

Housing Needs Customer Satisfaction Survey

Consultation report and findings

June 2024

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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 Service Development Team and made available to the public through the Council's Consultation and Engagement Hub. The Housing Needs Service Development Team emailed the temporary accommodation households which they held email addresses for, informing them of the survey, and also distributed paper surveys via letter to households which they did not hold an email address for, and to those whose email bounced back. The survey closed on the 2 June 2024 and a total of 282 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. Examples of comments made are used in the report and the full list of comments available on request.

Equalities

Equalities data is presented in the 'About You - Demographic Breakdown' section. Results have been analysed by the following demographics: sex, age range (under 35, 35-54 and 55+), disability and ethnicity and differences have been noted throughout this report.

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

- **Housing section of the Council's website:** Just over two thirds (67 per cent) of respondents said that they **had** accessed the Housing section of the Council's website. Whilst 23 per cent of respondents said that they **had not**.
- **Not accessing the Housing section of the Council's website:** Just over half (52 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 (37 per cent) was '**The content and information on the website is useful**'. Whilst the statement with the highest total level of disagreement (37 per cent) was '**I was able to resolve my query online**'.
- **Housing letters and assessments:** The statement with the highest total level of agreement (45 per cent) was '**The letters I have received are clear and easy to understand**'. Whilst the statement with the highest total level of disagreement (45 per cent) was '**I was kept informed at all times**'.
- **Meeting needs and requirements:** A total of 55 per cent of the respondents answered yes to having a long-term illness, health issue or disability which limits their daily activities. 62 per cent said that they **did not** feel as though their needs had been adequately met when contacting the Housing Service.



Results in comparison to the 2023 survey

A Housing Needs Satisfaction Survey was also carried out in 2022 and 2023 and contained some of the same questions included in the 2024 Housing Service Satisfaction Survey. This page makes comparisons between the surveys and their results.

- **Method of contacting the Housing Service:** The most popular method of contacting the Housing Service remains the **telephone**, although this is declining year on year (58 per cent in 2022, 53 per cent in 2023 and 46 per cent in 2024), with 2024 being a seven per cent decrease on 2023. **Face to face** contact continues to increase year on year (eight per cent in 2022 to 14 per cent in 2023 to 18 per cent in 2024).
- **Reason for contacting the Housing Service :** The top reason for contacting the Housing Service in 2024 was **unsuitable temporary accommodation** (40 per cent compared to 30 per cent compared in 2023 and 20 per cent in 2022). The was followed by **homeless application** (23 per cent) which was the second highest reason in 2023 (25 per cent) and had been the top reason for contacting the Housing Service in 2022 (23 per cent).
- **Visiting the Housing Service in person:** Despite remaining the statement with the highest level of agreement this year, there has been a decrease in the total level of agreement with the statement that '**Kensington Town Hall is a convenient place to visit the Housing Service,**' dropping to 53 per cent from 62 per cent in 2023. The statement '**I was able to fully resolve my query**' continues to have the highest level of disagreement, with 44 per cent of respondents disagreeing this year, up from 31 per cent in 2023
- **Telephoning the Housing Service:** Agreement levels have declined across all statements this year. The statement '**Staff are helpful**' remains the most agreed upon at a total level (41 per cent this year compared to 48 per cent in 2023). The statement with the highest total level of disagreement this year '**I was able to resolve my query**' saw a significant increase in disagreement, rising to 46 percent this year from 35 per cent in 2023.
- **Using the Housing section of the Council's website:** The percentage of respondents using the Housing section of the Council's website (67 per cent) was aligned with last year's result (66 per cent), both being an increase from 61 per cent in 2022.



Results at a glance – Public survey findings

- **Reason for contacting the Housing Service:** Around a quarter each of respondents said that they last contacted the Housing Service about **unsuitable temporary accommodation** (24 per cent) or about **homeless application**, (23 per cent).
- **Method of contacting the Housing Service:** Just under half (46 per cent) of respondents said they last contacted the Housing Service by **telephone**. Of the respondents who chose not to make contact online, 70 per cent said '**I prefer to contact the Housing Service face to face or via the telephone**'.
- **Visiting the Housing Service in person:** Just over half (53 per cent) found **Kensington Town Hall a convenient place to visit the Service**. However, 44 per cent of respondents disagreed that their **query had been fully resolved**.
- **Telephoning the Housing Service:** 41 per cent found **staff were helpful**. However, 46 per cent of respondents disagreed that the Housing Service was **able to resolve their query**. Just over half of respondents (52 per cent), would find a waiting time of ten minutes or less on the telephone acceptable (24 per cent five minutes or less, 28 per cent five to ten minutes).
- **Internet access:** The majority of respondents (90 per cent) said they **do have access to the internet**, with the majority (75 per cent) of respondents stating the last time they went online was "this week".
- **Digital skills:** A total of 70 per cent describe their digital skills as **excellent** (40 per cent) or **above average** (30 per cent). 44 per cent of respondents would find it useful to hear about **digital upskilling and learning opportunities**.



Results in comparison to the 2023 survey

- **Contacting the Housing Service online:** The total level of agreement across statements has significantly decreased from last year. The statement that received the highest level of agreement was **'The content and information on the website is useful'**. This statement saw a decrease in agreement from 45 per cent in 2023 to 37 per cent in 2024, returning to its 2022 agreement level of 36 per cent. The total level of disagreement has also increased for the statement **'I was able to resolve my query online'** rising to 37 per cent this year from 31 percent in 2023.
- **Housing letters and assessments:** Agreement levels have declined this year for all statements. The statement **'The letters I have received were clear and easy to understand'** remains the most agreed upon, albeit at a lower rate of 45 per cent compared to 52 per cent in 2023. Similarly, **'I was kept informed at all times'** continues to be the most disagreed with, increasing significantly to 45 percent from 34 per cent last year.



Section 1:

Contacting the Housing Service

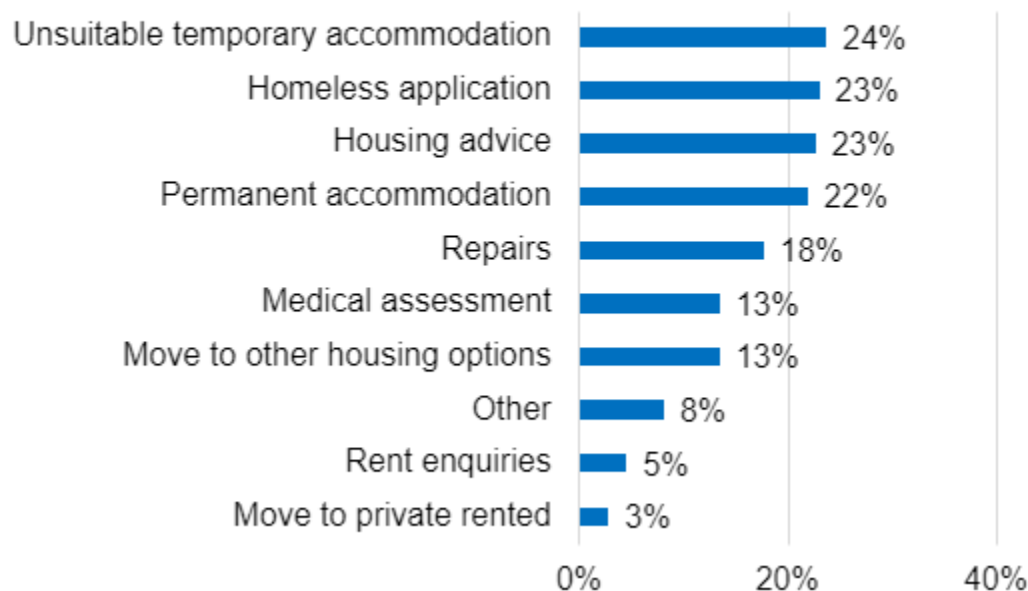


Reason for contacting the Housing Service

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.

- Around a quarter (24 per cent) said that they last contacted the Housing Service about unsuitable temporary accommodation. 23 per cent said they last contacted the Housing Service about a homeless application, and the same percentage said they had last contacted about housing advice.
- 22 per cent of respondents said they last contacted the Housing Service about permanent accommodation, whilst 18 per cent said they had last contacted the service about repairs.

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



Base: 282 (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 available separately.

Theme*	Count
Information request/ provision (i.e. registration/admin)	14
Specific complaint/issue	9
Moving (bigger space or downsizing)	9
Safety/ health	3
Maintenance issues/ housing condition	3

**Themes with 3 or more comments*

“Provided supported information that require the department to follow up on.”

Information request/ provision (i.e. registration/admin)

“To make a formal complaint.”

Specific complaint/ issue

“Downsize temporary accommodation.”

Moving (bigger space or downsizing)



Team contacted within the Housing Service

Respondents were asked to indicate what team they last contacted within the Housing Service.

- 28 per cent of respondents said that they last contacted the Housing Solutions Team, whilst around a quarter (26 per cent) last contacted the Temporary Accommodation Placements Team.
- 16 per cent of respondents said they last contacted the Temporary Accommodation Repairs Team, whilst 12 per cent said they had last contacted the Allocations Team.

What team did you last contact within the service?



Base: 282 (all respondents)

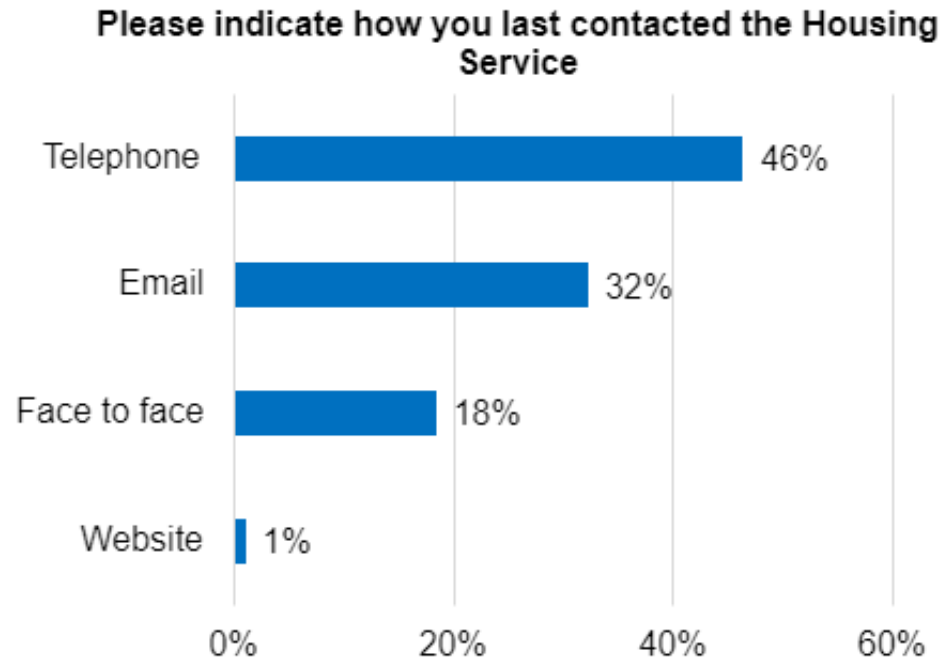


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Method of contacting the Housing Service

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

- Just under half (46 per cent) of respondents said they last contacted the Housing Service by telephone.
- Whilst around a third (32 per cent) of respondents said they last contacted the Housing Service via email, 18 per cent of respondents said face to face, and only one per cent of respondents said they made contact via the website.



Base: 282 (all responses)

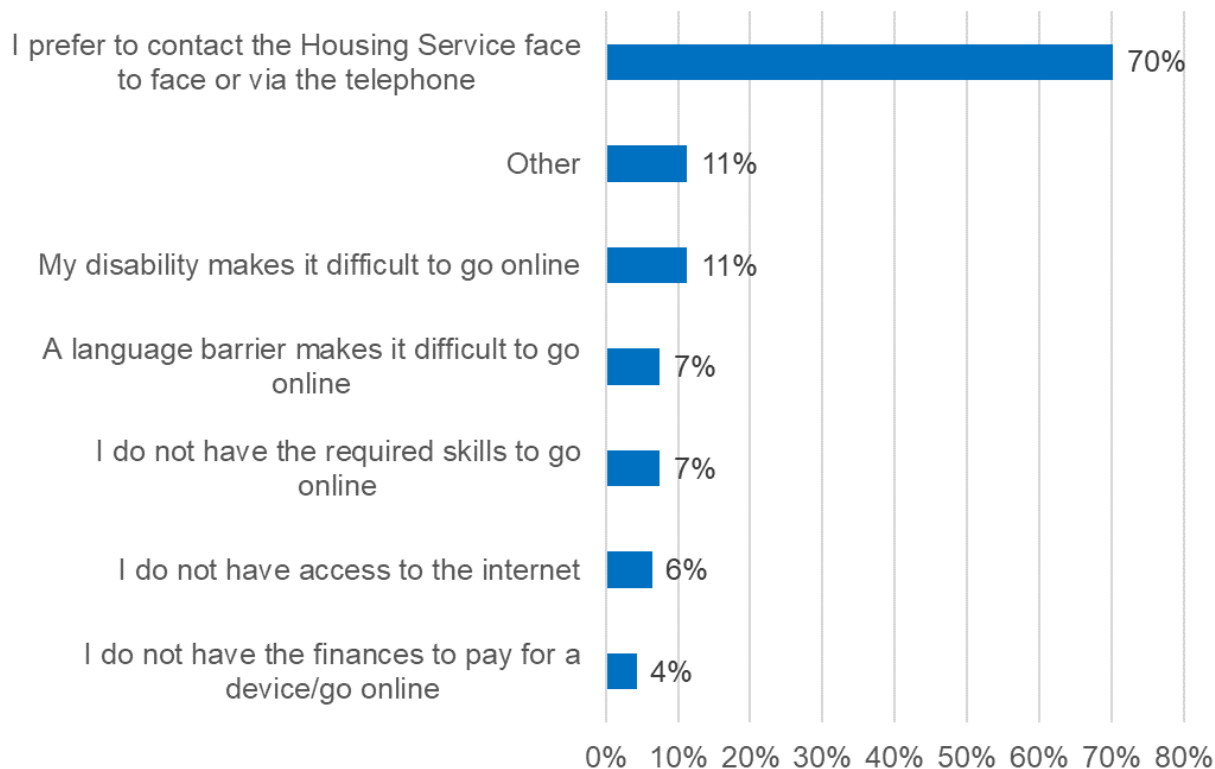


Reasons for not contacting the Housing Service online

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

- Over two thirds (70 per cent) of respondents who hadn't made contact online said it was because they prefer to contact the Housing Service face to face or via the telephone.
- Other barriers that prevented respondents from contacting the Service via an online method included disability (11 per cent), language barriers (seven per cent) and not possessing the skills to go online (seven per cent).

Reasons for not contacting Housing Service via online method



Base: 188 respondents



Reasons for not contacting the Housing Service online – *Other comments*

Respondents were given the opportunity to share any other reasons for why they had not contacted the Housing Service online. 12 respondents said they had contacted the Housing Service online.

The other 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 available separately. It's worth noting that several comments referenced accessibility barriers due to physical or mental conditions that hindered online use.

Theme*	Count
Had in person visit/ Prefer face to face	12
Had no reply/ Unsatisfied with service	12
Urgent query/ wanted faster/immediate response	4
Used multiple forms of contact	3

**Themes with 3 or more comments*

“Face to face”

Had in person visit/ Prefer face to face

“I do not receive replies via email from them as they don't bother to reply to emails.

Had no reply/ Unsatisfied with service

“My query was urgent.”

Urgent query/ wanted faster/immediate response

“I contacted them both phone and email and also the ombudsman.”

Used multiple forms of contact



Other ways respondents would like to contact the Housing Service – comments

Respondents were asked if there were other ways they would like to contact the Housing Service. 32 respondents said that there weren't any other methods or they were happy with the existing methods of contact.

The other 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 available separately.

Theme*	Count
Face to face/ in person	30
Email	20
Comment regarding lack of response/ dissatisfaction with service	17
Telephone	13
Online/ live chat/ messaging	9
Direct/ specific point of contact	7
Scheduled meeting/ appointment in person	2
Letters	2

*Themes with 2 or more comments

“Be given the opportunity to contact them face to face.”

Face to face/ in person

“By email.”

Email

“I would appreciate if the housing service would respond when they say that they would.”

Comment regarding lack of response/ dissatisfaction with service



Section 2:

Visiting the Customer Service Centre

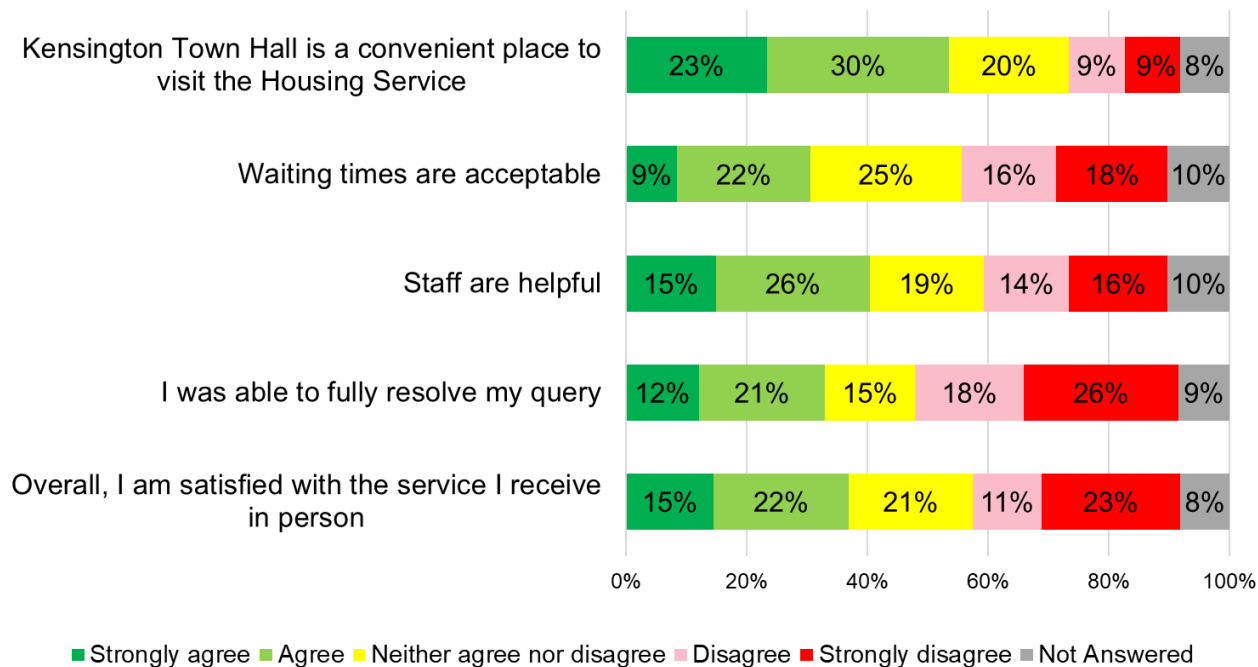


Visiting the Housing Service in person

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 (53 per cent) was 'Kensington Town Hall is a convenient place to visit the Housing Service' (23 per cent strongly agree, 30 per cent agree).
- The statement with the highest total level of disagreement (44 per cent) was 'I was able to fully resolve my query' (18 per cent disagree, 26 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: 282 (all responses)



Satisfaction with Housing Service in person – Demographic analysis

•Sex:

Males (48%) more likely to agree that they were satisfied with service received in person than females (40%).

•Disability:

Those without a disability were more likely to be satisfied with in-person service (54%) than those with a disability (35%).

•Age:

Satisfaction with in-person service was higher among those aged 55+ (53%) compared to those under 35 (28%).

•Ethnicity:

No significant differences were observed.

Only differences of >5% are reported in the demographic analysis



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Section 3:

Contacting the Housing Service by Telephone

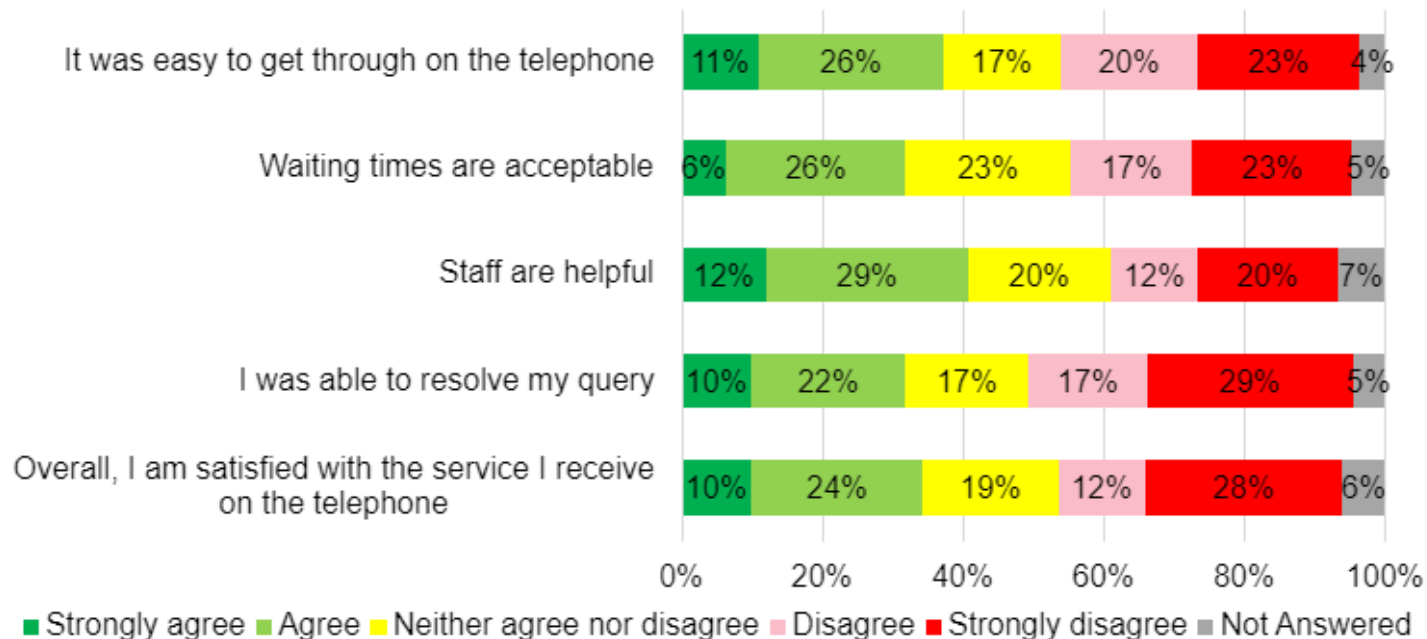


Telephoning the Housing Service

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 (41 per cent) was 'Staff are helpful' (12 per cent strongly agree, 29 per cent agree).
- The statement which attracted the highest total level of disagreement at 46 per cent (almost half) was 'I was able to resolve my query' (29 per cent strongly disagree, 17 per cent disagree).

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



Base: 282 (all responses)



Satisfaction with Housing Service by Telephone – Demographic analysis

•Sex:

Females were slightly more likely to be satisfied with telephone service (44%) compared to males (39%).

•Disability:

Those without a disability were more likely to be satisfied with telephone service (51%) than those with a disability (32%).

•Age:

Satisfaction with telephone service was higher among those aged 55+ (47%) than those aged 35-54 (37%) and those under 35 (30%).

•Ethnicity:

White respondents were more likely to be satisfied with telephone service (42%) than those from Black, Asian, and Multi-Ethnic backgrounds (35%).

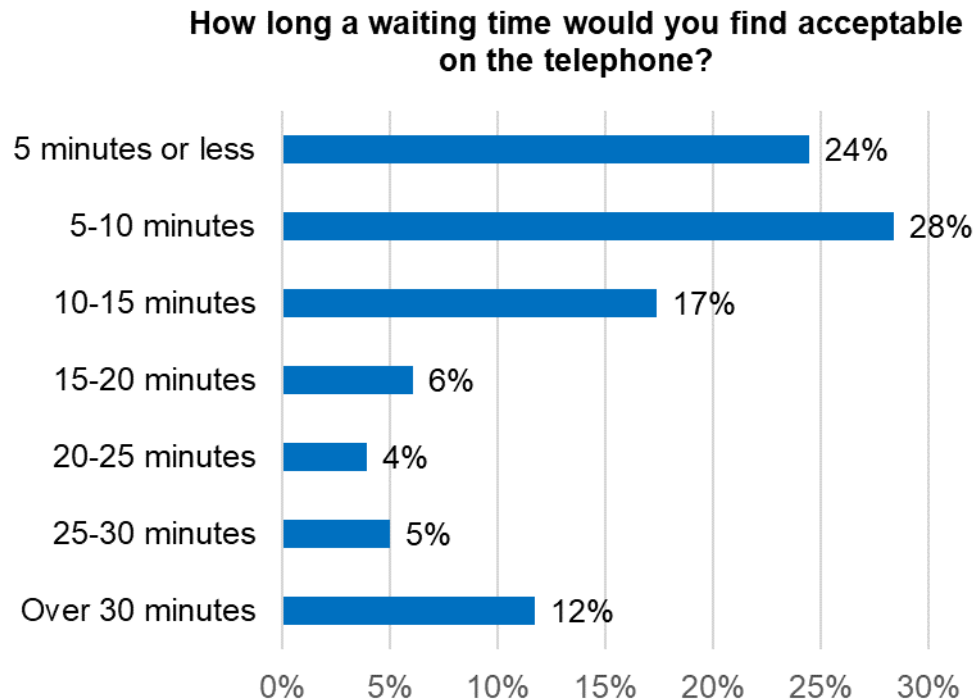
Only differences of >5% are reported in the demographic analysis



Acceptable waiting time on the telephone

Respondents were asked how long a waiting time they would find acceptable on the telephone.

- Just over half, 52 per cent, of respondents would find ten minutes or less an acceptable waiting time (24 per cent five minutes or less, 28 per cent five to ten minutes).
- 17 per cent would find a 10 to 15 minute waiting time acceptable, whilst 12 per cent would find waiting over 30 minutes acceptable.



Base: 282 (all respondents)



Section 4:

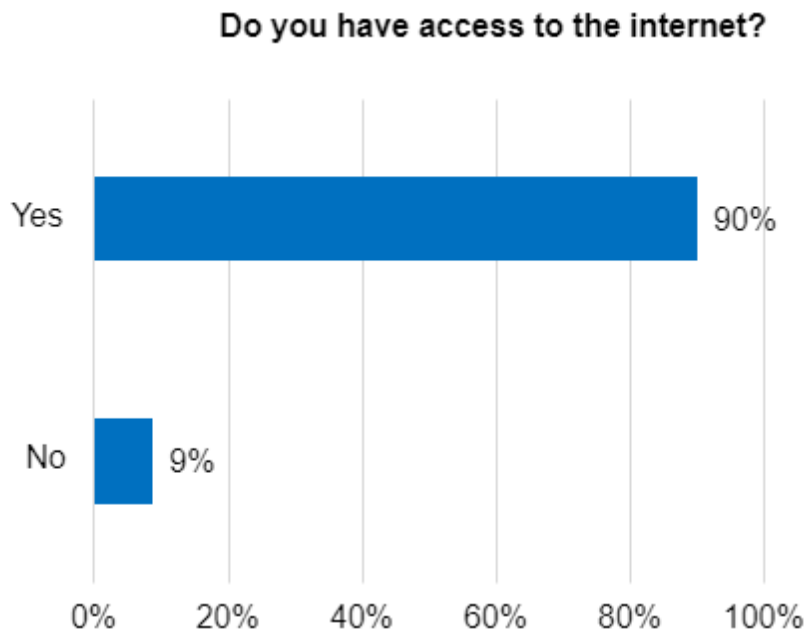
Internet Access and Digital Capability



Internet access

Respondents were asked whether they have access to the internet.

- The majority (90 per cent) of the respondents said they do have access to the internet.
- Whilst nine per cent of respondents said they did not have access to the internet.
- Of those that said they did not have internet access, three quarters (77 per cent) of respondents said they knew where they were able to access it.



Base: 282 (all responses)



Internet access – Demographic analysis

•Sex:

Males (16%) were more likely than females (6%) to report not having internet access.

•Disability:

Individuals with a disability were more likely to lack internet access (13%) compared to those without a disability (4%).

•Age:

Older adults (55+) were more likely to report no internet access (14%) than those under 35 (9%).

•Ethnicity:

No significant differences were observed.

Only differences of >5% are reported in the demographic analysis

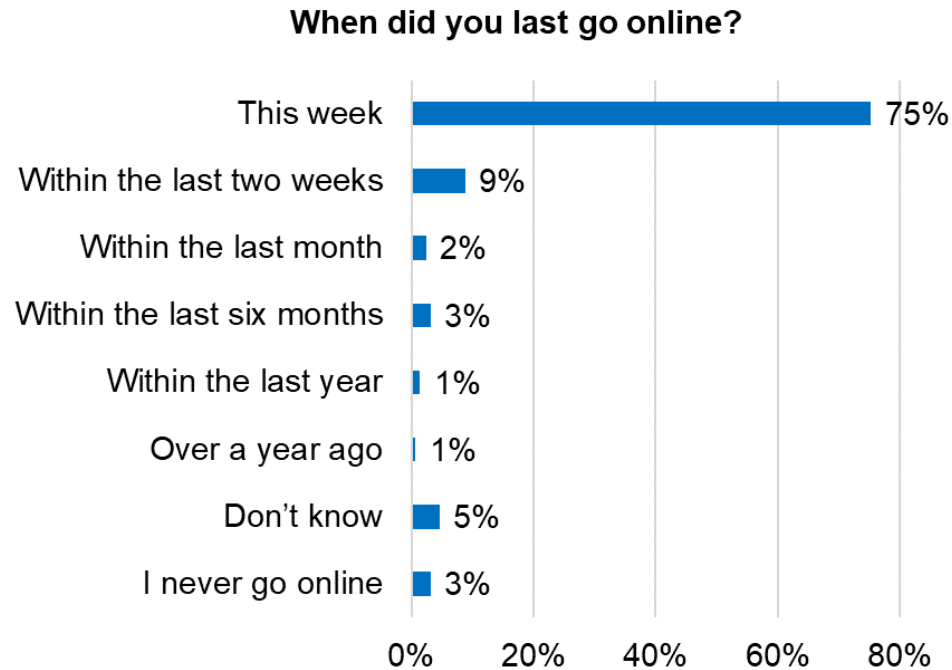


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Last time going online

Respondents were asked when they last went online.

- The majority of respondents (75 per cent) said the last time they went online was within 'this week' at the time of their response, and nine per cent said the last time they went online was within the last two weeks.



Base: 282 (all responses)



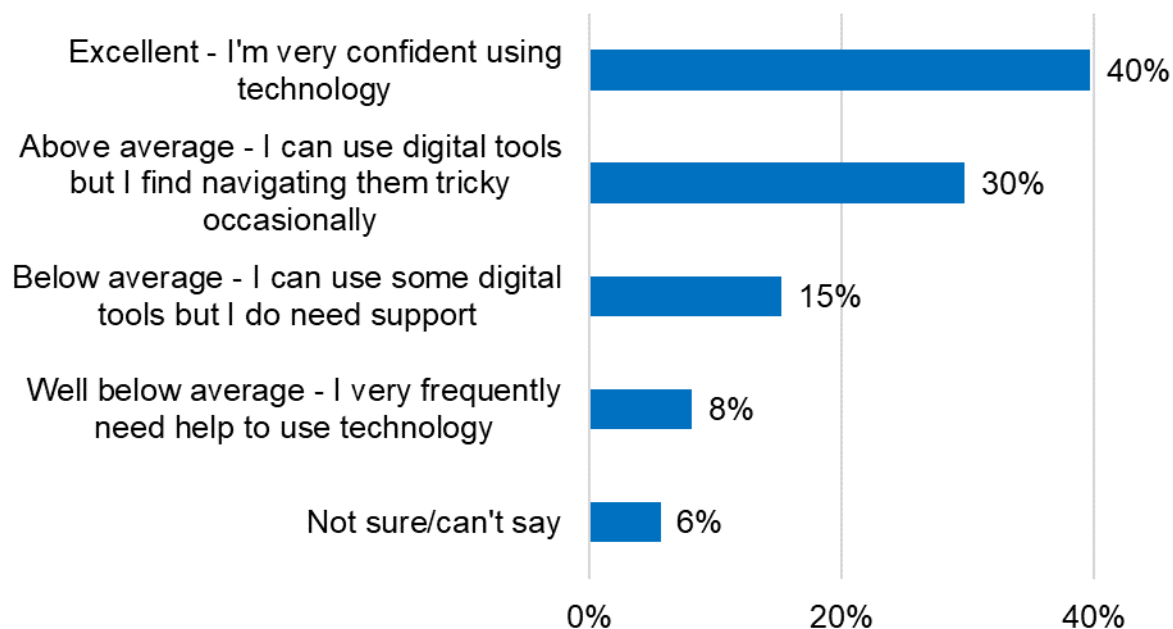
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Digital skills

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

- A total of 70 per cent of respondents would describe their digital skills as excellent or above average (40 per cent excellent, 30 per cent above average).
- A total of 15 per cent of respondents would describe their digital skills as below average and eight per cent as well below average.

How would you describe your digital skills?



Base: 282 (all responses)



Digital skills– Other comments

Respondents were given the opportunity to share any other comments to describe their digital skills.

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
Mental/ physical conditions cause challenge	6
Basic/ standard digital skills	5
Access or equipment cause challenge	4
Advanced digital skills	4
Below average/ not confident skills	3
Prefer non digital methods of communication	2

**Themes with 2 or more comments*

“Normally I’m excellent online, but due to my current physical disability I find it more difficult to focus on even small online tasks.”

Mental/ physical conditions cause challenge

“Very basic in using any technology.”

Basic/ standard digital skills

“Just I don’t have a Wi-Fi.”

Access or equipment cause challenge

“I can use internet perfectly I have no problem understanding.”

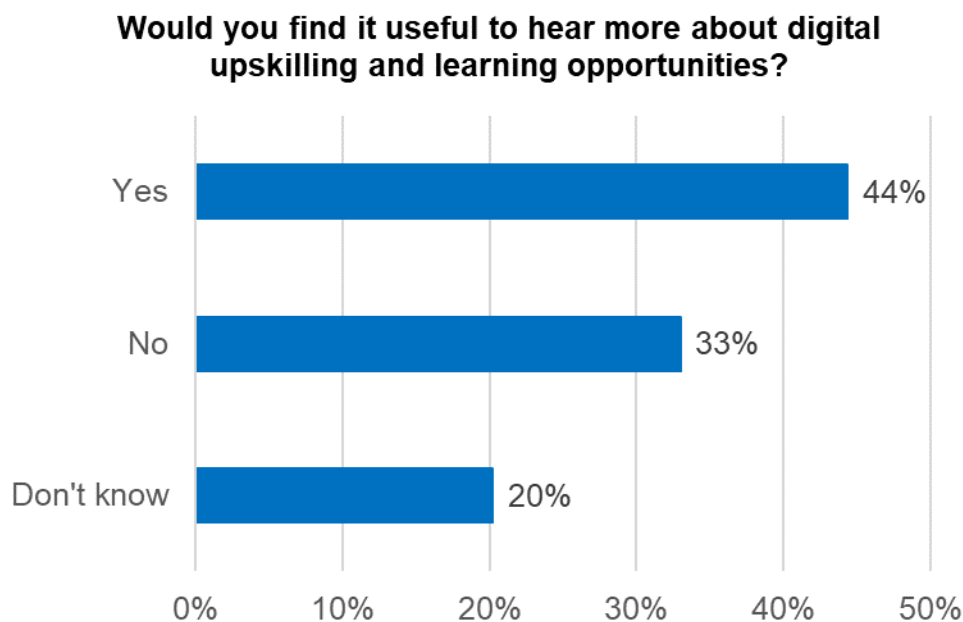
Advanced digital skills



Digital upskilling and learning opportunities

Respondents were asked if they would find it useful to hear more about digital upskilling and learning opportunities.

- A total of 44 per cent of respondents would be interested in hearing more about digital upskilling and learning opportunities.
- Whilst a third (33 per cent) said they would not find it useful, 20 per cent said they did not know.



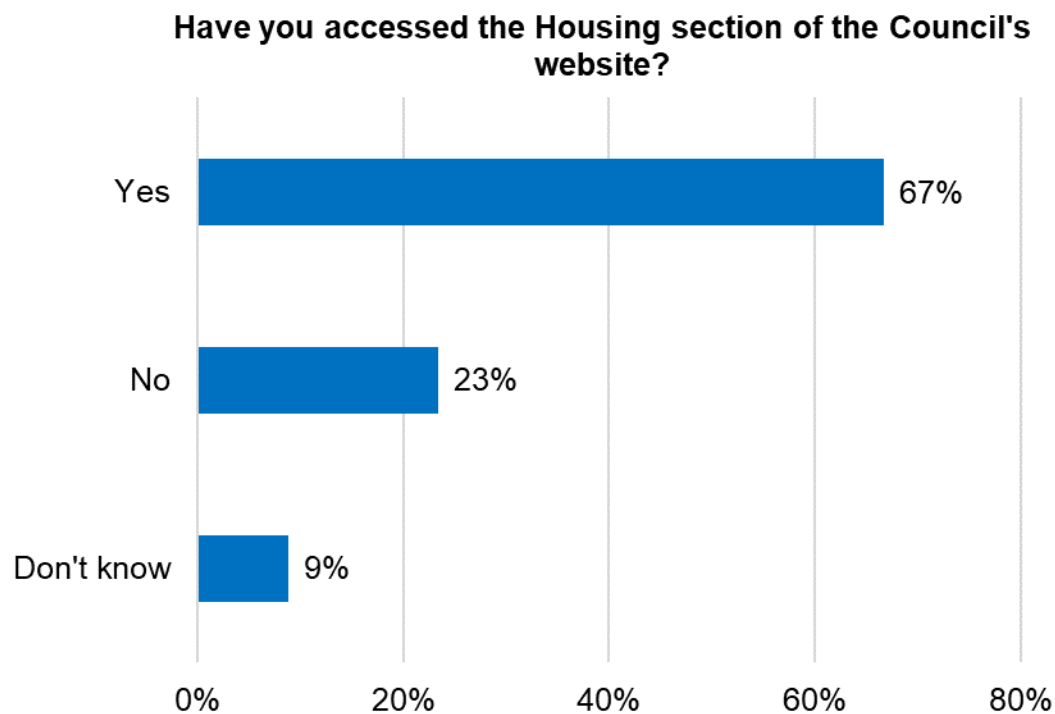
Base: 282 (all responses)



Housing section of the Council's website

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

- Around two thirds (67 per cent) of respondents said that they had accessed the Housing section of the Council's website.
- Whilst around a quarter (23 per cent) of respondents said that they had not accessed the Housing section of the Council's website.
- Nine per cent of respondents answered 'Don't know'.



Base: 282 (all responses)

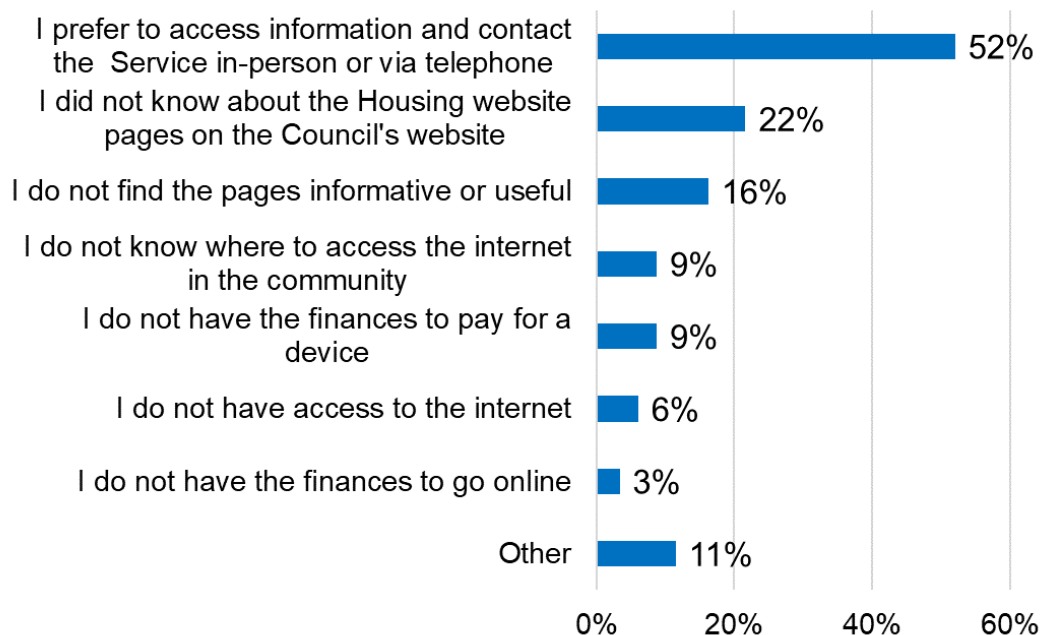


Not accessing the Housing section of the Council's website

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.

- Just over half (52 per cent) of those respondents that had not accessed the Housing section of the website, said it was because they 'prefer to access information and contact the Housing Service in-person or via telephone'.
- Whilst 22 per cent of respondents stated they 'did not know about the Housing website pages on the Council's website' and 16 percent said they '(did) not find the pages informative or useful'.

If you have not accessed the Housing section of the Council's website, why not?



Base: 148 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. Eight respondents said they have accessed the website.

The other 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
Find website unclear/ confusing	4
Prefer phone, email or other method	3
Physical/ mental condition or other accessibility reason	2

**Themes with 2 or more comments*

“It takes for ever to find exactly what I need. It is confusing.”

Find website unclear/ confusing

“Prefer email and telephone.”

Prefer phone, email or other method

“I have very bad eyesight.”

Physical/ mental condition or other accessibility reason



Section 5:

Using the Housing Service Website

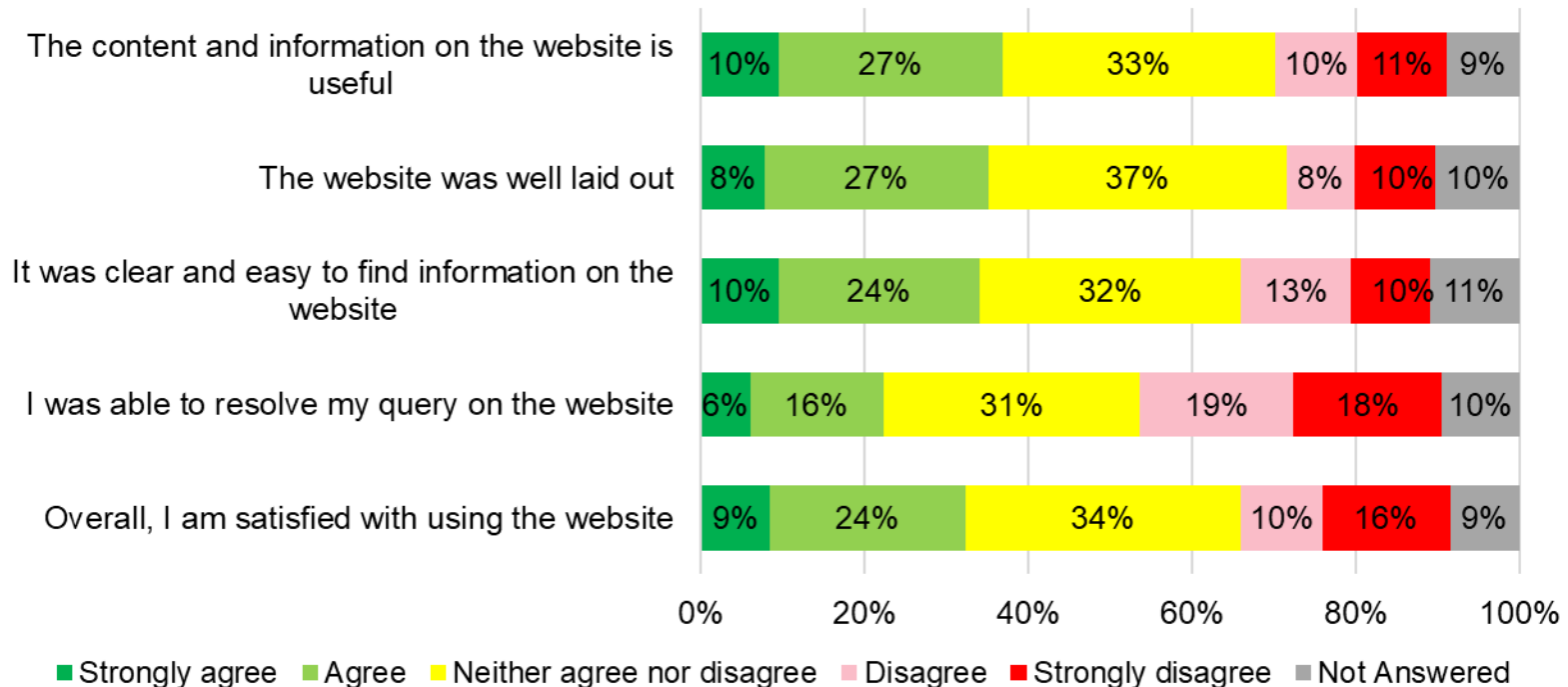


Contacting the Housing Service online

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 (37 per cent) was 'The content and information on the website is useful' (ten per cent strongly agree, 27 per cent agree).
- Whilst the statement with the highest total level of disagreement (37 per cent) was 'I was able to resolve my query on the website' (19 per cent disagree, 18 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: 282 (all responses)

Satisfaction with using the Housing Service website – Demographic analysis

•Sex:

Females were more likely to be dissatisfied with the website (29%) compared to males (22%).

•Disability:

Individuals without a disability were more likely to be satisfied with the website (48%) than those with a disability (29%).

•Age:

Satisfaction with the website was higher among those under 35 (39%) than those aged 55+ (34%).

•Ethnicity:

Respondents from Black, Asian, and Multi-Ethnic backgrounds were more likely to be dissatisfied with the website (30%) compared to white respondents (24%).

Only differences of >5% are reported in the demographic analysis



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Section 6:

Housing Letters and Assessment

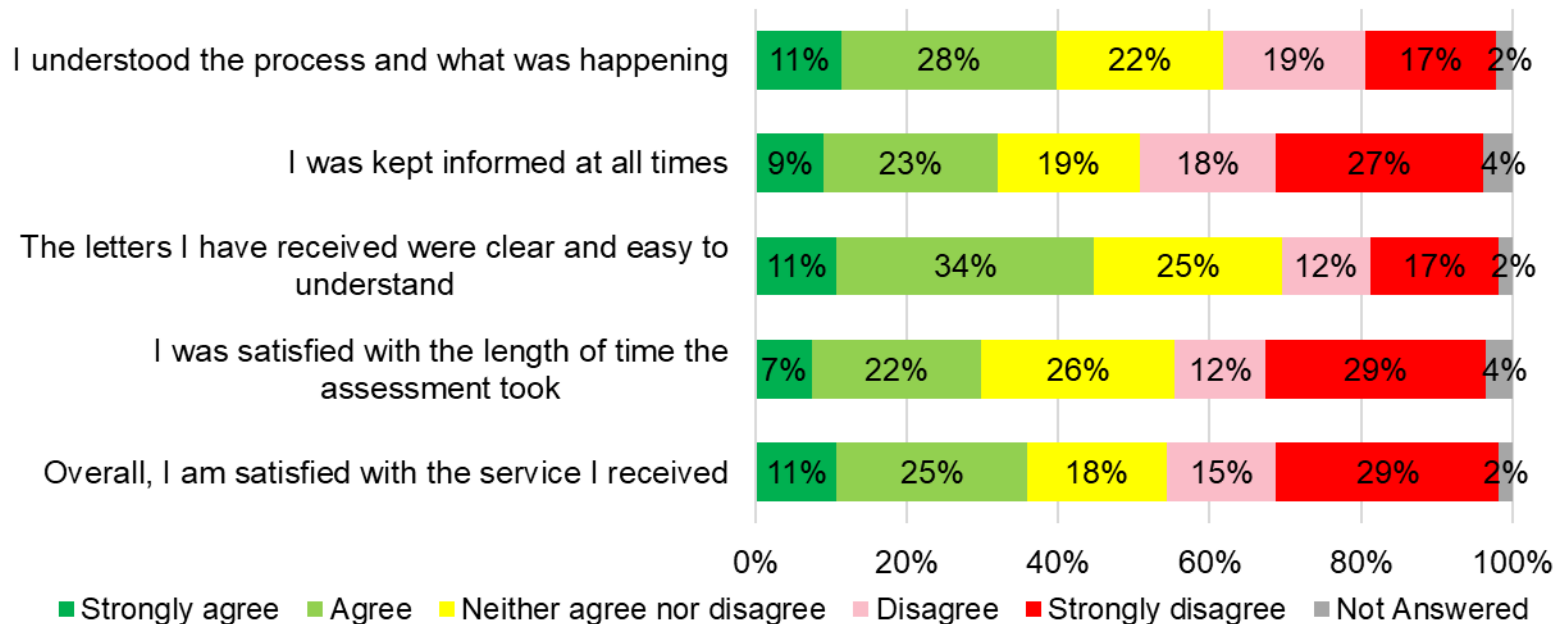


Housing letters and assessments

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 (45 per cent) was 'The letters I have received were clear and easy to understand' (11 per cent strongly agree, 34 per cent agree).
- Whilst the statement with the highest total level of disagreement (45 per cent) was 'I was kept informed at all times' (18 per cent disagree, 27 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: 282 (all responses)



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Satisfaction with letters from the Housing Service – Demographic analysis

•Sex:

Males were more likely to be satisfied with letters received (44%) than females (37%).

•Disability:

Those without a disability were more likely to be satisfied with letters (52%) than those with a disability (30%).

•Age:

Satisfaction with letters was higher among those aged 55+ (48%) compared to those under 35 (29%).

•Ethnicity:

No significant differences were observed.

Only differences of >5% are reported in the demographic analysis



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Section 7:

About You – Demographic Breakdown



Respondent locations

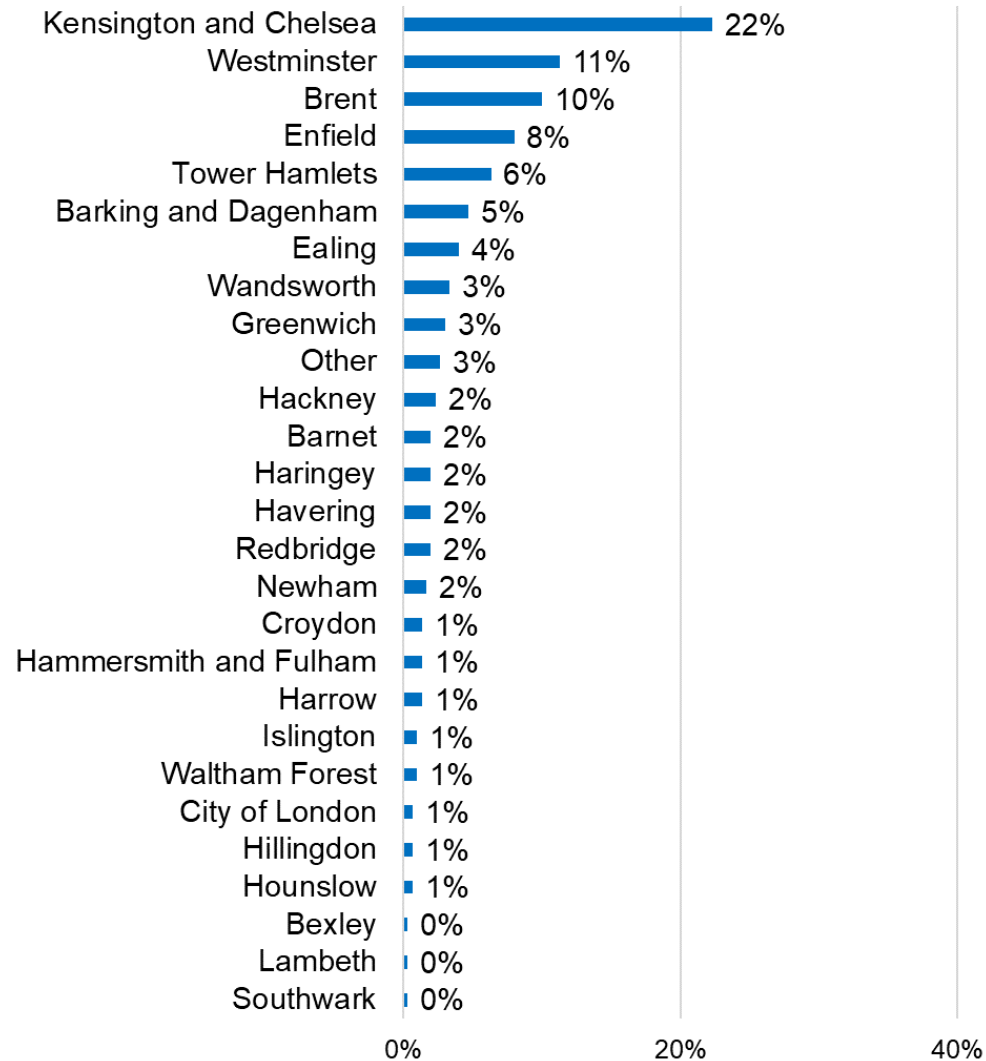
Respondents were asked to in which London borough their temporary accommodation was.

- The borough with the highest number of responses to this survey was Kensington and Chelsea (22 per cent).
- The boroughs with the following highest number of responses include Westminster (11 per cent), Brent (ten per cent), Enfield (eight per cent) and Tower Hamlets (six per cent).



Respondent locations

Which London borough is your Temporary Accommodation located in?



Base: 282 responses

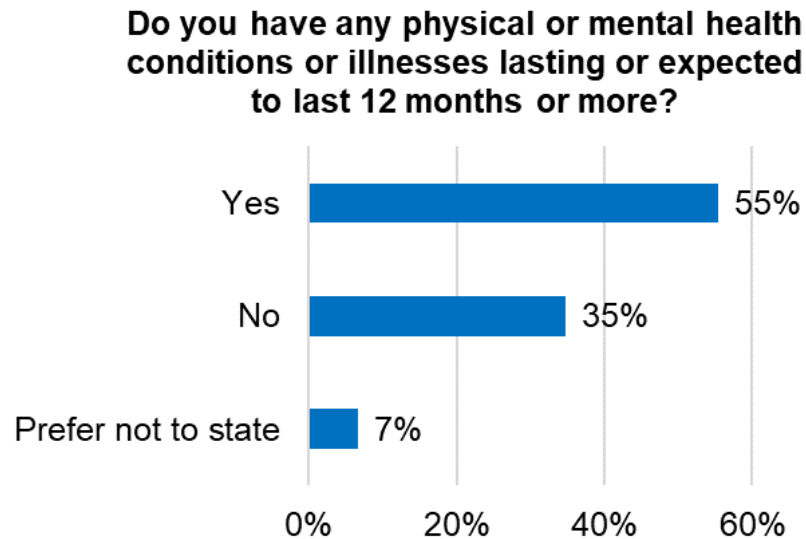


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About respondents: Demographic Breakdown

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.

- Over half (55 per cent) of the respondents answered yes to having a long-term illness, health issue or disability which limits their daily activities.

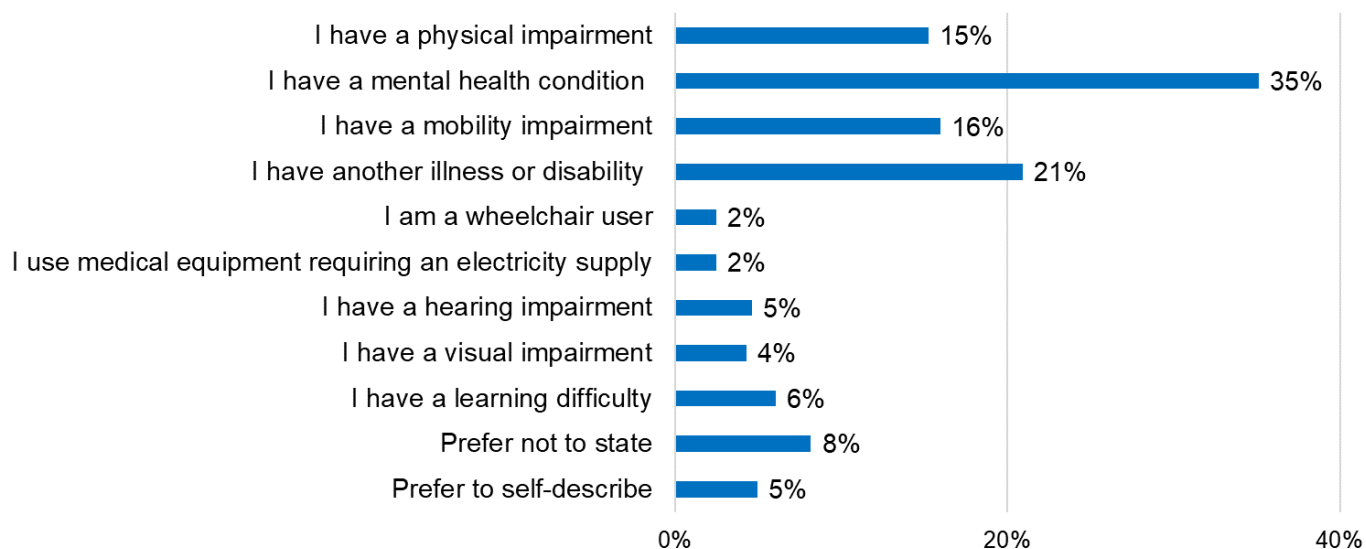


Base: 282 (all responses)

About respondents: Demographic Breakdown

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 what the nature of their physical or mental health condition or illness was.

If yes, what is the nature of your physical or mental health condition or illness?



Base: 177 respondents

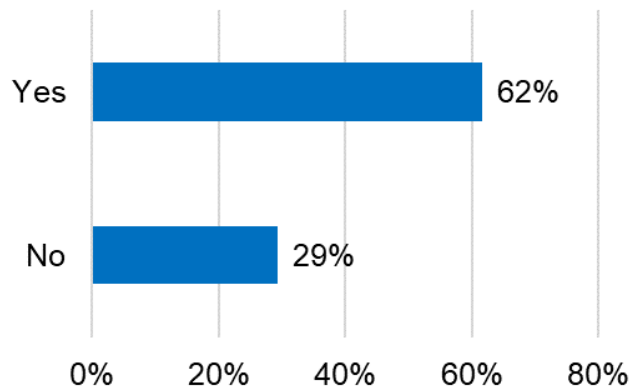


Meeting needs and requirements

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

- 62 per cent said that they did not feel as though their needs had been adequately met when contacting the Housing Service.

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

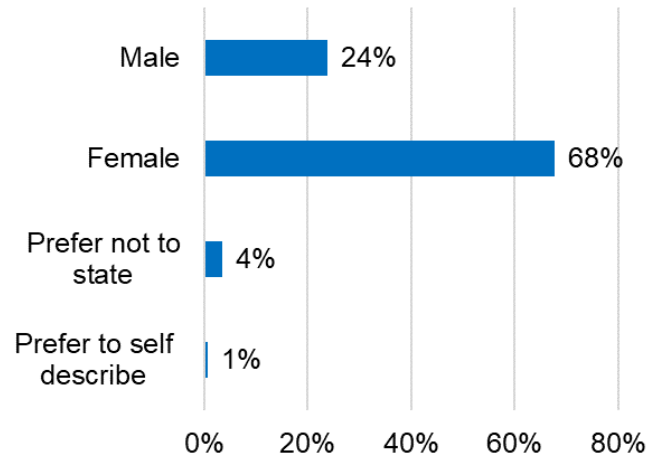


Base: 177 respondents

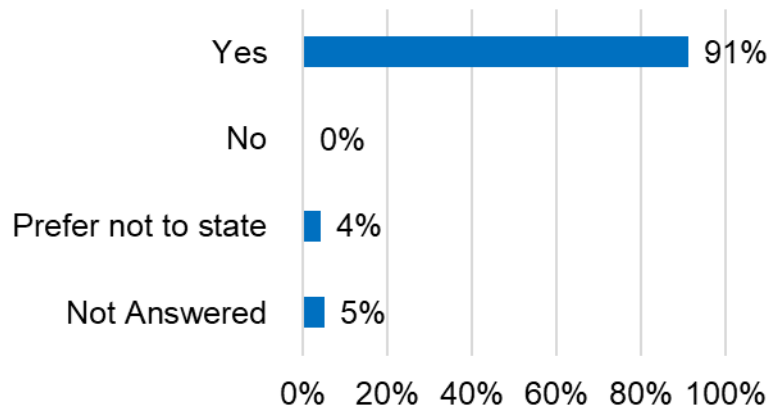


About respondents: Demographic Breakdown

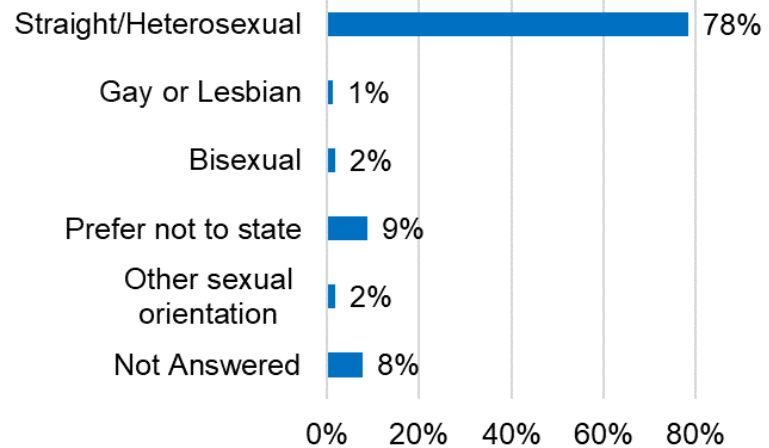
What is your sex?



Is the gender you identify with the same as your sex registered at birth?



How would you describe your sexual orientation?

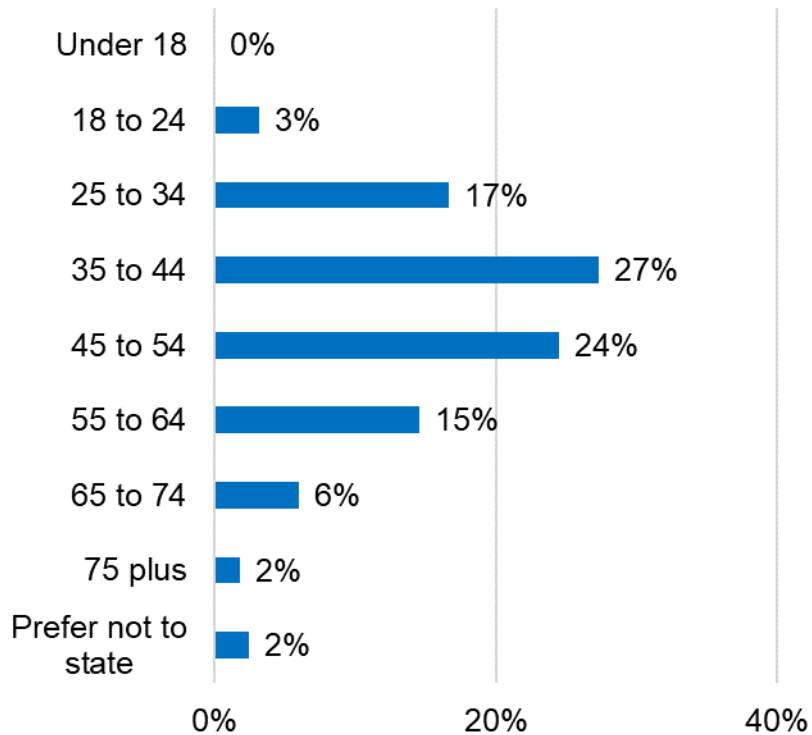


Base: 282 (all responses)

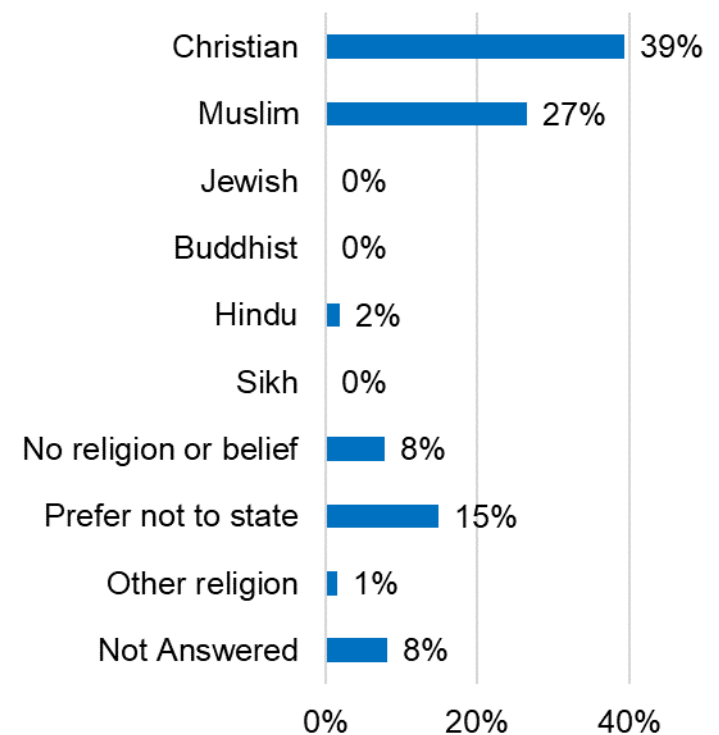


About respondents: Demographic Breakdown

Which age group do you belong to?



What is your religion or belief?



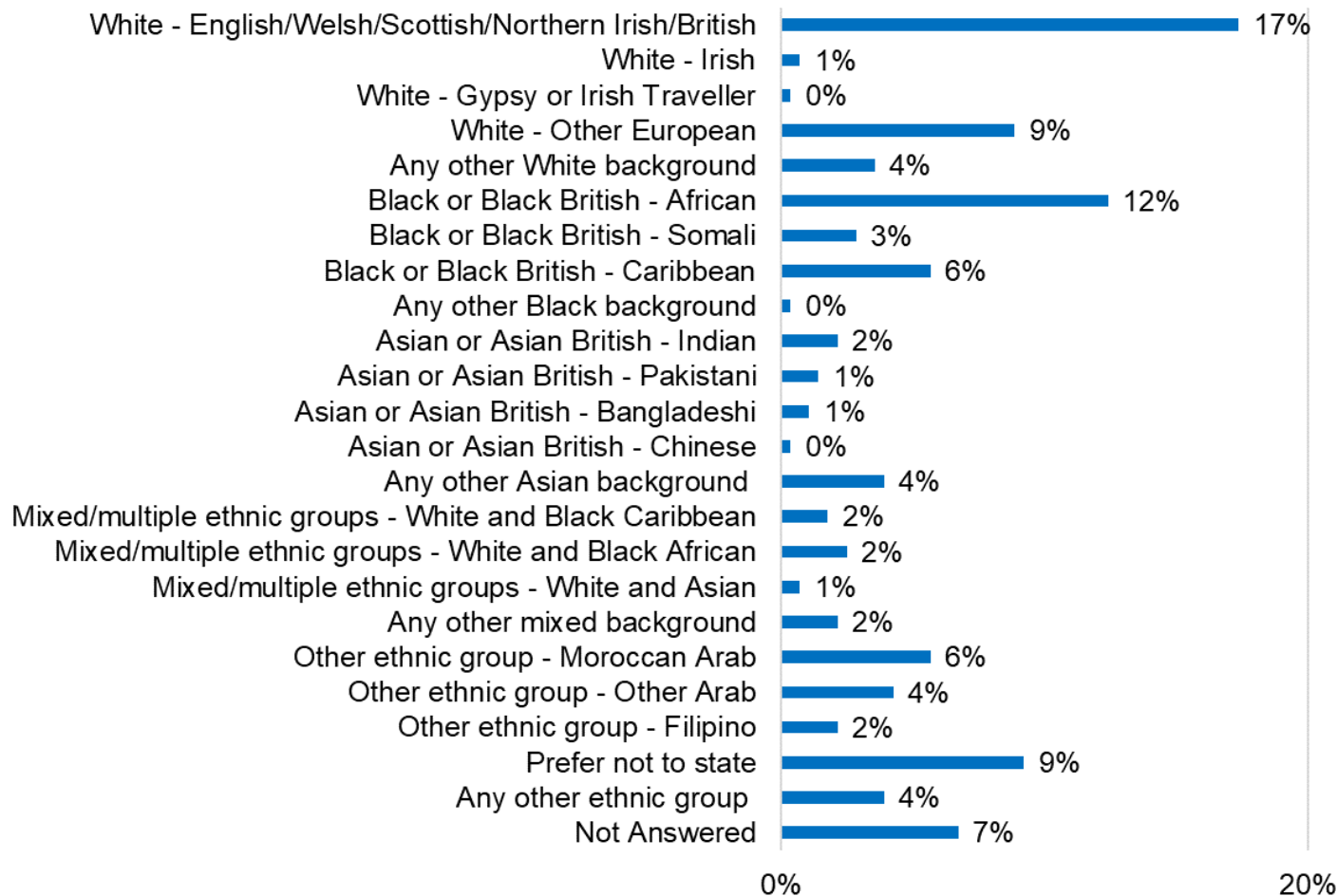
Base: 282 (all responses)



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

About respondents: Demographic Breakdown

How do you describe your ethnic origin?



Base: 282 (all responses)

