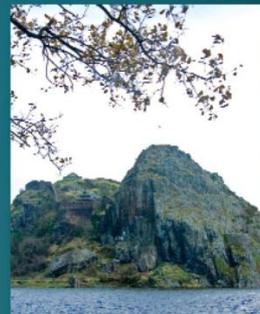


**Scottish Social Housing Charter –  
Tenant and Service User Satisfaction  
Indicators**

May 2013



## Introduction

Welcome to the latest in a series of regular briefings prepared by the Housing Strategy team on the big issues concerning housing. These briefings will be shared with staff, tenants and elected members and keep everyone up to date with regards the ever changing policy context that we are operating within.

The Housing Strategy section is responsible for:-

- Supporting the development of a culture of continuous improvement in Housing services and to facilitate opportunities to excel;
- Developing and implementing effective strategies for Housing and Community Safety Services within West Dunbartonshire;
- Developing the Council's housing strategy to ensure that it supports the delivery of our strategic priorities;
- Performance management within Housing and Community Safety services; and
- Promoting effective management and the involvement of tenants across all aspects of Housing Services.

For further information on Housing Strategy please telephone 01389 737889 or e-mail: [housing.strategy@west-dunbarton.gov.uk](mailto:housing.strategy@west-dunbarton.gov.uk)

## Background

The Scottish Housing Regulator is the independent regulator of all registered social landlords (RSLs) and Council housing services in Scotland. It was established on 1 April 2011 under the Housing (Scotland) Act 2010.

The Scottish Housing Regulator has one statutory objective, it is to: "*safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords (RSLs) and local authorities*".

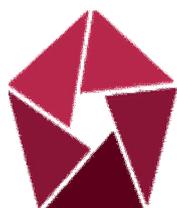
It regulates nearly 200 Registered Social Landlords and the landlord and homelessness functions of 32 local authorities. One of the ways it does this is by assessing and reporting on how social landlords are performing their housing services

On 8 March 2013 the Scottish Housing Regulator published revised guidance on the tenant and service user satisfaction indicators that it will use to monitor and assess landlords' achievements of the standards and outcomes in the Scottish Social Housing Charter. This can be accessed through the following link: -

<http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/All%20Satisfaction%20Indicators%20010213.pdf>

The document was developed following extensive consultation with tenants and other customers of landlord services and accompanies the Technical Guidance for Landlords published in October 2012 and revised in April 2013.

[http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Revised%20tech%20guidance\\_0.pdf](http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Revised%20tech%20guidance_0.pdf)



**Scottish Housing  
Regulator**

## **Key Points**

There are 11 Charter Indicators which relate to Customer Satisfaction and these are listed in the table below. The guidance provides full definitions for these indicators, explains how performance will be calculated and provides Survey guidance in relation to how information should be collected. The regulator has decided that data should be gathered using a mix of large scale surveys and service exit surveys.

No.	CHARTER INDICATOR	COLLECTION METHOD
1	Percentage of tenants satisfied with the overall service provided by their landlord.	Large scale survey
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	Large scale survey
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	Large scale survey
9	Percentage of tenants satisfied with the standard of their home when moving in.	Service exit survey
10	Percentage of tenants satisfied with the quality of their home.	Large scale survey
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	Service exit survey
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	Large scale survey
28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only)	Service exit survey
29	Percentage of tenants who feel the rent for their property represents good value for money.	Large scale survey
33	Percentage of factored owners satisfied with the factoring service they receive.	Separate satisfaction survey of factored owners
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.	Flexibility allowed

### **Large scale surveys**

Landlords are expected to carry out a comprehensive customer satisfaction survey a minimum of once every three years. Within the survey landlords should be asking 6 of the compulsory Charter Indicator questions set by the regulator. Guidance developed in conjunction with Ipsos MORI has been published on the Regulator's website and provides detail on survey methodologies and best practice.

### **Exit surveys**

Data for 3 of the Charter Indicators should be collected using service exit surveys. It

is recognised that landlords with a developed approach toward Customer Satisfaction, routinely collect feedback and information at the point of service delivery exit.

### **Satisfaction of specific groups**

Factored Owners - Whilst this indicator would not form part of the comprehensive satisfaction survey of tenants, the expectation is that it should form part of a separate satisfaction survey of factored owners carried out at least once every three years.

Gypsies / Travellers – The potential difficulties of carrying out research with this particular group is recognised and the Regulator has therefore allowed for flexibility in relation to how this data is collected.

## **What it means for West Dunbartonshire Council**

### **Large scale survey**

As the last large scale tenants' survey carried out in West Dunbartonshire was in 2009, we are currently making arrangements for a further survey to be carried out over the next couple of months and to be reported back in mid-summer.

If this is done quickly there would be the added benefit that any data collected could be used for benchmarking purposes for the year 2012/13 and allow us to benefit fully from the Performance Dashboard within Housemark's core benchmarking.

The recently launched STAR in Scotland has been jointly developed by the SHBVN and Housemark, it is fully compliant with the Charter and facilitates benchmarking opportunities.

The Council will use STAR in Scotland as the option of carrying out a large scale tenant survey. As mentioned, this data can be reported for a maximum of 3 years however an opportunity exists to introduce the STAR in Scotland over a rolling programme which should be further explored.

### **Exit survey**

Our Customer Satisfaction Strategy promotes CSMT as the preferred tool for measuring satisfaction levels of tenants and other customers across Housing and Community Safety. This tool is fully compliant with the Charter and the guidance published by the Regulator.

As a result of our approach, processes are currently in place to measure the satisfaction levels with those service areas where it is recommended that exit surveys are used.

### **Factored owners**

As mentioned, there is an expectation that a separate large scale survey of factored owners be carried out at least every three years. This presents a challenge as

at present there is nothing in place to measure the satisfaction levels of this group of customers with the services we provide.

Actions will need to be taken to identify an existing survey tool that can be used or to develop a bespoke survey and to include the compulsory Charter measure of satisfaction.

### **Gypsies / Travellers**

Flexibility has been given to those landlords providing services to gypsies / travellers as to how they measure satisfaction rates with these services. Options need to be considered and processes put in place so that data can be collected and reported as part of our Annual Report on the Charter.

### **More Information**

Scottish Housing Regulator published revised guidance on the tenant and service user satisfaction indicators that it will use to monitor and assess landlords' achievements of the standards and outcomes in the Scottish Social Housing Charter. This can be accessed through the following link: -

<http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/All%20Satisfaction%20Indicators%20010213.pdf>

**For further information contact:**

**Stefan Kristmanns, Housing Strategy: 01389 737 545**

[Stefan.kristmanns@west-dunbarton.gov.uk](mailto:Stefan.kristmanns@west-dunbarton.gov.uk)