



# Wiltshire Council

## STATUS 2010

*Draft Report*

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**APPENDIX 1: Questionnaire**

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**APPENDIX 3: Data tabulations**

# 1 SUMMARY OF MAIN FINDINGS

## 1.1 Tenant Profile

The most common household composition was one adult aged 60 or over (40%). This was followed by two adults at least one aged 60 or over (24%), one adult under 60 (9%), and 2-parent family with child/ren, at least one under 16 (8%). 48% of respondents said they lived alone, and 32% of respondents lived with one other person.

15% of households contained at least one child aged under 16, while 67% had at least one person aged 60 or over.

62% of respondents said they had been tenants of the same landlord for more than 10 years, with as many as 43% having been tenants for over 20 years.

Respondents were then asked how long they had lived in their current house. The response to this question followed a similar pattern to that for length of tenancy, although a smaller proportion (29%) had lived in the same home for 21 years or more compared with 43% who had been a tenant of Wiltshire Council for the same period.

Only 2% were aged 16-24, 14% were aged 25-44, 19% were aged 45-59 and 66% of tenants were aged 60 or above.

50% of tenants who took part in the survey were wholly retired from work, while 28% were employed or self-employed. The most common form of household income was state pension (59%) and earnings from employment (28%). A further 25% received other state benefits and 24% received a pension from a former employer.

Of those who disclosed their income, the majority (59%) had an annual net income of less than £10,400 a year (combined wage of tenant and partner). 60% of households received housing benefit.

98% of respondents described themselves as White British.

Almost half (55%) of respondents said they had a long-standing illness, health problems or disability including problems which are due to old age. 11% said their household included a wheelchair user.

80% of those who answered the question relating to sexual orientation described themselves as heterosexual. 14% selected preferred not to say option.

In terms of religion, 76% described themselves as Christian, and 17% said that they were not religious.

## 1.2 Satisfaction with property

88% of respondents were very satisfied or fairly satisfied with the overall service provided by Wiltshire Council, 7% were dissatisfied.

Respondents were asked to rate a range of different aspects of their home and neighbourhood. Generally the findings were positive:

- 88% were satisfied with the overall quality of their home (7% dissatisfied)
- 88% were satisfied with the neighbourhood as a place to live (7% dissatisfied)
- 86% were satisfied with the value for money for their rent (6% dissatisfied)

- 84% were satisfied with the general condition of their property (11% dissatisfied)

Respondents were asked to rate a number of services provided by Wiltshire Council. For many of the services, high proportions of residents gave a neutral response (Neither or No opinion).

- 79% were satisfied with how enquiries are dealt with (9% dissatisfied)
- 77% of respondents were satisfied with advice on rent payments (2% dissatisfied)
- 57% were satisfied with advice on benefits (6% dissatisfied)
- 43% were satisfied with support provided to new tenants (5% dissatisfied)
- 40% were satisfied with support provided to vulnerable tenants (9% dissatisfied)
- 37% were satisfied with advice on moving home (7% dissatisfied)

From a list of seven different services, respondents were asked to pick the three that they considered most important. Around eight in ten (82%) selected repairs and maintenance, 56% said that the overall quality of their home was important and 35% selected keeping tenants informed. The two factors that were considered to be least important were dealing with anti-social behaviour (30%) and taking tenants' views into account (25%).

Respondents were then asked which of a list of possible problems existed in their neighbourhood. The areas are summarised below (in terms of the proportion saying that each were a very big or fairly big problem):

- Car parking; 35%
- Rubbish or litter; 16%
- Drug use or drug dealing; 8%
- Disruptive children or teenagers; 14%
- Noisy neighbours; 15%
- Drunk or rowdy behaviour; 9%
- Vandalism and graffiti; 10%
- Noise from traffic; 10%
- People damaging property or vehicles; 7%
- Other crime; 5%
- Pets and animals; 12%
- Abandoned or burnt out vehicles; 2%
- Racial or other harassment; 4%

### 1.3 Contact with landlord

75% of respondents had been in contact with Wiltshire Council in the last 12 months.

- 86% said that the staff were helpful, (6% unhelpful)
- 83% said that the staff were able to deal with their problem, (10% unable to deal with their problem)
- 77% said that they found it easy to get hold of the right person, (13% it was difficult)

- 76% said that they were satisfied with the outcome of their enquiry, (16% dissatisfied).

#### 1.4 The repairs service

84% of all respondents were satisfied with the way Wiltshire Council deals with repairs and maintenance. 72% of respondents said they have had repairs completed in the last 12 months. These respondents were asked to rate a number of different factors associated with the service they received. The results were positive:

- 93% rated the attitude of workers positively (3% negative)
- 92% rated keeping dirt and mess to a minimum positively (5% negative)
- 88% rated speed with which work was completed positively (7% negative)
- 88% rated the overall quality of repair work positively (8% negative)
- 85% rated being told when workers would call positively (10% negative)
- 81% rated time taken before work started positively (13% negative)

#### 1.5 Communication

81% of respondents said that they would prefer Wiltshire to use letters to inform them or consult with them about issues that may effect them as a tenant, 36% selected telephone calls and 26% chose magazine/newsletter or personal visit.

64% of respondents were satisfied that their views were taken into account by their landlord and 10% were dissatisfied. A proportion of tenants said they were neither satisfied nor dissatisfied (13%) or gave no opinion (13%) which suggests that they may not be aware of the extent to which views are taken into account or that this is an area that is not important to them.

52% of respondents were satisfied with opportunities for participation in management and decision making and 6% were dissatisfied. A proportion of tenants said they were neither satisfied nor dissatisfied (16%) or gave no opinion (26%) which suggests that they may not be aware of the extent of opportunities for participation in management and decision making or that this is an area that is not important to them.

81% of respondents felt that Wiltshire Council were good at keeping them informed about things that might affect tenants.

Respondents were asked if they have any communication needs they would like Wiltshire to be aware of. 28% of respondents said they had communication needs they would like Wiltshire to be aware of.

The most common issues were respondents finding it difficult to get to the door quickly/hearing the doorbell (15%) or being hard of hearing (14%).

Around three quarters (76%) said they preferred method of contacting the council is by phone, followed by letter (12%).

Respondents were also asked their preferred method of contact from Wiltshire, for example about a repair; over half (54%) said via phone, while 37% said by letter.

#### 1.6 Anti-social behaviour

9% of tenants had reported antisocial behaviour to their landlord in the last 12 months.

These tenants were asked about their experience of making the report and responses were mixed:

- 59% said it was easy to get hold of the right person (25% said it was difficult)
- 70% said that staff were helpful (18% said that staff were unhelpful)
- 41% said that staff were able to deal with their problem (36% said that staff were unable to deal with their problem)

Respondents were asked to rate a number of other aspects of how their report was dealt with. Again, results were mixed:

- 59% were satisfied with the advice provided by staff (24% dissatisfied)
- 48% were satisfied with the speed with which their report was dealt with (31% dissatisfied)
- 44% were satisfied with being kept informed (35% dissatisfied)
- 43% were satisfied with how the report was dealt with (39% dissatisfied)
- 42% were satisfied with the support provided by staff (33% dissatisfied)
- 34% were satisfied with the final outcome of their report (44% dissatisfied)

## 1.7 The Tenant Participation Compact

33% of respondents said they had heard of Tenant Participation Compacts. Among those aware, 62% were satisfied with their locally-agreed Tenant Participation Compact and only 3% were dissatisfied. 35% were neither satisfied or dissatisfied or had no opinion.

## 1.8 Sheltered tenants

Sheltered tenants were asked if they or anyone in their household had used the emergency call system in the last 12 months. 36% had not used the emergency call system in the last 12 months and 31% had never used the emergency call system. 29% of Sheltered tenants had used the emergency call system for themselves or other household members and 5% had used the emergency call system for a neighbour or visitor.

Respondents who have used the emergency call system were asked to rate various aspects of the call system.

- 88% were satisfied with the speed of response of staff to answer their call (10% dissatisfied)
- 85% were satisfied with the helpfulness of staff (10% dissatisfied)
- 82% were satisfied overall (9% dissatisfied)

Respondents were asked how often their Housing Support Officer call. Around a quarter (24%) said daily, 16% said three times a week and 22% said weekly. 13% said they call less frequently, 12% said never and 13% do so only in emergencies.

Respondents were asked to rate a number of aspects about their Housing Support Officer. Again, results were mixed:

- 86% were satisfied with the face-to face contact (2% dissatisfied)
- 85% were satisfied with the frequency of contact (3% dissatisfied)

- 84% were satisfied with the helpfulness (5% dissatisfied)
- 77% were satisfied overall with their Housing Support Officer (6% dissatisfied)
- 53% were satisfied with the promotion of social activities (10% dissatisfied)
- 53% were satisfied with contact by phone (3% dissatisfied)

## 2 INTRODUCTION

Wiltshire Council commissioned Snap Surveys to conduct their 2010 tenant satisfaction survey (STATUS). This report contains the research findings.

### 2.1 Background

STATUS is a standard resident satisfaction survey developed by the National Housing Federation to be used by housing associations, local authorities and Arms Length Management Organisations (ALMOS). The primary purpose of these is to:

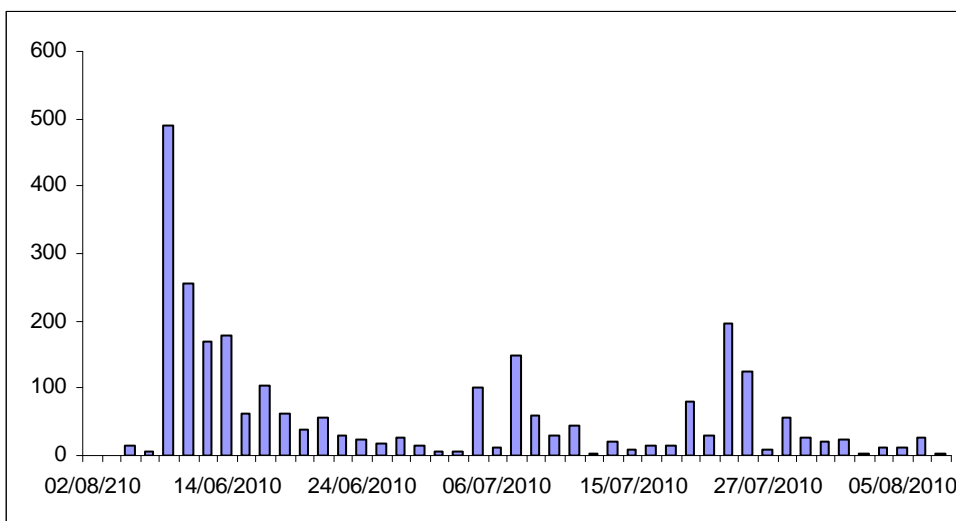
- Meet the statutory duty to report key performance indicators
- Measure customer satisfaction and identify areas for improvement
- Obtain a representative picture of residents attitudes and behaviour
- Complement other methods of customer feedback
- Enable comparisons of data from different landlords and over time.

This standardisation should ensure that data is collected in a reliable and consistent way, enabling a comparison of results between different landlords in order to develop benchmarks across the social housing sector.

### 2.2 Methodology and sampling

On 3<sup>rd</sup> June 2010 Snap Surveys sent STATUS questionnaires to all 5,340 Wiltshire Council tenants (this included General Needs and Sheltered tenants). A reminder postcard was sent to all non-respondents on 30<sup>th</sup> June, followed by a second reminder letter and questionnaire on 15<sup>th</sup> July. The survey was closed on 9<sup>th</sup> August having achieved an overall response rate of 49% (2,641 completed questionnaires). Of the 2,641 questionnaires received 2,334 were from General Needs tenants and the remaining 307 were from Sheltered tenants.

The chart below plots the response to the survey by date.



The principal contacts for the survey were John Pearce at Wiltshire Council and Harriet Withall at Snap Surveys.

A prize draw incentive was offered of £150 in shopping vouchers.

## 2.3 Analysis of results

Figures are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Not all figures add to 100%, this may be due to rounding, or because each respondent was allowed to give more than one answer to the question.

Furthermore, the report often reports on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were ‘very satisfied’ and ‘fairly satisfied’ and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall ‘% satisfied’ score can be slightly different to the score obtained when adding together the ‘% very satisfied’ and ‘% fairly satisfied’ as displayed on the chart.

The data has been Z-tested at 95% confidence level. The Z-test is a statistical test which determines if the percentage difference between subgroups is large enough to be statistically significant or whether the difference is likely to have occurred by chance.

A similar survey was commissioned in 2006-2007 by Salisbury District Council as part of the BVPI requirement. This was prior to the amalgamation of the local district councils to form Wiltshire Council as a new Unitary Council, which took the housing stock from Salisbury District Council.

## 2.4 Weighting

Postal surveys often run the risk of being less representative of particular groups of people or households due to some respondents being more (or less) likely to respond than others, and consequently the views would be over (or under) represented. To correct for this, these responses can be weighted to make them more representative.

The table below shows the distribution of residents by tenure for the whole population and also for the proportion of questionnaires returned. The proportion of respondents closely matches the population as a whole, it is therefore recommended in the STATUS guidelines to avoid weighting the data as the weighting factors required would be between 0.8 and 1.2.

	<b>Population</b>	<b>%</b>	<b>Number of questionnaires received</b>	<b>%</b>
General Needs	4,838	91%	2,335	88%
Sheltered	502	9%	306	12%
<b>Total</b>	<b>5,340</b>	<b>100%</b>	<b>2,641</b>	<b>100%</b>

## 2.5 Structure of this report

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Tenant profile
- Satisfaction with property
- Contact with landlord
- The repairs service
- Communication
- Antisocial behaviour
- The Tenant Participation Compact
- Sheltered tenants
- Final Comments
- Further analysis
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The appendix contains a copy of the questionnaire, listings of tenants' comments and a full set of data tabulations.

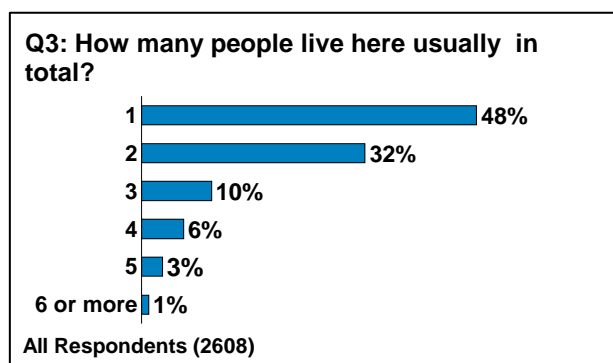
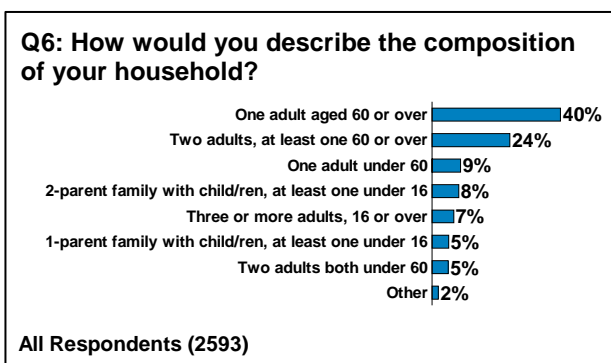
### 3 TENANT PROFILE

#### 3.1 Introduction

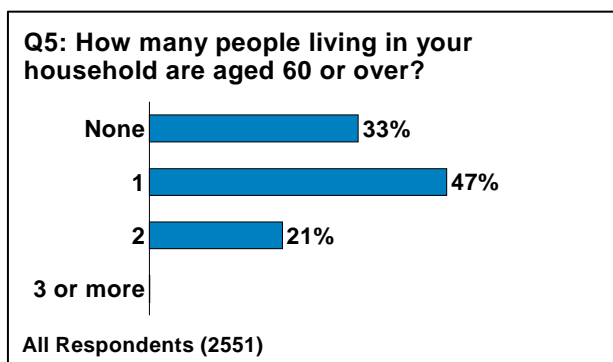
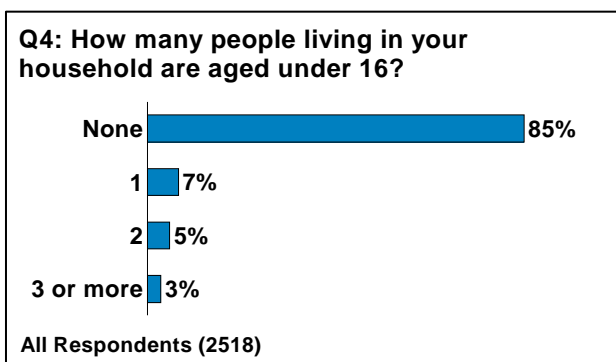
This section of the report profiles Wiltshire Council tenants by household composition and demographics (gender, age and equality strands). It also looks at income and benefits received the incidence of long-standing illness or disability, and length of tenure.

#### 3.2 Household composition

The most common household composition was one adult aged 60 or over (40%). This was followed by two adults at least one aged 60 or over (24%), one adult under 60 (9%), and 2-parent family with child/ren, at least one under 16 (8%). 48% of respondents said they lived alone, and 32% of respondents lived with one other person.



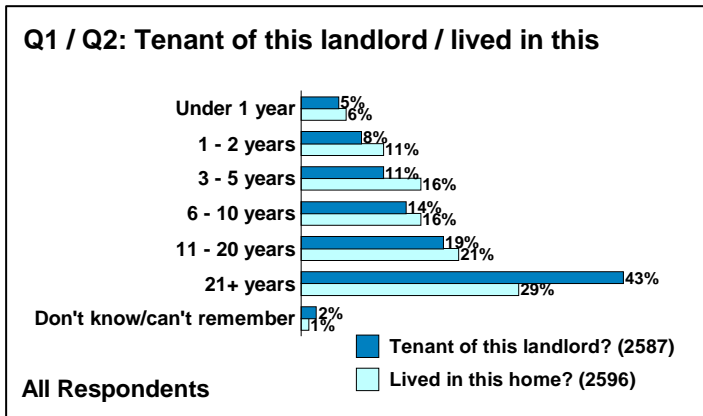
15% of households contained at least one child aged under 16, while 67% had at least one person aged 60 or over.



#### 3.3 Length of tenure

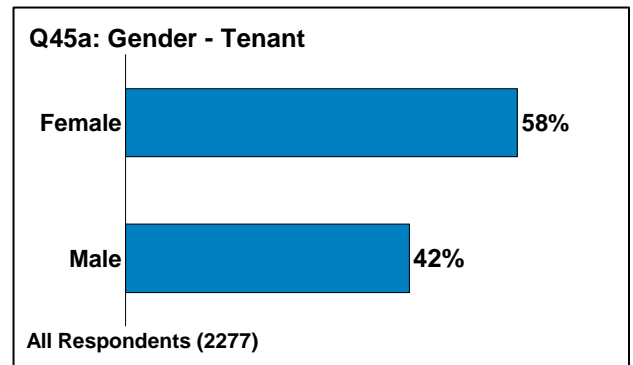
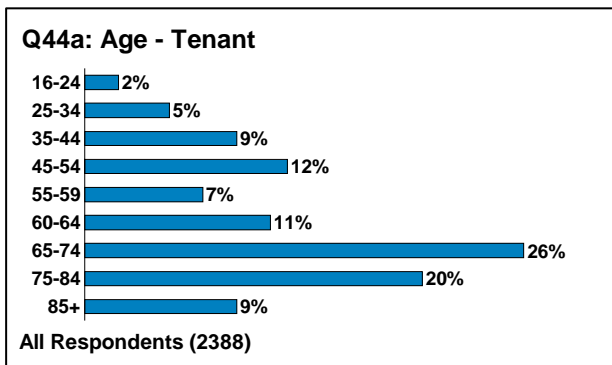
62% of respondents said they had been tenants of the same landlord for more than 10 years, with as many as 43% having been tenants for over 20 years.

Respondents were then asked how long they had lived in their current house. The response to this question followed a similar pattern to that for length of tenancy, although a smaller proportion (29%) had lived in the same home for 21 years or more compared with 43% who had been a tenant of Wiltshire Council for the same period.



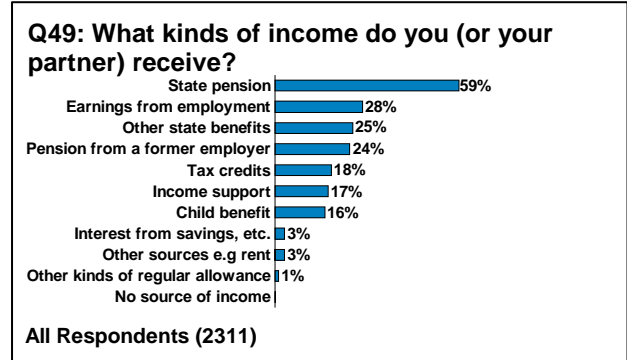
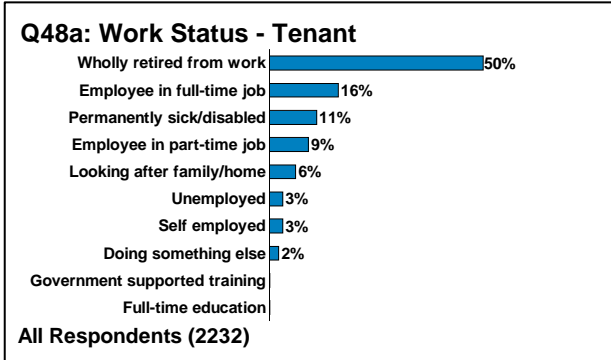
### 3.4 Gender and age profile

Tenants' overall gender and age profiles are shown below. Only 2% were aged 16-24, 14% were aged 25-44, 19% were aged 45-59 and 66% of tenants were aged 60 or above. There was a higher proportion of female respondents (58%) than males (42%).

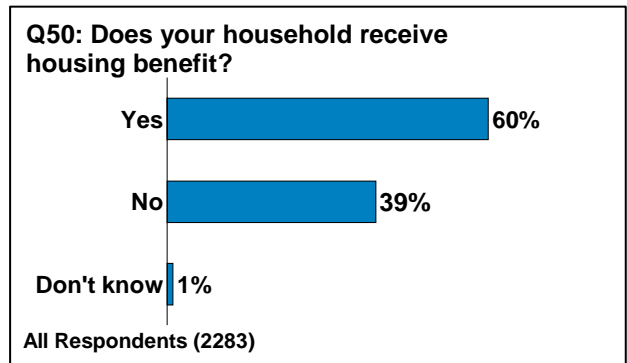
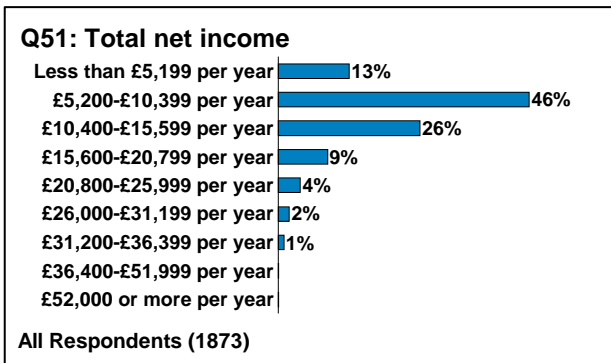


### 3.5 Working status, income and benefits

50% of tenants who took part in the survey were wholly retired from work, while 28% were employed or self-employed. The most common form of household income was state pension (59%) and earnings from employment (28%). A further 25% received other state benefits and 24% received a pension from a former employer.

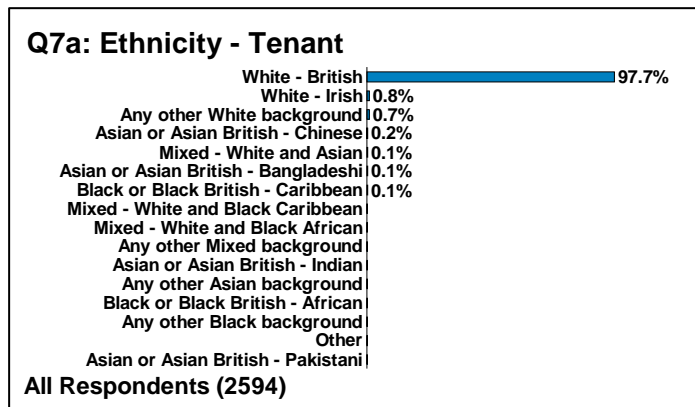


Of those who disclosed their income, the majority (59%) had an annual net income of less than £10,400 a year (combined wage of tenant and partner). 60% of households received housing benefit.



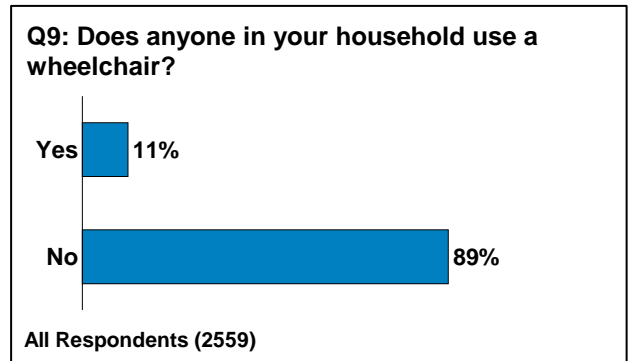
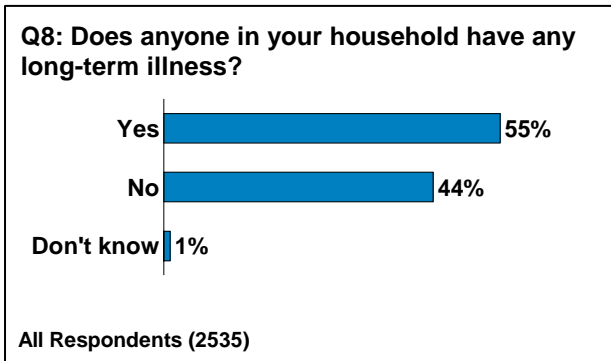
### 3.6 Ethnicity

98% of respondents described themselves as White British.



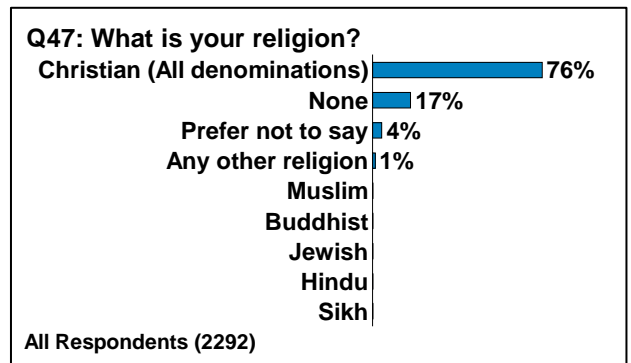
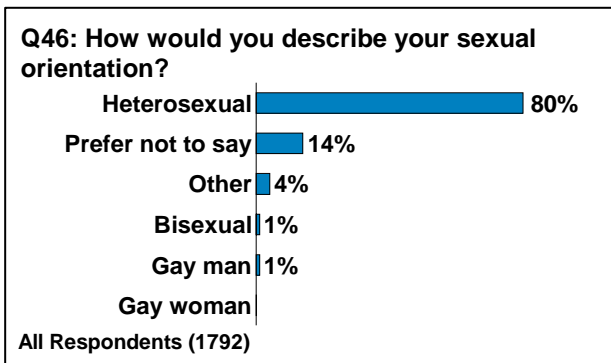
### 3.7 Incidence of illness/disability

Almost half (55%) of respondents said they had a long-standing illness, health problems or disability including problems which are due to old age. 11% said their household included a wheelchair user.



### 3.8 Sexual orientation and religion

80% of those who answered the question relating to sexual orientation described themselves as heterosexual. 14% selected preferred not to say option.



In terms of religion, 76% described themselves as Christian, and 17% said that they were not religious.

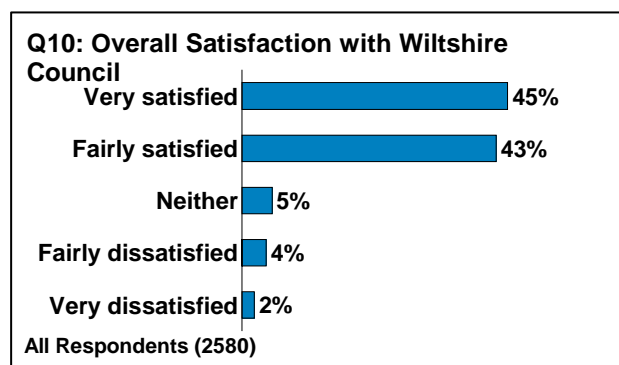
## 4 SATISFACTION WITH PROPERTY

### 4.1 Introduction

This section looks at tenants' satisfaction with their home, their neighbourhood and with Wiltshire Council as a landlord.

### 4.2 Overall satisfaction with Wiltshire Council as a landlord

88% of respondents were very satisfied or fairly satisfied with the overall service provided by Wiltshire Council, 7% were dissatisfied.



The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied than General Needs; this is a common finding throughout the report.

	General Needs	Sheltered	Total (All tenants)
% Satisfied	88%*	93%*	88%
% Dissatisfied	7%*	3%*	7%

\*Significant difference

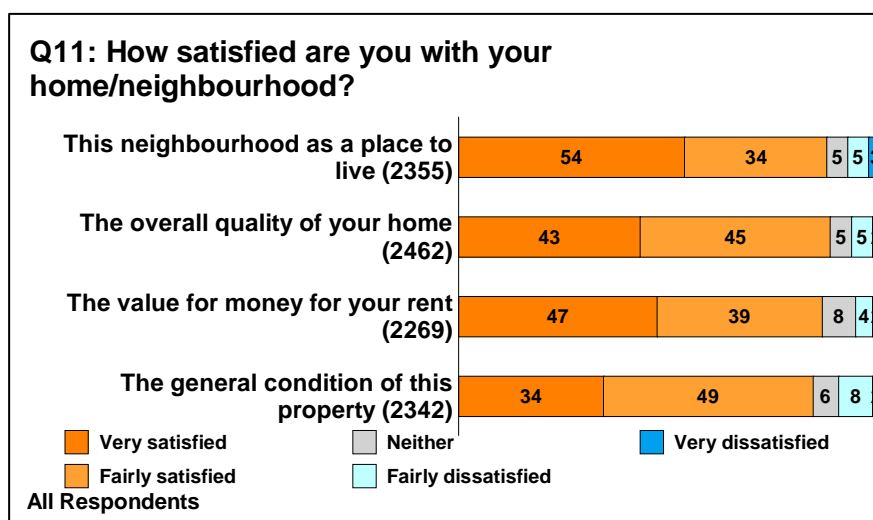
There were several differences between subgroups, including that older respondents were more satisfied than younger respondents (69% of those aged under 35 were satisfied, compared to 79% of those aged 35-54, 89% of those aged 55-64 and 93% of those aged 65 and older).

It is typical to find that older respondents are more satisfied than younger respondents in social research. Some researchers say that this is not necessarily linked to the services that older residents may receive, but is more likely to be linked to older people being mellow or having lower expectations and therefore being easier to please. Age-group analysis throughout the survey consistently found older respondents to be more satisfied. Age is often an underlying factor of other subgroup patterns such as disability, property type and tenure and as such should be kept in mind when looking at differences between these subgroups.

### 4.3 Satisfaction with housing

Respondents were asked to rate a range of different aspects of their home and neighbourhood. Generally the findings were positive:

- 88% were satisfied with the overall quality of their home (7% dissatisfied)
- 88% were satisfied with the neighbourhood as a place to live (7% dissatisfied)
- 86% were satisfied with the value for money for their rent (6% dissatisfied)
- 84% were satisfied with the general condition of their property (11% dissatisfied)



Looking at results by subgroups, again older respondents were more likely to be satisfied with each than younger respondents, as were Non-BME respondents compared with BME respondents.

Males were more satisfied than females with the overall quality of their home and general condition of their property.

Respondents who classed themselves or a household member as disabled were significantly more likely to be satisfied with the neighbourhood as a place to live.

Respondents who receive housing benefit were more likely to be satisfied with the overall quality of their home and the value for money for their rent.

The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied with each element than general needs.

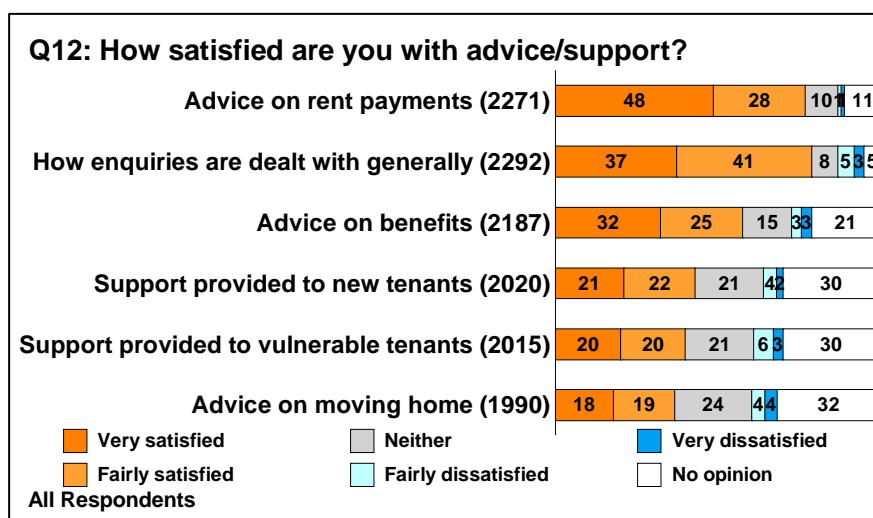
	General Needs	Sheltered	Total (All tenants)
The overall quality of your home	87%*	94%*	88%
The neighbourhood as a place to live	88%	91%	88%
The value for money for your rent	85%	90%	86%
The general condition of this property	82%*	92%*	84%

\*Significant difference

#### 4.4 Satisfaction with services provided by landlord

Respondents were asked to rate a number of services provided by Wiltshire Council. For many of the services, high proportions of residents gave a neutral response (Neither or No opinion).

- 79% were satisfied with how enquiries are dealt with (9% dissatisfied)
- 77% of respondents were satisfied with advice on rent payments (2% dissatisfied)
- 57% were satisfied with advice on benefits (6% dissatisfied)
- 43% were satisfied with support provided to new tenants (5% dissatisfied)
- 40% were satisfied with support provided to vulnerable tenants (9% dissatisfied)
- 37% were satisfied with advice on moving home (7% dissatisfied)



Those services which received the highest proportions of neutral scores, were the services that were targeted to particular needs or circumstances, and so were not relevant to all respondents, i.e.

- Advice on moving home (32% no opinion, 24% neither)
- Support provided to vulnerable tenants (30% no opinion, 21% neither)
- Support provided to new tenants (30% no opinion, 21% neither)

In terms of comparisons between subgroups, again, older respondents were more positive than younger respondents, as were respondents receiving housing benefit compared with those not receiving housing benefit.

Disabled respondents were more satisfied with support provided to vulnerable tenants, how enquiries are dealt with generally and advice on benefits compared with non disabled respondents.

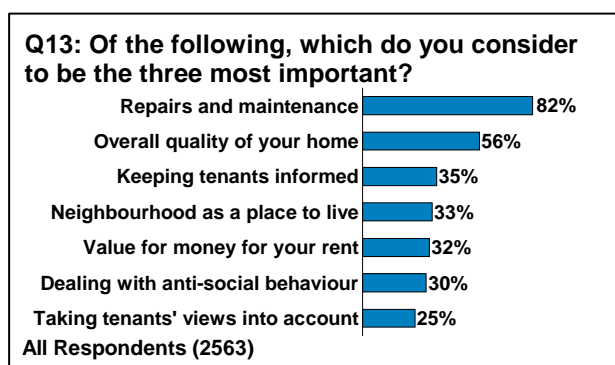
The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied with each element than General Needs.

	General Needs	Sheltered	Total (All tenants)
How enquiries are dealt with generally	78%*	84%*	79%
Advice on rent payments	76%*	86%*	77%
Advice on benefits	56%*	71%*	57%
Support provided to new tenants	40%*	72%*	43%
Support provided to vulnerable tenants	37%*	63%*	40%
Advice on moving home	35%*	48%*	37%

\*Significant difference

#### 4.5 Most important services

From a list of seven different services, respondents were asked to pick the three that they considered most important. Around eight in ten (82%) selected repairs and maintenance, 56% said that the overall quality of their home was important and 35% selected keeping tenants informed.



The two factors that were considered to be least important were dealing with anti-social behaviour (30%) and taking tenants' views into account (25%).

There were some differences between subgroups, as outlined below:

- Tenants aged 65 and over were significantly more likely than younger tenants to think keeping tenants informed was important and were less likely to think that dealing with anti-social behaviour and overall quality of the home was important
- Tenants receiving housing benefit were significantly more likely than those not receiving housing benefit to think that keeping tenants informed was important. However, those receiving housing benefit were significantly less likely than those who did not receive housing benefit to think that value for money for rent and keeping tenants informed is important.

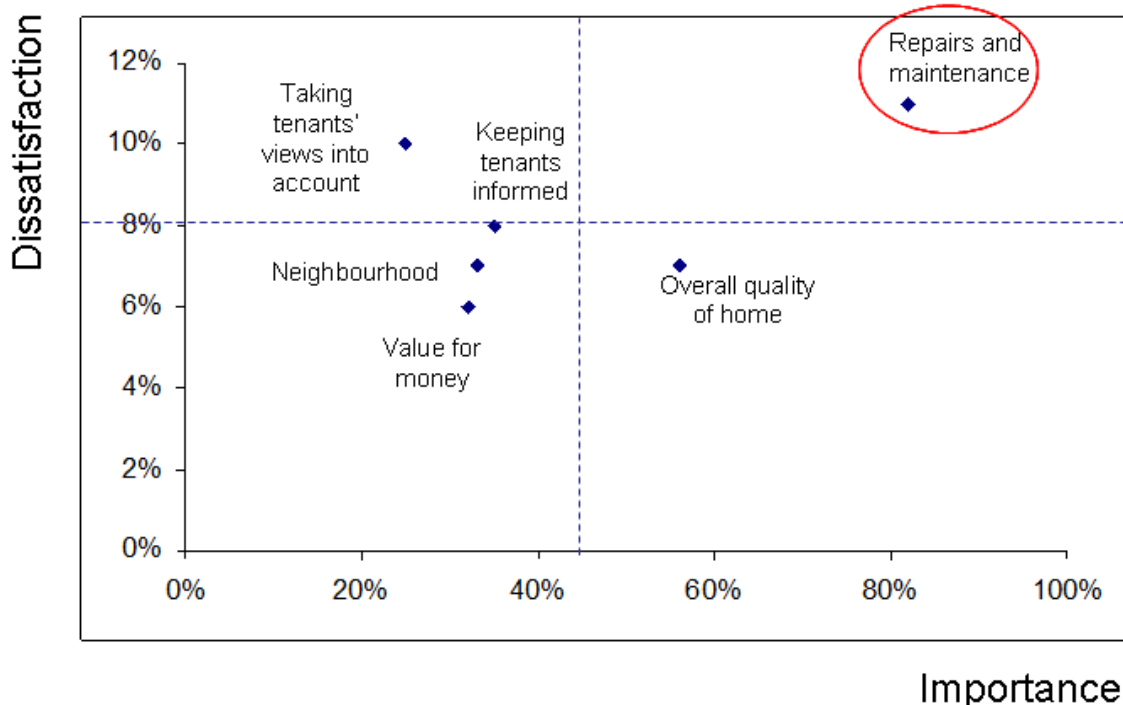
## 4.6 Importance Vs Performance

It is possible to compare how important residents think that individual factors are against how satisfied they are with them. This helps to identify areas that are considered to be important, but are also felt to be unsatisfactory. This information can be used by the client to target resources to the areas that residents feel are most in need of improving. If this is done effectively, then the result will hopefully be an improvement in satisfaction levels.

Of the factors that residents were asked which were most important, 6 were rated elsewhere in the survey in terms of satisfaction (performance). These are:

- Keeping tenants informed
- Overall quality of home
- Taking tenants views into account
- Repairs and maintenance
- Neighbourhood as place to live
- Value for money

The following chart plots the proportion of tenants who were dissatisfied with each of the services against the proportion that said that they were among the three most important. According to the analysis, factors that are plotted in the top right hand corner are both the most important and the most unsatisfactory- i.e. these are the areas the client should continue to focus on:

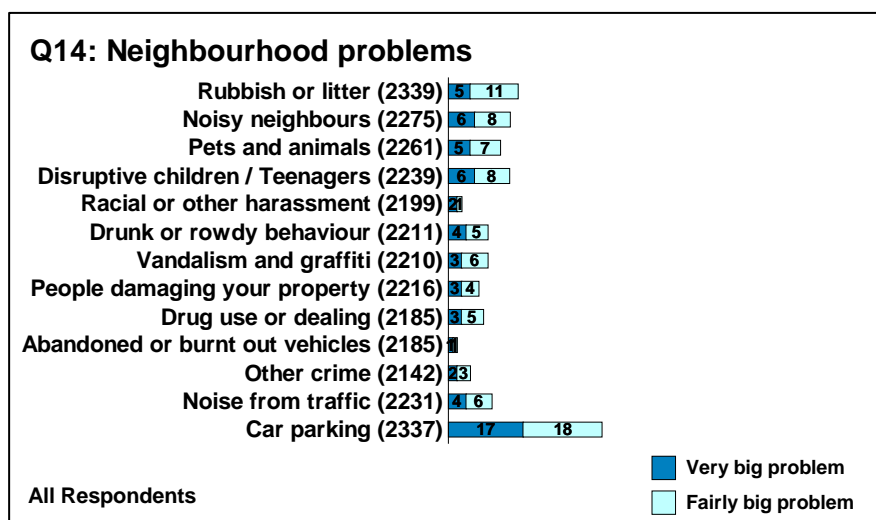


According to this analysis the client should focus on repairs and maintenance. However, it should also be noted that a high proportion of residents were also satisfied with the repairs and maintenance service (84%).

There were similar high levels of dissatisfaction for taking tenants views into account, but repairs and maintenance is considered much more important.

## 4.7 Problems in neighbourhood

Respondents were then asked which of a list of possible problems existed in their neighbourhood. The areas are summarised below (in terms of the proportion saying that each were a very big or fairly big problem):



- Car parking; 35%
- Rubbish or litter; 16%
- Drug use or drug dealing; 8%
- Disruptive children or teenagers; 14%
- Noisy neighbours; 15%
- Drunk or rowdy behaviour; 9%
- Vandalism and graffiti; 10%
- Noise from traffic; 10%
- People damaging property or vehicles; 7%
- Other crime; 5%
- Pets and animals; 12%
- Abandoned or burnt out vehicles; 2%
- Racial or other harassment; 4%

There were some general themes when looking at differences between subgroups, which are highlighted below.

- Older respondents were less likely than younger respondents to identify these issues as problematic.
- Females were more likely than males to say that noisy neighbours, disruptive children/teenagers and drunk or rowdy behaviour is a problem
- Interestingly there were no significant differences between BME and Non BME when looking at the extent to which racial and other harassment is considered to be a problem.

The table shows the proportion of respondents stating that each is a problem in their area for both General Needs tenants and Sheltered tenants. General Needs tenants were more likely to say that each were a problem in their neighbourhood.

	<b>General Needs</b>	<b>Sheltered</b>	<b>Total (All Tenants)</b>
Car parking	35%	34%	35%
Rubbish or litter	17%*	8%*	16%
Noisy neighbours	16%*	5%*	15%
Disruptive children/teenagers	15%*	6%*	14%
Pets and animals	12%*	7%*	12%
Vandalism and graffiti	11%*	1%*	10%
Noise from traffic	10%	7%	10%
Drunk or rowdy behaviour	10%*	3%*	9%
Drug use or dealing	9%*	1%*	8%
People damaging your property	7%*	2%*	7%
Other crime	5%*	2%*	5%
Racial or other harassment	4%*	1%*	4%
Abandoned or burnt out vehicles	2%*	0%*	2%

\*Significant difference

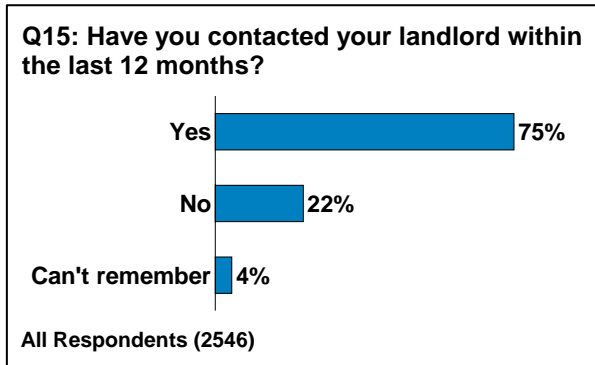
## 5 CONTACT WITH LANDLORD

### 5.1 Introduction

This section examines tenants' contact with Wiltshire Council in the last year. The method of contact, the reason for it, tenants' satisfaction with the help they received from staff, and with the final outcome of their enquiry.

### 5.2 Contact with Wiltshire Council in the last 12 months

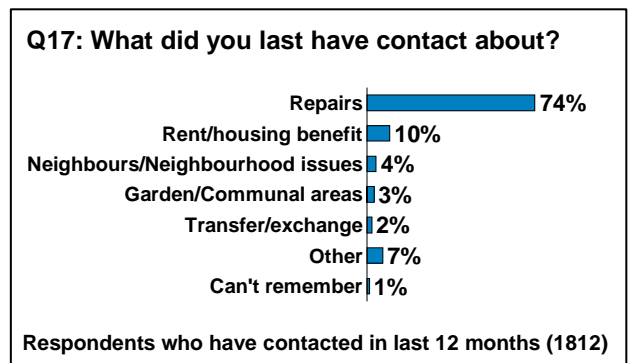
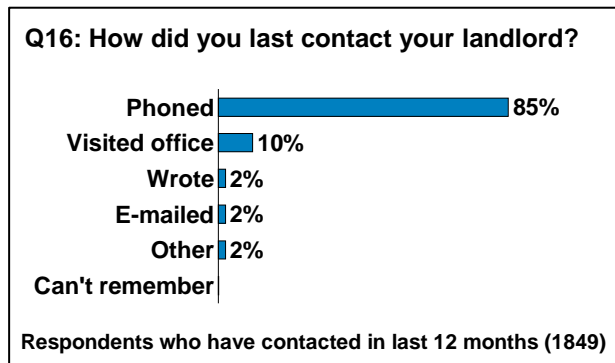
75% of respondents had been in contact with Wiltshire Council in the last 12 months.



Younger respondents were more likely than to have contacted in the last 12 months than older respondents.

Telephone was by far the most common method of contacting Wiltshire Council (85%), followed by visiting the office (10%). Repairs were the most common reason for making contact (74%), followed by rent/housing benefit (10%).

Older respondents were more likely than younger respondents to have contacted about repairs, by comparison younger respondents were more likely to have contacted about housing benefit compared with older respondents.



7% said they had contacted their landlord for another reason. These respondents were asked to specify what they had contact about. A selection of responses can be found below. A full list is available in the appendix.

"Car parking."  
 "Drain blockage."  
 "Gas problems."  
 "Got locked out."  
 "Help with driving licence."  
 "Maintenance to stair lift."  
 "Permission to install power shower."  
 "Rat problem in the garden and a radiator problem."

The table below shows the different methods that tenants used when making contact for different reasons. 91% of those who last contacted the landlord about repairs did so by phone, while 73% of those who last contacted about maintenance of garden and communal areas also did so by phone. Those who contacted about other issues were less likely to do so by phone, this is shown in the table below:

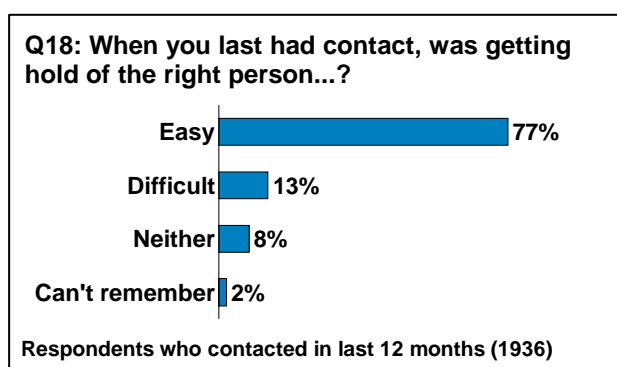
Base: General Needs	Repairs	Rent/ housing benefit	Transfer/ exchange	Neighbours	Garden/ communal areas	Other
Phone	91%	63%	67%	57%	73%	78%
Visit	6%	35%	9%	22%	10%	12%
Letter	1%	2%	21%	8%	2%	4%
Email	1%	1%	3%	12%	8%	3%
Other	0%	-	-	2%	6%	2%

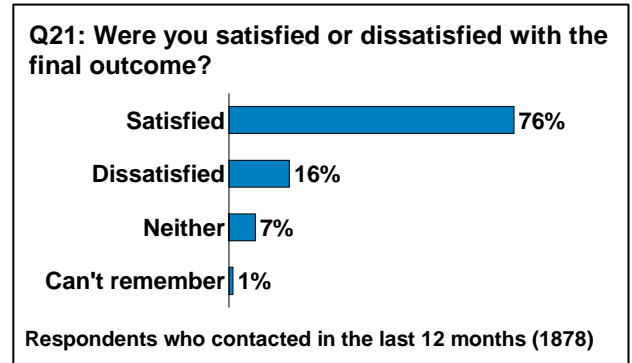
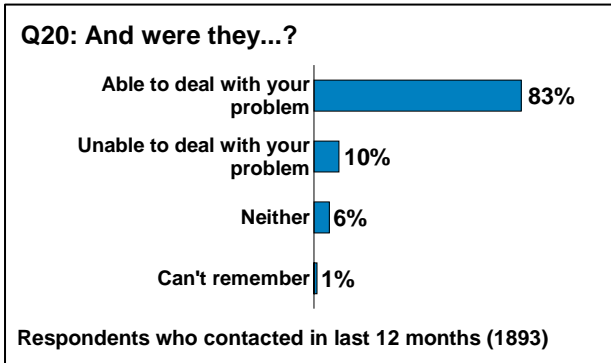
### 5.3 Quality of contact

Those who had been in contact with Wiltshire Council in the last 12 months were asked:

- Whether getting hold of the right person was easy or difficult
- Whether they found the staff helpful or unhelpful
- Whether the staff were able or unable to deal with their problems
- Whether they were satisfied or dissatisfied with the final outcome of their enquiry.

The charts below illustrate the findings to all three questions.





In general, the results were mixed:

- 86% said that the staff were helpful, (6% unhelpful)
- 83% said that the staff were able to deal with their problem, (10% unable to deal with their problem)
- 77% said that they found it easy to get hold of the right person, (13% it was difficult)
- 76% said that they were satisfied with the outcome of their enquiry, (16% dissatisfied).

The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied with each element than general needs.

	General Needs	Sheltered	Total (All Tenants)
Ease of getting hold of right person	76%	85%	77%
Staff helpful	86%	91%	86%
Staff able to deal with problem	83%	84%	83%
Satisfaction with final outcome	75%	79%	76%

#### 5.4 Contact with Wiltshire Council - Summary

In the table below we look at the responses to the questions around contact with Wiltshire comparing the method of contact. The table shows that those who contacted by letter or email overall had a less satisfactory experience. It is worth noting that this may not necessarily be related to the quality of service people receive when writing or emailing, but may be a reflection of the complexity of issues that people may write or email about.

Area	Phone	Visit	Letter	Email
% Easy to get hold of right person	79%	87%	44%	44%
% Helpful	88%	93%	47%	55%
% Able to deal with problem	85%	87%	45%	50%
% Satisfied	78%	78%	39%	47%

The following table looks at the quality of contact people received when contacting about different issues. It shows that those who contacted about repairs and rent or benefit received a more positive experience than those who contacted about other (less common) issues.

	<b>Repairs</b>	<b>Rent/ benefit</b>	<b>Transfer/ exchange</b>	<b>Neighbour- hood</b>	<b>Garden/ communal</b>	<b>Other</b>
% Easy to get hold of the right person	80%	87%	67%	64%	50%	71%
% Helpful	89%	92%	67%	68%	73%	83%
% Able to deal with problem	88%	91%	54%	53%	50%	70%
% Satisfied	81%	86%	47%	33%	42%	66%

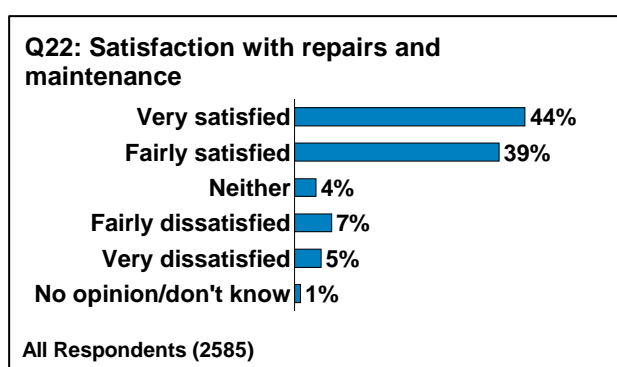
## 6 THE REPAIRS SERVICE

### 6.1 Introduction

This section looks at satisfaction with Wiltshire Council's repairs and maintenance service. Tenants who had had a repair completed in the last year were asked to rate various aspects of the service they received.

### 6.2 Overall satisfaction with the repairs and maintenance service

84% of all respondents were satisfied with the way Wiltshire Council deals with repairs and maintenance. Satisfaction ranged from 57% among tenants aged under 35 to 90% among those aged 65 or over. Non-BME tenants were significantly more likely to be satisfied with the repairs services than BME tenants as were those receiving housing benefits compared with those who do not.



The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied than General Needs tenants.

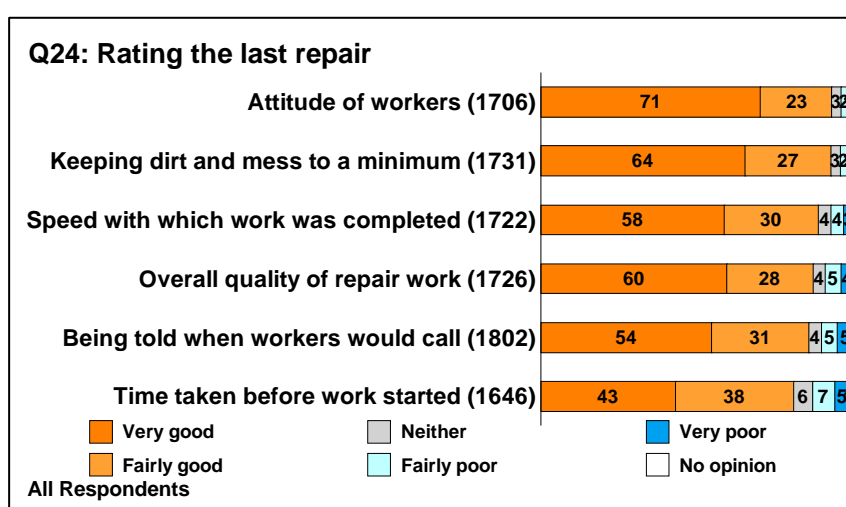
	General Needs	Sheltered	Total (All tenants)
% Satisfied	83%	88%	84%
% Dissatisfied	12%	5%	11%

### 7.3 Experience of repairs service

72% of respondents said they have had repairs completed in the last 12 months. These respondents were asked to rate a number of different factors associated with the service they received. The results were positive:

- 93% rated the attitude of workers positively (3% negative)
- 92% rated keeping dirt and mess to a minimum positively (5% negative)
- 88% rated speed with which work was completed positively (7% negative)
- 88% rated the overall quality of repair work positively (8% negative)
- 85% rated being told when workers would call positively (10% negative)
- 81% rated time taken before work started positively (13% negative)

The findings are shown in the chart below.



The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied with each element than General Needs tenants.

	General Needs	Sheltered	Total (All tenants)
Attitude of workers	93%	98%	93%
Keeping dirt and mess to a minimum	91%	93%	92%
Speed with which work was completed	88%	90%	88%
Overall quality of repair work	87%	96%	88%
Being told when workers would call	85%	90%	85%
Time taken before work started	80%	87%	81%

Younger respondents tended to be less positive about the repairs service than older respondents. Non-BME respondents were more likely to be satisfied with attitude of workers than BME respondents.

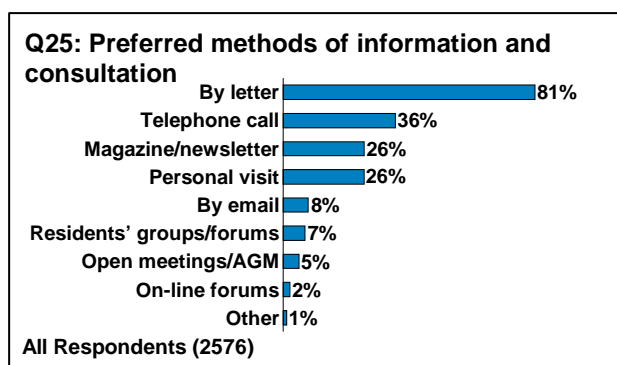
## 7 COMMUNICATION

### 7.1 Introduction

This section is about how Wiltshire Council communicates with its tenants. It looks at whether tenants feel they are kept well informed, whether they feel their views are taken into account, and whether they feel there is enough opportunity for them to get involved in decision-making.

### 7.2 Preferred methods of information and consultation

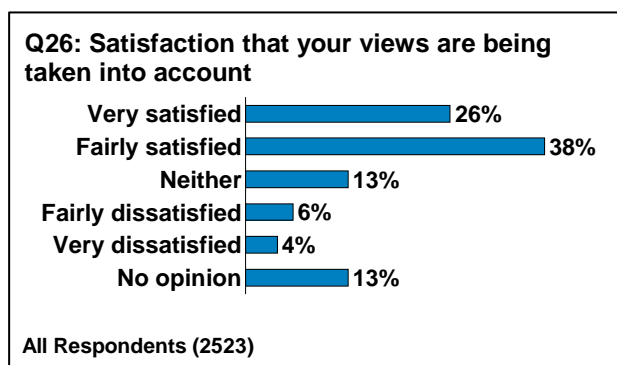
81% of respondents said that they would prefer Wiltshire to use letters to inform them or consult with them about issues that may effect them as a tenant, 36% selected telephone calls and 26% chose magazine/newsletter or personal visit.



There were some differences between age groups with younger tenants being more likely to prefer letter or email than older tenants.

### 7.3 Taking account of tenants' views

64% of respondents were satisfied that their views were taken into account by their landlord and 10% were dissatisfied. A proportion of tenants said they were neither satisfied nor dissatisfied (13%) or gave no opinion (13%) which suggests that they may not be aware of the extent to which views are taken into account or that this is an area that is not important to them.



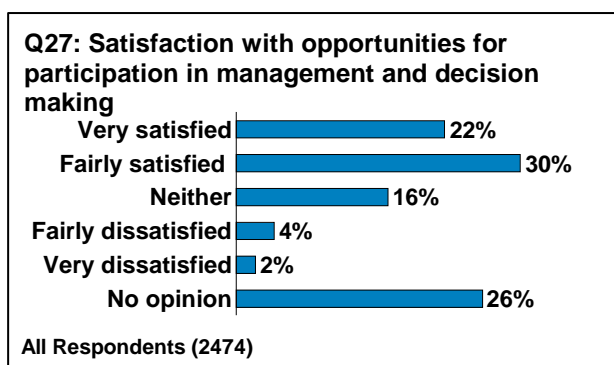
The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied than General Needs tenants.

	General Needs	Sheltered	Total (All tenants)
% Satisfied	62%	74%	64%

% Dissatisfied	10%	8%	10%
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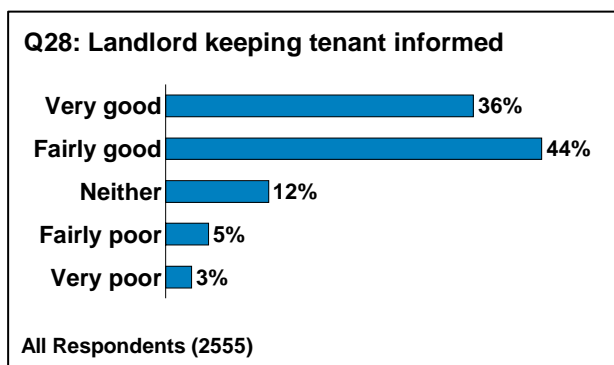
#### 7.4 Satisfaction with opportunities for participation in management and decision making

52% of respondents were satisfied with opportunities for participation in management and decision making and 6% were dissatisfied. A proportion of tenants said they were neither satisfied nor dissatisfied (16%) or gave no opinion (26%) which suggests that they may not be aware of the extent of opportunities for participation in management and decision making or that this is an area that is not important to them.



#### 7.5 Keeping tenants informed

81% of respondents felt that Wiltshire Council were good at keeping them informed about things that might affect tenants. Older tenants were more positive than younger tenants about being kept informed, as were those receiving housing benefit compared with those who do not.



The table below shows the results for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be positive.

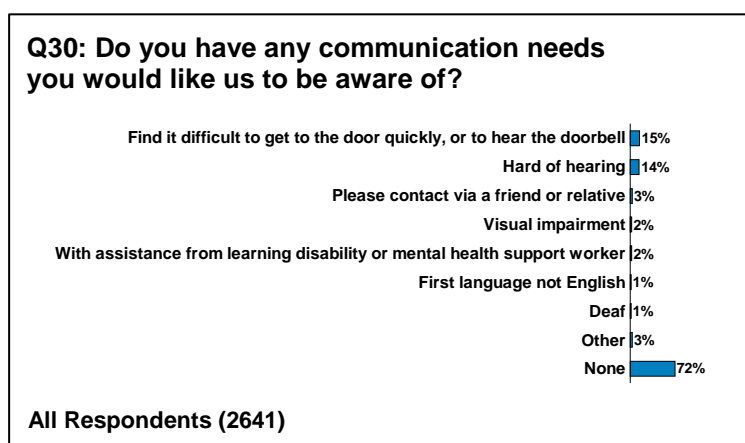
	General Needs	Sheltered	Total (All tenants)
% Positive	80%	84%	81%
% Negative	8%	8%	8%

Respondents were asked what changes they would like the Council to make to its housing service, to make it fairer, and to meet the specific needs of all sections of the community. A selection of these are included below and a full list can be found in the appendix.

- "A complete ban on bidding system for houses."
- "A fairer way in allocating houses to the people who have to rent privately through no fault of their own."
- "A reward scheme for those that look after a house and garden, so making the whole estate look nicer."
- "Bring back the list for transfers and moving home to different areas."
- "Easier system to downsize due to disability."
- "How some areas can get repairs and replacement kitchen, bathroom and others can't."
- "Help elderly people with gardening, grass cutting. I find it hard to do at 89 years old, but I love this house."
- "Expand the tenants panel to cover areas controlled by the Housing Officers. Ensure the Housing Officers link up with their area's tenants. Areas should have a sub committee sending representatives to the tenant panel meetings as required. Ensure all estate dwellers are in touch, e.g. house tenants, flat tenants, Sheltered housing tenants and freehold owners, etc."
- "Follow through thoroughly, applications for help in the home. Give us a chance to agree or disagree when the job is done. We have a chance to phone repairs again and the problem that was done is inspected properly and if agreeable with the tenant, have it corrected immediately because of pain and health issues, mentally and physically."
- "Come down harder on antisocial behaviour. Housing list and how it operates or point system."

## 7.6 Communication needs

Respondents were asked if they have any communication needs they would like Wiltshire to be aware of.

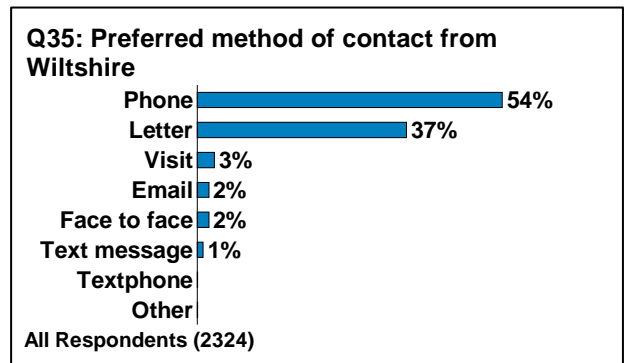
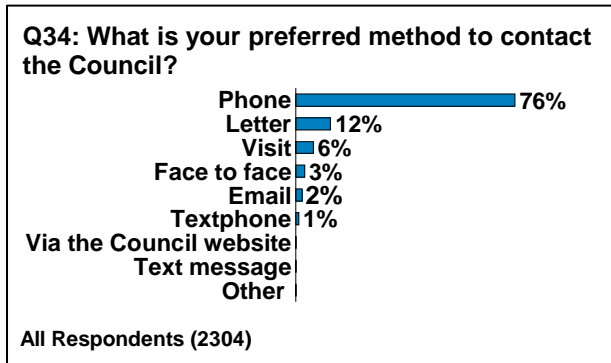


28% of respondents said they had communication needs they would like Wiltshire to be aware of.

The most common issues were respondents finding it difficult to get to the door quickly/hearing the doorbell (15%) or being hard of hearing (14%).

## 7.7 Preferred method of contact

Around three quarters (76%) said they preferred method of contacting the council is by phone, followed by letter (12%).



Respondents were also asked their preferred method of contact from Wiltshire Council about a repair for example. Over half (54%) said via phone, while 37% said by letter.

## 8 ANTI-SOCIAL BEHAVIOUR

### 8.1 Introduction

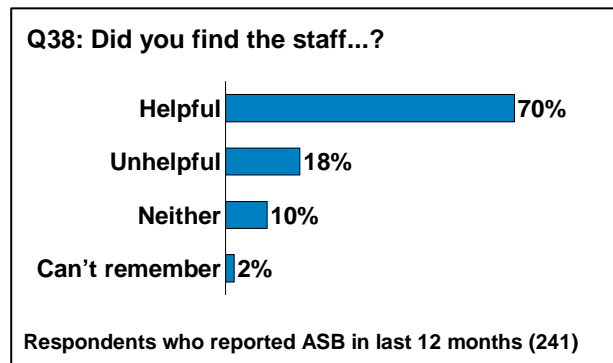
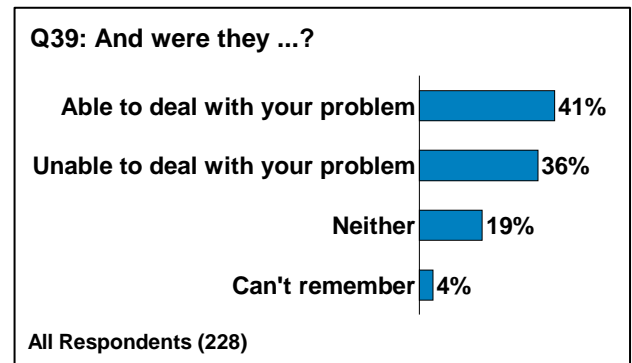
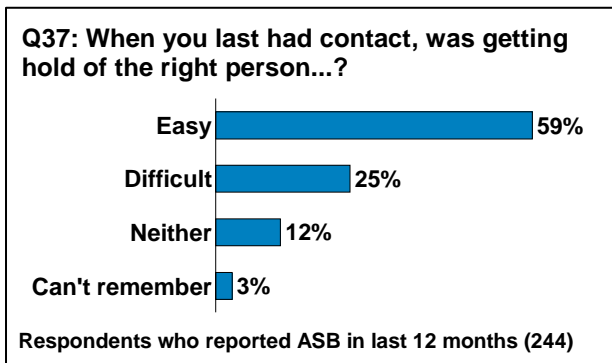
This section looks at the experiences of those who have reported antisocial behaviour (ASB) to their landlord in the last 12 months.

### 8.2 Reports of Antisocial Behaviour

9% of tenants had reported antisocial behaviour to their landlord in the last 12 months.

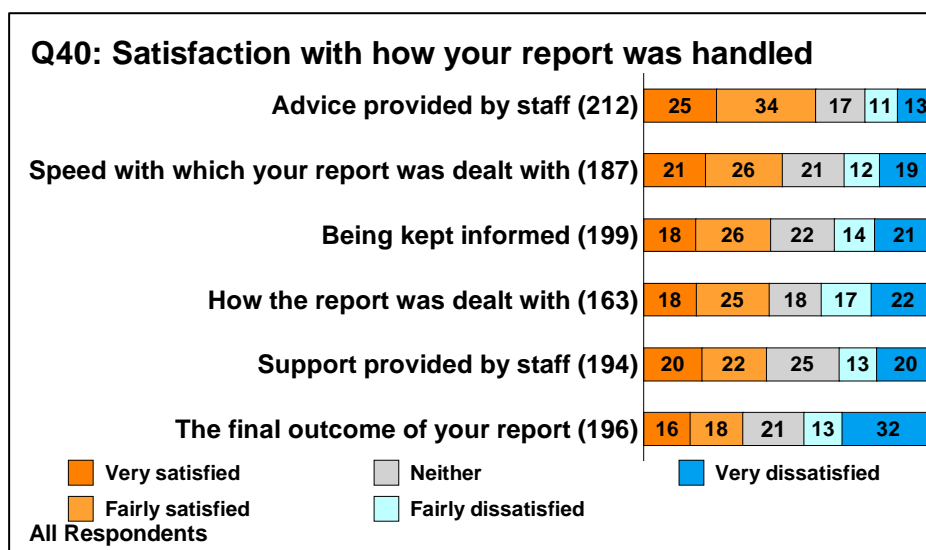
These tenants were asked about their experience of making the report and responses were mixed:

- 59% said it was easy to get hold of the right person (25% said it was difficult)
- 70% said that staff were helpful (18% said that staff were unhelpful)
- 41% said that staff were able to deal with their problem (36% said that staff were unable to deal with their problem)



Respondents were asked to rate a number of other aspects of how their report was dealt with. Again, results were mixed:

- 59% were satisfied with the advice provided by staff (24% dissatisfied)
- 48% were satisfied with the speed with which their report was dealt with (31% dissatisfied)
- 44% were satisfied with being kept informed (35% dissatisfied)
- 43% were satisfied with how the report was dealt with (39% dissatisfied)
- 42% were satisfied with the support provided by staff (33% dissatisfied)
- 34% were satisfied with the final outcome of their report (44% dissatisfied)



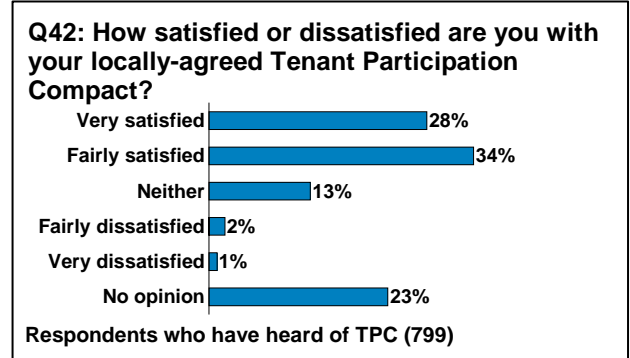
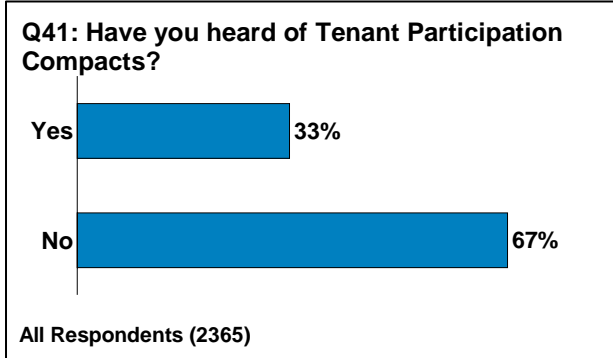
The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered tenants were more likely to be satisfied.

	General Needs	Sheltered*	Total (All tenants)
Advice provided by staff	57%	78%	59%
Speed with which you report was dealt with	47%	50%	48%
Being kept informed	44%	44%	44%
How the report was dealt with	42%	50%	43%
Support provided by staff	40%	61%	42%
The final outcome of your report	34%	33%	34%

\*Small bases sizes. Interpret with caution

## 9 THE TENANT PARTICIPATION COMPACT

33% of respondents said they had heard of Tenant Participation Compacts, although awareness was lower among those aged under 35 (13% vs 40% among those aged 65 and over). Among those aware, 62% were satisfied with their locally-agreed Tenant Participation Compact and only 3% were dissatisfied. 35% were neither satisfied or dissatisfied or had no opinion.



The table below shows satisfaction levels for General Needs and Sheltered tenants and also all tenants combined. Sheltered respondents were significantly more likely to be aware of TPC than General Needs.

	General Needs	Sheltered	Total (All Tenants)
Heard of TPC	32%*	44%*	33%
Satisfaction with TPC	61%	63%	62%

\*Significant difference

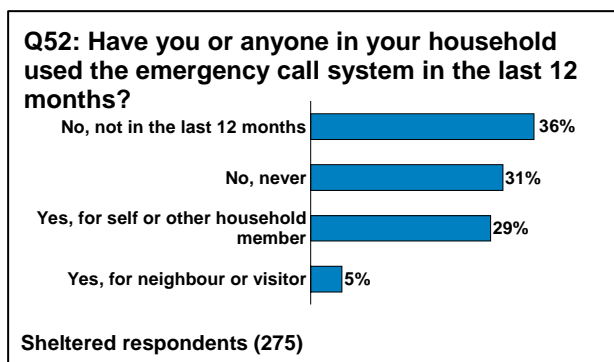
## 10 SHELTERED TENANTS

### 10.1 Introduction

Sheltered tenants received some additional service specific questions with their survey, focusing on the emergency call system and housing support.

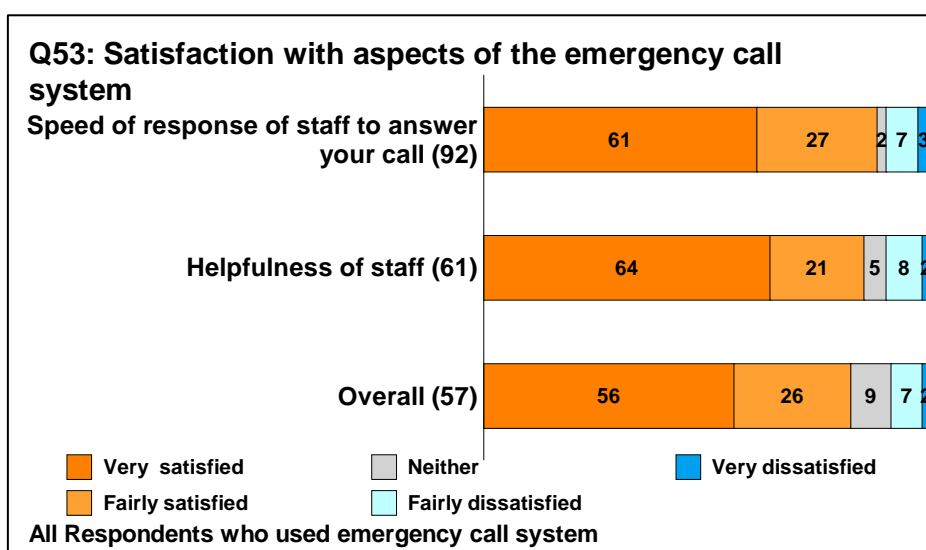
### 10.2 Emergency call system

Sheltered tenants were asked if they or anyone in their household had used the emergency call system in the last 12 months. 36% had not used the emergency call system in the last 12 months and 31% had never used the emergency call system. 29% of Sheltered tenants had used the emergency call system for themselves or other household members and 5% had used the emergency call system for a neighbour or visitor.



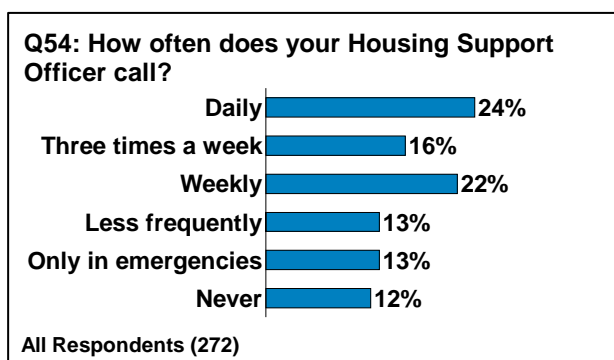
Respondents who have used the emergency call system were asked to rate various aspects of the call system.

- 88% were satisfied with the speed of response of staff to answer their call (10% dissatisfied)
- 85% were satisfied with the helpfulness of staff (10% dissatisfied)
- 82% were satisfied overall (9% dissatisfied)



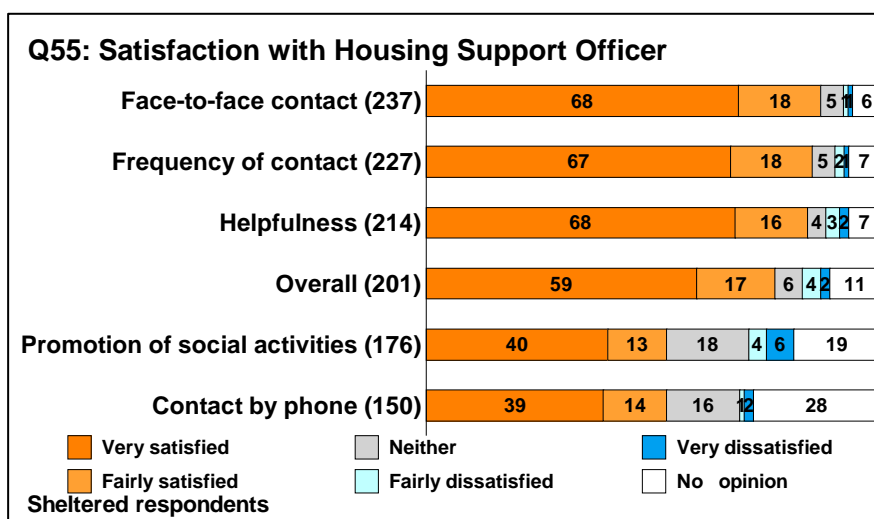
### 10.3 Housing support officer

Respondents were asked how often their Housing Support Officer call. Around a quarter (24%) said daily, 16% said three times a week and 22% said weekly. 13% said they call less frequently, 12% said never and 13% do so only in emergencies.



Respondents were asked to rate a number aspects about their Housing Support Officer. Again, results were mixed:

- 86% were satisfied with the face-to face contact (2% dissatisfied)
- 85% were satisfied with the frequency of contact (3% dissatisfied)
- 84% were satisfied with the helpfulness (5% dissatisfied)
- 77% were satisfied overall with their housing support officer (6% dissatisfied)
- 53% were satisfied with the promotion of social activities (10% dissatisfied)
- 53% were satisfied with contact by phone (3% dissatisfied)



## 11 FINAL COMMENTS

Respondents were given the opportunity of adding other comments at the end of the survey. A selection of these are included below and a full list can be found in the appendix.

"All Council staff are polite and efficient in their tasks."

"Attention paid to older tenants, as age makes a difference to type of housing. As a 71 year old with a bungalow and garden, I find it is getting harder to keep the garden tidy. A two bed groundfloor flat would be better for me, but the Council do not run an exchange system. Should a flat become vacant the Council would not lose any property."

"Been in Sheltered since March 10, we are very happy."

"Car parking could be improved, only three spaces for nine homes on a main road."

"Disabled people need more room to manoeuvre."

"During a long period of very antisocial behaviour by a former neighbour, we were very pleased with the support given by Council Officers and the police with whom they worked to resolve a very unpleasant situation which went on day and night. Thank you so much to all concerned."

"General maintenance to front and back, also garage doors very poor to non-existent."

"Generally the service is very good, however 2 to 3 years ago the bathroom and kitchen of my flat was modernised by a sub-contractor for the Council. Now already the units on the kitchen wall are coming away from the wall and the paint is flaking off in the bathroom, also cracks in the wall."

"Have always had good service from the Council."

"I am completely satisfied with my home and services provided by my landlord."

"I feel that the condition of my home is poor. Wind rattles through my windows. In winter it costs a fortune to keep my children warm due to ill fitting windows and doors."

"They have redone the houses outside, which was nice, but ruined the inside of the windows, which were not checked."

"To make it personal, an annual visit from an inspector where one could make comments about problems. There's no rent collector, as in the past, to air any views to, or even to check on the outside, in passing."

"Very damp with black mould on ceilings every winter."

"We are happy with the services provided by the landlord/Council."

"You could make places more disabled-friendly for the young and old."

"I feel that the condition of my home is poor. Wind rattles through my windows. In winter it costs a fortune to keep my children warm due to ill fitting windows and doors."

"Still waiting for someone to look at my wall, which keeps getting damp and I have had to renew my wallpaper twice."

"Still waiting to hear about repairs, sent off a letter after moving in explaining problems. Still waiting to hear."

"Stop wasting money on stupid bits of paper, get on with looking after the properties, i.e. solar energy where possible, cheaper bills and good for the environment."

"I have lived here since Good Friday 1965 and am quite happy and content. Since losing my wife in 1998 my neighbours have all been good and supportive. It's a wonderful place to live, vibrant."

"I have lived in my flat for 27 years plus. The only worry I have has been the lack of attention to the 14 wooden steps which is the only access to my flat."

## 12 FURTHER ANALYSIS

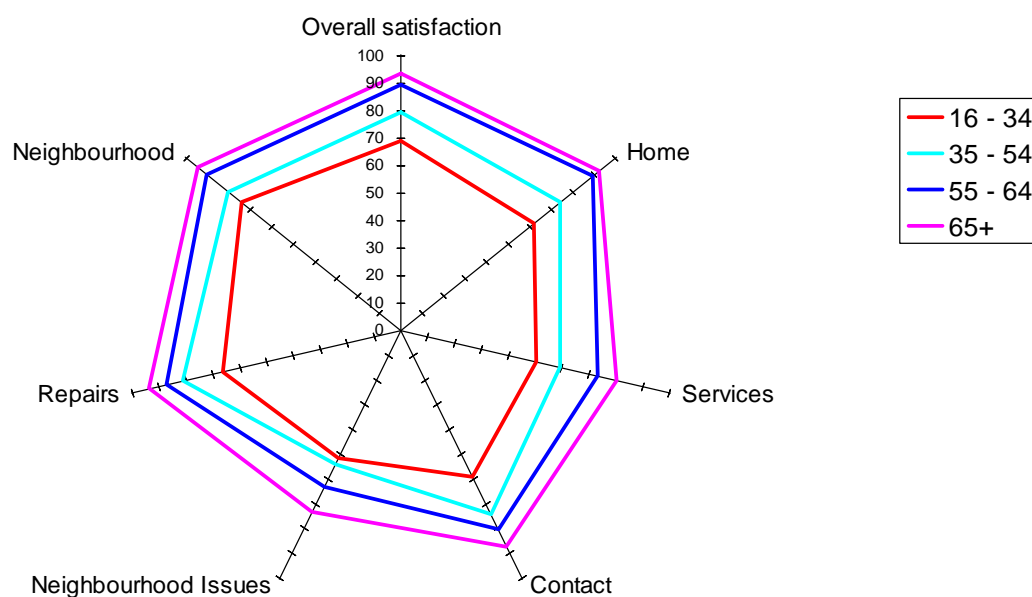
### 12.1 Introduction

In this section we have summarised the patterns between different subgroups. Specifically we look at how different subgroups responded to the following questions or groups of questions:

- Overall satisfaction with Wiltshire Council as a landlord
- Satisfaction with the home (a combination of satisfaction with the overall quality of the home, the general condition of the property)
- Satisfaction with services (a combination of satisfaction with advice on rent payments, advice on moving home, support provided to new tenants, support provided to vulnerable tenants, and how enquiries are dealt with generally – excluding no opinion)
- Satisfaction with contact with Wiltshire (a combination of the ease of getting hold of the right person, whether staff were helpful, if they were able to deal with their problem and whether or not they were satisfied or dissatisfied with the final outcome)
- Satisfaction with neighbourhood issues (all aspects included in Q14 – problems in the neighbourhood plotted as % not a problem)
- Satisfaction with repairs and maintenance (a combination of overall satisfaction with repairs and maintenance and how respondents rated elements of the repairs service)
- Satisfaction with the neighbourhood as a place to live

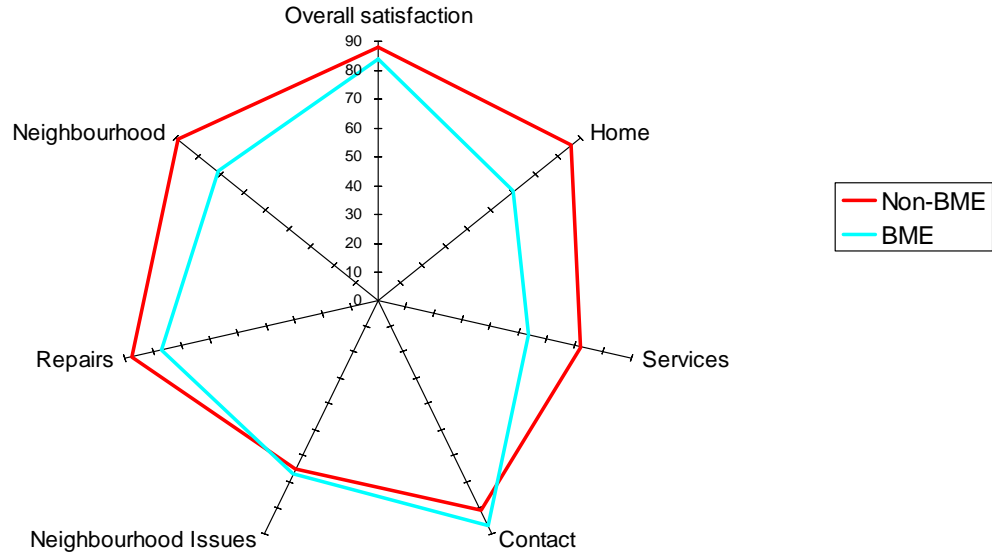
### 12.2 Age group

The chart below summarises the responses to these questions when looking at different age groups. The lines clearly indicate higher proportions of positive responses from older age groups: those aged 65 and over are consistently more positive than younger groups.



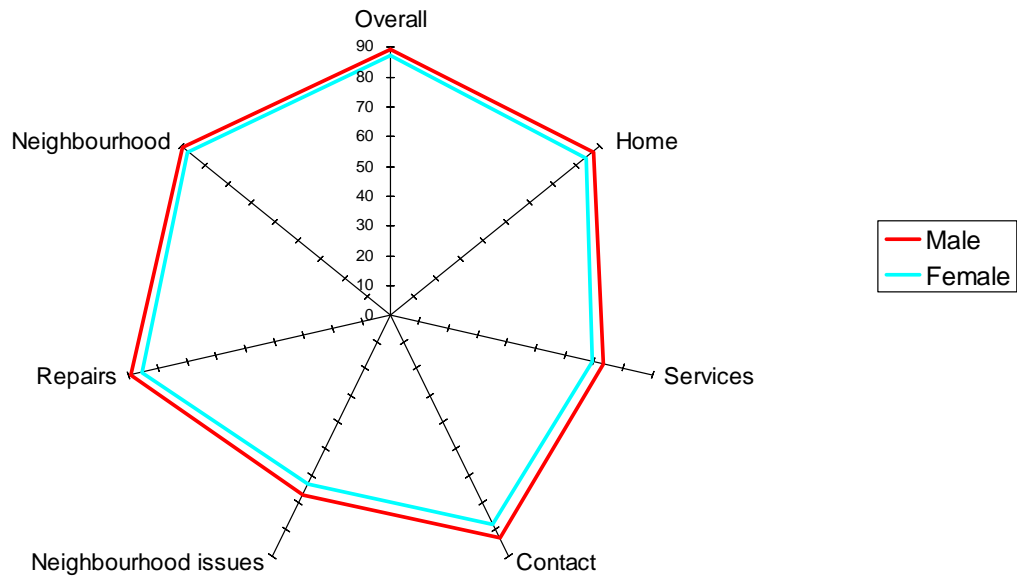
### 12.3 Ethnicity

The analysis has been repeated for BME and Non-BME tenants. Overall, non-BME respondents tend to be a lot more positive than BME respondents with the exception of contact and neighbourhood issues.



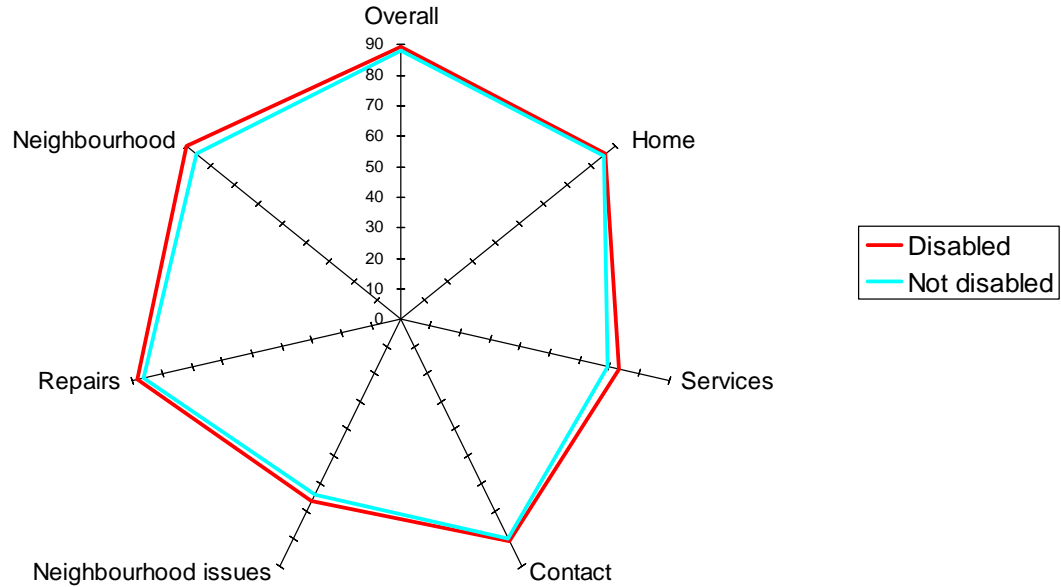
### 12.4 Gender

The following chart shows the same analysis by gender. Male respondents were marginally more positive than female respondents.



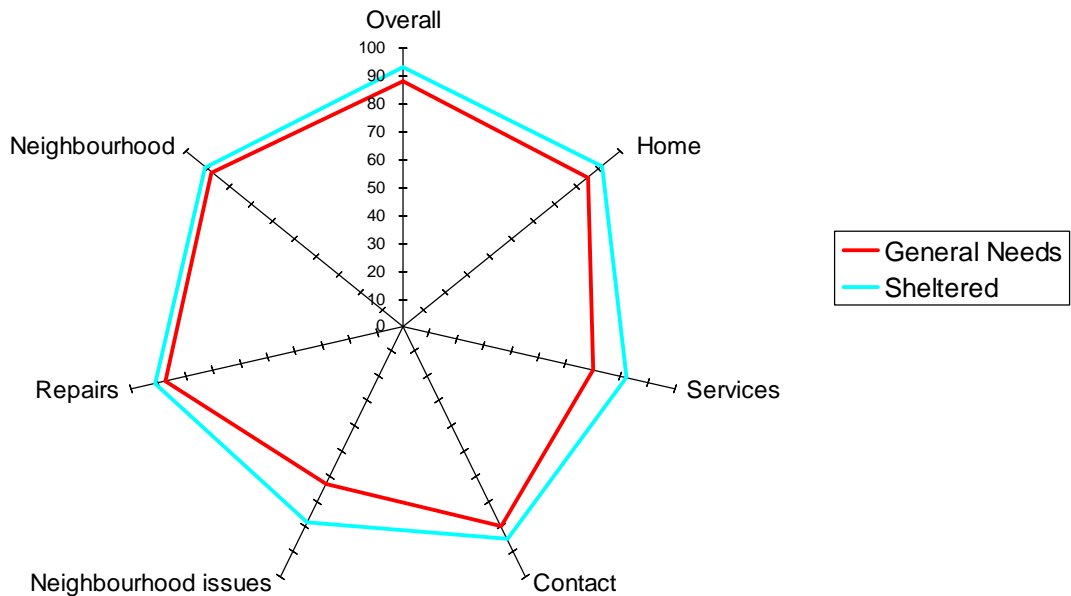
### 12.5 Disability

The analysis is repeated for whether or not respondents classed themselves as disabled. Respondents with a disability were slightly more satisfied than those without a disability.



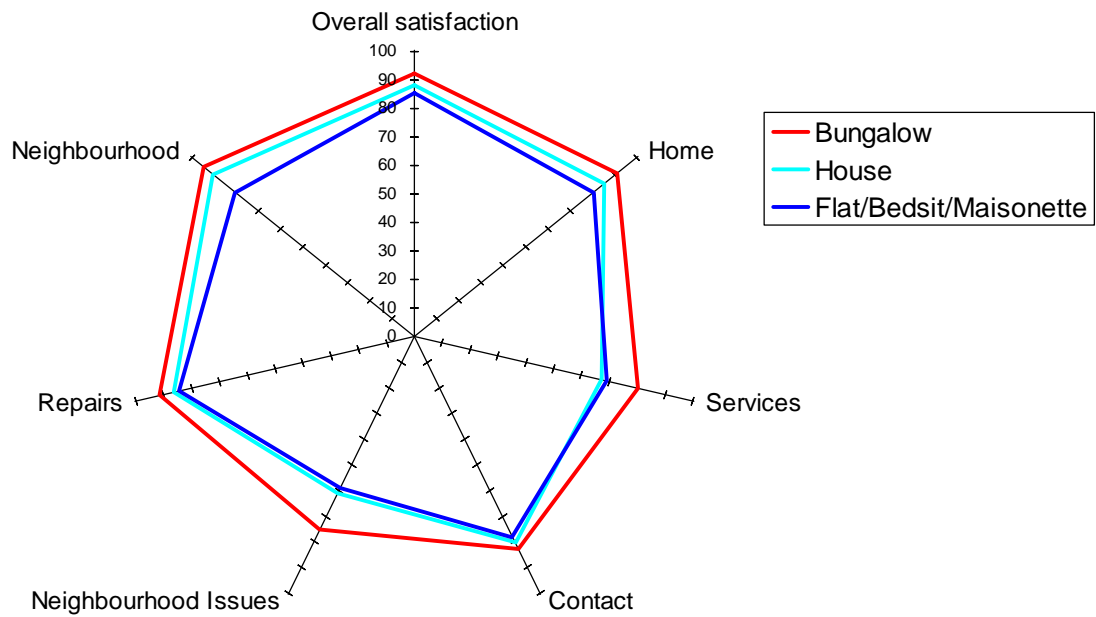
### 12.6 Tenant type

The analysis is repeated for the type of tenant. Results show that Sheltered tenants are consistently more positive than General Needs tenants as would be expected as these respondents are of an older age profile and therefore more positive.



## 12.7 Property type

The analysis is repeated for the type of property the tenant lives in. Results show that those living in a bungalow are consistently more positive than those living in other property types with respondents living in a flat / bedsit / maisonette being the most negative group. However, this is likely to be due to the older age profile of tenants living in Bungalows.



### 13 HISTORICAL COMPARISONS

The table below compares the results for Salisbury District Council (2007) to those collected this year. Due to the amalgamation of the local districts to form Wiltshire Council as a new Unitary Council, the data is not strictly comparable since the data collected in 2010 includes respondents from other areas as well as Salisbury.

	2007	2010	
Overall satisfaction with landlord	82%	88%	↑
Value for money for your rent	81%	86%	↑
General condition of property	78%	84%	↑
Neighbourhood as a place to live	84%	88%	↑
Ease of getting hold of right person	77%	77%	
Staff helpful	87%	86%	↓
Staff able to deal with problem	85%	83%	↓
Satisfaction with final outcome	72%	76%	↑
Satisfaction with repairs and maintenance	78%	84%	↑
Attitude of workers	92%	93%	↑
Keeping dirt and mess to a minimum	89%	92%	↑
Being told when workers would call	76%	85%	↑
Speed with which work was completed	86%	88%	↑
Overall quality of work	86%	88%	↑
Time taken before work started	79%	81%	↑
How good is your landlord is at keeping you informed?	84%	81%	↑
Satisfaction with the opportunities for participation in management and decision-making	57%	52%	↓
Satisfaction with your locally-agreed Tenants Participation Compact	62%	62%	↓