

# Customer Satisfaction STAR Survey Results 2021/22

Report By David Barton (Customer Intelligence Assistant)  
Checked by Peter Davies (Customer Intelligence Team Leader)

# OVH STAR Survey 2021/22

## Contents

<b>Introduction</b>	<b>Page 3</b>
<b>Response &amp; Confidence Level</b>	<b>Page 3</b>
<b>Summary</b>	<b>Page 3</b>
<b>Direction of Travel (Core Questions)</b>	<b>Page 4</b>
<b>Customer Priorities</b>	<b>Page 4</b>
<b>Performance of the Core Questions by Survey Type</b>	<b>Page 5</b>
<b>Results - All Surveys</b>	<b>Page 7</b>
<b>General Needs Results</b>	<b>Page 13</b>
<b>Supported Housing Results</b>	<b>Page 19</b>
<b>Housing for Older People Results</b>	<b>Page 25</b>
<b>Improvement Actions</b>	<b>Page 31</b>

# 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 during 2019/20.**

The results from this survey will ensure that our customers priorities are used in the 2022/23 Strategic Planning and budget setting. As with the 2019/20 STAR Survey, it was carried out over a number of months, from February 2021 to April 2022. The 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. To further understand the results, 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.

## Response & 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	754	+ / - 3%
Supported Housing	56	+ / - 12%
Housing for Older People	115	+ / - 6%
Overall Results	925	+ / - 3%

This means we can say with 95% confidence that there is an overall margin of error of +/- 3% for this survey. This means that if 50% of respondents answered 'Yes' to a 'Yes' or 'No' question, we know with 95% confidence that between 47% and 53% of all customers would have given the same response, including those who did not take part in the survey.

## Summary

This section will summarise any areas for review, and the notable improvements from this STAR Survey. A more detailed overview of performance compared to the previous year can be found on page 4 onwards.

### Areas for Review:

- Overall Satisfaction has seen a decrease, from 96% to 94%. However, this is still well above the top quartile satisfaction of 90.4%.
- Satisfaction that OVH listens to and acts on views has also decreased, from 88% to 80%.
- Satisfaction with repairs - This question has seen a decrease of 2% (from 88% in 2019/20 to 86% in 2021/22).
- For General Needs customers, satisfaction that services charges offer value for money has decreased from 74% to 66%.

### Maintained Performance:

- Satisfaction that rent provides value for money has remained at 95%.
- Satisfaction with the neighbourhood as a place to live - This question has maintained the satisfaction figure of 94%.
- When you have contacting OVH with a query or problem, satisfaction with the customer service received - This has remained at 96%.

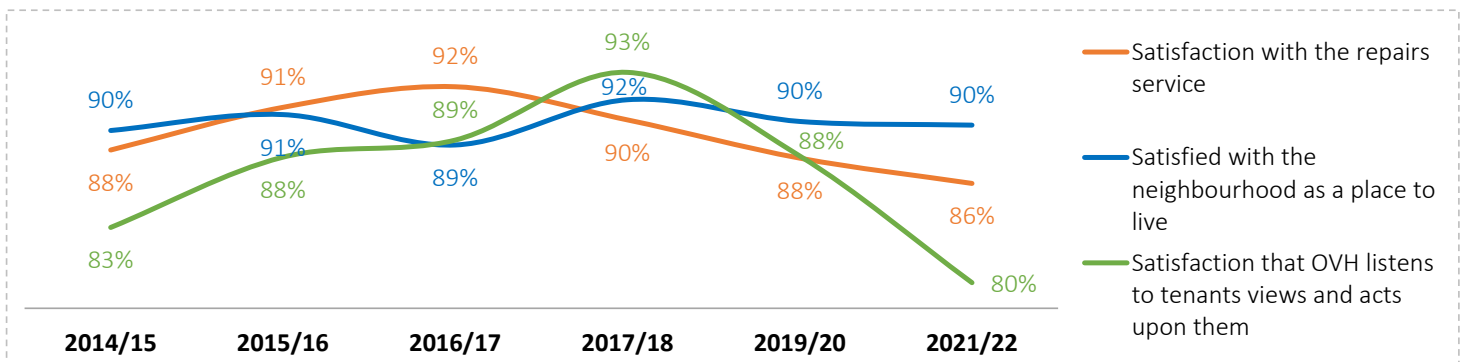
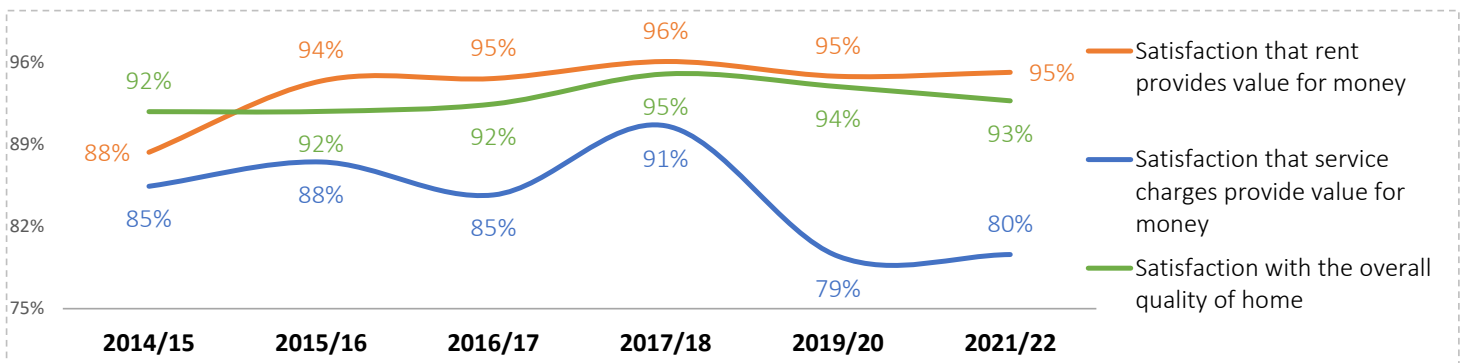
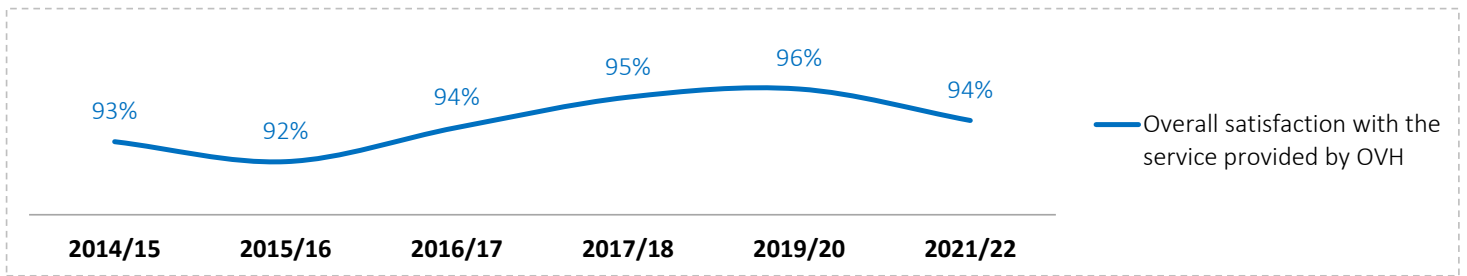
### Improvements:

- The Housing for Older People Survey, overall satisfaction increased from 95% to 97%.
- On the Supported Housing Survey, satisfaction with the repair service has seen a positive improvement; from 91% to 98%.
- Also on the Housing for Older People Survey, 95% were satisfied that their views are listened to and acted on (91% in 2019/20).

For further details of the next steps to be taken, please see the **Improvement Actions** at the end of this report. On this page we will list the areas we wish to concentrate on, including further analysis of the results, and any consultation with customers.

# Direction of Travel (Core Questions)

The graphs below demonstrate the performance of the Core Questions from the previous OVH surveys, undertaken from 2014/15, to the latest STAR Survey in 2021/22. These results were calculated from all the responses that we had received when the survey closed.



## Customer Priorities

As in previous years, we asked customers to choose their top two priorities. The top five are listed below, but a more detailed summary can be found on page 12 of this report.

- **Repairs and Maintenance** - Higher than it was in 2019/20.
- **Quality of your home (Home Improvements)** - Higher than it was in 19/20.
- **Your neighbourhood as a place to live** - Lower than the 19/20 survey.
- **Other** - Lower than in 19/20 (for a breakdown of responses please see below).
- **Dealing with Anti-social behaviour** - Lower than in 2019/20.

As mentioned above, 16% of customers selected 'Other' as a priority. A summary of the comments provided by customers is below:

- The majority of customers who chose this option said the safety and security of their home.
- Some customers felt that all the priorities were important.
- Cleanliness of properties.
- Independent Living service.
- Aids & Adaptations service.
- Building maintenance, including the lifts.

## 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)

	2017/18	2019/20	2021/22	Trend	Benchmarking Top Quartile	
Overall satisfaction with services	95%	96%	94%	↓	89.6%	●1
Satisfaction with the repair service	90%	88%	86%	↓	85.9%	●1
Satisfaction with the neighbourhood as a place to live	92%	90%	90%	↔	87.5%	●1
Satisfaction with quality of your home	95%	94%	93%	↓	85.2%	●1
Satisfaction that OVH listens to & acts on views	93%	88%	80%	↓	80.0%	●1
Value for money for rent	96%	95%	95%	↔	93.5%	●1
Value for money for service charges	91%	79%	80%	↑	79.0%	●1
Satisfaction that OVH is easy to deal with			93%	-		
Satisfaction that OVH provides a home that is safe and secure			91%	-		
How likely are you to recommend OVH to family or friends? (Net Promoter Score)	79	64	59	↓	49	●1

### General Needs

	2017/18	2019/20	2021/22	Trend	Benchmarking Top Quartile	
Overall satisfaction with services	96%	95%	94%	↓	89.6%	●1
Satisfaction with the repair service	90%	86%	84%	↓	85.9%	●2
Satisfaction with the neighbourhood as a place to live	91%	91%	89%	↓	87.5%	●1
Satisfaction with quality of your home	95%	93%	91%	↓	85.2%	●1
Satisfaction that OVH listens to & acts on views	95%	86%	77%	↓	80.0%	●2
Value for money for rent	97%	94%	94%	↔	93.5%	●1
Value for money for service charges	89%	74%	66%	↓	79.0%	●3
Satisfaction that OVH is easy to deal with			92%	-		
Satisfaction that OVH provides a home that is safe and secure			90%	-		
How likely are you to recommend OVH to family or friends? (Net Promoter Score)	86	64	57	↓	49	●1

## Supported Housing

	2017/18	2019/20	2021/22	Trend
Overall satisfaction with services	93%	98%	95%	↓
Satisfaction with the repair service	92%	91%	98%	↑
Satisfaction with the neighbourhood as a place to live	91%	86%	95%	↑
Satisfaction with quality of your home	94%	95%	100%	↑
Satisfaction that OVH listens to & acts on views	91%	93%	89%	↓
Value for money for rent	95%	95%	100%	↑
Value for money for service charges	93%	80%	98%	↑
Satisfaction that OVH is easy to deal with			100%	-
Satisfaction that OVH provides a home that is safe and secure			96%	-
How likely are you to recommend OVH to family or friends? (Net Promoter Score)	74	63	80	↑

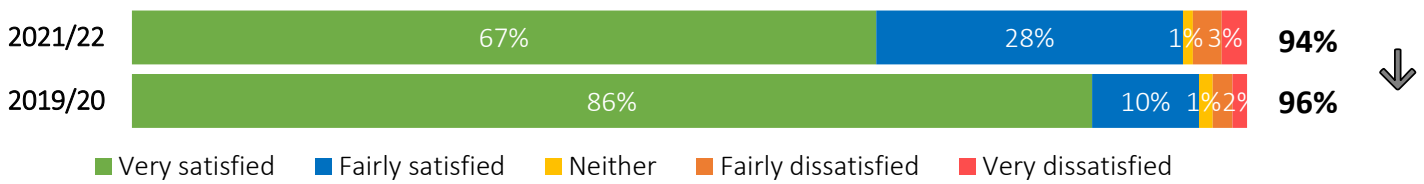
## Housing for Older People

	2017/18	2019/20	2021/22	Trend	Benchmarking Top Quartile	
Overall satisfaction with services	95%	95%	97%	↑	89.6%	●1
Satisfaction with the repair service	92%	95%	97%	↑	85.9%	●1
Satisfaction with the neighbourhood as a place to live	95%	95%	96%	↑	87.5%	●1
Satisfaction with quality of your home	99%	99%	100%	↑	85.2%	●1
Satisfaction that OVH listens to & acts on views	87%	91%	95%	↑	80.0%	●1
Value for money for rent	94%	98%	99%	↑	93.5%	●1
Value for money for service charges	92%	92%	94%	↑	79.0%	●1
Satisfaction that OVH is easy to deal with			98%	-		
Satisfaction that OVH provides a home that is safe and secure			94%	-		
How likely are you to recommend OVH to family or friends? (Net Promoter Score)	77	63	65	↑	49	●1

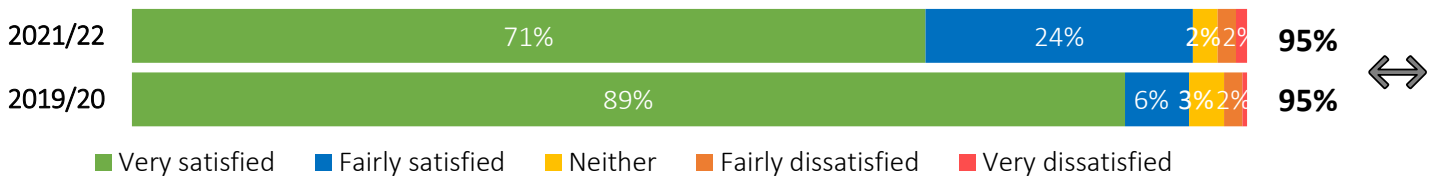
# Results - All Surveys

## Section A: Satisfaction with Services

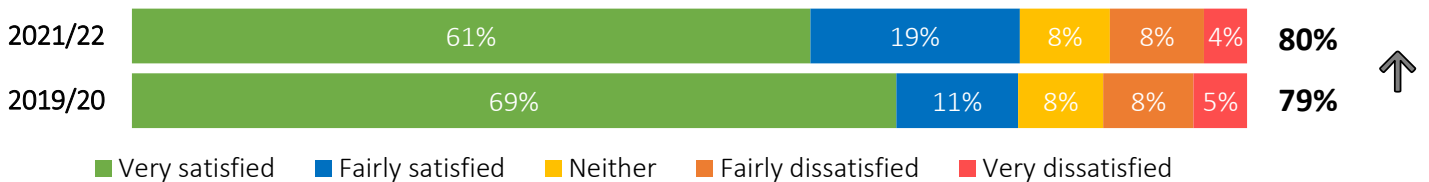
**A1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?**



**A2. How satisfied or dissatisfied are you that your rent provides value for money?**



**A3. How satisfied or dissatisfied are you that your service charges provide value for money?**



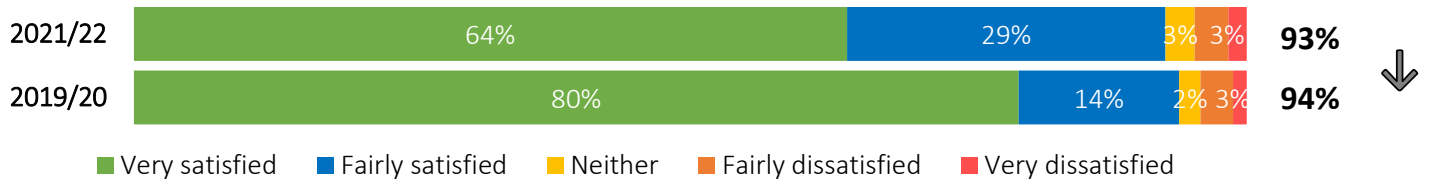
**A4. How satisfied or dissatisfied are you that One Vision Housing is easy to deal with?**



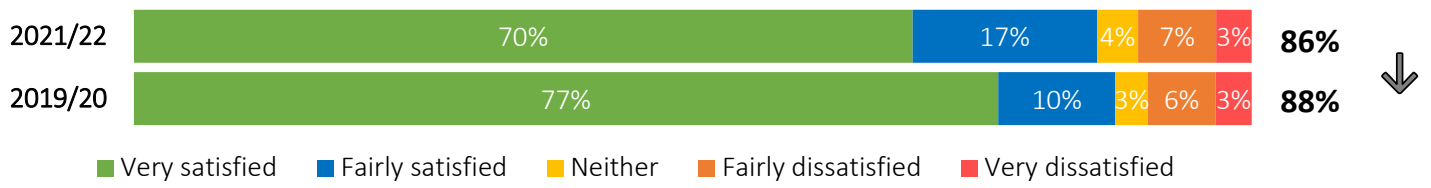
**A5. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that One Vision Housing provides a home that is safe and secure?**



**A6. How satisfied or dissatisfied are you with the overall quality of your home?**



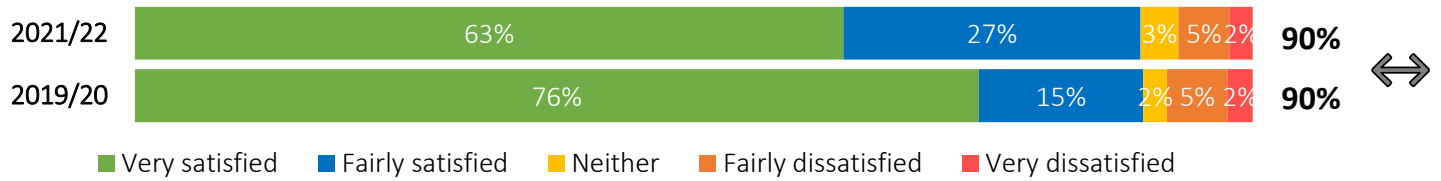
**A7. If you have had repairs carried out in the last 12 months, how satisfied are you with the service you received?**



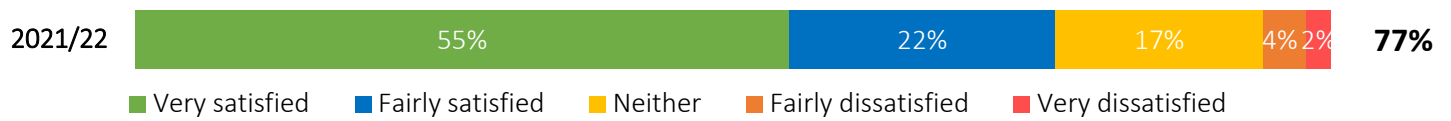


## Section B: Your Neighbourhood

### B1. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

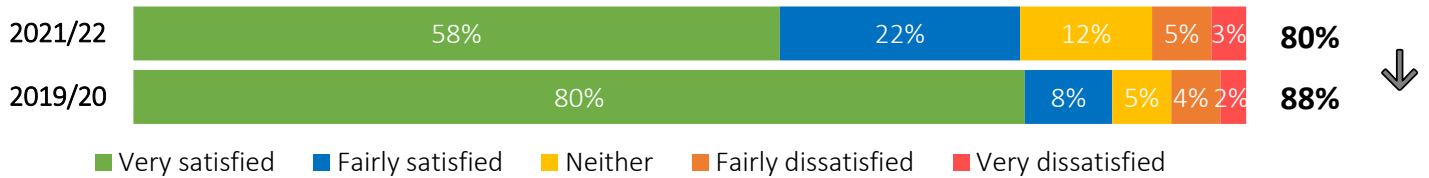


### B2. How satisfied are you with OVH's contribution to the upkeep of your neighbourhood?



## Section C: Contact with One Vision Housing

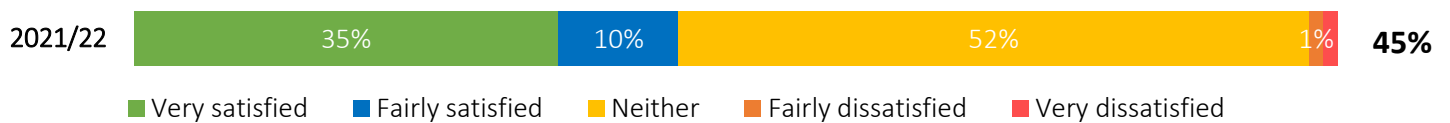
**C1. How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?**



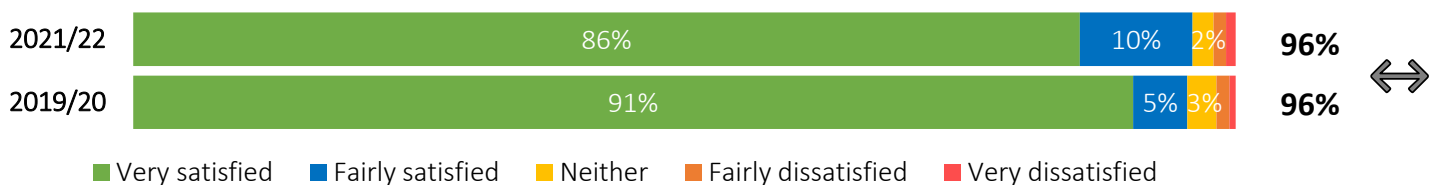
**C2. How satisfied are you that One Vision Housing keeps you informed about things that may affect you?**



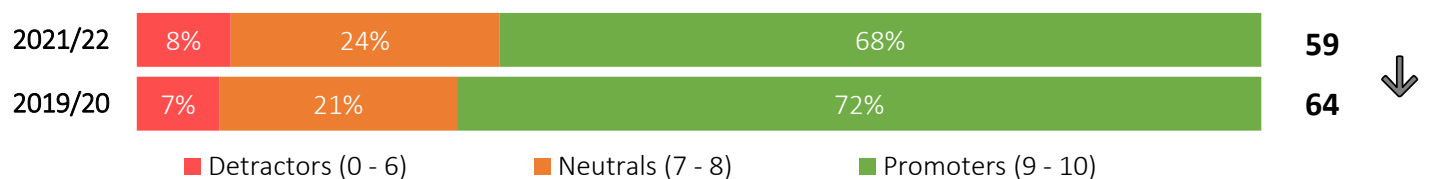
**C3. How satisfied are you with the opportunities for tenant engagement at One Vision Housing?**



**C4. 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?**



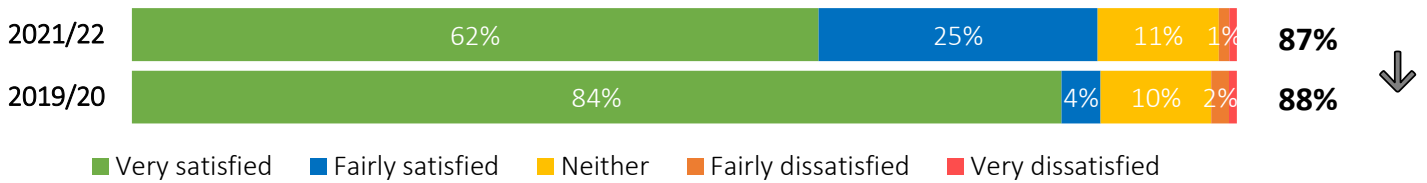
**C5. How likely are you to recommend OVH to family or friends? (1 = 'Not at all likely', 10 = 'Extremely likely')**



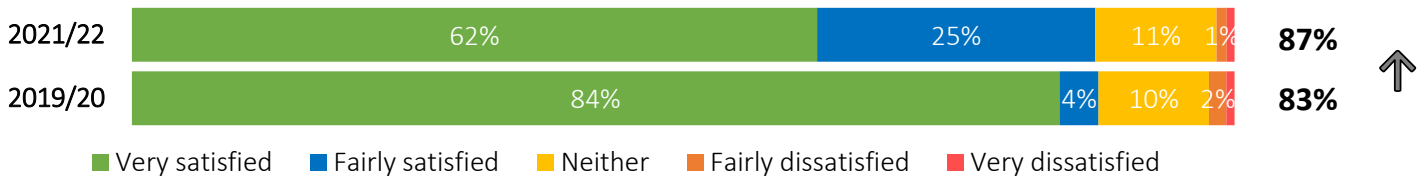
## Section D: Advice and Support

**D1. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from OVH with the following?**

*D1a. Claiming housing benefit and other welfare benefits*

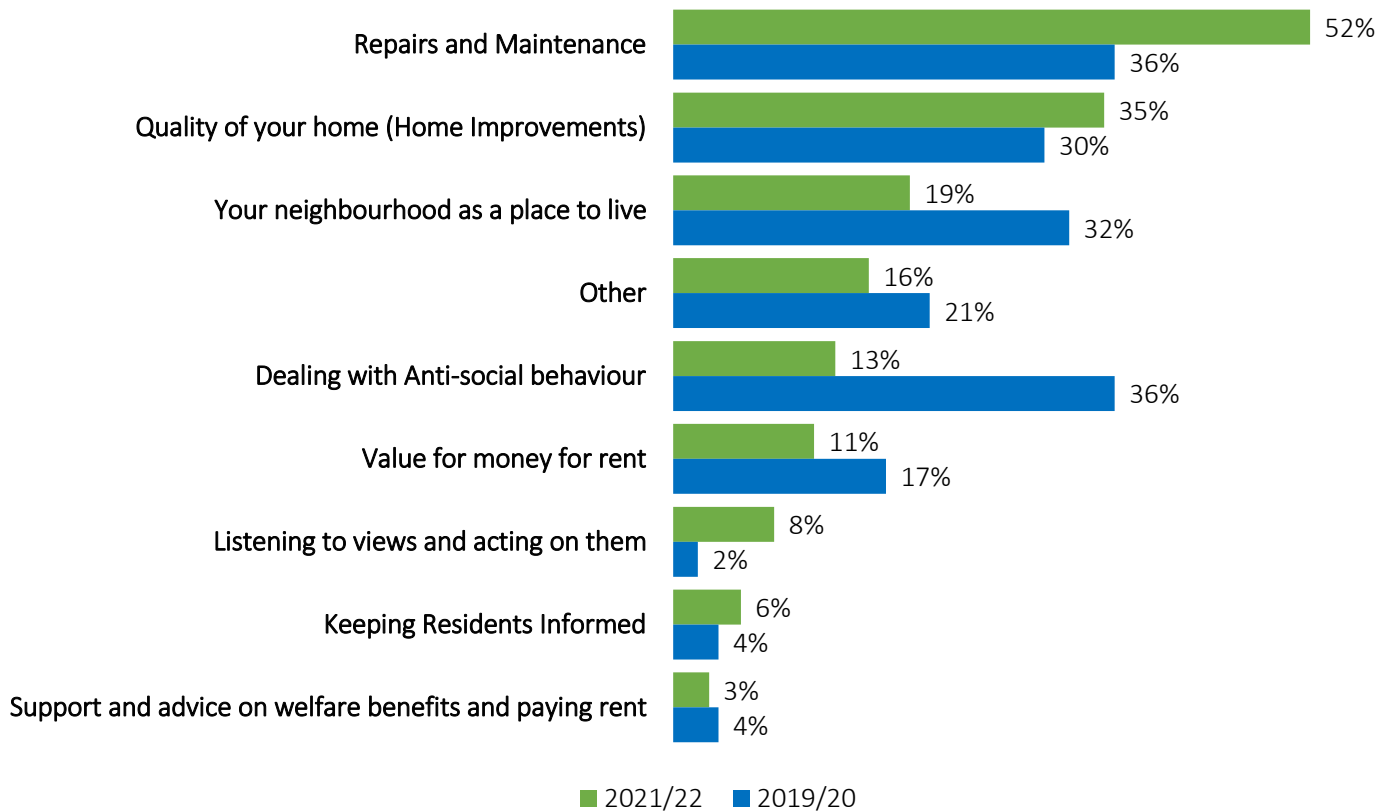


*D1b. Paying rent and service charges*



## Section E: Your Priorities?

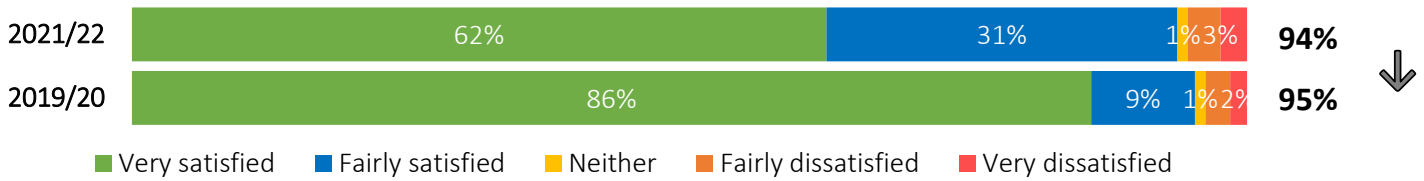
### E1. As a tenant of One Vision Housing, what are your highest priorities? (Top 2 Chosen)



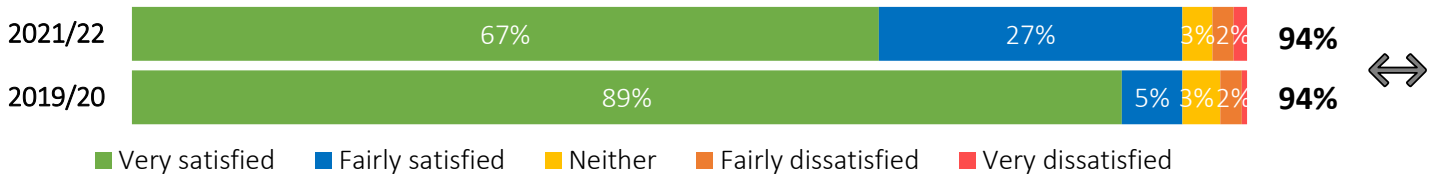
# General Needs Results

## Section A: Satisfaction with Services

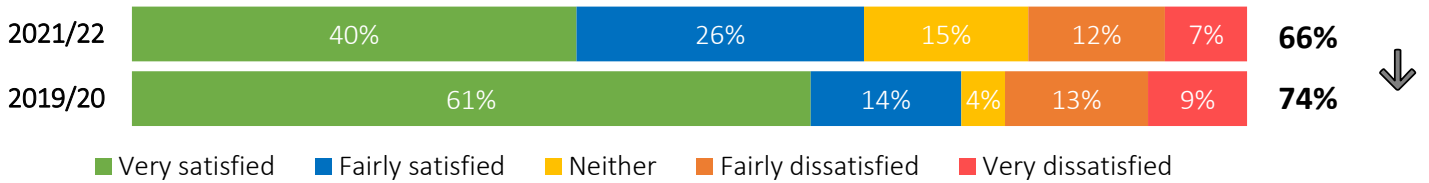
**A1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?**



**A2. How satisfied or dissatisfied are you that your rent provides value for money?**



**A3. How satisfied or dissatisfied are you that your service charges provide value for money?**



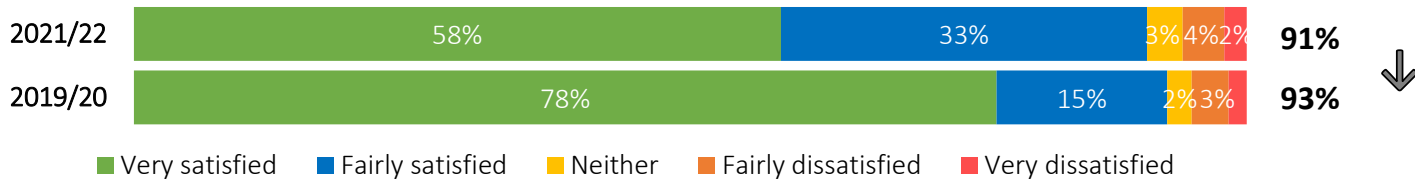
**A4. How satisfied or dissatisfied are you that One Vision Housing is easy to deal with?**



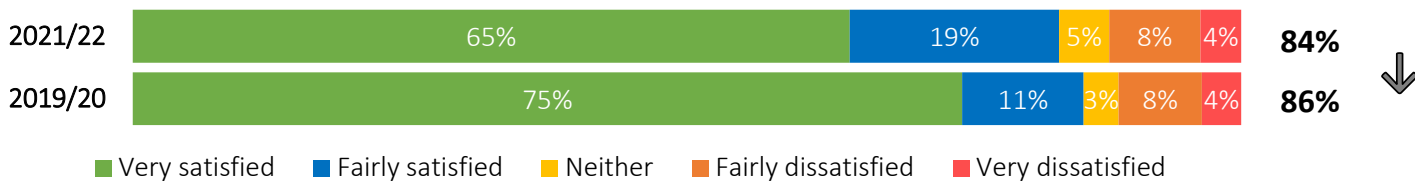
**A5. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that One Vision Housing provides a home that is safe and secure?**



**A6. How satisfied or dissatisfied are you with the overall quality of your home?**

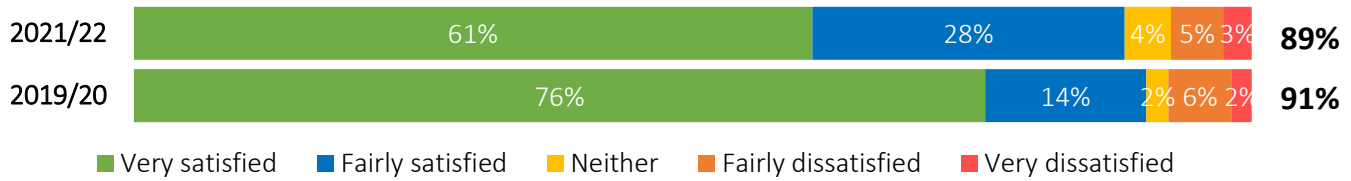


**A7. If you have had repairs carried out in the last 12 months, how satisfied are you with the service you received?**



## Section B: Your Neighbourhood

### B1. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

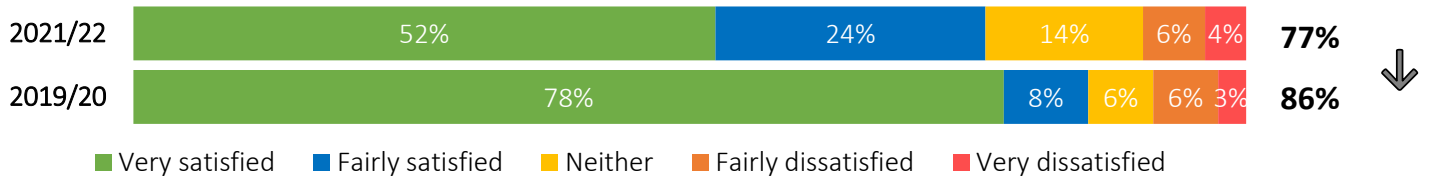


### B2. How satisfied are you with OVH's contribution to the upkeep of your neighbourhood?



## Section C: Contact with One Vision Housing

**C1. How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?**



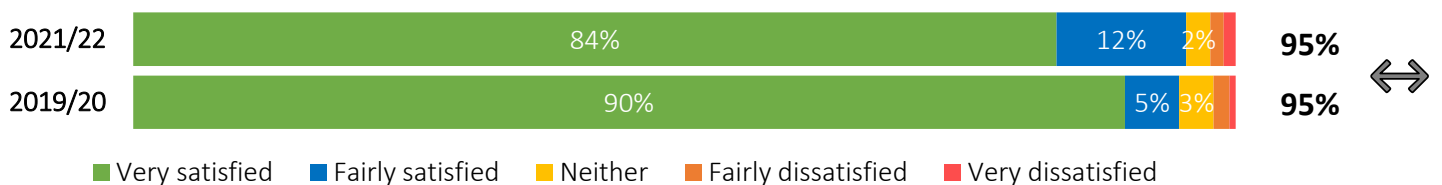
**C2. How satisfied are you that One Vision Housing keeps you informed about things that may affect you?**



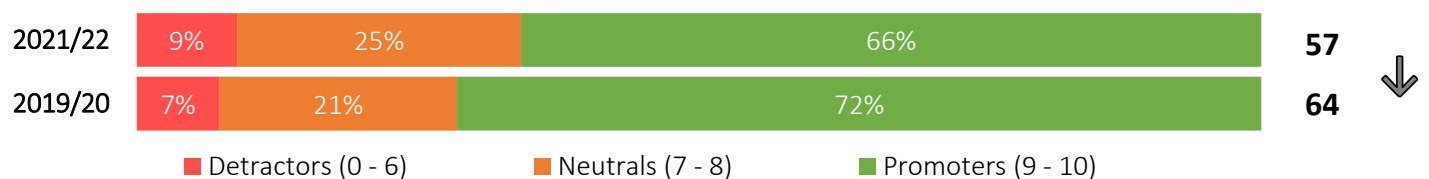
**C3. How satisfied are you with the opportunities for tenant engagement at One Vision Housing?**



**C4. 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?**



**C5. How likely are you to recommend OVH to family or friends? (1 = 'Not at all likely', 10 = 'Extremely likely')**

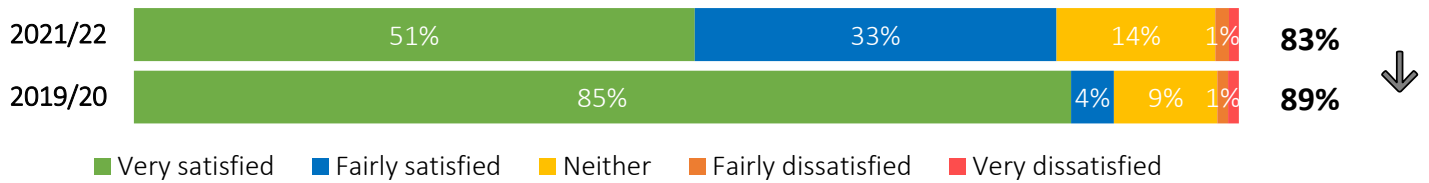




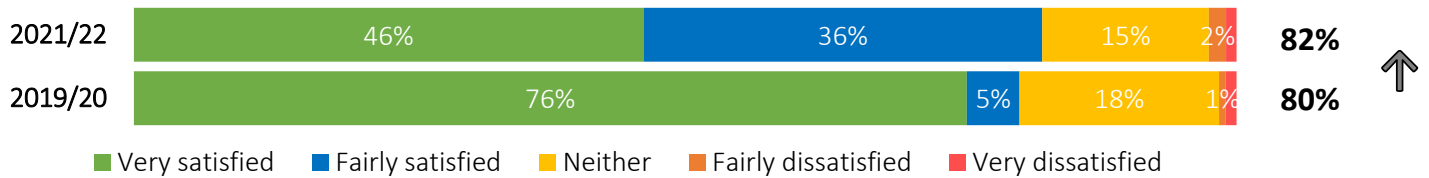
## Section D: Advice and Support

**D1. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from OVH with the following?**

*D1a. Claiming housing benefit and other welfare benefits*

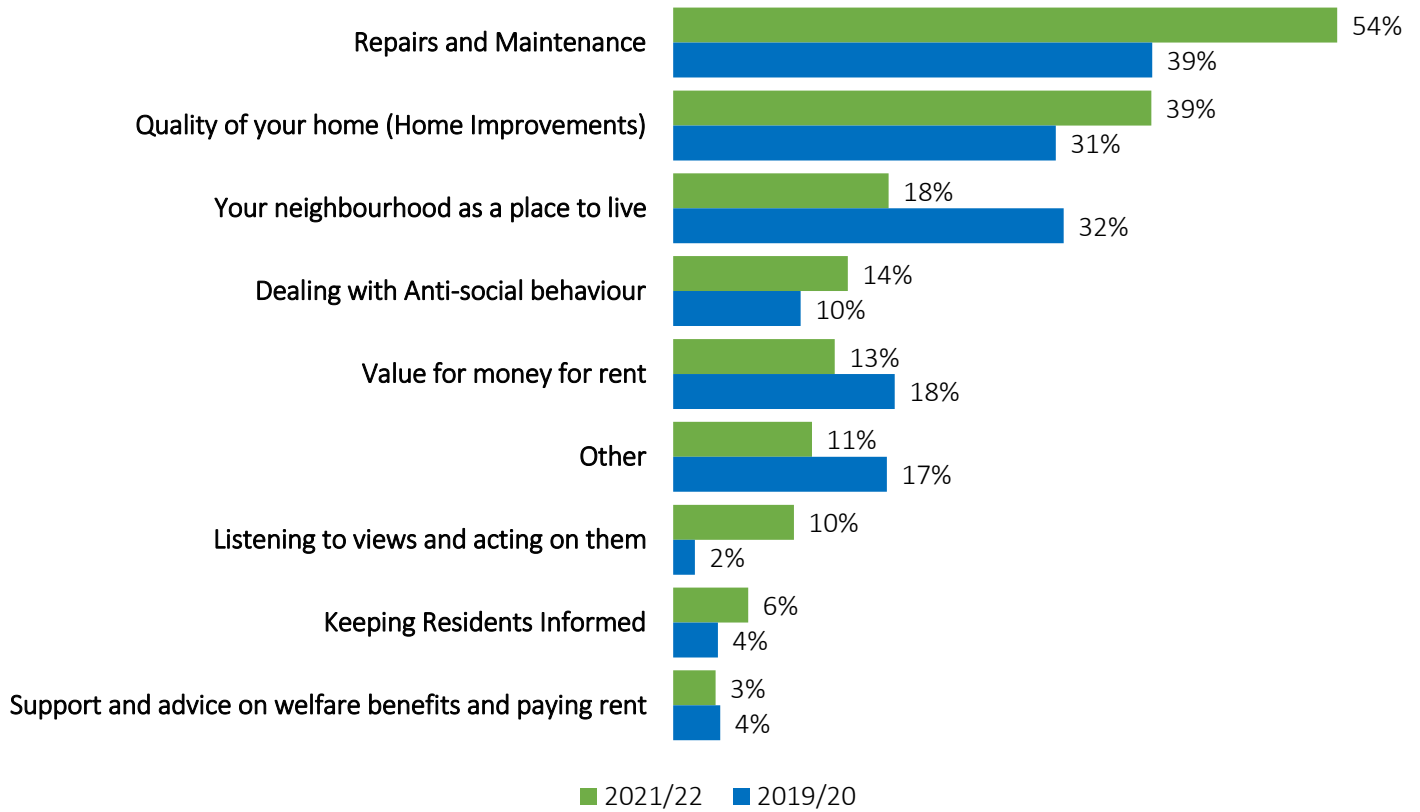


*D1b. Paying rent and service charges*



## Section E: Your Priorities?

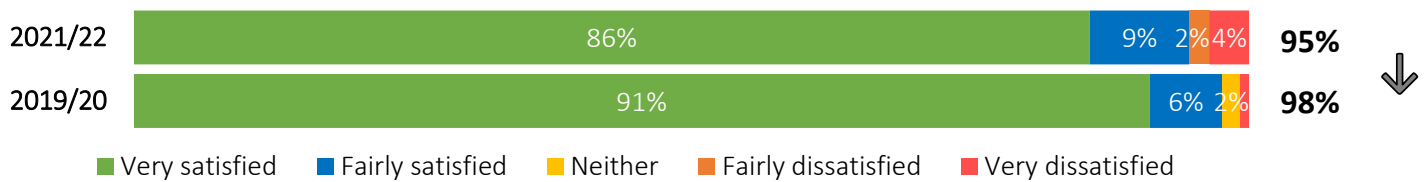
### E1. As a tenant of One Vision Housing, what are your highest priorities? (Top 2 Chosen)



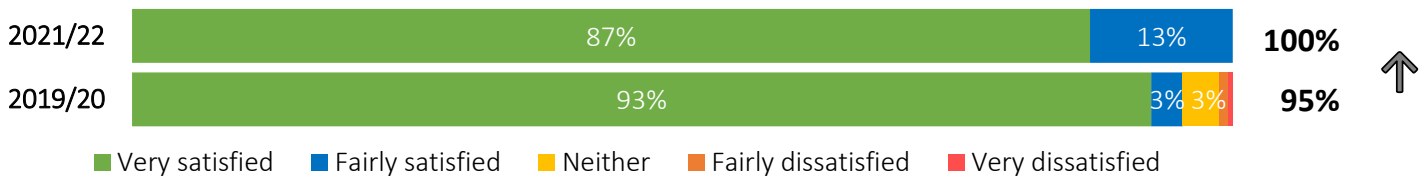
# Supported Housing Results

## Section A: Satisfaction with Services

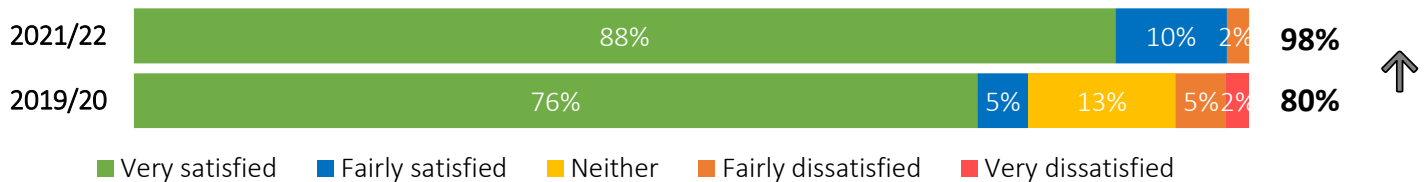
**A1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?**



**A2. How satisfied or dissatisfied are you that your rent provides value for money?**



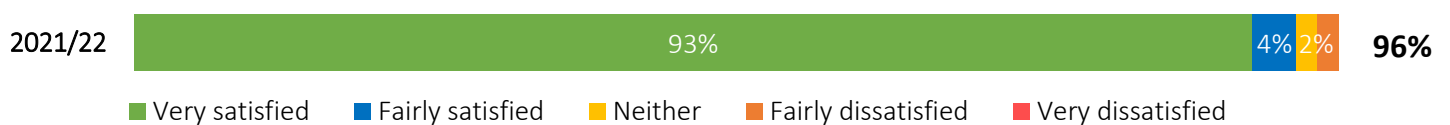
**A3. How satisfied or dissatisfied are you that your service charges provide value for money?**



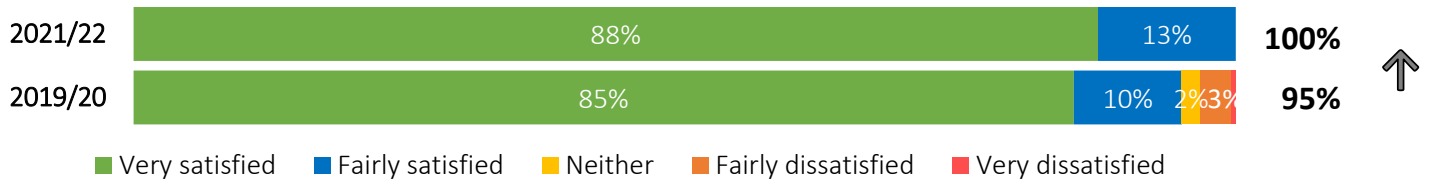
**A4. How satisfied or dissatisfied are you that One Vision Housing is easy to deal with?**



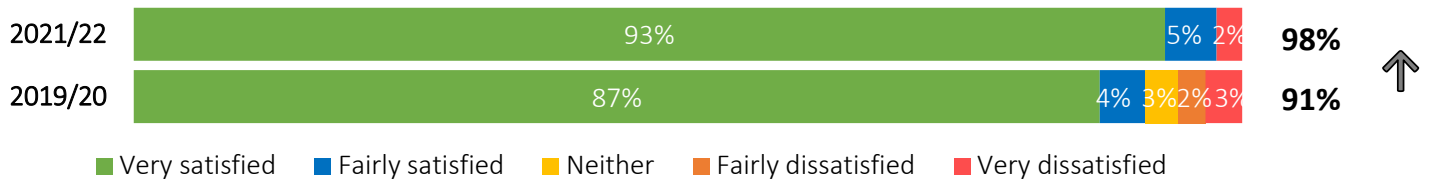
**A5. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that One Vision Housing provides a home that is safe and secure?**



**A6. How satisfied or dissatisfied are you with the overall quality of your home?**

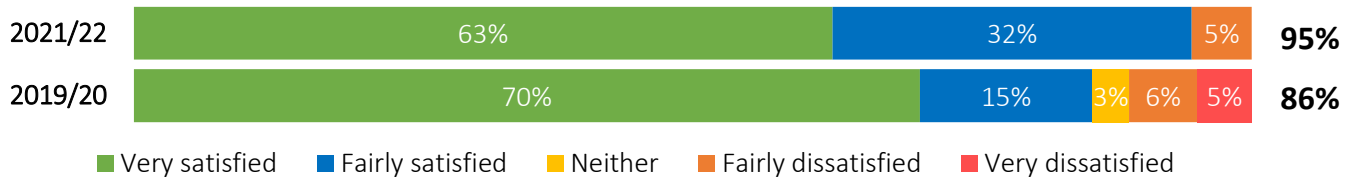


**A7. If you have had repairs carried out in the last 12 months, how satisfied are you with the service you received?**

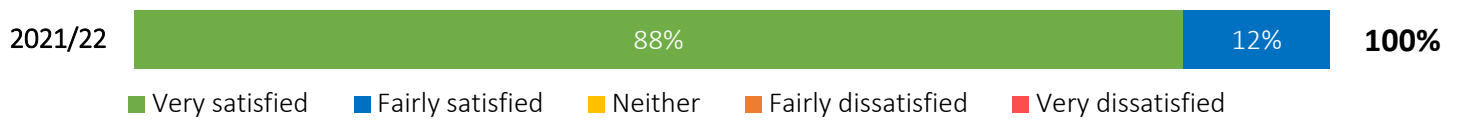


## Section B: Your Neighbourhood

### B1. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

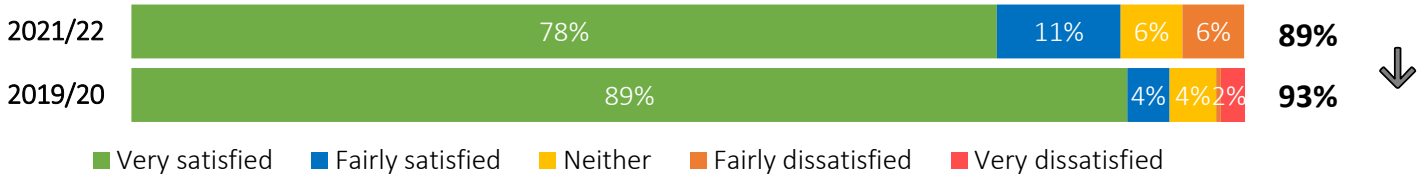


### B2. How satisfied are you with OVH's contribution to the upkeep of your neighbourhood?

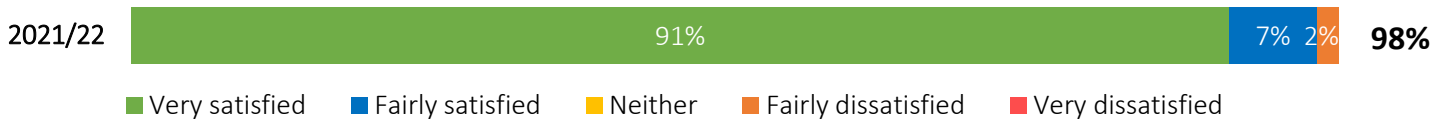


## Section C: Contact with One Vision Housing

**C1. How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?**



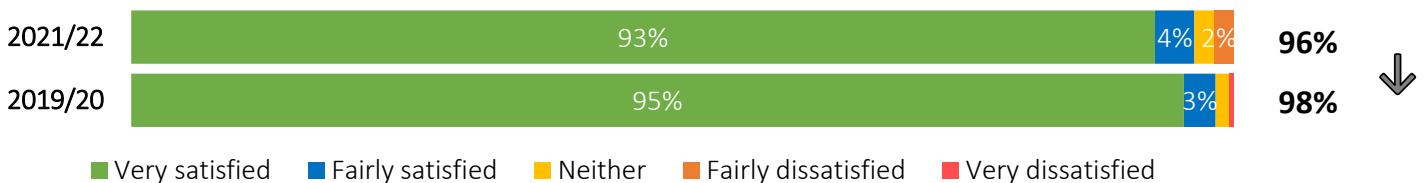
**C2. How satisfied are you that One Vision Housing keeps you informed about things that may affect you?**



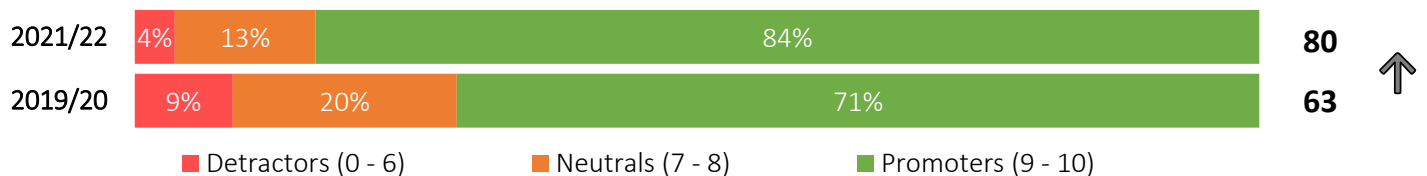
**C3. How satisfied are you with the opportunities for tenant engagement at One Vision Housing?**



**C4. 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?**



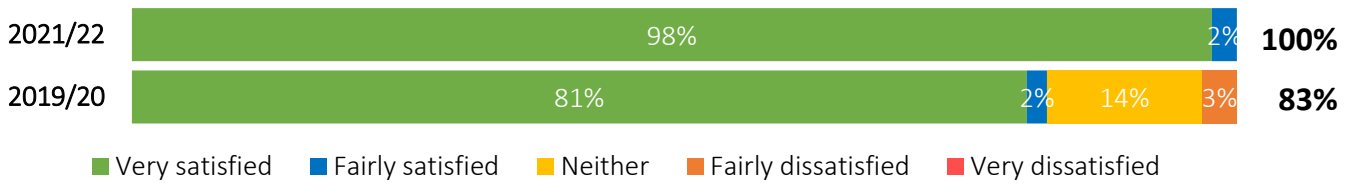
**C5. How likely are you to recommend OVH to family or friends? (1 = 'Not at all likely', 10 = 'Extremely likely')**



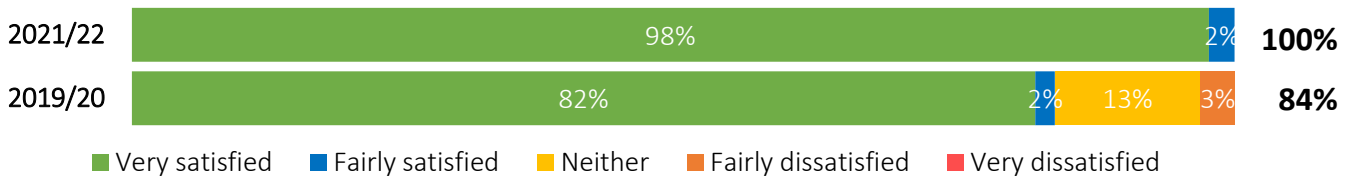
## Section D: Advice and Support

**D1. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from OVH with the following?**

*D1a. Claiming housing benefit and other welfare benefits*

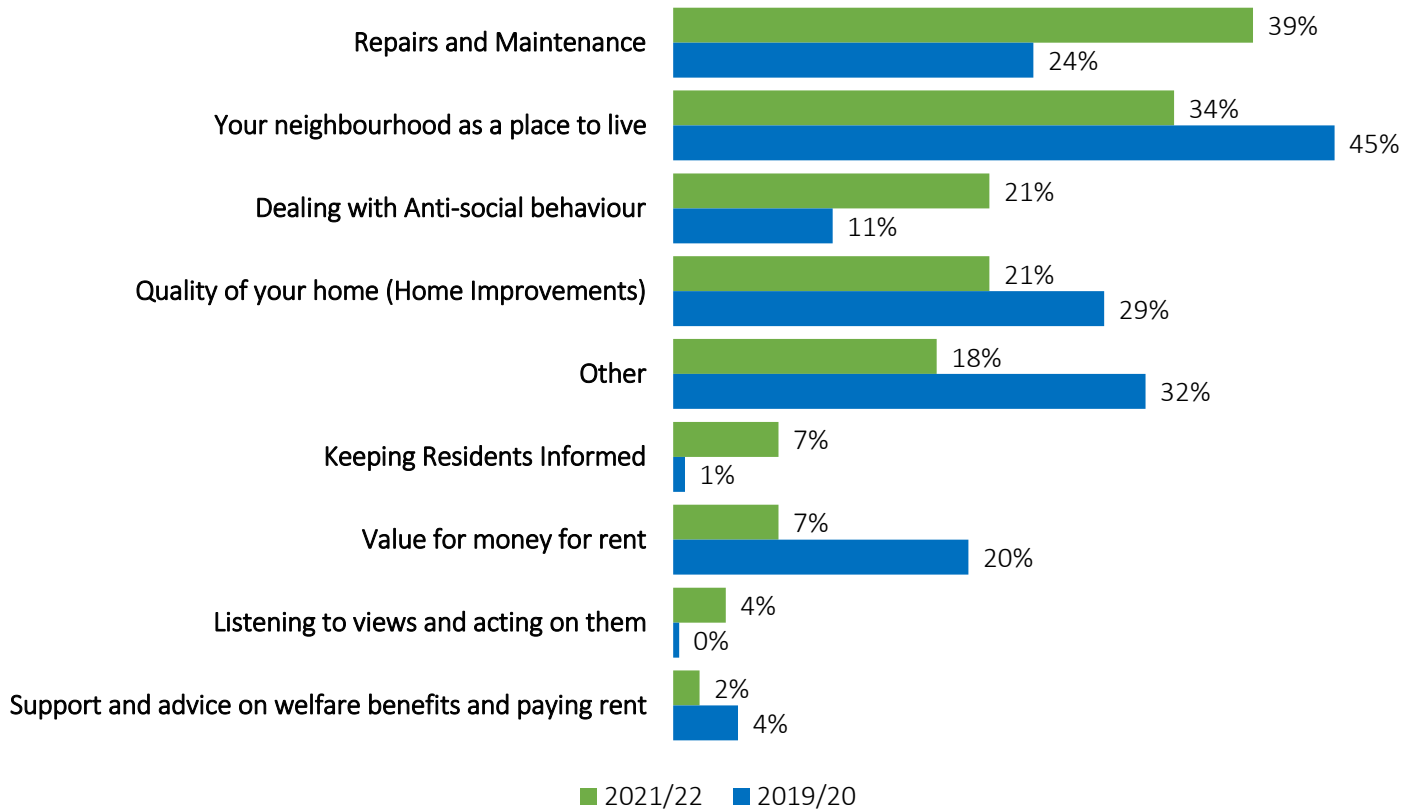


*D1b. Paying rent and service charges*



## Section E: Your Priorities?

### E1. As a tenant of One Vision Housing, what are your highest priorities? (Top 2 Chosen)

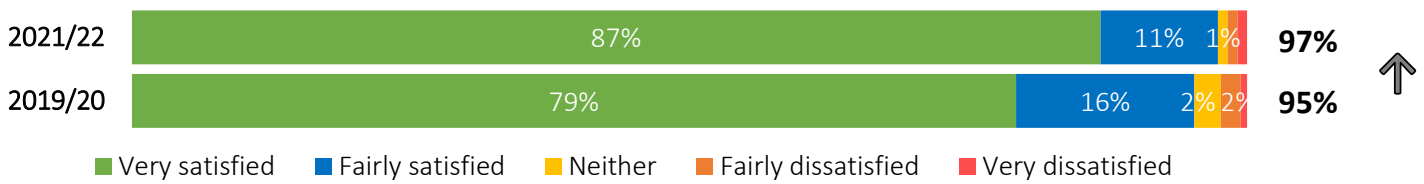




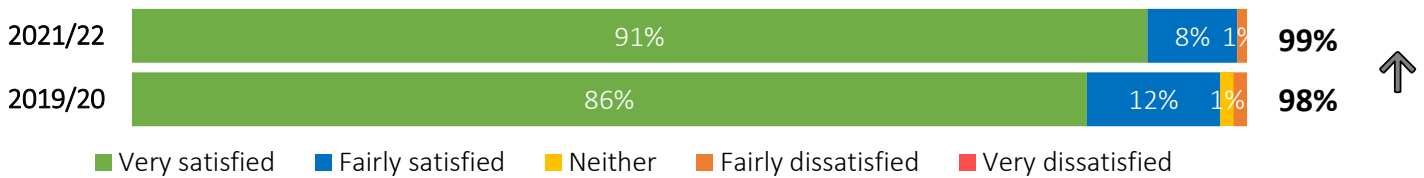
# Housing & Support Services Results

## Section A: Satisfaction with Services

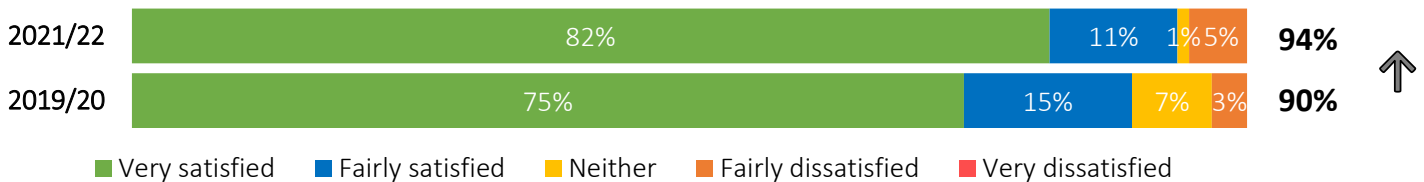
**A1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by One Vision Housing?**



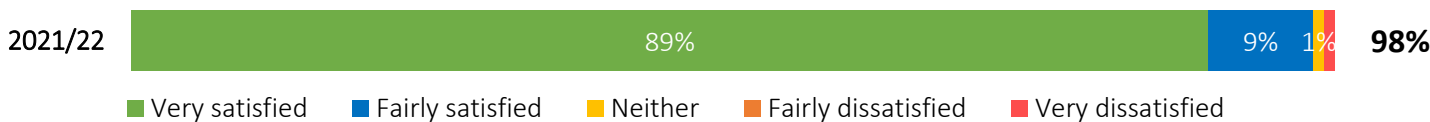
**A2. How satisfied or dissatisfied are you that your rent provides value for money?**



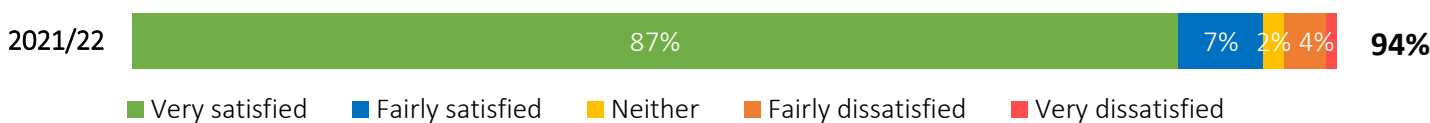
**A3. How satisfied or dissatisfied are you that your service charges provide value for money?**



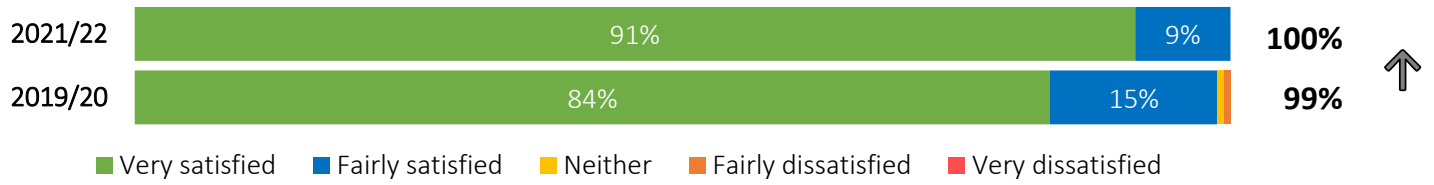
**A4. How satisfied or dissatisfied are you that One Vision Housing is easy to deal with?**



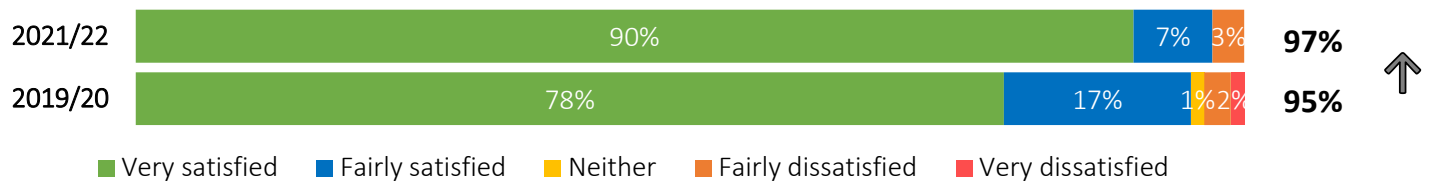
**A5. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that One Vision Housing provides a home that is safe and secure?**



**A6. How satisfied or dissatisfied are you with the overall quality of your home?**

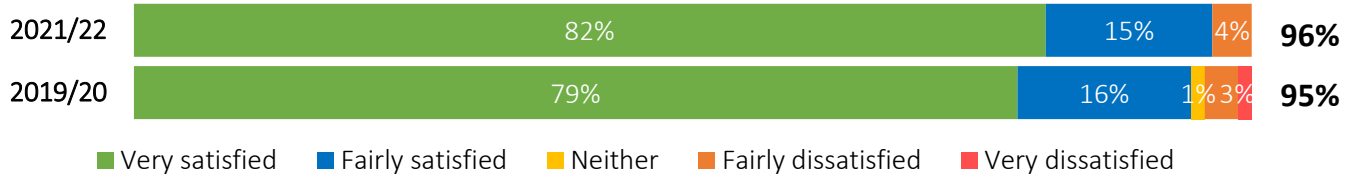


**A7. If you have had repairs carried out in the last 12 months, how satisfied are you with the service you received?**

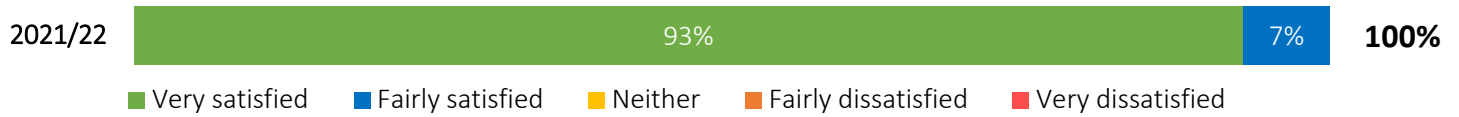


## Section B: Your Neighbourhood

### B1. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

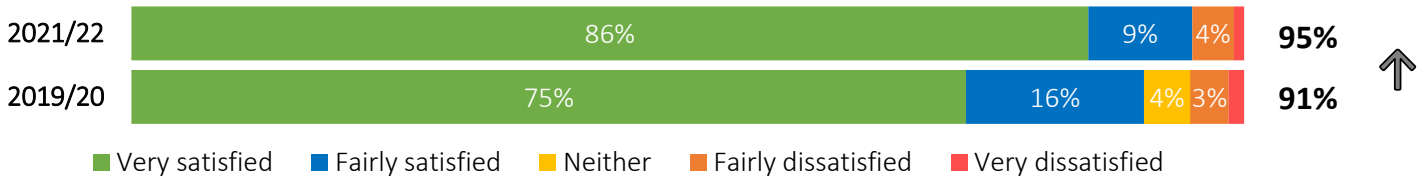


### B2. How satisfied are you with OVH's contribution to the upkeep of your neighbourhood?

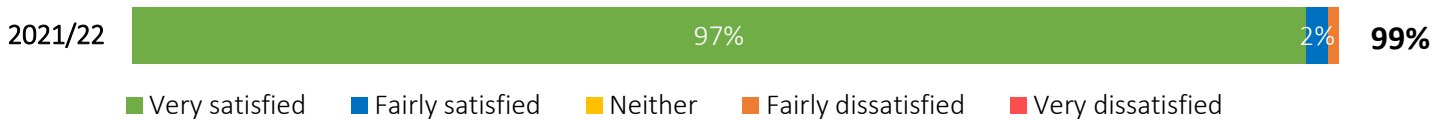


## Section C: Contact with One Vision Housing

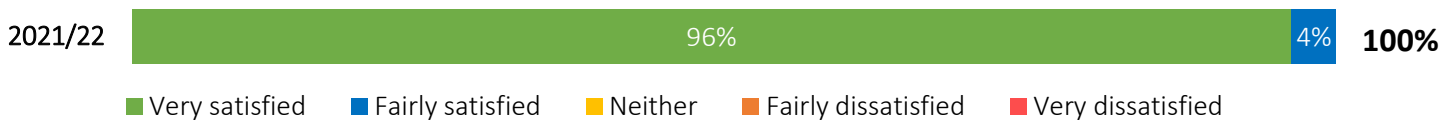
**C1. How satisfied or dissatisfied are you that One Vision Housing listens to your views and acts upon them?**



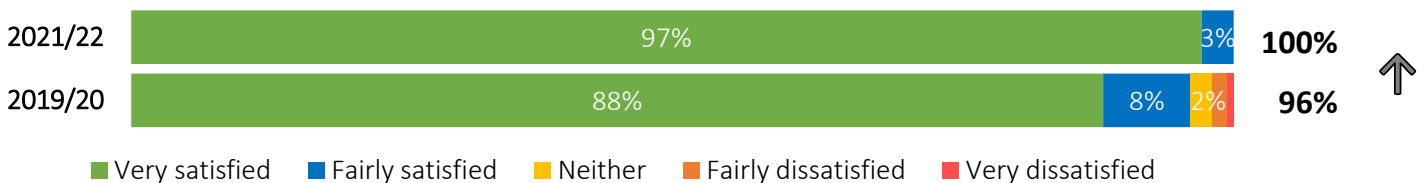
**C2. How satisfied are you that One Vision Housing keeps you informed about things that may affect you?**



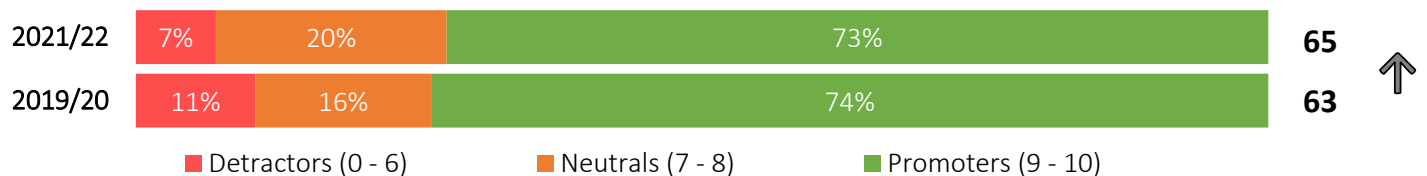
**C3. How satisfied are you with the opportunities for tenant engagement at One Vision Housing?**



**C4. 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?**



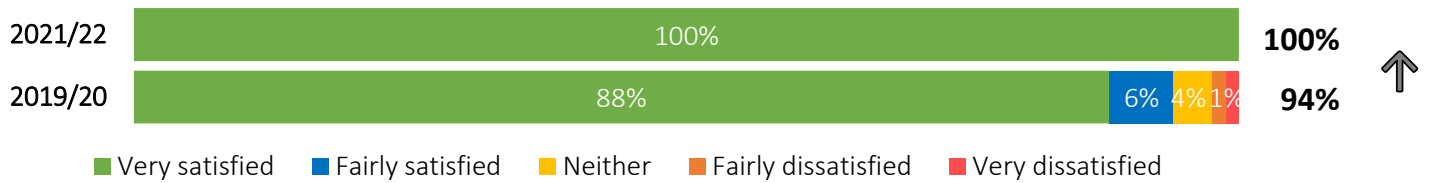
**C5. How likely are you to recommend OVH to family or friends? (1 = 'Not at all likely', 10 = 'Extremely likely')**



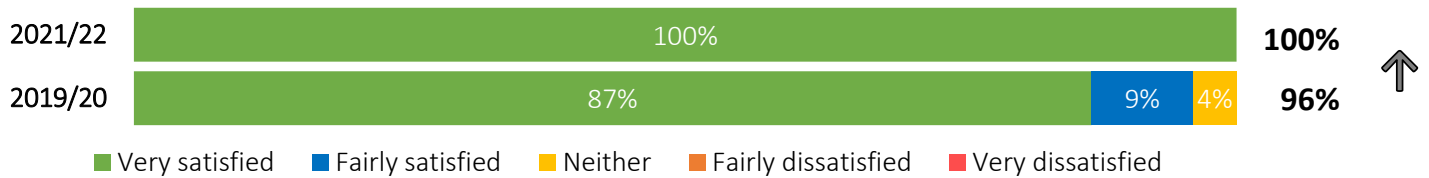
## Section D: Advice and Support

**D1. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from OVH with the following?**

*D1a. Claiming housing benefit and other welfare benefits*

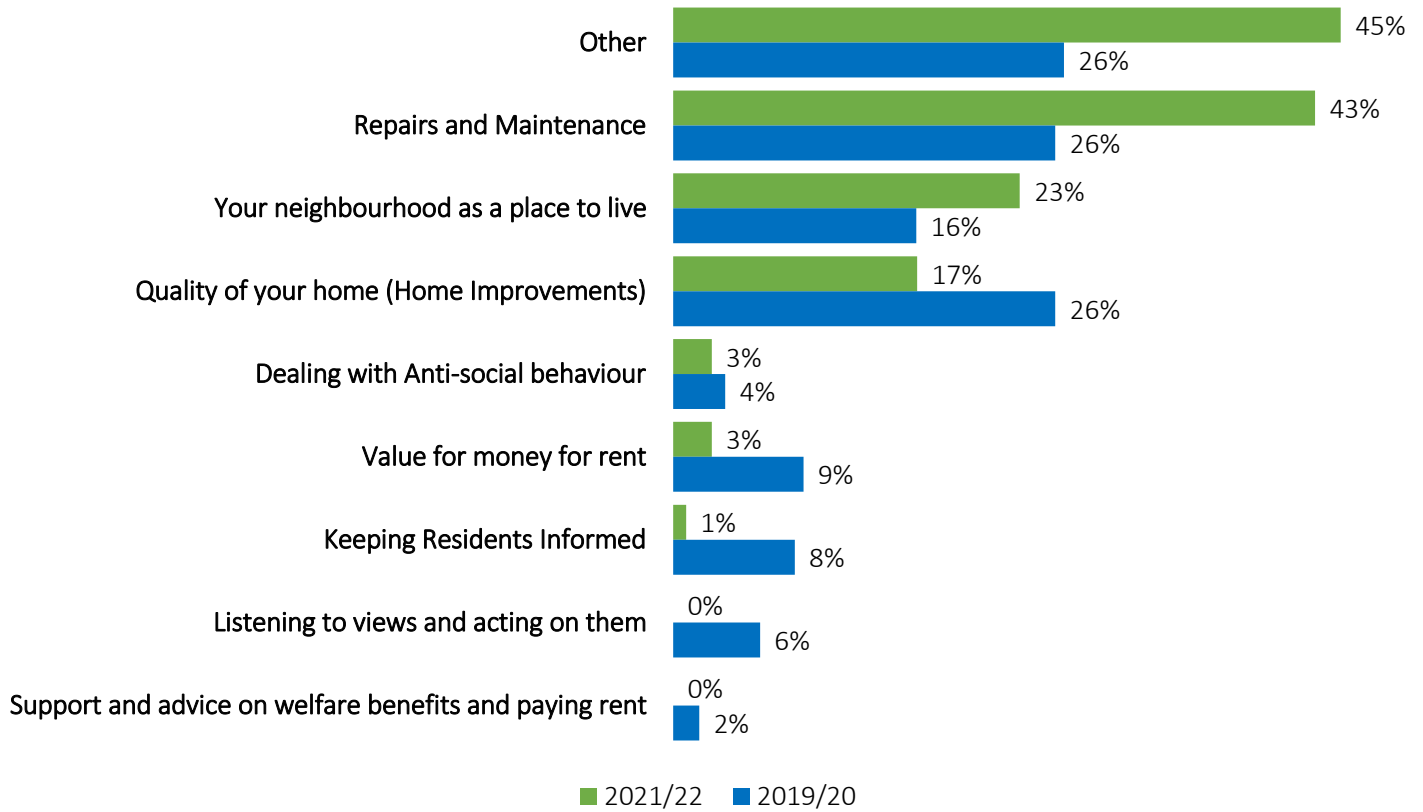


*D1b. Paying rent and service charges*



## Section E: Your Priorities?

### E1. As a tenant of One Vision Housing, what are your highest priorities? (Top 2 Chosen)



# Improvement Actions

Now that the results of this survey have been produced, they will be circulated to One Vision Housing management to review, along with being published to all stakeholders on our website and in the annual report.

As detailed in the 'Summary' section, on page 3 of this report, there were some areas which have been identified for review. These are results which have seen a decrease in customer satisfaction, and will need addressing.

This section will detail exactly what those next steps will be, and how we will make full use of the valuable feedback we have been provided by all the customers who took part in the 2021/22 STAR Survey. The aim of this exercise is to improve upon the quality of services we offer, and provide the best experience we can to our customers.

Please see below for further details...

## The next steps...

When reviewing the results, two areas were identified for in-depth analysis, and these are listed below. Along with this are the improvement actions which will be taken, to identify and resolve any issues which customers are facing.

These are questions with a statistically relevant drop, larger than just a few of percentage points.

- **Satisfaction that OVH listens to and acts on views - This has decreased from 88% in 2019/20 to 80% in 2021/22.**
  - There will be in-depth analysis of the 'free text' customer feedback, recorded by our Customer Service Centre team while the survey was being carried out. These are comments which were provided by customers to give us some additional feedback on the answers they had given.
  - Any trends which are identified from these comments, specifically about getting involved and their voice being heard, will be used to improve upon this.
  - Any suggestions provided by customers, to improve the service they receive, will also be considered.
  - Our Customer Voice Officer can contact customers who have completed the survey, and have said that they do not mind a follow up call. This will help us further in identifying any barriers, specifically about getting involved with the organisation.
  
- **For General Needs customers specifically, satisfaction that services charges offer value for money has decreased - From 74% in 2019/20 to 66% in 2021/22.**
  - As with the question above, there will be in-depth analysis of the 'free text' customer feedback, recorded by our Customer Service Centre team while the survey was being carried out.
  - Any trends which are identified from these comments, specifically about value for money of service charges, will be communicated to the Neighbourhood Services Team.
  - Any suggestions provided by customers, to improve the service they receive, will also be considered.