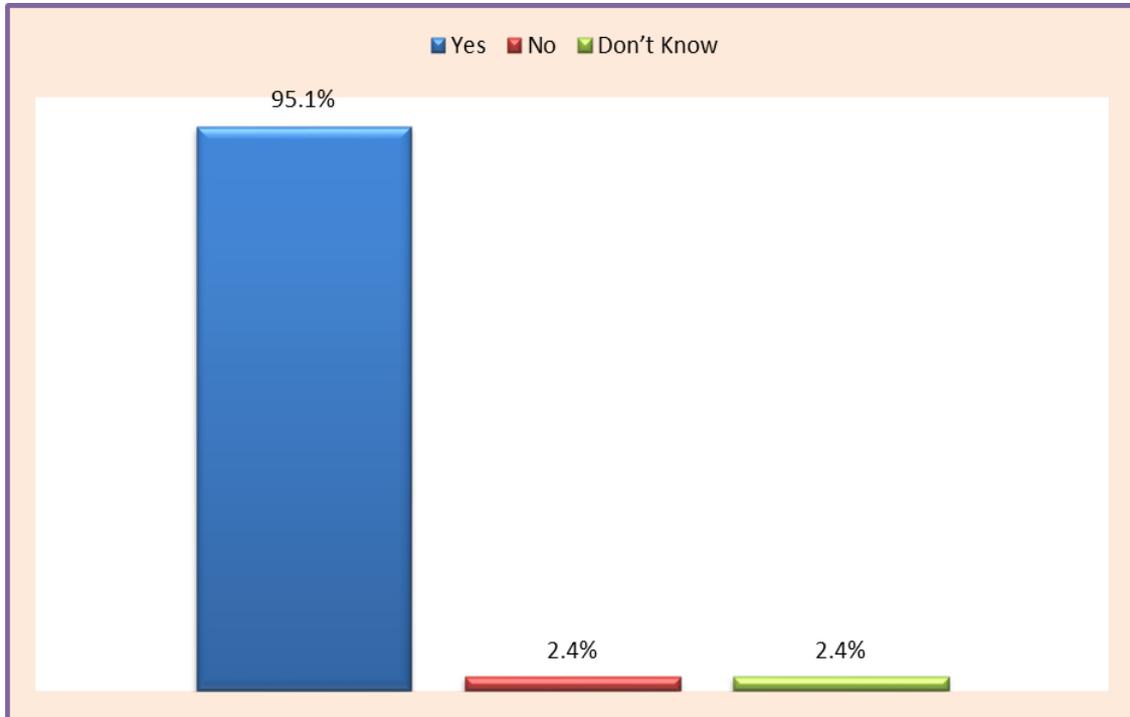


Summary of Rate the Report 2021 - tenant consultation

We sent the Rate the Report consultation by hard copy and email with our Annual Performance Report 2021. Emails were sent with a link to the survey monkey platform and any bounce backs were sent a hard copy. We sent 297 emails and 224 hard copies.

A total of 82 responses have been received giving a response rate of **15.8%** overall. The consultation took the form of seven questions, the results of which are summarised below.

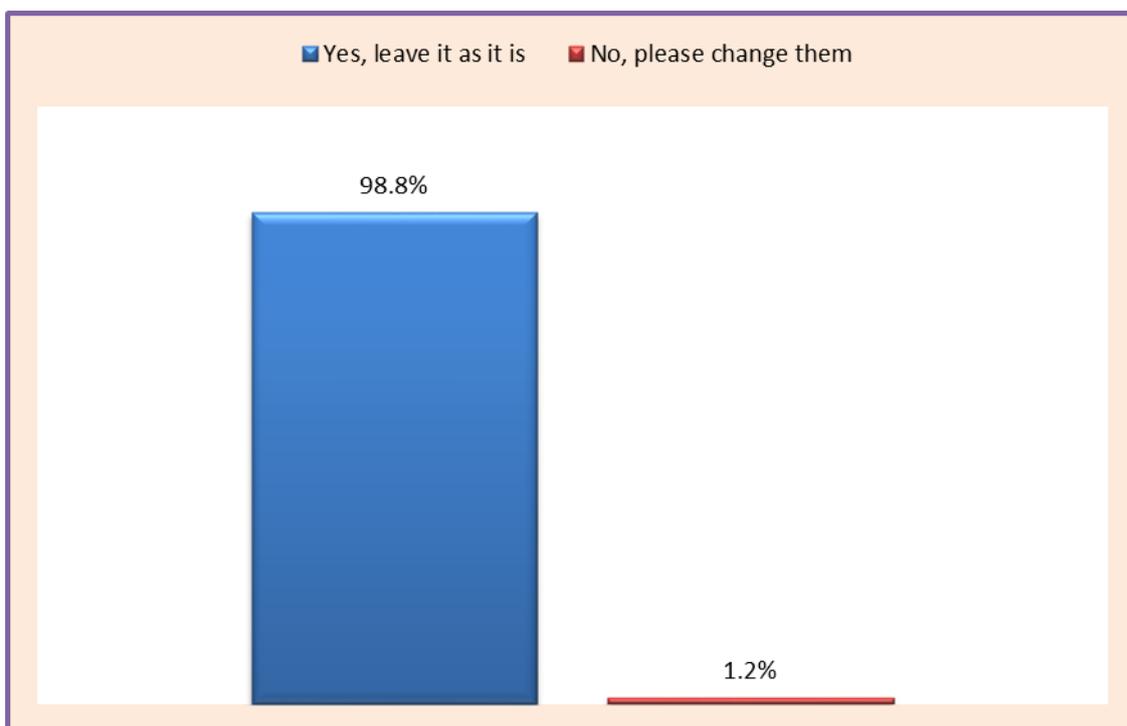
Q1 How well did we present the information – was it clear and easy to understand?



Please tell us how we could improve the presentation of the report:

- It's all right
- Don't need to improve it is all clear and easy to read
- The report was well documented
- I am a member of the reader panel so I have already fed my comments to Langstane
- No Need
- Very easy reading
- Perfect, thank you
- For me, its fine as is. I find it easy reading & is understandable. The mix of text, charts and graphics make for interesting reading
- The presentation of the report is fine leave it the way it is
- Good job
- Nothing needs to be improved. Everything is perfect as it is already.
- I think it is well presented
- Im not one really for reading about annual reports etc but for me personally your information caught my eye and i wanted to read it. Really easy to read and understand all the information given. Really caught my eye, all different colours and charts.
- It was very set out and an easy read. The colour brings the report to life and makes it stand out for those with learning difficulties or those who struggle to read in b/w
- It was clearly presented and easy to understand. Loved the use of colour.
- It says it was less busy but it's still very bright and difficult to understand due to the numerous colours

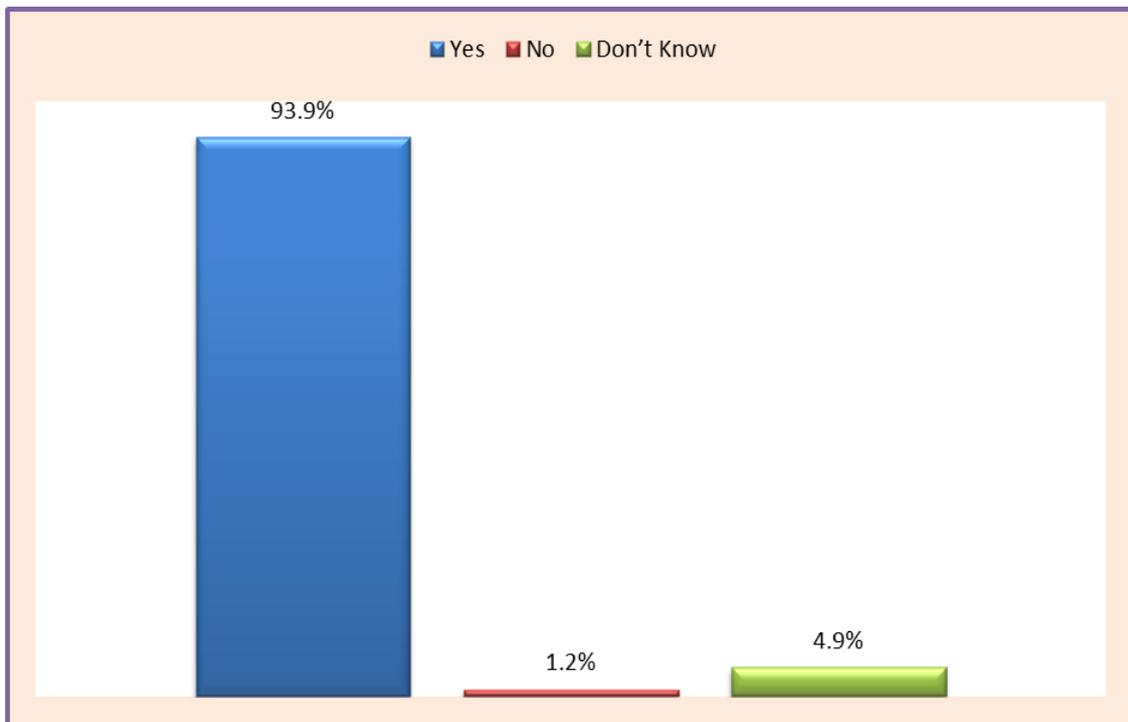
Q2 Do you think we are focusing on the right performance information? (seen throughout report)



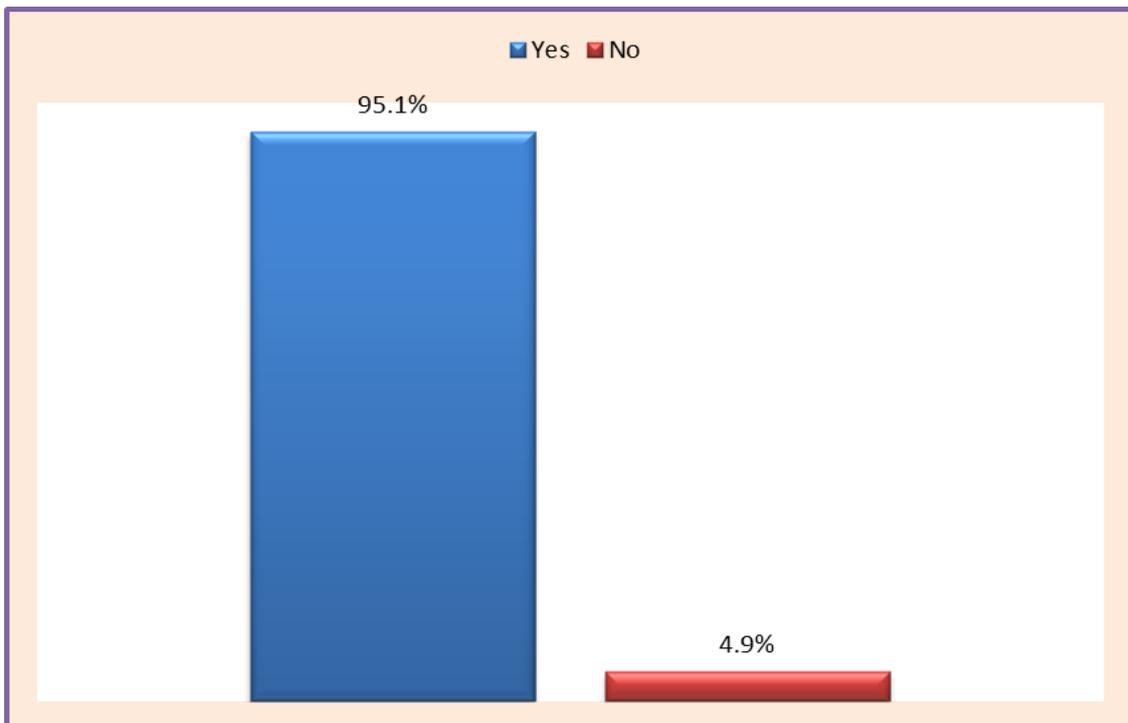
Please look at the performance information on the inside front cover and graphs on every second page from page 4 and tell us what you think

- Overall bright and colourful, easy to understand
- The targets are being met so far. So far happy with everything
- as above
- Easy to understand
- Personally I would not change
- I found the 'last measured in 2018' confusing. I know its explained at the bottom of page 1 - but couldn't get why there was percentages put as '2020/2021' when these are from 2018's answers.
- There consistant throughout
- Perfect throughout, thank you
- I think its providing the correct focus COMMENT FROM Q4 - But I would like to know who is responsible for what. I don't feel like I know anyone at Langstane anymore.
- just a relevant statistical explanation
- Very clear and easy to read
- Well Done
- It does not matter how you present the report there are always people who will query it
- I have commented on the performance information sheet already please check my response for details.
- Maybe set it out as least performing first then to the best performing
- in my opinion, you can't improve on perfection, I enjoy the read and it offers me everything I need that informs me what langstane are up to

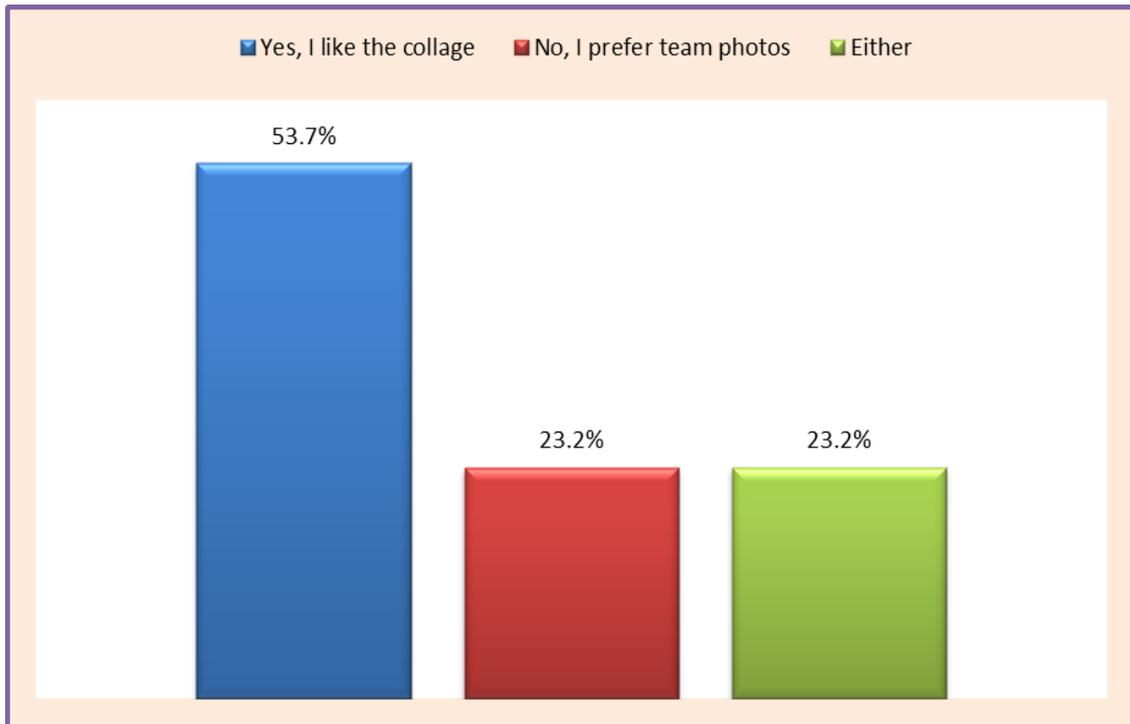
Q3 We have again included a snapshot of our performance on the inside front cover. Are you happy for this to become a permanent feature on this page?



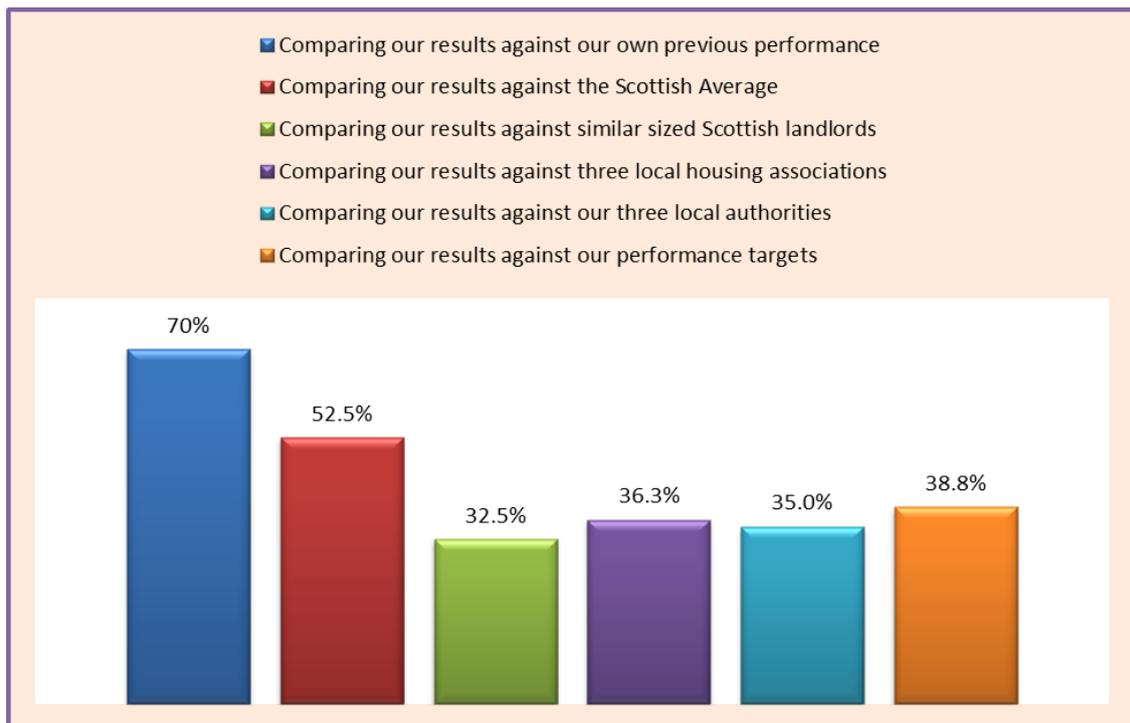
Q4 We feature staff/tenant profiles where we can, are you happy to continue seeing these?



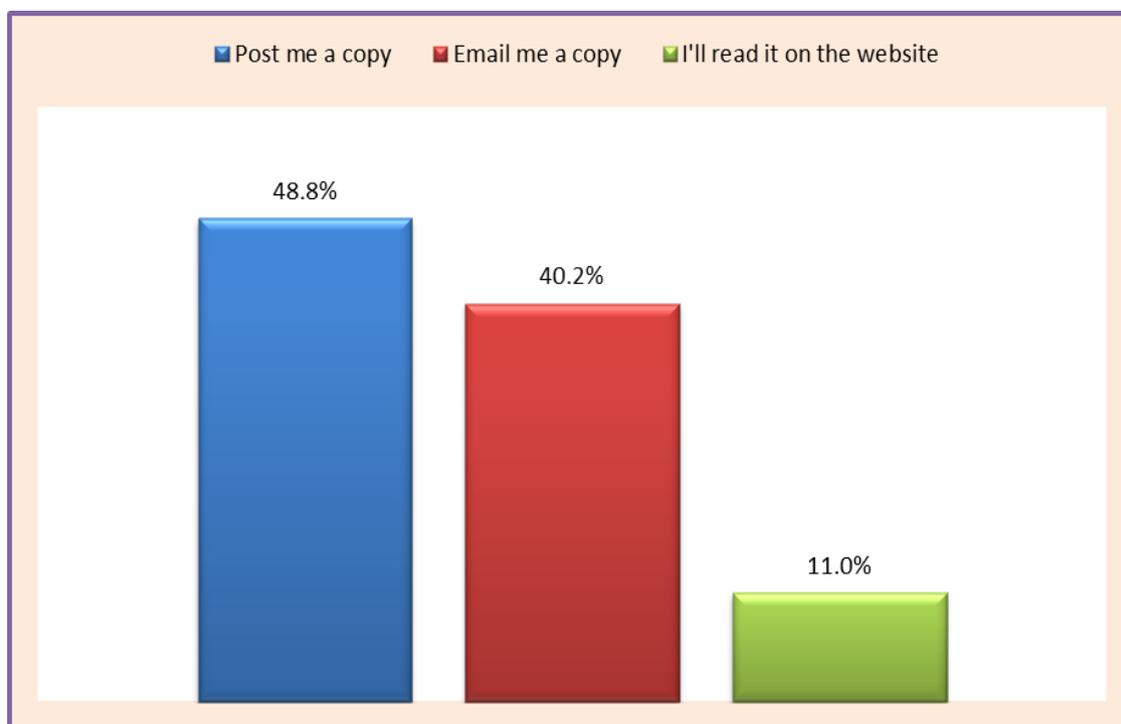
Q5 We featured a collage of staff images on the back page as we were unable to provide team photos. Would you like to see this again or would you prefer images of our team?



Q6 We compared our own performance this year against ourselves over the last two years. We also compared ourselves against the Scottish Average and our performance targets. Please tick two or three options below to tell us what you think are the more important to feature in the report?



Q7 Please choose how you would like to read next year's report?



Summary

The majority of those who responded stated that they enjoyed the report as it is, with 78% saying it is clear and easy to understand. This majority vote continued throughout the questionnaire, which is a similar reflection of the feedback from the 2019 and 2020 reports.

There was again positive feedback on the performance information on the inside front cover with 77% in favour of this becoming a permanent feature. When asked about the staff profiles 78% said they are happy to continue seeing this feature. Question five asked about staff photos on the back cover. 44% are in favour of the collage and 19% said they prefer team photos with 19% stating a preference for either. Question six asked about performance information and the top three options were own previous performance (56%), Scottish Average (42%) and own performance information (31%). This highlights that no change is required for next year.

There were many comments left which were largely complementary about the report design and layout. However, there was a suggestion for more information about staff and team responsibilities.

Overall, the consensus is that the report should not undergo any major changes.

Action taken

The feedback is incorporated into plan the Annual Performance Report 2022.