

COMMITTEE:	Tenants Advisory Group
DATE:	20 th April 2004
SUBJECT:	Annual Tenant Survey
REPORT OF:	Senior Tenant Participation Officer
Ward(s):	All
Purpose:	To inform Members of the progress of the annual survey carried out in November 2003.
Contact:	Gina Morgan, Senior Tenant Participation Officer Telephone 01323 415356 or internally on extension 5356
Recommendations:	That Members note the contents of the report.

1.0	<u>Introduction</u>
1.1	Progress report on the Tenant Annual Survey 2003/4.
1.2	The Council has a statutory duty to undertake a survey of all tenants every 3 years.
1.3	We will have fulfilled our statutory duty this year. In October/November 2003 we carried out a survey of all our tenants. The information collated from the survey must be sent to Government by May 2004.

1.4	As in previous years we used the status format for our questionnaire. The Government advises that we should not deviate from the status questions or layout.
1.5	Owing to revised government guidelines there were changes to the way the survey was carried out. After the initial survey questionnaire had been sent to all tenants, 2 reminders needed be sent to tenants who had not responded to the first questionnaire. With the 2 nd reminder a further questionnaire had to be sent.
2.0	<u>Action plan</u>
2.1	Working with the Councils Consultation Officer we mailed the initial questionnaire to all tenants during October 2003. As in previous years we offered an incentive of a prize draw to encourage tenants to return the questionnaire by a pre-determined date.
2.2	A database was set up by the Consultation Officer; to enable the logging in of returned entries. This enabled reminders to be sent to people who had not responded. This gave all tenants a further opportunity to comment on our services. The data received remained anonymous, so conforming to data protection laws. We again used the colour-coded system to determine postcode areas.
2.3	The data gained from the tick box survey has been collated by the consultation officer and is almost complete. The amount of surveys returned was 2,641. This is the best return we have received so far. The overall satisfaction rating with the services we provide is also our highest yet of 83.99%. Once the 'tick box' data is finalised, the questionnaires will be returned to the tenant participation team, to undertake the final collation of any written comments. When all information has been collated, this will be used to shape the way we deliver our services to our tenants.
3.0	<u>Human Resource Implications</u>
3.1	The collation of the written comments from the annual survey will have an impact on the workload of the tenant participation team. Time has been allocated to this task once questionnaires are returned to us.

4.0	<u>Environmental, Youth, Anti- Poverty Implications</u>
4.1	There are none, at this time.
5.0	<u>Financial Implications</u>
5.1	As was agreed at a previous Tenant Advisory group, future surveys will only be carried out every 3 years, so fulfilling our statutory obligation. This will reduce the cost of the survey. Costs for the survey will be met from existing budgets.
6.0	<u>Conclusion</u>
6.1	The amount of questionnaires returned has been encouraging. Once all data has been collated a more detailed report will be made to a future Tenant Advisory Group. The full results of the survey will then be delivered to all tenants via the tenant newsletter 'Open House'.
Gina Morgan Senior Tenant Participation Officer	
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Background Papers: None	