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STAR Survey 2012

West Lancashire Borough Council

July 2012

FINAL REPORT

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Project details

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1) Introduction

STAR Survey replaces the STATUS Survey, providing Local Authorities and Registered Social Landlords with the opportunity to be more flexible in their choice of methodology and selection of questions when undertaking their customer satisfaction surveys. The survey was commissioned in order to gain an understanding of the levels of satisfaction West Lancashire Borough Council tenants have with their homes and the associated services provided by them. General Needs tenants and Sheltered Housing tenants were both surveyed as part of this project.

Method

The survey was conducted by telephone survey. The fieldwork began on the 6th June 2012 and finished on the 22nd June 2012 (3 weeks). In total, 936 interviews were undertaken with General Needs and Sheltered tenants, with quotas set for general needs tenants to get a representative sample. Table 1 shows a breakdown of completed interviews each week:

Table 1: Breakdown of completed interviews

WEEK ENDING	General Needs	Sheltered	TOTAL (to date)
TARGETS	536	400	936
08/06/2012	310	0	310
15/06/2012	521	267	788
22/06/2012	536	400	936
TOTALS TO DATE	536	400	936
CONFIDENCE LEVELS	-/-4%	-/-4%	+/-2.95%

The total number of responses is sufficient to satisfy requirements as set out in the STAR guidance in order to give statistical validity to the results at +/-4% for each group (at a 95% confidence level) and can provide further analysis of General Needs and Sheltered tenants responses. Overall responses across the two groups give us results accurate to +/-2.95%.

Analysis

The results of the 2012 Survey of Tenants and Residents (STAR) are presented in this report. The General Needs results have been weighted by age to ensure results are representative. This was based on the 2010 mid year population estimates for West Lancashire. For each question we present the overall results for West Lancashire Borough Council, along with any previous results from surveys (where possible) to show changes over time. The results are then presented by General Needs tenants and Sheltered tenants. To provide further insight into the results, analysis by demographic groups has been undertaken and where statistically significant differences occur these have been drawn out in the report. We have not included any

analysis of ethnicity data due to the tiny number of ethnic minority responses. However, results for all groups have been provided in a separate document for West Lancashire Borough Council, should they wish to do any further analysis.

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

2) Executive Summary

Benchmarking: Performance against previous results

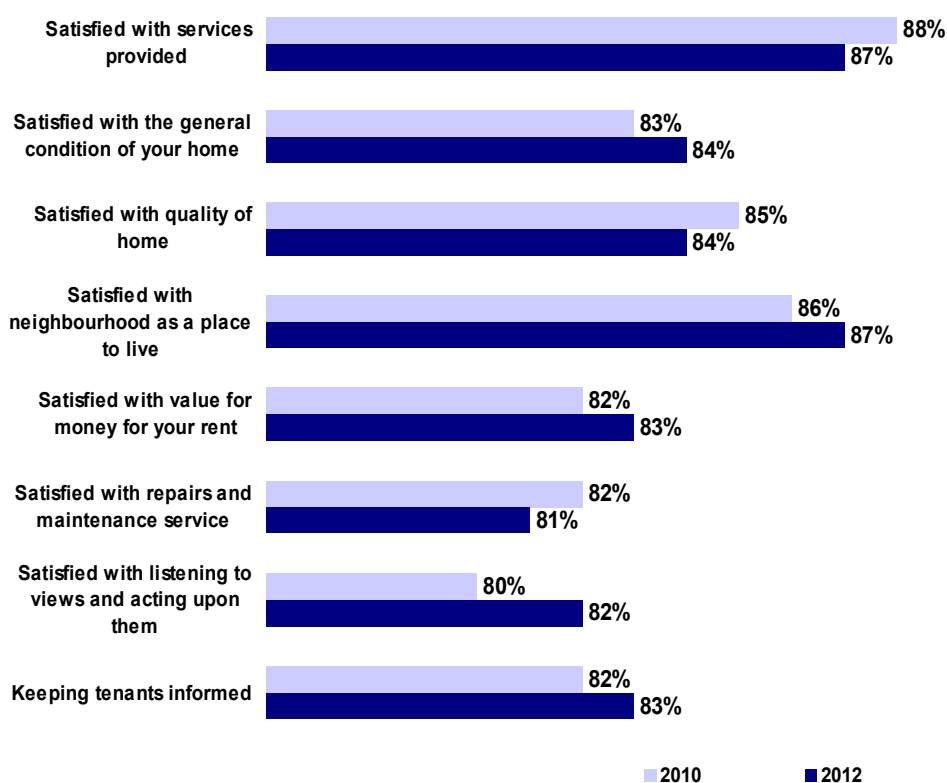
Table 2 compares key findings from this survey against the 2010 and 2012 survey results.

Table 2: Key results for West Lancashire Borough Council for 2012 and 2010 (excluding no opinion results/ don't know responses)

Measure	2012 (%)	2010 (%)	Difference
Satisfied with services provided	87	88	-1%
Satisfied with the general condition of your home	84	83	+1%
Satisfied with quality of home	84	85	-1%
Satisfied with neighbourhood as a place to live	87	86	+1%
Satisfied with value for money for your rent	83	82	+1%
Satisfied with repairs and maintenance service	81	82	-1%
Satisfied with listening to views and acting upon them	82	80	+2%
Keeping tenants informed	83	82	+1%

The 2012 results are very positive, with all indicators over 81%. There seems to be very little change at all since 2010, with only very minor changes (with most only 1% either way). Satisfaction with the neighbourhood as a place to live and the overall services provided by West Lancashire Borough Council are the highest of all indicators (87%). Satisfaction with repairs and maintenance service is lowest at 81%, but this is still extremely positive.

Figure 1: Key results for 2012 and 2010 (excluding no opinion/don't know responses)



Benchmarking: Performance against similar providers

As STAR is a relatively new survey and results are not publicly available at the time of writing this report, it is difficult to obtain benchmark information to allow comparisons to be made against other similar housing providers. There is very little up to date information on Housemark at the present time, so we have used the most up to date results (2010/11–2011/12) comparing housing providers in the North West (31 organisations in total) with combined General Needs and Sheltered Housing results.

These results have been included for guidance at this moment in time and need to be used with caution due to the timeframes of the data. It would be advisable to identify a list of comparator organisations against whom West Lancashire Borough Council wishes to compare them to in future. We are not able to gain information on all the indicators provided in Table 2.

Table 3: 2012 results for West Lancashire Borough Council against similar housing providers (2012) (ex no opinion results)

Measure	WLBC		Quartile		
	% sat	Quartile	Upper	Median	Lower
Satisfied with services provided	87%	Q2	89.5%	86.2%	84.52%
Satisfied with quality of home	84%	Q4	89.13%	86.87%	84.75%
Satisfied with neighbourhood as a place to live	87%	Q1	86.95%	83.30%	79.80%
Satisfied with value for money for your rent	83%	Q2	86%	82%	79%
Satisfied with repairs and maintenance service	81%	Q3	86.16%	81.84%	79.02%
Satisfied with listening to views and acting upon them *	82%	Q1	74.49%	70.03%	67.36%

*NB. This question was phrased differently in the benchmarking report

Results show that West Lancashire Borough Council is performing well across most indicators when compared to the benchmark group. Two indicators are in quartile 1 and 2 in quartile 2. The lowest indicator is quality of the home, which is in the lower quartile. However, these results need to be used as guidance only.

Summary of survey findings

The following section provides a summary of the key findings from the survey results, identifying several key areas of success, along with some areas where further improvements can be made.

Areas of success:

Contact with the council

Results in this section are generally very good, with the majority of results similar to or better than the 2010 survey results, showing that customer service continues to be of a high standard. Results have improved most with tenants finding the first person they spoke to was actually able to resolve their query (increased from 67% in 2010 to 81%). Results are also extremely high for finding staff helpful (94%) and satisfaction with the final outcome (77%).

Repairs and Maintenance

Results in this section are again very positive, with almost all indicators similar to 2010 results. Results are most positive for the conduct of the workers, with 96% of tenants satisfied with their attitude and 94% satisfied that they keep dirt and mess to a minimum. We also find a high proportion of tenants are satisfied with the repairs and maintenance service (81%) in general.

Communication and Information

Results in this section are very high and similar to the 2010 survey results, showing that West Lancashire Borough Council is very effective at keeping tenants informed (83%), and listening to tenants views (82%). The latter is even higher when we put this into a national context, as this is generally much lower than all other indicators, but this is not the case here. In terms of the benchmarking group, West Lancashire Borough Council is in the top quartile.

Information about your household

Results in this section are also very positive, with high levels of satisfaction for the key satisfaction questions and again we find that most results are very similar to the 2010 survey. This shows that standards are being maintained at a high level.

Areas for improvement:

Repairs and Maintenance

Satisfaction with most elements of the repairs services are generally very positive. However, the proportion of tenants who said their repair was completed right first time/on the first visit has decreased since 2010, from 72% to 66%. Although not a major drop at this moment in time, this should be monitored to make sure this is not a trend. Satisfaction is also slightly lower for the processes before the repair work begins, with 81% satisfied with being told when workers would call and 82% satisfied with the time taken before work started. Key driver analysis for satisfaction with the repairs and maintenance service identifies these two elements of the repairs service as the strongest drivers of satisfaction. This provides us with further evidence that if these two elements can be improved, satisfaction with the repairs and maintenance service will improve. Repairs and maintenance is a strong driver across almost all key performance indicators, which would infer that if this indicator can be improved, most other indicators will also improve. In April 2012 the council entered into new Response Maintenance contracts with 2 new contractors DLP and JC Construction. As this survey took place in June 2012, tenants could be measuring performance against the old contractors. The new contractors are bringing in new ways of working including mobile technology so the council are hoping to see an improvement in service delivery. The result of this survey does not reflect the performance of the current contractors which are showing performance results of 96.61% satisfaction following a repair.

Contact with the council

Although results are on the whole very positive in this section, we find that results are lower for tenants who found their query was not dealt with by the first person they speak to, with 30% finding it difficult to get hold of someone who could deal with their enquiry. These results suggest that frontline staff deal with the majority of issues very successfully, but where there are problems that they cannot deal with, tenants find it hard to find someone who can help them. There is not enough information to identify what is happening to cause these higher dissatisfaction levels, so further work on identifying what the issues may be will help to improve this indicator.

Demographic differences

Across most key performance indicators, the 35-44 age group are less satisfied than other age groups. This correlates to the household makeup where we find that single person households under the age of 60 are also generally less satisfied than other household compositions. Further consultation work may be needed with these groups, to identify what is driving these lower satisfaction levels and what their expectations may be that are currently not being met.

Summary of survey responses

This section provides a synopsis of all survey results.

Contact with the council on a housing matter

Results in this section are generally good, but with some areas for improvement.

- 72% said they had contacted the council within the last 12 months, with the most common method of contact being **telephoning Customer Services** (63%).
- Satisfaction levels are generally high, with 81% saying the **first person they spoke to was able to resolve their query**.
- Just over half (53%) felt it was **easy to get hold of someone that could deal with their query**, whilst 30% said they found it difficult.
- 94% found **staff helpful**, whilst only 4% found them unhelpful.
- Satisfaction with the **final outcome of their query** was fairly high at 77%, whilst 16% were dissatisfied.

Repairs and Maintenance

Results in this section are very good. Satisfaction with the repairs service is high for the conduct and behaviour of the workers, whilst slightly lower for the process prior to the repair taking place.

- 96% were satisfied with the **attitude of workers**.
- 94% felt the workers **kept dirt and mess to a minimum**.
- 91% were satisfied with the **effectiveness of repair team when they called**.

- 81% were satisfied with **being told when workers would call**.
- 82% were satisfied with the **time taken before the work started**.

Communication and information

Results in this section are very positive.

- 82% are satisfied that West Lancashire Borough Council **listens to tenants views and acts upon them**, with 48% very satisfied and 34% fairly satisfied. 11% are dissatisfied.
- 83% feel that West Lancashire Borough Council is good at **keeping tenants informed about things that might affect them as a tenant**, with 51% feeling they are very good and 32% fairly good. 8% are dissatisfied.

Information about your household

Results in this section are very positive. Results include:

- 87% are satisfied with the **services provided by West Lancashire Borough Council**, with 52% very satisfied and 35% fairly satisfied. 9% are dissatisfied.
- 84% are satisfied with the **overall quality of their home**, with 52% very satisfied and 32% fairly satisfied. 12% are dissatisfied.
- 83% are satisfied with the **general condition of their property**, with 46% very satisfied and 36% fairly satisfied. 12% are dissatisfied.
- 87% are satisfied with their **neighbourhood as a place to live**, with 60% very satisfied and 27% fairly satisfied. 9% are dissatisfied.
- 83% are satisfied that their **rent provides value for money**, with 49% very satisfied and 34% fairly satisfied. 7% are dissatisfied.
- 81% are satisfied with the way West Lancashire Borough Council **deals with repairs and maintenance**, with 50% very satisfied and 31% fairly satisfied. 13% are dissatisfied.

Service priorities

The **neighbourhood as a place to live** is the top priority for tenants (53%), followed by **carrying out repairs and maintenance effectively** (51%) and **maintaining the overall quality of residents homes** (42%). In 2010, repairs and maintenance was top of the list, followed by the overall quality of your home and keeping residents well informed.

Sheltered tenant services

The final section looked at Sheltered tenants only. Results in this section are very high, with low dissatisfaction levels. 94% are **satisfied with the services provided by the West Lancashire Borough Council**, with 69% very satisfied and 25% fairly satisfied. 3% are dissatisfied.

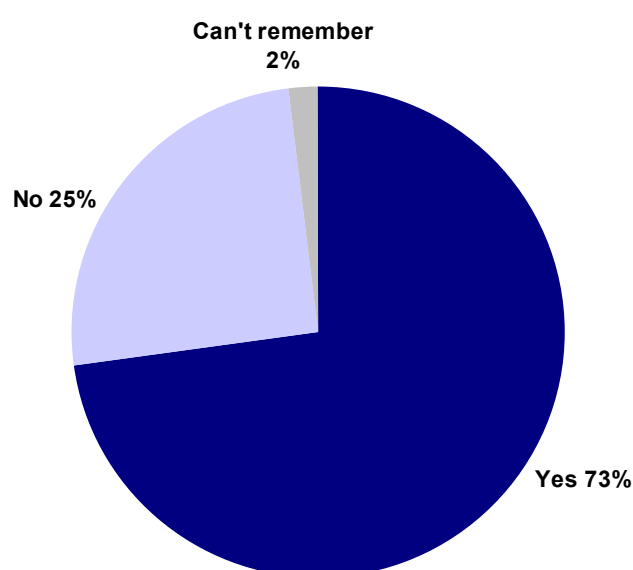
3) Contact with the council on a housing matter

This section looked at tenants' views and experiences of contacting the council about a housing matter in the last 12 months.

Contact with West Lancashire Borough Council in the last 12 months

Around three quarters of tenants (73%) said that they have been in contact with the council about a housing issue, in the last 12 months. A quarter (25%) said they had not been in contact. This has increased since the 2010 survey, where 65% had been in contact.

Figure 2: Contact with the council in the last 12 months (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following differences:

- A higher proportion of General Needs tenants (77%) have been in contact with the council within the last 12 months, compared to Sheltered tenants (66%).
- A higher proportion of the 55-59 age group have been in contact with the council in the last 12 months (82%) than other age groups, whilst the over 85s have had the least contact (42%).
- Households with one adult under 60 were most likely to be in contact (85%), whilst households with one adult over 60 were least likely (65%).

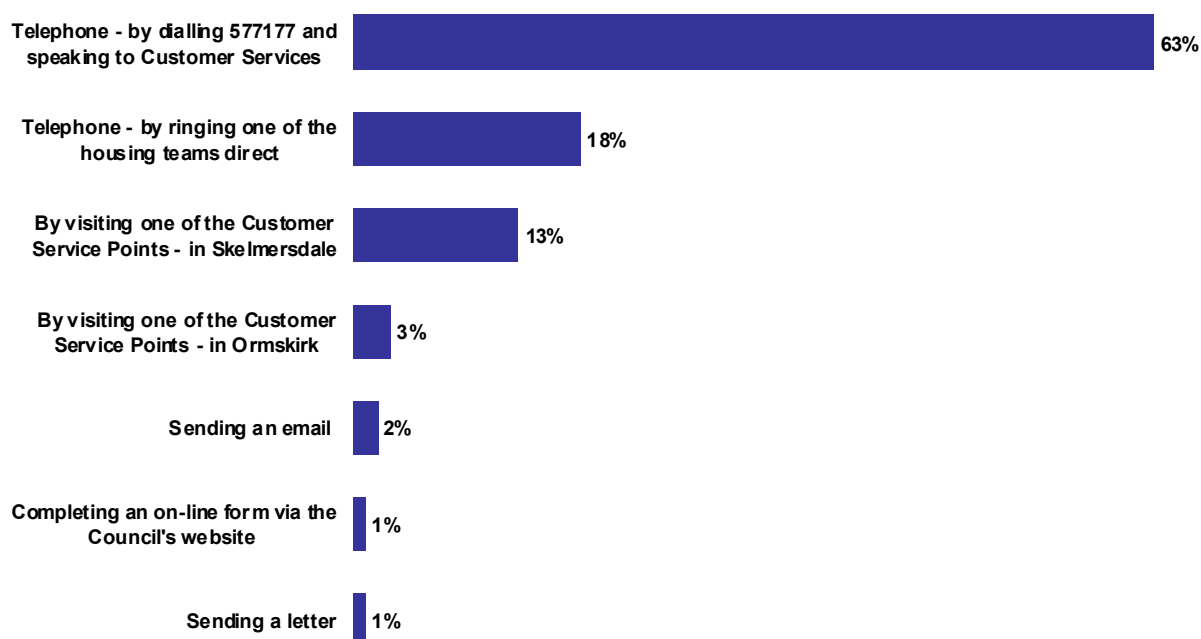
Table 4: Contact with the council within the last 12 months (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Yes	77%	66%	73%
No	21%	31%	25%
Can't remember	2%	3%	2%
Total	100%	100%	100%

Method of contact

Tenants who had been in contact in the last 12 months, were then asked what method they used most recently to get in contact with West Lancashire Borough Council. The most popular method was **telephoning customer services** (63%). This was followed by **telephoning one of the housing teams direct** (18%). Therefore in total, 81% of tenants have contacted the council via telephone. The least popular methods were **sending a letter** (1%) and **completing an on-line form via the council's website** (1%).

Figure 5: Method of contact (sample base = 676 respondents)



When we look at socio-demographic groups, we find the following differences:

- A slightly higher proportion of Sheltered tenants (67%) telephoned Customer Services, compared to 61% of General Needs tenants. A higher proportion of Sheltered tenants (22%) telephoned the housing team direct compared to General Needs tenants (15%).
- The proportion of respondents visiting one of the Customer Service Points (in Skelmersdale) decreases as age increases, with the older age groups being more likely to use the telephone as a means of contact.

Table 5: Method of most recent contact (by tenure type)

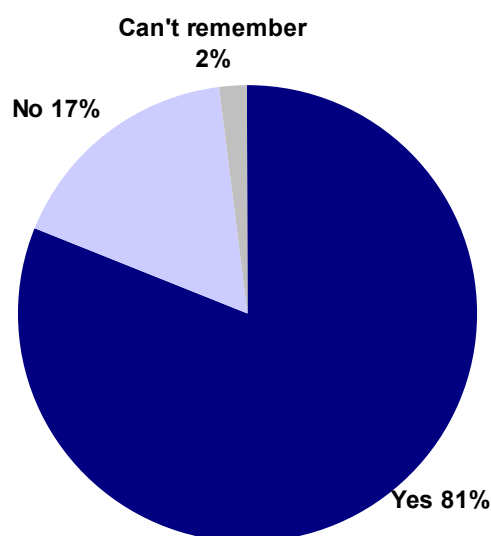
	General Needs	Sheltered	Overall
			(GN & Sheltered)
Telephone - by dialling 577177 and speaking to Customer Services	61%	67%	63%
Telephone - by ringing one of the housing teams direct	15%	22%	18%
By visiting one of the Customer Service Points - in Skelmersdale	18%	4%	13%
By visiting one of the Customer Service Points - in Ormskirk	2%	4%	3%
Sending an email	2%	2%	2%
Sending a letter	0%	1%	1%
Completing an on-line form via the Council's website	1%	0%	1%
Total	100%	100%	100%

Satisfaction with customer service

Tenants who had made contact in the last 12 months were then asked to give their views on their experience.

The first question asked tenants whether **the first person they spoke to was able to resolve their query**. Around eight out of ten tenants (81%) said they were able to, whilst 17% said they were not able. This has improved since the 2010 survey, where 67% said their query was resolved at the first point of contact.

Figure 6: Was the first person they spoke to able to resolve their query (sample base = 655 respondents)



When we look at socio-demographic groups, we find the following differences:

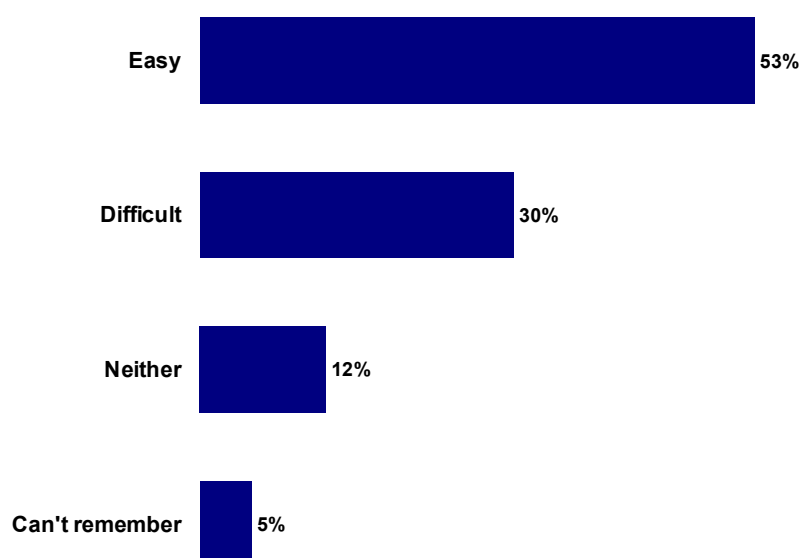
- A higher proportion of Sheltered tenants had their query resolved (85%) compared to General Needs tenants (78%)
- Resolution of queries was highest with the 85+ age group (95%) and lowest with the 35-44 age group (64%).

Table 6: Was the first person they spoke to able to resolve their query when contacting West Lancashire Borough Council (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Yes	78%	85%	81%
No	21%	12%	17%
Can't remember	1%	3%	2%
Total	100%	100%	100%

Tenants who said that the first person they spoke to was unable to resolve their query, were then asked whether they **found it easy or difficult to get hold of someone who could deal with their enquiry**. Over half of the tenants (53%) said they found it easy, whilst three out of ten (30%) said they found it difficult. Results are not comparable with the 2010 results, as the question was asked to all tenants, not just those who did not have their query resolved by the first point of contact.

Figure 7: Ease with which tenants could get hold of someone who could deal with enquiry (sample base = 125 respondents)



When we look at socio-demographic groups, we find the following differences:

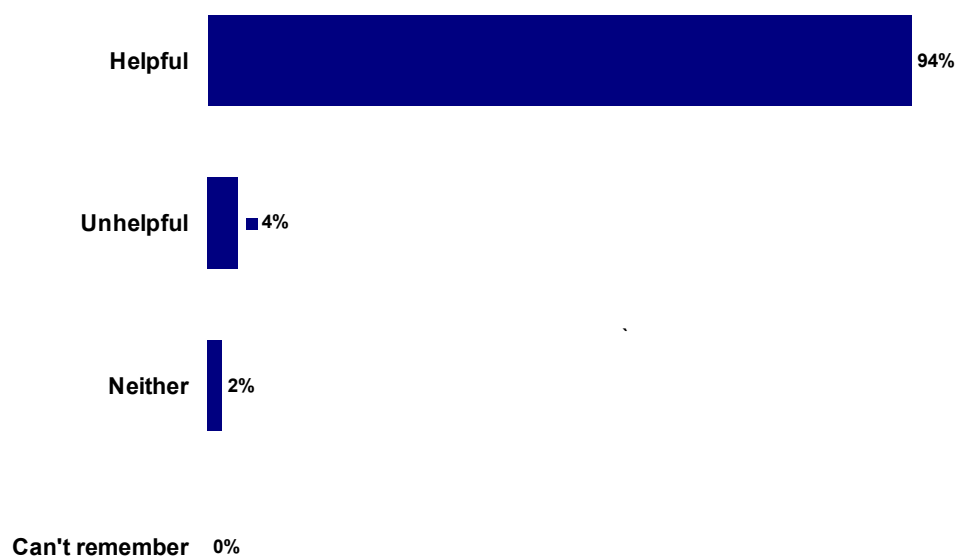
- Tenants aged 55-59 are the least satisfied of all age groups, with only 39% finding it easy to get hold of someone.
- A higher proportion of female tenants found it easy to get hold of someone than male tenants (56% compared to 49%).
- Households with one adult under 60 and households with three or more adults (16 or over) are the least positive (33% found it easy), whilst 1 parent families with child/ren (at least one under 16) were the most positive (61% found it easy).

Table 7: Ease with which tenants could get hold of someone who could deal with enquiry (by tenure type)

	General Needs	Sheltered	Overall
			(GN & Sheltered)
Easy	52%	54%	53%
Difficult	30%	30%	30%
Neither	13%	8%	12%
Can't remember	4%	8%	5%
Total	100%	100%	100%

The next question asked whether tenants **found staff helpful or unhelpful**. Over nine out of ten tenants (94%) said they found staff helpful, whilst only 4% found them unhelpful. This has improved slightly since the 2010 survey, where 90% said that staff were helpful.

Figure 8: Were staff helpful or unhelpful (sample base = 654 respondents)

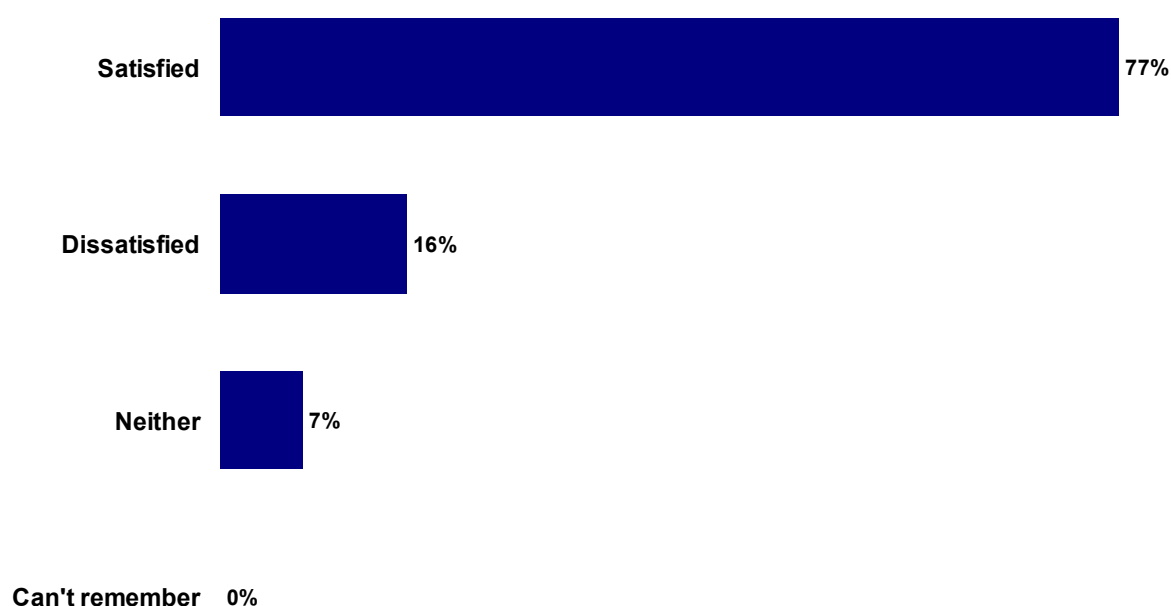


There is very little variation in satisfaction amongst socio-demographic groups.

Table 8: Were staff helpful or unhelpful (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Helpful	93%	95%	94%
Unhelpful	5%	2%	4%
Neither	2%	2%	2%
Can't remember	0%	0%	0%
Total	100%	100%	100%

Finally, tenants were asked whether they were **satisfied or dissatisfied with the final outcome**. Around three quarters of tenants (77%) were satisfied and 16% were dissatisfied. This is similar to the 2010 survey result (75% satisfied and 17% dissatisfied).

Figure 9: Satisfaction with final outcome (sample base = 676 respondents)

When we look at socio-demographic groups, we find the following differences:

- Sheltered tenants are more satisfied than General Needs tenants (82% compared to 74%).
- Generally speaking, older tenants are more satisfied than younger tenants. The 35-44 age group are the least positive (61% satisfied), whilst the 75-84 group are the most positive (87% satisfied).
- Households with two adults both under 60 are the most satisfied (85%), whilst 2 parent families are the least satisfied (65%).

Table 9: Satisfaction with final outcome (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Satisfied	74%	82%	77%
Dissatisfied	18%	11%	16%
Neither	8%	7%	7%
Can't remember	0%	0%	0%
Total	100%	100%	100%

Results in this section are generally very good, with many indicators similar to or improved since the 2010 survey. Results have improved most significantly for tenants finding the first person they spoke to was able to resolve their query. This has improved from 67% in 2010 to 81%. Results are also very good for finding staff helpful (94%) and satisfaction with the final outcome (77%). Results are lower for tenants who found their query was not dealt with by the first person they speak to - 30% of this group found it difficult to get hold of someone who could deal with their enquiry. These results suggest that frontline staff are well trained to resolve queries in the first instance, but problems may occur when they have to pass tenants to other departments to have their queries resolved. It would be interested to identify why this group of tenants have contacted the council to see whether there is a common theme.

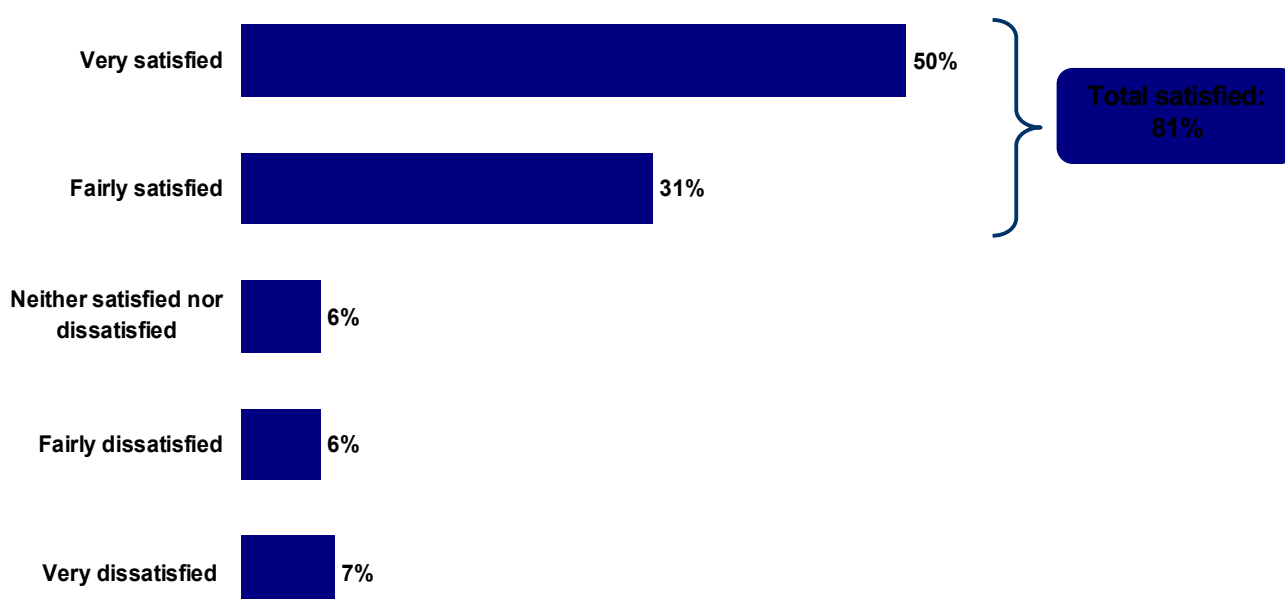
4) Repairs and Maintenance Service

The next set of questions looked at tenants' satisfaction with their recent repairs service.

Satisfaction with repairs and maintenance service

Around eight out of ten tenants (81%) are satisfied with the way the council deals with repairs and maintenance, with 50% very satisfied and 31% fairly satisfied. Just 13% are dissatisfied. Results are almost identical to the 2010 survey, where 82% were satisfied.

Figure 10: Satisfaction with repairs and maintenance (sample base = 904 respondents)



When we look at socio-demographic groups, we find the following differences:

- Sheltered tenants are more satisfied than General Needs tenants (90% compared to 74%).
- Satisfaction increases with age, with 61% of the 16-24 age group satisfied, rising to 92% for the 75-84 age group

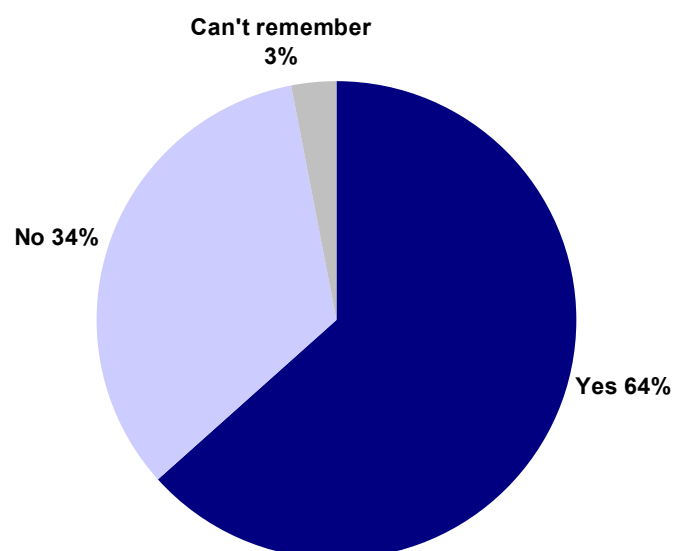
Table 10: Satisfaction with repairs and maintenance to their home (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Very satisfied	42%	61%	50%
Fairly satisfied	33%	29%	31%
Neither satisfied nor dissatisfied	7%	4%	6%
Fairly dissatisfied	9%	3%	6%
Very dissatisfied	10%	3%	7%
Total satisfied	74%	90%	81%
Total dissatisfied	18%	6%	13%

Repairs in last 12 months

Tenants were then asked if they have had any repairs to their home in the last 12 months. Two thirds of tenants (66%) have had a repair completed, whilst 34% have not. Results are fairly similar to 2010 (69% had a repair completed)

Figure 11: Repairs carried out to home in the last 12 months (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following differences:

- A slightly higher proportion (67%) of General Needs tenants have had repairs carried out to their home compared to Sheltered tenants (60%).

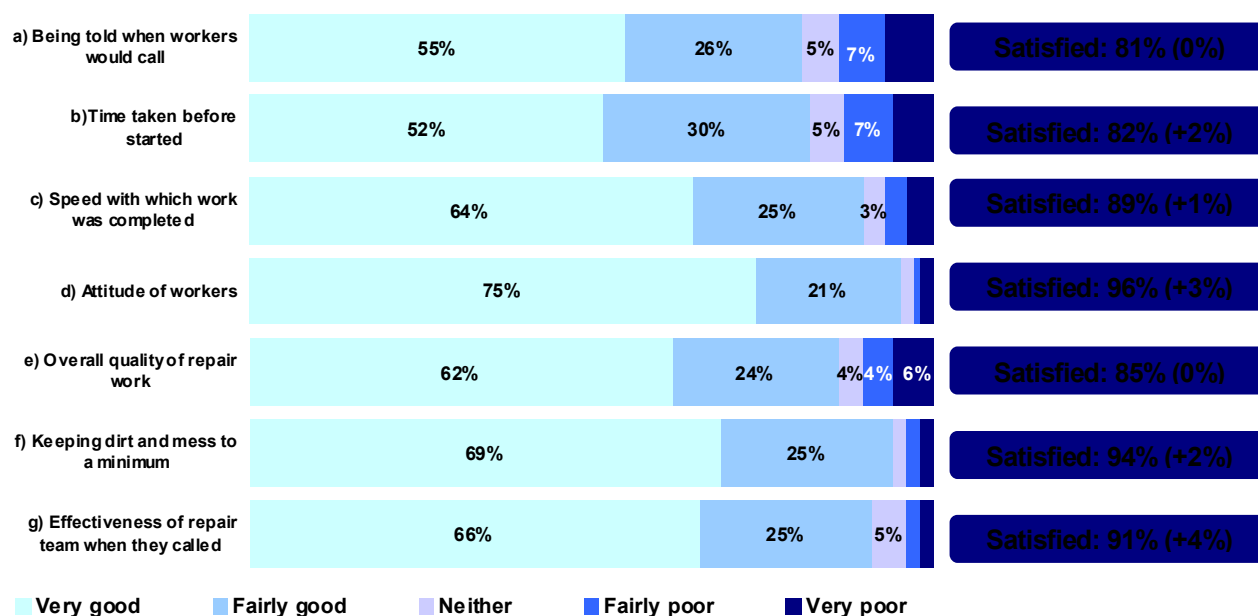
Table 11: Repairs carried out to home in the last 12 months (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Yes	67%	60%	64%
No	30%	38%	34%
Can't remember	3%	2%	3%
Total	100%	100%	100%

Satisfaction with last completed repair

Tenants were then asked to think about their last completed repair and were then given a series of questions to rate the level and quality of service they received. Where results are comparable with the 2010 survey, the difference has been included below.

Figure 12: Satisfaction with elements of the repairs and maintenance service (sample base = 598 respondents)



Results are similar to or have slightly improved since the 2010 survey. Respondents are most satisfied with the **attitude of the workers** with 96% stating they are very (75%) or fairly (21%) good, a 3% increase since 2010 (93%). The lowest satisfaction level was **being told when workers would call** with 81% satisfied this (also 81% in 2010). Satisfaction with the **effectiveness of the repair team when they called** has increased by 4% since 2010 (from 87% to 91%)..

When we look at socio-demographic groups, we find the following differences:

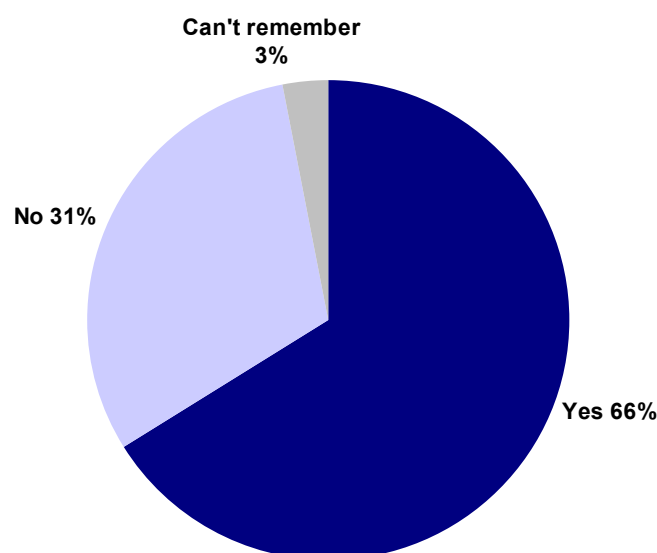
- Sheltered tenants are more satisfied with the repairs service compared to General Needs tenants.
- Satisfaction with the majority of the elements of the repairs service gradually increases with age.

Table 12: Satisfaction with elements of the repairs and maintenance service (by tenure type)

	General Needs	Sheltered	General Needs	Sheltered
	Satisfied		Dissatisfied	
Being told when workers would call	77%	88%	17%	8%
Time taken before work started	78%	87%	17%	7%
Speed with which work was completed	87%	92%	9%	5%
Attitude of workers	96%	96%	3%	2%
Overall quality of repair work	83%	89%	11%	8%
Keeping dirt and mess to a minimum	93%	95%	5%	4%
Effectiveness of repair team when they called	90%	92%	5%	4%

The next question asked tenants whether the last repair they had completed was **done right first time / on the first visit**. Two thirds (66%) said the repair was, whilst 31% said it was not. Repairs being completed on the first occasion has decreased slightly since the 2010 survey, when 72% said it had been done right the first time/on the first visit.

Figure 13: Was the repair completed right first time/first visit (Sample base = 599)



When we look at socio-demographic groups, we find the following differences:

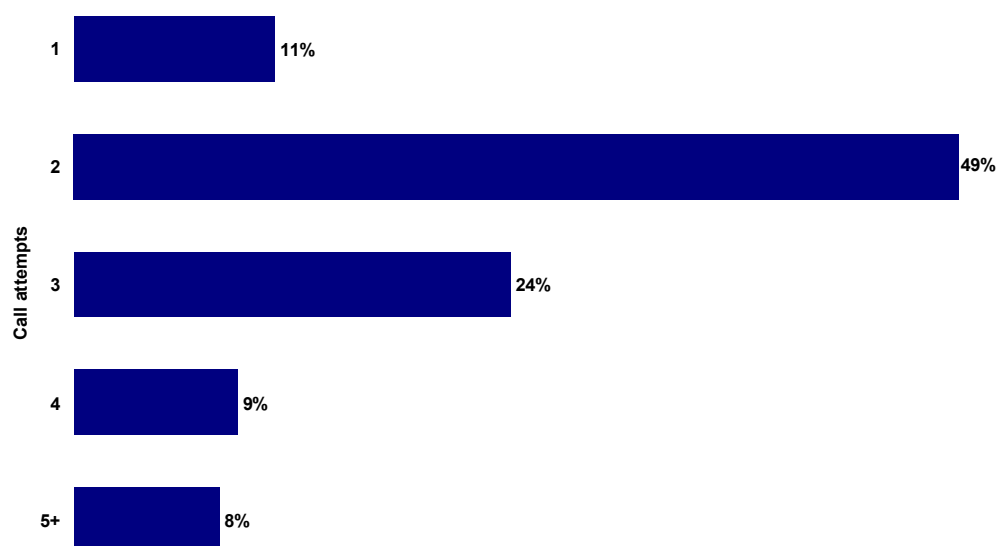
- A higher proportion of Sheltered tenants (69%) said their last repair was completed right the first time, compared to General Needs tenants (64%).

Table 13: Was the repair completed right first time/first visit (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Yes, it was completed right first time	64%	69%	66%
No, it took more than one attempt to complete it	34%	28%	31%
Can't remember	3%	3%	3%
Total	100%	100%	100%

Tenants who said that it was not completed right first time were then asked to specify **how many attempts were made to complete it properly**. Almost half of the tenants (49%) said it took two attempts.

Figure 14: Attempts to complete repair properly (Sample base = 180)



When we look at socio-demographic groups, we find the following differences:

- Sheltered tenants seemed more likely to have called just the once (23%), compared to General Needs tenants (4%).
- Half of General Needs tenants (51%) called twice, followed by 27% who said they had to call three times.

Table 14: Attempts to complete repair properly (by tenure type)

Call attempts	General Needs	Sheltered	Overall (GN & Sheltered)
1	4%	23%	11%
2	51%	45%	49%
3	27%	18%	24%
4	11%	5%	9%
5+	8%	8%	8%
Total	100%	100%	100%

Results in this section are very positive, with most indicators being maintained or improving since the 2010 survey. A high proportion of tenants are satisfied with the repairs and maintenance service (81%). Results are most positive for the conduct of the repair workers, with 96% satisfied with their attitude and 94% satisfied that they kept dirt and mess to a minimum. Results are lower when we look at the processes before the work actually begins, with 81% satisfied with being told when workers would call and 82% satisfied with the time taken before work started. Also the proportion of tenants who said their repair was completed right first time/on the first visit has decreased since 2010 from 72% to 66%. Although this is not a huge drop, this should be monitored to make sure it is not an actual trend. However, these results need to be used in context. In April 2012, the council entered into new Response Maintenance contracts with 2

new contractors DLP and JC Construction. As this survey took place in June 2012, tenants could be measuring their satisfaction against the performance of the old contractors. The new contractors are bringing in new ways of working including mobile technology, so the council are hopeful of seeing improvements in service delivery. The results of this survey does not reflect the performance of the current contractors which are showing performance results of 96.61% satisfaction following a repair.

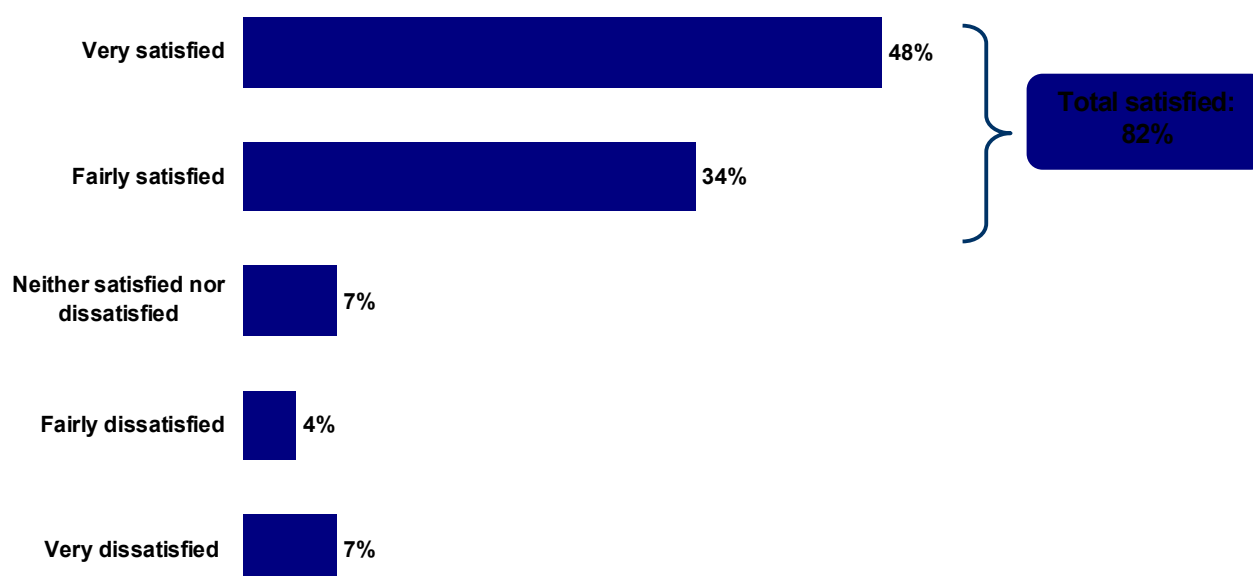
5) Communication and Information

The next section in the survey looked at tenants' views on whether West Lancashire Borough Council's listens and acts upon tenants' views and whether they feel kept informed.

Satisfaction with listening to tenants views and acting upon them

Around eight out of ten tenants (82%) are satisfied that the council listens to tenants views and acts upon them, with 48% very satisfied and 34% fairly satisfied. Just 11% are dissatisfied. Satisfaction is similar to the 2010 survey, with 80% stating they are either very (43%) or fairly (37%) satisfied.

Figure 15: Satisfaction with listening to tenants views and acting upon them (sample base = 878 respondents)



When we look at socio-demographic groups, we find the following differences:

- Sheltered tenants are more satisfied than General Needs tenants (88% stating compared to 76%).
- With the exception of the 25-34 age group, satisfaction gradually increases with age.

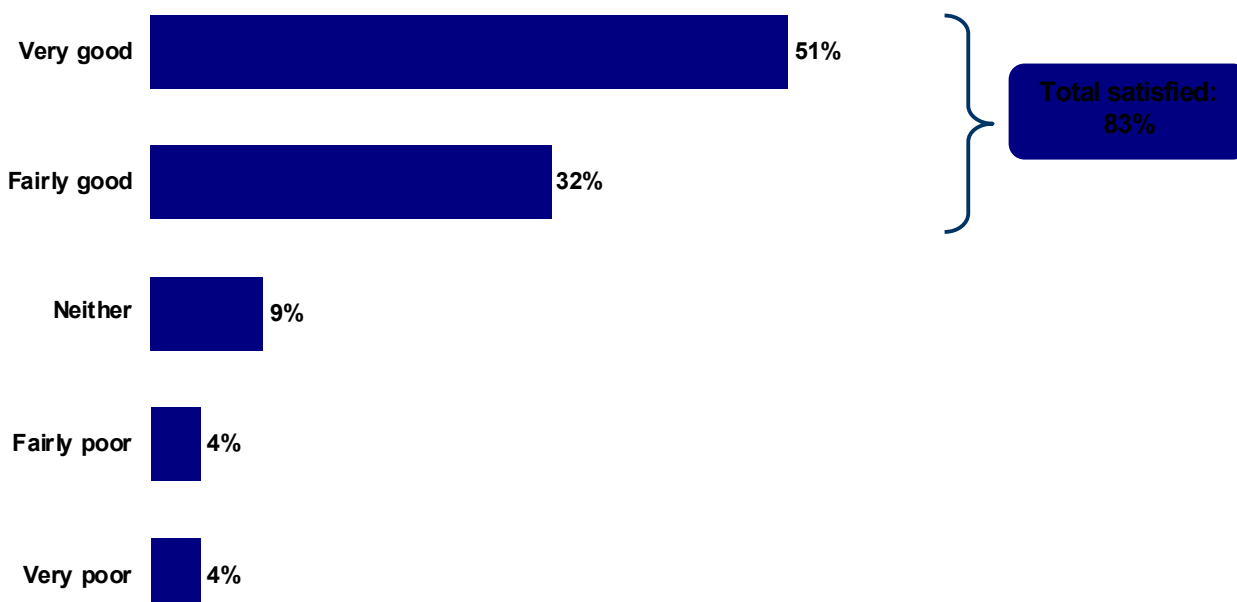
Table 15: Satisfaction with listening to tenants views and acting upon them (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Very satisfied	39%	59%	48%
Fairly satisfied	38%	29%	34%
Neither	9%	4%	7%
Fairly dissatisfied	5%	3%	4%
Very dissatisfied	9%	4%	7%
Total satisfied	76%	88%	82%
Total dissatisfied	15%	7%	11%

Keeping tenants informed

Over eight out of ten tenants (83%) feel that the council are good at keeping tenants informed about things that might affect them as a tenant, with 51% feeling they are very good and 32% fairly good. Just 8% are dissatisfied. Results are very similar to the 2010 survey, where 82% rated the council as good.

Figure 16: Satisfaction with keeping tenants informed (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following:

- A higher proportion of Sheltered tenants feel the council is very good compared to General Needs tenants (58% compared to 46%).
- With the exception of the 25-34 age group, satisfaction gradually increases with age.

Table 16: How good or poor are the council at keeping tenants informed (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Very good	46%	58%	51%
Fairly good	36%	27%	32%
Neither	10%	8%	9%
Fairly poor	4%	4%	4%
Very poor	5%	2%	4%
Total good	81%	85%	83%
Total poor	9%	7%	8%

Results in this section are very high and are relatively similar to the 2010 survey results, showing that West Lancashire Borough Council is very effective at both keeping tenants informed about things that may affect them (83%), but also that they pay attention to what tenants are saying and act upon their views (82%). The latter indicator is particularly high, because national figures over the last few years have been significantly lower than this. When we looked at this indicator against other similar housing providers in the North West, West Lancashire Borough Council is in the top quartile.

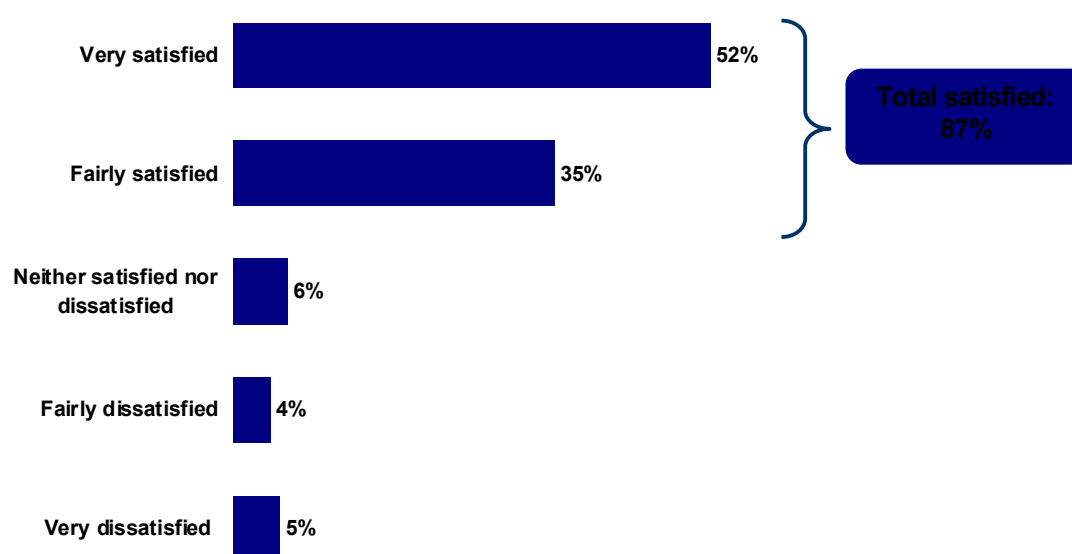
6) Information about your household

The final section in the survey looked at tenants' general satisfaction with West Lancashire Borough Council.

Satisfaction with services provided

Just under nine out of ten tenants (87%) are satisfied with the services provided by the council, with 52% very satisfied and 35% fairly satisfied. Just 8% are dissatisfied. Satisfaction has remained stable since the 2010 survey (88%).

Figure 17: Overall satisfaction with the services provided (sample base = 808 respondents)



When we look at socio-demographic groups, we find the following:

- Satisfaction is higher for Sheltered tenants than General Needs tenants (91% compared to 82%).
- Satisfaction is lowest amongst the 35-44 age group (73%) and highest with the older age groups, ranging from 91-93% for the 65-84 age groups.
- Households with one adult aged 60 or over are more satisfied (92%) than other types of households.

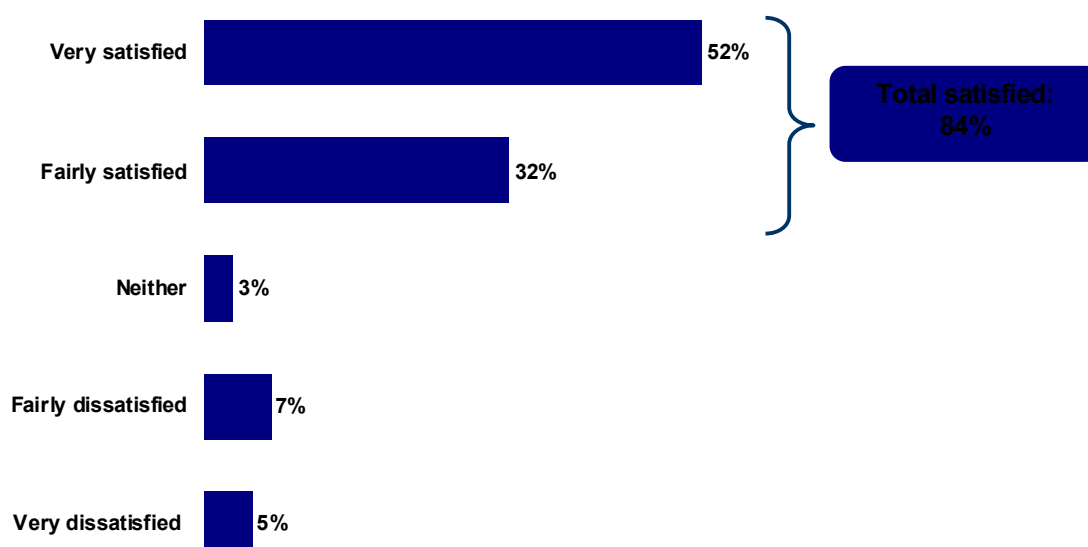
Table 17: Satisfaction with services provided by the council (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Very satisfied	45%	60%	52%
Fairly satisfied	37%	31%	35%
Neither	7%	3%	6%
Fairly dissatisfied	4%	3%	4%
Very dissatisfied	6%	2%	5%
Total satisfied	82%	91%	86%
Total dissatisfied	10%	5%	8%

Satisfaction with overall quality of your home

Over eight out of ten tenants (84%) are satisfied with the overall quality of their home, with 52% very satisfied and 32% fairly satisfied. Just 12% are dissatisfied. This is very similar to the 2010 figure (85% satisfied). Following the council's successful bid to become self financing, they will have more funds to make more improvements which should in turn improve tenant satisfaction. As a result of becoming self financing the council are developing an Asset Management and 5 Year Investment plan which will show how they propose to invest in the housing stock.

Figure 18: Satisfaction with the overall quality of your home (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following differences:

- Satisfaction is higher for Sheltered tenants than General Needs tenants (92% compared 79%).
- Generally speaking, satisfaction increases with age, with the 85+ age group the most satisfied (96%)
- Households with one adult aged 60 or over are more satisfied than other household compositions (93%), whilst single parent families are the least satisfied (72%).

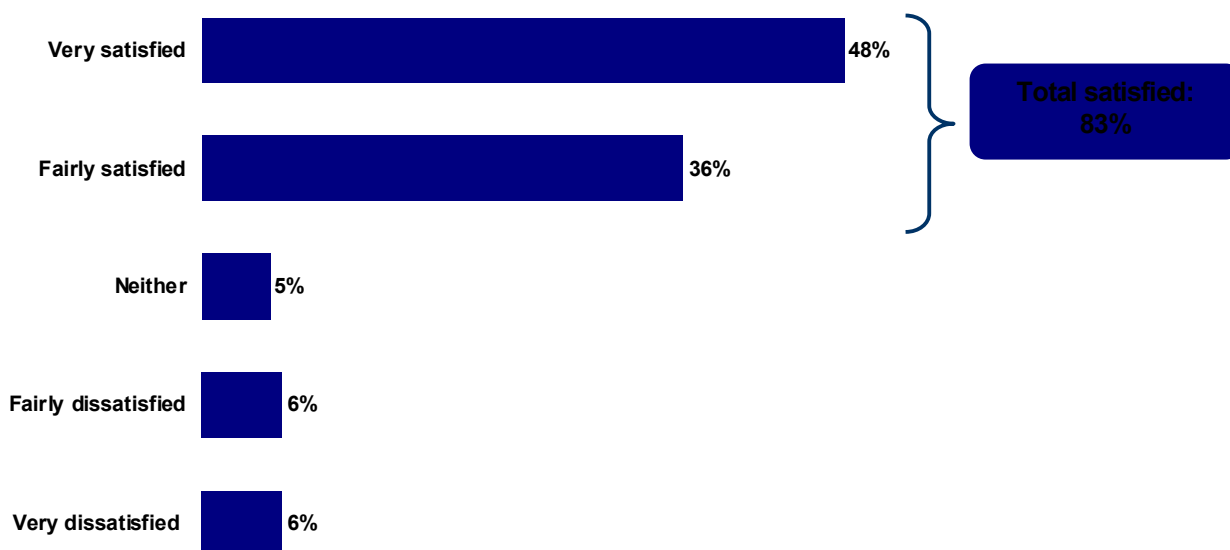
Table 18: Satisfaction with overall quality of your home (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Very satisfied	43%	65%	52%
Fairly satisfied	36%	27%	32%
Neither satisfied nor dissatisfied	5%	1%	3%
Fairly dissatisfied	9%	4%	7%
Very dissatisfied	7%	2%	5%
Total satisfied	79%	92%	84%
Total dissatisfied	16%	7%	12%

Satisfaction with the general condition of your property

Over eight out of ten tenants (83%) are satisfied with the general condition of their property, with 48% very satisfied and 36% fairly satisfied. Just 12% are dissatisfied. Satisfaction is very similar to the 2010 survey (84% satisfied).

Figure 19: Satisfaction with the general condition of your property (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following differences:

- Satisfaction is higher amongst Sheltered tenants than General Needs tenants (89% compared to 79%).

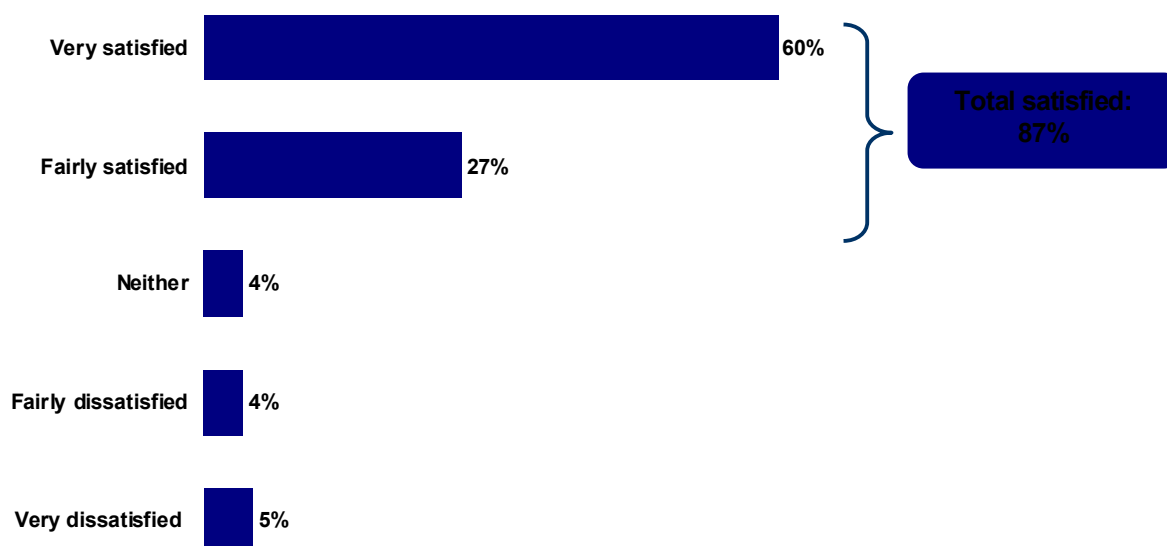
Table 19: Satisfaction with general condition of your property (by tenure type)

	General Needs	Sheltered	Overall
			(GN & Sheltered)
Very satisfied	38%	61%	48%
Fairly satisfied	41%	28%	36%
Neither	7%	2%	5%
Fairly dissatisfied	7%	5%	6%
Very dissatisfied	7%	4%	6%
Total satisfied	79%	89%	83%
Total dissatisfied	14%	9%	12%

Satisfaction with the neighbourhood as a place to live

Just under nine out of ten tenants (87%) are satisfied with their neighbourhood as a place to live, with 60% very satisfied and 27% fairly satisfied. Just 9% are dissatisfied. This is very similar to the 2010 survey (86% satisfied).

Figure 20: Satisfaction with the neighbourhood as a place to live (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following differences:

- The majority (95%) of Sheltered tenants are more satisfied than General Needs tenants (95% compared to 80%).
- A slightly higher proportion of respondents with a disability are satisfied with their neighbourhood compared to those without a disability (90% compared to 82%).

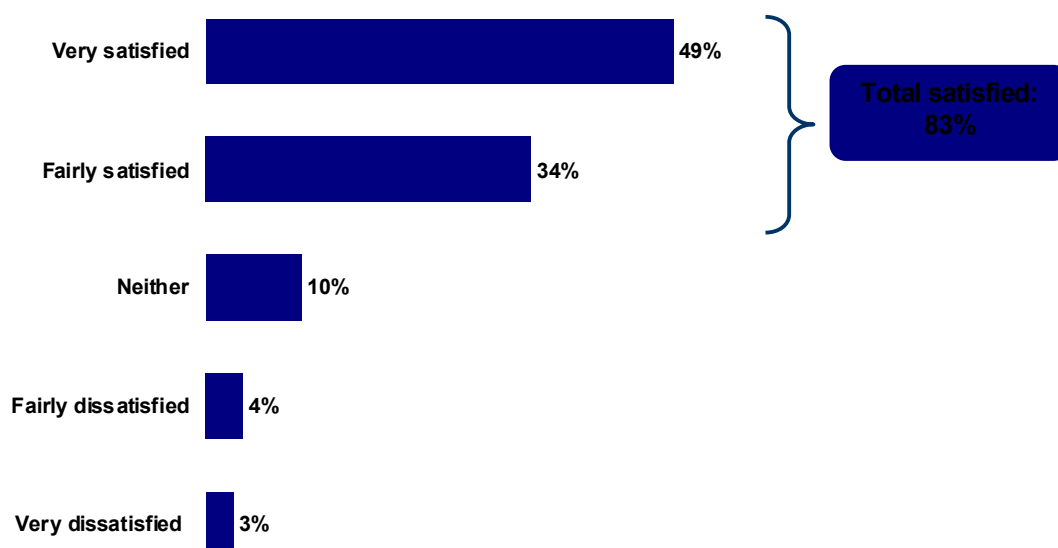
Table 20: Satisfaction with neighbourhood as a place to live (by tenure type)

	General Needs	Sheltered	Overall (GN & Sheltered)
Very satisfied	47%	77%	60%
Fairly satisfied	33%	18%	27%
Neither	6%	2%	4%
Fairly dissatisfied	6%	2%	4%
Very dissatisfied	8%	1%	5%
Total satisfied	80%	95%	87%
Total dissatisfied	14%	3%	9%

Satisfaction with value for money for your rent

Over eight out of ten tenants (83%) are satisfied that their rent provides value for money, with 49% very satisfied and 34% fairly satisfied. Just 7% are dissatisfied. Results are very similar to the 2010 survey, where 82% were satisfied.

Figure 21: Satisfaction with value for money for rent (sample base = 938 respondents)



When we look at socio-demographic groups, we find the following differences:

- Sheltered tenants are slightly more satisfied than General Needs tenants (86% compared to 80%).
- The 35-44 and 60-64 age groups are least satisfied age groups (76% and 77%), whilst the 65-74 are the most satisfied (88%).

Table 21: Satisfaction with value for money for rent (by tenure type)

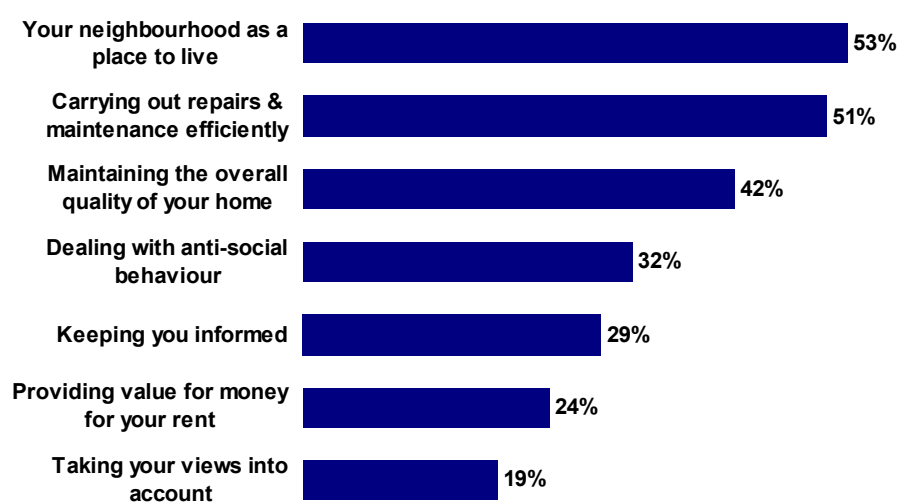
	General Needs	Sheltered	Overall (GN & Sheltered)
Very satisfied	40%	60%	49%
Fairly satisfied	40%	26%	34%
Neither	11%	8%	10%
Fairly dissatisfied	5%	3%	4%
Very dissatisfied	3%	2%	3%
Total satisfied	80%	86%	83%
Total dissatisfied	8%	6%	7%

Service priorities

The next question asked tenants to state which services they feel are most important. They were given a list of 7 different services and asked to choose their top 3.

Neighbourhood as a place to live tops the list with 53% of responses. This is followed by **carrying out repairs and maintenance efficiently** (51%) and **maintaining the overall quality of your home** (42%). **Taking your views into account** came last on the list (19%). During the 2010 survey carrying out repairs and maintenance efficiently topped the list at 54%, followed by maintaining the overall quality of your home (46%) and keeping you well informed (43%).

Figure 22: Service priorities (sample base = 918 respondents)



When we look at socio-demographic groups, we find the following differences:

- For General Needs tenants the three most important aspects are carrying out repairs and maintenance efficiently (55%), your neighbourhood as a place to live' (52%) and dealing with anti-social behaviour (40%)
- For Sheltered tenants the three most important aspects are your neighbourhood as a place to live (54%), maintaining the overall quality of your home' (46%) and carrying out repairs and maintenance efficiently (45%).

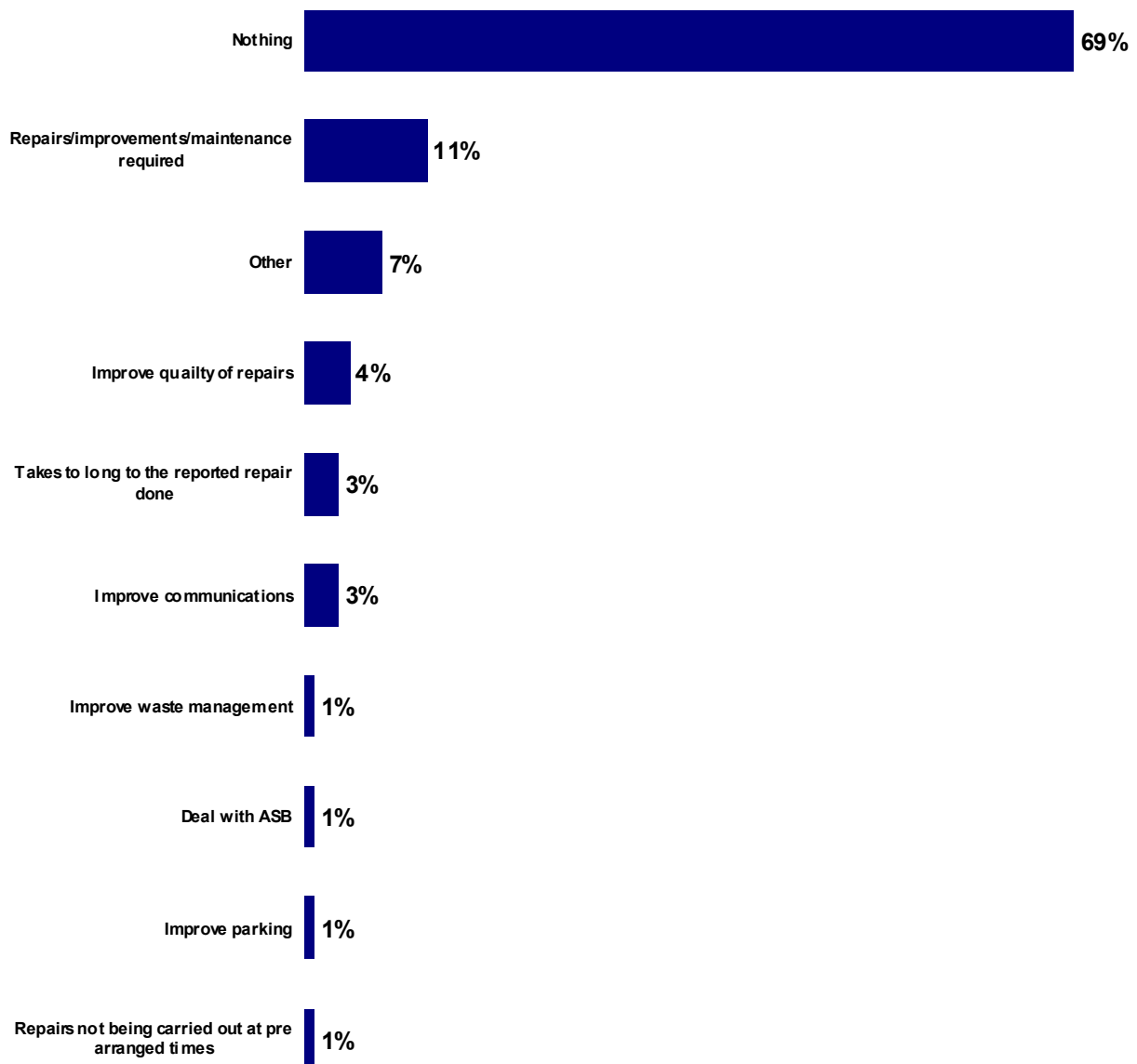
Table 22: Service priorities (by tenure type)

	General Needs	Sheltered	Overall
			(GN & Sheltered)
Your neighbourhood as a place to live	52%	54%	53%
Carrying out repairs and maintenance efficiently	55%	45%	51%
Maintaining the overall quality of your home	38%	46%	42%
Dealing with anti-social behaviour	40%	21%	32%
Keeping you informed	31%	27%	29%
Providing value for money for your rent	26%	20%	24%
Taking your views into account	19%	18%	19%
Total	100%	100%	100%

Any other comments

The final question in the survey gave tenants the opportunity to say anything they would like to about their home and/or the services provided by the council, acting as their landlord. Responses have been provided in free text, but have been coded to bring out common themes amongst the many responses. The most common response provided was **nothing** (69%), followed by **repairs, improvements or maintenance** that is required (11%) and improvements that are required to the **quality of the repairs** (4%). All literal responses are provided in the appendix.

Figure 23: Service priorities (sample base = 432 respondents)



Results in this section are very positive, with high levels of satisfaction for the key satisfaction questions and most results similar to those from the 2010 survey. When tenants were given the option to give any other comments about their home and/or the services provided by the council, most tenants said that they did not have any comments (60%) and the proportion of tenant who had common issues were very low. These results show that standards are being maintained at a high level and meeting most tenants expectations.

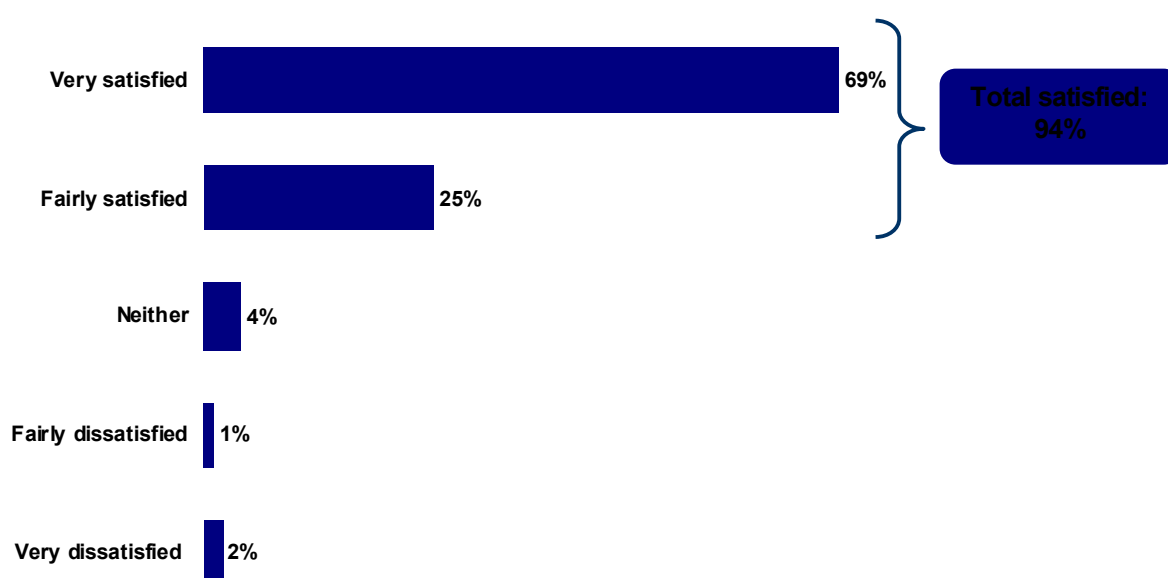
7) Sheltered tenants

Sheltered tenants were asked an additional two questions in the survey. This section looks at their responses.

Satisfaction with sheltered services provided by the council

Over nine out of ten tenants (94%) are satisfied with the services provided by the council, with 69% very satisfied and 25% fairly satisfied. Just 2% are dissatisfied. Satisfaction is similar to the 2010 survey results (92%).

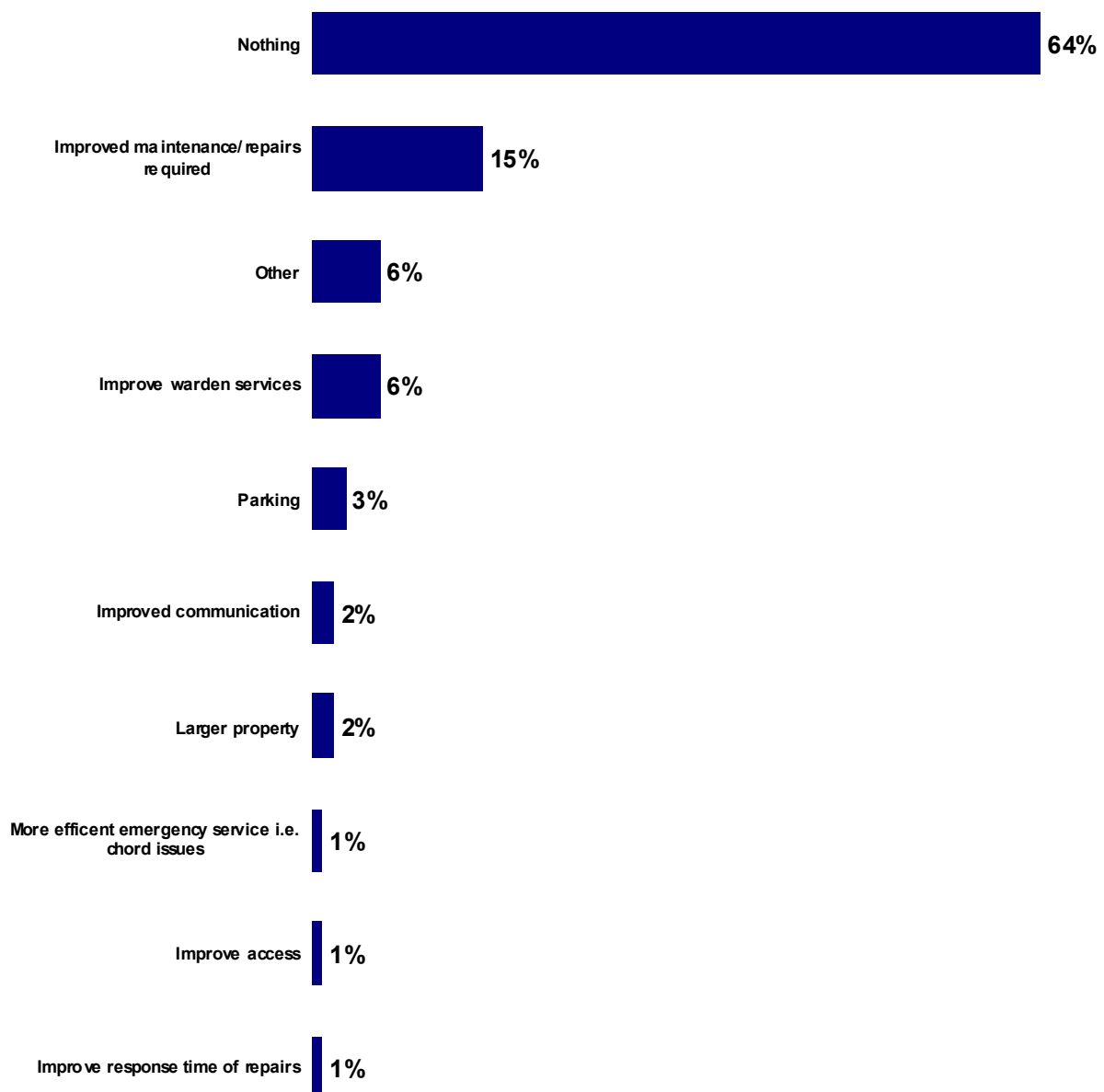
Figure 24: Overall satisfaction with the services provided (sample base = 398 respondents)



There were no variations by socio-demographic groups.

What would tenants change about the Sheltered service

The final question asked Sheltered tenants what would be the one thing about the Sheltered service that they would change. The most common response provided was **nothing** (64%), this was followed by 15% stating **improved maintenance or repairs required** and 6% stated that they would like an **improvement to the warden services**. All literal responses are provided in the appendix.

Figure 25: Service priorities (sample base = 567 respondents)

Results in this section are very high, with the vast majority of sheltered tenants satisfied with the sheltered service (94%) and 64% feeling they had no further comments to make on their home and/or the services provided

8) Demographic differences for Key Indicators

The table below shows the results for the key questions in this section by demographic group, combining general needs and sheltered housing tenants. Green indicates where satisfaction is highest and red where it is lowest. The table gives us a snapshot of satisfaction levels and helps us to identify whether there may be common patterns of high or low satisfaction levels amongst specific groups.

Table 23: Satisfaction results by demographic variations

% satisfied	Services provided	Quality of home	Condition of property	Neigh/d as place to live	VFM for rent	Repairs and maintenance	Listening to views & acting	Keeping you informed
General Needs tenants	82	79	79	80	80	74	76	81
Sheltered tenants	91	92	89	95	86	90	88	85
Male	86	84	86	85	82	81	82	82
Female	86	84	82	88	84	81	81	84
16-24	79	73	69	77	81	61	67	70
25-34	83	75	75	89	83	71	81	81
35-44	73	71	73	77	76	66	67	78
45-54	77	73	77	89	79	73	70	78
55-59	85	82	84	77	86	80	77	88
60-64	87	85	82	71	77	82	80	85
65-74	93	91	90	74	88	88	90	88
75-84	91	94	91	77	86	92	89	85
85+	96	96	92	89	82	92	94	88
Health issues	87	87	85	90	83	83	83	
No health issues	85	81	81	82	82	78	80	
One adult under 60	71	71	77	77	78	67	69	78
One adult aged 60 or over	92	93	89	89	85	89	89	88
Two adults both under 60	86	80	77	77	71	82	77	74
Two adults, at least one 60 or over	91	88	89	89	86	89	86	84
Three or more adults, 16 or over	81	84	77	77	87	74	80	84
1-parent family with child/ren, at least one under 16	83	72	71	71	85	63	69	78
2-parent family with child/ren, at least one under 16	78	74	74	74	83	72	73	81
Overall	86	84	83	87	83	81	82	83

* Groups with small number of respondents – results should be used with caution.

General Needs tenants are less satisfied than Sheltered tenants across all the key performance indicators. This is the national trend and generally what we would see for all housing providers. Results also show that there are variations between the age groups, with the older age groups being generally more less satisfied than the younger age groups. The 35-44 age group appear to be generally less satisfied than most other age groups, whilst the 85+ age group are the most satisfied. There is little variation in the results between gender, health issues or household composition. Households with one adult aged 60 or over have higher satisfaction levels for several indicators.

9) Key Driver Analysis

This section of the report aims to examine the drivers that influence the performance of the following key service areas:

- Overall service provided by the council
- Repairs and maintenance
- Listening to tenants' views and act upon them
- Keeping tenants informed.

Both general needs and sheltered tenants have been included in the analysis. All 'no opinion/don't know' responses have been excluded from this analysis.

Key drivers of satisfaction with overall service

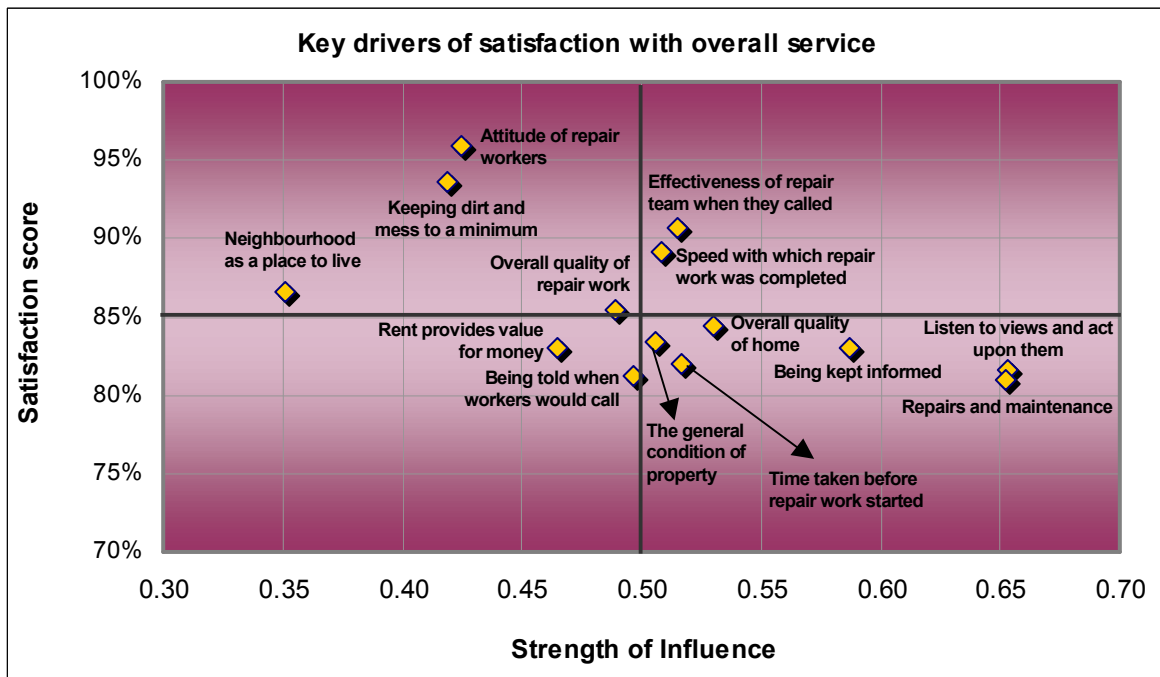
14 drivers have been identified which are significantly correlated with tenants' satisfaction with the overall services provided by the council. The table below lists the drivers and presents the correlation coefficients and the satisfaction scores, in order of the strength of influence. The further up the list, the higher the strength of the relationship with this indicator.

Table 24: Key drivers of satisfaction with overall service provided by the council

Order	Driver	Coefficient	Satisfaction Score
1	Listen to views and act upon them	0.65	82%
2	Repairs and maintenance	0.65	81%
3	Being kept informed	0.59	83%
4	Overall quality of home	0.53	84%
5	Time taken before repair work started	0.52	82%
6	Effectiveness of repair team when they called	0.52	91%
7	Speed with which repair work was completed	0.51	89%
8	The general condition of property	0.51	83%
9	Being told when workers would call	0.50	81%
10	Overall quality of repair work	0.49	85%
11	Rent provides value for money	0.47	83%
12	Attitude of repair workers	0.43	96%
13	Keeping dirt and mess to a minimum	0.42	94%
14	Neighbourhood as a place to live	0.35	87%

The top 10 drivers have been plotted onto **Fig 24** below to identify areas of success and areas for development. The x axis indicates the strength of influence a driver has on satisfaction with this particular question, whilst the y axis indicates the percentage of tenants who are satisfied with that driver. Drivers that fall in the top section of the graph (above the 85% satisfaction level) are high performing drivers (i.e. they have high satisfaction levels). Drivers that fall to the right of the 0.50 strength of influence line show they are a strong driver of satisfaction.

Figure 26: Key drivers of satisfaction with service provided by the council



The top right quadrant shows the areas where the council is currently performing well and the drivers that have a strong relationship with the overall service question. Satisfaction levels for these drivers need to at least be maintained, if not improved further to make sure satisfaction levels do not drop, otherwise they could have an impact on this KPI. The bottom right quadrant shows us where there are strong drivers but where satisfaction is slightly weaker. This quadrant indicates that if performance is improved, it could have an impact on the KPI.

The two key drivers in this case that have a particularly strong relationship and relatively weak performance are **dealing with repairs and maintenance** and **listening to views and acting upon them**. The latter, however, is already very high in terms of satisfaction and will be difficult to improve, so of all drivers, repairs and maintenance would be the priority for the council to focus on to help improve satisfaction with the overall services provided by the council.

The table below summarises the findings from the analysis, along with providing recommendations on which demographic groups could be targeted, where satisfaction levels are lower than others. The key groups to target here are general needs tenants, one adult under 60 households and families with children.

Table 25: Action points for improving satisfaction with the overall service

	Importance →	
Performance ↑	<p>Good performance, minimum resources required to maintain the performance</p> <ul style="list-style-type: none"> ▪ Attitude of repair workers ▪ Keeping dirt and mess to a minimum ▪ Overall quality of repair work ▪ Neighbourhood as a place to live 	<p>Good performance - resources required to maintain/improve the performance</p> <ul style="list-style-type: none"> ▪ Effectiveness of repair team when they called ▪ Speed with which repair work was completed
	<p>Performance doesn't have significant impact on target service area</p> <ul style="list-style-type: none"> ▪ Rent provides value for money ▪ Being told when workers would call 	<p>Medium/good performance, but extra resources needed for improvement</p> <ul style="list-style-type: none"> ▪ Deal with Repairs and maintenance ↻ <i>Target groups: general needs tenants, under 45s, one adult under 60 households, families with children</i> ▪ Listen to views and act upon them ↻ <i>Target groups: general needs tenants, under 60s, one adult under 60 households, single parent families</i> ▪ Being kept informed ↻ <i>Target groups: under 24s, one adult under 60 households, single parent families</i> ▪ Overall quality of home ↻ <i>Target groups: general needs tenants, under 45s, one adult under 60 households, families with children, tenants without disabilities</i> ▪ Time taken before repair work started ↻ <i>Target groups: general needs tenants, under 60s, families with children</i> ▪ The general condition of property ↻ <i>Target groups: general needs tenants, under 45s, one adult under 60 households, families with children</i>

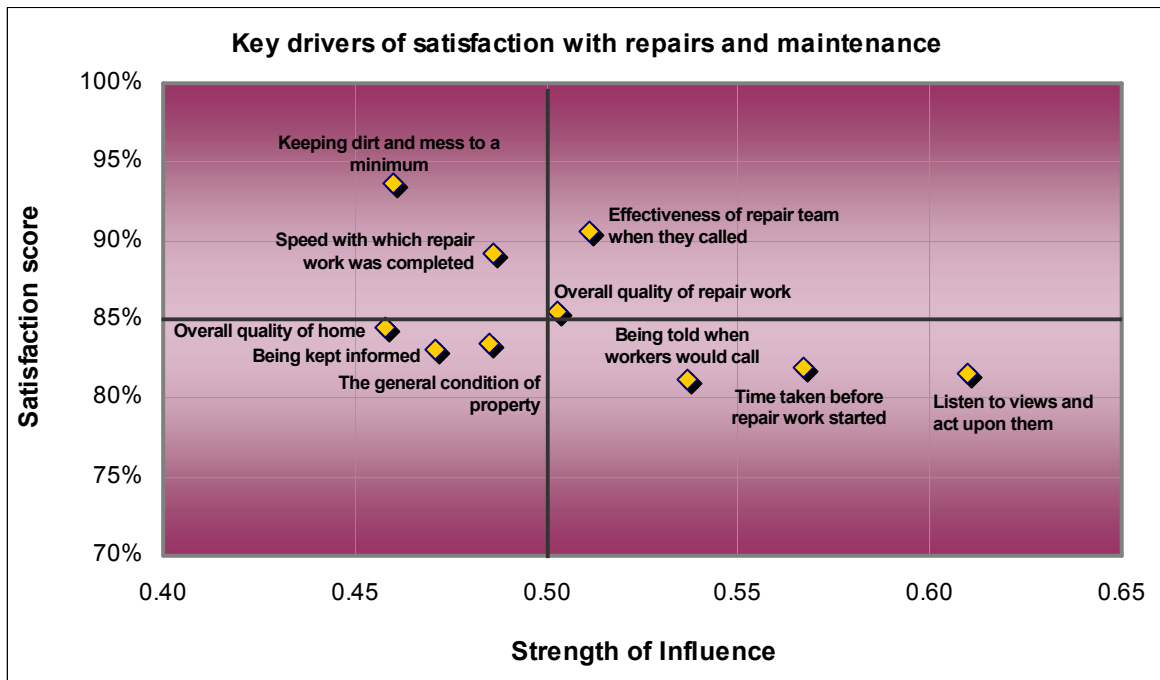
Key drivers of satisfaction with repairs and maintenance

The top five drivers that influence tenant satisfaction with the repairs and maintenance service are identified below, in order of the strength of influence. The percentage in brackets indicates the satisfaction levels with that individual question, i.e. 82% were satisfied with listen to views and act upon them.

- Satisfaction with listen to views and act upon them (82%)
- Satisfaction with time taken before repair work started (82%)
- Satisfaction with being told when workers would call (81%)
- Satisfaction with effectiveness of repair team when they called (91%)
- Satisfaction with overall quality of repair work (85%)

These have been plotted on the graph below, along with the strength of influence it has on the repairs and maintenance KPI.

Figure 27: Key drivers of satisfaction with repairs and maintenance service provided by the council



Key drivers in the bottom right quadrant, are those that have a particularly strong relationship and relatively weak performance. The two key drivers here are **listening to views and acting upon them** and **time taken before repair work started**. Of all drivers, the latter driver would be the key focus, as listening to views will be extremely hard to improve further.

The table below summarises the findings from the analysis, along with providing recommendations on which demographic groups could be targeted, where satisfaction levels are lower. Again, this shows that general needs tenants, under 60s and families with children are the key target groups.

Table 26: Action points for improving satisfaction with repairs and maintenance

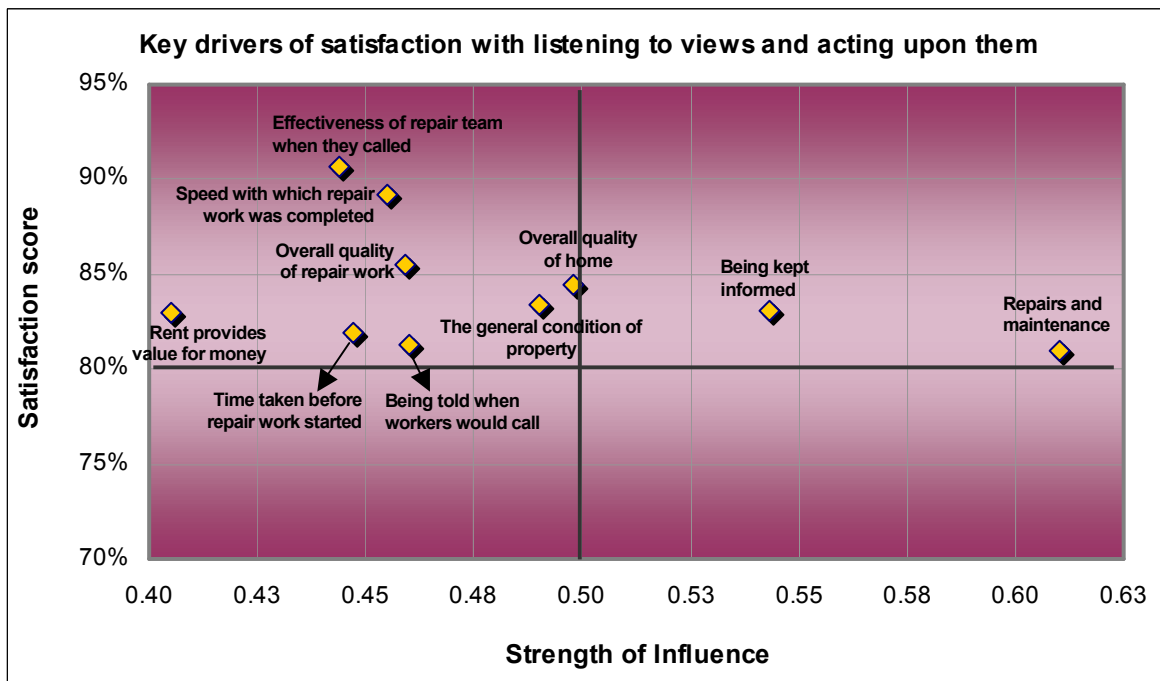
	Importance →	
Performance ↑	<p>Good performance, minimum resources required to maintain the performance</p> <ul style="list-style-type: none"> Keeping dirt and mess to a minimum Speed with which repair work was completed 	<p>Good performance, constant resources required to maintain/improve the performance</p> <ul style="list-style-type: none"> Effectiveness of repair team when they called Overall quality of repair work
	<p>Performance doesn't have significant impact on target service area</p> <ul style="list-style-type: none"> Overall quality of home Being kept informed General condition of property 	<p>Medium/good performance, extra resources needed for improvement</p> <ul style="list-style-type: none"> Listen to views and act upon them ⇒ Target groups: general needs tenants, under 60s, one adult under 60 households, single parent families Time taken before repair work started ⇒ Target groups: general needs tenants, under 60s, families with children Being told when the workers would call ⇒ Target groups: general needs tenants, under 45s, one or two adults under 60 households, families with children especially single parents

Key drivers of satisfaction with listening to views and acting upon them

The top five drivers that influence tenant satisfaction with this key performance indicator, in order of the strength of influence are:

- Satisfaction with repairs and maintenance (81%)
- Satisfaction with being kept informed (83%)
- Satisfaction with overall quality of home (84%)
- Satisfaction with the general condition of property (83%)
- Satisfaction with being told when repair workers would call (81%)

Figure 28: Key drivers of satisfaction with listening to views and acting upon them



The table below summarises the findings from the analysis, along with recommendations on which demographic groups could be targeted, where satisfaction levels may be lower.

Table 27 Action points for improving satisfaction with listen to views and act upon them

Performance	Importance →	
	<p>Good performance, minimum resources required to maintain the performance</p> <ul style="list-style-type: none"> ▪ Overall quality of home ▪ The general condition of property ▪ Effectiveness of repair team when they called ▪ Speed with which repair work was completed ▪ Overall quality of repair work ▪ Being told when workers would call ▪ Time taken before repair work started ▪ Rent provides value for money 	<p>Good performance, constant resources required to maintain/improve the performance</p> <ul style="list-style-type: none"> ▪ Repairs and maintenance ▪ Being kept informed
	<p>Performance doesn't have significant impact on target service area N/A</p>	<p>Poor to medium performance, extra resources needed for improvement N/A</p>

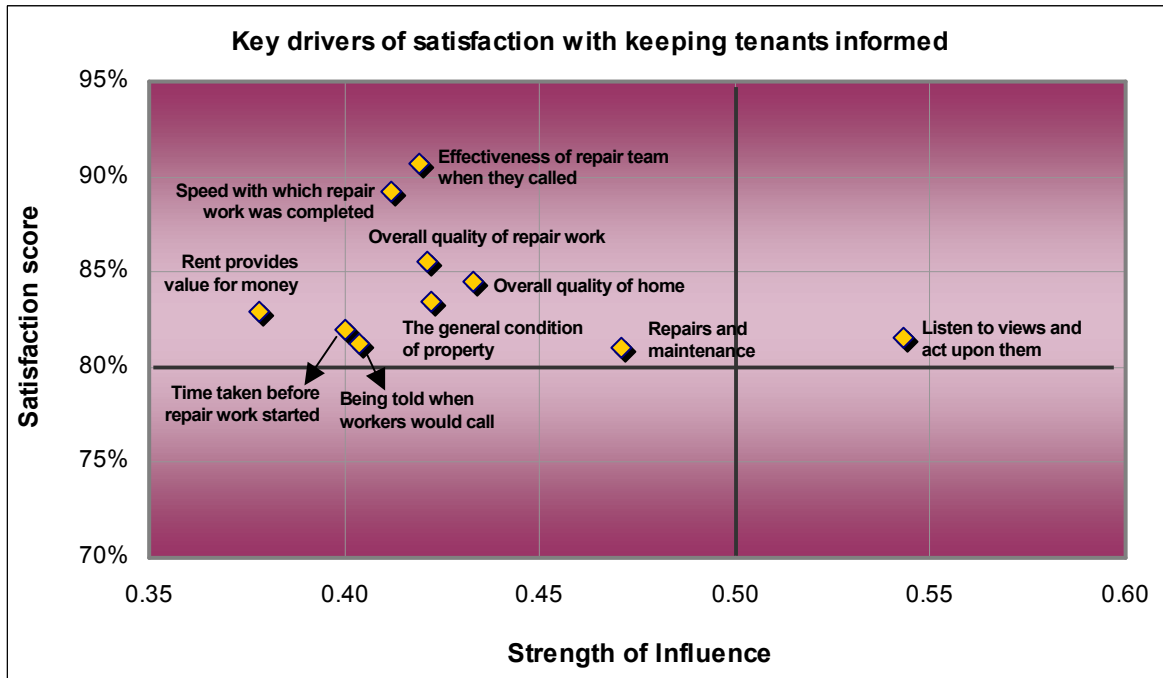
It is evident that services related to repair and maintenance, such as the effectiveness of the repair team when they called, have medium/ strong correlations to tenants' satisfaction with this KPI. However, these services do not have as strong an impact on the KPI as satisfaction with the repairs and maintenance service provided by the council and also the council has already achieved high levels of satisfaction in those areas. Therefore, although these are doing well so far, it is still important to monitor these to ensure services are delivered to the same or an even higher standard.

Key drivers of satisfaction with keeping tenants informed

The top five drivers that influence tenants' satisfaction with this key performance indicator have been identified as below, in order of the strength of influence:



- Satisfaction with listen to views and act upon them (82%)
- Satisfaction with repairs and maintenance (81%)
- Satisfaction with overall quality of home (84%)
- Satisfaction with the general condition of property (83%)
- Satisfaction with overall quality of repair work (85%)

Figure 29: Key drivers of satisfaction with keeping tenants informed



The table below summarises the findings from the analysis, along with providing recommendations on which demographic groups could be targeted, where satisfaction levels are particularly low.

Table 28 Action points for improving satisfaction with keeping tenants informed

	Importance 	
Performance 	Good performance, minimum resources required to maintain the performance <ul style="list-style-type: none"> ▪ Repairs and maintenance ▪ Overall quality of home ▪ The general condition of property ▪ Effectiveness of repair team when they called ▪ Speed with which repair work was completed ▪ Overall quality of repair work ▪ Being told when workers would call ▪ Time taken before repair work started ▪ Rent provides value for money 	Good performance, constant resources required to maintain/improve the performance <ul style="list-style-type: none"> ▪ Listen to views and act upon them
	Performance doesn't have significant impact on target service area	Poor to medium performance, extra resources needed for improvement

The service areas that drive the satisfaction with keeping tenants informed are almost the same as those for listening to views and acting upon them. This indicates that these 2 KPIs are essentially testing the same service elements, as perceived by tenants. As suggested for the previous KPI, we can only advise that the council continues with the high standards they are currently achieving for services appearing in the top left quadrant (in table 28) to ensure satisfaction levels are maintained for this indicator.

Appendix A: Demographic profile of respondents

Age (of main tenant)

Percent	General Needs tenants	Sheltered tenants	Total
16-24	15%	0%	9%
25-34	12%	0%	7%
35-44	16%	1%	9%
45-54	18%	2%	11%
55-59	8%	2%	5%
60-64	9%	9%	9%
65-74	13%	39%	24%
75-84	7%	38%	20%
85 and over	3%	10%	6%

Gender (of main tenant)

Percent	General Needs tenants	Sheltered tenants	Total
Male	48%	38%	44%
Female	52%	62%	56%

Household composition

Percent	General Needs tenants	Sheltered tenants	Total
One adult under 60	21%	2%	13%
One adult aged 60 or over	17%	69%	39%
Two adults both under 60	11%	1%	7%
Two adults, at least one 60 or over	14%	29%	20%
Three or more adults, 16 or over	6%	0%	3%
1-parent family with child/ren, at least one under 16	16%	0%	9%
2-parent family with child/ren, at least one under 16	14%	0%	8%
Other	2%	0%	1%

Ethnicity (of main tenant)

Percent	General Needs tenants	Sheltered tenants	Total
White British	96%	98%	97%
White Irish	1%	1%	1%
Any other White background	2%	1%	1%
Mixed: White and Black Caribbean	0%	0%	0%
Mixed: White and Black African	0%	0%	0%
Mixed: White and Asian	0%	0%	0%
Any other mixed background	0%	0%	0%
Asian or Asian British: Indian	0%	0%	0%
Asian or Asian British: Pakistani	0%	0%	0%
Asian or Asian British: Bangladeshi	0%	0%	0%
Any other Asian background	0%	0%	0%
Black or Black British: Caribbean	0%	0%	0%
Black or Black British: African	0%	0%	0%
Any other Black background	0%	0%	0%
Chinese	0%	0%	0%
Other	1%	0%	0%

Health issues

Percent	General Needs tenants	Sheltered tenants	Total
Yes	46%	70%	56%
No	54%	30%	44%
Don't know	1%	0%	1%

Appendix B: Literal Responses

Q18. Is there anything else you would like to say about your home and/or the services the Council, acting as your landlord, provides?

- 2 back doors need to be replaced. Leaking and draughty.
- 2 weekly bin collection becomes smelly over summer.
- At the moment they are sorting out double glazing and refurb. Otherwise the neighbourhood is bad.
- Back door needs repairing. And drain problems. Feels we are a bit out in the sticks and the money spent by the council goes elsewhere.
- Bin men do not do their job well. They do not do their job properly and go up and down the road swearing.
- Changing name of repairs centre doesn't mean service has changed, still poor quality of service meaning it costs more in money and time. Spend more on better contractors to make sure done first time. Also, phone bills are expensive so they should call you back or make it a free line.
- Clean the streets more.
- Come and do the job they promised.
- Communication lacks between staff within the council which causes delays and miscommunication which can cause an effect on me.
- Concern about refurb in hallways and not heard back yet.
- Contractors don't communicate enough, if they come when you're out they don't leave any notice that they have attempted to come. Also uniformed of when they were planning on coming.
- Could do with new windows.
- Could you please clear the rubbish from my neighbours garden.
- Dealing with car parking and dog fouling - it's everywhere. Noisy mini-motorbikes with an ASBO still carrying on.
- Definite need for more parking. Causing problems, families with two cars and visitors. Everything else we are really happy.
- Delay in fitting central heating to the houses in the estate. Pay £5 a week for cleaning services which may be a bit excessive as sometimes the cleaners only come once every 3 weeks.
- Due to medical conditions need the windows changed to keep the warmth up. This issue started 18 months ago and have put in numerous requests for this. One person came out and marked it as an urgent priority however the follow up has been very poor and nothing has happened. Follow up service would massively improve customer satisfaction. Understand thought that they have limited resources but these could be prioritised better.
- Emergency out of hours is rubbish - no toilet for 4 days and no heating/hot water.
- Excellent service.
- Feel a bit out of the way and that other areas receive the bulk of the money/upgrades and that we are low down their priorities list.
- Front door is the only issue, everything is excellent. Happier here than ever before, very settled.
- Gardening service for people unable to carry out maintenance themselves. More help for problems with neighbours; was told would be charged £300 for someone to go speak to a neighbour was having some problems with.
- General tidy of street areas, they are looking after house but not looking after area e.g. Gates, road sides etc...
- Had a broken since last year. Been in touch on the phone a few times and spoke to someone else who said he would get something done, but nothing has been.

- Has been saying they will put in a shower for a long time but never have. They make lots of promises but don't follow through enough.
- Hopefully, as we've just had double glazing, the kitchen and bathroom needs replacing
- House needs insulation. Plumbing system for block of flats can't cope. Council helps out people who don't really need it instead of proper issues. Some problems with dogs and dog poo.
- I am dissatisfied that the other blocks have received double glazed windows, new doors and refurbishment when I have been advised this will not be completed on my property.
- I am very happy to be awarded a bungalow and will be happier once ongoing faults are fixed.
- I believe that as on benefits I cannot have a certain disabled allowance. I pay 10 pounds for the first room in my flat. Why is it 20 pounds for the second room? Went to council about moving to a bungalow and/or finance scheme. That's a negative that it wasn't made a choice. You should be given a choice but they've herded us into flats like sheep. They're saying there are no availability and being put on long waiting list. Roads in whole of west Lancashire poor quality, full of potholes etc.
- I can't complain.
- I cannot to do the front garden hedges. When I asked the council they said they cannot do it.
- I could do with a new bathroom.
- I don't think the budgets are equally spread between areas and the upkeep of my property is not maintained to a suitable standard for living, the issues with central heating, damp and other issues are ongoing for over 15 months and still unresolved. Time slots should be allocated to do work to take into consideration people who work full/part-time hours.
- I don't understand why the buildings are still up; they are pre-fabricated, with no insulation, cold all the time especially at night. Heating is insufficient and property becomes warm only during the day when I am at work rather than when I am in, in the evenings.
- I don't want to move.
- I just think it's the effect of the contractors on the neighbourhood, maybe there should be a direct contract between tenant and contractor, bad communication, esp. with complaints. My property was damaged by contractors smashing a window while working on the next door neighbours' repairs. Also, bin wagons, seems to be creating mess and being left everywhere.
- I just think that the council as a landlord should step up and maintain these houses.
- I just want this repair for damp done.
- I live in a block, I'm not very happy but the council will not move me.
- I live in a flat with a communal area which is not well maintained.
- I need a carpet put inters nails on the stairs that need removing.
- I need my back door replaced.
- I pay full rent and council tax and they can't repair my windows! Whatever the weather I can't see out my window. I have had this issue for the last two years with the council. I have been to councillor about this issue and it still hasn't been dealt with. In my shower they have tiled three walls and left one wall not making it a proper job. The worker asked for £80 to complete the job properly. There is also smell in kitchen coming from the waste pipe.
- I really wish the council would listen to me and provide me with assistance in fixing the mouldy hole in the corner of the bedroom which goes along the wall. I have had this issue since last Christmas. Not one person has come out to have a look at this issue.
- I think the council need to check up on people doing their work out for them as the quality is terrible.
- I think they need to communicate more. I think the communication is poor between themselves and contractor and between them and the customer.
- I wanted to move but the council did not let me move.
- I was shocked and dismayed at the state of the property when handed over.
- I wish the council would keep repairing appointments and completing outstanding work so my rent is paid for a suitable, liveable property.

- I would like a new fitted kitchen. I am disabled and live on the first floor; ideally I need a ground floor flat.
- I'd like a new kitchen.
- I'm alright.
- I'm not happy with the canopy over my front door and the council have not done anything about it.
- I'm quite happy.
- If somebody could come out to me.
- It could be improved; repairs and surveyors could do better.
- It takes too long from the repair report to the surveyor. I have to take time off from work for the repairs.
- It would be nicer to have regular home inspections to see what repairs need doing.
- It's a five block of flats. Communal area I pay £6 a week to maintain with cleaning. But it only gets done once every two months if that. It needs cleaning, it smells, it's a state. When people come and visit they say my flat itself is very lovely but the actual coming up to the flat is very embarrassing. Because of the initial walk through being terrible. Also needs painting. Also below me is a drug user, it's worrying and not nice. Other than that it's nice and I'm happy with it; it's just the stairwell and the actual cleaning and maintaining of it is disgraceful. I could also do with a nice new kitchen and new front door of good quality.
- It's good.
- Just one thing, I think they could come around more often and cut the grass at the front because it's dead high.
- Kitchen is dangerous- no work surfaces.
- Kitchen needs to be updated, 25 years old. Parking is a problem in the area and people keep blocking my drive.
- Lack of communication only complaint.
- Listen to the residents. Need to check the contractors repair works, check quality of work being done. Sort contractors out and hire cowboys and lose money. Higher quality service and staff.
- Lots of trouble with antisocial behaviour. Not enough help for people who are not happy with their situation where they are. Council don't seem care or want to help.
- Maybe look into kitchens because they aren't of the highest quality and not laid out too well.
- Minor door slams with the flats but nothing really.
- Mixed bag with the repair contractors, sometimes really good but sometimes you get really unskilled labourers and jobs don't get done properly.
- More power needed with council for anti-social behaviour.
- Most important concern is the leak, was told to get insurance by the council and can not afford it. Very dissatisfied with the council.
- Moved into a lovely area and really happy with the property.
- My boiler is ancient and needs to be upgraded and no longer has spare parts for it.
- Neighbour parks in front of my house, thinks he can park wherever he wants; this blocks ambulance access etc that I have to use. Registered blind now but the council still don't send large print letters as requested. Can no longer take care of the garden myself and it's overgrowing, could do with some help with this.
- Neighbourhood is filthy needs a right good clean. Someone from the council should come around and have a look at how mucky it is, it's disgraceful.
- New windows are supposed to be installed but we have had no update.
- No.
- No.
- No.
- No.

- No - really happy.
- No complaints.
- No its ok, apart from waiting for some new doors to be fitted.
- No shops and very few buses.
- No, it's just very cold inside the flats.
- No, just a problem with aerial.
- No, just I don't think each department communicates with each other. I already paid a bill which they claim isn't so.
- No, like where they are.
- No, quite happy apart from interior of house.
- No, quite satisfied.
- No, seem quite thorough.
- No, they don't care. Ormskirk get more attention than Skelmerdale.
- No. It's just the maintenance. Other areas are just left to run down but there is some which are looked after but that seems to be the way these councils run. Some areas are like unfinished towns. Areas which were being improved and built 50 years ago still aren't finished now. Negligence.
- Not at this moment.
- Not enough room for car parking for all the houses. Has a grass verge that just gets churned up when weather and parking becomes a problem.
- Not keen boilers on the new boilers.
- Not really.
- Not that I can think of.
- Not that I can think of.
- Not too happy about the health and safety in the area. Needs more attention.
- Nothing.
- Nothing.
- Nothing.
- Nothing other than they take too long to respond to fixing the problems, end up doing it myself.
- Nothing. However, general conditions have slipped, they focus more attention on some areas than others.
- On of a few houses that didn't get a new kitchen when they were being installed in the area. The council should send people around to look at the area and some people's gardens etc as some people are just using them as a rubbish tip.
- Ongoing issues with roof repairs, they keep patching up the problem but not fixing it.
- Only complaint is with the bin men, they do not take all the bins that are put out including recycling bins.
- Only one: the garden fence between houses, not the grounds fence. I've been here for seven years now and needs repairing. I've had to fix it myself but I think the landlord should do that.
- Only problem in single-glazing.
- Overall quite satisfied, just need refurb in a few areas.
- Overall the service is good, aside from once incident.
- Please fix my front door.
- Put more maintenance in the area. Keep up the maintenance.
- Quite satisfied with flat, just problems with contractors and timings.
- Really needs updating, with new kitchen and bathroom and front door double glazing.

- Registered disabled. We have had recent changes to my household due to this and this has not helped the condition of my household. I feel we were better off before the changes took place. Now you are being told just to put up with it all. I am very unhappy that the council are not listening to my feedback.
- Repairs are not carried out on the times arranged which is an inconvenience.
- Repairs need to be done more efficiently and there are still a few ongoing issues to be fixed. Other than that the house is lovely and the area is amazing and I wish there was more areas like this around here.
- Repairs process is very inefficient. They're only interested in people who don't pay their rent on time or live in the town. If you're out the way or not in arrears they have less contact with you. I have had to get on to my MP to get stuff done and it's quicker and easier to find someone myself and pay them to do any repairs than wait for the council process to get through, they are a poor council.
- Service provided by council is atrocious and treat people like dirt.
- Should be able to voice your options.
- Situation - subject to anti-social behaviour referring to pets in the maisonettes - ongoing case.
- Something's need updating such as the boiler; this would make my property more energy efficient and save me money.
- Sometimes feel that good tenants get discriminated against.
- Start listening to tenants more to make sure the money is going to the right places, especially with regards to repairs and maintenance. Services aren't as good as they used to be.
- Start vetting people that they put in the houses, putting like with like.
- Talk direct to the contractor.
- Thanks for re-wire.
- The actual council is good but the quality of the homes/repairs is questionable.
- The block needs sound proofing, but there's no funding.
- The communal cleaning hasn't been completed inside and all outsides of flats need painting etc. My window fell out when I moved in and had multiple issues with heating and water some of which are still unresolved.
- The contracted cleaners do not clean communal areas to a satisfactory level.
- The contractors are a very mixed bag sometimes they are good sometimes they are pretty poor. There is not enough communication, sometimes the contractors turn up whenever they want and if nobody's in they don't come back to do the work at any other time. They turned up a couple of days earlier than stated to do some painting and because we were going out they couldn't do it but they never came back to do it again. It has taken numerous visits to fix the back door and the old one still hasn't been removed from the garden. The new windows which were installed were plastic and didn't include any locks which makes insurance really expensive. There is a certain amount of antisocial behaviour in the area. The council also need to be more upfront and honest. We had problems with the bin collection and the council said that somebody had come out to see this but they never did, I have video evidence from the problem and security cameras which shows that they did not come, would prefer it if they were just home.
- The council do a good job in difficult circumstances.
- The council inherited poor quality council houses, and not much has changed in terms of quality, especially in terms of sound proofing.
- The council needs to take more notice of the outside of the houses, fences and general maintenance of homes.
- The damp has not been resolved; I have had to go to a salvation house. The anti-social behaviour is also a large issue.
- The heating had been causing a bit of a problem. But it's ok now, glad it was sorted finally. Bad wiring, just haven't got around to calling, hazardous.
- The house was in no state to live in and all repairs should have been completed before I moved in.
- The houses could do with new bathrooms and kitchens.

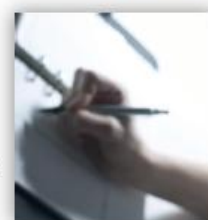
- The only thing is been paying rent since May but still haven't moved in yet, as repairs were still underway. Not moved in yet - radiators went in on Friday. Been quite a few months!
- The overall structure needs attention, for example involving the tenants in meetings to discuss issues and views.
- The pavement outside is dangerous but the council wont fix, a councillor came to look at it and said he didn't think it was dangerous but if someone did hurt themselves then put a claim in, however what good is putting a claim in if you've broken your neck. The road signage is not good enough around the area and again the council refuses to change it, despite the fact that I have had ambulances struggle to find my house and go somewhere else in the past.
- The people who came to do work and couldn't replace all cupboards and was told it would be looked into and never heard from since.
- The repairs team installed a light switch incorrectly in a different room; during this job they also stained my curtains.
- The services provided by the council are not consistent across west Lancashire.
- The surrounding area is lovely with the trees and greenery; however, pavements and external building are of poor quality, they look appalling. The bins outside become public bins because of geographical location and exposure to the surrounding neighbours. In Liverpool, they have a scheme called: "defensive neighbourhood" where certain areas are cordoned off from public to avoid tenants experiencing such problems. We hang out our washing out but sadly a lot of youngsters walk in and pull it down or steal it. So we're stuck in flats with no where to dry clothes! Can I say something else about the heating system? The heating system is expensive; it doesn't even do the job. Environmental disaster of the overnight storage heaters.
- There are pigeons living in the block of flats but no one has come out to have a look.
- They are doing a very good job, pleased at the moment.
- They are rubbish at sorting out repairs.
- They came to do the repairs but they didn't come by my flat.
- They do a good job.
- They need to clear up the area and get rid of the foreigners.
- They need to do something about it. I need to do everything.
- They need to get better builders.
- They should be more lenient with pets.
- They should do more work inside the house. We can't afford to do some work. There is a back door that is not working.
- They were meant to come out last week and didn't turn up. The pebble dashing is also terrible.
- They weren't very helpful with the damp in my home.
- Updates should be done, refurb etc everything is old fashioned.
- Very helpful. Good service.
- Very satisfied.
- Waiting for a house am in a flat with two small babies
- Wants to know when the outside of the house is going to be painted - promised last summer to re-paint and it hasn't happened. Paint peeling off the houses and the porches, looking messy and not nice.
- Was talk of fitted kitchens a while ago but this hasn't happened, I imagine that's just down to money now.
- We get good value, and good response.
- We've always been looked after, but waiting in call queues is a problem.
- When you call the council for something they either don't do it or take very long doing it.
- Why after 43 years have not replaced the kitchen.
- Why are the block of flats left last.

- Would like a new bathroom.
- Would like more information.

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