

Housing Needs Satisfaction Survey

Analysis of stakeholder consultation

October 2020

Consultation Team
Royal Borough of Kensington and Chelsea



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

The Housing Needs Service wanted to hear feedback on their to help them monitor and improve their services to customers. They were also keen to explore customers' views on making contact online.

Methodology and report

A survey was developed to seek feedback of the Housing Needs Service and made available in paper and also online. A total of 339 completed surveys were received by the closing date 31st July 2020.

Where graphs are shown, percentage figures are used. Where percentages do not total a 100 per cent, this may be due to computer rounding, where respondents have chosen not to answer a question or where respondents have been able to select more than one answer.

Appendices

Appendix one contains the data tables of the results whilst appendix two details all the comments made by respondents in relation to the open questions in the survey. This is available as a separate document on request.

Acknowledgements

The Council would like to thank all residents that took the time to feedback their views as part of this exercise.



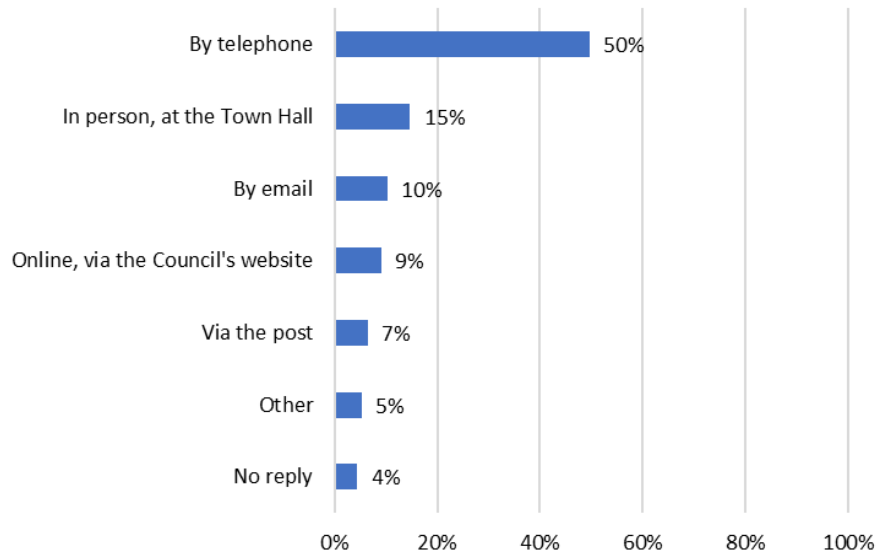
Results at a glance

- **Method of last Housing Needs Claim:** Half of respondents (50 per cent) last contacted the Housing Needs Service by telephone, followed by in person as the Town Hall (15 per cent) and by email (ten per cent).
- **Reasons for not claiming online:** Over a third (38 per cent) said they preferred to speak face to face, sixteen per cent did not have access to a computer/internet and 14 per cent felt that they did not have the skills to go online.
- **Visiting the Housing Needs in person:** Eighty per cent third agreed that Kensington Town Hall was a convenient place to visit whilst 68 per cent agreed felt that waiting times were acceptable, 78 per cent agreed that staff were helpful and overall, 77 per cent felt they were happy about the service they received in person.
- **Contacting the Housing Needs Service by telephone:** Overall, 73 per cent of respondents agreed they were satisfied with the service they received on the telephone, 71 per cent agreed it was easy to get through, 69 per cent that waiting times were acceptable and 77 per cent that staff are helpful.
- **Making an online claim:** Overall, 52 per cent were satisfied with using the website, 53 per cent agreed it was clear and easy finding information on the website, 51 per cent that the website was well laid out and 60 per cent that the content and information is useful.
- **Letters and assessment:** Overall, 62 per cent of respondents agreed that they were satisfied with the service they received, 59 per cent agreed they understood the process and what was happening and 56 per cent that they were kept informed at all times. Sixty eight per cent agreed the letters they received were clear and easy to understand and 53 per cent were satisfied with the length of time the assessment took.



Consultation findings: Method of last contact with Housing Needs Service

Method of last contact with Housing Needs Service



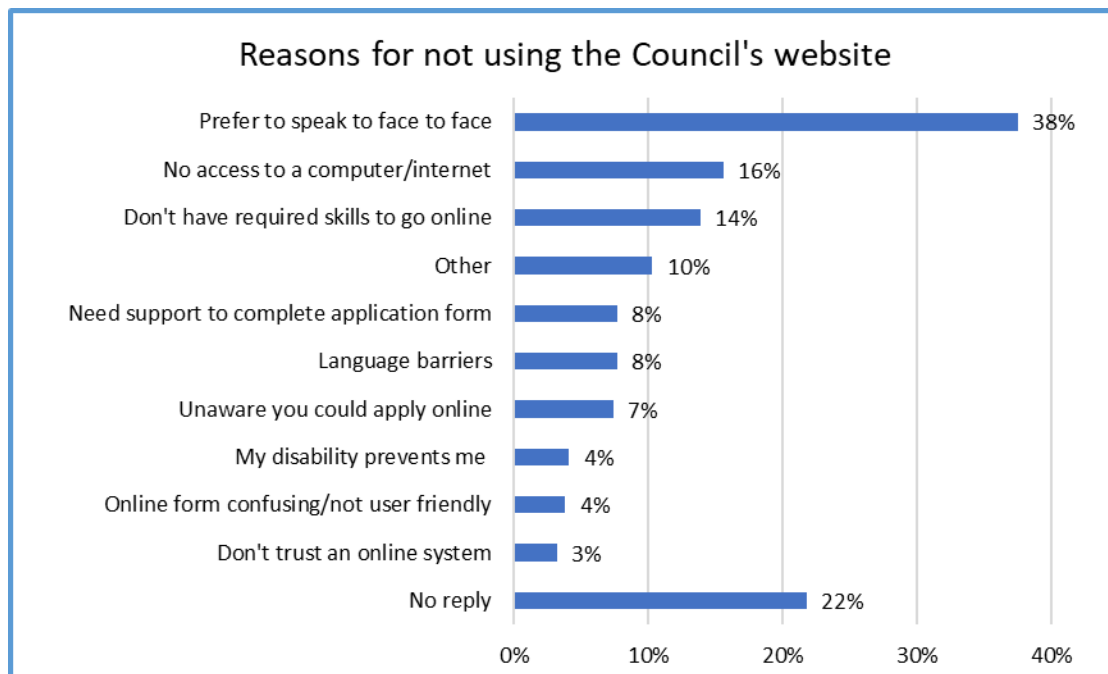
Base: All responses (339)

Respondents were asked what the method of last contact was with the Housing Needs Service. Half of respondents (50 per cent) last contacted the Housing Needs Service by telephone. The next most popular method of contact with respondents was 'in person, at the Town Hall (15 per cent)'. One in ten said their last method of contact was by email (ten per cent).

Of those who selected 'other' as their method of last contact a number mentioned that they had been supported to make contact. A number of respondents also stated that they had used more than one method to contact the Housing Needs Service, details can be found in appendix two.



Consultation findings: Reasons for not using the Council's website



Base: All responses (339)

When asked why they do not use the Council's website, over a third (38 per cent) said they preferred to speak face to face. Sixteen per cent of respondents said they did not use the website as they did not have access to a computer/internet. Further, 14 per cent felt that they did not have the skills to go online.

Of the one in ten who selected 'other' as a reason for not using the Council's website. Analysis of these responses showed that they didn't use the website for various reasons including: contact being initiated by the Council; preference for other methods of communication and wanting to speak to someone.



Consultation findings: Additional comments

Respondents were asked what, if anything, would encourage them to go online in the future. The comments were themed and the themes with ten or more comments are summarised in the table below. Some examples of the comments made can be found on the following slide with the full list of comments found in appendix two.

Theme	Comments
Nothing	23
More user friendly/easier to use	22
Willing to try online	21
Prefer other methods of contact	15
Access to internet/computer	15
Training/online skills	13
Prefer to speak to someone	13
A quicker response	12
Language barriers	10



Consultation findings: What would encourage you to go online

Simplicity if the online service is quick and easy to navigate, I'd be more likely to contact this way although I have not tried as of yet.

I prefer to speak to someone face to face. I can't encourage myself to go online in the future because I do not have access to a computer/internet

There were cases that when I went online asking for information it took days to get an answer. Also, I do believe that a face to face brings better results.

I am using online service very often, however, some matters and questions can be discussed only with a person. Not everything can be answered online.

It is very important to have an additional option to contact housing needs for any relevant issues. In addition to the difficult times we are going through, it facilitates communication with the authorities



Now I am aware of this platform, I will definitely be using it.

I don't know how to use computers.

If the website is user friendly and I receive a rapid response.

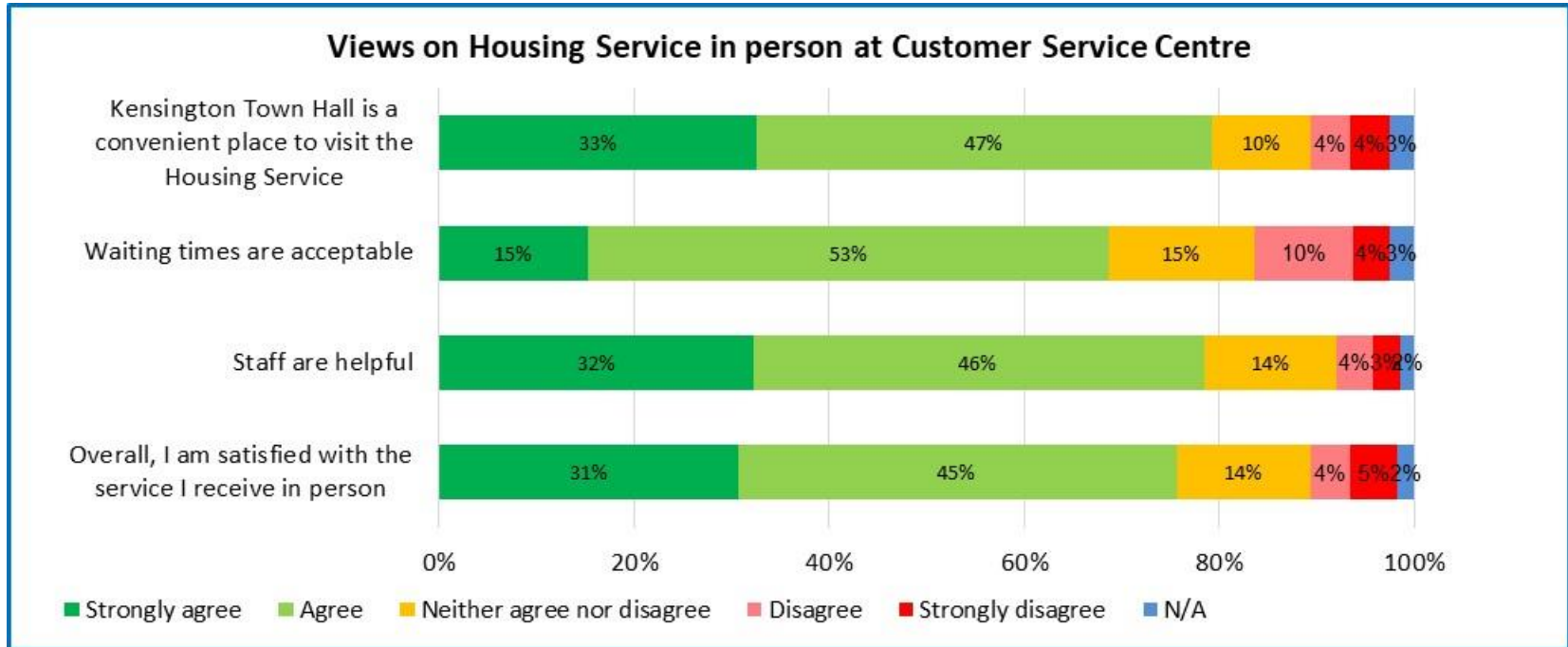
Language barriers, I not talk very good English. Later when I finish my English course I do online.

I have to admit the website is not that well designed. Many times, I find it hard to find the information I need.

Nothing face to face or speaking to a human is always easier



Consultation findings: Views on Housing Needs Service in person



Base: 274 responses

Only those who had visited the Customer Service Centre for a housing service matter were asked to complete questions about their visit.

A third (33 per cent) strongly agreed that Kensington Town Hall was a convenient place to visit whilst nearly seven out of ten (68 per cent) agreed felt that the waiting times were acceptable at the Town Hall.

Over three quarters (78 per cent) agreed that staff were helpful.

Overall, over three quarter of respondents felt they were happy about the service they received in person (77 per cent)



Consultation findings: Additional comments

Where respondents had disagreed with the statements about contacting the Housing Needs Service in person, they were asked to explain why and what the Council could do to improve. The comments were themed and the themes with four or more comments are summarised in the table below. Some examples of the comments made can be found on the following slide with the full list of comments found in appendix two.

Theme	Comments
Concerns about staff	12
Unable to get support or response to queries	12
Waiting times	11
N/A/None	9
Difficulties visiting the Town Hall	8
Not visited in person	4



Consultation findings: Contact in person comments

Some staff are rude and stern in tone on the other hand some are polite and helpful.

I have never been able to leave the town hall with a straight answer, there is too much bureaucracy; I get redirected to too many departments (that bare no relations to issues raised). Your services are intentionally not personal.

Waiting times have been really long sometimes - but I guess certain days and times are busier.

I'm in temporary housing in South London so going all the way to Town Hall is a long way. Waiting time ok just depends if busy.

It is difficult to visit the town hall due to my mobility issues as I have to go around the building as I am unable to use the stairs that lead to the main entrance.



Many of the staff have been unhelpful while some are really nice human beings. They all need to be trained that they work for residents and residents should be treated with dignity and respect. After food, housing/shelter is the most needed for a person/family. People come to you because they have a need so please help them.

I asked to speak to someone in person and was told to go home and call or email

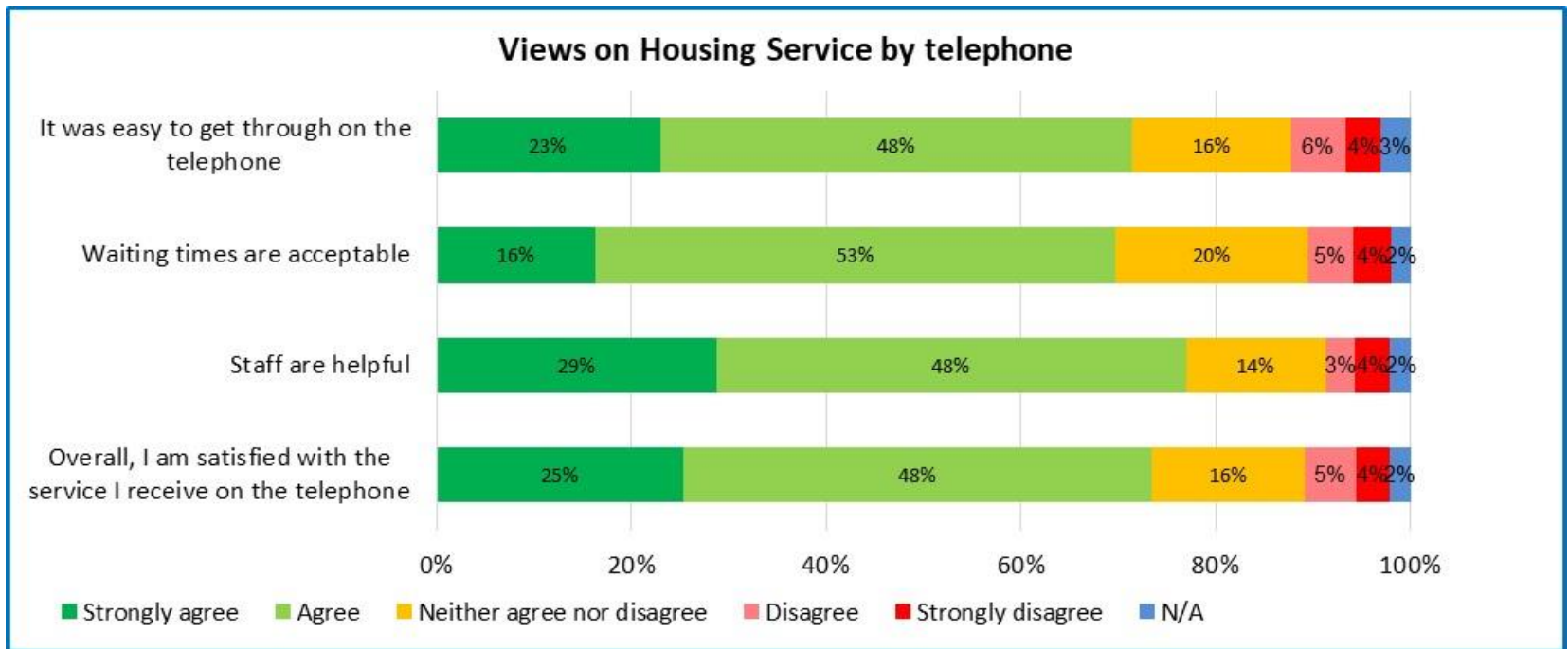
I waited 11 hours over 2 days to be seen and assisted

Often person visiting is not available and reception/security still do not have record of meeting/appointment.



Consultation findings: Views on contacting the Housing Needs Service by telephone

- Overall, just under three quarters (73 per cent) of respondents agreed (either strongly agreeing or agreeing) that they were **'satisfied with the service received on the telephone'**.
- A total of 71 per cent of respondents agreed that **'it was easy to get through on the telephone'**, 69 per cent agreed that **'waiting times are acceptable'**, whilst just over three quarters (77 per cent) of respondents agreed that **'Staff are helpful'**



Base: 283 responses

Consultation findings: Additional comments

Where respondents were disagreed with the statements about contacting the Housing Needs Service by telephone, they were asked to explain why and what the Council could do to improve. The comments were themed and the themes with five or more comments are summarised in the table below. Some examples of the comments made can be found on the following slide with the full list of comments found in appendix two.

Theme	Comments
No follow up/responses/call-backs	14
Waiting times	12
Hard to get through to the right person	10
Concerns about staff	7
N/A	7
Unable to resolve queries on phone	6
Positive feedback	5



Consultation findings: Telephone contact comments

I am dissatisfied with my contact as I am yet to receive a call back based on what the discussion was.

Reaching the main switchboard or reception area is easy. Getting any of the relevant members of staff to speak to is extremely difficult. And getting a return call from the relevant officers ...well 9/10 times we get ignored.

The phone rang and rang and when finally answered, I was put through to the right department and again the phone rang and rang. Finally, I was disconnected after waiting on the phone for over ten minutes

I am often speaking with the wrong person and have to explain my situation over again. The advisors are much less helpful/polite over the phone.

Sometimes waiting times are high and the staff members are unable to help or get your details on hand or give wrong advice.



Waiting time sometimes is 20-40 mins until you can talk to a human.

They keep putting on hold. Go round in circles. Difficult to get the right person. Long waiting times.

I would like to add that during the three years in temp housing the Housing team are extremely helpful and efficient and quick and clear information is always given.

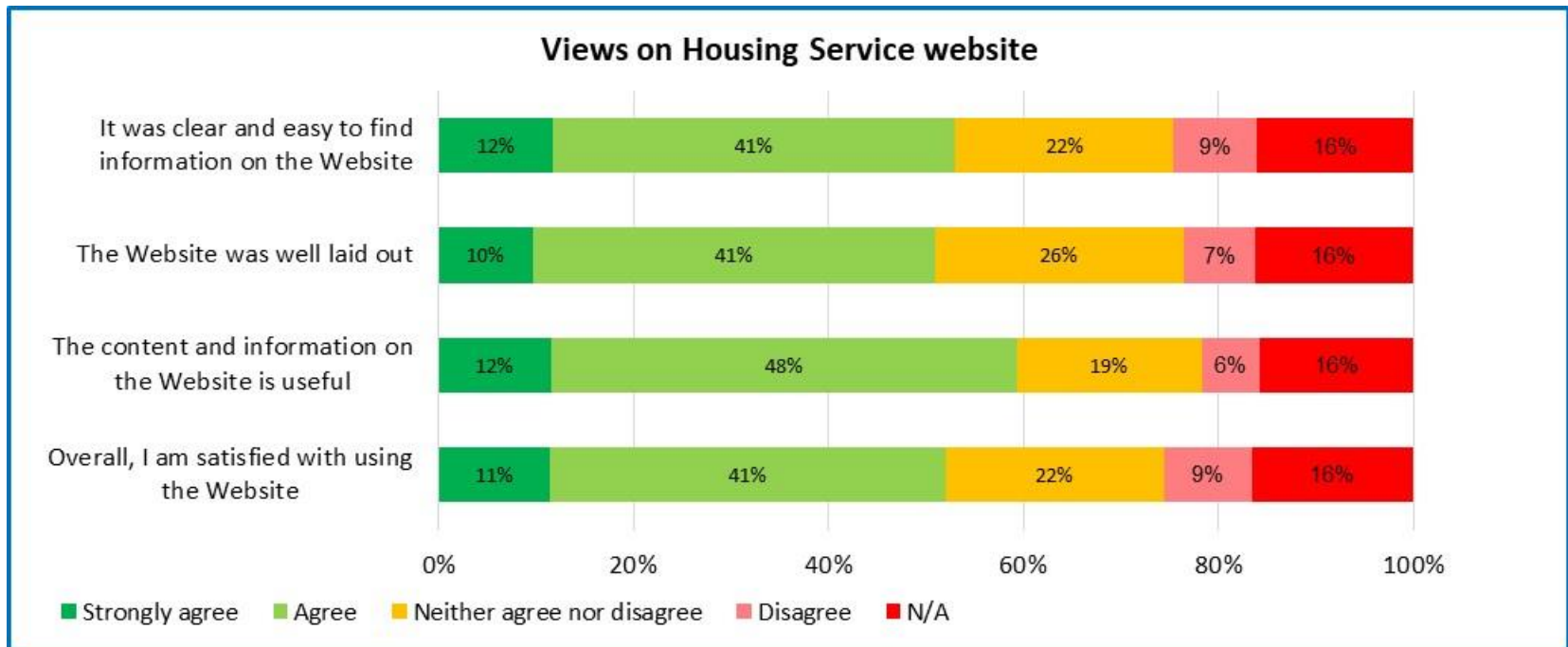
The Council were superb. It was a serious situation and they reacted immediately.

They don't connect you with the right person that knows the case



Consultation findings: Using the Housing Needs Service website

- Overall, just over half (52 per cent) of respondents strongly agreed or agreed that they were '**satisfied with using the website**'.
- A similar number of respondents strongly agreed or agreed that '**it was clear and easy finding information on the Website**' (53 per cent) and that '**the Website was well laid out**' (51 per cent).
- Whereas a total of 60 per cent of respondents strongly agreed or agreed that '**the content and information on the website is useful**'.



Base: 223 responses



Consultation findings: Additional comments

Where respondents had disagreed with the statements about contacting the Housing Needs Service online they were asked to explain why and how the Council could improve. The comments were themed and the themes with four or more comments are summarised in the table below. Some examples of the comments made can be found on the following slide with the full list of comments found in appendix two.

Theme	Comments
N/A/None	12
Don't have the skills to go online	8
Don't use the website	8
Hard to find information on website	7
Not all information available online	7
Don't get a response	5
No access to internet/computer	4



Consultation findings: Online contact comments

I have difficulty getting online

As I always went to the Town Hall in person, I never visited the website

I hardly use the website. It was helpful to get a telephone number off of it.

It is not user friendly and at times you will spend too long looking for a topic or answers.

The housing service website is not up to date. Several things are not accessible. Find it hard to search for info.

It is not useful for complicated matters. It is not that user friendly.



I feel lost when I use the website, what would make it easy for me is colour and effective titling and wording also if the most needed information was given first amongst the amount of information.

Some pages have information needed but most of the information I require was missing or no longer relevant.

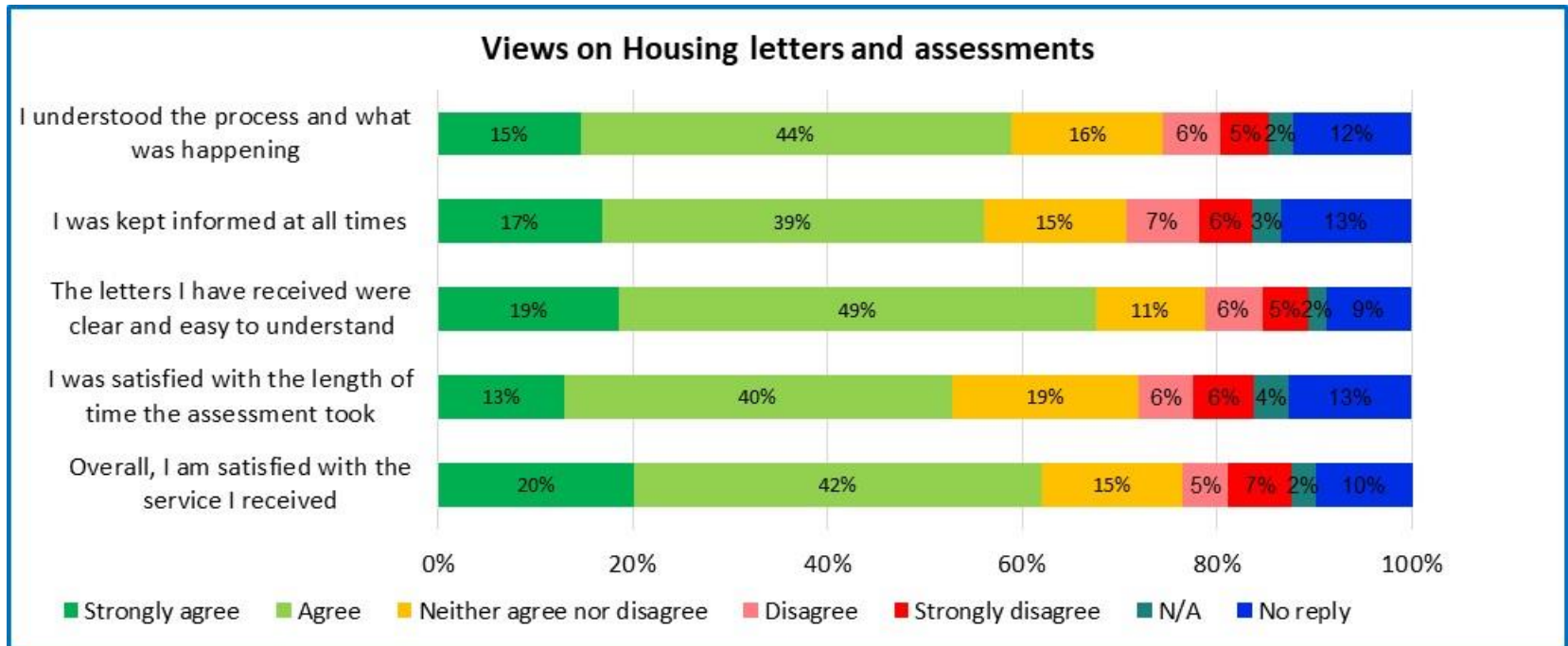
Not all information available on the website i.e. waiting list for permanent accommodation. We don't know how far our position on waiting list.

I have applied on a online, but no body replied to my until several emails. Waiting the answer or somebody to reply is confusing.



Consultation findings: Views on Housing letters and assessments

- Overall, just under two thirds (62 per cent) of respondents agreed (either strongly agreeing or agreeing) that they were **'satisfied with the service they received'** relating to housing letters and assessments
- A total of 59 per cent of respondents agree that they **'understood the process and what was happening'** whilst 56 per cent of respondents agreed that they were **'kept informed at all times'**
- Just over two thirds (68 per cent) of respondents agreed that **'the letters I have received were clear and easy to understand'** whilst just over a halve (53 per cent) of respondents agree that they were **'satisfied with the length of time the assessment took'**



Base: All responses (339)



Consultation findings: Additional comments

Where respondents disagreed with the statements about the housing letters and assessment they were asked to explain why and what the Council could do to improve. The comments were themed and the themes with six or more comments are summarised in the table below. Some examples of the comments made can be found on the following slide with the full list of comments found in appendix two.

Theme	Comments
Letters are not easy to understand	15
Waiting too long in temporary accommodation	11
Poor communication/no updates	10
Dissatisfied with outcome of assessment	9
Didn't have assessment	7
N/A	6



Consultation findings: Letters and assessment comments

The letter concerning rent explanation is very confused. Needs to be more simple.

It is very unprofessional the whole system, I've been struggling me, my kids and my partner the last 6 years and nobody is listening or doing anything about it! I am very disappointed.

I was not kept informed and didn't know what was happening with the process. It will be helpful if the council keeps you up to date with progress.

My assessment was carried out and based on whether my temp accommodations was still suitable after 7 years. I discussed my health issues and was told I would hear more from them but nothing as yet.

It would be better, if we could be informed about what is going on every 4 months!



I have received only one letter which is so long ago I've forgotten what it said

I am living in temporary accommodation for about 9 years and I did not receive any explanation regarding this matter.

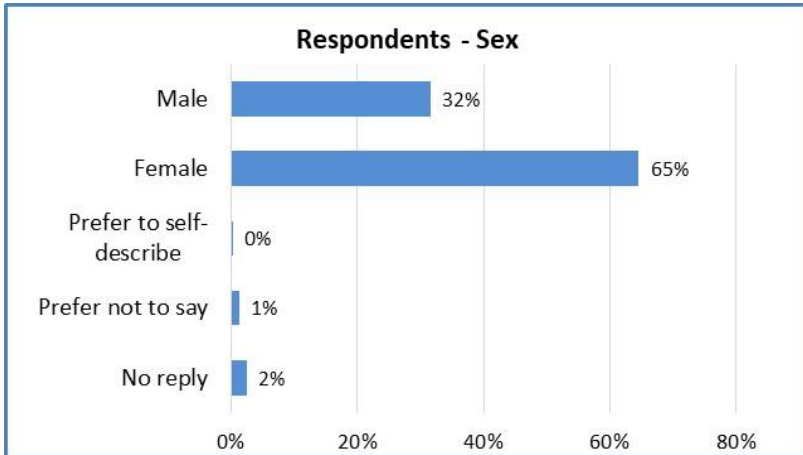
The process was not explained adequately, decisions were made without keeping us informed. Letter arrived on the say or after the day works began (or not at all). Wording was misleading at times.

Overall, I do not get letters as well as I have not had an assessment

I have a learning disability and adjustments were not made.

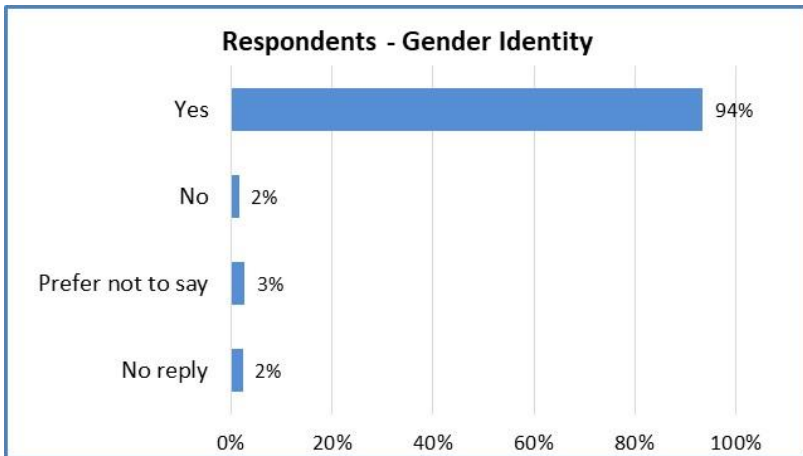


Consultation findings: Respondents: Sex and Gender



Base: All responses (339)

97.7 per cent of all respondents answered this question. Nearly two thirds of respondents (65 per cent) identified as female. Nearly a third identified as male (32 per cent).

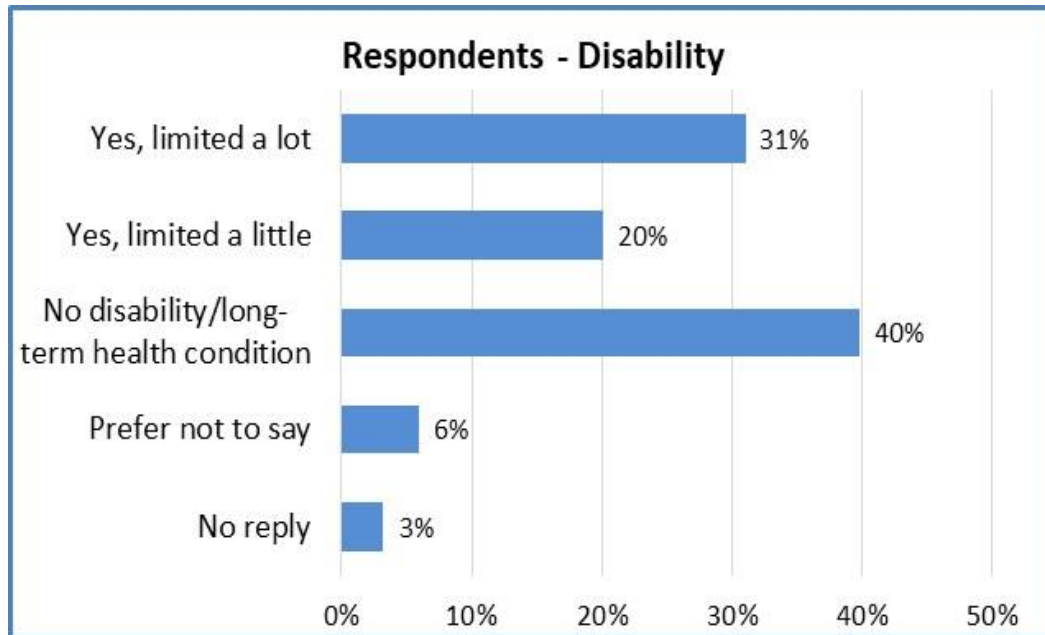


Base: All responses (339)

Similarly, 97.7 per cent of all respondents answered a question about whether their gender identify matched the sex they were registered at birth. Nearly all (94 per cent) said yes. Two per cent said no.



Consultation findings: Respondents- Disability

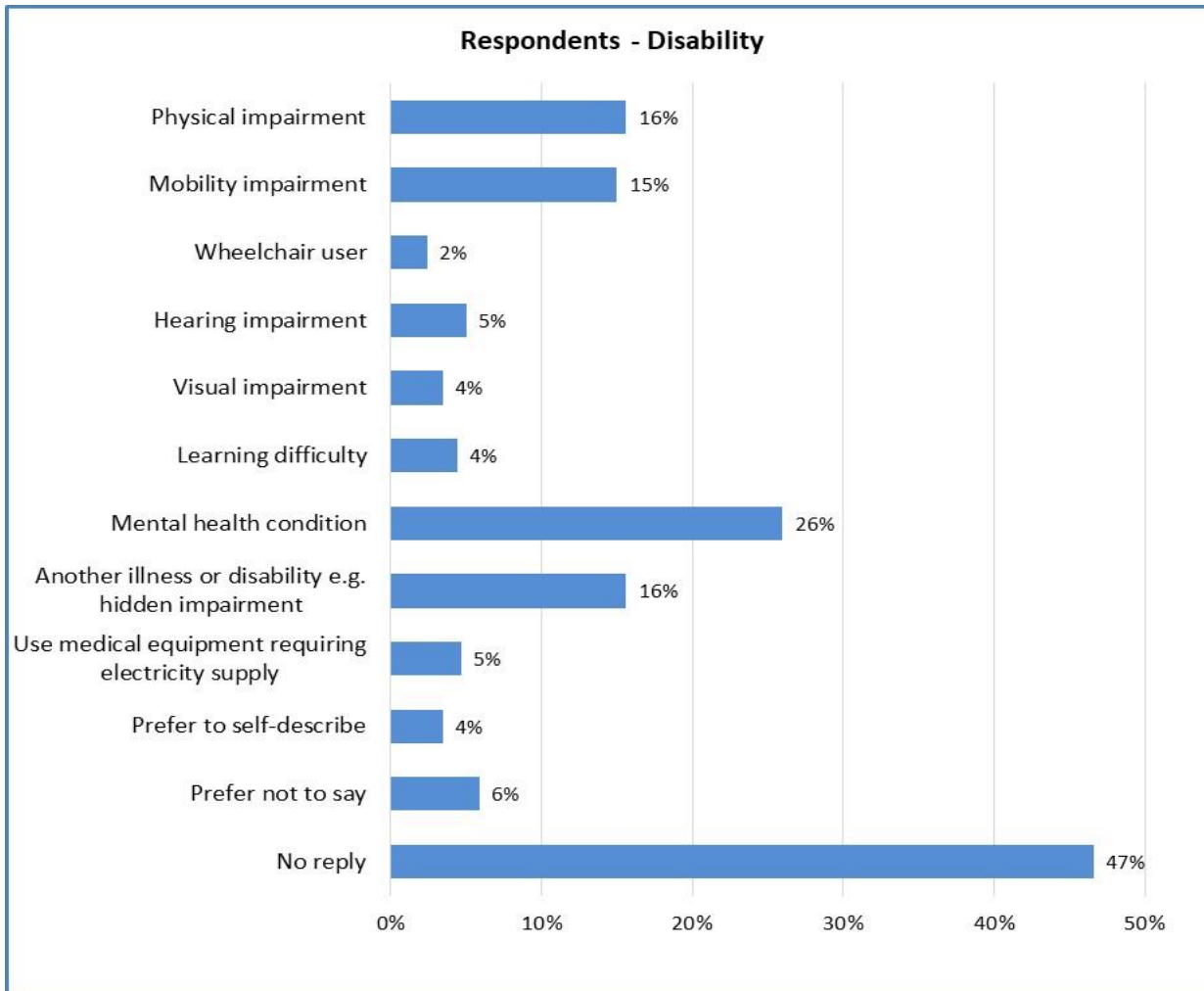


Respondents were asked whether their day to day activities were limited because of a health problem/disability which has lasted or was expected to last at least 12 months. Four out of ten respondents (40 per cent) said that they did not have a disability or long term health condition. However, just over half (51 per cent) felt that they had a degree of limiting illness or disability.

Base: All responses (339)



Consultation findings: Respondents- Disability



Base: All responses (339)

Respondents who identified that they had a health/limiting illness or disability in the previous question were asked to select the nature of their health problem/disability. Just over one in four (26 per cent) identified that they had a mental health condition.

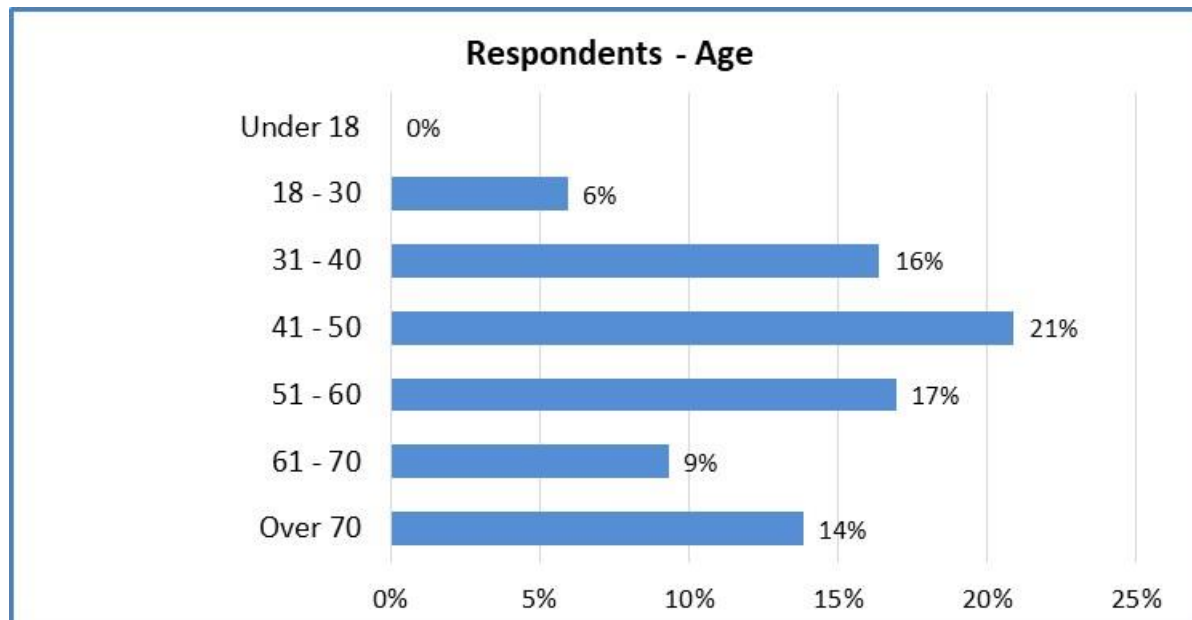
Equal proportions (16 per cent) identified as having either a physical impairment or another hidden disability.

15 per cent identified that they had a mobility impairment.



Consultation findings: Respondents

- Just over a fifth (21 per cent) of respondents were aged between '**41-50**', whilst 17 per cent of respondents were aged '**51-60**' and 16 per cent were aged '**31-40**'.
- Towards the lower end, 6 per cent of respondents were aged '**18-30**', 9 per cent aged '**61-70**' and there were **no respondents** aged '**Under-18**'

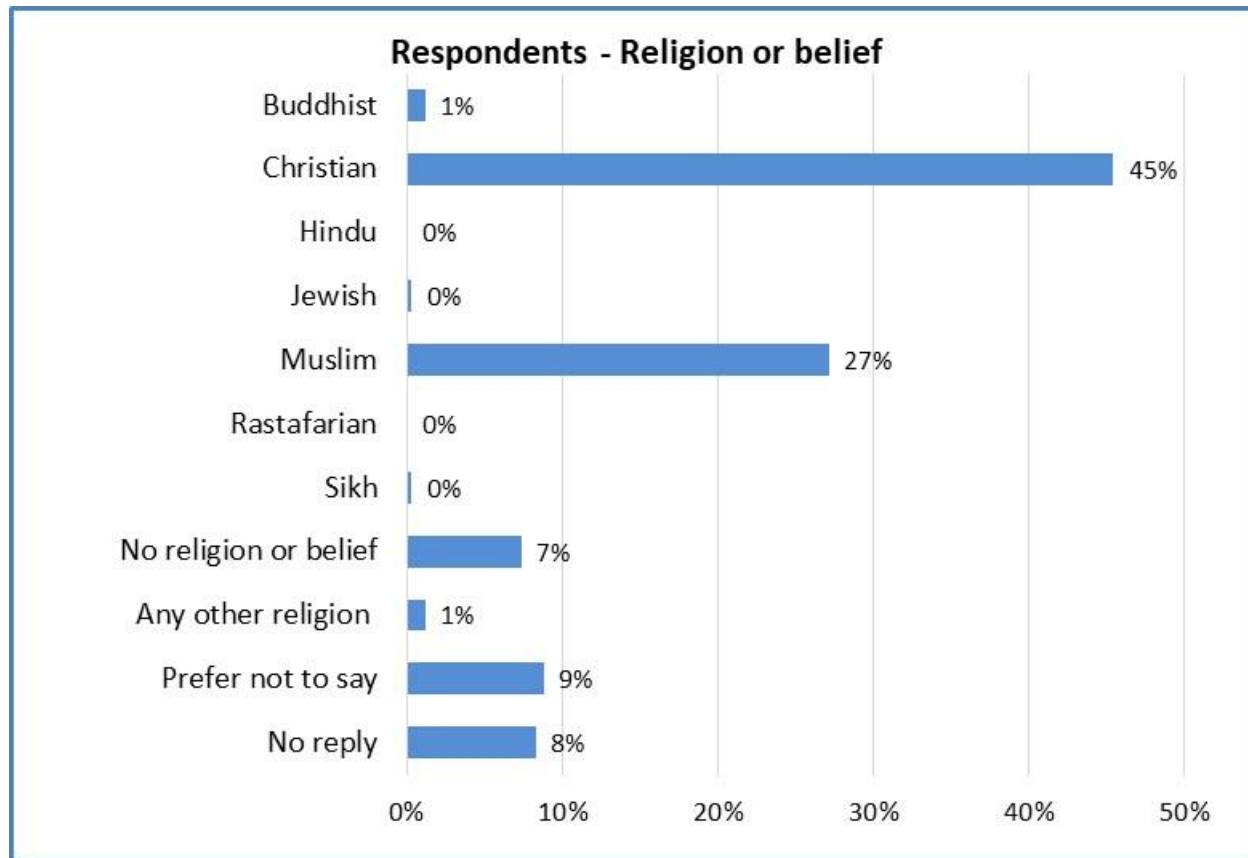


Base: All responses (339)



Consultation findings: Respondents

- Just under a half (45 per cent) of respondents were **'Christian'**
- Just over a quarter (27 per cent) of respondents were **'Muslim'**
- A total of nine per cent of respondents stated that they **'Prefer not to say'** whilst seven per cent stated that they had **'No religion or belief'**

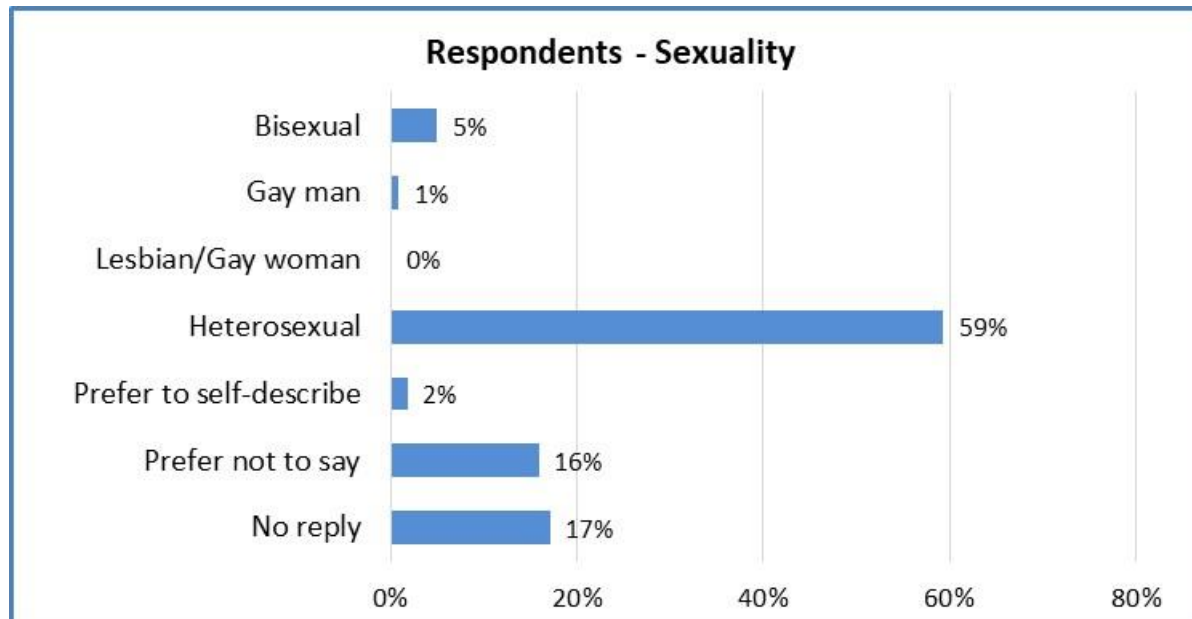


Base: All responses (339)



Consultation findings: Respondents

- The majority (59 per cent) of respondents were **'Heterosexual'**
- A total of 16 per cent of respondents stated that they would **'Prefer not to say'**, whilst a total of five per cent of respondents were **'Bisexual'**



Base: All responses (339)

