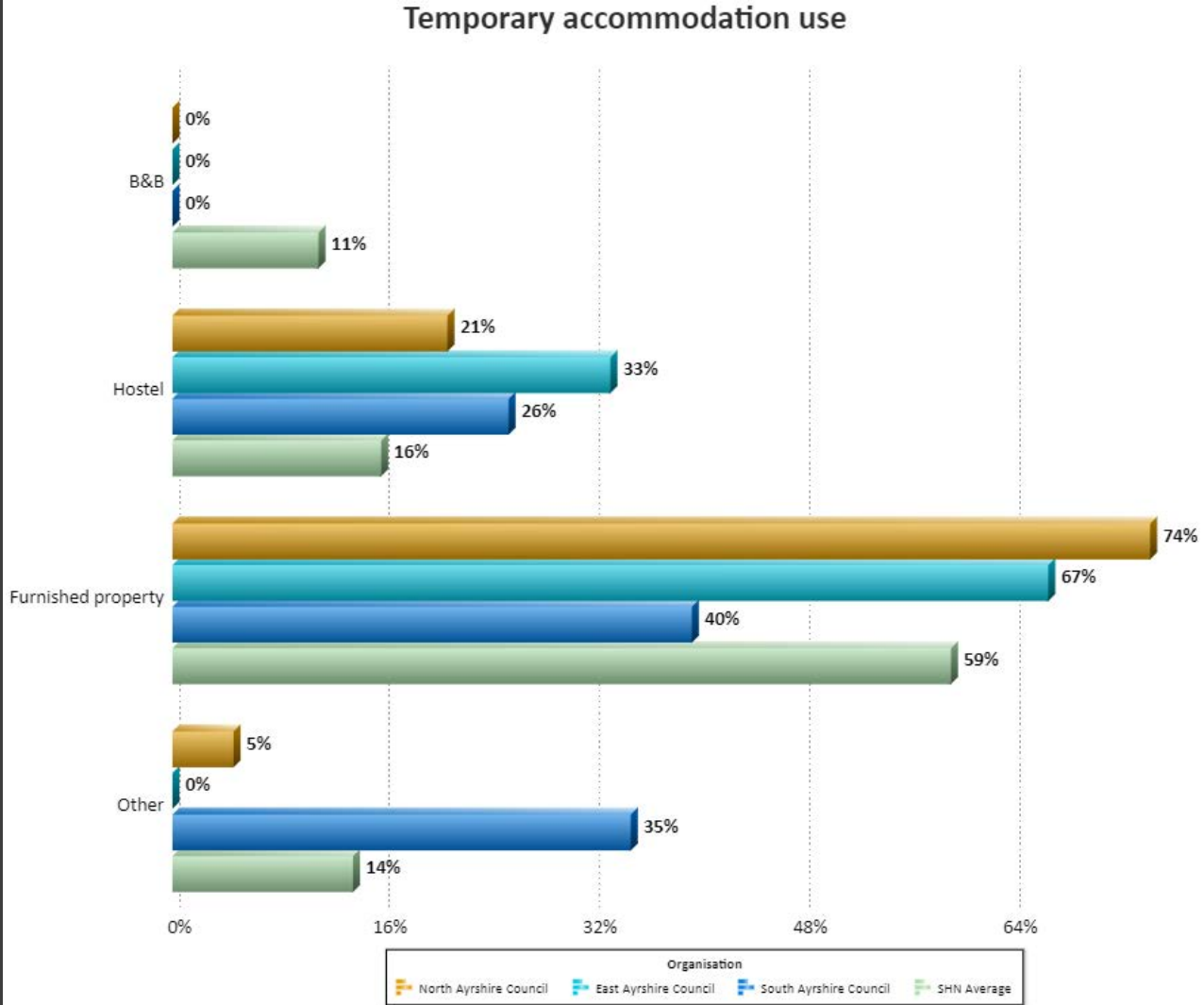
#	2015/16	2016/17	2017/18
NAC	220	215	220
Scotland total	10543	10873	10933



# Homelessness

## HL3 Temporary accommodation use

%	NAC	SHN
Social sector house	74	59
Hostel	21	16
B&B	0	14
Other	5	11

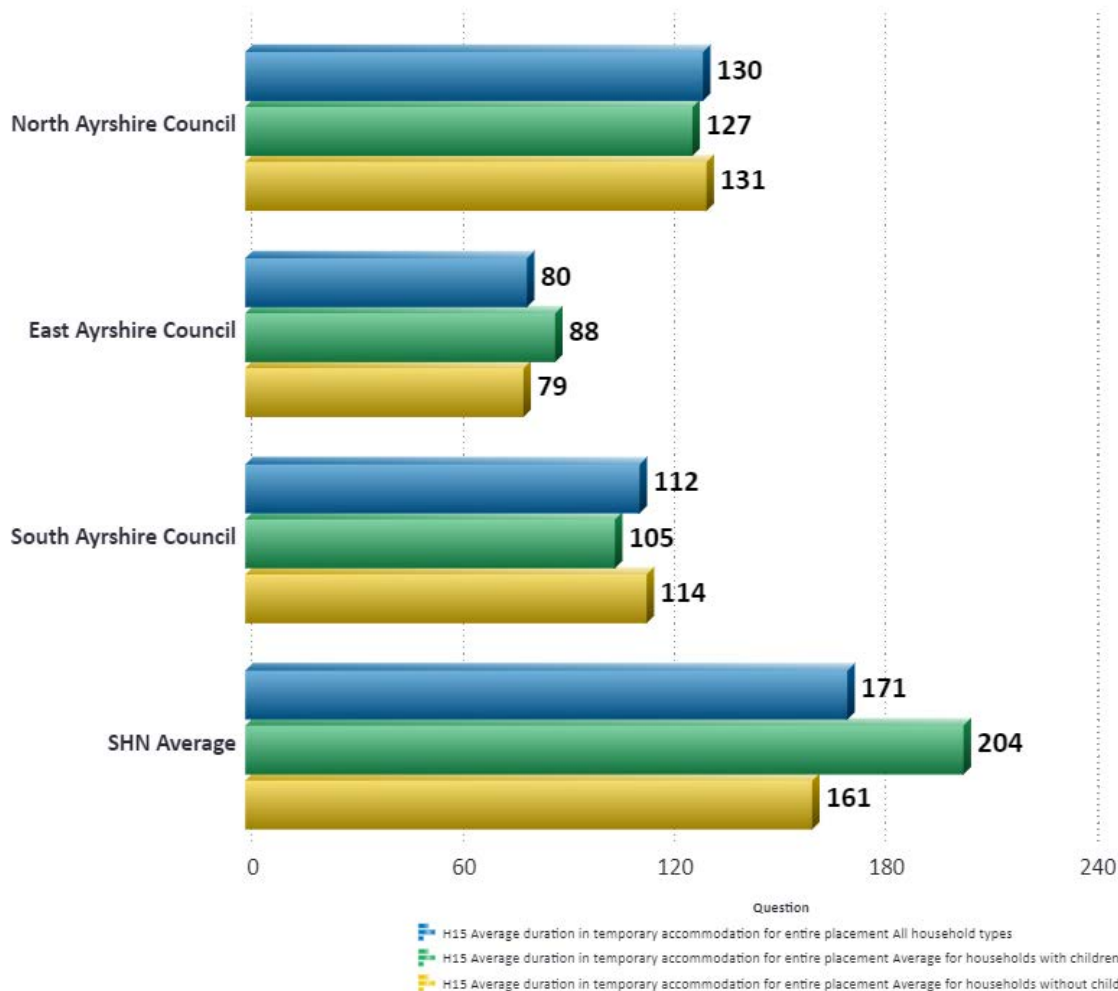


# Homelessness

**HL3** Temporary accommodation length of stay

days	NAC	SHN
All households	130	171
Households with children	127	204
Households without children	131	161

## Temporary accommodation length of stay



# Rent collection

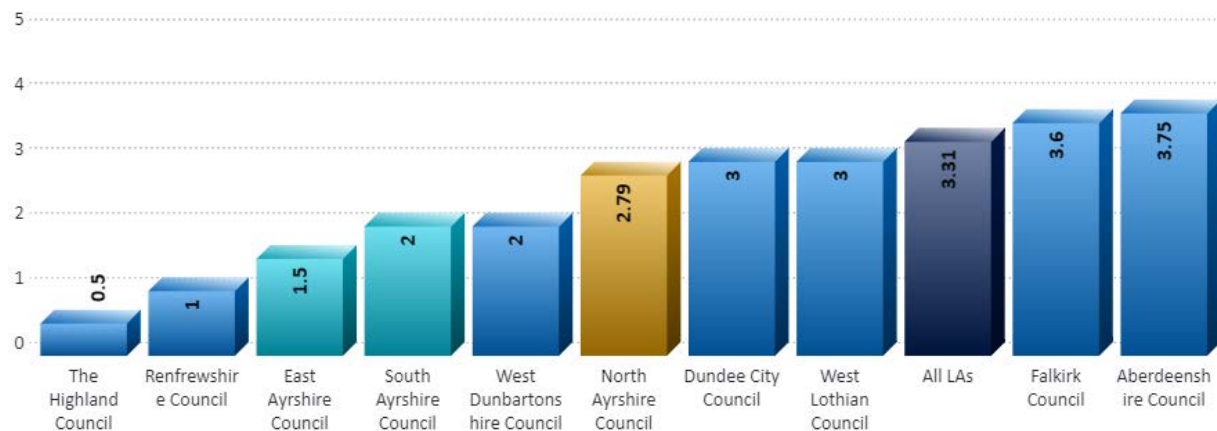
**C17:** Average weekly rent and rent increase

	2015/16	2016/17	2017/18
<b>NAC</b>	<b>65.60</b>	<b>66.60</b>	<b>68.50</b>
Small LAs	63.20	65.40	67.10
Medium LAs	67.90	70.40	71.80
Large LAs	70.50	72.00	73.50
All LAs	68.30	70.30	71.80
National Average	72.70	74.40	76.20

Average Weekly Rent



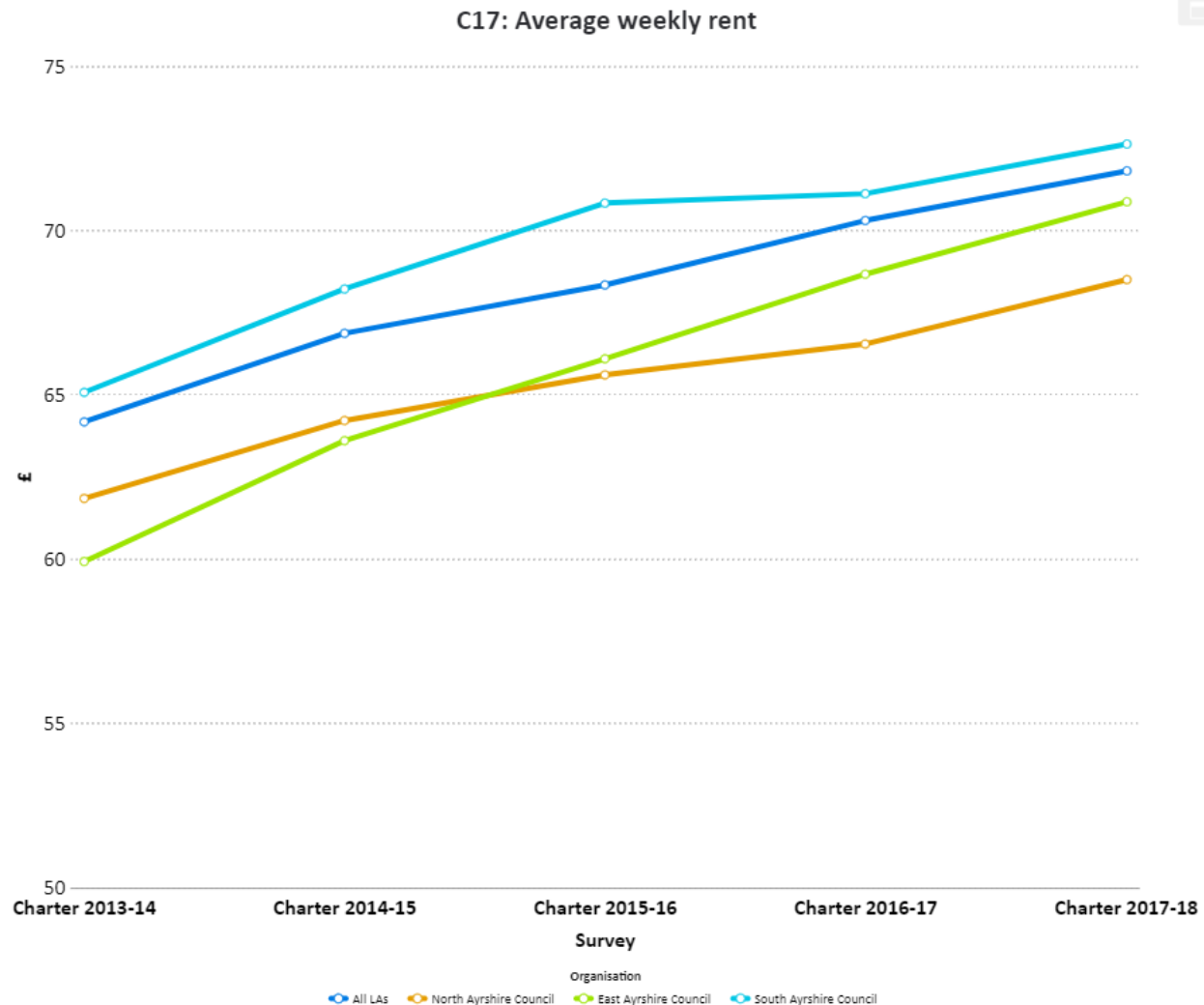
Annual Rent Increase



# Rent collection

## C21: Change in average rent

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>1.5</b>	<b>2.8</b>	<b>2.8</b>
Small LAs	3.2	2.7	3.3
Medium LAs	2.7	2.0	2.4
Large LAs	2.4	2.1	3.6
All LAs	2.8	2.6	3.3
National Average	1.9	2.3	3.2

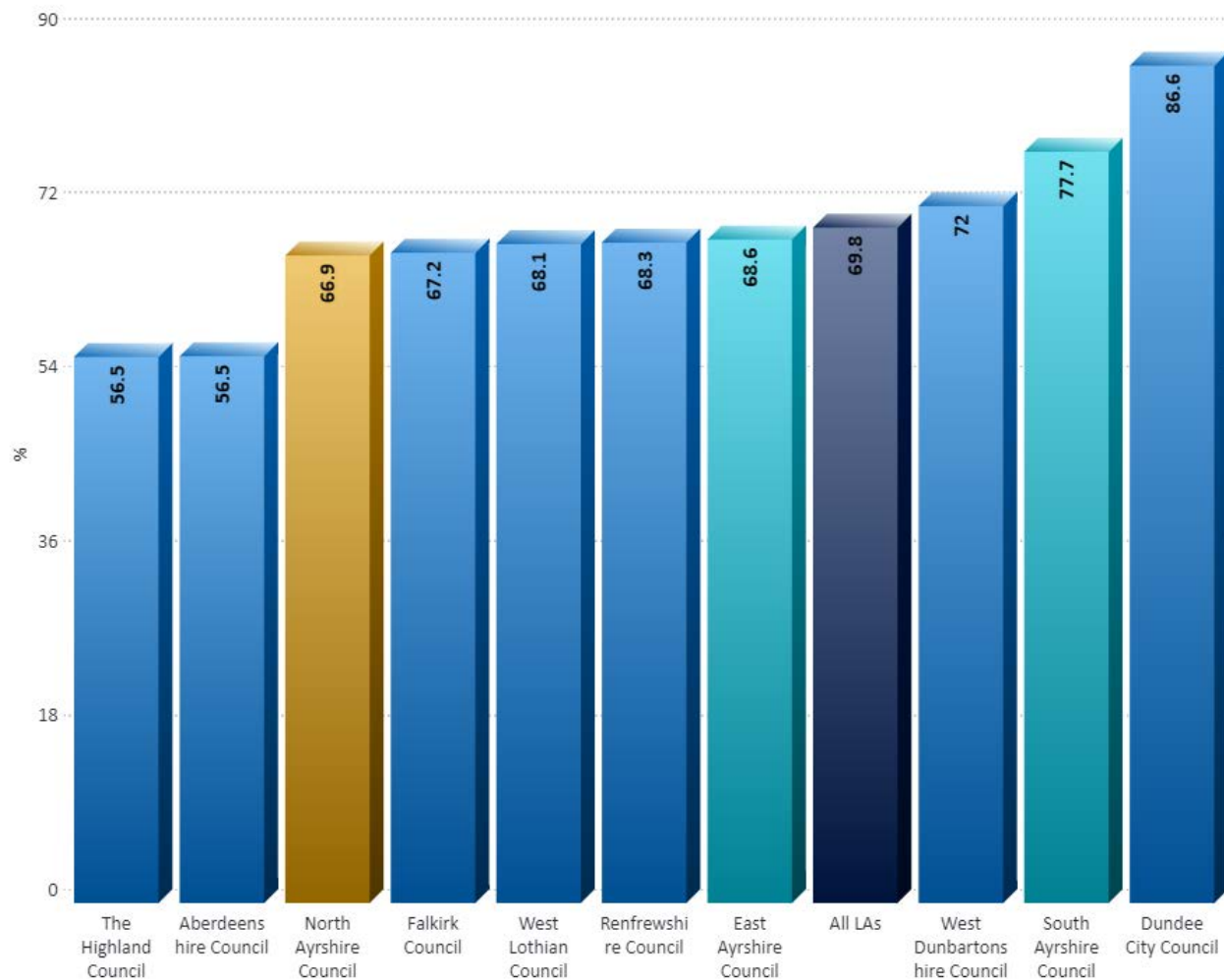


# Rent collection

**Context 22:** Percentage of households for which landlords are paid housing costs directly

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>71.9</b>	<b>61.0</b>	<b>66.9</b>
Small LAs	63.5	62.9	62.5
Medium LAs	71.9	68.8	67.6
Large LAs	73.4	74.5	74.0
All LAs	71.1	70.5	69.8
National Average	68.9	68.1	67.2

C22: % rent direct

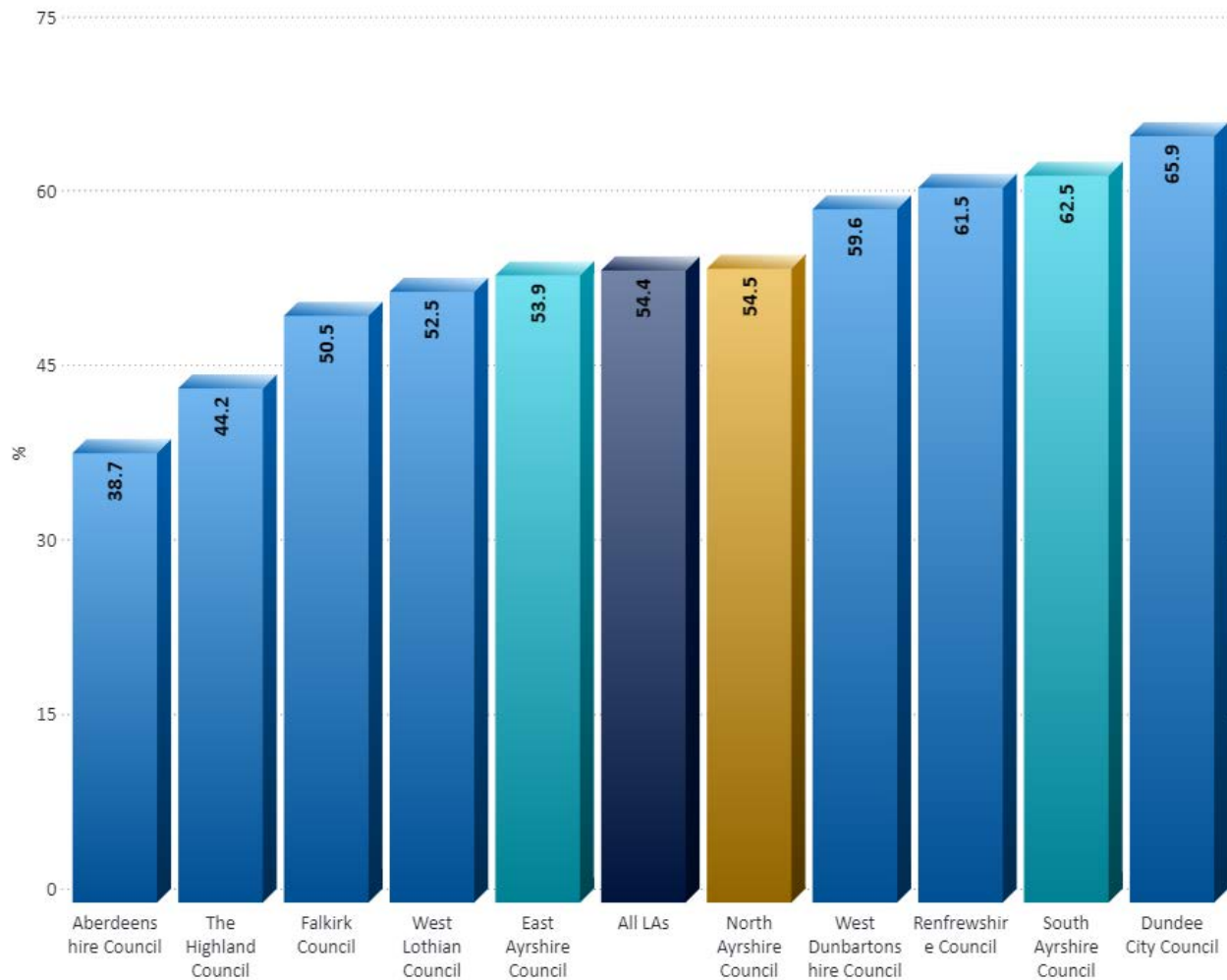


# Rent collection

**Context 22:** Percentage value of the direct housing payments received in the reporting year.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>58.8</b>	<b>56.2</b>	<b>54.5</b>
Small LAs	51.6	50.9	47.4
Medium LAs	55.9	54.3	53.0
Large LAs	59.3	57.5	57.7
All LAs	56.9	55.3	54.4
National Average	55.8	12475.4	53.3

C22: % value of rent direct

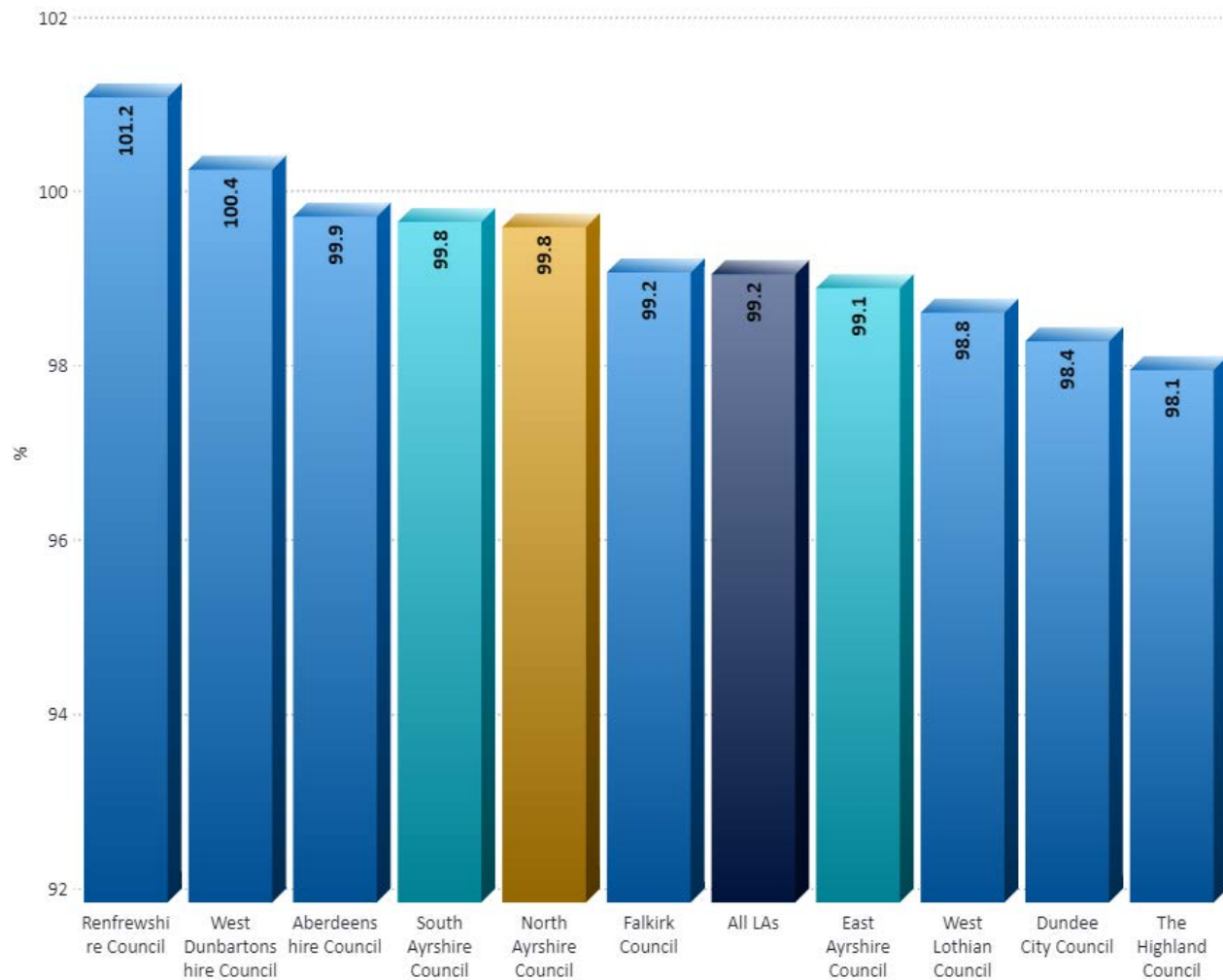


# Rent collection

**Indicator 30:** Rent collected from tenants as a percentage of total rent due in the reporting year

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>100.4</b>	<b>99.8</b>	<b>99.8</b>
Small LAs	99.4	99.5	99.2
Medium LAs	99.6	99.6	99.4
Large LAs	99.5	99.2	99.1
All LAs	99.5	99.4	99.2
National Average	99.6	99.6	99.4

I30: Rent collected



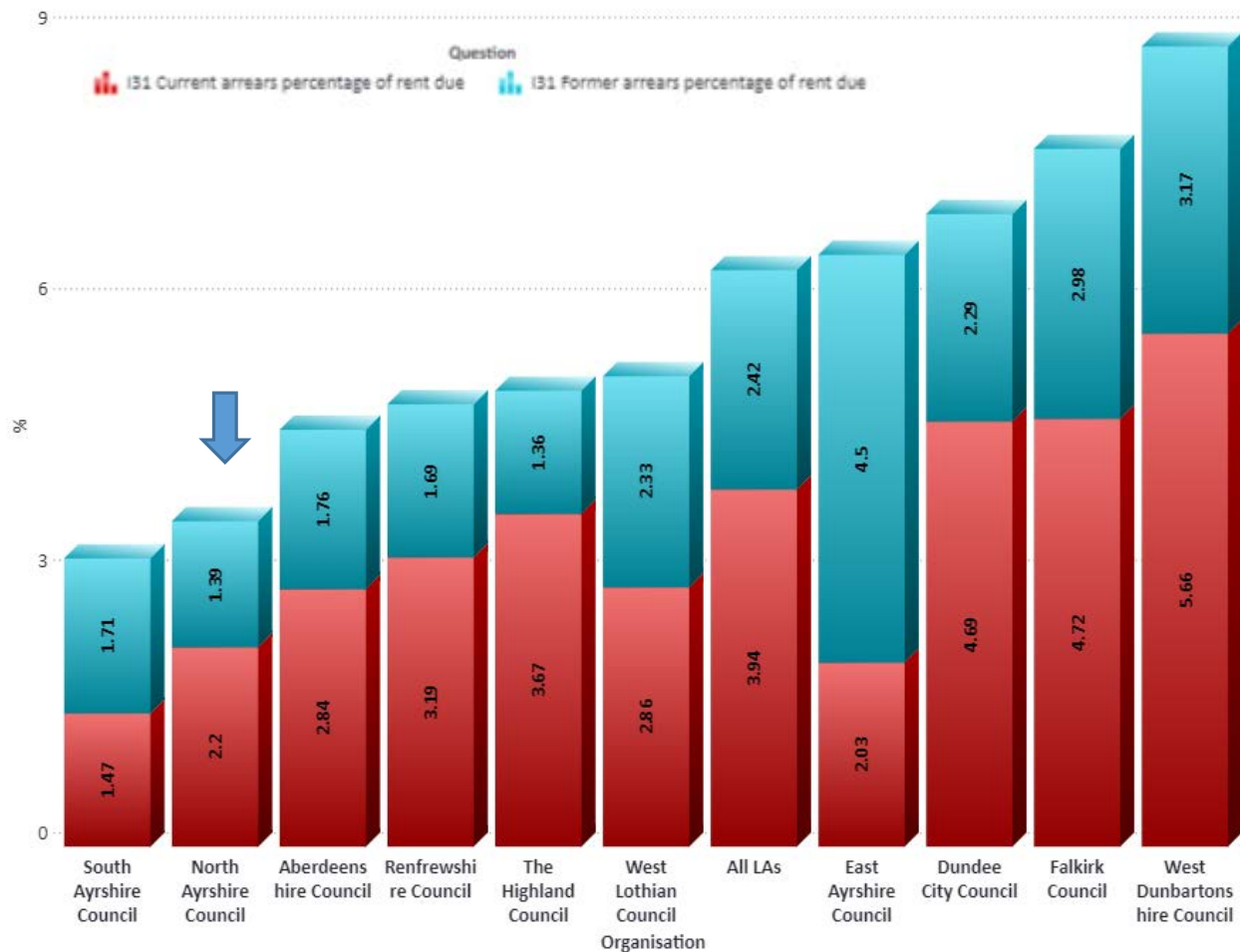


# Rent collection

**Indicator 31:** Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>2.0</b>	<b>2.0</b>	<b>2.2</b>
Small LAs	4.1	4.2	4.3
Medium LAs	3.3	3.3	3.8
Large LAs	3.5	3.8	4.1
All LAs	3.5	3.7	4.0
National Average	3.2	3.3	3.4

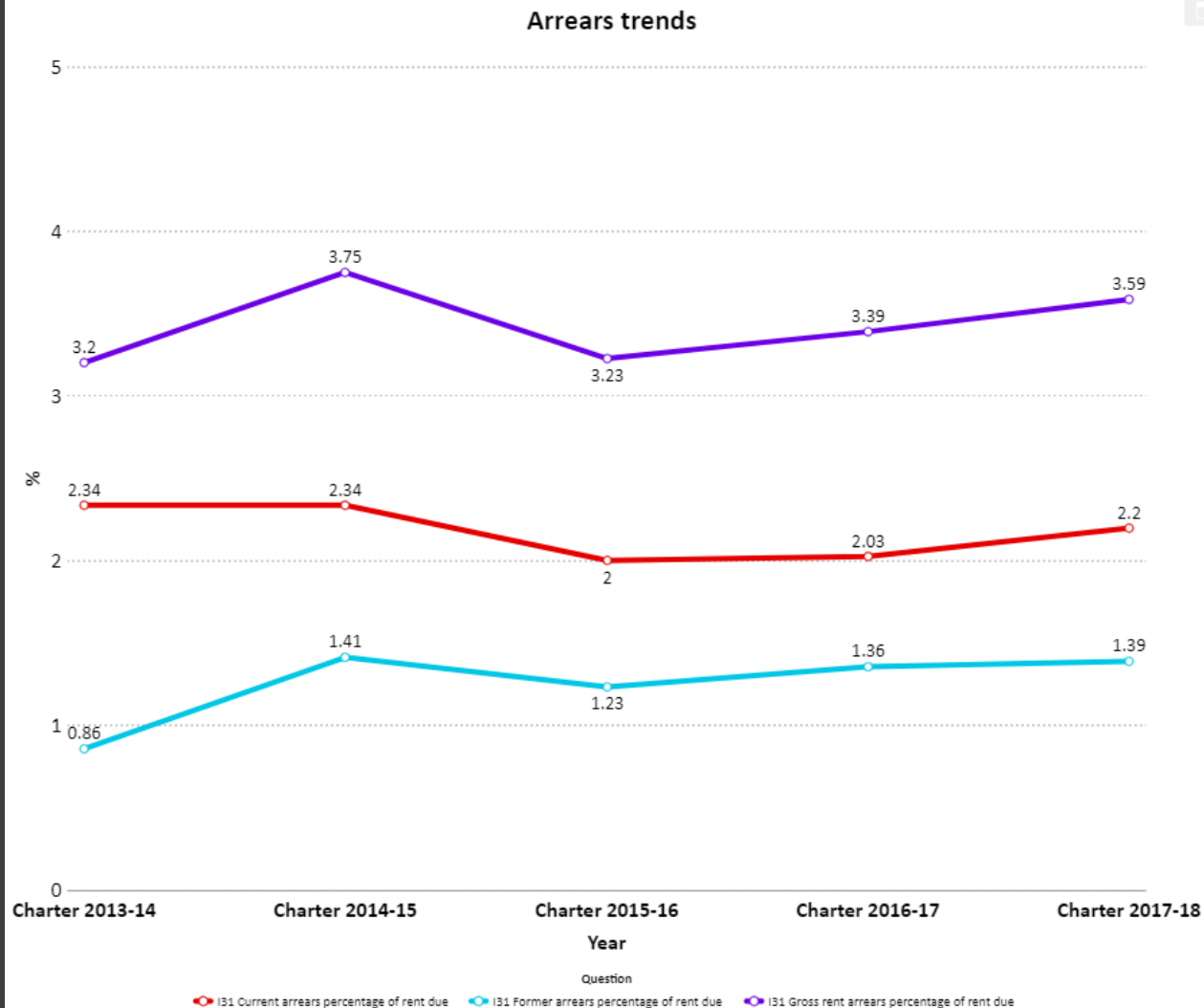
## I31: Rent Arrears



# Rent collection

## Indicator 31: Gross Arrears trends

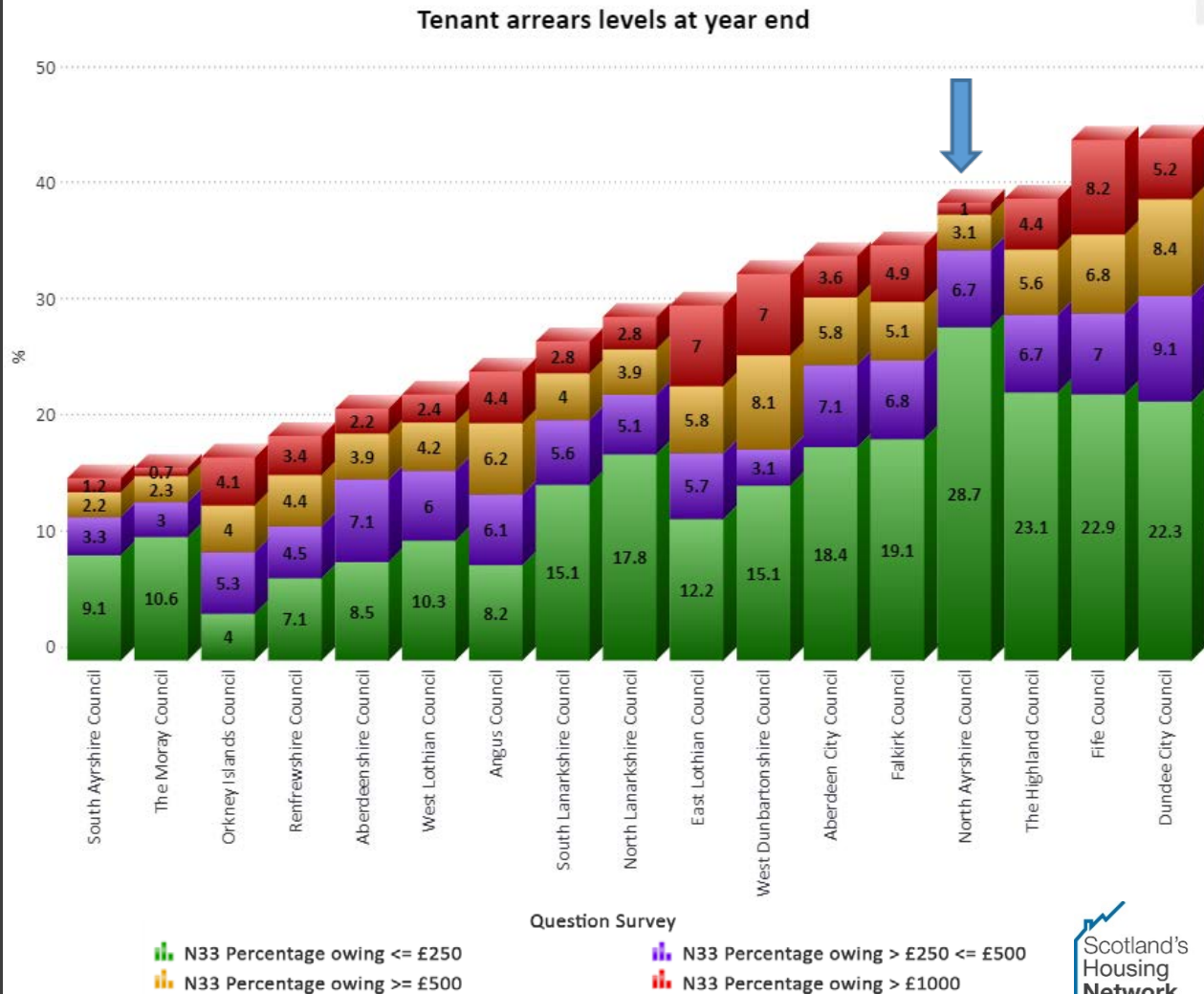
Gross arrears %	2015/16	2016/17	2017/18
<b>NAC</b>	<b>3.2</b>	<b>3.4</b>	<b>3.6</b>
Small LAs	7.0	7.3	7.5
Medium LAs	6.0	5.8	5.9
Large LAs	5.6	6.0	6.3
All LAs	6.0	6.1	6.4
National Average	5.3	5.3	5.2



# Getting good value from rents and service charges

**Indicator N33:** Percentage of tenants in arrears at year end

%	N. Ayrshire	LA	SHN
<£250	28.7	16.9	17.0
< £500	6.7	6.0	6.1
< £1000	3.1	4.2	5.0
> £1000	1.0	2.4	3.9
Total in arrears	39.4	22.9	32.0



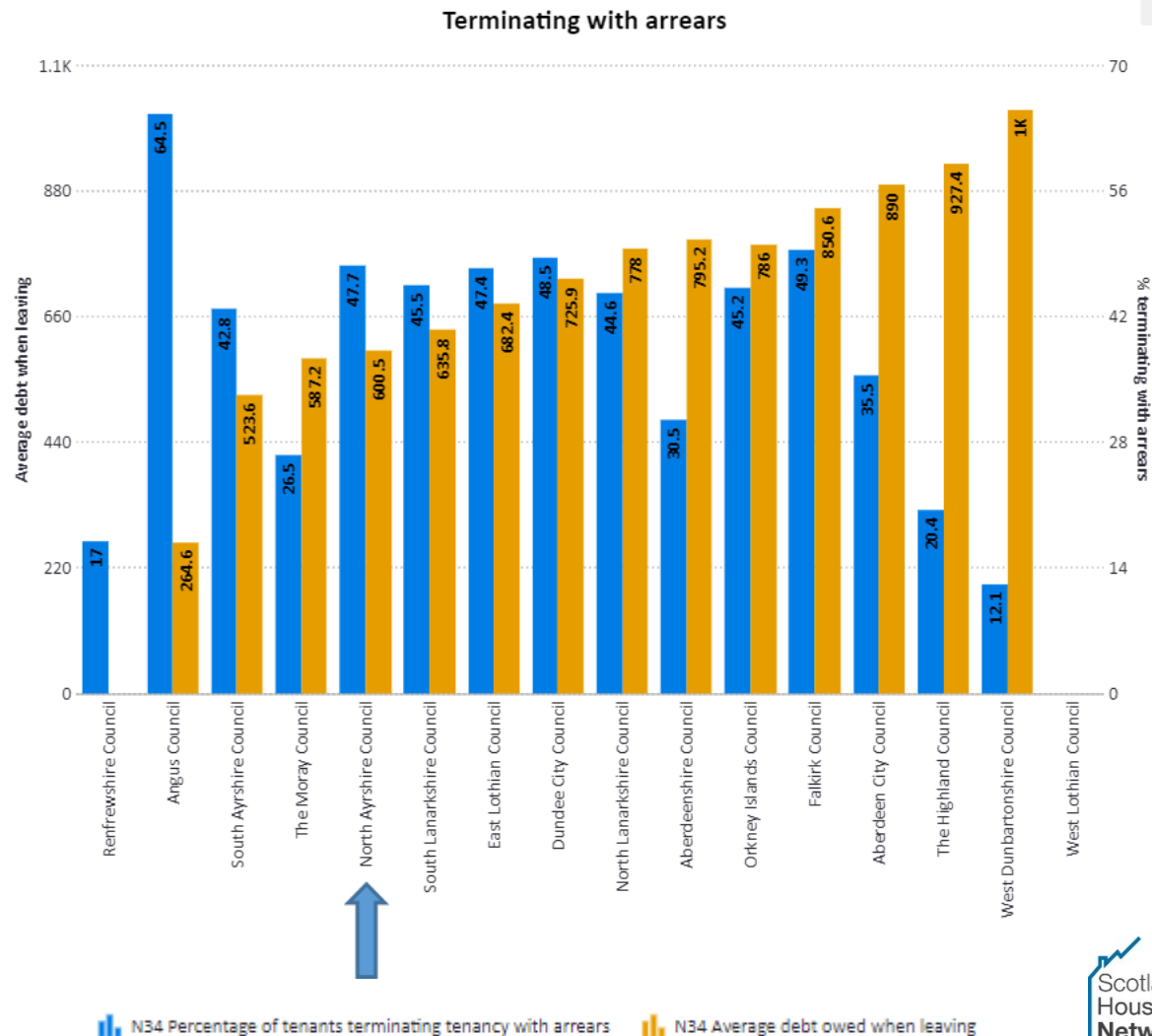
# Getting good value from rents and service charges

**Indicator N34:** Percentage of tenants terminating with arrears

&

Average level of arrears when leaving

	%	£
<b>N. Ayrshire</b>	<b>47.7</b>	<b>600</b>
All LAs	38.2	719
National Average	36.4	651

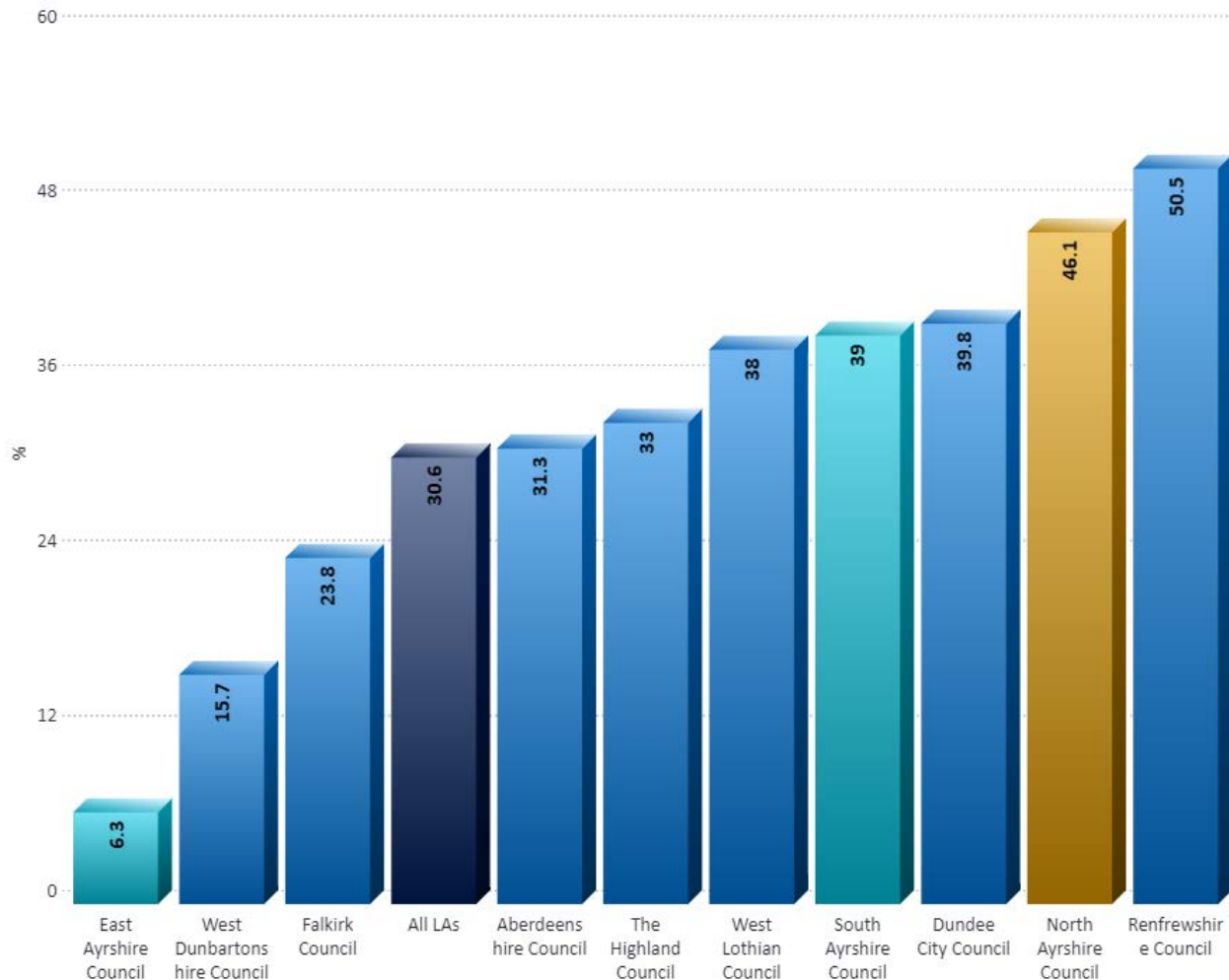


# Rent collection

**Indicator C23:** percentage of former tenant rent arrears written off at the year end.

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>43.5</b>	<b>43.2</b>	<b>46.1</b>
Small LAs	14.2	23.5	24.1
Medium LAs	32.3	30.2	30.3
Large LAs	37.4	40.4	36.1
All LAs	31.0	33.3	31.6
National Average	34.6	37.1	36.1

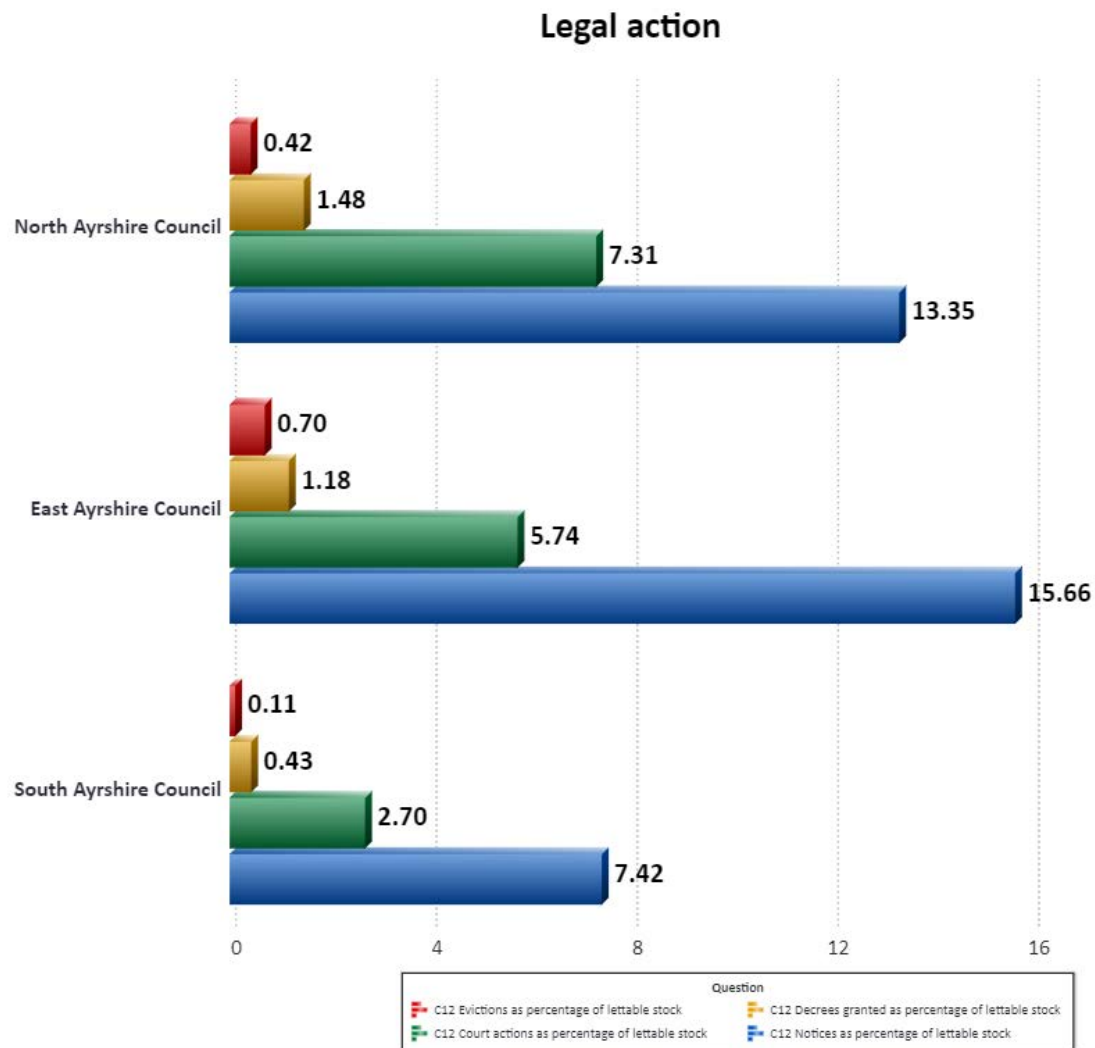
C23: rent arrears written off



# Rent collection

Legal action process as a percentage of lettable stock

%	NAC	LA	SHN
Evictions	0.4	0.4	0.4
Decrees	1.5	1.3	1.0
Court actions granted	7.3	2.8	2.4
NOPs	13.3	8.3	7.2

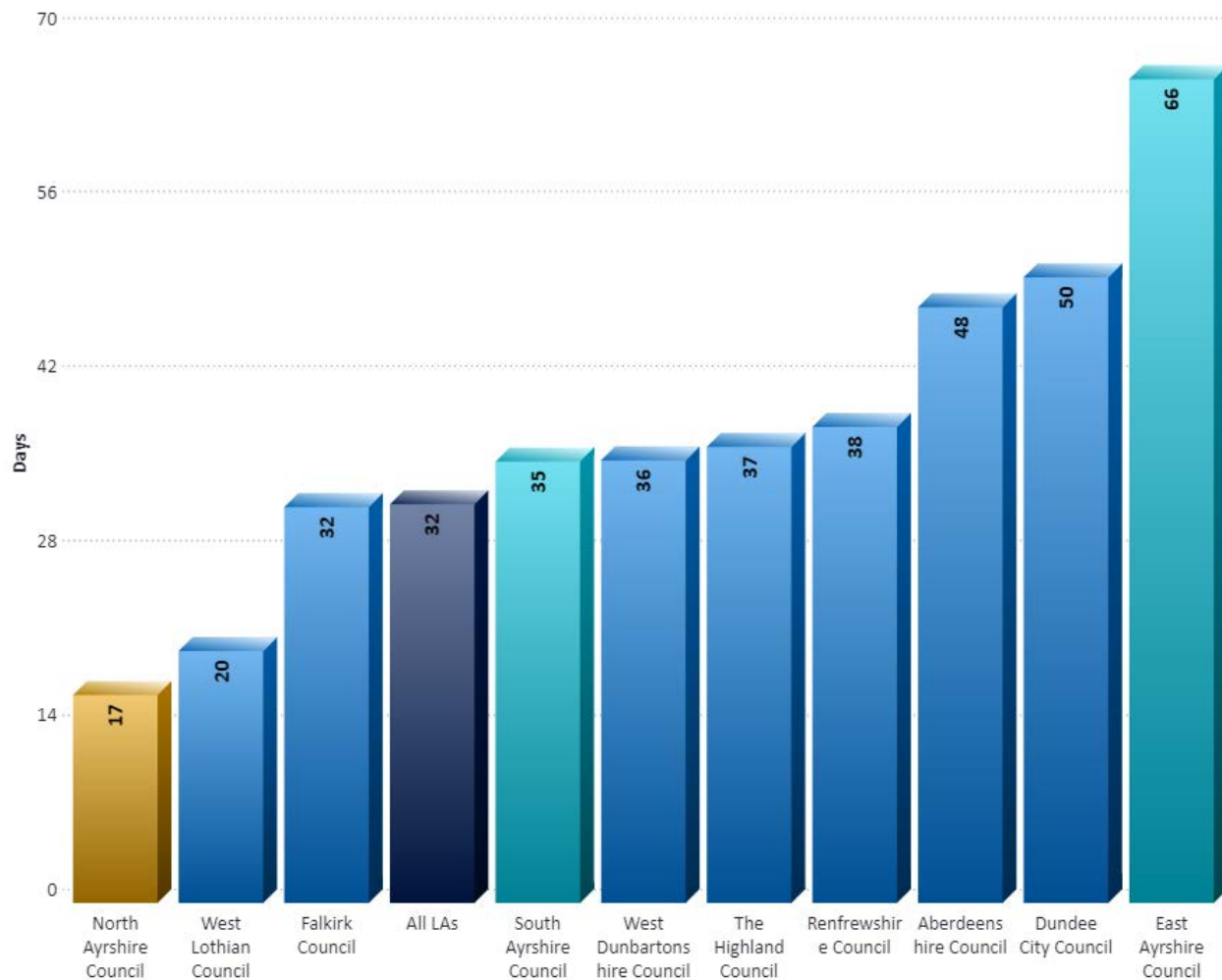


# Rent collection

**Indicator 35:** Average length of time taken to relet properties in the last year (days)

Days	2015/16	2016/17	2017/18
<b>NAC</b>	<b>16.1</b>	<b>15.4</b>	<b>16.7</b>
Small LAs	35.8	40.2	36.6
Medium LAs	45.5	42.0	39.4
Large LAs	34.5	25.1	25.5
All LAs	38.6	33.5	32.0
National Average	35.4	31.5	30.7

I35: Time to re-let properties

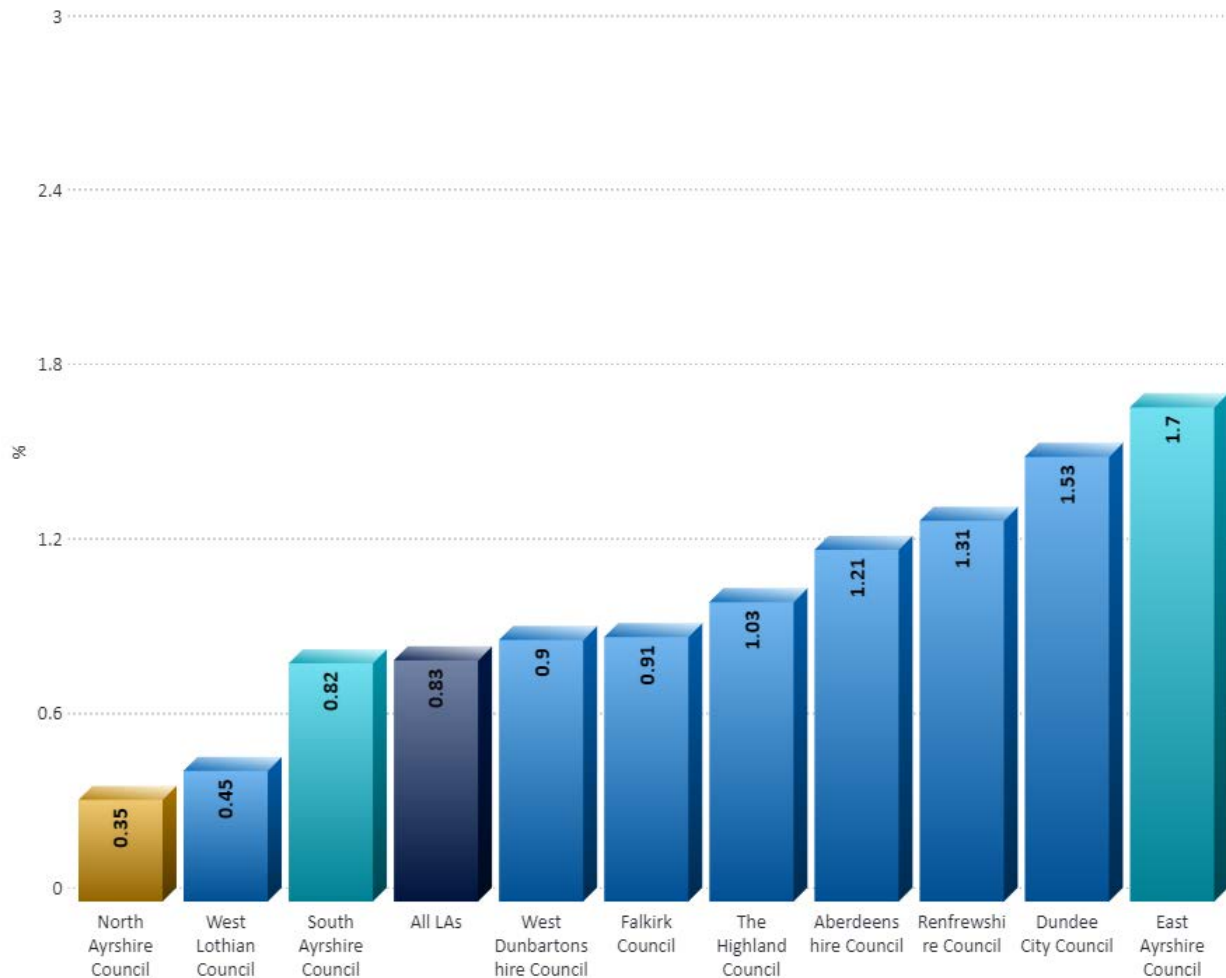


# Rent collection

**Indicator 34:** percentage of rent lost through properties being empty in the last year

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>0.3</b>	<b>0.3</b>	<b>0.4</b>
Small LAs	0.8	0.9	0.9
Medium LAs	1.2	1.2	1.1
Large LAs	0.8	0.6	0.7
All LAs	1.0	0.9	0.8
National Average	1.0	0.9	0.7

I34: Void rent loss

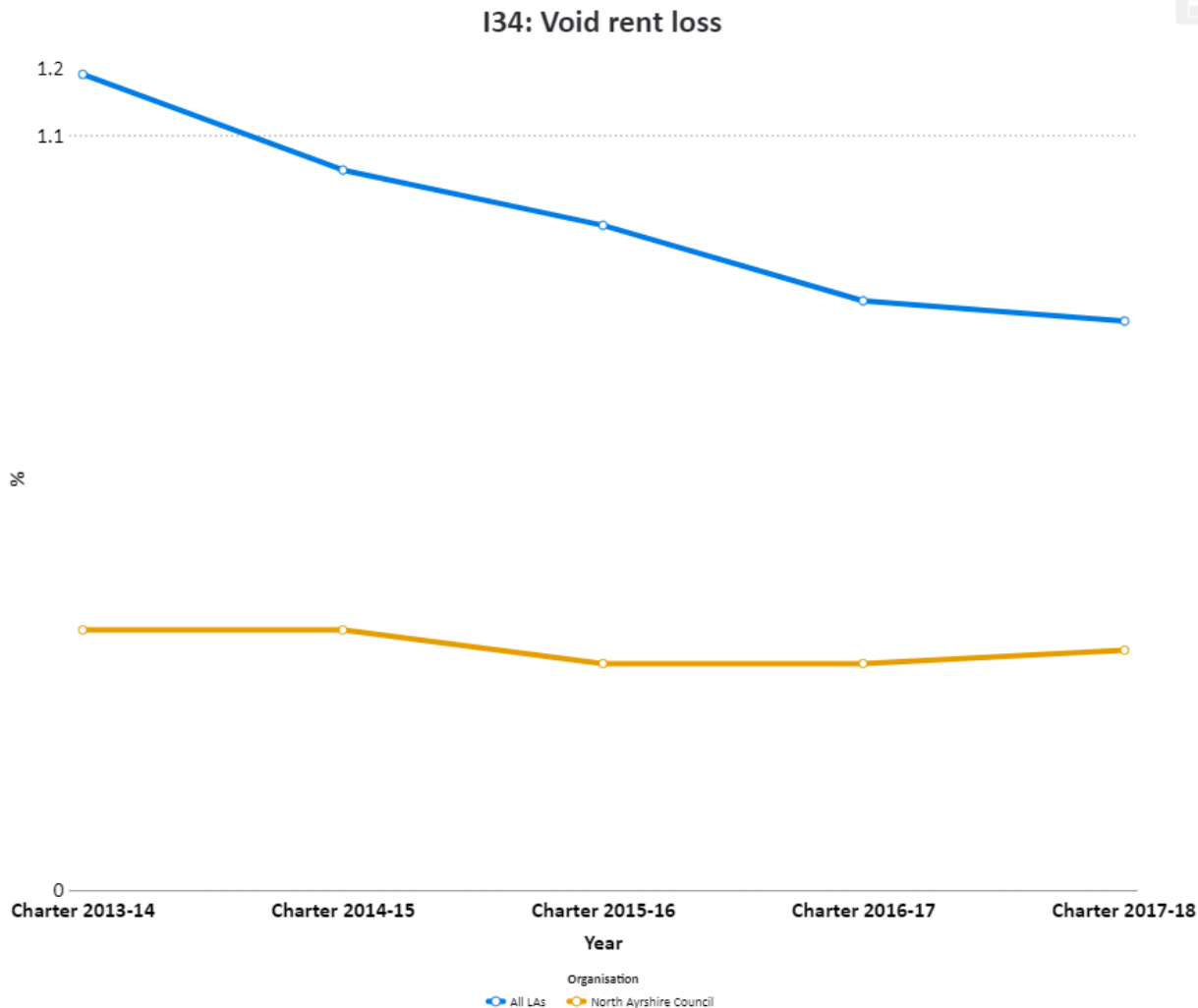




# Rent collection

**Indicator 34:** percentage of rent lost through properties being empty in the last year

%	2015/16	2016/17	2017/18
<b>NAC</b>	<b>0.3</b>	<b>0.3</b>	<b>0.4</b>
Small LAs	0.8	0.9	0.9
Medium LAs	1.2	1.2	1.1
Large LAs	0.8	0.6	0.7
All LAs	1.0	0.9	0.8
National Average	1.0	0.9	0.7



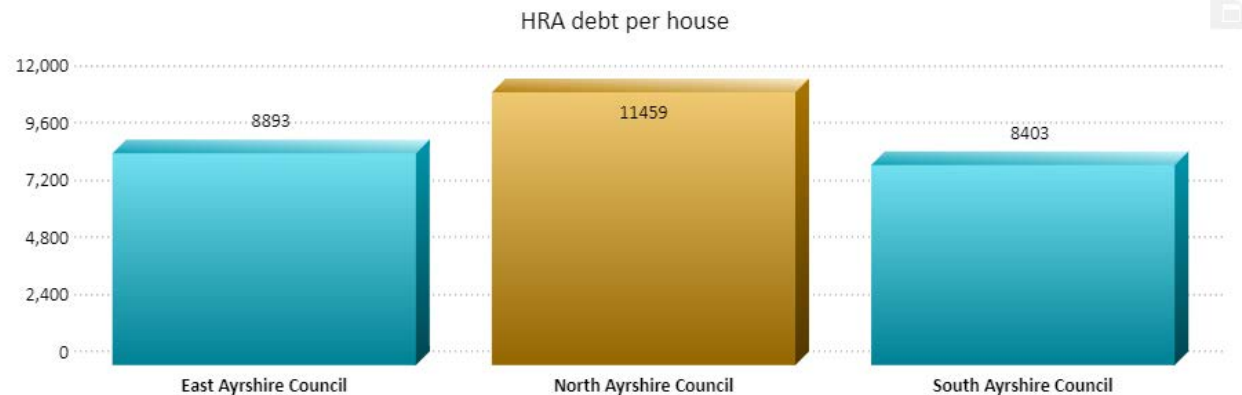
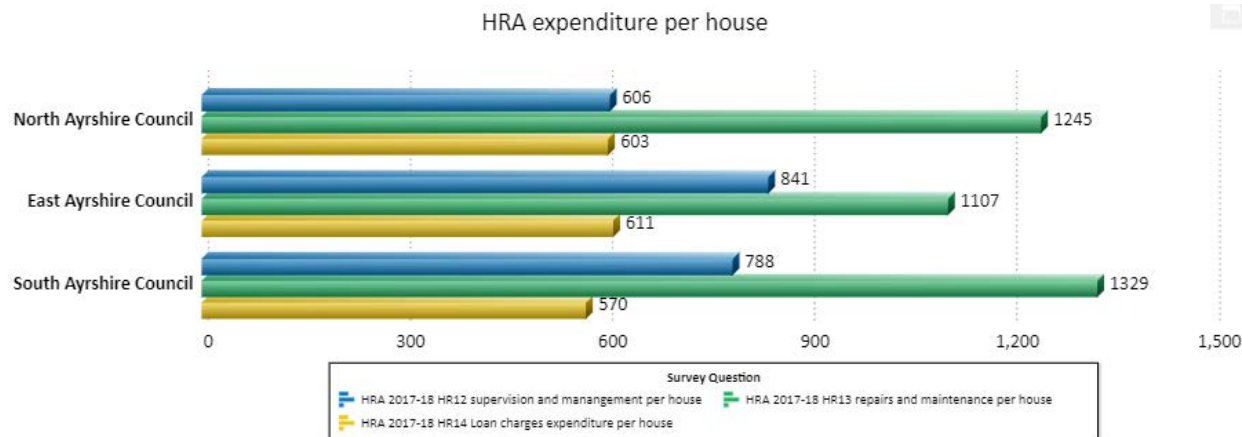
# HRA

## HRA: Expenditure – Cost per Unit

### 2017-18 estimate

	S&M	Maintenance	Loans
NAC	606	1245	603
National average	783	1172	867

	Debt per house
NAC	11459
National average	13237



# Landlord Report

Service and Value for Money

Landlord Report Indicators

## Service

---

- Satisfaction:
  - Overall
  - Keeping informed
  - Opportunities to participate
- SHQS
- Emergency repairs time
- Non-emergency repairs time
- Right first time
- Appointments kept
- Repairs satisfaction
- ASB cases within target

## Value for Money

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- Average weekly rent
- Annual rent increase
- Void relet time
- Void rent loss
- Rent collected

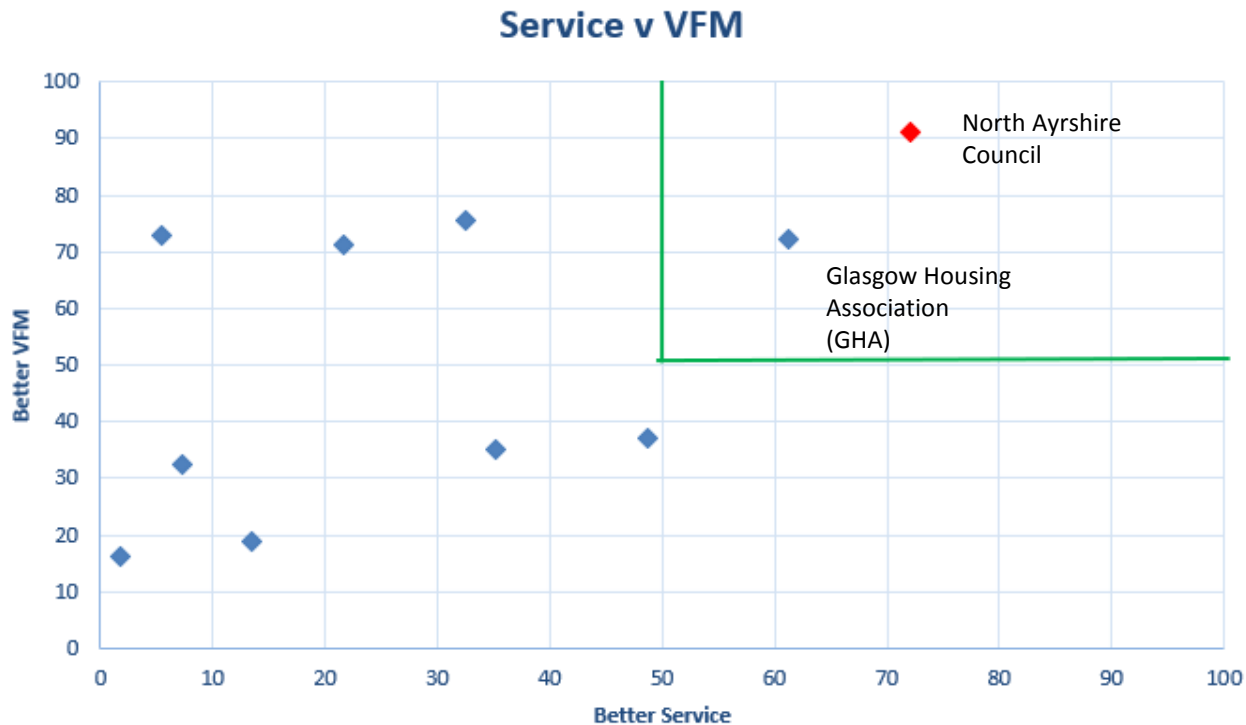
# Landlord report

	I1 Satisfied with overall service	I3 Satisfied with keeping tenants informed	I6 Satisfied with opportunities to participate	I7 Properties meeting SHQS	I11 Time taken to complete emergency repairs	I12 Time taken to complete non-emergency repairs	I13 Repairs right first time	I14 Appointments kept	I16 Satisfaction with repairs service	I19 ASB cases resolved within targets	C17 Average weekly rent	C21 Rent increase	I30 Rent collected	I34 Void rent lost	I35 Time to re-let properties
South Ayrshire Council	90.4	97.4	98.6	97.46	2.67	7.93	97.37	99.13	89.2	79.64	72.62	2	99.81	0.82	35.47
Aberdeenshire Council	79.7	76.34	60.96	92.51	8.36	8.39	86.16	0	93.31	72.03	75.91	3.75	99.87	1.21	47.86
Dundee City Council	90	85.8	75.6	94.65	8.91	4.1	85.79	0	96.14	78.27	73.16	3	98.44	1.53	50.26
East Ayrshire Council	86.92	88.25	85.5	98.59	2.24	5.4	86.1	96.46	97.92	92.69	70.89	1.5	99.05	1.7	66.18
Falkirk Council	84.62	90.51	86.91	97.42	4.98	7.97	98.33	99.73	93.78	68.93	64.11	3.6	99.23	0.91	31.8
<b>North Ayrshire Council</b>	<b>87.6</b>	<b>82.8</b>	<b>86.6</b>	<b>99.14</b>	<b>2.3</b>	<b>5.51</b>	<b>98.41</b>	<b>99.29</b>	<b>89.78</b>	<b>101.6</b>	<b>68.49</b>	<b>2.79</b>	<b>99.75</b>	<b>0.35</b>	<b>16.71</b>
Renfrewshire Council	87.97	82.18	87.81	93.51	5.12	7.06	90.17	98.87	98.26	95.03	75.58	1	101.24	1.31	38.24
The Highland Council	74	62.96	46.01	94.68	6.41	7.4	94.27	90.46	94.38	82.43	75.2	0.5	98.11	1.03	36.64
West Dunbartonshire Council	84.06	84.46	79.08	90.23	3.67	7.08	88.1	86.05	92.31	81.37	76.82	2	100.41	0.9	35.56
West Lothian Council	84.18	83.13	65.37	99.47	5.89	9.47	92.09	99.87	98.26	79.82	69.86	3	98.77	0.45	20.24

# Summary




## Service v Value for money

Comparison with peer group LAs  
2017-18



# Improving indicators

Charter indicators improving

Charter outcomes	2015-16 	2016-17 	2016-17 
Satisfaction	9	9	16
Housing quality	7,11,12,13,14,15	7,11,12,14,15	
Access	21,23	21, C11	18,20,23
Rent collection			31,34,35
Totals	9	8	7



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# North Ayrshire Council

## Tenant Satisfaction Survey

August 2018

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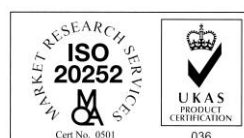
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Date: 27<sup>th</sup> August 2018

Reviewed by: Elaine MacKinnon

A handwritten signature in black ink, appearing to read 'Elaine MacKinnon'.

Date: 29<sup>th</sup> August 2018

# North Ayrshire Council

## Tenant Satisfaction Survey 2018

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# 1. EXECUTIVE SUMMARY

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## INTRODUCTION









- North Ayrshire Council commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- A total of 1,500 interviews were carried out with North Ayrshire Council's tenants in order to assess satisfaction with the Council and the services it provides.
- Interviews took place between the 29<sup>th</sup> June and the 7<sup>th</sup> August 2018.
- 1,500 interviews provides data accurate to +/-2.4% accuracy (based upon a 50% estimate at the 95% level of confidence).
- Analysis of the profile of interviews shows that interviews represent the overall profile of North Ayrshire tenants geographically.
- This executive summary highlights the key findings from this programme of research.

## PERFORMANCE SUMMARY

The table over the shows the results for the Scottish Housing Regulator key indicators for the Scottish Social Housing Charter Annual Return for North Ayrshire Council.

The results in the table below show the levels of satisfaction reported in the Council's 2013, 2016 and 2018 tenant satisfaction surveys. The trend column shows the difference between 2016 and 2018. This column indicates where there has been a statistically significant change between 2016 and 2018, as is shown in the key below.

Key		
Significant increase (+3% or greater) 	No significant change (+/-2%) 	Significant decrease (-3% or more) 

Scottish Housing Regulator indicators				
	2013	2016	2018	Trend
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by North Ayrshire Council as your landlord? ( <i>% very/ fairly satisfied</i> )	91%	88%	93%	+5% 
How good or poor do you feel North Ayrshire Council Housing Services is at keeping you informed about their services and decisions? ( <i>%very good/ fairly good</i> )	97%	83%	94%	+11% 
How satisfied or dissatisfied are you with the opportunities given to you to participate in North Ayrshire Council Housing Services decision making process? ( <i>% very/ fairly satisfied</i> )	89%	89%	94%	+5% 
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by North Ayrshire Council Housing Services? ( <i>% very/ fairly satisfied</i> )	93%	82%	92%	10% 
Overall, how satisfied or dissatisfied are you with the quality of your home? ( <i>% very/ fairly satisfied</i> )	92%	86%	94%	+8% 
Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? ( <i>% very/ fairly satisfied</i> )	93%	86%	92%	+6% 
Taking into account the accommodation and services North Ayrshire Council provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... ( <i>% very good value/ fairly good value</i> )	79%	74%	92%	+18% 
How satisfied or dissatisfied are you with your landlords management of your site? ( <i>% very/ fairly satisfied</i> )	100%	83%	38%	-45% 

## SUMMARY OF KEY FINDINGS

Our review of the survey findings suggest the following key findings should be noted by North Ayrshire Council Housing Services:

- For the majority of key indicators, there has been a general trend of an increase in overall satisfaction over the period from 2016 to 2018. However, often satisfaction levels return to similar levels to those reported in 2013.
- **Overall satisfaction** is high, with 93% of tenants who responded stating that they are very or fairly satisfied with the overall service provided by North Ayrshire Council as their landlord.
- Tenant **priorities** in terms of landlord services were:
  - Day to day repairs service (85%)
  - Planned improvements to their home (57%)
  - Managing the common areas around their home (53%)
- The **repairs service** is top priority for tenants and, positively, has seen a significant increase in satisfaction compared to 2016, rising from 82% satisfied with the last repair they had carried out in the last 12 months to 92%. Moreover, satisfaction with a range of aspects of the repairs service have all increased, most notably so with regard to the follow up service (rising from 69% to 93% satisfaction) and the repair being carried out properly first time (rising from 79% to 92% satisfaction).
- **Planned improvements** to the home was tenants second top priority and also an area where significant increases in satisfaction have been seen, with 95% of those who have had major works carried out stating that they were satisfied overall with the major works service. This has increased from 87% in 2016. **Quality of the home** has also seen an increase in satisfaction rising from 86% in 2016 to 94% in 2018.
- In terms of **management of the neighbourhood**, satisfaction has also increased compared to 2016 rising from 86% satisfaction up to 92% satisfaction in 2018. There was a lower level of satisfaction reported in terms of the neighbourhood in the Three Towns area with the key issues reported tending to be focused on the behaviour of other tenants.

Satisfaction was also slightly lower in Dalry, with the key issue reported being garden maintenance.

- In terms of **heating the home**, 84% of tenants stated they find it either very or fairly easy to heat their home to a comfortable level in the winter months, 8% find it neither easy nor difficult and 8% find it difficult. The main reasons for this were noted as being the cost of fuel. 16% of respondents said that they spent more than 10% of their household income on fuel (defined as being in fuel poverty). The groups most likely to report being in fuel poverty were households with children and those who were long term sick or disabled.
- The methods of **customer contact** used and preferred remain similar to those reported in previous years with telephone being the method that is both most likely to be used (68%) and preferred (68%) for contact. Satisfaction with customer contact by telephone is very high for the majority of factors, however, satisfaction with the quality of advice and assistance given is lower (81%) and has fallen since 2016 (91%). Satisfaction in this respect is lower in particular when contact relates to complaints.
- The survey asked about **awareness** of a range of support services provided by North Ayrshire Council Housing Services. Awareness has fallen for these services.
  - 14% aware of Housing Support Service (45% in 2016)
  - 19% aware of the Welfare Reform Advice Team (41% in 2016).
- Where tenants stated that they were aware of these services, the source of awareness was often via letters or newsletters, or Council staff. This also correlates with how tenants wish to be **kept informed**:
  - 58% wish to be kept informed via individual letters / leaflets sent to their home
  - 55% wish to be kept informed via newsletters
  - 13% wish to be kept informed by telephone.
  - 8% wish to be kept informed via website.

The Council should consider this when raising awareness of these services.



- Despite the fact that awareness has fallen, satisfaction has tended to increase with respect to these services:
  - 91% satisfied with **Housing Support Service** (87% in 2016)
  - 97% satisfied with the **Welfare Reform Advice Team** (94% in 2016)
  
- Tenants were very positive about **being kept informed** with 94% stating that they believe the Council's Housing Services were either very good or fairly good in that respect (increasing from 83% in 2016). Ratings were high and increasing with respect to letters and leaflets sent to their home (98% rate as good) and the newsletter (90% rate as good). These are also the ways in which tenants were most likely to say they get information from the Council's Housing Services (87% letter / leaflets sent to the home and 78% newsletters).
  
- The vast majority of tenants (94%) were satisfied with the **opportunities** given to them to **participate** in North Ayrshire Council Housing Services decision making processes. This has increased from 87% in 2016. Awareness of how to become a member of a Tenants or Residents Association has also risen (from 40% in 2016 to 54% in 2018). Despite this, fewer tenants stated that they are interested in participating in the Council's decision making processes with 90% stating that they are not interested in getting involved (up from 60% in 2016).
  
- Perception of value for money for **rent** has increased to 92% (rising from 74% in 2016). Moreover, where tenants have had contact with the housing office regarding rent difficulties, the service provided is rated very positively with 90% stating that the service provided was either very or fairly good (rising from 84% in 2016). However, wider awareness of this service is lower with just over half of tenants (53%) stating that they were aware that if they had rent arrears North Ayrshire Council may offer them debt advice or refer them to other agencies. Moreover 35% stated that they did not know what North Ayrshire Council would do if they were having difficulties paying their rent (increasing from 19% in 2016).

## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

---

### 2.1 Introduction

This report represents and discusses the findings to emerge from North Ayrshire Council's Tenant Satisfaction Survey 2018.

### 2.2 Background and objectives

The aim of the research was to seek tenants' views on the services North Ayrshire Council provides and how well it performs these services and to help identify areas where the service can be improved.

Specifically the research was designed to collect data on tenant satisfaction with the key indicators required by the Scottish Housing Regulator for the Council's Annual Return on the Charter. This included:

- Overall satisfaction
- Satisfaction with being kept informed
- Satisfaction with opportunities for participation
- Quality of the home
- Satisfaction with repairs
- Management of the neighbourhood
- Value for money of rent.

It is against this background that Research Resource were commissioned to carry out North Ayrshire Council's Tenant Satisfaction Survey.

### 2.3 Research Method

The Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising an interviewer led survey methodology.

Our primary reasons for recommending an interviewer led methodology were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify

any potential barriers to participation which can be raised and addressed in partnership with the Council.

- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

## 2.4 Questionnaire design

After consultation with North Ayrshire Council representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which the Council is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A survey was designed which covered the following key areas:

- Customer Care
- Estate Management Services (including anti-social behaviour)
- Rent Collection and Arrears
- Rehousing Services
- Repairs and Capital Programmes
- Grounds Maintenance
- Housing Benefit
- Welfare Reform and Universal Credit
- Quality of information provided
- Tenant Participation
- Satisfaction with neighbourhood
- Service Standards
- Equal Opportunities

Importantly, it was designed in a way that allowed comparison to previous tenant satisfaction surveys. A copy of the final questionnaire is available in appendix 1 of this report.

## 2.5 Sample Size and Profile

The aim of the survey was to achieve a robust level of data upon which the Council can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 1,500 interviews were completed with tenants, representing a 40% response rate and providing data accurate to  $\pm 2.4\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Council's stock to ensure coverage of all geographical areas.

The table below show the sample profile broken down by geographical area compared to the overall tenant population. As can be seen below, the interview profile is in line with the overall tenant population profile.

Locality	Population	% of Population	Interviews	% of Interviews	Difference
ARDROSSAN	1206	9.36%	140	9.33%	-0.02%
BEITH	701	5.44%	81	5.40%	-0.04%
CHAPELTOWN STEWARTON	1	0.01%	0	0.00%	-0.01%
DALRY	683	5.30%	80	5.33%	0.03%
DREGHORN IRVINE	315	2.44%	37	2.47%	0.02%
DRYBRIDGE IRVINE	7	0.05%	1	0.07%	0.01%
FAIRLIE LARGS	49	0.38%	7	0.47%	0.09%
GIRDLE TOLL IRVINE	313	2.43%	36	2.40%	-0.03%
IRVINE	3292	25.54%	384	25.60%	0.06%
KILBIRNIE	1132	8.78%	131	8.73%	-0.05%
KILWINNING	1448	11.23%	167	11.13%	-0.10%
LARGS	368	2.85%	45	3.00%	0.15%
LAWTHORN IRVINE	30	0.23%	3	0.20%	-0.03%
LONGBAR GLENGARNOCK	67	0.52%	8	0.53%	0.01%
MILLPORT	12	0.09%	0	0.00%	-0.09%
SALTCOATS	1268	9.84%	148	9.87%	0.03%
SKELMORLIE	48	0.37%	6	0.40%	0.03%
SPRINGSIDE IRVINE	228	1.77%	27	1.80%	0.03%
STEVENSTON	1462	11.34%	170	11.33%	-0.01%
WEST KILBRIDE	260	2.02%	29	1.93%	-0.08%
<b>Grand Total</b>	<b>12890</b>	<b>100.00%</b>	<b>1500</b>	<b>100.00%</b>	<b>0.00%</b>

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population.

The profile of interviews has good coverage of the geographical areas covered by the Council's stock and we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

## **2.6 Interviewing and Quality Control**

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities.

Interviews were conducted in accordance with our ISO20252 accredited policies and procedures and in line with the Market Research Society Code of Conduct.

Interviewing took place between the 29<sup>th</sup> June and 7<sup>th</sup> August 2018.

## **2.7 Survey Analysis and Reporting**

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. Comparison has also been drawn to the Council's 2013 and 2016 customer satisfaction surveys.

Please note that not all percentages sum to 100% due to rounding.

## **2.8 Report Structure**

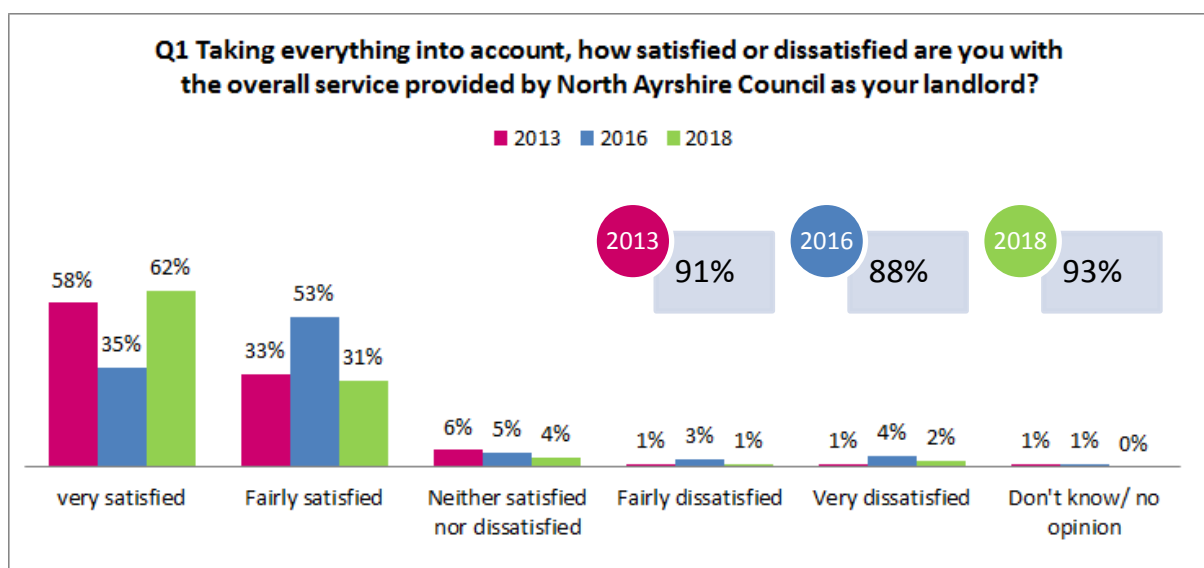
This document details the key finding to emerge from the survey, addressing the key findings of the survey for North Ayrshire Council.

### 3. OVERALL SATISFACTION

#### 3.1 Satisfaction with the overall service provided (Q1)

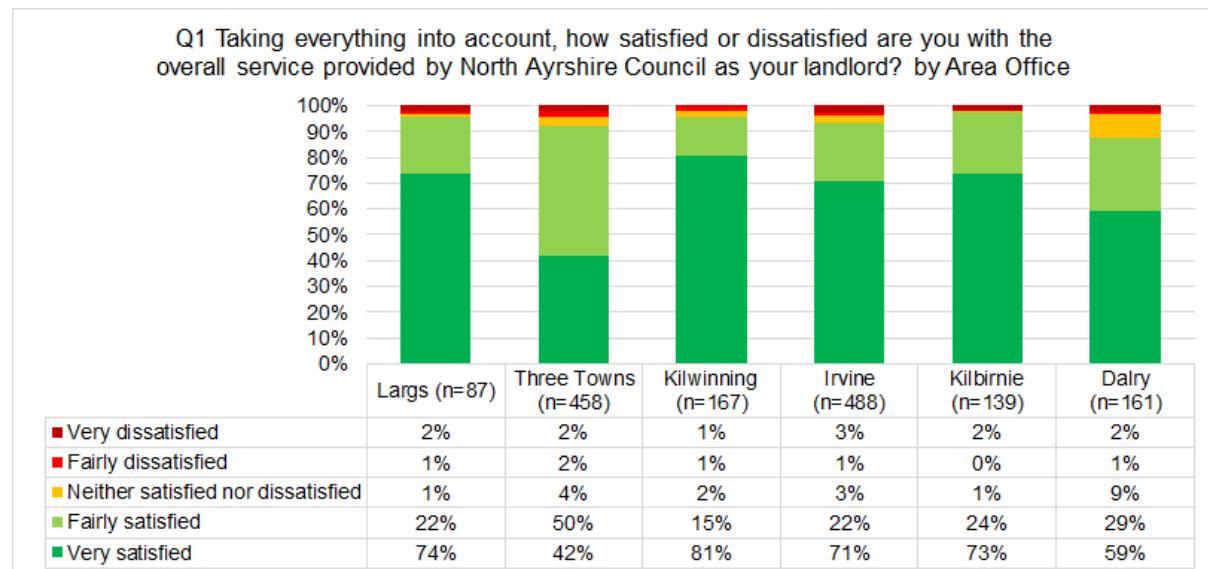
The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by North Ayrshire Council. Over 9 in 10 tenants (93%) said they were very or fairly satisfied with the overall service provided by the Council compared to 3% who were fairly or very dissatisfied and 4% who were neither satisfied nor dissatisfied.

As shown below, this is an increase from 88% in 2016 and 91% in 2013.



Base: All respondents 2018, n=1500

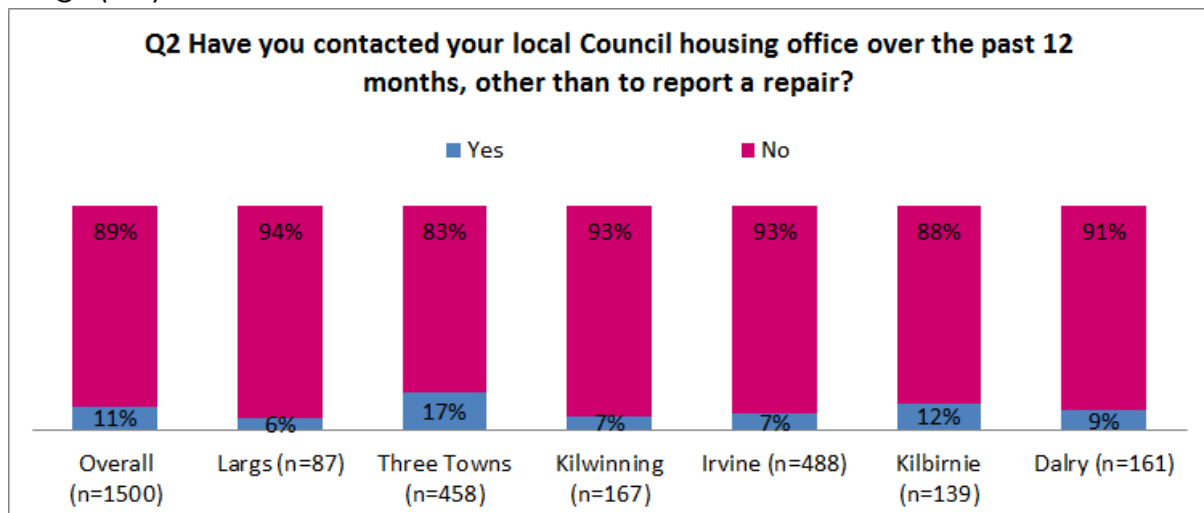
Whilst overall satisfaction (very and fairly satisfied) was fairly similar across all offices, analysis by Area Office shows considerable variance in the extent to which respondents were very satisfied with the overall service provided by North Ayrshire Council. Respondents in the Kilwinning Area Office were most likely to be very satisfied (81%) and respondents living in Three Towns Area Office (42%) were least likely to state that they were very satisfied.



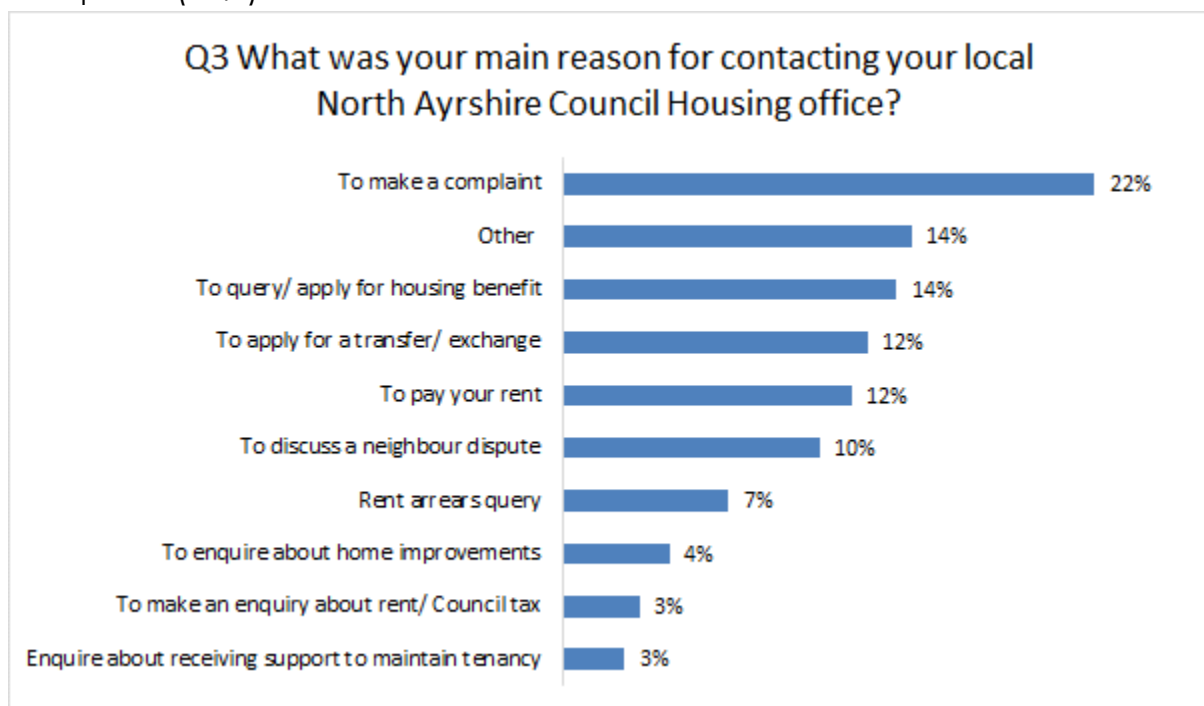
## 4. CUSTOMER CARE – LOCAL OFFICE

### 4.1 Contact with local offices over the past 12 month (Q2/3)

Just over one in ten respondents (11%) stated they had contacted their local Council housing office over the past 12 months other than to report a repair. As shown below, contact was greater in the Three Towns area (17%) than in Largs (6%).



As shown below, the main reason for making contact was to make a complaint (22%).

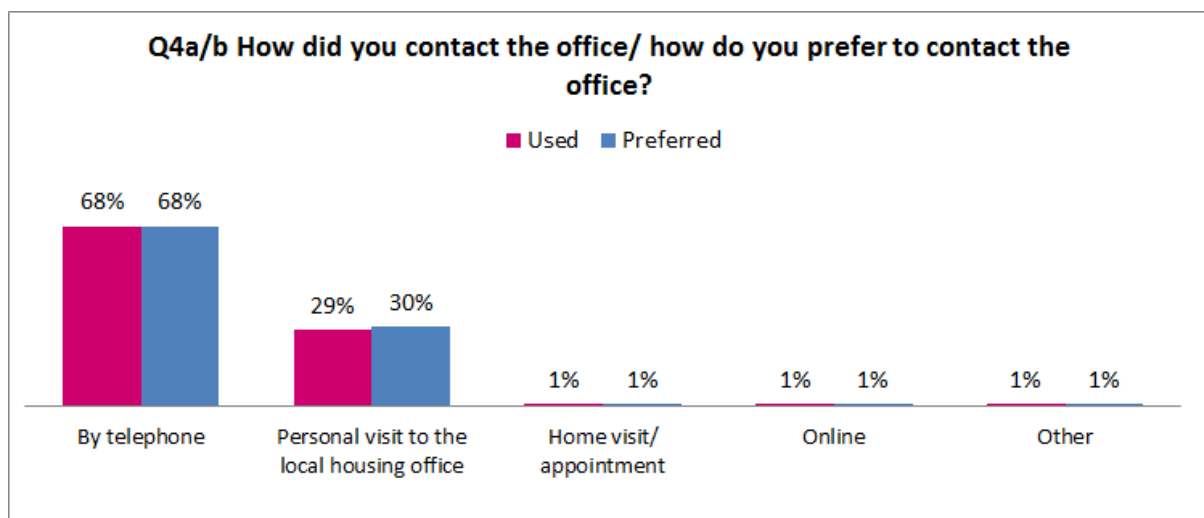


Base: Made contact in last 12 months, n=163



## 4.2 Method of contact used and preferred (Q4)

Where respondents had made contact, they were asked how they contacted their local housing office and then how they preferred to contact their local housing office. As shown below, just over two thirds of respondents (68%) made contact by telephone. This was also their preference for contact. Contact methods used and preferences remain unchanged from 2016.



Base: Made contact in last 12 months, n=163

## 4.3 Satisfaction with telephone contact (Q5)

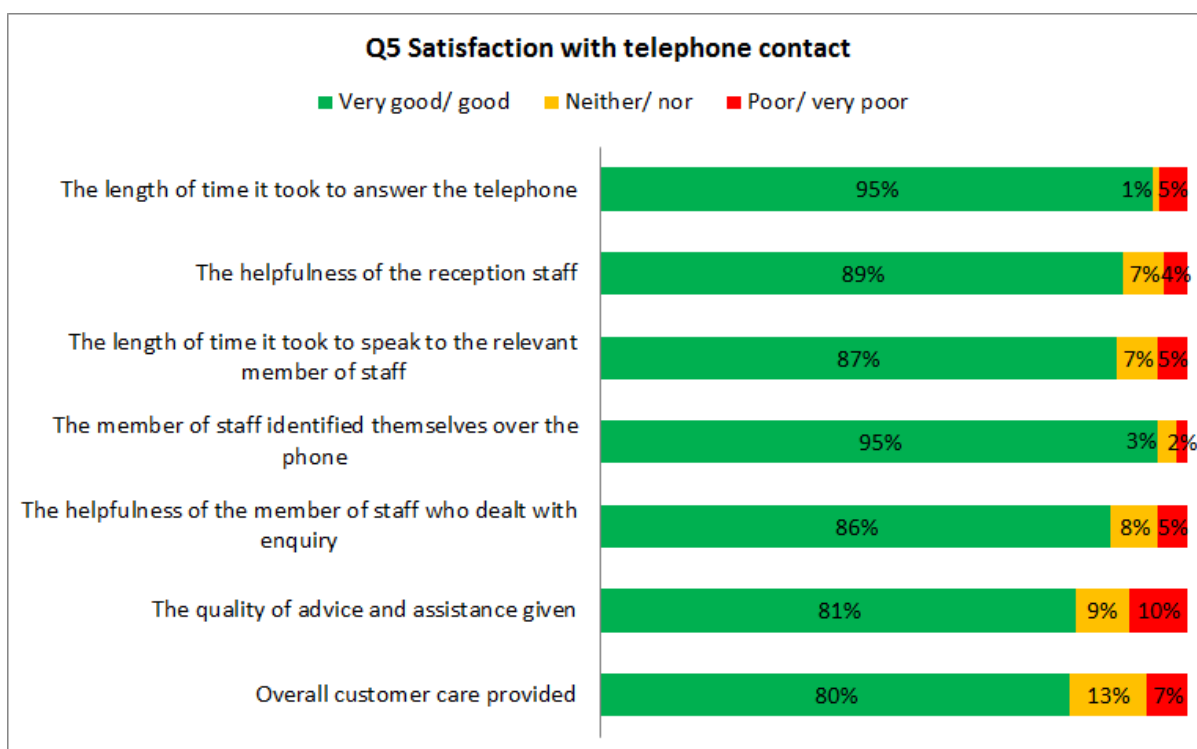
Where respondents had made contact by telephone (111 respondents), they were asked to rate the service received when they telephoned the local housing office. Respondents were most positive in terms of:

- The member of staff identified themselves over the phone (96% rated very good/ good)
- The length of time it took to answer the telephone (95% rated very good/ good)

They were less positive with respect to:

- Overall customer care provided (80% rated very good/ good)
- The quality of advice and assistance given (81% very good/ good)

Analysis by reason for contact shows that satisfaction with the quality of advice and assistance given and the overall customer care is lower for those who had made contact to make a complaint.



Base: Made telephone contact in last 12 months, n=111

Compared to 2016, satisfaction with telephone contact has improved significantly with respect to the length of time it took to answer the telephone (+21%). However, satisfaction has declined significantly with respect to the quality of advice and assistance given (-10%) and overall customer care provided (-12%).

Q5 How would you rate the following when you telephoned the local housing office?			
	2018 Very good/ good (n=111)	2016 very good/ good (n=181)	Trend
The length of time it took to answer the telephone	95%	74%	↑ 21%
The helpfulness of the reception staff	89%	94%	↓ -5%
The length of time it took to speak to the relevant member of staff	87%	91%	↓ -4%
The member of staff identified themselves over the phone	95%	94%	→ 1%
The helpfulness of the member of staff who dealt with enquiry	86%	93%	↓ -7%
The quality of advice and assistance given	81%	91%	↓ -10%
Overall customer care provided	80%	92%	↓ -12%

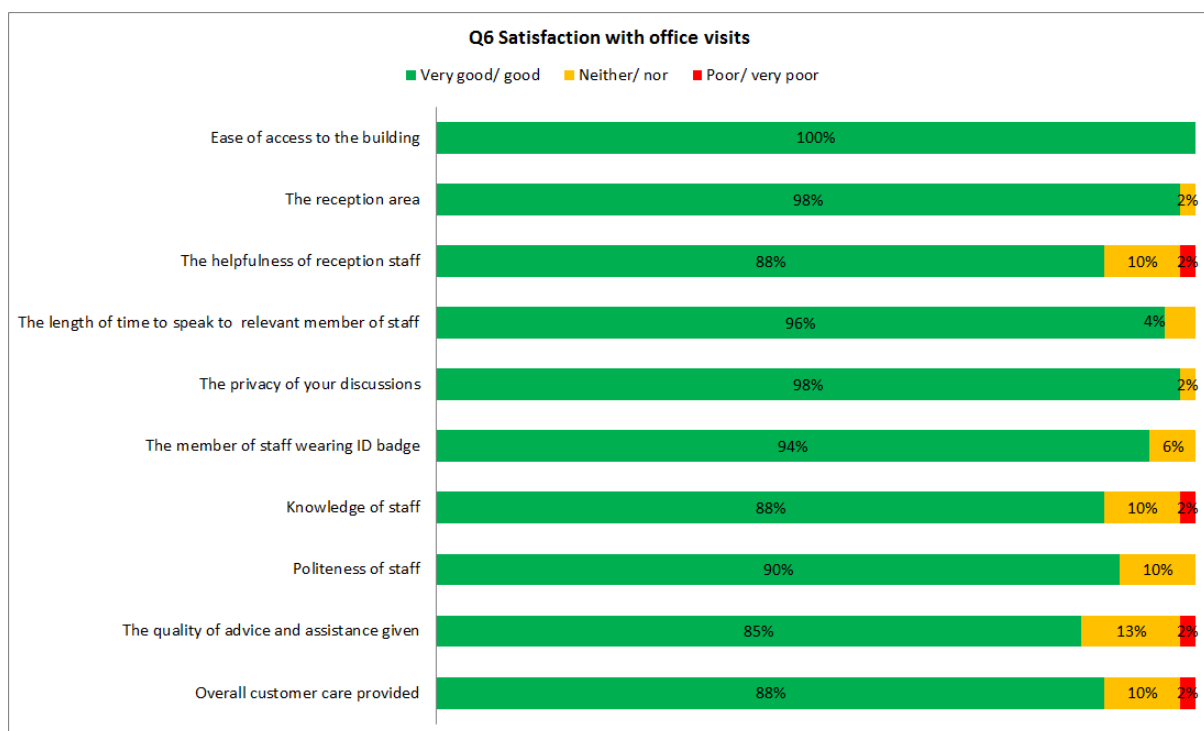
#### 4.4 Satisfaction with local office visits (Q6)

In terms of office visits, those who had visited an office (n=48) were asked to rate aspects of the service received. These respondents were most positive with respect to:

- Ease of access to the building (100% very good/ good)
- The reception area (98% very good/ good)
- The privacy of discussions (98% very good/ good)
- The length of time it took to speak to the relevant member of staff (96% very good/ good)

Respondents were less positive with regard to:

- The quality of advice and assistance given (85% very good/ good)
- Overall customer care provided (88% very good/ good)
- Knowledge of staff (88% very good/ good)
- The helpfulness of reception staff (88% very good/ good)



Base: Visited office in last 12 months, n=48

Compared to 2016, positive ratings have increased with some aspects of office visits and decreased with regard to others. The most significant increases can be seen with regard to the privacy of discussions (+19%), the length of time taken to speak to the relevant member of staff (+10%) and staff wearing ID (+9%).

However, the knowledge of staff and politeness of staff have both decreased by 10% points compared to 2016.

In terms of knowledge of staff, just 6 respondents did not rate this aspect as either very good or good. Of those, three were from the Three Towns area and three were from the Dalry area.

Care should be taken when drawing comparison between years due to the small number of respondents who had visited the local housing office.

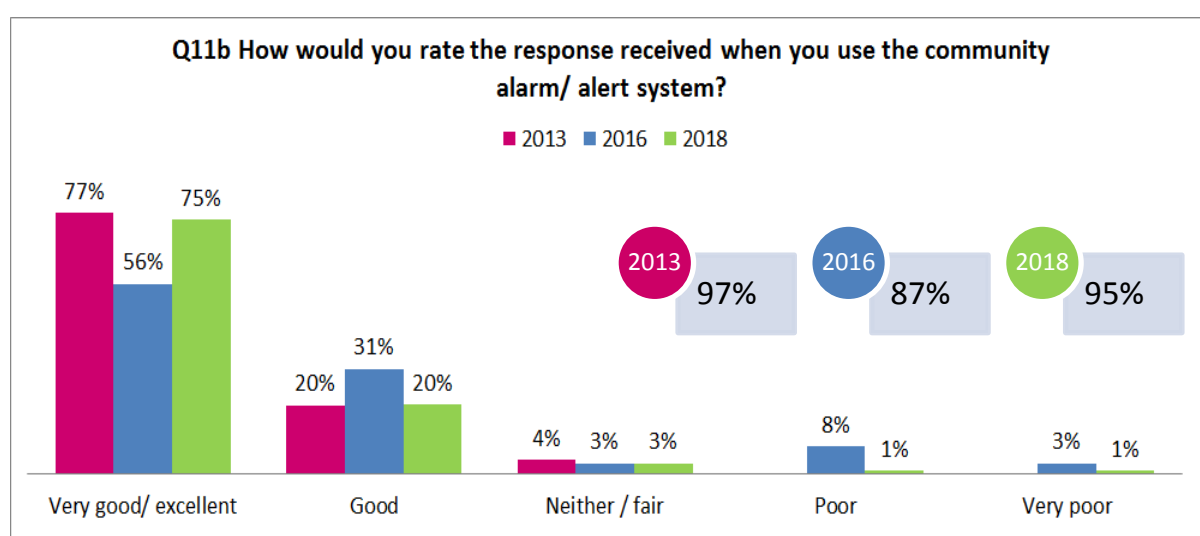
Q6 How would you rate the following when you visited the local housing office?			
	2018 Very good/ good (n=48)	2016 very good/ good (n=81)	Trend
Ease of access to the building	100%	98%	↑ 2%
The reception area	98%	98%	→ 0%
The helpfulness of reception staff	88%	91%	↓ -3%
The length of time to speak to relevant member of staff	96%	86%	↑ 10%
The privacy of your discussions	98%	79%	↑ 19%
The member of staff wearing ID badge	94%	85%	↑ 9%
Knowledge of staff	88%	98%	↓ -10%
Politeness of staff	90%	100%	↓ -10%
The quality of advice and assistance given	85%	84%	↑ 1%
Overall customer care provided	88%	89%	↓ -1%

## 5. TENANCY SUPPORT

### 5.1 Community Alarm/ Alert System (Q7/8)

Just over one in ten respondents (12%) stated that they have a community alarm/ alert system.

Where they had used the system (n=128), 95% rated the response received as either very good or fairly good. This is a positive change compared to 2016 when 87% of those who had used the system rated the response received as very or fairly good.



Base: Used community alarm / alert system: 2018, n=128; 2016, n=144

### 5.2 Housing Support Service (Q9 – Q12)

Just over one in ten respondents (14%) stated that they were aware of North Ayrshire Council's Tenancy Support Service. This has decreased from 45% in 2016 and 28% in 2013.

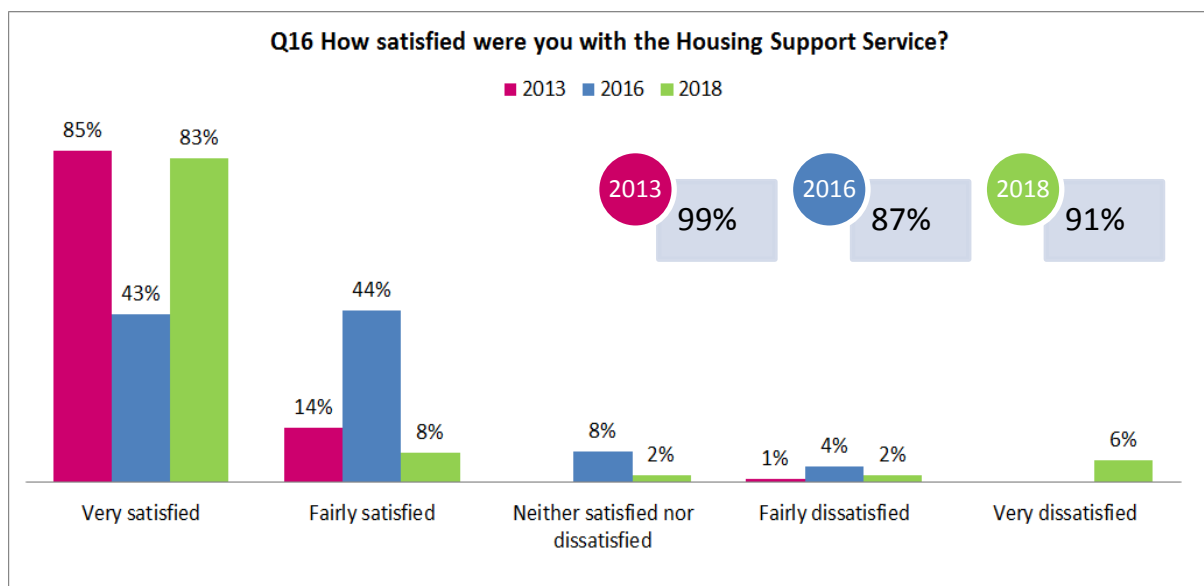
It is interesting to note that those most likely to be aware were aged under 55 and had children in the household. Whereas older respondents, particularly those who were aged 65 and over were less likely to be aware of this service.

Those who were aware were asked where they found out about the service. The most common ways of finding out about the service were:

- Newsletter (19%)
- Word of mouth (19%)
- Letter (18%)
- Staff - Housing officer/ support worker/ office staff (13%)
- General awareness/ knowledge (12%)
- Used the service (7%)

Where they were aware of the service, respondents were asked if they know how to access the service. Almost two thirds of these respondents (65%) stated that they did know how to access the service. This is not significantly different from 2016 when 64% of those who were aware of the service said they knew how to access it.

Where respondents had used the Housing Support Service (n=56), 91% stated that they were either very or fairly satisfied with the service. This is an increase from 87% in 2016.



Base: Used Housing Support Service: 2018, n=56; 2016, n=106

## 6. REPAIRS AND HOUSING QUALITY

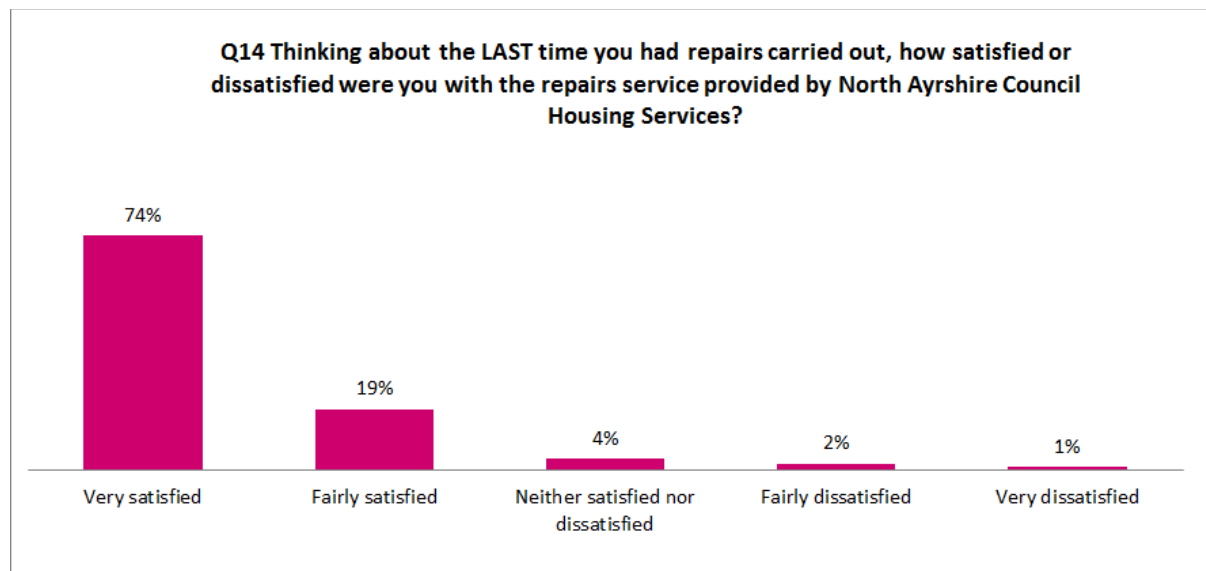
### 6.1 Awareness of the repairs service (Q13)

The next section of the survey went on to ask respondents about the Council's repairs service, beginning with a question on awareness of the repairs service. Awareness of the repairs service was high, and had increased compared to 2016:

- 97% were aware that repairs can be reported at the Call Centre 24 hours a day, 7 days a week (93% in 2016)
- 97% were aware that there is a repair appointment system for routine repairs (92% in 2016)
- 85% were aware that they have a 'right to repair' for small urgent repairs (80% in 2016)

### 6.2 Satisfaction with the repairs service (Q14/15)

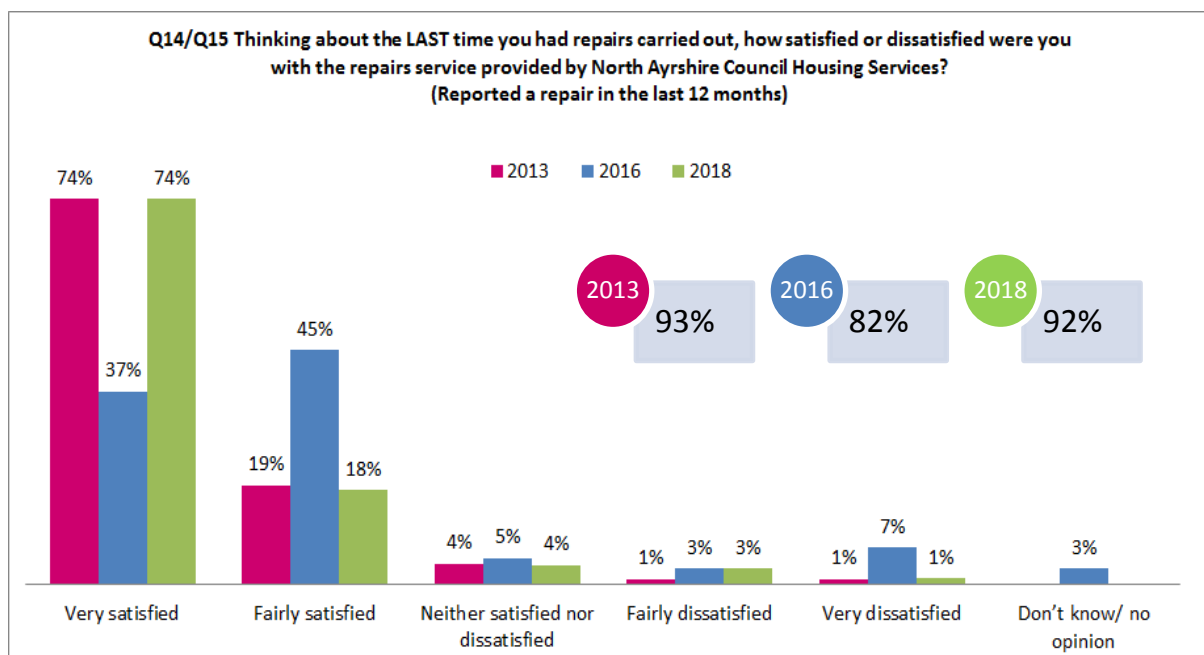
All respondent were asked to think about the last time that they had repairs carried out and asked how satisfied or dissatisfied they were with the repairs service provided by North Ayrshire Council Housing Services. Overall, 92% were either very or fairly satisfied with the last repair they had carried out.



Base: All respondents 2018, n=1500

Four in ten respondents (40%) have had repairs carried out in their property in the last 12 months. This question was then analysed for those that have had repairs carried out in the last 12 months to evaluate recent experience of the repairs service.

As shown below, 92% of those who had recent experience of the repairs service were either very or fairly satisfied with the service provided in 2018. This is an increase from 82% in 2016 and is in line with the level of satisfaction reported in 2013 which was 93%.



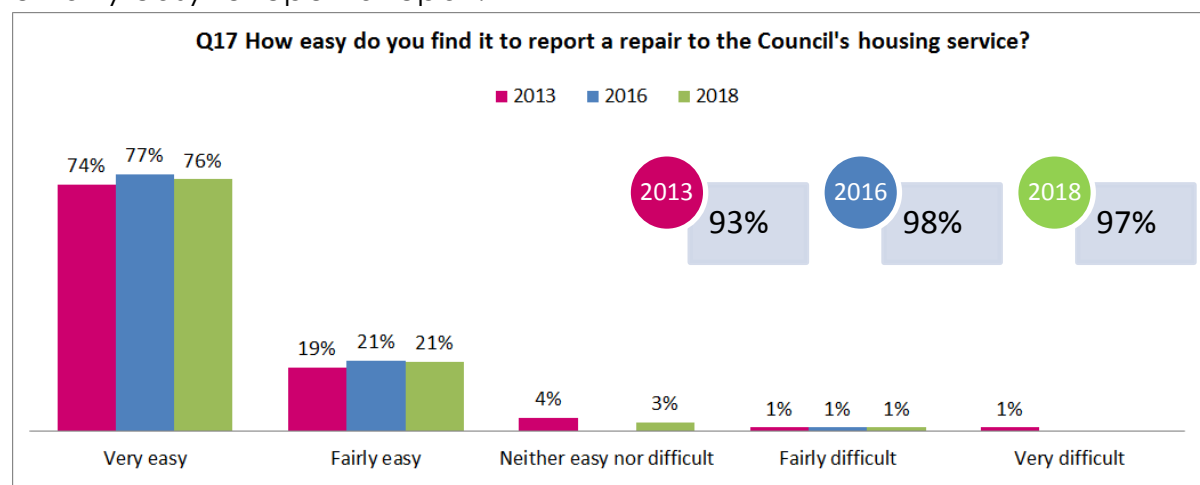
Base: Had repairs carried out in the last 12 months: 2018, n=597; 2016, n=558

### 6.3 Reporting repairs (Q16/17)

Two thirds of respondents (66%) who had had repairs carried out in the last 12 month stated that they normally report repairs by phoning the repairs call centre. 33% normally report repairs by using the freephone at the local housing office.



The vast majority (96%) stated that they find it either very or fairly easy to report a repair. This is similar to 2016 when 98% stated that they found it very or fairly easy to report a repair.



Base: Had repairs carried out in the last 12 months: 2018, n=597; 2016, n=558

## 6.4 Satisfaction with last repair reported (Q18/19)

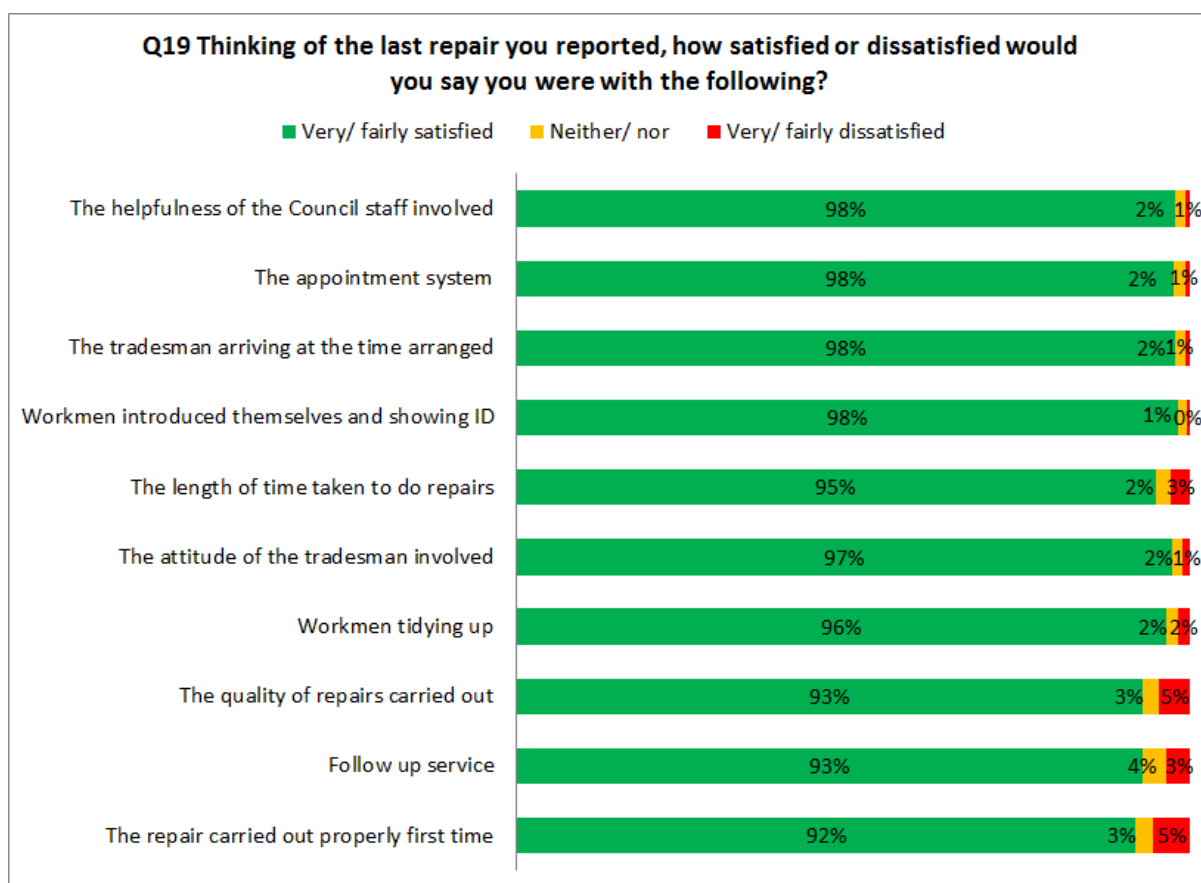
In terms of the nature of the last repair, repairs were fairly evenly spread across the different trades with 32% being plumbing repairs, 28% joinery, 23% heating repairs and 14% electrical.

Satisfaction with aspects of the repairs service was very high, with satisfaction highest with regard to:

- Helpfulness of Council staff involved (98% very/ fairly satisfied)
- Appointment system (98% very/ fairly satisfied)
- Tradesmen arriving at the time arranged (98% very/ fairly satisfied)
- Workmen introducing themselves and showing ID (98% very/ fairly satisfied).

Satisfaction was only slightly lower with regard to:

- The repair carried out properly first time (92% very/ fairly satisfied)
- Follow up service (93% very/ fairly satisfied)
- The quality of repairs carried out (93% very/ fairly satisfied).



Base: Had repairs carried out in the last 12 months: 2018, n=597

Compared to 2016, satisfaction has increased significantly with all aspects of the repairs service, most significantly with regard to the follow up service where satisfaction has increased by 24% points.

Q19 Thinking about the last repair you reported, how satisfied or dissatisfied would you say you were with the following?			
	2018 % very/ fairly satisfied	2016 % very/ fairly satisfied	Trend
The helpfulness of the Council staff involved	98%	87%	↑ 11%
The appointment system	98%	87%	↑ 11%
The tradesman arriving at the time arranged	98%	86%	↑ 12%
Workmen introduced themselves and showing ID	98%	87%	↑ 11%
The length of time taken to do repairs	95%	88%	↑ 7%
The attitude of the tradesman involved	97%	89%	↑ 8%
Workmen tidying up	96%	90%	↑ 6%
The quality of repairs carried out	93%	79%	↑ 14%
Follow up service	93%	69%	↑ 24%
The repair carried out properly first time	92%	79%	↑ 13%

Where respondents were dissatisfied with any aspect of the repairs service, they were asked to explain the reason for their dissatisfaction. A total of 65 respondents were not satisfied with some aspect of the repairs service. The majority of comments made related to:

- Poor quality of workmanship (42%, 27 comments)
- Time taken to complete the repair (23%, 15 comments)
- Repair not complete on first visit (17%, 11 comments)
- Lack of follow up on the repair (9%, 6 comments)
- Workmen left a mess (9%, 6 comments)

### **6.5 Repairs classification (Q20)**

Respondents were asked if they were given:

- A classification for the repair i.e. emergency, non emergency, right to repair, planned – 72% received this (up from 67% in 2016);
- A timescale for the length of time it would take for the repair to be completed – 84% were given this (up from 69% in 2016),

### **6.6 Major works (Q21 to Q23)**

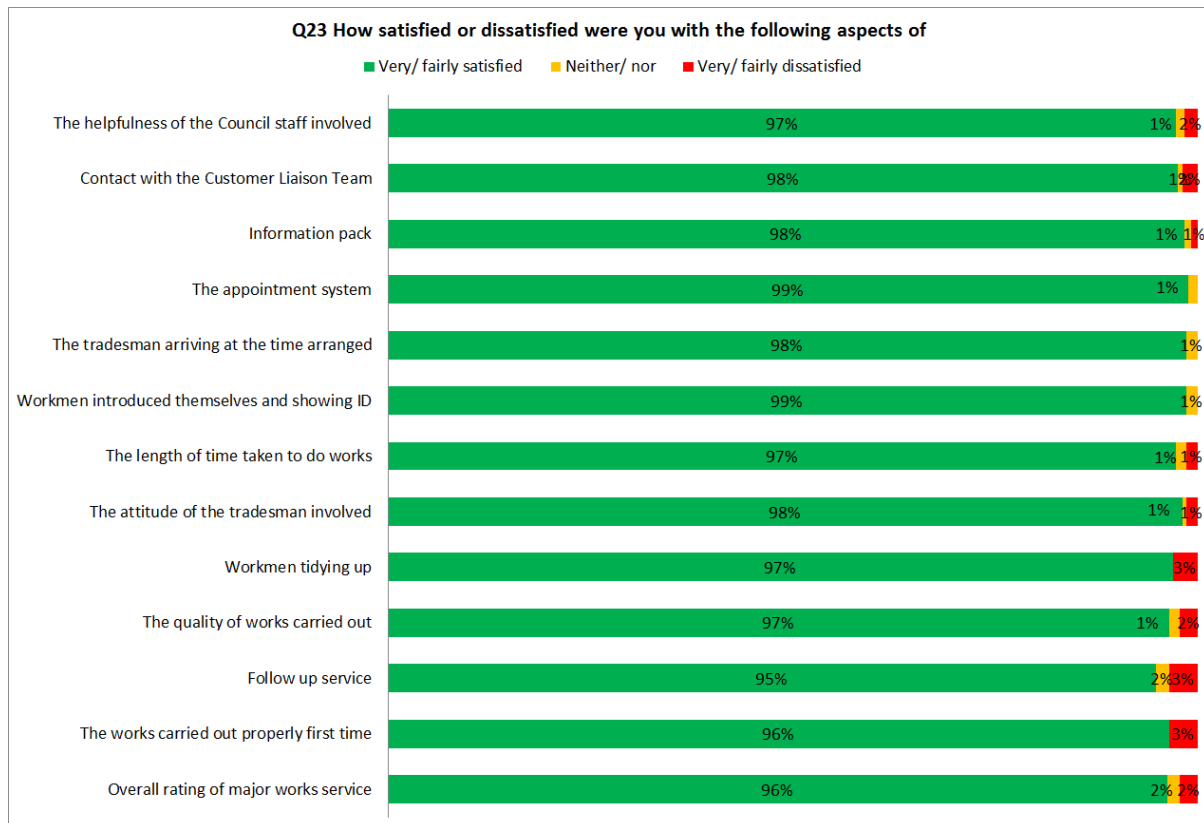
One quarter of respondents (25%) have had major works carried out by the Council in the last 3 years. These were most likely to be:

- Bathrooms (37%)
- Window replacement (22%)
- Kitchens (22%)
- Central heating (18%)
- Roughcasting (17%).

Satisfaction with aspects of the works was high for all aspects, with satisfaction levels of over 90% reported for all aspects of major works carried out. This was highest with regard to:

- The appointment system (97% very/ fairly satisfied)
- Tradesman arriving at the time arranged (97% very/ fairly satisfied)
- Workmen introducing themselves and showing ID (97% very/ fairly satisfied)
- The attitude of the tradesman involved (97% very/ fairly satisfied)

Satisfaction with all aspects of the major works carried out are shown in the chart below.



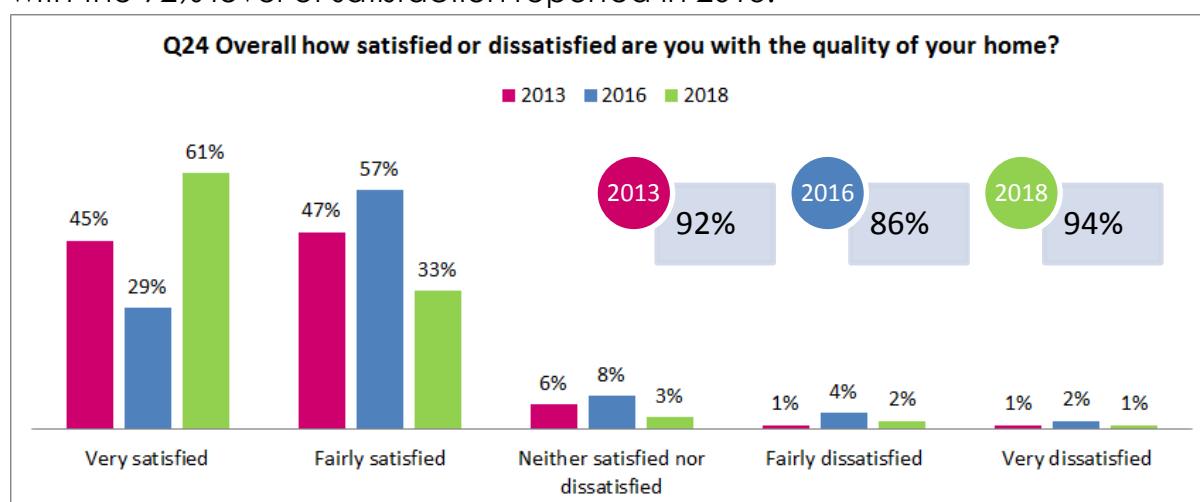
Base: Had major works carried out in the last 3 years: 2018, n=397

Compared to 2016, satisfaction with major works completed has increased for all aspects of the service, most notably with regard to the information pack (satisfaction has increased by 15% points) and contact with the Customer Liaison Team (satisfaction has increased by 14% points).

Q23 How satisfied or dissatisfied would you say you were with the following aspects of major works?				
	2018 % Very/ fairly satisfied	2016 % Very/ fairly satisfied	Trend	
The helpfulness of the Council staff involved	97%	92%	↑	5%
Contact with the Customer Liaison Team	98%	84%	↑	14%
Information pack	98%	83%	↑	15%
The appointment system	99%	91%	↑	8%
The tradesman arriving at the time arranged	98%	95%	↑	3%
Workmen introduced themselves and showing ID	99%	91%	↑	8%
The length of time taken to do works	97%	91%	↑	6%
The attitude of the tradesman involved	98%	91%	↑	7%
Workmen tidying up	97%	90%	↑	7%
The quality of works carried out	97%	87%	↑	10%
Follow up service	95%	82%	↑	13%
The works carried out properly first time	96%	88%	↑	8%
Overall rating of major works service	96%	87%	↑	9%

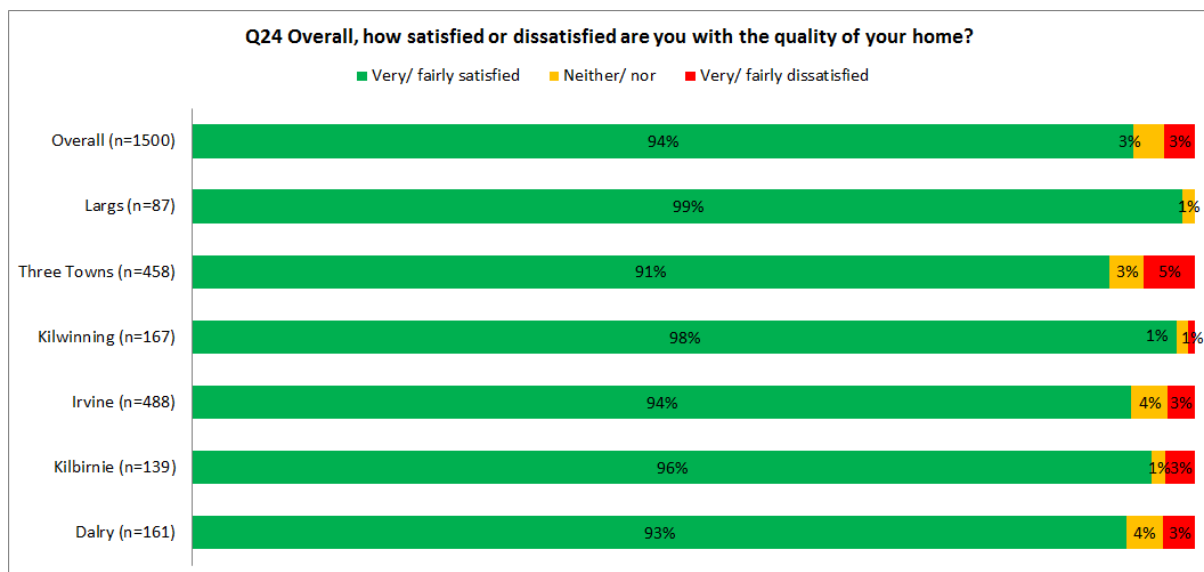
## 6.7 Satisfaction with quality of the home (Q24)

Over nine out of ten respondents (94%) were either very or fairly satisfied with the quality of their home. This has increased from 86% in 2016 and is in line with the 92% level of satisfaction reported in 2013.



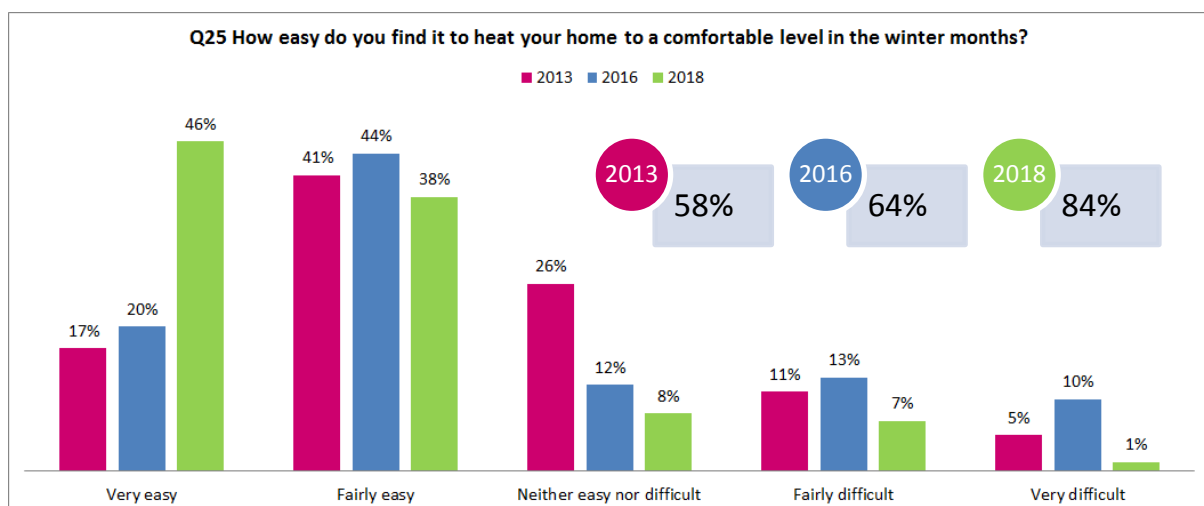
Base: All respondents 2018, n=1500

Analysis of satisfaction with the quality of the home by area office shows that satisfaction is greatest in Largs (99%) and Kilwinning (98%) and is lower in the Three Towns area (91%).



## 6.8 Heating the home (Q25/26)

In terms of heating the home, 84% of respondents stated that they find it either very or fairly easy to heat their home to a comfortable level in the winter months. This is a significant increase from 64% in 2016.



Base: All respondents 2018, n=1500

Those who were more likely to state that they find it difficult to heat their home were aged 25 to 34 and have children in the household.

When asked why they find their home difficult to heat, the most common reasons given were:

- Cost of heating/ fuel costs (61%)
- Lack of insulation (9%)
- Dampness in house (4%)
- Poor heating/ boiler system (4%)
- Old storage heater (4%)
- Draughts (3%).

When asked how much they spend on fuel for their home per month, the most common responses were between £50-£75 (32%) and between £76-£100 (30%). This is similar to previous years.

<b>Q26a How much do you spend per month (on average) on fuel (gas and electricity) your home?</b>			
	<b>2013</b>	<b>2016</b>	<b>2018</b>
Less than £50	14%	18%	14%
£50-£75	26%	33%	32%
£76-£100	27%	26%	30%
£101-£125	6%	4%	7%
£126+	4%	2%	5%
Included in rent	1%	-	4%
Depends/ varies	1%	-	1%
Don't know	21%	16%	8%
Refused	-	-	1%

Base: All respondents 2018, n=1500

All respondents were then asked if this amount represented more than 10% of their household income. 16% of respondents stated that it did.

Perhaps unsurprisingly, the greater the amount spent on fuel, the more likely respondents were to state that they spent more than 10% of their income on fuel. 45% of those that pay between £101 and £125 stated that this was more than 10% of their income and 37% of those who pay more than £126 stating that this was more than 10% of their income.

<b>Q26a How much do you spend per month (on average) on fuel (gas and electricity) your home? By Q26b Does this represent more than 10% of your household income?</b>			
	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
Less than £50	10%	90%	1%
£50-£75	11%	86%	3%
£76-£100	19%	77%	4%
£101-£125	45%	45%	9%
£126+	37%	56%	7%

Respondents most likely to state that the amount they pay for fuel is more than 10% of their household income were:

- 1 parent family with 3 or more children (42%)
- 2 parent family with 3 or more children (36%)
- 1 parent family with 2 children (29%)
- 1 parent family with 1 child (26%)
- Unemployed (46%)
- Long term sick/ disabled (34%)
- Aged 25 to 34 (30%).



## 6.9 Priorities for improvement to the home (Q27)

Respondents were asked what (if any) the main improvements they think are needed in their home. They were asked to identify their top, 2<sup>nd</sup> and 3<sup>rd</sup> top priorities. These have been added together to derive an overall priority for improvement of the home. As shown, respondents top priority overall was:

- Kitchen upgrade/ replacement (19%)
- Bathroom upgrade/ replacement (18%)
- New internal doors (11%)
- Window replacement (10%).

**Q27 Can you please say what (if any) are the main improvements you think are needed in your home from those listed on the card. Please rank the three most important in order of priority?**

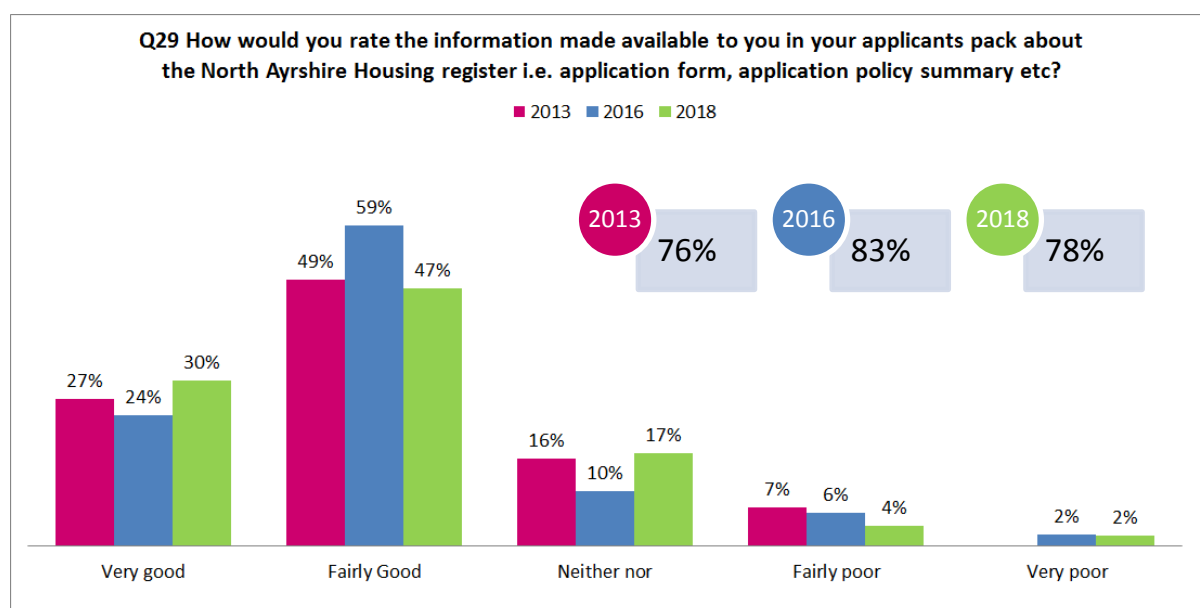
Base: n=1500	Top priority	2nd priority	3rd priority	Overall priority
Kitchen upgrade/ replacement	13.6%	4.0%	1.4%	19%
Bathroom upgrade/ replacement	8.8%	7.5%	1.3%	18%
New internal doors	6.7%	3.1%	0.9%	11%
Window replacement	4.9%	3.4%	1.7%	10%
Fencing/ lighting/ security	3.7%	4.0%	1.7%	9%
Other	5.6%	2.3%	1.3%	9%
Rewiring	1.2%	0.3%	0.1%	2%
External cladding	0.5%	0.3%	0.3%	1%
Entrance door to flat	0.3%	0.1%	0.2%	1%
None	44%			44%
Don't know	11%	14%	17%	42%

## 7. ALLOCATIONS AND TRANSFERS

### 7.1 North Ayrshire Housing Register (Q28/29)

Just under one in ten respondents (8%) have submitted an application to the North Ayrshire Housing Register. Of those, 79% were aware that the register is a shared housing register with other landlords.

Rating of the information made available to them in their applicants pack about the North Ayrshire Housing Register i.e. application form, application policy etc. was perceived relatively positively with 78% stating that it was either very good or fairly good, compared to 5% who stated that it was either fairly or very poor. This has fallen slightly from 83% who rated this information as good in 2016 and is marginally higher than 76% who rated this as good in 2013.



## 8. INFORMATION PROVIDED BY NORTH AYRSHIRE COUNCIL

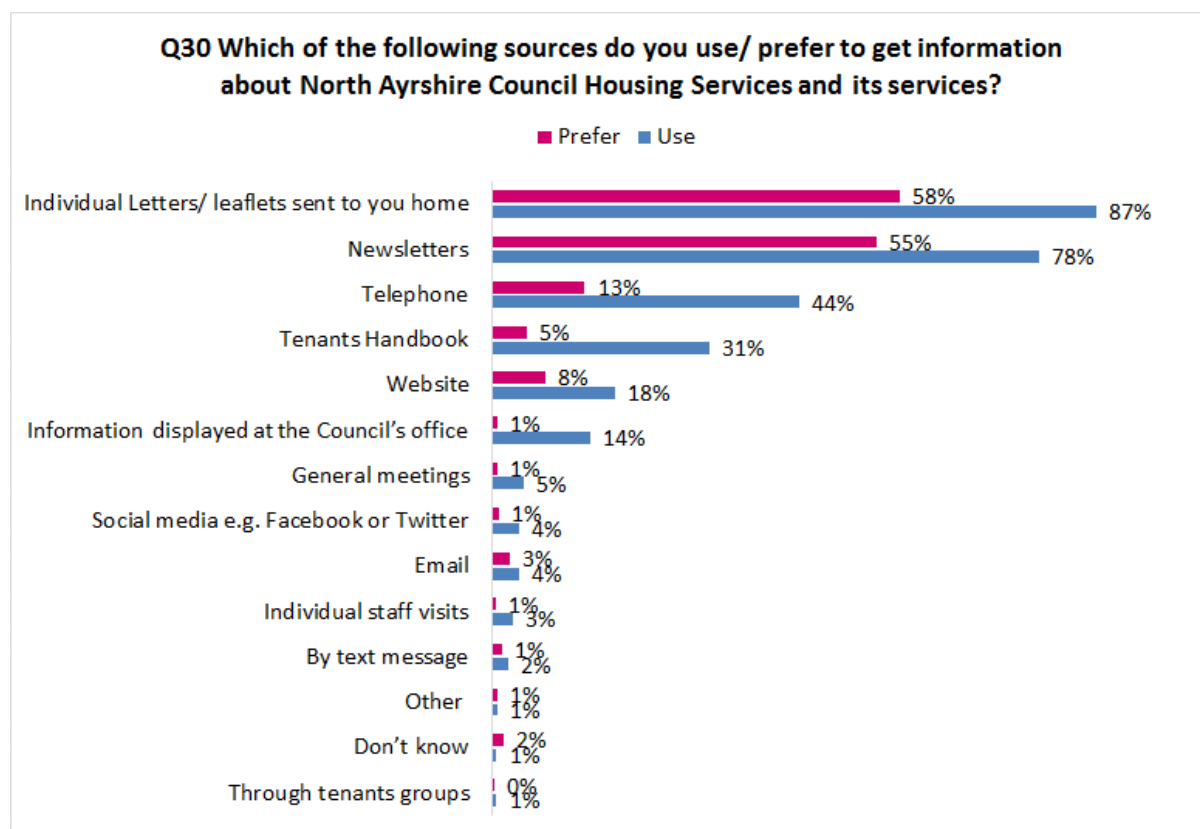
### 8.1 Sources of information used and preferred (Q30)

The survey then went on to ask respondents about the sources that they use to get and would prefer to use to get information about North Ayrshire Council Housing Services. As shown below, the methods which respondents were most likely to use were:

- Individual letters/ leaflets sent to home (87%) (75% in 2016)
- Newsletters (78%) (68% in 2016)
- Telephone (44%) (23% in 2016)
- Tenants Handbook (31%) (75% in 2016)

Preferred sources of information are similar to the sources which are most commonly used:

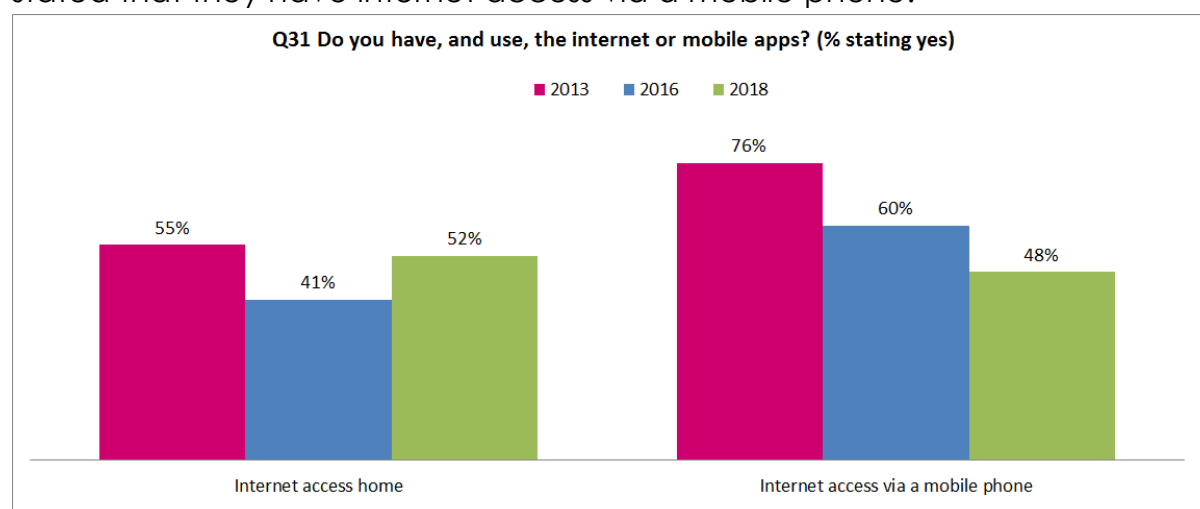
- Individual letters/ leaflets sent to home (58%) (58% in 2016)
- Newsletters (55%) (41% in 2016)
- Telephone (13%) (12% in 2016)



Base: All respondents 2018, n=1500

## 8.2 Internet usage (Q31 – Q33)

Just over half of respondents (52%) have internet access at home and 48% stated that they have internet access via a mobile phone.



Base: All respondents 2018, n=1500

Analysis by age shows that younger respondents are most likely to access the internet via a mobile phone with 96% of those aged 16-24 and 91% of those aged 25-34 accessing the internet in this way. In terms of home internet access, respondents aged 35-44 are most likely to have this, with 83% of this age group using the internet in this way. For both methods of access, those aged 65 and over were much less likely to have internet access.

<b>Q66 Do you have, and use the internet or mobile apps by Q67 How old are you?</b>							
	16-24	25-34	35-44	45-54	55-64	65-74	75+
Base	24	219	211	288	212	337	208
Internet access home	67%	78%	83%	75%	58%	21%	7%
Internet access via a mobile phone	96%	91%	84%	66%	41%	12%	2%

Respondents who do not use the internet were asked why not. The three most commonly stated answers were:

- Do not want to use the internet (72%)
- Limited or no computer skills (27%)
- Cost of internet access (7%)
- Cost of computer equipment or smartphone (3%)
- Concerned about privacy and security (3%)

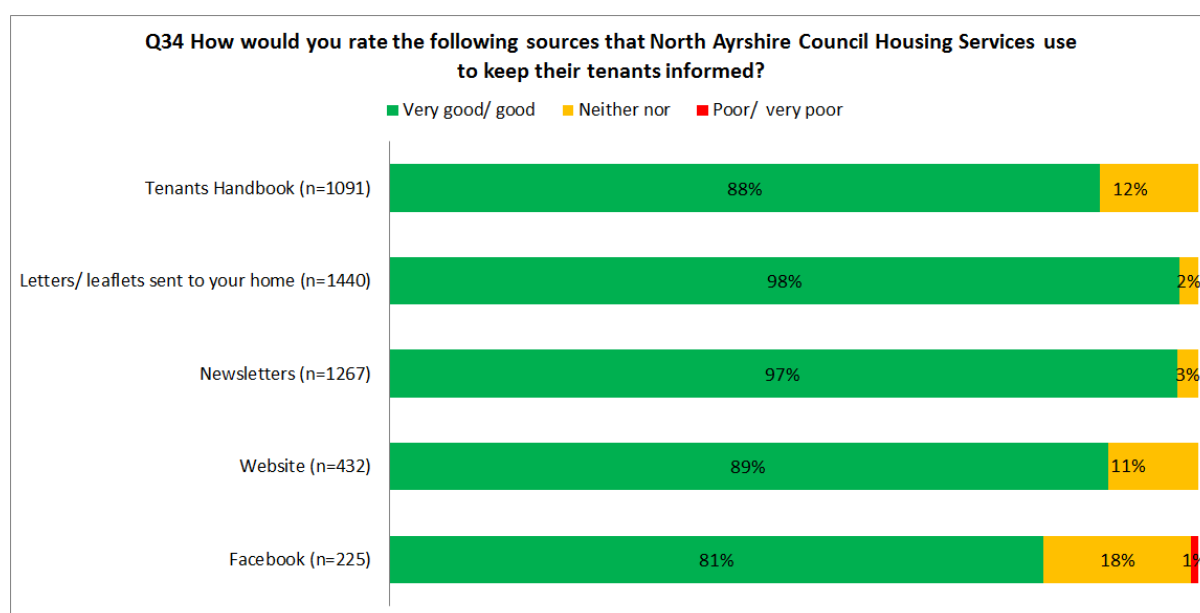
Analysis by age shows no significant difference in terms of desire to access the internet by age. However, lack of computer skills was significantly more likely to be a barrier to access for respondents aged 65 and over whereas cost was more likely to be an issue for younger respondents.

Just over half of respondents (53%) were aware that they can get free access to a computer and the internet in various locations throughout North Ayrshire. This has decreased from 85% in 2016.

### 8.3 Rating of sources of information (Q34/35)

All respondents were asked how they would rate a range of sources of information that North Ayrshire Council Housing Services use to keep their tenants informed. As shown below, respondents were most likely to rate positively:

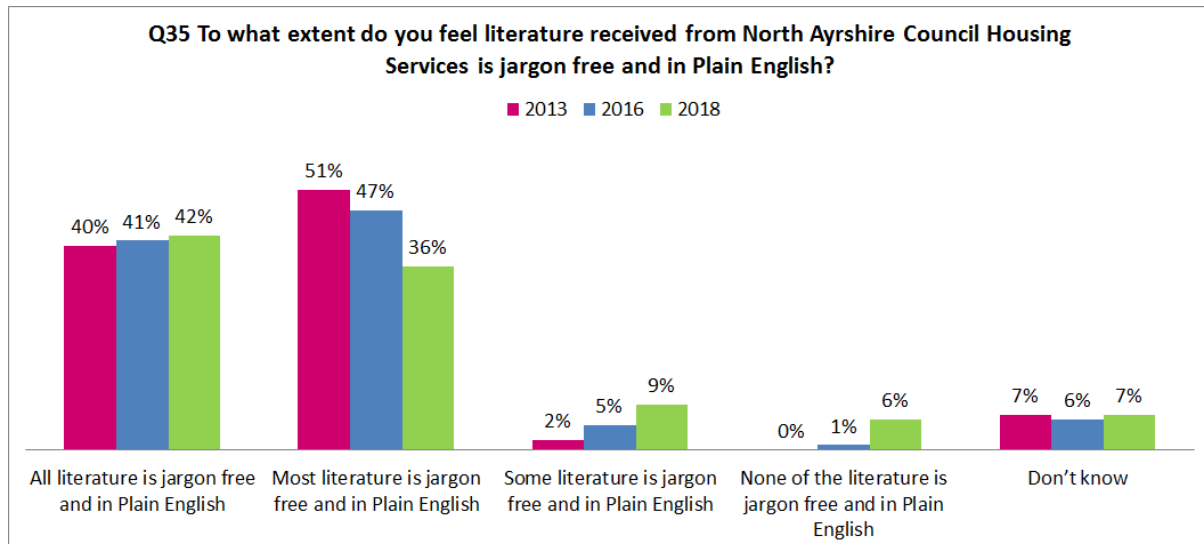
- Leaflets / letters sent to the home (98% very good/ good)
- Newsletters (97% very good/ good).



Compared to 2016, rating of communications sources has increased, most significantly with regard to Facebook (24% point increase) and letters/ leaflets sent to the home (22% point increase).

Q34 How would you rate the following sources that North Ayrshire Council Housing Services use to keep their tenants informed?			
	2016	2018	Trend
Tenants Handbook	88%	88%	→ 0%
Letters/ leaflets sent to your home	76%	98%	↑ 22%
Newsletters	90%	97%	↑ 7%
Website	71%	89%	↑ 18%
Facebook	57%	81%	↑ 24%

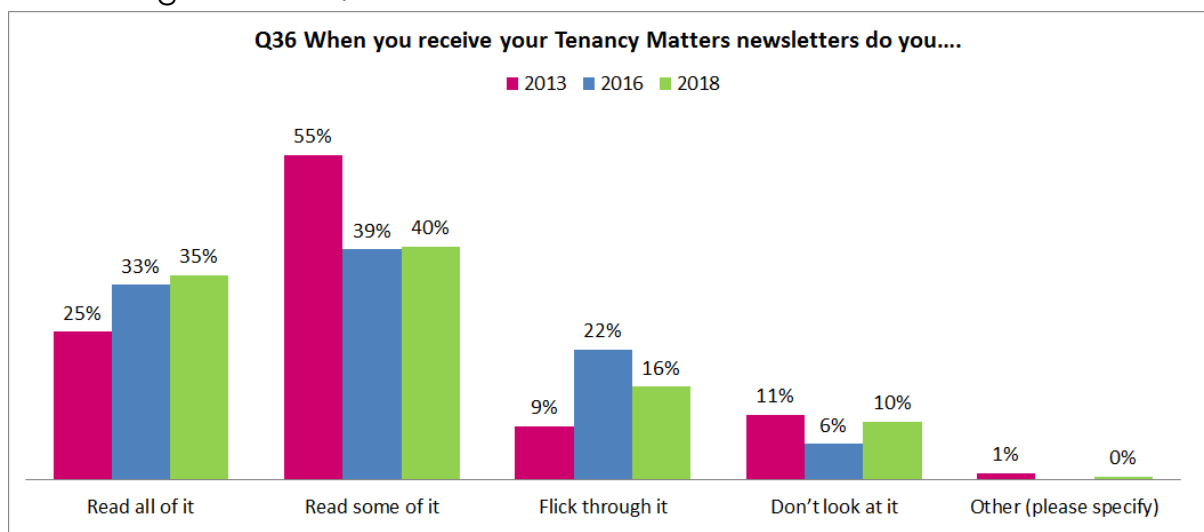
In terms of literature being jargon free and in Plain English, the majority of respondents feel that 'all literature is jargon free and in Plain English (42%)', 36% believe that 'most literature is jargon free and in Plain English', 9% believe 'some is jargon free and in Plain English' and 6% believe that 'none of the literature is jargon free and in Plain English'. This is an increase compared to 2016 when just 1% of respondents stated that 'none of the literature is jargon free and in Plain English'.



Base: All respondents 2018, n=1500

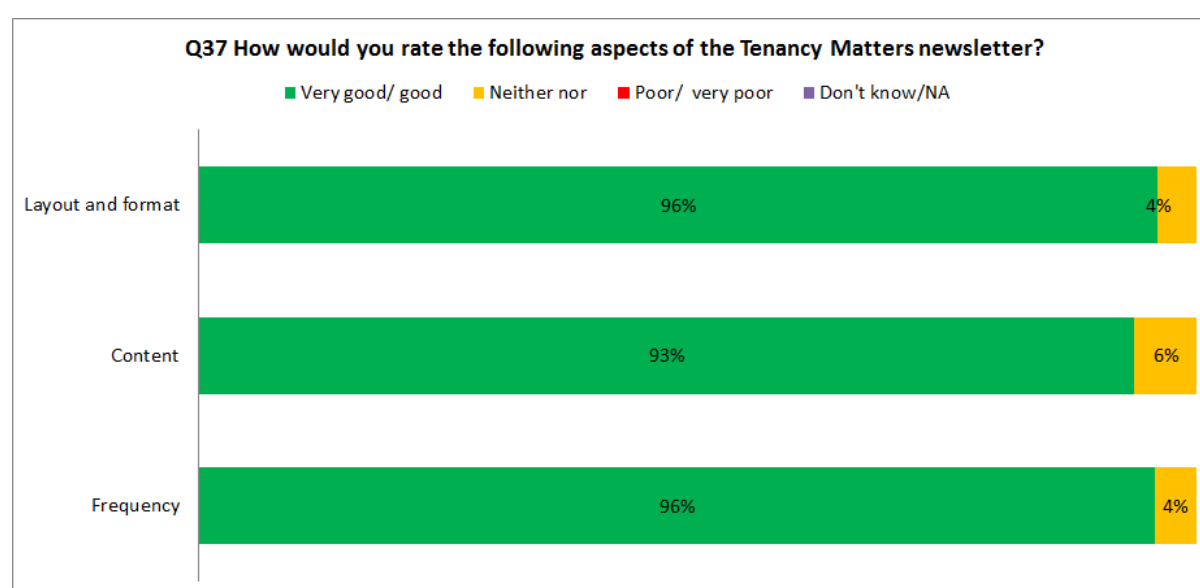
## 8.4 Tenancy Matters newsletter (Q36/37)

Just over one third of respondents stated that when they receive their Tenancy Matters newsletter that they read all of it, 40% read some of it, 16% flick through it and 10% don't look at it.



Analysis shows significant variance by age in terms of the extent to which tenants read Tenancy Matters. Most likely to read all of the newsletter were respondents aged 65 to 74 where almost half of respondents of this age group (47%) stated that they read all of the newsletter. Least likely to read all of the newsletter were younger respondents where less than one in five aged 25-34 (18%) stated that they read all of it.

Those that read Tenancy Matters Newsletter were asked how they would rate the newsletter. As shown below, these respondents were very positive about the newsletter, with 96% rating the layout and format as very good/ good and 96% rating the frequency as very good/ good.



This is a significant positive change compared to 2016 in all aspects of the Tenancy Matters newsletter.

Q37 How would you rate the following aspects of the Tenancy Matters newsletter?			
	2016	2018	Trend
Layout and format	81%	96%	↑ 15%
Content	80%	93%	↑ 13%
Frequency	80%	96%	↑ 16%

## 8.5 Requirement for information in other formats (Q38 – Q40)

Just under two thirds of respondents (63%) stated that they were aware that North Ayrshire Council provides its tenants with information in other formats. This has decreased from 85% in 2016.

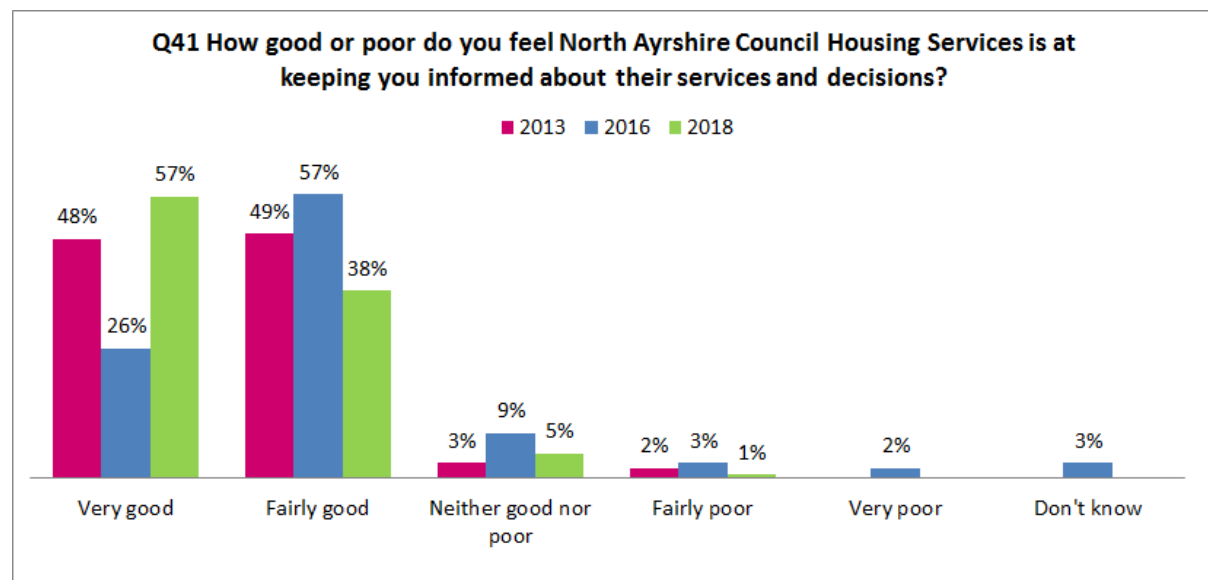
In terms of interest in receiving information in other formats, just 9 respondents stated that they have a requirement for information in other formats. 7 require large print, 1 requires information on tape and 1 would require someone else to read information to them.

Of these 9, 6 provided permission for this requirement to be passed to the Council.

## 8.6 Keeping tenants informed (Q41)

Over 9 in 10 tenants (94%) were of the opinion that North Ayrshire Council are either very or fairly good at keeping them informed about their services and decisions compared to 1% who felt the Council are fairly or very poor in this respect. 5% of respondents said the council are neither good nor poor.

This is a positive change compared to 2016 when 83% stated that they thought that North Ayrshire Council were either very or fairly good at keeping them informed.



Base: All respondents 2018, n=1500



## 9. TENANT PARTICIPATION

### 9.1 Awareness and interest in participation opportunities (Q42 – Q44)

Respondents were told that the Council's Housing Service provide a range of opportunities for tenants to become involved in decision making. They were asked firstly, if they were aware of opportunities to become involved and then if they would be interested in participating in any of these ways.

Just under half of respondents (44%) stated that they were aware of at least one way in which they could get involved. Awareness was greatest in terms of receiving regular information and providing views in surveys (32%), taking part in consultation exercises on specific issues (19%) and by becoming a member of a working group (16%).

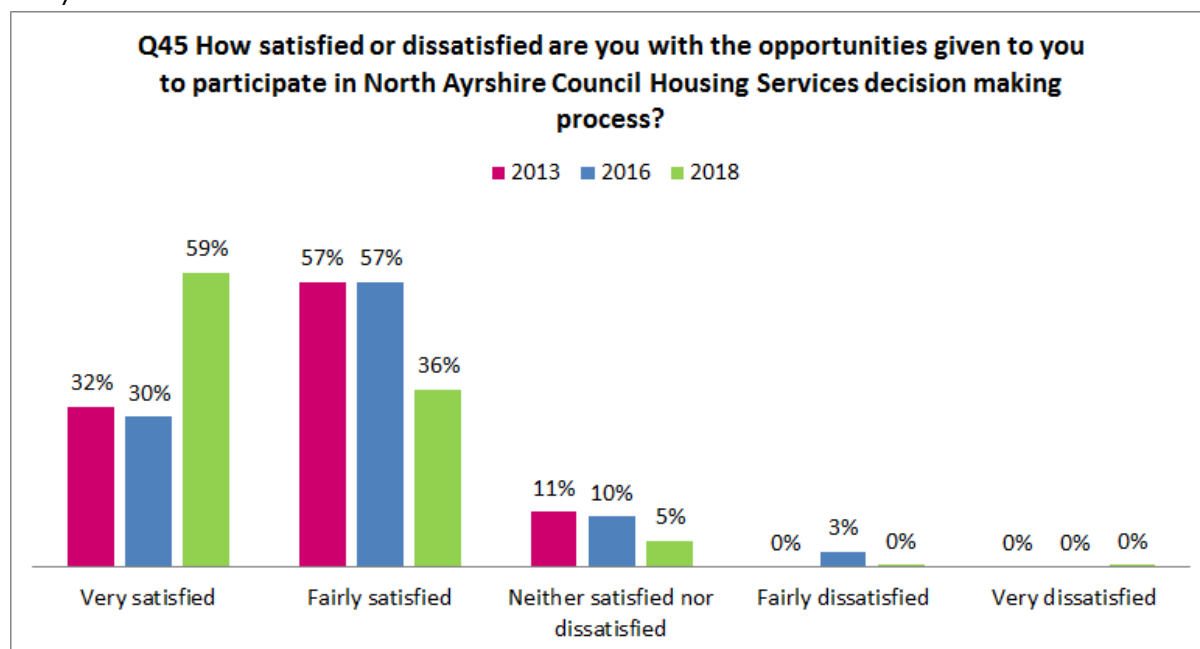
However, the vast majority (90%) stated that they would not be interested in getting involved.

Are you aware/ interested in becoming more involved in the Council's Housing Services decision making processes in any of the following ways?		
Base: n=1500	Aware	Interested
By receiving regular information about the Council's decisions and activities By providing your views in surveys such as this one	32%	9%
By taking part in consultation exercises on specific issues	19%	1%
By becoming a member of a working group e.g. working with Council staff to develop policies By attending a Tenant Fun Day or Tenant Conference	16%	1%
By being a Mystery Shopper where tenants test a service and complete a questionnaire about their experience	6%	1%
By becoming a Tenant Inspector to review a specific aspect of the Council's service By being involved in an Estate inspection	8%	-
Being involved in an Estate inspection	9%	1%
By being a member of a sheltered housing forum	2%	0%
By becoming part of a Youth Forum for ages 16 to 30	1%	-
By becoming involved in social media /digital participation	2%	0%
None	56%	90%

Just over half of respondents (54%) stated that they were aware of how to become a member of a Tenants or Residents Association in North Ayrshire. This has increased from 40% in 2016.

## 9.2 Satisfaction with opportunities for participation (Q45)

Over 9 in 10 respondents (94%) said they were very or fairly satisfied with the opportunities given to them to participate in North Ayrshire Council's decision-making processes compared to 0.5% who said they were fairly or very dissatisfied.



Base: All respondents 2018, n=1500

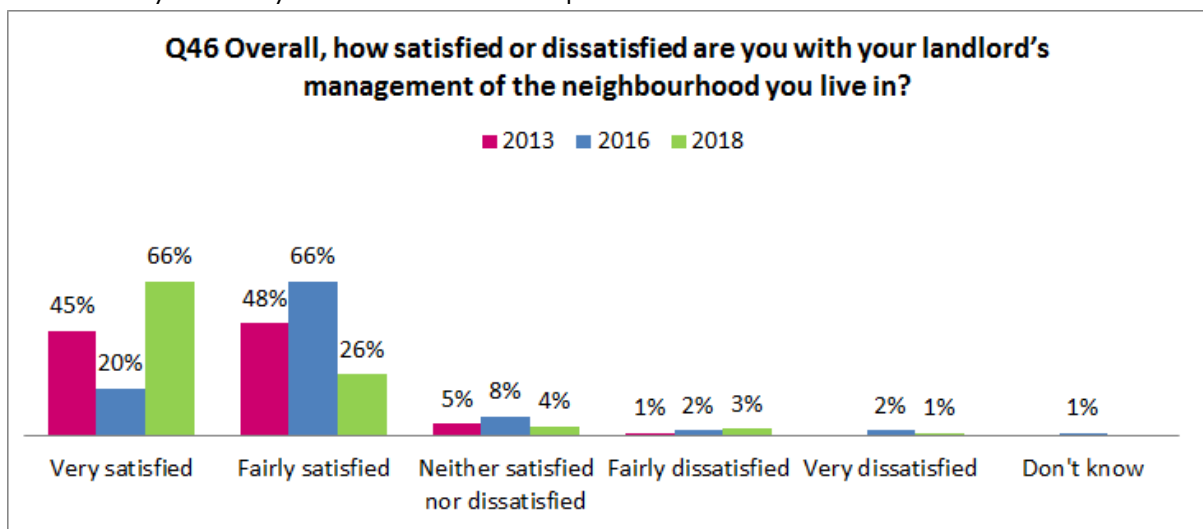
Where respondents were not satisfied with the opportunities for participation, they were asked how North Ayrshire Council could improve the opportunities it provides for tenants to get involved. A total of 83 respondents were not satisfied with the opportunities provided for participation. The most common responses given were:

- Not interested in participating (37%, 31 responses)
- Don't know (19%, 16 responses)
- Not aware of any opportunities (16%, 13 responses)
- Listen to tenants views (15%, 12 responses).

## 10. ESTATE MANAGEMENT

### 10.1 Satisfaction with management of the neighbourhood (Q46)

Respondents were asked overall how satisfied they were with North Ayrshire Council's management of the neighbourhood they live in. Over 9 in 10 respondents (92%) were very or fairly satisfied compared to 4% who were fairly or very dissatisfied and 4% were neither satisfied nor dissatisfied. This is a positive change compared to 2016 when 86% of respondents were either very or fairly satisfied in this respect.



Base: All respondents 2018, n=1500

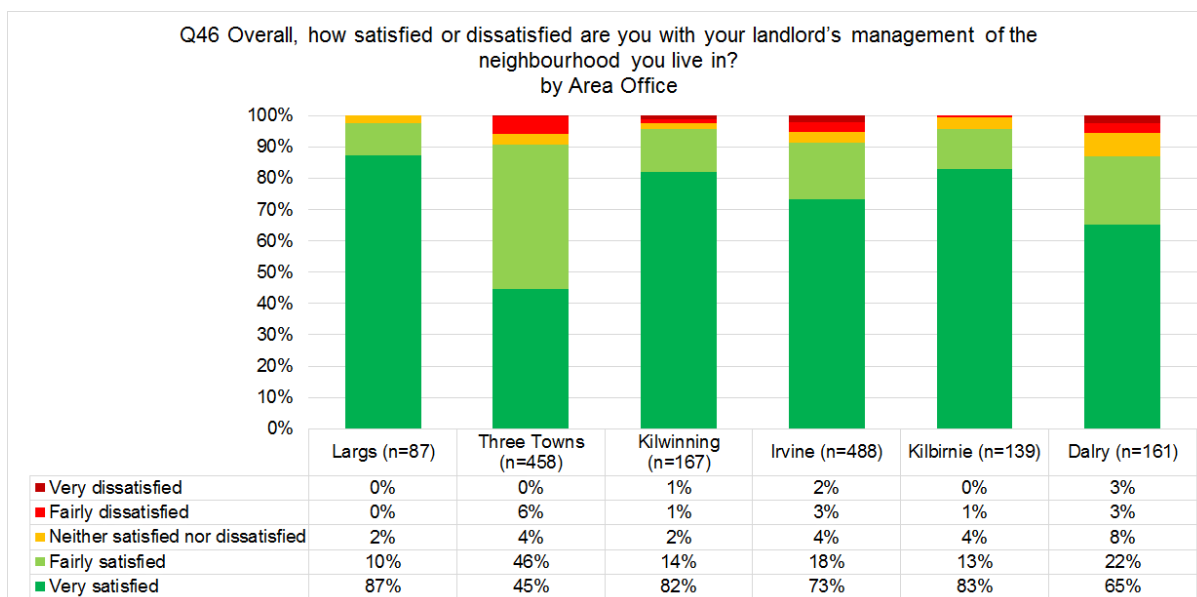
Analysis by area office shows significant differences in terms of the extent to which respondents were very satisfied with neighbourhood management.

Respondents least likely to be very satisfied were those in:

- Three Towns (45% very satisfied)
- Dalry (66% very satisfied)

Whereas those most likely to be very satisfied were those living in:

- Largs (87% very satisfied)
- Kilwinning (83% very satisfied).



Where respondents were not satisfied (n=121), they were asked to explain how North Ayrshire Council could improve its neighbourhood management. The most common responses given were:

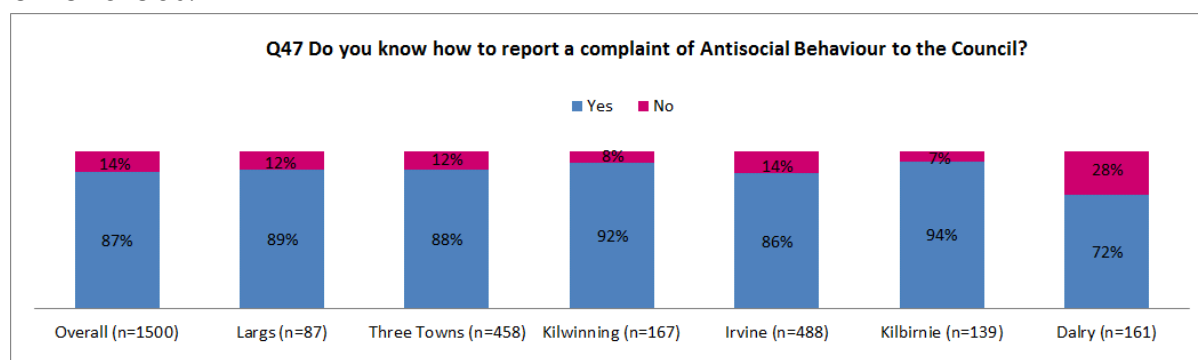
- Garden maintenance (25%, 30 responses)
- Too many undesirables in the area (22%, 26 responses)
- Vet tenants (16%, 19 responses)
- Clean up litter/ rubbish (14%, 17 responses)
- Spend some money in the area/ area run down (8%, 10 responses)
- Inspect the area/ be more visible (5%, 6 responses)
- Deal with dog fouling (3%, 4 responses)
- Need speed bumps in the area (3%, 4 responses).

Analysis by area office showed that issues relating to undesirables and vetting tenants were more likely to be noted by those living in the Three towns area whereas garden maintenance was more likely to be noted in Dalry, Kilwinning and Irvine areas.

## 10.2 Anti-social behaviour (Q47 to Q49)

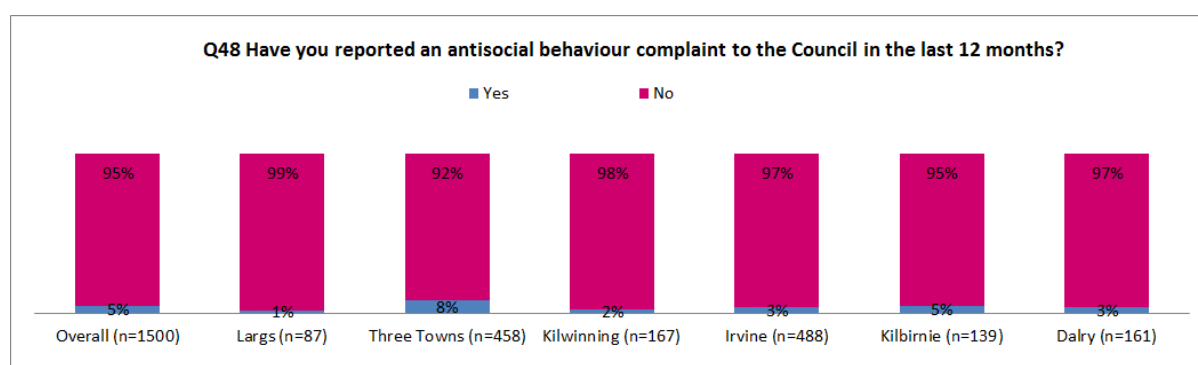
The majority of respondents (87%) stated that they were aware how to report a complaint of anti-social behaviour to the Council. This has increased from 71% in 2016.

Analysis by area shows similar levels of awareness across most areas, however, respondents in Dalry were less likely to be aware (72%) than those in other areas.

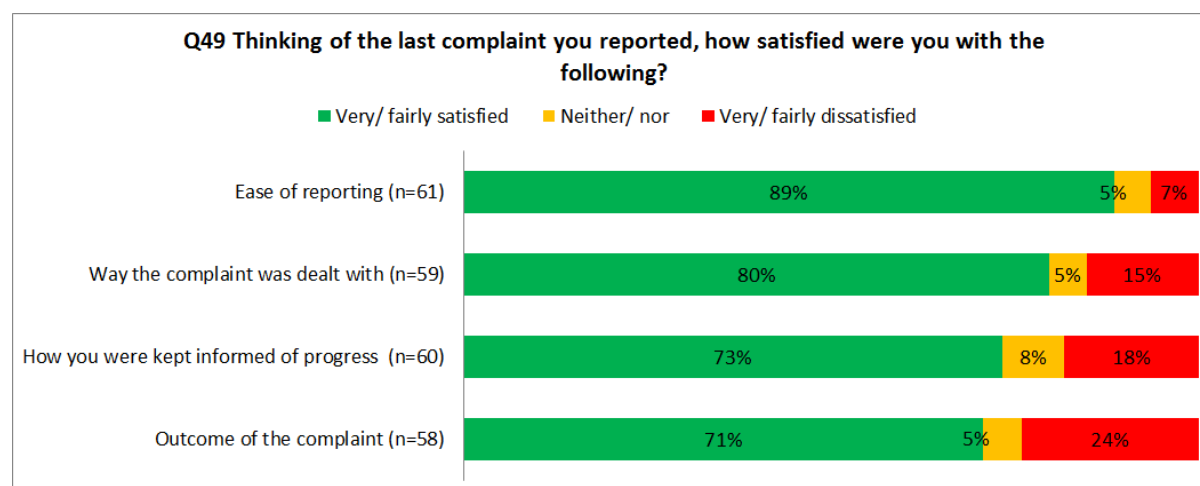


Just one in twenty (5%) respondents said they have reported an anti-social behaviour complaint to the Council in the last 12 months. This equates to 61 respondents and is the same level (5%) as stated they had made a complaint in 2016.

Analysis by area shows that the incidence of reporting anti-social behaviour complaints was greatest in the Three Towns area where 8% of respondents said that they had reported an anti-social behaviour complaint to the Council. Complaints related largely to anti-social behaviour of neighbours.



When asked how satisfied or dissatisfied they were with the way their complaint was handled, the majority were satisfied with regard to ease of reporting and the way the complaint was dealt with, but less so with regard to the outcome of the complaint.



When this is compared to satisfaction with anti-social behaviour complaints handling in 2016, satisfaction has fallen, most so with regard to being kept informed of progress, which has fallen by 15% points.

Care should be taken when drawing comparisons to these results due to the small number of respondents who have made an anti-social behaviour complaint. This means that the results are statistically less robust and that year on year changes are not as statistically significant.

Q49 Thinking of the last complaint you reported, how satisfied were you with the following?			
Base: made an ASB complaint, n=61	2016	2018	Trend
Ease of reporting	100%	89%	↓ 11%
The way the complaint was dealt with	71%	80%	↑ 9%
How you were kept informed of progress	88%	73%	↓ 15%
Outcome of the complaint?	82%	71%	↓ 11%

Where respondents were not satisfied with the way the complaint was handled, this was largely because they have not seen the outcome that they wanted or that they perceive nothing to have happened as a result of making the complaint.

## 11. RENT COLLECTION AND RENT ARREARS

### 11.1 Method of paying rent used (Q50)

When asked which method tenants use to pay their rent, the most commonly noted methods were:

- Housing benefit direct (49%)
- Direct Debit (25%).

Q50 Which payment method do you currently use to pay your rent?	Currently use
Base: n=1500	
Housing Benefit direct	49%
Direct Debit	25%
At the area housing office by cash or credit/ debit card	6%
Paypoint/ Payzone	5%
Universal Credit Housing Costs – Paid direct to landlord	4%
By phone	4%
Universal Credit Housing Costs – Pay on receipt	2%
Using the internet	2%
At a post office	2%
Standing order	2%
By automated telephone	0%
Other	1%

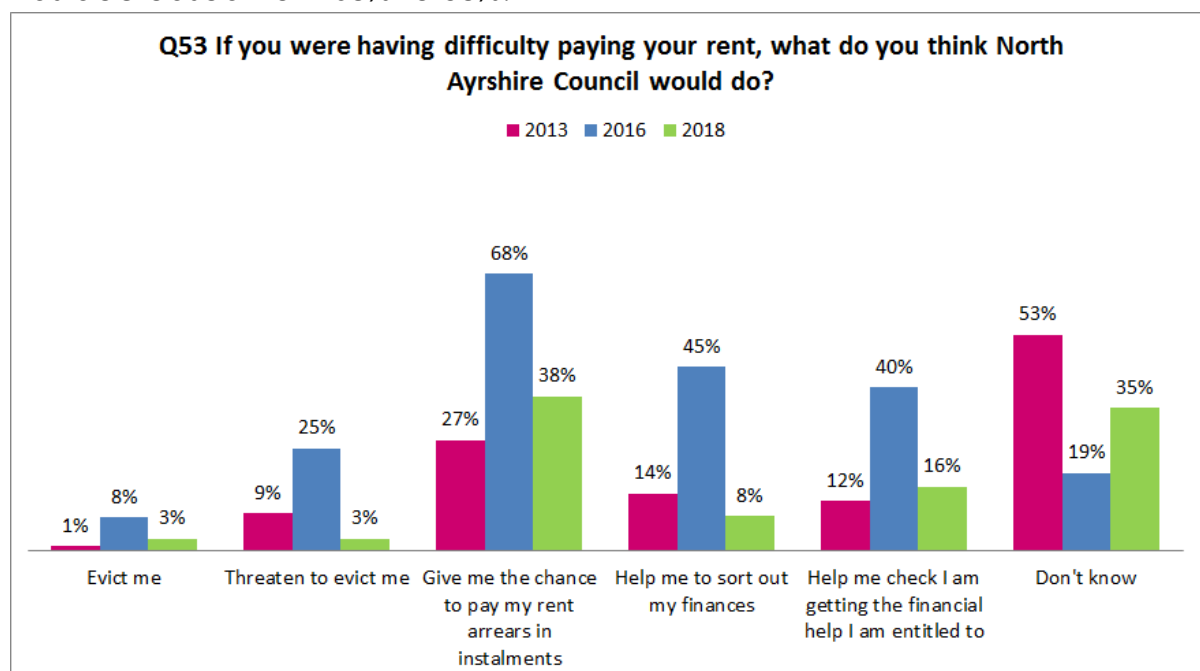
### 11.2 Direct Debit and online rent account access (Q51/52)

Almost three quarters of respondents (74%) stated that they pay bills by direct debit and 42% stated that they would be interested in paying their rent by direct debit.

47% were aware that they could access their rent account online.

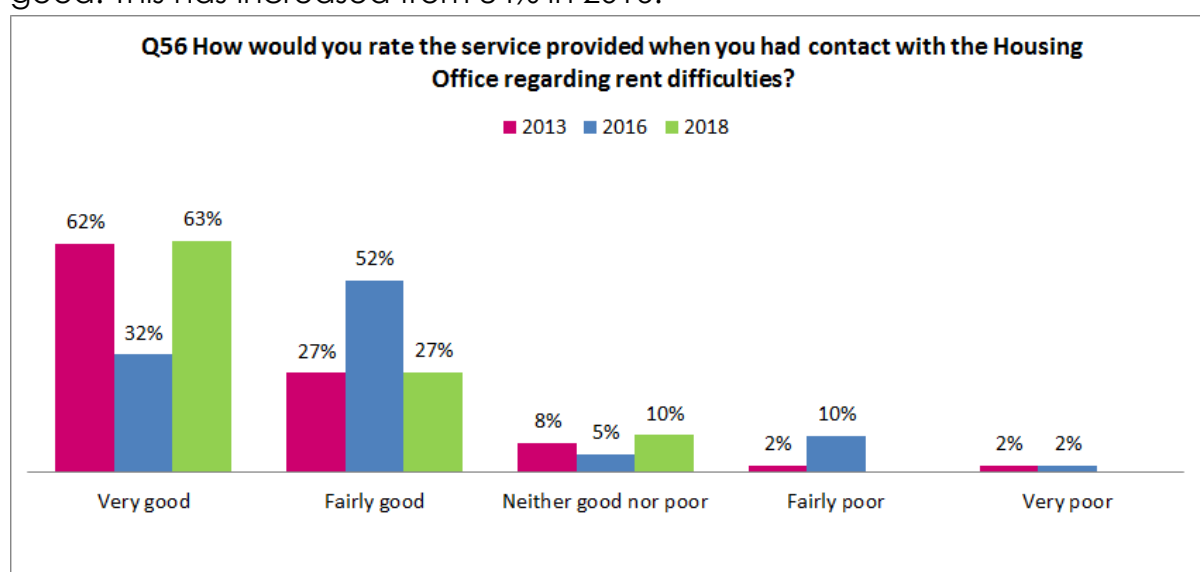
### 11.3 Difficulties paying rent (Q53 – Q56)

If they were having difficulties paying their rent, the greatest proportion of respondents thought that North Ayrshire Council would give them the chance to pay their rent in instalments (38%). This was the most common response given in 2016 also, however, the proportion noting this as an option has decreased from 68% to 38%.



Base: All respondents 2018, n=1500

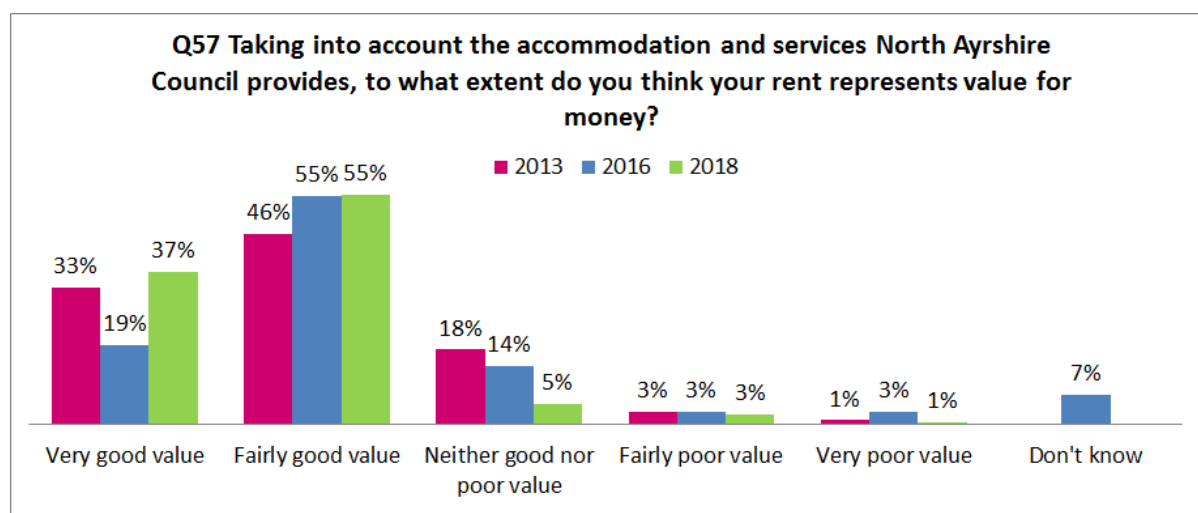
Just 4% of respondents (n=59) stated that they have had contact with the Housing Office regarding rent difficulties in the last 12 months. Where they have had contact, 90% rated the service provided as either very or fairly good. This has increased from 84% in 2016.





## 11.4 Value for money of rent (Q57)

When asked about the value for money of rent, 92% of tenants stated that they felt that their rent represents either very or fairly good value for money when they take into account the accommodation and services North Ayrshire Council provides. 5% stated that they believe it neither good nor poor value and 3% stated that they believe it is either fairly or very poor value for money. This is a positive change from 74% in 2016.



Base: All respondents 2018, n=1500

Those who did not feel that their rent was good value for money were asked how they felt North Ayrshire Council Housing Services could improve how they feel about value for money for rent. From the 119 respondents who did not believe their rent was good value for money, the most common answers given were:

- Stop increasing rents/ too expensive (38%, 45 respondents)
- Upgrade/ improve quality of home (15%, 16 respondents)
- Improve the services for the money we pay (11%, 13 respondents)
- Carry out repairs required (6%, 7 respondents)

One quarter of respondents who do not believe that rent is good value for money stated that they didn't know what the Council could do to improve their perception or that they get their rent paid for them through housing benefit therefore could not state whether value for money was either good or poor (25%, 30 respondents).

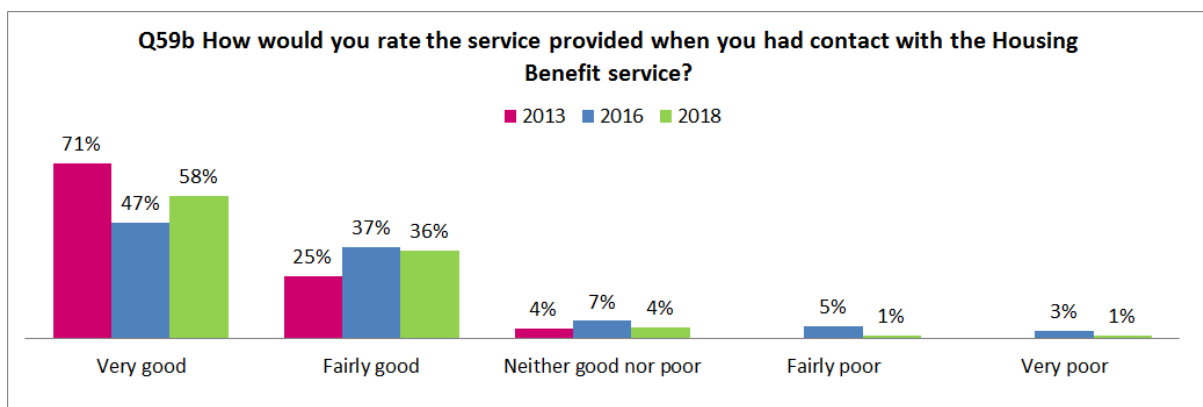
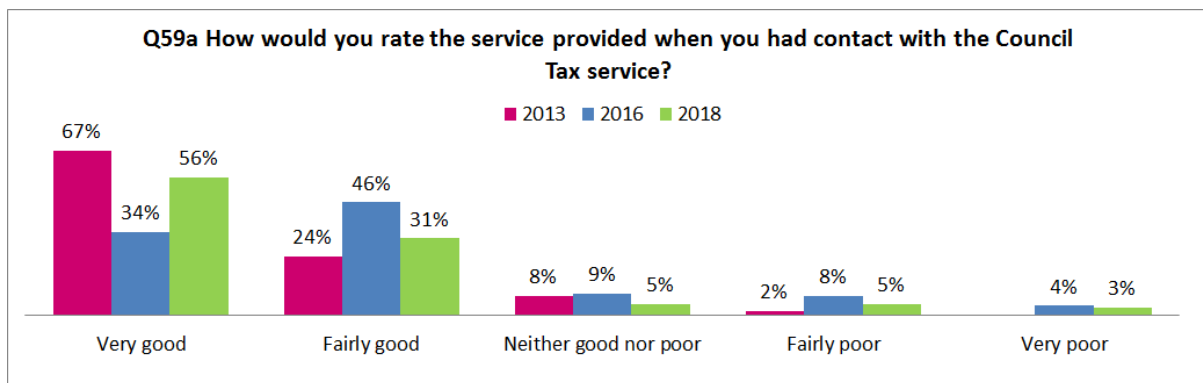
## 12. COUNCIL TAX, HOUSING BENEFIT AND WELFARE REFORM

### 12.1 Council Tax and Housing Benefit (Q58/59)

Just under one in twenty respondents (94%) have had contact with the Council Tax office in the last 12 months and 6% have had contact with the Council's Housing Benefit Service.

Those who have had contact with either service were asked how they would rate the service provided. As shown in the charts below, rating of the services is mainly positive with:

- 88%\* rating the Council Tax service as very good or fairly good (up from 80% in 2016); and
- 93%\* rating the Housing Benefit service as very good or fairly good (up from 84% in 2016).



\*please note that the overall rating of very good and fairly good is greater than the sum of very good and fairly good in the charts due to rounding.

## 12.2 Welfare Reform Advice Team (Q60 – Q63)

Just under one in five respondents (19%) stated that they were aware of North Ayrshire Council Housing Services Welfare Reform Advice Team. This has decreased from 41% in 2016.

Awareness of this service was significantly higher for younger tenants than older with 42% of respondents aged 16-24, 31% of those aged 25 to 34 and 54% of those aged 35-44 aware compared to just 8% of those aged 65-74 and 3% of those aged 75+ aware of this service.

The main ways of hearing about this service were:

- Letter/ newsletter (30%)
- Used the service (21%)
- General awareness (12%)
- Word of mouth (12%)
- Through housing officer (10%)
- Through office staff (8%)
- Leaflet (3%)
- Website (2%)

Of those that were aware, 87% said they knew how to access the service (up from 67% in 2016).

Just over half (55%) of those that were aware of the service and said they knew how to access the service said that they or a family member have accessed the service. This has increased from 39% in 2016.

Satisfaction with the service received from the Welfare Reform Advice Team was extremely high, with 97% of those who have used the service stating that they were very or fairly satisfied. This has increased from 94% in 2016).

## 13. SERVICE PRIORITIES

### 13.1 Most important services (Q64)

Respondents were shown or read a list of services provided by North Ayrshire Council as their landlord. They were then asked to identify their top three priorities in terms of importance. The results to this are shown in the table below, with an overall level of priority in the final column derived from adding together top, 2<sup>nd</sup> and 3<sup>rd</sup> top priority.

As shown, tenants' top priorities are:

- Day to day repairs service (85%)
- Planned improvements to their home (57%)
- Managing the common areas around their home (53%).

Looking at this list of services provided by North Ayrshire Council as your landlord, please choose your top 3 services in terms of importance?				
Base: n=1500	Top priority	2nd priority	3rd priority	Overall priority
The day to day repairs service	30%	34%	21%	85%
Planned improvements to your home	25%	24%	9%	57%
Managing the common areas around your home	17%	14%	21%	53%
Keeping you informed about the Council's activities and services	5%	7%	15%	27%
Customer Care provided at local offices	5%	4%	6%	15%
Dealing with anti social behaviour	4%	5%	6%	14%
Housing support service	5%	4%	5%	13%
Building new Council houses	2%	1%	5%	8%
Benefits advice and support	2%	3%	3%	8%
Rent collection	2%	1%	1%	4%
Lettings/ allocations	2%	1%	2%	4%
Providing opportunities for tenants to participate in helping to improve services	0%	0%	2%	2%
Other	1%	0%	0%	1%
Debt advice and assistance	0%	1%	0%	1%
None	0%	2%	7%	9%

### 13.2 Priority for service improvement (Q65)

Tenants were then asked to identify what they would suggest the top priority for improvement to the Council's Housing Service would be. This was asked as an open question so tenants could respond freely in their own words. The answers given to this question have then been grouped thematically in order to allow for analysis.

Positively, the majority of tenants could not spontaneously suggest a priority for improvement with 32% stating 'nothing' and 32% stating 'don't know'.

Furthermore, 6% stated that they were happy with things as they are.

The most common tangible improvements suggested were:

- Upgrading or improving homes (5%)
- Garden maintenance (4%)
- Improving repairs service (3%)
- Better allocation of homes/ vetting tenants (3%)

A full list of the coded suggestions are listed in the table over the page.

**Q65 If you could suggest one thing to the Council's housing service as priority for improvement, what would it be?**

<b>Base: n=1500</b>	<b>No.</b>	<b>%</b>
Nothing	479	32%
Don't know	477	32%
Happy as it is	82	6%
Upgrade/improve homes e.g. windows/bathrooms/kitchens	77	5%
Garden maintenance e.g. grass cutting/weeding/trees	55	4%
Improve repair service e.g. quality of workmanship/timescales for completion	48	3%
Better allocation of homes/vet tenants	38	3%
Outside maintenance required eg fence/roof/roughcasting	28	2%
Clean up the area of litter/rubbish	20	1%
Reduce rent/keep rents affordable	18	1%
Improve communication/provide information	16	1%
Deal with ASB/ASN	14	1%
Build more/new homes	12	1%
Listen more to tenants/residents	12	1%
Fix roads/pavements	11	1%
More for kids/children	11	1%
Bins e.g. more pick-ups	10	1%
Improve parking	10	1%
Provide grass cutting service for pensioners/disabled	8	1%
Deal with dog fouling/provide dog bins	5	0%
Provide a warden service	5	0%
Get rid of junkies/drugs	5	0%
Improve street lighting	4	0%
Improve heating/boiler system	3	0%
Other	79	5%

## 14. TRAVELLERS SITE

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### 14.1 Satisfaction with management of the travellers site (Q66)

A total of 8 interviews were achieved overall, representing a 67% response rate from a total of 12 residents who were currently at the site. There are 16 pitches on the site but 4 of those were away at the time of surveying.

The residents were asked about their overall satisfaction with North Ayrshire Council's management of their site. 38% of respondents were satisfied with the Council's management of the site. This has decreased from 100% satisfied in 2013 and 83% satisfied in 2016. However, care should be taken when comparing results due to the very small base numbers.

## 15. HOUSEHOLD PROFILE

### 15.1 Age and gender (Q67/68)

The final section of the survey sought to profile respondents. The table below shows the age and gender profile of respondents. As shown we interviewed more females (61%) than males (38%).

Respondents were spread across a wide range of age categories, with 30% being aged under 55 (24% in 2016), 33% aged between 35 and 64 (36% in 2016), 23% aged 65 to 74 (22% in 2016) and 14% aged 75 and over (17% in 2016).

Age/ Gender Profile of respondents				
Base: All respondents	Overall (n=1500)	Male (n=565)	Female (n=916)	Refused (n=19)
16-24	2%	2%	2%	-
25-34	15%	10%	18%	16%
35-44	14%	13%	14%	42%
45-54	19%	18%	20%	37%
55-64	14%	18%	12%	-
65-74	23%	28%	19%	-
75+	14%	12%	16%	-
Refused	0%	-	-	5%

### 15.2 Household composition (Q69)

Single adult households were the most common household composition (45% - 45% n 2016), followed by two adults (25% - 27% in 2016).

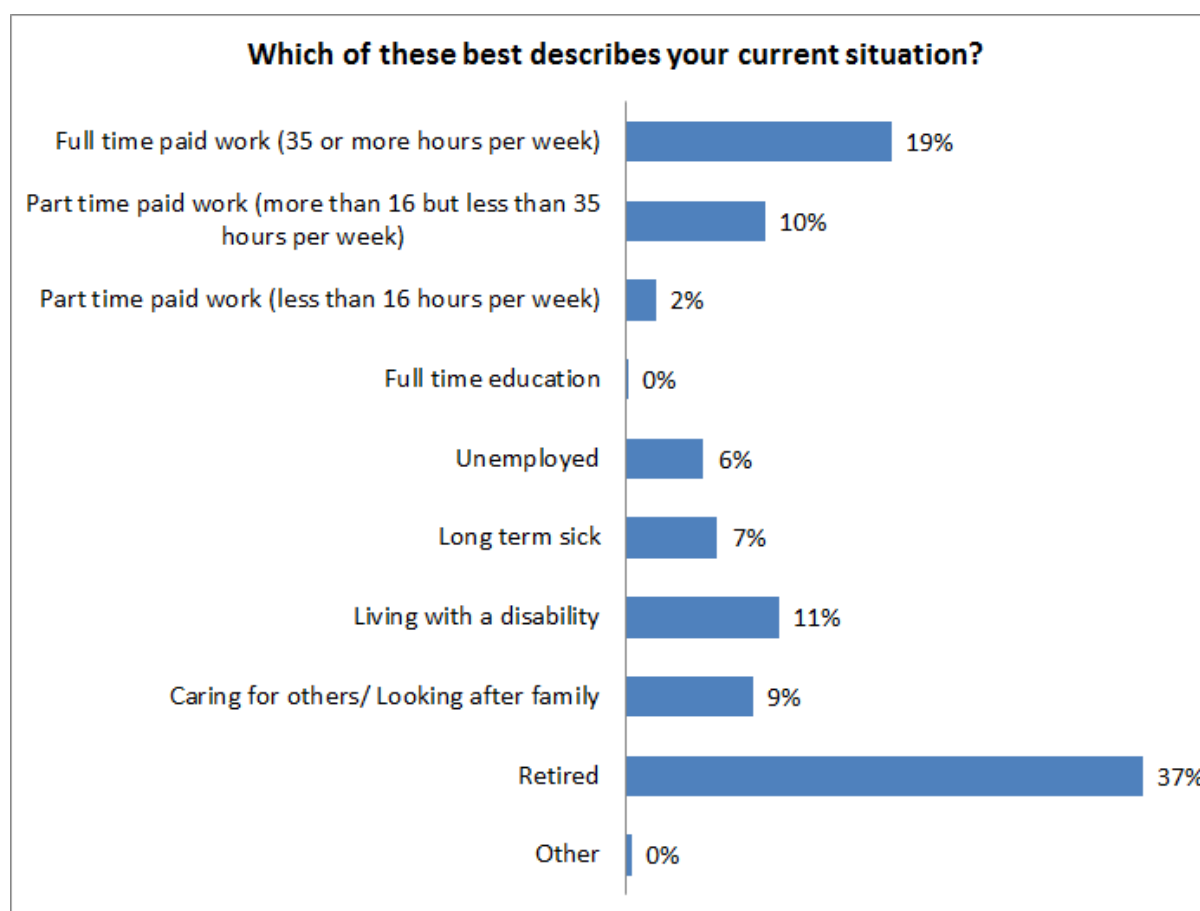
Household composition		
Base: All respondents, n=1500	No.	%
Single adult	669	45%
Two adults	375	25%
Three or more adults, 16 or over	100	7%
1 parent family with 1 child under 16	66	4%
1 parent family with 2 children under 16	77	5%
1 parent family with 3 or more children under 16	24	2%
2 parent family with 1 child under 16	49	3%
2 parent family with 2 children under 16	69	5%
2 parent family with 3 or more children under 16	25	2%
Other	46	3%



### 15.3 Current situation (Q70)

In terms of current situation, the most common responses were:

- 37% described their situation as retired (43% in 2016),
- 19% were in full time paid work (up from 12% in 2016),
- 11% living with a disability and 7% long term sick (14% long term sick/ disabled in 2016)
- 10% in part time paid work or more than 16 but less than 35 hours (9% in 2016).



Base: All respondents 2018, n=1500

## 15.4 Health problems or disability (Q71)

Just under half of respondents (49%) described themselves or someone in their household as living with a long term illness, health problem or disability (50% in 2016).

The most commonly noted health problems or disabilities were:

- Mobility/ physical disability (26%)
- Chronic disease or illness (13%)
- Mental health condition (5%).

Household composition		
Base: All respondents, n=1500	No.	%
Mental health condition	81	5%
Mobility/ physical disabilities	394	26%
Learning difficulties	14	1%
Difficulties with sight	12	1%
Learning disability	11	1%
Difficulties with hearing	16	1%
Addiction to drugs or alcohol	6	0%
Chronic disease or illness e.g. cancer, diabetes, heart disease	193	13%
Other condition	7	1%
Don't know	4	0%
No health problem or condition	770	51%
Prefer not to say	102	7%

## 15.5 Ethnic origin (Q72)

Respondents were largely of white Scottish ethnic origin (98%). This is similar to 2016.

How would you describe your ethnic origin?		
Base: n=1500	No.	%
Scottish	1462	98%
Other British	16	1%
Irish	5	0%
Gypsy/ Traveller	4	0%
Polish	3	0%
Other white ethnic group, please specify	7	1%
Indian, Indian Scottish or Indian British	1	0%
Chinese, Chinese Scottish or Chinese British	1	0%
Prefer not to say	1	0%

## 15.6 Equalities issues (Q73)

Just 28 respondents (2%) said that they have suffered from any form of harassment due to an equalities issue such as their age, race, sexuality or disability.

This is the same as in 2016.

## APPENDIX 1: SURVEY QUESTIONNAIRE



Project number	P963
Project name	North Ayrshire Council Tenant Satisfaction Survey 2018

**INTRODUCTION (Read out)** 'Hello, my name is \_\_\_\_\_. I am from Research Resource and undertaking a survey for North Ayrshire Council's Housing Services to find out tenants' views on the service they receive. The survey also asks age, gender and ethnicity. This information is only used to create an overall picture of the profile of tenants housed by the Council and will help them develop services to meet those needs.

The survey will take about 20 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at the Council will know what answers you have given without your permission and we will provide them with an anonymous research report on the overall results to the research, not individual responses. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

**INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH, ASK THEM TO TICK CONSENT BOX AND DATE AND INITIAL AGREEMENT SHEET – ENSURE RRID MATCHES FORM, CONSENT SHEET AND SAMPLE DATABASE**

INTERVIEWER RECORD FROM DATABASE:

RRID:

**INTERVIEWER DECLARATION:**

*I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent was not previously known to me.*

Interviewer No:		Name:	
Questionnaire No		Signature:	
On quota:		Date:	
Edited by:		Duration	
Back checked by:			

## Overall Service

- 1. SHOWCARD 1** Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by North Ayrshire Council as your landlord?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/no opinion	6

## Customer Care – Local Offices

- 2. Have you contacted your local Council housing office over the past 12 months, other than to report a repair?**

Yes	1	Go to Q3
No	2	Go to Q7

- 3. SHOWCARD 2** What was your main reason for contacting your local North Ayrshire Council Housing office? **CIRCLE ONE ONLY**

To pay your rent	1
To query/ apply for housing benefit	2
To apply for a transfer/ exchange	3
To discuss a neighbour dispute	4
To make a complaint	5
To enquire about receiving support to maintain your tenancy	6
Rent arrears query	7
Other (please specify)	8

- 4. SHOWCARD 3**

**A) How did you contact the local housing office? CIRCLE ONE ONLY**

**B) Look at the same card, what is your preferred method of contact? CIRCLE ONE ONLY**

	A) Use	B) Prefer	
By telephone	1	1	Go to Q5
Personal visit to the local housing office	2	2	Go to Q6
Letter	3	3	Go to Q7
Email	4	4	
Home visit/ appointment	5	5	
Online	6	6	
Other (please specify)	7	7	

**5. SHOWCARD 4 [IF CONTACTED BY TELEPHONE AT Q4] Looking at this card, how would you rate the following when you telephoned the local housing office?**

	Very good	Good	Neither nor	Poor	Very poor
The length of time it took to answer the telephone	1	2	3	4	5
The helpfulness of the reception staff	1	2	3	4	5
The length of time it took to speak to the relevant member of staff	1	2	3	4	5
The member of staff identified themselves over the phone	1	2	3	4	5
The helpfulness of the member of staff who dealt with enquiry	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5
Overall customer care provided	1	2	3	4	5

NOW GO TO Q7

**6. SHOWCARD 4 [IF VISITED THE LOCAL HOUSING OFFICE AT Q4] Looking at this card, how would you rate the following when you visited the local housing office?**

	Very good	Good	Neither nor	Poor	Very poor
Ease of access to the building	1	2	3	4	5
The reception area	1	2	3	4	5
The helpfulness of reception staff	1	2	3	4	5
The length of time it took to speak to the relevant member of staff	1	2	3	4	5
The privacy of your discussions	1	2	3	4	5
The member of staff wearing ID badge	1	2	3	4	5
Knowledge of staff	1	2	3	4	5
Politeness of staff	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5
Overall customer care provided	1	2	3	4	5

## Tenancy Support

**7. [ASK ALL] Do you have a community alarm/ alert system?**

Yes	1	Go to Q8
No	2	Go to Q9

**8. How would you rate the response received when you use the community alarm/ alert system?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5
Not used the community alarm/ alert system	6



- 9. Are you aware of North Ayrshire Council's Housing Support Service? Housing Support aims to help tenants sustain their tenancies and prevent homelessness by helping them to develop the skills they need to manage their own home**

Yes (where did you find out about the service?)	1	Go to Q10
No	2	Go to Q13

- 10. Do you know how to access the service?**

Yes	1	Go to Q11
No	2	Go to Q13

- 11. Have you or a family member accessed this service?**

Yes	1	Go to Q12
No	2	Go to Q13

- 12. SHOWCARD 1 How satisfied were you with the Housing Support service?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/no opinion	6

## Repairs and Housing Quality

- 13. Are you aware of the following facts about the Council's repairs service**

	Yes	No
Repairs can be reported at the Call Centre 24 hours a day, 7 days a week	1	2
There is a repair appointment system for routine repairs	1	2
You have the 'right to repair' for small urgent repairs	1	2

- 14. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by North Ayrshire Council Housing Services?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

- 15. Have you had any repairs carried out in this property in the last 12 months?**

Yes	1	Go to Q16
No	2	Go to Q21



**16. How do you normally report repairs to the Council's housing service?**

Phoning the repairs call centre	1
By using the freephone at the local housing office	2
Other (please specify)	3

**17. How easy do you find it to report a repair to the Council's housing service?**

Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5

**18. What was the nature of the last repair you reported?**

Heating	1
Joinery	2
Electrical	3
Plumbing	4
Other (please specify)	5

**19. SHOWCARD 5 Looking at this card, and thinking about the last repair you reported, how satisfied or dissatisfied would you say you were with the following?**

	Very satis	Fairly satis	Neither nor	Fairly dissatis	Very dissatis
The helpfulness of the Council staff involved	1	2	3	4	5
The appointment system	1	2	3	4	5
The tradesman arriving at the time arranged	1	2	3	4	5
Workmen introduced themselves and showing ID	1	2	3	4	5
The length of time taken to do repairs	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
Workmen tidying up	1	2	3	4	5
The quality of repairs carried out	1	2	3	4	5
Follow up service	1	2	3	4	5
The repair carried out properly first time	1	2	3	4	5
<b>IF DISSATISFIED with any aspect of the repairs service, can you explain why?</b>					

**20. Were you given....**

	Yes	No	Don't know
A classification for your repair i.e. emergency, non-emergency, right to repair, planned	1	2	3
A timescale for the length of time it would take for the repair to be completed	1	2	3

**[NB INTERVIEWER: FOR INFORMATION, IF ASKED]**

**Emergency** - make safe within 4 hours. Situations where there is real danger to life or limb, major damage to the property, flooding, or the home is insecure.

**Non-emergency** - repairs will be carried out by appointment. Target completion time of 7 working days on average.

**Right to Repair** - these are statutory repairs which must be carried out within a given timescale (as set out in legislation).

**Planned** - target completion time of 60 working days. This repair category is for larger jobs that require ordering and fitting (eg doors).]

**21. Have you had any major work carried out by the Council in the past 3 years (e.g. windows, doors, roofs, heating system etc)?**

Yes	1	Go to Q22
No	2	Go to Q24

**22. If yes, what was the nature of these works? CIRCLE ALL THAT APPLY**

Rewiring/ electrical upgrading	1	Doors	7
Window replacement	2	Roofing	8
Central heating	3	Roughcasting	9
Plumbing replacement	4	External lights	10
Kitchens	5	Footpaths	11
Bathrooms	6	Insulation works	12

**23. SHOWCARD 5 Looking at this card, how satisfied or dissatisfied would you say you were with the following aspects of major works?**

	Very satis	Fairly satis	Neither nor	Fairly dissatis	Very dissatis	Don't know
The helpfulness of the Council staff involved	1	2	3	4	5	6
Contact with the Customer Liaison Team	1	2	3	4	5	6
Information pack	1	2	3	4	5	6
The appointment system	1	2	3	4	5	6
The tradesman arriving at the time arranged	1	2	3	4	5	6
Workmen introduced themselves and showing ID	1	2	3	4	5	6
The length of time taken to do works	1	2	3	4	5	6
The attitude of the tradesman involved	1	2	3	4	5	6
Workmen tidying up	1	2	3	4	5	6
The quality of works carried out	1	2	3	4	5	6
Follow up service	1	2	3	4	5	6
The works carried out properly first time	1	2	3	4	5	6

Overall rating of major works service	1	2	3	4	5	6
---------------------------------------	---	---	---	---	---	---

**24. Overall, how satisfied or dissatisfied are you with the quality of your home?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**25. How easy do you find it to heat your home to a comfortable level in the winter months?**

Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5

**If you find your home difficult to heat, why is this? E.g. fuel costs, lack of insulation**

**26. Thinking about the cost of heating your home.....**

How much do you spend per month (on average) on fuel (gas and electricity) your home?	£	
Does this represent more than 10% of your household income?	Yes 1	No 2

**27. SHOWCARD 6 Can you please say what (if any) are the main improvements you think are needed in your home from those listed on the card. Please rank the three most important in order of priority? SELECT ONE PER COLUMN**

	Top priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
Rewiring	1	1	1
Kitchen upgrade/ replacement	2	2	2
Bathroom upgrade/ replacement	3	3	3
New internal doors	4	4	4
Window replacement	5	5	5
Fencing/ lighting/ security	6	6	6
External cladding	7	7	7
Entrance door to flat	8	8	8
Other (please specify)	9	9	9
None	10	10	10
Don't know	11	11	11

## Allocations and Transfers

**28. I'd now like to ask about the North Ayrshire Housing Register.**

	Yes	No
A) Have you submitted an application for housing to the North Ayrshire Housing Register?	1	2

B) Are you aware this is a shared housing register with other landlords?	1	2
--	---	---

**IF SUBMITTED APPLICATION, CODE 1 AT Q28a GO TO Q29, IF NOT GO TO Q30**

**29. [IF SUBMITTED APPLICATION, CODE 1 AT Q28a] How would you rate the information made available to you in your applicants pack about the North Ayrshire Housing register i.e. application form, application policy summary etc.**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

## Information Provided by North Ayrshire Council

### 30. SHOWCARD 7

**A) Which of the following sources do you use to get information about North Ayrshire Council Housing Services and its services? CIRCLE ALL THAT APPLY**

**B) Looking at the same card, which of these sources would you prefer the Council's Housing Services to use when providing information about its services or matters affecting your home? CIRCLE ALL THAT APPLY**

	A) Use	B) Prefer
Tenants Handbook	1	1
Individual Letters/ leaflets sent to you home	2	2
Newsletters	3	3
Information displayed at the Council's office	4	4
General meetings	5	5
Individual staff visits	6	6
Telephone	7	7
Through Councillors	8	8
By text message	9	9
Website	10	10
Email	11	11
Social media e.g. Facebook or Twitter	12	12
Telephone directory	13	13
At local libraries	14	14
Through tenants groups	15	15
Don't know	16	16
Other (please specify)	17	17

**31. Do you have, and use, the internet or mobile apps?**

	Yes	No
Internet access home	1	2
Internet access via a mobile phone	1	2

**IF DO NOT USE THE INTERNET GO TO Q32, OTHERS GO TO Q33**

**32. [IF DO NOT USE THE INTERNET] Why do you not use the internet? ALL THAT APPLY**

Cost of computer equipment or smartphone	1
--	---

Cost of internet access	2
Limited or no computer skills	3
Concerned about privacy and security	4
Don't want computer or internet access	5

**33. Are you aware that you can get free access to a computer and the internet in various locations throughout North Ayrshire?**

Yes	1
No	2

**34. SHOWCARD 4 Looking at this card, how would you rate the following sources that North Ayrshire Council Housing Services use to keep their tenants informed?**

	Very good	Good	Neither nor	Poor	Very poor	Don't know/ NA
Tenants Handbook	1	2	3	4	5	6
Letters/ leaflets sent to your home	1	2	3	4	5	6
Newsletters	1	2	3	4	5	6
Website	1	2	3	4	5	6
Facebook	1	2	3	4	5	6

**35. To what extent do you feel literature received from North Ayrshire Council Housing Services is jargon free and in Plain English?**

All literature is jargon free and in Plain English	1
Most literature is jargon free and in Plain English	2
Some literature is jargon free and in Plain English	3
None of the literature is jargon free and in Plain English	4
Don't know	5

**36. When you receive your Tenancy Matters newsletters do you....**

Read all of it	1	Go to Q37
Read some of it	2	
Flick through it	3	
Don't look at it	4	Go to Q38
Other (please specify)	5	

**37. SHOWCARD 4 Looking at this card, how would you rate the following aspects of the Tenancy Matters newsletter?**

	Very good	Good	Neither nor	Poor	Very poor	Don't know/ NA
Layout and format	1	2	3	4	5	6
Content	1	2	3	4	5	6
Frequency	1	2	3	4	5	6

**38. Were you aware that North Ayrshire Council provides its tenants with information in other formats?**

Yes	1
-----	---

No	2
----	---

**39.**

**40. Would you be interested in receiving information in any of these other formats?**

Tape	1	Go to Q40
Large print	2	
Signer	3	
Braille	4	
Other language (please specify)	5	
Some other format (please specify)	6	Go to Q41
NO REQUIREMENT FOR INFORMATION IN OTHER FORMATS	7	

**41. If you would like information in other formats, do you give permission for Research Resource to pass your details to the Council so they can make sure you get this information?**

Yes	1
No	2

**42. How good or poor do you feel North Ayrshire Council Housing Services is at keeping you informed about their services and decisions?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

## Tenant Participation

**43. SHOWCARD 8**

**A)The Council's Housing Service provide a range of opportunities for tenants to become involved in decision making. Are you aware that you could become more involved in the Council's Housing Services decision making processes in any of the following ways? CIRCLE ALL THAT APPLY**

**B)Are you interested in participating in any of these ways? CIRCLE ALL THAT APPLY**

	A)Aware	B)Interested
By receiving regular information about the Council's decisions and activities By providing your views in surveys such as this one	1	1
By taking part in consultation exercises on specific issues	2	2
By becoming a member of a working group e.g. working with Council staff to develop policies By attending a Tenant Fun Day or Tenant Conference	3	3
By being a Mystery Shopper where tenants test a service and complete a questionnaire about their experience	4	4
By becoming a Tenant Inspector to review a specific aspect of the Council's service By being involved in an Estate inspection	5	5
being involved in an Estate inspection	6	6
By being a member of a sheltered housing forum	7	7
By becoming part of a Youth Forum for ages 16 to 30	8	8
By becoming involved in social media /digital participation	9	9
Other (please specify)	10	10
None	11	11

- 44. [IF CODE 1 TO 10 AT 42B] If you would like get involved in any of these ways, do you give permission for Research Resource to pass your details to the Council so they can make sure you get information on these?**

Yes	1
No	2

- 45. Are you aware of how to become a member of a Tenants or Residents Association in North Ayrshire?**

Yes	1
No	2

- 46. How satisfied or dissatisfied are you with the opportunities given to you to participate in North Ayrshire Council Housing Services decision making process?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>IF NOT SATISFIED [CODE 3,4,5] Can you explain how North Ayrshire Council Housing Services could improve the opportunities it provides for tenants to get involved?</b>	

## Estate Management

- 47. Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? [INTERVIEWER: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area]**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>IF NOT SATISFIED [CODE 3,4,5] Can you explain how North Ayrshire Council Housing Services could improve its neighbourhood management?</b>	

- 48. Do you know how to report a complaint of anti-social behaviour to the Council?**

Yes	1	Go to Q48
No	2	Go to Q50



**49. Have you reported an anti-social behaviour complaint to the Council in the last 12 months?**

Yes (please describe the nature of this complaint)	1	Go to Q49
No	2	Go to Q50

**50. SHOWCARD 5 Looking at this card, how satisfied or dissatisfied were you with the following?**

	Very satis	Fairly satis	Neither nor	Fairly dissatis	Very dissatis	Don't know
Ease of reporting	1	2	3	4	5	6
The way the complaint was dealt with	1	2	3	4	5	6
How you were kept informed of progress	1	2	3	4	5	6
Outcome of the complaint	1	2	3	4	5	6
<b>If dissatisfied, why do you say this?</b>						

## Rent Collection and Rent Arrears

**51. SHOWCARD 9 Looking at this card, which payment method do you currently use to pay your rent? CIRCLE ALL THAT APPLY**

At the area housing office by cash or credit/ debit card	1	Go to Q51
By phone	2	
By automated telephone	3	
Using the internet	4	
At a post office	5	
Standing order	6	
Direct Debit	7	
Paypoint/ Payzone	8	Go to Q51b
Housing Benefit direct	9	
Universal Credit Housing Costs – Pay on receipt	10	
Universal Credit Housing Costs – Paid direct to landlord	11	
Other (please specify)	12	Go to Q51

**52. Thinking about direct debit...**

	Yes	No
a) Do you pay any of your bills by direct debit?	1	2
b) Would you be interested in paying your rent by direct debit?	1	2

**53. Are you aware that you can access your rent account online?**

Yes	1
No	2

**54. If you were having difficulty paying your rent, what do you think North Ayrshire Council would do?**

Evict me	1
Threaten to evict me	2
Give me the chance to pay my rent arrears in instalments	3
Help me to sort out my finances	4
Help me check I am getting the financial help I am entitled to	5
Don't know	6

**55. Are you aware that if you have rent arrears, North Ayrshire Council may offer you debt advice or referrals to other agencies?**

Yes	1
No	2

**56. Have you had contact with the Housing Office regarding rent difficulties in the last 12 months?**

Yes	1	Go to Q56
No	2	Go to Q57

**57. How would you rate the service provided when you had contact with the Housing Office regarding rent difficulties?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

**58. Taking into account the accommodation and services North Ayrshire Council provides, to what extent do you think your rent represents value for money?**

Very good value	1
Fairly good value	2
Neither good nor poor value	3
Fairly poor value	4
Very poor value	5

**IF NOT SATISFIED [CODE 3,4,5] Can you explain how North Ayrshire Council Housing Services could improve how you feel about value for money for rent?**

## Council Tax, Housing Benefit and Welfare Reform

**59. Have you had contact with either of the following in the last 12 months?**

	Yes	No
The Council Tax office	1 Go to Q59a	2 Go to Q60
The Council's Housing Benefit Service	1 Go to Q59b	2 Go to Q60

**60. How would you rate the service provided when you had contact with this service?**

	A) Council Tax	B) Housing Benefit
Very good	1	1
Fairly good	2	2
Neither good nor poor	3	3
Fairly poor	4	4
Very poor	5	5
<b>[IF RATED SERVICE AS POOR] Why do you say this?</b> <b>a) Council Tax</b>  <b>b) Housing Benefit</b>		

**61. Are you aware of North Ayrshire Council's Housing Services Welfare Reform Advice Team?**

Yes (how did you hear about this service?)	1	Go to Q61
No	2	Go to Q64

**62. Do you know how to access the service?**

Yes	1	Go to Q62
No	2	Go to Q64

**63. Have you or a family member accessed this service?**

Yes	1	Go to Q63
No	2	Go to Q64

**64. SHOWCARD 1 How satisfied were you with the service received from the Welfare Reform Advice Team?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/no opinion	6

## Service priorities

**65. SHOWCARD 10** Looking at this list of services provided by North Ayrshire Council as your landlord, please choose your top 3 services in terms of importance? **SELECT ONE PER COLUMN**

	Top priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
Customer Care provided at local offices	1	1	1
Housing support service	2	2	2
Dealing with anti social behaviour	3	3	3
Managing the common areas around your home	4	4	4
Rent collection	5	5	5
Planned improvements to your home	6	6	6
The day to day repairs service	7	7	7
Keeping you informed about the Council's activities and services	8	8	8
Providing opportunities for tenants to participate in helping to improve services	9	9	9
Lettings/ allocations	10	10	10
Building new Council houses	11	11	11
Benefits advice and support	12	12	12
Debt advice and assistance	13	13	13
Other (please specify)	14	14	14

**66.** If you could suggest one thing to the Council's housing service as priority for improvement, what would it be?

## Travellers Site [ASK ONLY OF INTERVIEWS AT TRAVELLERS SITE, OTHERS GO TO Q67]

**67. SHOWCARD 1** How satisfied or dissatisfied are you with your landlords management of your site?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
[IF CODE 3,4,5] Can you explain why you are not satisfied?	

## About you and your household

This final section asks about you and your household. The information you give is strictly confidential and will not be passed onto the Council. This information is used to create an overall picture of tenants living in Council properties.

### 68. How old are you?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7

### 69. Are you?

Male	1
Female	2

### 70. Which of the following best describes your household? ONE ONLY

Single adult	1
Two adults	2
Three or more adults, 16 or over	3
1 parent family with 1 child under 16	4
1 parent family with 2 children under 16	5
1 parent family with 3 or more children under 16	6
2 parent family with 1 child under 16	7
2 parent family with 2 children under 16	8
2 parent family with 3 or more children under 16	9
Other (please specify)	10

### 71. SHOWCARD 11 Which of these best describes your current situation? ONE ONLY

Full time paid work (35 or more hours per week)	1
Part time paid work (more than 16 but less than 35 hours per week)	2
Part time paid work (less than 16 hours per week)	3
Full time education	4
Unemployed	5
Long term sick	6
Living with a disability	7
Caring for others/ Looking after family	8
Retired	9
Other (please specify)	10

**72. SHOWCARD 12 Do you or anyone in this household have any of the following long term illness, health problems or disabilities which limits their daily activities or the work they can do (including problems due to old age)? ALL THAT APPLY**

Mental health condition	1
Mobility/ physical disabilities	2
Learning difficulties	3
Difficulties with sight	4
Learning disability	5
Difficulties with hearing	6
Addiction to drugs or alcohol	7
Chronic disease or illness e.g. cancer, diabetes, heart disease	8
Other condition (please write in)	9
Don't know	10
No health problem or condition	11
Prefer not to say	12

**73. SHOWCARD 13 How would you describe your ethnic origin?**

WHITE	
Scottish	1
Other British	2
Irish	3
Gypsy/ Traveller	4
Polish	5
Other white ethnic group, please specify	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups, please write in	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other, please specify	12
AFRICAN, CARIBBEAN OR BLACK	
African, African Scottish or African British	13
Caribbean, Caribbean Scottish or Caribbean British	14
Black, Black Scottish or Black British	15
Other, please specify	16
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Other group, please specify	18
Prefer not to say	19

**74. Have you ever suffered from any form of harassment due to an equalities issue such as your age, race, sexuality or disability?**

Yes	1
No	2

**75. If we wanted to follow up on any aspect of this questionnaire, would you be happy to be re-contacted to participate in further research?**

Yes	1
No	2

**[INTERVIEWER: CLOSE INTERVIEW BY READING OUT STATEMENT]**

**“Thank you very much for your help. Can I assure you once again that the information you have given will be treated as absolutely confidential and will only be used for the purposes of genuine market research.**

**THANK YOU AND CLOSE**

**INTERVIEWER CODE:**

Tenement	1
High rise	2
Low rise	3
Four in a block/cottage flat	4
Maisonette	5
Bungalow	6
Terraced	7
Semi detached	8
Detached	9
Traveller site	10
Sheltered housing	11
Other	12

## APPENDIX 2: TECHNICAL REPORT SUMMARY



### TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project number</b>	<b>P963</b>
<b>Project name</b>	<b>North Ayrshire Council Tenant Satisfaction Survey</b>
<b>Objectives of the research</b>	The aim of the research was to seek tenants' views on the services that North Ayrshire Council provide and how well it performs these services and to help identify areas where the service can be improved.
<b>Target group</b>	Tenants of the Council
<b>Target sample size</b>	The aim was to achieve 1,500
<b>Achieved sample size</b>	A total of 1,500 tenant interviews were achieved.
<b>Date of fieldwork</b>	Interviewing took place between 29 <sup>th</sup> June and 7 <sup>th</sup> August 2018
<b>Sampling method</b>	Interviews spread across Council stock.
<b>Data collection method</b>	Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
<b>Response rate and definition and method of how calculated</b>	40% (1,500 interviews from a population of 3,750)
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	8 interviewers were working on this.
<b>Interview validation methods</b>	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
<b>Showcards or any other materials used?</b>	Showcards used as per instructions on questionnaire
<b>Weighting procedures</b>	Not applicable
<b>Estimating and imputation procedures</b>	Not applicable
<b>Reliability of findings</b>	Data accurate overall to +/-2.4% (based upon a 50% estimate at the 95% level of confidence)