

# STAR

**Survey of Tenant and Residents  
September 2017**



**Mansfield**  
District Council

## Executive Summary







### 1. Context

In August 2017 Mansfield District Council carried out its tenant satisfaction survey (STAR). The survey covered general needs properties and housing for older people. The results are presented for Mansfield overall followed by general needs and housing for older people separately. Results are weighted per patch.

A postal survey was used for this piece of research. This method of contact provides a snapshot of tenants' views at a given point in time. The STAR survey allows the results collected to be compared to other housing organisations and measure trends over time. The summary of results below represents all respondents, to allow for comparison with the 2013 and 2015 STAR survey results.





### 2. Overall Results

Overall, there was a 27% response rate. The level of satisfaction derived from the six core questions for Mansfield overall are:



|  | Overall Satisfaction                    |       |       | Improved or declined  |
|--|---|-------|-------|---|
|  | Satisfaction (Very or fairly satisfied) |       |       |   |
|  | 2013                                    | 2015  | 2017  |   |
| Services provided by MDC                       | 87%                                     | 88.7% | 87.7% |    |
| Overall quality of their home                  | 85%                                     | 87.7% | 86%   |   |
| Neighbourhood as a place to live               | 84.1%                                   | 85.7% | 84.2% |  |
| Rent provides value for money                  | 78.6%                                   | 81.2% | 80.8% |  |
| The way MDC deals with repairs and maintenance | 81.5%                                   | 82.8% | 84.6% |  |
| MDC listens to your views and acts upon them   | 66%                                     | 68.1% | 70.8% |  |

As the results show, satisfaction for four of the core questions has fallen slightly. However, there has been an increase in satisfaction for how tenants view our approach to repairs and maintenance, and how tenants feel we listen to their views and act upon them.




### 3. Estate Services

|   | Estate Services                         |      |      | Improved or declined  |
|---|---|------|------|---|
|   | Satisfaction (Very or fairly satisfied) |      |      |   |
|   | 2013                                    | 2015 | 2017 |   |
| The appearance of their neighbourhood       | 77%                                     | 78%  | 78%  |  |
| The grounds maintenance in their area       | 71%                                     | 68%  | 69%  |  |
| The value for money                         | 70%                                     | 70%  | 74%  |  |
| The overall estate services provided by MDC | 75%                                     | 77%  | 77%  |  |







#### 4. Neighbourhood

|  | Neighbourhood  |   |  | Improved or declined  |
|--|--|---|--|---|
|  | % Agreement  |   |  |   |
|  | 2013   | 2015  | 2017   |   |
| Your neighbourhood greatly or slightly improved in the last 3 years?                               | 38%  | 51%   | 34%  |  |
| Your neighbourhood stayed the same in the last 3 years?  | 46%  | 46%   | 48%  |  |
| The three main issues identified as being the greatest problems within tenants neighbourhoods are: | Rubbish and litter<br>Car Parking / parking areas<br>ASB | Car parking / parking areas<br>Rubbish and litter<br>Trees and hedges | Car Parking/ Parking areas<br>Rubbish and Litter<br>Trees and Hedges |   |








#### 5. Anti-Social Behaviour (ASB)

|  | Anti-Social Behaviour |      |      | Improved or declined  |
|--|-----------------------|------|------|---|
|  | % Agreement           |      |      |   |
|  | 2013                  | 2015 | 2017 |   |
| Satisfaction with the final outcome of their ASB complaint | 58%                   | 61%  | 47%  |  |
| Satisfaction with the way their complaint was dealt with   | 57%                   | 59%  | 46%  |  |
| Respondents willing to report ASB to MDC in the future     | 80%                   | 80%  | 68%  |  |










#### 6. Repairs and Maintenance

|                                     | Responsive Repairs |      |      | Improved or declined  |
|-------------------------------------|--------------------|------|------|---|
|                                     | 2013               | 2015 | 2017 |   |
| Yes an appointment was given        | 89%                | 87%  | 90%  |  |
| Yes the repair appointment was kept | 93%                | 92%  | 94%  |  |
| <b>Satisfaction with:</b>           |                    |      |      |   |
| Attitude of workers                 | 90%                | 92%  | 95%  |  |
| Keeping dirt & mess to a minimum    | 87%                | 88%  | 93%  |  |
| Being told when workers would call  | 85%                | 87%  | 88%  |  |
| Overall condition of home           | 84%                | 86%  | 87%  |  |




## 7. Complaints

|  | Complaints                |      |      | Improved or declined  |
|--|---------------------------|------|------|---|
|  | 2013                      | 2015 | 2017 |   |
| % aware MDC has a complaints procedure       | 53%                       | 56%  | 58%  |  |
| % made a complaint to MDC in last 12 months  | 9%                        | 10%  | 11%  |  |
| Willingness to complain to MDC in the future | 81%                       | 74%  | 77%  |  |
|  | <b>Satisfaction with:</b> |      |      |   |
| How easy it was to make the complaint        | 65%                       | 73%  | 73%  |  |
| The information and advice provided by staff | 59%                       | 65%  | 62%  |  |
| The way MDC handled their complaint          | 61%                       | 59%  | 57%  |  |
| The final outcome of their complaint         | 53%                       | 55%  | 55%  |  |

## 8. Contact and Communication

|  | Complaints                |      |      | Improved or declined  |
|--|---------------------------|------|------|---|
|  | 2013                      | 2015 | 2017 |   |
|  | % Answered yes            |      |      |   |
| Was it easy to get hold of the right person?                       | 58%                       | 65%  | 69%  |  |
| Were the staff helpful?  | 77%                       | 78%  | 76%  |  |
| Was the query answered within a reasonable time                    | 78%                       | 81%  | 84%  |  |
| Are you aware of MDC's published service standards                 | 28%                       | 31%  | 29%  |  |
| Are you aware how to challenge these service standards             | 16%                       | 20%  | 19%  |  |
|  | <b>Satisfaction with:</b> |      |      |   |
| The staff's ability to deal with the query quickly and efficiently | 78%                       | 83%  | 82%  |  |
| The final outcome of the query                                     | 73%                       | 76%  | 77%  |  |
| MDC gives you the opportunity to make your views known             | 69%                       | 73%  | 68%  |  |
| MDC are either very or fairly good at keeping you informed         | 76%                       | 73%  | 73%  |  |







## 9. Advice and Support

|   | Advice & Support                        |      |      | Improved or declined  |
|---|---|------|------|---|
|   | Satisfaction (Very or fairly satisfied) |      |      |   |
|   | 2013                                    | 2015 | 2017 |   |
| Claiming housing / welfare benefit      | 67%                                     | 73%  | 68%  |  |
| Managing their finances and paying rent | 61%                                     | 65%  | 66%  |  |
| Support for new tenants                 | 47%                                     | 49%  | 50%  |  |

## 10. Service Priorities







| 2013                     | 2015                     | 2017                     |
|--------------------------|--------------------------|--------------------------|
| Repairs and Maintenance  | Repairs and Maintenance  | Repairs and Maintenance  |
| Quality of their home    | Quality of their home    | Quality of their home    |
| Keeping tenants informed | Keeping tenants informed | Keeping tenants informed |







## 11. Perceptions

|   | Advice & Support |      |      | Improved or declined  |
|---|------------------|------|------|---|
|   | % In Agreement   |      |      |   |
|   | 2013             | 2015 | 2017 |   |
| MDC has friendly and approachable staff             | 83%              | 83%  | 85%  |  |
| MDC provides an effective and efficient service     | 78%              | 82%  | 82%  |  |
| MDC provides the service I expect from the landlord | 80%              | 82%  | 83%  |  |
| MDC treats its residents fairly                     | 76%              | 80%  | 80%  |  |
| MDC has a good reputation in my area                | 67%              | 69%  | 72%  |  |
| I trust MDC   | 71%              | 75%  | 75%  |  |

## 12. Service Comparisons

The results to each question were broken down to provide separate results for both general needs and elderly/sheltered dwellings.

|  | Overall Satisfaction - GN               |      |      | Improved or declined  |
|--|---|------|------|---|
|  | Satisfaction (Very or fairly satisfied) |      |      |   |
|  | 2013                                    | 2015 | 2017 |   |
| Services provided by MDC                       | 83%                                     | 85%  | 85%  |  |
| Overall quality of their home                  | 80%                                     | 83%  | 82%  |  |
| Neighbourhood as a place to live               | 79%                                     | 80%  | 80%  |  |
| Rent provides value for money                  | 72%                                     | 73%  | 71%  |  |
| The way MDC deals with repairs and maintenance | 77%                                     | 77%  | 80%  |  |
| MDC listens to your views and acts upon them   | 60%                                     | 64%  | 64%  |  |

|  | Overall Satisfaction - HfOP             |      |      | Improved or declined  |
|--|---|------|------|---|
|  | Satisfaction (Very or fairly satisfied) |      |      |   |
|  | 2013                                    | 2015 | 2017 |   |
| Services provided by MDC                       | 88%                                     | 90%  | 90%  |  |
| Overall quality of their home                  | 87%                                     | 90%  | 90%  |  |
| Neighbourhood as a place to live               | 90%                                     | 88%  | 88%  |  |
| Rent provides value for money                  | 85%                                     | 88%  | 89%  |  |
| The way MDC deals with repairs and maintenance | 87%                                     | 86%  | 88%  |  |
| MDC listens to your views and acts upon them   | 70%                                     | 71%  | 77%  |  |

## 13. Conclusions

### 13.1 General Conclusion

The results from the survey have highlighted the areas where MDC performs well and areas for improvement. Where it has been possible to compare to previous years, it is clear that MDC's performance has generally improved rather than worsened. However, MDC's ASB service performance has declined in each of the reported areas by a substantial amount.

### 13.2 Estate Services

Satisfaction with the MDC's estate services has improved upon 2015 levels, with satisfaction for the grounds maintenance and value for money increasing. Satisfaction with the appearance of the neighbourhoods and the overall estate services provided by MDC have remained the same as the previous STAR survey conducted in 2015.

### **13.3 Anti-Social Behaviour**

MDC has seen a substantial decline in the satisfaction with the ASB service, with satisfaction down on all but one of the measured indicators. Satisfaction with the final outcome of the ASB complaint has fallen 15% (to 47% satisfied), satisfaction with the way their complaint was dealt with has fallen 13% (down to 46%), and finally willingness to report ASB to MDC in the future has dropped 12% (to 68%). The only area where MDC has improved upon is satisfaction with how quickly residents were interviewed about their ASB complaint, with this satisfaction rising to 75% from 73% in 2015.

Further analysis reveals that only 48.1% of respondents were satisfied with how well they were kept up to date with what was happening throughout their ASB case (down from 61% in 2015). Analysis also shows that satisfaction with how well MDC kept to the agreed action plan fell 18% down to 47%. Furthermore, satisfaction with support provided by staff fell 12% down to 51% satisfaction.

Perhaps another explanation for the fall in ASB satisfaction could be found in staff attitudes when dealing with ASB complaints, as satisfaction has fallen in each one of the five characteristics listed for who staff behaved when reporting complaints. This question asked "How would you describe the member of staff dealing with your anti-social behaviour complaint?" The five characteristics respondents rated were 'helpful' (81% down to 72%), 'courteous' (87% down to 80%), 'sensitive' (72% down to 66%), responsive (75% to 66%) and 'knowledgeable' (73% in 2015 down to 66% in 2017).

### **13.4 Repairs and Maintenance**

There has been an overall increase in levels of satisfaction with the way MDC deals with repairs and maintenance, with satisfaction improving in all measured aspects. The largest increase in satisfaction can be seen in the time taken before work started.

### **13.5 Complaints**

Whilst there has been a rise in the % of respondents who are aware of MDC's complaints procedure, this figure remains low at 58%. Although satisfaction with the ease of reporting a complaint and the final outcome of the complaint remained the same, satisfaction with the way MDC handled the complaint and the information and advice provided by staff has fallen.

However, respondents reported an increase in their willingness to complain to MDC in the future (which was 74% in 2015 and rising to 77% in 2017).

### **13.6 Contact**

The majority of respondents from all categories prefer to be contacted by telephone, with 69% reporting it was easy to get hold of the right person. Satisfaction with the final outcome of the query has also risen.

### **13.7 Service Standards**

Awareness of MDC's service standards has fallen to just 29%, with awareness of how to challenge these standard down to 19%. Whilst levels of satisfaction with opportunities MDC gives residents to make their views known have fallen, MDC's ability to keep residents informed has remained the same as 2015.

### **13.8 Advice and Support**

Given the present economic climate, tenants are increasingly struggling to make ends meet and manage their finances. This means that access to effective advice and support services is increasingly important. Although respondents satisfaction with

advice on claiming housing/welfare benefit has fallen, satisfaction for support for new tenants and managing finances has improved (although support for new tenants still remains low at 50%).

### **13.9 Perceptions**

Whilst the majority of respondent's perceptions of the Council have improved since 2015, trust and reputation of MDC still remains low. However, MDC's reputation (72%) has improved since 2015 (69%).

### **13.10 HfOP**

Just over half of HfOP respondents were satisfied with the frequency of contact with their support worker (53.7%) and the service provided by the support worker (52.7%). This is down from 2015's levels of satisfaction which were at 56.7% and 58.7% respectively. Furthermore, respondent's satisfaction with their support plan was also down from 66.9% in 2015 to 63.2% in 2017.



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# 1 Background Information

## 1.1 Why measure satisfaction using STAR?

STAR surveys are about measuring tenant and resident satisfaction and as such they are about identifying whether social housing providers are meeting, exceeding or failing expectations. Satisfaction measurement is also about gathering robust, actionable data to inform business decisions on changes to service delivery. Without subsequent action, satisfaction measurement has no purpose. Without the robustness, any action may be misdirected.

A key element of the STAR framework is that it provides a standardised approach to satisfaction measurement that enables providers to make meaningful performance comparisons with the hundreds of other providers working in the sector and monitor trends over time. The flexibility built into the STAR approach ensures that providers are able to measure what they need to measure in order to best suit their organisational and tenant and resident needs.

In the emergent environment of co-regulation, and tenant and resident-led self-regulation, access to satisfaction data has become more rather than less important to social housing providers. In the absence of close regulatory scrutiny or housing inspection, satisfaction measurement is the single most useful source of data for reporting tenant and resident-focused outcomes and engaging respondents and residents in what their social housing providers do.

Put together with cost and performance data in HouseMark's core benchmarking service, it provides the basis upon which value for money can be judged (i.e. not just whether providers are doing the right things but also whether they are doing things right) and identify the best opportunities for improving performance.

## 1.2. Mansfield District Council

Mansfield District Council (MDC) is a local housing authority situated in the heart of Nottinghamshire in the East Midlands. The authority covers the largest urban area in Nottinghamshire outside Nottingham city and provides accommodation for 14.3% of all households in the district.

## 1.3. Aims of the Survey

The aim of the survey was to generate a benchmark on tenant satisfaction, which would allow MDC to:

- Update the demographic profile of MDC respondents
- Provide an up to date picture of respondents satisfaction with their homes, neighbourhoods and with the services MDC provides
- Compare the performance of MDC as a landlord with other social landlords who have used STAR surveys
- Identify tenant priorities and inform decisions regarding service reviews.

## 1.4 Survey Methodology

### 1.4.1 Planning the Survey

The STAR survey was project managed and conducted in-house by the Policy Unit and involved preparing the sample and questionnaire, the mail out of the questionnaire, monitoring the returns, inputting the data, analysing the results and producing the final report.

### **1.4.2 The Questionnaire**

A key feature of the STAR framework is that providers can decide what and how many questions to ask, based on the needs and environment of each organisation. As a result of this, MDC built the survey around the core satisfaction questions and core demographic questions.

In addition to these questions, MDC also included optional questions relating to:

- Satisfaction with estate services
- Issues affecting the neighbourhood
- Anti-social behaviour
- Responsive repairs
- Dealing with complaints
- Contact and communication
- Advice and support
- Identifying service priorities
- Customer perceptions about MDC
- Housing for older people (sheltered/elderly only)

### **1.4.3 Sampling**

Accurate sampling and a good response rate can generate reliable feedback at a fraction of the cost of a census type survey to all respondents. Therefore MDC decided to mail out the questionnaire to a sample of its tenants using a sample frame which included two lists; one for general needs tenants and one for sheltered/elderly tenants. The lists were organised per patch area.

The sample frame was created as an excel spreadsheet file extracted from MDC's Housing Management IT system with the information being used to select the sample and to generate the mail out.

There are now twenty-two patches within Mansfield. A sample size was calculated for general needs and sheltered/elderly separately at 95% confidence level +/-4% interval. The sample size per patch was then weighted and calculated.

The properties that were sent a survey were selected using the random number function in Microsoft Excel.

Table 1 shows the number of surveys sent out to general needs tenants per patch for a sampling error of +/-4% with a confidence level of 95%.

**Table 1 - General Needs – Sample Size and Statistical Reliability Requirements**

| Patch | Stock | % of Total | No. Surveys Sent | No. Surveys required back | No. Surveys received back | Response Rate |
|-------|-------|------------|------------------|---------------------------|---------------------------|---------------|
| 11    | 37    | 0.9        | 23               | 5                         | 6                         | 26.09         |
| 12    | 105   | 2.6        | 53               | 14                        | 7                         | 13.21         |
| 13    | 93    | 2.3        | 45               | 12                        | 10                        | 22.22         |
| 14    | 171   | 4.3        | 83               | 23                        | 15                        | 18.07         |
| 21    | 109   | 2.7        | 52               | 13                        | 18                        | 34.62         |
| 22    | 44    | 1.1        | 23               | 6                         | 6                         | 26.09         |
| 23    | 62    | 1.6        | 30               | 9                         | 11                        | 36.67         |
| 24    | 82    | 2          | 42               | 11                        | 8                         | 19.05         |
| 25    | 162   | 4          | 80               | 21                        | 12                        | 15.00         |
| 26    | 101   | 2.5        | 53               | 13                        | 9                         | 16.98         |
| 31    | 253   | 6.4        | 124              | 34                        | 23                        | 18.55         |
| 32    | 223   | 5.6        | 113              | 30                        | 27                        | 23.89         |
| 33    | 199   | 5          | 102              | 27                        | 18                        | 17.65         |
| 34    | 121   | 3          | 60               | 16                        | 11                        | 18.33         |
| 35    | 259   | 6.5        | 128              | 34                        | 27                        | 21.09         |
| 36    | 240   | 6          | 140              | 32                        | 24                        | 17.14         |
| 37    | 324   | 8.1        | 162              | 43                        | 23                        | 14.20         |
| 41    | 160   | 4          | 80               | 21                        | 19                        | 23.75         |
| 43    | 344   | 8.6        | 170              | 45                        | 41                        | 24.12         |
| 45    | 310   | 7.8        | 155              | 41                        | 31                        | 20.00         |
| 46    | 371   | 9.3        | 183              | 49                        | 49                        | 26.78         |
| 48    | 209   | 5.3        | 105              | 28                        | 26                        | 24.76         |
|       | 3979  | 99.6       | 2006             | <b>522</b>                | 421                       | 20.99         |

Table 2 shows the number of surveys sent out to housing for older people per patch with a sampling error of  $\pm 4\%$  with a confidence level of 95%/

**Table 2 – Housing for older people – Sample Size and Statistical Reliability Requirements**

| Patch | Stock | % of Total | No. Surveys Sent | No. Surveys required back | No. Surveys received back | Response Rate |
|-------|-------|------------|------------------|---------------------------|---------------------------|---------------|
| 11    | 72    | 2.9        | 57               | 14                        | 20                        | 35.09         |
| 12    | 0     | 0          | 0                | 0                         | 0                         | N/A           |
| 13    | 130   | 5.1        | 65               | 25                        | 34                        | 52.31         |
| 14    | 141   | 5.6        | 70               | 27                        | 35                        | 50.00         |
| 21    | 94    | 3.8        | 68               | 19                        | 25                        | 36.76         |
| 22    | 0     | 0          | 0                | 0                         | 0                         | N/A           |
| 23    | 64    | 2.6        | 45               | 13                        | 12                        | 26.67         |
| 24    | 211   | 8.4        | 155              | 41                        | 51                        | 32.90         |
| 25    | 162   | 6.5        | 117              | 32                        | 40                        | 34.19         |
| 26    | 61    | 2.4        | 45               | 12                        | 11                        | 24.44         |
| 31    | 8     | 0.3        | 8                | 2                         | 2                         | 25.00         |
| 32    | 135   | 5.4        | 101              | 25                        | 34                        | 33.66         |
| 33    | 64    | 2.6        | 50               | 13                        | 17                        | 34.00         |
| 34    | 227   | 9.1        | 165              | 45                        | 61                        | 36.97         |
| 35    | 96    | 3.8        | 72               | 19                        | 17                        | 23.61         |
| 36    | 219   | 8.8        | 162              | 43                        | 33                        | 20.37         |
| 37    | 134   | 5.4        | 98               | 27                        | 33                        | 33.67         |
| 41    | 180   | 7.2        | 132              | 35                        | 47                        | 35.61         |
| 43    | 186   | 7.4        | 135              | 36                        | 44                        | 32.59         |
| 45    | 83    | 3.3        | 60               | 16                        | 19                        | 31.67         |
| 46    | 87    | 3.5        | 65               | 17                        | 22                        | 33.85         |
| 48    | 148   | 5.9        | 100              | 29                        | 42                        | 42.00         |
|       | 2502  | 99.9%      | 1770             | <b>484</b>                | 599                       | 33.84         |

Table 3 shows the number of surveys sent out to all tenants per patch.

**Table 3 – Number of surveys sent out to all tenants per patch.**

| Patch | Stock | % of Total | No. Surveys Sent | No. Surveys required back | No. Surveys received back | Response Rate | Weight |
|-------|-------|------------|------------------|---------------------------|---------------------------|---------------|--------|
| 11    | 109   | 2.9        | 80               | 19                        | 26                        | 32.50         | 0.66   |
| 12    | 105   | 0          | 53               | 14                        | 7                         | 13.21         | 2.36   |
| 13    | 223   | 5.1        | 110              | 37                        | 44                        | 40.00         | 0.80   |
| 14    | 312   | 5.6        | 153              | 50                        | 50                        | 32.68         | 0.98   |
| 21    | 203   | 3.8        | 120              | 32                        | 43                        | 35.83         | 0.74   |
| 22    | 44    | 0          | 23               | 6                         | 6                         | 26.09         | 1.15   |
| 23    | 126   | 2.6        | 75               | 22                        | 23                        | 30.67         | 0.86   |
| 24    | 293   | 8.4        | 197              | 52                        | 59                        | 29.95         | 0.78   |
| 25    | 324   | 6.5        | 197              | 53                        | 52                        | 26.40         | 0.98   |
| 26    | 162   | 2.4        | 98               | 25                        | 20                        | 20.41         | 1.27   |
| 31    | 261   | 0.3        | 132              | 36                        | 25                        | 18.94         | 1.64   |
| 32    | 358   | 5.4        | 214              | 55                        | 61                        | 28.50         | 0.92   |
| 33    | 263   | 2.6        | 152              | 40                        | 35                        | 23.03         | 1.18   |
| 34    | 348   | 9.1        | 225              | 61                        | 72                        | 32.00         | 0.76   |
| 35    | 355   | 3.8        | 200              | 53                        | 44                        | 22.00         | 1.27   |
| 36    | 459   | 8.8        | 302              | 75                        | 57                        | 18.87         | 1.27   |
| 37    | 458   | 5.4        | 260              | 70                        | 56                        | 21.54         | 1.29   |
| 41    | 340   | 7.2        | 212              | 56                        | 66                        | 31.13         | 0.81   |
| 43    | 530   | 7.4        | 305              | 81                        | 85                        | 27.87         | 0.98   |
| 45    | 393   | 3.3        | 215              | 57                        | 50                        | 23.26         | 1.24   |
| 46    | 458   | 3.5        | 248              | 66                        | 71                        | 28.63         | 1.02   |
| 48    | 357   | 5.9        | 205              | 57                        | 68                        | 33.17         | 0.83   |
|       | 6481  | 99.9%      | 3776             | <b>549</b>                | 1020                      | 27.01         |        |

#### 1.4.4 The Survey Process

The survey was planned to take place during an 8 week period. Two mailings took place with the first of the mail being sent out the week commencing 19<sup>th</sup> June 2017. This consisted of a copy of the questionnaire, a covering letter and a reply paid envelope.

All returned questionnaires were then logged as returned and after two weeks, MDC sent any tenant who had not responded a reminder postcard. The number of questionnaires received back fell short of the required number for statistical validity, therefore a second survey post out was conducted. The survey period was closed on 16<sup>th</sup> August 2017 and the final questionnaires were prepared for data entry.

#### 1.4.5 Use of incentives and Response Rates

In order to boost response rates, all returned questionnaires were entered into a prize draw with one lucky respondent receiving a £50 shopping voucher. The response rate for general needs households was 20.99% with 421 of the 2006 returned. The response rate for elderly/sheltered households was 33.84% with 599 of the 1770 questionnaires returned. The overall response rate of the combination of the general needs and elderly/sheltered was 27.01 with 1020 of the 3776 questionnaires returned.

#### 1.4.6 Statistical Reliability

The difficulty with working on data which derives from a sample is that there is always the chance that sampling error may occur. This makes the sample unrepresentative of the wider population and therefore could result in the invalidity of any subsequent findings. It was therefore decided to use alternative means to provide an indication of how confident we could be in our findings by calculating the 'confidence interval' (also called the margin of error) and 'confidence level'.

For the overall results, MDC aimed for a +/-4% confidence interval at the 95% confidence level. This would mean that, for example, if 80% of respondents stated that they were satisfied with the services provided by MDC, then we can be 95% certain that, across the total number of respondents as a whole, the percentage that would have stated that they were satisfied would lie 4% either side of 80% (so it would lie approximately between 76% and 84%).

#### **1.4.7 Weighting and Representativeness**

The raw data has been checked to take into account any differences in response rate between general needs and elderly/sheltered households, per patch. To ensure the areas that were over-sampled are not over-represented, a weight has been applied. More information on the weights can be found in the appendices.

**Note: Some of the results displayed in data tables throughout this report may not add up to 100%. This is the result of rounding up or down. This can also happen when two percentages are added together.**

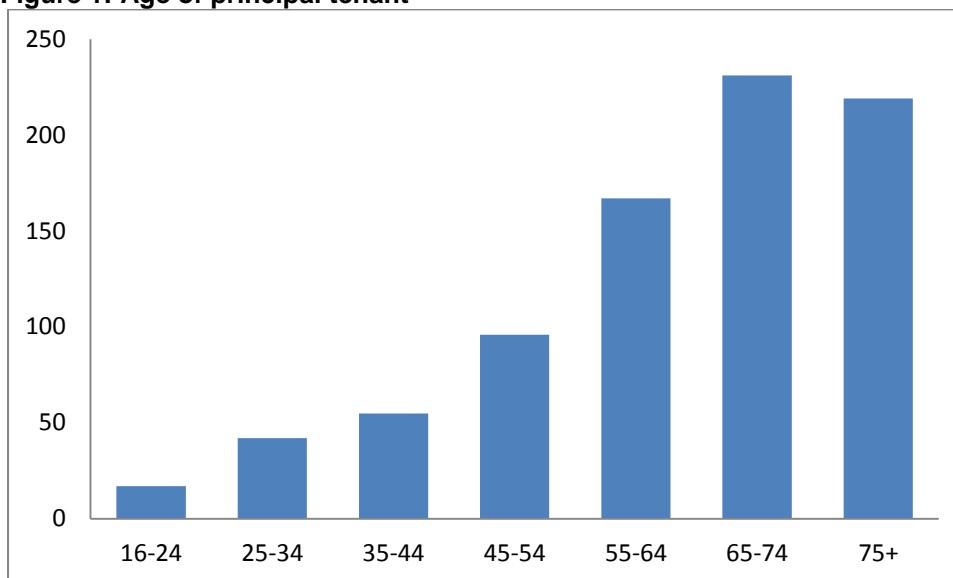
## 2. Demographic Profile

The following section examines the different household demographics of all respondents.

### 2.1 Age of Respondents.

Figure 1 shows the age of all of the principle respondents by age group. The predominant age group in the all stock is 65-74 with 75+ being the second largest age group. The smallest age groups were the 16-24 and 25-34 age groups.

Figure 1: Age of principal tenant



### 2.2 Ethnic Group

Table 4 shows the ethnic origin of the principal tenant. The majority of respondents (95.1%) are White – English / Welsh / Scottish / Northern Irish / British. Only 4.9% of the respondents are ethnic minority households.

Table 4: Ethnic Minority

| Ethnicity  | Principal Respondent % | Partner % |
|--|------------------------|-----------|
| White - English/Welsh/Scottish/Northern Irish/British  | 95                     | 91.4      |
| White - Irish  | 1.1                    | 1.8       |
| White – Gypsy or Irish Traveller                       | 0.1                    | 0         |
| Any other White background                             | 2.5                    | 5.2       |
| Asian/Asian British Bangladeshi                        | 0.2                    | .7        |
| Asian/Asian British Chinese                            | 0.2                    | 0         |
| Any other Asian background                             | 0.1                    | 0         |
| Mixed multiple ethnic groups White and Black Caribbean | 0.3                    | 0         |
| Other Ethnic Group – Arab                              | 0.1                    | 0.5       |
| Any other ethnic group                                 | 0.4                    | 0.4       |



### 2.3 Sexual Orientation

Table 5 shows the sexual orientation of respondents. The majority of all respondents classed their sexual orientation as heterosexual (78.1%), with a high percentage preferring not to say (17.6). Only a small percentage of residents reported being gay or bisexual (1.7%).

**Table 5: Sexual Orientation**

| Sexual Orientation | %    |
|--------------------|------|
| Heterosexual       | 78.1 |
| Gay man            | 0.6  |
| Gay women          | 0.2  |
| Bisexual           | 0.9  |
| Other              | 2.7  |
| Prefer not to say  | 17.6 |

### 2.4 Religion

Table 6 shows the religion of respondents. A high proportion of respondents are Christian (67.9%), with just 25.9% of respondents not belonging to any religious group.

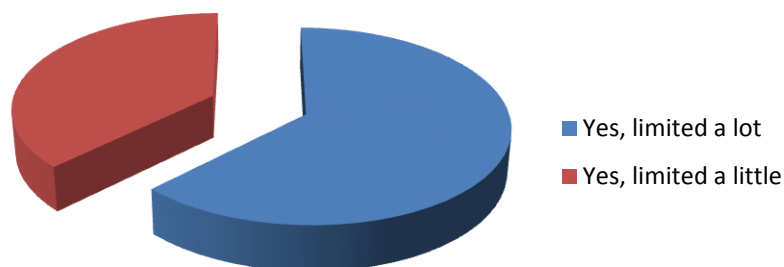
**Table 6: Religion**

| Religion                      | %    |
|-------------------------------|------|
| No religion                   | 25.9 |
| Christian (all denominations) | 67.9 |
| Buddhist                      | 0.4  |
| Muslim                        | 0.4  |
| Sikh                          | 0.1  |
| Any other religion            | 0.8  |
| Prefer not to say             | 4.7  |

### 2.5 Health Problems

Respondents were asked if any member of the household's day to day activities were limited because of a health problem. 66.4% of respondents answered yes to this question, and of those respondents 63% stated that their day to day activities were limited a lot and 37% experience health problems that limit their day to day activities a little.

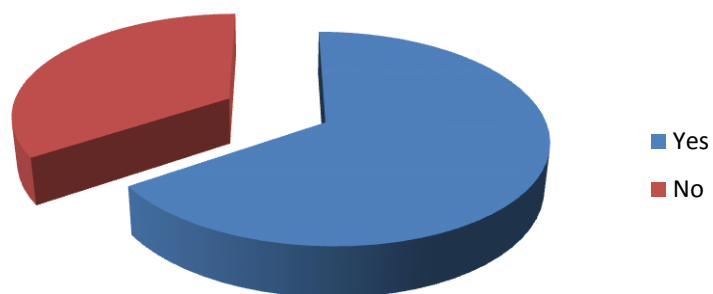
**Figure 2: Health problems of Household Members**



## 2.6 Housing Benefit

Figure 3 shows that around 65.6% of respondents were in receipt of Housing Benefit.

**Figure 3: Households in receipt of Housing Benefit**



### 3. Mansfield's Satisfaction Ratings (Overall)

The following analysis of results is representative of the views of all of the Mansfield District Council Respondents.

#### 3.1 Overall Satisfaction

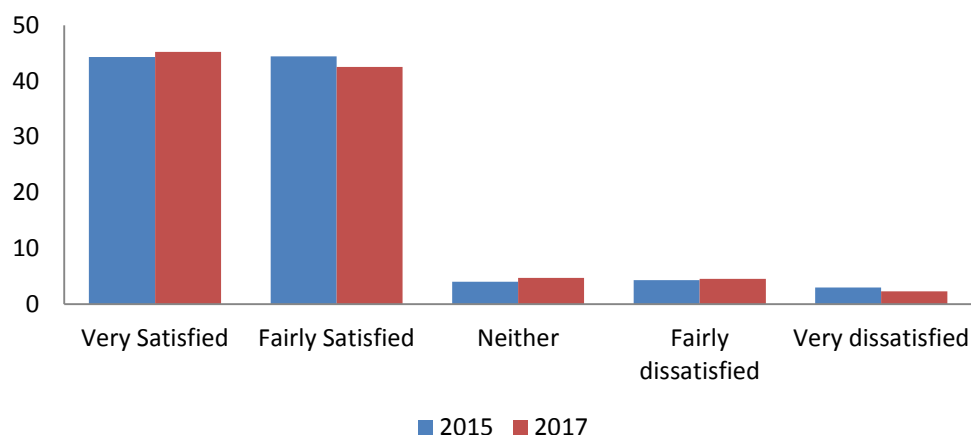
The first section of the survey asked respondents the six core satisfaction questions. The questions covered satisfaction with:

- The service provided by MDC
- Overall quality of the respondents home
- The neighbourhood as a place to live
- The value for money of rent
- The repairs and maintenance service
- MDC's ability to listen to respondents views and act upon them

##### 3.1.1 Satisfaction with the services provided by MDC

Figure 4 shows that 87.7% of all MDC respondents were either very or fairly satisfied with the service provided by MDC. A further 7.6% of respondents were either very or fairly dissatisfied with the service provided by MDC

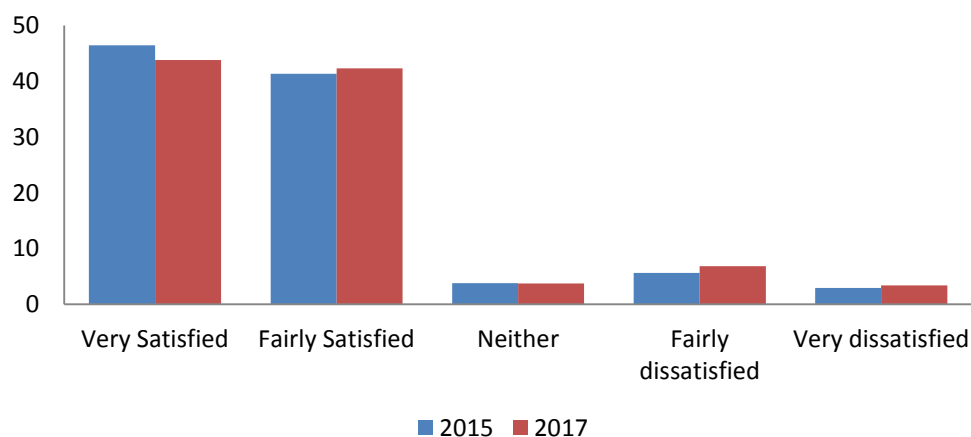
**Figure 4: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mansfield District Council**



##### 3.1.2 Satisfaction with the Overall Quality of Your Home

Figure 5 shows that 86% of all respondents were either very or fairly satisfied with the overall quality of their home. A further 10.2 respondents were either very or fairly dissatisfied with the overall quality of their home.

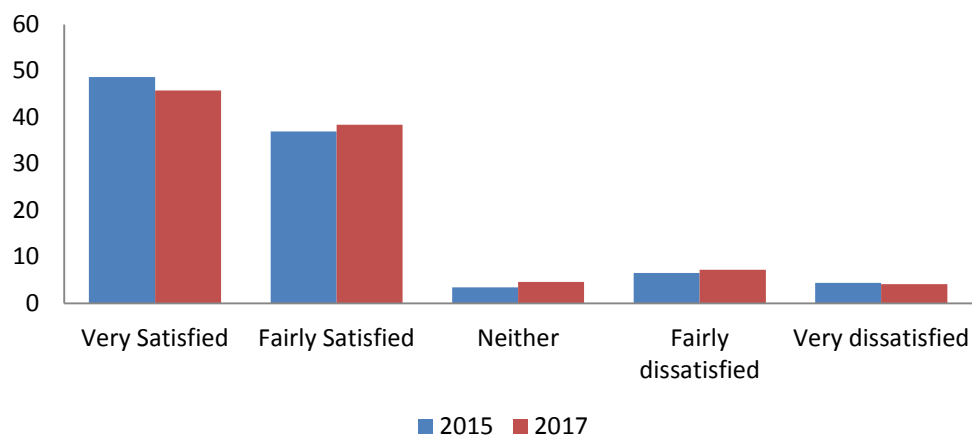
**Figure 5: How satisfied or dissatisfied are you with the overall quality of your home?**



### 3.1.3 Satisfaction with Your Neighbourhood as Place to Live

Figure 6 indicates that 84.2% of all respondents are either very or fairly satisfied with their neighbourhood as a place to live. A further 10.2% were either very or fairly dissatisfied with their neighbourhood as a place to live.

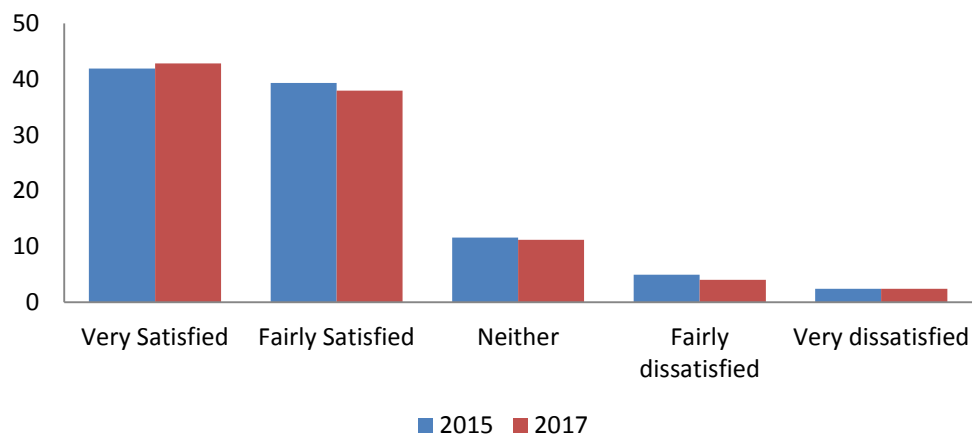
Figure 6: How satisfied or dissatisfied are you with your neighbourhood as a place to live?



### 3.1.4 Satisfaction that the Rent/Service Charges Provides Value for Money

Figure 7 indicates that 80.8% of all respondents are either very or fairly satisfied that their rent provides value for money. A further 7% are either very or fairly dissatisfied that their rent provides value for money.

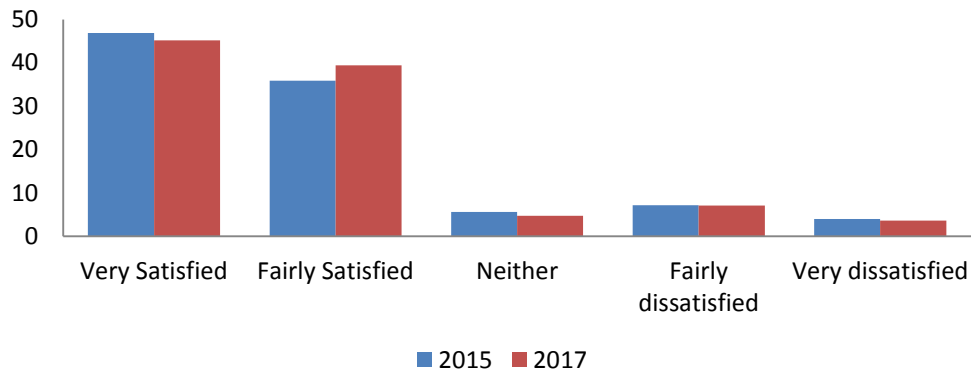
Figure 7: How satisfied or dissatisfied are you that your rent/service charge provides value for money?



### 3.1.5 Satisfaction with the way MDC deals with repairs and maintenance

Figure 8 indicates that 84.6% of respondents are either very or fairly satisfied with the way MDC deals with repairs and maintenance. A further 10.7% are very or fairly dissatisfied with the way MDC deals with repairs and maintenance.

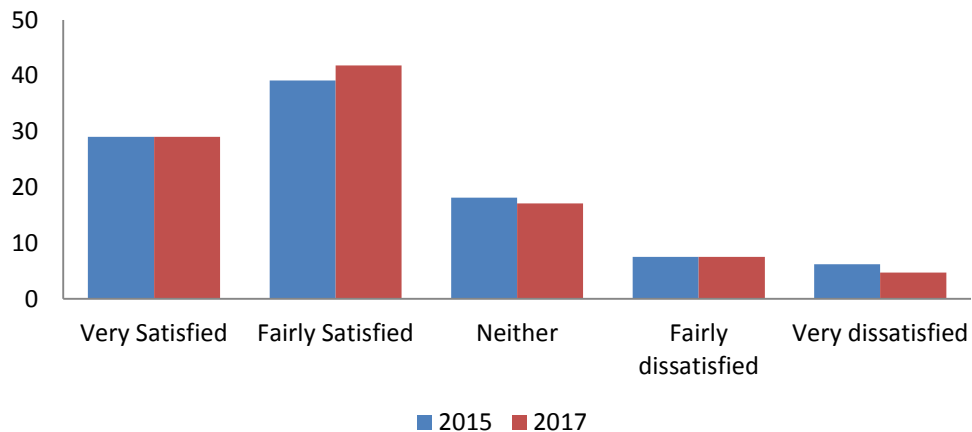
**Figure 8: Generally, how satisfied or dissatisfied are you with the way MDC deals with repairs and maintenance?**



### 3.1.6 Satisfaction with MDC listening to Respondents Views and Acting upon Them

Figure 9 indicates that 70.8% of respondents are either very or fully satisfied that MDC listens to their views and acts upon them. A further 12.2% of respondents were either very or fairly dissatisfied that MDC listens to their views and acts upon them.

**Figure 9: How satisfied or dissatisfied are you that MDC listens to your views and acts upon them?**



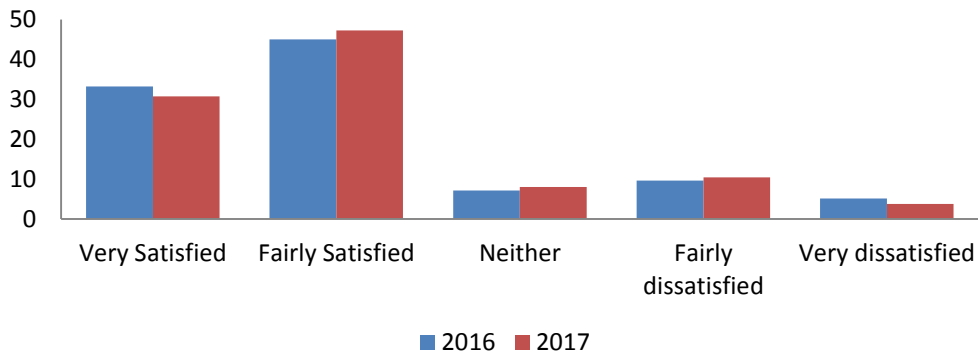
## 3.2 Estate Services

Section 2 of the survey asked questions on tenant satisfaction with the estate services provided by MDC.

### 3.2.1 Satisfaction with Overall Appearance of Neighbourhood

Question 7 asked respondents about their levels of satisfaction with the appearance of their neighbourhood. Figure 10 shows that 77.9% of respondents were either very or fairly satisfied with the appearance of their neighbourhood whilst 14.2% were either very or fairly dissatisfied.

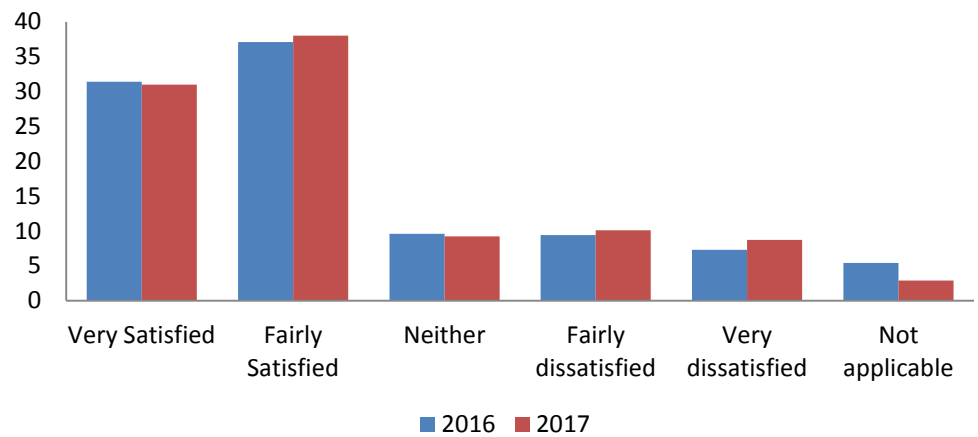
**Figure 10: How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?**



### 3.2.2 Satisfaction with Grounds Maintenance

Figure 11 indicates that 69% of respondents were either very or fairly satisfied with the grounds maintenance in their area and 18.8% of respondents were either very or fairly dissatisfied with this service.

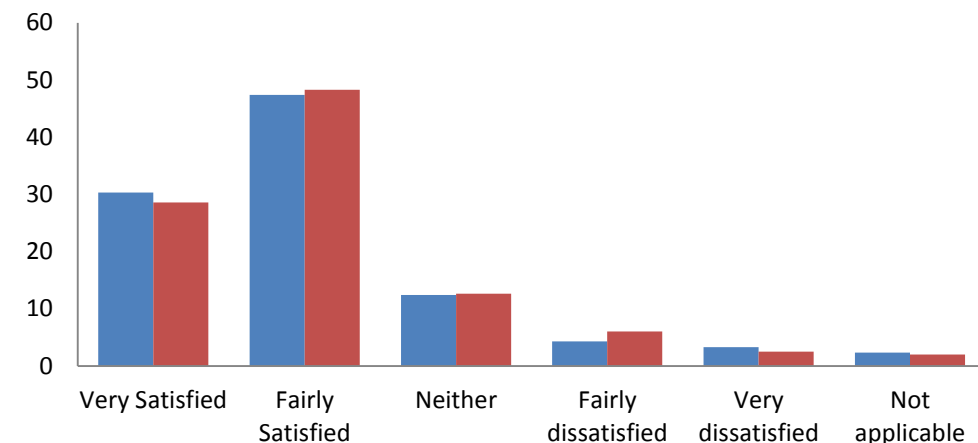
**Figure 11: How satisfied or dissatisfied are you with the Grounds Maintenance?**



### 3.2.3 Satisfaction with the Overall Estate Services Provided by MDC

Figure 12 indicates that 76.9% of respondents are either very or fairly satisfied with the overall estate services provided by MDC, with a further 8.5% stating that they were either very or fairly dissatisfied with this service.

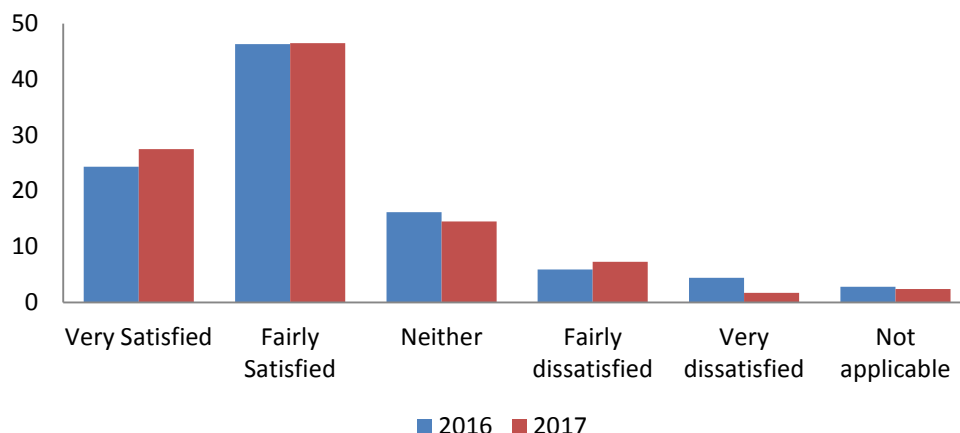
**Figure 12: How satisfied or dissatisfied are you with the overall estate services?**



### 3.2.4 Satisfaction with the Value for Money of Overall Estate Services

Figure 13 indicates that 74% of respondents are either very or fairly satisfied with the value for money of the overall estate services provided by MDC. A further 9% of respondents are either very or fairly dissatisfied with the value for money of this service.

**Figure 13: How satisfied or dissatisfied are you with the value for money of overall estate service provided by MDC?**



### 3.3 Neighbourhood

Section 3 of the survey asked respondents to identify any problems within their neighbourhood and asked for their opinion on whether or not their neighbourhood has improved or declined over the last 3 years.

#### 3.3.1 Problems in the Neighbourhood

Respondents were asked to what extent they found the issues listed in figure 14 a problem. The areas which respondents found to be the biggest problems were ‘Car Parking/Parking Areas’ (23.8% considered this a major problem), ‘Rubbish or Litter’ (19% considered this a major problem), ‘Trees and Hedges’ (13.5%) closely followed by ‘ASB’ (13.4%).

Less problematic areas were ‘Abandoned/Burnt out Vehicles’ (1.8%), ‘Internal Communal Areas’ (3.7%) and ‘External Buildings/Outhouses’ (4.3%). Figure 14 shows top 3 ranked when including respondents who rated items as a major or minor problem.

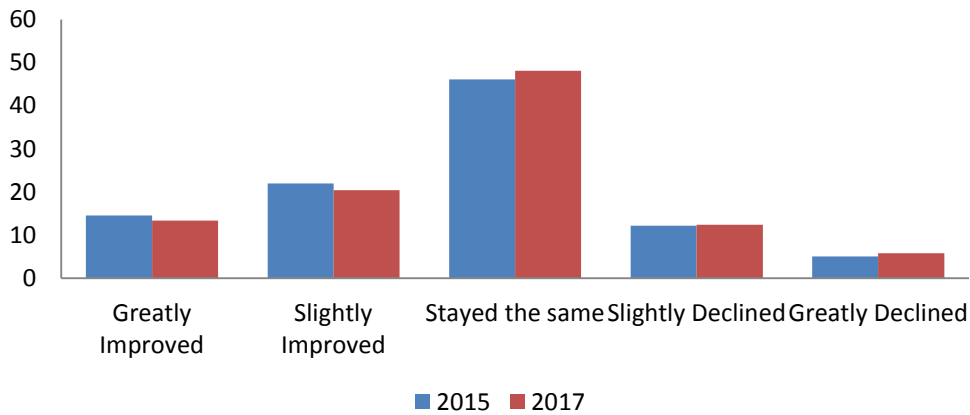
**Figure 14: Most problematic areas in Neighbourhood**

| 2015              | 2017              |
|-------------------|-------------------|
| Rubbish or Litter | ASB               |
| Car Parking       | Rubbish or Litter |
| ASB               | Car Parking       |

#### 3.3.2 Improving Neighbourhoods

Almost half of respondents believe that their neighbourhood has stayed the same over the last 3 years (48.1%), with only 33.8% of respondents believing that their neighbourhood had either greatly or slightly improved. A further 18.2% felt that their neighbourhood had either greatly or slightly declined over the last 3 years.

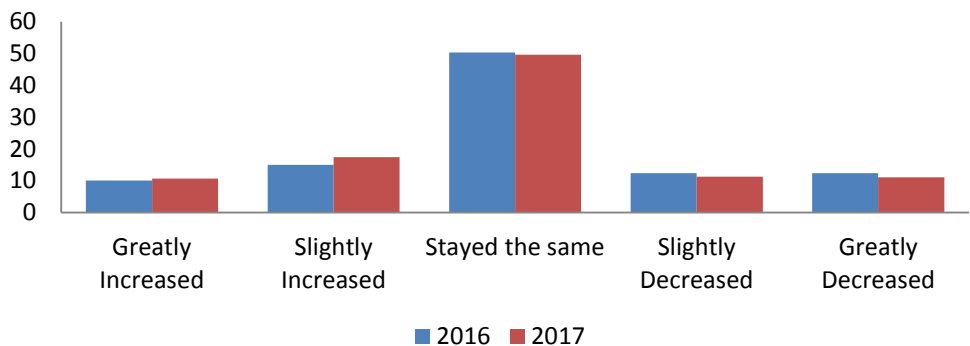
**Figure 15: In the last 3 years, would you say your neighbourhood has improved or declined?**



### 3.3.3 Perceptions of ASB

Almost half of respondents believe that incidences of ASB have remained the same throughout the last 3 years (49.6%). 28% of respondents believe that ASB have either greatly or slightly increased in the last 3 years, and 22.4% of respondents believe that ASB has decreased in their area.

**Figure 16: In the last 3 years, would you say anti-social behaviour has increased or decreased in your area?**



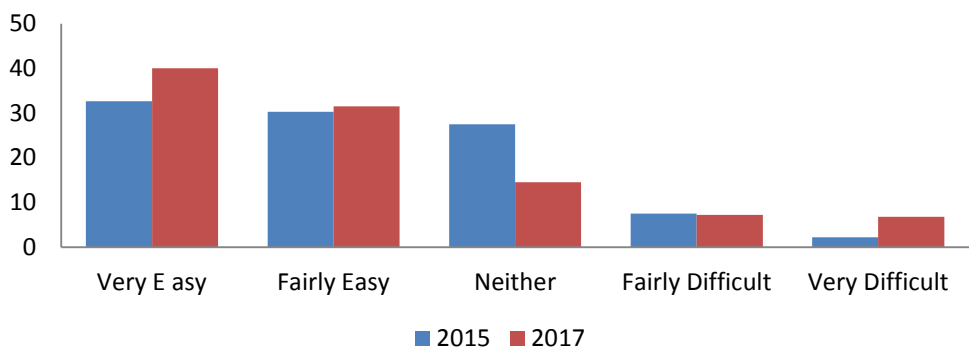
### 3.4 Anti-Social Behaviour

11.2% of all respondents have reported ASB to MDC in the last 12 months. This is up 1.3% from the previous STAR survey respondents in 2015. This section outlines the 2017 level of satisfaction with the services provided.

#### 3.4.1 Reporting ASB

Figure 17 shows that 71.5% of respondents who contacted MDC to report ASB in the last 12 months found it either very or fairly easy to report their complaint. However, 14% found it very or fairly difficult to report their ASB complaint.

**Figure 17: How easy was it to contact a member of staff to report your ASB complaint?**





### 3.4.2 Staff Contact

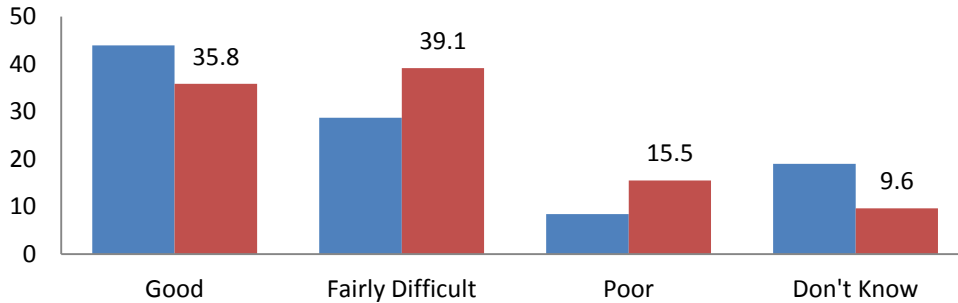
Respondents were asked how they would describe the member of staff dealing with their ASB complaint. The survey offered 5 characteristics (helpful, courteous, sensitive, responsive and knowledgeable) and asked respondents to rate the staff member using the scale of 1-4 with 1 being always and 4 being never.

71.8% of respondents described the staff member as always or usually helpful and 80.3% described them as courteous. However, only 66.3% described the member of staff as (always or usually) sensitive, 60% described the staff as responsive and 66% would describe the staff member as knowledgeable.

### 3.4.3 The Interview

When asked how quickly they were interviewed about their complaint, 74.9% of respondents rated the service as good/fair. A further 15.5% rated this aspect of the service as poor.

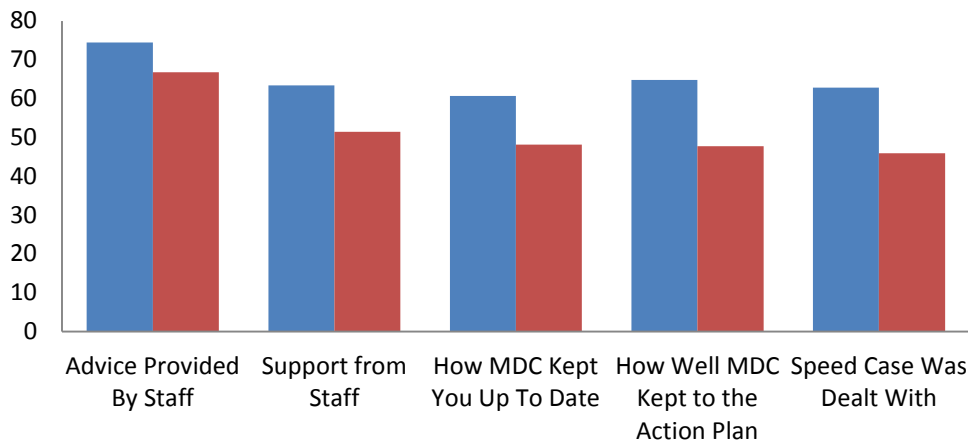
**Figure 18: How would you rate how quickly you were initially interviewed about your complaint?**



### 3.4.4 Satisfaction with the ASB Service Provided

The aspect of the ASB service that most respondents were either very or fairly satisfied with was the advice provided by staff (66.8%); 51.4% of respondents were satisfied with the support from staff, 48.1% with how well MDC kept them up to date with the case, 47.7% with how well MDC kept to the agreed action plan and 45.9% with the speed that their case was dealt with.

**Figure 19: Satisfaction with the ASB Service Provided**

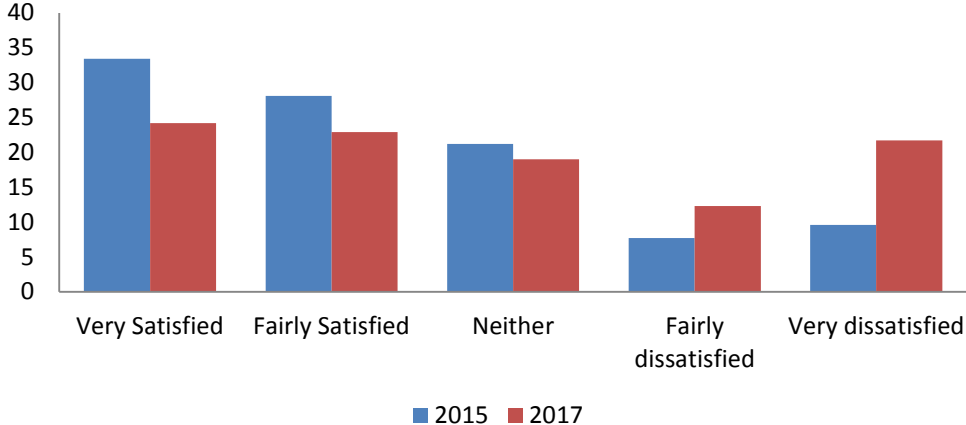


### 3.4.5 Satisfaction with the Final Outcome of the ASB complaint

Figure 19 shows that out of those who had reported ASB to MDC within the last 12 months, only 47% were either very or fairly satisfied with the outcome. 34% were either very or fairly dissatisfied with the final outcome of their ASB complaint. As figure 19

shows, the respondents in the 2017 survey were far less satisfied with the ASB service than the respondents in the 2015 survey.

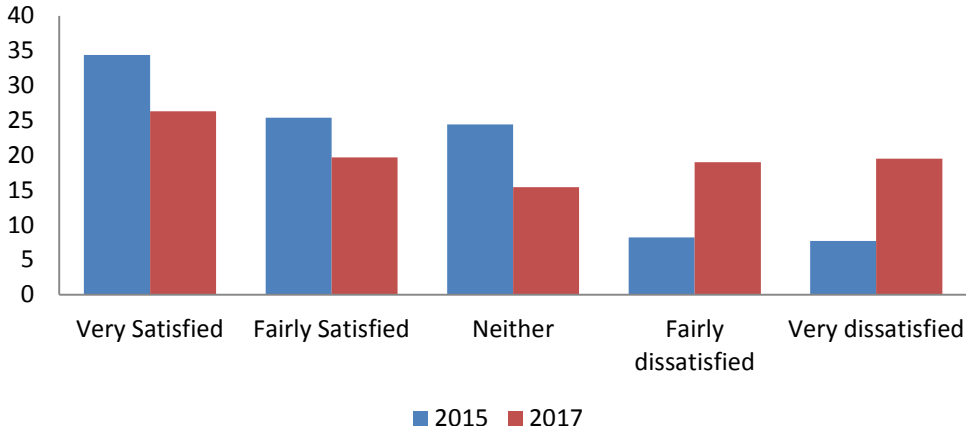
**Figure 20: How satisfied or dissatisfied are you with the final outcome of your ASB complaint?**



**3.4.6 Satisfaction with the Way the ASB complaint was dealt with.**

Figure 20 shows the respondents satisfaction level with the way their complaint was dealt with. 46% of respondents were either very or fairly satisfied with the way their complaint was dealt with and a further 38% were either very or fairly dissatisfied.

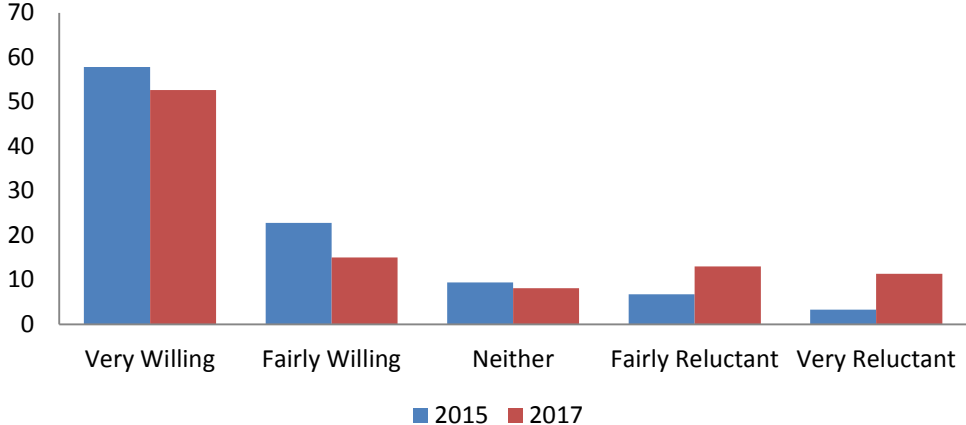
**Figure 21: How satisfied or dissatisfied are you with the way your ASB complaint was dealt with**



**3.4.7 Future ASB incidents**

Respondents were asked how willing they would be to report any ASB to their landlord in the future. 67.7 said that they would be very or fairly willing to report ASB in the future and 23.3 would be very or fairly reluctant to report ASB again.

**Figure 22: How willing would you be to report any ASB to MDC in the future?**



### 3.5 Responsive Repairs

66.5% of all respondents reported having had a repair carried out in their home in the last 12 months. This section outlines the level of satisfaction with the services provided.

#### 3.5.1 Satisfaction with the Service Provided

Table 7 shows the % of respondents that were either very or fairly satisfied with various aspects of this service.

**Table 7: Repairs Service Satisfaction Levels**

| Aspect of Service                      | 2015 | 2017 |
|--|------|------|
| Attitude of the workers                | 92.2 | 94.7 |
| Keeping dirt and mess to a minimum     | 88.2 | 92.9 |
| Overall quality of work                | 86.9 | 91.6 |
| Speed of completion                    | 85   | 89.6 |
| Being told when workers would call     | 87.7 | 87.9 |
| Repair being done right the first time | 82   | 85.5 |
| Time taken before work started         | 78.7 | 84.2 |
| Being able to make an appointment      | 82.4 | 84.1 |

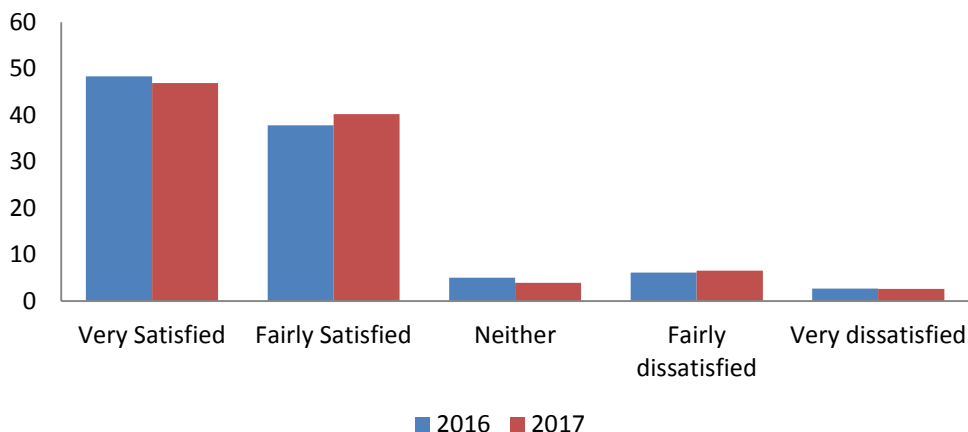
#### 3.5.2 Appointments

90.1% of respondents were given an appointment for the repair, and of these 93.7% were kept.

#### 3.5.3 Satisfaction with the overall Condition of the Home

Overall 87.1% of respondents were either very or fairly satisfied with the overall condition of their home. 9.1% of respondents were either very or fairly dissatisfied with the overall condition of their home. The remaining 3.9% stated they were 'Neither' satisfied or dissatisfied with the condition of their home.

**Figure 23: How satisfied or dissatisfied are you with the condition of your home?**



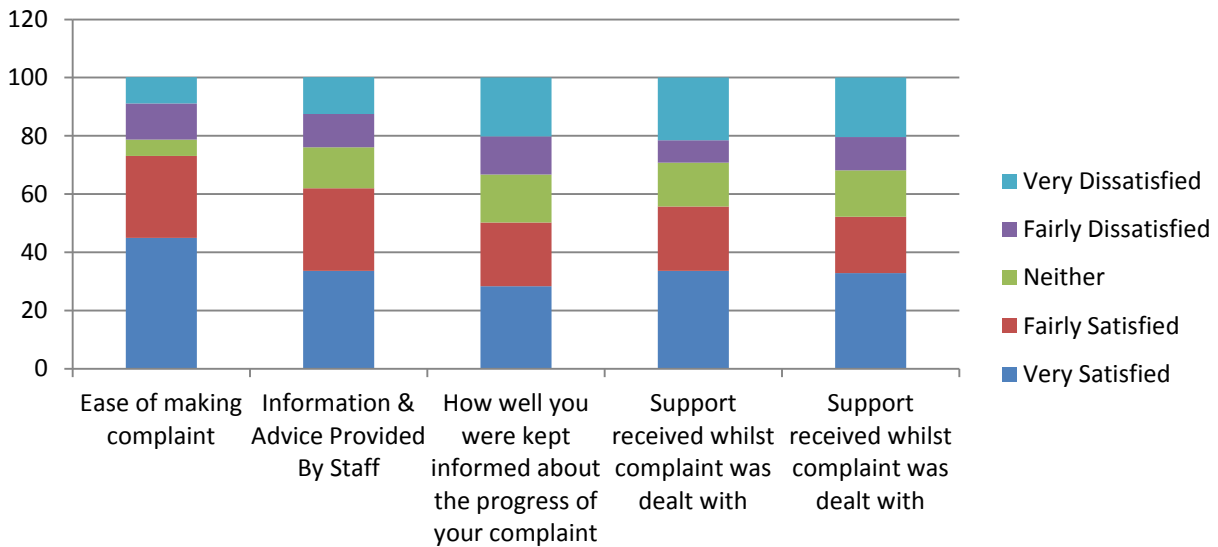
### 3.6 Complaints

57.5% of respondents were aware that MDC has a formal complaints policy with 10.7% of respondents having had made a complaint to MDC within the last 12 months. This section outlines the level of satisfaction with the services provided.

#### 3.6.1 Satisfaction with the Service Provided

Figure 24 shows the respondents level of satisfaction with several aspects of the complaints service.

**Figure 24: To what extent do you agree or disagree with the following aspects of the complaints service?**



### 3.6.2 Overall Satisfaction

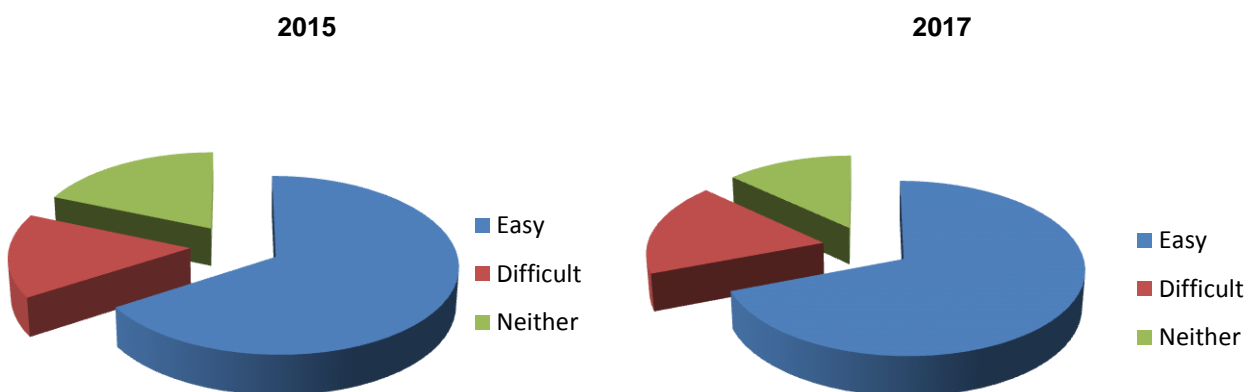
56.7% of respondents were satisfied with the way their complaint was handled by MDC and 54.9% were satisfied with the final outcome.

77.2% of respondents who had made a complaint in the last 12 months would be willing to make a complaint to MDC in the future

### 3.7 Contact and Communication

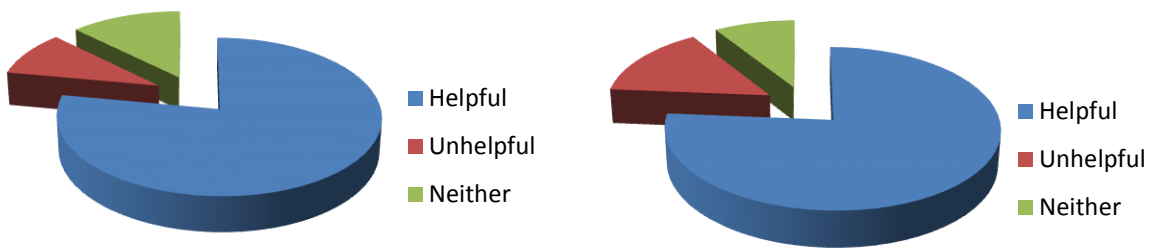
34.7% of respondents had contacted MDC within the last 12 months with a query other than to pay rent or service charges; this is more than the 29.4% who reported doing the same in the 2015 survey. Of those who did contact MDC over the last 12 months, 69.2% found it easy to get hold of the right person. This is also an increase on the respondents in 2015 where only 65.9% found it easy to get hold of the right person.

**Figure 25: Was getting hold of the right person easy or difficult? A comparison between 2015 and 2017**



76.3% of respondents found the staff helpful, with 14.7% of respondents stating that they found the staff unhelpful. This is a marked increase in respondents finding staff unhelpful when compared to the results in 2015 where just 9.5% found staff unhelpful.

**Figure 26: Did you find the staff helpful or unhelpful? A comparison between 2015 and 2017**

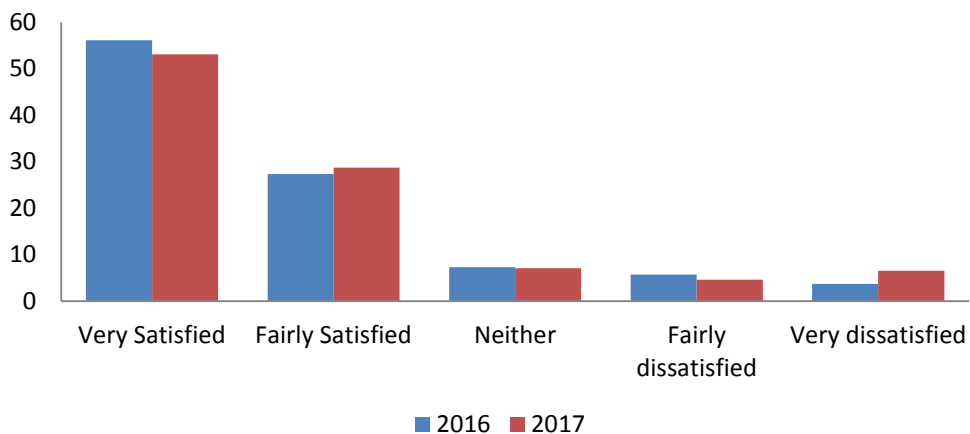


In addition, 83.8% thought their query was answered within a reasonable time. A further 81.8% stated that they were very/fairly satisfied with the ability of staff to deal with their query quickly and efficiently.

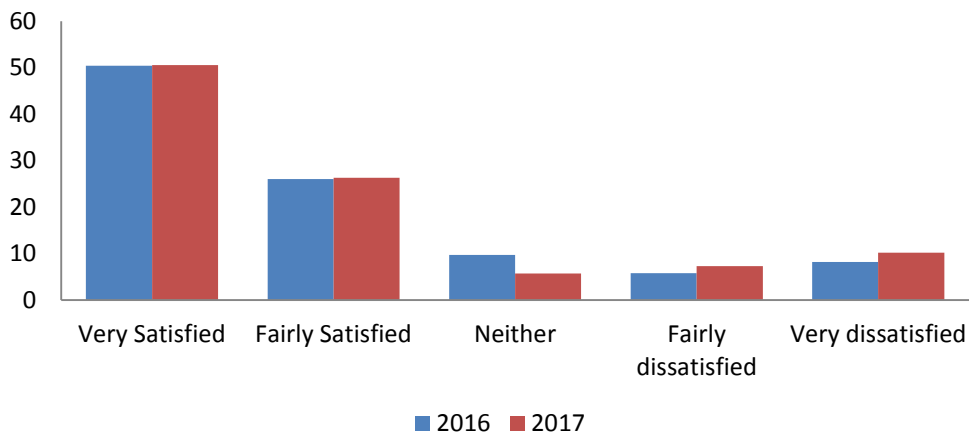
### 3.7.1 Satisfaction with the Service Provided

Figure 26 shows levels of satisfaction with the ability of staff to deal with the query quickly and efficiently, and the final outcome of the query. 81.8% of respondents were either very or fairly satisfied with the staffs ability to deal with the query quickly and efficiently and 76.8% were satisfied with the final outcome of the query.

**Figure 27: The ability of staff to deal with your query quickly and efficiently**



**Figure 28: Satisfaction with the final outcome of your query**

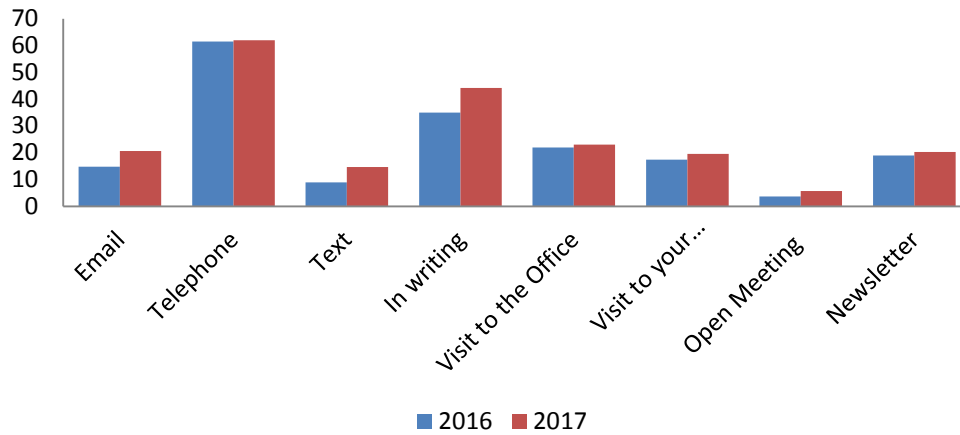


### 3.7.2 Preferred Method of Contact

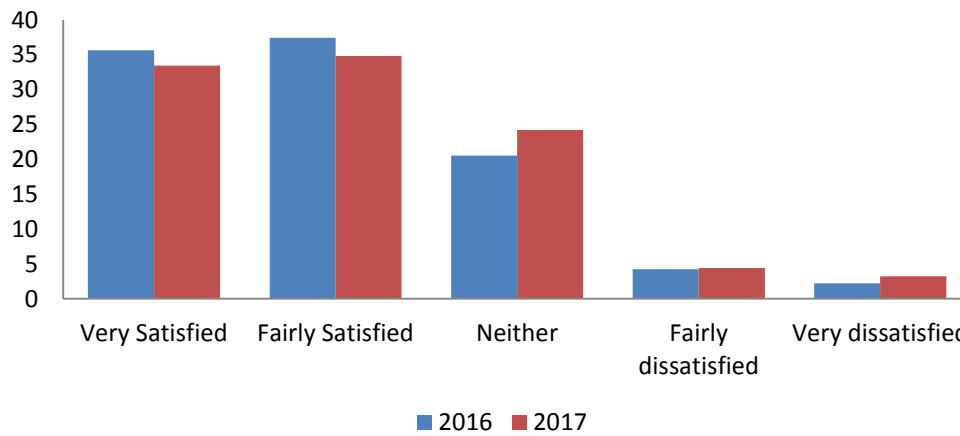
Figure 28 shows which methods of contact respondents prefer. The method of contact preferred by most respondents was the telephone (61.9%), next was In writing (44.1%), followed by email (20.6%).

The least popular methods of contact were open meetings (5.7%), Text/SMS (14.6%) and Visiting the office (19.5%).

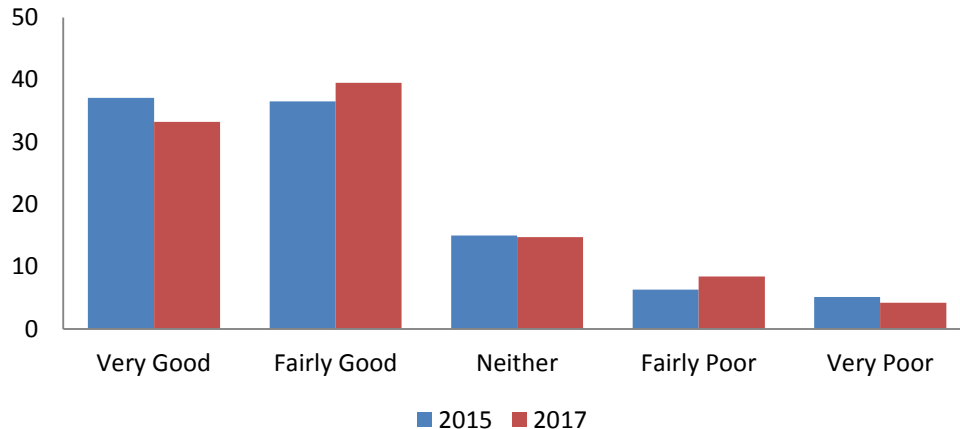
**Figure 29: Which of the following methods of being kept informed and getting in touch with MDC are you Happy to Use?**



**Figure 30: How satisfied or dissatisfied are you that MDC gives you the opportunity to make your views known?**



**Figure 31: How good or poor do you feel that MDC is at keeping you informed about things that might affect you as a resident?**



### 3.7.3 Service Standards

Only 29.4% of respondents were aware of MDC’s published service standards and only 18.6% aware of how to challenge them. This is down on the previous STAR survey where 31.4% were aware of the standards and 20% knew how to challenge them.

68.2% of respondents were very or fairly satisfied that MDC gives them the opportunity to make their views known with 72.7% stating that MDC were very/fairly good at keeping them informed about things that may affect them as a resident. Once again, this is down on the previous STAR survey where 73.1% reported that they were satisfied with the opportunities to make their views known and 73.6% stated that MDC were good at keeping them informed about things that may affect them as a resident.

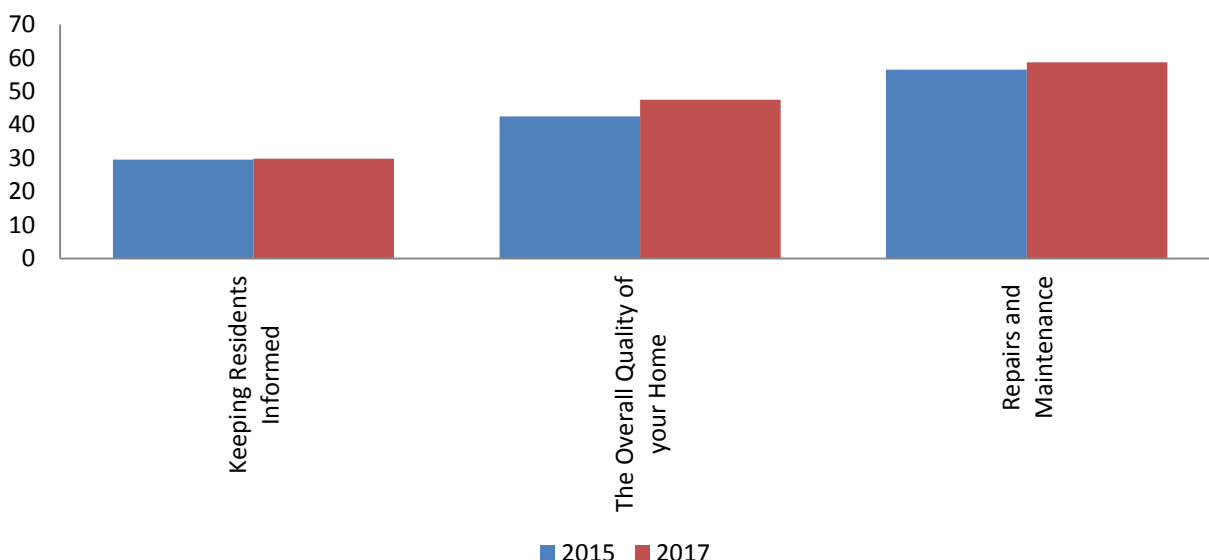
### 3.8 Advice and Support

Respondents were asked about their levels of satisfaction with the advice and support received from MDC with regards to ‘claiming housing benefit and other welfare benefits’ and ‘managing your finances and paying rent and service charges’. 67.8% of respondents were either very or fairly satisfied with the advice and support provided about claiming housing/welfare benefit. 66.2% were satisfied with the advice and support provided about managing their finances and paying rent and only 50.4% were very or fairly satisfied with the support for new tenants.

### 3.9 Service Priorities

Respondents were asked to pick 3 services from a list of standard services that they felt were the most important to them. The repairs and maintenance service is the most important service to respondents (58.7%), followed by the overall quality of the home (47.5%) and finally, keeping residents informed (29.9%).

Figure 32: Top 3 priorities



### 3.10 Perceptions

This section of the survey gave respondents a series of statements and asked them to what extent they agreed with the statements. 84.6% of respondents agreed that MDC has friendly and approachable staff. 83.1% agreed that MDC provides the service they expect from a landlord. 82% agreed that MDC provides an effective and efficient service and 79.7% agreed that MDC treats its residents fairly. However, only 75% agreed that they trusted MDC and just 71.5% believed that MDC has a good reputation in their area.

### 3.11 Housing for Older People

This section of the survey was asked only to elderly/sheltered respondents. The survey gave these respondents a series of statements and asked them to what extent they agreed with them. Figure 33 shows the % of HFoP residents who were either very or fairly satisfied with the following services.

**Figure 33: Housing for Older People Services**

