



# Havering

LONDON BOROUGH

## London Borough of Havering Council

### Decant Satisfaction Report January 2018

In review of the Housing Regeneration Programme Decant Process

#### SUMMARY REPORT AND RESULTS 2018

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## 1. INTRODUCTION

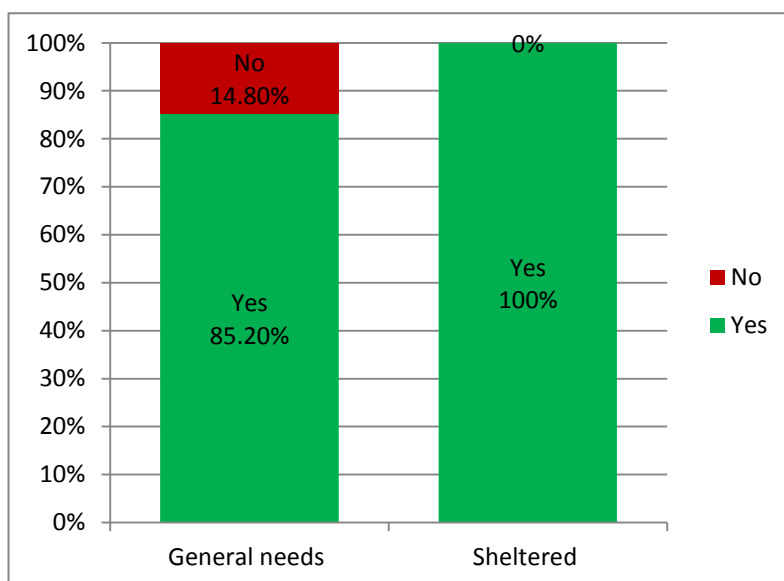
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- 1.1** This report sets out the key findings from the decant satisfaction survey, which has been completed by Council Tenants at the end of the decant process to gauge their content with each stage of the process.
- 1.2** The survey is an opportunity for tenants to provide the Council with an understanding of public attitudes, opinions and the satisfaction relating to the decant process and basis for which lessons can be learned, and services improved.

## 2. KEY FINDINGS AND RESULTS

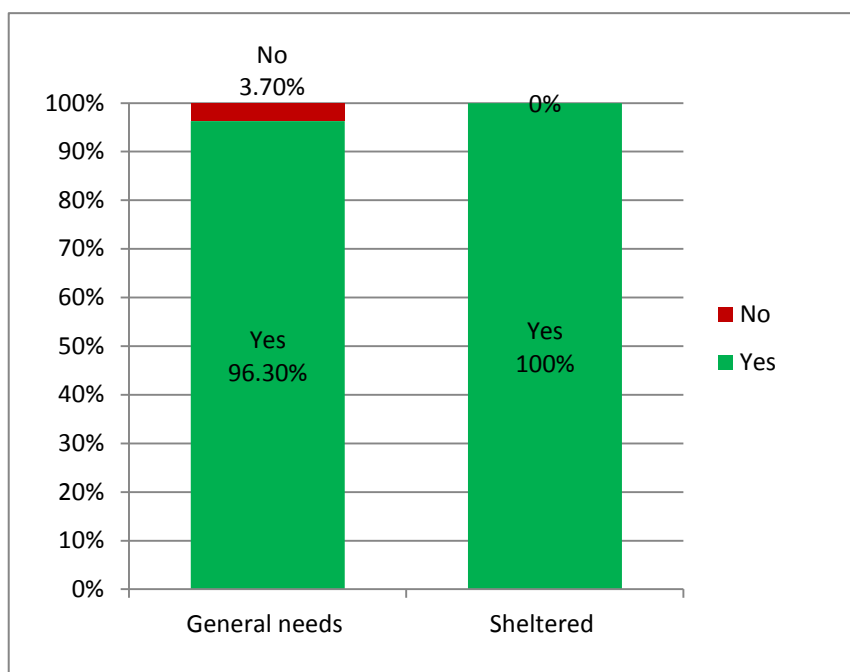
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- 2.1.** Results show that overall 94% of Council tenants found their initial one-to-one discussion with their assigned housing officer informative. 4 of the 63 of respondents were dissatisfied with their initial discussion, stating that little or no information was shared with them at this point.



	General needs	Sheltered	Cumulative
Yes	85.20%	100%	<b>59</b>
No	14.80%	0%	<b>4</b>
Number of Respondents	27	36	<b>63</b>

**2.2.** Results show that overall 98.3% of respondents were happy with the manner in which they were being kept updated throughout the decanting process e.g. newsletters, meetings, social media etc. Comments provided in response to this question advised that content was not informed enough; however no specific content or other communication methods were suggested at this point.

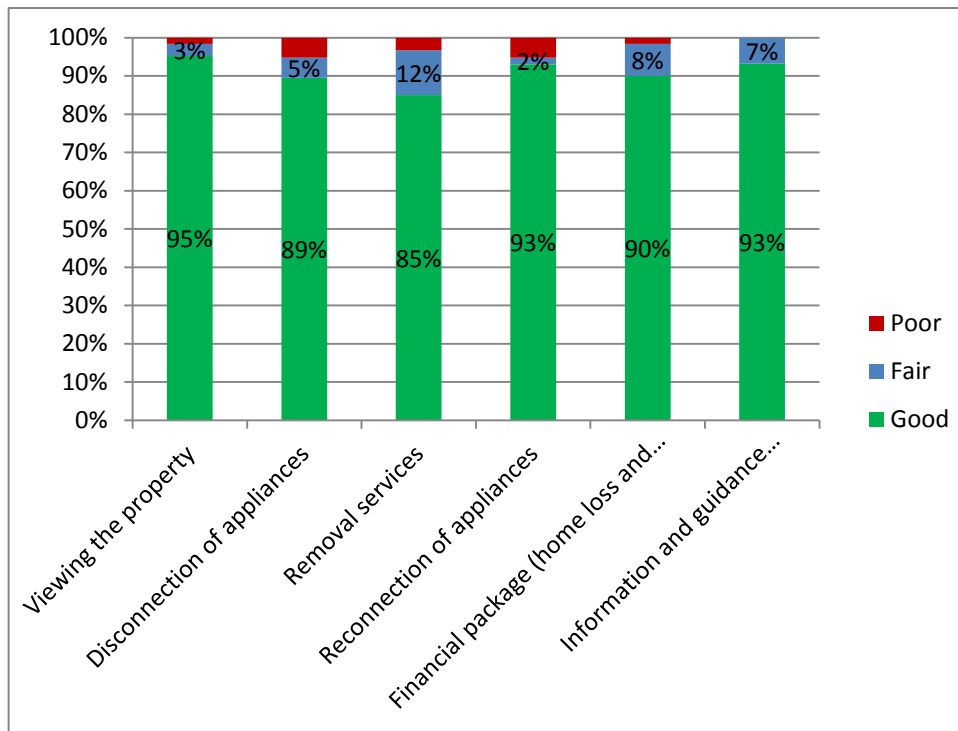


	General needs	Sheltered	Cumulative
Yes	96.30%	100%	<b>59</b>
No	3.70%	0%	<b>1</b>
Number of Respondents	27	33	<b>60</b>

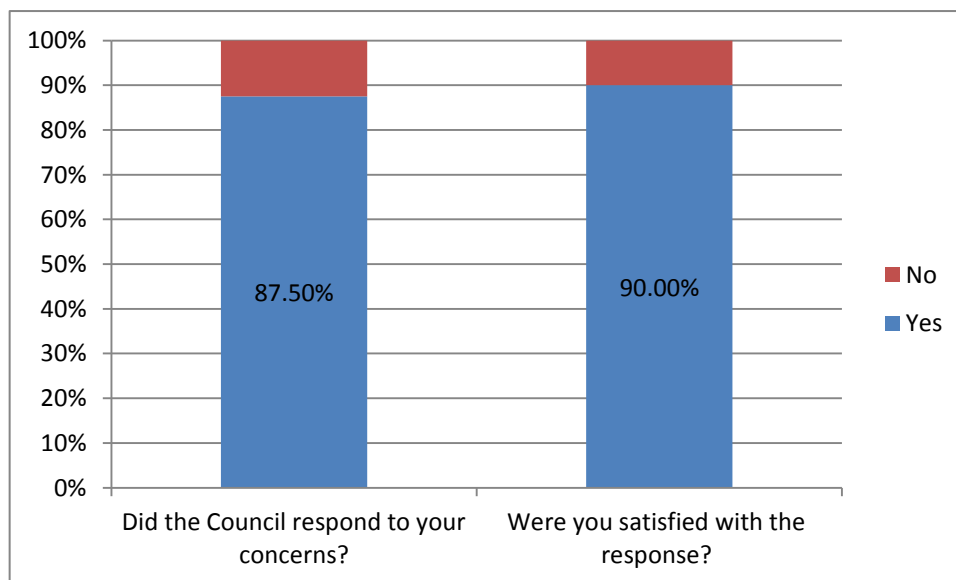
**2.3.** Various surveys to gauge satisfaction of the decant process (i.e. the viewing process, financial package (homeloss and disturbance payments) and the information and guidance provided throughout) have been carried out.

The results to these have consistently demonstrated an excess of 90% of respondents identifying their assessment of each stage of the process as Good or Fair. Results show a greater satisfaction amongst tenants living in Sheltered Accommodation.

Of the 13 qualitative responses received, seven were negative. Four of these were concerned with the connection and reconnection services which could be resolved by booking appointments for both with the tenants as part of the moving process. Two negative comments were made in regards to payments – one for a delay in payment and the second in regards to the repair recharges deducted from the payment. One comment of dissatisfaction was made as a result of dissatisfaction the service received during the removals process.

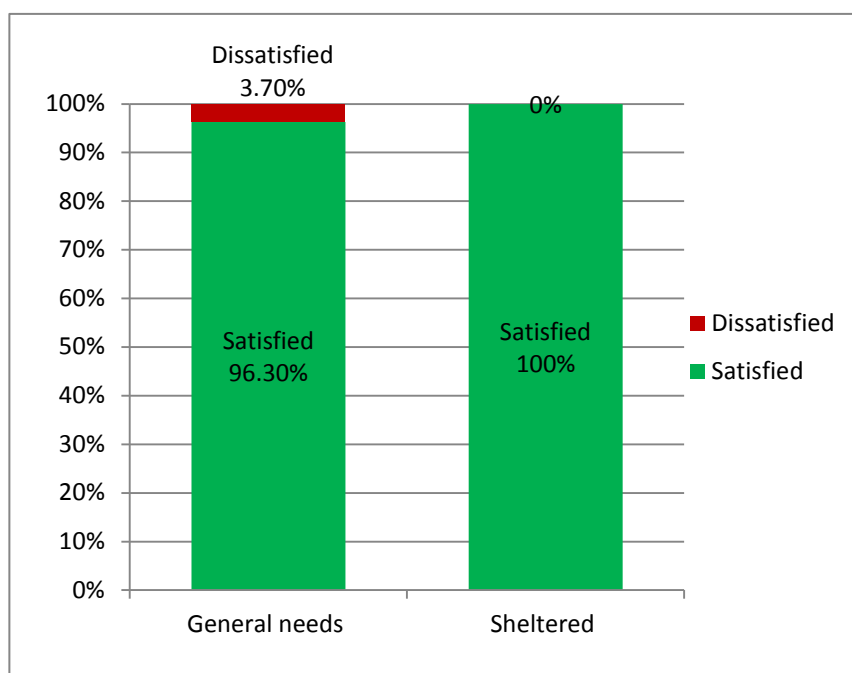


**2.4** Where tenants have raised concerns during the decant process, survey results show that Council officers are responding to them and that tenants are satisfied with the responses they have received. Council response satisfaction with responses is currently at 90%.



	Yes	No	Cumulative
Did the Council respond to your concerns?	87.50%	12.50%	<b>8</b>
Were you satisfied with the response?	90.00%	10.00%	<b>10</b>

**2.5.** Overall, 98% of respondents expressed that they were satisfied with the decant process.



	General needs	Sheltered	Cumulative
Satisfied	96.30%	100%	56
Dissatisfied	3.70%	0%	1
Number of Respondents	27	33	57

### 3. CONCLUSION

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Overall results suggest tenant satisfaction with the decant process. Where dissatisfaction has been expressed on a case-by-case basis, results suggest that this has been adequately addressed by regeneration staff. Consultation will continue to be an important part of the regeneration programme to ensure that all stakeholders are kept up to date with its progress and engagement with tenants during the decant process will continue to be monitored.