



S4B Satisfaction Survey 2015

Executive Summary

S4B Satisfaction Survey 2015

The first annual Brunswick Satisfaction Survey on Neighbourhood and Housing Management services went out to all tenants and leaseholders on the first anniversary of service commencement on 6th January 2015.

A full report will be provided to the PFI Contract Management Team by the end of March 2015 as stipulated in the PFI contract. The survey was undertaken by Contour Homes' S4B Housing Management Team with technical support being provided by Contour Homes Insight and Innovation Team.

Questions were developed to include seven STAR survey questions to allow benchmarking across the housing sector with other neighbourhoods. A panel of residents also helped develop the questions and agree Plain English wording. A full summary of responses is attached to the report in Appendix One.

The performance was measured on two key questions which are set out in the contract. Satisfaction was well above the minimum thresholds for the contractual questions, meaning no penalties will be incurred. It is important to note that the methodology for "satisfied" on the contractual questions (26 & 27) includes those who said "neither". This is due to rationale developed and agreed with Manchester City Council for the refurbishment surveys, where "neither" is included as satisfied. As this is not common practise with STAR, other questions have only taken "Very Satisfied" and "Fairly Satisfied" into account when measuring satisfaction.

As the work to undertake the survey has been delivered in house by Contour Homes this means we can now scrutinise the results to individual household level. We will use the information to drive improvements in service delivery by all S4B partners where applicable, and further enhance the customer experience.

Response

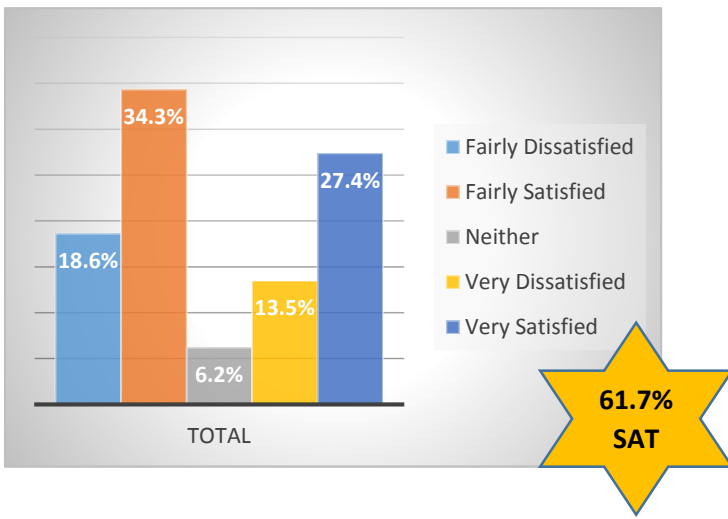
The total number of respondents is 280 out of the 957 tenants who received the questionnaire (29.3%). It is important to note that not every respondent answered all questions.

Results summary – Contract Questions

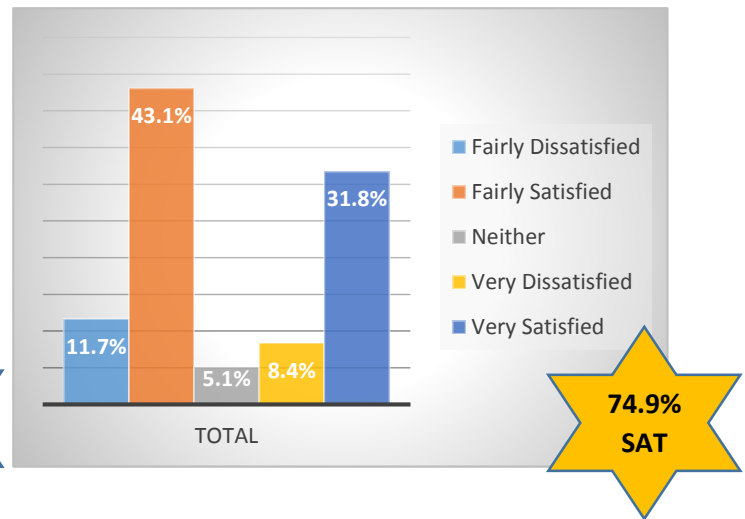
- Satisfaction for '*Services provided by S4B*' was **84.7%** against a KPI target of **70%** - **14.7% above target**.
- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **88.4%** against a KPI target of **45%** - **43.4% above target**.

APPENDIX 1 – FULL SUMMARY OF RESULTS

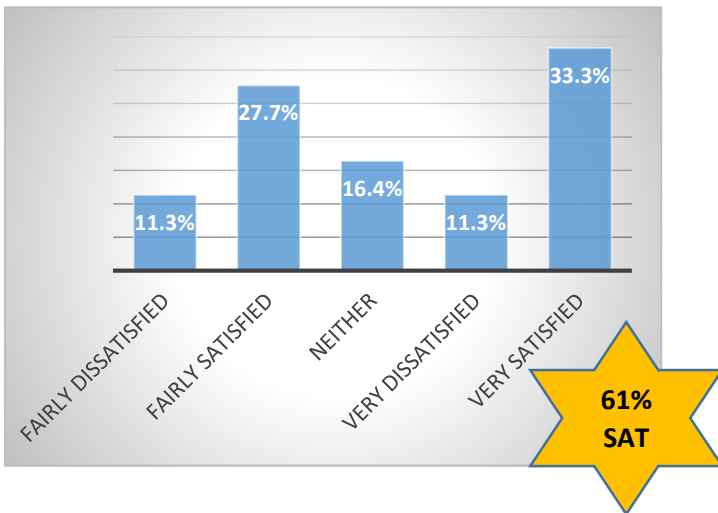
Overall Quality of Home



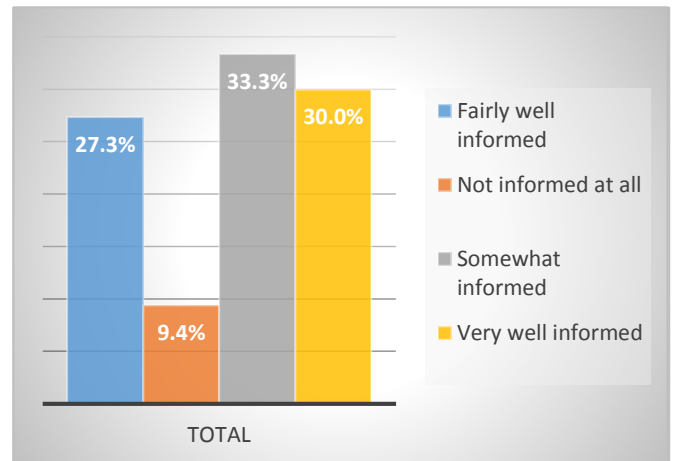
Neighbourhood as a Place to Live



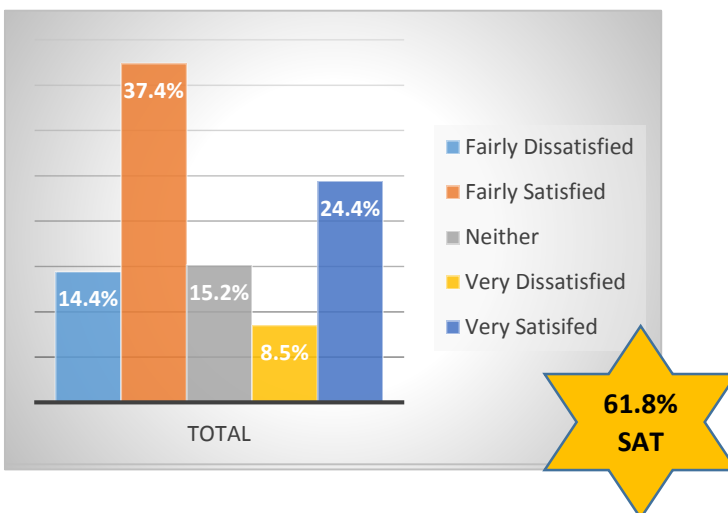
Satisfaction with Caretaking Service



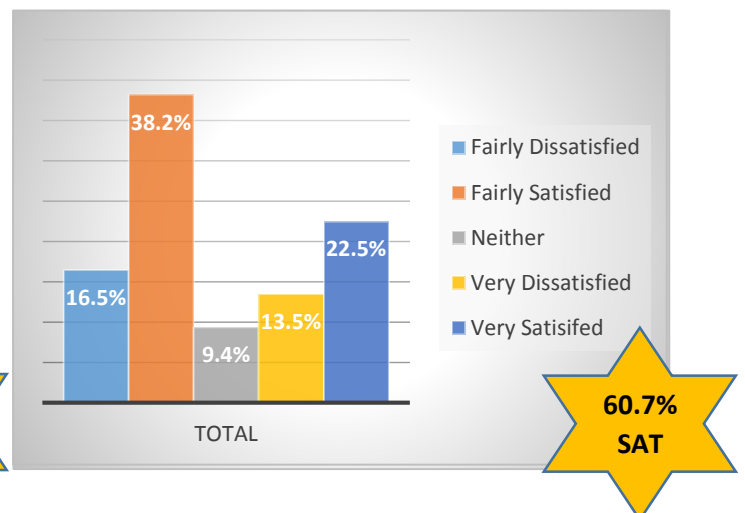
How informed of Regeneration Work



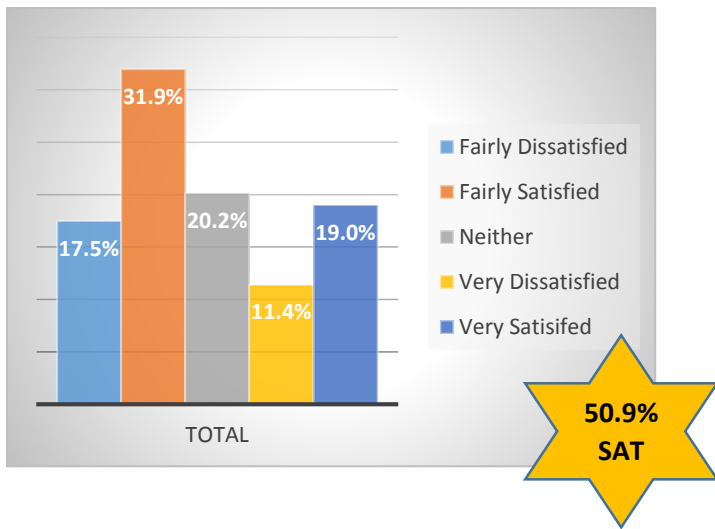
Management of Crime and ASB



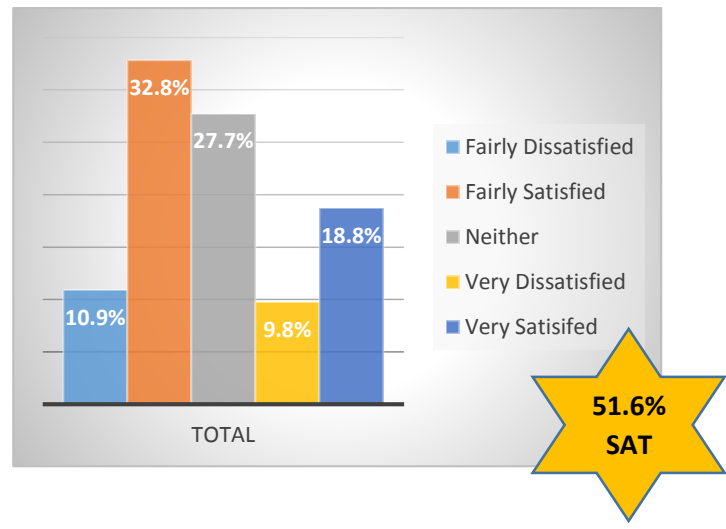
Appearance and Cleanliness of Neighbourhood



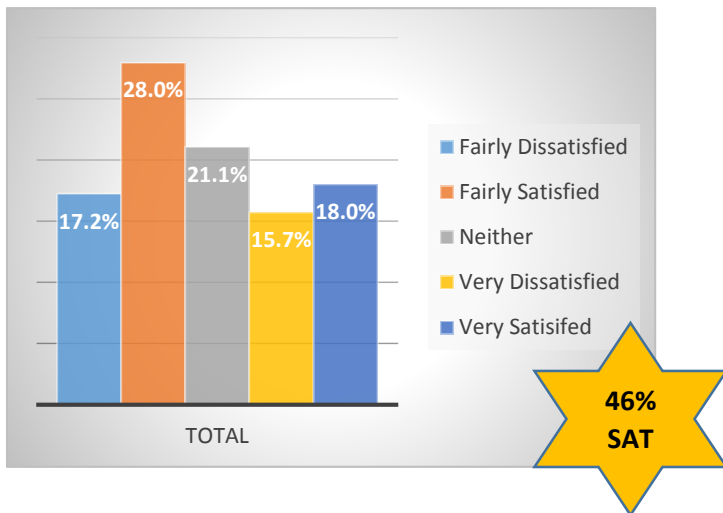
Quality of Parks, Play Areas & Open Spaces



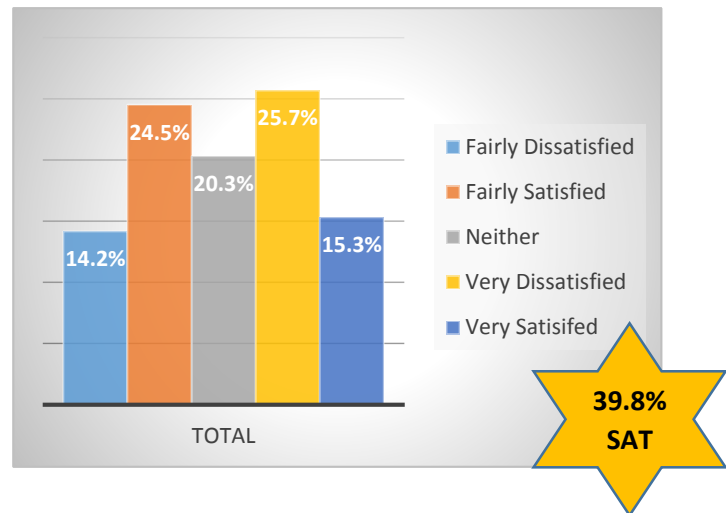
Community Spirit



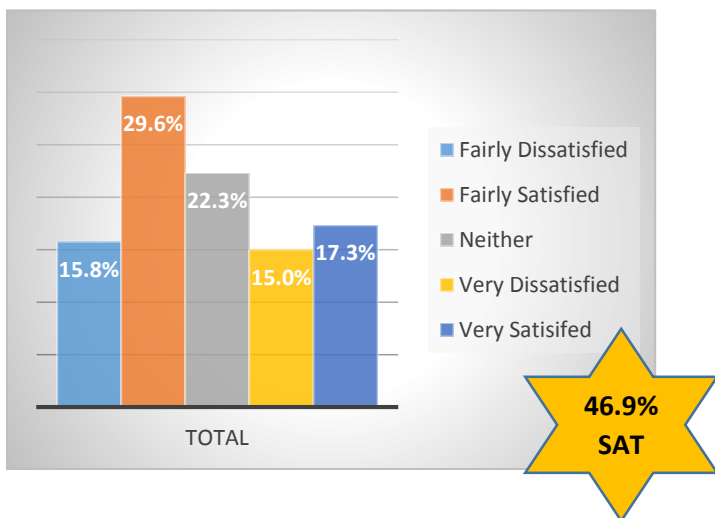
Volume of Traffic



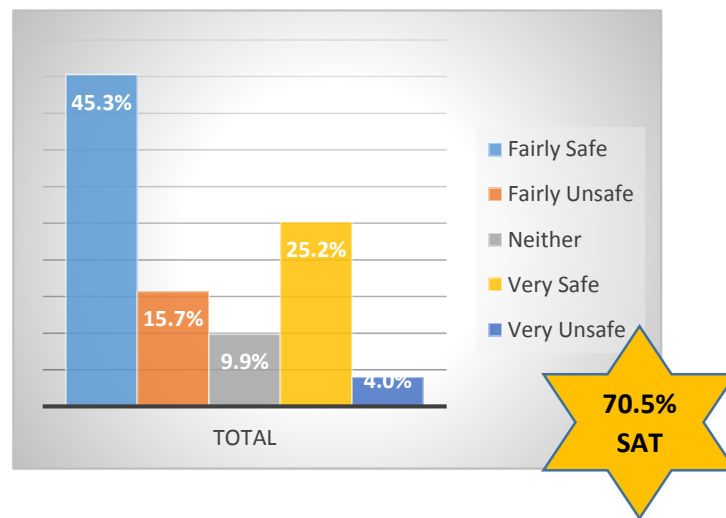
Parking



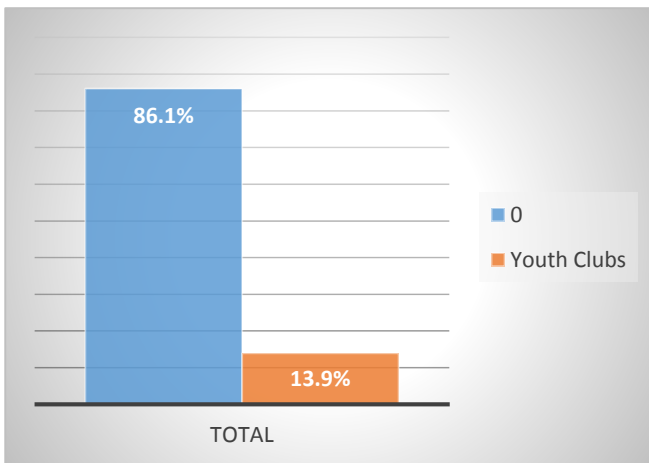
Police Presence



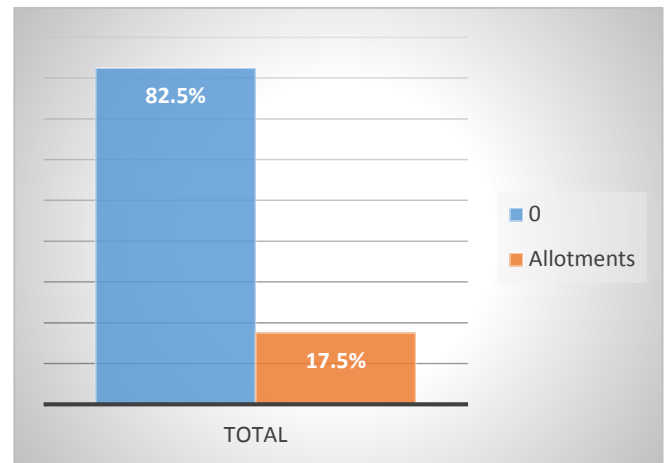
Feeling Safe in Brunswick



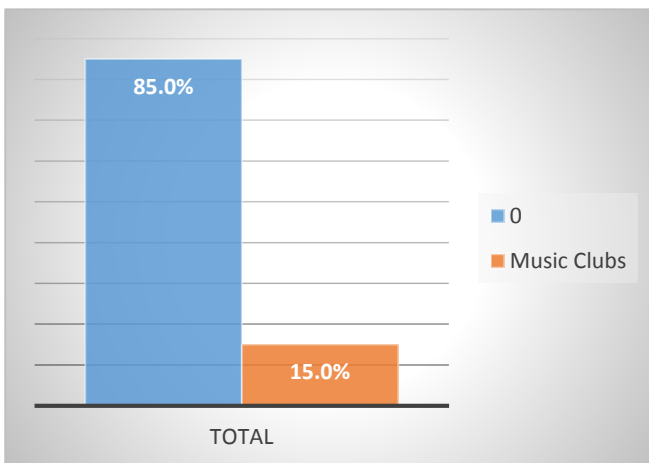
Interest in Youth Clubs



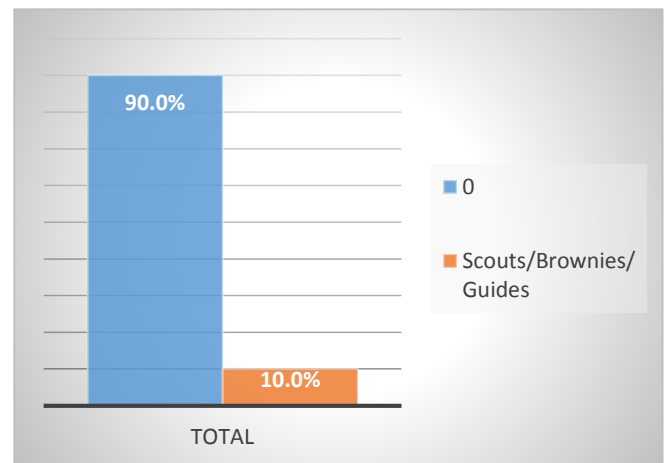
Interest in Allotments



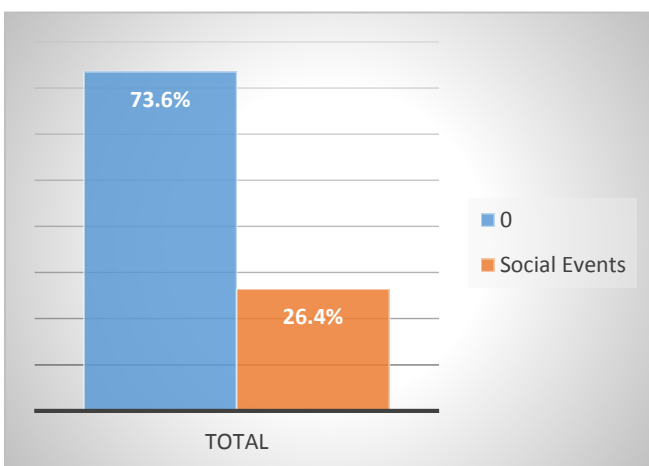
Interest in Music Clubs



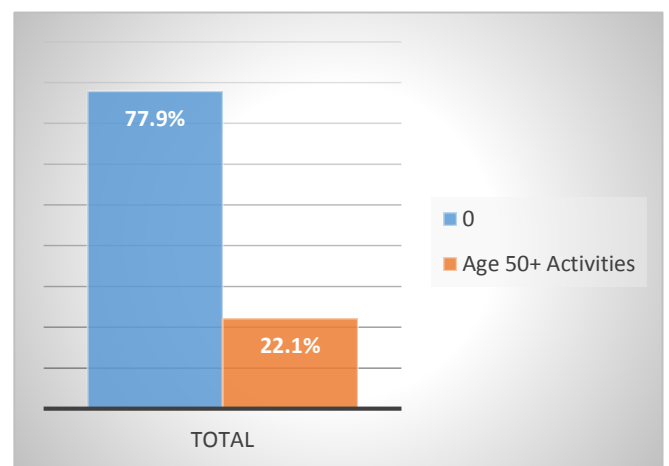
Interest in Scouts/Brownies/Guides



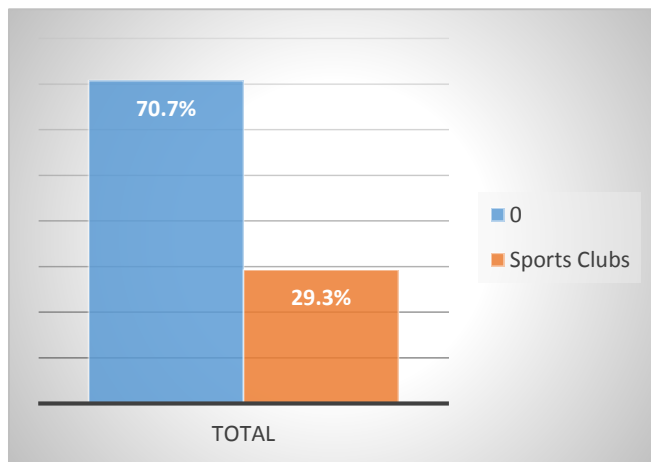
Interest in Social Events



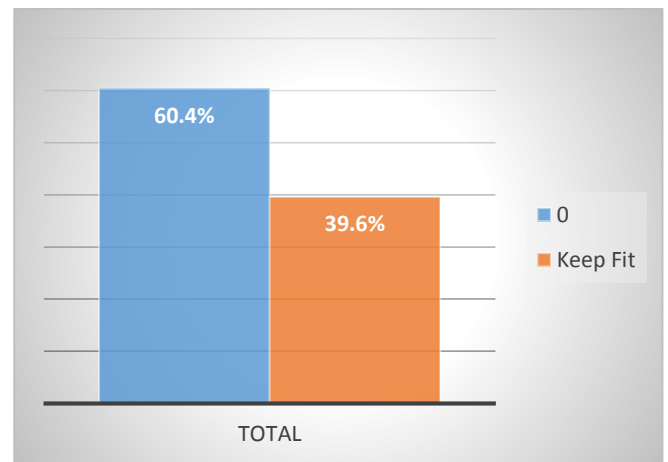
Interest in 50+ Activities



Interest in Sports Clubs



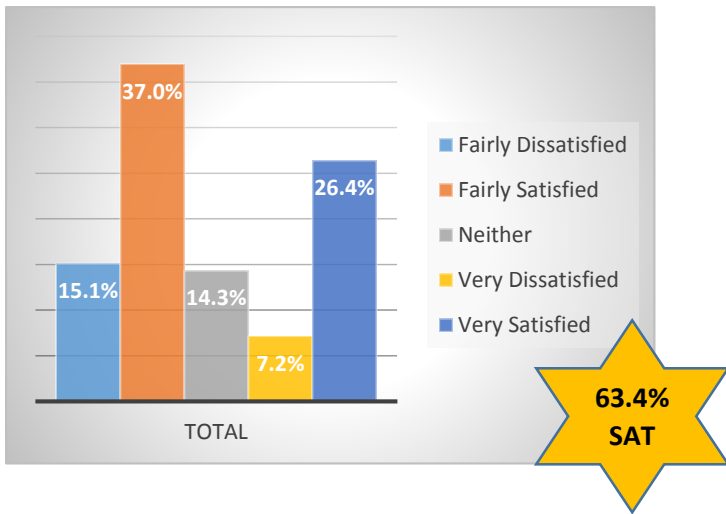
Interest in Keep Fit



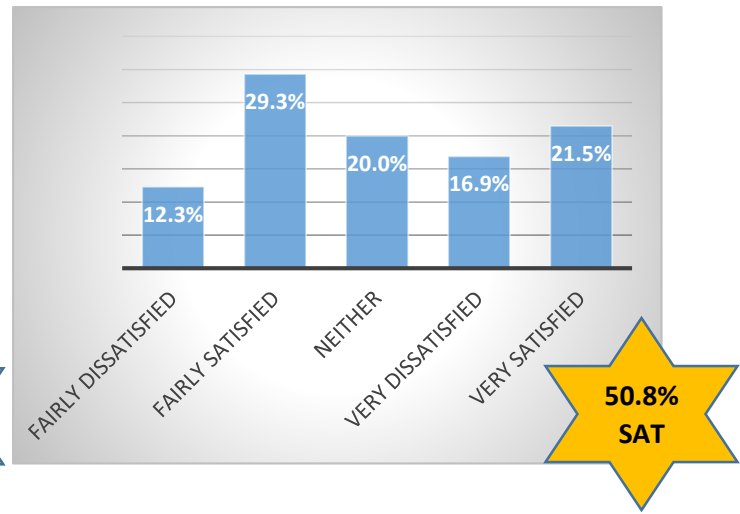
Interested in 'Other' (free text)

Row Labels	Count of Would you be interested in Other?
0	88.2%
Art, Literature, History, Chess...	0.4%
Darts Team	0.4%
DIY CLUB	0.4%
English and maths clubs for children	0.4%
Gay Event	0.4%
Growing Group - put on allotment list	0.4%
History group in Brunswick would appealing	0.4%
Islamic community center	0.4%
IT Classes	0.4%
Il	0.4%
More pubs	0.4%
N/A	0.4%
Never had any of these in 50 years	0.4%
No	2.5%
No thanks	0.4%
None	2.1%
None all just a front to make SB4 look good	0.4%
None disabled	0.4%
Not interested	1.1%
outdoor clubs	0.4%
Grand Total	100.0%

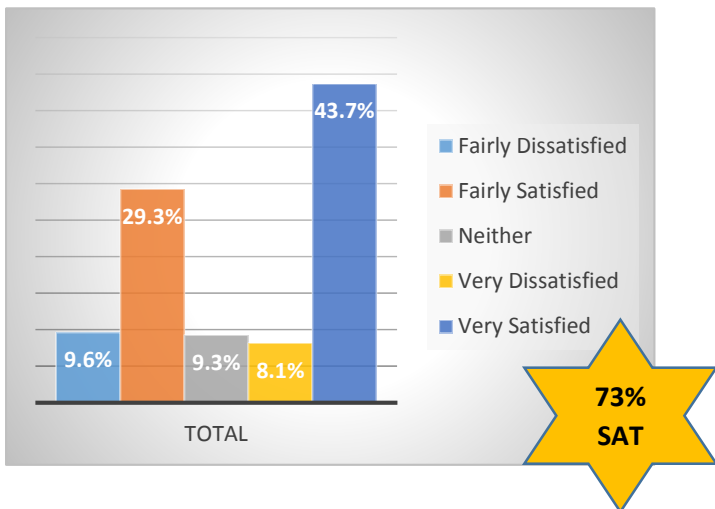
Rent provides VFM



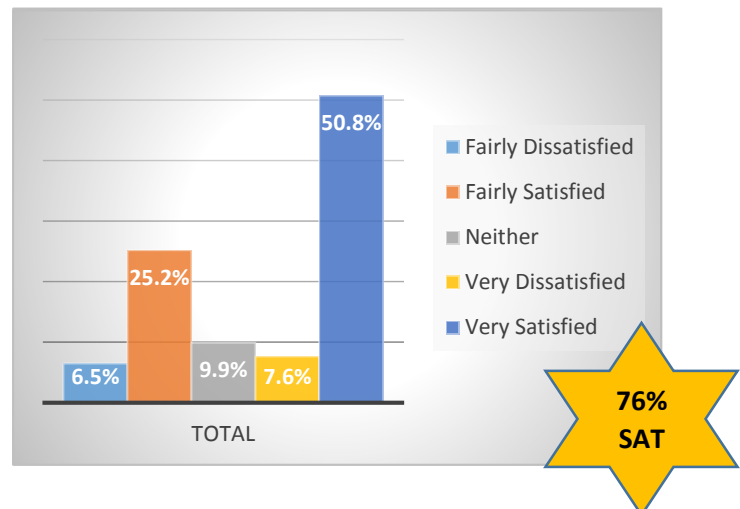
Service Charge provides VFM (Leaseholders only)



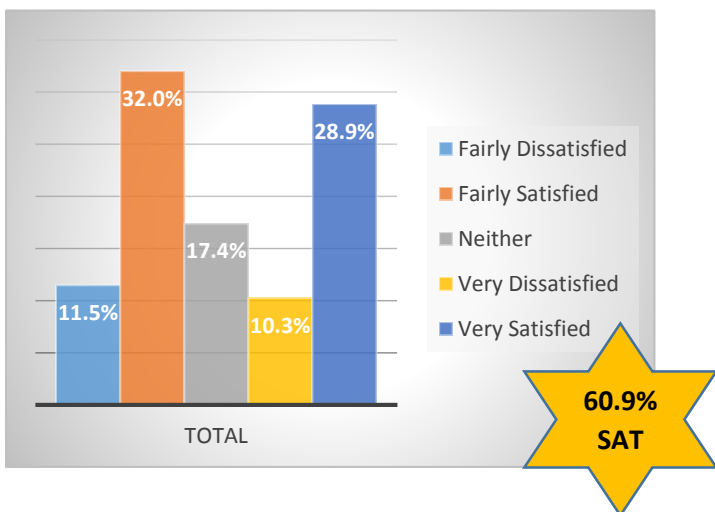
Call handling at S4B office



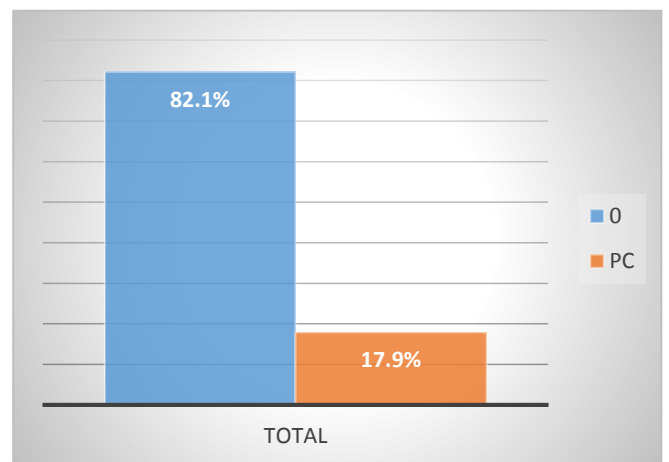
Service from S4B staff when visiting/visited



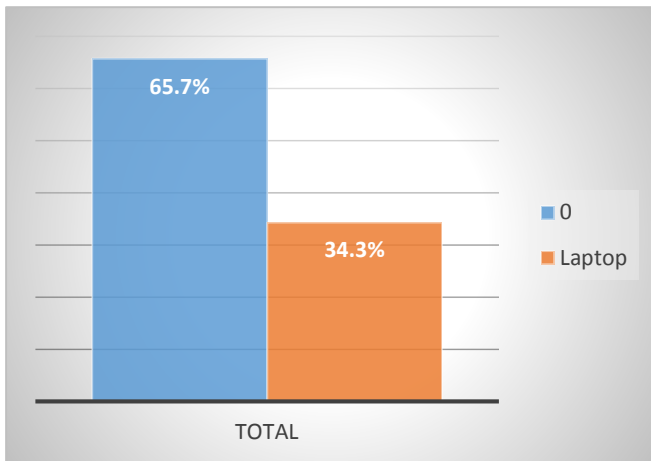
S4B listens to views and acts upon them



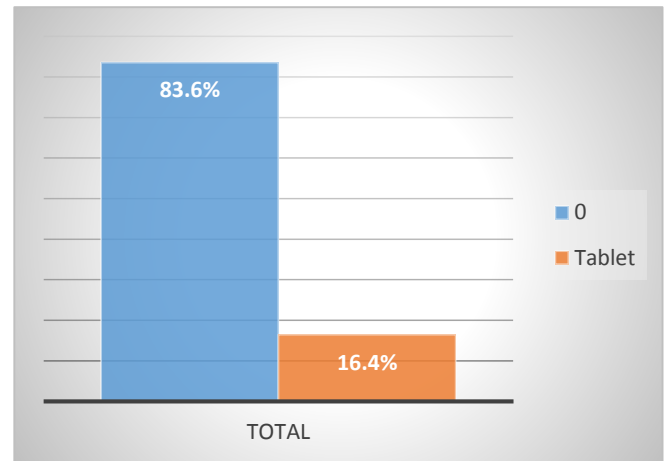
Respondents who access internet via PC



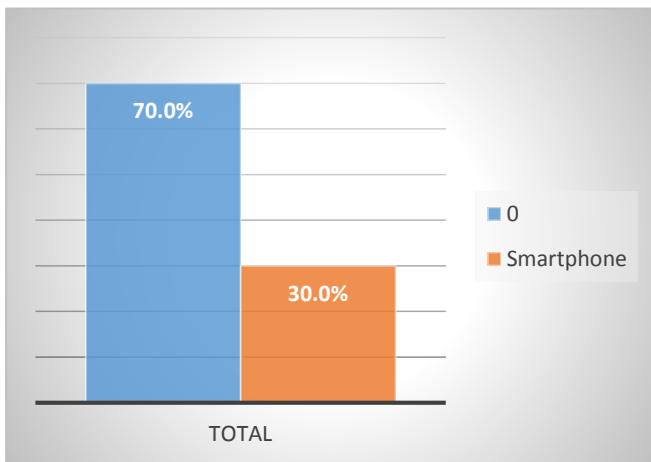
Respondents who access internet via Laptop



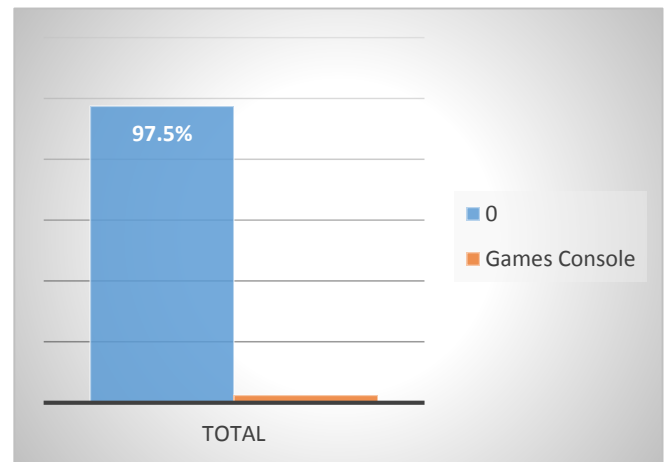
Respondents who access internet via Tablet



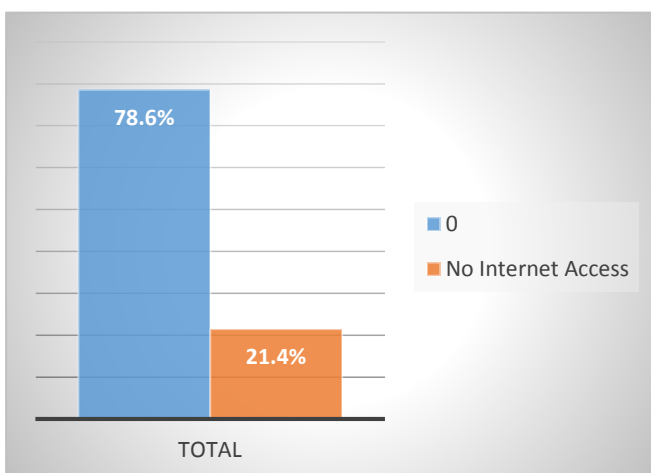
Respondents access internet via Smartphone



Respondents access internet via Games Console



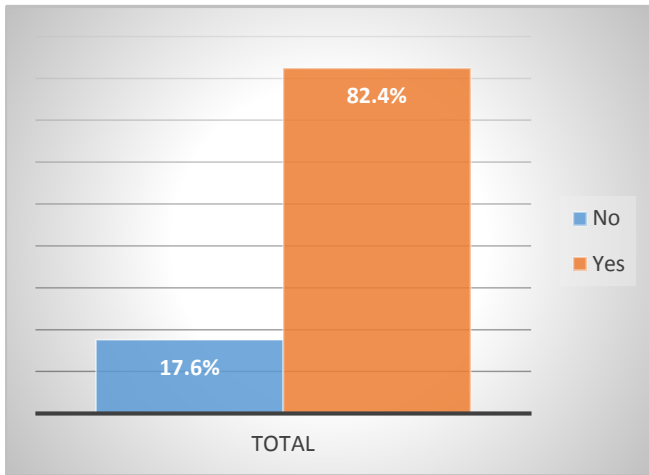
Respondents with NO internet access



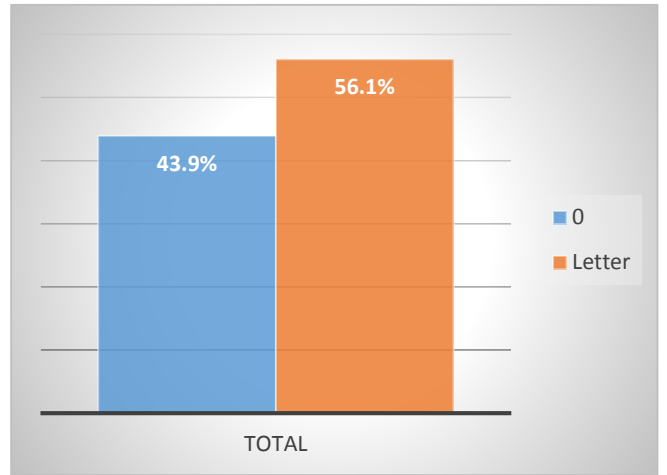
'Other' methods of internet access

Row Labels	Count of Other Internet Access
0	97.1%
From wardens office	0.4%
Internet Cafe	0.4%
Library	0.4%
Library PC use	0.4%
none	0.4%
Wardens Office	0.4%
Wardens office & computer class at EYC	0.4%
Wardens Office laptop	0.4%
(blank)	0.0%
Grand Total	100.0%

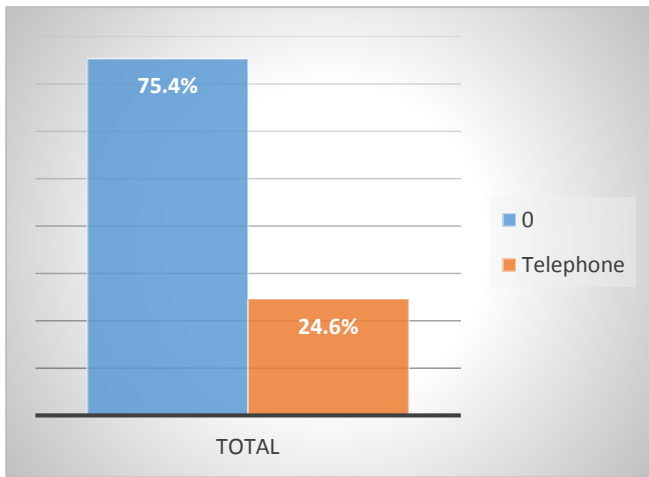
Respondents who read the S4B newsletter



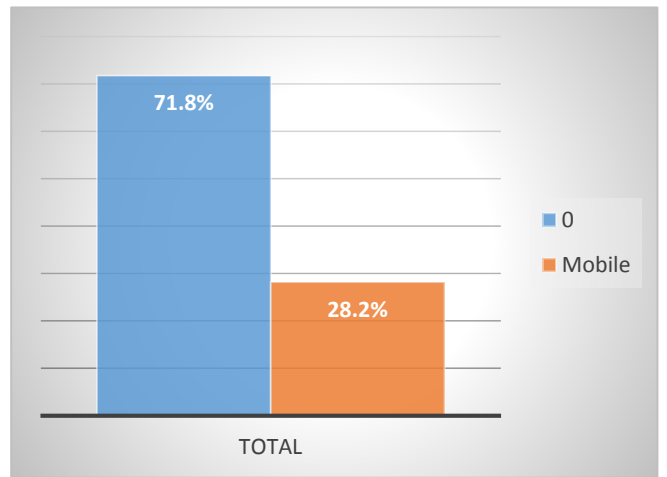
Prefer LETTER as main contact method



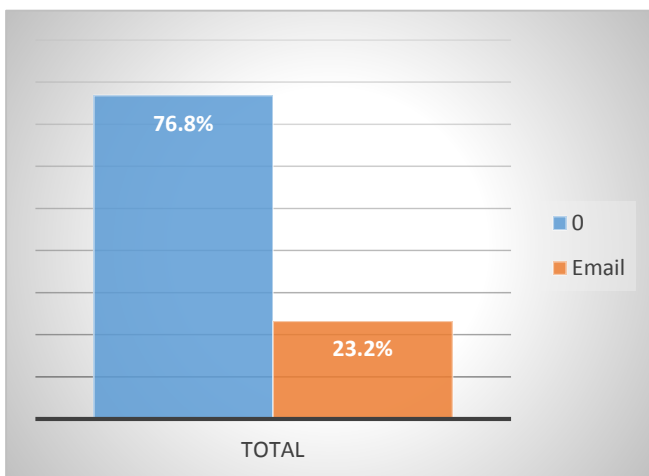
Prefer TELEPHONE as main contact method



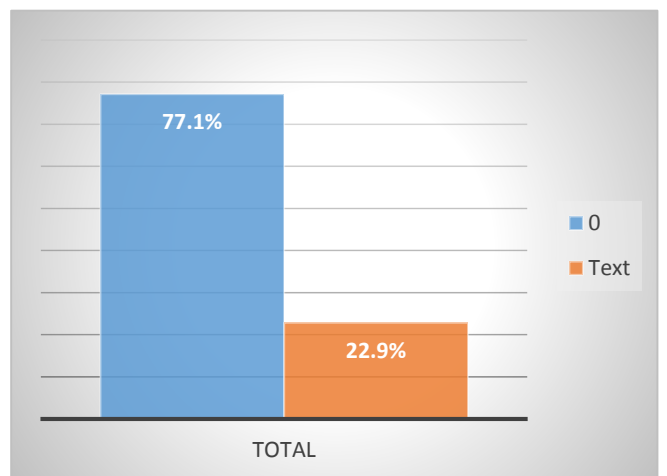
Prefer MOBILE as main contact method



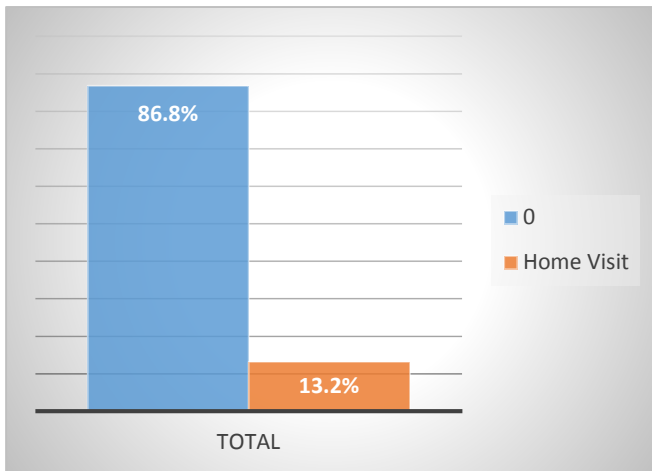
Prefer EMAIL as main contact method



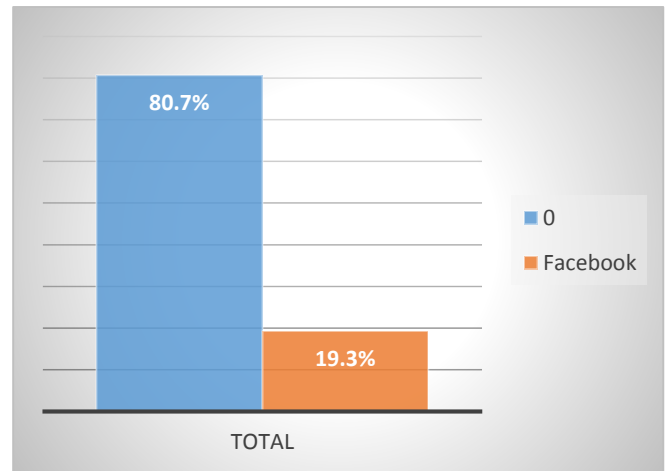
Prefer TEXT as main contact method



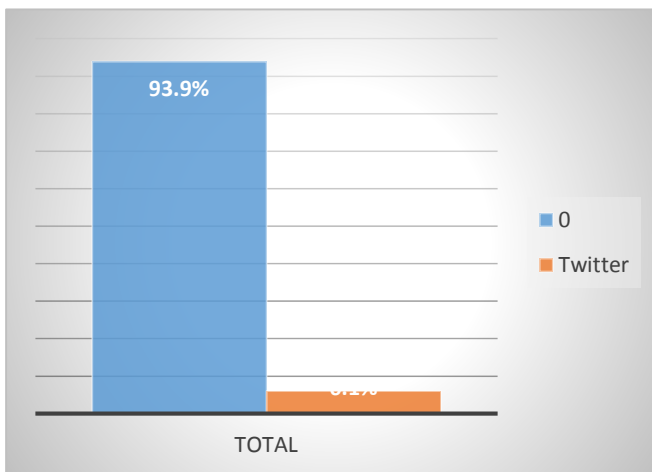
Prefer HOME VISIT as main contact method



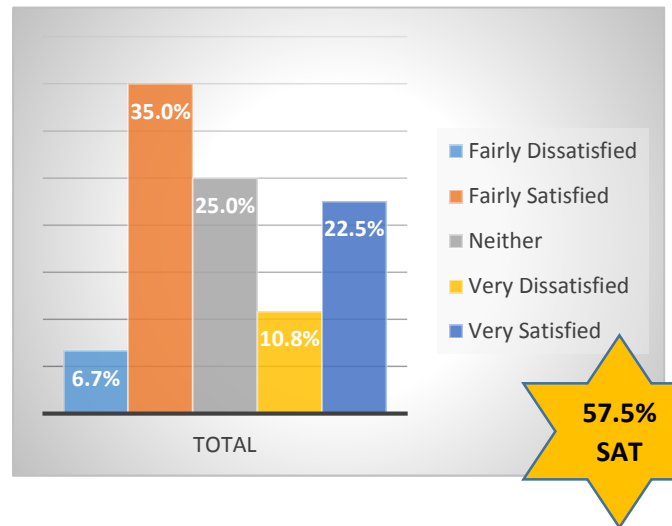
Interested in seeing updates on FACEBOOK



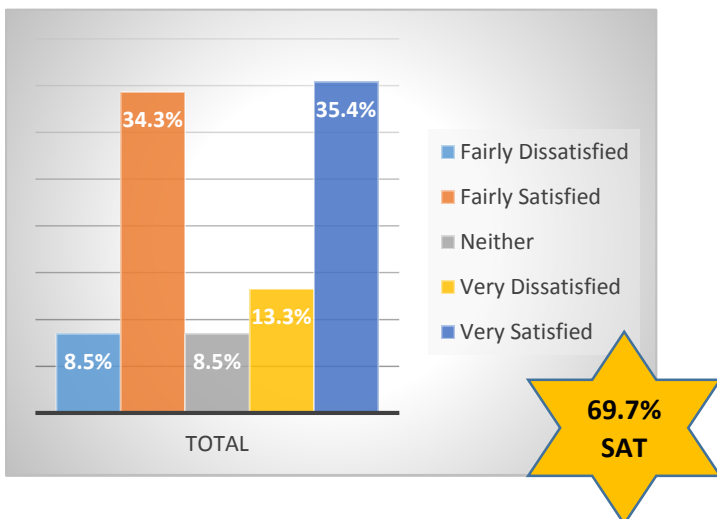
Interested in seeing updates on TWITTER



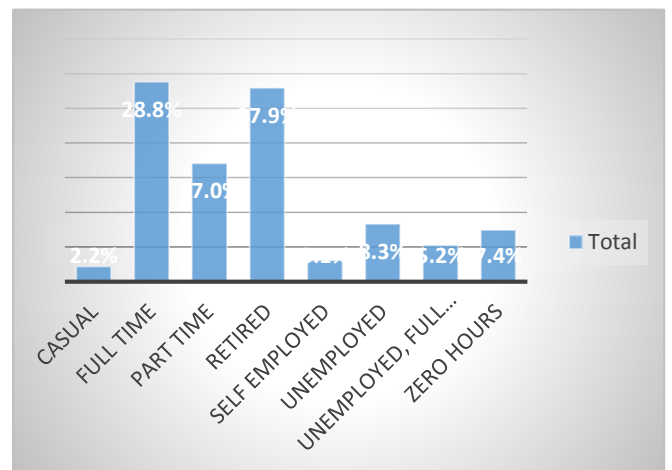
Satisfaction with S4B website



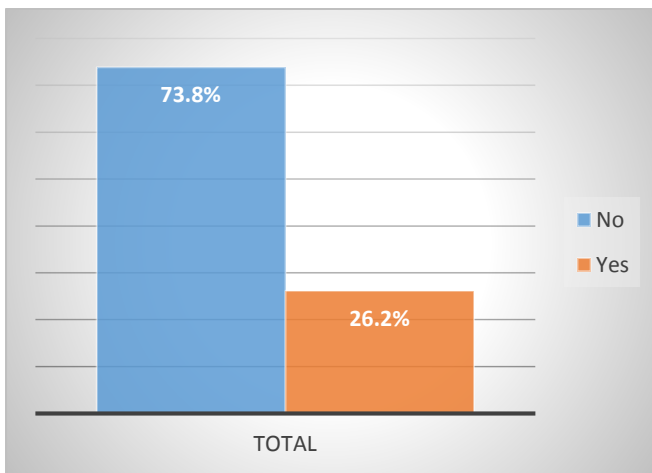
Satisfaction with Repairs & Maintenance



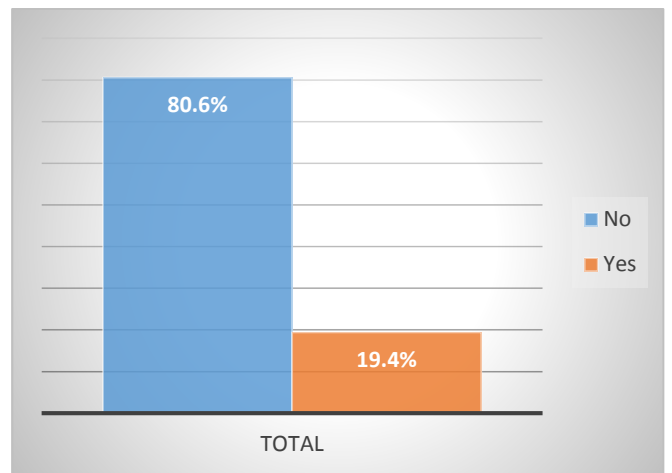
Respondent Employment Status



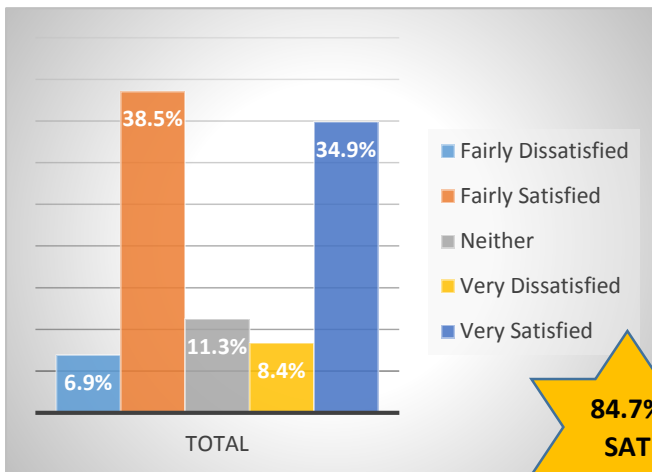
Interested in Employment/Training opps.



Interested in Computer/Online training

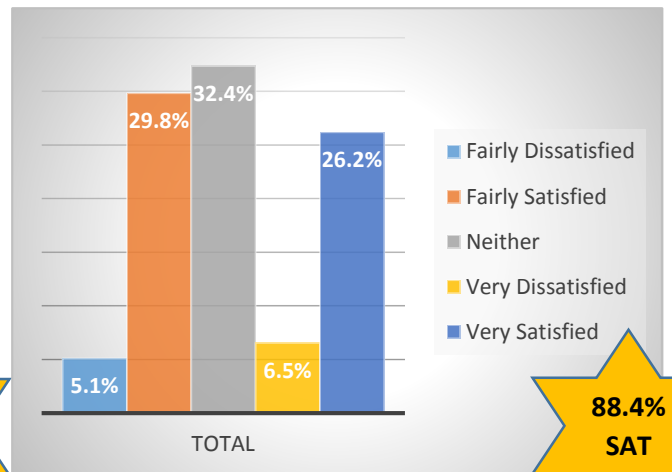


Overall service provided by S4B



84.7% SAT

Opportunities for Resident Involvement



88.4% SAT