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2017 STAR Survey Results

Winchester City Council

Final Report

June 2017



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Project details and acknowledgements

| | |
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Executive Summary

Introduction

- The survey was posted and emailed to a sample (1,751) of General Needs tenants and all Sheltered tenants
- The STAR survey aimed to find out how satisfied tenants were with their home and associated services provided, as well as gain an understanding of tenant's priorities and preferences
- There were a total of 970 valid cases (729 General Needs and 241 Sheltered)
- There was an overall response rate of 44% (42% General Needs and 54% Sheltered)
- Overall results are therefore accurate to $\pm 2.83\%$ at the 95% confidence level unless base size is smaller than 970

Core questions

- 91% are satisfied with the overall service provided by Winchester City Council
- 86% are satisfied with the overall quality of their home
- 87% are satisfied with their neighbourhood as a place to live
- 88% are satisfied with the way repairs and maintenance are dealt with
- 71% are satisfied that Winchester City Council listens to their views and acts upon them
- 88% are satisfied that their rent provides value for money
- 72% are satisfied that their service charges provides value for money

Trends

- 6% increase in satisfaction since 2015, for service charges providing value for money (Overall)
- 7% increase in satisfaction since 2015, for repairs and maintenance (Overall)
- 7% increase in satisfaction since 2015, for views being listened to and acted upon (Sheltered)
- Small decreases in satisfaction for neighbourhood as a place to live for tenants (Overall and General Needs)

Table A Core questions- satisfaction by tenure and 2015 & 2017

| Core question | Tenure | 2015 | 2017 | Change since 2015 |
|---|---------------|------|-------|-------------------|
| Overall Service provided | Overall | 89% | ▲ 91% | 2% |
| | General Needs | 88% | ▲ 91% | 2% |
| | Sheltered | 91% | ▲ 92% | 1% |
| Quality of home | Overall | 85% | ▲ 86% | 2% |
| | General Needs | 84% | 84% | 0% |
| | Sheltered | 94% | ▲ 97% | 3% |
| Neighbourhood | Overall | 89% | ▼ 87% | -2% |
| | General Needs | 89% | ▼ 86% | -3% |
| | Sheltered | 94% | ▲ 95% | 2% |
| Rent provides value for money | Overall | 86% | ▲ 88% | 2% |
| | General Needs | 85% | ▲ 86% | 1% |
| | Sheltered | 93% | ▲ 96% | 3% |
| Service Charges provide value for money | Overall | 65% | ▲ 72% | 6%* |
| | General Needs | 63% | ▲ 67% | 5% |
| | Sheltered | 79% | ▲ 85% | 6% |
| Repairs and Maintenance | Overall | 81% | ▲ 88% | 7%* |
| | General Needs | 80% | ▲ 86% | 6%* |
| | Sheltered | 92% | ▲ 93% | 1% |
| Listens to views | Overall | 66% | ▲ 71% | 5%* |
| | General Needs | 66% | ▲ 70% | 4% |
| | Sheltered | 71% | ▲ 78% | 7% |

*denotes a statistically significant change

Benchmarking

- Nationally, Winchester City Council performs within the top quartile for overall service provided, repairs and maintenance, listening to views, and rent providing value for money
- Regionally, Winchester City Council performs within the top quartile for overall service provided, repairs and maintenance, listening to views and neighbourhood as a place to live

Table B National and regional HouseMark benchmarking (2013-16)

| Core question | Tenure | Winchester City Council STAR 2017 (%) | National HouseMark Benchmark 2013 – 16 (%) | | | Winchester City Council STAR 2017 (%) | Regional (South East) HouseMark Benchmark 2013– 16 (%) | | |
|---|---------------|---------------------------------------|--|--------|--------------|---------------------------------------|--|--------|--------------|
| | | | Bottom Quartile | Median | Top Quartile | | Bottom Quartile | Median | Top Quartile |
| Overall Service provided | Overall | 91.03 | 82.38 | 85.00 | 88.68 | 91.03 | 80.10 | 83.50 | 88.35 |
| | General Needs | 90.69 | 82.00 | 85.80 | 88.00 | 90.69 | 82.70 | 84.70 | 89.00 |
| | Sheltered | 92.34 | 84.70 | 90.00 | 91.00 | 92.34 | 81.90 | 90.90 | 93.40 |
| Quality of home | Overall | 86.49 | 79.00 | 81.20 | 87.05 | 86.49 | 75.60 | 79.40 | 87.70 |
| | General Needs | 83.70 | 79.78 | 83.90 | 87.00 | 83.70 | 77.08 | 83.05 | 87.00 |
| | Sheltered | 97.48 | 89.90 | 91.00 | 93.85 | 97.48 | 89.45 | 91.70 | 93.85 |
| Neighbourhood | Overall | 87.48 | 79.55 | 84.00 | 88.15 | 87.48 | 79.58 | 83.00 | 87.47 |
| | General Needs | 85.55 | 78.75 | 84.35 | 89.00 | 85.55 | 80.10 | 84.00 | 84.70 |
| | Sheltered | 95.22 | 87.38 | 92.00 | 93.78 | 95.22 | 87.50 | 93.00 | 93.70 |
| Rent provides value for money | Overall | 88.06 | 78.00 | 82.00 | 86.80 | 88.06 | 76.80 | 84.15 | 88.99 |
| | General Needs | 86.20 | 78.50 | 82.00 | 88.00 | 86.20 | 74.60 | 88.00 | 89.90 |
| | Sheltered | 95.56 | 87.00 | 89.90 | 93.00 | 95.56 | 86.60 | 93.00 | 93.90 |
| Service Charges provide value for money | Overall | 71.52 | 66.00 | 72.20 | 74.40 | 71.52 | 69.58 | 73.75 | 73.93 |
| | General Needs | 67.31 | 63.75 | 70.80 | 76.23 | 67.31 | 67.23 | 69.75 | 71.13 |
| | Sheltered | 84.85 | 80.30 | 85.00 | 89.75 | 84.85 | 77.98 | 84.50 | 89.25 |
| Repairs and Maintenance | Overall | 87.81 | 74.23 | 79.80 | 84.63 | 87.81 | 71.70 | 76.75 | 80.28 |
| | General Needs | 86.41 | 75.45 | 79.50 | 85.78 | 86.41 | 71.50 | 76.60 | 79.00 |
| | Sheltered | 93.31 | 82.75 | 86.60 | 90.28 | 93.31 | 78.70 | 86.60 | 89.10 |
| Listens to views | Overall | 71.17 | 59.70 | 66.50 | 69.10 | 71.17 | 58.30 | 68.00 | 69.93 |
| | General Needs | 69.53 | 60.30 | 65.00 | 69.00 | 69.53 | 55.90 | 60.30 | 66.80 |
| | Sheltered | 77.64 | 67.00 | 70.00 | 75.80 | 77.64 | 61.30 | 67.00 | 73.30 |

■ = Bottom quartile
■ = Below median
■ = Median
■ = Above median
■ = Top quartile

Service priorities

- The top service priorities by far are repairs and maintenance and overall quality of home
- The top priorities for expenditure of any surplus budget are on the Discretionary Works Scheme, building new homes, and estate improvements

Making views known

- 74% are satisfied that Winchester City Council gives them the opportunities to make their views known and 8% are dissatisfied
- General Needs tenants, 35-44 year olds, and those not on housing benefit are less likely to be satisfied that Winchester City Council gives them the opportunities to make their views known
- 73 tenants reported that they would prefer to have more face-to-face contact to make it easier for them to make their views known
- 55 tenants indicate that the issue is more to do with having their view acted upon rather than not having the opportunities to make their views known

Contact and communication

- There is a 5% increase in the proportion of tenants who have contacted Winchester City Council in the last 12 months from 69% in 2015, to 74% in the current survey period
- 68% found getting hold of the right person easy (6% decrease since 2013) and 21% found it difficult
- 83% found the staff helpful and 7% found them unhelpful
- 82% felt that their query was answered within a reasonable time and 18% did not
- 75% were satisfied with the final outcome of their query and 17% were dissatisfied
- Two thirds (66%) use the internet either at home, outside the home or both

- Internet usage decreases with age, with a 86-94% of those aged under 65 stating that they used the internet, compared to 61% of 65-74 year olds, and only 29% of the 75+ age group
- 34% do not use the internet at all and of these, 26% are 65-74 years old and 61% are 75+

Priorities for home

- Being close to services and having good sized rooms throughout, were the top factors when deciding on a place to live
- A short time on the waiting list and being close to good schools were the lowest priorities for tenants

Repairs and maintenance

- 86% were satisfied and 10% dissatisfied with their telephone experience when they last contacted Winchester City Council with a repair or other maintenance issue
- The most frequently mentioned reason for dissatisfaction was that it was difficult to get hold of the right person/department and a lack of follow up after issues were reported
- 57% received a visit from the Council's Repairs and Maintenance Team in the last 12 months and 85% were satisfied with the service they received on the last occasion

Areas of improvement

- 69% of those aged 35-44, report satisfaction with the way repairs and maintenance are dealt with, which is significantly lower compared to those aged 45+ (81-95%)
- 20% of those who had called about a repairs and maintenance issue, last called in relation to an outstanding repair
- 66% of Winnall & Highcliffe General Needs tenants are satisfied with grounds maintenance, which is significantly lower compared to four of the other districts (79-85%)

- 70% of General Needs tenants are satisfied that the information Winchester City Council provides on what services charges covers is clear compared to 87% of Sheltered tenants; a significant difference
- 63% of those aged 35-44 are satisfied that Winchester City Council gives them the opportunities to make their views known, which is significantly lower compared to those aged 16-34 (80%) and those aged 55+ (77-78%)
- 53% of those aged 35-44 are satisfied that Winchester City Council listens to their views and acts upon them, which is significantly lower compared to all other age groups (67-79%) with the exception of those aged 16-34 (64%)
- Around a fifth report areas of dissatisfaction relating to contact with Winchester City Council about a query other than to pay rent or service charges
- Stanmore often had the lowest levels of satisfaction compared to the other districts

Introduction

Background

As part of Winchester City Council's commitment to listening to the views of tenants, a STAR survey (Survey of Tenants and Residents) was conducted. The aim was to find out how satisfied tenants were with their home, and associated services provided, as well as gain an understanding of tenant's priorities and preferences. M·E·L Research were commissioned to carry out the survey on the Council's behalf. Copies of the survey can be found in Appendix A and B.

Method

Fieldwork was undertaken during March-April 2017. For General Needs, a random stratified sampling approach was adopted, using computer generated random selection. A full property address file provided by the Council was used as the sampling frame. This was stratified by district. A minimum of 100 responses was required per district to allow for a robust enough sample size for district analysis. Due to the smaller stock size of Weeke, a census approach was used to ensure this minimum cell size could be achieved. In total, a sample of 1,751 General Needs tenants, and all 447 Sheltered tenants were invited to take part:

1. An email invitation was sent initially on 12th March 2017 to 954 General Needs and 143 Sheltered tenants (i.e. those with an email address). A reminder email was then sent on 16th March.
2. The first postal mailing was sent on 20th March 2017 followed by a reminder mailing on 3rd April. Fieldwork ended on 17th April. The questionnaire contained a web link and QR code giving tenants the option to complete the survey online if they wished.

In total, 26 tenants were flagged as requiring large print by Winchester City Council. Of those, 16 returned their survey (62% response rate). 39 people were flagged by Winchester City Council as having a communication need other than a large print requirement. These individuals were provided with non-large print cover letters and survey. Winchester City Council contacted those who did not respond. In total, 19 people responded (49% response rate). No calls were received via the Freephone number provided, with a request to receive the survey in another format or for help with completing the survey.

An incentive prize draw was offered to help boost response rates (First Prize- iPad mini and second prize- £50 shopping vouchers X2).

Response rate and statistical reliability

Once the data had been cleansed, there were a total of 970 valid cases, producing an overall response rate of 44% (42% General Needs and 54% Sheltered). The overall results are therefore accurate to $\pm 2.83\%$ at the 95% confidence level. This means that we can be 95% certain that the overall results are between $\pm 2.83\%$ of the calculated response, so the 'true' response could be 2.83% above or below the figures reported (e.g. a 50% satisfaction rate could in reality lie within the range of 47.17% to 52.83%). However, where base sizes are smaller, for example due to questions being skipped, the confidence interval would be wider and so results should be treated with greater caution. Similarly, where sub-group results have been reported, for example satisfaction by districts or areas, base sizes would be smaller and so confidence intervals would be much wider and results should be treated with greater caution.

Table 1 Overall response rate

| Overall stock size | Mail out | Response | Response rate | Confidence interval |
|--------------------|----------|----------|---------------|---------------------|
| 5,145 | 2,198 | 970 | 44% | $\pm 2.83\%$ |

Table 2 General Needs response rate

| Area/District | Stock size | Mail out | Response | Response rate | Confidence interval |
|-------------------------|--------------|--------------|------------|---------------|--------------------------------|
| City | | | | | |
| Stanmore | 864 | 314 | 120 | 38% | $\pm 8.31\%$ |
| Weeke | 351 | 351 | 131 | 37% | $\pm 6.79\%$ |
| Winnall & Highcliffe | 793 | 314 | 111 | 35% | $\pm 8.63\%$ |
| Other | 439 | 314 | 128 | 41% | $\pm 7.30\%$ |
| TOTAL CITY | 2,447 | 1,293 | 490 | 38% | $\pm 3.96\%$ |
| Rural | | | | | |
| Rural North | 739 | 229 | 123 | 54% | $\pm 8.07\%$ |
| Rural South | 1,308 | 229 | 116 | 51% | $\pm 8.69\%$ |
| TOTAL RURAL | 2,047 | 458 | 239 | 52% | $\pm 5.96\%$ |
| OVERALL GN TOTAL | 4,494 | 1,751 | 729 | 42% | $\pm 3.32\%$ |

Table 3 Sheltered response rate

| Stock totals | Mailing size | Response | Response rate | CI level |
|--------------|--------------|----------|---------------|----------|
| 447 | 447 | 241 | 54% | ±4.29% |

A full respondent profile can be found in Appendix C. Comparison with the customer database shows an overrepresentation of older tenants. This means that the survey is likely to return higher levels of satisfaction as older tenants tend to be more satisfied than younger tenants.

Response mode

Table 4 and 5 shows the breakdown of responses by post and email.

Table 4 shows that generally, a greater proportion returned their surveys via post however, it is worth noting that whilst a postal address was available for everyone, an email address was not. There was a similar response rate for both modes (30% and 31%, General Needs and 44% and 46%, Sheltered). It may therefore be worthwhile to gather email addresses from more tenants so that this mode can potentially be used as the primary method of data collection in the future. Although, it may well be that currently Winchester City Council has the email addresses of those who prefer to use this method and had everyone been emailed, the response rate would have been lower.

Table 4 Response mode by tenure

| Tenure | Total response | Email mailing size | Email response | Postal mailing size | Postal response ¹ | Email response | Postal response |
|----------------------|----------------|--------------------|----------------|---------------------|------------------------------|----------------|-----------------|
| General Needs | 729 | 954 | 291 | 1460 | 438 | 40% | 60% |
| Sheltered | 241 | 143 | 63 | 384 | 178 | 26% | 74% |
| TOTAL | 970 | 1,097 | 354 | 1,844 | 616 | 36% | 64% |

Table 5 shows that with the exception of Winnall & Highcliffe, the proportion of returns were more heavily weighted towards postal returns in comparison to email.

¹ This includes five people who completed the survey online using the Weblink or QR code provided in the postal cover letter

Table 5 Response modes by area- General Needs only

| Area/District | Total response | Email mailing size | Email response | Postal mailing size | Postal response ² | Email response | Postal response |
|----------------------|----------------|--------------------|----------------|---------------------|------------------------------|----------------|-----------------|
| Stanmore | 120 | 185 | 46 | 268 | 74 | 38% | 62% |
| Weeke | 131 | 205 | 50 | 301 | 81 | 38% | 62% |
| Winnall & Highcliffe | 111 | 173 | 57 | 257 | 54 | 51% | 49% |
| Other | 128 | 160 | 57 | 257 | 71 | 45% | 55% |
| Rural North | 123 | 111 | 36 | 193 | 87 | 29% | 71% |
| Rural South | 116 | 120 | 45 | 184 | 71 | 39% | 61% |
| City | 490 | 723 | 210 | 1083 | 280 | 43% | 57% |
| Rural | 239 | 231 | 81 | 377 | 158 | 34% | 66% |
| TOTAL | 729 | 954 | 291 | 1460 | 438 | 40% | 60% |

Notes on analysis

Owing to the rounding of numbers, percentages displayed visually on graphs in the report may not always add up to 100% and may differ slightly when compared with the text. The figures provided in the text should always be used as the authoritative results. For some questions, respondents could give more than one response (multiple choice). For these questions, the percentage for each response is calculated as a percentage of the total number of respondents and therefore percentages do not add up to 100%. Furthermore, percentages on graphical elements within the report may not add up to 100% as they serve to highlight headline results only. For example, the proportion satisfied or dissatisfied may be included, however the proportion that chose 'neither' may not be mentioned.

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or left a question blank, these have been excluded from analysis for that question.

To ensure that responses are representative of the population, the data was weighted by tenure consistent with 2013. Base sizes included in the report refer to the unweighted bases.

² This includes five people who completed the survey online using the Weblink or QR code provided in the postal cover letter

Where deemed relevant and where base size are sufficiently large (50 and above), data has been analysed by various sub-groups. Z-tests were computed to test if differences in proportions are statistically significant (at 95% confidence level). Where there is a statistically significant difference between groups, this has been noted in the report as a “significant difference” and will be accompanied by a graphical icon. However, a significant difference may not necessarily mean that the difference is ‘important’. It will also need to be considered in practical terms i.e. does the difference matter?

Sub-groups analysis was carried out by the following:

- Tenure
- Districts (General needs only)
- Area i.e. Rural vs. City (General needs only)
- Survey period (2017, 2015 and 2013)
- Age
- Gender
- Housing benefit
- Disability
- Ethnicity

Sub-group differences have only been highlighted in the report where there are statistically significant differences.

Successes

Increases in satisfaction

Comparison of satisfaction rates shows that there have been significant changes compared to previous survey periods. In particular, it is worth noting the following:

- 7% increase in satisfaction since 2013 for value for money of rent (Overall)
- 7% increase in satisfaction since 2013 for value for money of rent (Sheltered)
- 8% increase in satisfaction since 2013 for value for money of service charges (Overall)
- 7% increase in satisfaction since 2013 for value for money of service charges (General Needs)
- 9% increase in satisfaction since 2013 for value for money of service charges (Sheltered)
- 7% increase in satisfaction since 2013 for being treated fairly (Overall)
- 7% increase in satisfaction since 2013 with grounds maintenance (Overall)
- 13% increase in satisfaction since 2013 with grounds maintenance (Sheltered)
- 7% increase in satisfaction since 2015 with repairs and maintenance (Overall)

Benchmarking

- Nationally, Winchester City Council performs within the top quartile for overall service provided, repairs and maintenance, listening to views, and rent providing value for money
- Regionally, Winchester City Council performs within the top quartile for overall service provided, repairs and maintenance, listening to views and neighbourhood as a place to live

Service priorities

Three-quarters (76%) consider repairs and maintenance to be a service priority and results shows that Winchester City Council falls within the top quartile both nationally and regionally in terms of satisfaction in this area. Furthermore results show a 7% increase in satisfaction in this aspect since 2015.

Action points

Below are key areas which may require improvement and/or further investigation:

Only 69% of those aged 35-44, report satisfaction with the way repairs and maintenance are dealt with

Satisfaction is significantly lower compared to those aged 45+ (81-95%). When looking at the repairs and maintenance specific questions, results show that the 35-44 year old age group has a significantly lower satisfaction score for their overall telephone experience (75%) compared to those aged 65+ (88-93%) and those aged 16-34 (92%). Of the 11 people that provided a reason for their dissatisfaction, four indicated that it was due to the time taken for the repairs to be carried out. This may also have contributed to a lower satisfaction for repairs and maintenance.

This age group also has a significantly lower satisfaction score for the service provided by Winchester City Council's Repairs and Maintenance Team during their last visit (69%) compared to those aged 16-34 (93%) and those aged 55+ (85-95%). Of the nine people that provided a reason for their dissatisfaction, four highlighted that it was because there was no resolution. This may also have contributed to a lower satisfaction for repairs and maintenance.

When asked what changes or improvements they would like to see to the repairs and maintenance service, 34 people who had contacted Winchester City Council with a repair or maintenance issue in the last 12 months suggested a change/ improvement. Of these, six suggested better maintenance (including garden) and modernisation of properties. Other suggestions included a quicker response time or less waiting time; more specific appointments and longer/weekend hours; and more professional repairs or qualified workmen (5 mentions each).

20% of those who had called about a repairs and maintenance issue, last called in relation to an outstanding repair

When tenants were asked why they were dissatisfied with their last telephone experience, there were 15 mentions of a lack of follow up after issues are reported, and 13 mentions of repairs being refused or not completed. These may be some of the reasons why people need to call back despite having already logged their repair. In turn, this may be adding to waiting times hence people reporting that they are having difficulty getting hold of the right person (see below).

When calling about a repairs and maintenance issue, the most common reason for dissatisfaction with the telephone experience was due to finding it difficult to get hold of the right person

17 people identified this as a reason and whilst only 10% are dissatisfied overall, it may be worth exploring why getting hold of the right person is proving to be a challenge for people. One of the contributing factors may be that 20% of calls are in relation to outstanding repairs (see above) thereby clogging up phone lines.

Only 66% of Winnall & Highcliffe General Needs tenants are satisfied with grounds maintenance

Satisfaction is significantly lower compared to four of the other districts (79-85%). Whilst results show that 13% report that they are neither satisfied nor dissatisfied, around a fifth (21%) report dissatisfaction. It may therefore be worth exploring in further research why this may be the case.

Only 70% of General Needs tenants are satisfied that the information Winchester City Council provides on what services charges covers is clear compared to 87% of Sheltered tenants; a significant difference

It may therefore be worth exploring whether there are differences in the way this information is being communicated between tenants by tenure or perhaps by age. For example, perhaps staff are taking the time to sit down with older tenants to explain this information whereas younger tenants are only being provided with a leaflet. Alternatively, it may suggest that more information simply needs to be targeted to General Needs tenants.

Only 63% of those aged 35-44 are satisfied that Winchester City Council gives them the opportunities to make their views

Satisfaction is significantly lower compared to those aged 16-34 (80%) and those aged 55+ (77-78%). Whilst results show that 23% report that they are neither satisfied nor dissatisfied, 15% report dissatisfaction. It may therefore be worth exploring why this may be the case.

Only 53% of those aged 35-44 are satisfied that Winchester City Council listens to their views and acts upon them

Satisfaction is significantly lower compared to all other age groups (67-79%) with the exception of those aged 16-34 (64%). Whilst results show that 25% report that they are neither satisfied nor dissatisfied, 22% report dissatisfaction. It may therefore be worth exploring why this may be the case.

Around a fifth report areas of dissatisfaction relating to contact with Winchester City Council about a query other than to pay rent or service charges

- 21% report that it was difficult getting hold of the right person
- 18% felt that their query was not answered within a reasonable time
- 17% were dissatisfied with the final outcome of their query
- 20% found it difficult contacting 'Housing' by telephone
- 19% did not get a call back after leaving a messaging with 'Housing;' requesting for someone to do so

It may therefore be worth exploring how the process can be made more efficient.

Stanmore often had the lowest levels of satisfaction compared to the other districts

Breakdown by demographics shows that on the whole, Stanmore respondents are similar to other City districts in terms of age, housing benefit receipt, disability, gender and ethnicity. This would therefore suggest that the lower satisfaction rates are not due to differences in the characteristics of Stanmore tenants in terms of these demographics. It may therefore be worthwhile to carry out further consultation to find out why they appear to be less satisfied.

Results

1. Your views

Overall service provided

Nine out of ten tenants are satisfied with the overall service provided by Winchester City Council. A similar proportion report that they are “very satisfied” (47%) and “fairly satisfied” (44%).

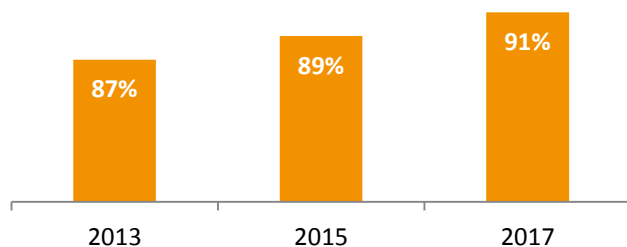
Figure 1.1 Overall service provided

Percentage of respondents- base size 955



Figure 1.2 Overall service provided- satisfaction by survey period

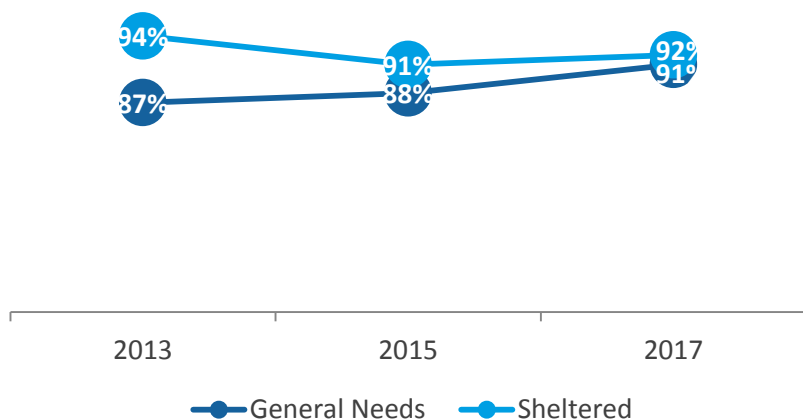
Percentage of respondents



Comparison by survey period shows a 4% increase in satisfaction since 2013; a significant difference. Satisfaction is fairly consistent with 2015.

Figure 1.3 Overall service provided- satisfaction by survey period and tenure

Percentage of respondents




Satisfaction has increased from 87% in 2013, to 91% for General Needs. This is a significant difference which moves satisfaction in line with Sheltered tenants (92%). However, a significantly higher proportion of Sheltered tenants state that they are “very satisfied” (55%) compared to General Needs (44%).

Breakdown by district for General Needs only shows that satisfaction is highest for Rural South (96%). And lowest for Stanmore (86%).

Breakdown by area shows a significant difference in satisfaction between City (89%) and Rural (94%) based tenants.

Table 1.1 Overall service provided- satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural South | 96% |
| Rural North | 93% |
| Weeke | 91% |
| City Other | 90% |
| Winnall & Highcliffe | 88% |
| Stanmore | 86% |

| Area | |
|-------|-----|
| Rural | 94% |
| City | 89% |

There is a significant difference in satisfaction by age, with 95% of the 65+ group reporting satisfaction compared to 81-89% of those aged below 55.


Table 1.2 Overall service provided- satisfaction by age



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 86% | 81% | 89% | 92% | 95% | 95% |

93% of those on housing benefit report satisfaction compared to 89% of those who are not.

Table 1.3 Overall service provided- satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 93% | 89% |

Overall quality of home

86% report satisfaction with the overall quality of their home, with an equal proportion stating that they are 'very' and 'fairly satisfied' (both 43%).

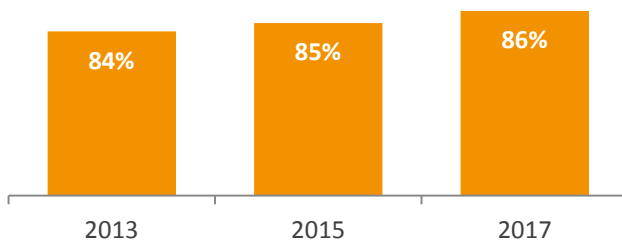
Figure 1.4 Overall quality of home

Percentage of respondents- base size 962



Figure 1.5 Overall quality of home- satisfaction by survey period

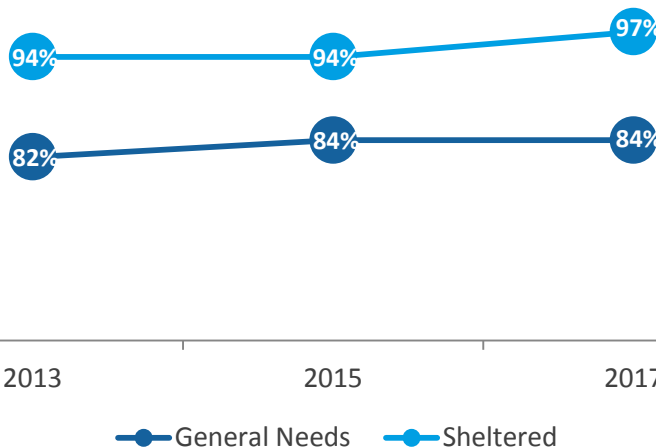
Percentage of respondents



Comparison by survey period shows that the current satisfaction rate (86%) is consistent with the previous two survey periods (85% and 84%).

Figure 1.6 Overall quality of home- satisfaction by survey period and tenure

Percentage of respondents




A greater proportion of Sheltered tenants (97%) report satisfaction compared to General Needs tenants (84%). This difference is significant.

Satisfaction for both General Needs and Sheltered is consistent with previous survey periods.

Breakdown by district for General Needs only shows that satisfaction is highest for Rural North with 94% reporting satisfaction. This is a significant difference when compared to all of the City Districts. With around seven out of ten (72%) reporting satisfaction, Stanmore has the lowest satisfaction rate. This is significantly different compared to the four top performing districts. Furthermore, around a fifth (19%) of Stanmore tenants report dissatisfaction.

Breakdown by area shows a significant difference in satisfaction between City (80%) and Rural (91%) based tenants.

Table 1.4 Overall quality of home – satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural North | 94% |
| Rural South | 88% |
| City Other | 84% |
| Weeke | 82% |
| Winnall & Highcliffe | 82% |
| Stanmore | 72% |

| Area | |
|-------|-----|
| Rural | 91% |
| City | 80% |

There is a significant difference in satisfaction by age, with 93-95% of the 65+ group reporting satisfaction compared to 65-76% of those aged below 55.


Table 1.5 Overall quality of home – satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 74% | 65% | 76% | 89% | 93% | 95% |

Nine out of ten (91%) tenants who are on housing benefit report satisfaction compared to eight out of ten (81%) of those who are not, which is a significant difference.

Table 1.6 Overall quality of home – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 91% | 81% |

Neighbourhood

Nearly nine out of ten (87%) report satisfaction with their neighbourhood as a place to live. A higher proportion state that they are 'very satisfied' (52%) as opposed to 'fairly satisfied' (36%).

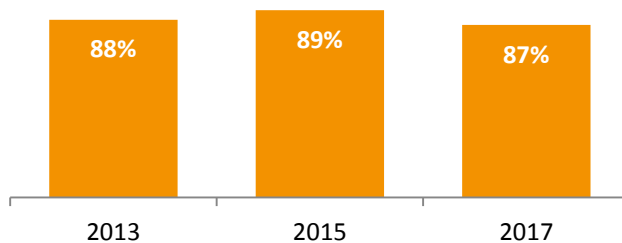
Figure 1.7 Neighbourhood as a place to live

Percentage of respondents- base size 943



Figure 1.8 Neighbourhood as a place to live - satisfaction by survey period

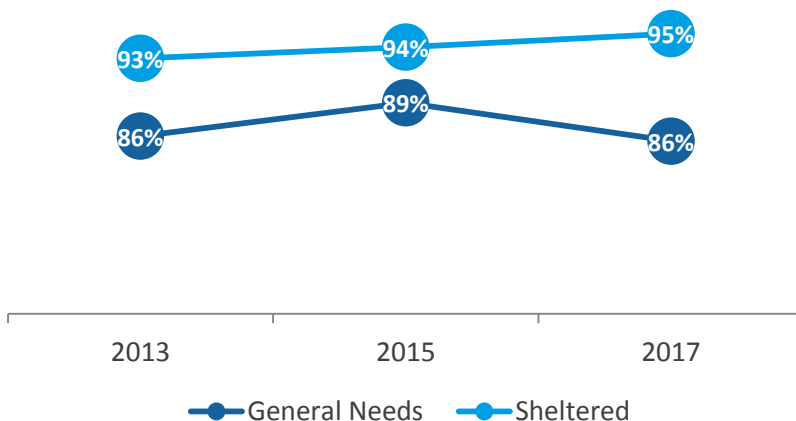
Percentage of respondents



Comparison by survey period shows that the current satisfaction rate (87%) is consistent to the previous two survey periods (89% and 88%).

Figure 1.9 Neighbourhood as a place to live - satisfaction by survey period and tenure

Percentage of respondents




Whilst satisfaction rates for Sheltered tenants have consistently been higher compared to General Needs, the difference between the two is much higher for this survey period (10% difference). This difference between the two tenures is significant. It is worth noting however that satisfaction for both tenures is similar to previous periods, but these small percentage changes has widened the gap between the two.

Breakdown by district for General Needs only, shows a significantly lower satisfaction rate for Stanmore (72%) and Winnall & Highcliffe (78%) compared to the remaining districts (87-95%). Weeke (90%) performs in line with the Rural districts (91% and 95%).

Breakdown by area shows a significant difference in satisfaction between City (82%) and Rural (93%) based tenants.

Table 1.7 Neighbourhood as a place to live - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural South | 95% |
| Rural North | 91% |
| Weeke | 90% |
| City Other | 87% |
| Winnall & Highcliffe | 78% |
| Stanmore | 72% |

| Area | |
|-------|-----|
| Rural | 93% |
| City | 82% |

There is a significant difference in satisfaction by age, with 92% of the 65+ group reporting satisfaction compared to 73-83% of those aged below 55.


Table 1.8 Neighbourhood as a place to live - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 73% | 82% | 83% | 86% | 92% | 92% |

Overall satisfaction rates are similar between those in receipt of housing benefit and those who are not, However, results show that a higher proportion of those on housing benefit reported that they are ‘very satisfied’ (56%) compared to those who are not (47%). This is a significant difference.

Table 1.9 Overall quality of home – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 89% | 85% |

Repairs and maintenance

Nearly nine out of ten (88%) report satisfaction with the way repairs and maintenance are dealt with by Winchester City Council. A greater proportion state that they are 'very satisfied' (48%), as opposed to 'fairly satisfied' (40%).

Figure 1.10 Repairs and maintenance

Percentage of respondents- base size 960

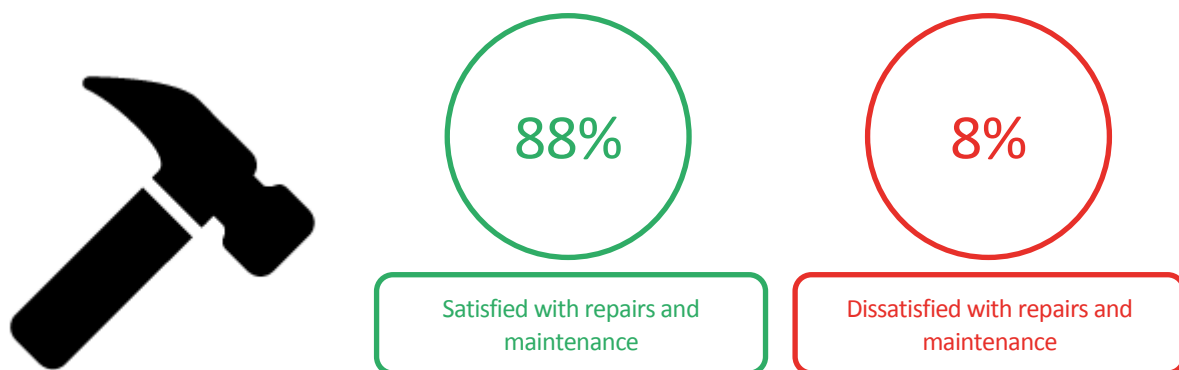
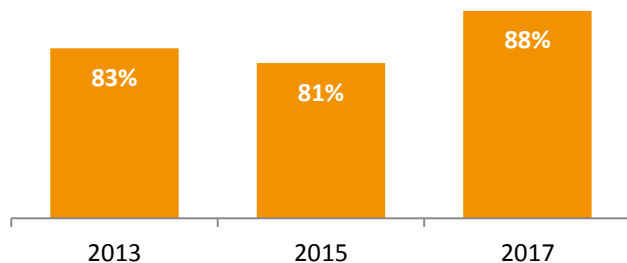


Figure 1.11 Repairs and maintenance - satisfaction by survey period

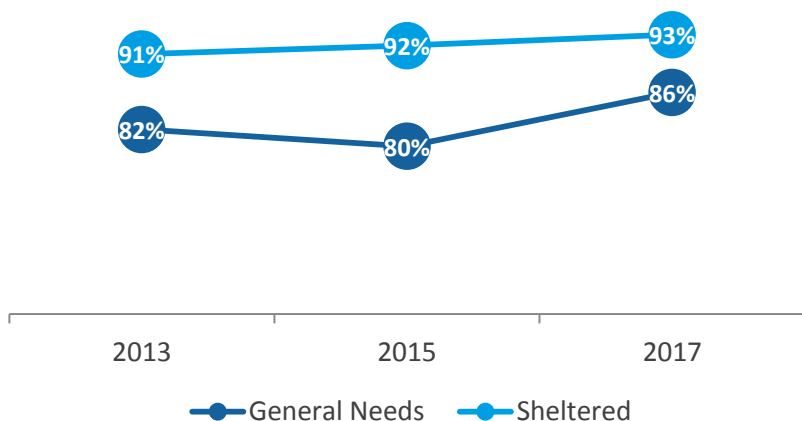
Percentage of respondents



Comparison by survey period shows that satisfaction is at its highest since 2013. There is a 7% increase in satisfaction compared to 2015 which is a significant difference.

Figure 1.12 Repairs and maintenance - satisfaction by survey period and tenure

Percentage of respondents




Sheltered tenants have consistently had a higher satisfaction rate compared to General Needs tenants across the three survey periods. In the current survey period there is a 7% difference in satisfaction between the tenures which is significant. However, comparison with 2015 data shows that General Needs' satisfaction rate has increased by 6% which is significant. This means that it is more closely aligned to Sheltered tenants compared to past surveys.

Breakdown by district for General Needs only, shows a fairly consistent satisfaction rate amongst the majority of the districts with around nine out of ten (88-93%) indicating that they are satisfied. Stanmore has a much lower satisfaction rate at 77% which is significantly different compared to the top four districts.

Breakdown by area shows a significant difference in satisfaction between City (84%) and Rural (91%) based tenants. This is down to the lower satisfaction rates in Winnall & Highcliffe (83%) and Stanmore (77%).

Table 1.10 Repairs and maintenance - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural North | 93% |
| Weeke | 89% |
| Rural South | 89% |
| City Other | 88% |
| Winnall & Highcliffe | 83% |
| Stanmore | 77% |

| Area | |
|-------|-----|
| Rural | 91% |
| City | 84% |

There is a significant difference in satisfaction by age, with 91-95% of the 65+ group reporting satisfaction compared to 69-81% of those aged below 55. The 35-44 age band has the lowest satisfaction rate at 69% which is also significantly different compared to the 45+ age group.


Table 1.11 Repairs and maintenance - satisfaction by age group



| Age Group | 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------------------|-------|-------|-------|-------|-------|-----|
| Satisfaction Rate | 82% | 69% | 81% | 89% | 91% | 95% |

Around nine out of ten (92%) tenants who are on housing benefit report satisfaction compared to around eight out of ten (83%) of those who are not. This is a significant difference.

Table 1.12 Repairs and maintenance – satisfaction by housing benefit receipt



| Housing Benefit Receipt | Yes | No |
|-------------------------|-----|-----|
| Satisfaction Rate | 92% | 83% |

Listening to views and acting upon them

Around seven out of ten (71%) are satisfied that Winchester City Council listens to their views and acts upon them. A greater proportion state that they are 'fairly satisfied' (43%), as opposed to 'very satisfied' (28%). Despite the lower satisfaction rate, only 10% actually report dissatisfaction, with a substantial proportion stating that they are neither satisfied nor dissatisfied (18%). Nevertheless, this is one of the highest levels of dissatisfaction across the core questions.

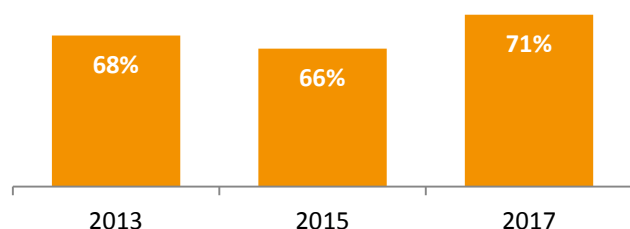
Figure 1.13 Views listened to and acted upon

Percentage of respondents- base size 959



Figure 1.14 Views listened to and acted upon - satisfaction by survey period

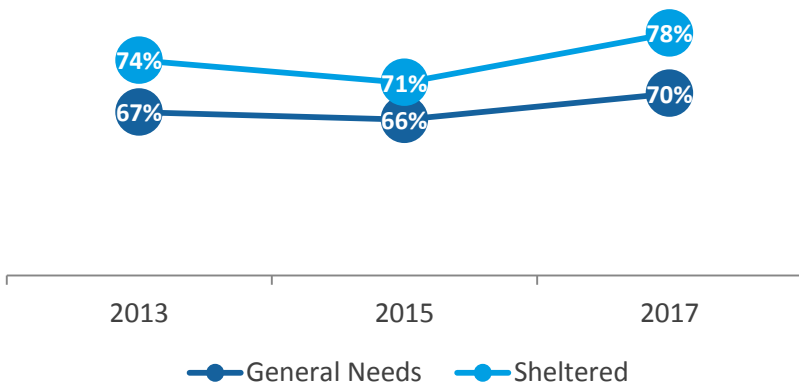
Percentage of respondents



Comparison by survey period shows that satisfaction is at its highest since 2013. There is a 5% increase in satisfaction compared to 2015 which is a significant difference.

Figure 1.15 Views listened to and acted upon - satisfaction by survey period and tenure

Percentage of respondents




Sheltered tenants have consistently had a higher satisfaction rate compared to General Needs across the three survey periods. There is an 8% difference in satisfaction for this current survey period which is significant.

Whilst satisfaction for both tenures has increased since 2015, these changes are not significant.

Breakdown by district for General Needs only, shows a fairly consistent satisfaction rate amongst the majority of the districts with around seven out of ten (69-72%) indicating that they are satisfied. Rural North has the highest satisfaction rate at 79% which is significantly different compared to the bottom two districts (Winnall & Highcliffe, 67% and Stanmore, 61%).

Breakdown by area shows a 9% difference in satisfaction between City (67%) and Rural (75%). This is significant.

Table 1.13 Views listened to and acted upon - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural North | 79% |
| Rural South | 72% |
| City Other | 69% |
| Weeke | 69% |
| Winnall & Highcliffe | 67% |
| Stanmore | 61% |

| Area | |
|-------|-----|
| Rural | 75% |
| City | 67% |

Overall, the 35-44 age group has the lowest satisfaction rate at 53%. This is significantly different compared to those aged 45+ (67-79%). The 75+ group has the highest satisfaction rate at 79%. This is significantly different compared to those aged 16-64 (53-68%).


Table 1.14 Views listened to and acted upon – satisfaction by age group



| Age Group | 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------------------|-------|-------|-------|-------|-------|-----|
| Satisfaction Rate | 64% | 53% | 67% | 68% | 76% | 79% |

Nearly eight out of ten (77%) tenants who are on housing benefit report satisfaction compared to 64% of those who are not. This is a significant difference.

Table 1.15 Views listened to and acted upon – satisfaction by housing benefit receipt



| Housing Benefit Receipt | Yes | No |
|-------------------------|-----|-----|
| Satisfaction Rate | 77% | 64% |

Dissatisfaction Profile

- 35-44 year olds (22%)
 - Not on housing benefit (14%)
 - Stanmore tenants (18%)
- (Overall dissatisfaction rate is 10%)**



Rent provides value for money

Nearly nine out of ten (88%) are satisfied that their rent provides value for money. A greater proportion state that they are 'very satisfied' (53%) as opposed to 'fairly satisfied' (35%).

Figure 1.16 Rent provides value for money

Percentage of respondents- base size 928

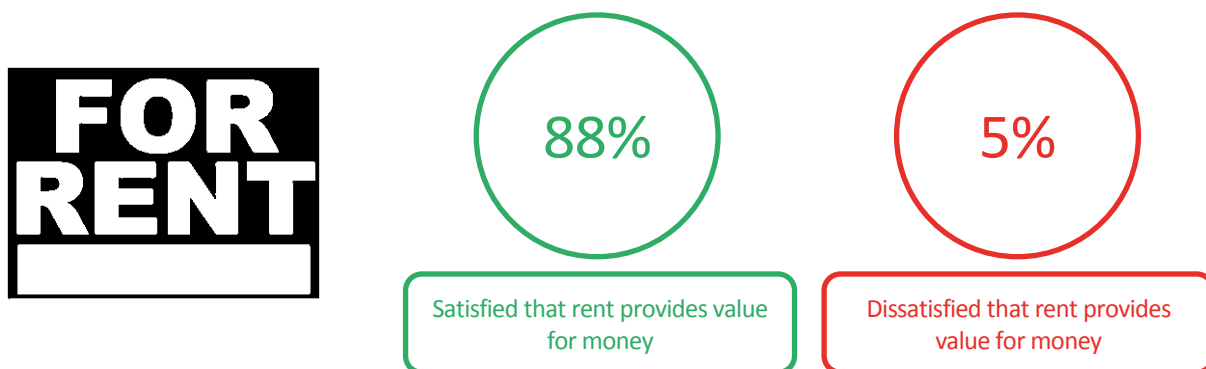
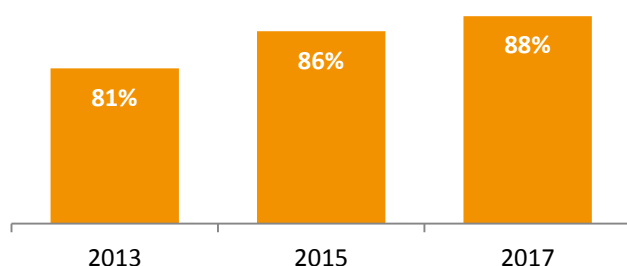


Figure 1.17 Rent provides value for money - satisfaction by survey period

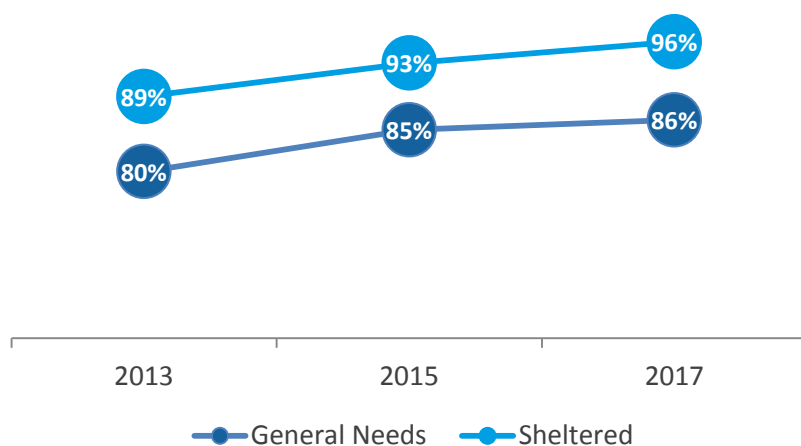
Percentage of respondents



Comparison by survey period shows that satisfaction has increased since 2013 from 81% to 88%. This is a significant difference. Current satisfaction is consistent with the previous survey period (88% and 86% respectively).

Figure 1.18 Rent provides value for money - satisfaction by survey period and tenure

Percentage of respondents




Sheltered tenants have consistently had a higher satisfaction rate compared to General Needs across the three survey periods. Current satisfaction for Sheltered tenants is particularly high at 96%, compared to 86% for General Needs. This is a significant difference. Satisfaction is in line with 2015 for both tenures however has significantly increased since 2013 (6% increase for General Needs and 7% for Sheltered).

Breakdown by district for General Needs only, shows that Rural South and North are the highest performing districts with around nine out of ten (91-92%) reporting satisfaction. This compares to around eight out of ten (78-81%) for Winnall & Highcliffe and Stanmore which is a significant difference. City Other performs well with 89% reporting satisfaction.

Breakdown by area shows a significant difference in satisfaction between City (84%) and Rural (91%) based tenants.

Table 1.16 Rent provides value for money - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural South | 92% |
| Rural North | 91% |
| City Other | 89% |
| Weeke | 85% |
| Winnall & Highcliffe | 81% |
| Stanmore | 78% |

| Area | |
|-------|-----|
| Rural | 91% |
| City | 84% |

Generally, older tenants report higher levels of satisfaction compared to younger tenants. 93% of tenants aged 75+ were satisfied compared to 74-84% of those aged under 55 which is significant difference.


Table 1.17 Rent provides value for money - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 83% | 74% | 84% | 90% | 92% | 93% |

92% on housing benefit are satisfied compared to 83% of those who are not; a significant difference.


Table 1.18 Rent provides value for money – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 92% | 83% |

89% of White tenants are satisfied compared to 77% of BME tenants which is a significant difference.

Table 1.19 Rent provides value for money – satisfaction by ethnicity



| White | BME |
|-------|-----|
| 89% | 77% |

Service charges provides value for money

Around seven out of ten (72%) are satisfied that their service charges provides value for money. A greater proportion are 'fairly satisfied' (41%) as opposed to 'very satisfied' (30%). Despite the lower satisfaction rate compared to other core questions, only 11% actually report dissatisfaction. Instead, a substantial proportion state that they are neither satisfied nor dissatisfied (18%). Nevertheless, this is highest dissatisfaction rate across the core questions.

Figure 1.19 Value for money of service charges

Percentage of respondents- base size 797

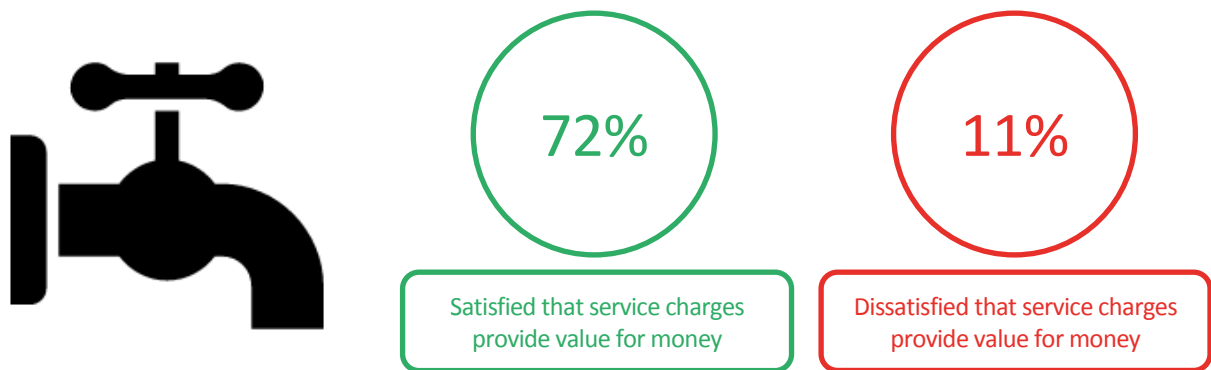
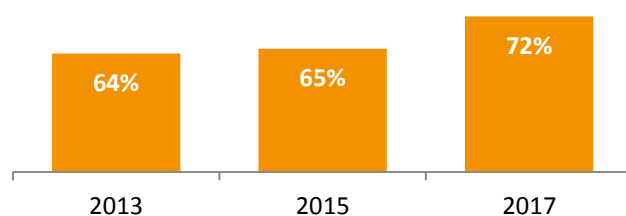


Figure 1.20 Value for money of service charges - satisfaction by survey period

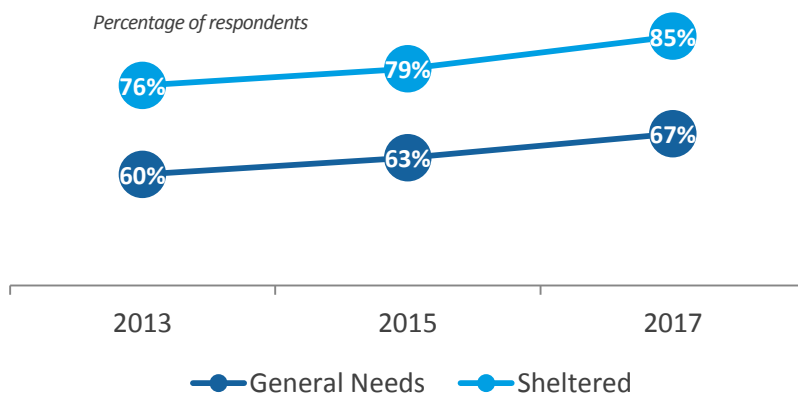
Percentage of respondents



The current satisfaction rate is higher than the previous survey periods with a 6% increase in satisfaction since 2015. Whilst this is a significant difference, it is worth noting that dissatisfaction levels remain unchanged, and the change in satisfaction is linked to changes in the proportions who indicated that they are neither satisfied for dissatisfied (18% in 2017 compared to 23% in 2015). These changes likely relate to the action taken by the Council following feedback from tenants.

Figure 1.21 Value for money of service charges satisfaction by survey period and tenure

Percentage of respondents




Sheltered tenants have consistently had a higher satisfaction rates compared to General Needs across the three survey periods. Current satisfaction for Sheltered tenants sits at 85%, compared to a 67% satisfaction rate for General Needs which is a significant difference. Comparison with previous years shows significant differences between current satisfaction rates and 2013 although the satisfaction increases since 2015 are not significant.

Breakdown by district for General Needs only, shows that Rural South and City Other are the highest performing districts, with around three quarters (78% and 75% respectively) reporting satisfaction. This compares to 56-60% reporting satisfaction for Winnall & Highcliffe, Weeke and Stanmore which is a significant difference.

Breakdown by area shows a significant difference in satisfaction between City (63%) and Rural (76%) based tenants.

Table 1.20 Value for money of service charges - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural South | 78% |
| City Other | 75% |
| Rural North | 73% |
| Winnall & Highcliffe | 60% |
| Weeke | 60% |
| Stanmore | 56% |

| Area | |
|-------|-----|
| Rural | 76% |
| City | 63% |

Older tenants aged 65+ (78-88%) report significantly higher levels of satisfaction compared to younger tenants aged under 65 (45-64%).


Table 1.21 Value for money of service charges - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 55% | 45% | 61% | 64% | 78% | 88% |

Around eight out of ten (78%) tenants who are on housing benefit report satisfaction compared to around six out of ten (63%) of those who are not, which is a significant difference.

Table 1.22 Value for money of service charges – satisfaction by housing benefit receipt




| Yes | No |
|-----|-----|
| 78% | 63% |

Dissatisfaction Profile

- General Needs tenants (12% vs. 5% Sheltered)
- Under 65 (14-19%)
- City based tenants (14%)
- Winnall & Highcliffe (18%)

(Overall dissatisfaction rate is 11%)

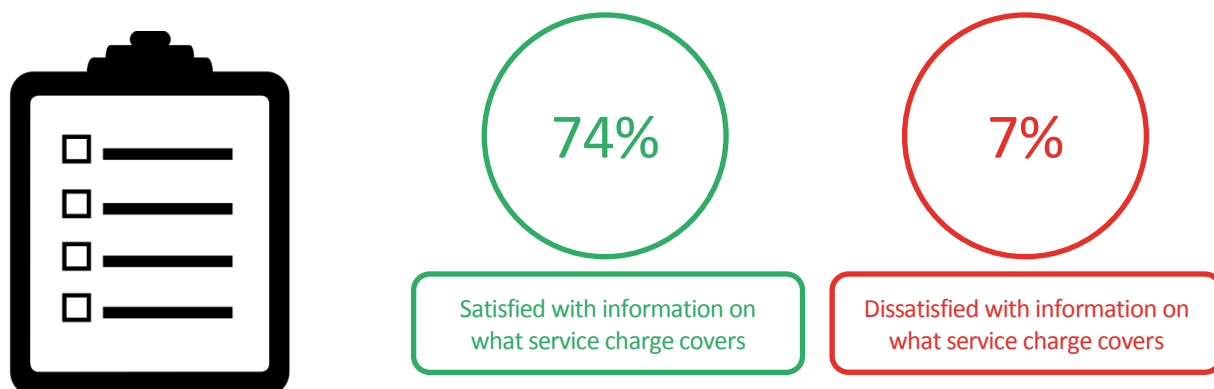


Clarity on what service charges covers

Three-quarters (74%) are satisfied that the information Winchester City Council provides on what services charges covers is clear. An equal proportion report that they are 'very' and 'fairly satisfied' (both 37%).

Figure 1.22 Service charges information

Percentage of respondents- base size 794



Breakdown by district for General Needs only, shows that Rural South, City Other and Rural North are the highest performing districts with around eight out of ten reporting satisfaction (77%-81%). This is a significant difference compared to the bottom three districts where around six out of ten report satisfaction (59-64%).

Breakdown by area shows a significant difference in satisfaction between City (66%) and Rural (79%) based tenants.

Table 1.23 Service charges information - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural South | 81% |
| City Other | 79% |
| Rural North | 77% |
| Weeke | 64% |
| Winnall & Highcliffe | 63% |
| Stanmore | 59% |

| Area | |
|-------|-----|
| Rural | 79% |
| City | 66% |

53-58% of those aged 35-54 report satisfaction which is a significant difference compared to 75-89% of all other age groups. However, this lower satisfaction is largely due to the fact that a third (33%) report that they are neither satisfied nor dissatisfied. Compared to other questions, those aged 16-34 (77%) report a satisfaction rate consistent with older age groups (75-78%).


Table 1.24 Service charges information - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 77% | 53% | 58% | 75% | 78% | 89% |

Around eight out of ten (81%) tenants who are on housing benefit report satisfaction compared to two-thirds (66%) of those who are not which is a significant difference.

Table 1.25 Service charges information – Satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 81% | 66% |

Clarity on how services charges calculated

Seven out of ten (70%) are satisfied that the information Winchester City Council provides on how service charge is calculated is clear. A similar proportion report that they are ‘very’ (34%) and ‘fairly satisfied’ (36%).

Figure 1.23 Service charges calculation

Percentage of respondents- base size 772

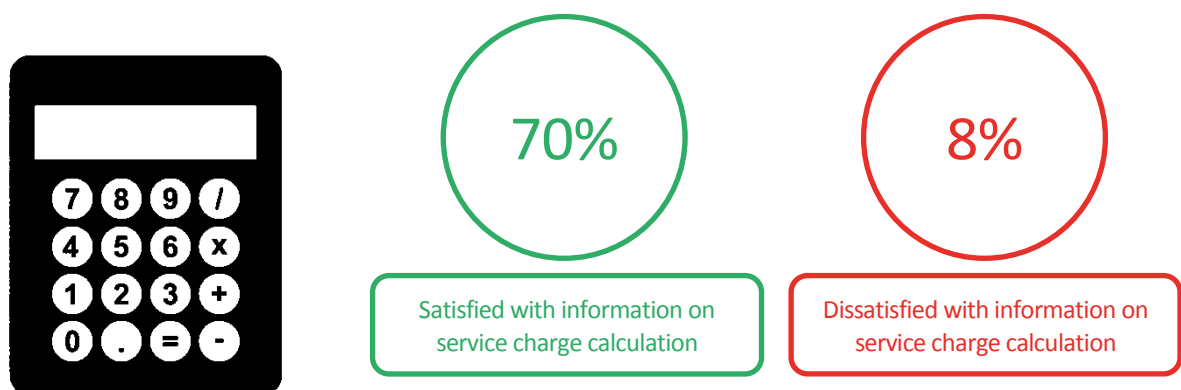
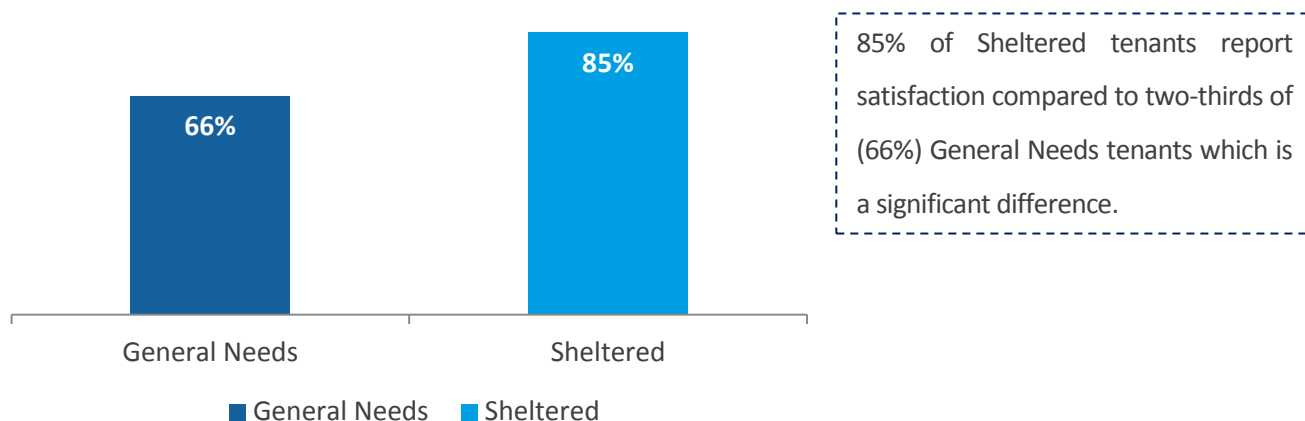


Figure 1.24 Service charges calculation - satisfaction by tenure

Percentage of respondents



Breakdown by district for General Needs only, shows that Rural South has the highest satisfaction rate at 78%. This is a significant difference compared to Weeke, Winnall & Highcliffe and Stanmore where satisfaction is considerably lower (53-60%).

Breakdown by area shows a significant difference in satisfaction between City (61%) and Rural (75%) based tenants.

Table 1.26 Service charges calculation - satisfaction by district and area for General Needs only

| District | Satisfaction Percentage |
|----------------------|-------------------------|
| Rural South | 78% |
| Rural North | 72% |
| City Other | 71% |
| Weeke | 60% |
| Winnall & Highcliffe | 59% |
| Stanmore | 53% |

| Area | Satisfaction Percentage |
|-------|-------------------------|
| Rural | 75% |
| City | 61% |


Around half of those aged below 55 report satisfaction (53-54%) compared to 71-85% of those aged 55+; a significant difference. Again, for the 35-54 age group, around a third (34-35%) state that they are neither satisfied nor dissatisfied as opposed to high levels of dissatisfaction. Around a fifth (19%) of those aged 16-34 however report dissatisfaction which is a significant difference when compared to the 65+ age group where less than one in ten report dissatisfaction (3-6%).

Table 1.27 Service charges calculation- satisfaction by age group

| Age Group | Satisfaction Percentage |
|-----------|-------------------------|
| 16-34 | 53% |
| 35-44 | 53% |
| 45-54 | 54% |
| 55-64 | 71% |
| 65-74 | 77% |
| 75+ | 85% |

Around eight out of ten (78%) tenants who are on housing benefit report satisfaction compared to six out of ten (60%) of those who are not, which is a significant difference.

Table 1.28 Service charges calculation – satisfaction by housing benefit receipt

|  | Yes | No |
|---|-----|-----|
| | 78% | 60% |

2. Core questions trend data

Table 2.1 compares satisfaction for the core questions against the 2013 and 2015 survey period. This shows that when current satisfaction rates are compared to 2015 survey results, there has been an increase in satisfaction across the majority of the core questions. The only exceptions are satisfaction with the overall quality of the home, where satisfaction has remained the same and satisfaction with the neighbourhood as a place to live in terms of the overall satisfaction score (2% decrease) and for General Needs specifically (3% decrease). For tenants as a whole, the largest increases are seen for the satisfaction that services charges provide value for money, and the repairs and maintenance service (7% increase each). Furthermore, there is a 7% increase in satisfaction since 2015, for views being listened to and acted upon for Sheltered tenants.

When current satisfaction rates are compared to 2013 survey results, there has been an increase in satisfaction across the majority of the core questions. The only exceptions are satisfaction with the neighbourhood as a place to live for tenants overall (1% decrease) and General Needs tenants (no change), and satisfaction with the overall service provided for Sheltered tenants only (2% decrease). Changes are statistically significant for:

- Overall service provided (Overall and General Needs)
- Rent providing value for money
- Service charges providing value for money
- Repairs and maintenance (Overall and General Needs)

Table 2.1 Satisfaction for core questions-trend data

| Core question | Tenure | 2013 | 2015 | 2017 | Change since 2013 | Change since 2015 |
|---|---------------|------|-------|-------|-------------------|-------------------|
| Overall Service provided | Overall | 87% | ▲ 89% | ▲ 91% | 4%* | 2% |
| | General Needs | 87% | ▼ 88% | ▲ 91% | 4%* | 2% |
| | Sheltered | 94% | ▼ 91% | ▲ 92% | -2% | 2% |
| Quality of home | Overall | 84% | ▲ 85% | ▲ 86% | 2% | 2% |
| | General Needs | 82% | ▲ 84% | 84% | 2% | 0% |
| | Sheltered | 94% | 94% | ▲ 97% | 3% | 3% |
| Neighbourhood | Overall | 88% | ▲ 89% | ▼ 87% | -1% | -2% |
| | General Needs | 86% | ▲ 89% | ▼ 86% | 0% | -3% |
| | Sheltered | 93% | ▲ 94% | ▲ 95% | 2% | 2% |
| Rent provides value for money | Overall | 81% | ▲ 86% | ▲ 88% | 7%* | 2% |
| | General Needs | 80% | ▲ 85% | ▲ 86% | 6%* | 1% |
| | Sheltered | 89% | ▲ 93% | ▲ 96% | 7%* | 3% |
| Service Charges provide value for money | Overall | 64% | ▲ 65% | ▲ 72% | 8%* | 6%* |
| | General Needs | 60% | ▲ 63% | ▲ 67% | 7%* | 5% |
| | Sheltered | 76% | ▲ 79% | ▲ 85% | 9%* | 6% |
| Repairs and Maintenance | Overall | 83% | ▼ 81% | ▲ 88% | 5%* | 7%* |
| | General Needs | 82% | ▼ 80% | ▲ 86% | 4%* | 6%* |
| | Sheltered | 91% | ▲ 92% | ▲ 93% | 2% | 1% |
| Listens to views | Overall | 68% | ▼ 66% | ▲ 71% | 3% | 5%* |
| | General Needs | 67% | ▼ 66% | ▲ 70% | 3% | 4% |
| | Sheltered | 74% | ▼ 71% | ▲ 78% | 4% | 7% |

*denotes a statistically significant change

3. Benchmarking

Table 3.1 compares the current satisfaction rates for the core questions, against the national and regional (South East) quartiles in 2013-16 from HouseMark. The national results consist of 52 organisations and the regional results consist of 8-10 organisations (dependent on the question).

Overall service provided:

Both nationally and regionally, Winchester performs within the top quartile for this question overall, and by individual tenures. The only exception is for Sheltered tenants which when benchmarked regionally, falls below the top quartile, but above the median. Comparison with the 2015 benchmarking exercise shows that previously, Sheltered tenants fell within the top quartile regionally. This change is not due to a decrease in satisfaction since 2015 but as a result of regional changes. For the 2013-2015 regional benchmarking data for Sheltered tenants, a satisfaction rate of 91% or above was required to fall within the top quartile. The 2013-16 national benchmarking data used this time however, shows that 93% or above is required to fall within the top quartile. Results also show that in 2015, the overall satisfaction score fell just below the top quartile, and above the median regionally. For this survey period, it falls within the top quartile.

Quality of home:

Both nationally and regionally, Winchester performs below the top quartile but above the median for this question overall. However, in 2015, the overall satisfaction score fell within the top quartile nationally. This means that whilst internally, the current satisfaction score (86%) is consistent with 2015 (85%), the national landscape has changed. For the 2013-2015 national benchmarking data, a satisfaction rate of 83% or above was required to fall within the top quartile. The 2013-16 national benchmarking data used this time however, shows that 87% or above is required to fall within the top quartile. It is worth noting that satisfaction is only marginally below the top quartile both nationally and regionally.

Sheltered tenants perform within the top quartile both nationally and regionally consistent with 2015.³ For General Needs, satisfaction falls within the median nationally and just above the median regionally. In 2015, General Needs fell within the top quartile both nationally and regionally. This again means that whilst internally, the current satisfaction score is consistent with 2015 for General Needs (both 84%), the national landscape has changed. For the 2013-2015 national benchmarking data, a satisfaction rate of 84% or above was required to fall within the top quartile. The 2013-16 national benchmarking data used this time however, shows that 87% or above is required to fall within the top quartile.

Neighbourhood:

Regionally, satisfaction falls within the top quartile overall, and by individual tenures. Nationally, only Sheltered satisfaction scores falls within the top quartile whereas as General Needs' and the overall satisfaction rate is above the median but below the top quartile. In the case of the overall satisfaction rate, this is only marginally below the median (87.48% vs. 88.15%). Comparison with 2015 shows that satisfaction rates previously fell within the top quartile both regionally and nationally for overall as well as individual tenures.⁴ Again, when comparing current satisfaction scores with 2015, there is little change but instead we see changes in the benchmarking quartiles making it harder to fall within the top quartile. In particular, for the 2013-2015 national benchmarking data, a satisfaction rate of 84% or above was required to fall within the top quartile for General Needs. This compares to 89% for the 2013-16 national benchmarking data for General Needs This would suggest that there has been a general trend of an increase in satisfaction which Winchester City Council has not kept up with.

Rent provides value for money:

Overall, satisfaction falls within the top quartile nationally, and marginally below the top quartile and above the median regionally. For Sheltered tenants, satisfaction falls within the top quartile both nationally and regionally. In terms of General Needs, satisfaction is above the median nationally, and below the median regionally. In 2015, satisfaction was within the top quartile across the board (See footnote 4). Again, these changes relate to national and regional changes as opposed to decreases in satisfaction.

³ Sheltered tenants were not benchmarked nationally in 2015 report across the questions

⁴ Sheltered tenants were not benchmarked nationally in 2015 report across the questions

Service charges provide value for money:

Satisfaction overall, as well as that of General Needs specifically, falls below the median but above the bottom quartile nationally and regionally. This is an improvement compared to 2015, where satisfaction fell within the bottom quartile. Sheltered tenants performance is better, with the satisfaction score being in line with the median compared to below the median in 2015 (See footnote 4). These changes likely relate to the action taken by the Council following feedback from tenants.

Repairs and maintenance:

Satisfaction falls within the top quartile across the board. This is an improvement compared to 2015 where overall satisfaction fell above the median nationally and below the median regionally. For General Needs, satisfaction was consistent with the median in 2015 regionally and nationally.

Listens to views:

Satisfaction falls within the top quartile across the board. This is an improvement compared to 2015 where overall satisfaction fell above the median nationally and below the median regionally. Regionally, satisfaction was above the median for General Needs and below it for Sheltered in 2015.

Table 3.1 National and regional HouseMark benchmarking (2013-16)

| Core question | Tenure | Winchester City Council STAR 2017 (%) | National HouseMark Benchmark 2013 – 16 (%) | | | Winchester City Council STAR 2017 (%) | Regional (South East) HouseMark Benchmark 2013– 16 (%) | | |
|---|---------------|---------------------------------------|--|--------|--------------|---------------------------------------|--|--------|--------------|
| | | | Bottom Quartile | Median | Top Quartile | | Bottom Quartile | Median | Top Quartile |
| Overall Service provided | Overall | 91.03 | 82.38 | 85.00 | 88.68 | 91.03 | 80.10 | 83.50 | 88.35 |
| | General Needs | 90.69 | 82.00 | 85.80 | 88.00 | 90.69 | 82.70 | 84.70 | 89.00 |
| | Sheltered | 92.34 | 84.70 | 90.00 | 91.00 | 92.34 | 81.90 | 90.90 | 93.40 |
| Quality of home | Overall | 86.49 | 79.00 | 81.20 | 87.05 | 86.49 | 75.60 | 79.40 | 87.70 |
| | General Needs | 83.70 | 79.78 | 83.90 | 87.00 | 83.70 | 77.08 | 83.05 | 87.00 |
| | Sheltered | 97.48 | 89.90 | 91.00 | 93.85 | 97.48 | 89.45 | 91.70 | 93.85 |
| Neighbourhood | Overall | 87.48 | 79.55 | 84.00 | 88.15 | 87.48 | 79.58 | 83.00 | 87.47 |
| | General Needs | 85.55 | 78.75 | 84.35 | 89.00 | 85.55 | 80.10 | 84.00 | 84.70 |
| | Sheltered | 95.22 | 87.38 | 92.00 | 93.78 | 95.22 | 87.50 | 93.00 | 93.70 |
| Rent provides value for money | Overall | 88.06 | 78.00 | 82.00 | 86.80 | 88.06 | 76.80 | 84.15 | 88.99 |
| | General Needs | 86.20 | 78.50 | 82.00 | 88.00 | 86.20 | 74.60 | 88.00 | 89.90 |
| | Sheltered | 95.56 | 87.00 | 89.90 | 93.00 | 95.56 | 86.60 | 93.00 | 93.90 |
| Service Charges provide value for money | Overall | 71.52 | 66.00 | 72.20 | 74.40 | 71.52 | 69.58 | 73.75 | 73.93 |
| | General Needs | 67.31 | 63.75 | 70.80 | 76.23 | 67.31 | 67.23 | 69.75 | 71.13 |
| | Sheltered | 84.85 | 80.30 | 85.00 | 89.75 | 84.85 | 77.98 | 84.50 | 89.25 |
| Repairs and Maintenance | Overall | 87.81 | 74.23 | 79.80 | 84.63 | 87.81 | 71.70 | 76.75 | 80.28 |
| | General Needs | 86.41 | 75.45 | 79.50 | 85.78 | 86.41 | 71.50 | 76.60 | 79.00 |
| | Sheltered | 93.31 | 82.75 | 86.60 | 90.28 | 93.31 | 78.70 | 86.60 | 89.10 |
| Listens to views | Overall | 71.17 | 59.70 | 66.50 | 69.10 | 71.17 | 58.30 | 68.00 | 69.93 |
| | General Needs | 69.53 | 60.30 | 65.00 | 69.00 | 69.53 | 55.90 | 60.30 | 66.80 |
| | Sheltered | 77.64 | 67.00 | 70.00 | 75.80 | 77.64 | 61.30 | 67.00 | 73.30 |

= Bottom quartile
 = Below median
 = Median
 = Above median
 = Top quartile

4. General Services

Being treated fairly

Around nine out of ten (88%) are satisfied that Winchester City Council treats them fairly. A greater proportion report that they are 'very satisfied' (51%), as opposed to 'fairly satisfied' (37%).

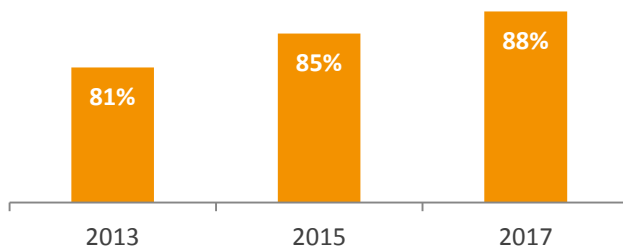
Figure 4.1 Treated fairly

Percentage of respondents- base size 948



Figure 4.2 Treated fairly - satisfaction by survey period

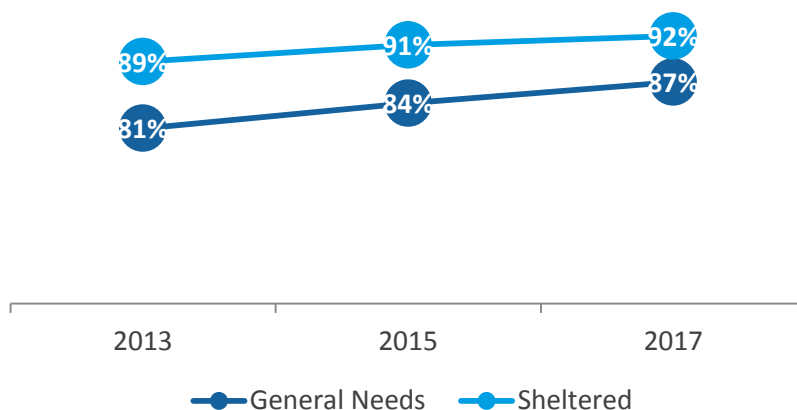
Percentage of respondents



Comparison with previous years shows a steady increase in satisfaction since 2013. Whilst there isn't a significant change in satisfaction compared to the previous survey period, there is a 7% increase since 2013 which is a significant increase.

Figure 4.3 Treated fairly - satisfaction by survey period and tenure

Percentage of respondents



Sheltered tenants have consistently had a higher satisfaction rate compared to General Needs across the three survey periods. Whilst satisfaction levels have remained consistent for Sheltered tenants, satisfaction has steadily increased for General Needs. Overall, there is a 6% increase in satisfaction since 2013 which is a significant difference. Current satisfaction for Sheltered tenants sits at 92% compared to a 87% satisfaction rate for General Needs which is a significant difference.

Breakdown by district for General Needs only, shows that Rural South and Rural North are the highest performing districts with around nine out of ten (91% and 89% respectively) reporting satisfaction. This compares to eight of ten (79%) reporting satisfaction for Stanmore which is a significant difference.

Breakdown by area shows a significant difference in satisfaction between City (85%) and Rural (90%) based tenants.

Table 4.1 Treated fairly - satisfaction by district and area for General Needs only



| District | |
|----------------------|-----|
| Rural South | 91% |
| Rural North | 89% |
| City Other | 88% |
| Winnall & Highcliffe | 86% |
| Weeke | 86% |
| Stanmore | 79% |

| Area | |
|-------|-----|
| Rural | 90% |
| City | 85% |

91-95% of older tenants aged 65+ report satisfaction compared to 75-85% for those aged below 65 which is a significant difference. Despite this difference, satisfaction is still high across the majority of age groups.

Table 4.2 Treated fairly - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 80% | 75% | 83% | 85% | 91% | 95% |

Around nine out of ten (92%) tenants who are on housing benefit report satisfaction compared to around 83% of those who are not, which is a significant difference. Despite this difference, satisfaction is still high for both groups.





Table 4.3 Treated fairly - satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 92% | 83% |

Nine out of ten (90%) tenants with a long-term health problem (or a household member) report satisfaction compared to around 84% of those who are not which is a significant difference. Dissatisfaction levels are similar and so differences relate to differences in the proportion who report that they are neither satisfied nor dissatisfied. Despite this difference, satisfaction is still high for both groups.

Table 4.4 Treated fairly - satisfaction by health problem

| | | Yes | No |
|---|---|-----|-----|
|  |  | 90% | 84% |
|  |  | | |

Friendly and approachable staff

93% are satisfied that Winchester City Council treats them fairly. A greater proportion report that they are 'very satisfied' (62%), as opposed to 'fairly satisfied' (31%).

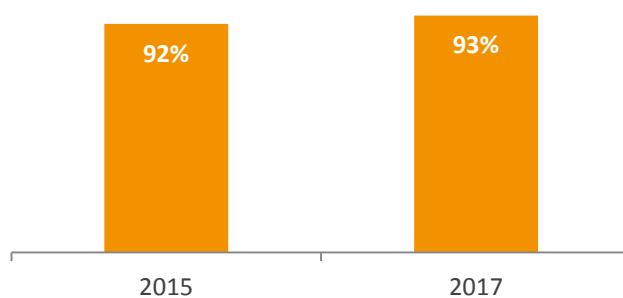
Figure 4.4 Friendly and approachable staff

Percentage of respondents- base size 935



Figure 4.5 Friendly and approachable staff - satisfaction by survey period

Percentage of respondents



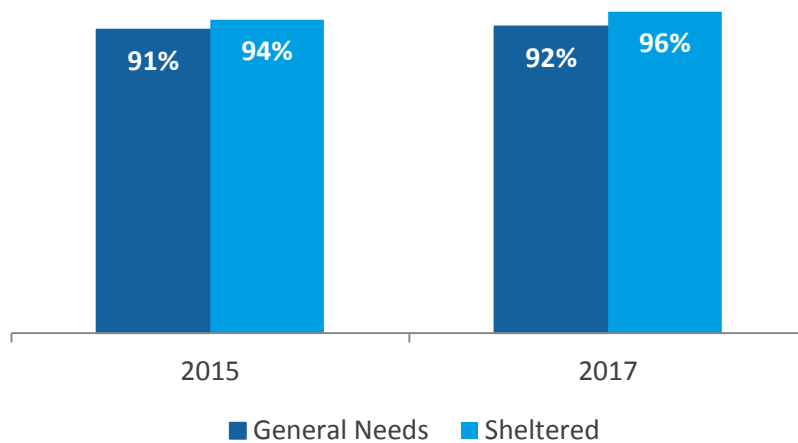
Comparison with the previous year shows that satisfaction has remained consistent.

Results show that overall, satisfaction is similar between tenures and consistent with the previous year. Breakdown by responses however shows that for General Needs tenants, the proportion who report that they are 'very satisfied' has increased from 53% to 59%; a significant difference.

For the current survey period, 73% of Sheltered tenants report that they are 'very satisfied' compared to 59% of General Needs tenants which is a significant difference.

Figure 4.6 Friendly and approachable staff - satisfaction by survey period and tenure

Percentage of respondents



Breakdown by district for General Needs only, shows little variation with the exception of a significant difference in satisfaction between Rural North (95%) and Stanmore (87%) i.e. the highest and lowest performing districts.

Breakdown by area shows a significant difference in satisfaction between City (90%) and Rural (94%) based tenants.

Table 4.5 Friendly and approachable staff - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Rural North | 95% |
| Rural South | 94% |
| City Other | 92% |
| Winnall & Highcliffe | 92% |
| Weeke | 90% |
| Stanmore | 87% |

| Area | |
|-------|-----|
| Rural | 94% |
| City | 90% |

96% of older tenants aged 65+ report satisfaction, compared to 84-89% for those aged below 55, which is a significant difference. Despite this difference, satisfaction is still high across the age groups.


Table 4.6 Friendly and approachable staff - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 84% | 89% | 89% | 91% | 96% | 96% |

96% tenants who are on housing benefit report satisfaction compared to nine out of ten (89%) of those who are not, which is a significant difference. Despite this difference, satisfaction is still high for both groups.

Table 4.7 Friendly and approachable staff – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 96% | 89% |

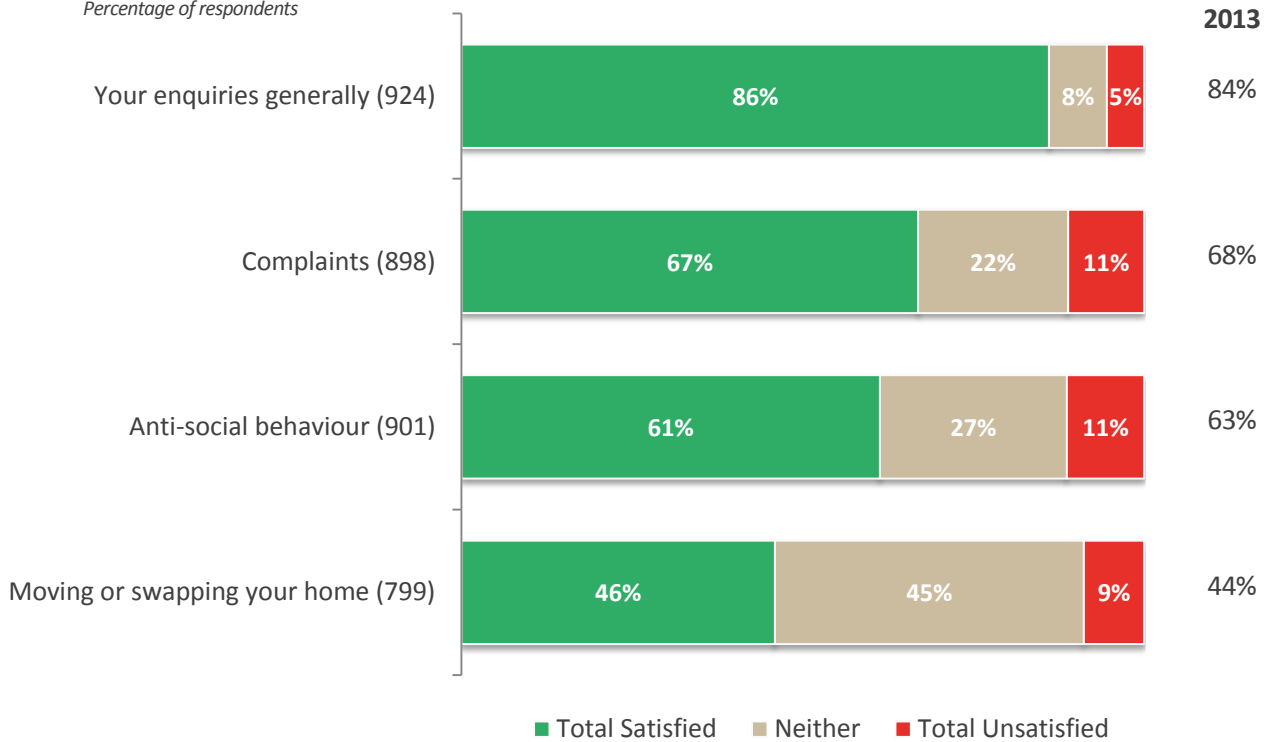
Customer services

Respondents were asked how satisfied they were with the way Winchester City Council deals with various general services. Results show that tenants were most satisfied with the way their enquiries are dealt with in general (86%). Dissatisfaction is low across the board ranging between 5-11% and so the differences in satisfaction relates to the proportion that chose the ‘neither ‘option. This may reflect differences in the proportion that have used the services.

Comparison with 2013 shows similar satisfaction levels.

Figure 4.7 Customer services

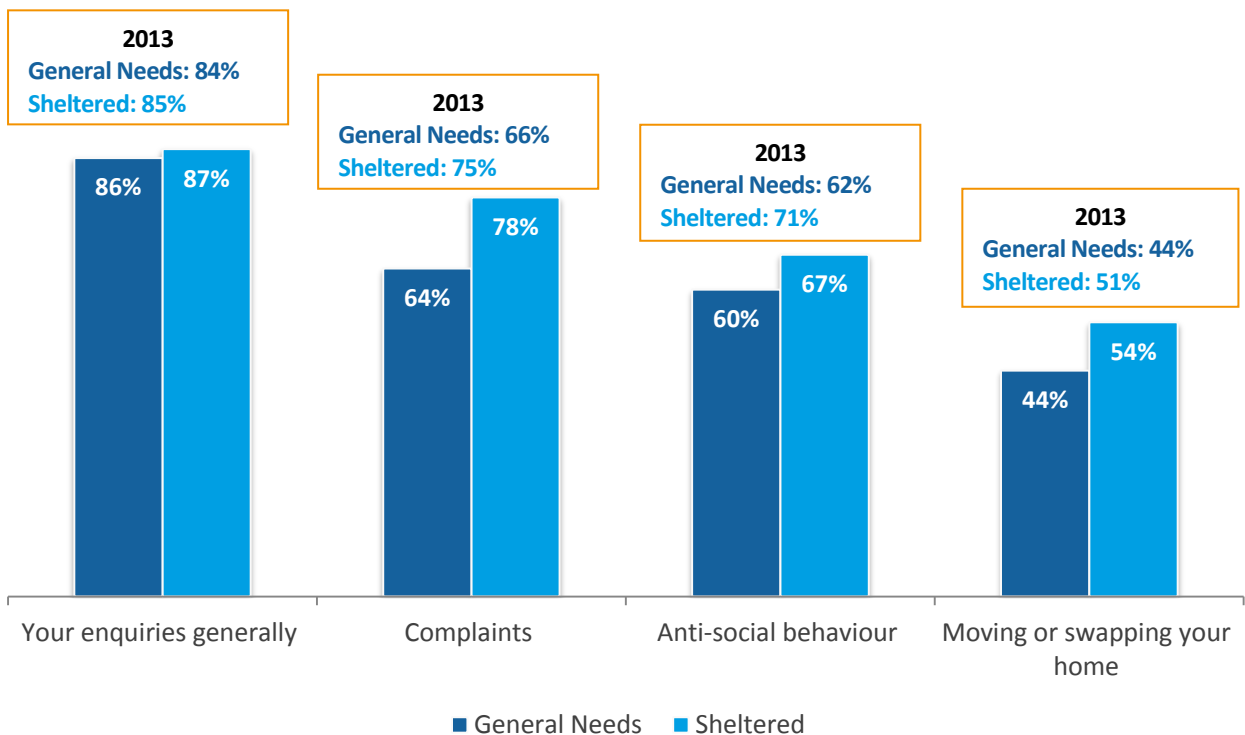
Percentage of respondents



Sheltered tenants report higher levels of satisfaction across the board compared to General Needs. This difference is significant for complaints (78% vs. 64% respectively) and moving home (54% vs. 44%). Comparison with 2013 shows little change in satisfaction.

Figure 4.8 Customer services - satisfaction by survey period and tenure

Percentage of respondents



Breakdown by district for General Needs only, shows little significant differences in satisfaction. However, in the case of anti-social behaviour, a fifth (21%) of Stanmore tenants report dissatisfaction compared to 5-9% of Rural North, Rural South and Weeke tenants; a significant difference.



Table 4.8 Customer services – satisfaction by district for General Needs only

| District | Your enquiries generally | Complaints | Anti-social behaviour | Moving or swapping your home |
|----------------------|--------------------------|------------|-----------------------|------------------------------|
| Rural North | 89% | 70% | 65% | 48% |
| Rural South | 88% | 66% | 58% | 50% |
| City Other | 84% | 65% | 59% | 39% |
| Stanmore | 82% | 56% | 57% | 38% |
| Weeke | 84% | 66% | 65% | 48% |
| Winnall & Highcliffe | 87% | 60% | 55% | 44% |

Breakdown by area shows no significant difference in total satisfaction between City and Rural based tenants across the four aspects. However, for anti-social behaviour 33% of Rural tenants report that they are ‘very satisfied’, compared to 20% of City tenants; a significant difference.

Table 4.9 Customer services – satisfaction by area for General Needs only

| Area | Your enquiries generally | Complaints | Anti-social behaviour | Moving or swapping your home |
|---------------------|--------------------------|------------|-----------------------|------------------------------|
| General Needs Rural | 89% | 68% | 62% | 49% |
| General Needs City | 84% | 62% | 59% | 42% |

| | |
|---|--|
|  | <p>Results show a significant difference in total satisfaction by age for complaints and anti-social behaviour, with older tenants being more likely to report satisfaction compared to younger tenants.</p> <p>For enquiries generally, and moving or swapping home, a significantly greater proportion of older tenants report that they are ‘very satisfied’ compared to younger tenants. However, there are no significant differences when looking at total satisfaction.</p> |
|  | <p>A significantly greater proportion of those on housing benefit report satisfaction compared to those who are not across the four aspects. In particular, there is an 18% difference in satisfaction between the two groups for complaints.</p> |



71% of those with a long-term health problem (or household member) report satisfaction with how complaints are dealt with compared to 60% of those who do not.

5. Estate services

Tenants were asked how satisfied they were with various aspects of estate services. Around eight out of ten are satisfied with the overall appearance of their neighbourhood (84%) and grounds maintenance (80%). A slightly smaller proportion of 70% are satisfied with the overall estate services provided however dissatisfaction levels are similar across the board.

Comparison with previous years shows that satisfaction has steadily increased, resulting in significant differences in satisfaction between the current survey period and 2013.

Figure 5.1 Estate services- satisfaction by survey period

Percentage of respondents

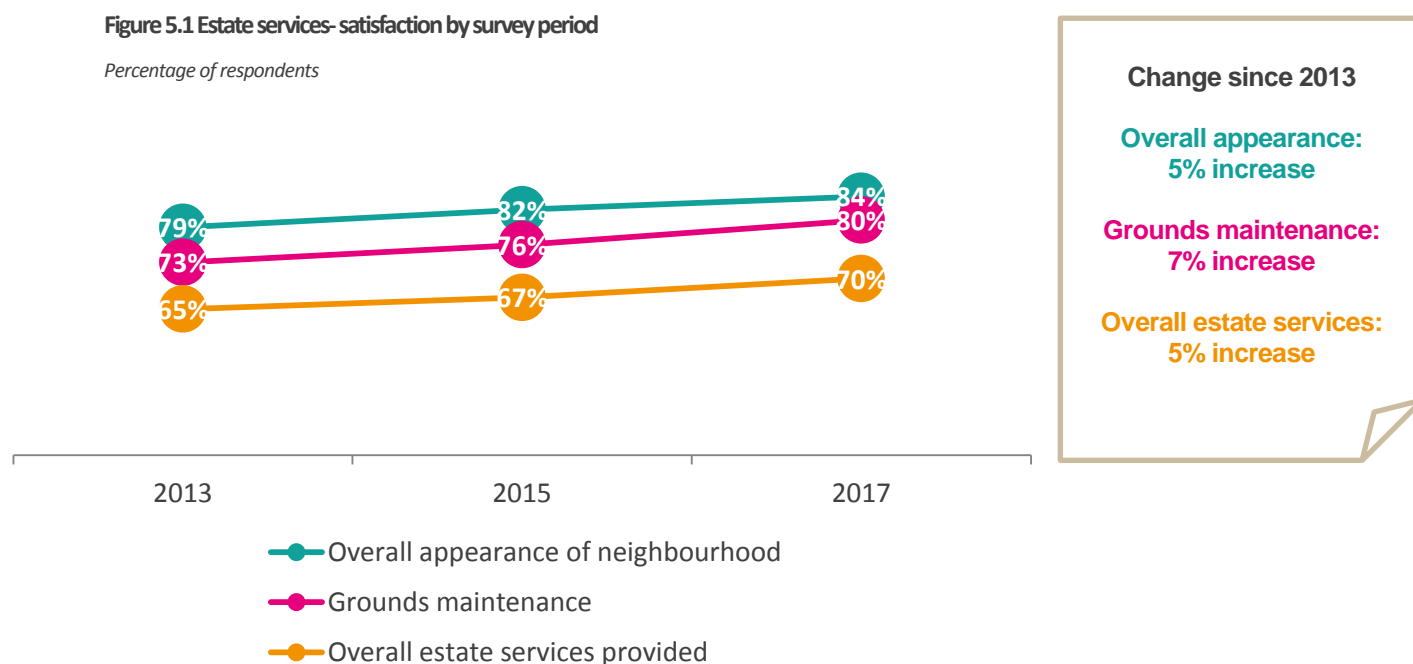


Table 5.1 shows breakdown by tenure across the three survey periods. Sheltered tenants report higher levels of satisfaction across the board compared to General Needs. For the current survey period, these differences are statistically significant.

Comparison with previous survey periods shows that satisfaction for General Needs is consistent with 2015. However, when comparing to 2013, there is a 5% increase in satisfaction for the overall appearance of the neighbourhood, and grounds maintenance, both of which are statistically significant.

Sheltered Needs shows a 6% increase in satisfaction since 2013 for overall appearance of neighbourhood and overall estate services provided which are significant differences. For grounds maintenance there are larger increases in satisfaction from 80% to 88% between 2013 and 2015, to 88%-93% between 2015 and 2016. Overall, satisfaction has increased by 13% since 2013 which is significant.

Table 5.1 Estate services- - satisfaction by survey period and tenure

| | Overall appearance of neighbourhood | | Grounds maintenance | | Overall estate services provided | |
|--------------------------|-------------------------------------|------------|---------------------|-------------|----------------------------------|------------|
| | General Needs | Sheltered | General Needs | Sheltered | General Needs | Sheltered |
| 2013 | 77% | 87% | 72% | 80% | 63% | 79% |
| 2015 | 81% | 91% | 75% | 88% | 66% | 80% |
| 2017 | 82% | 93% | 77% | 93% | 67% | 85% |
| Change since 2013 | +5% | +6% | +5% | +13% | +4% | +6% |

Breakdown by district for General Needs only, shows that around nine out of ten (87-90%) report satisfaction with the overall appearance of their neighbourhood across the majority of the districts. Stanmore (71%) and Winnall & Highcliffe (66%) have significantly lower levels of satisfaction.

Similarly, for grounds maintenance, satisfaction is fairly consistent across the majority of the districts with 79-85% reporting that they are satisfied for four out of the six districts. Stanmore (73%) and Winnall & Highcliffe (66%) are again the lowest performing districts. The satisfaction rate for Winnall & Highcliffe in particular is significantly lower compared to the majority of the other districts.

District breakdown for overall estate services provided shows that Stanmore (58%) and Winnall & Highcliffe (62%) again perform the worst. Rural North has the highest satisfaction rate at (77%) which is significantly higher than the bottom two districts.



Breakdown by area shows a higher satisfaction scores for Rural based tenants compared to City based tenants. These differences are significant in the case of satisfaction with the overall appearance of the neighbourhood (89% vs. 79%), and overall estate services provided (72% vs. 64%).

Table 5.2 Estate services- satisfaction by district for General Needs only

| District | Overall appearance of neighbourhood | Grounds maintenance | Overall estate services provided |
|----------------------|-------------------------------------|---------------------|----------------------------------|
| Rural North | 89% | 80% | 77% |
| Rural South | 90% | 79% | 67% |
| City Other | 87% | 79% | 67% |
| Stanmore | 71% | 73% | 58% |
| Weeke | 88% | 85% | 69% |
| Winnall & Highcliffe | 66% | 66% | 62% |

Table 5.3 Estate services- satisfaction by area for General Needs only

| Area | Overall appearance of neighbourhood | Grounds maintenance | Overall estate services provided |
|---------------------|-------------------------------------|---------------------|----------------------------------|
| General Needs Rural | 89% | 80% | 72% |
| General Needs City | 78% | 76% | 64% |

| | |
|---|--|
|  | <p>Results show significant differences in satisfaction by age across all aspects with older tenants being more likely to report satisfaction compared to younger tenants.</p> |
|  | <p>A significantly greater proportion of those on housing benefit report satisfaction compared to those who are not for across the three aspects.</p> |

Changes in neighbourhood appearance

Three out of ten (32%) report that the appearance of their neighbourhood has improved in the last three years, with a greater proportion stating that it has ‘slightly improved’ (21%) as opposed to ‘greatly improved’ (11%). A fifth (21%) state that it has declined, whilst nearly a half (47%) feel that it has stayed the same.

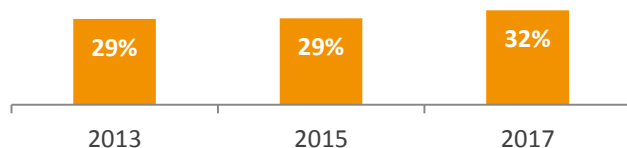
Figure 5.2 Neighbourhood appearance

Percentage of respondents- base size 936



Figure 5.3 Neighbourhood appearance - 'improved' by survey period

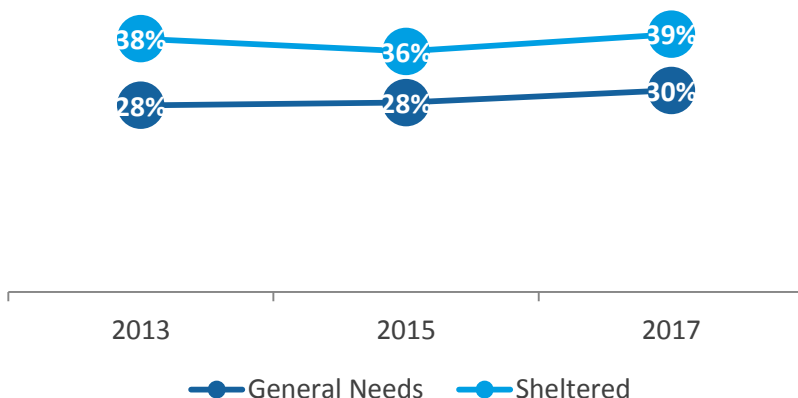
Percentage of respondents



Comparison with the previous survey period shows that since 2013, around three out of ten have consistently reported that their neighbourhood's appearance has improved.

Figure 5.4 Neighbourhood appearance - 'improved' by survey period and tenure

Percentage of respondents



Sheltered tenants have consistently had a higher proportion reporting that neighbourhood appearance has improved compared to General Needs tenants across the three survey periods. In the current survey period, there is an 8% difference between the tenures which is significant.


Breakdown by district for General Needs only, shows that Weeke has one of highest 'improved' (35%) and one of the lowest 'declined' (19%) proportions. Winnall & Highcliffe has the highest proportion of tenants stating that appearance has declined (36%).

Feelings are most mixed in Stanmore, with four out of ten (39%) stating that appearance has improved, whilst a third (33%) report that it has declined.

Only around a quarter (23-24%) of those living in rural areas state that there has been an improvement which is significantly lower than Stanmore (39%) and Weeke (35%) i.e. the two most improved districts. However, these areas also have a relatively low proportion feeling that appearance has declined (16-21%) with most feeling that it has stayed the same.

Breakdown by area shows significant differences between City and Rural based tenants in terms of the proportions who felt that appearance had improved or declined. Whilst a higher proportion of City based tenants feel that appearance has improved (34% vs. 23%) a higher proportion also feel that it has declined (27% vs. 18%) in comparison to Rural tenants.

Table 5.4 Neighbourhood appearance - 'improved' by survey period by district and area for General Needs only



| District- General Needs | Improved | Declined |
|-------------------------|----------|----------|
| Stanmore | 39% | 33% |
| Weeke | 35% | 19% |
| City Other | 32% | 23% |
| Winnall & Highcliffe | 28% | 36% |
| Rural South | 24% | 21% |
| Rural North | 23% | 16% |

| Area- General Needs | Improved | Declined |
|---------------------|----------|----------|
| City | 34% | 27% |
| Rural | 23% | 18% |

Safety and security

Around nine out of ten (88%) are satisfied with the safety and security of their home. A slightly smaller proportion of eight out of ten (80%) are satisfied with the safety and security of their neighbourhood.

Comparison with previous years shows that satisfaction has steadily increased, resulting in significant differences in satisfaction between the current survey period and 2013 in the case of satisfaction with the safety and security of the home .

Figure 5.5 Safety and security by survey period

Percentage of respondents

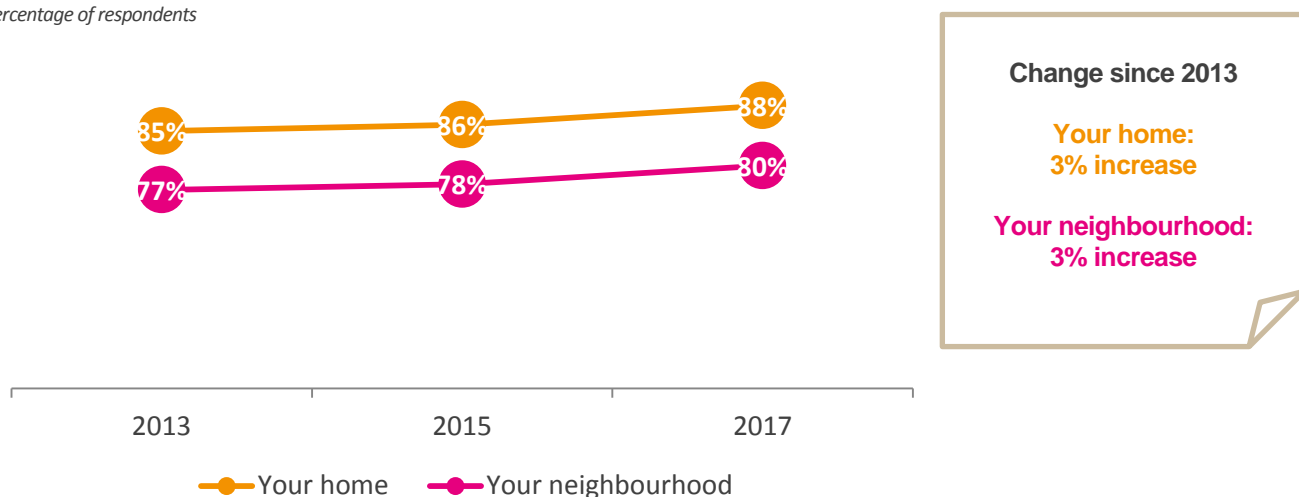


Table 5.5 shows breakdown by tenure across the three survey periods. Sheltered tenants report higher levels of satisfaction for both aspects compared to General Needs. For the current survey period, this difference is statistically significant for satisfaction with the safety and security of the neighbourhood.

Comparison with previous survey periods shows that satisfaction for General Needs is consistent with 2015. However, when comparing to 2013, it shows a 4% increase in satisfaction for the safety and security of the home which is statistically significant.

Satisfaction for Sheltered tenants appears to be consistent across the survey periods.

Table 5.5 Safety and security - satisfaction by survey period and tenure

| | Your home | | Your neighbourhood | |
|-------------------|---------------|-----------|--------------------|-----------|
| | General Needs | Sheltered | General Needs | Sheltered |
| 2013 | 84% | 92% | 76% | 85% |
| 2015 | 85% | 93% | 77% | 88% |
| 2017 | 88% | 91% | 79% | 86% |
| Change since 2013 | +4% | -1% | +3% | +1% |

Breakdown by district for General Needs only, shows that tenants living in Rural North and Rural South are the highest performing districts across both aspects with around nine out of ten reporting satisfaction. This is significantly higher compared to other districts. Weeke also performs well. For satisfaction with the safety and security of the home, Weeke performs in line with the Rural districts. For the safety and security of the neighbourhood, Weeke has a significantly higher satisfaction rate compared to Stanmore and Winnall & Highcliffe. Stanmore and City Other perform poorly across both aspects.

Breakdown by area shows a higher satisfaction scores for Rural based tenants compared to City based tenants. These differences are significant for both aspects.

Table 5.6 Safety and security - satisfaction by district and area for General Needs only

| District | Your home | Your neighbourhood |
|----------------------|-----------|--------------------|
| Rural North | 93% | 89% |
| Rural South | 93% | 91% |
| City Other | 81% | 76% |
| Stanmore | 83% | 66% |
| Weeke | 92% | 84% |
| Winnall & Highcliffe | 86% | 66% |

Table 5.7 Safety and security - satisfaction by survey period

| Area | Your home | Your neighbourhood |
|---------------------|-----------|--------------------|
| General Needs Rural | 93% | 90% |
| General Needs City | 85% | 74% |



Results show significant differences in satisfaction by age across the both aspects with older tenants being more likely to report satisfaction compared to younger tenants.

There are no differences in overall satisfaction by gender, disability or ethnicity.

6. Service priorities

Service priorities

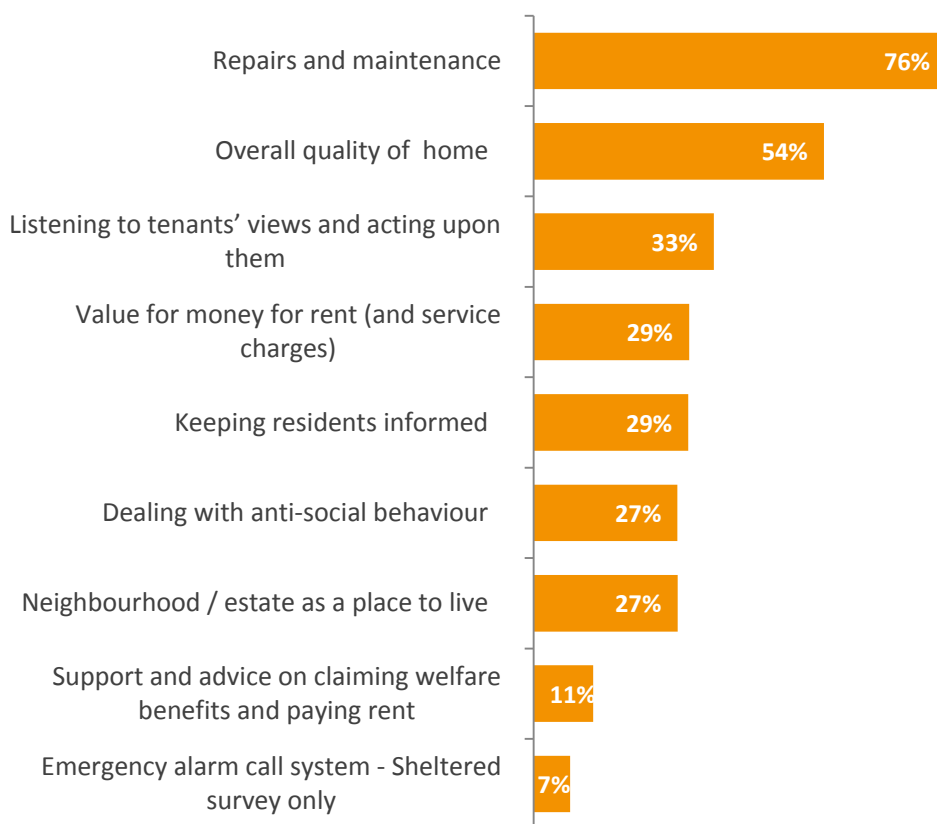
The top service priorities by far are:



Across the majority of the services, around three out of ten identify it as a priority. This suggests that priorities varied across tenants.

Figure 6.1 Service priorities

Percentage of respondents- base size 951



Comparison by tenure suggests that there is greater consensus amongst General Needs tenants about what their top priorities are compared to Sheltered tenants. Whilst repairs and maintenance and overall quality of home are top priorities for both groups, a significantly greater proportion of General Needs tenants were in agreement that it was important compared to Sheltered tenants.

For Sheltered tenants, being kept informed is the second most commonly identified service priority with 44% choosing it. This compares to only 17% in 2015.⁵ Being kept informed is less likely to be important to General Needs tenants with a quarter (25%) identifying it as service priority. This is significant lower compared to Sheltered tenants. That is not to say however that communication is not important to General Needs tenants; 32% rated having their views listened to and acted upon as a service priority, making it the third most prioritised service amongst this tenure group. These results suggest that Sheltered tenants are interested in being kept in the loop with what is going on in general, whereas General Needs are more specifically interested in their own personal views are being met.

Three out of ten (29%) General Needs tenants report their neighbourhood as a place to live as being a service priority compared to less than a fifth (17%) of Sheltered tenants which is a significant difference. It is worth noting that in 2015, a much higher proportion of Sheltered tenants identified this as a service priority (44%) (See footnote 5).

Around a third (34%) of Sheltered Needs tenants rate their emergency alarm call system as a service priority.

Table 6.1 Service priorities - by tenure

| Rank | General Needs | Sheltered |
|------|---|--|
| 1 | Repairs and maintenance (79%) | Repairs and maintenance (63%) |
| 2 | The overall quality of your home (57%) | Keeping residents informed (44%) |
| 3 | Listening to tenants' views and acting upon them (32%) | The overall quality of your home (40%) |
| 4 | Value for money for your rent (and service charges) (30%) | Listening to tenants' views and acting upon them (39%) |
| 5 | Your neighbourhood / estate as a place to live (29%) | The emergency alarm call system(34%) |

⁵ Service priority options differ to 2015 so any comparisons should be treated with caution



The only significant difference between General Needs City and General Needs Rural tenants is for dealing with anti-social behaviour with 34% of City tenants identifying it as a service priority compared to 17% of Rural tenants. This is perhaps unsurprising and likely relates to the greater likelihood of anti-social behaviour in City areas. District breakdown does not highlight any specific City districts as being significantly more likely to prioritise this aspect compared to others.



Sub-group analysis by age shows that the importance of being kept informed appears to increase with age. 36% of those aged 75+ prioritise this compared to 18-25% of 16-64 year olds which is a significant difference. This ties in with the finding that Sheltered tenants are significantly more likely to prioritise this aspect compared to General Needs.

71% of 16-34 year olds are likely to prioritise the overall quality of their home, compared to 45-54% of the 55+ age group which is a significant difference. This may perhaps link in with length of tenure with new tenants being more concerned with their homes than other aspects that a landlord can offer that they perhaps have not yet needed to use.



Over a third (33-37%) of the 35-64 age group prioritise dealing with anti-social behaviour compared to 14% of 16-34 year olds and 18% of the 75+ age group. This may highlight the groups that perhaps are more likely to experience anti-social behaviour. It may also again relate to length of tenure with newer tenants having greater concern for more directly housing related aspects than services that they may not have yet had to use.



Perhaps unsurprisingly, those who are not in receipt of housing benefit are significantly more likely to prioritise aspects that are more tangibly related to their rent and service charges:

- Overall quality of home (59% vs. 49%)
- Repairs and maintenance (80% vs. 73%)
- Value for money for rent and service charges (39% vs. 20%)

Three out of ten (31%) tenants in receipt of housing benefit prioritised being kept informed compared to a quarter (25%) of those not receiving housing benefit; a significant difference.

| | |
|---|---|
|  | <p>Nearly four out of ten (37%) tenants with a long-term health problem (or a household member) prioritised their views being listened to and acted upon compared to around three out of ten (29%) of those who do not.</p> <p>Over a third (36%) of those who do not have a long-term health problem (or a household member) prioritised the value for money for rent and service charges compared to a quarter (24%) of those who do. This may tie in with differences in access to benefits.</p> |
|  | <p>Just over a quarter (27%) of White tenants prioritised their neighbourhood or estate as a place to live compared to only 15% of BME tenants</p> |

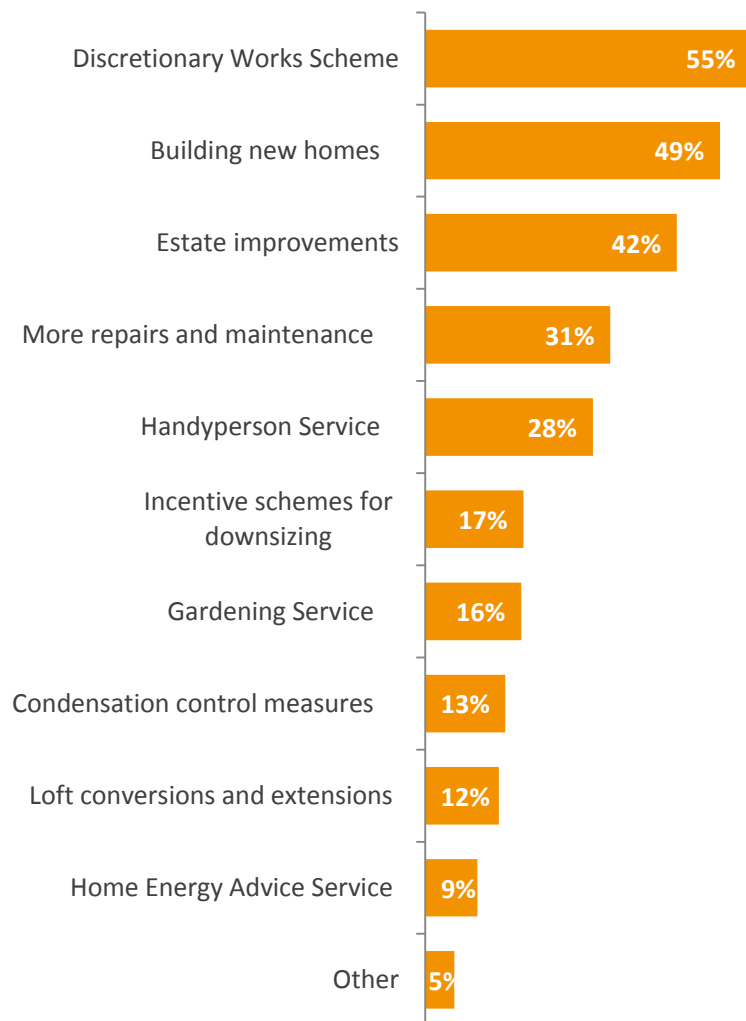
Spending priorities

Tenants were asked if Winchester City Council had extra budget, what they would like this to be spent on. Over half (55%) would like it to be spent on the Discretionary Works Scheme and half (49%) would like it spent on building new homes. Estate improvements was also a popular choice with around four out of ten (42%) choosing this option.

The options provided seemed to cover what tenants wanted with only 5% choosing the 'Other' option. This included eight comments relating to more maintenance/improvements/modernising and five comments around measures to support the elderly or disabled. Four mentioned installing solar panels or sound insulation.

Figure 6.2 Spending priorities

Percentage of respondents- base size 943



Breakdown by tenure shows that for the most part, General Needs and Sheltered tenants had similar views. There are however a couple of key significant differences. Whilst well over half (58%) of General Needs tenants wanted any additional funding to go towards the Discretionary Works Scheme, 39% of Sheltered tenants felt this way. This is a significant difference. In turn, around half (47%) of Sheltered tenants could see the value of a handyperson service compared to around a quarter (23%) of General Needs tenants.

Table 6.2 Spending priorities - by tenure

| Rank | General Needs | Sheltered |
|------|------------------------------------|------------------------------------|
| 1 | Discretionary Works Scheme (58%) | Building new homes (55%) |
| 2 | Building new homes (48%) | Handyperson Service (47%) |
| 3 | Estate improvements (42%) | Estate improvements (44%) |
| 4 | More repairs and maintenance (31%) | Discretionary Works Scheme (39%) |
| 5 | Handyperson Service (23%) | More repairs and maintenance (31%) |



Around a fifth (22%) of General Needs Rural tenants would like extra budget to be spent on the gardening service compared to 15% of General Needs City tenants which may relate to differences in access to a garden.







In line with the differences by tenure, younger tenants aged 35-64 (61-66%) are significantly more likely to want extra budget to be spent on the Discretionary Works Scheme, compared to those aged 75+ (47%). Although at 47%, still a sizeable proportion of the oldest tenants are interested in this scheme.

Similarly to tenure differences, a greater proportion of those aged 55+ prioritised the Handyperson Service (30-39%) compared to those aged below 55 (10-15%).

Whilst only 12% of people wanted money to be spent on loft conversions and extensions, breakdown by age shows that there is interest in this by the 16-54 age group (21-34%) but not by those aged 55+ (2-8%).

Building new homes is the second most popular aspect chosen by tenants overall (49%) however, for the 35-44 age group, only 32% prioritised it which is significantly lower compared to the 55+ age group (52-57%).

Gardening services appear to be of interest for those the both the youngest and oldest tenants. Around a fifth (22 and 23% respectively) of those aged 16-34 and 75+ prioritised this compared to less than one out of ten (8-9%) 45-64 year olds.

| | |
|---|---|
|  | <p>Females appear to value having a Handyperson Service more than men with around a third (35%) choosing this option compared to around a fifth of men (18%); a significant difference.</p> |
|  | <p>A third (34%) of those on housing benefit prioritised a Handyperson Service compared to around a fifth of those who are not (22%). This is a significant difference and may relate to perhaps differences in health.</p> |
|  | <p>A third (32%) of those with a long-term, limiting health problem (or a household member) prioritised a Handyperson Service compared to a quarter of those who are not (24%). This is a significant difference.</p> |
|  | <p>Just under half of BME tenants prioritised having more repairs and maintenance (46%) compared to around three out of ten (30%) White tenants; a significant difference.</p> |

7. Making views known

Being kept informed

84% feel that Winchester City Council is good at keeping them informed about things that might affect them as a tenant. Half (49%) rated them as being 'fairly good' and around a third (35%) as 'very good'.

Figure 7.1 Being kept informed

Percentage of respondents- base size 951

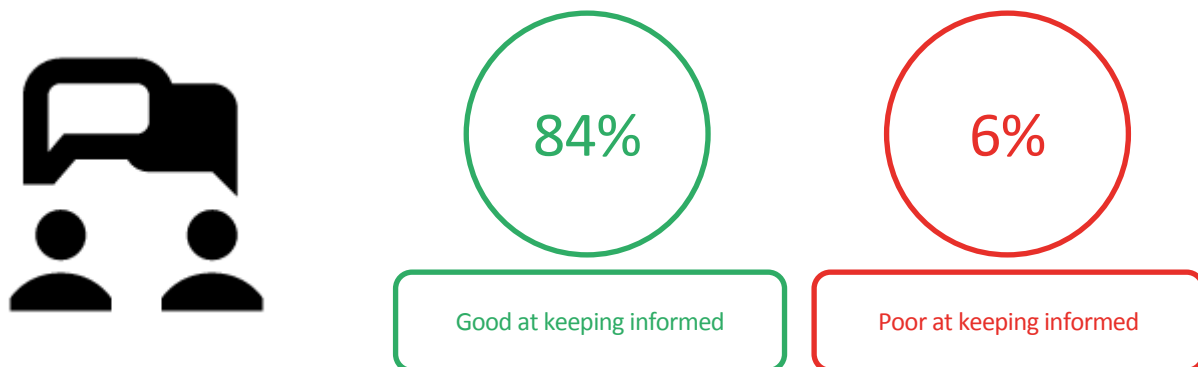
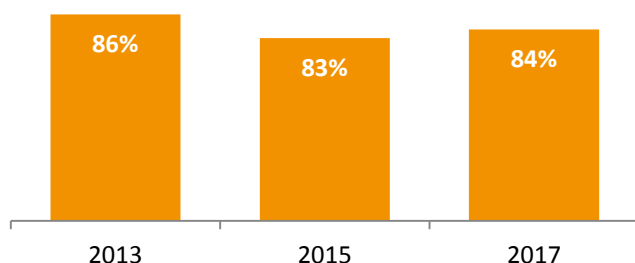


Figure 7.2 Being kept informed - satisfaction by survey period

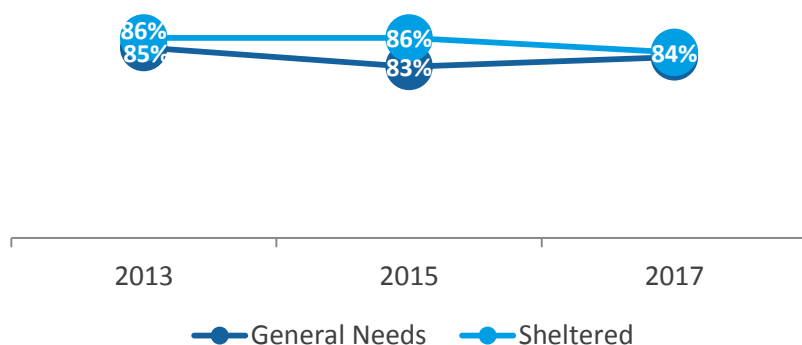
Percentage of respondents



Comparison by survey period shows that the current satisfaction rate (84%) is consistent to the previous two survey periods (86% and 83%). Breakdown by responses however shows that there has been a 6% decrease in the proportion who chose 'very good' from 41% in 2013 to 35% in 2017 which is a significant difference.

Figure 7.3 Being kept informed - satisfaction by survey period and tenure

Percentage of respondents




Satisfaction is similar between tenures and compared to previous survey periods.

Breakdown by district for General Needs only, shows fairly similar satisfaction scores across districts. The only exception is Stanmore (75%) were a significantly lower proportion rate Winchester City Council as good compared to the two top performing districts (Weeke-89%, and Rural South (88%).

Breakdown by area shows similar satisfaction between City (83%) and Rural (86%) based tenants.

Table 7.1 Being kept informed - satisfaction by district and area for General Needs only




| District | |
|----------------------|-----|
| Weeke | 89% |
| Rural South | 88% |
| Rural North | 85% |
| Winnall & Highcliffe | 85% |
| City Other | 83% |
| Stanmore | 75% |

| Area | |
|-------|-----|
| Rural | 86% |
| City | 83% |

Generally, satisfaction is similar across age groups, with the exception of the 35-44 age group where 70% report satisfaction. Whilst this is significantly different to all other age groups, this largely relates to a higher proportion choosing the 'neither' option compared to other age groups rather than differences in dissatisfaction.


Table 7.2 Being kept informed - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 88% | 70% | 83% | 88% | 88% | 86% |

Around nine out of ten (87%) tenants who are on housing benefit report satisfaction compared to around eight out of ten (81%) of those who are not. This is a significant difference which again largely relates to differences in the proportion that chose 'neither' rather than differences in dissatisfaction levels.

Table 7.3 Being kept informed – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 87% | 81% |

Opportunity to make views known

Around three-quarters (74%) are satisfied that Winchester City Council gives them the opportunities to make their views known. A greater proportion are 'fairly satisfied' (46%) as opposed to 'very satisfied' (28%). A fifth (18%) appear to have no strong feelings either way, choosing the 'neither' option.

Figure 7.4 Making views known

Percentage of respondents- base size 948

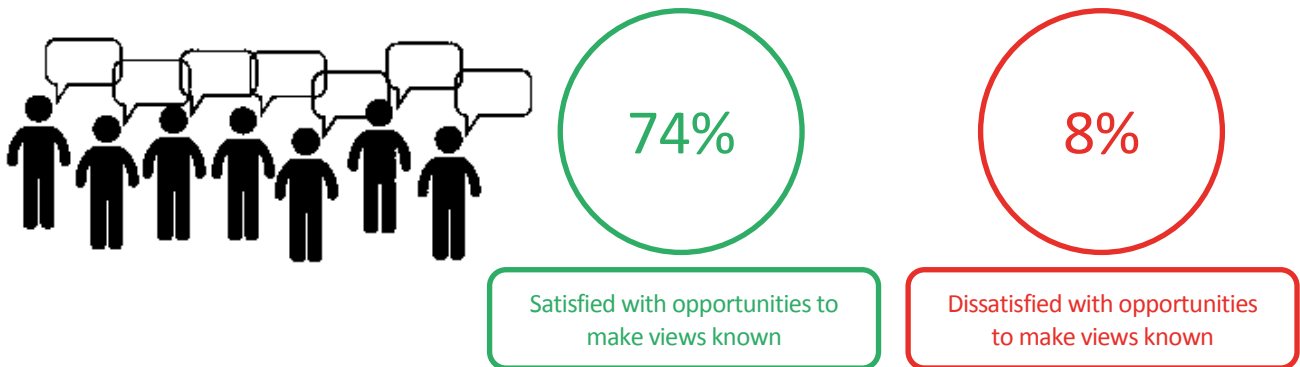
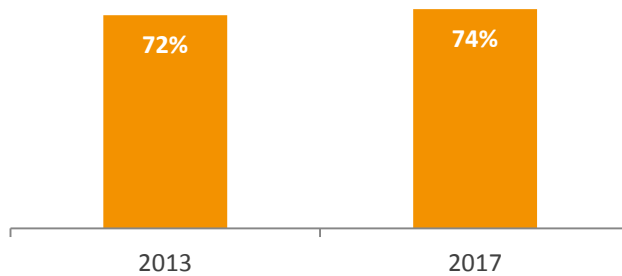


Figure 7.5 Making views known - satisfaction by survey period

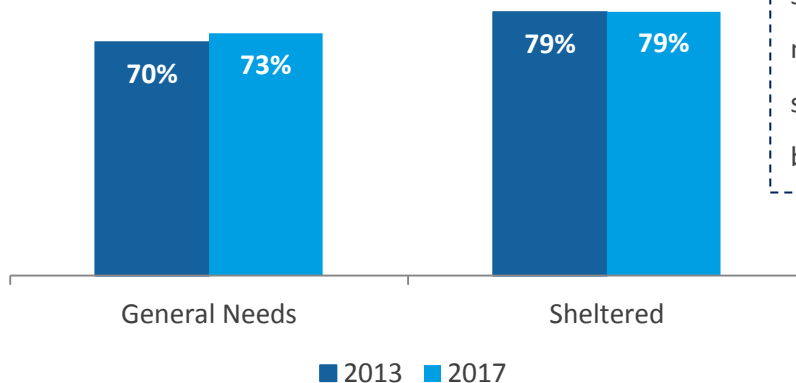
Percentage of respondents



Comparison by survey period shows similar results between 2013 and 2017 (72% and 74% respectively).

Figure 7.6 Making views known - satisfaction by survey period and tenure

Percentage of respondents




Whilst there is a 6% difference in satisfaction between tenures, this is not statistically significant. Current satisfaction is consistent with 2013 for both tenures.

Breakdown by district for General Needs only, shows no significant differences.

Breakdown by area shows similar satisfaction between City (71%) and Rural (76%).


Table 7.4 Making views known satisfaction by district and area for General Needs only



| District | | Area | |
|----------------------|-----|-------|-----|
| Rural North | 78% | Rural | 76% |
| Rural South | 74% | City | 71% |
| City Other | 74% | | |
| Weeke | 72% | | |
| Winnall & Highcliffe | 71% | | |
| Stanmore | 68% | | |

Generally, satisfaction is similar across age groups with the exception of the 35-44 age group where 63% report satisfaction. This is significantly lower than the majority of other age groups (77-80%). The 16-34 year old age group have a similar satisfaction rate to the older age groups.


Table 7.5 Making views known - satisfaction by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 80% | 63% | 67% | 77% | 77% | 78% |

Around eight out of ten (80%) tenants who are on housing benefit report satisfaction compared to around seven out of ten (67%) of those who are not. This is a significant difference which largely relates to differences in the proportion that chose 'neither' rather than differences in dissatisfaction levels.

Table 7.6 Making views known - satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 80% | 67% |

Making it easier to make views known

All respondents were invited to provide their suggestions on what would make it easier for them to make their views known. There were 411 responses in total, which has been provided to Winchester City Council in a separate file in an anonymised format. Table 7.7 shows all of the themes identified.

Table 7.7 Themes for what would make it easier to make views known

| Theme | Frequency |
|--|-----------|
| No changes/Present situation | 81 |
| More face-to-face contact (local meetings/home visits) | 73 |
| Addressing problems raised/listen to views | 55 |
| Closer and easier to understand communications/consultations/more tenant involvement | 51 |
| Dedicated online services/forums/e-mail address | 23 |
| NA/Don't know | 23 |
| Receiving responses/feedback to queries/issues/communications | 21 |
| Provide new communication methods (e.g. Dedicated email address/newsletter/suggestion boxes/surveys/special telephone line) | 21 |
| Liaison officer/tenants' ombudsman/dedicated representative/wardens | 18 |
| Improve existing communication service/diversify communication methods | 17 |
| More organised system (Specific contacts for particular issues /a joint complaints, enquiries and history service/area compartmentalisation) | 13 |
| Other | 12 |
| No point in making views known | 3 |

81 people commented that they were happy and felt no changes were necessary.

The present system works well

I don't think that there is an easier way to make your views known; the way we do it at the moment is good enough

73 tenants reported that they would prefer to have more face-to-face contact (e.g. local meetings and home visits):

"Possibly more one to one meetings with tenants in their homes".

By having a council representative visit tenants at their homes, to evaluate the individuals issues, to better understand and tackle the issues

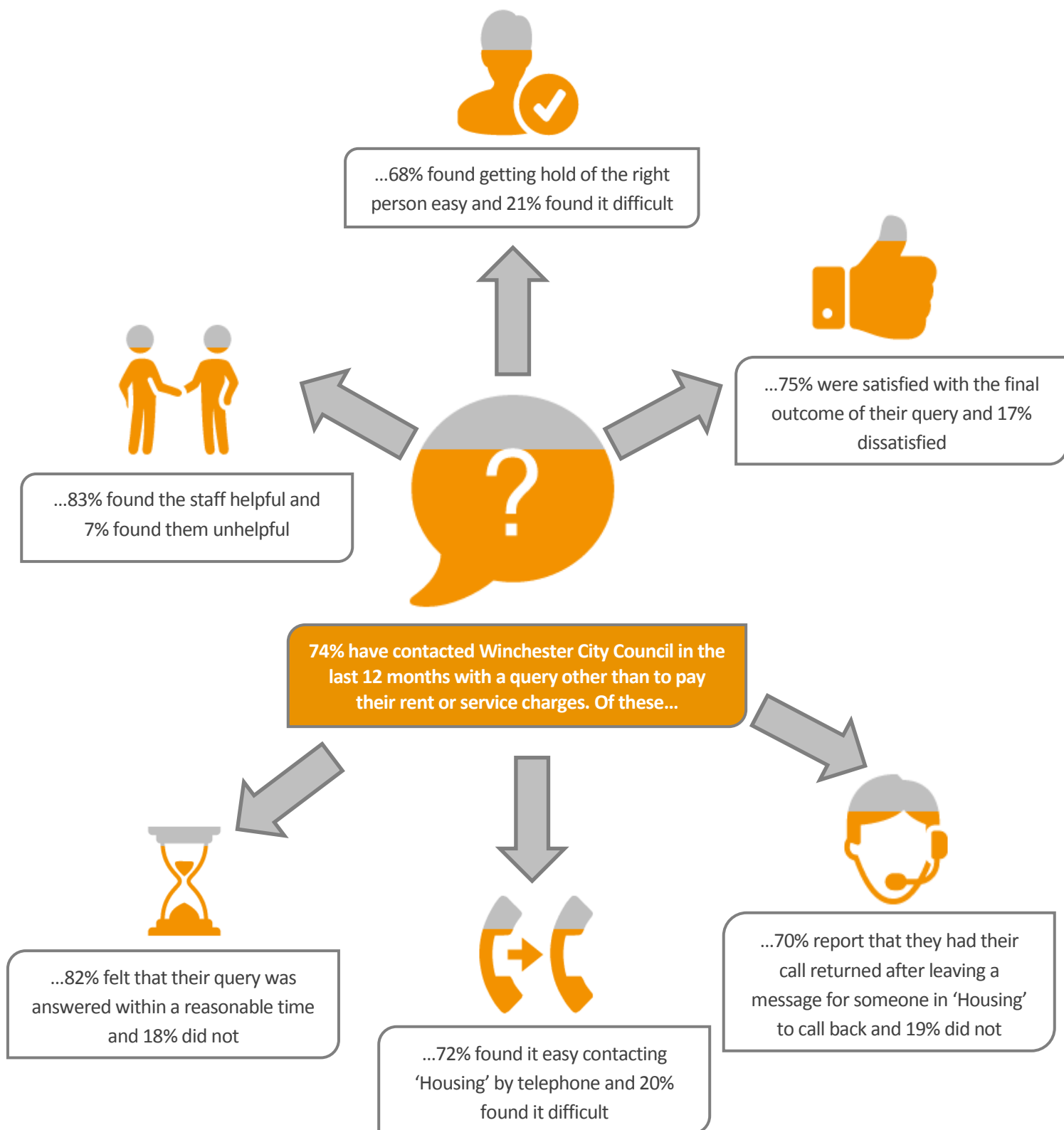
This is followed by 55 people who said that they would like the Council to address problems and listen to tenants. This suggests that for a proportion of tenants, the issue was not around having the opportunities to make their views known, but more to do with having their view acted on.

*If I was listened to when I have to ring the office.
I am constantly told one thing but it is never
completed or your office denies all knowledge of
my call*

*It is not a question of facility of letting the
tenants views known, but a reasonable attitude
of serious consideration, which will compound
any difficulty*

8. Contact and communication

Figure 8.1 Contact and communication





When comparing 2017 results to 2015, it shows a 5% increase in the proportion of tenants who have contacted Winchester City Council in the last 12 months with a query other than to pay their rent or service charges. This is statistically significant.



The proportion who thought getting hold of the right person was easy has decreased by 6% since 2013, from 74% to 68%; a significant difference.



The proportion who have received a call back after leaving a message requesting 'Housing' to do so has increased by 14% since 2015, from 56% to 70%; a significant difference. In turn, the proportion who have had a call back 'sometimes' has halved from 20% to 10% which is also significant.

There are no significant differences in the overall proportion who report that they found staff to be helpful; felt that their query was answered within a reasonable time; found it easy contacting 'Housing' by telephone; or were satisfied with the final outcome of their query since 2015. This suggests that despite a 5% increase in contact, performance remains consistent.

Table 8.1 shows that General Needs tenants are consistently more likely to have contacted Winchester City Council compared to Sheltered tenants. There is a 13% difference between the tenures in this current survey period which is significant.

The proportions who have contacted Winchester City Council in the last 12 months has reached its highest levels in 2017. In the case of General Needs tenants, contact is 6% higher compared to 2015 and 5% higher compared to 2013. Both are significant increases. For Sheltered tenants, whilst the current proportion is in line with 2013, there is a 7% increase compared to 2015 which is a significant difference.

Table 8.1 Contact in last 12 months - by survey period and tenure

| | Contacted WCC in last 12 months | |
|-------------------|---------------------------------|-----------|
| | General Needs | Sheltered |
| 2013 | 73% | 62% |
| 2015 | 71% | 56% |
| 2017 | 77% | 64% |
| Change since 2013 | +5% | +2% |

Of these:



68% of General Needs and 67% of Sheltered tenants thought getting hold of the right person was easy. For General Needs, there has been a 6% decrease since 2013 which is a significant change.



83% of General Needs, 86% of Sheltered tenants thought the member of staff who dealt with their query was helpful. These results are similar to the previous survey periods.



83% of General Needs tenants, 80% of Sheltered tenants thought the query was answered within a reasonable time. These results are similar to the previous survey periods.



74% General Needs and 79% Sheltered tenants were satisfied with the final outcome. These results are similar to the previous survey periods.



Of those who contacted 'Housing' by telephone, 71% General Needs and 75% Sheltered tenants said it was easy to get through. This compares to 67% of General Needs, and 68% of Sheltered tenants. Whilst there has been a 7% increase for Sheltered tenants, it is worth noting that this is not statistically significant.





Of those who left a message for someone in 'Housing' to call them back, 69% General Needs and 77% Sheltered tenants stated that their call was returned. This compares to 56% for both tenures in 2015. In the case of General Needs, this is significant however for Sheltered tenants, the small base size in 2015 means that it was not possible to carry out statistical analysis.

These results suggest that despite increases in the proportions getting in touch, on the whole, this has not had a negative impact on performance.



Breakdown by district for General Needs only shows that contact over the last 12 months was highest for Stanmore (85%) and lowest for Weeke (73%) and City Other (both 73%); a significant difference.

| | |
|---|---|
|  | <p>There is a significant difference in contact by age, with 75-86% of the 35-74 age group stating they have contacted the Council in the last 12 months, compared to 66% of tenants aged 75+. Base sizes are too small for the remaining questions for statistical analysis.</p> |
|  | <p>A greater proportion of those on housing benefit appear to be satisfied with their communication with 'Housing' compared to those who are not. The following differences are significant:</p> <ul style="list-style-type: none"> ▪ Found the staff helpful (89% vs. 77%) ▪ Query answered within reasonable time (86% vs. 78%) ▪ Satisfied with final outcome (81% vs. 68%) ▪ Difficult to get through to by telephone (17% vs. 24%) |

Using the internet

All respondents were asked if they use the internet at home or elsewhere (including Smartphones). Two thirds (66%) use the internet either at home, outside the home or both. Four out of ten (38%) only use the internet at home whilst a quarter (25%) uses it both at home and outside. Only 2% only use the internet outside, suggesting that the majority that use the internet are able to do so using personal devices easily accessible to them, as opposed to going to the library for example. Whilst a third (34%) do not use the internet, this may be for a wide range of reasons for example not being able to access it or not wanting to. Therefore, there are a substantial proportion of tenants for whom digital service provision may present a barrier.

Figure 8.2 Internet use

Percentage of respondents- base size 937

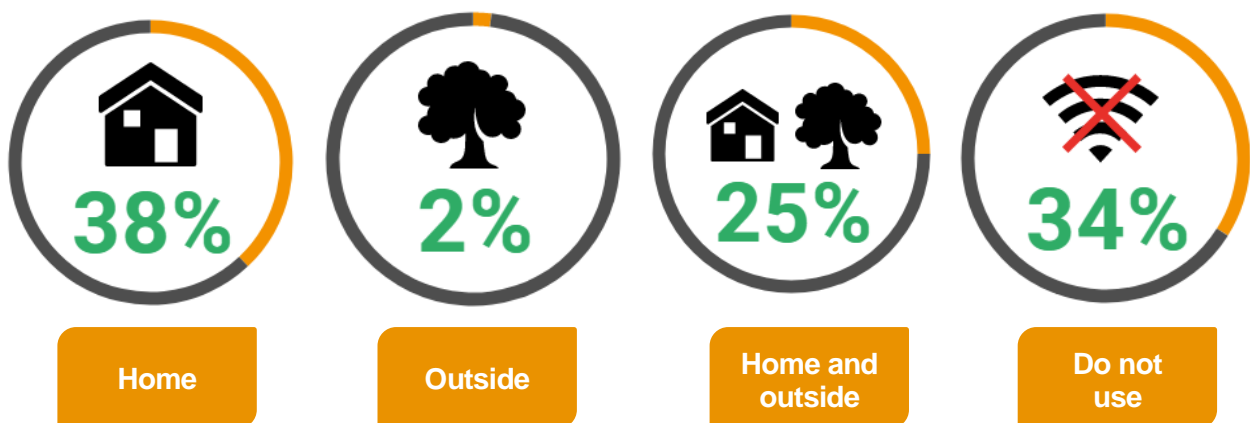
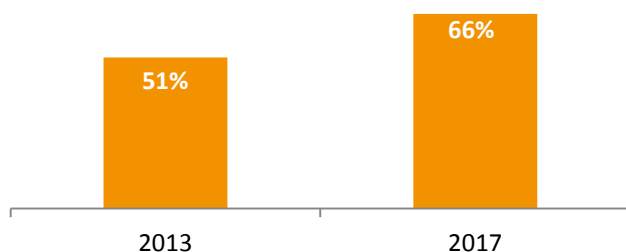


Figure 8.3 Internet use - by survey period

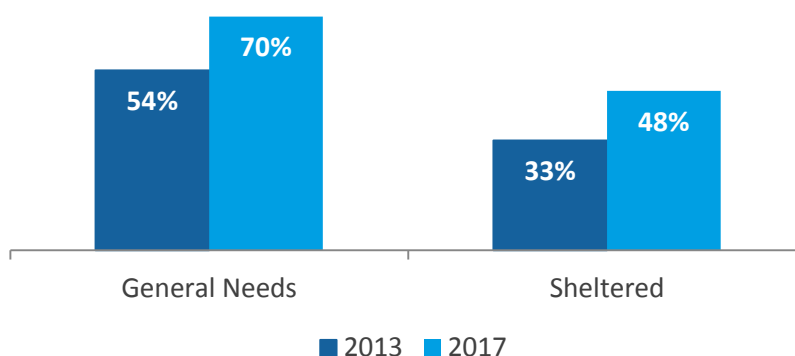
Percentage of respondents



There is a 15% increase in the proportion who use the internet since 2013 from 51% to 66% which is a significant difference. Therefore, whilst there is still a third (34%) who do not use internet, it is worth noting that the landscape is rapidly changing and the internet is potentially becoming an increasingly useful tool that Winchester City Council can use with tenants.

Figure 8.4 Internet use - by survey period and tenure

Percentage of respondents




Seven out of ten (70%) General Needs tenants use the internet compared to around half of Sheltered tenants (48%). This difference is significant and most likely relates to difference in age.

Comparison to 2013 shows a 16% and 15% increase in usage for General Needs and Sheltered tenants respectively. These differences are significant.

Perhaps unsurprisingly, results show that internet usage decreases with age, with a 86-95% of those aged under 65 stating that they used the internet either at home, outside, or both, compared to 61% of 65-74 year olds, and only 29% of the 75+ age group. These are significant differences. Furthermore, the vast majority of the 75+ age group only use the internet at home (26% out of 29%). Younger age groups on the other hand have greater flexibility with 44-56% using the internet both at home and outside. This compares to only 17-28% of those aged 55-74 and only 3% of those aged 75+. These differences are significant.


Table 8.2 Internet use - by age group



| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 94% | 95% | 91% | 86% | 61% | 29% |

Nearly six out of ten (58%) of those on housing benefit use the internet compared to three-quarters (75%) of those who are not which is significant. This group may therefore experience difficulties in accessing benefits in the future without the use of internet.


Table 8.3 Internet use - by housing benefit receipt



| Yes | No |
|-----|-----|
| 58% | 75% |

Around six out of ten (59%) of those with have a long-term health problem use the internet compared to three-quarters (76%) of those do not which is significant.


Table 8.4 Internet use - by long-term health problem



| Yes | No |
|-----|-----|
| 59% | 76% |

65% of White tenants use the internet compared to 84% of BME tenants which is significant.

Table 8.5 Internet use - by ethnicity



| White | BME |
|-------|-----|
| 65% | 84% |

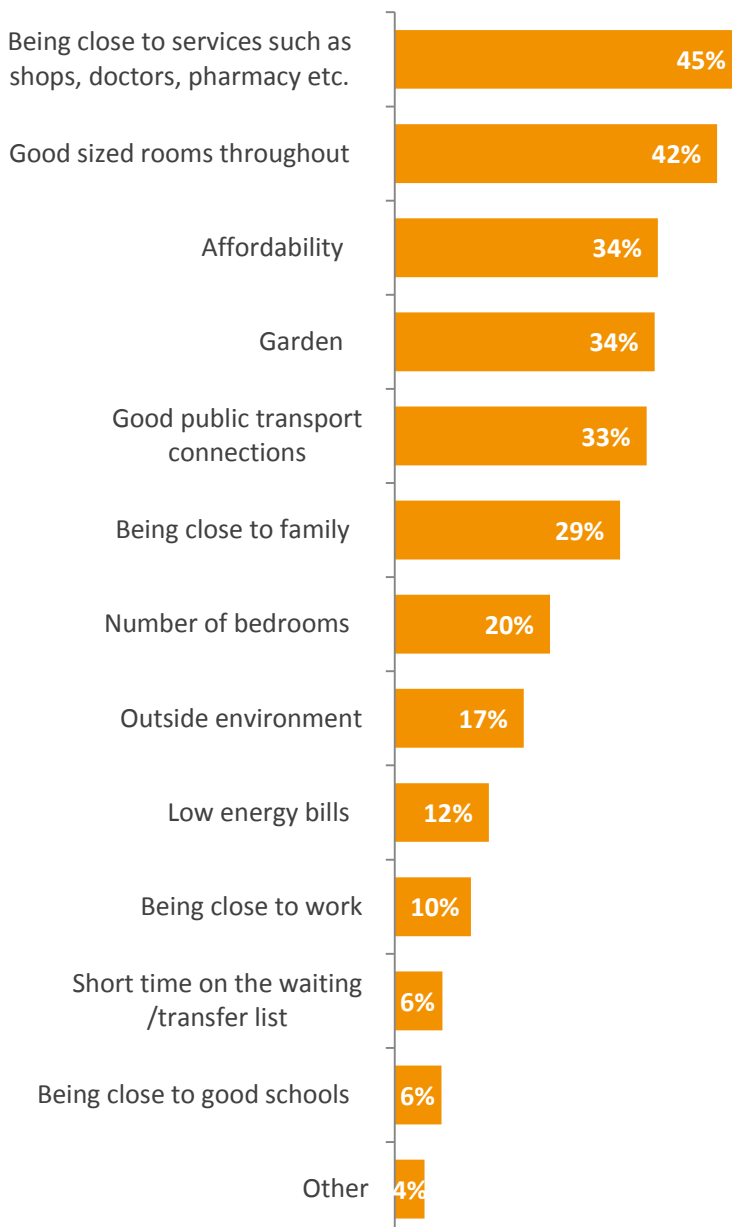
9. Priorities for the home

All respondents were asked for their top three priorities when deciding on a place to live. The most frequently mentioned were being close to services (45%), and good sized rooms throughout (42%). Around a third mentioned affordability (34%), having a garden (34%), and good public transport connections. Location is therefore vital, alongside features of the home itself.

A short time on the waiting list and being close to good schools are the lowest priorities for tenants, with only 6% choosing these factors. This suggests that generally, tenants would prefer to wait to get a house that fulfils their requirements, rather than be able to move quicker at the expense of the home itself.

Figure 9.1 Priorities for choosing home

Percentage of respondents- base size 954



Comparison by tenure suggests generally similar priorities. Whilst being close to services is one the most important factors for both tenures, there appears to be greater consensus on this amongst Sheltered tenants. 62% of Sheltered tenants prioritised this compared to 41% of General Needs tenants which is a significant difference. 38% of General Needs tenants prioritised having a garden compared to 16% of Sheltered tenants. This is a significant difference and perhaps reflects the fact that General Needs tenants would be more likely to have young children.

Being close to family appears in Sheltered tenants top five but not for General Needs, however, statistical analysis shows that there is not a significant difference in the proportion who prioritised between the tenures (35% vs. 28% respectively).

Table 9.1 Priorities for choosing home - by tenure

| Rank | General Needs | Sheltered |
|------|---|---|
| 1 | Good sized rooms throughout (41%) | Being close to services (62%) |
| 2 | Being close to services (41%) | Good sized rooms throughout (45%) |
| 3 | Garden (38%) | Good public transport connections (37%) |
| 4 | Affordability (35%) | Being close to family (35%) |
| 5 | Good public transport connections (32%) | Affordability (30%) |



Several significant differences were found by district which may perhaps provide some insight into why tenants live in the districts that they do and what is important to local people should there be new builds in the future:

- Only 23% of those living in City Other prioritised a garden compared to 35-50% the other districts
- Around a fifth (22%) of those living in City Other prioritised the outside environment such as communal areas (lift/stairways, bin areas), estate in general and green spaces. This compares to around one out of ten (10-12%) tenants living in four of the other districts
- A lower proportion of tenants from Stanmore (30%) and Winnall & Highcliffe (28%) prioritised being close to services compared to the other districts (43-48%)

- Being affordable was less of a priority for tenants living in Rural North (25%) compared to four of the other city districts (39-41%)

10. Repairs and Maintenance

Gas servicing arrangements

Just over eight out of ten (83%) are satisfied with their gas servicing arrangements. Over half report that they are 'very satisfied' (54%) compared to 30% being 'fairly satisfied'.

Figure 10.1 Gas servicing arrangements

Percentage of respondents- base size 835

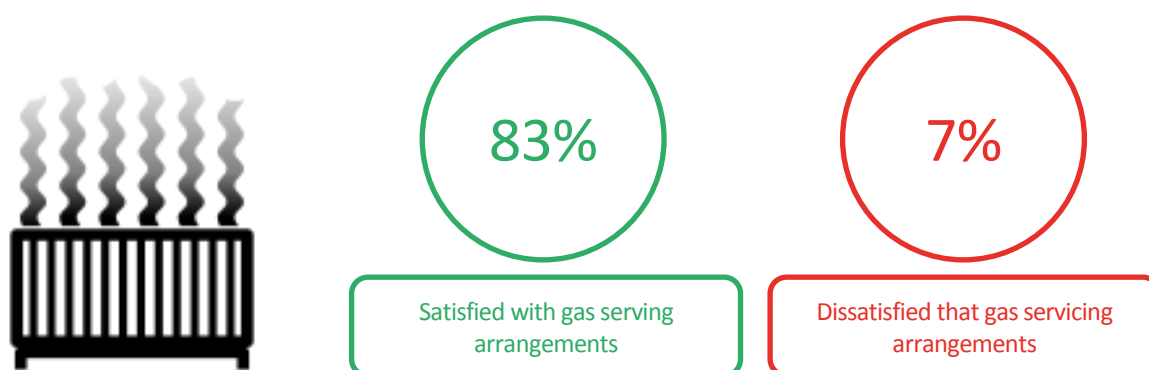
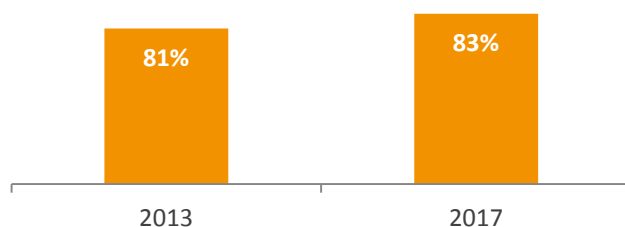


Figure 10.2 Gas servicing arrangements - satisfaction by survey period

Percentage of respondents

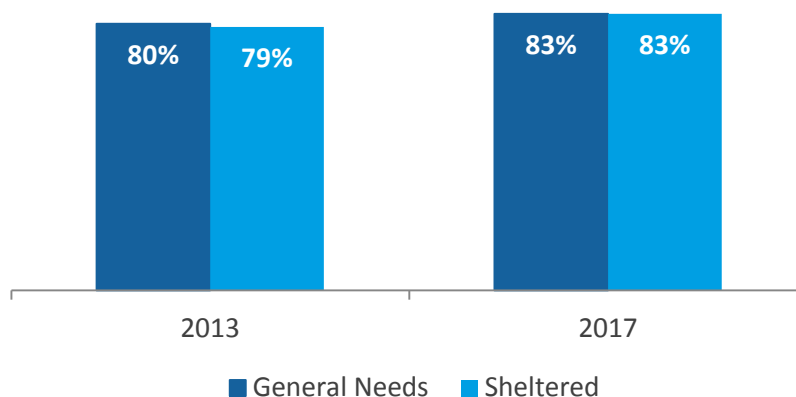


Comparison with 2013 shows that satisfaction has remained consistent.

Results show that overall satisfaction is similar between tenures and consistent with the previous year. Breakdown by responses however shows that for Sheltered tenants, the proportion who report that they are 'very satisfied' has increased from 49%, to 63%; a significant difference. For the current survey period, a significantly greater proportion of Sheltered tenants report that they are 'very satisfied' (63%) compared to General Needs (51%).

Figure 10.3 Gas servicing arrangements - satisfaction by survey period and tenure

Percentage of respondents



Breakdown by district for General Needs only, shows little variation in satisfaction ranging between 80-85%.

Breakdown by area shows that around eight out of ten report satisfaction for both City (84%) and Rural (82%) based tenants.

Table 10.1 Gas servicing arrangements - satisfaction by district and area for General Needs only



| District | |
|----------------------|-----|
| City Other | 85% |
| Weeke | 84% |
| Winnall & Highcliffe | 84% |
| Rural North | 83% |
| Stanmore | 82% |
| Rural South | 80% |

| Area | |
|-------|-----|
| City | 84% |
| Rural | 82% |

Around nine out of ten (87-89%) of those aged 65+ report satisfaction compared to 73-77% of younger tenants aged 35-54 which is a significant difference.

Table 10.2 Gas servicing arrangements - satisfaction by age group

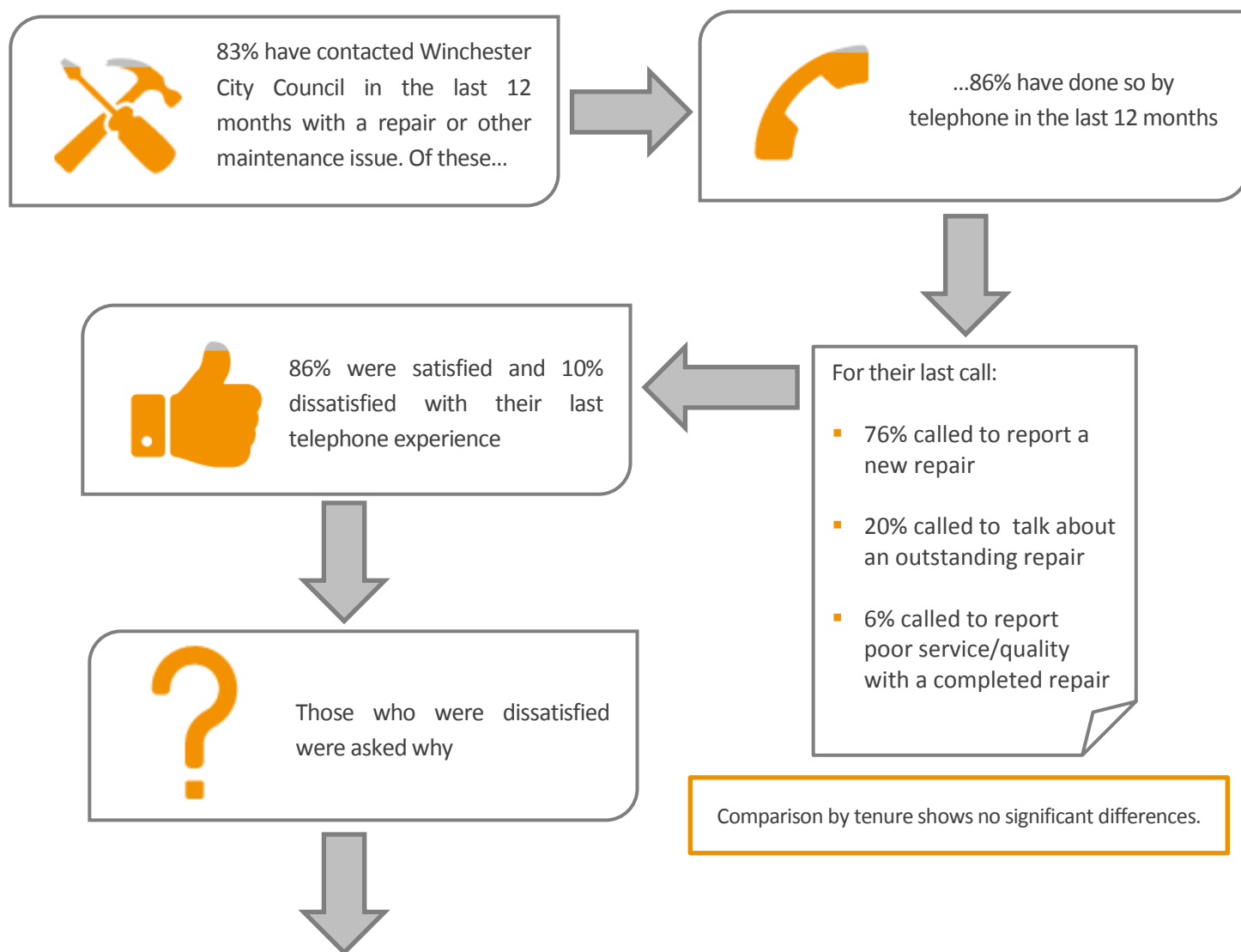


| Age Group | 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|--------------|-------|-------|-------|-------|-------|-----|
| Satisfaction | 86% | 73% | 77% | 80% | 87% | 89% |

Contact to discuss repairs and maintenance issues

Figure 10.4 Repairs and maintenance contact

Percentage of respondents



60 respondents provided a response to this question. Table 10.3 below shows all of the themes identified.

Table 10.3 Reasons for dissatisfaction with last telephone experience

| Theme | Frequency |
|--|-----------|
| Difficulty getting hold of relevant person/department | 17 |
| No one is getting back when issues are reported | 15 |
| Repair was refused/not done | 13 |
| Long wait for repairs/repairs outstanding for long time/repair not being processed | 11 |
| Job partially completed/Job improperly done | 4 |
| Lack of thorough investigation/understanding of problem | 3 |
| Contractors do not show up for appointments | 2 |
| Other | 4 |

The most frequently mentioned reason was the fact that it was difficult to get hold of the right person/department (17 mentions):

The time it takes to get through to the person you want to speak to. Length of time waiting for someone to answer

This was closely followed by lack of follow up after issues are reported (15 mentions):

Every time we phone with issues, we never get a call back or nothing gets done

13 respondents also mentioned that repairs were refused or not completed:

Because am still having problems with original maintenance issue, as not been fixed and is a health & safety issue as both I & my neighbour are very disabled

Tenants living in City other are less likely than other areas (particularly Stanmore) to have contacted the Council in the last 12 months to discuss their repairs and maintenance issues.





Breakdown by district for General Needs only shows that three-quarters (75%) of City Other tenants have reported a repair compared to 86-88% of all other districts (with exception of Rural North-82%). This is a significant difference. Whilst it is unclear why this may be the case it may perhaps relate to differences in the condition of homes across districts.

For over a quarter (27%) of General Needs Rural tenants, their last telephone contact regarding repairs was to talk about an outstanding repair. This compares to 17% of General Needs City tenants. This is a significant difference and may perhaps relate to differences in the speed or quality of repairs by area.



Tenants under 55 are most likely to have contacted the Council in the last 12 months about this issue with around nine out of ten (89-92%) stating that they had. This compares to 77% of tenants aged 75+ which is a significant difference.

Base sizes are too small for the remaining questions for statistical analysis.




| | |
|---|--|
|  | Nine out of ten (89%) of those on housing benefit were satisfied with the overall telephone experience compared to 84% of those who are not. This is a significant difference. |
|  | 86% of those with a long-term health problem have reported a repair compared to 79% of those who do not. This is a significant difference. |

Visits from Repairs and Maintenance team



Over half (57%) have received a visit from the Council’s Repairs and Maintenance Team in the last 12 months. Overall, 85% were satisfied with the service they received on the last occasion.

The results indicate that nine out of ten (91%) Sheltered tenants and 84% of General Needs tenants were satisfied. This difference is not significant.

| | |
|---|---|
|  | A greater proportion of General Needs Rural tenants have had a visit (63%) compared to General Needs City tenants (54%). This difference is significant. |
|  | Nine out of ten (90%) of those on housing benefit were satisfied with the service they received on the last occasion, compared to 80% of those who are not. This is a significant difference. |
|  | 61% of those with a long-term health problem have had a visit compared to 50% of those who do not. This is a significant difference. |

Dissatisfied tenants were asked for their reasons why. 39 people provided a response. Table 10.4 shows all of the themes identified.

Table 10.4 Reasons for dissatisfaction with last visit

| Theme | Frequency |
|---|-----------|
| No resolution | 22 |
| Inconsiderate staff | 5 |
| Poor communication | 5 |
| Repair took long time and caused disruption | 4 |
| Untidy/Unsuitable work | 4 |
| Other | 2 |

The most common reason was due to there being no resolution (22 people):

We reported a damp patch that's been on our dining room wall since we moved here, the guy just blamed our washing machine hose which had only recently been plumbed in. Still not resolved

Went through the obvious checks that anyone would throw doesn't cause damp. Still unsolved, past problem from department to department

All respondents were asked for their suggested changes or improvements that they would like to see to the repairs and maintenance service. Table 10.5 shows the themes identified from those who have contacted Winchester City Council in the last 12 months.

Table 10.5 Suggested changes or improvements to repairs and maintenance service

| Theme | Frequency |
|--|-----------|
| No changes/Present service ok | 131 |
| Better maintenance/Support for garden maintenance/Some modernising | 60 |
| More professional repairs/Qualified workmen | 41 |
| Quicker response/Less waiting time | 37 |
| Other/NA/Don't know | 26 |
| No/Partial resolution to the repair request | 25 |
| More specific appointments and longer hours | 22 |
| Better management of the repair service and it's procedures | 18 |
| Better communication and more diverse communication methods | 18 |
| More polite and professional personnel/ Surveyors to scrutinise work done by contractors | 13 |
| Workmen or surveyors not showing up/not showing up at the time given | 11 |
| Better time slots for repairs, to suit full-time working tenants | 6 |

131 felt that no change was necessary/they were happy with the present service.

60 people mentioned better maintenance (including garden) and modernisation of properties:

A larger scope of support offered for exterior / garden maintenance etc. A greater scope for electrical work assistance.

New kitchen due to water damage. Condensation in living room window (been like it for 10 years). Baths damaged / worn out. Intercom broken.

41 respondents mentioned the need for more professional repairs or qualified workmen:

Better quality workmanship- poor quality done be untrained work force - they're not multitasking, the quality is embarrassingly poor

A similar number (37 tenants) also mentioned the need for a quicker response time or less waiting time:

They should let me know when they can't keep an appointment. When they are called to deal with a problem on the campus - not my home - it would be good to be told why the repair hasn't been done quickly. E.g. failing lights in sheltered housing on pathways.

Table 10.6 shows the themes identified from those who have not contacted Winchester City Council in the last 12 months.

Table 10.6 Suggested changes or improvements to repairs and maintenance service

| Theme | Frequency |
|--|-----------|
| No changes/Present service ok | 40 |
| Better maintenance/Support for garden maintenance/Some modernising | 13 |
| Other/NA/Don't know | 8 |
| Quicker response/Less waiting time | 4 |
| More professional repairs/Qualified workmen | 4 |
| More specific appointments and longer hours | 4 |
| Better communication and more diverse communication methods | 3 |
| Better time slots for repairs, to suit full-time working tenants | 2 |
| Workmen or surveyors not showing up/not showing up at the time given | 1 |
| More polite and professional personnel/ Surveyors to scrutinise work done by contractors | 1 |

40 respondents did not think any changes were necessary.

13 respondents mentioned better maintenance services (including garden) and modernisation of properties:

Modernising older properties to keep in line with the newer builds such as internal doors + decent double glazing.

I would like to see more work done to improve the look of the outside of houses, e.g. windows, brickwork. Roofs are now starting to be done but windows are in need of modernising at many properties, I think this would help improve the condensation and problems. Also extractor fans would help with this problem also, as many older properties suffer from condensation and damp.

11. Well-being

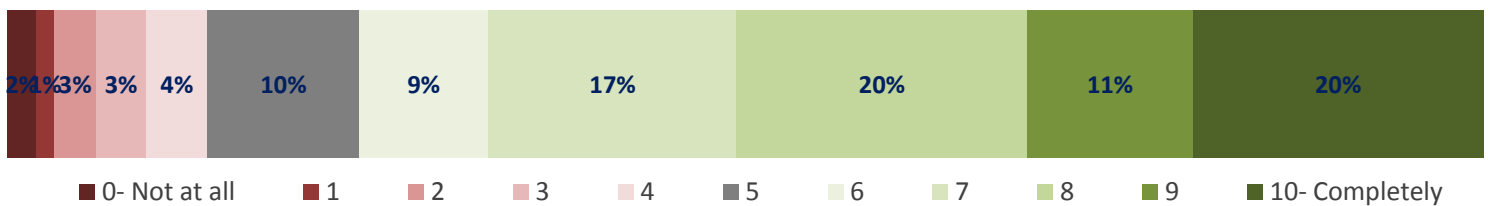
To get an insight into the health and wellbeing of residents, all respondents were asked four wellbeing questions taken from ONS. This involved respondents providing a rating on a 0-10 scale where 0 is 'Not at all' and 10 is 'Completely'. The overall mean score for each question is compared against the mean score from 2014-15 for Winchester as a region. Overall, results indicate that the wellbeing of tenants is slightly poorer compared to the Winchester region as a whole.

Satisfaction with life nowadays

All respondents were asked to select, on a scale of 0 to 10, where 0 is not at all and 10 is completely, how satisfied they are with their life nowadays. With an overall mean score of 7.11, the majority of respondents indicate that they are satisfied with their life nowadays. This is below the 2014/15 mean score for the Winchester region which sits at 8.03.

Figure 11.1 Satisfaction with life nowadays

Percentage of respondents- base size 904

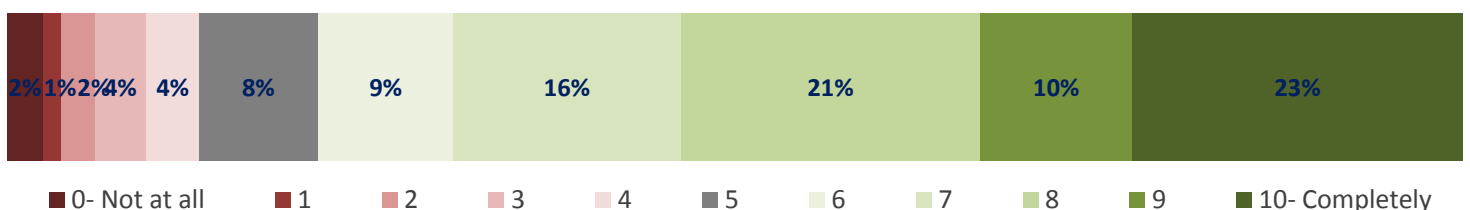


Life is worthwhile

All respondents were asked to select, on a scale of 0 to 10, where 0 is not at all and 10 is completely, the extent to which they feel the things they do nowadays are worthwhile. With an overall mean score of 7.23, the majority of respondents indicate that they feel that the things they do in their life are worthwhile. This is slightly lower than the 2014/15 mean score for the Winchester region which sits at 7.85.

Figure 11.2 Life worthwhile

Percentage of respondents- base size 904

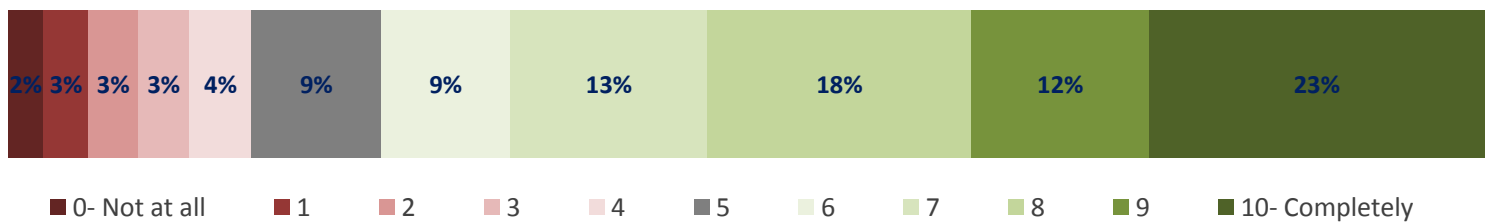


Felt happy yesterday

All respondents were asked to select, on a scale of 0 to 10, where 0 is not at all and 10 is completely, the extent to which they felt happy yesterday. With an overall mean score of 7.05, the majority of respondents indicate that they felt happy yesterday. This falls slightly below the 2014/15 mean score for the Winchester region which sits at 7.66.

Figure 11.3 Felt happy yesterday

Percentage of respondents- base size 902

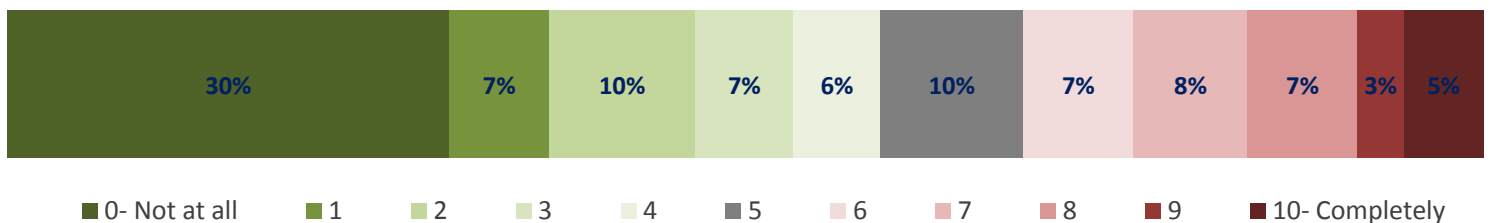


Felt anxious yesterday

All respondents were asked to select, on a scale of 0 to 10, where 0 is not at all and 10 is completely, the extent to which they felt anxious yesterday. With an overall mean score of 3.59, most respondents indicate that they did not feel anxious yesterday. This is higher (therefore worse) than the 2014/15 mean score for the Winchester region which sits at 2.75.

Figure 11.4 Felt anxious yesterday

Percentage of respondents- base size 896



Breakdown by tenure suggests that Sheltered tenants are more likely to be satisfied with their life nowadays, feel that the things that they do in their life are worthwhile and feel happy. They also appear to be less likely to feel anxious. The difference in mean scores is significant for satisfaction with life nowadays.

Table 11.1 Wellbeing mean scores- by tenure

| Satisfied with life nowadays | | Things you do worthwhile | | Happy yesterday | | Anxious yesterday | |
|--|-----------|--|-----------|--|-----------|--|-----------|
| General Needs | Sheltered | General Needs | Sheltered | General Needs | Sheltered | General Needs | Sheltered |
| 6.97 | 7.65 | 7.11 | 7.68 | 6.92 | 7.59 | 3.63 | 3.45 |
| Winchester regional score (2014/15): 8.03 | | Winchester regional score (2014/15): 7.85 | | Winchester regional (2014/15): 7.66 | | Winchester regional (2014/15): 2.75 | |

General Needs tenants living in Rural South tended to have the most positive wellbeing scores which were significantly different compared to some of the City districts.

General Needs Rural tenants appear to have more positive wellbeing scores compared to General Needs City tenants across the four measures. This difference was significant for all measures except for how anxious they felt yesterday.

Table 11.2 Wellbeing mean scores - by district for General Needs only

| District | Satisfied with life nowadays | Things you do worthwhile | Happy yesterday | Anxious yesterday |
|--------------------------------------|------------------------------|--------------------------|-----------------|-------------------|
| Rural North | 7.13 | 7.26 | 7.12 | 3.36 |
| Rural South | 7.4 | 7.62 | 7.33 | 3.41 |
| City Other | 6.73 | 7.02 | 6.78 | 4.05 |
| Stanmore | 6.81 | 6.87 | 6.66 | 3.46 |
| Weeke | 7.06 | 7.15 | 6.88 | 3.57 |
| Winnall & Highcliffe | 6.7 | 6.76 | 6.78 | 3.92 |
| Winchester regional score (2014/15): | 8.03 | 7.85 | 7.66 | 2.75 |

Table 11.3 Wellbeing mean scores - by area for General Needs only

| Area | Satisfied with life nowadays | Things you do worthwhile | Happy yesterday | Anxious yesterday |
|--------------------------------------|------------------------------|--------------------------|-----------------|-------------------|
| General Needs Rural | 7.26 | 7.43 | 7.22 | 3.38 |
| General Needs City | 6.83 | 6.96 | 6.78 | 3.74 |
| Winchester regional score (2014/15): | 8.03 | 7.85 | 7.66 | 2.75 |



With the exception of the anxiousness question, where there was little difference by age, tenants aged 65+ wellbeing scores which were significantly more positive compared to those aged 35-64. Those aged 16-34 tended to have wellbeing scores more closely aligned to older tenants.



Tenants who do not have a long-term health problem had wellbeing scores that were significantly more positive compared to those who did (or a member of their household).

12. Sheltered housing

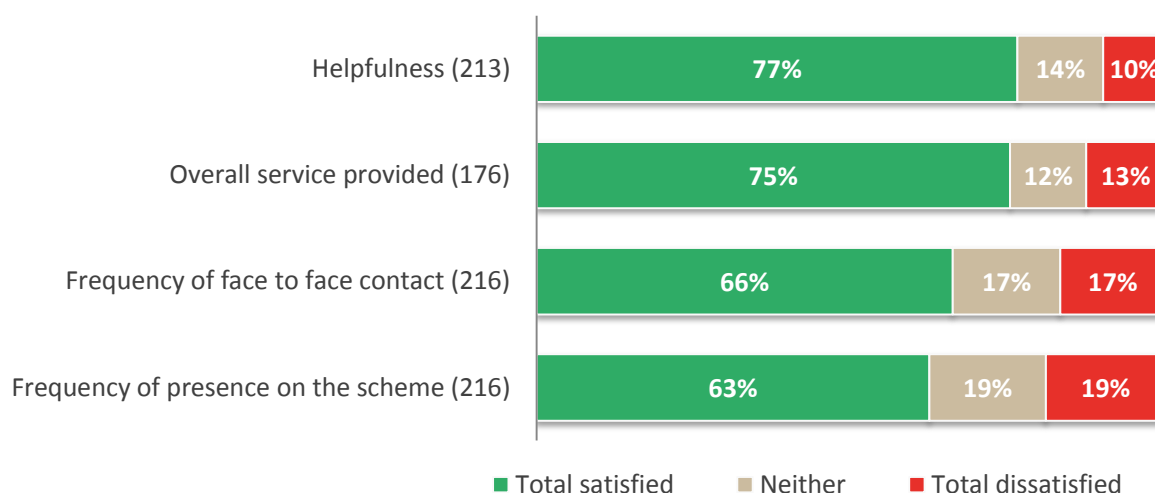
This section covers questions that were specific to sheltered housing tenants only.

Service provided by the Sheltered Housing Team

All sheltered tenants were asked how satisfied or dissatisfied they were with the service provided by the Sheltered Housing Team. Around three quarters were satisfied with the helpfulness of the team (77%) and the overall service provided (75%). Around two thirds were also satisfied with the frequency of the face to face contact (66%) and their presence on the scheme (63%) with around a fifth (17% and 19% respectively reporting dissatisfaction.

Figure 12.1 Sheltered Housing Team

Percentage of respondents

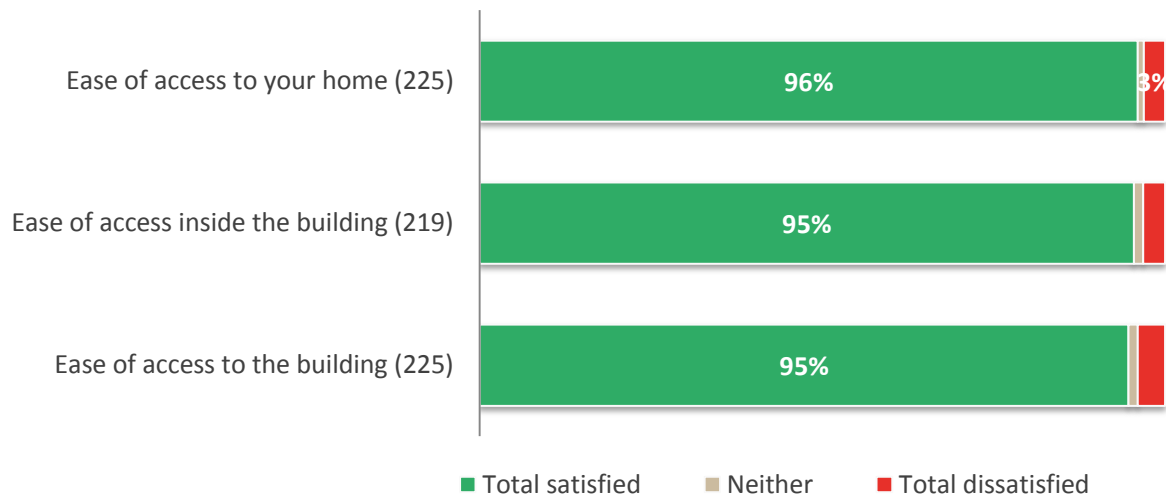


Access to building and home

Nearly all Sheltered tenants are satisfied with ease of access to their home (96%), to the building and inside the building (both 95%). These results are consistent with 2013.

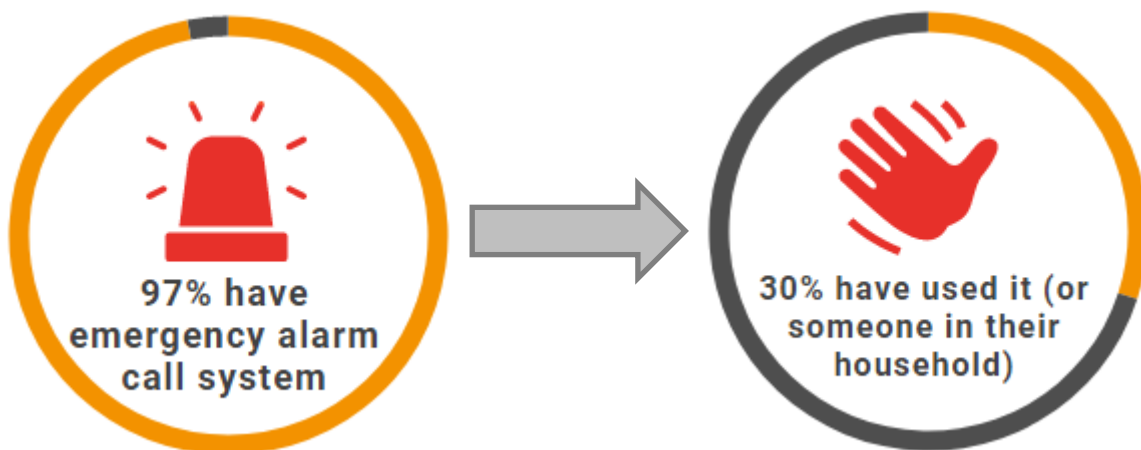
Figure 12.2 Access

Percentage of respondents



Emergency call alarm

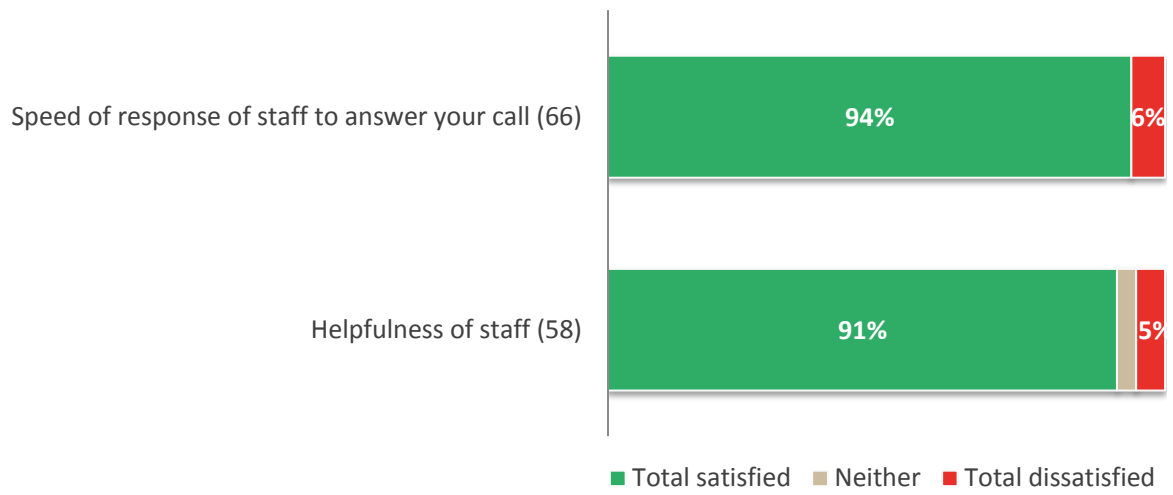
97% of sheltered tenants have an emergency alarm call system. Out of these, three out of ten (30%) said that they or a member of their household have used it in the last 12 months. Usage has reduced by 10% since 2013 (40%) which is a significant difference



The majority of tenants were satisfied with the speed of response from staff to answer their call (94%) and 91% were satisfied with the helpfulness of staff. These results are consistent with 2013.

Figure 12.3 Emergency alarm call system response

Percentage of respondents



13. Sub-group differences

Sub-group analysis shows a number of different patterns across the survey results with certain groups consistently showing higher levels of satisfaction compared to others.

To see which aspects respondents were most and least satisfied with by different demographics, satisfaction rates across questions were compared against each other. Satisfaction with moving or swapping your home was excluded from this exercise due to a large proportion choosing 'neither'. Sheltered tenants specific question were also excluded as they only relate to a portion of tenants.

Tenure

Sheltered tenants consistently report higher levels of satisfaction compared to General Needs tenants. This is a pattern that is typically seen in STAR surveys. Breakdown by demographics shows that a significantly greater proportion of Sheltered tenants are in receipt of housing benefit (71% vs 48%); have a long-term health problem (or household member) (64% vs. 54%); and are aged 65+ (90% vs. 42%) compared to General Needs tenants. These differences are likely to be key contributing factors to the differences in satisfaction by tenure, with these characteristics typically being related to higher levels of satisfaction.

When focusing on the satisfaction questions, satisfaction is highest for staff being friendly and approachable for General Needs tenants (92%) and the overall quality of home (97%) for Sheltered tenants.

Satisfaction is lowest for the way Winchester City Council deals with anti-social behaviour for both General Needs (60%) and Sheltered tenants (67%).

Dissatisfaction is highest for the final outcome of a query (other than to pay rent or services charges) made in the last 12 months for General Needs (18%) and Sheltered tenants (14%).

District (General Needs only)

Stanmore often had the lowest levels of satisfaction compared to the other districts. Breakdown by demographics shows that on the whole, Stanmore respondents are similar to other City districts in terms of age, housing benefit receipt, disability, gender and ethnicity. This would therefore suggest that the

lower satisfaction rates are not due to differences in the characteristics of Stanmore tenants in terms of these demographics.

When focusing on the satisfaction questions, satisfaction is highest for staff being friendly and approachable for Rural North (95%); City Other (92%); Winnall & Highcliffe (92%) and Stanmore (87%). For Rural South, satisfaction is highest for the overall service provided (96%) and for Weeke, satisfaction is highest for the safety and security of the home (92%).

Satisfaction is lowest for the way Winchester City Council deals with anti-social behaviour for Winnall & Highcliffe (55%); Rural South (58%); City Other (59%) and Rural North (65%). For Stanmore, satisfaction is lowest for how service charges are calculated (53%) and for Weeke, satisfaction is lowest for services charges providing value for money (60%).

Dissatisfaction is highest for the final outcome of a query (other than to pay their rent or services charges) made in the last 12 months for Stanmore (26%); City Other (22%); Rural South (17%) and Weeke (16%). For Rural North, dissatisfaction is highest for the service provided by Winchester City Council's Repairs and Maintenance Team during their last visit (16%). For Winnall & Highcliffe, dissatisfaction is highest for grounds maintenance (21%).

Area (General Needs only)

Higher satisfaction rates were frequently found amongst Rural based tenants, in comparison to City based tenants. Breakdown by demographics shows that there were a significantly greater proportion of tenants with a long-term health problem (or household member) living in a Rural area (60%), compared to City areas (51%). In line with this, there are also a significantly greater proportion of older tenants aged 65-74 (26% vs. 15%) and 75+ (32% vs. 20%) living in Rural areas compared to City areas. Differences in satisfaction levels by area may therefore at least partly be down to differences in age.

When focusing on the satisfaction questions, satisfaction is highest for staff being friendly and approachable for both Rural (94%) and City (90%), although an equal proportion also report that they are satisfied with the overall service provided (94%) in the case of Rural based tenants.

Satisfaction is lowest for the way Winchester City Council deals with anti-social behaviour for both Rural (62%) and City based tenants (59%).

Dissatisfaction is highest for the final outcome of a query (other than to pay their rent or services charges) made in the last 12 months for City tenants (20%), and the grounds maintenance for Rural based tenants (15%).

Age

Older tenants consistently report higher levels of satisfaction compared to younger tenants. This is a pattern that is typically seen in STAR surveys.

When focusing on the satisfaction questions, satisfaction is highest for staff being friendly and approachable for those aged 35-54 (89%) and 65+ (96%). For the 16-34 age group, satisfaction is highest for the service provided during the last visit from Winchester City Council's Repairs and Maintenance Team (93%). For the 55-64 age group, satisfaction is highest for the overall service provided (92%).

Satisfaction is lowest for the way Winchester City Council deals with anti-social behaviour for those aged 55-64 (58%) and 65+ (68%). For those aged 16-34, satisfaction is lowest for how Winchester City Council deals with complaints (52%). For the 35-44 age group, satisfaction is lowest for service charges providing value for money (45%). Lastly, for the 45-54 age group, satisfaction is lowest for how the service charge is calculated (54%).

Dissatisfaction is highest for the overall estate services provided for the 16-34 (22%) and 75+ (11%) age group. For 35-64 year olds, dissatisfaction is highest for the final outcome of a query (other than to pay their rent or services charges) made in the last 12 months for (23-25%). For the 35-44 year old age group, dissatisfaction is also highest for the way Winchester City Council deals with complaints (24%). In terms of the 65-74 year old age group, dissatisfaction is highest for grounds maintenance (13%).

Housing benefit

Those in receipt of housing benefit consistently had higher satisfaction rates compared to those who are not. This is a pattern that is typically seen in STAR surveys.

When focusing on the satisfaction questions, satisfaction is highest for staff being friendly and approachable for both those in receipt of housing benefit (96%) and those who are not (89%). For those who are not in receipt of housing benefit, 89% also report satisfaction with the overall service provided.

Satisfaction is lowest for the way Winchester City Council deals with anti-social behaviour for both those in receipt of housing benefit (66%) and those who are not (54%).

Dissatisfaction is highest for the final outcome of a query (other than to pay their rent or services charges) made in the last 12 months for both those in receipt of housing benefit (12%) and those who are not (21%).

Appendix A: Survey (Sheltered)

Appendix B: Survey (General Needs)

Appendix C: Respondent profile (unweighted)

Appendix D: Sheltered schemes

Appendix A: Survey (Sheltered)

Tenants Satisfaction Survey 2017

HOW TO COMPLETE THIS QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire.

- It should be completed by the tenant at this address, their partner/spouse or carer.
- Please read the instructions for answering each question carefully.
- Please check that you have answered all the questions that apply to you.
- Please return the completed questionnaire in the FREEPOST envelope provided to M-E-L Research, or alternatively complete it online at <https://melresearch.co.uk/page/sh> or by using the QR code on the front page. When prompted, type in the ID number found at the top right hand corner of the letter.
- All responses will be confidential.

YOUR VIEWS

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

2. How satisfied or dissatisfied are you with each of the following?

(Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. The overall quality of your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Your neighbourhood as a place to live | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. That your rent provides value for money | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

3. Generally, how satisfied or dissatisfied are you with the way Winchester City Council deals with repairs and maintenance? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

4. How satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

Only answer Q5 and Q6 if you pay a service charge

5. How satisfied or dissatisfied are you that your service charge provides value for money?

(Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

6. How satisfied or dissatisfied are you that the information Winchester City Council provides makes the following clear? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. What the service charge covers | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. How the service charge is calculated | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

GENERAL SERVICES

7. How satisfied or dissatisfied are you with the following? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. That Winchester City Council treats you fairly | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. That Winchester City Council staff are friendly and approachable | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

8. How satisfied or dissatisfied are you with the way Winchester City Council deals with the following? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Anti-social behaviour | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Complaints | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Your enquiries generally | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Moving or swapping your home (transfers and exchanges) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

9. How satisfied or dissatisfied are you with gas servicing arrangements? (Tick one box only ✓)

| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

ESTATE SERVICES

10. How satisfied or dissatisfied are you with the following? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. The overall appearance of your neighbourhood | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. The grounds maintenance, such as grass cutting in your area | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. The overall estate services provided by WCC (e.g. cleaning, gritting, block and estate inspections, estate walkabouts with housing staff, estate improvements) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

11. In the last three years, would you say the appearance of your neighbourhood has improved or declined? (Tick one box only ✓)

| Greatly improved | Slightly improved | Stayed the same | Slightly declined | Greatly declined |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

12. How satisfied or dissatisfied are you with the safety and security of the following?

(Tick one box only ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|-----------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Your neighbourhood | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

YOUR SERVICE PRIORITIES

13. Which of the following services would you consider to be priorities?

(Please tick your top three only ✓)

- | | | | | | |
|--|--------------------------|---|---|--------------------------|---|
| Keeping residents informed | <input type="checkbox"/> | 1 | Your neighbourhood / estate as a place to live | <input type="checkbox"/> | 6 |
| The overall quality of your home | <input type="checkbox"/> | 2 | Value for money for your rent (and service charges) | <input type="checkbox"/> | 7 |
| Listening to tenants' views and acting upon them | <input type="checkbox"/> | 3 | Support and advice on claiming welfare benefits and paying rent | <input type="checkbox"/> | 8 |
| Repairs and maintenance | <input type="checkbox"/> | 4 | The emergency alarm call system | <input type="checkbox"/> | 9 |
| Dealing with anti-social behaviour | <input type="checkbox"/> | 5 | | | |

14. If Winchester City Council had extra budget, what would you like this spent on?

(Please tick your top three only ✓)

- | | | | | | |
|--|--------------------------|---|--|--------------------------|----|
| Building new homes | <input type="checkbox"/> | 1 | Estate improvements (e.g. car parking, landscaping, communal lighting, communal door entry systems, improvements to bin areas) | <input type="checkbox"/> | 7 |
| Incentive schemes for downsizing (such as Wisemove) | <input type="checkbox"/> | 2 | More repairs and maintenance | <input type="checkbox"/> | 8 |
| Discretionary Works Scheme (an allowance for work such as fencing for your home, internal decorations, security improvements to home, energy/waste saving initiatives, additional power sockets) | <input type="checkbox"/> | 3 | Gardening Service | <input type="checkbox"/> | 9 |
| Handyperson Service | <input type="checkbox"/> | 4 | Home Energy Advice Service (e.g. help with switching tariffs, home visits to explain your heating controls) | <input type="checkbox"/> | 10 |
| Condensation control measures | <input type="checkbox"/> | 5 | Other- please specify below | <input type="checkbox"/> | 11 |
| Loft conversions and extensions | <input type="checkbox"/> | 6 | <input style="width: 200px; height: 20px;" type="text"/> | | |

MAKING YOUR VIEWS KNOWN

15. How good or poor do you feel Winchester City Council is at keeping you informed about things that might affect you as a tenant? (Tick one box only ✓)

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very good | Fairly good | Neither | Fairly poor | Very poor |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

16. How satisfied or dissatisfied are you that Winchester City Council gives you the opportunity to make your views known? (Tick one box only ✓)

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

17. What would make it easier for you to make your views known? By making your views known, this ensures that service improvements are in line with tenants' priorities. (Please write in the space provided)

CONTACT AND COMMUNICATION

18. Have you contacted Winchester City Council in the last 12 months with a query other than to pay your rent or service charges? (Tick one box only ✓)

Yes 1 GO TO Q19 No 2 GO TO Q25

19. Was getting hold of the right person easy or difficult? (Tick one box only ✓)

Easy 1 Difficult 2 Neither 3

20. Did you find the staff helpful or unhelpful? (Tick one box only ✓)

Helpful 1 Unhelpful 2 Neither 3

21. Was your query answered within a reasonable time? (Tick one box only ✓)

Yes 1 No 2

22. How satisfied or dissatisfied were you with the final outcome? (Tick one box only ✓)

Very satisfied 1 Fairly satisfied 2 Neither 3 Fairly dissatisfied 4 Very dissatisfied 5

23. If you contacted 'Housing' by telephone, how easy or difficult was it to get through? (Tick one box only ✓)

Very easy 1 Fairly easy 2 Neither 3 Fairly difficult 4 Very difficult 5 Not Applicable 6

24. In the last 12 months, if you left a message for someone in 'Housing' to call you back, was your call returned? (Tick one box only ✓)

Yes 1 No 2 Sometimes 3 Not applicable 4

25. Do you use the Internet at home or elsewhere (including Smartphones)? (Tick one box only ✓)

Yes, at home 1 Yes, outside the home 2 Yes, both inside and outside the home 3 No 4

PRIORITIES FOR YOUR HOME

26. When deciding on a place to live, what are the three things which are most important to you? (Please tick your top three only ✓)

- | | | | |
|--|----------------------------|---|-----------------------------|
| Garden | <input type="checkbox"/> 1 | Being close to good schools | <input type="checkbox"/> 8 |
| Good sized rooms throughout | <input type="checkbox"/> 2 | Being close to services such as shops, doctors, pharmacy etc. | <input type="checkbox"/> 9 |
| Number of bedrooms | <input type="checkbox"/> 3 | Short time on the waiting /transfer list | <input type="checkbox"/> 10 |
| Good public transport connections | <input type="checkbox"/> 4 | Affordability | <input type="checkbox"/> 11 |
| Outside environment e.g. communal areas (lift/stairways, bin areas) estate in general and green spaces | <input type="checkbox"/> 5 | Low energy bills | <input type="checkbox"/> 12 |
| Being close to family | <input type="checkbox"/> 6 | Other- please specify below | <input type="checkbox"/> 13 |
| Being close to work | <input type="checkbox"/> 7 | <input type="text"/> | |

REPAIRS AND MAINTENANCE

27. Have you contacted Winchester City Council in the last 12 months with a repair or other maintenance issue? (Tick one box only ✓)

Yes 1 GO TO Q28 No 2 GO TO Q35

28. Have you contacted Winchester City Council in the last 12 months with a repair or other maintenance issue by telephone? (Tick one box only ✓)

Yes 1 GO TO Q29 No 2 GO TO Q32 Don't know/can't remember 3 GO TO Q32

29. Thinking about your last telephone contact with Winchester City Council about a repair and maintenance issue, what was your reason for calling? (Tick any that apply ✓)

To report a new repair 1 Other- please specify below 4
To talk about an outstanding repair 2
To report poor service/quality with a completed repair 3

30. Thinking about your last telephone contact with Winchester City Council about a repairs and maintenance issue, how satisfied or dissatisfied were you with the overall telephone experience? (Tick one box only ✓)

Very satisfied 1 Fairly satisfied 2 Neither 3 Fairly dissatisfied 4 Very dissatisfied 5

Only answer Q31 if you ticked 'fairly dissatisfied' or 'very dissatisfied' in Q30

31. Why were you dissatisfied with your last telephone experience with Winchester City Council about a repairs and maintenance issue? (Please write in the space provided)

32. Have you had a visit from Winchester City Council's Repairs and Maintenance Team in the last 12 months? This includes for example an area property surveyor or a surveying support officer. It does not include contractors. (Tick one box only ✓)

Yes 1 GO TO Q33 No 2 GO TO Q35 Don't know 3 GO TO Q35

33. Thinking about your last visit from Winchester City Council's Repairs and Maintenance Team how satisfied or dissatisfied were you with the service provided? (Tick one box only ✓)

Very satisfied 1 Fairly satisfied 2 Neither 3 Fairly dissatisfied 4 Very dissatisfied 5

Only answer Q34 if you ticked 'fairly dissatisfied' or 'very dissatisfied' in Q33

34. Why were you dissatisfied with your last visit from Winchester City Council's Repairs and Maintenance? (Please write in the space provided)

35. What changes or improvements would you like to see to the repairs and maintenance service? (Please write in the space provided)

WELL- BEING

The next four questions are about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely'.

36. Overall, how satisfied are you with your life nowadays? (Tick one box only ✓)

Not at all Completely
0 1 2 3 4 5 6 7 8 9 10

37. Overall, to what extent do you feel the things you do in your life are worthwhile? (Tick one box only ✓)

Not at all Completely
0 1 2 3 4 5 6 7 8 9 10

38. Overall, how happy did you feel yesterday? (Tick one box only ✓)

Not at all Completely
0 1 2 3 4 5 6 7 8 9 10

39. Overall, how anxious did you feel yesterday? (Tick one box only ✓)

Not at all Completely
0 1 2 3 4 5 6 7 8 9 10

SHELTERED HOUSING

40. How satisfied or dissatisfied are you with the service your Sheltered Housing Team provides in terms of the following? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Frequency of face to face contact | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Frequency of presence on the scheme | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Helpfulness | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Overall service provided | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

ACCESS

41. Please rate the following: (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Ease of access to the building | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Ease of access inside the building | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Ease of access to your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

EMERGENCY ALARM CALL SYSTEM

42. Do you have an emergency alarm call system? (Tick one box only ✓)

Yes 1 GO TO Q43 No 2 GO TO Q45

43. Have you or anyone in your household used the emergency alarm call system in the last 12 months? (Tick one box only ✓)

Yes 1 GO TO Q44 No 2 GO TO Q45

44. How satisfied or dissatisfied were you with the following aspects of the service? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Speed of response of staff to answer your call | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Helpfulness of staff | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

YOU AND YOUR HOUSEHOLD

Everyone please answer the following questions

We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household.

45. Does your household currently receive housing benefit (either paid directly to you or to your landlord) or universal credit? (Tick one box only ✓)

Yes 1 No 2

46. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Tick one box only ✓)

- Include any household member with a long-term illness or disability in your answer

Yes – limited a lot 1 Yes – limited a little 2 No 3

47. Please tell us the age and gender of everyone who lives with you in your household...

| | Age | Gender | | Age | Gender | | |
|------------------|----------|----------------------------|----------------------------|----------|--------|----------------------------|----------------------------|
| | Write in | Male | Female | Write in | Male | Female | |
| Main tenant | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Person 4 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Partner / spouse | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Person 5 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Person 3 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Person 6 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

- Please select either male or female for your gender. Transgender or transsexual: Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.
- If there are more than six people in your household, including children under 16, please add on to a separate page

48. How would you describe your sexual orientation? (Please tick one only ✓)

Heterosexual 1 Gay woman 3 Other 5
Gay man 2 Bisexual 4 Prefer not to say 6

49. What is your religion? (Please tick one only ✓)

No religion 1 Hindu 4 Sikh 7
Christian (all denominations) 2 Jewish 5 Any other religion 8
Buddhist 3 Muslim 6 Prefer not to say 9

| 50. What is your (and your partner's if applicable) ethnic group? (Please tick <u>one</u> only ✓ for each person) | | | | | |
|--|-----------------------------|-----------------------------|--|-----------------------------|-----------------------------|
| | You | Your partner | | You | Your partner |
| White | | | Mixed / multiple ethnic groups | | |
| English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | White and Black Caribbean | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 |
| Irish | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | White and Black African | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 |
| Gypsy or Irish Traveller | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | White and Asian | <input type="checkbox"/> 10 | <input type="checkbox"/> 10 |
| Any other White background | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 | Any other mixed / multiple ethnic background | <input type="checkbox"/> 11 | <input type="checkbox"/> 11 |
| Black / African / Caribbean / Black British | | | Asian / Asian British | | |
| African | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 | Indian | <input type="checkbox"/> 12 | <input type="checkbox"/> 12 |
| Caribbean | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 | Pakistani | <input type="checkbox"/> 13 | <input type="checkbox"/> 13 |
| Any other Black / African / Caribbean background | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 | Bangladeshi | <input type="checkbox"/> 14 | <input type="checkbox"/> 14 |
| Other ethnic group | | | Chinese | <input type="checkbox"/> 15 | <input type="checkbox"/> 15 |
| Arab | <input type="checkbox"/> 17 | <input type="checkbox"/> 17 | Any other Asian background | <input type="checkbox"/> 16 | <input type="checkbox"/> 16 |
| Any other ethnic group | <input type="checkbox"/> 18 | <input type="checkbox"/> 18 | Prefer not to say | <input type="checkbox"/> 19 | <input type="checkbox"/> 19 |
| | | | Not applicable | <input type="checkbox"/> 20 | |

THANK YOU

Thank you for taking the time to complete this questionnaire.

Please return your completed questionnaire to M-E-L Research in the freepost envelope provided.

Appendix B: Survey (General Needs)

Tenants Satisfaction Survey 2017

HOW TO COMPLETE THIS QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire.

- It should be completed by the tenant at this address, their partner/spouse or carer.
- Please read the instructions for answering each question carefully.
- Please check that you have answered all the questions that apply to you.
- Please return the completed questionnaire in the FREEPOST envelope provided to M-E-L Research, or alternatively complete it online at <https://melresearch.co.uk/page/gn> or by using the QR code on the front page. When prompted, type in the ID number found at the top right hand corner of the letter.
- All responses will be confidential.

YOUR VIEWS

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

2. How satisfied or dissatisfied are you with each of the following?

(Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. The overall quality of your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Your neighbourhood as a place to live | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. That your rent provides value for money | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

3. Generally, how satisfied or dissatisfied are you with the way Winchester City Council deals with repairs and maintenance? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

4. How satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

Only answer Q5 and Q6 if you pay a service charge

5. How satisfied or dissatisfied are you that your service charge provides value for money?

(Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

6. How satisfied or dissatisfied are you that the information Winchester City Council provides makes the following clear? (Tick one box only for each row ✓)

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a. What the service charge covers | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. How the service charge is calculated | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

| GENERAL SERVICES | | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 7. How satisfied or dissatisfied are you with the following? (Tick <u>one</u> box only for <u>each row</u> ✓) | | | | | |
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| a. That Winchester City Council treats you fairly | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. That Winchester City Council staff are friendly and approachable | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. How satisfied or dissatisfied are you with the way Winchester City Council deals with the following? (Tick <u>one</u> box only for <u>each row</u> ✓) | | | | | |
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| a. Anti-social behaviour | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Complaints | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. Your enquiries generally | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d. Moving or swapping your home (transfers and exchanges) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. How satisfied or dissatisfied are you with gas servicing arrangements? (Tick <u>one</u> box only ✓) | | | | | |
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| ESTATE SERVICES | | | | | |
| 10. How satisfied or dissatisfied are you with the following? (Tick <u>one</u> box only for <u>each row</u> ✓) | | | | | |
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| a. The overall appearance of your neighbourhood | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. The grounds maintenance, such as grass cutting in your area | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c. The overall estate services provided by WCC (e.g. cleaning, gritting, block and estate inspections, estate walkabouts with housing staff, estate improvements) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 11. In the last three years, would you say the appearance of your neighbourhood has improved or declined? (Tick <u>one</u> box only ✓) | | | | | |
| | Greatly improved | Slightly improved | Stayed the same | Slightly declined | Greatly declined |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 12. How satisfied or dissatisfied are you with the safety and security of the following? (Tick <u>one</u> box only ✓) | | | | | |
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| a. Your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b. Your neighbourhood | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

YOUR SERVICE PRIORITIES

13. Which of the following services would you consider to be priorities?

(Please tick your top three only ✓)

- | | | | | | |
|--|--------------------------|---|---|--------------------------|---|
| Keeping residents informed | <input type="checkbox"/> | 1 | Dealing with anti-social behaviour | <input type="checkbox"/> | 5 |
| The overall quality of your home | <input type="checkbox"/> | 2 | Your neighbourhood / estate as a place to live | <input type="checkbox"/> | 6 |
| Listening to tenants' views and acting upon them | <input type="checkbox"/> | 3 | Value for money for your rent (and service charges) | <input type="checkbox"/> | 7 |
| Repairs and maintenance | <input type="checkbox"/> | 4 | Support and advice on claiming welfare benefits and paying rent | <input type="checkbox"/> | 8 |

14. If Winchester City Council had extra budget, what would you like this spent on?

(Please tick your top three only ✓)

- | | | | | | |
|--|--------------------------|---|--|--------------------------|----|
| Building new homes | <input type="checkbox"/> | 1 | Estate improvements (e.g. car parking, landscaping, communal lighting, communal door entry systems, improvements to bin areas) | <input type="checkbox"/> | 7 |
| Incentive schemes for downsizing (such as Wisemove) | <input type="checkbox"/> | 2 | More repairs and maintenance | <input type="checkbox"/> | 8 |
| Discretionary Works Scheme (an allowance for work such as fencing for your home, internal decorations, security improvements to home, energy/waste saving initiatives, additional power sockets) | <input type="checkbox"/> | 3 | Gardening Service | <input type="checkbox"/> | 9 |
| Handyperson Service | <input type="checkbox"/> | 4 | Home Energy Advice Service (e.g. help with switching tariffs, home visits to explain your heating controls) | <input type="checkbox"/> | 10 |
| Condensation control measures | <input type="checkbox"/> | 5 | Other- please specify below | <input type="checkbox"/> | 11 |
| Loft conversions and extensions | <input type="checkbox"/> | 6 | <div style="border: 1px solid black; height: 20px; width: 100%;"></div> | | |

MAKING YOUR VIEWS KNOWN

15. How good or poor do you feel Winchester City Council is at keeping you informed about things that might affect you as a tenant? (Tick one box only ✓)

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very good | Fairly good | Neither | Fairly poor | Very poor |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

16. How satisfied or dissatisfied are you that Winchester City Council gives you the opportunity to make your views known? (Tick one box only ✓)

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

17. What would make it easier for you to make your views known? By making your views known, this ensures that service improvements are in line with tenants' priorities. (Please write in the space provided)

CONTACT AND COMMUNICATION

18. Have you contacted Winchester City Council in the last 12 months with a query other than to pay your rent or service charges? (Tick one box only ✓)

Yes 1 GO TO Q19 No 2 GO TO Q25

19. Was getting hold of the right person easy or difficult? (Tick one box only ✓)

Easy 1 Difficult 2 Neither 3

20. Did you find the staff helpful or unhelpful? (Tick one box only ✓)

Helpful 1 Unhelpful 2 Neither 3

21. Was your query answered within a reasonable time? (Tick one box only ✓)

Yes 1 No 2

22. How satisfied or dissatisfied were you with the final outcome? (Tick one box only ✓)

Very satisfied 1 Fairly satisfied 2 Neither 3 Fairly dissatisfied 4 Very dissatisfied 5

23. If you contacted 'Housing' by telephone, how easy or difficult was it to get through? (Tick one box only ✓)

Very easy 1 Fairly easy 2 Neither 3 Fairly difficult 4 Very difficult 5 Not Applicable 6

24. In the last 12 months, if you left a message for someone in 'Housing' to call you back, was your call returned? (Tick one box only ✓)

Yes 1 No 2 Sometimes 3 Not applicable 4

25. Do you use the Internet at home or elsewhere (including Smartphones)? (Tick one box only ✓)

Yes, at home 1 Yes, outside the home 2 Yes, both inside and outside the home 3 No 4

PRIORITIES FOR YOUR HOME

26. When deciding on a place to live, what are the three things which are most important to you? (Please tick your top three only ✓)

- | | | | |
|--|----------------------------|---|-----------------------------|
| Garden | <input type="checkbox"/> 1 | Being close to good schools | <input type="checkbox"/> 8 |
| Good sized rooms throughout | <input type="checkbox"/> 2 | Being close to services such as shops, doctors, pharmacy etc. | <input type="checkbox"/> 9 |
| Number of bedrooms | <input type="checkbox"/> 3 | Short time on the waiting /transfer list | <input type="checkbox"/> 10 |
| Good public transport connections | <input type="checkbox"/> 4 | Affordability | <input type="checkbox"/> 11 |
| Outside environment e.g. communal areas (lift/stairways, bin areas) estate in general and green spaces | <input type="checkbox"/> 5 | Low energy bills | <input type="checkbox"/> 12 |
| Being close to family | <input type="checkbox"/> 6 | Other- please specify below | <input type="checkbox"/> 13 |
| Being close to work | <input type="checkbox"/> 7 | <input type="text"/> | |

REPAIRS AND MAINTENANCE

27. Have you contacted Winchester City Council in the last 12 months with a repair or other maintenance issue? (Tick one box only ✓)

Yes 1 GO TO Q28 No 2 GO TO Q35

28. Have you contacted Winchester City Council in the last 12 months with a repair or other maintenance issue by telephone? (Tick one box only ✓)

Yes 1 GO TO Q29 No 2 GO TO Q32 Don't know/can't remember 2 GO TO Q32

29. Thinking about your last telephone contact with Winchester City Council about a repair and maintenance issue, what was your reason for calling? (Tick any that apply ✓)

To report a new repair 1 Other- please specify below 4
To talk about an outstanding repair 2
To report poor service/quality with a completed repair 3

30. Thinking about your last telephone contact with Winchester City Council about a repairs and maintenance issue, how satisfied or dissatisfied were you with the overall telephone experience? (Tick one box only ✓)

Very satisfied 1 Fairly satisfied 2 Neither 3 Fairly dissatisfied 4 Very dissatisfied 5

Only answer Q31 if you ticked 'fairly dissatisfied' or 'very dissatisfied' in Q30

31. Why were you dissatisfied with your last telephone experience with Winchester City Council about a repairs and maintenance issue? (Please write in the space provided)

32. Have you had a visit from Winchester City Council's Repairs and Maintenance Team in the last 12 months? This includes for example an area property surveyor or a surveying support officer. It does not include contractors. (Tick one box only ✓)

Yes 1 GO TO Q33 No 2 GO TO Q35 Don't know 3 GO TO Q35

33. Thinking about your last visit from Winchester City Council's Repairs and Maintenance Team how satisfied or dissatisfied were you with the service provided? (Tick one box only ✓)

Very satisfied 1 Fairly satisfied 2 Neither 3 Fairly dissatisfied 4 Very dissatisfied 5

Only answer Q34 if you ticked 'fairly dissatisfied' or 'very dissatisfied' in Q33

34. Why were you dissatisfied with your last visit from Winchester City Council's Repairs and Maintenance? (Please write in the space provided)

35. What changes or improvements would you like to see to the repairs and maintenance service? (Please write in the space provided)

WELL-BEING

The next four questions are about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely'.

36. Overall, how satisfied are you with your life nowadays? (Tick one box only ✓)

Not at all Completely
 0 1 2 3 4 5 6 7 8 9 10

37. Overall, to what extent do you feel the things you do in your life are worthwhile? (Tick one box only ✓)

Not at all Completely
 0 1 2 3 4 5 6 7 8 9 10

38. Overall, how happy did you feel yesterday? (Tick one box only ✓)

Not at all Completely
 0 1 2 3 4 5 6 7 8 9 10

39. Overall, how anxious did you feel yesterday? (Tick one box only ✓)

Not at all Completely
 0 1 2 3 4 5 6 7 8 9 10

YOU AND YOUR HOUSEHOLD

Everyone please answer the following questions

We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household.

40. Does your household currently receive housing benefit (either paid directly to you or to your landlord) or universal credit? (Tick one box only ✓)

Yes 1 No 2

41. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Tick one box only ✓)

- Include any household member with a long-term illness or disability in your answer

Yes – limited a lot 1 Yes – limited a little 2 No 3

42. Please tell us the age and gender of everyone who lives with you in your household...

| | Age | Gender | | | Age | Gender | |
|------------------|----------|----------------------------|----------------------------|----------|----------|----------------------------|----------------------------|
| | Write in | Male | Female | | Write in | Male | Female |
| Main tenant | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Person 4 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Partner / spouse | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Person 5 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Person 3 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Person 6 | _____ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

- Please select either male or female for your gender. Transgender or transsexual: Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.
 - If there are more than six people in your household, including children under 16, please add on to a separate page

43. How would you describe your sexual orientation? (Please tick one only ✓)

| | | | | | |
|--------------|----------------------------|-----------|----------------------------|-------------------|----------------------------|
| Heterosexual | <input type="checkbox"/> 1 | Gay woman | <input type="checkbox"/> 3 | Other | <input type="checkbox"/> 5 |
| Gay man | <input type="checkbox"/> 2 | Bisexual | <input type="checkbox"/> 4 | Prefer not to say | <input type="checkbox"/> 6 |

44. What is your religion? (Please tick one only ✓)

| | | | | | |
|-------------------------------|----------------------------|--------|----------------------------|--------------------|----------------------------|
| No religion | <input type="checkbox"/> 1 | Hindu | <input type="checkbox"/> 4 | Sikh | <input type="checkbox"/> 7 |
| Christian (all denominations) | <input type="checkbox"/> 2 | Jewish | <input type="checkbox"/> 5 | Any other religion | <input type="checkbox"/> 8 |
| Buddhist | <input type="checkbox"/> 3 | Muslim | <input type="checkbox"/> 6 | Prefer not to say | <input type="checkbox"/> 9 |

45. What is your (and your partner's if applicable) ethnic group?
(Please tick one only ✓ for each person)

| | You | Your partner | | You | Your partner |
|---|----------------------------|----------------------------|--|-----------------------------|-----------------------------|
| White | | | Mixed / multiple ethnic groups | | |
| English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | White and Black Caribbean | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 |
| Irish | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | White and Black African | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 |
| Gypsy or Irish Traveller | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | White and Asian | <input type="checkbox"/> 10 | <input type="checkbox"/> 10 |
| Any other White background | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 | Any other mixed / multiple ethnic background | <input type="checkbox"/> 11 | <input type="checkbox"/> 11 |
| Black / African / Caribbean / Black British | | | Asian / Asian British | | |
| African | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 | Indian | <input type="checkbox"/> 12 | <input type="checkbox"/> 12 |
| Caribbean | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 | Pakistani | <input type="checkbox"/> 13 | <input type="checkbox"/> 13 |
| Any other Black / African / Caribbean background | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 | Bangladeshi | <input type="checkbox"/> 14 | <input type="checkbox"/> 14 |
| Other ethnic group | | | Chinese | <input type="checkbox"/> 15 | <input type="checkbox"/> 15 |
| Arab | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 | Any other Asian background | <input type="checkbox"/> 16 | <input type="checkbox"/> 16 |
| Any other ethnic group | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 | Prefer not to say | <input type="checkbox"/> 19 | <input type="checkbox"/> 19 |
| | | | Not applicable | <input type="checkbox"/> 20 | |

THANK YOU

Thank you for taking the time to complete this questionnaire.
Please return your completed questionnaire to M-E-L Research in the freepost envelope provided.

Appendix C: Respondent profile (Unweighted)

| Housing benefit | Unweighted | Percentage |
|-----------------|------------|------------|
| Yes | 503 | 54% |
| No | 431 | 46% |

| Long-term health problem | Unweighted | Percentage |
|--------------------------|------------|------------|
| Yes- limited a lot | 295 | 32% |
| Yes- limited a little | 226 | 25% |
| No | 401 | 44% |

| Age | Frequency | Percentage |
|-------|-----------|------------|
| 16-34 | 50 | 6% |
| 35-44 | 89 | 10% |
| 45-54 | 133 | 15% |
| 55-64 | 128 | 15% |
| 65-74 | 199 | 23% |
| 75+ | 265 | 31% |

| Gender | Frequency | Percentage |
|--------|-----------|------------|
| Male | 375 | 42% |
| Female | 527 | 58% |

| Sexual orientation | Frequency | Percentage |
|--------------------|-----------|------------|
| Heterosexual | 706 | 81% |
| Other | 49 | 6% |
| Prefer not to say | 112 | 13% |

| Ethnicity | Frequency | Percentage |
|-------------------|-----------|------------|
| White | 864 | 92% |
| BME | 64 | 7% |
| Prefer not to say | 15 | 2% |

In line with the previous report, White was categorised as those who classed themselves as White English, Welsh, Scottish, Northern Irish, or British. All other groups were classified as BME.

| Religion | Frequency | Percentage |
|-------------------------------|-----------|------------|
| No religion | 224 | 24% |
| Christian (all denominations) | 597 | 64% |
| Other | 37 | 4% |
| Prefer not to say | 69 | 7% |

Appendix D: Sheltered schemes

Below is a list of Winchester City Council's Sheltered schemes:

- Danemark Court
- Eastacre
- Godson House
- Greens Close
- Hyde Gate
- Hyde Lodge
- King Harold Court
- Lawn House
- Makins Court
- Matilda Place
- Mildmay Court
- Normandy Court
- Richard Moss House
- White Wings House



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