

Appendix 1 – South Derbyshire District Council's

STAR Survey Report 2018.



Final Report



2018 STAR Survey Report

Prepared for: South Derbyshire District
Council

Prepared by: BMG Research

2018 STAR Survey Report

Prepared for: South Derbyshire District Council

Prepared by: BMG Research

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www.bmgresearch.co.uk

Project: 1584

Registered in England No. 2841970

Registered office:

BMG Research
Beech House
Greenfield Crescent
Edgbaston
Birmingham
B15 3BE
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

The provision of Market Research Services in accordance with ISO 20252:2012

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Table of Contents

1	Introduction	6
1.1	Background and method	6
1.2	Methodology	6
2	Summary	8
2.1	Housing services	8
2.2	Estate services	8
2.3	Your Home and repairs	8
2.4	Community engagement and contact	9
2.5	Headline findings comparison	10
2.6	Benchmark	11
3	Housing services	13
3.1	Overall Satisfaction	13
3.2	Key Driver Analysis	16
3.2.1	Key Drivers Analysis	16
3.3	Net Promoter Score	18
3.4	Housing service perceptions	20
3.5	Value for money of rent	21
4	Housing services support and advice	23
4.1	Housing services support	23
4.2	Complaints service	24
4.3	Advice	25
5	Estate services	26
5.1	Neighbourhood as a place to live	26
5.2	Estate service perceptions	28
6	Your home	30
6.1	Quality of Home	30
6.2	Condition of your home	33
6.3	Dissatisfaction with the condition of the home	34
6.4	Standard of home	35
7	Repairs and maintenance	36
7.1	Key Driver Analysis	39
7.2	Reporting a repair	40

2018 STAR Survey Report

7.3	Repairs perceptions	41
8	Community engagement	42
8.1	Opportunity to make views known.....	42
8.2	Listening to views and acting upon them.....	43
8.3	Keeping tenants informed	46
8.4	Opportunities to participate	48
9	Contact with Housing Services.....	53
9.1	Contact in the last 12 months.....	53
9.2	Out of hours service.....	56
9.3	Housing Services website	57
10	Supported Housing.....	58
11	Unweighted sample base	61
12	Questionnaire and Cover letter.....	62
	Appendix: Statement of Terms.....	72

Table of Figures

Figure 1: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)	13
Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)	14
Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)	15
Figure 4: Key drivers of satisfaction with overall service provided	17
Figure 5: Q2. How likely would you be to recommend South Derbyshire District Council's Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Valid responses)	18
Figure 6: Relationship between likelihood of recommending SDDC to family and friends by satisfaction with the overall service provided.....	19
Figure 7: Q4. To what extent do you agree or disagree that Housing Services...? (Valid responses)	20

Figure 8: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money (Valid responses)..... 21

Figure 9: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money – By sub group (Valid responses)..... 22

Figure 10: Q5. How satisfied or dissatisfied are you with the way Housing Services deals with the following? (Valid responses) 23

Figure 11: Q6. Are you aware that South Derbyshire District Council has a formal complaints procedure? Q7. Have you made a formal complaint in the last 12 months? (Valid responses) 24

Figure 12: Q11. Which of the following advice and support services South Derbyshire District Council offers are you aware of? (Valid responses) 25

Figure 13: Q8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? : Your neighbourhood as a place to live (Valid responses)..... 26

Figure 14: Q9. How satisfied or dissatisfied are you with each of the following (All responses) 28

Figure 15: Q10. How do you feel Housing Services could improve its estates services? (Valid responses)..... 29

Figure 16: Q12. How satisfied or dissatisfied are you with the overall quality of your home? (Valid responses)..... 30

Figure 17: Q12. How satisfied or dissatisfied are you with the overall quality of your home? - By Sub Group (Valid responses)..... 32

Figure 18: Q13. How satisfied or dissatisfied are you with the overall condition of your....? (Valid responses)..... 33

Figure 19: Q14. If you are dissatisfied with the condition of an area of your home, why do you think this? (Dissatisfied with the condition of an area of your home)..... 34

Figure 20: Q15. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? (Valid responses)..... 35

Figure 21: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? (Valid responses)..... 36

Figure 22: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? – By sub group (Valid responses) 38

Figure 23: Key drivers of satisfaction with overall service provided 39

Figure 24: Q17. Have you had any repairs to your home in the last 12 months? (Valid response) Q19. Did the tradesperson show proof of identity? Q20/1.Overall, how easy was it to...? : Report a repair Q20/2.Overall, how easy was it to...? : Get your repair completed (Had a repair in the last 12 months) 40

Figure 25: Q18. Thinking about the LAST time you had a repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (Valid responses)..... 41

Figure 26: Q21. How satisfied or dissatisfied are you that Housing Services gives you the opportunity to make your views known (Valid responses) 42

Figure 27: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? (Valid responses) 43

Figure 28: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? – By sub group (Valid responses)..... 45

Figure 29: Q23. How good or poor do you feel Housing Services is at keeping you informed about things that may affect you as a resident? (Valid responses)..... 46

Figure 30: Q37. Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? (Valid responses) 47

Figure 31: Q24. How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Services decision making process? (Valid responses) 48

Figure 32: Q25. There are a number of ways in which you can get involved with South Derbyshire District Council's Housing Service. How many of the following opportunities to get involved are you aware of? (All responses) 50

Figure 33: Q26. Which of the following statements do you agree with? (Valid responses) .. 51

Figure 34: Q28. Have you contacted SDDC’s Housing Service in the last 12 months with a query other than to pay your rent? Q29. How did you last make contact with South Derbyshire District Council's Housing Service? Q30. Was getting hold of the right person easy or difficult? Q31. Did you find the staff helpful or unhelpful? Q32. Was the query answered within a reasonable time? (Valid responses)..... 53

Figure 35: Q33. How satisfied or dissatisfied were you with the following? (Valid responses) 54

Figure 36: Q34. Overall, how easy was it to get your query resolved? (Valid responses).... 55

Figure 37: Q35. Have you used the Housing Services out-of-hours service in the last 12 months? (Valid responses)..... 56

Figure 38: Q38. Have you used the Housing Services website in the last 12 months for any online services? (Valid responses)..... 57

Figure 39: Q41. Thinking about where you live, how satisfied or dissatisfied are you with the following...? (Sheltered responses) 58

Figure 40: Q42. How safe do you feel within your community? (Sheltered responses)..... 59

Figure 41: Q43. How do you feel that the Council could improve its Supported Housing services? (Sheltered responses)..... 60

Table of Tables

Table 1: Returns and response rate 6

Table 2: Full names for abbreviated area codes..... 7

Table 3: Headline findings comparison with 2015 10

2018 STAR Survey Report

Table 4: Latest general needs benchmark data provided by BMG’s internal benchmark data (46 organisations)	11
Table 5: Latest sheltered benchmark data provided by BMG’s internal benchmark data (20 organisations)	12
Table 6: Satisfaction with rent providing value for money comparison vs. 2015 (All responses)	21
Table 7: Estate service perceptions by area (Valid responses)	28
Table 8: Condition of home satisfaction by property type (Valid responses)	33
Table 9: Being kept informed and opportunities to take part in decision making by age group (Valid responses)	49
Table 10: Q26. Which of the following statements do you agree with? – By age (Valid responses)	52
Table 11: Unweighted sample base	61

1 Introduction

1.1 Background and method

In May 2018, South Derbyshire District Council (SDDC) commissioned BMG Research to carry out their 2018 STAR Survey to help understand tenant satisfaction with the services provided by SDDC as a landlord. The findings of the survey will help inform how services are provided in the future and how best to deliver them.

1.2 Methodology

A postal survey of a census of general needs and sheltered tenants was carried out from July to September 2018. Following the initial mailing and two full reminders (letter, questionnaire and pre-paid envelope), email surveys were sent to those with an available email address to boost responses.

In total, 1,014 tenant questionnaires were returned, representing a response rate of 34% against tenanted properties. In terms of methodology, 969 postal completes were returned along with 45 online completes. Based on age, we received 12 returns from under 24's, 174 from those 25-54 and 760 from tenants 55 or over.

Based on a tenant size of 2,939, a sample of 1,014 is subject to a maximum confidence interval of $\pm 2.49\%$ at the 95% confidence level on an observed statistic of 50%. This means that if all tenants had returned a survey a figure of 50% in this report would have actually been between 47.51% and 52.49%. This means that the data is a lot more robust than the confidence interval of $\pm 4\%$ that HouseMark recommends for an organisation the size of South Derbyshire District Council for a STAR survey.

Table 1: Returns and response rate

	Tenancies	Sample size	Total Response rate	Confidence interval
General needs	2006	526	26%	+/- 3.67%
Sheltered tenants	933	488	52%	+/- 3.07%
Total	2939	1014	34%	+/- 2.49%

In order to ensure that the survey results reflect the views of tenants and can be effectively compared to the 2015 survey, the data was weighted prior to analysis by property type, area and tenure.

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than +/-1%. These occur where, for example, the proportion of respondents who are very satisfied and fairly satisfied are added to produce an overall satisfaction figure. For example, if 25.4% of tenants state they are very satisfied and 30.3% of tenants are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7% which is rounded up to 56%, whereas the individual responses suggest this total should be 55%.

Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

2018 STAR Survey Report

In addition to this written report, data tabulations have also been produced which present the data as a whole.

Throughout this report, the term 'significant' is only used to describe differences within particular groups (e.g. age, property type) that are statistically significant, or changes compared to previous findings that are statistically significant. In some graphics and tables, arrows will be seen next to some figures. These indicate an increase or decrease compared to the last survey's results. If the arrow is green it represents a positive significant difference, if it's red it represents a negative significant difference. If the arrow is grey it means that the difference is not a significant one. Ticks and crosses will also be present in various charts representing a sub group's positive or negative significant difference when compared to the total score.

If a sub-group has an unweighted base of less than 30, these results should be taken as indicative only.

In figures and tables that have a breakdown of area, names have been grouped into patches. Please see in the table below to see what areas fall into each patch:

Table 2: Full names for abbreviated area codes

Patch	Area
Patch 1	Castle Gresley, Church Broughton, Church Gresley, Hatton, Hilton, Scropton, Thurvaston, Woodville
Patch 2	Aston On Trent, Barrow on Trent, Bretby, Elvaston, Findern, Hartshorne, Kings Newton, Melbourne, Repton, Shardlow, Smisby, Thulston, Ticknall, Weston On Trent
Patch 3	Linton, Lower Newhall, Netherseal
Patch 4	Coton In The Elms, Rosliston, Swadlincote, Upper Newhall, Walton On Trent
Patch 5	Egginton, Etwall, Lullington, Midway, Overseal, Willington

2 Summary

2.1 Housing services

Nine in ten (89%) tenants are satisfied with the services provided by South Derbyshire District Council (SDDC), with 52% very satisfied. Whilst this is a significant decrease compared to the previous year (89% cf. 93%), the benchmark shows us that SDDC performs within the upper quartile for this measure. In regards to perceptions of the services provided by the housing services, Nine in ten (90%) tenants agree that staff are friendly and approachable. 87% agree that SDDC provides the service they expect and provide an effective and efficient service. 87% also agree that SDDC are trustworthy.

In regards to tenant advocacy, a net promoter score (NPS) was calculated from the proportion who give a score of 9 or 10 - 'promoters' who are very likely to recommend their landlord – minus those less likely ('detractors' who score 0-6). With 53% classified as promoters and 22% as detractors, this yields an NPS of +31%.

87% of tenants are satisfied that their rent provides value for money, with 52% very satisfied. This increases to 90% amongst sheltered tenants whilst falling to 85% for general needs tenants.

2.2 Estate services

Just under nine in ten (87%) tenants are satisfied with their neighbourhood as a place to live, with just under half (49%) very satisfied. This has seen a significant decrease in satisfaction compared to the 2015 survey whilst also seeing a significant increase in the proportion of those dissatisfied (8% cf. 5%).

There have been significant falls in perceptions of the estate services. 80% are satisfied with the overall appearance of the neighbourhood, falling 7-percentage points compared to 2015 (80% cf. 87%). Satisfaction with grounds maintenance fell from 79% in 2015 to 65% this year. Of tenants who gave an answer, 32% said that more/ better greenery maintenance would help to improve the estate services, whilst 21% cited provider a cleaner environment.

2.3 Your Home and repairs

87% of tenants are satisfied with the quality of their home, a significant drop compared to the previous survey (87% cf. 91%). Perceptions of the condition of tenant's homes are generally positive, with around eight in ten satisfied with all areas of their home. Of those dissatisfied with the condition of their home, 23% said it is due to a lack of kitchen improvements whilst 21% said their doors and windows need improving. 72% were satisfied with the standard of their home, with three in ten (32%) very satisfied.

86% of tenants were satisfied with the repairs and maintenance service, 53% of which were very satisfied. This measure has seen a 5-percentage point drop since 2015, a significant change. Overall satisfaction with the repairs service rises to 91% amongst sheltered tenants but drops to 83% amongst general needs tenants. Two thirds of tenants (66%) have had a repair in the last 12 months. Of those who have had a repair, 95% said it was easy to report the repair, whilst 84% said it was easy to get the repair completed. 92% were satisfied with the overall quality of work.

2.4 Community engagement and contact

Just under two thirds (63%) of tenants are satisfied with their views being listened to and acted upon by the housing services, with a third very satisfied (35%). This measure has seen the biggest drop in satisfaction compared to the 2015 results, falling significantly by 16-percentage points (63% cf. 79%). Overall dissatisfaction has remained relatively stable. The reason for the significant drop in satisfaction is due to a quarter of tenants (26%) saying they were neither satisfied nor dissatisfied with views being listened to and acted upon, a 13% increase compared 2015 (26% cf. 13%).

Three quarters of tenants (75%) feel that the housing services are good at keeping them informed about things that may affect them as a resident, with a third saying they are very good (33%). Three fifths (59%) of tenants are satisfied with the opportunities given to them to participate in housing services decision making process, with a quarter (24%) very satisfied. In regards to tenant involvement, the majority of tenants (70%) said that they would like to know what the services are doing, but are happy to let them get on with it.

Just under half (46%) of tenants have contacted the housing service in the last 12 months with a query other than to pay their rent. Three quarters (74%) were satisfied with the final outcome of their query. 73% also said they found it easy to get their query resolved.

2.5 Headline findings comparison

Below we can see the results from the core questions in the STAR survey compared to the results from the 2015 survey. With the exception of satisfaction for rent providing value for money, all other measures have dropped significantly since the previous survey. Significant changes are highlighted in red. Please note that satisfaction with rent providing value for money has 'not applicable answers included to be able to compare with the 2015 measure.

For listening to views and acting upon them, whilst satisfaction has dropped by 16-percentage points, dissatisfaction has only risen by 2%. The reason for such a large decrease in satisfaction is driven by a 12-percentage point increase in the number of those saying they are neither satisfied nor dissatisfied

Table 3: Headline findings comparison with 2015

	2018	2015	Difference
Overall service provided by South Derbyshire District Council's Housing Service?	89%	93%	-4%
Rent provides value for money (N/A included for comparison with 2015)	83%	86%	-3%
Your neighbourhood as a place to live	87%	92%	-5%
Overall quality of your home	87%	91%	-4%
Housing Services deals with repairs and maintenance	86%	91%	-5%
SDDC listens to your views and acts upon them	63%	79%	-16%
Net Promoter Score	+31	N/A	N/A

2.6 Benchmark

The table below shows how well the results this year perform against BMG Research's internal benchmark data. The data has been benchmarked separately for general needs and sheltered tenants. All data within the BMG benchmark has been recorded between 2015-2018. It includes 46 organisations ranging from Councils, housing associations and ALMO's from around the country.

For general needs tenants, overall satisfaction with the service provided, quality of home and repairs and maintenance perceptions are all in the upper quartile of satisfaction whilst listening to views and acting upon them falls into the lower quartile. Perceptions of the value for money of rent and the neighbourhood as a place to live fall just below the upper quartile of satisfaction.

Table 4: Latest general needs benchmark data provided by BMG's internal benchmark data (46 organisations)

	2018 results	Upper quartile	Median	Lower quartile	2015 results
Overall service provided	88%	88%	83%	78%	90%
Value for money of rent	85%	86%	84%	79%	85%*
Neighbourhood as a place to live	85%	87%	83%	79%	88%
Quality of home	87%	86%	84%	79%	87%
Repairs and maintenance	83%	81%	78%	72%	87%
Listening to views and acting upon them	61%	71%	67%	61%	75%

*Not applicable option included

For sheltered tenants, all measures mirror that of general needs tenants in terms of benchmark placement. Satisfaction with the overall service, quality of home and repairs and maintenance are in the upper quartile benchmark, whilst value for money of rent and neighbourhood as a place to live fall just below. Satisfaction with listening to views and acting upon them is in the lower quartile of satisfaction.

Table 5: Latest sheltered benchmark data provided by BMG's internal benchmark data (20 organisations)

	2018 results	Upper quartile	Median	Lower quartile	2015 results
Overall service provided	91%	91%	90%	89%	95%
Value for money of rent	90%	94%	91%	87%	88%*
Neighbourhood as a place to live	92%	95%	93%	89%	96%
Quality of home	94%	94%	93%	90%	96%
Repairs and maintenance	91%	90%	86%	82%	95%
Listening to views and acting upon them	68%	80%	76%	69%	85%

*Not applicable option included

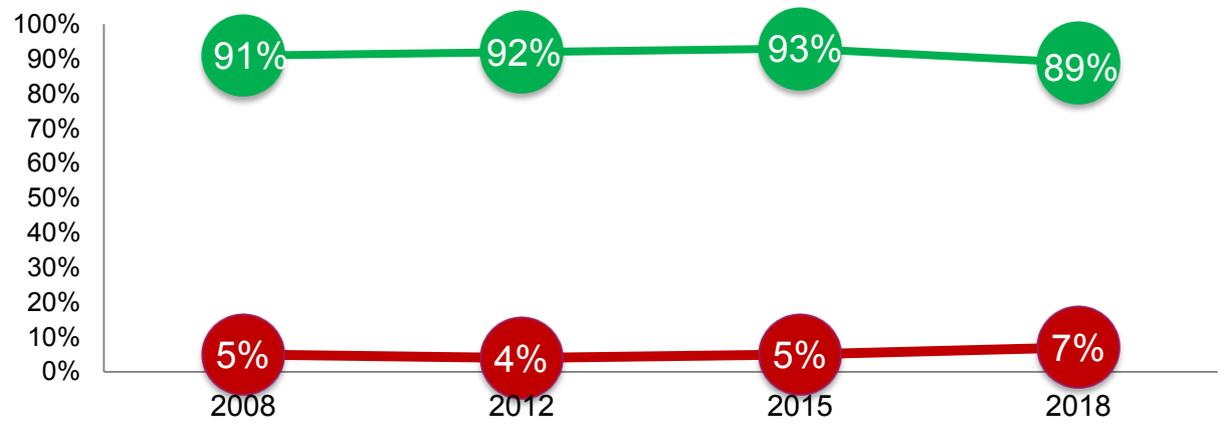
3 Housing services

3.1 Overall Satisfaction

Nine in ten (89%) tenants are satisfied with the overall service provided by South Derbyshire District Council (SDDC), with just over half (52%) very satisfied. This is significantly lower than the satisfaction recorded in the previous STAR results (89% cf. 93%). As observed in section 2.5 however we can see that SDDC performs well in comparison to others, with this measure in the upper quartile of the benchmark. Just 7% of tenants expressed dissatisfaction towards the service provided by SDDC.

Overall satisfaction is at the lowest level recorded, however is not significantly different to the 2012 and 2008 results.

Figure 1: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)

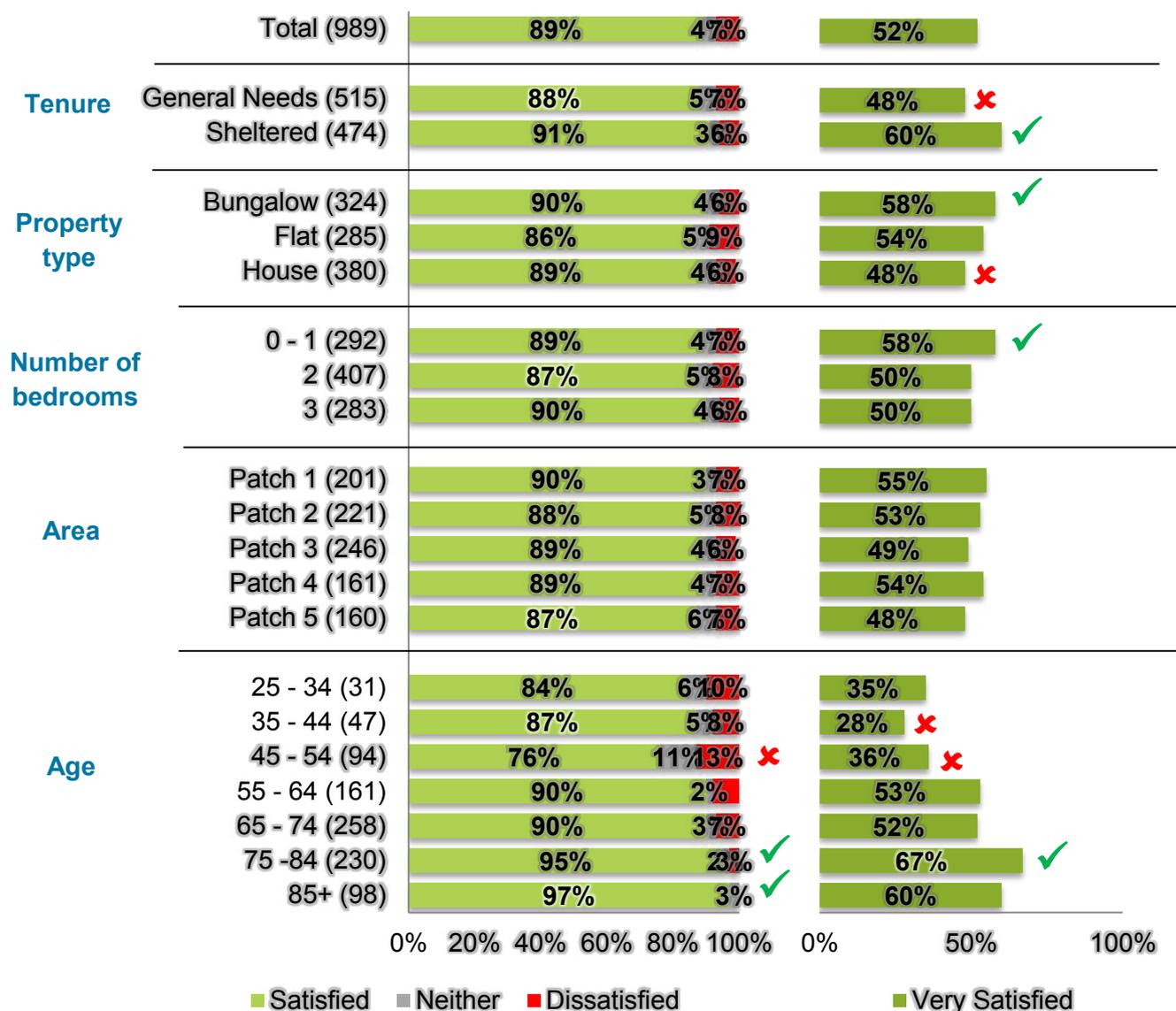


Unweighted Sample base: 989

When breaking down perceptions of the overall service provided, there are no significant differences between tenure, property type or area in regards to overall satisfaction. When looking at the proportion of those very satisfied, we can see that sheltered tenants are significantly more likely than general needs tenants to be very satisfied with the overall service provided by SDDC (60% cf. 48%). The chart also shows us that those living in bungalows are significantly more likely than those living in houses to be very satisfied with the services provided (58% cf. 48%).

When looking at age however, those aged 45-54 are significantly less likely than the total average to feel satisfied with the overall service provided (76% cf. 89%). Conversely, those aged 75-84 (95%) or 85+ (97%) are significantly more likely to be satisfied with the services provided compared to the total (89%).

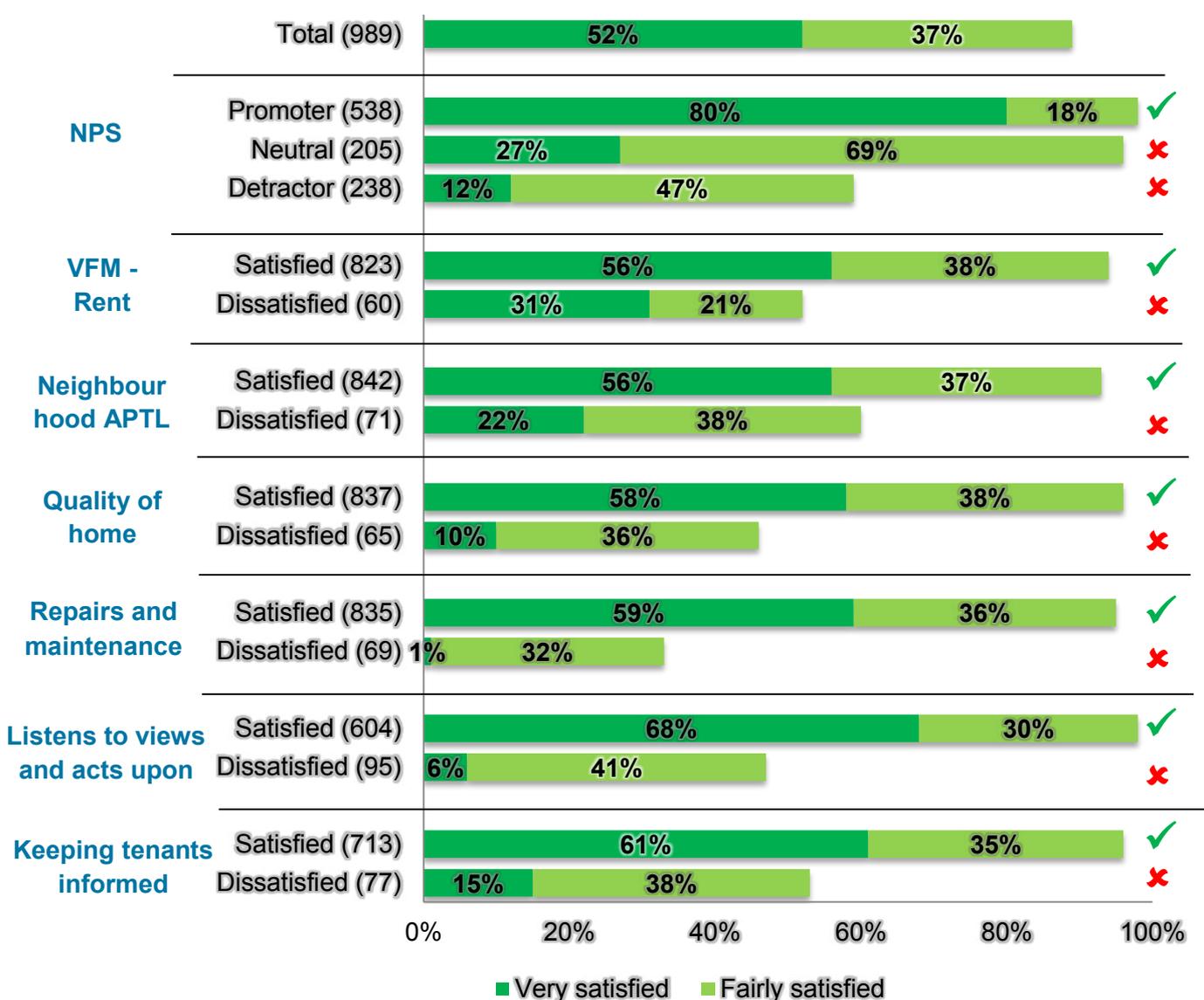
Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)



Unweighted sample base in parenthesis

The chart below highlights the importance of being satisfied with various other measures rated within this survey has on a tenant's level of satisfaction with the overall service provided by SDDC. As the figure shows, tenants who have positive perceptions towards other services provided such as repairs and keeping tenants informed are all significantly more likely than the total average to be very satisfied with the overall service provided. Conversely, tenants are significantly less likely to be very satisfied with the overall service provided if they hold negative perceptions for any of the other services. Just under seven in ten (68%) of those satisfied with their views being listened to and acted upon are very satisfied with the overall service provided. This may imply that communication has a fairly large influence on tenants perceptions of the overall service provided.

Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service? (Valid responses)



Unweighted sample base in parenthesis

3.2 Key Driver Analysis

3.2.1 Key Drivers Analysis

A method of establishing the key factors that lie behind resident satisfaction is Key Driver Analysis (KDA). In essence, this KDA seeks to determine the key influences on overall satisfaction.

We reflect the importance as an index value in which 1.0 is equal to the average importance across all factors. A level of 2.0 implies that the factor in question is twice as important as the average. “Key Drivers” are factors that have high importance.

3.2.1.1 Method of Assessing Key Driver Importance

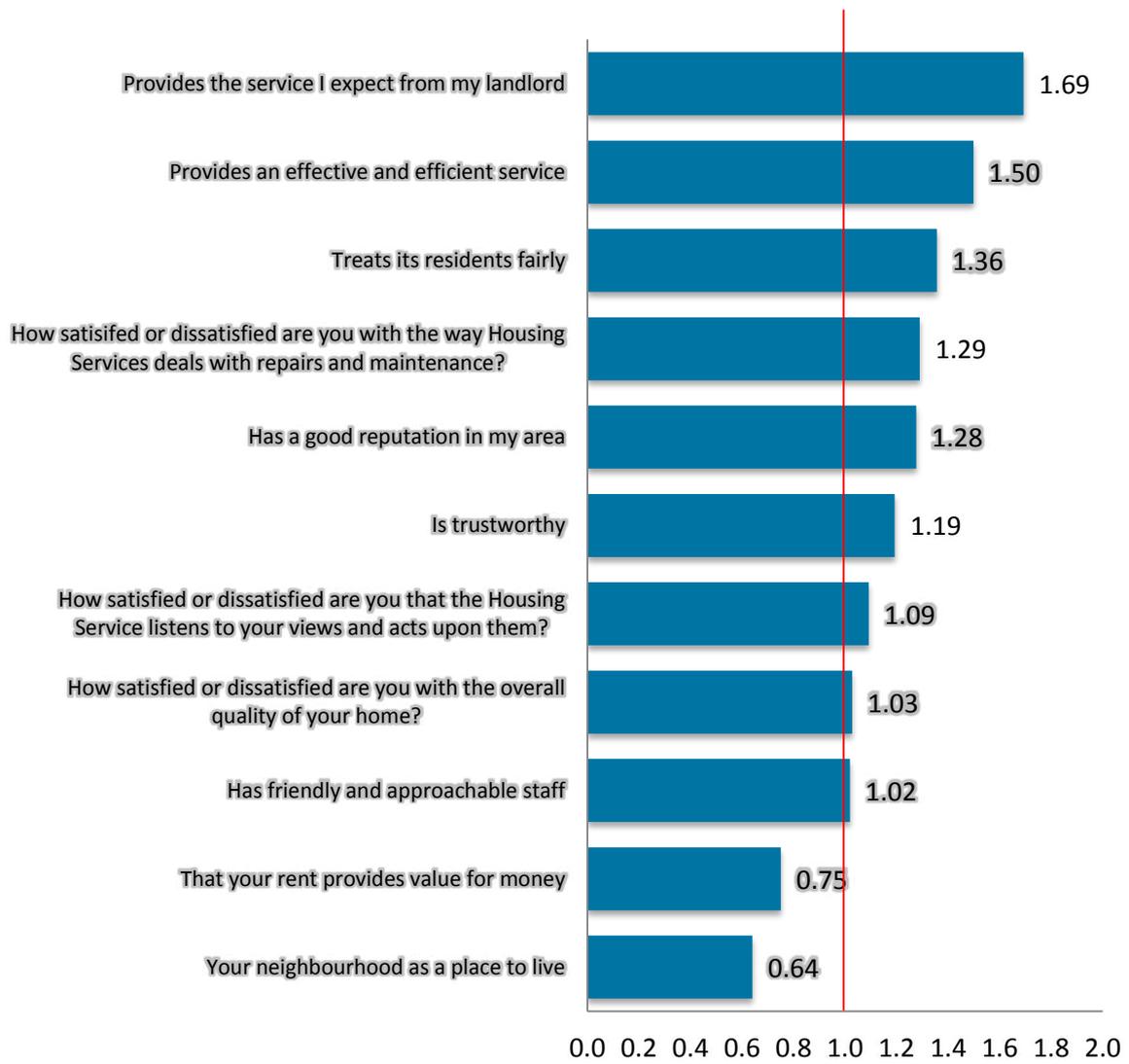
KDA seeks to find the independent variables that have the most influence on a dependent variable (DV) by assessing the statistical correlation between residents’ ratings on each of the independent variables and their ratings of the DV. This correlation is based on the proportion of variation in the DV (satisfaction with the service provided by your landlord) that could statistically be “accounted for” or “explained” by related variation in the IV’s (all indicators included in the analysis). If the correlation is high, then the service will be “important” in the sense of the analysis. If it is low, it will imply that the service is less important. The rationale for this is that a high level of correlation implies the likelihood that improving satisfaction levels for the individual service will in turn improve overall residents’ satisfaction. If there is little or no correlation, this offers no evidence that improving the service might have any impact on overall satisfaction.

As a result of this analysis, the independent variables are ranked in order of being key drivers for the DV. The KDA was based on all rating scale type questions in the survey. The objective was to find the relative impact of individual aspects on satisfaction with the (overall) service provided by Council Housing.

3.2.1.2 Key drivers of overall satisfaction

The figure overleaf highlights factors that are of above-average importance in determining residents’ satisfaction with the overall service provided by SDDC. As this indicates overall satisfaction appears to be driven by a number of factors such as proving the service tenants expect, provide an efficient and effective service, treating tenants fairly and how repairs and maintenance is dealt with. Neighbourhood as a place to live and rent perceptions seem to not be as bigger issue when looking at overall satisfaction with the service provided.

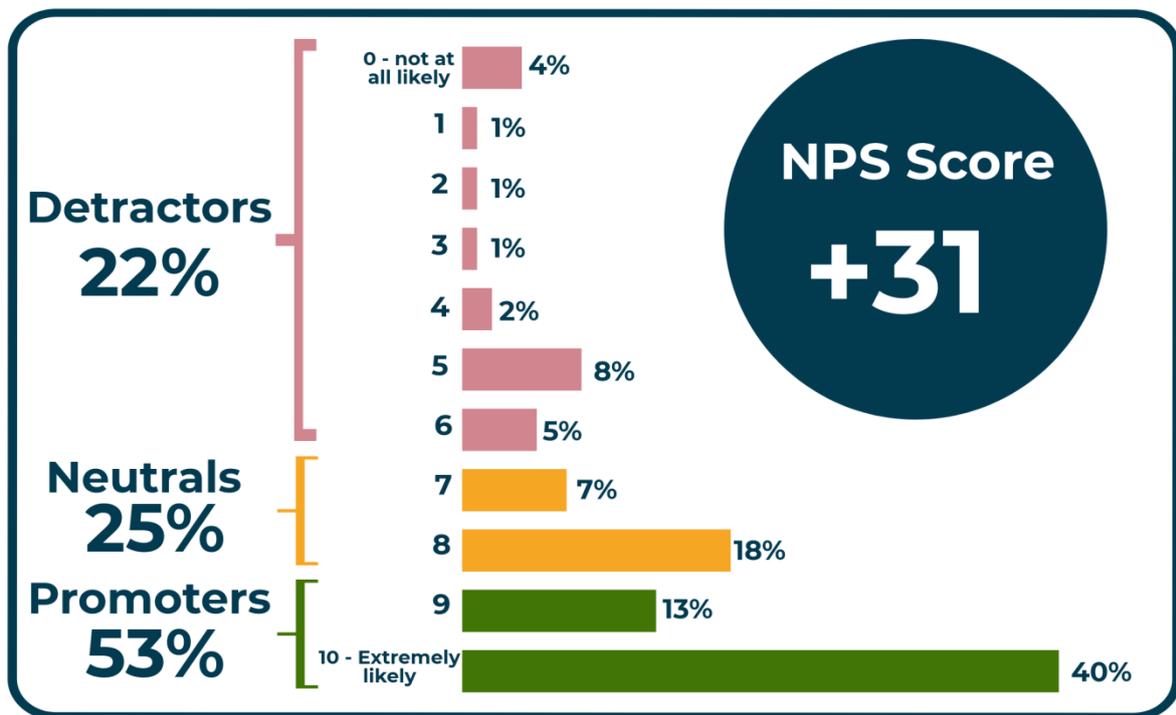
Figure 4: Key drivers of satisfaction with overall service provided



3.3 Net Promoter Score

Another key measure of overall perceptions is tenants' willingness or otherwise to recommend their housing provider. In the figure below, a net promoter score (NPS) is calculated from the proportion who give a score of 9 or 10 - 'promoters' who are very likely to recommend their landlord – minus those less likely ('detractors' who score 0-6). With 53% classified as promoters and 22% as detractors, this yields an NPS of +31%. This is a good net promoter score and reinforces that generally tenants are happy with the services provided by SDDC.

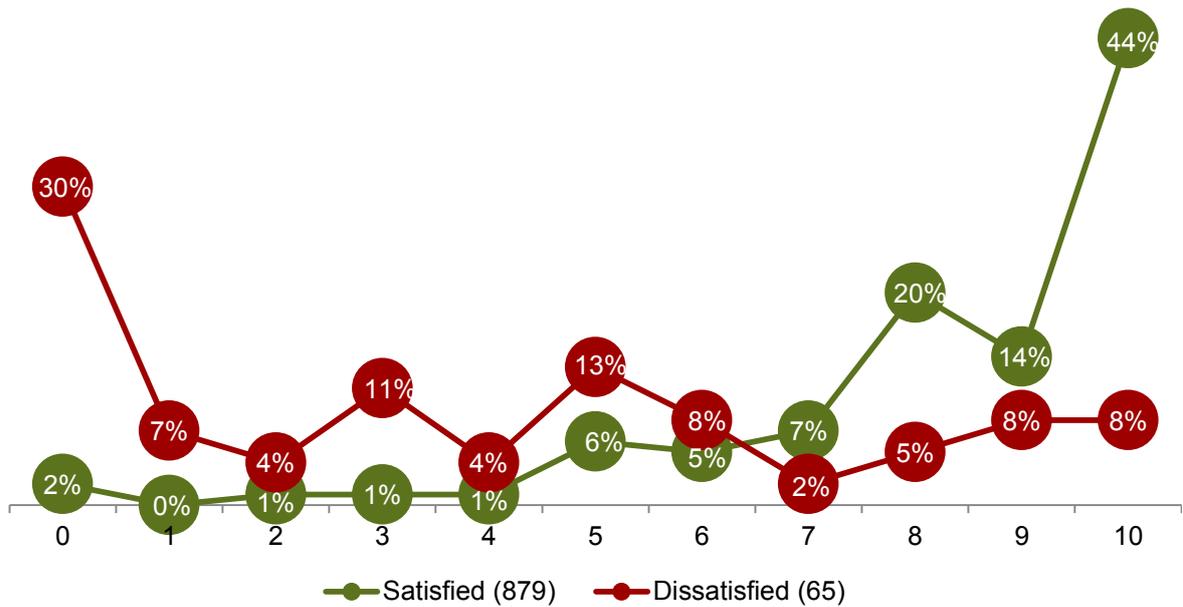
Figure 5: Q2. How likely would you be to recommend South Derbyshire District Council's Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Valid responses)



Unweighted sample base: 992

The figure below shows the relationship between tenant’s satisfaction with the service provided and their likeliness to recommend SDDC to family or friends. Three in ten (30%) general needs tenants who are dissatisfied with the overall service provided said they would be not at all likely to recommend the council as a housing provider. For those who are satisfied with the overall service provided, four in ten (44%) would be extremely likely to recommend SDDC to family and friends. This highlights the impact tenant satisfaction has on their likelihood to recommend SDDC to their family and friends.

Figure 6: Relationship between likelihood of recommending SDDC to family and friends by satisfaction with the overall service provided

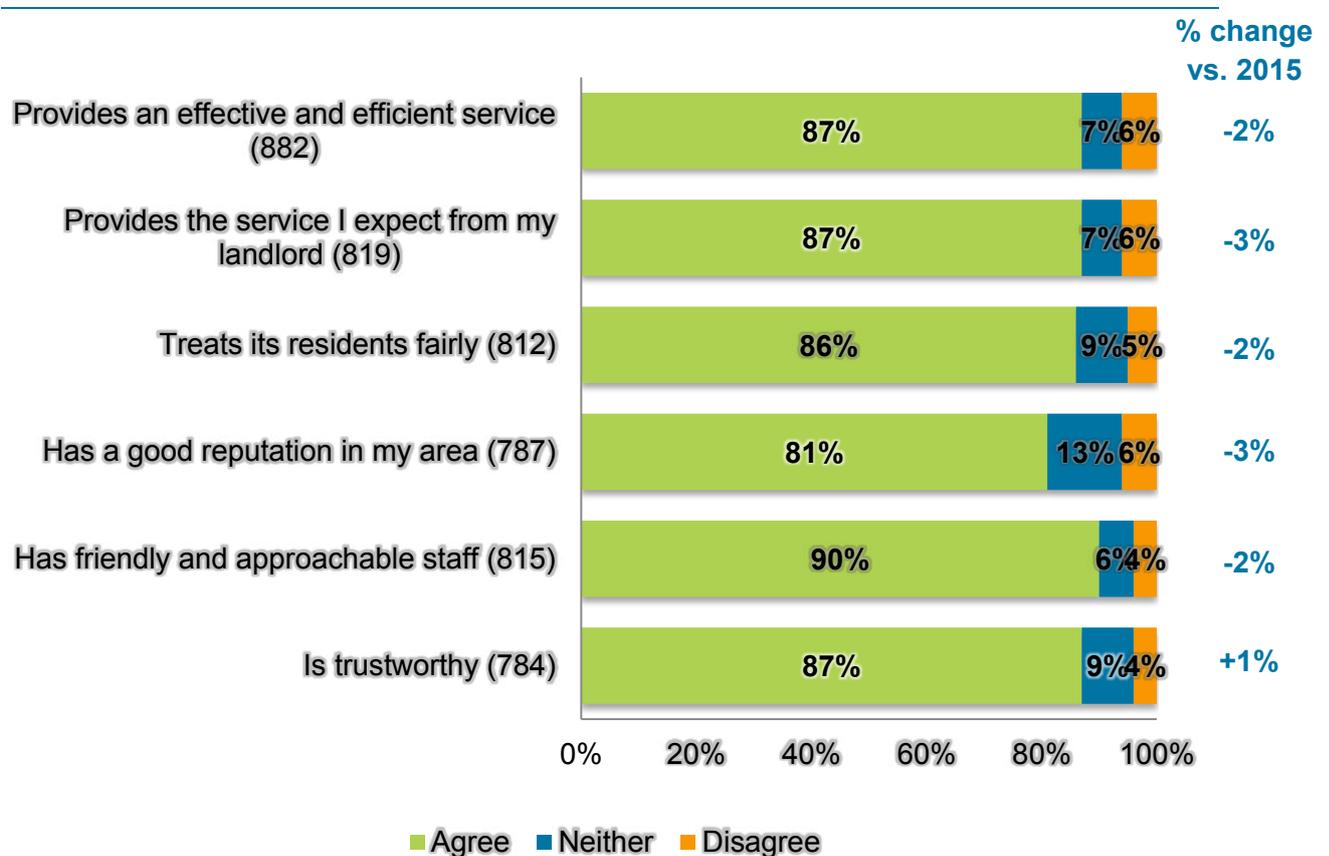


Unweighted base size in parenthesis

3.4 Housing service perceptions

SDDC tenants were asked about their perceptions towards the housing services provided by the council. On the whole, tenants are positive towards the housing services. Nine in ten (90%) tenants agree that staff are friendly and approachable. The lowest measure of agreement is still at 81%, with eight in ten agreeing that the housing services have a good reputation in their area. Compared to 2015, measures have stayed relatively similar in terms of agreement. Agreement that the service provides what tenants expect (87%) and that SDDC has a good reputation in the area (81%) have both fallen by 3-percentage points compared to the last STAR survey. Interestingly, whilst overall satisfaction has seen a significant decrease in satisfaction, general perceptions of the housing services have remained relatively stable since 2015.

Figure 7: Q4. To what extent do you agree or disagree that Housing Services...? (Valid responses)



Unweighted base size in parenthesis

3.5 Value for money of rent

Under nine in ten (87%) tenants were satisfied with the value for money their rent provides, with just over half (52%) very satisfied. Overall satisfaction with rent providing value for money is around the median when looking at how SDDC compares to others with the BMG internal benchmark data. Just 7% of tenants are dissatisfied.

Figure 8: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money (Valid responses)



Unweighted sample base: 961

In the 2015 iteration of the tenant satisfaction survey report, not applicable options were included in the final results. To compare with the previous survey, the table below shows this year's score with the not applicable included. We can observe that there has been a 3-percentage point decrease regarding rent perceptions compared to 2015 (83% cf. 86%).

Table 6: Satisfaction with rent providing value for money comparison vs. 2015 (All responses)

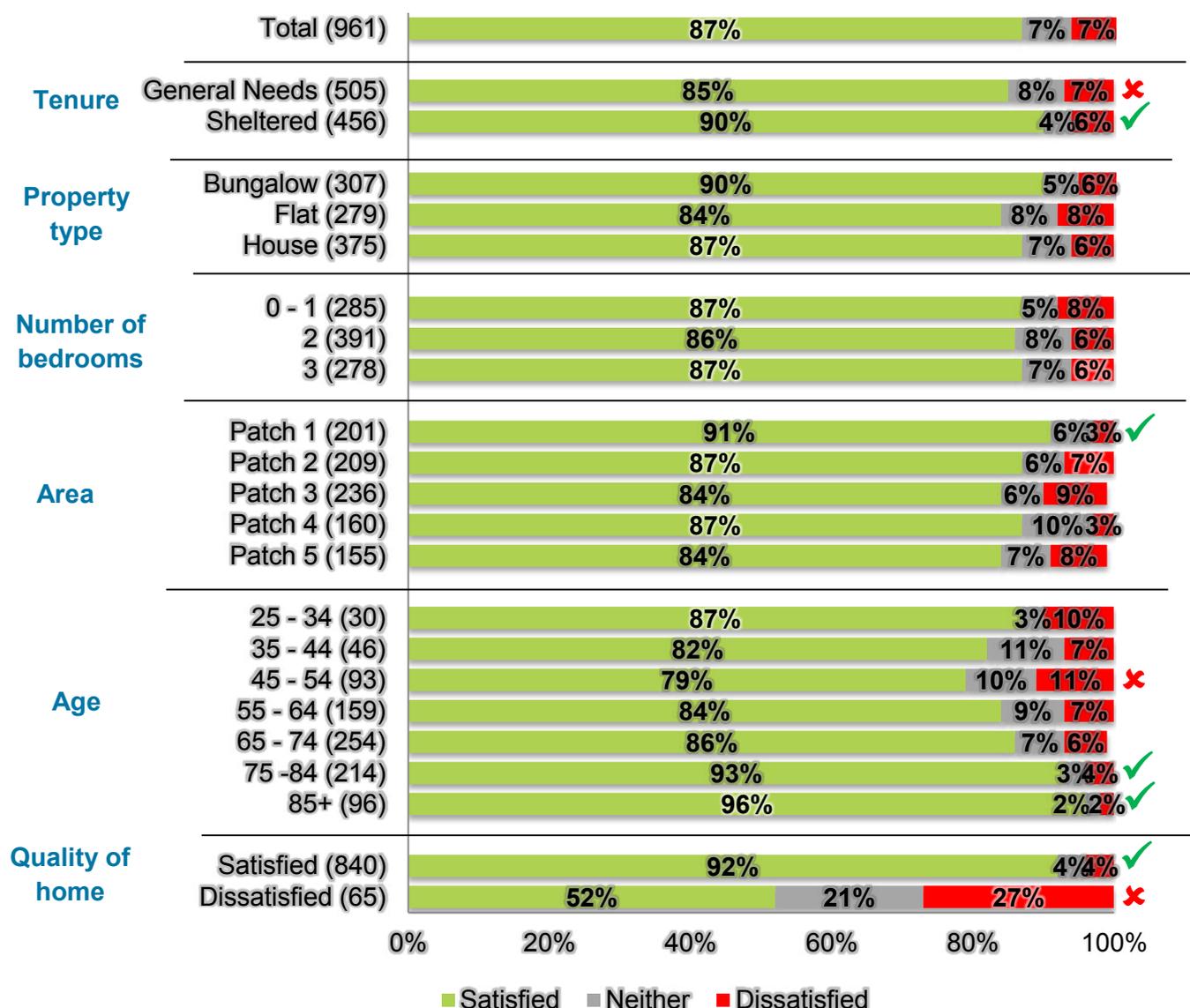
	2018	2015	% change
Satisfied	83%	86%	-3%
Neither	6%	6%	No change
Dissatisfied	7%	3%	+4%

General needs tenants are significantly less likely than sheltered tenants to be satisfied with the value for money provided by their rent (85% cf. 90%). Tenants living in Patch 1 are significantly more likely than the total average to be satisfied with this measure (91% cf. 87%).

Similar to perceptions of the overall service, tenants aged 45-54 (79%) are significantly less likely than the total average to be satisfied with the value for money their rent provides (79% cf. 87%) whilst those aged 75-84 (93%) and 85+ (96%) are significantly more likely to be satisfied.

Tenants who are satisfied with the quality of their home are significantly more likely than the total average to be satisfied with the value for money of rent. This tells us that tenants perceptions of their homes has a big factor in how much value for money they feel their rent provides.

Figure 9: Q3. How satisfied or dissatisfied are you that your rent provides value for money? : That your rent provides value for money – By sub group (Valid responses)



Unweighted sample base in parenthesis

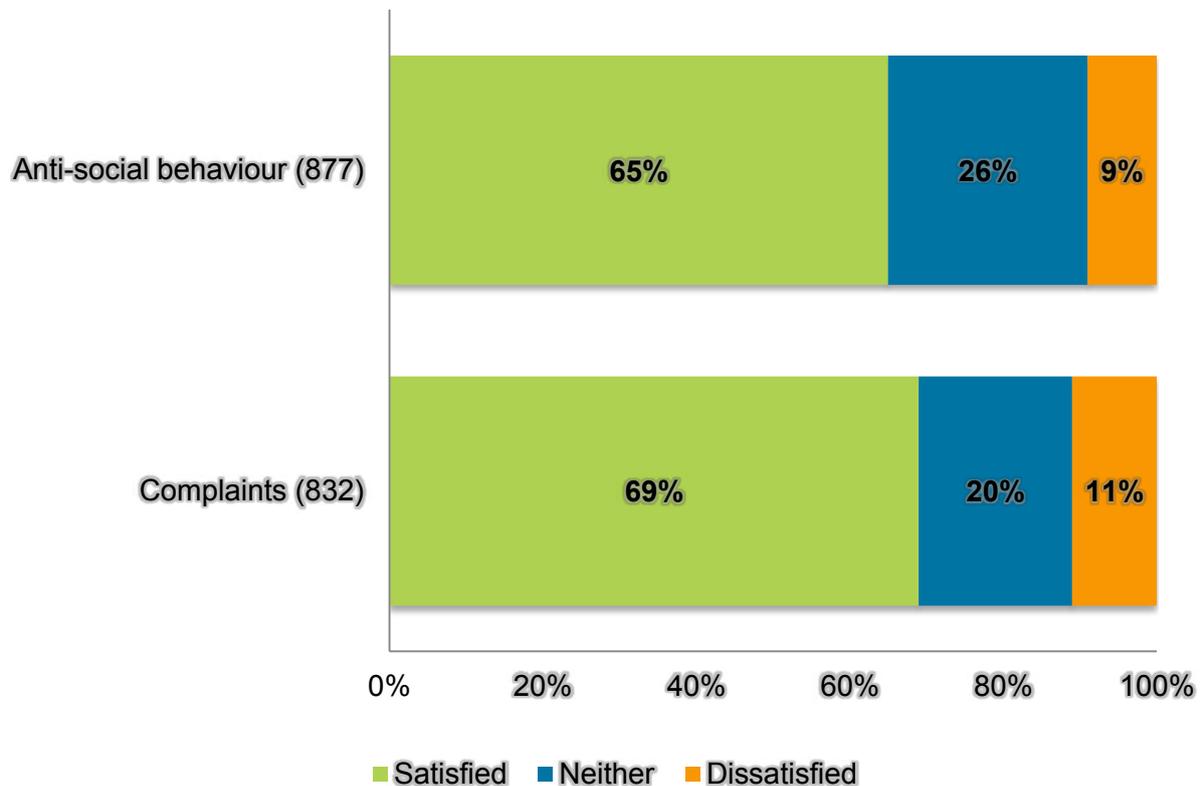
4 Housing services support and advice

4.1 Housing services support

Two thirds (65%) of tenants are satisfied with the way SDDC deals with anti-social behaviour. This measure significantly increases for those living within patch 4 compared to the total average (72% cf. 65%). One in ten (9%) are dissatisfied with this measure. This significantly rises to 14% amongst patch 3 tenants.

Seven in ten (69%) are satisfied with the way SDDC deals with complaints. Sheltered tenants are significantly more likely than general needs tenants to be satisfied with the way SDDC deals with complaints (74% cf. 66%).

Figure 10: Q5. How satisfied or dissatisfied are you with the way Housing Services deals with the following? (Valid responses)

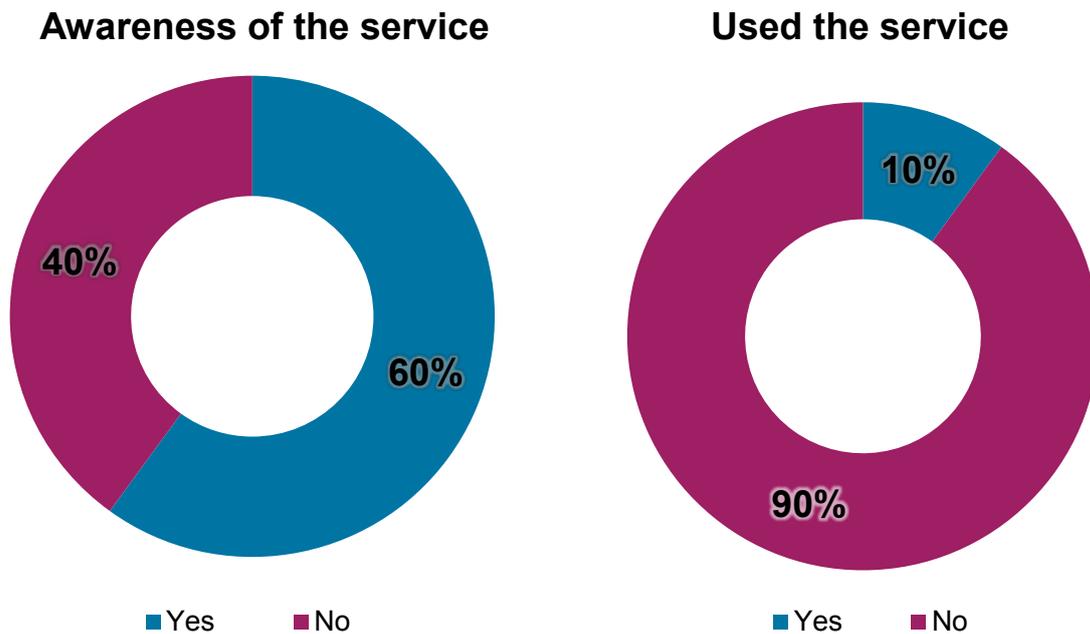


Unweighted base size in parenthesis

4.2 Complaints service

Three fifths (60%) of tenants are aware that SDDC has a formal complaints procedure, however just 10% have actually used the service in the last 12 months. Tenants residing within patch 3 are significantly more likely to have used the formal complaints service when compared to the total average (14% cf. 10%). Those living in flats are significantly more likely to have used the complaints service compared to those living in bungalows or flats (19% cf. 7%, 8%).

Figure 11: Q6. Are you aware that South Derbyshire District Council has a formal complaints procedure? Q7. Have you made a formal complaint in the last 12 months? (Valid responses)

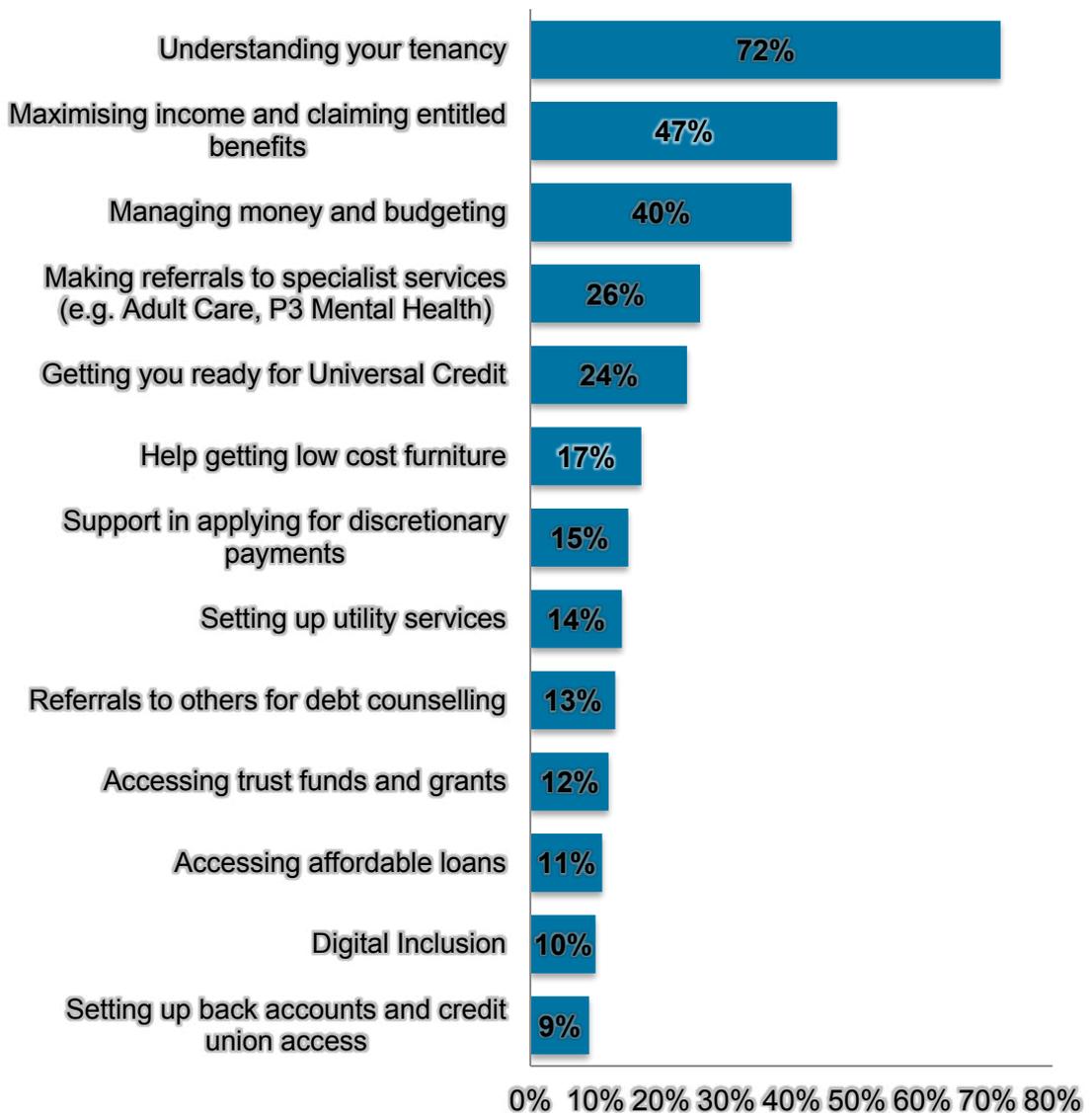


Unweighted sample base: 964, 957

4.3 Advice

Tenants were asked which advice and support services they were aware of that SDDC offers. 72% stated they were aware of the ‘Understanding your tenancy’ advice service whilst just under half (47%) were aware of the ‘Maximising income and claiming entitled benefits’ support service. Just one in ten (10%) were aware the council offered support and advice around digital inclusion. This may be an important area to raise aware in the future as more services migrate to an online environment.

Figure 12: Q11. Which of the following advice and support services South Derbyshire District Council offers are you aware of? (Valid responses)



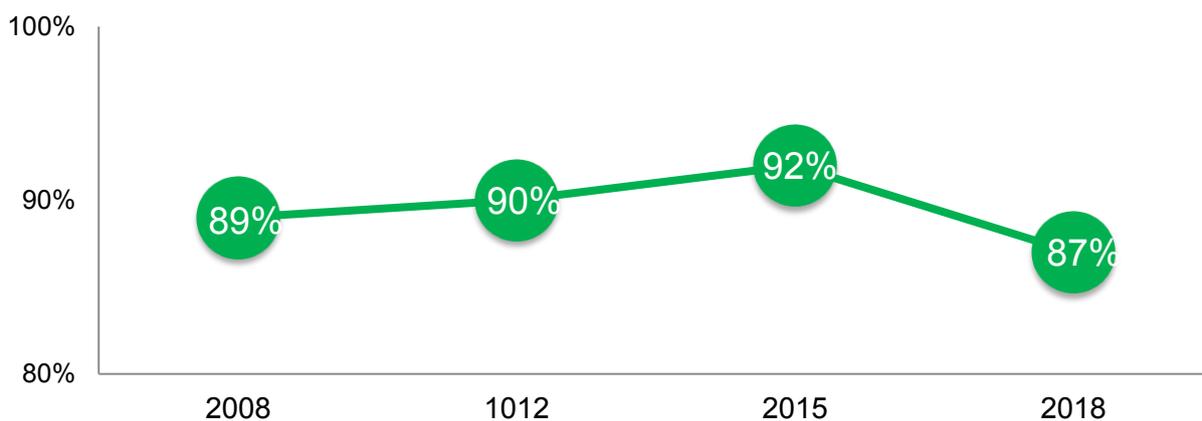
Unweighted sample base: 624

5 Estate services

5.1 Neighbourhood as a place to live

Just under nine in ten (87%) are satisfied with their neighbourhood as a place to live, with half (49%) stating they are very satisfied. This has seen a significant decline since the previous survey in 2015 (87% cf. 92%). In regards to the benchmark, SDDC performs just under the upper quartile for this measure. Dissatisfaction has also seen a significant increase compared to the previous year, rising from 5% to 8%.

Figure 13: Q8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? : Your neighbourhood as a place to live (Valid responses)



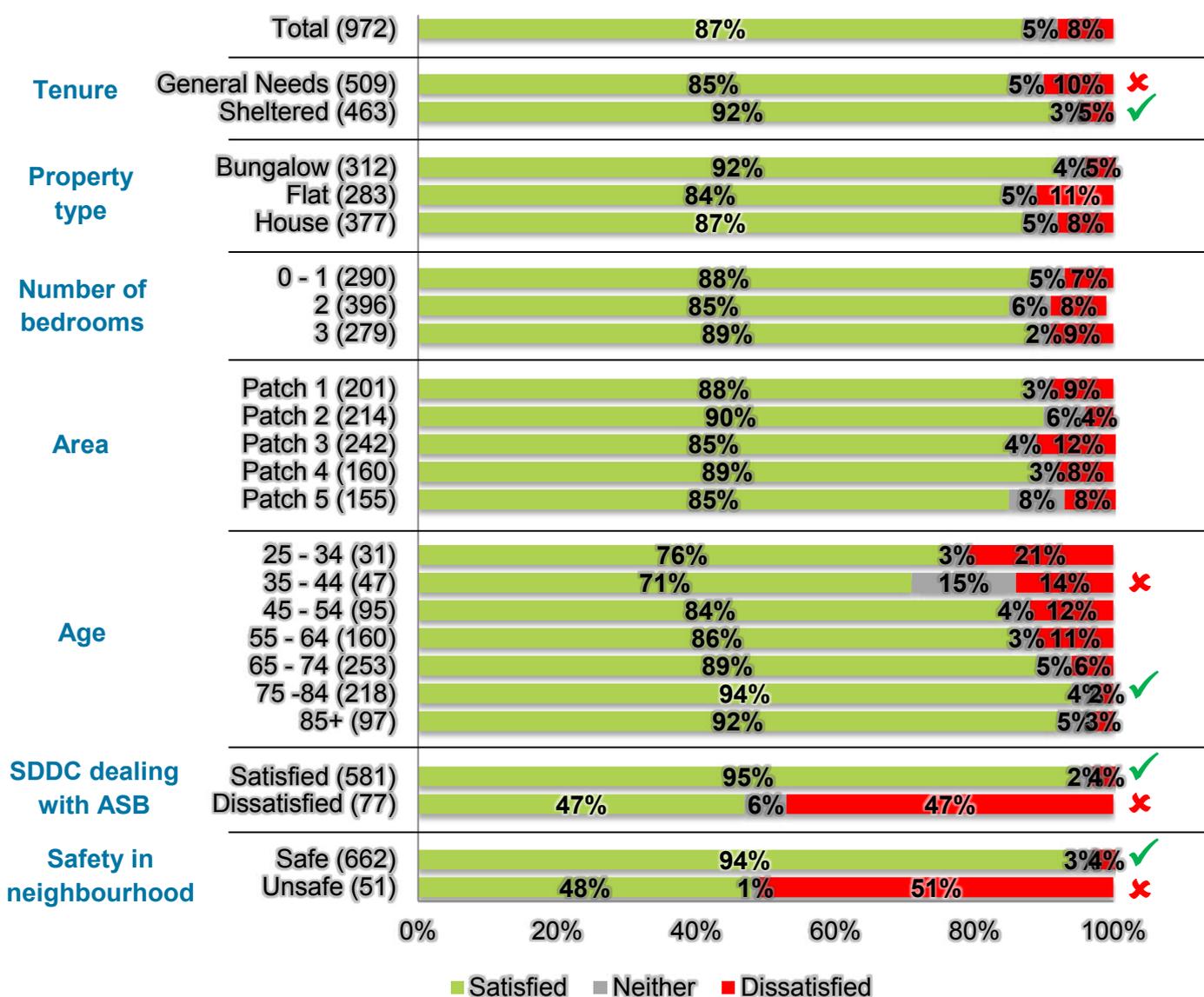
Unweighted sample base: 972

General needs tenants are significantly less likely compared to sheltered tenants to be satisfied with their neighbourhood as a place to live (85% cf. 92%). In terms of area, there are no significant differences between any of the areas in terms of satisfaction. Tenants in patch 3 (12%) and patch 1 (9%) however are significantly more likely than those in patch 2 (4%) to be dissatisfied with their neighbourhood as a place to live.

Tenants aged 35-44 are significantly less likely compared to the total average to be satisfied with their neighbourhood as a place to live (71% cf. 87%), whilst those aged 75-84 are significantly more likely to be (92% cf. 87%).

Tenants who are satisfied with the way SDDC deals with antisocial behaviour are significantly more likely than the total average to feel satisfied with their neighbourhood as a place to live (95% cf. 87%). The same can be said for those who feel safe in their neighbourhood (94% cf. 87%).

Q8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? : Your neighbourhood as a place to live – By subgroup (Valid responses)



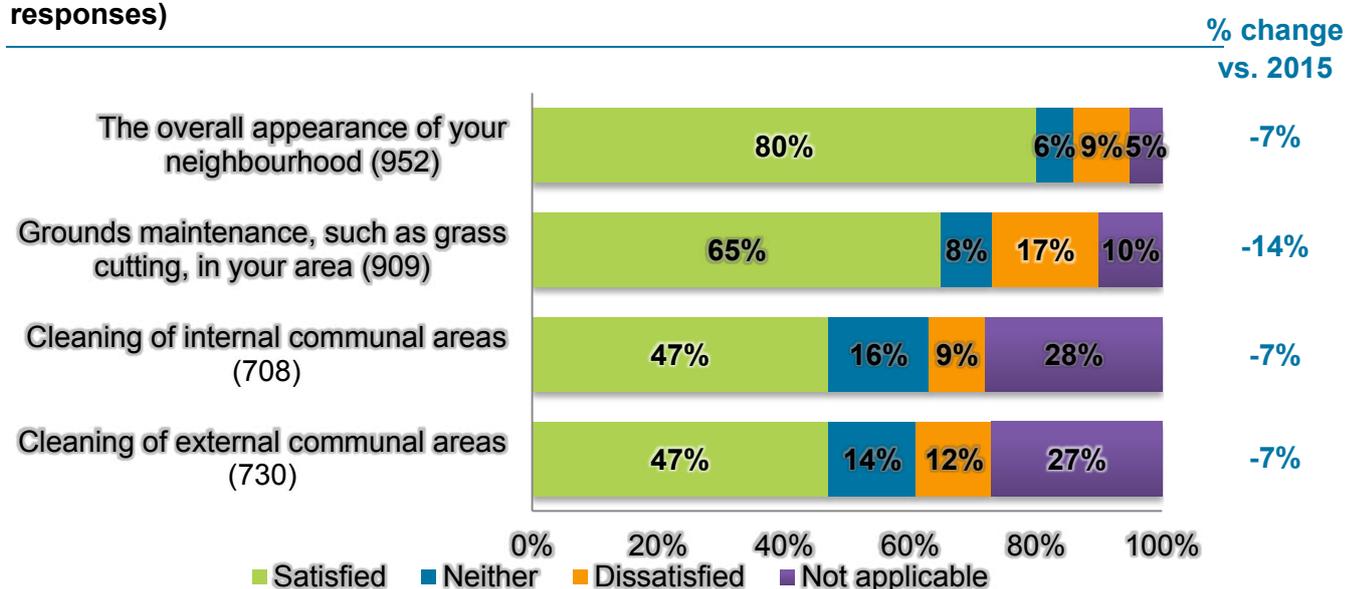
Unweighted sample base in parenthesis

5.2 Estate service perceptions

Tenants were asked to rate their satisfaction with various estate services operated by the council's housing services. Please note for this figure, not applicable options were included to compare with the 2015 findings. Eight in ten (80%) of tenants were satisfied with the overall appearance with their neighbourhood. This was a 7-percentage point decrease compared to the 2015 results. Two thirds of tenants (65%) are satisfied with the grounds maintenance service, a 14-percentage point increase compared to the previous results. It's worth noting however that the proportion choosing 'not applicable' has risen from 3% to 10% on this measure.

Just under half are satisfied with the cleaning of the internal communal areas (47%) and the external communal areas (47%), both falling 7-percentage points from 54% in the 2015 results.

Figure 14: Q9. How satisfied or dissatisfied are you with each of the following (All responses)



Unweighted sample base in parenthesis

When analysing estate services by area, not applicable options were removed. Tenants in patch 2 were significantly more likely than the total average to be satisfied with the overall appearance of their neighbourhood (91% cf. 84%).

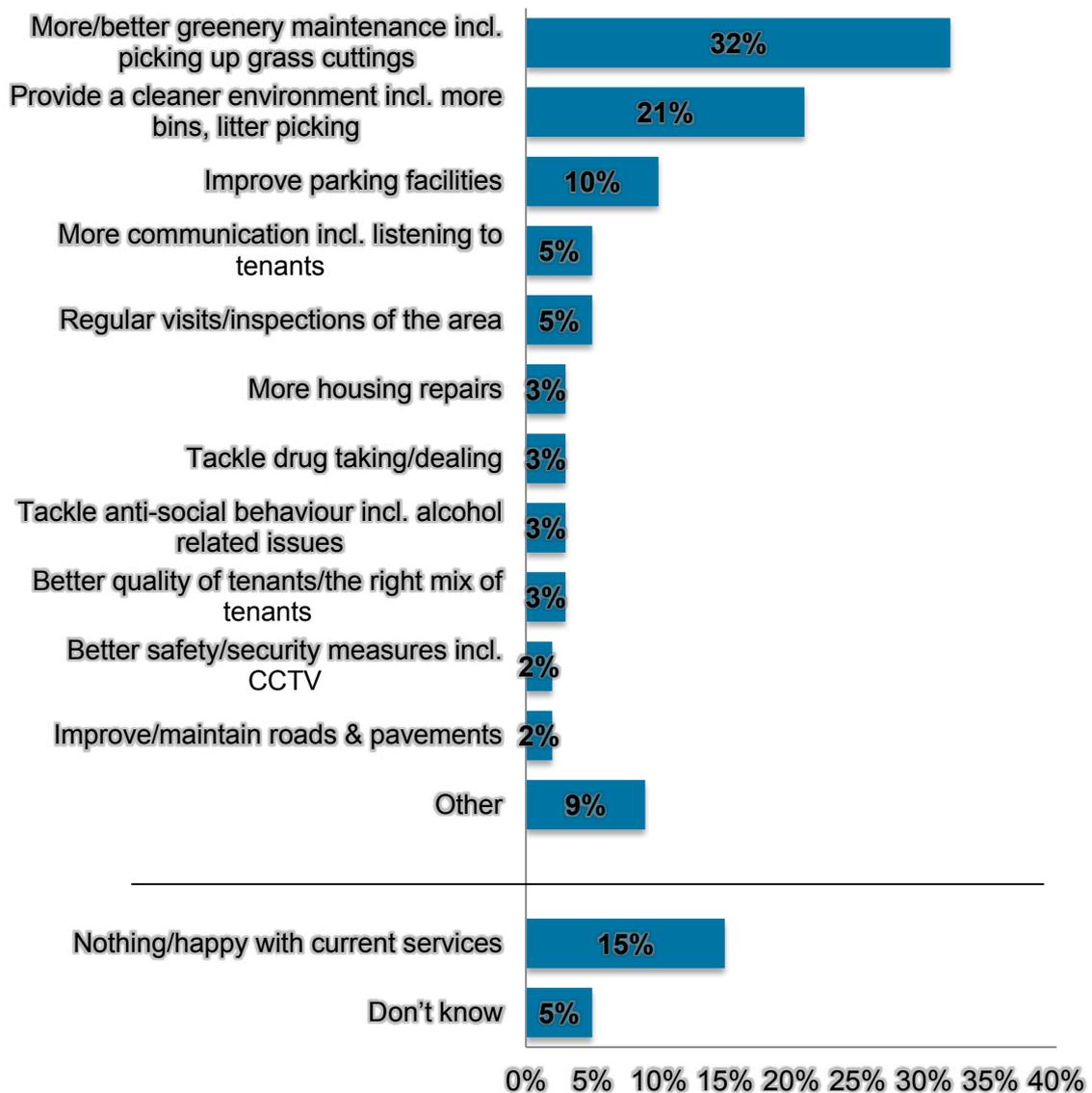
Table 7: Estate service perceptions by area (Valid responses)

% satisfied	Patch 1	Patch 2	Patch 3	Patch 4	Patch 5
The overall appearance of your neighbourhood	82%	91% ✓	81%	85%	83%
Grounds maintenance, such as grass cutting, in your area	68%	74%	75%	72%	75%
Cleaning of internal communal areas	62%	68%	67%	58%	68%
Cleaning of external communal areas	62%	68%	65%	56%	66%

When tenants were asked how they feel the estates services could be improved, a third of those that responded said that more/ better greenery maintenance would improve their perceptions of the service (32%). Sheltered tenants were significantly more likely than general needs tenants to site better greenery maintenance as a way to improve the estate services (45% cf. 25%).

A fifth (21%) also mentioned a cleaner environment (more bins/ litter picking) would help to improve the service followed by improved car parking facilities (10%).

Figure 15: Q10. How do you feel Housing Services could improve its estates services? (Valid responses)



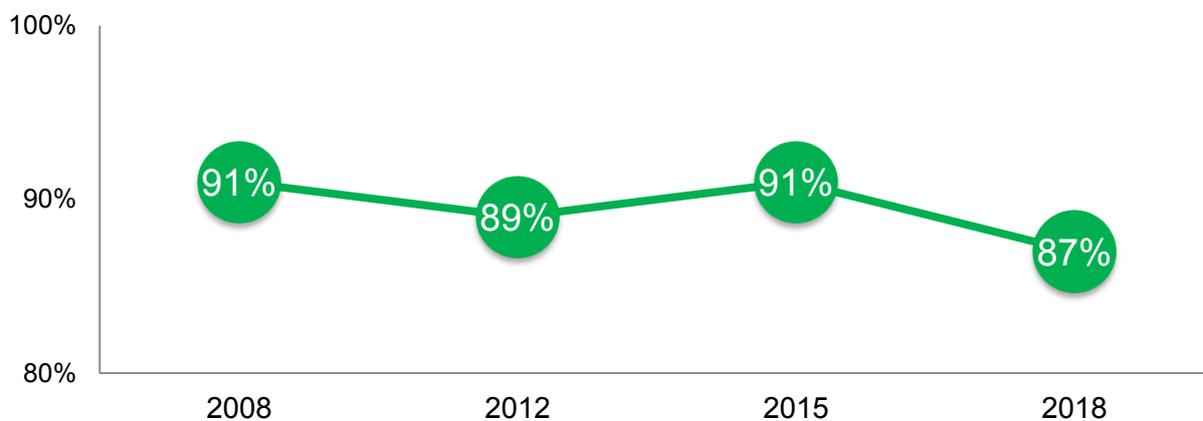
Unweighted sample base: 317

6 Your home

6.1 Quality of Home

Just under nine in ten (87%) of tenants said they were satisfied with the quality of their home, with just over four in ten (44%) satisfied. This has seen a significant decrease in satisfaction compared to the 2015 results (91%). As seen in section 2.5 however this measure does perform within the upper quartile of the benchmark when comparing SDDC to other organisations. Just under one in ten (8%) are dissatisfied with the quality of their home.

Figure 16: Q12. How satisfied or dissatisfied are you with the overall quality of your home? (Valid responses)



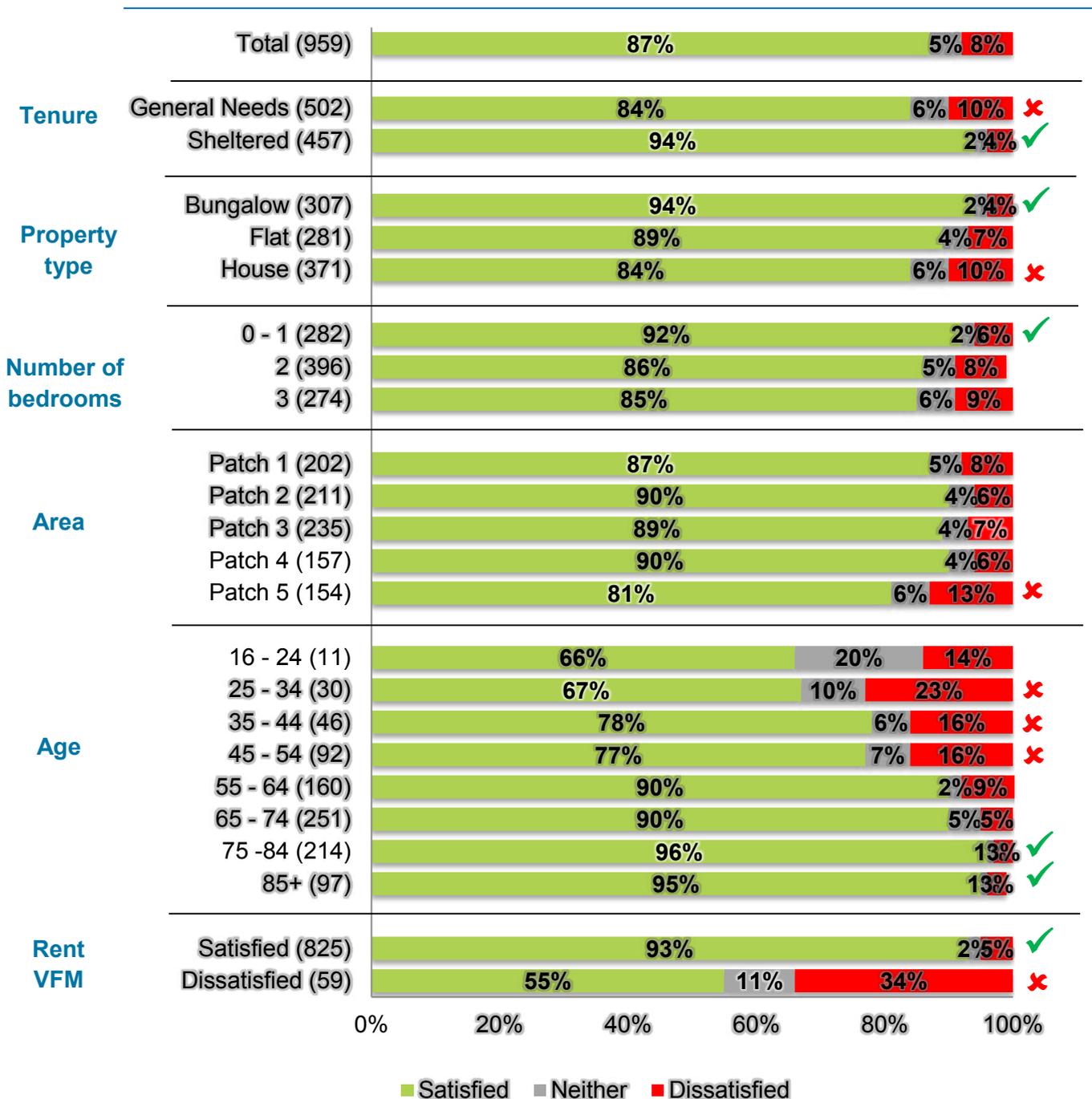
Unweighted Sample base: 1,106

Similar to previous measures, general needs tenants are significantly less likely than sheltered tenants to be satisfied with the quality of their home (94% cf. 84%). In terms of property type, tenants living in bungalows are significantly more likely than the total to be satisfied with the quality of their home (94% cf. 87%) whilst those in houses are significantly less likely to be (84%).

Tenants living in patch 5 are significantly less likely than the total to feel satisfied with the quality of their home (81% cf. 87%).

Again, similar to previous measures perceptions are lower amongst younger tenants compared to older ones. Those aged 25-34 (67%), 35-44 (78%) or 45-54 (77%) are all significantly less likely than the total to be satisfied with this measure (87%). Conversely, tenants aged 75-84 (96%) or 85+ (95%) are significantly more likely to be satisfied.

Figure 17: Q12. How satisfied or dissatisfied are you with the overall quality of your home? - By Sub Group (Valid responses)



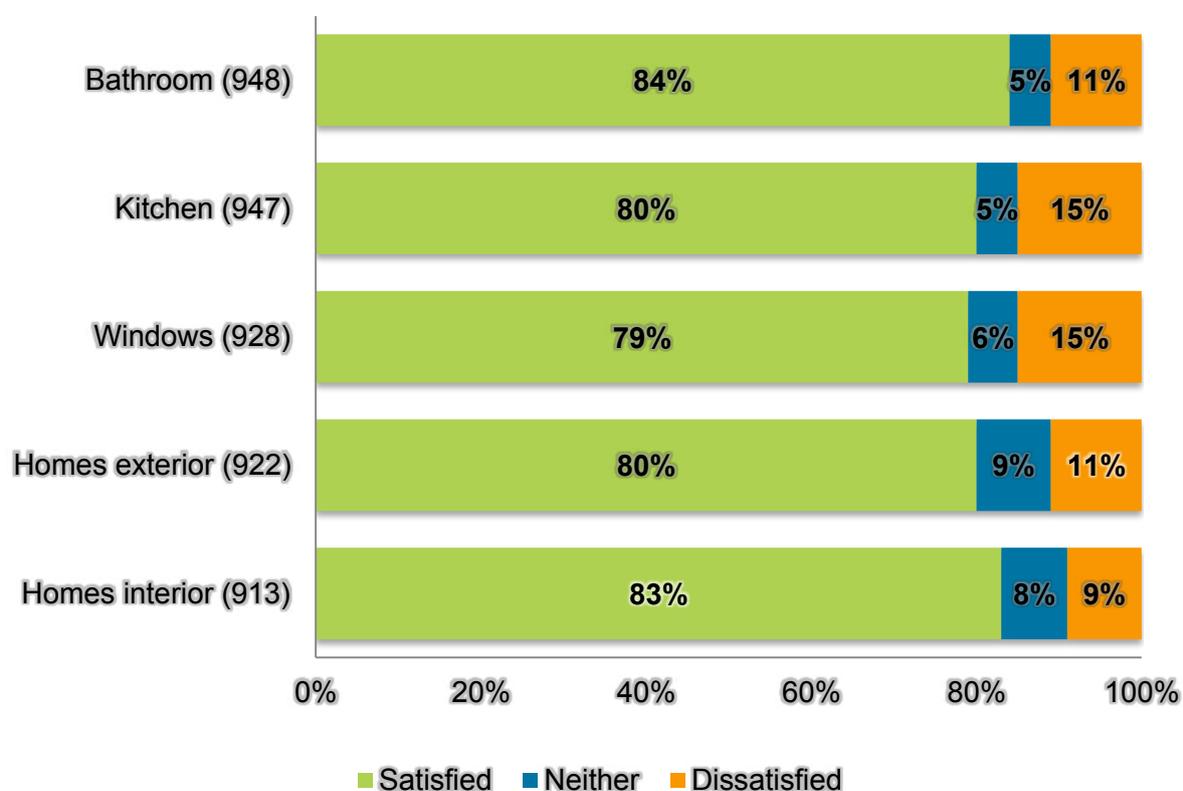
Unweighted sample base in parenthesis

6.2 Condition of your home

Tenants were asked how satisfied or dissatisfied they were with the condition of various areas of their homes. Around eight in ten were satisfied with all areas of their house, rising to 84% for the condition of their bathroom, down to 79% for the condition of their windows.

Those living in bungalows are significantly more likely to be satisfied with their windows (85%), home exterior (85%) and interior (88%) compared to the total average. Those in houses are significantly less likely to be satisfied with the condition of their windows (73% cf. 79%).

Figure 18: Q13. How satisfied or dissatisfied are you with the overall condition of your....? (Valid responses)



Unweighted sample base in parenthesis

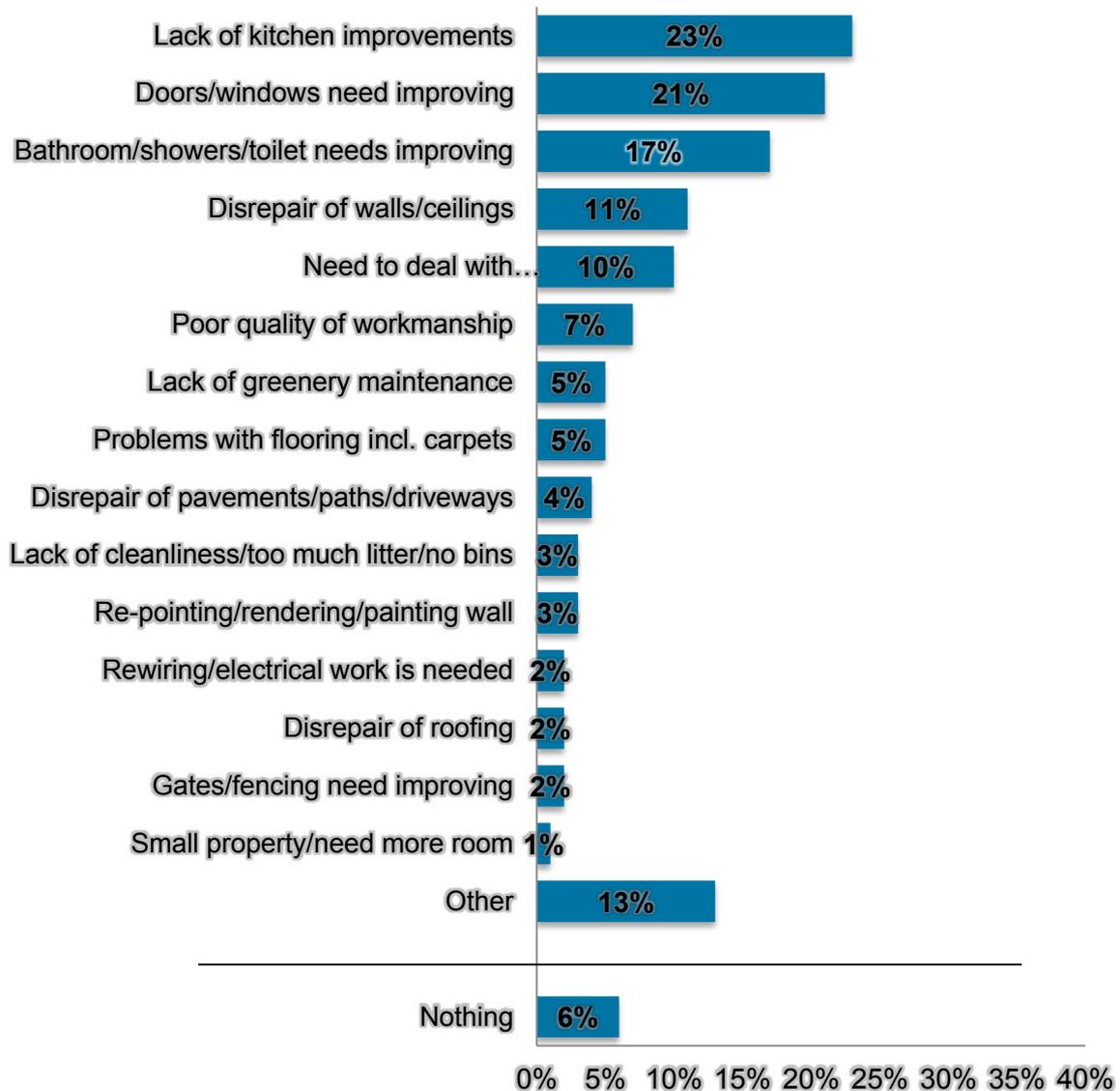
Table 8: Condition of home satisfaction by property type (Valid responses)

% satisfied	Bungalow	Flat	House
Bathroom	86%	84%	83%
Kitchen	82%	83%	78%
Windows	85% ✓	86% ✓	73% ✗
Homes exterior	85% ✓	80%	78%
Homes interior	88% ✓	83%	81%

6.3 Dissatisfaction with the condition of the home

If a respondent expressed dissatisfaction towards an area of their home they were asked for their reasons why. 23% of those who were dissatisfied said it was due to a lack of kitchen improvements, whilst 21% said their windows or doors need improving. Under a fifth (17%) of those dissatisfied said that their bathroom needed improving.

Figure 19: Q14. If you are dissatisfied with the condition of an area of your home, why do you think this? (Dissatisfied with the condition of an area of your home)



Unweighted sample base: 314

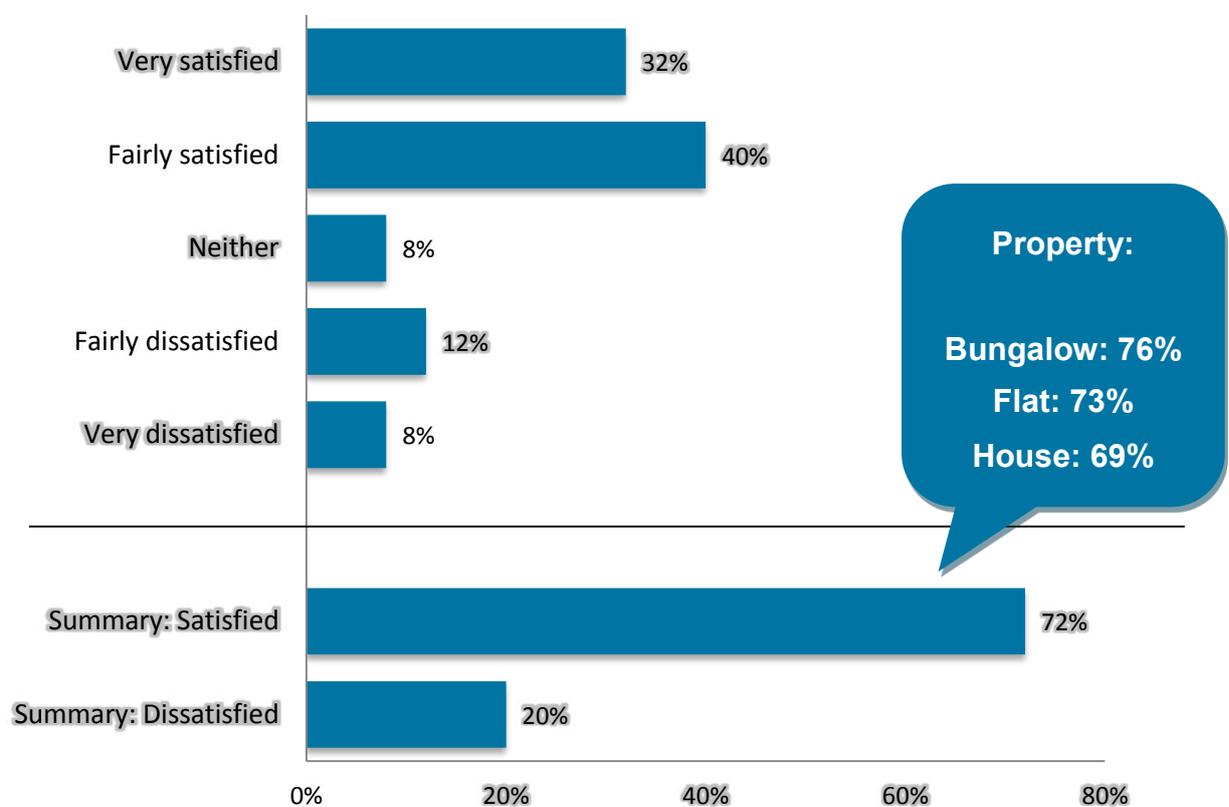
6.4 Standard of home

Just over seven in ten (72%) were satisfied with the standard of their home, with a third (32%) very satisfied. A fifth (20%) of tenants expressed dissatisfaction towards the standard of their home.

Tenants living in bungalows are significantly more likely than those living in houses to be satisfied with the standard of their home (76% cf. 69%).

Those whose last improvement to their home was in 2015/16 are significantly less satisfied than those whose last improvement was in 2016/17 in regards to satisfaction with the standard of home when moving in (79% cf. 69%).

Figure 20: Q15. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? (Valid responses)

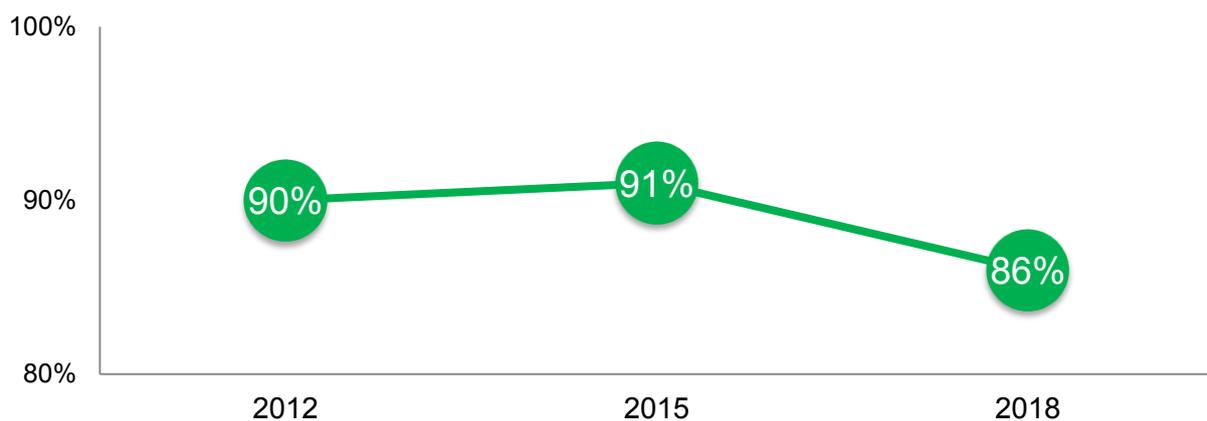


Unweighted sample base: 964

7 Repairs and maintenance

86% of tenants were satisfied with the way housing services deals with repairs and maintenance, with over half (53%) very satisfied. This measure has fallen by 5-percentage points since the 2015 survey, a significant decline (86% cf. 91%). As seen in the benchmark in section 2.5 however, repairs and maintenance perceptions are in the upper quartile of the benchmark. Just under one in ten (8%) are dissatisfied with this measure.

Figure 21: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? (Valid responses)



Unweighted sample base: 976

Sheltered tenants are significantly more likely than general needs tenants to be satisfied with the way housing services deals with repairs and maintenance (91% cf.83%).

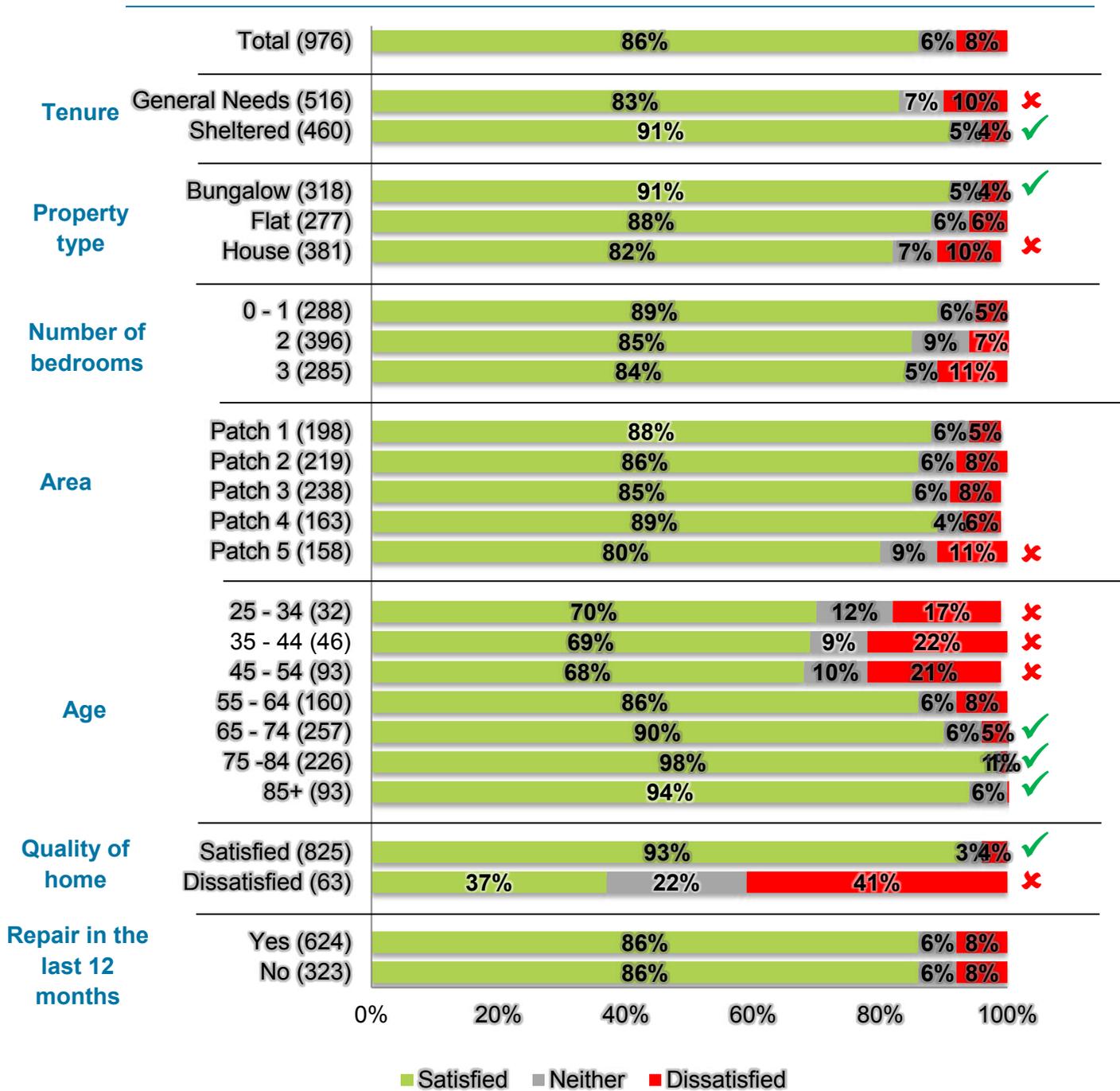
Tenants living in bungalows were significantly more satisfied with the repairs service compared to those living in houses (91% cf. 82%). Tenants residing within Patch 5 are significantly less likely than the total average to be satisfied with this measure (80% cf. 86%).

Tenants aged 25-34 (70%), 35-44 (69%) or 45-54 (68%) all hold significantly lower perceptions towards the repairs service compared to the total (86%) whilst those aged 75-84 (98%) or 85+ (94%) are significantly more likely to be.

Tenants that are satisfied with the quality of their home are significantly more likely than the total average to be satisfied with the way housing services deals with repairs and maintenance (93% cf. 86%).

There are no differences in perceptions towards the repairs service between those who have had a repair in the last 12 months or haven't had one in this time period.

Figure 22: Q16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? – By sub group (Valid responses)

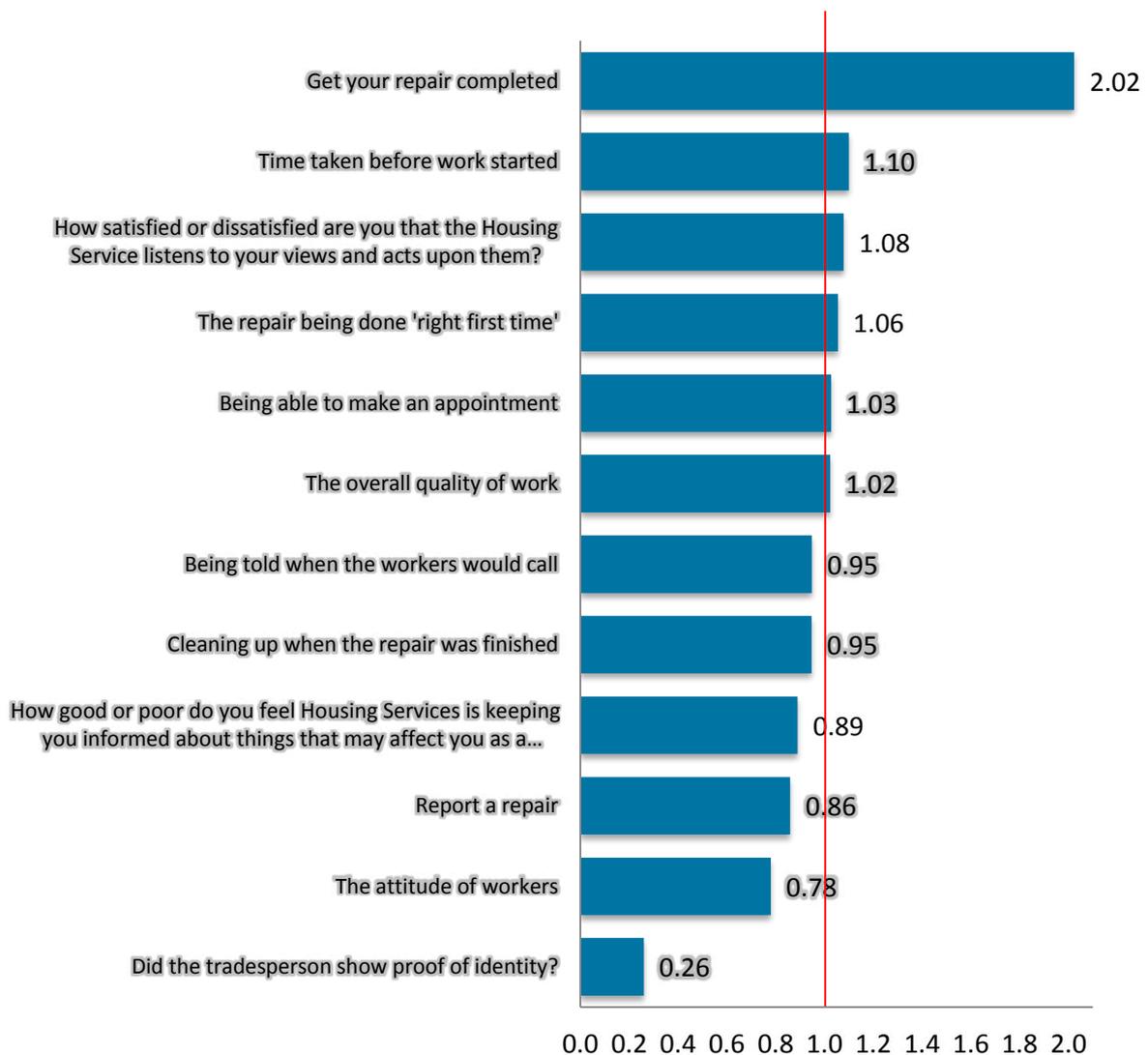


Unweighted sample base in parenthesis

7.1 Key Driver Analysis

When look at the correlation between various measures in relation to satisfaction with the repairs service, the ease of getting a repair completed is by far the biggest factor. Other big influences in determining satisfaction in regards to satisfaction with repairs is the time taken before work started, Listening to views and acting upon them and the repair being done right first time. Perceptions of the person coming to do the repair seemingly have the lowest impact on repairs and maintenance perceptions, with the attitude of workers and whether they showed proof of identity having little influence.

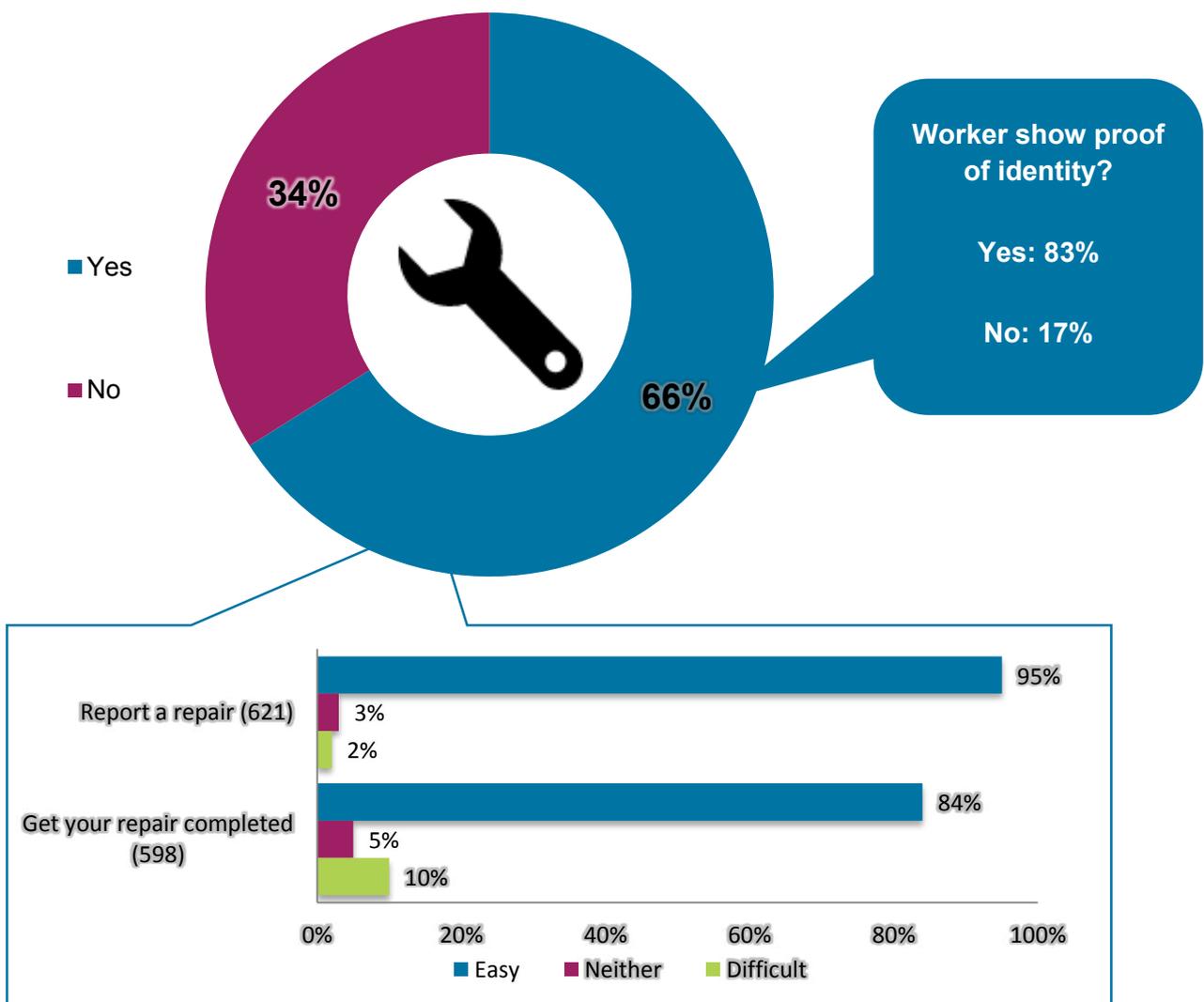
Figure 23: Key drivers of satisfaction with overall service provided



7.2 Reporting a repair

Two thirds (66%) of tenants said that they have had a repair to their home in the last 12 months. Of those that have had a repair, 95% found it easy to report the repair, whilst 84% found it easy to get the repair completed. Over four fifths (83%) said that the worker showed them their proof of identity.

Figure 24: Q17. Have you had any repairs to your home in the last 12 months? (Valid response) Q19. Did the tradesperson show proof of identity? Q20/1.Overall, how easy was it to...? : Report a repair Q20/2.Overall, how easy was it to...? : Get your repair completed (Had a repair in the last 12 months)



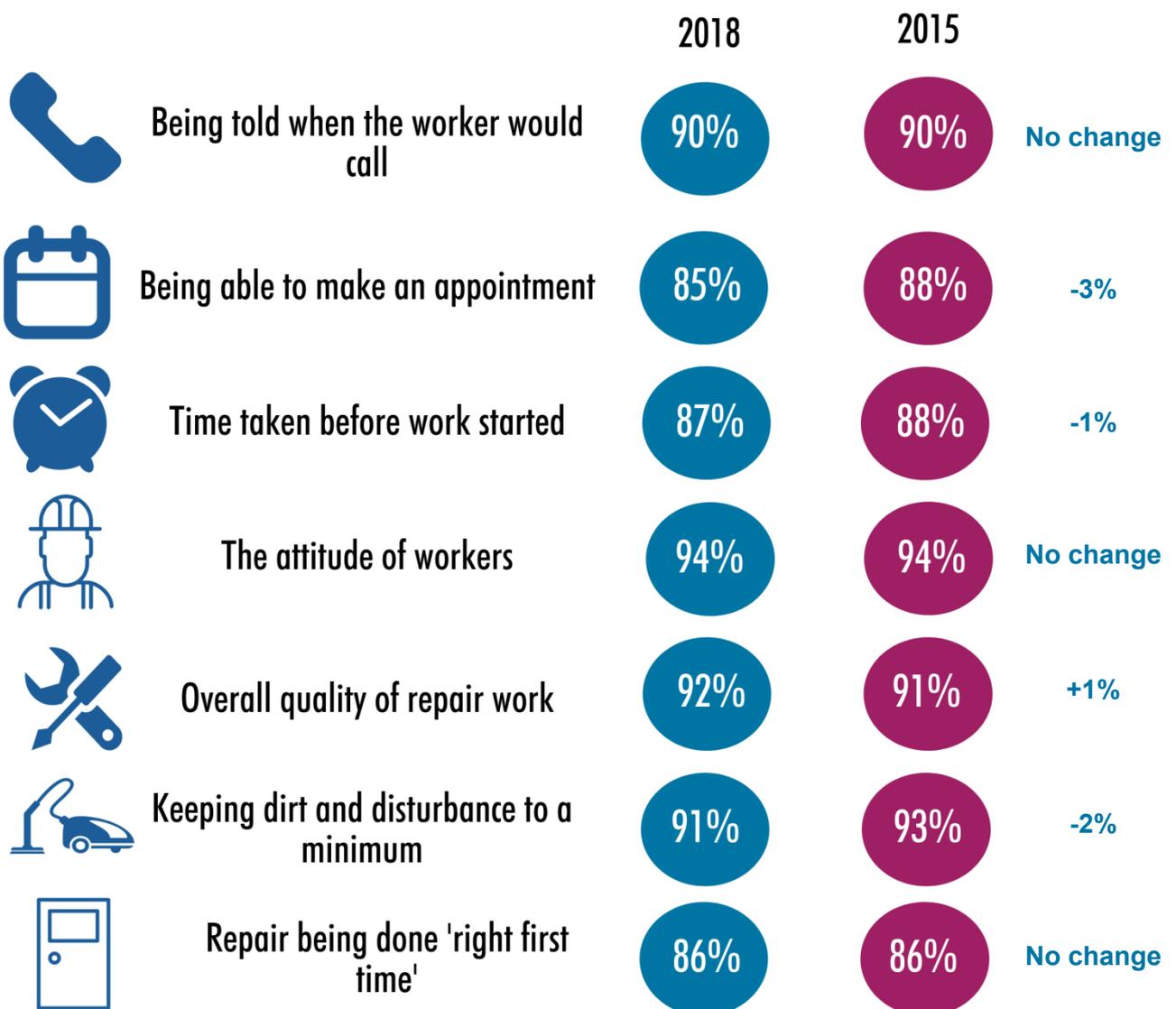
Unweighted sample base: 959

7.3 Repairs perceptions

Those who have had a repair in the last 12 months were asked about their perceptions of the repair process. In general, tenants are satisfied with the customer journey from organising the repair to be done up to the repair being completed. Tenants were most satisfied with the attitude shown by the workers completing the repair (94%), whilst perceptions were lowest with being able to make an appointment (85%).

Results are relatively in line with the 2015 result findings.

Figure 25: Q18. Thinking about the LAST time you had a repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (Valid responses)



Unweighted sample base varies

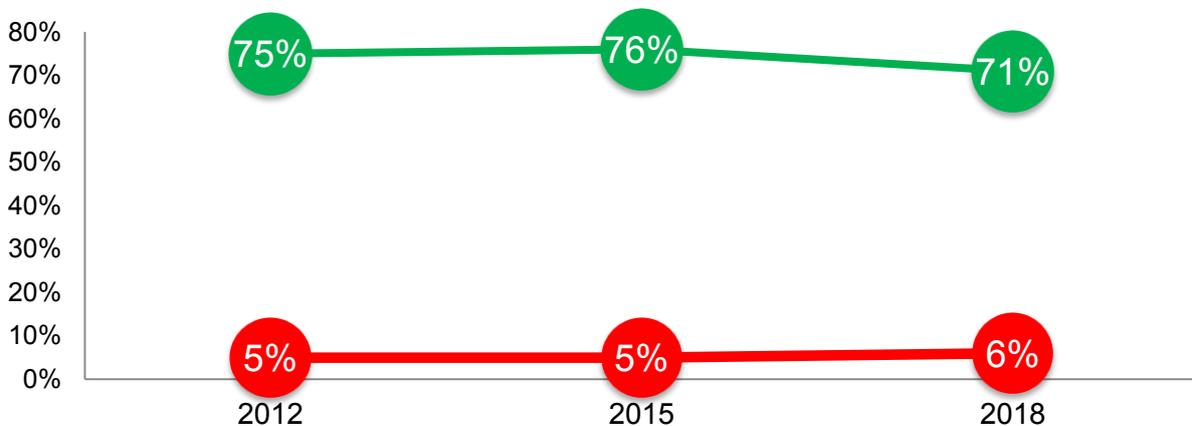
8 Community engagement

8.1 Opportunity to make views known

Seven in ten (71%) tenants expressed satisfaction toward the housing services giving them the opportunity to make their views known, with three in ten (31%) very satisfied. Just 6% are dissatisfied with this measure.

Overall satisfaction has seen a significant decrease compared to the 2015 survey (71% cf. 76%) whilst seeing dissatisfaction remained relatively stable.

Figure 26: Q21. How satisfied or dissatisfied are you that Housing Services gives you the opportunity to make your views known (Valid responses)



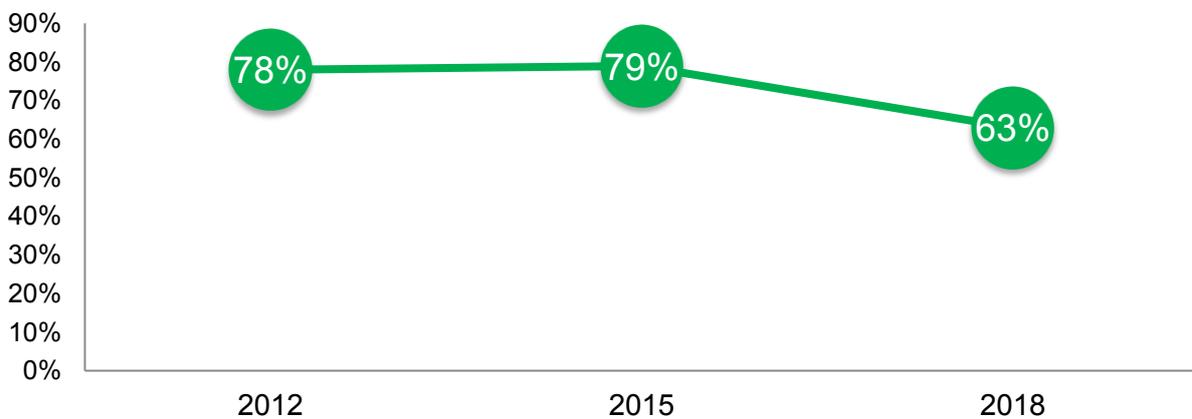
Unweighted sample base: 954

8.2 Listening to views and acting upon them

Just under two thirds (63%) of tenants are satisfied with their views being listened to and acted upon by the housing services, with a third very satisfied (35%). This measure has seen the biggest drop in satisfaction compared to the 2015 results, falling significantly by 16-percentage points (63% cf. 79%). This is also the only measure that falls into the lower quartile when compared to other organisations in the BMG benchmark.

Whilst satisfaction has seen a big decrease, overall dissatisfaction has remained relatively stable. The biggest change is in regards to the proportion of those who are neutral on this measure. A quarter (26%) said they were neither satisfied nor dissatisfied with views being listened to and acted upon, a 13% increase compared 2015 (26% cf. 13%).

Figure 27: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? (Valid responses)



Unweighted sample base: 953

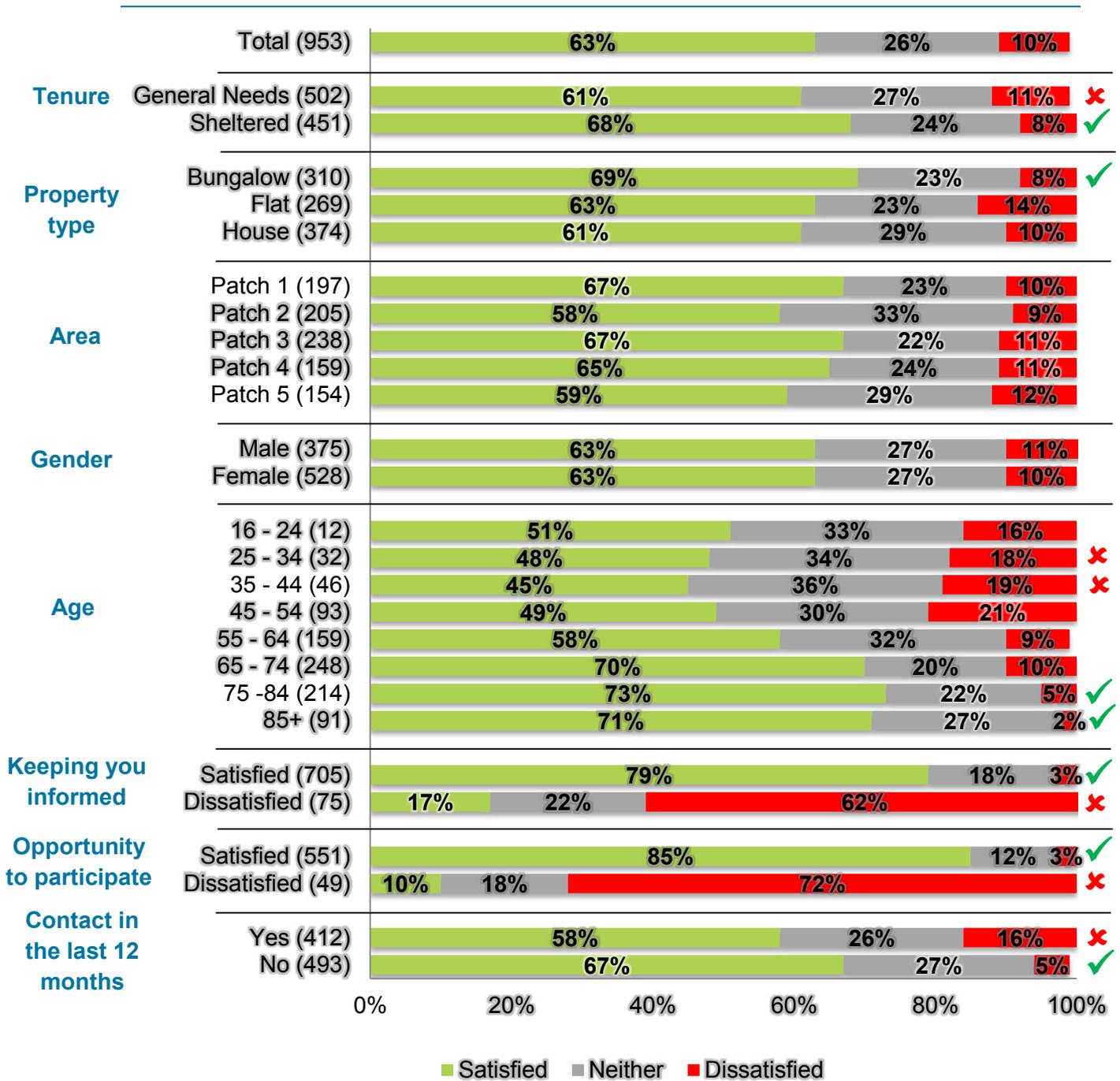
As with previous measures, general needs tenants are significantly less satisfied with their views being listened to and acted upon compared to sheltered tenants (68% cf. 61%).

In regards to age, tenants aged 35-34 (48%) or 35-44 (45%) are significantly less likely compared to the total to be satisfied with this measure (63%). Conversely, tenants aged 75-84 (73%) and 85+ (71%) are significantly more likely to be satisfied.

Tenants who are satisfied with being kept informed by housing services are significantly more likely than the total average to be satisfied with their views being listened to and acted upon (79% cf. 63%). The same can be said for those satisfied with their opportunity to participate (85% cf. 63%).

Tenants who have contacted the council in the last 12 months are significantly less satisfied with their views being listened to and acted upon compared to those who have not contacted the council in this time frame (58% cf. 67%). This is a common finding in these satisfaction surveys however so is not unique to SDDC.

Figure 28: Q22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? – By sub group (Valid responses)

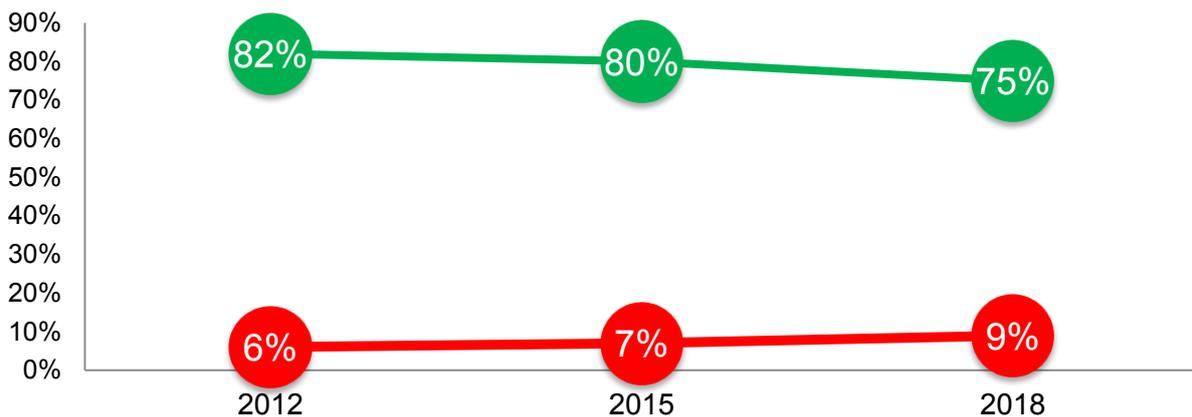


Unweighted sample based in parenthesis

8.3 Keeping tenants informed

Three quarters of tenants (75%) feel that the housing services are good at keeping them informed about things that may affect them as a resident, with a third saying they are very good (33%). This is a significant drop compared to the 2015 survey (75% cf. 81%). Just under one in ten say they feel housing services are poor in this regard.

Figure 29: Q23. How good or poor do you feel Housing Services is at keeping you informed about things that may affect you as a resident? (Valid responses)

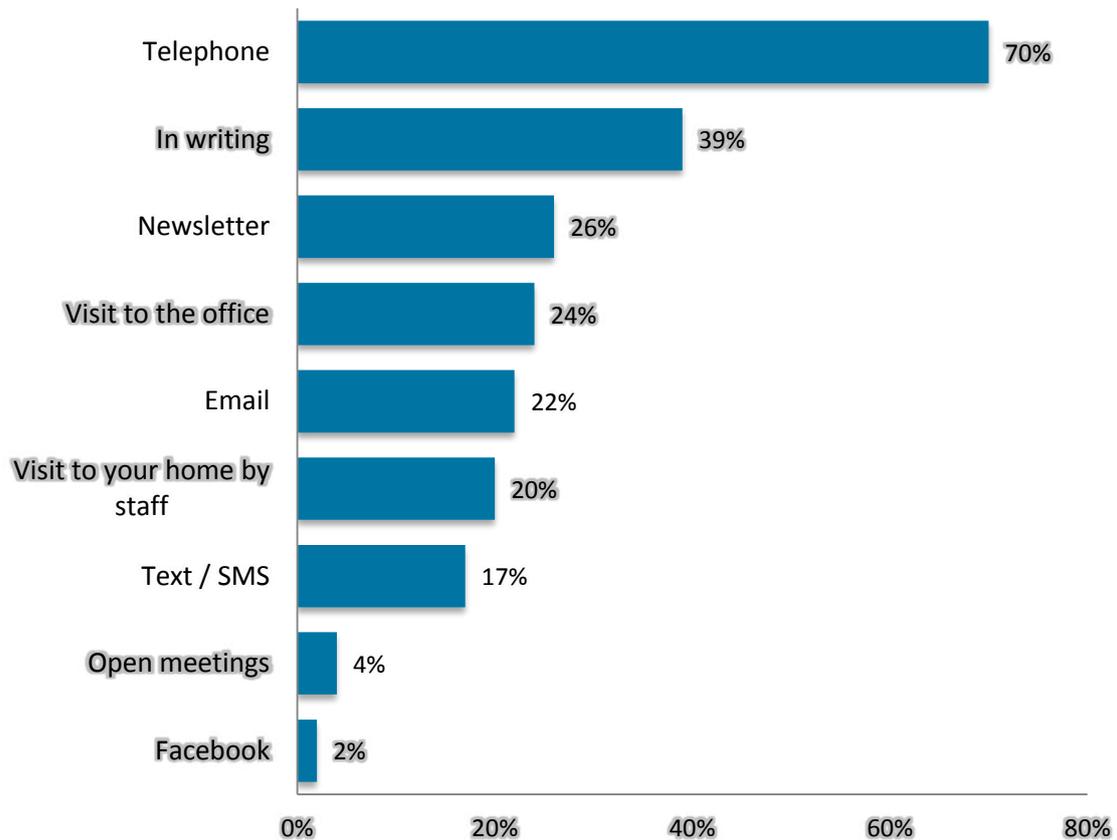


Unweighted sample base: 959

When asked which methods tenants would like to be kept informed, seven in ten (70%) said telephone would be their preferred method of communication. In writing was the second most mentioned method, with 39% saying this is their desired method of communication.

Just 22% mention email as the proffered method of communication; however this rises amongst younger tenants, 43% of 25-34 years old and 66% for those aged 35-44 say they are happy to be informed about things affecting them via email.

Figure 30: Q37. Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? (Valid responses)



Unweighted sample base: 953

8.4 Opportunities to participate

Three fifths (59%) of tenants are satisfied with the opportunities given to them to participate in housing services decision making process, with a quarter (24%) very satisfied. Just 6% are dissatisfied with this measure.

A third (33%) said they are neither satisfied nor dissatisfied with this measure, telling us that perhaps tenants are unaware about what opportunities to participate are available to them. Increasing awareness on tenant opportunities available may aid in increasing perceptions for this measure.

Figure 31: Q24. How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Services decision making process? (Valid responses)



Unweighted sample base: 942

When looking at these two measures by age group, we can see that tenants aged 35-44 (62%), 45-54 (66%) and 55-64 (69%) are significantly less likely than the total average to feel that SDDC are good at keeping them informed compared to the total average (75%). Conversely, tenants aged 65-74 (82%) and 75-84 (83%) are significantly more likely than the total to have positive perceptions towards this measure.

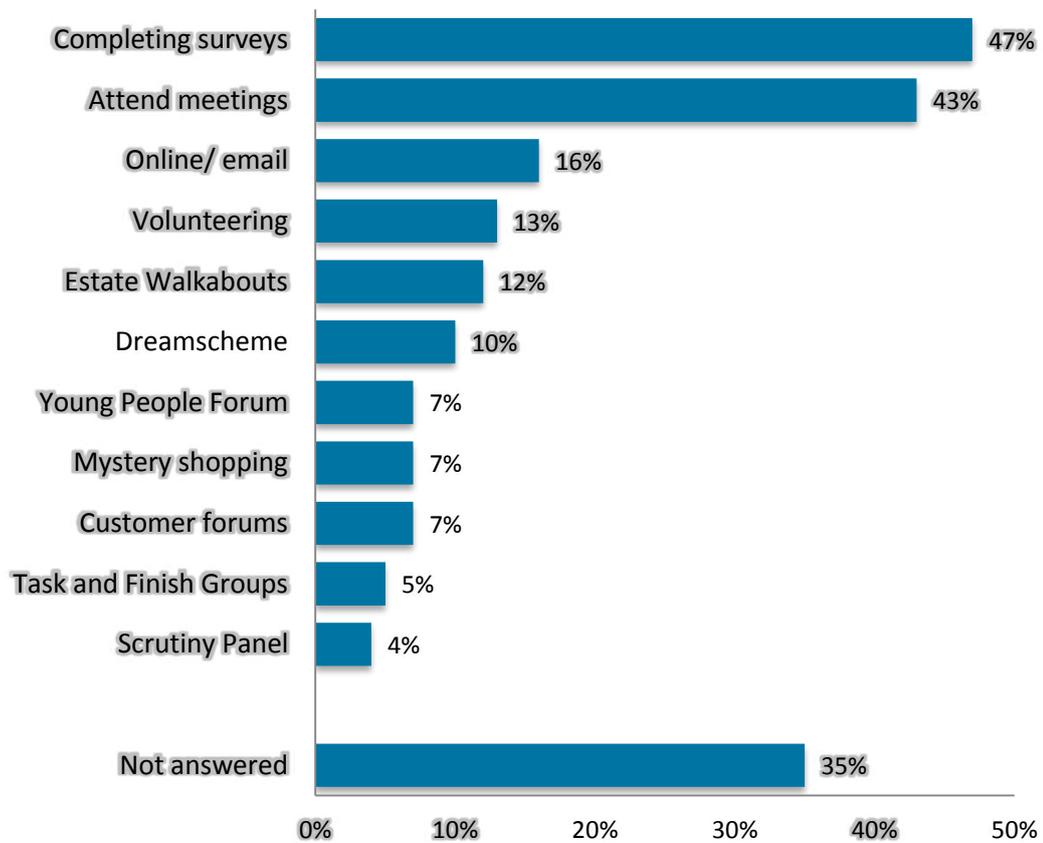
In regards to opportunities to take part in decision making, just 42% of tenants aged 35-44 are satisfied, significantly lower than the total average (59%). However, tenants aged 65-74 are significantly more likely than the total average to be satisfied in this regards (65% cf. 59%).

Table 9: Being kept informed and opportunities to take part in decision making by age group (Valid responses)

	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+
Being kept informed about thing that may affect tenants (% good)	63%	62% ✘	66% ✘	69% ✘	82% ✔	83% ✔	80%
Opportunity to take part in housing service decision making process (% satisfied)	58%	42% ✘	56%	58%	65% ✔	63%	50%

Tenants were asked which of the following opportunities available tenants were aware of. A third of tenants (35%) did not given an answer to this question, implying that there is a significant amount of tenants unaware of any of the ways to get involved with the Housing Service. Of those that answered, under half (47%) of are aware of being able to complete surveys, whilst 43% were aware about being able to attend meetings. However after these two opportunities, 16% or less of tenants was aware of the rest. Under a fifth of tenants were aware of opportunities involving online/ email (16%) whilst just 4% were aware of the scrutiny panel.

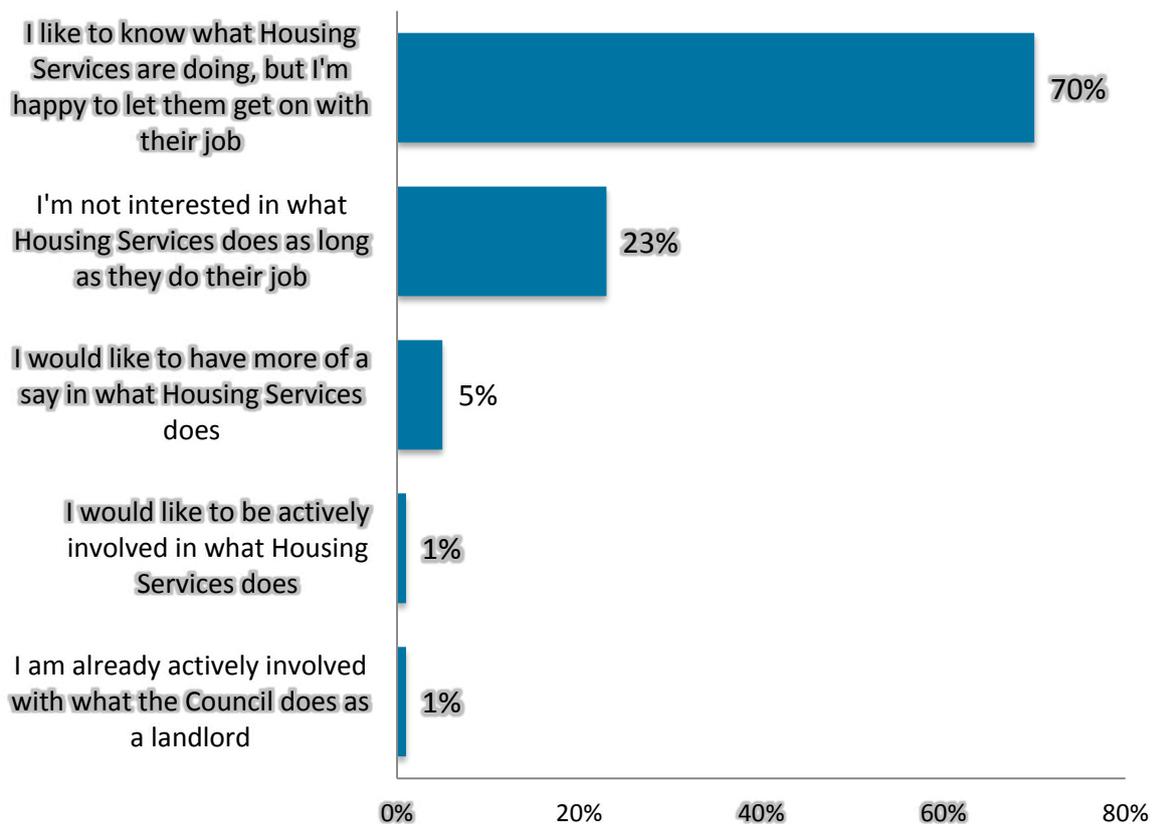
Figure 32: Q25. There are a number of ways in which you can get involved with South Derbyshire District Council's Housing Service. How many of the following opportunities to get involved are you aware of? (All responses)



Unweighted sample base: 1014

When asked about tenant involvement with the housing services, the majority of tenants (70%) said that they would like to know what the services are doing, but are happy to let them get on with it. This implies that most tenants would like to be kept informed but are less interested in getting involved with the housing services. 23% say they are not interested in getting involved with the housing services. 23% say they are not interested in even being kept informed on what the service is doing as long as the service is good. Just 1% said they would like to get actively involved with what the housing service does.

Figure 33: Q26. Which of the following statements do you agree with? (Valid responses)



Unweighted: 869

When breaking this down by age, those aged 55-64 are significantly more likely than the total to say they want to know what housing services are doing but happy to let them get on with it (77% cf. 70%). Those aged 35-44 are significantly more likely than the total to say they would like to get actively involved with what the service does (6% cf. 1%).

Table 10: Q26. Which of the following statements do you agree with? – By age (Valid responses)

	25-34	35-44	45-54	55-64	65-74	75-84	85+
I'm not interested in what Housing Services does as long as they do their job	18%	13%	29%	17% ✗	21%	28%	30%
I like to know what Housing Services are doing, but I'm happy to let them get on with their job	68%#	74%	66%	77% ✓	71%	68%	70%
I would like to have more of a say in what Housing Services does	10%	7%	2%	6%	7%	2% ✗	0% ✗
I would like to be actively involved in what Housing Services does	4%	6% ✓	2%	0%	1%	*%	0%
I am already actively involved with what the Council does as a landlord	0%	0%	0%	0%	1%	2% ✓	0%

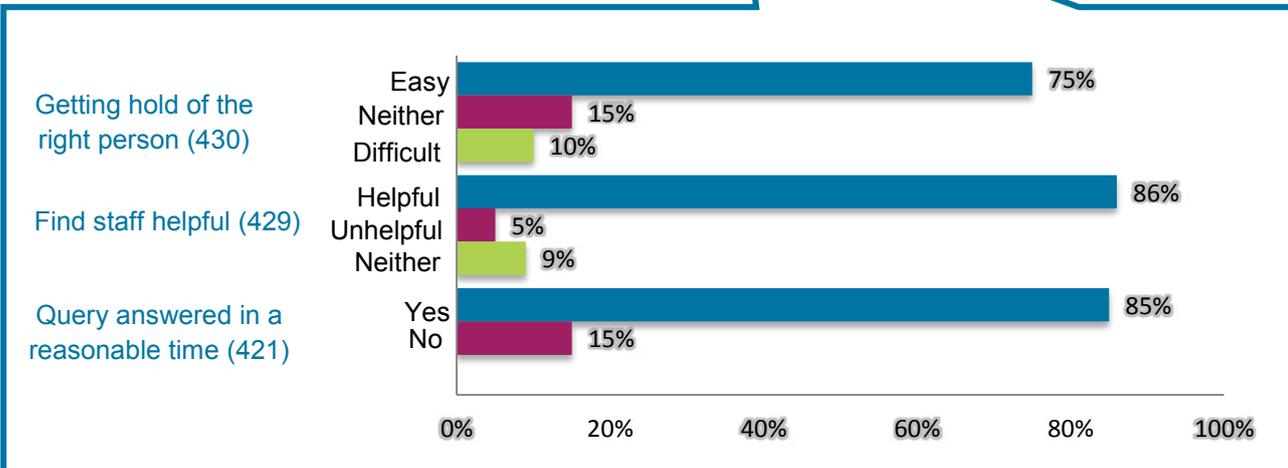
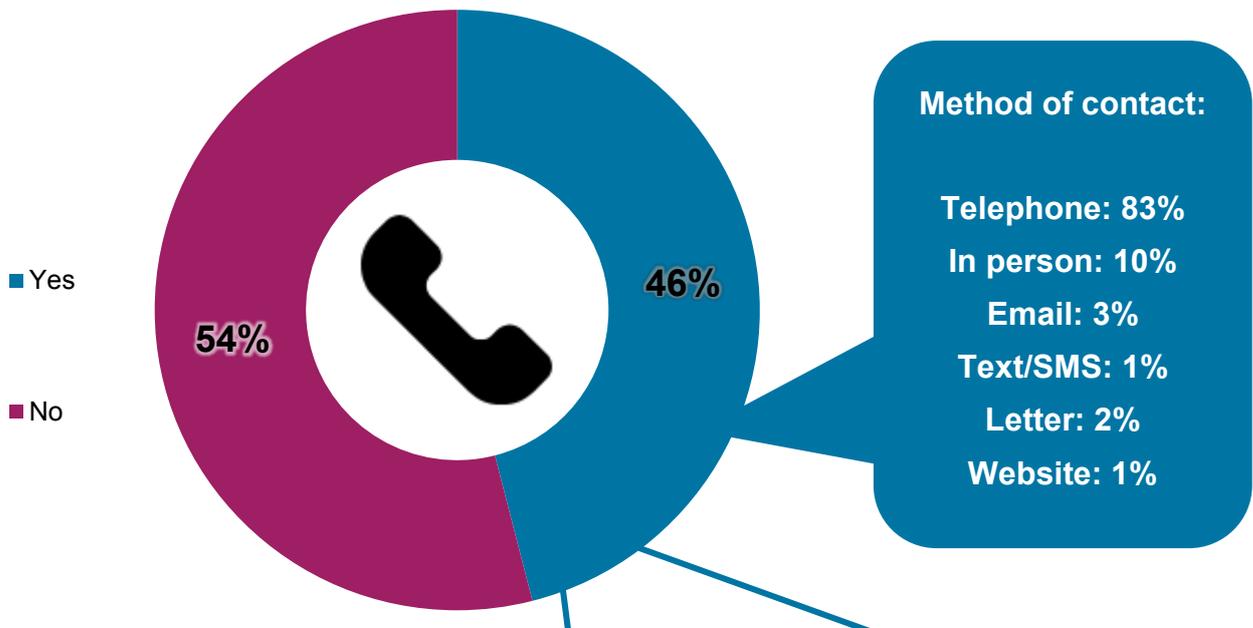
9 Contact with Housing Services

9.1 Contact in the last 12 months

Just under half (46%) of tenants have contacted the housing service in the last 12 months with a query other than to pay their rent. Of those that did contact the housing service, 83% did so by telephone.

Tenants were asked about various aspects of their contact with SDDC. 75% said that they found it easy to get hold of the right person, whilst 86% said they found the staff member they spoke to helpful. 85% said that their query was answered within a reasonable time.

Figure 34: Q28. Have you contacted SDDC’s Housing Service in the last 12 months with a query other than to pay your rent? Q29. How did you last make contact with South Derbyshire District Council’s Housing Service? Q30. Was getting hold of the right person easy or difficult? Q31. Did you find the staff helpful or unhelpful? Q32. Was the query answered within a reasonable time? (Valid responses)

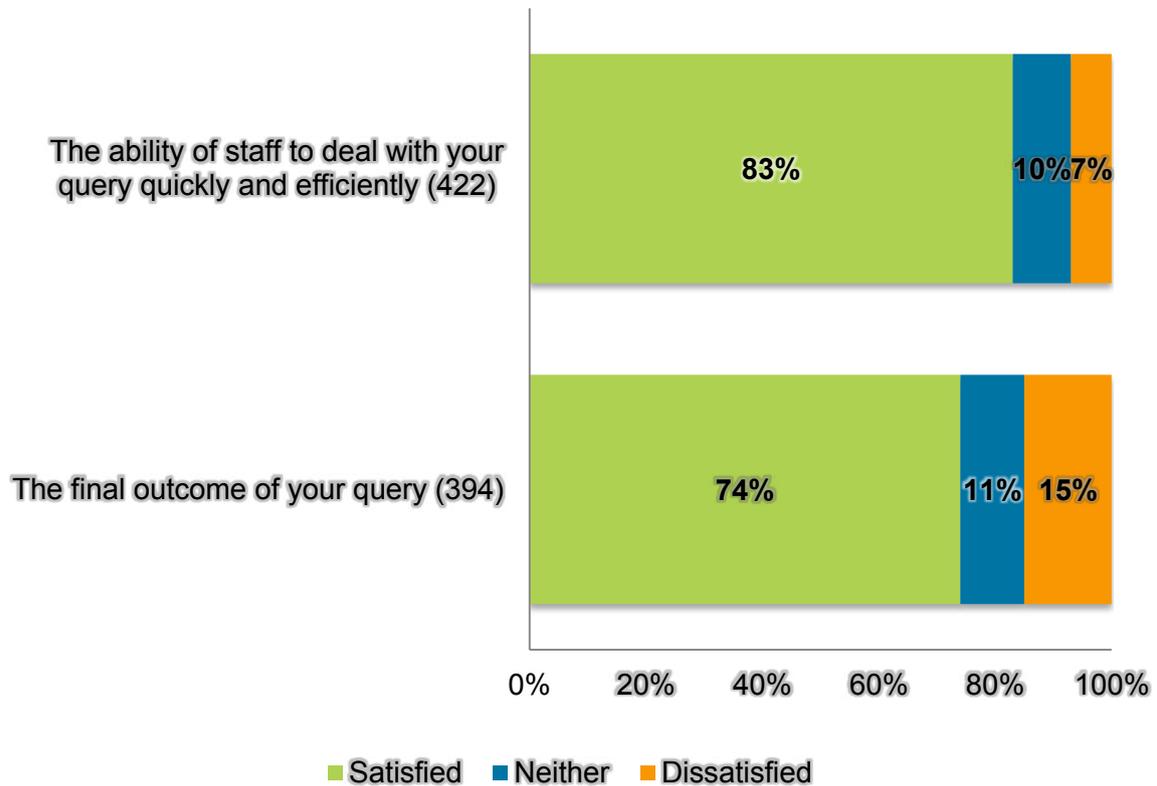


Unweighted sample base: 956

Over four fifths (83%) were satisfied with the ability of the staff member to deal with their query quickly and efficiently. Three quarters (74%) were satisfied with the final outcome of their query.

Tenants aged 45-54 were significantly less likely than those aged 75-84 to be satisfied with the final outcome of their query (54% cf. 89%).

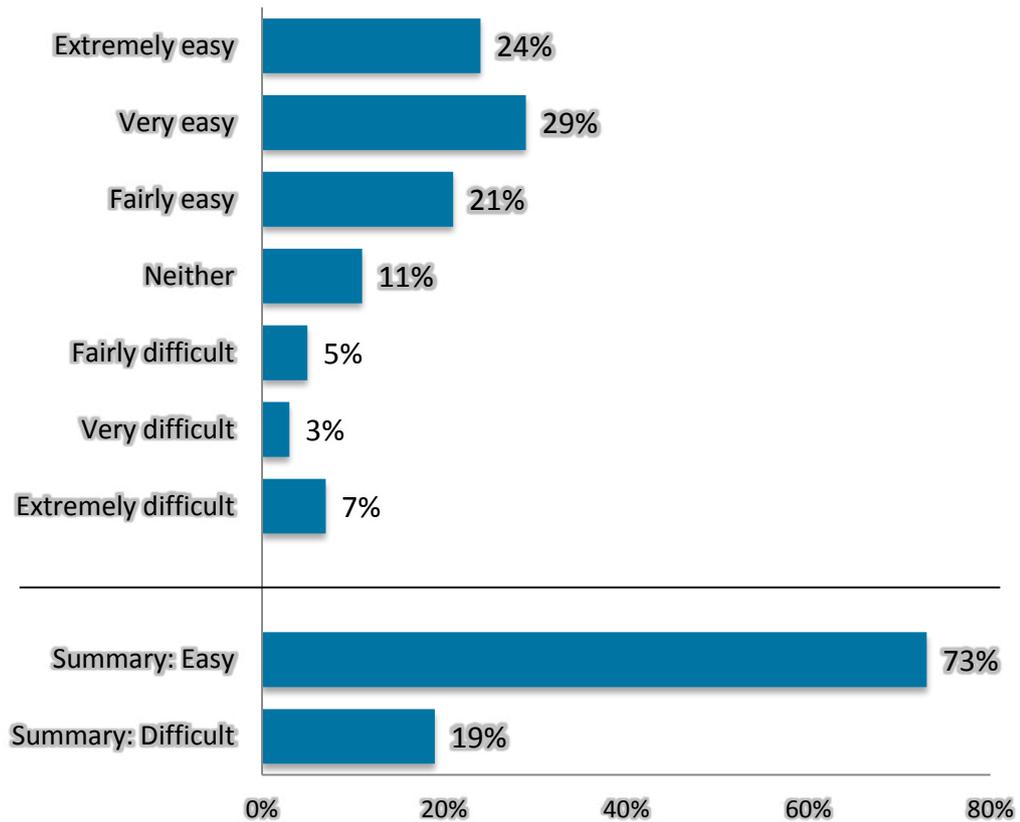
Figure 35: Q33. How satisfied or dissatisfied were you with the following? (Valid responses)



Unweighted sample base in parenthesis

Three quarters (73%) of those who have contacted SDDC in the last 12 months said that it was easy to get their query resolved; with a quarter saying it was extremely easy (24%). When subtracting the proportion of those who find it difficult (19%) from those who find it either extremely or very easy (53%) gives us a net score of +34. Similar to other measures regarding the last contact with SDDC, tenants aged 45-54 were significantly less likely than those aged 75-84 to have found it easy getting their query resolved (58% cf. 84%).

Figure 36: Q34. Overall, how easy was it to get your query resolved? (Valid responses)

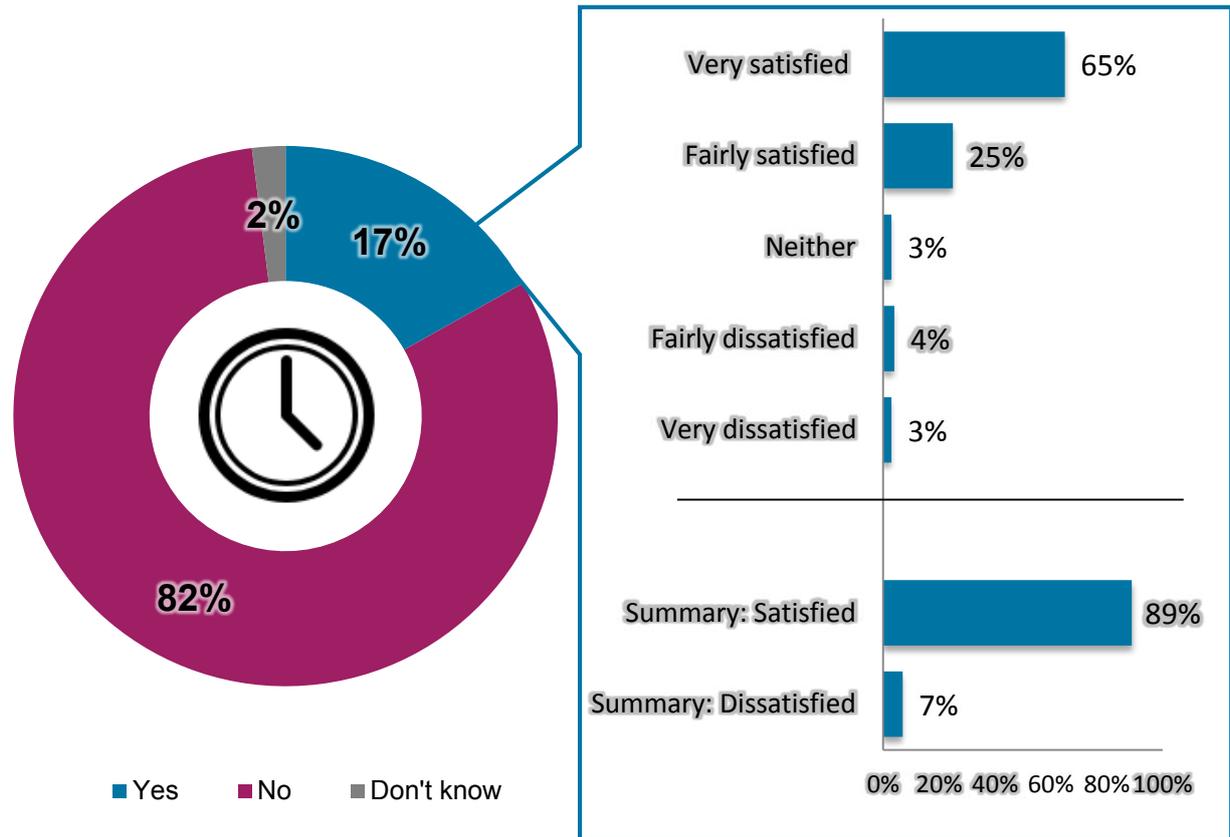


Unweighted sample base: 417

9.2 Out of hours service

17% of tenants said that they have used the Housing Services out-of-hours service in the last 12 months. This rises significantly amongst general needs tenants (20%) but falls significantly amongst sheltered tenants (9%). Of those who had used the out-of-hours service in the last 12 months, nine in ten (89%) said they were satisfied with it, with two thirds (65%) very satisfied.

Figure 37: Q35. Have you used the Housing Services out-of-hours service in the last 12 months? (Valid responses)

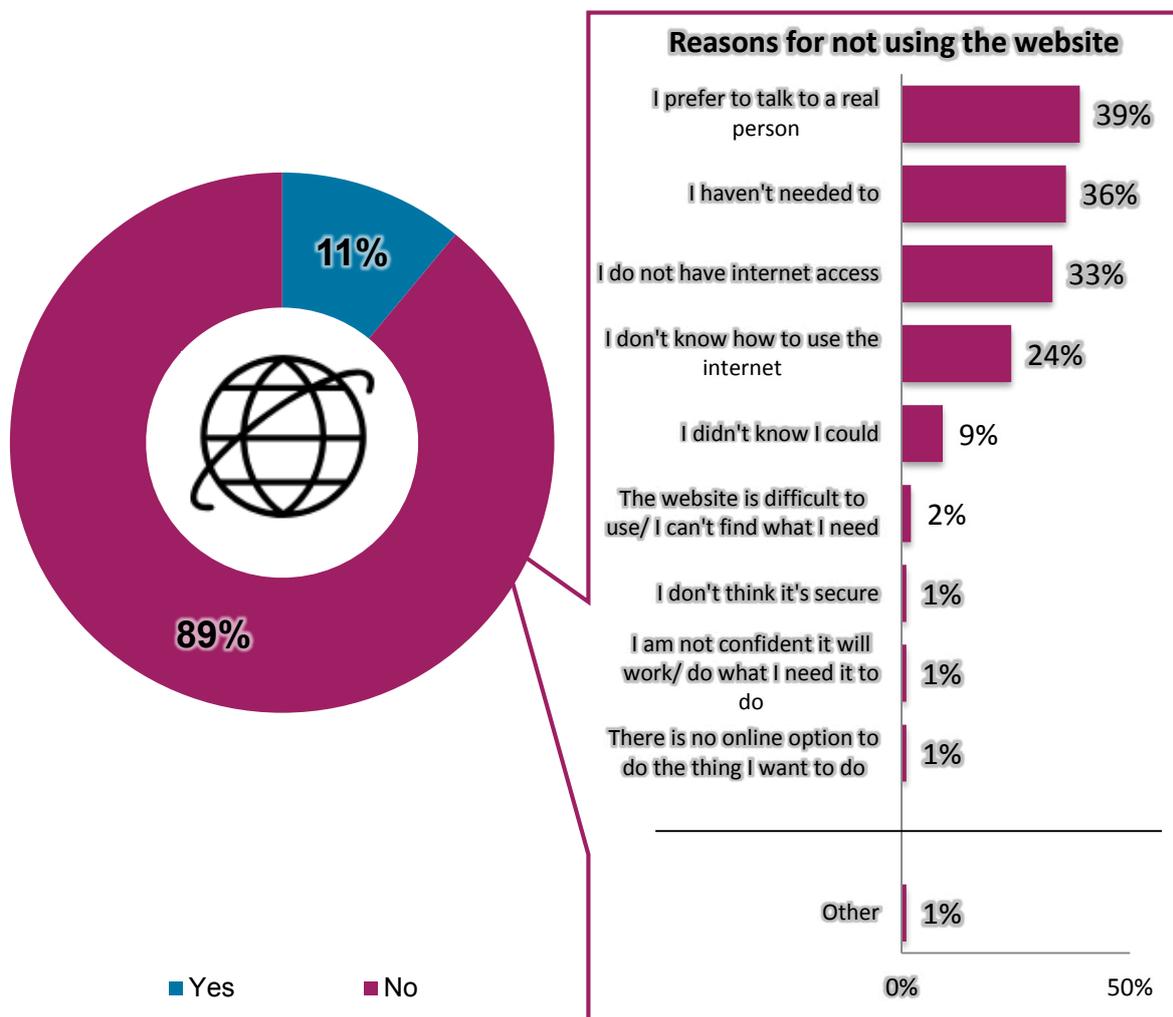


9.3 Housing Services website

Just over one in ten (11%) tenants say they have access the Housing Service website in the last 12 months for any of the online services available to tenants. This significantly rises to 33% for tenants aged 25-34 and 30% for those aged 35-44. However this significantly decreases to just 5% for those aged 65-74, 3% for those aged 75-84 and 0% for those aged 85+.

When asked why they hadn't used the website in the last 12 months, those most popular reasons were due to preferring to talk to a real person (39%), haven't had the need to (36%), don't have internet access (33%) or don't know how to use the internet (24%).

Figure 38: Q38. Have you used the Housing Services website in the last 12 months for any online services? (Valid responses)

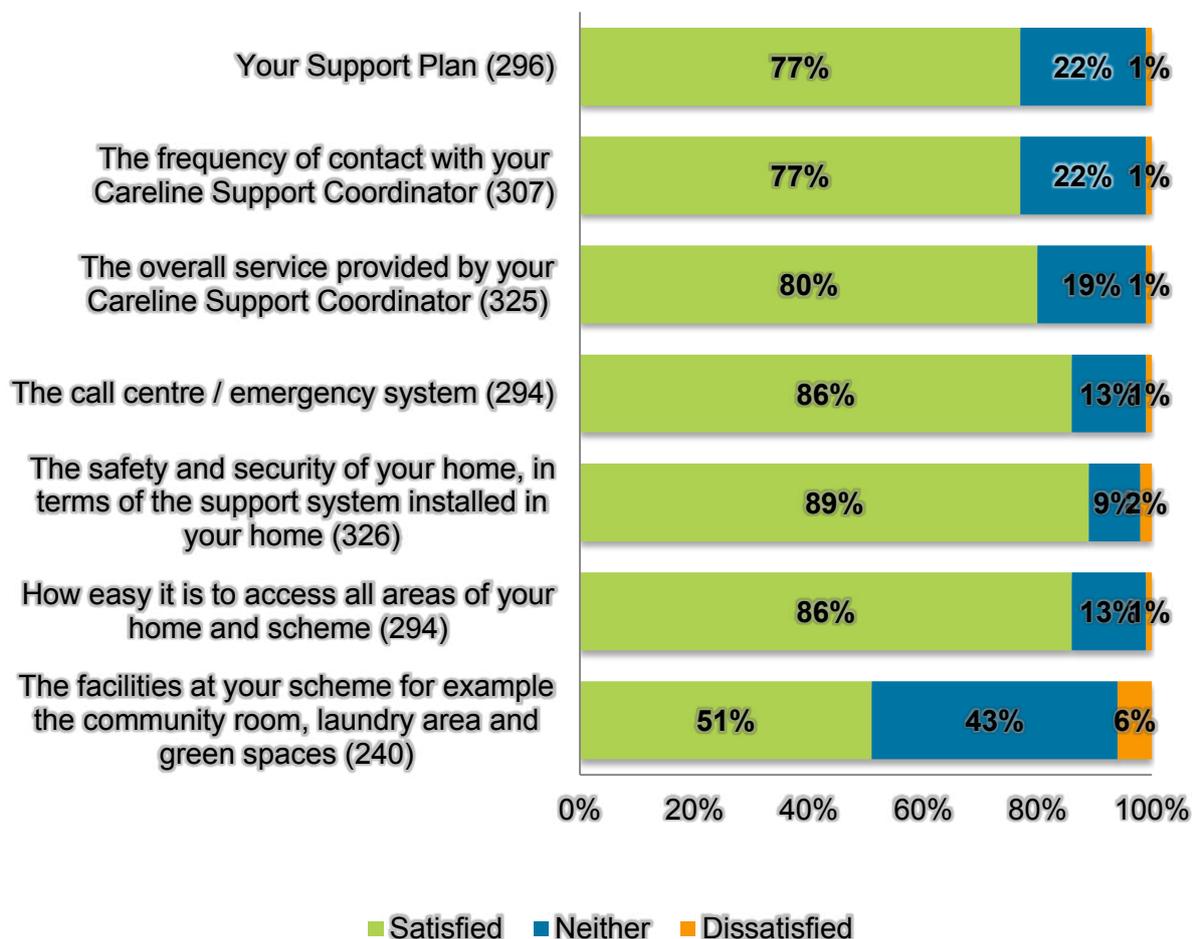


Unweighted sample base: 91, 821

10 Supported Housing

Tenants who have the services of a Careline Support Coordinator or an alarm system which enables them to contact the Careline Team were asked how they feel about various aspects of the support service. 89% were satisfied with the safety and security of their home whilst 86% were satisfied with the call centre/ emergency system and how easy it is to access all areas of their home and scheme. Just under eight in ten are satisfied with the safety and security of their home (77%) and the frequency of contact with their coordinator (77%). The lowest perception was in regards to satisfaction with the facilities with tenants' scheme, with 51% saying they are satisfied in this regard.

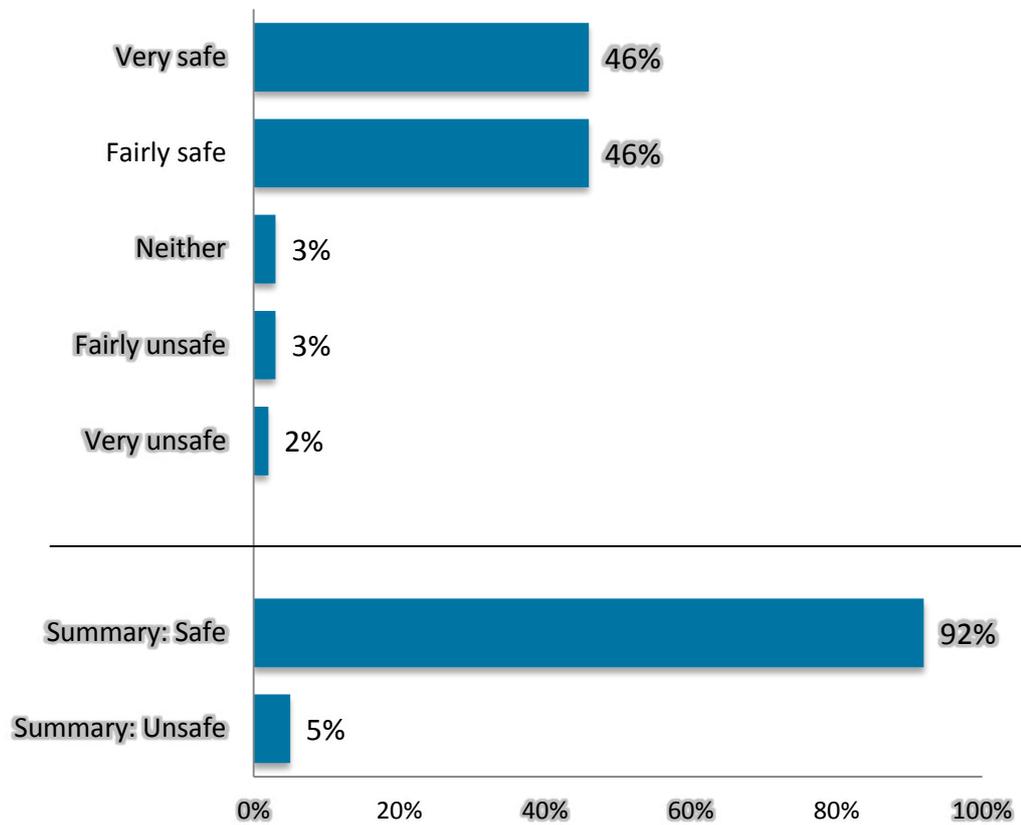
Figure 39: Q41. Thinking about where you live, how satisfied or dissatisfied are you with the following...? (Sheltered responses)



Unweighted sample base in parenthesis

92% of tenants living in supported housing said that they feel safe within their community. Tenants living in patch 2 are significantly more likely than the total average to feel safe (95% cf. 87%). Under one in ten (5%) of tenants say they feel unsafe in their community.

Figure 40: Q42. How safe do you feel within your community? (Sheltered responses)

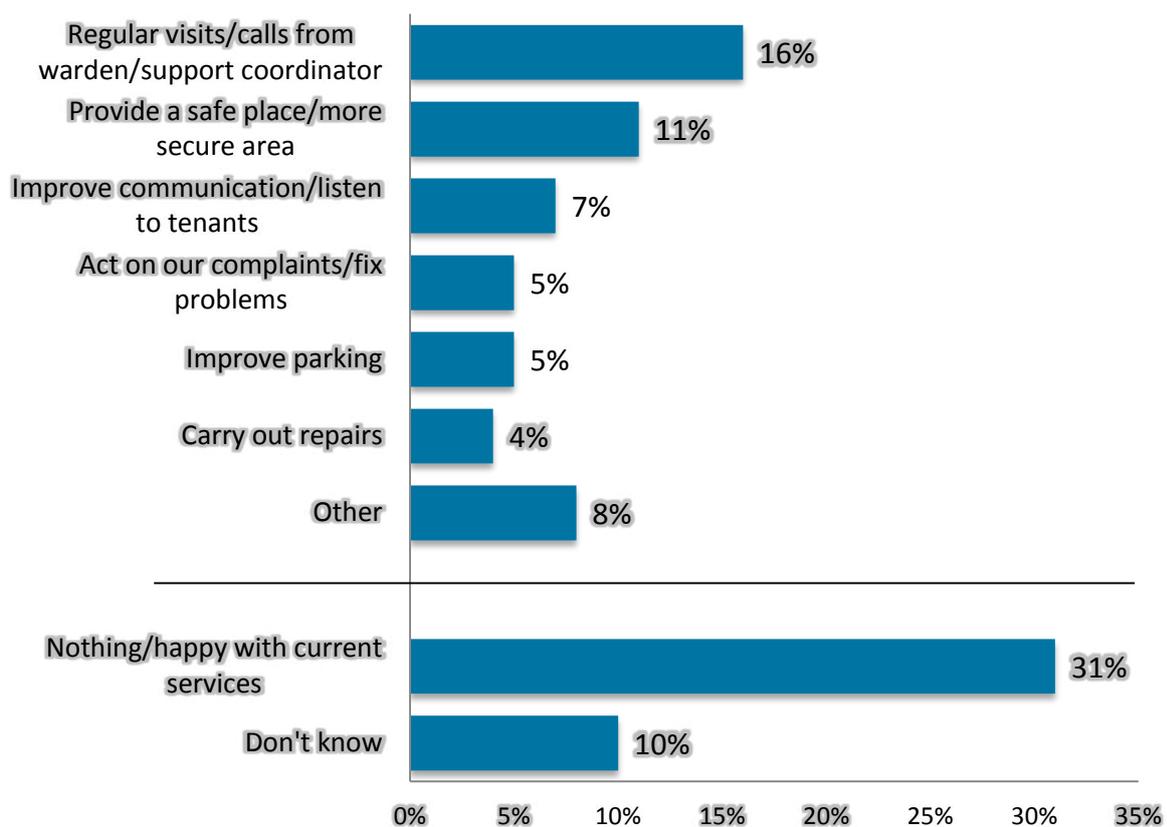


Unweighted sample base: 437

Tenants were asked to give their views on how they feel SDDC can improve the supported housing services. 31% of those who answered this question said nothing as they are happy with the services as they are, whilst 10% said they don't know.

16% said that regular visits or calls from their support coordinator would improve the support services, whilst 11% said providing a safe place or more secure areas would improve perceptions of the service amongst tenants.

Figure 41: Q43. How do you feel that the Council could improve its Supported Housing services? (Sheltered responses)



Unweighted sample base: 101

11 Unweighted sample base

Table 11: Unweighted sample base

Age	%	Number
16-24	1%	12
25-34	3%	32
35-44	5%	47
45-54	10%	95
55-64	17%	164
65-74	27%	262
75-84	25%	234
85+	10%	100
Gender		
Male	40%	388
Female	59%	564
Prefer to self-describe	>1%	2
Property type		
House	38%	388
Bungalow	33%	333
Flat	29%	293
Patch		
Patch 1	20%	205
Patch 2	22%	228
Patch 3	25%	251
Patch 4	17%	168
Patch 5	16%	162
Tenure		
General needs	52%	526
Sheltered	48%	488

12 Questionnaire and Cover letter

Pro_1584_V1




South Derbyshire
District Council



Tenant Satisfaction Survey 2018

BMG Research are conducting a survey on behalf of South Derbyshire District Council. South Derbyshire District Council would like your help in understanding your satisfaction with them as a landlord and what you think about the services they provide.

The survey will take around 10 minutes to complete.

To help us process your completed questionnaire, please follow the guidelines below

- 1) The questionnaire should be completed by the tenant at this address, or their carer.
- 2) Please use black or blue ink & mark your answer with a cross in the box (x).
- 3) Completely 'colour in' any boxes crossed in error.
- 4) Please do not write outside the boxes provided.

This survey can also be completed online by going to www.SDDCTenantSurvey.co.uk

All of the responses you provide will be treated in the strictest confidence and you won't be identified in any information we pass on to South Derbyshire District Council unless your permission is granted. BMG Research abides by the Market Research Society Code of Conduct at all times. You can also find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website www.bmgresearch.co.uk/privacy or you can visit www.south-derbys.gov.uk/about-us/data-privacy-and-cookies/privacy-notice advising members of the public of what to expect when the South Derbyshire District Council collects personal information.

By completing and returning this questionnaire to us, we will take this as your consent for us to process and analyse the data you have provided.

Section 1: Housing Services

- 1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Derbyshire District Council's Housing Service?**
Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				
- 2. How likely would you be to recommend South Derbyshire District Council's Housing Service to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?**
Please put a cross (x) in one box only

Not at all likely											Extremely likely
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>											

1

Pro_1584_V1

3. How satisfied or dissatisfied are you that your rent provides value for money?
Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

4. To what extent do you agree or disagree that Housing Services...? Please put a cross (x) in one box only

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Provides an effective and efficient service	<input type="checkbox"/>				
Provides the service I expect from my landlord	<input type="checkbox"/>				
Treats its residents fairly	<input type="checkbox"/>				
Has a good reputation in my area	<input type="checkbox"/>				
Has friendly and approachable staff	<input type="checkbox"/>				
Is trustworthy	<input type="checkbox"/>				

5. How satisfied or dissatisfied are you with the way Housing Services deals with the following?
Please put a cross (x) in one box only

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Anti-social behaviour	<input type="checkbox"/>				
Complaints	<input type="checkbox"/>				

6. Are you aware that South Derbyshire District Council has a formal complaints procedure?
Please put a cross (x) in one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

7. Have you made a formal complaint in the last 12 months? Please put a cross (x) in one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Estate Services

8. How satisfied or dissatisfied are you with your neighbourhood as a place to live?
Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

9. How satisfied or dissatisfied are you with each of the following?
Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The overall appearance of your neighbourhood	<input type="checkbox"/>					
Grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/>					
Cleaning of internal communal areas	<input type="checkbox"/>					
Cleaning of external communal areas	<input type="checkbox"/>					

Pro_1584_V1

10. How do you feel Housing Services could improve its estates services? Please write in the box below

Section 3: Advice and Support

11. Which of the following advice and support services South Derbyshire District Council offers are you aware of? Please put a cross (x) in all that apply

- | | | | |
|--|--------------------------|---|--------------------------|
| Managing money and budgeting | <input type="checkbox"/> | Accessing trust funds and grants | <input type="checkbox"/> |
| Maximising income and claiming entitled benefits | <input type="checkbox"/> | Making referrals to specialist services (e.g. Adult Care, P3 Mental Health) | <input type="checkbox"/> |
| Getting you ready for Universal Credit | <input type="checkbox"/> | Help getting low cost furniture | <input type="checkbox"/> |
| Digital Inclusion | <input type="checkbox"/> | Support in applying for discretionary payments | <input type="checkbox"/> |
| Setting up utility services | <input type="checkbox"/> | Referrals to others for debt counselling | <input type="checkbox"/> |
| Understanding your tenancy | <input type="checkbox"/> | Setting up back accounts and credit union access | <input type="checkbox"/> |
| Accessing affordable loans..... | <input type="checkbox"/> | | |

Section 4: Your home

12. How satisfied or dissatisfied are you with the overall quality of your home?

Please put a cross (x) in one box only

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> |

13. How satisfied or dissatisfied are you with the overall condition of your....?

Please put a cross (x) in one box for each of the following.

- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | Not applicable |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Bathroom | <input type="checkbox"/> |
| Kitchen | <input type="checkbox"/> |
| Windows | <input type="checkbox"/> |
| Homes exterior | <input type="checkbox"/> |
| Homes interior | <input type="checkbox"/> |

Pro_1584_V1

14. If you are dissatisfied with the condition of an area of your home, why do you think this?
Please write in the box below

15. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

Section 5: Repairs and Maintenance

16. How satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance? Please put a cross (x) in one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>				

17. Have you had any repairs to your home in the last 12 months? Please put a cross (x) in one box only

Yes		No	
<input type="checkbox"/>	Go to Q18	<input type="checkbox"/>	Go to 21.

18. Thinking about the LAST time you had a repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when the workers would call	<input type="checkbox"/>				
Being able to make an appointment	<input type="checkbox"/>				
Time taken before work started	<input type="checkbox"/>				
The attitude of workers	<input type="checkbox"/>				
The overall quality of work	<input type="checkbox"/>				
Cleaning up when the repair was finished	<input type="checkbox"/>				
The repair being done 'right first time'	<input type="checkbox"/>				

19. Did the tradesperson show proof of identity? Please put a cross (x) in one box only

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

20. Overall, how easy was it to...? Please put a cross (x) in one box for each of the following

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult
Report a repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get your repair completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 6: Community Engagement

- 21. How satisfied or dissatisfied are you that Housing Services gives you the opportunity to make your views known?** Please put a cross (x) in one box only
- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> |
-
- 22. How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?** Please put a cross (x) in one box only
- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> |
-
- 23. How good or poor do you feel Housing Services is keeping you informed about things that may affect you as a resident?** Please put a cross (x) in one box only
- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very good | Fairly good | Neither | Fairly poor | Very poor |
| <input type="checkbox"/> |
-
- 24. How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Services decision making process?** Please put a cross (x) in one box only
- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> |
-
- 25. There are a number of ways in which you can get involved with South Derbyshire District Council's Housing Service. How many of the following opportunities to get involved are you aware of?**
Please put a cross (x) in all that apply
- | | | | |
|-----------------------------|--------------------------|--|--------------------------|
| Attend meetings..... | <input type="checkbox"/> | Customer forums..... | <input type="checkbox"/> |
| Completing surveys..... | <input type="checkbox"/> | Estate Walkabouts..... | <input type="checkbox"/> |
| Task and Finish Groups..... | <input type="checkbox"/> | Online/ email..... | <input type="checkbox"/> |
| Young People Forum..... | <input type="checkbox"/> | Volunteering..... | <input type="checkbox"/> |
| Scrutiny Panel..... | <input type="checkbox"/> | Dreamscheme (Community Youth involvement scheme..... | <input type="checkbox"/> |
| Mystery shopping..... | <input type="checkbox"/> | | |
-
- 26. Which of the following statements do you agree with?** Please put a cross (x) in one box only
- | | |
|--|--------------------------|
| I'm not interested in what Housing Services does as long as they do their job..... | <input type="checkbox"/> |
| I like to know what Housing Services are doing, but I'm happy to let them get on with their job..... | <input type="checkbox"/> |
| I would like to have more of a say in what Housing Services does..... | <input type="checkbox"/> |
| I would like to be actively involved in what Housing Services does..... | <input type="checkbox"/> |
| I am already actively involved with what the Council does as a landlord..... | <input type="checkbox"/> |

34. Overall, how easy was it to get your query resolved? Please put a cross (x) in one box only

Extremely easy Very easy Fairly easy Neither Fairly difficult Very difficult Extremely difficult

35. Have you used the Housing Services out-of-hours service in the last 12 months? Please put a cross (x) in one box only

Yes No Don't know

 Go to 36. Go to 37. Go to 37.

36. How satisfied were you with the services you received when using the out-of-hours service? Please put a cross (x) in one box only

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

37. Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? Please put a cross (x) in all that apply

Email	<input type="checkbox"/>	Visit to the office	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	Visit to your home by staff	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	Open meetings	<input type="checkbox"/>
Text / SMS	<input type="checkbox"/>	Newsletter	<input type="checkbox"/>
In writing	<input type="checkbox"/>	Other (Please specify in the box below)	<input type="checkbox"/>

38. Have you used the Housing Services website in the last 12 months for any online services? Please put a cross (x) in one box only

Yes No Can't remember

 Go to Q41 Go to 39. Go to Q41

39. If you haven't used the Housing Services website in the last 12 months could you tell us why this is? Please put a cross (x) in all that apply

I didn't know I could	<input type="checkbox"/> Go to Q41	There is no online option to do the thing I want to do	<input type="checkbox"/> Go to Q40.
I haven't needed to	<input type="checkbox"/> Go to Q41	I don't know how to use the internet	<input type="checkbox"/> Go to Q41
I don't think it's secure	<input type="checkbox"/> Go to Q41	I prefer to talk to a real person ..	<input type="checkbox"/> Go to Q41
The website is difficult to use/ I can't find what I need	<input type="checkbox"/> Go to Q41	I do not have internet access	<input type="checkbox"/> Go to Q41
I am not confident it will work/ do what I need it to do	<input type="checkbox"/> Go to Q41	Other (Please specify below)	<input type="checkbox"/> Go to Q41

40. What did you want to do that you couldn't online? Please specify in the box below

Section 8: Supported Housing

Supported Housing schemes consist of flats, bedsits and bungalows which:

- have the services of a Careline Support Coordinator who does not live on site
 - have an alarm system, which enables tenants and the Careline Team to speak to each other
- If this does not apply to you then please go to Q44

41. Thinking about where you live, how satisfied or dissatisfied are you with the following...?

Please put a cross (x) in one box for each of the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your Support Plan	<input type="checkbox"/>				
The frequency of contact with your Careline Support Coordinator	<input type="checkbox"/>				
The overall service provided by your Careline Support Coordinator	<input type="checkbox"/>				
The call centre / emergency system	<input type="checkbox"/>				
The safety and security of your home, in terms of the support system installed in your home	<input type="checkbox"/>				
How easy it is to access all areas of your home and scheme	<input type="checkbox"/>				
The facilities at your scheme for example the community room, laundry area and green spaces	<input type="checkbox"/>				

42. How safe do you feel within your community? Please put a cross (x) in one box only

Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
<input type="checkbox"/>				

43. How do you feel that the Council could improve its Supported Housing services?

Please specify in the box below

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Section 9: You and Your Household

We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

44. Do you have any dependents living at home with you (Including children and other family members)? Please put a cross (x) in one box only

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

45. Are you...? Please put a cross (x) in one box only

16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Prefer not to say
<input type="checkbox"/>								

46. Are you....? Please put a cross (x) in one box only

Male	Female	Prefer to self describe (Please write in the box below)	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47. What is your employment situation? Please put a cross (x) in one box only

Employed full-time (e.g. 35 hours or more per week)..... <input type="checkbox"/>	Unemployed but not seeking paid employment (e.g. carer looking after home etc)..... <input type="checkbox"/>
Employed part-time (e.g. less than 35 hours per week)..... <input type="checkbox"/>	Permanently sick or disabled..... <input type="checkbox"/>
Employed zero-hours contract..... <input type="checkbox"/>	Retired..... <input type="checkbox"/>
Self employed..... <input type="checkbox"/>	Other (Please specify)..... <input type="checkbox"/>
Unemployed but actively seeking paid employment..... <input type="checkbox"/>	Prefer not to say..... <input type="checkbox"/>

Thank you for taking the time to complete this questionnaire. Please return it as requested in the envelope provided as soon as possible or by Thursday 12th July to BMG Research



South Derbyshire District Council,
Civic Offices, Civic Way,
Swadlincote, Derbyshire DE11 0AH.

www.south-derbys.gov.uk
@SDDC on Twitter
@southderbyshiredc on Facebook

First name Last name
Mailing Address 1
Mailing Address 2
Mailing Address 3
Mailing Address 4
Post Code

Don't miss out on your chance to be part of the 2018 Tenant Satisfaction Survey

Dear [Tenant Name],

South Derbyshire District Council is committed to working closely with its tenants to deliver excellent housing services.

As a result, the Council is carrying out a survey to help understand how satisfied you are with the services it offers as your landlord. The findings will be used to shape priorities and further improve our services in the future.

The Council has asked BMG Research, an independent research company, to carry out a tenant satisfaction survey on its behalf. You can complete the survey online following the instructions below.

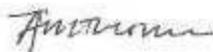
Go to the following website:	www.SDDCTenantSurvey.co.uk	Or scan this QR code using a smart phone or tablet:	
Please enter the following ID number when asked to do so: 1584XXXXX			

Alternatively, you can return your completed survey to BMG, at no cost to yourself, by using the pre-paid envelope enclosed. Please return your completed survey as soon as possible or by **Thursday, July 12, 2018**.

If you have any questions or concerns about the survey, you can contact the BMG Research Helpline on 0800 358 0337. This number is free from landlines, although mobiles may be charged.

I hope you will take part in the survey and would like to thank you in advance for your help.

Yours sincerely,



Allison Thomas, Strategic Director – Service Delivery

People | Place | Progress

www.south-derbys.gov.uk

Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2015) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management (ISO 27001:2013).

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not be publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

