

2014 Tower Hamlets Housing Options Service Partner Survey Results

Overview

The Housing Options Service Partner Survey was conducted over a 4 week period (Aug – Sep 2014), to monitor the Partner perception of the Housing Options Service. This survey is used to help the Housing Options Service identify areas for improvement.

It was sent to over 300 of the Housing Options Service main Partners, some of these Partners included Housing Associations, Landlords and Agents and other key organisations.

We were able to get obtained feedback from 51 Partner Organisations which was a decrease down from the 63 that we received in 2013. The weighted results, (based on the number of responses to each question), are summarised below.

Findings

Contact Frequency & History

We wanted to find out how well we dealt with our Partners telephone calls. These were the following results;

- 73% of our Partners were satisfied or very satisfied with the time it takes to answer our calls.
- 82% of our partners were satisfied or very satisfied with our overall telephone service. This is level with the same satisfaction percentage we received for 2013.

We received a few comments on how to improve this service area which will be discussed at management meetings.

Correspondence

We wanted to gain an idea of our Partners impression of our typical performance when they write, fax or e-mail us wanted to find out what our Partners think about how we deal with written correspondence to the service.

- 72% of our Partners were satisfied or very satisfied with our response time to correspondence.
- 28% of our Partners said we could improve which is a huge improvement compared to last year's survey when a total of 50% of our Partners who answered the survey said we needed improvement the way we respond to correspondence in comparison to 50% last year.

A solution that we made from the previous comments from last year's survey was to be more paper less and to emphasize the use of our generic mailbox; we feel this

has improved the perception of our partners judging by the lower percentage of the answer in respect to last year's survey. We acted on comments received from last year's survey to promote greater use of our generic email address, which appears to have contributed to an overall increase in satisfaction with written correspondence.

Meeting You

We wanted to find out how well we deal with our Partners when we meet them, with or without our clients present.

- 60% of the Partners that took part in this Survey had met with the Housing Options Service, 91% of Partners who met with the Housing Options Services were those that had met being satisfied or very satisfied through meeting with us with the meeting(s).
- 93% of our Partners that had visited Albert Jacob House were satisfied or very satisfied with our reception area.

We received 7 comments from our Partners on how we can improve our service we provide when we meet face to face. Generally the comments were very positive.

Website and Network Partner newsletter

We recently updated our Housing Options Service Website and have been sending our Network Partner newsletter out for over 5 years. We wanted feedback on how to improve both.

- Our Website had very positive feedback with 100% of our Partners very satisfied or satisfied with the information we provide on our website and we received no comments from our Partners on how could not improve in this area. As a Service we are always looking to improve and over the next coming months we have a new Housing Options module which should improve our Service even more. 100% of our Partners were very satisfied or satisfied with the information we provide on our website.
- 98% of our Partners were satisfied or very satisfied with our Network newsletter.

In keeping with such high standards we aim to continue to work closely with our partners to encourage their contributions to maintain a high level service in these areas.

Referring Clients

It was important that we gained information regarding the referrals we receive from our partners and the referrals we refer to our partners.

- 45% of the Partners who answered this survey said we referred to clients to them. With 0-20 referrals being the most popular amount over a 12 month period.
- 41% of the partners that answered this survey said they referred clients to us. 0-20 referrals was also the most popular amount over a 12 month period.

- 97% said that they are satisfied or very satisfied with the referral process Housing Options Service have. This is an improvement from 2013 when the percentage was 81%.

We received 3 recommendations for improvements which we aim to look at and take into account when reviewing our referral processes.

Making a Complaint

- 70% of our Partners that answered this survey knew how to make a complaint to the Housing Options Service compared to 42% last year. This is an improvement and due to the Service listening to the comments from previous survey and publishing details in the Network newsletter.
- Only 15% of our Partners have made a complaint regarding the Housing Options Service and 80% who made a complaint were satisfied with the way we dealt with that complaint.

We will continue to publish details of our complaints procedures in our Network newsletters and all information is viable via our website.

Overall Satisfaction

From the 51 Partners that took part in this Survey the overall Satisfaction level of the Service was 90% compared to the 81% from last year.

What's next?

We have had a high level of satisfaction through out this survey but we understand as a service that improvements are on going and we will always strive to meet such high demands placed on our service. It is gratifying to get such positive feedback from our Partners. Comments and suggestions for improvement submitted in the survey responses will help inform our plans for service improvements over the coming year.

The findings from the Partner Survey will be fed back to our Management Team, along with copies to all teams for consideration at team meetings.