

Rent & Affordability Consultation: Caerphilly Homes

**TPAS Cymru Network – October
2022**

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What we will cover today

- Why consult?
- 2020 to nowBrief outline of what we have done/ are doing
- How we raised awareness of our consultation events and recruitment
- Feedback – *You said We did.....*
- What's worked and Other positives
- Lessons learned/ What's not worked so well
- Summary

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Why Consult?

- Welsh Government requirements
- Understanding our customers

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2020 & 2021 Consultations

2020

- First survey – Autumn 2020 (during lockdown)
- Online only

2021

- Again, Online survey Autumn 2021
- Your Rent – Your Views
- Increased our consultation activities:
 - Polls & Discussion sessions

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Caerphilly County Borough Council • Follow

23 Nov 2021 · 🌐

Please spare 2 mins to take our third poll which is about how we spend your rent money every year. One more questions to follow.

<https://poll.app.do/your-rent-your-views-question-of-the-week-3>

EICH RHENT, EICH BARN
YOUR RENT, YOUR VIEWS



Cwestiwn yr wythnos
Question of the week

3



Spring 2022

- Wanted more conversations about affordability with our customers
- Short Online survey – 2 questions
- Held 3 Online discussions sessions

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Now – Autumn 2022

- 3rd Online survey is currently live – ends next week
- Challenges this year – Cost of Living Crisis
- Cost of Living Roadshows – paper surveys
- Rents Team encouraging take up of survey / completions
- More discussion sessions planned – end of October
- Possible use of SMS

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Website - snapshot

.....Tenants are asked to give their views by [completing a brief online survey](#). Every tenant who enters and provides their contact details will be entered into a prize draw – there's £150 for one lucky winner and 3 more will win £50 in shopping vouchers. For more information, or help to complete the survey, call the Council's Tenant and Community Involvement Team on 01443 811433 / 811434 or email tenantinvolvement@caerphilly.gov.uk



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Facebook post



Your Caerphilly Homes

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Are you a Caerphilly Homes tenant?
Please let us know your views on
how we set our rents in our Your
Rent – Your Views Survey.

There is a Prize draw – 1st prize is
£150 in shopping vouchers.

Read more: <https://buff.ly/3dwaoQ3>

Ydych chi'n denant Cartrefi Caerffili?
Rhowch eich barn i ni ar sut rydyn
ni'n gosod ein rhenti ni yn ein
harolwg, Eich Rhent – Eich Barn.

Fe fydd raffl fawr – a'r wobwr gyntaf
yw £150 ar ffurf talebau siopa.

Darllen rhagor:
<https://buff.ly/3faAA39>



How we raised awareness of the Survey

- Last year – increased number of reminders
- Continued with this in Spring of this year for survey
- Theme linking the survey with other activities - **Your Rent – Your Views**

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Your Rent – Your Views



EICH RHENT, EICH BARN
YOUR RENT, YOUR VIEWS



How we recruited for Discussion Sessions

- Question in survey – *We would like to have more conversation with you about rent and affordability in the future.....*
- Contacted our engaged tenants
- 4 sessions planned – face to face and online

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Feedback – You SaidWe did

- Very important to feedback – tell our customers what we have done
- Contacted customers re: Open text box comments (if agreed)
- Positive feedback:
 - How we spend your rent each week
 - Updated our Rent model
- Contacted our customers to update them:
 - used email, social media, EGov bulletin and telephone calls
(calls - discussion session participants only)

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What's worked & other Positives

- Discussion sessions very useful
- Feeding back to update our customers
- Positive feedback from discussion group:
 - Our approach/ style
 - Topic
 - *“Let me know when you are doing something like this again”*
- Online facilitated opportunities for others to get involved
- In 2021 – over 200 customers said we could get back in touch
- Age profile of survey returns

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Lessons learned / What's not worked so well

- 2020 – open text box comments: consent was missing
- Restricted with social media platforms we can use
- Completion of contact details at end of survey

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Summary

- 2020 – online survey only
- 2021/ 22 and beyond
 - Discussion sessions useful
 - Online consultation will remain
 - Multi channel consultation
 - Continually review effectiveness and update

Contact Details

- Liz

baylie@caerphilly.gov.uk

01443 811433

- Gail

taylog1@caerphilly.gov.uk

01443 811434

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