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**Summary: One of the actions arising from the Audit Commission Report was to 'Develop customer satisfaction surveys following key housing processes and report to councillors about learning from them'.**

This brief report describes the results of customer satisfaction surveys for housing renewal for the twelve month period June 2008 to June 2009.

## **1 INTRODUCTION**

- 1.1 The Audit Commission recommended that customer satisfaction surveys were developed. This report outlines the results from customer satisfaction surveys sent out by the housing renewal team.

## **2 Process**

- 2.1 Since 2005 customer satisfaction surveys had been sent out once grants were completed, the information gleaned from them was never presented to Councillors and due to staff shortages from 2007 the process stopped.
- 2.2 In June 2008 staff began to send out Customer Satisfaction surveys once again. The survey was sent out with the completion certificate.
- 2.3 The council had no technical officers at the time and Anchor 'Staying Put' were carrying out inspections on the council's behalf. It was however, important that the council could look at the levels of satisfaction customers had with Anchor.
- 2.4 The new housing renewals team was in place by October 2009 and the new inspectors began to take most of the work back 'in house'. The satisfaction surveys were still sent out so the council could make comparisons between Anchor and the council staff, any differences could be used as a learning tool for the department.

## **3 Survey Results**

- 3.1 Between June 2008 and December 2008 54% of respondents felt their telephone enquiries had been dealt with in an excellent manner by council

staff and 3% felt it was poor. Between January and June 2009 this had increased to 57%, with no customers rating the service as poor.

3.2 The overall service provided by the council between June and December 2008 was rated as excellent by 54% of respondents, 3% thought it was poor. The results between January and June 2009 revealed that 70% of respondents rated the service as excellent and 4% rated it as poor

3.3 Customers were asked how they rated the service provided by the agency (Anchor), 62% rated it as excellent during the months June to December 2008 and 57% rated it as excellent for the months January to June 2009. 3% rated the service as poor for the first half of the year and this rose to 4% for the second half.

#### **4.0 Conclusion**

4.1 Although it is too early to assess satisfaction with staff with regard to the new Housing Renewal Assistance it is apparent from the surveys that customers are more satisfied with the overall service provided by the council since the new housing renewal team was created.

4.2 Since July 2009 customer satisfaction surveys have been separated into two distinct groups; 1) Home renewal assistance and 2) Disabled facilities grants

4.3 This exercise will be repeated in six months time and a report made to the Strategic Housing Panel. Surveys will be monitored on a monthly basis by the Housing Renewals Manager.