

Housing Grants Service Annual Consultation Report 2018/19

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“You Said, We Listened”



Introduction to this consultation

1. In 2019 the Council introduced a 'You Said, We Listened' approach to consider feedback received through public engagement activities. This report contains the responses we received through this consultation and our responses to this feedback.
2. This report details the responses received for the Housing Grants consultation between 1st April 2018 and 31st March 2019.
3. The exercise was performed to seek feedback in respect of the advice received by customers from the Housing Grants Team and the service provided by the contractors who carried out the work at their property.

Methodology

4. A paper questionnaire was sent out to all users of the service.
5. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%). Where available this report details comparisons with the previous consultation.

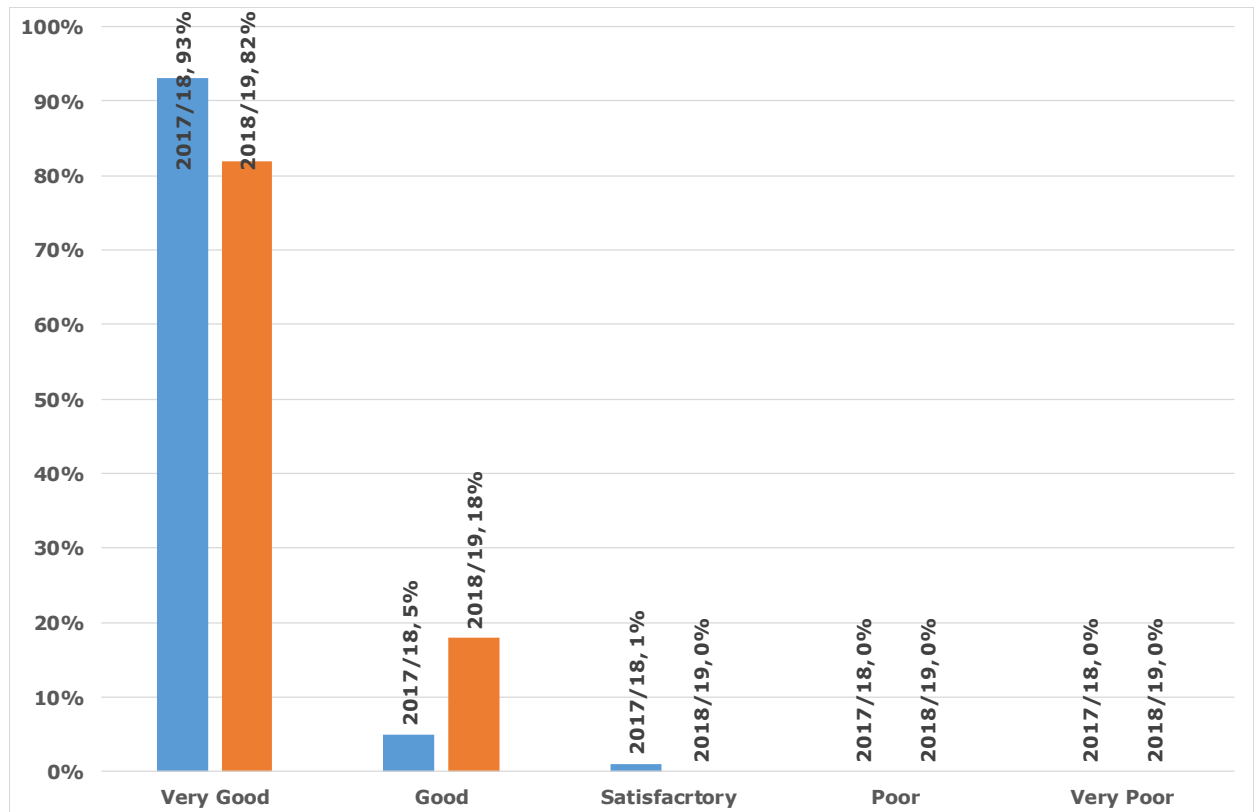
Response Rate

6. A total of 44 paper copies were received during the year; a significant decline of 33 responses when compared with the previous consultation exercise undertaken in 2017/18.

Results and Analysis

Customer Satisfaction Feedback

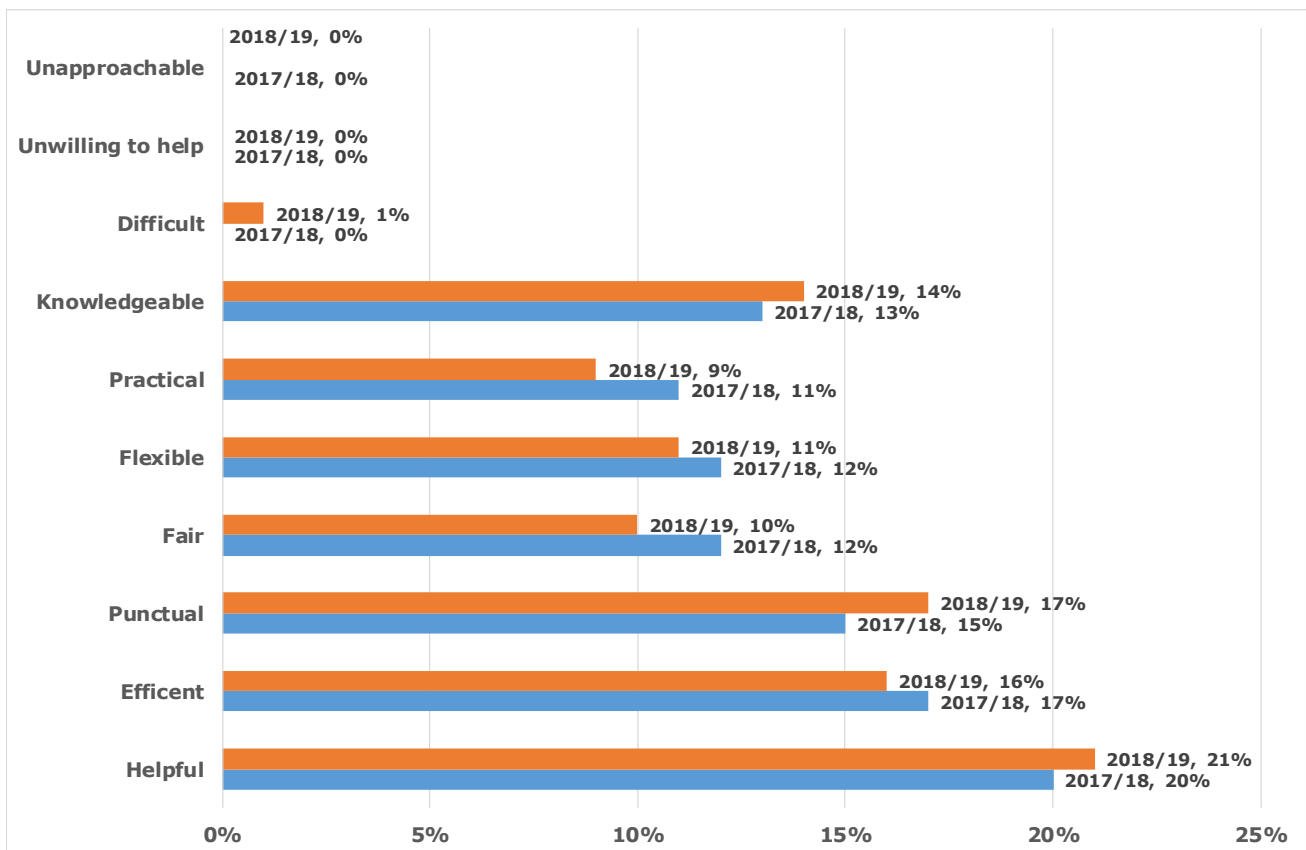
7. The comparison chart below shows that all respondents described the quality of service as 'Very Good' or 'Good'; as was the case when the previous consultation exercise was undertaken in 2017/18. It should be noted that there has been shift from 'Very Good' to 'Good' of 11% when compared with the previous consultation exercise undertaken in 2017/18.



8. The comparison table below shows how respondents rated certain aspects of the service. Although all areas continue to be well received, it should be noted that there has been a shift from 'Very Good' to 'Good' in most aspects of the services when compared with the previous consultation exercise undertaken in 2017/18. **(highest percentage is in bold)**

	Very Good		Good		Satisfactory		Poor		Very Poor		N/A	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
Advice prior to application	83%	75%	10%	18%	5%	7%	1%	0%	0%	0%	0%	0%
Availability of staff	78%	66%	22%	27%	0%	7%	0%	0%	0%	0%	0%	0%
Value for money	75%	60%	18%	28%	1%	3%	0%	0%	0%	0%	6%	10%
Quality of information provided (guidance notes/content of letters)	78%	58%	17%	35%	4%	8%	1%	0%	0%	0%	0%	0%

9. The comparison chart below shows that all respondents found the Housing Grants staff 'Helpful', 'Efficient', 'Punctual' and 'Knowledgeable'; as was the case when the previous consultation exercise was undertaken in 2017/18.



Feedback on contractors

10. All respondents were asked to provide the name of the contractor who carried out work at their property; a full list has been passed to the Housing Grants Team Leader.
11. The table below shows that all respondents considered the contractors 'Polite'; as was the case when the previous consultation exercise was undertaken in 2017/18. It should be noted that there has been a small decline of 7% in those respondents that considered the contractors 'Punctual' and a small decline of 4% in those that considered the contractors 'Reliable' when compared with the previous consultation exercise undertaken in 2017/18. **(highest percentage is in bold)**

	Yes		No	
	2017/18	2018/19	2017/18	2018/19
Punctual	100%	93%	0%	7%
Polite	100%	100%	0%	0%
Reliable	99%	95%	1%	5%

12. The table below shows that all respondents continue to view all aspects of the services provided by the contractors highly. **(highest percentage is in bold)**

	Yes		No	
	2017/18	2018/19	2017/18	2018/19
Keep your property clean	100%	93%	0%	7%
Give you a timescale for the completion of works	100%	100%	0%	0%
Adhere to agreed timescales	99%	95%	1%	5%

Feedback on the Council's Grant Agency Service

13. 81% of all respondents used the Council's Agency Service; as was the case when the previous consultation exercise was undertaken in 2017/18.

14. The table below shows that the majority of all respondents considered the Council's Grant Agency service 'Very useful'. **(highest percentage is in bold)**

	Very useful		Fairly useful		Satisfactory		Not very useful		Not useful at all	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
Completion of application forms	98%	92%	0%	6%	2%	3%	0%	0%	0%	0%
Designing the adaption	93%	100%	4%	0%	4%	0%	0%	0%	0%	0%
Selecting the contractors	91%	97%	5%	0%	2%	0%	2%	3%	0%	0%
Managing the scheme through to complete of works	93%	100%	6%	0%	2%	0%	0%	0%	0%	0%

15. All respondents considered that the adaption to their property met their medical needs.
16. All respondents stated that the Council's officers explained the procedures that were followed.
17. All respondents were given the opportunity to provide comments or suggestions for improvement. The majority of comments received were about the excellent service respondents had received and compliments about the workmen and officers. A full list of comments, that have been grouped into themes, together with the Housing Grants Team responses, where applicable, are listed below:

You Said	We Listened
<p>Very pleased with the work and result, thank you.</p> <p>Excellent service, quality workmanship, polite and understanding service</p> <p>We were very pleased and grateful for the work done. Thank you</p> <p>Very happy with East Lindsey District Council from start to completion. Very happy with the work carried out.</p> <p>Everything was done so quickly and efficiently and has made life so much easier. Thank you</p> <p>No fault at all. Very good all round.</p>	<p>It is very pleasing to receive this positive feedback on the service provided. <i>(It should be noted that this response relates to the grouped comments in the 'You Said' column)</i></p>

You Said	We Listened
<p>I would like to thank you for an excellent adaption. A named officer in particular for her help, design and a wonderful outcome. It has made such a difference to my life. The contractor who worked so hard in all this heat and did such a good job. Everybody was pleasant and helpful and I can't thank you enough.</p> <p>We are extremely grateful with the works completed and the new toilet has made an immense difference to my son. The new steps and porch level has also made life so much easier for him.</p> <p>We were kept informed all the time and workmen and all office staff were very polite.</p> <p>It took a long time for the Occupational Therapist to agree to the modification and said it was doubtful it could be done. However, once she agreed for someone to assess the bathroom, the other organisations had no problems at all. Very good, thank you</p> <p>Thank you so much, I really appreciated it. My bathroom looks amazing and it encourages me to shower more as it is so easy to use. Thank you.</p> <p>The process was very easy and to my surprise very quickly done. Thanks to the help of a named officer and the contractor I am very happy with it.</p> <p>Excellent service. Very pleased with the results. It made my husband very happy. We can now go out together. Very nice work men, polite and kept everything tidy. We would recommend these guys to anyone. Thank you</p> <p>I found the quality of service excellent. I was guided through the process from start to finish and everything was explained to me. The people I dealt with were very polite and punctual. I was surprised how quickly things moved</p>	<p>It is very pleasing to receive this positive feedback on the service provided. <i>(It should be noted that this response relates to the grouped comments in the 'You Said 'column)</i></p>

You Said	We Listened
<p>along. I didn't need to get quotes etc. as ELDC provided me with the builder. The builders were excellent, gave up their Saturday and Sunday to work full days to make sure the bathroom was ready for the floor to be done on the Monday. This was caused by the builders expecting a wood floor upstairs and not a concrete floor downstairs as I had in my bathroom (I live in a bungalow) (mistake by the surveyor)</p> <p>I would recommend a named contractor and his team to friends and family as nothing was too much trouble. He was always polite and friendly and always on time. Great bunch of guys.</p> <p>Would definitely recommend a named contractor as a contractor. All his team were very efficient and knew what they were doing.</p>	
<p>Could not contact a named contractor by landline on the number given and they had not given a mobile number. On contacting the Grants office, I was told many times to ring the contractor.</p> <p>The aesthetics could have been better. Painting to do is a bit pricey as no new toilet or sink.</p> <p>They could have asked to use the electricity instead of just helping themselves to listen to their music.</p>	<p>The Housing Grants Officer should have tried to contact the contractor on the customer's behalf.</p> <p>The grant doesn't generally cover decorating.</p> <p>We expect all of our contractors to be courteous and should have asked to use the electricity supply. Most contractors should have battery powered radios and tools.</p>

We Listened - Management response
<p>Thank you to everyone that took the time to complete this survey. The Housing Grant Team is committed to offering the most up to date and customer driven approach in providing the service. Your feedback helps us to continue to develop and improve the service.</p>

It is really pleasing to see the high levels of satisfaction experienced by our customers and how the service has helped people live their life.

From July 2019, will be introducing key performance indicators and timescales which contractors will be monitored against which should help to maintain and increase positive feedback.

We will also be reviewing each area of the service to try and increase customer satisfaction levels even further.

Contact:

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