Online Customer Panel

Tenancy Fraud Webpage Feedback

Panel members were asked to feedback on the information of the draft webpage before this went live on the Riverside website. Panel members reviewed whether the information was clear and whether improvements to content could be made.

Survey End date: 30th November 2018   Total number of participants: 74

Summary:

- Panel members found the information on the webpage easy to understand, with customers commenting that the information was "clear", "succinct" and "easy to follow".

- Over 90% found the information on the different types of tenancy fraud and the information on how to report tenancy fraud easy or very easy to understand. 85% found the information on what Riverside will do in cases of tenancy fraud easy to understand.

- Some customers commented that the information could have been clearer around: how to contact Riverside in cases of tenancy fraud, how confidentially of customers informing Riverside of tenancy fraud is maintained and what Riverside will do in cases of Tenancy Fraud.

- 86% of panel members rated the webpage layout as good or very good, with customers commenting on it being "clear", "straightforward" and "easy to navigate".

- Some customers commented that the layout didn't stand out and that it could be more visually appealing. There were also comments made about making the font bigger and being able to change the background and font colour for customers with dyslexia.

- A quarter of panel members felt that there was information missing that could have been useful. Panel members commented on wanting to see more information on how reports of fraud will remain confidential/ anonymous, improving the content to encourage customers to report fraud and highlight the consequences of fraud and providing links to legislation and support services for vulnerable customers.

What we will do following your feedback:

- Following the feedback, the content of the webpage will be reviewed to include further information about confidentiality and anonymity.

- Raise awareness of the accessibility facilities on our website to be able to make text larger or use the screen readers on our webpage.
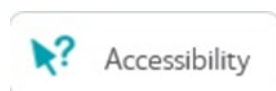
- The layout of the webpage will be updated to make it clearer to customers how to contact us.

- When customers are investigated, we will consider whether they are vulnerable and if they require extra support. Where extra support is required we will signpost them to

Results

Please tell us how you accessed the webpage?	No. responses	% of responses
Laptop/ Computer	24	34%
Mobile Phone	35	49%
Tablet	12	17%

How easy or difficult did you find the following to understand: *information on the different types of tenancy fraud*	No. responses	% of responses
Difficult	2	3%
Neither	2	3%
Easy	25	34%
Very easy	44	60%

How easy or difficult did you find the following to understand: *Information on how to report tenancy fraud*	No. responses	% of responses
Very difficult	2	3%
Difficult	3	4%
Neither	1	1%
Easy	23	32%
Very easy	43	60%

How easy or difficult did you find the following to understand: *Information on what Riverside will do in cases of tenancy fraud*	No. responses	% of responses
Very difficult	2	3%
Difficult	3	4%
Neither	6	8%
Easy	26	36%
Very easy	35	49%

Please rate the layout of the website:	No. responses	% of responses
Poor	3	4%
Neither	7	10%
Good	30	41%
Very good	33	45%

Is there any information missing from the webpage that you think would be useful?	No. responses	% of responses
No	51	74%
Yes	18	26%

Panel members commented on including information around how reports of tenancy fraud will remain confidential/ anonymous, improving the content/layout in a way that would help encourage customers to report tenancy fraud, providing links to signpost vulnerable to support services, including links/references to legislation relating to tenancy fraud and providing clearer information on the consequences /provide assurance that tenancy fraud is dealt with.