

## Frontline staff survey results

### Sample overview

The survey received 11 responses. Aside from one response, all respondents work in roles at a front-line level.

The age breakdown was as follows

Under 30 – 1 respondent

30-40 – 8 respondents

Over 50 – 2 respondents

One respondent was from a local authority, the remainder all work for housing associations.



### Breakdown of responses

Q1. What single change in the way your organisation approaches your service area could improve results?

- Teamwork, working conditions and communication all featured as common themes in the responses.
- A couple of responses highlighted the need for better working among and between teams – a further responses on this same theme emphasised the need for additional staff to aid prevention activity with tenants.
- A couple of respondents felt the need for better accountability and opportunities for frontline staff to provide honest feedback should be a priority.
- Others felt tailoring services to better meet the needs of tenants and a more co-productive approach with communities would be beneficial



*Providing better opportunities to provide honest feedback for working in front line services*

*Massive increase in staff per tenant ratio to allow early interventions on subjects such as rent arrears, ASB, reactive maintenance etc.*

Q2. What changes in your individual role could be made to alleviate stress and work pressures that you currently face?

- Most responses reflected internal pressures – departments not understanding each other, job roles being poorly recognised, tasks being handed over that would usually sit elsewhere in addition to challenge over timescales and targets being met.

- A number of respondents felt that additional support for staff should be prioritised, how teams work together/tasks disseminated reviewed and better access to data/reports between teams
- There were a couple of responses that felt financial resources could play a part – one to boost and facilitate tenant engagement activity and one more focussed on private landlord engagement.



*Lessen the weekly tasks by passing things back to certain departments - eg. Decants back to Building Maintenance*

*Making it more clear to other departments what our job roles are. What we can and can't do and giving other departments a better understanding of rent collection/arrears procedures.*

Q3. Apart from responding to the COVID-19 pandemic, what do you feel are the key pressures or barriers for you in your job role, or things affecting your organisation?

- Responses to this question echoed some of the previous themes in that in a number of respondents highlighted the challenge of communication and working between teams creating barriers and causing operational challenges.
- A number of respondents also highlighted the challenge of meeting tenant/community expectation with limited resources to draw from to do so.
- On a similar theme a couple of responses highlighted the lack of support available to tenants (like budgeting support) that could sometime compromise tenancy sustainability



*Dealing with poor communication between other teams, lacking opportunities to progress or providing honest feedback to improve services and working conditions*

*Communication - more available information from other teams - eg. if there is a fencing scheme in the area, painting ect. More Communication from lettings - pre-offer through the HO first, not HO knowing last who is moving in*

Q4. What would be your number one policy ask from the new Welsh Government?

- A common theme in almost all responses was the need for more resources – although the type of resource required – and its intended impact varied.
- A number of responses felt that more resources should be aimed at care and support service to improve both the ability of staff to meet the demand of the job and improve the experience for people receiving services.

- A couple of respondents felt more resources aimed at increasing the type of housing that would better meet housing need is required.
- A couple of respondents felt the way social housing is allocated, particularly to meet the needs of vulnerable households, or people experiencing homelessness should be prioritised.
- Financial/budgeting support for tenants was mentioned by a couple of respondents in addition to greater resources aimed at streamlining Universal Credit implementation.
- One respondent highlighted the challenge of tender processes driving down pay scales for frontline support staff – feeling this would be unsustainable in the longer-term.



*Better support for vulnerable tenants and changes in the ways local authorities allocate housing.*

*More money made available to help support tenants with their finances- budgeting support and more financial awareness in general.*