

North West Leicestershire District Council

September 2015

Star Survey Report

Analysis and report by

NWA Social Research

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1. SUMMARY OF MAIN FINDINGS

SERVICE AND NEIGHBOURHOOD

1.1 74% of respondents stated that they are either 'very' (27%) or 'fairly satisfied' (47%) with the Housing Service provided by North West Leicestershire District Council.

1.2 Key drivers to improve and maintain satisfaction are identified below:

Improve Overall Satisfaction Ratings (Quadrant D)

- Q2e: That NWLDC listens to your views and acts upon them.
- Q2d: The way NWLDC deals with repairs and maintenance.
- Q15d: The final outcome of your query.
- Q3: Satisfaction that your service charges provide value for money?
- Q18c-g: Aspects of complaints handling: how well kept informed about progress; support received while complaint was being dealt with; speed with which complaint was dealt with; way complaint was handled; and the final outcome of the complaint.
- Q10c: Time taken before work started.

Maintain Overall Satisfaction Ratings (Quadrant C)

- Q2a: The overall quality of your home.
- Q2c: That your rent provides value for money.
- Q15b: The ability of staff to deal with your query quickly and efficiently.
- Q15a: Getting hold of the right person easily.
- Q10b: Being able to make an appointment.
- Q10d: The speed of completion of the work.

1.3 When respondents were asked to give their level of satisfaction in relation to eight aspects of services provided by the Housing Service, satisfaction ranged by 31% with satisfaction being highest in relation to 'your neighbourhood as a place to live' (87%) followed by 'gas servicing arrangements' (83%) and 'the overall quality of your home' (80%). These were followed by 'that your rent provides value for money' (77%), 'the overall appearance of your neighbourhood' (77%) and 'the way NWLDC deals with repairs and maintenance' (61%), while satisfaction was lowest in relation to 'how NWLDC deals with anti-social behaviour' (56%) and 'that NWLDC listens to your views and acts upon them' (52%) which received the highest level of 'dissatisfied' responses (25%).

1.4 54% of respondents indicated that they are 'satisfied' that their service charges provide value for money.

- 1.5 58% of the overall sample stated that they are 'satisfied' with the advice and support on using their heating and hot water controls.
- 1.6 When respondents were asked how much of a problem seven potential problems were evident in their neighbourhood, most selected as either a 'major' or 'minor problem' were 'car parking' (64%) and 'rubbish or litter' (55%). Around a third of respondents believed 'anti-social behaviour' (33%), 'noisy neighbours' (31%) and 'problems with pets and animals' (31%) to be a problem in their local area, while least selected were 'drug use or dealing' (26%) and 'other crime' (23%).
- 1.7 27% of respondents believed their neighbourhood had either 'greatly' (9%) or 'slightly improved' (18%) in the previous 3 years. 53% believed their neighbourhood has 'stayed the same' in this period, while 19% gave either 'slightly' (14%) or 'greatly declined' (5%) responses.
- 1.8 When asked to give their top three service priorities, most selected were 'repairs and maintenance' (75%) and 'the overall quality of your home' (62%). These were followed by 'your neighbourhood as a place to live' (30%), 'value for money for your rent (and service charges)' (30%), 'keeping residents informed' (28%) and 'listening to residents' views and acting upon them' (27%), while least selected as priorities were 'dealing with antisocial behaviour' (17%) and 'support and advice on claiming welfare benefits and paying rent' (13%).
- 1.9 84% of respondents stated that they see themselves as 'tenants' of North West Leicestershire District Council. 11% of respondents saw themselves as a 'resident', while one-in-twenty respondents (5%) gave 'customer' responses.

BLOCK OR SCHEME RESPONDENTS

- 1.10 Amongst respondents living in a block or scheme, satisfaction with their home was highest in relation to 'the safety and security of your home' (69%). 60% of respondents were satisfied with 'the cleaning and upkeep of communal areas', while 59% were satisfied with 'external building repairs and maintenance' which saw the highest percentage of 'dissatisfied' responses (18%). Satisfaction at this point was lowest in relation to 'repairs to communal areas' (52%).

REPAIRS AND MAINTENANCE

- 1.11 Amongst respondents who had had a repair carried out in the last 12 months, satisfaction was highest in relation to 'the attitude of the workers' (87%) followed by 'being told when workers would call' (79%), 'keeping dirt and mess to a minimum' (79%), 'the overall quality of the work' (76%) and 'the speed of completion of the work' (73%). Around 70% of respondents were satisfied with 'being able to make an appointment' (71%), 'the contractors doing the job you expected' (70%) and 'the repairs service you received on this occasion' (70%), while satisfaction was lowest in relation to 'time taken before work started' (65%) and 'the repair being done 'right first time'' (63%) which received the highest percentage of 'dissatisfied' responses (24%).
- 1.12 81% of respondents who had had a repair completed recalled the contractor showing proof of their identity.
- 1.13 87% stated that the appointment time for their repair was kept.
- 1.14 38% of respondents indicated that they would be happy to receive confirmation of their appointment by text rather than by letter.

CONTACT AND COMPLAINTS

- 1.15 Three-quarters of respondents (74%) had contacted North West Leicestershire Housing Services in the previous 12 months.
- 1.16 Amongst respondents who had contacted the Housing Services, satisfaction in relation to four aspects of this contact was highest in relation to 'the courtesy of the staff you spoke to' (85%), while over 70% of respondents were satisfied with 'the ability of staff to deal with your query quickly and efficiently' (73%) and 'getting hold of the right person' (73%). Satisfaction was lowest in relation to 'the final outcome of your query' (65%).
- 1.17 53% of respondents were aware that North West Leicestershire Housing Service has a formal complaints procedure.
- 1.18 One-in-five respondents (20%) had made a complaint to North West Leicestershire Housing Service in the previous 12 months.
- 1.19 Amongst respondents who had made a complaint, satisfaction was highest in relation to 'how easy it was to make your complaint' (69%) and 'the information and advice provided by the staff' (55%). These were followed by 'the final outcome of your complaint' (40%), 'the way your complaint was handled' (38%) and 'how well you were kept informed about the progress of your complaint' (38%). Satisfaction was lowest in

relation to 'the support and advice you received while your complaint was dealt with' (34%) and 'the speed with which your complaint was dealt with' (34%).

INTERNET USE

- 1.20 49% of all respondents indicated that they do not use the internet. 43% of the overall sample use the internet 'at home' and 24% do so by 'phone'. 5% access the internet 'outside the home'.
- 1.21 The most stated reasons for not using the internet were 'do not have access to the internet' (62%) and 'do not want to use the internet' (52%), while 38% stated that they have a 'lack of confidence/skills'. These were followed by 'equipment costs too high' (29%), 'connection costs too high' (29%) and 'privacy and security concerns' (25%) with smaller numbers citing other reasons.

TENANT AND LEASEHOLDER CONSULTATION FORUM

- 1.22 26% of the overall sample were aware of the Tenant and Leaseholders Consultation Forum.
- 1.23 11% of respondents would like to be contacted to discuss opportunities to become involved with the Housing Service.

2. BACKGROUND AND INTRODUCTION

2.1 North West Leicestershire District Council commissioned NWA Social and Market Research Ltd to undertake a Tenant Satisfaction Survey collecting information to enable the tracking by the Council of key data. In line with previous years the survey was carried out by post using a sample randomly selected from the tenant list of North West Leicestershire Council.

2.2 The purpose of the survey was to measure tenant satisfaction using a robust approach to provide an overview of the satisfaction with services received including core questions which allow performance comparisons across time and with other providers. To this end the survey included questions relating to:

- Satisfaction with aspects of service, quality of the home and neighbourhood
- Satisfaction with value for money for service charges
- Advice and support – heating and hot water controls
- Concerns about problems in the local neighbourhood
- Tenant priorities
- Perceptions of relationship with the Council
- Satisfaction with repairs and maintenance
- Satisfaction with formal complaints procedure
- Use of the internet
- Involvement with the Housing Service

2.3 The survey uses questions from the HouseMark STAR survey developed following the demise of the former standardised approach (STATUS). The STAR methodology is more flexible than that of STATUS and therefore different approaches, such as providing the questionnaire online and supporting tenants with telephone interviewing where requested, have been available.

METHODOLOGY

Sample Selection

- 2.4 The target population was all tenant households living in the North West Leicestershire District Council (NWLDC) management area. The sample frame was a list of all tenants (4175) provided by NWLDC.
- 2.5 A minimum of 625 completed questionnaires were expected to be returned. In order to achieve the requirement 1878 tenant addresses were systematically randomly selected from the sample frame with households who had previously completed the NWLDC Resident survey which took place some two months prior to this survey.

The Questionnaire

- 2.6 The questionnaire was designed for self-completion, and both the questionnaire and the covering letter were based on the 'STAR' Housemark templates.
- 2.7 A copy of the questionnaire is included as **Appendix 1** to this report (marked-up with overall results and tracking figures from the 2011 and 2013 previous surveys).

Mailings

- 2.8 Questionnaires were posted on 14th July , using Royal Mail (second class postage). Included with each questionnaire were –
- 1) A separate covering letter providing details of a free-phone NWA helpline should respondents have any queries about the research/questionnaire.
 - 2) A freepost addressed reply envelope.
- 2.9 A reminder letter with a second copy of the questionnaire, were sent to all addresses which had not responded by 31st July.

Response

- 2.10 A total of 687 completed questionnaires were returned by the start of this analysis. The achieved response rate was 37%.

Data Entry and Analysis

- 2.11 Data was entered onto the software package SPSS and, in line with NWA standard quality control procedures, checks were applied to the entered data with a minimum of 10% of each operator's data being checked. Steps were also taken to validate the data for consistency and completeness.

2.12 Frequency counts (showing counts and count percentages), giving full details of 'missing' responses, were produced for all questions. These frequency counts are attached to this report as **Appendix 2**.

2.13 Tables were then produced for each question, for the overall sample and for the following variables:

- Postcode
- Household type
- Age of main tenant
- Gender of main tenant (respondent)
- Disability/illness limiting activity
- Household in receipt of housing benefit
- Main ethnic group
- Total responses

These tables are attached as **Appendix 3** to this report.

The returned data was reviewed for representativeness and the need for weighting. Whilst there was a slight over-representation of smaller properties in the achieved sample the weights that would have been applied were small and application made no significant difference to key questions. Therefore weighting was not considered to be appropriate and all figures quoted in this report and in the tables are based on the raw unweighted data.

2.14 As with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, although we cannot make this assumption in full confidence. In line with previous surveys, most calculations exclude this 'missing data'. However, when 'missing data' is exceptionally high for any question this is reported.

2.15 Additional analyses (Key Driver Analysis) has also been undertaken as part of this report to review the factors influencing satisfaction with the Council as the landlord and the report includes the calculation of the performance indicator NI 160, which derives from the question: *'Generally, how satisfied or dissatisfied are you with the overall service provided by Housing Services as your landlord?'* For the purposes of tracking satisfaction over time, the same analysis has been provided for this survey using Q1a: *'how satisfied or dissatisfied are you with the Housing Service provided by North West Leicestershire District Council?'* The calculation is carried out as follows:

$$\frac{\text{Number of 'very satisfied' and 'fairly satisfied' responses}}{\text{Total number of valid responses}} \times 100$$

(Examples of invalid responses are if a respondent did not check any of the boxes on the questionnaire, checked more than one box, wrote in a comment – including ‘no opinion’ or ‘don’t know’ – instead of checking a box, etc.).

- 2.16 All survey results are subject to a ‘margin of error’ (‘Confidence Interval’). This is based on both the sample number and the proportion of respondents giving a particular response. With an overall returned sample of 687 the overall confidence interval for the survey is +/- 3.4%.

3. SERVICE AND NEIGHBOURHOOD

Question 1: 'Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by North West Leicestershire District Council?'

Question 2: 'And how satisfied or dissatisfied are you with...?'

Question 3: 'How satisfied or dissatisfied are you that your service charges provide value for money?'

Question 4: 'How satisfied or dissatisfied are you with the advice and support you receive from North West Leicestershire Housing Service to confidently and efficiently use your heating and hot water controls?'

Question 5: 'To what extent are any of the following a problem in your neighbourhood?'

Question 6: 'In the last three years, would you say your neighbourhood has improved or declined?'

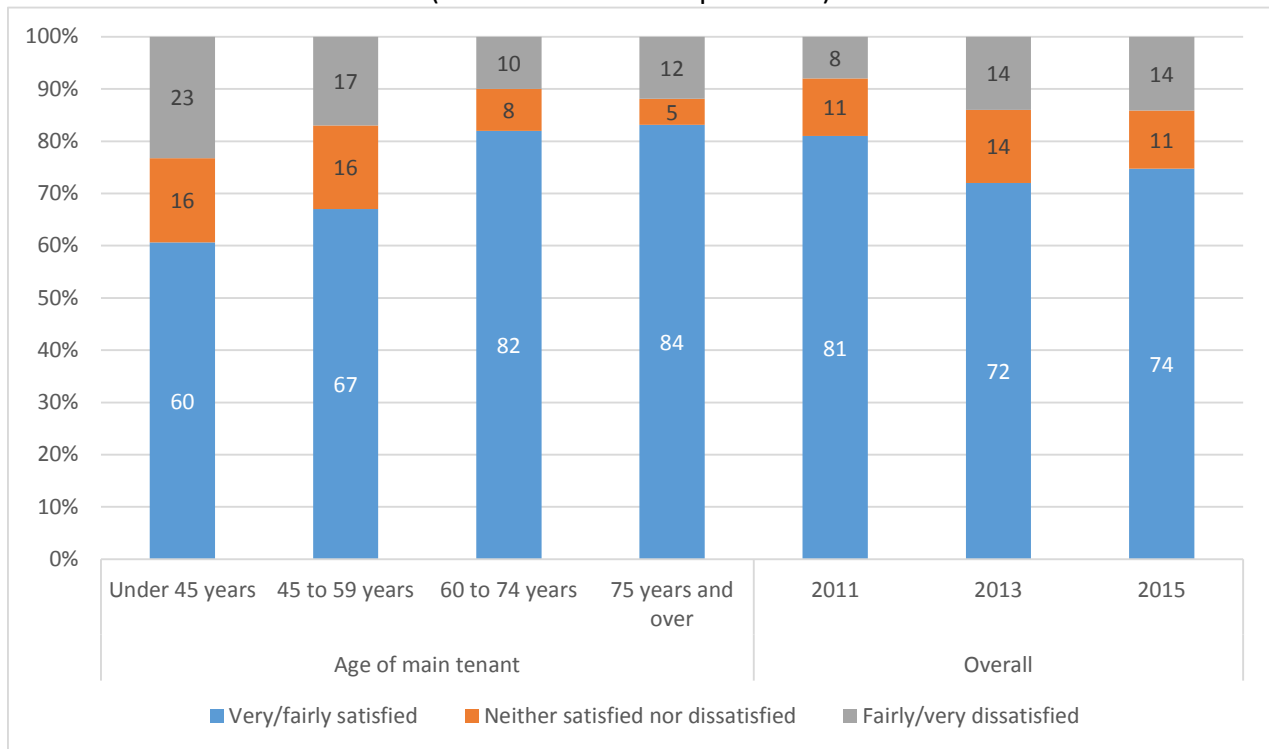
Question 7: 'Which of the following services would you consider to be your top three priorities?'

Question 8: 'Which of the following best describes how you view your relationship with North West Leicestershire as a housing provider?'

APPENDIX 1 – Pages 1 to 21

Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by North West Leicestershire District Council?

(Overall - % - 633 respondents)



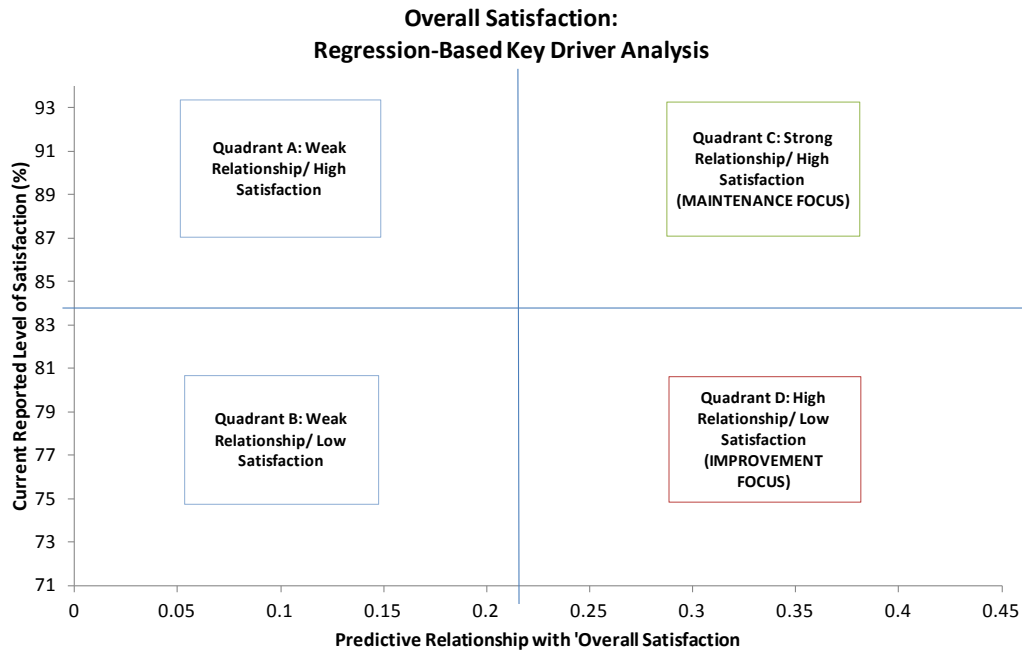
3.1 74% of respondents stated that they are either 'very' (27%) or 'fairly satisfied' (47%) with the Housing Service provided by North West Leicestershire District Council with likelihood of giving such responses continually rising with age from 60% of respondents under the age of 45 increasing to 84% of respondents aged 75 years and over. The percentage of respondents 'satisfied' with the Housing Service provided is similar to that of 72% recorded in 2013 while still being lower than that of 81% recorded in 2011. One-in-nine respondents (11%) were 'neither satisfied nor dissatisfied' with the service provided, while 14% were 'dissatisfied' (8% 'fairly' / 6% 'very dissatisfied') rising to 23% of respondents under the age of 45.

Overall Satisfaction with the Housing Service Provided - Key Driver Analysis

3.2 'Key Driver Analysis' is a technique which uses the linear regression analysis function of SPSS in order to identify those aspects of the Housing Service which are 'driving' overall satisfaction. For each question in the survey concerning a service or aspect of service which might have an influence on the overall 'satisfied' ratings for the Housing Service, a predictive value (denoted 'r squared') is calculated which measures how much of the variance in 'satisfied' ratings can be attributed to variance in responses to a given question.

3.3 To make the outputs from the Key Driver Analysis easier to interpret, a scatter chart may then be produced which plots the predictive values for each relevant question against the corresponding 'satisfaction' scores for these questions. This chart can then be divided into four quadrants separating the results for those survey questions which:

- Have a limited relationship with overall satisfaction ratings and are higher in terms of current satisfaction (Quadrant A)
- Have a strong relationship with overall satisfaction ratings and are higher in terms of current satisfaction (Quadrant C)
- Have a limited relationship with overall satisfaction ratings but are lower in terms of current satisfaction (Quadrant B)
- Have a strong relationship with overall satisfaction ratings and are lower in terms of current satisfaction (Quadrant D).



(Note that the lines separating the quadrants are usually placed at the median values for 'satisfaction' and 'predictive values'.)

- 3.4 Therefore, focusing on improving the satisfaction scores for those questions which fall within Quadrant D should result in an improvement in overall 'satisfaction' ratings; whilst focusing on maintaining the higher satisfaction scores for those questions which fall within Quadrant C, should maintain the current level of overall satisfaction.

Key Driver Analysis Results

3.5 Based on the Key Driver Analysis performed, the Council's Housing Service should focus on improving or maintaining the satisfaction scores for the following questions in order to improve or maintain tenants' overall satisfaction ratings for the service provided:

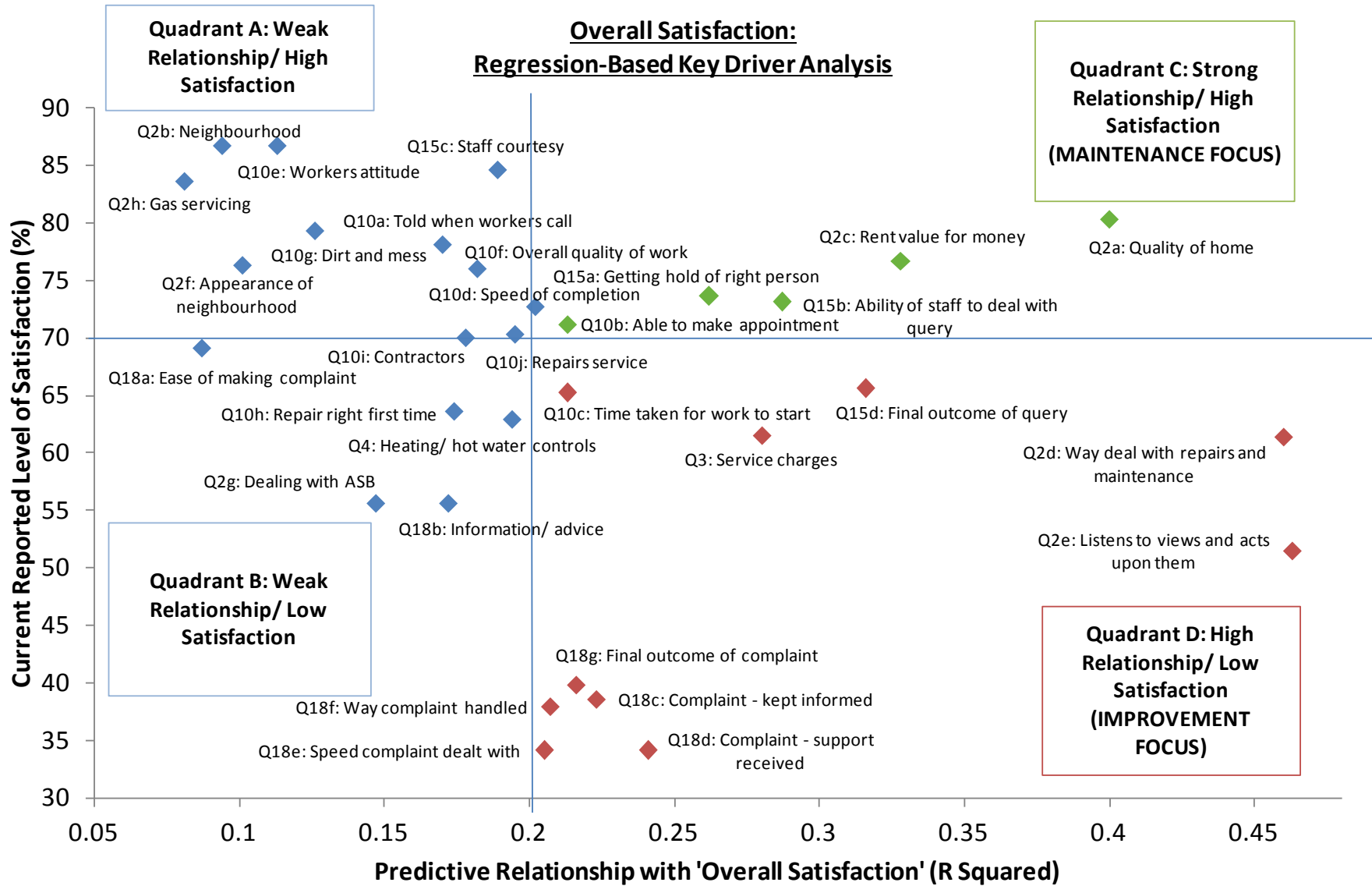
Improve Overall Satisfaction Ratings (Quadrant D)

- Q2e: That NWLDC listens to your views and acts upon them.
- Q2d: The way NWLDC deals with repairs and maintenance.
- Q15d: The final outcome of your query.
- Q3: Satisfaction that your service charges provide value for money?
- Q18c-g: Aspects of complaints handling: how well kept informed about progress; support received while complaint was being dealt with; speed with which complaint was dealt with; way complaint was handled; and the final outcome of the complaint.
- Q10c: Time taken before work started.

Maintain Overall Satisfaction Ratings (Quadrant C)

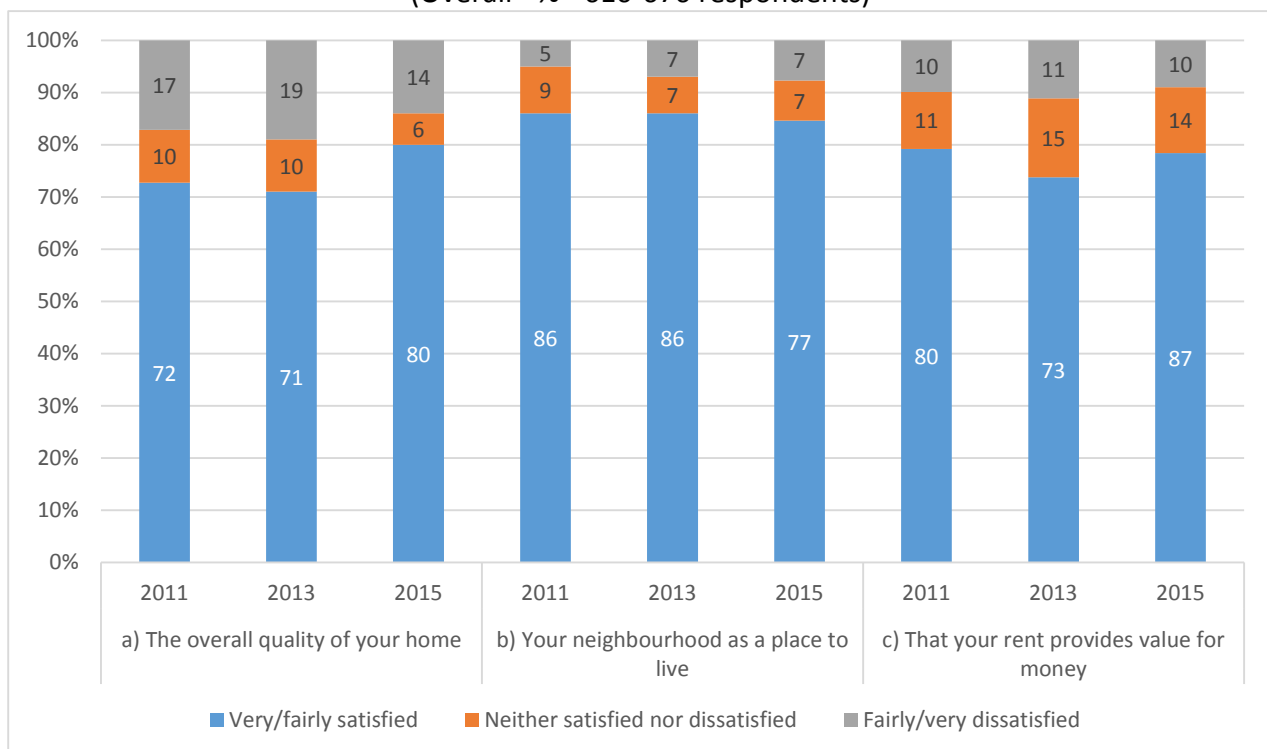
- Q2a: The overall quality of your home.
- Q2c: That your rent provides value for money.
- Q15b: The ability of staff to deal with your query quickly and efficiently.
- Q15a: Getting hold of the right person easily.
- Q10b: Being able to make an appointment.
- Q10d: The speed of completion of the work.

3.6 The full quadrant chart is shown overleaf – note that the analysis excludes 'not applicable' responses and any 'missing' data. (The median lines separating the quadrants are at the 70% satisfaction level and at 0.202 for the 'predictive value'.)

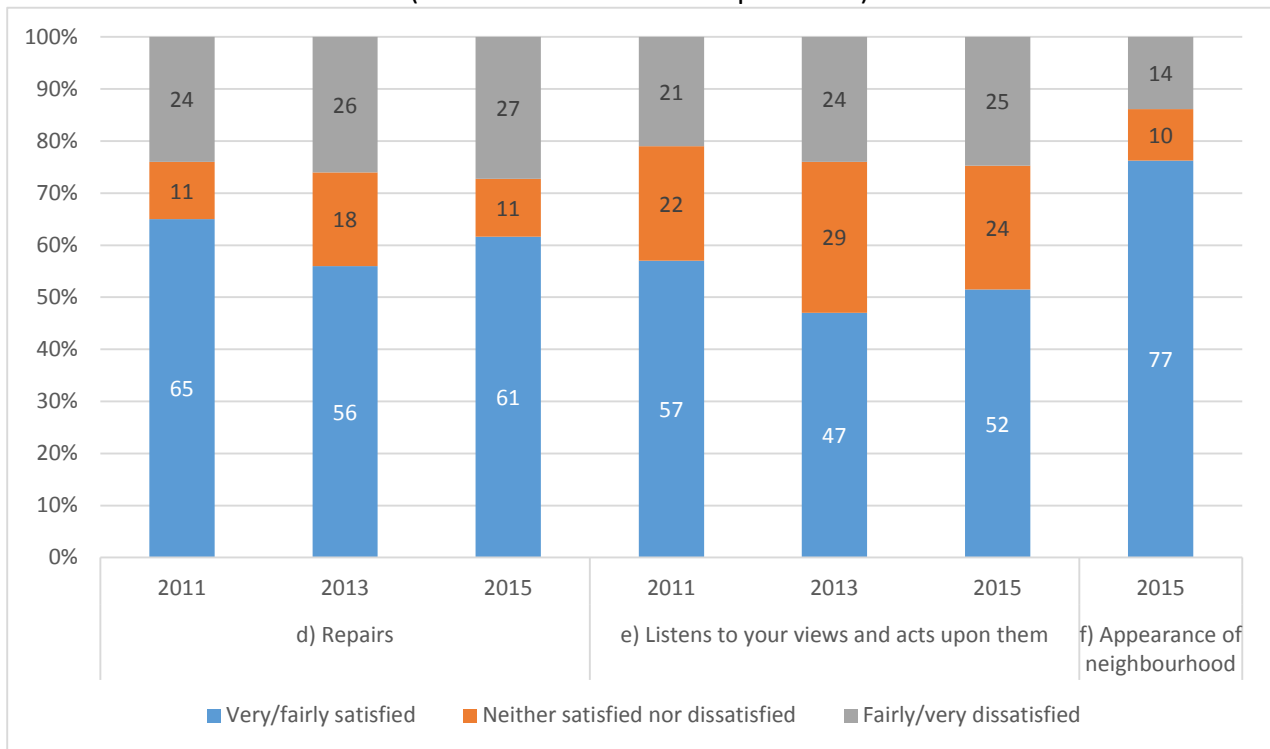


3.7 When respondents were asked to give their level of satisfaction in relation to eight aspects of services provided by the Housing Service, satisfaction ranged by 31% with satisfaction being highest in relation to ‘your neighbourhood as a place to live’ (87%) followed by ‘gas servicing arrangements’ (83%) and ‘the overall quality of your home’ (80%). These were followed by ‘that your rent provides value for money’ (77%), ‘the overall appearance of your neighbourhood’ (77%) and ‘the way NWLDC deals with repairs and maintenance’ (61%), while satisfaction was lowest in relation to ‘how NWLDC deals with anti-social behaviour’ (56%) and ‘that NWLDC listens to your views and acts upon them’ (52%) which received the highest level of ‘dissatisfied’ responses (25%).

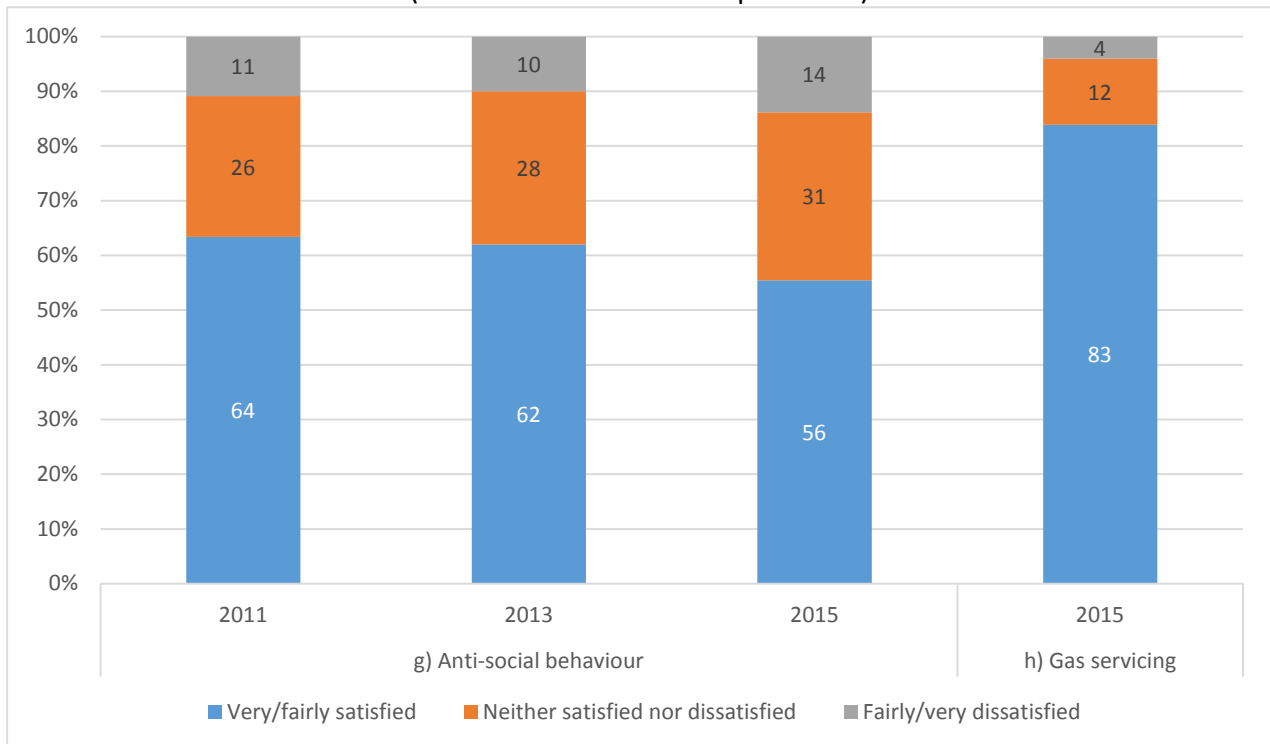
Q2: And how satisfied or dissatisfied are you with...?
(Overall - % - 610-676 respondents)



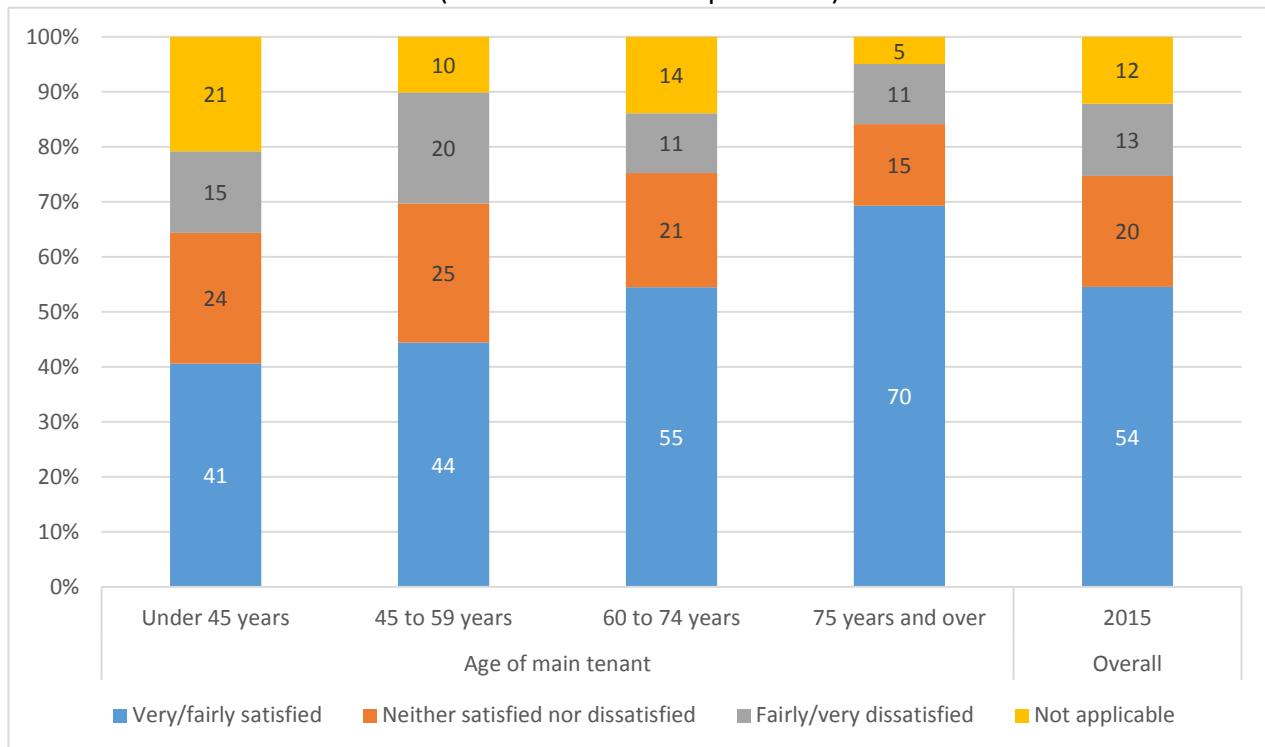
Q2: And how satisfied or dissatisfied are you with...?
(Overall - % - 610-676 respondents)



Q2: And how satisfied or dissatisfied are you with...?
(Overall - % - 610-676 respondents)

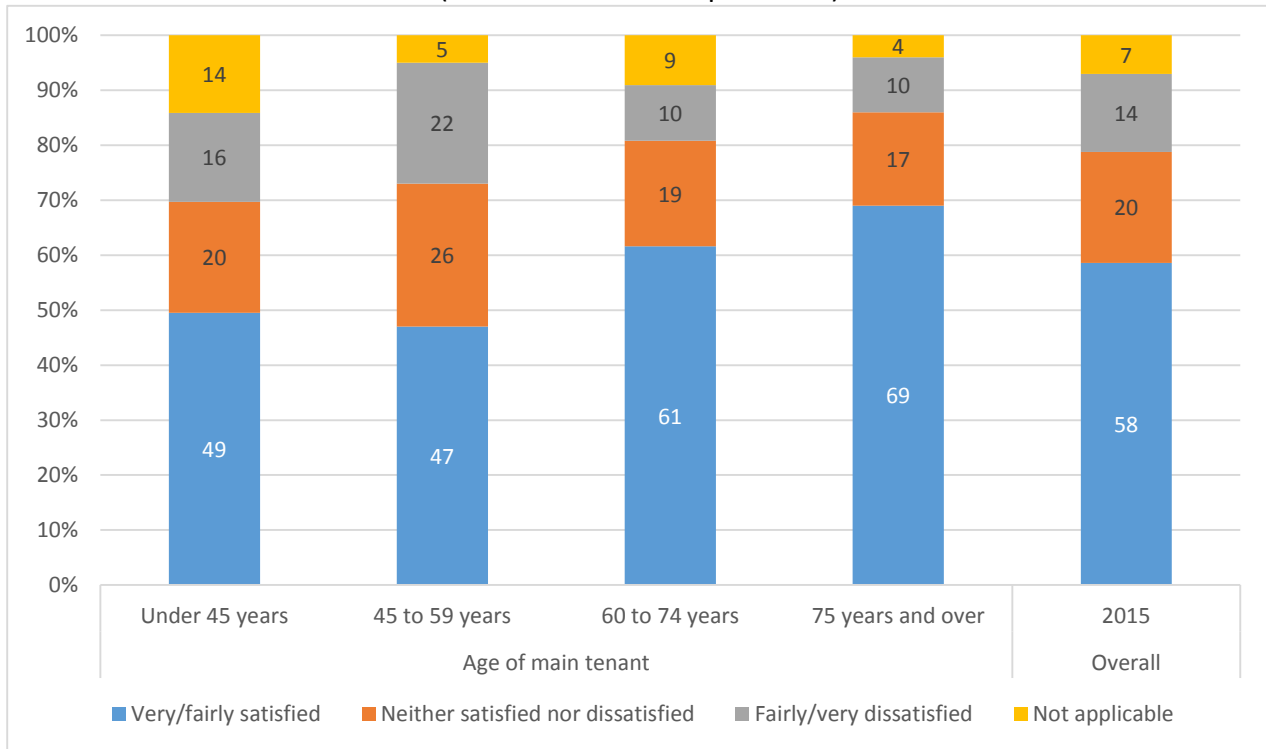


Q3: How satisfied or dissatisfied are you that your service charges provide value for money?
(Overall - % - 659 respondents)

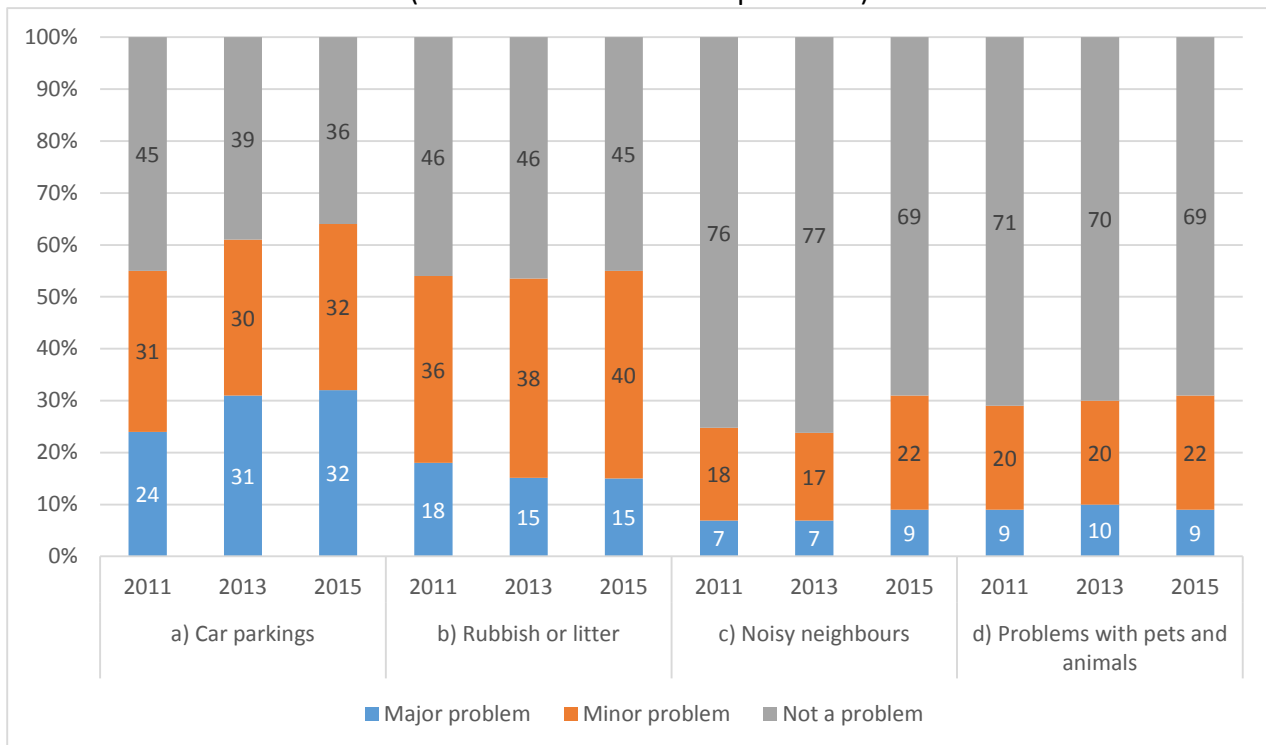


- 3.8 54% of respondents indicated that they are 'satisfied' (18% 'very'/36% 'fairly satisfied') that their service charges provide value for money, ranging by age from 41% of respondents under the age of 45 and continually increasing by age group to 70% of respondents over the age of 75. Males were more likely than females to be 'satisfied' in this regard (58% cf. 50%). One-in-five respondents were 'neither satisfied nor dissatisfied' (20%), while 13% were 'dissatisfied' (8% 'fairly'/5% 'very dissatisfied').
- 3.9 58% of the overall sample stated that they are 'satisfied' (25% 'very'/33% 'fairly satisfied') with the advice and support on using their heating and hot water controls, rising to 69% of respondents over the age of 75. One-in-five respondents (20%) were 'neither satisfied nor dissatisfied' in this regard, with 14% giving either 'fairly' (7%) or 'very dissatisfied' (7%) responses. 7% stated that this is 'not applicable' to themselves, rising to 14% of respondents under the age of 45 (14%) and of respondents living in single adult households with children under the age of 16 (14%).
- 3.10 When respondents were asked how much of a problem seven potential problems were evident in their neighbourhood, most selected as either a 'major' or 'minor problem' were 'car parking' (64%: 32% 'major'/32% 'minor problem') and 'rubbish or litter' (55%: 15% 'major problem'/40% 'minor problem') which also accounted for the two most selected problems in both 2013 and 2011. Around a third of respondents believed 'anti-social behaviour' (33%), 'noisy neighbours' (31%) and 'problems with pets and animals' (31%) to be a problem in their local area, while least selected were 'drug use or dealing' (26%) and 'other crime' (23%).

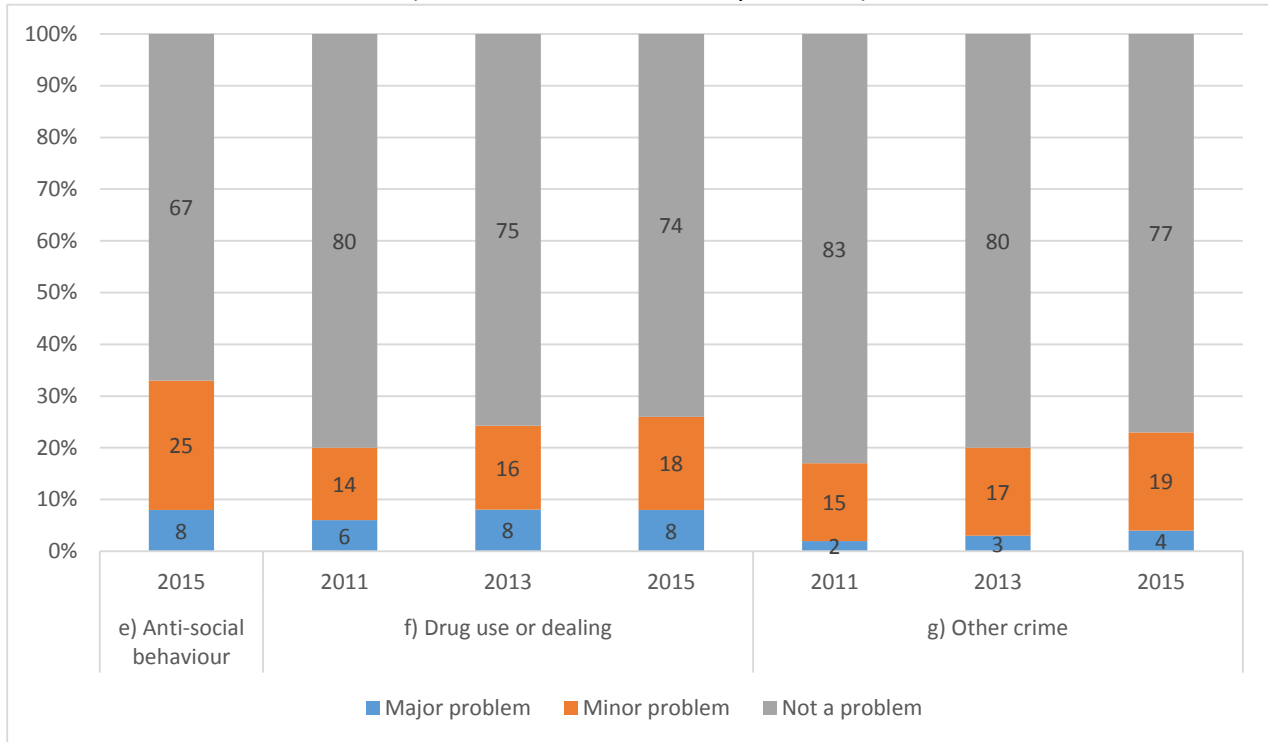
Q4: How satisfied or dissatisfied are you with the advice and support you receive from North West Leicestershire Housing Service to confidently and efficiently use your heating and hot water controls?
(Overall - % - 666 respondents)



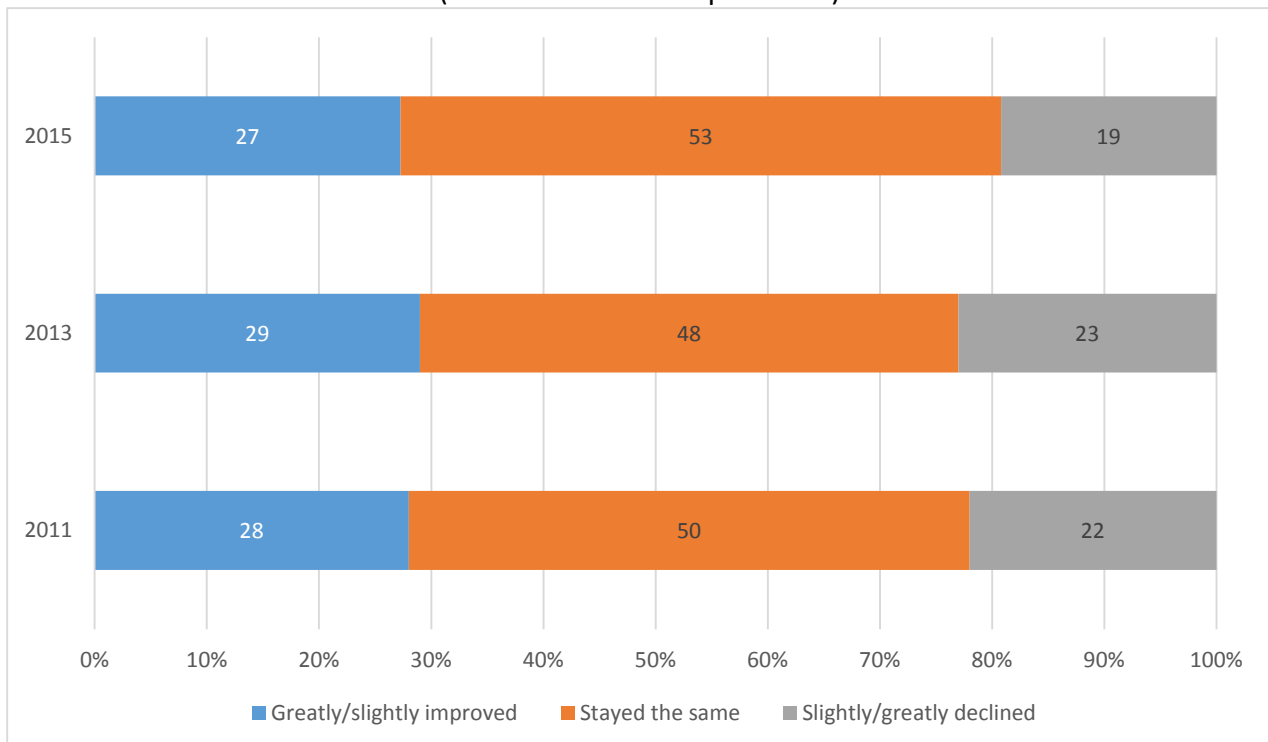
Q5: To what extent are any of the following a problem in your neighbourhood?
(Overall - % - 616-651 respondents)



Q5: To what extent are any of the following a problem in your neighbourhood?
(Overall - % - 616-651 respondents)



Q6: In the last three years, would you say your neighbourhood has improved or declined?
(Overall - % - 656 respondents)

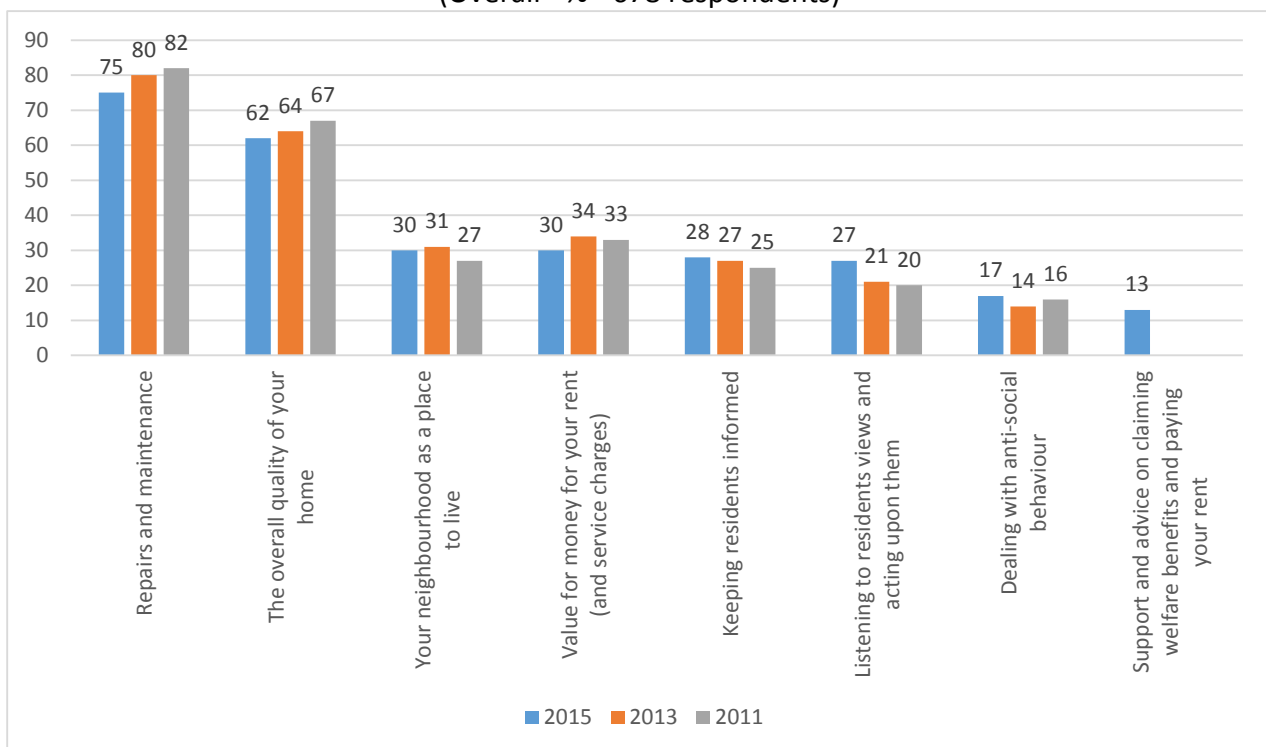


3.11 27% of respondents believed their neighbourhood had either 'greatly' (9%) or 'slightly improved' (18%) in the previous 3 years, with such responses by postcode showing no significant deviations from the overall sample while the overall sample mirrored those of

previous years. 53% believed their neighbourhood has ‘stayed the same’ in this period, while 19% gave either ‘slightly’ (14%) or ‘greatly declined’ (5%) responses.

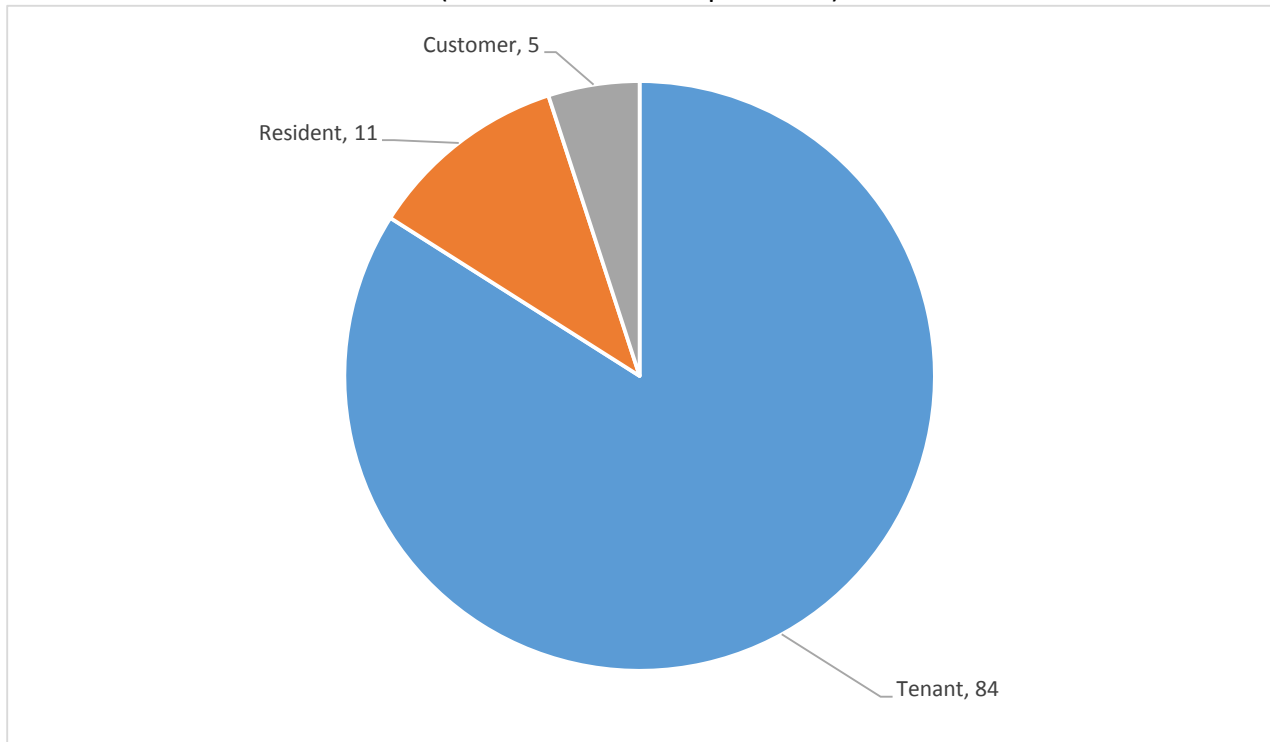
3.12 When asked to give their top three service priorities, most selected (as they had been in both 2011 and 2013) were ‘repairs and maintenance’ (75% [2013: 80%/2011: 82%]) and ‘the overall quality of your home’ (62% [2013: 64%/2011: 67%]). These were followed by ‘your neighbourhood as a place to live’ (30%), ‘value for money for your rent (and service charges)’ (30%), ‘keeping residents informed’ (28%) and ‘listening to residents’ views and acting upon them’ (27%), while least selected as priorities were ‘dealing with antisocial behaviour’ (17%) and ‘support and advice on claiming welfare benefits and paying rent’ (13%).

Q7: Which of the following services would you consider to be your top three priorities?
(Overall - % - 678 respondents)



3.13 84% of respondents stated that they see themselves as ‘tenants’ of North West Leicestershire District Council, with such responses by subgroup only falling below 80% amongst respondents from minority ethnic groups (64%). 11% of respondents saw themselves as a ‘resident’ rising to 29% of ethnic minority respondents, while one-in-twenty respondents (5%) gave ‘customer’ responses.

Q8: Which of the following best describes how you view your relationship with North West Leicestershire as a housing provider?
(Overall - % - 672 respondents)



4. BLOCK OR SCHEME RESPONDENTS

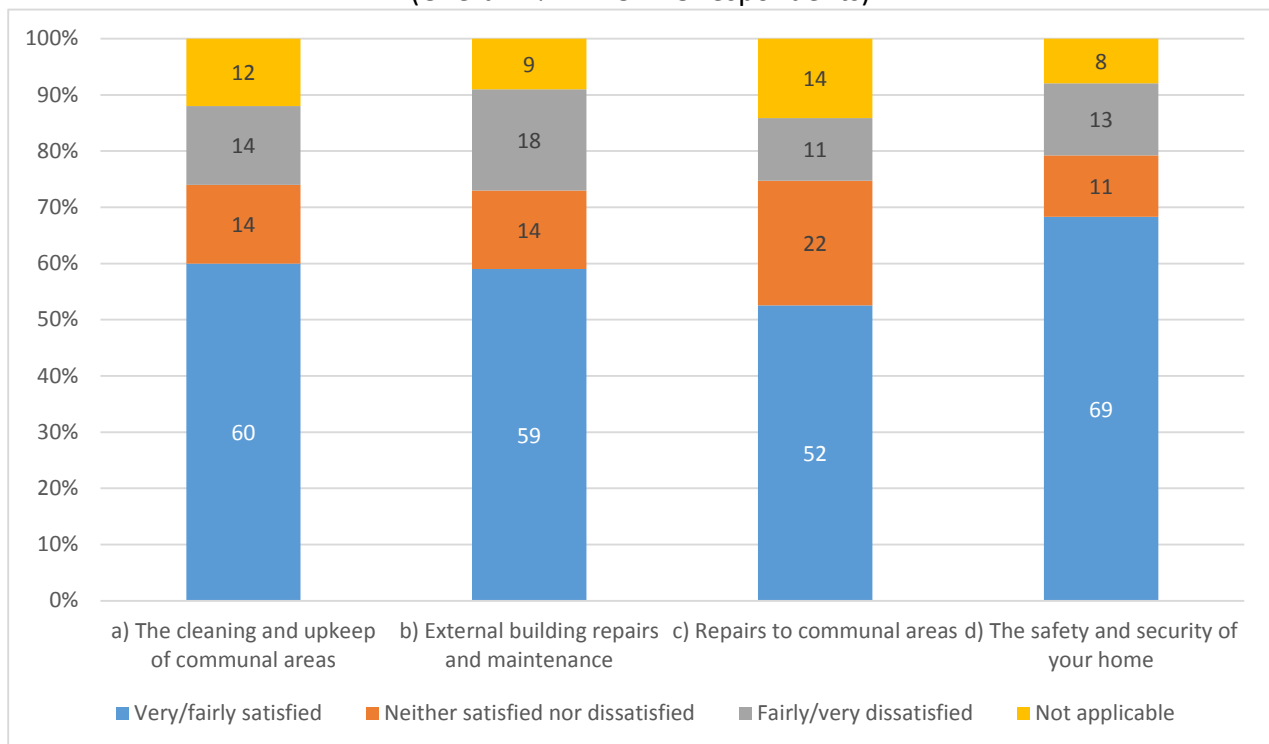
Question 9: 'Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following?'

APPENDIX 1 – Pages 22 to 25

4.1 Respondents living in a block or scheme were to give their level of satisfaction with four aspects of their home. Satisfaction at this point was highest in relation to 'the safety and security of your home' (69%: 29% 'very' / 40% 'fairly satisfied') rising to 80% of respondents over the age of 75. 60% of respondents were satisfied with 'the cleaning and upkeep of communal areas', while 59% were satisfied with 'external building repairs and maintenance' which saw the highest percentage of 'dissatisfied' responses (18%: 12% 'fairly' / 6% 'very dissatisfied'). Satisfaction at this point was lowest in relation to 'repairs to communal areas' (52%).

Q9: Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following?

(Overall - % - 213-228 respondents)



5. REPAIRS AND MAINTENANCE

Question 10: 'Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?'

Question 11: 'Did the contractor show proof of identity?'

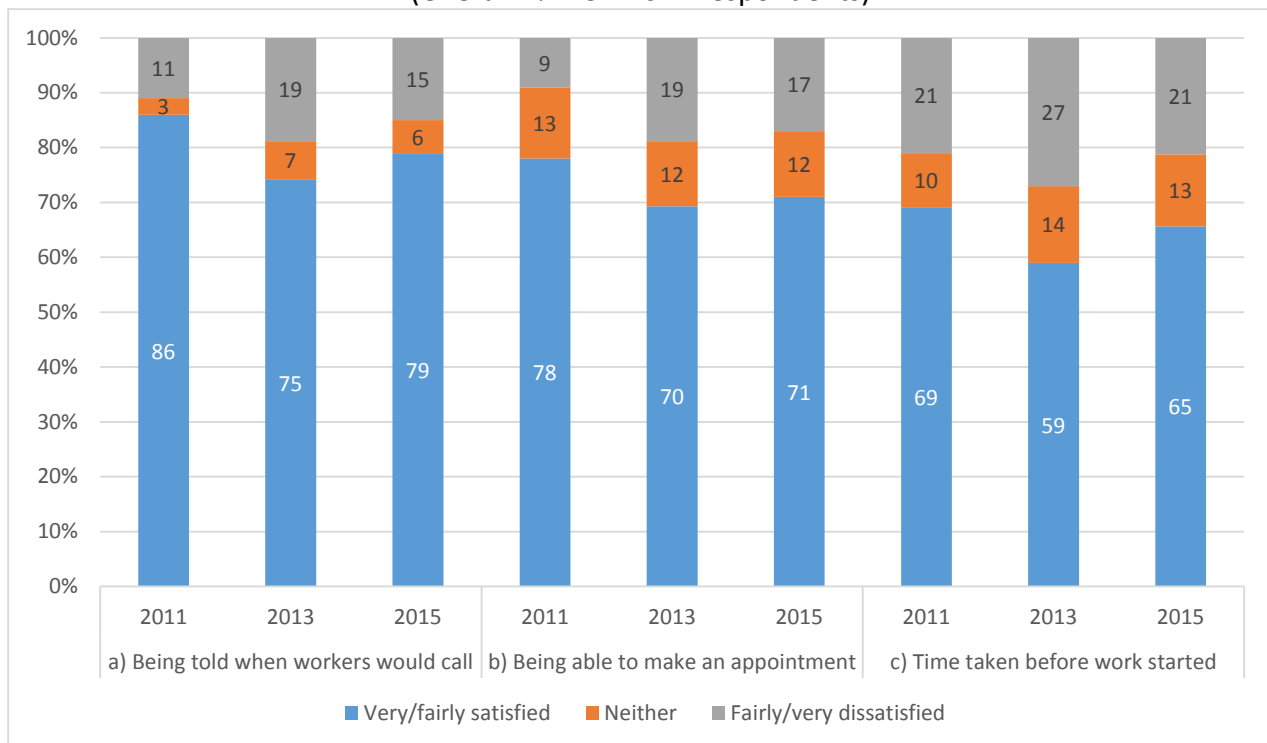
Question 12: 'If you had an appointment for this repair was it kept?'

Question 13: 'Would you be happy to receive appointment confirmation of repair appointments by text rather than by letter?'

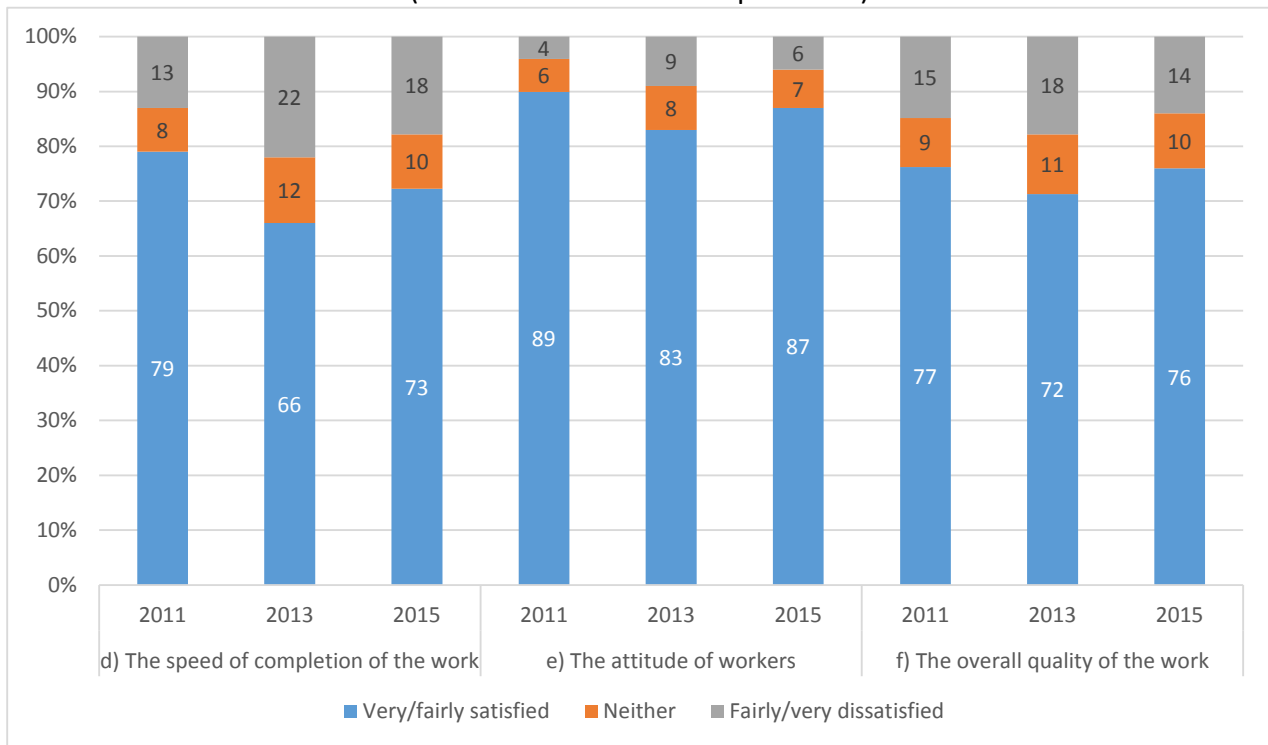
APPENDIX 1 – Pages 26 to 38

5.1 At Question 10 respondents who had had a repair carried out in the last 12 months were asked to state their satisfaction with ten aspects of their last completed repair. Satisfaction at this point was highest in relation to 'the attitude of the workers' (87%) followed by 'being told when workers would call' (79%), 'keeping dirt and mess to a minimum' (79%), 'the overall quality of the work' (76%) and 'the speed of completion of the work' (73%). Around 70% of respondents were satisfied with 'being able to make an appointment' (71%), 'the contractors doing the job you expected' (70%) and 'the repairs service you received on this occasion' (70%), while satisfaction was lowest in relation to 'time taken before work started' (65%) and 'the repair being done 'right first time'' (63%) which received the highest percentage of 'dissatisfied' responses (24%).

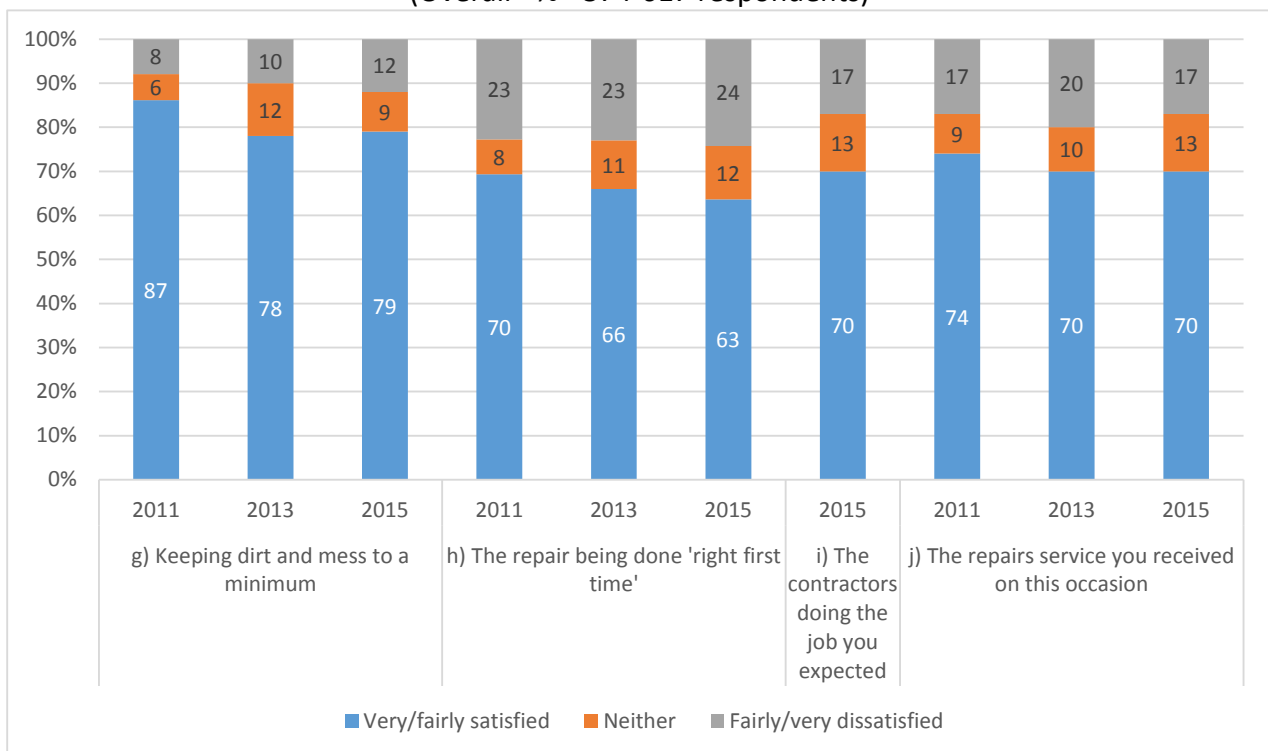
Q10: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?
(Overall - % - 574-617 respondents)



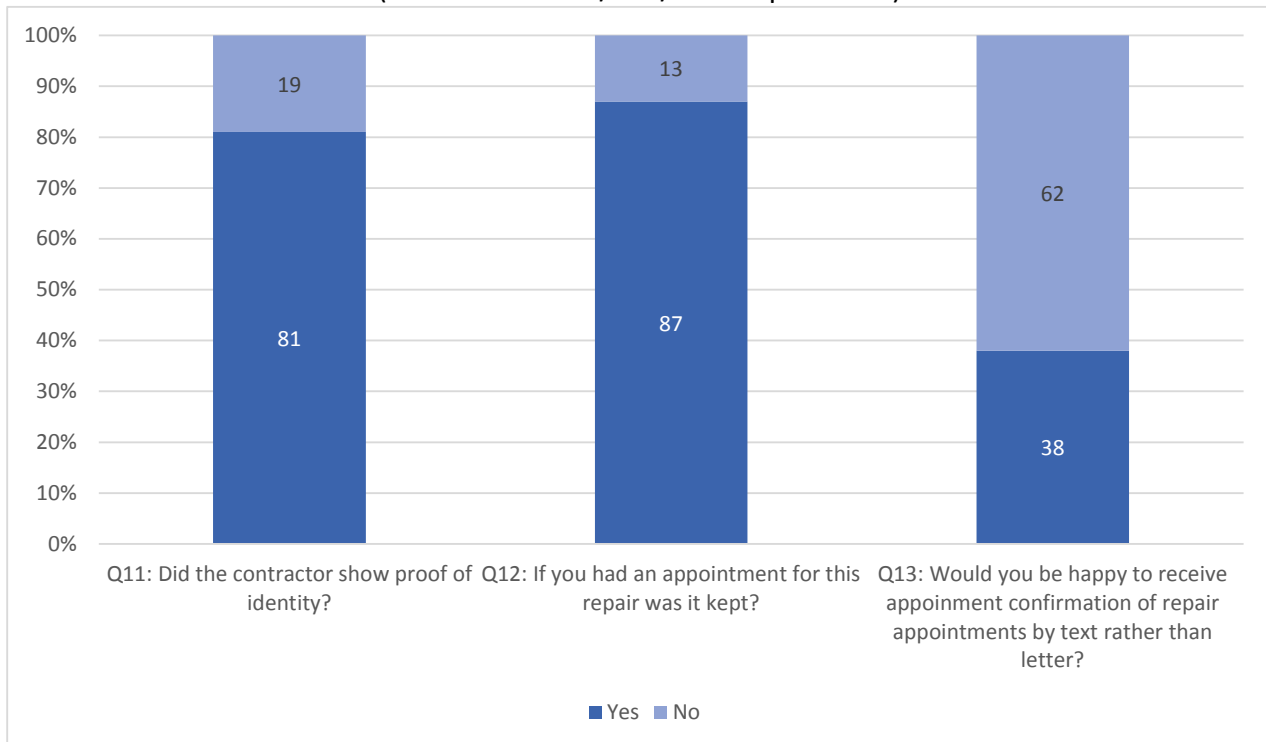
Q10: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?
(Overall - % - 574-617 respondents)



Q10: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?
(Overall - % - 574-617 respondents)



Q11: Did the contractor show proof of identity? / Q12: If you had an appointment for this repair was it kept? / Q13: Would you be happy to receive appointment confirmation of repair appointments by text rather than letter?
(Overall - % - 610/598/632 respondents)



- 5.2 81% of respondents who had had a repair completed recalled the contractor showing proof of their identity, rising to 89% of respondents over the age of 75 while reducing to 69% of those under the age of 45. 19% stated that the contractor did not show proof of identity.
- 5.3 87% stated that the appointment time for their repair was kept, with responses by subgroup being lowest amongst respondents aged 45 to 59 (79%). 13% stated that their appointment time had not been kept.
- 5.4 38% of respondents indicated that they would be happy to receive confirmation of their appointment by text rather than by letter, with likelihood of giving such responses continually falling with age from three-quarters of respondents under the age of 45 reducing to a third of those aged 60 to 74 (33%) and 11% of those over the age of 75. The majority of respondents (62%) would not be happy to have their appointment confirmed by text rather than letter.

6. CONTACT AND COMPLAINTS

Question 14: 'Have you made contact with North West Leicestershire Housing Service in the last 12 months other than to pay your rent or service charges?'

Question 15: 'When you made contact with NWLDC Housing Services in the last 12 months, how satisfied or dissatisfied were you with the following?'

Question 16: 'Are you aware that North West Leicestershire Housing Service has a formal complaints procedure?'

Question 17: 'Have you made a complaint to North West Leicestershire Housing Service in the last 12 months?'

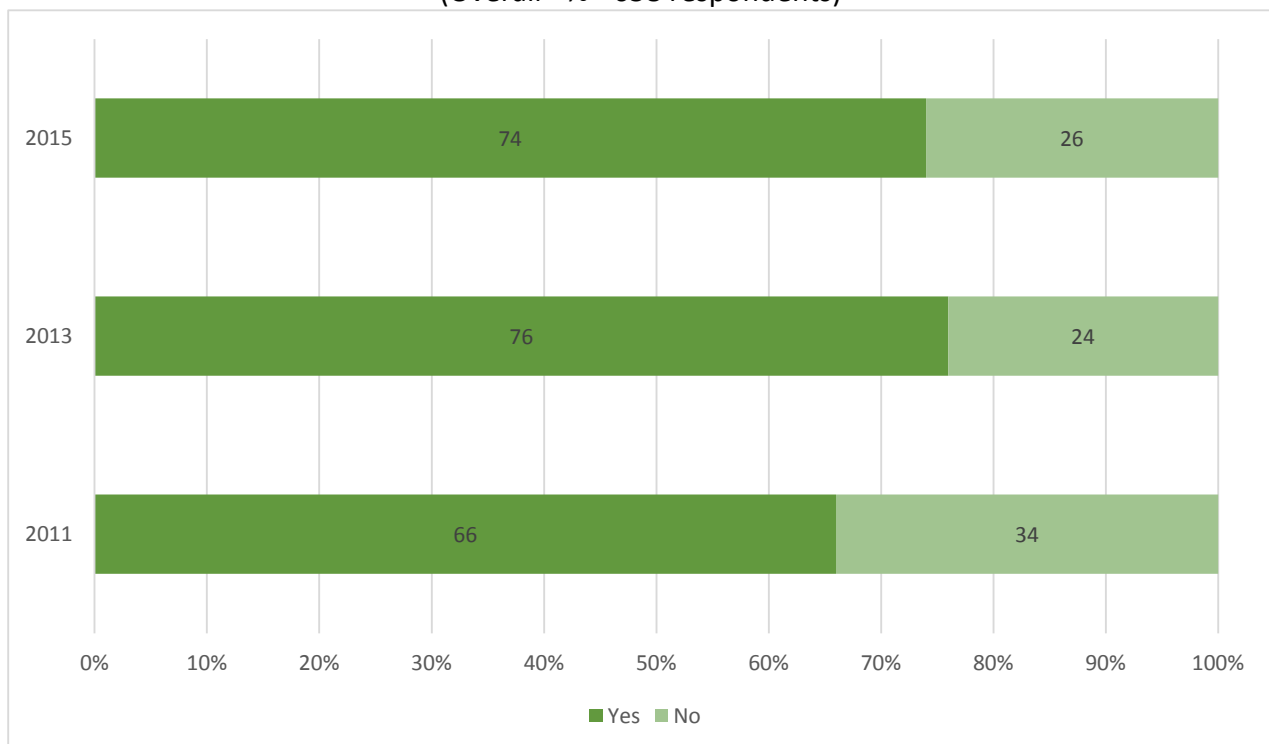
Question 18: 'How satisfied or dissatisfied were you with the following aspects of the complaints service?'

APPENDIX 1 – Pages 39 to 52

6.1 Three-quarters of respondents (74%) had contacted North West Leicestershire Housing Services in the previous 12 months, with such responses by subgroup being lowest amongst respondents over the age of 75 (68%) and those in the DE73/DE74 postcode area (67%). 26% had not made contact in the preceding 12 months.

Q14: Have you made contact with North West Leicestershire Housing Services in the last 12 months other than to pay your rent or service charges?

(Overall - % - 658 respondents)

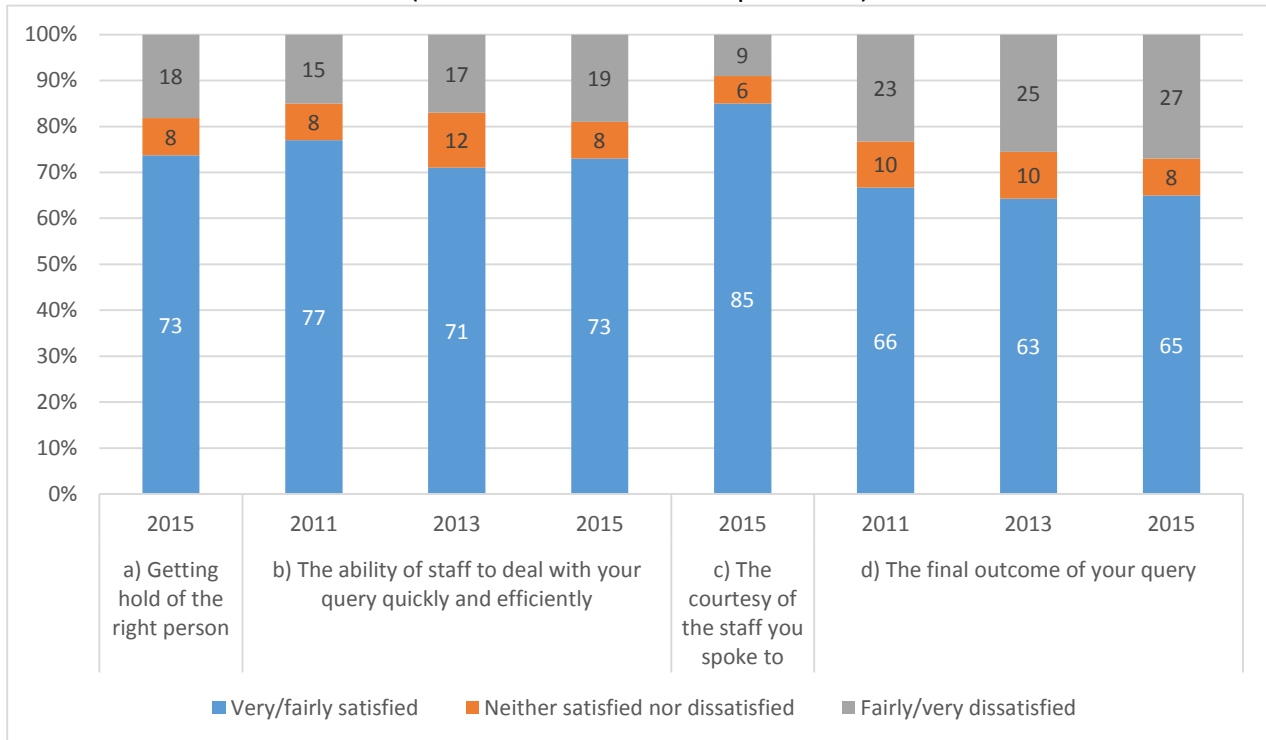


6.2 Amongst respondents who had contacted the Housing Services in the last 12 months, satisfaction in relation to four aspects of this contact was highest in relation to 'the courtesy of the staff you spoke to' (85%: 53% 'very'/32% 'fairly satisfied'), while over 70% of respondents were satisfied with 'the ability of staff to deal with your query quickly and efficiently' (73%: 34% 'very'/39% 'fairly satisfied') and 'getting hold of the right person'

(73%: 32% 'very'/41% 'fairly satisfied'). Satisfaction was lowest (65%: 34% 'very'/31% 'fairly satisfied'), and dissatisfaction highest (27%: 11% 'fairly'/16% 'very dissatisfied'), in relation to 'the final outcome of your query'.

Q15: When you made contact with NWLDC Housing Services in the last 12 months, how satisfied or dissatisfied were you with the following?

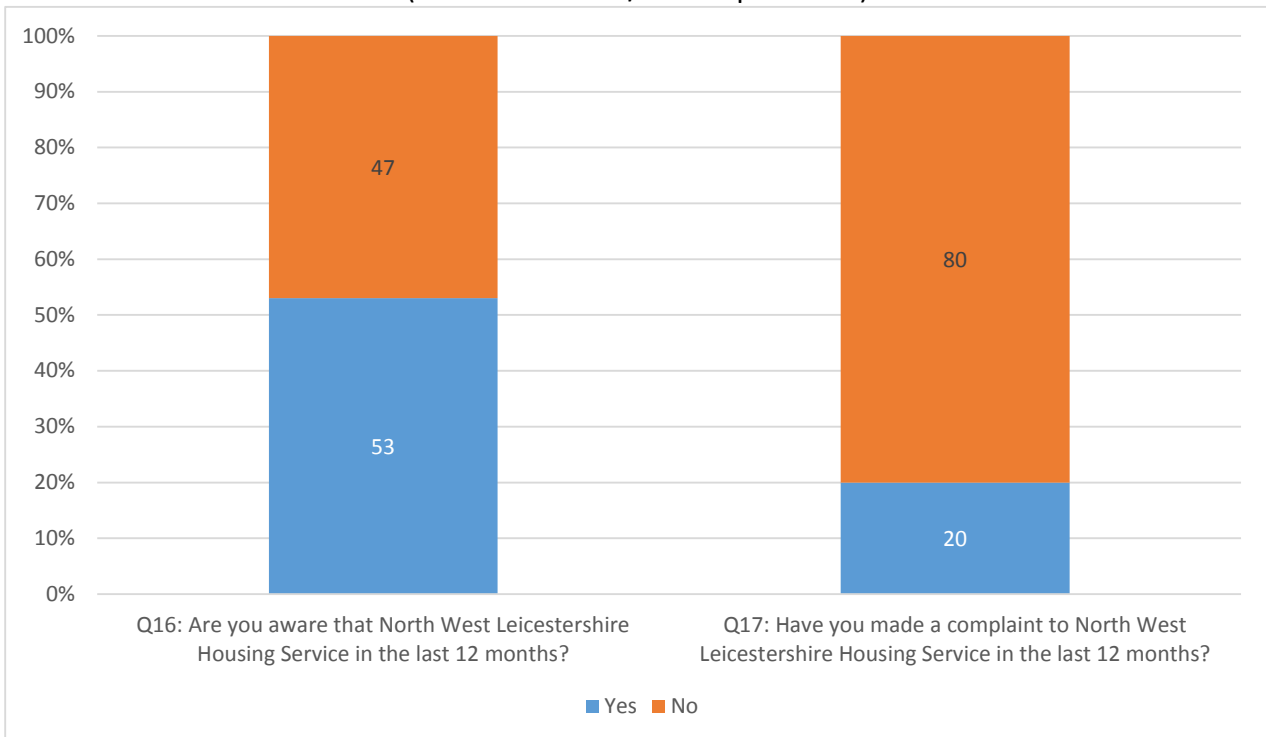
(Overall - % - 476-481 respondents)



- 6.3 53% of respondents were aware that North West Leicestershire Housing Service has a formal complaints procedure, rising to 62% of respondents in households comprised of two or more adults with children as well as 66% of respondents from minority ethnic groups. 47% were unaware of the formal complaints procedure.
- 6.4 One-in-five respondents (20%) had made a complaint to North West Leicestershire Housing Service in the previous 12 months, rising to 31% of respondents in households comprised of single adults with children while falling to 7% of respondents from minority ethnic groups. 80% had not made a complaint in the previous 12 months.
- 6.5 When respondents who had made a complaint to North West Leicestershire Housing Service in the preceding 12 months were asked to give their level of satisfaction with seven aspects of this complaint, satisfaction was highest in relation to 'how easy it was to make your complaint' (69%: 26% 'very'/43% 'fairly satisfied') and 'the information and advice provided by the staff' (55%). These were followed by 'the final outcome of your complaint' (40%), 'the way your complaint was handled' (38%) and 'how well you were kept informed about the progress of your complaint' (38%). Satisfaction was lowest in relation to 'the support and advice you received while your complaint was dealt with' (34%) and 'the speed with which your complaint was dealt with' (34%).

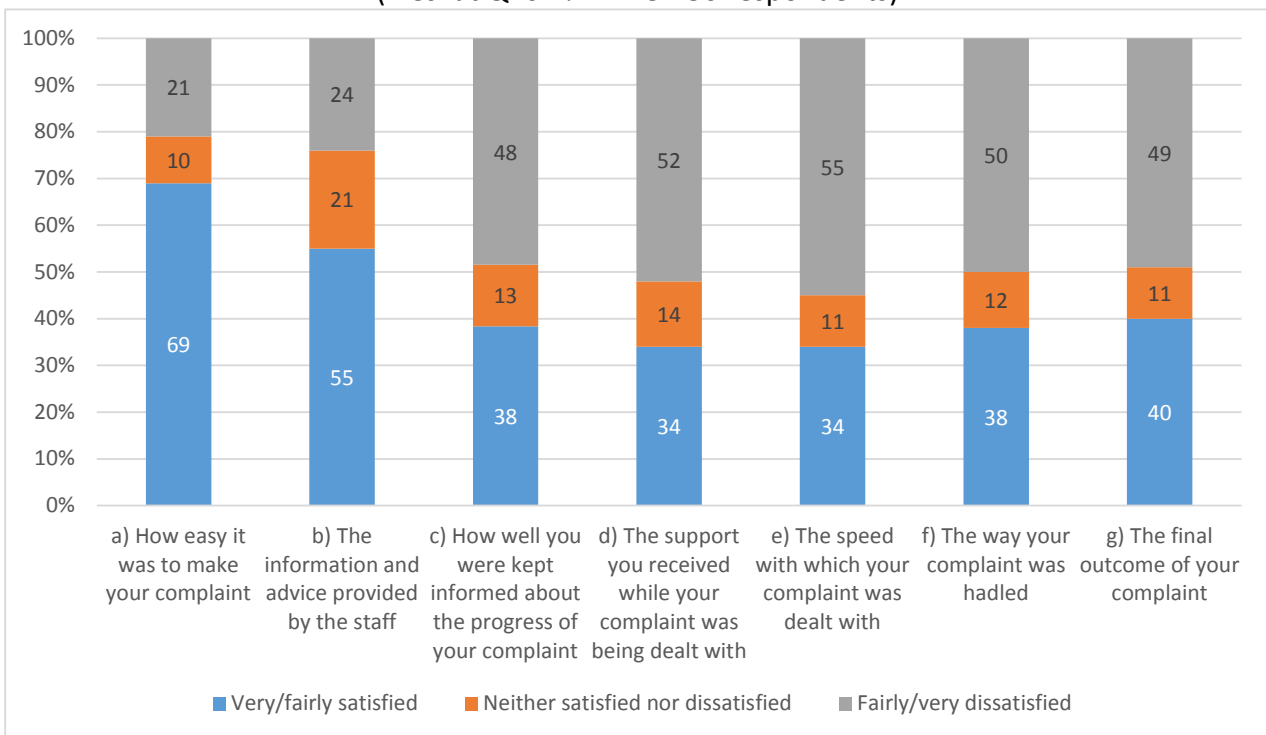
Q16: Are you aware that North West Leicestershire Housing Service has a formal complaints procedure? / Q17: Have you made a complaint to North West Leicestershire Housing Service in the last 12 months?

(Overall - % - 669/668 respondents)



Q18: How satisfied or dissatisfied were you with the following aspects of the complaints service?

(‘Yes’ at Q16 - % - 128-136 respondents)



7. INTERNET USE

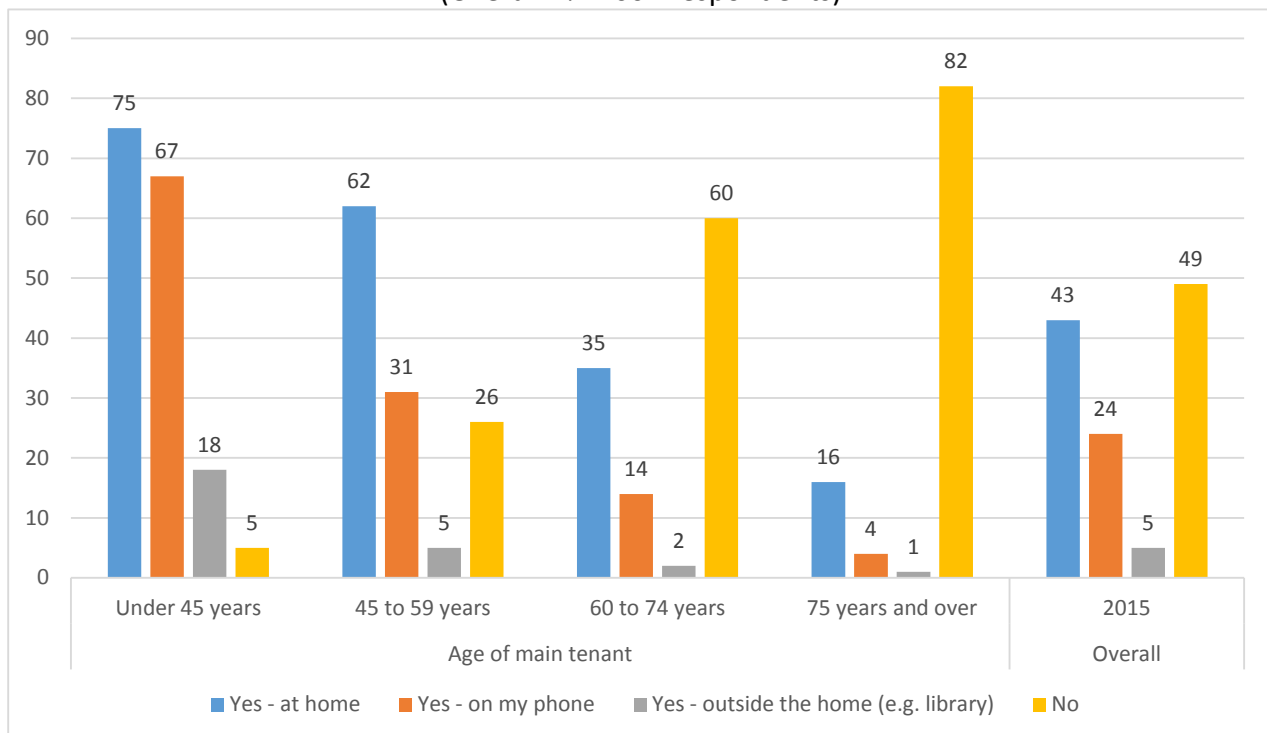
Question 19: 'Do you use the internet?'

Question 20: 'If you do not use the internet, why not?'

APPENDIX 1 – Pages 53 to 54

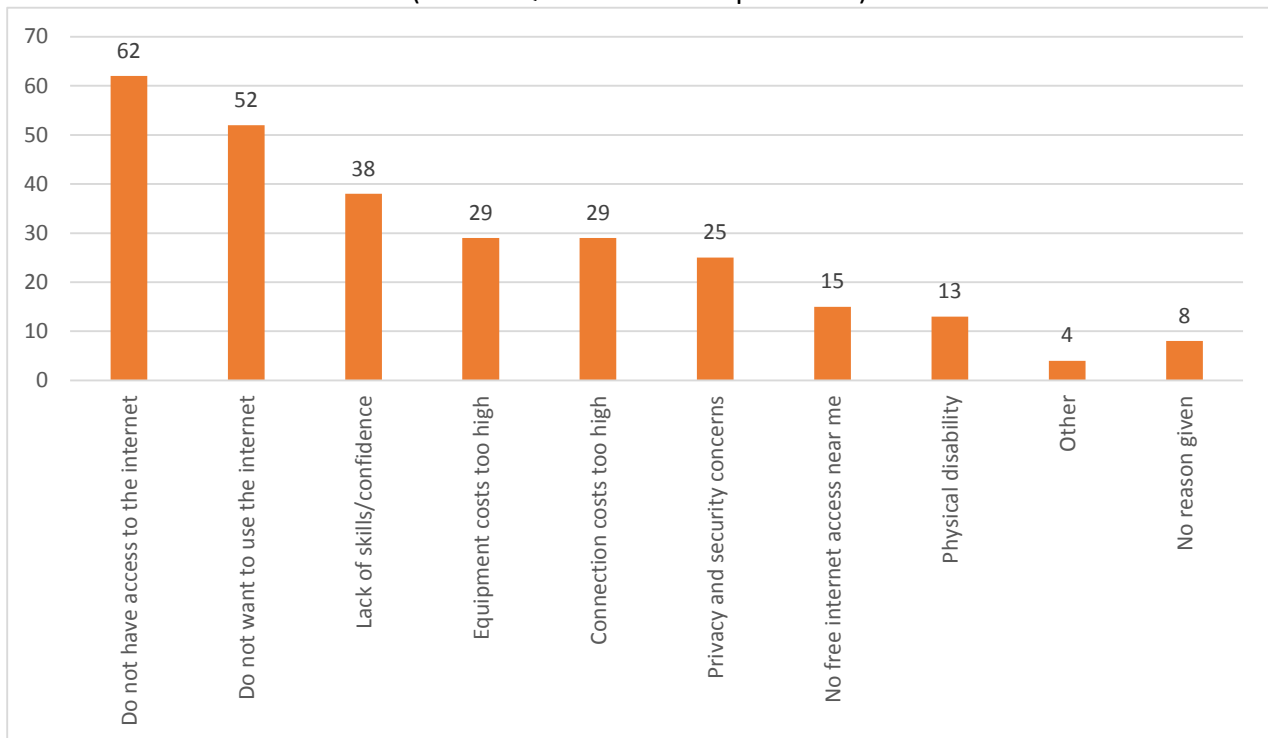
7.1 49% of all respondents indicated that they do not use the internet, rising to 82% of respondents over the age of 75 and continually falling with reductions in age to just one-in-twenty (5%) respondents under the age of 45. 43% of the overall sample use the internet 'at home' rising to three-quarters of respondents under the age of 45 and 66% of respondents in households comprised of single adults with children under the age of 16 while falling to 16% of respondents over the age of 75. 24% of respondents access the internet by 'phone', rising to 67% of respondent under 45, while 5% access the internet 'outside the home' rising to 23% of respondents from ethnic minorities and 19% of those in households comprised of two or more adults with children.

Q19: Do you use the internet?
(Overall - % - 667 respondents)



7.2 Amongst respondents who indicated that they do not use the internet, the most stated reasons for not using the internet were 'do not have access to the internet' (62%) and 'do not want to use the internet' (52%), while 38% stated that they have a 'lack of confidence/skills'. These were followed by 'equipment costs too high' (29%), 'connection costs too high' (29%) and 'privacy and security concerns' (25%), while least selected were 'no free internet access near me' (15%) and 'physical disability' (13%). 4% gave 'other' responses which are listed at Appendix 3 and 8% of those who stated that they do not use the internet failed to give a reason as to why.

Q20: If you do not use the internet, why not?
 ('No' at Q19 - % - 327 respondents)



8. TENANT AND LEASEHOLDERS CONSULTATION FORUM

Question 21: ‘Are you aware of the Tenants and Leaseholder Consultation Forum?’

Question 22: ‘Would you like the Resident Involvement team to contact you to discuss opportunities to get involved with the Housing Service?’

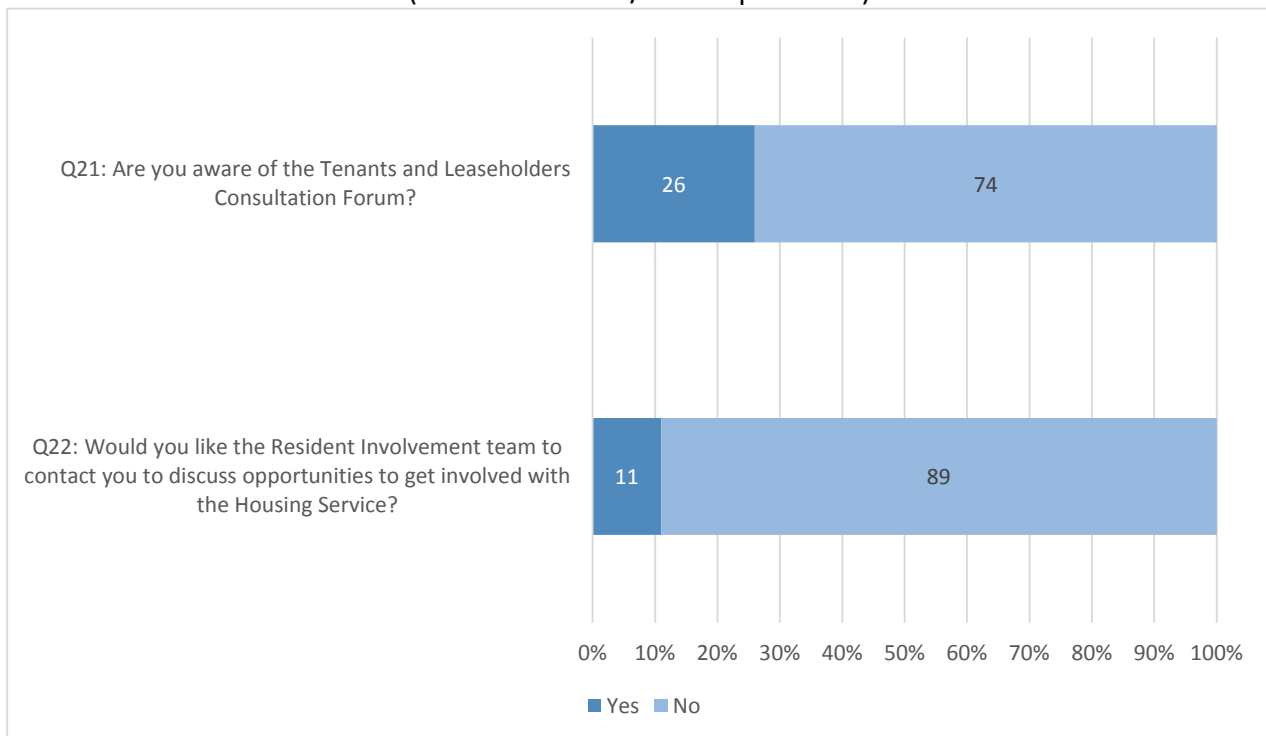
Question 23: ‘Are there any other comments you would like to make on housing services you receive from North West Leicestershire District Council?’

APPENDIX 1 – Pages 55 to 56

- 8.1 26% of the overall sample were aware of the Tenant and Leaseholders Consultation Forum, with ‘yes’ responses by subgroup being highest amongst respondents aged 60 to 74 (30%) and lowest amongst those living in households comprised of single adults with children under 16 years old (17%). 74% were not aware of the Tenant and Leaseholders Consultation Forum.

Q21: Are you aware of the Tenant and Leaseholders Consultation Forum? / Q22: Would you like the Resident Involvement team to contact you to discuss opportunities to get involved with the Housing Service?

(Overall - % - 658/662 respondents)



- 8.2 11% of respondents would like to be contacted to discuss opportunities to become involved with the Housing Service, rising to 18% of respondents living in households comprised of two or more adults with children. 89% would not like to be contacted.

- 8.3 At Question 23 respondents were asked if there were any comments they would like to make about the housing services they receive and these are listed verbatim at Appendix 3.

9. PROFILE OF RESPONDENTS

Question 24: Household composition

Question 25: 'Are you or any household member's day to day activities limited because of health problems have lasted, or are expected to last, at least 12 months?'

Question 26: 'Does your household currently receive housing benefit (either paid directly to you or your landlord)?'

Question 27: 'How would you describe your sexual orientation?'

Question 28: 'What is your (and your partner's) ethnic group?'

Question 29: 'What is your religion?'

APPENDIX 1 – Pages 57 to 66

- 9.1 60% of respondents were over the age of 60 (35% '60 to 74 years'/25% '74 years and over'), with 21% being between the ages of 45 and 59. 19% were under the age of 45.
- 9.2 52% of respondents were living in households with two or more adults present either with (14%) or without (38%) children. 43% were in households comprised of a single adult either under (10%) or over 60 years old (33%) and 5% were in single adult households with children under the age of 16.
- 9.3 51% of respondents gave the gender of the main tenant as female and 48% as male. 1% would 'prefer not to say'.
- 9.4 55% of respondents indicated that either they or a member of their household's day to day activities are limited either 'a lot' (31%) or 'a little' (24%) by a long-standing health problem, rising to 75% of respondents over the age of 75 while reducing to 29% of those under 45. 45% were not living in such households.
- 9.5 55% of the overall sample were in households which are in receipt of housing benefit, rising to 88% of those in households comprised on a single adult with children under 16 years of age. 41% were not in receipt of housing benefit and 4% stated that this is 'not applicable'.
- 9.6 79% of respondents described their sexual orientation as 'heterosexual', with 17% giving 'prefer not to say' responses.
- 9.7 96% of respondents were 'White British', while the largest single group of the remaining respondents were from 'White Other' (3%) backgrounds.
- 9.8 71% of respondents gave their religion as 'Christian', rising to 84% of respondents over the age of 75 and 23% gave 'no religion' responses rising to 50% of those under 45.