



Chris Broughton Associates

Your Homes – Your Say

Help shape the future of housing in Ashfield

The soft market testing of Ashfield's housing and housing
management services

Appendices

December 2015

(V1 - Not to be distributed outside the project steering group)

Appendix 1

Survey Data Summary

1. Around 400 survey questionnaires and pre-paid reply envelopes were handed out at meetings, Children's Centres, Community Centres, Council and Ashfield Homes' reception points. 90 completed forms were returned by Royal Mail and 10 were received via the on line survey.
2. The survey was designed to support the views expressed by tenants and who attended meetings and to seek responses from groups of people who did not attend meetings. Half of the forms were directed at people attending Children's centres and community centres as well as new tenants in order to seek responses from groups other than council tenant households where all members were of pensionable age.
3. This survey should be regarded as further information to inform our qualitative appraisal rather than a quantitative strand of research.
4. Here we present a summary of the data and what we consider to be the most useful data from cross-tabulation with household type. We have limited our reporting to the following as there were potentially 11 cross-tabulations that could be run based upon questions we asked each respondent about themselves. We have presented the data in a form based upon the questionnaire we devised for the project:
 - Summary of data from all 100 respondents – actual frequencies;
 - Summary of data from all 100 respondents – data expressed as a percentage of all those answering the question;
 - Summary of data from the 72 tenants and leaseholders, expressed as a percentage of those answering the question;;
 - Summary of data from the 72 tenants and leaseholders, with the no view or don't use column removed , expressed as a percentage of those answering the question; and
 - Summary of data from the 42 Households who told us that a member of their family had a long term illness or disability , expressed as a percentage of those answering the question.
5. Note that proportions expressed as percentages may not sum exactly to 100% due to rounding to whole numbers. Also responses from the 100 questionnaires returned do not sum to 100 as respondents chose not to complete every question.

All Respondents (NUMBER)

A) Questions about Ashfield Council's housing services

1. Contacting Ashfield Council	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at the Council's reception	5	4	25	21	34
By telephone	10	8	17	19	35
By email	5	1	46	8	17

2. Responses from Ashfield Council					
Speed of response to queries and problems	10	9	18	21	27
Quality of response	5	9	15	19	27

3. Information from Ashfield Council					
The website	6	8	37	16	17
Public meetings	6	5	33	17	11
Face to face enquiries or meetings with staff	8	7	22	27	22
Posters, information sheets, newsletters etc.	10	2	18	32	25

4. Resident Involvement					
Opportunities to have your say	17	6	27	18	20
Opportunities to become involved	15	5	29	15	20
The citizen's panel	12	6	39	8	16

5. Community Protection					
Ease of contacting the service	15	6	28	16	26
Speed of response	17	12	28	14	15
Quality of response	15	12	27	17	14

6. Housing Benefit					
Contacting the service	5	4	36	23	25
Speed of response	6	11	32	19	20
Quality of response	7	6	31	25	19
Efficiency in dealing with problems	7	4	32	29	17

7. Ashfield Council Overall Experience					
Overall what is your experience?	10	11	7	31	24
Overall is the service improving, the same or getting worse?	17		50		21

B) Questions about ***Ashfield Homes'*** housing services

8. Contacting Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at Ashfield Home's reception	1	3	24	11	48
By telephone	1	2	22	10	51
By email	1	1	44	10	19

9. Response from Ashfield Homes					
Speed of response to queries and problems	2	1	23	21	43
Quality of response	2	2	20	21	39

10. Information from Ashfield Homes					
The website	1	1	40	13	25
Public meetings	2	1	32	17	29
Face to face enquiries or meetings with staff	3	3	22	16	37
Posters, information sheets, newsletters etc.	3	2	24	17	36

11. Tenant involvement					
Opportunities to have your say	2	31	19	33	1
Opportunities to become involved	1	1	34	18	28
The Tenant Gateway	2	9	40	15	15

12. Repairs service					
Ease of reporting a repair	2	2	22	4	49
Speed of repair	3	4	23	27	33
Quality of repair	3	1	24	21	41
The overall condition of housing	5	2	23	15	44

13. Tenancy support					
Advice and information on getting a tenancy	1	3	51	8	24
Dealing untidy areas and neighbour problems	8	15	20	20	24
Help for people for paying rent and other charges	1	3	37	13	32
Help for people getting into rent arrears	2	1	41	15	26
Help and support for older people	1	1	34	17	33
Help and support for vulnerable people	1	3	40	14	27

14. Overall view of Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
Your overall experience of Ashfield Homes?	3	3	21	15	45
Would you say the quality of service overall is improving or getting worse?	36		36	3	

About the respondents	
Are you a council tenant?	68
Are you a council leaseholder?	4
Neither of the above?	12
Are all members of your household pensioners?	37
Do you live in sheltered housing for older people?	10
Do you have dependent children living with you?	32
If a council tenant have you been a tenant less than a year?	5
Are you a council tenant who is seeking a transfer of tenancy?	5
Is any member of your household an employee of the Council?	0
Is any member of your household an employee of Ashfield Homes?	1
Does any member of your household have a long term illness or disability?	42

All respondents %

(Note rows may not sum to 100% due to rounding)

A) Questions about ***Ashfield Council's*** housing services

1. Contacting Ashfield Council	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at the Council's reception	6	4	28	24	38
By telephone	11	9	19	21	39
By email	6	1	60	10	22

2. Responses from Ashfield Council					
Speed of response to queries and problems	12	11	21	25	32
Quality of response	7	12	20	25	36

3. Information from Ashfield Council					
The website	7	10	44	19	20
Public meetings	8	7	46	24	15
Face to face enquiries or meetings with staff	9	8	26	31	26
Posters, information sheets, newsletters etc.	11	2	21	37	29

4. Resident Involvement					
Opportunities to have your say	19	7	31	20	23
Opportunities to become involved	18	6	35	18	24
The citizen's panel	15	7	48	10	20

5. Community Protection					
Ease of contacting the service	16	7	31	18	29
Speed of response	20	14	33	16	17
Quality of response	18	14	32	20	16

6. Housing Benefit					
Contacting the service	5	4	39	25	27
Speed of response	7	13	36	22	23
Quality of response	8	7	35	28	22
Efficiency in dealing with problems	8	4	36	33	19

7. Overall Experience of Ashfield Council					
Overall what is your experience?	12	13	8	37	29
Overall is improving, the same or getting worse?	19		57		24

B) Questions about ***Ashfield Homes'*** housing services

8. Contacting Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at Ashfield Home's reception	1	3	28	13	55
By telephone	1	2	26	12	59
By email	1	1	59	13	25

9. Response from Ashfield Homes					
Speed of response to queries and problems	2	1	26	23	48
Quality of response	2	2	24	25	46

10. Information from Ashfield Homes					
The website	1	1	50	16	31
Public meetings	2	1	40	21	36
Face to face enquiries or meetings with staff	4	4	27	20	46
Posters, information sheets, newsletters etc.	4	2	29	21	44

11. Tenant involvement					
Opportunities to have your say	2	36	22	38	1
Opportunities to become involved	1	1	41	22	34
The Tenant Gateway	2	11	49	19	19

12. Ashfield Homes repairs service					
Ease of reporting a repair	3	3	28	5	62
Speed of repair	3	4	26	30	37
Quality of repair	3	1	27	23	46
The overall condition of housing	6	2	26	17	49

13. Tenancy support					
Advice and information on getting a tenancy	1	3	59	9	28
Untidy areas and neighbour problems	9	17	23	23	28
Help for people for paying rent and other charges	1	3	43	15	37
Help for people getting into rent arrears	2	1	48	18	31
Help and support for older people	1	1	40	20	38
Help and support for vulnerable people	1	4	47	16	32

14. Overall view of Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
Overall what is your experience of Ashfield homes?	3	3	24	17	52
Overall is the service improving, the same or getting worse?	48		48		4

Council tenant responses only %

A) Questions about **Ashfield Council's** housing services

1. Contacting Ashfield Council	Mostly unhappy	Sometimes unhappy	Don't use or	Sometimes happy	Mostly happy
In person at the Council's reception	6	6	14	29	44
By telephone	11	13	11	23	42
By email	7	2	54	11	27

2. Responses from the Council					
Speed of response to queries and problems	11	11	11	29	37
Quality of response	5	15	12	28	40

3. Information from Council					
The website	8	8	37	22	25
Public meetings	15	7	42	22	15
Face to face enquiries or meetings with staff	10	10	15	38	27
Posters, information sheets, newsletters etc.	14	3	13	39	31

4. Resident Involvement					
Opportunities to have your say	21	3	28	23	25
Opportunities to become involved	18	5	33	18	26
The citizen's panel	16	7	51	7	19

5. Community Protection					
Ease of contacting the service	18	9	23	23	26
Speed of response	20	17	22	22	19
Quality of response	17	17	21	25	19

6. Housing Benefit					
Contacting the service	8	5	18	35	34
Speed of response	9	16	17	30	28
Quality of response	11	8	16	39	27
Efficiency in dealing with problems	11	6	18	42	23

7. Overall Experience					
Overall what is your experience?	14	9	7	36	34
Overall is the service improving or getting worse?	22		55		23

B) Questions about ***Ashfield Homes'*** housing services

8. Contacting Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at Ashfield Home's reception	2	5	11	15	68
By telephone	2	3	9	15	71
By email	2	2	50	18	29

9. Response from Ashfield Homes					
Speed of response to queries and problems	3	1	6	30	60
Quality of response	3	3	6	31	56

10. Information from Ashfield Homes					
The website	2	0	36	21	41
Public meetings	3	2	28	26	41
Face to face enquiries or meetings with staff	5	5	13	24	53
Posters, information sheets, newsletters etc.	5	2	19	25	50

11. Tenant involvement					
Opportunities to have your say	3	3	17	29	48
Opportunities to become involved	2	2	26	29	42
The Tenant Gateway	3	7	43	25	23

12. Ashfield Homes' repairs service					
Ease of reporting a repair	3	3	4	21	69
Speed of repair	4	6	4	40	46
Quality of repair	4	1	6	31	57
The overall condition of housing	7	3	6	22	62

13. Tenancy support					
Advice and information on getting a tenancy	2	5	48	12	34
Untidy areas and neighbour problems	9	18	11	29	33
Help for people for paying rent	2	5	28	20	46
Help for people getting into rent arrears	3	0	37	23	37
Help and support for older people	2	2	25	26	46
Help and support for vulnerable people	2	5	34	22	38

14. Overall view of Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
Overall what is your experience of Ashfield homes?	5	5	5	22	65
Overall is the service improving, the same or getting worse?	52		44		5

Council tenants only (4 scale) %

A) Questions about ***Ashfield Council's*** housing services

1. Contacting Ashfield Council	Mostly unhappy	Sometimes unhappy	Sometimes happy	Mostly happy
In person at the Council's reception	7	7	33	52
By telephone	12	14	26	47
By email	15	4	23	58

2. Responses from the Council				
Speed of response to queries and problems	13	13	33	42
Quality of response	6	17	32	45

3. Information				
The website	13	13	34	39
Public meetings	26	11	37	26
Face to face enquiries or meetings	12	12	45	31
Posters, information sheets, newsletters	16	4	45	36

4. Resident Involvement				
Opportunities to have your say	30	5	32	34
Opportunities to become involved	27	7	27	39
The citizen's panel	32	14	14	39

5. Community Protection				
Ease of contacting the service	24	12	30	34
Speed of response	26	22	28	24
Quality of response	22	22	32	24

6. Housing Benefit				
Contacting the service	9	6	43	42
Speed of response	11	19	36	34
Quality of response	13	9	46	31
Efficiency in dealing with problems	13	8	51	28

7. Overall Experience				
Overall what is your experience?	15	9	39	37
Would you say the quality of service overall is improving or getting worse?	22		55	23

B) Questions about Ashfield Homes' housing services

8. Contacting Ashfield Homes	Mostly unhappy	Sometimes unhappy	Sometimes happy	Mostly happy
In person at Ashfield Home's reception	2	5	17	76
By telephone	2	3	17	78
By email	4	4	36	57

9. Response from Ashfield Homes				
Speed of response to queries and problems	3	2	32	63
Quality of response	3	3	33	60

10. Information from Ashfield Homes				
The website	3	0	32	65
Meetings	5	2	36	57
Face to face enquiries or meetings with staff	6	6	28	61
Posters, information sheets, newsletters etc.	6	2	31	62

11. Tenant involvement				
Opportunities to have your say	4	4	35	57
Opportunities to become involved	2	2	39	57
The Tenant Gateway	6	11	43	40

12. Repairs service				
Ease of reporting a repair	3	3	22	72
Speed of repair	5	6	42	48
Quality of repair	5	2	33	61
The overall condition of housing	8	3	23	66

13. Tenancy Support				
Advice and information on getting a tenancy	3	9	24	65
Deal with untidy gardens and problem neighbours	10	20	32	37
Help for people for paying rent and other charges	2	6	28	64
Help for people getting into rent arrears	5	0	37	59
Help and support for older people	2	2	35	61
Help and support for vulnerable people	2	7	33	57

14. Overall view of Ashfield Homes	Mostly unhappy	Sometimes unhappy	Sometimes happy	Mostly happy
Overall what is your experience of Ashfield homes?	5	5	23	68
Overall is service improving, the same or getting worse?	52		44	5

Respondent characteristics (if a Council tenant or leaseholder)	
Are you a council tenant?	68
Are you a council leaseholder?	4
Are all members of your household pensioners?	28
Do you live in sheltered housing for older people?	10
Do you have dependent children living with you?	23
If a council tenant have you been a tenant less than a year?	5
Are you a council tenant who is seeking a transfer of tenancy?	5
Is any member of your household an employee of the Council?	0
Is any member of your household an employee of Ashfield Homes?	1
Does any member of your household have a long term illness or disability?	34

Households with long term sickness and disability %

A) Questions about ***Ashfield Council's*** housing services

1. Contacting Ashfield Council	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at the Council's reception	3	6	28	28	36
By telephone	6	11	11	23	49
By email	3	3	55	10	28

2. Response from Ashfield Council					
Speed of response to queries and problems	16	16	11	19	38
Quality of response	6	18	12	21	42

3. Information from the Council					
The website	3	12	42	18	24
Public meetings	9	12	36	30	12
Face to face enquiries or meetings with staff	6	15	15	42	21
Posters, information sheets, newsletters etc.	11	6	17	37	29

4. Resident Involvement					
Opportunities to have your say	21	15	18	18	29
Opportunities to become involved	15	15	21	12	36
The citizen's panel	13	9	41	13	25

5. Community Protection					
Ease of contacting the service	22	11	19	14	33
Speed of response	26	12	21	18	24
Quality of response	26	12	21	18	24

6. Housing Benefit					
Contacting the service	0	5	32	27	35
Speed of response	3	18	29	24	26
Quality of response	3	6	26	38	26
Efficiency in dealing with problems	0	12	26	38	24

7. Overall Experience of Ashfield Council					
Overall what is your experience?	7	16	0	39	26
Would you say the quality of service overall is improving or getting worse?	18		56		26

B) Questions about Ashfield Homes' housing services

8. Contacting Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
In person at Ashfield Home's reception	0	6	14	14	66
By telephone	0	6	18	12	65
By email	0	4	64	11	21

9. Response from Ashfield Homes					
Speed of response to queries and problems	3	3	14	25	56
Quality of response	3	3	16	35	42

10. Information from Ashfield Homes					
The website	0	0	50	18	32
Public meetings	3	2	28	26	41
Face to face enquiries or meetings with staff	3	3	20	23	50
Posters, information sheets, newsletters etc.	6	3	15	21	55

11. Tenant involvement					
Opportunities to have your say	3	3	21	27	45
Opportunities to become involved	3	3	21	33	39
The Tenant Gateway	3	6	42	24	24

12. Ashfield Homes repairs service					
Ease of reporting a repair	0	3	16	22	59
Speed of repair	3	5	16	38	38
Quality of repair	3	0	16	27	54
The overall condition of housing	3	0	19	19	59

13. Tenancy support					
Advice and information on getting a tenancy	0	0	56	6	38
Untidy areas and neighbour problems	6	14	20	26	34
Help for people for paying rent	0	0	32	12	56
Help for people getting into rent arrears	0	0	36	18	45
Help and support for older people	0	3	26	21	50
Help and support for vulnerable people	0	6	29	21	44

14. Overall view of Ashfield Homes	Mostly unhappy	Sometimes unhappy	Don't use or no view	Sometimes happy	Mostly happy
Overall what is your experience of Ashfield homes?	3	0	15	21	62
Overall is service improving the same or getting worse?	45		48	6	

Respondent characteristics of the 42 respondents with someone long term sick or disabled in their household	
Are you a council tenant?	32
Are you a council leaseholder?	1
Neither of the above?	6
Are all members of your household pensioners?	21
Do you live in sheltered housing for older people?	8
Do you have dependent children living with you?	9
If a council tenant have you been a tenant less than a year?	0
Are you a council tenant who is seeking a transfer of tenancy?	0
Is any member of your household an employee of the Council?	0
Is any member of your household an employee of Ashfield Homes?	1
Does any member of your household have a long term illness or disability?	42

Appendix 2

Notes from tenant and resident and community association meetings we attended

Note of the meeting with Coxmoor Tenant and Residents Association, 4th November 2015 6.30 at Sherwood Court.

Around 40 people attended. Most were residents of Sherwood Court which is a large sheltered housing complex.

Chris explained that he was tasked with consulting people about the quality of the housing service in Ashfield. He gave examples of which parts of the service were run by Ashfield homes and which parts were run by the Council. He said it was important that he understood levels of customer satisfaction with the service and that everyone should think ahead and consider how services might need to change. Chris asked a series of questions and noted replies from the audience as a whole. At the end of the meeting he met with a number of people who wanted to state their views privately.

Residents spoke about the high quality of service provided by Ashfield Homes especially the support enjoyed by older people through the lifeline service and from staff generally. Chris asked residents to suggest areas of service that might be improved or achieve better value for money. Whilst the following suggestions were made tenants stressed that these problems were mostly the exception rather than the rule.

One tenant was concerned about the quality of work undertaken by repair sub-contractors. He thought that a recent fencing repair had taken too long and had to be done again before it was satisfactory.

A tenant not resident in the scheme told us about a problem of dampness in her new tenancy. She felt that the matter was taking too long to resolve and the repair staff were not taking her seriously.

Tenants of Sherwood Lodge told us that the above concerns were not typical of the repairs service as a whole.

Two tenants of Sherwood Lodge had moved in recently. One had used the choice based lettings scheme with the help of family members the other had relied upon officers for assistance. Both said that the system was easy to understand and trouble free. The flats were in excellent condition when offered to them.

Two tenants that were not residents of the scheme told us that they had tenancies through the housing options route. They were critical of the time taken to reach a decision, the quality of customer service and the offer of suitable tenancies.

A further tenant objected to having to pay rent on two tenancies when she was in the process of moving from one tenancy to another.

Most tenants supported a complaint about the frequency and quality of grounds maintenance service.

Tenants and residents gave examples of how the community protection team had been successful in managing problems reported to and provided examples of how the team had been pro-active by visiting the scheme. Tenants were less satisfied with the service provided by the police.

All scheme residents told us that they valued the Lifeline Service. Few tenants had opted into the Care Co-ordinator service. They told us that they thought the service was high quality and very useful to them. The majority of tenants said that they had opted out because it was not value for money. Tenants explained that they had to pay telephone line rental fees in addition to the Lifeline fee. Around half of scheme residents said they also had mobile phones. No one told us that these arrangements did not give value for money.

We enquired if anyone present had used the housing benefit and council tax services. A small number of people not resident in the scheme said they had. They were highly critical of delays in the system and what they regarded as bureaucracy. They cited examples of poor communications between the two sections.

Chris urged people present to complete a questionnaire so he could collect further evidence of the quality of service offered by Ashfield Council and Ashfield Homes. He explained that they could invite family members and friends to complete the questionnaire on line through the Council or Ashfield Homes website. He explained that the questionnaire could also be completed online. 8 residents present indicated that they used computers tablets or smartphones regularly.

Meeting with Beauvale Community Association 9th November 2015

Chris thanked the Community Association for inviting us to attend their AGM.

We explained the reasons for the Your Homes – Your Say consultation, clarifying that this is about **What** change the housing service needed to go through not **Who** should manage the service.

Chris, the project manager drew attention to the fact that housing and support services would be under more pressure in future due to growth in the older population, government spending cuts and a shortage of housing.

Chris asked everyone to complete a questionnaire, and make friends and relatives aware of the consultation so they could have their say. He said that the questionnaire was also available on-line and everyone could get further information from the Your Homes - Your Say section of the Ashfield Homes or Ashfield Council websites.

Chris led a discussion on many aspects of the housing service some of which were delivered by the council, some by Ashfield Homes. They key points raised by members were:

- Concern about safety in the event of a fire in Beauvale Court (We were told that Ashfield Homes is dealing with this);
- Great concern over how Ashfield Homes, District and County Councils deal with gritting in icy weather;
- Similar issues with Severn Trent Water over drainage problems leading to local flooding;
- One example of how the repairs service had failed to solve a water ingress problem;
- New tenants said they thought the lettings system worked well with only one repair issue highlighted;
- Mixed views about the value for money of the care co-ordinator service;
- Confidence in the Tenant Involvement, lifeline and Community Support services;
- Confidence in the Housing Benefit system 'as smooth as it can be given in that it's complicated!' and
- Confidence in the quality of the local Grounds Maintenance service – seasonal issues with slippery leaves and older person's safety.

Overall members told us that they were highly satisfied with their housing services.

Meeting with Carsic TRA 20th November 2015

Your Homes – Your Say was an agenda item on the meeting of the TRA. Issues raised during the normal business of the meeting concerned the quality of the local bus service and concerns about gritting in severe weather. Progress on a request for service from grounds maintenance was noted. Members were concerned that a resident seeking a council tenant had misunderstood how the choice based letting system worked. The Ashfield Homes officer attending the meeting said that the person would be visited and assisted to make further bids.

We explained the reasons for the *Your Homes – Your Say* consultation, clarifying that this is about what change the housing service needed to go through in order to meet the needs of its users now and in the future.

For example, Chris, the project manager, explained that housing and support services would be under more pressure in future due to growth in the older population, government spending cuts and a shortage of housing. He asked for suggestions about how housing services could be improved and made more cost effective in the long term and explained that all comments and suggestions would be welcome.

Chris asked everyone to take a questionnaire, and make friends and relatives aware of the consultation so they could have their say. He said that the questionnaire was also available on-line and everyone could get further information from the *Your Homes - Your Say* section of the Ashfield Homes or Ashfield Council websites.

One TRA member felt that it was a greater priority to spend public money on essential services such as the care and support of older and vulnerable people rather than spending on sports facilities and promotion.

Many members supported the suggestion that the council needed to build additional affordable homes. When questioned they said that more should be provided by the council rather than housing associations as in their view housing association tenancies were at higher rents and there were fewer opportunities for tenants to have their say. Tenants thought that affordable homes from new developments should also be owned by the council and managed by Ashfield Homes. Members believed that the Council had prevented Ashfield Homes from becoming involved in developing new homes or acquiring them from developers.

One member said that he believed that more money would be available for services if they were managed directly by the council. Many people spoke against this. The majority view was that tenants would be less involved if the council ran things directly. There was also a fear that the council would take resources away from housing to spend on other things.

TRA members told us it was much easier to contact Ashfield Homes than the council citing delays of around 8 minutes for calls to be answered.

Many members told us that they were not aware that the council's Citizens' Panel existed and had received no information about how to join it.

Members felt that the quality of service from the housing benefit section was good however they cited problems experienced by self-employed people if their income fluctuated. The time delay in recalculating the benefit and sometimes wrong advice had resulted in large re-claims.

A resident spoke about the installation of baths in flats and bungalows intended for use by the elderly. He believed that walk in showers should be provided instead. An officer present responded.

Another member felt that bungalows should not be let exclusively to people over 65. He believed that younger people with disabilities should be eligible.

A resident suggested that the council should not allocate tenancies to problem families in areas where they may clash with other residents.

A member of Ashfield Council told the meeting that Ashfield homes was now offering a repair and improvement service to home owners as well as council tenants. She told the meeting that in her experience the work was of high quality and at a competitive price.

Meeting with George St Area TRA Hucknall 16th November 2015

Chris thanked the Association for inviting him to their meeting. He said he had learned a great deal from the items under discussion on the agenda especially in relation to the support given to the community by Ashfield Homes in relation to local upgrades and information from the Community Support Officer.

We explained the reasons for the Your Homes – Your Say consultation, clarifying that this is about **What** change the housing service needed to go through not **Who** should manage the service.

Chris, the project manager drew attention to the fact that housing and support services would be under more pressure in future due to growth in the older population, government spending cuts and a shortage of housing.

Chris asked everyone to complete a questionnaire, and make friends and relatives aware of the consultation so they could have their say. He said that the questionnaire was also available on-line and everyone could get further information from the Your Homes - Your Say section of the Ashfield Homes or Ashfield Council websites.

TRA members responded by telling us of their confidence in the service provided by Ashfield Homes and the local grounds maintenance depot. They felt that the questionnaire should have a section added to assess the quality of work undertaken by subcontractors such as the major works sub-contractor and the grounds maintenance undertaken specifically for Ashfield Homes as part of the management contract.

The strong message from the meeting was 'If it aint broke don't fix it!'

The key points raised by members were:

- Positive comments about the quality of work and finish for recent heating upgrades;
- Positive comments about adaptations work undertaken for a tenant with disabilities;
- There was a notable improvement in the quality of service overall since Ashfield Homes took over service delivery;
- There were negative comments about the availability of police and community support officers;
- There were negative comments over the seasonal response to clearing leaves from footways used by older people; and
- Tenants urged the council to undertake more local consultation regarding new build housing to ensure the needs of local members of the community were met especially younger people.

Meeting with Huthwaite TRA 19th November 2015

Of particular relevance to this consultation was a presentation by the Community Protection team. The issue of greatest concern during questions and answers was dog fouling. Officers described a range of policies and procedures that were designed to alleviate the problem. Members said that the issue was only a major problem in a small number of areas.

We explained the reasons for the Your Homes – Your Say consultation, clarifying that this is about what change the housing service needed to go through in order to meet the needs of its users now and in the future.

For example, Chris, the project manager, explained that housing and support services would be under more pressure in future due to growth in the older population, government spending cuts and a shortage of housing. He asked for suggestions about how housing services could be improved and made more cost effective.

Chris asked everyone to take a questionnaire, and make friends and relatives aware of the consultation so they could have their say. He said that the questionnaire was also available on-line and everyone could get further information from the Your Homes - Your Say section of the Ashfield Homes or Ashfield Council websites.

Meeting with Welbeck Community Association (CA) 23rd November 2015

Your Homes – Your Say was an agenda item on the meeting of the CA. Issues raised during the normal business of the meeting concerned dangerous and anti-social behaviour from riders on non-legal trail bikes, the future of some garage sites and the Broomhill Shops. Some repair and estate maintenance issues were raised with Ashfield Homes.

The Police Community Support Officer explained the policy and practical problems involved in addressing the problem of trail bikes, noting that there had been a recent rider fatality and the community had expressed its concern on Facebook. Councillors present and members of the public put forward several suggestions for dealing with the matter and how spending cuts had limited the options available to the police.

Ashfield Homes' officers explained that the future of the garage sites had been referred up to the Council. They responded to some of the estate maintenance issues saying that the work would be undertaken in the longer term.

CA members challenged Ashfield Homes' officers on some estate management problems.

We explained the reasons for the Your Homes – Your Say consultation, clarifying that this is about what change the housing service needed to go through in order to meet the needs of its users now and in the future.

For example, Chris, the project manager, explained that housing and support services would be under more pressure in future due to growth in the older population, government

spending cuts and a shortage of housing. He asked for suggestions about how housing services could be improved and made more cost effective in the long term and explained that all comments and suggestions would be welcome.

Chris asked everyone to take a questionnaire, and make friends and relatives aware of the consultation so they could have their say. He said that the questionnaire was also available on-line and everyone could get further information from the Your Homes - Your Say section of the Ashfield Homes or Ashfield Council websites.

A brief discussion followed. Issues raised were the impact of benefit cuts on service users, especially younger people and the general shortage of social housing. CA members acknowledged that this would become more acute in future.

Appendix 3

Flyer used to support presentations and awareness raising

The following flyer was produced and was widely distributed amongst offices and community groups. A similar, A3 size poster was produced for display in offices, schools community centres and public buildings.

Your Homes – Your Say!

*Help shape the future of housing in
Ashfield District*



How to have your say:

- Complete a questionnaire;
- Share your views with others on line; and
- Encourage others to visit the website and complete the questionnaire.

Ashfield Council has engaged independent consultants Chris Broughton Associates (CBA) to find out what Ashfield tenants and residents think about:

- *The quality of the council's housing services and the Council Housing Management service;*
- *How services need to change.*

Ashfield Council's housing services are the homelessness, housing benefits and community support services.

Ashfield Homes' housing services are council housing repairs, tenancy support, lettings, the Lifeline service for older people, tenant involvement.

How to get access to the questionnaire and on line community:

Use the following links. Access to *Your Homes - Your Say* is on the first page:

<http://www.ashfield-dc.gov.uk> or google **Ashfield Council**;

<http://www.ashfieldhomes.co.uk> or google **Ashfield Homes**.

If you have comments questions or concerns or want a paper questionnaire and reply envelope please contact Chris, the project manager:

- Email chris@chrisbroughton.co.uk
- Telephone Chris on 07809 625 636 please leave a voicemail if Chris cannot take your call.