

Housing Service Satisfaction Consultation with Temporary Accommodation Residents

Consultation report and findings

March 2022

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

The Housing Service wanted to gather feedback from temporary accommodation residents about their experience when contacting the Housing Service online, by telephone, in person or by letter. The Housing Service also wanted to understand residents' ability to use the online services and identify any barriers, which will inform their policies and how they support residents to use online services in future.

Methodology and report

A survey was developed with colleagues from the Housing Needs team and made available to the public through the Consultation and Engagement Hub. The Housing Needs team successfully sent over 1,400 emails to temporary accommodation households of which they held email addresses for, informing them of the survey. Additionally, over 600 paper surveys were distributed via letter to households of which they did not hold an email address for, and to those whose email bounced back. The survey closed on the 25 February 2022 and a total of 300 submissions were received.

Where graphs are shown, percentages are used. Where there were 'no responses' to questions, if these made up less than five per cent of responses, they have been excluded from the graphs.

Appendix

The appendix contains details of all themed comments made by respondents in relation to the consultation. All other responses and data are in the report. The appendices report is available upon request.

Equalities

Equalities data is presented in the 'About You - Demographic Breakdown' section.

Acknowledgements

The Council would like to thank all respondents that took the time to take part in the exercise and give their views.



Results at a glance – Public survey findings

- **Reason for contacting the Housing Service:** Just under a quarter of respondents (23 per cent) said that they last contacted the Housing Service about a **homeless application**, 20 per cent said they made contact about **unsuitable temporary accommodation**, and 19 per cent said **repairs**.
- **Method of contacting the Housing Service:** Over half (58 per cent) of the respondents said they last contacted the Housing Service by **telephone**. Respondents who chose not to make contact online were asked to explain why, and the top three comment themes were **lack of response**, **prefer telephoning the service**, and **prefer to speak to someone**.
- **Contacting the Housing Service during the pandemic:** A total of 41 per cent of respondents found it **very easy** or **easy** to contact the Housing Service during the pandemic. Whilst just under a third (32 per cent) of respondents found it **difficult** or **very difficult**.
- **Virtual appointments:** Over half (56 per cent) of the respondents said that they would find the offer of a virtual appointment **very helpful** or **helpful**. Whilst 13 per cent of respondents said that they would find the offer of a virtual appointment **unhelpful** or **very unhelpful**.
- **Visiting the Housing Service in person:** The statement with the highest total level of agreement (61 per cent) was **'Kensington Town Hall is a convenient place to visit the Service'**. Whilst the statement with the highest total level of disagreement (24 per cent) was **'I was able to fully resolve my query'**.
- **Virtual online appointments:** A total of 42 per cent of respondents said they would likely choose **face to face** communication for their next appointment, if virtual online appointments (via Zoom or Microsoft Teams) were offered in addition to face to face appointments in the Customer Service Centre. Whilst just over a quarter (26 per cent) of respondents said that they would likely choose a **virtual** method of communication (**via Zoom or Microsoft Teams**).
- **Telephoning the Housing Service:** The statement with the highest total level of agreement (57 per cent) was **'Overall, I am satisfied with service I receive on the telephone'**. However, the same statement also attracted the highest total level of disagreement at 25 per cent.



Results at a glance – Public survey findings

- **Internet access:** The majority (91 per cent) of respondents said they **do have access to the internet**.
- **Digital skills:** A total of 61 per cent of respondents would describe their digital skills as **very good** or **good**.
- **Housing section of the Council's website:** A total of 61 per cent of respondents said that they **had** accessed the Housing section of the Council's website. Whilst 25 per cent of respondents said that they **had not**.
- **Not accessing the Housing section of the Council's website:** Over half (56 per cent) of the respondents who said that they had not accessed the Housing section of the Council's website said, '**I prefer to access information and contact the Housing Service in-person or via telephone.**'
- **Contacting the Housing Service online:** The statement with the highest total level of agreement (38 per cent) was '**It was clear and easy to find information on the website**'. Whilst the statement with the highest total level of disagreement (19 per cent) was '**Overall, I am satisfied with using the website**'.
- **Webchat function:** A total of 42 per cent of respondents said that they **would** find a webchat function a useful method of interaction.
- **Housing letters and assessments:** The statement with the highest total level of agreement (56 per cent) was '**I understood the process and what was happening**'. Whilst the statement with the highest total level of disagreement (28 per cent) was '**I was kept informed at all times**'.
- **Meeting needs and requirements:** A total of 42 per cent of the respondents who answered yes to having a long-term illness, health issue or disability which limits their daily activities, said that they **did not** feel as though their needs had been adequately met when contacting the Housing Service.



Section 1:

Contacting the Housing Service

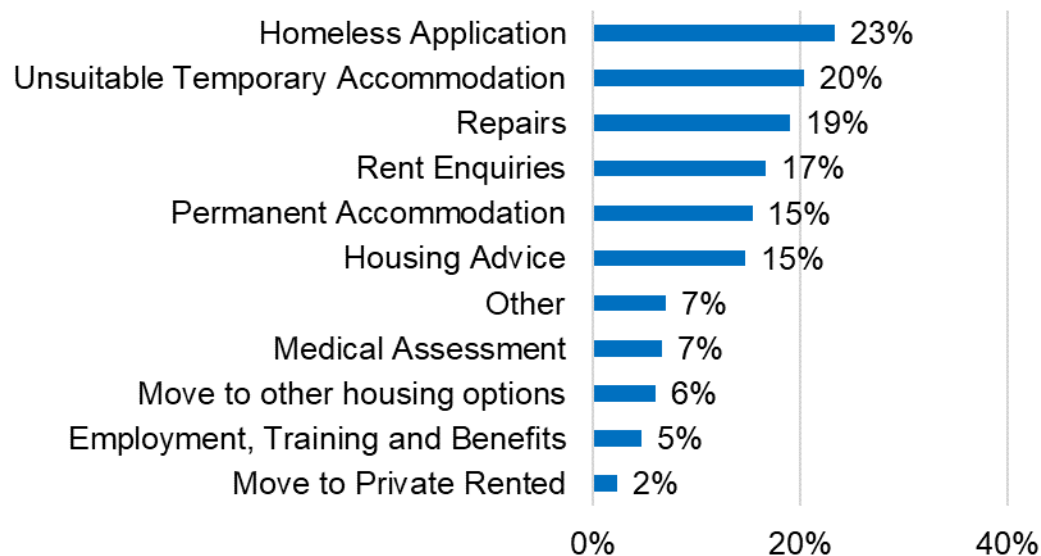


Reason for contacting the Housing Service

Respondents were asked to indicate the reason why they last contacted the Housing Service. Respondents were able to select all options that applied from the list below.

- Just under a quarter of respondents (23 per cent) said that they last contacted the Housing Service about a homeless application.
- 20 per cent of respondents said they last contacted the Housing Service about unsuitable temporary accommodation, and 19 per cent of respondents said they made contact about repairs.

What was the reason that you last contacted the Housing Service?



Base: 300 (all respondents)



Reason for contacting the Housing Service– *Other comments*

Respondents were given the opportunity to share any other reasons why they last contacted the Housing Service in addition to those listed on the previous page of this report.

The comments made have been themed and are summarised in the table below. Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

Theme*	Count
Finance	6
Temporary Accommodation	6
Domestic Violence	3
Repairs	2
Housing Allocation	2

**Themes with 2 or more comments*

“Fled domestic violence lived in a womens refuge”

Domestic Violence

“Problems with temporary accommodation”

Temporary Accommodation

“Account and payments resolving/reconciling”

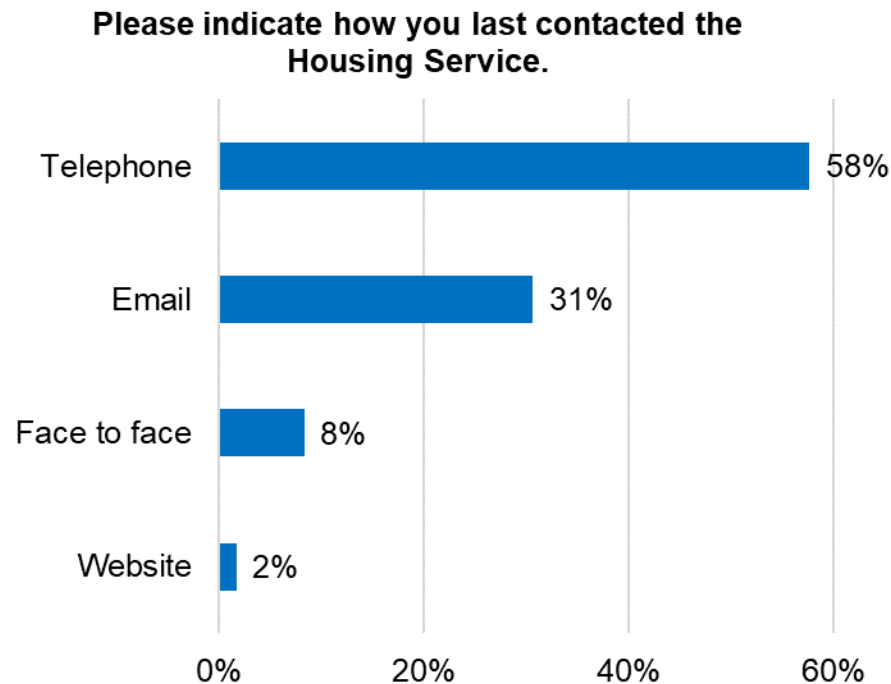
Finance



Method of contacting the Housing Service

Respondents were asked to indicate how they last contacted the Housing Service.

- Over half (58 per cent) of respondents said they last contacted the Housing Service by telephone.
- Whilst 31 per cent of respondents said they last contacted the Housing Service via email, eight per cent of respondents said face to face, and two per cent of respondents said they made contact via website.



Base: 300 (all responses)



Reasons for not contacting the Housing Service online

If respondents did not choose to make contact online, via the Council's website, they were asked to explain why not.

The comments made have been themed and are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made found in the appendices report.

Theme*	Count
Lack of response	18
Prefer telephoning the service	17
Prefer to speak to someone	17
Prefer to email	10
Didn't know how to make contact online	9
Takes longer online	7
Prefer face to face communication	5
No access to the internet	4

**Themes with 4 or more comments*



Reasons for not contacting the service online – further comments

“Because no one ever responds”

Lack of response

“Because human contact is often needed when in an unsettling situation such as temporary accommodation. Online devalues the need to be heard and seen.”

Prefer face to face communication

“Do not read or write and do not have access to internet.”

No access to the internet



“I find it much easier talking to my housing officer directly”

Prefer to speak to someone

“I was conducting most of my correspondence via telephone so continued to do so as just found it more convenient and prefer speaking with individuals so when I have questions I am able to ask freely.”

Prefer telephoning the service

“Because so much information it takes long time, more easy by email.”

Takes longer online

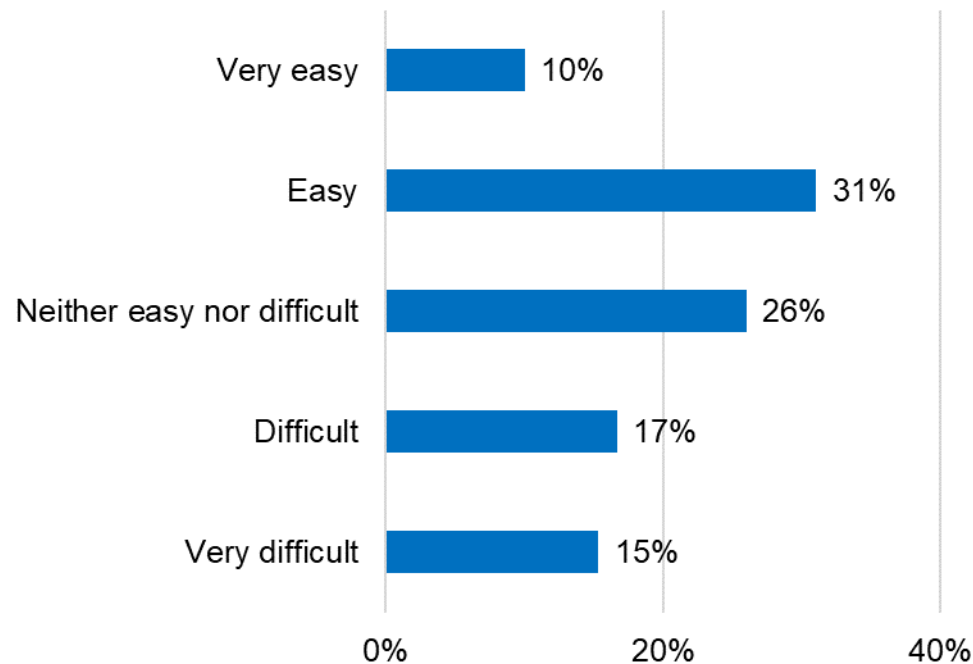


Contacting the Housing Service during the pandemic

Respondents were asked how easy, or difficult, they found it to contact the Housing Service during the pandemic.

- A total of 41 per cent of respondents found it very easy or easy to contact the Housing Service during the pandemic (10 per cent very easy, 31 per cent easy).
- Whilst just under a third (32 per cent) of respondents found it difficult or very difficult to contact the Housing Service during the pandemic (17 per cent difficult, 15 per cent very difficult).

How easy, or difficult, did you find it to contact the Housing Service during the pandemic?



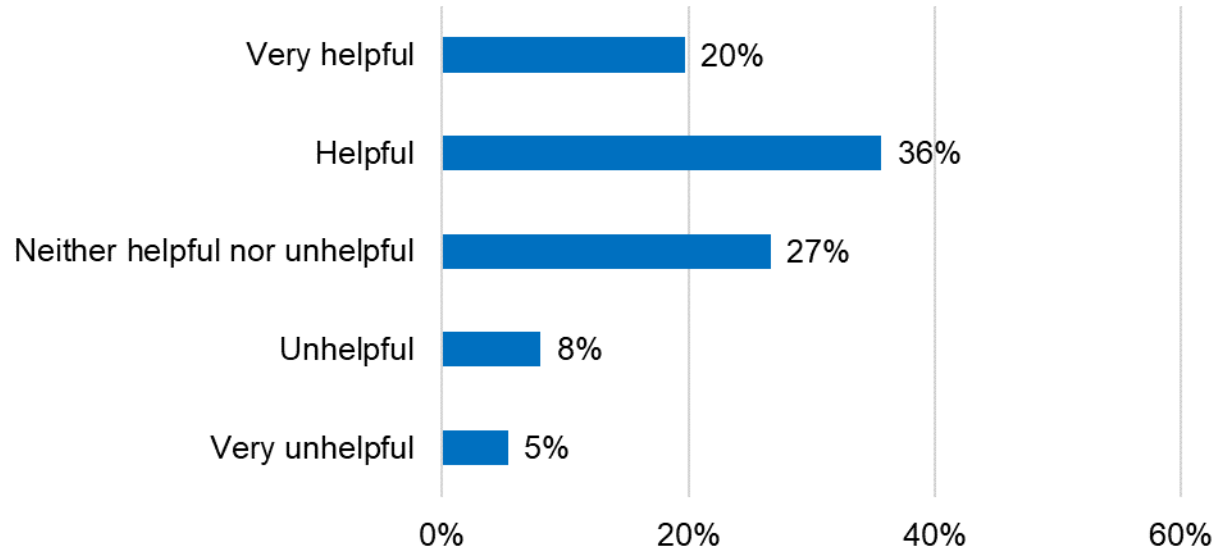
Base: 300 (all responses)

Virtual appointments

Respondents were asked to indicate how helpful they would find the offer of a virtual appointment via Microsoft Teams or Zoom.

- Over half (56 per cent) of the respondents said that they would find the offer of a virtual appointment very helpful or helpful (20 per cent very helpful, 36 per cent helpful).
- A total of 13 per cent of respondents said that they would find the offer of a virtual appointment unhelpful or very unhelpful (eight per cent unhelpful, five per cent very unhelpful).

How helpful would you find the offer of a virtual appointment via Microsoft Teams or Zoom?



Base: 300 (all responses)



Section 2:

Visiting the Customer Service Centre

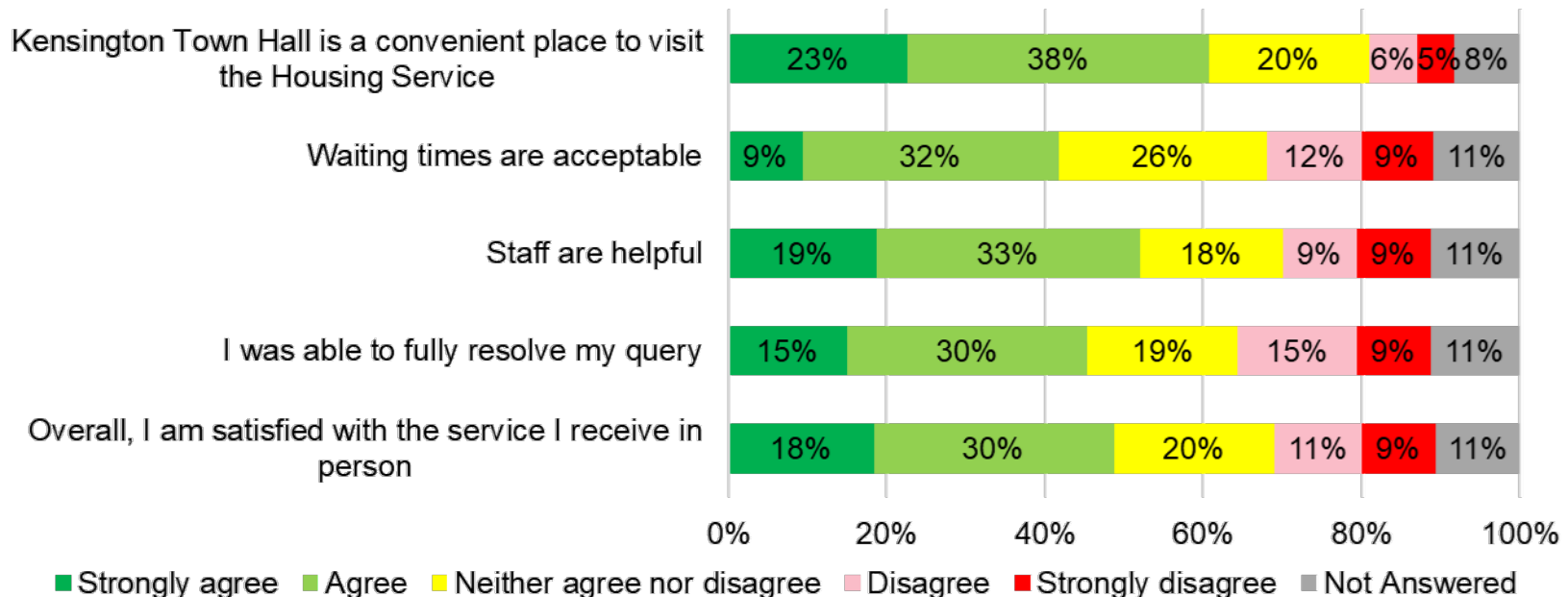


Visiting the Housing Service in person

Respondents were asked to indicate how strongly they agreed or disagreed with a series of statements about visiting the Housing Service in person.

- The statement with the highest total level of agreement (61 per cent) was 'Kensington Town Hall is a convenient place to visit the Service' (23 per cent strongly agree, 38 per cent agree).
- The statement with the highest total level of disagreement (24 per cent) was 'I was able to fully resolve my query' (15 per cent disagree, nine per cent strongly disagree).

Please indicate how strongly you agree or disagree with the following statements relating to visiting the Housing Service in person at the Customer Service Centre at Kensington Town Hall.



Base: 300 (all responses)

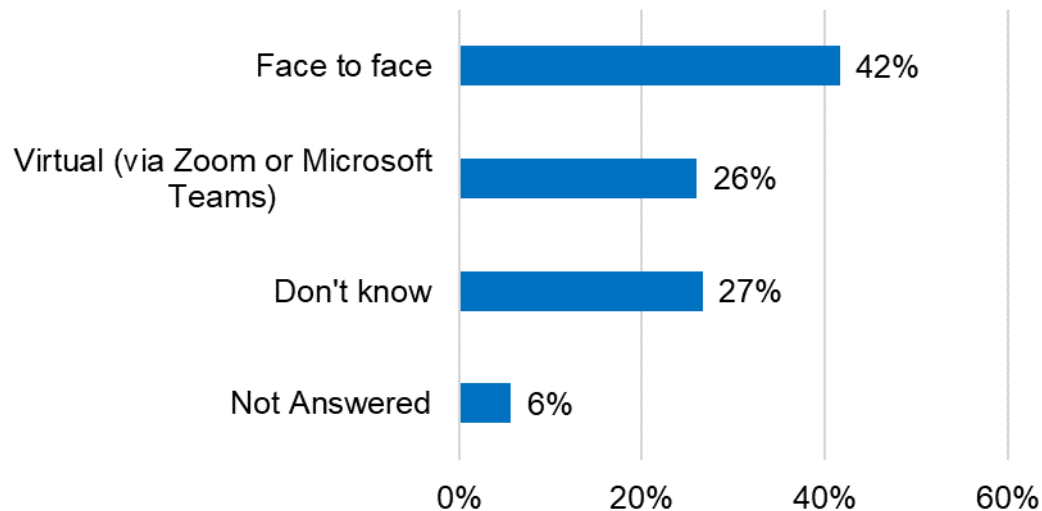


Virtual online appointments

Respondents were asked to indicate what method they would likely use for their next appointment, if virtual online appointments (via Zoom or Microsoft Teams) were offered in addition to face to face appointments in the Customer Service Centre.

- A total of 42 per cent of respondents said they would likely choose face to face communication for their next appointment.
- Whilst just over a quarter (26 per cent) of respondents said that they would likely choose a virtual method of communication (via Zoom or Microsoft Teams) for their next appointment.
- A total of 27 per cent of respondents answered 'don't know'.

If virtual online appointments (via Zoom or Microsoft Teams) were offered in addition to face to face appointments in the Customer Service Centre, what method would you likely use for your next appointment?



Base: 300 (all respondents)



Section 3:

Contacting the Housing Service by Telephone

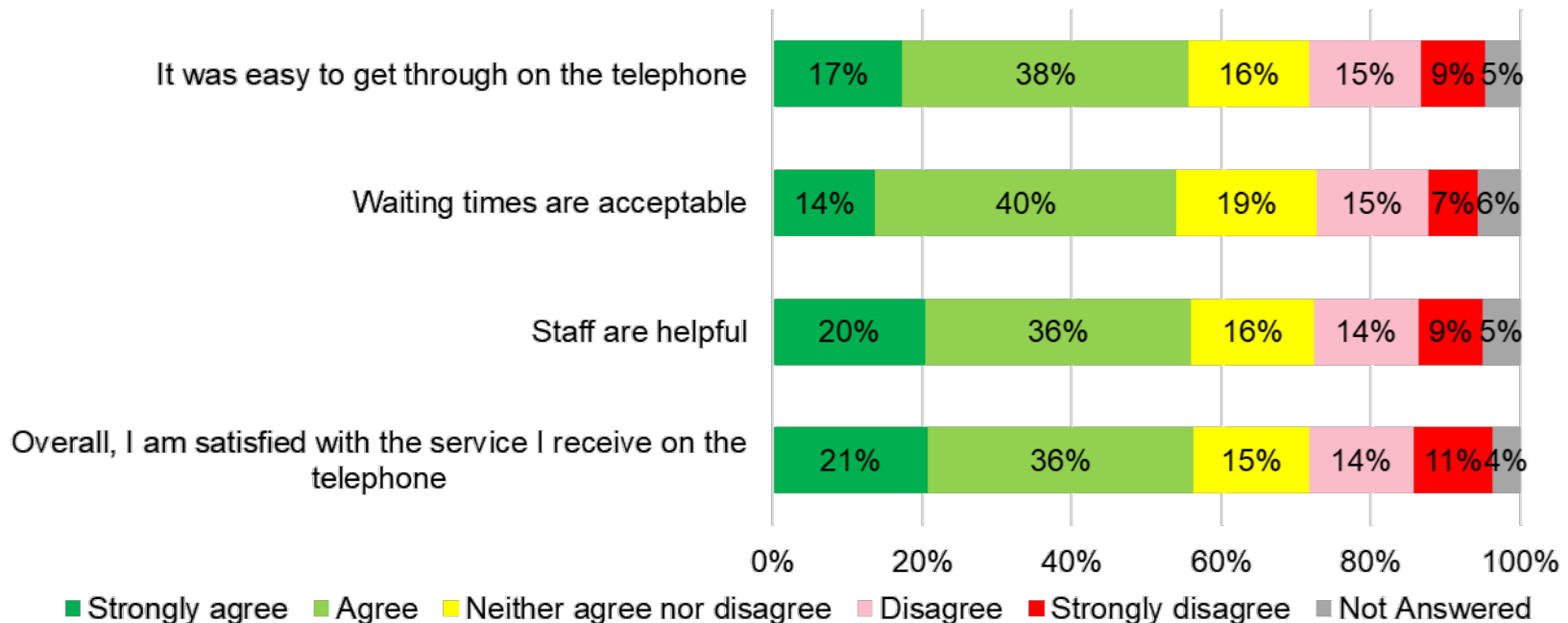


Telephoning the Housing Service

Respondents were asked to indicate how strongly they agreed or disagreed with a series of statements about telephoning the Housing Service.

- The statement with the highest total level of agreement (57 per cent) was 'Overall, I am satisfied with service I receive on the telephone' (21 per cent strongly agree, 36 per cent agree).
- However, the same statement also attracted the highest total level of disagreement at 25 per cent (14 per cent disagree, 11 per cent strongly disagree).

Please indicate how strongly you agree or disagree with the following statements relating to telephoning the Housing Service.



Base: 300 (all responses)



Section 4:

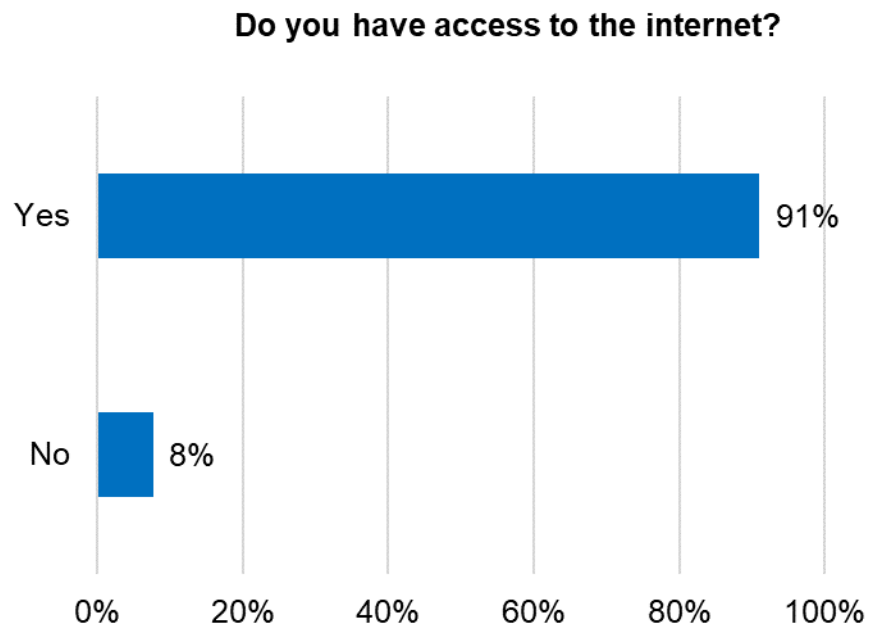
Internet Access and Digital Capability



Internet access

Respondents were asked whether they have access to the internet.

- Majority (91 per cent) of the respondents said they do have access to the internet.
- Whilst eight per cent of respondents said they did not have access to the internet.



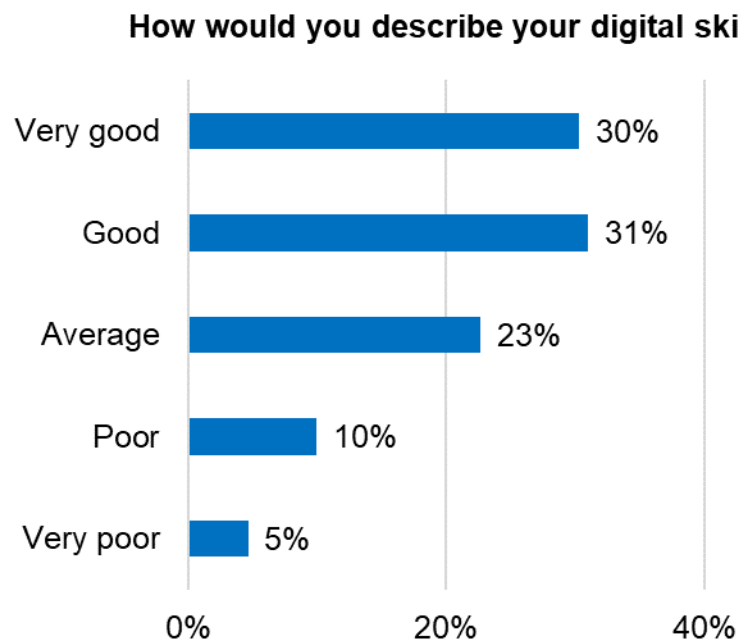
Base: 300 (all responses)



Digital skills

Respondents were asked to indicate how they would describe their digital skills.

- A total of 61 per cent of respondents would describe their digital skills as very good or good. (30 per cent very good, 31 per cent good).
- A total of 23 per cent of respondents would describe their digital skills as average.
- Whilst a total of 15 per cent of respondents would describe their digital skills as poor or very poor (10 per cent poor, five per cent very poor).



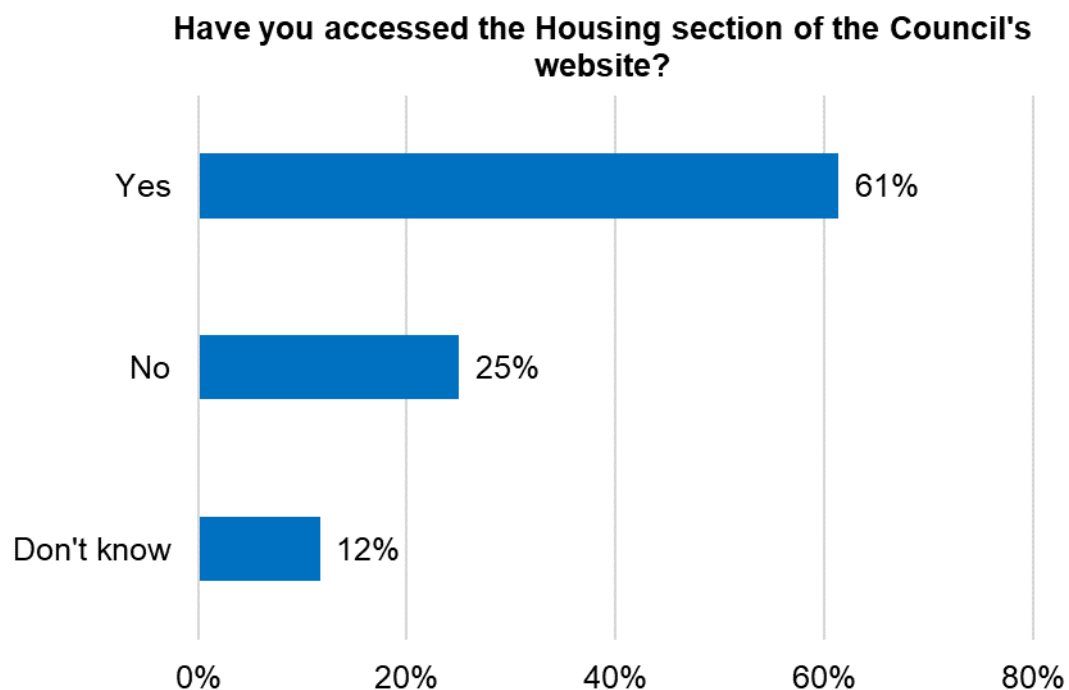
Base: 300 (all responses)



Housing section of the Council's website

Respondents were asked to indicate whether they had accessed the Housing section of the Council's website.

- A total of 61 per cent of respondents said that they had accessed the Housing section of the Council's website.
- Whilst 25 per cent of respondents said that they had not accessed the Housing section of the Council's website.
- 12 per cent of respondents answered 'Don't know'.



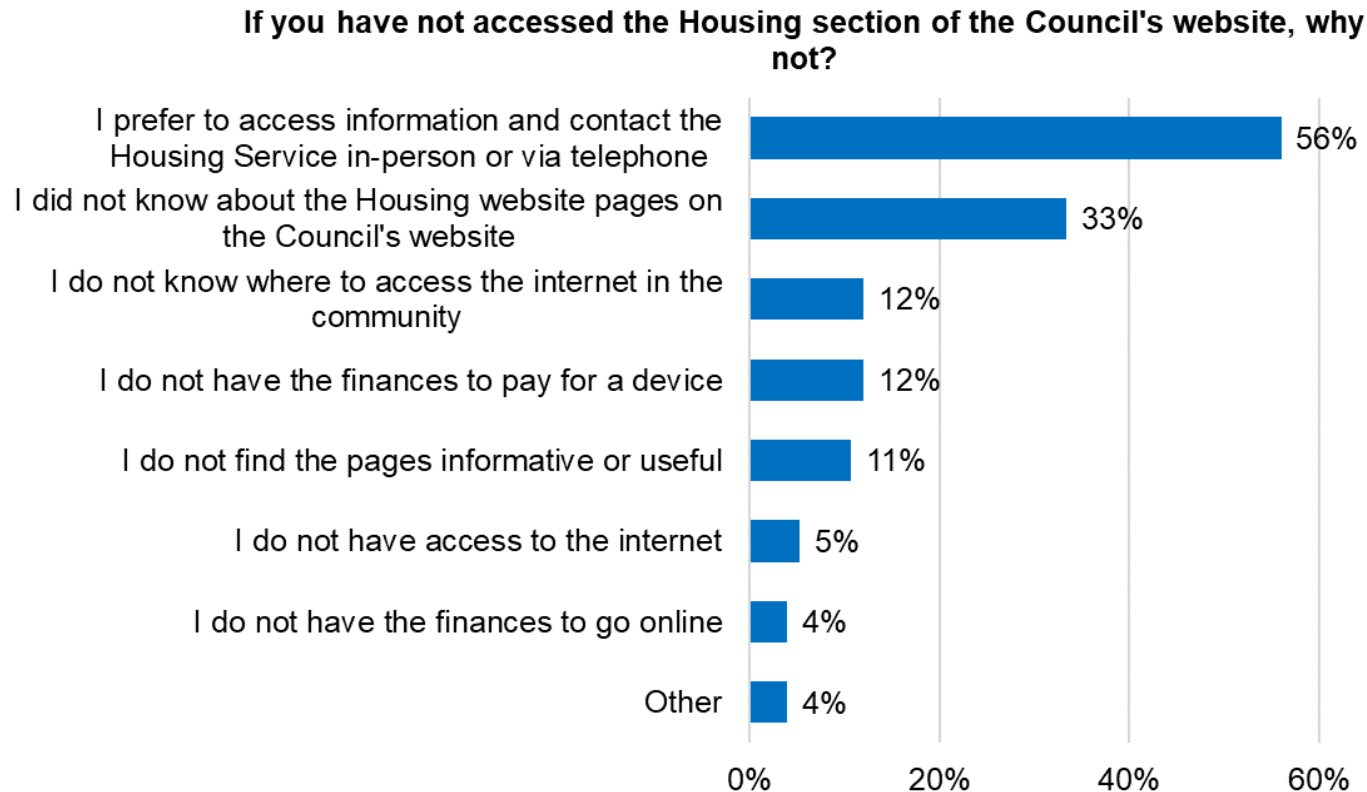
Base: 300 (all responses)



Not accessing the Housing section of the Council's website

Respondents who indicated they had not accessed the Housing section of the Council's website, were asked to explain why not. Respondents were able to select all that apply from a list of options.

- Over half (56 per cent) of respondents selected 'I prefer to access information and contact the Housing Service in-person or via telephone.'
- Whilst 33 per cent of respondents selected 'I did not know about the Housing website pages on the Council's website'.



Base: 75 respondents

Not accessing the Housing section of the Council's website – *Other comments*

Respondents were given the opportunity to share any other reasons why they have not accessed the Housing section of the Council's website, in addition to those listed on the previous page of this report.

The comments made have been themed and are summarised in the table below. Examples of comments made can be seen below, with the full list of themes and comments made found in the appendices report.

Theme*	Count
Limited/no access to the internet or a computer	3
Prefer other forms of communication	2
Have not accessed the Housing website	2
Health condition	2

**Themes with 2 or more comments*

“It depends on data and my phone has a broken screen and I can only borrow my Daughter’s laptop when convenient and she has to do all the work”

Limited/no access to the internet or a computer

“I prefer to see face to face to the Town Hall Council”

Prefer other forms of communication

“I did access it twice but found it extremely confusing especially for someone with a mental health condition.”

Health condition



Section 5:

Using the Housing Service Website

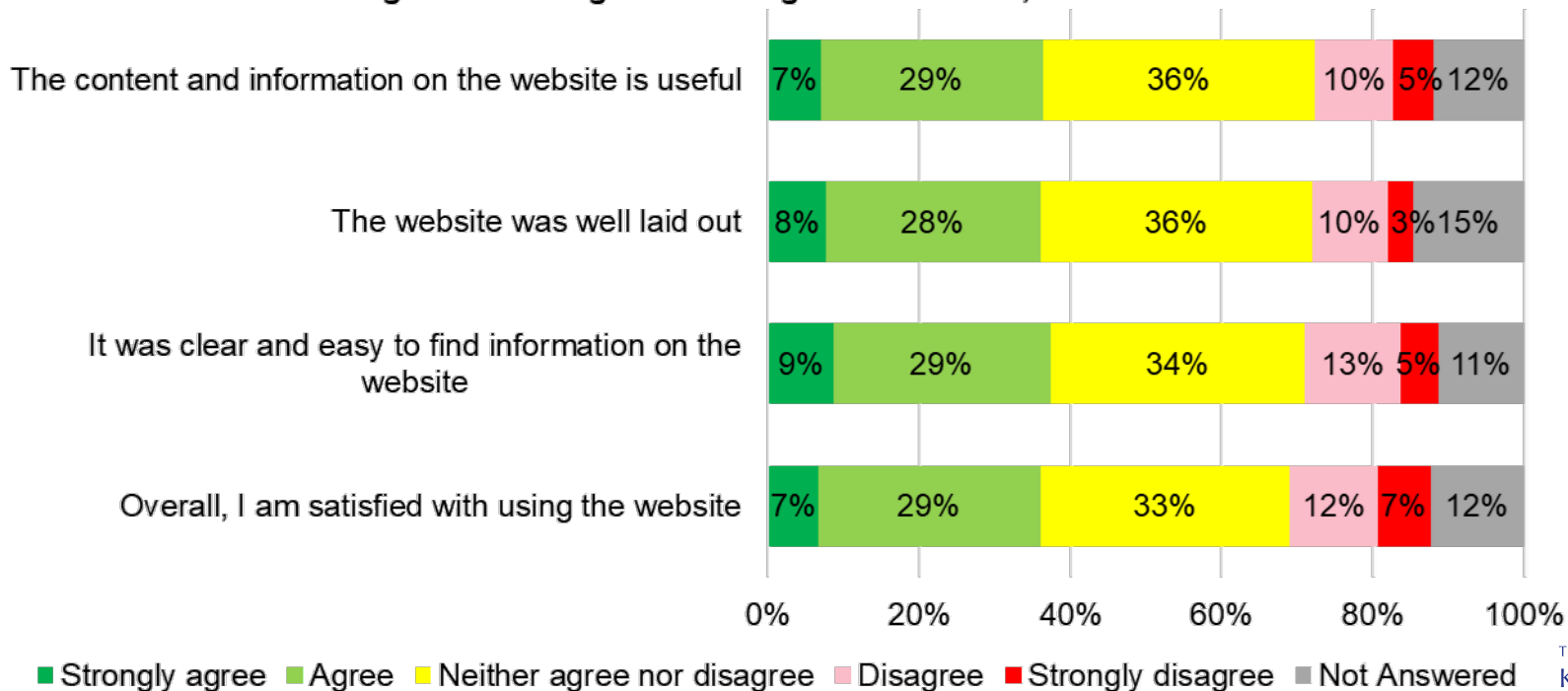


Contacting the Housing Service online

Respondents were asked to indicate how strongly they agreed or disagreed with a series of statements about contacting the Housing Service online, via the Council's website.

- The statement with the highest total level of agreement (38 per cent) was 'It was clear and easy to find information on the website' (nine per cent strongly agree, 29 per cent agree).
- Whilst the statement with the highest total level of disagreement (19 per cent) was 'Overall, I am satisfied with using the website' (12 per cent disagree, seven per cent strongly disagree).

Please indicate how strongly you agree or disagree with the following statements relating to contacting the Housing Service online, via the Council's website.



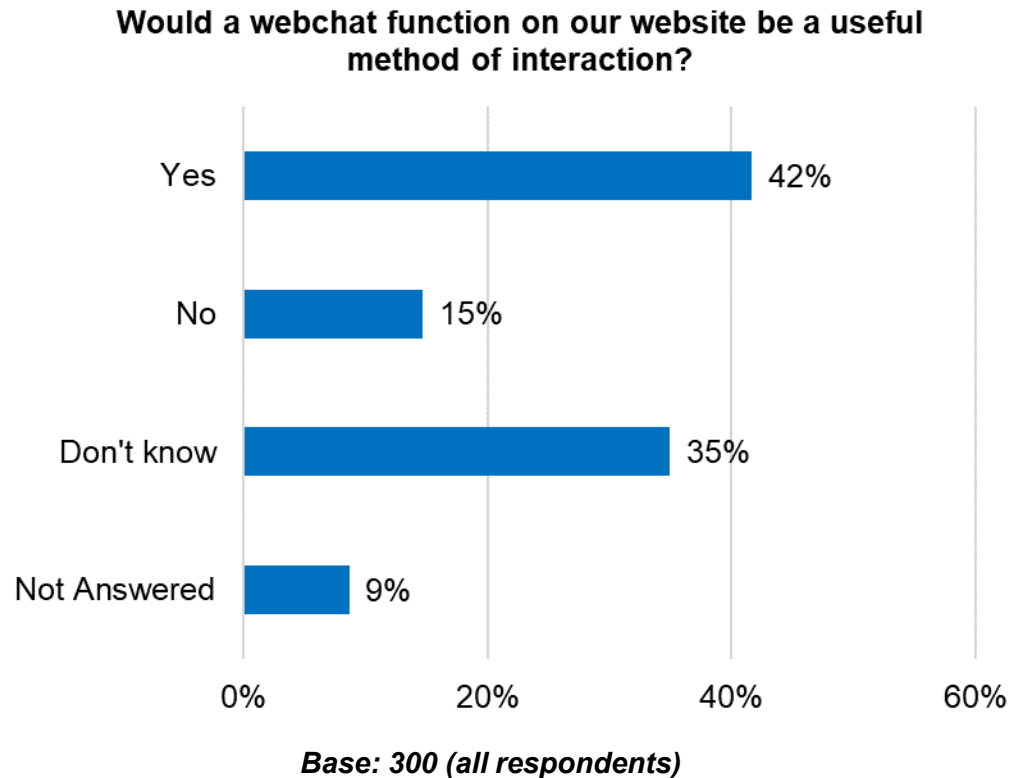
Base: 300 (all responses)



Webchat function

Respondents were asked whether they would find a webchat function on the Housing Service website a useful method of interaction.

- A total of 42 per cent of respondents said that they would find a webchat function a useful method of interaction.
- Whilst 15 per cent of respondents said that they would not find a webchat function a useful method of interaction.
- A total of 35 per cent of respondents answered 'Don't know'.



Section 6:

Housing Letters and Assessment

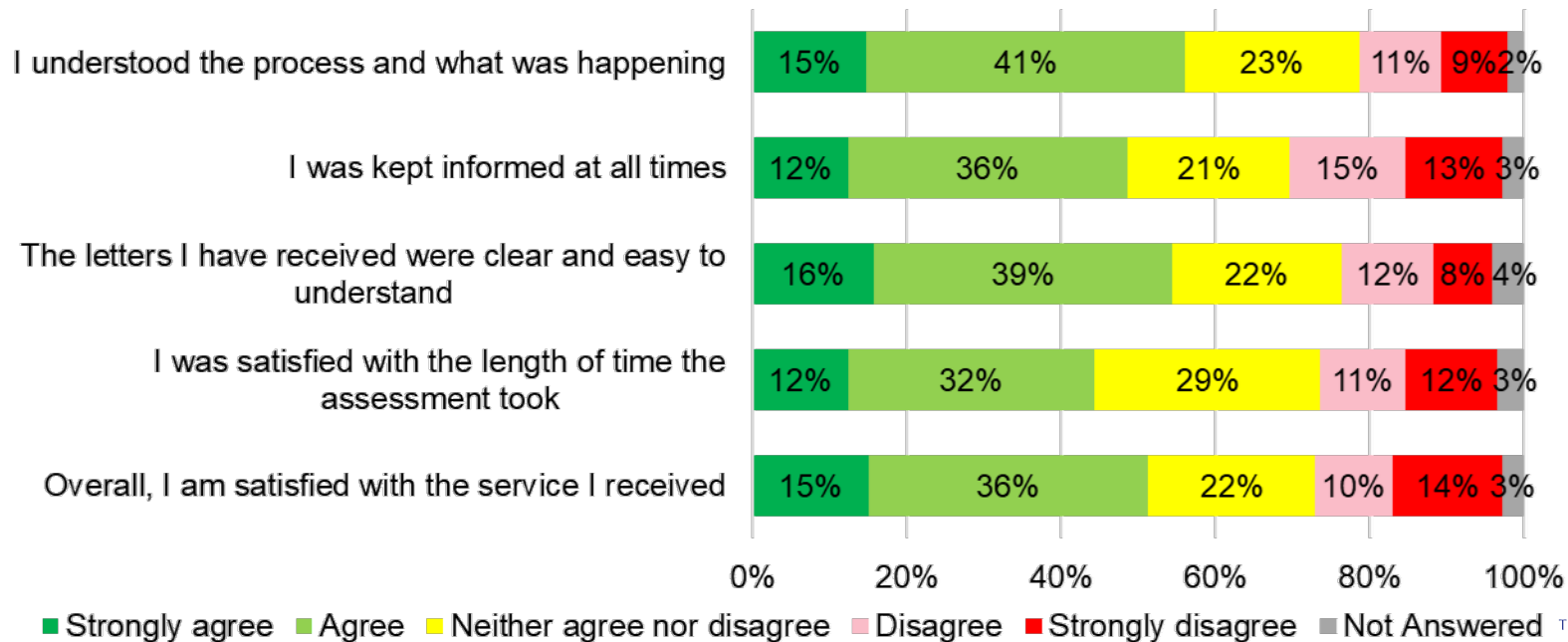


Housing letters and assessments

Respondents were asked to indicate how strongly they agreed or disagreed with a series of statements about Housing letters and assessments.

- The statement with the highest total level of agreement (56 per cent) was 'I understood the process and what was happening' (15 per cent strongly agree, 41 per cent agree).
- Whilst the statement with the highest total level of disagreement (28 per cent) was 'I was kept informed at all times' (15 per cent disagree, 13 per cent strongly disagree).

Please indicate how strongly you agree or disagree with the following statements relating to the Housing letters and assessments received.



Base: 300 (all responses)



Section 7:

About You – Demographic Breakdown



Respondent locations

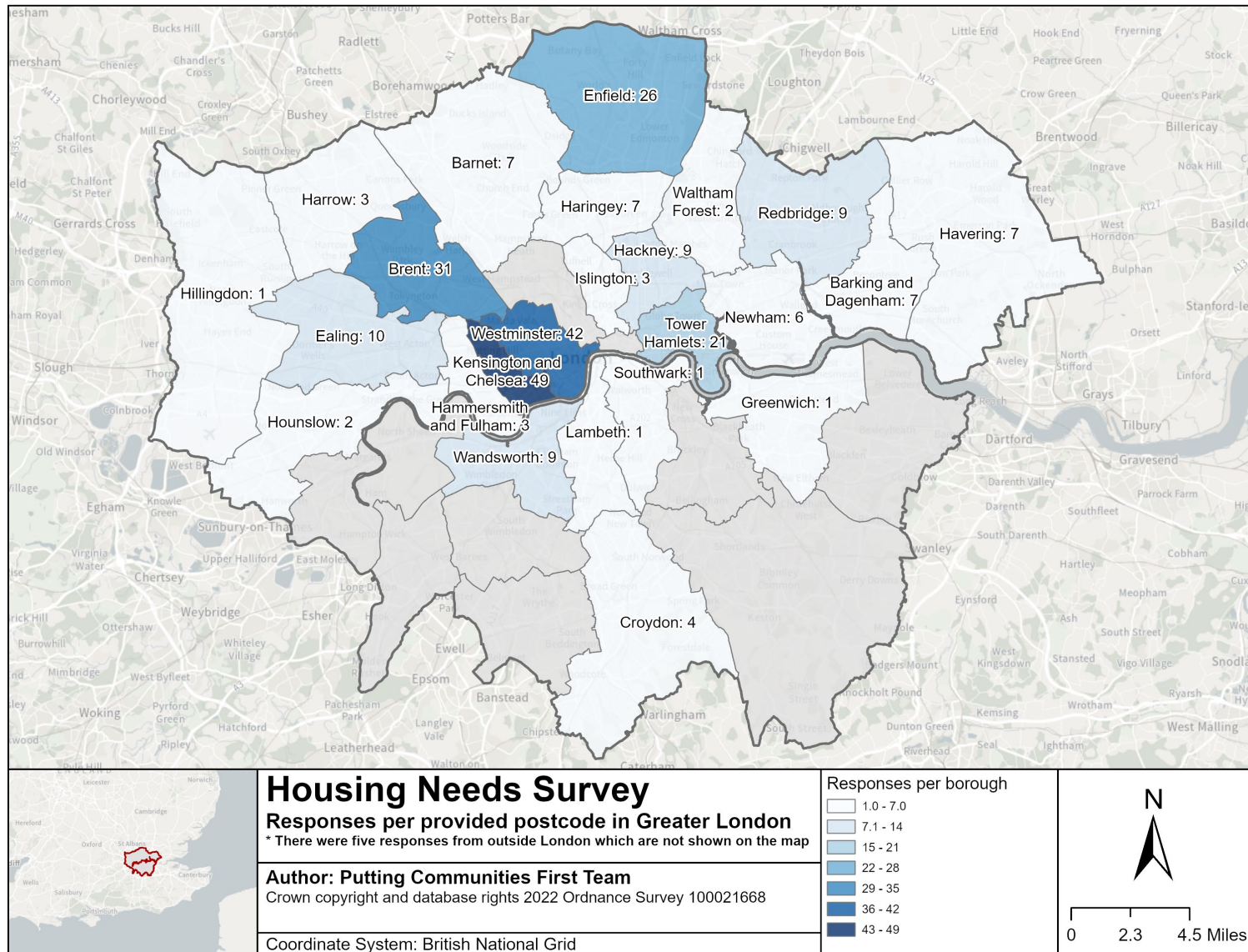
Respondents were asked to share their full postcode. This information has been sorted into London boroughs and a map has been produced which can be seen overleaf.

There were a total of 272 responses to this question.

- The borough with the highest number of responses to this survey was Kensington and Chelsea (49).
- The boroughs with the following highest number of responses include Westminster (42), Brent (31) and Enfield (26).
- There were five responses from outside of London which are not shown on the map.



Respondent locations



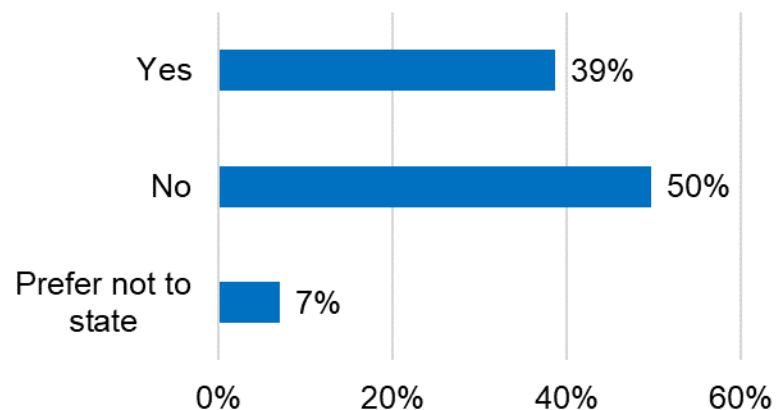
Base: 272 responses

Meeting needs and requirements

Respondents were asked whether they have a long-term illness, health issue or disability which limits their daily activities. Those that answered yes were asked whether they felt as though any needs and requirements in contacting the Housing Service had been adequately met.

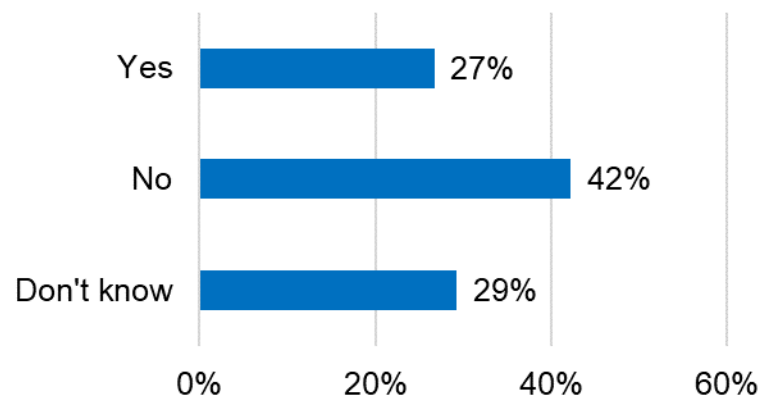
- A total of 42 per cent of the respondents who answered yes to having a long-term illness, health issue or disability which limits their daily activities, said that they did not feel as though their needs had been adequately met when contacting the Housing Service.
- Whilst over a quarter of respondents (27 per cent) said that they did feel as though their needs had been adequately met.

Do you have a long-term illness, health problem or disability which limits your daily activities?



Base: 300 (all responses)

Do you feel as though any needs and requirements in contacting the Housing Service have been adequately met by the service?

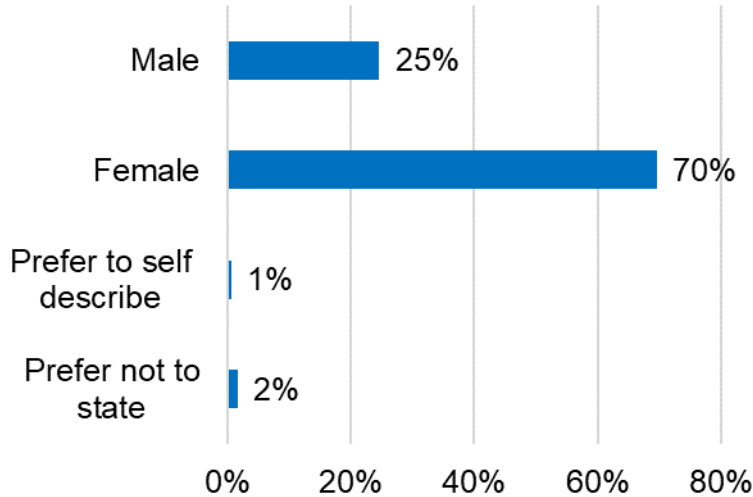


Base: 116 respondents

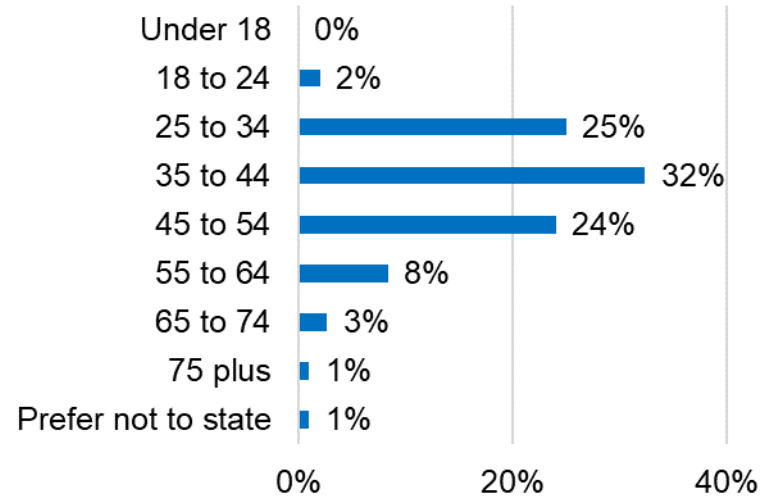


About respondents: Demographic Breakdown

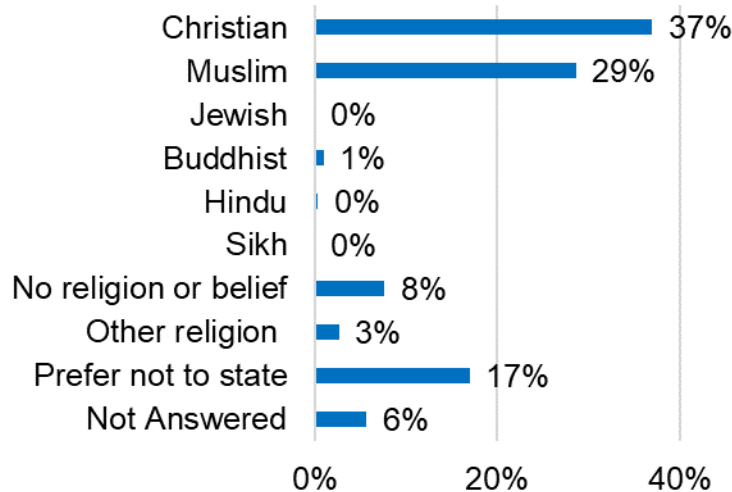
What is your sex?



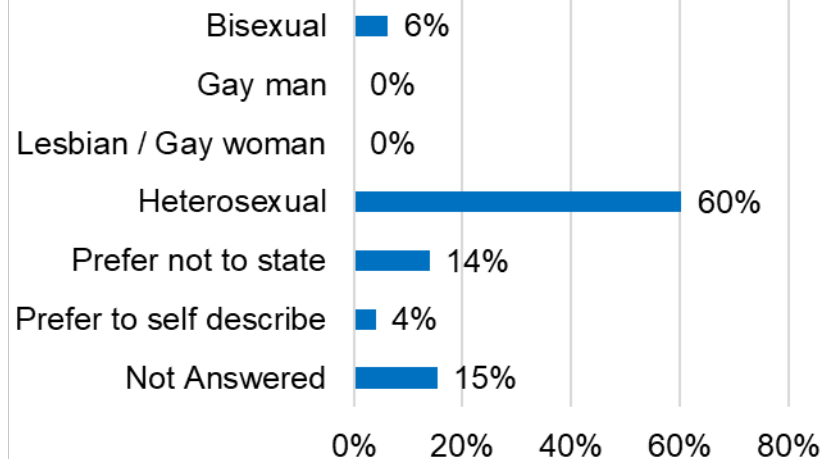
Which age group do you belong to?



What is your religion or belief?



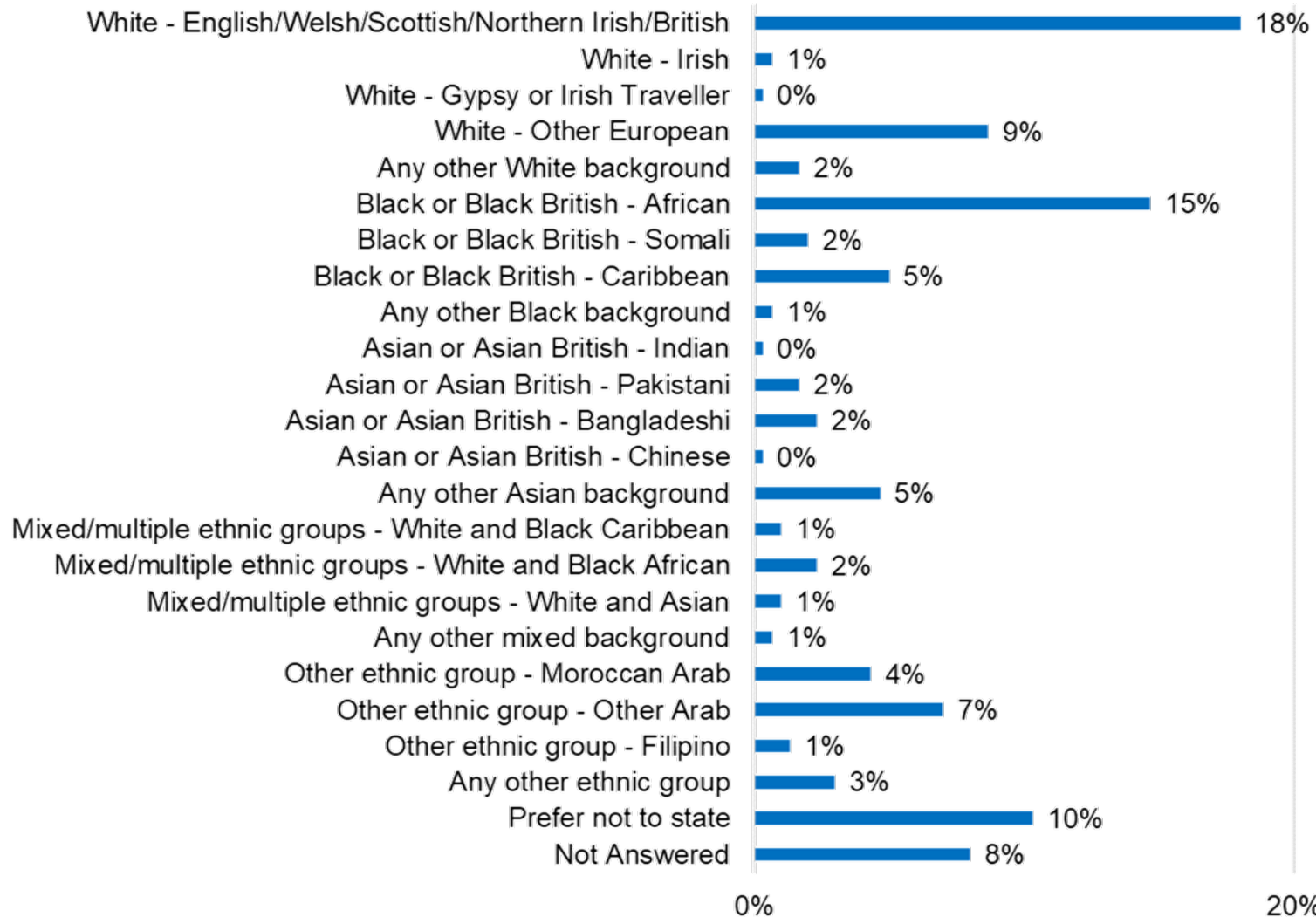
How would you describe your sexual orientation?



Base: 300 (all responses)

About respondents: Demographic Breakdown

How do you describe your ethnic origin?



Base: 300 (all responses)

