

Housing Service Satisfaction Consultation with Temporary Accommodation Residents

Consultation report and findings

May 2023

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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 Service Development team and made available to the public through the 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 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 8 May 2023 and a total of 240 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.

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:** Thirty per cent of respondents said that they last contacted the Housing Service about **unsuitable temporary accommodation**, 25 per cent said they made contact about a **homeless application**, whilst 20 per cent each said **repairs** and **housing advice**.
- **Method of contacting the Housing Service:** Just over half (53 per cent) of respondents said they last contacted the Housing Service by **telephone**. Of the respondents who chose not to make contact online, 69 per cent said **'I prefer to contact the Housing Service face to face or via the telephone'**.
- **Visiting the Housing Service in person:** The statement with the highest total level of agreement (62 per cent) was **'Kensington Town Hall is a convenient place to visit the Service'**. Whilst the statement with the highest total level of disagreement (31 per cent) was **'I was able to fully resolve my query'**.
- **Telephoning the Housing Service:** The statement with the highest total level of agreement (48 per cent) was **'Staff are helpful'**. The statement with the highest total level of disagreement at 35 per cent was **'waiting times are acceptable'**. The majority of respondents (60 per cent), would find a waiting time of ten minutes or less on the telephone acceptable (28 per cent five minutes or less, 32 per cent five-ten minutes).
- **Internet access:** The majority of respondents (90 per cent) said they **do have access to the internet**.
- **Digital skills:** A total of 42 per cent describe their digital skills as **excellent** and 28 per cent **above average**. Forty five per cent of respondents would find it useful to hear about **digital upskilling and learning opportunities**.



Results at a glance – Public survey findings

- **Housing section of the Council’s website:** Two thirds (66 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:** Over half (58 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 (45 per cent) was ‘**The content and information on the website is helpful**’. Whilst the statement with the highest total level of disagreement (31 per cent) was ‘**I was able to resolve my query online**’.
- **Webchat function:** A total of 58 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 (52 per cent) was ‘**The letters I have received are clear and easy to understand**’. Whilst the two statements with the highest total level of disagreement (34 per cent) was ‘**I was kept informed at all times**’ and ‘**I was satisfied with the length of time the assessment took.**’
- **Meeting needs and requirements:** A total of 62 per cent of the respondents who answered yes to having a long-term illness, health issue or disability which limits their daily activities (44 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 2022 survey

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

- **Method of contacting the Housing Service** : The most popular method of contacting the Housing Service in 2022 and 2023 was by **telephone** although the percentage using this method in 2023 is a five per cent decrease on 2022 (58 per cent in 2022 and 53 per cent in 2023). There was an increase in the percentage using **face to face** to contact the Housing Service from eight per cent in 2022 to 14 per cent in 2023.
- **Reason for contacting the Housing Service** : The top reason for contacting the Housing Service in 2023 was **unsuitable temporary accommodation** (30 per cent compared to 20 per cent in 2022). The was followed by **homeless application** (25 per cent) which had been the top reason for contacting the Housing Service in 2022 (23 per cent).
- **Visiting the Housing Service in person**: Results from 2023 survey were generally in line with those from the 2022 survey, with the total level of agreement with **‘Overall, I am satisfied with the service I receive in person’** being 48 per cent in 2022 and 49 per cent in 2023. The one exception was **‘Staff are helpful’** where there was a seven per cent decrease in total level of agreement from 52 per cent in 2022 to 45 per cent in 2023.
- **Telephoning the Housing Service**: Compared to the 2022 survey, in 2023 there was a decrease in the total level of agreement across all statements. The most significant of these being a 15 per cent decrease in the total level of agreement with the statements **‘Waiting times are acceptable’** (from 54 per cent in 2022 to 39 per cent in 2023) and **‘Overall, I am satisfied with the service I receive on the telephone’** (from 57 per cent in 2022 to 42 per cent in 2023).
- **Using the Housing section of the Council’s website**: There was an increase in the percentage of respondents using the Housing section of the Council’s website from 61 per cent in 2022 to 66 per cent in 2023. There was also an increase in the percentage who would find a webchat function useful from 42 per cent in 2022 to 58 per cent in 2023. level of agreement



Results in comparison to the 2022 survey

- **Contacting the Housing Service online:** Compared to the 2022 survey, in 2023 there was an increase in the total level of agreement with most statements. The most significant being a nine per cent increase in the total level of agreement with the statement '**The content and information on the website is useful**' (from 36 per cent in 2022 to 45 per cent in 2023). However, the result for '**Overall, I am satisfied with using the website**' remained consistent (36 per cent in 2022 and 35 per cent in 2023).
- **Housing letters and assessments:** Compared to the 2022 survey, in 2023 there was a decrease in the total level of agreement across all statements. The most significant being a ten per cent decrease in the total level of agreement with the statement '**I understood the process and what was happening**' (from 56 per cent in 2022 to 46 per cent in 2023). There was also a seven per cent decrease in the percentage who agreed '**Overall, I am satisfied with the service I received**' (from 51 per cent in 2022 to 44 per cent in 2023).



Section 1:

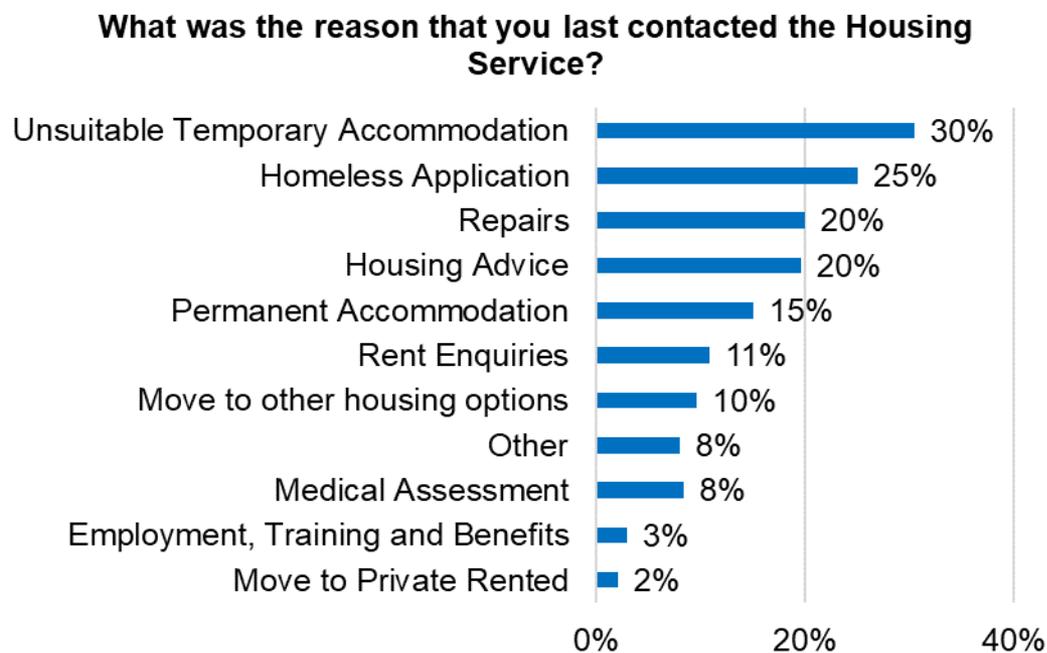
Contacting the Housing Service



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.

- Thirty per cent of respondents said that they last contacted the Housing Service about unsuitable temporary accommodation whilst a quarter (25 per cent) last contacted the Housing Service about a homeless application.
- Twenty per cent of respondents said they last contacted the Housing Service about repairs, whilst the same percentage said they had last contacted the service about housing advice.



Base: 240 (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
Eviction notice	6
Domestic violence	4
Change of circumstances	4
Permanent accommodation delay	3
Temporary accommodation	3

**Themes with 3 or more comments*

“Landlord selling house, notice to quit.”

Eviction notice

“Fleeing domestic violence and stalking.”

Domestic violence

“Change of situation 2 disabled children.”

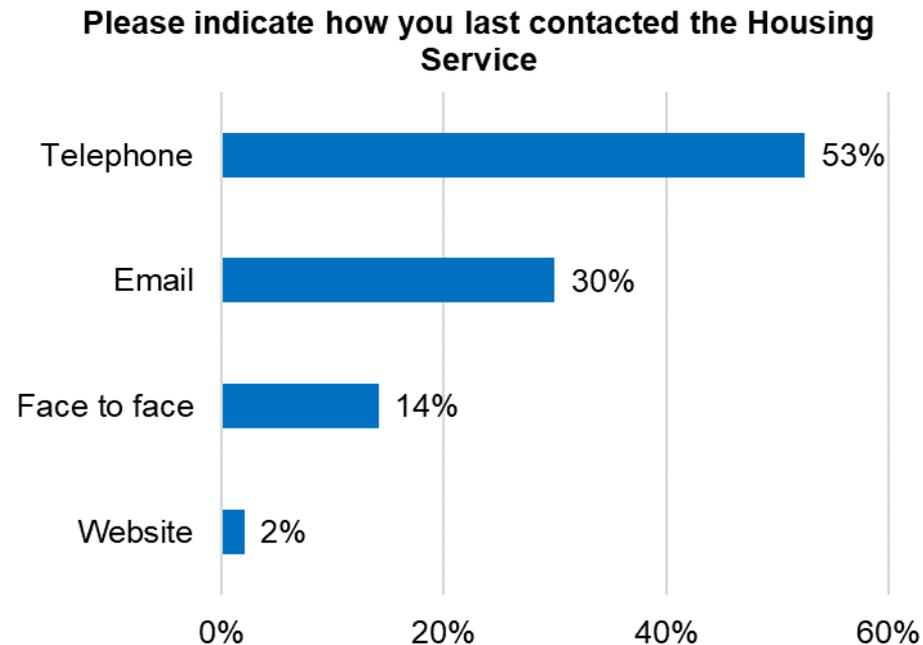
Change of circumstances



Method of contacting the Housing Service

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

- Just over half (53 per cent) of respondents said they last contacted the Housing Service by telephone.
- Whilst 30 per cent of respondents said they last contacted the Housing Service via email, 14 per cent of respondents said face to face, and two per cent of respondents said they made contact via website.



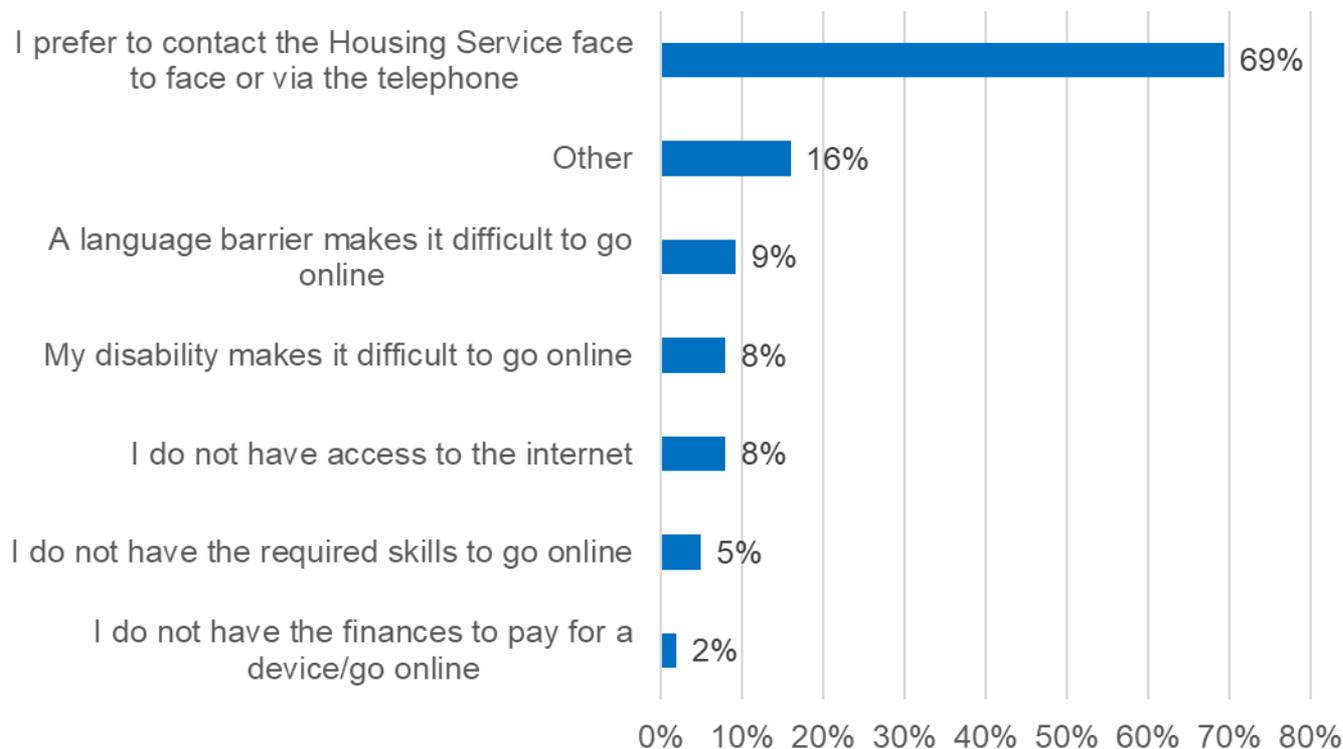
Base: 240 (all responses)

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 (69 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.

Reasons for not contacting Housing Service via online method



Base: 164



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 contact the Housing Service online.

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 available separately.

Theme*	Count
Lack of response	12
Need support with contacting service	4
Different contact method more appropriate	2
Haven't contacted Housing Service	2
Prefer face to face contact	2
Lack of awareness	2

**Themes with 2 or more comments*

“They never get back to me via email, which is very frustrating to me.”

Lack of response

“I need a translator and help.”

Need support contacting the service

“Prefer to meet with face to face rather than telephone or website..”

Prefer face to face 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. Twenty five 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
Telephone or email	26
Face to face	17
Live chat	6
WhatsApp/text	5
Video call/online meeting	4

**Themes with 4 or more comments*

“Yes. Via SMS and WhatsApp”

WhatsApp/text

“Should give a video call”

Video call/online meeting

“Online Chat”

Live chat



Section 2:

Visiting the Customer Service Centre

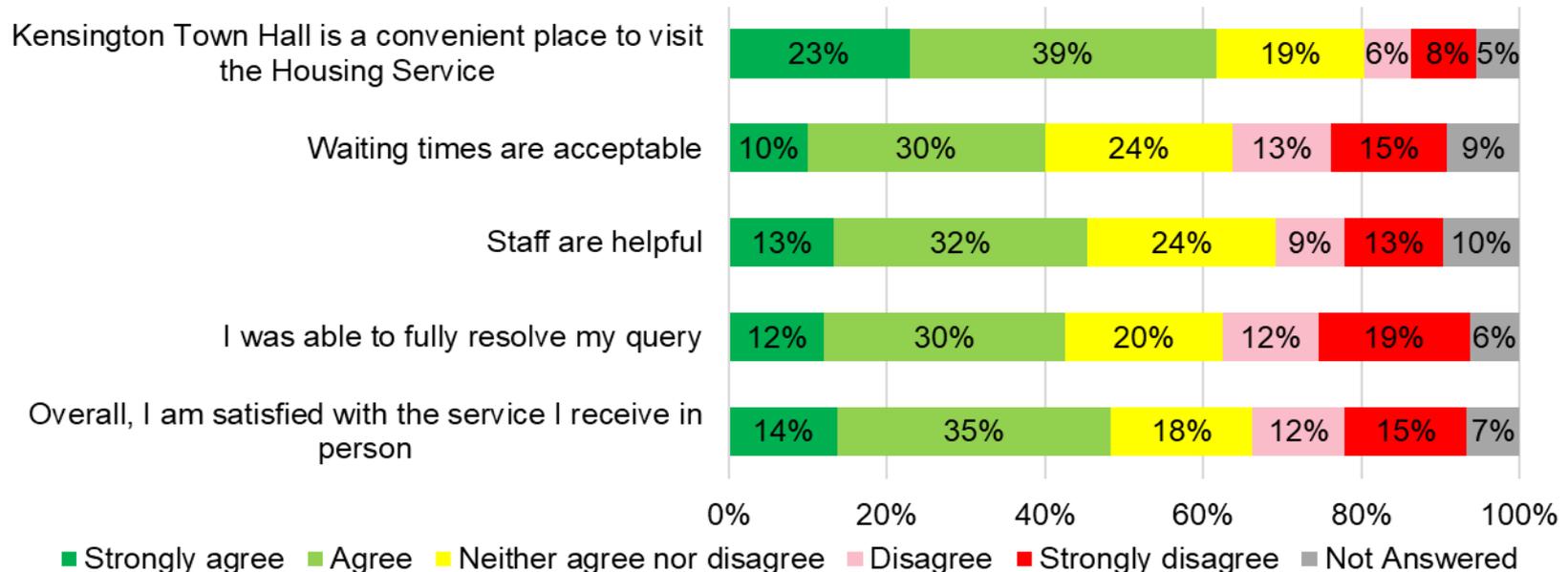


Visiting the Housing Service in person

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 (62 per cent) was 'Kensington Town Hall is a convenient place to visit the Housing Service' (23 per cent strongly agree, 39 per cent agree).
- The statement with the highest total level of disagreement (31 per cent) was 'I was able to fully resolve my query' (12 per cent disagree, nineteen 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: 240 (all responses)



Section 3:

Contacting the Housing Service by Telephone

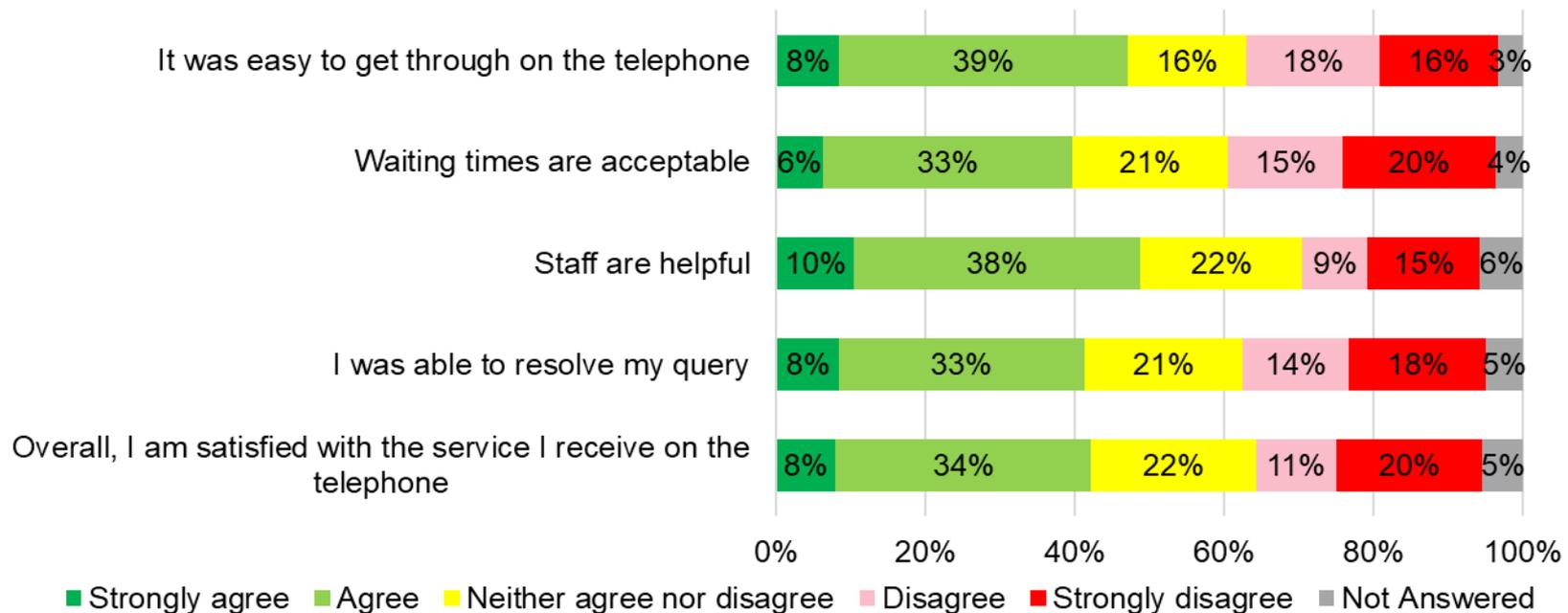


Telephoning the Housing Service

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 (48 per cent) was 'Staff are helpful' (ten per cent strongly agree, 38 per cent agree).
- The statement which attracted the highest total level of disagreement at 35 per cent was 'Waiting times are acceptable' (15 per cent disagree, 20 per cent strongly disagree).

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



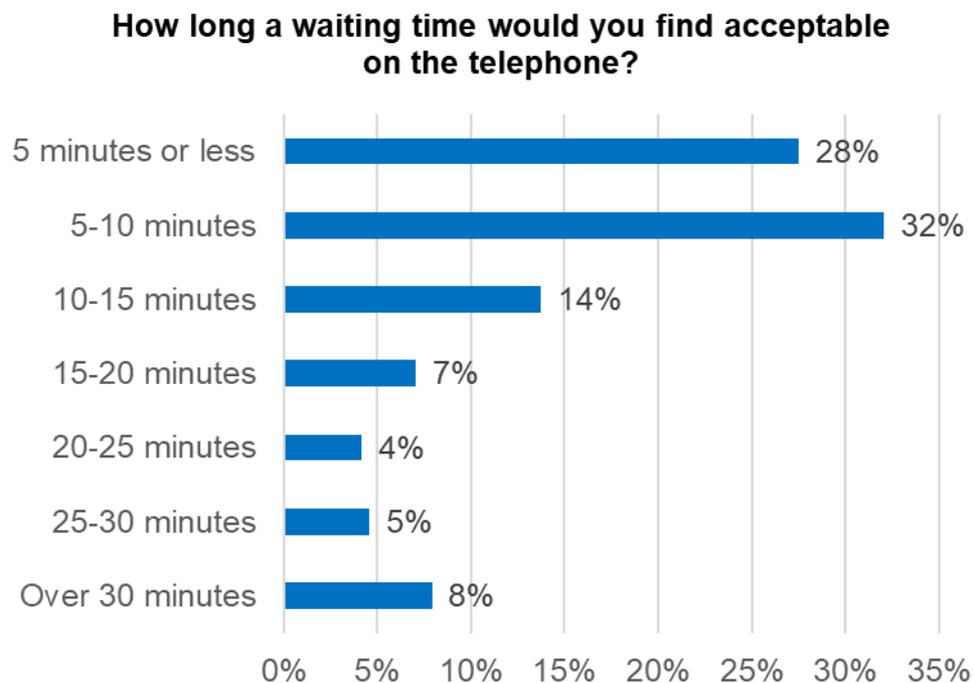
Base: 240 (all responses)



Acceptable waiting time on the telephone

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

- The majority of respondents (60 per cent) would find ten minutes or less an acceptable waiting time (28 per cent five minutes or less, 32 per cent five – ten minutes).
- Fourteen per cent would find a 10-15 minute waiting time acceptable, whilst eight per cent would find waiting over 30 minutes acceptable.



Base: 240 (all respondents)



Section 4:

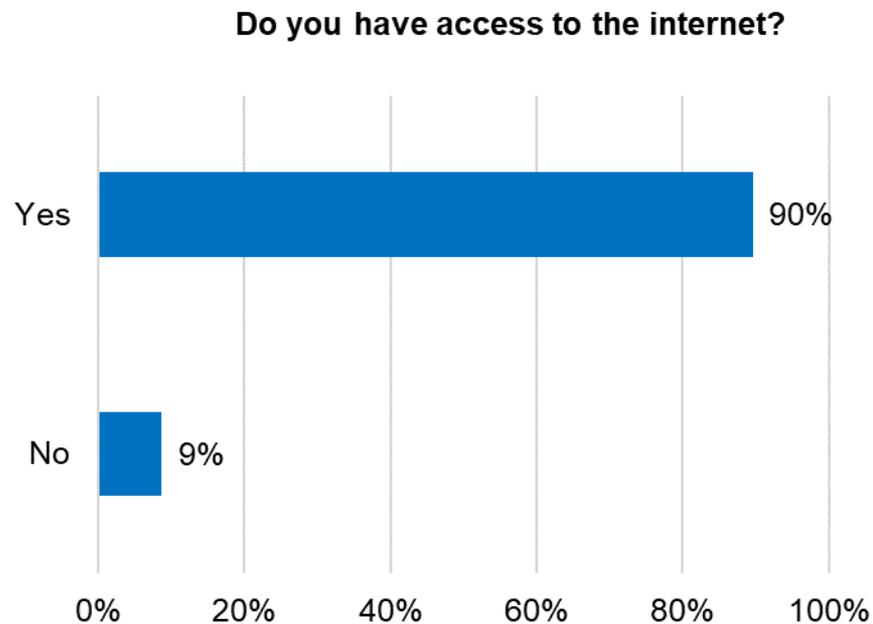
Internet Access and Digital Capability



Internet access

Respondents were asked whether they have access to the internet.

- 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, 80 per cent said they knew where they were able to access it.



Base: 240 (all responses)

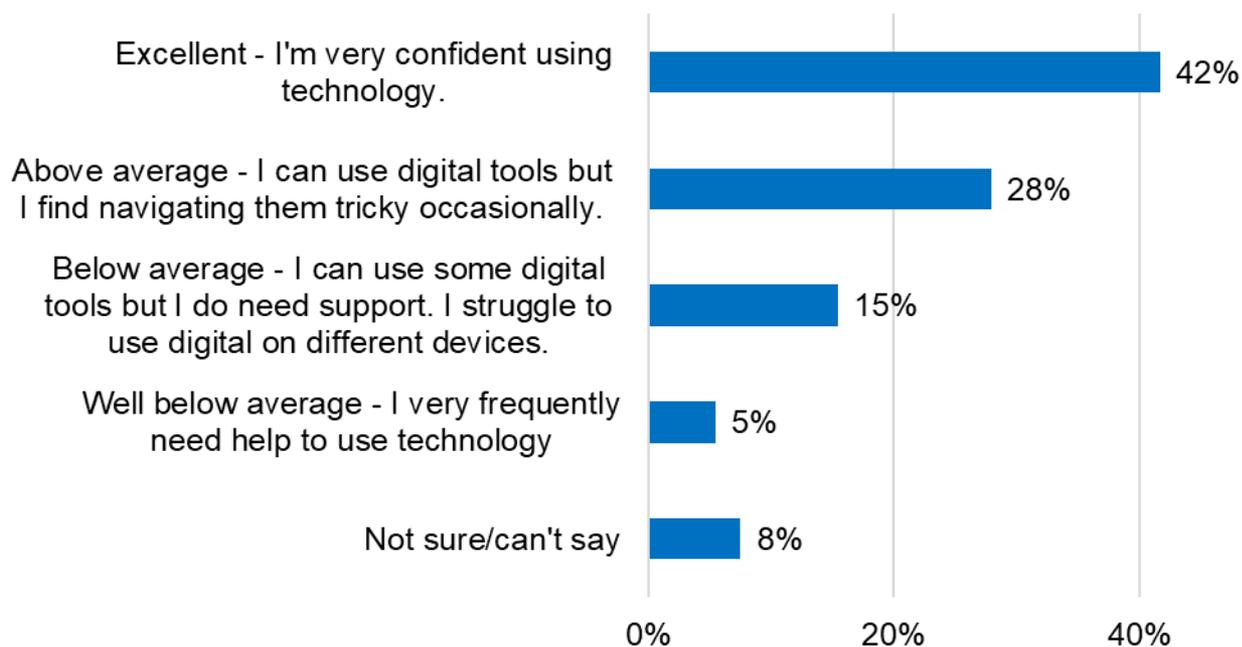


Digital skills

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 (42 per cent excellent, 28 per cent above average).
- A total of 15 per cent of respondents would describe their digital skills as below average and five per cent well below average.

How would you describe your digital skills?



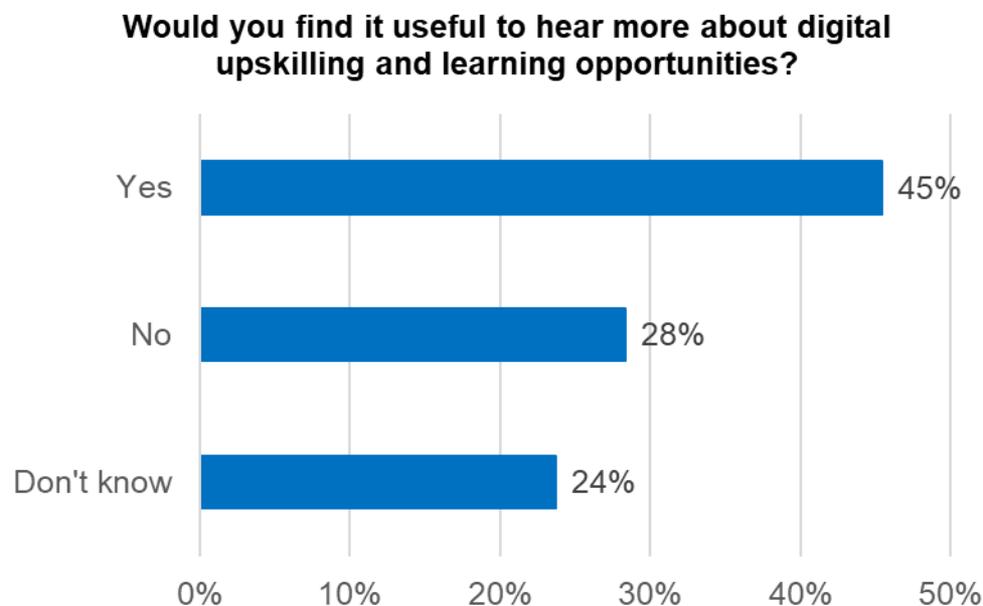
Base: 240 (all responses)



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 45 per cent of respondents would be interested in hearing more about digital upskilling and learning opportunities.
- Whilst 28 per cent said they would not find it useful, 24 per cent said 'Don't know'.



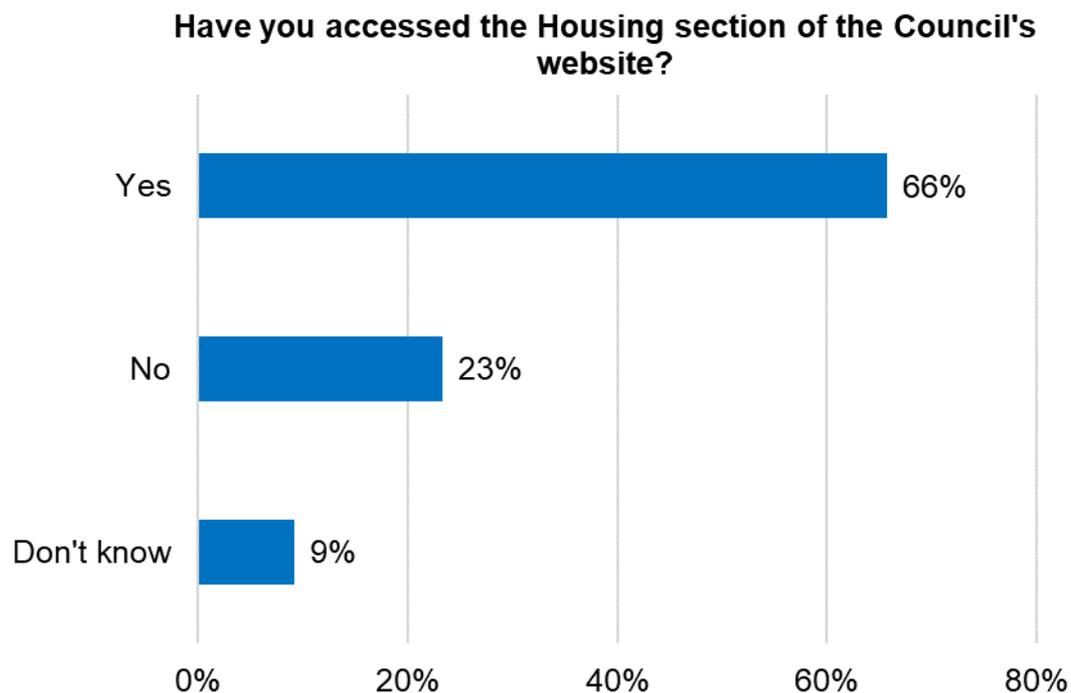
Base: 240 (all responses)



Housing section of the Council's website

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

- Two thirds (66 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 accessed the Housing section of the Council's website.
- Nine per cent of respondents answered 'Don't know'.



Base: 240 (all responses)

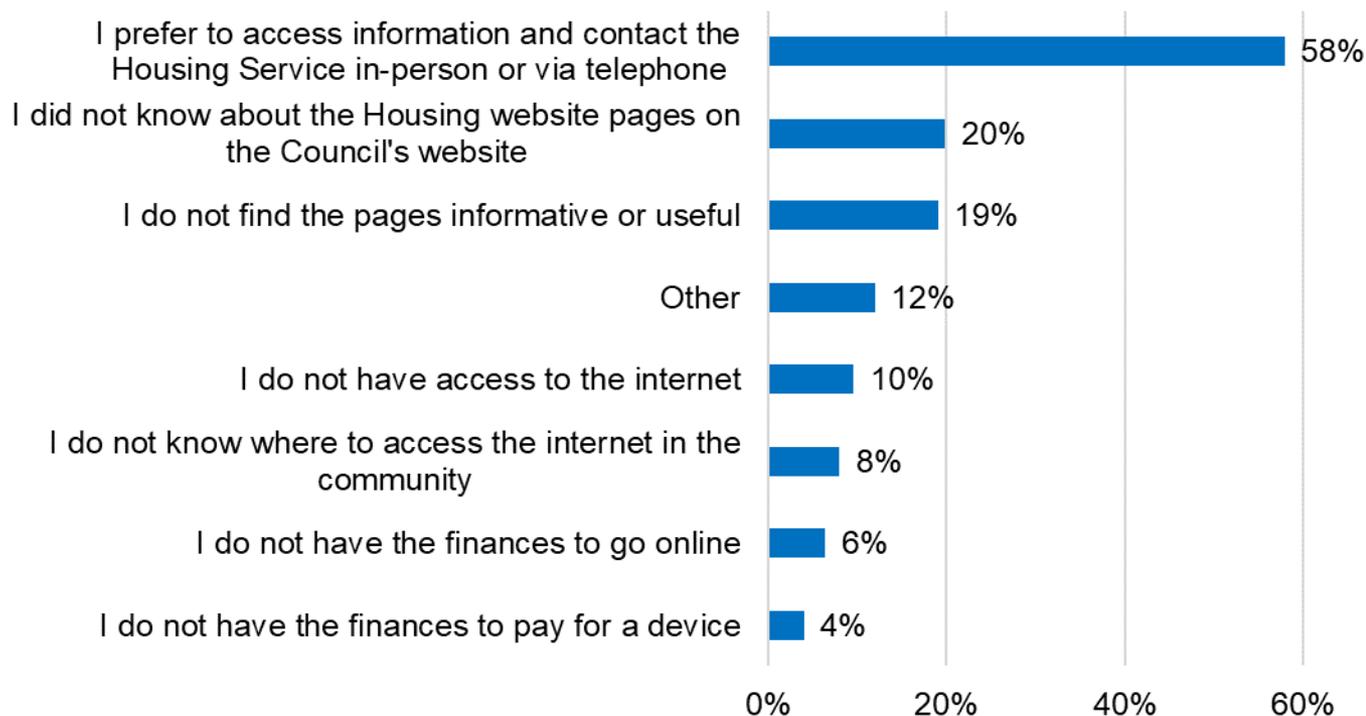


Not accessing the Housing section of the Council's website

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 (58 per cent) of respondents selected 'I prefer to access information and contact the Housing Service in-person or via telephone'.
- Whilst 20 per cent of respondents selected 'I did not know about the Housing website pages on the Council's website'.

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



Base: 126 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
Too complicated/too hard	2
Language barrier	2
Prefer other methods	2
Don’t know	2

**Themes with 2 or more comments*

“It is important for me to connect, but it may be better to have someone to help me to find new permanent accommodation.”

Prefer other methods

“They are too complicated and not easy to solve the different enquiries we have.”

Too complicated/too hard



Section 5:

Using the Housing Service Website

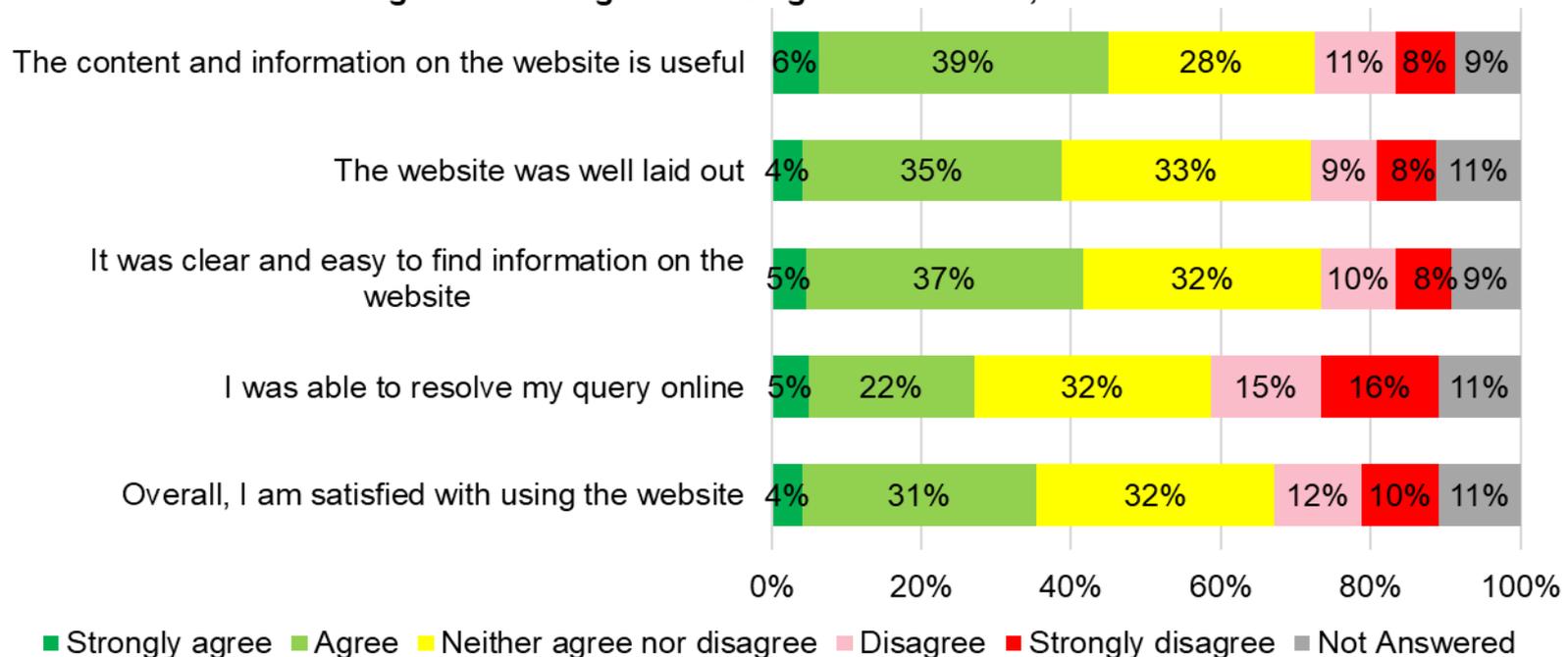


Contacting the Housing Service online

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 (45 per cent) was 'The content and information on the website is useful' (six per cent strongly agree, 39 per cent agree).
- Whilst the statement with the highest total level of disagreement (31 per cent) was 'I was able to resolve my query online' (15 per cent disagree, 16 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.



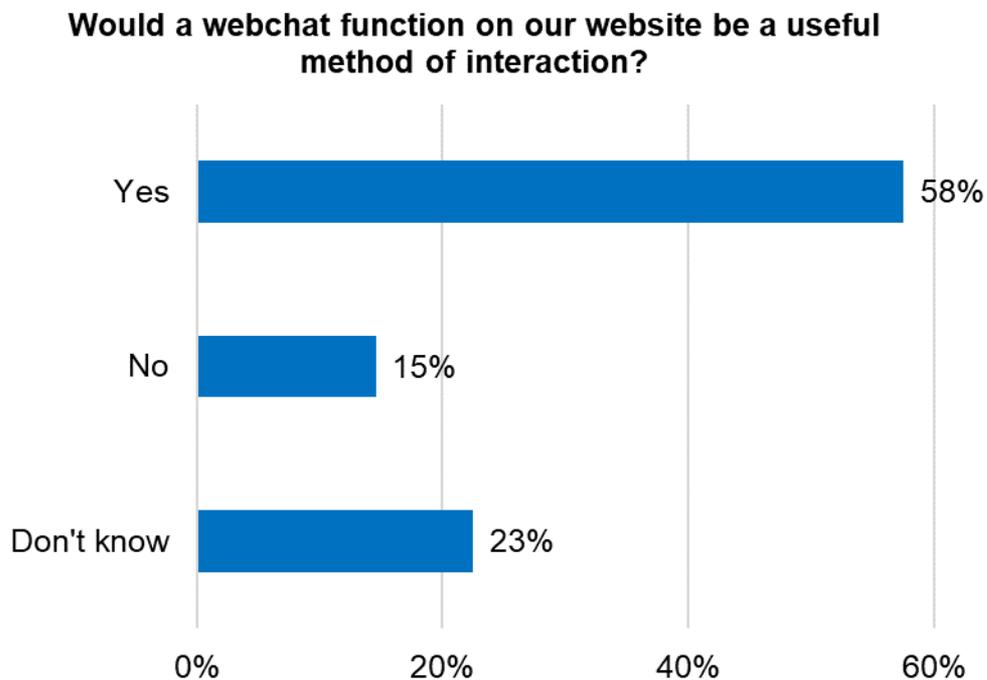
Base: 240 (all responses)



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 58 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 23 per cent of respondents answered 'Don't know'.



Base: 240 (all respondents)



Section 6:

Housing Letters and Assessment

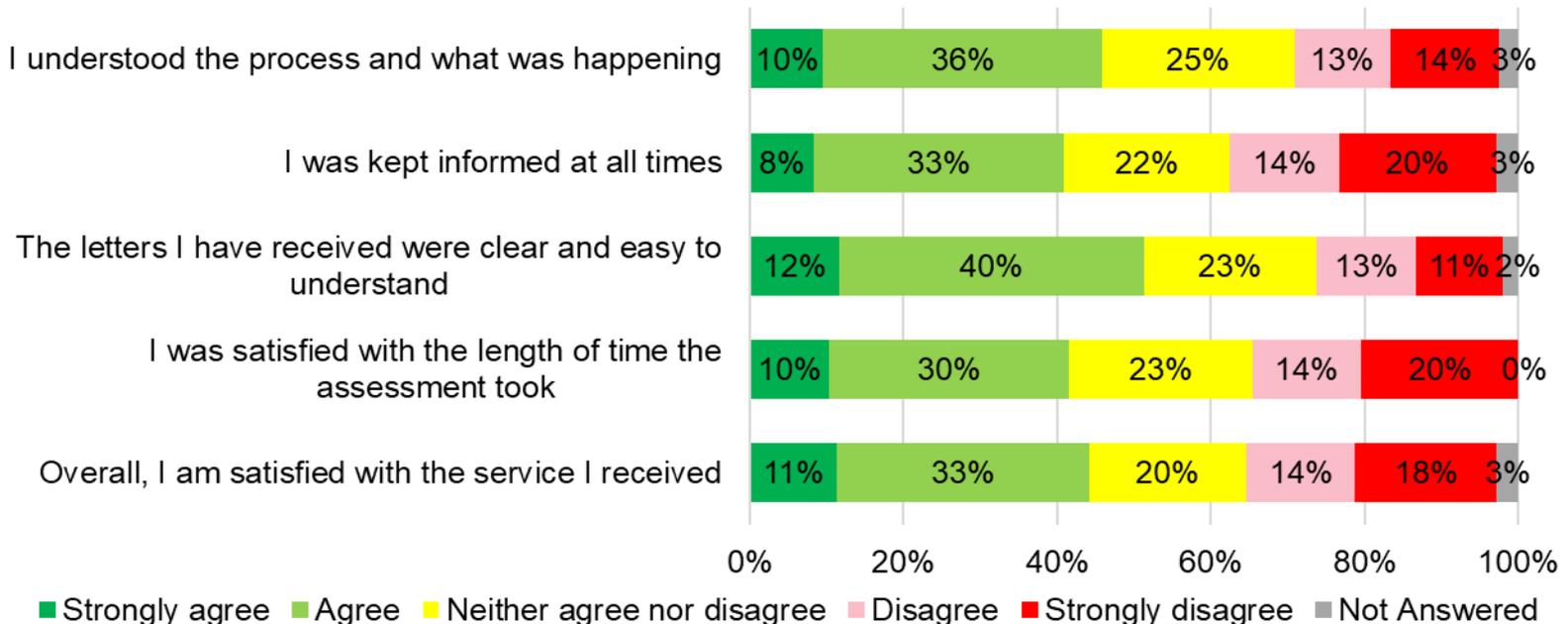


Housing letters and assessments

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 (52 per cent) was 'The letters I have received were clear and easy to understand' (12 per cent strongly agree, 40 per cent agree).
- Whilst the two statements with the highest total level of disagreement (34 per cent) were 'I was kept informed at all times' (14 per cent disagree, 20 per cent strongly disagree) and 'I was satisfied with the length of time the assessment took' (again 14 per cent disagree, 20 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: 240 (all responses)



Section 7:

About You – Demographic Breakdown



Respondent locations

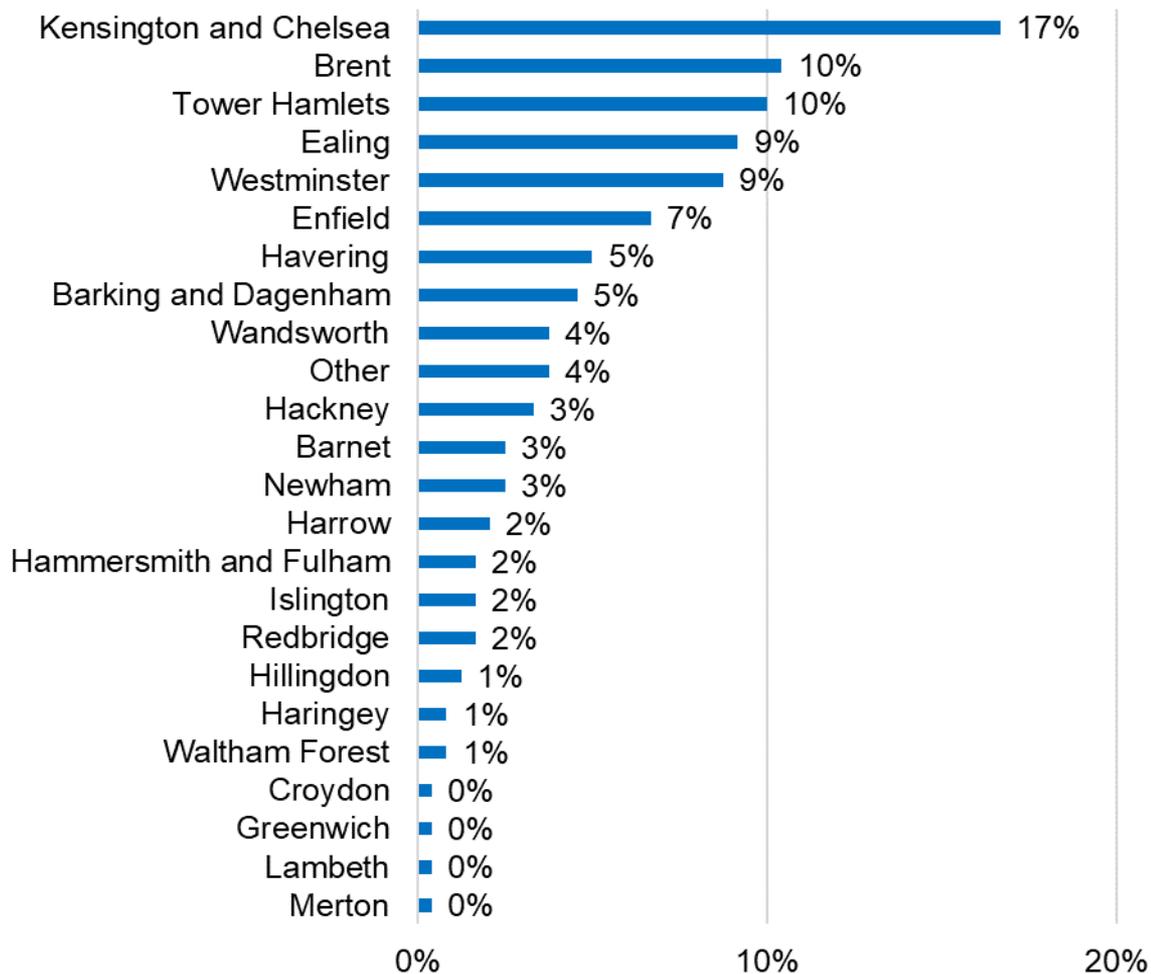
Respondents were asked to in which London borough their temporary accommodation was.

- The borough with the highest number of responses to this survey was Kensington and Chelsea (17 per cent).
- The boroughs with the following highest number of responses include Brent (10 per cent), Tower Hamlets (10 per cent), Westminster (9 per cent) and Ealing (9 per cent).
- Those that selected 'Other' (4 per cent) were generally placed outside of London.



Respondent locations

Which London borough is your Temporary Accommodation located in?



Base: 240 responses



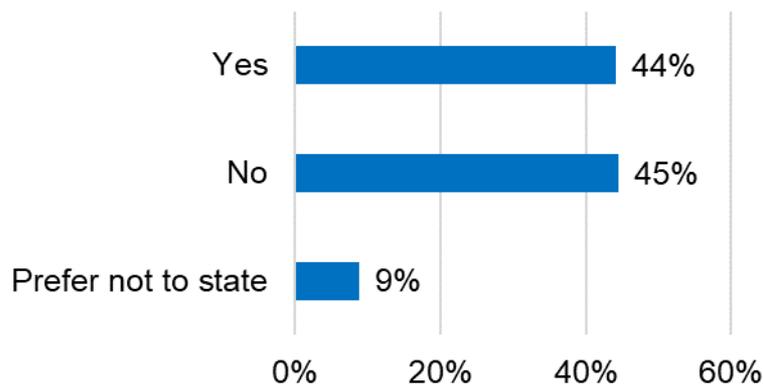
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Meeting needs and requirements

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.

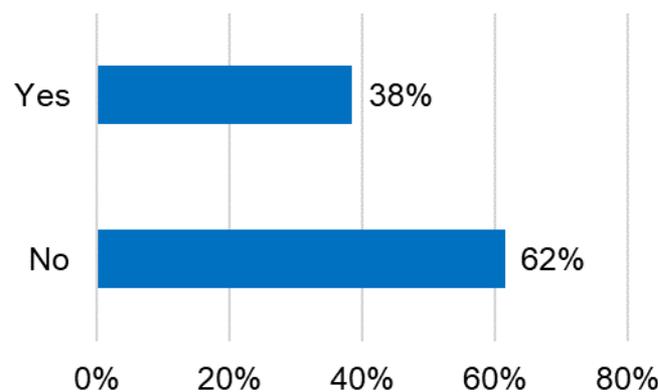
- A total of 62 per cent of the respondents who answered yes to having a long-term illness, health issue or disability which limits their daily activities, said that they did not feel as though their needs had been adequately met when contacting the Housing Service.

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



Base: 240 (all responses)

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

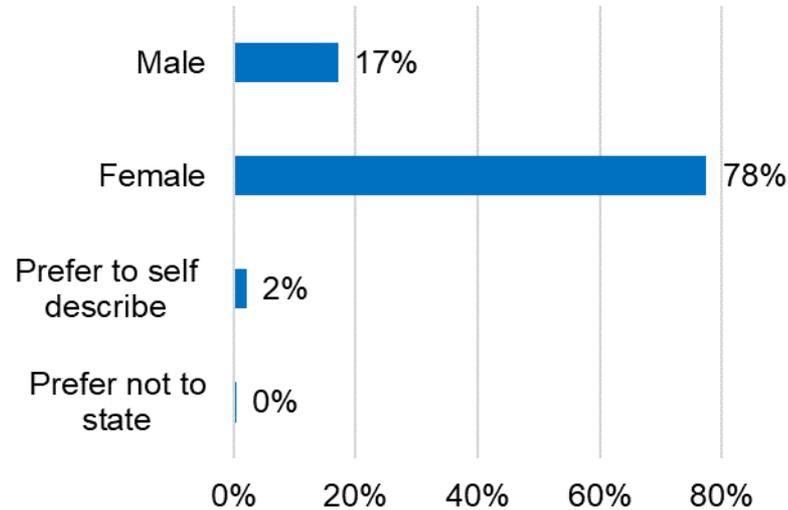


Base: 130 respondents

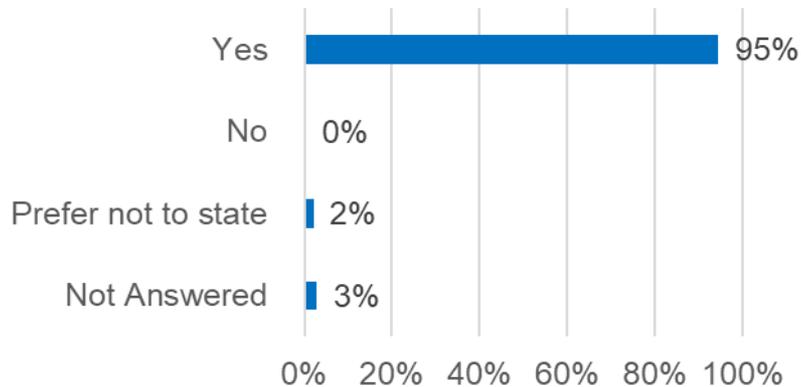


About respondents: Demographic Breakdown

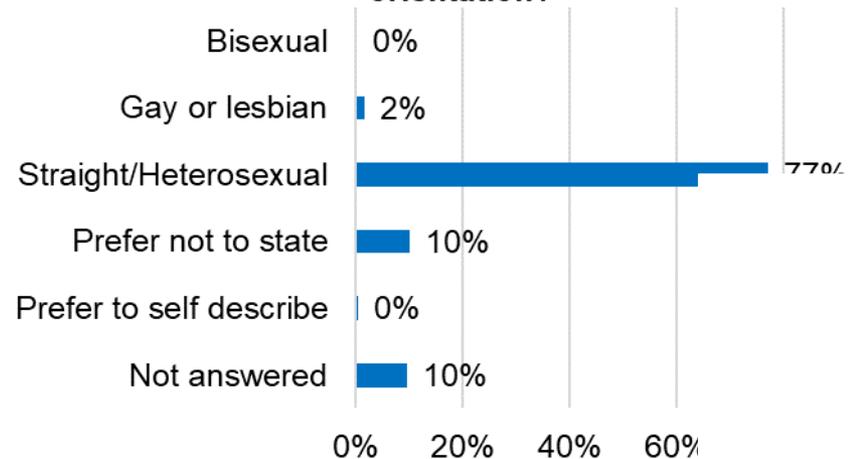
What is your sex?



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



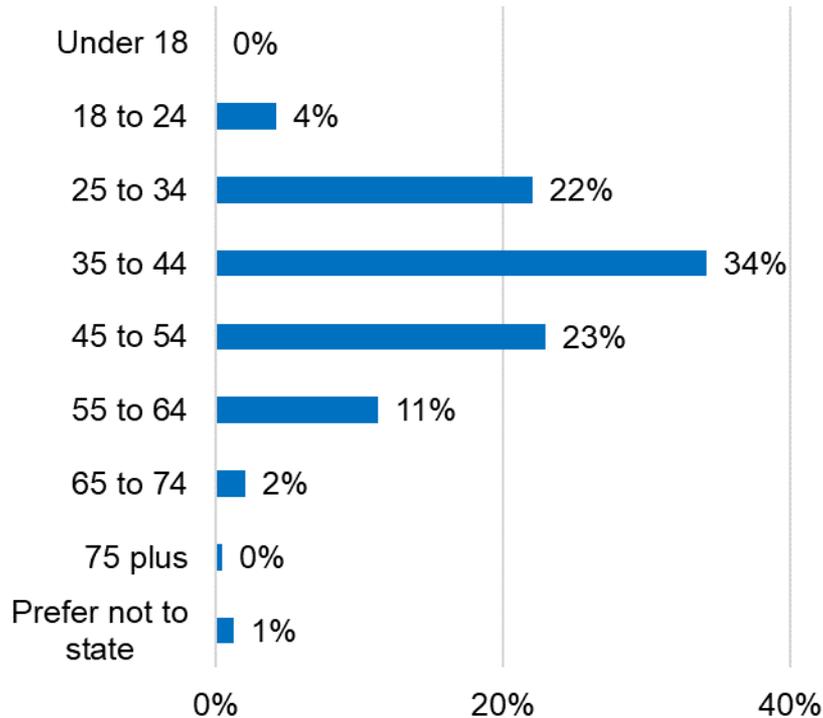
How would you describe your sexual orientation?



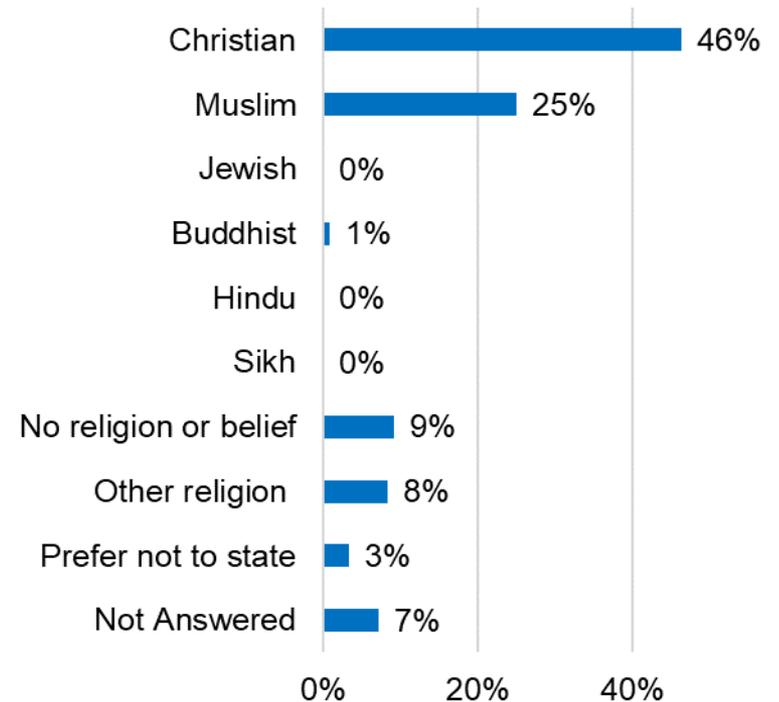
Base: 240 (all responses)

About respondents: Demographic Breakdown

Which age group do you belong to?



What is your religion or belief?



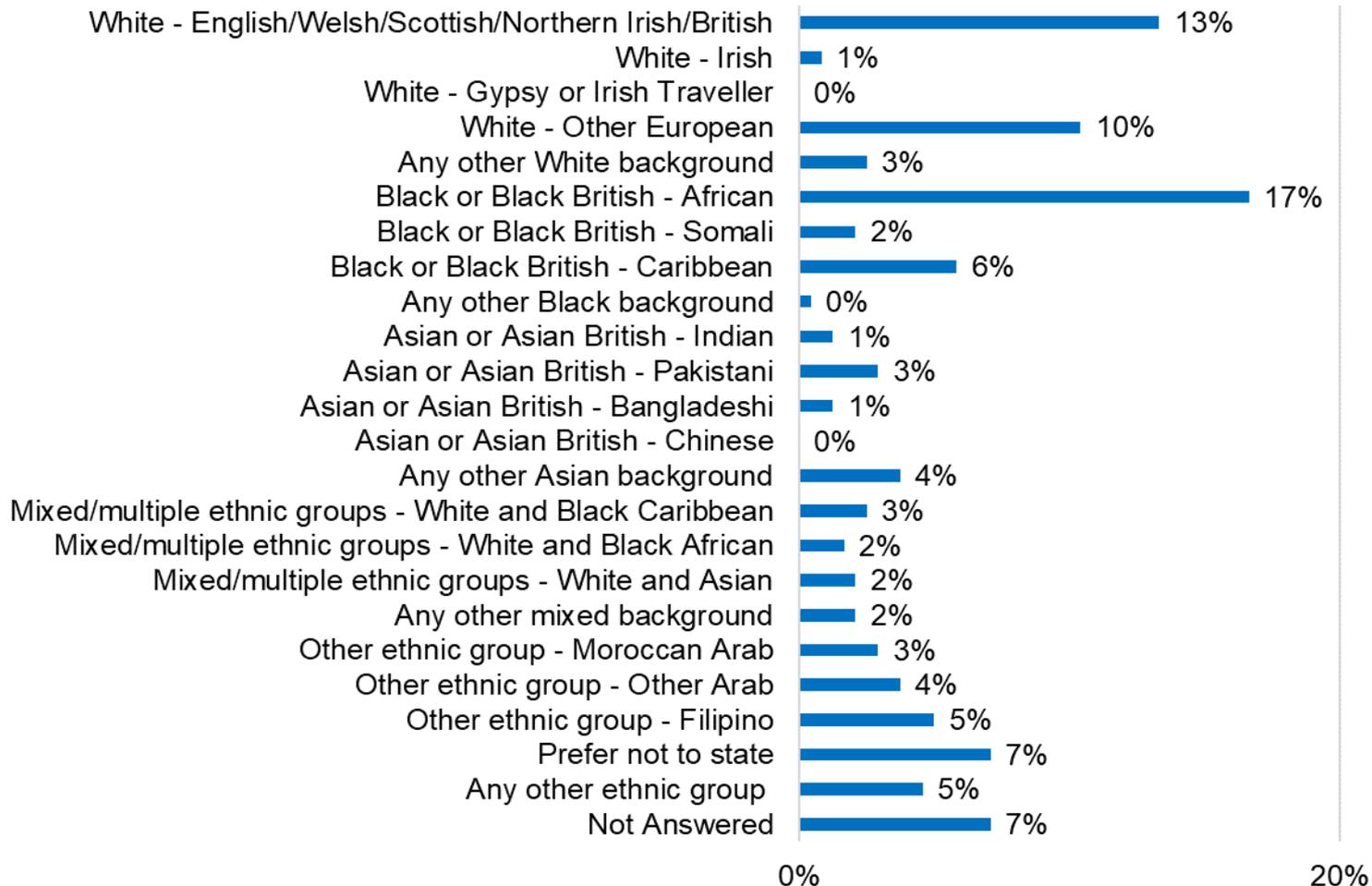
Base: 240 (all responses)



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About respondents: Demographic Breakdown

How do you describe your ethnic origin?



Base: 240 (all responses)

