

Using evidence to shape better services



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Winchester City Council

STAR Survey 2015

**Draft Report v4
June 2015**

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1) Executive Summary

This shows key findings of the 2015 STAR Survey; detailed findings are in subsequent sections.

Overall service provided

Overall, 89% of tenants are satisfied with the service provided by Winchester City Council.

This rises to 91% for sheltered tenants although this tenure type has steadily declined since 2010 whilst general needs tenants show satisfaction at 88% continuing the slight increase pattern. When comparing tenant satisfaction against two peer groups in the case of general needs; one consisting of Local Authorities who carried out a STAR survey between 2013-2015, the second consisting of housing providers in the South East who carried out a STAR survey between 2013-15, it shows that general needs compare relatively well falling at the upper quartile. Sheltered was benchmarked with housing providers in the South East using the STAR survey results between 2013-14. Comparison showed that satisfaction was also within the top quartile.

Quality of home

85% of tenants are satisfied with the overall quality of their home. 94% of sheltered tenants and 84% of general needs tenants are satisfied with the overall quality of their home. Whilst satisfaction of general needs tenants has increased by 2% since 2013, it is still a decline compared to 2010 where satisfaction levels were at 88%. Sheltered tenants, have remained fairly consistent at 94% although this is still below the 2010 level of 96%. Satisfaction for both tenure groups compares relatively well falling within the upper quartile.

Neighbourhood as a place to live

89% of tenants are satisfied with their neighbourhood as a place to live. This rises to 94% for sheltered tenants. The satisfaction of general needs tenants (89%) is above the level of 2010 (87%) whereas sheltered tenants remains fairly similar against 2013 (93%) but lower than 2010 (97%). Satisfaction expressed by both general needs tenants and sheltered tenants compares favourably falling within the top quartiles.

Rent provides value for money

86% of tenants are satisfied that their rent provides value for money. There has been a slight increase for both general needs (85%) and sheltered (93%) tenants, compared to the decreases seen in 2013 so that general needs are now more satisfied than in 2010 (81%) and sheltered have returned to a similar level (94%). When compared against the peer groups, satisfaction expressed by both tenure groups compares relatively well with satisfaction rates falling within the upper quartile.

Service charge provides value for money

65% of tenants are satisfied that their service charge provides value for money. This rises to 79% for sheltered tenants and drops to 63% for general needs tenants with both types of tenure showing an increase against 2013. Satisfaction for both tenure groups compare poorly against the peer groups, with general needs satisfaction rates falling within the lower quartile, and sheltered falling below the median.








Repairs and maintenance

81% of tenants are satisfied with the way Winchester City Council deals with repairs and maintenance. Whilst there has been a steady increase for sheltered tenants to 92% (from 87% in 2010) the reverse is seen for general needs tenants with a decline to 80% (from 85% in 2010). Satisfaction for general needs falls directly at the median when compared to both peer groups. Sheltered compares more favourably with the satisfaction rate falling within the upper quartile.

Listens to views and act upon them








66% of tenants are satisfied that Winchester City Council listens to views and acts upon them. 71% of sheltered tenants are satisfied which is a decline compared to 2013, but satisfaction of general needs tenants remains fairly constant at 66%. Satisfaction expressed by general needs tenants compare relatively well when benchmarked against the peer groups falling within the national Local Authority upper quartile and just above the South East provider median. Sheltered tenants on the other hand fall below the median.

Table 1 Key results for Winchester City Council for 2015, 2013, 2010

Satisfaction 2015			By Tenure	Winchester City Council		
				STATUS 2010	STAR 2013	STAR 2015
	Overall Service provided	89%	General Needs	85%	▲ 86%	▲ 88%
			Sheltered	97%	▼ 94%	▼ 91%
	Quality of home	85%	General Needs	88%	▼ 82%	▲ 84%
			Sheltered	96%	▼ 94%	-94%
	Neighbourhood	89%	General Needs	87%	-87%	▲ 89%
			Sheltered	97%	▼ 93%	▲ 94%
	Rent provides VfM	86%	General Needs	81%	▼ 80%	▲ 85%
			Sheltered	94%	▼ 90%	▲ 93%
	Service charge provides VfM	65%	General Needs	-	60%	▲ 63%
			Sheltered	-	76%	▲ 79%
	Repairs and Maintenance	81%	General Needs	85%	▼ 82%	▼ 80%
			Sheltered	87%	▲ 90%	▲ 92%
	Listens to views*	66%	General Needs	64%	▲ 67%	▼ 66%
			Sheltered	63%	▲ 74%	▼ 71%

*Please note the question from STATUS 2010; 'how satisfied or dissatisfied are you that your views are taken into account by the Council,' changed in STAR 2013/15 to 'how satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them'.

Table 2 Benchmarking for Winchester City Council: *refers to 2013-14 benchmarking data: all other data is from 2013-15.

		Winchester City Council STAR 2015	HouseMark Benchmark National LAs 2013 - 15			Winchester City Council STAR 2015	HouseMark Benchmark All Providers South East 2013 - 15			
			Lower Quartile	Median	Upper Quartile		Lower Quartile	Median	Upper Quartile	
	Overall Service provided	General Needs	88	83	84	85	88	78	83	88
		Overall	89	79	84	87	89	82	87	90
		Sheltered	91	-	-	-	91	86*	88*	91*
	Quality of home	General Needs	84	80	81	84	84	78	81	84
		Overall	85	77	80	83	85	80	84	88
		Sheltered	94	-	-	-	94	90*	93*	94*
	Neighbourhood	General Needs	89	80	81	84	89	80	83	85
		Overall	89	81	84	87	89	82	85	89
		Sheltered	94	-	-	-	94	91*	92*	93*
	Rent provides VfM	General Needs	85	74	78	78	85	74	78	81
		Overall	86	74	79	82	86	76	80	86
		Sheltered	93	-	-	-	93	84*	87*	91*
	Service Charge provides VfM	General Needs	63	64	69	74	63	65	69	73
		Overall	65	67	71	74	65	65	70	74
		Sheltered	79	-	-	-	79	77*	82*	83*
	Repairs and Maintenance	General Needs	80	75	80	83	80	74	80	83
		Overall	81	74	76	83	81	76	82	87
		Sheltered	92	-	-	-	92	81*	85*	87*
	Listens to views	General Needs	66	62	63	65	66	60	64	71
		Overall	66	61	64	67	66	63	69	76
		Sheltered	71	-	-	-	71	64*	74*	77*

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

Key Areas for improvement

Repairs and maintenance service

The level of satisfaction (very/fairly satisfied) with the way Winchester city Council deals with repairs and maintenance has decreased slightly but not significantly from 2013 (83% satisfied) whilst the level of dissatisfaction has increased to 12% of tenants compared to 11% in 2013.

Whilst tenants in sheltered homes show a higher level of satisfaction at 92% there is some movement with a decrease in very satisfied (from 53% in 2013 to 47% in 2015) transferring to an increase in fairly satisfied (38% in 2013 to 45% in 2015). There is also a decrease in satisfaction of general needs tenants to 80% from 82% in 2013. Results show an improvement in how younger people (16 to 34 year olds) perceive this service but this needs to continue to bring satisfaction levels in line with the overall levels. The two age groups with the lowest satisfaction also feel it is more difficult to speak to someone in relation to repairs and maintenance so this aspect should be reviewed to determine what methods of contact tenants prefer. These age groups (16 -34 and 44-54) are also least likely to be satisfied with the final outcome of the Area Property Surveyor.

Given that carrying out repairs and maintenance efficiently continues to be the number one priority for all tenures, this aspect needs more attention.

Listens to views and acts on them / contact and communication

Satisfaction is low on this aspect (66%) a slight decrease on 2013 (68%) but driven by a high level of ambivalence with one fifth of tenants neither satisfied nor dissatisfied. This suggests that they simply do not know if Winchester City Council listens to views and acts on them or that they are not concerned as perhaps they have not had to share their views.

Particular attention should be given to the 35 to 54 age groups where less than half of tenants are satisfied.

This aspect links to sharing information, closing the loop on consultation and sharing results in order to show what the outcomes were as a result of views being brought to the attention of Winchester City Council. It also links to communication where improvements with contact could be addressed as only 67% of tenants find it easy to get through to Housing via the telephone and 71% of tenants advised it was easy to get hold of the right person, decreasing from 74% in 2013.

2) Project details and acknowledgements

Title	Winchester City Council STAR Survey 2015
Client	Winchester City Council
Project number	14224
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3) Introduction

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

Method and Response Rate

Fieldwork was undertaken during April 2015. A sample mailing to 1,350 general needs tenants and a census mailing to 545 sheltered tenants was followed by a reminder mailing of the full questionnaire to non-respondents two weeks later. An incentive prize draw was offered to help boost response rates (first prize an iPad mini, second prize of one full adult membership at either River Park Leisure Centre or Meadowside Leisure Centre, and two third prizes of £50 high street vouchers). This approach yielded an overall 43% response rate (39% for general needs 54% for sheltered).

Statistical reliability and reporting conventions

With a total of 828 responses to the survey the overall results in this report are accurate to $\pm 3\%$ at the 95% confidence level. This means that we can be 95% certain that the results are between $\pm 3\%$ of the calculated response, so the 'true' response could be 3% above or below the figures reported (i.e. a 50% agreement rate could in reality lie within the range of 47% to 53%). The results for general needs tenants are accurate to ± 4.0 at the 95% confidence level and the results for sheltered tenants are accurate to ± 3.9 at the 95% confidence level.

Table 3 Stock totals, survey responses and resultant confidence intervals

Overall					
Tenure	Stock	Surveys Sent	Returns	Response Rate	Confidence Interval
General needs	4396	1350	535	40%	± 4.0
- City	2359	830	287	35%	± 5.4
- Rural	2037	520	248	48%	± 5.8
Sheltered*	546	545	293	54%	± 3.9
Total	4941	1895	828	44%	± 3.1

*For the purposes of this survey sheltered includes those schemes listed in Appendix 3.

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.

In order to ensure that the findings are as representative to Winchester City Council's housing stock as possible, weighting by tenure (general needs and sheltered) has been applied.

Sub group variances

It should also be noted that the respondent profile (see Appendix 1) is not representative of the tenant profile as a higher proportion of older tenants have replied. This is particularly relevant when viewing the charts of sub groups and results by age groups. The Non BME sub group includes all respondents who advised their ethnicity as English/Welsh/Scottish/Northern Irish/British. BME therefore includes all other ethnic groups including Irish or Gypsy or Irish Traveller or any other White background.

Sample bases for faith and sexual orientation sub groups were generally too small to provide statistically significant differences; therefore unless results show a statistically significant variance, detailed breakdowns by these sub group categories are not presented in all sub group charts other than in overall satisfaction (Figure 2).

Rounding percentages issue

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 95%, giving the appearance that the reported total is incorrect.

Due to weighting the data, the base size for general needs is considerably larger in comparison to sheltered. As a result of this, overall figures combining data from the two, are skewed towards general needs.

Benchmarking

Where possible results have been benchmarked as follows:

- ◆ Against the results from Winchester City Council Tenant Satisfaction Survey 2013 tenants
- ◆ Against benchmarking information available via HouseMark

4) Satisfaction with key areas

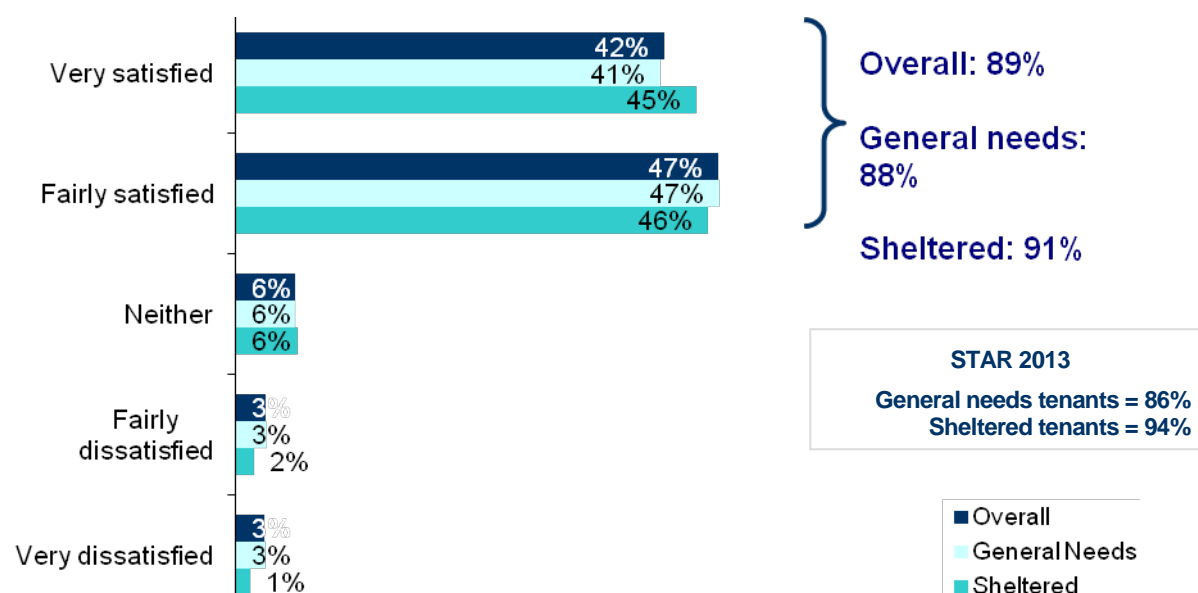
This section presents findings on tenants' satisfaction with the services provided by Winchester City Council covered by the core questions of the STAR survey.

Satisfaction with the service provided by Winchester City Council

When asked to take everything into account 89% of tenants are satisfied with the service provided by Winchester City Council, which is similar to 2013 (88%). There has been some slight movement in the level of satisfaction with 42% very satisfied compared with 44% in 2013 and 47% fairly satisfied compared with 43% in 2013. Ambivalence and dissatisfaction remain in line with 2013 results.

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

Percentage of respondents



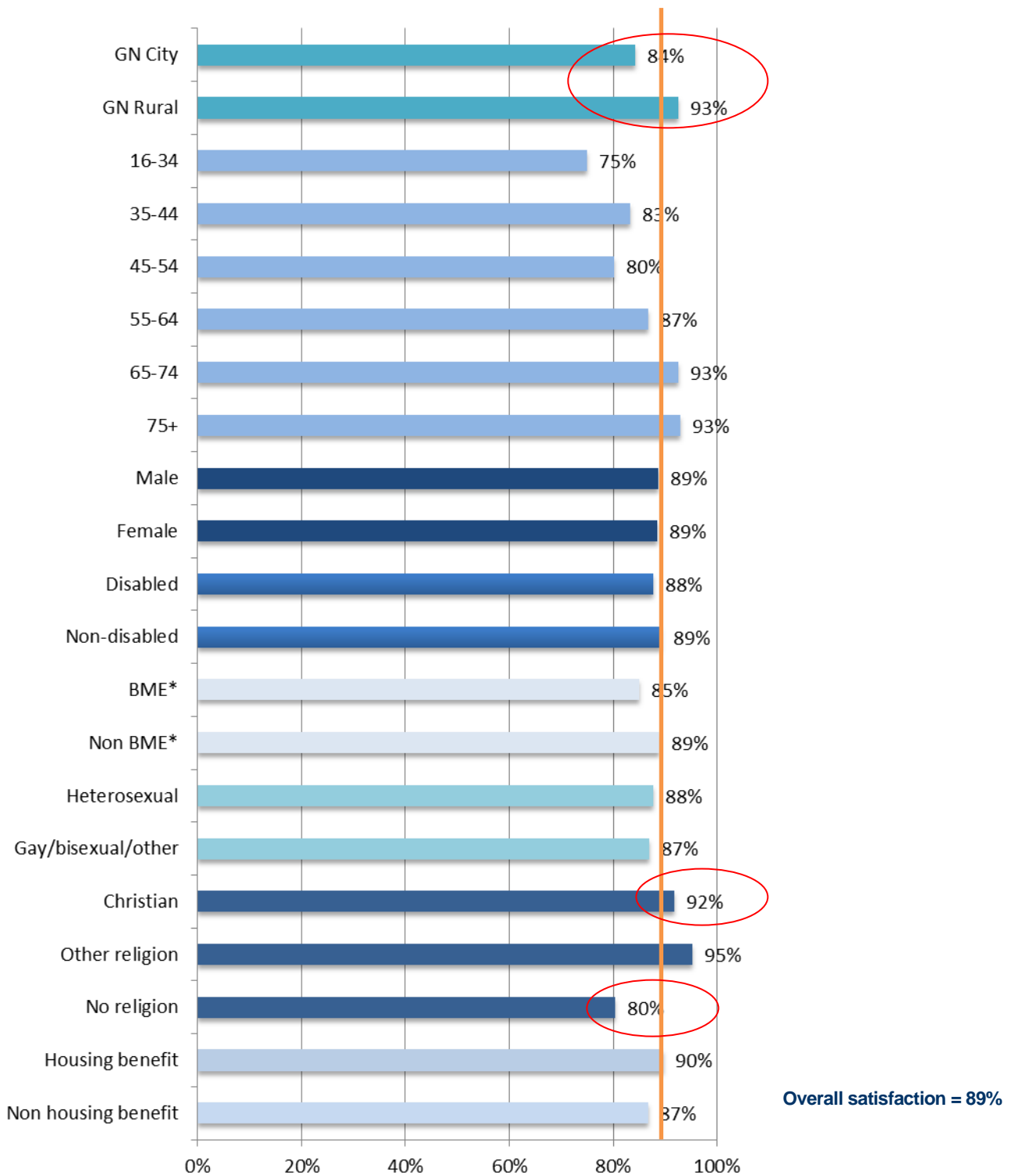
Although sheltered tenants are more likely to be satisfied (91%) with the overall service provided by Winchester City Council than general needs tenants (88%) the trends show that general needs tenants are increasingly more satisfied (86% in 2013) whereas satisfaction has declined for sheltered tenants (94% in 2013). However, both of these changes in satisfaction fall within the margin of error and are therefore not statistically significant (at a 95% confidence level).

Further analysis by subgroups of those who were very/fairly satisfied shows:

- ◆ General needs tenants living in rural areas are statistically significantly more likely to be satisfied (93%) than those living in city areas (84%).
- ◆ As in previous surveys, there is an almost direct relationship between age and satisfaction with older age-groups considerably more likely than younger age groups to be satisfied with the service provided by Winchester City Council; 93% of tenants aged 65 and over are significantly more satisfied compared to 75% of tenants aged between 16 and 34.

- ◆ There is a statistical difference between Christian (92%) and no religion (80%)
- ◆ Gender and disabled sub groups are in line with overall satisfaction (89%) and show no variance between sub groups.

Figure 2 – Satisfaction (very/fairly) with the service provided by Winchester City Council by subgroups (overall satisfaction is depicted by the orange line)



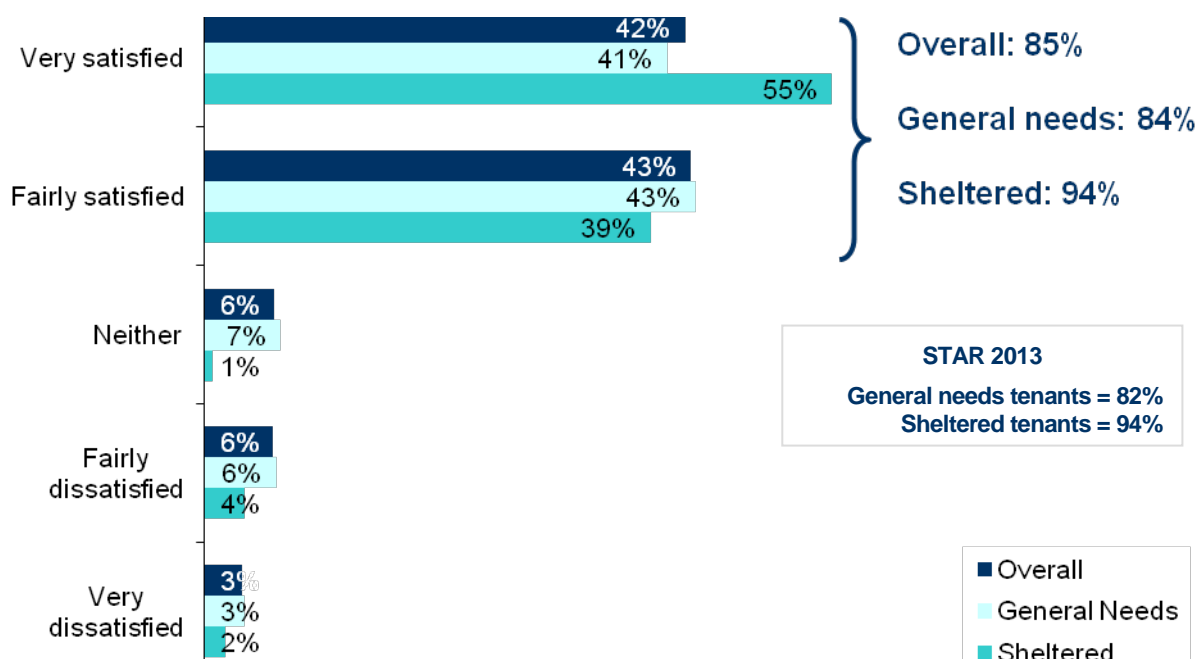
*Base group too small to be statistically significant

Satisfaction with overall quality of home

Overall 85% of tenants are satisfied with the quality of their home a slight increase on 2013 (84%). 9% expressed dissatisfaction.

Figure 3 Satisfaction with the overall quality of the home / tenure

Percentage of respondents

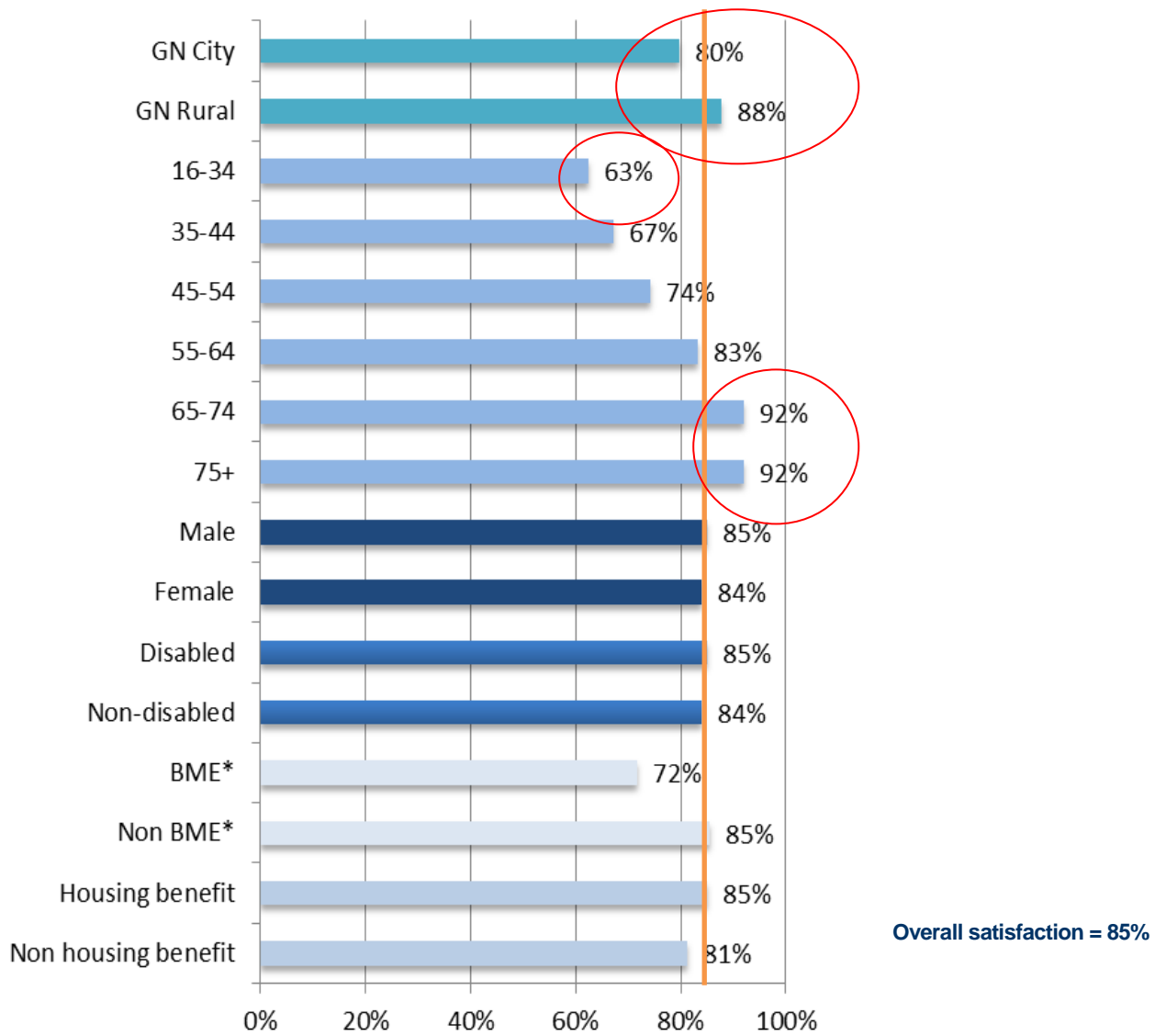


Whilst the majority of Sheltered tenants (94%) remain satisfied with the overall quality of their home (no change from 2013), there has been a slight increase in satisfaction of general needs tenants with 84% who are satisfied compared to 82% in 2013. Over half (55%) of sheltered tenants expressed that they were very satisfied.

Further analysis by subgroups of those who were very/fairly satisfied shows:

- ◆ There is a significant difference between the level of satisfaction of general needs tenants in the city areas (80%) and general needs tenants in the rural areas (88%)
- ◆ Whilst there continues to be a direct correlation between age and satisfaction with the overall quality of the home this is not as exaggerated as in 2013 but remains significant; 63% of tenants aged under 34 are satisfied compared to 92% of those aged over 65 and above.

Figure 4 Satisfaction (very/fairly) with the overall quality of home by subgroups (overall satisfaction is depicted by the orange line)



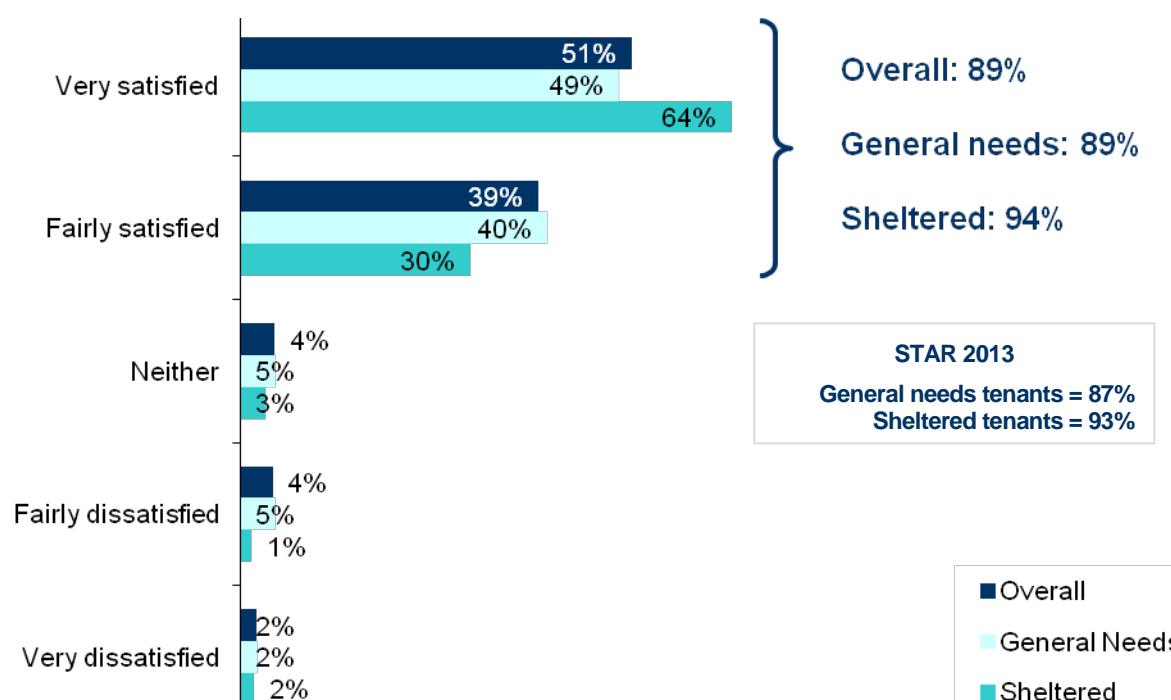
*Base group too small to be statistically significant

Satisfaction with the neighbourhood as a place to live

Overall, 89% of tenants are satisfied with their neighbourhood as a place to live which is on a par with 2013 results (88%). With only 7% of tenants expressing dissatisfaction this too is similar to 2013 (8%).

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

Percentage of respondents

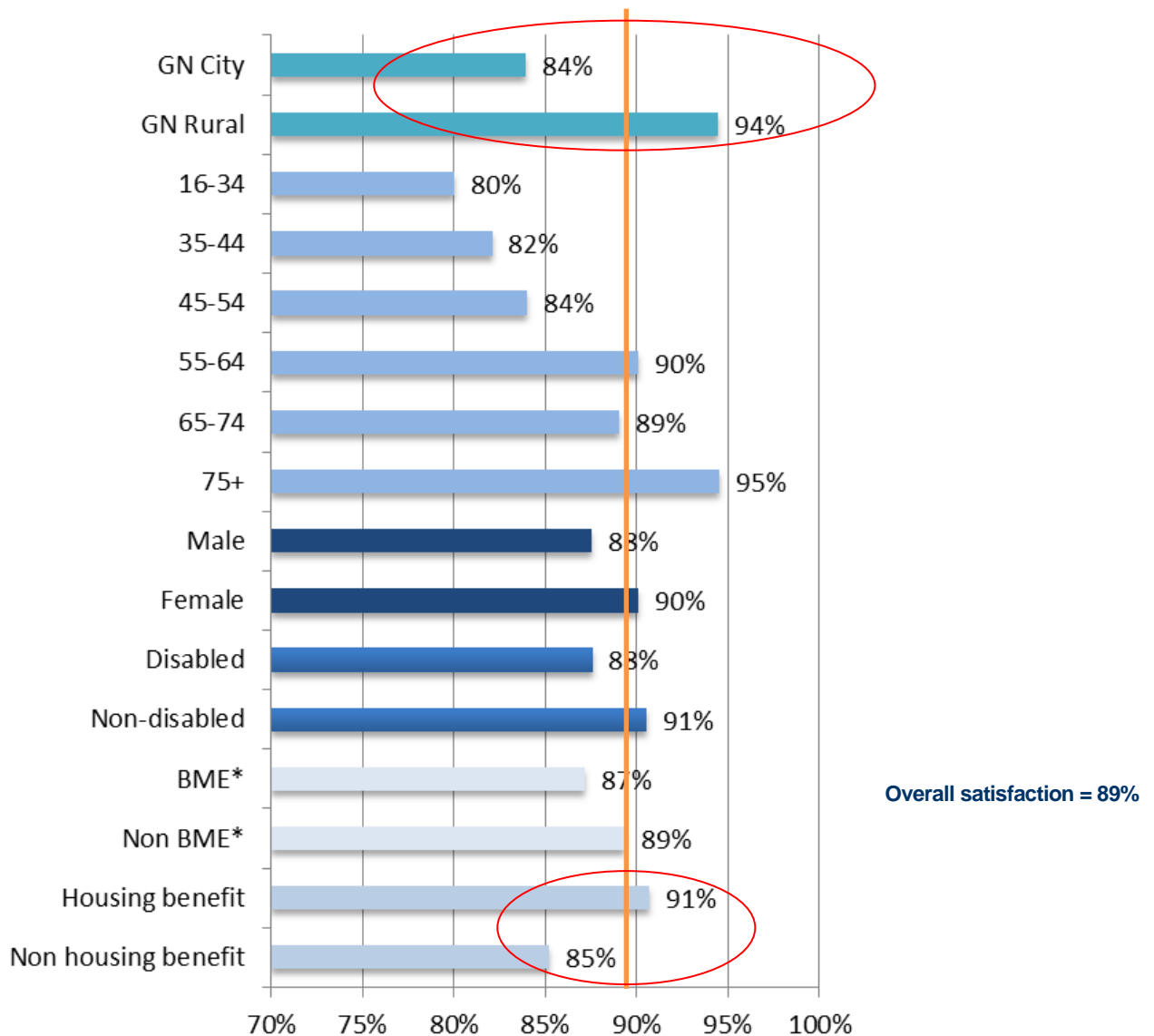


When considering tenure type; sheltered tenants are most likely to be satisfied (94%) with a slight increase on 2013 (93%), with nearly two thirds (64%) stating that they are very satisfied. In contrast, 89% of general needs tenants are satisfied with their neighbourhood as a place to live, with half (51%) expressing that they are very satisfied. General needs tenants show a slight increase in satisfaction compared to 2013 (87%).

Further analysis by subgroups of those who were very/fairly satisfied shows:

- ◆ Whilst the difference between the level of satisfaction for general needs tenants in the city (84%) and general needs tenants in rural areas (94%) is similar to 2013 (86% and 93% respectively) it is still a significant difference.
- ◆ Although, as in 2013, there is an almost direct correlation between age and satisfaction; 80% of tenants aged under 34 are satisfied with their neighbourhood as a place to live, 95% of tenants aged over 75 are satisfied, this shows an increase in satisfaction for the younger age groups (77% satisfied aged 16-34 in 2013).
- ◆ A statistically significant difference was found in satisfaction levels between those on housing benefit (91% above overall satisfaction level) and those who weren't (85% below overall satisfaction).

Figure 6 Satisfaction (very/fairly) with the neighbourhood as a place to live by subgroups (overall satisfaction is depicted by the orange line)



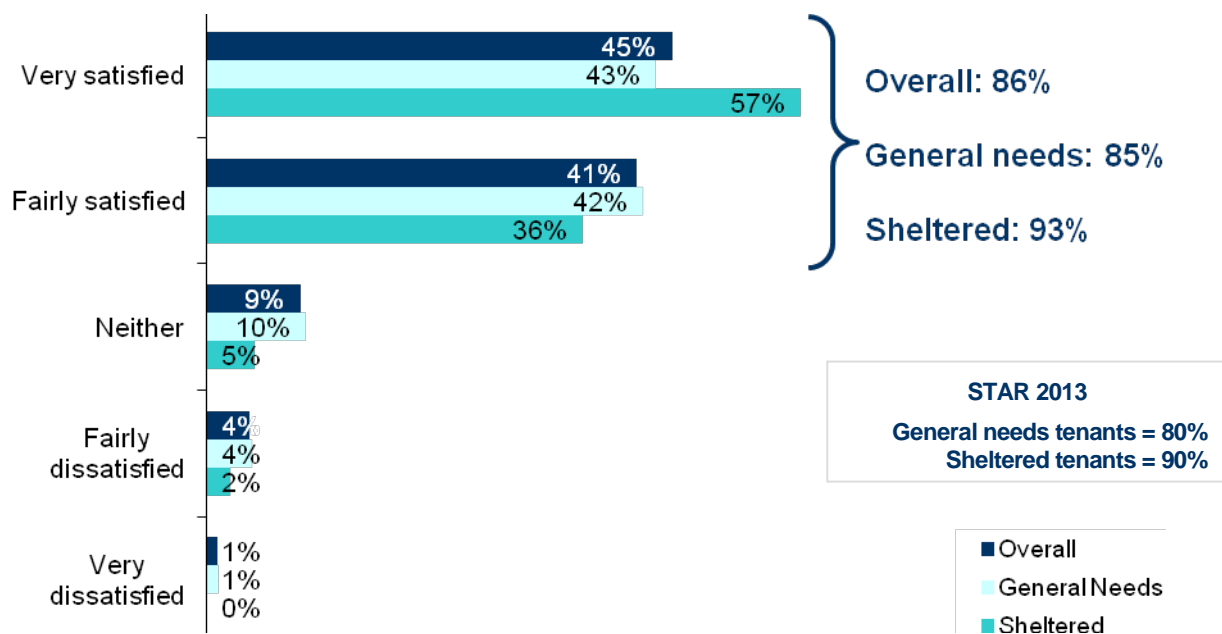
*Base group too small to be statistically significant

Rent provides value for money

All respondents were asked how satisfied or dissatisfied they were that their rent provides value for money. 86% of tenants feel satisfied that the rent provides value for money with 45% being very satisfied and just 5% being dissatisfied. This shows an improvement on 2013 where 82% of tenants expressed a level of satisfaction.

Figure 7 Satisfaction that rent provides value for money / tenure

Percentage of respondents

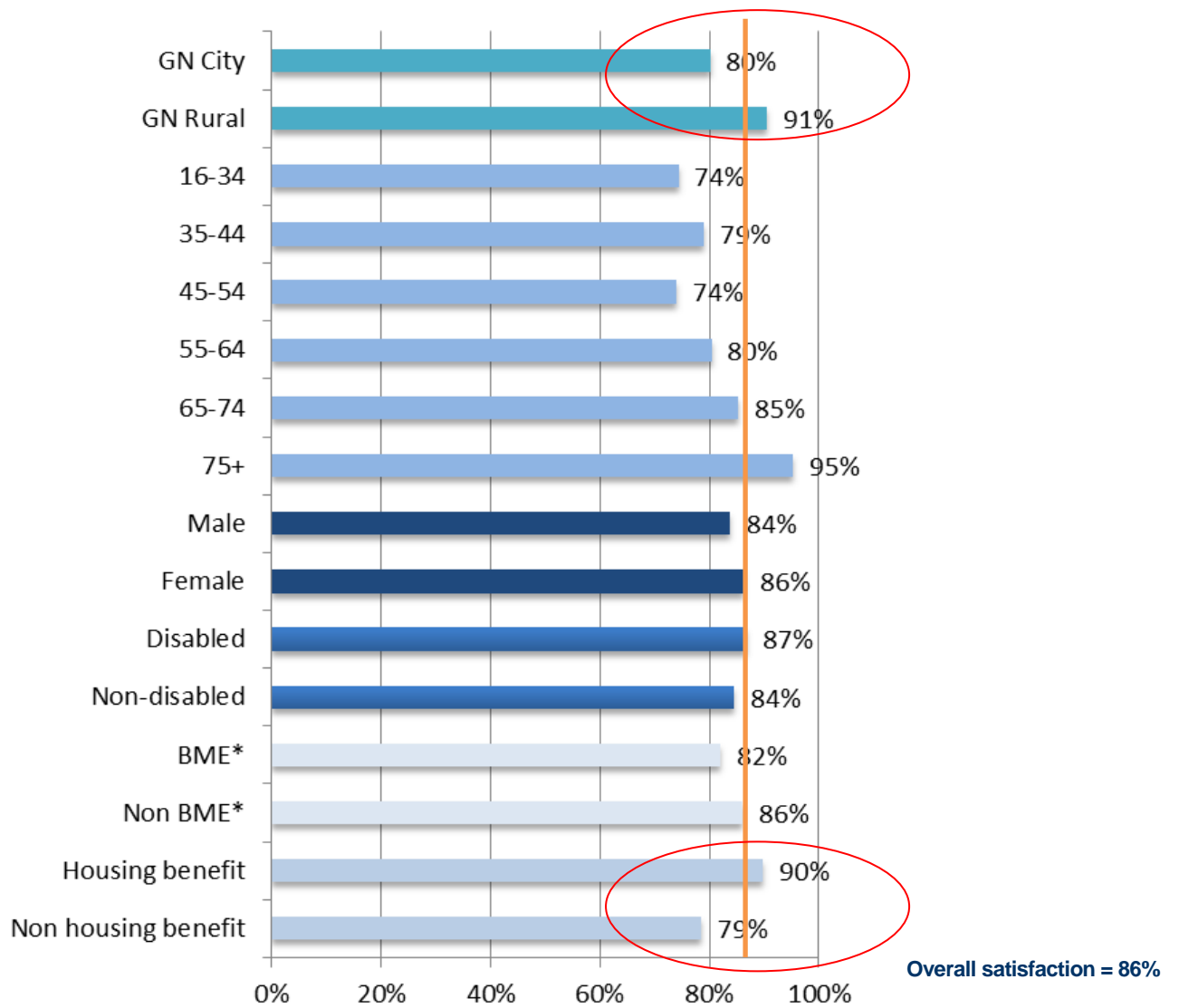


Sheltered tenants continue to express a statistically significant level of greater satisfaction (93%) than general needs tenants (85%), although both show increased levels of satisfaction compared to 2013 (90% and 80% respectively).

Further analysis by subgroups of those who were very/fairly satisfied shows:

- ◆ The difference in level of satisfaction (very/fairly) between general needs tenants in the city (80%) and in rural areas (91%) has widened and is statistically significant.
- ◆ Whilst the correlation between age and satisfaction seen for other questions still exists it is not as exaggerated due to an improvement in satisfaction for the 16 to 34 age group; 95% of tenants aged over 75 are satisfied compared to 74% of tenants aged under 34 (compared to 59% in 2013).
- ◆ There is a highly significant difference in satisfaction rates between those on housing benefit (90%) and those who are not (79%)
- ◆ There are no significant differences between other subgroups; gender, and disability

Figure 8 Satisfaction (very/fairly) that rent provides value for money by subgroups
 (overall satisfaction is depicted by the orange line)



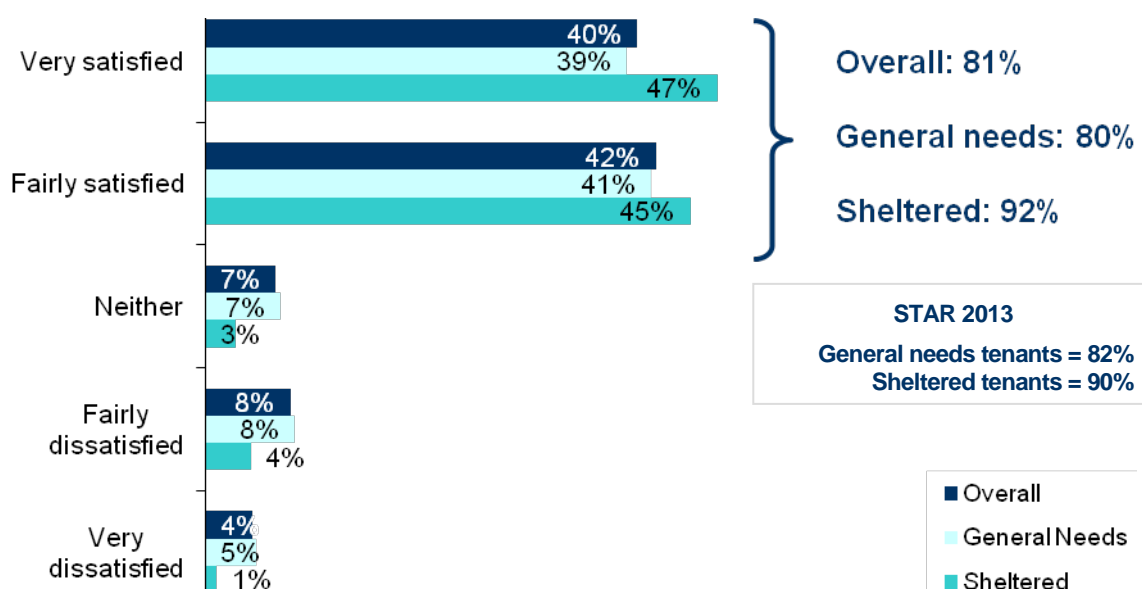
*Base group too small to be statistically significant

Repairs and maintenance

Just over eight out of ten tenants (81%) expressed satisfaction (very/fairly satisfied) with the way Winchester City Council deals with repairs and maintenance. This is a slight decrease on 2013 (83% satisfied). 12% of tenants are dissatisfied compared to 11% in 2013.

Figure 9 Satisfaction with the way Winchester City Council deals with repairs and maintenance / tenure

Percentage of respondents



Tenants in sheltered homes continue to indicate high satisfaction with 92% either very or fairly satisfied with the way Winchester City Council deals with the repairs and maintenance service. This shows a slight but not significant increase on 2013 (90%). However there is some movement with a decrease in very satisfied (from 53% in 2013 to 47% in 2015) transferring to an increase in fairly satisfied (38% in 2013 to 45% in 2015).

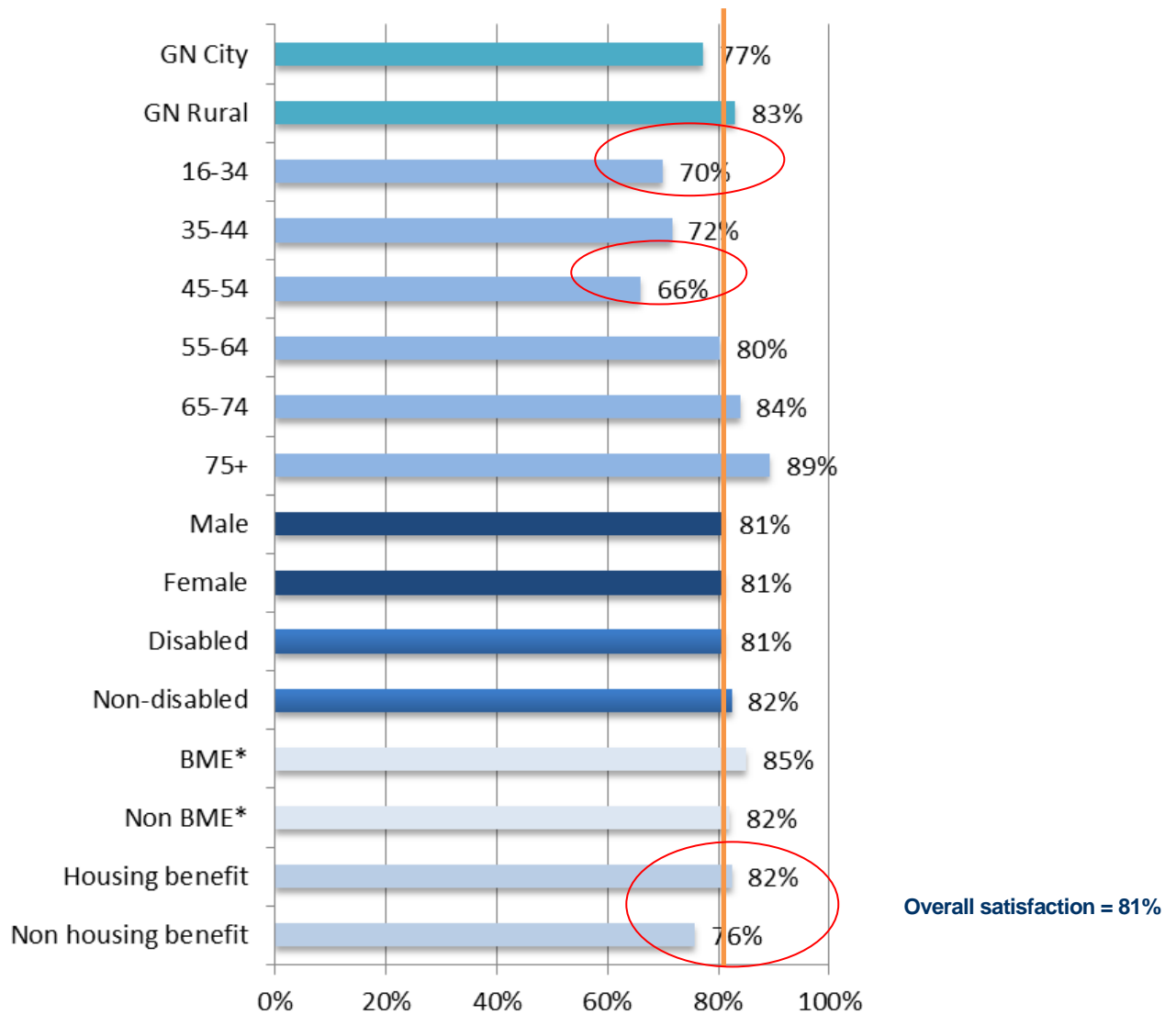
Eight out of ten (80%) tenants in general needs homes are satisfied, a slight decrease on 2013 (82%). Again this is not statistically significant.

Further analysis of the results by subgroups shows that:

- ◆ Whilst there is some difference between the level of satisfaction with repairs and maintenance between general needs tenants in cities (77%) and general needs tenants in rural areas (83%) the difference is not significant. Overall, 80% of general needs tenants are satisfied.
- ◆ Satisfaction amongst the younger age group (16 to 34 year olds) has increased (70%) compared to 2013 (54%) but there is still a significant difference between this age group and the 75 and over tenants (89%). Also of importance is the dip in satisfaction for the 45 to 54 age group of tenants where satisfaction falls to 66%.
- ◆ The satisfaction rate for those on housing benefit (82%) is consistent with overall satisfaction levels whereas those not on housing benefit report much lower satisfaction (76%). This difference is highly statistically significant.
- ◆ Satisfaction levels by other demographic groups ie gender and disability show no differences and are also in line with the overall level of 81% satisfaction.

Figure 10 Satisfaction (very/fairly) with the way Winchester City Council deals with repairs and maintenance by subgroups

(overall satisfaction is depicted by the orange line)



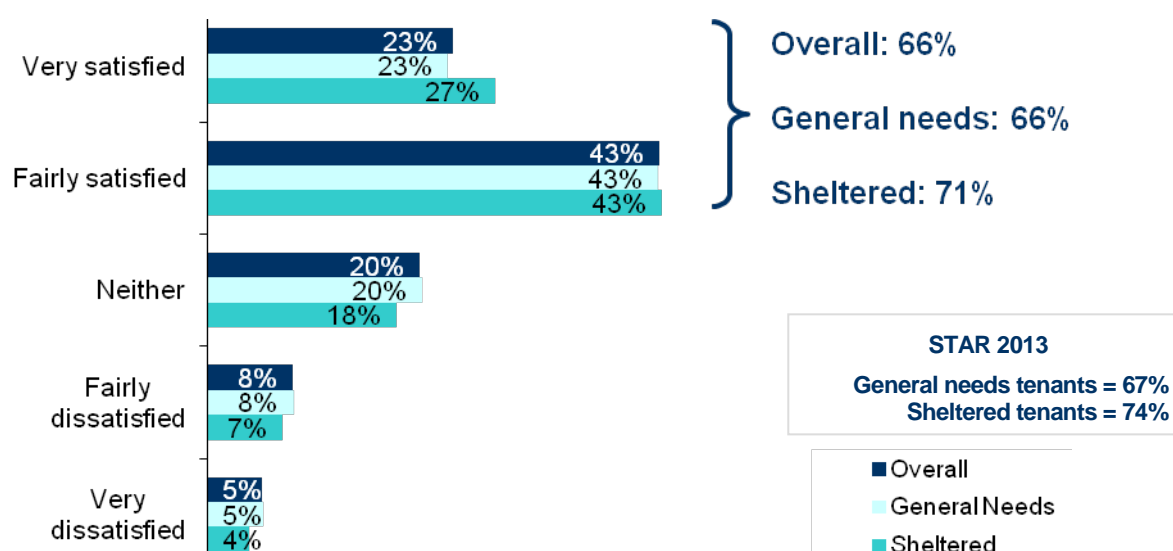
*Base group too small to be statistically significant

Listens to views and acts upon them

Two thirds of tenants (66%) are satisfied (very/fairly) that their views are listened to and acted upon, this compares to 68% in 2013. However, ambivalence is high with one fifth (20%) of tenants feeling neither satisfied nor dissatisfied that their views are listened to and acted upon. 14% of tenants are dissatisfied (very/fairly) compared to 13% in 2013.

Figure 11 Satisfaction that Winchester City Council listens to views and acts upon them / tenure

Percentage of respondents



Sheltered tenants are most likely to express satisfaction (71%) compared to two thirds (66%) of general needs tenants. The level of ambivalence also falls for sheltered tenants to 18%. Whilst general needs tenants are in line with overall results, only 11% of sheltered tenants indicated dissatisfaction (very/fairly) that their views were listened to and acted upon.

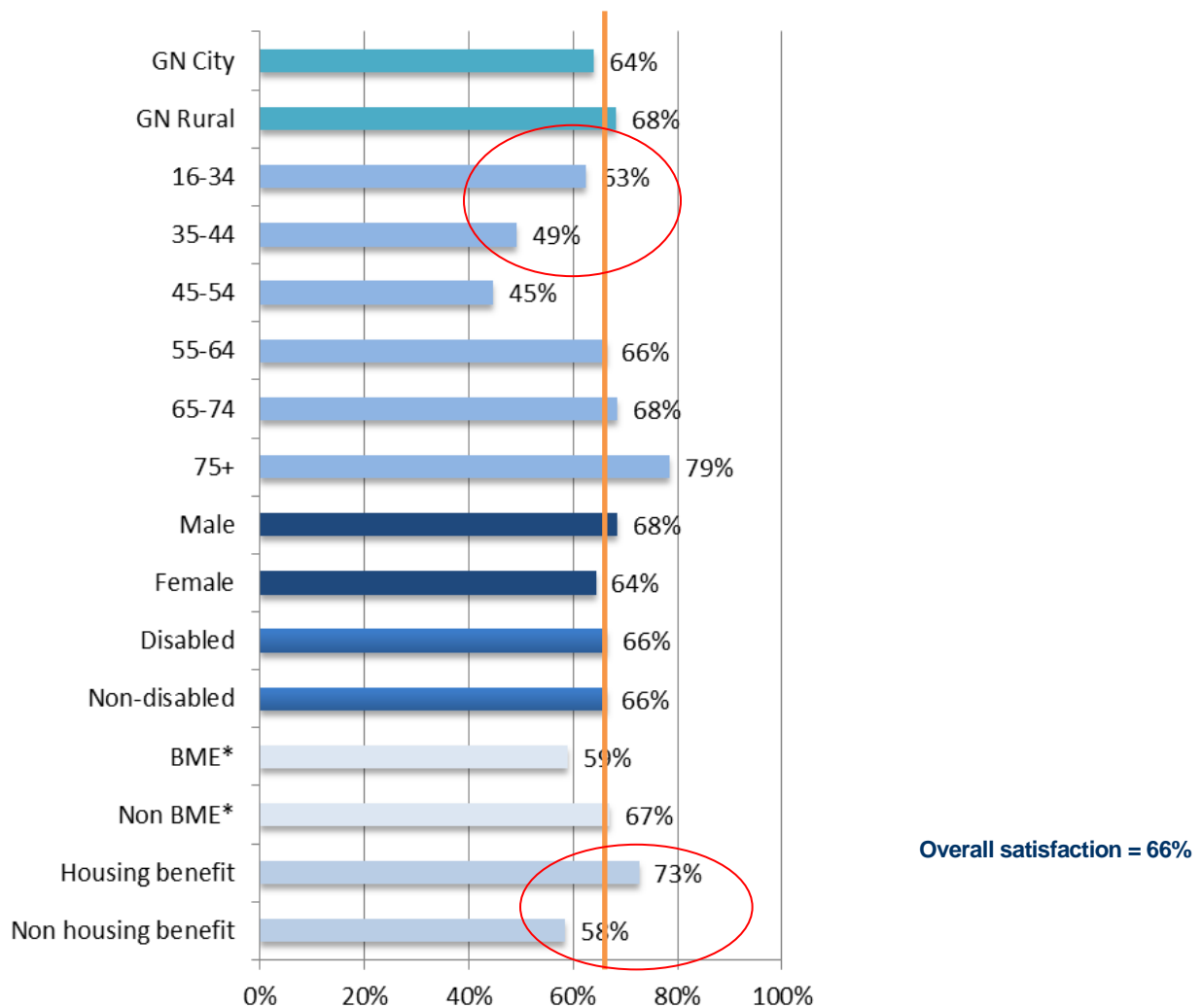
When compared to 2013, the level of satisfaction has decreased for all tenants with 71% of sheltered tenants expressing satisfaction compared to 74% in 2013 and 66% of general needs tenants compared to 67% in 2013. For sheltered tenants this has transferred into increased ambivalence (16% replied neither in 2013) rather than dissatisfaction (10% in 2013 compared to 11% in 2015).

Further analysis of the results by subgroups shows that:

- ◆ There is little variation in satisfaction that Winchester City Council listens to views and acts upon them between general needs tenants in cities (64%) and general needs tenants in rural areas (68%).
- ◆ There have been a number of notable changes in relation to age groups with those aged 35 to 54 showing significantly lower satisfaction (45% combined age groups) than other age groups. Whilst the 16 to 34 age group has increased in satisfaction (63% compared to 38% in 2013) this is not significant due to the low sample base, however the decrease in satisfaction for the 45 to 54 age group is significant (45% compared to 54% in 2013).
- ◆ Satisfaction levels for both those on housing benefit (73%) and those who are not (58%), are inconsistent with the overall satisfaction level of 66%. The difference between the two groups is highly significant.

Figure 12 Satisfaction (very/fairly) that Winchester City Council listens to views and acts upon them by subgroups

(overall satisfaction is depicted by the orange line)



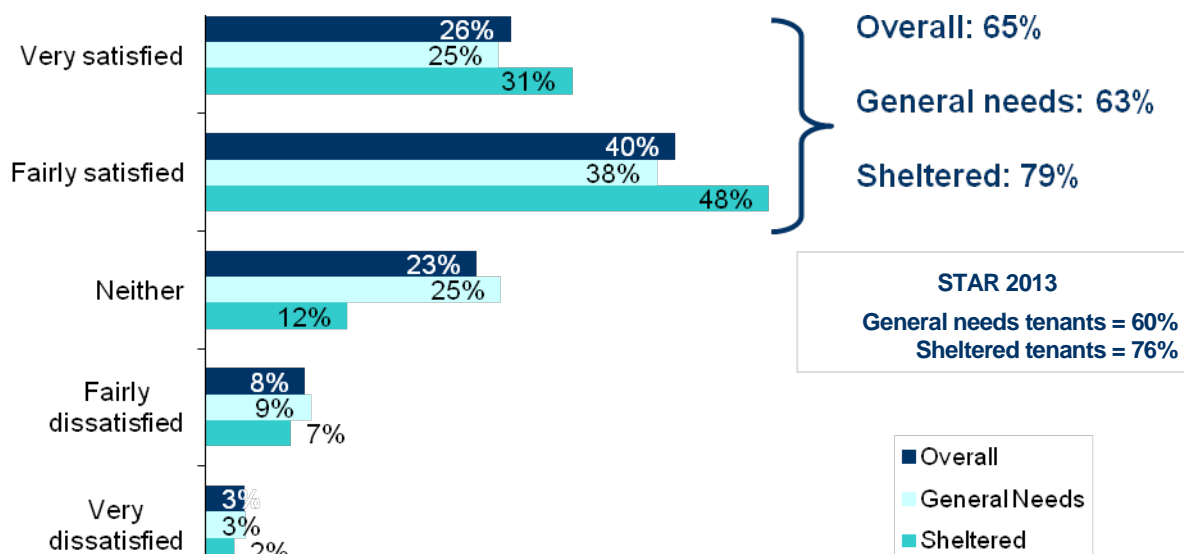
*Base group too small to be statistically significant

Value for money service charge provides

Tenants who paid a service charge were asked if they were satisfied that this provides value for money; therefore not all tenants answered this question. Nearly two thirds (65%) of tenants who pay a service charge are satisfied (very/fairly) that the charge provides value for money; this compares to 63% in 2013. 12% of tenants expressed some dissatisfaction (very/fairly) compared to 14% in 2013.

Figure 13 Satisfaction that service charge provides value for money / tenure

Percentage of respondents



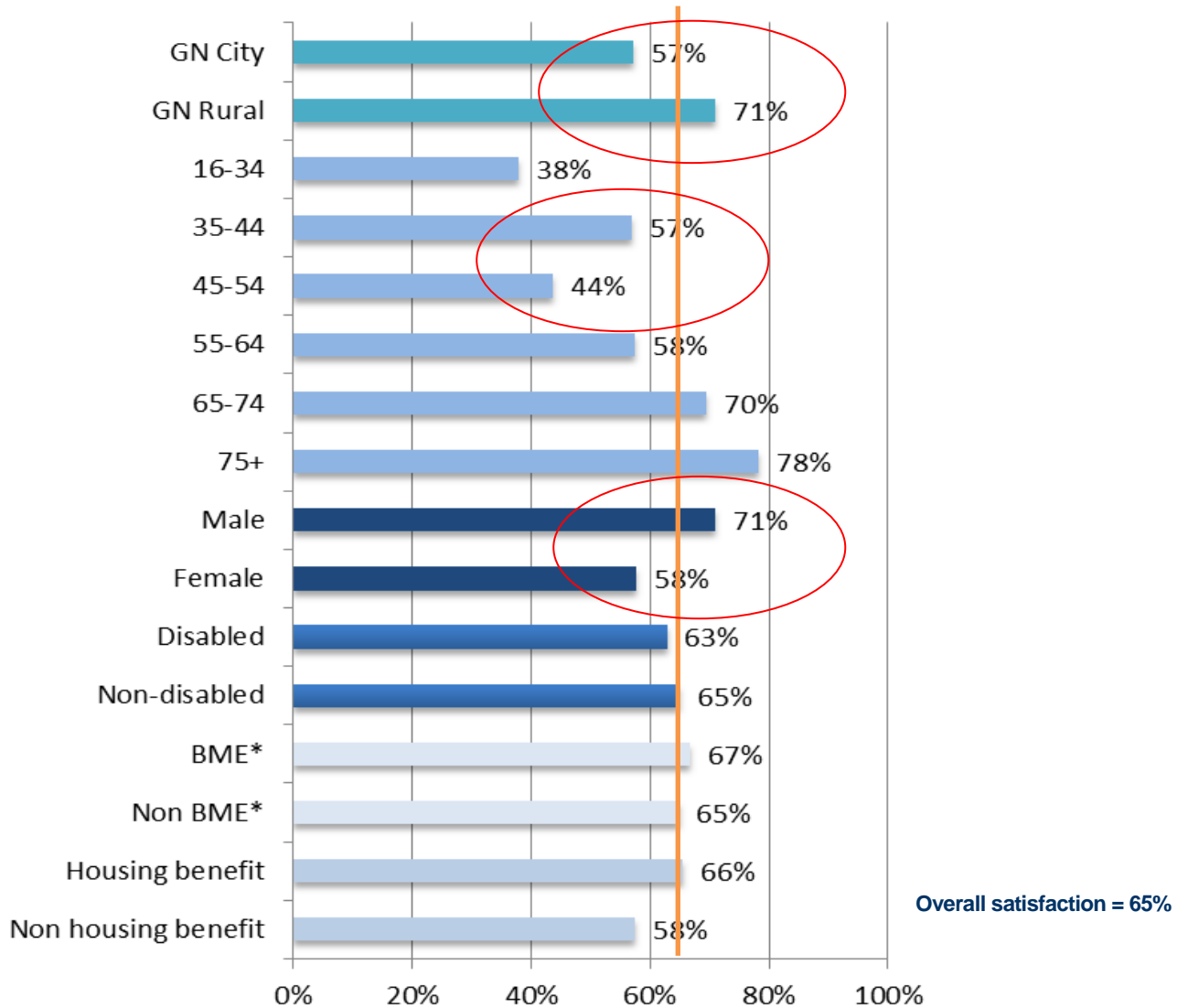
Nearly eight out of ten (79%) of sheltered tenants expressed satisfaction (very/fairly) with the value for money provided by the service charge. This is an increase (although not significant) on 2013 where 76% of sheltered tenants expressed a level of satisfaction. Dissatisfaction (very/fairly) has decreased to 9% from 11% in 2013.

Satisfaction has also increased amongst general needs tenants with 63% expressing satisfaction (very/fairly) compared to 60% in 2013, this increase is not significant. Most notable, those who are very satisfied has increased to 25% (from 22% in 2013) whilst those who are fairly satisfied has remained static at 38%. Dissatisfaction has decreased to 12% from 16% in 2013.

Further analysis by subgroups shows that:

- ◆ General needs tenants in rural areas are significantly more satisfied (very/fairly) at 71% than general needs tenants living in cities (57%).
- ◆ Once again, as seen with other results in this section, there is a direct correlation between age and satisfaction; only 38% of tenants aged between 16 to 34 are satisfied compared to 78% of tenants aged over 75 although the small sample base means this is not statistically significant. Whilst results by most age groups are similar to 2013 there are two notable changes; the 45 to 54 age group shows a significant decline to 44% satisfaction (very/fairly) from 60% in 2013 and the 35 to 44 age group shows an increase to 57% from 45% in 2013.
- ◆ There is also a significant difference in level of satisfaction (very/fairly) between male tenants (71%) and females (58%); females have a higher (but not significant) level of ambivalence than males (28% and 19% respectively).

Figure 14 Satisfaction (very/fairly) that service charge provides value for money by subgroups (overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

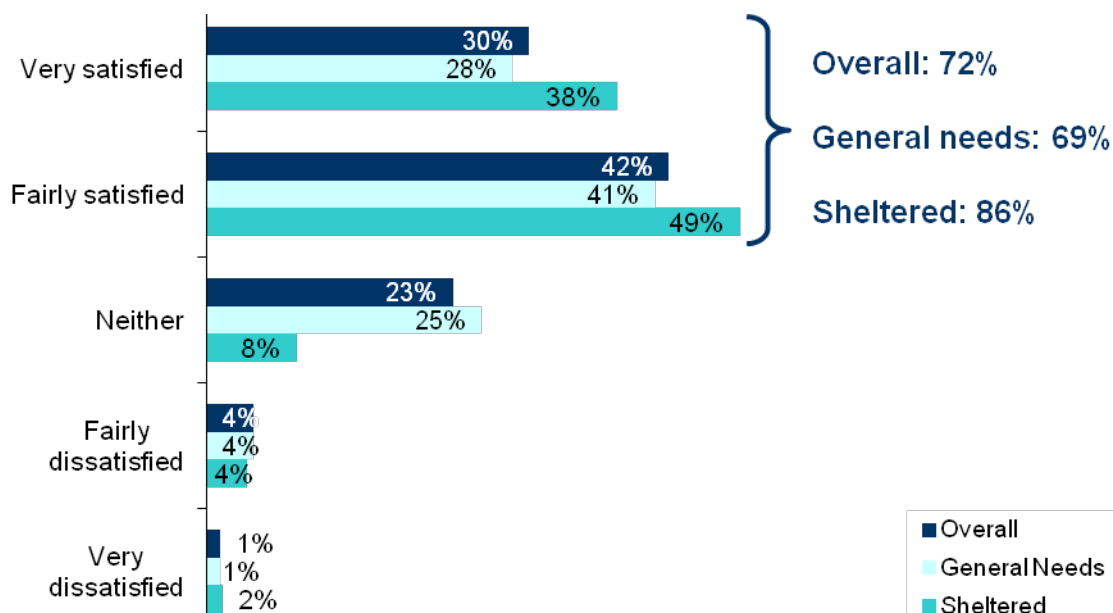
Satisfaction with information about service charge

Tenants who pay a service charge were asked how satisfied or dissatisfied they were that the information Winchester City Council provides makes it clear what the service charge covers and how it is calculated.

Nearly three quarters (72%) expressed a level of satisfaction (very/fairly) with the information they receive about their service charge; 30% indicated they were very satisfied. Only 5% expressed a level of dissatisfaction.

Figure 15 Satisfaction with information about service charge / tenure

Percentage of respondents

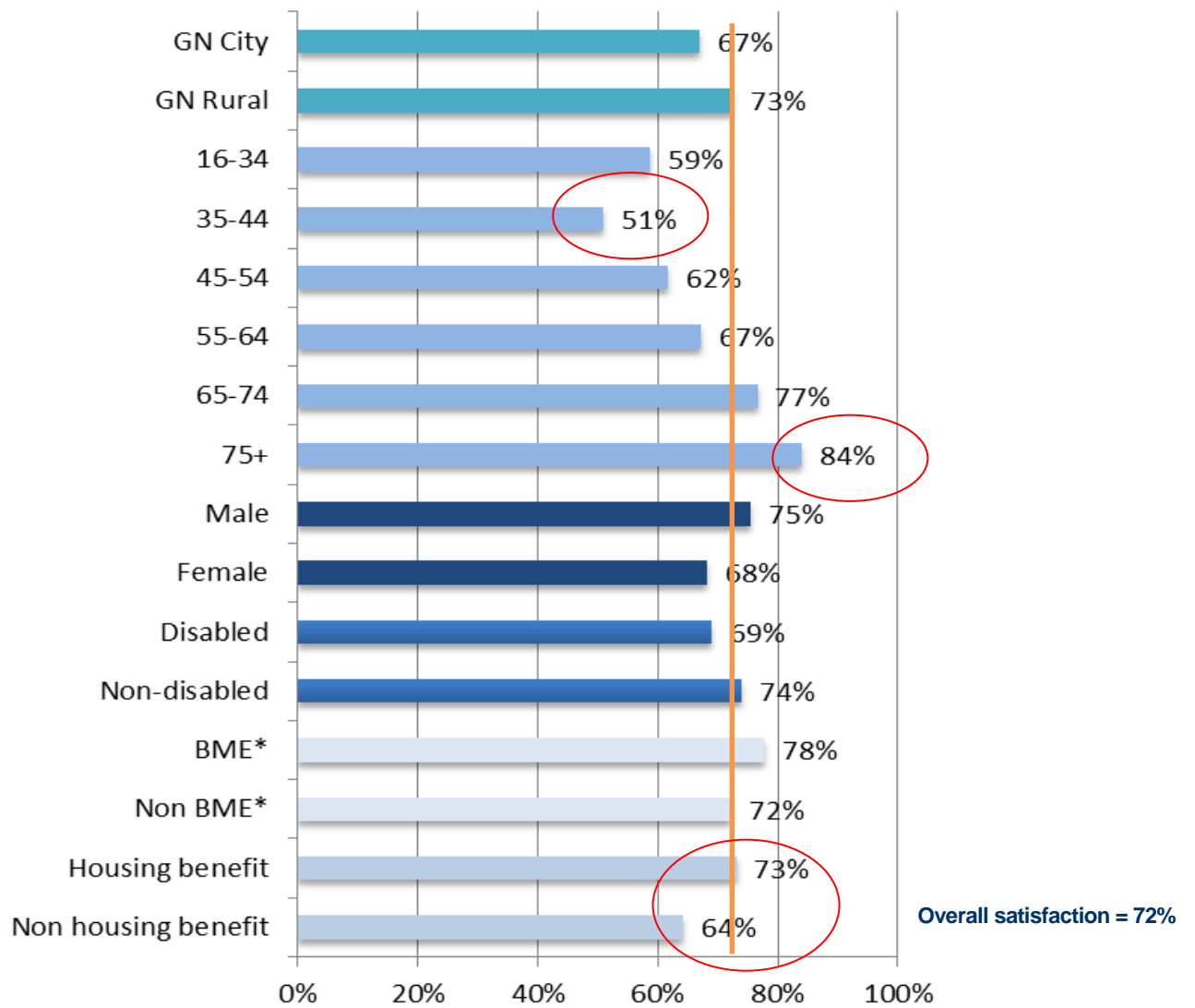


Those tenants in sheltered homes were more likely to be satisfied with the information relating to their service charge (86%) and only 8% advised they were neither satisfied or dissatisfied. However a quarter (25%) of general needs tenants advised they were neither satisfied nor dissatisfied and overall satisfaction (very/fairly) was 69%

Further analysis by subgroups shows that:

- ◆ Those aged 35 to 44 are least satisfied (51%) compared to those aged 75 and over (84%). This difference is significant. Aside from the 35 to 44 age group there is some correlation between age and satisfaction.
- ◆ Satisfaction levels for those not on housing benefit (64%) is below the overall satisfaction rate and statistically significantly different to the satisfaction rate of those who are on housing benefit (73%)

Figure 16 Satisfaction (very/fairly) with the information about service charge by subgroups
 (overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

5) General services

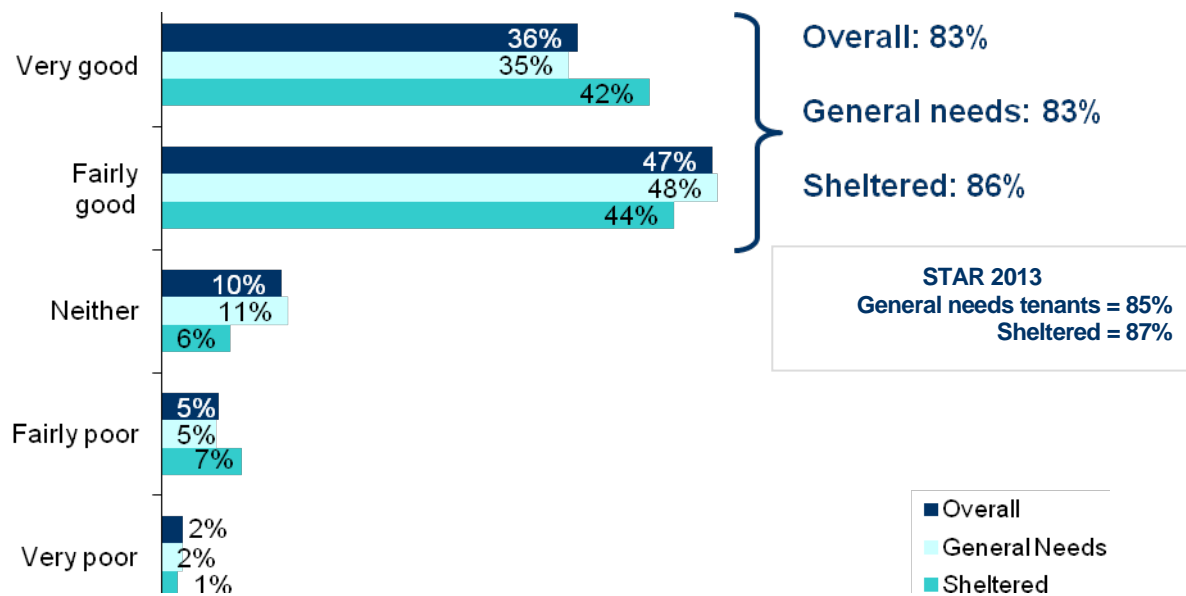
This section presents findings on tenants' satisfaction with general services provided by Winchester City Council

Keeping tenants informed

Whilst the majority of tenants (83%) felt that Winchester City Council is good (very/fairly) at keeping them informed about things that might affect them as a tenant, this is a slight (but not significant) decrease on 2013 (86%). Whilst dissatisfaction remains at 7% of tenants, the level of tenants stating that Winchester City Council is very good at keeping them informed decreased to 36% from 41% in 2013.

Figure 17 How good or poor Winchester City Council is at keeping you informed about things that affect you as a tenant / tenure

Percentage of respondents

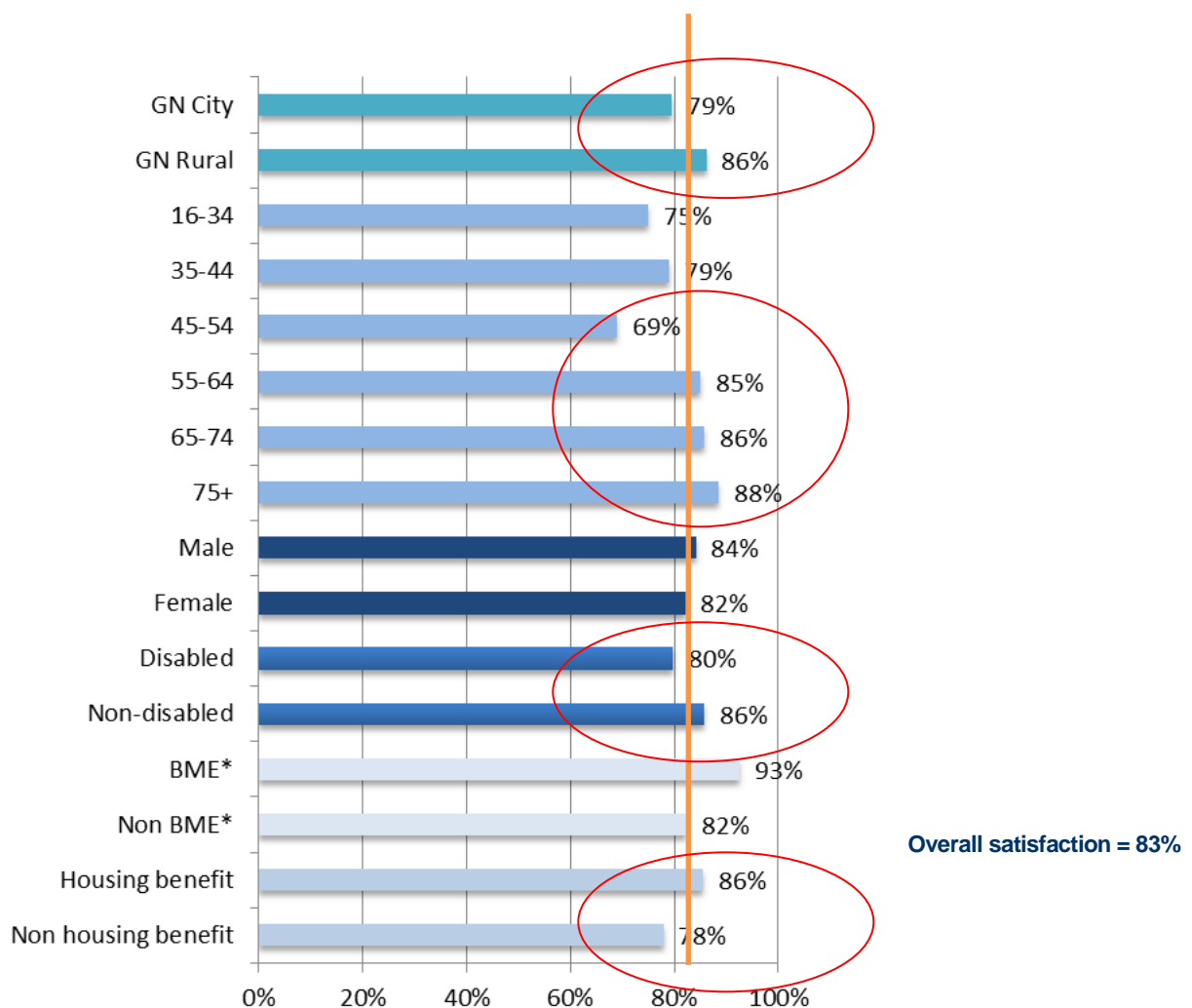


There is little difference in the proportion of general needs (83%) and sheltered tenants (86%) who feel Winchester City Council is good at keeping them informed. The change against 2013 is also not significant.

Further analysis by subgroups shows that:

- ◆ There is a significant difference between satisfaction (very/fairly) of general needs tenants in cities (79%) and general needs tenants in rural areas (86%).
- ◆ There is also a significant difference between those aged 45 to 54 years compared to older age groups of 55 and above. There is no significant difference with younger age groups; those aged 16 to 44. Those aged 55 and above are significantly more satisfied than the 45 to 54 age group.
- ◆ Disabled tenants are significantly less satisfied (80%) than those who do not have a limiting disability (86%).
- ◆ There is a highly significant difference between the housing benefit group (86%) and the non-housing benefit group (78%) with the satisfaction rate falling below the overall satisfaction level for those in the non-housing benefit group.

Figure 18 How good (very/fairly) Winchester City Council is at keeping tenants informed by subgroups (overall satisfaction is depicted by the orange line)



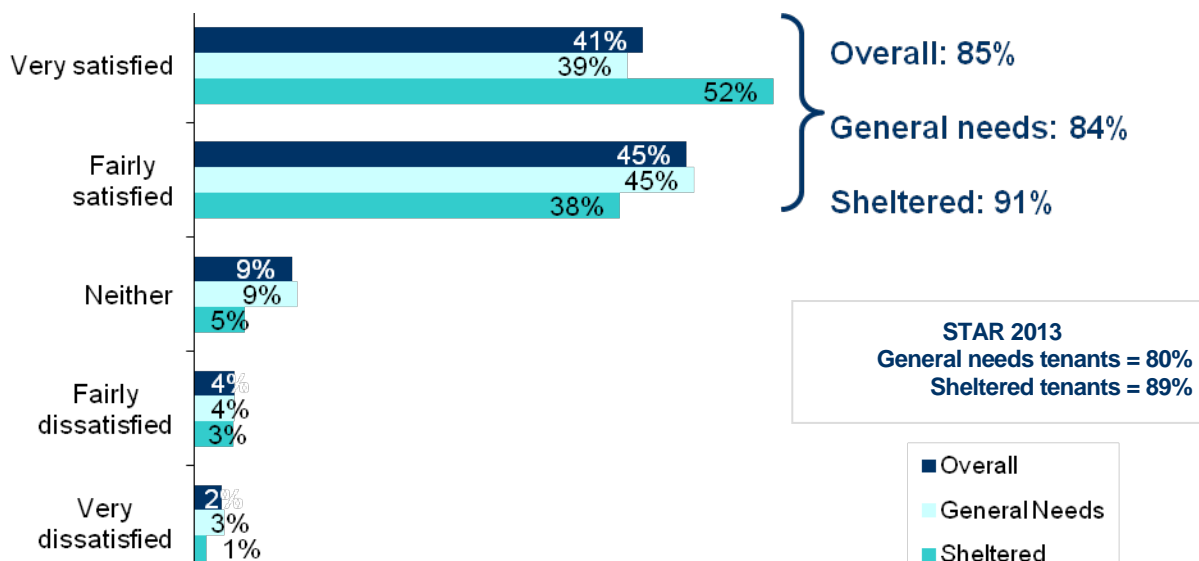
*Base group too small to be statistically significant

Winchester City Council treats tenants fairly

When asked to indicate how satisfied or dissatisfied tenants were that Winchester City Council treats them fairly, a total of 85% of tenants are satisfied (very/fairly) with only 6% expressing some level of dissatisfaction. This shows an increase in satisfaction against 2013 (85% compared to 82%) although it is not significant.

Figure 19 Winchester City Council treats tenants fairly / tenure

Percentage of respondents

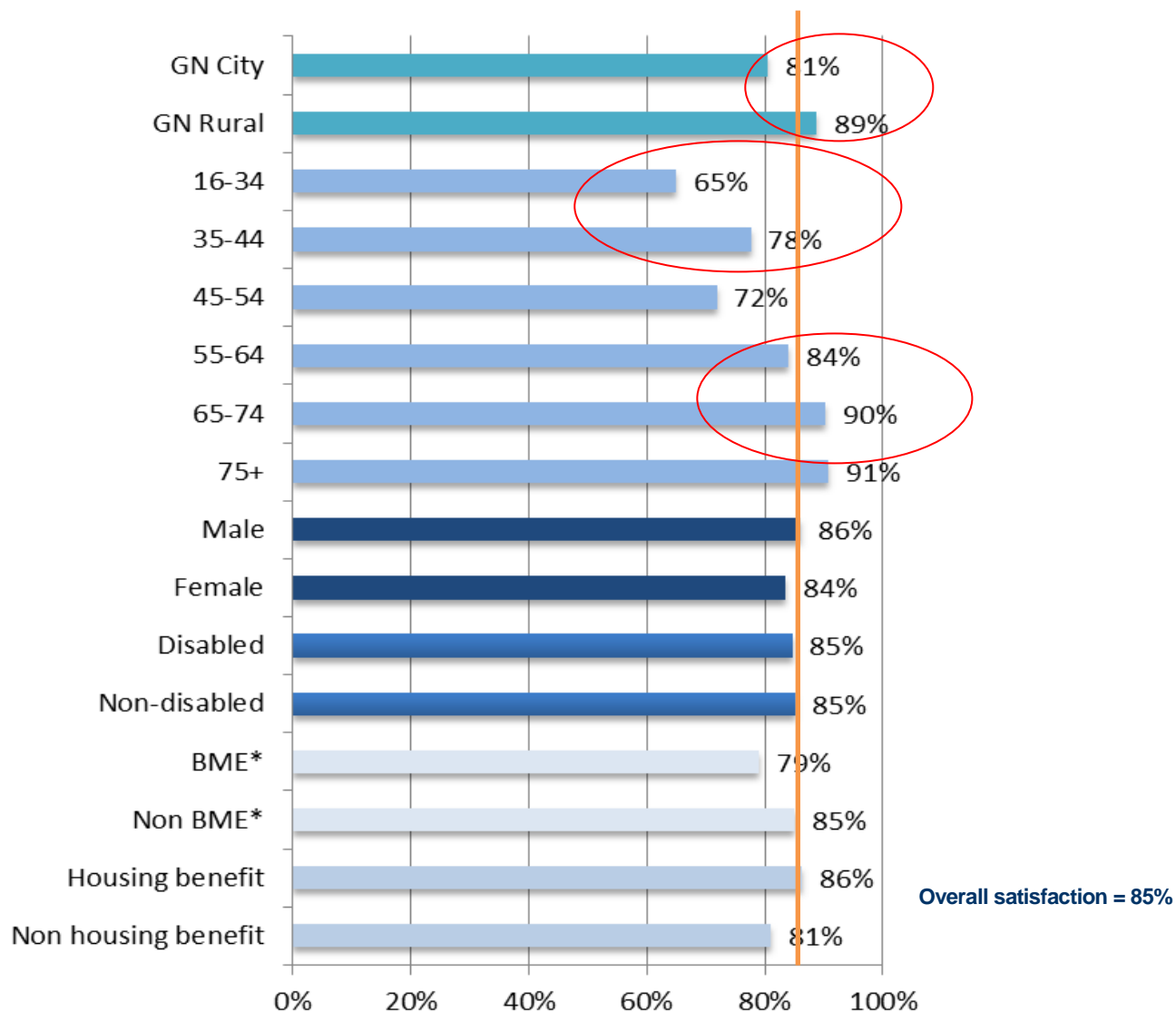


The increase in satisfaction is reflected across tenure with both general needs (84%) and sheltered tenants (91%) expressing higher levels of satisfaction (very/fairly) compared to 2013 (80% and 89% respectively). With levels of dissatisfaction fairly static against 2013 the percentage of tenants who indicated they were neither satisfied nor dissatisfied has declined for both general needs tenants (9% compared to 12% in 2013) and sheltered tenants (5% compared to 7% in 2013).

Further analysis by subgroups shows that:

- ◆ There is a significant difference between the level of satisfaction by general needs tenants in cities (81%) who are less satisfied than their rural counterparts (89%).
- ◆ The differences by age group are less exaggerated than for previous questions, however those aged 45 to 54 are less likely to indicate satisfaction (72%) compared to those aged 65 and over. Similarly those aged 16 to 34 are also significantly less satisfied than the older age groups (65 and over).
- ◆ There are no significant differences when considering gender and disability and ethnicity, with all groups in line with the overall level of satisfaction.

Figure 20 Satisfaction (very/fairly) that Winchester City Council treats tenants fairly by subgroups (overall satisfaction is depicted by the orange line)

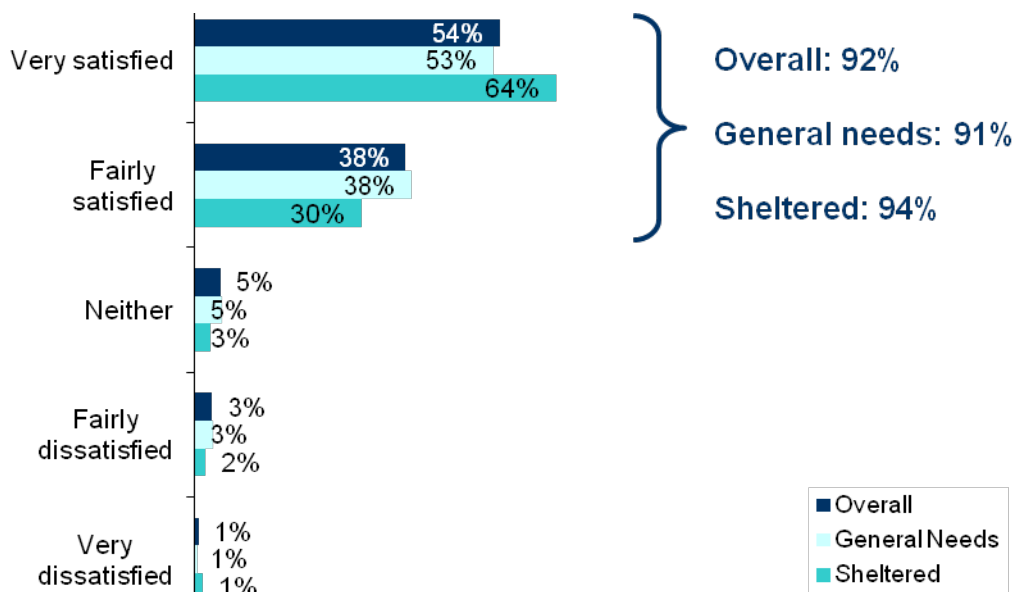


*Base group too small to be statistically significant

Staff are friendly and approachable

Overall, nearly all tenants (92%) felt satisfied (very/fairly) that staff at Winchester City Council were friendly and approachable. Over half (54%) felt they were very satisfied whilst only 4% expressed dissatisfaction.

This question was not included in 2013 and therefore no comparable data exists.

Figure 21 Satisfaction that Winchester City Council staff are friendly and approachable /tenure*Percentage of respondents*

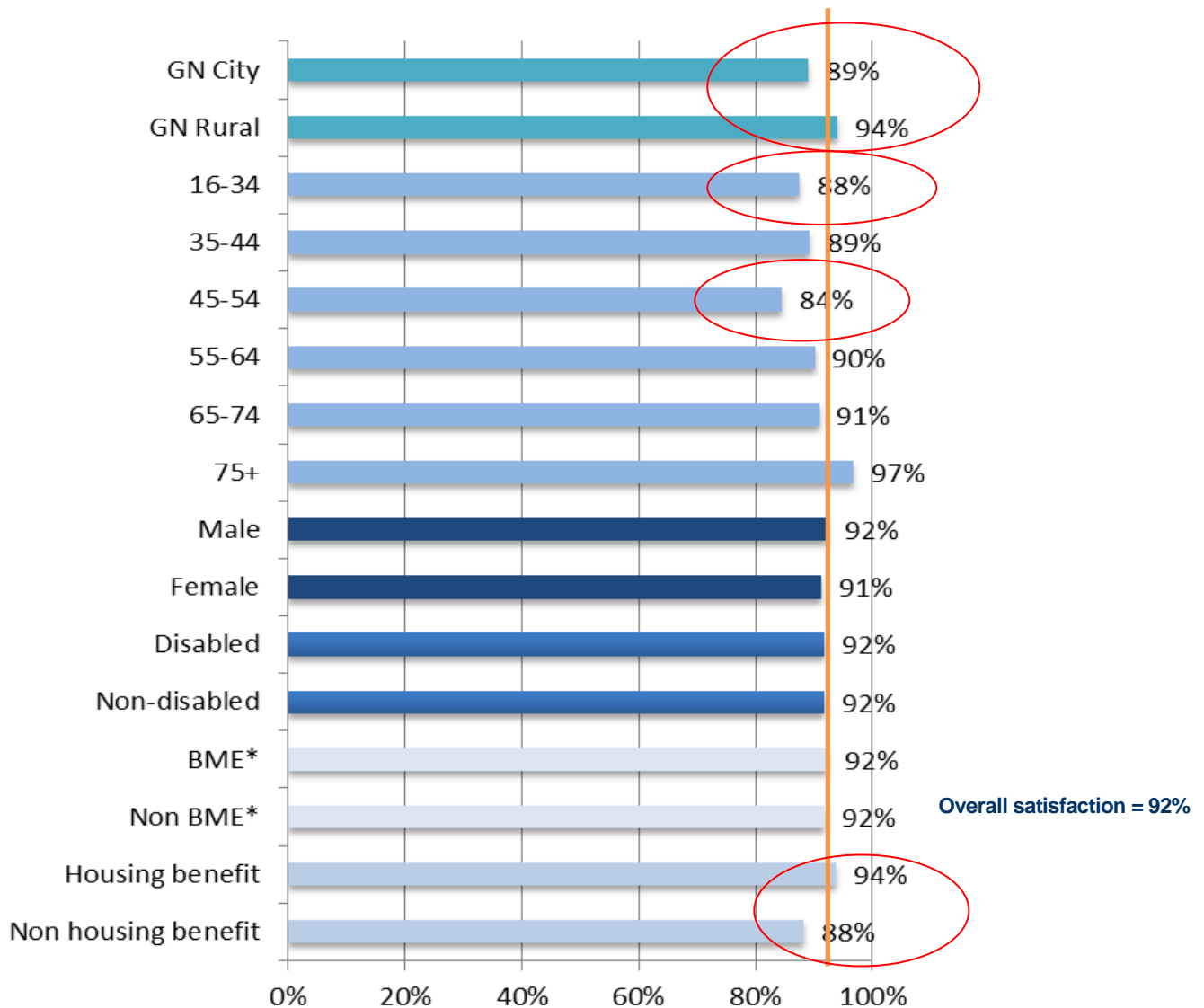
Whilst general needs tenants expressed a level of satisfaction (91%) which is in line with the overall level of satisfaction (92%), sheltered tenants expressed a higher level of satisfaction with staff (94%) and nearly two thirds (64%) were very satisfied compared to 53% of general need tenants.

Further analysis by subgroups shows satisfaction is high with all groups but that:

- ◆ General needs tenants living in rural areas are significantly more satisfied (94%) than those living in cities (89%).
- ◆ Satisfaction is significantly lower for those aged 16 to 34 (88%) and those aged 45 to 54 (84%) than those aged over 75 (97%).
- ◆ Those on housing benefit (94%) are significantly more satisfied in comparison to those not on housing benefit (88%)
- ◆ There are no other significant differences between subgroups.

Figure 22 Satisfaction (very/fairly) that Winchester City Council staff are friendly and approachable by subgroups

(overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

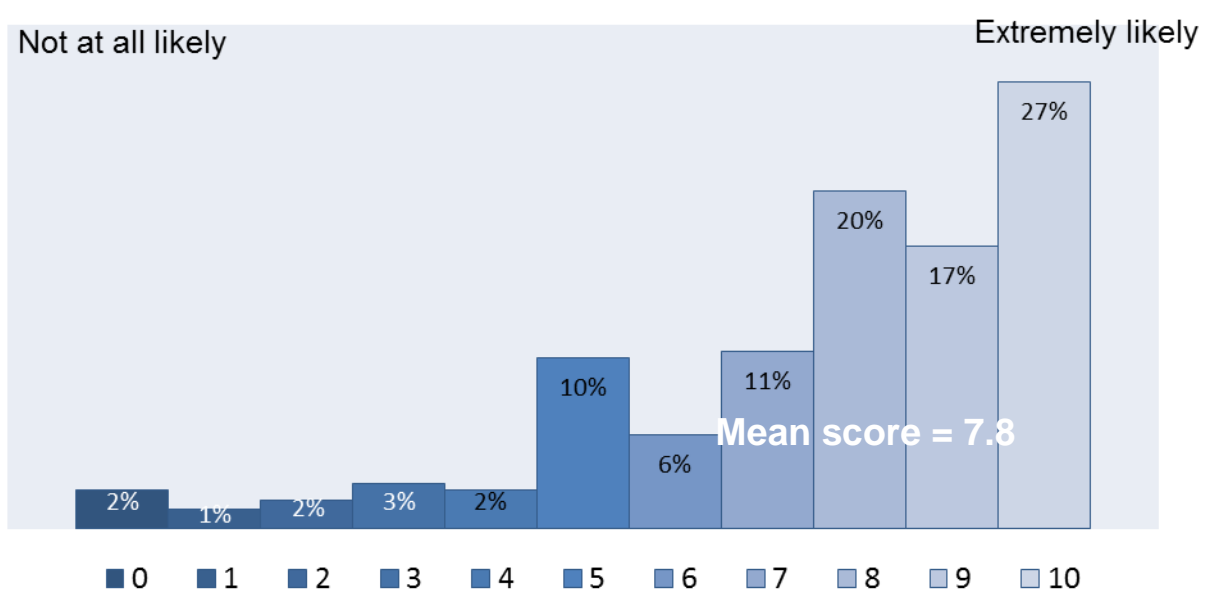
Recommend Winchester City Council to family or friends

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. Nearly three quarters (74%) of tenants selected 7 or above indicating their likelihood that they would recommend Winchester City Council, producing a mean score of 7.8. This compares to 72% in 2013 and a mean score of 7.4.

Sheltered tenants are more likely to recommend to family and friends with a mean score of 8.1; an increase of the mean score of 7.6 in 2013. Whereas general needs tenants achieved a mean score of 7.4 which shows no change compared to 2013.

Figure 23 Likelihood to recommend Winchester City Council to family or friends

Percentage of respondents



Mean score
 General needs tenants = 7.4
 Sheltered tenants = 8.1

6) Estate services

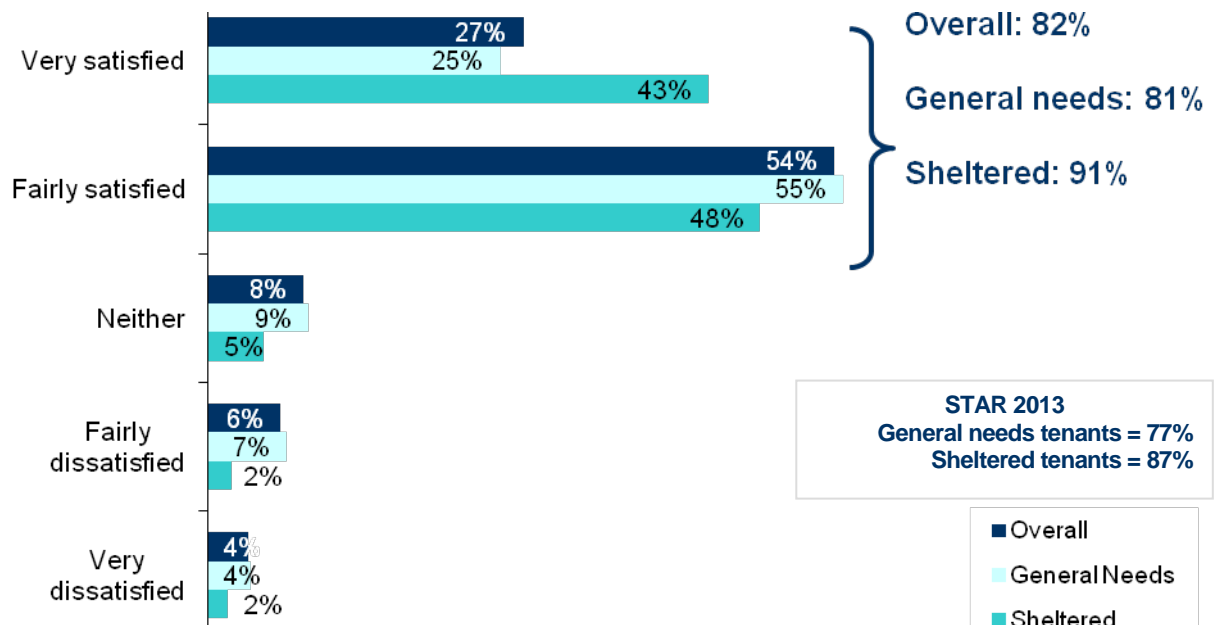
This section presents findings on tenants’ satisfaction with estate services provided by Winchester City Council

Overall appearance of neighbourhood

Overall, 82% of tenants are satisfied with the overall appearance of their neighbourhood, with 27% very satisfied. This compares to 79% who expressed satisfaction (very/fairly) in 2013. One in ten (10%) expressed some dissatisfaction (very/fairly) with the appearance of their neighbourhood compared to 12% in 2013.

Figure 24 Satisfaction with overall appearance of neighbourhood / tenure

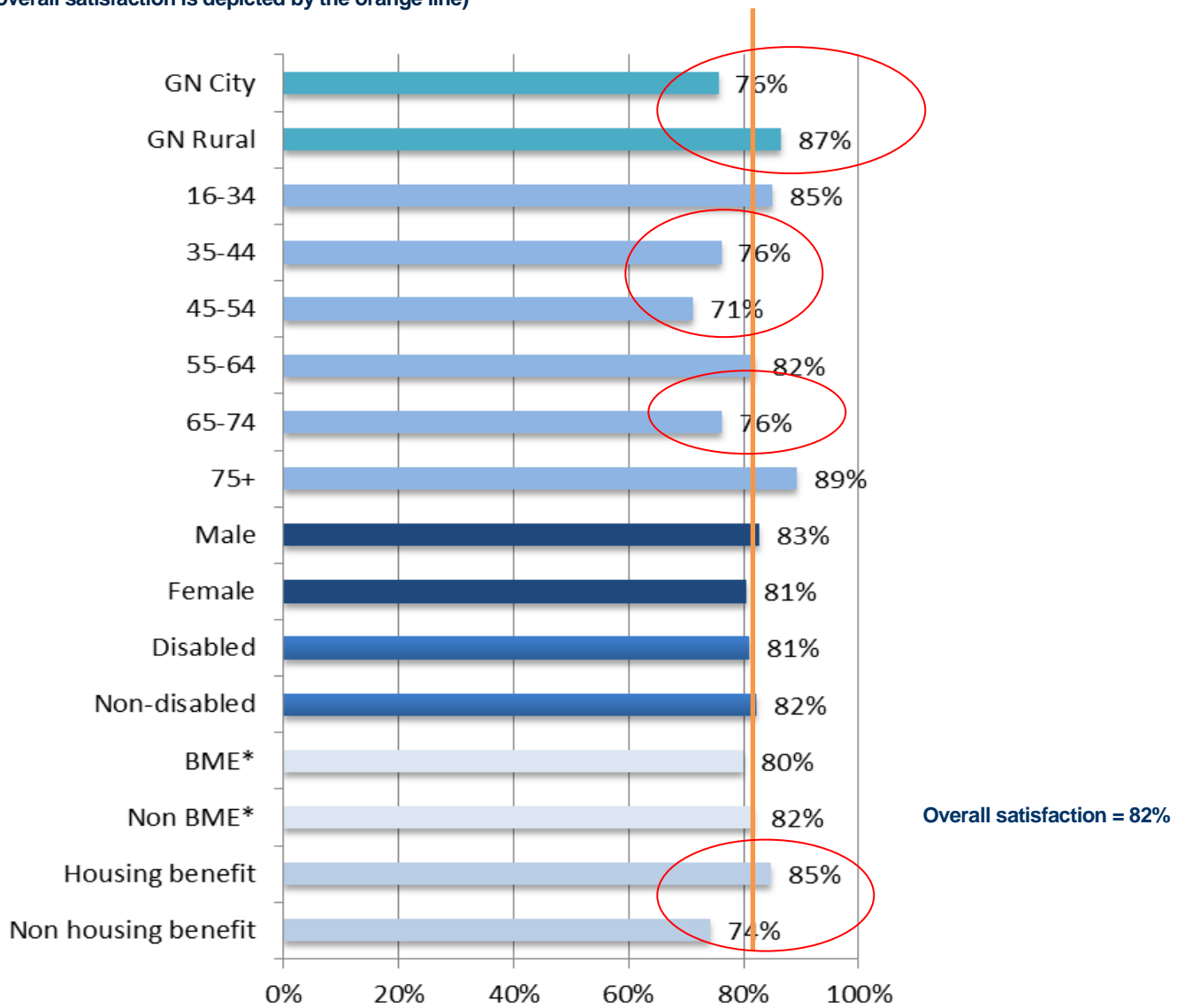
Percentage of respondents



Satisfaction (very/fairly) has increased for both general needs tenants (81% compared to 77% in 2013) and sheltered tenants (91% compared to 87% in 2013). The difference is significant between general needs tenants satisfaction (very/fairly) at 81% and sheltered tenants at 91%. Further analysis of satisfaction (very / fairly) by subgroups shows that:

- ◆ General needs tenants living in rural areas are significantly more satisfied (87%) than those living in cities (76%).
- ◆ When considering satisfaction (very/fairly) by age groups, those aged 35 to 54 and 65 to 74 are significantly less satisfied than those aged 75 and over.
- ◆ There is a highly significant difference in satisfaction levels between those on housing benefit (85%) and those who are not (74%), with the non-housing benefit group demonstrating a satisfaction rate below the overall satisfaction level.
- ◆ There are no other significant differences between subgroups.

Figure 25 Satisfaction (very/fairly) with the overall appearance of the neighbourhood by subgroups (overall satisfaction is depicted by the orange line)



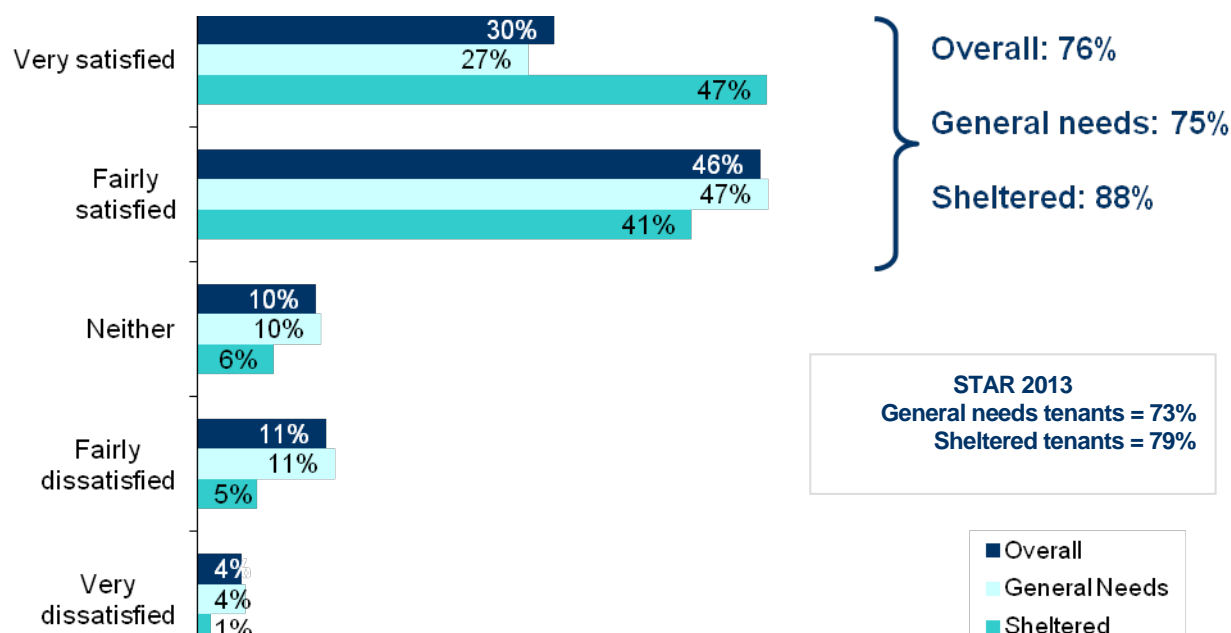
*Base group too small to be statistically significant

Grounds maintenance

When considering satisfaction with the grounds maintenance, such as grass cutting, in the local area, over three quarters (76%) of tenants are satisfied with service provided. This compares to 74% in 2013. Dissatisfaction levels (very/fairly) remain similar to 2013 (15% and 16% respectively).

Figure 26 Satisfaction with grounds maintenance / tenure

Percentage of respondents



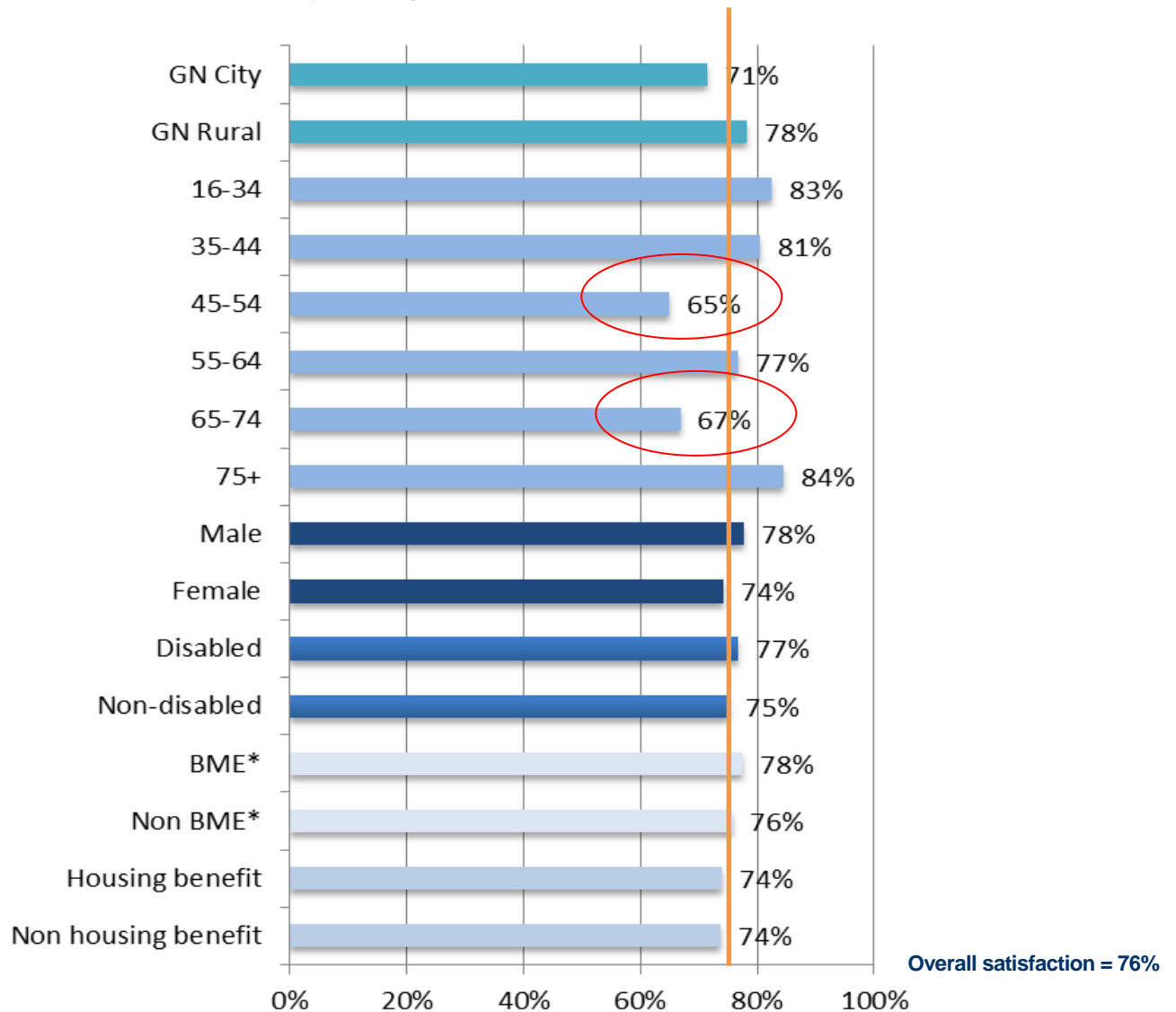
Sheltered tenants expressed higher levels of satisfaction (very/fairly) at 88% than general needs tenants (75%). This difference is significant.

Compared with 2013, sheltered tenants also show a higher increase in satisfaction levels (88% from 79%) than general needs tenants (75% from 73%).

Further analysis of satisfaction (very / fairly) by subgroups shows that:

- ◆ The difference between satisfaction of general needs tenants in cities (71%) and general needs tenants in rural areas (78%) is not significant.
- ◆ Whilst the overall satisfaction level is 76%, those aged 45 to 54 and those aged 65 to 74 and significantly least likely to be satisfied (65% and 67% respectively) than the older age group of those aged 75 and over (84%). Although the youngest age group of those aged 16 to 34 also show higher levels of satisfaction (83%) this is not statistically significant.
- ◆ There are no other significant differences between subgroups.

Figure 27 Satisfaction (very/fairly) with grounds maintenance by subgroups (overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

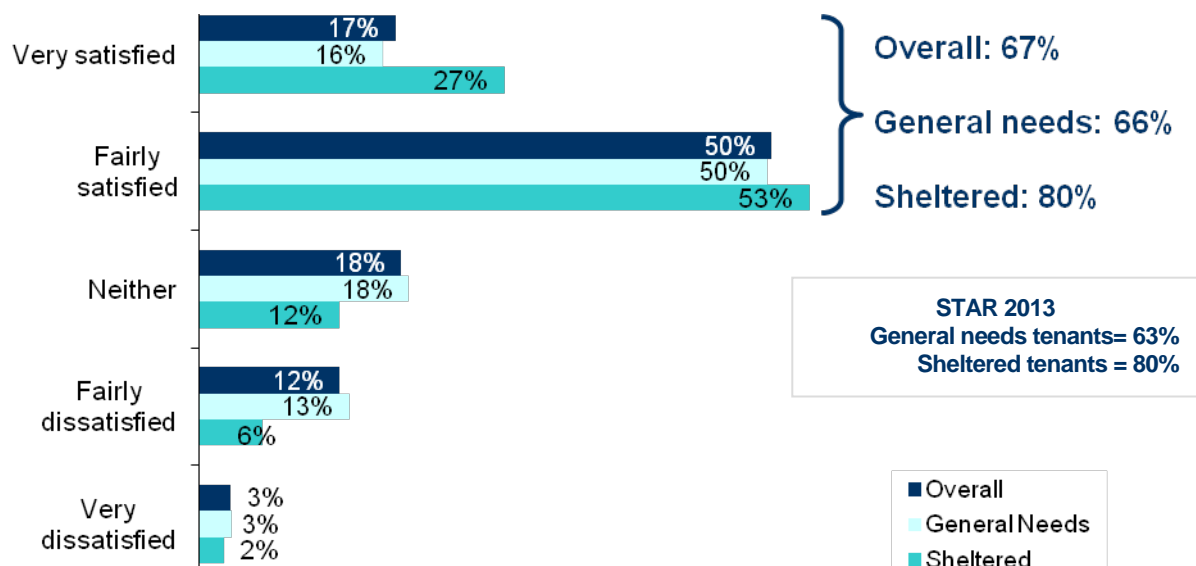
Estate services provided by Winchester City Council

When asked to indicate how satisfied or dissatisfied tenants were with the overall estate services provided by Winchester City Council, such as cleaning, gritting, estate walkabouts with housing staff and estate improvements, just over two thirds (67%) felt satisfied (very/fairly) with the services provided. 15% expressed dissatisfaction (very/fairly).

This shows a slight increase in satisfaction on 2013 (65%) and decrease in dissatisfaction (19%).

Figure 28 Satisfaction with overall estate services provided by Winchester City Council / tenure

Percentage of respondents



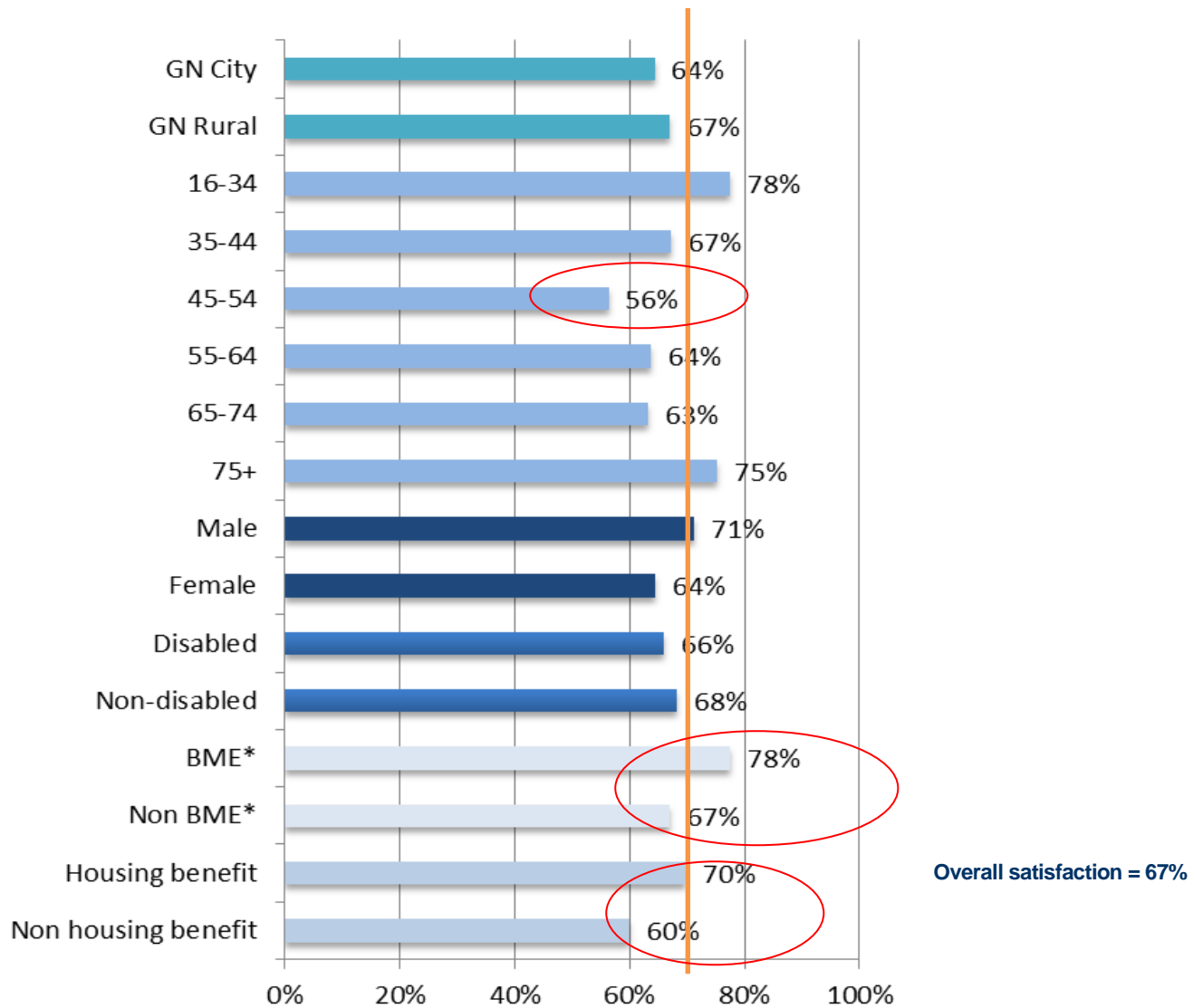
Whilst general needs tenants follow a similar trend with 66% expressing satisfaction with estate services, there is a significant difference between sheltered tenants of which 80% expressed satisfaction and general needs tenants.

There is little change against 2013, with sheltered tenants indicating the same level of satisfaction (80%) whilst general needs tenants show a slight increase from 63% satisfied in 2013.

Further analysis of satisfaction (very / fairly) by subgroups shows that:

- ◆ There is no statistical significance between satisfaction of general needs tenants in cities and those in rural areas.
- ◆ Those aged 45 to 54 are significantly least likely to be satisfied (56% respectively) than both the younger age group of 16 to 34 year olds (78%) and the older age group of those aged 75 and over (75%).
- ◆ Satisfaction rates for the housing benefit (70%) and non-housing benefit (60%) groups lie on either side of the overall satisfaction level (67%). The difference between the two groups is highly statistically significant.

Figure 29 Satisfaction (very/fairly) with estate services by subgroups
 (overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

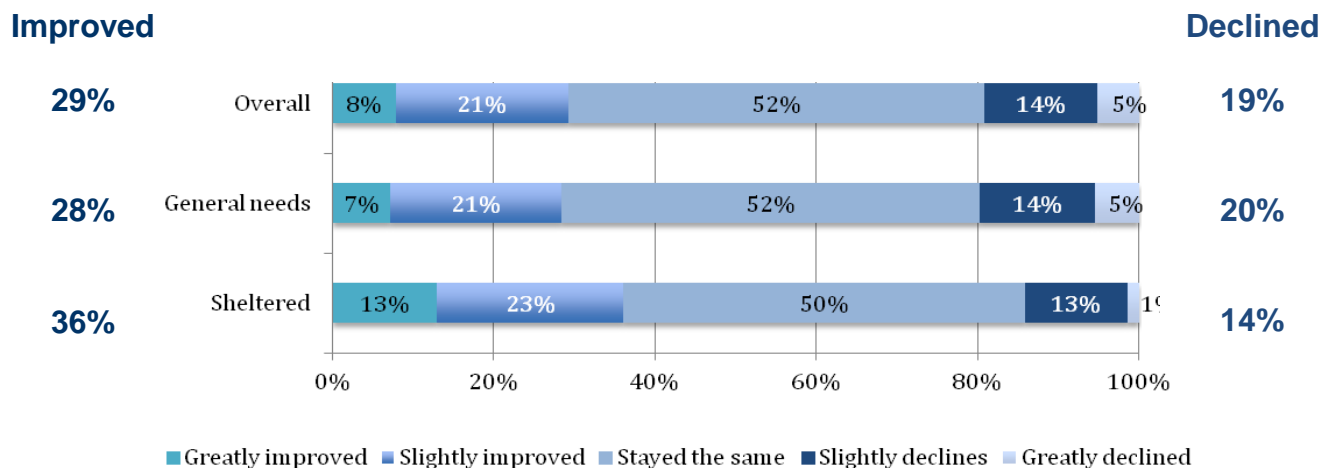
Neighbourhood Appearance

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 8% express that it has improved greatly. The majority (52%) feel it has stayed the same whilst 19% felt that the neighbourhood appearance had declined.

There is no significant change against 2013 where 29% of tenants felt the neighbourhood had improved, half (50%) felt it had stayed the same and 21% felt it had declined.

Figure 30 In the last three years has the appearance of the neighbourhood improved or declined / tenure

Percentage of respondents

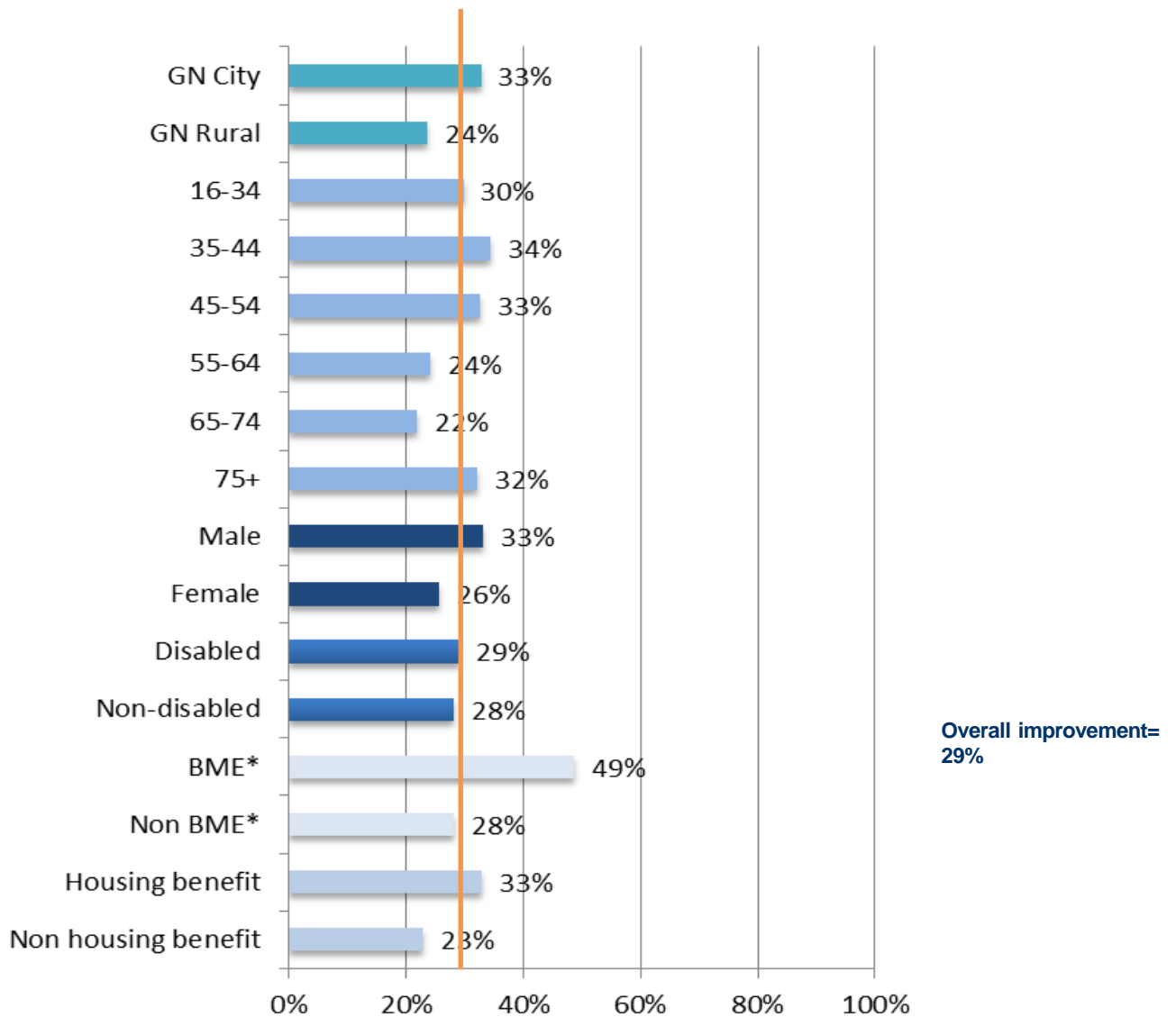


Sheltered tenants were more likely to feel the neighbourhood has improved (36%) compared to general needs tenants (28%), although this is not a significant difference.

Further analysis of improvement (greatly / slightly) by subgroups shows that:

- ◆ Whilst general needs tenants in cities are more likely to feel their neighbourhood has improved (33%) compared to those in rural areas (24%) there is no statistical significance between the two groups.
- ◆ There are no other statistically significant differences, which is likely to be due to the small sample bases.

Figure 31 Improvement (greatly/slightly) with the neighbourhood by subgroups (overall satisfaction is depicted by the orange line)



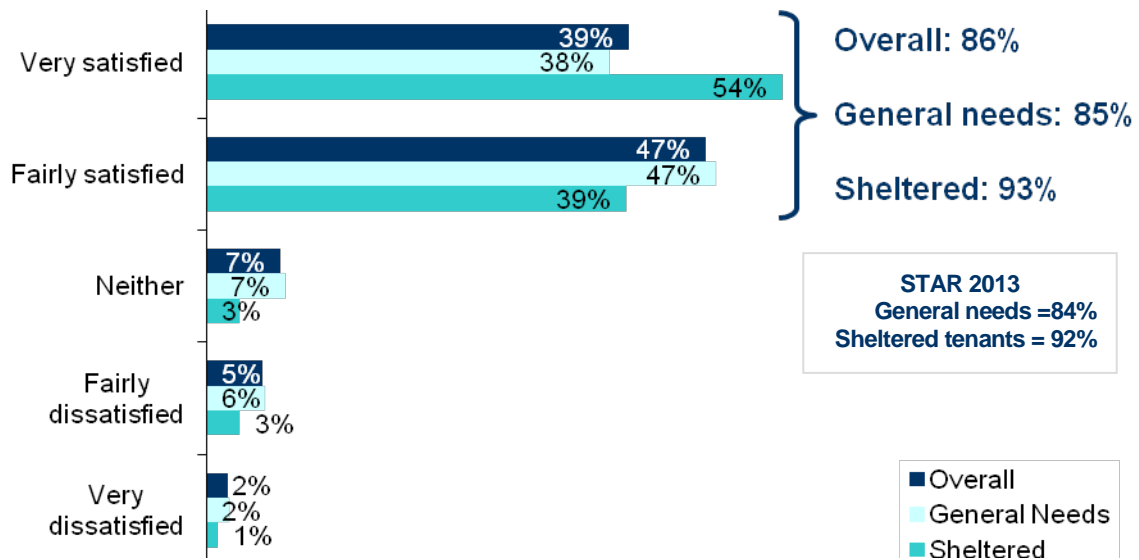
*Base group too small to be statistically significant

Safety and Security – within the home and the neighbourhood

Overall 86% of tenants are satisfied with the safety and security within their home with only 7% dissatisfied. These results are similar to 2013 where 85% of tenants were satisfied (very/fairly) and 9% dissatisfied. Sheltered tenants are significantly more likely (92%) to feel safe and secure within their home than general needs tenants (85%), although both groups show little change against 2013 (92% and 84% respectively).

Figure 32 Satisfaction with safety and security within the home / tenure

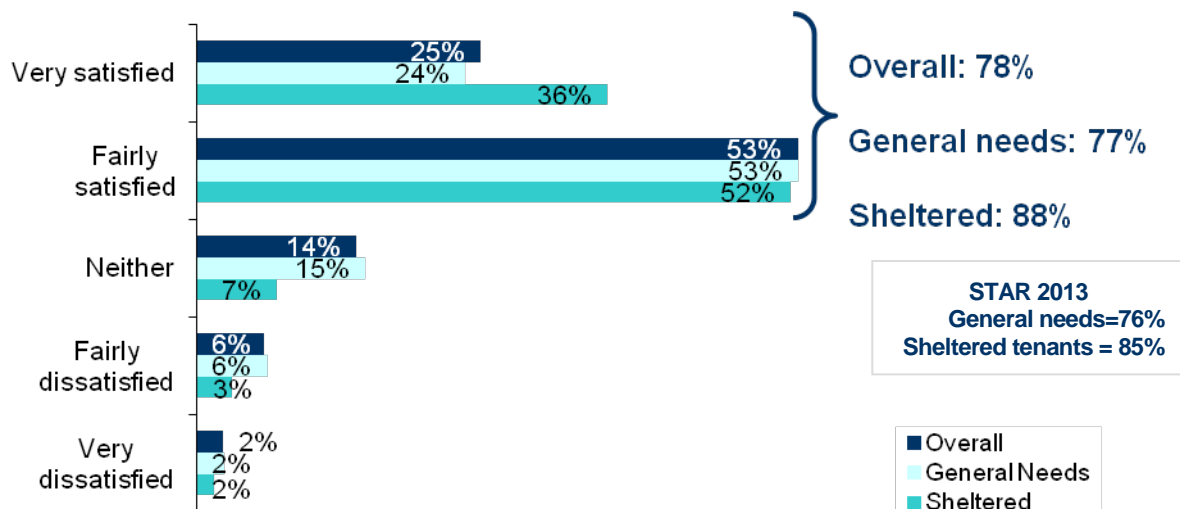
Percentage of respondents



When considering safety and security within the neighbourhood, overall 78% of tenants are satisfied with 14% ambivalence and only 8% dissatisfied. Again, sheltered tenants are significantly more likely (88%) to feel safe and secure than general needs tenants (76%), although both groups show little change against 2013 (85% and 76% respectively).

Figure 33 Satisfaction with safety and security within the neighbourhood / tenure

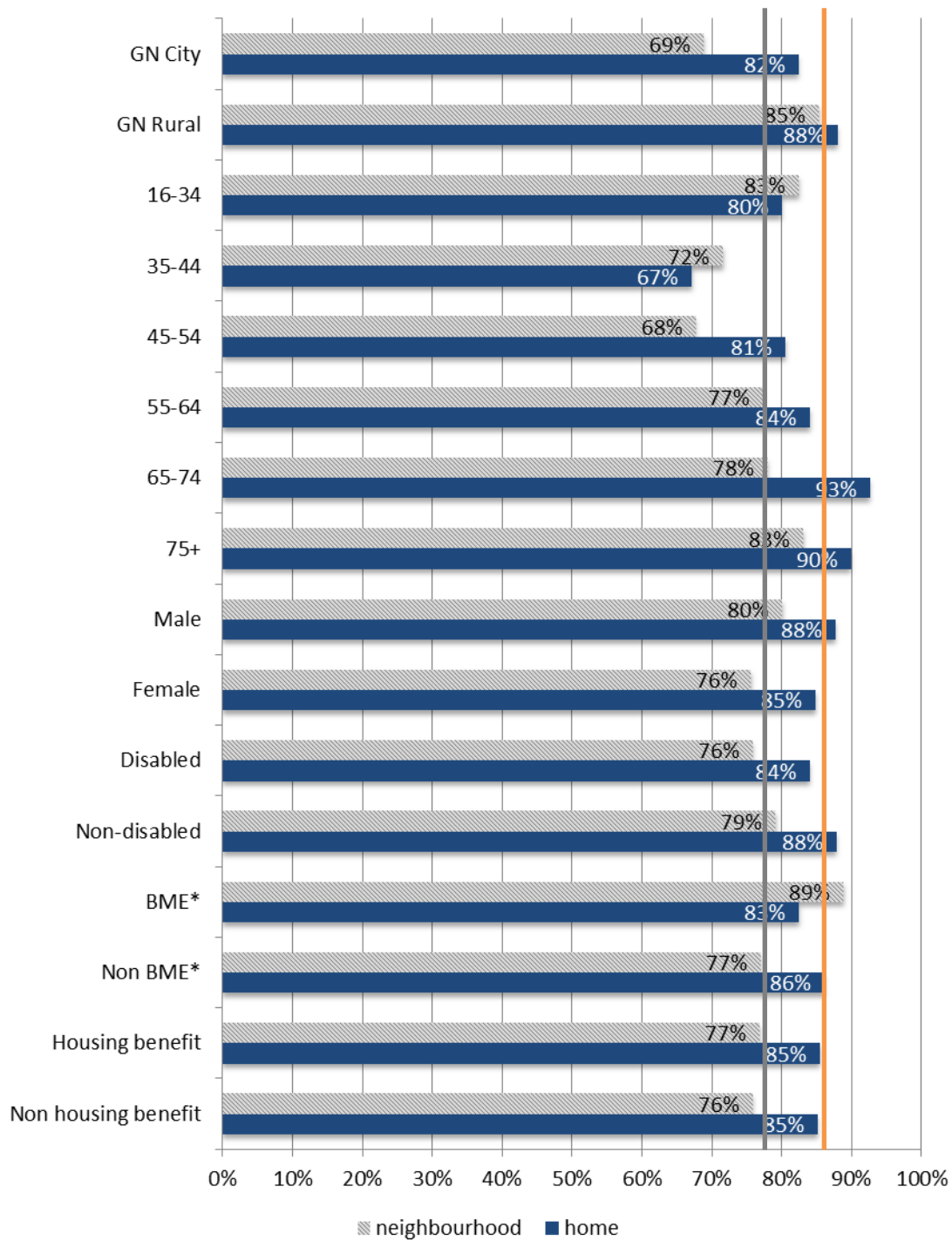
Percentage of respondents



Further analysis of satisfaction (very/fairly) by subgroups shows that:

- ◆ General needs tenants in rural areas are significantly more likely to express satisfaction with safety and security of their own home (88%) than general needs tenants in cities (82%). The difference is greater (and also significant) when considering safety and security in the neighbourhood with rural tenants (85%) more satisfied than city tenants (69%).
- ◆ Those aged 35 to 44 feel significantly less satisfied in their home (67%) than those aged 65 and over. The difference is only significant with those aged 75 and over when considering the neighbourhood.

Figure 34 Satisfaction (very/fairly) with the home and neighbourhood by subgroups overall satisfaction is depicted by the orange line (home) and black line (neighbourhood)



Overall improvement (neighbourhood) = 78%

Overall improvement (home) = 86%

*Base group too small to be statistically significant

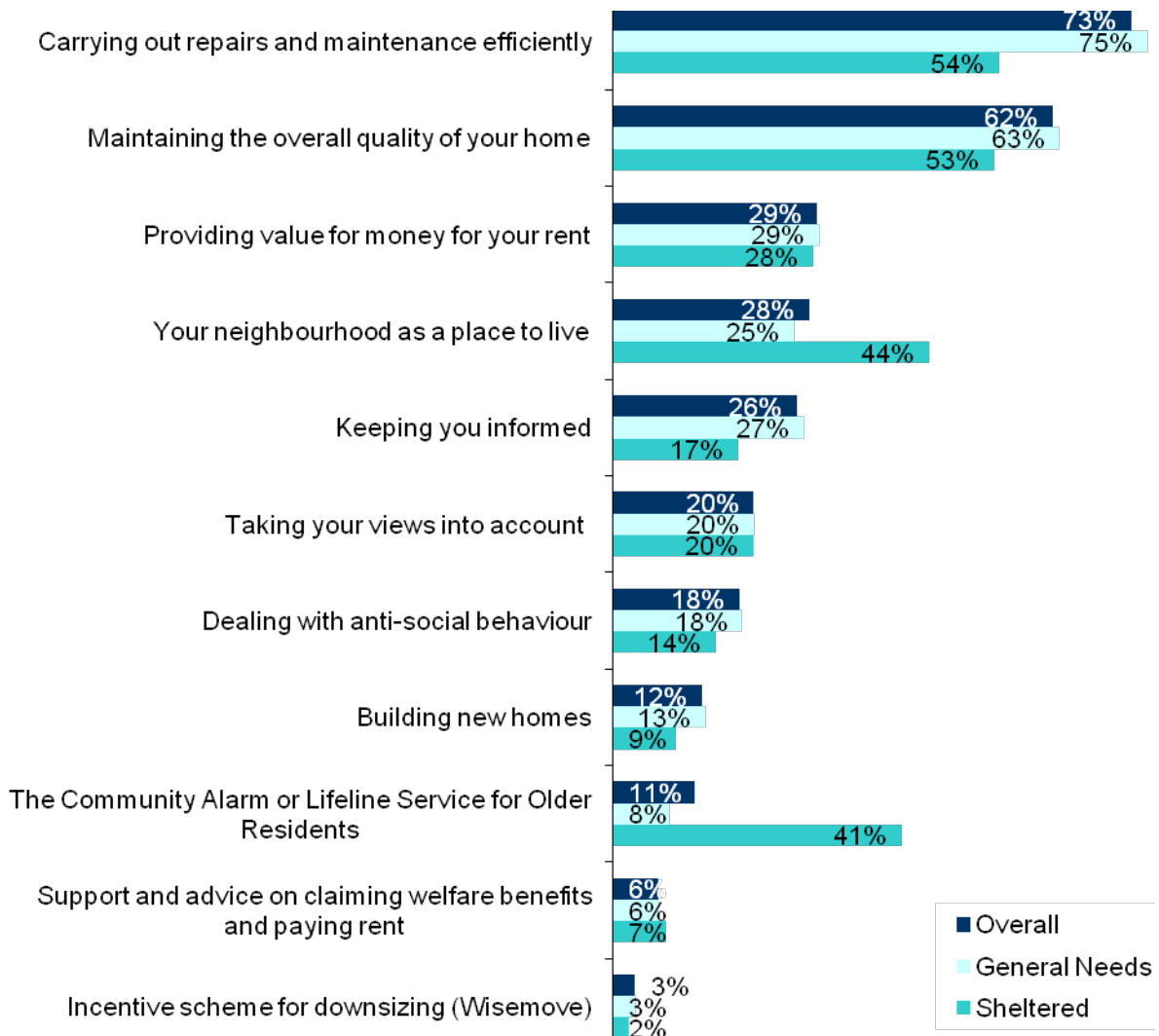
7) Your service priorities

When asked to select three services considered to be priorities, nearly three quarters (73%) of tenants feel that carrying out repairs and maintenance is the top priority, while quality of home (62%) is also an important service priority. Providing value for rent (29%), the neighbourhood as a place to live (28%) and keeping tenants informed (26%) have similar priority levels.

Whilst sheltered tenants expressed similar priorities with repairs and maintenance (54%) as the top priority and quality of home (53%) a close second, the difference between these and overall levels is significantly lower. 'Neighbourhood as a place to live' is a significantly higher priority for sheltered (44%) than for general needs (25%). Perhaps not surprisingly, 'the community alarm/lifeline service' is also a significantly high priority for sheltered tenants (41%) than general needs (8%).

Figure 35 Priorities for Winchester City Council by tenure

Percentage of general needs respondents – multiple responses



8) Contact and communication

This section details results of how tenants feel about contact (other than to pay their rent) they have had with Winchester City Council.

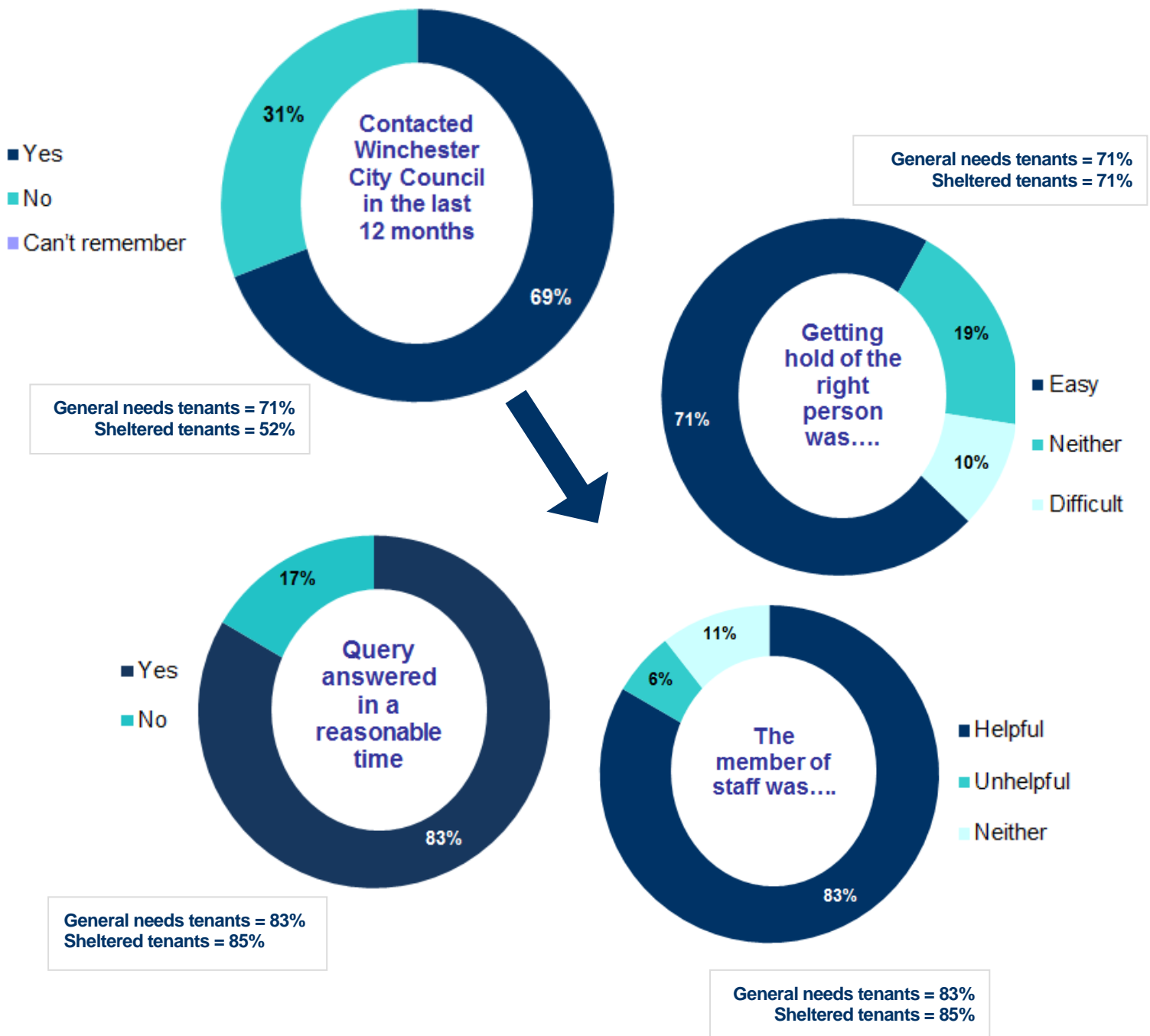
69% of tenants (71% of general needs tenants, 52% of Sheltered tenants) contacted Winchester City Council in the last 12 months. This shows a decline in the number of sheltered tenants from 62% in 2013

Of these:

- ◆ 71% of tenants (no difference by tenure) thought getting hold of the right person was easy. This compares to 74% in 2013 as whilst there is no change in the percentage who found it difficult (10%) 19% answered 'neither' compared to 16% in 2013
- ◆ 83% of tenants (83% of general needs tenants, 85% of Sheltered tenants) thought the member of staff who dealt with their query was helpful.
- ◆ 83% of tenants (83% of general needs tenants, 85% of Sheltered tenants) thought the query was answered within a reasonable time.

Figure 36 Contact with Winchester City Council...

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

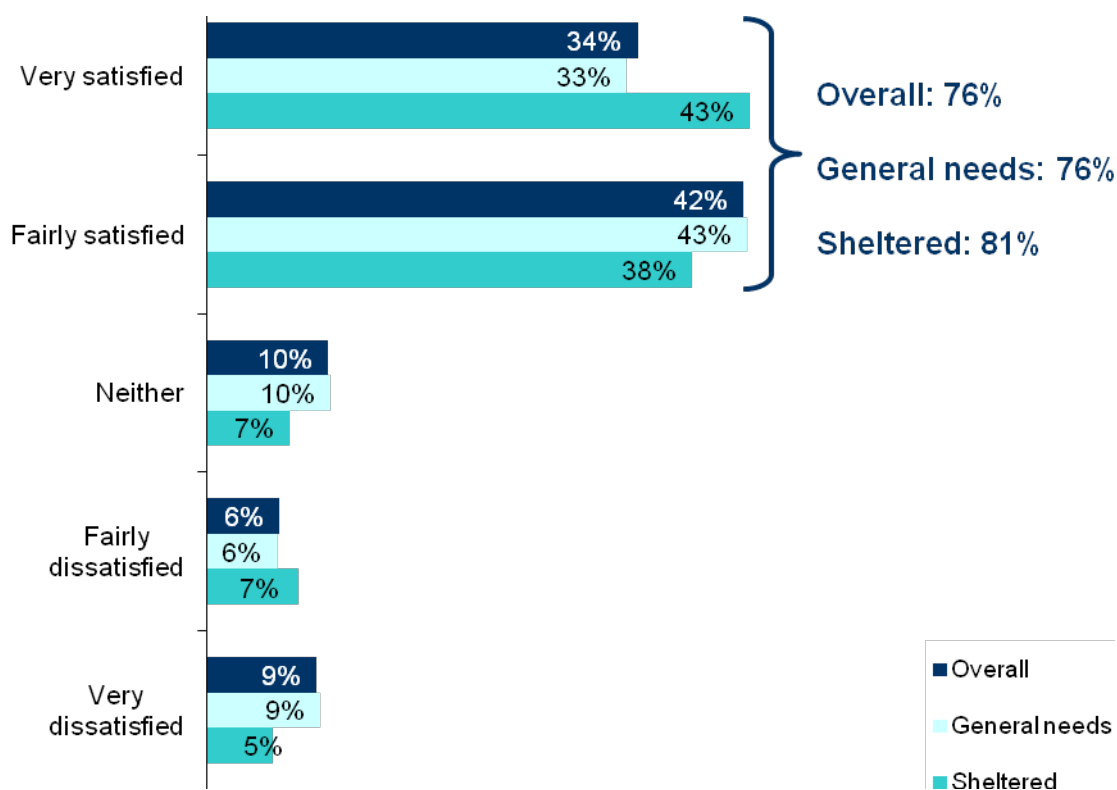


Final outcome of query

Over three quarters (76%) tenants, who had contacted Winchester City Council in the last 12 months, expressed satisfaction with the final outcome of the query, showing no change compared with 2013.

Figure 37 Satisfaction with the final outcome / tenure

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



Whilst 81% of sheltered tenants are satisfied with the final outcome of the query this falls to 76% of general needs tenants, but the difference is not significant.

Contact with Housing

This question has not been included in past surveys. Just over two thirds (67%) of tenants found it easy (very/fairly) to get through to Housing via telephone, there is little difference by tenure. 12% found it difficult (very/fairly) to get through but this rises to 15% for sheltered tenants.

Figure 38 Ease of contact with Housing via telephone/ tenure

Percentage of respondents

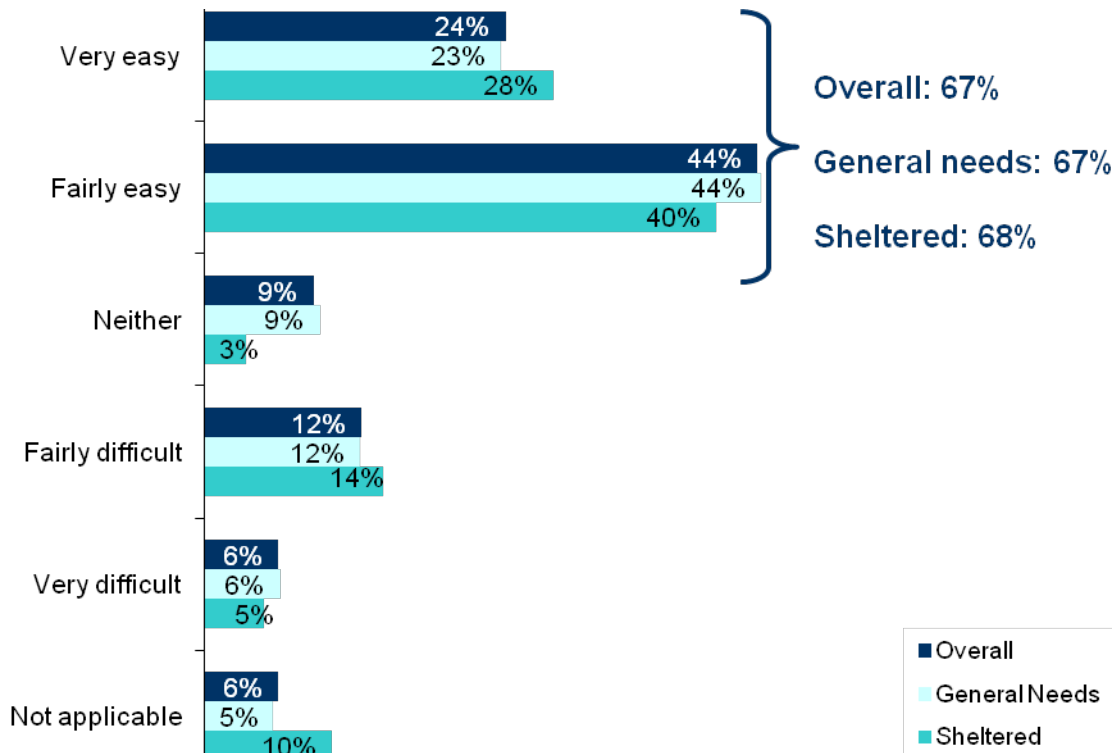
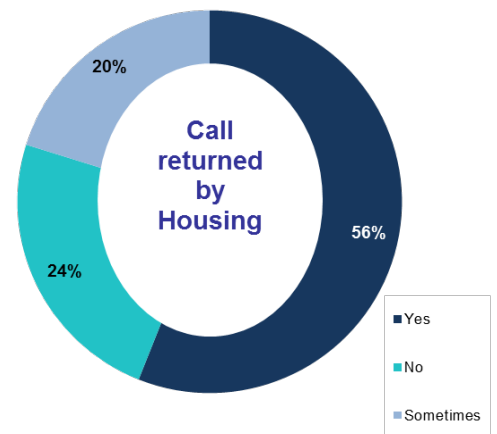


Figure 39 Message left with Housing, received a return call

Percentage of respondents

Of the tenants who had left a message for someone in housing to return their call in the last 12 months, over half (56%) of tenants had their call returned. 24% of callers who left messages did not have their call returned. A further fifth (20%) had a return call sometimes.

Sheltered and general needs tenants are in line with the overall percentage (56%).



9) Repairs and maintenance

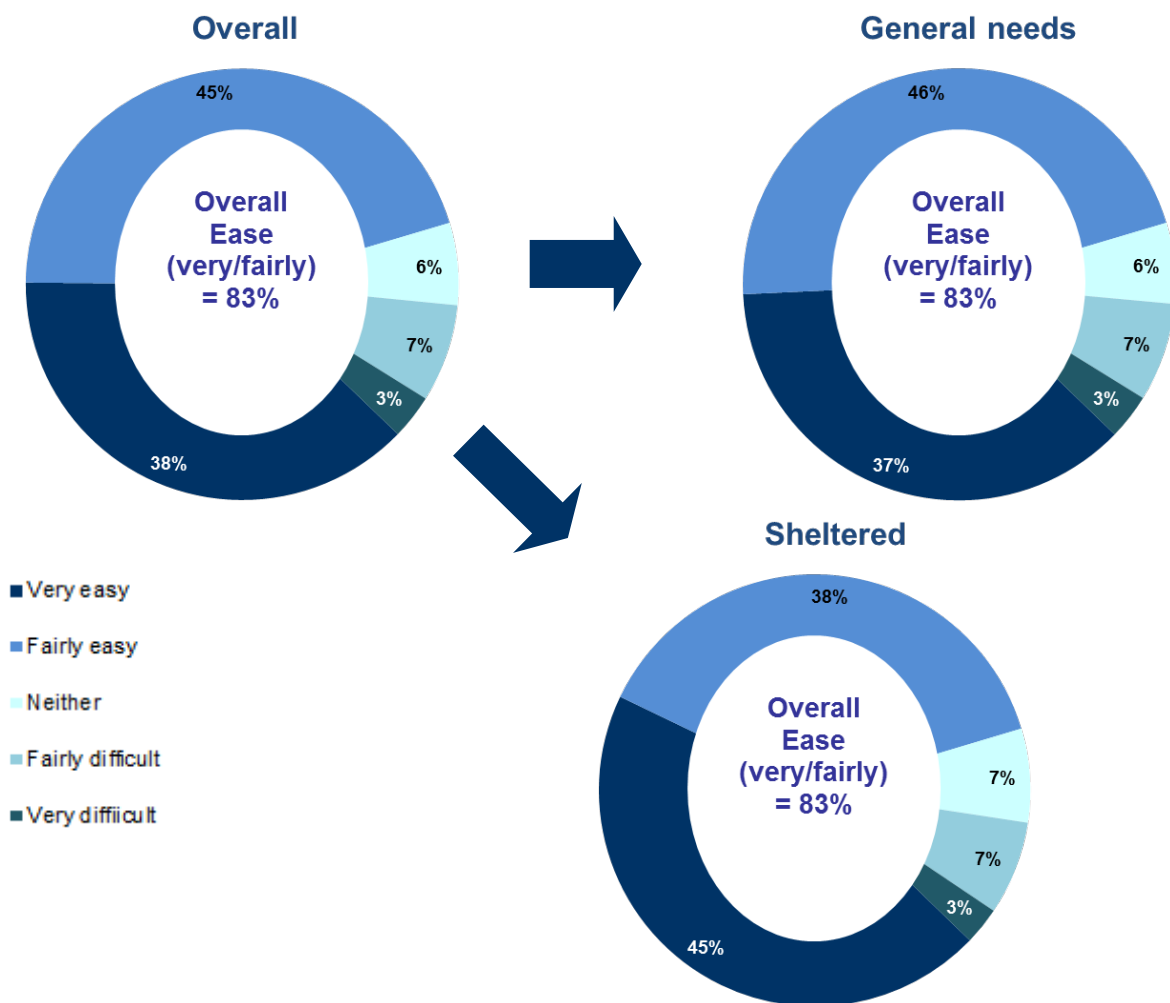
This section provides service users' views on the repairs and maintenance service. This is the first time these questions have been asked and therefore no comparison data exists against previous years.

Access to member of staff

The majority (83%) of tenants felt that when they have to contact the Council about a repair and maintenance issue, it is easy (very/fairly) to speak to someone who can help, with 38% feeling it was very easy. One in ten (10%) felt it was difficult (very/fairly) to speak to someone in relation to their repairs and maintenance issue. Satisfaction is consistent across tenures with no significant differences.

Figure 40 Ease of being able to access help relating to repairs and maintenance / tenure

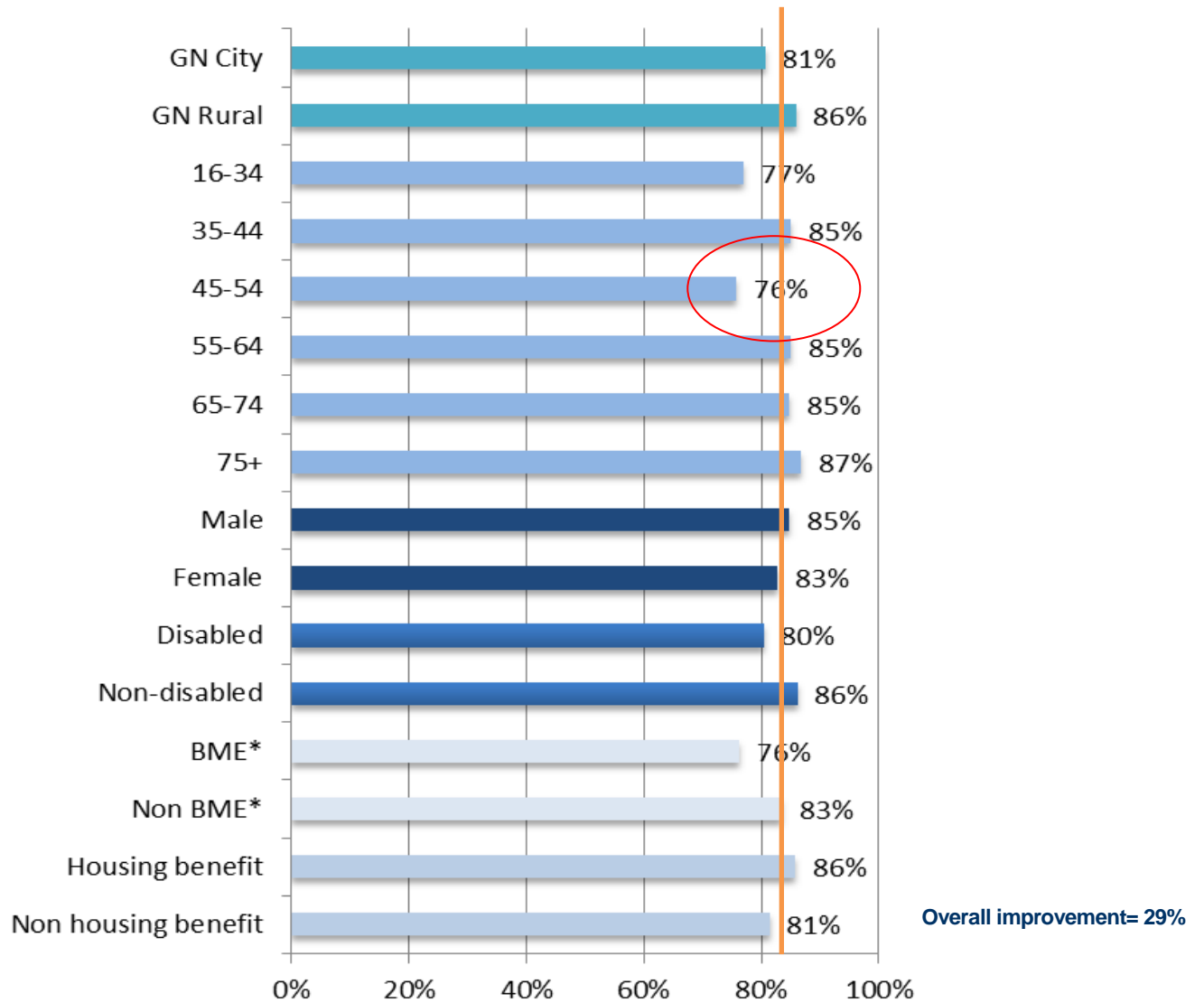
Percentage of respondents



Further analysis of ease (very/fairly) by subgroups shows that:

- ◆ Those aged 45 to 54 are significantly less likely to feel it is easy (very/fairly) to speak to someone regarding repairs and maintenance (76%) compared to those aged 75 and over. No other differences between age groups are significant.
- ◆ There are no other significant differences between subgroups.

Figure 41 Ease (very/fairly) of being able to speak to someone about repairs and maintenance by subgroups (overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

Return of completed green cards

After each repair is completed, the tenant should receive a green customer care card. Tenants were asked if they complete and return these green cards, either online or via the post. Nearly nine out of ten (88%) of tenants return the green cards. The remaining 12% were asked to provide more information as to why they do not complete and return the green cards.

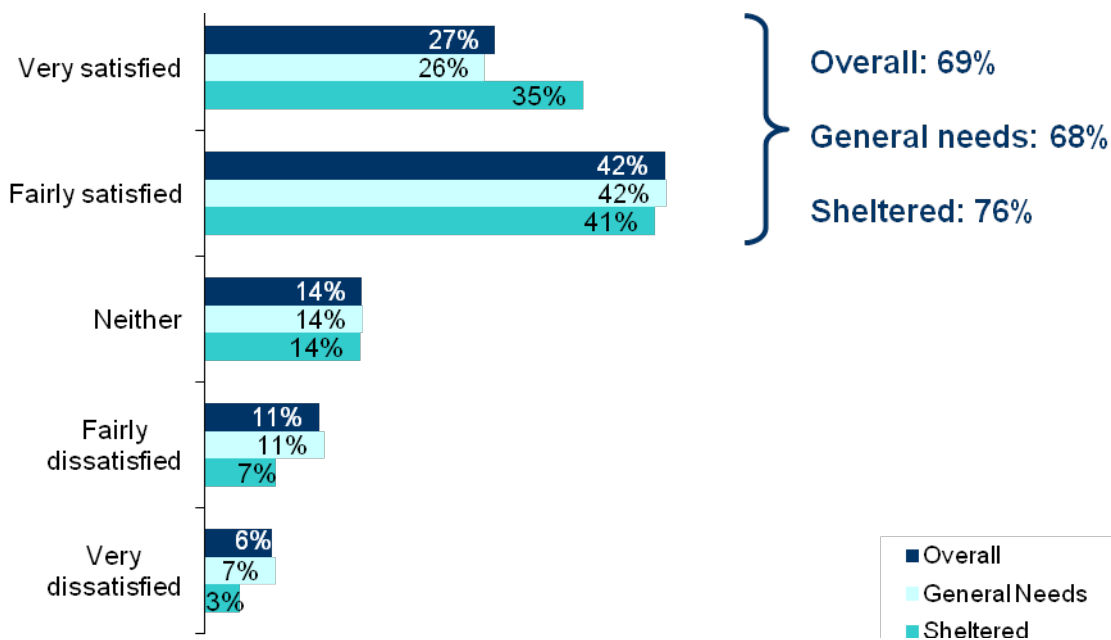
There is some correlation between return of the green cards and age groups, with those aged 75 and over being most likely to return the cards (96%) compared to those aged 16 to 34 (72%).

Satisfaction with outcome of Area Property Surveyor visit

Tenants were asked how satisfied or dissatisfied they were with the final outcome following an Area Property Surveyor visit to discuss a repair. On the whole, 69% of tenants expressed satisfaction (very/fairly) with the final outcome with over a quarter (27%) very satisfied. 17% of all tenants were dissatisfied.

Figure 42 Satisfaction with outcome of area property surveyor visit / tenure

Percentage of respondent

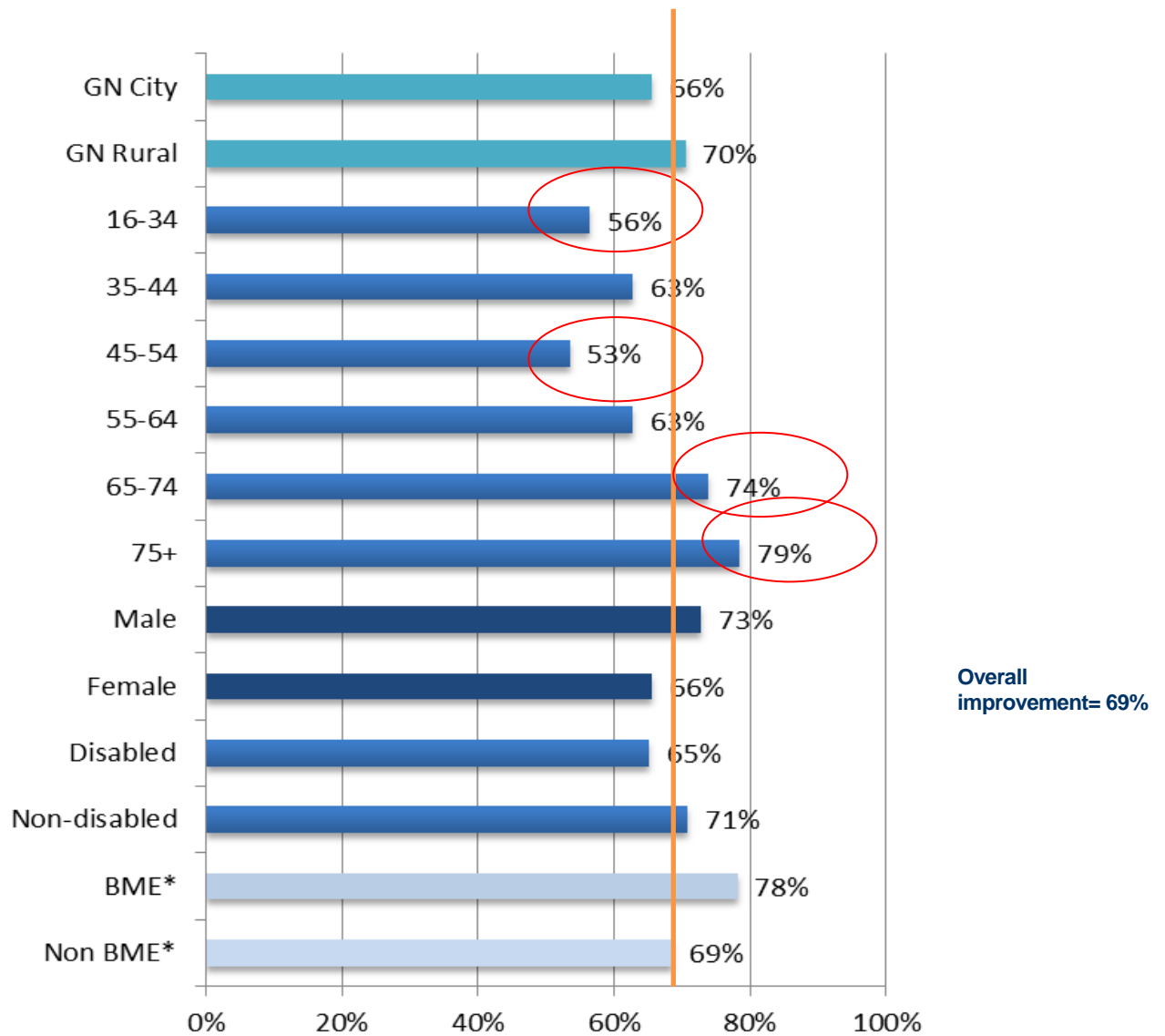


Although sheltered tenants are more likely to be satisfied (76%) than general needs tenants (68%) this difference is not significant.

Further analysis of satisfaction (very/fairly) by subgroups shows that:

- ◆ Those aged 16 to 34 are significantly less likely to feel satisfied (very/fairly) with the final outcome from the Area Property Surveyor visit (56%) compared to those aged 75 and over. (79%). No other differences with this 16 to 34 age group are significant. Similarly those aged 45 to 54 are significantly less likely to be satisfied (53%) compared with those aged 65 and over.
- ◆ There are no other significant differences between subgroups.

Figure 43 Satisfaction (very/fairly) with the final outcome of Area Property Surveyor visit by subgroups (overall satisfaction is depicted by the orange line)



*Base group too small to be statistically significant

10) Rents

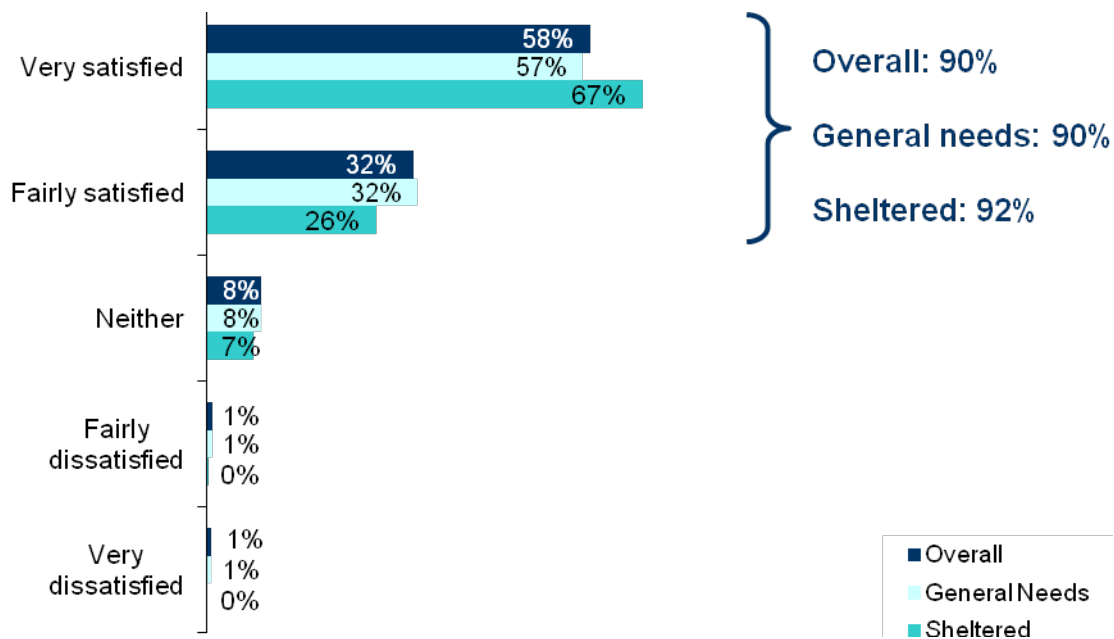
This section sets out satisfaction with ways of paying rent

Range of options to pay rent and service charges

Tenants were asked how satisfied they are with the range of options available to pay rent and service charges. There is no change compared with 2013 with nine out of ten tenants (90%) satisfied with the range of options available to pay rent and service charges.

Figure 44 Satisfaction with the range of options available to pay rent and service charges / tenure

Percentage of respondents



There are no significant differences when reviewing responses by tenure with 92% of sheltered tenants satisfied (very/fairly) compared to 91% in 2013 and 90% of general needs tenants who expressed satisfaction (very/fairly) compared to 89% in 2013.

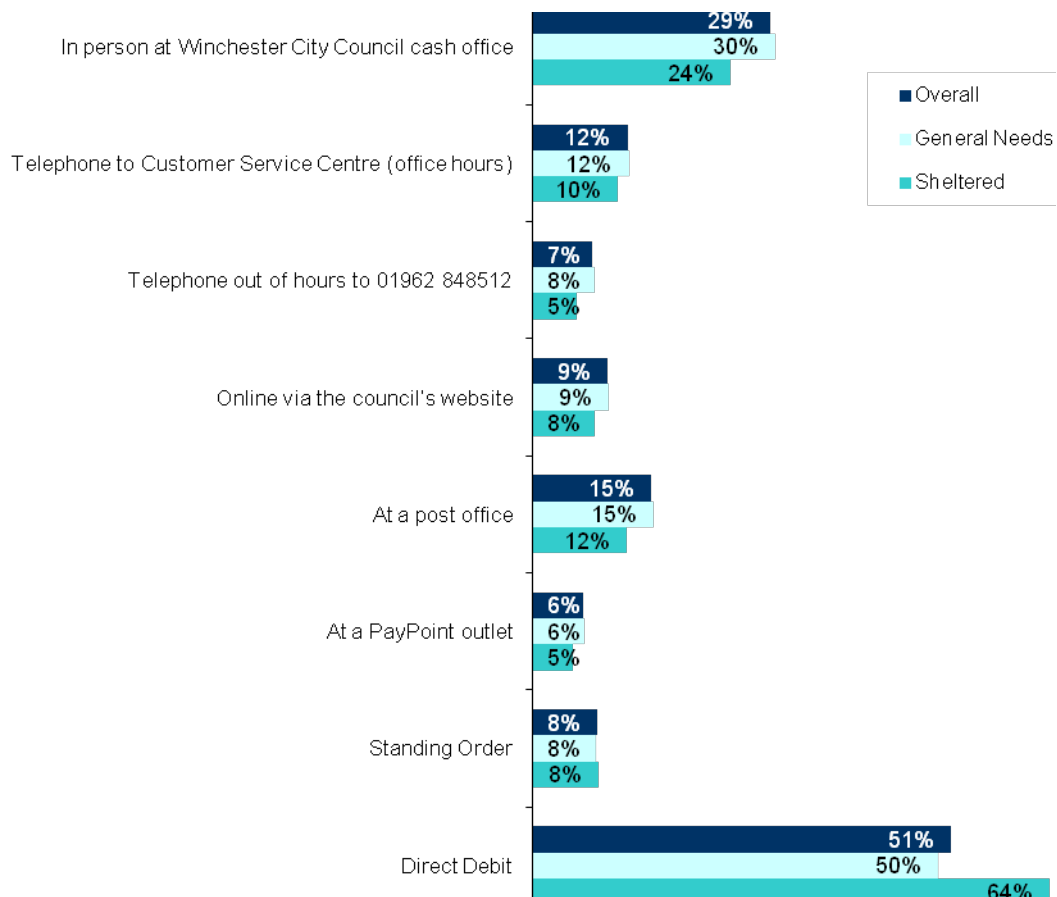
Options used to pay rent

Tenants were then asked to select from a list which options to pay their rent they have used in the last 12 months. Just over half (51%) of tenants indicate they pay their rent by direct debit. Less than three in ten (29%) pay their rent in person at Winchester City Council cash office.

Despite sheltered tenants being even more likely to pay by direct debit (64%) than general needs tenants (50%), this difference is not significant.

Figure 45 Use of the following options to pay rent... / tenure

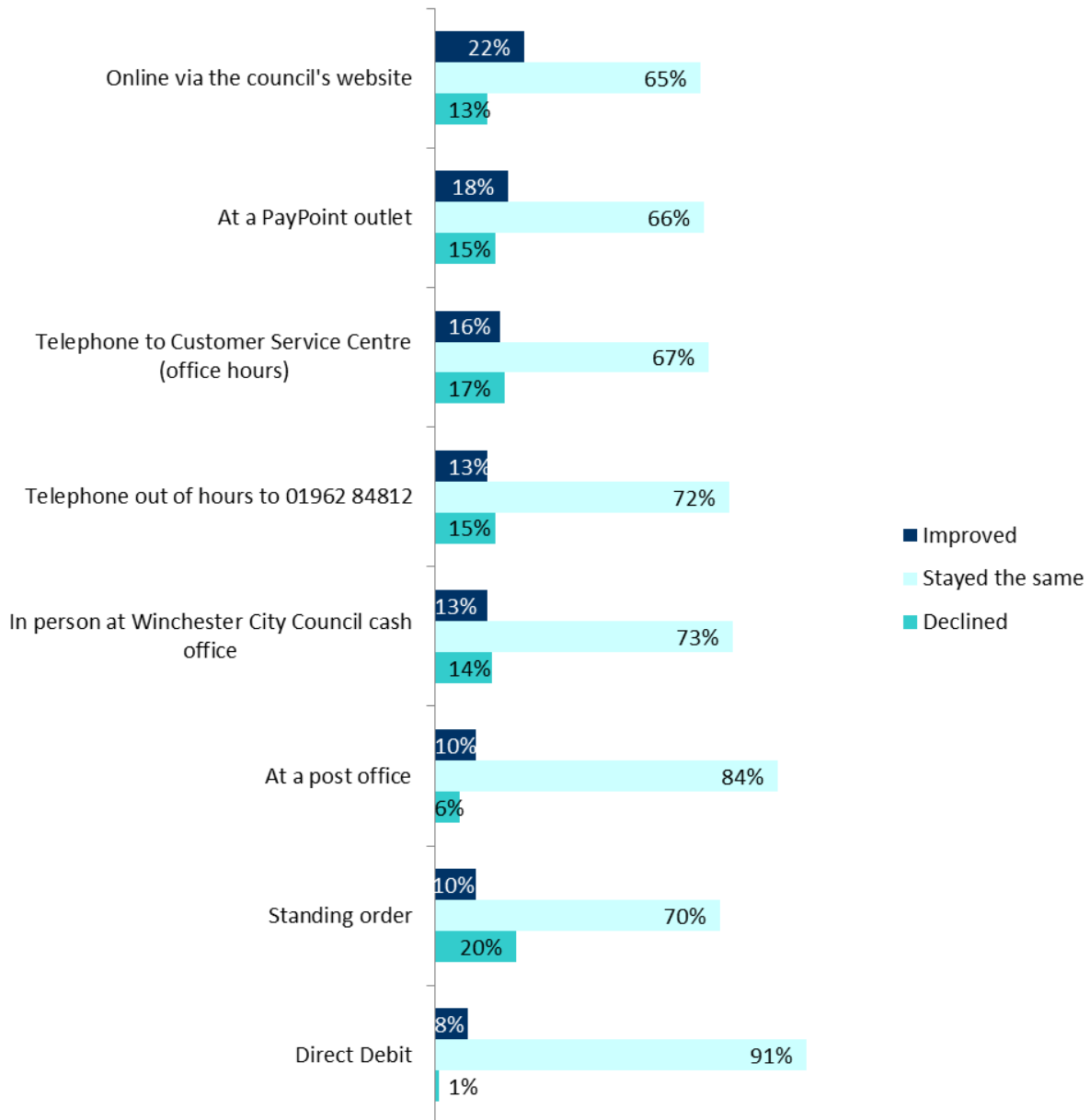
Percentage of respondents – multiple responses



Considering whether the customer service by each payment option has improved, stayed the same or declined. Figure 46 below shows that customer service for paying rent online (via the Council's website) has shown the highest level of improvement (22%). This compares to 8% for direct debit.

Figure 46 Level of customer service by each payment method (combined)

Percentage of respondents – multiple responses



Appendices

Appendix 1 – Sample composition

	Actual Overall	Percent		
Tenure				
General Needs	737	89%		
Sheltered	91	11%		
Gender		Overall	General needs	Sheltered
Male	362	46%	46%	45%
Female	428	54%	54%	55%
Age				
16 – 24	40	5%	6%	0%
35 – 44	67	9%	10%	0%
45 – 54	103	14%	15%	1%
55 – 64	113	15%	16%	9%
65 – 74	178	24%	22%	34%
75+	253	34%	31%	57%
Day to day ability limited due to ill-health				
Yes, limited a lot	186	24%	23%	30%
Yes, limited a little	188	24%	23%	32%
No	407	52%	54%	38%
Housing Benefit				
Yes	361	52%	52%	71%
No	336	48%	48%	29%
Sexual Orientation				
Heterosexual	560	77%	77%	76%
Other	50	7%	7%	7%
Prefer not to say	113	16%	15%	18%
Ethnic Group				
White: English / Welsh / Scottish / Northern Irish / British	778	97%	97%	97%
Other	22	3%	2%	2%
Prefer not to say	8	1%	1%	2%
Religion				
Christian	571	72%	71%	79%
Other	21	3%	3%	3%
No religion	155	19%	21%	10%
Prefer not to say	48	6%	6%	7%

The survey data has been weighted by tenure to ensure that the results are representative of Winchester City Council's stock.

Appendix 2 – General needs survey

Tenants Satisfaction Survey 2015

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 alternatively complete it online at www.m-e-l.co.uk/Winchester.aspx
- ◆ All responses will be confidential.

YOUR VIEWS

Everyone please answer the following questions

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

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

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

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

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

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

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

Only answer Q5 - Q7 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

6. If you are dissatisfied that service charges provide value for money, please give details on how Winchester City Council could improve? (Please write in the space provided)

7. How satisfied or dissatisfied are you that the information Winchester City Council provides makes it clear what the service charge covers and how it is calculated? (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	
8. 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	
9. 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	
10. How satisfied or dissatisfied are you that Winchester City Council staff are friendly and approachable? (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	
11. 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 <input type="checkbox"/>	1 <input type="checkbox"/>
2 <input type="checkbox"/>	3 <input type="checkbox"/>
4 <input type="checkbox"/>	5 <input type="checkbox"/>
6 <input type="checkbox"/>	7 <input type="checkbox"/>
8 <input type="checkbox"/>	9 <input type="checkbox"/>
10 <input type="checkbox"/>	
YOUR SERVICE PRIORITIES	
Everyone please answer the following questions	
12. 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
The overall quality of your home	<input type="checkbox"/> 2
Listening to tenants' views and acting upon them	<input type="checkbox"/> 3
Repairs and maintenance	<input type="checkbox"/> 4
Dealing with anti-social behaviour	<input type="checkbox"/> 5
Your neighbourhood / estate as a place to live	<input type="checkbox"/> 6
Value for money for your rent (and service charges)	<input type="checkbox"/> 7
Support and advice on claiming welfare benefits and paying rent	<input type="checkbox"/> 8
The Community Alarm or Lifeline Service for Older Residents	<input type="checkbox"/> 9
Building new homes	<input type="checkbox"/> 10
Incentive scheme for downsizing (Wisemove)	<input type="checkbox"/> 11

ESTATE SERVICES					
Everyone please answer the following questions					
13. 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	
14. 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	
15. 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	
16. 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	
17. 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

REPAIRS				
18. When you contact the Council about a repair and maintenance issue, how easy or difficult is it to speak to someone who can help you? (Tick one box only ✓)				
Very easy <input type="checkbox"/> 1	Fairly easy <input type="checkbox"/> 2	Neither <input type="checkbox"/> 3	Fairly difficult <input type="checkbox"/> 4	Very difficult <input type="checkbox"/> 5
19. After each repair is completed you should receive one of our green customer care cards. Do you complete and return these green cards (either through the post or online)? (Tick one box only ✓)				
Yes <input type="checkbox"/> 1	GO TO Q20	No <input type="checkbox"/> 2	If no, please tell us in the space below why you don't return the green cards.	
20. When your Area Property Surveyor visits to discuss a repair, how satisfied or dissatisfied are you with the final outcome of the visit? (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
21. If you are dissatisfied, please tell us why. (Please write in the space provided)				
22. If the Council had more resources to spend on repairs and maintenance, what would you like this spent on? (Please write in the space provided)				
23. What improvements would you like to see in the repairs and maintenance service? (Please write in the space provided)				

Rents				
Everyone please answer the following questions				
24. 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
25. Which options to pay your rent have you used in the last 12 months? (Please tick all that apply ✓)				
For each option you tick please tell us about the level of customer service. (Please tick one of either: service has improved or stayed the same or declined in the last 12 months)				
	Used in the last 12 months	Improved	Stayed the same	Declined
a. In person at Winchester City Council cash office	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b. Telephone to Customer Service Centre (office hours)	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c. Telephone out of hours to 01962 848512	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d. Online via the council's website	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e. At a post office	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f. At a PayPoint outlet	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g. Standing Order	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h. Direct Debit	<input type="checkbox"/> 8	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
26. If customer service has declined, please tell us why. (Please write in the space provided)				

CONTACT AND COMMUNICATION								
27. 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 Q28		No		<input type="checkbox"/> 2 GO TO Q34	
28. 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
29. 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
30. Was your query answered within a reasonable time? (Tick one box only ✓)								
Yes		<input type="checkbox"/> 1	No		<input type="checkbox"/> 2			
31. 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
32. If you contacted Housing by telephone, how easy or difficult was it to get through? (Tick one box only ✓)								
Very easy		<input type="checkbox"/> 1	Fairly easy		<input type="checkbox"/> 2	Neither		<input type="checkbox"/> 3
						Fairly difficult		<input type="checkbox"/> 4
						Very difficult		<input type="checkbox"/> 5
						Not Applicable		<input type="checkbox"/> 6
33. In the last 12 months, if you left a message for someone in Housing to call you back, was your call returned? (Tick one box only ✓)								
Yes		<input type="checkbox"/> 1	No		<input type="checkbox"/> 2	Sometimes		<input type="checkbox"/> 3
						Not applicable		<input type="checkbox"/> 4
YOU AND YOUR HOUSEHOLD								
Everyone please answer the following questions								
We need to ensure we get the views of all types of customers. In order for us to do this, we need to ask a few questions about your household.								
34. 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>								
35. 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			

<p>36. 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</p> <p>Yes – limited a lot <input type="checkbox"/> 1 Yes – limited a little <input type="checkbox"/> 2 No <input type="checkbox"/> 3</p>																																																																																							
<p>37. How would you describe your sexual orientation? (Please tick one only ✓)</p> <p>Heterosexual <input type="checkbox"/> 1 Gay woman <input type="checkbox"/> 3 Other <input type="checkbox"/> 5 Gay man <input type="checkbox"/> 2 Bisexual <input type="checkbox"/> 4 Prefer not to say <input type="checkbox"/> 6</p>																																																																																							
<p>38. What is your religion? (Please tick one only ✓)</p> <p>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</p>																																																																																							
<p>39. What is your (and your partner's if applicable) ethnic group? (Please tick one only ✓ for each)</p> <table border="1"> <thead> <tr> <th></th> <th>You</th> <th>Your partner</th> <th></th> <th>You</th> <th>Your partner</th> </tr> </thead> <tbody> <tr> <td>White</td> <td></td> <td></td> <td>Mixed / multiple ethnic groups</td> <td></td> <td></td> </tr> <tr> <td>English / Welsh / Scottish / Northern Irish / British</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 1</td> <td>White and Black Caribbean</td> <td><input type="checkbox"/> 10</td> <td><input type="checkbox"/> 10</td> </tr> <tr> <td>Irish</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/> 2</td> <td>White and Black African</td> <td><input type="checkbox"/> 11</td> <td><input type="checkbox"/> 11</td> </tr> <tr> <td>Gypsy or Irish Traveller</td> <td><input type="checkbox"/> 3</td> <td><input type="checkbox"/> 3</td> <td>White and Asian</td> <td><input type="checkbox"/> 12</td> <td><input type="checkbox"/> 12</td> </tr> <tr> <td>Any other White background</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 4</td> <td>Any other mixed / multiple ethnic background</td> <td><input type="checkbox"/> 13</td> <td><input type="checkbox"/> 13</td> </tr> <tr> <td>Black / African / Caribbean / Black British</td> <td></td> <td></td> <td>Asian / Asian British</td> <td></td> <td></td> </tr> <tr> <td>African</td> <td><input type="checkbox"/> 5</td> <td><input type="checkbox"/> 5</td> <td>Indian</td> <td><input type="checkbox"/> 14</td> <td><input type="checkbox"/> 14</td> </tr> <tr> <td>Caribbean</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6</td> <td>Pakistani</td> <td><input type="checkbox"/> 15</td> <td><input type="checkbox"/> 15</td> </tr> <tr> <td>Any other Black / African / Caribbean background</td> <td><input type="checkbox"/> 7</td> <td><input type="checkbox"/> 7</td> <td>Bangladeshi</td> <td><input type="checkbox"/> 16</td> <td><input type="checkbox"/> 16</td> </tr> <tr> <td>Other ethnic group</td> <td></td> <td></td> <td>Chinese</td> <td><input type="checkbox"/> 17</td> <td><input type="checkbox"/> 17</td> </tr> <tr> <td>Arab</td> <td><input type="checkbox"/> 8</td> <td><input type="checkbox"/> 8</td> <td>Any other Asian background</td> <td><input type="checkbox"/> 18</td> <td><input type="checkbox"/> 18</td> </tr> <tr> <td>Any other ethnic group</td> <td><input type="checkbox"/> 9</td> <td><input type="checkbox"/> 9</td> <td>Prefer not to say</td> <td><input type="checkbox"/> 19</td> <td><input type="checkbox"/> 19</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Not applicable</td> <td></td> <td><input type="checkbox"/> 20</td> </tr> </tbody> </table>					You	Your partner		You	Your partner	White			Mixed / multiple ethnic groups			English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/> 1	<input type="checkbox"/> 1	White and Black Caribbean	<input type="checkbox"/> 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 Black / African / Caribbean 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
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THANK YOU																																																																																							
<p>Thank you for taking the time to complete this questionnaire.</p> <p>Please return your completed questionnaire to M·E·L Research in the freepost envelope provided.</p>																																																																																							

Appendix 2 – Sheltered Survey

Tenants Satisfaction Survey 2015

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

YOUR VIEWS

Everyone please answer the following questions

1. 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. Service provided by Winchester City Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. 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
c. 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
d. 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
e. The way Winchester City Council deals with repairs and maintenance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. Winchester City Council listens to your views and acts upon them	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Only answer Q2 - Q4 if you pay a service charge

2. How satisfied or dissatisfied are you that your service charge provides value for money? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

3. If you are dissatisfied that service charges provide value for money, please give details on how Winchester City Council could improve? (Please write in the space provided)

4. How satisfied or dissatisfied are you that the information Winchester City Council provides makes it clear what the service charge covers and how it is calculated? (Tick one box only ✓)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

1 2 3 4 5

GENERAL SERVICES										
Everyone please answer the following questions										
5. 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						
6. 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. Winchester City Council treats you fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5					
b. Staff are friendly and approachable	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5					
7. 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"/>
YOUR SERVICE PRIORITIES										
Everyone please answer the following questions										
8. Which of the following services would you consider to be priorities?										
(Please tick your <u>top three only</u> ✓)										
Your neighbourhood / estate as a place to live	<input type="checkbox"/> 1	Dealing with anti-social behaviour	<input type="checkbox"/> 8							
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 Community Alarm or Lifeline Service for older residents	<input type="checkbox"/> 9							
Repairs and maintenance	<input type="checkbox"/> 4	Building new homes	<input type="checkbox"/> 10							
Value for money for your rent (and service charges)	<input type="checkbox"/> 5	Incentive scheme for downsizing (Wisemove)	<input type="checkbox"/> 11							
Keeping residents informed	<input type="checkbox"/> 6									

ESTATE SERVICES					
Everyone please answer the following questions					
9. 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	
10. 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	
11. 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	
12. 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	
13. 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

REPAIRS	
<p>14. When you contact the Council about a repair and maintenance issue, how easy or difficult is it to speak to someone who can help you? (Tick one box only ✓)</p> <p>Very easy Fairly easy Neither Fairly difficult Very difficult</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p>	
<p>15. After each repair is completed you should receive one of our green customer care cards. Do you complete and return these green cards (either through the post or online)? (Tick one box only ✓)</p> <p>Yes <input type="checkbox"/> 1 GO TO Q16 No <input type="checkbox"/> 2</p> <p style="text-align: right; margin-right: 50px;">If no, please tell us in the space below why you don't return the green cards.</p> <div style="border: 1px solid black; height: 40px; width: 100%; margin-top: 5px;"></div>	
<p>16. When your Area Property Surveyor visits to discuss a repair, how satisfied or dissatisfied are you with the final outcome of the visit? (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>17. If you are dissatisfied, please tell us why. (Please write in the space provided)</p> <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px;"></div>	
<p>18. If the Council had more resources to spend on repairs and maintenance, what would you like this spent on? (Please write in the space provided)</p> <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px;"></div>	
<p>19. What improvements would you like to see in the repairs and maintenance service? (Please write in the space provided)</p> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 5px;"></div>	

Rents				
Everyone please answer the following questions				
20. 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
21. Which options to pay your rent have you used in the last 12 months? (Please tick all that apply ✓)				
For each option you tick please tell us about the level of customer service. (Please tick one of either: service has improved or stayed the same or declined in the last 12 months)				
	Used in the last 12 months	Improved	Stayed the same	Declined
a. In person at Winchester City Council cash office	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b. Telephone to Customer Service Centre (office hours)	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c. Telephone out of hours to 01962 848512	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d. Online via the council's website	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e. At a post office	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f. At a PayPoint outlet	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g. Standing Order	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h. Direct Debit	<input type="checkbox"/> 8	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
22. If customer service has declined, please tell us why. (Please write in the space provided)				

CONTACT AND COMMUNICATION

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

Yes 1 **GO TO Q24** No 2 **GO TO Q30**

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

Easy 1 Difficult 2 Neither 3

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

Helpful 1 Unhelpful 2 Neither 3

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

Yes 1 No 2

27. How satisfied or dissatisfied were you with the final outcome?

(Tick one box only ✓)

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

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

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

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

Yes 1 No 2 Sometimes 3 Not applicable 4

YOU AND YOUR HOUSEHOLD

Everyone please answer the following questions

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

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

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

- Please select either male or female for your gender. Transgender or transsexual: Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.

- If there are more than six people in your household, including children under 16, please add a separate line for each other member of your household

<p>31. 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</p> <p>Yes – limited a lot <input type="checkbox"/> 1 Yes – limited a little <input type="checkbox"/> 2 No <input type="checkbox"/> 3</p>																																																																																							
<p>32. Does your household currently receive housing benefit (either paid directly to you or to your landlord)? (Tick one box only ✓)</p> <p>Yes <input type="checkbox"/> 1 No <input type="checkbox"/> 2</p>																																																																																							
<p>33. How would you describe your sexual orientation? (Please tick one only ✓)</p> <p>Heterosexual <input type="checkbox"/> 1 Gay woman <input type="checkbox"/> 3 Other <input type="checkbox"/> 5 Gay man <input type="checkbox"/> 2 Bisexual <input type="checkbox"/> 4 Prefer not to say <input type="checkbox"/> 6</p>																																																																																							
<p>34. What is your religion? (Please tick one only ✓)</p> <p>No religion <input type="checkbox"/> 1 Hindu <input type="checkbox"/> 4 Sikh <input type="checkbox"/> 7 Christian (all denominations) <input type="checkbox"/> 2 Jewish <input type="checkbox"/> 5 Any other religion <input type="checkbox"/> 8 Buddhist <input type="checkbox"/> 3 Muslim <input type="checkbox"/> 6 Prefer not to say <input type="checkbox"/> 9</p>																																																																																							
<p>35. What is your (and your partner's if applicable) ethnic group? (Please tick one only ✓ for each)</p> <table border="1"> <thead> <tr> <th></th> <th>You</th> <th>Your partner</th> <th></th> <th>You</th> <th>Your partner</th> </tr> </thead> <tbody> <tr> <td colspan="2">White</td> <td></td> <td colspan="3">Mixed / multiple ethnic groups</td> </tr> <tr> <td>English / Welsh / Scottish / Northern Irish / British</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 1</td> <td>White and Black Caribbean</td> <td><input type="checkbox"/> 10</td> <td><input type="checkbox"/> 10</td> </tr> <tr> <td>Irish</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/> 2</td> <td>White and Black African</td> <td><input type="checkbox"/> 11</td> <td><input type="checkbox"/> 11</td> </tr> <tr> <td>Gypsy or Irish Traveller</td> <td><input type="checkbox"/> 3</td> <td><input type="checkbox"/> 3</td> <td>White and Asian</td> <td><input type="checkbox"/> 12</td> <td><input type="checkbox"/> 12</td> </tr> <tr> <td>Any other White background</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 4</td> <td>Any other mixed / multiple ethnic background</td> <td><input type="checkbox"/> 13</td> <td><input type="checkbox"/> 13</td> </tr> <tr> <td colspan="2">Black / African / Caribbean / Black British</td> <td></td> <td colspan="3">Asian / Asian British</td> </tr> <tr> <td>African</td> <td><input type="checkbox"/> 5</td> <td><input type="checkbox"/> 5</td> <td>Indian</td> <td><input type="checkbox"/> 14</td> <td><input type="checkbox"/> 14</td> </tr> <tr> <td>Caribbean</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6</td> <td>Pakistani</td> <td><input type="checkbox"/> 15</td> <td><input type="checkbox"/> 15</td> </tr> <tr> <td>Any other Black / African / Caribbean background</td> <td><input type="checkbox"/> 7</td> <td><input type="checkbox"/> 7</td> <td>Bangladeshi</td> <td><input type="checkbox"/> 16</td> <td><input type="checkbox"/> 16</td> </tr> <tr> <td colspan="2">Other ethnic group</td> <td></td> <td>Chinese</td> <td><input type="checkbox"/> 17</td> <td><input type="checkbox"/> 17</td> </tr> <tr> <td>Arab</td> <td><input type="checkbox"/> 8</td> <td><input type="checkbox"/> 8</td> <td>Any other Asian background</td> <td><input type="checkbox"/> 18</td> <td><input type="checkbox"/> 18</td> </tr> <tr> <td>Any other ethnic group</td> <td><input type="checkbox"/> 9</td> <td><input type="checkbox"/> 9</td> <td>Prefer not to say</td> <td><input type="checkbox"/> 19</td> <td><input type="checkbox"/> 19</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Not applicable</td> <td></td> <td><input type="checkbox"/> 20</td> </tr> </tbody> </table>					You	Your partner		You	Your partner	White			Mixed / multiple ethnic groups			English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/> 1	<input type="checkbox"/> 1	White and Black Caribbean	<input type="checkbox"/> 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 Black / African / Caribbean 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
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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>																																																																																							

Appendix 3 – Sheltered Schemes

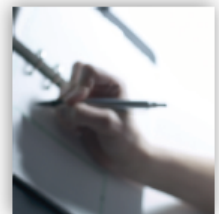
For the purposes of this survey sheltered includes the following schemes and the tenants of which all received a form;

Chester Court, Winchester
Eastacre, Weeke
Greens Close/Blanchard Road, Bishops Waltham
Godson House, Winchester
Hyde Gate, Winchester
Hyde Lodge, Winchester
King Harold Court, Winchester
Lawn House, Winchester
Makins Court, Alresford
Mildmay Court, Winchester
Normandy Court, Wickham
Richard Moss House, Winchester
Simmonds Close, Abbots Barton
Spring House Close, Colden Common
White Wings, Denmead

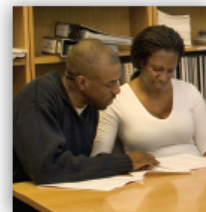
Using evidence to shape better services



Research



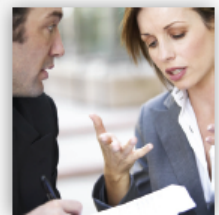
Public Consultation



Evaluation



Surveys



Consultancy Evaluation



Skillbuilding



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Measurement ♦ Evaluation ♦ Learning