

## Feedback from Consultation

### Income Recovery and Temporary Accommodation Survey

Purpose of consultation:	<p>The aims of this survey are to:</p> <ul style="list-style-type: none"> <li>• Measure satisfaction with customer care across both teams. This will be used as a foundation to further explore areas of concern in later user engagement</li> <li>• Understand how useful the Tenant Information Pack is</li> <li>• Analyse responses by 'move-in' date to Temporary Accommodation (TA), to understand impact of restructuring</li> <li>• Provide tenants an opportunity comment on the service and give suggestions for further improvement.</li> </ul>
Methodology:	<ul style="list-style-type: none"> <li>• 2,696 survey forms were sent to households in temporary accommodation<sup>1</sup>, including those managed by agents, suppliers or housing associations</li> <li>• The survey was publicised on the Haringey website.</li> <li>• 276 responses were received, representing a 10% response rate.</li> </ul>
Findings:	<p>Overall 63% of tenants are satisfied with the quality of contact they have with us.</p> <p>This varies according to which team the tenant last had contact with; 72% of those who had had contact with an Income Recovery Officer (IRO) were satisfied with the quality of contact overall, compared with 59% of those who had last had contact with a Tenancy Support Officer (TSO).</p> <p>Being easy to contact is an important driver of satisfaction. 76% of those who had found it easy to contact their TSO on their last attempt were satisfied with how helpful they are overall, compared to 52% overall<sup>2</sup>.</p> <p><b>Information about moving into temporary accommodation</b></p> <ul style="list-style-type: none"> <li>• 37% of tenants have been living in their current property for 2 years or less. Of these, 52% recall receiving the Tenant Information Pack. Three in four (75%) found it useful, but 28% suggested that the information provided could be more detailed.</li> <li>• 27% of those living in their current home for 2 years or less recalled receiving a 'welcome visit' within 6 weeks of moving in. 14% thought more support</li> </ul>

<sup>1</sup> Excluding HALS and Section 193 tenants

<sup>2</sup> This analysis cannot be carried out for IRO contact as the numbers are too small.

would have improved the signing up process for them.

### **Satisfaction with the Income Recovery Team**

- 19% of respondents (50) had last had contact with an IRO:
- 78% say the IRO is helpful overall if they have a problem with their benefits or paying their rent.

### **Contact with us**

- 76% of those that had last contacted an IRO say they are easy to contact.
- Only 40% had contacted the officer within the past month, 20% within the past 1-3 months and 30% longer than 3 months ago. This suggests contact with this team is infrequent.
- 60% contacted their IRO about their rent account and benefits, but a further 12% contacted them about repairs.
- Two thirds (62%) contacted their IRO by phone, with 38% saying they met the officer in person. Of the face to face visits, only 3 were by pre-arranged appointment, none of which began on time. 58% recall the officer wearing an ID badge.
- 79% say their interview was conducted in a professional manner. 80% thought the officer was able to answer their questions and 78% found the officer polite and helpful.

### **Satisfaction with the Tenancy Support Officer**

- 64% of respondents (173) had last had contact with their TSO.
- 57% say the TSO is helpful overall if they have a problem with their accommodation.

### **Contact with us**

- Tenants find it difficult to contact the non-desk based TSOs. Only 47% of those that had last contacted a TSO say it is easy to get in touch with them.

	<ul style="list-style-type: none"> <li>• 51% had contacted their TSO within the past month and a further 18% within the past 1-3 months. Only 21% had not contacted their officer more than 3 months ago, suggesting a regular demand for contact with TSOs.</li> <li>• Over half (55%) of contacts are about repairs, with one in ten (9%) contacting their TSO to ask for a review so they can move on from TA. 13% say they contacted their TSO about their rent account and benefits.</li> <li>• Four in five (80%) contacted the officer by phone, with 25% contacting their officer face to face. Of these 43 face to face visits, only 8 were by pre-arranged appointment. All of these were kept on time.</li> <li>• 83% say their interview was conducted in a professional manner and 71% recall the officer wearing an ID badge. 66% thought the officer was both able to answer their questions and was polite and helpful.</li> </ul> <p><b>Profile of respondents</b></p> <ul style="list-style-type: none"> <li>• 34% of respondents have been in TA for 2 years or less. A further 25% have lived in TA for 3-5 years, with the remainder (24%) in TA for over 5 years.</li> <li>• 60% identify themselves as living in council managed accommodation, compared to 14% saying their housing is managed by a supplier or agent and 7% by a housing association. One in seven (13%) don't know who manages their accommodation.</li> <li>• 65% of respondents are women compared to a 30% response from men.</li> <li>• 27% identify themselves as Black African, with Turkish (15%) being the next biggest ethnic group responding, followed by White British (14%) and White Other (10%).</li> <li>• 15% consider themselves to be disabled.</li> <li>• No significant differences in opinion were seen according to the date the tenant moved into TA.</li> </ul>
What does this mean for us?	<p><b>We will be:</b></p> <ul style="list-style-type: none"> <li>• <sup>1</sup> Reviewing our staff training programmes so we can improve the experience of customer contacts/service</li> <li>• <sup>2</sup> Continuing the support that the Housing Benefit Liaison Officers have given (Since May 2009) to help with housing benefit advice and support.</li> </ul>

	<ul style="list-style-type: none"> <li>• Offering a “Welcome Appointment” with your Income Recovery Officer at the Sign-Up stage from the 1<sup>st</sup> September 2010 to ensure tenants feel settled.</li> <li>• <sup>3</sup> Continuously update our contact details to make it clear who customers should contact for various services</li> <li>• <sup>4</sup> Continuously review our appointment booking arrangements so we do not keep customer waiting</li> <li>• Introduce regular customer feedback</li> </ul>
How were results communicated ?	<p>Results were presented at the TA User Forum in July 2010 and included in the October 2010 edition of the Moving On magazine.</p> <p>Full results available on the council website.</p>
For further information, please contact:	<p>Veronica Clarke at <a href="mailto:veronica.clarke@haringey.gov.uk">veronica.clarke@haringey.gov.uk</a> or Jackie Dyer at <a href="mailto:jackie.dyer@haringey.gov.uk">jackie.dyer@haringey.gov.uk</a></p>
Dates of consultation:	22 March – 19 April 2010
Ward/ neighbourhood affected?	Borough-wide