



Annual Gypsy/Travellers Survey 2018



Overview

The annual Travelling Persons survey was carried out in February 2018. As in 2017, the number of families responding totalled 12 this year which is 75% of our Gypsy Traveller tenants.

At the time of the survey, the site at Ledaig had 6 of the 8 pitches occupied and all 6 of the residents replied to the survey. (NB the residents of pitches 1,2 & 3 wished to submit one single response as they are one group comprising 2 generations of the same family). The site at Duncholgan had 10 of the 14 pitches occupied and 6 residents replied to the survey.

Results and Comments

Results of the survey can be found in the graphs below along with numbers of responses for each question. Tenants concerns are of primary importance to ACHA; comments are fed back to Senior Management where an action plan is formulated.

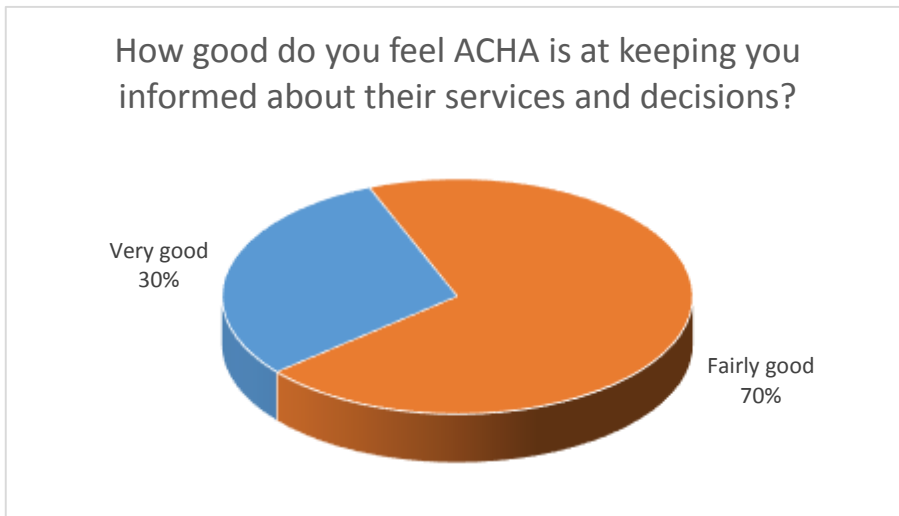
Question 5 is used to supply information for the Annual Return on the Charter (ARC) indicator 37. There has been another increase in tenant satisfaction from 92% in 2017 to 100% in 2018. The biggest increases this year were in satisfaction with ACHA's repair service up 16% to 84% and satisfaction with the newsletter which also rose by 16% to 100%.

Methodology

Residents were visited personally by Housing & Neighbourhood Services Assistants using a questionnaire that is designed to encourage feedback. Several visits were made to contact as many residents as possible for the widest possible feedback. There is a preamble to each question to give context to the question being asked. Strict confidentiality is maintained at all times. Equalities information can be found at Appendix 1.

Question 1

How good do you feel ACHA is at keeping you informed about their services and decisions



	Number of Responses
Very good	3
Fairly good	7
Neither satisfied nor dissatisfied	0
Fairly poor	0
Very poor	0
Grand Total	10

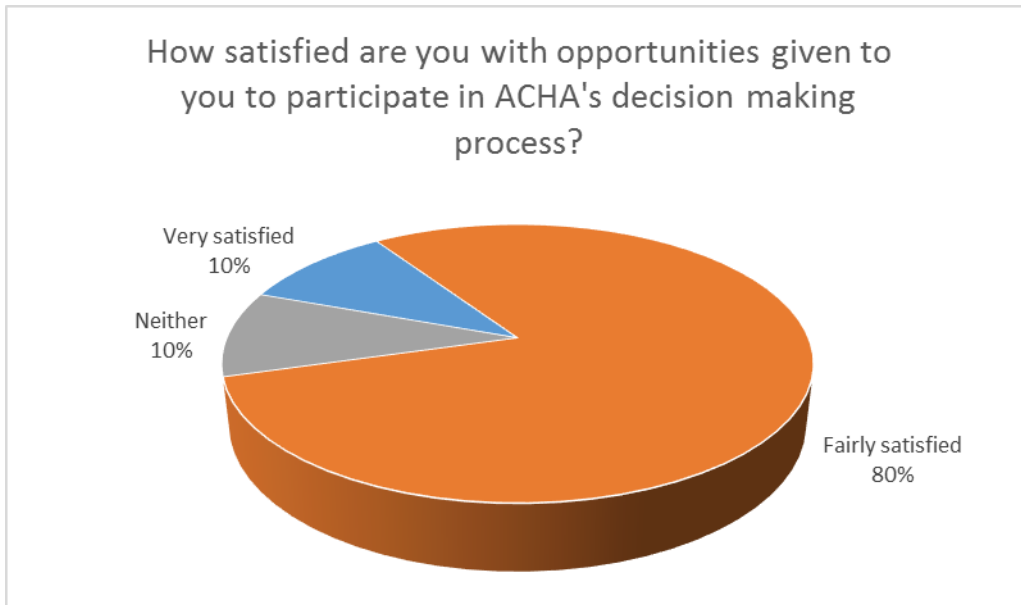
What could ACHA do to ensure you feel better informed? Or what do you like best about the way we keep you informed?

4 Comments Made by Respondents

1. Audio CD newsletter
2. ACHA staff at site once a week provides tenants with information/updates
3. Maintenance communications could be better
4. ACHA staff come weekly to site

Question 2

How satisfied are you with opportunities given to you to participate in ACHA's decision making process?



	Number of Responses
Very satisfied	1
Fairly satisfied	8
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

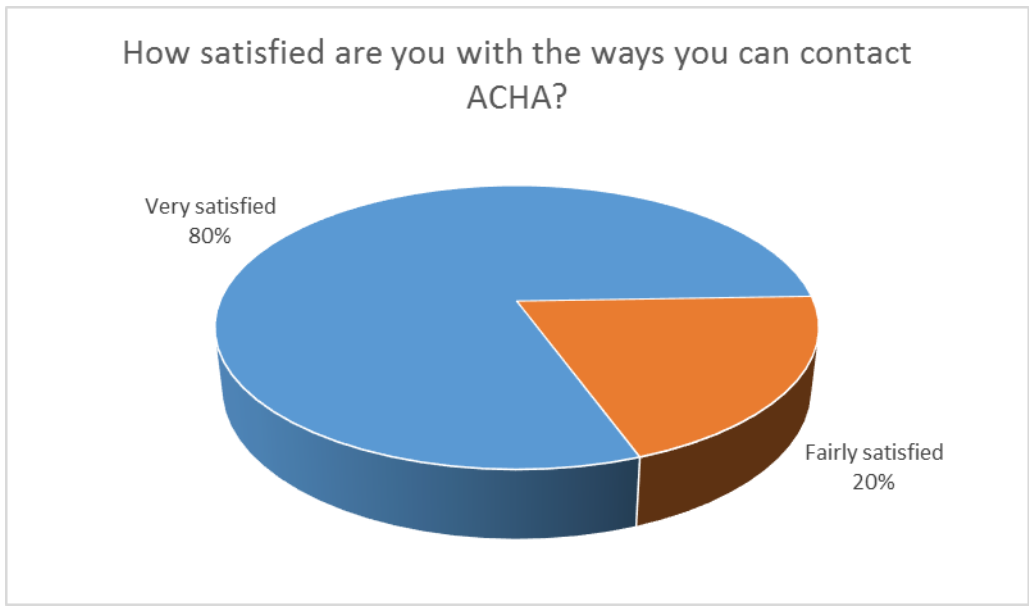
Is there anything else we could do to encourage you to participate or another method for us to participate with you?

3 comments from respondents

1. Not interested
2. I would have liked to attend the tenants' day in Inveraray but was not able to make it. Good idea
3. Feel not kept up to date enough

Question 3

Overall, how satisfied are you with the ways you can contact ACHA?



	Number of Responses
Very satisfied	8
Fairly satisfied	2
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

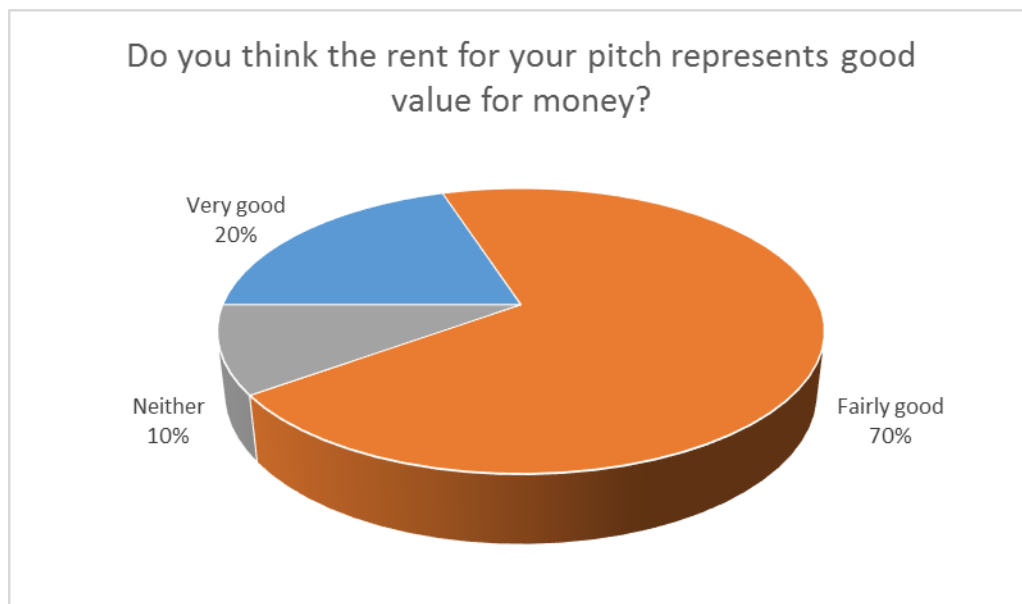
What can ACHA do to improve on this? And/or what do you think works well and why?

Comments from respondents

None

Question 4

Taking into account the accommodation and the services ACHA provides, do you think that rent for this pitch represents good value for money? (The current rent charge for a pitch is £50.07)



	Number of Responses
Very good	2
Fairly good	7
Neither good nor poor	1
Fairly poor	0
Very poor	0
Grand Total	10

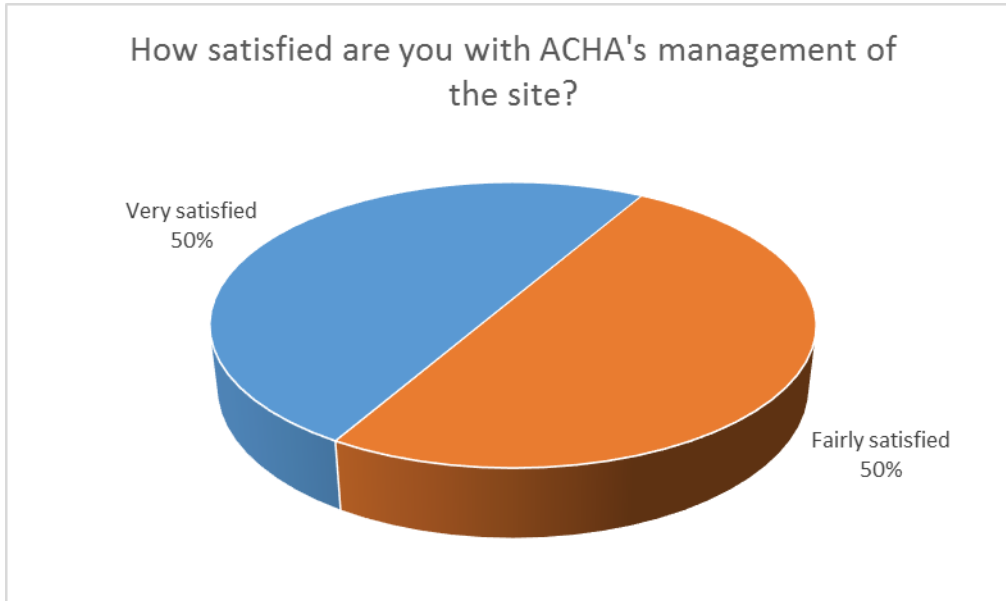
If no, why not?

4 comments from respondents

1. Storage area has been taken away when new kitchen went in. Need some form of storage
2. It is better now since ACHA put new gates on pitch, more security, feels more like your own home
3. Other rents charging higher rents are providing much better facilities - e.g. dog runs, play parks, warmer units, more up to date facilities
4. Rent charge stated is wrong. It is over £50 pw and rising in April 2018

Question 5 (ARC Indicator 37)

Taking everything into account, how satisfied are you with ACHA's management of the site?



	Number of responses
Very satisfied	5
Fairly satisfied	5
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

What can ACHA do to improve on this? What makes you satisfied with the service?

1 comment from respondents

Repair to boundary fence has improved site

The 2018 figure is an improvement of 8% (from 92%) over 2017.

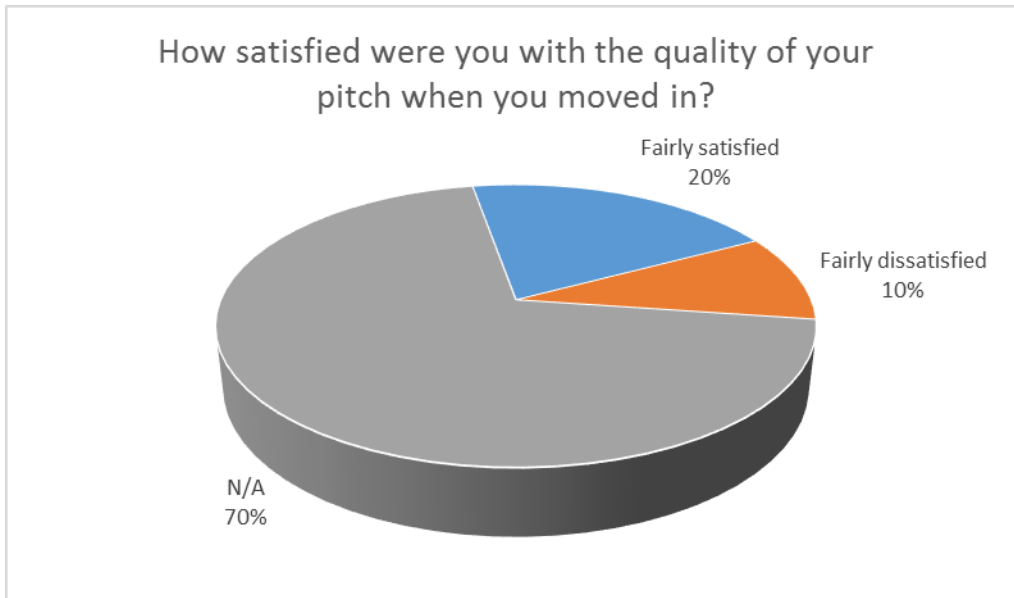
Questions 6

Did you move onto this pitch in the last year (i.e. since February 2017)?

3 of the 10 respondents had moved in since this date.

Question 7

If Yes, overall how satisfied were you with the quality of your pitch when you moved in?



	Number of responses
Very satisfied	0
Fairly satisfied	2
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	1
Not applicable (N/A)	7
Grand Total	10

What can ACHA do to improve on this? Or what can we do well?

1 comment from respondents

It was a long time ago

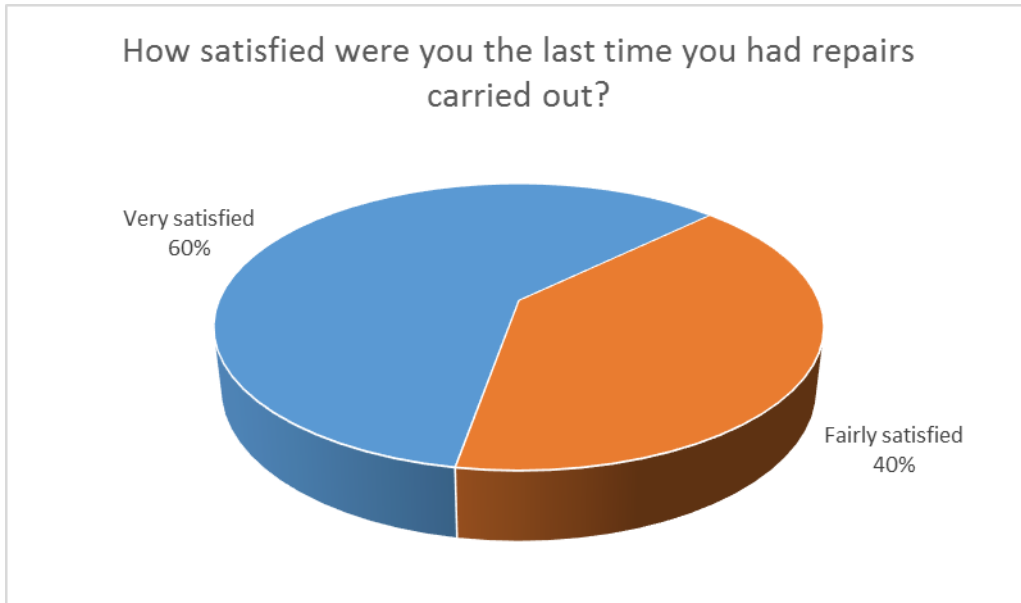
Question 8

Have you had any repairs carried out to your amenity block in the last 12 months?

7 respondents indicated they had.

Question 9 (ARC Indicator 16)

Overall, thinking about the LAST time you had repairs carried out, how satisfied were you with the repairs service provided by ACHA?



	Number of responses
Very satisfied	6
Fairly satisfied	4
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

What can ACHA do to improve on this? Or what did we do well?

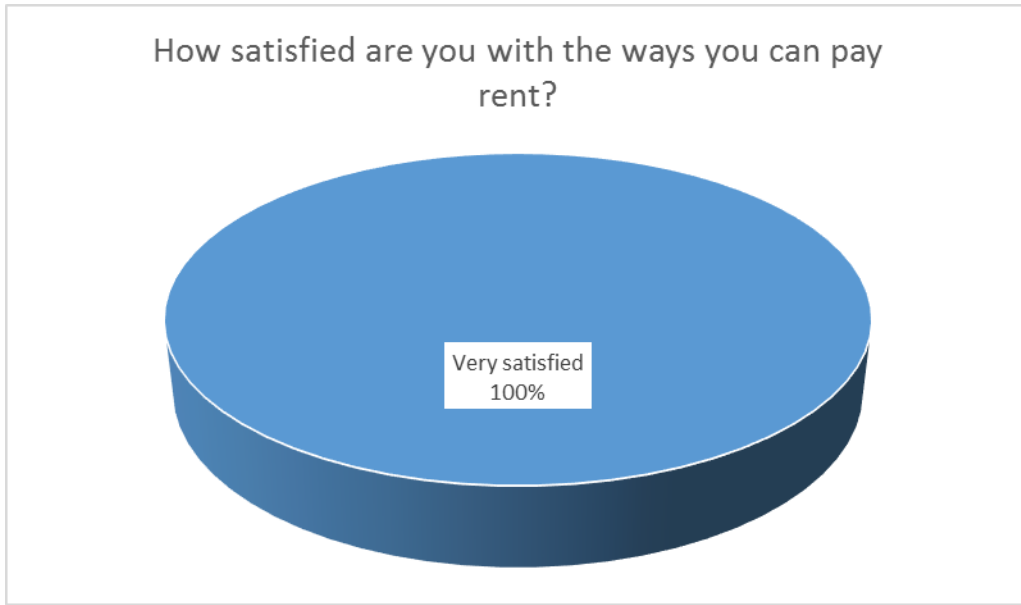
3 comments from respondents

1. Good with repairs
2. Reported leaking toilet, plumber has come at a number of times, problem kept re-occurring
3. Still awaiting response to problems with shower, either too hot or too cold

The 2017 figure was 84% so this represents a 16% increase in satisfaction figures.

Question 10

Overall, how satisfied are you with the ways you can pay rent?



	Number of responses
Very satisfied	10
Fairly satisfied	0
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

What can ACHA do to improve this? Or what did we do well?

1 comment from respondents

1. Use Allpay card

Question 11

Are you aware of your local Welfare Rights Surgery at your site?

All 10 respondents said that they were.

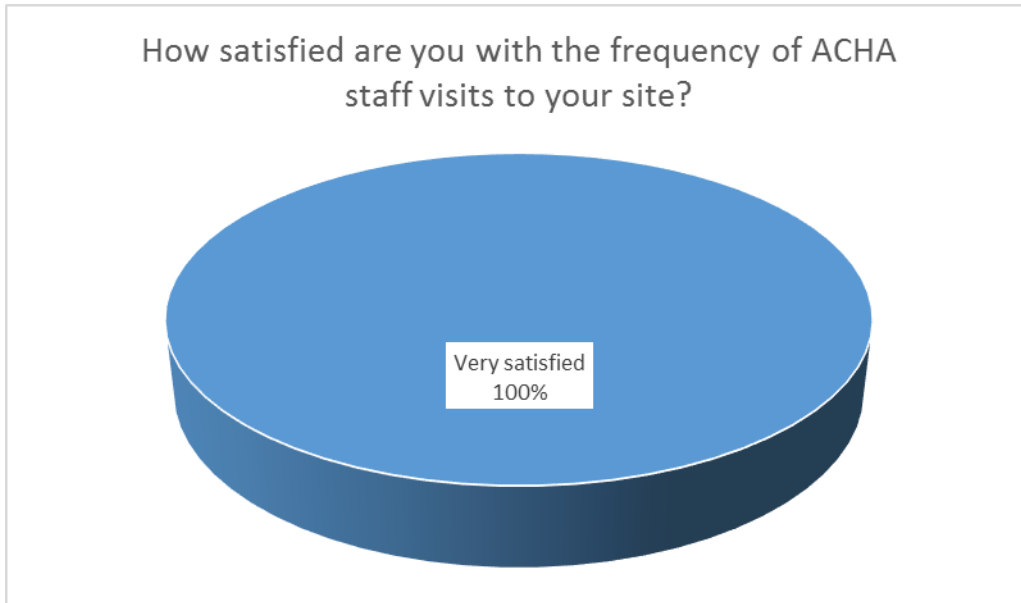
What can ACHA do to improve this? Or what did we do well?

1 comment from respondents

1. Good service

Question 12

Overall, how satisfied are you with the frequency of ACHA staff visits to your site?



	Number of responses
Very satisfied	10
Fairly satisfied	0
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

What can ACHA do to improve on this?

1 comment from respondents

1. Once a week is enough

Question 13

Are you aware of ACHA's complaints policy?

All 10 of the respondents said they were

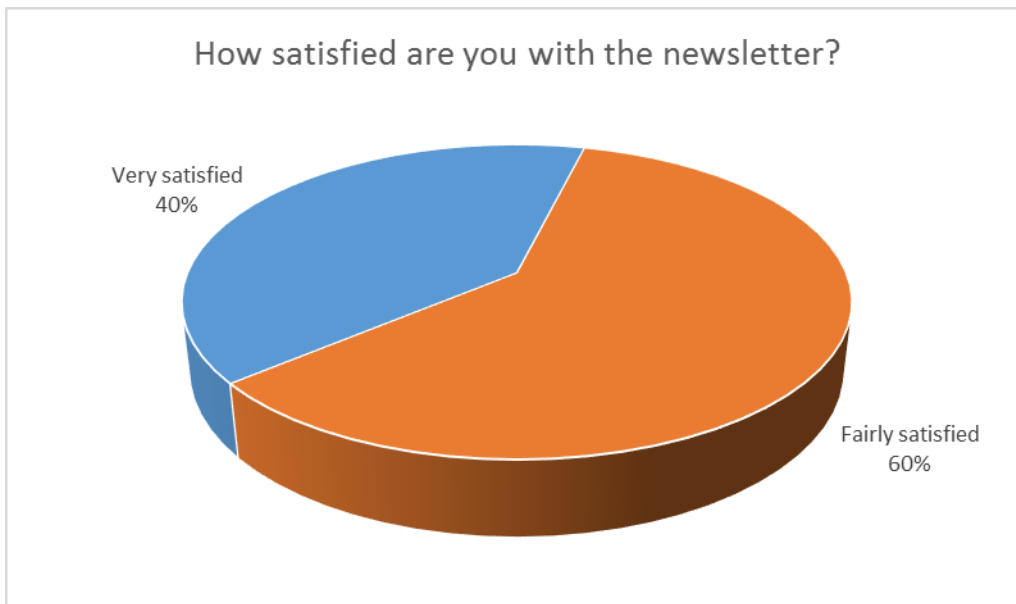
If you have used the complaints policy, what improvements can we make to it?

2 comments from respondents

1. No complaints to make
2. Never used it

Question 14

Overall, how satisfied are you with the newsletter?



	Number of responses
Very satisfied	4
Fairly satisfied	6
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	10

What can ACHA do to improve on this? Do you have any ideas for articles?

4 comments from respondents

1. Doesn't give any information about facilities for Gypsy/Travellers e.g. local events, etc.
2. Upgrades in Duncholgan in newsletter
3. Tenant will write story of travelling when younger and her experiences
4. Times of rubbish pickups, perhaps a calendar

Additional Comments

1. Need more storage facilities
2. Quite happy
3. Drains at Ledaig not in good condition - ongoing problem, smell and blockage

Appendix 1

Equalities Information

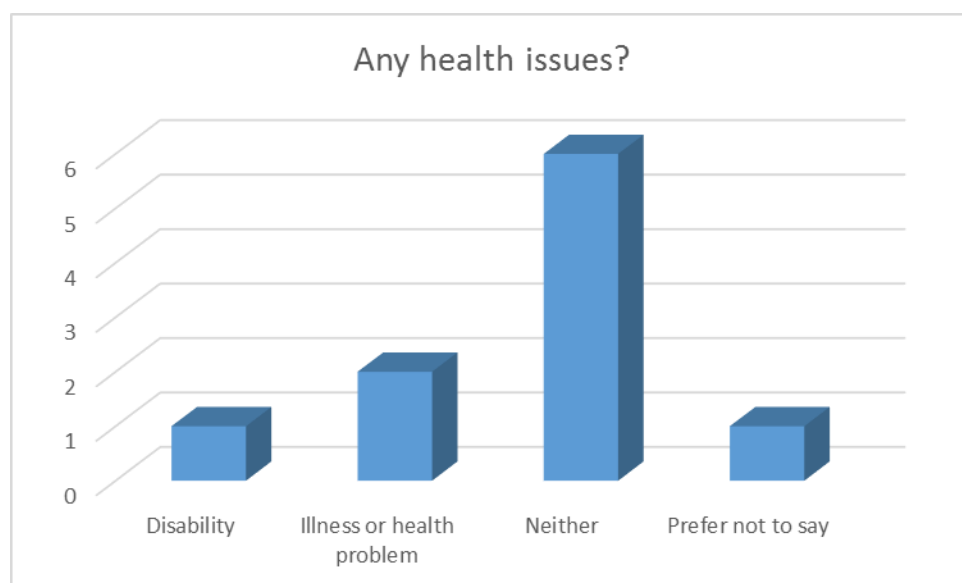
Age of respondents

	Number of responses
16-24	0
25-34	3
35-44	3
45-54	3
55-64	0
65-74	1
Prefer not to say	0
Grand Total	10

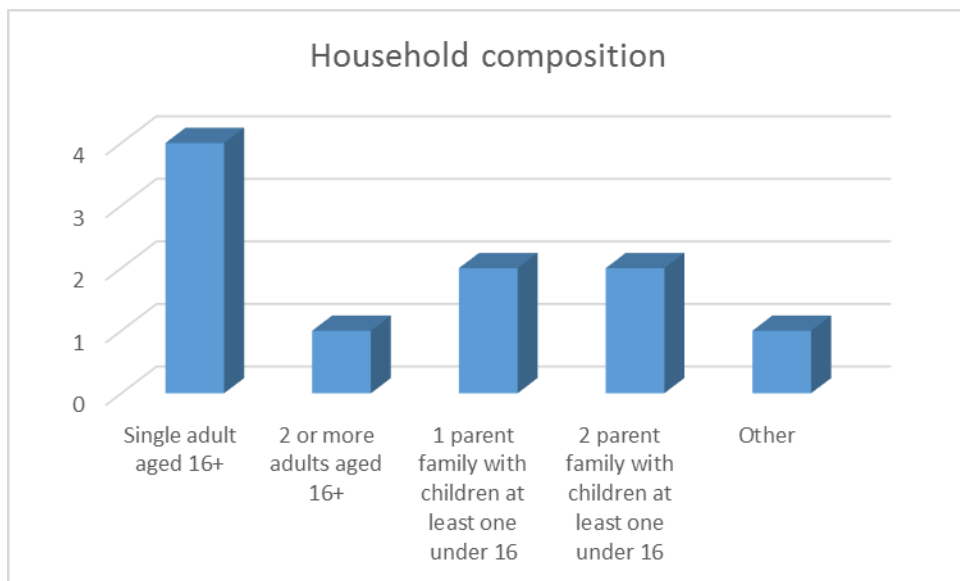
Gender of Respondents

Gender	Number
Female	6
Male	4
Grand Total	10

Do you have any long standing illness, health problem or disability that limits your daily activities or the kind of work you can do?



Household Composition



Ethnicity

All 10 respondents gave their ethnicity as Gypsy/Traveller

How long have you lived in your current home?

Up to 2 years	4
3 to 10 years	3
More than 10 years	3
Grand Total	10