

West Lothian Council
Housing and Building Services

Tenant Satisfaction Visit

2007/08

1 Introduction

The aim of this report is to investigate whether there is any difference between the service that is received by tenants who are of a different age, ethnicity and gender. The information used is from the results of the tenant satisfaction visits carried out in 2007/2008 through face to face interviews by a Quality Assurance Officer. All of the tables show the satisfaction levels resulting from the wide range of questions that are asked.

2 Results

2.1 Areas

The following table shows the visits that have been made over the last three years.

Area	2005/2006	2006/2007	2007/2008	Total
Armadale	110	223	470	803
Bathgate	365	333	265	963
Blackburn	136	477	83	696
Broxburn	163	157	98	418
Fauldhouse	120	129	42	291
Linlithgow	78	113	83	274
Livingston	957	672	19	1648
West Calder	91	186	132	409
Whitburn	142	676	250	1068
Total	1442	2966	2162	6570

Just over 50% of tenants have received a visit in the last 3 years. There are problems with no access and non engagement. This will be addressed in a review of the current question set which is to take place in 2008/2009.

2.2 Age

There is a significant difference between the number of females who are seen compared to males, 57% compared to 43%. However this compares almost exactly with the ratio for a full tenants profile.

Gender	Number	Percentage
Female	824	57%
Male	618	41%

The following table is based on positive responses to the questions asked.

Question	Female	Male
How easy do you find it to contact H&CS?	94%	95%
Did you find staff approachable and friendly	97%	97%
Was the information and advice you were given explained fully?	83%	83%
Quality of the information	87%	90%

and advice given?		
The way your query was dealt with?	86%	89%
The repair service you receive?	89%	92%
How do you feel about the condition of your local neighbourhood?	73%	78%
How safe do you feel in your home?	94%	97%
The amount and quality of information that we provide you with about your home/community	95%	95%
Taking account of views when making decisions and developing the service	95%	96%

Conclusions

- For every response male responses are more positive
- The percentage difference is greatest on how safe they feel in their homes, how they feel about the condition of their local neighbourhood and the repair service they receive.
- The differences are not sufficient to require action.

2.3 Ethnicity

The percentages of those seen are consistent with the full tenants profile.

Ethnic Group		
Any other background - not listed	0.14%	2
Asian - Chinese	0.14%	2
White-Other	1.18%	17
White Irish	0.35%	5
White Other British	3.33%	48
White Scottish	94.86%	1367

The following table is based on positive responses to the questions asked.

Question	Any other background - not listed	Asian - Chinese	White-Other	White Irish	White Other British	White Scottish
How easy do you find it to contact H&CS?	100%	100%	71%	80%	81%	69%
Did you find staff	100%	100%	100%	100%	98%	97%

approachable and friendly						
Was the information and advice you were given explained fully?	100%	100%	87%	100%	79%	83%
Quality of the information and advice given?	100%	100%	100%	100%	91%	88%
The way your query was dealt with?	100%	100%	100%	100%	89%	87%
The repair service you receive?	100%	100%	100%	100%	88%	90%
How do you feel about the condition of your local neighbourhood?	100%	50%	88%	80%	75%	75%
How safe do you feel in your home?	100%	100%	82%	100%	100%	93%
The amount and quality of information that we provide you with about your home/community	0%	50%	87%	80%	98%	95%
Taking account of views when making decisions and developing the service	100%	100%	100%	100%	85%	96%

Conclusions

- Overall there is no difference between the dissatisfaction levels of one ethnic group compared to another. The lowest levels of dissatisfaction are within the White Scottish ethnic group.
- It is difficult to make a significant assessment where the numbers are very low such as where there is a 50% dissatisfaction but it is based on a sample of two people
- 29% of 'White Other' find it difficult to contact Housing and Building Services. This is being looked at as part of the Tenant Participation strategy to find ways to make contact with the increasing number of White Other ethnic group that are being housed.

2.4 Age

A significant percentage of those seen are over 60. This is higher than would be expected when compared to the entire tenants profile.

Age Band	Number	%	Tenants Profile %
Less than 20	4	0.3%	1%
21-30	138	9.6%	12%
31-40	213	14.8%	18%
41-50	268	18.6%	20%
51-60	218	15.1%	15%
>60	601	41.6%	34%

The following table is based on positive responses to the questions asked.

	Less than 20	21-30	31-40	41-50	51-60	>60
How easy do you find it to contact H&CS?	100%	82%	93%	93%	94%	95%
Did you find staff approachable and friendly	100%	95%	95%	96%	96%	96%
Was the information and advice you were given explained fully?	100%	78%	86%	81%	79%	85%
Quality of the information and advice given?	100%	78%	88%	87%	90%	91%
The way your query was dealt with?	100%	77%	88%	87%	87%	90%
The repair service you receive?	100%	81%	89%	88%	92%	93%
How do you feel about the condition of your local neighbourhood?	75%	77%	76%	78%	69%	76%
How safe do you feel in your home?	100%	91%	94%	95%	95%	97%
The amount and quality of information that we provide you with	100%	94%	96%	95%	94%	96%

about your home/community						
Taking account of views when making decisions and developing the service	100%	92%	95%	95%	95%	96%

Conclusions

- There are no significant differences between the satisfaction levels for different age groups.
- Those over 60 have the highest percentage satisfaction levels. Those in the age range 21-30 tend to have the lowest satisfaction levels, however overall this is not a big percentage gap.

3 Conclusions

This assessment shows that there is no significant difference between the service received and the perceptions of any one group over another. Where there are slight differences action items to be considered are

- Difficulties for the White Other group making contact
- Addressing the difficulties of no accesses and non engagement to increase the numbers of low age ranges of those surveyed
- Carry out further analysis by area