S4B Neighbourhood Satisfaction Survey 2020

Report

Executive Summary of S4B Satisfaction Survey 2020

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 2020 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 260 out of the 906 residents who received the questionnaire. This was 28.69% up from 26.04% than in 2019. 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 86.3 % against a KPI target of 83% - **3.3%** above target.
  This compared to 2019 where results were 88.98%, 2018 with 88.05% and 2017 where results were 83.5%

- Satisfaction for '*Opportunities available for resident involvement in Brunswick'* was 91.3% against a KPI target of 70%- **21.3%** above target.
  This compared to 2019 where results were 94.5% and 2018 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 be 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.

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.

The survey was delivered through the door, promoted electronically by text and email and placed on the S4B website and promoted on Social Media. Whilst also available in the office.

In 2020, 906 current residents (Tenants, Leaseholders and Ground Rent Leaseholders/Freeholders) were invited to take part in the consultation and 260 **(28.69%)** responded. This compared to a return of 26.04% in 2019 and 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 7 occasions in January 2020 and 7 times in February 2020, 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 previous years. 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 recycling bag.

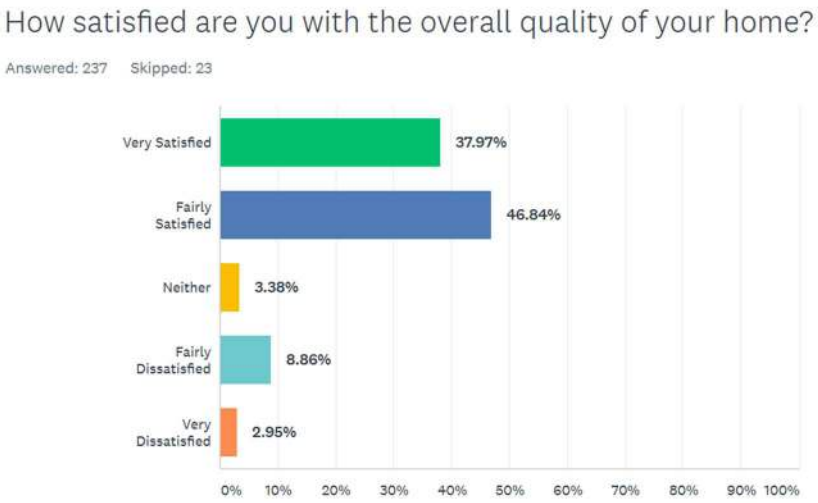
1. Homes & Neighbourhoods

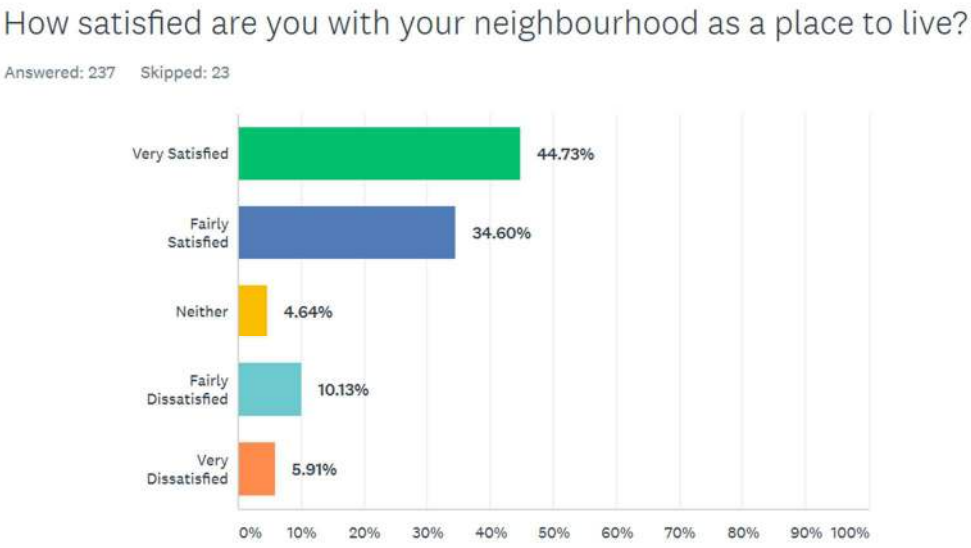
It is important to note that not all residents answered all questions.

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 84.81% satisfied with the overall quality of the home. Up from 81.26 in 2019

With 79.33% of the tenants that responded are very or fairly satisfied with their '**Neighbourhood as a place to live'**. This is lower than scoring achieved of 83.57% in 2019

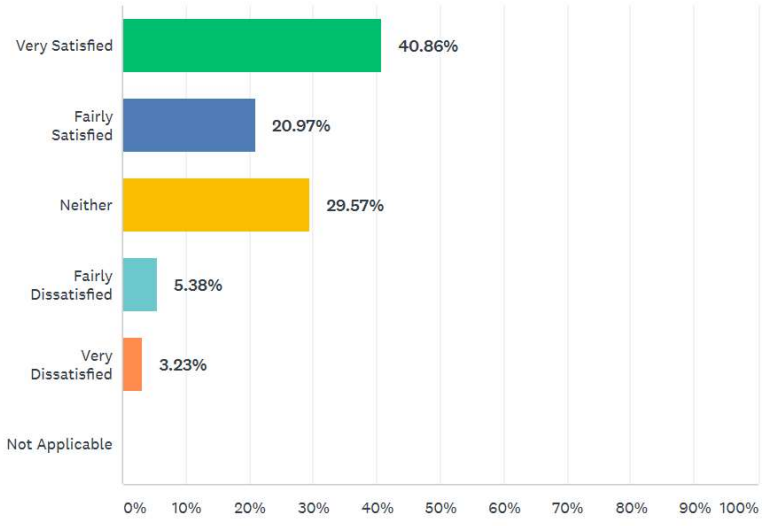




Satisfaction with caretaking services took a sizeable increase in satisfaction to those who responded with 61.83% satisfied up from 40.3% satisfied in 2019.

Do you receive services from a caretaking team? If so, how satisfied are you with the services they provide? (Communal areas and Blocks)

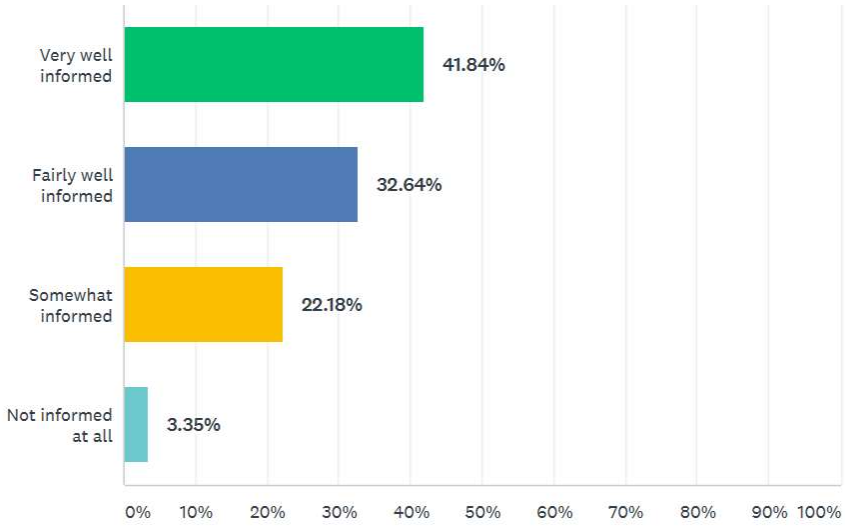
Answered: 186 Skipped: 74



Resident asked about how well informed of the regeneration works, although this indicated there is still improvements to be made with 74.48% advised very/fairly well informed, an increase from 67.75% in 2019

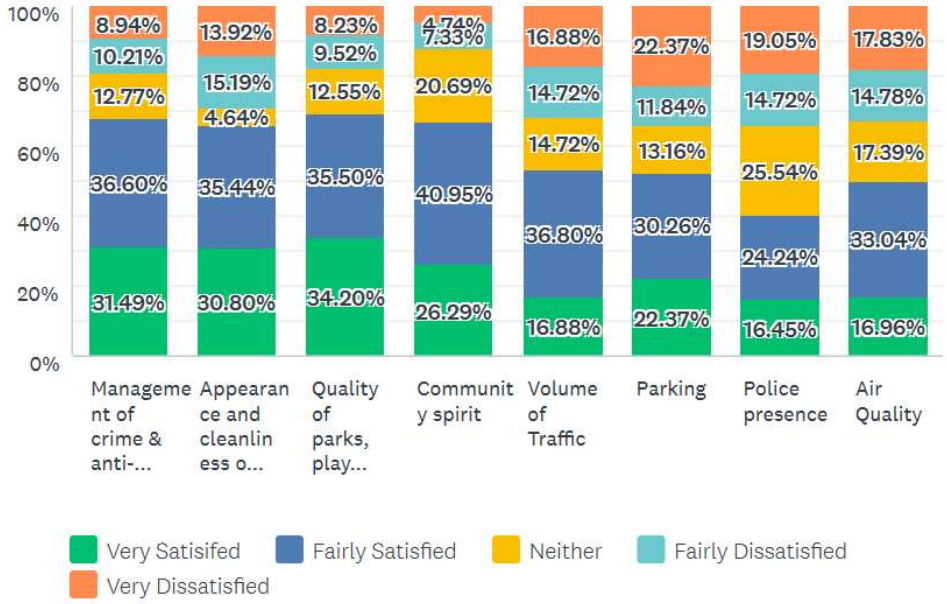
How informed do you feel about the regeneration work taking place in Brunswick?

Answered: 239 Skipped: 21



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.

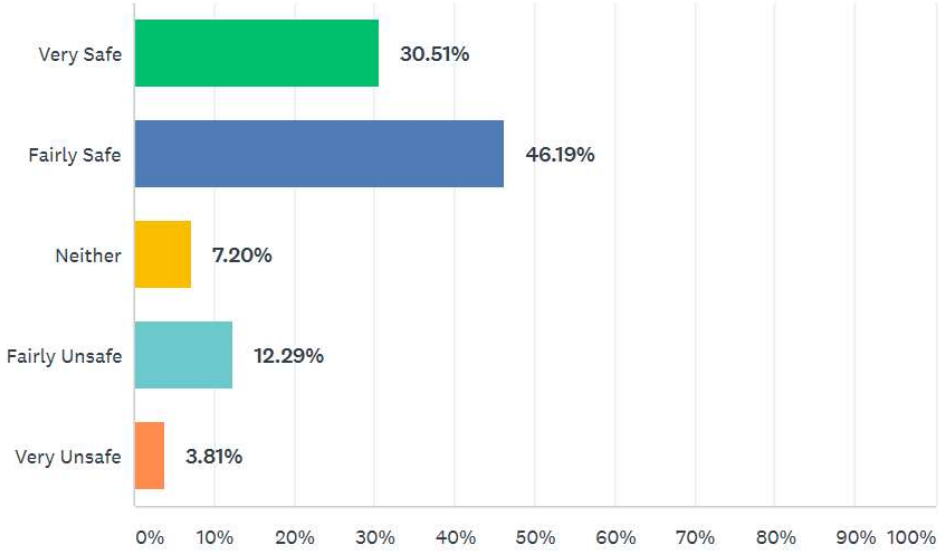
- Management of crime & anti-social behaviour
- Appearance and cleanliness of neighbourhood
- Quality of parks, play areas & open spaces
- Community spirit
- Volume of Traffic
- Parking
- Police presence



The overall satisfaction remains at fairly satisfied on these wider neighbourhood measures with most resident being least satisfied with parking, volume of traffic and air quality 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 led to a greater insight into traffic concerns and a new air quality project is running for 2020.

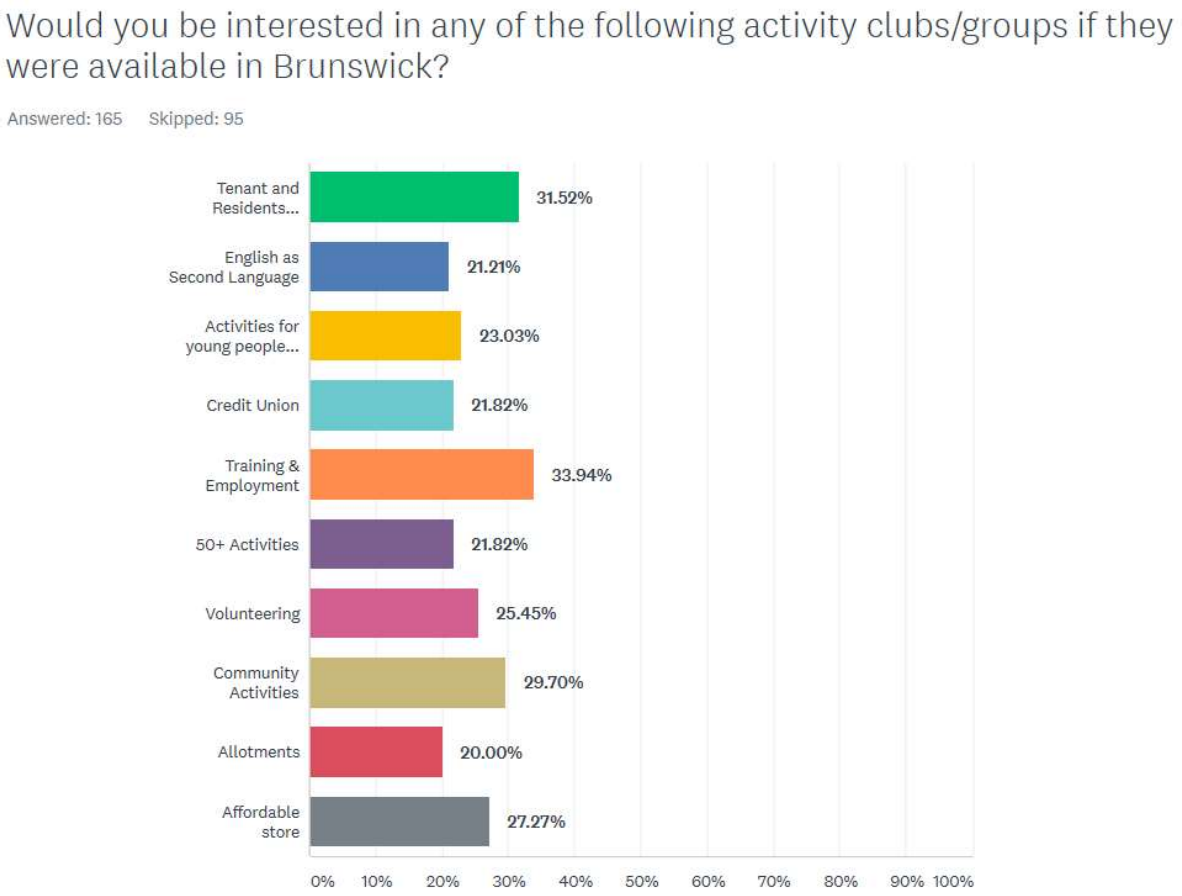
How safe do you generally feel in Brunswick?

Answered: 236 Skipped: 24



Residents told us that 76.7% feel very safe or fairly safe down from 78.6% in 2018.

Comments and feedback indicate that people feel safe linked to enhancements made in boundaries, but increase in car crime and police numbers reducing are a concern.



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.

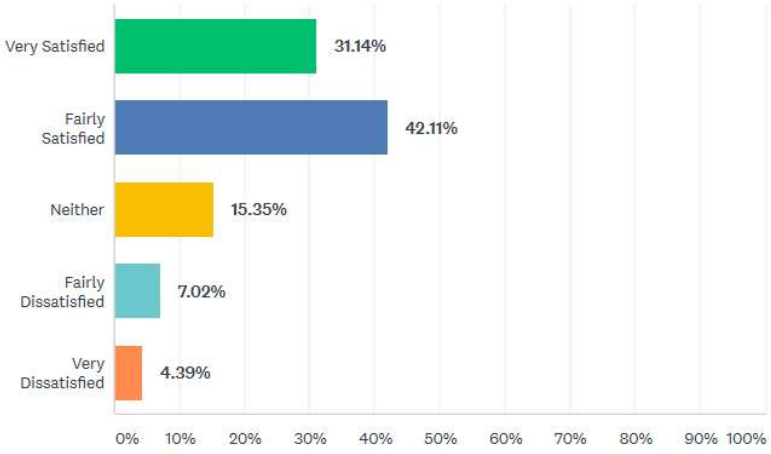
This information will also help to shape the demand for the proposed community facility within Brunswick Extra Care.

3. Rent & Finance

73.24% of residents felt they are satisfied that their rent provides value for money, a slight increase from 2019 73.14%, this is during a time where arrears continue to decrease.

How satisfied are you that your rent provides value for money? (the cost for services provided)

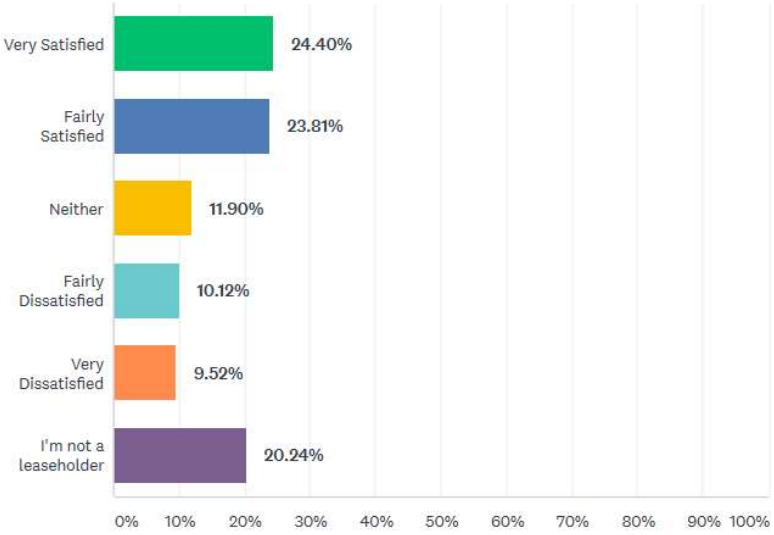
Answered: 228 Skipped: 32



The difference in RTB leaseholders' degrees of satisfaction for their service charge providing value for money is much more marginal, however 48.21% of leaseholder respondents expressed satisfaction, up from 44.96% in 2019

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

Answered: 168 Skipped: 92

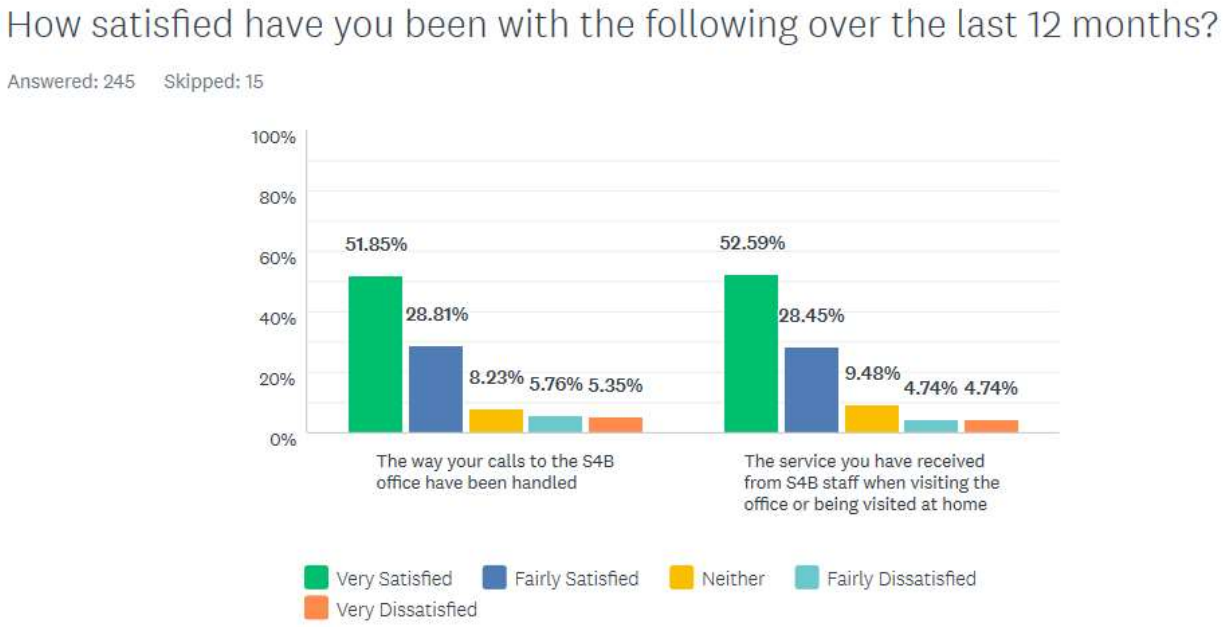


4. Contact Centre & Staff Service

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.

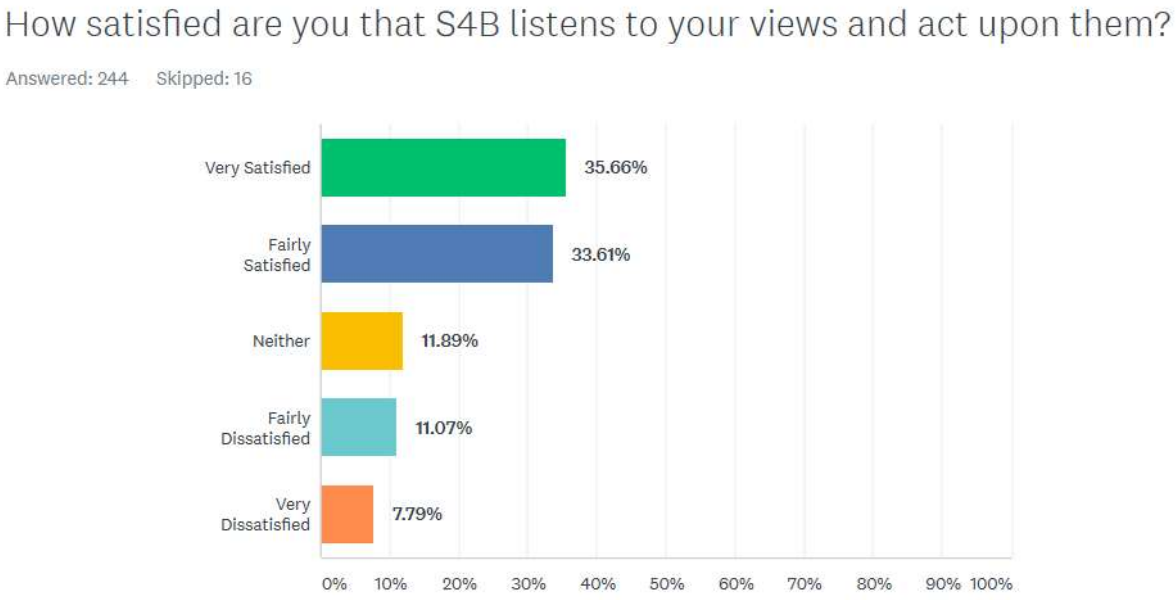
Call handling at S4B office was recorded as 80.66% satisfied (very or fairly) compared with 80.64% in 2019 with the way their calls were handled when calling the S4B office via the 0300 555 0128 number

Residents felt that the service they got from S4B staff when visiting the reception or being visited showed 81.04% satisfaction (fairly or very) compared with 85.6% last year. A decrease which will be investigated further via follow up calls with respondents. We will use this feedback to further inform our exiting action plan to improve the accessibility of our office reception service.



5. Communication & Consultation

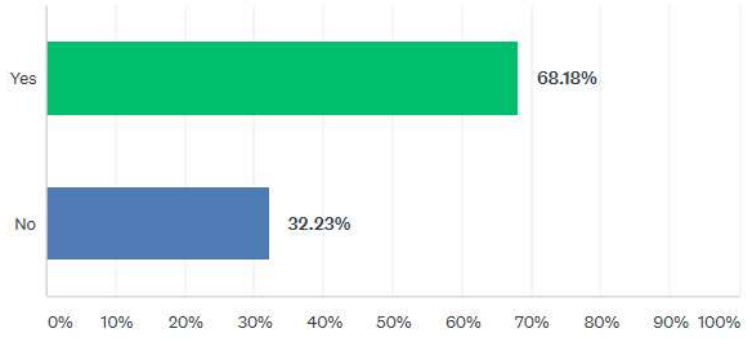
When asked 69.27% respondents felt satisfied that their views are listened to and acted upon by S4B. This is a drop from 2019 where satisfaction as 72.77%. To understand more behind these reasons those with lowest levels of feedback calls will be made to these residents.



We asked residents about digital inclusion and simply asked residents if they were online not and provide email if they were. This showed that 68.18% are online compared to 66.04% of residents online last year. 73 emails were collated.

Are you online? (Please tick as appropriate)

Answered: 242 Skipped: 18

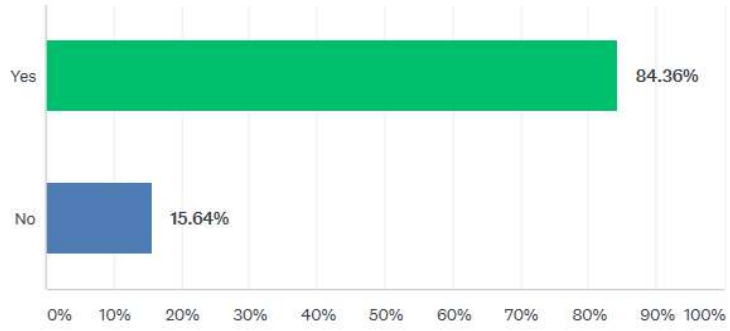


ANSWER CHOICES	RESPONSES	
Yes	68.18%	165
No	32.23%	78
Total Respondents: 242		

The 2020 Satisfaction Survey asked residents if they read the S4B newsletter and this showed that this remains a popular form of communication with 84.36% compared to 86.70% 2019 respondents advising they read the newsletter.

Do you read the S4B Newsletter?

Answered: 243 Skipped: 17



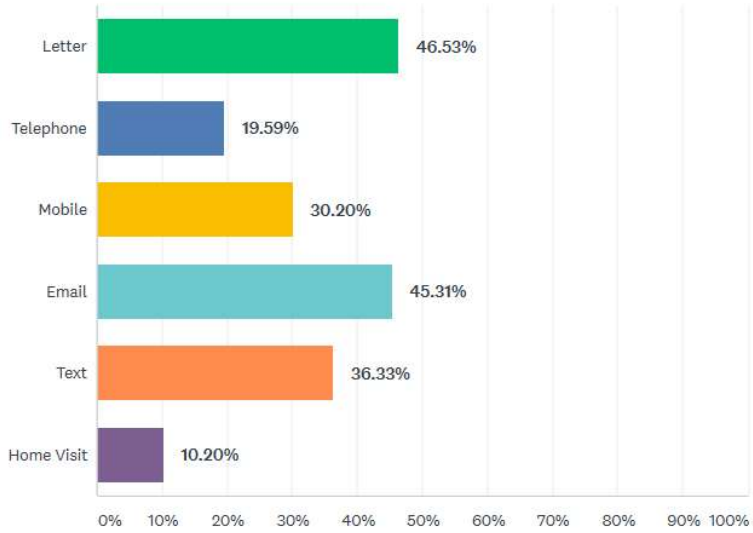
ANSWER CHOICES	RESPONSES	
Yes	84.36%	205
No	15.64%	38
TOTAL		243

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.

How would you like to be contacted by us?

Answered: 245 Skipped: 15



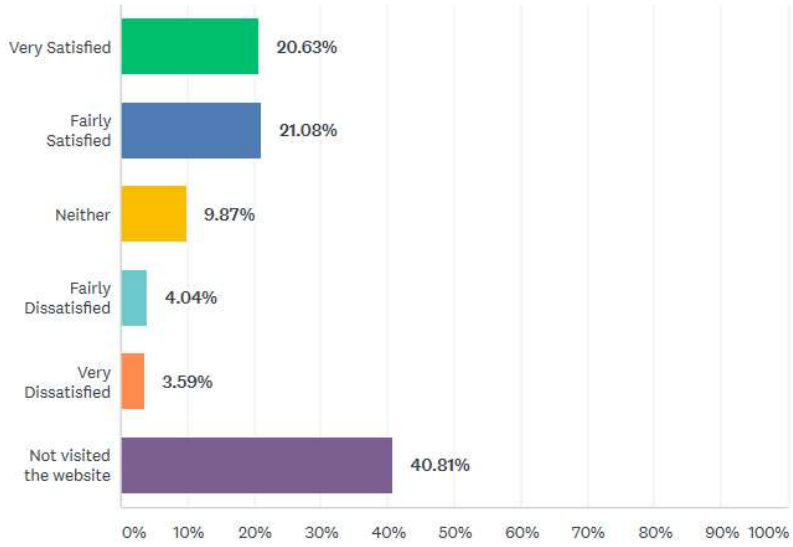
ANSWER CHOICES	RESPONSES	
Letter	46.53%	114
Telephone	19.59%	48
Mobile	30.20%	74
Email	45.31%	111
Text	36.33%	89
Home Visit	10.20%	25
Total Respondents: 245		

For the first time email is almost as popular is letters showing a shift to digital inclusion.

Satisfaction with S4B website remains good, although 40.81% of respondents noted they had not visited it this year (compared 43.48% in 2019), 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: 223 Skipped: 37



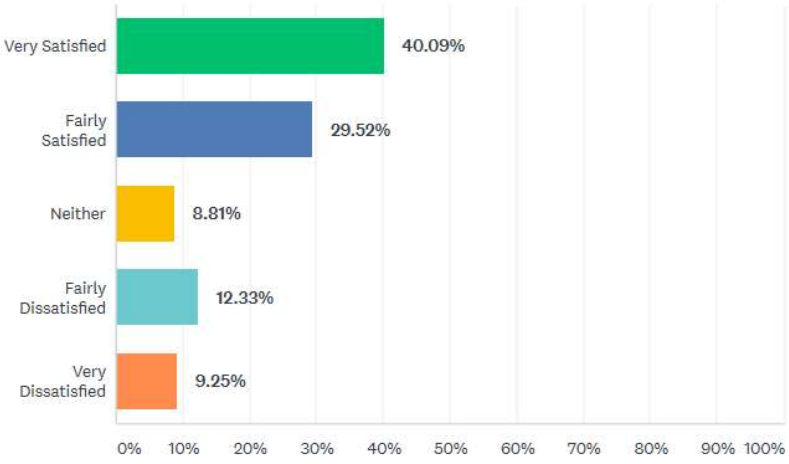
ANSWER CHOICES	RESPONSES	
Very Satisfied	20.63%	46
Fairly Satisfied	21.08%	47
Neither	9.87%	22
Fairly Dissatisfied	4.04%	9
Very Dissatisfied	3.59%	8
Not visited the website	40.81%	91
TOTAL		223

6. Repairs & Maintenance

In 2020 69.61% expressed satisfaction about the repairs & maintenance service, down from 75.48% 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. Further research into the reasons behind this need to be investigated.

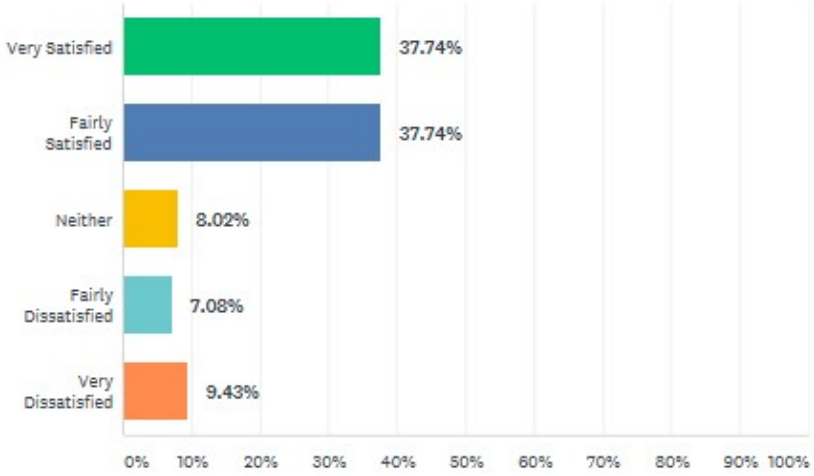
Generally, how satisfied are you with the way S4B deals with repairs and maintenance? (Not refurbishment)

Answered: 227 Skipped: 33

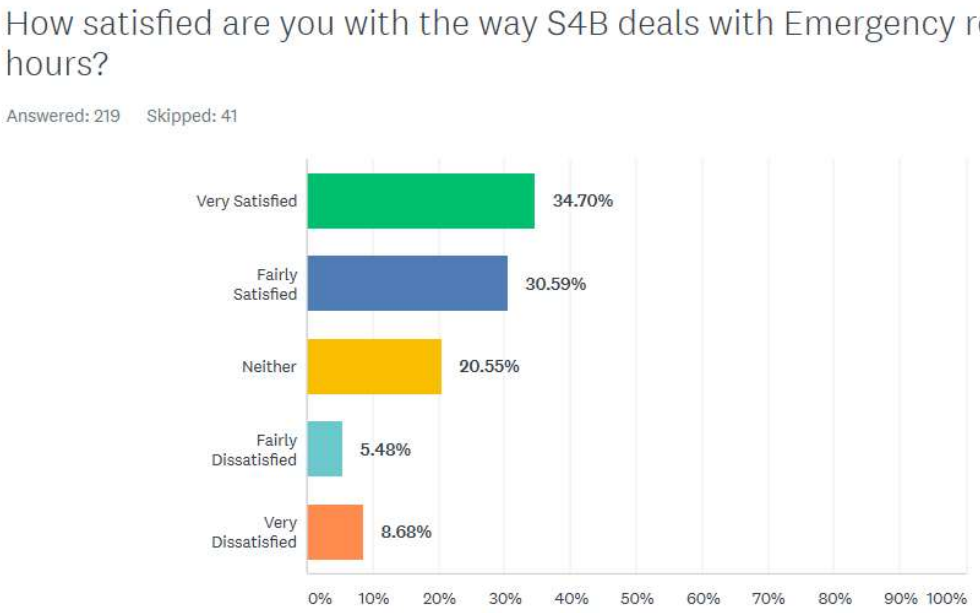


Generally, how satisfied are you with the way S4B deals with repairs and maintenance? (Not refurbishment)

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 for 65.29% 2020 compared to 66.5% for 2019



7. Employment & Training

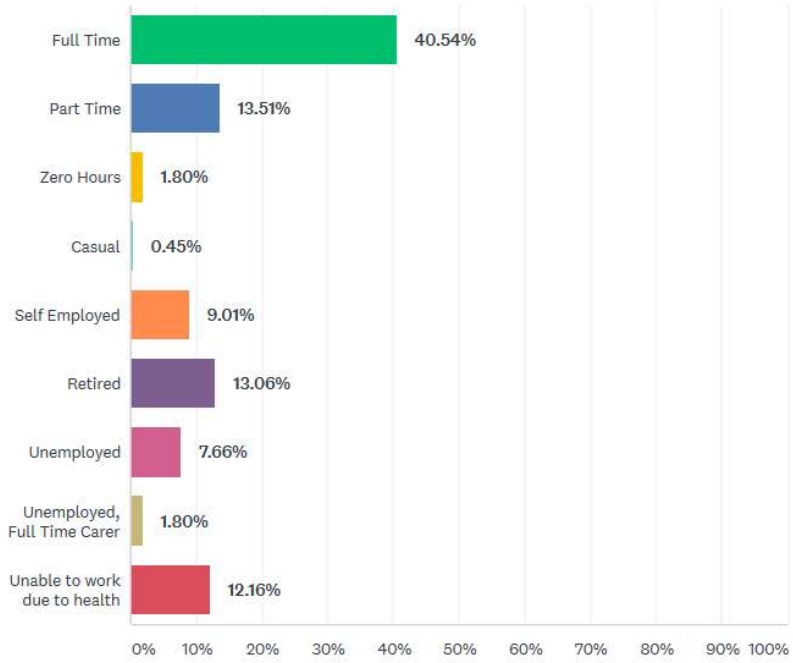
The survey provided an opportunity to find out the employment status of tenants and whether they would be interested in opportunities for training/employment or training for computer skills. Those who showed interest were asked to provide their contact details so they can be contacted as and when opportunities 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 65% of respondents are in work prior to economic impact of COVid19.

Linked to those who responded 26.60% compared to 27.47% in 2019 were interested in Employment / Training. We will use this information to target training course and employment at those who have registered interest.

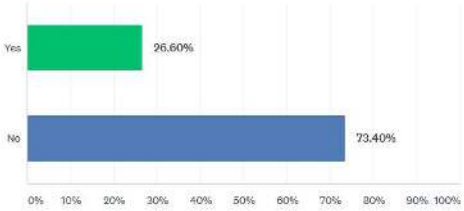
How would you describe your employment status?

Answered: 222 Skipped: 38



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)

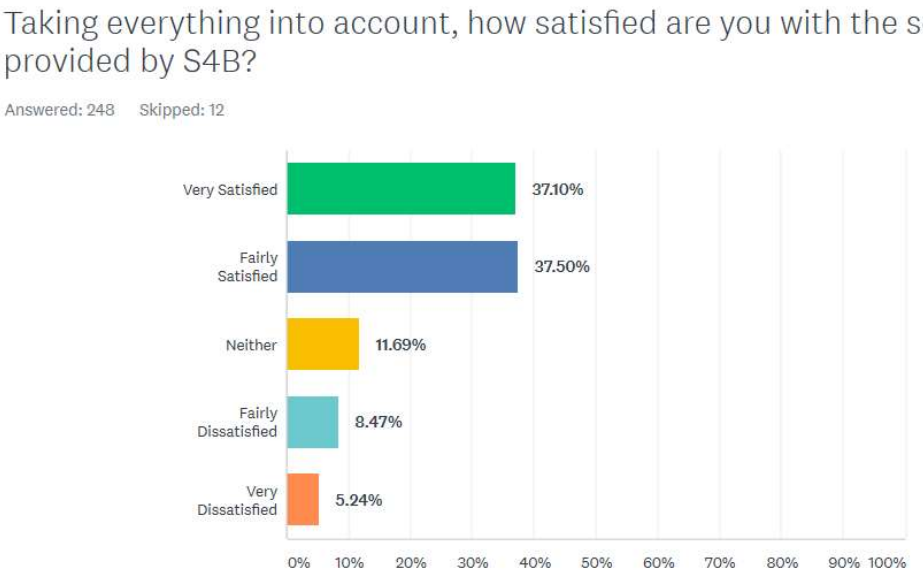
Answered: 203 Skipped: 57



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, through the STAR model).

- Satisfaction for '*Services provided by S4B'* was 86.3 % against a KPI target of 83% - **3.3%** above target.
  This compared to 2019 where results were 88.98%, 2018 with 88.05% and 2017 where results were 83.5%



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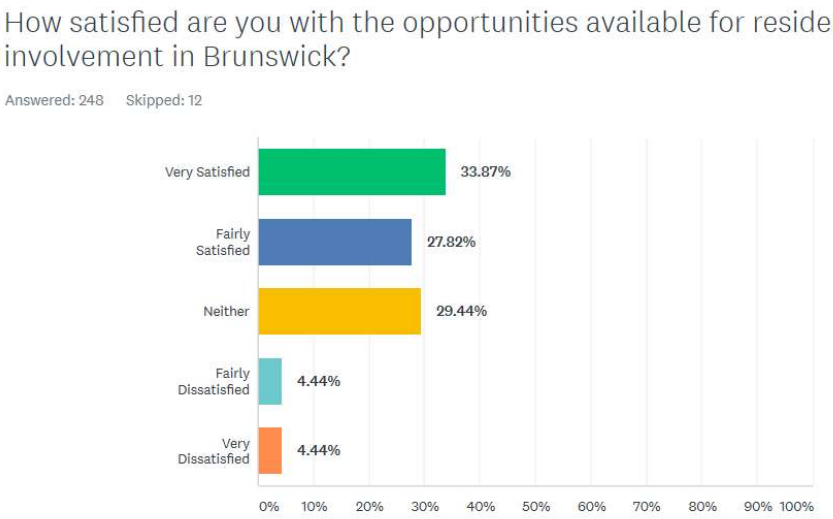

9. Next Steps

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 2020. 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 2020

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

Actions to develop and enhance services will focus on understanding how to improve receptions visits, enhancement of information and communication to ensure people feel better listened to. More in depth resident scrutiny groups to explore the more complex issues of repairs satisfaction.

The Satisfaction Survey 2020 is a good news story and with many positive elements, especially the feedback from improvements made on caretaking services, on information about regeneration works and overall quality of the home following completion of refurbishment and new build housing programmes.

The drop in satisfaction when compared to the previous year has many unique factors to understand but through a programme of contacting those most dissatisfied we seek tounderstand and address these concerns.

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 are 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.