
**S4B Neighbourhood Satisfaction Survey
2018**

Report



Executive Summary of S4B Satisfaction Survey 2018

The fourth annual Brunswick Satisfaction Survey on Neighbourhood and Housing Management services went out to all tenants and leaseholders on the anniversary of service commencement.

A full report is provided to the Local Authority by the end of March 2018 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.

The performance was measured on two key questions which are set out in the contract. It is important to note that the methodology for "satisfied" on the contractual questions includes those who said "neither". This is due to rationale developed and agreed with Manchester City Council in 2014, where "neither" is included as satisfied

Questions were developed to include seven STAR survey questions to allow benchmarking across the housing sector with other neighbourhoods. With the other questions from STAR, we have only taken "Very Satisfied" and "Fairly Satisfied" into account when measuring satisfaction.

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 240 out of the 853 residents who received the questionnaire (28.14%). A slightly reduced percentage than in 2017. It is important to note that not every respondent answered all questions.

Results summary – Contract Questions

Satisfaction was well above the minimum thresholds for the contractual questions.

- Satisfaction for '*Services provided by S4B*' was **88.05%** against a KPI target of 83% - **5%** above target.
This compared to 2017 where results were **83.5%**.
- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **92.92%** against a KPI target of 70%- **22.92%** above target.
This compared to 2017 where results were **87.7%**.

The 2018 KPIs were set following benchmarking against the other PFIs in Manchester City Council and were agreed by Manchester City Council at end 2017 before the survey commenced (refer to S4B(C) 053).

1. Background & Context

Annually Contour Homes undertake an independent review of customer opinion of the neighbourhood services provided by S4B in Brunswick. As set out within the PFI contract between S4B and Manchester City Council, the Brunswick Satisfaction Survey on Neighbourhood and Housing Management was delivered to all tenants on the anniversary of service commencement – 6 January.

In 2018 all paper surveys were delivered to residents on the 5th January 2018, as well as sent out via email and text to maximise electronic returns. This date was agreed with Manchester City Council as the 6th is a Saturday.

In 2018, 853 current residents were invited to take part in the consultation and **240 (28.14%)** responded. This compared to a return of 32.2% in 2017.

Setting the Questions

The questions included in the survey have been decided upon for 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 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 4 occasions in January and twice in February 2018, as well as being promoted in the newsletter and by staff.

The survey was promoted via email allow people to complete the survey online via the link

A FREE 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.

Building on feedback from 2017, Resident's details were detachable from the questionnaire to allow them to anonymise the results if they wished from the front-page.

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.

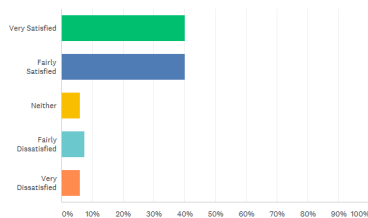
The results for the questions within the theme of Home & Neighbourhoods show high levels of satisfaction. 80.93% of the tenants that responded are very or fairly satisfied with their 'Neighbourhood as a place to live'. This is higher than scoring achieved of 75.3% in 2017.

Satisfaction of people's home is good at this later stage of the refurbishment programme, with 80.38% satisfied with the overall quality of the home. Up from 73.1% in 2017.

Overall Quality of Home

How satisfied are you with the overall quality of your home?

Answered: 214 Skipped: 26

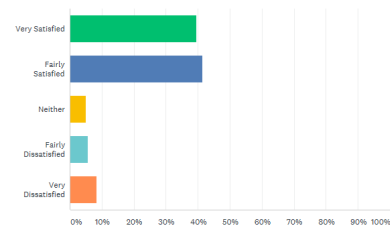


80.38% satisfied

Neighbourhood as a Place to Live

How satisfied are you with your neighbourhood as a place to live?

Answered: 215 Skipped: 25

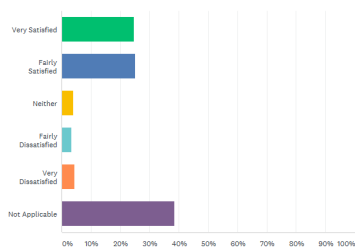


80.93% satisfied

Satisfaction with Caretaking Service

Do you receive services from a caretaking team? If so, how satisfied are you with the services they provide?

Answered: 202 Skipped: 27



49.75% satisfied

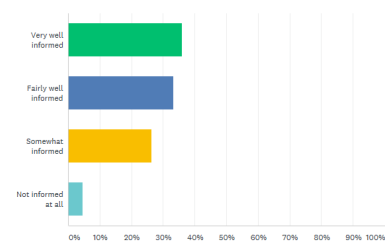
(34.48% not applicable

as don't receive caretaking within a block).

How informed of Regeneration Work

How informed do you feel about the regeneration work taking place in Brunswick?

Answered: 220 Skipped: 20



69.09% very/fairly well informed up

from 64.1% in 2017

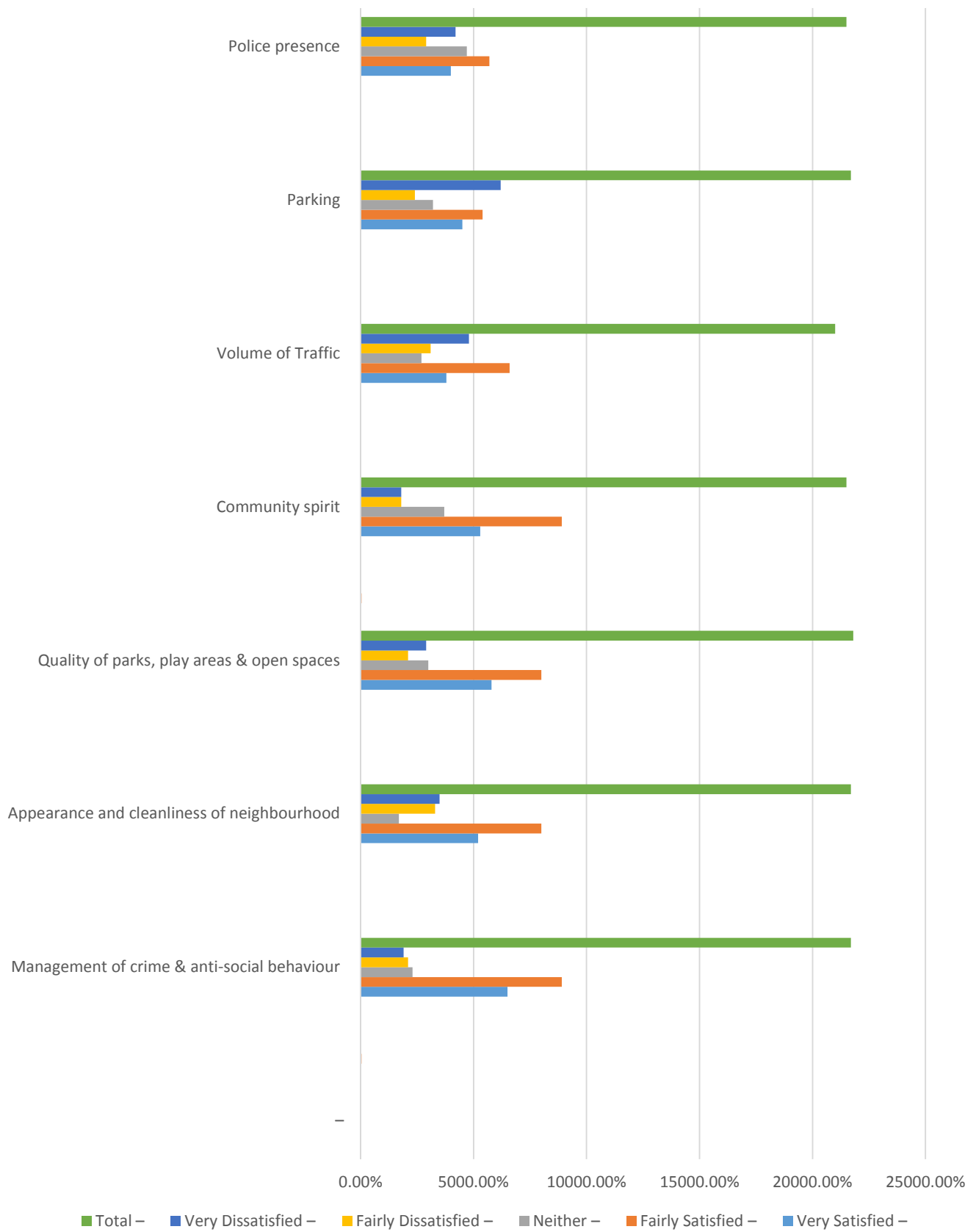
Residents were asked about the perception of wider neighbourhood issues across a range of issues which S4B do not manage directly but affects the quality of life in the neighbourhood and can provide useful insight for wider partner projects, these are:

- 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 2017 but showing an increase in satisfaction overall across the neighbourhood issues.

	Very Satisfied –	Fairly Satisfied –	Neither –	Fairly Dissatisfied –	Very Dissatisfied –	Total –
Management of crime & anti-social behaviour	29.95% 65	41.01% 89	10.60% 23	9.68% 21	8.76% 19	217
Appearance and cleanliness of neighbourhood	23.96% 52	36.87% 80	7.83% 17	15.21% 33	16.13% 35	217
Quality of parks, play areas & open spaces	26.61% 58	36.70% 80	13.76% 30	9.63% 21	13.30% 29	218
Community spirit	24.65% 53	41.40% 89	17.21% 37	8.37% 18	8.37% 18	215
Volume of Traffic	18.10% 38	31.43% 66	12.86% 27	14.76% 31	22.86% 48	210
Parking	20.74% 45	24.88% 54	14.75% 32	11.06% 24	28.57% 62	217
Police presence	18.60% 40	26.51% 57	21.86% 47	13.49% 29	19.53% 42	215

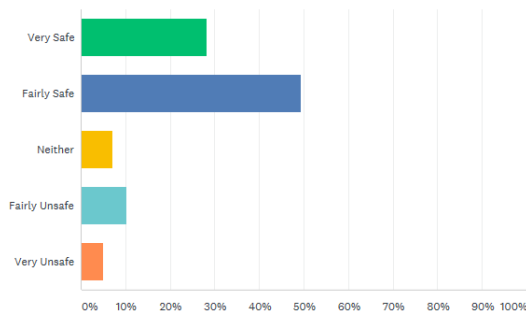
Neighbourhood



Feeling Safe in Brunswick

How safe do you generally feel in Brunswick?

Answered: 223 Skipped: 17



77.58% feel very safe or fairly safe up 10.01% from 67.59% in 2017.

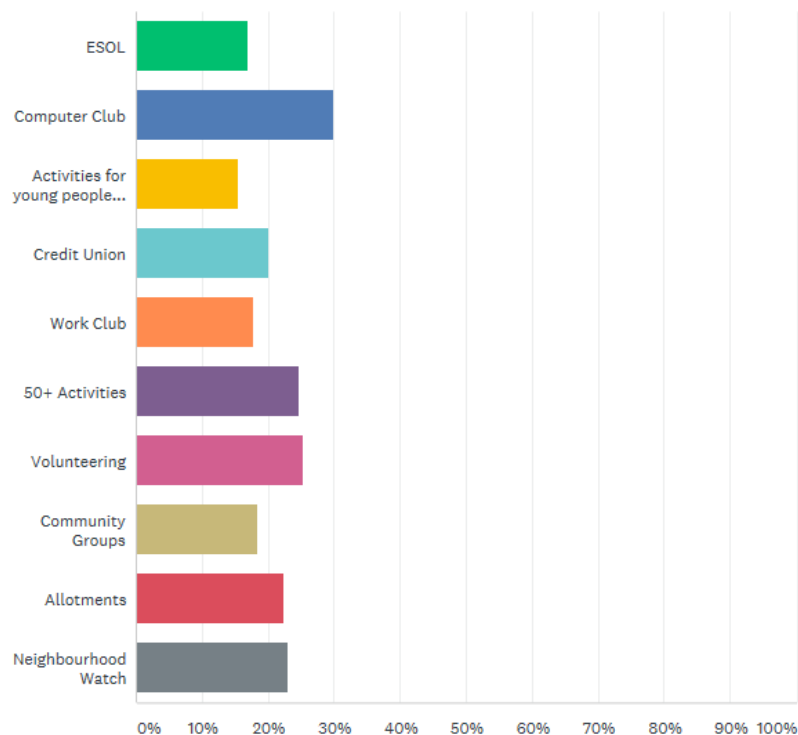
Comments and feedback indicate that people feel safe linked to presence of the Community Warden Service and with the demolition of void properties has led to an overall increase.

Community Facilities

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 in the Neighbourhood Plan.

Would you be interested in any of the following activity clubs/groups if they were available in Brunswick?

Answered: 130 Skipped: 110



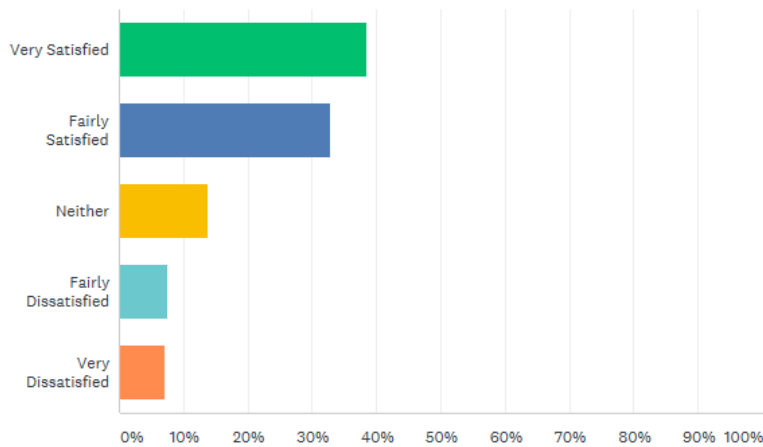
3. Rent & Finance

71.43% of residents felt they are satisfied that their rent provides value for money, a slight decrease on 2017 of 73.9% (down 2.47%) but during a time where arrears continue decrease.

The difference in leaseholders' degrees of satisfaction for their service charge providing value for money is much more marginal, however 52.13% of leaseholder respondents expressed satisfaction.

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

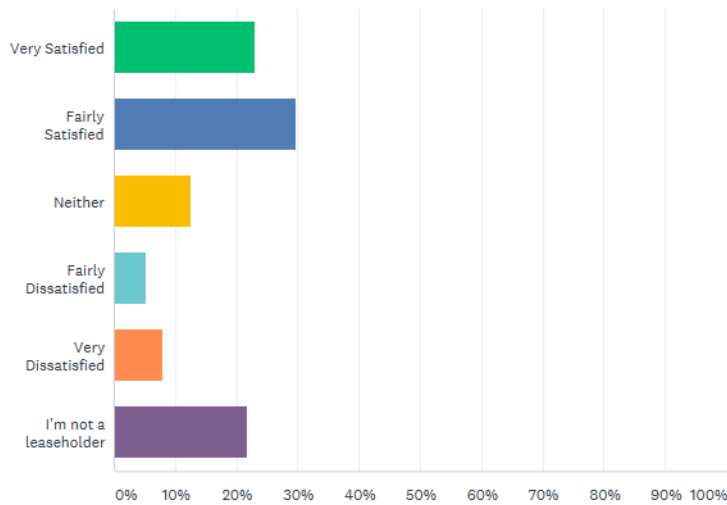
Answered: 210 Skipped: 30



Service Charge provides VFM (Leaseholders only)

(FOR LEASEHOLDERS ONLY) How satisfied are you that your service charges provide value for money?

Answered: 152 Skipped: 88



4. Contact Centre & Staff Service

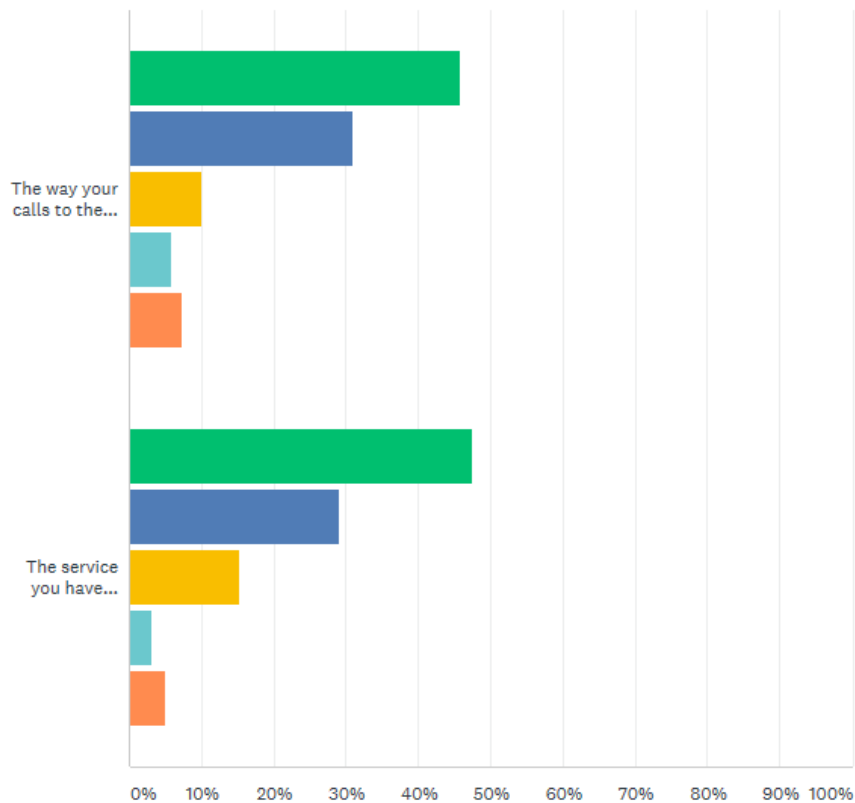
Respondents have displayed good levels of satisfaction for the way their calls are handled by the S4B contact team and for the staff service they have received when either visiting the S4B office or being visited at home in the last 12 months.

Call handling at S4B office was recorded as 76.82% satisfied compared with 82.2% in 2017 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 76.5% satisfaction (fairly or very) compared with 82.5% last year

How satisfied have you been with the following over the last 12 months?

Answered: 224 Skipped: 16



5. Communication & Consultation

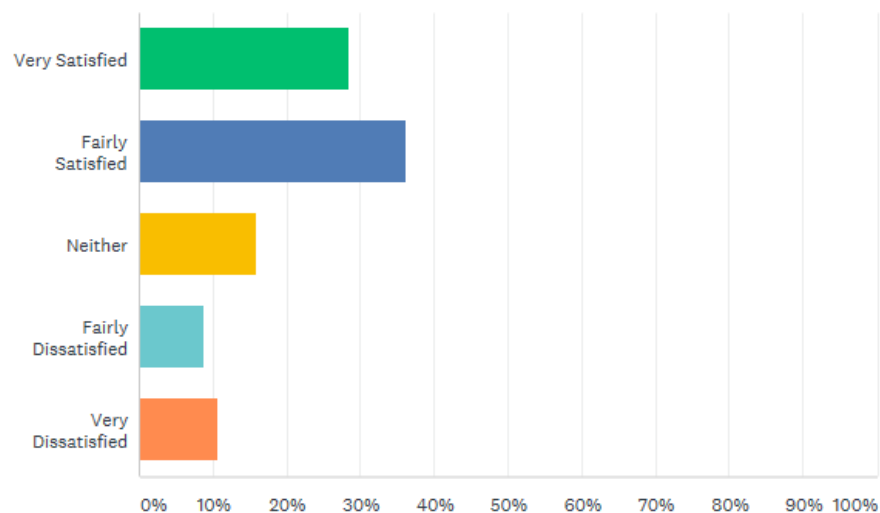
Around 64.65% respondents felt satisfied that their views are listened to and acted upon by S4B. This remains consistent with 2017 which was 63.7%.

This year we simply asked residents if they were online not about what method they used to get online. This showed that 65.7% are online compared to 59.7% of residents are online last year.

We asked residents if they read the S4B newsletter and this showed it is a popular form of communication with over 85.78% compared to 85.25% 2017 respondents advising they read the newsletter.

How satisfied are you that S4B listens to your views and act upon them?

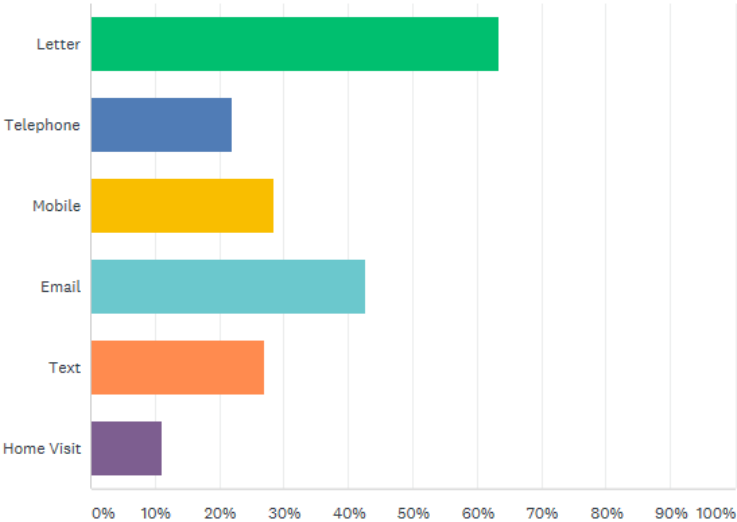
Answered: 215 Skipped: 25



Outlined is the preferred methods of contact form residents.

How would you like to be contacted by us?

Answered: 218 Skipped: 22

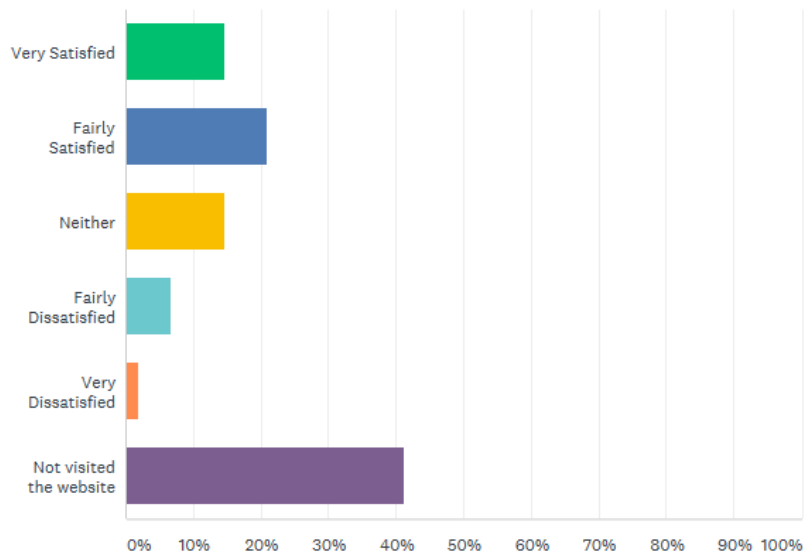


ANSWER CHOICES	RESPONSES
Letter	63.30% 138
Telephone	22.02% 48
Mobile	28.44% 62
Email	42.66% 93
Text	27.06% 59
Home Visit	11.01% 24
Total Respondents: 218	

Satisfaction with S4B website remains good, although 41% of respondents noted they had not visited it this year, so this provides an area of action for communications.

If you have visited the S4B website in the last 12 months, how satisfied are you with it?

Answered: 206 Skipped: 34

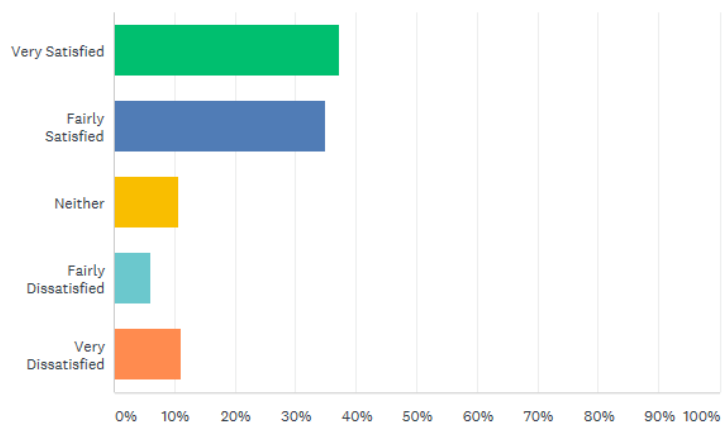


6. Repairs & Maintenance

In 2018 72.09% expressed satisfaction about the repairs & maintenance service, up from 68.3%. 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.

Generally, how satisfied are you with the way S4B deals with repairs and maintenance? (Not refurbishment)

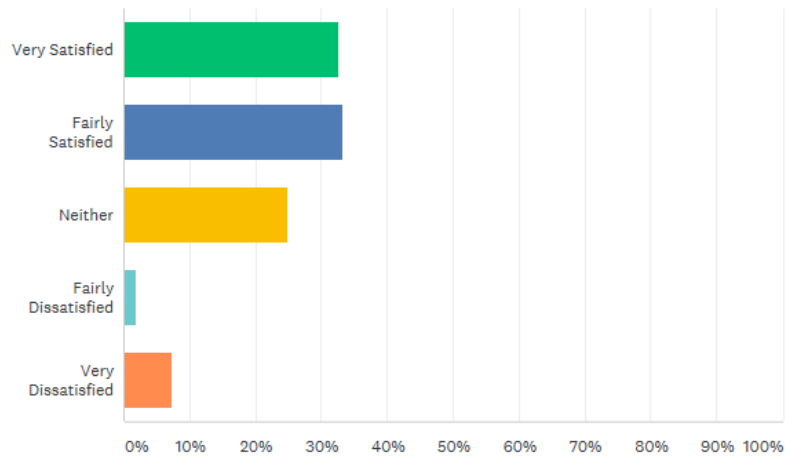
Answered: 215 Skipped: 25



This year also saw the addition of a question on Out of Hours emergency repairs service, this was not included in 2017. Satisfaction showed 65.85% for 2018.

How satisfied are you with the way S4B deals with Emergency repairs out of hours?

Answered: 205 Skipped: 35



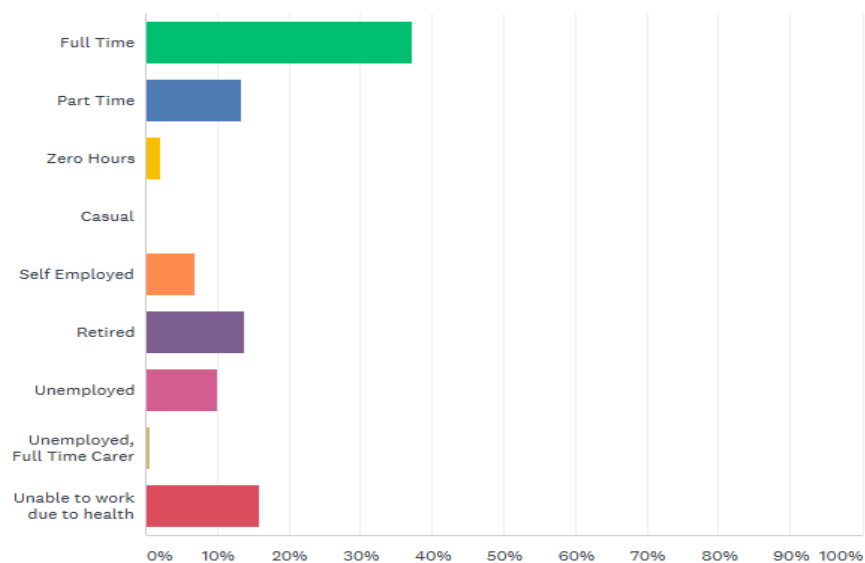
7. Employment & Training

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, alongside a proportion of resident unable to work due to ill health.

How would you describe your employment status?

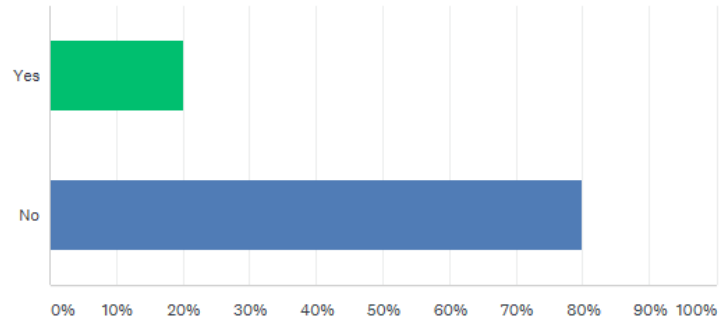
Answered: 188 Skipped: 52



Linked to those who responded only 20% compared to 19.4% in 2017 were interested in Employment / Training.

Would you like help finding employment or training opportunities? (If 'Yes' a member of our team will contact you when opportunities arise. Please provide contact details below)

Answered: 180 Skipped: 60



ANSWER CHOICES	RESPONSES	
▼ Yes	20.00%	36
▼ No	80.00%	144
TOTAL		180

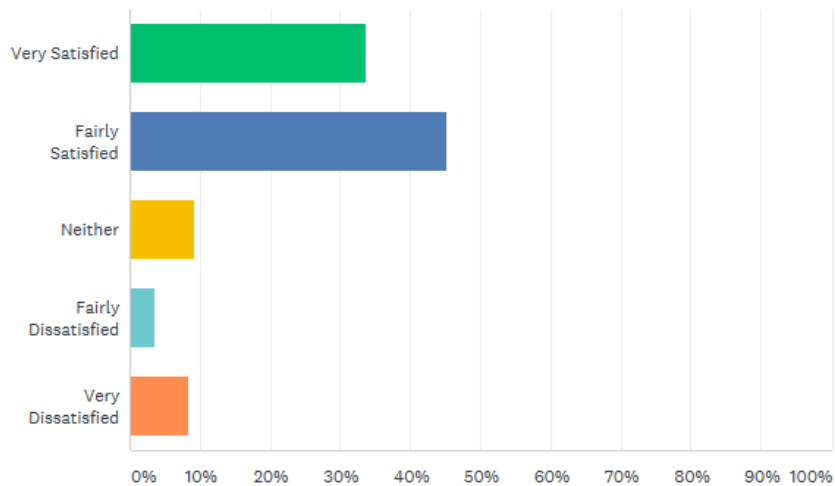
8. Overall Service & Resident Involvement

The two contractual questions featured in the survey returned high levels of satisfaction. It is important to note that, 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 **88.05%** against a KPI target of 83% - **5%** above target.
This compared to 2017 where results were **83.5%** against a KPI target of **70%** - **13.5%** above target.

Taking everything into account, how satisfied are you with the service provided by S4B?

Answered: 226 Skipped: 14

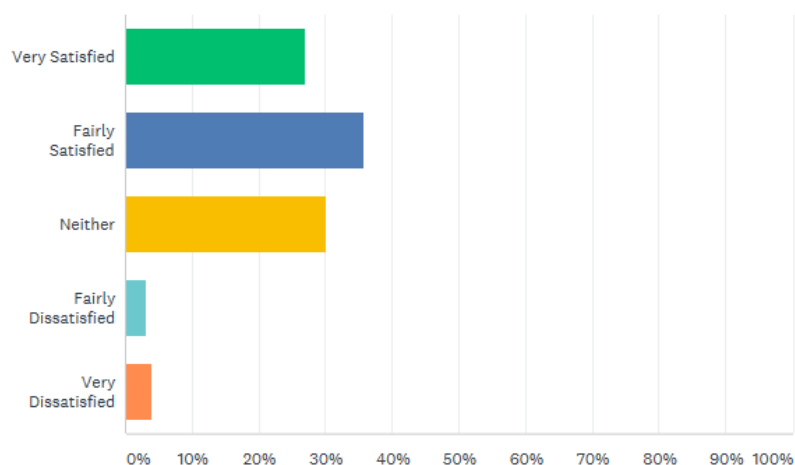


- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **92.92%** against a KPI target of 70%- **22.92%** above target.
This compared to 2017 where results were **87.7%** against a KPI target of **45%** - **42.7%** above target

The 2018 KPI were set in benchmarking against the other PFIs in Manchester City Council and were agreed by Manchester City Council at end 2017 before the survey commenced.

How satisfied are you with the opportunities available for resident involvement in Brunswick?

Answered: 226 Skipped: 14



9. Next Steps

In order to use the information collected from this the fourth S4B annual satisfaction survey all the feedback and comments will be summarised and included in a Neighbourhood plan which will be produced in May 2018. This plan 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 2018 with 2017 to view progress and compared to other neighbourhoods with the STAR questions. Outcomes from the action planning will be shared with Manchester City Council via the Neighbourhood Management meeting.

Actions to develop and enhance service will be collated into a service improvement plan with a focus on customer services helpdesk and Out of Hours repairs where there has been a drop from last year

The Satisfaction Survey 2018 is a good news story and with many positive elements, especially the feedback from communication on regeneration works and also quality of homes. 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.