

Using evidence to shape better services



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**Tamworth Borough
Council**

STAR Survey 2015

**DRAFT REPORT V2
SEPTEMBER 2015**

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Project details and acknowledgements

Title	Tamworth Borough Council STAR Survey 2015 – Draft Report V2
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1) Introduction

M·E·L Research was commissioned to undertake a Survey of Tenants and Residents (STAR) for Tamworth Borough Council. The survey was commissioned in order to gain an understanding of the levels of satisfaction Tamworth Borough Council tenants have with their homes and the associated services provided to them.

Method

The survey used a postal and online method of data collection which was conducted with a random selection of General Needs, and census mailing for Sheltered tenants. The fieldwork ran between June and July 2015 for four weeks. Tenants who took part were entered into a prize draw (£100, £50, and £25 high street vouchers). In total, 619 responses were received.

Statistical reliability

The overall results in this report are accurate to ± 3.6 at the 95% confidence level. This means that we can be 95% certain that the results are between $\pm 3.6\%$ of the calculated response, so the 'true' response could be 3.6% above or below the figures reported (e.g. a 50% agreement rate could in reality lie within the range of 46.4% to 53.6%). General Needs results are accurate to $\pm 4.6\%$ and Sheltered results in this report are accurate to $\pm 4.2\%$.

Table 1: Stock totals, survey responses and resultant confidence interval

Tenure type	Stock total	Response number	Confidence Interval
General Needs	3,918	401	$\pm 4.6\%$
Sheltered	364	218	$\pm 4.2\%$
Overall	4282	619	$\pm 3.6\%$

Analysis

The results of the 2015 Survey of Tenants and Residents (STAR) are presented in this report. The results are weighted by tenure type to ensure that the sample is representative of the overall make-up of Tamworth Borough Council's residents. For each question we present the overall results, along with commentary of previous survey results (where possible) to show changes over time. However, it is important to note that for many of the questions, wording and options differ to that of the 2011 survey, and so such findings should be interpreted with caution. A footnote is included where this is the case. 2011 results reported for key performance indicators are aggregate scores. For all other questions, where overall results are reported from 2011, this has been calculated by combining the results stated in the Sheltered and General Needs reports. To provide further insight into the results, analysis by tenure type; age; gender; housing benefit;

disability and ward has been undertaken and where statistically significant differences occur, these have been drawn out in the report.

Owing to the rounding of numbers, percentages displayed visually on graphs in the report may not always add up to 100% and may differ slightly when compared with the text. The figures provided in the text should always be used as the authoritative results. For some questions, respondents could give more than one response (multiple choice). For these questions, the percentage for each response is calculated as a percentage of the total number of respondents and therefore percentages do not add up to 100%.

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2) Executive summary

This section shows the key findings of the 2015 STAR Survey, detailed findings can be found in the subsequent sections of this report.

Overall service provided

Overall, 78% of tenants are satisfied with the service provided by the Tamworth Borough Council Housing Service. 77% of General Needs tenants express satisfaction, compared to 93% of Sheltered tenants. When compared to the 2011 results, overall satisfaction levels has improved (75%).

Quality of home*

79% of tenants are satisfied with the quality of their home. 15% more Sheltered tenants (92%) report satisfaction compared to General Needs tenants (75%).

Neighbourhood as a place to live

83% of tenants are satisfied with their neighbourhood as a place to live. Satisfaction rates show an increase by 8% points since 2011 (75%). As seen with other findings, Sheltered tenants express higher levels of satisfaction than General Needs tenants (92% compared to 82%).

Rent provides value for money*

73% of tenants are satisfied that their rent provides value for money. Once again, sheltered tenants express higher levels of satisfaction than General Needs tenants (91% compared to 72%).

Repairs and maintenance

68% of tenants are satisfied with the way the Council's Housing Service deals with repairs and maintenance. Satisfaction levels rises to 83% for Sheltered tenants, and is at 67% for General Needs tenants. Overall satisfaction remains unchanged since 2011 (68%).**

Listens to views and act upon them

59% of tenants are satisfied that the Council listens to views and act upon them. At 77%, satisfaction is much higher for Sheltered tenants compared to General Needs (57%). Overall satisfaction levels has improved by 5% points since 2011 (54%).**

Keeping tenants informed

80% are satisfied that the Council keeps them informed about things that might affect them as a tenant. This rises to 89% in the case of Sheltered tenants and is at 79% for General Needs tenants. These results compare positively to 2011 where respondents were asked how good or poor their Housing Service was at keeping tenants informed (good 68%).**

Highest and lowest satisfaction












84% of tenants are satisfied with their gas servicing arrangement which is the highest satisfaction rate expressed throughout the questionnaire. Satisfaction was lowest for the advice and support received for the Councils 'Finding a Home' Choice Based Lettings website and service (43%).

It is worth noting that typically, older adults report higher satisfaction rates in comparison to younger respondents which may have contributed to the pattern throughout the report of greater satisfaction rates for Sheltered tenants in comparison to General Needs rather than the tenure type itself.

* Aggregate data does not exist from 2011 and so appropriate comparisons cannot be made

**question wording varies between survey and so findings should be interpreted with caution

Table 2: Key Performance Indicators 2011 vs. 2015 comparison

Key Performance Indicators		2015	% dif.	2011
	Overall satisfaction	78%	 +3%	75%
	Quality of home	79%	N/A	Aggregate data not available
	Neighbourhood	83%	 +8%	75%
	Rent provides VFM	73%	N/A	Aggregate data not available
	Repairs & maintenance*	68%	-	68%
	Listens to views*	59%	 +5%	54%
	Keeping tenants informed*	80%	 +12%	68%

*question wording varies between surveys and so findings should be interpreted with caution

Key areas for success

The majority of key performance indicators are showing fairly high levels of satisfaction, with an increase in satisfaction levels being seen for overall satisfaction (78%), neighbourhood (83%), listening to view (59%) keeping tenants informed (80%), and consistent satisfaction rates since 2011 for repairs and maintenance (68%).

Tenants appear to have a positive perception of staff (83%) and service (71%) and have a good experience of contacting the Council's Housing service finding staff to be helpful (78%); easy to get hold of the right person (70%) and having their query answered within a reasonable time (74%).

Another area of success appears to be repairs, with tenants reporting high satisfaction levels in relation to their last repair, for the attitude of workers (89%); keeping dirt and mess to a minimum (83%); overall quality of work (80%); and being able to make appointment (76%).

Satisfaction was highest for gas servicing arrangements (84%).

Key areas for improvement

In terms of the key performance indicators, with 59% stating satisfaction, this area listening to views has the most room for improvement.

Satisfaction rates are low for cleaning services (internal communal cleaning service- 64%; external communal cleaning service -57%; overall estate caretaking- 58%).

Another key area for improvement appears to be the anti-social behaviour service with only 45% reporting satisfaction with the way their ASB complaint was dealt with overall, and consistently low satisfaction for different aspects of the service.

Satisfaction was lowest for the advice and support received for the Councils 'Finding a Home Choice Based Lettings website and service (43%).

Furthermore, those not on housing benefit, and Mercian residents, are consistently found to be less satisfied (compared to those on housing benefit and other wards, respectively).

3) Aggregate scores for key performance indicators

Table 3 below shows aggregate figures for the key performance indicator questions. This has been calculated by grossing up the data for General Needs and Sheltered tenants individually, to reflect their respective stock numbers and then combined. Weighted data was used in order to ensure that scores are reflective of the overall make-up of the stock.

Table 3: Aggregate scores for key performance indicators

Overall services provided	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	2,912	3,801	76.61%
Sheltered	311	337	92.54%
Total (aggregate)	3,223	4,137	77.90%
Overall quality of home	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	3,000	3,879	77.33%
Sheltered	326	353	92.42%
Total (aggregate)	3,326	4,232	78.59%
Neighbourhood as a place to live	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	3,127	3,801	82.26%
Sheltered	321	350	91.87%
Total (aggregate)	3,448	4,151	83.07%
Rent providing value for money	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	2,677	3,742	71.54%
Sheltered	301	330	91.37%
Total (aggregate)	2,979	4,072	73.15%
Repairs and maintenance	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	2,599	3,898	66.67%
Sheltered	296	358	82.71%
Total (aggregate)	2,895	4,257	68.02%
Views taken into account	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	2,169	3,791	57.22%
Sheltered	258	335	77.00%
Total (aggregate)	2,427	4,126	58.82%
Being kept informed	Number satisfied (grossed up)	Base (grossed up)	% satisfied
General Needs	3,029	3,840	78.88%
Sheltered	301	340	88.67%
Total (aggregate)	3,330	4,180	79.68%

4) Overall services

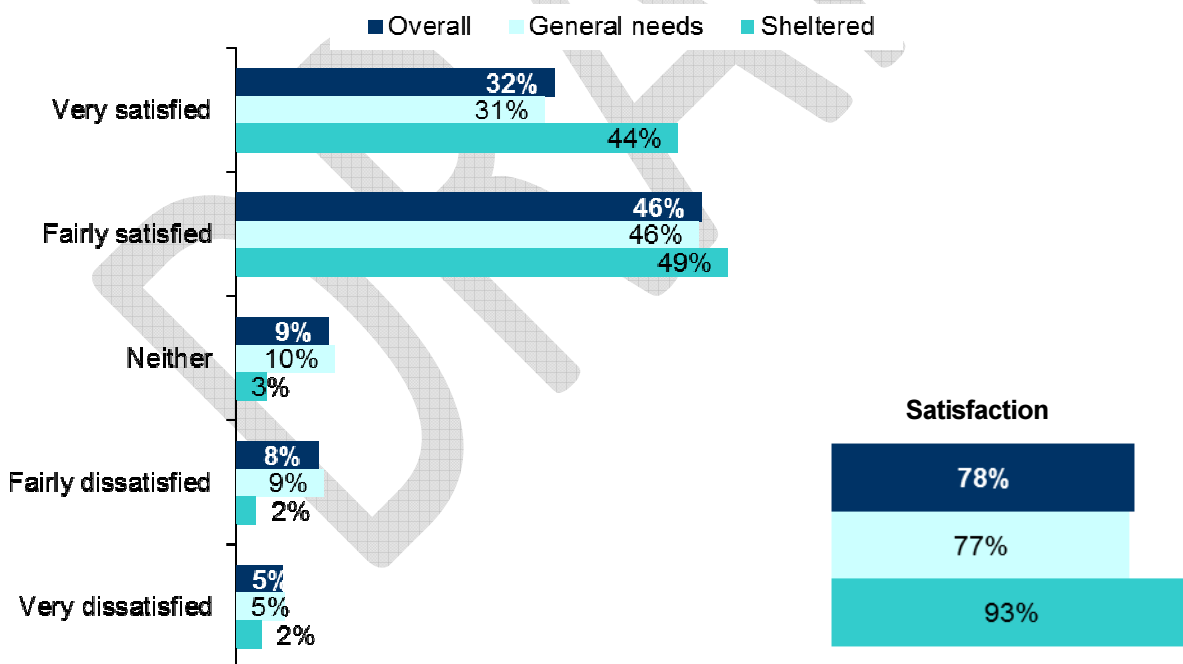
This section presents findings on the overall services provided by Tamworth Borough Council Housing Service.

Overall service provided




Tenants were asked how satisfied they were with the overall service provided by Tamworth Borough Council Housing Service. Figure 3.1 below shows that just over three-quarters (78%) report being satisfied, with around a third (32%) being 'very satisfied'. Over one in ten (13%) report some level of dissatisfaction, producing a net satisfaction rating of +65%.

Results show that satisfaction has increased by 3% points since 2011 where 75% reported satisfaction.

Figure 3.1: Satisfaction with the overall service provided (Overall and tenure breakdown)



Base size: 598; 549; 49

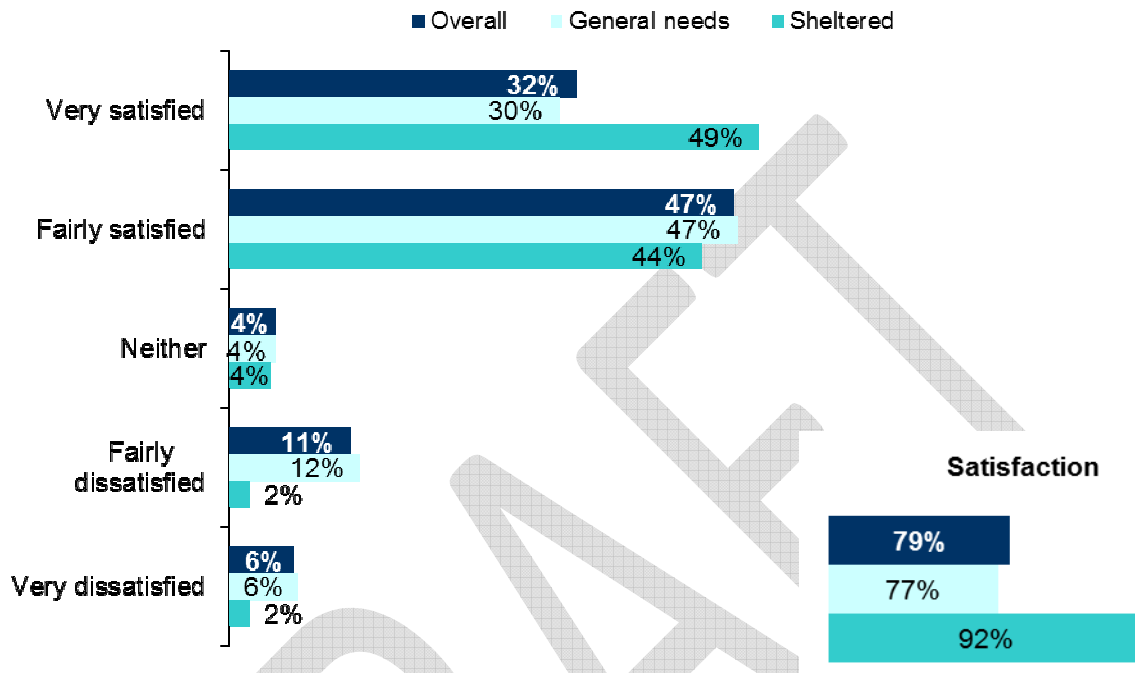
	Tenants living in Sheltered accommodation report a significantly higher satisfaction rate of 9 in 10 (93%) in comparison to General Needs tenants (77%).
	Residents aged 65+ (65-74: 85%, 75+: 94%) are significantly more likely to be satisfied compared to those under 65 (50-77%).
	Residents in receipt of housing benefit (83%) are significantly more likely to be satisfied compared to those who are not (71%).

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Overall quality of home

Around 8 in 10 (79%) report some degree of satisfaction with the overall quality of their home, with nearly a third being 'very satisfied'. 17% of tenants expressed dissatisfaction, producing a net satisfaction rating of +61%.¹

Figure 3.2: Satisfaction with the overall quality of your home (Overall and tenure breakdown)



Base size: 612; 561; 51

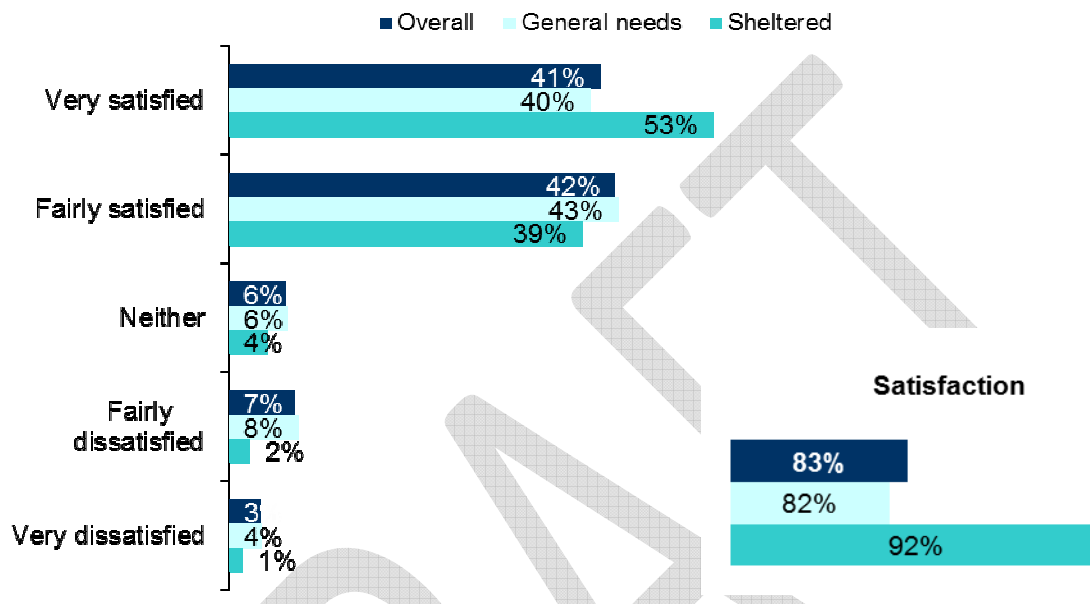
	<p>Once again, a significantly greater proportion of tenants in Sheltered Housing (92%) indicate satisfaction, with 15% more residents stating that they are fairly/very satisfied in comparison to General Needs tenants (77%).</p>
	<p>Tenants aged over 55 (84-93%) were significantly more satisfied compared to those under 55 (48-71%)</p>
	<p>Respondents residing in Mercian (67%) and Spital (69%), were significantly less satisfied with the overall quality of their home compared to several wards in Tamworth (83%-88%) for example Belgrave (88%) and Glascote (84%).</p>

¹ Aggregate data does not exist from 2011 and so appropriate comparisons cannot be made

Neighbourhood




Respondents were asked how satisfied they were with their neighbourhood as a place to live. Of the 83% that were satisfied, around half (41%) were 'very satisfied'. Only one in ten (11%) were dissatisfied. This produced a net satisfaction rating of +72%. Findings show a substantial improvement since 2011 where three-quarters (75%) expressed some degree of satisfaction.

Figure 3.3: Satisfaction with neighbourhood as place to live (Overall and tenure breakdown)



Base size: 600: 549: 51

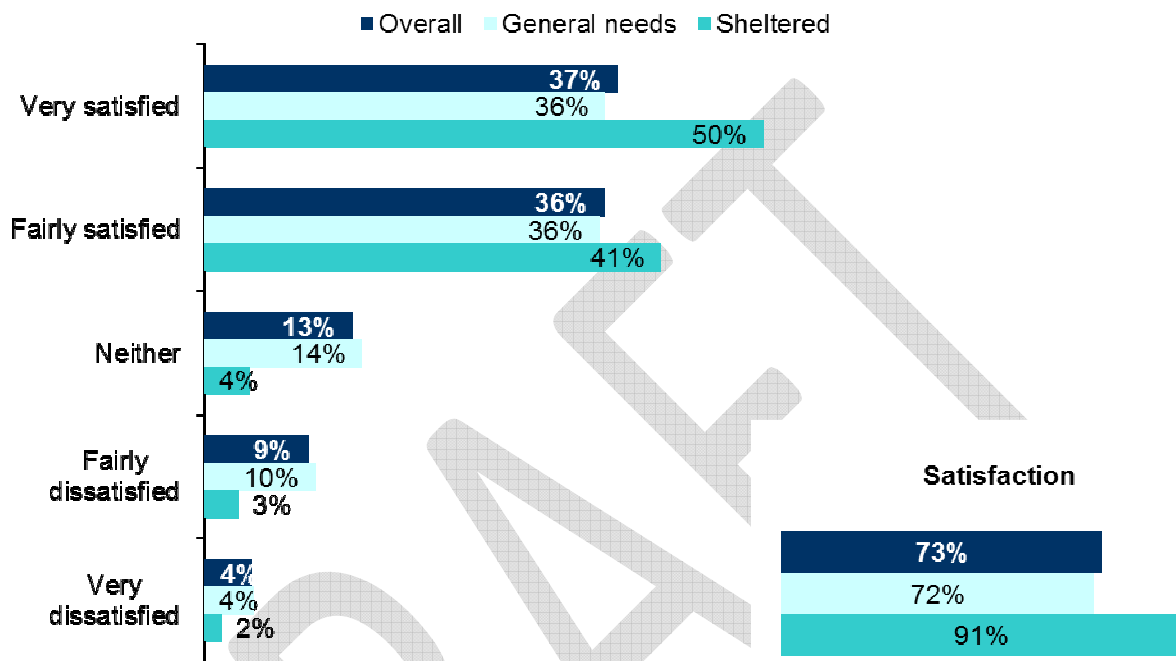
Satisfaction rate was 10% higher amongst the Sheltered tenants group compared to General Needs tenants although this difference was not found to be significant.

	<p>Respondents aged 75+ (94%) report a significantly higher satisfaction rate compared to those below 75 (50%-86%).</p>
	<p>Tenants in receipt of housing benefit (85%), are significantly more likely to be satisfied compared to their non-housing benefit counterparts (79%).</p>
	<p>With a satisfaction rate of 93%, tenants living in Castle are most satisfied with their neighbourhood as a place to live. This is significantly higher compared to several other wards in Tamworth (73%-83%) for example, Stonydelph (76%) and Bolehall (81%).</p>

Rent provides value for money

Sheltered and General Needs tenants were asked how satisfied they were that their rent provides value for money. Nearly a quarter (73%) report being satisfied; half of whom are 'very satisfied' (37%). Only 14% indicate some level of dissatisfaction. This produces a net satisfaction rating of +60%.²

Figure 3.4: Satisfaction that rent provides value for money (Overall and tenure breakdown)



Base size: 589; 541; 48

	<p>With around 9 in 10 (91%) Sheltered tenants expressing satisfaction, a significantly higher proportion in this tenure group were satisfied, in comparison to General Needs (72%) for which satisfaction rate was nearly a fifth (20%) lower.</p>
	<p>Older adults aged over 65 (65-74: 80%, 75+: 92%) were significantly more satisfied compared to younger adults aged below under 65 years (51-69%).</p>
	<p>Those who are currently receiving housing benefit express significant greater satisfaction with eight in ten (82%) expressing some degree of satisfaction compared to six in ten (59%) of the non-housing benefit group.</p>

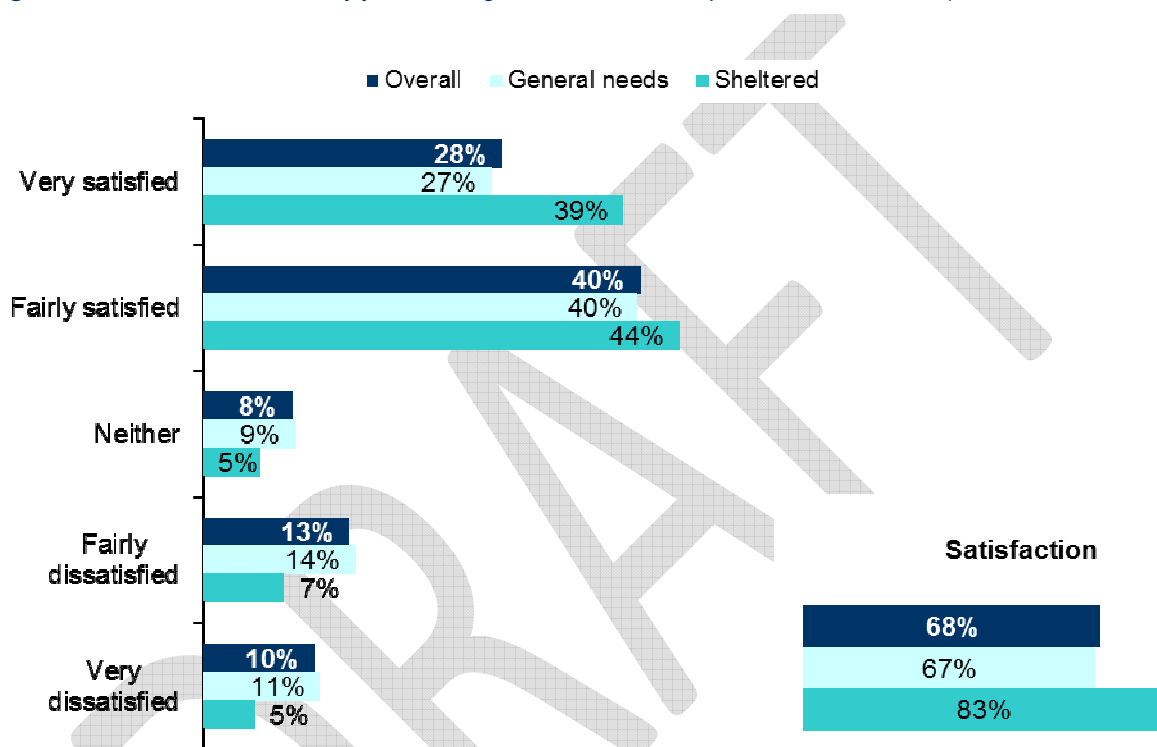
² Aggregate data does not exist from 2011 and so appropriate comparisons cannot be made

Repairs and maintenance


Respondents were asked how satisfied they were with the way their Housing Service deals with repairs and maintenance issues. Figure 3.5 below, shows that just under seven in ten (68%) report satisfaction in this area. Nearly a quarter (24%) are dissatisfied with the way repairs and maintenance are dealt with, producing a net satisfaction rating of +44%.

These findings mirror that of 2011 (satisfaction 68%).


Figure 3.5: Satisfaction with the way your Housing Service deals with repairs and maintenance (Overall and tenure breakdown)





Base size: 615; 563; 52



A significantly higher proportion of Sheltered tenants report satisfaction with the way their repairs and maintenance are dealt with in comparison to General Needs tenants (83% and 67% respectively).



In line with previous questions, older adults over 65 years (65-74: 81%, 75+: 86%) are significantly more likely to express satisfaction in this area compared to those under 65 (40-61%).

	<p>A significantly higher proportion of residents receiving housing benefit (73%) express some degree of satisfaction compared to those who are not (61%).</p>
	<p>Respondents residing in the Mercian area are significantly more <u>dissatisfied</u> (39%) compared to other wards (11-23%) for example, Glascote (16%) and Castle (23%).</p>

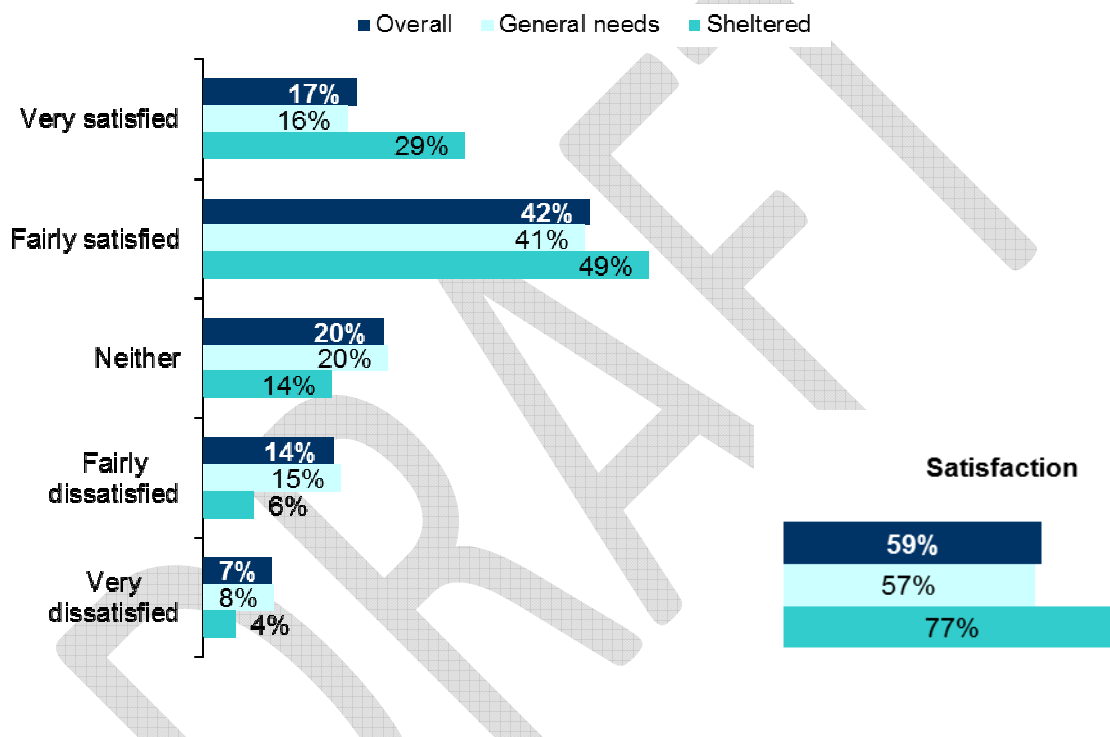
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Listening to views and responding to views

Compared to other aspects in this section, satisfaction is lower when tenants were asked about whether their views were listened to and acted upon by their Housing provider, with just under six in ten (59%) reporting some degree of satisfaction. It is worth noting that around a fifth (20%) report being neither satisfied nor dissatisfied leaving dissatisfaction rate at 22%; lower than what one might initially expect. This question scored a net satisfaction rating of +37%.

Comparison to 2011 results show an improvement of 5% points (satisfaction 54%).³



Figure 3.6: Satisfaction that your Housing Service listens to your views and acts upon them (Overall and tenure breakdown)



Base size: 596; 548; 48

	<p>In line with other areas, at 77%, satisfaction is significantly higher for Sheltered tenants compared to General Needs (57%), although lower in comparison to other questions. Please note that sample size for sheltered tenants is very small for this question and so findings should be interpreted with caution.</p>
	<p>Older adults aged 65+ (65-74: 67%, 75+: 76%) report a significantly higher level of satisfaction compared to younger adults below 65 (40-52%).</p>

³ Wording in question differs to 2011 survey and includes 'no opinion' option so findings should be interpreted with caution

	<p>A greater proportion of tenants in receipt of housing benefit (64%), report satisfaction in comparison to those who do not receive this (50%).</p>
	<p>With a rate of 45%, Mercian tenants express a significantly <u>lower</u> level of satisfaction compared to residents based in several other wards (62%-69%) for example, Belgrave (62%) and Stonydelph (69%).</p>

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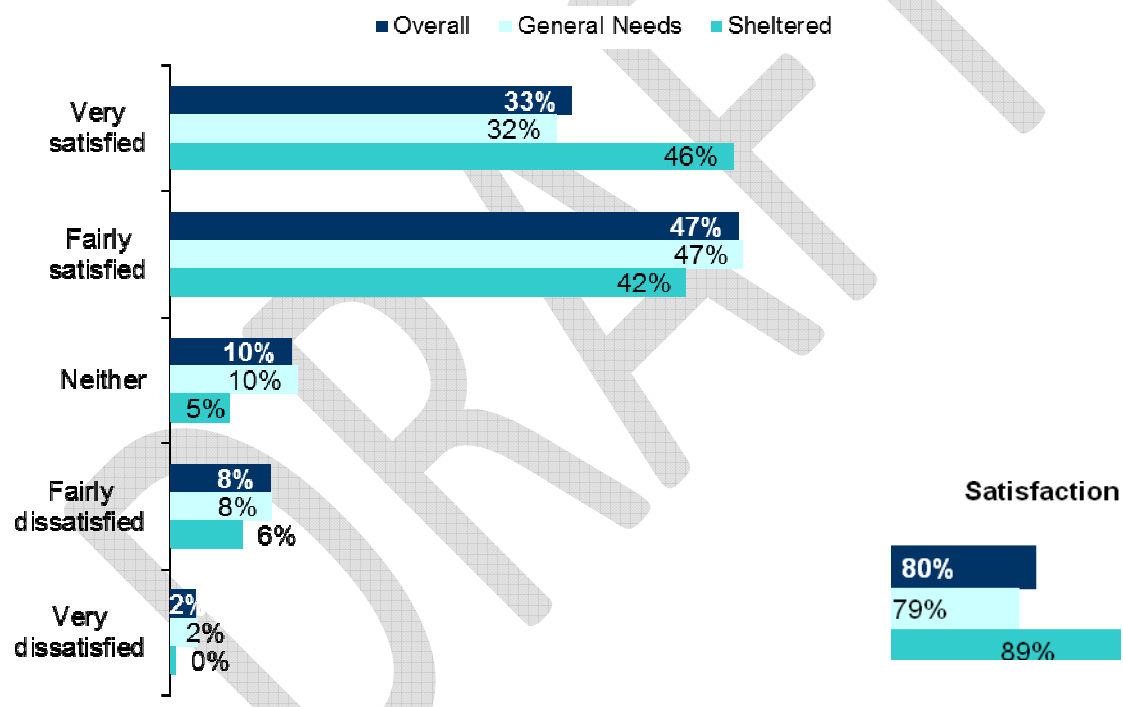
5) General services

Kept informed

Respondents were asked how satisfied or dissatisfied they were that their Housing Service keeps them informed about things that might affect them as a tenant. Figure 4.1 below shows that four-fifths (80%) are satisfied with this aspect of the service they receive from their Housing Provider. A third (33%) are 'very satisfied'. One in ten (10%) report some degree of dissatisfaction resulting in a net satisfaction score of +69%.

There has been a substantial improvement since 2011 where 68% reported that they were satisfied- 12% less than current satisfaction rates.

Figure 4.1: Satisfaction that your Housing Service keeps you informed (Overall and tenure breakdown)



Base size: 604; 555; 49

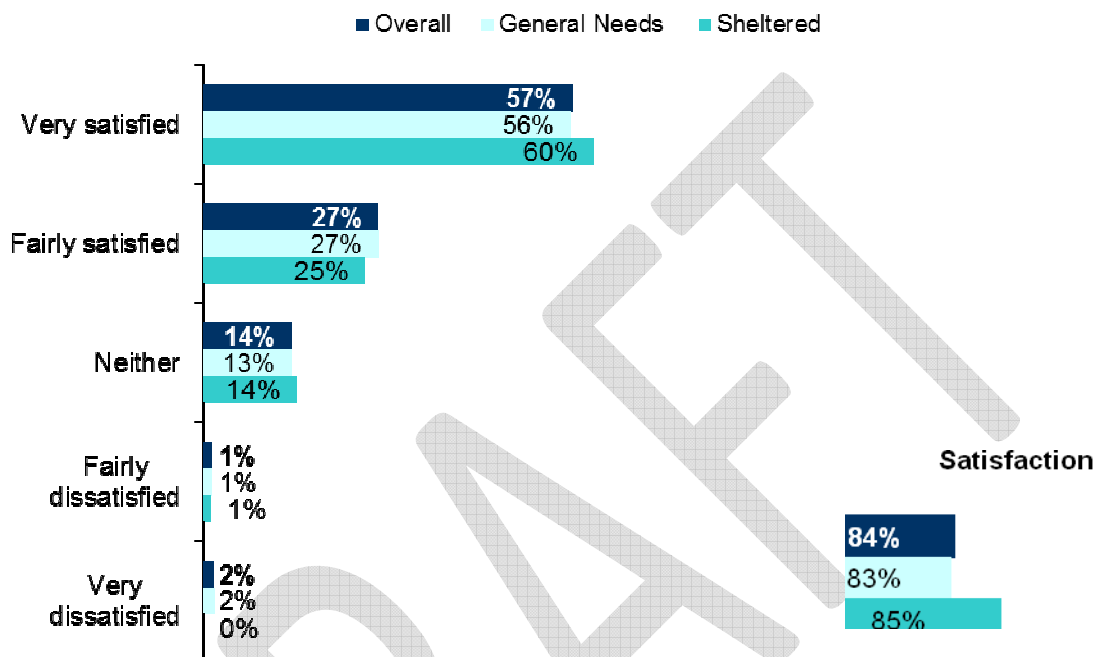
	<p>Older adults aged 65-74 and 74+ (87% and 88%, respectively) express significantly greater satisfaction compared to younger residents below 65 (60-76%).</p>
	<p>Respondents whose household receive housing benefit (85%) are significantly more likely to express satisfaction compared to households that do not (71%).</p>

Gas servicing




84% of respondents are satisfied with their gas servicing arrangements, of which two-thirds are 'very satisfied'. Only 3% report some degree of dissatisfaction. This gives a net satisfaction score of +81%.

This question was not included in the 2011 questionnaire and so comparison data does not exist.

Figure 4.2: Satisfaction with gas servicing arrangements (Overall and tenure breakdown)



Base size: 557; 513; 44

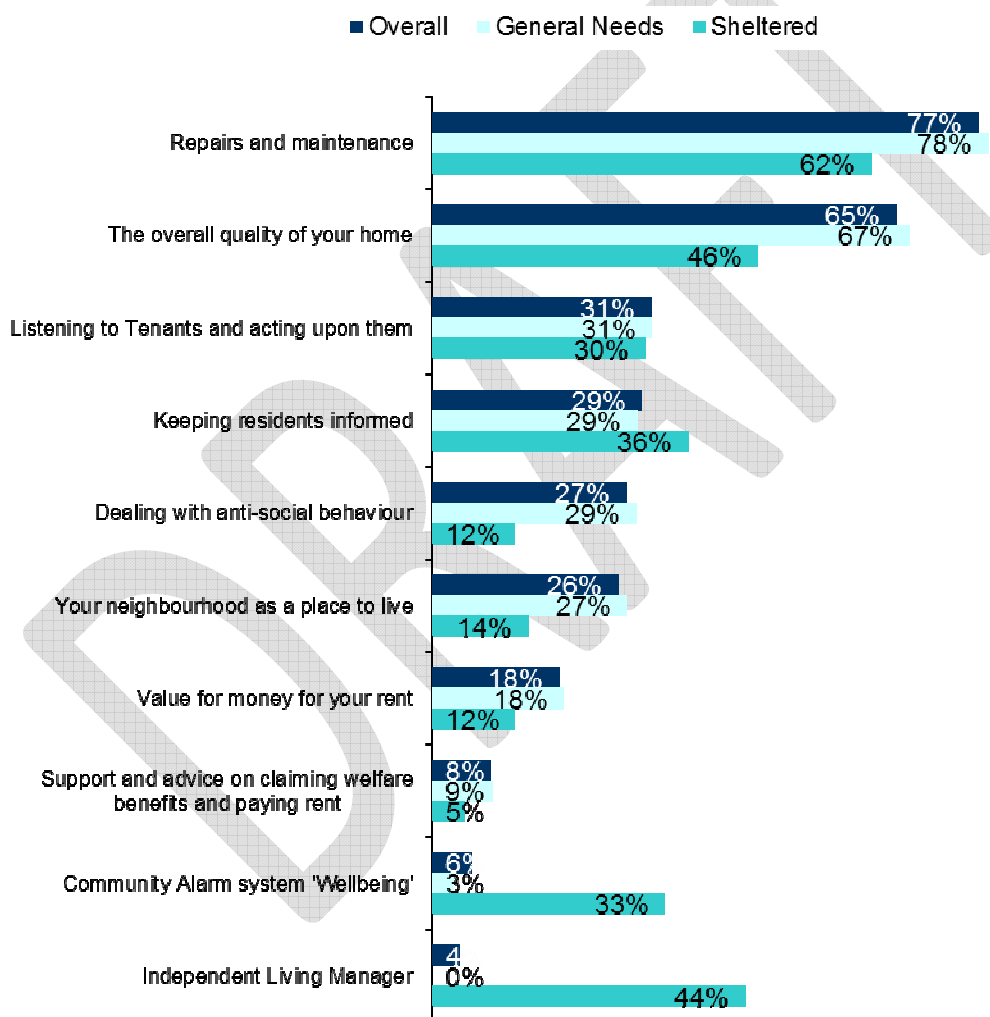
	<p>With only half (50%) expressing satisfaction, young tenants aged 18-24 are least likely to be satisfied with their gas servicing arrangements. This is significantly less compared to all other age groups with the exception of the 55-64 age group who also express a significantly lower satisfaction rate of 67% (other age groups 82%-92%).</p>
	<p>Tenants who report that a member within their households day-to-day activities are limited 'a little' due to long-term health problem (91%), are significantly more likely to report satisfaction compared to those who are limited 'a lot' (81%) and those who did not report such a health problem (83%).</p>
	<p>Castle residents are significantly less likely (53%) to express satisfaction compared all other wards within Tamworth (79-95%).</p>

6) Service priorities

Tenants were asked to pick out of a list of services, their top three priorities. With three-quarters (77%) selecting this option, repairs and maintenance is considered the most important service, followed by the overall quality of your home (65%), suggesting people are most interested in services relating directly to their home rather than wider issues (such as neighbourhood or anti-social behavior) and their relationship with their Housing Service.






These were also the top priorities in 2011 (81% and 53% respectively)⁴.

Figure 5.1: Top three priorities (Overall and tenure breakdown)



Base size: 610; 558; 52

⁴ Wording of some options vary slightly to 2011 survey and last three options were not included in General Needs survey so findings should be interpreted with caution

	<p>Despite the top priorities being the same for both tenures, there were some differences. General Needs tenants were more unified in their responses with a significantly higher proportion selecting repairs and maintenance (78%) and the overall quality of your home (67%) in comparison to Sheltered tenants (62% and 46% respectively).</p> <p>Key priorities were more spread out in the case of Sheltered tenants. Perhaps unsurprisingly, respondents in this group were significantly more likely to consider having an Independent Living Manager (44%) and a community alarm system 'Wellbeing' service (33%) as key priorities in comparison to General Need tenants (0% and 3% respectively) who do not have access to such services.</p>
	<p>Whilst services relating to repairs and maintenance and overall quality of home is most important overall, they appear to be a high priority particularly for younger adults aged 25-34 (92% and 88% respectively), who are significantly more likely to prioritise these services compared to other age groups.</p> <p>Those aged 55-54 are most likely to prioritise keeping residents informed, with 40% selecting this option. This is significantly higher than those under 55 (17%-23%) and those aged 65-74 (26%).</p> <p>As would be expected, older adults aged 75+ are significantly more likely to view the community alarm system (17%) and the services provided by an Independent Living Manager (10%) as priorities compared to younger age groups (0-10%).</p>
	<p>Females are significantly more likely to include repairs and maintenance (81%) within the top three priorities compared to males (71%).</p>
	<p>As one may anticipate, those not in receipt of housing benefit (32%) are significantly more likely to consider value for money for rent a priority compared to those who receive housing benefit (10%).</p>
	<p>Respondents who stated that they, or a member of their household has a long-term health problem limiting their day-to-day activities 'a lot', are significantly more likely to prioritise listening to tenant's views and acting upon them (35%) compared to those who do not (27%).</p> <p>In turn, this group are significantly less likely to prioritise value for money for their rent (10%) compared to those who stated their health problem limited them 'a little' (20%) or who do not have such health problems (23%). This might be due to those with a long-term health condition perhaps being more likely to be in receipt of benefits such as housing benefit which consequently means that such issues might not be a concern for them.</p>



Residents from Mercian (15%) were significantly less likely to be interested in being kept informed compared to several other wards (32%-44%) for example Amington (40%) and Castle (32%).

Spital residents were significantly more likely to prioritise the overall quality of their home (83%) and significantly less likely to prioritise listening to tenants' views and acting upon them (15%) compared to several other wards (47%-66% and 29%-42%, respectively).

Tenants living in Stonydelph (60%), were significantly less likely to prioritise repairs and maintenance in comparison to several wards within Tamworth (77%-87%), for example Bolehall (78%) and Spital (80%).

Respondents residing in Castle (16%) were significantly less likely to consider dealing with ASB as a top three priority suggesting that perhaps this is less of an issue in this ward compared to several other areas in Tamworth (31%-88%) for example Mercian (39%) and Stonydelph (37%).

Mercian and Belgrave residents (both 8%) are significantly least likely to view value for money for rent as being a priority compared to other wards (20%-32%) such as, Bolehall (21%) and Spital (20%).

Trinity residents are significantly most likely to feel that the services of an Independent Living Manager are important with 28% selecting this as a top three priority compared to 0-9% of other wards within Tamworth for example, Castle (2%) and Glascote (0%).

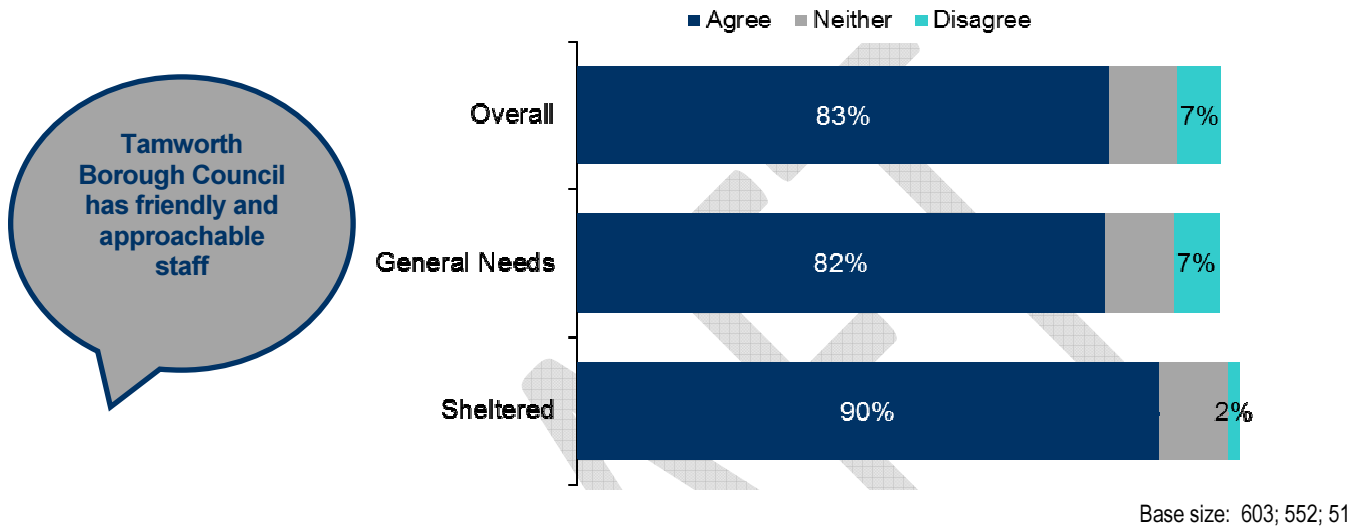
7) Perceptions


Staff

Overall, residents have a positive perception of the staff at Tamworth Borough Council Housing Service with 83% agreeing that they are 'friendly and approachable'. This increases to nine in ten (90%) in the case of Sheltered Housing tenants.


This question was not included in the 2011 survey and so comparison data does not exist.

Figure 6.1: Agreement that staff are friendly and approachable (Overall and tenure breakdown)





With nearly all residents stating that they agree (97%), older adults aged 75+ are significantly more likely to feel that staff from Tamworth Borough Council are friendly and approachable compared to all other age groups (60%-83%).



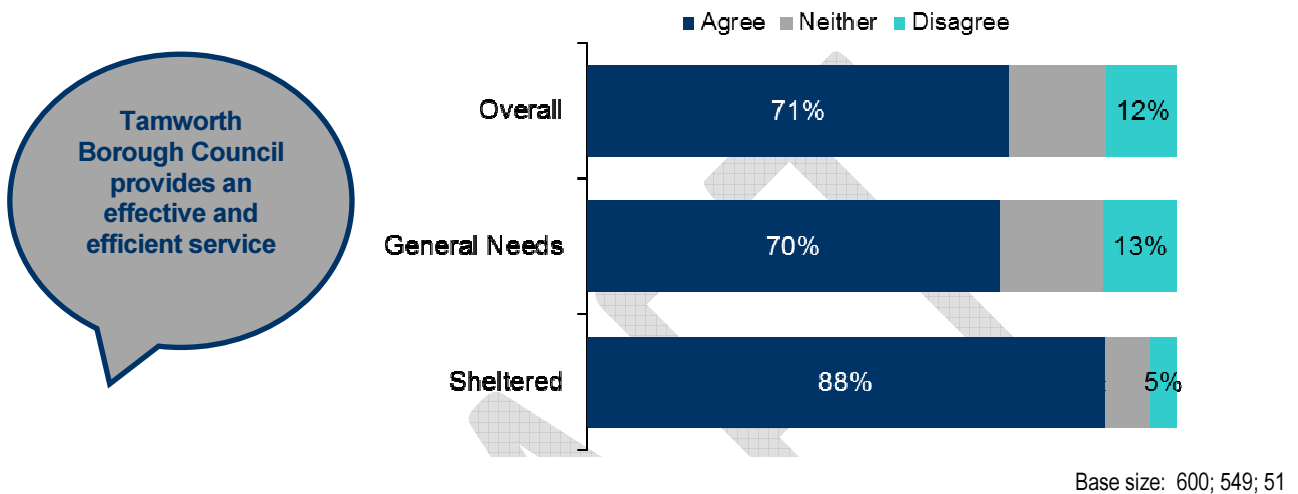
Respondents from households currently in receipt of housing benefit, are significantly more likely to agree compared to those who do not (87% and 74% respectively).

Service

Tenants had a slightly less positive perception of the service Tamworth Borough Council provides in comparison to the staff with seven in ten (71%) agreeing that it provides an ‘effective and efficient service’.

This question was not included in the 2011 survey and so comparison data does not exist.

Figure 6.2: Agreement that service provided is effective and efficient



	<p>Around in nine in ten (88%) Sheltered Housing residents agree; a significantly higher proportion compared to General Needs (70%).</p>
	<p>Older adults aged over 65 (65-75: 78%, 75+: 88%), are significantly more likely to feel that Tamworth Borough Council Housing Service provides an effective and efficient service, compared to younger residents (50%-70%).</p>
	<p>A significantly greater proportion of those in receipt of housing benefit, had a positive perception of the service provided by their Housing Service with 78% agreeing that they provide a service that is effective and efficient, compared to those not on housing benefit (61%).</p>

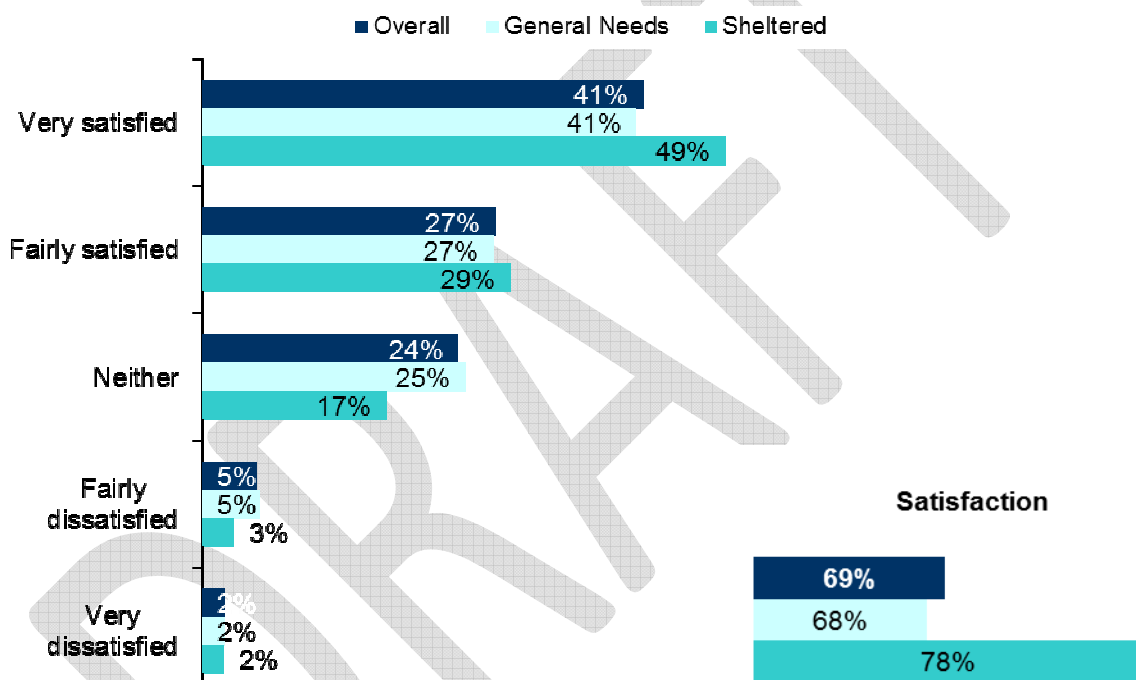
8) Advice and support

Claiming benefits

Respondents were asked how satisfied they were with the advice and support received from their Housing Service in regards to claiming housing and other welfare benefits. Overall, around seven in ten (69%) report that they are satisfied.




This question was not included in the 2011 survey and so comparison data does not exist.

Figure 7.1: Satisfaction with advice and support for claiming benefits



Base: 576; 528; 48

Similar to previous questions Sheltered tenants are more likely to be satisfied compared to General Needs (78% vs. 68%), however sample size is too small to ascertain any potential significant difference.

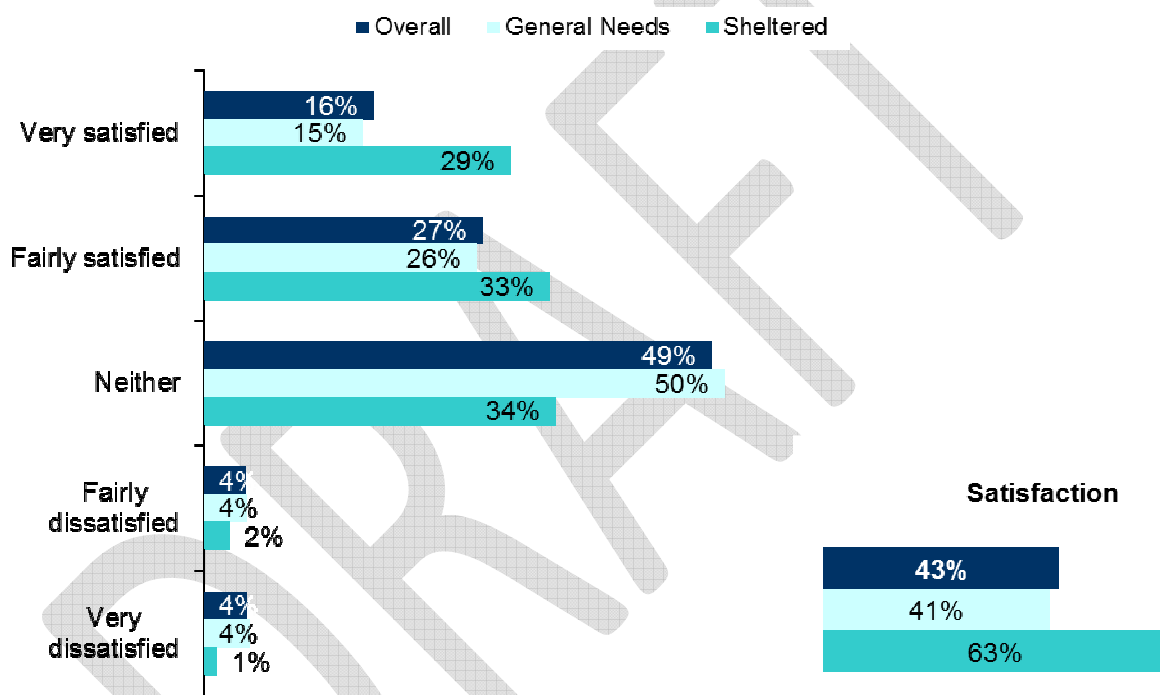
	<p>Older adults aged over 65 years are significantly more likely to be satisfied (65-74: 76%, 75+: 82%) compared to younger adults (53%-63%).</p>
	<p>With nine in ten (90%) reporting some degree of satisfaction, those in receipt of housing benefit are significantly more likely to be satisfied compared to only 27% of those not receiving housing benefit. Those not on housing benefit were in turn significantly more likely to select neither satisfied nor dissatisfied (62%) compared to those on housing benefit (5%) which would perhaps suggest this question was not particularly relevant to them as opposed to a high degree of dissatisfaction.</p>
	<p>Respondents who stated that they, or a member of their household has a long-term health problem limiting their day-to-day activities 'a lot', are significantly more likely to be satisfied (81%) compared to those who stated that their health problem limits them 'a little' (69%) or who do not have such problems (58%). In turn, those whose health limited them 'a little', or do not have a limiting health problem, are significantly more likely to select 'neither' for this question (24% and 32% respectively). This may therefore suggest that that the question was not as relevant to these two groups with those with serious health problems perhaps being entitled to more benefits compared to those in better health, for example due to not being able to work.</p>

‘Finding a home’ choice based lettings

Less than half of residents (43%) are satisfied with the advice and support they receive from their Housing service with the councils ‘Finding a Home Choice Based Lettings website and service. Despite this low satisfaction rate, Figure 7.2 illustrates that this is due to a large proportion being indifferent with 49% stating that they were neither satisfied nor dissatisfied rather than a high level of dissatisfaction (8%). This question yields a net satisfaction score of +35%.

This question was not included in the 2011 survey and so comparison data does not exist.

Figure 7.2: Satisfaction with advice and support for the council’s ‘Finding a Home’ website and service





Base: 514; 474; 39

Sample size is too small to ascertain any potential significant differences based on tenure type.



Despite the high level of ambivalence for this question overall, only one in ten (10%) residents aged 18-24, selected neither for this question which is significantly lower compared to all other age groups (43%-57%). This would suggest that perhaps younger tenants are more likely to receive advice and support in using the ‘Find a Home’ website from their Housing Service, or more likely to use it generally, which in turn has meant they are more likely to have an opinion on it compared to older residents who perhaps did not find this question relevant to them. Moreover, the 18-24 age group are also significantly more likely to be dissatisfied (30%) in comparison to older residents (45-54: 7%, 65-74: 5% and 75+: 3%).

	<p>Nearly half of all respondents whose household are in receipt of housing benefit (49%), report satisfaction which is significantly higher compared to those not receiving housing benefit (32%).</p>
	<p>Around a fifth (21%) of Mercian residents are dissatisfied; a significantly higher rate compared to Bolehall (3%); Castle (5%); Glascote (7%).</p>

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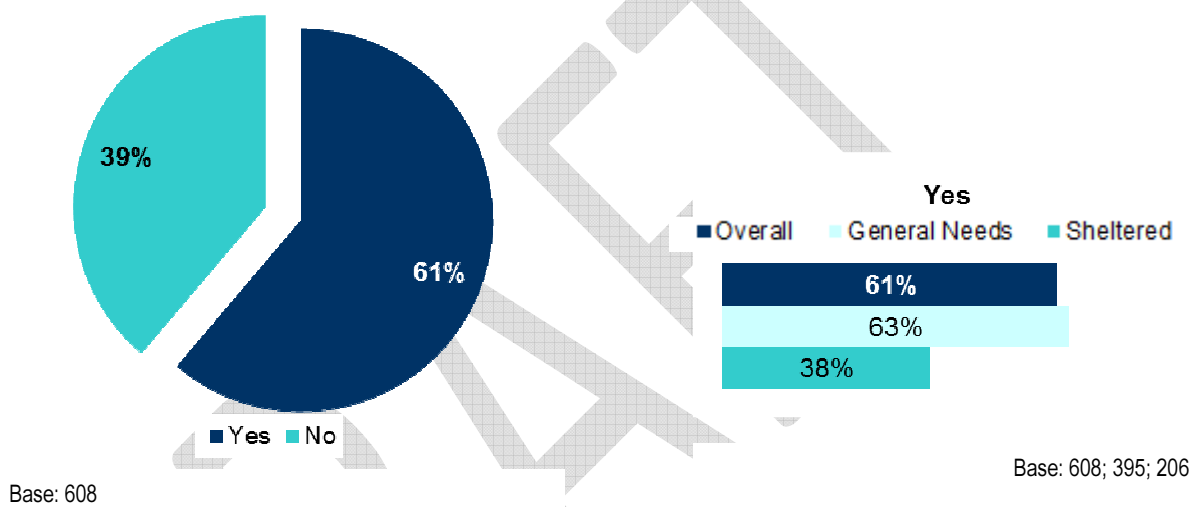
9) Contact and communication

Contacted Tamworth Borough Council

All respondents were asked if they had contacted Tamworth Borough Council in the last 12 months with a query other than paying rent. Figure 8.1 below, shows that around three-fifths (61%) had.


This is 9% points lower compared to 2011 (70%)⁵.

Figure 8.1: Contacted Council in last 12 months



	<p>Sheltered tenants are significantly less likely to have contacted the Council Housing Service with around four in ten (38%) stating that they had, compared to General Needs' six in ten (63%). This corresponds with the fact that on the whole, Sheltered tenants appear to be more satisfied than their General Needs counterparts with the service they receive, and so perhaps are less likely to have a reason to make contact.</p>
	<p>Older adults aged 75+ (48%) are significantly less likely to make contact compared to those below 75 and in turn those aged 25-34, are significantly more likely to (79%) make contact compared to those aged above 65.</p>
	<p>Respondents whose household had a member whose day-to-day activities were limited 'a lot' due to a long-term health problem (69%) are significantly more likely to have contacted the Councils Housing Service in the last 12 months compared to those whose activities were limited 'a little' (54%) or who didn't have any health limitations (60%).</p>

⁵ 2011 survey includes 'can't remember' option so findings should be interpreted with caution

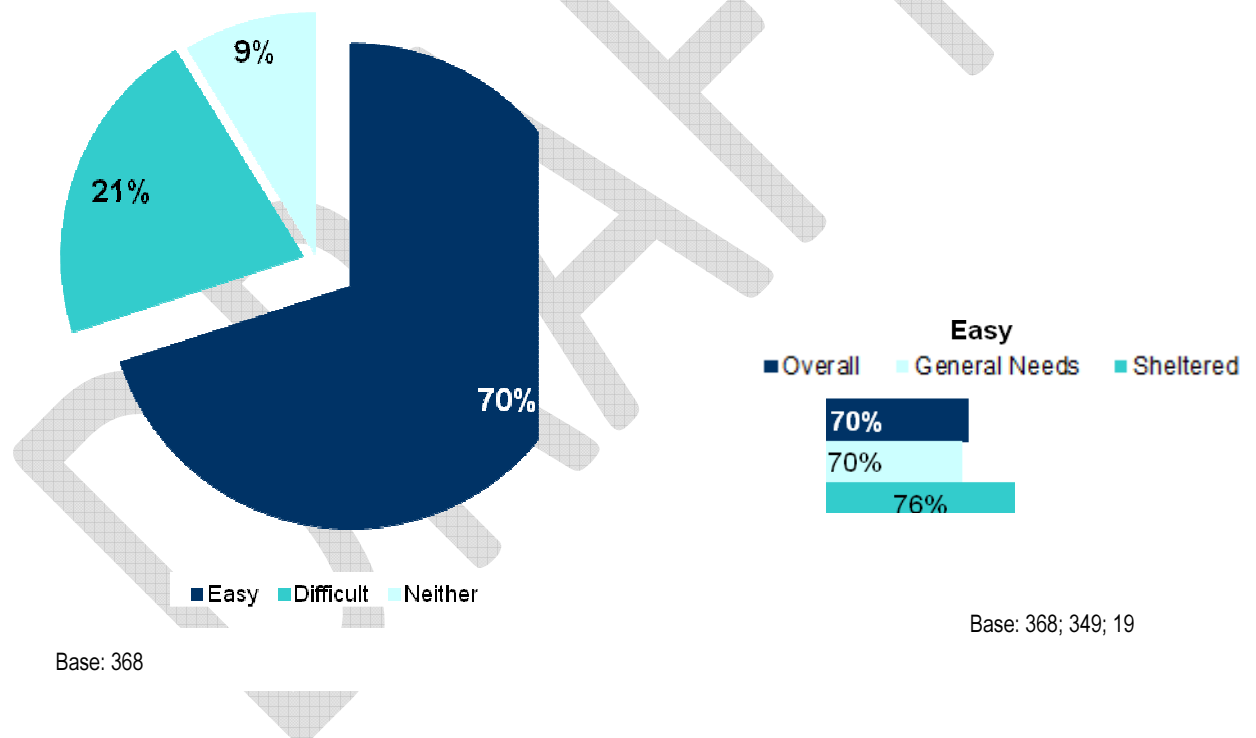


Stonydelph residents (51%), are significantly less likely to have made contact compared to respondents based in Bolehall (68%) and Castle (66%).

Ease of making contact

Those who had stated that they had contacted Tamworth Borough Council in last 12 months were subsequently asked if they found getting hold of the right person easy or difficult. Overall, seven in ten (70%) report that they found it easy and a fifth (21%) state that it was difficult which is similar to findings from 2011 (69% and 20%, respectively)⁶.

Figure 8.2: Ease of getting hold of the right person



Sample sizes were too small to ascertain any significant differences based on tenure type, age, and wards.

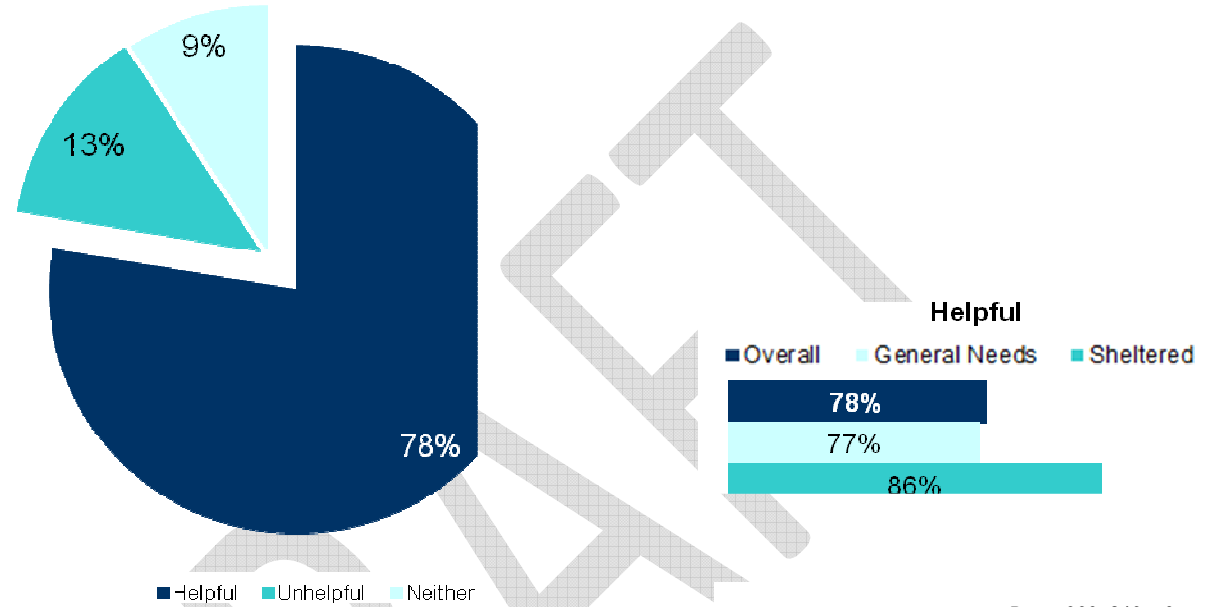
⁶ 2011 survey includes 'can't remember' option so findings should be interpreted with caution

Helpfulness of Staff

Respondents who had made contact in the last 12 months were also asked if they found the staff helpful or unhelpful. Response was positive with nearly eight in ten (78%) reporting that they found the staff they spoke to regarding their query to be helpful.

This question was not include in the 2011 survey so comparison data does not exist.

Figure 8.3: Helpfulness of staff



Base: 366

Base: 366; 246; 76

Sample sizes were too small to analyse data on the basis of tenure type, age, and ward.



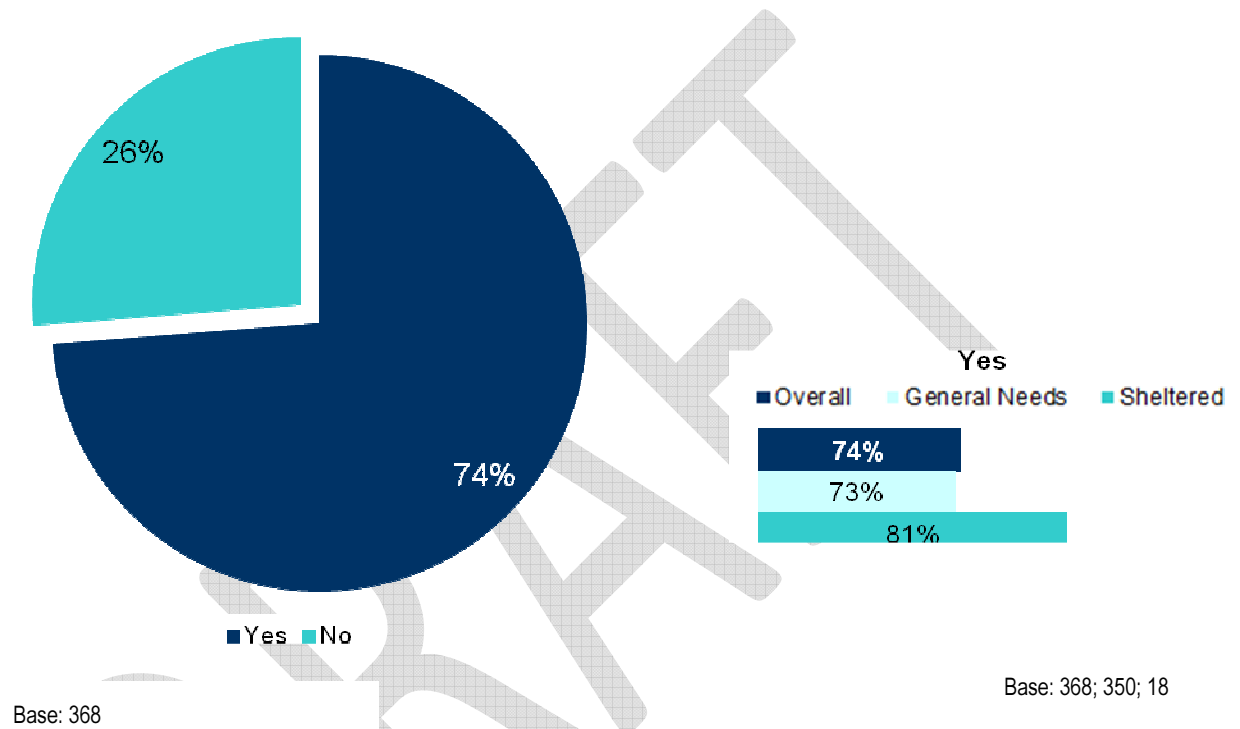
Residents in receipt of housing benefit (81%) are significantly more likely to have found the staff they contacted to be helpful compared to those not receiving housing benefit (72%).

Query answered within reasonable time

Of the respondents who had contacted the councils Housing Services within the last year, three quarters (74%) felt that their query had been answered within a reasonable time.

This question was not incorporated within the 2011 survey and so comparison data does not exist.

Figure 8.4: Was query answered within reasonable time



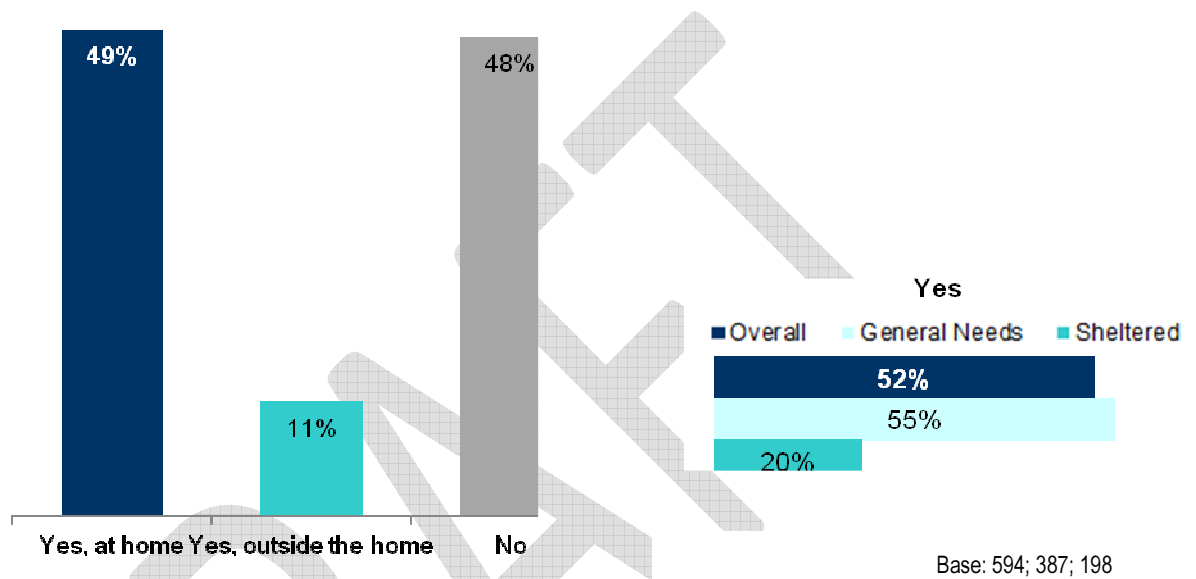
Sample sizes were too small to ascertain any significant differences based on the various sub-groups.

Internet usage

Figure 8.5 below shows that around half (48%) do not use the internet. Of the 52% that do, 49% report using it at home and 11% report that they have access to the internet outside of the home.

This question was not asked in 2011 and so comparison data does not exist.

Figure 8.5: Internet usage



	Perhaps unsurprisingly, Sheltered tenants who consist of older adults, are significantly less likely to use the internet in comparison to General Needs tenants with one-fifth (20%) of tenants in Sheltered accommodation reporting that they use the internet compared to just over half of General Needs tenants (55%).
	From 25-34 (92%), internet usage in the home declines with age, with only 17% of those above 75, stating that they use the internet at home. This is significantly lower than all other age groups including older adults aged 65-74. (18-24: 90%, 35-44: 75%, 45-64: 67%, 55-64: 53%, 65-74, 44%).
	Those aged 18-64 (14-25%) are significantly more likely to use the internet outside the home compared to those in the 65-74 and 75+ age bracket (4% and 2% respectively).
	A greater proportion of tenants, who are not on housing benefit, are significantly more likely to use the internet both at home and outside (65% and 16%, respectively) compared to those who are in receipt of housing benefit (40% and 9%, respectively).



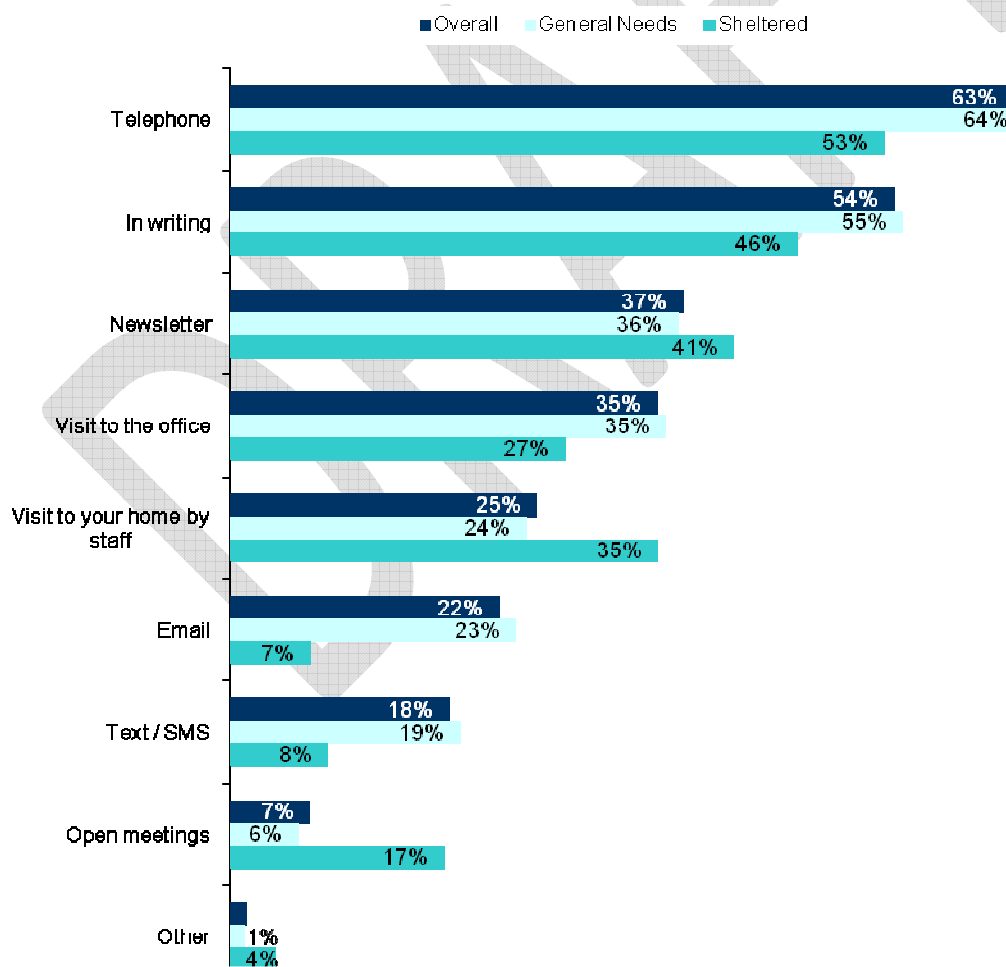
Amington residents are significantly more likely to use the internet at home (71%) in comparison to all other wards (37%-63%), with the exception of Trinity for which sample size was too small to ascertain any meaningful differences.

Methods of contact

All respondents were asked to choose out of a list, which method(s) of being kept informed, and getting in touch with their Housing Service they are happy to use. Overall, the most common method appears to be telephone (63%) followed by in writing (54%). Newsletters (37%) are also a popular choice and a fair proportion of residents appreciated having face-to-face contact with over a third (35%) being willing to visit their Housing Service office and a quarter (25%) opting to have a visit from a member of staff.






In 2011, writing was the most popular method of contact followed by telephone.⁷

Figure 8.6: Preferred Methods of communication



Base: 611; 559; 52

⁷ The options and wording varies compared to 2011 and so appropriate comparisons cannot be made

	<p>Differences between tenure type appear to be as a result of differences in technological usage as illustrated in the internet usage question (Contact and Communication Section). A significantly higher proportion of General Needs tenants selected email (23%) and text (19%), in comparison to Sheltered tenants (7% and 8% respectively). Whilst both groups appeared happy to have face-to-face contact, when it comes to communication in a group environment, a significantly higher proportion of Sheltered tenants (17%) opted for open meetings (General Needs 6%).</p>
	<p>In parallel with internet usage, from 25-34 (54%), preference to be contacted via email declines with age. With older adults above 75, being significantly least likely to want to be contacted via email (4%) compared to all other age groups (18%-54%). Those aged 25-34 are significantly more likely to prefer email compared to those above 45 years (4%-34%).</p> <p>In the case of text messaging, higher preference starts at a younger age with 18-24 year olds (70%) being significantly most likely to prefer this method of contact and preference declining with age. 18-24 year olds were also significantly more likely to prefer contact in writing with nine in ten (90%) selecting this option.</p> <p>Older adults aged 75+ were significantly less likely to prefer contact via writing (41%) or newsletter (26%), compared to other age groups,.</p>
	<p>A greater proportion of females report that they would like being kept informed and contacted by their Housing Service in writing (59%) and via text (22%) compared to males (49% and 14%, respectively). Males on the other hand appeared to prefer face-to-face contact with a significantly higher proportion stating that they would be happy to make a visit to the office (42%) compared to females (30%).</p>
	<p>Those in receipt of housing benefit appeared to prefer more verbal methods of contact with a significantly higher proportion reporting they would be happy to be contacted via telephone (68%) and visiting the office (38%) compared to those not on housing benefit (58% and 28%, respectively).</p> <p>On the other hand, those not on housing benefit, appeared to prefer more written methods of contact which perhaps is less reliant on them being available at a set time with 61% selecting writing, 29% for email and 23% stating that they are happy to be contacted by SMS/text. (Housing benefit- 50%, 18% and 15%, respectively).</p>
	<p>Those who did not have a health problem limiting their day-to-day activity, were significantly more likely to prefer contact via email (25%) compared to those who report being limited 'a lot' (18%). In turn, those who are limited 'a lot', are significantly more likely to be happy to have a member of staff visit them in their home (33%), compared to those who are limited 'a little' (23%) and those who do not have such health problems (20%).</p>



Glascote tenants are significantly more likely to prefer contact via email, with a third (33%) selecting this option compared to several other wards (13-18%) for example, Spital (13%) and Belgrave (18%). Only 22% of tenants from Amington are happy to use email as a method of contact despite 71% reporting that they use the internet at home.

Respondents residing in Castle (41%) are significantly less likely to prefer contact in writing compared to several other wards (56%-62%) for example, Amington (59%) and Glascote (56%) but significantly more likely to be happy to make a visit to the office (51%) compared to other wards (27%-33%) for example Bolehall (29%) and Spital (33%) .

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10) Neighbourhood

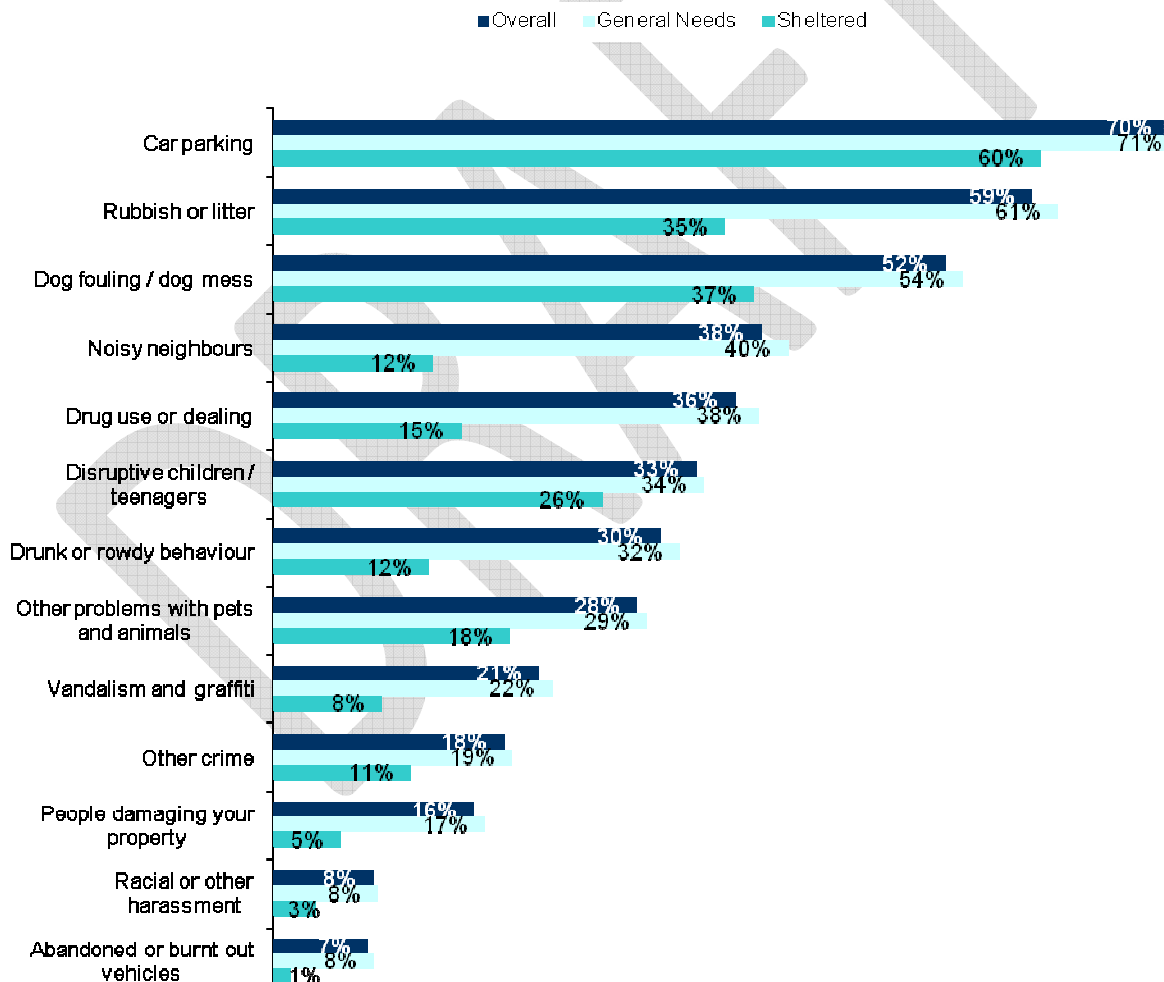
Problems in the neighbourhood

All respondents were asked to identify which out of a list of options, were problems within their neighbourhood. The top three problems identified were:

1. Car parking (70%)
2. Rubbish or litter (59%)
3. Dog fouling (52%)

This question was not asked in 2011 and so comparison data does not exist.

Figure 9.1: Problems in neighbourhood



Base: 439-538



General Needs tenants are significantly more likely to identify problems in their neighbourhood compared to Sheltered tenants for:

Issue	General Needs	Sheltered
Rubbish or litter	61%	35%
Noisy neighbours	40%	12%
Dog fouling / dog mess	54%	37%
Drunk or rowdy behaviour	32%	12%
Vandalism and graffiti	22%	8%
Drug use or dealing	38%	15%



Those aged 45-64 (45-54: 40%, 55-64: 45%) are significantly more likely to view disruptive children and teenagers as a problem in their neighbourhood compared to over 65s (65 – 74: 27%, 75+: 21%).

65–74 year olds are least likely (22%) to view drunk or rowdy behavior as a problem within their neighborhood compared to other age groups. This is significantly lower than those aged 45-64 (35%-36%).

Adults over 75 are least likely (15%) to identify drug use and dealing as a problem compared to those under 75 (33%-58%).



Males are significantly more likely to feel that there are problems in their neighbourhood compared to females for:

Issue	Male	Female
Car parking	75%	67%
Noisy neighbours	44%	35%
Dog fouling	58%	48%
Drunk or rowdy behaviour	36%	28%
Vandalism	27%	17%
Drug use or dealing	47%	30%



Those not in receipt of housing benefit are significantly more likely to consider drug use and dealing as being a problem (41%) in their neighbourhood compared to those who are (33%).



Those who have a health problem limiting their day-to-day activities a lot, are significantly more likely to consider car parking (75%) and people damaging their property (24%) as problems within their neighbourhood compared to those not limited by health problems (66 and 11%, respectively). They are also significantly more likely to view vandalism and graffiti (25%) as a problem compared to those who are limited by their health problem 'a little' (15%).



Car parking is most likely to be a problem for Castle residents with 80% selecting this option. This is significantly higher than Belgrave (61%; Glascote (66%) and Mercian (63%).

Respondents residing in Amington are significantly more likely to consider rubbish or litter (77%) and noisy neighbours (54%) as being problems within their neighbourhood.

Drunk or rowdy behaviour is significantly more likely to be a problem in Mercian (48%).

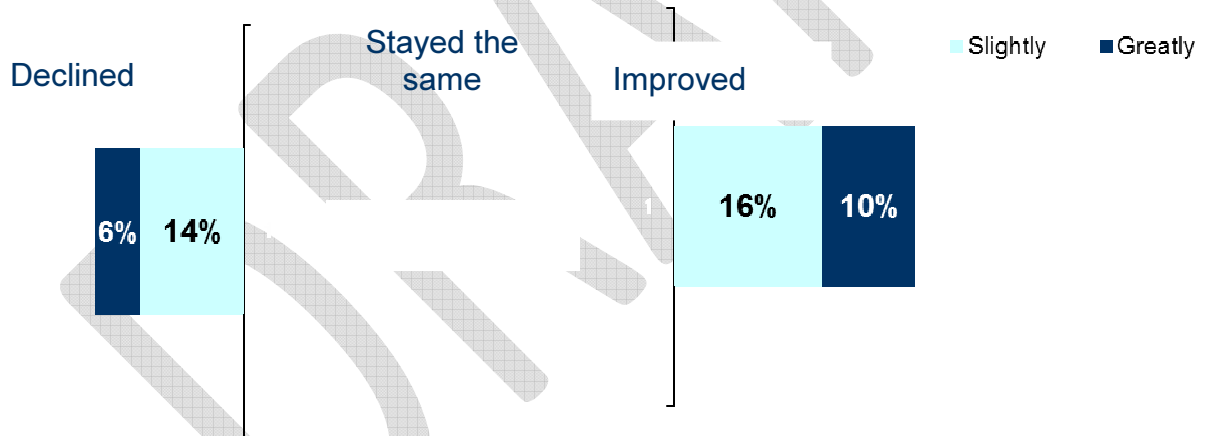
With only 8% selecting this as a problem, vandalism is least likely to be an issue in Bolehall.

Changes in the neighbourhood



Residents were asked if they felt that their neighbourhood had improved or declined in the last three years. Whilst the majority felt that things remained unchanged (54%), Figure 9.2 below shows that a greater proportion felt that it had improved (26%) compared to those who said that it had declined (20%).

This question was not asked in 2011 and so comparison data does not exist.

Figure 9.2: Changes in neighbourhood



Base: 605

	<p>Respondents aged 35-44 (12%), are significantly less likely to feel that the neighborhood had improved in the last three years compared to older residents aged 45-54 (32%); 65-74 (27%); 75+(30%).</p>
	<p>A greater proportion of those in receipt of housing benefit felt that their neighbourhood had improved (30%) than those who did not (18%).</p>



Bolehall residents are significantly less likely to believe that their neighbourhood had improved in the last three years (14%) compared to several other wards (28%-38%) such as, Stonydelph (28%) and Belgrave (38%) yet were not found to be significantly more likely to consider there to be problems in their neighbourhood compared to other areas in Tamworth (see previous question).

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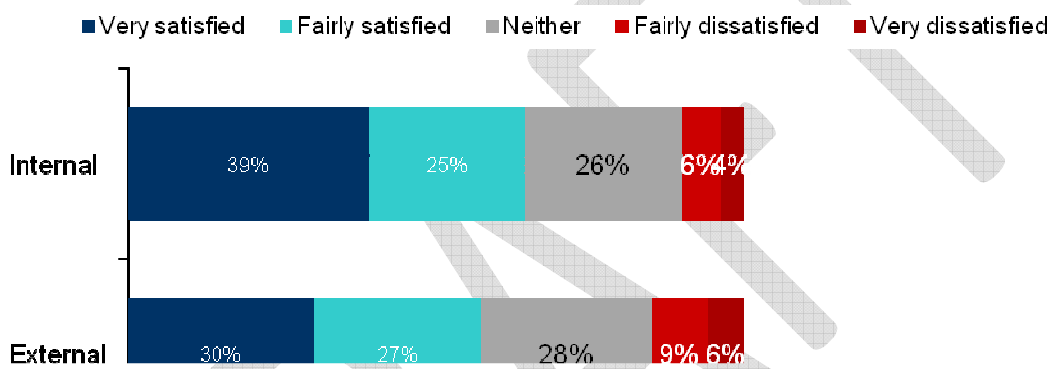
11) Estate services

Communal cleaning service

Those who receive a communal cleaning service were asked how satisfied they were with the internal and external communal areas. Figure 10.1 shows that tenants are more satisfied with the internal communal areas with a total of 64% being satisfied compared to a satisfaction rate of 57% for external communal areas.

These questions were not included in the 2011 survey and so comparison data does not exist.

Figure 10.1: Satisfaction with communal cleaning services



Base: 201; 204

Sample sizes were too small to ascertain any significant differences amongst age groups; disability; and wards.

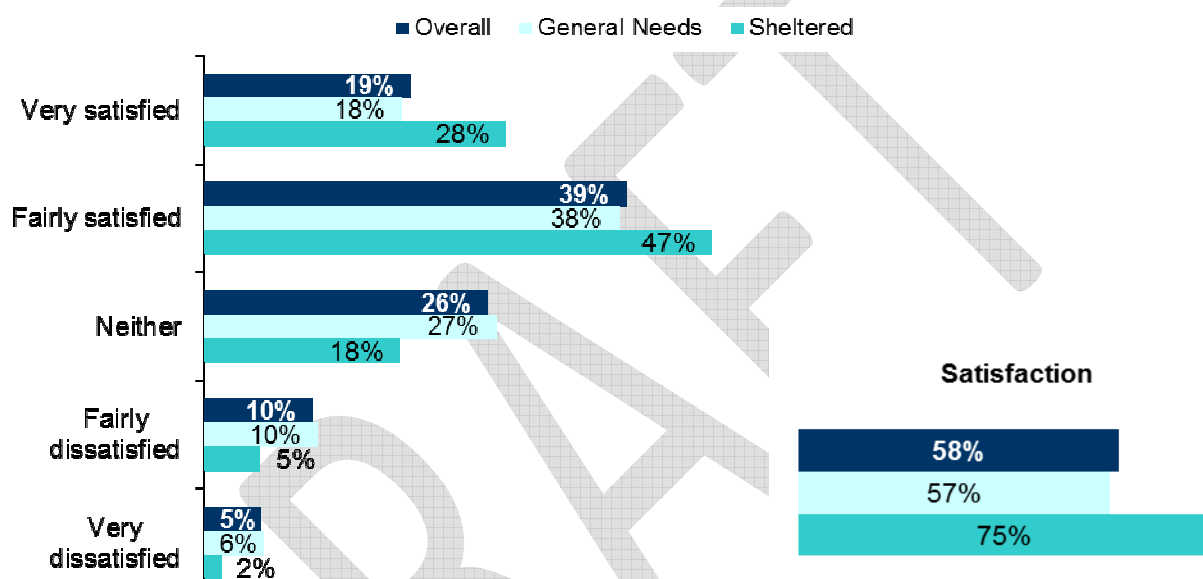
	<p>The sample size for Sheltered tenants was too small for significance testing although it indicates a higher satisfaction rate compared to General Needs. (Internal: 88% vs. 60%; External: 79% vs. 54%).</p>
	<p>Those in receipt of housing benefit are significantly more likely to be satisfied with both internal and external communal cleaning services compared to those who do not (Internal: 69% vs. 53%; External: 63% vs. 46%).</p>

Overall estate caretaking service

Overall, nearly six in ten (58%) residents are satisfied with the estate caretaking service, such as rubbish removal and removal of graffiti with a fifth (19%) being 'very satisfied'. 15% report some level of dissatisfaction producing a net satisfaction rate of +43%. Just over a quarter (26%) are neither satisfied nor dissatisfied.


This question was not included in the 2011 survey and so comparison data does not exist.

Figure 10.2: Satisfaction with Overall Estate Services: Overall and Tenure Breakdown



Base: 581; 484; 47

	<p>A greater proportion of Sheltered tenants (75%) express some level of satisfaction compared to General Needs tenants (57%) however the base size is too small to identify if the difference is significant.</p>
	<p>Those aged over 75+ are most satisfied with seven in ten (70%) reporting some level of satisfaction. This is significantly higher than some those aged 35-64 years (50%-53%).</p>
	<p>Respondents who are currently on housing benefit express a significantly greater level of satisfaction (65%) compared to those who are not (47%).</p>



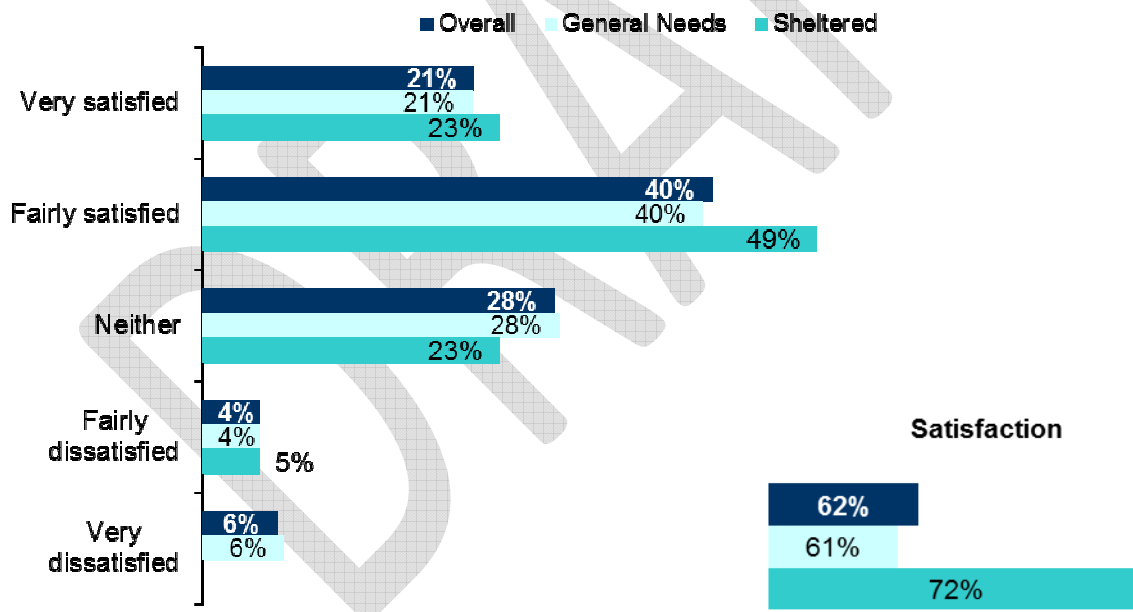
Spital (37%) and Amington (39%) residents are least likely to be satisfied with around four in ten reporting satisfaction; this is significantly less compared to several other wards (58%-73%) for example Belgrave (72%) and Glascote (58%).

Environmental improvements

Respondents were asked if any environmental improvements have been carried out in their area, then how satisfied or dissatisfied were they with the overall works. 62% reported satisfaction and only one in ten (10%) reported some degree of dissatisfaction. Just over a quarter (28%) were ambivalent. This gives a net satisfaction rating of +52%.



This question was not asked in 2011 and so comparison data does not exist.

Figure 10.3: Satisfaction with Environmental Improvements: Overall and Tenure Breakdown



Base: 312; 285; 77

Sample size was too small to ascertain any possible significant differences based on tenure type, age and ward.

	<p>Respondents receiving housing benefits (61%) are significantly more likely to report some degree of satisfaction in comparison to those who do not (51%).</p>
	<p>Those who did not have a member in their household with a health problem limiting their day to day activity (53%), are significantly less likely to report satisfaction in this area compared to those that are limited 'a little' (71%) and 'a lot' (66%).</p>

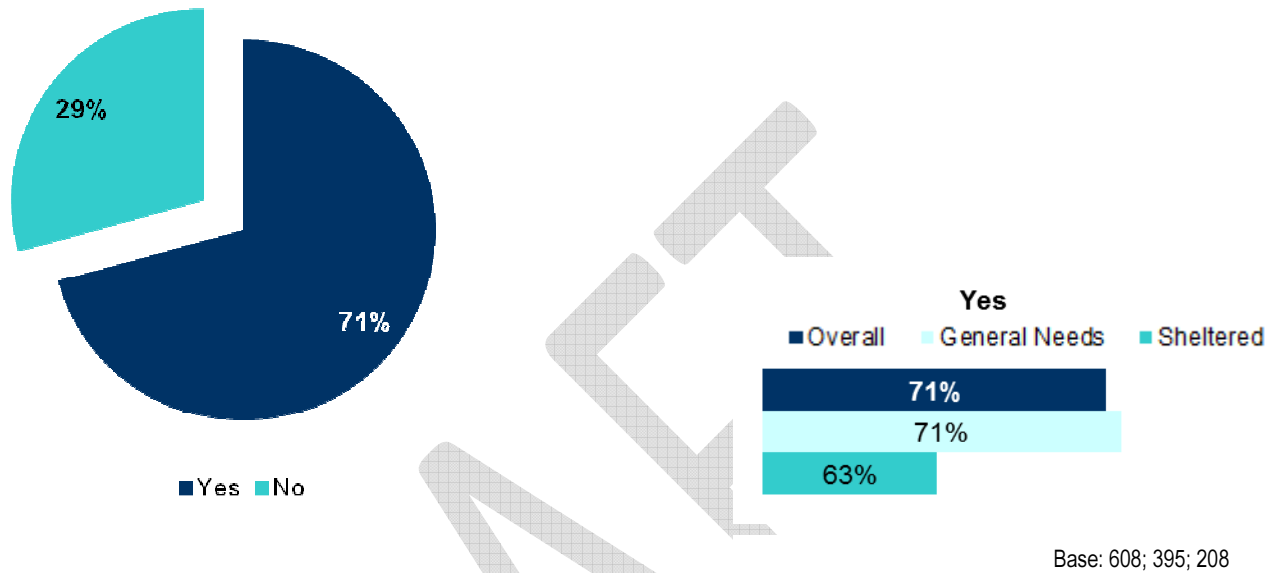
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12) Responsive repairs

Repairs in last 12 months

Seven in ten (71%) report that they have had repairs in the last 12 months which is similar to 2011 (69%).⁸

Figure 11.1: Repairs in last 12 months



Base: 608

	<p>A significantly greater proportion of those aged 35-44 years (87%) have had a repair in the last 12 months compared older age groups with it gradually declining the older the age bracket (65%-73%).</p>
	<p>10% more females (75%) than males (65%) have had a repair- a significant difference.</p>
	<p>Amington residents are significantly less likely to have had a repair (55%) compared to six out of the remaining nine wards (70%-78%) including Castle (70%) and Glascoate (71%).</p>

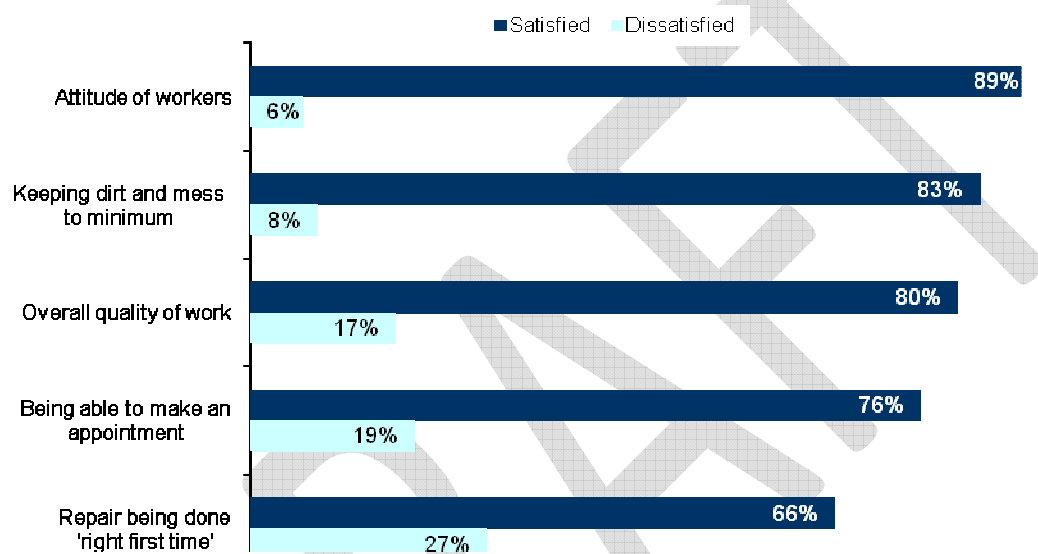
⁸ 2011 survey includes 'can't remember' option so findings should be interpreted with caution

Satisfaction with last repair completed

Residents who have had a repair in their home in the last 12 months, were subsequently asked how satisfied they were with number of different aspects relating to the repair work. Figure 11.2 below shows that overall satisfaction rate was high ranging between 66% for repair being done 'right first time' and 89% for attitude of workers.

These questions were not asked in the 2011 survey and so comparison data does not exist.

Figure 11.2: Satisfaction with last repair completed



Base: 409-419

Satisfaction rates were similar between tenure types and sample size was too small to calculate any significant differences. Base sizes were also too small to ascertain any meaningful significant differences across age groups.



Females are found to be significantly more likely to be satisfied with the overall quality of the work (83%) compared to males (76%).



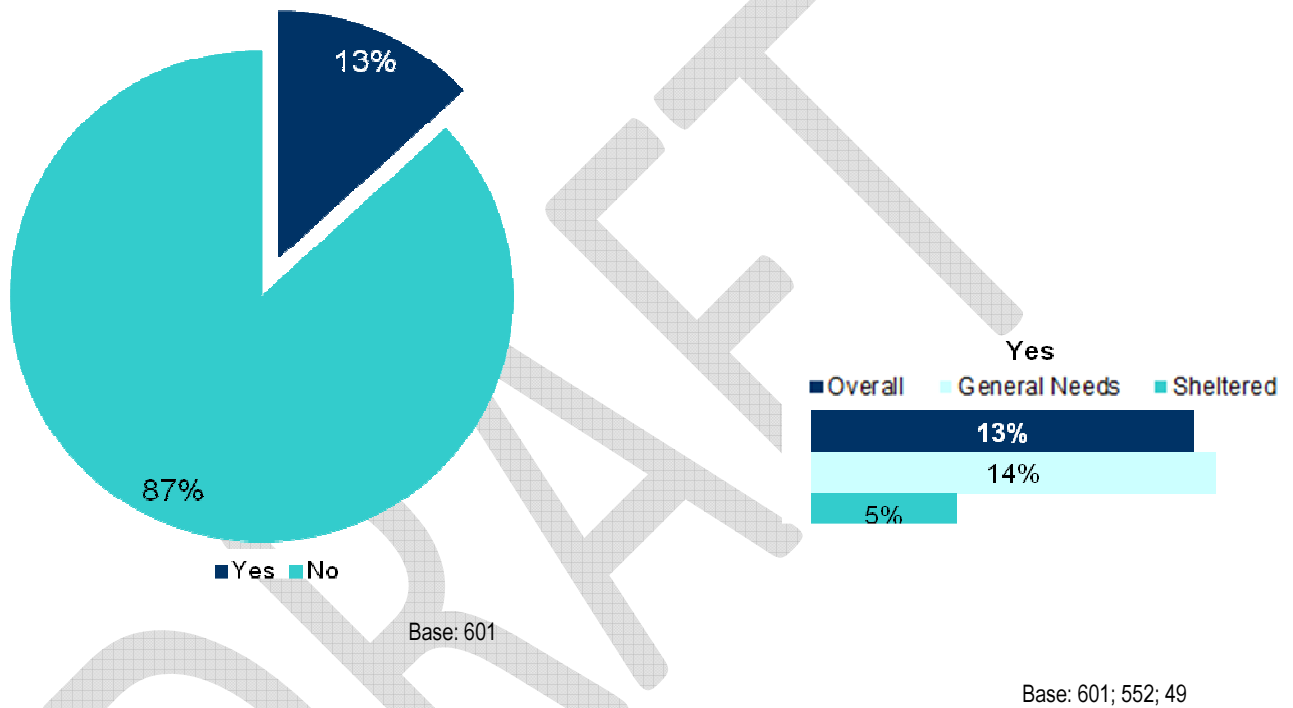
Compared to those who don't, receivers of housing benefit are significantly more likely to report satisfaction with Being able to make an appointment (80% vs. 68%); the overall quality of the work (85% vs. 72%); and the repair being done 'right first time' (72% vs., 56%).

13) Anti-social behaviour



Reporting ASB

Figure 12.1 below shows that only 13% had reported anti-social behavior to their Housing Service in the last 12 months. This is in line with 2011 during which 12% stated that they had reported anti-social behavior.

Figure 12.1: Reported anti-social behaviour in last 12 months



Sample size was too small to calculate any significant differences based on tenure type and ward.

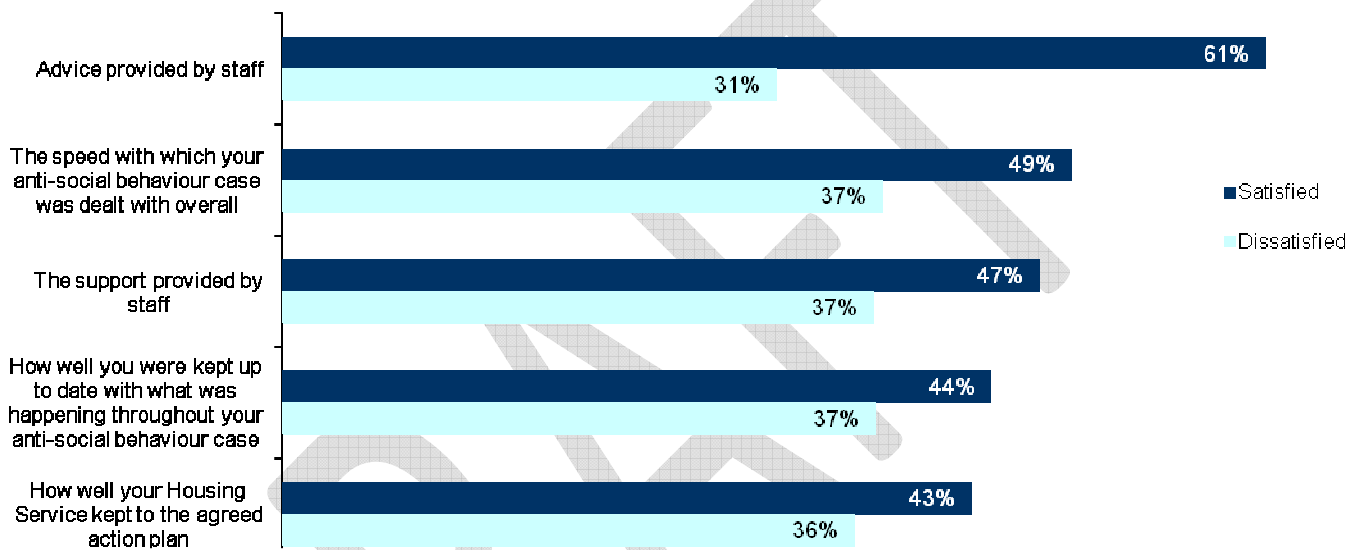
	<p>With three in ten (30%) answering 'yes', those aged 35-44 are significantly more likely to report anti-social behaviour compared to older age groups (6%-15%).</p>
	<p>Those who had a member in their household limited 'a lot' by a long-term health problem (17%) are significantly more likely to have reported anti-social behaviour in the last 12 months compared to those who had a member who was limited 'a little' (8%).</p>

Satisfaction with ASB service

Residents who had stated that they had reported ASB to their Housing Service in the last 12 months, were subsequently asked how satisfied they were with a number of different aspects of the service. For four out of the five areas, less than half were satisfied.

In keeping with 2011, satisfaction remains highest for the advice provided by staff with six in ten (61%) reporting satisfaction in this area⁹. Satisfaction is lowest for how well the Housing Service keeps to the agreed action plan (43%).

Figure 12.2: Satisfaction with anti-social behaviour service



Base: 71-76

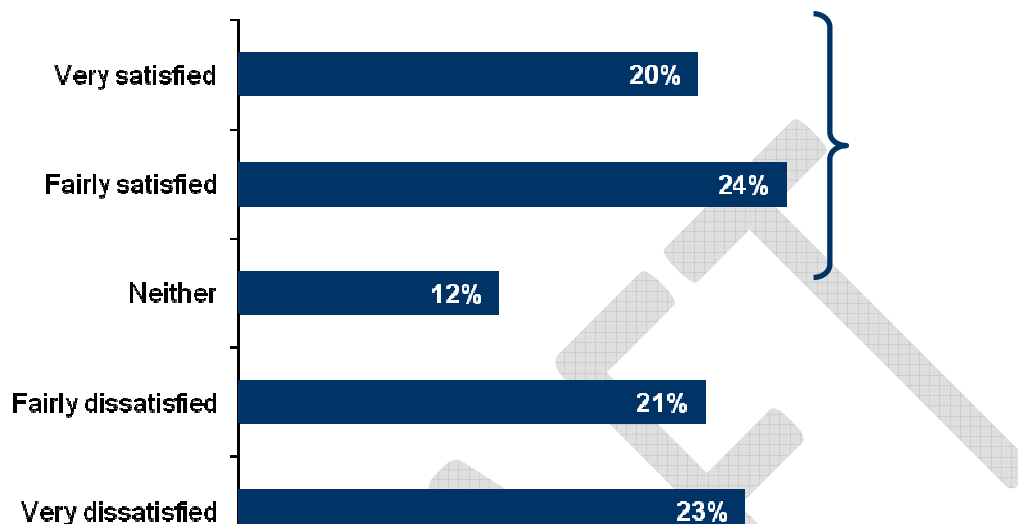
Findings appear similar between tenure types although sample sizes were too small to ascertain any significant differences. Base sizes were also too small to calculate significant differences across any of the other sub-groups.

⁹ Options vary to that in 2011 survey so comparisons cannot be made

Overall satisfaction with the way ASB complaint was dealt with

In line with the previous question, satisfaction rate is low with 45% reporting satisfaction and 43% reporting dissatisfaction, producing a net satisfaction score of only +2%. This is slightly lower than 2011 where around a half (51%) reported satisfaction.¹⁰

Figure 12.3: Overall satisfaction with way anti-social behaviour complaint dealt with



Base: 77

Sample sizes were too small to ascertain any significant differences according to any of the sub-groups.

¹⁰ Wording of question slightly different in 2011 survey so findings should be interpreted with caution

14) Sheltered housing

Tenants living in Sheltered Housing were asked how satisfied they were with specific services relevant to their tenure type.

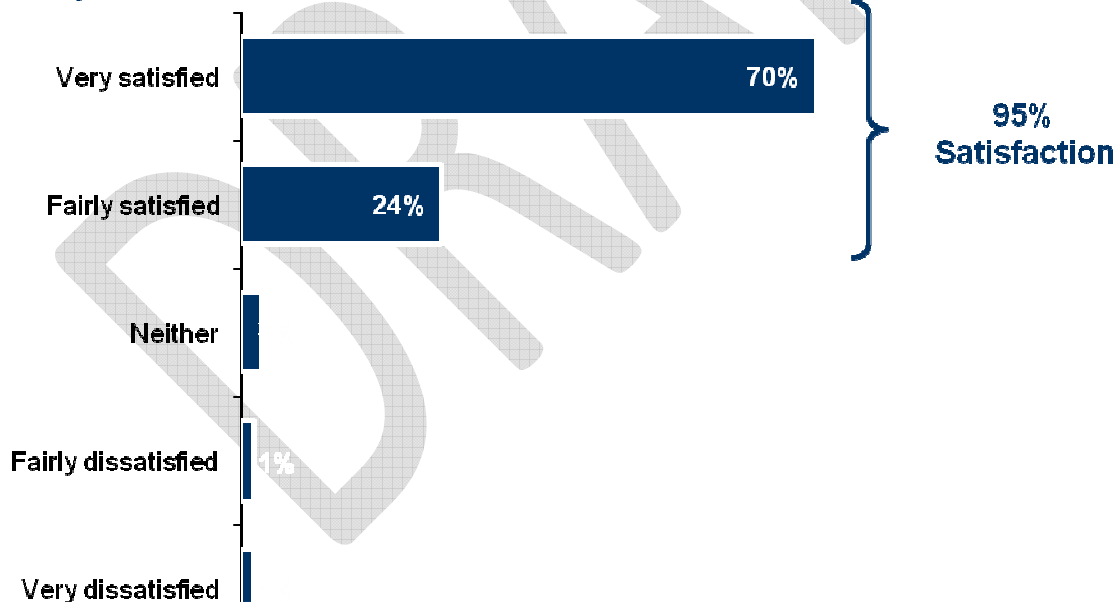
Sample sizes were too small to calculate any significant differences on the basis of age, gender, disability, housing benefit and ward in this section.

Frequency of contact with Independent Living Manager

95% report some level of satisfaction with the amount of contact they have with their Independent Living Manager, with the vast majority (70%) being 'very satisfied'. Only 3% state that they are 'dissatisfied' producing a net satisfaction score of +92%.

This is slightly lower compared to 2011, where 97% reported satisfaction and 1% dissatisfaction, resulting in a net rating of +96%¹¹.

Figure 13.1: Satisfaction with frequency of contact with your Independent Living Manager



Base: 49

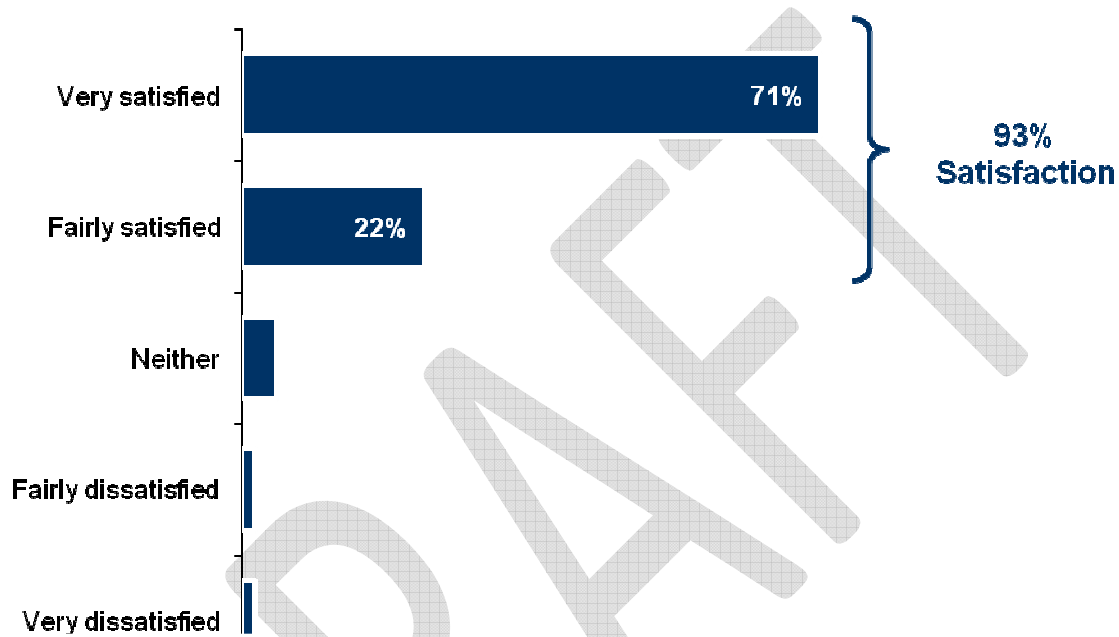
¹¹ 2011 survey includes 'no opinion' option so findings should be interpreted with caution

Overall service provided by Independent Living Manager

Similarly, 93% are satisfied with the overall service provided by their Independent Living Manager with 71% reporting that they are 'very satisfied'. Only 3% express some degree of dissatisfaction. This gives a net satisfaction score of +90%.

Again, there has been a slight decrease since 2011, where 96% reported satisfaction and 2% reported

Figure 13.2: Satisfaction with overall service provided by Independent Living Manager



dissatisfaction which produced a net satisfaction score of +94%¹².

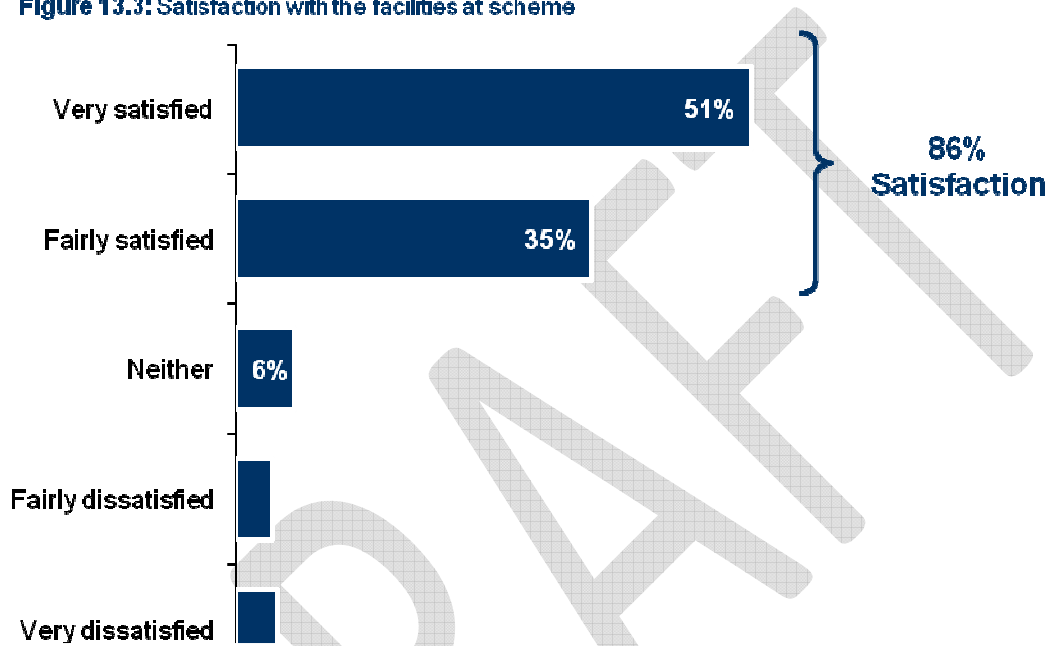
¹² 2011 survey includes 'no opinion' option so findings should be interpreted with caution

Facilities at scheme

Satisfaction was slightly lower for facilities available at their scheme, with 51% reporting that they are 'very satisfied' and 86% in total expressing satisfaction. Just under one in ten (8%) felt dissatisfied. This results in a net satisfaction score of +78%.

This question was not asked in 2011 and so comparison data does not exist.

Figure 13.3: Satisfaction with the facilities at scheme



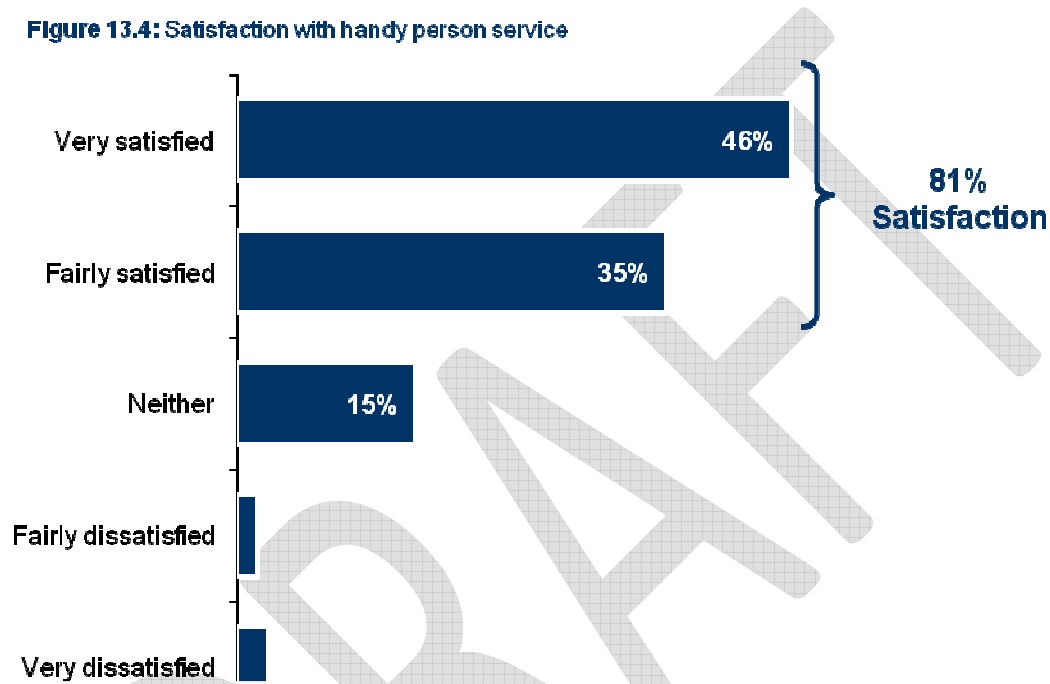
Base: 46

Handy person service

Although still relatively high, satisfaction was lowest for the handy person service with 81% of those who had used this service reporting satisfaction. However, ambivalence is higher in this question (15%) compared to the previous questions and only 4% report dissatisfaction resulting in a net satisfaction score of +77%.

This question was not asked in 2011 and so comparison data does not exist.

Figure 13.4: Satisfaction with handy person service



Base: 28

Appendix 1- Demographics

	Total (Unweighted)	Percentage	
Tenure			
General Needs	401		
Sheltered	218		
Gender		General needs	Sheltered
Male	240	43%	40%
Female	331	57%	60%
Age			
18 – 24	10	3%	0%
25 – 34	24	7%	0%
35 – 44	41	11%	1%
45 – 54	66	18%	0%
55 – 64	70	16%	7%
65 – 74	160	27%	34%
75 – 84	171	19%	58%
Day to day ability limited due to ill-health			
Yes, limited a lot	217	32%	45%
Yes, limited a little	152	23%	29%
No	227	45%	26%
Housing Benefit			
Yes	393	62%	74%
No	202	38%	26%
Ethnic Group			
White	589	99%	99%
BME	5	1%	1%
Ward			
Amington	63	9%	11%
Belgrave	86	10%	22%
Bolehall	83	12%	17%
Castle	93	16%	13%
Glascote	49	12%	0%
Mercian	69	12%	9%
Spital	40	10%	0%
Stonydelph	75	9%	18%
Trinity	27	1%	11%
Wilnecote	34	8%	0%

Appendix 2- Copy of questionnaire



Tenants and Residents Satisfaction Survey 2015



This survey covers areas across Tamworth Borough Council **HOUSING SERVICE ONLY** to include repairs, income management, tenant involvement, anti-social behaviour, tenancy issues, maintaining estates through our caretaking and cleaning services and allocating council accommodation through our choice based lettings 'Finding a Home' scheme.

Please visit the web site at www.tamworth.gov.uk for further details

Please note that the questions asked within this survey **ONLY** relate to the above mentioned services and do not cover services such as refuse/recycling collections, grass cutting, highways, council tax and housing benefit.

HOW TO COMPLETE THIS QUESTIONNAIRE

- Please read these instructions carefully before completing the questionnaire.
- It should be completed by the tenant at this address, their partner/spouse or carer.
 - Please read the instructions for answering each question carefully.
 - Please check that you have answered all the questions that apply to you.
 - Please return the completed questionnaire in the FREEPOST envelope provided to M-E-L, or alternatively complete it online at www.m-e-l.co.uk/TamworthBC.aspx
 - All responses will be kept confidential.

YOUR VIEWS

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tamworth Borough Council Housing Service? (Tick one box only ✓)

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

2. How satisfied or dissatisfied are you with each of the following? (Tick one box only for each line ✓)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The overall quality of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Your neighbourhood as a place to live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. That your rent provides value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

3. Generally, how satisfied or dissatisfied are you with the way your Housing Service deals with repairs and maintenance? (Tick one box only ✓)

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

4. How satisfied or dissatisfied are you that your Housing Service listens to your views and acts upon them? (Tick one box only ✓)				
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
GENERAL SERVICES				
5. How satisfied or dissatisfied are you that your Housing Service keeps you informed about things that might affect you as a tenant? (Tick one box only ✓)				
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. How satisfied or dissatisfied are you with the gas servicing arrangements? (Tick one box only ✓)				
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
YOUR SERVICE PRIORITIES				
7. Which of the following services would you consider to be priorities? (Please tick your <u>top three only</u> ✓)				
Keeping residents informed				<input type="checkbox"/> 1
The overall quality of your home				<input type="checkbox"/> 2
Listening to tenants' views and acting upon them				<input type="checkbox"/> 3
Repairs and maintenance				<input type="checkbox"/> 4
Dealing with anti-social behaviour				<input type="checkbox"/> 5
Your neighbourhood as a place to live				<input type="checkbox"/> 6
Value for money for your rent				<input type="checkbox"/> 7
Support and advice on claiming welfare benefits and paying rent				<input type="checkbox"/> 8
Community Alarm system 'Wellbeing'				<input type="checkbox"/> 9
Independent Living Manager				<input type="checkbox"/> 10

PERCEPTIONS					
8. To what extent do you agree or disagree with the following? (Tick one box only for each line ✓)					
	Strongly agree	Agree	Neither	Disagree	Strongly disagree
a. Tamworth Borough Council Housing Service has friendly and approachable staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Tamworth Borough Council Housing Service provides an effective and efficient service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
ADVICE & SUPPORT					
9. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your Housing Service with the following? (Tick one box only for each line ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Claiming housing benefit and other welfare benefits	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. The Councils 'Finding a Home' Choice Based Lettings website and service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
CONTACT AND COMMUNICATION					
10. Have you contacted Tamworth Borough Council Housing Service in the last 12 months with a query other than to pay your rent? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q11	No	<input type="checkbox"/> 2	GO TO Q14
11. Was getting hold of the right person easy or difficult? (Tick one box only ✓)					
Easy	<input type="checkbox"/> 1	Difficult	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3
12. Did you find the staff helpful or unhelpful? (Tick one box only ✓)					
Helpful	<input type="checkbox"/> 1	Unhelpful	<input type="checkbox"/> 2	Neither	<input type="checkbox"/> 3
13. Was your query answered within a reasonable time? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2		
14. Do you use the internet? (Tick <u>all</u> that apply ✓)					
Yes, at home	<input type="checkbox"/> 1	Yes, outside the home	<input type="checkbox"/> 2	No	<input type="checkbox"/> 3

15. Which of the following methods of being kept informed and getting in touch with your Housing Service are you happy to use? (Tick all that apply ✓)

Email	<input type="checkbox"/> 1	Visit to your home by staff	<input type="checkbox"/> 6
Telephone	<input type="checkbox"/> 2	Open meetings	<input type="checkbox"/> 7
Text / SMS	<input type="checkbox"/> 3	Newsletter	<input type="checkbox"/> 8
In writing	<input type="checkbox"/> 4	Other - please state	<input type="checkbox"/> 9
Visit to the office	<input type="checkbox"/> 5	<input type="text"/>	

NEIGHBOURHOOD

16. To what extent are any of the following a problem in your neighbourhood? (Tick one box only for each row ✓)

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Rubbish or litter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Noisy neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Dog fouling / dog mess	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Other problems with pets and animals	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Disruptive children / teenagers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Racial or other harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Drunk or rowdy behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Vandalism and graffiti	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
People damaging your property	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Drug use or dealing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Abandoned or burnt out vehicles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Other crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

17. In the last three years, would you say your neighbourhood has improved or declined? (Tick one box only ✓)

Greatly Improved	Slightly Improved	Stayed the same	Slightly declined	Greatly declined
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

ESTATE SERVICES						
18. If you receive a communal cleaning service, how satisfied or dissatisfied are you with the following? (Tick one box only for each row ✓)						
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. Internal communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. External communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
19. How satisfied or dissatisfied are you with the overall Estate Caretaking service? This service involves the removal of graffiti/offensive graffiti, clearing alleyways, rubbish removal, removal of ivy, estate inspections and external communal cleaning to include garage and drying areas (Tick one box only ✓)						
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5		
20. If any environmental improvements have been carried out in your area, how satisfied or dissatisfied are you with the overall works? (Tick one box only ✓)						
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
RESPONSIVE REPAIRS						
21. Have you had any repairs to your home in the last 12 months? (Tick one box only ✓)						
Yes	<input type="checkbox"/> 1	GO TO Q22	No	<input type="checkbox"/> 2	GO TO Q23	
22. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? (Tick one box only for each row ✓)						
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
a) Being able to make an appointment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
b) The attitude of workers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
c) The overall quality of work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
d) Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
e) The repair being done 'right first time'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

ANTI-SOCIAL BEHAVIOUR					
23. Have you reported anti-social behaviour to your Housing Service in the last 12 months? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q24	No	<input type="checkbox"/> 2	GO TO Q26
24. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service? (Tick one box only for each row ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a) The advice provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) How well your housing service kept to the agreed action plan	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) The support provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
25. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with? (Tick one box only ✓)					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
SHELTERED HOUSING					
26. Do you live in a sheltered housing? (Tick one box only ✓)					
Yes	<input type="checkbox"/> 1	GO TO Q27	No	<input type="checkbox"/> 2	GO TO Q29
27. Thinking about where you live, how satisfied or dissatisfied are you with the following? (Tick one box only for each row ✓)					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a) The frequency of contact with your Independent Living Manager	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) The overall service provided by your Independent Living Manager	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) The facilities at your scheme	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

28. If you have used the handy person service, how satisfied or dissatisfied are you with the overall service you have received? (Tick one box only ✓)							
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not Applicable		
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6		
DEMOGRAPHICS							
Everyone please answer these questions.							
29. Please tell us the age and gender of everyone who lives with you in your household...							
	Age	Gender			Age	Gender	
	Write in	Male	Female		Write in	Male	Female
Main tenant	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	Person 4	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Partner / spouse	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	Person 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Person 3	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	Person 6	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2
<p>-Please select either male or female for your gender. Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.</p> <p>- If there are more than six people in your household, including children under 16, please continue on a separate sheet.</p>							
30. What is your (and your partner's if applicable) ethnic group? (Please tick one only ✓ for each)							
	You	Your partner			You	Your partner	
White				Mixed / multiple ethnic groups			
English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/> 1	<input type="checkbox"/> 1		White and Black Caribbean	<input type="checkbox"/> 10	<input type="checkbox"/> 10	
Irish	<input type="checkbox"/> 2	<input type="checkbox"/> 2		White and Black African	<input type="checkbox"/> 11	<input type="checkbox"/> 11	
Gypsy or Irish Traveller	<input type="checkbox"/> 3	<input type="checkbox"/> 3		White and Asian	<input type="checkbox"/> 12	<input type="checkbox"/> 12	
Any other White background	<input type="checkbox"/> 4	<input type="checkbox"/> 4		Any other mixed / multiple ethnic background	<input type="checkbox"/> 13	<input type="checkbox"/> 13	
Black / African / Caribbean / Black British				Asian / Asian British			
African	<input type="checkbox"/> 5	<input type="checkbox"/> 5		Indian	<input type="checkbox"/> 14	<input type="checkbox"/> 14	
Caribbean	<input type="checkbox"/> 6	<input type="checkbox"/> 6		Pakistani	<input type="checkbox"/> 15	<input type="checkbox"/> 15	
Any other Black / African / Caribbean background	<input type="checkbox"/> 7	<input type="checkbox"/> 7		Bangladeshi	<input type="checkbox"/> 16	<input type="checkbox"/> 16	
Other ethnic group				Chinese	<input type="checkbox"/> 17	<input type="checkbox"/> 17	
Arab	<input type="checkbox"/> 8	<input type="checkbox"/> 8		Any other Asian background	<input type="checkbox"/> 18	<input type="checkbox"/> 18	
Any other ethnic group	<input type="checkbox"/> 9	<input type="checkbox"/> 9		Prefer not to say	<input type="checkbox"/> 19	<input type="checkbox"/> 19	
				Not applicable		<input type="checkbox"/> 20	

31. Does your household currently receive housing benefit (either paid directly to you or to your landlord)? <i>(Tick one box only ✓)</i>			
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2
32. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? <i>(Tick one box only ✓)</i>			
<input checked="" type="checkbox"/> Yes, limited a lot	<input type="checkbox"/> 1	<input type="checkbox"/> Yes, limited a little	<input type="checkbox"/> 2 No <input type="checkbox"/> 3
THANK YOU			
Thank you for taking the time to complete this questionnaire. Please return your completed questionnaire to M·E·L Research in the freepost envelope provided.			

DRAFT

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