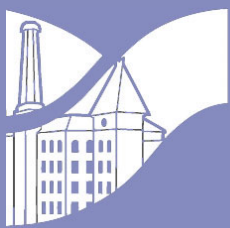




Sheltered Housing

STAR Tenant Satisfaction Survey 2015



**STROUD
DISTRICT
COUNCIL**

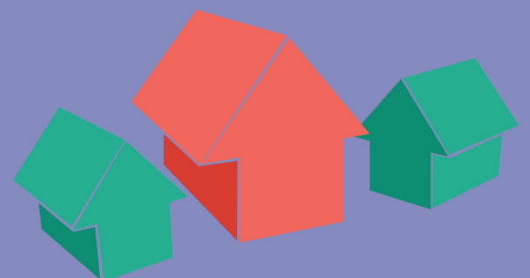
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1. Introduction

Background

This report details the results of Stroud District Council's 2015 tenant satisfaction survey, delivered by ARP Research. This is the first such survey for the Council using the HouseMark STAR survey methodology. This main body of the 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 a year ago in 2014, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the HouseMark STAR database for the core satisfaction questions, supplemented by ARP Research's own database for ancillary questions.



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

About the survey

The survey was carried out between October and December 2015. Every sheltered household was sent a postal self completion questionnaire (811). 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.

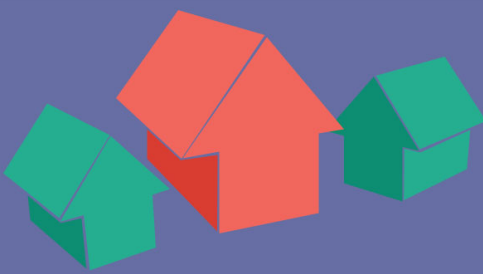
In total 411 tenants took part in the survey, which represented a 51% response rate overall. This was an improvement on the response rate from 2014, and was in line with typical response rate in sheltered housing. A sample of this size has a theoretical error margin of +/- 3.4% overall.

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. In addition, some of the results quoted for previous surveys may be different from those previously published due to changes in how these are now calculated.

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	2014 result	change over time (colour if statistically significant)	proportion of tenants	
91%	77%	↑	84%	satisfaction overall
95%	86%	↑	92%	quality of home
73%	N.A.	N.A.	62%	listens & takes account of views
85%	62%	↑	72%	kept informed
88%	70%	↑	75%	dealing with enquiries generally
90%	77%	↑	85%	repairs & maintenance overall
N.A.	66%	↑	80%	overall scheme services

Overall satisfaction

1. The Council's sheltered housing services were significantly restructured at the beginning of 2015, therefore it is very positive to find these changes appear to have been well received by tenants, to the extent that overall satisfaction with the sheltered housing service has increased by seven percentage points in the last year, with 84% now claiming to be satisfied compared to only 11% who were dissatisfied (section 3).
2. Indeed, it is quite likely that the Council's score in 2014 was a particular low point due to uncertainty regarding the future, but satisfaction levels seem to be recovering very quickly as tenants become familiar with the new structure, so they may well increase further in the short to medium term.
3. The increase in overall satisfaction was supported by the more detailed results, where more scores had also improved. Many of these improvements were not substantial enough to clear the threshold of being 'statistically significant', but those that were included strong improvements in satisfaction with scheme services, particularly communal cleaning (section 4), and with repairs and maintenance (section 5).
4. Some of the lesser improvement that were not quite significant included core measures such as the quality of the home (section 4), how well the Council keeps tenants informed (section 7) and how enquiries are dealt with generally (section 6). In contrast, certain aspects of satisfaction the customer service experience had fallen slightly (section 6), especially regarding anti-social behaviour (ASB) reporting (section 9) and making complaints (section 10).

2. Executive summary

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 top four key drivers for tenants are listed below.
 - The general condition of the scheme (81% satisfied, section 4)
 - Keeping tenants informed about issues that affect them (72%, section 7)

Information and resident involvement

6. Nearly three quarters of the sample thought that Stroud DC were good at keeping them informed about the things that affected them as residents (72%), which is ten points higher than that reported in the previous year (section 7).
7. Whilst the increase is obviously welcome, the rating still has some way to go to match the benchmark median for other similar landlords (85%). Indeed, communication and information seems to be a theme throughout the results, often being mentioned in the verbatim comments, with the level of information being a key predictor of satisfaction overall. As such, this would appear to be an area where the Council may want to focus on in the future.
8. Somewhat fewer respondents were satisfied with the way Stroud District Council listens to their views and acts upon them (62%). Unfortunately, no previous data exists with which to compare this to, however, like other results in this section and throughout the findings this result is below the benchmark median (73%), with the Council's score being in the fourth quartile. Notably, satisfaction was lower for those who had contacted their Sheltered Housing Officer in the last year, whereas those who had not were significantly more satisfied (56% and 66% respectively).

The home and scheme

9. It was pleasing to find the quality of the home was rated higher than it had been in 2014 (92% was 86%). As a result of the increase, satisfaction was now closer to the benchmark median (95%, section 4)
10. It is also very positive to find satisfaction with the condition of the scheme was up 11% since the previous year (81%, was 70%), a statistically significant improvement. This is particularly pertinent as the condition of the scheme was one of only two key drivers that were the best predictors of overall satisfaction. It is very probable that one reason for the welcome increase in this rating was the major improvements in satisfaction with communal cleaning.
11. Satisfaction with the internal cleaning had increased from 69% to 83%, whilst external communal cleaning has improved even more with 75% of the current sample satisfied, up from 57% in 2014. Whilst both remain slightly below the equivalent benchmark scores, the significant increase is obviously welcome.
12. Satisfaction with the facilities at the scheme was high with four out of five sheltered tenants satisfied with it (81%), which is a significant improvement on the 73% who said the same in 2014. A similar proportion were satisfied with overall scheme services provided (80%), with this too improving by a significant margin (was 66%). Once again, it is likely that this was linked to the substantial improvements in communal cleaning.

Repairs and maintenance

13. It is very positive to find an increase in satisfaction with the repairs and maintenance service overall (85%, was 77%), which is a significant improvement, and brings the Council's score closer to the benchmark median (90%, section 5).

2. Executive summary

14. In June this year, Stroud DC brought in-house the responsibility for gas servicing and when asked it was also very pleasing to find the vast majority of respondents were satisfied with this service (93%), with the majority being 'very satisfied' (62%).
15. Furthermore, all but one of the detailed questions regarding responsive repairs had improved, many of them by a statistically significant margin. It was also positive to find in the majority of cases scores were typically in the top two quartiles when compared to other similar landlords including being told when workers would call (95% satisfied) and speed of completion (94%), which were both in the top quartile.
16. The best predictors of satisfaction with the repairs service were being told when workers would call, contractors knowing about and doing the job expected (88%, was 83%) and the overall quality of the repair work (91%, was 88%). There was also a very strong relationship between whether workers showed proof of identity, and whether appointments were kept, and overall satisfaction with the service.

Customer services

17. Like other aspects of the 2015 results, the overall perception for the manner in which Stroud District Council deals with enquires had improved slightly, albeit not significantly since the previous survey, with 75% satisfied (was 70%). However, despite the increase, levels of satisfaction remain below the expected median score of 88% amongst other landlords (section 6).
18. Interestingly, this score was significantly higher for tenants who had not recently made contact (79%), whereas for the two fifths who had contacted the Council in the last year satisfaction was somewhat lower (68%). There was an even greater disparity in this score depending on whether contact had been made with their Sheltered Housing Officer (67%), compared to those who had not (82%).
19. Four out of five queries were answered within 10 working days (82%), however around one in seven occurrences did not (15%). This had a notable impact on all the customer service results within this section.
20. 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 (20%).

Scheme and neighbourhood issues

21. When asked to rate the specific problems that residents might be facing in their schemes, it is positive find none of the items in the questionnaire was rated as being significantly worse than before, indeed with regards to the two main issues raised, when compared to the previous surveys they were both seen as slightly less problematic. The most common problems were litter (10%), dog mess (10%) and pets/animals generally (7%, section 8).
22. Despite the low incidence of problems, dealing with anti-social behaviour (ASB) was quite important to tenants, with around a quarter of respondents listing this as one of the top five priority services they received from Stroud District Council. Indeed, it was also notable this was an aspect of service provision that was viewed as more important for this sample than the one in 2014 (23% v 17%, section 9).
23. Although the sample sizes were very small, it is still very notable that the results in ASB section were considerably below those achieved in 2014, and even further below the comparable benchmark median scores from other landlords. For example, only 30% who report ASB in the last year were satisfied with Council's response, compared to 47% in 2014 and the ARP benchmark median of 51%.
24. These findings echo similar results in the general needs survey, and suggest that this is an aspect of the service that requires improvement.



3. Services overall

84%

condition of scheme
kept informed

tenants satisfied overall

...are the key drivers

The Council's sheltered housing services had been significantly restructured since the last survey completed in 2014, the majority of these changes having come into effect in January 2015. In particular, this meant that resident wardens were replaced by site officers and support staff, providing more targeted services based upon need.

It was therefore it is very positive to find these changes appear to have been well received by tenants, to the extent that overall satisfaction with the sheltered housing service has increased by seven percentage points in the last year, with 84% now claiming to be satisfied compared to only 11% who were actively dissatisfied. This change was a 'statistically significant' improvement which is a standard threshold used in statistics after which a result is considered unlikely to be due to chance.

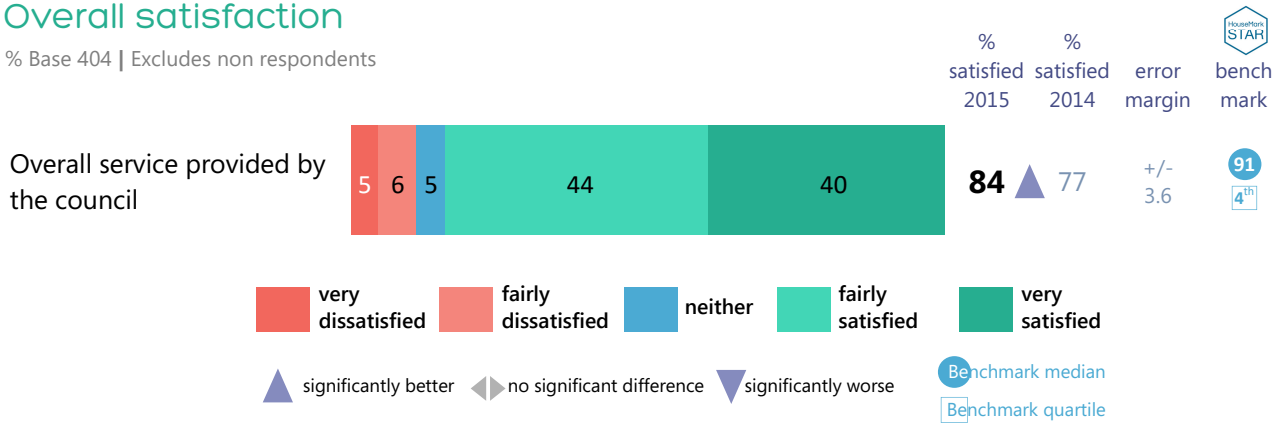
Despite the improvement, the overall score remained below the median for sheltered housing within HouseMark's benchmarking database (91%), placing Stroud DC in the bottom quartile of results. However, due to the fact the most landlords don't carry out a survey every year, this benchmark data is unlikely to have yet caught up with the substantial changes providers across the sector are been forced to make in how they provide sheltered housing services.

Indeed, it is quite likely that the Council's score in 2014 was a particular low point due to uncertainty regarding the future, but satisfaction levels seem to be recovering very quickly as tenants become familiar with the new structure, so there may well be potential for them to increase further in the short to medium term. This sense of uncertainty in 2014 is clearly demonstrated by the fact that in that year a quarter of survey respondents thought that their needs assessment was one of their main priorities, compared to only 15% in 2015 (chart 3.5).

3. Services overall

3.1 Overall satisfaction

% Base 404 | Excludes non respondents



The increase in overall satisfaction was supported by the more detailed results, where more scores had also improved. Many of these improvements were not substantial enough to clear the threshold of being ‘statistically significant’, but those that were included strong improvements in satisfaction with scheme services, particularly communal cleaning (section 4), and with the repairs and maintenance service (section 5).

Some of the lesser improvement that were not quite significant included core measures such as the quality of the home (section 4), how well the Council keeps tenants informed (section 7) and how enquiries are dealt with generally (section 6). In contrast, certain aspects of satisfaction the customer service experience had fallen slightly (section 6), especially regarding anti-social behaviour (ASB) reporting (section 9) and making complaints (section 10).

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 questionnaire 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 that are the best predictors of overall satisfaction. The analysis identified two key drivers for tenants as presented in chart 3.2

Whilst the general condition of the scheme sheltered tenants live in is closely associated with how tenants view their landlord as a whole, it was particularly notable that being kept informed was the other key driver, an aspect of the service which was a common theme and issue amongst general needs tenants in the concurrent survey.

As such, it was pleasing to find satisfaction with both had improved since the previous survey, and in the case of the condition of the scheme by a significant margin, possibly as a result of great improvements in the standard of communal cleaning (81%, was 70% section 4). Levels of satisfaction had also increased by an almost identical proportion with how well the Council keep them informed (72%, was 62%) although in this case the difference was not statistically significant. Furthermore, this score was still considerably below the benchmark median of 85%, and information and communication seemed to be a key theme throughout the results, including in many of the verbatim comments below.

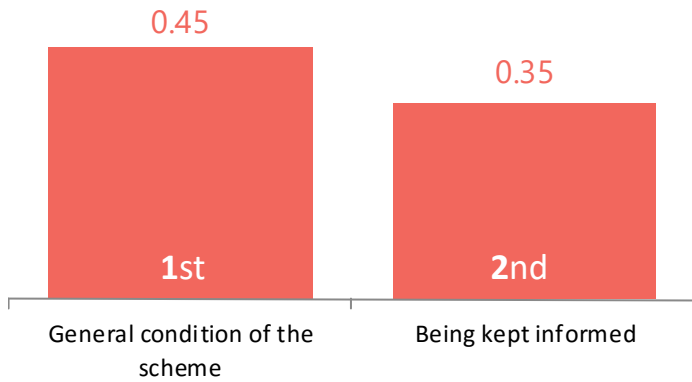
Benchmark data accompanied by the STAR logo is drawn from HouseMark data, the remainder from ARP Research’s database. See Appendix A for details.

The results were also 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 interesting and significant variations depending on whether a tenant considered themselves to have a disability, with those saying they had a disability that limited their activities ‘a little’ being significantly less satisfied overall than tenants with no disability (77% and 90% respectively). As chart 12.13 clearly shows the wide variation in scores between those with or without a disability continued across a wide range of core questions.

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.480 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



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.

3.3 Overall satisfaction by scheme

	Sample size	% positive Overall satisfaction with the service provided
Overall	411	84
Archway Gardens	15	87
Ashcroft House	10	100
Ashwell House	14	79
Broadfield Road	11	73
Burdett House	12	100
Cambridge House	9	89
Chapel Lane	11	82
Concord	26	85
Draycott	8	50
Dryleaze Court	24	71
Dryleaze House	14	100
George Pearce House	20	79
Glebelands	20	90
Grange View	13	83
Grove Park Road	18	100

	Sample size	% positive Overall satisfaction with the service provided
Overall	411	84
Hamfallow Court	12	92
Hazelwood	14	79
Hillside Court	8	67
Jenner Court	9	89
Malvern Gardens	9	100
Ringfield Close	23	55
Sherborne House	19	84
Springfields Court	12	92
St Nicholas Court	11	91
The Beeches	11	82
The Corriett	13	85
Vizard Close	15	93
Walter Preston Court	22	91
Willow Road	8	75

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

3. Services overall

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 Dryleaze House, Malvern Gardens and Walter Preston Court where this was significant. However, in contrast there were significantly lower than average scores for Draycott, Ringfield Close and Dryleaze Court (50%, 55% and 71% respectively).

It was also interesting to find there was a significant difference in overall satisfaction depending on whether a respondent had been in contact with their Sheltered Housing Officer in the previous year. Surprisingly, those who had were significantly less satisfied than average, with those not having made contact significantly more satisfied than average (77% and 89% respectively).

Experience of anti-social behaviour (ASB) has also affected the overall score, with those who had experienced such an incident significantly less satisfied overall than those who have not (74% v 85%).

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 two main themes were about improving communication and/or the changes to warden and support services as a result of the restructure. Typical comments about communication include:

"Lack of overall communication even when at meetings and some honesty about the future."	"Communicate truthfully with tenants."	"I don't go to meetings, so I don't know what's going on, used to get a letter not anymore."	"By being more open and transparent with regard to the future of Sheltered Housing in Stroud District. Better communication and sheltered housing tenant elected representation."
"Do let tenants know what is going on with any work on going."	"Try listening to people instead of pressing on in your own way."	"One word - communication."	

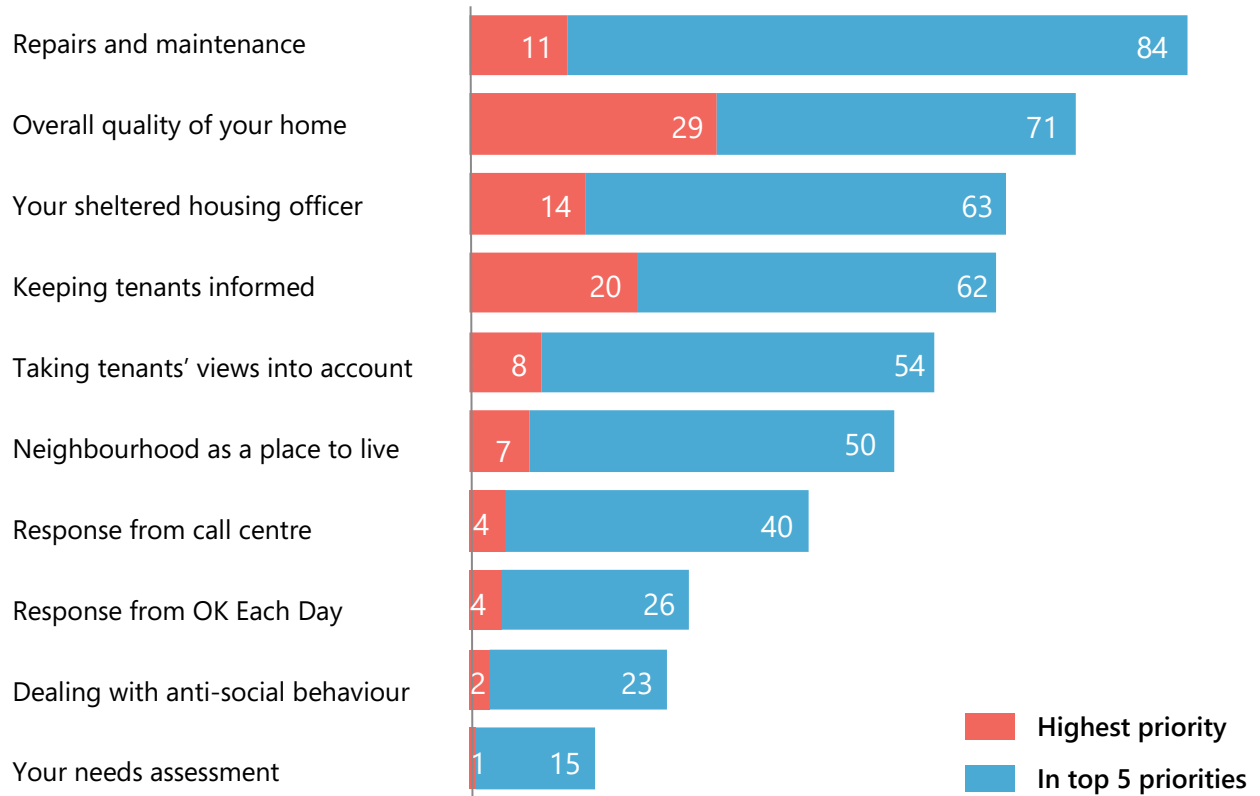
As anticipated, there were also comments about the way in which the services had changed as a result of the restructure, including:

"Not what it was when we moved in with a resident warden - we were looking for somewhere with care on site, this we no longer have."	"By us knowing when the site officer and support officer are on site they used to make it for coffee morning but now they don't and don't advertise it."	"As you have taken away the security we had as sheltered housing now you've done away with permanent wardens."
"As you have taken away the security we had as sheltered housing now you've done away with permanent wardens."	"By replacing a warden to look after us that was why I moved here."	"Warden service halved - does not make house calls checking 'pull cords' or morning phone calls to check ok."
	"A more hands on SHO."	

3. Services overall

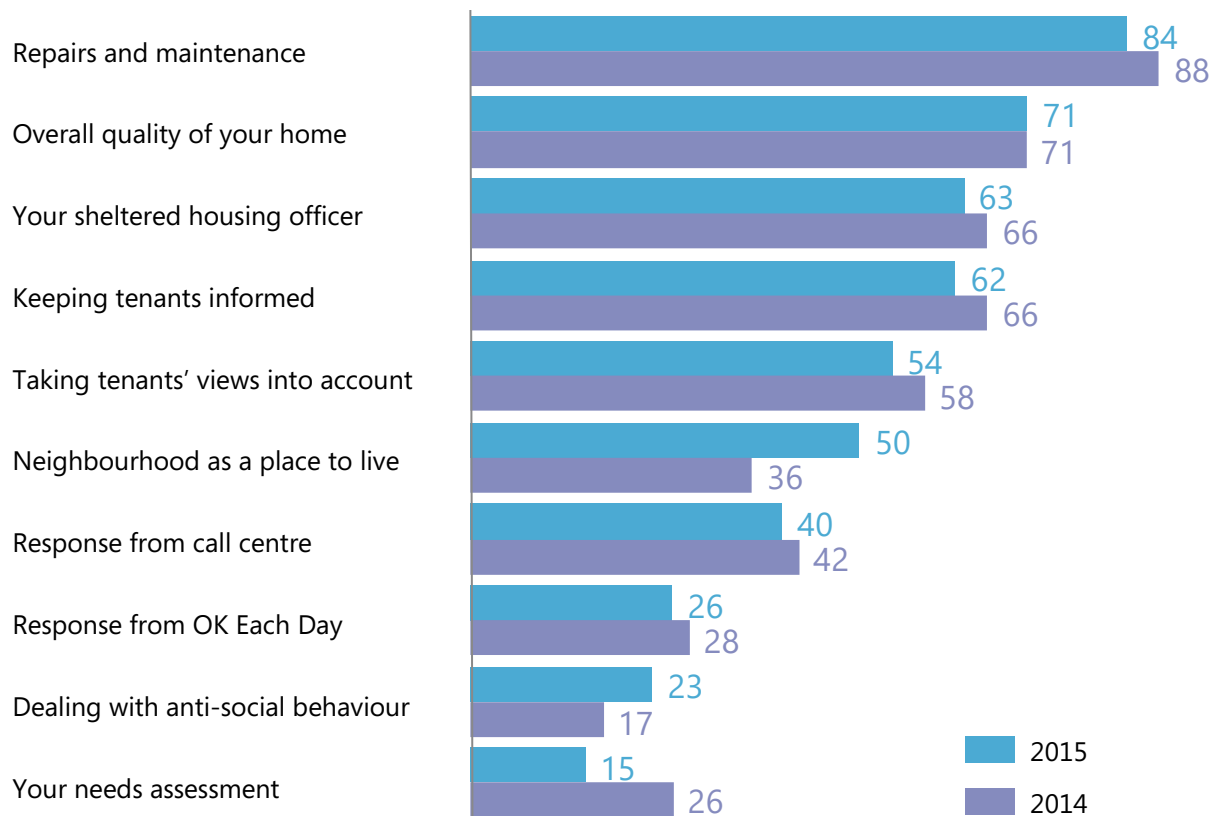
3.4 Five most important services

% Base 271 | More than one answer allowed. Excludes non respondents



3.5 Five most important services over time

% Base 271 | Up to five answers allowed.





4. The home and scheme



The quality and condition of the home itself is obviously central to residents' perceptions of the wider services that they receive through Stroud DC. Indeed, the quality of the home was the single most important part of the service for 29% of respondents (chart 3.4)

As such, it was pleasing to find the quality of the home was rated higher than it had been in 2014 (92% was 86%). As a result of the increase, satisfaction was now closer to the benchmark median (95%) but still low enough for Stroud to appear in the bottom quartile for comparable landlords.

The rating for the 'quality' of the home was also paired with a rating for the 'condition' of the scheme, and it is interesting that there was an eleven point gap between the two in terms of the level of satisfaction amongst tenants (92% and 81% respectively). Unfortunately, there is no equivalent benchmark score with which to compare this result to, however it is very positive to find satisfaction was up 11% since the previous year (81%, was 70%), a difference that in this case was statistically significant.

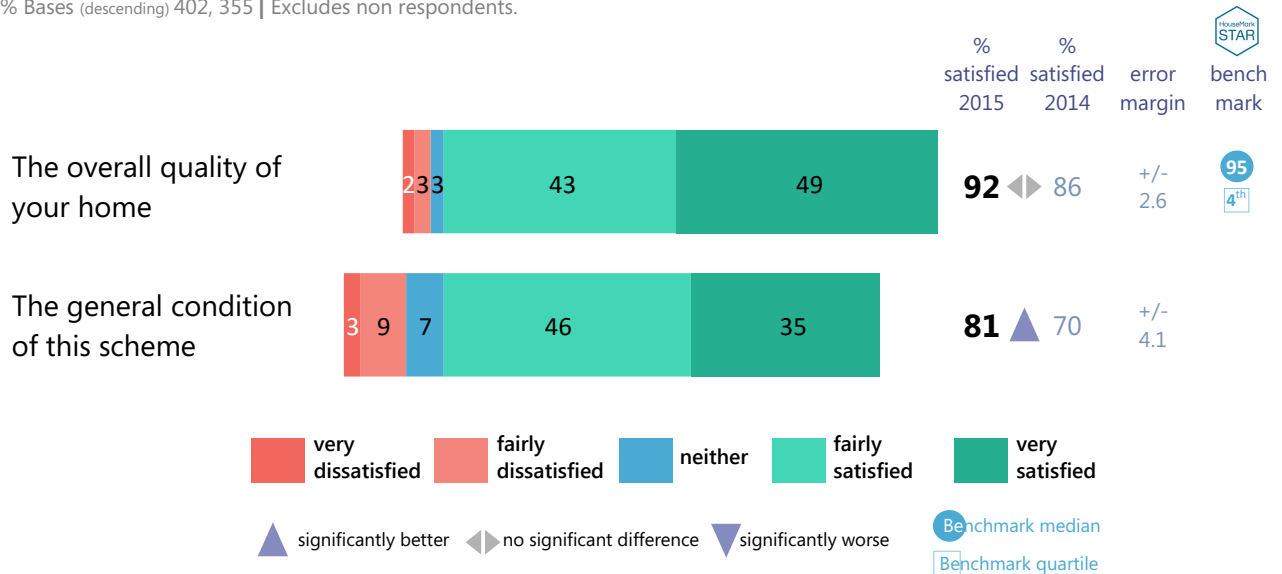
This is particularly pertinent as the condition of the scheme was one of only two key drivers that were the best predictors of overall satisfaction (section 3). It is very probable that one reason for the welcome increase in this rating was the major improvements in communal cleaning (see below).

There were obviously 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.

4. The home and scheme

4.1 Satisfaction with the home and scheme

% Bases (descending) 402, 355 | Excludes non respondents.



Whilst respondents in Dryleaze House and Walter Preston Court were particularly satisfied on these measures, the same could not be said for Dryleaze Court and Ringfield Close where only 65% were satisfied the condition of the scheme. Other schemes where this score was low included Cambridge House, Chapel Lane, Draycott, Jenner Court and the Beeches, although the base size was smaller for these groups.

As expected, satisfaction also varied by property type, and significantly so, with lower than average levels were reported by those living in Bungalows (90%), whereas those in flats were more satisfied (94%).

Respondents were next asked to go into more detail about various aspects of their scheme and it was very pleasing to find in the majority of cases satisfaction had improved and in some cases significantly so. The vast majority remain satisfied with their scheme as a place to live (92%) and its overall appearance (84%) with satisfaction with each increasing four and five points respectively.

4.2 Contacted Sheltered Housing Officer in last 12 months

% Base 411



4.3 Was the outcome positive?

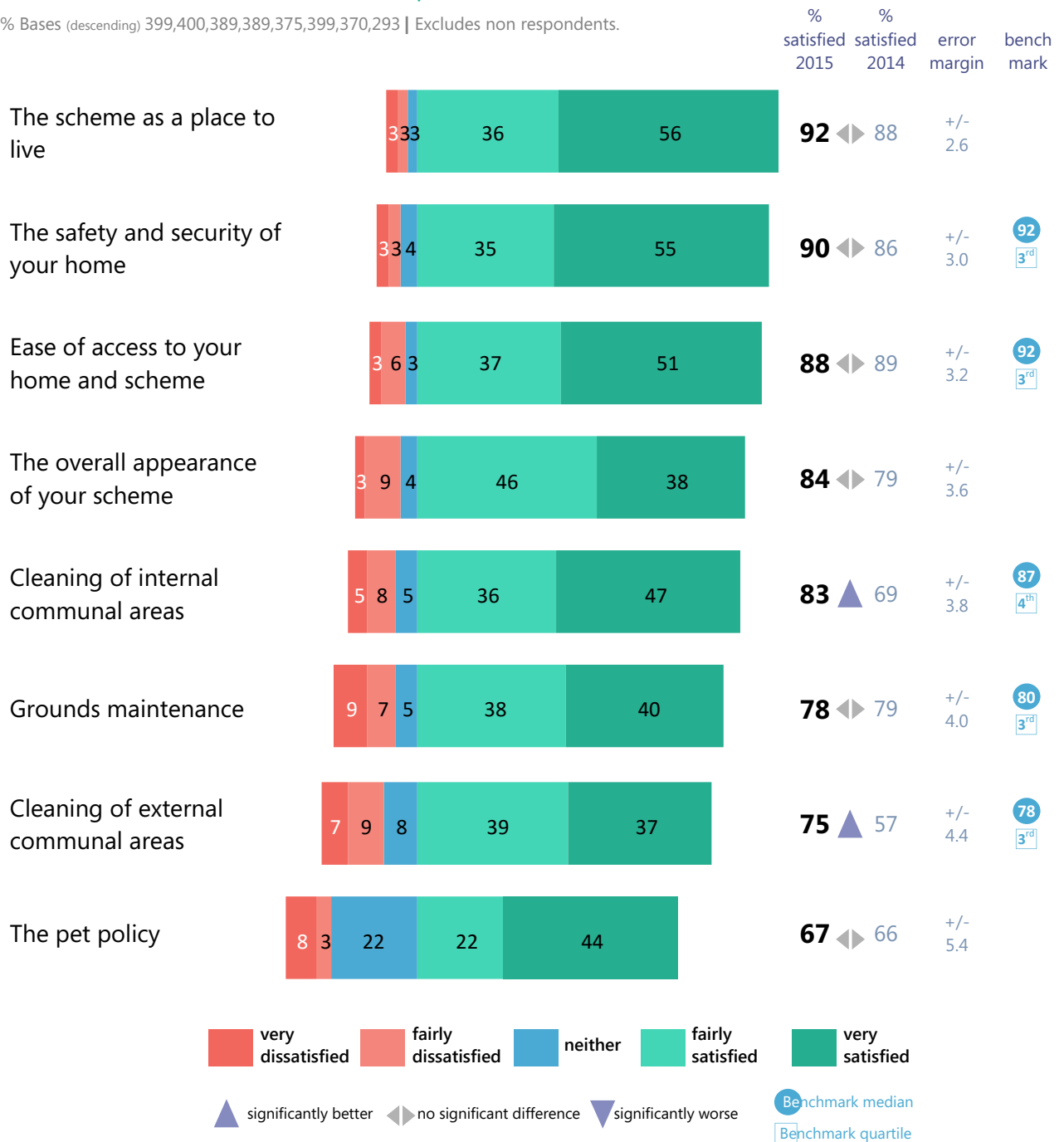
% Base 183 | If had contact with Sheltered Housing officer in last 12 months. Excludes non respondents



4. The home and scheme

4.4 Satisfaction with various aspects of the scheme

% Bases (descending) 399,400,389,389,375,399,370,293 | Excludes non respondents.



Nine out of ten respondents were satisfied with both the ease of access and safety and security of their scheme (88% and 90% respectively) with both only just below the benchmark median.

Around four out of five respondents remain satisfied with the grounds maintenance service with satisfaction barely changing from the previous survey (78%, was 79%) and only two points below the expected level. That said, around one in six remain dissatisfied with this service (16%), including 9% who were 'very dissatisfied' which is the highest proportion of such responses for any of the aspects in chart 4.2.

The most notable finding in this chart is the very significant improvement observed with the cleaning of communal areas, with satisfaction with the internal cleaning going up from 69% to 83% and the external service having improved even more with 75% of the current sample satisfied, up from 57% in 2014. Whilst both remain slightly below the equivalent benchmark scores, the significant increase is obviously welcome.

4. The home and scheme

Obviously 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 every aspect of their scheme, with the exception of the pet policy.
- The scheme as a place to live was rated significantly lower by tenants at Hillside Court (75%), Dryleaze Court (81% and Draycott (88%).
- The grounds maintenance service was rated significantly lower than average by respondents at Hillside Court, Ringfield Close and St Nicholas Court (50%, 68% and 70% respectively).
- Internal cleaning still seemed to be an issue at Ashcroft House (50%) and Glebelands (60%).
- External cleaning appeared problematic at Sherbourne House (47% satisfied).
- Ease of access was significantly lower than average at Ringfield Close (75%).
- Safety and Security was a notable topic at Dryleaze Court (67% satisfied).

With regards to demographic differences, the standout finding was in most cases each question was rated significantly lower than average if the respondents had a disability and significantly better by those who did not. This includes such as aspects as cleaning of internal communal areas (79% v 87%), ease of access (83% v 95%), the safety and security of the scheme (85% v 96%) and the scheme as a place to live (90% v 95%).

Moving on to consider the specific facilities and services that only tenants in sheltered accommodation receive, in each case the majority of respondents again claimed to be satisfied, with scores either equal to or better than those achieved in 2014 (chart 4.5).

The highest rated service was the call centre, with 88% satisfied compared to only 6% who were dissatisfied. This was up slightly from the previous year (was 85%) albeit not by a significant margin. Interestingly, the response from the call centre was rated lower by those respondents who had contacted the Council in the previous year than those who had not (85% v 91%). An almost identical proportion were satisfied with the response from OK Each Day (86%), although slightly more were 'very satisfied' with this (76%). Incidentally, OK Each Day was the single most important service for 4% of the sample, and appeared in the top five services for a quarter of respondents (chart 3.4).

In terms of contact with Sheltered Housing Officers, this had decreased somewhat since 2014 (46% v 58%), although a similar proportion to before experienced a positive outcome (82% v 79%).

Satisfaction with the facilities at the scheme was high with four out of five sheltered tenants satisfied with it (81%), which is a significant improvement on the 73% who said the same in 2014. Satisfaction with the facilities was significantly higher amongst respondents living in flats (84%), but significantly lower amongst sheltered tenants in bungalows (76%).

A similar proportion were satisfied with overall scheme services provided (80%), with this too improving by a significant margin (was 66%). Once again, it is likely that this was linked to the substantial improvements in communal cleaning observed since 2014 (see above). Respondents in flats were more satisfied than their peers in bungalows (84% and 76% respectively) although in this case the difference was not significant.

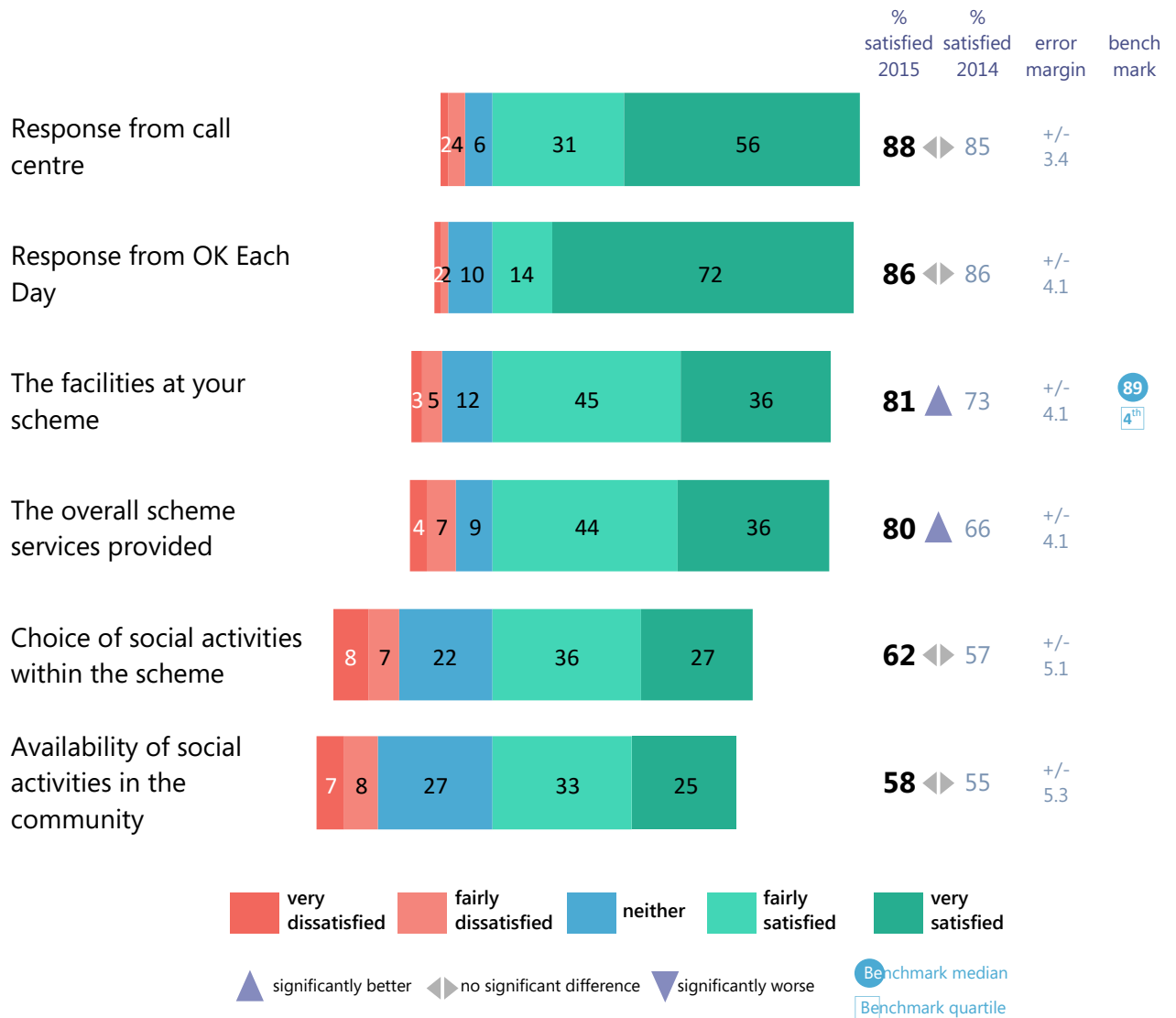
More than half of respondents take part in social activities (53%), so it is pleasing to find a slight increase in satisfaction with both the choice (62%, was 57%) and availability (58%, was 55%) of such events. The fact one in five were ambivalent the choice (22% 'neither') and even more ambivalent about the availability (27%) is most likely to do with the variation in what is available between different schemes.

Indeed, the choice and availability of social activities was rated significantly lower than average by respondents from Ashwell house, Broadfield Road, Glebelands, St Nicholas Court and The Beeches (table 4.8).

4. The home and scheme

4.5 Satisfaction with scheme services

% Bases (descending) 351,268,358,358,349,329 | Excludes non respondents.



53% said they take part in **social activities** in their scheme

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	411	92	81	Overall	411	92	81
Archway Gardens	15	100	89	Hamfallow Court	12	82	90
Ashcroft House	10	100	89	Hazelwood	14	93	83
Ashwell House	14	79	77	Hillside Court	8	86	80
Broadfield Road	11	100	70	Jenner Court	9	100	67
Burdett House	12	100	89	Malvern Gardens	9	100	100
Cambridge House	9	100	67	Ringfield Close	23	70	65
Chapel Lane	11	90	56	Sherborne House	19	100	84
Concord	26	96	86	Springfields Court	12	83	100
Draycott	8	100	57	St Nicholas Court	11	100	70
Dryleaze Court	24	88	65	The Beeches	11	73	50
Dryleaze House	14	100	93	The Corriett	13	92	92
George Pearce House	20	95	87	Vizard Close	15	93	93
Glebelands	20	90	71	Walter Preston Court	22	100	95
Grange View	13	92	100	Willow Road	8	88	88
Grove Park Road	18	100	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

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	411	92	84	78	83	75	88	90	67
Archway Gardens	15	85	92	73	77	77	83	86	67
Ashcroft House	10	90	78	78	90	80	90	90	71
Ashwell House	14	86	77	92	50	67	77	79	83
Broadfield Road	11	100	82	64	75	45	91	82	67
Burdett House	12	91	89	82	90	78	100	100	88
Cambridge House	9	100	78	78	89	67	100	89	89
Chapel Lane	11	100	90	91	78	80	90	100	75
Concord	26	96	92	62	88	84	92	88	59
Draycott	8	88	88	75	88	75	88	100	57
Dryleaze Court	24	83	78	74	91	70	79	67	53
Dryleaze House	14	100	93	93	93	79	93	93	90
George Pearce House	20	85	79	75	75	69	83	90	73
Glebelands	20	95	65	75	60	63	74	95	76
Grange View	13	92	92	91	92	82	77	92	50
Grove Park Road	18	94	94	94	94	89	94	89	73
Hamfallow Court	12	92	83	67	92	73	91	100	70
Hazelwood	14	86	93	93	93	93	85	100	55
Hillside Court	8	75	86	50	75	50	71	86	63
Jenner Court	9	100	88	100	75	75	78	100	33
Malvern Gardens	9	100	89	89	89	88	89	100	100
Ringfield Close	23	95	82	68	74	72	75	82	81
Sherborne House	19	100	74	75	72	47	100	94	73
Springfields Court	12	100	92	92	90	100	100	100	60
St Nicholas Court	11	91	90	70	82	78	91	82	63
The Beeches	11	80	70	55	60	56	80	91	78
The Corriett	13	92	92	85	85	85	92	85	44
Vizard Close	15	93	87	80	93	87	93	87	67
Walter Preston Court	22	95	95	95	95	95	100	100	50
Willow Road	8	88	50	63	88	75	100	88	14

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

	% positive						
	Sample size	Response from call centre	Response from OK Each Day	Overall scheme services provided	The facilities at your scheme	Choice of social activities within scheme	Availability of social activities in the community
Overall	411	88	86	80	81	62	58
Archway Gardens	15	77	91	75	82	58	64
Ashcroft House	10	100	89	100	100	100	100
Ashwell House	14	92	100	75	83	33	22
Broadfield Road	11	64	50	64	50	22	22
Burdett House	12	89	88	100	89	88	67
Cambridge House	9	100	83	89	67	56	67
Chapel Lane	11	100	80	88	70	43	57
Concord	26	91	94	82	85	52	55
Draycott	8	100	57	50	75	50	50
Dryleaze Court	24	86	93	70	75	61	52
Dryleaze House	14	100	80	100	100	92	85
George Pearce House	20	94	93	77	71	77	75
Glebelands	20	82	83	72	65	18	35
Grange View	13	80	67	70	67	33	25
Grove Park Road	18	81	94	80	87	81	79
Hamfallow Court	12	100	83	82	100	64	45
Hazelwood	14	92	78	85	85	85	73
Hillside Court	8	67	100	100	100	33	33
Jenner Court	9	100	86	89	100	78	63
Malvern Gardens	9	100	100	78	75	33	33
Ringfield Close	23	82	77	67	76	74	75
Sherborne House	19	100	92	80	94	93	71
Springfields Court	12	83	100	83	83	58	67
St Nicholas Court	11	67	83	88	73	40	33
The Beeches	11	50	50	88	57	29	14
The Corriett	13	83	100	92	100	85	90
Vizard Close	15	93	83	79	87	67	43
Walter Preston Court	22	89	100	95	83	76	71
Willow Road	8	100	67	75	75	43	43

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

85%

told when workers
would call
job expected
quality of work

of tenants were satisfied
with repairs overall

...are the main key drivers

The repairs and maintenance service is typically amongst the most important aspects of service provision for tenants, and whilst not a key predictor of overall satisfaction, this service remained the most important aspect of service provision for tenants (chart 3.4). It is therefore very positive to find an increase in satisfaction with this aspect of the service (85%, was 77%), which is a significant improvement, and brings the Council's score closer to the benchmark median (90%).

In June this year, Stroud DC brought in-house the responsibility for gas servicing and when asked it was very pleasing to find the vast majority of respondents were satisfied with this service (93%), with the majority being 'very satisfied' (62%).

There has been a change in how respondents went about reporting a repair with a fall in those doing so direct through their Sheltered/Support Officer (45%, was 60%) and increase in those going direct to the repairs department (46%, was 37%). This is obviously as a consequence of the way services have been restructured in the intervening period. More respondents were also now made aware of a repair appointment via telephone (50%, was 43%), with letters used less frequently (32%, was 38%).

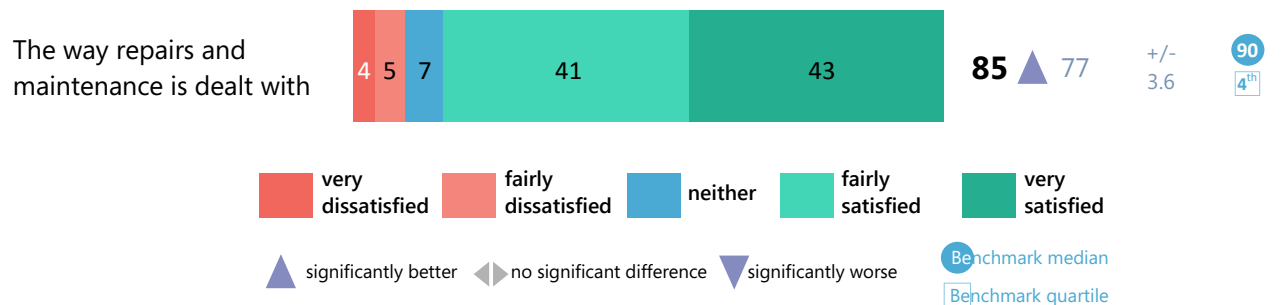
63% of tenants
had a repair in **the
last year**

... and **93%**
had an
appointment
that was kept

5. Repairs and maintenance

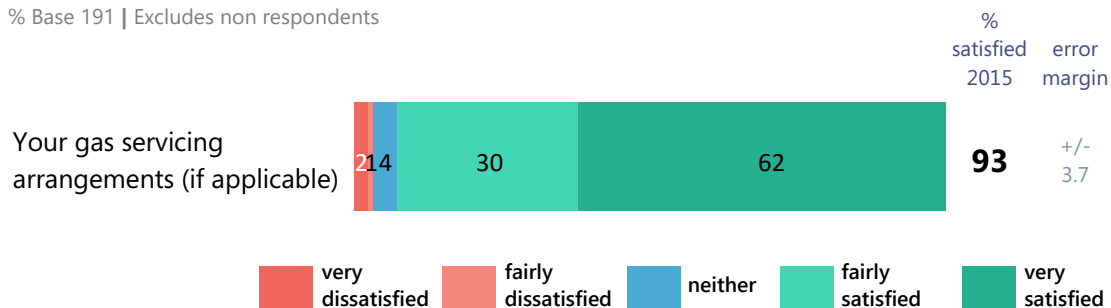
5.1 Overall repairs satisfaction

% Base 396 | Excludes non respondents



5.2 Gas servicing arrangements

% Base 191 | Excludes non respondents



To understand more, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (63% of the sample). What is immediately apparent from chart 5.7 is the increases in satisfaction for all but one aspects of the last completed repair, many of them by a statistically significant margin. It was also positive to find in the majority of cases scores were typically in the top two quartiles when compared to other similar landlords including being told when workers would call (95% satisfied) and speed of completion (94%), which were both in the top quartile.

Contractors showed proof of identity in around three out of four jobs, which had a remarkable relationship with how tenants perceived the service overall, with 89% of those where ID was shown significantly more satisfied with the service overall, compared to only 76% of those where no ID was presented. Similarly, whether or not a respondent had an appointment that was kept affected the perception of the service overall, with 87% of those having a kept appointment satisfied compared to 56% of those whose appointment was missed. This pattern was also evident throughout the more detailed questions regarding the last completed repair (chart 5.6).

Satisfaction with the service also varied depending on who the repair was reported too, although the difference was not statistically significant. Higher levels of satisfaction were registered by tenants who reported the repair to their Sheltered/ Support Officer (90%) but lower for those who went straight to the repairs department (83%).

Further light could be shed on these results was by running a key driver analysis, with the result of this analysis being shown in chart 5.3.

This analysis reveals four key drivers, with the primary driver emerging as being told when workers would call (95% satisfied, 4% dissatisfied) which actually an aspect of the service that had improved significantly, and one of only two where satisfaction is high enough to place the Council in the top quartile when compared to other landlords. Another driver was closely linked in that it related to appointments, more specifically actually being able to make one (89% satisfied, was 86%).

5. Repairs and maintenance

The other two key drivers revolved around the repair work itself, i.e. contractors knowing about and doing the job expected (88%, was 83%) and the overall quality of the repair work (91%, was 88%), with these commonly appearing as key drivers for other landlords.

Only one scheme rated this service significantly better than average at the 95% confidence level, and that was Ashcroft House 90% 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 5.8, 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. Whilst there were those that took the opportunity to raise an issue about a particular outstanding repair, or the quality of work being done a number of comments did prove insightful. A number of comments related to appointments and the need for better contact and communication:

"Workmen should keep appointments"	"Communication between council and the contractors could be improved as it can take a while for each department to respond to"	"To adjust appointment if you can't make that day."	"More contact by phone. Keep appointments. Do the job all at once."
"When an appointment is arranged - come."	"It is easy to report the need for a repair to the council and get a good response but once passed to the contractor things are not so good."		"Make appointments and keep them"
"Keep the appointment if they are unable to come tell the tenant ASAP. We don't all stop in a twiddle our thumbs you have to look yourself for proof of identity. Have not been offered the opportunity to provide feedback."	"Communication between council and the contractors could be improved as it can take a while for each department to respond to requests."	"By letting tenants know prior to the appointment as sometime the contractors turn up before the appointment time and to me this is time wasted as there may not be anyone at home."	"Letter to confirm nature of work, date. Workers to introduce selves. Letter to confirm completion."

Not all comments were negative, in fact many were complimentary of the service:

"The repair service is so quick and so good, I don't think it could be better."	"Your service is very good and does not need to be better."	"You can't make it any better always good service. Thank you."	"The repair service is so quick and so good, I don't think it could be better."
"I cannot think of any more you can do in the present economic situation ten gold stars for all you have achieved."	"Personally I think you are doing all that is necessary you don't need to change anything."	"I personally by my short experience cannot find any way to make the repair service better than it already is as far as I am concerned they are doing an excellent job."	

5. Repairs and maintenance

5.3 Key drivers - satisfaction with the repairs service overall

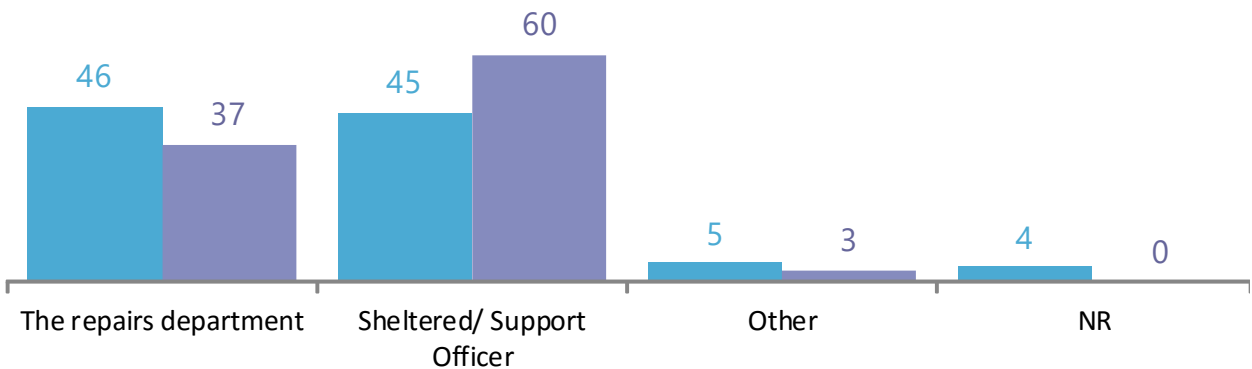
R Square = 0.450 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



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.

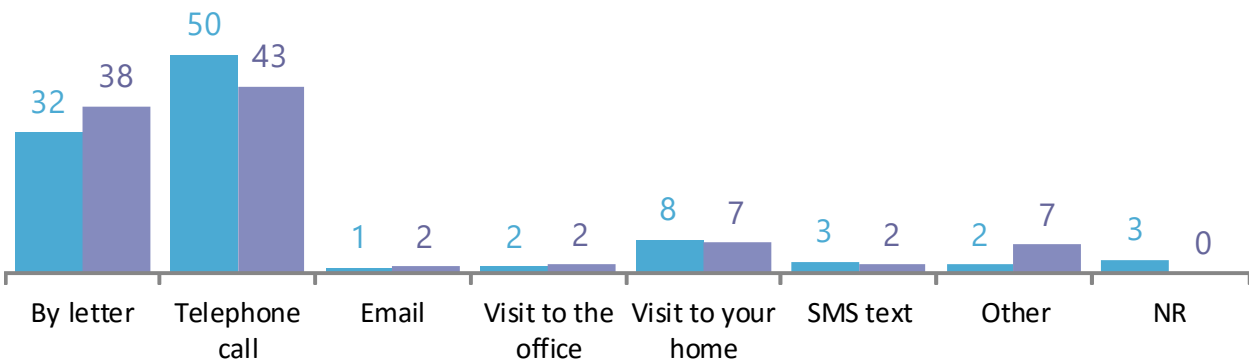
5.4 Who did you first report the repair or maintenance issue to

% Base 259 | Repair in last 12months.



5.5 Method made aware of repair appointment

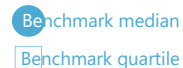
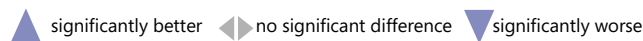
% Base 259 | Repair in last 12months.



5. Repairs and maintenance

5.6 Last completed repair

% Bases (descending) 240,254,240,240,241,226,240,230,241 | Repair in last 12months. Excludes non respondents.



41% had the opportunity to **provide feedback**

76% said the contractor showed **proof of identity**

5. Repairs and maintenance

5.7 Satisfaction with repairs and maintenance by scheme

	Sample size	% satisfied										
		The we deal with repairs and maintenance	Gas servicing arrangements (if applicable)	Told when workers would call	Being able to make an appointment	Time taken before work started	Speed of completion	Attitude of workers	Overall quality of work	Keeping dirt and mess to a minimum	Repair being done 'right first time'	Contractors knowing about and doing the job expected
Overall	411	85	93	95	89	87	94	95	91	93	85	88
Archway Gardens	15	93	100	100	80	100	100	100	100	82	91	91
Ashcroft House	10	90	88	100	100	100	100	100	100	100	100	100
Ashwell House	14	100	0	100	91	90	100	100	100	100	90	100
Broadfield Road	11	82	91	100	75	70	67	100	90	90	60	70
Burdett House	12	75	100	80	71	71	75	71	50	57	75	43
Cambridge House	9	86	100	100	100	86	100	100	100	86	100	100
Chapel Lane	11	73	100	80	88	100	100	78	75	88	88	88
Concord	26	100	100	100	95	95	100	100	91	96	86	95
Draycott	8	71	67	83	83	83	83	83	83	83	83	83
Dryleaze Court	24	75	100	82	94	82	89	89	94	94	82	89
Dryleaze House	14	93	67	100	100	100	100	100	100	100	88	100
George Pearce House	20	75	89	94	100	88	94	100	94	94	77	77
Glebelands	20	89	75	100	100	100	100	100	92	93	93	93
Grange View	13	83	0	67	67	50	67	67	67	67	67	67
Grove Park Road	18	89	100	93	91	75	92	100	100	92	92	92
Hamfallow Court	12	75	0	89	88	75	89	100	89	78	75	75
Hazelwood	14	91	50	100	86	88	88	100	86	100	88	86
Hillside Court	8	63	0	80	100	75	100	100	80	80	80	80
Jenner Court	9	100	100	100	100	100	100	100	100	86	100	100
Malvern Gardens	9	100	100	100	100	80	100	100	100	100	100	100
Ringfield Close	23	78	86	94	88	88	94	94	88	94	88	81
Sherborne House	19	83	100	100	80	79	100	94	94	94	81	87
Springfields Court	12	75	100	100	89	100	100	100	90	100	80	90
St Nicholas Court	11	82	100	90	75	63	78	88	78	89	67	67
The Beeches	11	60	0	88	83	67	100	100	100	100	100	100
The Corriett	13	92	100	100	100	100	100	89	89	100	100	100
Vizard Close	15	93	0	100	89	88	90	89	78	89	78	80
Walter Preston Court	22	95	0	79	83	67	83	100	93	100	85	100
Willow Road	8	63	100	100	100	100	100	100	100	100	100	100

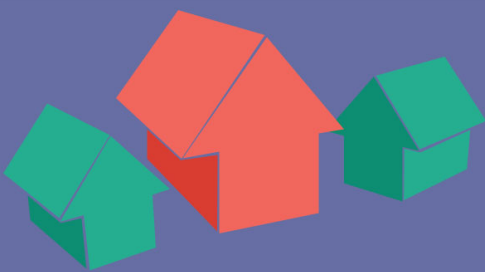
Significantly **worse** than average
(95% confidence*)

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

70%

75%

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

satisfied with how enquiries dealt with generally

Like other aspects of the 2015 results, the overall perception for the manner in which Stroud District Council deals with enquires had improved slightly, albeit not significantly since the previous survey, with 75% satisfied (was 70%). However, despite the increase, levels of satisfaction remain below the expected median score of 88% amongst other landlords, with Stroud appearing in the bottom quartile of providers.

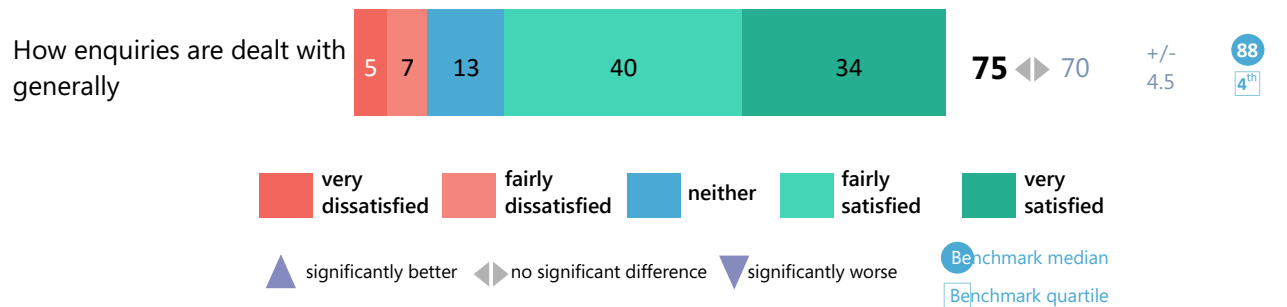
Interestingly, this score was significantly higher for tenants who had not recently made contact (79%), whereas for the two fifths who had contacted the Council in the last year satisfaction was somewhat lower (68%). There was an even greater disparity in this score depending on whether contact had been made with their Sheltered Housing Officer (67%), compared to those who had not (82%). There were also some interesting variations by scheme, with respondents in Draycott, Willow Road and Ringfield Close being significantly less likely to be satisfied (table 6.6)

39%
had made
contact in the
last year

6. Customer service

6.1 Enquiries overall

% Base 352 | Excludes non respondents



Around two fifths of the sample had made contact with the Council in the previous year (39%), the vast majority doing so by telephone (67%, chart 6.2) with the need to report a repair the primary reason for the contact (72%, chart 6.3). There has been a slight fall in those inclined to contact the Council using OK Each Day (5%, was 8%) as well as by email (3%, was 5%). It is also noticeable there has been a slight increase in contact to discuss rent or service charges (14%, up from 10%).

As satisfaction with how enquiries are dealt with generally has increased slightly, it is strange to find slight falls observed with the ease of contact (70%, was 74%), the helpfulness of staff (75%, was 85%) as well as the ability of staff to deal with the problems (79%, was 82%). In each case, results fall further back from their equivalent benchmark scores, with Stroud appearing in the bottom two quartiles.

For each aspect, results were significantly lower from respondents who had made a complaint in the previous year (35% 'easy', 43% '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 (55%) or able to deal with their problem (60%).

Four out of five queries were answered within 10 working days (82%), however around one in seven occurrences did not (15%). 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 affect with those not having a full explanation significantly less satisfied with every aspect of the customer service experience. With that in mind, it is disappointing to find in a fifth of cases, a full explanation was not provided (20%).

As such, one in six were dissatisfied with the final outcome of their query (17%), with a little over two thirds satisfied (69%).

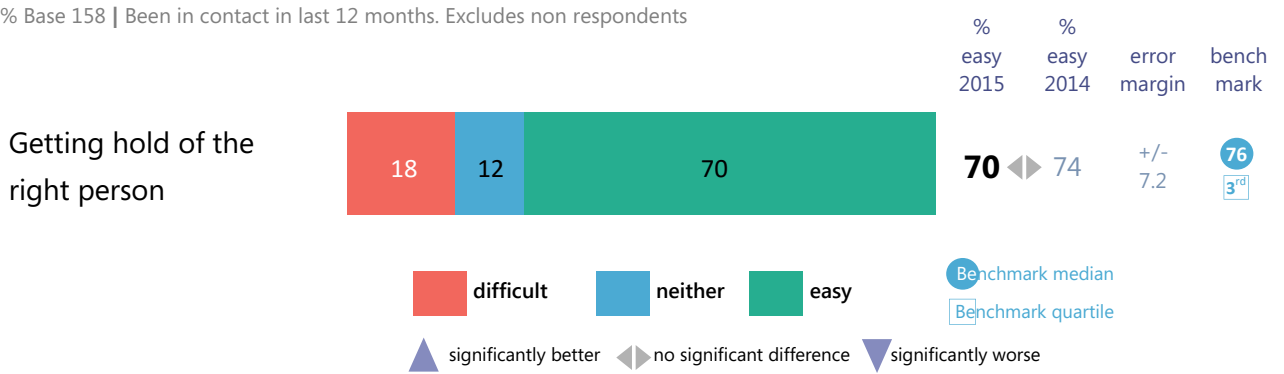
In terms of the way tenants were willing to have contact from Stroud DC, it was notable that contact by letter remained the most commonly cited preference (83% placed it top three), followed by phone call (56%) and home visits (33%). Interestingly, the sheltered scheme newsletter was less likely to be one of the main preferred methods of communication than in 2014 (21% placed it in the top three, compared to 32% before). Nevertheless, the vast majority of respondents read Keynotes (86%), which is almost identical to that reported in 2014.

With the pressures to move more services online, both in terms of cost savings and customer demand, it is also important to understand the levels of digital inclusion amongst tenants. When asked, just over a third of respondents said they have access to the internet (37%). The majority had access at home (29%, 78% of internet users), but it is notable that around a quarter of those who used the internet did so via smartphone, which encompassed around one in ten of all respondents (9%). Tablets were slightly more popular, being used by 29% of all those with internet.

6. Customer service

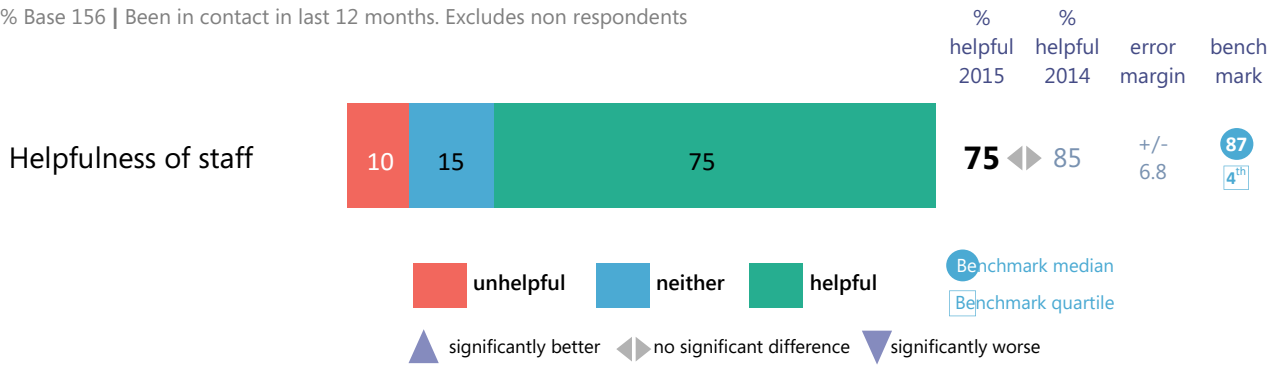
6.2 Ease of getting hold of the right person

% Base 158 | Been in contact in last 12 months. Excludes non respondents



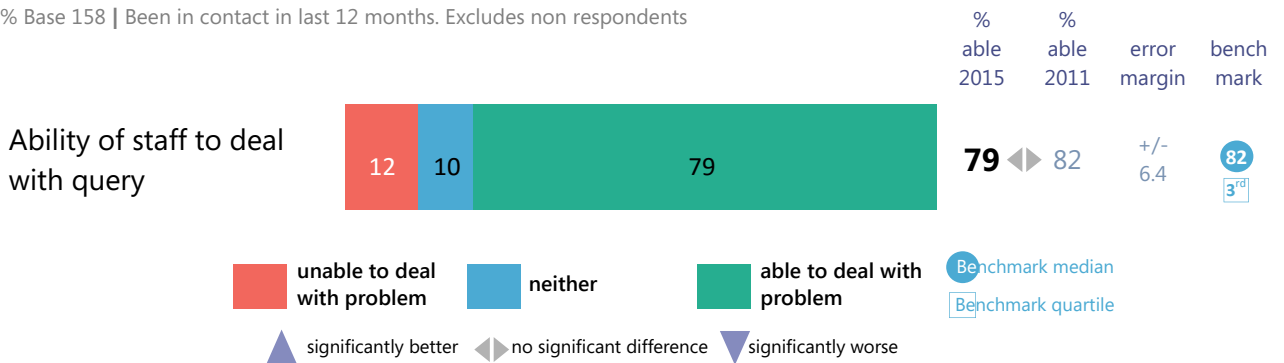
6.3 Helpfulness of staff

% Base 156 | Been in contact in last 12 months. Excludes non respondents



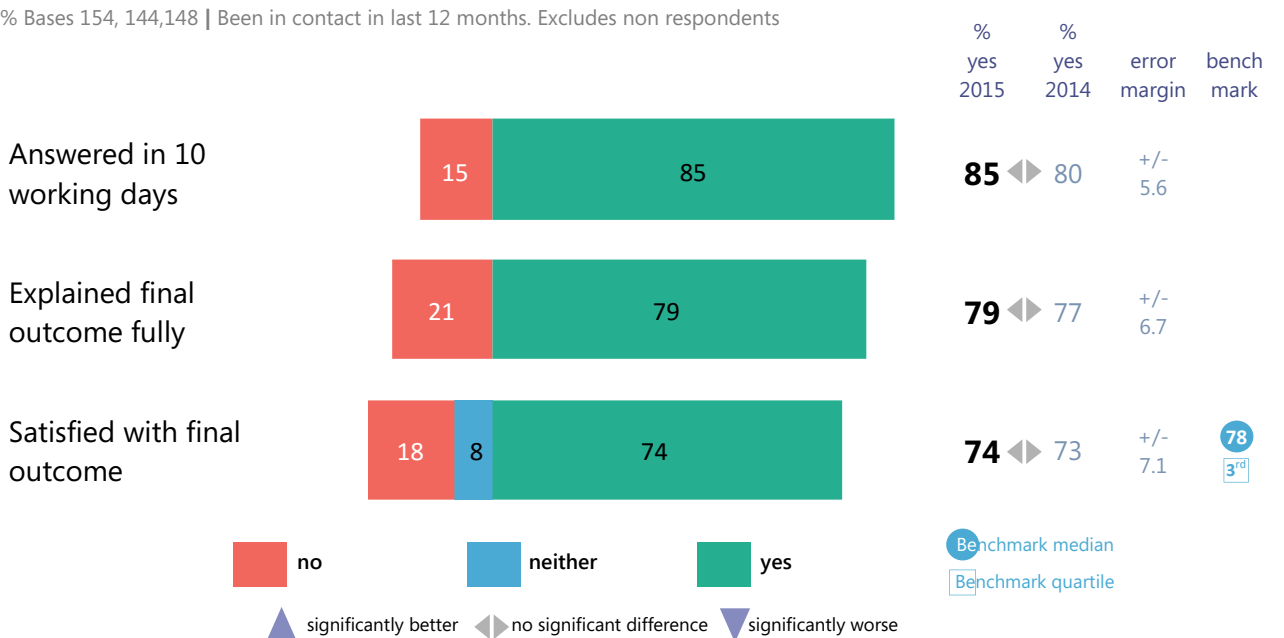
6.4 Dealing with last query

% Base 158 | Been in contact in last 12 months. Excludes non respondents



6.5 Last contact

% Bases 154, 144,148 | Been in contact in last 12 months. Excludes non respondents



6. Customer service

6.6 Enquiries overall by scheme

	Sample size	% positive How enquires are dealt with generally
Overall	411	75
Archway Gardens	15	77
Ashcroft House	10	78
Ashwell House	14	57
Broadfield Road	11	70
Burdett House	12	80
Cambridge House	9	75
Chapel Lane	11	67
Concord	26	79
Draycott	8	43
Dryleaze Court	24	65
Dryleaze House	14	77
George Pearce House	20	78
Glebelands	20	84
Grange View	13	80
Grove Park Road	18	87

	Sample size	% positive How enquires are dealt with generally
Overall	411	75
Hamfallow Court	12	82
Hazelwood	14	80
Hillside Court	8	50
Jenner Court	9	100
Malvern Gardens	9	89
Ringfield Close	23	53
Sherborne House	19	77
Springfields Court	12	91
St Nicholas Court	11	70
The Beeches	11	57
The Corriett	13	100
Vizard Close	15	80
Walter Preston Court	22	94
Willow Road	8	50

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

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

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

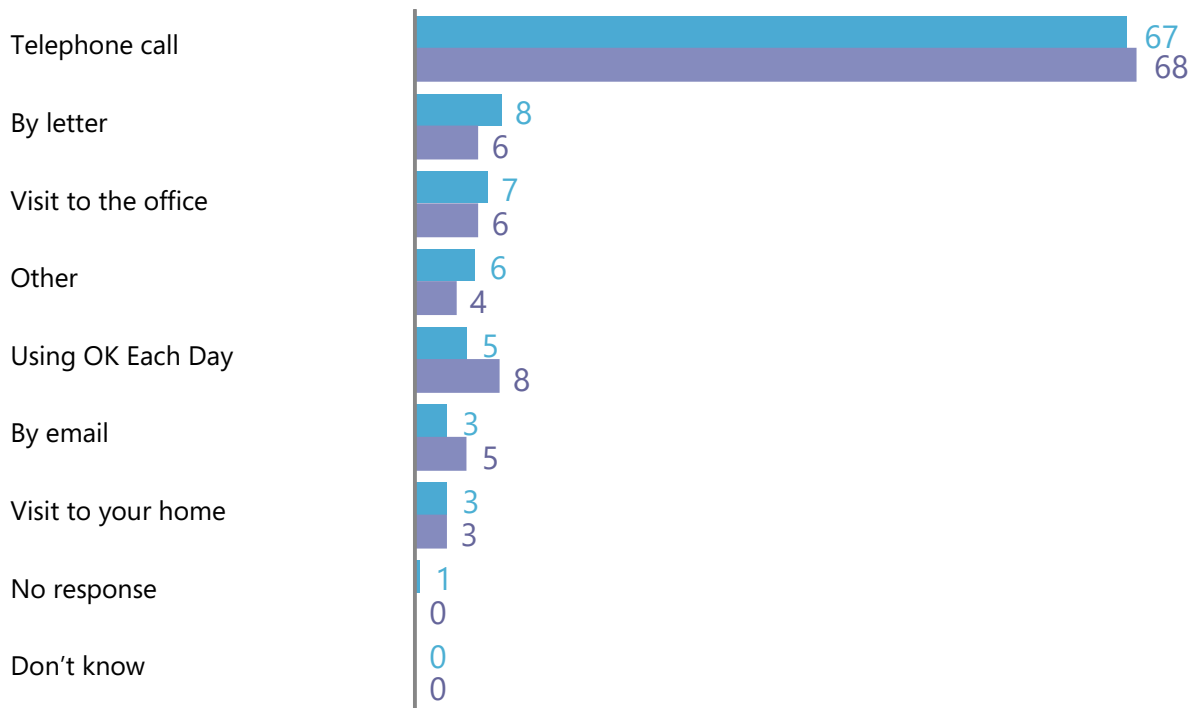
Significantly **better** than average
(90% confidence*)

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

6. Customer service

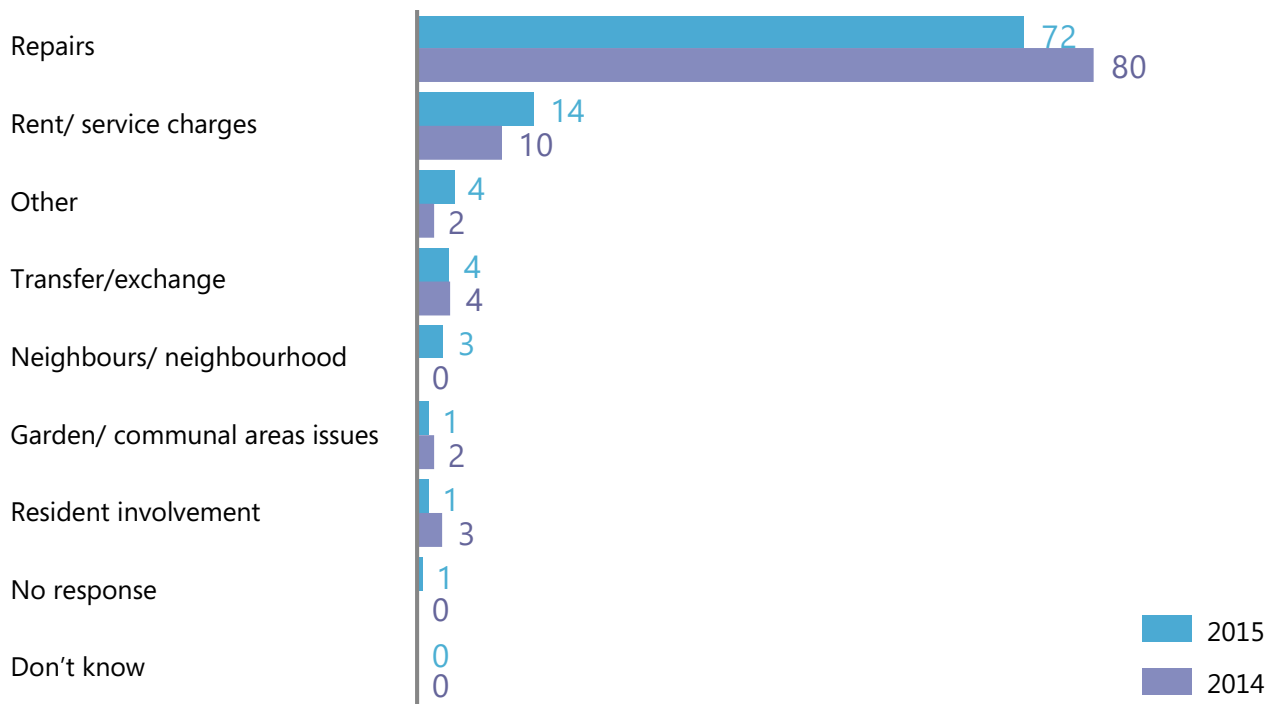
6.7 Method of contact

% Base 159 | Contact in last 12 months.



6.8 Reason for contact

% Base 159 | Respondents who have been in contact in the last 12 months.

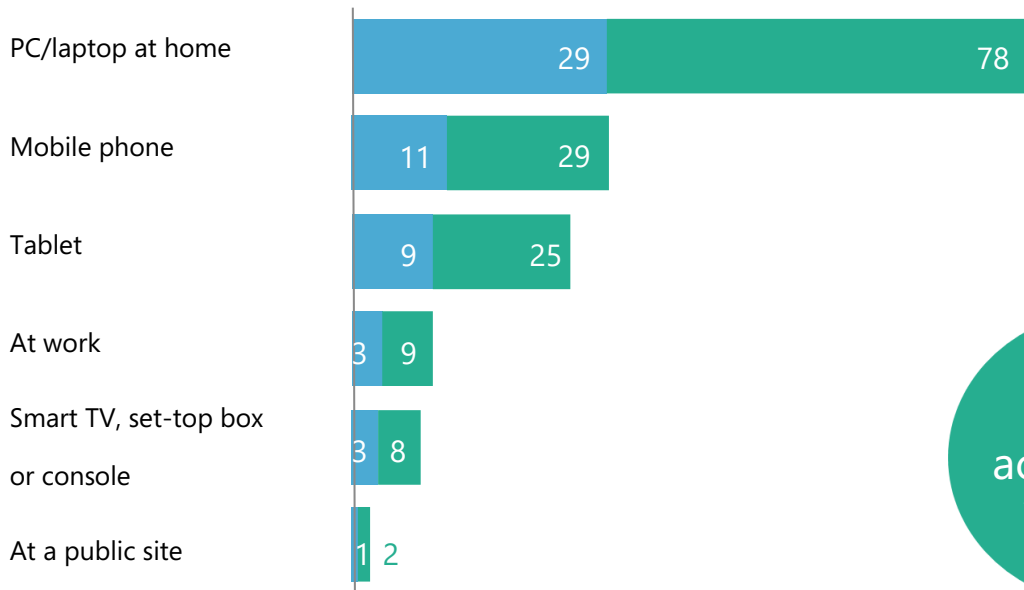


6. Customer service

6.9 Method of accessing the internet

% Bases 411, 153 | More than one answer allowed.

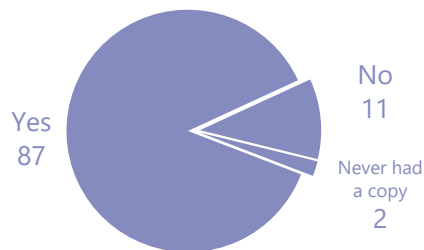
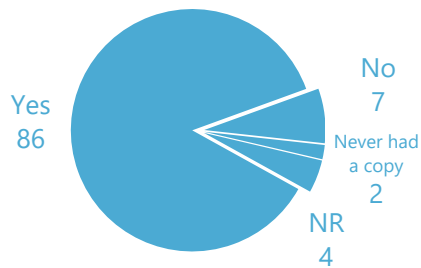
All tenants Internet users



37% have access to the internet

6.10 Do you read keynotes?

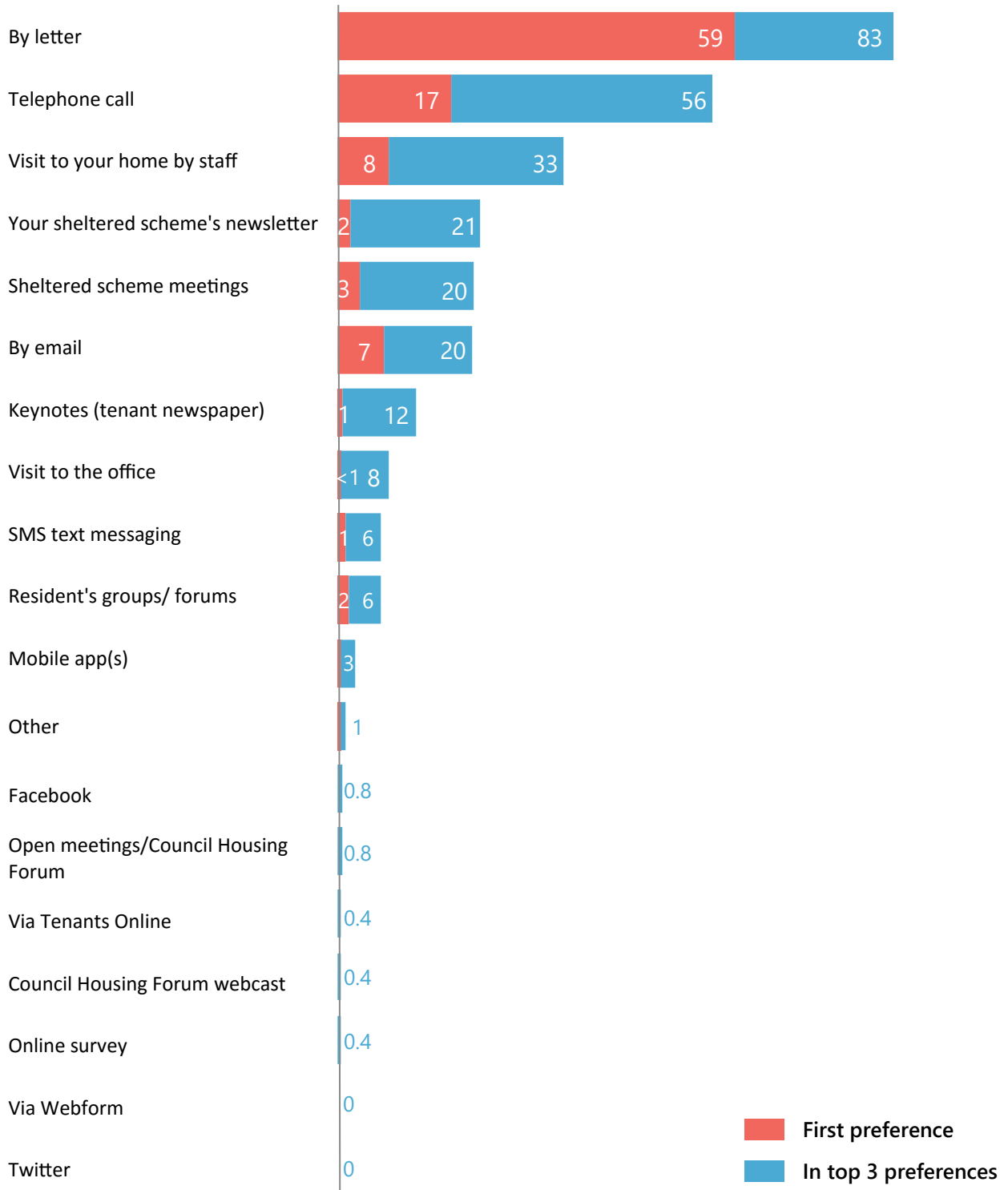
% Base 411



6. Customer service

6.11 Top three preferred methods of communication from the council

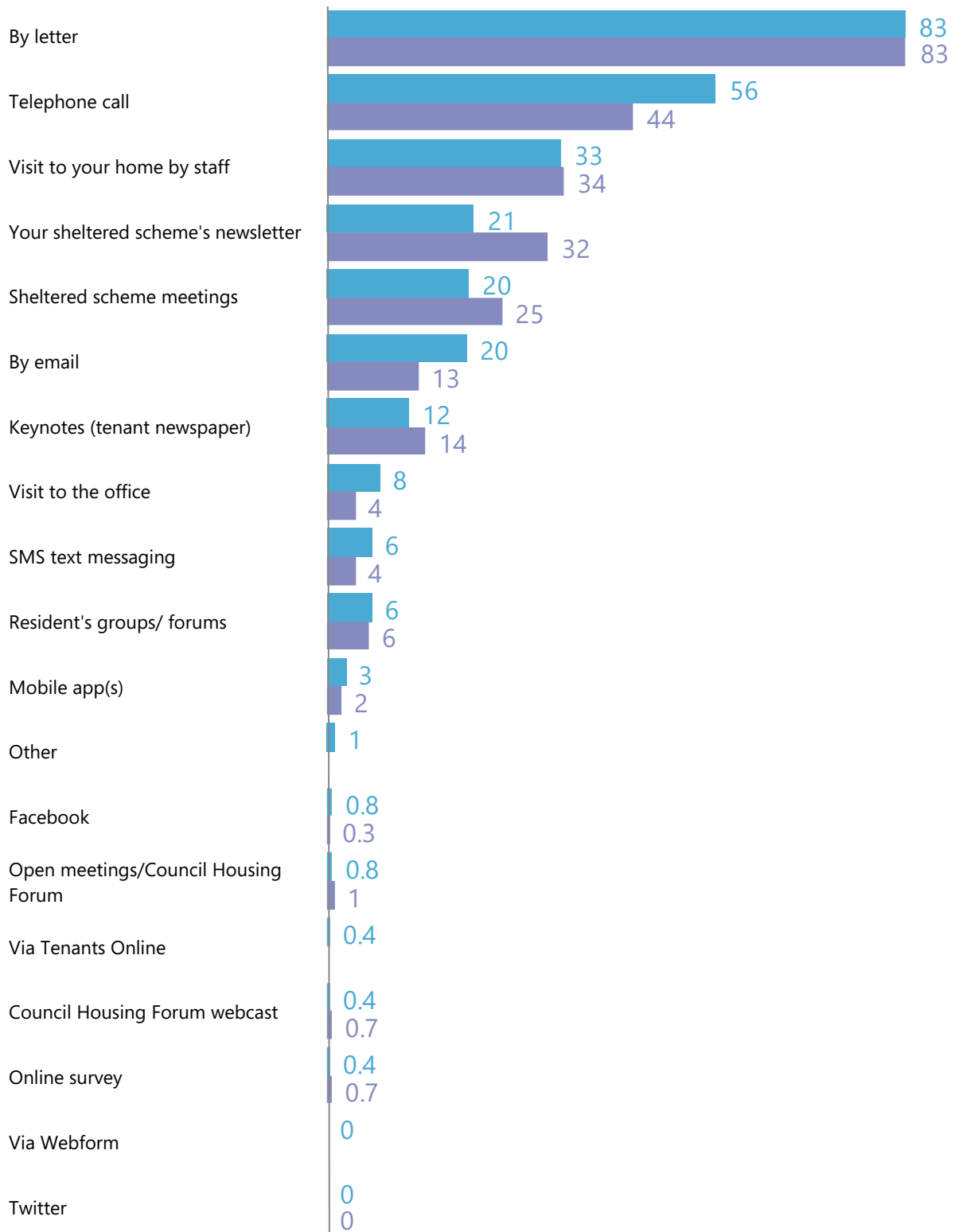
% Base 266 | Up to three answers allowed. Excludes non respondents



6. Customer service

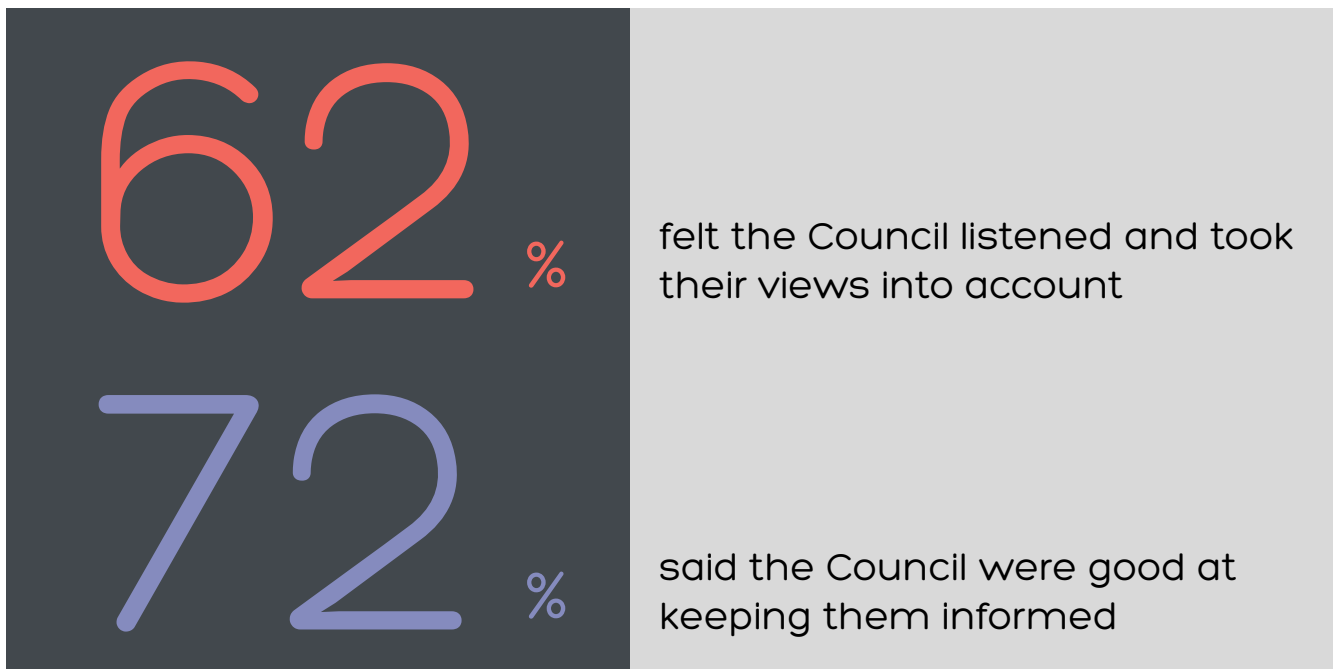
6.12 Top 3 preferred methods of communication from the council over time

% Base 266 | Up to three answers allowed. Excludes non respondents





7. Information and resident involvement



Nearly three quarters of the sample thought that Stroud DC were good at keeping them informed about the things that affected them as residents (72%), which is ten points higher than that reported in the previous year. This was mainly because of a shift from the 'neither' to the 'fairly good' category, with the proportion who rated the Council as 'very good' having remained unchanged. Consequently, the improvement was not quite enough to be considered significant.

Whilst the increase is obviously welcome, the rating still has some way to go to match the benchmark median for other similar landlords (85%), with Stroud DC currently in the bottom quartile of providers. Indeed, communication and information seems to be a theme throughout the results, often being mentioned in the verbatim comments, with the level of information being a key predictor of satisfaction overall (chart 3.2). As such, this would appear to be an area where the Council may want to focus on in the future.

Satisfaction was significantly lower for the small group of tenants who had made a complaint (43% satisfied) or reported an incident of ASB to the Council (47%). Only one scheme varied significantly from average, with those in Ringfield Close being notably less satisfied on both this measure (46%), and the other two questions in this section.

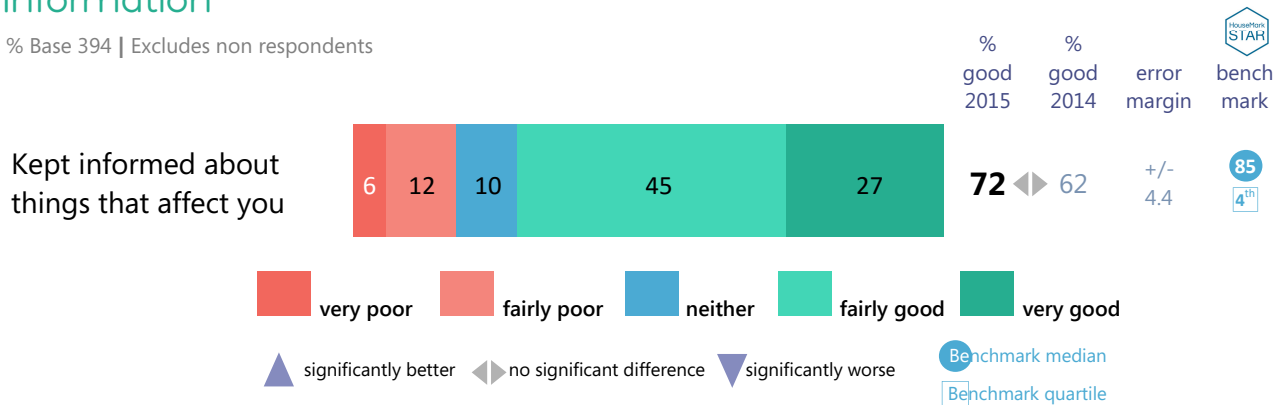
56% of tenants were aware of opportunities to **feedback** and get **involved** with helping improve services

... and 13% would **like** to get **involved** with **helping to improve** services

7. Information and resident involvement

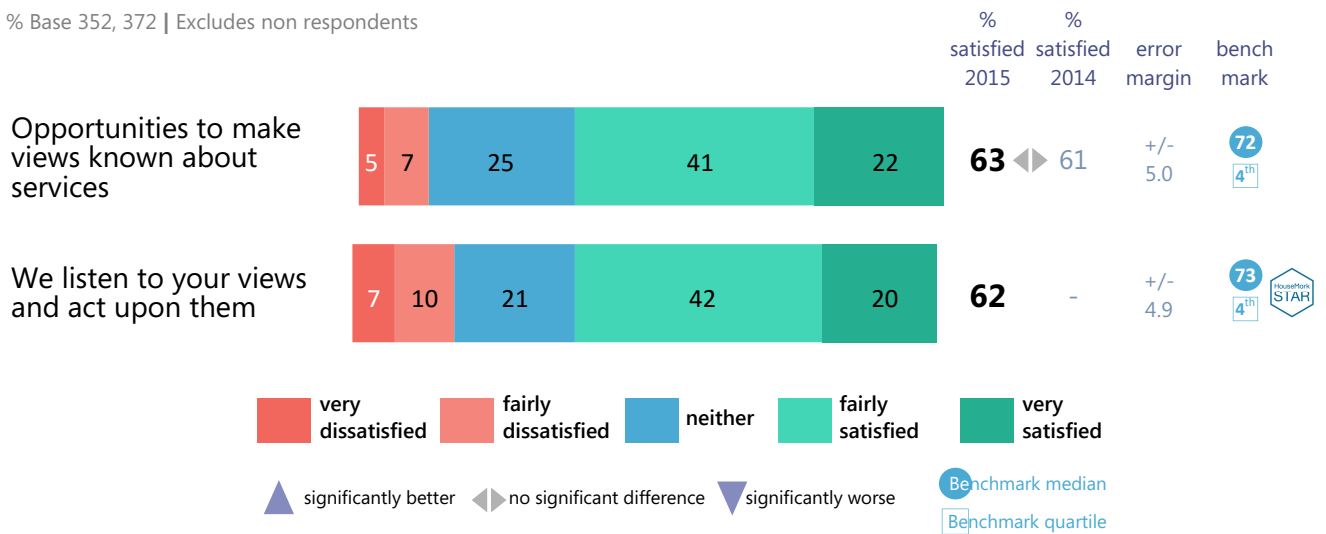
7.1 Information

% Base 394 | Excludes non respondents



7.2 Resident involvement

% Base 352, 372 | Excludes non respondents



Somewhat fewer respondents were satisfied with the way Stroud District Council listens to their views and acts upon them (62%). Unfortunately, no previous data exists with which to compare this to, however, like other results in this section and throughout the findings this result is below the benchmark median (73%) with the Council again occupying a place in the fourth quartile. Echoing other findings, significantly lower levels of satisfaction were given by those who had made a complaint in the previous year (29% or reported some ASB (44%).

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 one in six were actively dissatisfied (17%) which is slightly higher than typically seen in other similar surveys. In terms of what this results means, it is quite likely that it is more closely related to day to day customer transactions than it is to wider tenant involvement, indeed satisfaction was lower for those who had contacted their Sheltered Housing Officer in the last year, whereas those who had not were significantly more satisfied (56% and 66% respectively).

A similar pattern emerges when looking at the responses for how respondents rated their opportunities to make their views known. Around three out of five (63%) were satisfied this was the case which is a slight increase on the 2014 score (61%). Again this score was some way below that typically seen for other similar providers (benchmark 72%) with the Council in the bottom quartile.

Finally, it was positive to see that more than half of tenants were aware of opportunities to provide feedback and get involved (56%). Around one in three residents of Archway Gardens were aware of the opportunities, with this falling to one in four for those in Hillside Court and The Beeches. Awareness was lowest amongst those who do not read Keynotes (23%), whereas those who do read the newsletter were much more aware (63%).

7. Information and resident involvement

7.3 Information and resident involvement by scheme

	Sample size	% positive		
		Kept informed about things that affect you	Opportunities to make views known	We listen to your views and act upon them
Overall	411	72	63	62
Archway Gardens	15	79	50	43
Ashcroft House	10	89	89	88
Ashwell House	14	79	62	62
Broadfield Road	11	55	60	55
Burdett House	12	82	75	73
Cambridge House	9	89	67	67
Chapel Lane	11	91	50	50
Concord	26	67	62	57
Draycott	8	63	63	75
Dryleaze Court	24	63	57	58
Dryleaze House	14	71	64	46
George Pearce House	20	80	82	77
Glebelands	20	75	61	58
Grange View	13	69	46	55
Grove Park Road	18	67	60	63
Hamfallow Court	12	73	78	70
Hazelwood	14	69	73	75
Hillside Court	8	50	83	86
Jenner Court	9	100	100	86
Malvern Gardens	9	78	57	78
Ringfield Close	23	46	39	35
Sherborne House	19	78	71	65
Springfields Court	12	75	92	50
St Nicholas Court	11	73	44	56
The Beeches	11	63	67	63
The Corriett	13	83	64	75
Vizard Close	15	71	50	50
Walter Preston Court	22	86	74	70
Willow Road	8	50	50	75

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



8. Neighbourhood issues

When asked to rate the specific problems that residents might be facing in their schemes, it is positive find none of the items in the questionnaire was rated as being significantly worse than before, indeed with regards to the two main issues raised, when compared to the previous surveys they were both seen as slightly less problematic. The most common problems were:

- Rubbish or litter (10% problem)
- Dog fouling/ dog mess (10%)
- Other problems with pets and animals (7%)
- Harassment (4%)
- Noisy neighbours (4%).

Further analysis of the issues were carried out by scheme with the results summarised in table 8.2, including an indication of which area differed significantly from the norm. Some of the other analyses of note include:

- The majority of issues were significantly more of a problem in Archway Gardens
- In contrast, a number of issues were significantly less problematic in Concord.
- Rubbish or litter was a significant problem in Glebelands (25%), but less so in Concord, Grange View and Ringfield Close (all 0%).
- Dog fouling and other issues with pets seemed to more of an issue in George Pearce House than elsewhere,
- Archway Gardens and Glebe Road/Trinity House were the only two schemes where drug use or

Drunk or rowdy behaviour was only one of a handful of issues which were viewed as more of a problem this year than last (4%, was 1%).

When asked whether their scheme had improved or declined in the last three years, it is positive to find a significant increase in those saying it had got better (16%, was 11%). The fact the majority of responses were ambivalent in their nature (61% 'stayed the same'), suggests there has been no notable changes to their scheme, however, a quarter of respondents did say their scheme had got worse.

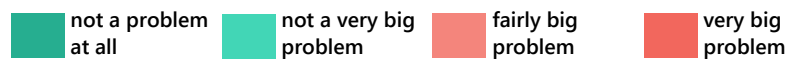
As a number of issues were significantly more problematic in Archway Gardens (table 8.2), it is perhaps unsurprising to find respondents in this scheme were more likely to say their scheme had got worse (33%). However, a greater proportion of respondents at Ringfield Close (50%), Draycott (63%) and Dryleaze Court (50%) said their scheme had got worse.

On a related theme, there had been a significant increase in the proportion of tenants who said that the neighbourhood as a place to live was one of the most important aspects of the service, up from 36% in 2014 to 50% in 2015 (chart 3.5).

8. Neighbourhood issues

8.1 Neighbourhood/scheme problems

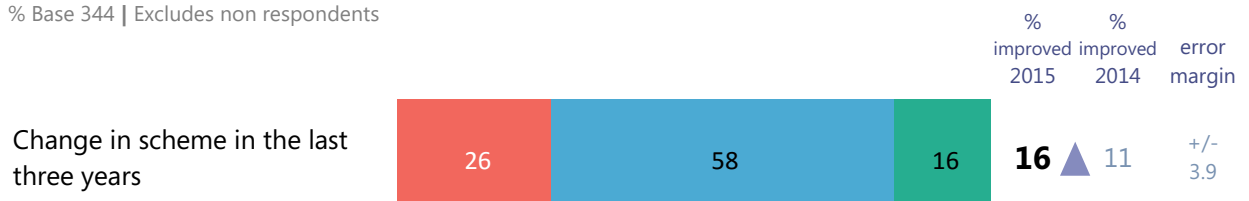
% Bases (descending) 378,365,361,363,367,369,362,357,364,364,364 | Excludes non respondents.



▲ significantly higher ◀ no significant difference ▼ significantly lower

8.2 Scheme has improved or declined

% Base 344 | Excludes non respondents



▲ significantly higher ◀ no significant difference ▼ significantly lower

8. Neighbourhood issues

8.2 Problems by scheme

	% problem											
	Sample size	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	411	10	4	10	7	4	4	1	1	2	1	1
Archway Gardens	15	38	0	53	17	8	15	8	0	38	8	8
Ashcroft House	10	0	13	0	0	0	0	0	0	0	0	0
Ashwell House	14	8	8	15	8	17	0	0	0	0	8	0
Broadfield Road	11	9	0	0	9	9	0	0	0	0	0	0
Burdett House	12	22	13	13	0	0	11	0	0	13	0	0
Cambridge House	9	14	0	0	0	13	13	0	14	0	0	0
Chapel Lane	11	0	0	9	10	0	0	0	0	0	0	0
Concord	26	0	4	4	0	4	0	0	0	0	0	0
Draycott	8	29	0	0	0	29	29	14	0	0	0	0
Dryleaze Court	24	9	5	0	17	0	0	0	0	0	0	0
Dryleaze House	14	8	0	8	0	8	0	8	0	0	0	8
George Pearce House	20	28	16	37	16	6	11	5	0	5	0	5
Glebelands	20	25	10	5	10	0	0	0	0	0	0	0
Grange View	13	0	0	0	0	8	0	0	0	0	0	0
Grove Park Road	18	0	6	6	19	0	0	0	0	0	0	0
Hamfallow Court	12	9	0	9	0	0	9	0	0	0	0	0
Hazelwood	14	7	7	7	7	0	0	0	7	0	0	0
Hillside Court	8	0	14	14	0	0	0	0	0	0	0	0
Jenner Court	9	0	0	14	0	0	0	0	0	0	0	0
Malvern Gardens	9	11	0	0	0	0	0	0	0	0	0	0
Ringfield Close	23	5	0	5	5	5	0	0	0	0	0	0
Sherborne House	19	22	6	0	6	6	12	0	0	0	0	6
Springfields Court	12	0	0	0	0	0	0	0	0	0	0	0
St Nicholas Court	11	10	10	33	11	30	20	11	11	11	11	0
The Beeches	11	30	0	0	0	0	0	0	0	0	0	11
The Corriett	13	8	0	9	27	0	0	0	0	0	0	0
Vizard Close	15	0	0	0	0	0	0	0	0	0	0	0
Walter Preston Court	22	0	0	6	6	0	0	0	0	0	0	0
Willow Road	8	0	13	13	0	0	0	0	0	0	0	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



9. Anti-social behaviour

50%

of tenants found staff to be helpful when they reported ASB

30%

who reported ASB satisfied with the response overall

Dealing with anti-social behaviour (ASB) was quite important to tenants, with around a quarter of respondents listing this as one of the top five priority services they received from Stroud District Council, and it was also notable this was an aspect of service provision that was viewed as more important for this sample than the one in 2014 (23% v 17%, chart 3.5).

Around one in ten respondents had experienced an incident of ASB in the previous year (11%), with around two thirds going on to report it direct to the Council (68%). Experience of ASB obviously varied by scheme and was higher than average for tenants living in Draycott (50%), Dryleaze House (29%), Hamfallow Court (25%), Springfields Court (25%) and George Pearce House (20%).

By town, experience of ASB was highest in Wotton-Under-Edge where one in five (15) had at least one encounter, whereas experience was below average in Stonehouse with only 8% saying they had had a problem.

11%

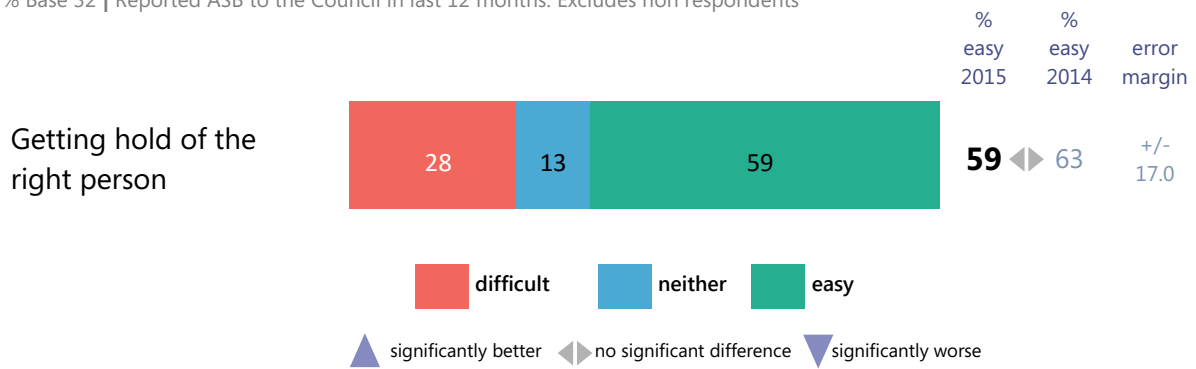
had **experienced ASB** in the **last 12 months**

... and **68%**

reported it to the Council

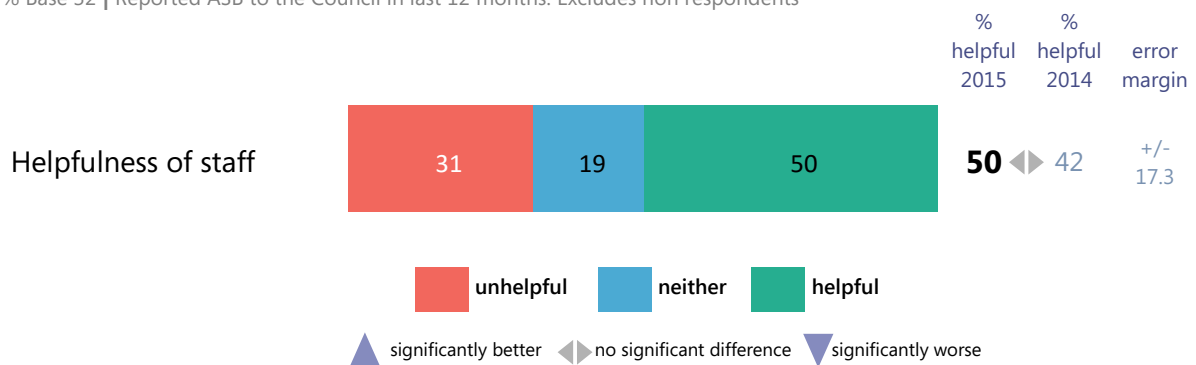
8.1 Ease of getting hold of the right person

% Base 32 | Reported ASB to the Council in last 12 months. Excludes non respondents



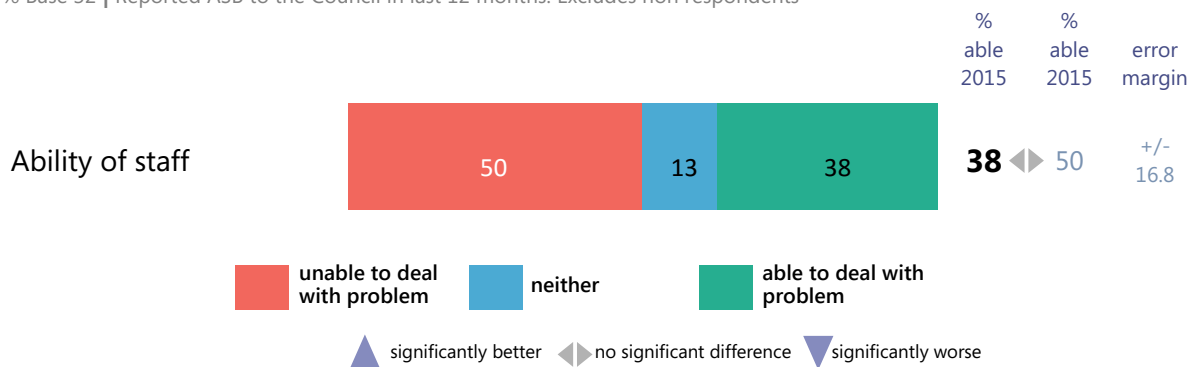
8.2 Helpfulness of staff

% Base 32 | Reported ASB to the Council in last 12 months. Excludes non respondents



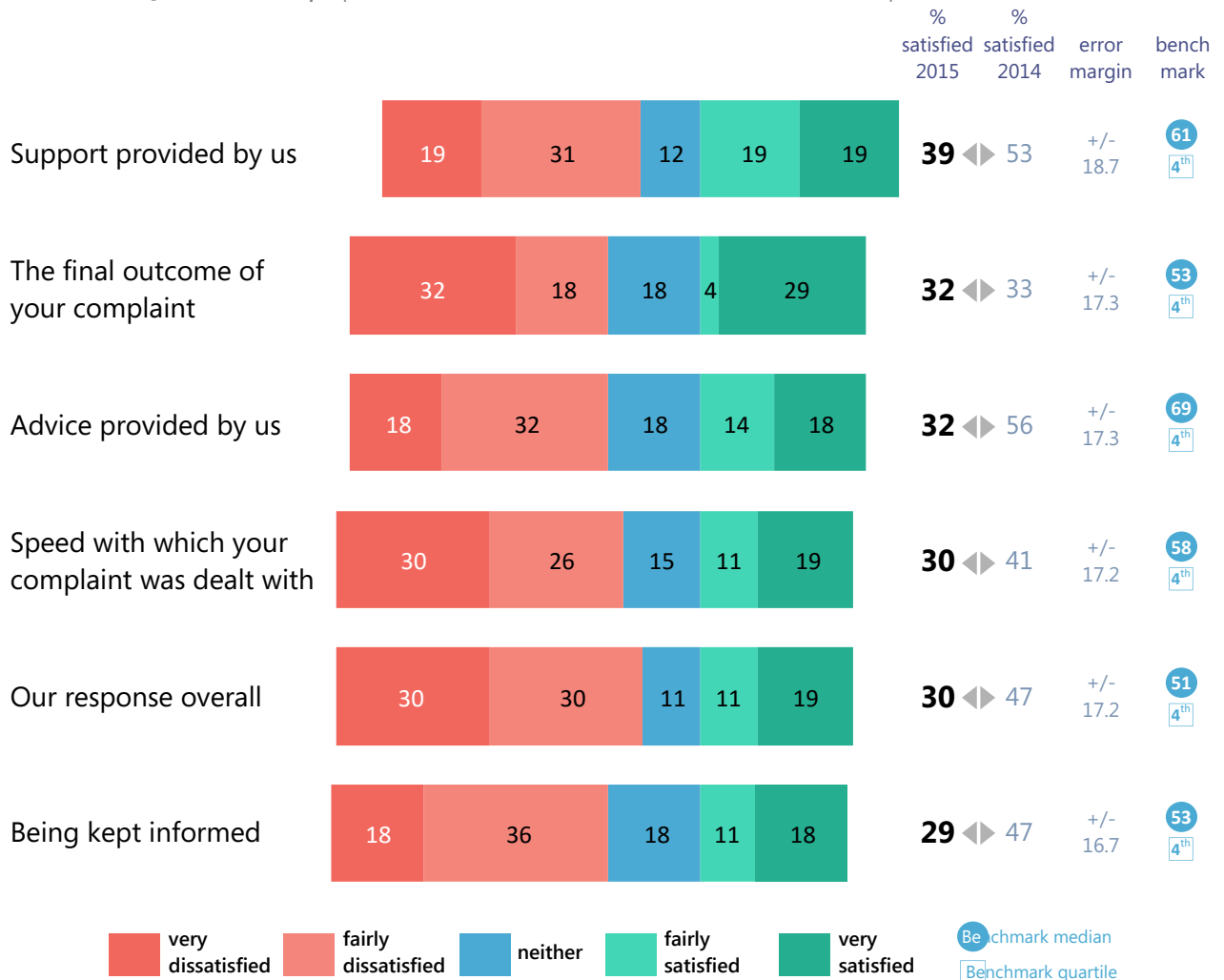
8.3 Able to deal with query

% Base 32 | Reported ASB to the Council in last 12 months. Excludes non respondents



9.4 Last ASB report

% Bases (descending) 26, 28, 28, 27, 27, 28 | Reported ASB to the Council in last 12 months. Excludes non respondents.



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 immediately apparent that the results in this section were considerably below those achieved in 2014, and even further below the comparable benchmark median scores from other landlords. For example, only 30% were satisfied with Council's response overall to their ASB complaint, compared to 47% in 2014 and the ARP benchmark median of 51%.

The biggest disparity between the Council and the benchmark was in satisfaction with the advice that people were given, with the score being less than half of what one would normally expect (32% v 69%).

Another thing that is immediately noticeable on chart 9.4 is that for every aspect of ASB reporting, the proportion of respondents who were dissatisfied exceeded those who were satisfied.

As already noted, being kept informed is an important issue for respondents and is one of only two key drivers of satisfaction overall (section 3). With that in mind it is disappointing to find only 29% were satisfied this occurred throughout their ASB report, whereas more than half (54%) were dissatisfied. Indeed this was the lowest rated aspect of ASB reporting.

9. Anti-social behaviour

9.5 Experience of ASB by scheme

	Sample size	% yes Experienced ASB in last month
Overall	411	11
Archway Gardens	15	20
Ashcroft House	10	10
Ashwell House	14	14
Broadfield Road	11	9
Burdett House	12	17
Cambridge House	9	22
Chapel Lane	11	0
Concord	26	8
Draycott	8	50
Dryleaze Court	24	13
Dryleaze House	14	29
George Pearce House	20	20
Glebelands	20	0
Grange View	13	8
Grove Park Road	18	11

	Sample size	% yes Experienced ASB in last month
Overall	411	11
Hamfallow Court	12	25
Hazelwood	14	8
Hillside Court	8	0
Jenner Court	9	0
Malvern Gardens	9	11
Ringfield Close	23	4
Sherborne House	19	11
Springfields Court	12	25
St Nicholas Court	11	9
The Beeches	11	0
The Corriett	13	8
Vizard Close	15	7
Walter Preston Court	22	9
Willow Road	8	0

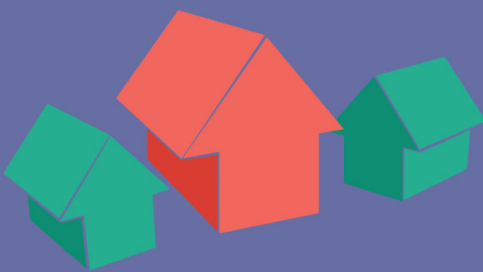
Significantly **worse** than average
(95% confidence*)

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

27%

who made a complaint were satisfied with the response overall

32%

who made a complaint were confident the Council would deal with it effectively

The vast majority of the survey population were aware of the complaints procedure (68%), with the proportion who were not falling from 35% in 2014, to 26% for the current sample. There has been no change in the proportion who knew how to make a complaint about their scheme (61% in both 2015 and 2014), however the number who have actually gone on to make a complaint has fallen from 17% in 2014 to 9% of the current sample.

Due to the small sample sizes, no meaningful analysis can be done at scheme level, however it was notable that respondents in Wotton-Under-Edge were more likely to have made a complaint than respondents in any other town (16%).

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 10.4. The findings here were slightly worse than those results seen for in the ASB section with the same considerations needed when looking at the results in context with the other survey findings. 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.

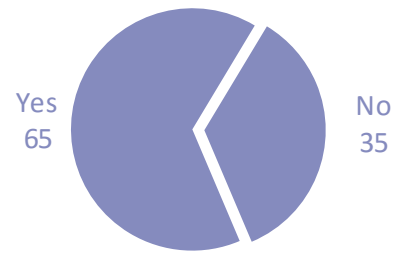
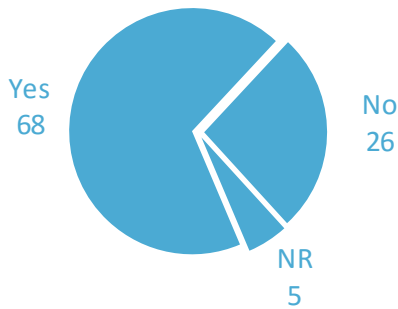
Similar to how ASB reports are handled, the majority of respondents were satisfied with how easy it was to make a complaint (64%). Behind this, the remaining aspects of the complaints procedure were rated far more negatively than positive with the proportion who were 'very dissatisfied' exceeding those who were satisfied in the majority of cases. How well respondents were kept informed was again an issue with 54% dissatisfied this was the case and only 34% satisfied.

10. Complaints

10.1 Aware of the complaints procedure

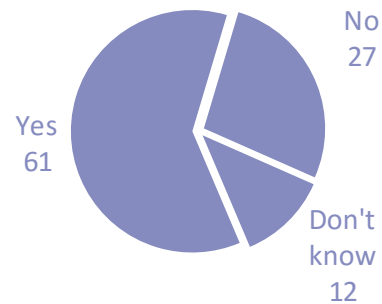
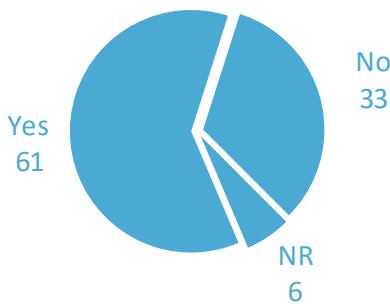
% Base 411

2015
2014



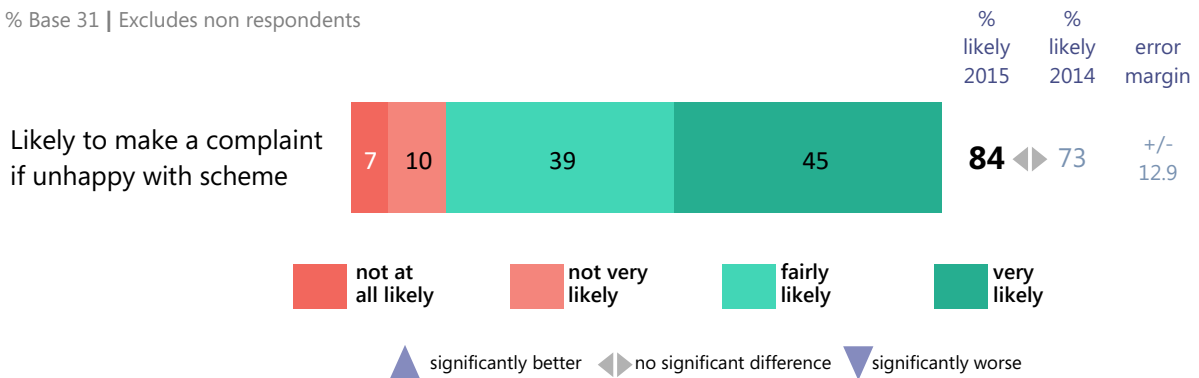
10.2 Know how to make a complaint about your scheme

% Base 411



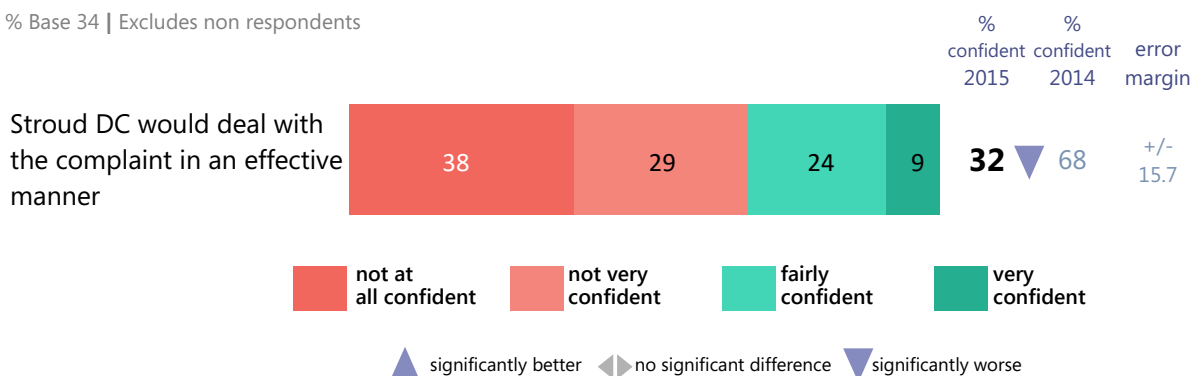
10.3 Likelihood of making a complaint

% Base 31 | Excludes non respondents



10.4 Confidence in complaints process

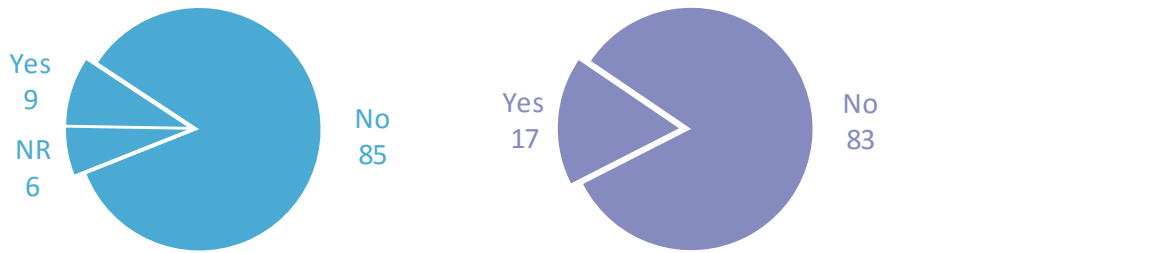
% Base 34 | Excludes non respondents



10. Complaints

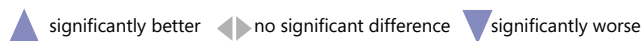
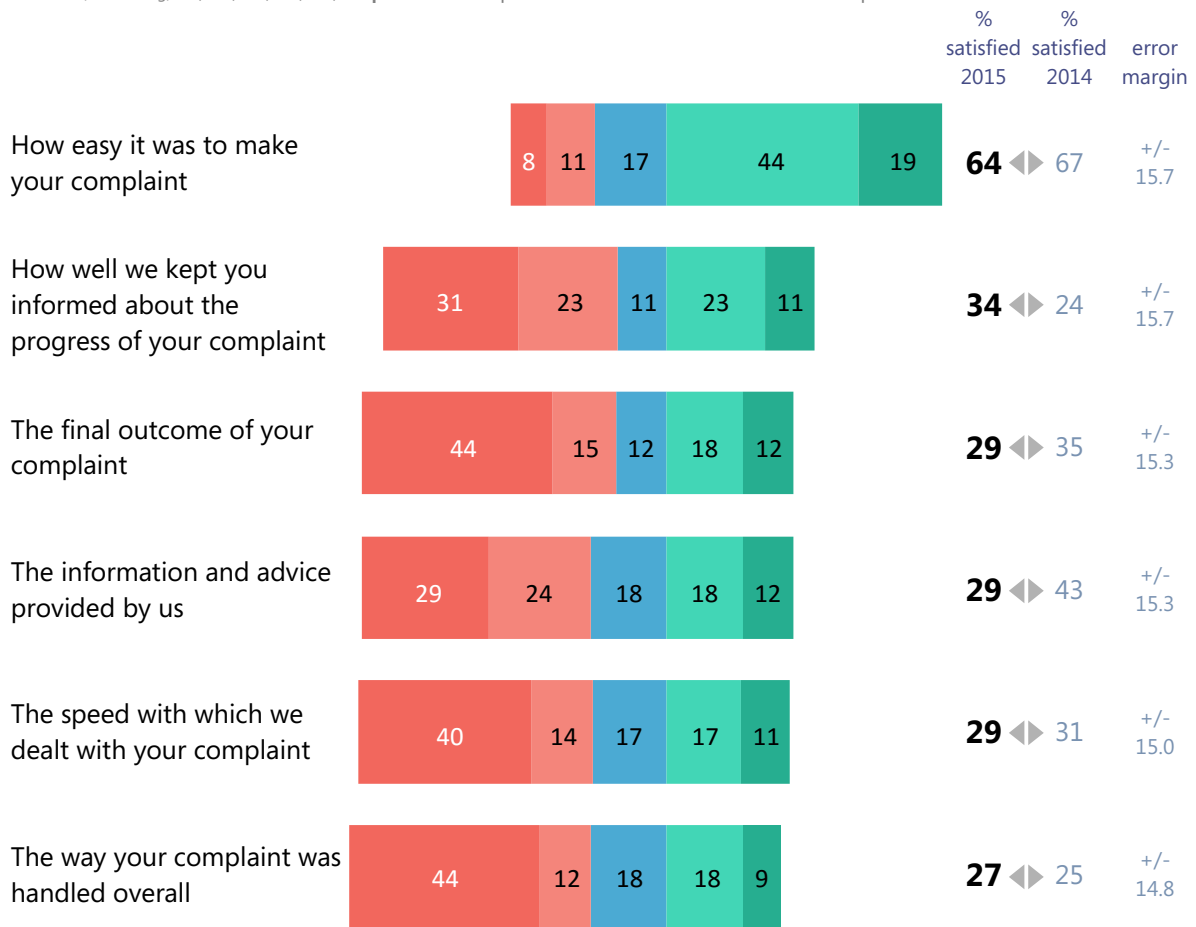
10.5 Made a complaint in the last 12 months

% Base 411



10.6 Complaints service

% Bases (descending) 36, 35, 34, 34, 35, 34 | Made a complaint last 12 months. Excludes non respondents.



Despite the relatively poor experience when making a complaint, it was positive to find four out of five of those who had made complaint would be likely to do so again should the need arise, with one in six of the opposite opinion. However, when asked how confident they were that Stroud DC would deal with the complaint in an effective manner only one in three were confident, which is less than half who said the same a year ago (32%, was 68%) which is a significant margin. Indeed, the majority had no confidence in Stroud's ability to deal with a complaint (67%), the majority of whom were 'not at all confident' (38%).

9%
claimed they had
 made **a complaint**
 in the last



11. Advice and support

81%

of tenants satisfied advice and support on rent payments

64%

satisfied with support provided to vulnerable tenants

When tenants 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 majority were satisfied with the advice that they received on paying rent (81%) and the remainder were almost all equivocal. However, the score for this was slightly below the benchmark median (89%) having shown no change from that achieved in 2014,

Slightly fewer tenants were satisfied with the advice and support provided to new tenants (70% satisfied), with this also showing little or no change from the previous findings (was 69%).

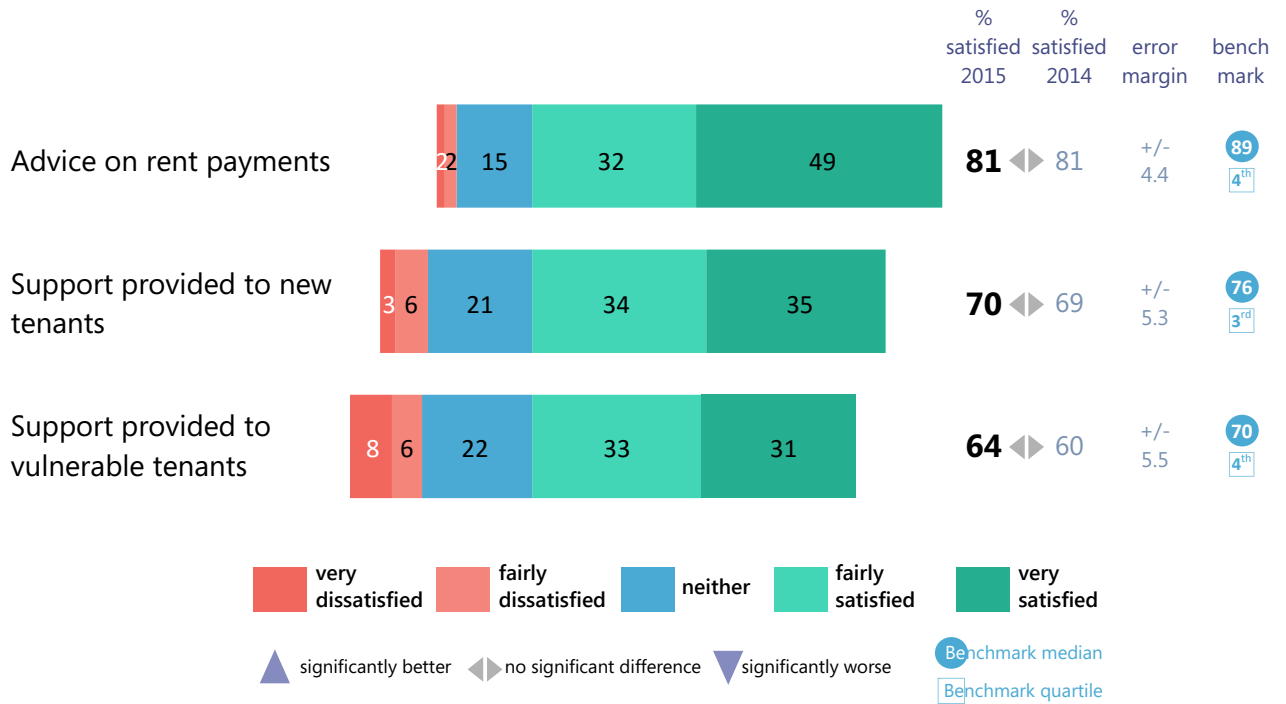
Around two thirds of respondents were satisfied with the support provided to vulnerable tenants (64%). Whilst with the majority of the others were ambivalent (22% 'neither'), this aspect of support had the highest proportion of dissatisfied responses – 14%, more than half of whom were 'very dissatisfied' (8%). Satisfaction was significantly higher amongst respondents at Ashcroft House (100%), but significantly lower for those living in Ashwell House (30%) and Hillside Court (0%) although the latter is based on the views of only 4 tenants.

Interestingly this score varies significantly depending on whether a respondent had been in contact with their Sheltered Housing officer, with those having made contact significantly less satisfied than those who had not (58% v 72%). Furthermore, those who had made a complaint or reported some ASB to the Council were also significantly less satisfied than average (35% and 41% respectively).

11. Advice and support

11.1 Advice and support

% Bases (descending) 300, 285, 288 | Excludes non respondents.





12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.11 to 12.13 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 411

	Total	%
Berkeley	21	5.1
Dursley	85	20.7
Gloucester	11	2.7
Stonehouse	75	18.2
Stroud	181	44.0
Wotton-Under-Edge	38	9.2

12.2 Scheme

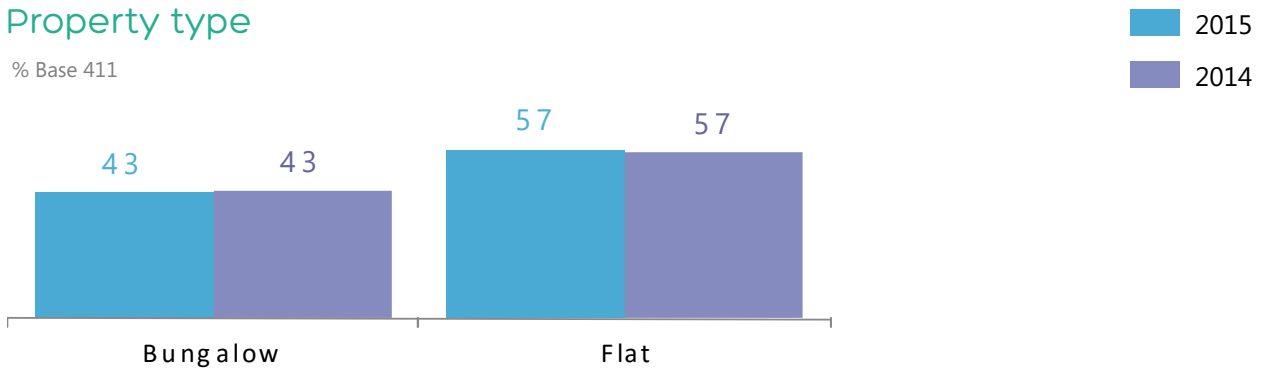
% Base 411

	Total	% 2015	% 2014		Total	% 2015	% 2014
Archway Gardens	15	3.6	2.6	Hamfallow Court	12	2.9	2.6
Ashcroft House	10	2.4	2.3	Hazelwood	14	3.4	2.3
Ashwell House	14	3.4	3.3	Hillside Court	8	1.9	1.0
Broadfield Road	11	2.7	4.2	Jenner Court	9	2.2	2.6
Burdett House	12	2.9	2.9	Malvern Gardens	9	2.2	2.6
Cambridge House	9	2.2	0.7	Ringfield Close	23	5.6	3.6
Chapel Lane	11	2.7	2.3	Sherborne House	19	4.6	4.9
Concord	26	6.3	8.2	Springfields Court	12	2.9	3.3
Draycott	8	1.9	1.0	St Nicholas Court	11	2.7	4.6
Dryleaze Court	24	5.8	7.2	The Beeches	11	2.7	1.3
Dryleaze House	14	3.4	3.3	The Corriett	13	3.2	2.3
George Pearce House	20	4.9	2.9	Vizard Close	15	3.6	3.6
Glebelands	20	4.9	6.2	Walter Preston Court	22	5.4	4.9
Grange View	13	3.2	4.6	Willow Road	8	1.9	2.9
Grove Park Road	18	4.4	4.6				

12. Respondent profile

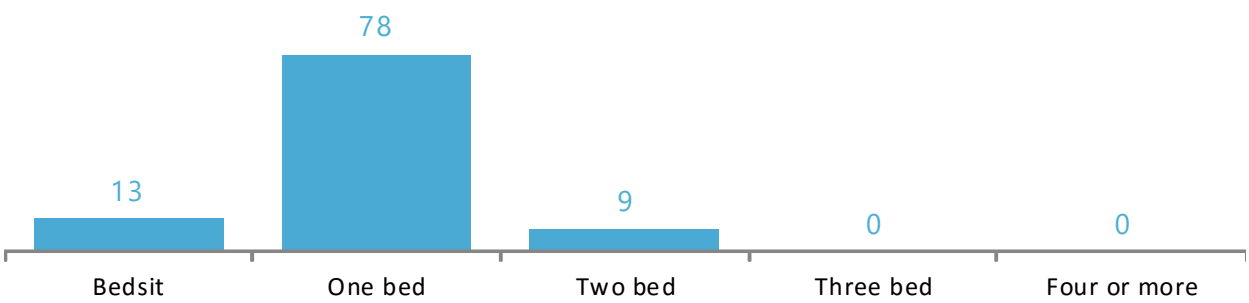
12.3 Property type

% Base 411



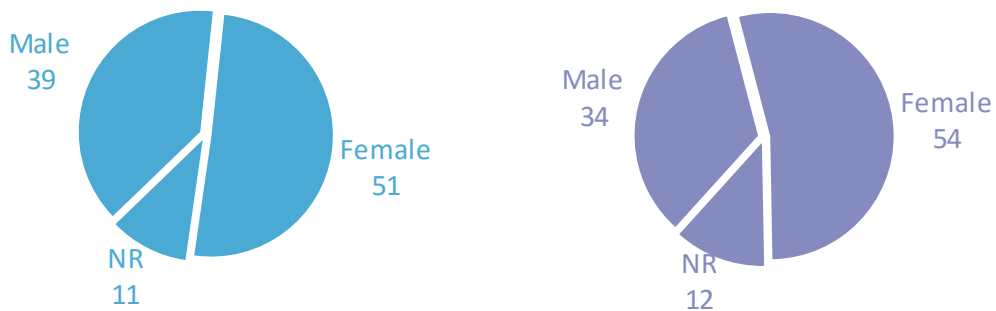
12.4 Property size

% Base 411



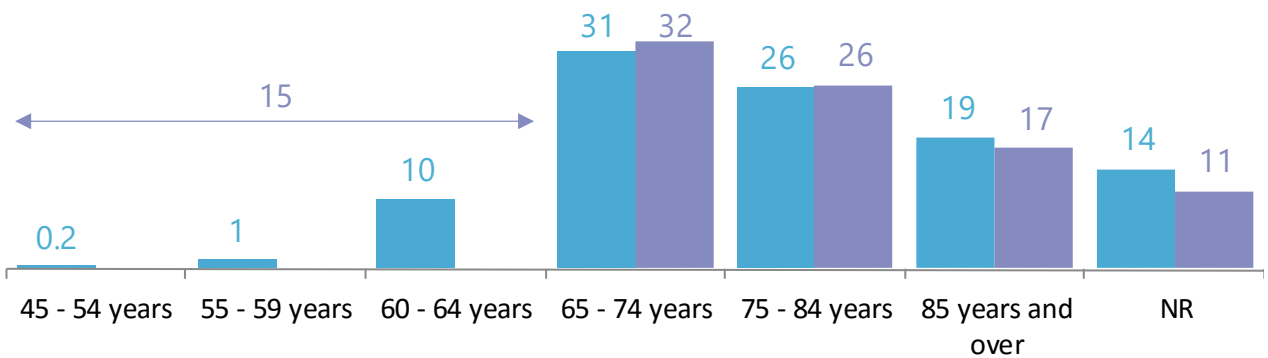
12.5 Gender (main tenant)

% Base 411



12.6 Age (main tenant)

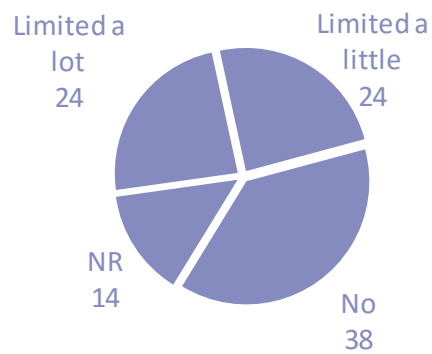
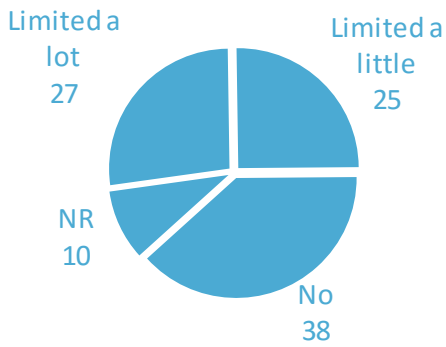
% Base 411



12. Respondent profile

12.7 Disability

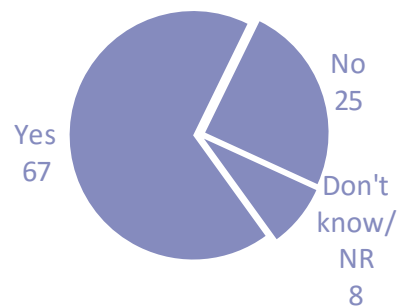
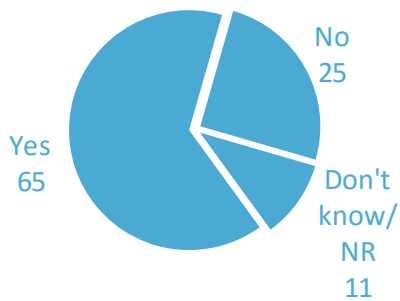
% Base 411



2015
2014

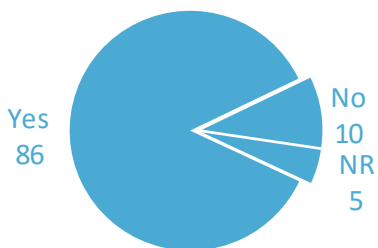
12.8 Receive housing benefit

% Base 411



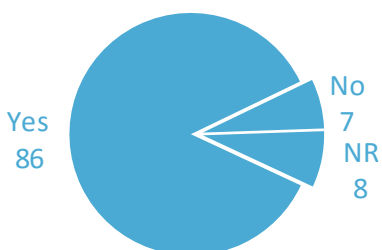
12.9 Receive state pension

% Base 411



12.10 Have a bank account

% Base 411



12. Respondent profile

12.11 Core questions by age

	Overall	% positive			
		50-64	65-74	75-84	85+
Sample size	411	45	126	105	76
Service overall	84	84	83	83	83
Quality of home	92	96	89	90	95
Keeping tenants informed	72	82	64	73	73
Listens to views and acts upon them	62	68	56	65	52
Dealing with enquiries generally	75	65	72	76	78
Repairs & maintenance service	85	80	82	85	86
Overall scheme services	80	84	81	73	83

12.12 Core questions by gender

	Overall	% positive	
		Male	Female
Sample size	411	160	208
Service overall	84	85	83
Quality of home	92	92	92
Keeping tenants informed	72	70	72
Listens to views and acts upon them	62	60	60
Dealing with enquiries generally	75	71	76
Repairs & maintenance service	85	85	84
Overall scheme services	80	79	80

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

12.13 Core questions by disability

	Overall	% positive		
		Yes - limited a lot	Yes - limited a little	No
Sample size	411	111	103	158
Service overall	84	83	77	90
Quality of home	92	90	91	95
Keeping tenants informed	72	68	67	78
Listens to views and acts upon them	62	54	57	70
Dealing with enquiries generally	75	72	73	79
Repairs & maintenance service	85	81	81	90
Overall scheme services	80	79	71	87

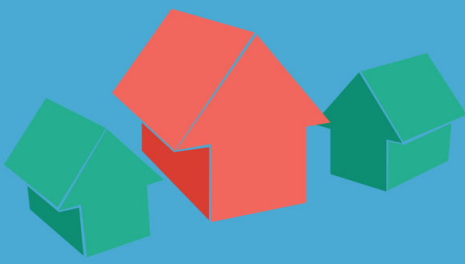
Significantly **worse** than average
(95% confidence*)

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 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 October and December 2015. A random selection of general needs tenants were sent a postal self completion questionnaire (1,500). 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 (33 completions)

Response rate

In total 485 tenants took part in the survey, which represented a 32% response rate overall. This was lower than the typical 40% normally achieved in similar surveys, but this may in part be explained by significant disruptions to the postal service in the Stroud area during the fieldwork period. A sample of this size has a theoretical error margin of +/- 4.2% overall. The survey results were broadly representative by area and property type.

Weighting

The survey results were proudly representative by and property type, 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 2011 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.

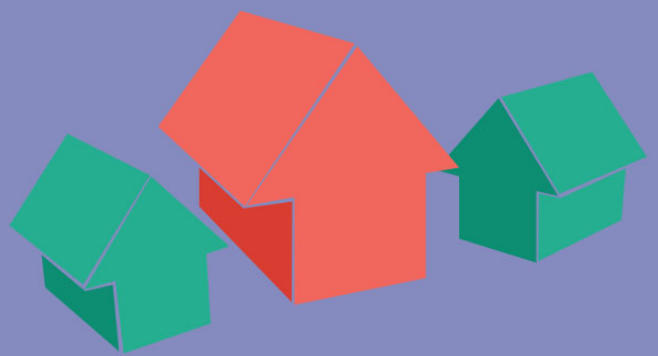
Benchmarking

The core STAR questions are benchmarked against the HouseMark STAR database, with the benchmarking group being selected by SDC from councils and ALMOs in the South West, South East and East who had completed a STAR survey in the last year. For the overall satisfaction score this included 12 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 9 organisations.

The organisations included in the HouseMark benchmark peer group were:

- Adur DC
- Cambridge City Council
- Castle Point BC
- Cheltenham Borough Homes
- Colchester Borough Homes
- East Devon DC
- Exeter City Council
- Homes in Sedgemoor
- Oxford City Council
- Poole Housing Partnership
- South Essex Homes
- Waverley BC

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