

Newark & Sherwood Homes

STAR Tenant Satisfaction Survey Report

2015/16



Report by: Viewpoint Research CIC

Units 12 & 13, 53 Mowbray Street, Sheffield, S3 8EN

0114 273 9208

info@viewpoint-research.co.uk

www.viewpoint-research.co.uk

CONTENTS

Executive Summary	3
1. Methodology	5
2. Services Overall	6
3. Customer Service	11
4. Information & Resident Involvement	13
5. Repairs & Maintenance	14
6. Advice & Support	17
7. Anti-social Behaviour	19
8. Respondent Profile	22
Annexes	
I. Example questionnaire	25

EXECUTIVE SUMMARY

This report details the results of the 2015/16 Newark and Sherwood Homes STAR survey, delivered by Viewpoint Research CIC.

The survey is conducted by Newark and Sherwood Homes every year, providing an up to date and annual benchmark on levels of satisfaction amongst tenants in key service areas and a complement to monthly transactional data in these areas.

This year the data was collected by telephone interview. In previous years residents were surveyed by post or online.

Results are presented to all questions, with comparisons to the 2014/15 results and to STAR benchmarking data where appropriate, with results of statistical significance highlighted.

Key findings from each section are presented below:

Services Overall

Overall satisfaction is 93%, a statistically significant increase on the 2014/15 score of 85% and six points above the STAR median benchmark. Suggested reasons for this improvement are given in section 2.1.

This improvement is reflected in improved scores throughout this section with statistically significant increases to many of the key measures and services. The results of the STAR core questions in this section are listed below.

Overall satisfaction	93%
Overall quality of your home	93%
Neighbourhood as a place to live	94%
Rent provides value for money	95%
Service charges provide value for money	90%

A Key Driver analysis showed that the strongest influencer of overall satisfaction score is 'Dealing with Repairs & Maintenance' followed by 'Your enquiries generally', 'Listening to your views and acting upon them', 'Keeping you informed' and 'The opportunity to make your views known'.

Repairs and maintenance is also the highest priority service for tenants – the same outcome as 2014/15.

Customer Service

Satisfaction with Customer Service has broadly improved, particularly getting hold of the right person (77%) and staff being helpful (86%). Both questions saw statistically significant increases on 2014/15.

Although not directly comparable, these results moved Customer Service more in line with the results achieved in the monthly transactional surveys carried out in 2016 which show overall satisfaction with the Customer Access Service (CAS) at 83%.

Results in this section should only be cautiously compared with the 2014/15 results as it is unclear what interpretation tenants took on this question last year, specifically whether they included reporting a

repair as an example of contact in the past 12 months. In the 2015/16 survey, reporting a repair was **not** included as an example of contact, in line with advice from Housemark.

Information & Resident Involvement

Satisfaction is very high in this section with significant improvements made on the scores achieved in 2014/15. The STAR core question 'Listening to your views and acts upon them' scored as below:

Listening to your views and acts upon them 86%

The other two questions in this section are: 'Keeping you informed about things that might affect you as a resident' (91%) and 'Giving you the opportunity to make your views known' (88%).

All three of these questions were identified as Key Drivers to overall satisfaction showing the importance of Information and resident involvement and also that improved scores in this area have led to an improved overall satisfaction score.

Repairs & Maintenance

Results relating to repairs and maintenance are also high and all apart from one question in this section improved on the results of 2014/15. The STAR core question 'Dealing with repairs and maintenance' scored as below:

The way Newark & Sherwood Homes deal with repairs and maintenance 87%

This result is a statistically significant improvement on the 2014/15 results. The result is comparable with the results of monthly transactional surveys where overall satisfaction with repairs is at 89% for 2016 (January to May).

This question is also the primary Key Driver to Overall satisfaction so the improvement here is heavily linked to the improvement in overall satisfaction.

Other questions scoring particularly highly in this section were the 'Attitude of workers' (98%) and 'Keeping dirt and mess to a minimum' (98%).

Advice & Support

There is a large increase in satisfaction regarding advice and support given by Newark & Sherwood Homes, particularly satisfaction with advice and support with 'Moving home' (93%), 'Support for new customers' (91%) and 'Support for vulnerable customers' (84%). The results are in line with monthly transactional surveys, the most relevant being overall satisfaction for 'Lettings' (91%).

The increase in satisfaction in this section may have been particularly affected by respondents in last year's survey possibly selecting the 'neither' option for these questions rather than non-applicable (This is explained further in sections 2.1, 6.1 and 6.2).

Anti-social Behaviour

The results for the ASB service are generally improved on 2014/15. Standout results include - The final outcome of your ASB complaint overall (up 30 points to 62% satisfaction) and the support provide by staff (up 27 points to 70% satisfaction).

However comparisons in this section should be treated with particular caution due to the low sample size – just 6% of tenants said they had reported an ASB case in the past 12 months.

1. Methodology

1.1 Questionnaire

The questionnaire used is identical to the one used for Newark & Sherwood Homes' 2014/15 STAR survey. This was based on the HouseMark STAR survey methodology, with the most appropriate questions for Newark and Sherwood Homes being selected by them from the STAR questionnaire templates. This questionnaire was chosen for 2015/16 to allow clear comparative information between the two years. It is understood that there may be changes considered for the 2016/17 questionnaire to match with the current programme of monthly transactional surveys which are based on HouseMark's StarT methodology. The questionnaire used is presented at Annex I.

1.2 Fieldwork

All surveys were completed independently by telephone. A data list was provided by Newark & Sherwood Homes of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during April and May 2016. In total 545 tenants took part in the survey giving the results a margin of error of +/- 4.0%, the required margin of error laid down by Housemark for statistical validity.

1.3 Data presentation

The report presents tables for all questions showing counts (actual number of responses) and percentages to one decimal place. Due to rounding some tables may not add up to exactly 100%. Commentary to the results will typically group, and refer to, answers to give a combined satisfaction score (fairly and very satisfied answers added together).

Tables highlighted in blue refer to the 2015/16 results, while those in gold show comparative results – from last year's survey and the STAR benchmark score. For simplicity all tables are shown excluding no replies or non-applicable responses. The 'Base' in each table indicates the size of respondent sample.

Brief written analysis is provided alongside the results with a summary of findings for each section presented in the Executive Summary.

1.4 Benchmarking

The core STAR questions are benchmarked against the HouseMark STAR database, with the benchmarking group being selected by Newark and Sherwood as 'General Needs and Housing for Older people'. It features a range of providers nationwide who submitted STAR results in the period 2014/15. The score used for comparison is the median score for that group. Where this data is not available, for selected questions, we have used the data from the period 2013/14 and indicated where this is the case.

1.5 Statistical significance

Data has been analysed for statistical significance to compare the results of 2015/16 and 2014/15. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real but this cannot be stated with statistical confidence and may just be due to chance. All statistically significant differences are reported at the 95% confidence level.

1.6 Key Drivers

Key Drivers are used in the analysis to investigate how opinion-based questions have been influencers on overall satisfaction. A fuller explanation of this is found within section 2.1.1.

2. Services Overall

2.1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood homes?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
542	314 57.9%	188 34.7%	12 2.2%	10 1.8%	18 3.3%

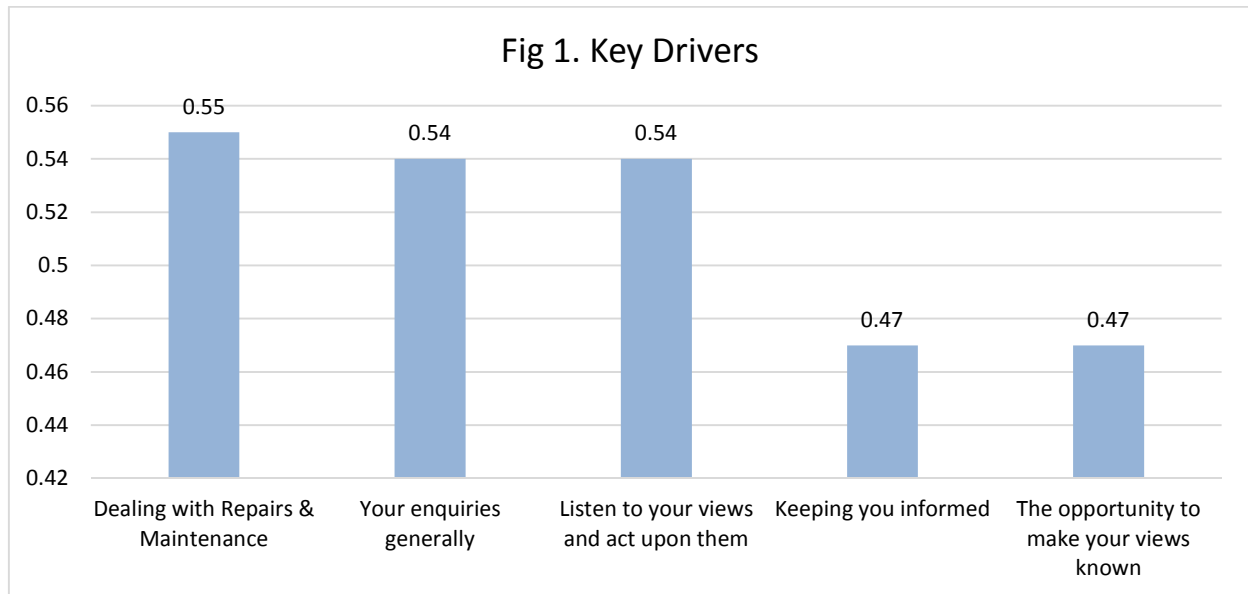
2015/16	2014/15	+/- %	STAR benchmark
93%	85%	+8	87%

- Overall satisfaction is 93%, an eight point increase on last year's result and six points above the STAR benchmark. This difference is statistically significant.
- Suggested reasons for this increase include:
 - The impact of service improvement
 - The change in methodology from postal/online questionnaire to telephone questionnaire:
 - Data collection by telephone is considered a truer reflection of opinion as the sample is random and responses are less polarised – respondents are more likely to return postal/online questionnaires if they have strong opinions one way or the other.
 - Response options can be better explained by telephone. This is particularly relevant when explaining the difference between 'Neither' and 'Non applicable' as when completing on paper respondents will sometimes see the two as interchangeable and not recognise that 'neither' is a value response. In 2014/15 there were a large number of 'neither' responses on some questions. It does not apply to this 'Overall satisfaction' question but is perhaps very relevant in explaining the large increase in satisfaction in some areas of this report – see particularly 2.3, 4.2, 6.1 and 6.2.
 - Some small changes in the demographic make-up of respondents compared to 2014/15. There is a small decrease in the number of respondents who are aged 16-24, 25-34 and 35-44 (See 8.1). However there is no notable difference in overall satisfaction between the different age groups.
 - The reduced number of responses compared to 2014/15 has increased the margin of error to +/- 4% (compared to a margin of error of +/- 2.8 in last year's survey), but this margin is within STAR guidelines.
- The current programme of transactional surveys show an average satisfaction score of 89% for 2016 (January to May) which would suggest that an improvement on the STAR overall satisfaction score from the 85% scored in 2014/15 would be expected.
- When the results are compared by equalities data including age, ethnicity and gender there are no notable differences between the results.

2.1.1 Key Drivers to Overall satisfaction

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which other opinion questions were most related to the overall satisfaction score.

The analysis was performed with all opinion based questions, with a response base of above 250. The top five key drivers can be seen in Figure 1, below:



Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

- The strongest link to the overall satisfaction score is 'Dealing with Repairs & Maintenance' (0.55). This is the main key driver alongside 'Your enquiries generally' (0.54) and 'Listening to your views and acting upon them' (0.54).
- In last year's survey Enquiries Generally (0.32) was the Key Driver, with Repairs and maintenance (0.14) the 4th strongest link.
- All the opinion based questions did achieve a positive rating, which is unsurprising given the high overall satisfaction.
- It is worth noting that Support for New Customers achieved an r value of 0.62, but from a sample of only 96 respondents.

2.2 Satisfaction with Key measures

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall quality of your home	544	364 66.9%	142 26.1%	11 2.0%	17 3.1%	10 1.8%
Overall condition of your home	544	360 66.2%	159 29.2%	9 1.7%	12 2.2%	4 0.7%
Neighbourhood as a place to live	543	409 75.3%	103 19.0%	6 1.1%	11 2.0%	14 2.6%
Rent provides value for money	508	348 68.5%	132 26.0%	7 1.4%	13 2.6%	8 1.6%
Service charges provide value for money	445	289 64.9%	110 24.7%	8 1.8%	22 4.9%	16 3.6%

	2015/16	2014/15	+/- %	STAR benchmark
Overall quality of your home	93%	87%	+6	85%
Overall condition of your home	95%	85%	+10	82%*
Neighbourhood as a place to live	94%	86%	+8	86%
Rent provides value for money	95%	82%	+13	82%
Service charges provide value for money	90%	75%	+15	73%

*From 2014 benchmark

- Satisfaction with all these key measures is high and an improvement on the scores achieved in 2014/15. All the increases are statistically significant.
- They also all exceed the STAR benchmark figures.
- The increases in 'rent providing value for money' and 'service charges providing value for money' are particularly notable.

2.3 Satisfaction with how Newark and Sherwood Homes deals with key services

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Anti-social behaviour	204	126 61.8%	44 21.6%	7 3.4%	10 4.9%	17 8.3%
Complaints	244	142 58.2%	53 21.7%	5 2.0%	26 10.7%	18 7.4%
Your enquiries generally	530	370 69.8%	131 24.7%	3 0.6%	13 2.5%	13 2.5%
Moving or swapping your home	144	110 76.4%	18 12.5%	1 0.7%	5 3.5%	10 6.9%

	2015/16	2014/15	+/- %
Anti-social behaviour	83%	66%	+17
Complaints	80%	70%	+10
Your enquiries generally	95%	83%	+12
Moving or swapping your home	90%	42%	+48

- There is again statistically significant improvement in all areas.

- How Newark and Sherwood Homes deal with enquiries is one of the top five key drivers so a 12 point improvement is significant in explaining why the overall satisfaction score has also improved.
- The improvement in satisfaction with 'Moving or swapping your home' is particularly marked but does show consistency with the scores received for 'Lettings' surveys in the 2016 transactional surveys (overall satisfaction for Lettings is 91%). In 2014/15 a very large 51% of respondents selected 'Neither' for this question which suggests it may have been selected instead of 'Non applicable' (for which there was no option). This would then suggest that the 2015/16 score is the truer result. The result should however be treated with some caution as the sample for this question is small at 144 respondents.

2.4 Are you aware of Newark and Sherwood Homes' published service standards?

Base	Yes	No	2015/16	2014/15	+/- %
539	254 47.1%	285 52.9%	47%	45%	+2

- Awareness of the published service standards has risen slightly but still less than half of respondents were aware.

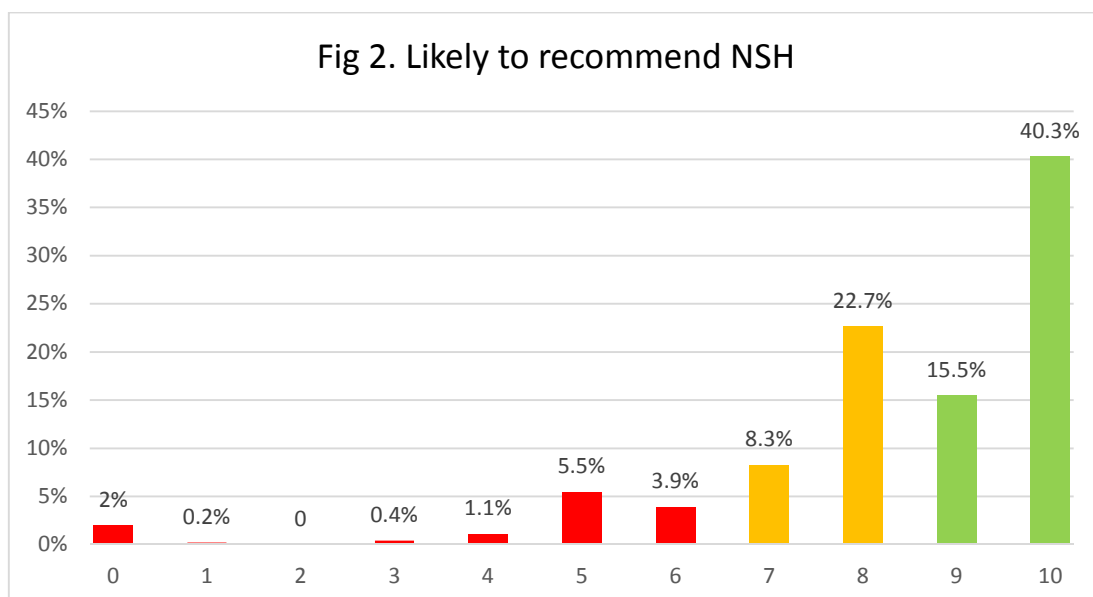
2.5 Have you heard of Newark and Sherwood Homes' stated vision "to deliver excellent housing services"?

Base	Yes	No	2015/16	2014/15	+/- %
543	237 43.6%	306 56.4%	44%	50%	-6

- Awareness of Newark and Sherwood Homes' vision has fallen by six points.

2.6 How likely would you be to recommend Newark and Sherwood to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

Results are shown in Figure 2 below:



Note - The net promoter question is used to gauge customer loyalty and is typically measured on an 11 point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100.

- The Net Promoter Score for 2015/16 is 43, a large improvement on the score of 18 achieved in 2014/15 and above the STAR median benchmark of 32.
- The increase is very strong but unsurprising given the increase in the overall satisfaction score (see 2.1).

2.7 Which of the following services would you consider to be the top three priorities?

	2015/16	2015/16	2014/15	+/- %
Keeping you informed	128 26.0%	26%	25%	+1
The overall quality of your home	246 49.9%	50%	58%	-8
Listening to your views and acting upon them	106 21.5%	22%	18%	+4
Repairs and maintenance	354 71.8%	72%	80%	-8
Dealing with anti-social behaviour	89 18.1%	18%	18%	0
Your neighbourhood as a place to live	187 37.9%	38%	34%	+4
Value for money for your rent (and service charges)	152 30.8%	31%	33%	-2
Support and advice on claiming welfare benefits and paying rent	86 17.4%	17%	18%	-1

- The main priority of tenants is repairs and maintenance as was also the case last year, although the score has fallen by 8 points. Given it is such a high priority for tenants and satisfaction with repairs and maintenance has improved by 7 points to 87% (See 5.1) it is unsurprising that overall satisfaction is high. Repairs and maintenance is of course also the top key driver (see 2.1.1).
- The overall quality of the home remains the second priority though it too has fallen by 8 points.
- In general tenant priorities have not changed greatly since 2014/15. Other changes are 4 point increases for 'Listening to your views and acting upon them' and 'Your neighbourhood as a place to live'.

3. Customer Service

3.1 Do you use the internet?

Base	Yes, at home	Yes, outside	No	2015/16	2014/15	+/- %
544	190 34.9%	60 11.0%	350 64.3%	36%	48%	-12

- Almost two-thirds of respondents said they do not use the internet either at home or outside.
- Internet usage was much lower in the older age groups.
- A 12 point fall on last year's score is unexpected as a general increase over time would be expected on this question.

3.2 Have you contacted Newark and Sherwood Homes in the last 12 months with a query (other than to pay your rent or service charges)?

Base	Yes	No	2015/16	2014/15	+/- %
544	167 30.7%	377 69.3%	31%	63%	-32

- Almost a third of respondents had contacted Newark and Sherwood Homes with a query.
- This score, and the scores for this section, are not directly comparable with the 2014/15 results as it is unclear what interpretation tenants took on this, specifically whether they included reporting a repair as an example of contact in the past 12 months. In the 2015/16 survey, reporting a repair was **not** included as an example of contact, in line with advice from Housemark.

3.3 Was getting hold of the right person easy or difficult?

Base	Easy	Difficult	Neither	2015/16	2014/15	+/- %
167	128 76.6%	30 18.0%	9 5.4%	77%	69%	+8

- There was a statistically significant 8 point increase in the ease of getting hold of the correct person. This result should be treated with some caution as the sample is small and last year's survey may have included reporting repairs.

3.4 Did you find the staff helpful or unhelpful?

Base	Helpful	Unhelpful	Neither	2015/16	2014/15	+/- %
167	144 86.2%	12 7.2%	11 6.6%	86%	81%	+5

- Helpfulness of staff has improved by 5 points. Again this change is statistically significant but again the result should be treated with caution due to reasons given in 3.3.

3.5 Was your query answered within a reasonable time?

Base	Yes	No	2015/16	2014/15	+/- %
164	134 81.7%	30 18.3%	82%	80%	+2

- There has been a small, non-significant, increase in queries being answered within a reasonable time.

3.6 Dealing with your query and the outcome

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Dealing with your query quickly and efficiently	167	94 56.3%	46 27.5%	7 4.2%	11 6.6%	9 5.4%
The final outcome of your query	157	83 52.9%	39 24.8%	4 2.5%	13 8.3%	18 11.5%

	2015/16	2014/15	+/- %	STAR benchmark
Dealing with your query quickly and efficiently	84%	80%	+4	76%*
The final outcome of your query	78%	74%	+4	70%

*From 2014 benchmark

- Both aspects have improved by 4 points. Both these increases are not statistically significant.
- Although it is not directly comparable, the monthly transactional surveys show overall satisfaction with the Customer Access Service (CAS) in 2016 at 83%. The results of the 2015/16 survey are more in line with this figure than the 2014/15 results.

4. Information & Involvement

4.1 How good or poor do you feel Newark and Sherwood Homes is at keeping you informed about things that might affect you as a resident?

Base	Very good	Fairly good	Neither	Fairly poor	Very poor
539	291 54.0%	198 36.7%	14 2.6%	15 2.8%	21 3.9%

2015/16	2014/15	+/- %	STAR benchmark
91%	77%	+14	82%

- There has been a marked, and statistically significant, improvement in this aspect. The result is also 9 points above the STAR benchmark.
- This question is the 4th Key Driver to Overall satisfaction so again the large increase on this question helps explain the increase in overall satisfaction.

4.2 Handling tenant views

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Listen to your views and act upon them	443	223 50.3%	156 35.2%	15 3.4%	25 5.6%	24 5.4%
Give you the opportunity to make your views known	477	256 53.7%	163 34.2%	16 3.4%	25 5.2%	17 3.6%

	2015/16	2014/15	+/- %	STAR benchmark
Listen to your views and act upon them	86%	67%	+19	71%
Give you the opportunity to make your views known	88%	64%	+24	67%

- Both questions have shown statistically significant increases.
- 'Listening to views and acting upon them' is the 3rd Key Driver to Overall satisfaction while 'Giving the opportunity to make views known' is the 5th Key Driver. So, again, the high results in this section have been a strong influence on the improvement overall.
- The 2014/15 results featured 22% selecting 'Neither' for Listening to views' and 26% selecting 'Neither' for 'Giving you the opportunity to make views known'. It is common when asking these questions on the phone for tenants to say that they do not have any views, making these questions non-applicable. The high number of 'neither' responses suggests that some respondents in 2014/15 may have selected 'neither' instead or 'N/A' (for which there was no option on paper). This would then suggest that the 2015/16 score is the truer result and not such a remarkable increase.

5. Repairs & Maintenance

5.1 Generally, how satisfied or dissatisfied are you with the way Newark and Sherwood Homes deal with repairs and maintenance?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
536	310 57.8%	155 28.9%	12 2.2%	28 5.2%	31 5.8%

2015/16	2014/15	+/- %	STAR benchmark
87%	80%	+7	82%

- Satisfaction with repairs has increased by a statistically significant 7 points and is 5 points above the STAR benchmark.
- This question was the number one Key Driver to Overall satisfaction and the improvement in this result, to some extent, explains the increase in overall satisfaction.
- The result is comparable with the results of monthly transactional surveys where overall satisfaction with repairs is at 89% for 2016 (January to May).

5.2 Have you had any repairs to your home in the last 12 months?

Base	Yes	No	2015/16	2014/15	+/- %
540	333 61.7%	207 38.3%	62%	68%	-6

- 62% of tenants who completed the survey had used the repairs service in the last 12 months, a 6 point decrease on last year.

5.3 Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	335	253 75.5%	47 14.0%	8 2.4%	18 5.4%	9 2.7%
Being able to make an appointment	329	252 76.6%	54 16.4%	4 1.2%	12 3.6%	7 2.1%
Time taken before work started	333	238 71.5%	64 19.2%	7 2.1%	15 4.5%	9 2.7%
The speed of completion of the work	336	260 77.4%	56 16.7%	4 1.2%	9 2.7%	7 2.1%
The attitude of the workers	332	296 89.2%	30 9.0%	1 0.3%	3 0.9%	2 0.6%
The overall quality of the work	332	270 81.3%	42 12.7%	3 0.9%	7 2.1%	10 3.0%
Keeping dirt and mess to a minimum	333	287 86.2%	40 12.0%	- -	2 0.6%	4 1.2%
The repair being done 'right first time'	331	244 73.7%	51 15.4%	5 1.5%	17 5.1%	14 4.2%
The contractors doing the job you expected	332	261 78.6%	53 16.0%	2 0.6%	9 2.7%	7 2.1%
The repairs service you received on this occasion	332	257 77.4%	56 16.9%	3 0.9%	8 2.4%	8 2.4%

	2015/16	2014/15	+/- %	STAR benchmark
Being told when workers would call	90%	83%	+7	85%*
Being able to make an appointment	93%	81%	+12	81%*
Time taken before work started	91%	78%	+13	78%*
The speed of completion of the work	94%	82%	+12	82%*
The attitude of the workers	98%	93%	+5	91%*
The overall quality of the work	94%	86%	+8	84%*
Keeping dirt and mess to a minimum	98%	91%	+7	89%
The repair being done 'right first time'	89%	76%	+13	74%
The contractors doing the job you expected	95%	81%	+14	83%*
The repairs service you received on this occasion	94%	83%	+11	84%

*From 2014 benchmark

- All these questions concerning the detail of the last repair completed increased in satisfaction compared to 2014/15, which backs up the overall satisfaction in the repairs service (see 5.1)
- The questions are not exactly the same as those used in the monthly transactional surveys but it is not a surprise to see these increases as satisfaction with the areas detailed here are generally higher in the monthly transactional surveys.

5.4 Was the repair appointment kept for your last repair?

Base	Yes	No	No appointment	2015/16	2014/15	+/- %
333	295 88.6%	19 5.7%	19 5.7%	89%	89%	0

- The result is identical to the 2014/15 survey.

6. Advice & Support

6.1 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Newark and Sherwood Homes with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Claiming housing benefit and other welfare benefits	354	260 73.4%	71 20.1%	6 1.7%	4 1.1%	13 3.7%
Managing your finances & paying rent/service charges	327	228 69.7%	80 24.5%	6 1.8%	2 0.6%	11 3.4%

	2015/16	2014/15	+/- %	STAR benchmark
Claiming housing benefit and other welfare benefits	94%	78%	+16	79%*
Managing your finances & paying rent/service charges	94%	73%	+21	74%*

*From 2014 benchmark

- The results have significantly improved on those achieved last year.
- The main change is with the number of respondents who have selected the 'neither' option as in 2014/15 only 6% were actually dissatisfied or very dissatisfied with 'Claiming housing benefit or other welfare benefits' and only 7% with 'Managing your finances'. It does suggest that respondents in 2014/15 may have been selecting 'Neither' instead of 'Non applicable' (for which there was no option).

6.2 How satisfied or dissatisfied are you with the advice and support you receive from Newark and Sherwood Homes with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Moving home	100	74 74.0%	19 19.0%	3 3.0%	- -	4 4.0%
Support for new customers	96	70 72.9%	17 17.7%	3 3.1%	2 2.1%	4 4.2%
Support for vulnerable customers	236	139 58.9%	59 25.0%	14 5.9%	12 5.1%	12 5.1%

	2015/16	2014/15	+/- %	STAR benchmark
Moving home	93%	50%	+43	50%*
Support for new customers	91%	53%	+38	56%*
Support for vulnerable customers	84%	52%	+32	55%*

*From 2014 benchmark

- The increase in satisfaction for these three questions is very large and the results also greatly exceed the STAR benchmark figures.
- As in 6.1, the 2014/15 results show a large number of respondents selected 'neither' for these questions, which they may have selected instead of Non applicable (for which there was no option). Certainly only a small percentage (between 7% and 11% for these three questions) were actually dissatisfied in 2014/15. This does suggest that these latest results are a truer result.
- In the monthly transactional surveys overall satisfaction for 2016 with 'Lettings' is 91% which is very similar to the scores here for 'Support for new customers' and support with 'Moving home'.
- The response sample for these questions is comparatively small so the results in any case should be treated with some caution.

7. Anti-social Behaviour

7.1 Have you reported anti-social behaviour to Newark and Sherwood Homes in the last 12 months?

Base	Yes	No	2015/16	2014/15	+/- %
541	31 5.7%	510 94.3%	6%	9%	-3

- Just 6% of respondents reported an ASB case in the last 12 months, down from 3% in 2014/15, leaving a very small sample on which to base the results.

7.2 At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?

Base	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
31	17 54.8%	5 16.1%	2 6.5%	3 9.7%	4 12.9%

2015/16	2014/15	+/- %
71%	58%	+13

- There is a 13 point increase in ease of contacting staff, but it is not a significant one, due to the small sample size.

7.3 How would you describe the member of staff dealing with your anti-social behaviour complaint?

	Base	Always	Usually	Occasionally	Never
Helpful	31	16 51.6%	5 16.1%	6 19.4%	4 12.9%
Polite	31	23 74.2%	3 9.7%	3 9.7%	2 6.5%
Sensitive	31	20 64.5%	3 9.7%	2 6.5%	6 19.4%
Responsive	31	18 58.1%	3 9.7%	4 12.9%	6 19.4%
Knowledgeable	30	18 60.0%	4 13.3%	4 13.3%	4 13.3%

	2015/16	2014/15	+/- %
Helpful	68%	78%	-10
Polite	84%	86%	-2
Sensitive	74%	71%	+3
Responsive	68%	72%	-4
Knowledgeable	73%	65%	+8

Combined score shown is of 'always' and 'usually' responses.

- The results in this section are mixed, ranging from 84% saying ASB officers are always or usually polite to 68% saying they are always or usually responsive or helpful.
- Some scores have increased, and some decreased, compared to the 2014/15 results. None of the differences with last year's results are statistically significant.

7.4 How satisfied or dissatisfied were you with the following aspects of the ASB service?

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The advice provided by staff	30	11 36.7%	8 26.7%	2 6.7%	4 13.3%	5 16.7%
Kept up to date with what was happening throughout	31	9 29.0%	7 22.6%	2 6.5%	7 22.6%	6 19.4%
How well NSH kept to the agreed action plan	28	7 25.0%	9 32.1%	4 14.3%	3 10.7%	5 17.9%
The support provided by staff	30	12 40.0%	9 30.0%	- -	3 10.0%	6 20.0%
The speed with which your case was dealt with overall	31	11 35.5%	8 25.8%	- -	3 9.7%	9 29.0%
The final outcome of your ASB complaint overall	29	12 41.4%	6 20.7%	- -	4 13.8%	7 24.1%
The way your complaint was dealt with overall	30	11 36.7%	8 26.7%	1 3.3%	3 10.0%	7 23.3%

	2015/16	2014/15	+/- %	STAR benchmark
The advice provided by staff	63%	58%	+5	55%*
Kept up to date with what was happening throughout	52%	37%	+15	38%*
How well NSH kept to the agreed action plan	57%	38%	+19	34%*
The support provided by staff	70%	43%	+27	43%*
The speed with which your case was dealt with overall	61%	39%	+22	39%*
The final outcome of your ASB complaint overall	62%	32%	+30	39%*
The way your complaint was dealt with overall	63%	44%	+19	37%*

*From 2014 benchmark

- All the questions show a statistically significant improvement apart from the 'Advice provided by staff' and 'Being kept up to date'. But again because of the sample size these differences should be treated with caution.
- In the transactional surveys during 2016 the average overall satisfaction with the ASB service is 75%. And although also from a very small sample the results in this report are closer to this mark than those achieved in 2014/15.

8. Respondent Profile

8.1 Respondent profile by Age Group

Age Group	2015/16	2014/15
16-24	5 0.9%	3%
25-34	18 3.3%	6%
35-44	20 3.7%	7%
45-54	64 11.8%	12%
55-59	33 6.1%	6%
60-64	57 10.5%	10%
65-74	127 23.3%	23%
75-84	114 21.0%	18%
85 and over	43 7.9%	10%
No reply	63 11.6%	6%

- Just over 50% of respondents were over 65 years old.
- This profile is very similar to 2014/15.
- The main differences to note are a small increase in respondents who did not reply and a small decrease in the number of respondents who are 16-24, 25-34 and 35-44.

8.2 Respondent profile by Ethic origin

Ethnic origin	Overall	Main tenant	Partner	2014/15 Main tenant
White - English / Welsh / Scottish / Northern Irish / British	527	524	188	96%
	98.0%	98.1%	97.9%	
White - Irish	1	1	-	1%
	0.2%	0.2%	-	
White - Gypsy or Irish traveller	-	-	-	0%
	-	-	-	
Any other white background	5	5	2	2.2%
	0.9%	0.9%	1.0%	
Mixed - White & Black Caribbean	-	-	-	0.5%
	-	-	-	
Mixed - White & Black African	-	-	-	-
	-	-	-	
Mixed - White & Asian	-	-	-	-
	-	-	-	
Any other mixed / multiple ethnic background	1	1	-	-
	0.2%	0.2%	-	
Asian - Indian	1	1	-	-
	0.2%	0.2%	-	
Asian - Pakistani	-	-	-	0.1%
	-	-	-	
Asian - Bangladeshi	-	-	-	-
	-	-	-	
Asian - Chinese	1	1	1	-
	0.2%	0.2%	0.5%	
Any other Asian background	-	-	-	-
	-	-	-	
Black - African	2	1	1	-
	0.4%	0.2%	0.5%	
Black - Caribbean	-	-	-	-
	-	-	-	
Any other black / African / Caribbean background	-	-	-	-
	-	-	-	
Other - Arab	-	-	-	-
	-	-	-	
Any other ethnic group	-	-	-	-
	-	-	-	

8.3 Respondent profile by Gender

Base	Male	Female	2014/15 Male	2014/15 Female
540	213 39.4%	327 60.6%	44%	56%

8.3 Respondent profile by health problem in household

Base	Yes - limited a lot	Yes - limited a little	No	2014/15 Yes - limited a lot	2014/15 Yes - limited a little	2014/15 No
518	224 43.2%	117 22.6%	177 34.2%	27%	32%	40%

Annex 1 – Questionnaire

Newark and Sherwood Homes

STAR survey 2015/16

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood homes?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Q2 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With the overall condition of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. With your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. That your service charges provide value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 How satisfied or dissatisfied are you with the way Newark and Sherwood Homes deals with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Moving or swapping your home (transfers & exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Are you aware of Newark and Sherwood Homes' published service standards?

- Yes
- No

Q5 Have you heard of Newark and Sherwood Homes' stated vision "to deliver excellent housing services"?

- Yes
- No

Q6 How likely would you be to recommend Newark and Sherwood to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

- 0
- 1
- 2
- 3
- 4

- 5
- 6
- 7
- 8
- 9
- 10

Q7 Which of the following services would you consider to be the **top three** priorities?

- Keeping you informed
- The overall quality of your home
- Listening to your views and acting upon them
- Repairs and maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your rent (and service charges)
- Support and advice on claiming welfare benefits and paying rent

Contacting Us

Q8 Do you use the internet? (tick all that apply)

- Yes, at home
- Yes, outside the home
- No

Q9 Have you contacted Newark and Sherwood Homes in the last 12 months with a query (other than to pay your rent or service charges)?

- Yes Go to Q10
- No Go to Q14

Q10 Was getting hold of the right person easy or difficult?

- Easy
- Difficult
- Neither

Q11 Did you find the staff helpful or unhelpful?

- Helpful
- Unhelpful
- Neither

Q12 Was your query answered within a reasonable time?

- Yes
- No

Q13 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information and Involvement

Q14 How good or poor do you feel Newark and Sherwood Homes is at keeping you informed about things that might affect you as a resident?

- Very good
- Fairly good
- Neither
- Fairly poor
- Very poor

Q15 How satisfied or dissatisfied are you that Newark and Sherwood Homes:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Listen to your views and act upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Give you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and Maintenance

Q16 Generally, how satisfied or dissatisfied are you with the way Newark and Sherwood Homes deal with repairs and maintenance?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Q17 Have you had any repairs to your home in the last 12 months?

- Yes Go to Q18a
- No Go to Q20a

Q18 Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The attitude of the workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Was the repair appointment kept for your **last** repair?

- Yes
- No
- Did not have an appointment

Advice and Support

Q20 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Newark and Sherwood Homes with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. Claiming housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 How satisfied or dissatisfied are you with the advice and support you receive from Newark and Sherwood Homes with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. Moving home...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Support for new customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Support for vulnerable customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Anti-social behaviour

Q22 Have you reported anti-social behaviour to Newark and Sherwood Homes in the last 12 months?

- Yes Go to Q23
 No Go to Q26a

Q23 At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?

- Very easy
 Fairly easy
 Neither
 Fairly difficult
 Very difficult

Q24 How would you describe the member of staff dealing with your anti-social behaviour complaint?

	Always	Usually	Occasionally	Never
a. Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 How satisfied or dissatisfied were you with the following aspects of the ASB service?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How well you were kept up to date with what was happening throughout your ASB case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. How well Newark and Sherwood Homes kept to the agreed action plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The speed with which your ASB case was dealt with overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The final outcome of your ASB complaint overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

g. The way your ASB complaint was dealt with overall

You and Your Household

I would now like to ask you a few equal opportunities questions, just to ensure all tenants receive an equal service.

Q26 Please tell us the age and gender of everyone who lives with you in your household

	Male	Female
Main tenant	<input type="checkbox"/>	<input type="checkbox"/>
Partner	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="checkbox"/>	<input type="checkbox"/>
Detail all ages		

Q27 Are you or any household members day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

- Yes - limited a lot
- Yes - limited a little
- No

Q28 What is you, and your partner's ethnic group?

	Main tenant	Partner
White - English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/>	<input type="checkbox"/>
White - Irish	<input type="checkbox"/>	<input type="checkbox"/>
White - Gypsy or Irish traveller	<input type="checkbox"/>	<input type="checkbox"/>
Any other white background	<input type="checkbox"/>	<input type="checkbox"/>
Mixed - White & Black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Mixed - White & Black African	<input type="checkbox"/>	<input type="checkbox"/>
Mixed - White & Asian	<input type="checkbox"/>	<input type="checkbox"/>
Any other mixed / multiple ethnic background	<input type="checkbox"/>	<input type="checkbox"/>
Asian - Indian	<input type="checkbox"/>	<input type="checkbox"/>
Asian - Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Asian - Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/>
Asian - Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>	<input type="checkbox"/>
Black - African	<input type="checkbox"/>	<input type="checkbox"/>
Black - Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Any other black / African / Caribbean background	<input type="checkbox"/>	<input type="checkbox"/>
Other - Arab	<input type="checkbox"/>	<input type="checkbox"/>
Any other ethnic group	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Do you give your consent for Newark and Sherwood Homes to use the equal opportunities information to update their records about your household? This information will be separated from the rest of your survey answers and will stay confidential to you.

- Yes
- No

Q30

Is there anything else you would like to say about your home and/or the services Newark and Sherwood Homes provides?

Q30a

Would you like Newark and Sherwood Homes to know who you are **for this question only**?

Yes

No