

Proposed Resident Involvement Strategy – survey results, 26th January 2023

The proposed draft Resident Involvement Strategy has now been reviewed by interested parties, and amended accordingly, taking comments received into account.

Internal reviews, comments and amendments were carried out as follows:

20/10/22 – Strategy circulated to Managers to give time to read and consider.

7-8/11/22 – Strategy presented to Senior Leadership Team and Team Managers for comments.

16/11/22 – Strategy presented to Members.

23/11/22 – Tenants & Leaseholders Panel, and members of Co-CreatE Group, agreed to recommend Strategy.

28/11/22 – Deadline for comments received from Managers and Members.

1-2/12/22 – Letters sent to all tenants and leaseholders, inviting them to take part in the consultation below.

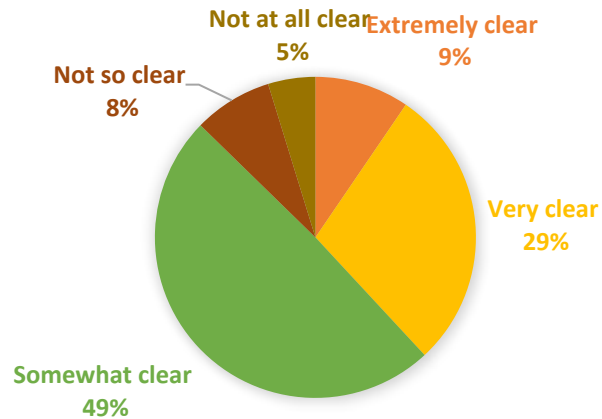
5/12/22 – Consultation open to all residents, online via SurveyMonkey, or by requesting a paper copy.

23/1/23 – Consultation closed.

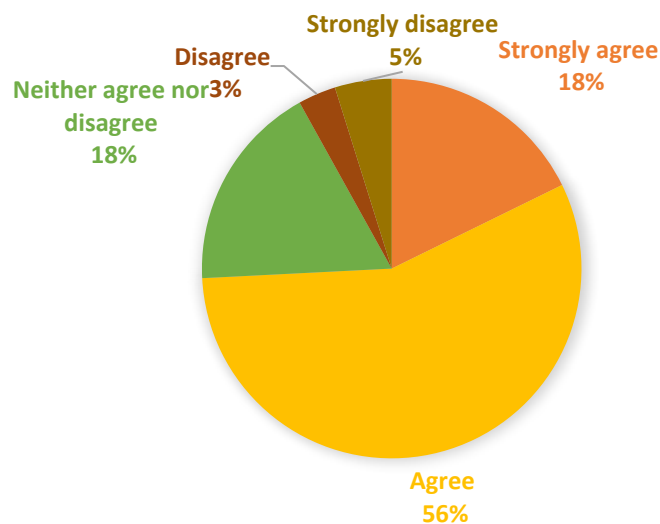
Residents were asked five questions and given the option to make comments alongside their responses.

57 online surveys were completed, with a further 6 returned in the post. The combined percentage responses were as follows:

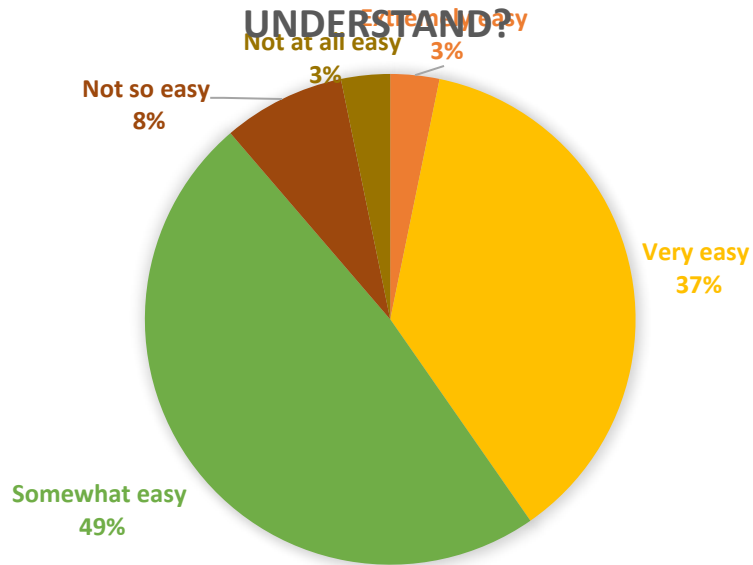
1. AFTER READING THE STRATEGY, DO YOU THINK THE PURPOSE OF THE PROPOSED STRATEGY IS CLEAR?



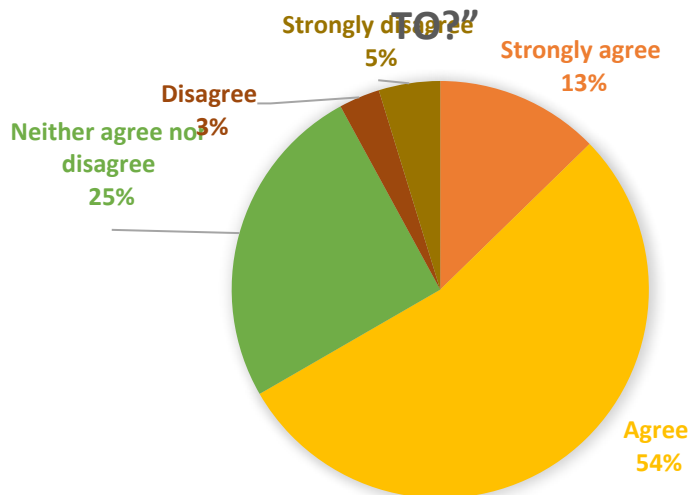
2. THE STRATEGY SETS OUT 5 KEY AIMS, DO YOU AGREE WITH THE KEY AIMS?



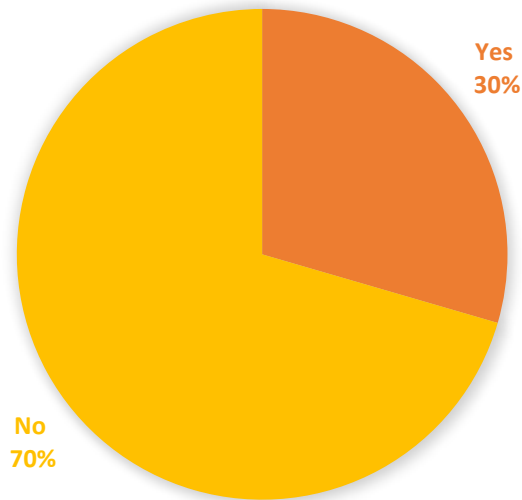
3. HOW EASY IS THE DRAFT STRATEGY TO UNDERSTAND?



4. LOOKING AT THE SUITE OF OPTIONS FOR RESIDENTS TO “GET INVOLVED” ON PAGE 8 OF THE STRATEGY, DO YOU AGREE WITH THE FOLLOWING STATEMENT: “THERE ARE A WIDE RANGE OF OPPORTUNITIES FOR ME TO BE INVOLVED IF I WANT TO?”



5. AFTER REVIEWING THE DRAFT STRATEGY, DO YOU HAVE ANY COMMENTS OR CONCERNS?



Breaking down responses into positive, neutral/no view and negative, overall our total results show:

1. Is the purpose of the proposed Strategy clear?
38% very positive (extremely clear or very clear),
49% quite positive (somewhat clear) and
13% negative (not so clear, or not clear at all).
2. Do you agree with the key aims?
74% very positive (strongly agree or agree),
18% no view (neither agree nor disagree) and
8% negative (disagree or strongly disagree).
3. How easy is the draft Strategy to understand?
40% very positive (extremely easy or very easy),
49% quite positive (somewhat easy) and
11% negative (not so easy, or not easy at all).
4. Do you agree with the statement “There are a wide range of opportunities for me to be involved if I want to”?
67% very positive (strongly agree or agree),
25% no view (neither agree nor disagree) and
8% negative (disagree or strongly disagree).

Overall, it appears that the majority of respondents felt that the purpose of the Strategy was reasonably clear.

The great majority agreed with the aims of the Strategy (the small percentage that said they disagreed with the aims appeared to already have a strong negative view of the Council overall, with comments about the Council being 'fundamentally negligent', 'Qualis is a joke' and so on included under Q5).

The majority also agreed that the Strategy was easy to understand, and that it provided a wide range of opportunities to be involved if they wished to do so.

Comments received along with survey responses

Comments received were as follows and it is noted that these are, largely, not comments on the Strategy itself, but complaints or expressions of dissatisfaction with actions taken by the Council (for example, installation of a new lighting system) other Council housing services (such as repairs), dissatisfaction with the Council generally (road gritting, bin collections, difficult website etc) or areas which are outside the Council's responsibility (bus services, pavement repairs and so on).

Those comments of note which relate directly to the Strategy (and actually provide insight into *what residents want from the Strategy*) are highlighted amongst the below.

Complaint to EFDC Jan 16th 23 On a survey and to complaints I am very concerned that estate changes, costing large amounts of money, are brought in without considering the implications on the earth's resources. Namely that a brand-new lighting system was pulled down (it was very young when you consider how long the previous one was working), there were no issues with its functionality. What was put in is an abomination. Now all I see when it is the middle of night is light glaring from the windows, I changed to black out curtains yet still I see light through these, when we are aware of light pollution, EFDC chooses to instigate a system which lights up the estate in ways it has never had to cope with before, at a time when street lights are being removed from service during the early hours to save electricity, I feel alienated by EFDC Housing, their aims and ability to budget. I want to be able to sleep in the dark. At a time when there are ore sufferers of sleep deprivation than ever before, EFDC has made the situation worse, our well-being is affected.

16/01/2023 10:37

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Obviously a tremobviously a trendous amount of work has been put into producing the proposed strategy. **What's missing I think is a clear, concise and jargon free summery.** I would like to see s commitment on behalf of EFDC to have A SINGLE POINT OF CONTACT so that any complaints or comments about council housing services can be logged and action taken. When you go onto the council website, you feel that you are trying to complete some sort of electronic survival negotiation course.

11/01/2023 05:12

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You have made no allowance for people without tech and age related issues ,it's too long and on the end of the stick the proposal s look good on paper but in reality don't materialise
05/01/2023 11:50

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Very fancy little programme. But current concerns (road not gritted during cold snaps and erratic rubbish collections) are not being addressed.
04/01/2023 12:33

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We require regular updates that show how you are tracking against your plans, and honest transparency of any of the ideas/goals do not work in practise
30/12/2022 18:39

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Good
18/12/2022 11:00

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The council fundamentally are negligent in what they do and all they care about is making money. They do not care about the health and wellbeing of residents in the slightest. Shame on you and Merry Christmas indeed
16/12/2022 19:15

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In the past it has been nearly impossible to involve anybody or departments in any and all concerns
16/12/2022 14:24

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Lots of the proposals should reach out to neighbours who are private owners. Like here in Debden, i have a council neighbour, we share downpipes, gutters etc. but its so hard to get through to the council if your not the tenant
16/12/2022 13:30

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Quailis is a joke
16/12/2022 11:22

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How many other initiatives have been successful? Results and real change are what residents want.
16/12/2022 11:06

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The timeline offered for full implementation of the strategy is realistic, but there are urgent issues that are currently not being dealt with satisfactorily. Do you intend to focus on the short term issues or will this be less of a concern while attempting to future proof anything?
12/12/2022 10:48

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I have concerns that certain bad individuals such as the council tenants on my road will continue to slip under the radar and still use the council property to sell and store class A drugs. I have contacted both the council and the police and yet it is never resolved.
10/12/2022 16:11

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Not everyone that matters speaks up or gets involved. will these people be considered
10/12/2022 14:07

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Any change has to be an improvement
10/12/2022 11:30

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Concerns being that yet again qualis refuse to come and inspect the maintenance issues instead have told me to call British Gas to pressurise my boiler. How will grounds maintenance be any different. They are pocketing money and not doing work needed. Despicable company
07/12/2022 21:47

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AS REGARDS THE SOCIAL HOUSING BILL
TACKLING DAMP AND COLD LIVING CONDITIONS
WHICH WE AT [REDACTED] HAVE
COMPLAINED ABOUT FOR YEARS.
THESE OLD HOUSES NEED PROPER
INSULATION AND NOT JUST COSMETIC
COVER UPS.

AS
COUNCIL HOUSING PEOPLE WE HAVE LIVED IN OUR BUGLOW
FOR 17 YEARS IN OUR ROAD, COUCL PEOPLE FOR 55 YEARS
SOME TIMES WE ARE SAFE, BUT PEOPLE WALK IN OUR
ROAD WHICH WE DO NOT NO WE WOULD LIKE SOME
MORE UP DATE WITH OUR BUGLOW, OR GET PEOPLE TO CHECK
THEM MORE OUT
ALSO HAVE MORE WORK ON OUR ROAD IN OUR ROAD
WE WALK ON. NOT TO GOOD.
AND PLEASE KEEP OUR 31 BUS RUNNING WE BORTH
USE IT VERY WEEK. SOMETIMES LAST YEAR IT DID NOT
RUN SO TAXI SOMETIME ^{OR} WALK HOME 1 MILE FROM EPPING TOWN
WE HAVE NO CAR OR FAMILY TO HELP USE. AGE 82 + AGE 77
ALSO WE DO NOT HAVE FACEBOOK. ONLY TELEPHONE THANK YOU
P.S WE ONLY GOT YOUR LETTER FROM COUCL ON 10th JANUARY 2023
YOU POSTED TO USE ON 16th DEC 2022.
SO I HAVE PUT YOUR LETTER BACK TO YOU IN
COUNCIL OFFICE BY ME. IN LETTER BOX YOURS

PS I HAVE ONLY DONE WHAT WE BORTH
UNDER SAND WITH THE PAPER WORK.
OUR PHONE NO [REDACTED]

The "get involved" is a good idea
and helps to bring neighbours together

Final update to Tenants & Leaseholders Panel

This report will be circulated to the TLP and Co-Creat Group members ahead of the TLP meeting on 8th February 2023. Feedback on the consultation responses will be then be taken from the Panel, and any further comments/amendments noted, prior to the report being presented to the Select Committee on 21st March.