

### White Other (East European) Resident Satisfaction

#### August 2012

#### Introduction

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##### **Purpose**

This report analyses the satisfaction rating of the various services provided by Tower Hamlets Homes from the White Other (most likely to be East European) community group. The analysis is based on data taken from the monthly satisfaction surveys conducted by Kwest Research from the start of survey (August 2009) to August 2012.

##### **Strategic objectives**

Tower Hamlets Homes is committed to ensuring that our services are fair, inclusive and accessible to all, as outlined in our Diversity Strategy. It was felt that an analysis was required to establish whether or not White Other ethnic groups are satisfied at a level equal or greater than the THH average rating, as recent Equality Impact Assessments have suggested that some inequality is evident within this community group.

The findings from this equality analysis will inform and contribute to work around engagement with this community group as per the Strategic Engagement EqIA and more broadly help the organisation adapt their services to meet the needs of migration trends .

#### Positive highlights:

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##### **Neighbourhood as a place to live**

66.4% of White Other ethnic residents are likely to be satisfied with the neighbourhood as a place to live which is 3.3% higher than the THH average.

##### **Kept Informed and views taken into account**

Although satisfaction is likely to be around less than 3% in comparison to the THH average, the statistics suggest that White Other ethnic residents are somewhat satisfied with being kept informed on important matters and also feel that their views have been taken into account.

#### Areas of development:

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##### **Opportunities to get involved/ Engagement**

White Other ethnic residents are likely to be 18% less satisfied with opportunities to get involved in comparison to the THH average. This reaffirms the findings of the Strategic Engagement EqIA, which established that White Other (East European) residents, of all ethnic groups in the THH tenant profile, are the least likely to be satisfied with opportunities to get involved.

##### **THH staff returning calls and resident satisfaction with outcome following contact with THH**

White Other ethnic residents are around 10% less likely to be satisfied than the THH average with THH staff returning calls when they say they will and with the level satisfaction with the outcome following contact with THH. Although views are taken into account and are reasonably kept informed, the time taken to get back to resident with a satisfactory outcome is suggested unsatisfactory at present.

##### **Environmental Services**

White Other ethnic residents are on average around 4%-5% less likely to be satisfied than the THH average with regards to maintenance of green areas and caretaking services.

##### **Overall Services from THH**

Overall service received from THH has been rated as 4% less likely to be satisfied compared to the THH average by White other ethnic residents, as evident from the lower satisfaction ratings across various services.

### White Other (East European) Resident Satisfaction

Rating overall service from THH	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	49.5%	44.7%

Rating neighbourhood as a place to live	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	63.1%	66.4%

Rating communal cleaning & caretaking service	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	60.0%	53.0%

Rating THH on taking views into account	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	42.7%	40.5%

Rating general condition of property	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	58.6%	53.2%

Rating the refuse collection service provided by LBTH	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	78.1%	75.4%

Rating maintenance of plants, shrubs & other green areas	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	63.3%	59.0%

Rating THH at keeping residents informed about things that may affect them	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	64.5%	61.8%

Rating THH staff on returning calls when they say they will	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	54.0%	44.4%

Whether satisfied or dissatisfied with final outcome following contact with THH	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	60.0%	51.5%

Rating THH on providing opportunities to get involved in things they do in local area	Satisfaction	
	THH Average	White Other
White Other Ethnic Group	69.4%	51.2%

Green = higher satisfaction than THH average  
 Amber = slightly lower satisfaction than THH average  
 Red = significantly less satisfied than THH average

Satisfaction Measure	White Other Ethnic Residents
% compared to THH average (+/-)	
Rating THH on providing opportunities to get involved in things they do in local area	-18.2%
Rating THH staff on returning calls when they say they will	-10%
Whether satisfied or dissatisfied with final outcome following contact with THH	-9%
Rating communal cleaning & caretaking service	-7.0%
Rating general condition of property	-5%
Rating overall service from THH	-4.8%
Rating maintenance of plants, shrubs & other green areas	-4%
Rating THH at keeping residents informed about things that may affect them	-2.7%
Rating the refuse collection service provided by LBTH	-2.7%
Rating THH on taking views into account	-2.2%
Rating neighbourhood as a place to live	3.3%