

## Feedback from Consultation Temporary Accommodation Survey 2007

Purpose of consultation:	To gather feedback from service users about their experience and perception of the service provided by Haringey's Strategic and Community Housing To use the results to improve the service offered
Methodology:	<ul style="list-style-type: none"> <li>▪ 5,621 questionnaires were mailed out to all tenants in temporary accommodation, together with the new quarterly newsletter, 'Moving On'.</li> <li>▪ Respondents were offered a chance to win one of three £50 prizes if they completed an entry slip and returned this with their questionnaire.</li> <li>▪ A 'reminder' mailing was send after 4 weeks</li> </ul> <p>A total of 1,215 questionnaires were returned, representing a 22% response rate</p>
Findings:	<p><b>Those who had been in temporary accommodation (TA) for less than two years were asked about their experience when they first approached the service.</b></p> <ul style="list-style-type: none"> <li>▪ 68% report that staff were helpful</li> <li>▪ 69% say that the offices and facilities are welcoming</li> <li>▪ When they first applied for housing, only 27% say that it was clearly explained to them when they could expect to move on to permanent housing.</li> <li>▪ 29% were not clearly explained the kind of home they could expect to receive</li> <li>▪ 52% said they did not receive any written information confirming what would happen next;</li> </ul> <p><b>About their current home</b></p> <p>50% say the overall condition of their property is good</p> <ul style="list-style-type: none"> <li>▪ 65% are satisfied with their heating</li> <li>▪ 58% are satisfied with their bathroom facilities and do not complain of water leaks</li> <li>▪ Only 48% say security of their home is good</li> </ul> <p><b>Information provision and contact</b></p> <p>Only 54% are satisfied with the level of contact and the amount of information they receive from the council.</p> <ul style="list-style-type: none"> <li>▪ When they first moved into their current home, 43% say they were not given enough information about the property, e.g. how to work the boiler or appliances</li> <li>▪ 56% said they were not given enough information about services available, e.g. GP surgeries and schools.</li> <li>▪ 31% say it is difficult to contact their landlord, letting agent or Haringey Council's Customer Services about their service requests.</li> <li>▪ 54% say landlord, letting agent or Haringey Council's Customer Services is good at dealing with their service requests. Break down by 'landlord' shows that letting agents are least effective at dealing with service requests (only 11% say they are very good), while Homes for Haringey are</li> </ul>

	regarded as the best (25% say 'very good').
What does this mean for us?	<ul style="list-style-type: none"><li>▪ A lot of this feedback requires further investigation</li><li>▪ Survey findings to be communicated to the communications service improvement group, to develop action plans by April 08.</li><li>▪ Results to be included in Homelessness Review.</li><li>▪ Agreed actions/improvements to be fed back to respondents via Temporary Accommodation newsletter.</li></ul>
How were results communicated ?	Summary included in the second edition of the TA newsletter back to residents and available on website
For further information, please contact:	Jackie Dyer at <a href="mailto:jackie.dyer@haringey.gov.uk">jackie.dyer@haringey.gov.uk</a>
Dates of consultation:	October-November 2007
Ward/ neighbourhood affected?	All TA tenants including those out of borough