

Customer Satisfaction STAR Survey Results

2019/20

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Checked by Peter Davies (Customer Intelligence Team Leader)

Approved by Hannah Furniss (Performance and Customer Insight Manager)

Introduction

One Vision Housing commissioned Sovini to conduct a Tenant Satisfaction Survey, to assess progress from the previous STAR survey, which was carried out with customers in 2017/18.

The results from this survey will ensure that our customers priorities are used in the 2020/21 Strategic Planning and budget setting. As with the 2017/18 STAR Survey, it was carried out over a number of months, from 15th January 2019, with the final responses collected on 29th August 2019.

The primary aim of the survey was to gauge satisfaction with services, understand customers priorities, and identify areas where improvements can be made.

The results to the core questions will be benchmarked against our peers, using the HouseMark Benchmarking service. The overall satisfaction results have also been segmented by neighbourhood, to provide further insight. Further drill downs and analysis will take place with specific service areas in order to gain further understanding of the results, and for implementing improvement actions.

For details of the response rate for this survey, please see the table below.

Confidence Level

The table below shows the confidence level for each survey type, and overall. This helps with judging the accuracy of the results in representing the views of our tenants. For your information, with a confidence level of + / - 5% or below is considered the most ideal.

Survey Type	Total Completed	Confidence Level
General Needs	1,071	+/- 2.8%
Supported Housing	250	+/- 5.0%
Housing for Older People	170	+/- 5.1%
Overall Results	1,491	+/- 2.4%

* This means we can say with 95% confidence that there is a margin of error of +/- 2.4%. This means that if 50% of respondents answered 'Yes' to a 'Yes' or 'No' question, we know with 95% confidence that between 47.6% and 52.4% of all customers would have given the same response, including those who did not take part in the survey.

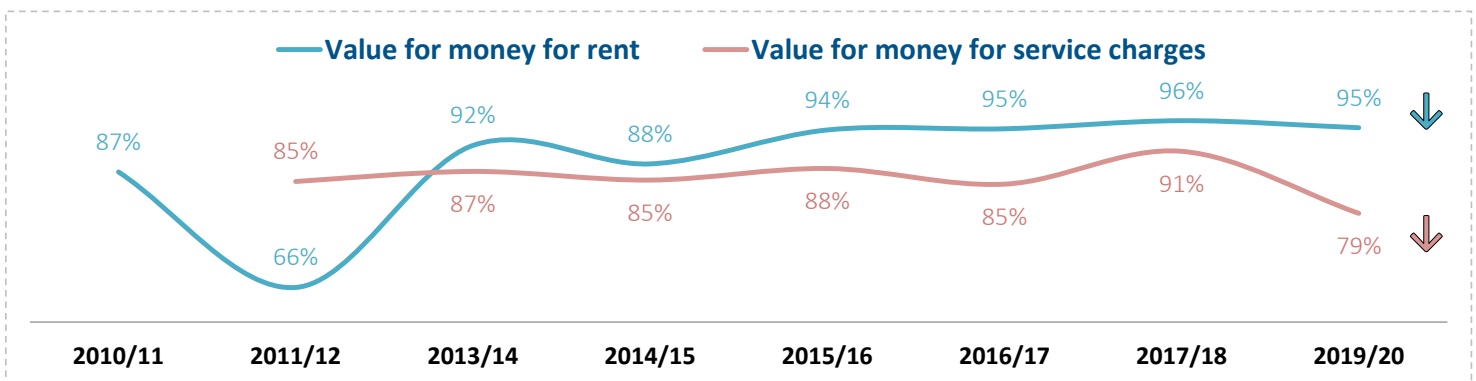
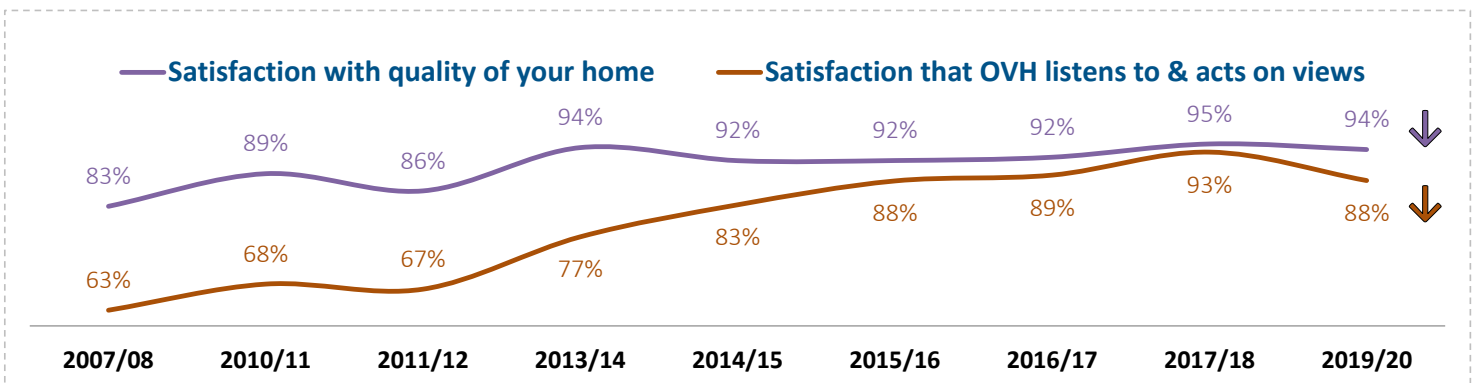
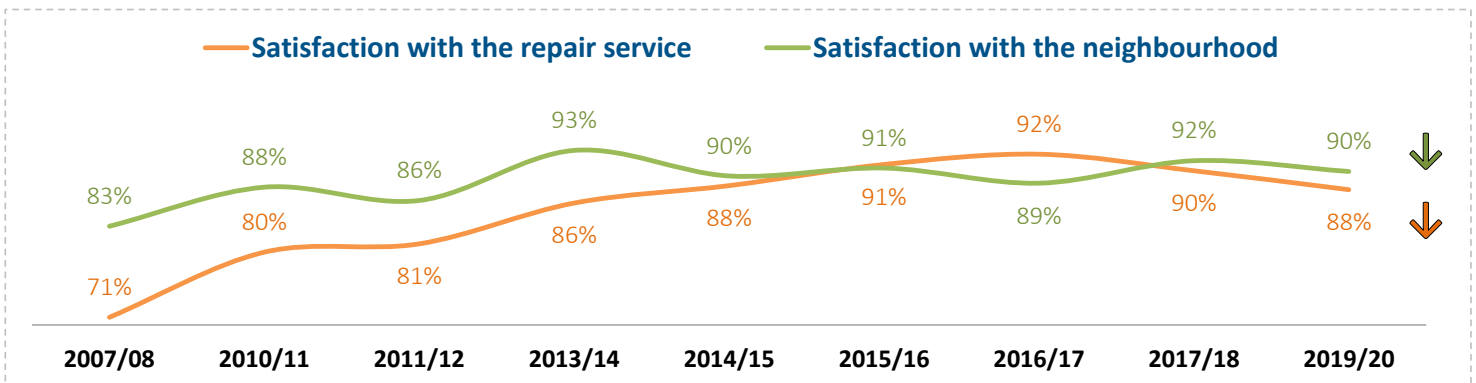
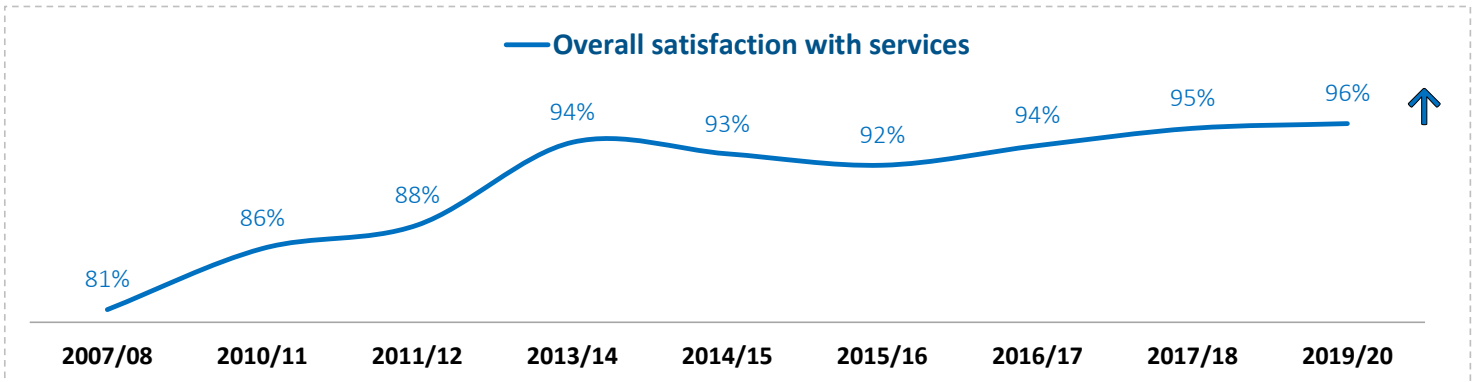
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Direction of Travel (Core Questions)

The graphs below are to demonstrate the performance of the Core Questions from the first OVH tenant survey, undertaken in 2007/08, to the latest STAR Survey. These results were calculated from all the responses that we had received when the survey closed.

Trend arrows are also provided for each question, to show the direction of travel since the previous survey, undertaken in 2017/18.



Performance of Core Questions by Survey Type

There are 3 STAR Survey forms which we use to engage with different types of OVH tenants; General Needs, Supported Housing, and Housing for Older People. This page will provide a summary of the satisfaction with the core questions by survey type, with the results compared to the previous two years worth of data.

Benchmarking data will also be provided where available, with colour coding to show how OVH compares against the best performing housing associations in the country.

Please note, Benchmarking is only available for the General Needs and Housing for Older People results currently. Therefore, this has not been used as a comparison for the Supported Housing satisfaction data.

Overall (All Responses)

	2016/17	2017/18	2019/20	Trend	Benchmarking Top Quartile	
Overall satisfaction with services	94%	95%	96%	↑	93.08%	●1
Satisfaction with the repair service	92%	90%	88%	↓	88.19%	●2
Satisfaction with the neighbourhood as a place to live	89%	92%	90%	↓	88.72%	●1
Satisfaction with quality of your home	92%	95%	94%	↓	90.50%	●1
Satisfaction that OVH listens to & acts on views	89%	93%	88%	↓	85.45%	●1
Value for money for rent	95%	96%	95%	↓	92.08%	●1
Value for money for service charges	85%	91%	79%	↓	81.43%	●2
Still living in the property in 5 years time	86%	86%	86%	→	-	-

General Needs

	2016/17	2017/18	2019/20	Trend	Benchmarking Top Quartile	
Overall satisfaction with services	93%	96%	95%	↓	93.08%	●1
Satisfaction with the repair service	92%	90%	86%	↓	88.19%	●2
Satisfaction with the neighbourhood as a place to live	88%	91%	91%	→	88.72%	●1
Satisfaction with quality of your home	92%	95%	93%	↓	90.50%	●1
Satisfaction that OVH listens to & acts on views	89%	95%	86%	↓	85.45%	●1
Value for money for rent	94%	97%	94%	↓	92.08%	●1
Value for money for service charges	76%	89%	74%	↓	81.43%	●3
Still living in the property in 5 years time	86%	85%	85%	→	-	-

Supported Housing

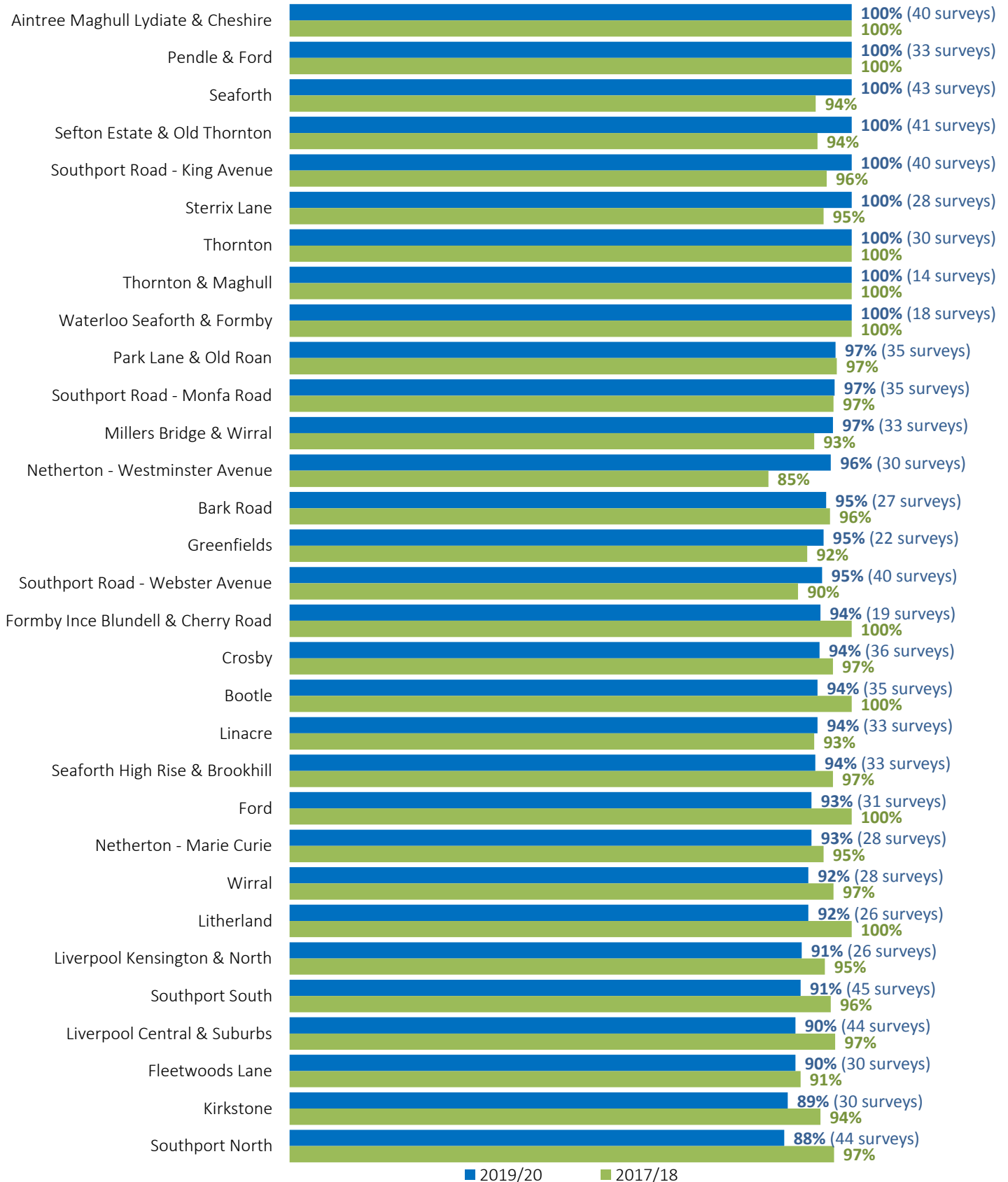
	2016/17	2017/18	2019/20	Trend
Overall satisfaction with services	97%	93%	98%	↑
Satisfaction with the repair service	96%	92%	91%	↓
Satisfaction with the neighbourhood as a place to live	92%	91%	86%	↓
Satisfaction with quality of your home	94%	94%	95%	↑
Satisfaction that OVH listens to & acts on views	88%	91%	93%	↑
Value for money for rent	99%	95%	95%	→
Value for money for service charges	95%	93%	80%	↓
Still living in the property in 5 years time	86%	88%	86%	↓

Housing for Older People

	2016/17	2017/18	2019/20	Trend	Benchmarking Top Quartile	
Overall satisfaction with services	96%	95%	95%	→	93.08%	●1
Satisfaction with the repair service	95%	92%	95%	↑	88.19%	●1
Satisfaction with the neighbourhood as a place to live	97%	95%	95%	→	88.72%	●1
Satisfaction with quality of your home	95%	99%	99%	→	90.50%	●1
Satisfaction that OVH listens to & acts on views	88%	87%	91%	↑	85.45%	●1
Value for money for rent	97%	94%	98%	↑	92.08%	●1
Value for money for service charges	96%	92%	92%	→	81.43%	●1
Still living in the property in 5 years time	-	-	91%	→	-	-

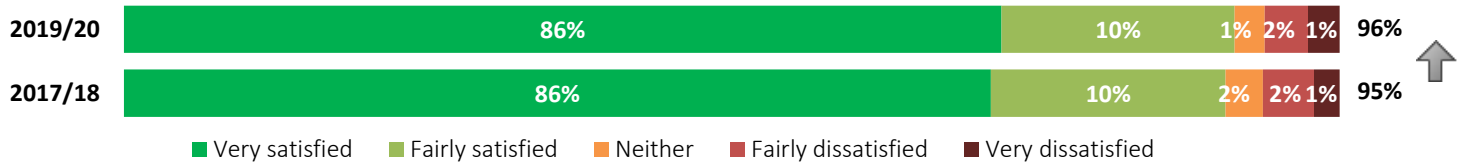
Overall Satisfaction by Neighbourhood

The graph below shows overall satisfaction by Neighbourhood, ordered from the most to least satisfied. **96%** were satisfied overall, which is an improvement when compared to the 2017/18 figure of 95%. The graph below is to show any variance which exists across the OVH Neighbourhoods, to indicate where improvements may be required.

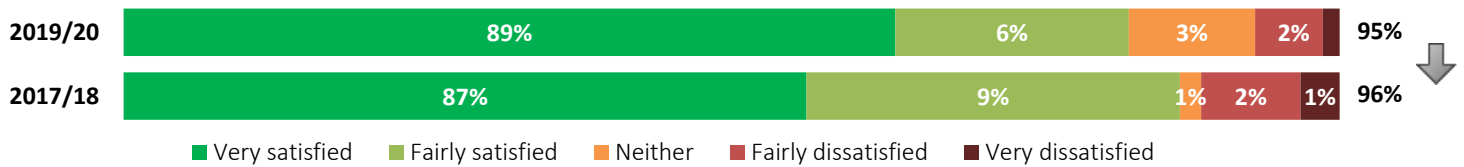


Detailed Results of CORE Questions (All Responses)

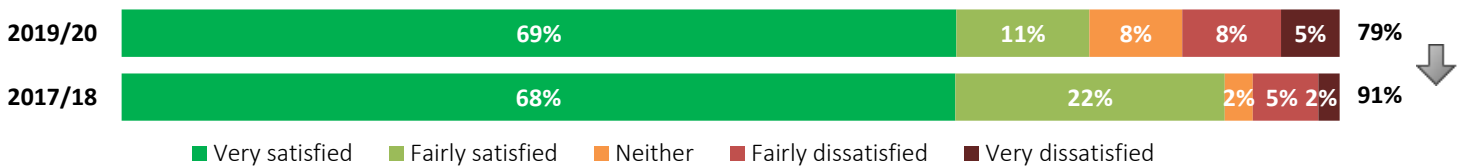
Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?



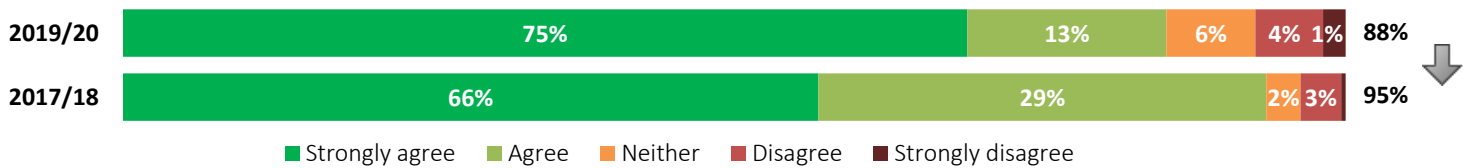
How satisfied or dissatisfied are you that your rent provides value for money?



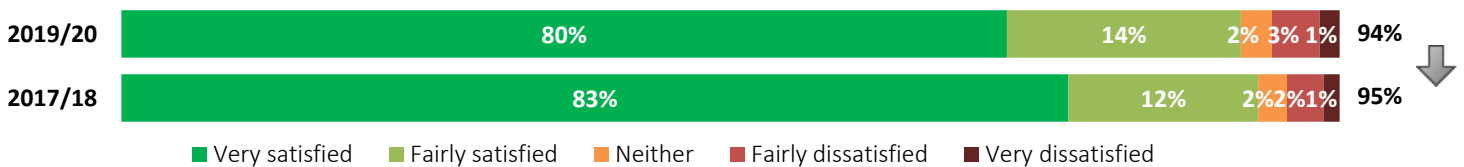
How satisfied or dissatisfied are you that your service charges provide value for money?



In your experience, do we do what we say we are going to do?



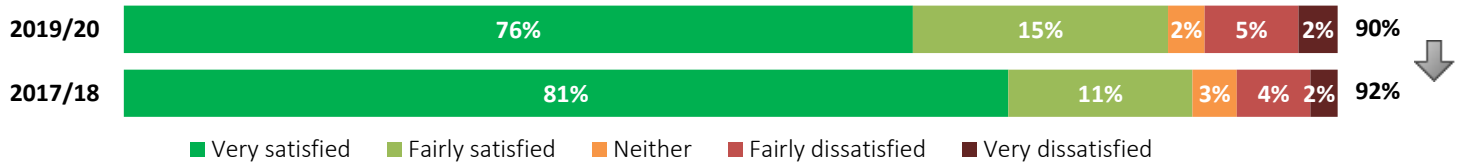
How satisfied or dissatisfied are you with the overall quality of your home?



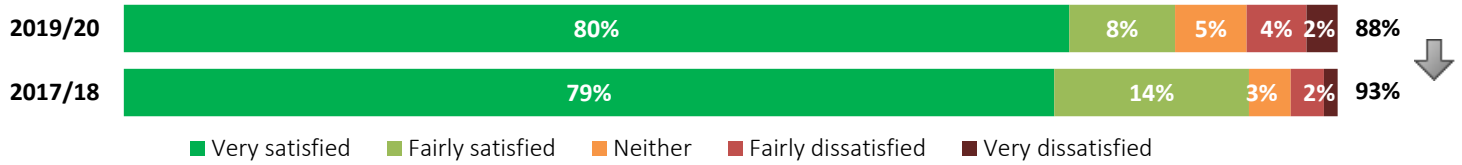
Generally, how satisfied or dissatisfied are you with the way One Vision Housing deals with repairs and maintenance?



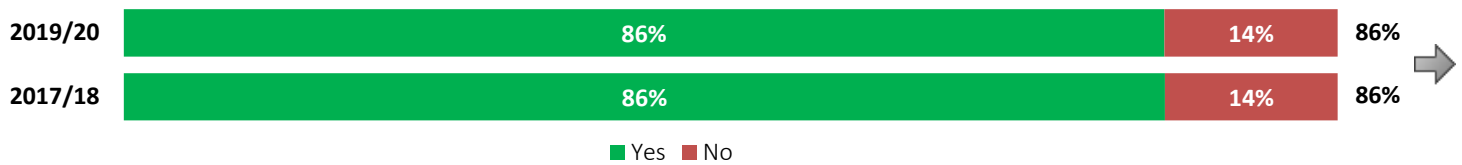
How satisfied or dissatisfied are you with your neighbourhood as a place to live?



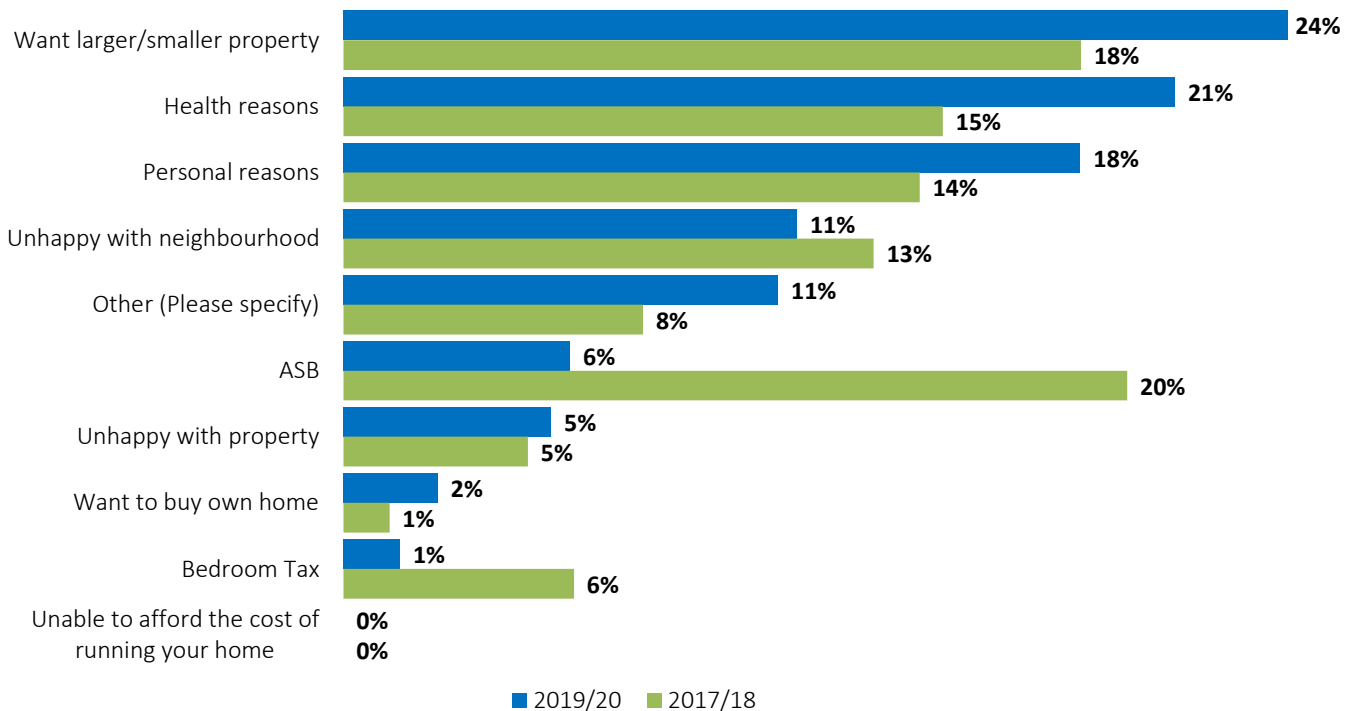
How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?



Do you see yourself still living in your property in 5 years' time?



If you do not see yourself living in the property in 5 years, please tell us the main reason (One selected per customer)



For respondents who chose 'Other', please see below for a summary of the responses provided...

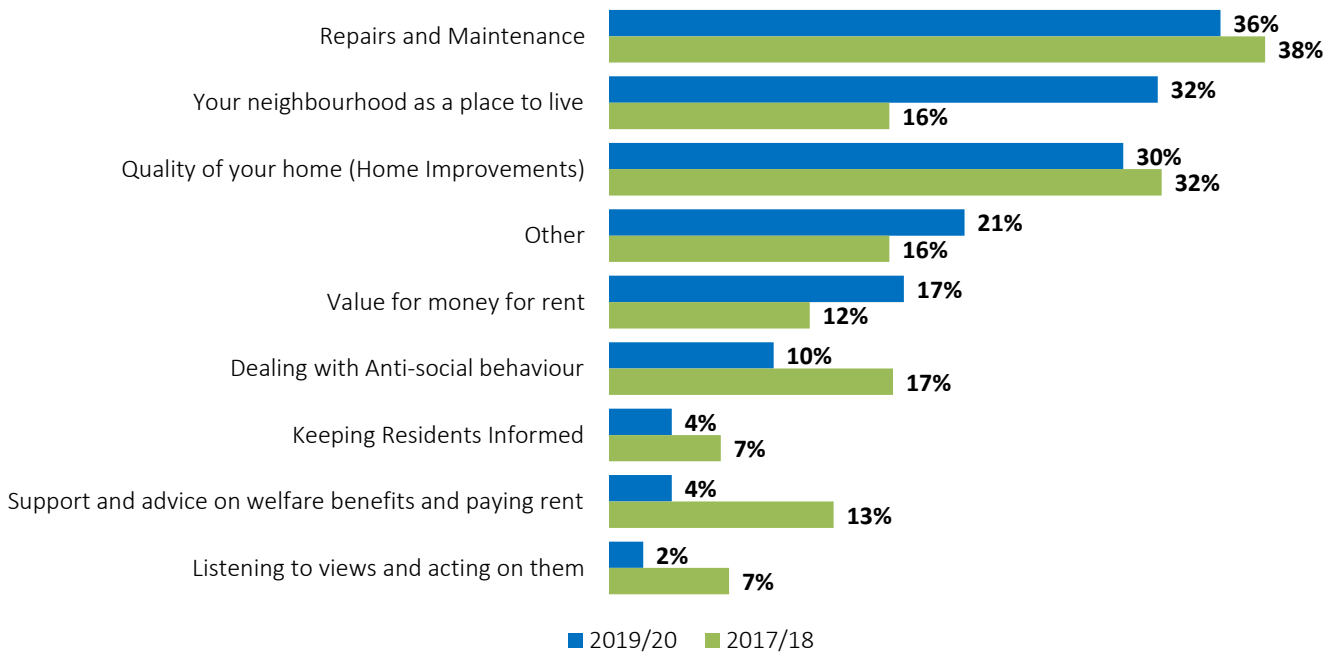
- The most common reason given by those who selected this option was that they wanted to move closer to friends, or family members.
- Some wanted to return to the area/part of the country they originally came from.
- ASB was highlighted as an issue, and one tenant said that they were afraid of their neighbours.
- Drugs mentioned as a problem by one respondent.

As a tenant of One Vision Housing, what are your highest priorities? (Two could be selected per customer)

Please see the next page for the list of Customer Priorities for 2019/20, as selected by the customers contacted for this survey. These are organised in descending order.

In summation, though, repairs and maintenance remains the top priority for OVH customers, with a score of 36% (in 2017/18 it was 38%).

Following this, 'Your neighbourhood as a place to live' was second most important at 32%, moving up from fourth most important priority in 2017/18 (when it was at 16%). Quality of your home (Home Improvements) has moved down a place from second most important, which it was in 2017/18, but remains in the top three priorities for OVH customers.

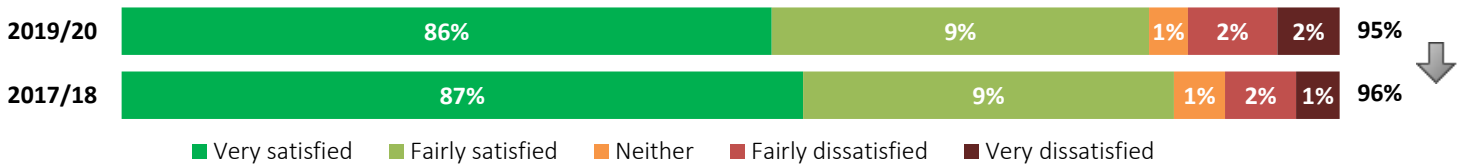


A summary of the 'Other' responses can be found below...

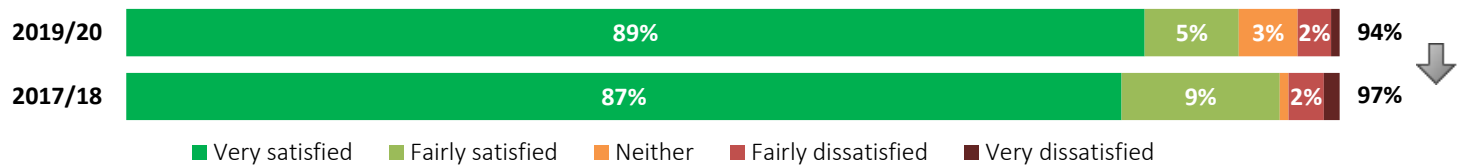
- All of the priorities were considered as important by a great many of respondents who selected this option.
- Safety and security of their home, and area they live in was considered important.
- Building maintenance.
- Cleaning.
- Grounds maintenance.
- Gardening.
- Tree maintenance.
- Aids and Adaptations was considered as important.
- Careline Service.

General Needs Results

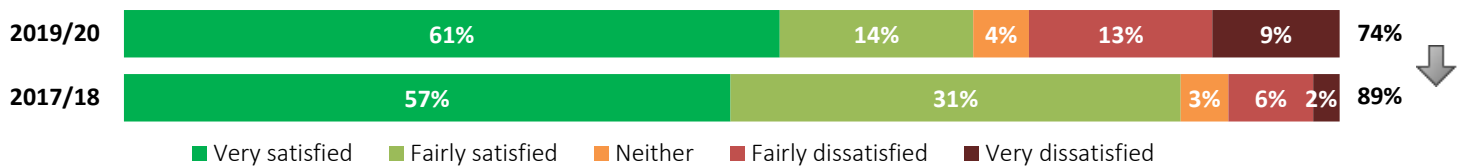
Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?



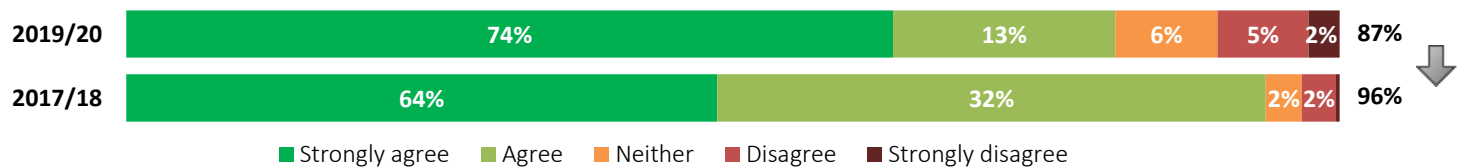
How satisfied or dissatisfied are you that your rent provides value for money?



How satisfied or dissatisfied are you that your service charges provides value for money?



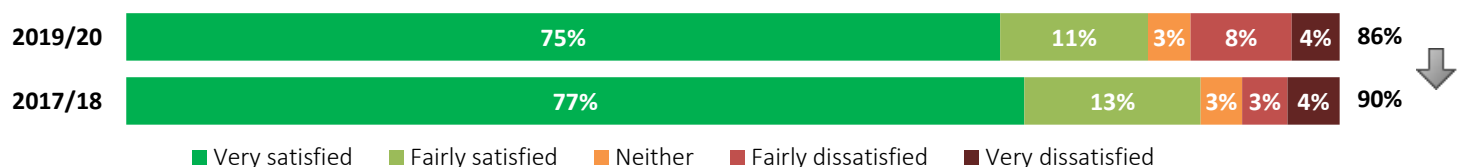
In your experience, do we do what we say we are going to do?



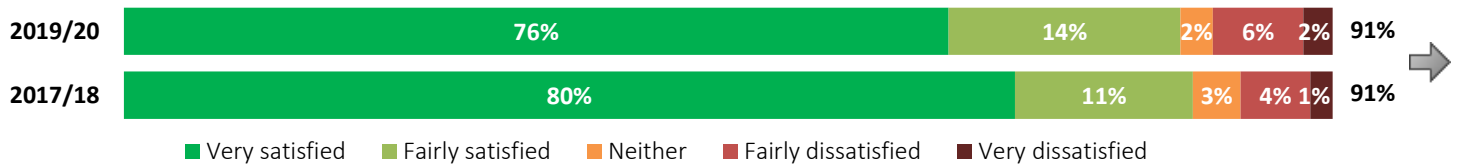
How satisfied or dissatisfied are you with the overall quality of your home?



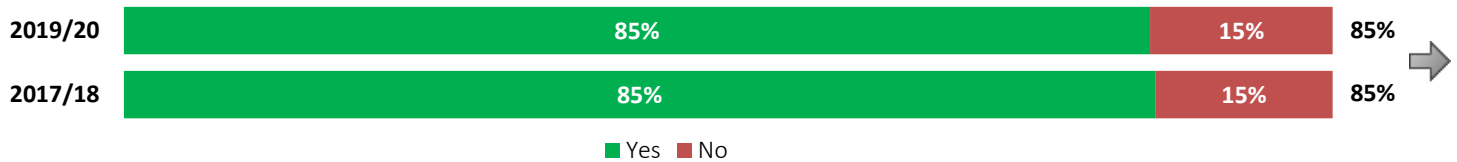
Generally, how satisfied or dissatisfied are you with the way One Vision Housing deals with repairs and maintenance?



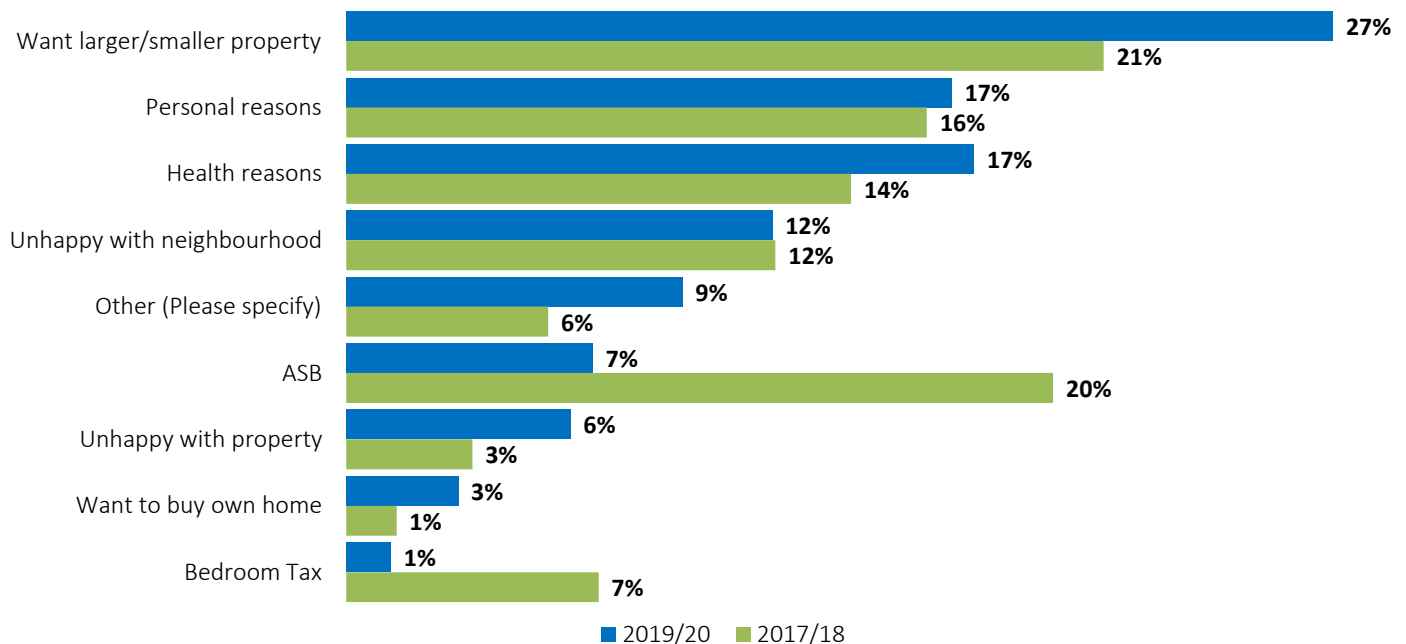
How satisfied or dissatisfied are you with your neighbourhood as a place to live?



Do you see yourself still living in your property in 5 years' time?



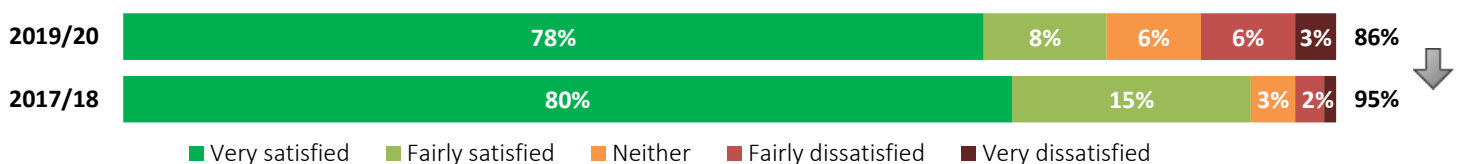
If you do not see yourself living in the property in 5 years, please tell us the main reason (One selected per customer)



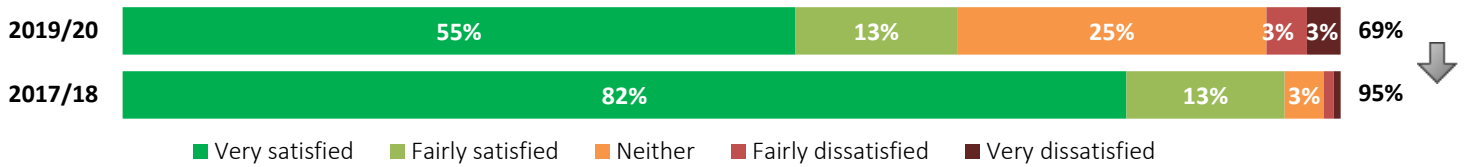
For respondents who chose 'Other', please see below for a summary of the responses provided...

- Wanted to move closer to friends, or family members.
- Some wanted to return to the part of the country they originally came from.
- ASB was highlighted as an issue, and one tenant said that they were afraid of neighbours.
- Drugs mentioned as a problem by one respondent.
- Flat identified as too large for one tenant.
- General dissatisfaction with OVH as a landlord.

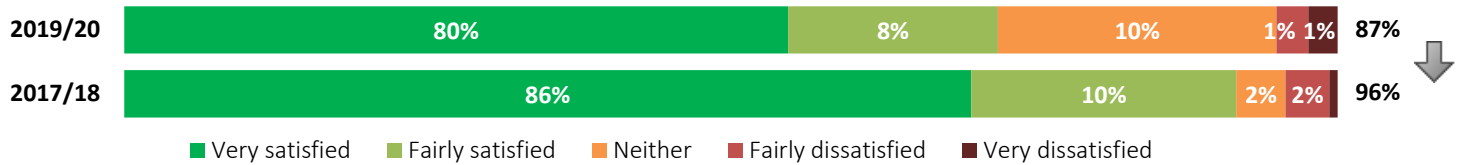
How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?



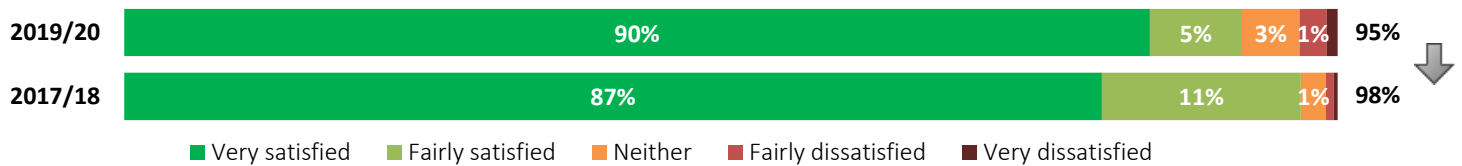
How satisfied are you with the opportunities to get involved in decision making at One Vision Housing?



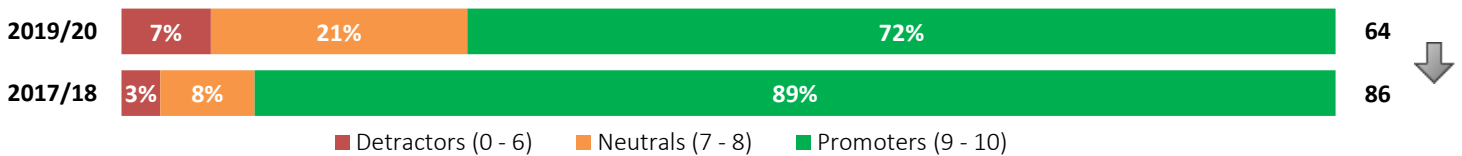
How satisfied are you that One Vision Housing keeps you informed about things that may affect you?



In the past year when you have contacted One Vision Housing with a query or problem, how satisfied were you with the customer service you received?

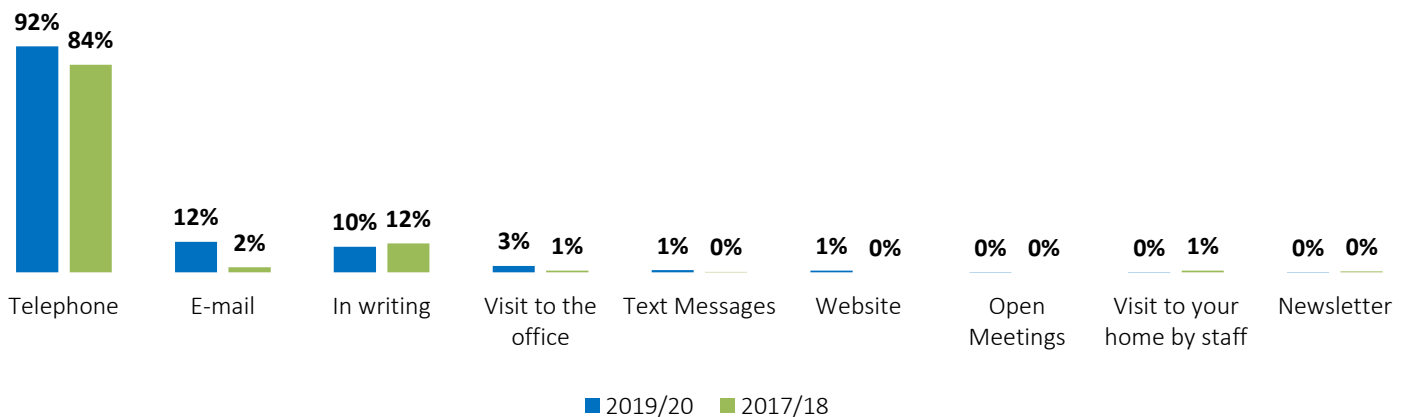


How likely are you to recommend OVH to family or friends? (Net Promoter Score)

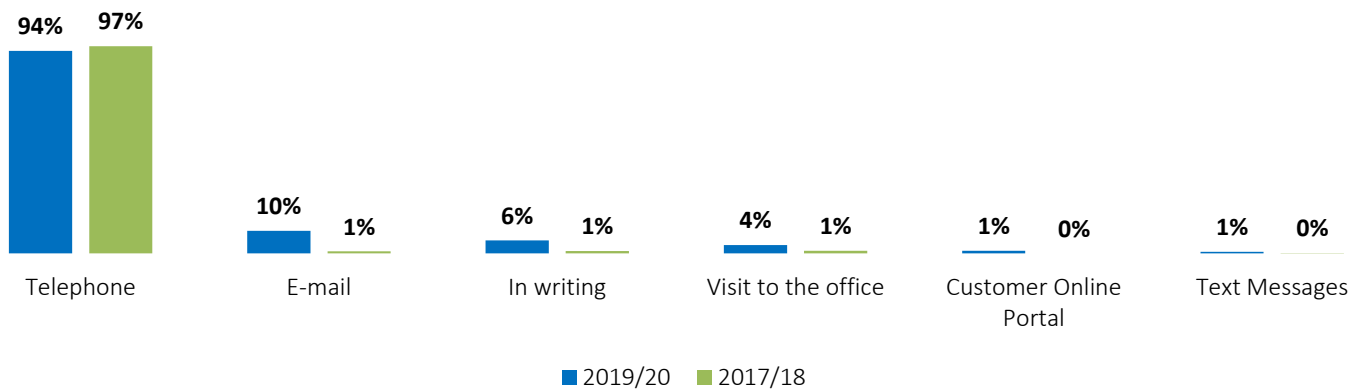


Please note, the Net Promoter Score is arrived at by removing the Detractors from the total number of Promoters. As the Neutrals are unlikely to be influenced one way or another, they are disregarded from this calculation. In general, a score of 30-70 is 'Great', and 70-100 is 'Excellent'.

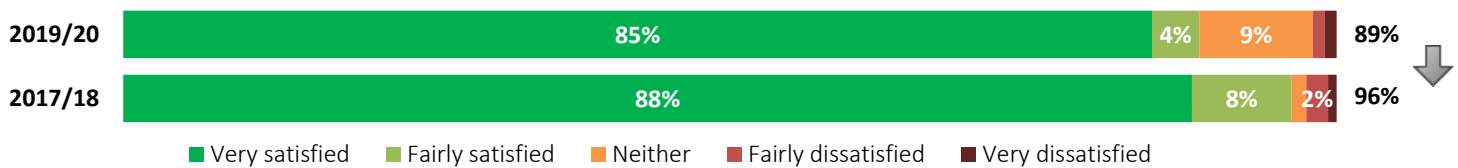
Which of the following methods of being kept informed by OVH would you prefer to use? (All that apply)



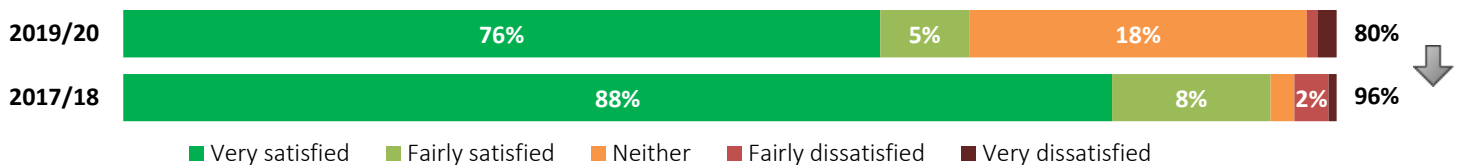
Which of the following methods of getting in touch with OVH would you prefer to use? (All that apply)



How satisfied or dissatisfied are you with the advice and support you have received about claiming housing benefit and other welfare benefits?



How satisfied or dissatisfied are you with the advice and support you have received about paying rent and service charges?



How satisfied or dissatisfied are you with the advice and support you have received regarding the transition to Universal Credit?



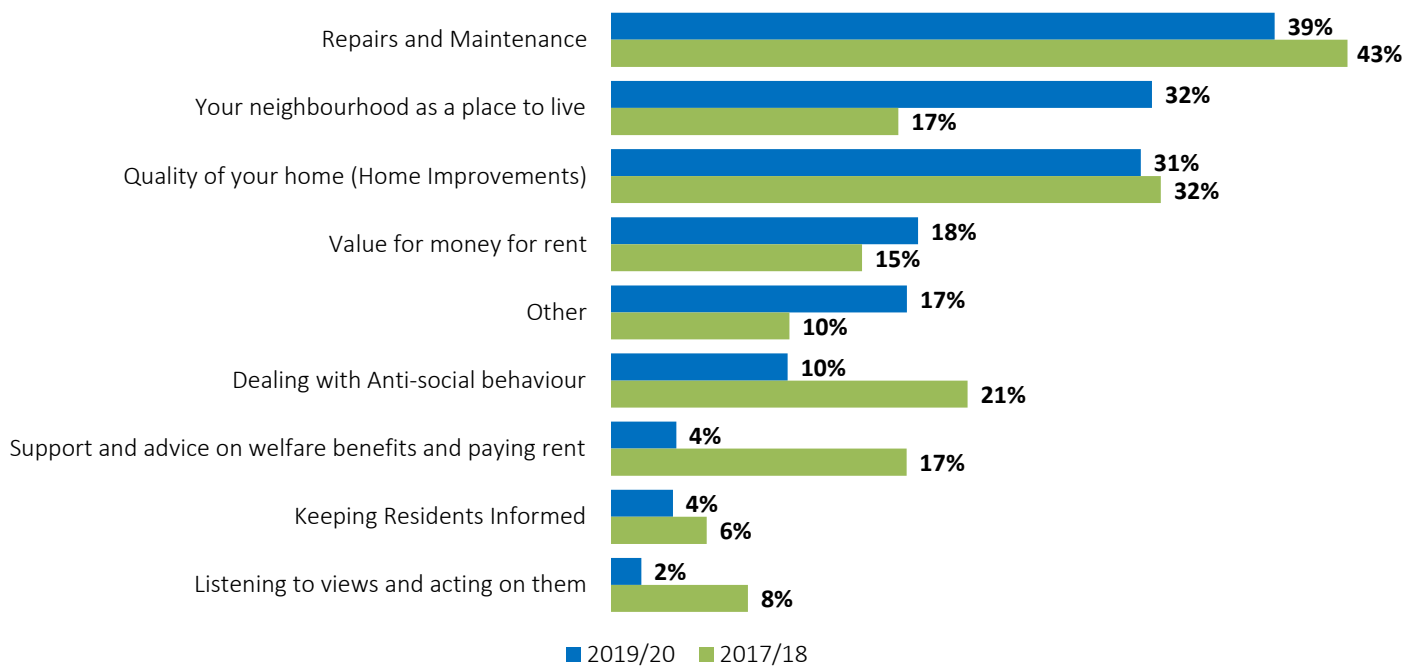
As a tenant of One Vision Housing, what are your highest priorities? (Two could be selected per customer)

Repairs and maintenance remains the top priority for OVH General Needs customers, with a score of 39% (in 2017/18 it was 43%).

Following this, 'Your neighbourhood as a place to live' was the second most important at 32%. However, it was fourth most important in 2017/18, with 17% choosing this as a priority.

In third was Quality of your home (home improvements), which was the second highest priority in 2017/18.

Please see the next page for full details of the customer priorities chosen, from the most to the least important.

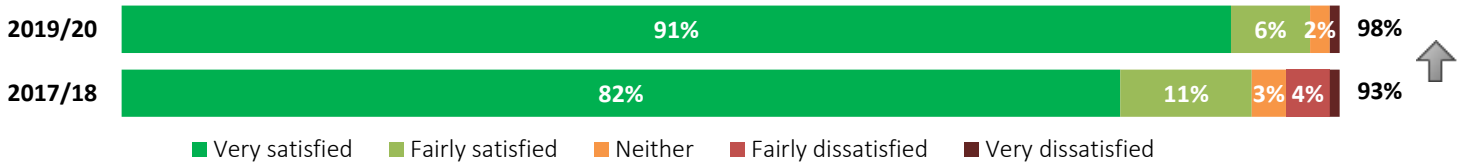


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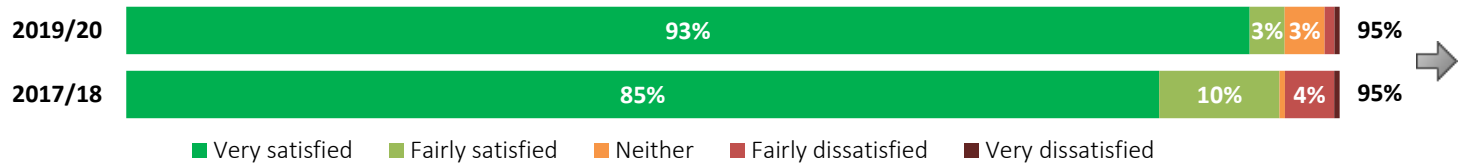
- All of the priorities were considered as important by many of respondents who selected this option.
- Safety and security of their home, and area they live in.
- Building maintenance.
- Cleaning.
- Grounds maintenance.
- Gardening.
- Tree maintenance.

Supported Housing Results

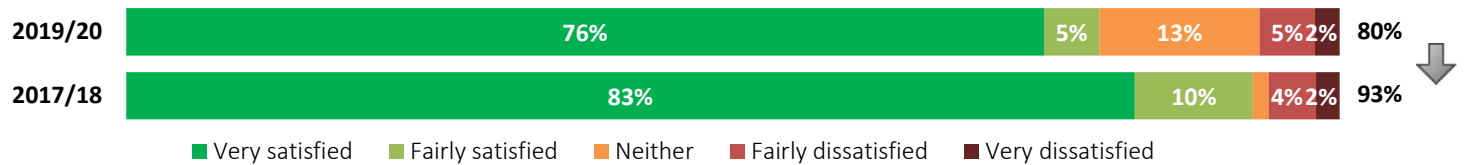
Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?



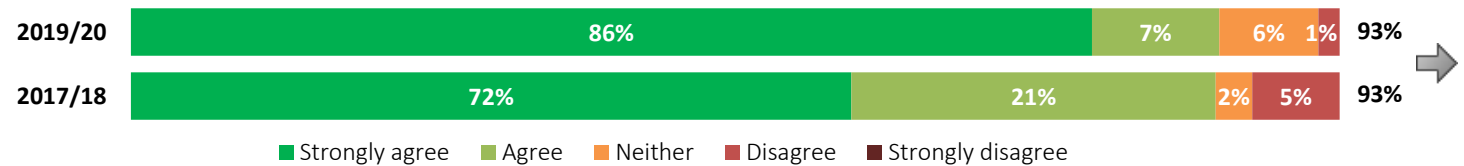
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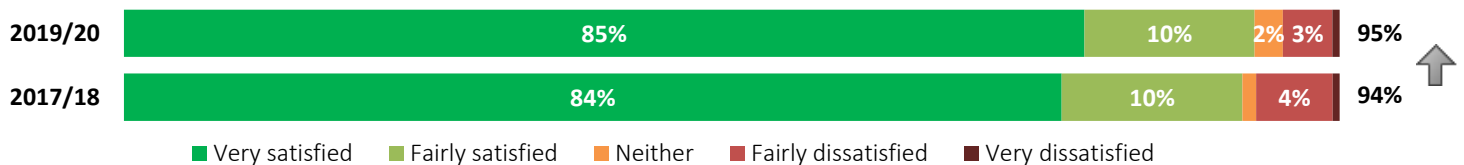
How satisfied or dissatisfied are you that your service charges provide value for money?



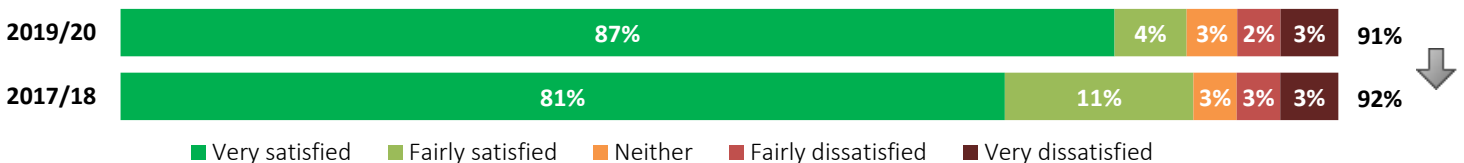
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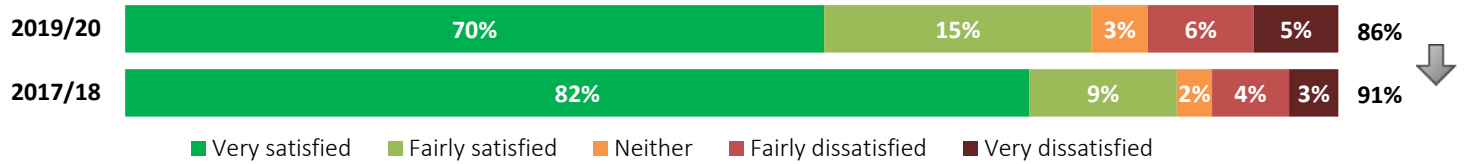
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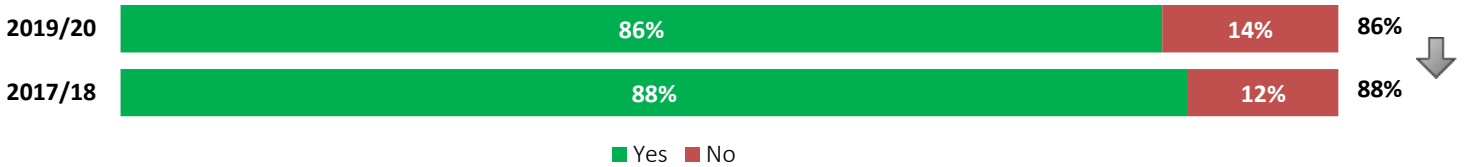
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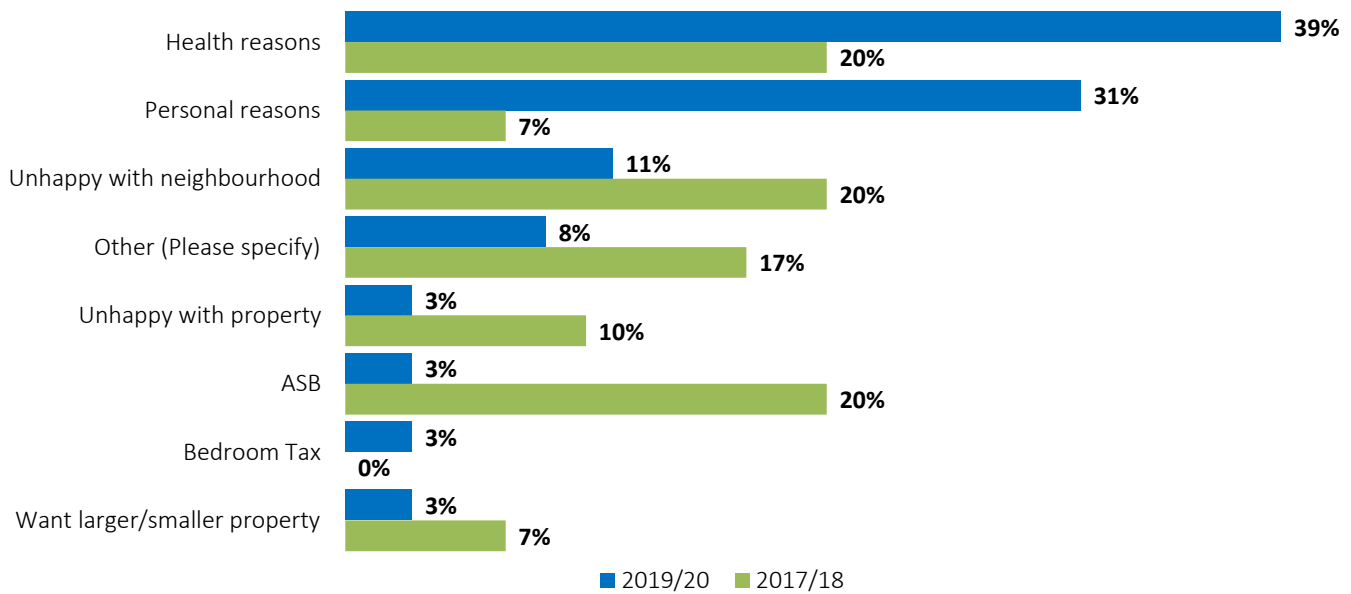


Do you see yourself still living in your property in 5 years' time?



If you do not see yourself living in the property in 5 years, please tell us the main reason (One selected per customer)

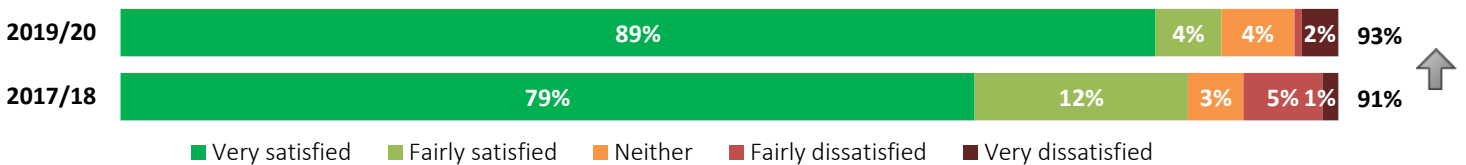
Please note, categories with zero responses have been removed.



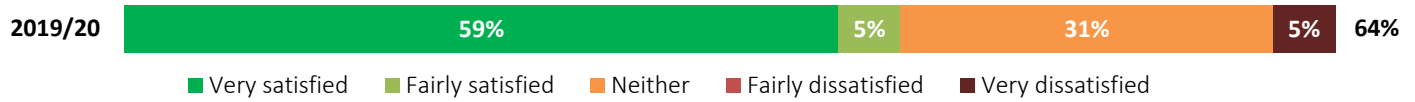
For respondents who chose 'Other', please see below for a summary of the responses provided...

- A desire to move closer to friends or family members.
- Some wanted to return to the part of the country they originally came from.

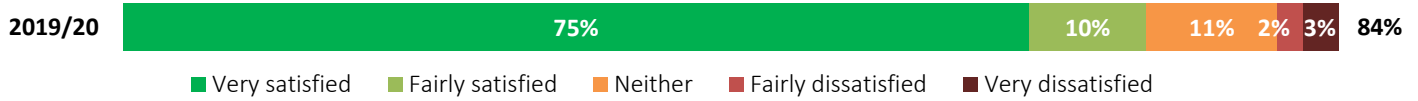
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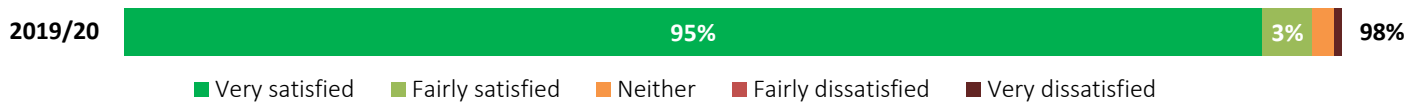
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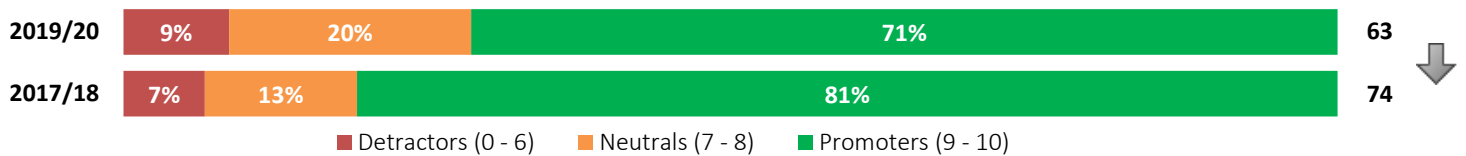
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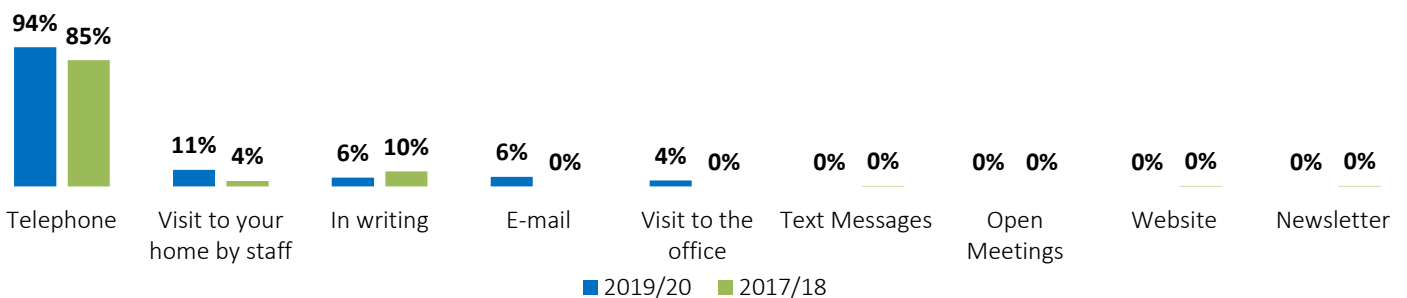


How likely are you to recommend OVH to family or friends? (Net Promoter Score)

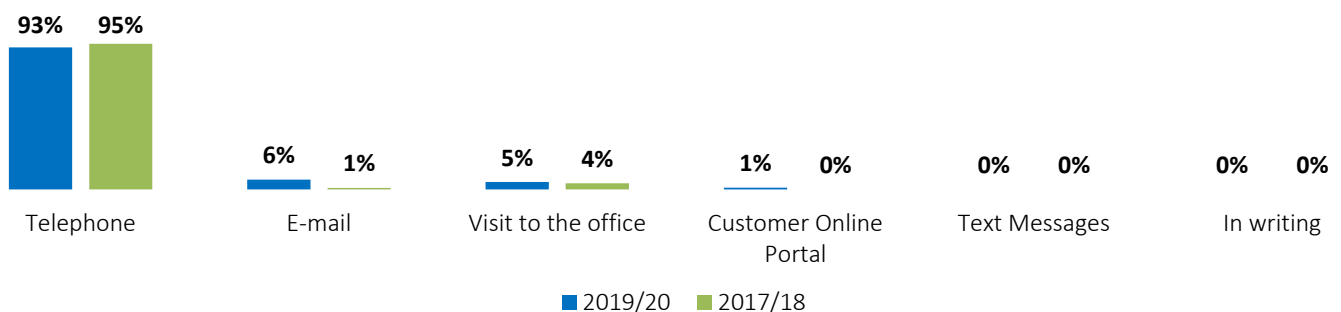


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Which of the following methods of being kept informed by OVH would you prefer to use? (All that apply)



Which of the following methods of getting in touch with OVH would you prefer to use? (All that apply)



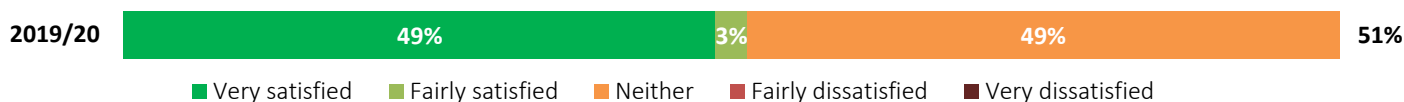
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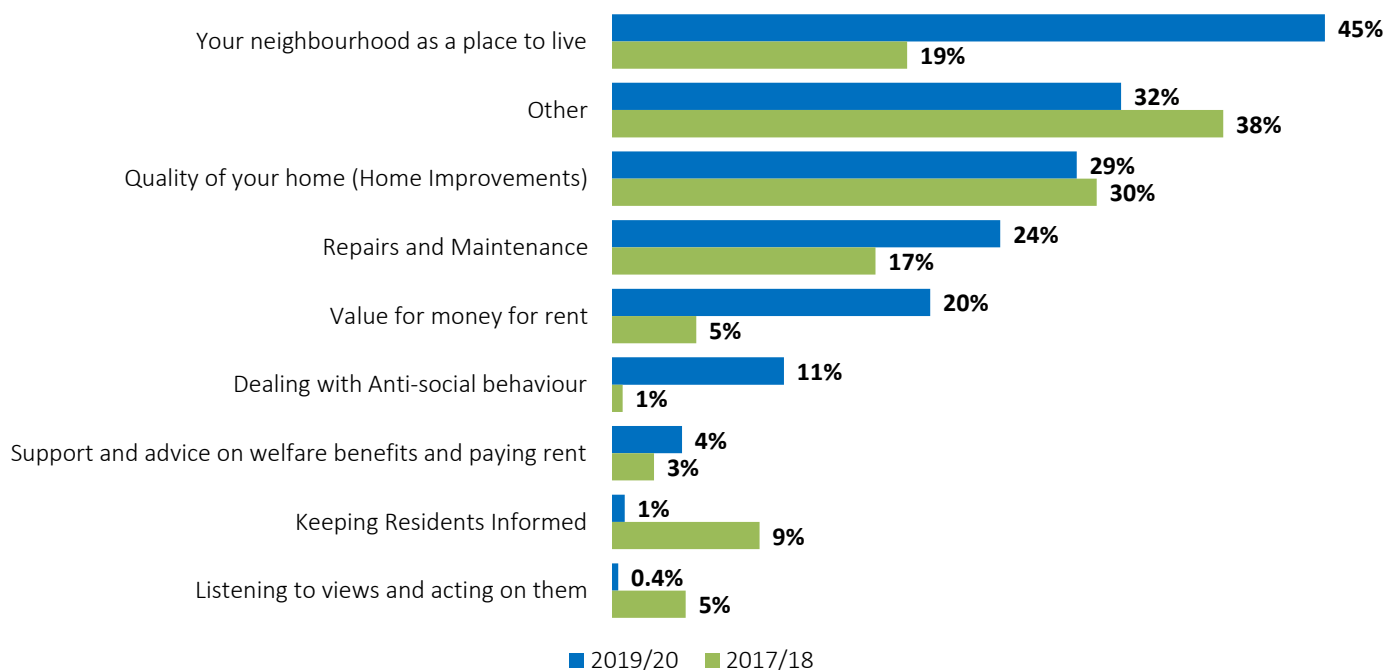
As a tenant of One Vision Housing, what are your highest priorities? (Two could be selected per customer)

Your neighbourhood as a place to live' was the top priority for OVH Supported Housing customers, with a score of 45% (in 2017/18 it was 19%).

Following this, 'Other' was selected as the second most important at 32%. It was most important in 2017/18, with 38% choosing this as a priority.

In third place was Quality of your home (home improvements), which had been the second highest priority in 2017/18.

A summary of the free text responses, which were provided when customers selected 'Other' as a response, can be found on the next page of this report.

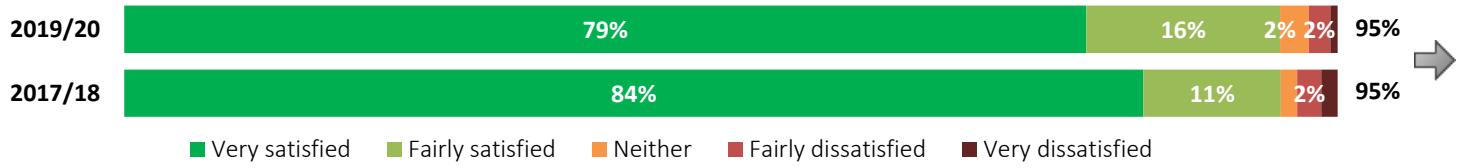


A summary of the 'Other' responses can be found below...

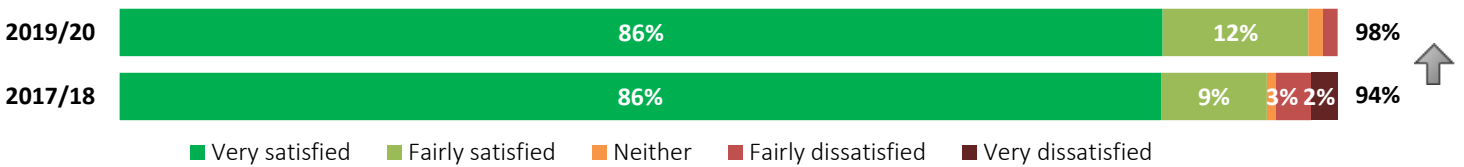
- All of the priorities were considered as important by the vast majority of respondents who selected this option.
- A tenant said that the highest priority was "having a fit for service landlord"
- Aids and Adaptations was considered as important.

Housing for Older People Results

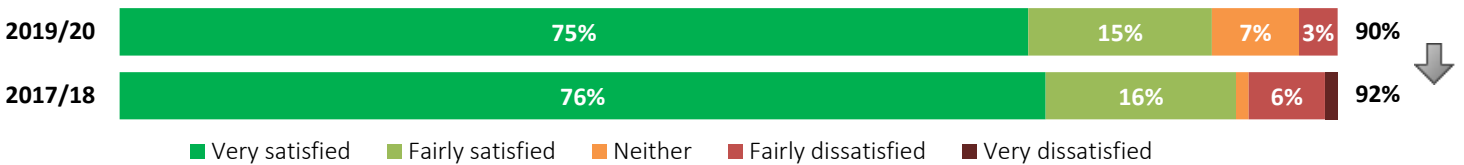
Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?



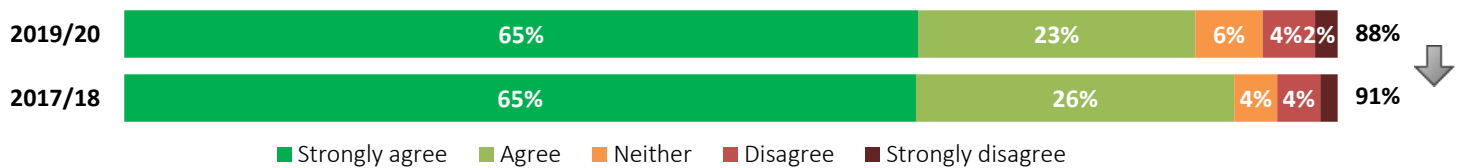
How satisfied or dissatisfied are you that your rent provides value for money?



How satisfied or dissatisfied are you that your service charges provide value for money?



In your experience, do we do what we say we are going to do?



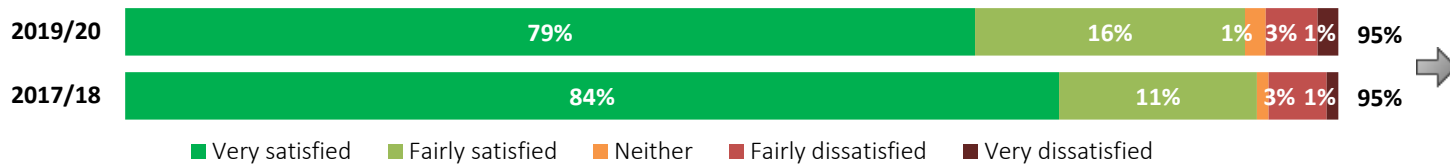
How satisfied or dissatisfied are you with the overall quality of your home?



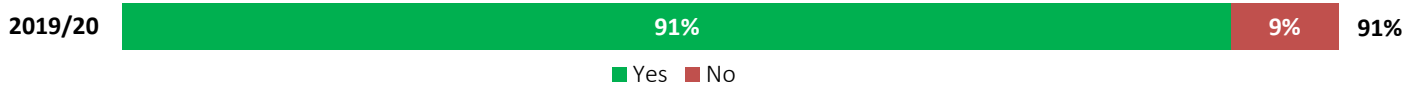
Generally, how satisfied or dissatisfied are you with the way One Vision Housing deals with repairs and maintenance?



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

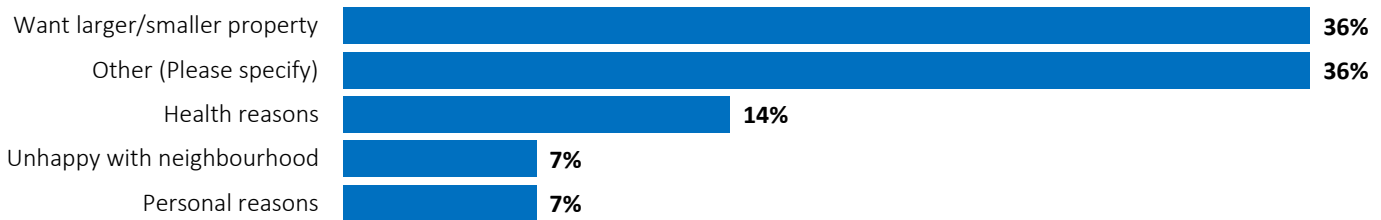


Do you see yourself still living in your property in 5 years' time?



If you do not see yourself living in the property in 5 years, please tell us the main reason (One selected per customer)

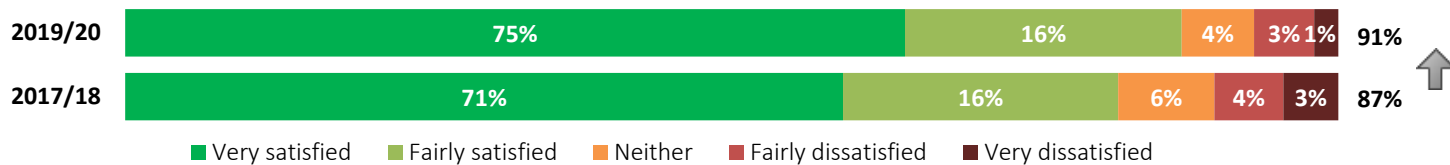
Please note, this question was not asked in any previous STAR Survey, so the satisfaction below is for 2019/20 only. Also, categories with zero responses have been removed.



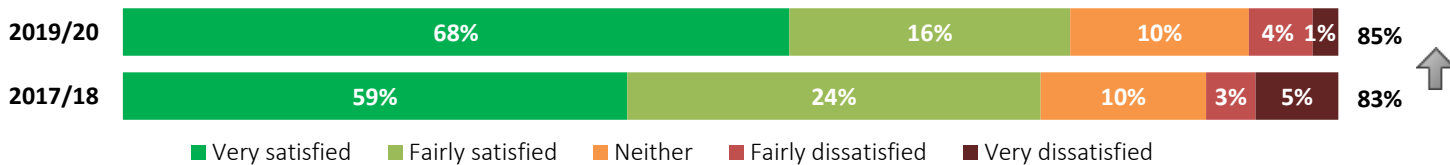
For respondents who chose 'Other', please see below for a summary of the responses provided...

- Would like to move nearer to family.
- Noise problems have been reported.
- One tenant would like to move to a bungalow.
- A customer said that the reason for wanting to move is a lack of social activities in the block.

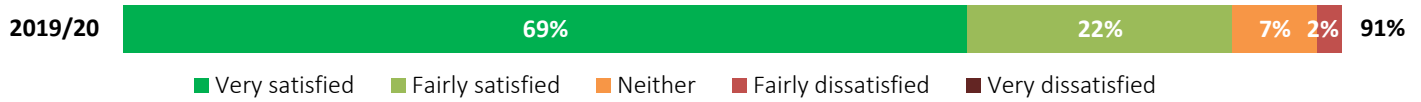
How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?



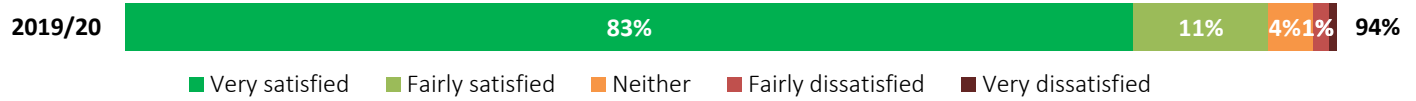
Do you feel you are able to influence the social activities within the scheme?



How satisfied are you with the opportunities to get involved in decision making at One Vision Housing?



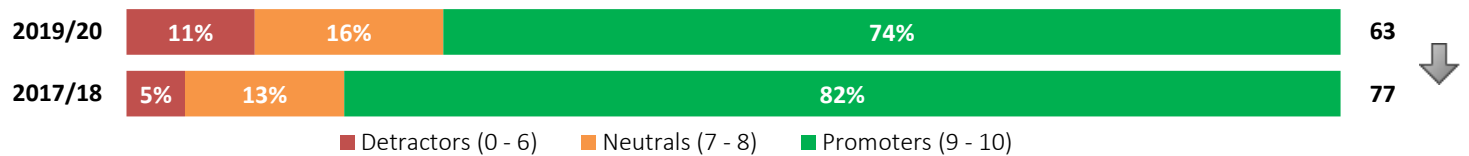
How satisfied are you that One Vision Housing keeps you informed about things that may affect you?



In the past year when you have contacted One Vision Housing with a query or problem, how satisfied were you with the customer service you received?

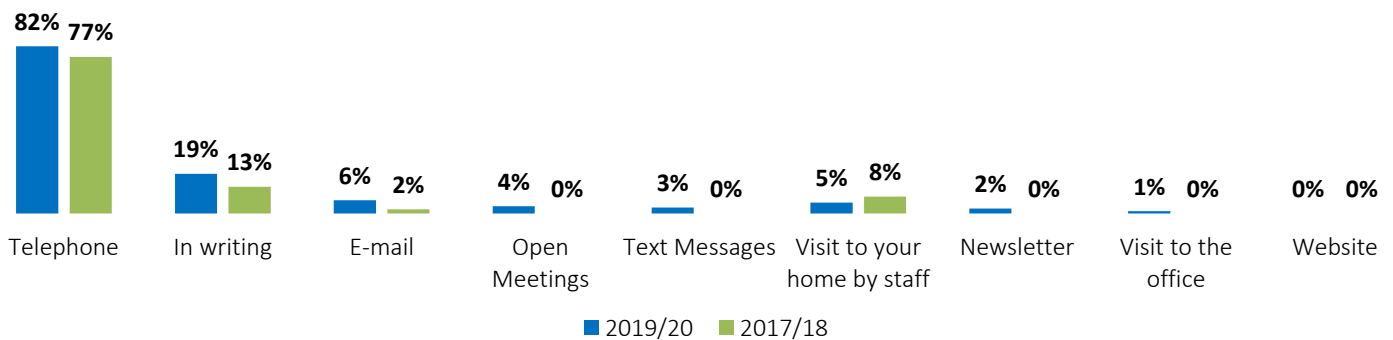


How likely are you to recommend OVH to family or friends? (Net Promoter Score)

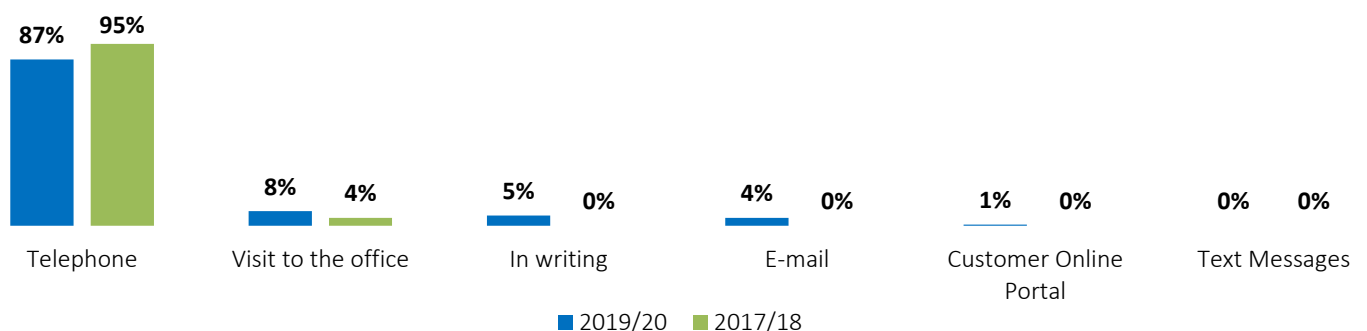


Please note, the Net Promoter Score is arrived at by removing the Detractors from the total number of Promoters. As the Neutrals are unlikely to be influenced one way or another, they are disregarded from this calculation. In general, a score of 30-70 is 'Great', and 70-100 is 'Excellent'.

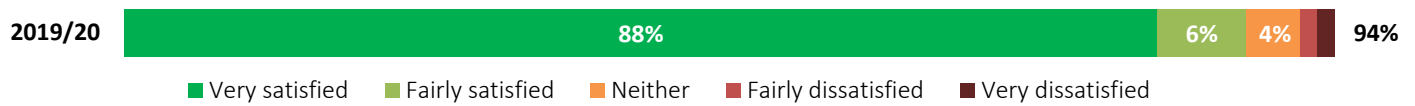
Which of the following methods of being kept informed by OVH would you prefer to use? (All that apply)



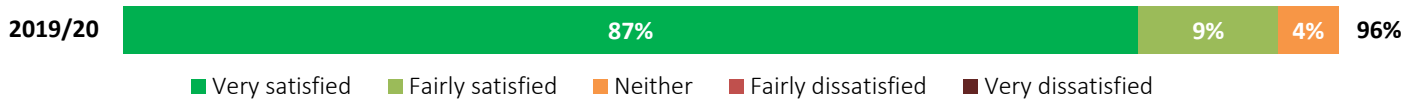
Which of the following methods of getting in touch with OVH would you prefer to use? (All that apply)



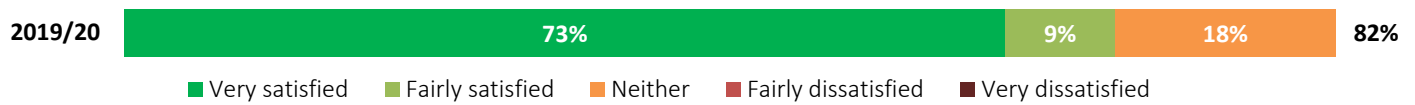
How satisfied or dissatisfied are you with the advice and support you have received about claiming housing benefit and other welfare benefits?



How satisfied or dissatisfied are you with the advice and support you have received about paying rent and service charges?



How satisfied or dissatisfied are you with the advice and support you have received regarding the transition to Universal Credit?



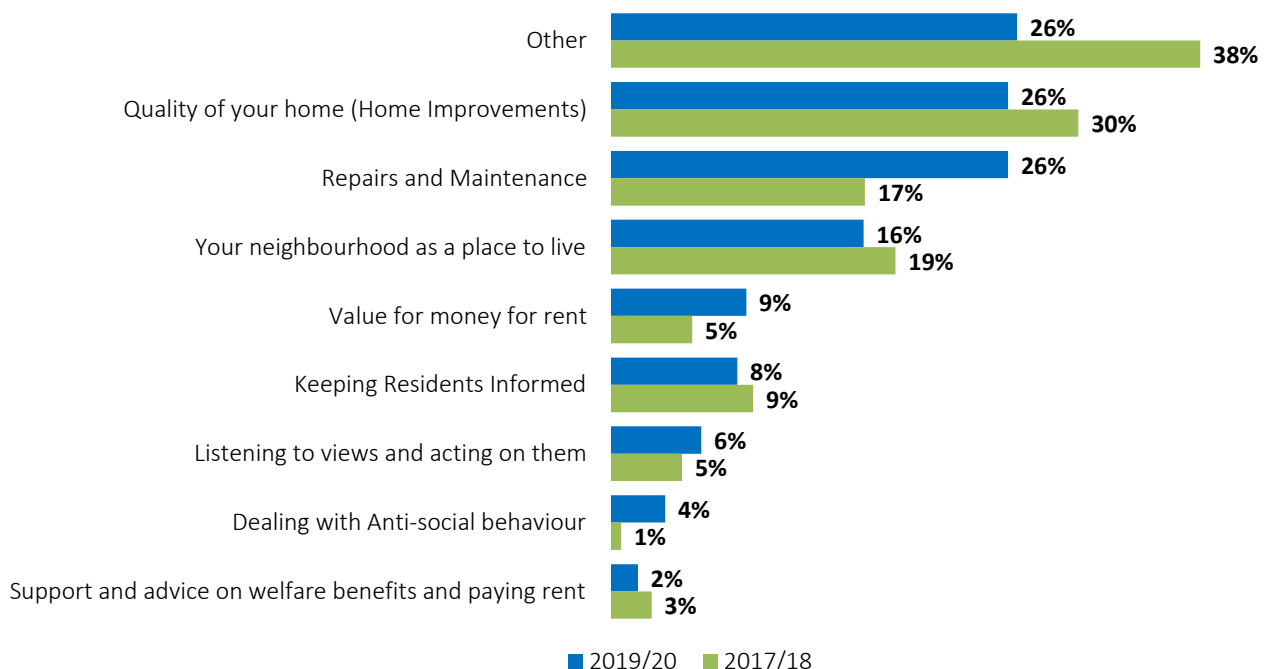
As a tenant of One Vision Housing, what are your highest priorities? (Two could be selected per customer)

In 2019/20, 'Other' was chosen as the top priority, which it had also been in 2017/18.

Two priorities had a score of 26%, so were the second most important to OVH customers. These are listed below:

- 'Quality of your home (home improvements). In 2017/18 it was 30%, and the second most important priority.
- 'Repairs and Maintenance', which was the most important in 2017/18, with 38% choosing this as a priority.

A summary of the free text responses, which were provided when customers selected 'Other' as a response, can be found on the next page of this report.



A summary of the 'Other' responses can be found below...

- All of the priorities were considered as important by many of the respondents.
- Safety and security of their home.
- Cleanliness of the building they live in.
- Careline Service.
- Grounds Maintenance.