



Ipsos MORI
Social Research Institute

August 2018

Future Housing Services in Bassetlaw

A tenant and leaseholder consultation

Report for Bassetlaw District Council



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Background and objectives

Background and Objectives

This report presents the findings of a consultation among tenants and leaseholders of A1 Housing. The data reported is taken from the consultation period which ran from 1st March 2018 – 25th July 2018.

1.1 Background

Housing services in Bassetlaw are currently run by A1 Housing Bassetlaw Ltd, an arm's length management organisation (ALMO) that was set up by the Council in 2004 to receive government money to improve Council housing through the Decent Homes funding programme, which ended in 2012.

Bassetlaw District Council would now like to return all housing services directly to its control from 1 October 2018. The Council believe that by doing so they will generate savings of £335,000¹ a year, enabling more money to be invested in the services that matter to tenants and leaseholders. The Council has already successfully returned some administrative services such as finance and Human Resources to the Council, generating an initial saving of £300,000.

Before any change can be made, the Government review of ALMOs makes clear that any decisions on an ALMO's future should take account of those whose homes are managed by the ALMO. Under s105 of the Housing Act 1985, local authorities are required to consult with their residents on any significant change in management arrangements. In light of this, the objectives of the consultation are:

- to undertake a postal survey of A1 Housing's tenants and leaseholders;
- to demonstrate the level of support for, and opposition to, the return of housing management services to direct control of Bassetlaw District Council; and
- To understand the tenants' and leaseholders' priorities and areas of focus for the Council going forward.

1.2 Methodology

Ipsos MORI carried out a postal survey of all A1 Housing tenants and leaseholders, and where there were joint tenants, an additional questionnaire was sent to the household. This was made possible by the secure transfer of a database of names and addresses to Ipsos MORI. Once vacant properties and deceased tenants and leaseholders had been removed from it, this database amounted to 8,572.

The questionnaire sent to tenants and leaseholders and the additional questionnaire sent to joint tenants can be found in Appendix B.

The four-page self-completion questionnaire included an introduction signed by Neil Taylor, the Chief Executive of Bassetlaw District Council, which set out the reasons for the survey. The questionnaire also gave information on how to fill it in and details of an Ipsos MORI telephone number and email address to use if further help was needed. The survey also signposted to further information from the council about the proposal.

¹ Figure provided by Savills Housing Consultancy Ltd

The questions themselves asked about:

- support or opposition to the proposal;
- reasons why respondents viewed the proposal in this way (to be written in by respondents and coded up later by Ipsos MORI);
- the housing services that respondents would most like to be improved;
- an opportunity for respondents to provide any further comments (to be written in by respondents and coded up later by Ipsos MORI);
- details on the background of respondents to give the results more context (i.e. respondents' age, gender, ethnicity and whether they had a disability); and
- an opportunity for respondents to sign-up to a Housing Advisory Group that will be run by the Council as part of their commitment to listen to the views of tenants and leaseholders.

A number of verbatim comments are included in this report to illustrate and highlight key issues that were raised within the open text questions. These are included in the report in bold italics. It is important to remember that the views expressed in these verbatim comments do not always represent the views of the group as a whole although in each case the verbatim is representative of, at least, a small number of respondents.

2,458 responses were received throughout the consultation, amounting to a response rate of 29%. The amount of responses breaks down to 2,420 responses received from tenants, and 38 responses from leaseholders. Due to the small number of responses received from leaseholders, it has not been possible to disaggregate the data at this level.

Please note that the data throughout this report is unweighted as the profile of tenants and leaseholders is unknown.

1.3 Publication of data

As Bassetlaw District Council has engaged Ipsos MORI to undertake an objective consultation to date, it is important to protect the organisation's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

1.4 Acknowledgements

Ipsos MORI would like to thank the tenants and leaseholders who have participated in this consultation to date. We would also like to thank Bassetlaw District Council and A1 Housing for their help and assistance in the development of this consultation exercise.

Summary of Findings

Tenants and leaseholders of A1 Housing respond much more positively than critically to the proposed return of local housing services to council control. Of those who took part in the consultation, six in ten (60%) support the proposal, and only 5% oppose the proposal. Respondents are much more likely to say they have no opinion (20%) or that they 'don't know' (12%) than to be opposed. Support is significantly higher among those aged 65 – 74 years (65%) whilst younger respondents aged 16-34 are less positive (43% support); they are also more likely to say they don't know (29%).

When asked why they view the proposal in this way, tenants and leaseholders mainly explain their positivity with reference to the money which will be saved generally and specifically through efficiencies in operations. Those who disagree with the proposal are most likely to say that they do not want change whilst others question the new delivery of service and its quality. Other comments cite concerns about job losses as a result of the proposal.

When asked which services most need prioritising the majority of tenants and leaseholders say that it is the repairs and maintenance service (55%), with around three in ten stating that anti-social behaviour (30%), the quality of the home (29%) or value for money for rent (29%) need to be improved.

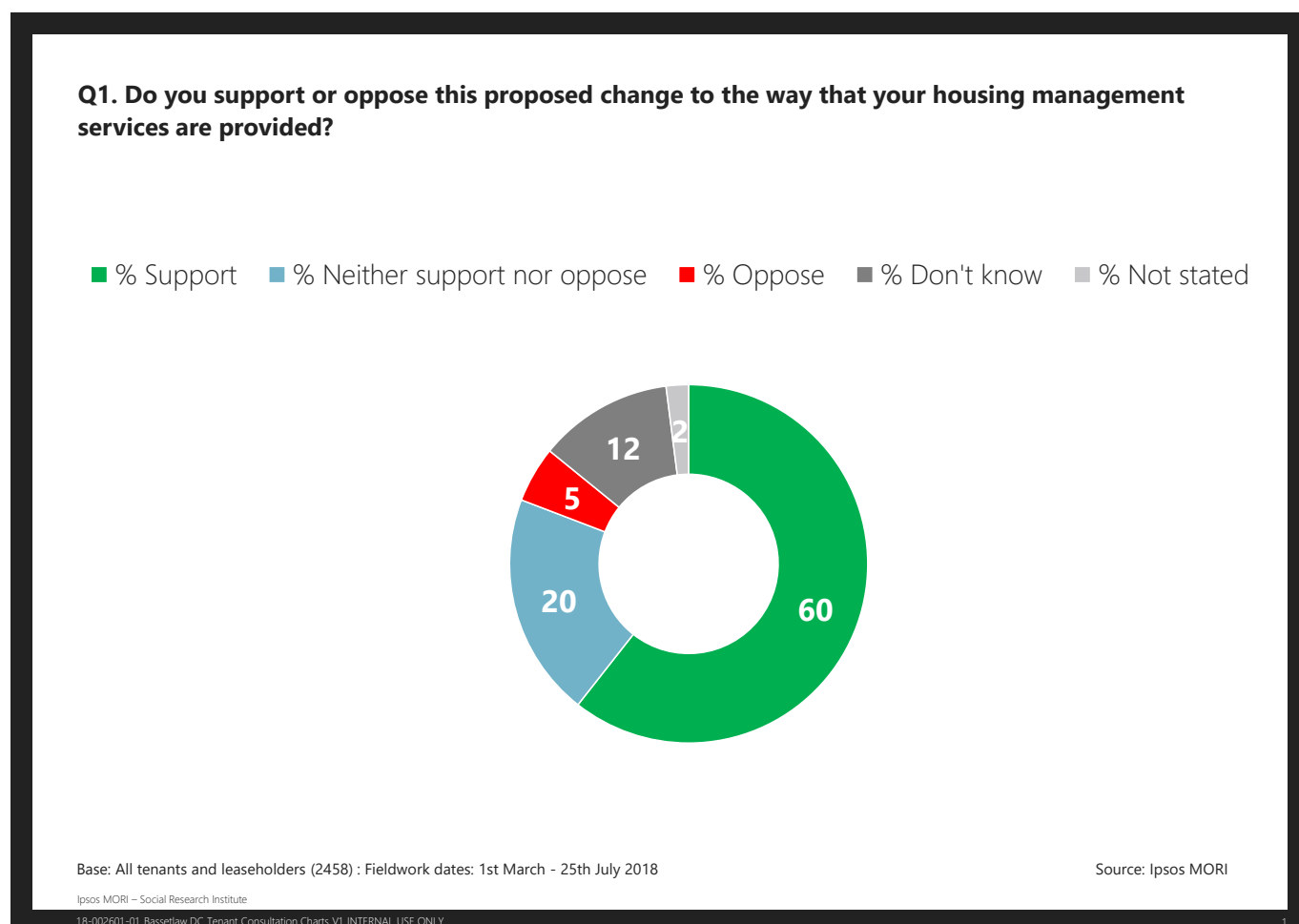
In the final open text box question, tenants and leaseholders provided a range of further comments with positive mentions of current circumstances as the most mentioned (127 comments). Considerations for specific tenant groups, housing/building improvements, and estate/communal area improvements are also among the most mentioned comments.

Main Findings

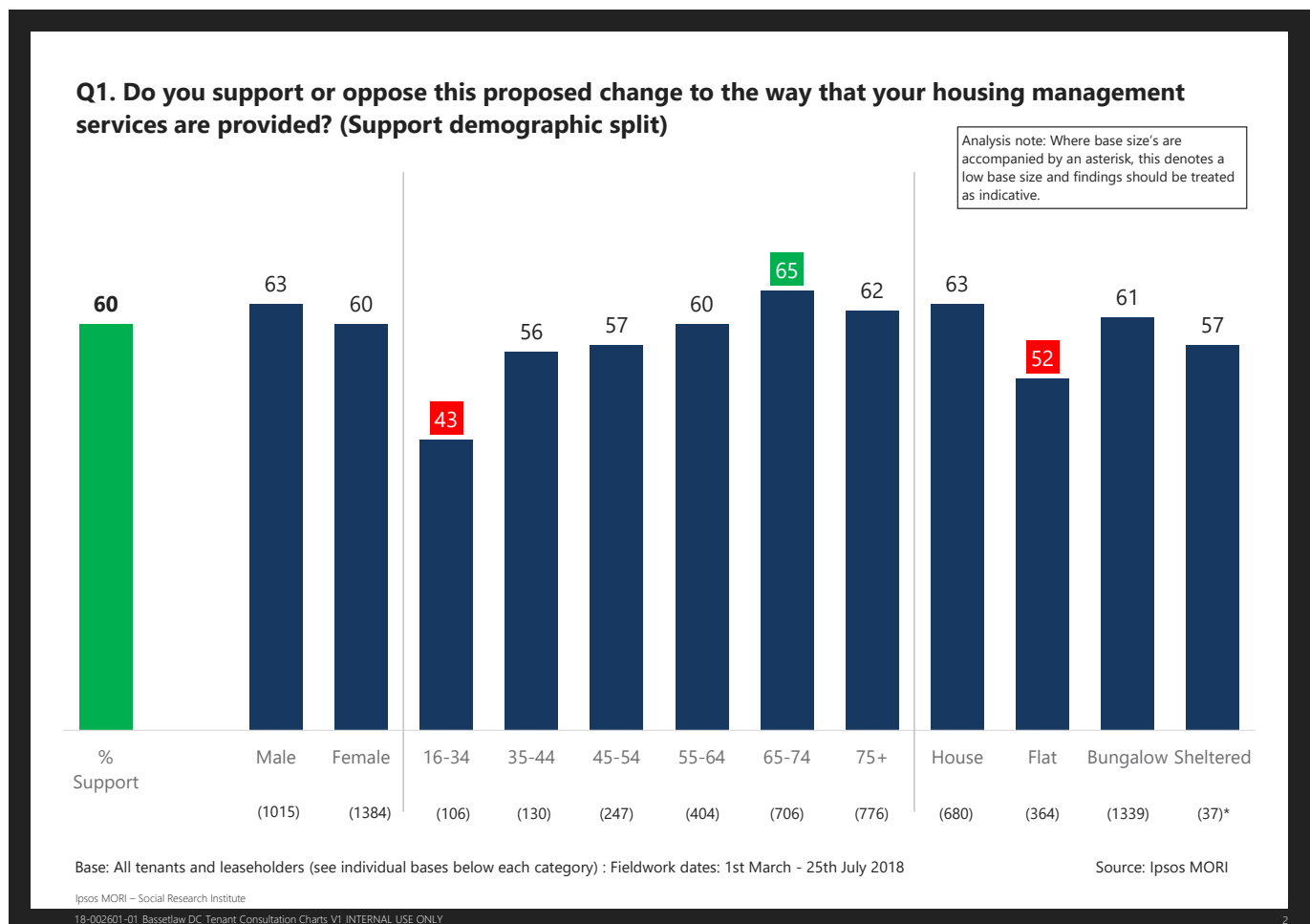
1.5 Attitudes towards the proposal

Six in ten respondents (60%) support the proposed change to the way that housing management services are provided, a further 5% oppose the proposal. One fifth of respondents (20%) have no view either way and 12% state that they 'don't know'.

Figure 1.1: Attitudes towards the proposal



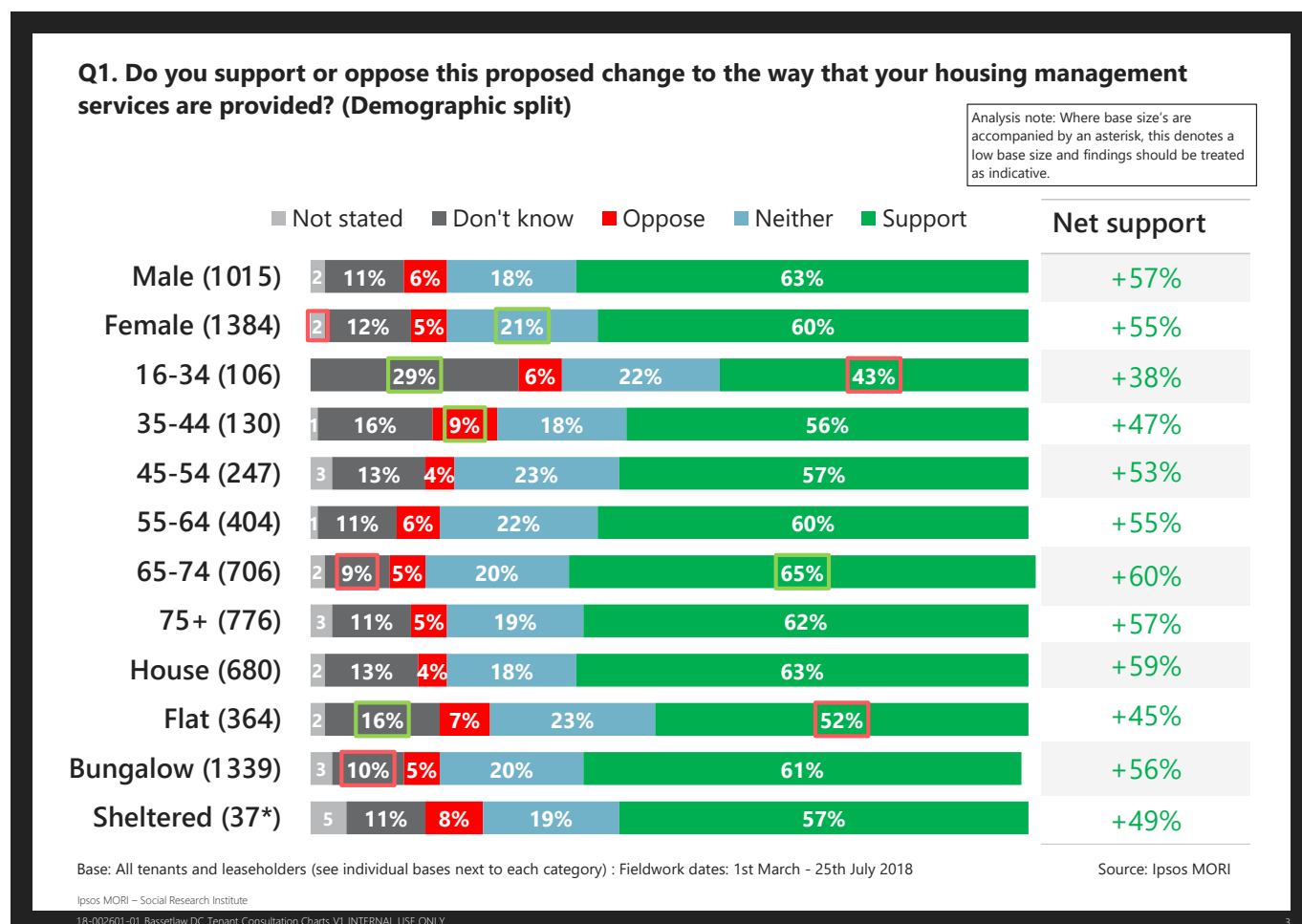
Attitudes towards the proposals vary between several groups of respondents. The level of support is significantly greater among those aged 65 – 74 years (65% support vs. 60% overall), whilst those aged 16 – 34 are less positive (43% support). However, this younger age group is significantly more likely to state that they 'don't know' (29% vs. 12% overall).

Figure 1.2: Level of support for the proposal by respondent type

It is respondents aged 35 – 44 years who are significantly more likely to oppose the proposal (9% oppose vs. 5% overall).

There are very few significant differences by property type, although those who reside in a flat are less likely to state that they support the proposal (52% vs. 60% overall) and more likely to state that they 'don't know' (16% vs. 12% overall). A full breakdown of responses by respondent type can be seen in Figure 1.3.

Figure 1.3: Attitudes towards the proposal by respondent type



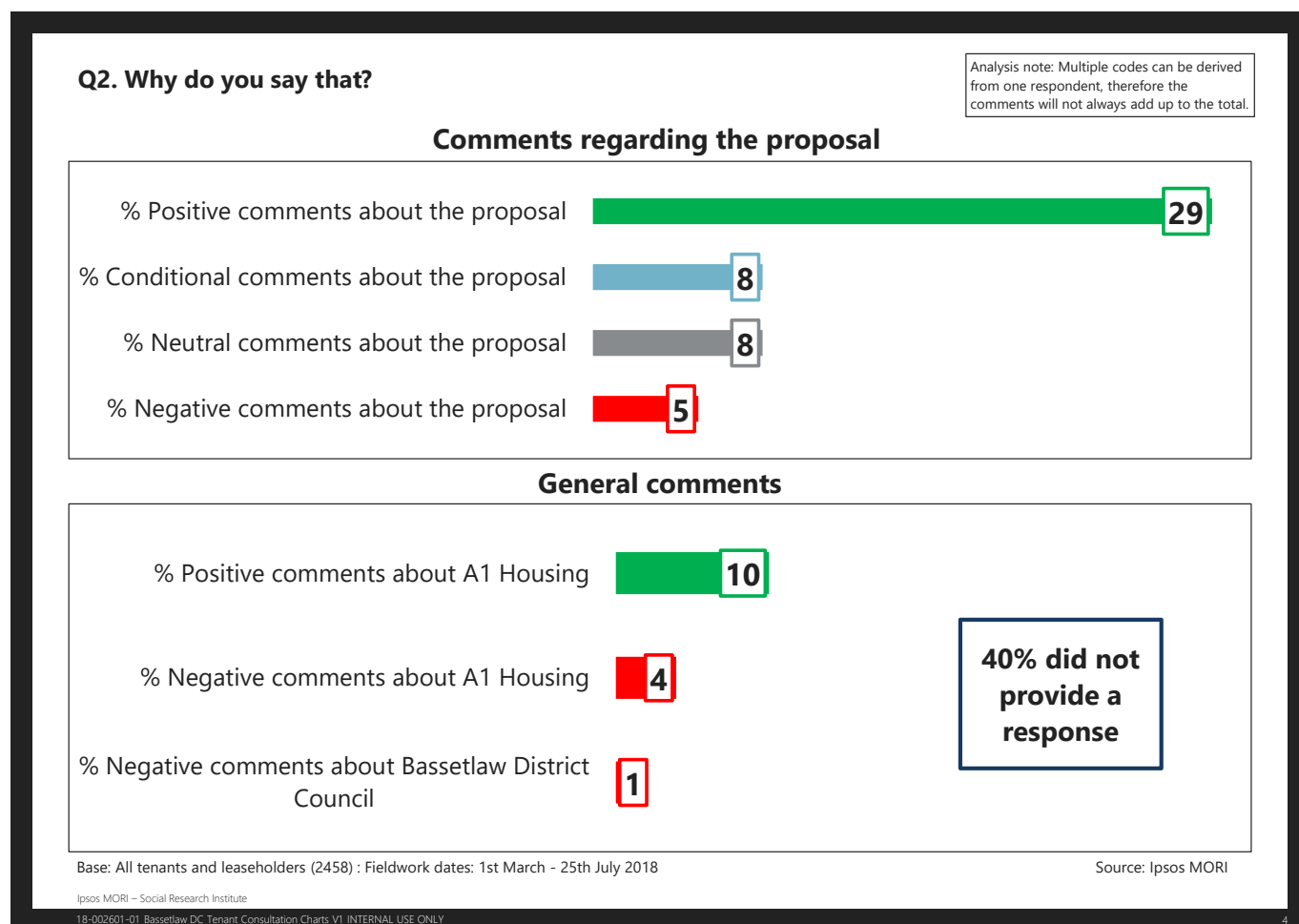
1.6 Reasons for views on the proposals

A follow up question asked respondents to write why they had answered as they had, and their responses were coded into categories as detailed in Figure 1.4. It should be noted that one response could include comments relating to more than one category, and as such this response is split accordingly, which is why the comments add to more than 100%.

Four in ten respondents (40%) chose not to answer the question. The largest proportion who did answer (29%), made positive comments about the proposal. A further 8% made comments of support but with caveats e.g. they agreed providing money was invested in a certain way, and the same proportion 8% remained neutral, stating for example that they couldn't comment either way because they did not have sufficient information. In total 5% of respondents made negative comments about the proposal.

In addition to answering the question directly, some respondents also took the opportunity to write more general comments relating to either A1 Housing (10% of respondents overall made positive comments and 4% made negative comments) or Bassetlaw District Council (1% made negative comments).

Figure 1.4: Reason for view of the proposal - categories



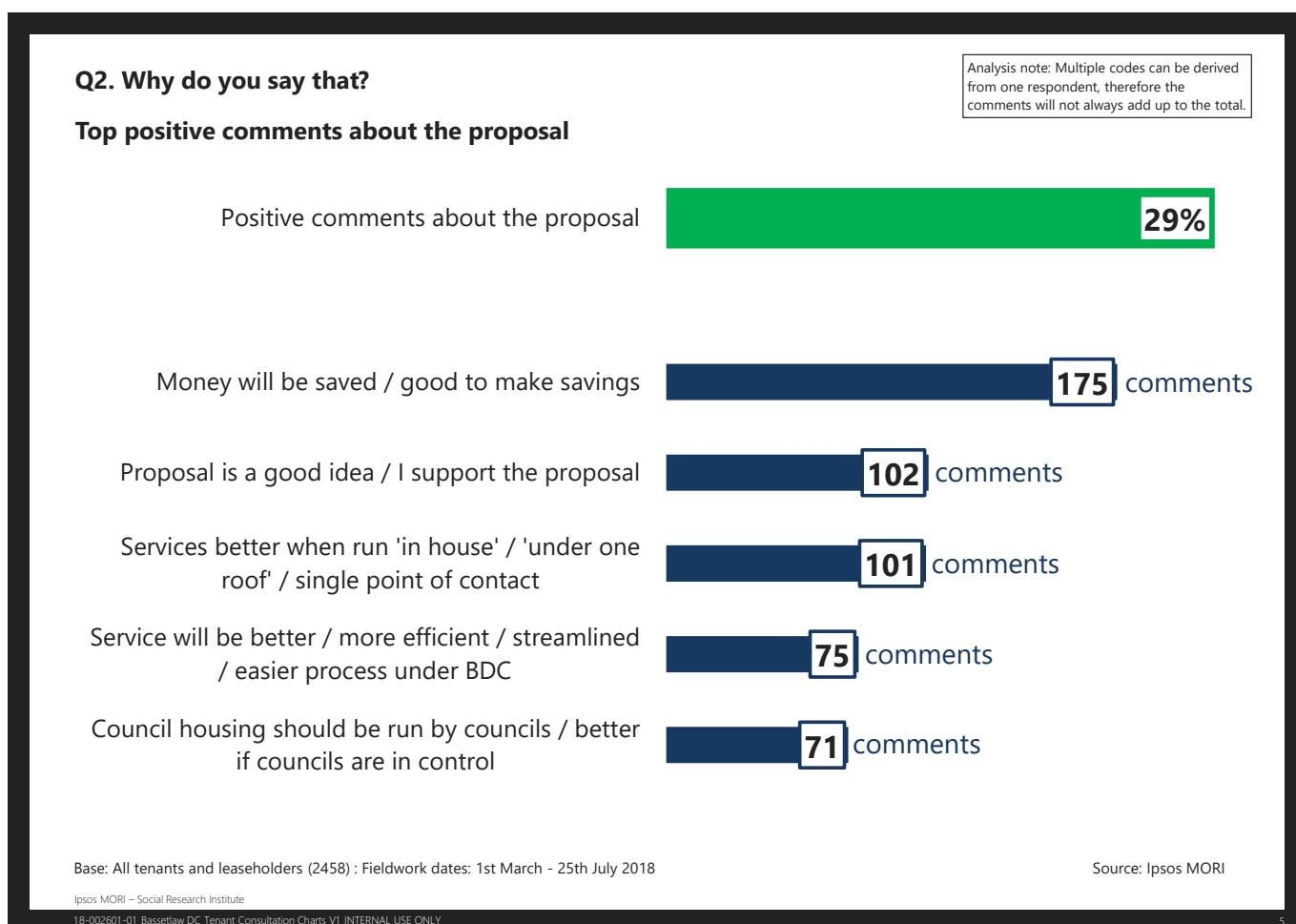
These categories of comments are explored in further detail below.

1.7 Comments regarding the proposals

Positive comments about the proposal

In total, 29% of respondents provided a positive comment. The largest number of comments (175) related to the money that would be saved if the management of services were transferred back to the Council. There were more general comments about services being better when run by one organisation (101 comments) and a belief that there would be efficiencies to be made under Bassetlaw District Council (75 comments). The full range of comments can be viewed in Appendix A.

Figure 1.5: Positive comments about the proposals



"If it saved money that can be put to better use elsewhere it is a positive thing"

Tenant

"Because it was a better and more personal service before. We had a local office where we could go for anything we needed to discuss and we were looked after better"

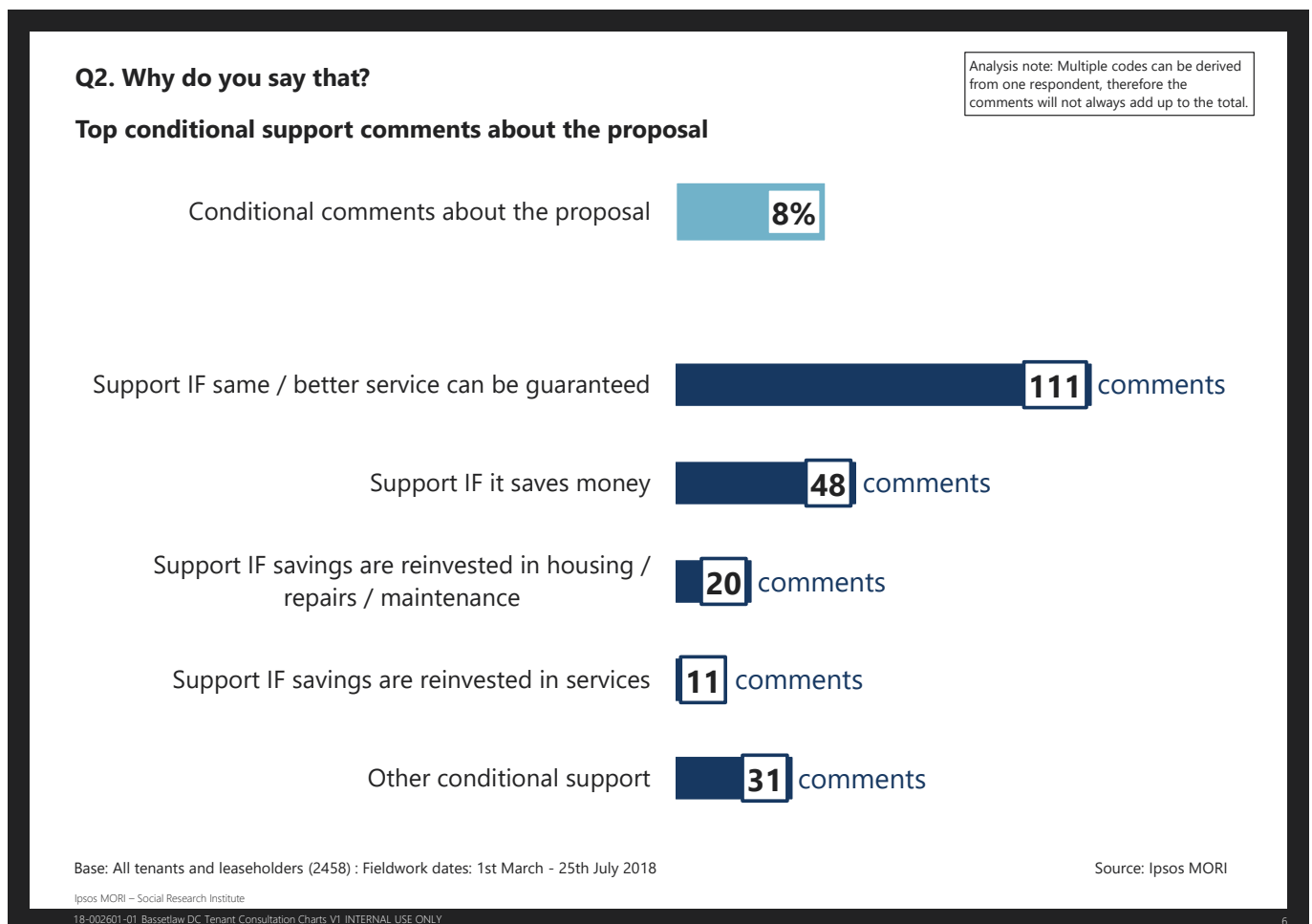
Tenant

Conditional support comments

In total, 8% of respondents to the consultation stated that they supported the proposal but that there was a caveat to that support. The largest number of comments (111) came from respondents who supported the transfer providing the quality of service stayed the same or improved under the Council, 48 comments made reference to support if the proposal saved money, and 20 comments stated that support was conditional on the savings being reinvested in the housing stock.

A full list of comments relating to conditional support can be found in Appendix A.

Figure 1.6: Conditional support comments



"I support this if monies saved are reinvested into council housing and the maintenance of areas which need investment where council houses are"

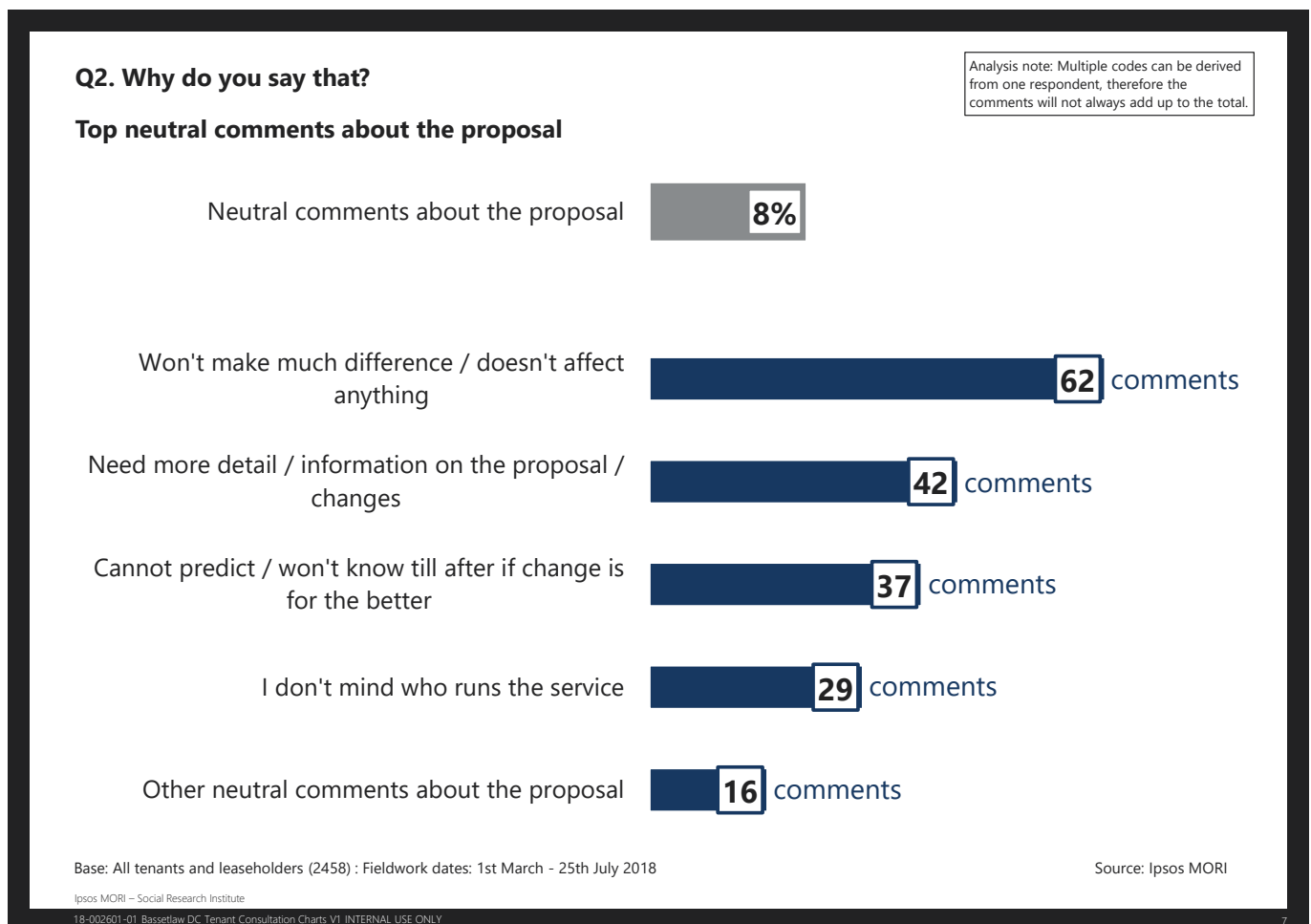
Tenant

Neutral comments relating to the proposal

In total, 8% of respondents stated that they are neutral about the proposal to transfer the housing stock back to the Council. Sixty-two respondents believed that the change would not have any impact, 42 comments related to the need for more information before an opinion could be formed and 37 respondents believed that the outcome would only become evident once the change had been made.

A full list of all the neutral comments can be found in Appendix A.

Figure 1.7: Neutral comments about the proposal



"I don't know enough about the changes and how they may affect me to be able to support or oppose this change. Also, will the £335,000 in savings be used to improve housing or spent in some other way? I don't feel I have enough information"

Tenant

"The result of the changes won't happen overnight. Time will tell on results if it is a good idea or not"

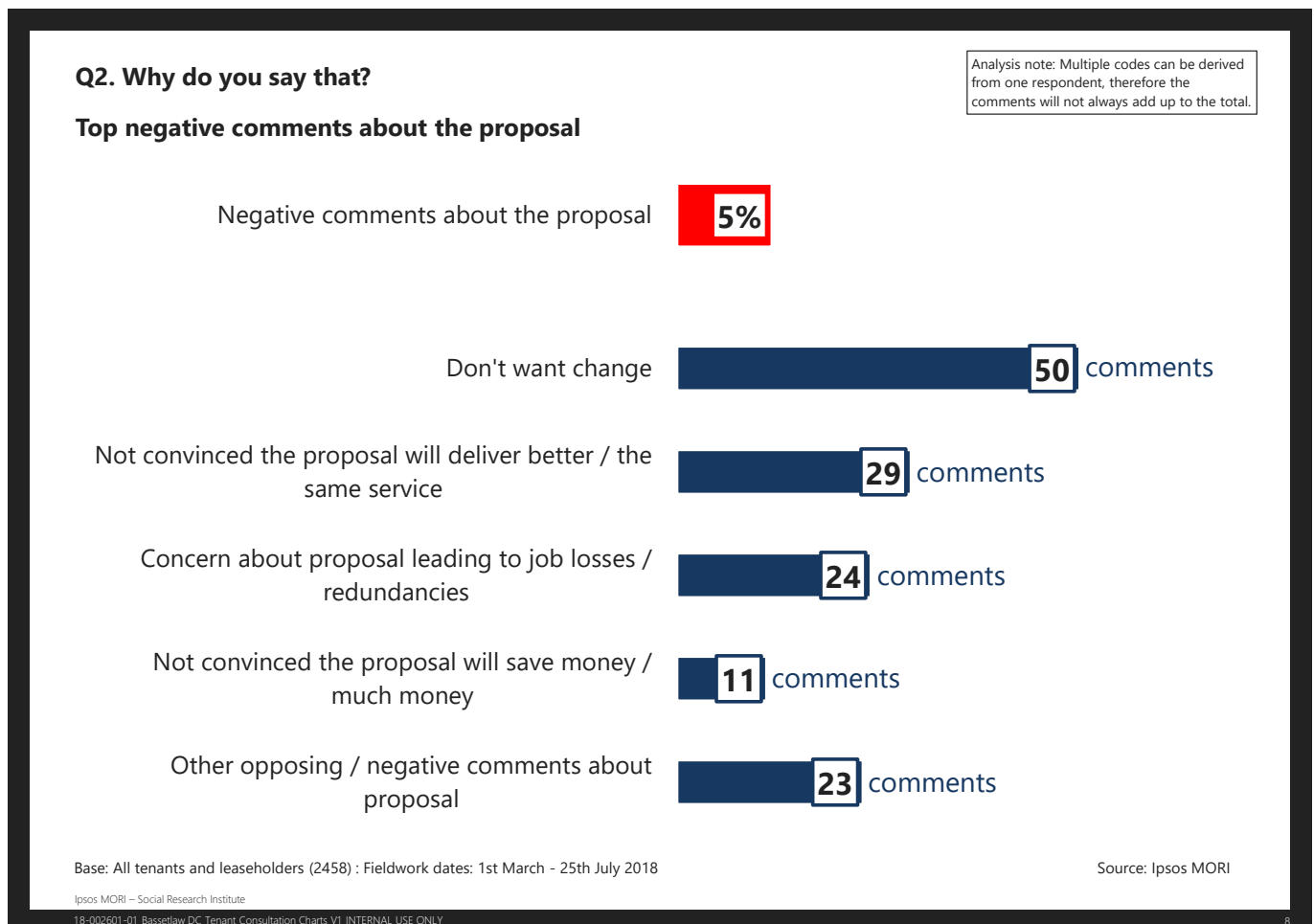
Tenant

Negative comments on the proposal

In total, 5% of respondents made a negative comment about the proposal. For most it is about their resistance to change (50 comments), a further 29 comments relate to uncertainty as to whether the proposal will deliver a better or the same quality as the current service and 24 respondents are concerned about the potential for job losses.

All of the negative comments can be found in Appendix A.

Figure 1.8: Negative comments about the proposal



Many of those whose comments relate to 'Don't want change' and 'Not convinced the proposal will deliver better / the same service' cite having a good relationship with A1 Housing and changing this could cause problems in the future whilst others express a dissatisfaction with Bassetlaw District Council in the past and believe these negative experiences will be repeated again.

"It makes me feel very uneasy contemplating the change. If something isn't broken then don't fix it."

Tenant

“Works well as it is. A1 do a good job. You may save some money but will the council do a job as well as A1 has done”

Tenant

“Why break or mend what’s not broken. Personally A1 has always been 10/10 when dealing with me. Going back to Council might be overload”

Tenant

Comments relating to ‘concern about proposal leading to job losses / redundancies’ cite a lack of detail on what will happen to A1 Housing staff as a result of the proposal. These comments are not limited to those who oppose the proposal, as respondents who support the proposal also appear to share this concern

“I understand that savings need to be made. A1 Housing have done a good job since 2004, but it is now time to bring these services back in the Council. I do have concerns about loss of jobs, and would like reassurance that this can be achieved by voluntary redundancies and early retirement”

Tenant

“I would like more information as regards the impact this will have on the staff employed by A1 Housing. Does this mean job losses or redundancies for these staff?”

Tenant

Those who are ‘not convinced the proposal will save money / much money’ mention a lack of detail in the proposal as to how savings will be made and where they will be spent.

“Not enough info on the website. No specifics. Exactly how has £330K been saved? Exactly how will £335K be saved in the future? Who/what is ‘Savill’s Housing Consultancy’? How much did they cost? I need details...?”

Tenant

“...At the moment A1 Housing...use contractors to do their heating & electrical work, therefore the council are still going to have to use these companies as they do not employ enough of their own staff...so are they saving any money in this respect?”

Tenant

Other opposing / negative comments about the proposal include comments about councillors and councils in general, as well as some comments quoting legislation.

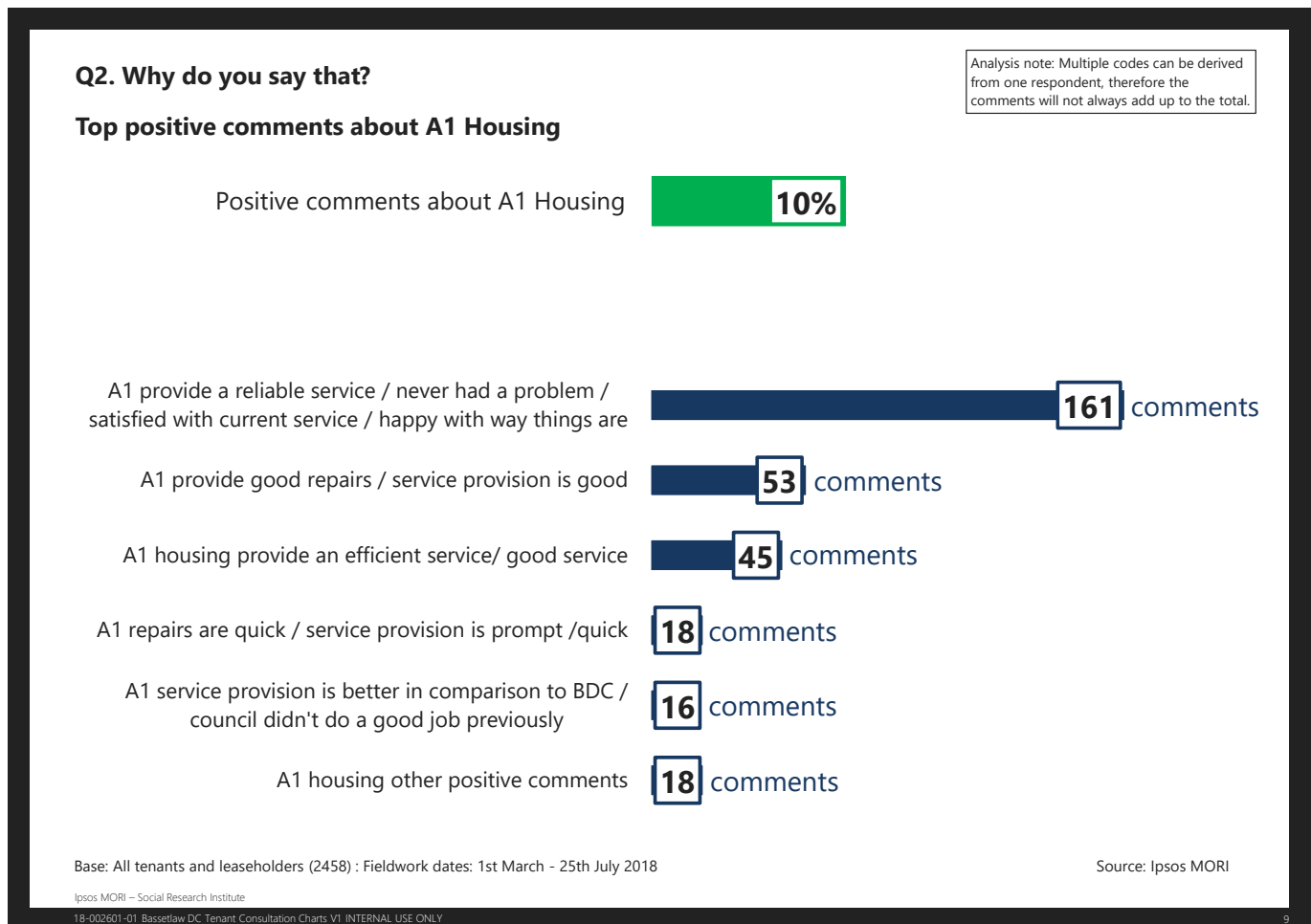
1.8 General comments

In addition to or instead of commenting on the proposal, a number of respondents took the opportunity to comment on either A1 Housing and the service it provides or on Bassetlaw District Council. The most frequent comments are reported below and the full range of comments are detailed in Appendix A.

Positive comments about A1 Housing

One in ten respondents provided a positive comment about A1 Housing, the largest number of which related to the reliable service which is currently being provided (161 comments), specific mention was made of the good repairs and maintenance service (53 comments), the efficiency of the service (45 comments) and the speed of the service (18 comments). In total, 16 respondents stated that A1 Housing was a better service provider than the Council.

Figure 1.9: Positive comments about A1 Housing



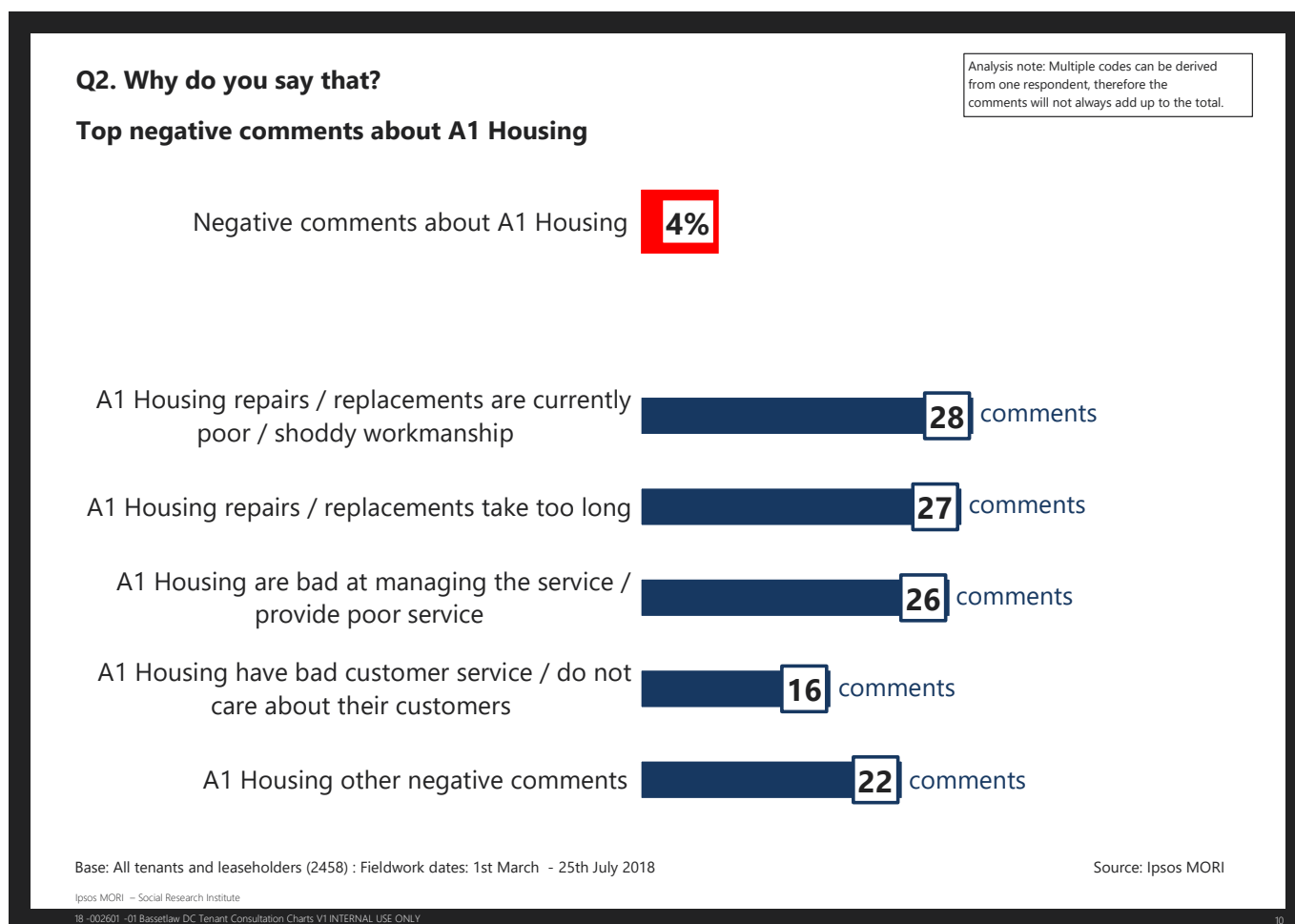
"I feel secure because I am an A1 housing tenant. All repairs are carried out quickly..."
Tenant

"Housing will turn into a state of despair as it was before A1 Housing took over"
Tenant

Negative comments about A1 Housing

In total, 4% of respondents made a negative statement about A1 Housing. Roughly equal numbers of comments related to the housing repairs being of poor quality (28 comments) and repairs and maintenance taking too long (27 comments). There were 26 comments relating to bad management or poor service generally and 16 comments specifically related to poor customer service.

Figure 1.10: Negative comments about A1 Housing



“Although I have had a few jobs undertaken they have often not been completed satisfactory or A1 have had to come back several times”

Tenant

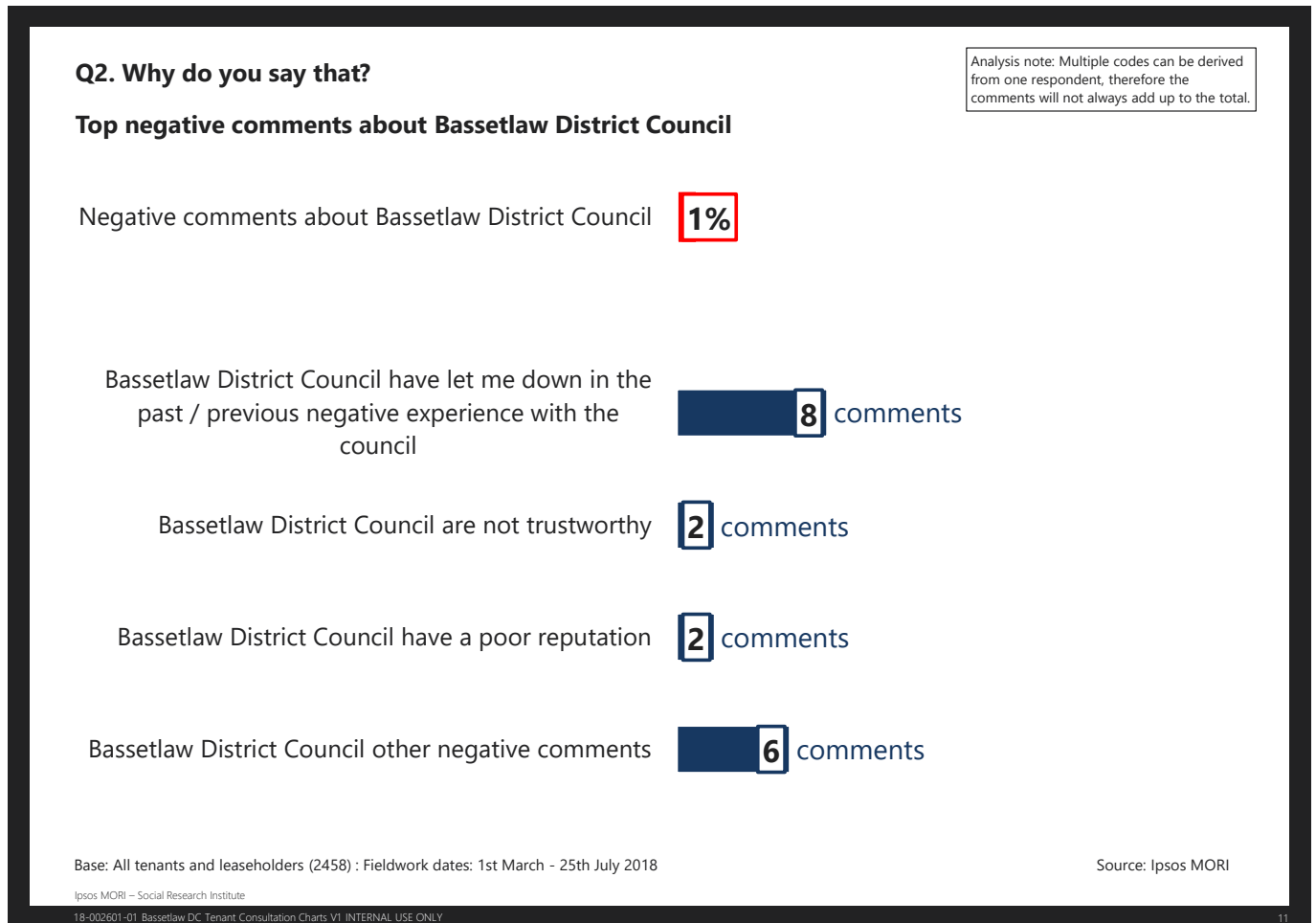
“A1 has a ‘can’t do’ attitude”

Tenant

Negative comments about Bassetlaw District Council

In total, 1% of respondents made negative comments about Bassetlaw District Council. Eight comments related to having a previous negative experience.

Figure 1.11: Negative comments about Bassetlaw District Council



"I just feel that when Bassetlaw managed the Housing stock we as tenants were let down by repairs not being done"

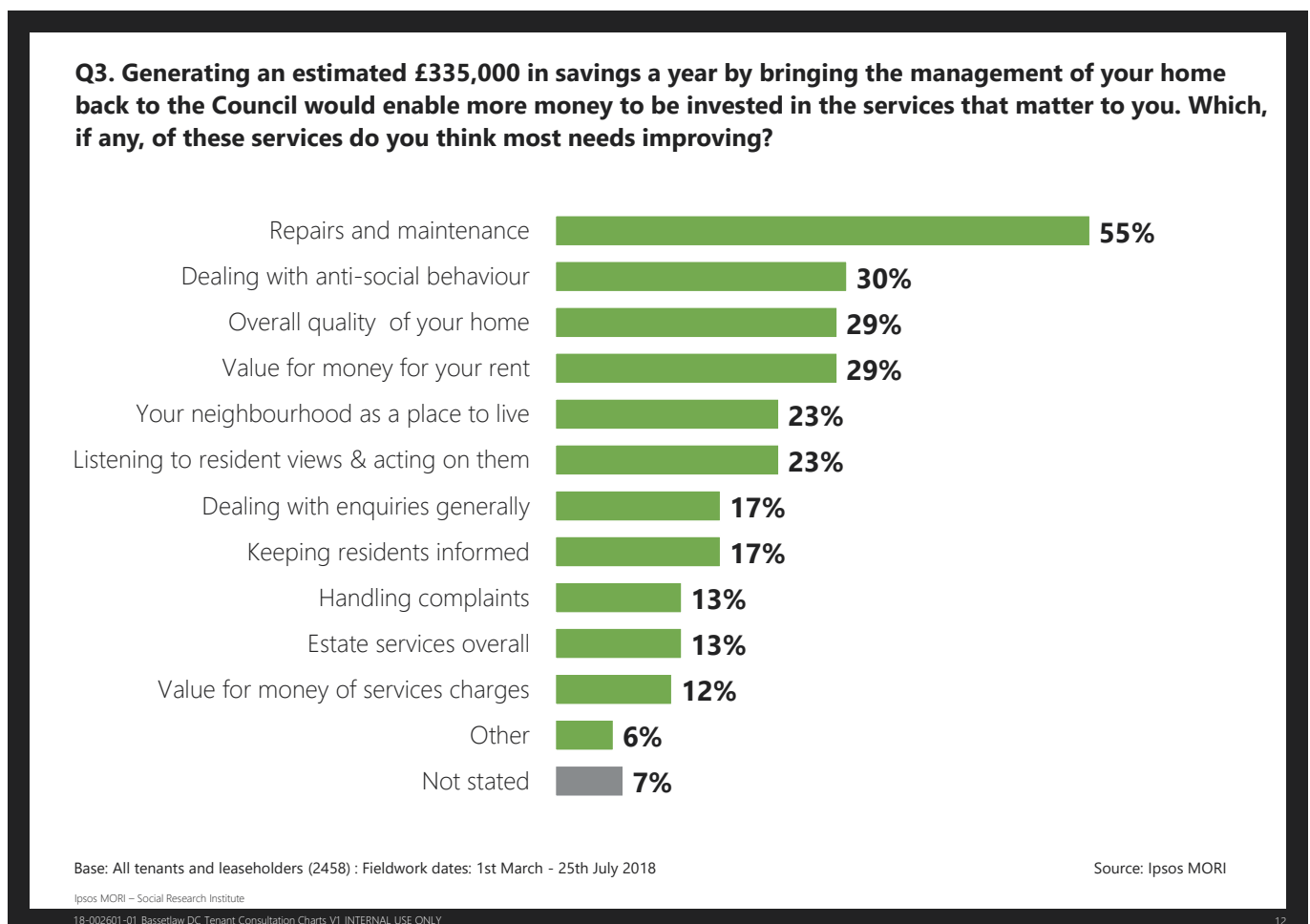
Tenant

1.9 Priorities for investment

When directly asked which housing service needs most improvement, by far the most commonly mentioned is repairs and maintenance (55%). This is followed by three in ten who give priority to dealing with anti-social behaviour (30%), the overall quality of the home (29%) or the value for money for rent (29%).

Other services that around one quarter of respondents believe to be important are the prioritisation of their neighbourhoods as a place to live (23%) and listening to residents' views and acting on them (23%).

Figure 1.12: Priorities for tenants and leaseholders



Those who support the transfer to Bassetlaw District Council are statistically significantly more likely than others to believe a number of services need improving, specifically:

- Repairs and maintenance (59% vs. 55% overall);
- Value for money for rent (31% vs. 29% overall);
- Listening to resident views and acting on them (25% vs. 23% overall);
- Dealing with enquiries generally (18% vs. 17% overall); and

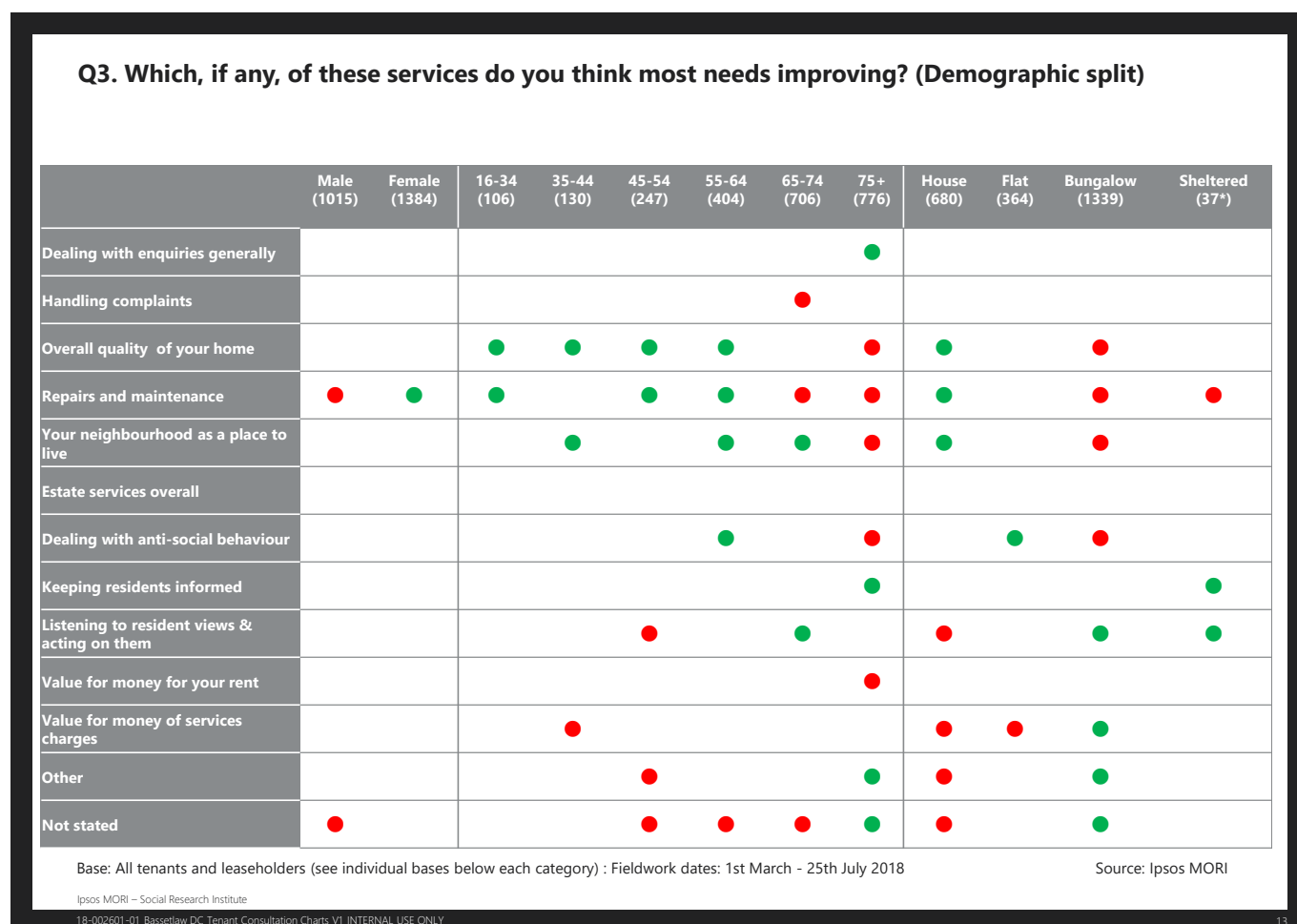
- Estate services overall (15% vs. 13% overall).

There are also differing priorities dependent upon the type of respondent and these differences are summarised in Figure 1.13 below. A green dot signifies that this group of respondents is statistically significantly more likely to prioritise a service for improvement compared to the average overall and a red dot means that a group of respondents is significantly less likely to prioritise a service compared to others.

It can be seen, for example, that those who reside in sheltered housing are more likely than others to prioritise communication between tenants and the housing provider - 38% believe that keeping residents informed needs improving vs. 17% overall, and 41% believe that listening to residents' views and acting upon them should be a priority vs 23% overall.

Tenants and leaseholders in flats place greater importance than others on reducing anti-social behaviour (37% vs. 30% overall), and the quality of a home and repairs and maintenance provision are priorities for tenants in houses (39% and 66% respectively vs 29% and 55% overall).

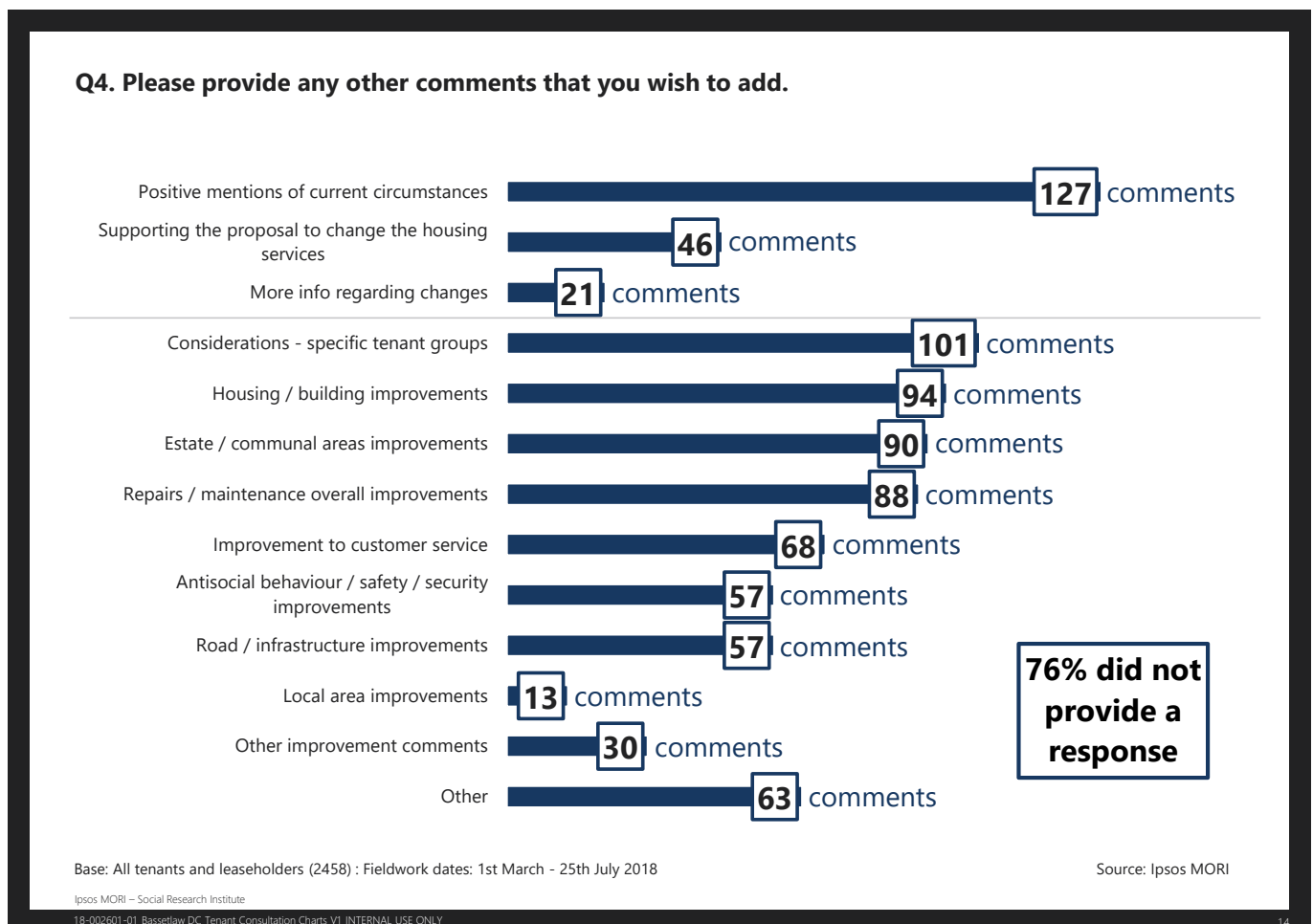
Figure 1.13: Priorities for different respondent groups



1.10 Other comments

A final open text box question gave tenants and leaseholders an opportunity to provide any other comments and 24% of respondents chose to do so. The most frequent comments are reported below and the full range of comments are detailed in Appendix A.

Figure 1.14: Any other comments



The largest number of comments related to the fact that respondents were content with the current situation i.e. they were happy with their home, the service generally or the repairs specifically.

“I am currently satisfied...and hope that all of these services will be maintained at present levels”

Tenant

There were however 46 comments relating to support for the proposal to change the housing service, with belief that there would be cost savings or a better quality of service for example.

“I think it was best when the council used local workers instead of hired contractors, the work was better quality and in the long run cost much less”

Tenant

The majority of comments did not relate to the proposals at all but were focused on issues which affected them personally, for example there were 101 comments relating to considerations for specific types of people such as the elderly or disabled, or the need to strengthen the vetting procedures for new tenants.

“The main thing I would like to see is more help with in the future is for care for the elderly or disabled. The vulnerable need more help I think above anything and at the end of the day it comes to us all”

Tenant

“Hopefully there will be more Council house properties available especially for the younger generation”

Tenant

Around 90 respondents made reference either to housing stock improvements (94 comments), the estate or communal area improvements (90 comments) or the repairs and maintenance service specifically (88 comments).

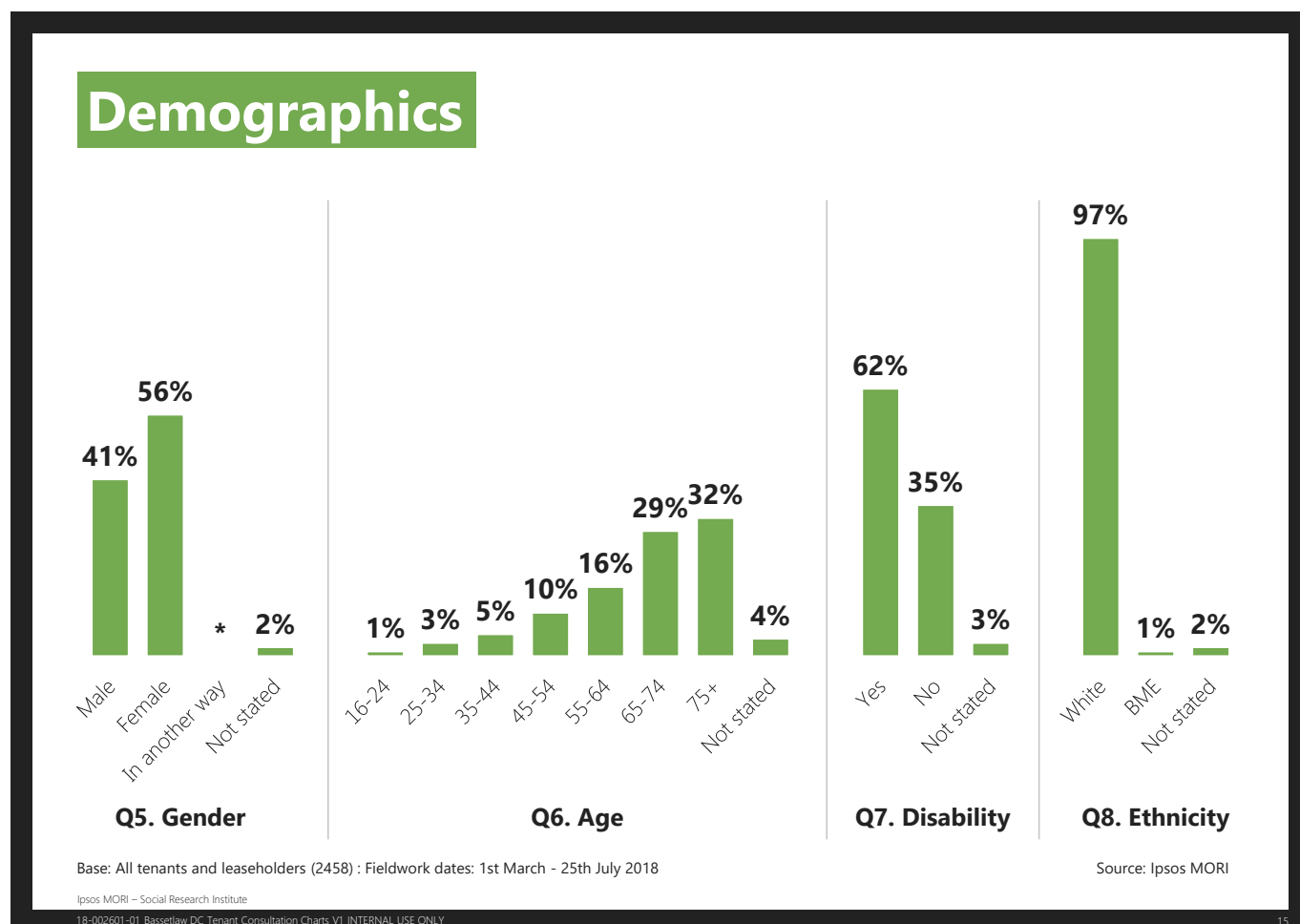
“We need home improvements... this is just not good enough for a modern home”

Tenant

1.11 Profile of respondents

The profile of who responded to this consultation is detailed in Figure 1.15 below.

Figure 1.15: Demographic profile of respondents



Appendix A

Q2. Why do you say that? Please provide comments referring to the proposed changes to housing management.	
All tenants and leaseholders:	Base: 2458
PROPOSED CHANGES TO HOUSING MANAGEMENT SERVICES	47%
POSITIVE COMMENTS ABOUT THE PROPOSAL	29%
Support - proposal is a good idea / I support the proposal	4%
Support - beneficial effect on local jobs / trade	1%
Support - better for Bassetlaw District Council / BDC to be in control of repairs	*
Support - council housing should be run by councils / better if councils are in control	3%
Support - general service was good / better / more efficient when Bassetlaw District Council / BDC were in charge	2%
Support - money saved can / will be reinvested into housing / neighbourhood / area	1%
Support - money saved can be better invested / put to better use	1%
Support - money saved can / will be saved - less contract work / sub- contracting is expensive	1%
Support - money saved can / will be used to improve services / service costs	2%
Support - money saved can / will be used to reduce council tax	*
Support - money saved can / will go towards repairs / maintenance	1%
Support - money will be saved / good to make savings	7%
Support - more accountability / ownership if Bassetlaw District Council / BDC are in charge	1%
Support - proposal sounds beneficial / would benefit people / tenants	1%
Support - repairs / services were better when Bassetlaw District Council / BDC were in charge	*
Support - repairs easier to report / inform	*
Support - savings are beneficial / would benefit people / tenants / everyone	1%
Support - service should never have been outsourced / subcontracted	1%
Support - service will be better / more efficient / streamlined / easier process under Bassetlaw District Council / BDC	3%
Support - service will be as good as A1 Housing if run by Bassetlaw District Council / BDC	*
Support - services better when run 'in house' / 'under one roof' / single point of contact	4%
Support - sooner the better / get on with it	*
Support - speed of services will improve / repairs would be quicker under Bassetlaw District Council / BDC	1%
Other support for the proposal	3%
CONDITIONAL SUPPORT	8%
Support IF it saves money	2%
Support IF rents are unaffected / stay the same	*
Support IF repairs done on time	*
Support IF same / better service can be guaranteed	5%
Support IF savings are reinvested	*
Support IF savings are reinvested in housing / repairs / maintenance	1%
Support IF savings are reinvested in services	*
Support IF savings are reinvested into area	*
Support IF savings are reinvested into tenants	*
Other conditional support	1%
NEGATIVE COMMENTS ABOUT THE PROPOSAL	5%

Oppose - against the proposal / better kept separate	*
Oppose - concern about proposal leading to job losses / redundancies	1%
Oppose - don't want change	2%
Oppose - not convinced the proposal will deliver better / the same service	1%
Oppose - not convinced the proposal will save money / much money	*
Other opposing / negative comments about proposal	1%
NEUTRAL COMMENTS ABOUT THE PROPOSAL	8%
I am open / not opposed to change	*
I don't mind who runs the service	1%
Cannot predict / won't know till after if change is for the better	2%
Cannot comment on Bassetlaw District Council / BDC as have no experience with them	1%
Need more detail / information on the proposal / changes	2%
Won't make much difference / doesn't affect anything	3%
Not enough experience to assess / limited involvement / moved in recently	*
Other neutral comments about the proposal	1%
A1 HOUSING	14%
POSITIVE COMMENTS ABOUT A1 HOUSING	10%
Positive - A1 housing provide an efficient service / good service	2%
Positive - A1 provide a reliable service / never had a problem / satisfied with current service / happy with way things are	7%
Positive - A1 provide good repairs / service provision is good	2%
Positive - A1 repairs are quick / service provision is prompt / quick	1%
Positive - A1 service provision is better in comparison to Bassetlaw District Council / BDC / council didn't do good job previously	1%
Positive - A1 housing other positive comments	1%
NEGATIVE COMMENTS ABOUT A1 HOUSING	4%
Negative - A1 Housing are bad at managing the service / provide poor service	1%
Negative - A1 Housing are a waste of money / bad value for money / not cost efficient	*
Negative - A1 Housing have bad customer service / do not care about their customers	1%
Negative - A1 Housing / contracted workmen are lazy / don't work full days	*
Negative - A1 Housing repairs / replacements are currently poor / shoddy workmanship	1%
Negative - A1 Housing repairs / replacements take too long	1%
Negative - A1 Housing other negative comments	1%
COUNCIL	1%
NEGATIVE COMMENTS ABOUT BASSETLAW DISTRICT COUNCIL / BDC	1%
Negative - Bassetlaw District Council / BDC are not trustworthy	*
Negative - Bassetlaw District Council / BDC have a poor reputation	*
Negative - Bassetlaw District Council / BDC have let me down in the past / previous negative experience with the council	*
Negative - Bassetlaw District Council other negative comments	*
MISC	50%
I have lived here / been a council resident for a long time	1%
I like where I live / my area	*
Negative comment - about survey / questionnaire a waste of money	*
Negative comment - no point in consulting us / decision has already been made	1%
Comments about participants' housing / personal circumstances / the area where they live	2%
Participant doesn't understand the question / issues	*

Other	6%
Don't know	1%
No answer	40%

Q4. Please provide any other comments that you wish to add in the box below.

All tenants and leaseholders:	Base: 2458
SUPPORTING THE PROPOSAL TO CHANGE THE HOUSING SERVICES	2%
Support - agree to reverting back to the council / I support the proposal	1%
Support - efficiency / streamlined processes / easier to have direct control	*
Support - money will be better spent / more cost control / savings	1%
Support - repairs / maintenance will be better quality	*
Support - services should improve / better quality services	*
Support - there is room for improvement	*
Support - will create a stronger relationship with locals	*
Support - will create jobs for locals / less contract work	*
Support - other	*
HOUSING / BUILDING IMPROVEMENTS	4%
Improvements needed - adaptations to property because of disability / health issues	*
Improvements needed - bigger homes are needed	*
Improvements needed - heating / plumbing needs servicing	*
Improvements needed - homes need improving / updating	1%
Improvements needed - in-home lighting / bulbs need changing	*
Improvements needed - introduce solar panels / funding for solar panels	*
Improvements needed - kitchens / bathrooms need updating	1%
Improvements needed - mould / damp issues need to be addressed	*
Improvements needed - guttering / state of guttering	*
Improvements needed - new windows / doors (draughts / noise)	1%
Improvements needed - radiators / radiators need servicing	*
Improvements needed - roofs	*
Improvements needed - walls need re- plastering / re- painting	*
Housing / building improvements - other	*
ESTATE/COMMUNAL AREAS	4%
Improvements needed - bins / recycling facilities	*
Improvements needed - communal areas / general areas need cleaning	*
Improvements needed - dog / cat fouling needs to be addressed	1%
Improvements needed - driveways	*
Improvements needed - fencing needs to be maintained / mended / built / changed to railings	1%
Improvements needed - fly tipping	*
Improvements needed - ground maintenance needs improving / work is needed / maintain cut grass	1%
Improvements needed - litter / rubbish needs to be addressed	1%
Improvements needed - parks / more green / open spaces / recreational areas	*
Improvements needed - play area / playground for children	*
Improvements needed - rats / rodents have been spotted	*
Improvements needed - streetlight / lamp post issues / in need of repair / lack of street lighting	*
Consider - quality of life / ensure residents are happy with their surroundings	*
Environment / outdoor improvements - other	*
LOCAL AREA IMPROVEMENTS	1%
Improvements needed - activities / recreational activities for locals	*

Improvements needed - for teenagers / invest in activities / youth centres	*
Improvements needed - to the local area / town / village	*
Local area improvements - other	-
ROAD / INFRASTRUCTURE IMPROVEMENTS	2%
Improvements needed - car parking / lack of parking / nuisance parking	1%
Improvements needed - pedestrian crossings / need more / clearer pedestrian crossings	*
Improvements needed - public / community transport	*
Improvements needed - roads / pavements / walkways need to be gritted in bad weather	*
Improvements needed - roads / pavements / walkways poorly maintained / potholes	1%
Improvements needed - road traffic management - crack down on speeding motorists	*
Improvements needed - road traffic management - too many cars on the road	*
Road / infrastructure improvements - other	-
ANTISOCIAL BEHAVIOUR / SAFETY / SECURITY IMPROVEMENTS	2%
Improvements needed - CCTV	*
Improvements needed - crime / violence needs to be addressed / locals don't feel safe	*
Improvements needed - dealing with undesirable people / nuisance neighbours	*
Improvements needed - ensure homes / grounds are safe to live in	*
Improvements needed - fire safety risks / access to escape routes if there is a fire	*
Improvements needed - security / security patrol needed	*
Improvements needed - tackle anti-social behaviour / drugs / alcohol	1%
Antisocial behaviour / safety / security improvements - other	*
REPAIRS / MAINTENANCE OVERALL IMPROVEMENTS	4%
A1 Housing - unhappy with service / repairs	*
Bassetlaw District Council / BDC - unhappy with service / repairs	*
Improvements needed - all services need improving / more than just three services need improving	*
Improvements needed - repairs / maintenance quality of work	1%
Improvements needed - repairs / maintenance should be carried out more often	1%
Improvements needed - repairs / maintenance process takes too long / issues with speed / work should be done quicker / still waiting	1%
Repairs / maintenance improvements - other	*
CONSIDERATIONS - TENANT GROUPS	4%
Consider - costs to locals / needs to be fair / justified - general / service costs / bills	1%
Consider - costs to locals / needs to be fair / justified - rent	1%
Consider - fairness / all tenants should be eligible for improvements / equal rights / not just those on benefits	1%
Consider - more housing / build new councils homes	*
Consider - issues affecting disabled / vulnerable people / those suffering from health problems	1%
Consider - issues affecting elderly people	1%
Consider - vetting new tenants / tenants should be screened before being housed	*
Consider community impacts / other	-
POSITIVE MENTIONS OF CURRENT CIRCUMSTANCES	5%
A1 Housing - happy with service / repairs	1%
Bassetlaw District Council / BDC - happy with service / repairs	1%
Current circumstances - don't want things to change / leave things as they are	1%
Current circumstances - happy with everything / everything is great / fine / satisfied (unspecified)	3%
Current circumstances - happy with property / home / living here	*

Council - other	*
OTHER IMPROVEMENT COMMENTS	1%
Improvements needed - authorities must take ownership for any issue with services / accountability is needed	*
Improvements needed - cost controls / money needs to be better spent / spend money on areas that need it the most	1%
Council / authority related comments - other	*
MORE INFO REGARDING CHANGES	1%
Improvements needed - communicate more with tenants / provide information regarding changes	1%
Improvements needed - more information needed as to where savings will be made	*
IMPROVEMENT TO CUSTOMER SERVICE	3%
Improvements needed - more visibility from housing managers	*
Improvements needed - more visibility from wardens	*
Improvements needed - internal communication is lacking / messages need to be passed on	*
Improvements needed - listen to residents / take our views into account	1%
Improvements needed - more help / assistance is required / ability to deal with requests	1%
Improvements needed - slow to respond to queries / complaints / problems / won't return calls	1%
Improvements needed - staff are rude / unfriendly / poor attitude	*
MISC	79%
Other	3%
Don't know	*
No answer	76%

Appendix B

Tenant and leaseholder questionnaire

Ipsos MORI



<<NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<ADDRESS3>>
<<ADDRESS4>>
<<POSTCODE>>

March 2018

Your views on the future of Council housing services in Bassetlaw

Dear <<SALUTATION>>

Your Landlord, Bassetlaw District Council is proposing to change the way your housing services - such as repairs, rent collection and estate maintenance - are managed and we would like to know what you think.

We have asked Ipsos MORI, the independent researchers, to consult tenants and leaseholders about these proposed changes. **Please complete this short questionnaire** and return it in the FREEPOST ENVELOPE provided by **25th May 2018**.

We will also be arranging meetings with tenant groups. You can also find information about the proposed changes and this consultation on our website www.bassetlaw.gov.uk

What is the Council proposing?

The Council set up A1 Housing Bassetlaw Limited in 2004 to receive government money to improve Council housing through the Decent Homes funding programme, which ended in 2012.

Bassetlaw District Council is proposing to bring all its housing services such as repairs, rent collection and estate maintenance back under direct control of the Council from 1 October 2018 and we want to know what you think.

Why is the Council proposing this?

Returning services to direct Council management is expected to generate savings of £335,000* a year, enabling more money to be invested in the services that matter to you like repairs and estate improvements. The Council has already successfully returned some administrative services such as finance and Human Resources to the Council, generating an initial saving of £300,000. The Council is confident that bringing the rest of A1 Housing back in house offers the opportunity to provide tenants with more efficient housing services at a reduced overall cost.

*Figure provided by Savills Housing Consultancy Ltd

How will the proposed change affect me?

There will be **no changes to your tenancy** (or lease) agreement so your rights and responsibilities will remain exactly the same as they are now. This also includes responding to your requests, arranging your repairs and consulting you about housing services. Bassetlaw District Council will continue to set your rent within the same guidelines as they are now.

We value your opinion and hope that you will take the time to complete the questionnaire.

Yours sincerely

Neil Taylor, Chief Executive
Bassetlaw District Council

Councillor Steve Scotthorne, Cabinet Member for Housing
Bassetlaw District Council

1234567890

BARCODE

How to complete the questionnaire

Please complete and return this questionnaire in the **freepost** envelope provided by **25 May 2018**. You do not need to add a stamp.

The questionnaire should be completed by the individual named in the enclosed letter.

If you mark the wrong box, fill in the box like this ■ and put a tick in the right one like this ☑

All responses will be processed in accordance with the Data Protection Act 1998.
Your answers and comments will be shared with Bassetlaw District Council but no one at Bassetlaw District Council will be told who has replied, nor will the survey results identify individual residents.
Therefore, you should only include names or personal information in response to Questions 2 and 4 if you wish these to be known to the Council.

If you would like more information on this survey please contact the Ipsos MORI helpline on 0808 141 3052 or email bassetlawtenantconsultation@ipsos.com

Your views about the proposed changes to housing management services

Q1. Bassetlaw District Council is proposing to change the way its housing management services are delivered. This would mean that A1 Housing Bassetlaw Limited would be taken back in house and that your housing services would be provided directly by Bassetlaw District Council from 1 October 2018.

Do you support or oppose this proposed change to the way that your housing management services are provided? PLEASE TICK ONE BOX ONLY

☐ Support ☐ Neither support nor oppose ☐ Oppose ☐ Don't know

Q2. Why do you say that?
PLEASE WRITE IN THE BOX BELOW

Please provide comments referring to the proposed changes to housing management. Please contact your Housing Officer if you have comments related to housing services more generally.

Q3. Generating an estimated £335,000 in savings a year by bringing the management of your home back to the Council would enable more money to be invested in the services that matter to you. Which, if any, of these services do you think most needs improving? PLEASE TICK UP TO THREE BOXES IN TOTAL

- | | |
|--|---|
| <input type="checkbox"/> Dealing with enquiries generally | <input type="checkbox"/> Dealing with anti-social behaviour |
| <input type="checkbox"/> Handling complaints | <input type="checkbox"/> Keeping residents informed |
| <input type="checkbox"/> Overall quality of your home | <input type="checkbox"/> Listening to resident views & acting on them |
| <input type="checkbox"/> Repairs and maintenance | <input type="checkbox"/> Value for money for your rent |
| <input type="checkbox"/> Your neighbourhood as a place to live | <input type="checkbox"/> Value for money of service charges |
| <input type="checkbox"/> Estate services overall | <input type="checkbox"/> Other (PLEASE TICK AND WRITE IN) |

Q4. Please provide any other comments that you wish to add in the box below
PLEASE WRITE IN THE BOX BELOW

Background Information

To ensure that we are meeting the needs of all residents, it is important that we ask you a few questions about yourself. These questions are voluntary; however as with all the questions in this survey your answers will be completely confidential.

Q5. Which of the following describes how you think of yourself?
PLEASE TICK ONE BOX ONLY

- ☐ Male ☐ Female ☐ In another way

Q6. What is your age?
PLEASE WRITE IN THE BOX OPPOSITE

 YEARS

Q7. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? PLEASE TICK ONE BOX ONLY

- ☐ Yes, limited a lot ☐ Yes, limited a little ☐ No

Q8. What is your ethnic group?
PLEASE TICK ONE BOX ONLY

White

- ☐ English/Welsh/Scottish/Northern Irish/British
- ☐ Gypsy or Irish Traveller
- ☐ Irish
- ☐ Any other White background

Mixed/multiple ethnic groups

- ☐ White and Black African
- ☐ White and Asian
- ☐ White and Black Caribbean
- ☐ Any other Mixed/multiple ethnic background

Other ethnic group

- ☐ Arab

Asian/Asian British

- ☐ Bangladeshi
- ☐ Chinese
- ☐ Indian
- ☐ Pakistani
- ☐ Any other Asian background

Black/African/Caribbean/Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black/African/Caribbean background

- ☐ Any other ethnic group

Invitation to Join a Housing Advisory Group

The Council would like to set up a Housing Advisory Group as part of its commitment to listen to the views of tenants and leaseholders. This is a group of tenants and leaseholders who are asked to share their views on new initiatives and issues affecting their homes, where they live and the District as a whole. Being a member of the group would mainly involve answering occasional questionnaires such as this one, and being invited to take part in group discussions on issues concerning housing management. If you would like to take part in the group please tick the "Yes" box below.

Your personal details will then be passed to the Council and used for no other purposes other than to invite you to participate in these surveys and discussion groups (we will not use them to identify the answers you have given to this survey). These surveys/discussion groups may be conducted by the Council or a research agency acting on its behalf. You would also be able to have your details removed from this group at any time on request.

PLEASE TICK ONE BOX ONLY

Yes – I would be willing to join the Housing Advisory Group	<input type="checkbox"/>	No – I would not be willing to join the Housing Advisory Group	<input type="checkbox"/>
---	--------------------------	--	--------------------------

If you ticked yes, then please print your name, telephone number and email address below.

Name: Telephone:

Email:

Thank you for completing this survey.

If you cannot find or did not receive the pre-addressed envelope, please send to:
Freepost Plus RTSA-ZUSR-BBJJ, Bassetlaw Tenant Consultation, Ipsos MORI,
Kings House, Kymberley Road, Harrow, HA1 1PT

18-002601-01 V8

Joint tenant questionnaire

Ipsos MORI



<<NAME>>
 <<ADDRESS1>>
 <<ADDRESS2>>
 <<ADDRESS3>>
 <<ADDRESS4>>
 <<POSTCODE>>

May 2018

Your views on the future of Council housing services in Bassetlaw

Dear <<SALUTATION>>

Your Landlord, Bassetlaw District Council is proposing to change the way your housing services - such as repairs, rent collection and estate maintenance - are managed and we would like to know what you think.

We have asked Ipsos MORI, the independent researchers, to consult tenants and leaseholders about these proposed changes. Although you will have already received a copy of this letter and questionnaire, our records show that you hold a joint tenancy with Bassetlaw District Council. As the Council is consulting with all tenants, please find enclosed an additional questionnaire so that both tenants have the opportunity to respond individually to this consultation.

Please complete this short questionnaire and return it in the FREEPOST ENVELOPE provided by 25th July 2018.

You can also find information about the proposed changes and this consultation on our website www.bassetlaw.gov.uk

What is the Council proposing?

The Council set up A1 Housing Bassetlaw Limited in 2004 to receive government money to improve Council housing through the Decent Homes funding programme, which ended in 2012.

Bassetlaw District Council is proposing to bring all its housing services such as repairs, rent collection and estate maintenance back under direct control of the Council from 1 October 2018 and we want to know what you think.

Why is the Council proposing this?

Returning services to direct Council management is expected to generate savings of £335,000* a year, enabling more money to be invested in the services that matter to you like repairs and estate improvements. The Council has already successfully returned some administrative services such as finance and Human Resources to the Council, generating an initial saving of £300,000. The Council is confident that bringing the rest of A1 Housing back in house offers the opportunity to provide tenants with more efficient housing services at a reduced overall cost.

*Figure provided by Savills Housing Consultancy Ltd

How will the proposed change affect me?

There will be no changes to your tenancy (or lease) agreement so your rights and responsibilities will remain exactly the same as they are now. This also includes responding to your requests, arranging your repairs and consulting you about housing services. Bassetlaw District Council will continue to set your rent within the same guidelines as they are now.

We value your opinion and hope that you will take the time to complete the questionnaire.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'N. Taylor'.

Neil Taylor, Chief Executive
Bassetlaw District Council

A handwritten signature in dark ink, appearing to read 'Steve Scotthorne'.

Councillor Steve Scotthorne, Cabinet Member for Housing
Bassetlaw District Council

1234567890

BARCODE

J

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Do you support or oppose this proposed change to the way that your housing management services are provided? PLEASE TICK ONE BOX ONLY

☐

Support

☐

Neither support nor oppose

☐

Oppose

☐

Don't know

Q2. Why do you say that?
PLEASE WRITE IN THE BOX BELOW

Please provide comments referring to the proposed changes to housing management. Please contact your Housing Officer if you have comments related to housing services more generally.

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- ☐ Any other White background

Mixed/multiple ethnic groups

- ☐ White and Black African
- ☐ White and Asian
- ☐ White and Black Caribbean
- ☐ Any other Mixed/multiple ethnic background

Other ethnic group

- ☐ Arab

Asian/Asian British

- ☐ Bangladeshi
- ☐ Chinese
- ☐ Indian
- ☐ Pakistani
- ☐ Any other Asian background

Black/African/Caribbean/Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black/African/Caribbean background

- ☐ Any other ethnic group

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PLEASE TICK ONE BOX ONLY

Yes – I would be willing to join the Housing Advisory Group <input type="checkbox"/>	No – I would not be willing to join the Housing Advisory Group <input type="checkbox"/>
--	---

If you ticked yes, then please print your name, telephone number and email address below.

Name: Telephone:

Email:

Thank you for completing this survey.

If you cannot find or did not receive the pre-addressed envelope, please send to:
Freepost Plus RTSA-ZUSR-BBJJ, Bassetlaw Tenant Consultation, Ipsos MORI,
Kings House, Kymberley Road, Harrow, HA1 1PT

18-002601-01 V12

Nicola Moss

Managing Director, Ipsos MORI North
nicola.moss@ipsos.com

Ajit Chauhan

Research Executive
ajit.chauhan@ipsos.com

For more information

Suite 303,
49 Piccadilly, Manchester
M1 2AP

t: +44 (0)161 826 9421

www.ipsos-mori.com

<http://twitter.com/IpsosMORI>

About Ipsos MORI's Social Research Institute

The Social Research Institute works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. This, combined with our methods and communications expertise, helps ensure that our research makes a difference for decision makers and communities.