

23 October 2013

Dear Councillor

**OVERVIEW AND SCRUTINY TASK GROUP - SELECT MOVE - TUESDAY,
22ND OCTOBER 2013**

The following reports were tabled the above meeting of the Overview and Scrutiny Task Group - Select Move.

Agenda No Item

4. **Stock Profiles (Pages 9 - 10)**

Information to be provided at the meeting on the Stock Profile for each of the Registered Providers within the Chorley area.

5. **Customer Satisfaction Survey (Pages 11 - 20)**

The Group will discuss suitable questions for the survey and agree what methods should be used.

Yours sincerely



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Adactus Housing Group

Adactus Housing Group manage around 3,200 the Chorley borough, around 90% are Chorley Community Housing owned with most of the remainder Adactus Housing Association owned (Beech Housing association have dealt with shared ownership properties recently).

Adactus Housing Group report to manage around 13,000 (although it looks like 15,000 from the figures below and which may double count some properties that were managed by Adactus HA which CCH now manages outside the borough) properties in the north of England providing affordable housing by way of social housing (Social Rented and Affordable Rented) and shared ownership properties. There are several shared ownership sites across the borough that have sprung up along with new developments of social housing.

The group is made up of 3 limited companies:

Adactus Housing Association Limited managing approximately 8,500 homes

Beech Housing Association Limited managing approximately 1,200 homes

Chorley Community Housing Limited managing approximately 5,420 homes (2,200 non Chorley)

The Adactus group manages pockets of housing all over the north west of England from Cheshire to Cumbria and also the adjoining North Yorkshire with concentrations evident in Manchester, Wigan and Lancaster as well as Chorley.

Adactus Housing Association and Chorley Community Housing are charitable Industrial and Provident Societies and a housing associations with Beech housing association being the same but non-charitable.

Places for People Group Limited

Places for People manage around 2,110 social properties in the borough. As Places for People aren't currently developing in the area the social housing is all Social Rented as the Affordable Rented model can't be used

Places for People Group Limited is shown in their annual review of being made up of 16 different limited companies managing and developing properties, offering mortgages, other support and housing related services. Approximately 143,000 homes are managed in the UK with around 24,000 being market rented.

Two of the subsidiaries Places for People Homes Limited and Places for People Individual Support Limited, manage the general needs and sheltered housing respectively in the borough, the former being 1,900 properties and the latter around 200. Places for people also manage a small number of shared ownership properties in the borough. One subsidiary, Places for People Neighbourhoods Limited, is a registered charity.

Accent

Accent Group manage over 20,500 homes throughout England and part of north Wales Accent Foundation covering the north (north Cheshire across to North Lincolnshire and up to the Scottish border), with Accent Nene covering part the east midlands and a part East Anglia, and Accent Peerless covering Berkshire, Hampshire, Surrey, west Sussex and Kent. From calling the group head office it has been confirmed that Accent Foundation is a registered charity.

Progress Housing Group Limited

Progress Housing Group limited is made up of 3 subsidiaries: New Progress Housing Association Limited, Progress Care Housing Association Limited and New Fylde Housing Association, all 3 of the subsidiaries are registered with the Charitable Industrial and Provident Society. Progress Housing Group have over 6,000 properties in the north west of England, with the majority being managed by New Progress Housing Association. Progress Group has a growing portfolio in Chorley due to new builds with New Progress, and there are currently around 180 social properties in the borough.

Symphony Housing Group

Symphony Housing Group describes itself as a united federated partnership and the largest social landlord based solely in the north west of England with 39,000 properties. Contour Homes is one of the larger partners and is a registered charity that manages 12,000 homes including 185 in the borough of Chorley.

Other Housing Associations

Anchor has 49 sheltered properties and are not a member of Select Move, whilst Your Housing Group manage 38 properties but are a partner. Other registers providers in the borough manage between 1 and 6 properties.

Select Move Customer Survey Methodology

Contact Method

Email addresses are not available for the large majority of applicants, and there are problems with have the survey online due to biasing the sample and the likelihood of a lower return rate. It is very unlikely that applicants who have been housed recently will be accessing the site in large numbers and this is a cohort of people we would like to hear from. The only feasible way of conducting a robust ample survey is via post, as this is the only method that will ensure everyone is contacted.

Timescales

To fit in with the future Overview & Scrutiny the surveys will be posted out during the week of the 18th to 22nd November with a 4 week deadline of Friday 20th December 2013 . The timescales allow good time for inputting, imputing analysis and reporting for the 27th February 2014 meeting.

Sample

There are currently 1,442 ‘active’ (means they are able to bid, not that they are doing) Chorley households on Select Move. With one mail out it is unlikely to get much more than a 20% return on a survey similar to this (and incentive could improve the response rate), and the nature of some households’ not have permanent addresses is likely to reduce the response rate. Therefore a return of 18% is estimated – and to get a return rate of 150 there would need to be 833 surveys, and this could be boosted by 10% to 917 to allow some contingency. The other option would be survey the whole waiting list as it stands with around 256 responses expected from 1,442 (this does not take into account the current review as part of the policy, and I consider using the current waiting list to make it less complicated).

In terms of stratification – I don’t consider this to be needed for the waiting list as 40% CBC, 40% CCH and 20% other seems a good representation, and the 917 would be 63.5% of each managed managing partnership distributed evenly by date made active as displayed below:

	Accent	Chorley Council	CCH/Adactus	Contour	NPHA	PfP	Preston Council	Your Eavesbrook	Total of Team Household
Chorley	35	565	577	29	88	136	2	10	1442
Sample	22	359	367	18	56	86	1	6	917

There were 348 applicants housed in the last 6 months in Chorley and if all are included the survey is only likely to return 70 responses:

	Accent	CCH/Adactus	Contour	NPHA	PfP	Your Eavesbrook	Total of Property Team
Chorley	25	186	10	32	88	6	348

If a longer period of a year is taken it would be possible to stratify against landlord who housed the applicants, however there is little chance of getting a robust sample from applicants that remember the application process to represent different landlords. It is recommended that the sample of housed applicants is just used to compare satisfaction levels etc. with those still on the list. The landlord or managing partner can be coded onto the forms as many respondents don't know who manages their application.

Report

A report of approximately 10/15 pages will be produced and delivered to member via a power point presentation.

Selectmove Customer Survey

Suggested questions for existing waiting list customers

How did you first apply to Selectmove ?

- Online
- By sending an application in the post
- Face to face with a customer advisor

How did you find the application process?

- Very easy
- Easy
- Difficult to understand
- Impossible
- Other

Do you find the Selectmove website easy to use?

Yes/No/Never used the website

If yes go to question XX

If you do not find the website easy to use why not?

- No access to the website
- I do not have a computer
- I found the website difficult to navigate
- I have never used the website

What could we do to make the system easier to use?

(freefield)

How often do you bid for properties on Selectmove ?

- every week
- Once a month
- Occasionally
- I have never bid

If you very rarely place bids or have never done so, can you please tell us why not?

(Freefield)

If you do place bids, which method do you use ?

- Online at home
- At the Council offices
- At one of the Registered Provider offices (i.e. CCH or PFP)
- Over the telephone
- A friend/ support worker or family member places the bids for me

How important is it to have photographs of the properties when deciding which bids to place?

- Very important
- Important
- Not very important
- Doesn't matter at all

Do you feel you are likely to be successful in obtaining a property through Selectmove?

Yes/No/Don't know

If you do not feel you are likely to obtain a property, why not?

- There are not enough properties
- The properties I am waiting for never come up
- I am not in a high enough band
- I have previous convictions
- Other (please state).....

Are you waiting for a specific street or property to become available on Select move?

Yes/No If Yes go to XXX

If you are waiting for a specific property to become available on Selectmove, can you please advise if you are waiting for:

- A specific street
- A specific area of Chorley
- A rural village
- A new build property
- A property with adaptations
- A property with a garden
- A property close to family/friends

If you need help or advice with Selectmove, do you know where to go to access help?

Yes/No

Overall how satisfied are you with Selectmove?

- Very Satisfied
- Not sure
- Dissatisfied
- Very Dissatisfied

Do you think that the Council should return to the original system of a one offer allocation policy, where there is no choice and allocations are made on a priority basis only?

Yes/Not/not sure

Do you have any other comments about Select move? Please use the space below

.....

Postcode

Gender

Age

Disability

Religion

Ethnic background

Sexuality

Suggested Questions for Customers Successfully Allocated a Property Using Select move

How did you first apply to select move?

Online
By sending an application in the post
Face to face with a customer advisor

How did you find the application process?

Very easy
Easy
Difficult to understand
Impossible
Other

Did you find the Selectmove website easy to use?

Yes/No/Never used the website

If yes go to question XX

If you did not find the website easy to use, why not?

No access to the website
I do not have a computer
I found the website difficult to navigate
I have never used the website

What could we do to make the system easier to use?

(freefield)

How often did you bid for properties on Selectmove ?

every week
Once a month
Occasionally
I have never bid

If you did place bids, which method did you use ?

Online at home
At the Council offices
At one of the Registered Provider offices (ie CCH or PFP)
Over the telephone
A friend/ support worker or family member places the bids for me

How long did it take for you to be allocated a property on Selectmove from making the first application to obtaining your keys?

Less than a week
One month
Two months

- Three months
- Four Months
- Five Months
- Six months
- Between six months and a year
- Over a year
- Over two years

How satisfied were you with your new home when you first moved in?

- Very satisfied
- Satisfied
- Don't know
- Dissatisfied
- Very Satisfied

How would best describe the property condition when you first moved in?

- Very good condition
- Good condition
- Acceptable condition
- Poor condition
- Very poor condition

If you needed help or advice with Selectmove, did you know where to go to access help?

Yes/No

Overall how satisfied are you with Selectmove?

- Very Satisfied
- Satisfied
- Not sure
- Dissatisfied
- Very Dissatisfied

Do you think that the Council should return to the original system of a one offer allocation policy, where there is no choice and allocations are made on a priority basis only?

Yes/Not/not sure

Do you have any other comments about Selectmove? Please use the space below

.....

Postcode

Gender

Age

Disability

Religion

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Sexuality

Suggested Themes/Discussion points for Selectmove Focus Groups

- 1) How do customers currently access Selectmove & what are their experiences
- 2) Do customers understand how Selectmove works including the Allocation Policy and bidding process
- 3) How could the system be improved
- 4) What are the barriers to customers making more use of the online facilities & how can these be overcome
- 5) Overall, is Select move meeting customer need and expectations

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