



Annual Gypsy Travellers Survey 2017

Overview

The annual Travelling Persons survey was carried out in February 2017. The number of families responding totalled 12 this year, the same figure as 2016. 3 families/residents were unavailable (1 Ledaig, 2 Duncholgan) therefore the survey represents 80% of the available tenants broken down as below:

The site at Ledaig polled 6 of the 7 families resident (NB one family occupies 2 pitches).

The site at Duncholgan polled 6 out of 8 families resident.

The Torlochan site is currently unoccupied.

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 84% in 2016 to 92% in 2017. Question 9 supplies information for indicator 16. Here there has been an increase in satisfaction from 67% in 2016 to 84% this year.

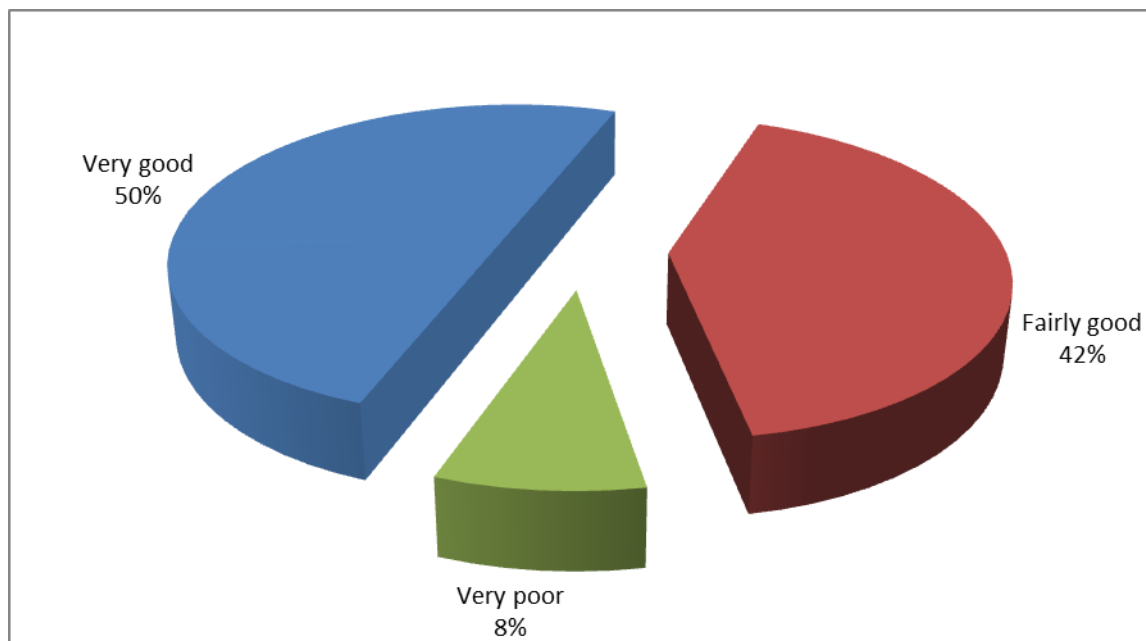
The questionnaire used was the same format as the 2016 version with the addition of one question to see whether tenants wished to have a lockable barrier at their sites.

Methodology

Residents were visited personally by Housing & Neighbourhood Services Assistants using a questionnaire that is designed with 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 which explains the context in which the question is being asked. Strict confidentiality is maintained at all times. Equalities information can be found at Appendix 1.

Question 1

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



	Number of Responses
Very good	6
Fairly good	5
Neither satisfied nor dissatisfied	0
Fairly poor	0
Very poor	1
Grand Total	12

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

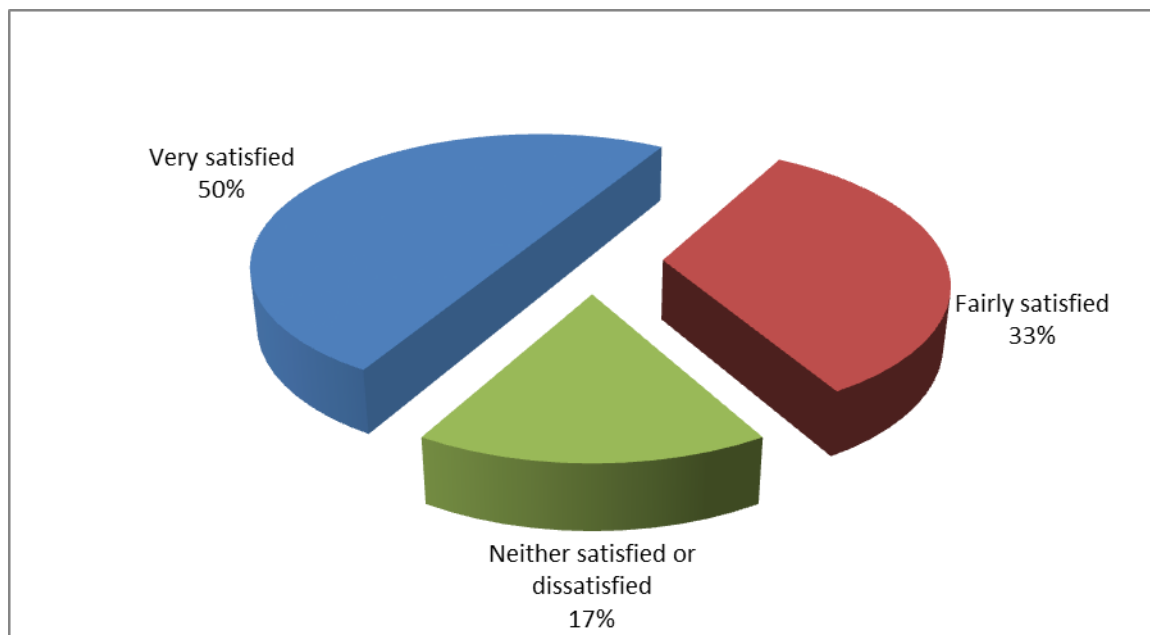
5 Comments Made by Respondents

1. Happy with information
2. Newsletter should have articles relating to travellers items of interest
3. Meeting was cancelled at short notice - info was not made clear. Ensure all residents are informed about any cancellation of meetings
4. Everything is ok
5. Everything is fine

2016 Figure 50% very satisfied, 50% fairly satisfied

Question 2

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



	Number of Responses
Very satisfied	6
Fairly satisfied	4
Neither satisfied nor dissatisfied	2
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	12

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

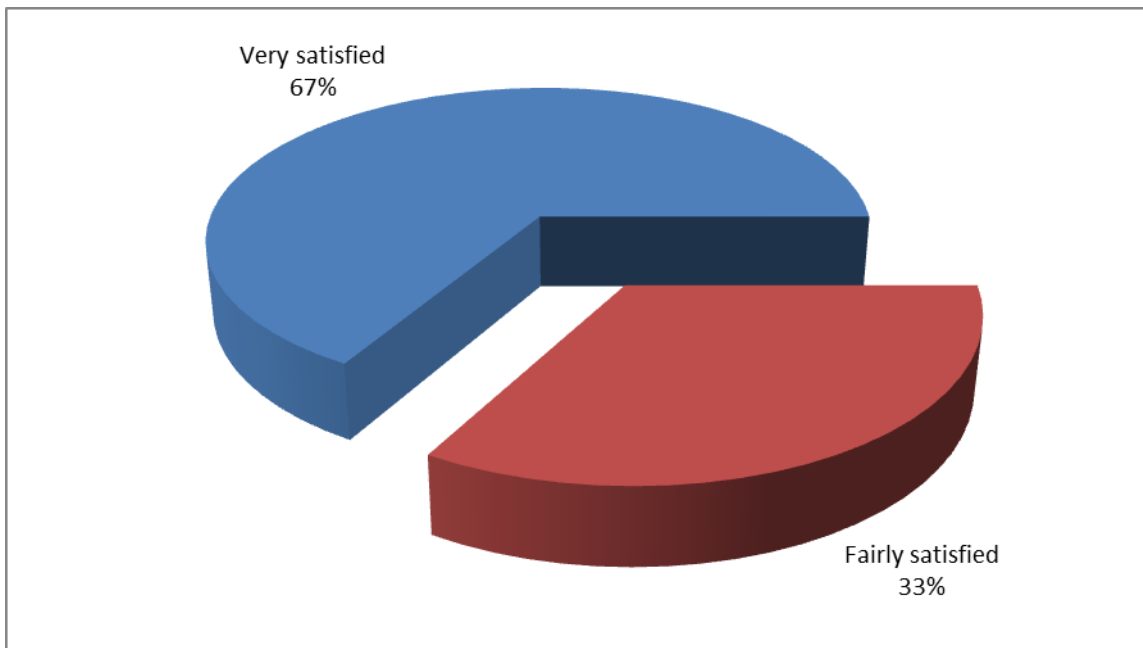
2 comments from respondents

1. Also get support from MECOPP that keeps me informed
2. Happy with the surveys and think this is a good idea

2016 Figure 25% very satisfied, 59% fairly satisfied, 8% neither satisfied nor dissatisfied, 8% very dissatisfied.

Question 3

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



	Number of Responses
Very satisfied	8
Fairly satisfied	4
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	12

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

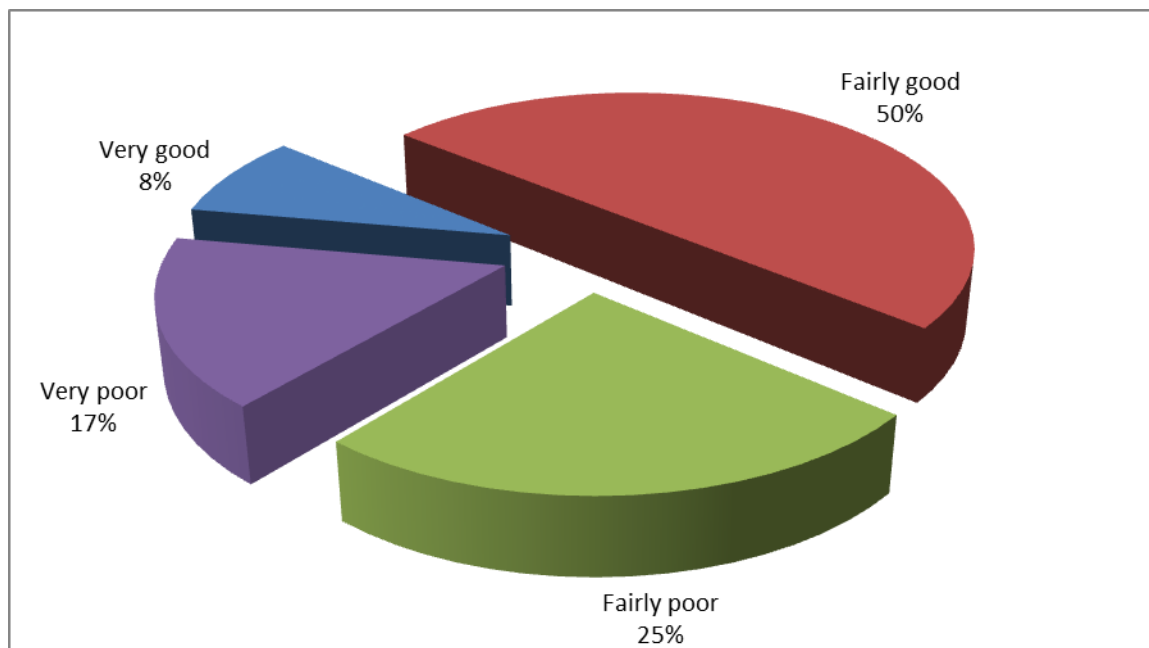
Comments from respondents

None

2016 Figure 83% very satisfied, 17% fairly satisfied.

Question 4

Taking into account the accommodation and the services ACHA provides, do you think that rent for this pitch represents good or poor value for money?



	Number of Responses
Very good	1
Fairly good	6
Neither good nor poor	0
Fairly poor	3
Very poor	2
Grand Total	12

If no, why not?

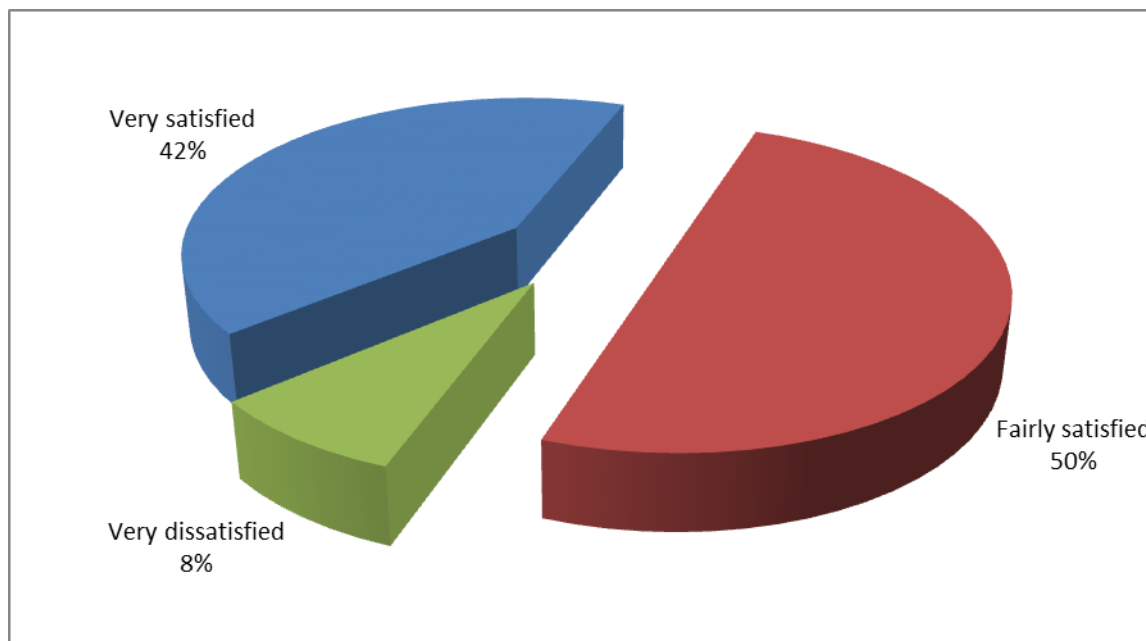
7 comments from respondents

1. Facilities need to be updated, very poor condition
2. Poor facilities on site. Sheds/Facility blocks should be bigger. Very poor insulation. Very poor value for money. Very few improvements carried out to site.
3. More facilities should be available at site
4. Rent reasonable but not enough facilities, site should be updated. Newer facility sheds should be provided for tenants.
5. Units very cold, can't use them in the winter so cold. Heating too expensive to put on because there is no insulation - breeze block walls
6. Don't feel the pitches are very good - drainage is poor, no plumbing facilities for caravans, road is v.poor
7. Rents are not overly high.

2016 Figure 41% very good, 17% fairly good, 17% fairly poor, 25% very poor

Question 5 (ARC Indicator 37)

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



	Number of responses
Very satisfied	5
Fairly satisfied	6
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	1
Grand Total	12

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

5 comments from respondents

1. Fencing broken and not secure. Individual pitches should be fenced off for security. Sheds should be provided for storage. Drains constantly blocking. Computer access should be provided for kids! Play park for kids
2. Upkeep of the road - negative. Asked about grit bin - got one within a couple of weeks
3. Road is getting poor again and needs resurfaced
4. Help with the paths and road to the site. Taxis don't come up
5. Repairs too slow.

2016 Figure 59% very satisfied, 25% fairly satisfied, 8% neither satisfied or dissatisfied, 8% fairly dissatisfied. Therefore the 2017 figure is an improvement of 8% (to 92%) from 2016.

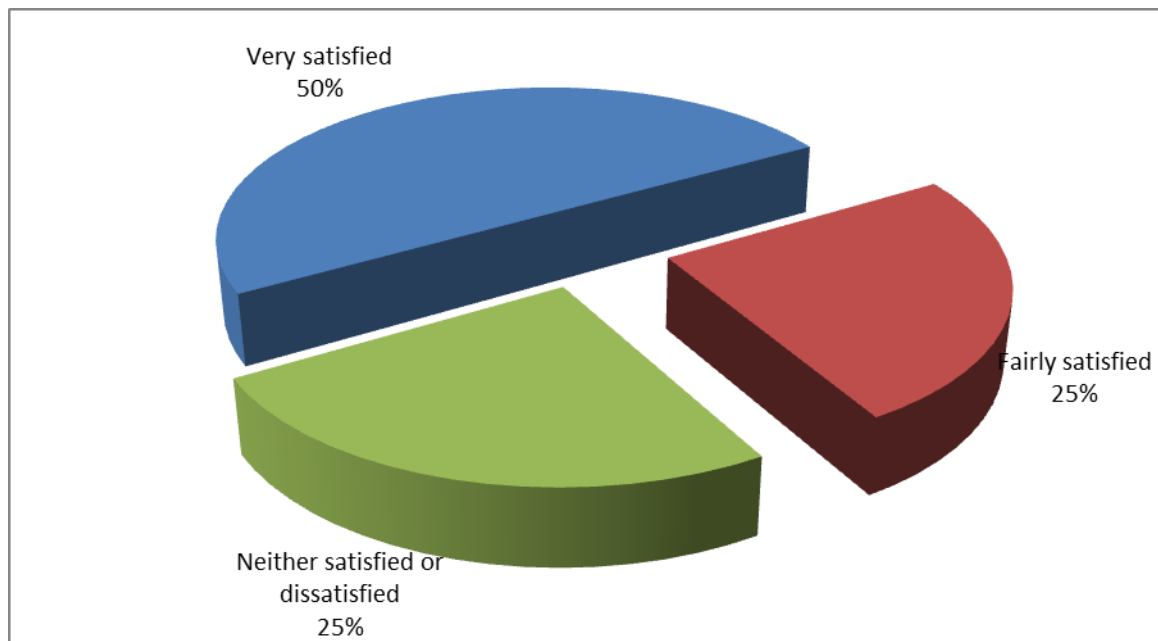
Questions 6

Did you move onto this pitch in the last year (i.e. since February 2016)?

4 of the 12 respondents had moved in since this date.

Question 7

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



	Number of responses
Very satisfied	2
Fairly satisfied	1
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
Very dissatisfied	0
Not applicable (N/A)	0
Grand Total	4

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

No comments from respondents

2016 Figure 50% very satisfied, 50% fairly dissatisfied

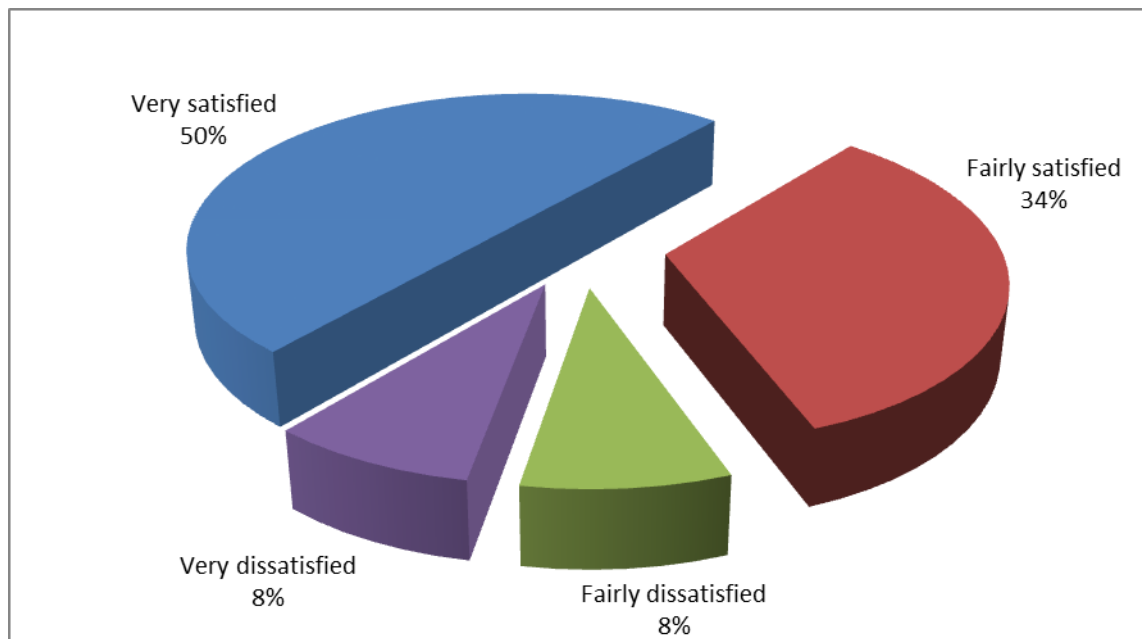
Question 8

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

6 respondents indicated they had.

Question 9 (ARC Indicator 16)

Overall, thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied 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	1
Very dissatisfied	1
Grand Total	12

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

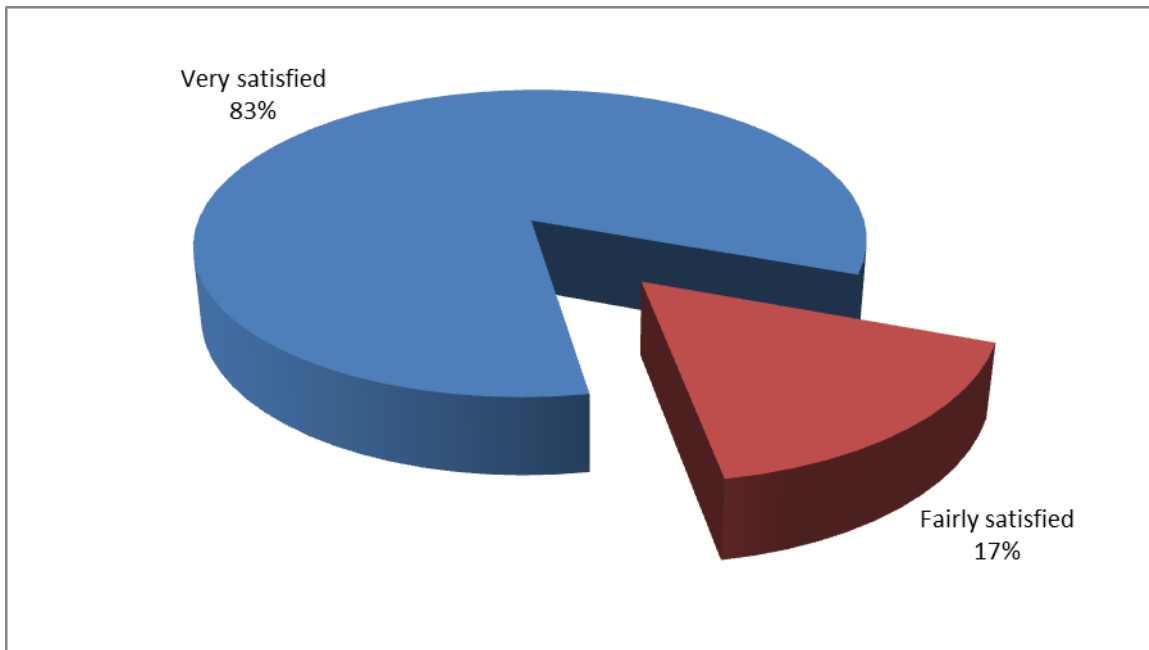
6 comments from respondents

1. Reported extractor fan in amenity unit nearly 3 years ago - still not working. Reported several times
2. Waiting for rubber seal for shower which leaks. Reported over 6 months ago
3. Flooring very uneven in amenity unit. Washing machine is uneven. Trees at back of pitch is a concern. Any repairs have taken a long time to get done

2016 Figure 50% very satisfied, 17% fairly satisfied, 8% neither satisfied or dissatisfied, 25% fairly dissatisfied. Therefore this represents a 17% increase in satisfaction figures over 2016.

Question 10

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



	Number of responses
Very satisfied	10
Fairly satisfied	2
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
No response	0
Grand Total	12

**What can ACHA do to improve this? Or what did we do well?
No comments from respondents**

2016 Figure 75% very satisfied, 8% neither satisfied or dissatisfied, 17% N/A

Question 11

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

All 12 respondents said that they were.

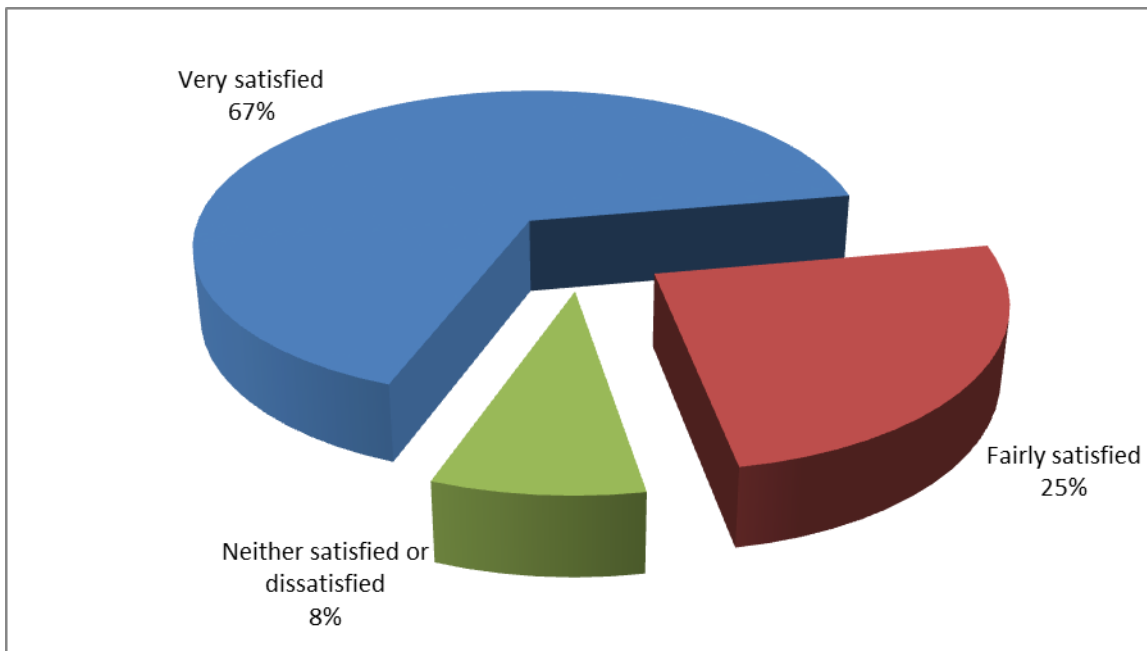
What can ACHA do to improve this? Or what did we do well?

2 comments from respondents

1. Aware of surgeries, these have been very limited recently
2. If it was available in evenings (works all day)

Question 12

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



	Number of responses
Very satisfied	8
Fairly satisfied	3
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
Very dissatisfied	0
Grand Total	12

What can ACHA do to improve on this?

1 comment from respondents

People know where to go if any issues

2016 Figure 92% very satisfied, 8% fairly satisfied

Question 13

Are you aware of ACHA's complaints policy?

11 of the 12 respondents said they were

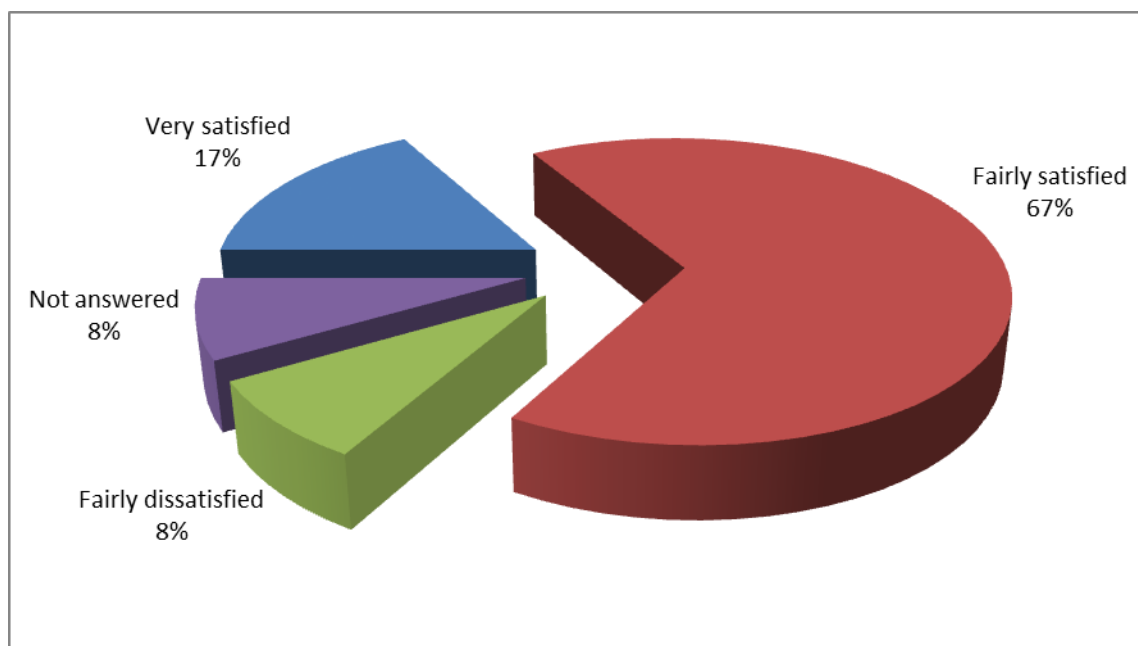
If you have used the complaints policy, what improvements can we make to it?

2 comments from respondents

1. Got leaflet when first moved in
2. Wanting to complain about the floor

Question 14

Overall, how satisfied are you with the newsletter?



	Number of responses
Very satisfied	2
Fairly satisfied	8
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	1
Very dissatisfied	1
Grand Total	12

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

3 comments from respondents

1. More information on things that apply to gypsy travellers
2. Should provide information relating to Gypsy Travellers. Could show events that take place for travellers throughout Scotland
3. Nothing I can think of. Advertise vacant pitches in newsletter and Facebook
4. Have not read it (tenant offered a copy but did not want one at present).

2016 Figure 75% very satisfied, 8% fairly satisfied, 17% fairly dissatisfied

Question 15

ACHA is reviewing the Gypsy/Traveller strategy this year. Do you have any additional comments you would like to make about issues that the strategy should cover or how ACHA can improve its services to Gypsy/Travellers? Would you like to be contacted as part of the consultation?

Comments from respondents

1. Would like more facilities at site. Playpark. Chalet/room where groups could meet
2. Play area for kids
3. Meetings are a good idea and these flag issues relating to the site and things needing done
4. Road to be repaired
5. Gets feedback from meetings (not easy to attend - have 7 children) nice to know what is going on. Like some help setting up parent toddler group

Question 16

Do you wish to have a lockable barrier in use at the site? If so, who should hold the keys?

11 tenants said No, 1 said Yes.

Comments from respondents who said No

1. Need access for emergency services
2. There was an issue previously when an ambulance could not get on to the site
3. Not interested
4. Wouldn't work as many residents have high sided vans

Comment from respondents who said Yes

Warden of site *[should hold the keys]*

Appendix 1

Equalities Information

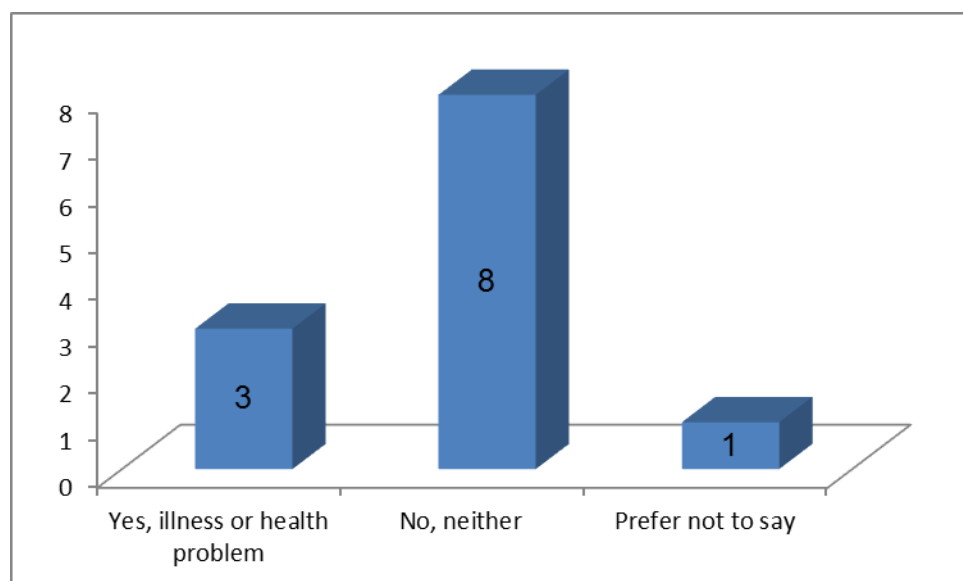
Age of respondents

	Number of responses
16-24	1
25-34	2
35-44	7
45-54	1
55-64	0
65-74	1
Prefer not to say	0
Grand Total	12

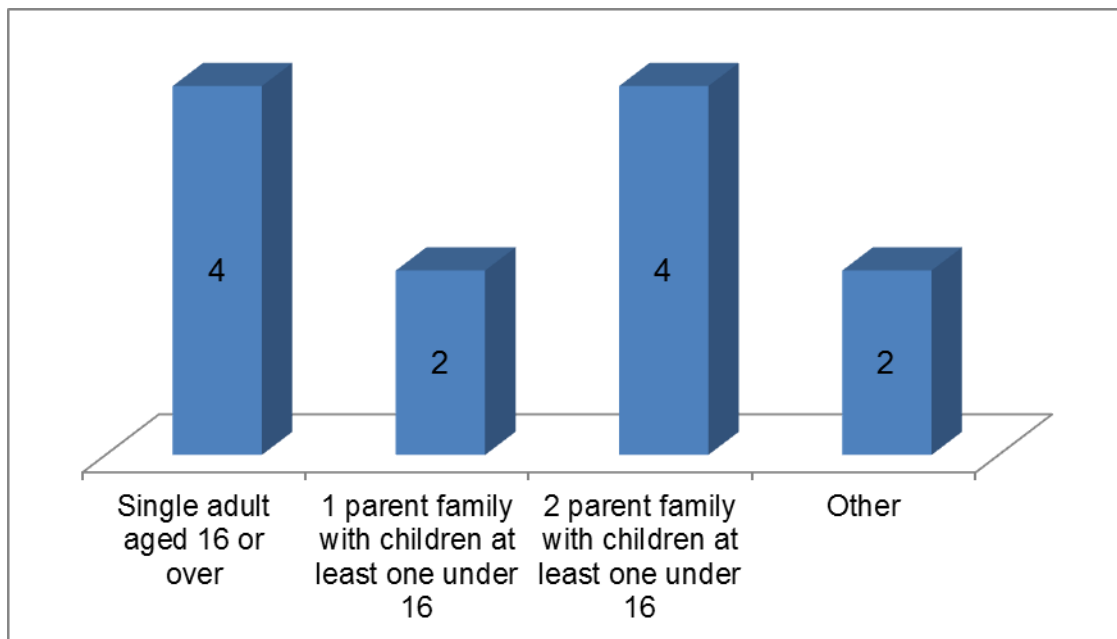
Gender of Respondents

Gender	Number
Female	7
Male	5
Grand Total	12

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 12 respondents gave their ethnicity as Gypsy/Traveller

How long have you lived in your current home?

Up to 2 years	6
3 to 10 years	3
More than 10 years	3
Grand Total	12