

EXECUTIVE SUMMARY

Introduction

Falkirk Council commissioned a survey of housing applicants, including homeless applicants, waiting list applicants and applicants in temporary accommodation. The key aims of the survey were to:

- To obtain an overall measure of opinion with key allocations services
- To identify priority areas for service improvement

The survey methodology involved an initial exploratory phase comprising 2 focus groups, one with homeless applicants and another with wider waiting list applicants, to explore perceptions of, and satisfaction with, the Council's allocations services in order to fully involve them in the questionnaire design process. This was followed by a telephone survey with a representative sample of waiting list applicants was undertaken. A total of 402 interviews were achieved with all interviews undertaken by Research Resource's highly trained and experienced telephone interviewers utilising the quantitative survey questionnaire.

This executive summary provides detail on the key highlights and key issues raised within the survey:

Key Highlights

Issue	Evidence
The initial application procedure is easy and quick	91% agree that the application form is easy to fill in; 91% agree that the notes that came with the form were helpful; 87% agree that the form was quick to complete; 86% are satisfied overall with the application form. This was reinforced at the focus groups, with some focus group participants also stating that where additional help was required to complete the form, this was provided at the local office and that they were happy with the assistance received.
Satisfaction with telephone contact, whether to the One Stop Shop or ARC regarding their initial application is very good	Rating of satisfaction with a range of aspects relating to the telephone service received when the respondents initially made contact regarding the application was very highly rated across the board, with satisfaction levels well in excess of 90% across the board.

Respondents would like to see a choice based letting system introduced	71% feel that they should be able to choose the house they live in through an advertising system, rather than one where they were made an offer.
Awareness of mutual exchange opportunities amongst Falkirk Council tenants is reasonable	75% of current Falkirk Council tenants are aware of mutual exchanges
Overall satisfaction with the level of service received from staff dealing with the application is fair	75% of applicants stated that they are either very or fairly satisfied with the overall level of service received from the staff dealing with their application.

Key Issues

Issue	Evidence
Re-registration is not happening frequently or universally	Less than one third of those who have been on the waiting list more than one year (30%) gave been asked to fill out a re-registration form to confirm they wish to stay on the waiting list.
Personal contact at the One Stop Shop relating to the initial application is not as highly perceived as the telephone contact. In particular, privacy of discussion is most poorly rated	Rating of satisfaction with privacy of discussion is 81%; overall satisfaction with this service is 84%; provision of information/ advice that is clear and easy to understand 85% and helpfulness of allocations staff 86%
Personal contact at ARC is also more poorly perceived than telephone contact, and more poorly perceived than personal contact regarding allocations at the One Stop Shop	Rating of overall satisfaction with this service is 73%, helpfulness of allocation staff 77%, privacy of discussion 77% and providing information/ advice that is clear and easy to understand 82%
Applicants do not fully understand the points system, and generally do not perceive it as fair	49% agree that 'I don't understand the points system'; 48% agree that 'the points system seems a fair system'
There is room for improvement in raising awareness of Homeswap for current Falkirk Council Tenants	38% of current Falkirk Council tenants are aware of Homeswap
Homeless applicants are more likely to be dissatisfied with the level of service received from staff dealing with their application	40% of homeless applicants stated that they are dissatisfied with the level of service received from staff dealing with their

	application. This is compared to 15% of applicants in permanent accommodation.
Applicants do not feel that they are kept up to date with progress on their application and the likelihood of getting them a house	56% are dissatisfied with Falkirk council with respect to keeping them up to date with the progress of their application and the likelihood of getting a house.