

---

**S4B Neighbourhood Satisfaction Survey  
2017**

**Report**

---



## Executive Summary of S4B Satisfaction Survey 2017

The third annual Brunswick satisfaction survey on Neighbourhood and Housing Management services went out to all tenants and leaseholders on the third anniversary of service commencement on 6<sup>th</sup> January 2017.

This report is provided to Manchester City Council by the end of March 2017 as stipulated in the PFI contract. The survey was undertaken by S4B's Housing Management 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 PFI contract. Satisfaction from Brunswick residents was well above the required performance thresholds for the contractual questions. It is important to note that the methodology for "satisfied" on the contractual questions includes those who responded "neither". This is due to rationale developed and agreed with Manchester City Council for the refurbishment surveys, where "neither" is included as satisfied and as undertaken in 2015 and 2016 Neighbourhood Survey. With the other questions adopting STAR methodology, these questions have only taken "Very Satisfied" and "Fairly Satisfied" into account when measuring satisfaction levels.

As the work to undertake the survey has been delivered in house by the Housing Management Team, 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.

The total number of respondents was 266 out of the 826 tenants / leaseholders who received the questionnaire (32.2%). This is a very similar return to the 2016 survey. It is important to note that not every respondent answered all questions.

### Results summary – Contract Questions:

- Satisfaction for '*Services provided by S4B*' was **83.5%** against a KPI target of **70%** - **13.5%** above target. This was an increase in satisfaction in comparison to the 2016 result which was **81.2%**.
- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' was **87.7%** against a KPI target of **45%** - **42.7%** above target. Again this was an increase in satisfaction in comparison to the 2016 result which was **87.3%**.

# 1. Background & Context

Annually a review of customer opinion of the neighbourhood services provided by S4B in Brunswick in completed. As set out within the PFI contract between S4B and Manchester City Council, the Brunswick Satisfaction Survey on Neighbourhood and Housing Management is delivered to all tenants and leaseholders on the anniversary of service commencement. All surveys were delivered to residents on the 6<sup>th</sup> January 2017, as well as sent out via email and text to maximise electronic returns.

In 2017 826 current residents were invited to take part in the consultation and 266 (32.2%) responded. This compared to a return of 2016 where 267 out of the 813 tenants / leaseholders responded a rate of 32.8%.

## Setting the Questions

The questions included in the survey have been used for one of three reasons:

**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 housing organisations or neighbourhoods, 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 three occasions in January and once in February 2017, as well as being promoted in the newsletter and by staff.

A FREE reply-paid envelope was provided with each questionnaire, enabling residents 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.

Building on feedback from the 2016 survey, resident's details were detachable from the questionnaire to allow them to anonymise the results if they wished

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 water bottle.

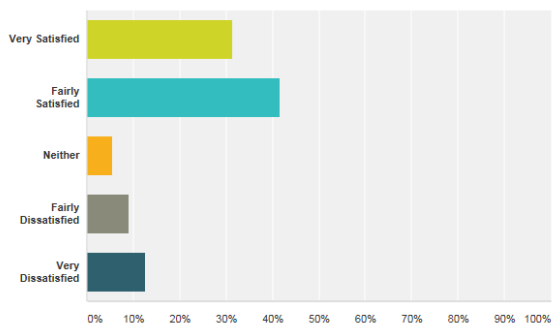
## **2. Homes & Neighbourhoods**

It is important to note that not all residents answered all questions.

The results for the questions within the theme of Home & Neighbourhoods show high levels of satisfaction. 75.3% of the tenants that responded are satisfied with their 'Neighbourhood as a place to live'. This is higher than the 2016 survey result which achieved 74.9%.

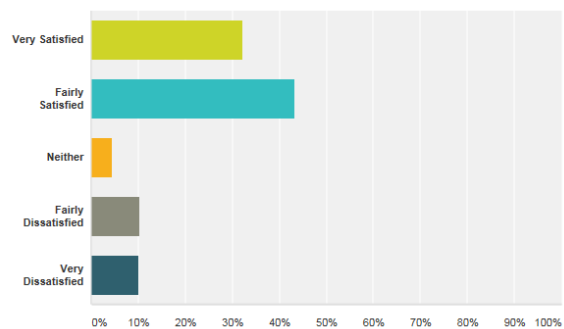
Satisfaction of people's home is good at this later stage of the refurbishment programme with 73.1% satisfied with the overall quality of the home. This is up from 68% in 2016

## Overall Quality of Home



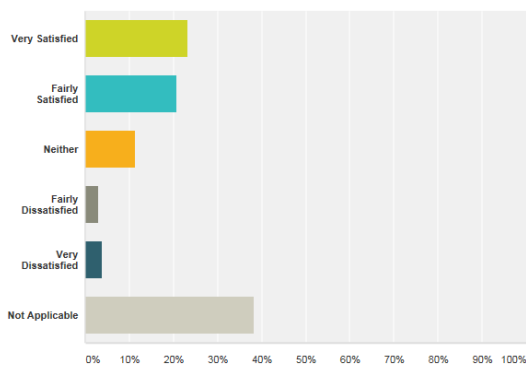
**73.1% satisfied**

## Neighbourhood as a Place to Live



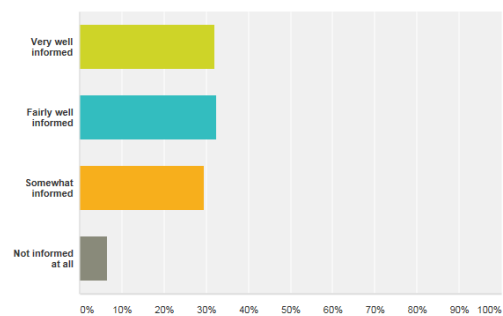
**75.3% satisfied**

## Satisfaction with Caretaking Service



**44% satisfied (38.1% not applicable)**

## How informed of Regeneration Work



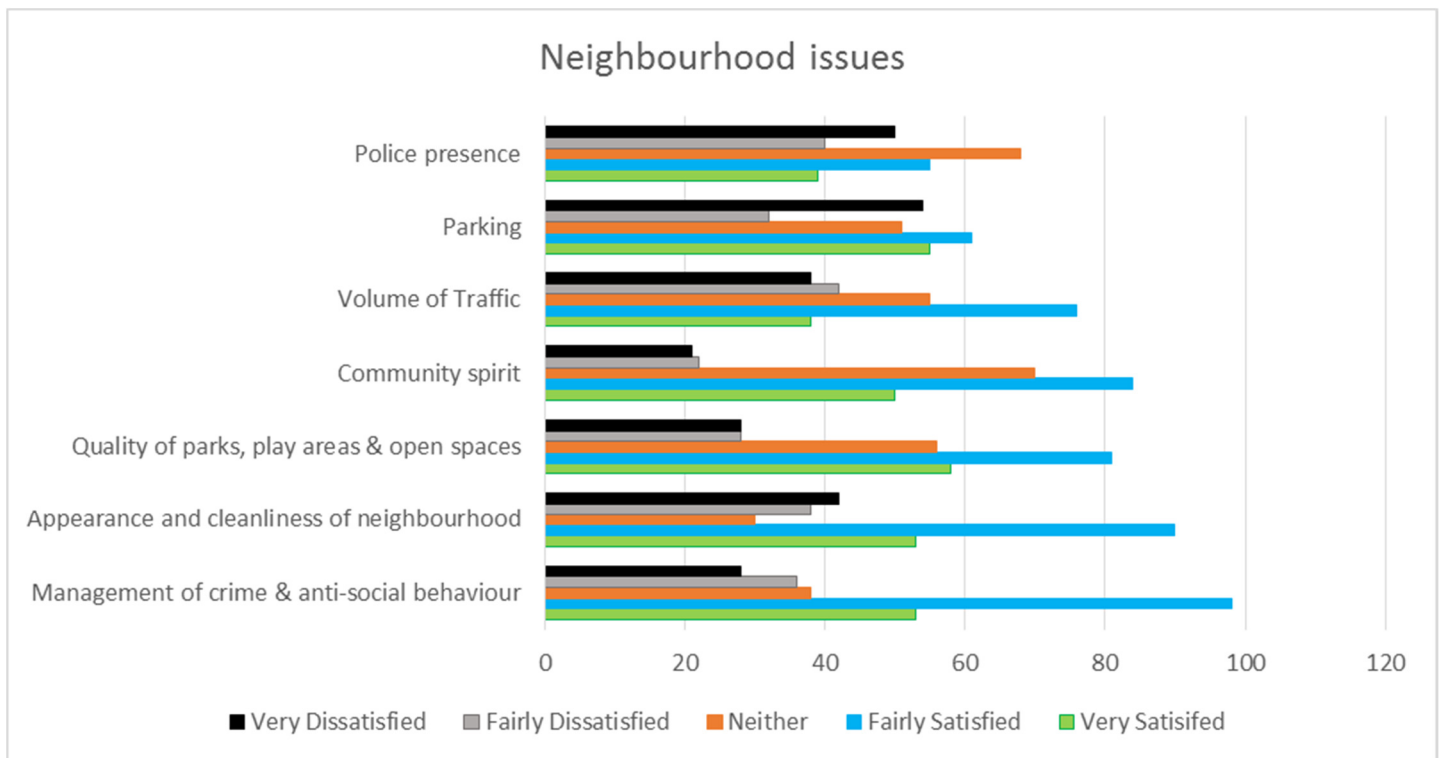
**64.1% very/fairly well informed**

Caretaker Satisfaction up 8% on 2016 and satisfaction with how informed residents felt regarding the regeneration work was up 6% from 2016.

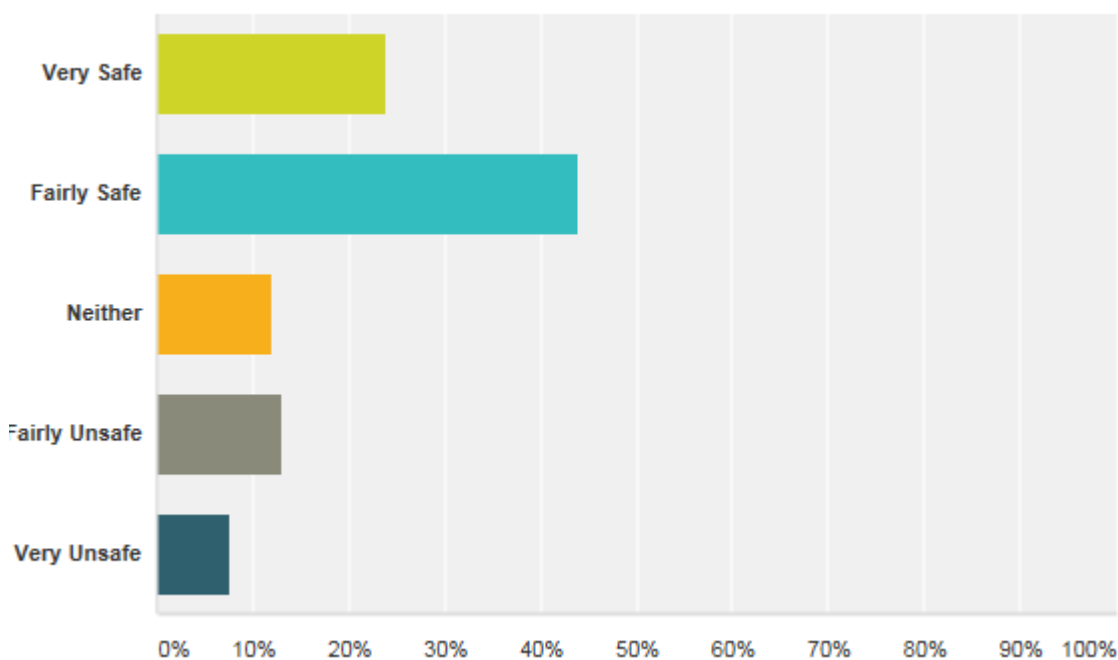
Residents were asked about the perception of wider neighbourhood issues across a range of issues which S4B do not manage directly but affects the quality of life in the neighbourhood and can provide useful insight for wider partner projects,

- 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. These trends are a continuation of the findings in 2016.



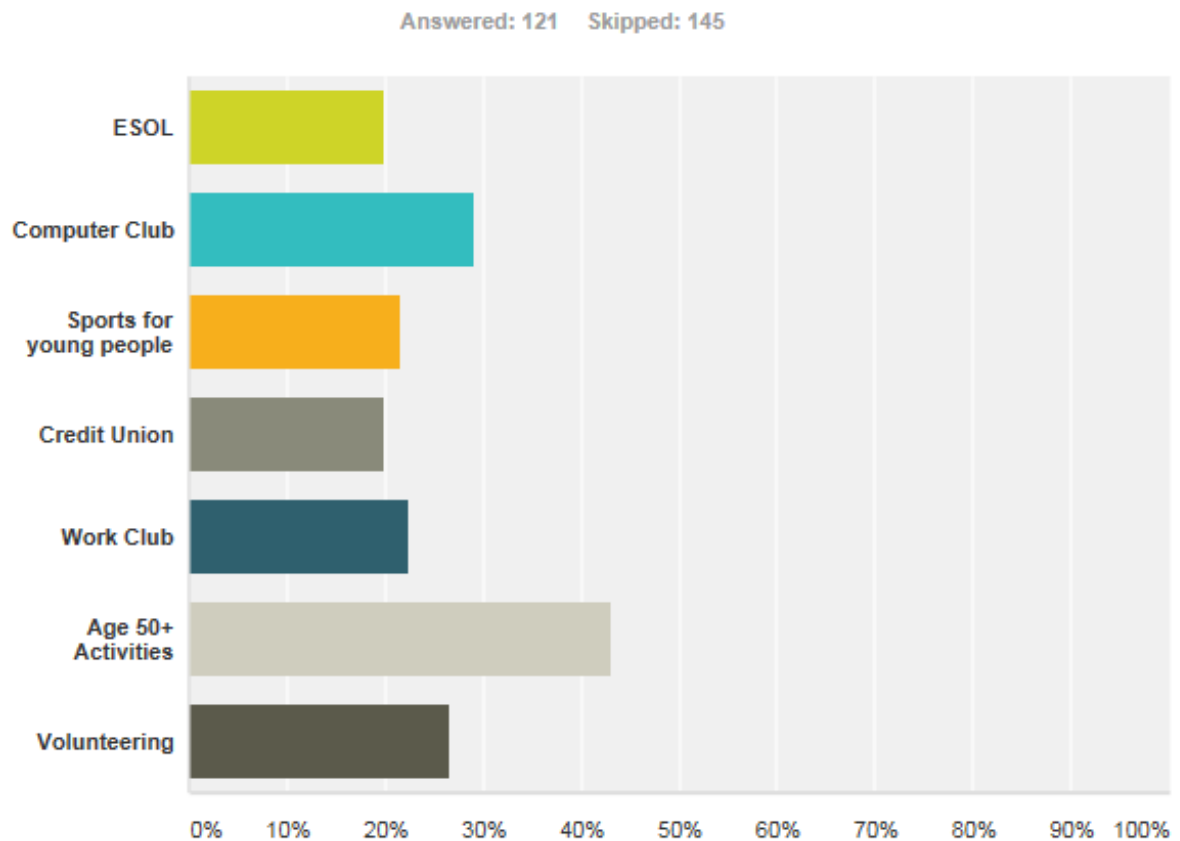
### Feeling Safe in Brunswick



67.59% a drop from 75.1% satisfied in 2016

Comments and feedback indicate that people feel safe linked to presence of the Community Warden Service but reduction in Police numbers combined with an increase in the number of void properties has led to an overall reduction.

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 over the next year.



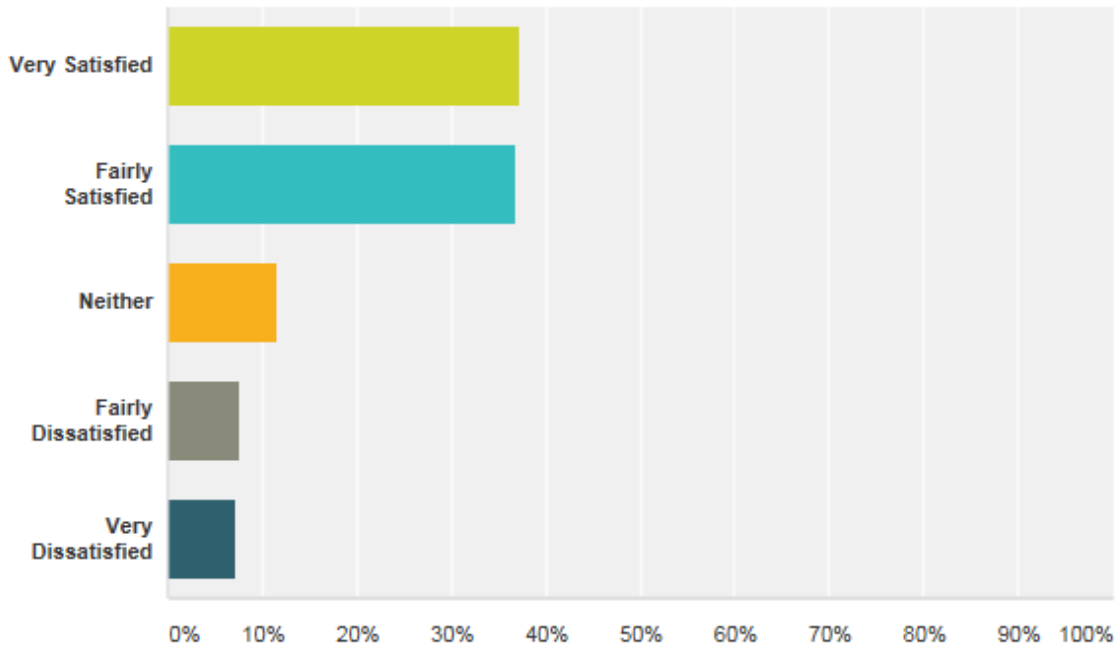
### 3. Rent & Finance

73.9% of residents felt they are satisfied that their rent provides value for money, a slight increase from results in 2016

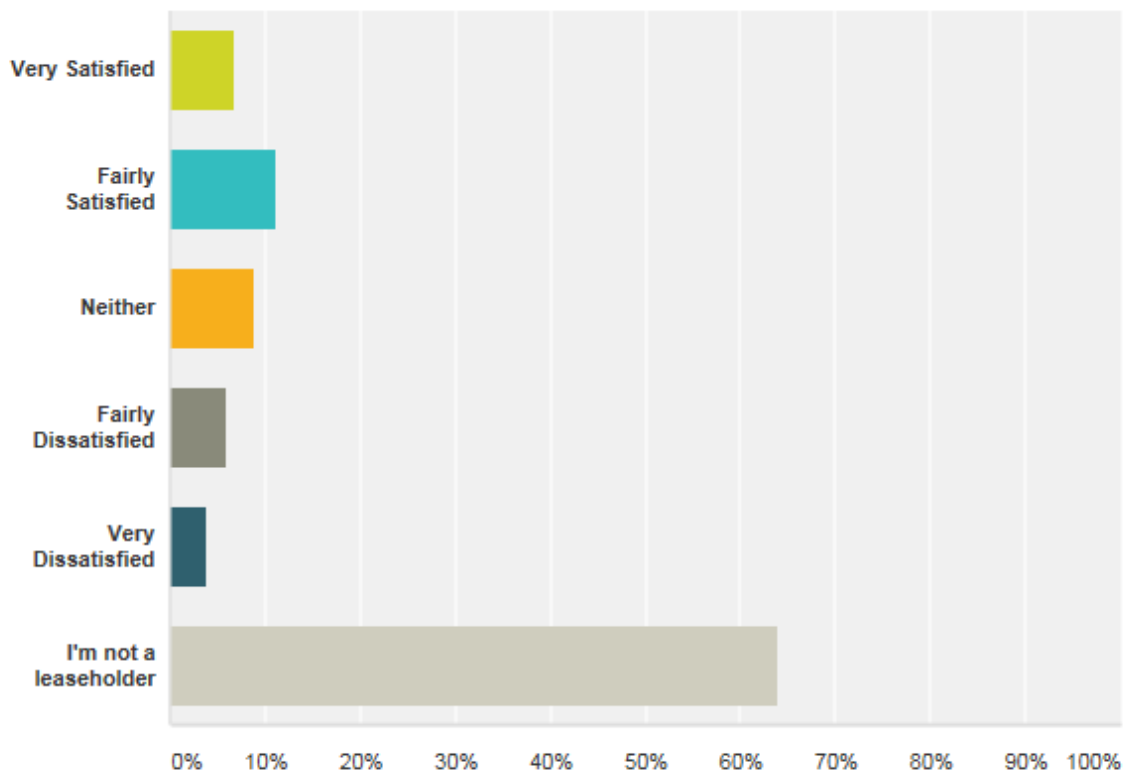
The difference in leaseholders' degrees of satisfaction for their service charge providing value for money is much more marginal, however just under 50% of leaseholder respondents expressed satisfaction.

## How satisfied or dissatisfied are you that your rent provides value for money?

Answered: 253 Skipped: 13



### Service Charge provides VFM (Leaseholders only)



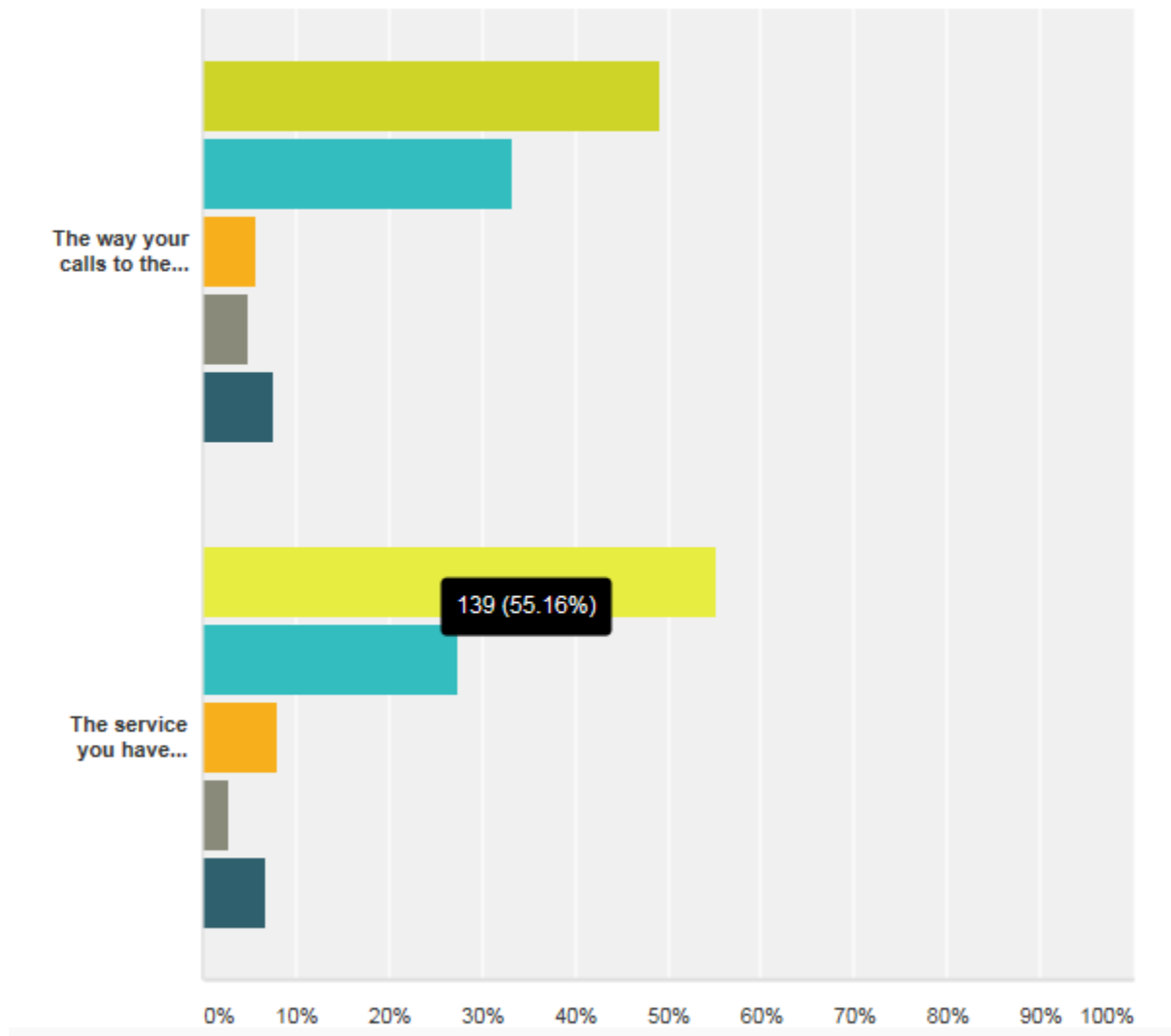


## 4. Contact Centre & Staff Service

Respondents have displayed high levels of satisfaction for the way their calls are handled by the S4B contact team and for the service they have received when either visiting the S4B office or being visited at home in the last 12 months. Over 80% expressed satisfaction.

Call handling at S4B office was recorded as 82.2% satisfied compared with 76.7% in 2016, 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 82.5 % satisfaction compared with 77.7% in 2016 with over 55% very satisfied.



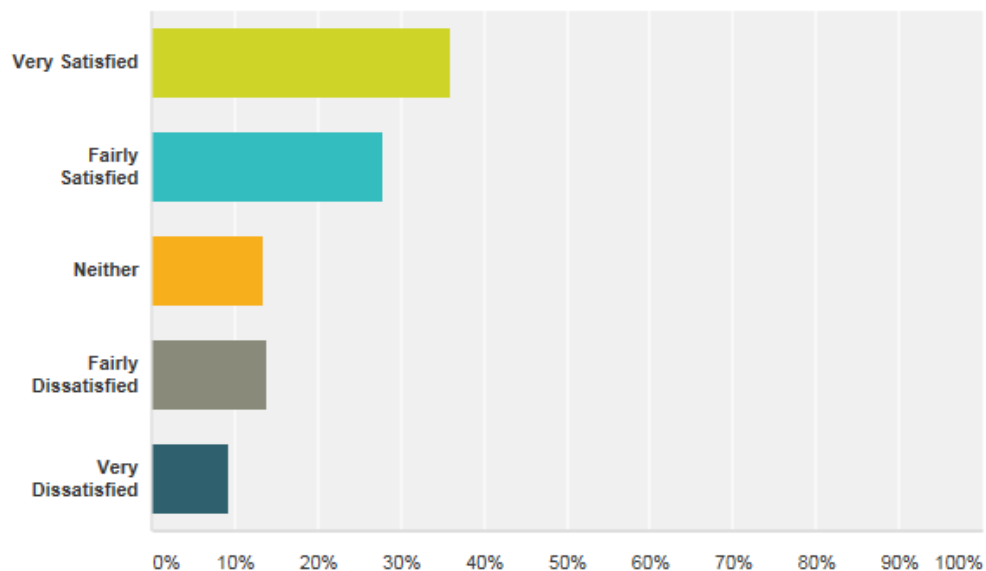
## 5. Communication & Consultation

Around 63.7% of respondents felt satisfied that their views are listened to and acted upon by S4B. This remains consistent with 2016 which was just over 65%. This is possibly due to reversal delays from the comments provided.

This year we simply asked residents if they were online not about what method they used to get online. This showed that 59.7% of residents are online.

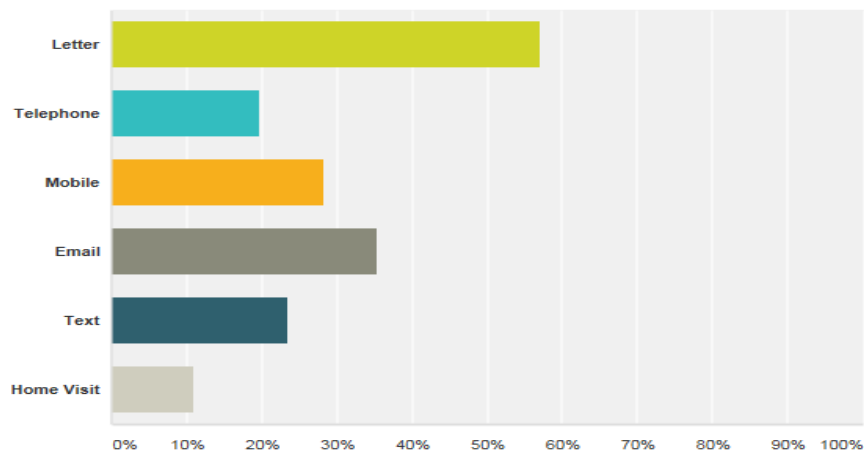
We asked residents if they read the S4B newsletter and this showed it is a popular form of communication with over 85.25% of respondents advising they read the newsletter (compared to 83% in 2016) and over 57% of respondents would prefer to be contacted by letter but with a growth in interest in being contacted by email.

### S4B listens to views and acts upon them

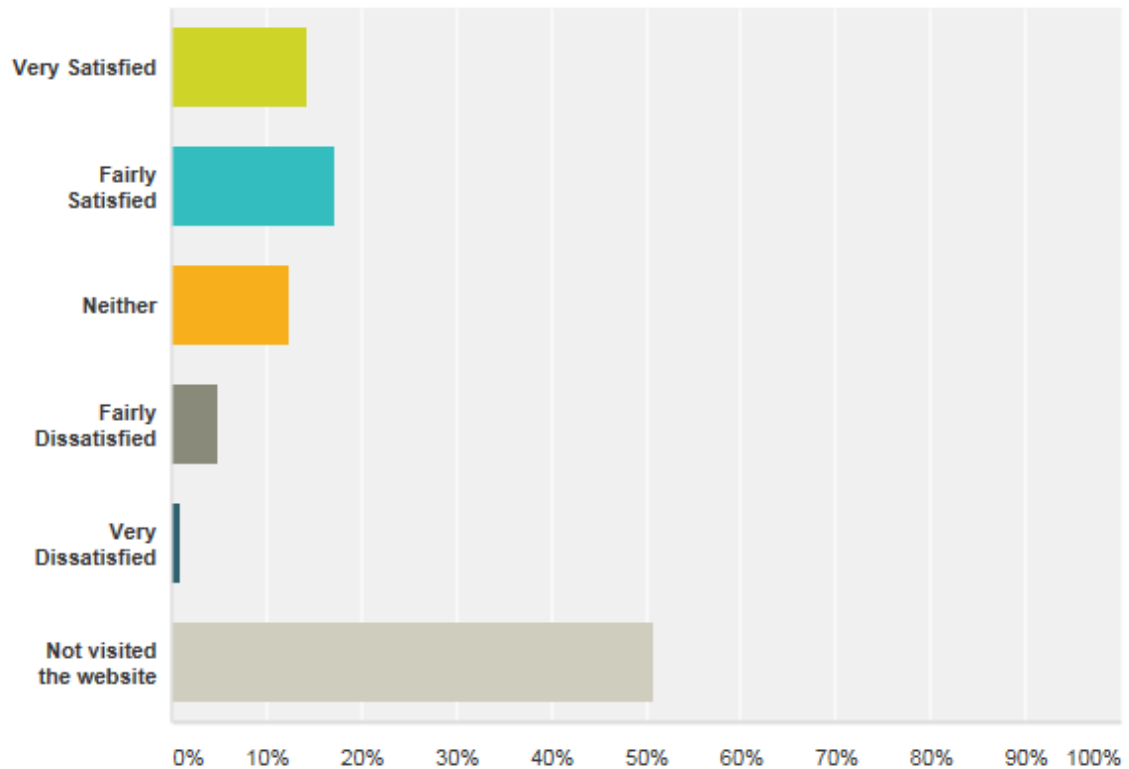


### How would you like to be contacted by us?

Answered: 249 Skipped: 17

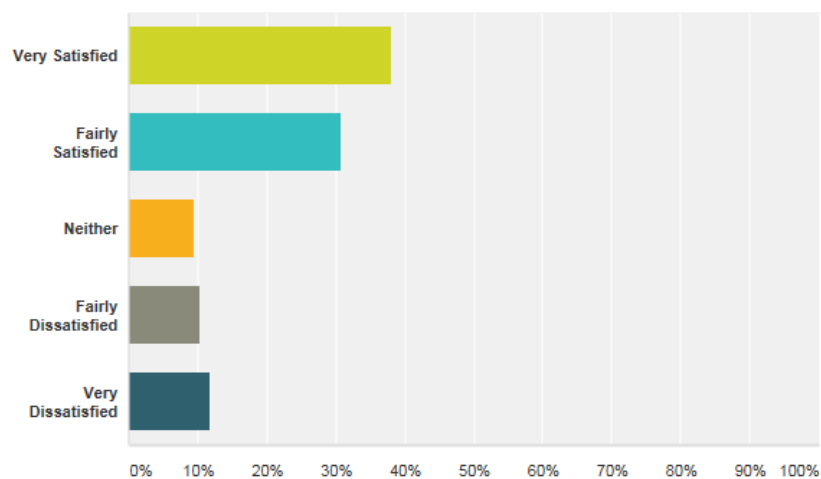


Satisfaction with S4B website remains good although 50% of respondents noted they had not visited it this year.



## 6. Repairs & Maintenance

In 2017 68.3% expressed satisfaction with the repairs & maintenance service they have received, this is a slight reduction from 2016. 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, however 11.7% said they were very dissatisfied this year compared to 16.9% in 2016



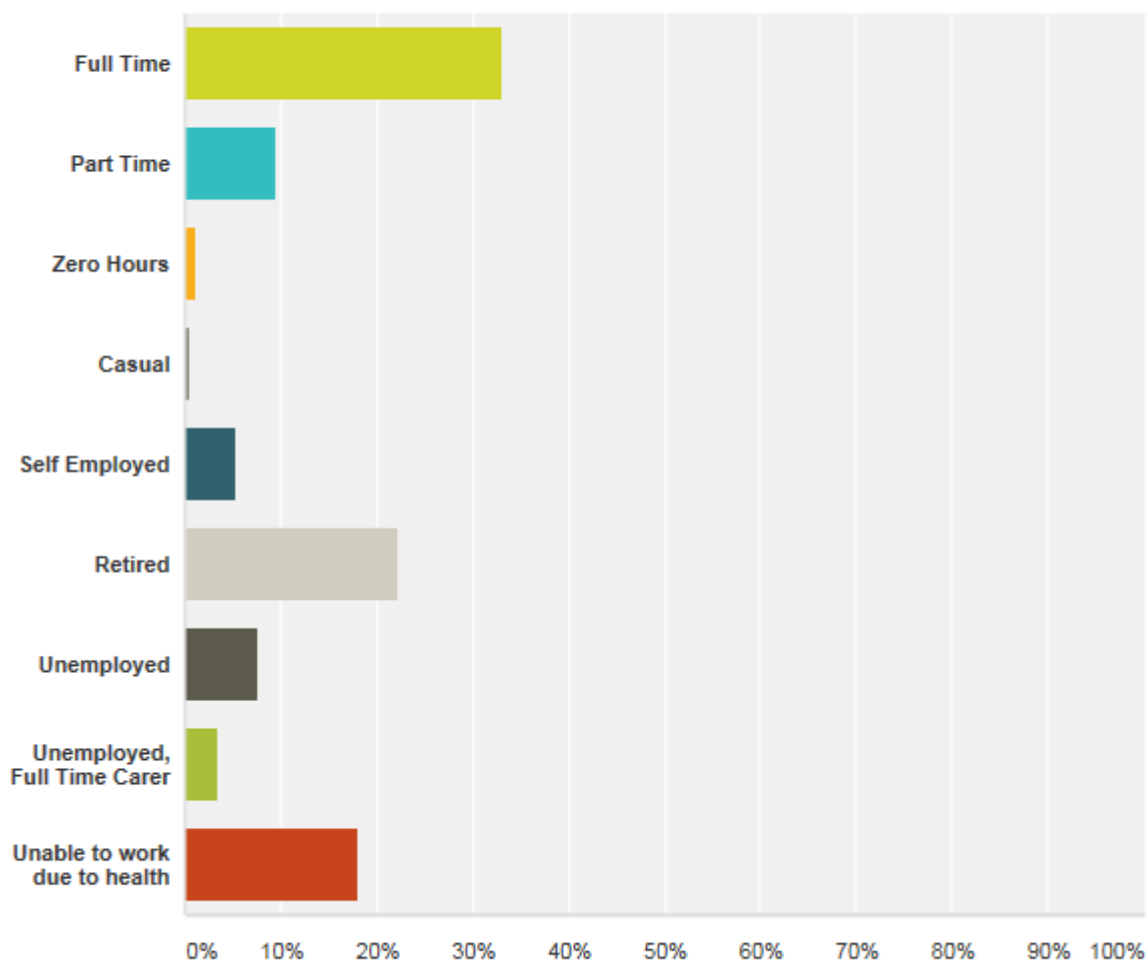
## 7. Employment & Training

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's employment status showed a clear and strong response from people employed full time and also those who are retired, alongside a proportion of resident unable to work due to ill health

### How would you describe your employment status?

Answered: 212 Skipped: 54

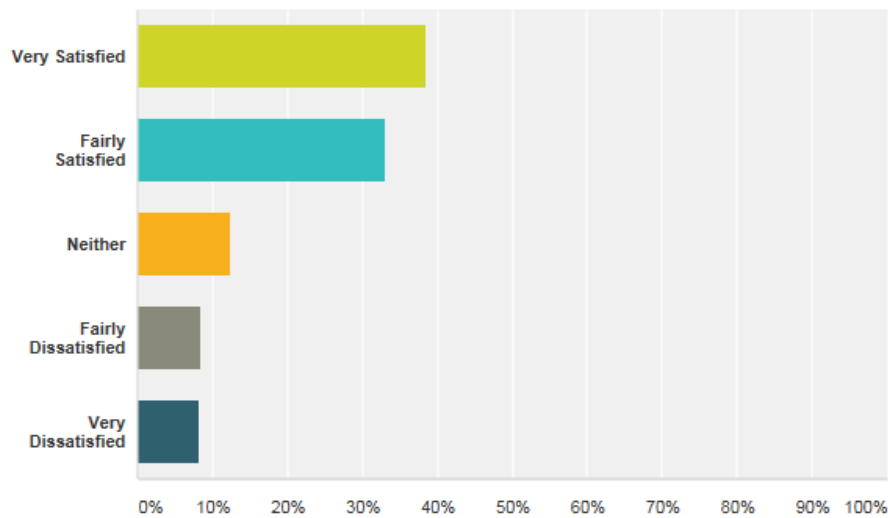


Linked to those who responded only 19.4% were interested in Employment / Training.

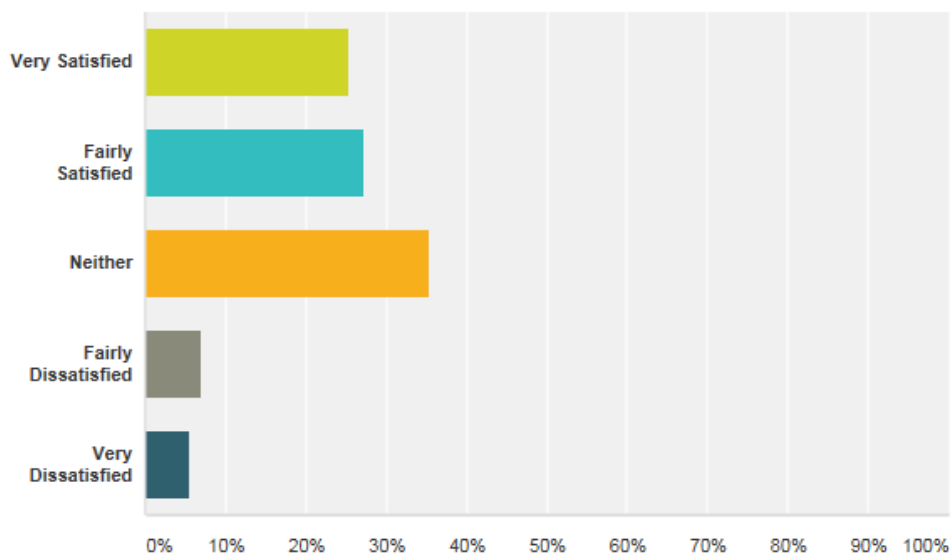
## 8. Overall Service & Resident Involvement

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 **83.5%** against a KPI target of **70%** - **13.5%** above target this compared to 2016 where results were **81.2%**.



- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **87.7%** against a KPI target of **45%** - **17.7%** above target. This compares to 2016 where results were **87.3%**.



## **9. Next Steps**

In order to use the information collected from this the third 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 2017 with 2016 to view progress. Outcomes from the action planning will be shared with Manchester City Council via the monthly Neighbourhood Management meeting.

The Satisfaction Survey 2017 is a good news story and with many positive elements, especially the outstanding customer service feedback from calls and visits to the office, 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.