



Annual Gypsy/Travellers Survey 2019



Overview

The annual Gypsy Traveller survey was carried out in February 2019. There has been a reduction in the number of pitches occupied this year and a total of 6 families or individuals responded in the survey. This represents 60% of our tenants at the Gypsy Traveller sites.

At the time of the survey, the site at Ledaig had 4 of the 8 pitches occupied and 2 of the residents replied to the survey. The site at Duncholgan had 6 of the 14 pitches occupied and 4 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.

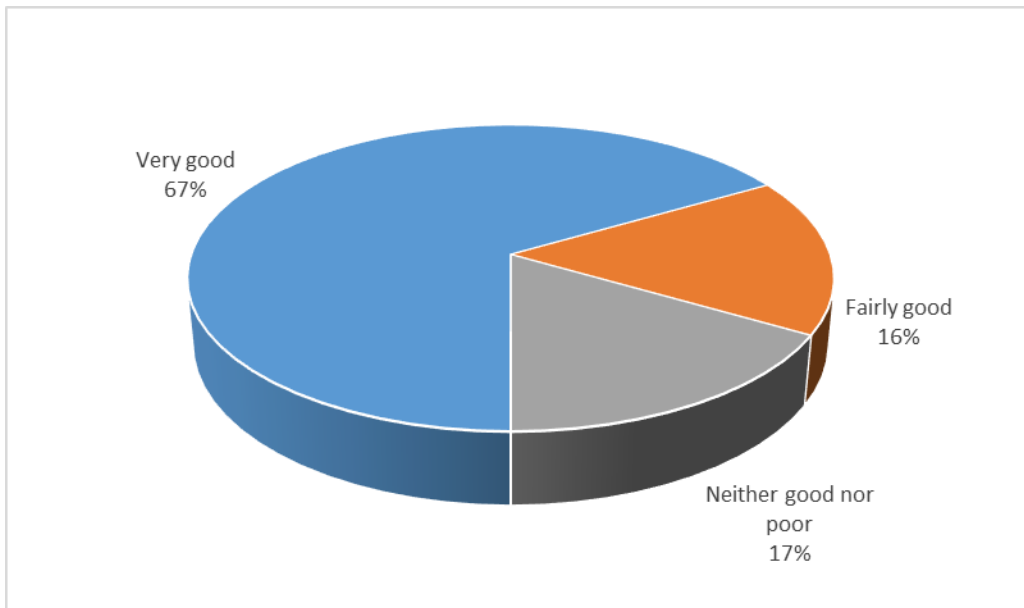
Question 5 is used to supply information for the Annual Return on the Charter (ARC) indicator 37. We have maintained the 100% satisfaction rate we first achieved in 2018.

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 2.

Question 1

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



	Number of Responses
Very good	4
Fairly good	1
Neither satisfied nor dissatisfied	1
Fairly poor	0
Very poor	0
Grand Total	6

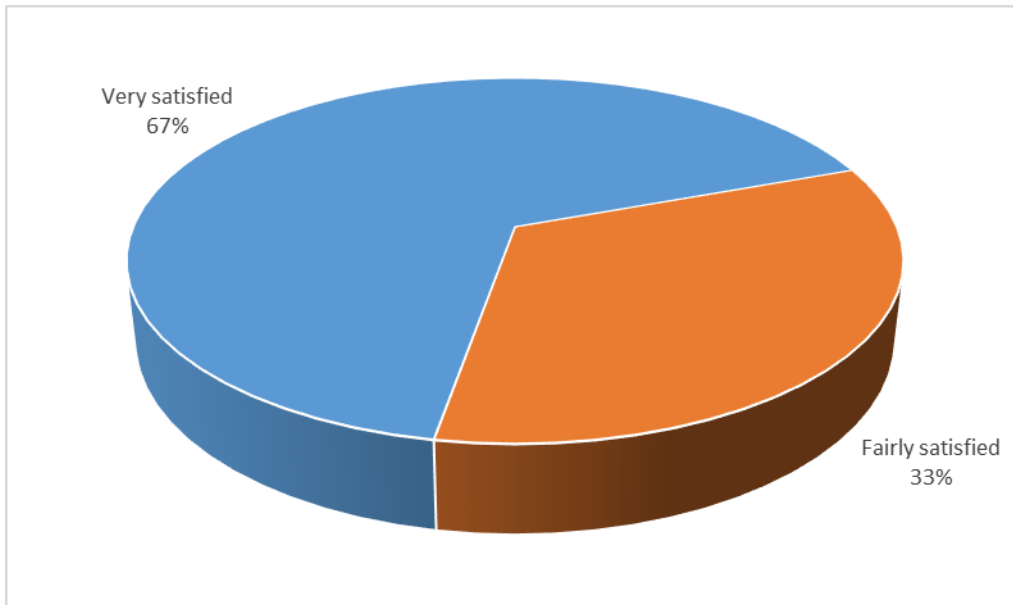
What could ACHA do to ensure you feel better informed? Or what do you like best about the way we keep you informed?

2 Comments Made by Respondents

1. Happy with information from ACHA
2. Ongoing issue but getting better

Question 2

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



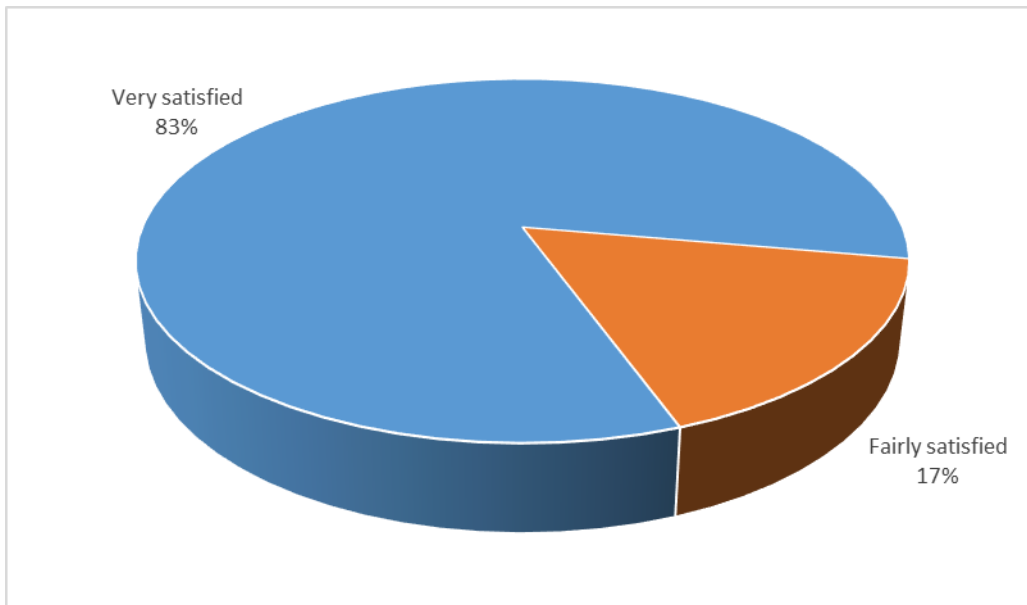
	Number of Responses
Very satisfied	4
Fairly satisfied	2
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

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

No comments from respondents

Question 3

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



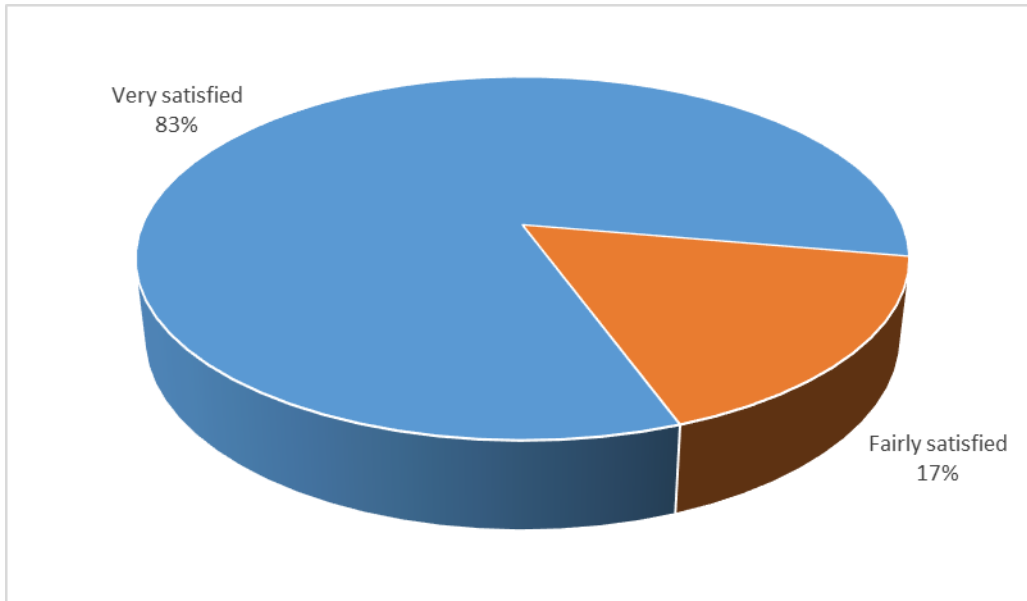
	Number of Responses
Very satisfied	5
Fairly satisfied	1
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

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

No comments from respondents

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 £52.17)



	Number of Responses
Very good	5
Fairly good	1
Neither good nor poor	0
Fairly poor	0
Very poor	0
Grand Total	6

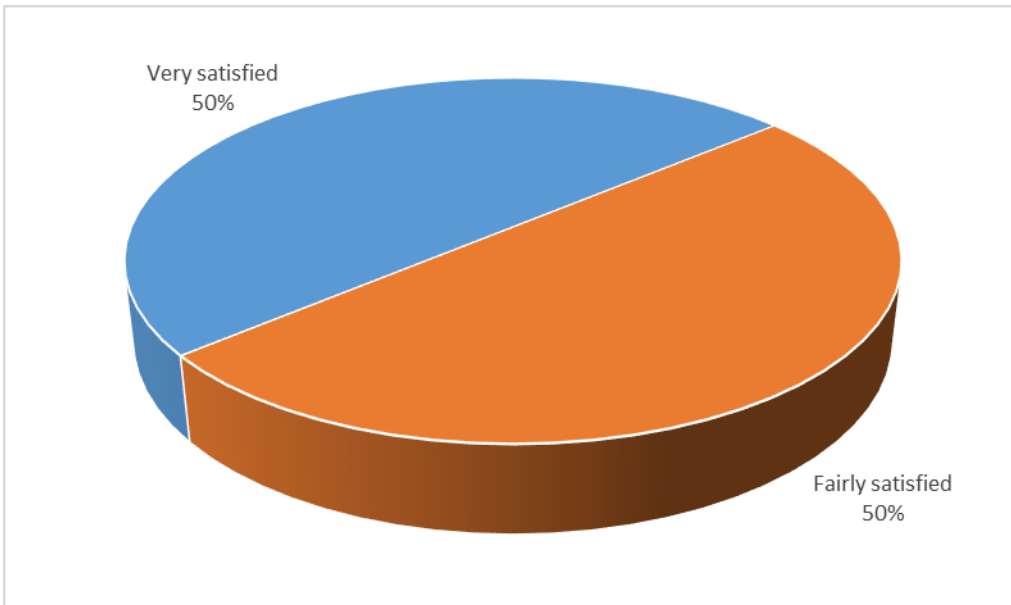
If no, why not?

4 comments from respondents

1. Rent is reasonable
2. Don't get much, would pay more for more

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	3
Fairly satisfied	3
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

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

1 comment from respondents

Get others to take more responsibility for their parts (roads, bins, lighting)

Question 6 & 7

6. Did you move onto this pitch in the last year (i.e. since February 2018)?

7. How satisfied were you with the quality of your pitch?

1 respondent had moved in since this date. They reported that they were 'fairly satisfied' with the quality of your pitch when they moved in.

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

No comment from respondents

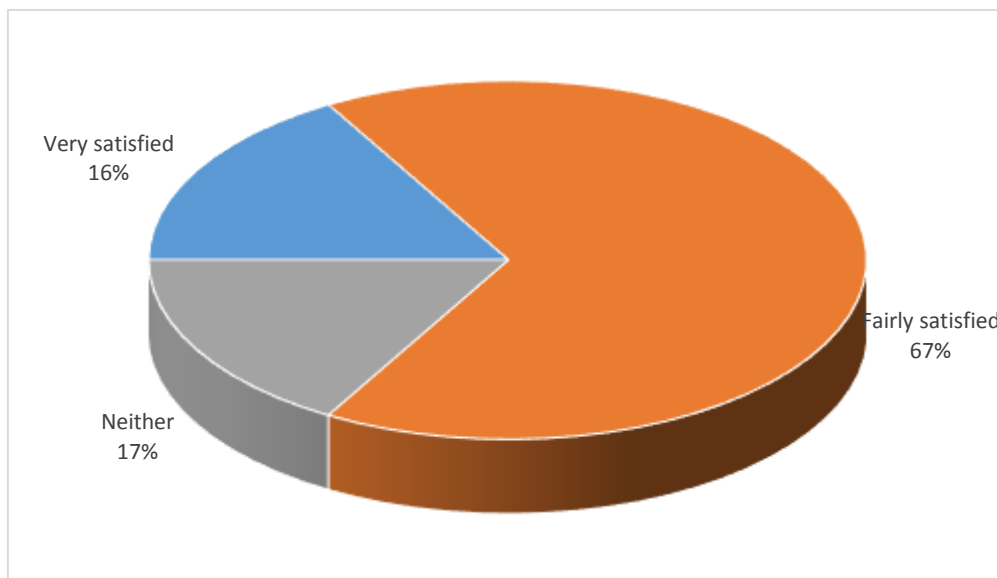
Question 8

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

1 respondent 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?



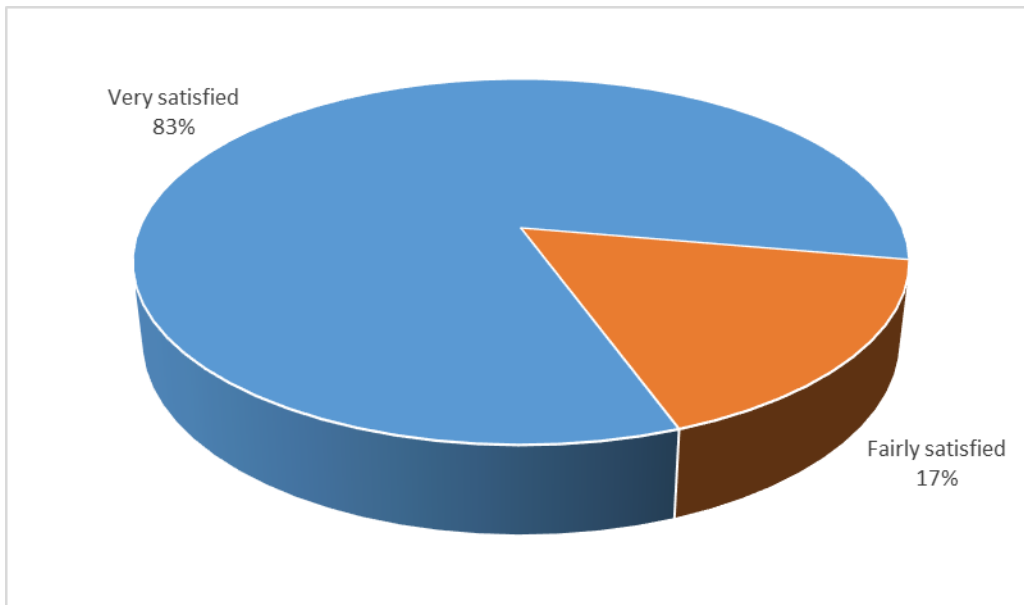
	Number of responses
Very satisfied	1
Fairly satisfied	4
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

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

No comments from respondents

Question 10

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



	Number of responses
Very satisfied	5
Fairly satisfied	1
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

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

No comment from respondents

Question 11

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

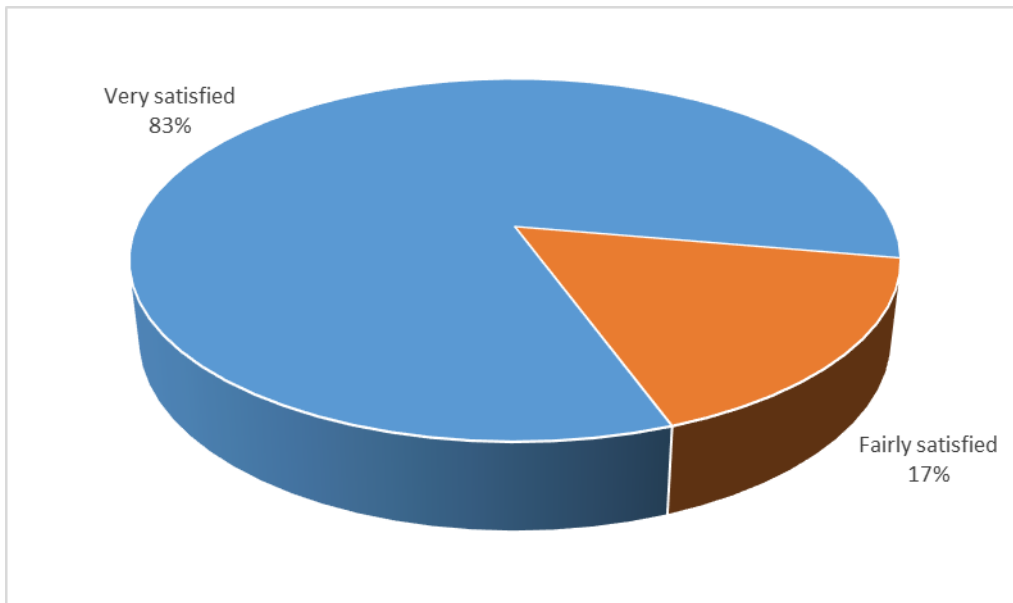
All 6 respondents said that they were.

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

No comment from respondents

Question 12

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



	Number of responses
Very satisfied	5
Fairly satisfied	1
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

What can ACHA do to improve on this?

1 comment from respondents

Door to door maybe once per month

Question 13

Are you aware of ACHA's complaints policy?

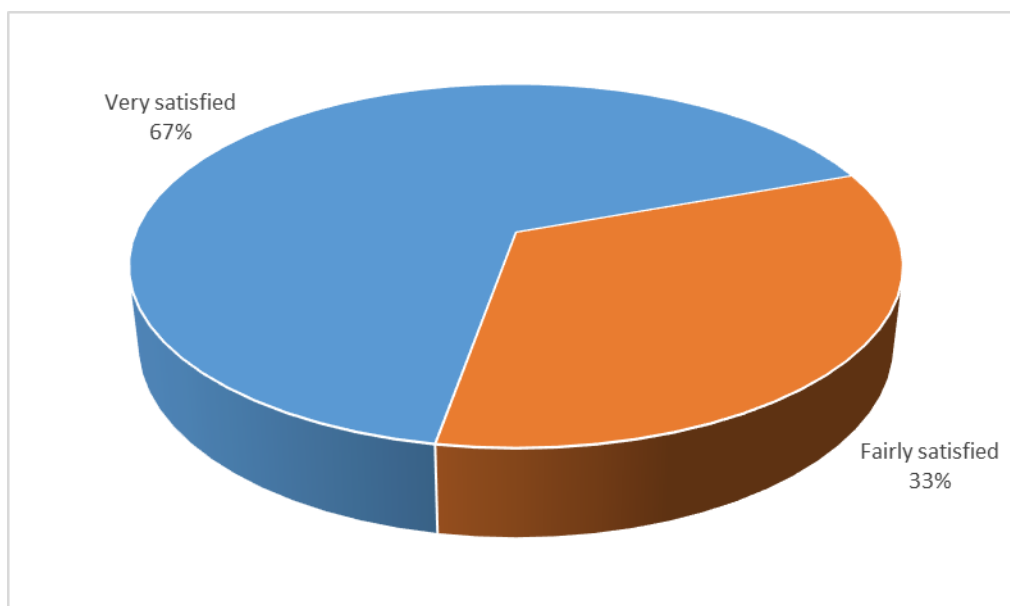
5 of the 6 respondents said they were. A copy of the policy was supplied to the one tenant not familiar with it.

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

No comments from respondents

Question 14

Overall, how satisfied are you with the newsletter?



	Number of responses
Very satisfied	4
Fairly satisfied	2
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	6

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

1 comment from respondents

More stories relating to gypsy travellers

Appendix 1

Comparison Table 2018/2019

	2018 Very satisfied/fairly satisfied	2019 Very satisfied/fairly satisfied
Being kept informed	100%	83%
Participation in decisions	90%	100%
Ways to contact ACHA	100%	100%
Value for money	90%	100%
Management of the site (ARC 37)	100%	100%
Ways to pay rent	100%	100%
Frequency of visits to your site	100%	100%
Satisfaction with the newsletter	100%	100%

Appendix 2

Equalities Information

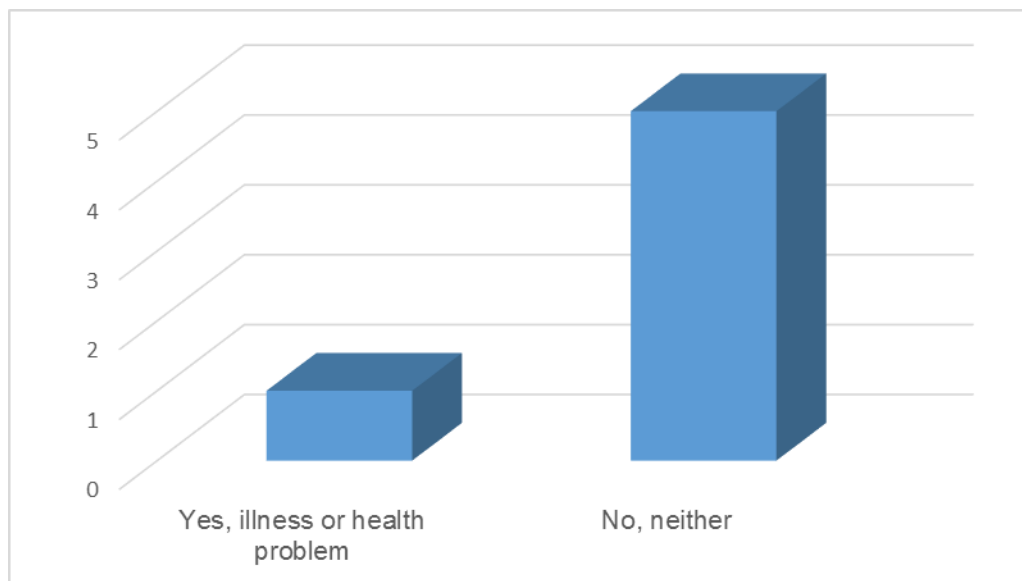
Age of respondents

	Number of responses
16-24	2
25-34	1
35-44	2
45-54	0
55-64	0
65-74	0
75 and over	1
Prefer not to say	0
Grand Total	6

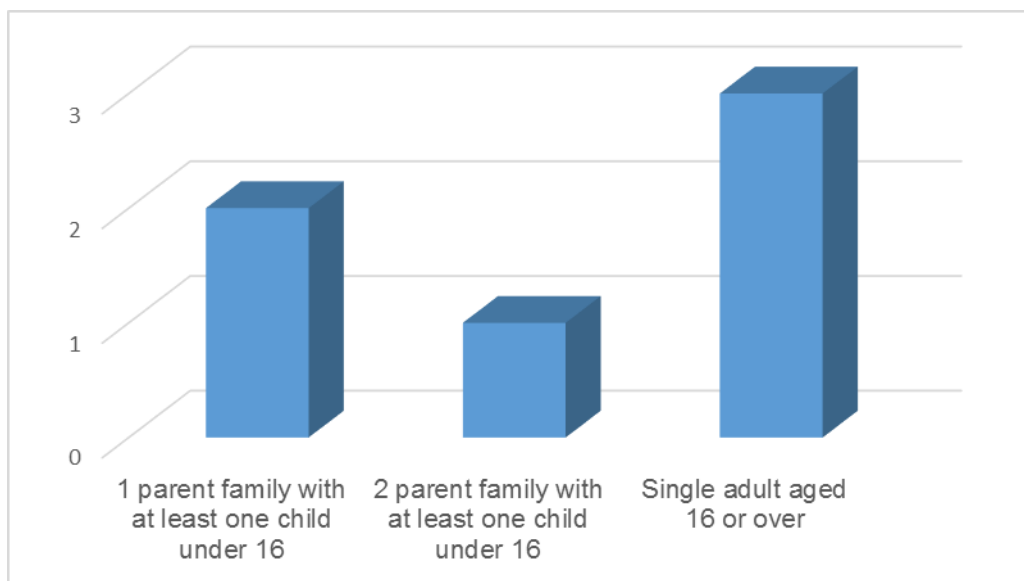
Gender of Respondents

Gender	Number
Female	3
Male	3
Grand Total	6

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 6 respondents gave their ethnicity as Gypsy/Traveller

How long have you lived in your current home?

3 to 10 years	3
More than 10 years	1
Not answered	2
Grand Total	6