



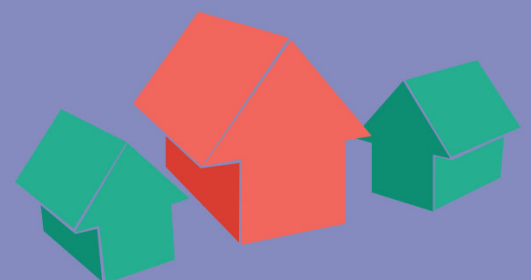
Sheltered Housing

STAR Tenant Satisfaction Survey 2019



Report by Scott Rumley & Adam Payne
scott.rumley@arp-research.co.uk
adam.payne@arp-research.co.uk

(t) 0844 272 6004
(w) www.arp-research.co.uk



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1. Introduction

Background

This report details the results of Stroud District Council's 2019 tenant satisfaction survey, delivered by ARP Research. This report covers the survey results for sheltered tenants. A second report is also available containing the survey results for those in general needs housing.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the survey conducted in 2015, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research's own database of landlords.



This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys.
www.housemark.co.uk/star

About the survey

The survey was carried out between March and April 2019. Every sheltered household was sent a postal self completion questionnaire (720). This was followed by reminder where a new questionnaire was sent to every non respondent. A free prize draw was used to encourage response, and the survey was also available online (15 completions)

In total 294 tenants took part in the survey, which represented a 41% response rate overall. A sample of this size has a theoretical error margin of +/- 4.4% overall, which exceeded the standard STAR error target error margin of +/- 5%.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary

bench mark	2015 result	change over time	2019 result	
90%	84%	↓	83%	satisfaction overall
93%	92%	↓	90%	quality of home
69%	62%	↓	57%	listens & takes account of views
84%	72%	↑	73%	kept informed
85%	75%	↓	74%	general enquiry handling
83%	85%	↓	83%	repairs & maintenance overall
90%	N.A.		88%	last completed repair
N.A.	80%	↓	76%	scheme services overall

↑ significantly better ↕ no significant difference ↓ significantly worse

Overall satisfaction

1. Taking everything into account, the majority of the Council's sheltered housing tenants were satisfied with the services they received (83%). This included around a third of the sample that were 'very satisfied', whilst at the other end of the scale only 13% were dissatisfied (section 3).
2. When compared against the results in 2015 the total proportion that were satisfied had varied by only a single percentage point. However, the proportion that were 'very satisfied' had fallen by 8%, even though most converted from being 'very' to merely 'fairly' satisfied.
3. When compared to the Council's peers in the HouseMark benchmark database the overall satisfaction score was seven points below the group median, placing Stroud in the bottom quartile of results.
4. The slight fall in overall satisfaction was supported by the more detailed results, where other scores had also fallen slightly, however, most were by small margins that were not 'statistically significant'. Areas of the service where satisfaction was down compared to the 2015 findings included the repairs and maintenance service (section 5), the handling of enquiries (section 6), how well the Council listened to tenants and acted on their views (section 7) and overall scheme services (section 4).
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the six factors most closely associated with overall tenant satisfaction were:
 - Quality of the home (90% satisfied, section 4)
 - How enquiries are generally dealt with (74%, section 6)
 - Grounds maintenance service (69%, section 4)
 - Being kept informed (73% satisfied, section 7)

The home and scheme

6. The quality of the home was the primary key driver of overall satisfaction for the current sample, unlike in 2015 when it was absent from the key driver list. It was pleasing to find the majority were satisfied in this regard (90%) which is broadly in line with the score in 2015 (was 92%) and the benchmark target. However, the condition of the home was rated somewhat lower (81% satisfied, section 4).
7. When respondents were asked to provide more detail about various aspects of their scheme it was disappointing to find in the majority of cases satisfaction had fallen and, in some cases, significantly so. Interestingly, the three aspects to show a significant decrease in satisfaction all relate to the appearance of the scheme including the overall appearance where satisfaction has fallen from 84% to 81%.
8. There was also a notable nine-point drop in satisfaction with both the grounds maintenance service (69%, was 78%) and the cleaning of external communal areas (66%, was 75%), with each aspect rated in the bottom quartile of scores when compared to other landlords. Indeed, around a quarter of respondents were dissatisfied with the grounds maintenance service (24%, up from 16%), which to remind the reader was one of only four key drivers closely linked to satisfaction overall.
9. Both the facilities and the scheme services overall received virtually identical scores (76%), with the both also falling in comparison to the 2015 finding, albeit not by enough to be statistically significant.
10. It was positive to find the vast majority of respondents remain satisfied with both the response from OK Each Day (88%, was 86%) and the response from the call centre (86%, was 88%).

Customer services

11. The customer service experience was again central to tenant's perceptions of housing services as a whole, so much so that satisfaction with how enquiries are dealt with generally was a key driver of satisfaction overall (section 3).
12. The majority of tenants were satisfied with the handling of enquires (74%), including 28% that were 'very satisfied', with satisfaction almost identical to that seen four years ago (was 75%). At the opposite end of the scale 16% were dissatisfied, but this was up four points from 2015 (was 12%). As satisfaction has barely changed, the Council's score was still, however, in bottom quartile of landlords in the ARP database (section 6).
13. As satisfaction with how enquiries are dealt with generally has decreased slightly, it is unsurprising to find slight falls also observed with the ease of contact (65%, was 70%), the helpfulness of staff (81%, was 85%) as well as the ability of staff to deal with the problems (73%, was 79%). As such, a quarter were dissatisfied with the final outcome of their query (24%, up from 17%), with a little over two thirds satisfied (69%).
14. Just over four fifths of queries were answered within 10 working days (85%) which has not changed since 2015. This had a notable impact on respondent's answer to the other customer service questions. Similarly, whether or not the final outcome of the query was fully explained also had an effect, and it is disappointing to find in a fifth of cases, a full explanation was not provided (21%).

Information and resident involvement

15. Around three quarters of respondents thought that Stroud DC were good at keeping them informed about the things that affected them as residents (73%), which is almost identical to that reported in the 2015 findings. As this score has barely changed the rating still has some way to go to match the benchmark median for other similar landlords (84%, section 7).
16. The level of information being was a key predictor of satisfaction overall, as well as being the third most important aspect of the service for two out of three respondents (section 3).
17. There was a slight decrease in the rating for how well the Council listens to tenants' views and acts upon them (57% satisfied, was 61%), with this reduced level of satisfaction now further away from the benchmark for similar landlords (69%).
18. Slightly more respondents were satisfied with their opportunities to make their views known (64%) which essentially unchanged to that seen in 2015 (was 63%).
19. Around three quarters of the sample read Keynotes (76%), which is down slightly when compared to 2015 (was 86%), with one in twelve claiming to have never received a copy (8%). One in ten of those who read Keynotes said they do not value it at all (10%), however the majority did (91% value it), nearly half of whom 'value it a lot' (44%). Only one in ten would prefer receiving it electronically.

Repairs and maintenance

20. The Council's sheltered tenants once again declared the repairs and maintenance service to be their most important aspect of service provision, however as in 2015 it was not a key predictor of overall satisfaction (section 3).
21. It was positive that around four out of five respondents were satisfied with the service overall (83%), more than half of whom were 'very satisfied' (42%). That said, satisfaction was down compared to 2015 (was 85%) and whilst the fall was not significant, the Council's score is identical to the HouseMark benchmark median (section 5).
22. Satisfaction was ten points higher with the gas servicing arrangements (93%) and despite levels not changing compared to the 2015 findings, it is deemed to be a significant improvement due to the increase in 'very satisfied' responses from 62% to 73%.
23. It was very positive to find 92% of those having a repair found it easy to report it, the bulk of whom said it was 'very easy' (61%). An identical proportion were satisfied with how the request was dealt with (92%), with slightly fewer satisfied with the capability of the person dealing with their request (90%).
24. Around four fifths of respondents were given an appointment (81%), however one in ten were not. The vast majority said the contractor was able to accommodate their preferred appointment time (93%) with a similar proportion saying this was met (89%) with both having a notable impact on how respondents perceived the repairs service overall.
25. There was a high level of satisfaction with every question regarding performance on the last completed repair (between 85% and 94%), with at least two thirds being 'very satisfied'. The only question where there was any noticeable dissatisfaction was in the time taken to complete the repair once it was started (8%).
26. The best predictors of satisfaction with the last completed repair were the standard of workmanship, followed by the time taken to complete the work the respect with which the home was treated.

Scheme and neighbourhood issues

27. When asked whether their scheme had improved or declined in the last three years, it is disappointing to find a significant decrease in those saying it had got better (12%, was 16%). The perspective of the majority was that things had stayed the same (56%), however, a third of respondents did say their scheme had got worse (32%, up from 26%, section 8).
28. When considering the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2015 results. Unfortunately, however, three of the top six issues were viewed to be significantly more of a problem than they were two years ago including the top issue of rubbish or litter which was up eight points from 10% to 18%.
29. Dealing with anti-social behaviour (ASB) was quite important to residents, with a quarter of respondents (27%) listing this as one of the top three priority services they received from the Council, up from 23% who said the same in 2015 (section 3).
30. Although the sample sizes were very small, it is still notable that the results in ASB section were by and large an improvement on those achieved in 2015, and now above the comparable benchmark median scores from other landlords. For example, 48% were satisfied with Council's response overall to their ASB complaint, compared to 30% in 2015 and the ARP benchmark median of 36% (section 9).



3. Services overall



1. Quality of home

2. Dealing with enquiries

3. Grounds maintenance

4. Being kept informed

were the **key drivers** that best predicted overall satisfaction



The proportion that were 'very' satisfied had fallen significantly



Satisfaction was below the benchmark median



Those that had experienced ASB were significantly less satisfied than average



Tenants who had last made contact via the office were more satisfied overall, those that had phoned were less satisfied

3. Services overall

3.1 Overall satisfaction

% Base 288 | Excludes non respondents

Overall service provided by the council



% satisfied 2019	% satisfied 2015	error margin	bench mark
83	84	+/- 4.3	90

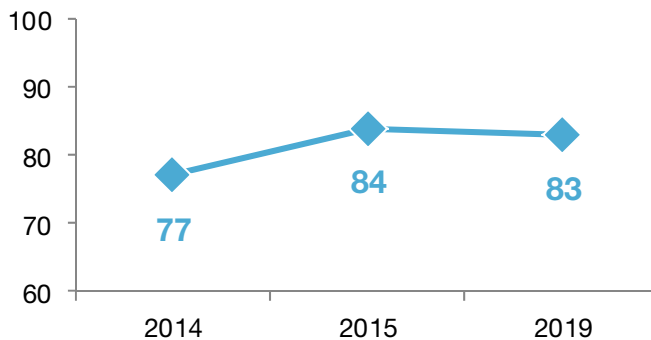


90
4th

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)

◆ Benchmark median
 Benchmark quartile



Taking everything into account, the majority of the Council’s sheltered housing tenants were satisfied with the services they received (83%). This included around a third of the sample that were ‘very satisfied’, whilst at the other end of the scale only 13% were dissatisfied.

When compared against the results in 2015 the total proportion that were satisfied had varied by only a single percentage point. However, when the answers to the two surveys were compared using a statistical test that measured changes across all five points on the scale, it was judged that satisfaction had fallen by a ‘statically significant’ margin that we can confident that the change was not due to chance, albeit at the less strict margin of 90% confidence. This drop was because the proportion that were ‘very satisfied’ had fallen by 8%, even though most converted from being ‘very’ to merely ‘fairly’ satisfied.

When compared to the Council’s peers in the HouseMark benchmark database the overall satisfaction score was seven points below the group median, placing Stroud in the bottom quartile of results.

A similar pattern was observed elsewhere in the findings with satisfaction decreasing slightly for the majority of core measures, however none of the rest had changed enough for the margin to be statistically significant. Aspects of the service where satisfaction was down compared to the 2015 findings included the repairs and maintenance service (section 5), the handling of enquiries (section 6), how well the Council listened to tenants and acted on their views (section 7) and overall scheme services (section 4).

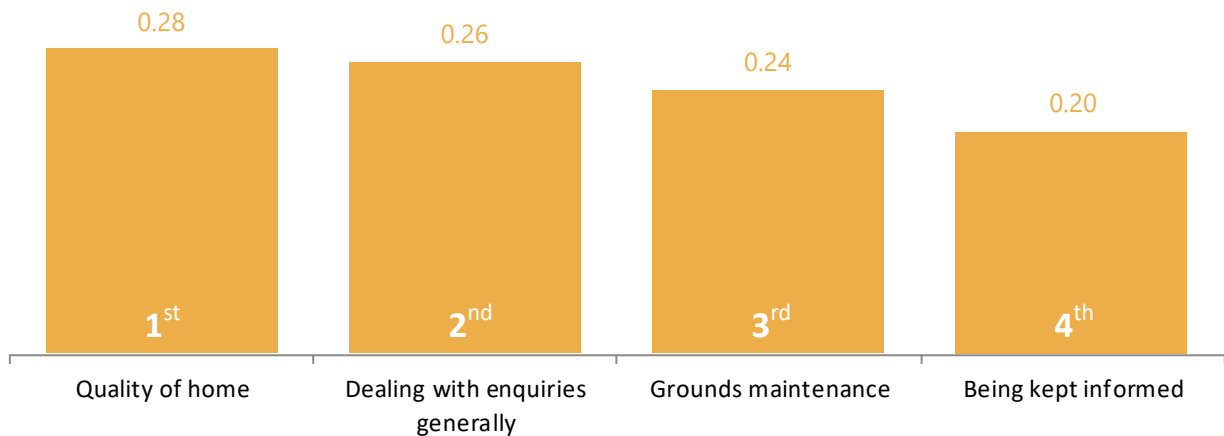
To learn more about the overall score a ‘key driver’ analysis was also carried out, using a statistics test known as a ‘regression’, in order to determine which opinion rating statements in the questionnaires were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link (although there may be one), but it does highlight the combination of opinion rating statements

Benchmark data accompanied by the STAR logo is drawn from HouseMark data, the remainder from ARP Research’s database. See Appendix A for details.

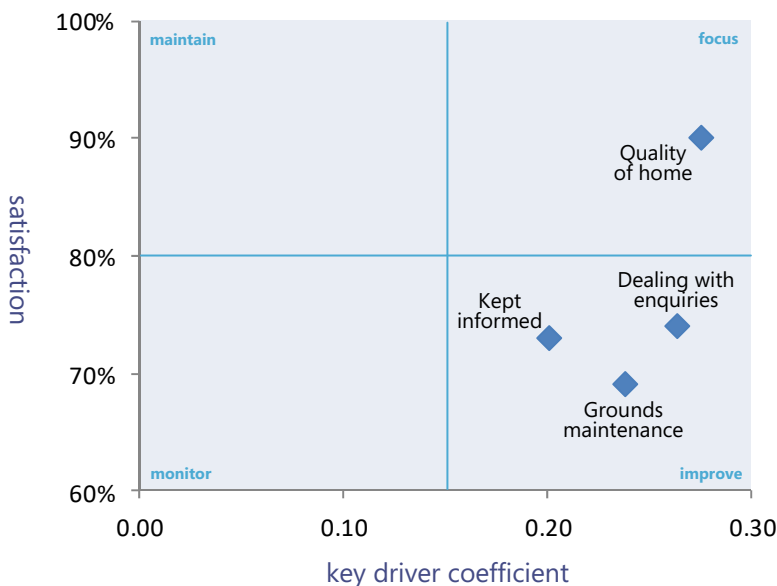
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.575 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

that are the best predictors of overall satisfaction. The analysis identified four key drivers as presented in chart 3.2.

The primary key driver of overall satisfaction for sheltered tenants was the quality of their home, and whilst the vast majority of the sample remain satisfied in this regard (90%), this was down slightly from 92% in 2015. Satisfaction with the grounds maintenance was also a key driver and this was undoubtedly related to the drop in satisfaction from 78% to 69% compared to 2015 (section 4).

The most notable pattern in these results was probably that two of these four could be broadly described as falling under the category of 'communication', including the only key driver to emerge in this and the previous survey which was being kept informed, the only core finding to have improved slightly (73% 'satisfied', was 72%, section 7). Satisfaction with how enquiries are handled generally was the other customer service related key driver, with satisfaction also changing by only one point from 2015, only this time it was down from 75% to 74%

3. Services overall

3.4 Overall satisfaction by scheme

	Sample size	% positive Overall satisfaction with the service provided		Sample size	% positive Overall satisfaction with the service provided
Overall	294	83	Overall	294	83
Archway Gardens	12	91	Grange View	8	86
Ashcroft House	7	71	Grove Park Road	15	100
Ashwell House	9	100	Hamfallow Court	7	86
Broadfield Road	7	100	Hazelwood	15	93
Burdett House	9	89	Jenner Court	12	64
Chapel Lane	9	100	Sherborne House	9	100
Concord	18	72	Springfields Court	11	91
Draycott	9	100	St Nicholas Court	12	83
Dryleaze Court	15	53	The Beeches	8	75
Dryleaze House	17	88	The Corriett	8	86
George Pearce House	10	70	Vizard Close	8	75
Glebelands	11	82	Walter Preston Court	18	94

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

(section 6). Indeed, information and communication seemed to be a key theme throughout the results, including in many of the verbatim comments below.

The results were once again comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm in how they felt about Stroud District Council's services. Because of the general age profile of tenants in sheltered accommodation there was very little difference in this and other scores throughout the survey findings by age. However, there were some significant variations in overall satisfaction by scheme, either at the standard 95% level of confidence, or at the slightly looser 90% confidence level. However, due to the small sample sizes for each, care should be taken when interpreting these results and other similar scheme breakdowns throughout the survey findings.

A number of schemes had very high scores overall, including Ashwell House, Broadfield Road, Draycott, Grove Park Road, Sherborne House and Chapel Lane. Only one scheme rated the overall service significantly lower than average and that was Dryleaze Court where only 53% of respondents were satisfied. A full breakdown of overall satisfaction by scheme is provided in table 3.4.

Experience of anti-social behaviour (ASB) was again strongly linked to the overall score, with the small group of respondents who said they had experienced an incident of ASB in the previous year significantly less satisfied overall than those that had not (72% v 85%).

Similarly, whether or not a tenant had made a complaint to the Council in the previous twelve months also

3. Services overall

affected this score, with those that had being significantly less satisfied than those that had not (60% and 87% respectively).

It was also interesting to find there was a significant difference in overall satisfaction depending on how a respondent tried contacting their NMO, Site Officer or Support Co-ordinator, with those doing so by visiting the office significantly more satisfied than those who made contact via telephone (86% v 70%).

Finally, those who were dissatisfied were asked to provide further information explaining why they felt this way. Whilst some comments were complaints about specific repairs, the main theme



“Inability to act on resident complaints ... Little or no action on resident feedback Poor complaints procedure ... Poor access to service centres.”

“Listen to the tenant and not treat us old people like we are children we just want a voice to be heard.”

“Keep tenants more informed on what is going on after you complained about bullying. You're never informed what the outcome is.”

“No one seems to listen or take any notice.”

was

“Communication is nil. Nobody has time (staff) to listen. Difficult to contact if no computer. Phone calls not returned, left to deal with problems i.e. power cuts. No television at times. No help when blocked in with snow - couldn't get out of door.”

“Nobody acts on requests for access to community room”

“We never see anyone to tell us what's going on.”

again about improving communication

“You get a sense that nobody really cares very much. Poor communication, often people just don't follow up situations or work. We are quite self-sufficient but that's not the point - contact should be maintained. We say we're ok and invariably we are, but checks should be made. Our building is set aside from the main scheme and we rarely see anyone from SDC.”

with typical comments including:

“The standard of St Nicholas Court has gone right down. Gardens are a mess; nothing gets done anymore due to cutbacks. Dogs barking, cats fouling, car parking is a mess!!”

“State of bin area, bags overflowing on top of bins. This area is filthy and smells. Low maintenance of cleanliness i.e. only vacuum areas which can be seen e.g. entrance. Clean windows.”

“Jenner Court needs cleaning!!”



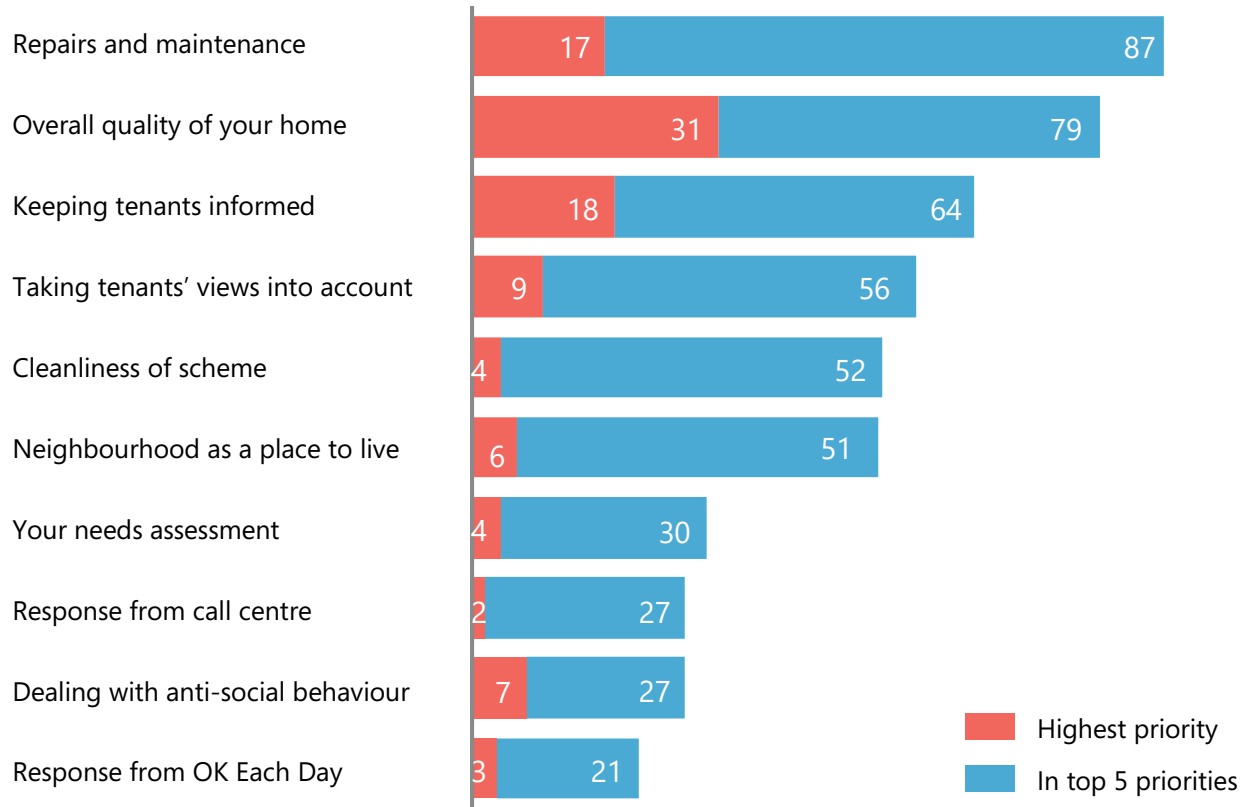
“While the site manager and support officer do their level best to help us, they are constantly up against too little time and not enough practical resources. The site manager in particular has new duties added to their workload time and time again. While it is appreciated the financial cutbacks have to be made, we do not appear to get value for the service charge we pay.”



3. Services overall

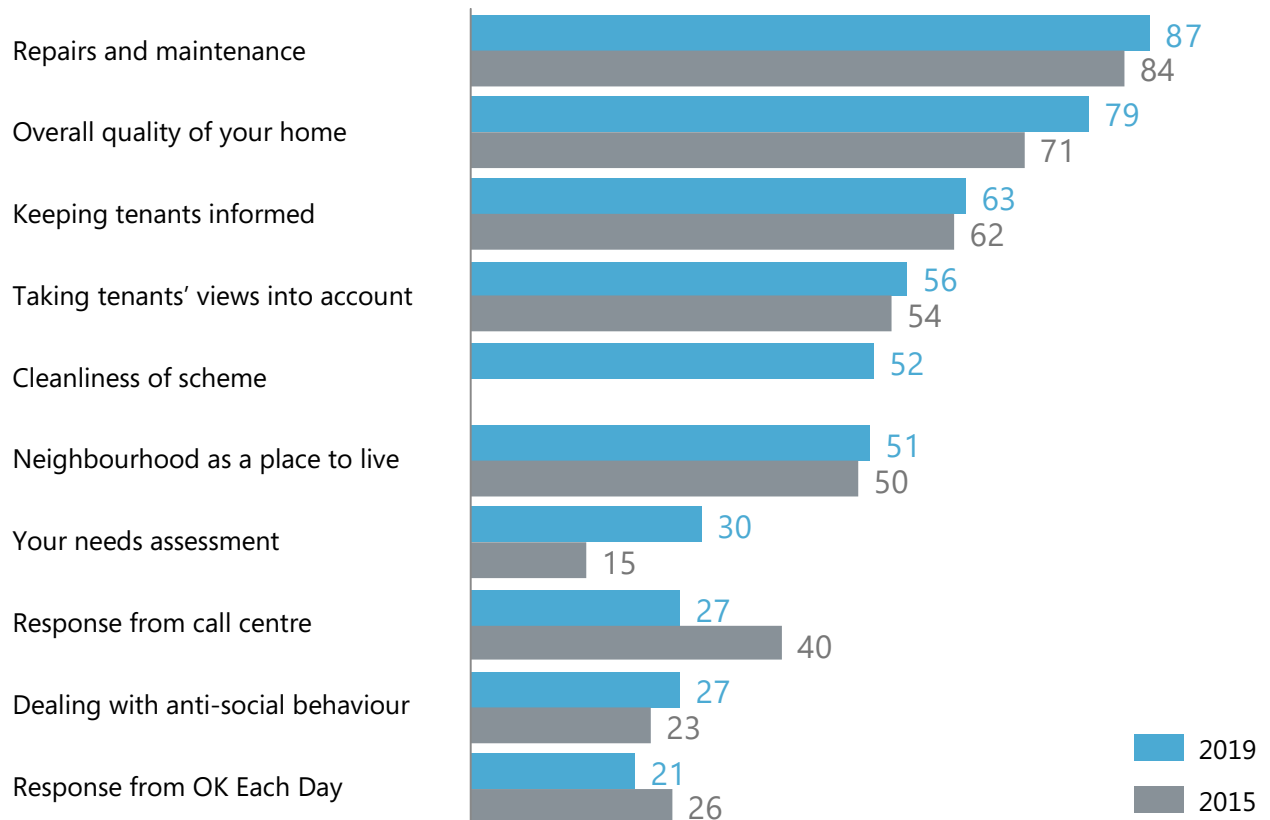
3.5 Five most important services

% Base 189 | More than one answer allowed. Excludes non respondents



3.6 Five most important services over time

% Base 189 | Up to five answers allowed.





4. The home and scheme

90%

satisfied with the
quality of the home

89%

satisfied with the
scheme as a place to
live



Drylease Court tenants were the least satisfied with their home



Tenants in flats were more satisfied with their home than those living in bungalows



Satisfaction with grounds maintenance and cleaning had fallen significantly since 2015

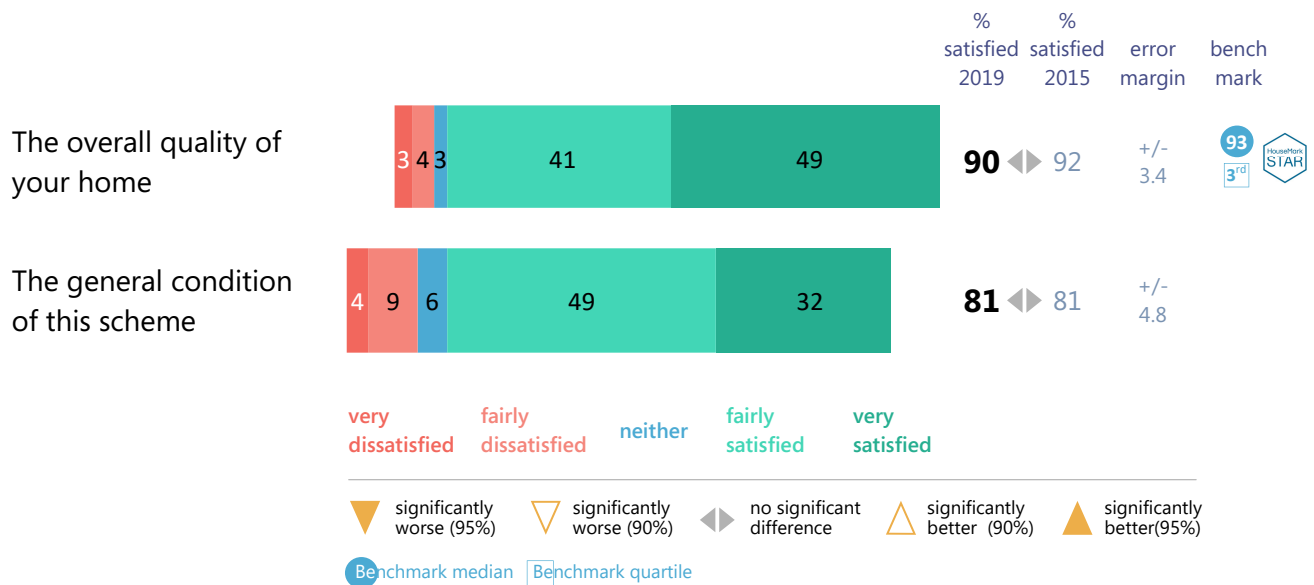


Satisfaction with scheme facilities and services overall had also fallen, albeit not significantly

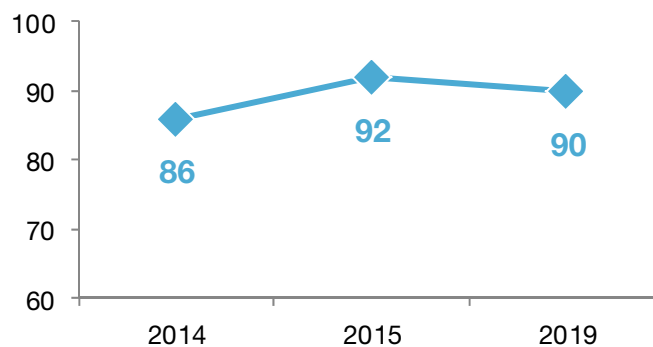
4. The home and scheme

4.1 Satisfaction with the home and scheme

% Bases (descending) 282, 253 | Excludes non respondents.



Quality of the home



Satisfaction with the quality of the home was the primary key driver that partially predicted overall satisfaction for the current sample, but interestingly did not emerge from the equivalent analysis in 2015. It was also the second most important aspect of service provision (chart 3.6), so it was pleasing to find the vast majority were satisfied in this regard (90%) which is broadly in line with the score in 2015 (was 92%) and the benchmark target. At the opposite end of the scale around one in fourteen were dissatisfied (7%), again similar to that seen in 2015 (was 5%).

The rating for the 'quality' of the home was also paired with a rating for the 'condition' of the scheme, and once again there was a sizeable gap between the two (90% and 81% respectively). Similarly, this rating had also not significantly changed since the previous survey (81%).

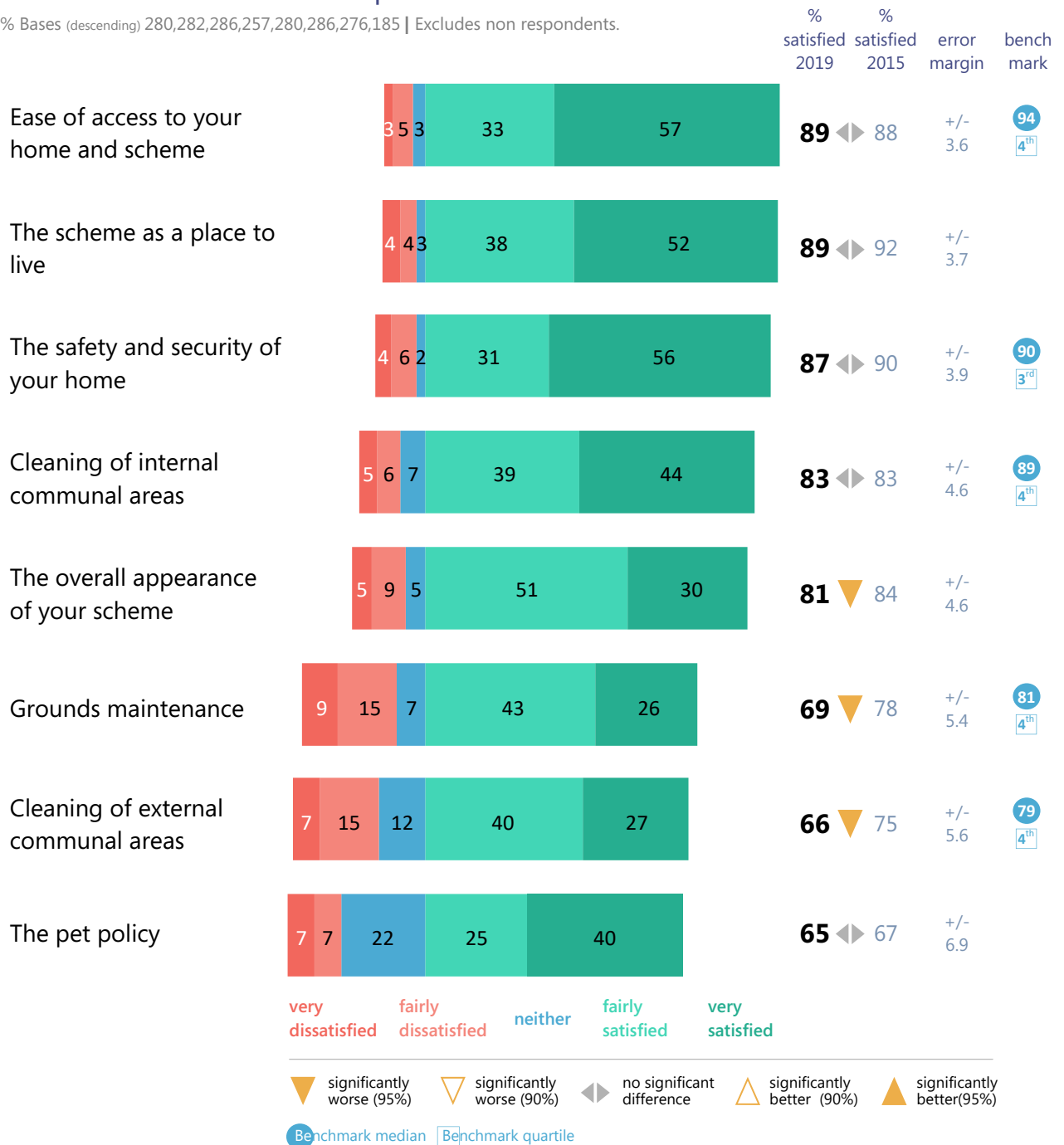
As expected, there were some significant difference in these measures by scheme, with a full breakdown provided in table 4.6 including an indication of which scheme differed significantly from the norm at different levels of statistical confidence levels.

Whilst respondents in Walter Preston Court were particularly satisfied on these measures, the opposite was true for Dryleaze Court where only 80% were satisfied with their home and only 50% were satisfied the condition of the scheme. The only other scheme where this score was significantly lower than average was Concord. In contrast, the scheme was rated significantly higher than average by respondents from George Pearce House and Sherborne House (both 100% satisfied).

4. The home and scheme

4.2 Satisfaction with various aspects of the scheme

% Bases (descending) 280,282,286,257,280,286,276,185 | Excludes non respondents.



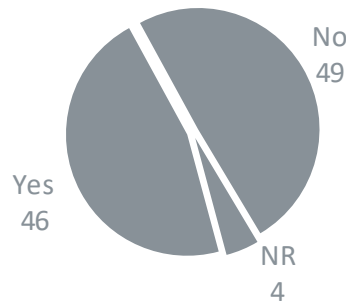
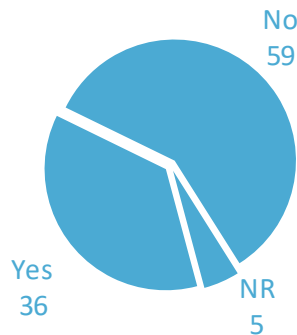
Satisfaction also varied by property type, but unlike in 2015 none of the differences were statistically significant, however, those living in flats were more satisfied than those living in bungalows with both the quality of their home (92% v 88%) and the general condition of their scheme (82% v 80%).

When respondents were asked to provide more detail about various aspects of their scheme it was disappointing to find in the majority of cases satisfaction had fallen and, in some cases, significantly so. Interestingly, the three aspects to show a significant decrease in satisfaction all relate to the appearance of the scheme including the overall appearance where satisfaction has fallen from 84% to 81%. There was a very notable nine-point drop in satisfaction with both the grounds maintenance service (69%, was 78%) and the cleaning of external communal areas (66%, was 75%), with each aspect rated in the bottom quartile of scores when compared to other landlords. Indeed, around a quarter of respondents were dissatisfied with the grounds maintenance service (24%, up from 16%), which to remind the reader was one of only four key drivers closely linked to satisfaction overall.

4. The home and scheme

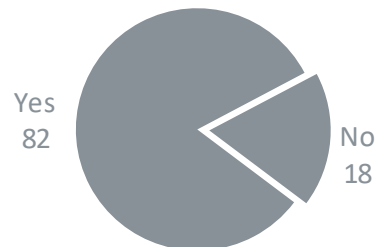
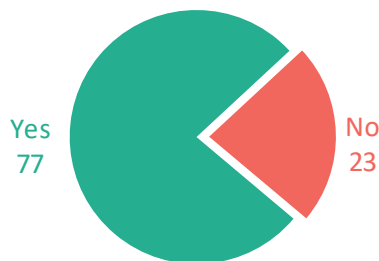
4.3 Contacted Neighbourhood Management Officer or Support Co-ordinator

% Base 294



4.4 Was the outcome positive?

% Base 107 | If had contact with NMO or SC in last 12 months. Excludes non respondents



Once again there were some variances in these scores by scheme and a full breakdown is provided in table 4.7 with those varying significantly from average clearly identified. A number of the key findings include:

- Respondents at Walter Preston Court were significantly more satisfied than average with all but three aspects of their scheme.
- Dryleaze Court respondents were significantly less satisfied than average with all but two aspects of their scheme.
- The scheme as a place to live was rated significantly lower by tenants at The Beeches (63%) and Dryleaze Court (80%).
- The grounds maintenance service was rated significantly lower than average by respondents at Broadfield Road and Concord (43% and 29% respectively, with the latter also significantly less satisfied than average with the overall appearance of their scheme (63%).
- Both internal and external cleaning was an issue at Concord, Dryleaze Court and Jenner Court.
- Ease of access was a notable concern for respondents from Dryleaze Court (64% satisfied), Jenner Court (73%), Archway Gardens and Dryleaze House (both 75%).
- Only a third of respondents at Dryleaze Court were satisfied with the pet policy (33%), the only scheme to rate this significantly lower than average.

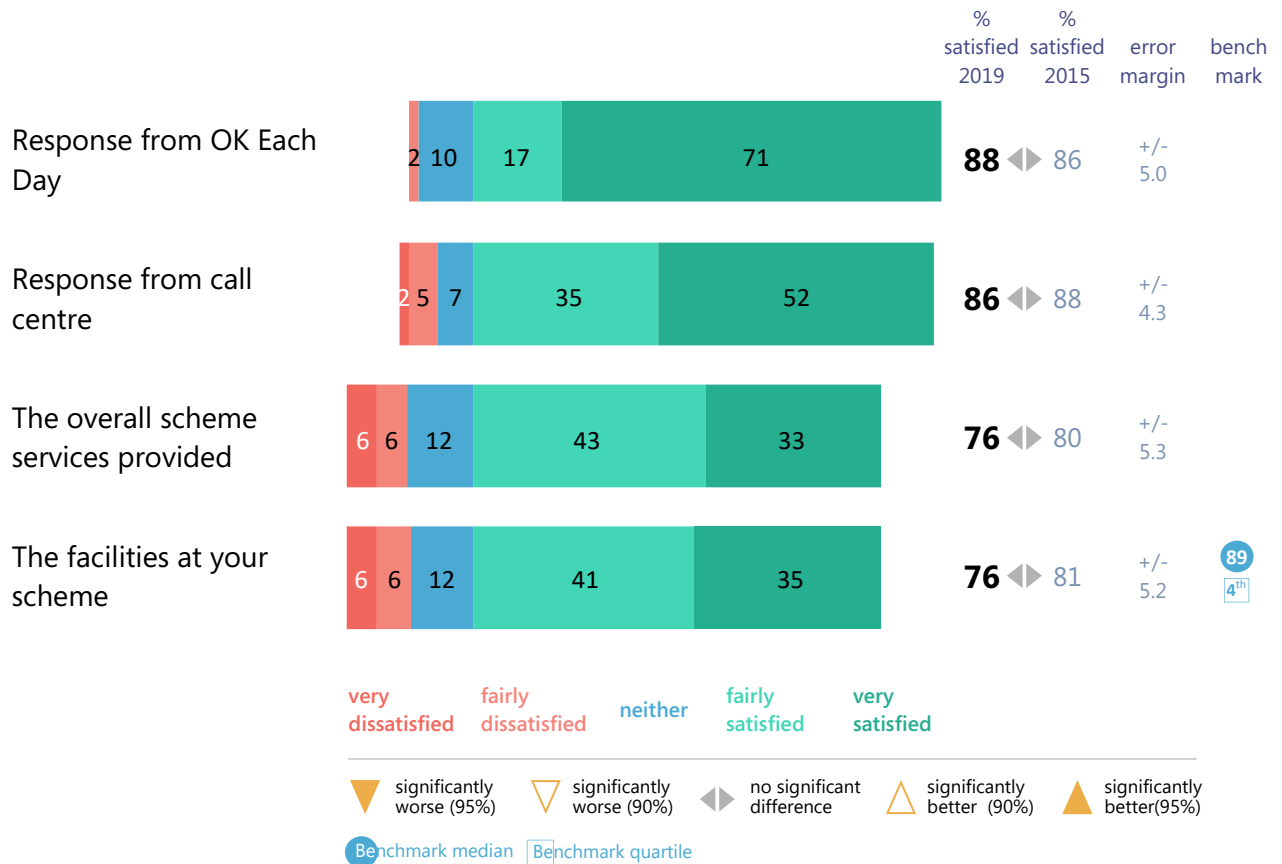
Moving on to consider the wider facilities and services, it was positive to find the vast majority of respondents remain satisfied with both the response from OK Each Day (88%, was 86%) and the response from the call centre (86%, was 88%, chart 4.5). Furthermore, OK Each Day appeared in the top five services for a fifth of respondents (chart 3.5).

However, contact with NMO's or Support Co-ordinators had once again decreased somewhat since the last survey (36% v 46%), with the proportion who had experienced a positive outcome also falling (71% v 82%).

4. The home and scheme

4.5 Satisfaction with scheme services

% Bases (descending) 164,246,249,257 | Excludes non respondents.



Three quarters of respondents were satisfied with the facilities at the scheme (both 76% satisfied), however this too was down from 81% in 2015, albeit not enough to be statistically significant. Once again, satisfaction with the facilities was significantly higher amongst respondents living in flats (80%), but significantly lower amongst sheltered tenants in bungalows (71%).

Both the facilities and the scheme services overall received virtually identical scores (76%), with the latter also falling in comparison to the 2015 finding (was 80%). There was also a similar pattern when comparing flats to bungalows (82% and 68% respectively). It is possible that the results to both questions could be connected to the significant falls in satisfaction with the grounds maintenance service and the cleaning noted above.

Nearly half of respondents said they normally use the communal lounge (47%) and this group tended to be significantly more satisfied than average with the majority of the aspects relating to their scheme. This included the scheme as a place to live (94% v 84%), grounds maintenance (74% v 64%), cleaning of internal communal areas (87% v 79%, ease of access (83% v 95%), cleaning of external communal areas (73% v 60%) and the safety and security of the scheme (92% v 82%).

When the 50% of respondents who do not use the communal lounge were asked why they don't make use of the facility, the majority were either not interested, too busy or events were held at inconvenient times. However, a number of comments related to a problem with accessibility either due to a disability or the distance needed to walk to get there:

47%
 normally use the
communal lounge

4. The home and scheme



“Because you took away our communal lounge and residents can't cope with the walk to Dryleaze House in bad weather.”

“The lounge is now at the upper house; we used the old one but walking is now troublesome for my wife.”

“Profoundly deaf, acoustics very poor.”

“I cannot walk there anymore. I am completely deaf so cannot be included.”

“I am not able to walk very far.”

“It's up a slope and difficult for some to access.”

“Partially deaf and blind in one eye, unable to walk up hills. Before this happened, I enjoyed going to the lounge and its friendly people.”

However, a substantial number of comments related to interpersonal issues with other residents, including the formation of cliques:

“The lounge is controlled by one tenant. He won't let you use half the facilities in the kitchen and has them in his possession. Nothing ever goes on in the lounge.”

“The main building has not enjoyed a particularly friendly or harmonious atmosphere for some time. Cliques exist that have managed to upset other residents. It's just not somewhere we need or want to go if we can help it.”

“Too many drinking and swearing. Not pleasant to go and listen to.”

“Older residents have made it difficult for me to attend freely.”

“Having tried to get things going here I accidentally trod on toes, and find it hard to play bingo with a caller who continually uses bad language, and so now I am persona non grata if I put in an appearance, and people walk away. Perhaps it would help if it was redecorated.”

“I feel the communal meetings are too cliquy and feel uninspired to try and join in.”

“People seem to be very “cliquey”, a rule for one and not others.”

“It is not a friendly place. Very cliquey. Overall very dirty, not cleaned well.”



4. The home and scheme

4.6 Satisfaction with the home by scheme

	% positive				% positive		
	Sample size	Quality of the home	General condition of scheme		Sample size	Quality of the home	General condition of scheme
Overall	294	90	81	Overall	294	90	81
Archway Gardens	12	82	88	Grange View	8	100	75
Ashcroft House	7	100	100	Grove Park Road	15	100	93
Ashwell House	9	100	100	Hamfallow Court	7	86	86
Broadfield Road	7	100	100	Hazelwood	15	93	100
Burdett House	9	88	86	Jenner Court	12	100	80
Chapel Lane	9	86	83	Sherborne House	9	100	100
Concord	18	88	60	Springfields Court	11	82	60
Draycott	9	89	89	St Nicholas Court	12	100	73
Dryleaze Court	15	80	50	The Beeches	8	75	50
Dryleaze House	17	100	75	The Corriett	8	50	83
George Pearce House	10	89	100	Vizard Close	8	100	100
Glebelands	11	90	78	Walter Preston Court	18	100	94

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

4. The home and scheme

4.7 Satisfaction with various aspects of the scheme by scheme

		% positive							
	Sample size	Scheme as a place to live	Overall appearance of the scheme	Grounds maintenance	Cleaning of internal communal areas	Cleaning of external communal areas	Ease of access to home and scheme	Safety and security of home	The pet policy
Overall	294	89	81	69	83	66	89	87	65
Archway Gardens	12	92	92	83	100	64	75	83	71
Ashcroft House	7	100	100	80	100	86	100	100	100
Ashwell House	9	100	88	88	88	63	100	100	60
Broadfield Road	7	86	86	43	100	57	86	100	75
Burdett House	9	100	78	67	67	67	78	78	63
Chapel Lane	9	67	67	67	75	75	88	88	60
Concord	18	77	63	29	57	31	94	94	60
Draycott	9	100	100	89	88	78	100	100	57
Dryleaze Court	15	80	57	57	70	39	64	79	33
Dryleaze House	17	94	88	82	94	81	75	77	80
George Pearce House	10	80	80	80	90	80	100	90	100
Glebelands	11	82	78	73	78	64	91	100	71
Grange View	8	100	100	88	100	100	100	100	80
Grove Park Road	15	100	86	73	100	85	100	93	100
Hamfallow Court	7	100	100	67	100	86	100	100	33
Hazelwood	15	93	93	80	87	73	93	93	75
Jenner Court	12	100	58	64	70	42	73	91	33
Sherborne House	9	100	100	67	89	80	88	100	67
Springfields Court	11	90	90	64	56	44	100	91	57
St Nicholas Court	12	75	75	58	92	55	83	67	67
The Beeches	8	63	50	38	57	63	75	63	67
The Corriett	8	71	75	50	71	50	88	75	67
Vizard Close	8	100	88	75	75	100	100	88	43
Walter Preston Court	18	94	94	94	100	94	100	83	50

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

4. The home and scheme

4.8 Satisfaction with scheme services by scheme

	Sample size	% positive			The facilities at your scheme
		Response from call centre	Response from OK Each Day	Overall scheme services provided	
Overall	294	86	88	76	76
Archway Gardens	12	83	100	100	100
Ashcroft House	7	83	100	100	83
Ashwell House	9	100	100	57	71
Broadfield Road	7	60	50	25	50
Burdett House	9	63	100	83	63
Chapel Lane	9	100	100	100	86
Concord	18	93	92	63	69
Draycott	9	100	86	89	89
Dryleaze Court	15	85	89	57	47
Dryleaze House	17	83	88	64	69
George Pearce House	10	88	86	78	80
Glebelands	11	89	60	100	100
Grange View	8	100	100	100	83
Grove Park Road	15	83	100	83	85
Hamfallow Court	7	86	80	86	86
Hazelwood	15	83	63	79	85
Jenner Court	12	100	100	88	78
Sherborne House	9	100	100	100	100
Springfields Court	11	80	100	60	60
St Nicholas Court	12	80	67	67	75
The Beeches	8	86	67	67	50
The Corriett	8	75	50	50	63
Vizard Close	8	67	100	88	100
Walter Preston Court	18	100	100	94	94

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Repairs and maintenance



1. workmanship
2. speed completed
3. respect for home

were the **key drivers** that best predicted overall satisfaction



Identical to HouseMark benchmark median



Satisfaction with gas servicing was very high and had improved



Satisfaction with the last completed repair was generally very strong

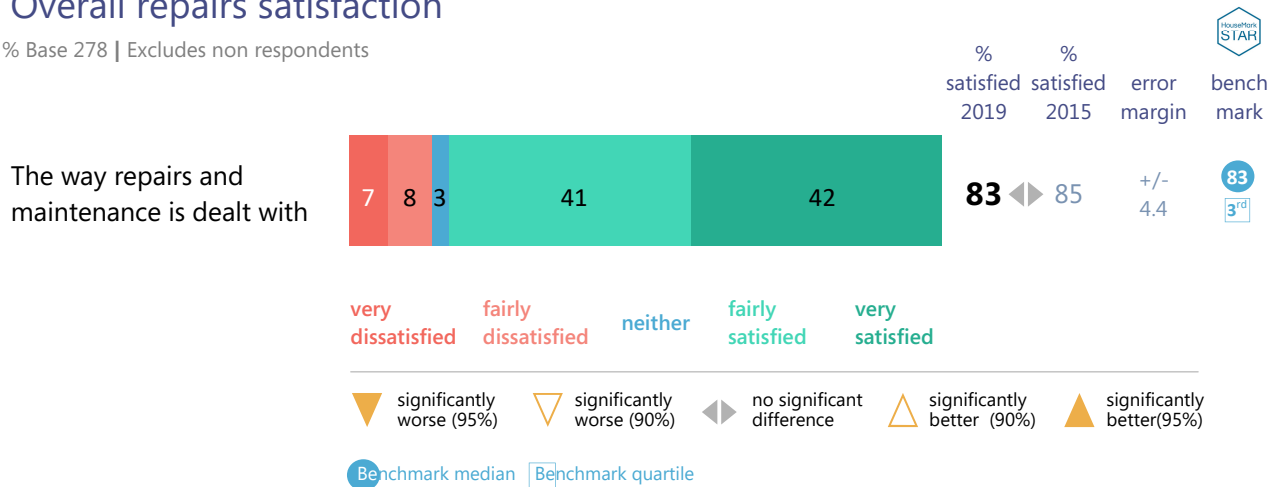


The workmanship and speed of completion were the strongest key drivers of repairs satisfaction

5. Repairs and maintenance

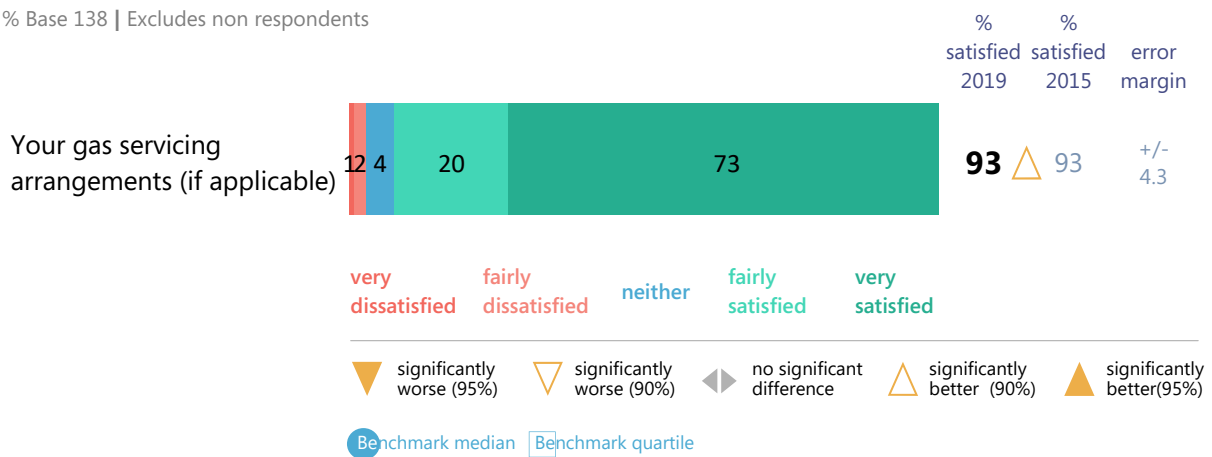
5.1 Overall repairs satisfaction

% Base 278 | Excludes non respondents



5.2 Gas servicing arrangements

% Base 138 | Excludes non respondents



The Council’s sheltered tenants once again declared the repairs and maintenance service to be their most important aspect of service provision (chart 3.6), however as in 2015 it was not a key predictor of overall satisfaction. As such, it was positive that around four out of five respondents were satisfied with the service overall (83%), around half of this group being ‘very satisfied’ (42%). That said, satisfaction was down slightly compared to 2015 (was 85%) but equal to the HouseMark benchmark median.

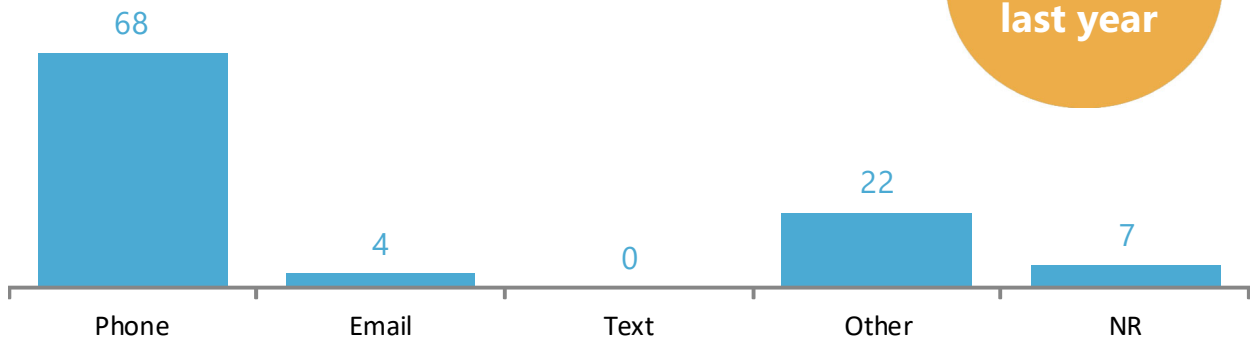
Satisfaction was ten points higher with the gas servicing arrangements (93%), which meant that only 3% were in any way satisfied with it. This result was a statistically significant improvement on that achieved in 2015 despite the total level of satisfied tenants remaining the same. This was because of a sizeable increase in ‘very satisfied’ responses from 62% to 73%.

Slightly fewer respondents had had a repair in the previous year than at the same stage in 2015 (58%, was 63%). The vast majority of these reported their repair via telephone (68%), with only 4% choosing to do so via email. Nobody did so by SMS text message. Of the fifth who reported a repair by another method (22% ‘other’), the majority said they did so face to face with their site officer or NMO.

5. Repairs and maintenance

5.3 Method of reporting repair

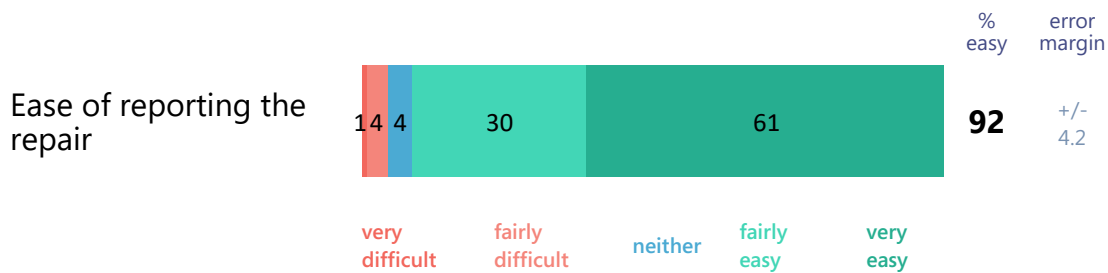
% Base 169 | Repair in last 12months



58%
had a repair in the
last year

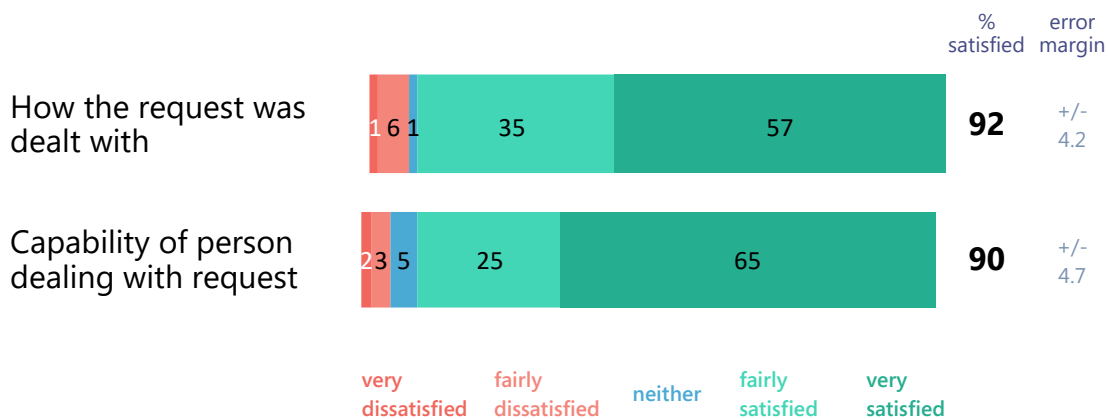
5.4 Reporting the repair

% Base 166 | Repair in last 12months. Excludes non respondents



5.5 Handling the report

% Bases (descending) 162, 155 | Repair in last 12months. Excludes non respondents



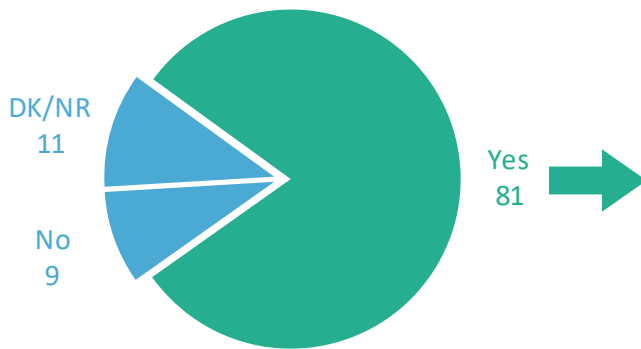
It was very positive to find 92% of those having a repair found it easy to report it, the bulk of whom said it was 'very easy' (61%). Whilst there was no significant variation in this score by how a respondent reported their repair, it was significantly higher than average amongst those who were given an appointment (96%), but significantly lower for those who were not (60%). There was also an interesting variation by property type, with those living in flats finding it significantly easier to report a repair than those in bungalows (97% and 84% respectively).

Around nine out of ten respondents were satisfied with how the request was dealt with (92%) as well as the capability of the person dealing with their request (90%). Again, those respondents who were not offered an appointment were significantly less satisfied than average with how their request was dealt with (79%) but only at the 90% confidence level.

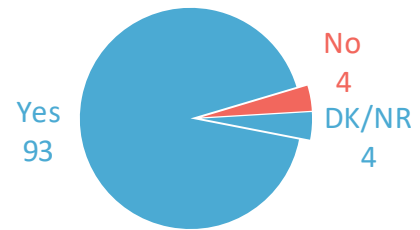
5. Repairs and maintenance

5.6 Had an appointment?

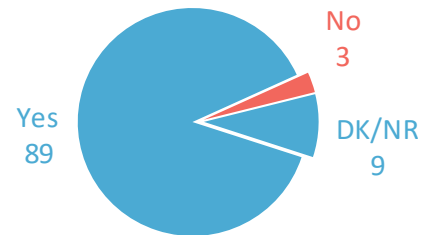
% Base 169 | Repair in last 12months



Got preferred appointment time?

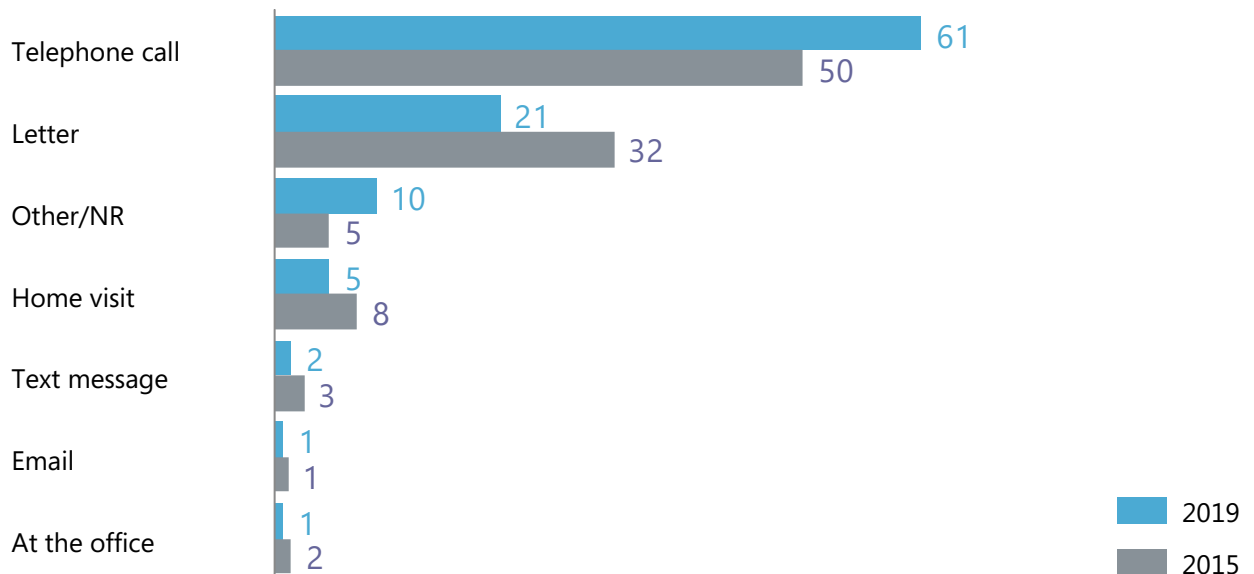


Was appointment kept?



5.7 How made aware of repair appointment

% Base 136 | Repair in last 12months. Had an appointment..



Around four fifths of respondents were given an appointment (81%), however one in ten were not. The vast majority said the contractor was able to accommodate their preferred appointment time (93%) with a similar proportion saying this was met (89%) with both having a notable impact on how respondents perceived the repairs service overall.

When rating the repairs and maintenance service overall, tenants will obviously factor in their experience of cyclical maintenance and improvement work, and multiple previous experiences with response repairs. When the scope is restricted, and recent users of the repairs service were asked to rate their *last* completed repair, satisfaction was five points higher than the overall score (88% v 83%), with the proportion that were 'very satisfied' also much higher (74% v 42%).

5. Repairs and maintenance

To better understand satisfaction with response repairs, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (58% of the sample). However, due to some slight changes to how the questions were asked only two were able to be directly compared to previous data. It was positive to find a slight improvement in the attitude of workers (94% 'satisfied', was 92%), and a continuing high score for the standard of the workmanship (91% in both years).

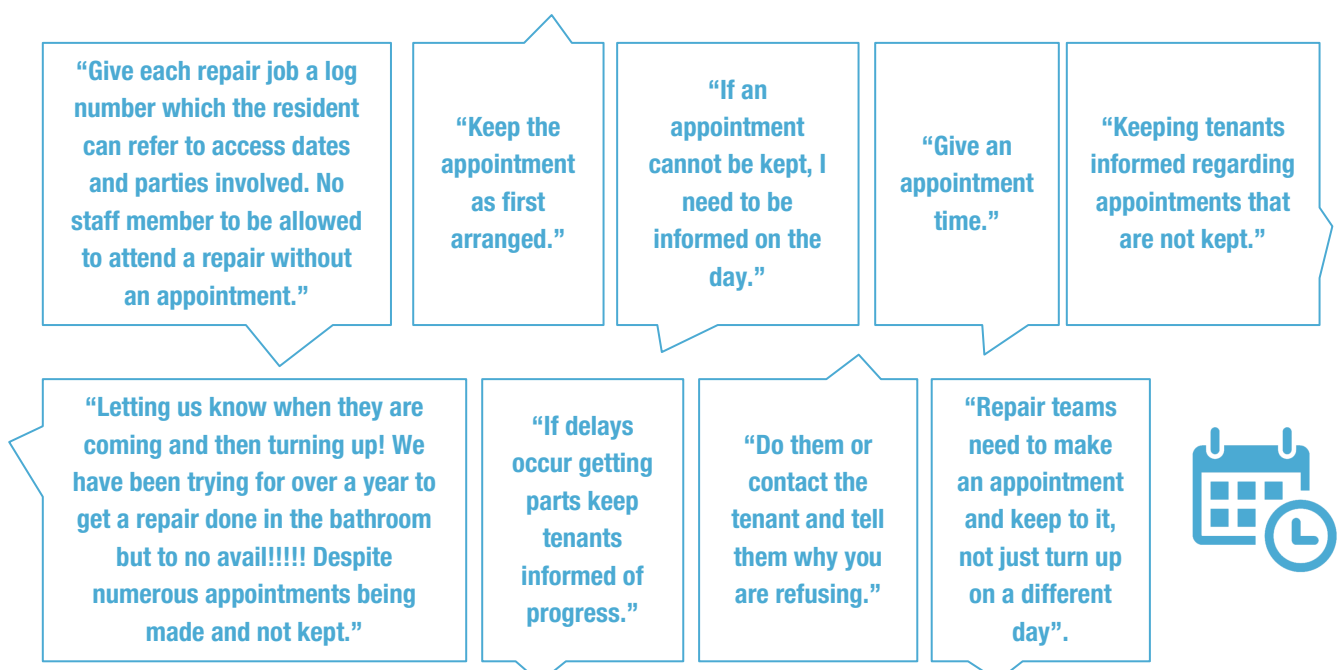
Indeed, what is immediately apparent from chart 5.11 is the high level of satisfaction with each aspect of the last completed repair (between 85% and 94%), at least two thirds being 'very satisfied'. The only question where there was any noticeable dissatisfaction was in the time taken to complete the repair once it was started (8%).

Another way to shed further light on these results was to run a key driver analysis to identify the best predictors of satisfaction with the last completed repair. The result of this analysis is shown in chart 5.4. Whilst this analysis reveals three key drivers with the quality of the work as number one, followed closely by the speed of completion. This pattern is not especially unique to Stroud District Council, as it is common to see these also appear as key drivers in surveys for other landlords.

Contractors showed proof of identity in around three out of four jobs, which again had a notable impact on how tenants perceived the service overall, with 91% of those where ID was shown significantly more satisfied with the service overall, compared to only 71% of those where no ID was presented. This pattern was also evident throughout the more detailed questions regarding the last completed repair.

Only one scheme rated the repair service significantly better than average, but even then, only at the 90% confidence level, and that was George Pearce House where 89% of respondents were satisfied. No scheme rated the service significantly worse than average. Further analysis of the repairs and maintenance services were carried out by scheme with the results summarised in table 5.12, including an indication of which scheme differed significantly from the norm. It is once again pertinent to point out that some of the schemes contain a small number of respondents so care should be taken when interpreting these results.

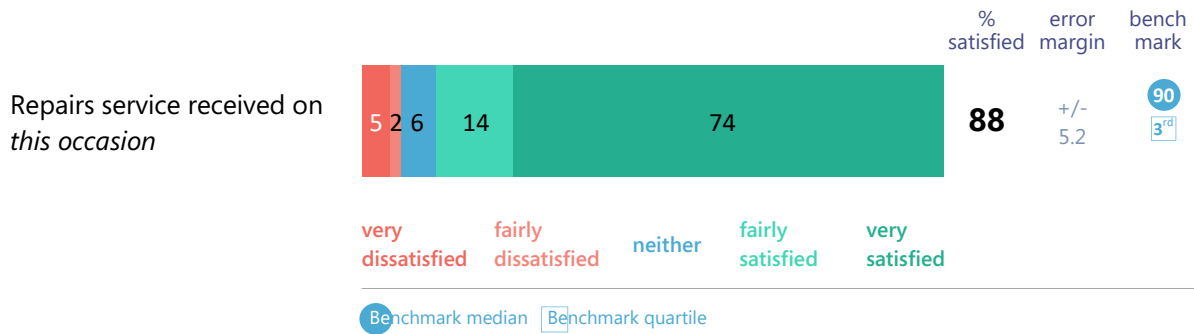
Respondents were also asked to give their suggestions for how the service could be improved. As expected, some respondents took this opportunity to raise an issue about a particular outstanding repair, or the quality of work being done, however many comments did prove insightful. The most common issue was that of repairs appointments, either making them in the first place, or keeping to those that had already been arranged:



5. Repairs and maintenance

5.8 Last repair

% Base 155 | Repair in last 12months. Excludes non respondents

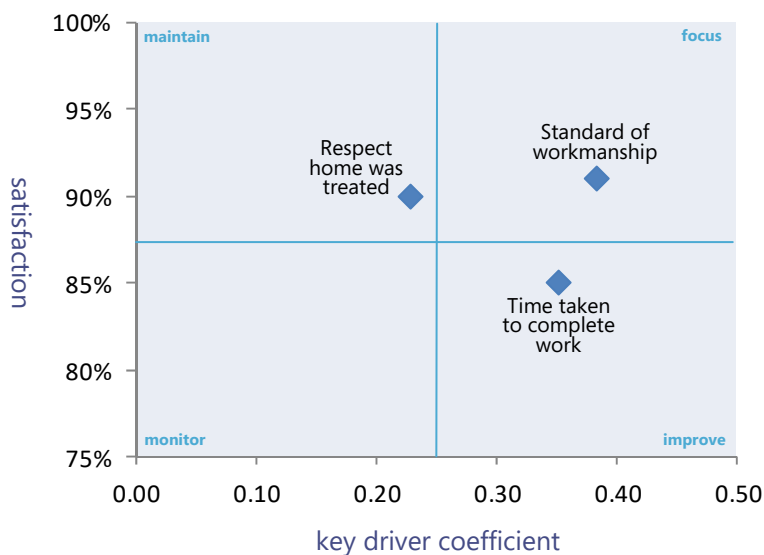


5.9 Key drivers - satisfaction with last repair

R Square = 0.756 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



5.10 Key drivers v satisfaction

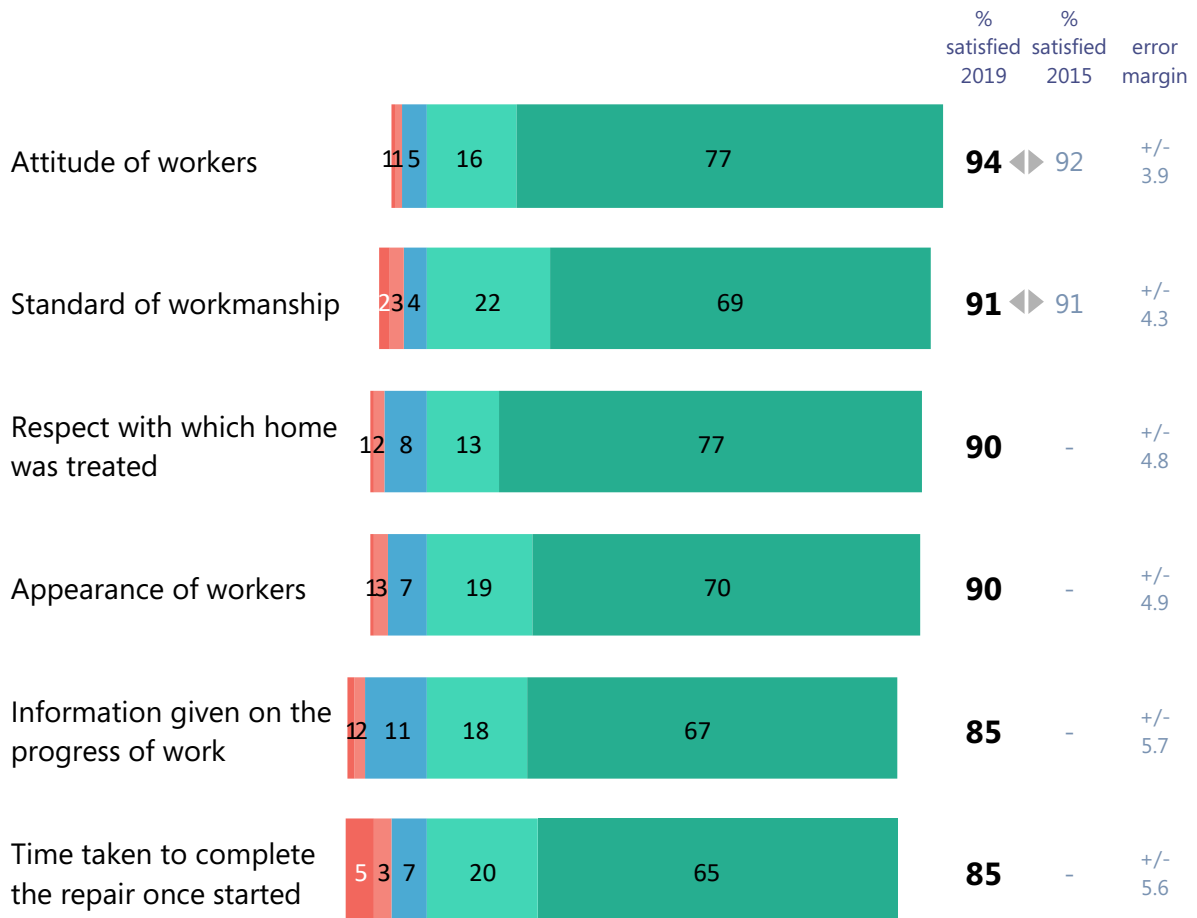


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

5. Repairs and maintenance

5.11 Last completed repair

% Bases (descending) 155,162,154,152,150,155 | Repair in last 12months. Excludes non respondents.



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)
Benchmark median
Benchmark quartile

72% said workers showed **proof of identity**

5. Repairs and maintenance



A number of other comments also related to the desire for quality inspections once work was carried out:

“We have had work carried out; surveys carried out but there's never any checks on work. Our building underwent a complete external makeover a few year ago and whilst they came to check the outside work no one came to ask if there were any internal issues that might need addressing.”

“Make sure repairs are thoroughly done and checked.”

“Better scrutiny of the works after completion by an officer equipped with the knowledge to do so.”

“I think someone should inspect the work after it's finished.”

“I don't believe that any work that I have had done whilst in a Council property has been checked before paying a bill. I would frankly have refused to pay for some of the work until it was adequately finished.”



There were also some suggestions for how the reporting process could be improved:

“When site officer reports a fault, management team need to action more promptly. Shouldn't be necessary to chase several times.”

“Sometimes it is difficult to get hold of the right person. The repairs button on the OK phone does not operate.”

“The person on the other end of the phone listening.”

“Person answering repair queries should know what they are talking about, especially those in sheltered housing.”

However, not all comments were negative, indeed a substantial portion were of a positive nature including:

“The contractors have always had ID. Real emergencies have always been investigated quickly.”

“The service was and is extremely good.”

“It is fine as it is in my opinion, I have no complaints.”

“I think it's quite good as it is!”

“Quite happy with the services I have received.”

“Have only been here 18 months but the 3 items that I've had have all been dealt with on time and with good workmanship and friendliness.”

“If delays occur getting parts keep tenants informed of progress.”

“I have had a good service with repairs and maintenance.”

“Don't think it can be made better, no problems.”



5. Repairs and maintenance

5.12 Satisfaction with repairs and maintenance by scheme

		% satisfied								
	Sample size	The we deal with repairs and maintenance	Gas servicing arrangements (if applicable)	Standard of workmanship	Time taken to complete the repair once work started	Appearance of the workers	Attitude of the workers	Information given on progress of the work	Respect with which your home was treated	Overall service received on this repair
Overall	294	83	93	91	85	90	94	85	90	88
Archway Gardens	12	92	100	100	100	100	100	83	83	83
Ashcroft House	7	86	83	100	100	100	100	100	100	100
Ashwell House	9	89	0	88	71	71	86	86	86	86
Broadfield Road	7	100	71	100	100	100	100	100	100	100
Burdett House	9	71	0	100	60	75	100	75	75	100
Chapel Lane	9	67	100	100	100	100	100	100	100	100
Concord	18	88	94	92	89	89	100	75	89	89
Draycott	9	89	100	86	86	71	86	71	86	86
Dryleaze Court	15	64	100	91	82	100	100	82	100	82
Dryleaze House	17	82	100	100	89	100	89	88	88	88
George Pearce House	10	89	100	100	100	100	100	80	100	100
Glebelands	11	91	100	100	100	100	100	100	100	100
Grange View	8	100	100	100	100	100	100	67	100	100
Grove Park Road	15	87	100	100	100	100	100	100	100	100
Hamfallow Court	7	86	0	80	80	100	100	80	80	80
Hazelwood	15	86	100	73	64	82	91	73	82	55
Jenner Court	12	73	0	80	80	80	80	80	100	80
Sherborne House	9	100	100	100	100	100	100	100	100	100
Springfields Court	11	82	100	80	80	80	80	80	80	80
St Nicholas Court	12	60	0	75	57	67	71	71	57	71
The Beeches	8	71	50	83	83	67	83	80	67	83
The Corriett	8	75	100	75	100	100	100	100	100	75
Vizard Close	8	86	50	100	60	80	80	80	80	100
Walter Preston Court	18	94	100	100	100	100	100	100	100	100

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Customer service

65

%

of tenants found it easy to get hold of the right person

74

%

satisfied with how enquiries dealt with generally



Handling of enquiries was the main key driver of satisfaction



Scores compared unfavourably against benchmarks



Results in this section had fallen slightly since 2015



Those who reported ASB and/or had complained were less satisfied

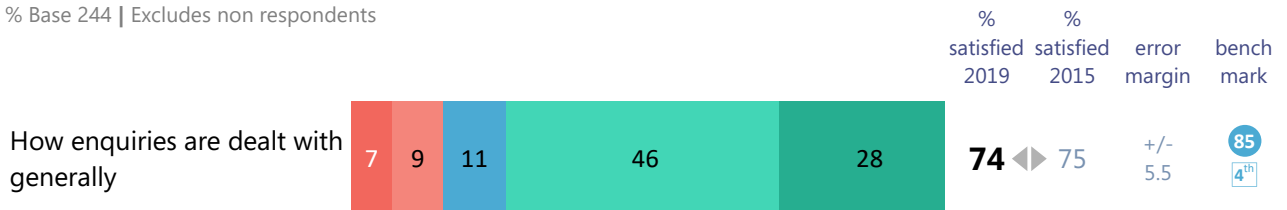


A fifth claimed that the final outcome was not explained, and this affected their answers to other questions in this section

6. Customer service

6.1 Enquiries overall

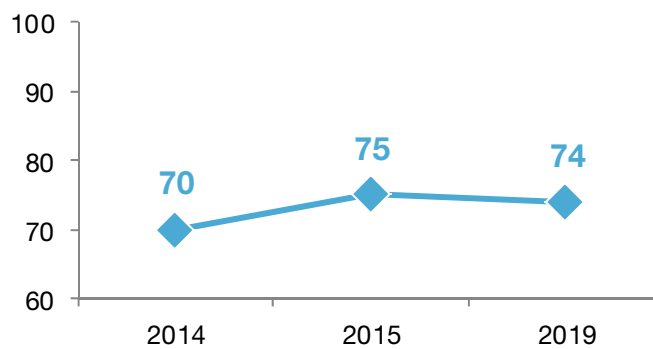
% Base 244 | Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

Benchmark median
 Benchmark quartile



The customer service experience was again central to tenant's perceptions of housing services as a whole, so much so that satisfaction with how enquiries are dealt with generally was a key driver of satisfaction overall (chart 3.2).

The majority of tenants were satisfied with the handling of enquires (74%), including 28% that were 'very satisfied', with satisfaction almost identical to that seen four years ago (was 75%). At the opposite end of the scale 16% were dissatisfied, but this was up four points from 2015 (was 12%). As satisfaction has barely changed, the Council's score was still, however, in bottom quartile of landlords in the ARP database.

44%
 contacted their
 NMO, Site Officer or
 Support Co-ordinator
 in the last year

There were some interesting variations by scheme, with respondents in Ashcroft House and Grange View being significantly more likely to be satisfied (both 100%), whereas the opposite was true of those from St Nicholas Court (46%, table 6.6).

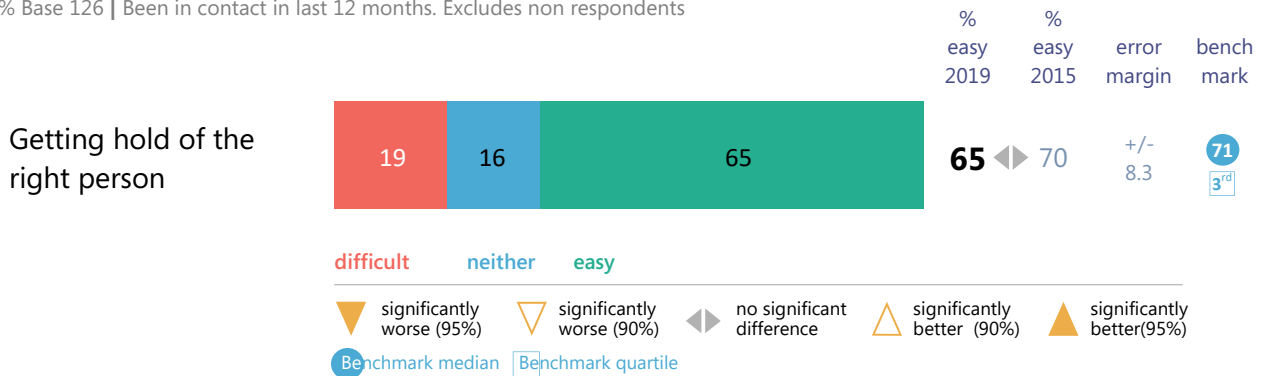
Around two fifths of the sample had made contact with the Council through their NMO, Site Officer or Support Co-ordinator in the previous year (44%), the vast majority doing so by visiting the office (29%, chart 6.7) with the need to report a repair the primary reason for the contact (43%, chart 6.3).

As satisfaction with how enquiries are dealt with generally had decreased slightly, it is unsurprising to find slight falls also observed with the ease of contact (65%, was 70%), the helpfulness of staff (81%, was 85%) as well as the ability of staff to deal with the problems (73%, was 79%). As such, a quarter were dissatisfied with the final outcome of their query (24%, up from 17%), with a little over two thirds satisfied (69%). In each case, the results fell further back from their equivalent benchmark scores, with Stroud's results appearing in the bottom two quartiles.

6. Customer service

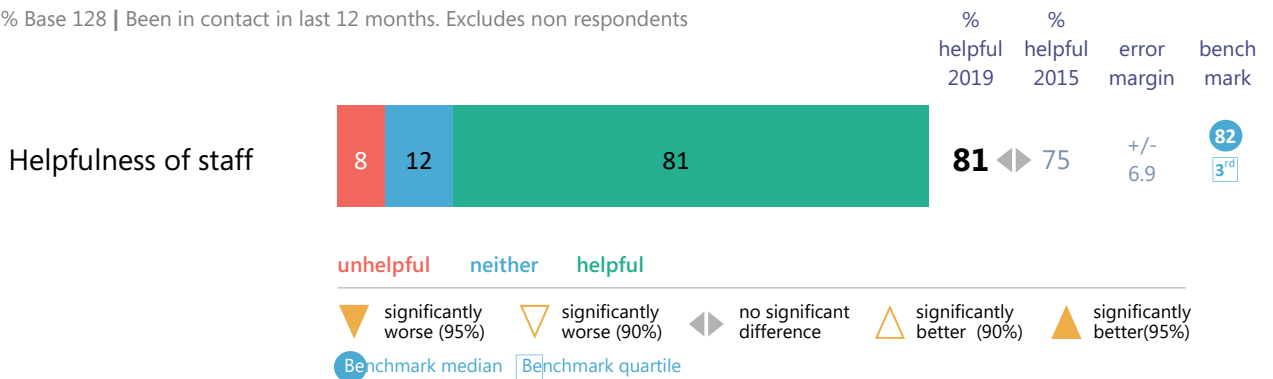
6.2 Ease of getting hold of the right person

% Base 126 | Been in contact in last 12 months. Excludes non respondents



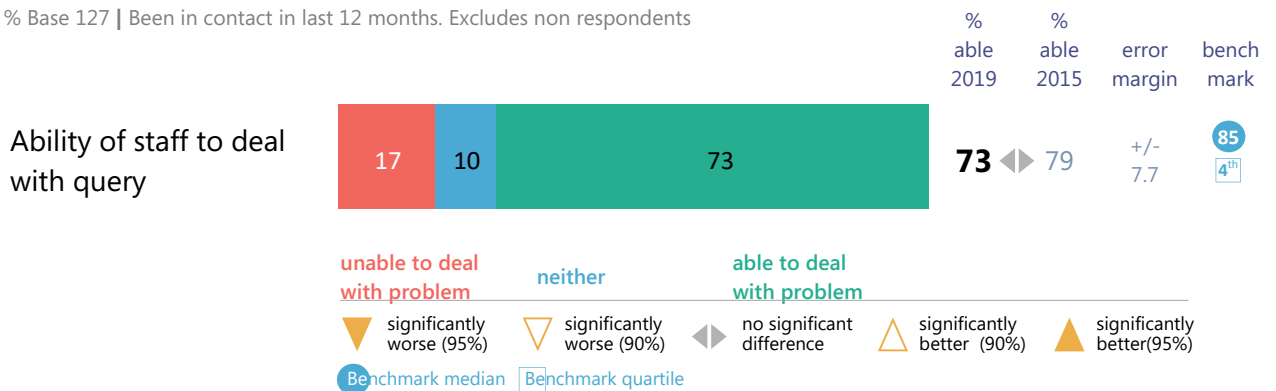
6.3 Helpfulness of staff

% Base 128 | Been in contact in last 12 months. Excludes non respondents



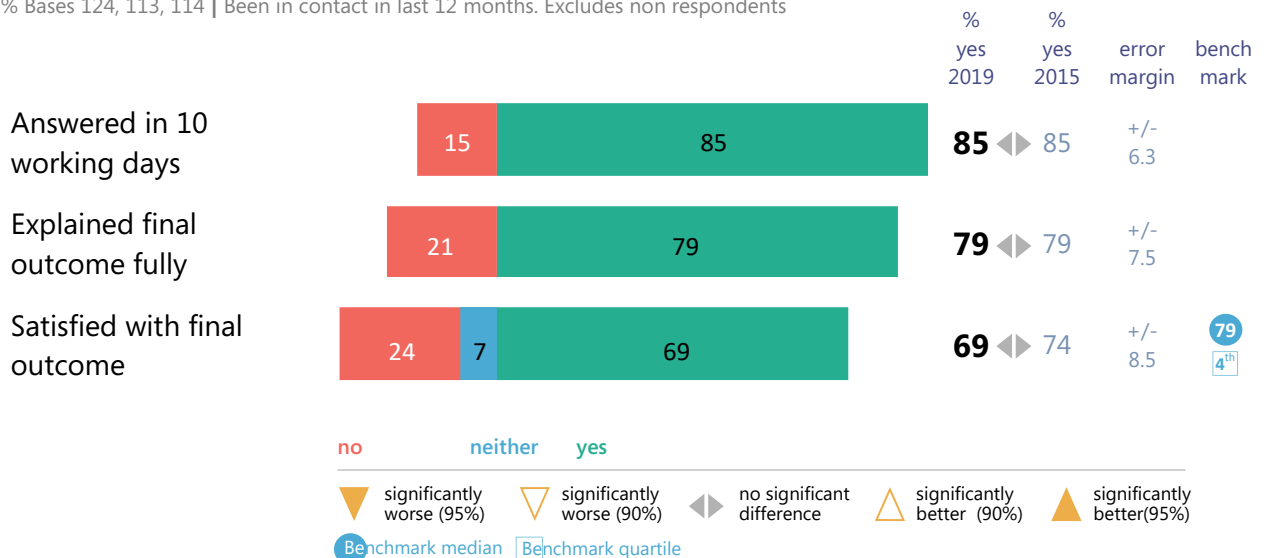
6.4 Dealing with last query

% Base 127 | Been in contact in last 12 months. Excludes non respondents



6.5 Last contact

% Bases 124, 113, 114 | Been in contact in last 12 months. Excludes non respondents



6.6 Enquiries overall by scheme

	Sample size	% positive How enquires are dealt with generally		Sample size	% positive How enquires are dealt with generally
Overall	294	74	Overall	294	74
Archway Gardens	12	78	Grange View	8	100
Ashcroft House	7	100	Grove Park Road	15	75
Ashwell House	9	63	Hamfallow Court	7	83
Broadfield Road	7	71	Hazelwood	15	75
Burdett House	9	71	Jenner Court	12	78
Chapel Lane	9	83	Sherborne House	9	89
Concord	18	73	Springfields Court	11	70
Draycott	9	75	St Nicholas Court	12	46
Dryleaze Court	15	64	The Beeches	8	57
Dryleaze House	17	67	The Corriett	8	33
George Pearce House	10	78	Vizard Close	8	86
Glebelands	11	100	Walter Preston Court	18	94

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

For each of these questions, results were again lower for respondents that had made a complaint in the previous year (46% 'easy', 54% 'helpful and 48% 'able to deal with the problem'). It was also clear that respondents who reported an incident of ASB to the Council found staff to be significantly less helpful (72%) or able to deal with their problem (61%).

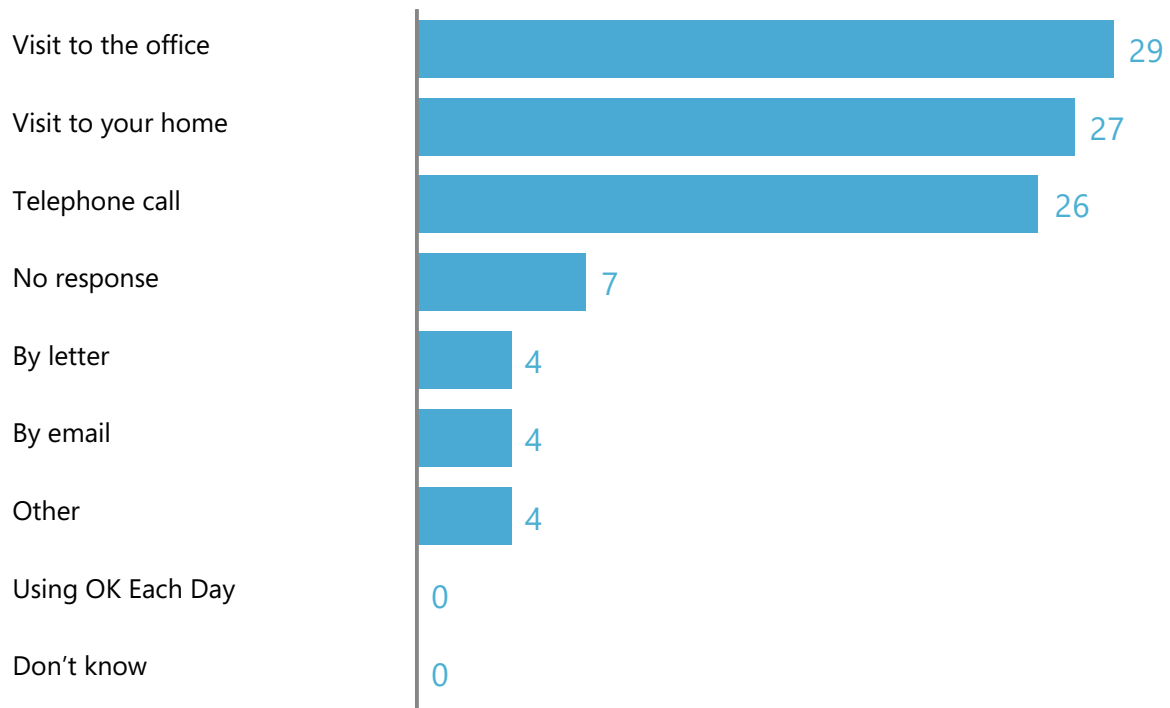
Just over four fifths of queries were answered within 10 working days (85%) which has not changed since 2015. This had a notable impact on all the customer service results within this section with significantly higher scores reported by those whose query was answered in this timeframe compared to those that were not.

Similarly, whether or not the final outcome of the query was fully explained also had an effect, with every aspect of the customer service experience rated significantly lower by those that did not get an adequate explanation. With that in mind, it is disappointing to find in a fifth of cases, a full explanation was not provided (21%).

6. Customer service

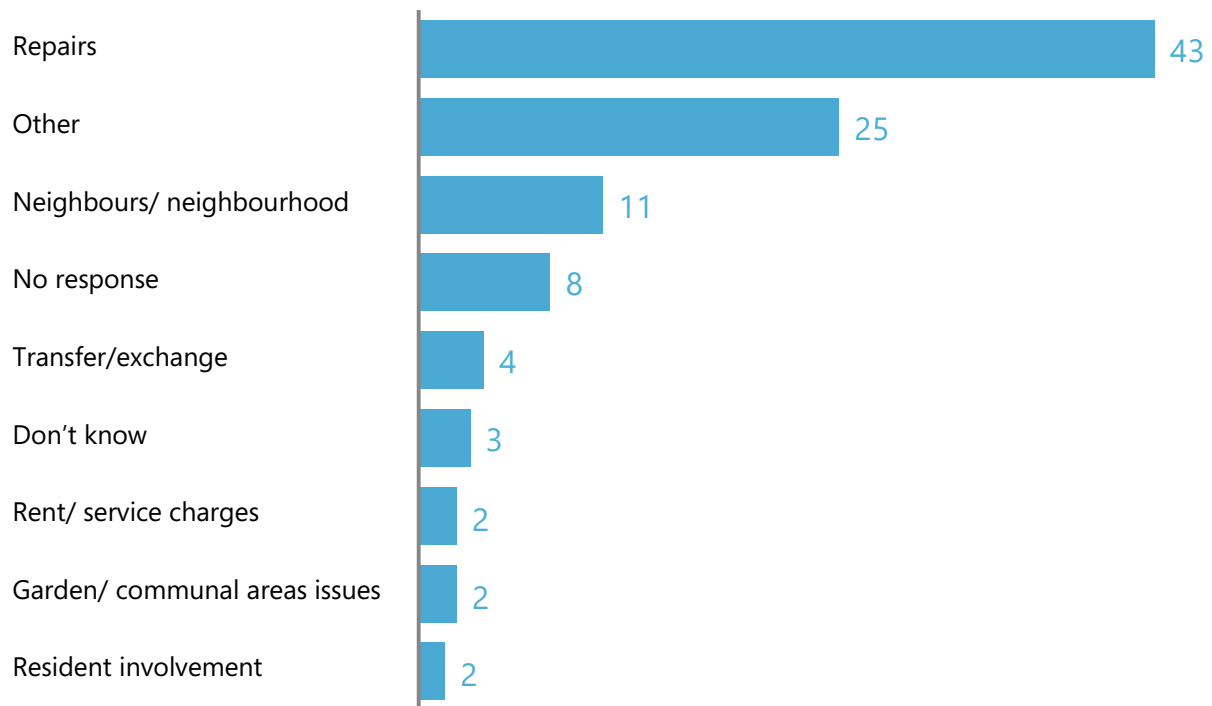
6.7 Method of contacting NMO, Site Officer or Support Co-ordinator

% Base 129 | Contact in last 12 months.



6.8 Reason for contact

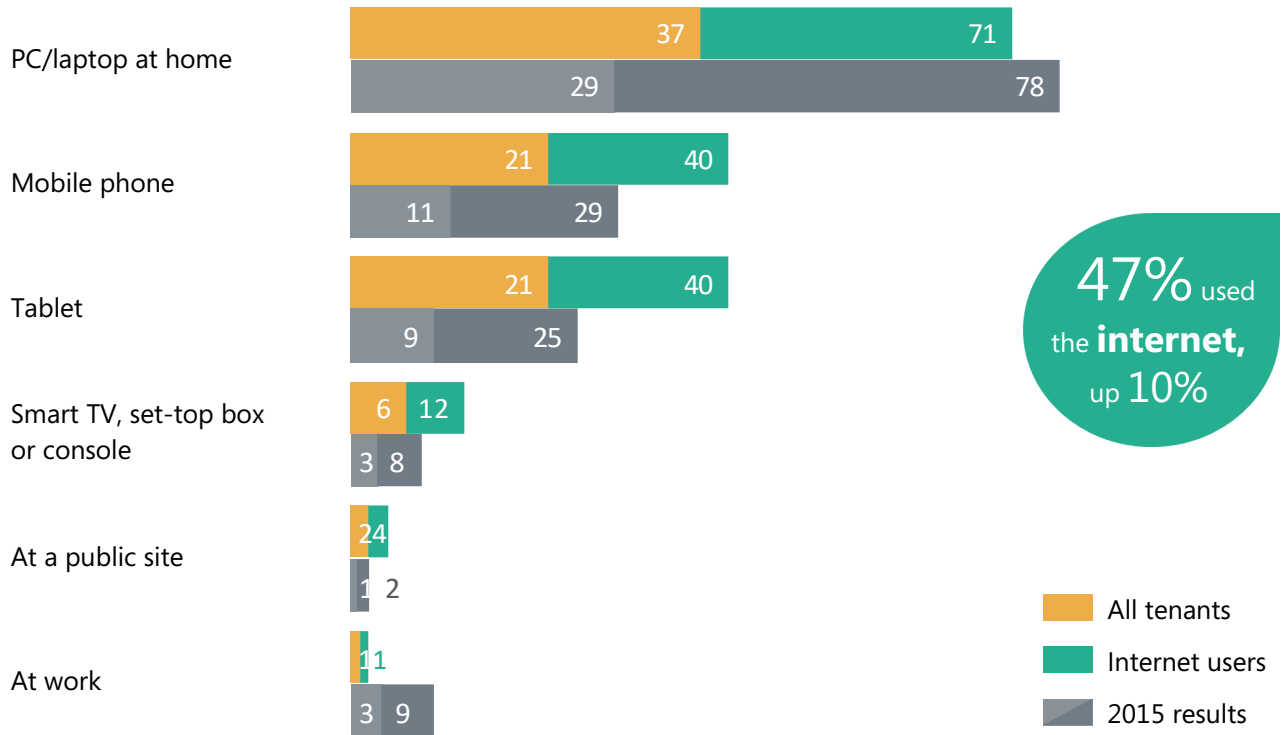
% Base 129 | Respondents who have been in contact in the last 12 months.



6. Customer service

6.8 Method of accessing the internet

% Bases 294, 139 | More than one answer allowed.



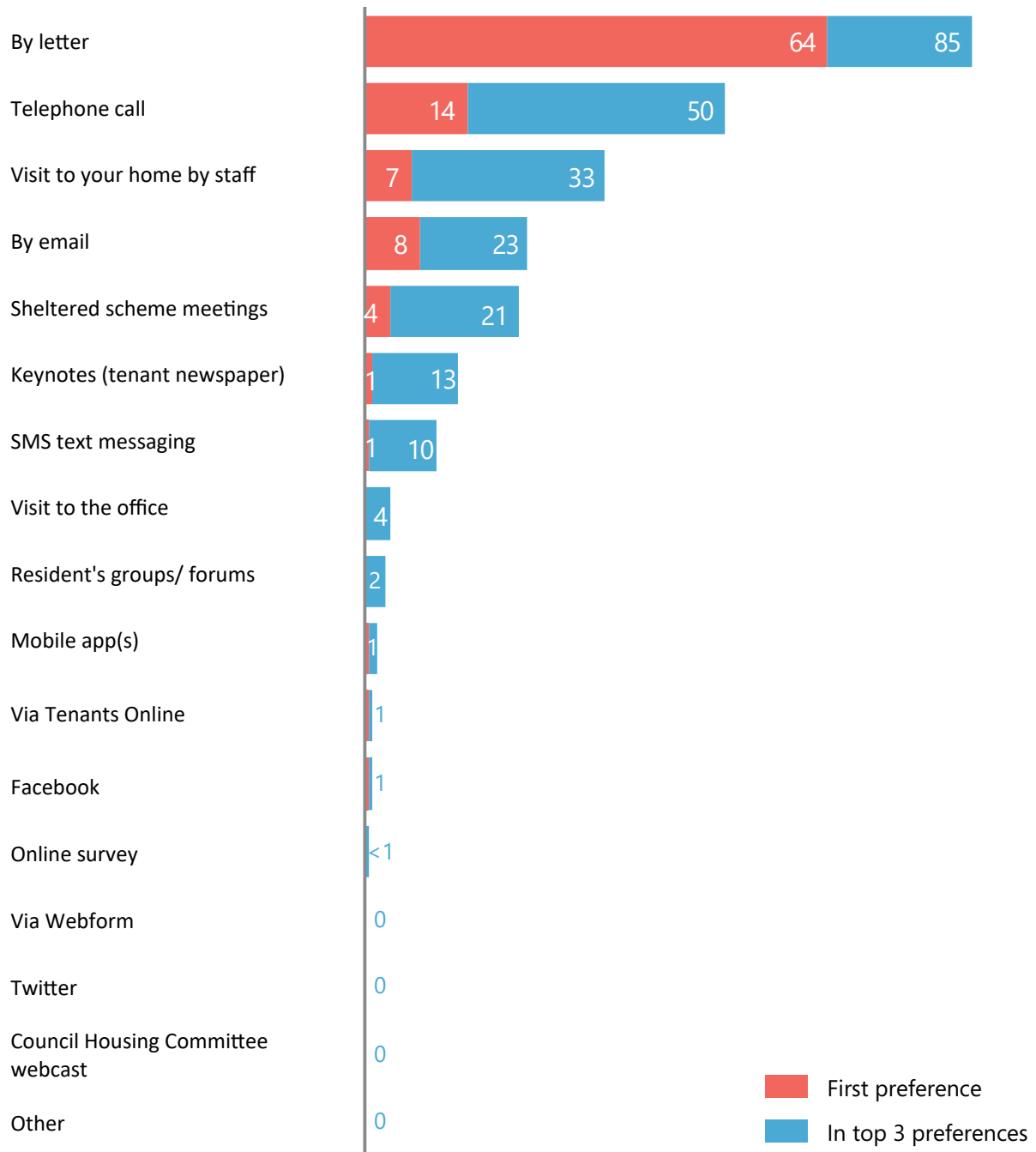
In terms of communication methods, it was notable that contact by letter remained the most commonly cited preference (85% placed it top three), followed by phone call (50%) and home visits (33%). Only slightly more would prefer the Council to contact them via email than was the case in 2015 (23%, up from 20%).

The proportion of internet users in the sample had increased from 37% in 2015 to 47% in 2019. This question was again asked in terms of the methods people used to access Facebook, apps, email and websites etc. The most common method for tenants remains by a PC or laptop at home (71% of internet users, 37% of all residents), with this followed by a smartphone or tablet (40% of users, 21% of all residents for both).

6. Customer service

6.10 Top three preferred methods of communication from the council

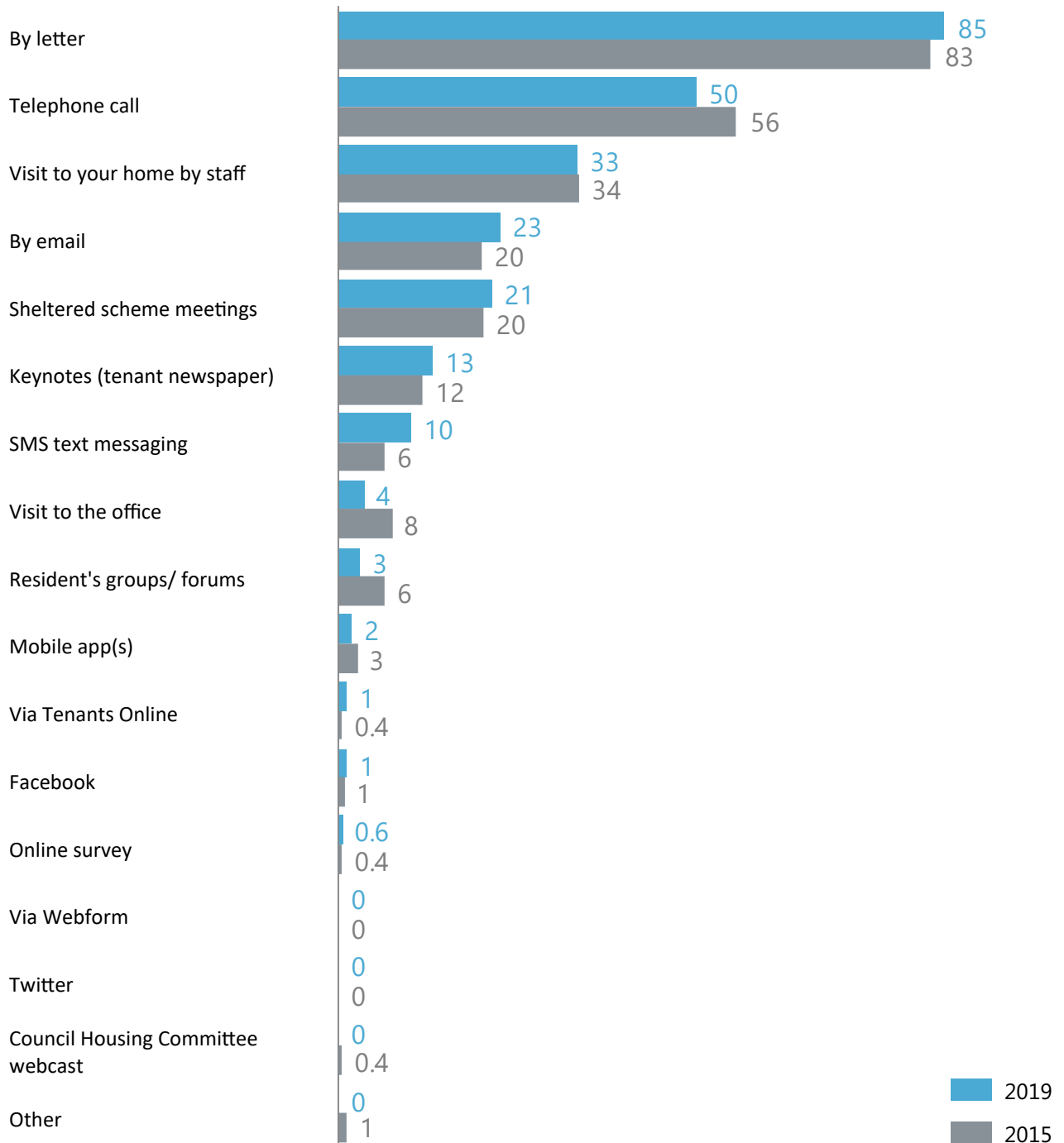
% Base 168 | Up to three answers allowed. Excludes non respondents



6. Customer service

6.11 Top 3 preferred methods of communication from the council over time

% Base 168 | Up to three answers allowed. Excludes non respondents





7. Information and resident involvement

57%

felt the Council listened and took their views into account

73%

said the Council were good at keeping them informed



Being kept informed was a key driver of satisfaction, and a theme across the results



Potentially linked to high repairs service scores



Small decrease in satisfaction with listening and taking account of tenants' views



Listening and taking account of views was well below benchmark

7. Information and resident involvement

Around three quarters of respondents thought that Stroud DC were good at keeping them informed about the things that affected them as residents (73%), which is almost identical to that reported in the 2015 findings. As this score has barely changed the rating still has some way to go to match the benchmark median for other similar landlords (84%), with the Council remaining in the bottom quartile of providers. Indeed, communication and information seems to be a theme throughout the results, again being mentioned in the verbatim comments, with the level of information being a key predictor of satisfaction overall (chart 3.2) as well as being the third most important aspect of the service for two out of three respondents (chart 3.6).

As being kept informed was a key driver of overall satisfaction this remains an important aspect of service provision for the Council to monitor and if possible, improve. When answering this question, it is entirely likely respondents reflected on their recent experience of reporting a repair as those having done so in the previous year were a little less satisfied than those that had not (71% v 75%). Similarly, tenants that reported an incident of ASB to the Council were less satisfied than average that they were kept informed (67%), with the small group of tenants that had made a complaint also significantly less satisfied than average (60%).

A number of schemes varied significantly, with those in Grove Park Road, Dryleaze Court and St Nicholas Court being notably less satisfied on both this measure (50%, 40% and 58%) with the latter two schemes also significantly less satisfied with the other two questions in this section (table 7.3).

There was a slight decrease in the rating for how well the Council listens to tenants' views and acts upon them (57% satisfied, was 61%), with this reduced level of satisfaction now further away from the benchmark for similar landlords (69%). Similar to other findings, significantly lower levels of satisfaction were given by those who had made a complaint in the previous year (41%).

In considering this result, experience of other similar surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. Indeed, it is probable that this score is linked to the slight fall in satisfaction for repairs and maintenance overall (see section 5), and for customer services (section 6).

Whilst around a fifth of the sample in this case said that they were neither satisfied nor dissatisfied (21%), which suggests either equivocation or more likely lack of awareness, it is notable that a similar proportion were actively dissatisfied (22%) which is higher than typically seen in other similar surveys and has increased from 17% who said the same in 2015.

Slightly more respondents were satisfied with their opportunities to make their views known (64%) which essentially unchanged to that seen in 2015 (was 63%). Whilst there was some variation by scheme (table 7.3), this result varied significantly for two NMO patches with respondents in NMO5 significantly more satisfied than those in NMO3 (86% v 54%).



27%
would like to know more
about getting
involved

7. Information and resident involvement

7.1 Information

% Base 283 | Excludes non respondents

Kept informed about things that affect you

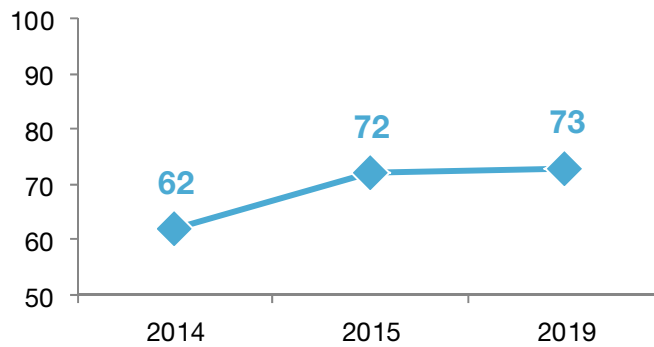


% good 2019: **73** | % good 2015: 72 | error margin: +/- 5.2 | bench mark: 84 (4th)

very poor, fairly poor, neither, fairly good, very good

significantly worse (95%), significantly worse (90%), no significant difference, significantly better (90%), significantly better (95%)

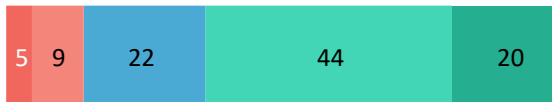
Benchmark median, Benchmark quartile



7.2 Resident involvement

% Base 257, 278 | Excludes non respondents

Opportunities to make views known about services



% satisfied 2019: **64** | % satisfied 2015: 63 | error margin: +/- | bench mark: 69 (4th)

We listen to your views and act upon them



% satisfied 2019: **57** | % satisfied 2015: 61 | error margin: +/- | bench mark: 69 (4th)

very dissatisfied, fairly dissatisfied, neither, fairly satisfied, very satisfied

significantly worse (95%), significantly worse (90%), no significant difference, significantly better (90%), significantly better (95%)

Benchmark median, Benchmark quartile

7. Information and resident involvement

7.3 Information and resident involvement by scheme

	Sample size	% positive		
		Kept informed about things that affect you	We listen to your views and act upon them	Opportunities to make views known
Overall	294	73	57	64
Archway Gardens	12	91	83	90
Ashcroft House	7	100	86	100
Ashwell House	9	78	50	56
Broadfield Road	7	57	57	67
Burdett House	9	89	38	56
Chapel Lane	9	100	86	100
Concord	18	67	56	64
Draycott	9	89	89	100
Dryleaze Court	15	40	36	39
Dryleaze House	17	59	44	47
George Pearce House	10	70	60	63
Glebelands	11	100	70	64
Grange View	8	100	100	86
Grove Park Road	15	50	43	39
Hamfallow Court	7	86	57	71
Hazelwood	15	71	57	62
Jenner Court	12	58	27	46
Sherborne House	9	100	88	86
Springfields Court	11	82	60	80
St Nicholas Court	12	58	33	33
The Beeches	8	50	50	86
The Corriett	8	67	43	43
Vizard Close	8	86	38	67
Walter Preston Court	18	80	67	92

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

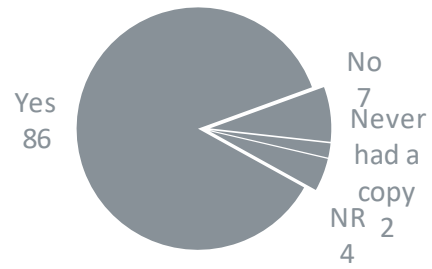
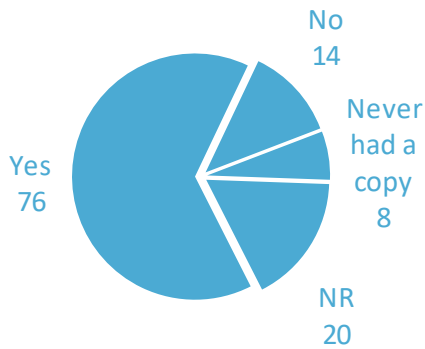
* See appendix A for further information on statistical tests and confidence levels

7. Information and resident involvement

7.4 Read Keynotes

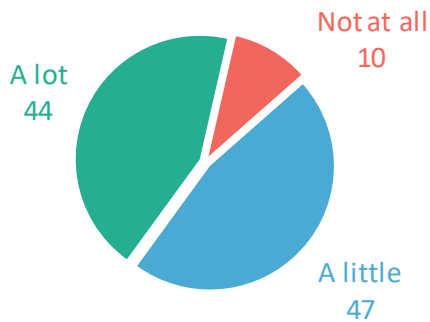
% Base 294 | Excludes non respondents

2019
2015



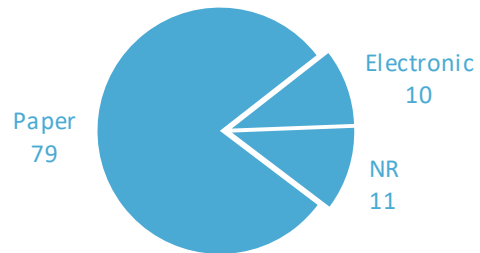
7.5 Value Keynotes

% Base 224 | If read Keynotes.



7.6 Preferred version of Keynotes

% Base 294 | Excludes non respondents




Around three quarters of the sample read Keynotes (76%), which is down slightly when compared to 2015 (was 86%), with one in twelve claiming to have never received a copy (8%, up from 2%). One in ten of those who read Keynotes said they do not value it at all (10%), however the majority did (91% value it), nearly half of whom 'value it a lot' (44%).

Four out of five would prefer to receive the newsletter in paper format, nevertheless, one in ten would be interesting in receiving an electronic copy, including the following two tenants:

“An electronic version or a less glossy version, with just basic essential information would save money.”

“Reduce costs and send as email. Brief bulletins could replace magazine.”



7. Information and resident involvement

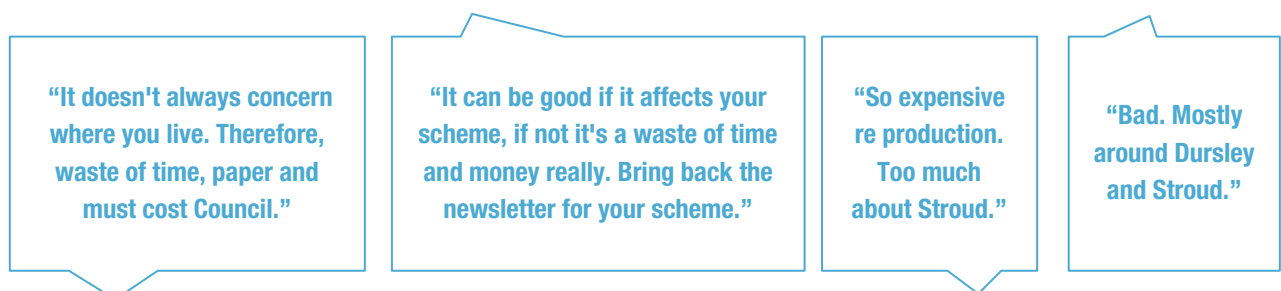
Indeed, respondents were asked to say in their own words what they liked and disliked about the newsletter as well as what type of article they would like to see more of. The vast majority of the comments were complimentary saying that Keynotes was relevant, keeps them informed and contained useful information about their area. Nevertheless, some features that tenants might like to see more of included:



However, there were also negative comments made about aspects of the newsletter that tenants disliked. These comments could briefly be summarised as either complaints about the cost of the production, and/or cynicism about messages being promoted;



Finally, there were also a number of comments that the information was just too general, and not specific to their own schemes:





8. Neighbourhood issues

32%

said their scheme had declined in the last three years

1. rubbish or litter
2. dog fouling/mess
3. other pet problems
4. noisy neighbours
5. drug use or dealing

were the **most widespread problems**



Broadfield Road, Concord and Glebelands were the least likely to note any problems



Archway Gardens, Ashwell House and George Pearce House were the most likely to note any problems



Litter and rubbish had worsened since 2015

8. Neighbourhood issues

The neighbourhood as a place to live was the sixth most important aspect of service provision for around half of the sample (51%, chart 3.6), just behind the cleanliness of the scheme (52%). As such, when asked whether their scheme had improved or declined in the last three years, it is disappointing to find a significant decrease in those saying it had got better (12%, was 16%). The perspective of the majority was that things had stayed the same (56%), however, a third of respondents did say their scheme had got worse (32%, up from 26%).

As a number of issues were significantly more problematic in George Pearce House (table 8.3), it is perhaps unsurprising to find respondents in this scheme were more likely to say their scheme had got worse (43%). However, a greater proportion of respondents at Broadfield Road (50%), Dryleaze Court (60%), St Nicholas Court (60%) and The Beeches (67%) also said their scheme had worsened.

When considering the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2015 results. Unfortunately, however, three of the top six issues were viewed to be significantly more of a problem than they were two years ago including the top issue of rubbish or litter which was up eight points from 10% to 18%. The other neighbourhood aspects to be viewed as significantly more of a problem were drug use or dealing (7% 'problem', was 2%) and drunk or rowdy behaviour (6%, was 4%). Whilst not significant, every other aspect was viewed to be more of a problem than it was in 2015 with the exception of abandoned or burnt out vehicles.

All of these results were again analysed by scheme, with the complete breakdown presented in chart 8.3, including an indication of which schemes differed significantly from the norm. A clear pattern emerged with respondents in Archway Gardens, Ashwell House and George Pearce House being more likely to view the different neighbourhood issues as significantly greater problems. In contrast, those in Broadfield Road, Concord and Glebelands were more likely to view the different neighbourhood issues as significantly less of a problem.

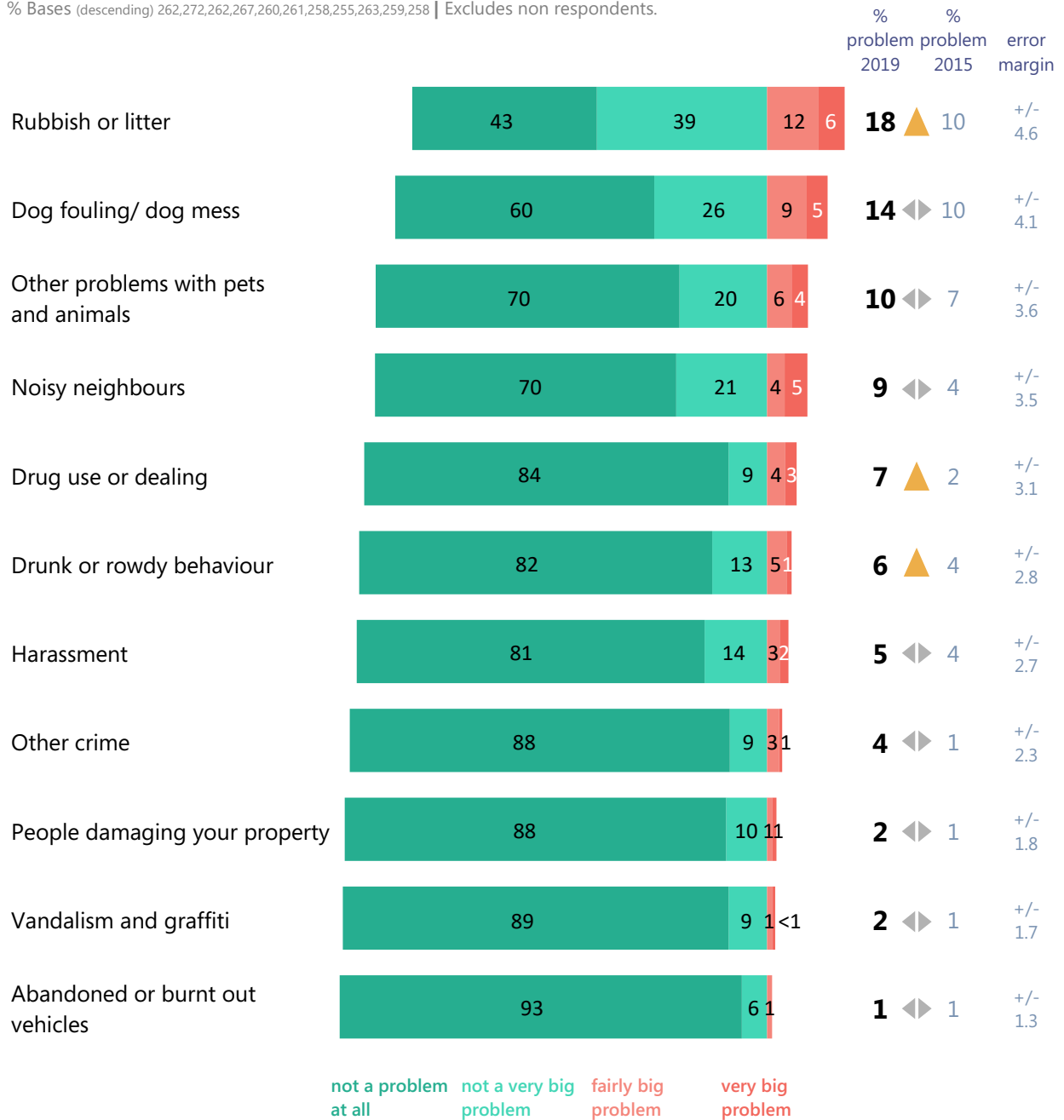
Some other notable findings include:

- Rubbish or litter was significantly more of a problem for respondents in Archway Gardens (70%), Hazelwood (36%), but significantly less so for those living in bedsits (7%).
- Residents in George Pearce House and Burdett House had a significantly higher than average problem with noisy neighbours (50% and 44% respectively).
- Dog fouling/ dog mess was a significant problem in Archway Gardens and Dryleaze Court (42% and 25%), whilst other problems with pets and animals was significantly more problematic in St Nicholas Court (55%).
- The Beeches residents said harassment was significantly more of a problem there (43%). When analysed at the 90% confidence level this was also significantly more of a problem for those living in bungalows, but significantly less so for those in flats (6% and 4% respectively).
- Damage to property was significantly more of a problem Ashwell House than any other scheme (13%).
- Drug use or dealing was significantly more problematic at Grove Park Road (25%), Archway Gardens (18%) and George Pearce House (11%). Again, this was significantly more of an issue for residents living bungalows than those living flats (11% v 4%).
- As expected, the majority of neighbourhood problems was a significantly bigger problem for those that had experienced ASB.

8. Neighbourhood issues

8.1 Neighbourhood/scheme problems

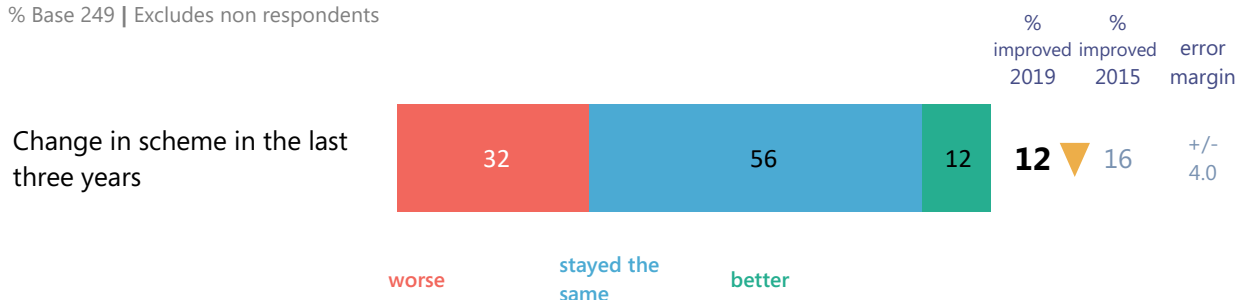
% Bases (descending) 262,272,262,267,260,261,258,255,263,259,258 | Excludes non respondents.



▼ significantly better (95%)
 ▽ significantly better (90%)
 ◀ no significant difference
 ▲ significantly worse (90%)
 ▲ significantly worse (95%)

8.2 Scheme has improved or declined

% Base 249 | Excludes non respondents



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◀ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

8. Neighbourhood issues

8.3 Problems by scheme

	Sample size	% problem										
		Rubbish or litter	Noisy neighbours	Dog fouling/ dog mess	Other problems with pets and animals	Harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Other crime
Overall	294	18	9	14	10	5	6	2	2	7	1	4
Archway Gardens	12	70	20	42	9	0	9	0	0	18	0	20
Ashcroft House	7	0	14	0	0	0	0	0	0	0	0	0
Ashwell House	9	25	0	25	25	29	13	0	13	0	0	13
Broadfield Road	7	14	0	0	0	0	0	0	0	0	0	14
Burdett House	9	0	44	0	13	0	38	0	0	0	0	0
Chapel Lane	9	14	14	11	14	0	0	0	0	0	0	0
Concord	18	17	0	0	6	0	0	0	0	0	0	0
Draycott	9	22	0	0	0	13	0	0	0	0	0	0
Dryleaze Court	15	18	0	25	17	0	0	0	0	0	0	0
Dryleaze House	17	13	6	31	0	6	6	6	6	13	0	0
George Pearce House	10	11	50	30	33	11	22	11	11	11	11	13
Glebelands	11	18	0	9	0	0	0	0	0	0	0	0
Grange View	8	17	0	29	17	0	0	0	0	0	0	0
Grove Park Road	15	15	0	0	0	0	0	0	0	25	0	0
Hamfallow Court	7	0	0	0	14	0	0	0	0	0	0	0
Hazelwood	15	36	14	7	0	21	0	0	0	0	0	0
Jenner Court	12	0	0	9	9	0	0	0	0	0	0	0
Sherborne House	9	29	11	33	0	0	0	0	0	0	0	0
Springfields Court	11	27	0	0	0	0	0	0	0	0	0	0
St Nicholas Court	12	25	8	9	55	9	9	0	0	0	0	9
The Beeches	8	29	0	14	0	43	0	0	17	0	0	20
The Corriett	8	14	13	0	0	0	0	0	0	0	0	0
Vizard Close	8	14	13	43	33	0	0	0	0	0	0	0
Walter Preston Court	18	13	12	6	6	6	12	6	6	6	6	6

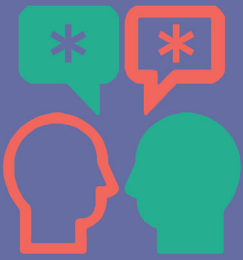
Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



9. Anti-social behaviour

13%

had experienced ASB

50%

who reported ASB
satisfied with the final
outcome



Slightly more had experienced ASB than in 2015



Three fifths (62%) of them reported it to the Council



Improvements in how the last ASB report was handled



Higher than the ARP benchmarks



ASB was most common in Stonehouse, and least common in Berkeley and Dursley

9. Anti-social behaviour

The links between anti-social behaviour and wider satisfaction was already well established, as amongst those that said they had experienced ASB the overall satisfaction score was 11% lower than average (72% satisfied), and 4% lower than average for those who had reported an incident of ASB to the Council (79%).

Dealing with anti-social behaviour (ASB) was quite important to residents, with a quarter of respondents (27%) listing this as one of the top three priority services they received from the Council, up from 23% who said the same in 2015.

Around one in eight respondents had experienced an incident of ASB in the previous year (13%, up from 11% in 2015), with around three fifths going on to report it direct to the Council (62%, down from 68%). Experience of ASB obviously varied by scheme but was significantly higher than average for tenants living in George Pearce House (60%), Burdett House (44%) and The Beeches (38%).

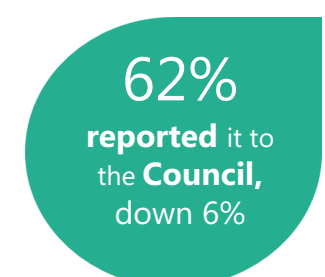
By town, experience of ASB was highest in Stonehouse where around one in five (19%) had at least one encounter, whereas experience was below average in Berkeley and Dursley with only 5% and 6% respectively saying they had had a problem.

Respondents were next asked about their experience when reporting an incident of ASB. At this point it should be noted by the reader that due to the complexities of dealing with ASB, questions that ask how reports are handled typically receive lower ratings than many others in tenant surveys. Furthermore, due to the small sample sizes involved throughout, care should be taken when interpreting results throughout this section.

However, even with these caveats it is apparent that the results in this section were by and large an improvement on those achieved in 2015, and now above the comparable benchmark median scores from other landlords. For example, 48% were satisfied with Council's response overall to their ASB complaint, compared to 30% in 2015 and the ARP benchmark median of 36%.

As already noted, being kept informed is an important issue for respondents and is one of the four key drivers of satisfaction overall (section 3). As such, whilst is disappointing to find this is the lowest rated aspect of ASB reporting with only 42% satisfied that this occurred throughout their ASB report, this is thirteen points more than the equivalent score in 2015 (was 29%) and is now at the level expected median (40%).

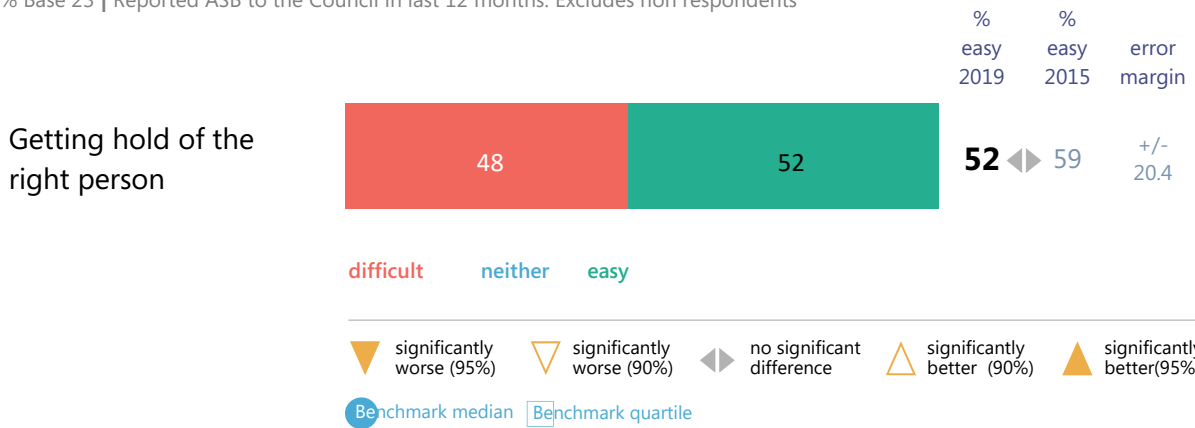
Consequently, there had been an eighteen-point increase in satisfaction with the response overall, up from 30% to 48%. Nevertheless, an identical proportion were still dissatisfied (48%), the vast majority of whom were 'very dissatisfied (43%) indicating that there was still room for further improvement.



9. Anti-social behaviour

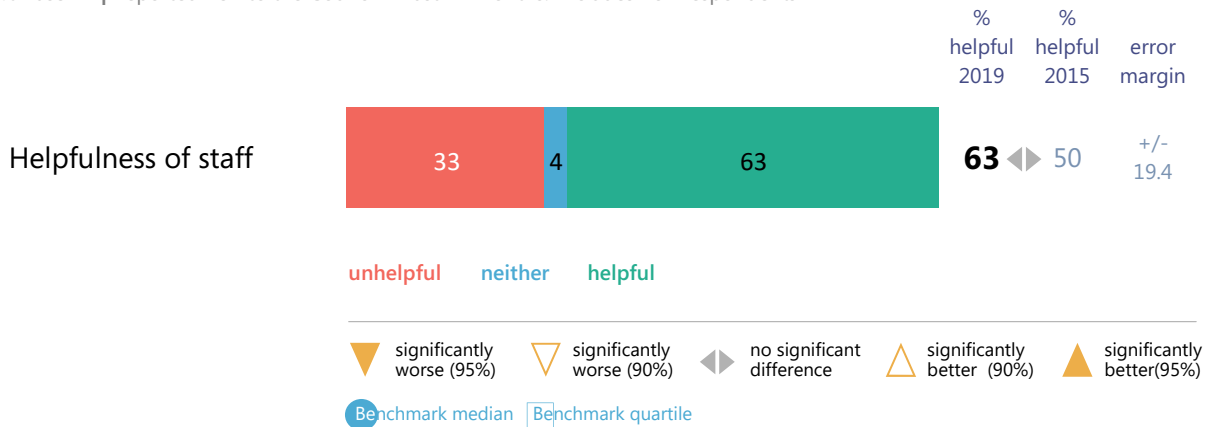
9.1 Ease of getting hold of the right person

% Base 23 | Reported ASB to the Council in last 12 months. Excludes non respondents



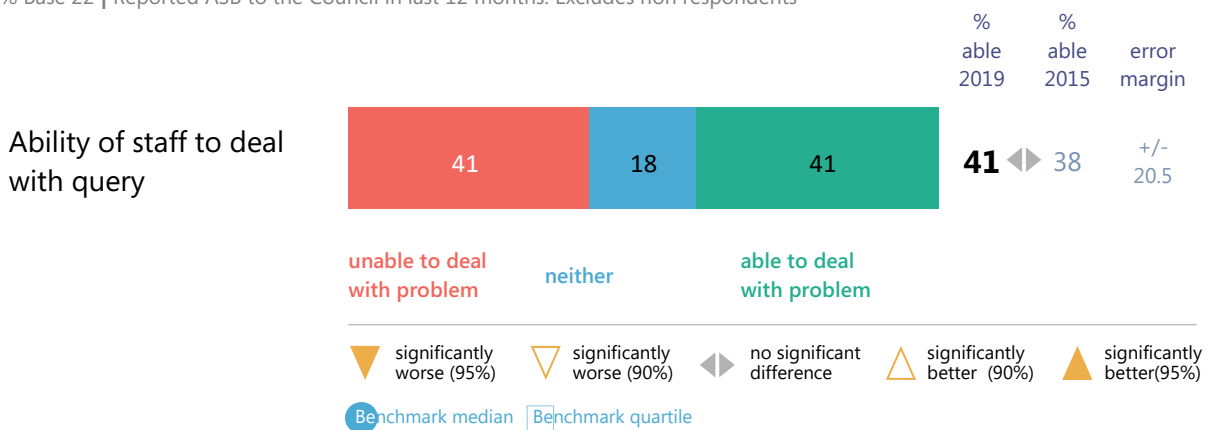
9.2 Helpfulness of staff

% Base 24 | Reported ASB to the Council in last 12 months. Excludes non respondents



9.3 Able to deal with query

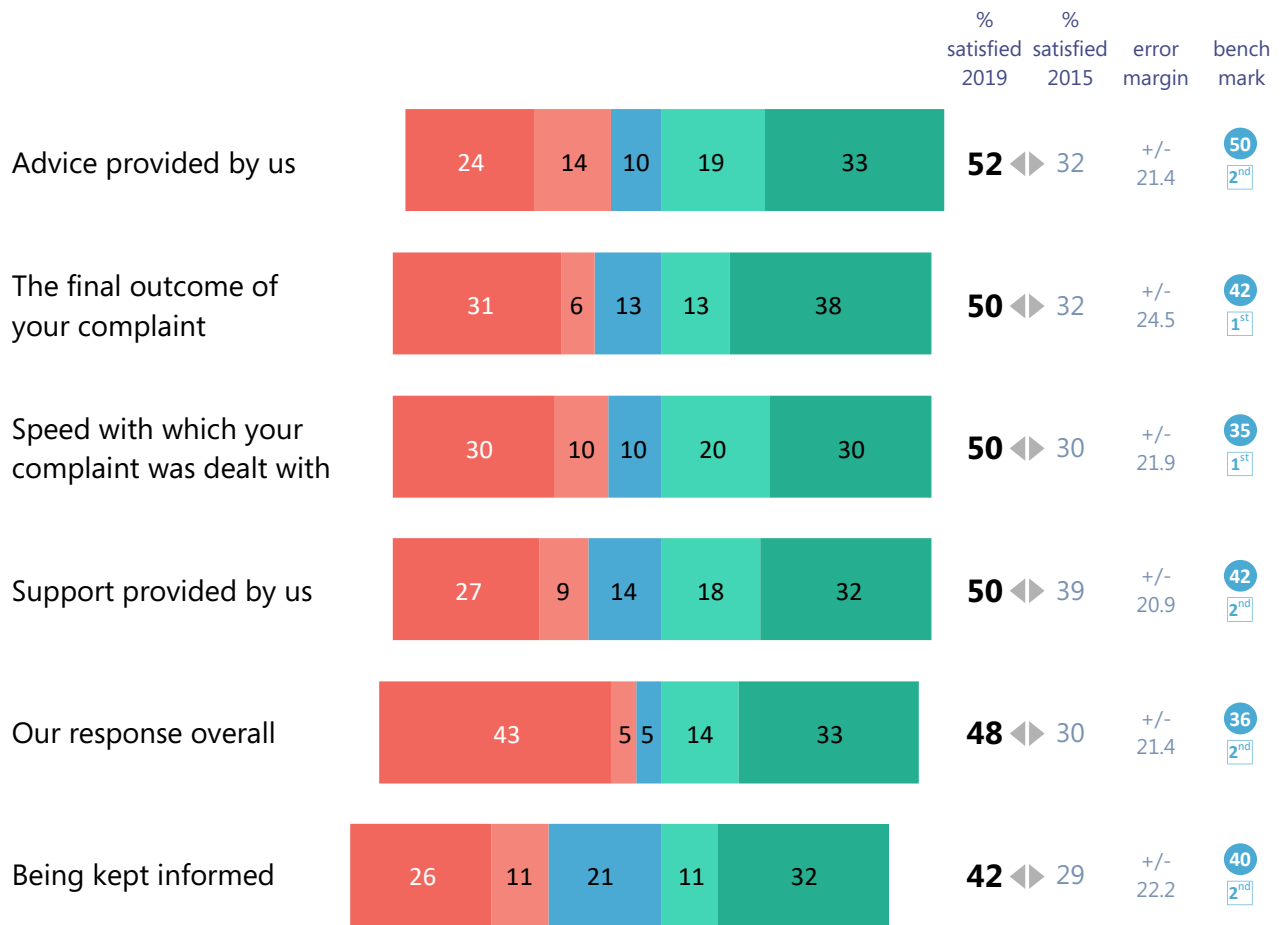
% Base 22 | Reported ASB to the Council in last 12 months. Excludes non respondents



9. Anti-social behaviour

9.4 Last ASB report

% Bases (descending) 21,16,20,22,21,19 | Reported ASB to the Council in last 12 months. Excludes non respondents.



▼ very dissatisfied
 ▾ fairly dissatisfied
 ■ neither
 ■ fairly satisfied
 ■ very satisfied

▼ significantly worse (95%)

▾ significantly worse (90%)

◄ no significant difference

▴ significantly better (90%)

▲ significantly better (95%)

50 Benchmark median
 2nd Benchmark quartile

9. Anti-social behaviour

9.5 Experience of ASB by scheme

	Sample size	% yes Experienced ASB in last year
Overall	294	13
Archway Gardens	12	17
Ashcroft House	7	29
Ashwell House	9	33
Broadfield Road	7	0
Burdett House	9	44
Chapel Lane	9	11
Concord	18	0
Draycott	9	33
Dryleaze Court	15	13
Dryleaze House	17	18
George Pearce House	10	60
Glebelands	11	0

	Sample size	% yes Experienced ASB in last year
Overall	294	13
Grange View	8	0
Grove Park Road	15	13
Hamfallow Court	7	14
Hazelwood	15	20
Jenner Court	12	0
Sherborne House	9	0
Springfields Court	11	0
St Nicholas Court	12	17
The Beeches	8	38
The Corriett	8	0
Vizard Close	8	0
Walter Preston Court	18	0

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



10. Complaints

71 %

had confidence in the complaints system

44 %

who made a complaint were satisfied with the response overall



Around two thirds were aware of the complaints procedure, but most of the remainder were still confident they would make one if they needed to



The proportion reporting a complaint had increased from 9% to 14%

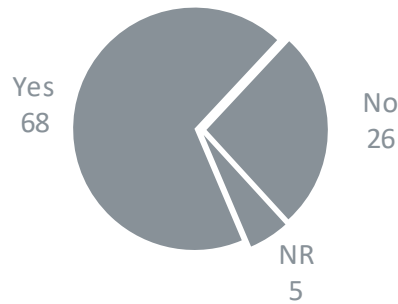
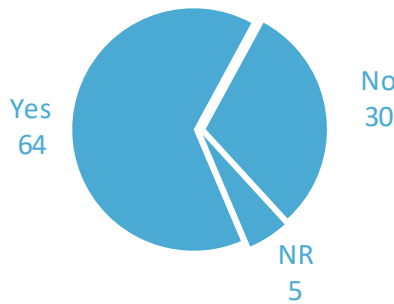


Improvements in how the last complaint was handled

10. Complaints

10.1 Aware of the complaints procedure

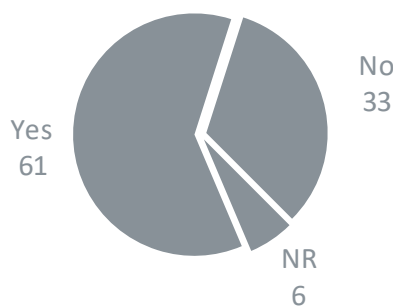
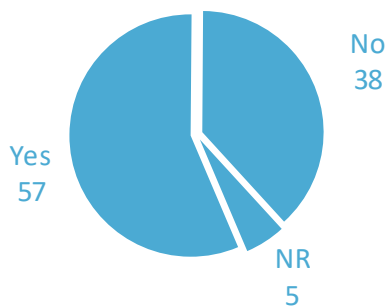
% Base 294



2019
2015

10.2 Know how to make a complaint about your scheme

% Base 294



Around two thirds of the sample were aware of the complaint's procedure (64%), which was down slightly compared to the previous findings (was 68%). As such, there has been a similar four-point fall in the proportion who knew how to make a complaint about their scheme (57%, was 61%).

If the need arose, some of that did not know the procedure would presumably look it up as three quarters of the sample said that they would be likely to make a complaint if needed, including two thirds that did not currently know the procedure.

When asked how confident they were that Stroud DC would deal with the complaint in an effective manner a similar proportion were confident (71%). That said, nearly a third of the sample as a whole had no confidence in Stroud's ability to deal with a complaint (29%), one in ten of whom were 'not at all confident' (11%). These figures increased to 54% and 32% respectively amongst tenants that had actually made a complaint.

Turning to consider that group in more detail, it was unfortunate to see that the proportion of tenants claiming to have made a complaint had increased from 9% in 2015 to 14% of the current sample.

More than half of the respondents from the Draycott scheme said that they had made a complaint (56%), however care should be taken when interpreting this due to the small sample size. By town, it was notable that respondents in Dursley were more likely to have made a complaint than respondents in any other town (20%).

All tenants who claimed to have made a complaint were asked about their experience when doing so, the results of which are displayed in chart 10.6. Similar to the results for ASB reporting, results in this section are based on small sample sizes, so again it is advised to take care when interpreting findings in this section.

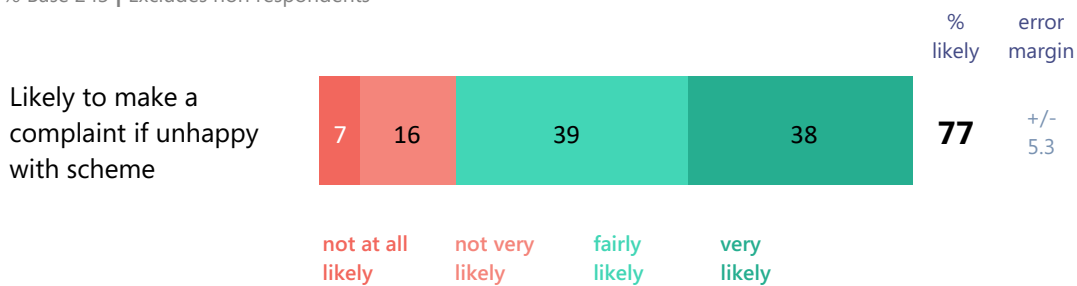
10. Complaints

In a pattern that echoed the ASB results, the majority of respondents were satisfied with how easy it was to make a complaint (59%), however it is noticeable that this is the only aspect of the procedure where satisfaction has fallen slightly (was 64%). The remaining aspects of the complaints procedure were rated far more negatively than positive; however, this should not obscure the fact that satisfaction had improved in each case.

This was summarised by satisfaction with the overall handling of the complaint, where 44% were satisfied compared to 50% dissatisfied. The lowest rating was for being kept informed, with 38% satisfied compared to 50% dissatisfied.

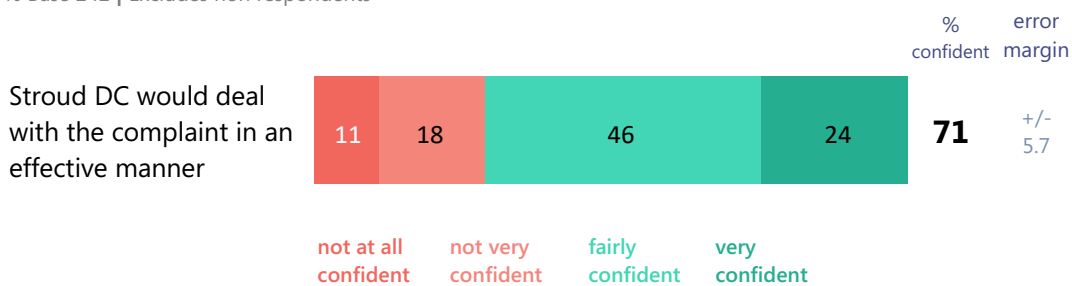
10.3 Likelihood of making a complaint

% Base 243 | Excludes non respondents



10.4 Confidence in complaints process

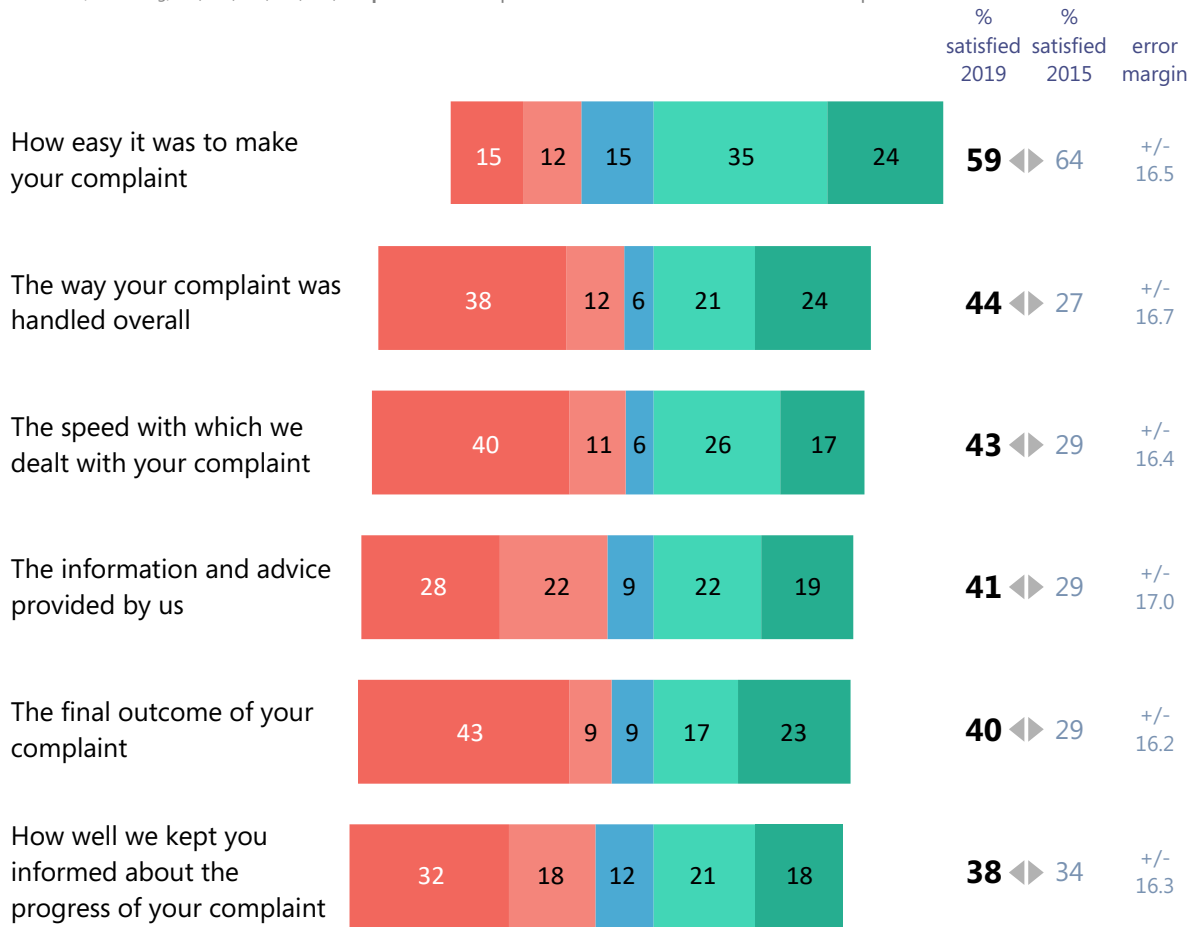
% Base 242 | Excludes non respondents



10. Complaints

10.6 Complaints service

% Bases (descending) 34, 34, 35, 32, 35, 34 | Made a complaint last 12 months. Excludes non respondents.



▼ very dissatisfied
 ▾ fairly dissatisfied
 ■ neither
 ■ fairly satisfied
 ▲ very satisfied

▼ significantly worse (95%)
 ▾ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)

14%
made a complaint
 in the last year,
up 5%



11. Advice and support

86%

were satisfied advice and support on rent payments

67%

were satisfied with support for vulnerable tenants



Satisfaction with advice on rent payments and support to new tenants had increased significantly



Both scores were above benchmarks



Support for vulnerable tenants had also gone up, although 17% were still dissatisfied

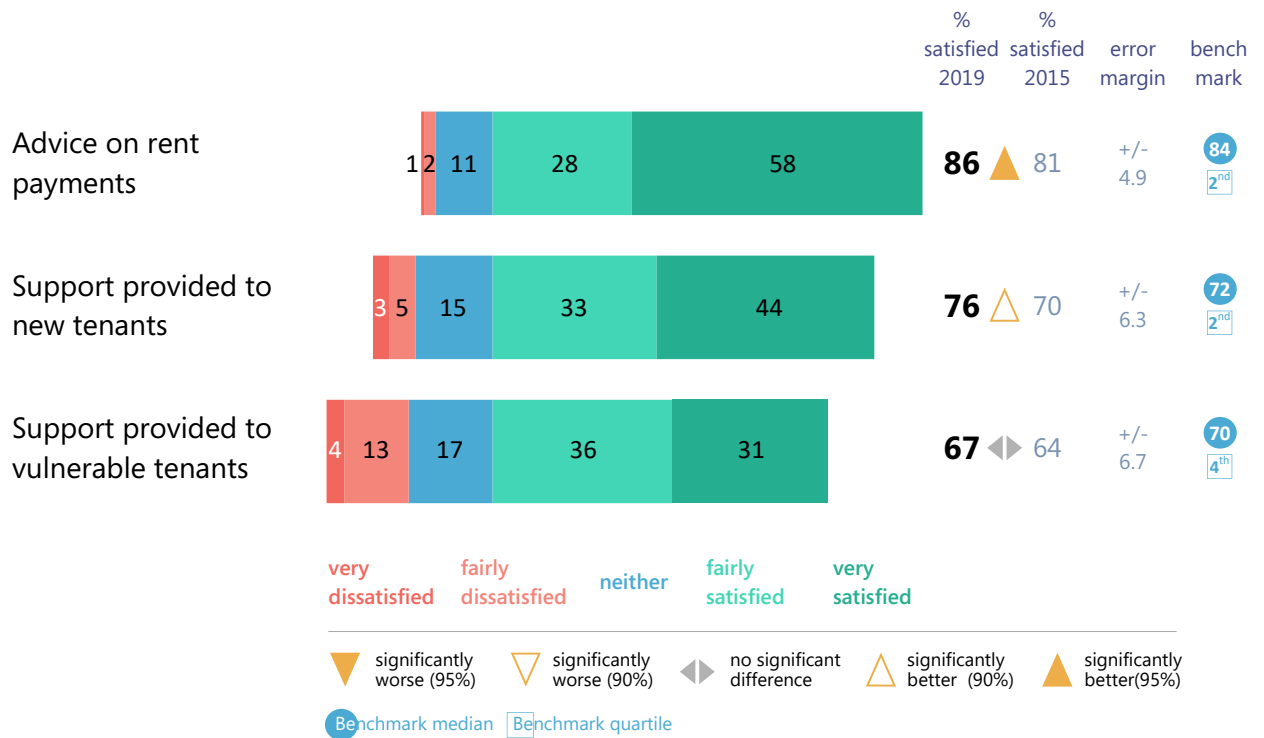
11. Advice and support

When respondents were asked to give their views on the help and support services that Stroud District Council provide in order to help customers manage their tenancies, the results were very positive, with satisfaction improving significantly with advice on rent payments (86%, was 81%) with satisfaction also up with the support provided to new tenants (76%, was 70%). In both cases, the increases were enough to elevate scores above the equivalent benchmark medians, with the Council now in the second quartile of providers for these two aspects of the service.

Slightly fewer respondents were satisfied with the support provided to vulnerable tenants (67%), however this too had improved slightly from 64%. Once again, this aspect of support had the highest proportion of dissatisfied responses – 17% (up from 14%). Satisfaction did vary significantly by scheme but only at the 90% confidence level and was higher amongst respondents at George Pearce House (89%), but significantly lower for those living in Dryleaze House (33%), St Nicholas Court (43%) and Dryleaze Court (55%).

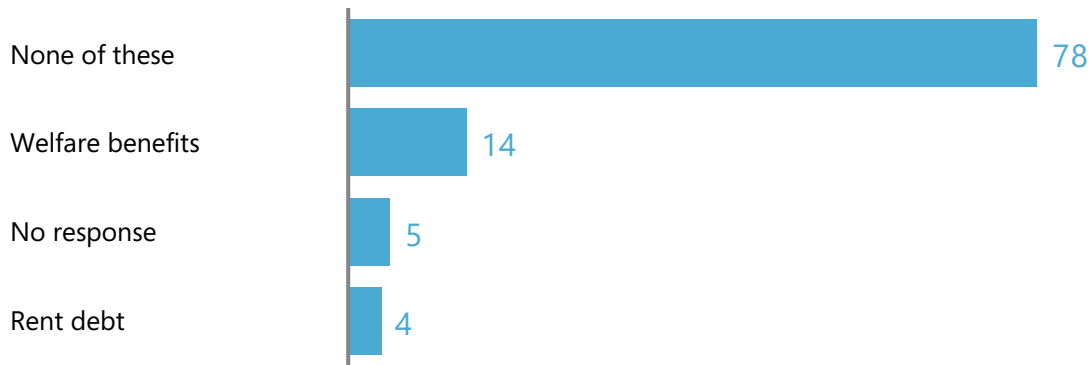
11.1 Advice and support

% Bases (descending) 197, 177, 188 | Excludes non respondents.



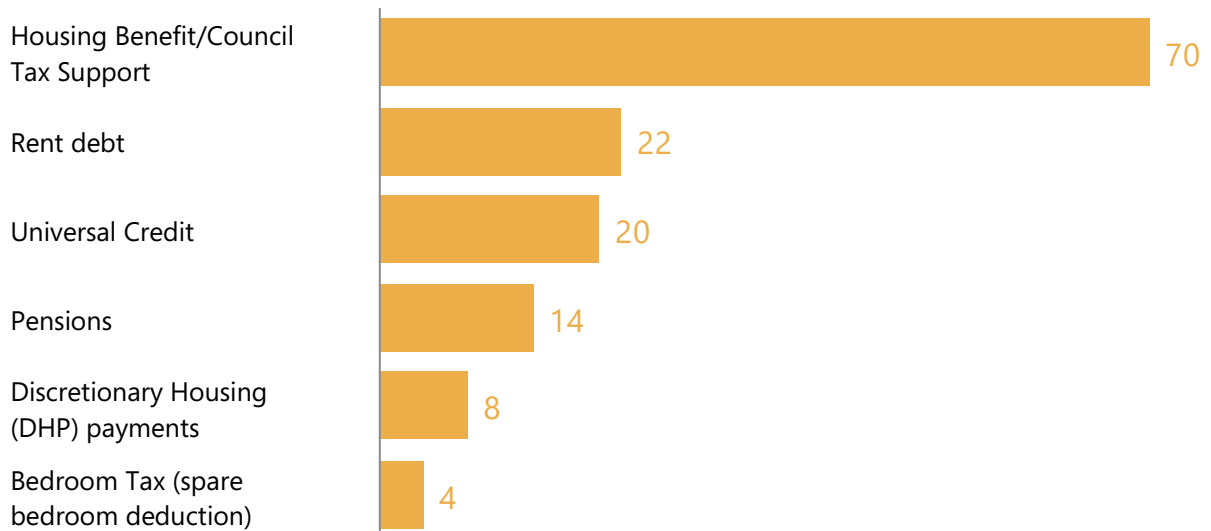
11.2 Required advice/support about the following in last 12 months

% Base 294 | More than one answer allowed.



11.3 Reason for seeking welfare benefit advice

% Base 50 | If required advice/support in last 12 months. More than one answer allowed.





12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.6 to 12.8 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

12.1 Town

% Base 294

	Total	% 2019	% 2015
Berkeley	19	6.5	5.1
Dursley	50	17.0	20.7
Gloucester	12	4.1	2.7
Stonehouse	54	18.4	18.2
Stroud	123	41.8	44.0
Wotton-Under-Edge	36	12.2	9.2

12.2 NMO Patch

% Base 294

	Total	% 2019
NMO1	50	17.0
NMO2	36	12.2
NMO3	67	22.8
NMO4	58	19.7
NMO5	44	15.0
NMO6	39	13.3

12.3 Scheme

% Base 294

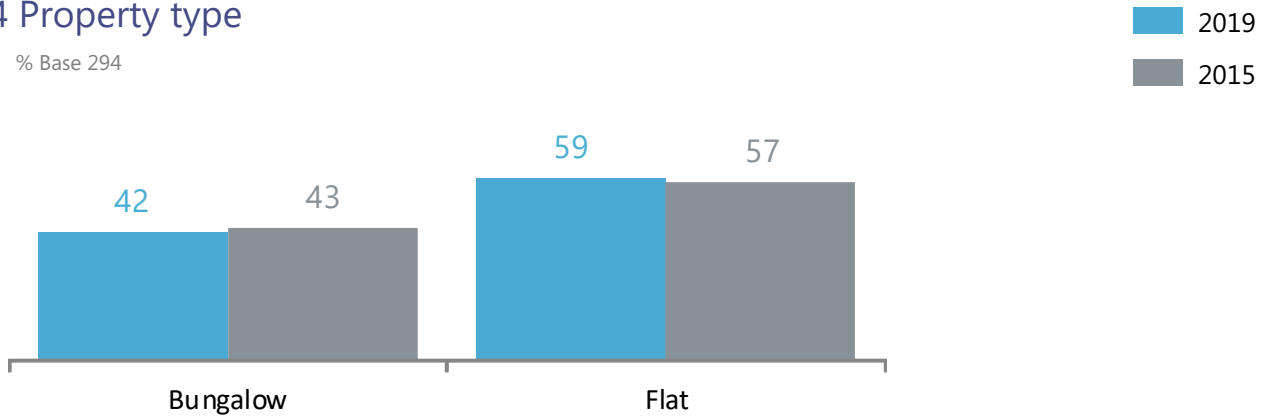
	Total	% 2019	% 2015
Archway Gardens	12	4.1	3.6
Ashcroft House	7	2.4	2.4
Ashwell House	9	3.1	3.4
Broadfield Road	7	2.4	2.7
Burdett House	9	3.1	2.9
Cambridge House	3	1.0	2.2
Chapel Lane	9	3.1	2.7
Concord	18	6.1	6.3
Draycott	9	3.1	1.9
Dryleaze Court	15	5.1	5.8
Dryleaze Ct. Bungalows	4	1.4	-
Dryleaze House	17	5.8	3.4
George Pearce House	10	3.4	4.9
Glebe Road/Trinity Drive	2	0.7	-
Glebelands	11	3.7	4.9
Grange View	8	2.7	3.2

	Total	% 2019	% 2015
Grove Park Road	15	5.1	4.4
Hamfallow Court	7	2.4	2.9
Hazelwood	15	5.1	3.4
Jenner Court	12	4.1	2.2
Malvern Gardens	6	2.0	2.2
Sherborne House	9	3.1	4.6
Springfields Court	11	3.7	2.9
St Nicholas Court	12	4.1	2.7
The Beeches	8	2.7	2.7
The Corriett	8	2.7	3.2
The Long Ground	4	1.4	-
Trinity Drive	5	1.7	-
Vizard Close	8	2.7	3.6
Walter Preston Court	18	6.1	5.4
Willow Road	6	2.0	1.9

12. Respondent profile

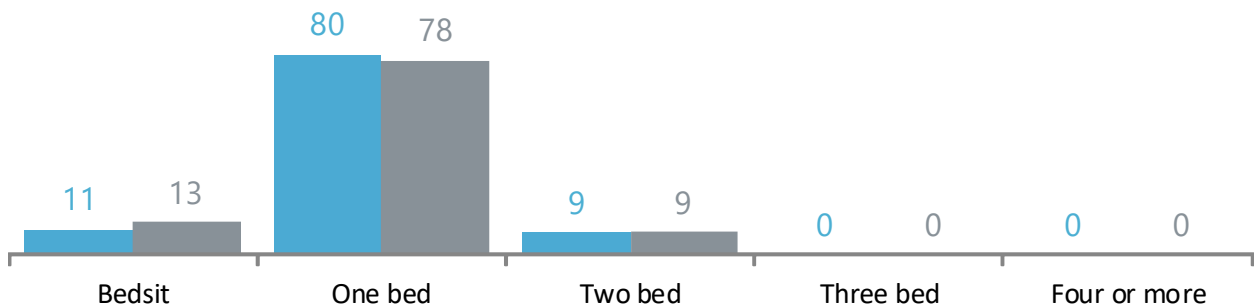
12.4 Property type

% Base 294



12.5 Property size

% Base 294



12.6 Core questions by NMO Patch

	Overall	% positive					
		NMO1	NMO2	NMO3	NMO4	NMO5	NMO6
Sample size	294	50	36	67	58	44	39
Service overall	83	82	74	72	93	91	92
Quality of home	90	80	94	86	96	91	100
Keeping tenants informed	73	85	69	58	75	80	76
Listens to views and acts upon them	57	60	51	46	56	71	65
Dealing with enquiries generally	74	70	77	64	73	84	81
Repairs & maintenance service	83	83	85	72	85	90	90
Last completed repair	88	89	91	89	78	91	94
Overall scheme services	76	73	76	65	76	93	83

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

12. Respondent profile

12.7 Core questions by town

	Overall	% positive					
		Berkeley	Dursley	Gloucester	Stonehouse	Stroud	Wotton-Under-Edge
Sample size	294	19	50	12	54	123	36
Service overall	83	72	82	83	93	86	69
Quality of home	90	95	80	100	92	94	86
Keeping tenants informed	73	68	85	58	76	77	47
Listens to views and acts upon them	57	39	60	33	61	66	35
Dealing with enquiries generally	74	80	70	46	77	80	59
Repairs & maintenance service	83	78	83	60	88	88	69
Last completed repair	88	80	89	71	81	95	85
Overall scheme services	76	87	73	67	77	82	59

12.8 Core questions by property type

	Overall	% positive	
		Bungalow	Flat
Sample size	294	122	172
Service overall	83	84	83
Quality of home	90	88	92
Keeping tenants informed	73	73	73
Listens to views and acts upon them	57	58	57
Dealing with enquiries generally	74	68	78
Repairs & maintenance service	83	82	84
Last completed repair	88	86	89
Overall scheme services	76	68	82

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the 2015 Stroud District Council survey, which itself used the HouseMark STAR survey methodology, with the most appropriate questions for Stroud District Council being selected by them from the STAR questionnaire templates.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. The questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between March and April 2019. Every sheltered household was sent a postal self completion questionnaire (720). This was followed by reminder where a new questionnaire was sent to every non respondent. A free prize draw was used to encourage response, and the survey was also available online (15 completions)

Response rate

In total 294 tenants took part in the survey, which represented a 41% response rate overall. A sample of this size has a theoretical error margin of +/- 4.4% overall, which exceeded the standard STAR error target error margin of +/- 5%.

Weighting

The survey results were reasonably representative, so did not require further weighting.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Due to rounding some graphs may not add up to 100%. Some historic results may not match those previously published due to changes in the methodology compared to the previous approach. In any instance where this is occurs, the previous results have been recalculated to match the current method. This recalculation typically involves the removal of 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the 95% level, which is the common standard used for error margins. This is a statistical assumption that 95 times out of 100, the true score will fall within the margin. Error margins are determined both by the sample size, and the distribution of the scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2015 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core STAR questions are benchmarked against the HouseMark STAR database, with the benchmarking group being selected by SDC from district and unitary councils and ALMOs in England with no DLO who had completed a STAR survey in the last 3 years. For the overall satisfaction score this included 9 organisations. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 3 years using the STAR questionnaire. The group selection has been verified against the core HouseMark data to ensure that both benchmark groups are closely matched on their scores across the core questions. This supplementary group includes 27 organisations.



Appendix B. Example questionnaire



STROUD DISTRICT COUNCIL
Council Offices Ebley Mill Stroud Gloucestershire GL5 4UB
Telephone 01453 766321 Facsimile 01453 750932
www.stroud.gov.uk

Mr A B Sample
1 Sample Street
Address line
Address line
Sample District
Sample Town
AB1 2CD

1234-1234

999999



Dear {title} {surname} February 2019

YOUR VIEWS COUNT

This is your chance to tell us what you think of your home and the services your council landlord currently provides. If you choose not to participate in this survey this will not harm our services to you.

To help gauge the effectiveness of your levels of satisfaction with current service delivery, ARP Research (an independent company) are carrying out the enclosed survey on our behalf. Completion of this survey is optional and Stroud District Council will not be able to identify the answers from any individual person or address.

We will publish the survey results on our Stroud District Council website, Tenants Facebook Page and Keynotes newsletter as well as bring the survey findings to tenant groups. This information will be used to help us improve services, and increase satisfaction levels over time.


Your answers will be treated in the strictest confidence and used for consultation purposes only. This is a regulatory duty as set out in the Tenant Involvement and Empowerment Standard and is normally carried out every two to three years. The privacy policy overleaf explains why we collect information, and how that information may be used, kept safe and confidential.

You can return your completed questionnaire to ARP Research, at no cost to yourself, by using the pre-paid envelope enclosed. Alternatively, you can complete the survey online by visiting www.arpsurveys.co.uk/stroud quoting your personal code: **9999AC**. Please return your completed questionnaire as soon as possible by Tuesday 5 March 2019.

If you have any questions or concerns about this survey, please contact ARP Research on 0800 020 9564 or email support@arp-research.co.uk who will be happy to answer your queries.

To show our appreciation of your help we have included an option in the survey to permit us to enter your completed questionnaire into a **Free Prize Draw with a prize of £100 shopping vouchers**. I do hope you will take part.

Yours sincerely
Kevin Topping
Head of Housing Services, Stroud District Council



Privacy statement - Tenant survey

What is the basis for us to process your data?

We will only process your information with your consent. If you can choose not to participate in this survey this will not affect our services to you. By completing and returning the questionnaire you are giving your consent for us to process and analyse your views.

What information are we collecting?

The purpose of this survey is to seek your views on the services we provide to you and your household. It is anonymous unless you specifically request information about advice/support and tenant involvement activity.

The categories of personal information we collect are: 1) opinions of the household; 2) names of those who, with their consent, indicate they want more information about advice/support and tenant involvement opportunities.

Why we are collecting information

Your views help us to understand how we can provide future services where tenants' satisfaction levels indicate that improvements are needed.

How will we use the information we hold about you?

On Stroud District Council's behalf, ARP Research will analyse the information you provide to help us assess your satisfaction with SDC as a landlord. Your opinions will help us to make improvements and inform us of the best ways to deliver them. Your information will also be entered into a prize draw, if you give consent by opting in.

All of the information you provide to ARP Research and Stroud District Council will be treated as confidential and will only be used for research purposes or provision of information where consent is given. Comments will not be linked to individuals, instead they will be combined with those gathered from other survey participants, and analysed as part of a group. We do not use any of the information you provide for direct marketing or other non-research activities.

Who we will share your information with

The information you provide will be processed initially by ARP Research who are conducting the survey on behalf of Stroud District Council. The survey responses will be anonymised before being sent to Stroud District Council. For details on how ARP Research will handle your data, please refer to their Privacy Notice by visiting www.arpsurveys.co.uk/privacy

How long do we keep your records?

All information will be held securely and will be securely destroyed within one month of the results of the survey being received by Stroud District Council and the prize draw taking place. Where tenants have requested further information we will keep their information for three months.

For further information:

For further information regarding your rights under Data Protection law, please see sections 1-10 of the Council's General Privacy Notice on SDC's website: <https://www.stroud.gov.uk/council-and-democracy/about-the-council/access-to-information/privacy-and-cookie-policy/privacy-notice>



Customer Satisfaction Survey 2019

This survey is very important to us, and is your chance to tell us what you think about your home and the services that we provide as your landlord.

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential; it will be used to look at the overall trends in customer satisfaction.

If you'd prefer to complete the survey online, please visit www.arp-surveys.co.uk/stroud and login using your personal code: **9999CB**

Return by **Tuesday 5 March 2019**

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council as your landlord?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Please tell us why you gave this answer, and what we could do to make it better? write in

2 Of the following, which do you consider to be the five most important? write in
Please rate your top five choices below in importance, 1 being the most important and 5 being the least important.

- | | |
|---|---|
| <input type="checkbox"/> Keeping tenants informed | <input type="checkbox"/> Neighbourhood as a place to live |
| <input type="checkbox"/> Overall quality of your home | <input type="checkbox"/> Response from call centre |
| <input type="checkbox"/> Taking tenants' views into account | <input type="checkbox"/> Response from OK Each Day |
| <input type="checkbox"/> Repairs and maintenance | <input type="checkbox"/> Cleanliness of scheme |
| <input type="checkbox"/> Dealing with anti-social behaviour | <input type="checkbox"/> Your needs assessment |

Prize Draw!

Complete and return this for your chance to win:

£100 in shopping vouchers

Your home and scheme

3 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The general condition of this scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us why you said this: write in

4 Overall, how satisfied or dissatisfied are you with the following aspects of your scheme:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. This scheme as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The overall appearance of your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Grounds maintenance, such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cleaning of internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Cleaning of external communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ease of access to your home and scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The pet policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Do you normally use the communal lounge?

Yes **go to Q6** → No **see below**

If no, please could you tell us why you don't: write in

6 Overall, how satisfied or dissatisfied are you with the following scheme services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. Response from call centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Response from OK Each Day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall scheme services provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 In the last 12 months have you had reason to contact your Neighbourhood Management Officer or Support Co-ordinator?

Yes **go to Q8** ↓ No **go to Q9** ↩

8 If yes, was the outcome positive?

Yes No

Please give reasons for your answer: write in

9 To what extent are the following a problem in your scheme?

	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
a. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Dog fouling/ dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 In the last three years, would you say your scheme is?

Better Worse Stayed the same

Please give reasons for your answer: write in

Advice and support

11 How satisfied or dissatisfied are you with the following services we provide:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Advice on rent payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Support provided to new tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Support provided to vulnerable tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. How enquiries are dealt with generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Have you required advice and support about welfare benefits or rent debt in the last 12 months?

tick all that apply

Yes - welfare benefits **go to Q13** ↓
 Yes - rent debt **go to Q13** ↓
 No **go to Q14** →

13 Was the advice and support in connection with any of the following?

tick all that apply

- Housing Benefit/Council Tax Support
- Bedroom Tax (spare bedroom deduction)
- Discretionary Housing (DHP) payments
- Universal Credit
- Pensions
- Rent debt

Contact and communication

14 Have you accessed support from your Neighbourhood Management Officer, Site Officer or Support Co-ordinator in the last 12 months?
 Yes **go to Q15 ↓** No **go to Q23 →**

15 How did you **last** contact them?
 tick one only
 By letter Visit to your home
 Telephone call Using OK Each Day
 By email Don't know
 Visit to the office Other (write in)

16 What did you **last** contact them about?
 tick one only
 Repairs Garden/ communal areas
 Rent/ Service charges Resident involvement
 Transfer/ exchange Don't know
 Neighbours/ neighbourhood issues Other (write in)

17 When you last had contact, was getting hold of the right person easy or difficult?
 Easy Difficult Neither

18 Did you find them helpful or unhelpful?
 Helpful Unhelpful Neither

19 When you last had contact, were they?
 Able to deal with your problem Unable to deal with your problem Neither

20 Did they answer your query within 10 working days (in accordance with our customer service standard)?
 Yes No

p5

21 Did they explain the final outcome of your query fully?
 Yes No

22 Were you satisfied with the final outcome?
 Yes **go to Q23 ↶** No **see below ↓** Neither **go to Q23 ↷**
 If no, how can we improve:

23 Do you access the internet (websites, email, Facebook, Twitter etc.) in any of the following ways?
 tick all that apply
 Using a home computer or laptop Using a smart TV, set-top box or console
 Using a smartphone (e.g. iPhone) At work
 Using a tablet (e.g. iPad) At a public site (e.g. library)
 I do not access the internet

Repairs and maintenance

24 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. The way we generally deal with repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Your gas servicing arrangements (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 Have we completed any repairs to your home in the last 12 months?
 Yes **go to Q26 ↓** No **go to Q34 →**

26 Thinking of your **last repair**, how did you report it?
 tick one only
 Phone Text
 Email Other (write in)

27 How easy was it to report the repair?
 Very easy Fairly easy Neither Fairly difficult Very difficult

p6

28 Thinking about when you reported the repair, how satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. How the request was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Capability of the person dealing with your request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 Was an appointment made for your last repair?
 Yes **go to Q30 ↓**
 No **go to Q32 ↶**
 Don't know **go to Q32 ↷**

30 Thinking about this appointment:

	Yes	No	Don't know
a. Was the contractor able to accommodate your preferred appointment time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Was the appointment kept?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31 How were you made aware of the details of the repairs appointment that was made?
 tick one only
 By letter Visit to your home
 Telephone call SMS text messaging
 By email Other (write in)
 Visit to the office

32 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Standard of workmanship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Time taken to complete the repair once work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Appearance of the workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Attitude of the workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Information you were given on progress of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Respect with which your home was treated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall service that you received on this repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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33 Thinking about the **last** repair completed, did the contractor show proof of identity?
 Yes No Don't know

34 Please tell us how you think we can make the repairs and maintenance service better:

Information and tenant involvement

35 How would you prefer us to communicate with you about issues that may affect you?
 Please rate your top **three** choices below in importance, 1 being the most important and 3 being the least important.


<input type="checkbox"/> By letter	<input type="checkbox"/> Facebook <input type="text" value="write in"/>
<input type="checkbox"/> Telephone call	<input type="checkbox"/> Twitter
<input type="checkbox"/> By email	<input type="checkbox"/> Keynotes (tenant newspaper)
<input type="checkbox"/> Via Webform	<input type="checkbox"/> Sheltered scheme meetings
<input type="checkbox"/> Via Tenants Online	<input type="checkbox"/> Council Housing Committee webcast
<input type="checkbox"/> Visit to the office	<input type="checkbox"/> Resident's groups/ forums
<input type="checkbox"/> Visit to your home by staff	<input type="checkbox"/> Online survey
<input type="checkbox"/> SMS text messaging	<input type="checkbox"/> Other (write in) <input type="text"/>
<input type="checkbox"/> Mobile app(s)	

36 Do you read Keynotes (tenant newspaper)?
 Yes **go to Q37 ↓**
 No **go to Q39 →**
 I have never received a copy **go to Q39 →**

37 To what extent do you value the Keynotes newspaper?

I value it a lot	I value it a little	I don't value it at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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38 What do you think is good or bad about Keynotes and what type of article do you want more of? write in 

39 Would you prefer to have the Keynotes newspaper on paper or electronically?

Paper version	Electronic version
<input type="checkbox"/>	<input type="checkbox"/>

40 How good or poor do you feel we are at keeping you informed about things that might affect you as a tenant?


Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41 How satisfied or dissatisfied are you that we:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Listen to your views and act upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Give you the opportunity to make your views known about our services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42 There are new opportunities to get involved with helping to improve services. Would you like to know more?

Yes No



By ticking yes you give your consent for Stroud DC to know who you are for this question only

Complaints

43 Are you aware that we have a complaints procedure?

Yes No

44 If you wanted to make a complaint about living in your scheme, would you know how to do it?

Yes No

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45 Have you made a complaint to us in the last 12 months?
Please do not include repairs and anti-social behaviour notifications, unless you have formally complained to us about how we handled them.

Yes go to Q46 ↓
 No go to Q47 ↩

46 How satisfied or dissatisfied were you with the following aspects of our complaints service:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. How easy it was to make your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The information and advice provided by us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. How well we kept you informed about the progress of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed with which we dealt with your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The way your complaint was handled overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47 If you were not happy about living in your scheme or the service provided, how likely are you to make a complaint?

Very likely	Fairly likely	Not very likely	Not at all likely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

48 How confident are you that Stroud District Council would deal with your complaint in an effective manner?

Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Anti-social behaviour


49 Have you experienced any anti-social behaviour in the scheme in the last 12 months?

Yes go to Q50 →
 No go to Q55 →

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50 Have you **reported** any anti-social behaviour to us in the last 12 months?

Yes go to Q51 ↩
 No see below ↓

If no, what prevented you from reporting the ASB incident: write in 

go to Q55 →

51 When you last reported anti-social behaviour, was getting hold of the right person easy or difficult?

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

52 When you last reported anti-social behaviour, did you find us helpful or unhelpful?

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

53 When reporting anti-social behaviour, were we?

Able to deal with your problem	Unable to deal with your problem	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

54 How satisfied or dissatisfied were you with how we handled your **last** complaint of anti-social behaviour:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Advice provided by us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. Being kept informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. Support provided by us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
d. How the report was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e. Speed with which your report was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
f. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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You and your household

This information is optional but by answering these questions you will help us to improve the services we deliver.

55 Are you, or your partner or spouse, currently in part-time or full-time work?


Yes No

Further comments


56 Is there anything else you would like to say about your home and/or the services that we provide, including any compliments or suggestions you may have? write in 

57 Do you wish to enter the prize draw for the chance to win **£100** in vouchers?

Yes No



By ticking yes you give your consent for Stroud DC to know who you are for this question only

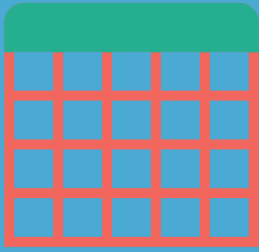


STROUD DISTRICT COUNCIL

Please return in the enclosed freepost envelope to:

Freepost RTZK-RGZT-BSKU,
 ARP Research,
 PO Box 5928,
 SHEFFIELD, S35 5DN

www.arp surveys.co.uk/stroud



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Appendix C. Data summary

	Frequency	% overall	% valid
Q1 Overall satisfaction with the service provided			
<i>Base: 294</i>			
1: Very satisfied	93	31.6	32.3
2: Fairly satisfied	147	50.0	51.0
3: Neither	10	3.4	3.5
4: Fairly dissatisfied	27	9.2	9.4
5: Very dissatisfied	11	3.7	3.8
N/R	6	2.0	
[Rank 1] Q2 Of the following, which do you consider to be the five most important?			
<i>Base: 294</i>			
6: Keeping tenants informed	34	11.6	
7: Overall quality of your home	59	20.1	
8: Taking tenants' views into account	17	5.8	
9: Repairs and maintenance	32	10.9	
10: Dealing with anti-social behaviour	13	4.4	
11: Neighbourhood as a place to live	11	3.7	
12: Response from call centre	3	1.0	
13: Response from OK Each Day	6	2.0	
14: Cleanliness of scheme	7	2.4	
15: Your needs assessment	7	2.4	
N/R	105	35.7	
[Rank 2] Q2 Of the following, which do you consider to be the five most important?			
<i>Base: 294</i>			
16: Keeping tenants informed	22	7.5	
17: Overall quality of your home	25	8.5	
18: Taking tenants' views into account	25	8.5	
19: Repairs and maintenance	61	20.7	
20: Dealing with anti-social behaviour	3	1.0	
21: Neighbourhood as a place to live	14	4.8	
22: Response from call centre	11	3.7	
23: Response from OK Each Day	9	3.1	
24: Cleanliness of scheme	12	4.1	
25: Your needs assessment	6	2.0	
N/R	106	36.1	
[Rank 3] Q2 Of the following, which do you consider to be the five most important?			
<i>Base: 294</i>			
26: Keeping tenants informed	32	10.9	
27: Overall quality of your home	29	9.9	
28: Taking tenants' views into account	21	7.1	
29: Repairs and maintenance	33	11.2	
30: Dealing with anti-social behaviour	11	3.7	
31: Neighbourhood as a place to live	16	5.4	
32: Response from call centre	11	3.7	
33: Response from OK Each Day	9	3.1	
34: Cleanliness of scheme	23	7.8	
35: Your needs assessment	3	1.0	
N/R	106	36.1	
[Rank 4] Q2 Of the following, which do you consider to be the five most important?			
<i>Base: 294</i>			
36: Keeping tenants informed	17	5.8	

Appendix C. Data summary

	Frequency	% overall	% valid
37: Overall quality of your home	18	6.1	
38: Taking tenants' views into account	22	7.5	
39: Repairs and maintenance	24	8.2	
40: Dealing with anti-social behaviour	7	2.4	
41: Neighbourhood as a place to live	26	8.8	
42: Response from call centre	16	5.4	
43: Response from OK Each Day	10	3.4	
44: Cleanliness of scheme	32	10.9	
45: Your needs assessment	14	4.8	
N/R	108	36.7	

[Rank 5] Q2 Of the following, which do you consider to be the five most important? *Base: 294*

46: Keeping tenants informed	15	5.1	
47: Overall quality of your home	19	6.5	
48: Taking tenants' views into account	21	7.1	
49: Repairs and maintenance	15	5.1	
50: Dealing with anti-social behaviour	17	5.8	
51: Neighbourhood as a place to live	30	10.2	
52: Response from call centre	10	3.4	
53: Response from OK Each Day	6	2.0	
54: Cleanliness of scheme	24	8.2	
55: Your needs assessment	26	8.8	
N/R	111	37.8	

Q3a The overall quality of your home *Base: 294*

56: Very satisfied	139	47.3	49.3
57: Fairly satisfied	116	39.5	41.1
58: Neither	7	2.4	2.5
59: Fairly dissatisfied	11	3.7	3.9
60: Very dissatisfied	9	3.1	3.2
61: No opinion	2	0.7	
N/R	10	3.4	

Q3b The general condition of this scheme *Base: 294*

62: Very satisfied	81	27.6	32.0
63: Fairly satisfied	125	42.5	49.4
64: Neither	14	4.8	5.5
65: Fairly dissatisfied	23	7.8	9.1
66: Very dissatisfied	10	3.4	4.0
67: No opinion	7	2.4	
N/R	34	11.6	

Q4a This scheme as a place to live *Base: 294*

68: Very satisfied	146	49.7	51.8
69: Fairly satisfied	105	35.7	37.2
70: Neither	7	2.4	2.5
71: Fairly dissatisfied	12	4.1	4.3
72: Very dissatisfied	12	4.1	4.3
73: Not applicable	2	0.7	
N/R	10	3.4	

Appendix C. Data summary

	Frequency	% overall	% valid
Q4b The overall appearance of your scheme			
<i>Base: 294</i>			
74: Very satisfied	85	28.9	30.4
75: Fairly satisfied	143	48.6	51.1
76: Neither	14	4.8	5.0
77: Fairly dissatisfied	25	8.5	8.9
78: Very dissatisfied	13	4.4	4.6
79: Not applicable	2	0.7	
N/R	12	4.1	
Q4c Grounds maintenance in your area			
<i>Base: 294</i>			
80: Very satisfied	74	25.2	25.9
81: Fairly satisfied	122	41.5	42.7
82: Neither	21	7.1	7.3
83: Fairly dissatisfied	43	14.6	15.0
84: Very dissatisfied	26	8.8	9.1
85: Not applicable	2	0.7	
N/R	6	2.0	
Q4d Cleaning of internal areas			
<i>Base: 294</i>			
86: Very satisfied	114	38.8	44.4
87: Fairly satisfied	99	33.7	38.5
88: Neither	17	5.8	6.6
89: Fairly dissatisfied	15	5.1	5.8
90: Very dissatisfied	12	4.1	4.7
91: Not applicable	19	6.5	
N/R	18	6.1	
Q4e Cleaning of external areas			
<i>Base: 294</i>			
92: Very satisfied	74	25.2	26.8
93: Fairly satisfied	109	37.1	39.5
94: Neither	33	11.2	12.0
95: Fairly dissatisfied	41	13.9	14.9
96: Very dissatisfied	19	6.5	6.9
97: Not applicable	5	1.7	
N/R	13	4.4	
Q4f Ease of access to your home and scheme			
<i>Base: 294</i>			
98: Very satisfied	159	54.1	56.8
99: Fairly satisfied	91	31.0	32.5
100: Neither	9	3.1	3.2
101: Fairly dissatisfied	14	4.8	5.0
102: Very dissatisfied	7	2.4	2.5
103: Not applicable	1	0.3	
N/R	13	4.4	
Q4g The safety and security of your home			
<i>Base: 294</i>			
104: Very satisfied	160	54.4	55.9
105: Fairly satisfied	89	30.3	31.1
106: Neither	7	2.4	2.4
107: Fairly dissatisfied	18	6.1	6.3
108: Very dissatisfied	12	4.1	4.2
109: Not applicable	0	0.0	

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	8	2.7	
Q4h The pet policy	<i>Base: 294</i>		
110: Very satisfied	73	24.8	39.5
111: Fairly satisfied	47	16.0	25.4
112: Neither	40	13.6	21.6
113: Fairly dissatisfied	12	4.1	6.5
114: Very dissatisfied	13	4.4	7.0
115: Not applicable	71	24.1	
N/R	38	12.9	
Q5 Do you normally use the communal lounge	<i>Base: 294</i>		
116: Yes	138	46.9	
117: No	146	49.7	
N/R	10	3.4	
Q6a Response from call centre	<i>Base: 294</i>		
118: Very satisfied	127	43.2	51.6
119: Fairly satisfied	85	28.9	34.6
120: Neither	17	5.8	6.9
121: Fairly dissatisfied	13	4.4	5.3
122: Very dissatisfied	4	1.4	1.6
123: Not applicable	27	9.2	
N/R	21	7.1	
Q6b Response from OK Each Day	<i>Base: 294</i>		
124: Very satisfied	117	39.8	71.3
125: Fairly satisfied	27	9.2	16.5
126: Neither	17	5.8	10.4
127: Fairly dissatisfied	3	1.0	1.8
128: Very dissatisfied	0	0.0	0.0
129: Not applicable	96	32.7	
N/R	34	11.6	
Q6c The overall scheme services provided	<i>Base: 294</i>		
130: Very satisfied	82	27.9	32.9
131: Fairly satisfied	108	36.7	43.4
132: Neither	31	10.5	12.4
133: Fairly dissatisfied	14	4.8	5.6
134: Very dissatisfied	14	4.8	5.6
135: Not applicable	17	5.8	
N/R	28	9.5	
Q6d The facilities at your scheme	<i>Base: 294</i>		
136: Very satisfied	90	30.6	35.0
137: Fairly satisfied	106	36.1	41.2
138: Neither	30	10.2	11.7
139: Fairly dissatisfied	16	5.4	6.2
140: Very dissatisfied	15	5.1	5.8
141: Not applicable	16	5.4	

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	21	7.1	
Q7 Had reason to contact NMO or SC?			
<i>Base: 294</i>			
142: Yes	107	36.4	
143: No	173	58.8	
N/R	14	4.8	
Q8 If yes, was the outcome positive			
<i>Base: 107</i>			
144: Yes	76	25.9	76.8
145: No	23	7.8	23.2
N/R	195	66.3	
Q9a Rubbish or litter			
<i>Base: 294</i>			
146: Very big problem	16	5.4	6.1
147: Fairly big problem	31	10.5	11.8
148: Not a very big problem	103	35.0	39.3
149: Not a problem at all	112	38.1	42.7
N/R	32	10.9	
Q9b Noisy neighbours			
<i>Base: 294</i>			
150: Very big problem	14	4.8	5.2
151: Fairly big problem	11	3.7	4.1
152: Not a very big problem	56	19.0	21.0
153: Not a problem at all	186	63.3	69.7
N/R	27	9.2	
Q9c Dog fouling / dog mess			
<i>Base: 294</i>			
154: Very big problem	13	4.4	4.8
155: Fairly big problem	25	8.5	9.2
156: Not a very big problem	71	24.1	26.1
157: Not a problem at all	163	55.4	59.9
N/R	22	7.5	
Q9d Other problems with pets and animals			
<i>Base: 294</i>			
158: Very big problem	10	3.4	3.8
159: Fairly big problem	15	5.1	5.7
160: Not a very big problem	53	18.0	20.2
161: Not a problem at all	184	62.6	70.2
N/R	32	10.9	
Q9e Harassment			
<i>Base: 294</i>			
162: Very big problem	5	1.7	1.9
163: Fairly big problem	8	2.7	3.1
164: Not a very big problem	37	12.6	14.3
165: Not a problem at all	208	70.7	80.6
N/R	36	12.2	
Q9f Drunk or rowdy behaviour			
<i>Base: 294</i>			
166: Very big problem	3	1.0	1.1
167: Fairly big problem	12	4.1	4.6

Appendix C. Data summary

	Frequency	% overall	% valid
168: Not a very big problem	33	11.2	12.6
169: Not a problem at all	213	72.4	81.6
N/R	33	11.2	
Q9g Vandalism and graffiti	Base: 294		
170: Very big problem	2	0.7	0.8
171: Fairly big problem	3	1.0	1.2
172: Not a very big problem	23	7.8	8.9
173: Not a problem at all	231	78.6	89.2
N/R	35	11.9	
Q9h People damaging your property	Base: 294		
174: Very big problem	3	1.0	1.1
175: Fairly big problem	3	1.0	1.1
176: Not a very big problem	25	8.5	9.5
177: Not a problem at all	232	78.9	88.2
N/R	31	10.5	
Q9i Drug use or dealing	Base: 294		
178: Very big problem	7	2.4	2.7
179: Fairly big problem	11	3.7	4.2
180: Not a very big problem	23	7.8	8.8
181: Not a problem at all	219	74.5	84.2
N/R	34	11.6	
Q9j Abandoned or burnt out vehicles	Base: 294		
182: Very big problem	0	0.0	0.0
183: Fairly big problem	3	1.0	1.2
184: Not a very big problem	15	5.1	5.8
185: Not a problem at all	240	81.6	93.0
N/R	36	12.2	
Q9k Other crime	Base: 294		
186: Very big problem	2	0.7	0.8
187: Fairly big problem	7	2.4	2.7
188: Not a very big problem	22	7.5	8.6
189: Not a problem at all	224	76.2	87.8
N/R	39	13.3	
Q10 In the last 3 years, would you say your scheme is	Base: 294		
190: Better	29	9.9	11.6
191: Worse	80	27.2	32.1
192: Stayed the same		140.0	47.6
N/R	45	15.3	
Q11a Advice on rent payments	Base: 294		
193: Very satisfied	114	38.8	57.9
194: Fairly satisfied	55	18.7	27.9
195: Neither	22	7.5	11.2
196: Fairly dissatisfied	4	1.4	2.0

Appendix C. Data summary

	Frequency	% overall	% valid
197: Very dissatisfied	2	0.7	1.0
198: No opinion	68	23.1	
N/R	29	9.9	
Q11b Support provided to new tenants		<i>Base: 294</i>	
199: Very satisfied	77	26.2	43.5
200: Fairly satisfied	58	19.7	32.8
201: Neither	27	9.2	15.3
202: Fairly dissatisfied	9	3.1	5.1
203: Very dissatisfied	6	2.0	3.4
204: No opinion	85	28.9	
N/R	32	10.9	
Q11c Support provided to vulnerable tenants		<i>Base: 294</i>	
205: Very satisfied	58	19.7	30.9
206: Fairly satisfied	68	23.1	36.2
207: Neither	31	10.5	16.5
208: Fairly dissatisfied	24	8.2	12.8
209: Very dissatisfied	7	2.4	3.7
210: No opinion	76	25.9	
N/R	30	10.2	
Q11d Enquiries generally		<i>Base: 294</i>	
211: Very satisfied	68	23.1	27.9
212: Fairly satisfied	112	38.1	45.9
213: Neither	26	8.8	10.7
214: Fairly dissatisfied	21	7.1	8.6
215: Very dissatisfied	17	5.8	7.0
216: No opinion	30	10.2	
N/R	20	6.8	
Q12 Needed advice & support about the following		<i>Base: 294</i>	
217: Yes - welfare benefits	40	13.6	
218: Yes - rent debt	11	3.7	
219: No	230	78.2	
N/R	14	4.8	
R12 Needed advice & support		<i>Base: 294</i>	
220: Yes	50	17.0	
221: No	230	78.2	
N/R	14	4.8	
Q13 Advice/support in connection with the following		<i>Base: 50</i>	
222: Housing Benefit/Council Tax Support	35	11.9	70.0
223: Bedroom Tax	2	0.7	4.0
224: Discretionary Housing (DHP) payments	4	1.4	8.0
225: Universal Credit	10	3.4	20.0
226: Pensions	7	2.4	14.0
227: Rent debt	11	3.7	22.0
N/R	249	84.7	10.0

Appendix C. Data summary

	Frequency	% overall	% valid
Q14 Accessed support from NMO, SO or SC in last year			
<i>Base: 294</i>			
228: Yes	129	43.9	
229: No	156	53.1	
N/R	9	3.1	
Q15 How did you last contact them			
<i>Base: 129</i>			
230: By letter	5	1.7	3.9
231: Telephone call	33	11.2	25.6
232: By email	5	1.7	3.9
233: Visit to the office	37	12.6	28.7
234: Visit to your home	35	11.9	27.1
235: Using OK Each Day	0	0.0	0.0
236: Don't know	0	0.0	0.0
237: Other	5	1.7	3.9
N/R	174	59.2	7.0
Q16 What did you last contact them about			
<i>Base: 129</i>			
238: Repairs	56	19.0	43.4
239: Rent/ Service charges	3	1.0	2.3
240: Transfer/ exchange	5	1.7	3.9
241: Neighbours/ neighbourhood issues	14	4.8	10.9
242: Garden/ communal areas	3	1.0	2.3
243: Resident involvement	2	0.7	1.6
244: Don't know	4	1.4	3.1
245: Other	32	10.9	24.8
N/R	175	59.5	7.8
Q17 Ease of contacting them			
<i>Base: 129</i>			
246: Easy	82	27.9	65.1
247: Difficult	24	8.2	19.0
248: Neither	20	6.8	15.9
N/R	168	57.1	2.3
Q18 Did you find them helpful or unhelpful			
<i>Base: 129</i>			
249: Helpful	103	35.0	80.5
250: Unhelpful	10	3.4	7.8
251: Neither	15	5.1	11.7
N/R	166	56.5	0.8
Q19 When you last had contact were they			
<i>Base: 129</i>			
252: Able to deal with your problem	93	31.6	73.2
253: Unable to deal with your problem	21	7.1	16.5
254: Neither	13	4.4	10.2
N/R	167	56.8	1.6
Q20 Did they answer your query within 10 working days			
<i>Base: 129</i>			
255: Yes	105	35.7	81.4
256: No	19	6.5	14.7
N/R	170	57.8	3.9

Appendix C. Data summary

	Frequency	% overall	% valid
Q21 Did they explain the final outcome of your query <i>Base: 129</i>			
257: Yes	89	30.3	69.0
258: No	24	8.2	18.6
N/R	181	61.6	12.4
Q22 Were you satisfied with the final outcome <i>Base: 129</i>			
259: Yes	79	26.9	61.2
260: No	27	9.2	20.9
261: Neither	8	2.7	6.2
N/R	180	61.2	11.6
Q23 Access the internet in any of the following ways <i>Base: 294</i>			
262: Home computer or laptop	98	33.3	
263: Smartphone (eg iPhone)	55	18.7	
264: Tablet (eg iPad)	55	18.7	
265: Smart TV, set-top box or console	17	5.8	
266: At work	2	0.7	
267: At a public site	5	1.7	
268: I do not access the internet	129	43.9	
N/R	26	8.8	
R23 Use the internet <i>Base: 294</i>			
269: Yes	139	47.3	
270: No	129	43.9	
N/R	26	8.8	
Q24a The way we generally deal with repairs and maintenance <i>Base: 294</i>			
271: Very satisfied	117	39.8	42.1
272: Fairly satisfied	114	38.8	41.0
273: Neither	8	2.7	2.9
274: Fairly dissatisfied	21	7.1	7.6
275: Very dissatisfied	18	6.1	6.5
276: Not applicable	3	1.0	
N/R	13	4.4	
Q24b Your gas servicing arrangements <i>Base: 294</i>			
277: Very satisfied	101	34.4	73.2
278: Fairly satisfied	27	9.2	19.6
279: Neither	6	2.0	4.3
280: Fairly dissatisfied	3	1.0	2.2
281: Very dissatisfied	1	0.3	0.7
282: Not applicable	83	28.2	
N/R	73	24.8	
Q25 Had a repair in the last 12 months <i>Base: 294</i>			
283: Yes	169	57.5	
284: No	114	38.8	
N/R	11	3.7	

Appendix C. Data summary

	Frequency	% overall	% valid
Q26 Method of reporting last repair			
<i>Base: 169</i>			
285: Phone	114	38.8	67.5
286: Email	7	2.4	4.1
287: Text	0	0.0	0.0
288: Other	37	12.6	21.9
N/R	136	46.3	6.5
Q27 Ease of reporting last repair			
<i>Base: 169</i>			
289: Very easy	102	34.7	61.4
290: Fairly easy	50	17.0	30.1
291: Neither	7	2.4	4.2
292: Fairly difficult	6	2.0	3.6
293: Very difficult	1	0.3	0.6
N/R	128	43.5	1.8
Q28a How the request was dealt with			
<i>Base: 169</i>			
294: Very satisfied	93	31.6	57.1
295: Fairly satisfied	56	19.0	34.4
296: Neither	2	0.7	1.2
297: Fairly dissatisfied	9	3.1	5.5
298: Very dissatisfied	2	0.7	1.2
299: No opinion	1	0.3	0.6
N/R	131	44.6	3.6
Q28b Capability of person dealing with it			
<i>Base: 169</i>			
300: Very satisfied	101	34.4	64.3
301: Fairly satisfied	39	13.3	24.8
302: Neither	7	2.4	4.5
303: Fairly dissatisfied	5	1.7	3.2
304: Very dissatisfied	3	1.0	1.9
305: No opinion	2	0.7	1.3
N/R	137	46.6	7.1
Q29 Was an appointment made			
<i>Base: 169</i>			
306: Yes	136	46.3	80.5
307: No	15	5.1	8.9
308: Don't know	5	1.7	3.0
N/R	138	46.9	7.7
Q30a Contractor able to get preferred time			
<i>Base: 136</i>			
309: Yes	126	42.9	92.6
310: No	5	1.7	3.7
311: Don't know	4	1.4	2.9
N/R	159	54.1	0.7
Q30b Was the appointment kept			
<i>Base: 136</i>			
312: Yes	121	41.2	89.0
313: No	4	1.4	2.9
314: Don't know	2	0.7	1.5
N/R	167	56.8	6.6

Appendix C. Data summary

	Frequency	% overall	% valid
Q31 Method made aware of appointment			
<i>Base: 136</i>			
315: By letter	29	9.9	21.3
316: Telephone call	83	28.2	61.0
317: By email	1	0.3	0.7
318: Visit to the office	1	0.3	0.7
319: Visit to your home	7	2.4	5.1
320: SMS text message	2	0.7	1.5
321: Other	5	1.7	3.7
N/R	166	56.5	5.9
Q32a Standard of workmanship			
<i>Base: 169</i>			
322: Very satisfied	112	38.1	69.1
323: Fairly satisfied	36	12.2	22.2
324: Neither	7	2.4	4.3
325: Fairly dissatisfied	4	1.4	2.5
326: Very dissatisfied	3	1.0	1.9
N/R	132	44.9	4.1
Q32b Time take to complete work			
<i>Base: 169</i>			
327: Very satisfied	101	34.4	65.2
328: Fairly satisfied	31	10.5	20.0
329: Neither	10	3.4	6.5
330: Fairly dissatisfied	5	1.7	3.2
331: Very dissatisfied	8	2.7	5.2
N/R	139	47.3	8.3
Q32c Appearance of the workers			
<i>Base: 169</i>			
332: Very satisfied	107	36.4	70.4
333: Fairly satisfied	29	9.9	19.1
334: Neither	11	3.7	7.2
335: Fairly dissatisfied	4	1.4	2.6
336: Very dissatisfied		1.0	0.3
N/R	142	48.3	10.1
Q32d Attitude of workers			
<i>Base: 169</i>			
337: Very satisfied	120	40.8	77.4
338: Fairly satisfied	25	8.5	16.1
339: Neither	7	2.4	4.5
340: Fairly dissatisfied	2	0.7	1.3
341: Very dissatisfied	1	0.3	0.6
N/R	139	47.3	8.3
Q32e Info given on progress of work			
<i>Base: 169</i>			
342: Very satisfied	101	34.4	67.3
343: Fairly satisfied	27	9.2	18.0
344: Neither	17	5.8	11.3
345: Fairly dissatisfied	3	1.0	2.0
346: Very dissatisfied	2	0.7	1.3
N/R	144	49.0	11.2

Appendix C. Data summary

	Frequency	% overall	% valid
Q32f Respect home was treated			
<i>Base: 169</i>			
347: Very satisfied	118	40.1	76.6
348: Fairly satisfied	20	6.8	13.0
349: Neither	12	4.1	7.8
350: Fairly dissatisfied	3	1.0	1.9
351: Very dissatisfied	1	0.3	0.6
N/R	140	47.6	8.9
Q32g Overall service received for last repair			
<i>Base: 169</i>			
352: Very satisfied	115	39.1	74.2
353: Fairly satisfied	21	7.1	13.5
354: Neither	9	3.1	5.8
355: Fairly dissatisfied	3	1.0	1.9
356: Very dissatisfied	7	2.4	4.5
N/R	139	47.3	8.3
Q33 Show proof of identity			
<i>Base: 169</i>			
357: Yes	121	41.2	71.6
358: No	21	7.1	12.4
359: Don't know	17	5.8	10.1
N/R	135	45.9	5.9
[Rank 1] Q35 How would you prefer us to communicate with you about issues that may affect you?			
<i>Base: 294</i>			
360: By letter	108	36.7	
361: Telephone call	24	8.2	
362: By email	13	4.4	
363: Via Webform	0	0.0	
364: Via Tenants Online	1	0.3	
365: Visit to the office	0	0.0	
366: Visit to your home by staff	11	3.7	
367: SMS text messaging	1	0.3	
368: Mobile app(s)	1	0.3	
369: Facebook	1	0.3	
370: Twitter	0	0.0	
371: Keynotes (tenant newspaper)	2	0.7	
372: Sheltered scheme meetings	6	2.0	
373: Council Housing Committee webcast	0	0.0	
374: Resident's groups/ forums	0	0.0	
375: Online survey	0	0.0	
376: Other	0	0.0	
N/R	126	42.9	
[Rank 2] Q35 How would you prefer us to communicate with you about issues that may affect you?			
<i>Base: 294</i>			
377: By letter	22	7.5	
378: Telephone call	48	16.3	
379: By email	14	4.8	
380: Via Webform	0	0.0	
381: Via Tenants Online	1	0.3	
382: Visit to the office	2	0.7	
383: Visit to your home by staff	15	5.1	
384: SMS text messaging	3	1.0	

Appendix C. Data summary

	Frequency	% overall	% valid
385: Mobile app(s)	0	0.0	
386: Facebook	0	0.0	
387: Twitter	0	0.0	
388: Keynotes (tenant newspaper)	7	2.4	
389: Sheltered scheme meetings	14	4.8	
390: Council Housing Committee webcast	0	0.0	
391: Resident's groups/ forums	1	0.3	
392: Online survey	0	0.0	
393: Other	0	0.0	
N/R	167	56.8	
[Rank 3] Q35 How would you prefer us to communicate with you about issues that may affect you?			
	<i>Base: 294</i>		
394: By letter	12	4.1	
395: Telephone call	12	4.1	
396: By email	11	3.7	
397: Via Webform	0	0.0	
398: Via Tenants Online	0	0.0	
399: Visit to the office	4	1.4	
400: Visit to your home by staff	30	10.2	
401: SMS text messaging	13	4.4	
402: Mobile app(s)	2	0.7	
403: Facebook	1	0.3	
404: Twitter	0	0.0	
405: Keynotes (tenant newspaper)	13	4.4	
406: Sheltered scheme meetings	16	5.4	
407: Council Housing Committee webcast	0	0.0	
408: Resident's groups/ forums	4	1.4	
409: Online survey	1	0.3	
410: Other	0	0.0	
N/R	175	59.5	
Q36 Do you read Keynotes			
	<i>Base: 294</i>		
411: Yes	224	76.2	
412: No	42	14.3	
413: Never had a copy	22	7.5	
N/R	6	2.0	
Q37 Extent value Keynotes			
	<i>Base: 224</i>		
414: I value it a lot	97	33.0	43.9
415: I value it a little	103	35.0	46.6
416: I don't value it at all	21	7.1	9.5
N/R	73	24.8	1.3
R37 Value Keynotes			
	<i>Base: 224</i>		
417: Yes	200	68.0	89.3
418: No	21	7.1	9.4
N/R	73	24.8	1.3
Q39 Preferred version of Keynotes			
	<i>Base: 294</i>		
419: Paper version	233	79.3	
420: Electronic version	29	9.9	

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	32	10.9	
Q40 Being kept informed		<i>Base: 294</i>	
421: Very good	63	21.4	22.3
422: Fairly good	143	48.6	50.5
423: Neither	24	8.2	8.5
424: Fairly poor	40	13.6	14.1
425: Very poor	13	4.4	4.6
N/R	11	3.7	
Q41a Listen to tour views and act upon them		<i>Base: 294</i>	
426: Very satisfied	48	16.3	17.3
427: Fairly satisfied	111	37.8	39.9
428: Neither	59	20.1	21.2
429: Fairly dissatisfied	44	15.0	15.8
430: Very dissatisfied	16	5.4	5.8
N/R	16	5.4	
Q41b Opportunity to make views known		<i>Base: 294</i>	
431: Very satisfied	51	17.3	19.8
432: Fairly satisfied	114	38.8	44.4
433: Neither	57	19.4	22.2
434: Fairly dissatisfied	23	7.8	8.9
435: Very dissatisfied	12	4.1	4.7
N/R	37	12.6	
Q42 Like to know more about getting involved		<i>Base: 294</i>	
436: Yes	80	27.2	
437: No	178	60.5	
N/R	36	12.2	
Q43 Are you aware that we have a complaints procedure		<i>Base: 294</i>	
438: Yes	189	64.3	
439: No	89	30.3	
N/R	16	5.4	
Q44 Know how to make a complaint		<i>Base: 294</i>	
440: Yes	166	56.5	
441: No	112	38.1	
N/R	16	5.4	
Q45 Made a complaint to us in the last 12 months		<i>Base: 294</i>	
442: Yes	40	13.6	
443: No	234	79.6	
N/R	20	6.8	
Q46a How easy it was to make your complaint		<i>Base: 40</i>	
444: Very satisfied	8	2.7	23.5
445: Fairly satisfied	12	4.1	35.3

Appendix C. Data summary

	Frequency	% overall	% valid
446: Neither	5	1.7	14.7
447: Fairly dissatisfied	4	1.4	11.8
448: Very dissatisfied	5	1.7	14.7
N/R	260	88.4	15.0
Q46b The information and advice provided by us		<i>Base: 40</i>	
449: Very satisfied	6	2.0	18.8
450: Fairly satisfied	7	2.4	21.9
451: Neither	3	1.0	9.4
452: Fairly dissatisfied	7	2.4	21.9
453: Very dissatisfied	9	3.1	28.1
N/R	262	89.1	20.0
Q46c How well we kept you informed about the progress		<i>Base: 40</i>	
454: Very satisfied	6	2.0	17.6
455: Fairly satisfied	7	2.4	20.6
456: Neither	4	1.4	11.8
457: Fairly dissatisfied	6	2.0	17.6
458: Very dissatisfied	11	3.7	32.4
N/R	260	88.4	15.0
Q46d The speed with which we dealt with your complaint		<i>Base: 40</i>	
459: Very satisfied	6	2.0	17.1
460: Fairly satisfied	9	3.1	25.7
461: Neither	2	0.7	5.7
462: Fairly dissatisfied	4	1.4	11.4
463: Very dissatisfied	14	4.8	40.0
N/R	259	88.1	12.5
Q46e The way your complaint was handled overall		<i>Base: 40</i>	
464: Very satisfied	8	2.7	23.5
465: Fairly satisfied	7	2.4	20.6
466: Neither	2	0.7	5.9
467: Fairly dissatisfied	4	1.4	11.8
468: Very dissatisfied	13	4.4	38.2
N/R	260	88.4	15.0
Q46f The final outcome of your complaint		<i>Base: 40</i>	
469: Very satisfied	8	2.7	22.9
470: Fairly satisfied	6	2.0	17.1
471: Neither	3	1.0	8.6
472: Fairly dissatisfied	3	1.0	8.6
473: Very dissatisfied	15	5.1	42.9
N/R	259	88.1	12.5
Q47 Likely are you to make a complaint in future		<i>Base: 294</i>	
474: Very likely	92	31.3	37.9
475: Fairly likely	95	32.3	39.1
476: Not very likely	39	13.3	16.0
477: Not at all likely	17	5.8	7.0
478: Don't know	16	5.4	

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	35	11.9	
Q48 Confidence complaint would be dealt in an effective manner		<i>Base: 294</i>	
479: Very confident	60	20.4	24.8
480: Fairly confident	112	38.1	46.3
481: Not very confident	43	14.6	17.8
482: Not at all confident	27	9.2	11.2
483: Don't know	27	9.2	
N/R	25	8.5	
Q49 Experienced any ASB in the last 12 months		<i>Base: 294</i>	
484: Yes	39	13.3	
485: No	232	78.9	
N/R	23	7.8	
Q50 Reported any ASB to us in the last 12 months		<i>Base: 39</i>	
486: Yes	24	8.2	61.5
487: No	14	4.8	35.9
N/R	256	87.1	2.6
Q51 Ease of contacting the right person		<i>Base: 24</i>	
488: Easy	12	4.1	52.2
489: Difficult	11	3.7	47.8
490: Neither	0	0.0	0.0
N/R	271	92.2	4.2
Q52 Helpfulness of staff when reporting ASB		<i>Base: 24</i>	
491: Helpful	15	5.1	62.5
492: Unhelpful	8	2.7	33.3
493: Neither	1	0.3	4.2
N/R	270	91.8	0.0
Q53 When reporting ASB, were we		<i>Base: 24</i>	
494: Able to deal with your problem	9	3.1	40.9
495: Unable to deal with your problem	9	3.1	40.9
496: Neither	4	1.4	18.2
N/R	272	92.5	8.3
Q54a Advice provided by us		<i>Base: 24</i>	
497: Very satisfied	7	2.4	33.3
498: Fairly satisfied	4	1.4	19.0
499: Neither	2	0.7	9.5
500: Fairly dissatisfied	3	1.0	14.3
501: Very dissatisfied	5	1.7	23.8
502: No opinion	0	0.0	
N/R	273	92.9	12.5
Q54b Being kept informed		<i>Base: 24</i>	
503: Very satisfied	6	2.0	31.6

Appendix C. Data summary

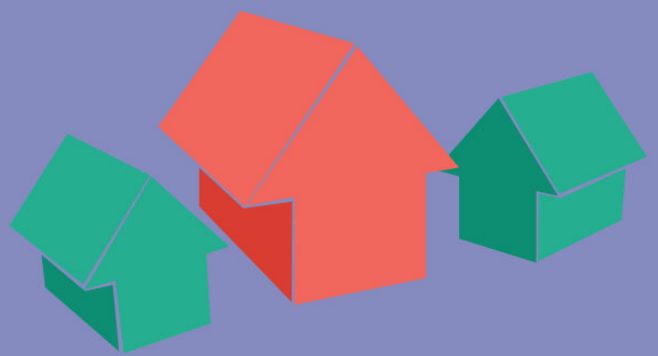
	Frequency	% overall	% valid
504: Fairly satisfied	2	0.7	10.5
505: Neither	4	1.4	21.1
506: Fairly dissatisfied	2	0.7	10.5
507: Very dissatisfied	5	1.7	26.3
508: No opinion	0	0.0	
N/R	275	93.5	20.8
Q54c Support provided by us		Base: 24	
509: Very satisfied	7	2.4	31.8
510: Fairly satisfied	4	1.4	18.2
511: Neither	3	1.0	13.6
512: Fairly dissatisfied	2	0.7	9.1
513: Very dissatisfied	6	2.0	27.3
514: No opinion	0	0.0	
N/R	272	92.5	8.3
Q54d How the report was dealt with		Base: 24	
515: Very satisfied	7	2.4	33.3
516: Fairly satisfied	3	1.0	14.3
517: Neither	1	0.3	4.8
518: Fairly dissatisfied	1	0.3	4.8
519: Very dissatisfied	9	3.1	42.9
520: No opinion	0	0.0	
N/R	273	92.9	12.5
Q54e Speed with which your report was dealt with		Base: 24	
521: Very satisfied	6	2.0	30.0
522: Fairly satisfied	4	1.4	20.0
523: Neither	2	0.7	10.0
524: Fairly dissatisfied	2	0.7	10.0
525: Very dissatisfied	6	2.0	30.0
526: No opinion	1	0.3	
N/R	273	92.9	12.5
Q54f The final outcome of your complaint		Base: 24	
527: Very satisfied	6	2.0	37.5
528: Fairly satisfied	2	0.7	12.5
529: Neither	2	0.7	12.5
530: Fairly dissatisfied	1	0.3	6.3
531: Very dissatisfied	5	1.7	31.3
532: No opinion	2	0.7	
N/R	276	93.9	25.0
Q55 Currently employed		Base: 294	
533: Yes	20	6.8	
534: No	265	90.1	
N/R	9	3.1	
D101 Stock		Base: 294	
535: General needs	0	0.0	
536: Sheltered	294	100.0	

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	0	0.0	
D102 NMO Patch	<i>Base: 294</i>		
537: NMO1	50	17.0	
538: NMO2	36	12.2	
539: NMO3	67	22.8	
540: NMO4	58	19.7	
541: NMO5	44	15.0	
542: NMO6	39	13.3	
N/R	0	0.0	
D103 Town	<i>Base: 294</i>		
543: Berkeley	19	6.5	
544: Cambridge	0	0.0	
545: Dursley	50	17.0	
546: Gloucester	12	4.1	
547: Stonehouse	54	18.4	
548: Stroud	123	41.8	
549: Upton St Leonards	0	0.0	
550: Wotton-Under-Edge	36	12.2	
N/R	0	0.0	
D104 Property Type	<i>Base: 294</i>		
551: Bungalow	122	41.5	
552: Flat	172	58.5	
553: House	0	0.0	
554: Maisonette	0	0.0	
N/R	0	0.0	
D105 Property size	<i>Base: 294</i>		
555: Bedsit	31	10.5	
556: One	236	80.3	
557: Two	27	9.2	
558: Three	0	0.0	
559: Four or more	0	0.0	
N/R	0	0.0	
D106 Main tenant age group	<i>Base: 294</i>		
560: 16 - 24 years	0	0.0	
561: 25 - 34 years	0	0.0	
562: 35 - 44 years	0	0.0	
563: 45 - 54 years	0	0.0	
564: 55 - 59 years	0	0.0	
565: 60 - 64 years	0	0.0	
566: 65 - 74 years	0	0.0	
567: 75 - 84 years	0	0.0	
568: 85 years and over	0	0.0	
N/R	294	0.0	
D107 Main tenant age group [simple]	<i>Base: 294</i>		
569: 16-34	0	0.0	

Appendix C. Data summary

	Frequency	% overall	% valid
570: 35-49	0	0.0	
571: 50-64	0	0.0	
572: 65+	0	0.0	
N/R	294	0.0	
D108 Scheme	<i>Base: 294</i>		
573: Archway Gardens	12	4.1	
574: Ashcroft House	7	2.4	
575: Ashwell House	9	3.1	
576: Broadfield Road	7	2.4	
577: Burdett House	9	3.1	
578: Cambridge House	3	1.0	
579: Chapel Lane	9	3.1	
580: Concord	18	6.1	
581: Draycott	9	3.1	
582: Dryleaze Court	15	5.1	
583: Dryleaze Ct Bungalows 34-43(D/House)	4	1.4	
584: Dryleaze House	17	5.8	
585: George Pearce House	10	3.4	
586: Glebe Road/Trinity Drive	2	0.7	
587: Glebelands	11	3.7	
588: Grange View	8	2.7	
589: Grove Park Road	15	5.1	
590: Hamfallow Court	7	2.4	
591: Hazelwood	15	5.1	
592: Jenner Court	12	4.1	
593: Malvern Gardens	6	2.0	
594: Sherborne House	9	3.1	
595: Springfields Court	11	3.7	
596: St Nicholas Court	12	4.1	
597: The Beeches	8	2.7	
598: The Corriett	8	2.7	
599: The Long Ground	4	1.4	
600: Trinity Drive	5	1.7	
601: Vizard Close	8	2.7	
602: Walter Preston Court	18	6.1	
603: Willow Road	6	2.0	
N/R	0	0.0	
D109 Survey methodology	<i>Base: 294</i>		
604: Postal	279	94.9	
605: Online	15	5.1	
N/R	0	0.0	



(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

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