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# S4B Satisfaction Survey 2016

## Main Report

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## Executive Summary of S4B Satisfaction Survey 2016

The second 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 6<sup>th</sup> January 2016.

A full report is provided to the PFI Contract Management Team by the end of March 2016 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.

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. With the other questions including 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 was 267 out of the 813 tenants/Leaseholders who received the questionnaire (32.8%). It is important to note that not every respondent answered all questions.

### Results summary – Contract Questions

- Satisfaction for '*Services provided by S4B*' was **81.2%** against a KPI target of **70%** - **11.2%** above target this compared to 2015 where results were **84.7%** against a KPI target of **70%** - **14.7%** above target.
- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **87.3%** against a KPI target of **45%** - **42.3%** above target. This compares to 2015 where results were **88.4%** against a KPI target of **45%** - **43.4%** above target

## 1. Background & Context

In September 2015 S4B commissioned Contour Homes to undertake an independent review of customer opinion. As set out within the PFI contract between S4B and Manchester City Council, the first Brunswick Satisfaction Survey on Neighbourhood and Housing Management was delivered to all tenants on the anniversary of service commencement. In 2016 Contour Homes again undertook the survey using staff from outside the PFI. All surveys were delivered to residents on the 6<sup>th</sup> January 2016

In 2016 813 current residents were invited to take part in the consultation and **267 (32.8%)** responded. This compared to a return of 2015 where 954 residents were invited to take part in the consultation and 280 (29.4%) responded

### Setting the Questions

The questions included in the survey have been decided upon for one of three reasons. These are:

- 1) **Contract Questions.** Two questions were required to fulfil the requirements of the PFI contract and these are:
  - Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B?
  - How satisfied are you with the opportunities available for resident involvement in Brunswick?
  
- 2) **STAR Questions.** To provide the opportunity for benchmarking the survey results with other organisations, the 7 core questions prescribed by the HouseMark STAR model (Survey of Tenants and Residents) were included.
  - How satisfied or dissatisfied are you with the overall quality of your home?
  - How satisfied or dissatisfied are you with the neighbourhood as a place to live?
  - How satisfied or dissatisfied are you that your rent provides value for money?
  - How satisfied or dissatisfied are you that your service charges provide value for money?
  - How satisfied or dissatisfied are you that S4B listens to your views and acts upon them?
  - How satisfied or dissatisfied are you with the way S4B deals with repairs and maintenance?
  - Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B? (*Also a contractual question*)
  
- 3) **S4B Continuous Improvement Questions.** The rest of the survey was made up of questions from which S4B wanted to gain answers to inform the general continuous improvement of the service.

## **Access to the questionnaire**

In order to reach as many tenants as possible, the survey information and guidance notes were translated into 7 languages, which were the most used in Brunswick.

The survey was also made available to be completed online and was added for direct access via smartphone and tablet. Links were text out to resident's mobile phone on 3 occasions in January, as well as being promoted in the newsletter and by staff.

A reply-paid envelope was provided with each questionnaire, enabling tenants to return the survey at no expense of their own. These were returned to Contour Homes head office to encourage responses at an address which was not the local office and at no cost to them.

Access to the survey was made available on the S4B website and on the kiosk computer in the S4B office reception. A phone number for the office was also provided on the survey for any tenants who wanted to complete the survey over the phone, or if they required a telephone translation service.

## **Incentives**

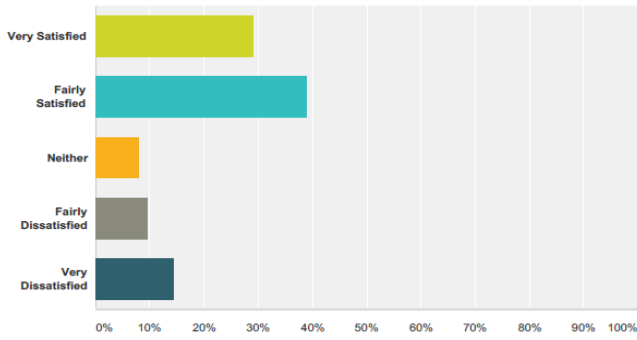
To encourage the completion of the survey, a prize draw was advertised for which all respondents were given the opportunity to win either a top prize of £100 worth of vouchers or two opportunities to win a runner-up prize of £50 worth of vouchers. In addition, tenants were also made aware that by returning the completed survey directly to the S4B office, they would receive a free S4B mug.

## **2. Homes & Neighbourhoods**

The results for the questions within the theme of Home & Neighbourhoods show high levels of satisfaction. 74.9% of the tenants that responded are satisfied with their 'Neighbourhood as a place to live'. This is the same scoring achieved of 74.9% when compared to 2015

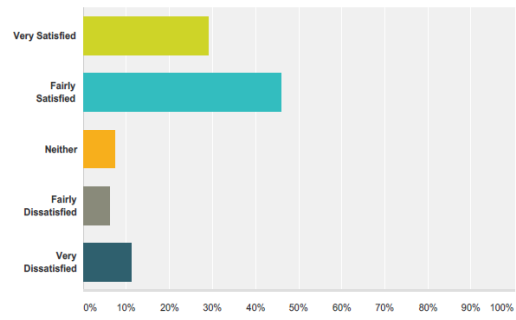
Satisfaction of people home is good at this midpoint of the refurbishment programme with 68.1% satisfied with the overall quality of the home.

## Overall Quality of Home



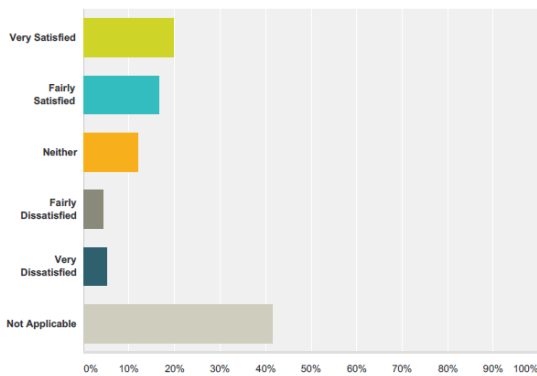
**68.1% satisfied**

## Neighbourhood as a Place to Live



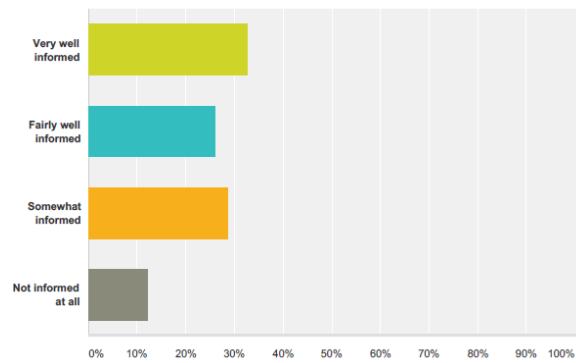
**74.9% satisfied**

## Satisfaction with Caretaking Service



**36.6% satisfied (41.5% not applicable)**

## How informed of Regeneration Work



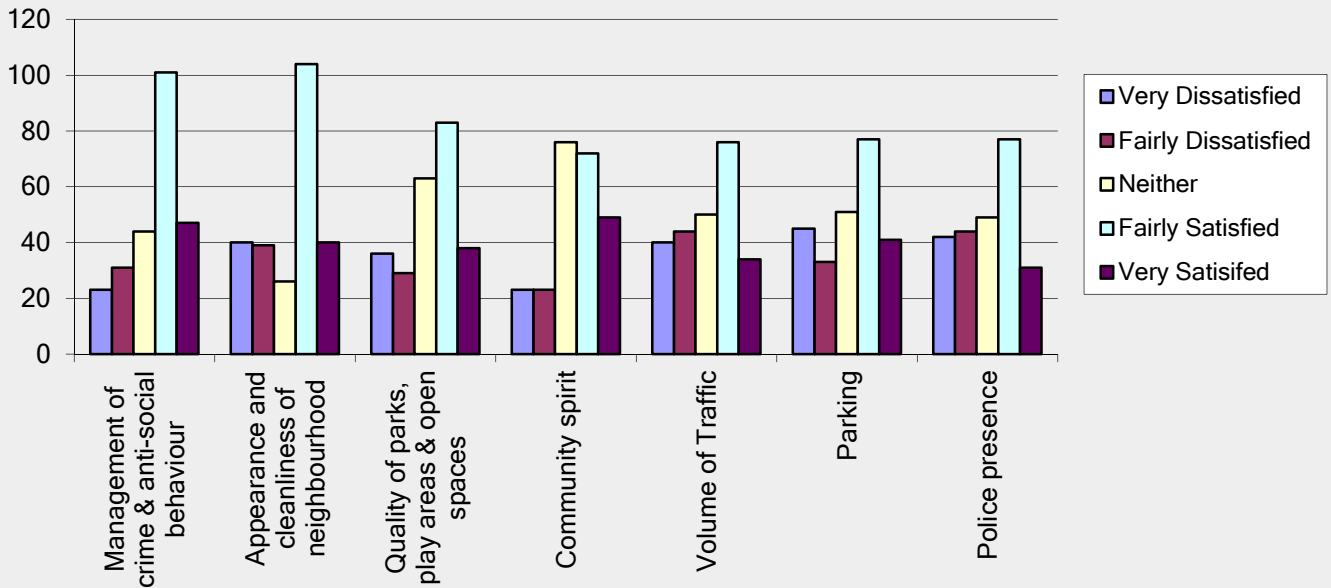
**58.8% very/fairly well informed**

Residents were asked about the perception of wider neighbourhood issues across a range of issues which S4B do not manage directly but affects the quality of life in the neighbourhood

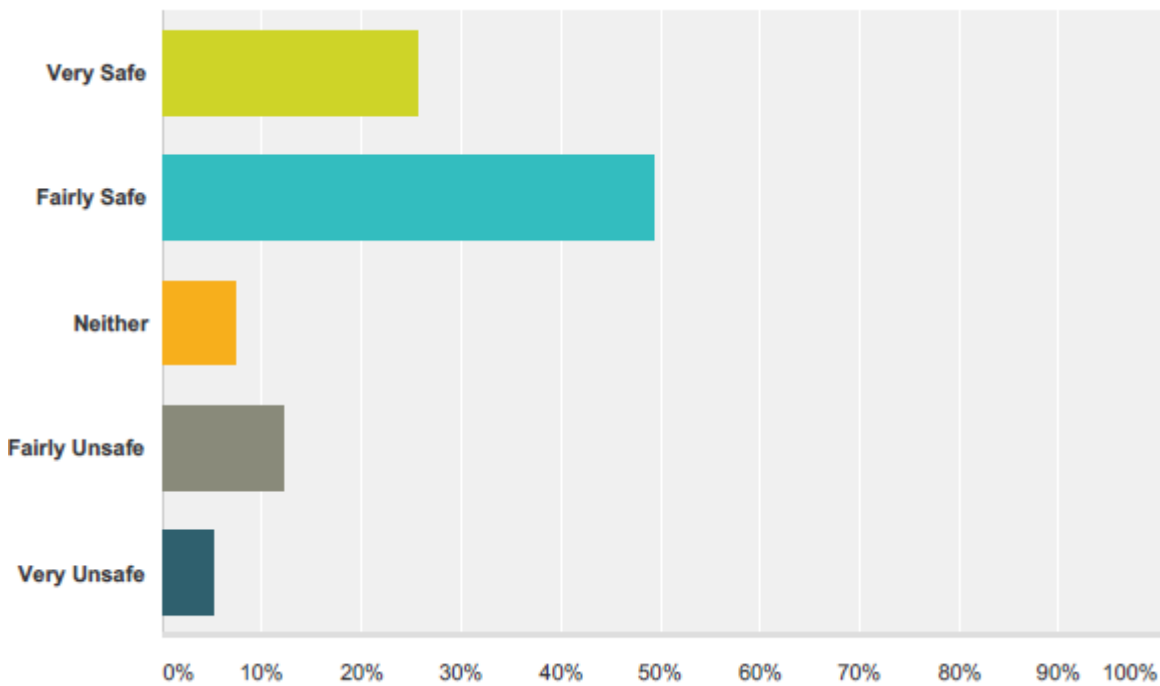
- Management of crime & anti-social behaviour
- Appearance and cleanliness of neighbourhood
- Quality of parks, play areas & open spaces
- Community spirit
- Volume of Traffic
- Parking
- Police presence

The overall satisfaction remains at fairly satisfied on these wider neighbourhood measures with most resident being least satisfied with parking and also police presence

**How satisfied or dissatisfied are you with the following:**



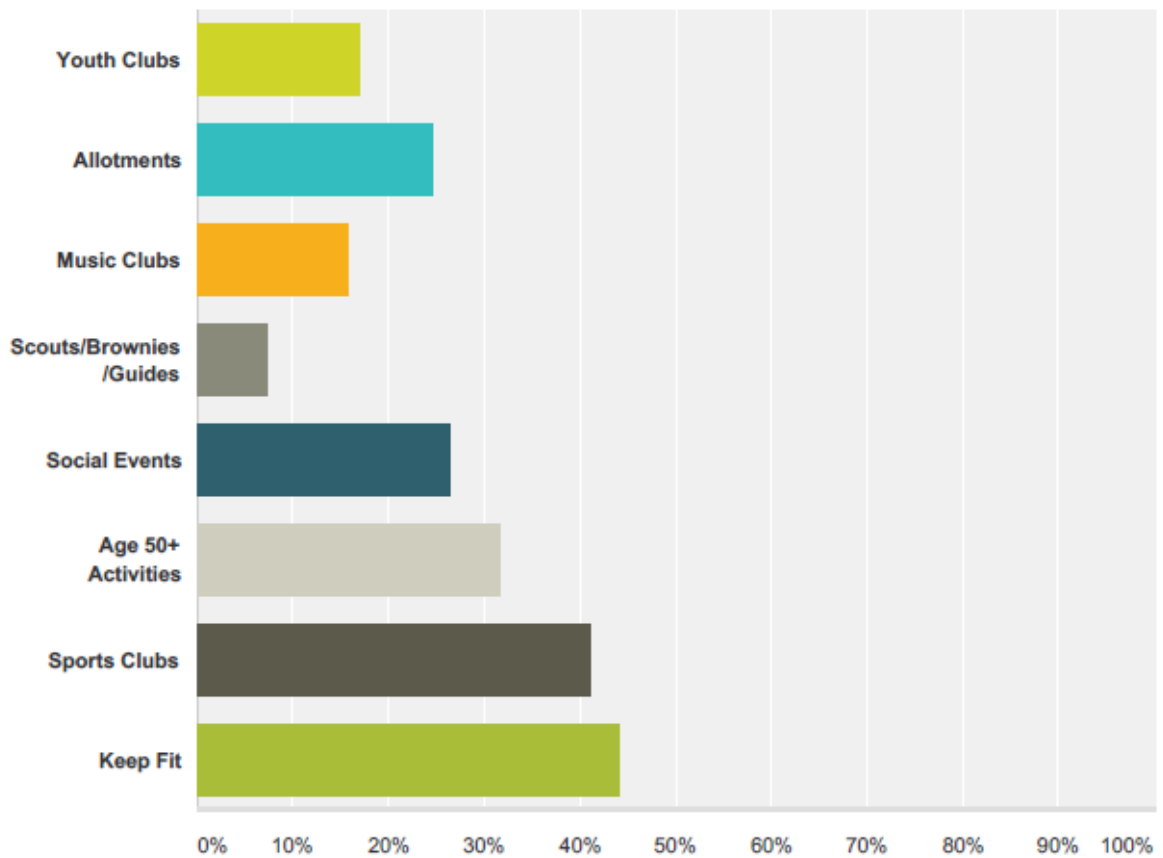
**Feeling Safe in Brunswick**



**75.1% Satisfied**

Comments and feedback indicate that people feel safe linked to presence of the Community Warden Service.

Residents were asked about what community facilities or activities they would like to see the table below highlights the most popular choices. This information will be used to shape future community programmes.

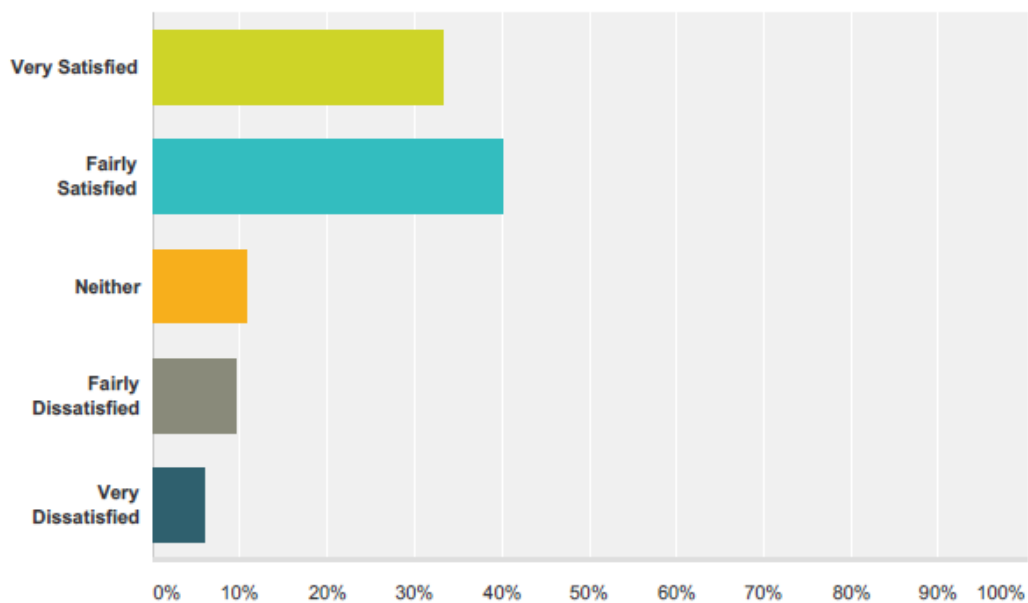


### 3. Rent & Finance

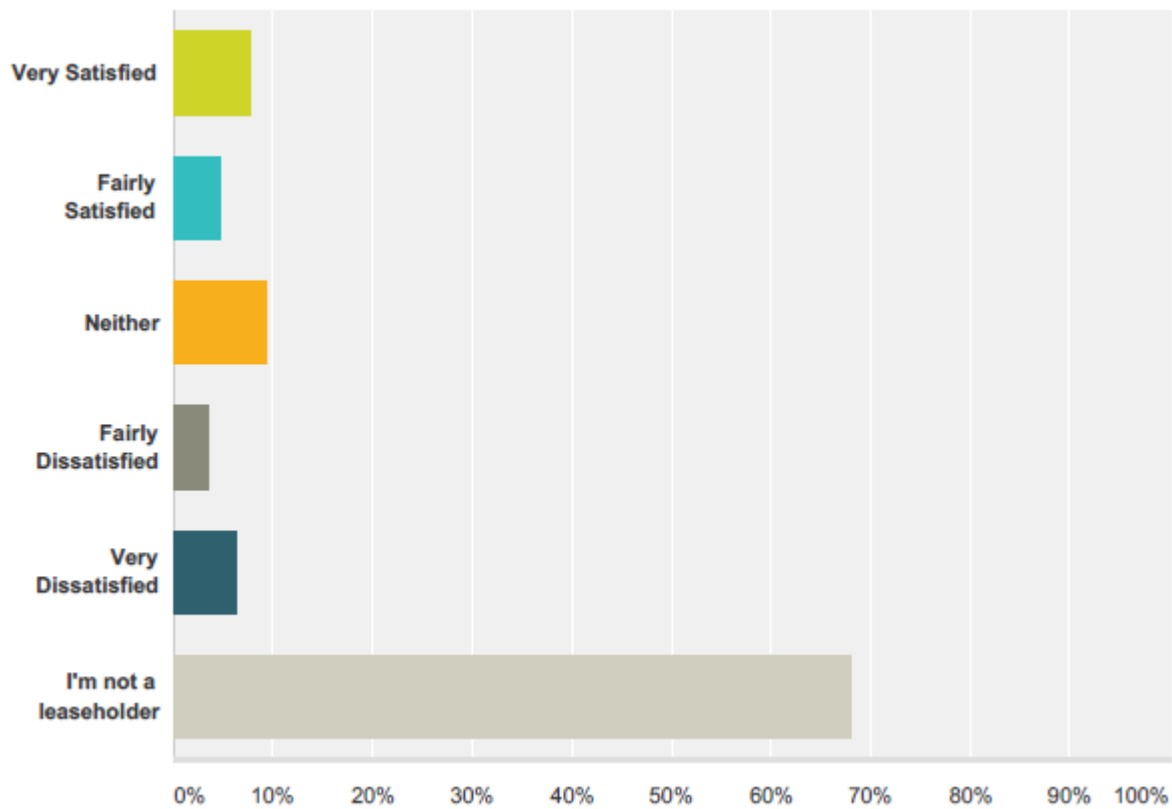
73.5% of residents felt that are satisfied that their rent provides value for money, with only 6.0% very dissatisfied compared to 7.2% being very dissatisfied in 2015.

The difference in leaseholders' degrees of satisfaction for their service charge providing value for money is much more marginal, however just over 50% of respondents expressed satisfaction.

## Rent provides VFM



## Service Charge provides VFM (Leaseholders only)



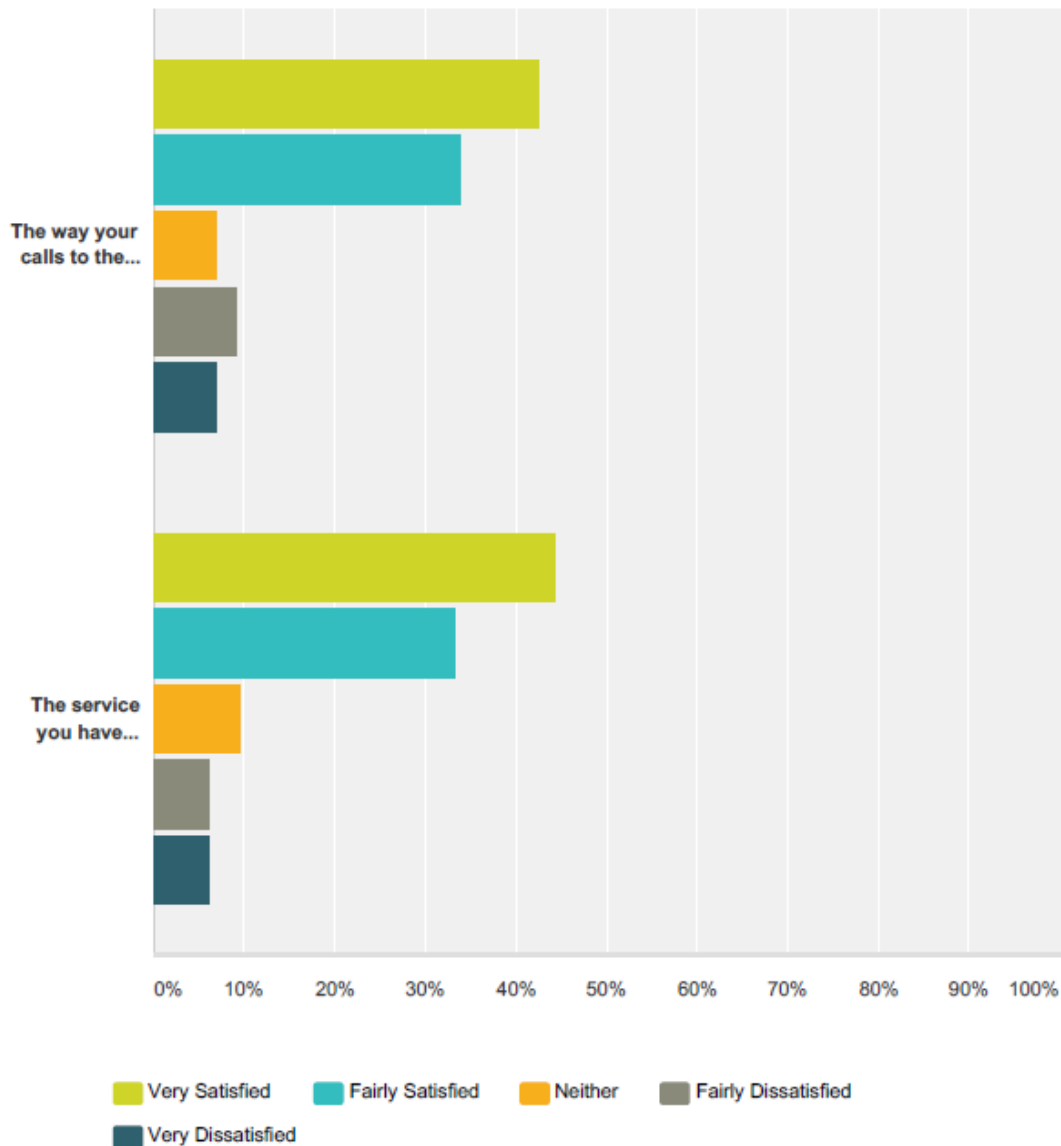


## 4. Contact Centre & Staff Service

Respondents have displayed high levels of satisfaction for the way their calls are handled by the S4B contact team and for the staff service they have received when either visiting the S4B office or being visited at home in the last 12 months. Over 70% expressed satisfaction with the majority being very satisfied.

Call handling at S4B office was recorded as 76.7% satisfied with the way their calls were handled when calling the S4B office via the 0300 555 0128 number

Residents felt that the service they got from S4B staff when visiting the reception or being visited showed 77.7% were satisfied



## 5. Communication & Consultation

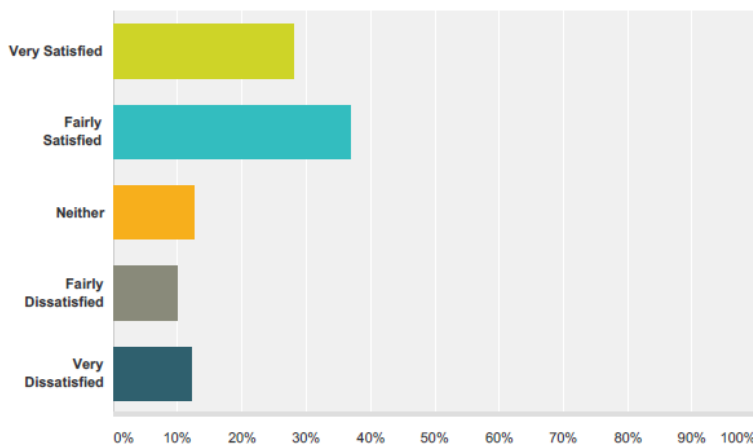
Around 65.1% respondents felt satisfied that their views are listened to and acted upon by S4B. This remains consistent with 2015 which was just over 60%

The majority of respondents access the internet via a laptop, followed closely by smartphone, however, just over 20% do not have any internet access. This is very similar to the results of 2015

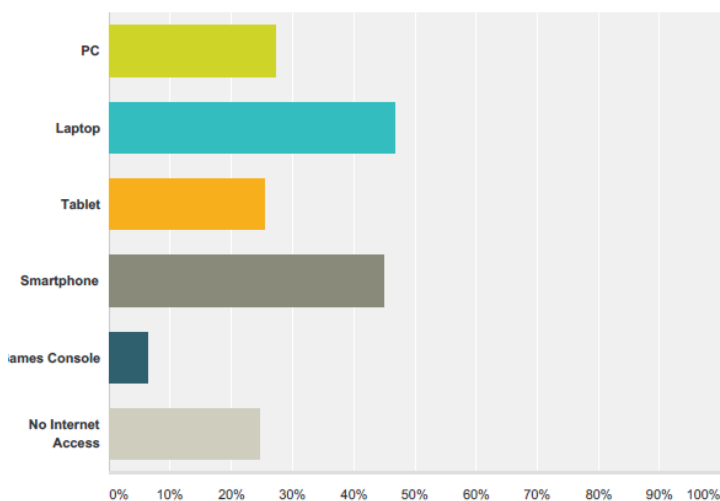
It is clear that the S4B newsletter is a popular form of communication with over 83% of respondents advising they read the newsletter and over 50% of respondents would prefer to be contacted by letter.

In terms of social media, the results of the survey show that respondents would be more interested in seeing updates from S4B on Facebook than on Twitter.

### S4B listens to views and acts upon them



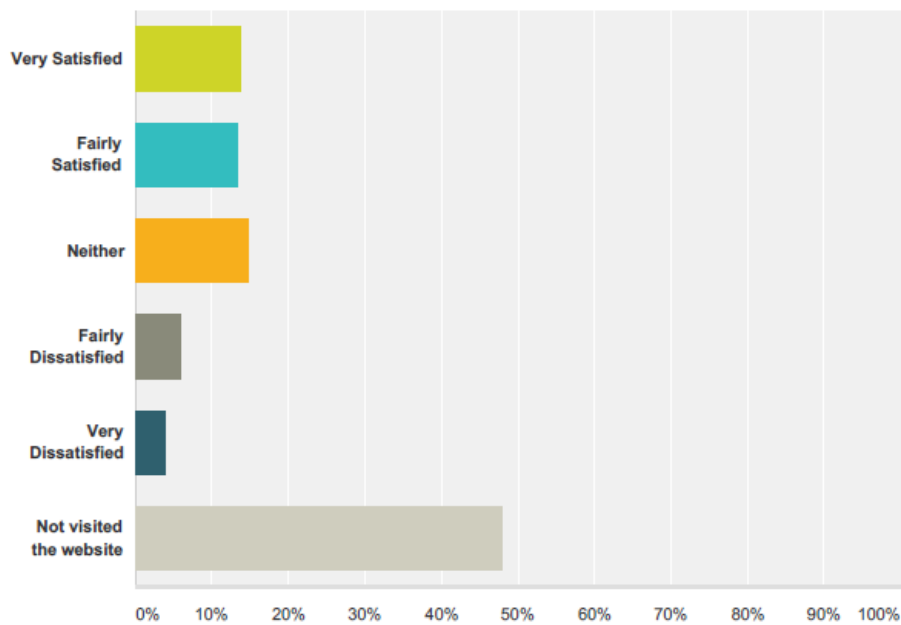
### Respondents who access internet and the methods used are:



## Preferred methods of contact advised

Letter	56.3%
Telephone	26.5%
Mobile	28.2%
Email	28.6%
Text	18.8%
Home Visit	11.0%

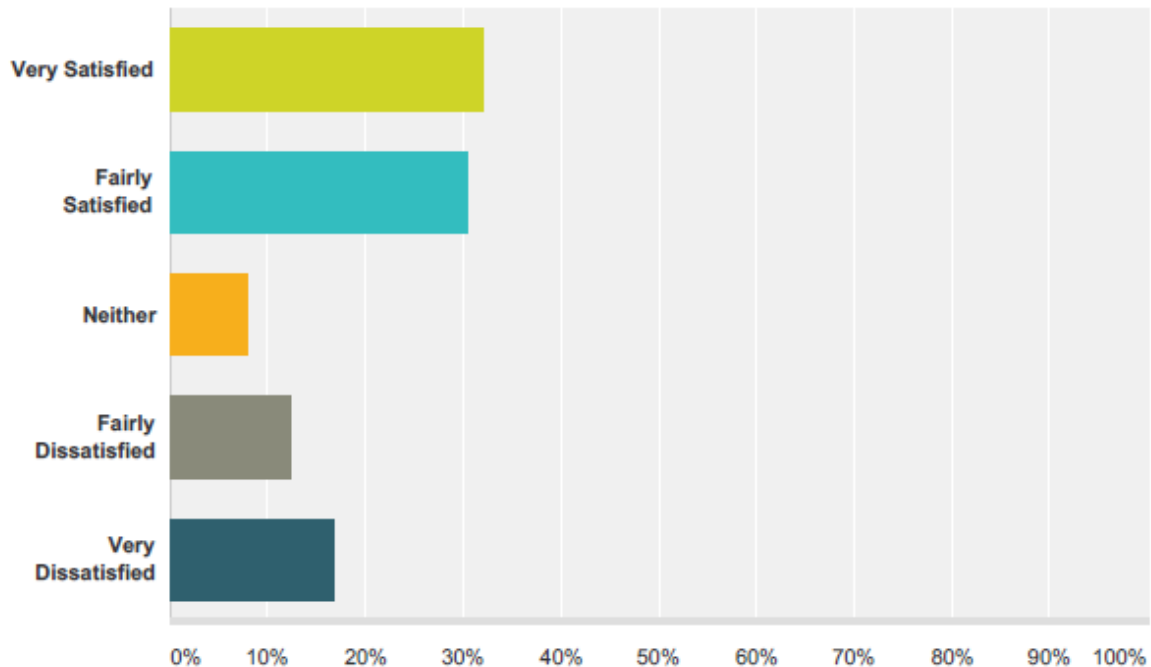
## Satisfaction with S4B website



## 6. Repairs & Maintenance

Almost 7 in 10 respondents expressed satisfaction with the repairs & maintenance service they have received. It is worth being aware that the questionnaire made it clear that this was not to be confused with the improvement work taking place on the estate. This compares with similar satisfaction on the 2015 survey however 16.9% said they were very dissatisfied this year.

## Satisfaction with Repairs & Maintenance



## 7. Employment & Training

The survey provided an opportunity to find out the employment status of tenants and whether they would be interested in opportunities for training/employment or training for computer skills. Those who showed interest were asked to provide their contact details so they can be contacted as and when opportunities arise.

Respondent Employment Status showed a clear and strong response from people employed full time and also those who are retired.

Full Time	31.4%
Part Time	9.3%
Zero Hours	1.8%
Casual	3.1%
Self Employed	6.2%
Retired	24.3%
Unemployed	18.6%
Unemployed, Full Time Carer	5.3%

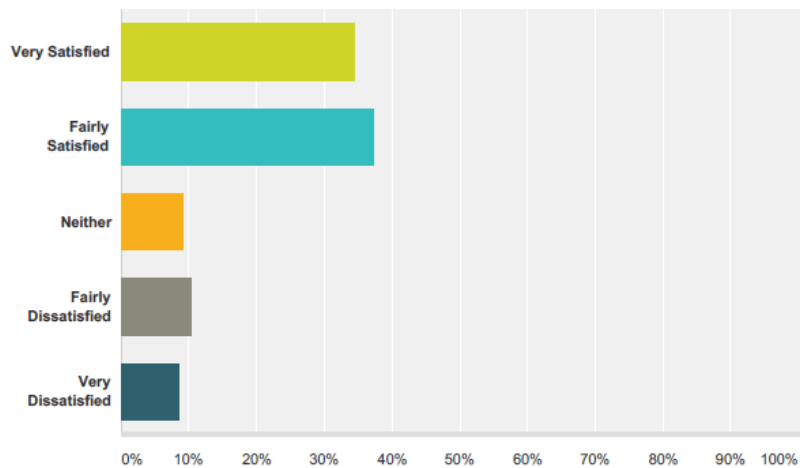
Therefore linked to those who responded only 16.4% were interested in Employment/Training. Alongside 11.5% interested in Computer/Online training

## 8. Overall Service & Resident Involvement

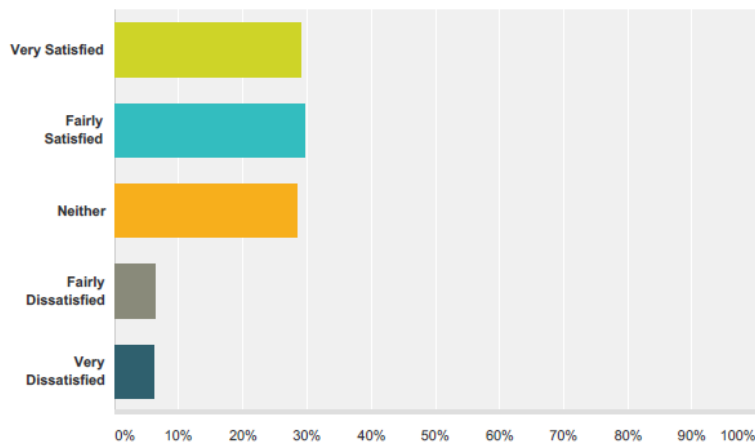
The two contractual questions featured in the survey returned high levels of satisfaction. It is important to note that, due to the specification of the contract, the overall satisfaction scores for these have taken the 'neither' option into account. (Other questions have not in order to allow accurate benchmarking, particularly through the STAR model which only takes 'Very' and 'Fairly' satisfied into account).

- Satisfaction for '*Services provided by S4B*' was **81.2%** against a KPI target of **70%** - **11.2%** above target this compared to 2015 where results were **84.7%** against a KPI target of **70%** - **14.7%** above target.
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### Overall service provided by S4B



### Opportunities for Resident Involvement



## 9. Next Steps

In order to use the information collected from this the second S4B satisfaction survey all the feedback and comments will be summarised and included in a Neighbourhood plan. This goes beyond the contract requirements to ensure that all S4B partners use the feedback from residents to enhance the services and delivery. The action plan will also compare 2016 with 2015 to view progress. Outcomes from the action planning will be shared with Manchester City Council via the Neighbourhood Management meeting.

The Satisfaction Survey 2016 is a good news story and with many positive elements this will be communicated in the S4B newsletter and via the S4B website. As well as announcing the prize draw winners to encourage participation in future surveys.