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2019 STAR survey results

Winchester City Council

Final report

July 2019



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Project details and acknowledgements

| | |
|-------------------------|--------------------------------------|
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Executive summary

Introduction

- The survey was posted and emailed to a sample of 1,586 general needs tenants and 488 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 tenants' priorities and preferences
- A total of 963 valid cases (709 general needs and 254 sheltered)
- There was an overall response rate of 46% (45% general needs and 52% sheltered)
- Overall results are therefore accurate to $\pm 2.84\%$ at the 95% confidence level, well within HouseMark guidelines

Core questions

- 87% are satisfied with the overall service provided by Winchester City Council
- 84% are satisfied with the overall quality of their home
- 85% are satisfied with their neighbourhood as a place to live
- 84% are satisfied with the way repairs and maintenance are dealt with
- 65% are satisfied that Winchester City Council listens to their views and acts upon them
- 85% are satisfied that their rent provides value for money
- 66% are satisfied that their service charges provides value for money

General services

- 88% were satisfied that Winchester City Council treats them fairly
- 92% were satisfied that Winchester City Council has friendly and approachable staff
- 84% were satisfied with the way their enquiries are dealt with in general

Estate services

- 30% report that the appearance of their neighbourhood has improved in the last three years
- 85% are satisfied with the safety and security of their home

Service priority

- The top service priorities by far are repairs and maintenance services (74%) and quality of home (56%)

Making views known

- 81% feel that Winchester City Council is good at keeping them informed about things that might affect them as a tenant
- 69% are satisfied that Winchester City Council gives them the opportunities to make their views known
- 62% were aware of TACT and 37% were aware of the tenant conference

Contact and communication

- 71% use the internet either at home, outside the home or both
- 24% said they have used the Housing page on WCC's website
- 9% have made a complaint online in the last 12 months

Repairs and maintenance

- 84% are satisfied with their gas servicing arrangements
- 52% had a visit from Area Property Surveyor
- 79% of those who had had a visit from the Area Property Surveyor said the surveyor agreed to arrange repair works for them
- 78% stating they were 'very' and 'fairly' satisfied with the professional conduct of the surveyor
- 88% were satisfied with the outcome of the surveyor's visit

Sheltered housing

- Seven out of ten were satisfied with the helpfulness of the team (71%) and 65% with the overall service provided.
- Over half were satisfied with the frequency of the face to face contact (58%) and their presence on the scheme (55%)
- At least nine out of ten sheltered tenants are satisfied with ease of access to their home (92%), to the building and inside the building (both 92%).

Net Promoter Score: 18 (above median on a regional level and bottom quartile at a national level)

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 to 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 2019. 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. In total, a sample of 1,586 general needs tenants and 488 sheltered tenants were invited to take part:

1. An email invitation was sent initially followed by a reminder email one week later.
2. A postal mailing followed by a reminder mailing two weeks later. The questionnaire contained a web link and QR code giving tenants the option to complete the survey online if they wished.

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 963 valid cases, producing an overall response rate of 46% (45% general needs and 52% sheltered). The overall results are therefore accurate to $\pm 2.84\%$ at the 95% confidence level. This means that we can be 95% certain that the overall results are between $\pm 2.84\%$ of the calculated response, so the 'true' response could be 2.84% above or below the figures reported (e.g. a 50% satisfaction rate could in reality lie within the range of 47.16% to 52.84%). 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 |
|--------------------|----------|----------|---------------|---------------------|
| 4,970 | 2,074 | 963 | 46% | ±2.84% |

Table 2 General needs response rate

| Area/District | Stock size | Mail out | Response | Response rate | Confidence interval |
|-----------------------------|--------------|--------------|------------|---------------|---------------------|
| City-Other | 525 | 268 | 122 | 46% | ±7.78% |
| City-Stanmore | 847 | 289 | 130 | 45% | ±7.91% |
| City-Weeke | 341 | 297 | 116 | 39% | ±7.40% |
| City-Winnall and Highcliffe | 729 | 314 | 131 | 42% | ±7.76% |
| Rural North | 482 | 203 | 106 | 52% | ±8.42% |
| Rural South | 1557 | 215 | 104 | 48% | ±9.29% |
| OVERALL GN TOTAL | 4,481 | 1,586 | 709 | 45% | ±3.38% |

Table 3 Sheltered response rate

| Stock totals | Mailing size | Response | Response rate | CI level |
|--------------|--------------|----------|---------------|----------|
| 488 | 488 | 254 | 52% | ±4.26% |

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.

Notes on analysis

- **Rounding**

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.

- **Neither and Dissatisfied responses**

While figures for neither are not provided these have been considered when analysing the data and reference is made in the report where appropriate

While the report primarily presents satisfaction tables and figures dissatisfaction responses have been considered when analysing the data.

- **Valid responses**

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.

- **Weighting**

To ensure that responses are representative of the population, the data was weighted by tenure consistent with 2017. Base sizes included in the report refer to the unweighted bases.

- **Base size**

Where deemed relevant and where base size are sufficiently large (30 and above), data has been analysed by various sub-groups.

- **Statistically Significant & Statistically Important**

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 in the tables it has been highlighted by using green text for the higher results and red text for the lower ones. 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-Group Analysis** was carried out by the following:

- Tenure
- Districts (general needs only)
- Area i.e. rural vs. City (general needs only)
- Survey period (2017 and 2015)

- Age
- Gender
- Housing benefit
- Disability
- Ethnicity

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

Analysis by sexual orientation and religion could not be performed due to small sample sizes.

Results

1. Your views

Overall service provided

Almost nine out of ten tenants were satisfied with the overall service provided by Winchester City Council. A similar proportion report that they were 'very satisfied' (43%) and 'fairly satisfied' (44%).

Figure 1.1 Overall service provided

Percentage of respondents- base size 957

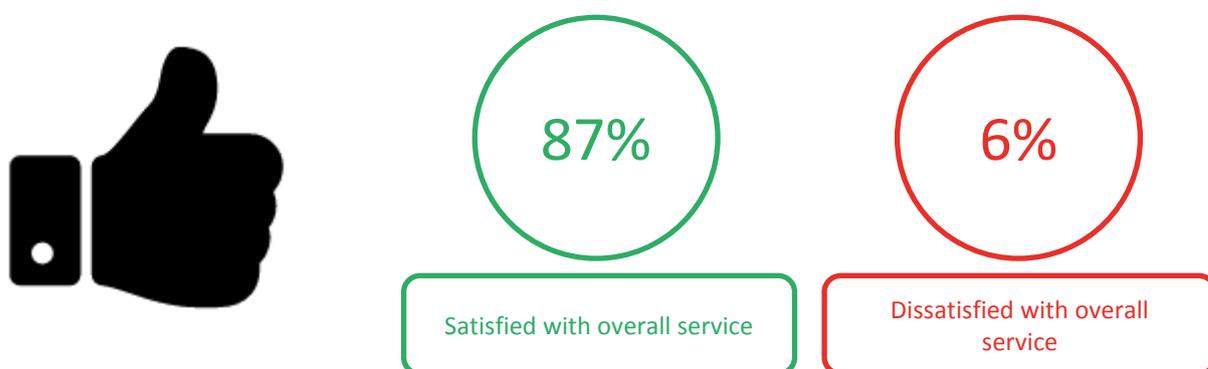
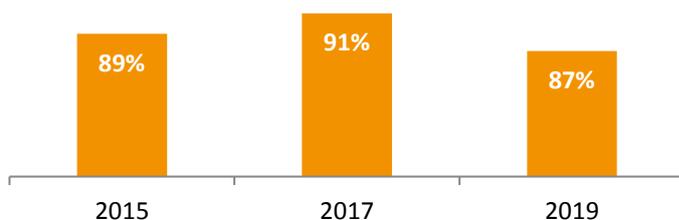


Figure 1.2 Overall service provided- satisfaction by survey period

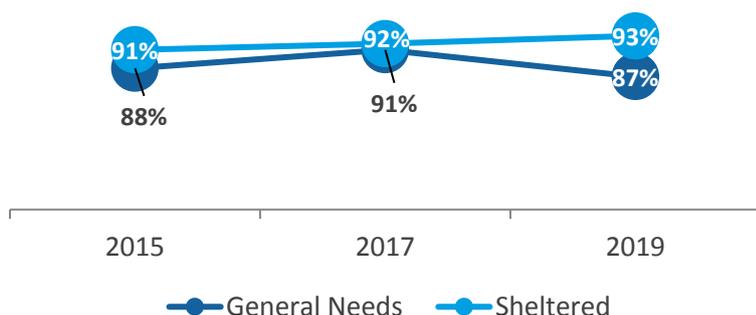
Percentage of respondents



Comparison by survey period shows a 4 percentage points decrease in satisfaction since 2017; a significant difference. Satisfaction is fairly consistent with 2015.

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

Percentage of respondents



Comparison by survey period shows a 4 percentage points statistically significant decrease in satisfaction since 2017 for general needs. Sheltered residents are fairly consistent with 2017 and 2015

Breakdown by district for general needs only shows that satisfaction is highest for Weeke and Rural South (both 91%) and lowest for Stanmore (76%).

Breakdown by area shows a significant difference in satisfaction between Stanmore (76%) and tenants based in all other districts. based tenants.

Table 1.1 Overall service provided- satisfaction by district for general needs only



| District | |
|------------------------|-----|
| City-Other | 88% |
| Stanmore | 76% |
| Weeke | 91% |
| Winnall and Highcliffe | 86% |
| Rural North | 89% |
| Rural South | 91% |

There were significant differences in satisfaction by age, with 93% of the 65-74 group reporting satisfaction compared to 68%-86% of those aged below 65.

Table 1.2 Overall service provided- satisfaction by age



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 68% | 82% | 86% | 86% | 93% | 92% |

88% of those without a limiting disability report satisfaction compared to 82% of those who are limited a lot by a disability

Table 1.3 Overall service provided- satisfaction by disability



| Yes- limited a lot | Yes- limited a little | No disability |
|--------------------|-----------------------|---------------|
| 82% | 86% | 89% |

85% of those living in flats/maisonettes report satisfaction compared to 92% of those who live in bungalows, which is significant.

Table 1.4 Overall service provided - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 87% | 85% | 92% |

Overall quality of home

84% of tenants report satisfaction with the overall quality of their home, with 38% stating that they were 'very satisfied' and 46% 'fairly satisfied'.

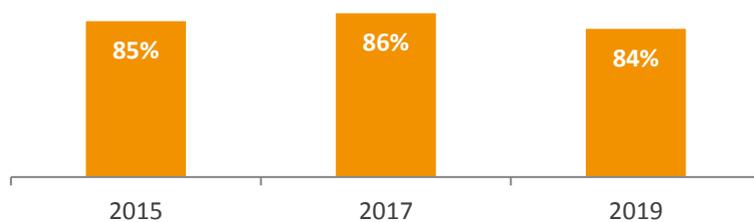
Figure 1.4 Overall quality of home

Percentage of respondents- base size 952



Figure 1.5 Overall quality of home- satisfaction by survey period

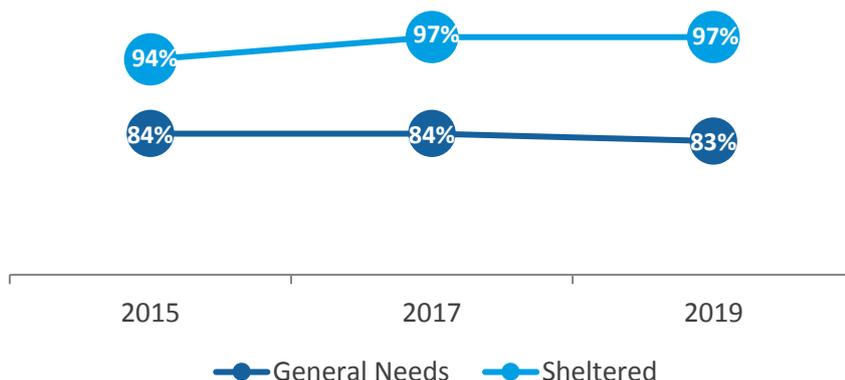
Percentage of respondents



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

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 (83%). 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 at 90%. Stanmore has the lowest satisfaction rate at 73%. This is significantly different compared to the four top performing districts. Furthermore, around a fifth (21%) of Stanmore tenants reported dissatisfaction.

Breakdown by area shows a significant difference in satisfaction between city (80%) and rural (88%) based tenants.

Table 1.5 Overall quality of home – satisfaction by district and area for general needs only



| District | |
|------------------------|-----|
| City-Other | 84% |
| Stanmore | 73% |
| Weeke | 83% |
| Winnall and Highcliffe | 81% |
| Rural North | 90% |
| Rural South | 87% |

| Area | |
|-------|-----|
| Rural | 88% |
| City | 80% |

There is a significant difference in satisfaction by age, with 92% of the 65+ group reporting satisfaction compared to 55% - 80% of those aged below 55. Tenants under 35 (55%) were significantly less satisfied than all other age groups (71% - 92%).

Table 1.6 Overall quality of home – satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 55% | 71% | 80% | 87% | 92% | 92% |

Around nine out of ten (87%) tenants who were on housing benefit reported satisfaction compared to eight out of ten (81%) of those who were not, which is a significant difference.

Table 1.7 Overall quality of home – satisfaction by housing benefit receipt



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

92% of those living in bungalows report satisfaction compared to 81% of those who live in houses and 83% of those living in flats/maisonettes, which is significant.

Table 1.8 Overall quality of home - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 81% | 83% | 92% |

Neighbourhood

More than eight out of ten (85%) tenants reported satisfaction with their neighbourhood as a place to live. A higher proportion stated that they were ‘very satisfied’ (49%) as opposed to ‘fairly satisfied’ (37%).

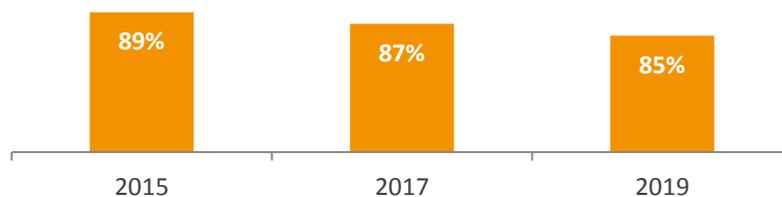
Figure 1.7 Neighbourhood as a place to live

Percentage of respondents- base size 932



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

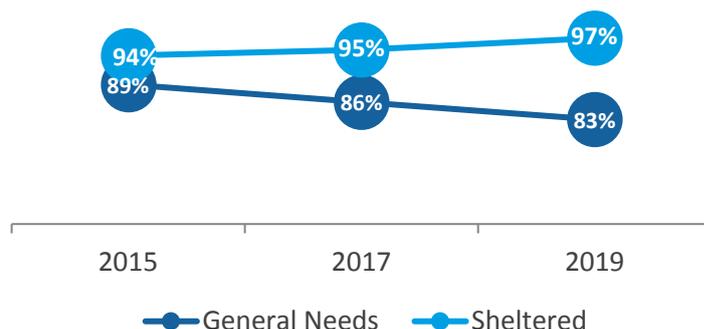
Percentage of respondents



Comparison by survey period shows that the current satisfaction rate (85%) is fairly consistent with 2017 results (87%), but significantly lower compared to 2015 results (89%).

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

Percentage of respondents



Satisfaction rates for Sheltered tenants have consistently been higher compared to general needs and the difference between the two for this survey period (14 percentage points) is significant. However, it is worth noting that satisfaction for both tenures is similar to previous periods.

Breakdown by district for general needs only shows a significantly lower satisfaction rate for Stanmore (70%) compared to all other districts (83%-90%). Breakdown by area shows a significant difference in satisfaction between city (82%) and rural (90%) based tenants.

Table 1.9 Neighbourhood as a place to live - satisfaction by district and area for general needs only



| District | |
|------------------------|-----|
| City-Other | 83% |
| Stanmore | 70% |
| Weeke | 88% |
| Winnall and Highcliffe | 87% |
| Rural North | 90% |
| Rural South | 90% |

| Area | |
|-------|-----|
| Rural | 90% |
| City | 82% |

There is a significant difference in satisfaction by age, with the 65+ group (90%-93%) reporting satisfaction compared to those aged below 55 (73%-81%).

Table 1.10 Neighbourhood as a place to live - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 73% | 77% | 81% | 85% | 90% | 93% |

89% of those living in bungalows and 88% of those living in houses report satisfaction, compared to 80% of those who live in flats/maisonettes, which is significant.

Table 1.11 Neighbourhood as a place to live - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 88% | 80% | 89% |

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 were 'very satisfied' (53%) compared to those who not (45%). This is a significant difference.

Repairs and maintenance

Little over eight out of ten (84%) report satisfaction with the way repairs and maintenance were dealt with by Winchester City Council. Fairly similar proportions state that they were 'very satisfied' (43%) and 'fairly satisfied' (41%).

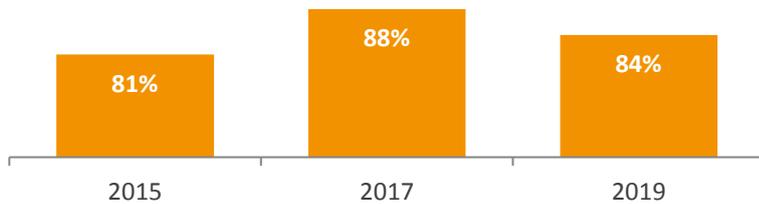
Figure 1.10 Repairs and maintenance

Percentage of respondents- base size 955



Figure 1.11 Repairs and maintenance - satisfaction by survey period

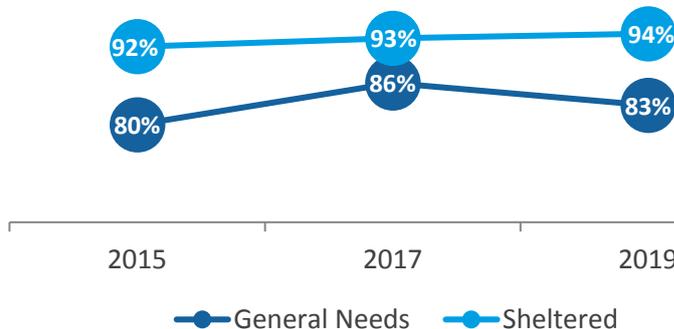
Percentage of respondents



Comparison by survey period shows that satisfaction has decreased significantly since 2017 (88%) and is now more in line with the 2015 results (81%).

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 survey periods. In the current survey period there is an 11 percentage points difference in satisfaction between the tenures which is significant. It is worth noting however that satisfaction for both tenures is similar to previous periods.

Breakdown by district for general needs only shows a fairly consistent satisfaction rate amongst the majority of the districts with around eight out of ten (82%-97%) indicating that they are satisfied. Stanmore has a much lower satisfaction rate at 74% which is significantly different compared to the top four districts.

Breakdown by area shows no significant difference in satisfaction between city (82%) and rural (86%) based tenants.

Table 1.12 Repairs and maintenance - satisfaction by district for general needs only



| District | |
|------------------------|-----|
| City-Other | 82% |
| Stanmore | 74% |
| Weeke | 87% |
| Winnall and Highcliffe | 86% |
| Rural North | 85% |
| Rural South | 87% |

There is a significant difference in satisfaction by age, with 93%-94% of the 65+ group reporting satisfaction compared to 62%-81% of those aged below 55. The under 35 age band has the lowest satisfaction rate at 62% which is also significantly different compared to the 45-64 age group at 81%.

Table 1.13 Repairs and maintenance - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 62% | 71% | 81% | 83% | 93% | 94% |

92% of those living in bungalows report satisfaction with the repairs and maintenance service, compared to 83% of those who live in houses and 82% of those living in flats/maisonettes, which is a significant difference.

Table 1.14 Repairs and maintenance - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 83% | 82% | 92% |

Listening to views and acting upon them

More than six out of ten (65%) were satisfied that Winchester City Council listens to their views and acts upon them. A greater proportion stated that they were 'fairly satisfied' (40%), as opposed to 'very satisfied' (25%). Despite the lower satisfaction rate, only 11% actually reported dissatisfaction, with almost a quarter stating that they were neither satisfied nor dissatisfied (24%). Nevertheless, this is one of the highest levels of dissatisfaction across the core questions.

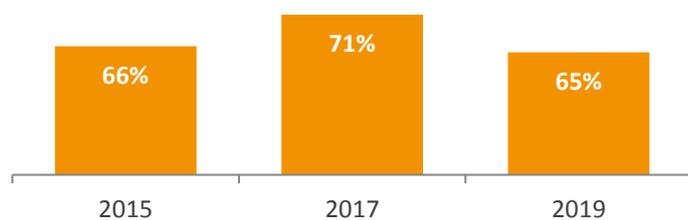
Figure 1.13 Views listened to and acted upon

Percentage of respondents- base size 956



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

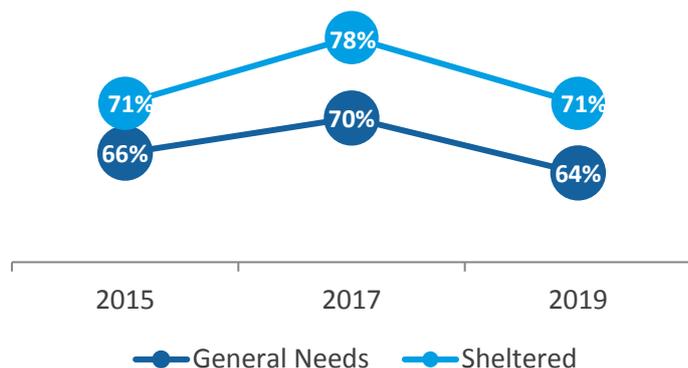
Percentage of respondents



The current satisfaction rate (65%) is 6 percentage points lower than in 2017. Whilst this is a significant difference, the change in satisfaction is linked to changes in the proportions who indicated that they are neither satisfied nor dissatisfied (18% in 2017 compared to 24% in 2019).

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 and the 6 percentage points difference in satisfaction for this current survey period is significant.

Satisfaction for both tenures is at its lowest ever. General needs tenants' result is significantly lower this survey period (64%) compared to 2017 (70%).

Breakdown by district for general needs only shows a significantly lower satisfaction rate for Stanmore (57%) compared to Rural South (70%) and City-Other (68%). Comparing by survey period, in Rural North area satisfaction has dropped 12 percentage points and in Weeke 9 percentage points. However, the difference is significant only for Rural North district.

Breakdown by area shows no significant difference in satisfaction between city (62%) and rural (69%).

Table 1.15 Views listened to and acted upon - satisfaction by district for general needs only



| District | 2019 | 2017 |
|------------------------|------|------|
| City-Other | 69% | 69% |
| Stanmore | 57% | 61% |
| Weeke | 60% | 69% |
| Winnall and Highcliffe | 64% | 67% |
| Rural North | 67% | 79% |
| Rural South | 70% | 72% |

Overall, the 35-44 age group had the lowest satisfaction rate at 52%, while the 75+ group has the highest satisfaction rate at 75%. There was a statistically significant difference between those under 65 (52%-61%) and those 65+ (74%-75%).

Table 1.16 Views listened to and acted upon -- satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 55% | 52% | 58% | 61% | 74% | 75% |

Nearly eight out of ten (77%) BME tenants reported satisfaction compared to 64% of white residents. This is a significant difference.

Table 1.17 Views listened to and acted upon – satisfaction by ethnicity



| White | BME |
|-------|-----|
| 77% | 64% |

Three quarters (75%) of those living in bungalows report satisfaction with the way Winchester City Council listens to their views and acts upon them, compared to 62% of those who live in houses and 63% of those living in flats/maisonettes.

Table 1.18 Views listened to and acted upon - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 62% | 63% | 75% |

Rent provides value for money

Over eight out of ten (85%) were satisfied that their rent provides value for money. A greater proportion stated that they are 'very satisfied' (51%) as opposed to 'fairly satisfied' (34%).

Figure 1.16 Rent provides value for money (VfM)

Percentage of respondents- base size 916

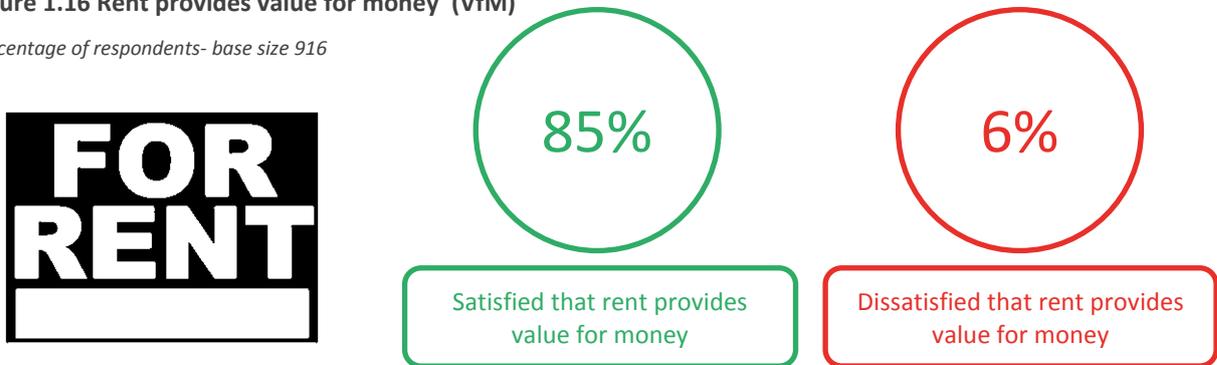
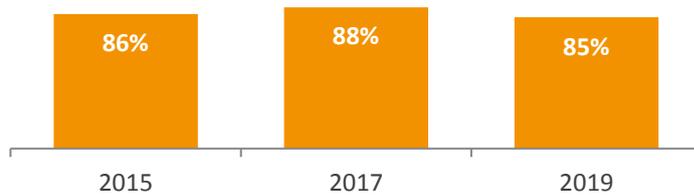


Figure 1.17 Rent provides value for money - satisfaction by survey period

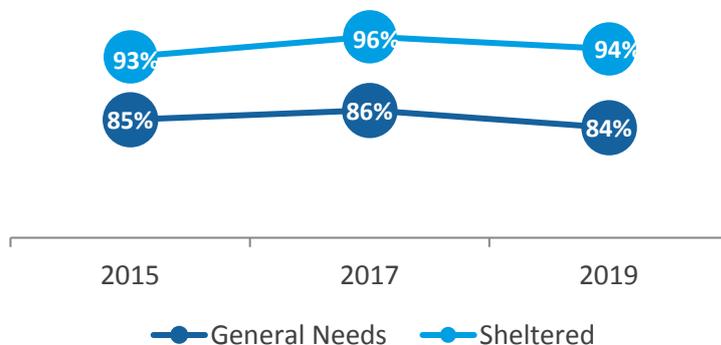
Percentage of respondents



Comparison by survey period shows that although satisfaction had decreased since 2017 from 88% to 81%, the difference is not significant. Current satisfaction is consistent with the previous two survey periods (88% and 86% respectively).

Figure 1.18 Rent provides VfM - 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 four survey periods. Current satisfaction for sheltered tenants is particularly high at 94%, compared to 84% for General needs. This is a significant difference. Satisfaction is in line with 2015 and 2017 for both tenures.

Breakdown by district for general needs only shows that Rural North was the highest performing district with nine out of ten (91%) reporting satisfaction. This compares to around eight out of ten tenants being satisfied with this indicator for Winnall & Highcliffe (78%) and Stanmore (79%). This is a significant difference.

Breakdown by area shows a significant difference in satisfaction between city (82%) and rural (90%) based tenants.

Table 1.19 Rent provides value for money - satisfaction by district and area for general needs only



| District | |
|------------------------|------------|
| City-Other | 85% |
| Stanmore | 79% |
| Weeke | 86% |
| Winnall and Highcliffe | 78% |
| Rural North | 91% |
| Rural South | 88% |

| Area | |
|-------|------------|
| Rural | 90% |
| City | 82% |

Generally, older tenants report higher levels of satisfaction compared to younger tenants. 93% of tenants aged 75+ were satisfied compared to 70%-84% of those aged under 65, which is a significant difference.

Table 1.20 Rent provides value for money - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|------------|-------|------------|-------|-------|------------|
| 70% | 84% | 80% | 84% | 88% | 93% |

91% of those living in bungalows reported being satisfied with the value for money of rent, compared to 83% of those who live in houses and 85% of those living in flats/maisonettes, which is a significant difference.

Table 1.21 Rent provides value for money - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|------------|-----------------|------------|
| 83% | 85% | 91% |

Service charges provides value for money

Two thirds (66%) of tenants were satisfied that their service charges provided value for money. A greater proportion were 'fairly satisfied' (38%) as opposed to 'very satisfied' (28%). Despite the lower satisfaction rate compared to other core questions, only 10% actually reported dissatisfaction. Instead, a substantial proportion state that they were 'neither satisfied nor dissatisfied' (24%). These results must be treated with caution because 222 respondents who live in houses and bungalows, and hence do not pay a service charge, chose to respond to this question.

Figure 1.19 Value for money (VfM) of service charges

Percentage of respondents- base size 583

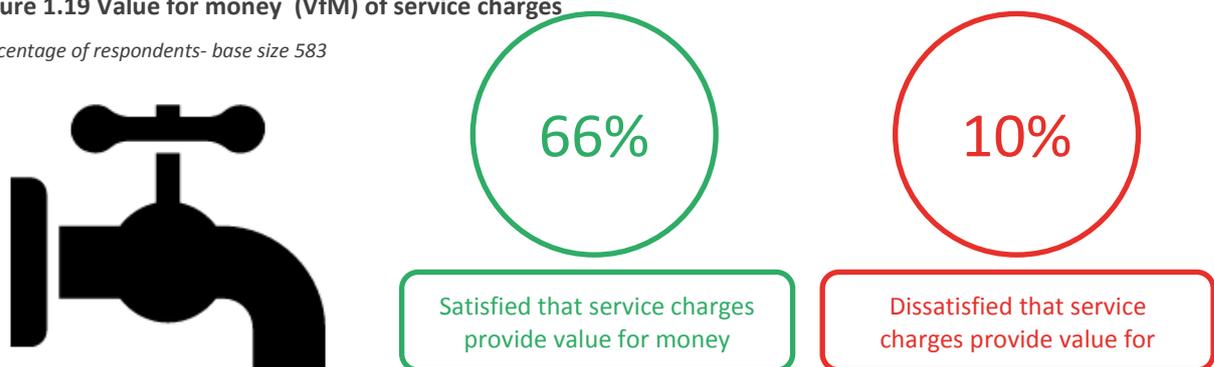
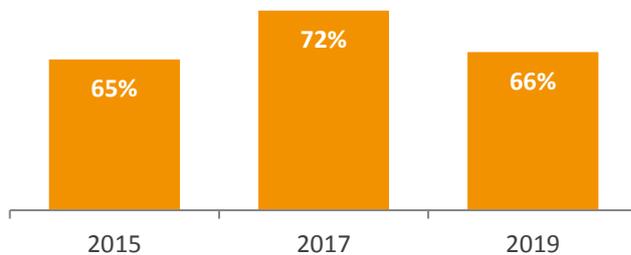


Figure 1.20 Value for money of service charges - satisfaction by survey period

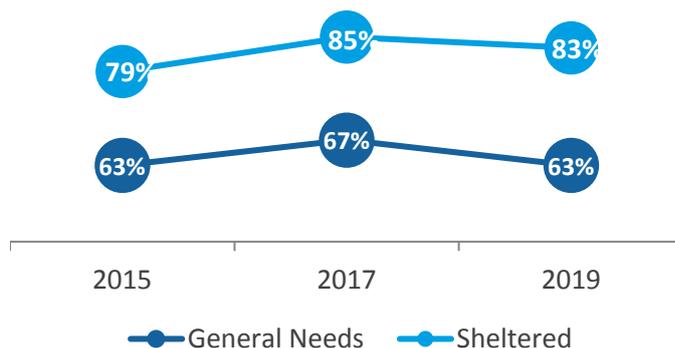
Percentage of respondents



The current satisfaction rate (66%) is 6 percentage points lower than in 2017. 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 24% in 2019).

Figure 1.21 VfM of service charges satisfaction by survey period and tenure

Percentage of respondents



Sheltered tenants have consistently had a higher satisfaction rate compared to General needs tenants across survey periods. Current satisfaction for sheltered tenants sits at 83%, compared to a 63% satisfaction rate for general needs which is a significant difference. Comparison with previous years shows that responses are consistent with 2017 results.

Breakdown by district for general needs only shows that Rural North and City-Other were the highest performing districts, at 72% and 69% respectively reporting satisfaction. This compares to 52% of tenants who reported satisfaction in Stanmore, which is a significant difference.

Breakdown by area shows no significant difference in satisfaction between city (62%) and rural (67%) based tenants.

Table 1.22 Value for money of service charges - satisfaction by district and area for general needs only



| District | |
|------------------------|-----|
| City-Other | 69% |
| Stanmore | 52% |
| Weeke | 60% |
| Winnall and Highcliffe | 64% |
| Rural North | 72% |
| Rural South | 59% |

Older tenants aged 65+ (76%-83%) reported significantly higher levels of satisfaction compared to tenants aged under 65 (38%-60%), specifically those aged 35-44 years old at 38%.

Table 1.23 Value for money of service charges - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 41% | 38% | 57% | 60% | 76% | 83% |

Seven out of ten (70%) tenants who were on housing benefit reported satisfaction compared to around six out of ten (61%) of those who were not, which is a significant difference.

Table 1.24 Value for money of service charges – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 70% | 61% |

Clarity on what service charges covers

Almost eight out of ten (79%) were satisfied that the information Winchester City Council provided on what the service charge covers. A greater proportion were ‘fairly satisfied’ (41%) as opposed to ‘very satisfied’ (38%). These results must be treated with caution because 207 respondents who live in houses and bungalows, and hence do not pay a service charge, chose to respond to this question.

Figure 1.22 Service charges information

Percentage of respondents- base size 584

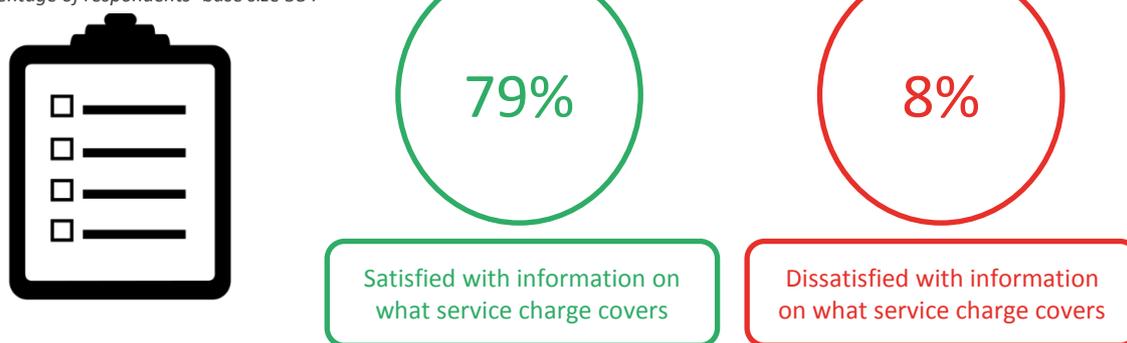
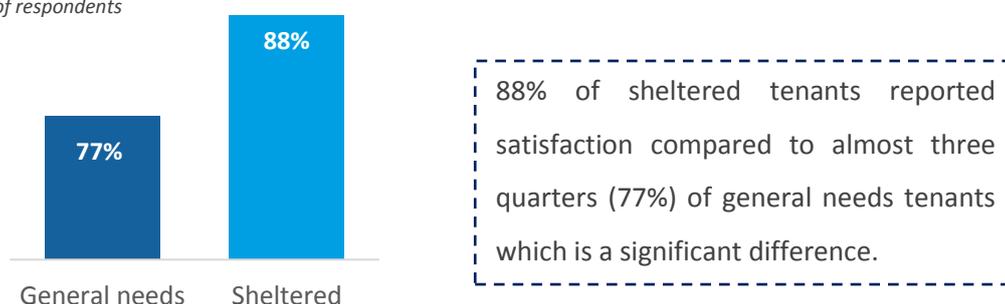


Figure 1.23 Service charges information - satisfaction by tenure

Percentage of respondents



Breakdown by district for general needs only shows that Rural North and City-Other were the highest performing districts, at 86% and 80% respectively reporting satisfaction. This compares to 67% of tenants reporting satisfaction in Stanmore, which is a significant difference.

Breakdown by area shows no significant difference in satisfaction between city (76%) and rural (80%) based tenants.

Table 1.25 Service charges information - satisfaction by district and area for general needs only



| District | |
|------------------------|-----|
| City-Other | 80% |
| Stanmore | 67% |
| Weeke | 79% |
| Winnall and Highcliffe | 75% |
| Rural North | 86% |
| Rural South | 72% |

Tenants aged over 65 were significantly more satisfied (83%-86%) than those under 45 (65% - 67%). Tenants aged 75+ (86%) were also significantly more satisfied than those aged 45 to 64 (72%-73%).

Table 1.26 Service charges information - satisfaction by age group. General needs only



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 65% | 67% | 73% | 72% | 83% | 86% |

Only 71% of those living in houses reported being satisfied, compared to 83% of those living in flats/maisonettes.

Clarity on how services charges are calculated

More than seven out of ten (74%) tenants were satisfied that the information Winchester City Council provides on how service charge is calculated is clear. A greater proportion were ‘fairly satisfied’ (39%) as opposed to ‘very satisfied’ (35%). These results must be treated with caution because 229 respondents who live in houses and bungalows, and hence do not pay a service charge, chose to respond to this question.

Figure 1.24 Service charges calculation

Percentage of respondents- base size 545

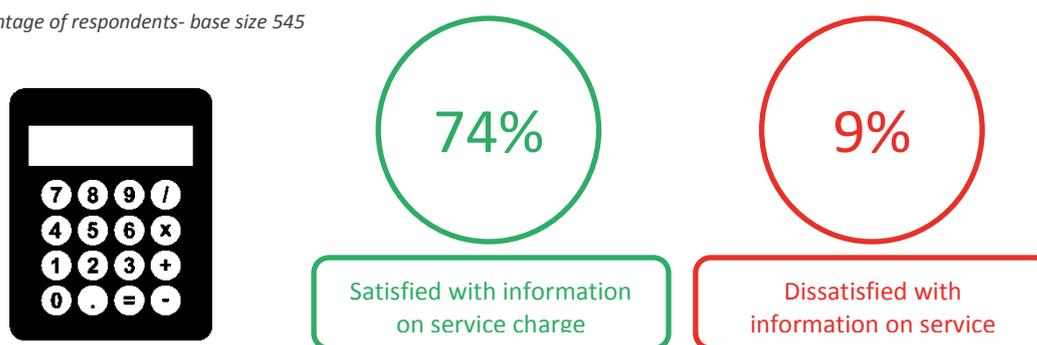
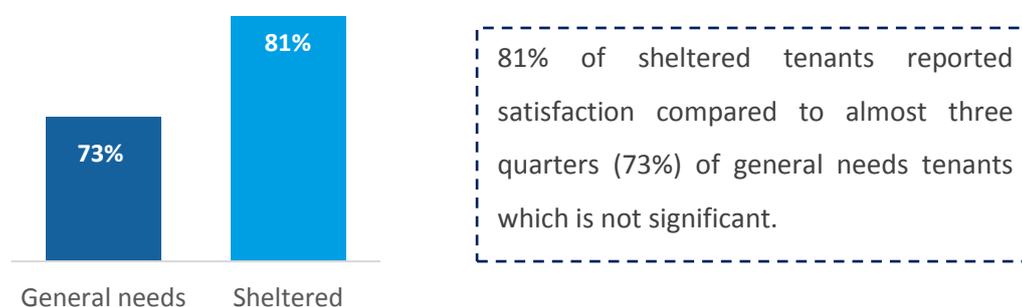


Figure 1.25 Service charges calculation - satisfaction by tenure

Percentage of respondents



Breakdown by district for general needs tenants only shows that Rural North had the highest satisfaction rate at 79%, followed by City-Other and Winnall and Highcliffe (both 76%) This is a significant difference compared to Stanmore, where satisfaction is significantly lower (61%).

Breakdown by area shows no significant difference in satisfaction between city (72%) and rural (76%) based tenants.

Table 1.27 Service charges calculation - satisfaction by district and area for general needs only



| District | |
|------------------------|-----|
| City-Other | 76% |
| Stanmore | 61% |
| Weeke | 73% |
| Winnall and Highcliffe | 76% |
| Rural North | 79% |
| Rural South | 70% |

Tenants over 45 were significantly more satisfied (70%-83%), compared to those under 35 (50%).

Table 1.28 Service charges calculation- satisfaction by age group. General needs only



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 50% | 59% | 70% | 72% | 79% | 83% |

To end this section of the survey, all respondents who did not feel that the service charge offers value for money were asked to provide details on why not and how the situation could be improved.

A total of 29 valid comments were analysed and grouped into themes. Six out of ten (59% - 17 people) said that the main issue was that the jobs were not completed to a high enough standard or regularly enough. Ten people (34%) did not feel they should have to pay for the services received and that these should be covered by the council tax, complaining also that the charges are too high. Seven people (24%) complained that they do not receive some or any of the services they are paying for and as such charges should be revised. It should be noted that three people (10%) were not aware of what they were paying for and needed more information.

Table 1.29 Reasons for dissatisfaction and improvement suggestions

| Theme | Count | % |
|--|-------|-----|
| Jobs are not completed to a high enough standard / regularly enough | 17 | 59% |
| Don't feel that I should have to pay for the services I receive / charges are too high / council tax should cover them | 10 | 34% |
| Do not get some (any) of the services that we are paying for / charges need to be reviewed | 7 | 24% |
| Not sure what I am paying for / need more information on the services | 3 | 10% |

2. Core questions trend data

Table 2.1 looks at the satisfaction for the core questions against the 2015 and 2017 survey period. The results show that when current satisfaction rates are compared to 2017, there has been a decrease in satisfaction across all the core questions when considering both general needs and sheltered tenants. Despite this, changes are only statistically significant for:

- Overall service provided (Overall)
- Service charges providing value for money (Overall)
- Repairs and maintenance (Overall)
- Views being listened to (Overall and general needs)

Table 2.1 Satisfaction for core questions-trend data

| Core question | Tenure | 2015 | 2017 | 2019 | Change since 2017 |
|---|---------------|-------|-------|-------|-------------------|
| Overall Service provided | Overall | ▲ 89% | ▲ 91% | ▼ 87% | -4%* |
| | General needs | ▲ 88% | ▲ 91% | ▼ 87% | -4% |
| | Sheltered | ▼ 91% | ▲ 92% | ▲ 93% | 1% |
| Quality of home | Overall | ▲ 85% | ▲ 86% | ▼ 84% | -2% |
| | General needs | ▲ 84% | 84% | ▼ 83% | -1% |
| | Sheltered | 94% | ▲ 97% | 97% | 0% |
| Neighbourhood | Overall | ▲ 89% | ▼ 87% | ▼ 85% | -2% |
| | General needs | ▲ 89% | ▼ 86% | ▼ 83% | -3% |
| | Sheltered | ▲ 94% | ▲ 95% | ▲ 97% | 2% |
| Rent provides value for money | Overall | ▲ 86% | ▲ 88% | ▼ 85% | -3% |
| | General needs | ▲ 85% | ▲ 86% | ▼ 84% | -2% |
| | Sheltered | ▲ 93% | ▲ 96% | ▼ 94% | -2% |
| Service Charges provide value for money | Overall | ▲ 65% | ▲ 72% | ▼ 66% | -6%* |
| | General needs | ▲ 63% | ▲ 67% | ▼ 63% | -4% |
| | Sheltered | ▲ 79% | ▲ 85% | ▼ 83% | -2% |
| Repairs and Maintenance | Overall | ▼ 81% | ▲ 88% | ▼ 84% | -4%* |
| | General needs | ▼ 80% | ▲ 86% | ▼ 83% | -3% |
| | Sheltered | ▲ 92% | ▲ 93% | ▲ 94% | 1% |
| Listens to views | Overall | ▼ 66% | ▲ 71% | ▼ 65% | -6%* |
| | General needs | ▼ 66% | ▲ 70% | ▼ 64% | -6%* |
| | Sheltered | ▼ 71% | ▲ 78% | ▼ 71% | -7% |

*denotes a statistically significant change

3. Benchmarking

Table 3.1 compares the current satisfaction rates for the core questions, against the national (all providers) and regional (South East) quartiles in 2017/18 from HouseMark. The national results consist of 42 -75 local authorities and the regional results consist of 11-14 organisations (dependent on the question).

Regional level comparison

As expected, sheltered tenants' results perform very well on a regional level (upper quartile) for most aspects with the exception of 'listening to view' where it places in the above median quartile and 'satisfaction with neighbourhood' where the results are in line with the regional median.

The service charges providing VfM fare worst at a regional level for residents overall and general needs tenants, both in the bottom quartile. At a regional level for all residents overall WCC seems to have some issues with satisfaction with the VfM of the rent and with listening to tenants' views, as these questions are the only ones that perform in the below median quartile. For general needs tenants there seem to be issues with the neighbourhood, as these aspects of the WCC Housing Service perform in the below median quartile at a regional level.

On all other aspects, for all tenures, WCC performs in the above median or top quartiles, when compared to regional results.

National level comparison

In contrast to the regional picture, at a national level WCC performs better. Although service charges providing VfM are in the below median for general needs tenants and overall, all other aspects perform in the above median or top quartiles overall and by tenure type.

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Table 3.1 National and regional HouseMark benchmarking (2017-18)

| Core question | Tenure | Winchester City Council STAR 2019 (%) | National HouseMark Benchmark 2017 – 18 (%) | | | Winchester City Council STAR 2019 (%) | Regional (South East) HouseMark Benchmark 2017–18 (%) | | |
|---|---------------|---------------------------------------|--|--------|--------------|---------------------------------------|---|--------|--------------|
| | | | Bottom quartile | Median | Top quartile | | Bottom quartile | Median | Top quartile |
| Overall Service provided | Overall | 87.29 | 77.3 | 84 | 87.5 | 87.29 | 77.39 | 83.40 | 89.43 |
| | General needs | 86.65 | 77 | 82.7 | 87.35 | 86.65 | 75.46 | 82.00 | 89.12 |
| | Sheltered | 93.28 | 82.1 | 88.55 | 91.75 | 93.28 | 79.67 | 86.00 | 91.00 |
| Quality of home | Overall | 84.03 | 76.22 | 82.25 | 85 | 84.03 | 78.30 | 83.70 | 85.04 |
| | General needs | 82.62 | 75.8 | 80.9 | 84.5 | 82.62 | 73.46 | 81.00 | 85.75 |
| | Sheltered | 97.20 | 89.15 | 91 | 93.3 | 97.20 | 87.93 | 92.00 | 93.87 |
| Neighbourhood | Overall | 85.25 | 77.95 | 82 | 86 | 85.25 | 79.34 | 84.75 | 88.07 |
| | General needs | 84.42 | 78 | 82 | 86 | 84.42 | 78.19 | 85.00 | 89.34 |
| | Sheltered | 93.31 | 86.1 | 91.55 | 93.78 | 93.31 | 88.69 | 93.35 | 94.08 |
| Rent provides value for money | Overall | 85.02 | 76.2 | 82.55 | 86.34 | 85.02 | 79.16 | 86.10 | 87.13 |
| | General needs | 84.12 | 76.55 | 81.7 | 86.22 | 84.12 | 76.33 | 82.00 | 89.90 |
| | Sheltered | 93.64 | 86.6 | 89.9 | 93.3 | 93.64 | 85.04 | 89.50 | 93.10 |
| Service charges provide value for money | Overall | 66.44 | 64.03 | 71.55 | 76.75 | 66.44 | 70.53 | 73.33 | 76.58 |
| | General needs | 63.01 | 61.5 | 67 | 74.4 | 63.01 | 64.25 | 71.00 | 72.83 |
| | Sheltered | 83.12 | 79.78 | 82.5 | 88.15 | 83.12 | 76.25 | 79.50 | 82.40 |
| Repairs and maintenance | Overall | 84.31 | 71.42 | 78 | 83.58 | 84.31 | 67.28 | 81.95 | 85.08 |
| | General needs | 83.29 | 71.25 | 77.9 | 84.52 | 83.29 | 66.00 | 80.00 | 85.43 |
| | Sheltered | 93.98 | 79 | 83.9 | 89.7 | 93.98 | 75.92 | 87.50 | 92.08 |
| Listens to views | Overall | 64.84 | 58.06 | 64.25 | 70.5 | 64.84 | 60.17 | 66.00 | 71.33 |
| | General needs | 64.16 | 56.28 | 61.35 | 68.22 | 64.16 | 53.39 | 59.25 | 77.14 |
| | Sheltered | 71.20 | 63.9 | 69.8 | 78 | 71.20 | 61.80 | 67.00 | 77.63 |

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

4. General services

Being treated fairly

Around nine out of ten (88%) were satisfied that Winchester City Council treated them fairly. A greater proportion report that they were 'very satisfied' (49%), as opposed to 'fairly satisfied' (39%).

Figure 4.1 Treated fairly

Percentage of respondents- base size 947



Figure 4.2 Treated fairly - satisfaction by survey period

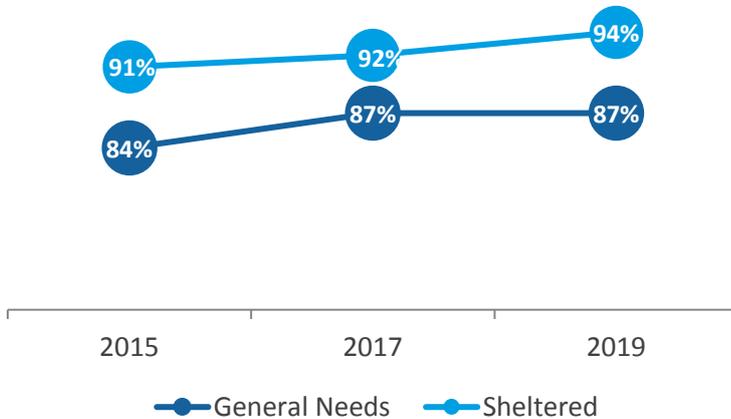
Percentage of respondents



This year's results are in line with 2017 results (both 88%) and 2015 results (85%).

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 tenants across the survey periods. Current satisfaction for Sheltered tenants sits at 94% compared to 87% satisfaction rate for general needs, which is a significant difference. Satisfaction levels have steadily increased for both general needs and sheltered tenants since 2015, but these were not significant.

Breakdown by district for general needs only shows that Rural North was the highest performing district with around nine out of ten (91%) reporting satisfaction. This compares to eight out of ten (82%) reporting satisfaction for Stanmore, which is a significant difference.

Breakdown by area shows no significant difference in satisfaction between city (86%) and rural (89%) based tenants.

Table 4.1 Treated fairly - satisfaction by district for general needs only



| District | |
|------------------------|-----|
| City-Other | 88% |
| Stanmore | 82% |
| Weeke | 88% |
| Winnall and Highcliffe | 87% |
| Rural North | 91% |
| Rural South | 88% |

94% of tenants aged 75+ reported satisfaction compared to 72%-87% for those aged below 65, which is a significant difference. Tenants aged 65 to 74 reported a 92% satisfaction, which is significantly higher than the satisfaction reported by those under 45 (72%-78%).

Table 4.2 Treated fairly - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 72% | 78% | 86% | 87% | 92% | 94% |

Only 84% of those living in flats/maisonettes reported being satisfied with how they are treated, compared to 93% of those who live in bungalows, which is a significant difference.

Table 4.3 Treated fairly - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 89% | 84% | 93% |

Friendly and approachable staff

92% of tenants were satisfied that Winchester City Council staff were friendly and approachable. A greater proportion reported that they were 'very satisfied' (58%), as opposed to 'fairly satisfied' (33%).

Figure 4.4 Friendly and approachable staff

Percentage of respondents- base size 946



Figure 4.5 Friendly and approachable staff - satisfaction by survey period

Percentage of respondents

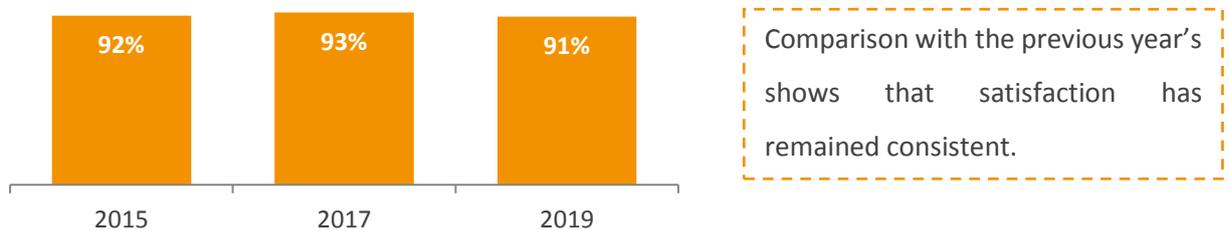
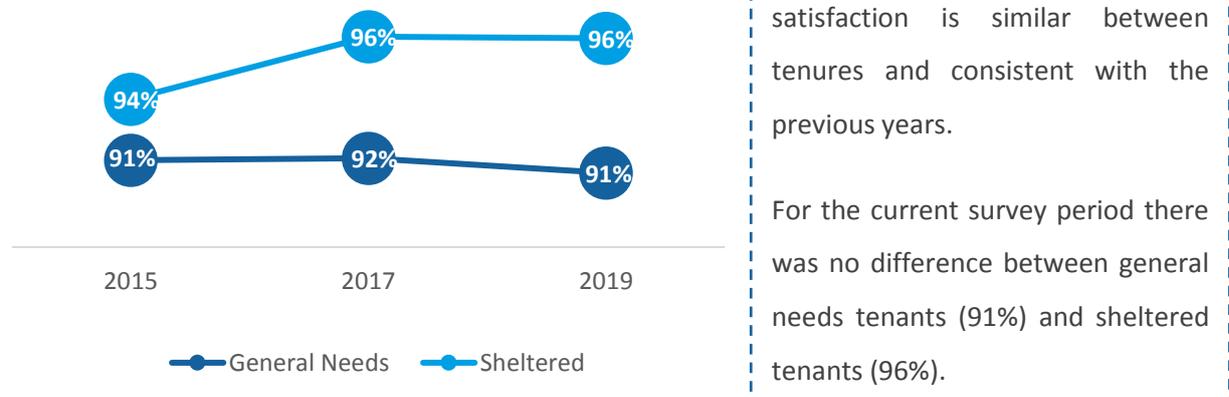


Figure 4.6 Friendly and approachable staff - satisfaction by survey period and tenure

Percentage of respondents



Breakdown by district for general needs only shows that tenants in Rural South (83%) were significantly less satisfied than tenants from City-Other (97%) and those from Weeke and Rural North (both at 93%). Tenants from Stanmore (88%) and Winnall and Highcliffe (91%) were less satisfied, compared to those in City-Other (97%).

Breakdown by area shows no significant difference in satisfaction between city (92%) and rural (88%) based tenants.

Table 4.4 Friendly and approachable staff - satisfaction by district for general needs only



| District | |
|------------------------|-----|
| City-Other | 97% |
| Stanmore | 88% |
| Weeke | 93% |
| Winnall and Highcliffe | 91% |
| Rural North | 93% |
| Rural South | 83% |

95% of tenants aged 75+ reported satisfaction, compared to 85%-87% for those aged below 45, which is a significant difference. Despite this difference, satisfaction is still high across the age groups.

Table 4.5 Friendly and approachable staff - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 85% | 87% | 92% | 90% | 93% | 95% |

94% of tenants who were on housing benefit reported satisfaction compared to nine out of ten (89%) of those who were not, which is a significant difference. Despite this difference, satisfaction is still high for both groups.

Table 4.6 Friendly and approachable staff – satisfaction by housing benefit receipt



| Yes | No |
|-----|-----|
| 94% | 89% |

94% of men reported satisfaction, compared to nine out of ten (90%) of women, which is a significant difference. Despite this difference, satisfaction is still high for both groups.

Table 4.7 Friendly and approachable staff – satisfaction by gender



| Men | Women |
|-----|-------|
| 94% | 90% |

Only 88% of those living in flats/maisonettes reported being satisfied, compared to 94% of those who live in houses, which is a significant difference.

Table 4.8 Friendly and approachable staff - satisfaction by property type



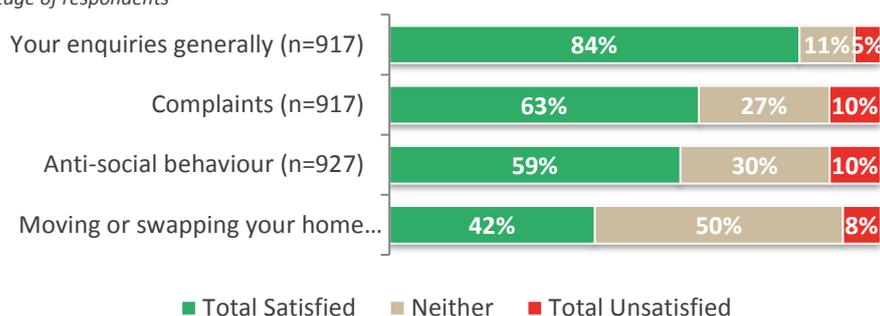
| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 94% | 88% | 93% |

Customer services

Respondents were asked how satisfied they were with the way Winchester City Council deals with various general services. Dissatisfaction is low across the board ranging 5-10%, with the differences in satisfaction relating to the proportion that chose the 'neither' option. This suggests differences in the proportion that have used the services.

Figure 4.7 Customer services

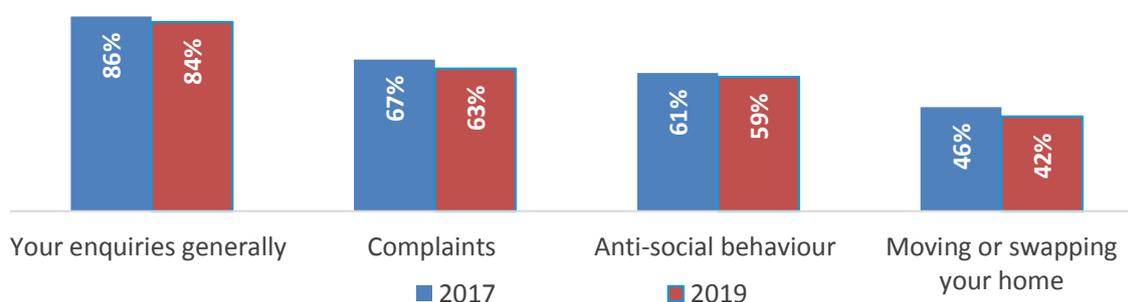
Percentage of respondents



Comparison with 2017 results shows similar satisfaction levels for all aspects, despite slight decreases.

Figure 4.8 Customer services – by survey period

Percentage of respondents



This year, sheltered tenants reported higher levels of satisfaction across the board compared to general needs tenants. This difference is significant for complaints (74% vs. 62% respectively) and moving home (53% vs. 41%).

Comparison by survey period shows no difference for either general needs or sheltered tenants.

Table 4.9 Customer services - satisfaction by survey period and tenure

| | 2017 | | 2019 | |
|------------------------------|------|-----------|------|-----------|
| | GN | Sheltered | GN | Sheltered |
| Your enquiries generally | 86% | 87% | 83% | 87% |
| Complaints | 64% | 78% | 62% | 74% |
| Anti-social behaviour | 60% | 67% | 58% | 67% |
| Moving or swapping your home | 44% | 54% | 41% | 53% |

Breakdown by district for general needs only shows some significant differences in satisfaction for each of the three aspects:

- Anti-social behaviour – Tenants from Stanmore (47%) are significantly less satisfied compared to those in City-Other (67%), Weeke and Rural South (both 61%) and Winnall and Highcliffe (60%).
- Complaints – Tenants from Stanmore (55%) are significantly less satisfied compared to those in City-Other (67%).
- General enquiries – Tenants from Stanmore (75%) are significantly less satisfied compared to those in City-Other (84%), Rural North (88%) and Winnall and Highcliffe (87%).

Table 4.10 Customer services – satisfaction by district for general needs only

| District | Anti-social behaviour | Complaints | Your enquiries generally | Moving or swapping your home |
|------------------------|-----------------------|------------|--------------------------|------------------------------|
| City-Other | 67% | 67% | 84% | 40% |
| Stanmore | 47% | 55% | 75% | 39% |
| Weeke | 61% | 59% | 83% | 34% |
| Winnall and Highcliffe | 60% | 64% | 87% | 46% |
| Rural North | 57% | 62% | 88% | 40% |
| Rural South | 61% | 64% | 83% | 47% |

Breakdown by area shows no significant differences in total satisfaction between city and rural based tenants across the four aspects.

Table 4.11 Customer services – satisfaction by area for general needs only

| Area | ASB | Complaints | Your enquiries generally | Moving or swapping home |
|-------|-----|------------|--------------------------|-------------------------|
| Rural | 59% | 63% | 86% | 43% |
| City | 58% | 61% | 82% | 40% |

| | |
|---|--|
|  | <p>Results show a significant difference in total satisfaction by age for enquiries in general, complaints and anti-social behaviour, with older tenants being more likely to report satisfaction compared to younger tenants.</p> <p>For moving or swapping home, a significantly smaller proportion of tenants aged 45 to 54 (33%) report that they are satisfied, compared to tenants aged 55-64 (48%) and 75+ (45%).</p> |
|  | <p>A significantly greater proportion of those on housing benefit report satisfaction compared to those who are not for moving or swapping home, complaints and ASB. In particular, there is a 12 percentage points difference in satisfaction between the two groups for ASB.</p> |
|  | <p>A significantly greater proportion of those living in bungalows report satisfaction compared to those who are living in flats/maisonettes for complaints and inquiries in general.</p> <p>A significantly greater proportion of those living in houses (45%) report satisfaction with moving or swapping home, compared to those who are living in flats/maisonettes (37%).</p> |

5. Estate services

Tenants were asked how satisfied they were with various aspects of estate services. Around eight out of ten were satisfied with the overall appearance of their neighbourhood (83%) and grounds maintenance (78%). A slightly smaller proportion of 67% were satisfied with the overall estate services provided.

Comparison with previous years shows that satisfaction has decreased slightly this year, compared to 2017 and is in line with 2015 results. There were no significant differences between the last three survey periods for any of these aspects.

Figure 5.1 Estate services- satisfaction by survey period

Percentage of respondents – base sizes 222-937

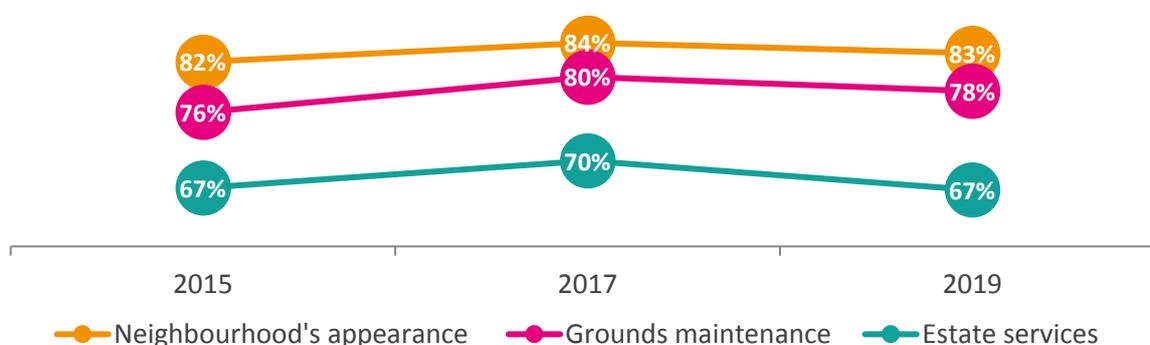


Table 5.1 (overleaf) shows the breakdown by tenure across the four survey periods. Sheltered tenants reported higher levels of satisfaction across the board compared to general needs. For the current survey period, these differences are statistically significant.

Comparison with previous survey periods shows that satisfaction for general needs is consistent with 2017 and 2015.

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

| | 2015 | | 2017 | | 2019 | |
|----------------------------------|------|-----------|------|-----------|------|-----------|
| | GN | Sheltered | GN | Sheltered | GN | Sheltered |
| Appearance of neighbourhood | 81% | 91% | 82% | 93% | 82% | 94% |
| Grounds maintenance | 75% | 88% | 77% | 93% | 77% | 90% |
| Overall estate services provided | 66% | 80% | 67% | 85% | 65% | 85% |

Breakdown by district (general needs only) shows that up to nine out of ten (82%-87%) reported satisfaction with the overall appearance of their neighbourhood across the majority of the districts, with the exception of Stanmore (66%) that had significantly lower levels of satisfaction.

Similarly, for grounds maintenance, satisfaction was fairly consistent across the majority of the districts (75%-82%) with the exception of Stanmore (71%) that is again the lowest performing district. The satisfaction rate for Stanmore in particular is significantly lower compared to that of Weeke and Winnall and Highcliffe (both 82%).

District breakdown for overall estate services provided shows that Stanmore (56%), Weeke and Winnall & Highcliffe (both 63%) perform worst. Rural North has the highest satisfaction rate at (75%) which is significantly higher than the bottom three districts.

Table 5.2 Estate services- satisfaction by district for general needs only

| District | Overall appearance of your neighbourhood | The grounds maintenance | The overall estate services provided |
|------------------------|--|-------------------------|--------------------------------------|
| City-Other | 85% | 76% | 71% |
| Stanmore | 66% | 71% | 56% |
| Weeke | 87% | 82% | 63% |
| Winnall and Highcliffe | 82% | 82% | 63% |
| Rural North | 87% | 79% | 75% |
| Rural South | 88% | 75% | 64% |

Breakdown by area shows a higher satisfaction scores with the overall appearance of the neighbourhood for rural based tenants (87%) compared to city based tenants (79%).

Table 5.3 Estate services- satisfaction by area for general needs only

| Area | Overall appearance of neighbourhood | Grounds maintenance | Overall estate services provided |
|-------|-------------------------------------|---------------------|----------------------------------|
| Rural | 87% | 77% | 69% |
| City | 79% | 78% | 63% |

| | |
|---|---|
|  | Results show significant differences in satisfaction by age across all aspects with older tenants being more likely to report satisfaction compared to younger tenants. |
|  | A significantly greater proportion of those on housing benefit report satisfaction compared to those who are not for overall appearance of neighbourhood and overall estate services provided. |
|  | Residents living in bungalows (88%) report higher satisfaction with the overall appearance of their neighbourhood, compared to residents living in houses (81%). Resident living in flats/maisonettes (72%) report higher satisfaction with the overall estate services, compared to those living in houses (62%). |

Changes in neighbourhood appearance

Overall, three out of ten (30%) reported 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' (9%). A fifth (21%) states that it has declined, whilst nearly a half (48%) feel that it has stayed the same.

Figure 5.2 Neighbourhood appearance

Percentage of respondents- base size 923



Figure 5.3 Neighbourhood appearance - 'improved' by survey period

Percentage of respondents

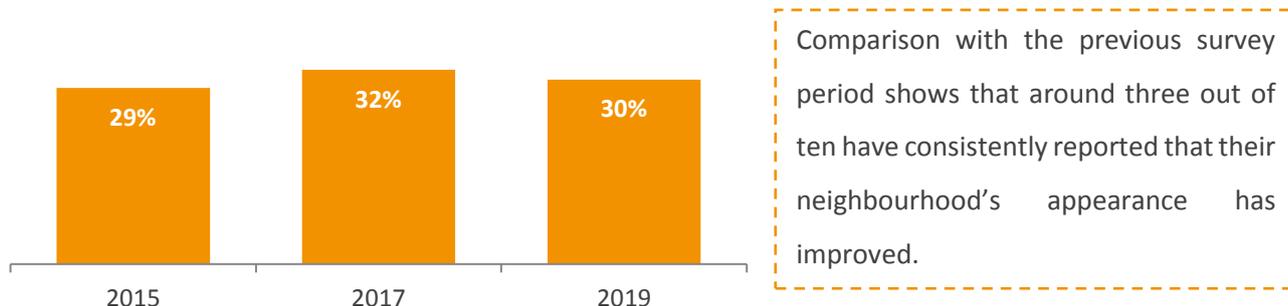
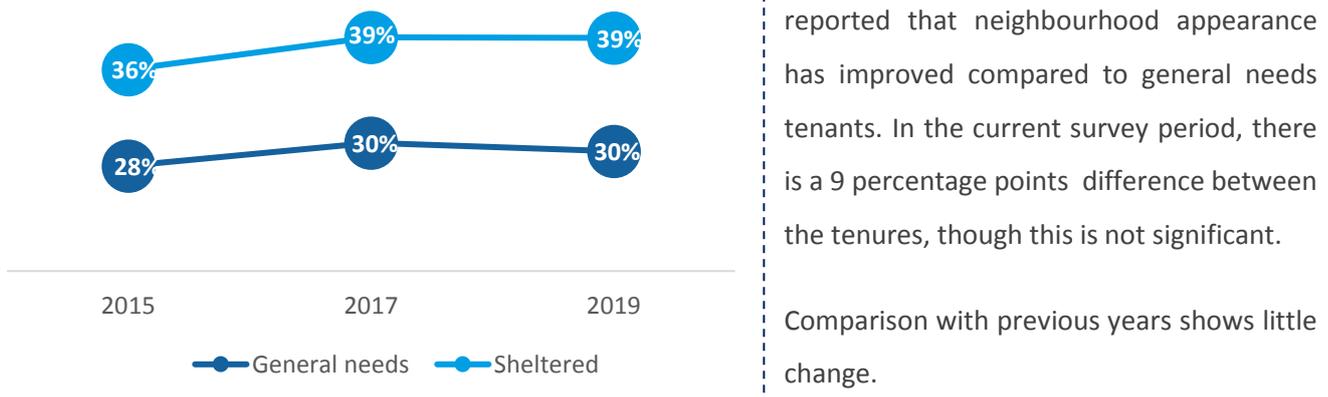


Figure 5.4 Neighbourhood appearance - 'improved' by survey period and tenure

Percentage of respondents



Breakdown by district for general needs only shows that Winnall and Highcliffe has one of highest 'improved' (37%) and one of the lowest 'declined' (18%) proportions. Stanmore has the highest proportion of tenants stating that appearance has declined (37%), compared to all other districts.

Only around a quarter of those living in either Rural North, Rural South or Stanmore (23%-26%) stated that there has been an improvement, which is significantly lower than Winnall and Highcliffe (37%).

Breakdown by area shows significant differences between city and rural based tenants in terms of the proportions who felt that appearance had improved. A higher proportion of city based tenants feel that appearance has improved (32%), compared to rural tenants (24%).

Table 5.4 Neighbourhood appearance - change by survey period by district and area for general needs only



| District | Improved | Declined |
|------------------------|----------|----------|
| City-Other | 31% | 18% |
| Stanmore | 26% | 37% |
| Weeke | 34% | 17% |
| Winnall and Highcliffe | 37% | 18% |
| Rural North | 23% | 23% |
| Rural South | 25% | 18% |

| Area | Improved | Declined |
|-------|----------|----------|
| Rural | 24% | 20% |
| City | 32% | 23% |

35% of those on housing benefit felt that the appearance of the neighbourhood had improved, compared to 28% of those who are not, which is significant.

Table 5.5 Neighbourhood appearance - change by housing benefit receipt



| Yes | No |
|-----|-----|
| 35% | 28% |

37% of male tenants felt that the appearance of the neighbourhood had improved, compared to 28% of female tenants, which is a significant difference.

Table 5.6 Neighbourhood appearance – change by gender



| Men | Women |
|-----|-------|
| 37% | 28% |

47% of BME tenants felt that the appearance of the neighbourhood had improved, compared to three out of ten (31%) of white tenants, which is a significant difference.

Table 5.7 Neighbourhood appearance - change by ethnicity



| White | BME |
|-------|-----|
| 31% | 47% |

40% of those living in flats/maisonettes and 32% of those living in bungalows felt that the appearance of the neighbourhood had improved, compared to 21% of those who live in houses

Table 5.8 Neighbourhood appearance - change by property type



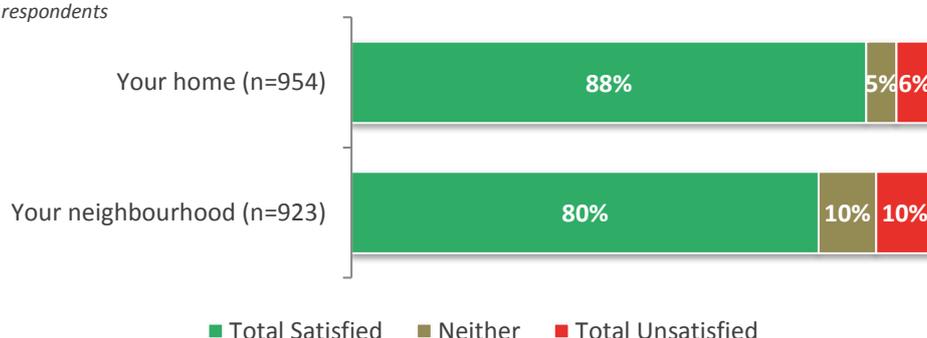
| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 21% | 40% | 32% |

Safety and security

Over eight out of ten (85%) are satisfied with the safety and security of their home. A slightly smaller proportion (79%) are satisfied with the safety and security of their neighbourhood.

Figure 5.5 Safety and security

Percentage of respondents



Comparison with previous results show a slight decrease for both safety and security of home and the neighbourhood, but these differences are not statistically significant.

Figure 5.6 Safety and security by survey period

Percentage of respondents

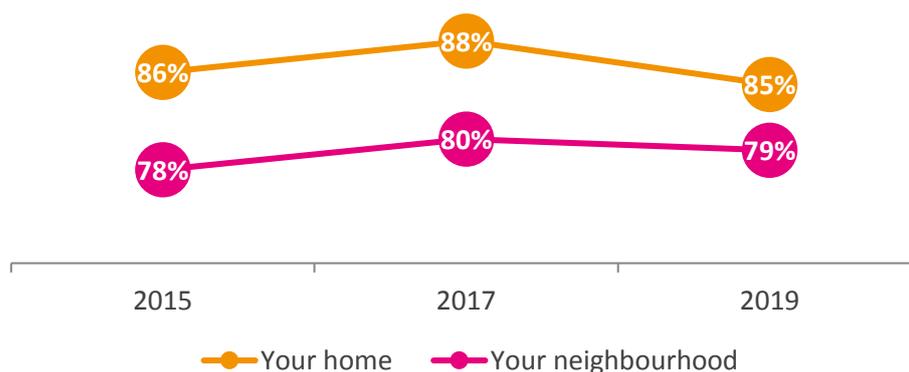


Table 5.5 shows breakdown by tenure across the four survey periods. Sheltered tenants report higher levels of satisfaction for both aspects compared to general needs. For the current survey period, this difference is statistically significant for satisfaction with the safety and security of both their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

Comparison with previous survey periods shows that general needs tenants' satisfaction with the safety and security of home (84%) is significantly lower this year, compared to 2017 (88%). No other differences were significant for general needs tenants.

Satisfaction for sheltered tenants was consistent across last three survey periods (2015 – 2019) for safety and security of their home.

Table 5.9 Safety and security - satisfaction by survey period and tenure

| | 2015 | | 2017 | | 2019 | |
|---------------------------|------|-----------|------|-----------|------|-----------|
| | GN | Sheltered | GN | Sheltered | GN | Sheltered |
| Your home | 85% | 93% | 88% | 91% | 84% | 95% |
| Your neighbourhood | 77% | 88% | 79% | 86% | 78% | 91% |

Breakdown by district for general needs only shows that Stanmore was the lowest performing district across both aspects with fewer than seven out of ten reporting satisfaction. For satisfaction with the safety and security of the home, Stanmore performs significantly lower than most other districts, with the exception of City-Other. For the safety and security of the neighbourhood Stanmore performs significantly lower than all other districts (see Table 5.6 overleaf).

Table 5.10 Safety and security - satisfaction by district for general needs only

| District | Your home | Your neighbourhood |
|------------------------|------------|--------------------|
| City-Other | 79% | 81% |
| Stanmore | 74% | 67% |
| Weeke | 88% | 81% |
| Winnall and Highcliffe | 88% | 78% |
| Rural North | 87% | 82% |
| Rural South | 89% | 83% |

Breakdown by area shows a higher satisfaction scores for rural tenants compared to city ones. These differences are significant only for the safety and security of the home.

Table 5.11 Safety and security - satisfaction by area for general needs only

| Area | Your home | Your neighbourhood |
|-------|-----------|--------------------|
| Rural | 88% | 82% |
| City | 82% | 76% |

| | |
|--|---|
|  | <p>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.</p> |
|  | <p>A significantly greater proportion of those on housing benefit report satisfaction the safety and security of the home ,compared to those who are not on housing benefits.</p> |
|  | <p>A significantly greater proportion of those living in bungalows (92%) report satisfaction the safety and security of the home, compared to those who live in houses and flats/maisonettes (both 83%).</p> <p>A significantly greater proportion of those living in bungalows (85%) report satisfaction the safety and security of the neighbourhood, compared to those who live in houses (77%)</p> |

Community

All respondents were asked what would make them more satisfied with where they live and were asked, when responding, to consider their home, their estate and their community.

A total of 347 valid comments were analysed and grouped into themes. Most people (62%) said that the main issues have to do with parking, traffic and road conditions. Equal proportions (39%) suggested that what would make them more satisfied with where they live would be to have improvements and updates to their homes and to the repairs and maintenance services. Over three out of ten feel the need for more security and want WCC to deal with ASB (37%) and noisy neighbours (32%). Only a third (33%) said they were already satisfied.

Table 5.12 Reasons for dissatisfaction and improvement suggestions

| Theme | No | % |
|---|-----|-----|
| Issues with parking / traffic / roads | 216 | 62% |
| Improve repairs / maintenance services | 134 | 39% |
| Improved conditions / updates to home | 134 | 39% |
| Deal with crime & ASB / more security | 130 | 37% |
| Already satisfied / happy | 114 | 33% |
| Issues with neighbours e.g. noisy / too many students | 112 | 32% |
| Keep area clean / tidy e.g. dog mess / grass cuttings | 104 | 30% |
| Community facilities / activities / shops | 68 | 20% |
| Bins & recycling collections | 56 | 16% |
| Support for elderly / vulnerable residents | 54 | 16% |
| Improve pavements | 36 | 10% |
| Improve Public transport | 32 | 9% |
| Streetlights | 28 | 8% |

Looking at the responses by district, there were no differences in the top four issues or suggestions for improvements, which means these are generalised concerns and improving these aspects will make Winchester City Council's residents more satisfied with where they live .

6. Service priorities

Service priorities

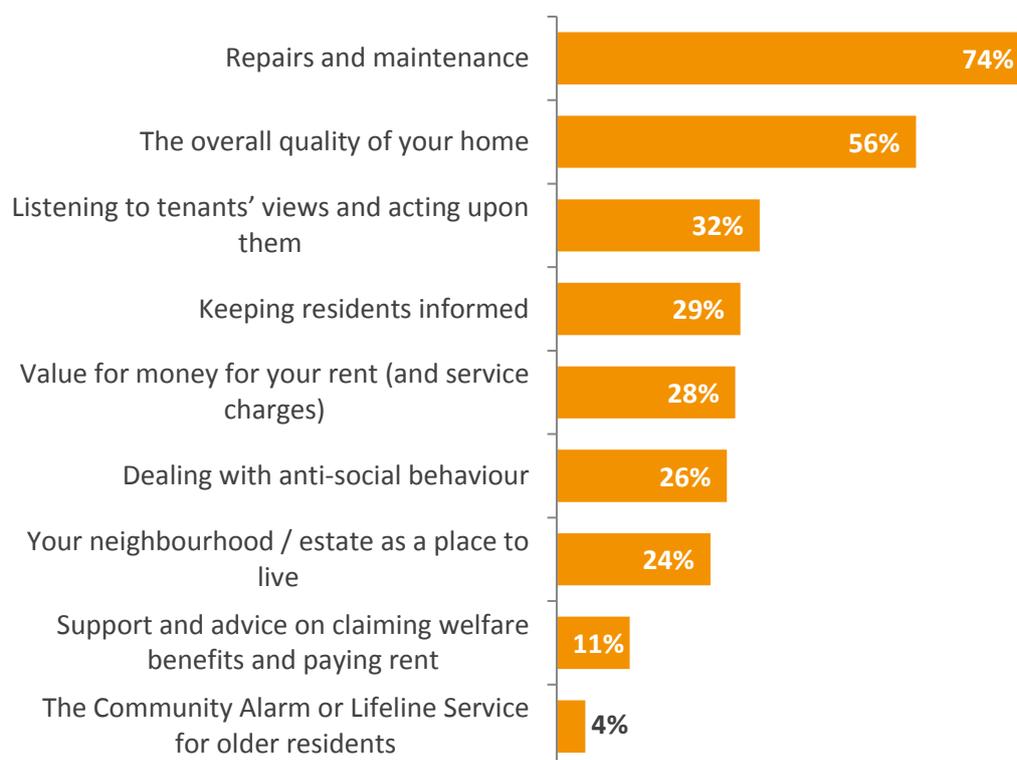
All residents were asked which services they would consider to be priorities. The top service priorities by far are:



The level of importance for each other services is presented in Figure 6.1, below. This is an overall result, combining both general needs and sheltered tenants. The option of choosing the Community alarm system was presented only to sheltered tenants.

Figure 6.1 Service priorities

Percentage of respondents- base size 955



Comparison by tenure showed differences in the top five most important services between general needs and sheltered tenants.

Table 6.1 Service priorities - by tenure

| Rank | General needs | Sheltered |
|------|---|---|
| 1 | Repairs and maintenance (75%) | Repairs and maintenance (58%) |
| 2 | The overall quality of your home (57%) | Keeping residents informed (45%) |
| 3 | Listening to tenants' views and acting upon them (31%) | The overall quality of your home (42%) |
| 4 | Value for money for your rent (and service charges) (28%) | The Community Alarm or Lifeline Service for older residents (38%) |
| 5 | Dealing with anti-social behaviour (28%) | Listening to tenants' views and acting upon them (36%) |

7. Making views known

Being kept informed

84% of residents felt that Winchester City Council is good at keeping them informed about things that might affect them as a tenant. Half (50%) rated them as being 'fairly good' and around a third (31%) as 'very good'.

Figure 7.1 Being kept informed

Percentage of respondents- base size 956

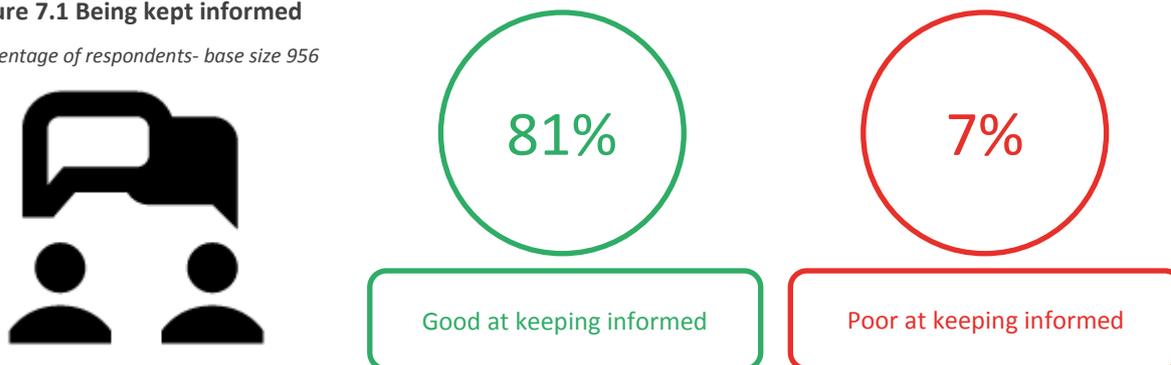
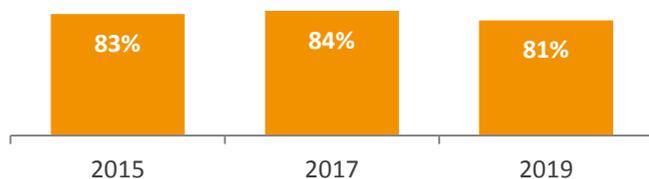


Figure 7.2 Being kept informed - satisfaction by survey period

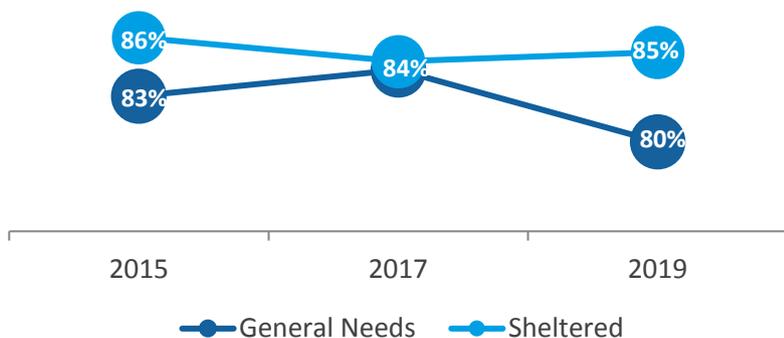
Percentage of respondents



Comparison by survey period shows that the current satisfaction rate (81%) is a little lower than the previous two surveys (84% and 83%), but the difference is not significant.

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

Percentage of respondents



Satisfaction has been similar between tenures. General needs tenants in 2019 (80%) are less satisfied, compared to 2017 (84%)

Breakdown by district for general needs only shows fairly similar satisfaction scores across districts. The only exception is Stanmore (74%) where a significantly lower proportion rated Winchester City Council as good compared to the two top performing districts (City-Other-83%, and Rural North (48%).

Breakdown by area shows similar satisfaction between city (80%) and rural (82%) based tenants.

Table 7.1 Being kept informed - satisfaction by district for general needs only



| District | |
|------------------------|-----|
| City-Other | 83% |
| Stanmore | 74% |
| Weeke | 82% |
| Winnall and Highcliffe | 81% |
| Rural North | 84% |
| Rural South | 80% |

Generally, older tenants reported higher levels of satisfaction compared to younger tenants. 86% - 89% of tenants aged 65+ were satisfied compared to 70%-78% of those aged under 65, which are significant differences.

Table 7.2 Being kept informed - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 70% | 70% | 78% | 78% | 89% | 86% |

Only 78% of those living in flats/maisonettes reported WCC is good at keeping them informed, compared to 85% of those who live in bungalows, which is a significant difference.

Table 7.3 Being kept informed - satisfaction by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 82% | 78% | 85% |

Opportunity to make views known

Around three-quarters (69%) were satisfied that Winchester City Council gives them the opportunities to make their views known. A greater proportion were 'fairly satisfied' (45%) as opposed to 'very

satisfied' (24%). A quarter (25%) appear to have no strong feelings either way, choosing the 'neither' option.

Figure 7.4 Making views known

Percentage of respondents- base size 949



Figure 7.5 Making views known - satisfaction by survey period

Per centage of respondents

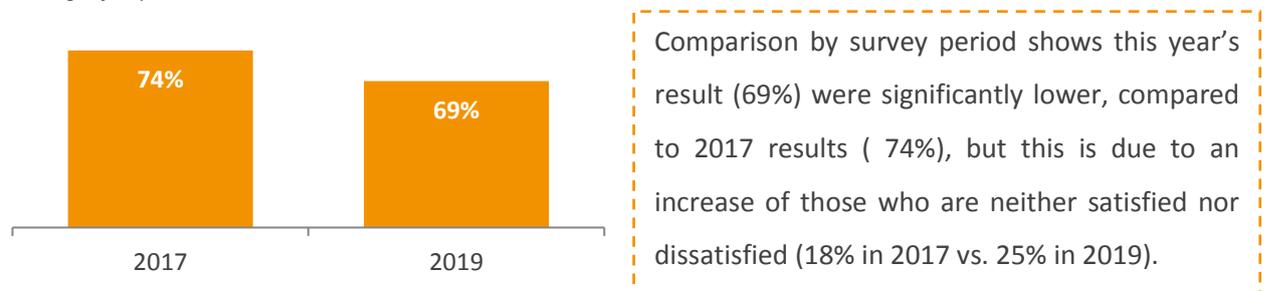
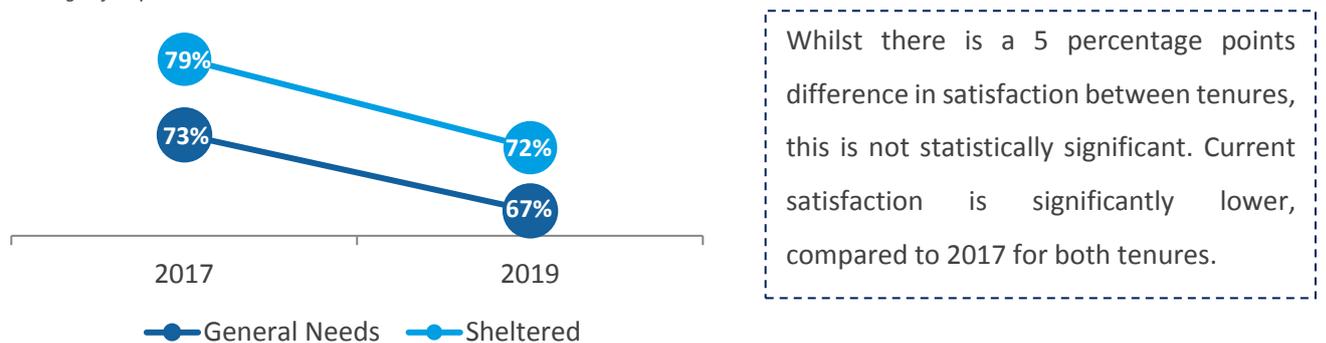


Figure 7.6 Making views known - satisfaction by survey period and tenure

Percentage of respondents



Breakdown by district for general needs only shows that Stanmore was the lowest performing district across with 57% reporting satisfaction, which is significantly lower than most other districts (excluding Weeke). Breakdown by area shows similar satisfaction between city (68%) and rural (71%).

Table 7.4 Making views known satisfaction by district and area for general needs only



| District | |
|------------------------|-----|
| City-Other | 75% |
| Stanmore | 57% |
| Weeke | 65% |
| Winnall and Highcliffe | 73% |
| Rural North | 70% |
| Rural South | 72% |

| Area | |
|-------|-----|
| Rural | 71% |
| City | 68% |

Tenants aged 65 - 74 were the most satisfied age group (82%). This result is significantly higher, compared to almost all other age groups' results (55%-69%) with the exception of those aged 55 to 64. The latter are the second most satisfied (73%) and they are significantly more satisfied than those under 45 (55%-58%).

Table 7.5 Making views known - satisfaction by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 58% | 55% | 69% | 73% | 82% | 66% |

82% of BME tenants reported satisfaction, compared to seven out of ten (68%) of white tenants, which is a significant difference.

Table 7.6 Making views known - by ethnicity



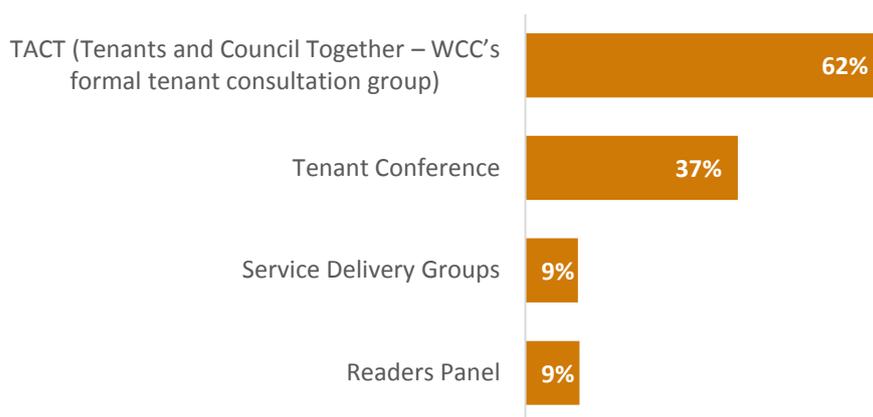
| White | BME |
|-------|-----|
| 68% | 82% |

Ways to make views known

Tenants were presented with a series of ways in which they can make their views known and were asked whether or not they were aware of these. As seen in Figure 7.7 overleaf, six out of ten people were aware of TACT and over one third (37%) were aware of the tenant conference. Only 9% were aware of the service delivery groups or the readers panel.

Figure 7.7 Awareness of ways to make views known

Percentage of respondents- base sizes 837-925

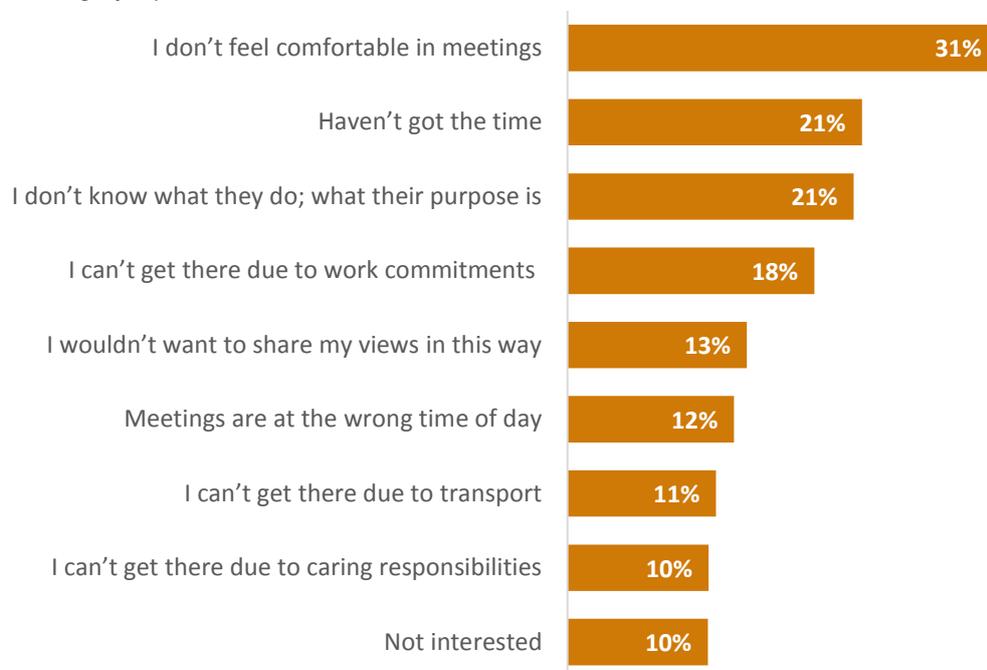


| | |
|---|---|
|  | <p>Tenants from Stanmore (58%) are significantly less aware of TACT, compared to those from Weeke (71%). They are also less aware of the Tenant Conference (27%), compared to those living in Rural North (40%), Rural South (46%) and City-Other(40%).</p> |
|  | <p>A significantly greater proportion of those living in bungalows (66%) and houses (67%) are aware of TACT, compared to those who live in flats/maisonettes (55%).</p> <p>A significantly greater proportion of those living in bungalows (44%) are aware of the Tenant Conference, compared to those who live in houses (34%)</p> |
|  | <p>46% of BME tenants are aware of TACT, compared to 63% of white tenants, which is a significant difference.</p> |
|  | <p>A significantly greater proportion of those not on housing benefits (65%) are aware of TACT, compared to those who are 58%.</p> |
|  | <p>19% of male tenants are aware of TACT, compared to 27% of female tenants.</p> <p>44% of male tenants are aware of the Tenant Conference, compared to 37% of female tenants</p> |
|  | <p>A greater proportion of tenants with a disability limiting them a little (70%) are aware of TACT, compared to tenants limited a lot by a disability (59%) or those without a disability (60%).</p> |

All tenants who have heard of TACT were asked whether or not they have been to a meeting. Only 5% said they had, while 88% said they had not. Those who had not participated were asked their reasons for not doing so. The top three reasons were: not feeling comfortable in meetings (31%), not having the time and not knowing the purpose of a TACT meeting (both 21%).

Figure 7.8 Reasons for not attending TACT meetings

Percentage of respondents – base size 749



We have also examined the top reasons for not attending a TACT meeting by age group and area. As seen in Table 7.7 below, these vary quite a lot by age, with the most mentioned ones being lack of time and not feeling comfortable in meetings.

Table 7.7 Reasons for not attending TACT meetings – by age

| Reason | Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|---------------------------------------|----------|-------|-------|-------|-------|-----|
| Haven't got the time | 37% | 28% | 33% | 26% | | |
| Don't feel comfortable in meetings | 40% | 27% | 27% | 30% | 40% | 28% |
| I can't get there due to transport | | | | | | 21% |
| I don't know what they do | | 27% | | | 22% | 27% |
| Don't want to share my views this way | | | | | 19% | |
| Work commitments | 26% | | 28% | 29% | | |

The same two reasons (lack of time and not feeling comfortable in meetings) are the most mentioned ones across all areas of Winchester CC. Table 7.8 overleaf presents the top reasons for each area.

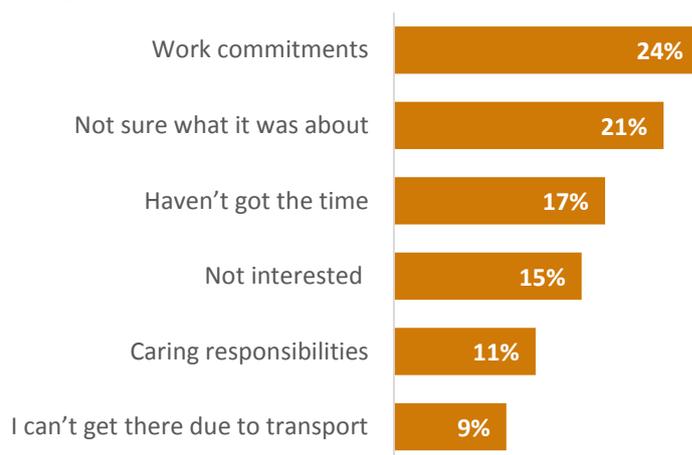
Table 7.8 Reasons for not attending TACT meetings – by district

| Reason | City-Other | Stanmore | Weeke | Winnall and Highcliffe | Rural North | Rural South |
|---------------------------------------|------------|----------|-------|------------------------|-------------|-------------|
| Haven't got the time | 24% | 24% | 27% | 25% | 18% | |
| Don't feel comfortable in meetings | 37% | 26% | 26% | 37% | 37% | 29% |
| I can't get there due to transport | | | | | | 20% |
| I don't know what they do | 24% | | | 20% | 17% | 28% |
| Don't want to share my views this way | | | | 20% | | |
| Work commitments | | 27% | 19% | | 17% | |
| Not interested | | | | | 17% | |

All tenants who had heard of the tenant conference were asked whether or not they have been to it. Only 3% said they had, while 86% said they had not. Those who had not participated were asked their reasons for not doing so. The top three reasons were: work commitments (24%), not knowing what it was about (21%) and not having the time (17%).

Figure 7.8 Reasons for not attending the Tenant Conference

Percentage of respondents – base size 700



We have also examined the top reasons for not attending the Tenant Conference by age group and area. As seen in Table 7.9 below, these vary quite a lot by age, with the most mentioned ones being work commitments and not knowing what it was about.

Table 7.9 Reasons for not attending the Tenant Conference – by age

| Reason | Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|------------------------------------|----------|-------|-------|-------|-------|-----|
| Haven't got the time | 27% | 24% | 31% | 16% | | |
| I can't get there due to transport | | | | | | 20% |
| Work commitments | 38% | 27% | 35% | 34% | 16% | |
| Caring responsibilities | | 22% | | | | |
| Not sure what it was about | 29% | | 16% | 20% | 23% | 28% |
| Not interested | | | | | 18% | 29% |

The same two reasons (work commitments and not knowing what it was about) are the most mentioned ones across all areas of Winchester CC. Table 7.10 below presents the top reasons for each area.

Table 7.10 Reasons for not attending the Tenant Conference – by district

| Reason | City-Other | Stanmore | Weeke | Winnall and Highcliffe | Rural North | Rural South |
|------------------------------------|------------|----------|-------|------------------------|-------------|-------------|
| Haven't got the time | 19% | | 24% | 22% | | |
| I can't get there due to transport | | | | | | 16% |
| Work commitments | 24% | 31% | 32% | 17% | 25% | 24% |
| Not sure what it was about | 21% | 22% | 16% | 23% | 22% | 20% |
| Not interested | | 17% | | | 22% | |

Improvements needed for TACT meetings

All tenants who had heard of TACT were asked what changes could be made to increase the number of tenants who come along to its meetings. A total of 142 valid comments were analysed and grouped into themes.

Tenants consider more publicity would make more people go to the meetings (51%), while the second most popular change would be having more convenient times (32%). Only 10% consider the meetings should be shorter and that there should be incentives for coming, like transport being provided. Some people took the chance to say that more one to ones in more convenient locations should take place instead of these meetings.

Table 7.11 Improvements

| Theme | No. | % |
|--|-----|-----|
| Send information / advertise / send invitations | 73 | 51% |
| More convenient times / date / longer notice period | 46 | 32% |
| Make it shorter / incentives / provide transport | 14 | 10% |
| Come to us / more convenient location | 14 | 10% |
| Email / online / one to ones instead of group meetings | 13 | 9% |

8. Contact and communication

There were a set of questions about contact with Winchester City Council and communications.

Figure 8.1 Contact and communication



When comparing 2019 results to 2017, it shows an 18 percentage points decrease 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.

There are no significant differences in the overall proportion who reported that getting hold of the right person was easy; that they found staff to be helpful; felt that their query was answered within a reasonable time; found it easy contacting 'Housing' by telephone; received a call back from 'Housing'; or were satisfied with the final outcome of their query since 2017. This suggests that despite a decrease 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. Despite a 6 percentage points difference between the tenures in the current survey period, this is not significant. For sheltered tenants, whilst the current proportion was 5 percentage points lower compared to 2017, this was not a significant difference.

The proportions who have contacted Winchester City Council in the last 12 months has reached its lowest levels in the current survey period (65% general needs and 59% sheltered).

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

| | Contacted WCC in last 12 months | |
|------|---------------------------------|-----------|
| | General needs | Sheltered |
| 2015 | 71% | 56% |
| 2017 | 77% | 64% |
| 2019 | 65% | 59% |

Of these:



69% of general needs and 70% of sheltered tenants thought getting hold of the right person was easy. This difference between tenures is not significant and the results are similar to the previous survey periods.



83% of general needs and 87% of sheltered tenants thought the member of staff who dealt with their query was helpful. This difference between tenures is not significant and the results are similar to the previous survey periods.



83% of general needs tenants and 86% of sheltered tenants thought the query was answered within a reasonable time. This difference between tenures is not significant



and the results are similar to the previous survey periods. 73% of general needs and 78% of sheltered tenants were satisfied with the final outcome. These results are similar to the previous survey period.



Of those who contacted 'Housing' by telephone, 70% of general needs and 72% of sheltered tenants said it was easy to get through. This difference between tenures is not significant and the results are similar to the previous survey periods.



Of those who left a message for someone in 'Housing' to call them back, 63% of general needs and 69% of sheltered tenants stated that their call was returned. This difference between tenures, although relatively high, it is not statistically significant.

| | |
|---|--|
|  | <p>Breakdown by district for general needs only shows that contact over the last 12 months was significantly higher for Rural South (73%) compared to City-Other (61%). Significantly more tenants from Winnall and Highcliffe (91%) found the staff to be helpful, compared to tenants from Stanmore (79%) and Rural South (75%).</p> <p>Breakdown by area showed that significantly more tenants from rural areas (71%) contacted Winchester CC, compared to city areas tenants (63%).</p> |
|  | <p>There is a significant difference in contact by age. Significantly more tenants under 35 (74%) had contacted Winchester CC in the past 12 months, compared to those aged 75+ (61%).</p> <p>For all other aspects of the communication process, those under 35 had significantly lower satisfaction levels, compared to older age groups (65+).</p> |
|  | <p>A greater proportion of with a disability limiting them a little had higher satisfaction levels, compared to those with disability that limits them a lot for the following:</p> <ul style="list-style-type: none"> ▪ Contact in last 12 months (76% vs. 65%) ▪ Query answered within reasonable time (88% vs. 78%) ▪ Getting hold of the right persons (73% vs. 60%) <p>A greater proportion without a disability had higher satisfaction levels, compared to those with a disability that limits them a lot for the following aspects:</p> <ul style="list-style-type: none"> ▪ Getting hold of the right persons (72% vs. 60%) ▪ Easy to get through to by telephone (77% vs. 62%) ▪ Call being returned (69% vs. 55%) |



Significantly more white tenants (66%) contacted WCC in the last 12 months, compared to BME tenants (46%).

Using the internet

All respondents were asked if they use the internet at home or elsewhere (including smartphones). Seven out of ten tenants (71%) use the internet either at home, outside the home or both. Four out of ten (39%) only use the internet at home, whilst three out of ten (29%) uses it both at home and outside. Only 3% only use the internet outside, suggesting that the majority that use the internet are able to do so using personal devices accessible to them, as opposed to going to the library, for example. Whilst three out of ten (29%) do not use the internet, this is likely to be for a wide range of reasons. 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 940

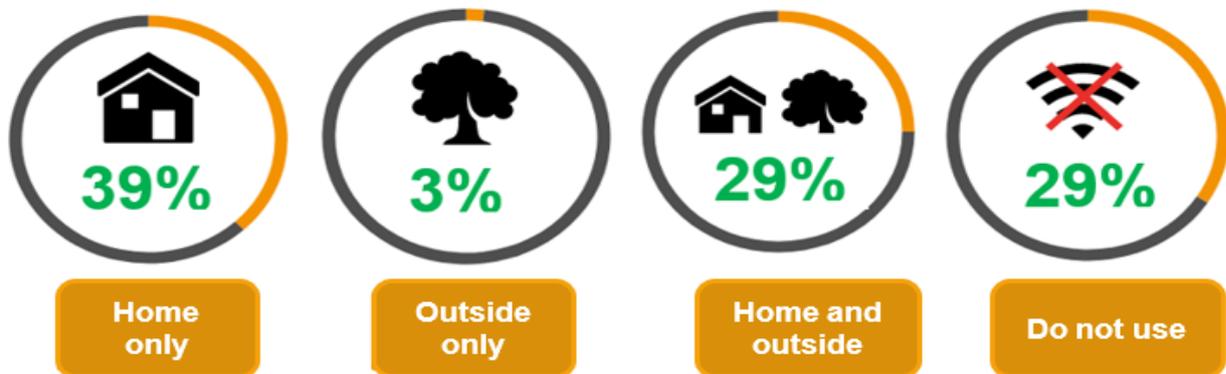
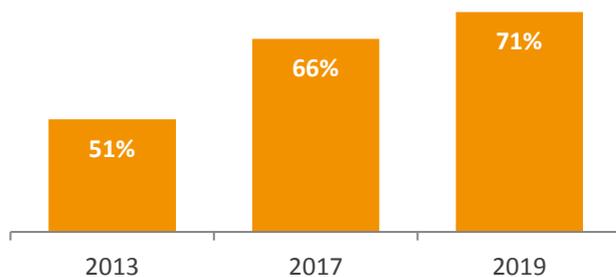


Figure 8.3 Internet use - by survey period

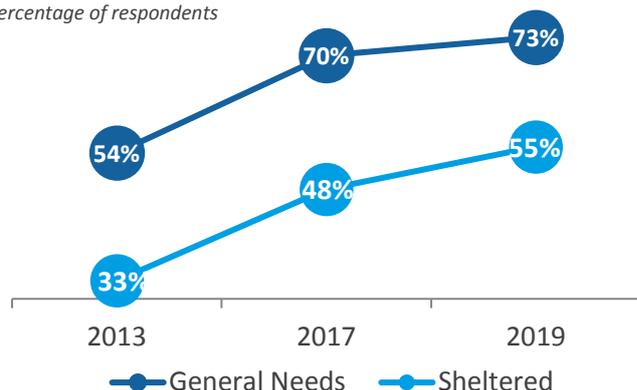
Percentage of respondents



There is a steady significant increase in the proportion who use the internet for each survey period. Therefore, whilst there is still a third (29%) who do not use internet, it is worth noting that the landscape is changing and the internet might be a useful tool for Winchester City Council to engage with tenants.

Figure 8.4 Internet use - by survey period and tenure

Percentage of respondents



Significantly more general needs tenants (73%) use the internet compared to sheltered tenants (55%).

For both tenures, the proportion of residents using the internet increased since 2017, but the difference was not significant.

Breakdown by district for general needs only shows that in Stanmore (81%) a significantly higher proportion of tenants use the internet compared to Winnall and Highcliffe (66%) and Rural South (64%).

Table 8.2 Internet use - by district for general needs only



| District | 2019 | Difference from 2017 |
|------------------------|------------|----------------------|
| City-Other | 74% | +1 % points |
| Stanmore | 81% | +11 % points |
| Weeke | 79% | +7 % points |
| Winnall and Highcliffe | 66% | -9 % points |
| Rural North | 72% | +12 % points |
| Rural South | 64% | -7 % points |

Unsurprisingly, results show that internet usage decreases with age, from 100% for residents aged under 35, dropping slightly in the next few decades, then to 84% for those aged 55-64. It then falls more sharply for the older two age groups, with 69% of 65-74 year olds using the internet at home, outside or both and just 35% of the 75+ age group. These are significant differences.

Table 8.3 Internet use - by age group



| Period | Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------------------|-------------|------------|-------------|-------------|-------------|-------------|
| 2019 | 100% | 95% | 93% | 84% | 69% | 35% |
| Difference from 2017 | +6 % points | = | +2 % points | -2 % points | +8 % points | +6 % points |

Six out of ten (62%) of those on housing benefit use the internet compared to eight out of ten (79%) of those who are not, which is significant. This group may therefore experience difficulties in accessing benefits in the future without the use of the internet.

Table 8.4 Internet use - by housing benefit receipt



| Yes | No |
|-----|-----|
| 62% | 79% |

Around six out of ten (64% - 66%) of those with have a long-term health problem use the internet compared to eight out of ten (79%) of those do not, which is significant.

Table 8.5 Internet use - by long-term health problem



| Yes- a lot | Yes- a little | No |
|------------|---------------|-----|
| 64% | 66% | 79% |

69% of white tenants use the internet compared to 92% of BME tenants, which is significant.

Table 8.6 Internet use - by ethnicity



| White | BME |
|-------|-----|
| 69% | 92% |

77% of those living in houses and 73% of those living in flats/maisonettes use the internet, compared to 54% of those who live in bungalows.

Table 8.7 Internet use - by property type



| House | Flat/Maisonette | Bungalow |
|-------|-----------------|----------|
| 77% | 73% | 54% |

Housing pages usage

Tenants were asked whether they have used the Housing pages on the Winchester City Council website in the last 12 months (excluding MY Council House Portal). Only a quarter (24%) said they had used it.

Only 9 sheltered tenants said they had used the pages (10%) as opposed to 200 general needs (25%). This difference is significant, but due to the small sample size of sheltered tenants should be treated with caution.

Unsurprisingly, results show that the usage decreases with age, with 10% -18% of those aged over 65 stating that they used the Housing pages, compared to 30%-42% of younger groups. These are significant differences.

Table 8.8 Winchester City Council website usage- by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|-------|-------|-----|
| 36% | 42% | 33% | 30% | 18% | 10% |

21% of those on housing benefit used the Housing pages compared to 28% of those who are not, which is significant.

Table 8.9 Winchester City Council website usage - by housing benefit receipt



| Yes | No |
|-----|-----|
| 21% | 28% |

21% of male tenants used the Housing pages, compared to 27% of female tenants, which is a significant difference.

Table 8.10 Winchester City Council website usage – satisfaction by gender



| Men | Women |
|-----|-------|
| 21% | 27% |

All tenants who used the Housing pages on the Winchester City Council website were subsequently asked how easy it was to find the information they needed. 81% felt that was easy, while 11% that it was difficult. Half (51%) rated it as being ‘fairly easy’ and 30% as ‘very easy’.

Breakdown by district for general needs only shows that in Rural North (96%) a significantly higher proportion of tenants found the information they needed easily, compared to City – Other (70%), Weeke (76%) and Rural South (78%).

Table 8.11 Ease of finding information - satisfaction by district for general needs only



| District | |
|------------------------|------------|
| City-Other | 70% |
| Stanmore | 84% |
| Weeke | 76% |
| Winnall and Highcliffe | 84% |
| Rural North | 96% |
| Rural South | 78% |

Results show that ease of finding the needed information was highest amongst tenants aged 65-74 (94%) and those under 35 (89%), as opposed to tenants aged 75+ (64%). These are significant differences.

Table 8.12 Ease of finding information - by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|------------|-------|-------|-------|------------|------------|
| 89% | 80% | 83% | 76% | 94% | 64% |

Around seven out of ten (71% - 72%) of those with have a long-term health problem found it easy to find the needed information, compared to nine out of ten (90%) of those who do not, which is significant.

Table 8.13 Ease of finding information - by long-term health problem



| Yes- a lot | Yes- a little | No |
|------------|---------------|------------|
| 71% | 72% | 90% |

Usefulness of the information was also assessed. About eight out of ten (82%) residents found the information to be useful, while 6% did not. Half (50%) rated it as being ‘fairly useful’ and 32% as ‘very useful’.

Breakdown by district for general needs only shows that in Rural North (96%) a significantly higher proportion of tenants found the information useful, compared to City – Other (70%), Stanmore (77%) and Rural South (78%).

Table 8.14 Usefulness of information - satisfaction by district for general needs only



| District | |
|------------------------|------------|
| City-Other | 70% |
| Stanmore | 77% |
| Weeke | 85% |
| Winnall and Highcliffe | 88% |
| Rural North | 96% |
| Rural South | 78% |

Results show that usefulness of information was highest amongst tenants aged 65-74 (94%) as opposed to tenants aged 75+ (70%) and those aged 55-64 (72%). These are significant differences.

Table 8.15 Usefulness of information - by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|----------|-------|-------|------------|------------|------------|
| 79% | 83% | 89% | 72% | 94% | 70% |

Around seven out of ten (68%) of those with have a long-term health problem that limits them a little found the information to be useful, compared to nine out of ten (89%) of those do not, which is significant.

Table 8.16 Usefulness of information - by long-term health problem



| Yes- a lot | Yes- a little | No |
|------------|---------------|------------|
| 82% | 68% | 89% |

Online complaints

Tenants were asked whether they have made a complaint online in the last 12 months. Only 9% (85 people) said they had.

Breakdown by sub-group shows that there are statistically significant differences only by age, with significantly more tenants under 35 (23%) making a complaint online, compared to all other age groups (5%-12%).

Table 8.17 Online complaints - by age group



| Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|------------|-----------|------------|------------|-----------|-----------|
| 23% | 7% | 12% | 10% | 6% | 5% |

All those who have made a complaint online were asked how easy it was to report it. Almost two thirds (64%) felt that it was easy (39% rated it as being ‘fairly easy’ and 25% as ‘very easy’), while 21% that it was difficult.

Tenant Voice

All tenants were asked if they’ve heard about Tenant Voice, Winchester City Council’s tenant newsletter. Half (54%) said they had, while a third (33%) said they had not. Out of those who have heard of it, only a quarter (26%) read it, while 70% do not.

Breakdown by sub-group showed that there were some statistically significant differences.

| | |
|---|--|
|  | <p>Breakdown by district for general needs only shows that significantly more tenants from Rural North (66%) had heard of Tenant Voice, compared to those from Stanmore, Winnall and Highcliffe (both 50%) and Rural South (52%).</p> |
|  | <p>Significantly more tenants aged 45-74 (59%-64%) had heard of Tenant Voice, compared to those aged under 35 (40%) and 75+ (42%). Of those who had heard of it, significantly more 65-74 year olds (33%) read it, compared to tenants aged 75+ (19%).</p> |
|  | <p>A greater proportion of tenants with a disability limiting them a little (62%) had heard of Tenant Voice, compared to tenants limited a lot by a disability (53%) or those without a disability (52%).</p> |
|  | <p>A greater proportion of tenants living in houses (60%) had heard of Tenant Voice, compared to those living in flats/maisonettes (49%).</p> |

Ways to get a copy

Residents were subsequently asked whether or not they know that a link to the online version of the newsletter can be emailed to them or that a hard copy of it can be posted to them. A third (32%) knew that a link can be emailed to them, while just over half (52%) knew the newsletter can be posted to them.

Significantly more BME tenants (55%) knew a link to the newsletter can be emailed to them, compared to white tenants (30%).

Regarding the hard copy, significantly more tenants aged 45-54 (60%) knew a hard copy can be posted to them, compared to those aged 55-64 (40%). The same is true for male tenants (57%), compared to female tenants (47%).

Would read the Tenant Voice if ...

The final question regarding the Tenants Voice newsletter asked whether or not tenants would read the Tenant Voice if a link to the online version of the newsletter would be emailed to them or if a hard copy of would be posted to them.

Link would be sent to them

Three out of ten (29%) would read it if a link would be emailed to them.

Significantly less 75+ tenants (11%) would read it if a link would be emailed to them, compared to tenants under 55 (29% -39%). The same is true for tenants who do not receive housing benefit (33%), compared to who do receive them (57%) and for those who are limited a lot by a disability (18%), compared to those who are not (36%).

A hard copy would be posted to them

Six out of ten (56%) would read the Tenant Voice if a hard copy was posted to them. Significantly more tenants aged 55+ (63%-71%) would read it, compared to those under 35 (43%).

Tables 8.18 and 8.19 overleaf present the proportion of those who would read the Tenant voice in each of the two cases, presented by sub-group.

Table 8.18 Would read the Tenant Voice if ...- by district and age

| Reason | District | | | | | | Age | | | | | |
|---|------------|----------|-------|------------------------|-------------|-------------|----------|-------|-------|-------|-------|-----|
| | City-Other | Stanmore | Weeke | Winnall and Highcliffe | Rural North | Rural South | Under 35 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| A hard copy was posted to you | 57% | 55% | 57% | 63% | 64% | 64% | 43% | 57% | 51% | 65% | 71% | 63% |
| A link to the online version was emailed to you | 20% | 23% | 37% | 34% | 36% | 30% | 29% | 39% | 35% | 27% | 40% | 11% |

Table 8.19 Would read the Tenant Voice if ... – other demographics

| Reason | Tenure | | Property type | | | Area | | Housing Benefit | | Disability | | |
|---|---------------|-----------|---------------|------------------|----------|-------|-------|-----------------|----------------|---------------------|------------------------|-----|
| | General needs | Sheltered | House | Flat/ Maisonette | Bungalow | Rural | Urban | In receipt | Not in receipt | Yes – limited a lot | Yes – limited a little | No |
| A hard copy was posted to you | 59% | 53% | 63% | 57% | 57% | 64% | 58% | 58% | 61% | 59% | 60% | 59% |
| A link to the online version was emailed to you | 29% | 20% | 40% | 25% | 15% | 33% | 28% | 22% | 35% | 18% | 24% | 36% |

9. Repairs and maintenance

Gas servicing arrangements

Over eight out of ten (84%) are satisfied with their gas servicing arrangements. Half reported that they are 'very satisfied' (50%) compared to 34% being 'fairly satisfied'.

Figure 9.1 Gas servicing arrangements

Percentage of respondents- base size 889

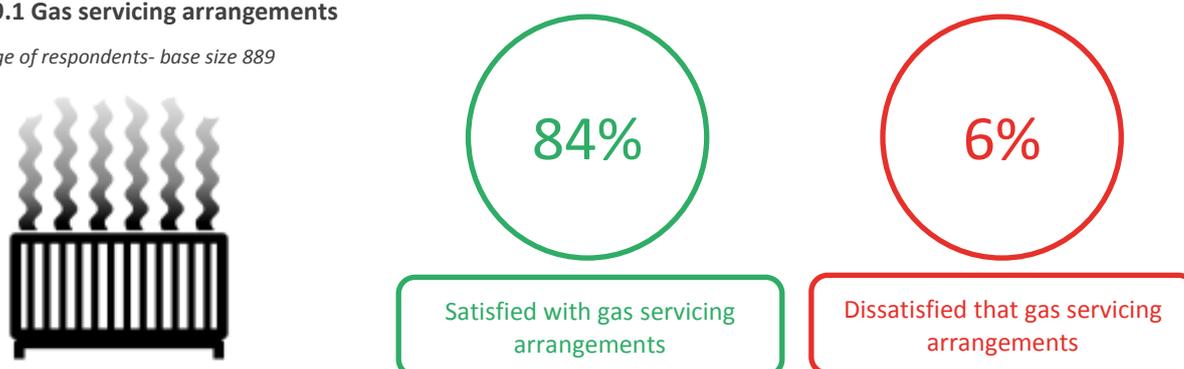


Figure 9.2 Gas servicing arrangements - satisfaction by survey period

Percentage of respondents

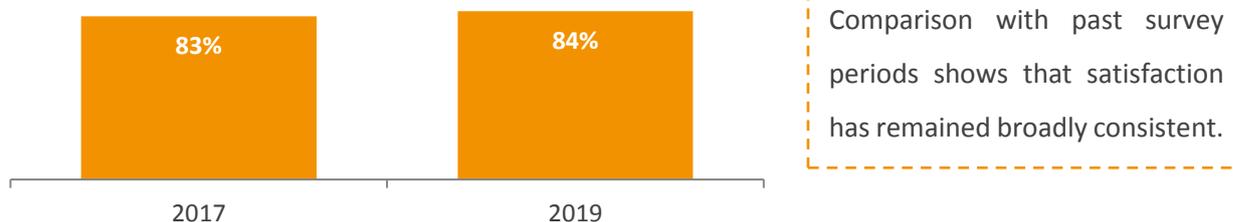
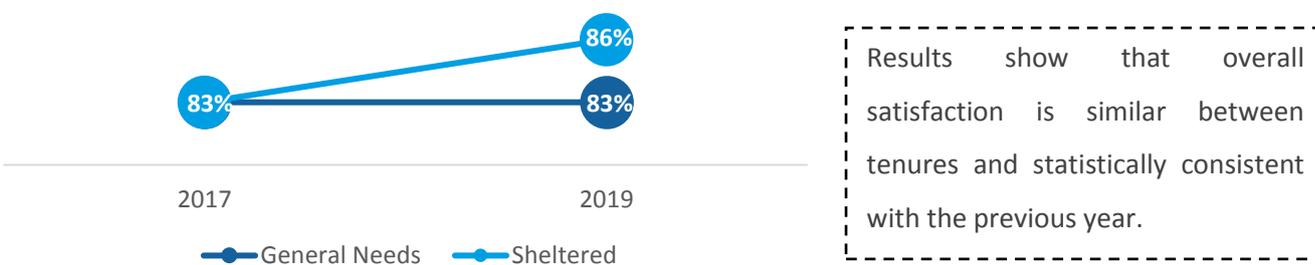


Figure 9.3 Gas servicing arrangements - satisfaction by survey period and tenure

Percentage of respondents



Breakdown by district for general needs only shows that tenants from Winnall and Highcliffe (90%) are more satisfied with their gas servicing arrangements, compared to tenants from Rural North (78%), Rural South (79%) and City – Other (80%).

Breakdown by area shows that tenants from city areas (85%) are more satisfied with their gas servicing arrangements, compared to tenants from rural areas (79%).

Table 9.1 Gas servicing arrangements - satisfaction by district and area for general needs only



| District | | Area | |
|------------------------|-----|-------|-----|
| City-Other | 80% | City | 85% |
| Stanmore | 83% | Rural | 79% |
| Weeke | 87% | | |
| Winnall and Highcliffe | 90% | | |
| Rural North | 78% | | |
| Rural South | 79% | | |

Over eight out of ten (82%-87%) of those aged 35+ report satisfaction compared to 66% of younger tenants (under 35), which is a significant difference.

Table 9.2 Gas servicing arrangements - satisfaction by age group



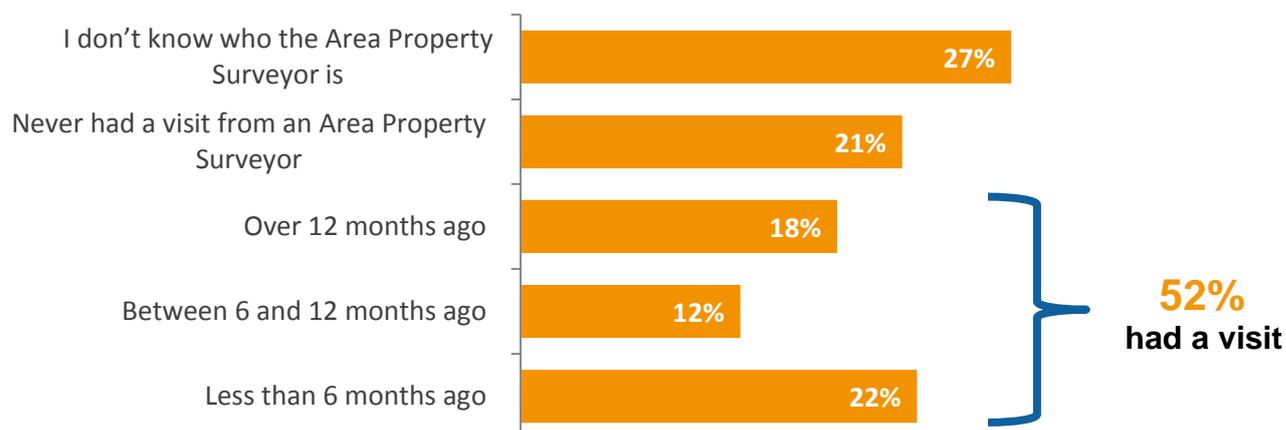
| 16-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|-------|-------|-------|-------|-------|-----|
| 66% | 87% | 82% | 83% | 86% | 86% |

Area Property Surveyor

All tenants were asked when their last visit from the Area Property Surveyor was. Over a quarter (27%) did not know who the Area Property Surveyor was and 21% said they have never had a visit from him/her. Overall 52% had had a visit from Area Property Surveyor. At a tenure level, 41% of sheltered tenants and 53% of the general needs tenants had had a visit from him/her.

Figure 9.4 Visit from the Area Property Surveyor

Percentage of respondents - base size 623



All those who had had a visit from the Area Property Surveyor were asked a series of questions regarding this interaction.



Overall 81% considered the wait to be reasonable (80% of general needs and 86% of sheltered tenants).



Overall 90% said the surveyor turned up when they were expecting him/her (80% of general needs and 88% of sheltered tenants).



Overall 87% said the surveyor spent enough time on their visit (87% of general needs and 82% of sheltered tenants).



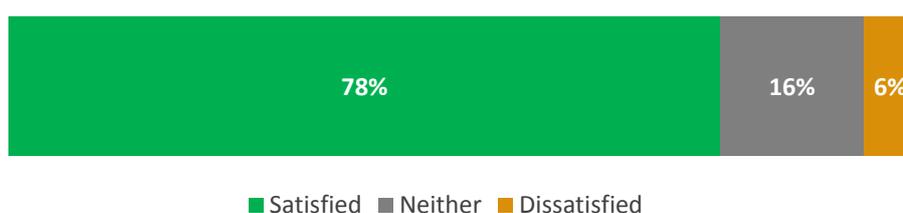
Overall 84% believed they were listened to by the surveyor (84% of general needs and 93% of sheltered tenants).

Overall, the satisfaction with the outcome of the surveyor's visit was high (88%). At a tenure level, 88% of general needs and 86% of sheltered tenants were satisfied.

The professional conduct of the surveyor was less satisfactory with only 78% stating they were 'very' or 'fairly' satisfied. The percentage was higher for sheltered tenants (84%), compared to general needs tenants (78%) but the difference was not significant. Tenants from Stanmore were significantly less satisfied (66%), compared to those from Winnall and Highcliffe (88%).

Figure 9.5 Surveyor's professional conduct - satisfaction

Percentage of respondents- base size 293



Arranged repairs

All those who received a visit from the Area Property Surveyor were asked whether he/she agreed to arrange repair works for them. Overall, 79% said he/she did. At a tenure level, 79% of general needs and 74% of sheltered tenants said that was the case for them.

Over eight out of ten (83%) knew what would happen next and when. This proportion was larger for sheltered tenants (87%), compared to general needs tenants (83%). However the difference was not significant.

Overall, only a third had to contact Housing to chase the works (34%). The percentage was lower for sheltered tenants (28%), compared to general needs (34%), but the difference was not significant.

All respondents were asked how the service provided by the Area Property Surveyor could be improved. A total of 78 valid comments were analysed and grouped into themes. Over a third (35%) said that no improvements were necessary. Others did see a need for improvement and the main aspects they wanted to change were the time taken to complete the work (22%), quality of work (15%) and implementing inspections and follow-ups (13%).

Table 9.3 Improvements

| Theme | No | % |
|--|----|-----|
| Doesn't need improving / generally good | 27 | 35% |
| Timing / work takes too long / still waiting for work to be completed | 17 | 22% |
| Quality of work / service / more knowledgeable workers | 12 | 15% |
| Follow ups / inspections | 10 | 13% |
| Issues with appointments e.g. missed appointments / inconvenient times | 9 | 12% |
| Other | 3 | 4% |

10. Sheltered housing

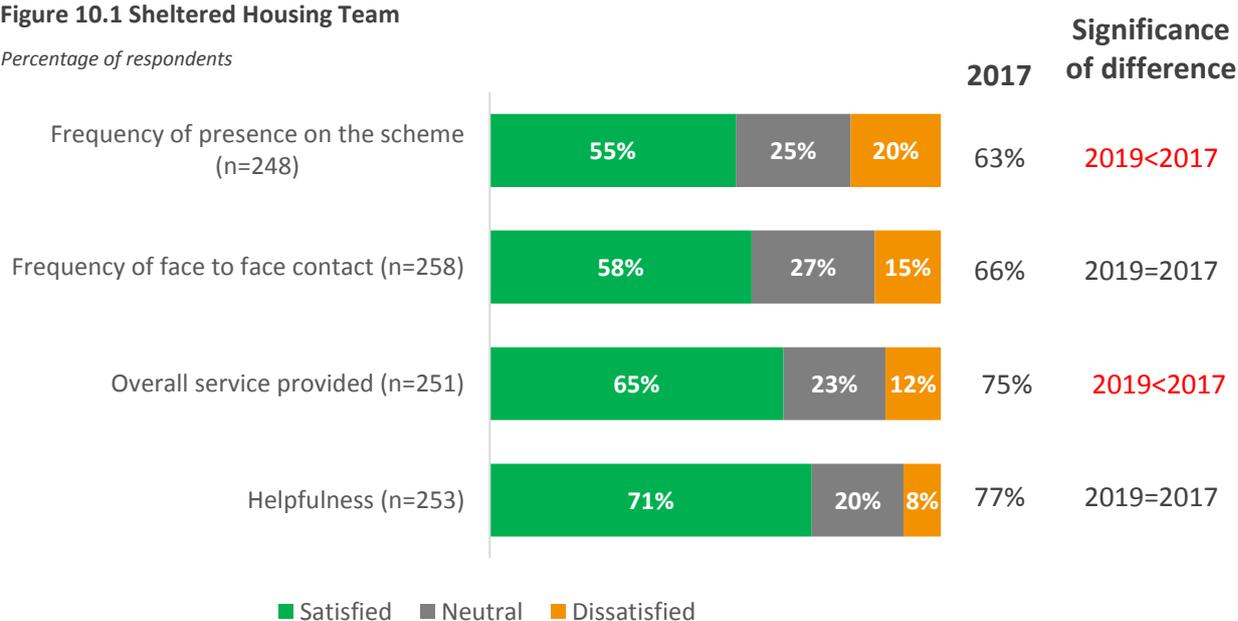
This section covers questions that were specific to sheltered housing tenants only.

Service provided by the Sheltered Housing Team

These tenants were asked how satisfied or dissatisfied they were with the service provided by the Sheltered Housing Team. Seven out of ten were satisfied with the helpfulness of the team (71%) and 65% with the overall service provided, while over half were also satisfied their presence on the scheme (55%) and with the frequency of the face to face contact (58%). Every aspect of the service had a high number of tenants that were neither satisfied nor dissatisfied (20% - 27%) and this might be because these tenants are not accessing these services. Compared to 2017 results, there has been a significant decrease in satisfaction with the frequency of presence of the scheme and the overall service provided.

Figure 10.1 Sheltered Housing Team

Percentage of respondents

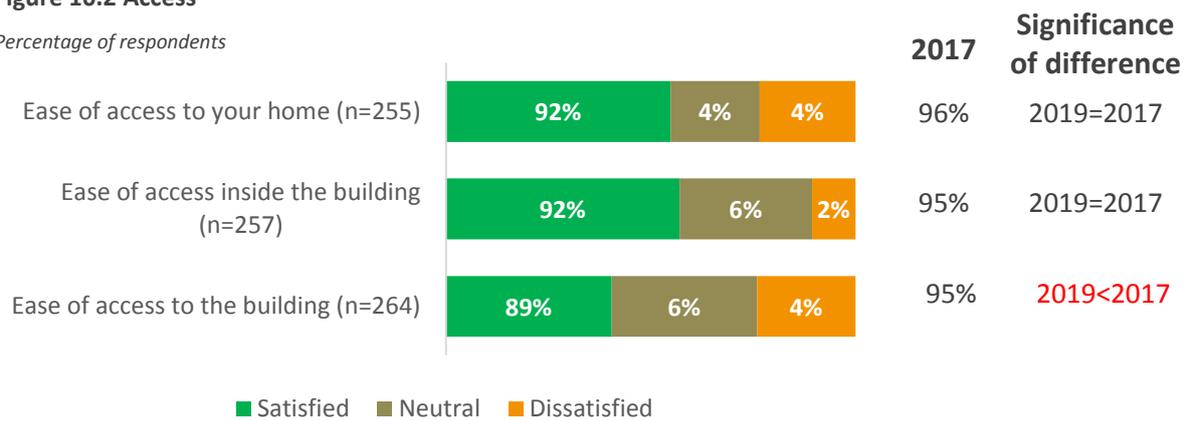


Access to building and home

Over nine out of ten sheltered tenants were satisfied with ease of access to their home (92%) and inside the building (both 92%), though slightly lower for ease of access to the building (89%). Compared to 2017 results, there has been a significant decrease in satisfaction with the ease of access to the building.

Figure 10.2 Access

Percentage of respondents



11. Net Promoter Score

All respondents were asked, how likely or unlikely they would be to recommend Winchester City Council Housing Services to friends and family on a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'extremely likely'. The scores are categorised as:

Promoters (score 9-10) – loyal enthusiasts who will promote and support WCC, increasing their reputation.

Passives (score 7-8) – satisfied but unenthusiastic tenants who can easily become detractors depending on circumstance.

Detractors (score 0-6) – unhappy tenants who can damage Winchester City Council and hold back development and growth through negative word-of-mouth.

The net promoter score (NPS®) is calculated by taking the detractor percentage away from the promoter percentage and presented as a number which can range from -100 to 100.

Winchester City Council Net Promoter Score is 18, as seen in Figure 11.1 below, which places WCC above median on a regional level and below median at a national level.

Figure 11.1 Net Promoter Score

Percentage of respondents – base size 932



Conclusions

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

Winchester CC should consider improving its repairs and maintenance service as this service yields one of the highest dissatisfaction rates (11%), but at the same time it is the top service priority for its residents (74%).

The value for money of the service charge is another aspect with a relatively high dissatisfaction rate (10%). This is an area that WCC needs to improve, considering that on both national and regional benchmarking place it in the bottom quartile for this measure.

This can be improved by better communicating what the service charge covers and how it is calculated, especially for younger tenants and those living in Stanmore, who are significantly less satisfied with this type of communications and with the value for money of the service charge, overall.

The quality of tenants' homes is another issue of concern, with 10% of tenants being dissatisfied. This might relate to repairs and maintenance, so any improvements there should also improve the satisfaction with the quality of home.

Listening to tenants' views also has an 11% dissatisfaction rate; only 69% of tenants are satisfied that Winchester City Council gives them the opportunities to make their views known. This is especially the case for younger residents, despite the fact that they are aware of the possibilities they have to interact with WCC. This might be because most young people want a more face to face or online interaction with their housing provider or they need more accommodating hours, as suggested when tenants were asked about ways to increase the number of tenants who come along to TACT meetings.

Sub-group analysis shows a number of different patterns across the survey results with certain groups consistently showing higher or lower levels of satisfaction compared to others. These are set out in the following sections.

Tenure

Sheltered tenants consistently report higher levels of satisfaction compared to general needs tenants. This is a pattern typical in STAR surveys. Breakdown by demographics shows that a significantly greater proportion of sheltered tenants are in receipt of housing benefit (70% vs 44%), have a long-term health problem (or household member does) (64% vs. 51%) and are aged 65+ (89% 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 related to higher levels of satisfaction.

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 therefore suggests that the lower satisfaction rates are not due to differences in the demographic characteristics of Stanmore tenants. Further research should be done with these residents in order to understand their reasons for dissatisfaction. Focus groups would be a good way to unearth reasons for dissatisfaction, to truly listen to these residents and seek their suggestions for concrete improvements.

Age

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

Housing benefit

Those in receipt of housing benefit consistently had higher satisfaction rates compared to those who are not. This pattern is also typical of STAR surveys.

Appendix A: Survey (Sheltered)

Appendix B: Survey (General Needs)

Appendix C: Respondent profile (unweighted)

Appendix A: Survey (Sheltered)



Winchester City Council Tenants Satisfaction Survey 2019

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/wcc> or by using the QR code on the letter. 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 (WCC)? (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 |

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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Only answer Q5 to Q7 if you pay a service charge

5. 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 |

6. 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

7. If you don't feel that your service charge offers value for money, please provide details on why not and on how this could be improved. (Please write in the space provided)

GENERAL SERVICES

8. 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 |

9. 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 |

10. How satisfied or dissatisfied are you with the 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 |

COMMUNITY

11. What would make you more satisfied with where you live – consider your home, your estate, your community? (Please write in the space provided)

ESTATE SERVICES

12. 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 |

13. How satisfied or dissatisfied are you with the safety and security of the following? (Tick one box only for each row ✓)

| | 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 |

14. 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 |

YOUR SERVICE PRIORITIES

15. 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"/> 6 |
| The overall quality of your home | <input type="checkbox"/> 2 | Your neighbourhood / estate as a place to live | <input type="checkbox"/> 7 |
| Listening to tenants' views and acting upon them | <input type="checkbox"/> 3 | Value for money for your rent (and service charges) | <input type="checkbox"/> 8 |
| Repairs and maintenance | <input type="checkbox"/> 4 | Support and advice on claiming welfare benefits and paying rent | <input type="checkbox"/> 9 |
| The Community Alarm or Lifeline Service for older residents | <input type="checkbox"/> 5 | | |

MAKING YOUR VIEWS KNOWN

16. 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 |

17. 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 |

18. The following are some of the ways in which you can make your views known.

Have you heard of the following...? (Tick one box only for each row ✓)

| | Yes | No | Not sure |
|---|----------------------------|----------------------------|----------------------------|
| a. TACT (Tenants and Council Together – Winchester City Council's formal tenant consultation group) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| b. Service Delivery Groups | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| c. Tenant Conference | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| d. Readers Panel | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Answer questions 19 to 21 only if you have heard of TACT.

19. Have you ever been to a TACT Meeting? (Tick one box only ✓)

Yes 1 **GO TO Q21** No 2 **GO TO Q20** Not sure 3 **GO TO Q21**

20. Why don't you come along? (Please tick all boxes that apply to you ✓)

- | | | | |
|--|----------------------------|--|-----------------------------|
| Haven't got the time | <input type="checkbox"/> 1 | I can't get there due to caring responsibilities | <input type="checkbox"/> 6 |
| I don't feel comfortable in meetings | <input type="checkbox"/> 2 | I wouldn't want to share my views in this way | <input type="checkbox"/> 7 |
| I can't get there due to transport | <input type="checkbox"/> 3 | I can't get there due to work commitments | <input type="checkbox"/> 8 |
| I don't know what they do; what their purpose is | <input type="checkbox"/> 4 | Not interested | <input type="checkbox"/> 9 |
| Meetings are at the wrong time of day | <input type="checkbox"/> 5 | Other (please specify in box below) | <input type="checkbox"/> 10 |

21. What changes could TACT make to increase the number of tenants who come along to its meetings? (Please write in the space provided)

Answer questions 22 to 23 only if you have heard of the TENANT CONFERENCE.

22. Did you come to the last Tenant Conference in February 2018? (Tick one box only ✓)

- Yes 1 **GO TO Q24** No 2 **GO TO Q23** Can't remember 3 **GO TO Q24**

23. Why didn't you come? (Please tick all boxes that apply to you ✓)

- | | | | |
|------------------------------------|----------------------------|-------------------------------------|----------------------------|
| Haven't got the time | <input type="checkbox"/> 1 | Not sure what it was about | <input type="checkbox"/> 5 |
| I can't get there due to transport | <input type="checkbox"/> 2 | Not interested | <input type="checkbox"/> 6 |
| Work commitments | <input type="checkbox"/> 3 | Other (please specify in box below) | <input type="checkbox"/> 7 |
| Caring responsibilities | <input type="checkbox"/> 4 | | |

CONTACT AND COMMUNICATION

24. Have you contacted Winchester City Council Housing Services 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 Q25** No 2 **GO TO Q31**

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

- Easy 1 Difficult 2 Neither 3

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

- Helpful 1 Unhelpful 2 Neither 3

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

- Yes 1 No 2

28. How satisfied or dissatisfied were you with the final outcome? (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 |

29. 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

30. 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

ONLINE COMMUNICATIONS

31. 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

32. Have you used the Housing pages on the Winchester City Council website in the last 12 months (this doesn't include My Council House Portal) ? (Tick one box only ✓)

Yes 1 **GO TO Q33** No 2 **GO TO Q35** Don't know/Can't remember 3 **GO TO Q35**

33. How easy was it to find the information you needed? (Tick one box only ✓)

Very easy 1 Fairly easy 2 Neither 3 Fairly difficult 4 Very difficult 5

34. How useful was the information? (Tick one box only ✓)

Very useful 1 Fairly useful 2 Neither 3 Not useful 4 Not useful at all 5

35. Have you tried to make a complaint online in the last 12 months? (Tick one box only ✓)

Yes 1 **GO TO Q36** No 2 **GO TO Q37** Don't know/Can't remember 3 **GO TO Q37**

36. How easy did you find it to report your complaint? (Tick one box only ✓)

Very easy 1 Fairly easy 2 Neither 3 Fairly difficult 4 Very difficult 5

REPAIRS AND MAINTENANCE

37. When was your most recent Area Property Surveyor visit? (Tick one box only ✓)

Less than 6 months ago 1 **GO TO Q38** Can't remember 4 **GO TO Q48**
 Between 6 and 12 months ago 2 **GO TO Q38** Never had a visit from an Area Property Surveyor 5 **GO TO Q48**
 Over 12 months ago 3 **GO TO Q38** I don't know who the Area Property Surveyor is 6 **GO TO Q48**

38. How do you feel about the time you had to wait to see an Area Property Surveyor? (Tick one box only ✓)

The wait is reasonable 1 The wait is too long 2 Don't know/Can't remember 3

39. Did the surveyor turn up when you expected (i.e. at the agreed date and am/pm period)? (Tick one box only ✓)

Yes 1 No 2 Don't know/Can't remember 3

40. Do you think the surveyor spent enough time on your visit? (Tick one box only ✓)

Yes 1 No 2 Don't know/Can't remember 3

52. Would you read it if...? (Tick one box only for each row ✓)

| | Yes | No | Don't know |
|---|----------------------------|----------------------------|----------------------------|
| a. A hard copy was posted to you | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| b. A link to the online document was emailed to you | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

SHELTERED HOUSING

53. 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

54. 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 |

YOU AND YOUR HOUSEHOLD

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

55. 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.

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

Yes 1 No 2

57. 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

58. 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 | | | Asian / Asian British | | |
| English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | Indian | <input type="checkbox"/> 12 | <input type="checkbox"/> 12 |
| Irish | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | Pakistani | <input type="checkbox"/> 13 | <input type="checkbox"/> 13 |
| Gypsy or Irish Traveller | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | Bangladeshi | <input type="checkbox"/> 14 | <input type="checkbox"/> 14 |
| Any other White background | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 | Chinese | <input type="checkbox"/> 15 | <input type="checkbox"/> 15 |
| Black / African / Caribbean / Black British | | | Any other Asian background | <input type="checkbox"/> 16 | <input type="checkbox"/> 16 |
| African | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 | Other ethnic group | | |
| Caribbean | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 | Arab | <input type="checkbox"/> 17 | <input type="checkbox"/> 17 |
| Any other Black / African / Caribbean background | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 | Any other ethnic group | <input type="checkbox"/> 18 | <input type="checkbox"/> 18 |
| Mixed / multiple ethnic groups | | | Prefer not to say | <input type="checkbox"/> 19 | <input type="checkbox"/> 19 |
| White and Black Caribbean | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 | Not Applicable | | <input type="checkbox"/> 20 |
| White and Black African | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 | | | |
| White and Asian | <input type="checkbox"/> 10 | <input type="checkbox"/> 10 | | | |
| Any other mixed / multiple ethnic background | <input type="checkbox"/> 11 | <input type="checkbox"/> 11 | | | |

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

| | | | | | |
|-------------------------|----------------------------|---------------------|----------------------------|-------------------|----------------------------|
| Heterosexual / straight | <input type="checkbox"/> 1 | Gay woman / lesbian | <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 |

60. 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 |

61. Winchester CC is offering a prize incentive for completing this questionnaire. There are 3 prizes: first prize - iPad mini and two second prizes - £50 shopping vouchers each.

Please confirm whether you consent to being entered into a prize draw. (Terms and conditions can be found at: www.winchester.gov.uk/improving_services)

| | | | |
|--|----------------------------|--|----------------------------|
| I give consent to being included in the prize draw | <input type="checkbox"/> 1 | I do not give consent; please exclude me from the prize draw | <input type="checkbox"/> 2 |
|--|----------------------------|--|----------------------------|

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, by the 26th April 2019.

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/page/privacypolicy>

If you would like more information about how Winchester City Council uses the information you provide please see the WCC's privacy policy at: <https://www.winchester.gov.uk/about/privacy-policy>

Appendix B: Survey (General Needs)



Winchester City Council Tenants Satisfaction Survey 2019

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/wcc> or by using the QR code on the letter. 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 (WCC)? (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 |

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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Only answer Q5 to Q7 if you pay a service charge

5. 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 |

6. 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

7. If you don't feel that your service charge offers value for money, please provide details on why not and on how this could be improved. (Please write in the space provided)

GENERAL SERVICES

8. 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 |

9. 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 |

10. How satisfied or dissatisfied are you with the 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 |

COMMUNITY

11. What would make you more satisfied with where you live – consider your home, your estate, your community? (Please write in the space provided)

ESTATE SERVICES

12. 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 |

13. How satisfied or dissatisfied are you with the safety and security of the following? (Tick one box only for each row ✓)

| | 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 |

14. 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 |

YOUR SERVICE PRIORITIES

15. 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 |

MAKING YOUR VIEWS KNOWN

16. 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 |

17. 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 |

18. The following are some of the ways in which you can make your views known.

Have you heard of the following...? (Tick one box only for each row ✓)

| | Yes | No | Not sure |
|---|----------------------------|----------------------------|----------------------------|
| a. TACT (Tenants and Council Together – Winchester City Council's formal tenant consultation group) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| b. Service Delivery Groups | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| c. Tenant Conference | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| d. Readers Panel | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Answer questions 19 to 21 only if you have heard of TACT

19. Have you ever been to a TACT Meeting? (Tick one box only ✓)

Yes 1 **GO TO Q21** No 2 **GO TO Q20** Not sure 3 **GO TO Q21**

20. Why don't you come along? (Please tick all boxes that apply to you ✓)

- | | | | |
|--|----------------------------|--|-----------------------------|
| Haven't got the time | <input type="checkbox"/> 1 | I can't get there due to caring responsibilities | <input type="checkbox"/> 6 |
| I don't feel comfortable in meetings | <input type="checkbox"/> 2 | I wouldn't want to share my views in this way | <input type="checkbox"/> 7 |
| I can't get there due to transport | <input type="checkbox"/> 3 | I can't get there due to work commitments | <input type="checkbox"/> 8 |
| I don't know what they do, what their purpose is | <input type="checkbox"/> 4 | Not interested | <input type="checkbox"/> 9 |
| Meetings are at the wrong time of day | <input type="checkbox"/> 5 | Other (please specify in box below) | <input type="checkbox"/> 10 |

21. What changes could TACT make to increase the number of tenants who come along to its meetings? (Please write in the space provided)

Answer questions 22 to 23 only if you have heard of the TENANT CONFERENCE.

22. Did you come to the last Tenant Conference in February 2018? (Tick one box only ✓)

- Yes 1 **GO TO Q24** No 2 **GO TO Q23** Can't remember 3 **GO TO Q24**

23. Why didn't you come? (Please tick all boxes that apply to you ✓)

- | | | | |
|------------------------------------|----------------------------|--|----------------------------|
| Haven't got the time | <input type="checkbox"/> 1 | Not sure what it was about | <input type="checkbox"/> 5 |
| I can't get there due to transport | <input type="checkbox"/> 2 | Not interested | <input type="checkbox"/> 6 |
| Work commitments | <input type="checkbox"/> 3 | Other (please specify in box below) | <input type="checkbox"/> 7 |
| Caring responsibilities | <input type="checkbox"/> 4 | <div style="border: 1px solid black; height: 25px;"></div> | |

CONTACT AND COMMUNICATION

24. Have you contacted Winchester City Council Housing Services 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 Q25** No 2 **GO TO Q31**

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

- Easy 1 Difficult 2 Neither 3

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

- Helpful 1 Unhelpful 2 Neither 3

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

- Yes 1 No 2

28. How satisfied or dissatisfied were you with the final outcome? (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 |

| | | | | | |
|---|--|--|--|--|--|
| <p>29. If you contacted 'Housing' by telephone, how easy or difficult was it to get through? (Tick <u>one</u> box only ✓)</p> <p>Very easy Fairly easy Neither Fairly difficult Very difficult Not Applicable</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6</p> | | | | | |
| <p>30. In the last 12 months, if you left a message for someone in 'Housing' to call you back, was your call returned? (Tick <u>one</u> box only ✓)</p> <p>Yes <input type="checkbox"/> 1 No <input type="checkbox"/> 2 Sometimes <input type="checkbox"/> 3 Not applicable <input type="checkbox"/> 4</p> | | | | | |
| <p>ONLINE COMMUNICATIONS</p> | | | | | |
| <p>31. Do you use the internet at home or elsewhere (including smartphones)? (Tick <u>one</u> box only ✓)</p> <p>Yes, at home <input type="checkbox"/> 1 Yes, outside the home <input type="checkbox"/> 2 Yes, both inside and outside the home <input type="checkbox"/> 3 No <input type="checkbox"/> 4</p> | | | | | |
| <p>32. Have you used the Housing pages on the Winchester City Council website in the last 12 months (this doesn't include My Council House Portal) ? (Tick <u>one</u> box only ✓)</p> <p>Yes <input type="checkbox"/> 1 GO TO Q33 No <input type="checkbox"/> 2 GO TO Q35 Don't know/Can't remember <input type="checkbox"/> 3 GO TO Q35</p> | | | | | |
| <p>33. How easy was it to find the information you needed? (Tick <u>one</u> box only ✓)</p> <p>Very easy Fairly easy Neither Fairly difficult Very difficult</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> | | | | | |
| <p>34. How useful was the information? (Tick <u>one</u> box only ✓)</p> <p>Very useful Fairly useful Neither Not useful Not useful at all</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> | | | | | |
| <p>35. Have you tried to make a complaint online in the last 12 months? (Tick <u>one</u> box only ✓)</p> <p>Yes <input type="checkbox"/> 1 GO TO Q36 No <input type="checkbox"/> 2 GO TO Q37 Don't know/Can't remember <input type="checkbox"/> 3 GO TO Q37</p> | | | | | |
| <p>36. How easy did you find it to report your complaint? (Tick <u>one</u> box only ✓)</p> <p>Very easy Fairly easy Neither Fairly difficult Very difficult</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> | | | | | |
| <p>REPAIRS AND MAINTENANCE</p> | | | | | |
| <p>37. When was your most recent Area Property Surveyor visit? (Tick <u>one</u> box only ✓)</p> <p>Less than 6 months ago <input type="checkbox"/> 1 GO TO Q38 Can't remember <input type="checkbox"/> 4 GO TO Q48</p> <p>Between 6 and 12 months ago <input type="checkbox"/> 2 GO TO Q38 Never had a visit from an Area Property Surveyor <input type="checkbox"/> 5 GO TO Q48</p> <p>Over 12 months ago <input type="checkbox"/> 3 GO TO Q38 I don't know who the Area Property Surveyor is <input type="checkbox"/> 6 GO TO Q48</p> | | | | | |
| <p>38. How do you feel about the time you had to wait to see an Area Property Surveyor? (Tick <u>one</u> box only ✓)</p> <p>The wait is reasonable <input type="checkbox"/> 1 The wait is too long <input type="checkbox"/> 2 Don't know/Can't remember <input type="checkbox"/> 3</p> | | | | | |
| <p>39. Did the surveyor turn up when you expected (i.e. at the agreed date and am/pm period)? (Tick <u>one</u> box only ✓)</p> <p>Yes <input type="checkbox"/> 1 No <input type="checkbox"/> 2 Don't know/Can't remember <input type="checkbox"/> 3</p> | | | | | |
| <p>40. Do you think the surveyor spent enough time on your visit? (Tick <u>one</u> box only ✓)</p> <p>Yes <input type="checkbox"/> 1 No <input type="checkbox"/> 2 Don't know/Can't remember <input type="checkbox"/> 3</p> | | | | | |

52. Would you read it if...? (Tick one box only for each row ✓)

| | Yes | No | Don't know |
|---|----------------------------|----------------------------|----------------------------|
| a. A hard copy was posted to you | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| b. A link to the online document was emailed to you | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

YOU AND YOUR HOUSEHOLD

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

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

| | Age | Gender | | Person 4 | 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 list in space on the back page.

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

Yes 1 No 2

55. 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

56. 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 | | | Asian / Asian British | | |
| English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | Indian | <input type="checkbox"/> 12 | <input type="checkbox"/> 12 |
| Irish | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | Pakistani | <input type="checkbox"/> 13 | <input type="checkbox"/> 13 |
| Gypsy or Irish Traveller | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | Bangladeshi | <input type="checkbox"/> 14 | <input type="checkbox"/> 14 |
| Any other White background | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 | Chinese | <input type="checkbox"/> 15 | <input type="checkbox"/> 15 |
| Black / African / Caribbean / Black British | | | Any other Asian background | <input type="checkbox"/> 16 | <input type="checkbox"/> 16 |
| African | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 | Other ethnic group | | |
| Caribbean | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 | Arab | <input type="checkbox"/> 17 | <input type="checkbox"/> 17 |
| Any other Black / African / Caribbean background | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 | Any other ethnic group | <input type="checkbox"/> 18 | <input type="checkbox"/> 18 |
| Mixed / multiple ethnic groups | | | Prefer not to say | <input type="checkbox"/> 19 | <input type="checkbox"/> 19 |
| White and Black Caribbean | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 | Not Applicable | | <input type="checkbox"/> 20 |
| White and Black African | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 | | | |
| White and Asian | <input type="checkbox"/> 10 | <input type="checkbox"/> 10 | | | |
| Any other mixed / multiple ethnic background | <input type="checkbox"/> 11 | <input type="checkbox"/> 11 | | | |

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

| | | | | | |
|-------------------------|----------------------------|---------------------|----------------------------|-------------------|----------------------------|
| Heterosexual / straight | <input type="checkbox"/> 1 | Gay woman / lesbian | <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 |

58. 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 |

59. Winchester City Council is offering a prize incentive for completing this questionnaire. There are 3 prizes: first prize - iPad mini and two second prizes - £50 shopping vouchers each.

Please confirm whether you consent to being entered into a prize draw. ([Terms and conditions](#) can be found at: www.winchester.gov.uk/improving_services)

| | | | |
|--|----------------------------|--|----------------------------|
| I give consent to being included in the prize draw | <input type="checkbox"/> 1 | I do not give consent; please exclude me from the prize draw | <input type="checkbox"/> 2 |
|--|----------------------------|--|----------------------------|

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, by the 26th April 2019.

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/page/privacypolicy>

If you would like more information about how Winchester City Council uses the information you provide please see the WCC's privacy policy at: <https://www.winchester.gov.uk/about/privacy-policy>

Appendix C: Respondent profile (Unweighted)

| Housing benefit | Unweighted | Percentage |
|-----------------|------------|------------|
| Yes | 473 | 50% |
| No | 465 | 50% |

| Long-term health problem | Unweighted | Percentage |
|--------------------------|------------|------------|
| Yes – limited a lot | 275 | 29% |
| Yes – limited a little | 231 | 25% |
| No | 428 | 46% |

| Age | Frequency | Percentage |
|----------|-----------|------------|
| Under 35 | 60 | 7% |
| 35-44 | 80 | 9% |
| 45-54 | 119 | 14% |
| 55-64 | 142 | 16% |
| 65-74 | 195 | 22% |
| 75+ | 276 | 32% |

| Gender | Frequency | Percentage |
|--------|-----------|------------|
| Male | 407 | 42% |
| Female | 556 | 58% |

| Sexual orientation | Frequency | Percentage |
|-------------------------|-----------|------------|
| Heterosexual / straight | 804 | 89% |
| Other | 22 | 2% |
| Prefer not to say | 82 | 9% |

| Ethnicity | Frequency | Percentage |
|-------------------|-----------|------------|
| White | 877 | 93% |
| White other | 26 | 3% |
| BME | 39 | 4% |
| Prefer not to say | 6 | 1% |

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

| Religion | Frequency | Percentage |
|-------------------------------|-----------|------------|
| No religion | 244 | 26% |
| Christian (all denominations) | 595 | 64% |
| Other | 41 | 4% |
| Prefer not to say | 57 | 6% |

| Age by District | | City - Other | Stanmore | Weeke | Winnall and Highcliffe | Rural North | Rural South |
|-----------------|-----|-------------------|-------------------|-------------------|------------------------|-------------------|------------------|
| Base | 650 | 112 17% | 121 19% | 108 17% | 118 18% | 101 16% | 90 14% |
| Age | | | | | | | |
| Under 35 | 60 | 14 23% | 18 30% | 9 15% | 10 17% | 5 8% | 4 7% |
| 35-44 | 79 | 13 17% | 20 25% | 17 22% | 15 19% | 9 11% | 5 6% |
| 45-54 | 119 | 19 16% | 31 26% | 24 20% | 21 18% | 13 11% | 11 9% |
| 55-64 | 119 | 23 19% | 22 19% | 20 17% | 28 24% | 13 11% | 13 11% |
| 65-74 | 123 | 27 22% | 13 11% | 11 9% | 22 18% | 25 20% | 25 2% |
| 75+ | 150 | 16 11% | 17 11% | 27 18% | 22 15% | 36 24% | 32 21% |



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