

# **Housing Grants Service Annual Consultation Report 2021/22**

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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 the Housing Grants consultation between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022.
2. 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.
3. The feedback from this exercise shows that the Housing Grants service continues to be well received although there has been a slight decline in certain areas. It is worth noting that this exercise was undertaken during the Covid pandemic when restrictions were imposed by the government. This may be a contributing factor to the results.

### Methodology

4. A paper questionnaire was sent out to all users of the service. A link to an electronic questionnaire was also made available on the Council's website.
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.

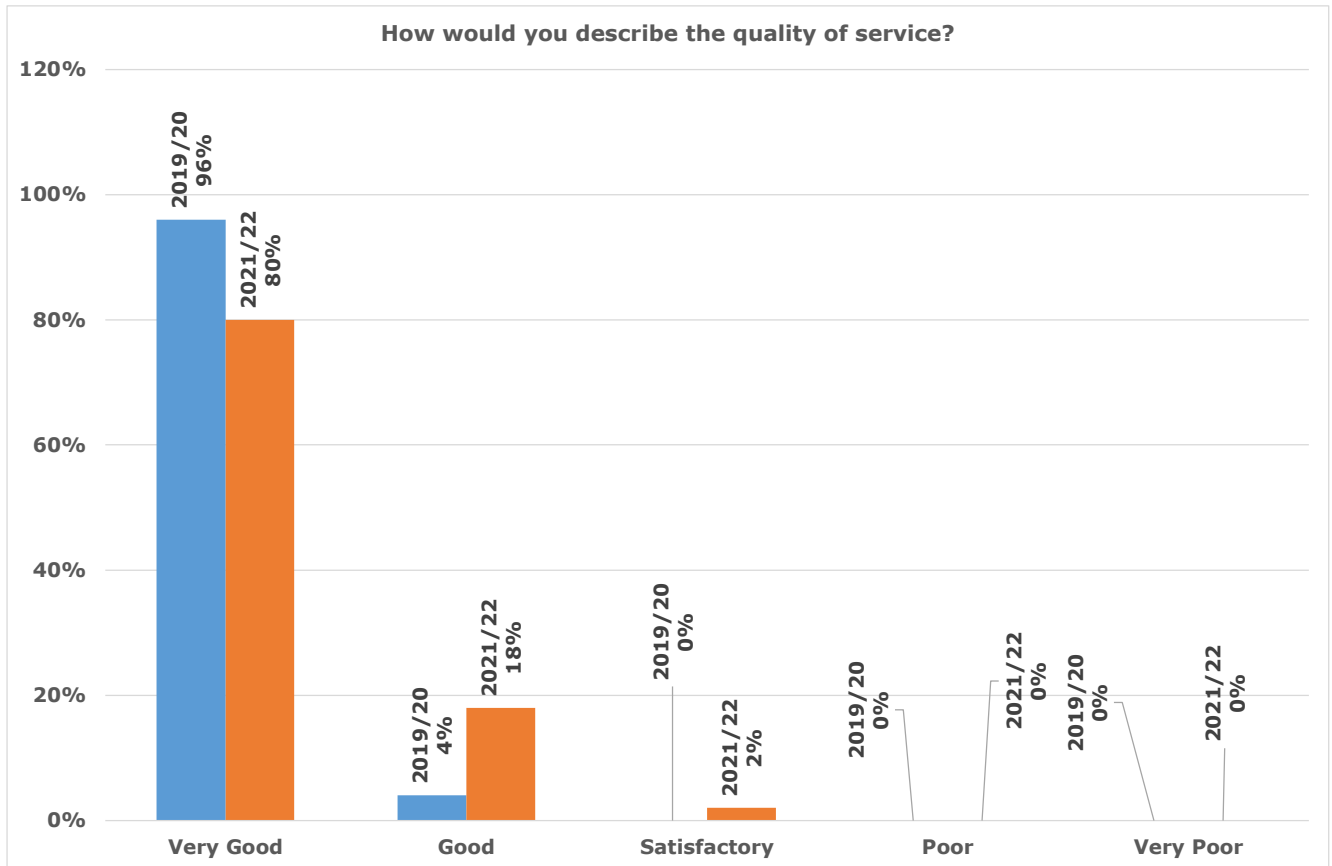
### Response Rate

6. A total of 49 paper copies were received during the year; an increase of 24 responses when compared with the previous consultation exercise undertaken in 2019/20.

## Results and Analysis

### Customer Satisfaction Feedback

7. The comparison chart below shows that 98% of all respondents described the quality of service as 'Very Good' or 'Good', with the remaining 2% describing it as 'Satisfactory'.



8. The comparison table below shows how respondents rated certain aspects of the service. There has been a slight decline in respondents that considered certain aspects of service 'Very Good' or 'Good'. These are detailed below:
- Advice prior to application (a decrease of 6%)
  - Availability of staff (a decrease of 2%)
  - Quality of information provided (guidance notes/Content of letters) (a decrease of 5%)

'Value for money' remains the same as when the previous consultation exercise was undertaken in 2019/20.

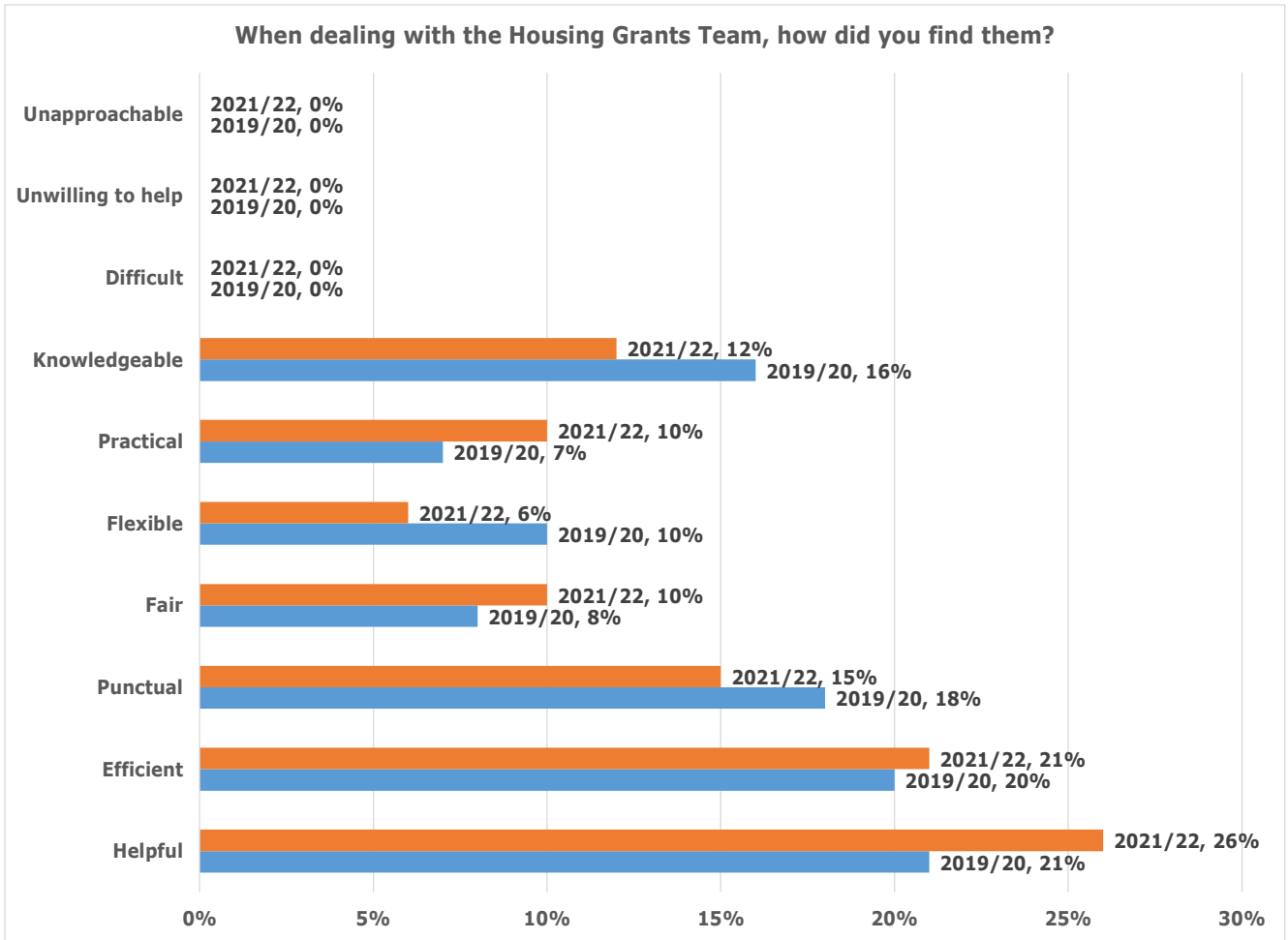
	Very Good		Good		Satisfactory		Poor		Very Poor		N/A	
	19/20	21/22	19/20	21/22	19/20	21/22	19/20	21/22	19/20	21/22	19/20	21/22
Advice prior to application	92%	71%	9%	23%	0%	4%	0%	2%	0%	0%	0%	0%
Availability of staff	87%	68%	13%	30%	0%	0%	0%	0%	0%	0%	0%	2%
Value for money	83%	63%	4%	23%	4%	12%	0%	0%	0%	0%	9%	2%
Quality of information provided (guidance notes/content of letters)	88%	69%	13%	26%	0%	5%	0%	0%	0%	0%	0%	0%

One respondent answered 'Poor' in respect of 'Advice prior to application'. Their reason for this was because they felt the toilet that had been taken out was better than the one that had replaced it.

9. The comparison chart below shows that the majority of respondents found the Housing Grants staff 'Helpful', 'Efficient', 'Punctual' and 'Knowledgeable'; as was the case when the previous consultation exercise was undertaken in 2019/20. It should be noted that there has been an improvement in the following areas:
- Helpful (an increase of 5%)
  - Efficient (an increase of 1%)
  - Fair (an increase of 2%)
  - Practical (an increase of 3%)

There has been a decline in the following three areas:

- Punctual (a decrease of 3%)
- Flexible (a decrease of 4%)
- Knowledgeable (a decrease of 4%)



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 Senior Housing Grants Officer.
11. The table below shows that all respondents considered the contractors 'Polite', 96% considered them 'Punctual' and 95% of all respondents considered the contractors 'Reliable', as was the case in 2019/20.

	Yes		No	
	2019/20	2021/22	2019/20	2021/22
Punctual	96%	96%	4%	4%
Polite	100%	100%	0%	0%
Reliable	96%	95%	4%	5%

12. The table below shows that the majority of respondents continue to view all aspects of the services provided by the contactors highly. There has been a slight decrease of 2% in respondents that considered the contractors 'Kept their property clean' and 'Give you a timescale for the completion works' and a decrease of 1% in those respondents that considered they 'Adhered to agreed timescales'.

	Yes		No	
	2019/20	2021/22	2019/20	2021/22
Keep your property clean	100%	98%	0%	2%
Give you a timescale for the completion of works	100%	98%	0%	2%
Adhere to agreed timescales	96%	95%	5%	5%

### Feedback on the Council's Grant Agency Service

13. 91% of respondents used the Council's Agency Service; a decrease of 4% when compared with the previous consultation exercise undertaken in 2019/20.
14. Those respondents that stated they had used the Council's Agency Service were asked how useful certain aspects of the service were. The comparison table below shows that although there has been some slight changes compared with when the previous consultation exercise was undertaken in 2019/20, the Council's Agency Service still continues to be well received.

It should be noted that there has been a slight decline in all areas, however, no respondents selected 'Not very useful' or 'Not useful at all'.

	Very useful		Fairly useful		Satisfactory		Not very useful		Not useful at all	
	19/20	21/22	19/20	21/22	19/20	21/22	19/20	21/22	19/20	21/22
Completion of application forms	95%	86%	0%	14%	5%	0%	0%	0%	0%	0%
Designing the adaption	94%	79%	0%	18%	6%	4%	0%	0%	0%	0%
Selecting the contractors	95%	83%	0%	14%	5%	3%	0%	0%	0%	0%
Managing the scheme through to complete of works	95%	83%	0%	14%	5%	3%	0%	0%	0%	0%

15. All respondents considered that the adaption to their property met their medical needs, as was the case when the previous consultation exercise was undertaken in 2019/20.
16. 98% of all respondents stated that the Council's officers explained the procedures that were followed, a decrease of 2% when compared with the previous consultation exercise undertaken in 2019/20.
17. All respondents were given the opportunity to provide comments or suggestions for improvement. The majority of comments made were about the excellent service respondents had received and compliments about the workmen and officers. One

respondent asked if they could have some instructions on how to open the drain in the shower and another felt that they would benefit from having a seat to sit on whilst having a shower. A full list of comments are listed below:

- Very knowledgeable, friendly and showed empathy and understanding. Thank you, the work carried out has made life a lot easier than getting my son around my house. Thank you very much.
- Because I have a bad skin condition and I have regular sores due to ulcers; I need the shower water to heal my skin. I have no seat to sit down. A fold up seat attached to the wall would save space and save me from tripping or falling if I don't feel very well. I get regular dizzy spells so because I can't sit down I do not chance standing up. I would benefit from having more showers if I had a seat to sit on. Also my husband has poor eye sight; he can only see out of one eye properly.
- Friendly professional chaps, worked hard and very amenable; they cleaned up at the end of each day. My new wet room looks wonderful and has already changed my life.
- The consultation and advice were very helpful. Now the work has been completed the difference it has made to my life. It has made my life much easier and less stressful. The contractor was brilliant and helpful.
- They were all very polite to me and were respectable towards me. It's so nice to shower instead of strip washing.
- I was informed of what was happening the whole way through. Also, I was given a choice. Many Thanks, it has made things a little safer in the bathroom. Because my memory got wiped, I can't remember how to open the drain in the shower. Please could I have the instructions on a piece of paper? Many Thanks
- Disappointed with the electricians. I was without a shower for 2 weeks and they left the loft in disarray.
- Just that I was very happy with them. They were very polite and helpful. I have no complaints at all. Thank you for doing a lovely job.
- The chap that did the floor put a joining down the centre. It would have been much better all in one, otherwise it is good.
- Very straight forward and work carried out without waiting too long for works to start. The job was done within 5 days. Very professional, friendly, on time, hardworking. Job done in the timeframe they gave me.
- The contractors were on time every day. They did a day's work and never messed me about and always cleaned up after each day.
- All the advice given to me was excellent. The high raised toilet, walk-in shower and the space to move around in, is lovely.
- Please thank Sibjon for the excellent work and the staff at East Lindsey were amazing. Excellent service, excellent job and excellent staff.
- We had an excellent all round service with quick clean efficient people and little disruption at all. The contractor was completely self-contained and didn't ask for anything from us at all. All in all a very good service. A named officer was really lovely and came to us as soon as he possibly could after lockdown. The contractor was clean, punctual and polite and gave a really high standard finish.

- I would have preferred no joining on the flooring and the same tiles all the way round and a stool for a named person.
- Faultless
- I'm very happy with my wet room. It is made my life a whole lot better for me. Thank you all for doing this for me.
- Just that I was very happy with them. They were very polite and helpful. I have no complaints at all. Thank you all for doing a good job.
- Thank you so much I can stay in my home now. Everybody was so nice and helpful.
- As far as I was concerned, the staff at East Lindsey were first rate and all the staff from Brothertoft Build were very competent and helpful. Everyone concerned with this job were excellent.
- Work was fine and they were friendly
- Needed a higher toilet but it couldn't be done due to the position of it. She didn't know it was being moved so it wasn't changed. (not her fault). She was very nice and understanding. Still got riser seat for toilet due to low level of it so can't shut toilet seat. It is a bit of a pain. Speaking on the phone was very good. Embarrassing at times with toilet; not her fault. A higher one would have been better.
- My sink unit was not replaced. My toilet that they took out was better.
- They were very polite and cleaned up after themselves.
- Very efficient
- The bathroom was very good but the ramp is poor. The ramp looks unfinished with a constant puddle at the bottom of it.
- The service from Dolphin and the Council Officer was excellent. Dolphin were very professional fitters, very polite, explained everything and punctual.
- The Council staff were very efficient.
- They did everything I needed doing to make it so much easier for me.
- Sibjon Builders were excellent builders. They were very polite, clean and helpful.
- I'm very obliged to you. It's enabled me to feel safe whilst keeping clean which is important to us all.

**Contact:**

For more information relating to this report contact:

- Jackie Todd, Consultation Officer at [policy&performance@e-lindsey.gov.uk](mailto:policy&performance@e-lindsey.gov.uk) or 01507 601111