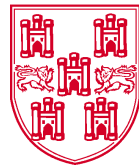


Using evidence to shape better services



Winchester
City Council

Wastes &
resources
management



Community
safety &
neighbourhood
policing



Sure Start
& Children's
Centres



Healthy
communities



Affordable
housing

Active citizens
& customer
research



Local
Authority
research &
evaluation



**Winchester City Council STAR
Survey 2013**

**Final Report
June 2013**

Measurement ♦ Evaluation ♦ Learning

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1) Summary

This provides a summary of the key findings from Winchester City Council STAR survey 2013. Detailed findings are presented in the Winchester City Council STAR survey report.

Key findings

Taking everything into account, 88% of tenants are satisfied with the service provided by Winchester City Council. This rises to 97% for Housing for Older People (HfOP) tenants and drops to 86% for general needs tenants. Compared to the 2010 STATUS survey there has been a marginal increase in overall satisfaction among general needs tenants (85%), and a slight decrease in overall satisfaction for HfOP tenants (97%). However, both of these changes in satisfaction fall within the margin of error and are therefore not statistically significant (at a 95% confidence level). When comparing tenant satisfaction against two peer groups; one consisting of Local Authorities who carried out a STAR survey between 2011-13, the second consisting of housing providers in the South East who carried out a STAR survey between 2011-13, it shows both tenure groups (general needs and HfOP) compare relatively well falling above both peer group medians.

84% of tenants are satisfied with the overall quality of their home. 94% of HfOP tenants and 82% of general needs tenants are satisfied with the overall quality of their home. When compared with the 2010 STATUS survey results it shows there has been a decrease for both general needs (87%) and HfOP (97%) tenants, however, this falls within the margin of error and is not statistically significant. Satisfaction for both tenure groups compares relatively well falling above both peer group medians. Key Drivers Analysis shows that satisfaction with the quality of the home is a key driver of overall satisfaction with Winchester City Council.

Overall, 88% of tenants are satisfied with their neighbourhood as a place to live. This rises to 93% for HfOP tenants and drops to 87% for general needs tenants. When compared with the 2010 STATUS results there has been a slight decrease in satisfaction for both general needs (88%) and HfOP (93%) tenants, however, this is not statistically significant. Satisfaction expressed by general needs tenants compares favourably against both peer groups falling within the top quartile for South East providers and above the median for national local authorities. However HfOP tenant satisfaction compares less favourably falling below both peer group medians.

82% of tenants are satisfied that their rent provides value for money. 90% of HfOP tenants are satisfied compared to 80% of general needs tenants. Once again as seen with the other findings, when compared with the STATUS 2010 results there has been a slight decrease for both general needs (81%) and HfOP (94%) tenants, however, both these changes are not significant. When compared against the two peer groups satisfaction expressed by both tenure groups compares relatively poorly falling below both peer group medians.

83% of tenants are satisfied with way Winchester City Council deals with repairs and maintenance.

Once again this rises to 90% for HfOP tenants and drops to 80% for general needs tenants. When compared with the 2010 STATUS results it shows there has been a slight increase in satisfaction for HfOP tenants (87%) and a slight decrease for general needs tenants (80%) although these changes are not statistically significant. Satisfaction compares favourably for both tenure groups falling above both peer group medians. Key Drivers Analysis shows that satisfaction with repairs and maintenance is a key driver of overall satisfaction with Winchester City Council.

68% of tenants are satisfied that Winchester City Council listens to views and acts upon them.

74% of HfOP tenants compared to 67% of general needs tenants are satisfied that Winchester City Council listens to views and acts upon them. When compared to 2010 STATUS results there has been a significant increase in satisfaction for HfOP tenants (63%) however it should be noted that there has been a change in wording in the question from the 2010 STATUS questionnaire, although this usually results in lower satisfaction levels rather than higher. Satisfaction expressed by general needs tenants compares relatively well when benchmarked against the peer groups falling above the national Local Authority median and just below the South East provider median. Satisfaction expressed by HfOP falls just below both group medians. Key Drivers Analysis shows that satisfaction that Winchester City Council listens to views and acts upon them is a key driver for satisfaction with the repairs and maintenance service.

63% of tenants are satisfied that their service charge provides value for money. This rises to 76% for HfOP tenants and drops to 60% for general needs tenants. Satisfaction for both tenure groups compare poorly falling within the bottom quartile when compared against both peer groups.

		Winchester City Council		Significant at 95%
		STATUS 2010	STAR 2013	
Overall Service provided	General Needs	85%	▲86%	No
	HfOP	97%	▼94%	No
Quality of home	General Needs	88%	▼87%	No
	HfOP	96%	▼93%	No
Neighbourhood	General Needs	87%	▼82%	No
	HfOP	97%	▼94%	No
Rent provides VfM	General Needs	81%	▼80%	No
	HfOP	94%	▼90%	No
Repairs and Maintenance	General Needs	85%	▼82%	No
	HfOP	87%	▲90%	No
Listens to views*	General Needs	64%	▲67%	No
	HfOP	63%	▲74%	Yes

*Please note there has been a change in question from STATUS 2010; how satisfied or dissatisfied are you that your views are taken into account by the Council, to STAR 2013; how satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them.

		Winchester City Council STAR 2013	HouseMark Benchmark National LAs 2011 - 13		
			Lower Quartile	Median	Upper Quartile
Overall Service provided	General Needs	86.42%	80.50%	84.00%	88.00%
	General Needs / HfOP	87.55%	80.90%	84.30%	88.10%
	HfOP	93.50%	89.03%	92.75%	94.75%
Quality of home	General Needs	82.05%	77.00%	81.00%	85.00%
	General Needs / HfOP	84.04%	79.18%	81.95%	86.50%
	HfOP	93.83%	89.30%	92.60%	95.00%
Neighbourhood	General Needs	86.57%	79.30%	84.10%	87.00%
	General Needs / HfOP	87.63%	82.03%	85.65%	88.10%
	HfOP	92.97%	90.60%	94.00%	95.00%
Rent provides VfM	General Needs	80.03%	76.50%	82.00%	91.00%
	General Needs / HfOP	81.62%	79.00%	83.00%	86.00%
	HfOP	89.58%	87.75%	91.35%	92.98%
Service Charge provides VfM	General Needs	59.76%	63.00%	68.65%	73.00%
	General Needs / HfOP	63.41%	66.63%	72.85%	79.23%
	HfOP	76.09%	80.75%	86.00%	91.10%
Repairs and Maintenance	General Needs	81.60%	74.75%	79.00%	82.95%
	General Needs / HfOP	83.10%	76.10%	80.20%	84.50%
	HfOP	90.43%	84.30%	88.20%	93.90%
Listens to views	General Needs	66.86%	57.55%	61.30%	69.45%
	General Needs / HfOP	68.03%	56.45%	62.50%	69.70%
	HfOP	73.70%	70.00%	74.25%	82.00%

= Upper quartile
 = above median
 = below median
 = Lower quartile

		Winchester City Council STAR 2013	HouseMark Benchmark All Providers South East 2011 - 13		
			Lower Quartile	Median	Upper Quartile
Overall Service provided	General Needs	86.42%	80.50%	85.20%	88.40%
	General Needs / HfOP	87.55%	82.90%	86.60%	89.00%
	HfOP	93.50%	90.70%	92.30%	94.00%
Quality of home	General Needs	82.05%	79.08%	81.95%	86.08%
	General Needs / HfOP	84.04%	81.25%	85.00%	86.85%
	HfOP	93.83%	91.30%	93.00%	94.18%
Neighbourhood	General Needs	86.57%	78.65%	83.20%	85.20%
	General Needs / HfOP	87.63%	82.35%	85.50%	86.80%
	HfOP	92.97%	92.00%	93.30%	94.50%
Rent provides VfM	General Needs	80.03%	77.40%	83.00%	86.30%
	General Needs / HfOP	81.62%	80.55%	85.20%	88.00%
	HfOP	89.58%	86.75%	92.00%	95.15%
Service Charge provides VfM	General Needs	59.76%	62.35%	69.15%	75.08%
	General Needs / HfOP	63.41%	62.78%	72.10%	77.13%
	HfOP	76.09%	81.75%	84.80%	86.50%
Repairs and Maintenance	General Needs	81.60%	74.25%	80.00%	86.40%
	General Needs / HfOP	83.10%	78.00%	82.00%	86.70%
	HfOP	90.43%	82.00%	87.50%	91.60%
Listens to views	General Needs	66.86%	60.63%	66.95%	73.08%
	General Needs / HfOP	68.03%	62.20%	71.00%	73.60%
	HfOP	73.70%	68.90%	74.00%	77.00%

= Upper quartile
 = above median
 = below median
 = Lower quartile

Key Areas for improvement

Advice and support services

Satisfaction levels for how Winchester City Council deals with; anti-social behaviour (63%), and complaints (68%) are lower than we would generally expect to see. Although, dissatisfaction is relatively low, with large proportion of tenants neither satisfied nor dissatisfied (26% and 21%). However satisfaction levels expressed by tenants who reported anti-social behaviour in the last 12 months is very low, with only 39% of tenants who reported an anti-social behaviour complaint in the last 12 months satisfied (40% dissatisfied) with the final outcome of their anti-social complaint, and only 42% satisfied (36% dissatisfied) with the way anti-social behaviour report was dealt with. Further work needs to be done to ensure staff dealing with anti-social behaviour are trained to deal with the issues, keep to the agreed process and are able to effectively communicate the process to tenants.

Service charge provides value for money

When benchmarked against the two peer groups satisfaction expressed by tenants appears to be relatively low falling within the bottom quartile. When comparing satisfaction by tenure groups it shows that only six out of ten general needs tenants are satisfied, further work needs to be done to identify why satisfaction amongst general needs tenants is lower.

Grounds maintenance / Estate services

Results show there is generally low levels of satisfaction expressed by tenants with the grounds maintenance service and the overall estate services. When analysing the results by tenure it shows that general needs tenants are considerably less satisfied with both aspects than HfOP tenants. Further research with this group of tenants may be needed to identify why results are lower so this is rectified.

2) Project details and acknowledgements

Title	Winchester City Council STAR Survey 2013
Client	Winchester City Council
Project number	12226
Client contact	Janette Palmer
Author	Jack Harper, Rob Hack
Contract Manager	Rob Hack

M·E·L Research
 8 Holt Court
 Aston Science Park
 Birmingham B7 4AX

Tel: 0121 604 4664
 Fax: 0121 604 6776
 Email: info@m-e-l.co.uk
 Web: www.m-e-l.co.uk



3) Introduction

Winchester City Council commissioned M-E-L Research to undertake a Survey of Tenants and Residents (STAR) on its behalf.

Survey response

Fieldwork was undertaken during February and March 2013. A sample mailing to 2,200 general needs tenants and a census mailing to 843 Housing for Older People (HfOP) tenants was followed by a reminder mailing of the full questionnaire to non-respondents three weeks later. An incentive prize draw was offered to help boost response rates (the first prize was an iPad mini followed by two prizes of a £50 High Street shopping vouchers – for tenants who returned their surveys before the second reminder). This approach yielded an overall 53% response rate (47% for general needs 67% for HfOP).

Statistical reliability and reporting conventions

With a total of 1,600 responses to the survey the overall results in this report are accurate to $\pm 2\%$ at the 95% confidence level. This means that we can be 95% certain that the results are between $\pm 2\%$ of the calculated response, so the 'true' response could be 2% above or below the figures reported (i.e. a 50% agreement rate could in reality lie within the range of 48% to 52%). The results for general needs tenants are accurate to ± 2.6 at the 95% confidence level and the results for Housing for Older People tenants are accurate to ± 2.4 at the 95% confidence level.

Table 1 Stock totals, survey responses and resultant confidence intervals

Overall					
Tenure	Stock	Surveys Sent	Returns	Response Rate	Confidence Interval
General needs	4115	2200	1036	47%	± 2.6
Housing for older people	843	843	564	67%	± 2.4
Total	4958	3043	1600	53%	± 2

In some cases the actual base size being reported is smaller than the overall response rate due to some respondents not answering specific questions; the confidence interval will be higher for these questions.

As the approach consisted of a census mailing for HfOP tenants and for General needs tenants in the Weeke area weighting has been applied by area and tenure type to ensure that the findings are as representative to Winchester City Council's housing stock as possible.

We report decimal places rounded to the nearest whole number. If specific response options are then totalled, this can result in slight rounding differences in the figures reported. Owing to the rounding of numbers, percentages displayed visually on graphs may not always add up to 100%; this may also apply to some of the percentages reported for 'total satisfaction'. For example, 51.4% plus 44.2% equals 95.6%. Rounded to the nearest whole number this total would be reported as 96%. But in the report this would be shown as 51% plus 44% equalling 96%, giving the appearance that the reported total is incorrect.

Benchmarking

Where possible results have been benchmarked as follows:

- ◆ Against the results from Winchester City Council Tenant Satisfaction Survey 2010 tenants
- ◆ Against benchmarking information available via HouseMark

.

4) Satisfaction with your landlord

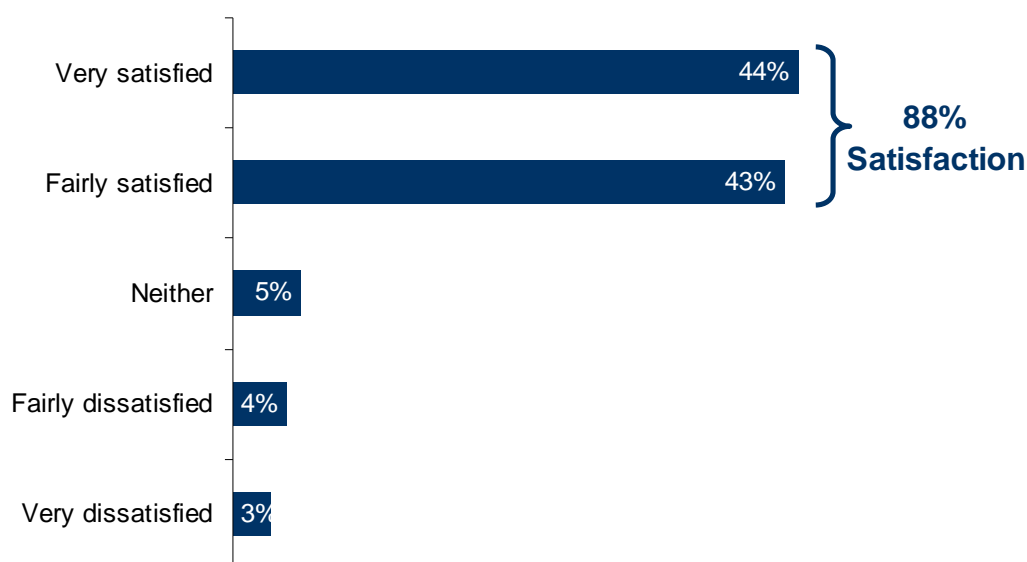
This section presents findings on tenants' satisfaction with the services provided by Winchester City Council.

Satisfaction with the service provided by Winchester City Council

Taking everything into account, nearly nine out of ten (88%) tenants are satisfied with the service provided by Winchester City Council, with over four out of ten (44%) tenants expressing that they are very satisfied. Only 7% indicate any degree of dissatisfaction with the service provided.

Figure 1 Overall satisfaction with the service provided by Winchester City Council

Percentage of respondents

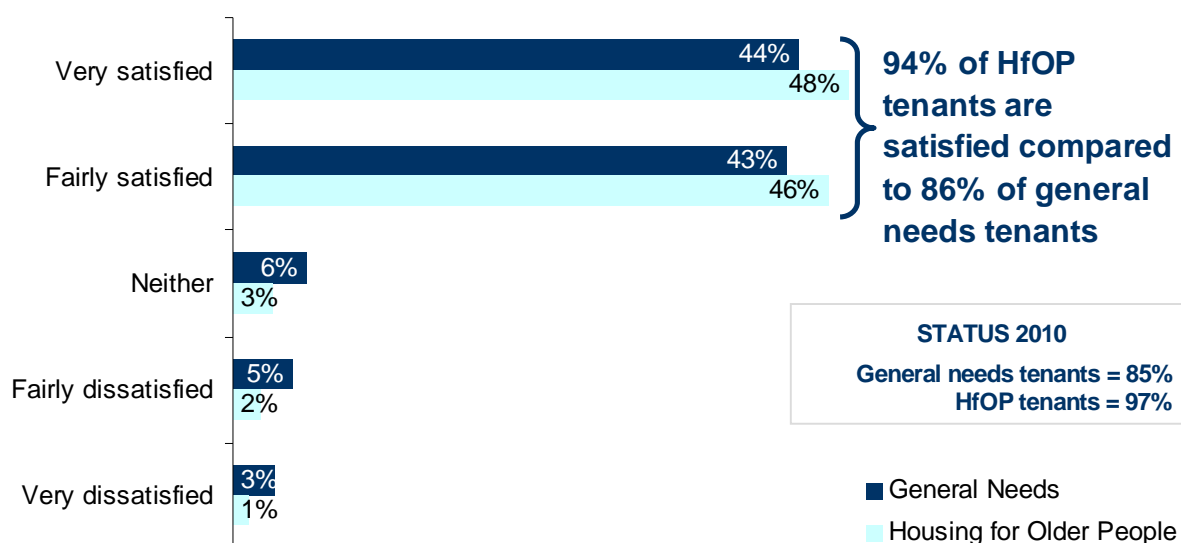


As Figure 2 overleaf shows, at 94%, HfOP tenants are more likely to be satisfied with the overall service provided by Winchester City Council than general needs tenants (86%). Nearly half of (48%) HfOP tenants express that they are very satisfied, with only 3% indicating any degree of dissatisfaction.

Comparison with the STATUS 2010 results shows there has been a marginal increase in overall satisfaction among general needs tenants (85%), and a slight decrease in overall satisfaction for HfOP tenants (97%). However, both of these changes in satisfaction fall within the margin of error and are therefore not statistically significant (at a 95% confidence level).

Figure 2 Overall satisfaction with the service provided by Winchester City Council / tenure

Percentage of respondents



Further analysis in

Table 2 below shows:

- ◆ Sheltered tenants (95%) are more likely to be satisfied with the overall service provided by Winchester City Council than their counterparts living in floating support accommodation (90%).
- ◆ As is often the case with tenant satisfaction, there is an almost direct relationship between age and satisfaction. Older age-groups are considerably more likely than younger age groups to be satisfied with the service provided by Winchester City Council; 94% of tenants aged between 55 and 64 are satisfied compared to just 70% of tenants aged between 16 and 34.

Table 2 Overall satisfaction with the service provided by Winchester City Council / tenure, age

Percentage of respondents

Group	Satisfaction		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	45%	49%	95%
Floating Support	48%	42%	90%
Age Group (all tenants)			
16-34	55%	15%	70%
35-44	53%	25%	78%
45-54	46%	34%	80%
55-64	49%	44%	94%
65-74	42%	51%	93%
75+	36%	57%	93%

When further analysing by area, as Table 3 overleaf shows, for general needs tenants, those living in the Stanmore area (80%) are least satisfied with the overall service provided by Winchester City Council, while those living in the Rural South area (91%) are most satisfied. For HfOP tenants those living in the Winnall and Highcliffe area (97%) are most satisfied, although there are high levels of satisfaction expressed by tenants living in the; Rural South (96%), and Stanmore (96%) area. At 94%, sheltered tenants living in the city area are more likely to be satisfied than floating support tenants (88%) living in the city area. Please note any result outlined to have a low base should be treated as indicative only.

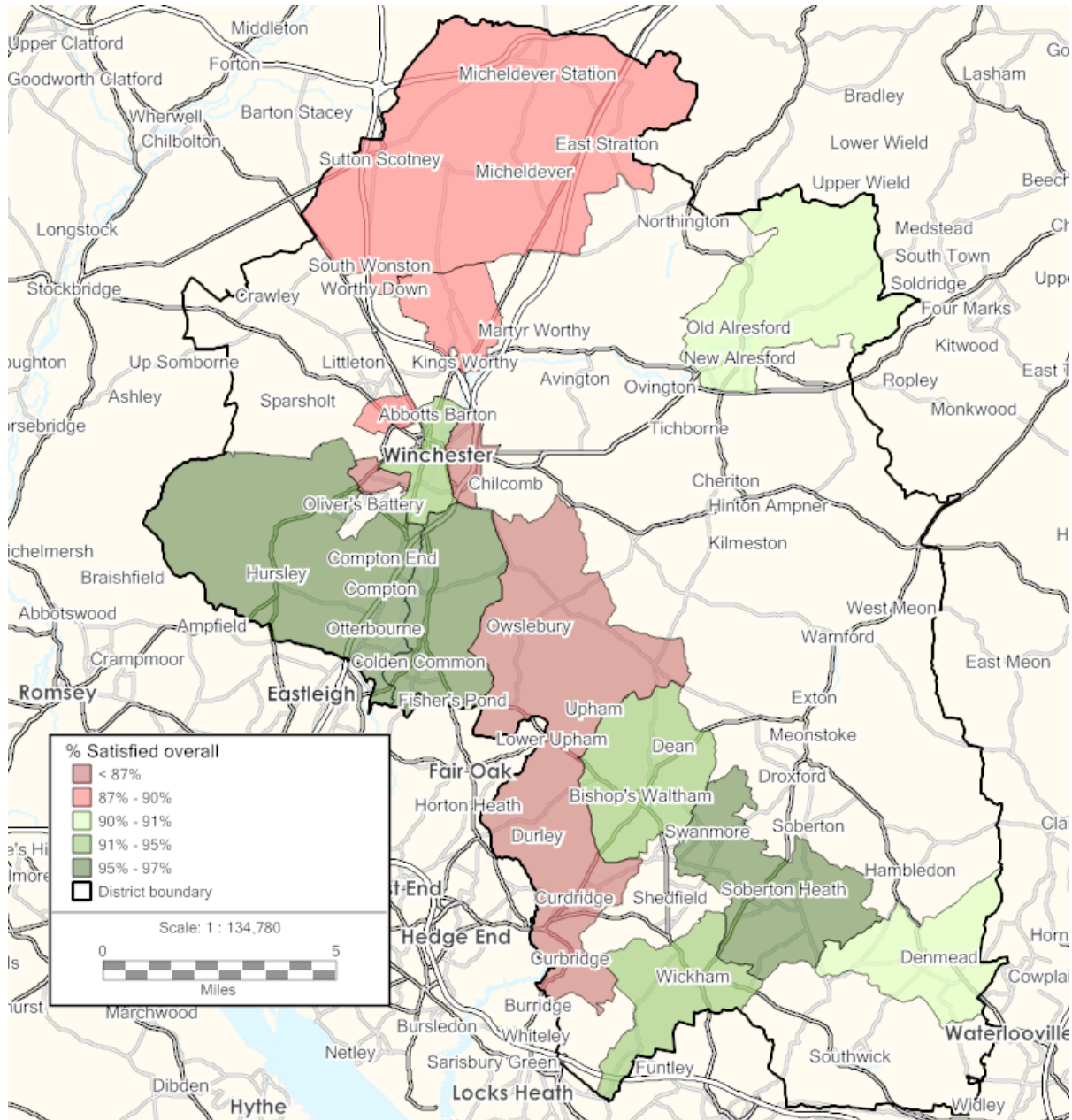
Table 3 Overall satisfaction with the service provided by Winchester City Council / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	86%	92%	94%	88%*
Rural North	88%	90%*	91%*	-
Rural South	91%	96%	96%	-
Stanmore	80%	96%*	97%*	-
Weeke	87%	91%*	91%*	-
Winnall and Highcliffe	84%	97%*	-	-

*Low base

Map 1 on the following page shows the proportion of tenants that are satisfied with the service provided mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; St Johns & All Saints, St Luke, and Owslebury & Curdridge wards while the highest satisfaction levels are in Compton & Otterbourne, Colden Common & Twyford, and Swanmore & Newtown wards.

Map 1 Overall satisfaction mapped at Ward level



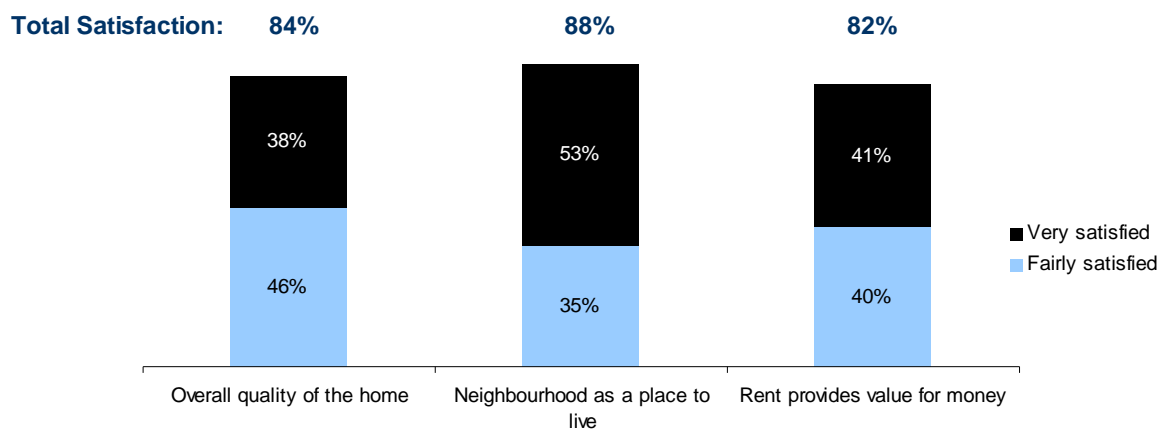
Wards with fewer than 30 responses not shown

Quality of home / Neighbourhood as a place to live / Rent provides VfM

All respondents were asked how satisfied they are with; the quality of their home, the neighbourhood as a place to live, and the value for money of their rent. Satisfaction with the neighbourhood as a place to live is high at 88%. A similarly high proportion of tenants are satisfied with the overall quality of their home (84%), and only slightly fewer (82%) are satisfied with the value for money of their rent. It is worth noting that over half (53%) of tenants are very satisfied with their neighbourhood as a place to live.

Figure 3 Satisfaction with the quality of home, neighbourhood as a place to live, rent provides VfM

Percentage of respondents

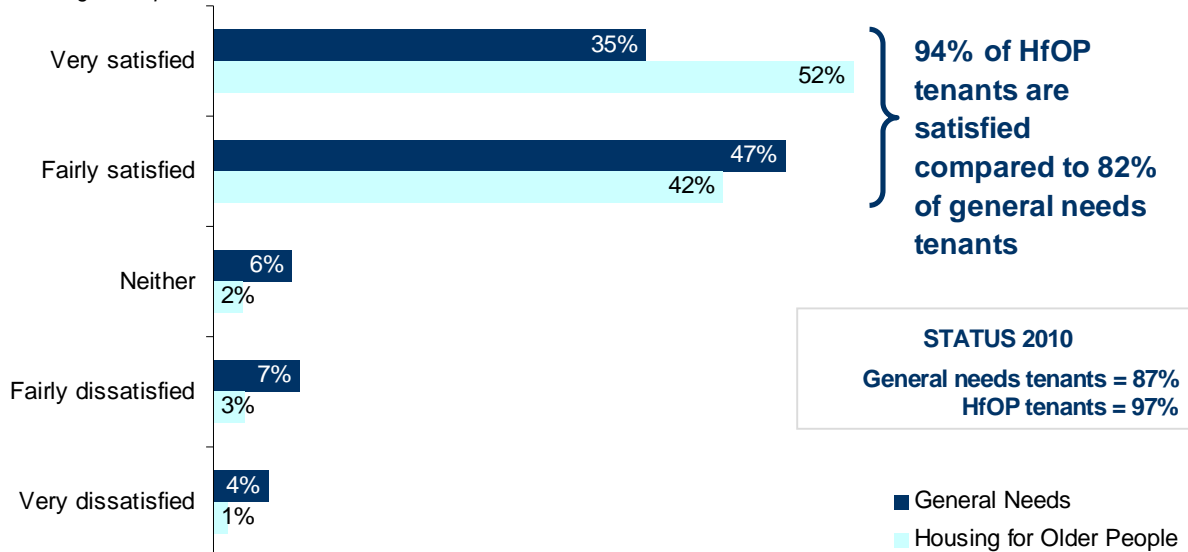


Quality of home

Nearly all HfOP tenants (94%) are satisfied with the overall quality of their home, in comparison 82% of their counterparts in general needs accommodation. Notably, 52% of HfOP tenants are satisfied. When compared with the STATUS 2010 results there has been a decrease in satisfaction for both; general needs (87%), and HfOP (97%), tenants, although this change is not statistically significant.

Figure 4 Satisfaction with the overall quality of the home / tenure

Percentage of respondents



Further analysis of the results indicates that:

- ◆ There is a direct correlation between age and satisfaction with the overall quality of the home; only 53% of tenants aged under 34 are satisfied compared to 94% of those aged over 75.
- ◆ At 86%, tenants who receive housing benefit are more likely to be satisfied with the quality of their home compared to those tenants who do not receive housing benefit (82%).
- ◆ As seen with quality of home, tenants who classify themselves to be in the English, Welsh, Scottish, Northern Irish, and British ethnic groups (84%) are more likely to be satisfied with the quality of their home in comparison to tenants who classify themselves as being from any other ethnic group (78%).

Table 4 Satisfaction with the overall quality of the home / tenure, age, ethnicity, housing benefit

Percentage of respondents

Group	Satisfaction		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	40%	54%	94%
Floating Support	48%	46%	94%
Age group			
16-34*	41%	11%	53%
35-44	55%	16%	71%
45-54	45%	30%	75%
55-64	52%	34%	86%
65-74	49%	43%	92%
75+	43%	51%	94%
Ethnicity group			
English / Welsh / Scottish / Northern Irish / British	47%	38%	84%
Other*	42%	36%	78%
Housing benefit			
Yes	42%	44%	86%
No	52%	30%	82%

*Low base

When further analysing by area, as Table 5 overleaf shows, general needs tenants living in the City area (75%) are least satisfied with the overall quality of the home, although general needs tenants living in the Stanmore area (76%) express similar levels of satisfaction. As seen with the overall service provided, for general needs tenants, those living in the Rural South area (90%) are most satisfied. It is worth noting that all HfOP tenants living in the Winnall and Highcliffe area, and all sheltered tenants living in the Stanmore area express satisfaction with the quality of the home.

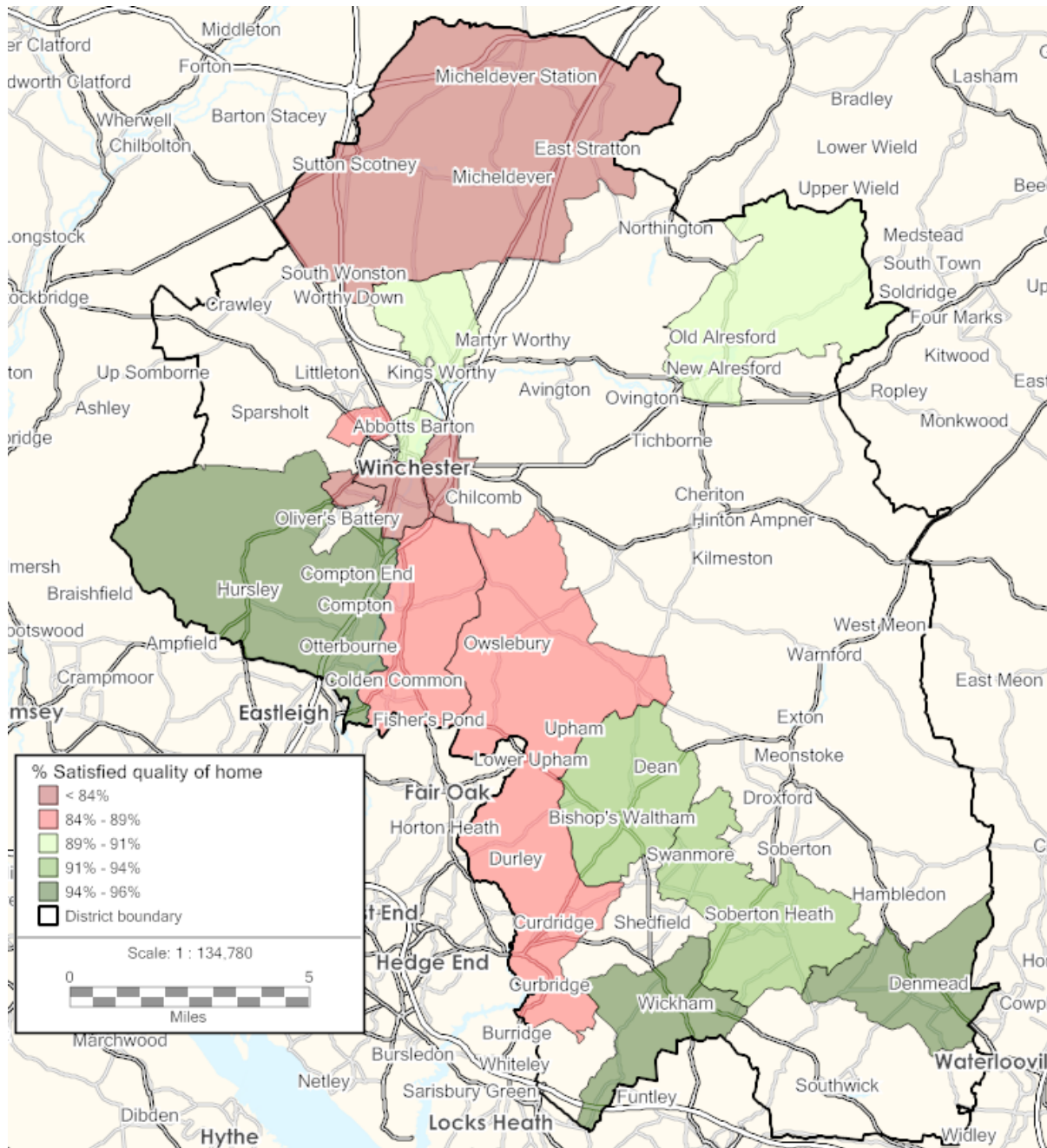
Table 5 Satisfaction with the overall quality of the home / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	75%	92%	92%	92%*
Rural North	84%	93%*	92%*	-
Rural South	90%	94%	94%	-
Stanmore	76%	97%*	100%*	-
Weeke	80%	97%*	97%*	-
Winnall and Highcliffe	78%	100%*	-	-

*Low base

Map 2 on the following page shows the proportion of tenants that are satisfied with the quality of the home mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; St Johns & All Saints, St Luke, St Michael, and Wonston & Micheldever wards while the highest satisfaction levels are in Compton & Otterbourne, Denmead and Wickham wards.

Map 2 Satisfaction with quality of home mapped at Ward level



Wards with fewer than 30 responses not shown

Neighbourhood as a place to live

93% of HfOP tenants are satisfied with their neighbourhood as a place to live, with nearly two thirds (63%) stating that they are very satisfied. In contrast, 87% of general needs tenants are satisfied with their neighbourhood as a place to live, with half (50%) expressing that they are very satisfied.

When compared with the STATUS 2010 results there has been a slight decrease in satisfaction for both general needs (88%) and HfOP (96%) tenants. However, this decrease is not statistically significant.

Figure 5 Satisfaction with the neighbourhood as a place to live / tenure

Percentage of respondents

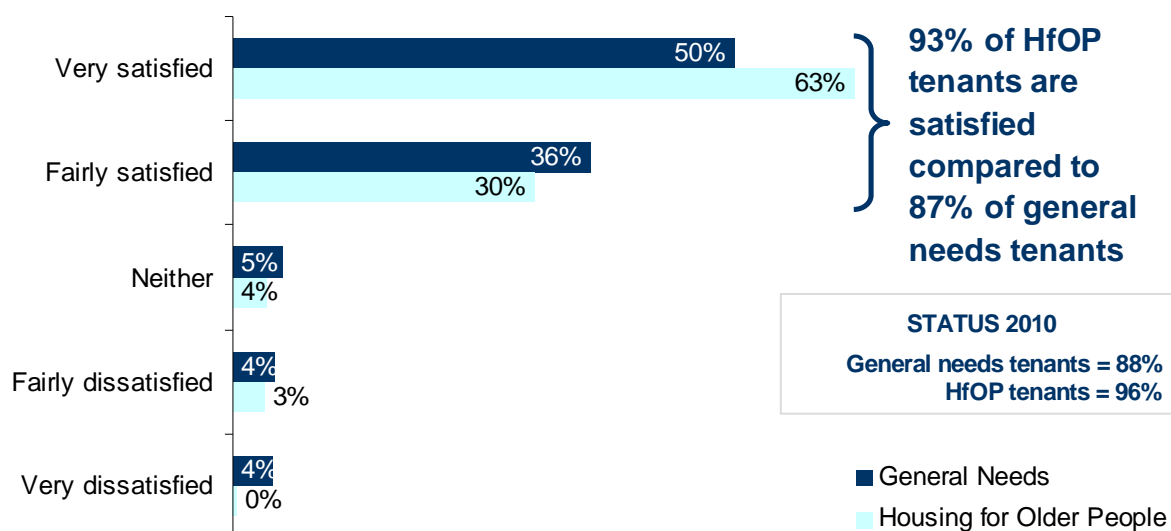


Table 6 overleaf shows that:

- ◆ At 94%, sheltered tenants are more likely to be satisfied with their neighbourhood as a place to live than floating support tenants (90%).
- ◆ Once again there is an almost direct correlation between age and satisfaction; 77% of tenants aged under 34 are satisfied with their neighbourhood as a place to live, 93% of tenants aged over 75 are satisfied.
- ◆ As seen with the quality of home, tenants who classify themselves to be in the English, Welsh, Scottish, Northern Irish, and British ethnic groups (88%) are more likely to be satisfied with the neighbourhood as a place to live than tenants who classify themselves as being from any other ethnic group (79%).

Table 6 Satisfaction with the neighbourhood as a place to live / tenure, age, ethnic group

Percentage of respondents

Group	Satisfaction		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	29%	65%	94%
Floating Support	35%	55%	90%
Age Group			
16-34*	49%	28%	77%
35-44	46%	37%	83%
45-54	41%	39%	80%
55-64	36%	53%	89%
65-74	36%	54%	90%
75+	27%	66%	93%
Ethnicity Group			
English / Welsh / Scottish / Northern Irish / British	35%	53%	88%
Other*	35%	44%	79%

When further analysing by area, for general needs tenants; those living in the Rural North and South (93%) areas are most satisfied with the neighbourhood as a place to live, while those living in the Winnall and Highcliffe area (77%) are least satisfied. For HfOP tenants, those living in the Stanmore area (98%) express the highest degree of satisfaction, although those living in the Weeke area (97%) express similarly high levels of satisfaction.

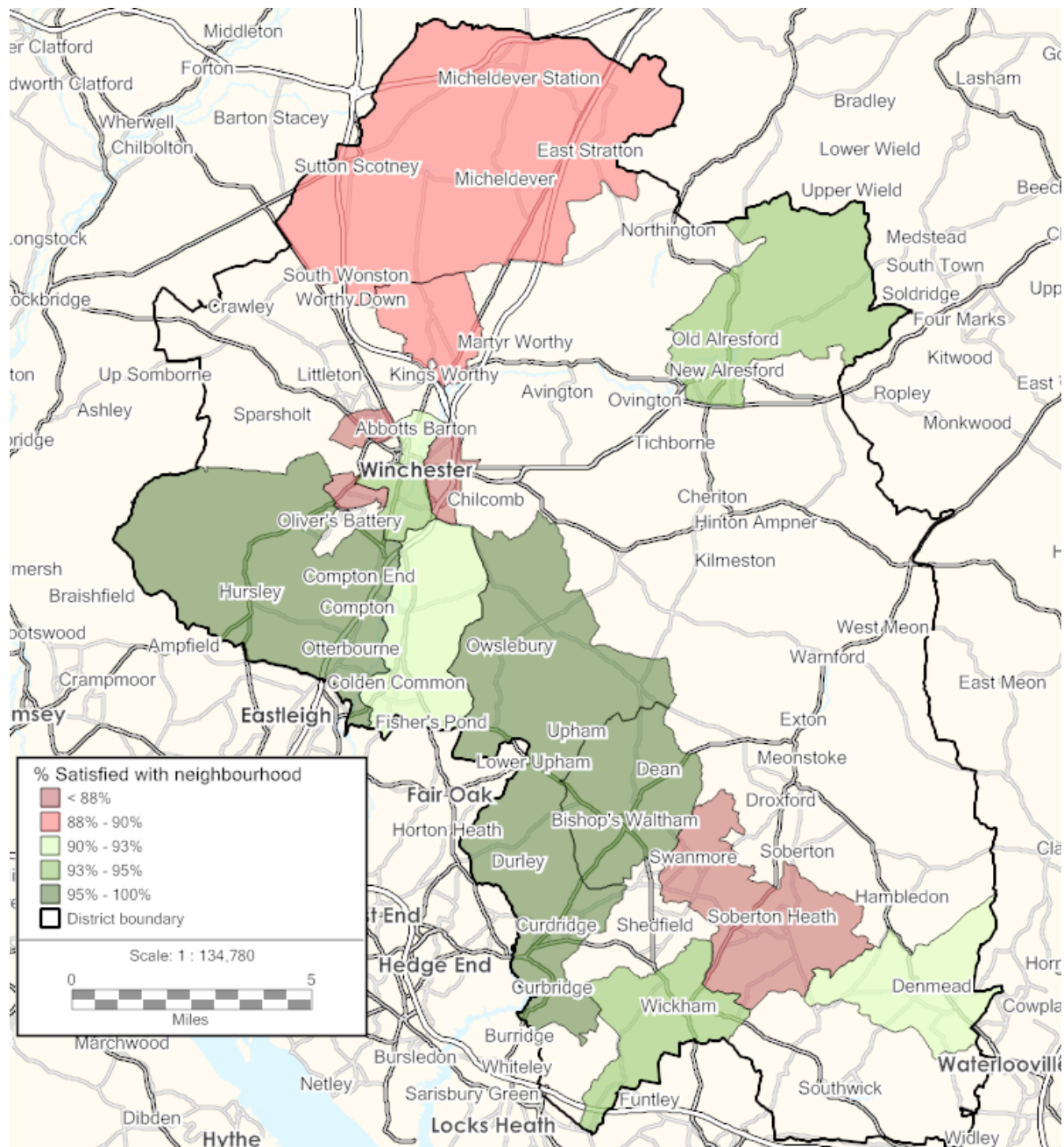
Table 7 Satisfaction with the neighbourhood as a place to live / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	86%	92%	93%	90%*
Rural North	93%	91%*	94%*	-
Rural South	93%	93%	93%	-
Stanmore	81%	98%*	97%*	-
Weeke	84%	97%*	97%*	-
Winnall and Highcliffe	77%	-	-	-

*lowbase

Map 3 on the following page shows the proportion of tenants that are satisfied with the neighbourhood as a place to live mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; St Johns & All Saints, St Luke, and St Barnabas wards while the highest satisfaction levels are in Compton & Otterbourne, Owslebury & Curdrige, and Bishops Waltham wards.

Map 3 Satisfaction with neighbourhood as a place to live mapped at Ward level



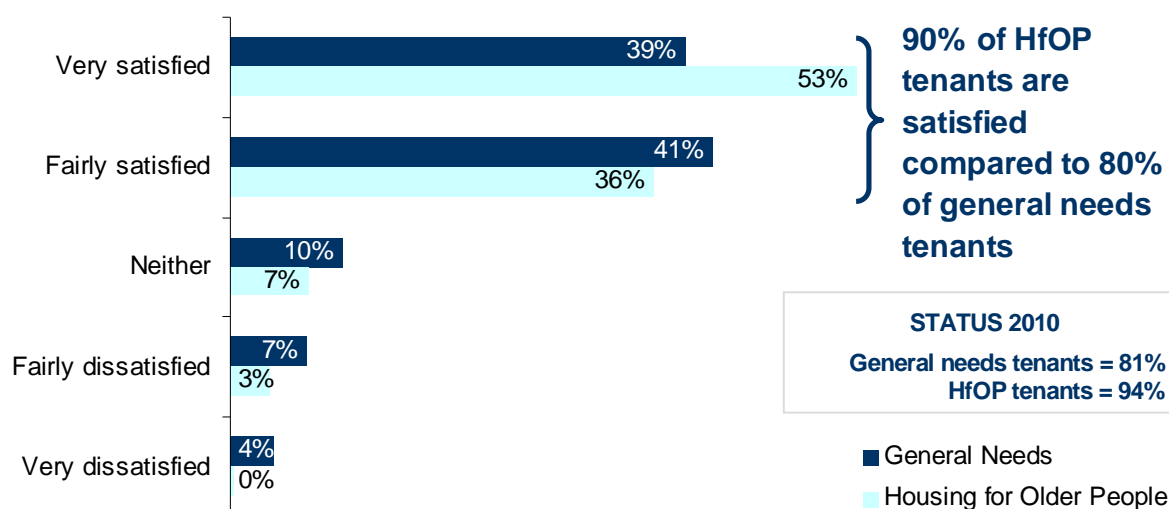
Wards with fewer than 30 responses not shown

Rent provides value for money

Nine out of ten HfOP tenants are satisfied that their rent provides value for money. In contrast, eight out of ten general needs tenants are satisfied. It is worth noting that 53% of HfOP tenants express that they are very satisfied, with only 3% indicating any degree of dissatisfaction. When compared with the STATUS 2010 results there has been a marginal decrease in satisfaction for HfOP (94%) and general needs (81%) tenants. Once again, this is not a statistically significant change.

Figure 6 Satisfaction that rent provides value for money / tenure

Percentage of respondents



Further analysis in Table 8 overleaf shows that:

- ◆ There is little variation in satisfaction with the value for money rent provides between sheltered (90%) and floating support (89%) tenants.
- ◆ As seen with other findings, there is a direct correlation between age and satisfaction; 90% of tenants aged over 75 are satisfied compared to 59% of tenants aged under 34.
- ◆ At 82%, tenants who classify themselves to be in the English, Welsh, Scottish, Northern Irish, and British ethnic groups are more likely to be satisfied that their rent provides value for money compared to tenants who classify themselves as being from any other ethnic group (72%).

Table 8 Satisfaction rent provides value for money / tenure, age, ethnic group

Percentage of respondents

Group	Satisfied		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	34%	56%	90%
Floating Support	44%	45%	89%
Age Group			
16-34*	38%	21%	59%
35-44	48%	23%	71%
45-54	44%	28%	72%
55-64	51%	32%	83%
65-74	43%	45%	88%
75+	32%	58%	90%
Ethnicity Group			
English / Welsh / Scottish / Northern Irish / British	41%	41%	82%
Other*	39%	33%	72%

*Low base

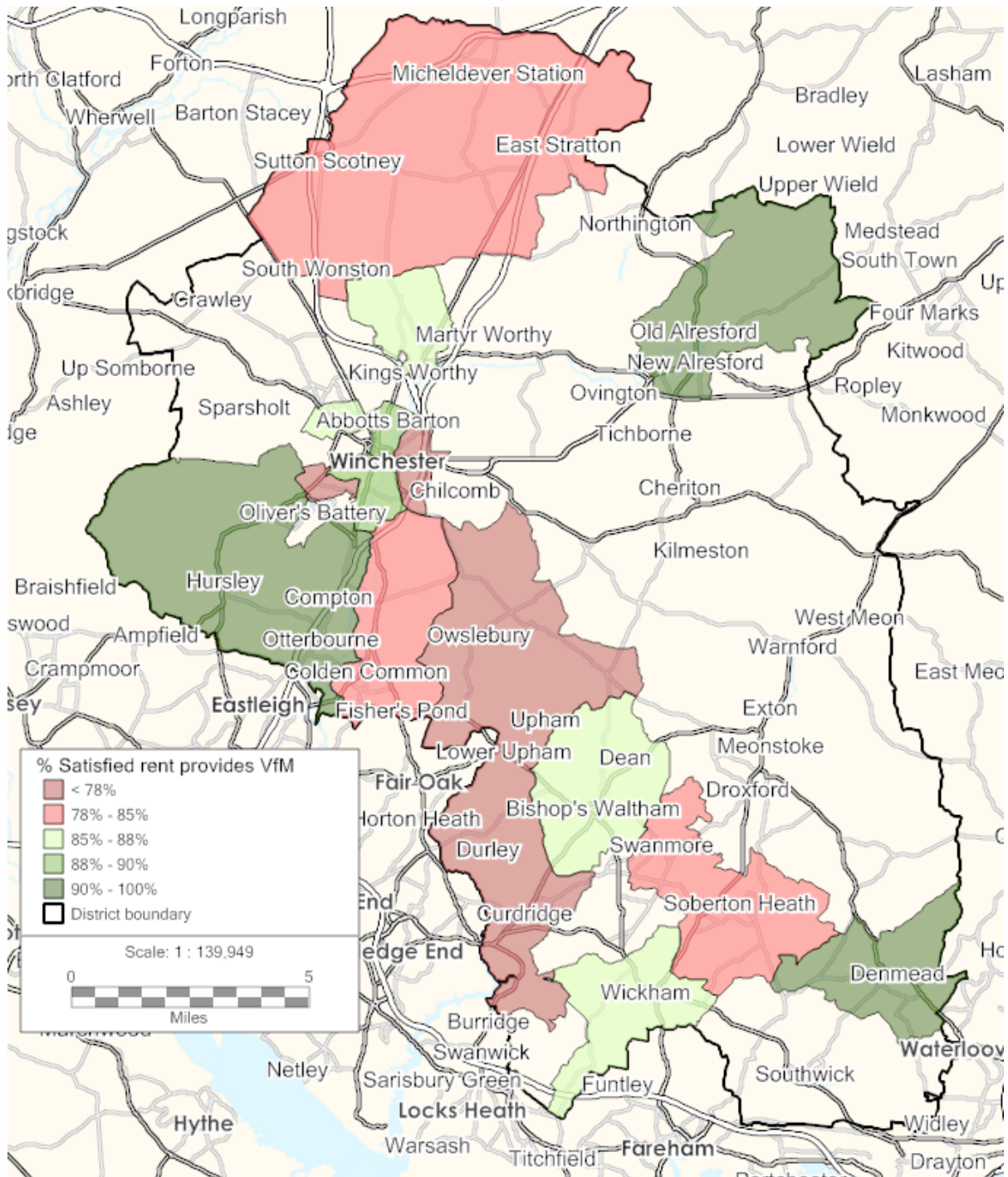
When analysing by area it shows for general needs tenants; those living in the Rural North (87%) areas are most satisfied that rent provides value for money, while those living in the Winnall and Highcliffe area (71%) are least satisfied. Although it is worth noting that general needs tenants living in the Stanmore area express similarly low levels of satisfaction (73%). For HfOP tenants there are similarly high levels of satisfaction expressed by tenants living in the Rural North (93%), Stanmore (95%), and Weeke (94%) areas.

Table 9 Satisfaction rent provides value for money / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	82%	89%	89%	89%*
Rural North	87%	93%*	91%*	-
Rural South	84%	87%	87%	-
Stanmore	73%	95%*	97%*	-
Weeke	85%	94%*	94%*	-
Winnall and Highcliffe	71%	-	-	-

Map 4 on the following page shows the proportion of tenants that are satisfied rent provides value for money mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; St Johns & All Saints, St Luke, and Owslebury & Curdrige wards while the highest satisfaction levels are in Compton & Otterbourne, Denmead, and the Alresford wards.

Map 4 Satisfaction that rent provides value for money mapped at Ward level

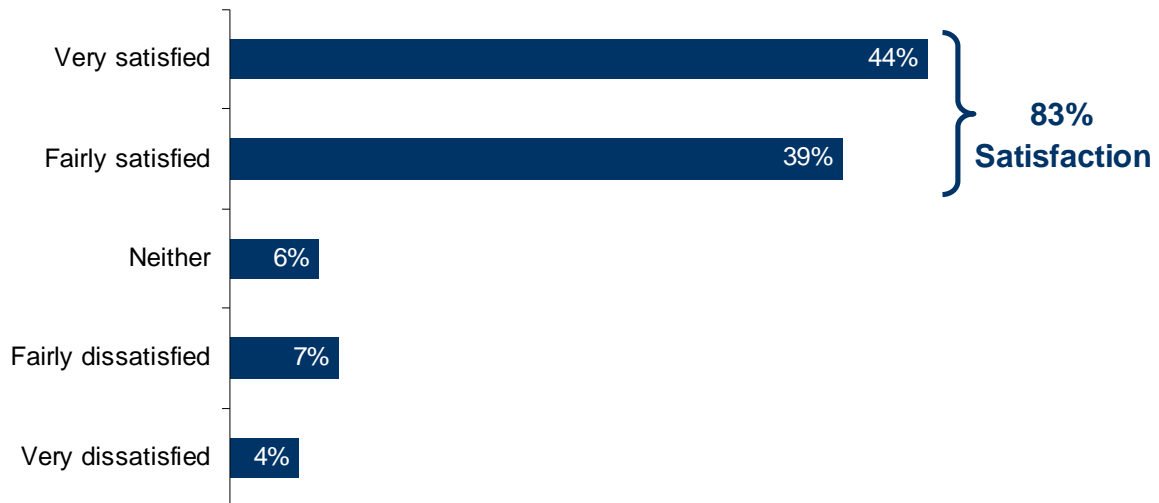


Repairs and maintenance

All respondents were asked how satisfied they are with the way Winchester City Council deals with repairs and maintenance. As shown below, over eight out of ten (83%) of tenants are satisfied with the way Winchester City Council deals with repairs and maintenance. 6% of tenants are neither satisfied nor dissatisfied, and 11% express dissatisfaction (fairly / very dissatisfied).

Figure 7 Satisfaction with the way Winchester City Council deals with repairs and maintenance

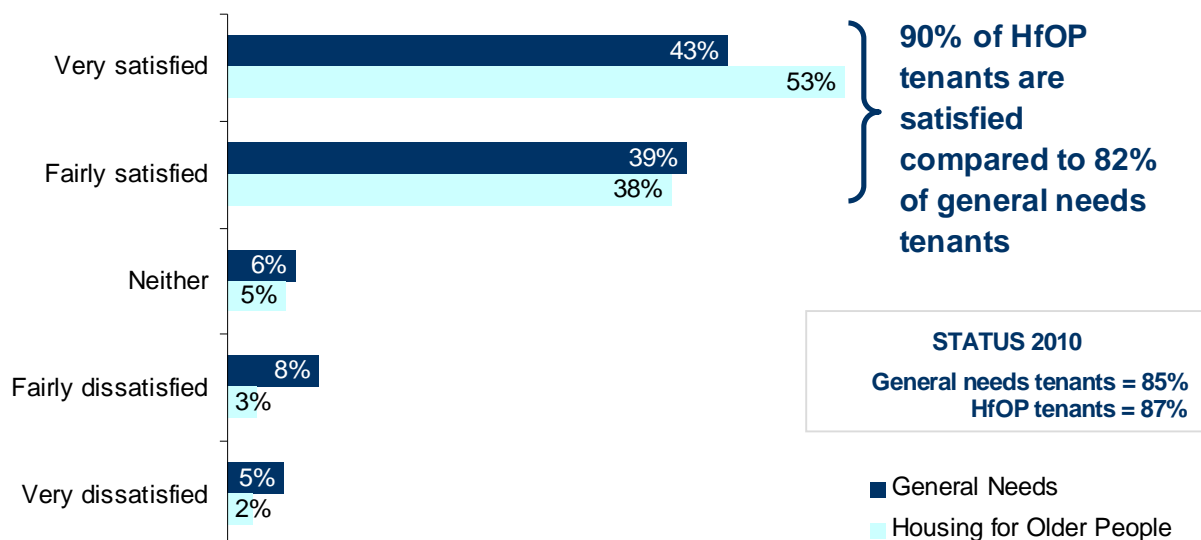
Percentage of respondents



Nine out of ten HfOP tenants and just over eight out of ten (82%) general needs tenants are satisfied with the way Winchester City Council deals with the repairs and maintenance service. Notably, over half (53%) of HfOP tenants are very satisfied with the repairs and maintenance service. The results for HfOP tenants compare favourably to the STATUS 2010 results with a slight increase in satisfaction, while the results for general needs tenants represent a slight decrease. Neither of these changes are statistically significant.

Figure 8 Satisfaction with the way Winchester City Council deals with repairs and maintenance / tenure

Percentage of respondents



Further analysis of the results shows that:

- ◆ There is little variation in satisfaction for the repairs and maintenance service as expressed by sheltered tenants (91%) and floating support tenants (90%).
- ◆ There are low levels of satisfaction expressed by tenants who are under the age of 55; 54% of tenants aged between 16 to 34, 72% of tenants aged between 35 to 44, and 67% of tenants aged between 45 to 54. Higher levels of satisfaction are expressed by tenants who are over the age of 55; 89% of tenants aged between 55 to 74, and 90% of tenants aged over 75.
- ◆ At 92%, tenants who do not classify themselves to be in the English, Welsh, Scottish, Northern Irish, and British ethnic groups are more likely to be satisfied with the repairs and maintenance service those who do classify themselves to be in these groups (83%).

Table 10 Satisfaction with the way Winchester City Council deals with repairs and maintenance / tenure, age, ethnic group

Percentage of respondents

Group	Satisfaction		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	37%	53%	91%
Floating Support	39%	50%	90%
Age group			
16-34*	42%	11%	54%
35-44	49%	23%	72%
45-54	30%	37%	67%
55-64	46%	43%	89%
65-74	40%	49%	89%
75+	32%	58%	90%
Ethnicity Group			
English / Welsh / Scottish / Northern Irish / British	39%	44%	83%
Other*	48%	44%	92%

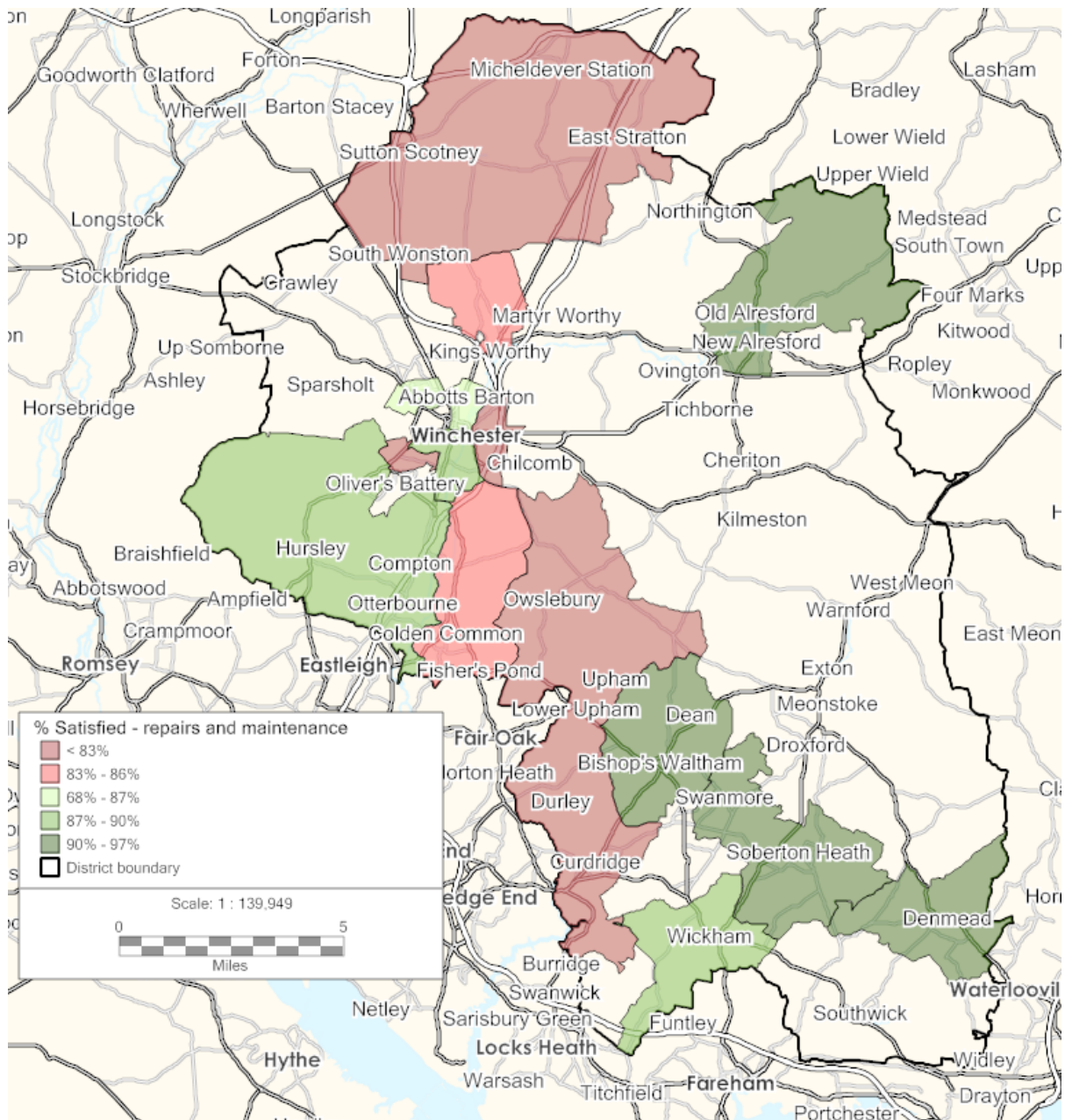
When analysing by area it shows for general needs tenants; those living in the City (75%) and Stanmore (75%) areas are least satisfied with the way Winchester City Council deals with repairs and maintenance, while those living in the Rural North and South (86%), and Weeke (85%) areas express similarly high levels of satisfaction. For HfOP tenants there are similarly high levels of satisfaction expressed by tenants living in the Stanmore (95%), and Winnall and Highcliffe (97%) areas, while HfOP tenants living in the rural north (85%) areas are least satisfied.

Table 11 Satisfaction with the way Winchester City Council deals with repairs and maintenance / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	75%	89%	90%	86%*
Rural North	86%	85%*	82%*	-
Rural South	86%	92%	92%	-
Stanmore	75%	95%*	97%*	-
Weeke	85%	88%*	88%*	-
Winnall and Highcliffe	80%	97%*	-	-

Map 5 on the following page shows the proportion of tenants that are satisfied with the way Winchester City Council deals with repairs and maintenance mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; St Johns & All Saints, St Luke, and Owslebury & Curdridge wards while the highest satisfaction levels are in Bishops Waltham, Swanmore & Newtown, Denmead, and the Alresford wards.

Map 5 Satisfaction with repairs & maintenance service mapped at Ward level



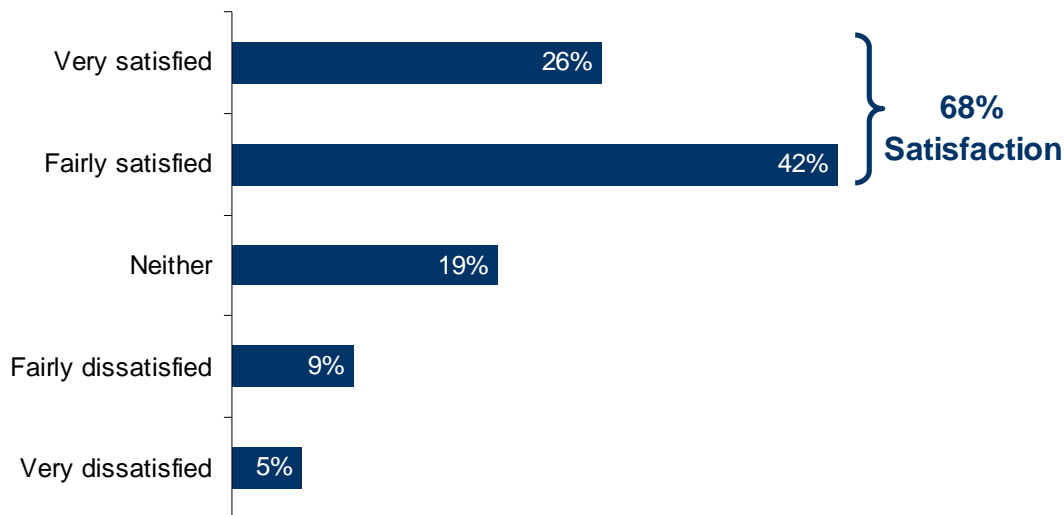
Wards with fewer than 30 responses not shown

Listens to views and acts upon them

Just over two thirds of tenants (68%) are satisfied that Winchester City Council listens to their views and acts upon them, with only one quarter (26%) expressing that they are very satisfied. 19% of tenants express that they are neither satisfied nor dissatisfied, and 13% indicate that they are dissatisfied.

Figure 9 Satisfaction that Winchester City Council listens to views and acts upon them

Percentage of respondents

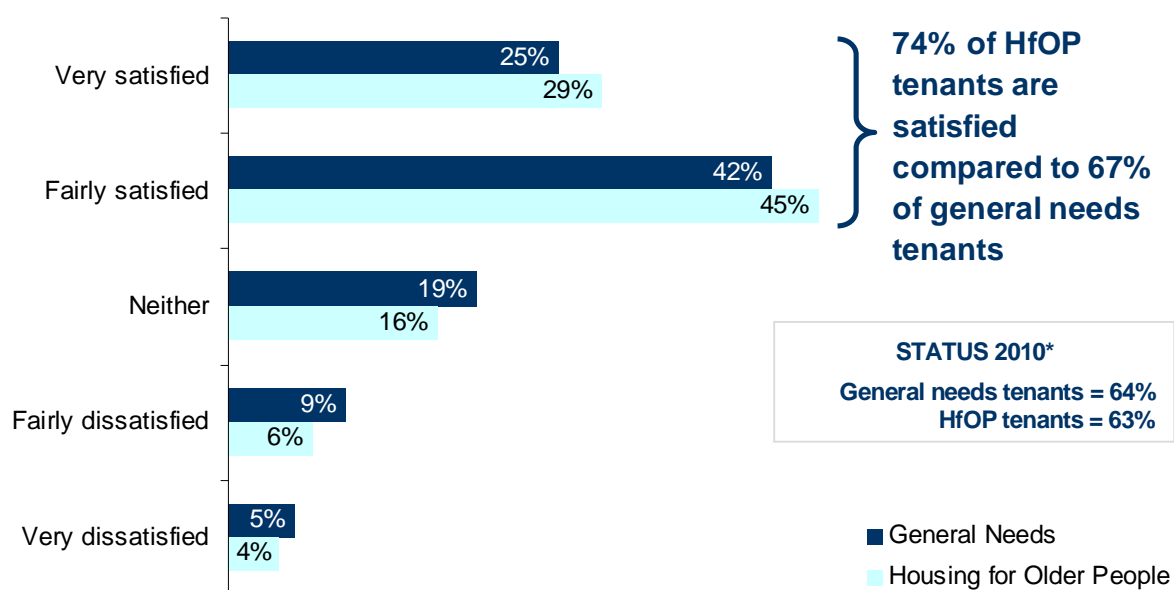


As [Figure 10](#) on the following page shows, HfOP tenants (74%) are more likely than general needs tenants (67%) to be satisfied that Winchester City Council listens to views and acts upon them. 14% of general needs tenants express some degree of dissatisfaction compared to 10% of HfOP tenants.

Some caution needs to be exercised comparing results for this question with previous survey results to changes to the question wording. We would usually expect the new question wording to result in a lower satisfaction rating. With this in mind, it is notable that comparison with the findings from the STATUS 2010 survey shows that there has been a statistically significant increase in satisfaction expressed by HfOP tenants from 63% to 74%. There has also been a slight increase in satisfaction expressed by general needs tenants although this is not statistically significant.

Figure 10 Satisfaction that Winchester City Council listens to views and acts upon them / tenure

Percentage of respondents



*Please note there has been a change in question from STATUS 2010; how satisfied or dissatisfied are you that your views are taken into account by the Council, to STAR 2013; how satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them.

Further analysis of the results shows that:

- ◆ There is little variation in satisfaction that Winchester City Council listens to views and acts upon them between sheltered (74%) and floating support tenants (73%).
- ◆ There is a direct correlation between age and satisfaction, with the older the tenant more satisfied they are that Winchester City Council listens to views and acts upon them; only 38% of tenants aged between 16 to 34 are satisfied compared to 78 % of tenants aged over 75.
- ◆ At 67%, tenants who classify themselves as white; English, Welsh, Scottish, Northern Irish, or British are less satisfied than tenants who do not classify themselves to be of that ethnicity (80%).
- ◆ Tenants who receive housing benefit (71%) are more likely than tenants who do not receive housing benefit (64%) to be satisfied that Winchester City Council listens to views and acts upon them.

Table 12 Satisfaction that Winchester City Council listens to views and acts upon them / tenure, age, ethnicity, housing benefit

Percentage of respondents

Group	Satisfaction		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	44%	30%	74%
Floating Support	51%	22%	73%
Age group			
16-34	30%	8%	38%
35-44	41%	10%	50%
45-54	34%	20%	54%
55-64	47%	24%	71%
65-74	46%	29%	74%
75+	44%	35%	78%
Ethnicity group			
White - English / Welsh / Scottish / Northern Irish / British	42%	25%	67%
Other*	46%	35%	80%
Housing benefit			
Yes	41%	30%	71%
No	44%	19%	64%

*Low base

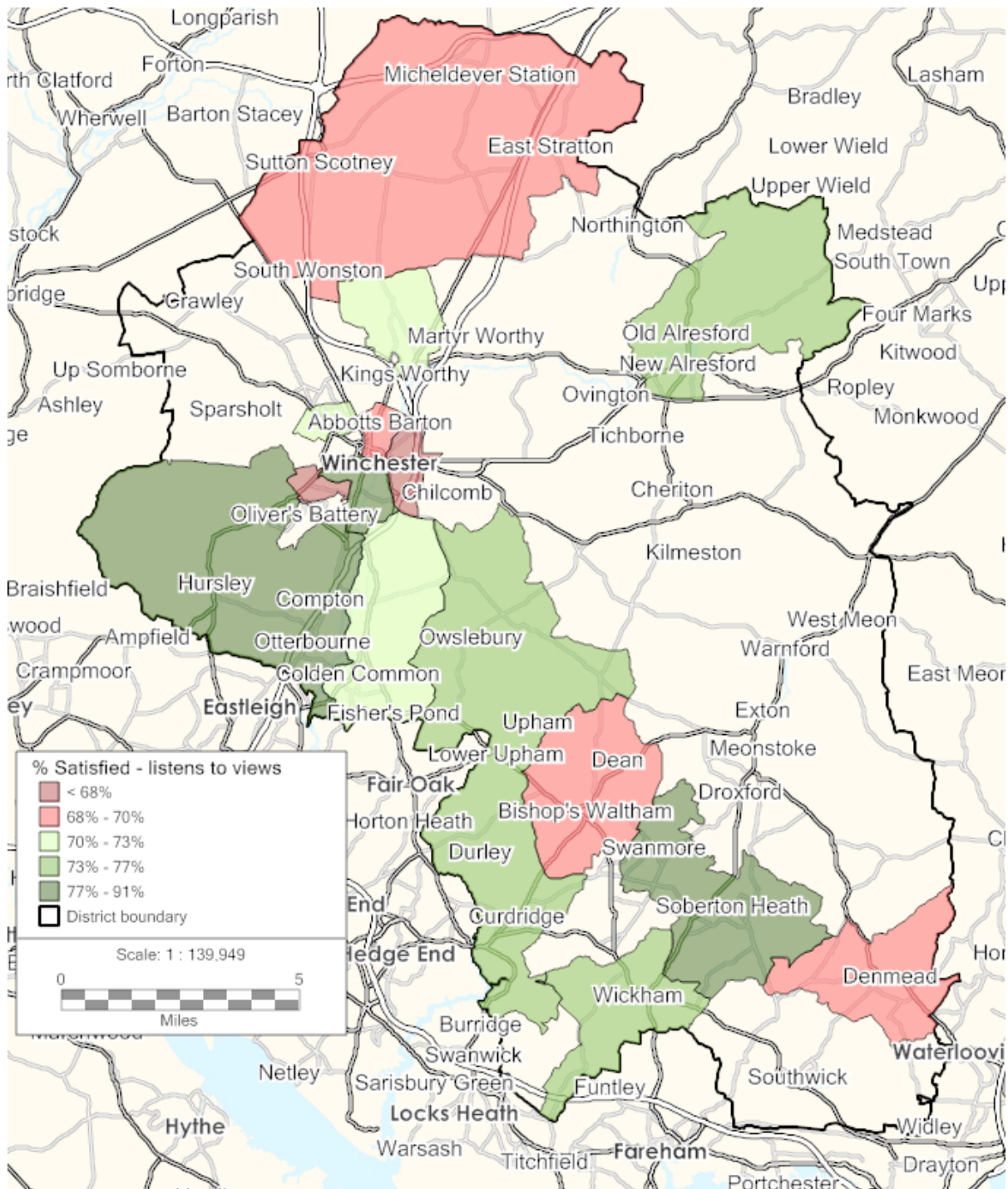
When analysing by area it shows there are low levels of satisfaction that Winchester City Council listens to views and acts upon them expressed by general needs tenants living in the Stanmore (57%) and Winnall and Highcliffe (59%) areas, interestingly there are high levels of satisfaction expressed by HfOP tenants living in those areas; Stanmore (85%) and Winnall and Highcliffe (84%). Sheltered tenants living in the City area (71%) are slightly more likely to be satisfied that Winchester City Council listens to views and acts upon them than floating support tenants living in the City area (67%).

Table 13 Satisfaction that Winchester City Council listens to views and acts upon them / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	65%	70%	71%	67%*
Rural North	71%	76%*	73%*	-
Rural South	76%	72%	72%	-
Stanmore	57%	85%*	84%*	-
Weeke	70%	76%*	76%*	-
Winnall and Highcliffe	59%	84%*	-	-

Map 6 on the following page shows the proportion of tenants that are satisfied that Winchester City Council listens to views and acts upon them mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; St Johns & All Saints, and St Luke wards, while the highest satisfaction levels are in Compton & Otterbourne, St Michael, and Swanmore & Newtown wards.

Map 6 Satisfaction that landlord listens to views and acts upon them mapped at Ward level



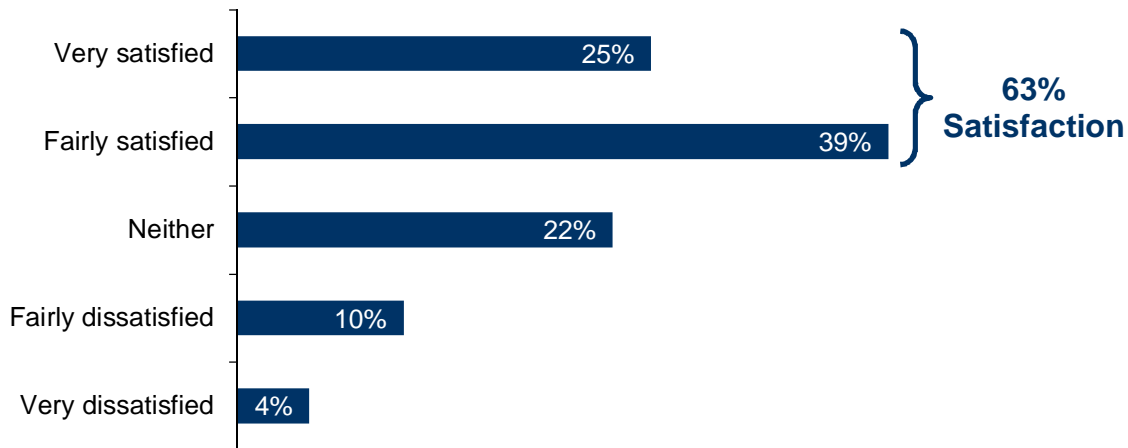
Wards with fewer than 30 responses not shown

Value for money service charge provides

Just under two thirds of tenants who pay a service charge (63%) are satisfied that their service charge provides value for money, with one quarter (25%) stating that they are very satisfied and around four out of ten (39%) fairly satisfied. A little over 1 in 5 (22%) of tenants express that they are neither satisfied nor dissatisfied, and 14% indicate some degree of dissatisfaction.

Figure 11 Satisfaction that service charge provides value for money

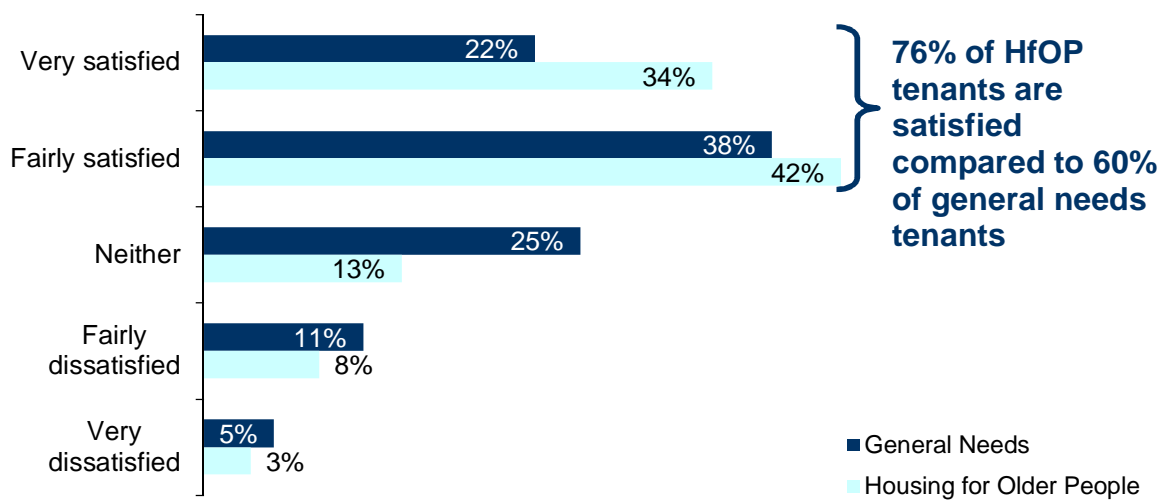
Percentage of respondents



At 76%, HfOP tenants are considerably more likely than general needs tenants (60%) to be satisfied that their service charges provide value for money. Notably, around one third of HfOP tenants (34%) express they are very satisfied. 15% of general needs tenants express some degree of dissatisfaction compared to 11% of HfOP tenants.

Figure 12 Satisfaction that service charge provides value for money/ tenure

Percentage of respondents



Further analysis shows that:

- ◆ Sheltered tenants (78%) are more likely than floating support tenants (70%) to be satisfied that their service charge provides value for money.
- ◆ Once again, as seen with other results in this section, there is a direct correlation between age and satisfaction; only 35% of tenants aged between 16 to 34 are satisfied compared to 76 % of tenants aged over 75.

Table 14 Satisfaction that service charge provides value for money / tenure, age

Percentage of respondents

Group	Satisfaction		
	Fairly	Very	Overall
Housing for Older People			
Sheltered	42%	36%	78%
Floating Support	45%	25%	70%
Age group			
16-34	29%	6%	35%
35-44	36%	9%	45%
45-54	43%	17%	60%
55-64	40%	17%	57%
65-74	42%	32%	74%
75+	42%	35%	76%

*Low base

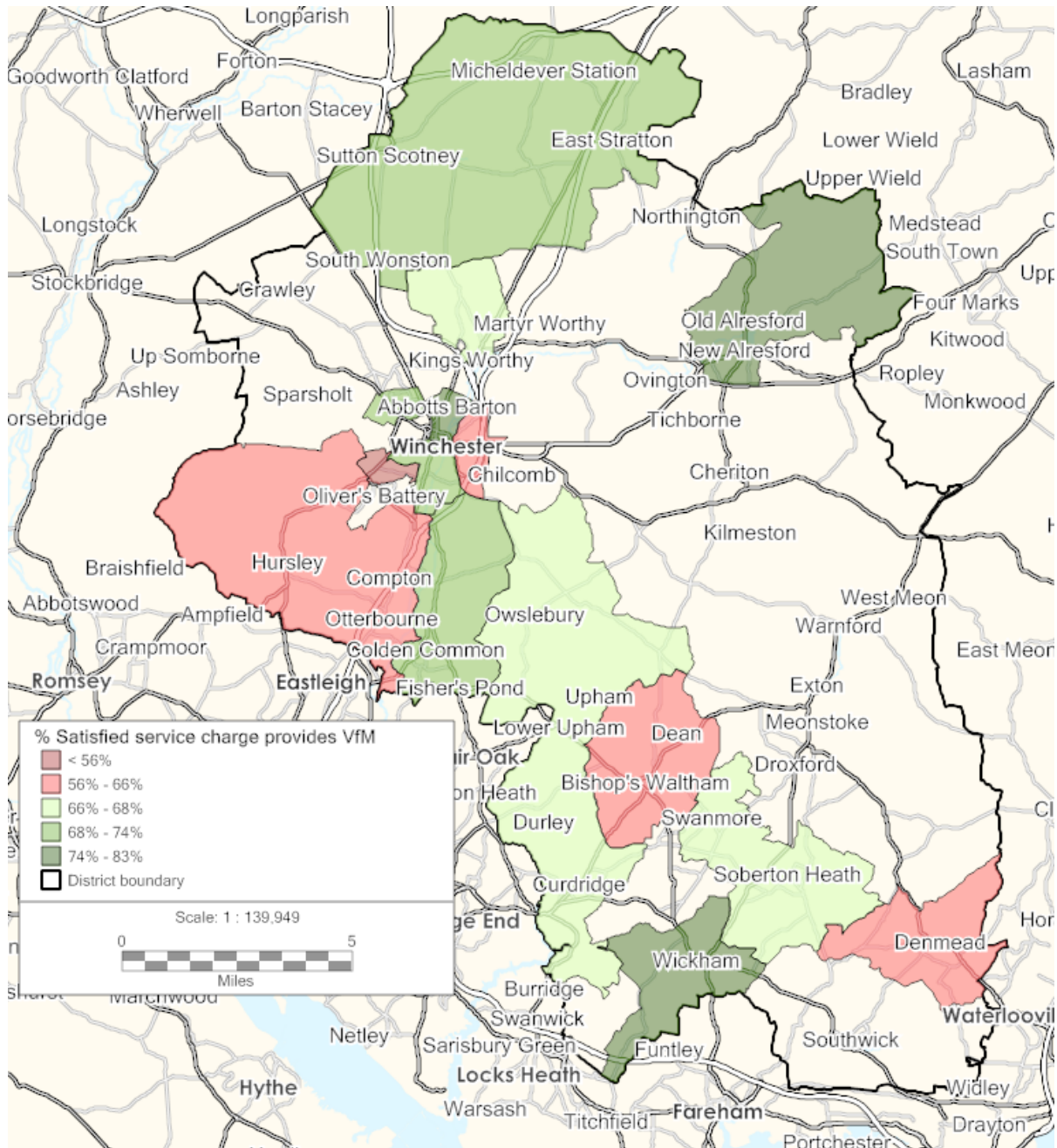
When analysing by area it shows that for general needs tenants those living in the Stanmore area (47%) are least satisfied, while those living in Rural North are most satisfied (74%). There is little variation for HfOP tenants when analysing by area, although sheltered tenants (81%) living in the City area are more likely to be satisfied that service charges provide value for money than floating support tenants living in the city area (73%).

Table 15 Satisfaction that service charge provides value for money them / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	60%	78%	81%	73%*
Rural North	74%	78%*	76%*	-
Rural South	59%*	75%	75%	-
Stanmore	47%*	72%*	-	-
Weeke	65%*	77%*	77%*	-
Winnall and Highcliffe	60%	-	-	-

Map 7 on the following page shows the proportion of tenants that are satisfied that the service charge provides value for money mapped at Ward level. As this illustrates, the lowest overall satisfaction levels are in; Compton & Otterbourne and St Luke wards, while the highest satisfaction levels are in; the Alresford, Wickham, and St Bartholomew wards.

Map 7 Satisfaction that service charge provides value for money mapped at Ward level



5) Benchmarking

Comparison is made here between the results from this STAR survey with a peer group consisting of local authorities that carried out tenant satisfaction survey during the period 2011/12 – 2012/13.

As Table 16 shows, general satisfaction for the majority of the core questions falls just above or below the median for the comparison group (i.e. in the 2nd and 3rd quartile). However, satisfaction with the value for money of service charges compares less favourably falling within the bottom quartile of the comparison group for all tenure groups compared (general needs, HfOP, and General needs & HfOP combined).

Table 16 Benchmarking against all national councils 2011/12 & 2012/13

Percentage of respondents who are fairly / very satisfied

		Winchester City Council STAR 2013	HouseMark Benchmark National LAs 2011 - 13		
			Lower Quartile	Median	Upper Quartile
Overall Service provided	General Needs	86.42%	80.50%	84.00%	88.00%
	General Needs / HfOP	87.55%	80.90%	84.30%	88.10%
	HfOP	93.50%	89.03%	92.75%	94.75%
Quality of home	General Needs	82.05%	77.00%	81.00%	85.00%
	General Needs / HfOP	84.04%	79.18%	81.95%	86.50%
	HfOP	93.83%	89.30%	92.60%	95.00%
Neighbourhood	General Needs	86.57%	79.30%	84.10%	87.00%
	General Needs / HfOP	87.63%	82.03%	85.65%	88.10%
	HfOP	92.97%	90.60%	94.00%	95.00%
Rent provides VfM	General Needs	80.03%	76.50%	82.00%	91.00%
	General Needs / HfOP	81.62%	79.00%	83.00%	86.00%
	HfOP	89.58%	87.75%	91.35%	92.98%
Service Charge provides VfM	General Needs	59.76%	63.00%	68.65%	73.00%
	General Needs / HfOP	63.41%	66.63%	72.85%	79.23%
	HfOP	76.09%	80.75%	86.00%	91.10%
Repairs and Maintenance	General Needs	81.60%	74.75%	79.00%	82.95%
	General Needs / HfOP	83.10%	76.10%	80.20%	84.50%
	HfOP	90.43%	84.30%	88.20%	93.90%
Listens to views	General Needs	66.86%	57.55%	61.30%	69.45%
	General Needs / HfOP	68.03%	56.45%	62.50%	69.70%
	HfOP	73.70%	70.00%	74.25%	82.00%

= Upper quartile
 = above median
 = below median
 = Lower quartile

Comparison of the same results with a peer group consisting of local authorities in the South East of England that carried out tenant satisfaction survey during the period 2011/12 – 2012/13 shows that general satisfaction with the neighbourhood as a place to live compares most favourably falling within the top quartile. Satisfaction with service charges compares least favourably falling within the bottom quartile.

Table 17 Benchmarking against all providers in South east 2011/12 & 2012/13

Percentage of respondents who are fairly / very satisfied

		Winchester City Council STAR 2013	HouseMark Benchmark All Providers South East 2011 - 13		
			Lower Quartile	Median	Upper Quartile
Overall Service provided	General Needs	86.42%	80.50%	85.20%	88.40%
	General Needs / HfOP	87.55%	82.90%	86.60%	89.00%
	HfOP	93.50%	90.70%	92.30%	94.00%
Quality of home	General Needs	82.05%	79.08%	81.95%	86.08%
	General Needs / HfOP	84.04%	81.25%	85.00%	86.85%
	HfOP	93.83%	91.30%	93.00%	94.18%
Neighbourhood	General Needs	86.57%	78.65%	83.20%	85.20%
	General Needs / HfOP	87.63%	82.35%	85.50%	86.80%
	HfOP	92.97%	92.00%	93.30%	94.50%
Rent provides VfM	General Needs	80.03%	77.40%	83.00%	86.30%
	General Needs / HfOP	81.62%	80.55%	85.20%	88.00%
	HfOP	89.58%	86.75%	92.00%	95.15%
Service Charge provides VfM	General Needs	59.76%	62.35%	69.15%	75.08%
	General Needs / HfOP	63.41%	62.78%	72.10%	77.13%
	HfOP	76.09%	81.75%	84.80%	86.50%
Repairs and Maintenance	General Needs	81.60%	74.25%	80.00%	86.40%
	General Needs / HfOP	83.10%	78.00%	82.00%	86.70%
	HfOP	90.43%	82.00%	87.50%	91.60%
Listens to views	General Needs	66.86%	60.63%	66.95%	73.08%
	General Needs / HfOP	68.03%	62.20%	71.00%	73.60%
	HfOP	73.70%	68.90%	74.00%	77.00%

■ = Upper quartile ■ = above median ■ = below median ■ = Lower quartile

When comparing Winchester City Council results from this STAR survey against the STATUS 2010 results, most changes fall within the margin of error and are not statistically significant (at 95% confidence levels). Notably, there has been a significant increase in satisfaction expressed by HfOP tenants with regards to Winchester City Council listening to their views and acting upon them. However, caution should be viewed when comparing the two results due to the change in wording of the question between STATUS to STAR.

Table 18 Comparison between Winchester City Council STATUS 2010 and STAR 2013 results

Percentage of respondents who are fairly / very satisfied

		Winchester City Council		Significant at 95%
		STATUS 2010	STAR 2013	
Overall Service provided	General Needs	85%	▲86%	No
	HfOP	97%	▼94%	No
Quality of home	General Needs	88%	▼87%	No
	HfOP	96%	▼93%	No
Neighbourhood	General Needs	87%	▼82%	No
	HfOP	97%	▼94%	No
Rent provides VfM	General Needs	81%	▼80%	No
	HfOP	94%	▼90%	No
Repairs and Maintenance	General Needs	85%	▼82%	No
	HfOP	87%	▲90%	No
Listens to views*	General Needs	64%	▲67%	No
	HfOP	63%	▲74%	Yes

*Please note there has been a change in question from STATUS 2010; how satisfied or dissatisfied are you that your views are taken into account by the Council, to STAR 2013; how satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them.

6) Key drivers analysis

This section presents **Key Drivers Analysis** carried out separately on the survey results for **general needs tenants** and **HfOP tenants**.

Looking at the statistical relationship between overall satisfaction with the landlord and satisfaction with repairs and maintenance with a range of other variables can provide insight into the underlying factors that influence satisfaction. M-E-L Research's Key drivers analysis identifies the factors that drive tenants' satisfaction with their landlord and the factors that have the biggest impact on satisfaction with repairs and maintenance (i.e. the factors which have the biggest impact on satisfaction levels).

The analysis, based on regression, looks at how a number of 'independent variables' influence one 'dependent variable', showing how much of an effect the independent variable has on the 'outcome' for the dependent variable. For this analysis the dependent variables are:

- ◆ Overall satisfaction
- ◆ Satisfaction with repairs & maintenance

These have been compared against a 'basket' of other service related perception based questions (i.e. the independent variables). The percentage of variance explained by the model (as shown below) indicates the extent to which changes to the dependent variable can be attributed to changes to the independent variables, rather than other external factors.

General needs

The analysis for general needs tenants shows that perceptions of the quality of home and repairs and maintenance service have the biggest impact on overall satisfaction. This corresponds with those two aspects being the top two service priorities expressed by general needs tenants. Addressing these top two drivers would have a major impact on overall satisfaction levels. Our analysis also shows that perceptions that Winchester City Council listens to views and treats tenants fairly have an impact on overall satisfaction.

79% of variance to overall satisfaction is explained by the model

Repairs and maintenance	21%	Overall satisfaction
Quality of home	20%	
Listens to views	11%	
Treat tenants fairly	11%	
Recommend to family or friends	8%	
Range of options available to pay rent / service charges	5%	

The same analysis was carried out for general needs tenants' satisfaction with repairs and maintenance. The analysis shows that perceptions of the landlord listening to views and acting upon them has the biggest impact on satisfaction with repairs and maintenance. Our analysis also shows that general needs tenants' satisfaction with repairs and maintenance is also heavily influenced by the time taken before work has started and the quality of home.

76% of variance to satisfaction with repairs & maintenance is explained by the model

Landlord listens to views and acts upon them	24%	Repairs and maintenance
Quality of home	12%	
Time taken before work started	10%	
Effective and efficient service provided	9%	
Service charges provide VfM	6%	

Housing for Older People

Key Drivers Analysis on the Housing for Older People survey results shows that overall satisfaction as seen with the key drivers analysis undertaken for the general needs tenants results shows that repairs and maintenance have the biggest impact on overall satisfaction. Analysis also shows that perceptions that Winchester City Council; treat tenants fairly, provide an effective and efficient service and listen to views and act upon them, have an impact on HfOP tenants overall satisfaction with the service provided.

62% of variance to overall satisfaction is explained by the model

Repairs and maintenance	23%	Overall satisfaction
Treat tenants fairly	14%	
Effective and efficient service	12%	
Listens to views and acts upon them	11%	
Older Persons Support Officer	9%	

The same analysis was carried out for HfOP tenants' satisfaction with the repairs and maintenance service. As with general needs tenants, the analysis for HfOP shows that perceptions of; the landlord listening to views and acting upon them, and having the opportunity to make views known has a big impact on satisfaction with repairs and maintenance. Satisfaction with the repairs and maintenance service for HfOP tenants is also strongly influenced by being told when the workers would call.

72% of variance to satisfaction with repairs & maintenance is explained by the model

Being told when works would call	18%	Repairs and maintenance
Listens to views and acts upon them	17%	
Opportunity to make views known	13%	
Overall appearance of the neighbourhood	11%	

7) General services

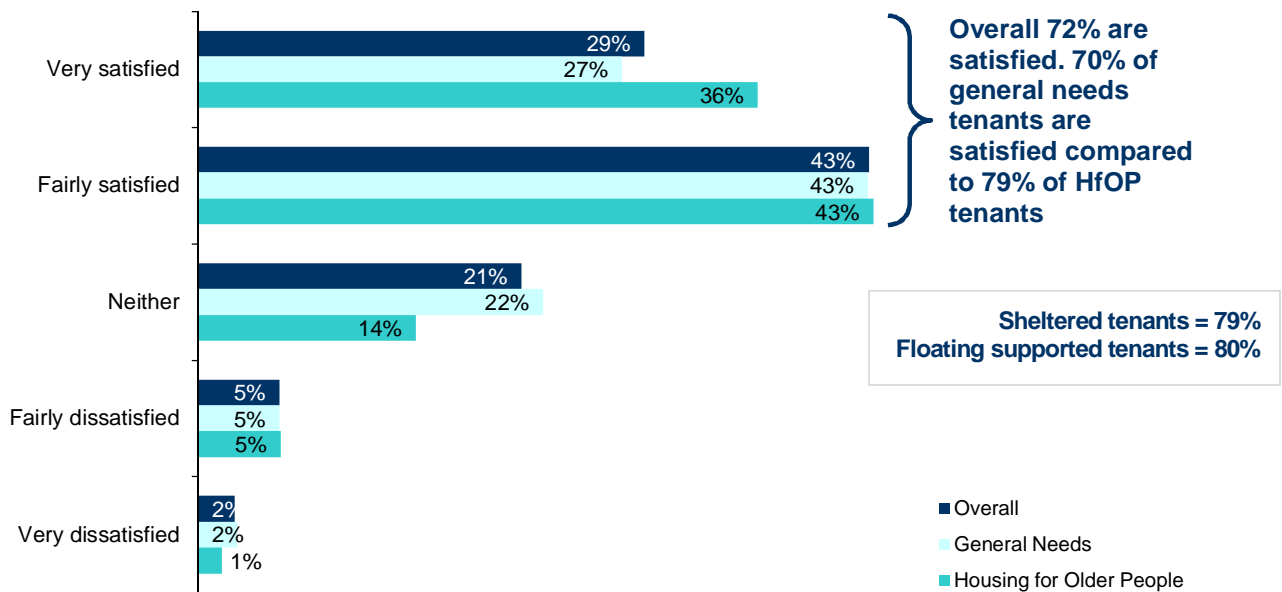
This section presents findings on tenants’ satisfaction with general services provided by Winchester City Council

Winchester City Council gives tenants the opportunity to make their views known

72% of tenants are satisfied that Winchester City Council gives tenants the opportunity to make their views known. 21% are neither satisfied nor dissatisfied. At 79%, HfOP tenants are more likely than general needs tenants (70%) to express satisfaction. Both tenure groups express similarly low levels of dissatisfaction (general needs 8% & HfOP 7%). Similar levels of satisfaction are expressed by sheltered (79%), and floating support (80%) tenants.

Figure 13 Satisfaction that Winchester City Council gives tenants the opportunity to make their views known / tenure

Percentage of respondents

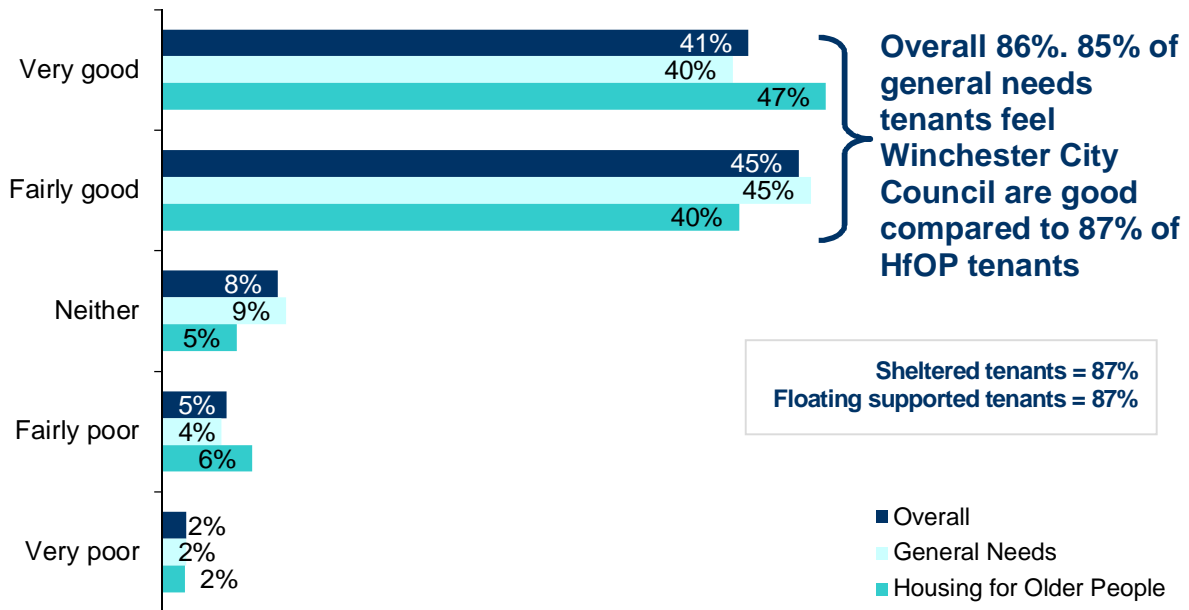


Winchester City Council keeps tenants informed

As Figure 14 overleaf shows, a high proportion of tenants (86%) think that Winchester City Council is good at keeping them informed about things that might affect them as a tenant, with around four out of ten (41%) stating that Winchester City Council is very good at keeping them informed. There is little difference in the proportion of general needs (85%) and hfOP tenants (87%) who feel Winchester City Council is good at keeping them informed.

Figure 14 How good or poor Winchester City Council is at keeping you informed about things that affect you as a tenant / tenure

Percentage of respondents

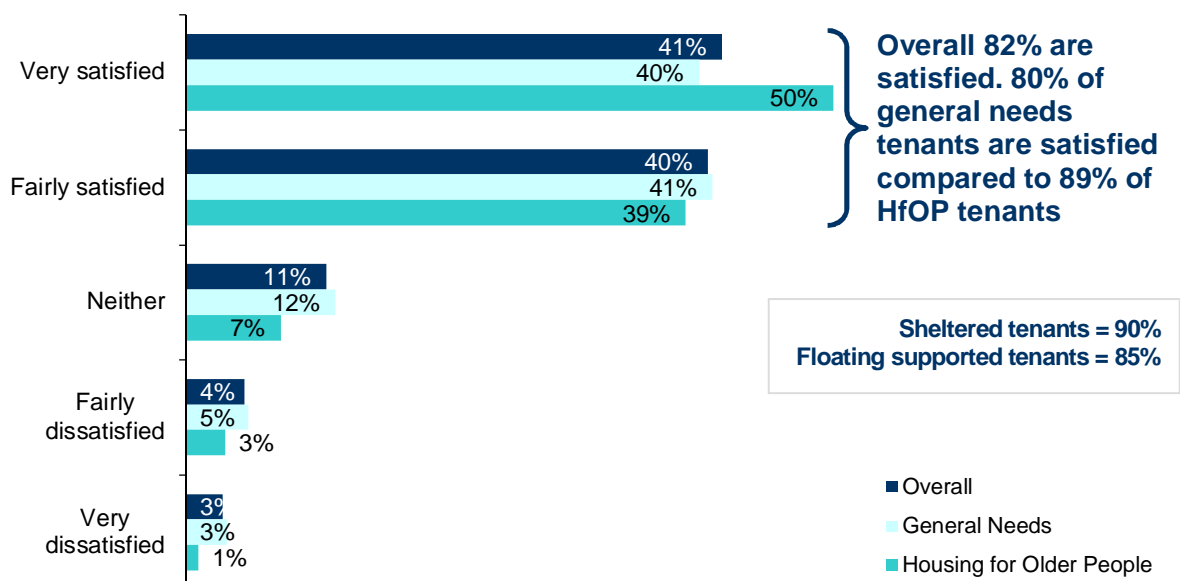


Winchester City Council treats tenants fairly

Overall, 82% of tenants are satisfied that Winchester City Council treats tenants fairly, with around four out of ten (41%) stating that they are very satisfied. Nearly nine out of ten (89%) HfOP tenants and eight out of ten general needs tenants are satisfied that Winchester City Council treats tenants fairly. At 90%, sheltered tenants are more likely than floating support tenants (85%) to be satisfied that Winchester City Council treats tenants fairly.

Figure 15 Winchester City Council treats tenants fairly / tenure

Percentage of respondents

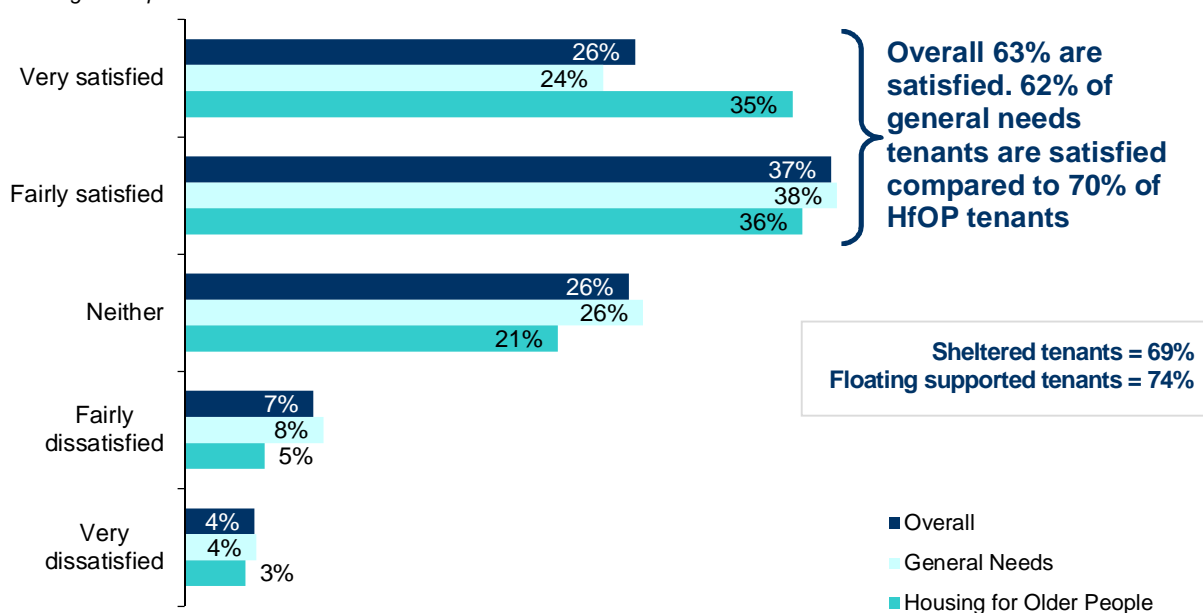


Anti-social behaviour

Respondents were asked how satisfied they are with how Winchester City Council deals with anti-social behaviour (ASB). Nearly two thirds (63%) of tenants are satisfied with how Winchester City Council deals with ASB, although just over one quarter (26%) are neither satisfied nor dissatisfied. HfOP tenants (70%) are more likely than general needs tenants (62%) to express satisfaction with how Winchester City Council deals with anti-social behaviour. A higher proportion of floating support tenants (74%) than sheltered tenants (69%) are satisfied with how Winchester City Council deals with anti-social behaviour.

Figure 16 Satisfaction with how Winchester City Council deals with anti-social behaviour / tenure

Percentage of respondents

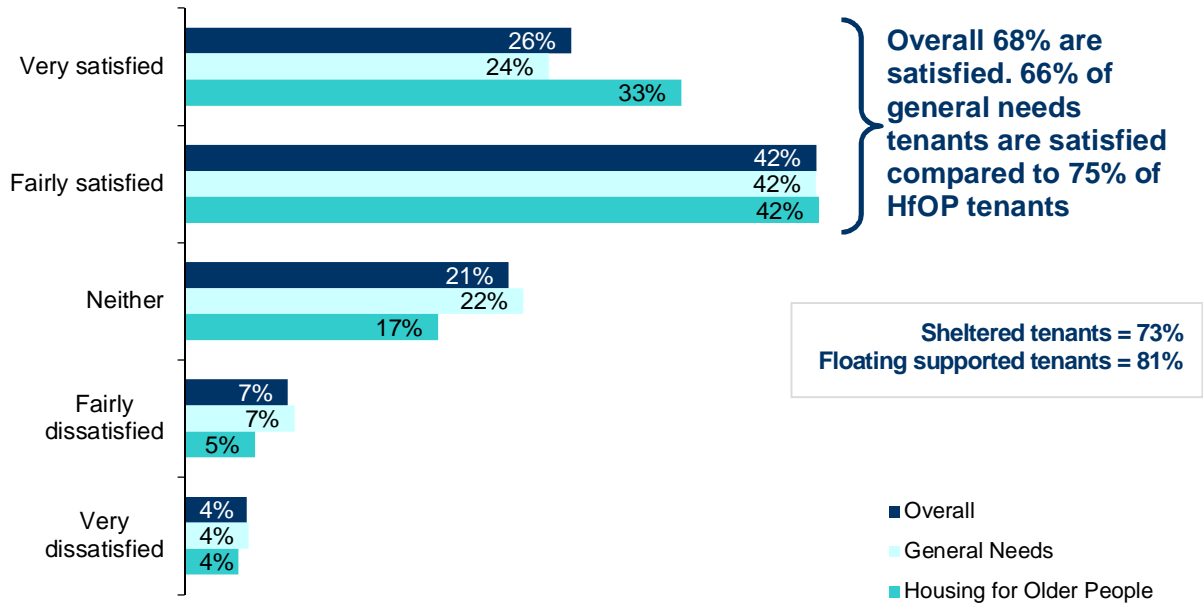


Complaints

As Figure 17 overleaf shows, over two thirds (68%) of tenants are satisfied with how Winchester City Council deals with complaints. Three quarters of HfOP tenants are satisfied with how complaints are dealt with. By way of contrast, two thirds or general needs tenants are satisfied. Although both tenure express low levels of dissatisfaction (general needs 12% and HfOP 8%). As seen with how ASB is dealt with, floating support tenants (81%) are more likely than sheltered tenants (73%) to be satisfied with how complaints are dealt with. Although this can be accounted for by a higher proportion of sheltered tenants (18%) than floating support tenants (12%) expressing they are neither satisfied nor dissatisfied.

Figure 17 Satisfaction with how Winchester City Council deals with complaints / tenure

Percentage of respondents

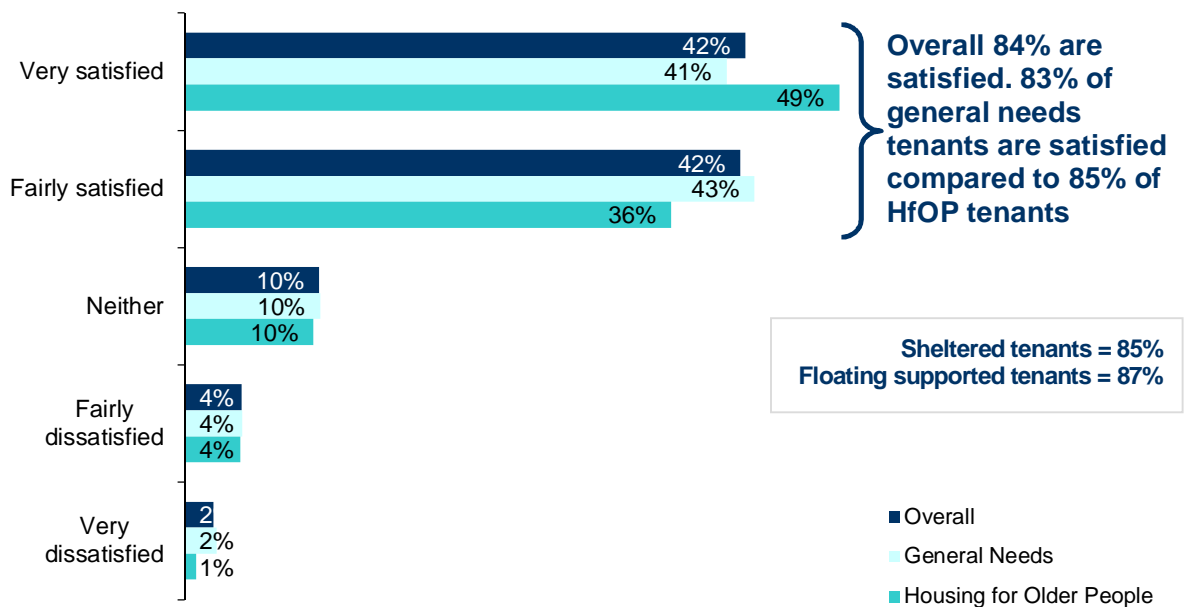


Enquiries generally

84% are satisfied with how Winchester City Council deals with enquiries generally. There is little variation in satisfaction levels expressed by general needs tenants (83%) and HfOP tenants (85%). Satisfaction levels are also similar for floating support (87%), and sheltered (85%) tenants.

Figure 18 Satisfaction with how Winchester City Council deals with enquiries generally / tenure

Percentage of respondents

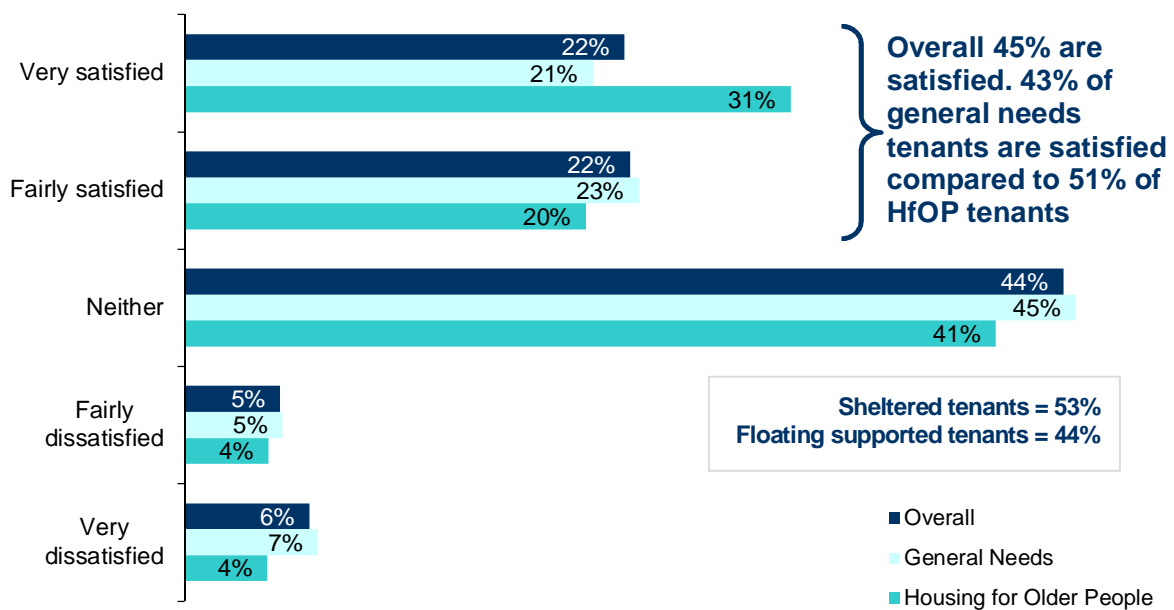


Moving or swapping your home

A relatively low proportion (45%) of tenants are satisfied with how Winchester City Council deals with moving or swapping home, but this can be accounted for by nearly half (44%) expressing that they are neither satisfied nor dissatisfied. Around half (51%) of HfOP and 43% of general needs tenants are satisfied with how moving or swapping home is dealt with, again this can be accounted for by a high proportion of each tenure type expressing they are neither satisfied nor dissatisfied (general needs 45% and HfOP tenants 41%). A higher proportion of sheltered tenants (53%) than floating support tenants (44%) are satisfied with how moving or swapping home is dealt with.

Figure 19 Satisfaction with how Winchester City Council deals with moving or swapping home / tenure

Percentage of respondents

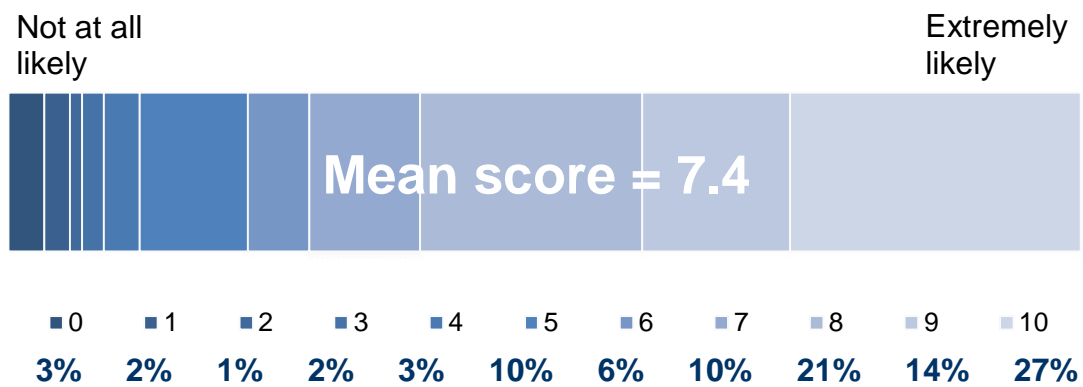


Recommend Winchester City Council to family or friends

Respondents were then asked on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely they would be to recommend Winchester City Council to family or friends. As Figure 20 shows overall the majority of tenants are likely to recommend Winchester City Council to family or friends, with 72% of tenants either selecting 7 or above. There is little difference in the how likely; general needs tenants (mean score of 7.4), HfOP tenants (7.6), sheltered tenants (7.6), or floating support tenants (7.4) are to recommend Winchester City Council to family or friends.

Figure 20 How likely would you be to recommend Winchester City Council to family or friends

Percentage of respondents



Mean score	
General needs tenants	= 7.4
HfOP tenants	= 7.6
Sheltered tenants	= 7.6
Floating Supported tenants	= 7.4

8) Estate services

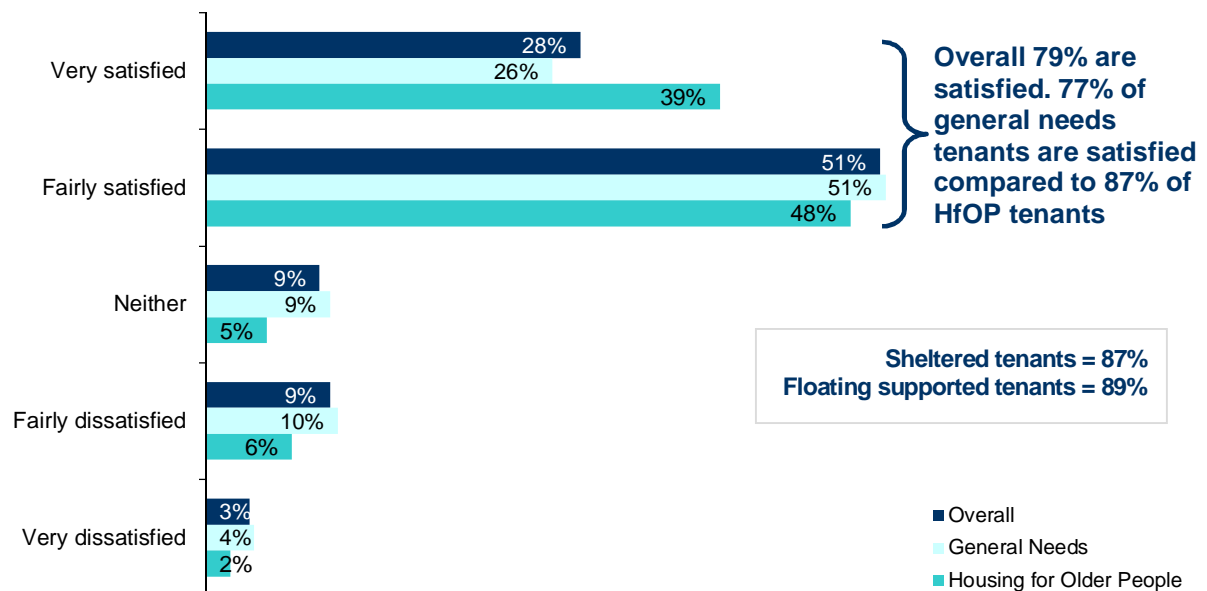
This section presents findings on tenants' satisfaction with estate services provided by Winchester City Council

Overall appearance of neighbourhood

Overall, 79% of tenants are satisfied with the overall appearance of the neighbourhood, with nearly three out of ten (28%) very satisfied. HfOP tenants (87%) are more likely than general needs tenants (77%) to be satisfied with the overall appearance of the neighbourhood, with nearly four out of ten (39%) HfOP tenants expressing that they are very satisfied with the overall appearance.

Figure 21 Satisfaction with overall appearance of neighbourhood / tenure

Percentage of respondents



As Table 19 overleaf shows, when further analysing by area, for general needs tenants; those living in the Rural North area (93%) express the highest degree of satisfaction with the overall appearance of the neighbourhood, while those living in the; Winnall and Highcliffe (65%) and Stanmore (67%) areas are least satisfied. For HfOP tenants, those living in the Weeke area (97%) express the highest degree of satisfaction.

Table 19 Satisfaction with overall appearance of neighbourhood / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	76%	85%	84%	87%*
Rural North	90%	86%*	84%*	-
Rural South	85%	86%	86%	-
Stanmore	67%	91%*	91%*	-
Weeke	77%	97%*	97%*	-
Winnall and Highcliffe	65%	91%*	-	-

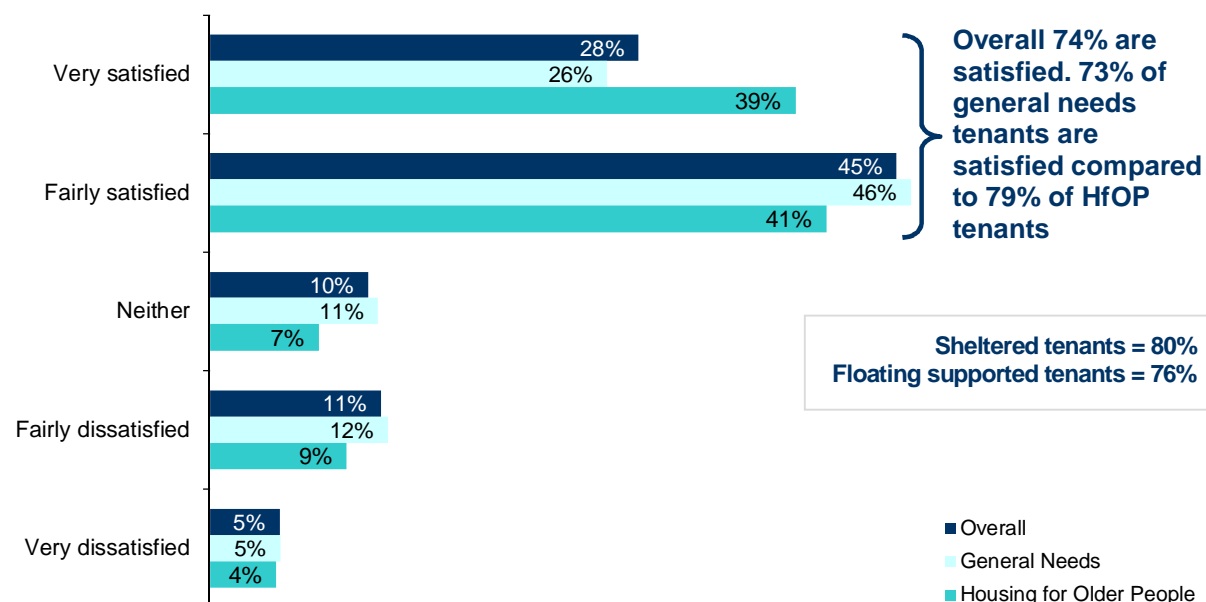
*lowbase

Grounds maintenance

Nearly three quarters (74%) of tenants are satisfied with the grounds maintenance service provided, 16% express some degree of dissatisfaction. 79% of HfOP tenants are satisfied with the grounds maintenance service, with 39% very satisfied. By comparison 73% of general needs tenants are satisfied, with 26% very satisfied. Sheltered tenants (80%) are slightly more likely than floating support tenants (76%) to be satisfied with the grounds maintenance service.

Figure 22 Satisfaction with grounds maintenance / tenure

Percentage of respondents



As Table 20 overleaf shows, when further analysing by area, for general needs tenants those living in the Weeke area (83%) are most satisfied with the grounds maintenance service, while those living in the Stanmore area (61%) are least satisfied. For HfOP tenants, those also living in the Weeke area (91%) express the highest degree of satisfaction, however those living in the Rural South area (67%) express the lowest levels of satisfaction with the grounds maintenance service.

Table 20 Satisfaction with grounds maintenance / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	75%	84%	84%	82%*
Rural North	80%	83%*	84%*	-
Rural South	74%	67%	67%	-
Stanmore	61%	86%*	94%*	-
Weeke	83%	91%*	91%*	-
Winnall and Highcliffe	70%	73%*	-	-

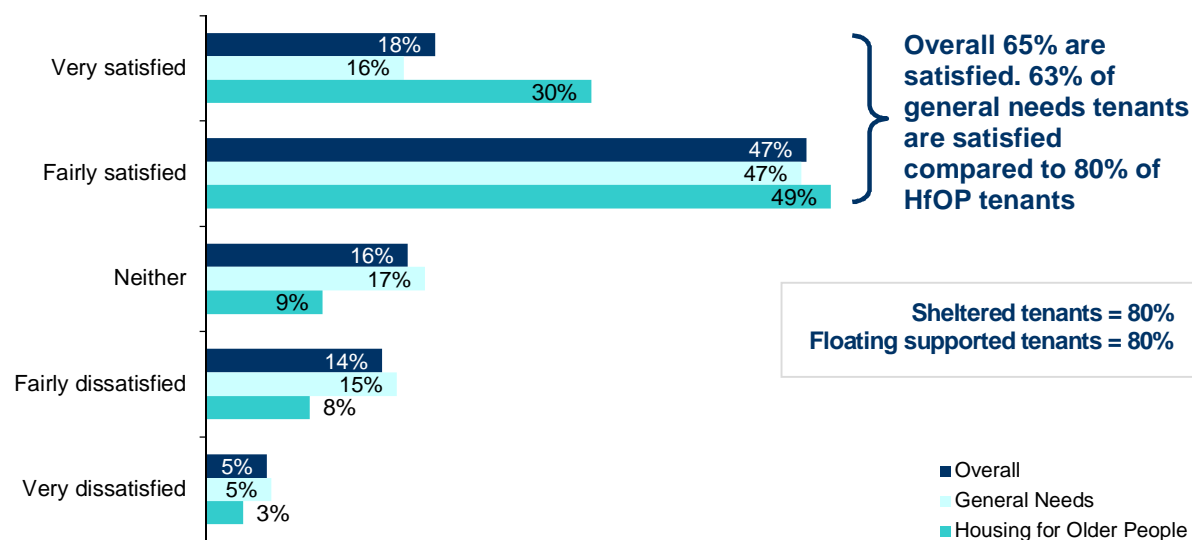
*lowbase

Estate services provided by Winchester City Council

Only 65% of tenants are satisfied with the estate services (such as cleaning, gritting, estate walkabouts, estate improvements) provided by Winchester City Council, with nearly one out of five (19%) expressing some degree of dissatisfaction. There is a high degree of variation in satisfaction expressed by; general needs tenants (63%), and HfOP tenants (80%). 20% of general needs tenants and 11% of HfOP tenants express some degree of dissatisfaction.

Figure 23 Overall estate services provided by Winchester City Council / tenure

Percentage of respondents



When further analysing by area, as Table 21 overleaf shows, for general needs tenants; those living in the City (68%), Rural North (71%), Rural South (68%), and Weeke (68%) express a similar level of satisfaction with the overall estate services provided by Winchester City Council, however tenants living the Stanmore area (46%) express a low level of satisfaction. For HfOP tenants, those living in the; Stanmore (87%), and Winnall and Highcliffe (87%), areas express the highest degree of satisfaction.

Table 21 Overall estate services provided by Winchester City Council / area (excludes any base under 30)

Area	General Satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	68%	79%	80%	77%*
Rural North	71%	81%*	84%*	-
Rural South	68%	75%	75%	-
Stanmore	46%	87%*	88%*	-
Weeke	68%	79%*	79%*	-
Winnall and Highcliffe	59%	87%*	-	-

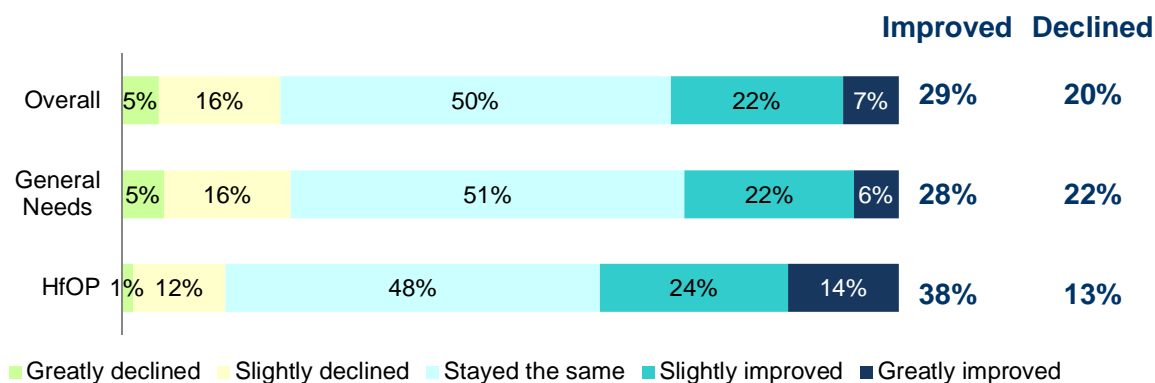
*lowbase

Neighbourhood Appearance

Respondents were asked, in the last three years, has the appearance of the neighbourhood improved or declined. Overall 29% of tenants feel that the neighbourhood has improved, although only 7% express that it has improved greatly. One out of five feel it has declined, and half feel it has stayed the same. HfOP tenants (38%) are more likely than general needs tenants (28%) to feel the appearance of the neighbourhood has improved over the last three years. A higher proportion of sheltered tenants (40%) than floating support tenants (35%) feel that the appearance of the neighbourhood has improved.

Figure 24 In the last three years has the appearance of the neighbourhood improved or declined / tenure

Percentage of respondents



Improved
 Sheltered tenants = 40%
 Floating supported tenants = 34%

Declined
 Sheltered tenants = 11%
 Floating supported tenants = 20%

When analysing further by area, for general needs tenants, those living in the; Weeke (32%) and Winnall and Highcliffe (32%) area, are most likely to feel the neighbourhood has improved over the last three years, while tenants living in the Stanmore area (26%) are most likely to feel the neighbourhood has declined. Notably for HfOP 65% of tenants living in the Weeke area feel the neighbourhood appearance has improved over the last three years while no tenant in the Weeke area feel the neighbourhood has declined.

Table 22 Neighbourhood appearance improved / area (excludes any base under 30)

Area	Neighbourhood appearance improved			
	General needs	HfOP	Sheltered	Floating Supported
City	24%	38%	41%	31%*
Rural North	23%	21%*	21%*	-
Rural South	26%	38%	38%	-
Stanmore	29%	45%*	35%*	-
Weeke	32%	65%*	65%*	-
Winnall and Highcliffe	32%	34%*	-	-

*lowbase

Table 23 Neighbourhood appearance declined / area (excludes any base under 30)

Area	Neighbourhood appearance declined			
	General needs	HfOP	Sheltered	Floating Supported
City	26%	16%	13%	22%*
Rural North	14%	13%*	7%*	-
Rural South	20%	15%	15%	-
Stanmore	26%	10%*	10%*	-
Weeke	23%	0%*	0%*	-
Winnall and Highcliffe	23%	13%*	-	-

*lowbase

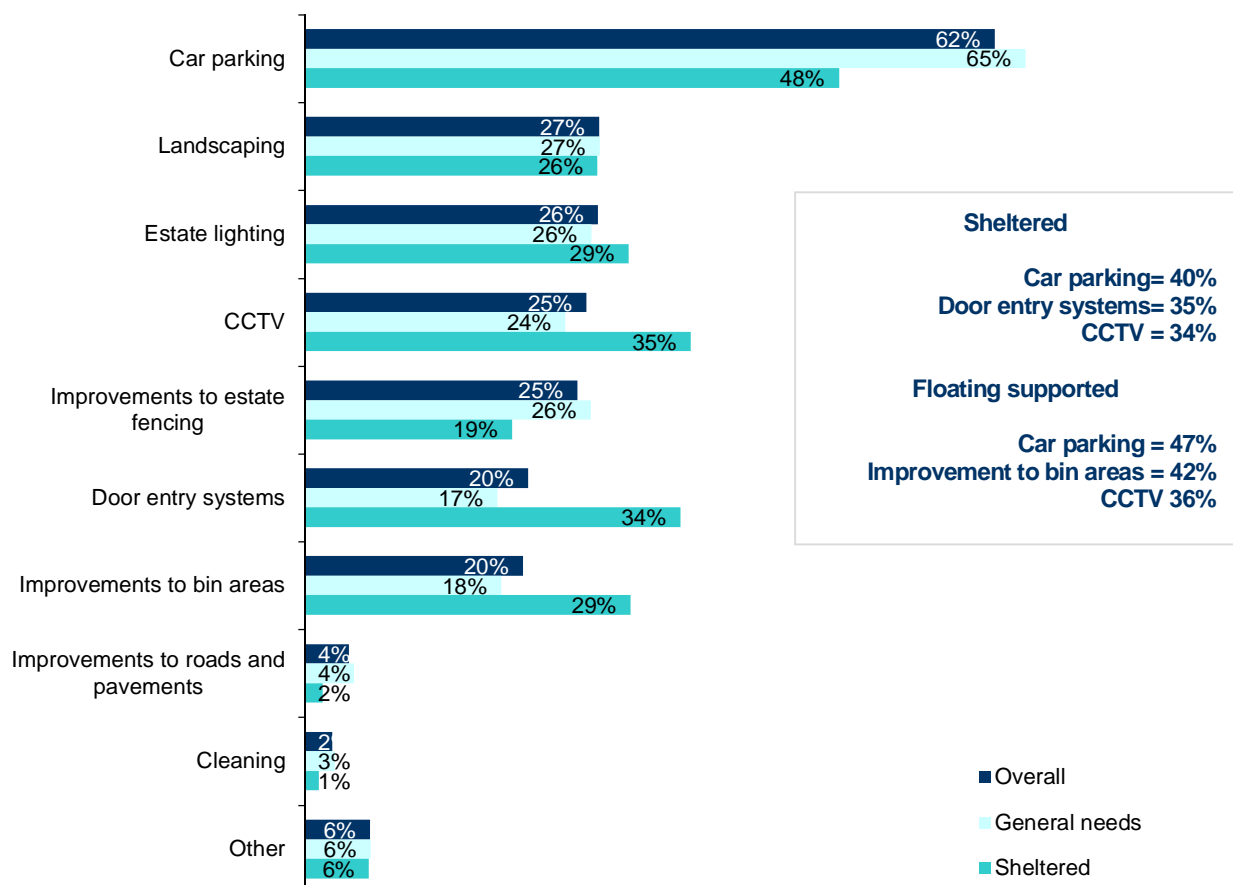
Estate Improvements

Respondents were asked, from a list, to select the top three things that if Winchester City Council had resources to spend on estate improvements they would like the money to be spent on. As would be expected, the top priority for tenants for resources to be spent on would be car parking with 62% of tenants selecting it. Security improvements to; lighting (26%) or CCTV (25%), landscaping (27%), and improvements to estate fencing (25%) all have similar proportions of tenants expressing them as improvements that they would like Winchester City Council to spend resources on.

For sheltered tenants the top priority is again car parking (48%) however the second and third highest priorities for Winchester City Council to spend resources on is for security improvements to be made to; CCTV (35%), or door entry systems (34%). Interestingly, 42% of floating support tenants indicated they would like to see resources spent on improvement to bin areas, which was the second highest proportion

Figure 25 If Winchester City Council had resources to spend on estate improvements, what would you like this to be spent on / tenure

Percentage of respondents



When analysing the same results by area it shows that for general needs tenants the top estate improvement would car parking, however the second and third estate improvements change dependent on the area. For those living in the City areas it is; improvement to bin areas and landscaping, for those living in the Rural North and South areas it is; estate lighting and landscaping, for those living in the Stanmore and Weeke areas it is; landscaping and CCTV, and for those living in the Winnall and Highcliffe area it is; improvement to estate fencing and CCTV. For HfOP tenants the top estate improvement is different dependent on the area for those living in the; City, Rural North, Rural South, and Stanmore, areas it is landscaping, for those living the Weeke area it is car parking.

Table 24 Top three estate improvements / area (excludes any base under 30)

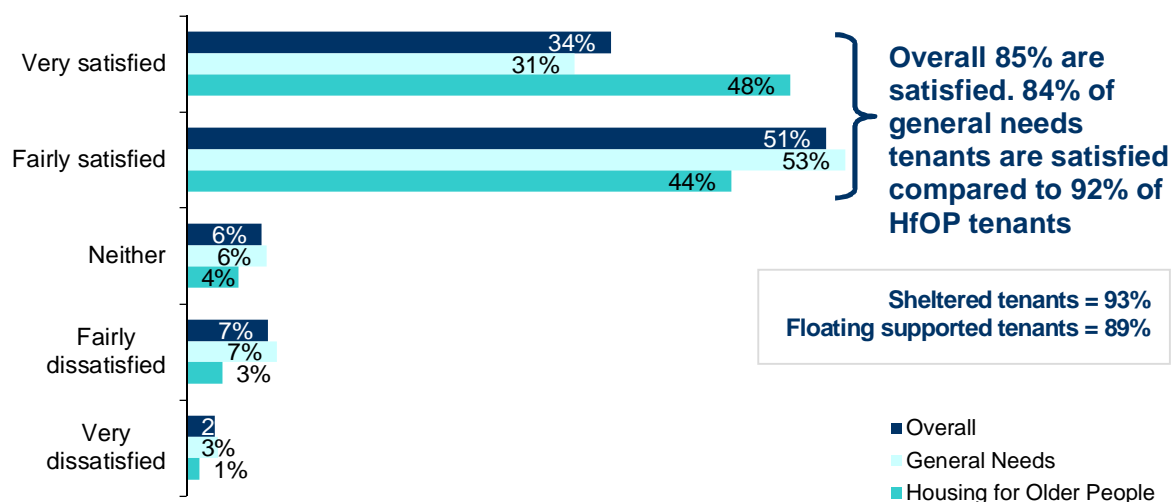
Area	Top three estate improvements	
	General needs	HfOP
City	Car parking (59%) Improvements to bin areas (40%) Landscaping (25%)	Landscaping (47%) Improvements to estate fencing (42%) CCTV (39%)
Rural North	Car parking (65%) Estate Lighting (32%) Landscaping (23%)	Landscaping (68%) Improvements to bin areas (42%) Car parking (30%)
Rural South	Car parking (65%) Estate Lighting (37%) Landscaping (28%)	Landscaping (46%) Estate Lighting (37%) CCTV (36%)
Stanmore	Car parking (66%) Landscaping (36%) CCTV (32%)	Landscaping (57%) Improvements to estate fencing (36%) Improvements to bin areas (30%)
Weeke	Car parking (73%) CCTV (32%) Landscaping (28%)	Car parking (58%) Door entry systems (42%) Improvements to estate fencing (39%)
Winnall and Highcliffe	Car parking (64%) Improvements to estate fencing (35%) CCTV (33%)	-

Safety and Security

Respondents were asked how satisfied they are with the safety and security within the home, overall 85% of tenants are satisfied with the safety and security within the home, with only 9% dissatisfied. 92% of HfOP tenants are satisfied, nearly half (48%) very satisfied. By comparison 84% of general needs tenants are satisfied, with three out of ten (31%) very satisfied.

Figure 26 Satisfaction with safety and security within the home / tenure

Percentage of respondents



When further analysing by area, for general needs tenants; those living in the City (78%) and Stanmore (80%) areas are least satisfied with the safety and security within the home. For HfOP tenants, those living in the Weeke (82%) and Winnall and Highcliffe (80%) area express the lowest degree of satisfaction.

Table 25 Satisfaction with safety and security within the home / area (excludes any base under 30)

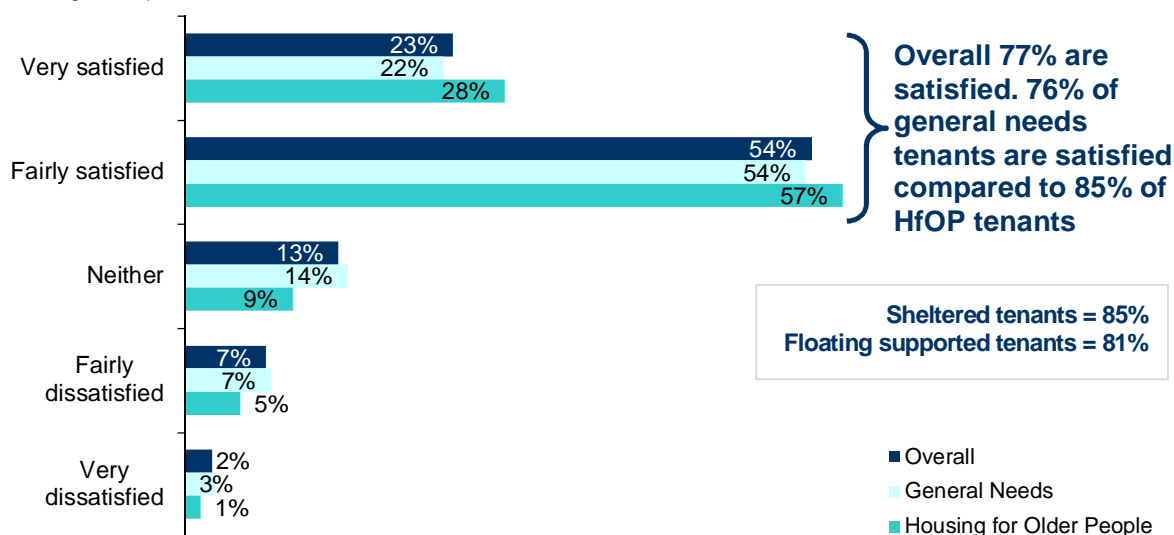
Area	General satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	78%	92%	92%	92%*
Rural North	87%	97%*	98%*	-
Rural South	87%	95%	95%	-
Stanmore	80%	96%*	94%*	-
Weeke	87%	82%*	82%*	-
Winnall and Highcliffe	82%	80%*	-	-

*lowbase

Respondents were then asked how satisfied they are with the safety and security within the neighbourhood. Although satisfaction with the safety and security within the neighbourhood is lower than in the home it is still high with over three out of four tenants (77%) expressing satisfaction. As seen with the safety and security within the home, HfOP tenants (85%) are more likely than general needs tenants (76%) to be satisfied with the safety and security within the neighbourhood.

Figure 27 Satisfaction with safety and security within the neighbourhood / tenure

Percentage of respondents



When further analysing by area, for general needs tenants; those living in the Stanmore (65%) and Winnall and Highcliffe (65%) areas are least satisfied with the safety and security within the neighbourhood, while tenants living in the Rural South area (87%) are most satisfied.

Table 26 Satisfaction with safety and security within the neighbourhood / area (excludes any base under 30)

Area	General satisfaction			
	General needs	HfOP	Sheltered	Floating Supported
City	76%	81%	81%	83%*
Rural North	85%	86%*	89%*	-
Rural South	87%	88%	88%	-
Stanmore	65%	87%*	87%*	-
Weeke	69%	-	-	-
Winnall and Highcliffe	65%	-	-	-

*lowbase

9) Your service priorities

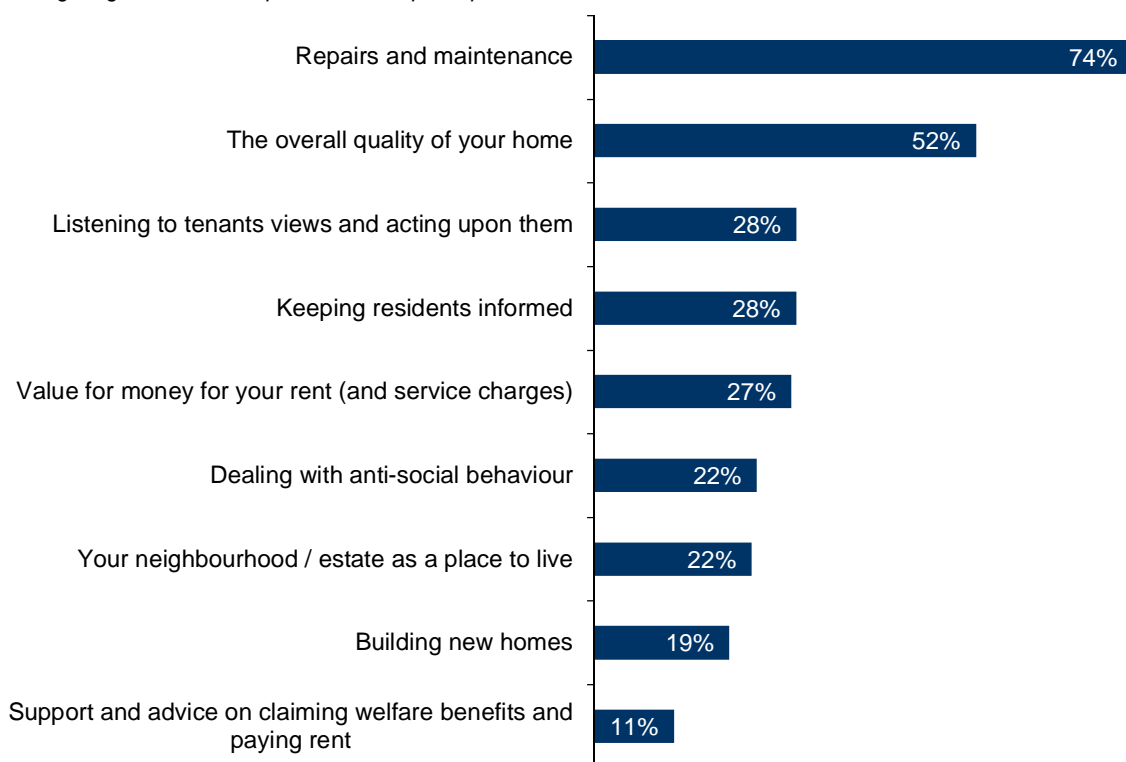
This section presents tenants' service priorities.

General needs

General needs respondents were asked to select from a list the three services they consider to be priorities. As the results show, repairs and maintenance (74%) is clearly the top priority while quality of home (52%) is also regarded as a particular important service priority. Listening to tenants views and acting upon them, keeping tenants informed, and the value for money for rent and service charges, have similar priority levels; approaching three out of ten general needs respondents indicated that these were one of their top three service priorities.

Figure 28 Priorities for Winchester City Council General Needs tenants...

Percentage of general needs respondents – multiple responses

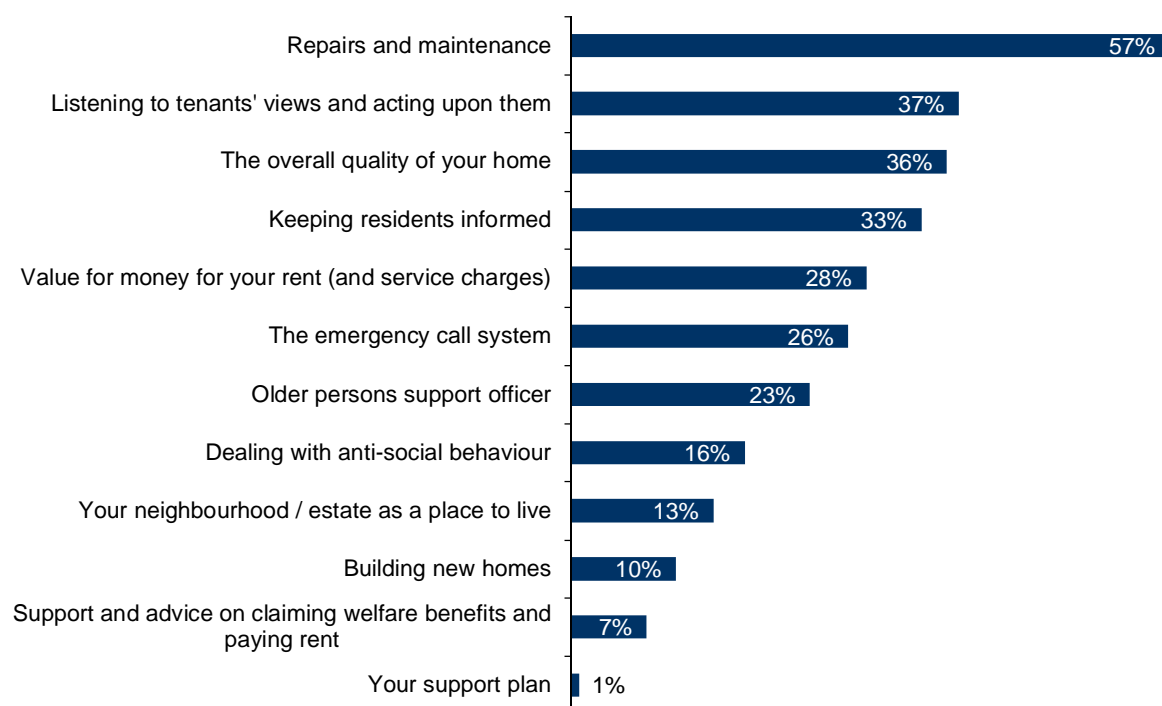


Housing for Older People

Housing for older people respondents were asked to select from a list the three services they consider to be priorities. As seen with general needs tenants, sheltered tenants also indicate repairs and maintenance (57%) is to be the top priority. Listening to tenants' views and acting upon them, overall quality of the home, and keeping tenants informed, are also important for HfOP tenants, with over a third of HfOP respondents indicating them to be one of the top three priorities.

Figure 29 Priorities for Winchester City Council Housing for Older People tenants...

Percentage of general needs respondents – multiple responses



10) Contact and communication

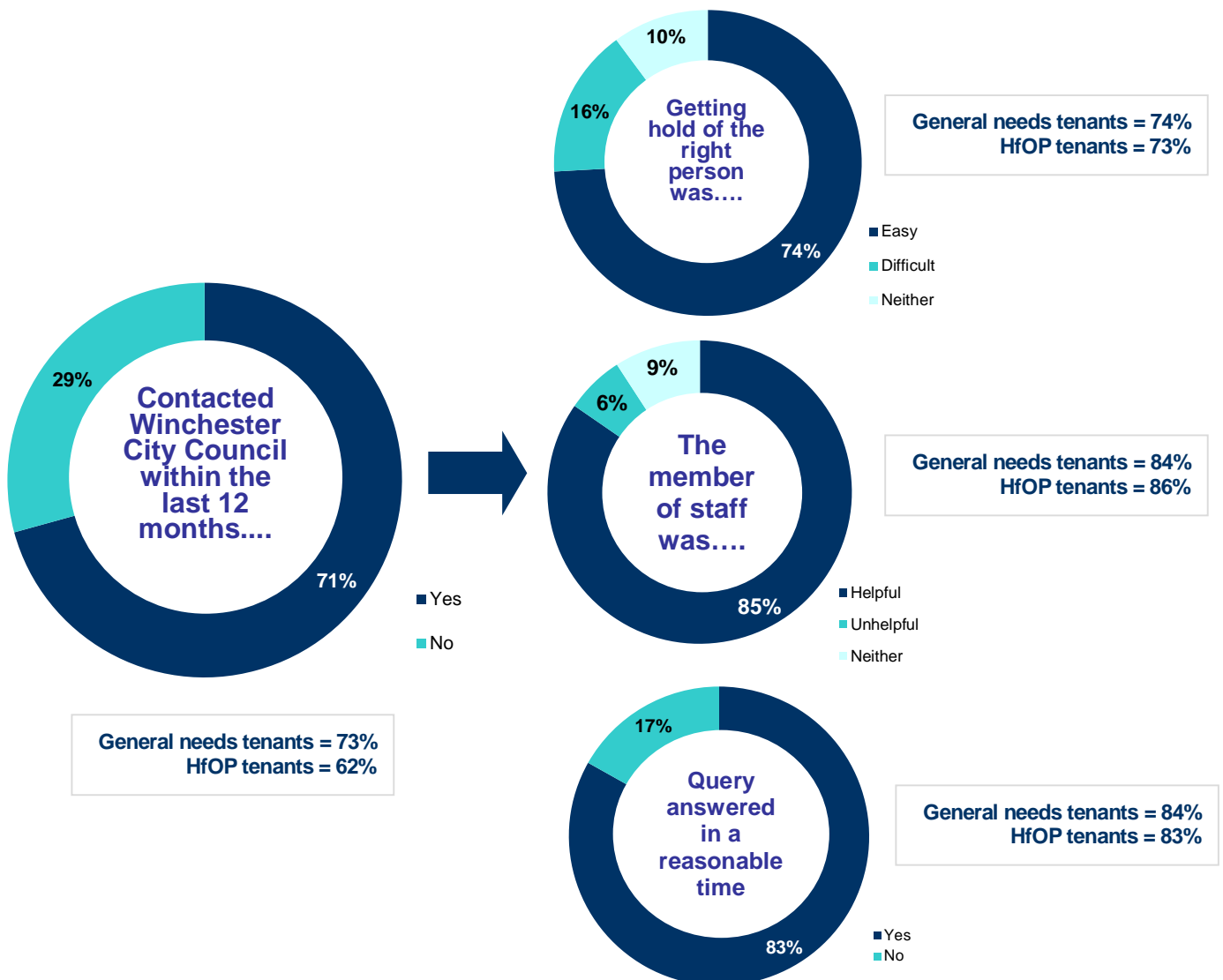
This section presents findings on how tenants feel about contact (other than to pay their rent) they have had with Winchester City Council.

As Figure 30 below shows, 71% of tenants (72% of general needs tenants, 62% of HfOP tenants) contacted Winchester City Council in the last 12 months. Of these:

- ◆ 74% of tenants (74% of general needs tenants, 73% of HfOP tenants) thought getting hold of the right person was easy.
- ◆ 85% of tenants (84% of general needs tenants, 86% of HfOP tenants) thought the member of staff who dealt with their query was helpful.
- ◆ 83% of tenants (84% of general needs tenants, 83% of HfOP tenants) thought the query was answered within a reasonable time.

Figure 30 Contact with Winchester City Council...

Percentage of respondents / Percentage of respondents who contacted Winchester City Council in the last 12 months

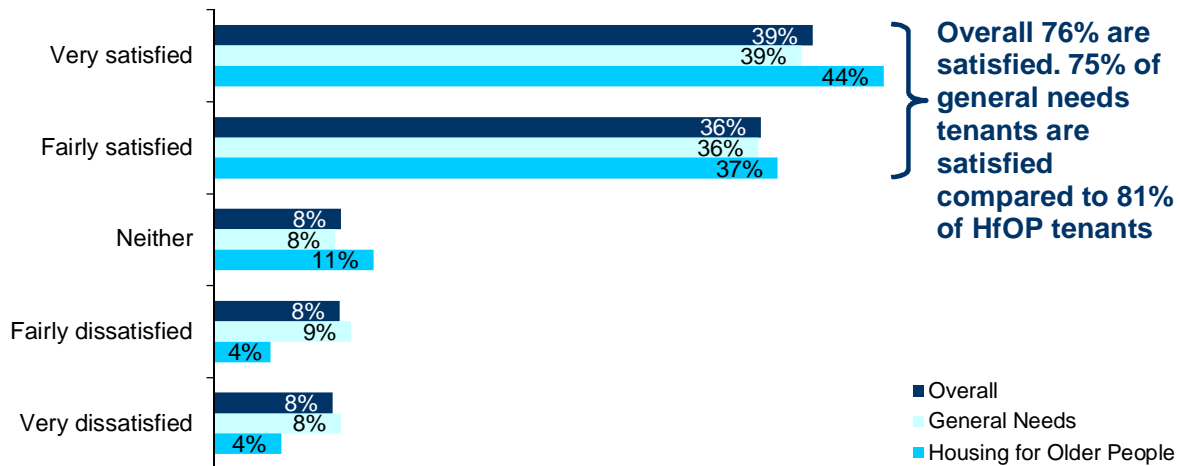


Final outcome of query

Overall just over three out of four (76%) tenants who had contacted Winchester City Council in the last 12 months express satisfaction with the final outcome of the query. 81% of sheltered tenants are satisfied with the final outcome of the query. A lower proportion of general needs tenants (75%) are satisfied.

Figure 31 Satisfaction with the final outcome / tenure

Percentage of respondents who contacted Winchester City Council in the last 12 months

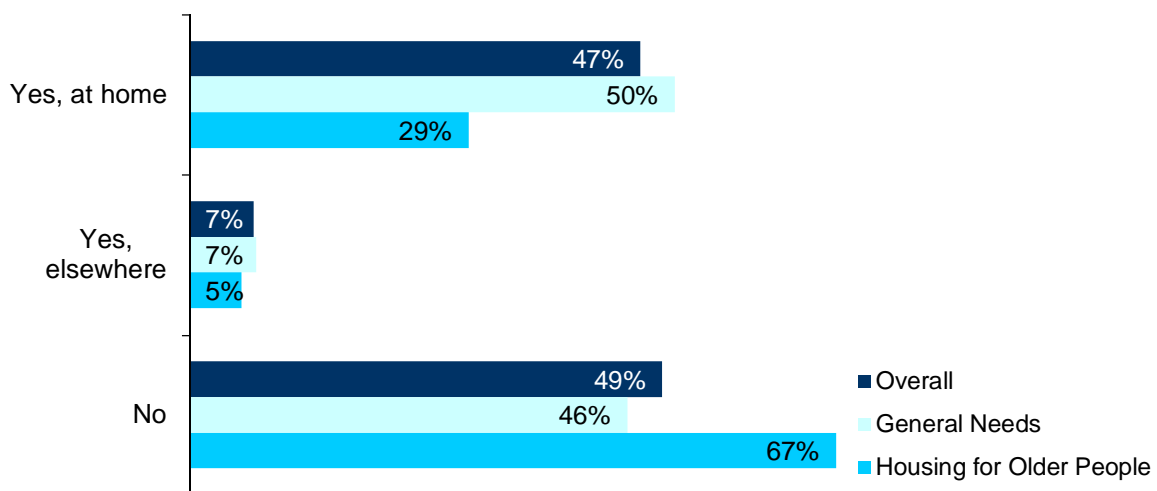


Internet access

All respondents were asked if they use the internet at home, elsewhere or not at all. Overall 47% of tenants use the internet at home, this increase to 50% for general needs tenants but drops to 29% for HfOP tenants. 7% of tenants use the internet elsewhere. Nearly half (49%) of tenants do not use the internet at all, this drops to 46% for general needs tenants however rises to two thirds (67%) for HfOP tenants.

Figure 32 Use the internet... / tenure

Percentage of respondents



When further analysing by area, for general needs tenants it shows that those living in the City area (59%) are most likely to use the internet at home. For HfOP tenants those living in the Rural South area (36%) are most likely to use the internet at home.

Table 27 Internet at home / area (excludes any base under 30)

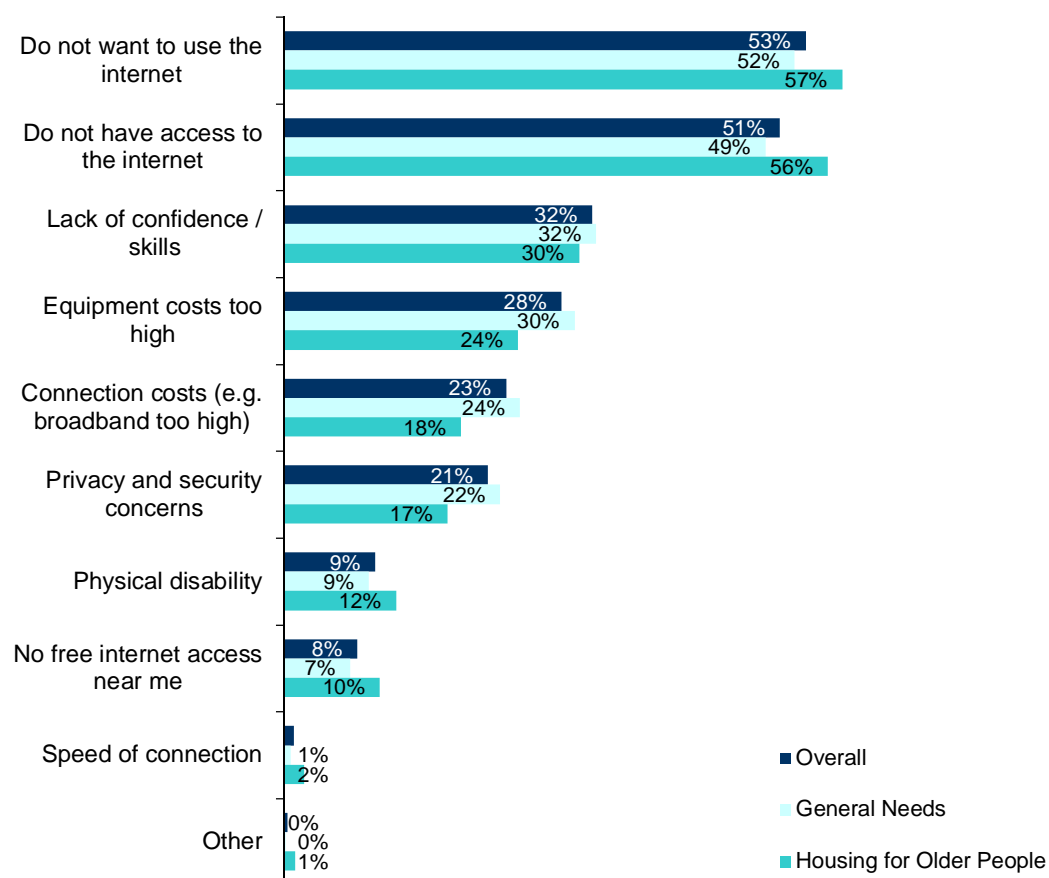
Area	Internet at home			
	General needs	HfOP	Sheltered	Floating Supported
City	59%	25%	22%	32%*
Rural North	48%	23%*	22%*	-
Rural South	49%	36%	36%	-
Stanmore	49%	33%*	41%*	-
Weeke	53%	29%*	29%*	-
Winnall and Highcliffe	51%	-	-	-

*lowbase

Respondents who do not use the internet were then asked to select from a list why they do not use the internet. Overall around half of tenants do not use the internet because they do not want to use the internet (53%) or do not have access to the internet (51%). A high proportion of tenants also selected that they do not use the internet because; of a lack of confidence / skills (32%), or equipment costs are too high (28%).

Figure 33 Why do you not use the internet... / tenure

Percentage of respondents



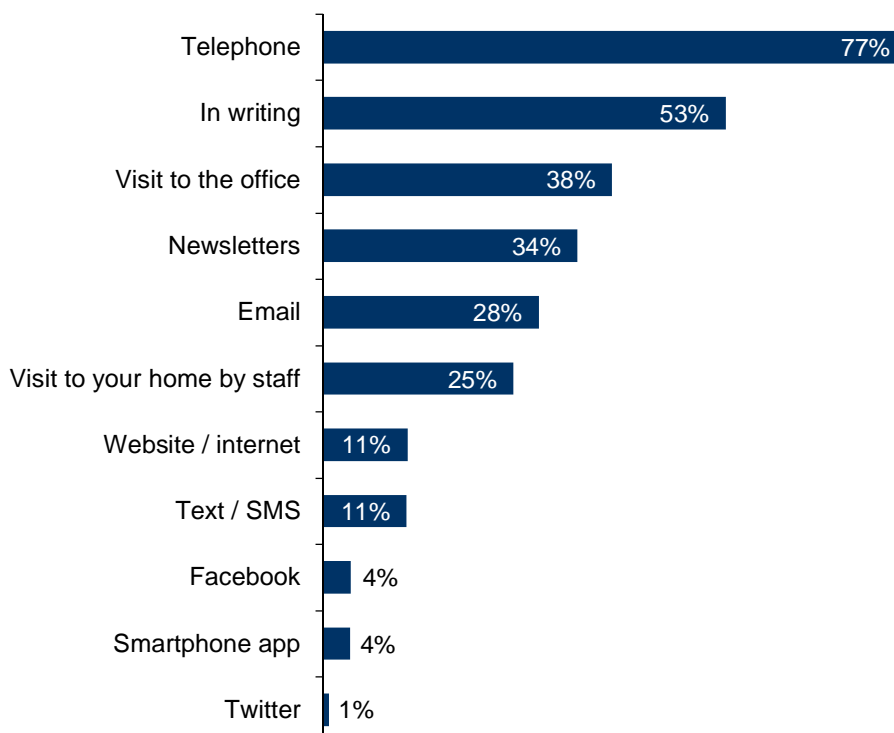
Methods of being kept informed and getting in touch

General needs tenants

General needs respondents were asked to pick which methods of being kept informed and getting in touch with Winchester City Council they are happy to use. The majority of general needs tenants express that their preferred method of being kept informed and getting in touch with Winchester City Council is by the telephone (77% selected this option). Notably, over half of general needs tenants (53%) express they are happy to be kept informed in writing. Facebook (4%), Smartphone app (4%), and twitter (1%) are general needs tenants least preferred methods of communication.

Figure 34 Methods of being kept informed and getting in touch with Winchester City Council... / general needs tenants

Percentage of respondents – multiple responses

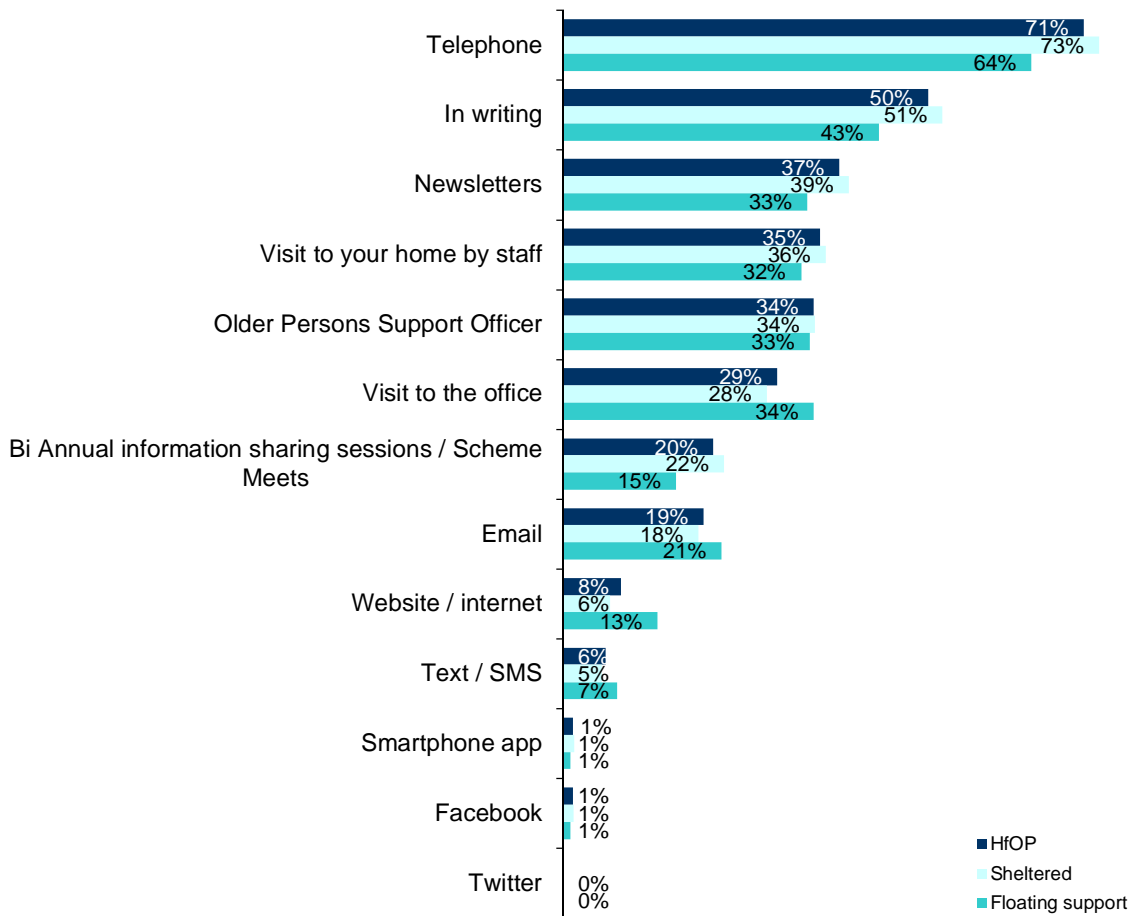


Housing for Older People tenants

HfOP respondents were asked to pick (from a similar list to general needs tenants) which methods of being kept informed and getting in touch with Winchester City Council they are happy to use. As [Figure 35](#) on the following page shows similarly to general needs tenants, HfOP tenants express that their preferred method of being kept informed and getting in touch with Winchester City Council is by the telephone (71% selected this option) and in writing (50%).

Figure 35 Methods of being kept informed and getting in touch with Winchester City Council... / HfOP

Percentage of respondents – multiple responses



As Table 28 on the following page shows, when analysing methods of communication by area; for general needs tenants those living in all areas apart from Rural South top three methods of being kept informed is by telephone, in writing or a visit to the office, however for those living in the Rural South area their preferred methods would be by telephone, in writing, or a visit to their home by staff. For HfOP tenants, the top two methods of being kept informed is by telephone, or in writing.

Table 28 Methods of being kept informed and getting in touch with Winchester City Council / area

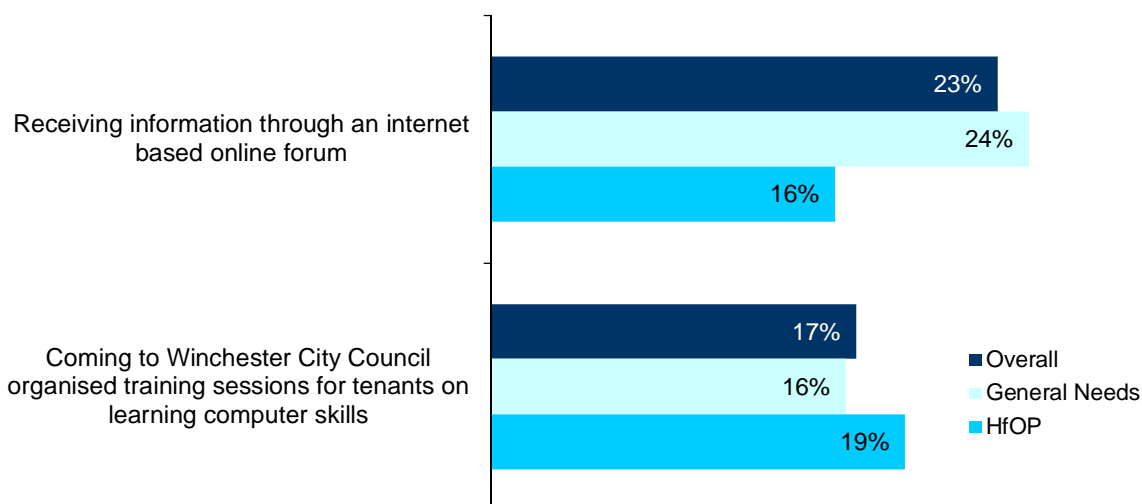
Area	Top three methods of communication	
	General needs	HfOP
City	Telephone (74%) In writing (59%) Visit to the office (54%)	Telephone (66%) In writing (50%) Visit to your home by staff (37%)
Rural North	Telephone (81%) In writing (51%) Visit to the office (35%)	Telephone (78%) In writing (38%) Visit to your home by staff (33%)
Rural South	Telephone (83%) In writing (51%) Visit to your home by staff (29%)	Telephone (72%) In writing (56%) Newsletter (41%)
Stanmore	Telephone (72%) In writing (53%) Visit to the office (48%)	Telephone (72%) In writing (55%) Older Persons Support Officer (51%)
Weeke	Telephone (81%) In writing (54%) Visit to the office (52%)	Telephone (79%) In writing (38%) Newsletter (32%)
Winnall and Highcliffe	Telephone (68%) In writing (55%) Visit to the office (43%)	Telephone (70%) In writing (39%) Visit to the office (39%)

Tenant Involvement

All respondents were asked if they were interested in receiving information through an internet based online forum, or coming to Winchester City Council organised training sessions for tenants on learning computer skills. As [Figure 36](#) below shows, overall 23% of tenants (24% general needs tenants, 16% HfOP tenants) are interested in receiving information through an internet based online forum. 17% of tenants (16% general needs tenants, 19% HfOP tenants) are interested in coming to Winchester City Council organised training sessions for tenants on learning computer skills.

Figure 36 Interested in either of the following... / tenure

Percentage of respondents who answered yes

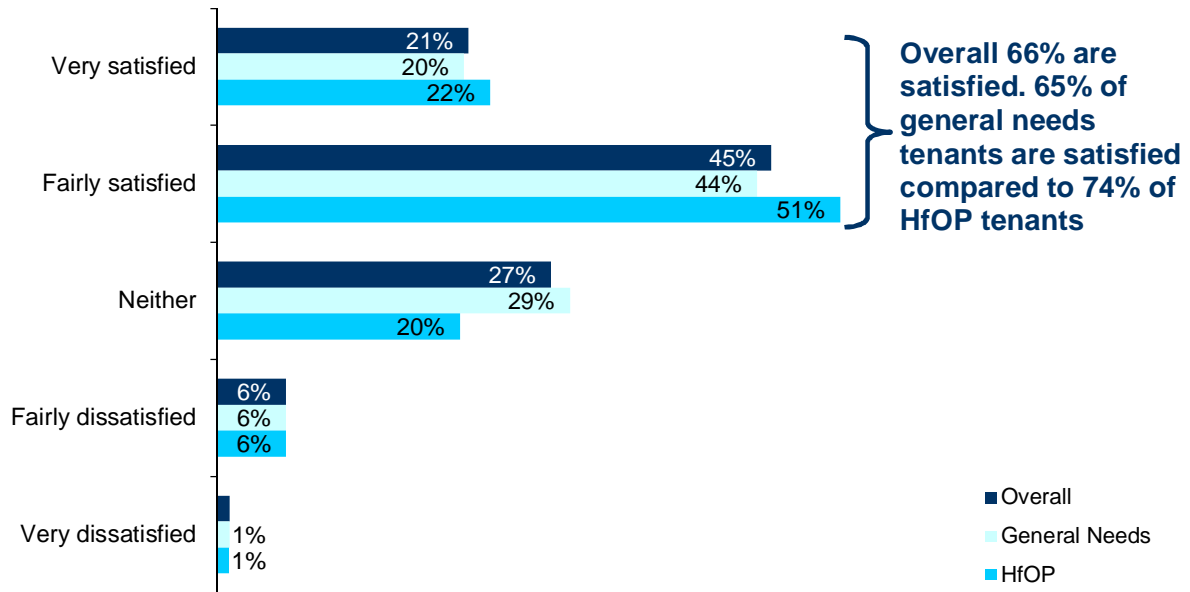


Satisfaction with tenant involvement

Overall two thirds of tenants are satisfied with how Winchester City Council involves tenants in how service are run. It is worth noting that a high proportion of tenants (27%) expressed that they are neither satisfied nor dissatisfied with how Winchester City Council involves tenants. Nearly three quarters (74%) of HfOP tenants are satisfied with how Winchester City Council involves tenants, while 65% of general needs tenants are satisfied.

Figure 37 Satisfaction with how Winchester City Council involves tenants in how services are run / tenure

Percentage of respondents



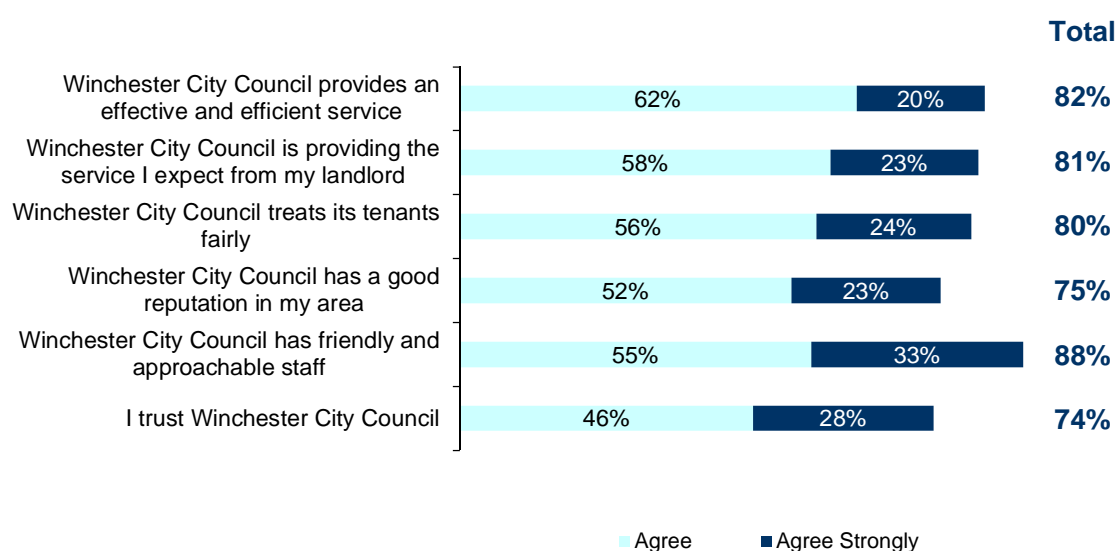
11) Perceptions of Winchester City Council

This section sets out how tenants perceive Winchester City Council.

Respondents were asked if they agree or disagree with six statements relating to Winchester City Council. At 88%, the statement tenants are most likely to agree with is that Winchester City Council has friendly and approachable staff. In comparison, at 74%, the statement tenants are least likely to agree with is that they trust Winchester City Council. 75% of tenants agree that Winchester City Council has a good reputation in their area. A similar proportion of tenants agree that Winchester City Council; provides an effective and efficient service (82%), provides the service expected from their landlord (81%), and treats its tenants fairly (80%).

Figure 38 To what extent do tenants agree with...

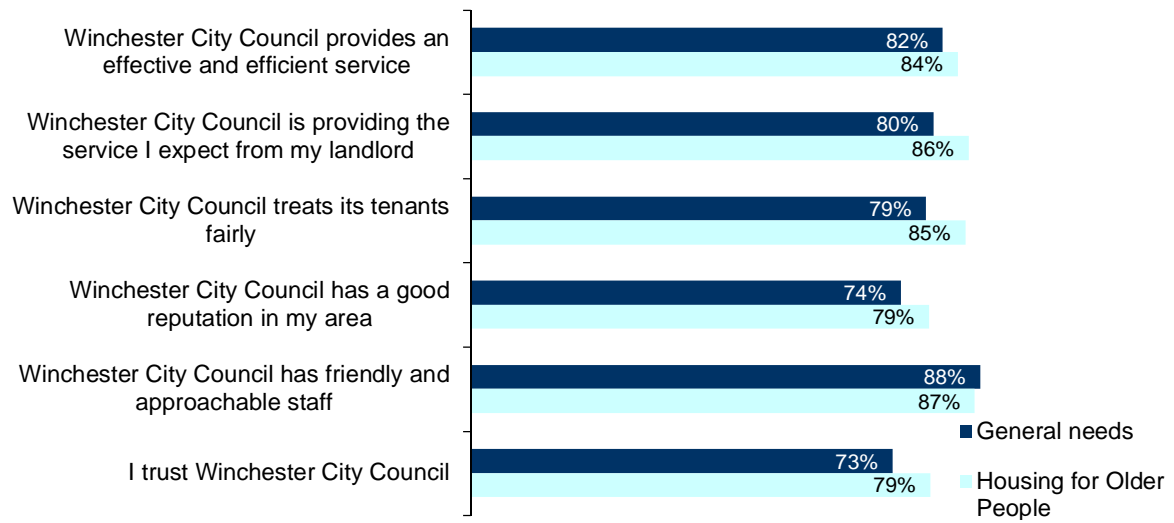
Percentage of respondents



As [Figure 39](#) shows overleaf, when analysing the same results by tenure HfOP tenants are more likely than general needs tenants to agree that Winchester City Council; provides an effective and efficient service (84% compared to 82%), provides the service expected from their landlord (86% compared to 80%), treats its tenants fairly (85% compared to 79%), has a good reputation in their area (79% compared to 74%), and they trust Winchester City Council (79% compared to 73%).

Figure 39 To what extent do tenants agree with.... / tenure

Percentage of respondents

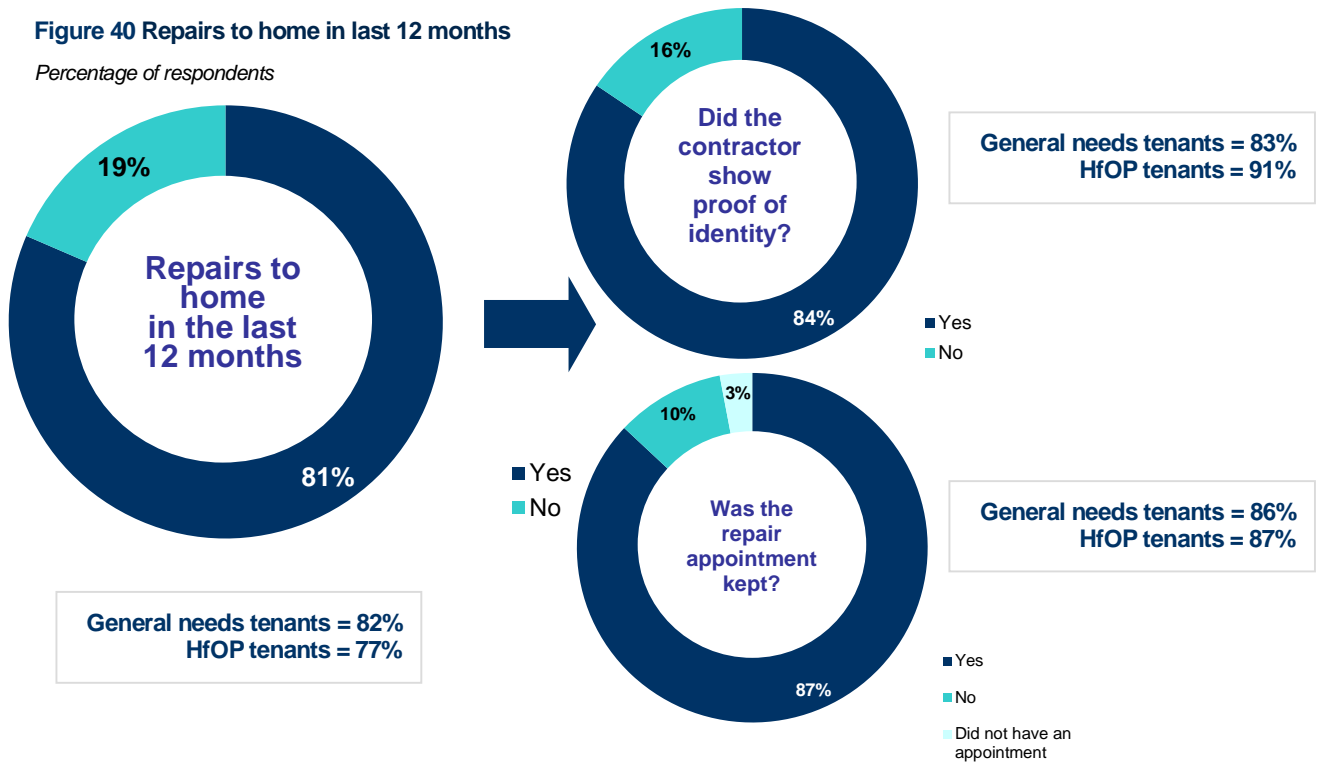


12) Repairs and maintenance

This section provides service users' views on the repairs and maintenance service.

Repairs and maintenance

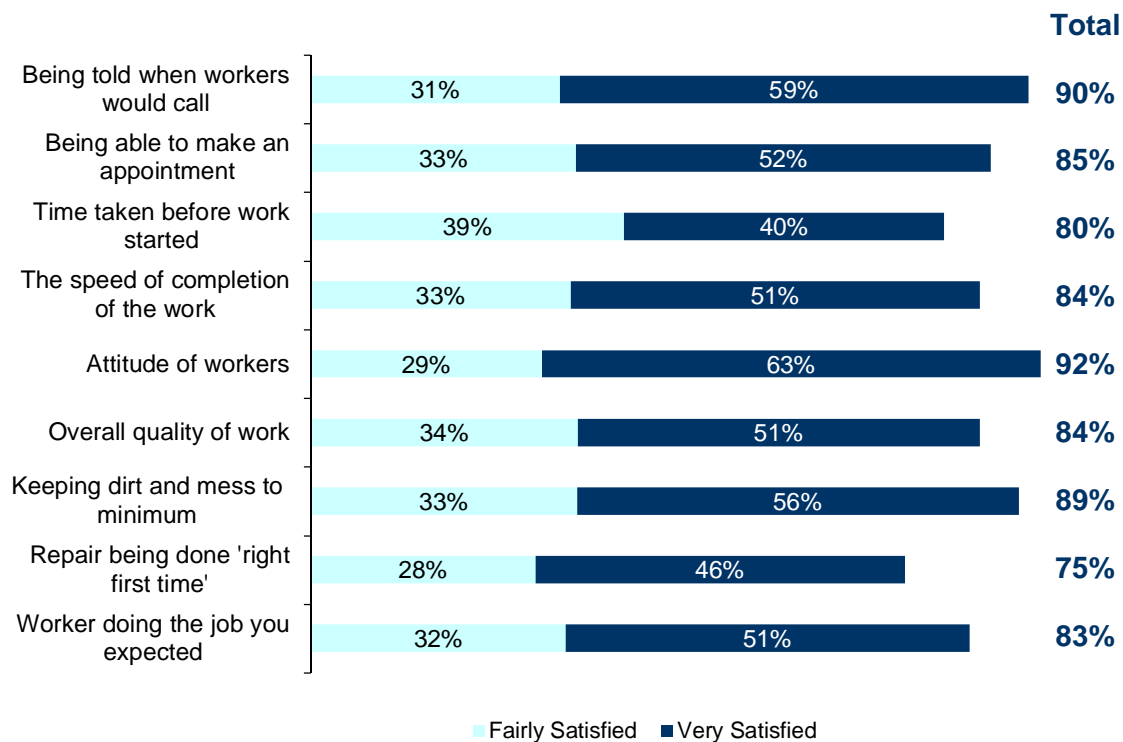
As the chart below illustrates, 81% of tenants (82% of general needs tenants, 77% of HfOP tenants) had a repairs to their home in the last 12 months of which 84% (83% of general needs tenants, 91% of HfOP tenants) state that the contractor did show proof of identity and 87% (86% of general needs tenants, 87% of HfOP tenants) state that the repair appointment was kept.



As Figure 41 overleaf shows, of those who had repairs carried out to their home in the last 12 months a very high proportion (92%) were satisfied with the attitude of the workers; 63% indicated they were very satisfied with this aspect. Similarly high satisfaction levels are reported for: being told when the workers would call (90%), being able to make an appointment (85%), and keeping dirt and mess to a minimum (89%). The lowest satisfaction rating, although still high at 75%, was for the repair being done 'right first time'.

Figure 41 Satisfaction with...

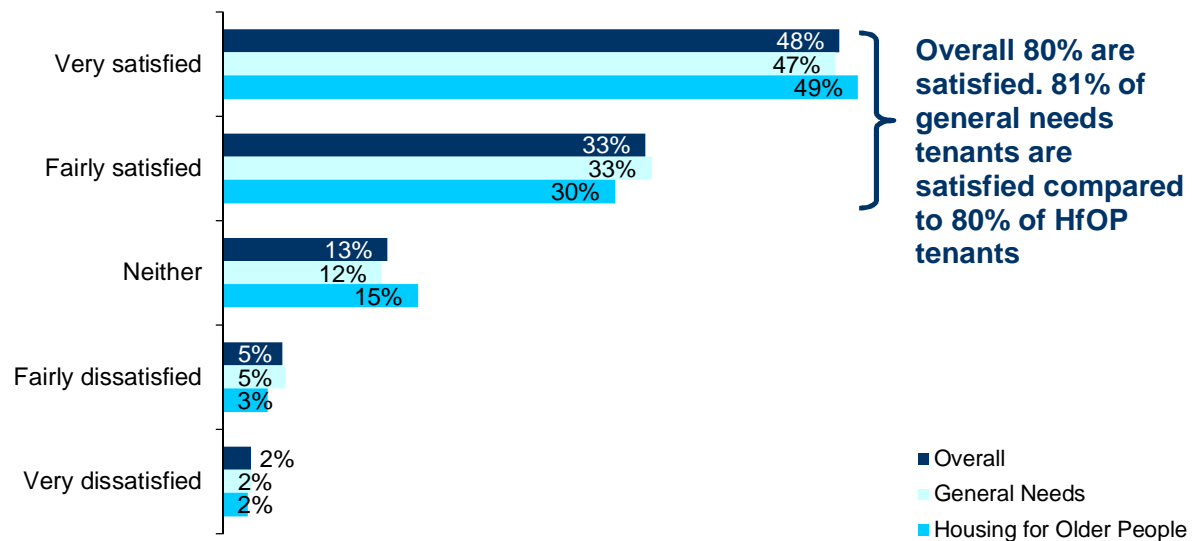
Percentage of respondents who have had repairs to their home in the last 12 months



All respondents were asked how satisfied they are with the gas servicing arrangements. Overall four out of five tenants are satisfied with the gas servicing arrangements, with nearly half (48%) very satisfied. There are similar levels of satisfaction expressed by general needs tenants (81%) and HfOP tenants (80%).

Figure 42 Satisfaction with gas servicing arrangements

Percentage of respondents



13) Anti-Social Behaviour

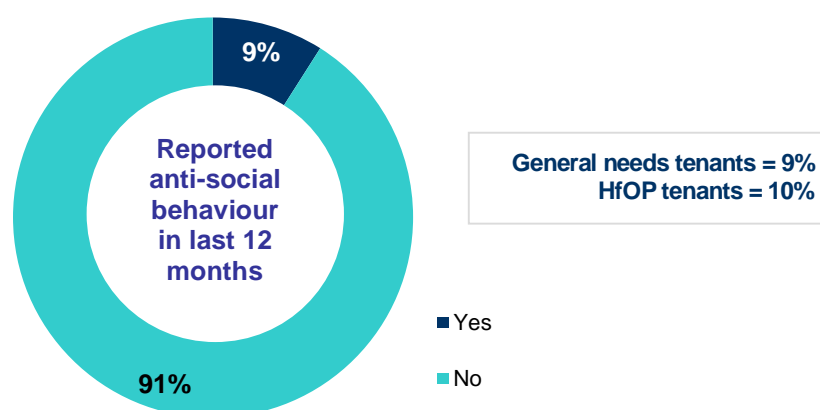
This section provides service users' feedback on the anti-social behaviour (ASB) service.

Reporting anti-social behaviour

All respondents were asked if they had reported ASB to Winchester City Council in the last 12 months. As shown below, only 9% (9% of general needs tenants and 10% of HfOP tenants) had reported ASB to Winchester City Council.

Figure 43 Tenants who reported anti-social behaviour in the last 12 months

Percentage of respondents



When looking at the proportion of tenants who reported an anti-social behaviour report in the last 12 months by area it shows that for all tenure groups those living in the City area are most likely to express anti-social behaviour in the last 12 months.

Table 29 Reported anti-social behaviour in last 12 months / area (excludes any base under 30)

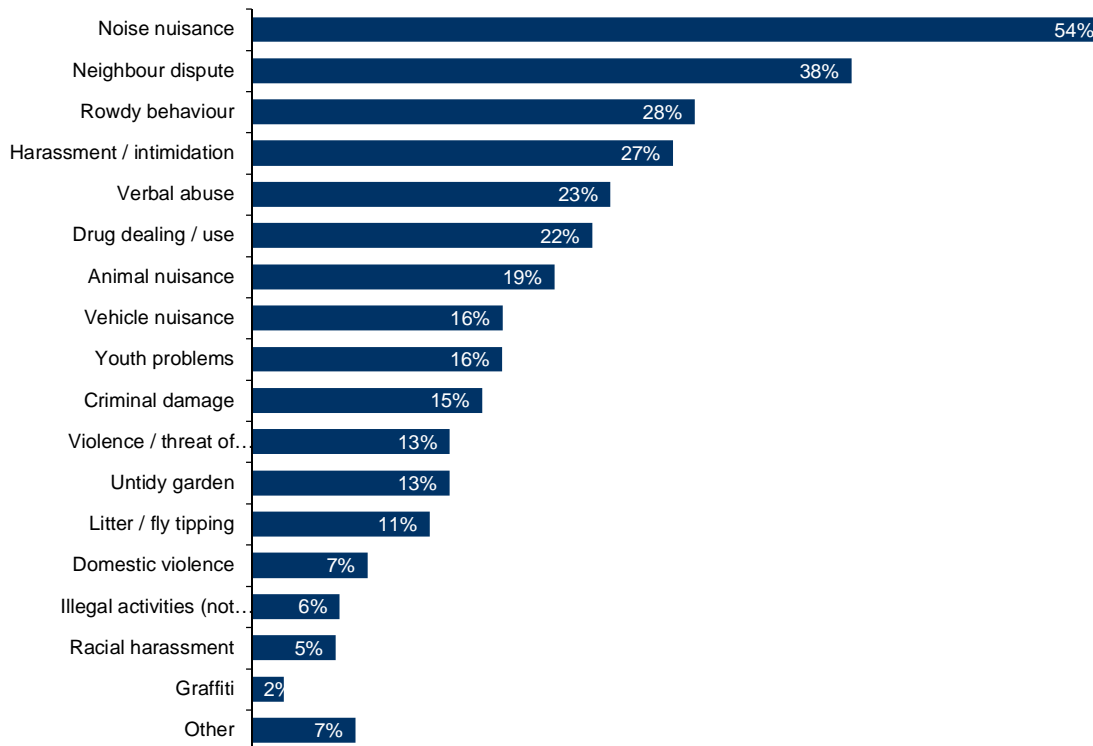
Area	Reported anti-social behaviour in last 12 months			
	General needs	HfOP	Sheltered	Floating Supported
City	14%	16%	17%	13%*
Rural North	6%	8%*	7%*	-
Rural South	6%	5%	5%	-
Stanmore	12%	6%*	7%*	-
Weeke	10%	6%*	6%*	-
Winnall and Highcliffe	10%	7%*	-	-

*lowbase

Respondents who reported anti-social behaviour in the last 12 months were asked what type of anti-social behaviour they reported. As Figure 44 below shows, the most common type of complaint report was regarding noise nuisance with over half of tenants (54%) indicating reporting it. A similarly high proportion of tenants (38%) indicated reporting a neighbourhood dispute. At 2% of tenants indicating they reported it, graffiti is the least common type of anti-social behaviour complaint.

Figure 44 Type of anti-social behaviour reported....

Percentage of respondents who reported anti-social behaviour

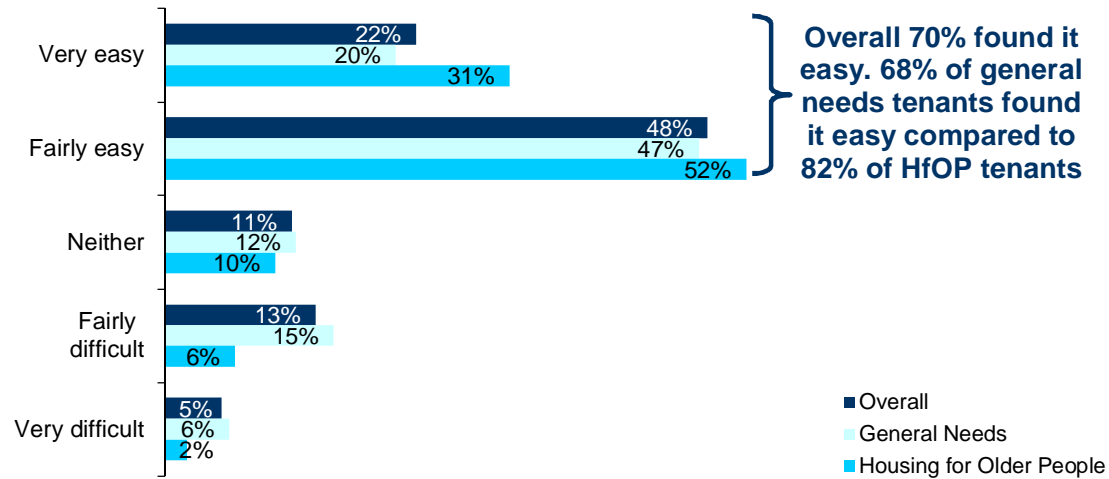


Ease of contacting a member of staff

As Figure 45 overleaf shows, of those tenants who had reported ASB, seven out of ten found it easy to contact a member of staff to report their ASB complaint, with only 18% stating that they found this difficult. HfOP tenants (82%) found it easier than general needs tenants (68%) to contact a member of staff to report their anti-social behaviour.

Figure 45 Ease of contacting a member of staff to report the anti-social behaviour complaint....

Percentage of respondents who reported anti-social behaviour

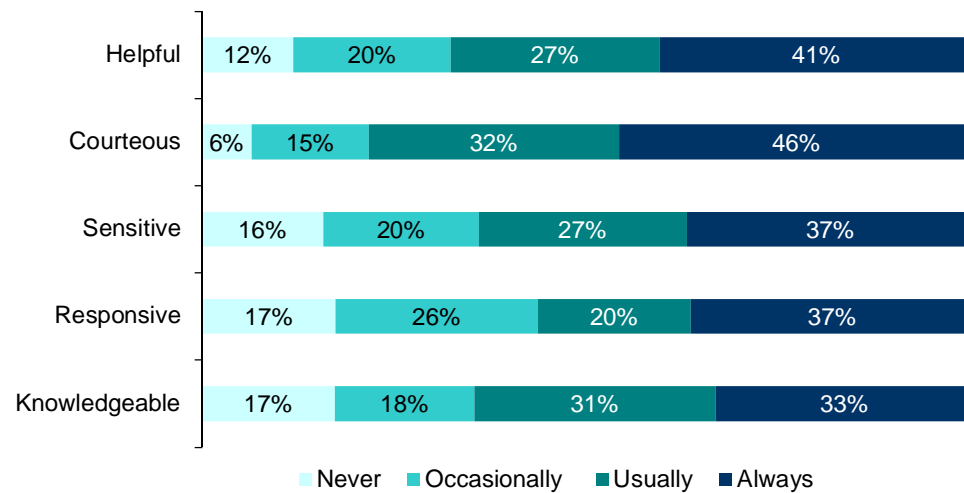


Description of member of staff

Respondents who had made an ASB complaint rated how they would describe the member of staff who dealt with the complaint. 46% thought that the member of staff dealing with the complaint was always courteous, with a similar proportion (41%) expressing that they were always helpful. 17% thought that the member of staff was never responsive, or knowledgeable.

Figure 46 Description of member of staff dealing with the anti-social behaviour complaint....

Percentage of respondents who reported anti-social behaviour

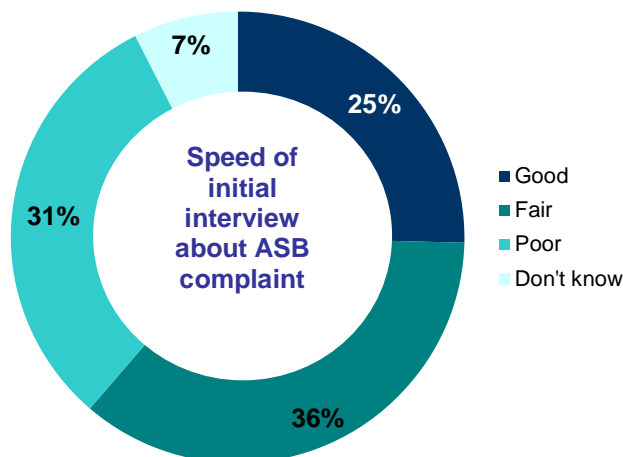


Speed of being interviewed

61% of tenants who reported ASB in the last 12 months express that the speed with which they were initially interviewed about their report was good (25%) or fair (36%). 31% express that the speed with which they were initially interviewed about their report was poor.

Figure 47 How would you rate how quickly you were initially interviewed about your report?

Percentage of respondents who reported anti-social behaviour

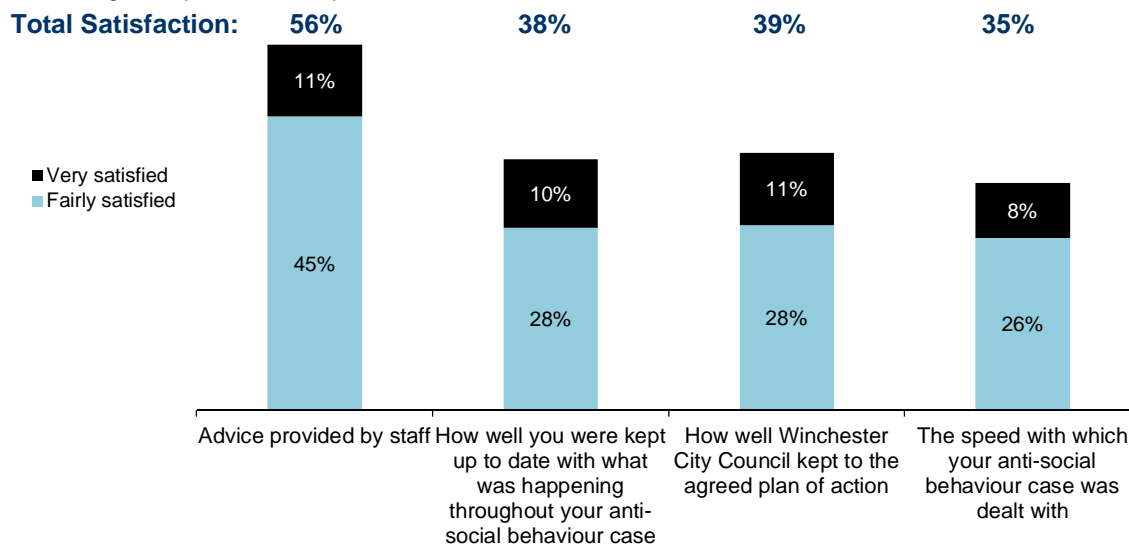


Satisfaction with aspects of the ASB complaint

Respondents who reported an ASB complaint in the last 12 months were asked how satisfied they are with the different aspects of reporting a complaint. As the chart shows below, satisfaction levels are low for all the different aspects rated. The highest satisfaction levels expressed, at 56%, is for the advice provided by staff, the lowest satisfaction levels at 35% is for the speed with which the ASB complaint case was dealt with overall. 38% were satisfied with how well they were kept up to date with what was happening, and a similar proportion (39%) were satisfied with how well Winchester City Council kept to the agreed plan of action. Satisfaction is similar when analysed by tenure type.

Figure 48 Satisfaction with....

Percentage of respondents who reported anti-social behaviour

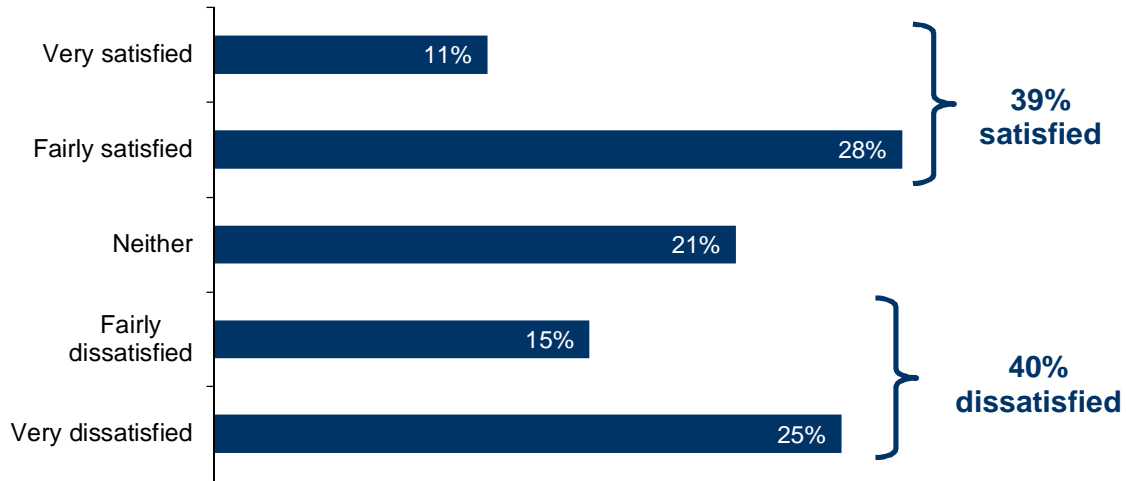


Final outcome

At 39%, a minority of tenants are satisfied with the final outcome of their anti-social behaviour complaint. Most notably, four out of ten express dissatisfaction with the final outcome of the anti-social behaviour complaint with one out of four very dissatisfied. Satisfaction is similar when analysed by tenure type.

Figure 49 Satisfaction with final outcome of anti-social behaviour complaint

Percentage of respondents who reported anti-social behaviour

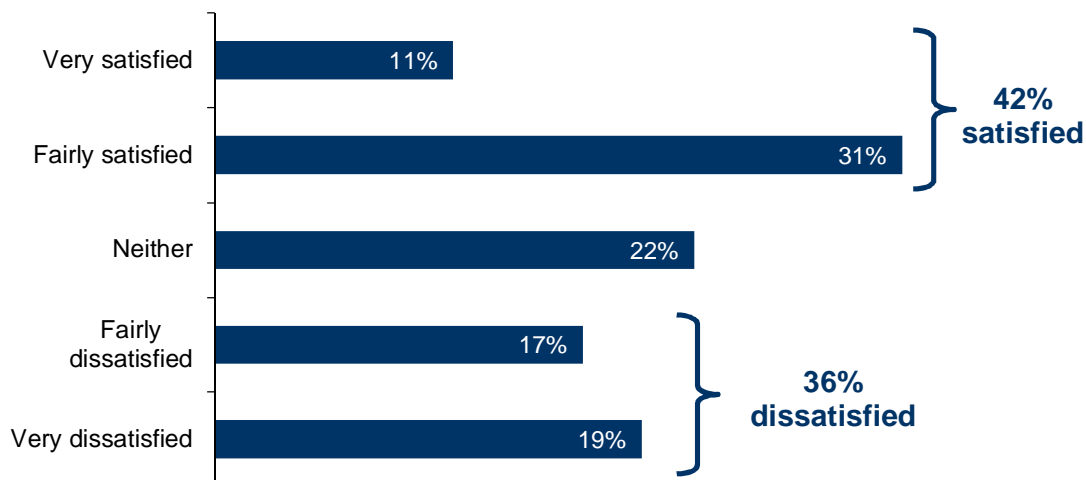


The way the anti-social report was dealt with

Satisfaction expressed for the way in which the anti-social report was dealt with is similar to the satisfaction expressed for the final outcome. 42% of tenants who reported anti-social behaviour in the last 12 months are satisfied with the way it was dealt with, while 36% express dissatisfaction with the way it was dealt with. Satisfaction is similar when analysed by tenure type.

Figure 50 Satisfaction with the way anti-social report was dealt with

Percentage of respondents who reported anti-social behaviour

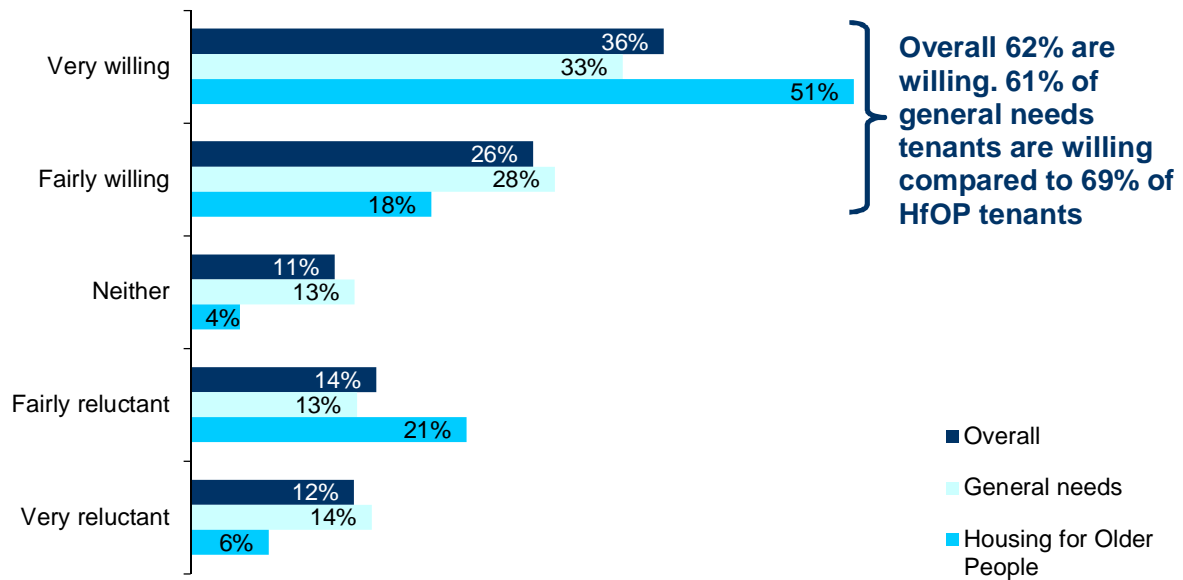


Willingness to report anti-social behaviour in the future

Despite low levels of satisfaction expressed by tenants in this section, nearly two thirds of tenants (62%) who reported anti-social behaviour in the last 12 months state that they would be willing to report it again in the future. 36% express that they would be very willing to report ASB to Winchester City Council in the future. HfOP tenants (69%) are more willing than general needs tenants (61%) to report ASB to Winchester City Council in the future.

Figure 51 Willingness to report any anti-social behaviour to Winchester City Council

Percentage of respondents who reported anti-social behaviour



14) Rents

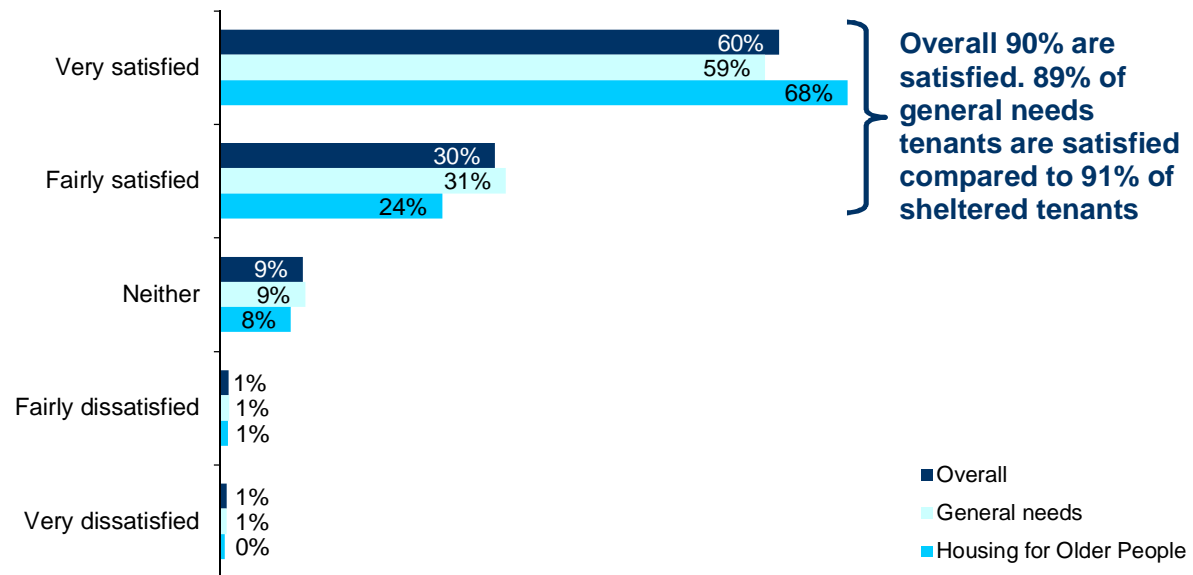
This section sets out satisfaction with ways of paying rent

Range of options to pay rent and service charges

Respondents were asked how satisfied they are with the range of options available to pay rent and service charges. Overall the majority of tenants (90%) are satisfied with the range of options available to pay rent and service charges, with six out of ten very satisfied and only 1% expressing some degree of dissatisfaction. There is little variation in satisfaction levels when looking at the differences in tenure.

Figure 52 Satisfaction with the range of options available to pay rent and service charges / tenure

Percentage of respondents

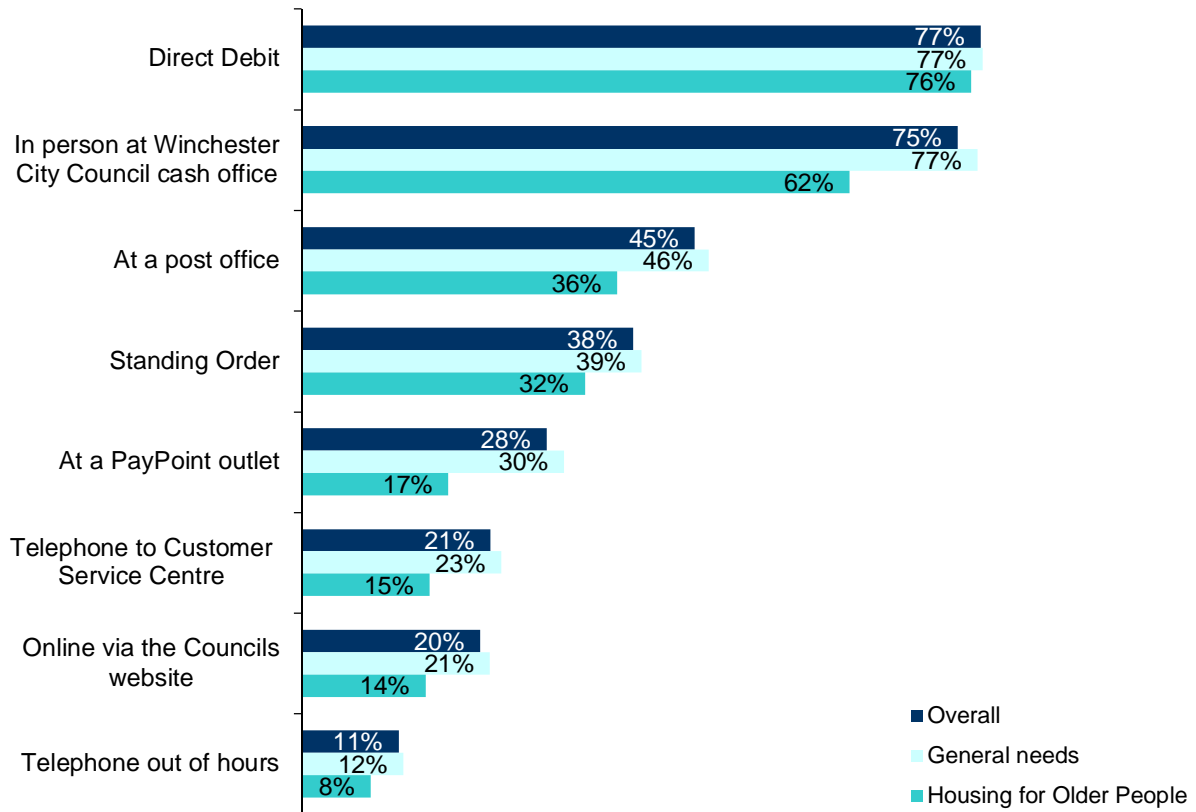


Awareness of options to pay rent

Respondents were then asked to select from a list which options to pay their rent they are aware of. As Figure 53 overleaf shows, 77% of tenants indicate they are aware they can pay their rent by direct debit. A similar proportion (75%) indicated they are aware they can pay their rent in person at Winchester City Council cash office.

Figure 53 Awareness of the following options to pay rent... / tenure

Percentage of respondents

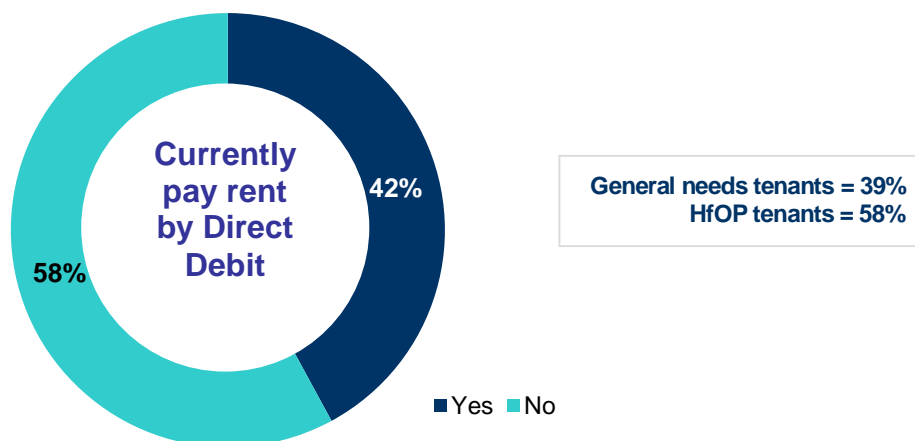


Direct Debit

All respondents were asked if they currently pay their rent by direct debit. Overall, 42% of tenants do pay their rent by direct debit, this increases to 58% for HfOP tenants but drops to 39% for general needs tenants.

Figure 54 Currently pay by direct debit

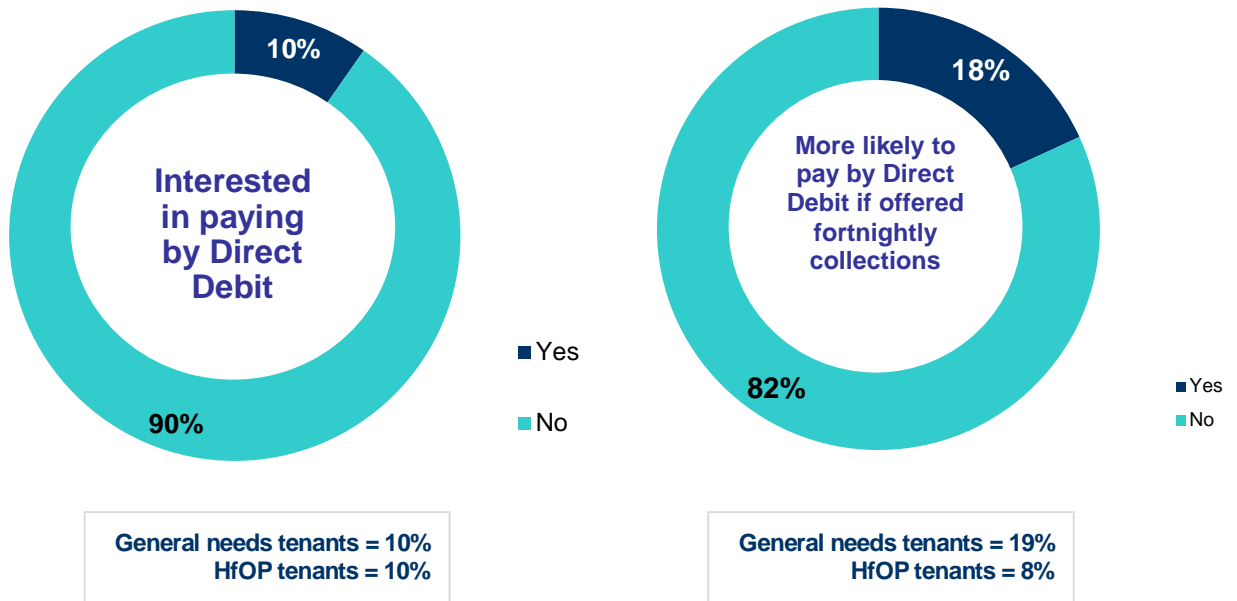
Percentage of respondents



Respondents who do not pay their rent by Direct Debit were then asked if they were interested in paying by Direct Debit and if they would be more likely to pay by Direct Debit if the Council offered fortnightly collections, rather than monthly. Overall 10% of tenants who do not pay by Direct Debit are interested in paying by that means. 18% of tenants who do not pay by Direct Debit are more likely to pay by Direct Debit if the Council offered fortnightly collections.

Figure 55 Interest in paying by direct debit

Percentage of respondents who do not pay rent by Direct Debit



15) Housing for Older People

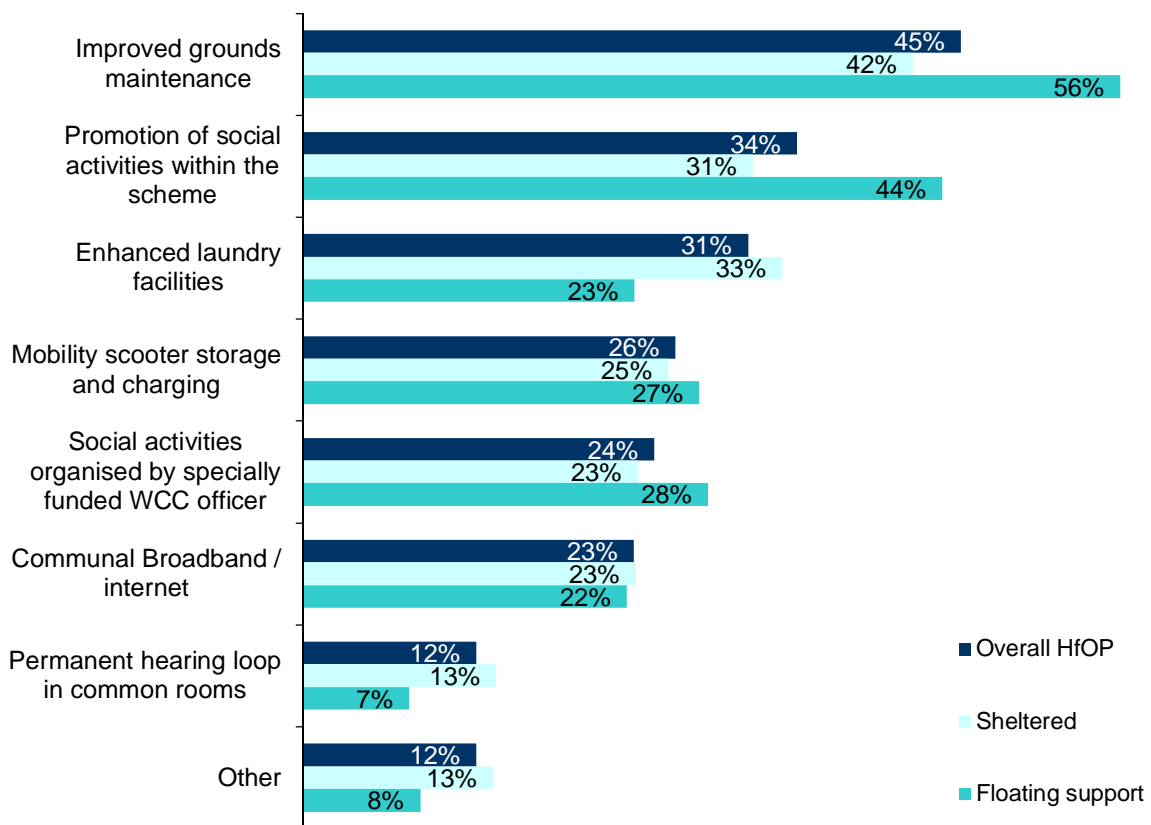
This section presents results from a series of questions in the STAR questionnaire specifically for Housing for Older People tenants

Scheme improvements

Housing for Older People tenants were asked to select from a list the top three improvements they would like to see to carried out to their scheme if Winchester City Council had resources to spend. The top improvement, with 45% of HfOP tenants selecting it is improvements to grounds maintenance. Promotion of social activities within the scheme (34%) and enhanced laundry facilities (31%), also have a high proportion of HfOP tenants selecting it as an improvement they would like to see.

Figure 56 If Winchester City Council had resources to spend on improvements in your scheme what would you like this spent on...

Percentage of tenants

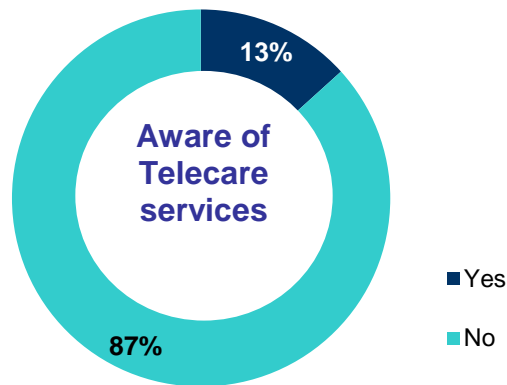


Telecare services

HfOP respondents were then asked if they are aware of Telecare services, as Figure 57 shows on the following page, only 13% of tenants are aware of Telecare services with 87% unaware.

Figure 57 Awareness of telecare services...

Percentage of HfOP tenants

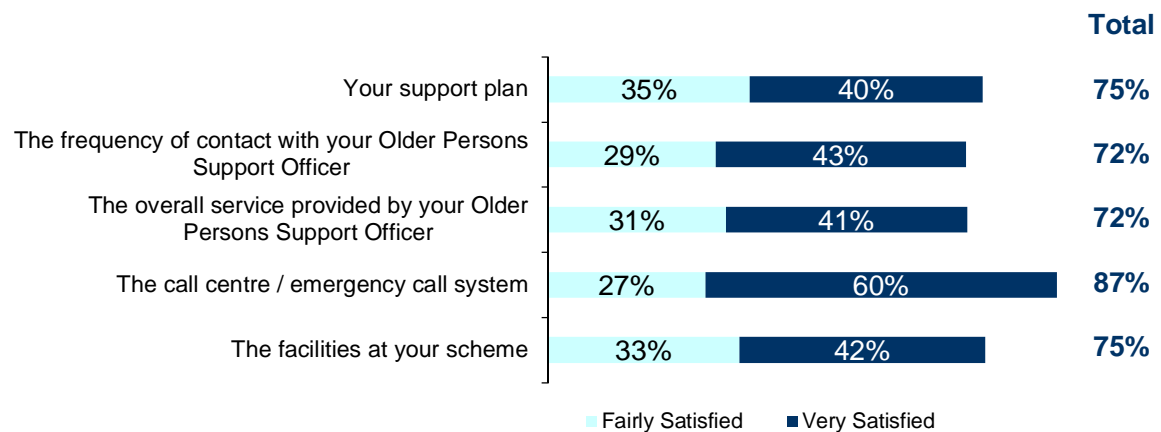


Overall satisfaction for Housing for Older People

HfOP respondents were then asked how satisfied they are with a range of different aspects of their scheme. Overall, at 87% HfOP tenants are most satisfied with the call centre / emergency call system, with 60% very satisfied with this aspect. Similar levels of satisfaction are seen for; the support plan (75%), frequency of contact with the Older Persons Support Officer (72%), overall service provided by the Older Persons Support Officer (72%), and the facilities at the scheme (75%).

Figure 58 Satisfaction with...

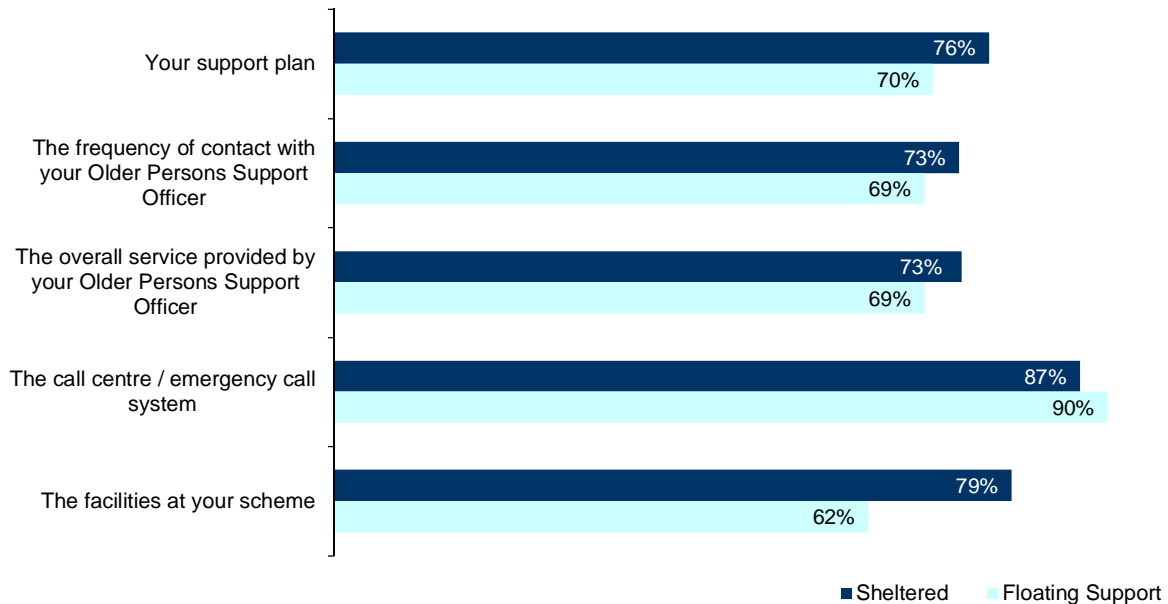
Percentage of HfOP tenants



Sheltered tenants are more likely to be satisfied than floating support tenants with; the support plan (76% compared to 70%), the frequency of contact with the Older Persons Support Officer (73% compared to 69%), the overall service provided by your Older Persons Support Officer, and the facilities at the scheme (79% compared to 62%).floating support tenants are slightly more likely to be satisfied with the call centre / emergency call centre (90% compared to 87%) than sheltered tenants.

Figure 59 Satisfaction with... / tenure

Percentage of tenants

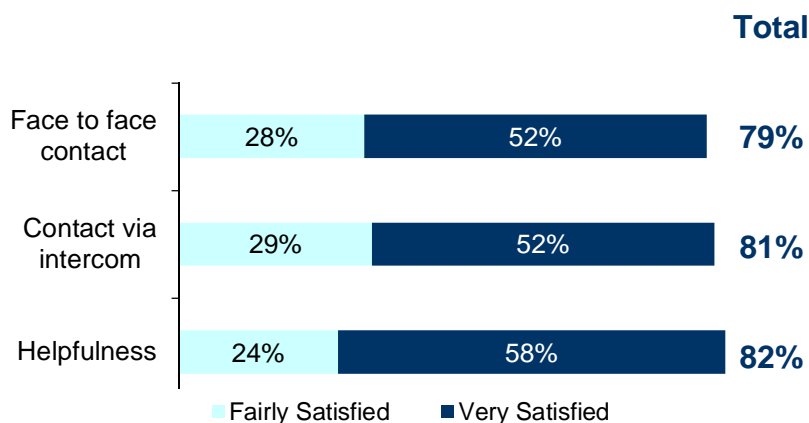


Older Persons Support officer

79% of HfOP tenants are satisfied with the Older Persons Support officer in terms of the face to face contact. 81% are satisfied with the Older Persons Support officer in terms of the contact via the intercom, and 82% are satisfied with the helpfulness of the Older Persons Support officer.

Figure 60 Satisfaction with Older Persons Support Officer in terms of...

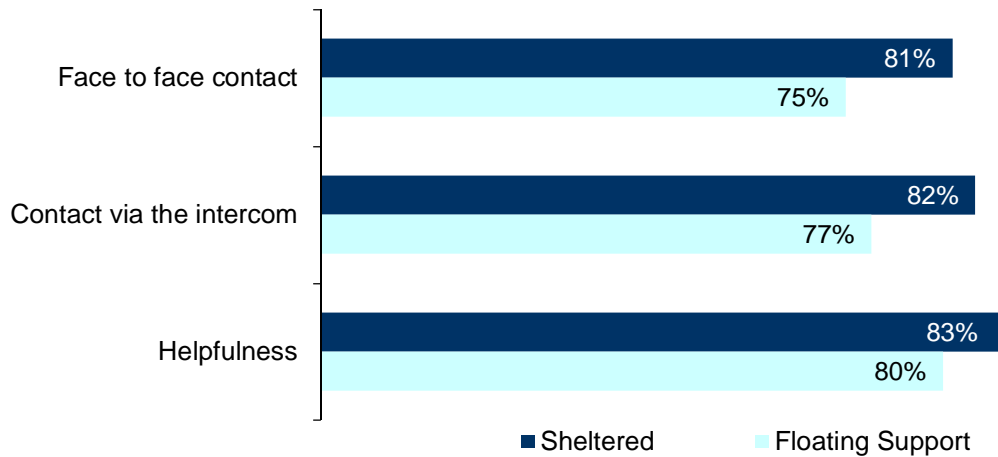
Percentage of HfOP tenants



Sheltered tenants are more likely than floating support tenants to be satisfied with their older persons support officer in terms of; face to face contact (81% compared to 75%), contact via the intercom (82% compared to 77%), and helpfulness (83% compared to 80%).

Figure 61 Satisfaction with Older Persons Support Officer in terms of... / tenure

Percentage of tenants

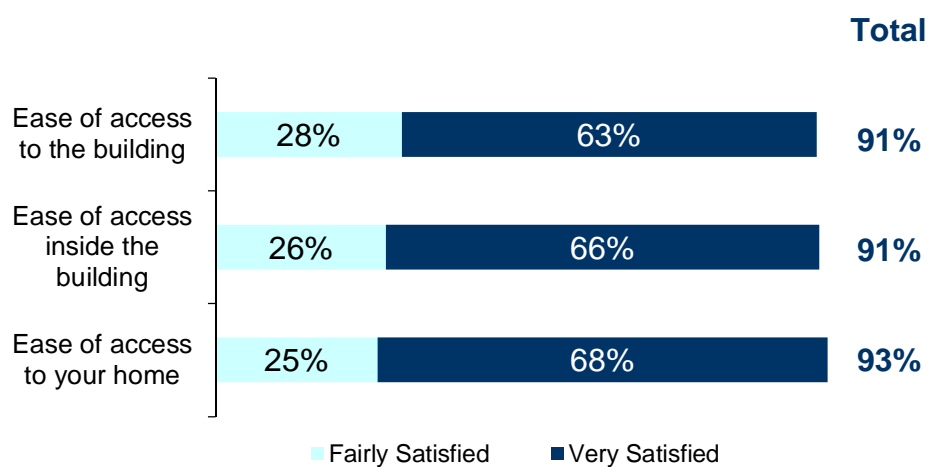


Ease of access

91% of HfOP tenants are satisfied with the ease of access to the building, with 63% very satisfied. The same proportion (91%) express satisfaction with the ease of access inside the building, with 66% very satisfied. A slightly higher proportion (93%) express satisfaction with the ease of access to their home, with 68% very satisfied.

Figure 62 Satisfaction with following...

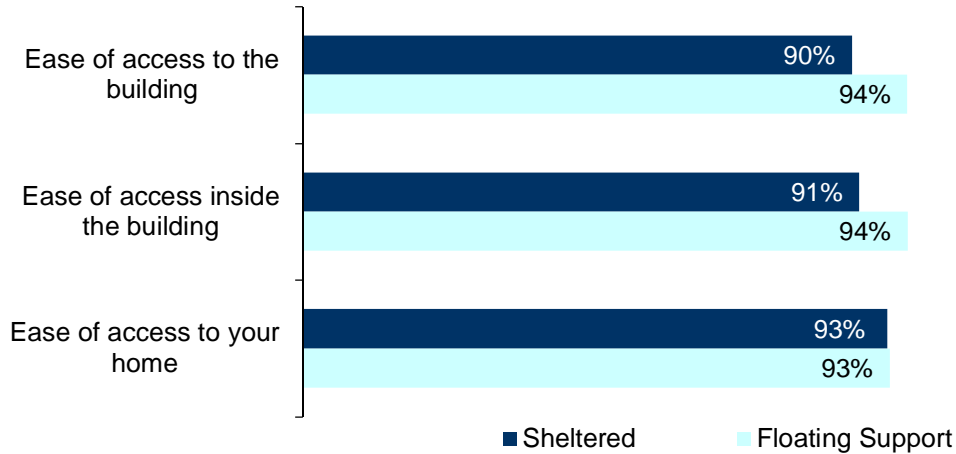
Percentage of HfOP tenants



Floating support tenants are more likely than sheltered tenants to be satisfied with; the ease of access to the building (94% compared 90%), and the ease of access inside the building (94% compared to 91%). Sheltered and floating support tenants express the same level of satisfaction with the ease of access to their home (93%).

Figure 63 Satisfaction with following... / tenure

Percentage of tenants

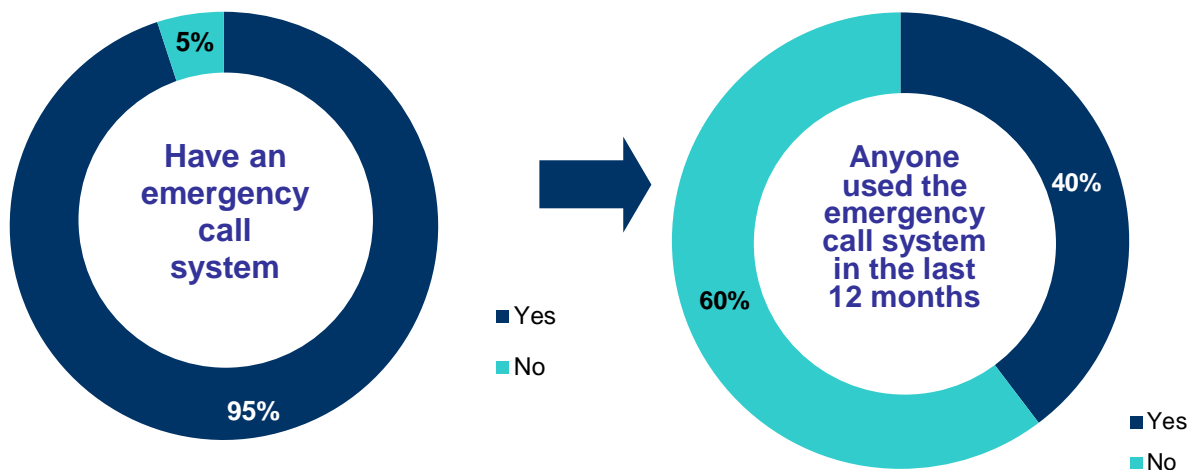


Emergency Call System

The vast majority (95%) of HfOP tenants have an emergency call system of which 40% state that they have used the emergency call system in the last 12 months.

Figure 64 Emergency call system...

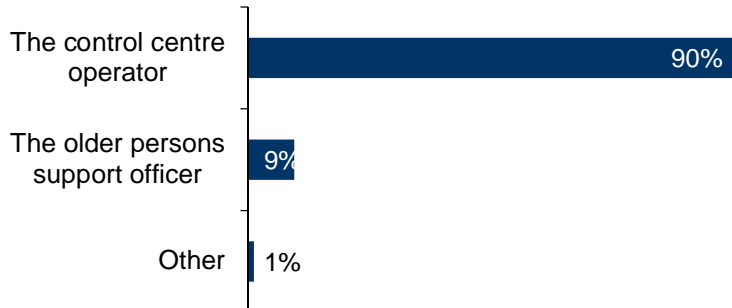
Percentage of HfOP tenants



90% of those tenants who used the emergency call system in last 12 months state that the call system was answered by the control centre operator.

Figure 65 Who answered the emergency call system

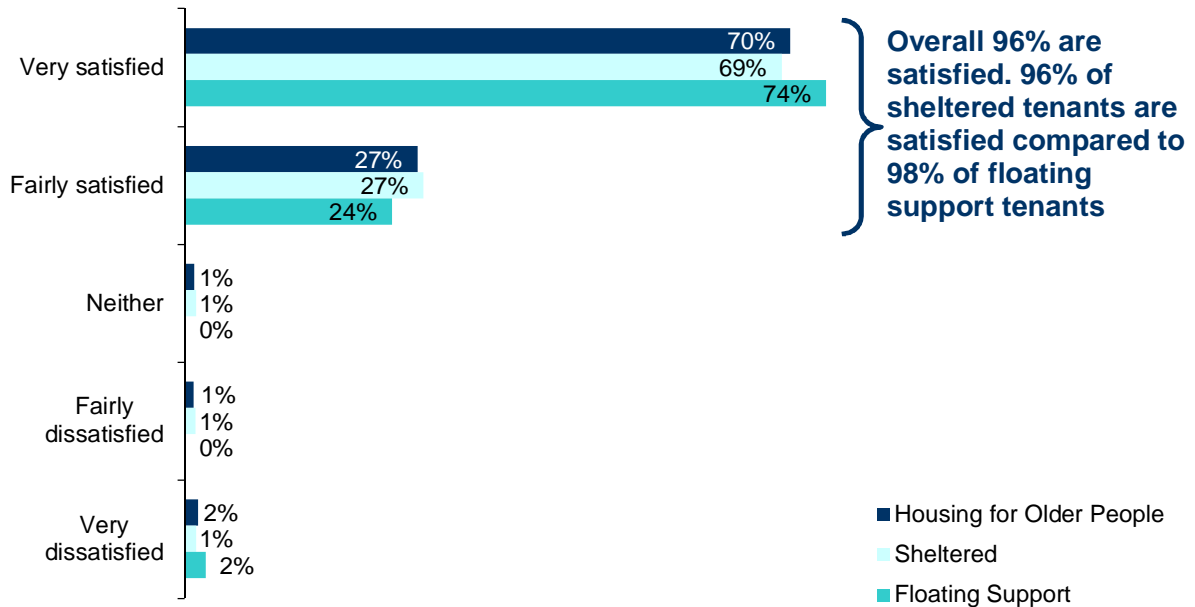
Percentage of HfOP tenants who used emergency call system in the last 12 months



Respondents who used the emergency call system in the last 12 months were then asked how satisfied they were with the speed of response staff to answer the call. Overall 96% of tenants were satisfied with the speed of response staff to answer the call, with seven out of ten expressing that they were very satisfied. Satisfaction expressed by sheltered and floating support tenants is similar.

Figure 66 Satisfaction with the speed of response staff to answer the emergency call system

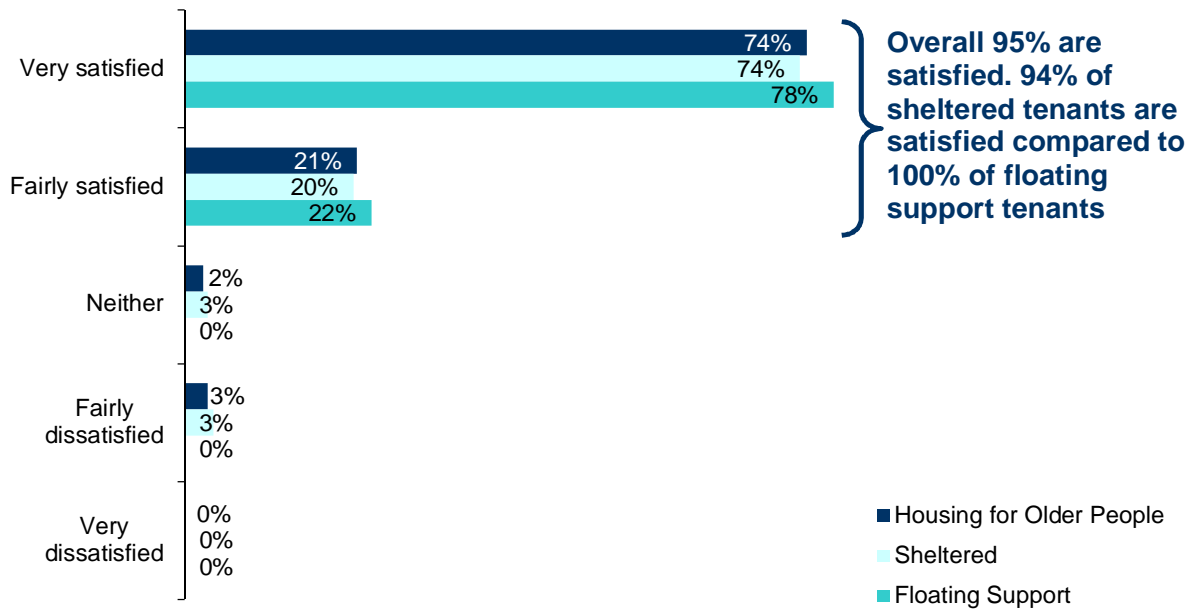
Percentage of tenants who used emergency call system in the last 12 months



Respondents who used the emergency call system in the last 12 months were also asked how satisfied they were with the helpfulness of staff. As Figure 67 overleaf shows, overall 95% of tenants were satisfied with the helpfulness of staff, with no tenant expressing they were very dissatisfied. Notably all floating support tenants who used the emergency call system in the last 12 months were satisfied with the helpfulness of staff.

Figure 67 Satisfaction with the helpfulness of staff

Percentage of tenants who used emergency call system in the last 12 months



Appendices

Appendix 1 – Sample composition

Responses profile generally representative of customer base with the exception of age.

	Percent	
Tenure		
General Needs	83%	
HfOP	17%	
Gender	General needs	HfOP
Male	46%	45%
Female	54%	55%
Age		
16 – 24	1%	0%
25 – 34	7%	0%
35 – 44	12%	0%
45 – 54	14%	1%
55 – 64	18%	8%
65 – 74	21%	32%
75+	27%	59%
Day to day ability limited due to ill-health		
Yes, limited a lot	22%	27%
Yes, limited a little	21%	32%
No	57%	41%
Housing Benefit		
Yes	55%	72%
No	45%	28%
Sexual Orientation		
Heterosexual	78%	79%
Other	5%	7%
Prefer not to say	17%	15%
Ethnic Group		
White: English / Welsh / Scottish / Northern Irish / British	95%	96%
Other	4%	4%
Prefer not to say	1%	0%
Religion		
Christian	68%	82%
Other	4%	3%
No religion	22%	11%
Prefer not to say	6%	4%

Appendix 2 – General needs survey



Winchester
City Council

Tenants Satisfaction Survey 2013

HOW TO COMPLETE THIS QUESTIONNAIRE																													
<p>Please read these instructions carefully before completing the questionnaire.</p> <ul style="list-style-type: none"> 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 or complete it online at www.m-e-l.co.uk/Winchester.aspx All responses will be confidential. 																													
YOUR VIEWS																													
<p>1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council? (Tick one box only ✓)</p> <p>Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p>																													
<p>2. How satisfied or dissatisfied are you with each of the following? (Tick one box only for each ✓)</p> <table border="0"> <thead> <tr> <th></th> <th>Very satisfied</th> <th>Fairly satisfied</th> <th>Neither</th> <th>Fairly dissatisfied</th> <th>Very dissatisfied</th> </tr> </thead> <tbody> <tr> <td>a. The overall quality of your home</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/> 3</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 5</td> </tr> <tr> <td>b. Your neighbourhood as a place to live</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/> 3</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 5</td> </tr> <tr> <td>c. That your rent provides value for money</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/> 3</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 5</td> </tr> </tbody> </table>							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
	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																								
<p>3. Generally, how satisfied or dissatisfied are you with the way Winchester City Council deals with repairs and maintenance? (Tick one box only ✓)</p> <p>Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p>																													
<p>4. How satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them? (Tick one box only ✓)</p> <p>Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p>																													
Only answer Q5 if you pay a service charge																													
<p>5. How satisfied or dissatisfied are you that your service charge provides value for money? (Tick one box only ✓)</p> <p>Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p>																													

1

GENERAL SERVICES										
Everyone please answer the following questions										
6. 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						
7. 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						
8. How satisfied or dissatisfied are you that Winchester City Council treats you fairly? (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						
9. How satisfied or dissatisfied are you with the way Winchester City Council deals with the following? (Tick one box only for each ✓)										
	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 likely would you be to recommend Winchester City Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Tick one box only ✓)										
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESTATE SERVICES										
11. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? (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						
12. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? (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						
13. How satisfied or dissatisfied are you with the overall estate services provided by Winchester City Council, such as cleaning, gritting, estate walkabouts with housing staff, estate improvements? (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						
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						

15. If Winchester City Council had resources to spend on estate improvements in your area what would you like this to be spent on? (Please tick your <u>top three only</u> ✓)									
Security improvements to your estate - lighting	<input type="checkbox"/> 1	Car parking	<input type="checkbox"/> 6						
Security improvements to your estate - CCTV	<input type="checkbox"/> 2	Landscaping	<input type="checkbox"/> 7						
Security improvements – door entry systems	<input type="checkbox"/> 3	Other, please specify in the box below	<input type="checkbox"/> 8						
Improvements to bin areas	<input type="checkbox"/> 4								
Improvements to estate fencing	<input type="checkbox"/> 5								
16. How satisfied or dissatisfied are you with the safety and security of the following? (Tick one box only ✓)									
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied				
a. Your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5				
b. Your neighbourhood	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5				
YOUR SERVICE PRIORITIES									
17. Which of the following services would you consider to be priorities? (Please tick your <u>top three only</u> ✓)									
Keeping residents informed	<input type="checkbox"/> 1	Your neighbourhood / estate as a place to live	<input type="checkbox"/> 6						
The overall quality of your home	<input type="checkbox"/> 2	Value for money for your rent (and service charges)	<input type="checkbox"/> 7						
Listening to tenants' views and acting upon them	<input type="checkbox"/> 3	Support and advice on claiming welfare benefits and paying rent	<input type="checkbox"/> 8						
Repairs and maintenance	<input type="checkbox"/> 4	Building new homes	<input type="checkbox"/> 9						
Dealing with anti-social behaviour	<input type="checkbox"/> 5								
CONTACT AND COMMUNICATION									
18. Have you contacted Winchester City Council in the last 12 months with a query other than to pay your rent or service charges? (Tick one box only ✓)									
Yes	<input type="checkbox"/> 1	GO TO Q19	No	<input type="checkbox"/> 2	GO TO Q23				
19. Was getting hold of the right person easy or difficult? (Tick one box only ✓)									
Easy	<input type="checkbox"/> 1	Difficult	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3				
20. Did you find the staff helpful or unhelpful? (Tick one box only ✓)									
Helpful	<input type="checkbox"/> 1	Unhelpful	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3				
21. Was your query answered within a reasonable time? (Tick one box only ✓)									
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2						
22. How satisfied or dissatisfied were you with the final outcome? (Tick one box only ✓)									
Very satisfied	<input type="checkbox"/> 1	Fairly satisfied	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3	Fairly dissatisfied	<input type="checkbox"/> 4	Very dissatisfied	<input type="checkbox"/> 5

Everyone please answer the following question					
23. Do you use the internet? (Please tick all that apply ✓)					
Yes, at home	<input type="checkbox"/> 1 GO TO Q25	Yes, elsewhere	<input type="checkbox"/> 2 GO TO Q25	No	<input type="checkbox"/> 3 GO TO Q24
Only answer Q24 if you do not use the internet					
24. Why do you not use the internet? (Please tick all that apply ✓)					
Do not have access to the internet	<input type="checkbox"/> 1	Privacy and security concerns	<input type="checkbox"/> 6		
Do not want to use the internet	<input type="checkbox"/> 2	Physical disability	<input type="checkbox"/> 7		
Equipment costs too high	<input type="checkbox"/> 3	Lack of confidence / skills	<input type="checkbox"/> 8		
Connection costs (e.g. broadband too high)	<input type="checkbox"/> 4	Speed of connection	<input type="checkbox"/> 9		
No free internet access near me	<input type="checkbox"/> 5	Other, please specify in the box below	<input type="checkbox"/> 10		
Everyone please answer the following questions					
25. Which of the following methods of being kept informed and getting in touch with Winchester City Council are you happy to use? (Please tick all that apply ✓)					
Email	<input type="checkbox"/> 1	Visit to the office	<input type="checkbox"/> 5	Twitter	<input type="checkbox"/> 9
Telephone	<input type="checkbox"/> 2	Visit to your home by staff	<input type="checkbox"/> 6	Website / Internet	<input type="checkbox"/> 10
Text / SMS	<input type="checkbox"/> 3	Newsletters	<input type="checkbox"/> 7	Smartphone app	<input type="checkbox"/> 11
In writing	<input type="checkbox"/> 4	Facebook	<input type="checkbox"/> 8		
26. Would you be interested in either of the following? (Tick one box only for each ✓)					
				Yes	No
a. Receiving information through an internet based online forum				<input type="checkbox"/> 1	<input type="checkbox"/> 2
b. Coming to Winchester City Council organised training sessions for tenants on learning computer skills				<input type="checkbox"/> 1	<input type="checkbox"/> 2
27. How satisfied or dissatisfied are you with how Winchester City Council involves tenants in how services are run? (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	
YOUR PERCEPTIONS OF WINCHESTER CITY COUNCIL					
28. To what extent do you agree or disagree with the following? (Tick one box only for each ✓)					
	Agree strongly	Agree	Neither	Disagree	Disagree strongly
a. Winchester City Council provides an effective and efficient service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Winchester City Council is providing the service I expect from my landlord	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Winchester City Council treats its tenants fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. Winchester City Council has a good reputation in my area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. Winchester City Council has friendly and approachable staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. I trust Winchester City Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

36. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour complaint? (Tick one box only ✓)					
Very easy	Fairly easy	Neither	Fairly difficult	Very difficult	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
37. How would you describe the member of staff dealing with your anti-social behaviour complaint? (Tick one box only for each ✓)					
	Always	Usually	Occasionally	Never	
a. Helpful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
b. Courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
c. Sensitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
d. Responsive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
e. Knowledgeable	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
38. How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)? (Tick one box only ✓)					
Good	Fair	Poor	Don't know		
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4		
39. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour complaint? (Tick one box only for each ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The advice provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. How well Winchester City Council kept to the agreed plan of action	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
40. Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour complaint? (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	
41. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with? (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	
42. How willing would you be to report any anti-social behaviour to Winchester City Council in the future? (Tick one box only ✓)					
Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

Rents							
Everyone please answer the following questions							
43. How satisfied or dissatisfied are you with the range of options available to pay rent and service charges? (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			
44. Which of the following options to pay your rent are you aware of? (Please tick all that apply ✓)							
In person at Winchester City Council cash office	<input type="checkbox"/> 1	At a post office	<input type="checkbox"/> 5				
Telephone to Customer Service Centre (office hours)	<input type="checkbox"/> 2	At a PayPoint outlet	<input type="checkbox"/> 6				
Telephone out of hours to 01962 848512	<input type="checkbox"/> 3	Standing Order	<input type="checkbox"/> 7				
Online via the council's website	<input type="checkbox"/> 4	Direct Debit	<input type="checkbox"/> 8				
45. Do you currently pay your rent by Direct Debit? (Tick one box only ✓)							
Yes	<input type="checkbox"/> 1	GO TO Q48	No	<input type="checkbox"/> 2	ANSWER Q46 & Q47		
46. Would you be interested in paying by Direct Debit? (Tick one box only ✓)							
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2				
47. Would be more likely to pay by Direct Debit if the Council offered fortnightly collections, rather than monthly? (Tick one box only ✓)							
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2				
YOU AND YOUR HOUSEHOLD							
THE FOLLOWING QUESTIONS SHOULD BE ANSWERED BY EVERYONE							
We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household.							
48. 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
<p>- 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.</p> <p>- If there are more than six people in your household, including children under 16, please add a separate line for each other member of your household</p>							
49. 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	<input type="checkbox"/> 1	Yes – limited a little	<input type="checkbox"/> 2	No	<input type="checkbox"/> 3		
50. Does your household currently receive housing benefit (either paid directly to you or to your landlord)? (Tick one box only ✓)							
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2				

51. How would you describe your sexual orientation? (Please tick one only ✓)					
Heterosexual	<input type="checkbox"/>	1	Bisexual	<input type="checkbox"/>	4
Gay man	<input type="checkbox"/>	2	Other	<input type="checkbox"/>	5
Gay woman	<input type="checkbox"/>	3	Prefer not to say	<input type="checkbox"/>	6
52. What is your (and your partner's if applicable) ethnic group? (Please tick one only ✓ for each)					
	You	Your partner		You	Your partner
White			Mixed / multiple ethnic groups		
English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/>	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Irish	<input type="checkbox"/>	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	<input type="checkbox"/>	Any other mixed / multiple ethnic background	<input type="checkbox"/>	<input type="checkbox"/>
Black / African / Caribbean / Black British			Asian / Asian British		
African	<input type="checkbox"/>	<input type="checkbox"/>	Indian	<input type="checkbox"/>	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Any other background	<input type="checkbox"/>	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/>
Other ethnic group			Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Arab	<input type="checkbox"/>	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>	<input type="checkbox"/>
Any other ethnic group	<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>
			Not applicable	<input type="checkbox"/>	<input type="checkbox"/>
53. What is your religion? (Please tick one only ✓)					
No religion	<input type="checkbox"/>	1	Muslim	<input type="checkbox"/>	6
Christian (all denominations)	<input type="checkbox"/>	2	Sikh	<input type="checkbox"/>	7
Buddhist	<input type="checkbox"/>	3	Any other religion	<input type="checkbox"/>	8
Hindu	<input type="checkbox"/>	4	Prefer not to say	<input type="checkbox"/>	9
Jewish	<input type="checkbox"/>	5			
THANK YOU					
Thank you for taking the time to complete this questionnaire.					
Please return your completed questionnaire to M·E·L Research in the freepost envelope provided.					

Appendix 2 – HfOP Survey



Winchester

City Council

Sheltered Tenants Satisfaction Survey 2013

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 or complete it online at www.m-e-l.co.uk/WinchesterSurvey.aspx
- All responses will be **confidential**.

YOUR VIEWS

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

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

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

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

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

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

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

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

1

Only answer Q5 if you pay a service charge										
5. How satisfied or dissatisfied are you that your service charge provides value for money? (Tick one box only ✓)										
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied						
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5						
GENERAL SERVICES										
Everyone please answer the following questions										
6. 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						
7. 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						
8. How satisfied or dissatisfied are you that Winchester City Council treats you fairly? (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						
9. How satisfied or dissatisfied are you with the way Winchester City Council deals with the following? (Tick one box only for each ✓)										
	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 likely would you be to recommend Winchester City Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (Tick one box only ✓)										
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ESTATE SERVICES					
11. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? (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	
12. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? (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	
13. How satisfied or dissatisfied are you with the overall estate services provided by Winchester City Council, such as cleaning, gritting, estate walkabouts with housing staff, estate improvements? (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	
14. If Winchester City Council had resources to spend on estate improvements in your area what would you like this to be spent on? (Please tick your <u>top three only</u> ✓)					
Security improvements to your estate – lighting	<input type="checkbox"/> 1	Car parking	<input type="checkbox"/> 6		
Security improvements to your estate – CCTV	<input type="checkbox"/> 2	Landscaping	<input type="checkbox"/> 7		
Security improvements – door entry systems	<input type="checkbox"/> 3	Other, please specify in the box below	<input type="checkbox"/> 8		
Improvements to bin areas	<input type="checkbox"/> 4				
Improvements to estate fencing	<input type="checkbox"/> 5				
15. 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	
16. How satisfied or dissatisfied are you with the safety and security of the following? (Tick one box only ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Your neighbourhood	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR SERVICE PRIORITIES					
17. Which of the following services would you consider to be priorities? (Please tick your <u>top three only</u> ✓)					
Keeping residents informed	<input type="checkbox"/> 1	Value for money for your rent (and service charges)	<input type="checkbox"/> 7		
The overall quality of your home	<input type="checkbox"/> 2	Support and advice on claiming welfare benefits and paying rent	<input type="checkbox"/> 8		
Listening to tenants' views and acting upon them	<input type="checkbox"/> 3	The emergency call system	<input type="checkbox"/> 9		
Repairs and maintenance	<input type="checkbox"/> 4	Older persons support officer	<input type="checkbox"/> 10		
Dealing with anti-social behaviour	<input type="checkbox"/> 5	Your support plan	<input type="checkbox"/> 11		
Your neighbourhood / estate as a place to live	<input type="checkbox"/> 6	Building new homes	<input type="checkbox"/> 12		
YOUR PERCEPTIONS OF WINCHESTER CITY COUNCIL					
18. To what extent do you agree or disagree with the following? (Tick one box only for each ✓)					
	Agree strongly	Agree	Neither	Disagree	Disagree strongly
a. Winchester City Council provides an effective and efficient service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Winchester City Council is providing the service I expect from my landlord	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Winchester City Council treats its tenants fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. Winchester City Council has a good reputation in my area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. Winchester City Council has friendly and approachable staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. I trust Winchester City Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
CONTACT AND COMMUNICATION					
19. Have you contacted Winchester City Council in the last 12 months with a query other than to pay your rent or service charges? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q20	No	<input type="checkbox"/> 2	GO TO Q24
20. Was getting hold of the right person easy or difficult? (Tick one box only ✓)					
Easy	<input type="checkbox"/> 1	Difficult	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3

21. Did you find the staff helpful or unhelpful? (Tick one box only ✓)					
Helpful	<input type="checkbox"/> 1	Unhelpful	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3
22. Was your query answered within a reasonable time? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2		
23. 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	
Everyone please answer the following question					
24. Do you use the internet? (Please tick all that apply ✓)					
Yes, at home	<input type="checkbox"/> 1 Go to Q26	Yes, elsewhere	<input type="checkbox"/> 2 Go to Q26	No	<input type="checkbox"/> 3 Go to Q25
Only answer Q25 if you do not use the internet					
25. Why do you not use the internet? (Please tick all that apply ✓)					
Do not have access to the internet	<input type="checkbox"/> 1	Privacy and security concerns	<input type="checkbox"/> 6		
Do not want to use the internet	<input type="checkbox"/> 2	Physical disability	<input type="checkbox"/> 7		
Equipment costs too high	<input type="checkbox"/> 3	Lack of confidence / skills	<input type="checkbox"/> 8		
Connection costs (e.g. broadband too high)	<input type="checkbox"/> 4	Speed of connection	<input type="checkbox"/> 9		
No free internet access near me	<input type="checkbox"/> 5	Other, please specify in the box below	<input type="checkbox"/> 10		
Everyone please answer the following questions					
26. Which of the following methods of being kept informed and getting in touch with Winchester City Council are you happy to use? (Please tick all that apply ✓)					
Email	<input type="checkbox"/> 1	Visit to your home by staff	<input type="checkbox"/> 6	Smartphone app	<input type="checkbox"/> 11
Telephone	<input type="checkbox"/> 2	Newsletters	<input type="checkbox"/> 7	Older Persons Support Officer	<input type="checkbox"/> 12
Text / SMS	<input type="checkbox"/> 3	Facebook	<input type="checkbox"/> 8	Bi Annual information sharing sessions / Scheme Meets	<input type="checkbox"/> 13
In writing	<input type="checkbox"/> 4	Twitter	<input type="checkbox"/> 9		
Visit to the office	<input type="checkbox"/> 5	Website / Internet	<input type="checkbox"/> 10		
27. How satisfied or dissatisfied are you with how Winchester City Council involves tenants in how services are run? (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	

28. Would you be interested in either of the following? (Tick one box only for each ✓)					
	Yes	No			
a. Receiving information through an internet based online forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2			
b. Coming to Winchester City Council organised training sessions for tenants on learning computer skills	<input type="checkbox"/> 1	<input type="checkbox"/> 2			
REPAIRS					
29. Have you had any repairs to your home in the last 12 months? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q30	No	<input type="checkbox"/> 2	GO TO Q33
30. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? (Tick one box only for each ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Being able to make an appointment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Time taken before work started	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. The speed of completion of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. The attitude of workers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. The overall quality of work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. Keeping dirt and mess to minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. The repair being done 'right first time'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i. The contractors doing the job you expected	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
31. Did the contractor show proof of identity? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2		
32. If you had an appointment for this repair, was it kept? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	Did not have an appointment	<input type="checkbox"/> 3
Everyone please answer the following question					
33. How satisfied or dissatisfied are you with gas servicing arrangements? (Tick one box only ✓)					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

ANTI-SOCIAL BEHAVIOUR				
34. Have you reported anti-social behaviour to Winchester City Council in the last 12 months? (Tick one box only ✓)				
Yes	<input type="checkbox"/> 1	GO TO Q35	No	<input type="checkbox"/> 2 GO TO Q43
35. What type of anti-social behaviour did you report? (Please tick all that apply ✓)				
Animal nuisance	<input type="checkbox"/> 1	Racial harassment	<input type="checkbox"/> 11	
Criminal damage	<input type="checkbox"/> 2	Rowdy behaviour	<input type="checkbox"/> 12	
Domestic violence	<input type="checkbox"/> 3	Untidy garden	<input type="checkbox"/> 13	
Drug dealing / use	<input type="checkbox"/> 4	Vehicle nuisance	<input type="checkbox"/> 14	
Graffiti	<input type="checkbox"/> 5	Verbal abuse	<input type="checkbox"/> 15	
Harassment / intimidation	<input type="checkbox"/> 6	Violence / threat of violence	<input type="checkbox"/> 16	
Illegal activities (not drugs)	<input type="checkbox"/> 7	Youth problems	<input type="checkbox"/> 17	
Litter / fly tipping	<input type="checkbox"/> 8	Other, please specify in the box below	<input type="checkbox"/> 18	
Neighbour dispute	<input type="checkbox"/> 9			
Noise nuisance	<input type="checkbox"/> 10			
36. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour complaint? (Tick one box only ✓)				
Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
37. How would you describe the member of staff dealing with your anti-social behaviour complaint? (Tick one box only for each ✓)				
	Always	Usually	Occasionally	Never
a. Helpful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b. Courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c. Sensitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d. Responsive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e. Knowledgeable	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

38. How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)? (Tick one box only ✓)					
Good	Fair	Poor	Don't know		
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4		
39. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour complaint (Tick one box only for each ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The advice provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. How well Winchester City Council kept to the agreed plan of action	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
40. Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour complaint? (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	
41. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with? (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	
42. How willing would you be to report any anti-social behaviour to Winchester City Council in the future? (Tick one box only ✓)					
Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
Rents					
Everyone please answer the following questions					
43. How satisfied or dissatisfied are you with the range of options available to pay rent and service charges? (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	

44. Which of the following options to pay your rent are you aware of? (Please tick all that apply ✓)			
In person at Winchester City Council cash office	<input type="checkbox"/> 1	At the Post office	<input type="checkbox"/> 5
Telephone to Customer Service Centre (office hours)	<input type="checkbox"/> 2	At a PayPoint outlet	<input type="checkbox"/> 6
Telephone out of hours to 01962 848512	<input type="checkbox"/> 3	Standing Order	<input type="checkbox"/> 7
Online via the council's website	<input type="checkbox"/> 4	Direct Debit	<input type="checkbox"/> 8
45. Do you currently pay your rent by Direct Debit? (Tick one box only ✓)			
Yes	<input type="checkbox"/> 1	GO TO Q48	No <input type="checkbox"/> 2 ANSWER Q46 & Q47
46. Would you be interested in paying by Direct Debit? (Tick one box only ✓)			
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2
47. Would be more likely to pay by Direct Debit if the Council offered fortnightly collections, rather than monthly? (Tick one box only ✓)			
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2
Housing for Older People			
Everyone please answer the following questions			
48. If Winchester City Council had resources to spend on improvements in your scheme what would you like this spent on? (Please tick your <u>top three only</u> ✓)			
Communal Broadband / Internet	<input type="checkbox"/> 1	Promotion of social activities within the scheme	<input type="checkbox"/> 5
Mobility scooter storage and charging	<input type="checkbox"/> 2	Social activities organised by specially funded WCC officer	<input type="checkbox"/> 6
Improved grounds maintenance	<input type="checkbox"/> 3	Permanent hearing loop in common rooms	<input type="checkbox"/> 7
Enhanced laundry facilities	<input type="checkbox"/> 4	Other, please specify in the box below	<input type="checkbox"/> 8
49. Are you aware of Telecare services? (Tick one box only ✓)			
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

50. How satisfied or dissatisfied were you with the following? (Tick one box only for each ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Your support plan	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. The frequency of contact with your Older Persons Support Officer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. The overall service provided by your Older Persons Support Officer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. The call centre / emergency call system	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. The facilities at your scheme	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
51. How satisfied are you with your Older Persons Support officer in terms of? (Tick one box only for each ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. 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. Contact via the intercom	<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
52. How satisfied are you with the following? (Tick one box only for each ✓)					
	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
53. Do you have an emergency call system (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q54	No	<input type="checkbox"/> 2	GO TO Q57
54. Have you or anyone in your household used the emergency call system in the last 12 months? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q55	No	<input type="checkbox"/> 2	GO TO Q57

55. Who answered your call? (Tick one box only ✓)

The Control Centre Operator 1 Other, please specify in the box below 3

The Older Persons Support Officer 2

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

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

YOU AND YOUR HOUSEHOLD

THE FOLLOWING QUESTIONS SHOULD BE ANSWERED BY EVERYONE

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

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

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

58. 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

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

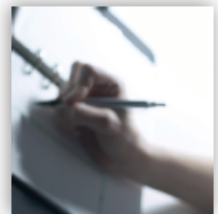
Yes 1 No 2

60. How would you describe your sexual orientation? (Tick one box only ✓)									
Heterosexual	<input type="checkbox"/>	1	Bisexual	<input type="checkbox"/>	4				
Gay man	<input type="checkbox"/>	2	Other	<input type="checkbox"/>	5				
Gay woman	<input type="checkbox"/>	3	Prefer not to say	<input type="checkbox"/>	6				
61. What is your (and your partner's if applicable) ethnic group? (Please tick one only ✓ for each)									
	You		Your partner						
White				Mixed / multiple ethnic groups					
English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/>	1	<input type="checkbox"/>	1	White and Black Caribbean	<input type="checkbox"/>	10	<input type="checkbox"/>	10
Irish	<input type="checkbox"/>	2	<input type="checkbox"/>	2	White and Black African	<input type="checkbox"/>	11	<input type="checkbox"/>	11
Gypsy or Irish Traveller	<input type="checkbox"/>	3	<input type="checkbox"/>	3	White and Asian	<input type="checkbox"/>	12	<input type="checkbox"/>	12
Any other White background	<input type="checkbox"/>	4	<input type="checkbox"/>	4	Any other mixed / multiple ethnic background	<input type="checkbox"/>	13	<input type="checkbox"/>	13
Black / African / Caribbean / Black British				Asian / Asian British					
African	<input type="checkbox"/>	5	<input type="checkbox"/>	5	Indian	<input type="checkbox"/>	14	<input type="checkbox"/>	14
Caribbean	<input type="checkbox"/>	6	<input type="checkbox"/>	6	Pakistani	<input type="checkbox"/>	15	<input type="checkbox"/>	15
Any other background	<input type="checkbox"/>	7	<input type="checkbox"/>	7	Bangladeshi	<input type="checkbox"/>	16	<input type="checkbox"/>	16
Other ethnic group					Chinese	<input type="checkbox"/>	17	<input type="checkbox"/>	17
Arab	<input type="checkbox"/>	8	<input type="checkbox"/>	8	Any other Asian background	<input type="checkbox"/>	18	<input type="checkbox"/>	18
Any other ethnic group	<input type="checkbox"/>	9	<input type="checkbox"/>	9	Prefer not to say	<input type="checkbox"/>	19	<input type="checkbox"/>	19
					Not applicable	<input type="checkbox"/>	20	<input type="checkbox"/>	20
62. What is your religion? (Please tick one only ✓)									
No religion	<input type="checkbox"/>	1	Muslim	<input type="checkbox"/>	6				
Christian (all denominations)	<input type="checkbox"/>	2	Sikh	<input type="checkbox"/>	7				
Buddhist	<input type="checkbox"/>	3	Any other religion	<input type="checkbox"/>	8				
Hindu	<input type="checkbox"/>	4	Prefer not to say	<input type="checkbox"/>	9				
Jewish	<input type="checkbox"/>	5							
THANK YOU									
<p>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.</p>									

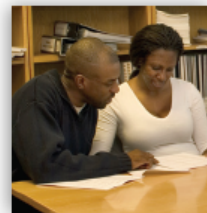
Using evidence to shape better services



Research



Public
Consultation



Evaluation



Surveys



Consultancy
Evaluation



Skillbuilding



M·E·L Research Ltd
8 Holt Court Aston Science Park Birmingham B7 4AX
T: 0121 604 4664 F: 0121 604 6776 W: www.m-e-l.co.uk

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