

BRIEFING NOTE

STATUS TENANT SATISFACTION SURVEY

Background:

During September and October 2008, we surveyed our tenants using the STATUS satisfaction survey process. Results from this show that since the 2006 STATUS survey overall tenant satisfaction has increased by 3.5% to 87%, with a significant increase in the percentage of tenants stating they are “very happy” with the service.

Other key messages include improvements in tenant satisfaction with Wigan and Leigh Housing in relation to:

- Quality of home
- Repairs service
- Helpfulness of staff
- Staff’s ability to deal with problems
- How well informed tenants are kept on things that are important

Feedback from our tenants in 2006 showing a dip in satisfaction with staff helpfulness, was one of the main drivers for a major improvement programme to reinforce customer care and raise standards across the organisation (ICE – Improving the Customer Experience), including an emphasis on staff training. This reinforcing of customer care has had a positive impact and has translated into significant improvements in satisfaction with all aspects of customer care within the 2008 results. Both this increased quality of customer care and improvements in all aspects of the repairs service, have contributed to the increase in tenant satisfaction with the overall service provided by Wigan and Leigh Housing, to 87%.

Historically, the Audit Commission apply deprivation weighting to overall satisfaction levels, to reflect the view that satisfaction is likely to be more difficult in areas of higher deprivation. Applying this deprivation weighting ourselves (using both 2004 and 2007 Indices of Multiple Deprivation) would show our tenant satisfaction level to be at 100%. Whilst it is obviously pleasing that tenant satisfaction is this high, we are not complacent and will be continuing to use STATUS results to drive performance.

How we compare:

Official performance figures for the National Indicator relating to tenant satisfaction (NI 160) have not been released by Government at this point; however, the Housemark STATUS benchmarking toolkit shows Wigan and Leigh Housing as top quartile and currently ranked 3rd among those 46 ALMOs who have reported their data (the organisations ranked 1st and 2nd have approximately 3,400 and 6,500 stock size respectively, compared to Wigan and Leigh Housing’s 22,900).

We also compare very well with official Housing Corporation figures for RSLs, with only 12 out of 113 RSL organisation having higher satisfaction levels (all of these organisations have considerably smaller stock size than Wigan and Leigh Housing).

Action planning:

The results from the STATUS survey were taken to the Wigan and Leigh Housing Board on 3 February 2009, when the main issues were considered. The findings and areas for improvement were then considered in more detail at a sub-group meeting with Tenant Board Members.

Whilst it was acknowledged that we will be looking to both maintain and continue to improve areas where satisfaction is high, the Tenant Board Members agreed key priorities to translate into an action plan, identified from the areas raised by tenants in STATUS.

These priorities are:

- Neighbourhood as a place to live, specifically crime and grime issues
- Opportunities for involvement and participation in decision-making
- Customer care in relation to satisfaction with final outcome of enquiries, in particular the anti-social behaviour service

These agreed priorities have been fed into the Wigan and Leigh Housing Business Plan's key list of priorities and will be subject to our Business Plan monitoring process, allowing Board members to monitor progress against the STATUS action plan.