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## STAR Survey 2013 Results

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## **Introduction**

Over June and July 2013 Wyman Dillon conducted a Standard Tenants and Residents (STAR) Survey on behalf of Flintshire County Council Housing Services.

The methodology adopted was postal with one full reminder (including a second copy of the questionnaire) despatched to non-responders after three weeks.

In order to achieve Housemark's required margin of error of +/-4% at the 95% confidence level across the Council's entire housing stock of c.7,200 properties, approximately 550 responses were required. This would entitle the Council to submit their Core Question Scores and gain access to Housemark's benchmarking data from other social housing providers.

However, the Council wished to be able to look at results for their three Neighbourhood Housing Teams; East, North and South, and it was decided to target a larger response to give robust findings at the area level.

A total of 3,630 addresses were randomly selected, 1,210 from each Team. The initial mailing was despatched the week commencing 17th June 2013 and 2,651 reminders were posted three weeks later.

The final response rates and resultant margins of error were:

East	457 (38%)	+/- 3.9%
North	471 (39%)	+/- 4.1%
South	482 (40%)	+/- 4.1%
<b>Total</b>	<b>1,410 (39%)</b>	<b>+/- 2.3%</b>

The questionnaire was designed as a bilingual tumble-turn booklet in English and Welsh, although none were returned using the Welsh part.

## Summary of Main Findings

- In general tenants are happy with the services provided by Flintshire County Council Housing Services.
- There are very few significant differences in performance between the Neighbourhood Housing Teams.
- In nearly all measures those in sheltered housing give higher satisfaction ratings than those in general needs accommodation.
- Bungalow dwellers are the happiest in general, followed by those living in flats and the least satisfied are those in houses.
- There are not many instances where the satisfaction ratings differ significantly between the genders.
- As a general rule, the older the tenant the happier they are with the services provided by the Council's Housing Services.
- The Housemark Core Questions to be submitted for benchmarking purposes all score well, although repairs and maintenance and responsiveness a little less well:
  - ❖ Core Question 1: ***Taking everything into account, how satisfied or dissatisfied are you with the service provided by Flintshire County Council Housing Services?***  
81% were very or fairly satisfied. 15% expressed some degree of dissatisfaction.
  - ❖ Core Question 2: ***How satisfied or dissatisfied are you with the overall quality of your home?***  
83% were very or fairly satisfied. 14% dissatisfied.
  - ❖ Core Question 3: ***How satisfied or dissatisfied are you with your neighbourhood as a place to live?***  
88% were very or fairly satisfied. Just 9% were dissatisfied.
  - ❖ Core Question 4: ***How satisfied or dissatisfied are you that your rent provides value for money?***  
84% were very or fairly satisfied. 10% were fairly or very dissatisfied.
  - ❖ Core Question 5: ***How satisfied or dissatisfied are you that your service charges provide value for money?***  
80% were very or fairly satisfied. 9% were dissatisfied.
  - ❖ Core Question 6: ***Generally, how satisfied or dissatisfied are you with the way Flintshire County Council Housing Services deals with repairs and maintenance?***  
71% were very or fairly satisfied. And 24% were not.
  - ❖ Core Question 7: ***How satisfied or dissatisfied are you that Flintshire County Council Housing Services listens to your views and acts upon them?***  
63% were very or fairly satisfied. 21% were dissatisfied with this performance.

## Respondent Profile

The demographic profile of respondents is outlined below.

### Age

16 – 24	2%
25 – 34	6%
35 – 44	8%
45 – 54	11%
55 – 64	16%
65+	58%

### Sexuality

Heterosexual	85%
Gay	0%
Lesbian	0%
Bisexual	1%
Prefer not to say	14%

### Impairment

Yes	44%
No	51%
Prefer not to say	5%

### Nationality

British	41%
English	15%
Welsh	42%
Scottish	1%
Irish	1%
Other	0%

### Religion

Christian	77%
Other	2%
No religion	17%
Prefer not to say	4%

### Neighbourhood Team

East	32%
North	33%
South	34%

### Gender

Male	33%
Female	62%
Both (!)	5%

### Same gender as assigned at birth

Yes	88%
No	12%

### Marital status

Single	49%
Married	36%
Civil partnership	2%
Widowed	11%
Divorced	2%

### Nature of impairment

Mobility	71%
Dexterity	8%
Blind/visually impaired	11%
Deaf/hearing impaired	25%
Mental health	17%
Learning/cognitive	3%
Other	14%

### Ethnicity

White British	99%
Other	1%

### Preferred language

Welsh	2%
English	98%

### Housing type

Bedsit	1%
Bungalow	34%
Flat	20%
House	44%
Maisonette	0%

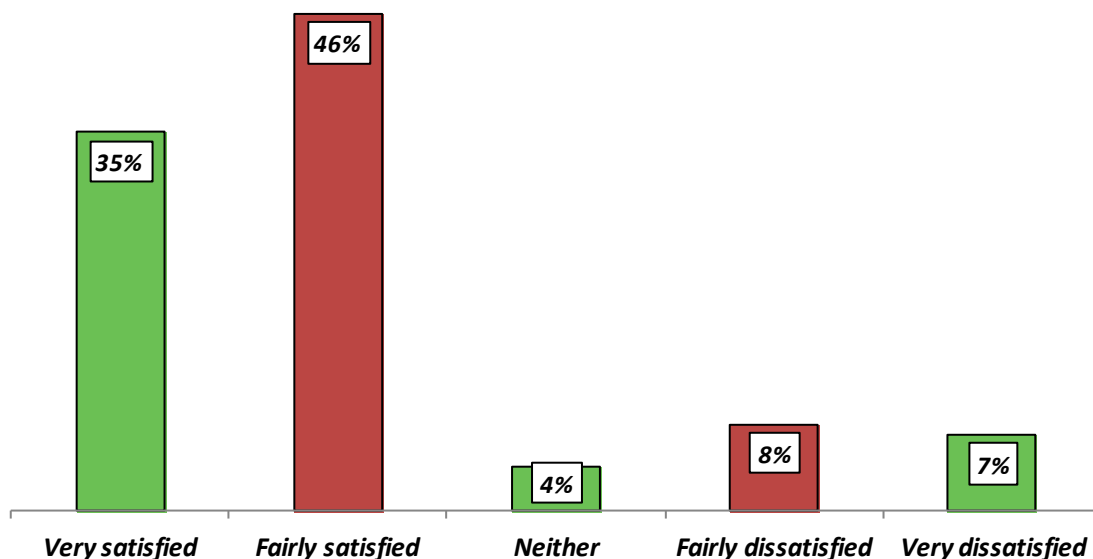
### Stock type

General needs	62%
Sheltered	38%

### Your Home

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Flintshire County Council Housing Services?

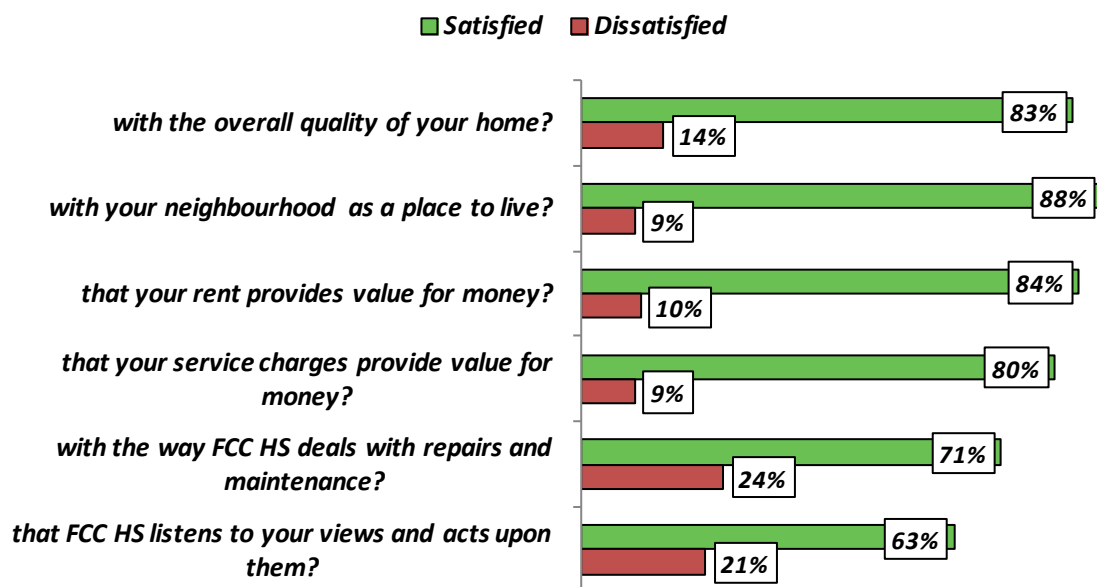
Housemark Core Question 1



- 81% of respondents expressed satisfaction with the overall service.
- There was hardly any difference in this performance between areas; East 79%, North 83%, South 81%.
- 89% of those in sheltered accommodation were satisfied compared to 76% of general needs.
- Occupants of bungalows (89%) and flats (86%) were happier than those in houses (73%).
- And the older the tenant, the more the satisfied they were.

### How satisfied or dissatisfied are you ...

Housemark Core Questions 2 to 7



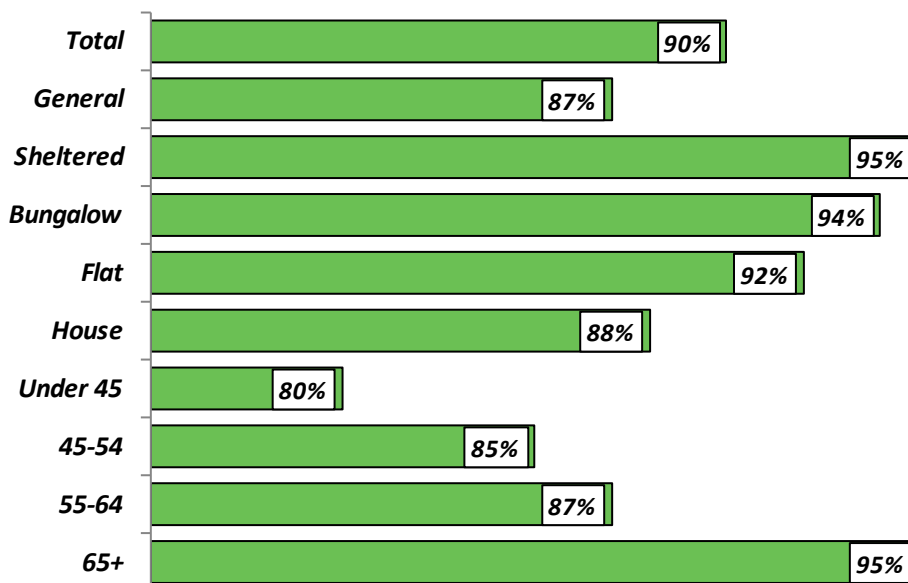
- Those happiest with the overall quality of their homes were those in sheltered housing, bungalows and flats and the older age groups.
- The only group where the proportion of those satisfied with their neighbourhood as a place to live fell below 80%, were those aged under 45 where the level fell to 74%.
- The younger age groups were also least happy with their rent levels, under 45s 67% and 45-54 year olds 73%. As well as with the value for money of the service charges, under 45s 60% and 45-54s 69%.
- The handling of repairs and maintenance produced the highest level of dissatisfaction within the core questions. 11% were fairly dissatisfied and 13% very dissatisfied. Again the younger age groups were more likely to express dissatisfaction, 50% of under 45s and 39% of 45-54 year olds. Those living in houses were also less satisfied than those in bungalows or flats.
- Just under two thirds of all respondents, 63%, were satisfied that FCC HS 'listens to your views and acts upon them'. Once again, this was driven by the younger age groups and those living in houses.

**How happy were you with the allocation process?**

- 82% were fairly or very happy and only 7% unhappy.
- Among 45-54 year olds the proportion of those happy with the process fell to 67% and it was highest for those in sheltered housing at 91% and in bungalows at 90%.

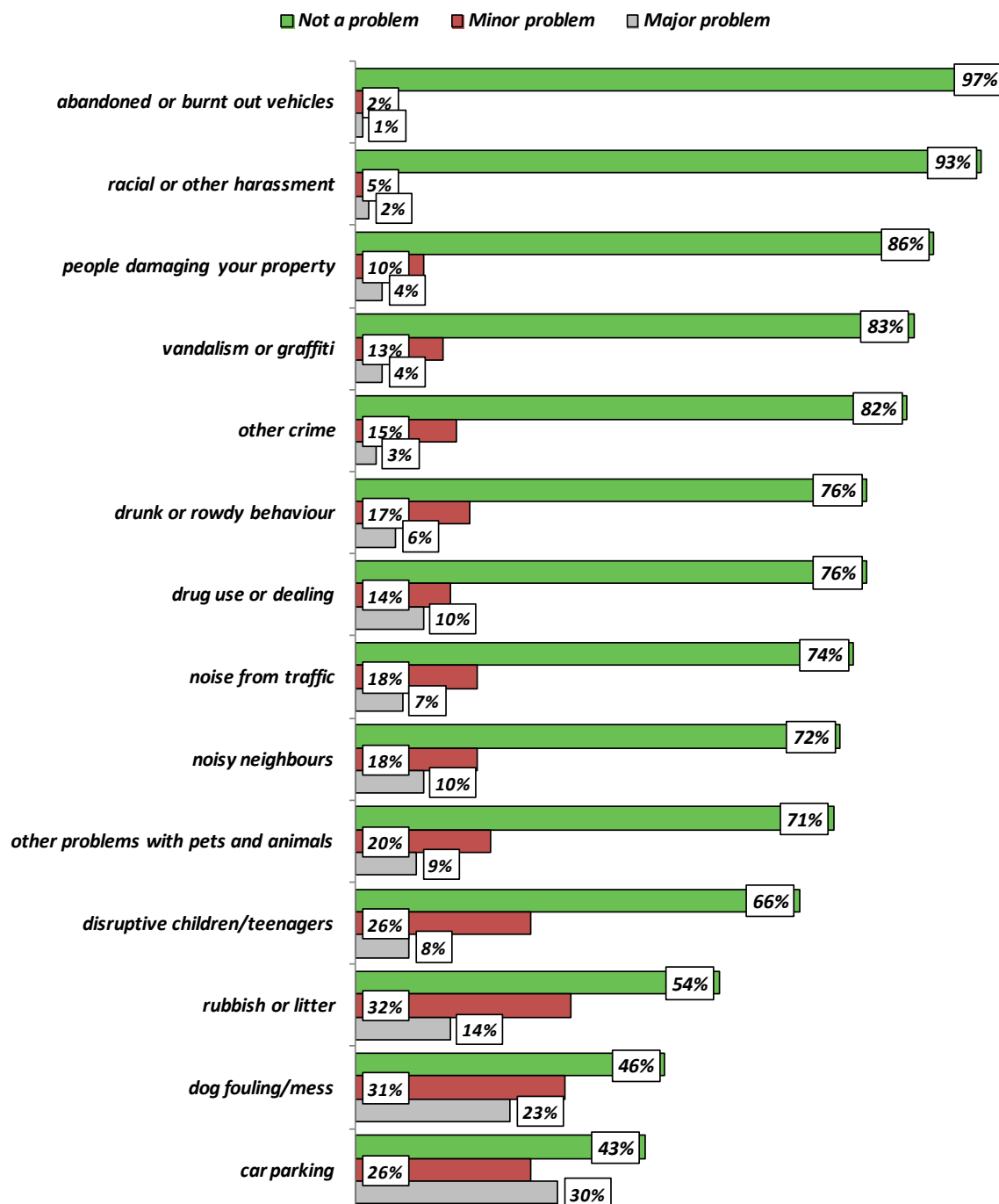
**Do you feel safe in your home?**

- 90% feel very or fairly safe in their home.



## Your Neighbourhood

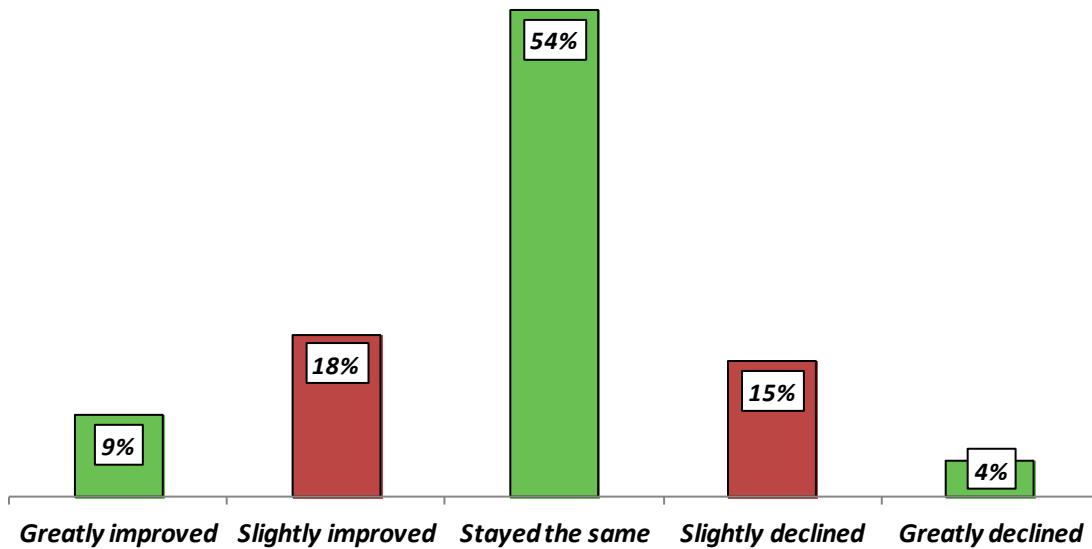
To what extent are any of the following a problem in your neighbourhood?



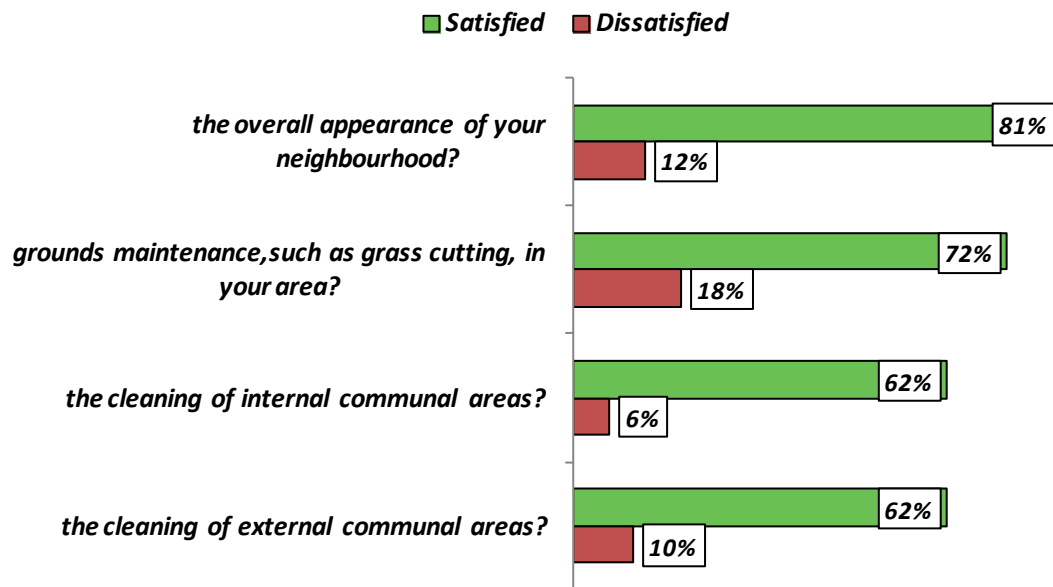
- The biggest issues for residents are car parking with 56% finding this to be a problem to some degree, dog fouling/mess 54% and rubbish/litter 46%.
- There is almost no problem with abandoned or burnt out vehicles or with racial or other harassment.
- For all issues those in sheltered housing were less likely to perceive a problem than those in general needs accommodation.
- For all issues those living in bungalows were less likely to perceive a problem than those living in houses.

- There are no huge differences between areas, but drug use or dealing is considered a problem to some degree by 31% in the East, 25% in the South and 18% in the North.

**In the last three years, would you say your neighbourhood has improved or declined?**



**How satisfied or dissatisfied are you with ...**



- Those living in sheltered housing and bungalows, as well as those aged over 65 were most likely to be satisfied with the appearance of their neighbourhood.
- Those in the North, living in a flat or aged over 65 were most likely to be satisfied with grounds maintenance.
- Tenants in the North, in sheltered housing or aged over 65 most appreciated the cleaning of both internal and external communal areas.



### Anti-Social Behaviour

#### Have you reported anti-social behaviour to FCC HS in the last 12 months?

- Only 8% of respondents state that they have reported anti-social behaviour although this rises to 13% for those aged under 45.

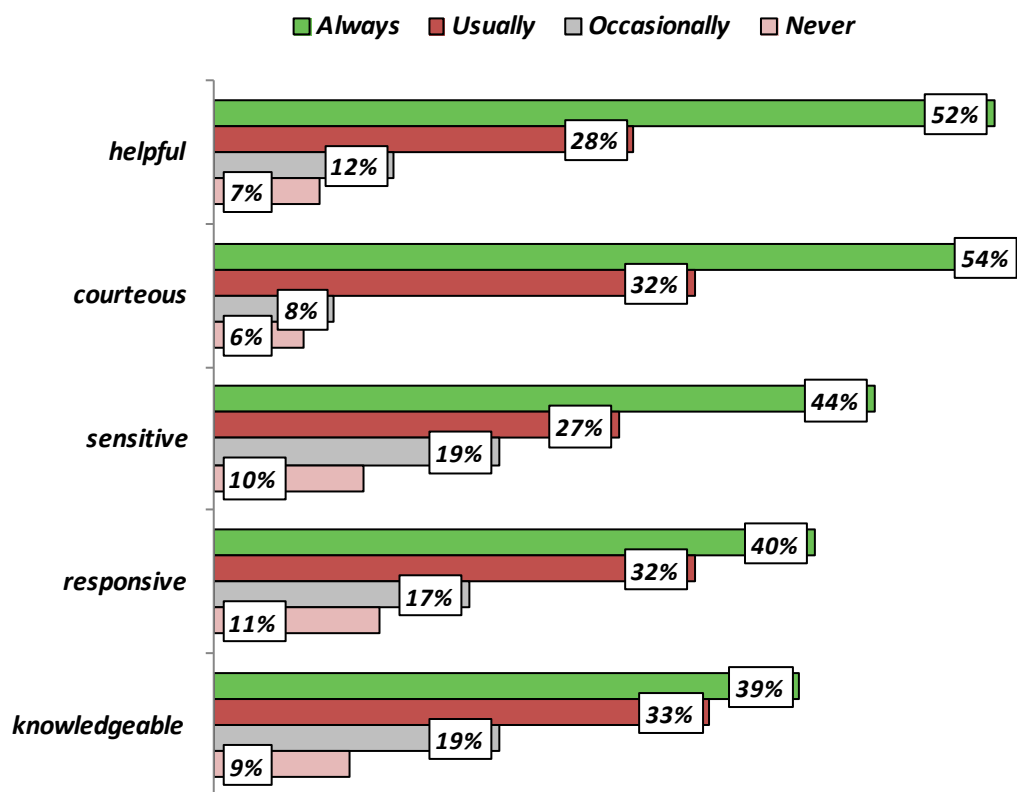
#### At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?

- 53% found it easy to report and only 15% found it difficult.

#### How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

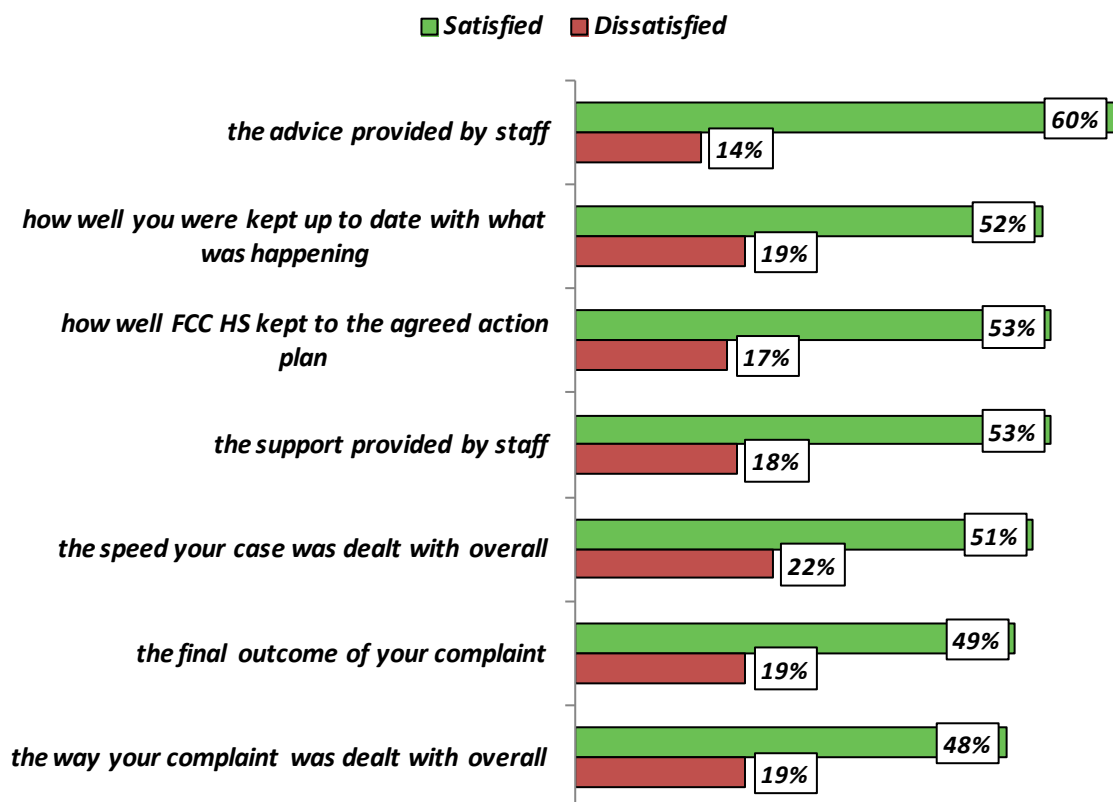
- 29% rated the process as good, 33% as fair and 16% as poor.
- General needs tenants were more likely (21%) to rate the process as poor compared to 9% of sheltered housing tenants.

#### How would you describe the member(s) of staff dealing with your complaint?



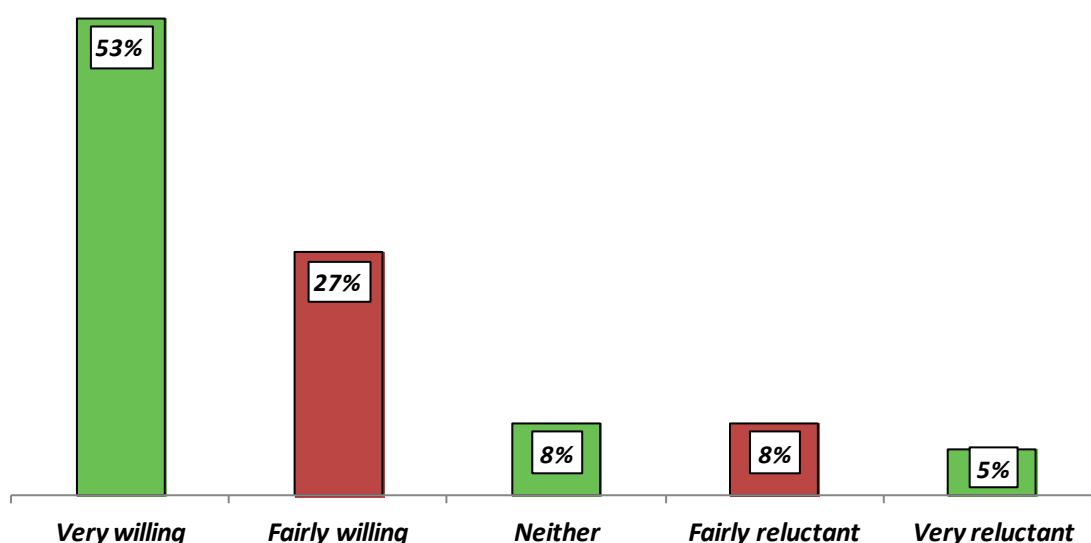
- The over 65s are much more likely to rate staff positively against all the specified attributes than the younger age groups.
- Similarly, sheltered housing tenants give better ratings than those in general needs.
- And those living in bungalows give more favourable ratings than those in flats, with house dwellers giving the lowest rating for each attribute.

**How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?**



- For all measures, those living in sheltered housing were more likely to express satisfaction than general needs tenants.
- Similarly, those in bungalows were most satisfied as were those aged 65 or over.
- There was not much difference in ratings between areas, although those in the East were slightly less happy with being kept up to date and the overall way the complaint was dealt with.

**How willing would you be to report any anti-social behaviour to FCC HS in the future?**



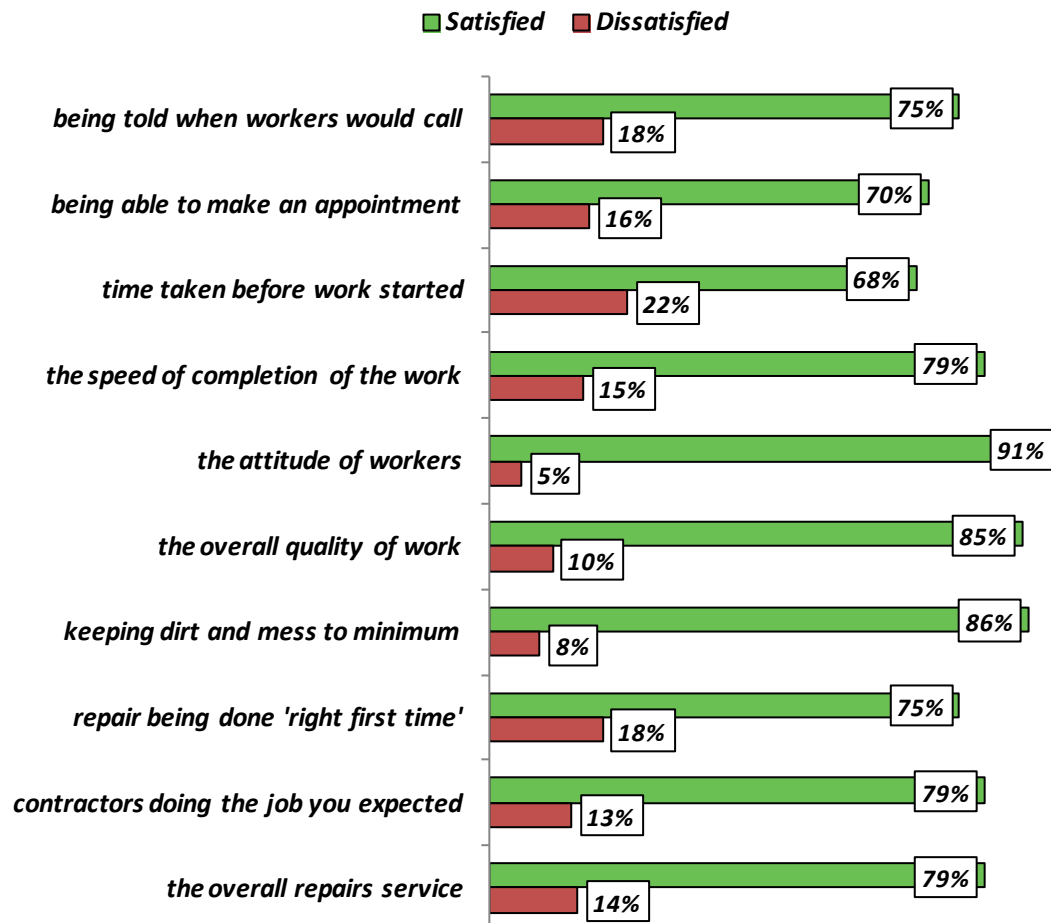
- 79% would be willing to report anti-social behaviour in the future, although this falls to 62% among those aged under 45.

## Repairs and Maintenance

Have you had any repairs to your home in the last 12 months?

- 73% of respondents state that they have had a repair in the last year.

Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?



- Across all measures of the repairs service those in sheltered housing were more likely to be satisfied.
- And those living in houses tended to be less satisfied.
- Whilst for all measures, the older tenants were happier than their younger counterparts.
- There was not much variation between areas, although those in the East were slightly happier with the speed of the completion of the work. And those in the North were marginally less satisfied with the contractors 'doing the job you expected'.

Did the contractor show proof of identity?

- 65% said they did, 17% said not and 17% could not remember.
- The same demographic differences as above applied.

If you had an appointment for this repair, was it kept?

- 71% stated that their appointment was kept.

### ***Service Standards***

#### **Are you aware of FCC HS publishes service standards?**

- Only 38% are aware of the published standards. This is slightly higher in sheltered housing (44%) than in general needs (35%), and among flat dwellers (47%).

#### **Are you aware of how to challenge FCC HS published service standards?**

- Even fewer, 27%, claim they know how to challenge the standards. This falls to just 14% for those aged under 45.

## Complaints

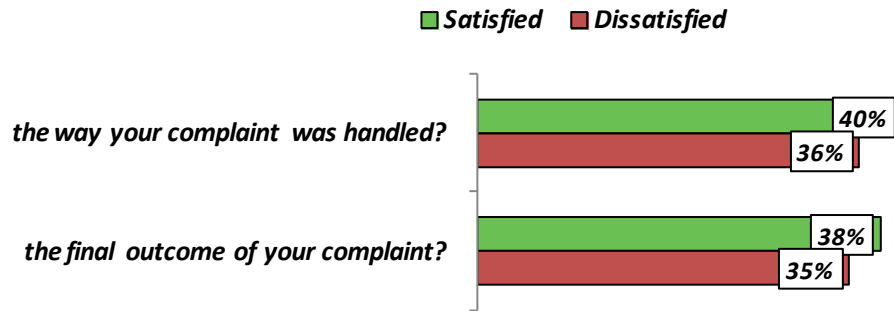
### Are you aware that FCC HS has a formal complaints procedure?

- 49% are aware there is a complaints procedure.

### Have you made a complaint to FCC HS in the last 12 months?

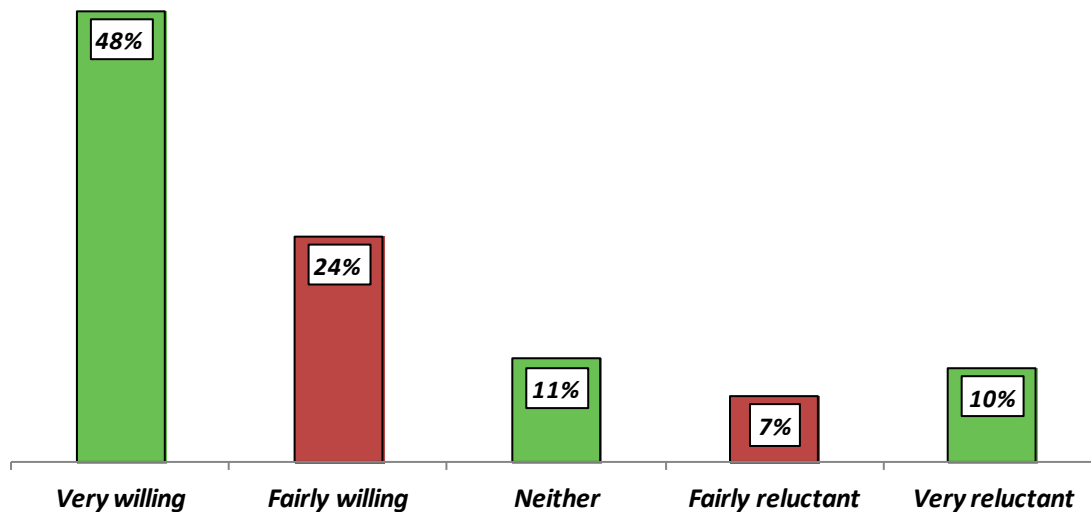
- And 14% of respondents have made a complaint in the last year.

### How satisfied or dissatisfied are you with ...



- Those living in flats and those aged over 65 were more likely to be content with the complaint handling and outcome.

### How willing would you be to make a complaint to FCC HS in the future?



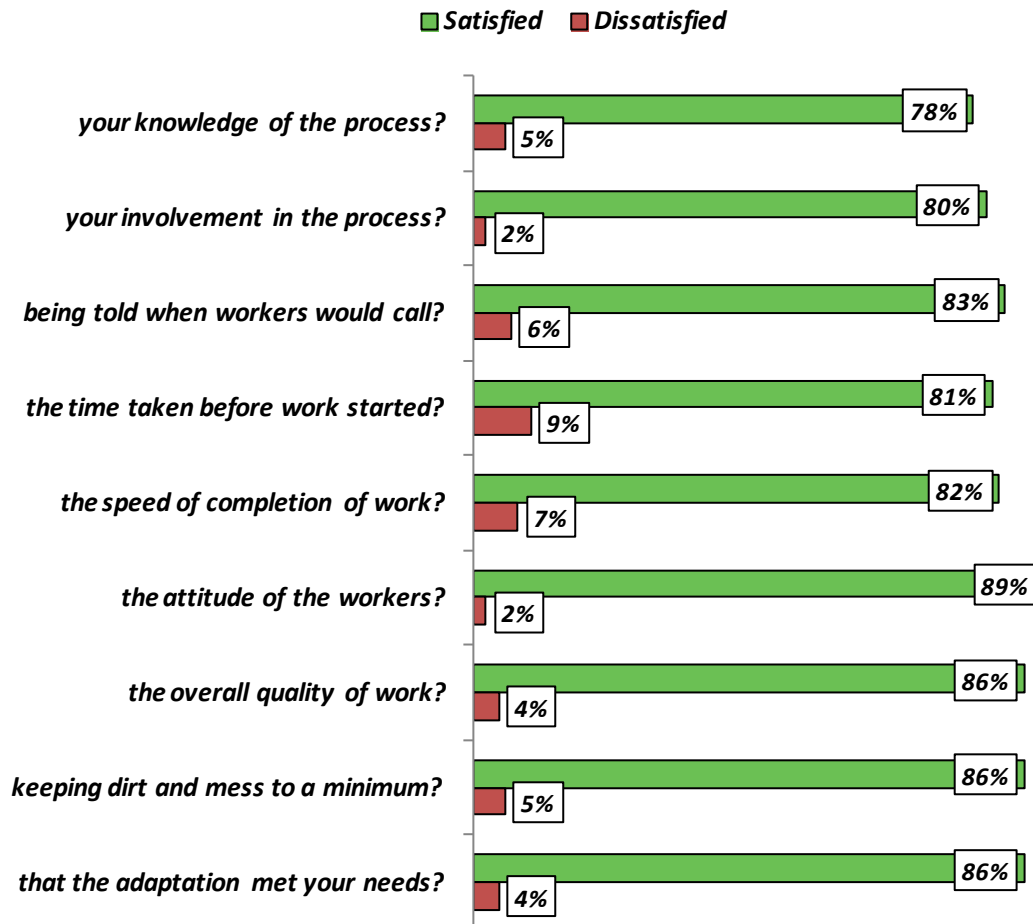
- Nearly three quarters (72%) of responders would be willing to make a complaint in the future. Those most reluctant were the under 45s at just 56%.

### Adaptations

#### Have you had any adaptations to your home in the last 12 months?

- 15% of respondents have had an adaptation in their home in the last year.

Thinking about the adaptation work completed, how satisfied or dissatisfied were you with the following?



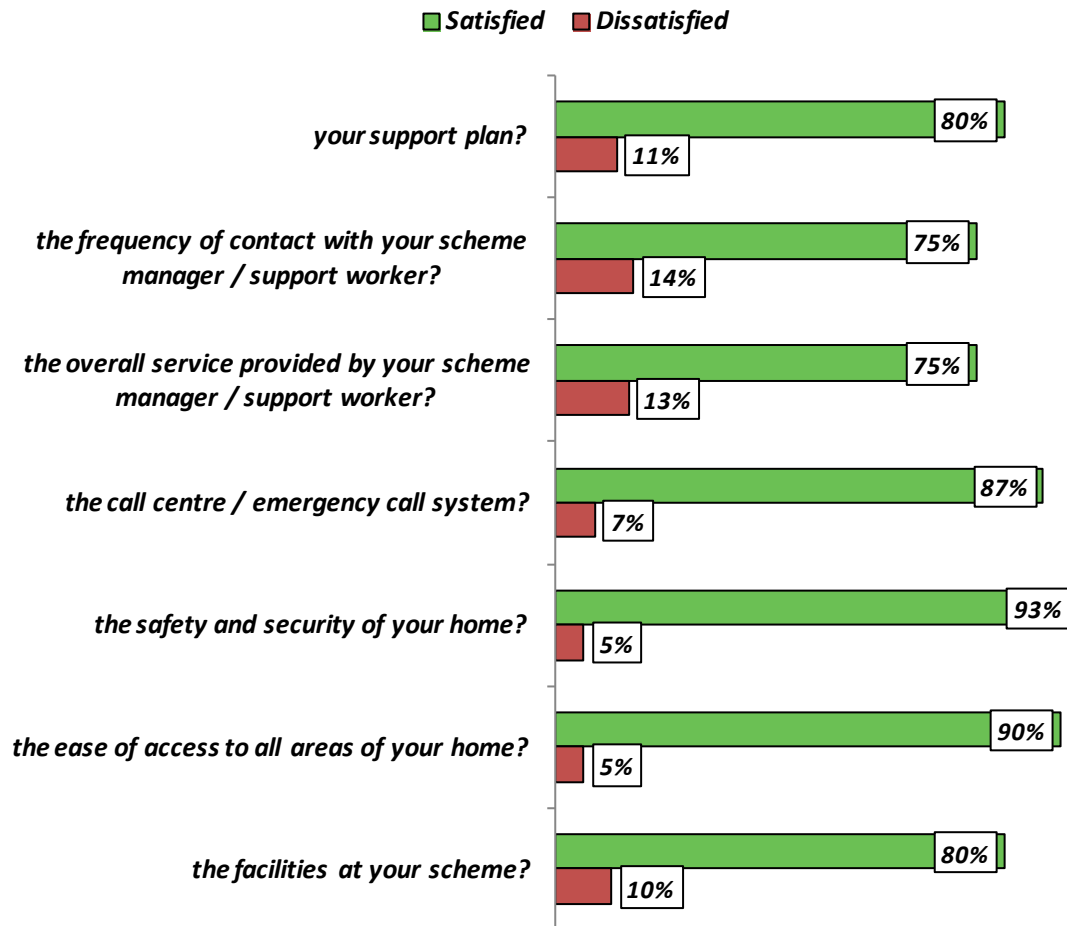
- There was a high level of satisfaction with all measures, with only *'your knowledge of the process once the Occupational Therapist had visited'* dipping just below 80%.
- The highest level of dissatisfaction was with *'time taken before work started'*, though even this was less than 10%.
- As with other topics, the over 65s are consistently more satisfied than their younger counterparts.

### Sheltered Accommodation

#### Do you live in sheltered accommodation?

- 39% of respondents claim to live in sheltered accommodation. Although, of these, 17% are classified as living in general needs housing.

Thinking about where you live, how satisfied or dissatisfied are you with the following?



- Once again, high levels of satisfaction were reported across all measures.
- The two areas which fell below a score of 80% were both concerning the scheme manager / support worker. Though even these issues were rated satisfactory by three quarters of respondents.
- Within this sector, females tended to be more likely to express satisfaction than males.