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# **S4B Neighbourhood Satisfaction Survey 2019**

Report

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## Executive Summary of S4B Satisfaction Survey 2019

The 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 2019 as stipulated in the PFI contract, under Clause 45.2 of the Project Agreement. The survey was undertaken by Onward Homes' S4B Housing Management Team with technical support being provided by Onward 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. 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.

S4B 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 231 out of the 887 residents who received the questionnaire (26.04%). A slightly reduced percentage than in 2018. It is important to note that not every respondent answered all questions and that the questionnaire did not ask specifically for tenure type.

### Results summary – Contract Questions

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

- Satisfaction for '*Services provided by S4B*' was **88.98%** against a KPI target of 83% - **6%** above target.  
This compared to 2018 where results were **88.05%** and 2017 where results were 83.5%
- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **94.5%** against a KPI target of 70%- **24.5%** above target.  
This compared to 2018 where results were 92.92% and 2017 where results were 87.7%

The methodology for agreeing satisfaction KPI targets was agreed with Manchester City Council as part of change notice S4B(C)049. The comparator group is to be based on the last available satisfaction surveys for Northwards Homes, Miles Platting PFI and Grove Village PFI. The Comparator Group KPI target was implemented in 2018 (year 5) and will remain for 3 years. The KPI will be adjusted for the 2021 survey.

Clause 5.18 and Clause 5.19 of the Payment Mechanism are to be applied to calculate any Failure. In this case, the median value of the Comparator Group scores was achieved and the required target was met. Refer to table below with the comparative scores.

## 1. Background & Context

Annually Onward 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.

January 2019 saw the distribution of 2019 S4B Satisfaction Survey on the 4<sup>th</sup> January ahead of the anniversary of contract commencement. The survey was delivered through the door, promoted electronically by text and email and placed on the S4B website and promoted on Social Media.

In 2019, 887 current residents (Tenants, Leaseholders and Ground Rent Leaseholders) were invited to take part in the consultation and 231 (**26.04%**) responded. This compared to a return of 28.14% in 2018.

### 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 House Mark 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. These will be repeated annually to allow for monitoring through year on year.

### **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 are 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 6 occasions in January 2019 and 3 times in February 2019, 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 Onward 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 and 2018, 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 or a free S4B mug.

## 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.



Satisfaction of “**Overall Quality of Home**” is good at this later stage of the new build refurbishment programme, especially given that the reversals programme has largely taken place during the past year. The results show 81.86% satisfied with the overall quality of the home. Up from 80.38% in 2018.

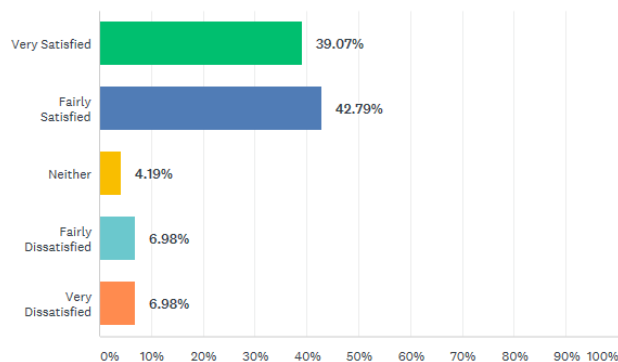


With 83.57% of the tenants that responded are very or fairly satisfied with their ‘**Neighbourhood as a place to live**’. This is higher than scoring achieved of 80.93% in 2018.

### Overall Quality of Home

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

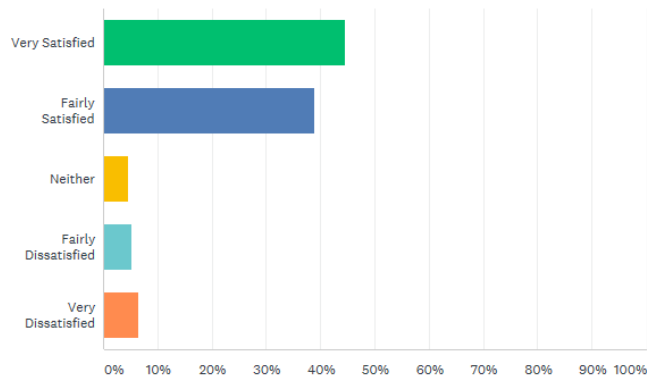
Answered: 215 Skipped: 16



### Neighbourhood as a Place to Live

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

Answered: 213 Skipped: 18



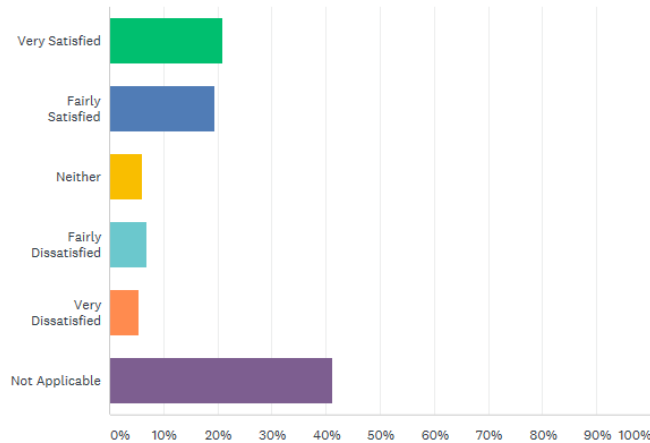


Satisfaction with caretaking services took a sizeable decline in satisfaction to those who responded with 40.3% satisfied in 2019 down from 49.75% in 2018. Although 41.29% stated that this was not applicable and only 9.95 were neither, fairly or very dissatisfied.

### Satisfaction with Caretaking Service

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

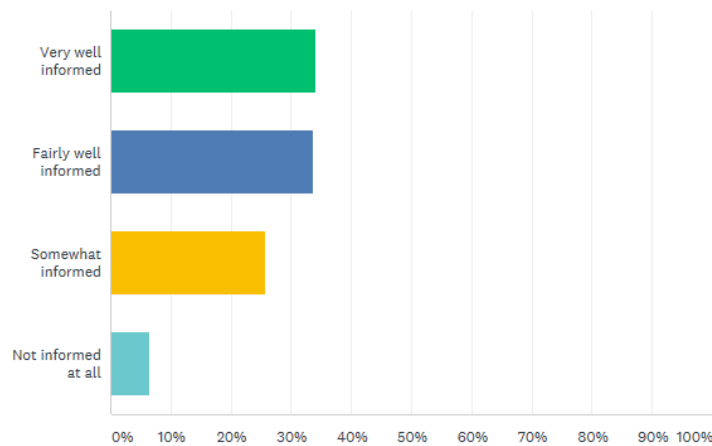
Answered: 201 Skipped: 30



### How informed of Regeneration Work

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

Answered: 214 Skipped: 17



Resident asked about how well informed of the regeneration works this indicated there is still improvements to be made, with 67.75% very/fairly well informed down from 69.09% in 2018

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.

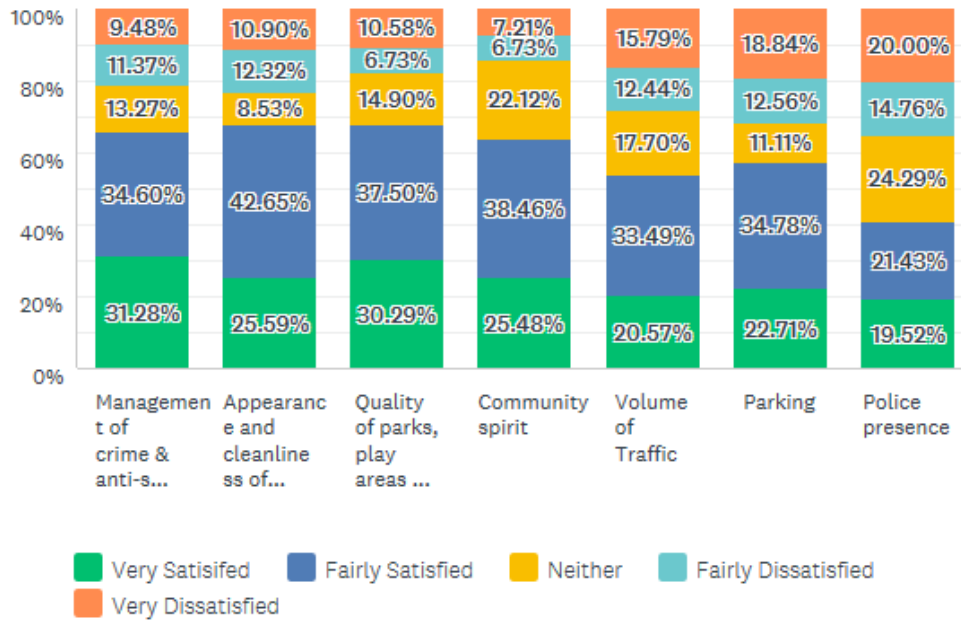
- Management of crime & anti-social behaviour
- Appearance and cleanliness of neighbourhood
- Quality of parks, play areas & open spaces
- Community spirit
- Volume of Traffic
- Parking
- Police presence

	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Total
	31.28%	34.60%	13.27%	11.37%	9.48%	
Management of crime & anti-social behaviour	66	73	28	24	20	211
–	25.59%	42.65%	8.53%	12.32%	10.90%	
Appearance and cleanliness of neighbourhood	54	90	18	26	23	211
–	30.29%	37.50%	14.90%	6.73%	10.58%	
Quality of parks, play areas & open spaces	63	78	31	14	22	208
–	25.48%	38.46%	22.12%	6.73%	7.21%	
Community spirit	53	80	46	14	15	208
–	20.57%	33.49%	17.70%	12.44%	15.79%	
Volume of Traffic	43	70	37	26	33	209
–	22.71%	34.78%	11.11%	12.56%	18.84%	
Parking	47	72	23	26	39	207
–	19.52%	21.43%	24.29%	14.76%	20.00%	
Police presence	41	45	51	31	42	210

The overall satisfaction remains at fairly satisfied on these wider neighbourhood measures with most resident being least satisfied with parking, volume of traffic and also police presence. These trends are a continuation of the findings in 2018 but showing an increase in satisfaction overall across the neighbourhood issues. Projects such as LOOPER hope to provide greater insight into traffic concerns.

## Neighbourhood Overall

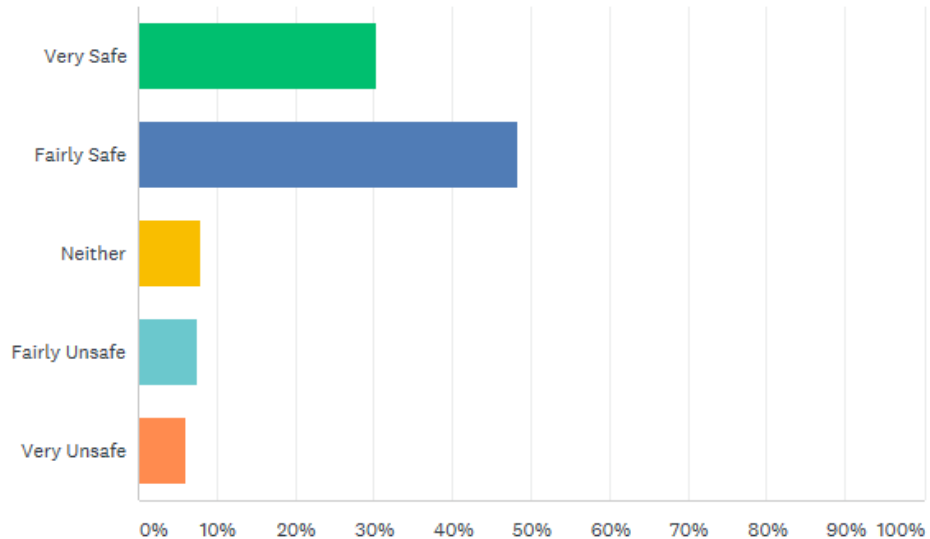
Answered: 215 Skipped: 16



## Feeling Safe in Brunswick

How safe do you generally feel in Brunswick?

Answered: 215 Skipped: 16



Residents told us that 78.6% feel very safe or fairly safe up from 77.58% in 2018.

Comments and feedback indicate that people feel safe linked to enhancements made in boundaries despite police number reducing.

Community Facilities

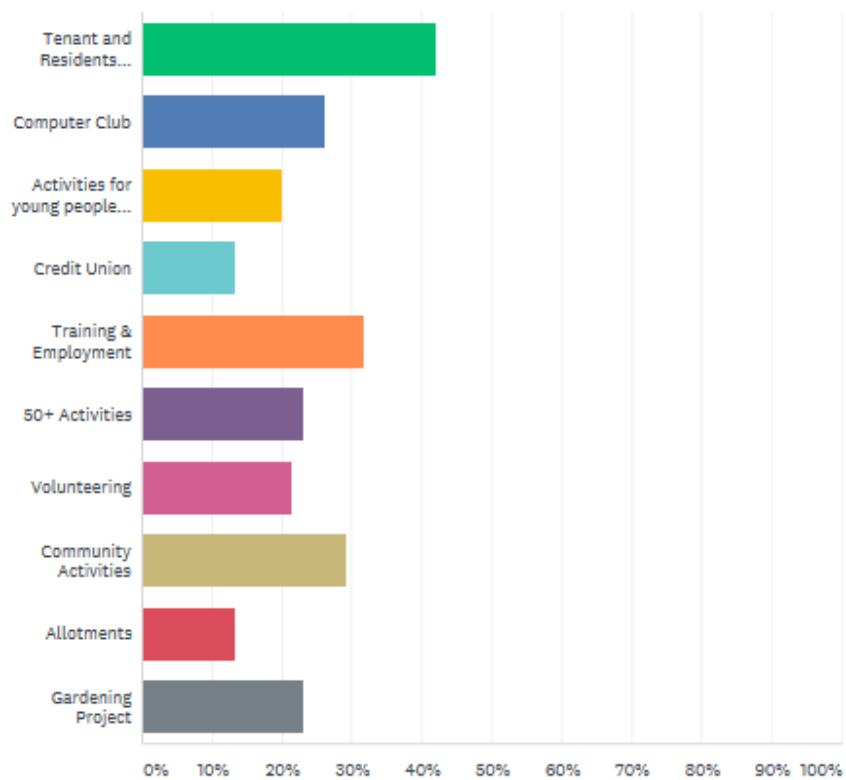


Residents were asked about what community facilities or activities they would like to see. The table below highlights the most popular choices. This information will be used to shape future community programmes over the next year in the Neighbourhood Plan and undertake targeted marketing of activities to these residents to tailor community development programmes to the requests of interested residents.

This information will also help to shape the offer for the proposed community facility within Brunswick Extra Care.

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

Answered: 126 Skipped: 105



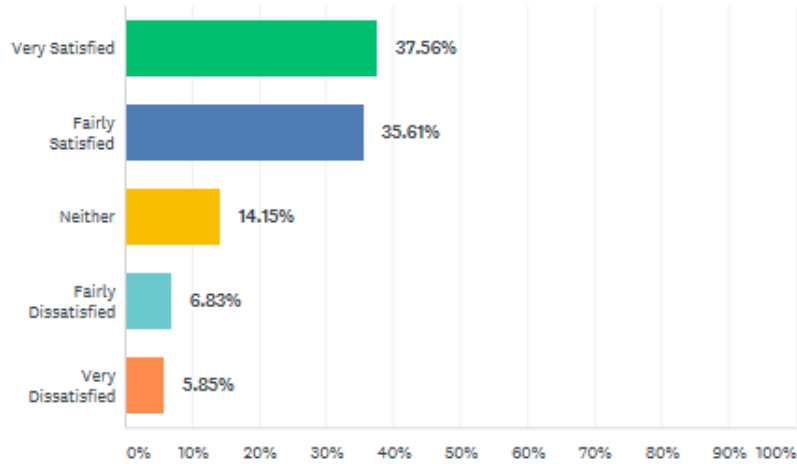
### 3. Rent & Finance



73.17% of residents felt they are satisfied that their rent provides value for money, a slight decrease on 2017 of 71.43% (Up 1.74%). During a time where arrears continue to decrease.

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

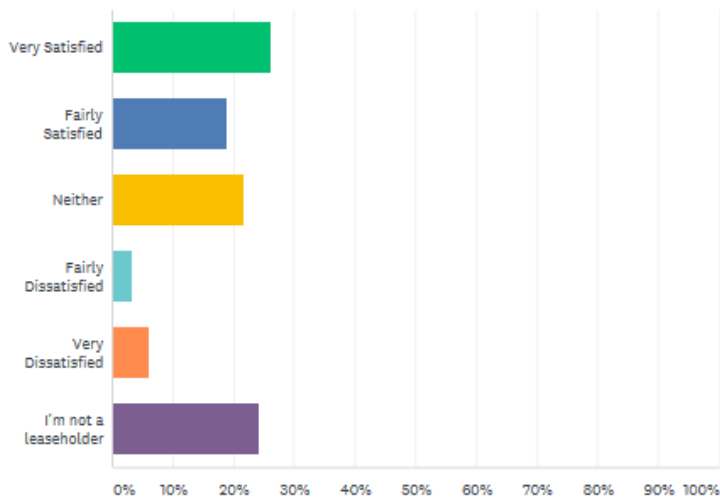
Answered: 205 Skipped: 26



The difference in RTB leaseholders' degrees of satisfaction for their service charge providing value for money is much more marginal, however 44.96% of leaseholder respondents expressed satisfaction, down from 52.13% in 2018.

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

Answered: 149 Skipped: 82



## 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.



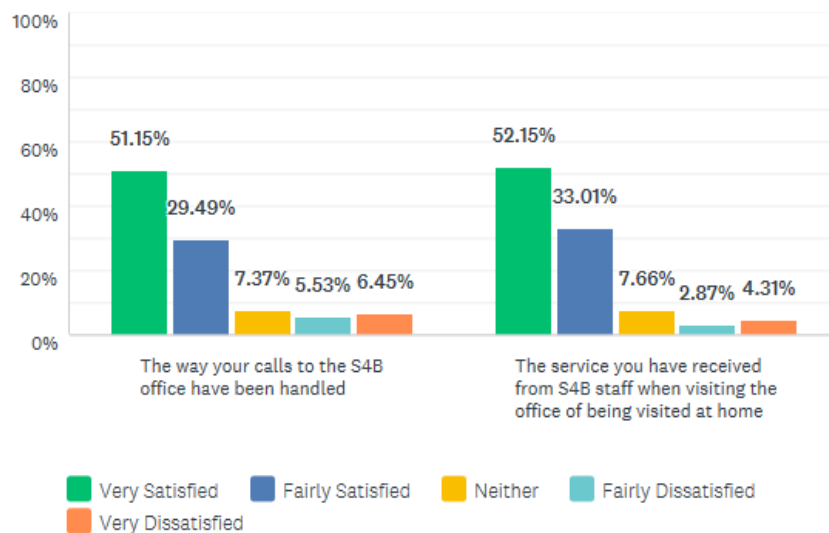
Call handling at S4B office was recorded as 80.64% satisfied compared with 76.82% in 2018 with the way their calls were handled when calling the S4B office via the 0300 555 0128 number



Residents felt that the service they got from S4B staff when visiting the reception or being visited showed 85.6% satisfaction (fairly or very) compared with 76.5% last year. A very large positive increase.

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

Answered: 219 Skipped: 12



Both of these areas were part of the 2018 improvement plan and have shown very strong and significant improvement during the last year.

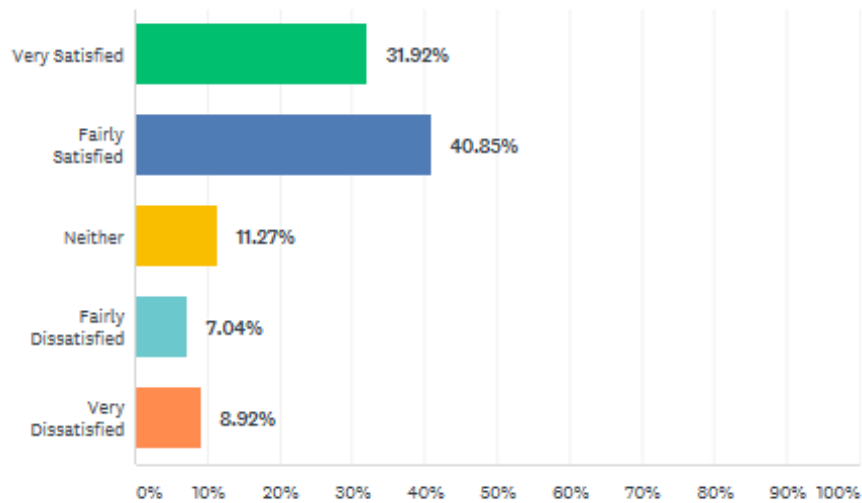
## 5. Communication & Consultation



When asked 72.77% respondents felt satisfied that their views are listened to and acted upon by S4B. This is a big improvement with 2018 which was 64.65%.

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

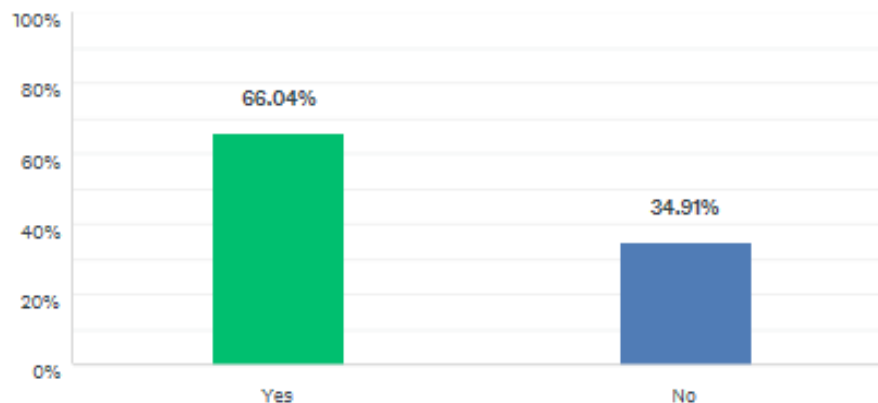
Answered: 213 Skipped: 18



This year we simply asked residents if they were online not t what method they used to get online. This showed that 66.04% are online compared to 65.7% of residents online last year.

Are you online? (Please tick as appropriate)

Answered: 212 Skipped: 19





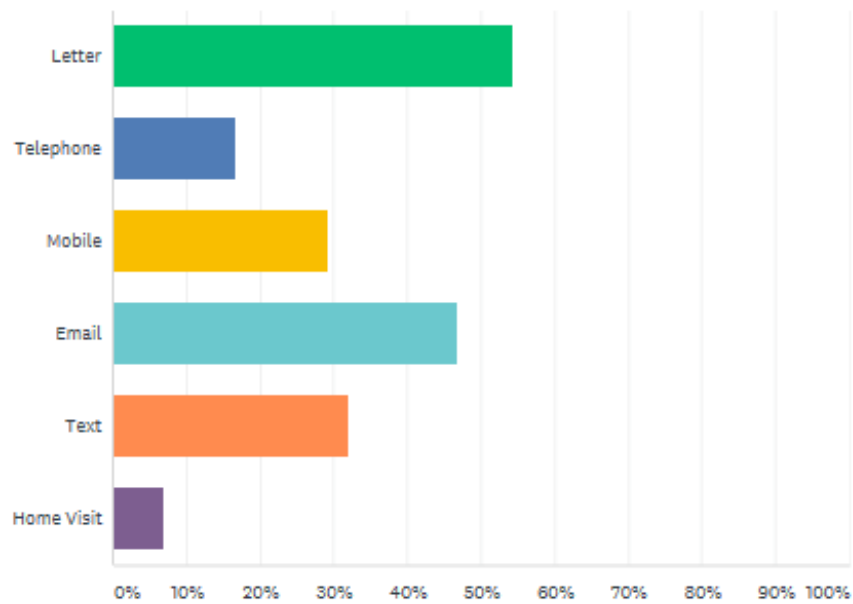
The 2019 Satisfaction Survey asked residents if they read the S4B newsletter and this showed it is a popular form of communication with 86.70% compared to 85.78% 2018 respondents advising they read the newsletter.

S4B asked residents what they would like to see in the newsletter and this feedback will inform future editions

Outlined is the preferred methods of contact from residents based on the feedback this year. The number of people preferring letter as a contact has reduced from 138 to 117 whilst the number who would like email has risen from 62 in 2018 to 101 in 2019. This provides an area of development towards increased digital interaction.

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

Answered: 216 Skipped: 15

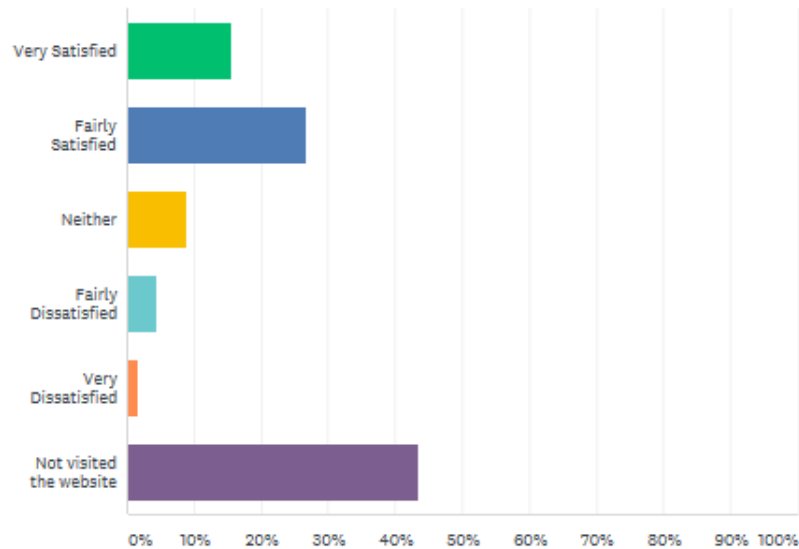


ANSWER CHOICES	RESPONSES
Letter	54.17% 117
Telephone	16.67% 36
Mobile	29.17% 63
Email	46.76% 101
Text	31.94% 69
Home Visit	6.94% 15
<b>Total Respondents: 216</b>	

Satisfaction with S4B website remains good, although 43.48% 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: 207 Skipped: 24



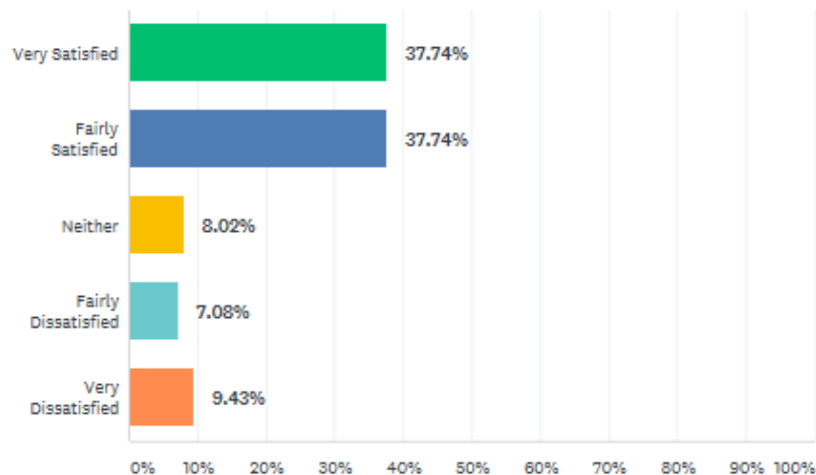
## 6. Repairs & Maintenance



In 2019 75.48% expressed satisfaction about the repairs & maintenance service, up from 72.09% last year. It is worth being aware that the questionnaire made it clear that this was not to be confused with the refurbishment improvement work taking place.

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

Answered: 212 Skipped: 19

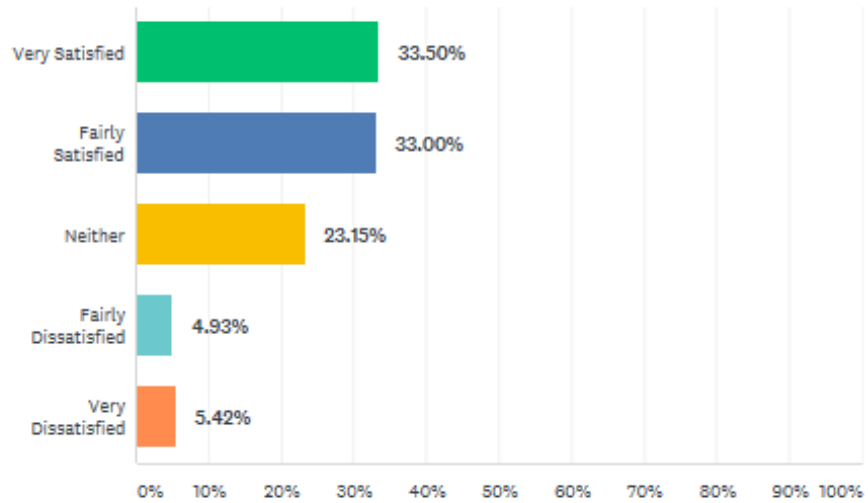




Last Year the addition of a question on the Out of Hours emergency repairs service, this was added to the survey. Satisfaction showed 66.5% for 2019 compared to 65.85% for 2018.

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

Answered: 203 Skipped: 28



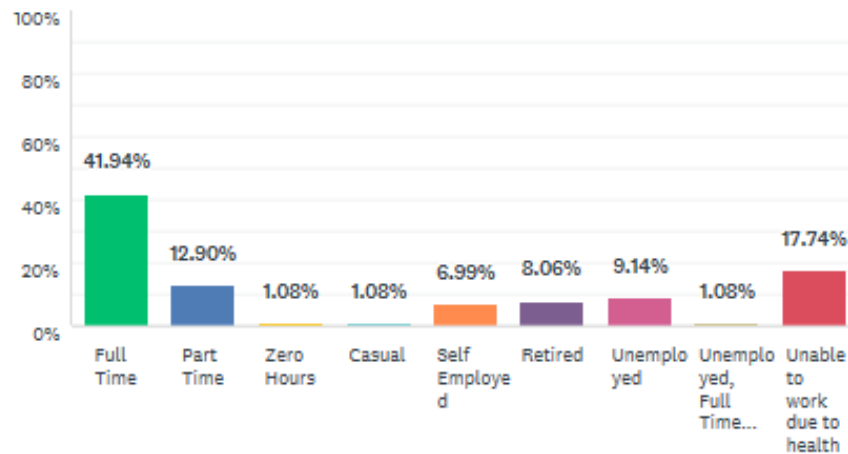
## 7. Employment & Training

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. Almost 70% of respondents are in work.

### How would you describe your employment status?

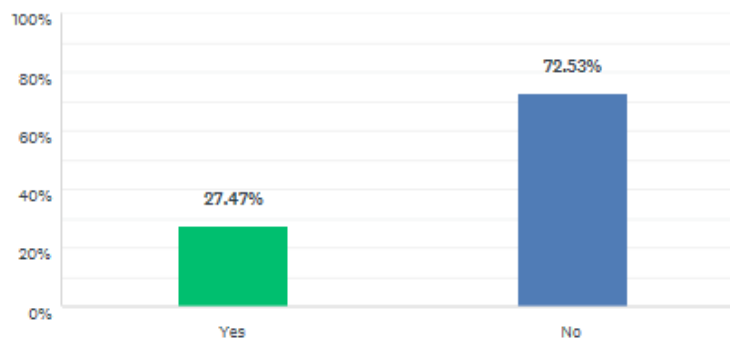
Answered: 186 Skipped: 45



Linked to those who responded 27.47% compared to 20% in 2018 were interested in Employment / Training. We will use this information to target training course and employment at those who have registered interest.

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: 182 Skipped: 49





## 8. Overall Service & Resident Involvement

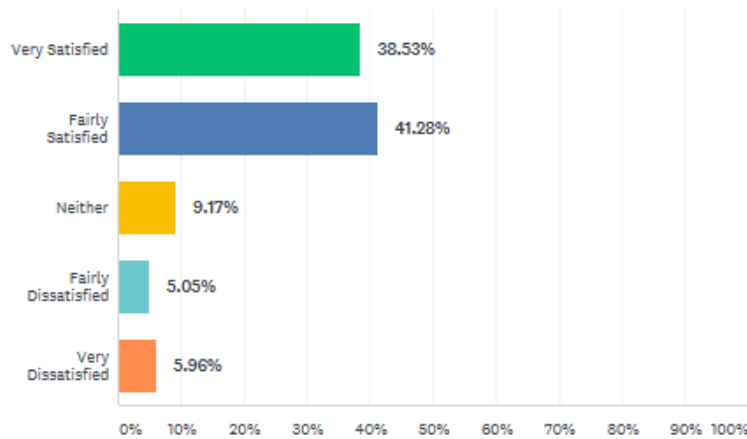
The two contractual questions featured in the survey returned high levels of satisfaction. It is important to note that, the overall satisfaction scores for these have taken the 'neither' option into account. (Other questions have not in order to allow benchmarking, particularly through the STAR model).



- Satisfaction for '*Services provided by S4B*' was **88.98%** against a KPI target of 83% this is **6%** above target. This compared to 2018 where results were **88.05%**.

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

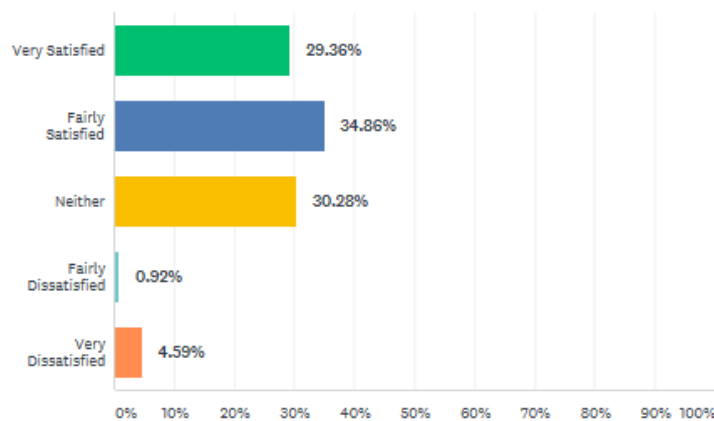
Answered: 218 Skipped: 13



- Satisfaction for '*Opportunities available for resident involvement in Brunswick*' stands at **94.5%** against a KPI target of 70%, this is **24.5%** above target. This compared to 2017 where results were **92.92%**.

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

Answered: 218 Skipped: 13



## 9. Next Steps

In order to use the information collected from this S4B annual satisfaction survey all the feedback and comments will be summarised and included in a Neighbourhood plan which will be produced in May 2019. 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 with 2018 to view progress and will be compared to other neighbourhoods including other PFIs with the STAR questions. Outcomes from the action planning will be shared with Manchester City Council via the Neighbourhood Management meeting in June 2019.

Benchmarking work will be undertaken by Onward Homes to compare the Satisfaction performance nationally linked to STAR.

Actions to develop and enhance services will focus on caretaking services, enhancement of information and communication of regeneration information. Whilst greater research is needed to understand the drop in Leaseholder satisfaction, if this is about services or if there is a link to the payments and Service Charges.

The Satisfaction Survey 2019 is a good news story and with many positive elements, especially the feedback from improvements made on calls to the Customer Contact Centre since 2018 and the dramatic rise in satisfaction on visits made to the S4B office and also home visits. As the low rise council homes and refurbishment programmes are now moving towards conclusion, this is also reflected in improvements with satisfaction to the quality of homes.

The feedback on the newsletter will be used to shape future communication with resident ideas included in the future editions to allow the newsletter to evolve. Whilst information on the preferred community activities will help to inform the development and design of the proposed community space within the Extra Care facility.

The feedback on how residents prefer to be contacted will be included in the service improvement plan to outline a greater move to digital services to match the resident preferences. Whilst feedback on the use of the website shows an area to increase use and access of the S4B website.

The successes and positive overall feedback 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.

Whilst the S4B Satisfaction Survey only provides a snap shot annually, the information collated helps to inform all part of the business and will be shared across S4B to allow for continued improvement.