

**Staff Guidance – Survey Questions to be asked
(Responses to be recorded on database, copy of Gypsy/Traveller strategy and Newsletter to be provided)**

Opening Script:

Every year ACHA carries out a survey of all Travelling Person Site tenants. Your views are very important to ACHA, and will be used by the Association to understand how tenants view the service they receive and help improve those services. The results of the survey will be made available to ACHA’s Board of Management and all tenants of Travelling Persons Sites.

The survey will take around 10 minutes to complete. Your response will be treated in the strictest confidence and information you provide will not be linked to your name or your address.

	Context	Question	Why do you feel that way?
1	<p>This question is about ACHA’s communication with our tenants.</p> <p>ACHA publishes a tenants newsletter twice a year. Our Chief Executive and the Chair of the Board of Management have recently carried out local roadshows to meet with tenants and update them on the services we provide.</p> <p>We have recently introduced a text messaging service for our tenants and our website is updated regularly.</p> <p>We regularly contact the local newspapers with local stories of interest.</p> <p>At Christmas time we produced a tenants newsletter specifically for tenants at Travelling</p>	<p>How good or poor do you feel {ACHA} is at keeping you informed about their services and decisions?’</p> <p>(a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor</p> <p>(one response allowed)</p>	<p>Also ask:</p> <p><i>What could ACHA do to ensure you feel better informed? or what do you like best about the way we keep you informed.</i></p>

	Persons Sites. (INTERVIEWERS MUST HAVE A COPY OF THIS WITH THEM DURING SURVEY) Taking all of this into account:		
2	There are a number of ways that ACHA encourages tenants to be involved in the decision making process within ACHA. These include the Tenants Panel, the Consultation Register, the Area Committee's, Your Voice Panel, Board of Management. Consultation regarding new or reviewed policies. Even if you are not actively involved in any of these forums, taking into account the availability to allow tenants to participate-	'How satisfied or dissatisfied are you with opportunities given to you to participate in {ACHA's} decision making processes?' (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (one response allowed)	Also ask: <i>Is there anything else we could do to encourage you to participate or another method for us to participate with you?</i>
3	This question is about the way ACHA's tenants can communicate with us You can contact ACHA using our Customer service centre Freephone number, by calling or visiting local offices, by email, via our website There is a texting service available and ACHA's website has a section for Gypsy/Traveller information (available at http://www.acha.co.uk/Services/gypsytravellerservices.html). Tenants can also request that staff visit them in their own homes.	Overall, how satisfied or dissatisfied are you with the ways you can contact ACHA?' (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (one response allowed)	Also ask: <i>What can ACHA do to improve on this? and/or what do you think works well and why?</i>
4	This question is about the rent ACHA charge you for leasing your pitch: ACHA's rents are the second lowest in Scotland. In 2014/15 our rent was £42.47 compared with the	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...'	Also ask: If no, why not?

	<p>highest in Scotland of Perth and Kinross at £86.63.</p> <p>ACHA also provides the following services: Welfare Rights Service, Housing Support, Repairs and Maintenance Service, Out of Hours repairs service.</p>	<p>(a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor (one response allowed)</p>	
5 (ARC Indicator 37)	<p>As you may be aware, ACHA provides a wide variety of services to tenants, such as Welfare Rights Service, Housing Support, Repairs and Maintenance Service, Out of Hours repairs service.</p> <p>ACHA carries out regular inspections, meets with site residents and carries out ground maintenance and response repairs. Additionally, other people or agencies may have joint responsibilities with ACHA for the upkeep and the appearance of your site, for example, Argyll & Bute Council, the Forestry Commission or power/utility companies. etc. With that in mind:</p>	<p>Taking everything into account, how satisfied or dissatisfied are you ACHA's management of your site?</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (one response allowed)</p>	<p>Also ask:</p> <p><i>What can ACHA do to improve on this? or what makes you satisfied with the service?</i></p>
6	<p>This question is about your Pitch.</p>	<p>Did you move onto this pitch in the last year (therefore since February 2015)?</p> <p>(a) yes (go to next question) (b) no (go to question 9)</p> <p>(one response allowed)</p>	<p>Also ask:</p>
7	<p>This question is about your pitch.</p> <p>ACHA has defined a condition standard to which a property or pitch will be brought up to before letting it to a new tenant. This is known as the Minimum Letting Standard. It is the standard which ensures property is safe and secure for occupation. Before a property is relet, all repairs which are considered</p>	<p>Overall, how satisfied or dissatisfied were you with the quality of your pitch when you moved onto it?</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>	<p>Also ask:</p> <p><i>What can ACHA do to improve on this? or what</i></p>

	essential to make the property habitable for health and safety and security will be done.	(one response allowed)	<i>did we do well.</i>
8	This question is about your pitch. Have you had any repairs carried out to your amenity block in the last 12 months?	(a) yes (Go to next question) (b) no (Go to question 11) (one response allowed)	
9 (ARC indica tor 16)	This question is about your home. ACHA reported in the Christmas Travelling Persons Site Newsletter that since April 2015 at our Travelling Persons Sites, thirty four repairs were completed on target and one repair was completed outwith target. Repairs are carried out using exactly the same standards and timescales of main stream housing. (INTERVIEWER- SHOW COPY OF NEWSLETTER)	Overall, thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by ACHA? (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (one response allowed)	Also ask: <i>What can ACHA do to improve on this? or what did we do well</i>
10	This question is about your home. ACHA tenants can pay rent using the Freephone number, online and using a rent card at local shops and Post Offices. You can also arrange a direct debit or standing order to pay your rent.	Overall, how satisfied or dissatisfied are you with the ways you can pay rent? (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (one response allowed)	Also ask: <i>What can ACHA do to improve on this? or what did we do well</i>
11	ACHA received grant funding from the Scottish Government to run a Welfare Rights Service for	Are you aware of your local Welfare Rights Surgery at your site?	Also ask:

	tenants. This includes monthly surgeries at our Travelling Persons Sites.	(a) yes (b) no (one response allowed)	<i>What can ACHA do to improve on this? or what did we do well</i>
12	ACHA staff attend each Travelling Persons Site weekly.	Overall, how satisfied or dissatisfied are you with the frequency of ACHA staff visits to your site? (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (one response allowed)	Also ask: <i>What can ACHA do to improve on this?</i>
13	ACHA welcomes complaints and aims to deal with initial complaints within five days.	Are you aware of ACHA's complaints policy? (a) yes (b) no	Also ask: <i>If you have used the Complaints policy what improvements can we make to it?</i>
14	Last year you told us in this survey that you wanted a newsletter for Travelling Persons Sites, and we produced our first edition for Christmas which included articles about services and articles submitted by travellers themselves. (interviewer must show copy of newsletter)	Overall, how satisfied or dissatisfied are you with the newsletter? (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied	Also ask: <i>What can ACHA do to improve on this?</i> <i>Do you have any ideas for articles?</i>

15	<p>ACHA have a Gypsy/Travellers Strategy (available at http://www.acha.co.uk/Services/PDF/GYPSY_TRAVELLERS_STRATEGY_2012_2015%20.pdf).</p>	<p>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?</p>	
D	<p>I would now like to ask you some questions about yourself and your household. Your answers will be kept completely confidential. You cannot be identified from this questionnaire so you can be assured that you can answer the following questions confidentially</p>		
D	<p>Would you mind telling me what age band you fall into?</p>	<ul style="list-style-type: none"> • 16-24 • 25-34, • 35-44, • 45-54, • 55-64, • 65-74, • 75 plus • Prefer not to say 	
D	<p>What is your gender</p>	<ul style="list-style-type: none"> • Male • Female • Transgender 	
D	<p>Do you have any long standing illness, health problem or disability that limits your daily activities or the kind of work that you can do?</p> <p>By disability, as opposed to ill-health, I mean a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.</p>	<ul style="list-style-type: none"> • Yes, disability • Yes, illness or health problem • Yes, both disability and illness or health problem • No, neither • Don't know • Prefer not to say 	
D	<p>How would you describe the composition of the household? Would you say it comprises</p>	<ul style="list-style-type: none"> • Single adult aged 16 or over • Two or more adults aged 16 or over • 1 parent family with children at least one under 16 • 2 parent family with children at laest one under 16 	

		<ul style="list-style-type: none"> • Other • Prefer not to say 	
D	<p>To which of these groups do you consider you belong. Are you:</p> <ul style="list-style-type: none"> • White • Asian, Asian Scottish, Asian British • Black, Black Caribbean or Black African • Other ethnic background <p>Within this, can you advise are you:</p>	<ul style="list-style-type: none"> • White • White Scottish • Other British • Irish • Gypsy/Traveller • Polish • Any other white background • Mixed or multiple ethnic background • Asian, Asian Scottish, Asian British • Indian • Pakistani • Bangladeshi • Chinese • Any other Asian background • Black, Black Caribbean or Black African • Black, black Scottish, black British • Caribbean • African • Any other black background • Other ethnic background • Arab, Arab Scottish, Arab British • Any other ethnic Group (detail) • Unknown • Prefer not to answer 	
D	<p>And finally, how long have you lived in your current home?</p>	<ul style="list-style-type: none"> • Up to 2 years • 3 to 10 years • More than 10 years • Don't know 	

F	Do you have any additional comments you would like to make about how ACHA could improve the services it provides to customers	Free text	
	Thank you For taking the time to complete this survey.		