



Annual Gypsy Travellers Survey 2015

Results & Feedback

Overview

The annual Travelling Persons survey was carried out in February 2015. The number of respondents totalled 7 this year, compared with 10 in 2014, therefore the survey represents 44% of the available tenants broken down as below:

The Torlochan site currently has no residents.

The site at Ledaig polled 3 of the 4 residents.

The site at Duncholgan polled 4 out of 12 residents.

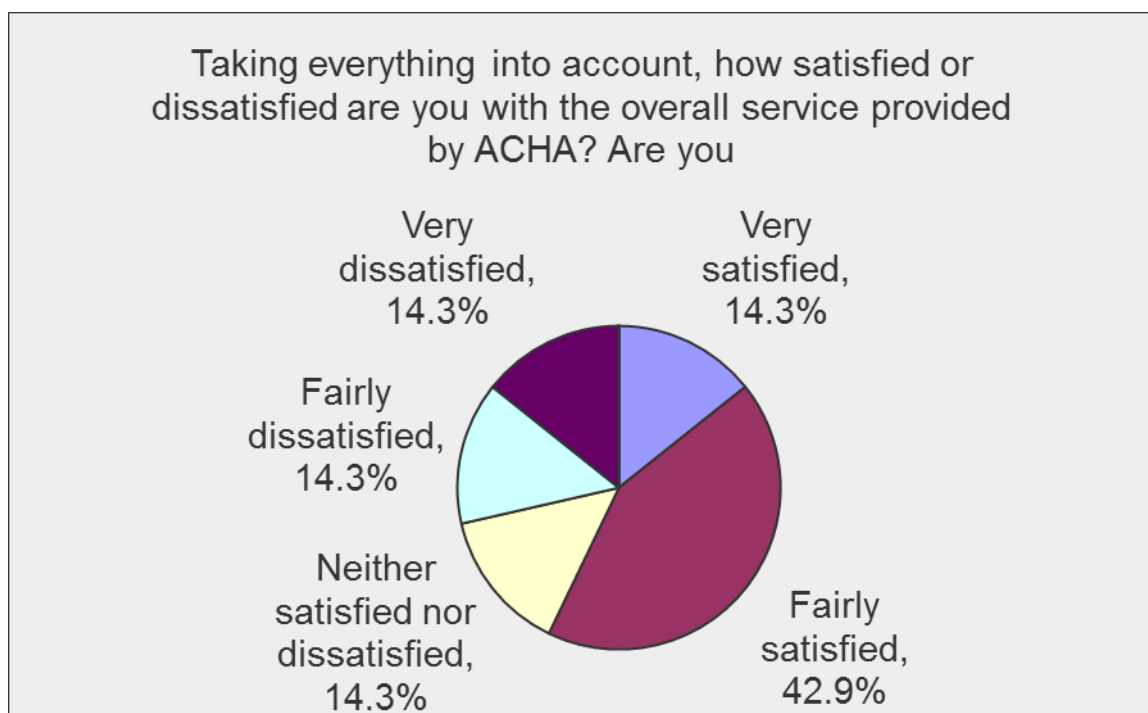
Residents were visited personally by Housing & Neighbourhood Services Assistants. Whilst relatively few questionnaires were returned, local staff report any residents are happy to communicate informally when site visits are made.

This year, the survey was colour coded to indicate which questions were required specifically by the Scottish Housing Regulator.

The following graphs show the results of the returned questionnaires.

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by ACHA? Are you

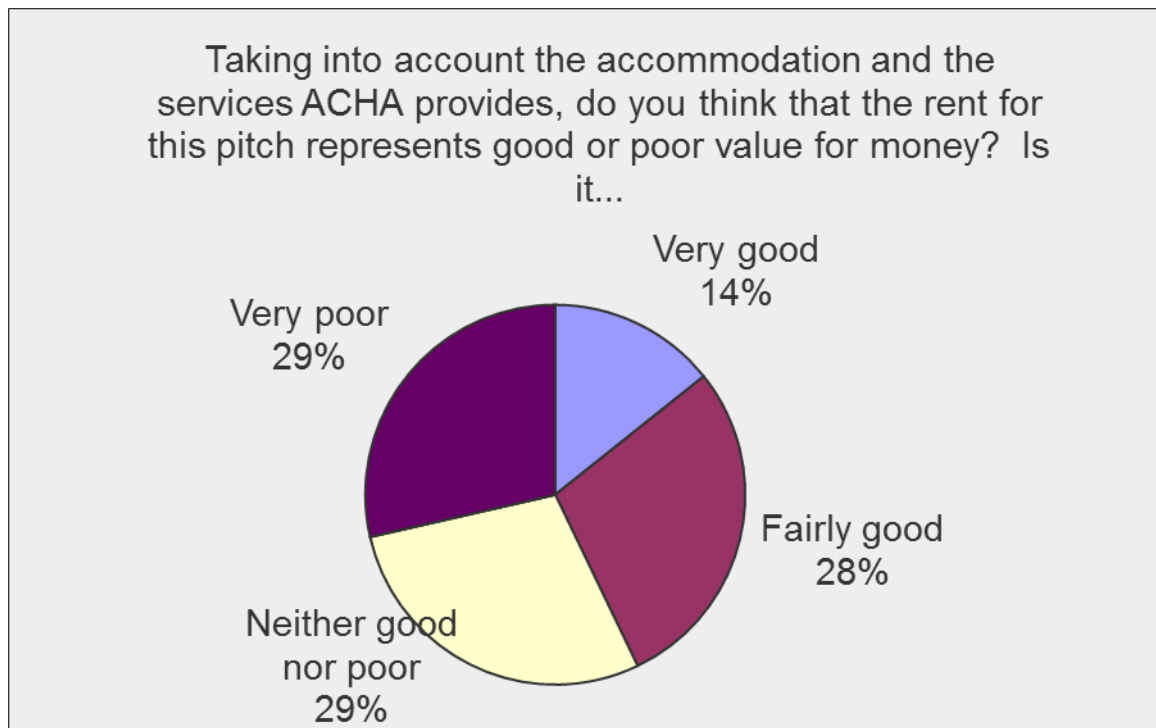
Answer Options	Response Percent	Response Count
Very satisfied	14.3%	1
Fairly satisfied	42.9%	3
Neither satisfied nor dissatisfied	14.3%	1
Fairly dissatisfied	14.3%	1
Very dissatisfied	14.3%	1
No opinion	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		0



2014 figure for those 'very' or 'fairly' satisfied was 20% and 50% respectively. Those very dissatisfied are up from 10% in 2014.

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

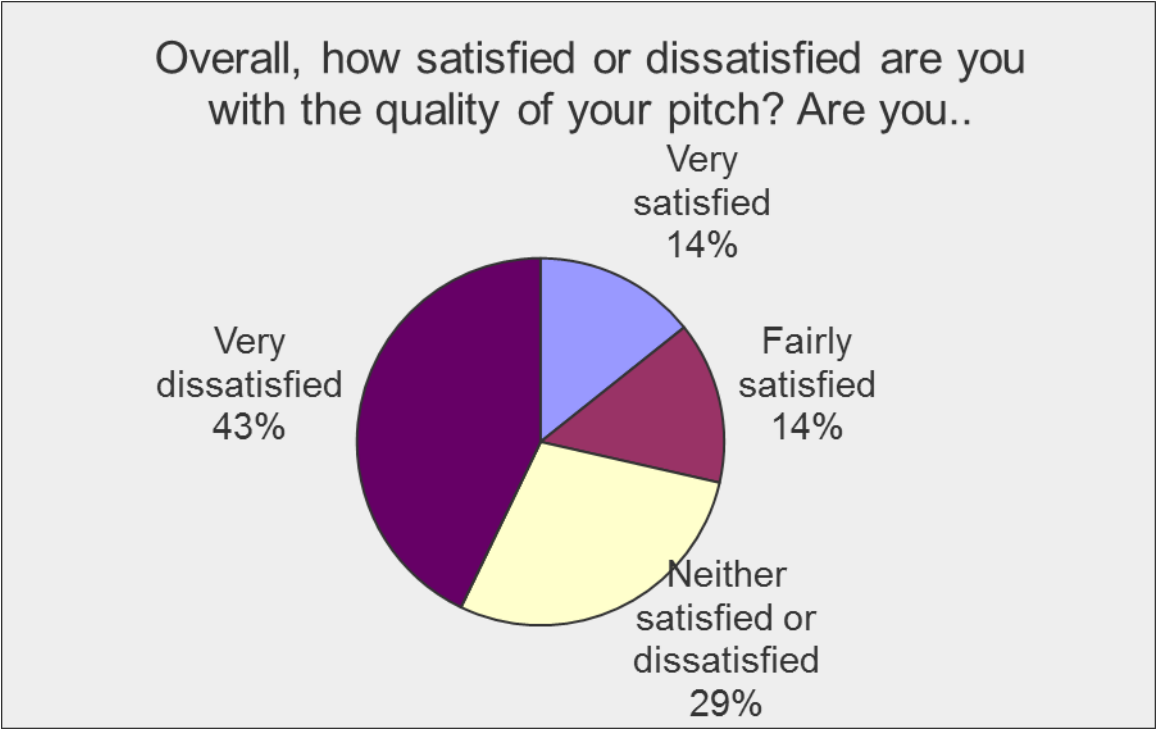
Answer Options	Response Percent	Response Count
Very good	14.3%	1
Fairly good	28.6%	2
Neither good nor poor	28.6%	2
Fairly poor	0.0%	0
Very poor	28.6%	2
<i>answered question</i>		7
<i>skipped question</i>		0



The percentage of those marking value for money as 'very poor' in 2014 was 30%. Other levels of satisfaction markers remain similar or the same.

Overall, how satisfied or dissatisfied are you with the quality of your pitch? Are you..

Answer Options	Response Percent	Response Count
Very satisfied	14.3%	1
Fairly satisfied	14.3%	1
Neither satisfied or dissatisfied	28.6%	2
Fairly dissatisfied	0.0%	0
Very dissatisfied	42.9%	3
<i>answered question</i>		7
<i>skipped question</i>		0

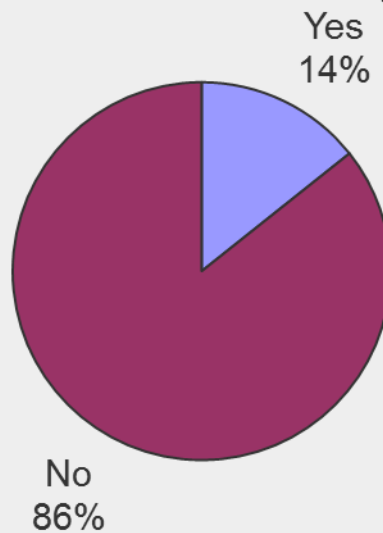


The percentage of those dissatisfied with their pitch has increased from 20% in 2014.

Did you move onto this pitch within the last year, that is since February 2014?

Answer Options	Response Percent	Response Count
Yes	14.3%	1
No	85.7%	6
<i>answered question</i>		7
<i>skipped question</i>		0

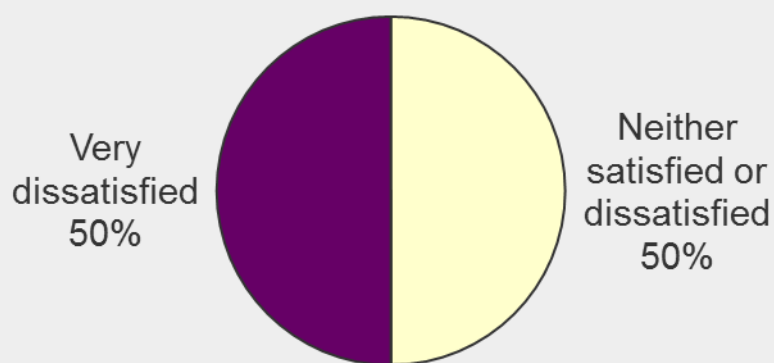
Did you move onto this pitch within the last year, that is since February 2014?



Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your pitch? Were you...

Answer Options	Response Percent	Response Count
Very satisfied	0.0%	0
Fairly satisfied	0.0%	0
Neither satisfied or dissatisfied	50.0%	1
Fairly dissatisfied	0.0%	0
Very dissatisfied	50.0%	1
answered question		2
skipped question		5

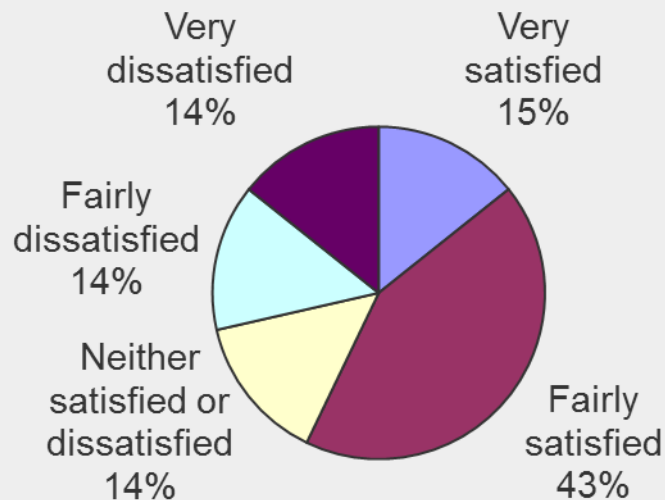
Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your pitch? Were you...



Overall, how satisfied or dissatisfied are you with ACHA's management of your Travelling Persons site? Are you...

Answer Options	Response Percent	Response Count
Very satisfied	14.3%	1
Fairly satisfied	42.9%	3
Neither satisfied or dissatisfied	14.3%	1
Fairly dissatisfied	14.3%	1
Very dissatisfied	14.3%	1
answered question		7
skipped question		0

Overall, how satisfied or dissatisfied are you with ACHA's management of your Travelling Persons site? Are you...

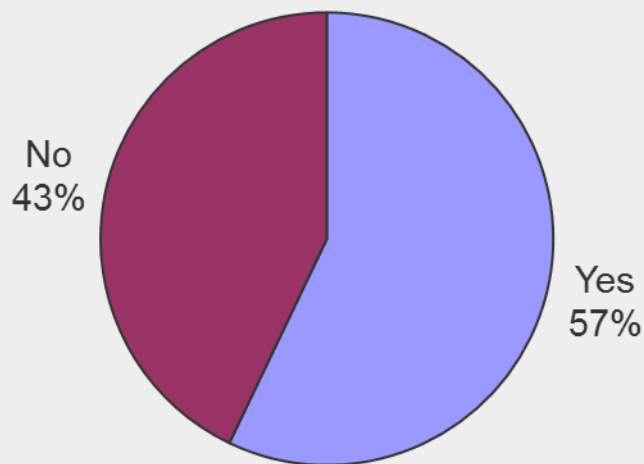


Our 'Very Satisfied' percentage was the same as 2014, but there was an increase in those stating they were 'Very Dissatisfied', up from 0%.

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

Answer Options	Response Percent	Response Count
Yes	57.1%	4
No	42.9%	3
<i>answered question</i>		7
<i>skipped question</i>		0

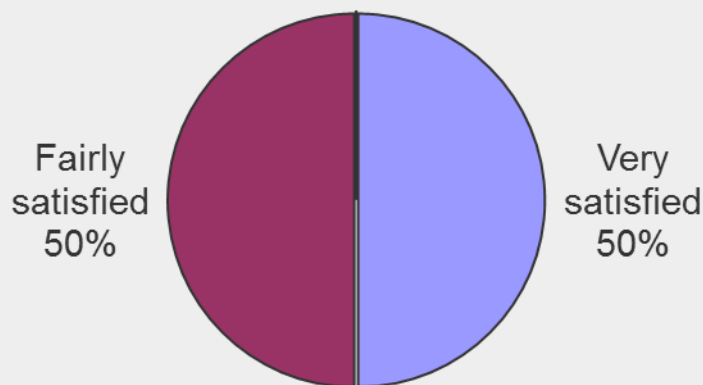
Have you had any repairs carried out to your amenity block in the last 12 months?



If you answered 'Yes' above and thinking about the last time you had a repair carried out, how satisfied or dissatisfied were you with the repairs service provided by ACHA? Were you...

Answer Options	Response Percent	Response Count
Very satisfied	50.0%	2
Fairly satisfied	50.0%	2
Neither satisfied or dissatisfied	0.0%	0
Fairly dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
<i>answered question</i>		4
<i>skipped question</i>		3

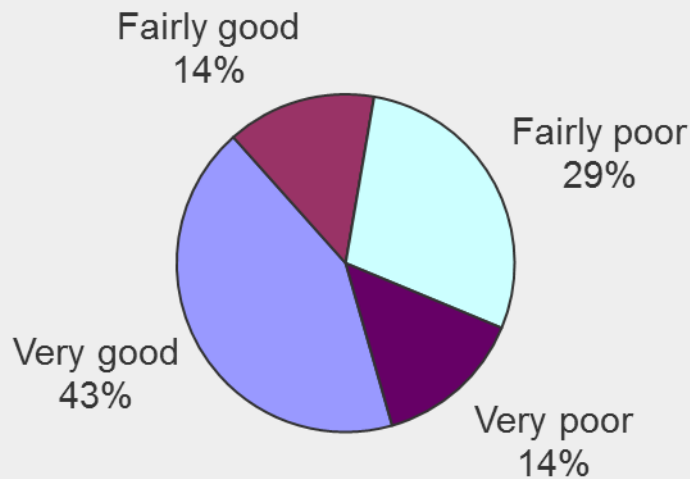
If you answered 'Yes' above and thinking about the last time you had a repair carried out, how satisfied or dissatisfied were you with the repairs service provided by ACHA? Were you...



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

Answer Options	Response Percent	Response Count
Very good	42.9%	3
Fairly good	14.3%	1
Neither good nor poor	0.0%	0
Fairly poor	28.6%	2
Very poor	14.3%	1
<i>answered question</i>		7
<i>skipped question</i>		0

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



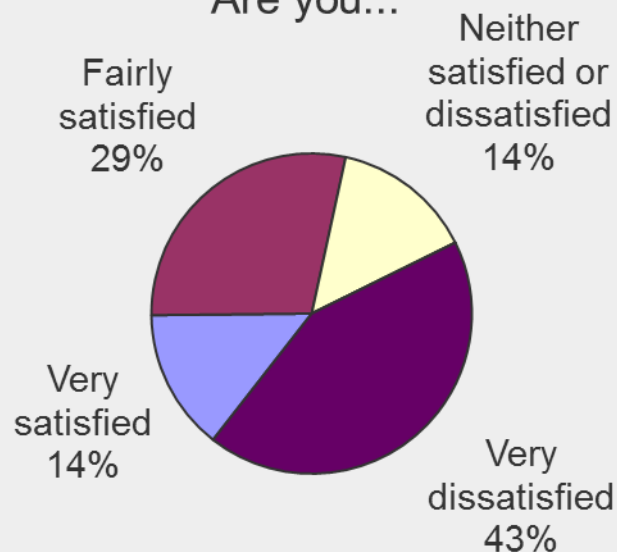
Overall, tenants are less satisfied with ACHA's performance in this area of communication than in 2014 where 40% said ACHA 'very good' and 60% said we were 'fairly good'.

How satisfied or dissatisfied are you with opportunities given to you to participate in ACHA's decision making processes? For example: membership of ACHA, the area committees and becoming a Board member. Are you...

Answer Options	Response Percent	Response Count
Very satisfied	14.3%	1
Fairly satisfied	28.6%	2
Neither satisfied or dissatisfied	14.3%	1
Fairly dissatisfied	0.0%	0
Very dissatisfied	42.9%	3
answered question		7
skipped question		0

How satisfied or dissatisfied are you with opportunities given to you to participate in ACHA's decision making processes? For example: membership of ACHA, the area committees and becoming a Board member.

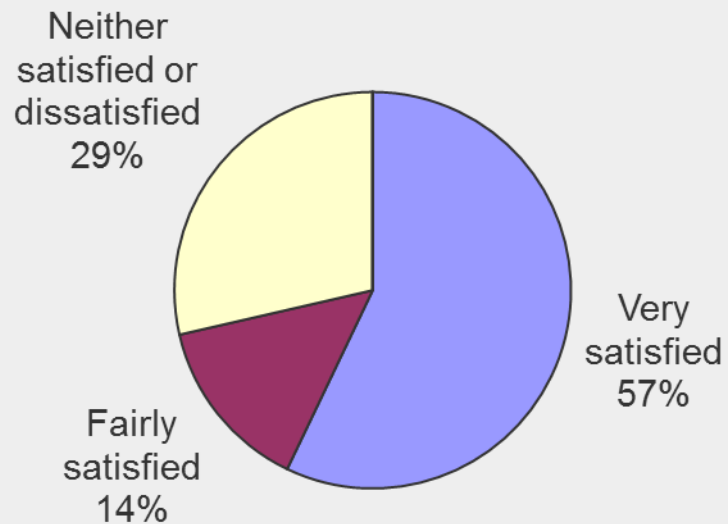
Are you...



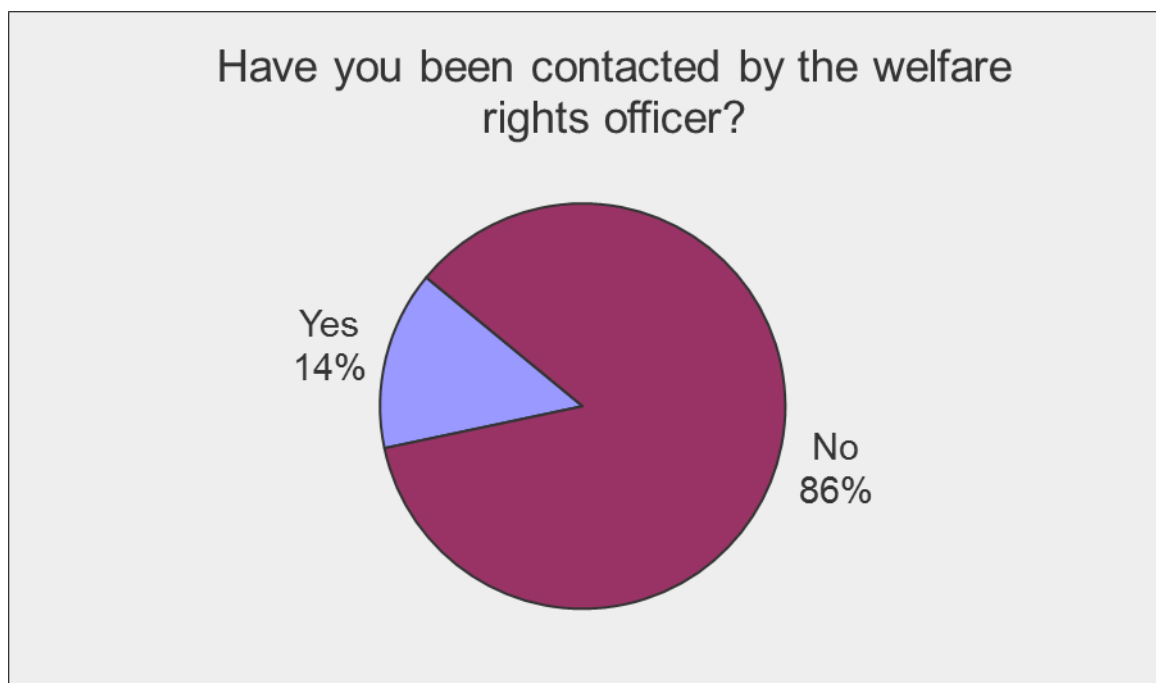
Are you satisfied or dissatisfied with the various ways that you can pay your rent?

Answer Options	Response Percent	Response Count
Very satisfied	57.1%	4
Fairly satisfied	14.3%	1
Neither satisfied or dissatisfied	28.6%	2
Fairly dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		0

Are you satisfied or dissatisfied with the various ways that you can pay your rent?



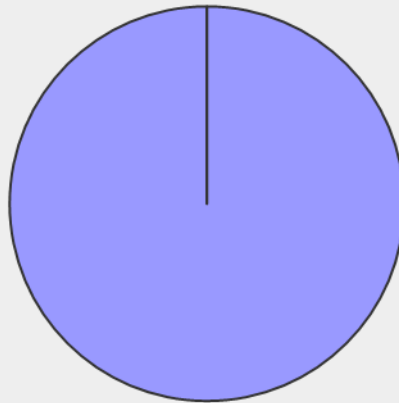
Have you been contacted by the welfare rights officer?		
Answer Options	Response Percent	Response Count
Yes	14.3%	1
No	85.7%	6
<i>answered question</i>		7
<i>skipped question</i>		0



Are you happy with the ways that you can contact ACHA?

Answer Options	Response Percent	Response Count
Yes	100.0%	7
No	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		0

Are you happy with the ways that you can contact ACHA?

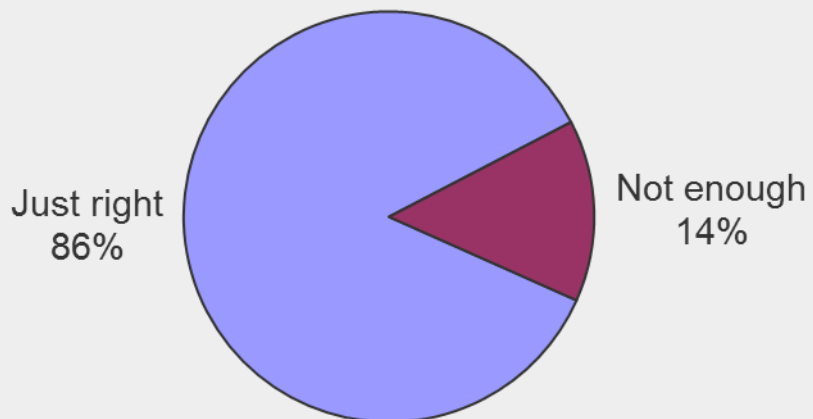


Yes
100%

Do you think the frequency that ACHA staff attend the site is...

Answer Options	Response Percent	Response Count
Just right	85.7%	6
Not enough	14.3%	1
<i>answered question</i>		7
<i>skipped question</i>		0

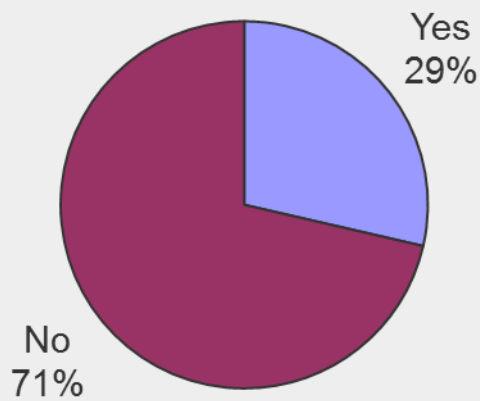
Do you think the frequency that ACHA staff attend the site is...



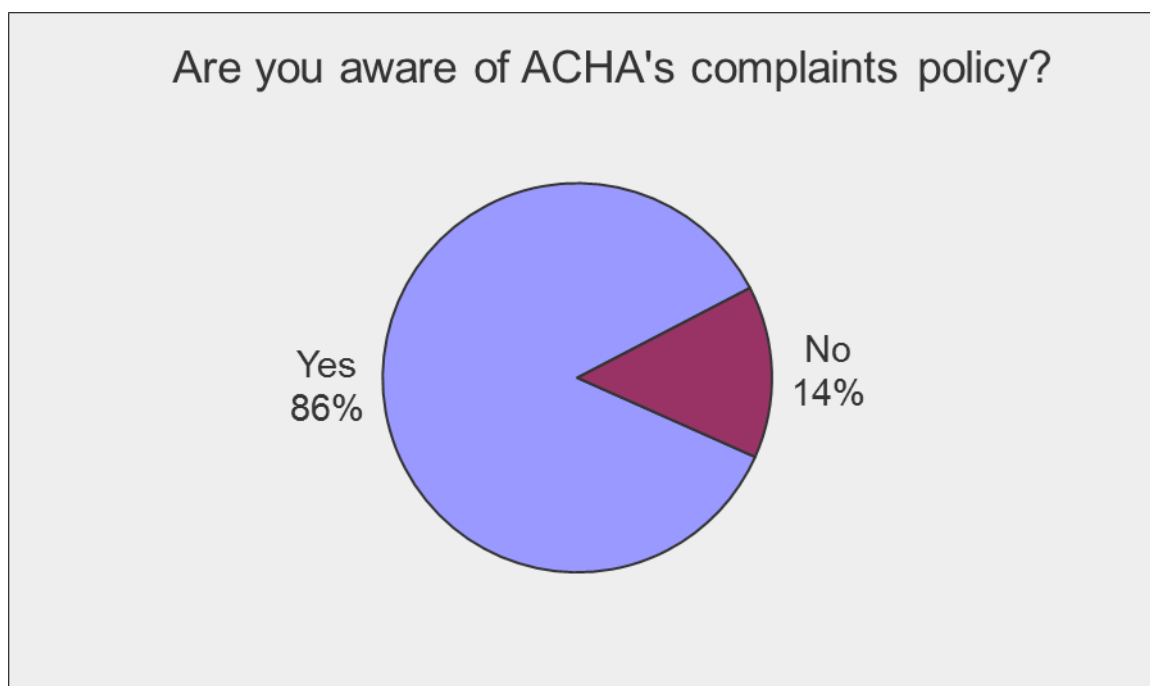
Would you like to become part of the Tenant's Consultation Register?

Answer Options	Response Percent	Response Count
Yes	28.6%	2
No	71.4%	5
<i>answered question</i>		7
<i>skipped question</i>		0

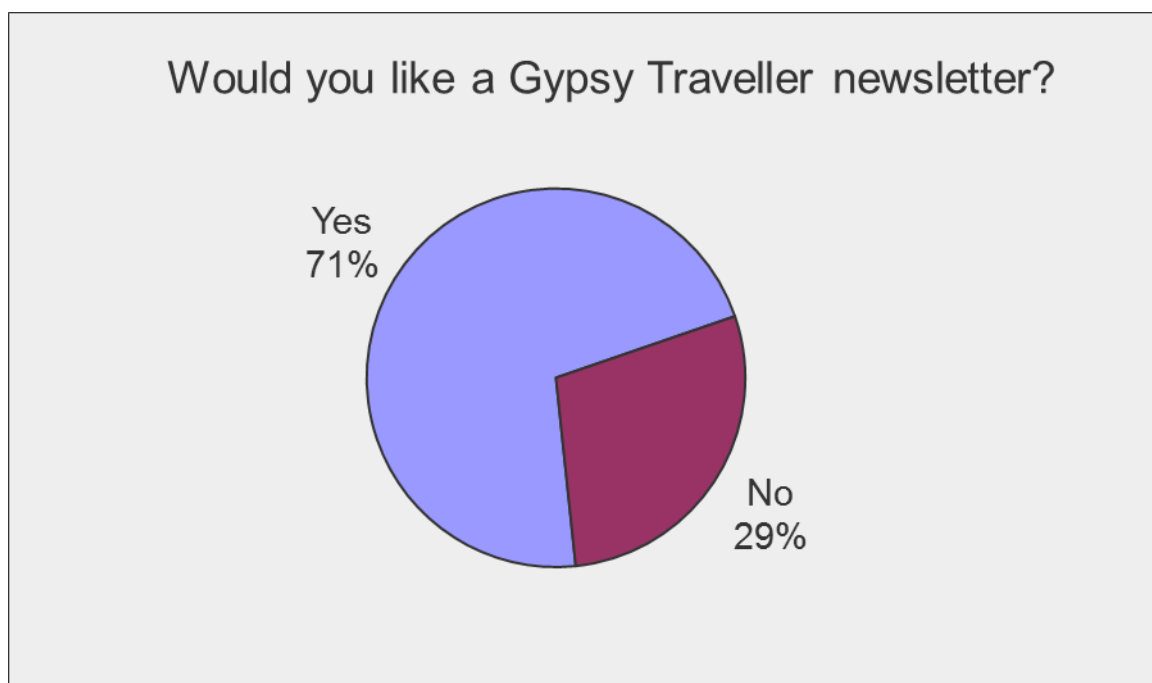
Would you like to become part of the Tenant's Consultation Register?



Are you aware of ACHA's complaints policy?		
Answer Options	Response Percent	Response Count
Yes	85.7%	6
No	14.3%	1
<i>answered question</i>		7
<i>skipped question</i>		0

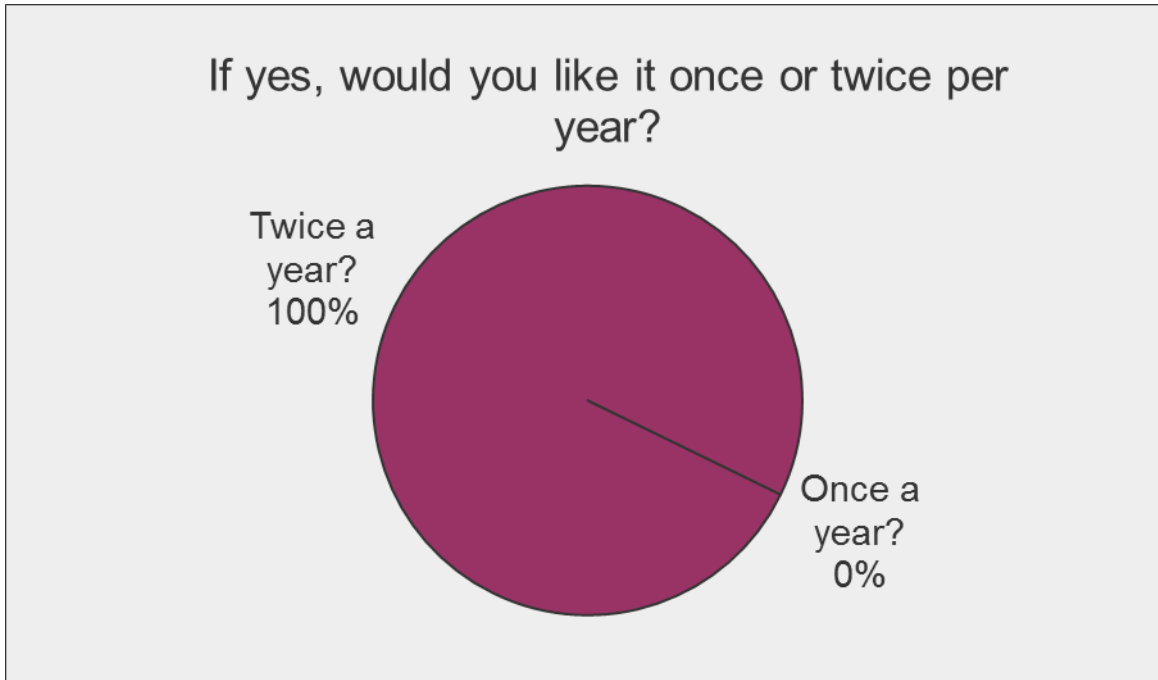


Would you like a Gypsy Traveller newsletter?		
Answer Options	Response Percent	Response Count
Yes	71.4%	5
No	28.6%	2
<i>answered question</i>		7
<i>skipped question</i>		0



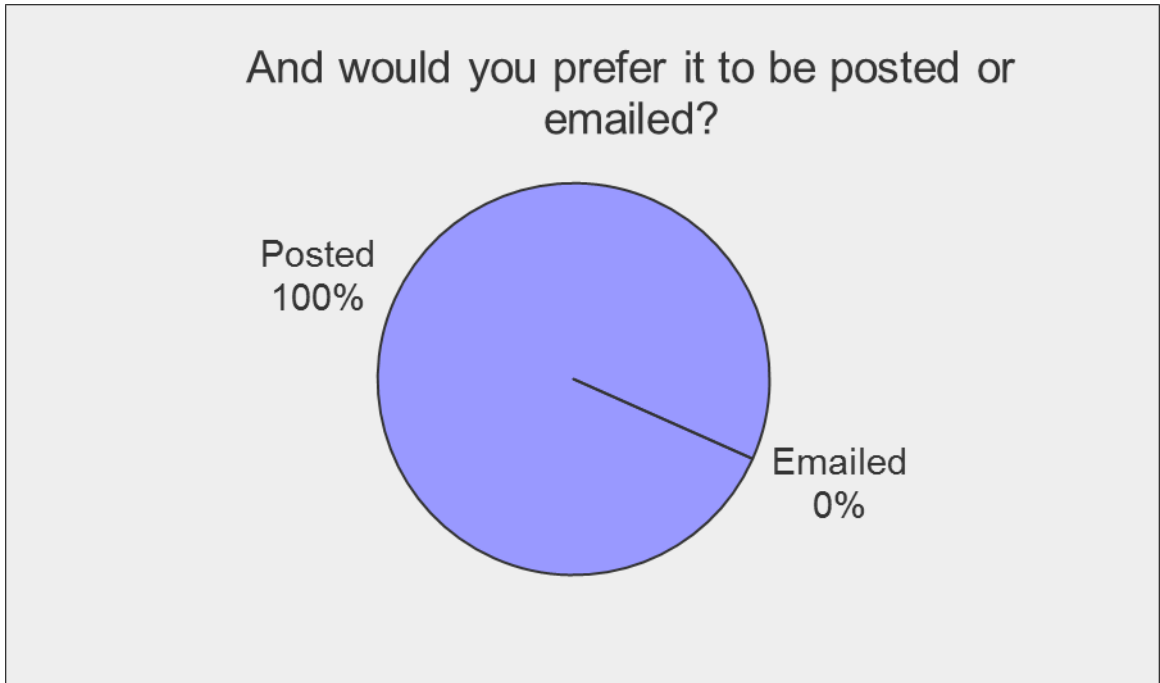
If yes, would you like it once or twice per year?

Answer Options	Response Percent	Response Count
Once a year?	0.0%	0
Twice a year?	100.0%	5
<i>answered question</i>		5
<i>skipped question</i>		2



And would you prefer it to be posted or emailed?

Answer Options	Response Percent	Response Count
Posted	100.0%	5
Emailed	0.0%	0
<i>answered question</i>		5
<i>skipped question</i>		2



What do you think is good about your site?

- Somewhere to live
- The location is good
- Off the road and quiet
- I like the location or area that my site is located
- It's quiet
- Find it hard to answer this question

What do you think would improve your site?

- I don't think anything
- It is quiet. We are all related.
- New accommodation, better facilities in general, facilities for children to enjoy whilst out of school, better draining systems as when it rains heavily it tends to rain
- Improved bays, which should be cleaned out, CCTV cameras. Something for kids to do, play park, look at putting chalets on pitches, regulations looked at. Should be modernised
- I would like new accommodation and facilities and I would like to see things for the children to take part in when out of school such as a playpark
- Bigger pitch, place to hang washing, indoor plumbing
- Overhaul with full site

How Can ACHA improve its services?

- Communicating better with the traveller community
- More communications to travellers
- I think we should be treated fairly. Estates have plumbed in water, gates, fencing, adequate room around their homes. We do not meet that standard.