



TSM Survey 2023

for:



Winchester
City Council

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1. Introduction

Background

This report details the results of Winchester City Council's 2023 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2019 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research client database of recently completed TSM compliant surveys, two thirds of which are local authorities or ALMOs.

About the survey

The survey was carried out between May and June 2023. A computer-generated randomly selected one third census of general needs households were invited to take part in the survey, alongside a full census of sheltered/extra care and temporary housing.

Colour paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw.

Overall, 938 tenants took part in the survey, which represented a response rate of 46% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced age group, property type and stock type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary

Bench mark	2019 result	Change over time	2023 result	Tenant Satisfaction Measure
79%	87%	↓	78%	satisfaction overall
82%	85%	↓	79%	home is safe
74%	N.A.		74%	home is well maintained
63%	N.A.		64%	communal areas clean and maintained
80%	N.A.		80%	repairs service in last 12 months
73%	N.A.		78%	time taken to complete last repair
63%	65%	↑	67%	listens to views and acts on them
71%	81%	↓	72%	being kept informed
77%	N.A.		79%	treated fairly and with respect
53%	N.A.		47%	approach to handling complaints
61%	N.A.		59%	makes a positive contribution to area
55%	59%	↓	48%	approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

Overall satisfaction

1. Overall tenant satisfaction with the services provided by Winchester City Council has fallen to 78% compared to the 87% achieved in 2019, having been reasonably stable since 2015. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the pandemic, cost of living crisis, inflationary rent increases and shortages in labour and materials.
2. Indeed, the Council's overall satisfaction score is still broadly in line with the ARP Research benchmark median of other landlords that have completed surveys with TSM questions over the last 18 months (79%, section 3).
3. Most of the results across the survey are also generally around the average benchmark scores, with the main positive exceptions being higher than average results for listening to tenants (section 6) and the timeliness of repairs (section 5). Conversely, the greatest shortfalls relative to the benchmark targets are in the approaches to handling ASB and complaints more generally (sections 7 and 8).
4. The most influential demographic category in most tenant surveys is age group, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (88%, over 65s) and significantly lower amongst the under 35s (65%).
5. Satisfaction is much higher in sheltered/extra care housing than in the general needs stock (90% v 76%), the gap having doubled since 2019. It is also higher in the rural districts than in the city districts (81% v 76%).
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four strongest factors most closely associated with overall tenant satisfaction are:
 - Provide a home that is well maintained (74% satisfied, section 4)
 - Repairs service received over the last 12 months (80%, section 5)
 - Easy to deal with (76%, section 6)
 - Listen and act on tenants' views (67%, section 6)

The home

7. Around three quarters of tenants feel that the Council provides a home that is well maintained, which is also in-line with the benchmark average (74%, section 4).
8. How tenants responded is the strongest 'key driver', which means it is the best predictor of overall tenant satisfaction. This is a common survey finding in the post-pandemic era.
9. The property improvements that were mentioned most frequently in the survey comments are heating, energy efficiency and replacement windows (see section 9).

2. Executive summary

10. Since 2019 satisfaction with the safety of the home has fallen by six points to 79%, which is now slightly lower than the benchmark average of 82%. However, the proportion that are 'very' satisfied has actually gone up by 10%. This may be as a result of the wording change in TSM, the 2019 question referred to both safety and security.
11. There is increased regulatory focus on cleanliness and maintenance of communal areas. On this measure the Council's score of 64% is again close to the benchmark median of 63%, although there may be some issues in the City Winnall & Highcliffe district (40% satisfied).

Repairs

12. Four out of five respondents are satisfied with the repairs service received over the last 12 months (80%), which is an identical score to the benchmark median (section 5).
13. This question is the second strongest key driver of landlord satisfaction, which coupled with property maintenance more generally emphasises the bricks and mortar theme of this year's survey results.
14. Indeed, around one in ten of the comments made at the end of the survey were requests to complete repairs and maintenance jobs that remain outstanding (9%), followed by 7% that asked for better information and communication on when repairs would be completed (section 9).
15. Nevertheless, most respondents are still satisfied with the time taken to complete repairs after they are reported (78%), which is notably higher than average amongst other landlords (73%).

Communication

16. The secondary key drivers of tenant satisfaction were both regarding the nature of the customer relationship between them and housing services. The first of these is the extent to which housing services is easy to deal with which is often referred to as a 'customer effort' score (76%) satisfied (section 6).
17. The extent to which the council listens to and acts upon the views of tenants is the joint third placed key driver (67% satisfied). This is one area in which the Council compares favourably against both its own 2019 score (was 65%) and the wider sector benchmark (63%).
18. This rating has also jumped up by 10% for sheltered and extra care tenants (now 81%).
19. It should be noted that attention is being given to this by the Council, including the development of an engagement plan, the 'Listening to views' focus groups, and visits to sheltered and extra care households by the new 'Wellbeing and Inclusion Officer.'
20. Survey respondents are also generally satisfied that they are treated fairly and with respect (79%), with only a small minority that actively disagrees (7%).
21. Conversely, fewer tenants than in 2019 feel that they are kept informed about things that are important to them (72% v 81%), albeit still consistent with the average score amongst other landlords. It is possible that this is linked to the aforementioned issue of outstanding repairs and maintenance works.

Neighbourhoods

22. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 59% of respondents are satisfied with, compared to 13% that are dissatisfied. This is yet another measure that is broadly similar to expectations, the benchmark figure being 61% (section 7).
23. Just under half of the sample are satisfied with the Council's approach to handling anti-social behaviour (48%), compared to 17% that are dissatisfied. This is below the benchmark average of 53%, having fallen by a statistically significant 11% since 2019.

Complaints

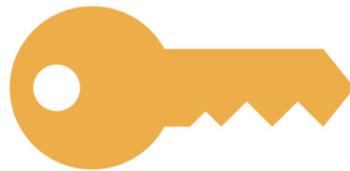
24. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a fifth of respondents answered. This result should therefore be viewed as comments on how the Council generally deals with elevated service requests, rather than a measure of how the formal complaint process performs (section 8).
25. Unfortunately, although around half of complainants are satisfied with the Council's approach to the handling of their complaint, this is somewhat below the benchmark median of 53%.



3. Services overall

78%

satisfied
overall



top 'key
drivers'

1. home that is well maintained
2. repairs service in last 12 mths
3. easy to deal with
4. listens and acts on views



Overall satisfaction has fallen significantly since 2019, but the pandemic and cost-of living have suppressed satisfaction scores across the sector



Most satisfaction scores are on par with TSM benchmarks from other ARP Research clients



Property maintenance and repairs is the strongest theme of the 'key driver' list of the best predictors of overall satisfaction



Substantial differences by age group, being much higher than average for the over 65s but much lower for under 35s

3. Services overall

3.1 Overall satisfaction

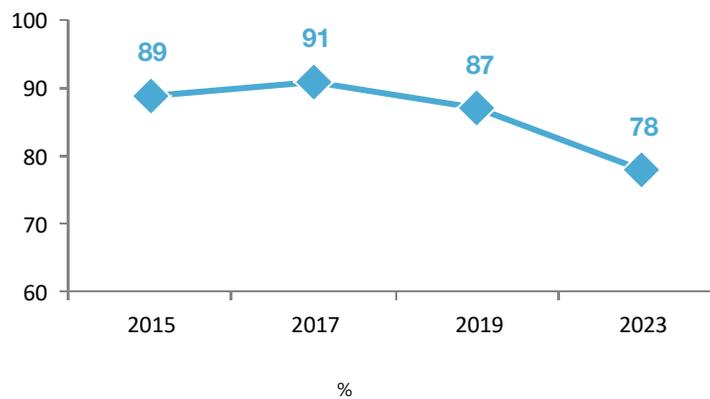
% Base 937 | Excludes non respondents



Overall service provided by Winchester City Council housing services



satisfied 2023: 78, satisfied 2019: 87, error margin: +/- 2.6, bench mark: 79



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	5	7	12	37	40	76	87	+/- 3.3
Sheltered/Extra care	288	4	3	4	34	56	90	93	+/- 3.4

Overall tenant satisfaction with the services provided by Winchester City Council housing services has **fallen** to 78% compared to the 87% achieved in 2019, having been reasonably stable since 2015.

This is a 'statistically significant' change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. The **pandemic** significantly suppressed customer satisfaction scores across the sector, with recovery further hampered by the fact that tenants are currently struggling to cope with the **cost-of-living crisis**. In addition, landlords are also affected by high inflation with most having to increase rents, as well as dealing with shortages in labour and materials.

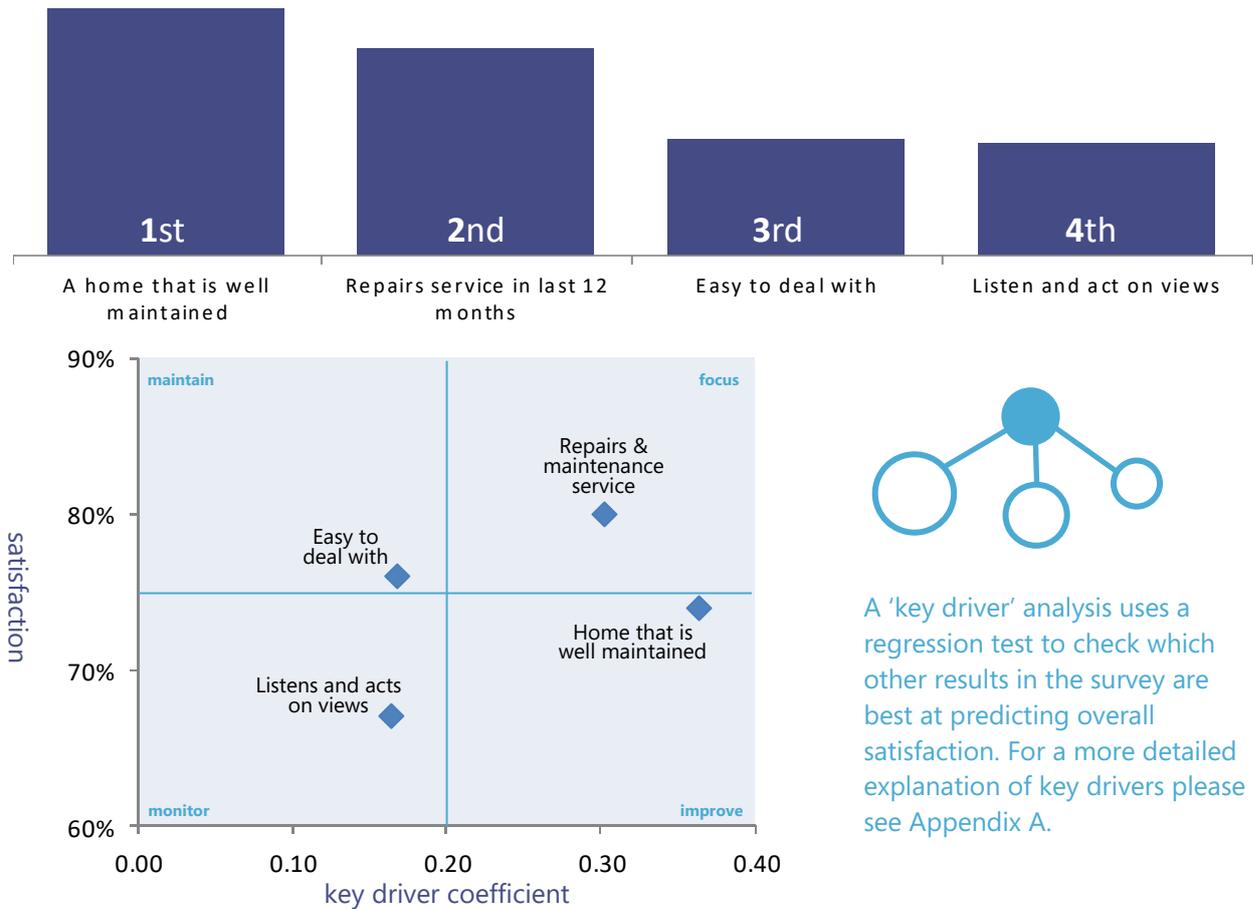
Indeed, despite being considerably lower than it had been pre-pandemic, the Council's overall satisfaction score is still broadly in line with the ARP Research **benchmark median** of other landlords that have completed surveys with TSM questions over the last 18 months (79%).

Furthermore, most of the results across the survey are also generally around the average benchmark scores, with the main positive exceptions being **higher than average** results for listening to tenants (section 6) and the timeliness of repairs (section 7). Conversely, the greatest **shortfalls** relative benchmark targets are in the approaches to handling ASB and complaints more generally (sections 7 and 8).

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.706 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding was that the extent to which tenants feel that their home is **well maintained** or their general experience of the **repairs service** over the last 12 months are the dominant factors. This focus on bricks and mortar issues is a very common theme in tenant surveys completed in the post-pandemic era, during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour.

What this suggests is that Winchester Council tenants are most strongly focused on the **physical fabric** of their homes, but the quality of the **customer relationship** between them and their landlord is also very important, as evidenced by the two other items in the key driver list that are both of equal strength.

The first of these is the extent to which housing services is **easy to deal with**. This is a Housemark core STAR question and is often referred to as a 'customer effort' score. The Council's performance in this regard is on par with other landlords (see section 6), but it's inclusion on this list emphasises how influential a painless customer service experience is on their broader attitudes towards the Council.

A closely related topic is the extent to which the council **listens to** and acts upon the views of tenants, which is the joint third placed key driver. This is a particularly interesting finding because it is one area in which the Council compares favourably against both its own 2019 score and the wider sector benchmark, having already been working on improving in this regard (see section 6).

3. Services overall



Change over time

- Overall satisfaction has **fallen** by a statistically significant 9%.
- This is primarily driven by a fall in satisfaction amongst **general needs** tenants from 87% to 76%. Although satisfaction in sheltered housing and extra care is also down a little, this isn't a statistically significant change.
- By district, there was a particularly sharp fall in satisfaction in **City Weeke** (74% v 91%).



By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (88%, over 65s) and significantly lower than average amongst the under 35s (65%). For full details see table 10.11.
- Tenants that have **had a repair** in the previous year are significantly more satisfied than those that have not (81% v 66%).
- The small group of **BAME** respondents are significantly more satisfied than White British tenants (86% v 78%), a pattern that is evident throughout all the core findings (see table 10.12).



By place

- Satisfaction is much higher in **sheltered/extra care** housing than in the **general needs** stock (90% v 76%). The gap between the two has more than doubled from 6% to 14%.
- There are no significant differences between the overall score and any specific district. However, when compared against *one another*, satisfaction is significantly higher in the **rural districts** compared to the city districts (81% v 76%), albeit at the less stringent 90% confidence level.
- The single district with the highest satisfaction level is **Rural North** (84%), whilst the lowest is City Weeke (74%).
- Overall satisfaction is significantly higher than average for tenants in **bungalows** (84%), compared to 78% in flats and 77% in houses, although the latter has a significantly lower proportion that are 'very' satisfied (39%).

3.3 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
Overall	938	78
City	528	76
Rural	410	81
City Other	131	78
City Stanmore	162	76
City Weeke	84	74
City Winnall & Highcliffe	151	76
Rural North	153	84
Rural South	256	79

Significantly **worse** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

79% 
safe

74% 
well maintained



The maintenance of the home is the strongest key driver of overall satisfaction



This is a new question, but the rating is consistent with the benchmark target score



Satisfaction with the safety of the home has fallen, but the picture is mixed because more are now 'very' satisfied



Almost two thirds of those with communal areas are happy with their cleaning and maintenance, which is about average

4. The home

The new TSM question about the standard of the property doesn't have comparable wording to the old survey, so cannot be compared directly to the 2019 results. However, three quarters of the Council's tenants are satisfied that their home is **well maintained** (74%), which is again in-line with the ARP benchmark figure.

The nearest equivalent question in 2019 which asked about the quality of the home was also broadly consistent with that year's benchmark, suggesting that any changes in perceptions of the home are consistent with the national picture.

Nevertheless, the maintenance of the property is the strongest **key driver** of overall satisfaction (section 3), which as previously mentioned is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.

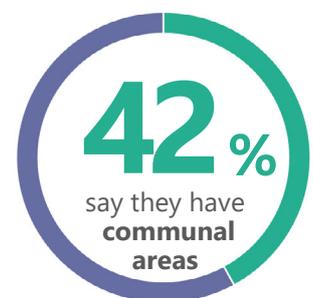
In addition, the recent consultations carried out by the Council on making **homes greener** may have focused tenant's minds around property improvements. There is also supporting evidence from tenant's additional comments made at the end of the survey with property improvements being the most common requests, especially **heating, energy efficiency and replacement windows** (see section 9).

The next question in this section, asking about the **safety** of the building, which is considered to be similar enough to be able to track over time. Since 2019 this rating has fallen by six points to 79%, which is now slightly lower than the benchmark average of 82%. However, this is not a statistically significant change because there is more going on underneath the surface – the proportion that are 'very' satisfied has actually gone up by 10%, but the proportion 'fairly' satisfied has fallen by 15%!

The survey results offer little insight into this confusing finding, including only a handful of references to safety in the open text comments. It is possible that the wording change, the 2019 question referred to safety and security, may have had a more noticeable effect than in other tenant surveys.

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Under half of the Council's tenants felt that this question applied to them, including most sheltered/extra care tenants (97%) but only a third of general needs (35%).

Around two thirds of these respondents are satisfied with how these communal areas are cleaned and maintained (64%), which once again is very close to the ARP Research benchmark of 63%, although there may be some issues in the City Winnall & Highcliffe district (40% satisfied).



4. The home

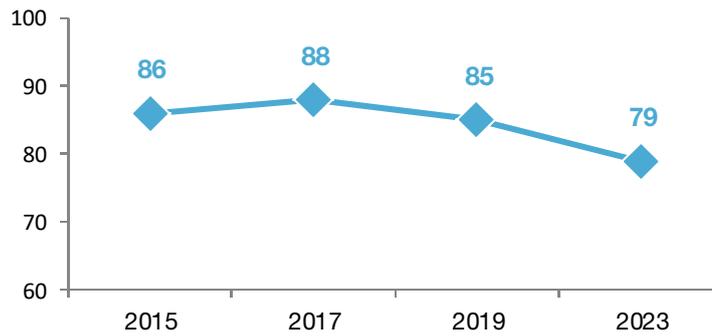
4.1 Satisfaction with the home

% Bases (descending) 927, 928, 384 | Excludes non respondents



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 △ significantly better (90%)
 ▲ significantly better(95%)
● Benchmark median
□ Benchmark quartile

Home is safe



Home is safe

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	5	8	10	32	45	77	84	+/- 3.3
Sheltered/Extra care	288	1	1	7	24	67	91	95	+/- 3.4

Home is well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	7	10	11	35	37	72	-	+/- 3.5
Sheltered/Extra care	288	2	1	7	29	61	89	-	+/- 3.6

Communal areas clean and well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	15	15	14	32	24	56	-	+/- 6.5
Sheltered/Extra care	288	2	6	5	38	50	89	-	+/- 3.8

4. The home



Change over time

- Satisfaction with the **safety** of the home has **fallen** since 2019 from 85% to 79%, albeit not significantly.



By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (50% 'maintenance', 58% 'safety'). Both are rated significantly higher than average by those aged 65 or over (85% 'maintenance, 89% 'safety').
- As expected, there is a notable difference in the rating for the maintenance of the home by whether or not respondents have **had a repair** (76% v 62%).
- **BAME** respondents are significantly more satisfied with both the maintenance and safety of their homes (83% and 86% respectively), as well as the maintenance of communal areas (81%).



By place

- **Sheltered/Extra care** tenants have high satisfaction with maintenance and safety of the building (89% and 91% respectively). They are also significantly more likely than other tenants to have a positive view on communal cleaning and maintenance (89%).
- Satisfaction with the **safety** of the home is somewhat lower for tenants with communal areas than those without (76% v 81%).
- Furthermore, by property characteristic the lowest satisfaction with maintenance is 70% amongst those living in **3 bed homes**, including only 32% that are 'very' satisfied.
- Tenants in **rural areas** are significantly more satisfied than average with both the maintenance and safety ratings (78% and 85%), with satisfaction significantly below average for both in **city** regions (71% and 74%).
- Respondents in the **City Stanmore** district are significantly less satisfied than average with the safety of their home (70%).
- Satisfaction with communal areas is significantly lower than average in the **City Winnall & Highcliffe** district (40%), which is 20% lower than any other area.

4.2 The home by area

	Sample size	% positive		
		Home is safe	Home is well maintained	Communal areas clean & maintained
Overall	938	79	74	64
City	528	74	71	64
Rural	410	85		65
City Other	131	79	73	76
City Stanmore	162	70	68	66
City Weeke	84	76	71	60
City Winnall & Highcliffe	151	73	71	46
Rural North	153	86	75	68
Rural South	256	84	80	63

Significantly **worse** than average (95% confidence*)

Significantly **worse** than average (90% confidence*)

Significantly **better** than average (95% confidence*)

Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Repairs and maintenance

80%



service in last
12 months

78%



time taken to
complete repair



Satisfaction with recent repairs received is a key driver of satisfaction



The repairs questions compare well against benchmarks, especially timeliness which is 5% higher than average



The single most common open text comment is about repairs jobs that remain outstanding, followed by more information and communication on repairs



Recent consultation on 'listening to views' also included many comments about interactions with repairs staff

5. Repairs and maintenance

Satisfaction with the repairs service over the last 12 months is the second strongest **key driver** of landlord satisfaction (section 3), which coupled with property maintenance more generally emphasises the bricks and mortar theme of this year's survey results.

However, the importance of an issue isn't necessarily linked to current performance. Indeed, the 80% that are satisfied with the **service they have received** if they had a repair in the last year is consistent with the ARP average across different landlords, whilst the 78% that are happy with the **timeliness** of their last repair is notably higher than average amongst other landlords (73%).

It is important to note here that the TSM question this year isn't compatible with the STAR wording used in previous surveys, which asked everyone about repairs and maintenance more generally regardless of recent experience.

Although this year's ratings for the repairs service are at least on par with expectations, the reasons for this service being a key driver are still there, chief amongst these maintain service levels in the face of pandemic delays and inflationary pressures. This is most in evidence within the free text responses as around one in ten of the comments made at the end of the survey were requests to complete repairs and maintenance jobs that **remain outstanding** (9%), followed by 7% that asked for better **information and communication** on when repairs would be completed (see chart 9.3).

The latter finding also supports the results from other recent consultations with tenants (see section 6 for details) that highlighted the interactions between contractors and tenants as an important element of feeling that the Council **listens to their views**.

By people

- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 month (88%), compared to just 75% of working age tenants, including only 69% of the **under 35s**.
- However, note that this age gap of 19% between highest and lowest is smaller than the nearest equivalent repairs question in the 2019 survey where the gap was 32%.
- The time taken to complete the last repair is also rated significantly higher than average by tenants aged 65 or over (84%), but again the opposite is true for under 35s (64%).



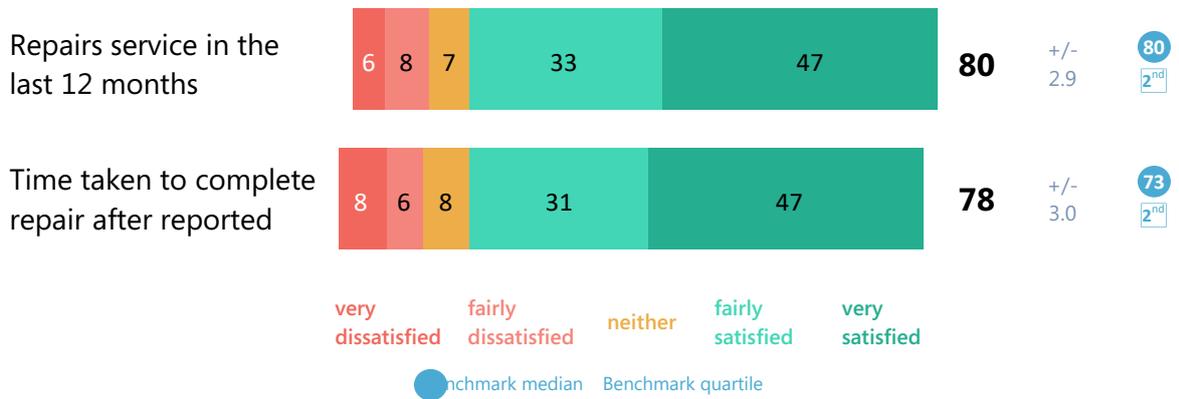
By place

- **Sheltered/Extra care** tenants are more satisfied than general needs with the service received in the last 12 months (87% v 79%) as well as the time taken to complete a repair (83% v 77%).
- Some statistically significant differences by **district** with respondents in the Rural North area significantly more satisfied than average with the service received in the last 12 months (87%) and the time taken to complete their last repair (82%, see table 5.2).
- The service in the last 12 months is rated significantly below average in the Weeke district (78%).
- Both questions are rated just below average in **houses** (78% 'service in last 12 months', 77% 'time taken'), whereas the opposite is true for those living in bungalows (84% 'service in last 12 months', 80% 'time taken').

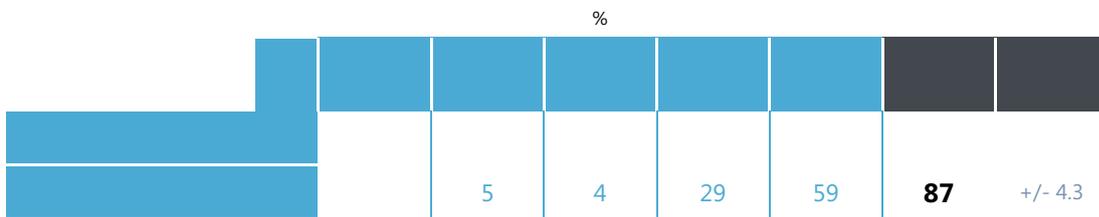
5. Repairs and maintenance

5.1 Repairs and maintenance

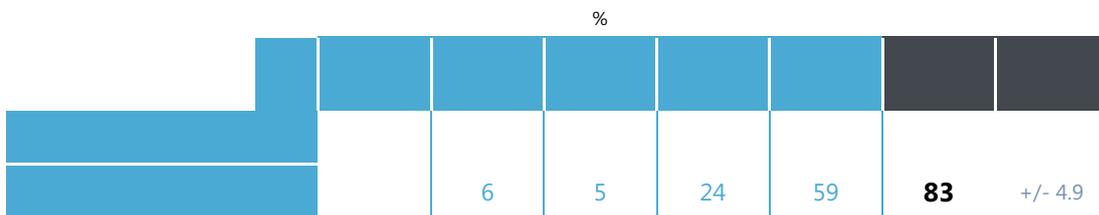
% Bases (descending) 763, 765 | Had a repair in the last year. Excludes non respondents



Repairs service in the last 12 months



Time taken to complete repair after reported



5.2 Repairs and maintenance by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	938	80	78
City	528	80	77
Rural	410	79	78
City Other	131	73	74
City Stanmore	162	84	80
City Weeke	84	78	79
City Winnall & Highcliffe	151	84	77
Rural North	153	87	82
Rural South	256	75	76

- Significantly **worse** than average (95% confidence*)
- Significantly **worse** than average (90% confidence*)
- Significantly **better** than average (95% confidence*)
- Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Contact and communication



79%



listens to views
and acts upon



The ease of dealing with housing services, and listening to tenants' views, are both key drivers of satisfaction overall



The rating for listening to tenants' views has increased slightly since 2019, including a 10% improvement amongst sheltered and extra care



Listening to tenants' views, and the opportunities to make their views known, are both rated above the benchmark average



Most tenants feel that they are treated fairly and with respect (79%) compared to only 7% that disagree

6. Contact and communication

Although the primary theme of the survey results is property maintenance and repairs, the secondary key drivers of tenant satisfaction were both regarding the nature of the **customer relationship** between them and housing services (section 3).

The first of these is a relatively new STAR core question asking if tenants find Housing Services easy to deal with, which is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. Three quarters are satisfied this was the case (76%), which once again is consistent with the ARP benchmark average.

The other clear signifier of overall tenant satisfaction in this section of the results is the rating for how housing services **listens to views and acts upon them**, a score that unlike most other year on year comparisons has increased since the last survey (albeit not significantly so). Furthermore, it is also positive to note that the Council rating of 67% satisfied is four points higher than the ARP benchmark score of 63%.

Similarly, satisfaction with the opportunities to **make your views known** demonstrated a similar pattern, being slightly higher than in 2019 and six points above benchmark (70% satisfied).

It should be noted that attention is being given to this by the Council, including the development of an **engagement plan** and the '**Listening to views**' **focus groups** with tenants last year. Furthermore, satisfaction that the Council listens to tenant's views has significantly increased by 10% for sheltered and extra care residents, and visits from the new '**Wellbeing and Inclusion Officer**' are being made with this group.

Those focus groups last year also provide insights into the main themes of the current survey. When attendees were asked what "listening to views" meant to them in practice, a common answer was that it meant contractors and other staff meaningfully engaging with them about how and when repairs were to be completed.

Indeed, the manner in which tenants were dealt with during such interactions was also mentioned during those focus groups, which leads on to another finding from the current survey about treating **tenants fairly and with respect**. Fortunately, the Council's score compared well against the benchmark (79% v 77%), with only a small minority that actively disagrees that this occurs (7%).

The last question in this section is on customers being **kept informed** about things that are important to them. In many cases this important information will include updates on repairs, so it isn't surprising that the 72% satisfaction score is below the 81% achieved in 2019, albeit still consistent with the average score amongst other landlords.

6. Contact and communication

6.1 Fairness and respect

% Bases (descending) 928 | Excludes non respondents



Treat tenants fairly and with respect



agree 2023 error margin bench mark

79

+/- 2.6

77
2nd

strongly disagree disagree neither agree strongly agree

Benchmark median Benchmark quartile

	Base	strongly disagree	disagree	neither	agree	strongly agree	agreed 2023	error margin
General needs	638	2	5	15	43	35	77	+/- 3.3
Sheltered/Extra care	288	1	2	11	40	47	87	+/- 4.0

6.2 Easy to deal with

% Bases (descending) 924 | Excludes non respondents



Housing services is easy to deal with



satisfied 2023 error margin bench mark

76

+/- 2.8

77
3rd

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

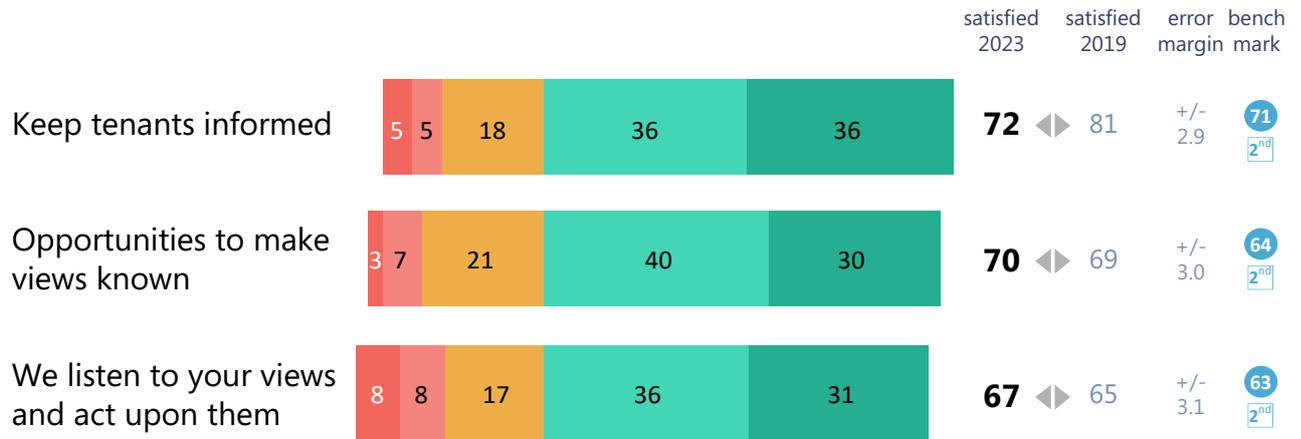
Benchmark median Benchmark quartile

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	error margin
General needs	638	5	8	13	39	35	75	+/- 3.4
Sheltered/Extra care	288	2	4	10	31	53	84	+/- 4.3

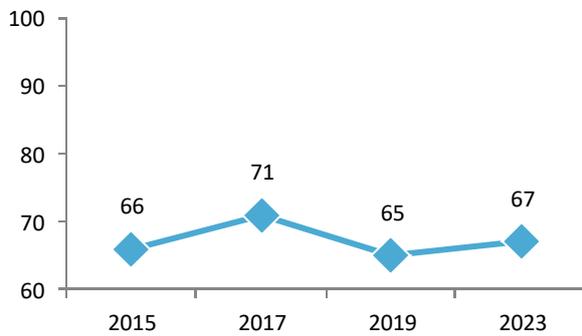
6. Contact and communication

6.3 Communication

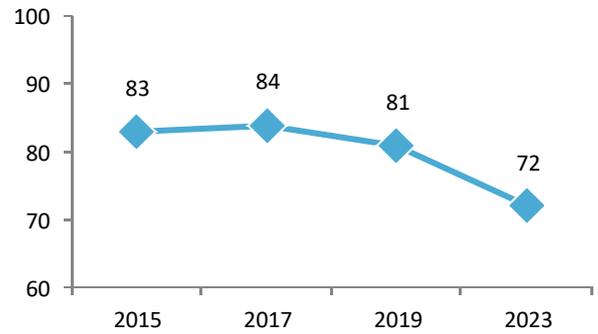
% Bases (descending) 916, 883, 888 | Excludes non respondents



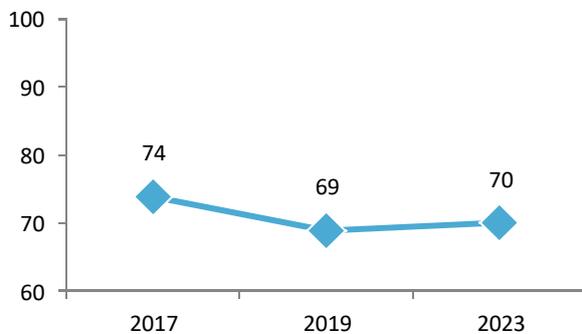
Listen to views



Keep tenants informed



Making views known



6. Contact and communication



Change over time

- Slight increases in satisfaction with **listening to** and acting upon tenant's views and the opportunities for tenants to **make their views known**.
- A statistically **significant improvement** of 10% in listening to views amongst **sheltered/extra care tenants**.
- Satisfaction with being kept **informed** has fallen from 81% to 72%, however this is not statistically significant as the proportion 'very' satisfied has improved by 6%.



By people

- Respondents aged **under 35** are the least likely to feel that their views are listened to and acted upon (58% satisfied), with this group significantly less satisfied than average. That said they are more satisfied than they were in 2019 (was 55%).
- For all five questions in this section, **retirement age** respondents are significantly more positive than average by at least eight percentage points.

- Respondents from **ethnically diverse** backgrounds are significantly more satisfied with every rating in this section than White British respondents.



By place

- Customers in **flats** typically rate each customer experience the lowest compared to those in other property types and sizes, however this will invariably be linked to the age profile with 60% of the under 35s living in flats.
- The only distinction in any of the ratings in this section by geographical area is that **Rural** respondents were more satisfied than average with being listened to (72%), being kept informed (77%) and how easy Council housing services are to deal with (80%).
- Satisfaction with being kept informed was notably low in the **City Weeke** district (59%).

Listen to views

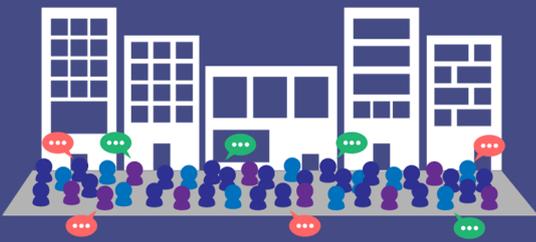
	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	9	8	18	36	30	65 ◀▶	64	+/- 3.8
Sheltered/Extra care	288	3	4	12	39	42	81 ▲	71	+/- 4.7

Keeps tenants informed

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	6	6	18	36	35	70 ◀▶	80	+/- 3.6
Sheltered/Extra care	288	2	3	15	36	44	80 ◀▶	85	+/- 4.7

Opportunities to make views known

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	2	7	22	41	28	69 ◀▶	67	+/- 3.7
Sheltered/Extra care	288	2	3	19	33	43	76 ▲	72	+/- 5.1



7. Neighbourhood

59% a positive contribution to the neighbourhood



approach to handling ASB

48% ▼

B The extent to which the Council makes a positive contribution to neighbourhoods is on par with other landlords



However, rural districts are more positive on this than city districts, with City Weeke's score being notably low



Satisfaction with the approach to handling ASB has fallen by a statistically significant margin and is below benchmark



Prior consultation has also identified issues with ASB handling

7. Neighbourhood

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that respondents were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 59% of respondents are satisfied with, compared to 13% that are dissatisfied. This is yet another measure that is broadly similar to expectations, the benchmark figure being 61%.

Unsurprisingly, this contribution is rated more favourably by tenants living in **rural areas** compared to the city, and there is once again a notably poorer perception of the Council's role in the City Weeke district.

For many residents the neighbourhood issue that has the biggest effect on their quality of life is **anti-social behaviour**. Just under half of the tenant population are satisfied with the Council's approach to handling anti-social behaviour (48%), compared to 17% that are dissatisfied. It is difficult for any landlord to get a high score on this topic, but the satisfaction level is now below the benchmark average of 53%, having **fallen** by a statistically significant 11% since 2019.

This major change is primarily evident amongst general needs tenants and confirms the findings from last year's 'Listening to Views' consultations where this issue was frequently raised.



Change over time

- Statistically significant change in how the sample as a whole view how **ASB is dealt with** (48%, was 59%), which is driven primarily by general needs respondents (45% v 58%).



By people

- Satisfaction with the Council's contribution to the neighbourhood is significantly higher than average for those aged **65 or over** (73%), with this group also the most satisfied with how ASB is dealt with (60%).
- Respondents aged **under 50** are significantly less satisfied with both the Council's contribution to their neighbourhood as well as how they deal with ASB (48% and 36% respectively).
- Respondents from an **ethnically diverse** background are significantly more satisfied than white British respondents with the council's approach to handling ASB (81% and 45% respectively) as well as the Council's contribution to where they live (80% and 57% respectively).



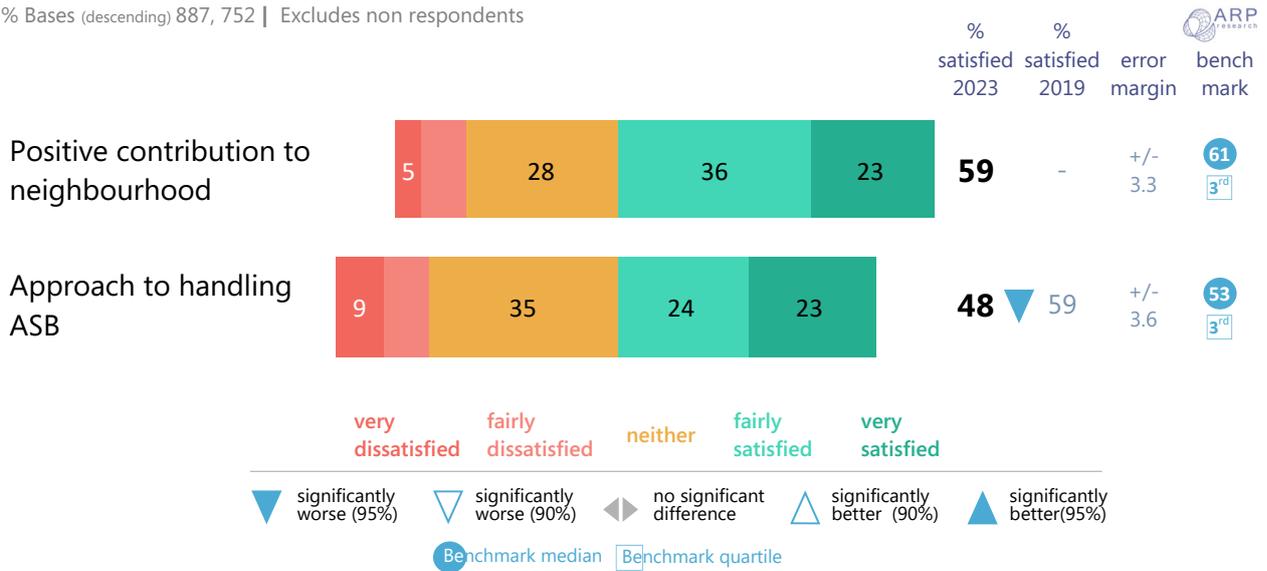
By place

- The group of **sheltered/Extra care** respondents are more satisfied than general needs tenants with the council's contribution to their neighbourhood (79% v 56%) and the approach to handling ASB (64% v 45%).
- Some variations by **area** in contribution to the neighbourhood, however only one of them is statistically significant with respondents in the Weeke district significantly less satisfied than average (46%).
- However, when compared directly against one another rather than against the global score, there is a significant difference between **City and Rural** respondents (55% and 63% respectively), with satisfaction highest in Rural South (64%).
- Similarly, satisfaction with ASB handling also varies significantly across the two main regions with those in rural areas significantly more satisfied than average (54%), whereas the opposite is true for those in city locations (44%). The **Weeke** area again gives the lowest rating, in this case only 36% satisfied.

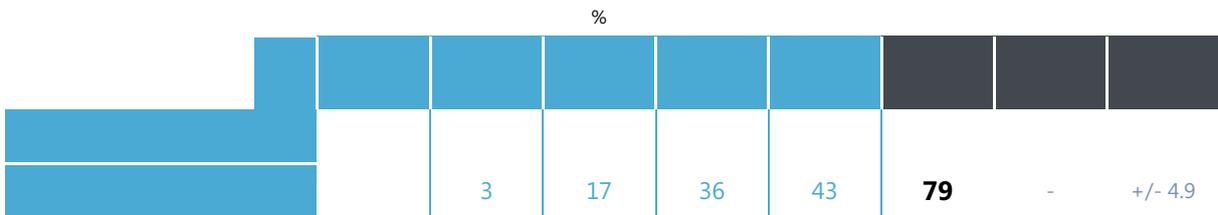
7. Neighbourhood

7.1 Neighbourhood

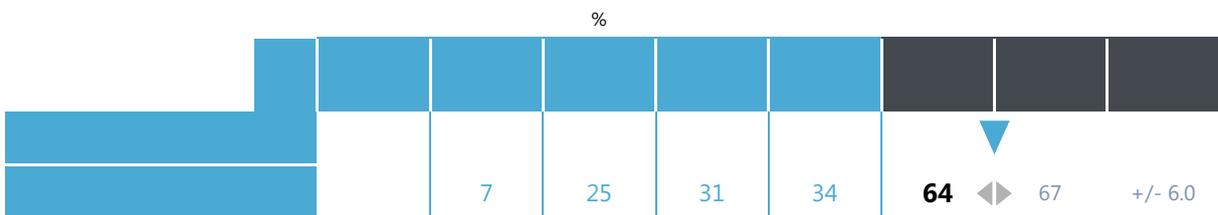
% Bases (descending) 887, 752 | Excludes non respondents



Positive contribution to neighbourhood



Approach to handling ASB



7.2 Neighbourhood and ASB by area

	Sample size	% positive	
		Positive contribution	How ASB is dealt with
Overall	938	59	48
City	528	55	
Rural	410	63	54
City Other	131	62	59
City Stanmore	162	56	41
City Weeke	84	46	36
City Winnall & Highcliffe	151	54	38
Rural North	153	63	
Rural South	256	64	

- Significantly **worse** than average (95% confidence*)
- Significantly **worse** than average (90% confidence*)
- Significantly **better** than average (95% confidence*)
- Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



8. Complaints

47%



complaints handling

18%



said they complained



Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system



Tenants in City districts are far less satisfied with complaints handling compared to Rural districts (41% v 56%)



The satisfaction score is asked differently from previous years so can't be compared, but is slightly below the benchmark of 53%

8. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions in the context of the wider experience of customers when discussing repairs and other issues with their landlord, as opposed to the much narrower formal complaints procedure. It is also important to note that the satisfaction score is routed differently from the complaints question asked in previous surveys, so the two cannot be compared.

Around a fifth of tenants that responded to the survey **claim to have made a complaint** to housing services (18%), which is a somewhat smaller proportion of the sample than in other recent TSM surveys (average 25%). Experience with this question has shown that it will include relatively few who used the **formal complaints** process. Instead, this group should be better understood as those who had an elevated service request over the last 12 months that they believed housing services needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (19% v 15%).

Unfortunately, although around half of complainants are satisfied with the Council's approach to the **handling of their complaint**, this is somewhat below the benchmark median of 53%.

Indeed, although this result is a little disappointing, it is likely that any action the Council takes to address the main issues covered earlier in the report, such as property maintenance, listening to tenants and the handling of ASB, will help to improve this score.

By people

- Younger tenants aged **under 35** are more likely to have complained to the council than those of retirement age (31% v 15%).
- Respondents aged under 35 are also significantly less satisfied with complaint handling (20%), compared to 65% of the next oldest age group (35-49 year olds). However, note that the base sizes are small (30-40 people)
- The small group of **BAME** respondents are twice as satisfied as White British respondents with how the Council handle complaints (80% v 40%), despite being more likely to have made a complaint (27% v 17%).

By place

- Respondents in **flats** are more likely to have complained than tenants in houses (23% and 13% respectively), with the former also having a greater level of dissatisfaction with how it was handled (22%).
- **City** tenants are more likely to have made a complaint than tenants in rural locations (20% and 16% respectively), with the former far less satisfied with how it was handled than the latter (41% and 56%).
- The proportion claiming to have made a complaint varies little across the six main **district areas** – 16% in Rural South and rising to 23% in Weeke.
- Due to the smaller base sizes there are no statistically significant differences between these six districts on satisfaction with the approach, but the score is highest in Rural South (59%), falling to 31% in Weeke.

8. Complaints

8.1 Complaints

% Base 169 | Made a complaint in the last 12 month. Excludes non respondents



Approach to handling complaints

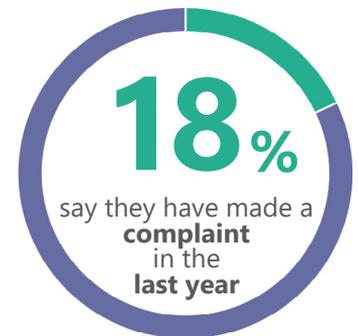


satisfied 2023 **47** error margin +/- 7.6 bench mark 53rd

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

● Benchmark median □ Benchmark quartile

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	error margin
General needs	638	15	24	14	26	20	47	+/- 9.3
Sheltered/Extra care	288	14	18	20	20	29	49	+/- 13.6



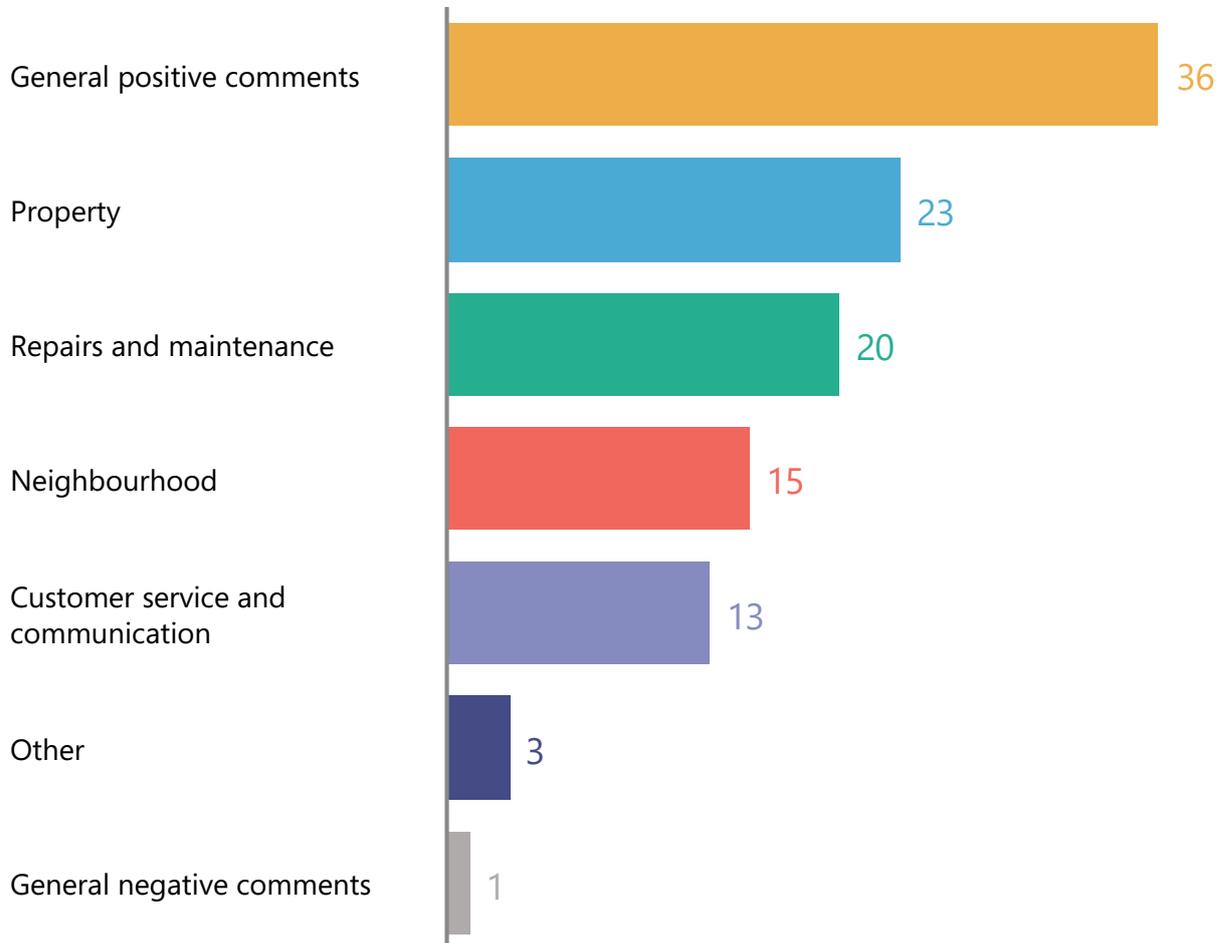


9. Further comments

42% made additional comments

9.1 Further comments - summary

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

At the end of the survey, tenants were asked to provide any additional feedback in their own words. These comments were coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fell into multiple categories.

Chart 9.1 presents this analysis in terms of just a handful of broad categories, from which it is apparent that the majority of comments were of a positive nature, followed some way back by similar numbers of comments about the property and repairs.

In terms of property issues, having a home that is well maintained and safe is the primary key driver of overall satisfaction (section 3) and as can be seen in chart 9.2 improving the heating and energy efficiency was the most commonly raised topic across the sample (5.9%). On a related theme, a number of respondents raised the need to upgrade/repair the windows. Some good examples of comments about these issues include:

“The heating issues in our house have not been corrected. A lot of head scratching but no solution.”

“I would like the Council to prioritize making my home more energy efficient with appropriate measures for a listed building, such as secondary glazing.”

“I've lived in the property many years and inside the property is in poor condition. The heating is very old. The windows are in poor condition.”

“I've been waiting almost a year for someone to fix my heating after two different engineers have condemned it.”

“My heating system is very expensive. I have Dimplex, it's new but expensive.”

“I'm still waiting for my windows to be done, they said by last September, but I have had no communications.”

“We need new windows. When a survey was done over two years ago, they said the window were well past their usage.”

A fifth of respondents raised issues with the repairs and maintenance service (20%), and their answers are heavily focused on outstanding repairs works (9.1%), followed by a need for better information and communication (7.1%) and a quicker response (5.6%). However, it is important to note that there were some comments about improving the quality of the work:

“Trying to get repairs from council is ridiculous. They don't want to fix anything nor take responsibility for anything that needs repairing due to their negligence. Even trying to get a call back to BOOK in the repairs is like trying to get blood from a stone! The customer service isn't up to standard either. Overall- 0/10. Bad.”

“I have been waiting three years for significant repairs to be carried out to my property.”

“Repairs needing a follow up are never completed. Difficult to get work completed.”

“At the moment when a property surveyor comes to inspect certain jobs, they seem more interested in saving money rather than improving the property by doing the required repairs. Also, some employee's attitudes towards dealing with the public could be improved. Housing services need constant reviews and changes to keep up with the growing needs of tenants.”

“We have 2 separate issues which were reported to the council; one 10 months ago, and one 4 months ago (classified as urgent by the surveying contractor) neither have been dealt with or remedied since they were viewed. Despite us contacting the council several times, no action or communication has taken place.”

“Housing repair issues since October 2022. Now June 2023 and still not resolved. It seems like no one in the office talks to other departments as always complete confusion when I call about repeating repairs.”

“Recent roof replacement took far too long - 14 weeks from scaffolding to completion. No roof for most/all of February and March. Absolutely freezing. Need to choose contractors more carefully.”

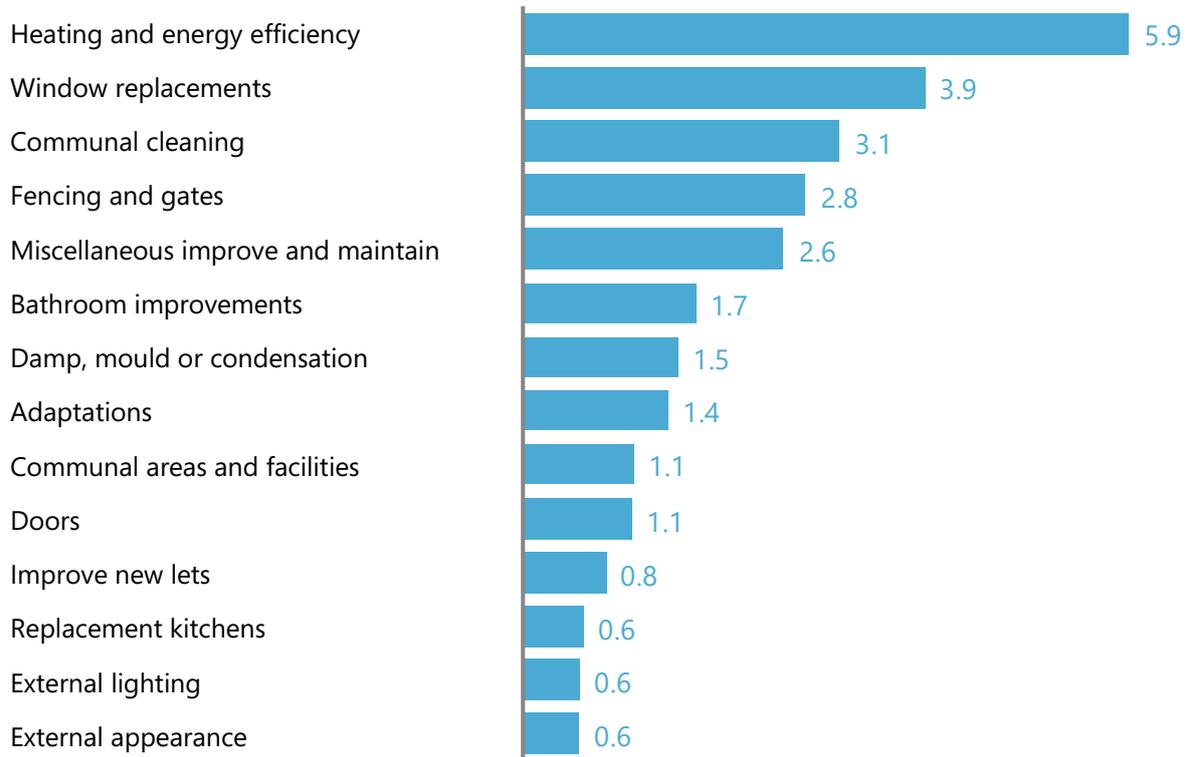
“It took 17 months to repair our leaky roof! That is not acceptable. Four times a tradesman came out to repair cracks in bathroom wall caused by water from leaky roof each time saying he can't do the job until roof is repaired. Roof repaired on 21st December 2022, reported on 14th July 2021. Now waiting for bathroom wall to be repaired.”

“Generally, very poor. Time taken for repairs to be completed is abysmal with no thought given to tenant's disruption.”

9. Further comments

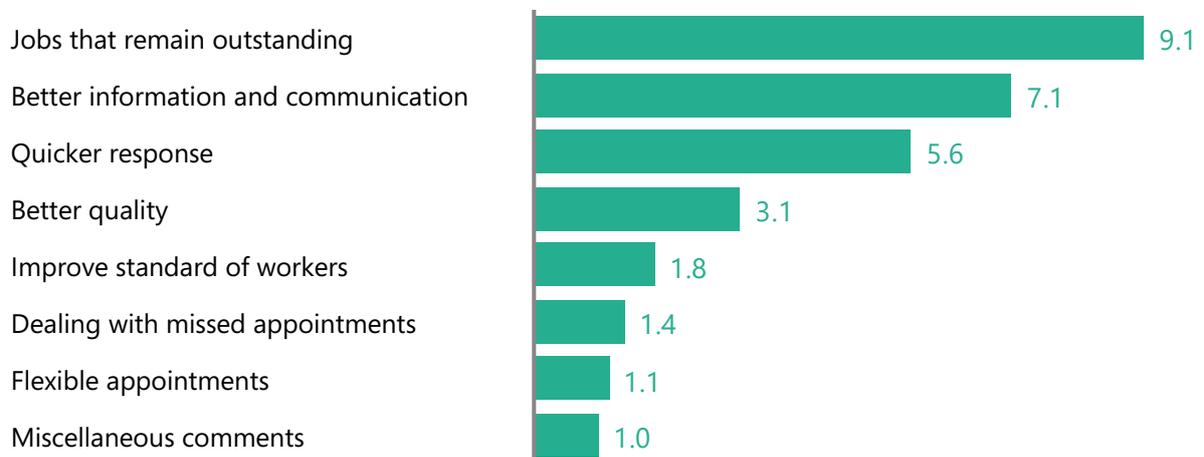
9.2 Property comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.3 Repair and maintenance comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

Around one in seven comments related to neighbourhood issues, and within this, as can be seen in chart 9.4, untidy gardens and garden maintenance was the most commonly raised topic across the sample (7.2%), even more so than how the Council deals with anti-social behaviour, with parking issues somewhere in between.

“Communal garden was left in a terrible state had to keep emailing for it to be mowed weeds were 3ft tall we couldn't sit out there. Anti-social behaviour reported nothing done police had to get involved.”

“We have made a few complaints regarding the fact that the grass hasn't been mowed since we moved in almost a years ago, there are teenagers taking drugs and leaving a lot of litter directly outside our living room and nothing has been addressed. We are both disabled and a little disappointed.”

“Grounds maintenance has slipped in recent years which is a shame as our grounds are not so pleasant these days. This not only impacts residents but members of the public too. It's not a good look! I realise money is tight.”

“Tenants should be responsible for maintaining their outside garden areas and not to be left as a mess.”

“The company that deal with gardens in the communal area could be better, area is overgrown. WCC are aware of this!”

“The council does not care about the state of gardens. I have been a tenant for 50 years and this is the worst I've seen them.”

“Blue badge bays so able to park nearer to flat.”

“More disabled access/parking required.”

“The parking around the area where I live is shocking. Contractor's vehicles taking up residents parking .

Listening to and acting on views was one of only four key drivers of overall satisfaction (section 3). As such, it is unsurprising that in terms of the customer service experience this was a common topic raised, second only to the need to return calls or respond to emails:

“Actually listen to the needs of your tenants especially my needs as it's unfair.”

“I would prefer that complaints or issues are dealt with in a more efficient manner.”

“It would be nice to get a response on the comments (positive or negative) we put on our customer feedback forms.”

“I have contacted many times about issues - nothing is done. Promised call backs that are never done.”

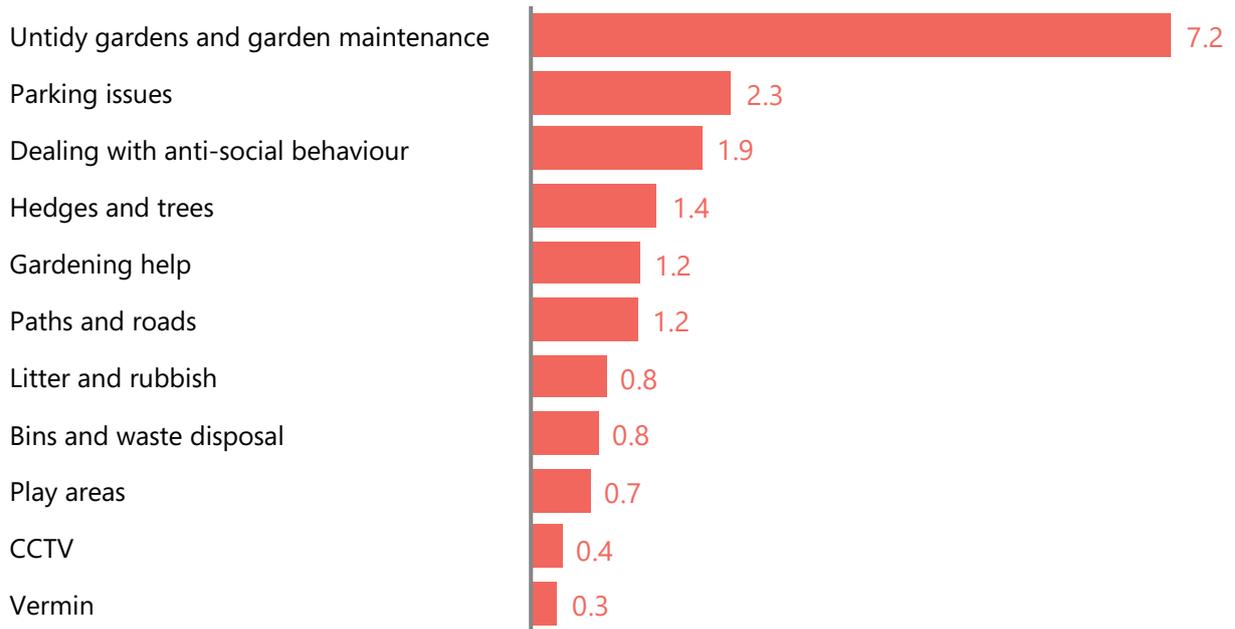
“Communication between council and tenant is extremely poor. They promise to phone back but nobody ever does! High turnover of surveyors hasn't helped my situation - I've been waiting over 2 years for the repairs/problems to be sorted!”

“Hard to get to the person you need to speak to, sometimes message box is full. They could delete them.”

9. Further comments

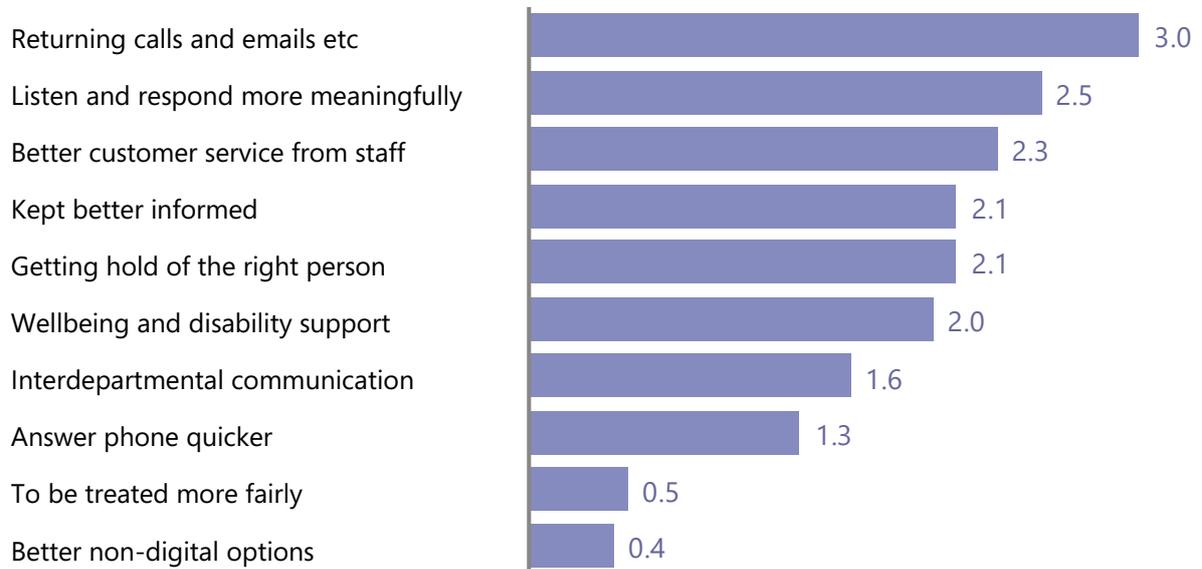
9.4 Neighbourhood comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



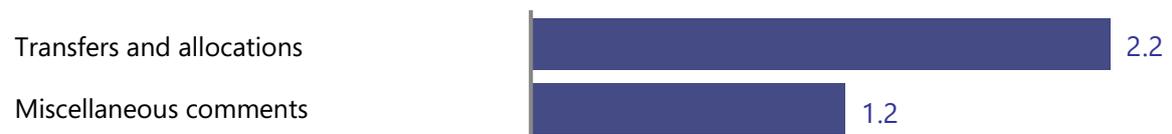
9.5 Customer service and communication comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.6 Other comments - detail

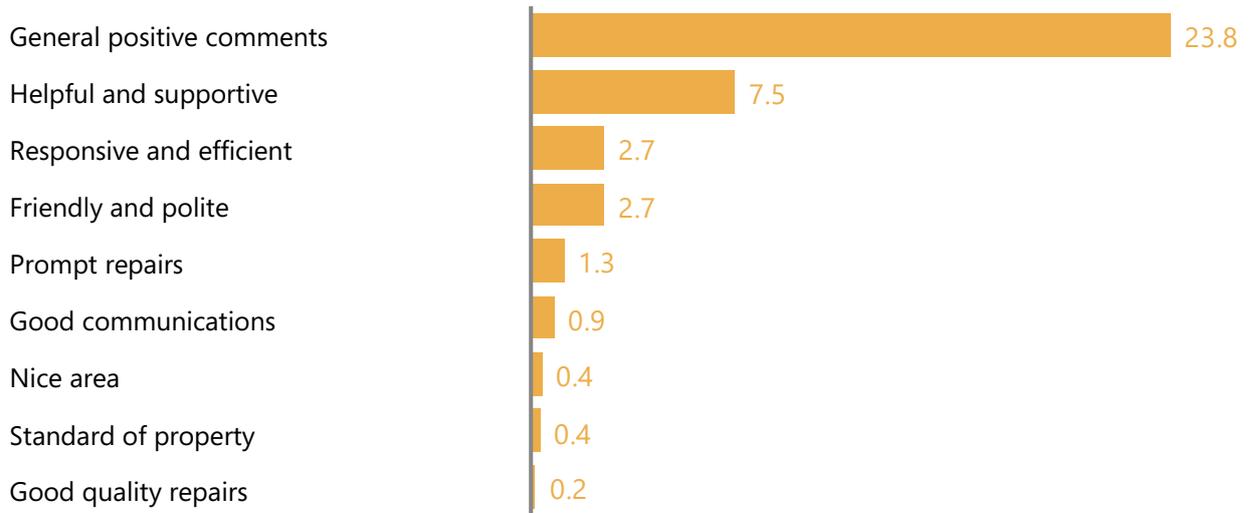
% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

9.7 Positive comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



Finally, it is important to remember that just over a third of all comments were of a positive nature, and whilst the majority of these were too generic to be categorised, it was pleasing to find 8% of comments related to the help and support respondents have received. We therefore conclude with a selection of comments that highlight the positive perception of the services that many hold:

“Everything I have ever needed done or need doing has been arranged swiftly and always to a great standard! Always friendly and polite ladies and gentlemen that attended too! Winchester council is in my opinion one of the most helpful, friendly and easy to talk to councils out there! 5* ratings all round from me.”

“Winchester City Housing Services staff are always polite, helpful, and prompt when dealing with any maintenance issues. Recently spoke to a lady over the phone regarding my council tax who was very helpful.”

“As someone who is experiencing living in a council property for the first time, I am very impressed with the services provided.”

“I feel very lucky with Winchester City Council, when I hear on the news about how awful some other councils are.”

“I only have praise for housing services team. I think they do a magnificent job in often very difficult circumstances.”

“We have been living in Winchester for 9 years in a sheltered housing flat. In all that time the council have been excellent in all ways, dealing with problems and repairs. Thank you.”

“I have been your tenant for around 22 years and you have taken care of my welfare and safety and I am very pleased and grateful of your care and help, thank you.”

“I think they are extremely good, responsive, understanding, compassionate and provide a very good landlord service.”

“Any problems I’ve had are always felt with promptly! Winchester council is the most reliable council I’ve been with.”

“Services are excellent and I am most grateful for my accommodation. Thank you.”



10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.11 to 10.15 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 City/Rural

% Base 938

	Total	%
City	528	56.3
Rural	410	43.7

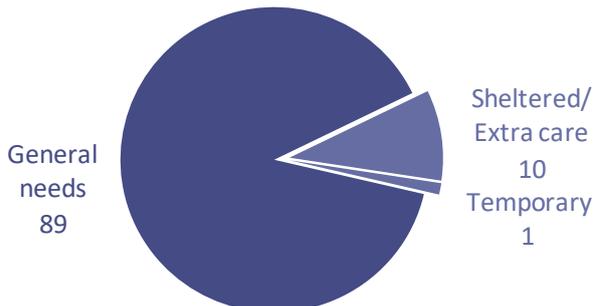
10.2 District

% Base 938

	Total	%
City Other	131	14.0
City Stanmore	162	17.3
City Weeke	84	9.0
City Winnall & Highcliffe	151	16.1
Rural North	153	16.3
Rural South	256	27.3

10.3 Stock type

% Base 938



10.4 Ward

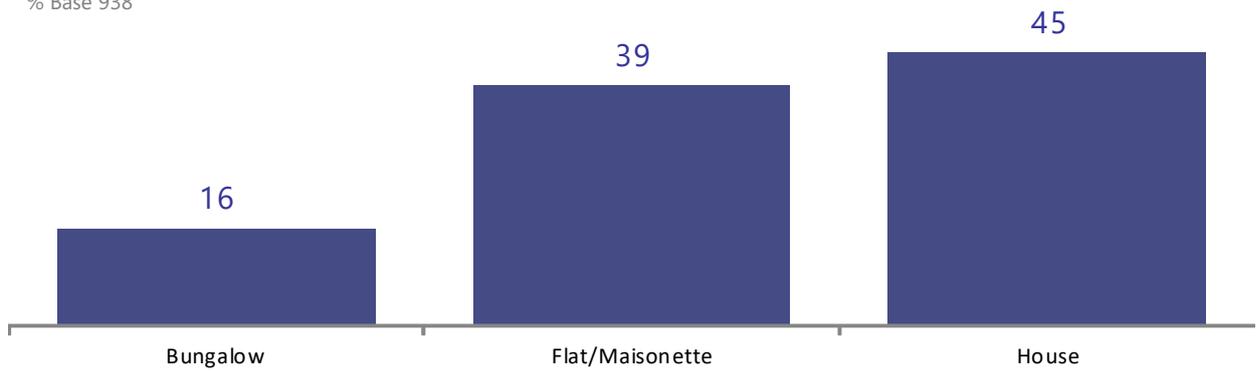
% Base 938 (Wards with ten or more respondents)

	Total	%
Bishops Waltham	48	5.1
Colden Common & Twyford	42	4.5
Compton & Otterbourne	18	1.9
Denmead	20	2.1
Itchen Valley	12	1.3
Kings Worthy	60	6.4
Owslebury & Curdridge	21	2.2
St Barnabas	84	9.0
St Bartholomew	85	9.1
St John & All Saints	177	18.9
St Luke	153	16.3
St Michael	29	3.1
Swanmore & Newton	25	2.7
The Alresfords	54	5.8
Upper Meon Valley	14	1.5
Wickham	44	4.7
Wonston & Micheldever	18	1.9

10. Respondent profile

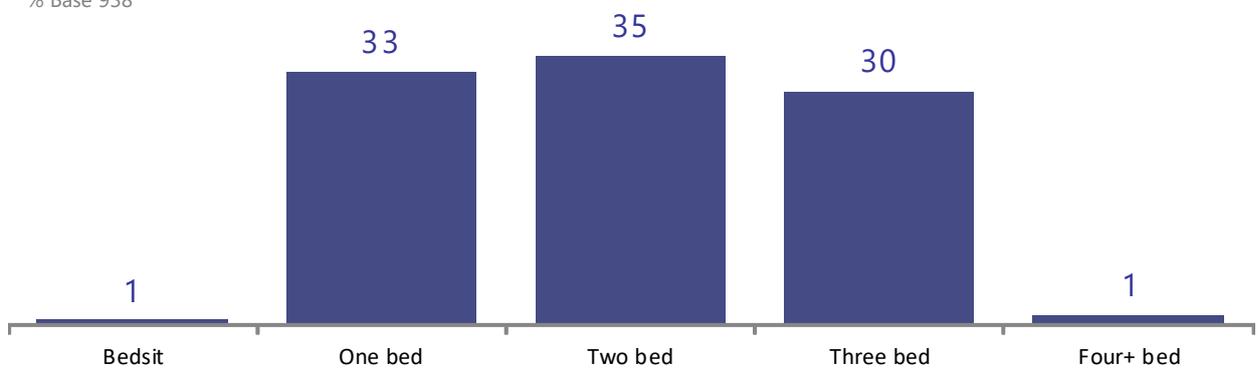
10.5 Property type

% Base 938



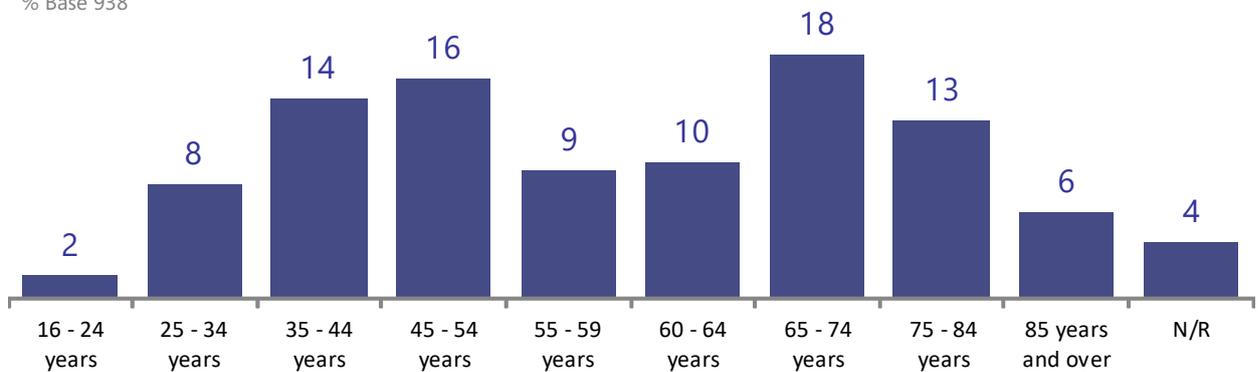
10.6 Property size

% Base 938



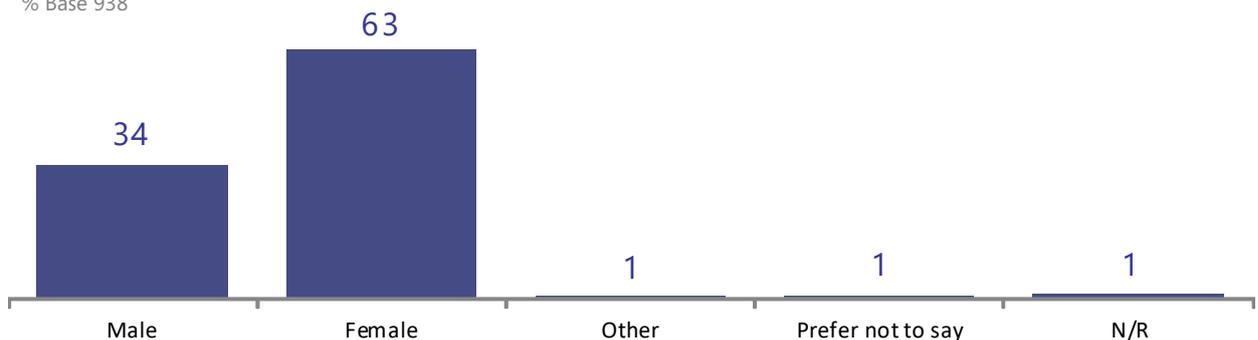
10.7 Main tenant age

% Base 938



10.8 Main tenant gender

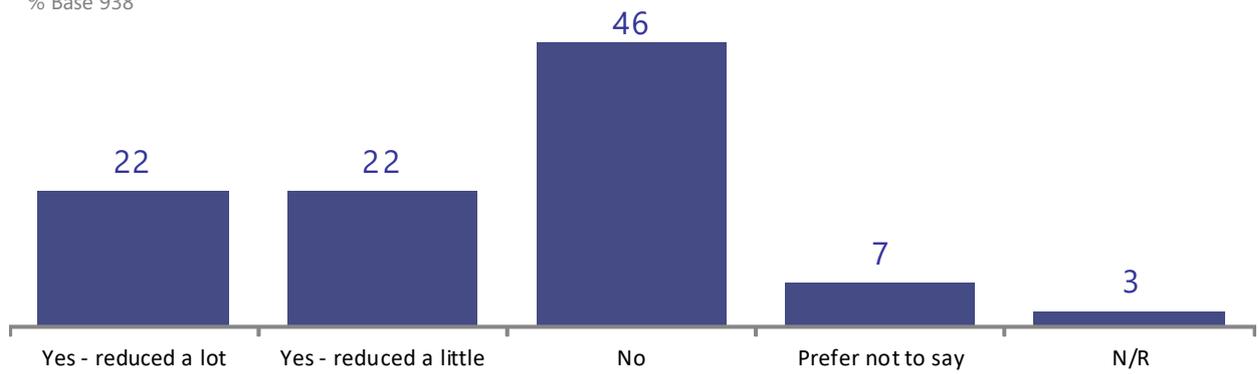
% Base 938



10. Respondent profile

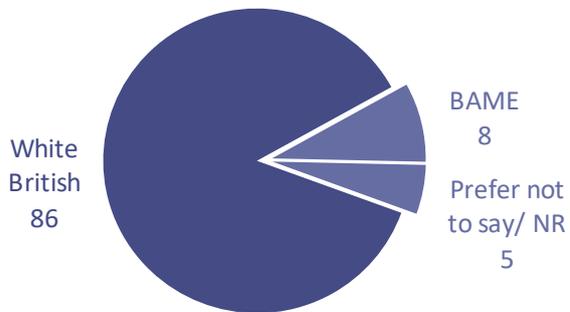
10.9 Disability

% Base 938



10.10 Ethnic background

% Base 938



	Total	%
White British	810	86.4
Any other White background	41	4.4
Mixed or Multiple ethnic groups	2	0.2
Asian or Asian British	25	2.7
Black, Black British, Caribbean or African	2	0.2
Any other ethnic group	10	1.1
Prefer not to say	29	3.1
No response	20	2.1

10. Respondent profile

10.11 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	938	94	200	262	344
Service overall	78	65	76	73	88
Home is safe	79	58	73	77	89
Home is well maintained	74	50	71	70	85
Communal areas clean & well maintained	64	55	52	59	76
Repairs & maintenance in last 12 months	80	69	81	75	88
Time taken to complete last repair	78	64	75	77	84
Listens to views and acts upon them	67	58	58	63	78
Opportunities to make views known	70	66	68	68	74
Being kept informed	72	64	68	68	81
Treated fairly and with respect	79	72	72	78	86
Easy to deal with	76	63	70	75	83
Positive contribution to neighbourhood	59	49	47	54	73
Approach to handling ASB	48	35	36	46	60
Approach to handling complaints	47	20	65	44	50

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.12 Core questions by ethnic background

	% positive		
	Overall	White British	BAME
Sample size	938	810	79
Service overall	78	78	86
Home is safe	79	79	86
Home is well maintained	74	74	83
Communal areas clean & well maintained	64	62	81
Repairs & maintenance in last 12 months	80	80	91
Time taken to complete last repair	78	77	94
Listens to views and acts upon them	67	67	82
Opportunities to make views known	70	69	83
Being kept informed	72	71	86
Treated fairly and with respect	79	79	88
Easy to deal with	76	75	86
Positive contribution to neighbourhood	59	57	80
Approach to handling ASB	48	45	81
Approach to handling complaints	47	40	80

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.13 Core questions by disability

	% positive		
	Overall	Disability	No disability
Sample size	938	412	434
Service overall	78	76	81
Home is safe	79	80	79
Home is well maintained	74	76	74
Communal areas clean & well maintained	64	58	71
Repairs & maintenance in last 12 months	80	80	81
Time taken to complete last repair	78	80	76
Listens to views and acts upon them	67	67	70
Opportunities to make views known	70	71	69
Being kept informed	72	72	74
Treated fairly and with respect	79	75	83
Easy to deal with	76	75	78
Positive contribution to neighbourhood	59	57	61
Approach to handling ASB	48	43	53
Approach to handling complaints	47	43	50
Significantly worse than average (95% confidence*)		Significantly better than average (95% confidence*)	
Significantly worse than average (90% confidence*)		Significantly better than average (90% confidence*)	

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.14 Core questions by property type

	% positive			
	Overall	Bungalow	Flat/ Maisonette	House
Sample size	938	150	369	419
Service overall	78	84	78	77
Home is safe	79	87	74	80
Home is well maintained	74	81	72	73
Communal areas clean & well maintained	64	64	64	64
Repairs & maintenance in last 12 months	80	84	81	78
Time taken to complete last repair	78	80	78	77
Listens to views and acts upon them	67	74	64	68
Opportunities to make views known	70	70	68	71
Being kept informed	72	79	70	71
Treated fairly and with respect	79	83	73	82
Easy to deal with	76	80 <small>inc. 46% v. sat</small>	71	79
Positive contribution to neighbourhood	59	69	59	55
Approach to handling ASB	48	61	48	43
Approach to handling complaints	47	54	44	48

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

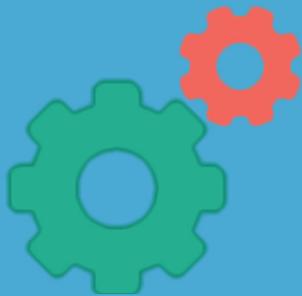
10. Respondent profile

10.15 Core questions by property size

	% positive			
	Overall	One bed	Two bed	Three bed
Sample size	938	309	328	284
Service overall	78	83	77	75
Home is safe	79	81	77	78 <small>only 39% v. sat</small>
Home is well maintained	74	76	76	70
Communal areas clean & well maintained	64	71	55	60
Repairs & maintenance in last 12 months	80	86	77	77 <small>only 41% v. sat</small>
Time taken to complete last repair	78	83	74	76 <small>only 38% v. sat</small>
Listens to views and acts upon them	67	71	66	67
Opportunities to make views known	70	69	71	71
Being kept informed	72	74	72	71
Treated fairly and with respect	79	79	77	80
Easy to deal with	76	78	72	77
Positive contribution to neighbourhood	59	64	59	54
Approach to handling ASB	48	51	47	46
Approach to handling complaints	47	49	43	54

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between May and June 2023.

Responses

Overall, 938 tenants took part in the survey, which represented a response rate of 46% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%.

There were 680 postal completions (73%) and 258 online completions (27%).

Sampling

A computer-generated randomly selected one third census of general needs households were invited to take part in the survey (1490), alongside a full census of sheltered/extra care (483) and temporary housing (58)

Fieldwork

Colour paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw of an iPad and 2x £50 shopping vouchers.

Population

The population for the survey was all 5,012 Winchester City Council LCRA households on 28 April 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. Large print questionnaires were sent to 36 households where this was their communication preference (44% response). In addition, 53 members of the sample were identified as having other communication needs and their response was monitored to ensure that it was proportional, with assistance from housing officers where required. 32 of these individuals took part in the survey, which was an above average 58% response rate.

Representativeness

The survey sample include a randomly selected third of general needs households, with an over sample of sheltered/extra case and temporary housing (both being a census). The final survey data was weighted by interlaced age group, property type and stock type to ensure that the survey was representative. Of the tenant population as a whole. The characteristics by which representativeness was determined were:

Stock

	Population	Survey
General needs (social rent)	86.2	86.2
General needs (affordable)	3.0	3.0
Sheltered	7.8	7.8
Extra Care	1.8	1.8
Temporary	1.2	1.2

District

	Population	Survey
City Other	15.1	14.0
City Stanmore	18.9	17.3
City Weeke	7.4	8.9
City Winnall & Highcliffe	15.4	16.1
Rural North	15.4	16.4
Rural South	27.7	27.3

Property type

	Population	Survey
Bungalow	16.4	16.0
Flat/Maisonette	39.2	39.4
House	44.4	44.7

Property size

	Population	Survey
Bedsit	0.6	0.7
One bed	34.4	32.9
Two bed	33.6	34.9
Three bed	30.0	30.2
Four+ bed	1.4	1.2

Age

	Population	Survey
18 - 24 years	2.0	1.8
25 - 29 years	4.0	3.5
30 - 34 years	5.6	5.1
35 - 39 years	7.9	6.8
40 - 44 years	8.2	8.2
45 - 49 years	7.9	7.1
50 - 54 years	8.8	9.3
55 - 59 years	9.0	9.6
60 - 64 years	9.8	10.2
65 - 69 years	9.7	10.2
70 - 74 years	8.7	8.2
75 - 79 years	7.3	8.3
80 - 84 years	5.1	5.1
85 - 89 years	3.6	3.5
90+ years	2.5	3.0

Ethnic background

	Population	Survey
White British	90.0	88.2
BAME	8.6	8.6
Prefer not to say	1.3	3.2

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against ARP Research’s client database of completed TSM compliant surveys over the last 18 months. For the overall satisfaction score this includes 14 landlords, amongst which 8 are local authorities and 2 are ALMOS.

For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average.

In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council’s score falls relative to the benchmark group.



Appendix B. Example questionnaire



Ms A B Sample
1 Sample Street
Address line
Address line
Sample District
Sample Town
AB1 2CD



999999



arpssurveys.co.uk/wcc
scan me
your code:
9999mnmw

Dear [Contact_Name] 5 May 2023

TENANT SATISFACTION SURVEY 2023

Your views are really important to Winchester City Council and the enclosed survey is your chance to tell us what you think of the homes and services we provide as your landlord. This is part of the new annual Tenant Satisfaction Measures that the Regulator of Social Housing has just introduced. At the end of every financial year we, along with all other social housing landlords, will publish a range of standard customer satisfaction information which will include the results from this survey.

Please either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is **16 June 2023**. As a thank you, the code from all completed surveys will be entered into a **prize draw**, where one lucky person will win an **iPad** and two more will receive **£50** in shopping vouchers. Winners will be contacted by 31 July and full terms and conditions can be found online at: bit.ly/WCCdraw

We will publish the survey results on our website at bit.ly/WCCsat and in the annual report. If you want a summary of the results on paper please email us at tenantinvolvement@winchester.gov.uk or phone 0800 716 987.

We have appointed an independent company ARP Research to carry out the survey on our behalf. The survey is completely confidential, which means that your answers will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored no longer than necessary.

If you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please contact ARP Research by phone on **0800 020 9564** or by email at support@arp-research.co.uk who will be happy to help.

Remember that this survey is confidential so the council will not be able to follow up individually on any of your answers. To report a specific issue and get a response please ring the council on 01962 848 400 or email housing@winchester.gov.uk.

Yours sincerely


Gillian Knight
Corporate Head of Housing



PRIZE DRAW!
Return for a chance to win
An **iPad** or **2x £50** vouchers



Appendix B. Example questionnaire



TENANT SATISFACTION SURVEY 2023

return by 16 June 2023



your code:
9999mnmw

ABOUT US

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council housing services?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

REPAIRS

2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q3 ↓**
 No **go to Q5 →**

3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

PRIZE DRAW!

Return for a chance to win an iPad or 2x £50 vouchers

If you DON'T want to enter the draw tick here:



YOUR HOME

5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is safe?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

COMMUNICATION

7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

9 To what extent do you agree or disagree with the following "Winchester City Council housing services treats me fairly and with respect"?

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Not applicable/ don't know

10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

12 Have you made a complaint to Winchester City Council housing services in the last 12 months?

Yes **go to Q13 ↓**
 No **go to Q14 ↷**

13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

COMMUNAL AREAS

14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?

Yes **go to Q15 ↓**
 No **go to Q16 ↷**
 Don't know **go to Q16 ↷**

15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

NEIGHBOURHOOD

16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

ABOUT YOU These questions are **optional**, but they help us check that the survey matches the makeup of our tenants and that we are meeting everyone's different needs.

18 How old is the **main** person filling in this survey? write in 

19 Is the **main** person filling in this survey: tick ONE only

Male Other
 Female Prefer not to say

20 Is the **main** person's ability to carry out day to day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? tick ONE only

Yes - reduced a lot No
 Yes - reduced a little Prefer not to say

21 What is the **main** person's ethnic group? tick ONE only

White English, Welsh, Scottish, Northern Irish or British
 Any other White background
 Mixed or Multiple ethnic groups
 Asian or Asian British
 Black, Black British, Caribbean or African
 Any other ethnic group
 Prefer not to say

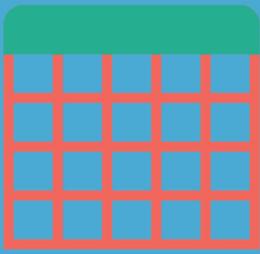
22 Is there anything else you would like to say about the housing services that Winchester City Council provide as your landlord?

For general comments only. To report a specific issue and get a response please ring the council on 01962 848 400 or email housing@winchester.gov.uk

THANK YOU!

Please now return in the enclosed freepost envelope for your chance to win an iPad or high street shopping vouchers!

9999mnmw Freepost RTZX-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the 'valid' column of the data summary if it appears.

The 'valid' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council Housing Services?												
<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>				
1: Very satisfied	395	42.1	42.2	78.4	252	39.5	39.6	76.3	161	55.9	56.1	90.2
2: Fairly satisfied	339	36.1	36.2		234	36.7	36.7		98	34.0	34.1	
3: Neither satisfied nor dissatisfied	98	10.4	10.5		75	11.8	11.8		10	3.5	3.5	
4: Fairly dissatisfied	61	6.5	6.5		45	7.1	7.1		8	2.8	2.8	
5: Very dissatisfied	44	4.7	4.7		31	4.9	4.9		10	3.5	3.5	
N/R	1	0.1			1	0.2			1	0.3		
Q2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?												
<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>				
6: Yes	769	82.0	82.4		529	82.9	83.3		227	78.8	80.2	
7: No	164	17.5	17.6		106	16.6	16.7		56	19.4	19.8	
N/R	6	0.6			3	0.5			5	1.7		
Q3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?												
<i>Base: 769</i>				<i>Base: 529</i>				<i>Base: 227</i>				
8: Very satisfied	358	38.2	46.9	79.9	235	36.8	44.8	79.1	131	45.5	58.7	87.4
9: Fairly satisfied	252	26.9	33.0		180	28.2	34.3		64	22.2	28.7	
10: Neither satisfied nor dissatisfied	54	5.8	7.1		39	6.1	7.4		8	2.8	3.6	
11: Fairly dissatisfied	57	6.1	7.5		42	6.6	8.0		10	3.5	4.5	
12: Very dissatisfied	42	4.5	5.5		29	4.5	5.5		10	3.5	4.5	
N/R	175	18.7	0.8		112	17.6	0.6		65	22.6	1.8	
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?												
<i>Base: 769</i>				<i>Base: 529</i>				<i>Base: 227</i>				
13: Very satisfied	359	38.3	46.9	77.6	236	37.0	44.9	76.6	134	46.5	59.3	82.8
14: Fairly satisfied	235	25.1	30.7		167	26.2	31.7		53	18.4	23.5	
15: Neither satisfied nor dissatisfied	60	6.4	7.8		46	7.2	8.7		12	4.2	5.3	
16: Fairly dissatisfied	48	5.1	6.3		33	5.2	6.3		14	4.9	6.2	
17: Very dissatisfied	63	6.7	8.2		44	6.9	8.4		13	4.5	5.8	
N/R	173	18.4	0.5		112	17.6	0.6		63	21.9	0.9	
Q5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?												
<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>				
18: Very satisfied	369	39.3	39.8	74.1	231	36.2	36.6	71.7	172	59.7	60.8	89.4
19: Fairly satisfied	318	33.9	34.3		222	34.8	35.1		81	28.1	28.6	
20: Neither satisfied nor dissatisfied	101	10.8	10.9		72	11.3	11.4		21	7.3	7.4	
21: Fairly dissatisfied	85	9.1	9.2		66	10.3	10.4		4	1.4	1.4	
22: Very dissatisfied	55	5.9	5.9		41	6.4	6.5		5	1.7	1.8	
N/R	9	1.0			6	0.9			5	1.7		
Q6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is safe?												
<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>				
23: Very satisfied	444	47.3	47.9	78.6	282	44.2	44.7	76.6	190	66.0	66.9	90.8
24: Fairly satisfied	285	30.4	30.7		201	31.5	31.9		68	23.6	23.9	
25: Neither satisfied nor dissatisfied	84	9.0	9.1		61	9.6	9.7		19	6.6	6.7	
26: Fairly dissatisfied	69	7.4	7.4		53	8.3	8.4		4	1.4	1.4	
27: Very dissatisfied	45	4.8	4.9		34	5.3	5.4		3	1.0	1.1	
28: Not applicable/ don't know	4	0.4			3	0.5			1	0.3		
N/R	8	0.9			5	0.8			3	1.0		
Q7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?												
<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>				
29: Very satisfied	277	29.5	31.2	67.3	179	28.1	29.7	65.2	116	40.3	41.9	80.5
30: Fairly satisfied	321	34.2	36.1		214	33.5	35.5		107	37.2	38.6	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
31: Neither satisfied nor dissatisfied	153	16.3	17.2		110	17.2	18.2		34	11.8	12.3	
32: Fairly dissatisfied	70	7.5	7.9		49	7.7	8.1		12	4.2	4.3	
33: Very dissatisfied	67	7.1	7.5		51	8.0	8.5		8	2.8	2.9	
34: Not applicable/ don't know	41	4.4			29	4.5			7	2.4		
N/R	9	1.0			5	0.8			3	1.0		
Q8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
35: Very satisfied	332	35.4	36.2	71.8	217	34.0	34.9	70.4	123	42.7	43.9	80.3
36: Fairly satisfied	326	34.8	35.6		221	34.6	35.5		102	35.4	36.4	
37: Neither satisfied nor dissatisfied	160	17.1	17.5		113	17.7	18.2		42	14.6	15.0	
38: Fairly dissatisfied	49	5.2	5.3		35	5.5	5.6		7	2.4	2.5	
39: Very dissatisfied	49	5.2	5.3		36	5.6	5.8		6	2.1	2.1	
40: Not applicable/ don't know	13	1.4			10	1.6			4	1.4		
N/R	9	1.0			6	0.9			4	1.4		
Q9 To what extent do you agree or disagree with the following "Winchester City Council housing services treats me fairly and with respect"?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
41: Strongly agree	334	35.6	36.0	78.6	219	34.3	34.7	77.4	133	46.2	46.8	86.6
42: Agree	395	42.1	42.6		270	42.3	42.7		113	39.2	39.8	
43: Neither agree nor disagree	135	14.4	14.5		96	15.0	15.2		30	10.4	10.6	
44: Disagree	45	4.8	4.8		34	5.3	5.4		6	2.1	2.1	
45: Strongly disagree	19	2.0	2.0		13	2.0	2.1		2	0.7	0.7	
46: Not applicable/ don't know	2	0.2			1	0.2			2	0.7		
N/R	9	1.0			6	0.9			3	1.0		
Q10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
47: Very satisfied	265	28.3	30.0	69.5	169	26.5	28.3	68.8	118	41.0	42.6	75.8
48: Fairly satisfied	349	37.2	39.5		242	37.9	40.5		92	31.9	33.2	
49: Neither satisfied nor dissatisfied	188	20.0	21.3		129	20.2	21.6		53	18.4	19.1	
50: Fairly dissatisfied	59	6.3	6.7		44	6.9	7.4		8	2.8	2.9	
51: Very dissatisfied	22	2.3	2.5		14	2.2	2.3		6	2.1	2.2	
52: Not applicable/ don't know	48	5.1			34	5.3			7	2.4		
N/R	9	1.0			5	0.8			4	1.4		
Q11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
53: Very satisfied	350	37.3	37.9	75.8	221	34.6	35.2	74.4	149	51.7	52.8	84.0
54: Fairly satisfied	350	37.3	37.9		246	38.6	39.2		88	30.6	31.2	
55: Neither satisfied nor dissatisfied	116	12.4	12.6		82	12.9	13.1		28	9.7	9.9	
56: Fairly dissatisfied	68	7.2	7.4		50	7.8	8.0		12	4.2	4.3	
57: Very dissatisfied	40	4.3	4.3		28	4.4	4.5		5	1.7	1.8	
58: Not applicable/ don't know	5	0.5			3	0.5			2	0.7		
N/R	11	1.2			7	1.1			5	1.7		
Q12 Have you made a complaint to Winchester City Council housing services in the last 12 months?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
59: Yes	171	18.2	18.8		119	18.7	19.2		51	17.7	18.8	
60: No	737	78.6	81.2		501	78.5	80.8		221	76.7	81.3	
N/R	30	3.2			18	2.8			16	5.6		
Q13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?	<i>Base: 171</i>				<i>Base: 119</i>				<i>Base: 51</i>			
61: Very satisfied	36	3.8	21.3	46.7	24	3.8	20.3	46.6	15	5.2	29.4	49.0
62: Fairly satisfied	43	4.6	25.4		31	4.9	26.3		10	3.5	19.6	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
63: Neither satisfied nor dissatisfied	24	2.6	14.2		17	2.7	14.4		10	3.5	19.6	
64: Fairly dissatisfied	40	4.3	23.7		28	4.4	23.7		9	3.1	17.6	
65: Very dissatisfied	26	2.8	15.4		18	2.8	15.3		7	2.4	13.7	
N/R	770	82.1	1.8		520	81.5	0.8		238	82.6	2.0	
Q14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
66: Yes	385	41.0	42.0		218	34.2	35.0		274	95.1	96.8	
67: No	521	55.5	56.9		397	62.2	63.7		9	3.1	3.2	
68: Don't know	10	1.1	1.1		8	1.3	1.3		0	0.0	0.0	
N/R	22	2.3			15	2.4			5	1.7		
Q15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?	<i>Base: 385</i>				<i>Base: 218</i>				<i>Base: 274</i>			
69: Very satisfied	117	12.5	30.5	64.1	52	8.2	23.9	56.0	135	46.9	50.2	88.5
70: Fairly satisfied	129	13.8	33.6		70	11.0	32.1		103	35.8	38.3	
71: Neither satisfied nor dissatisfied	43	4.6	11.2		31	4.9	14.2		12	4.2	4.5	
72: Fairly dissatisfied	47	5.0	12.2		32	5.0	14.7		15	5.2	5.6	
73: Very dissatisfied	48	5.1	12.5		33	5.2	15.1		4	1.4	1.5	
N/R	555	59.2	0.5		420	65.8	0.0		18	6.3	1.5	
Q16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
74: Very satisfied	205	21.9	23.1	58.8	120	18.8	19.8	55.5	114	39.6	42.7	78.7
75: Fairly satisfied	317	33.8	35.7		216	33.9	35.7		96	33.3	36.0	
76: Neither satisfied nor dissatisfied	249	26.5	28.1		182	28.5	30.1		44	15.3	16.5	
77: Fairly dissatisfied	73	7.8	8.2		55	8.6	9.1		7	2.4	2.6	
78: Very dissatisfied	43	4.6	4.8		32	5.0	5.3		6	2.1	2.2	
79: Not applicable/ don't know	41	4.4			26	4.1			16	5.6		
N/R	11	1.2			7	1.1			5	1.7		
Q17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
80: Very satisfied	176	18.8	23.4	47.7	109	17.1	21.4	44.5	82	28.5	33.5	64.1
81: Fairly satisfied	183	19.5	24.3		118	18.5	23.1		75	26.0	30.6	
82: Neither satisfied nor dissatisfied	264	28.1	35.1		187	29.3	36.7		62	21.5	25.3	
83: Fairly dissatisfied	61	6.5	8.1		44	6.9	8.6		17	5.9	6.9	
84: Very dissatisfied	68	7.2	9.0		52	8.2	10.2		9	3.1	3.7	
85: Not applicable/ don't know	175	18.7			122	19.1			40	13.9		
N/R	11	1.2			7	1.1			4	1.4		
R18a Age group - 5 year	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
86: 16 - 19 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
87: 20 - 24 years	16	1.7	1.8		11	1.7	1.8		0	0.0	0.0	
88: 25 - 29 years	32	3.4	3.6		26	4.1	4.3		0	0.0	0.0	
89: 30 - 34 years	46	4.9	5.1		39	6.1	6.4		0	0.0	0.0	
90: 35 - 39 years	62	6.6	6.9		52	8.2	8.5		0	0.0	0.0	
91: 40 - 44 years	74	7.9	8.2		61	9.6	10.0		0	0.0	0.0	
92: 45 - 49 years	64	6.8	7.1		56	8.8	9.2		0	0.0	0.0	
93: 50 - 54 years	84	9.0	9.3		62	9.7	10.1		3	1.0	1.1	
94: 55 - 59 years	87	9.3	9.7		63	9.9	10.3		7	2.4	2.6	
95: 60 - 64 years	92	9.8	10.2		61	9.6	10.0		31	10.8	11.4	
96: 65 - 69 years	91	9.7	10.1		50	7.8	8.2		47	16.3	17.3	
97: 70 - 74 years	73	7.8	8.1		45	7.1	7.4		45	15.6	16.5	
98: 75 - 79 years	75	8.0	8.3		35	5.5	5.7		54	18.8	19.9	
99: 80 - 84 years	46	4.9	5.1		23	3.6	3.8		35	12.2	12.9	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
100: 85 - 89 years	32	3.4	3.6		16	2.5	2.6		25	8.7	9.2	
101: 90+ years	27	2.9	3.0		11	1.7	1.8		25	8.7	9.2	
N/R	38	4.1			25	3.9			16	5.6		
R18b Age group - 10 year	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
102: 16 - 24 years	16	1.7	1.8		11	1.7	1.8		0	0.0	0.0	
103: 25 - 34 years	78	8.3	8.7		65	10.2	10.6		0	0.0	0.0	
104: 35 - 44 years	135	14.4	15.0		114	17.9	18.6		0	0.0	0.0	
105: 45 - 54 years	148	15.8	16.4		118	18.5	19.3		3	1.0	1.1	
106: 55 - 59 years	87	9.3	9.7		63	9.9	10.3		7	2.4	2.6	
107: 60 - 64 years	92	9.8	10.2		61	9.6	10.0		31	10.8	11.4	
108: 65 - 74 years	165	17.6	18.3		95	14.9	15.5		92	31.9	33.8	
109: 75 - 84 years	120	12.8	13.3		58	9.1	9.5		89	30.9	32.7	
110: 85 years and over	59	6.3	6.6		27	4.2	4.4		50	17.4	18.4	
N/R	38	4.1			25	3.9			16	5.6		
R18c Age group - 15 years	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
111: 16 - 34 years	94	10.0	10.4		76	11.9	12.4		0	0.0	0.0	
112: 35 - 49 years	200	21.3	22.2		169	26.5	27.6		0	0.0	0.0	
113: 50 - 64 years	262	27.9	29.1		187	29.3	30.6		41	14.2	15.1	
114: 65+ years	344	36.7	38.2		180	28.2	29.4		231	80.2	84.9	
N/R	38	4.1			25	3.9			16	5.6		
Q19 Is the main person filling in this survey?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
115: Male	318	33.9	34.4		210	32.9	33.4		108	37.5	38.2	
116: Female	589	62.8	63.7		405	63.5	64.4		174	60.4	61.5	
117: Other	8	0.9	0.9		7	1.1	1.1		0	0.0	0.0	
118: Prefer not to say	9	1.0	1.0		7	1.1	1.1		1	0.3	0.4	
N/R	13	1.4			9	1.4			5	1.7		
Q20 Is the main person's ability to carry out day- to-day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
119: Yes - reduced a lot	206	22.0	22.5		132	20.7	21.3		85	29.5	30.1	
120: Yes - reduced a little	206	22.0	22.5		128	20.1	20.6		89	30.9	31.6	
121: No	434	46.3	47.5		311	48.7	50.2		96	33.3	34.0	
122: Prefer not to say	68	7.2	7.4		49	7.7	7.9		12	4.2	4.3	
N/R	24	2.6			17	2.7			6	2.1		
Q20 Is the main person's ability to carry out day- to-day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? [simple]	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
123: Yes	412	43.9	45.1		260	40.8	41.9		174	60.4	61.7	
124: No	434	46.3	47.5		311	48.7	50.2		96	33.3	34.0	
125: Prefer not to say	68	7.2	7.4		49	7.7	7.9		12	4.2	4.3	
N/R	24	2.6			17	2.7			6	2.1		
Q21 What is the main person's ethnic group?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
126: White English, Welsh, Scottish, Northern Irish or British	810	86.4	88.1		544	85.3	87.3		260	90.3	92.5	
127: Any other White background	41	4.4	4.5		29	4.5	4.7		12	4.2	4.3	
128: Mixed or Multiple ethnic groups	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
129: Asian or Asian British	25	2.7	2.7		19	3.0	3.0		1	0.3	0.4	
130: Black, Black British, Caribbean or African	2	0.2	0.2		1	0.2	0.2		3	1.0	1.1	
131: Any other ethnic group	10	1.1	1.1		7	1.1	1.1		3	1.0	1.1	
132: Prefer not to say	29	3.1	3.2		22	3.4	3.5		2	0.7	0.7	
N/R	20	2.1			14	2.2			6	2.1		

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
R21 What is the main person's ethnic group? [simple]	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
133: White British	810	86.4	88.2		544	85.3	87.2		260	90.3	92.5	
134: BAME	79	8.4	8.6		58	9.1	9.3		19	6.6	6.8	
135: Prefer not to say	29	3.1	3.2		22	3.4	3.5		2	0.7	0.7	
N/R	20	2.1			14	2.2			6	2.1		
D101 Tenancy type	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
136: Affordable	28	3.0	3.0		20	3.1	3.1		0	0.0	0.0	
137: Extra Care	17	1.8	1.8		0	0.0	0.0		48	16.7	16.7	
138: Sheltered	73	7.8	7.8		0	0.0	0.0		240	83.3	83.3	
139: Social Rent	809	86.2	86.2		618	96.9	96.9		0	0.0	0.0	
140: Temporary Accommodation	11	1.2	1.2		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Tenancy type [simple]	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
141: General needs	837	89.2	89.2		638	100.0	100.0		0	0.0	0.0	
142: Sheltered/Extra care	90	9.6	9.6		0	0.0	0.0		288	100.0	100.0	
143: Temporary	11	1.2	1.2		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D103 District	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
144: City Other	131	14.0	14.0		57	8.9	8.9		167	58.0	58.0	
145: City Stanmore	162	17.3	17.3		119	18.7	18.6		20	6.9	6.9	
146: City Weeke	84	9.0	9.0		61	9.6	9.5		21	7.3	7.3	
147: City Winnall & Highcliffe	151	16.1	16.1		120	18.8	18.8		0	0.0	0.0	
148: Rural North	153	16.3	16.3		107	16.8	16.7		22	7.6	7.6	
149: Rural South	256	27.3	27.3		175	27.4	27.4		58	20.1	20.1	
N/R	0	0.0			0	0.0			0	0.0		
D104 City/rural	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
150: City	528	56.3	56.3		357	56.0	56.0		208	72.2	72.2	
151: Rural	410	43.7	43.7		281	44.0	44.0		80	27.8	27.8	
N/R	0	0.0			0	0.0			0	0.0		
D105 Ward	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
152: BISHOPS WALTHAM	48	5.1	5.1		33	5.2	5.2		22	7.6	7.6	
153: BOARHUNT & SOUTHWICK	3	0.3	0.3		2	0.3	0.3		0	0.0	0.0	
154: CHERITON & BISHOPS SUTTON	7	0.7	0.7		5	0.8	0.8		0	0.0	0.0	
155: COLDEN COMMON & TWYFORD	42	4.5	4.5		30	4.7	4.7		0	0.0	0.0	
156: COMPTON & OTTERBOURNE	18	1.9	1.9		13	2.0	2.0		0	0.0	0.0	
157: DENMEAD	20	2.1	2.1		11	1.7	1.7		9	3.1	3.1	
158: DROXFORD, SOBERTON & HAMBLEDON	8	0.9	0.9		6	0.9	0.9		0	0.0	0.0	
159: ITCHEN VALLEY	12	1.3	1.3		8	1.3	1.3		0	0.0	0.0	
160: KINGS WORTHY	60	6.4	6.4		44	6.9	6.9		0	0.0	0.0	
161: LITTLETON & HARESTOCK	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
162: OWSLEBURY & CURDRIDGE	21	2.2	2.2		15	2.4	2.4		0	0.0	0.0	
163: SHEDFIELD	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
164: SPARSHOLT	6	0.6	0.6		4	0.6	0.6		0	0.0	0.0	
165: ST BARNABAS	84	9.0	9.0		61	9.6	9.6		21	7.3	7.3	
166: ST BARTHOLOMEW	85	9.1	9.1		28	4.4	4.4		149	51.7	51.7	
167: ST JOHN & ALL SAINTS	177	18.9	18.9		139	21.8	21.8		0	0.0	0.0	
168: ST LUKE	153	16.3	16.3		119	18.7	18.7		0	0.0	0.0	
169: ST MICHAEL	29	3.1	3.1		10	1.6	1.6		38	13.2	13.2	
170: ST PAUL	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
171: SWANMORE & NEWTON	25	2.7	2.7		19	3.0	3.0		0	0.0	0.0	
172: THE ALRESFORDS	54	5.8	5.8		35	5.5	5.5		22	7.6	7.6	
173: UPPER MEON VALLEY	14	1.5	1.5		10	1.6	1.6		0	0.0	0.0	
174: WHITELEY	5	0.5	0.5		4	0.6	0.6		0	0.0	0.0	
175: WICKHAM	44	4.7	4.7		26	4.1	4.1		27	9.4	9.4	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
176: WONSTON & MICHELDEVER	18	1.9	1.9		13	2.0	2.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D106 Property type	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
177: Bungalow	150	16.0	16.0		93	14.6	14.6		18	6.3	6.3	
178: Flat/Maisonette	369	39.3	39.3		211	33.1	33.1		270	93.8	93.8	
179: House	419	44.7	44.7		334	52.4	52.4		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D107 Property size	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
180: Bedsit	6	0.6	0.6		2	0.3	0.3		0	0.0	0.0	
181: One bed	309	32.9	32.9		158	24.8	24.7		252	87.5	87.5	
182: Two bed	328	35.0	34.9		239	37.5	37.4		36	12.5	12.5	
183: Three bed	284	30.3	30.2		229	35.9	35.8		0	0.0	0.0	
184: Four+ bed	12	1.3	1.3		11	1.7	1.7		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		

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