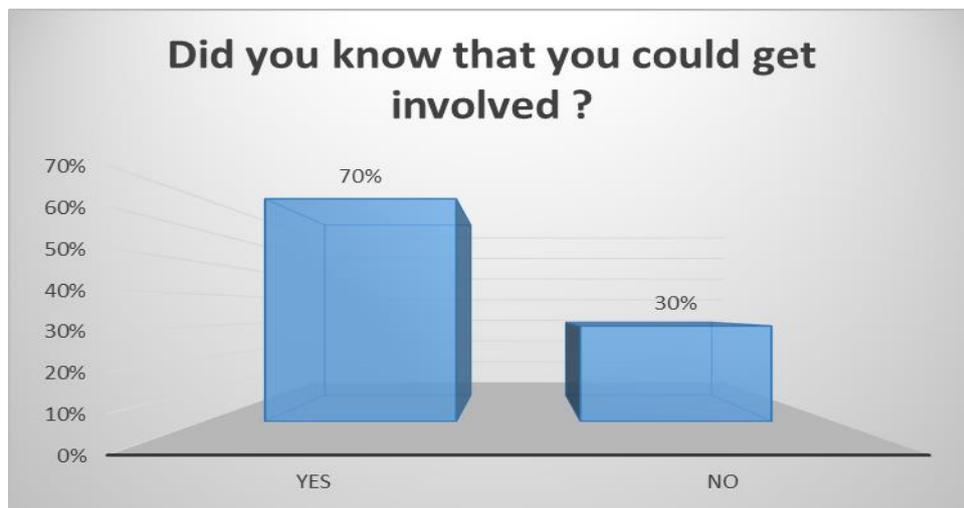


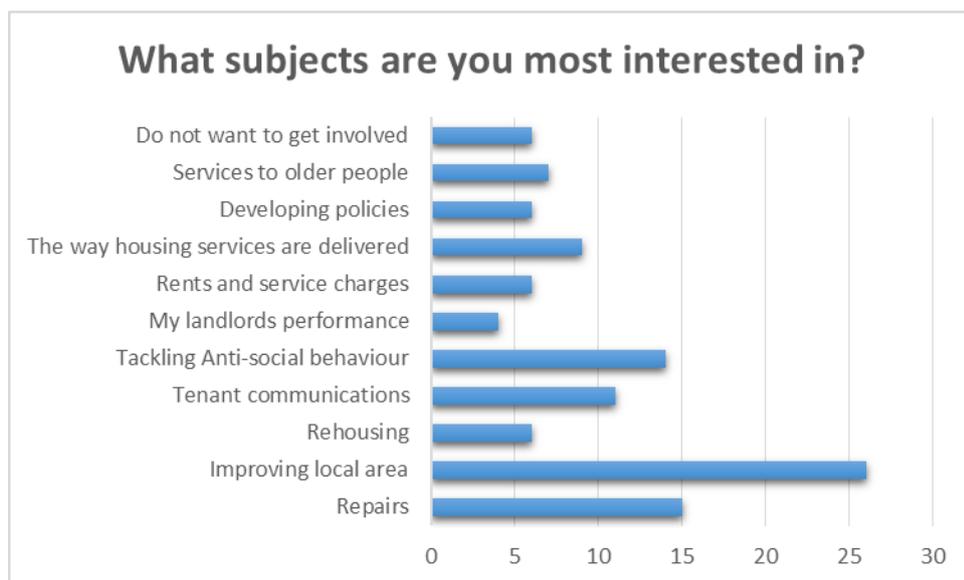
Appendix 1: Customer Engagement Survey

The survey took place in November 2018 and was placed in Housing Connect, the Council's magazine and was also available electronically. The purpose of the survey was to find out what interest tenants have in getting involved in the way the housing service is delivered.

We wanted to know if tenants knew that they could get involved and 30% of tenants said they did not know that they could get involved:



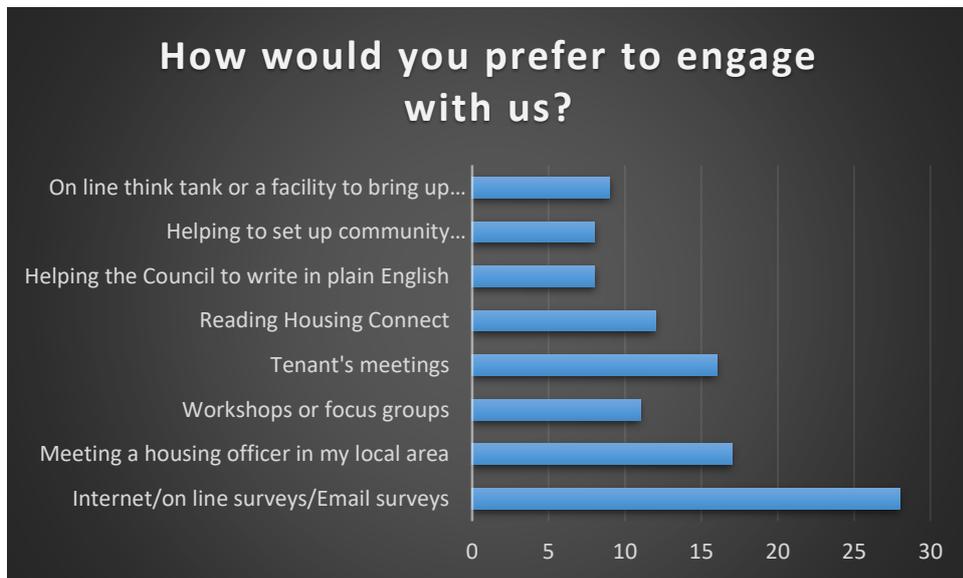
The three areas that tenants were most interested in getting involved in were; improving the local area, repairs and tackling anti-social behaviour. Landlord performance was the least popular. This is more significant due to the Government prioritising performance within their Green Paper¹:



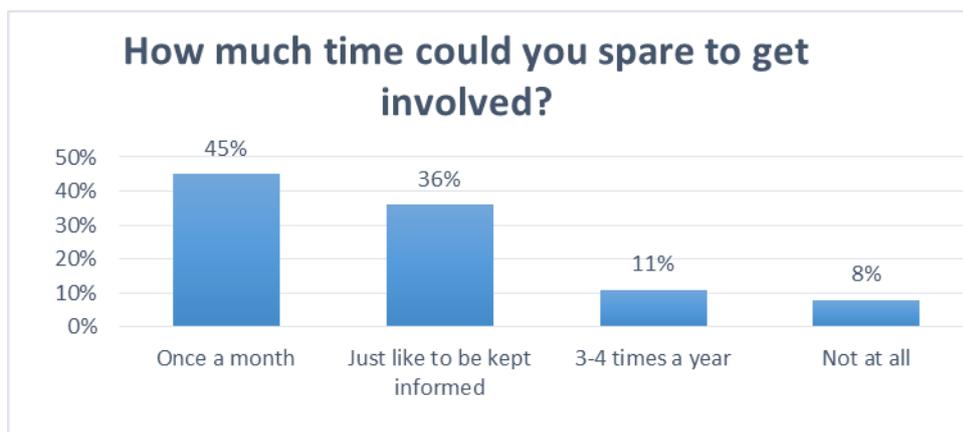
When asked about how tenants would like to engage with the service by far the largest interest was in the use of digital channels such as e-mail and the internet. More traditional means of engagement such as meeting the Housing Officer and tenants meetings continue

¹ A new deal for social housing. Housing Green Paper, August 2018

to feature but this clearly signals the ongoing shift in tenant preferences to digital means of communications. However, the results suggest that there will continue to be a need to balance digital communications with various forms of meetings.

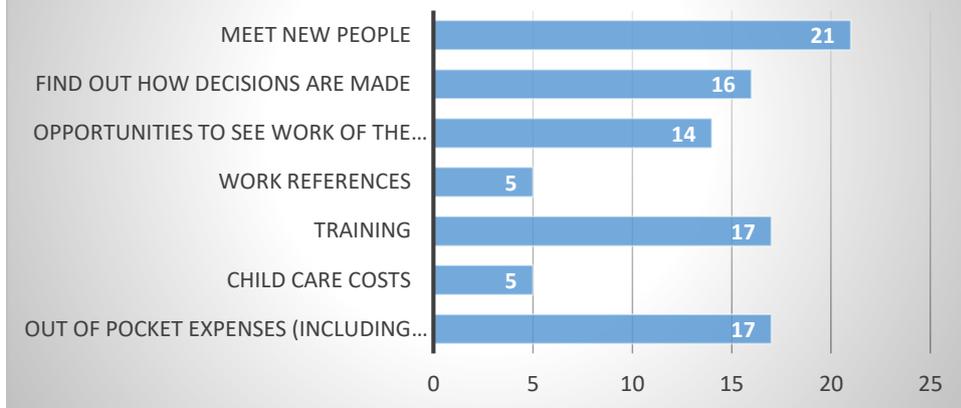


Almost half those responding said that they could get involved once a month but a significant proportion said that they just want to be kept informed.

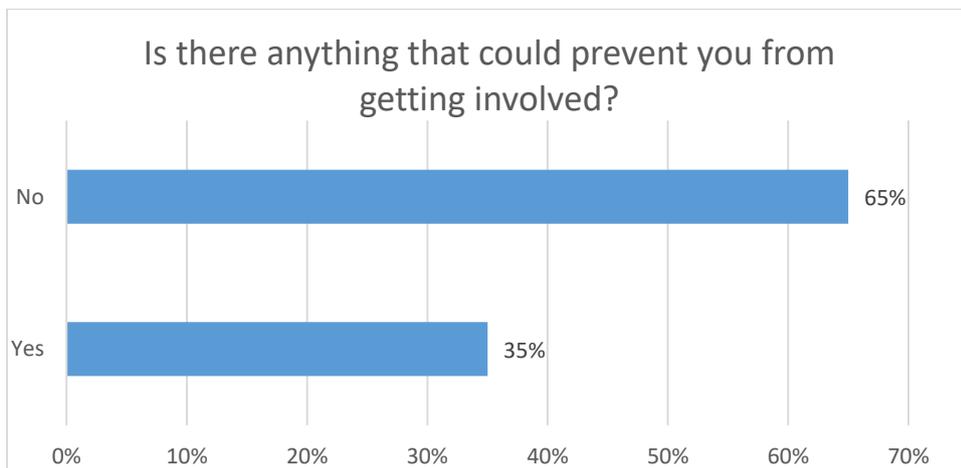


We asked what incentives would be helpful to tenants and meeting new people came out as most important followed by out of pocket expense, training and finding out how decisions were made. The Council already provides training, out of pocket expenses and child care costs.

What support or incentive would be helpful in return for your time?

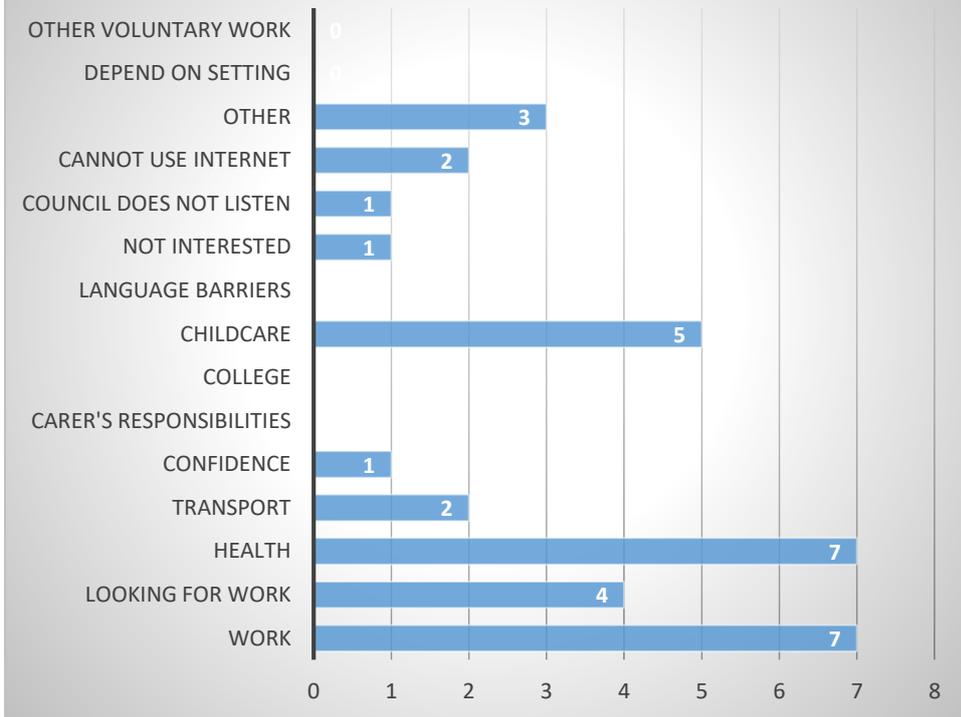


About a third of those who responded said there were reasons why they would be unable to get involved:



There were two main reasons for this, poor health and work commitments followed by child care. The Council has recognised that for those in work to get involved it needs to be flexible about things like meeting times - having meetings on evenings but with the rapid change in work patterns this cannot be the only solution.

If yes, please tell us why?



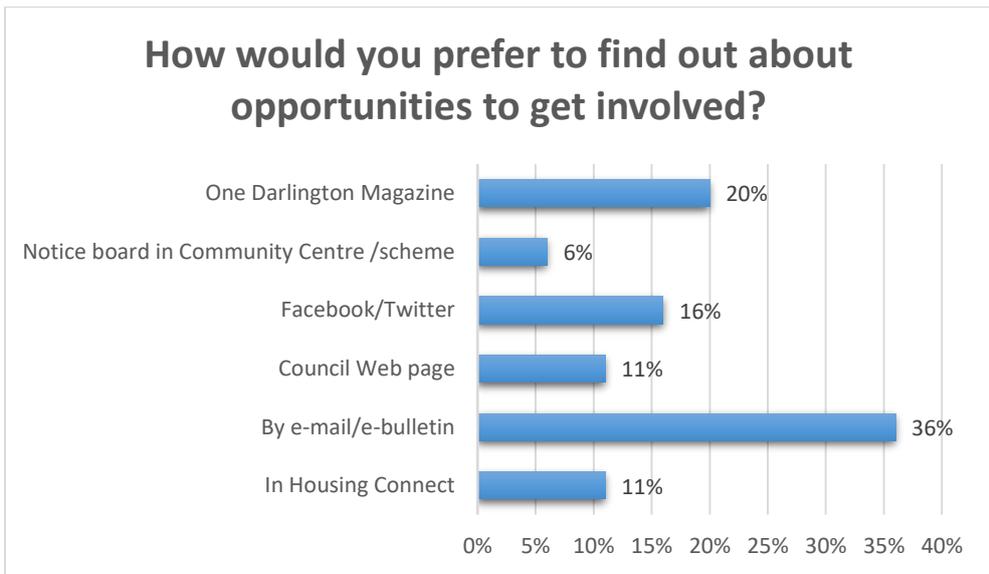
We wanted to know the extent to which tenants already got involved in the community. Just over half have some sort of community involvement



Of those who do get involved more people are involved in helping their neighbour than any other activity. Volunteering is an important activity as well as involvement in community groups.

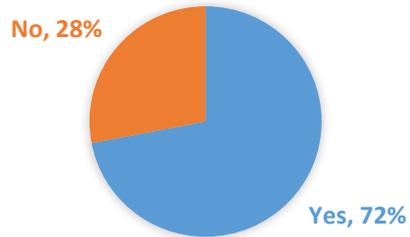


Following the earlier preference for Digital engagement just under two thirds of tenants said they would prefer to find out about engagement opportunities via email, the Website or social media



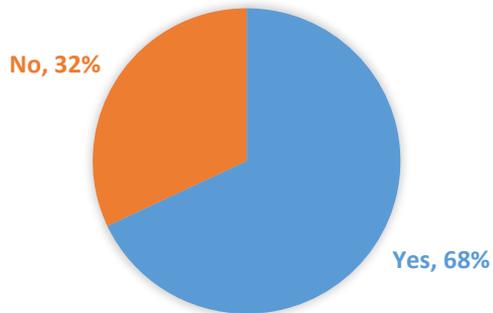
Just over a third of tenants said that they did not have access to the internet and although this group is continuing to reduce the Council will need to continue to have to use more traditional means of communication as well as newer digital channels of communication.

DO YOU HAVE THE INTERNET?



A slightly larger number of people do not have an Email address. This is probably due to the ever increasing use of mobile phone and the use of mobile data.

DO YOU HAVE AN EMAIL ADDRESS?



Encouragingly two thirds of tenants said they would be interested in some form of involvement.

WOULD YOU BE INTERESTED IN GETTING INVOLVED?

