



STAR survey 2019 summary report

The STAR survey was conducted in the late Autumn of 2019 to give Uttlesford District Council tenants and leaseholders an opportunity to express their opinion about the council as a landlord.

Distribution of the survey was carried out by email to those who had provided a valid email address and paper surveys were sent to those without this capability together with a cover letter and pre-paid envelope for the return of their completed responses. Paper copies were also available from the Customer Service Desk at the council's London Road offices. A total of 627 responses were received.

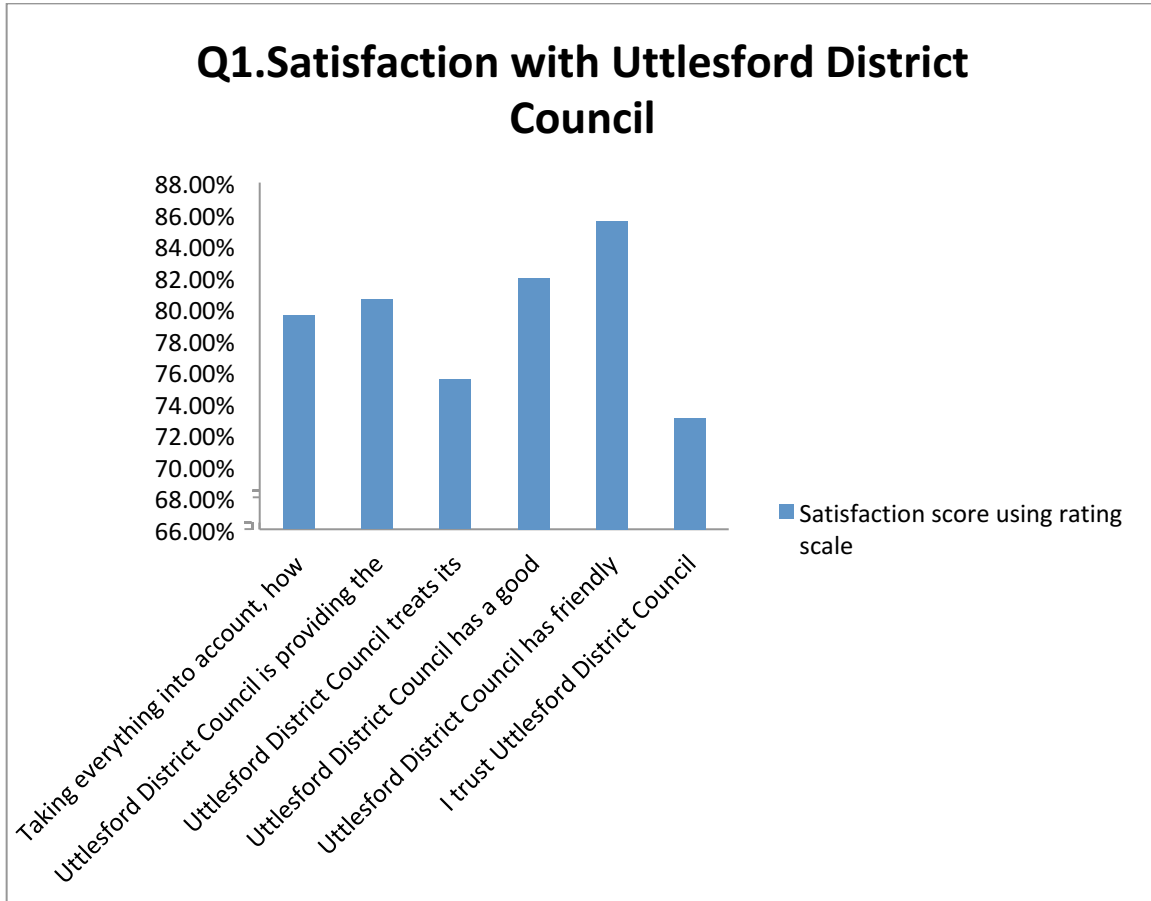
Those invited to participate were given an identification number which they could insert in their questionnaire in order to be entered in a prize draw for a prize of a £100 gift voucher. All participants were asked, although not required, to provide profiling data to assist with the analysis of the results.

Similar questions had been asked of council tenants and leaseholders in the STAR survey of Spring 2017 with a few extra questions incorporated in the latest questionnaire.

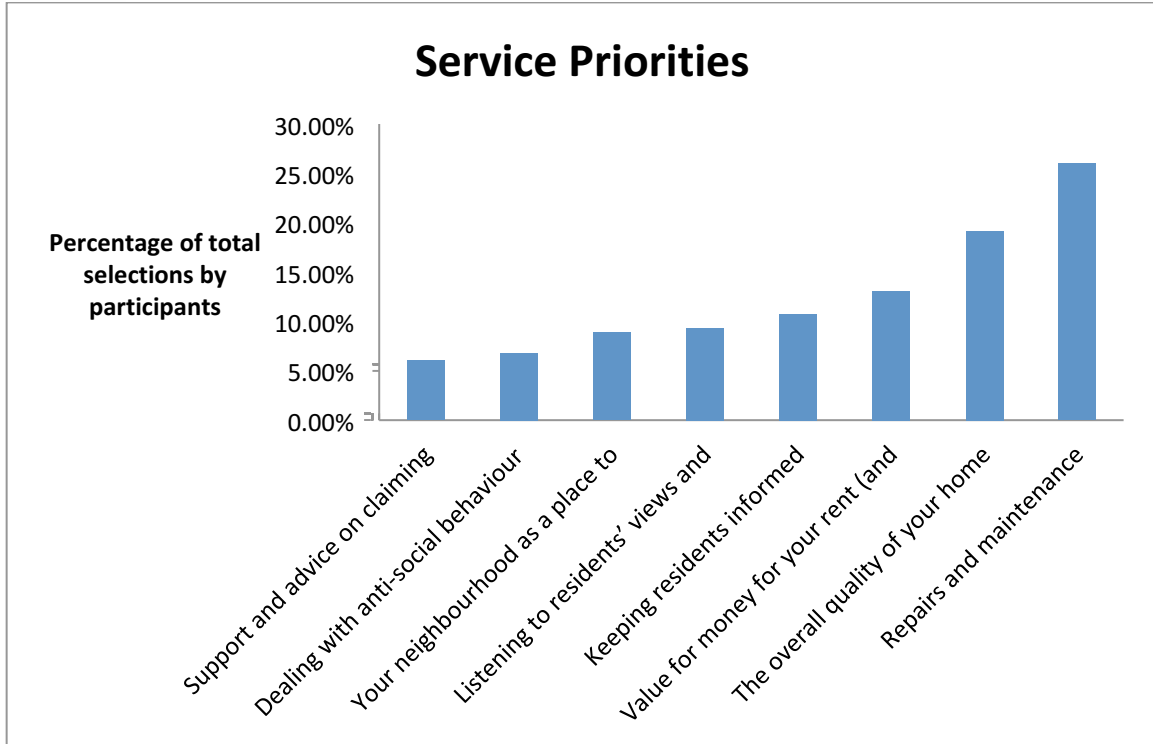
The 2017 survey had a total of 779 responses and the results from the 2019 survey are for the most part, unchanged from the results of the 2017 survey. However, there is some change in the responses to the question regarding internet usage with more residents who use the internet increasing their usage to both at home and outside the home. This probably reflects trends towards increased digital capabilities amongst the 'over 65s' as well as a gradually changing demographic across the tenant base. See Appendix 4 for further information on tenant profiling.

Questions were asked for the first time in the 2019 questionnaire regarding the awareness of the Tenant Forum and the Tenant Regulatory Panel as well as to assess the effectiveness of these two bodies.

Q1. Participants selected their level of satisfaction with aspects of the housing service. Results are compared by scoring services with a higher score for high levels of satisfaction and a negative score for levels of dissatisfaction. (See Appendix 2 for an explanation of rating scales)

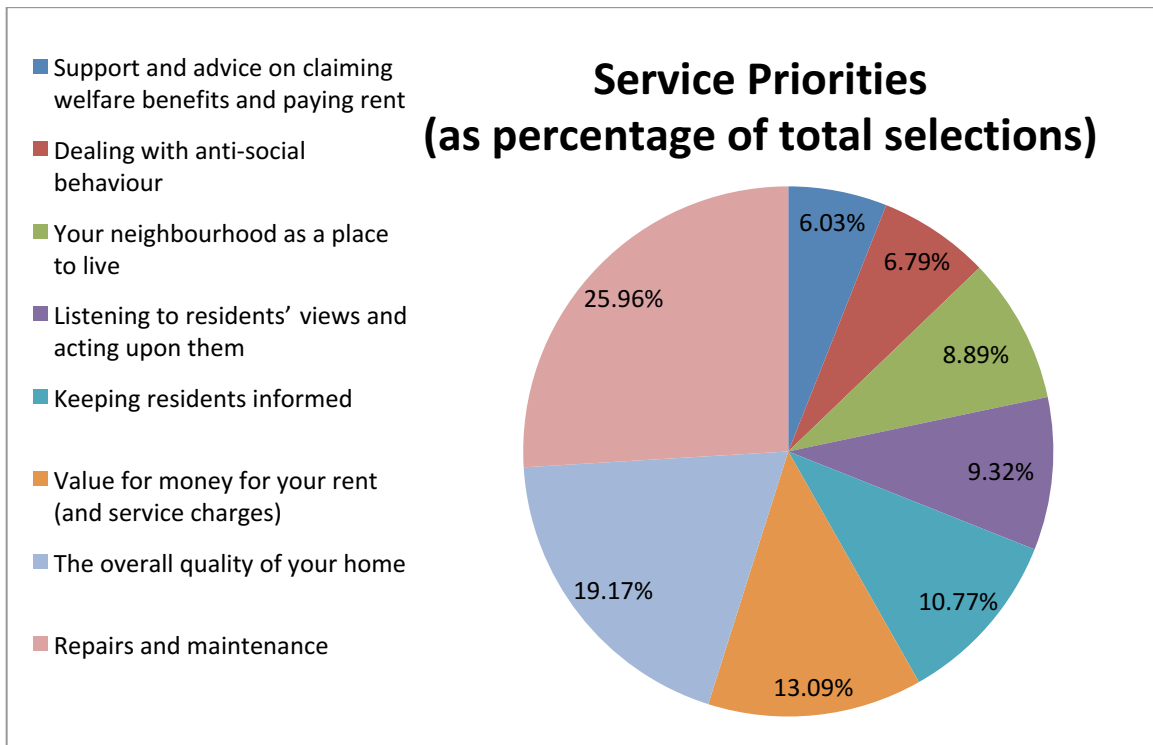


Q2. Respondents were asked to select their top priorities for the housing service. The graph below progressively shows the priorities least selected to the most selected.



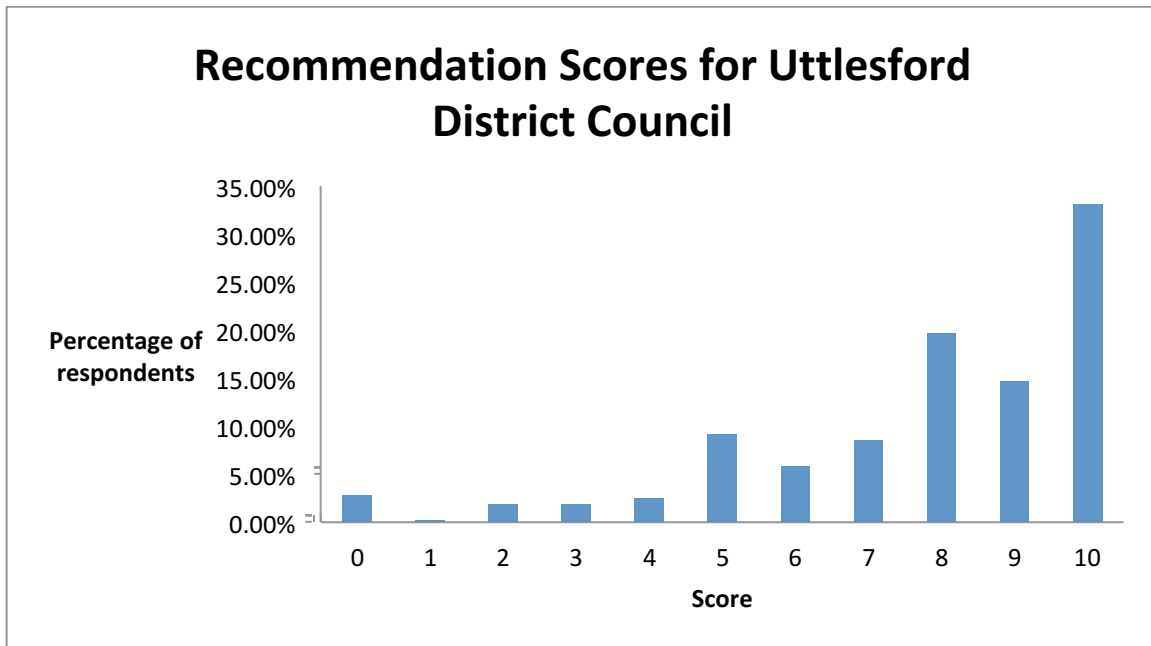
Or

The pie chart below shows the percentage share for each potential priority as selected by those who answered this question.

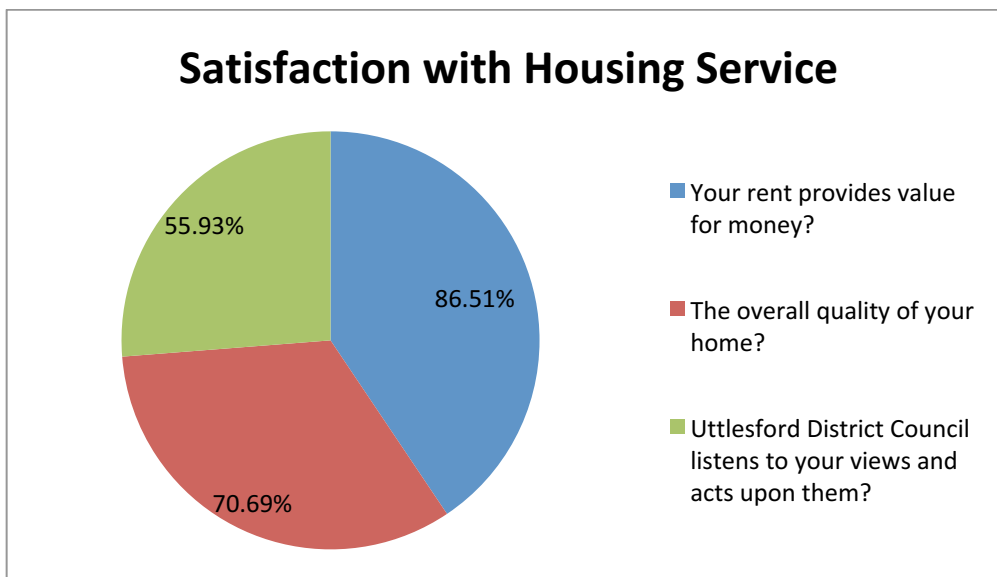


Q3. Participants were asked:
“How likely would you be to recommend Uttlesford District Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?”

About one third of those who responded gave the council the maximum score of 10, the results showing that over two thirds gave a score of eight or above.

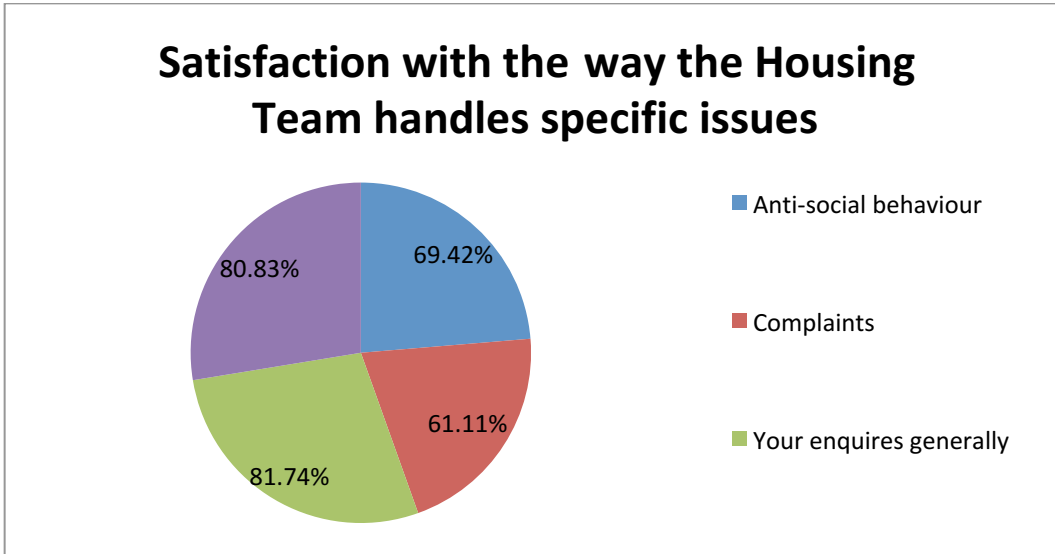


Q4. The rating method was used to compare the results where respondents indicated their satisfaction with the way the housing team deals with three aspects of housing provision.

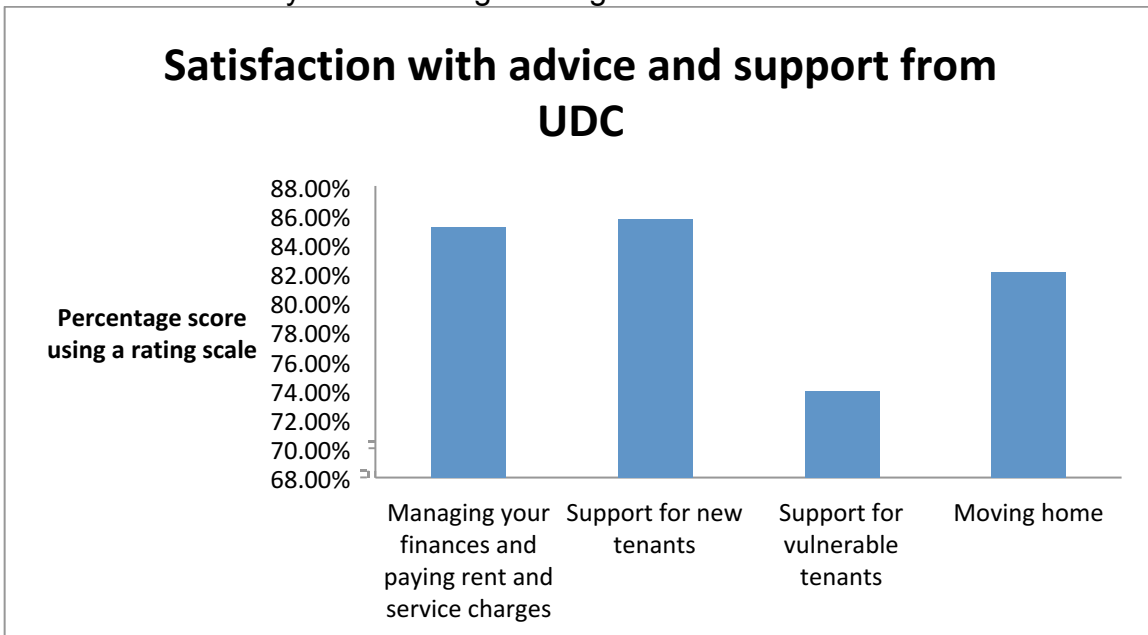


Satisfaction that their rent provides value for money produced a high score of 86.51% whereas satisfaction that the housing team listens and acts on the views of their tenants only scored 55.93%.

Q5. Satisfaction with the way the housing team deals with specific issues from “Anti-social behaviour” to “Moving and swapping your home” was likewise scored using a rating scale. The latter scored well with a rated score of 80.83%.

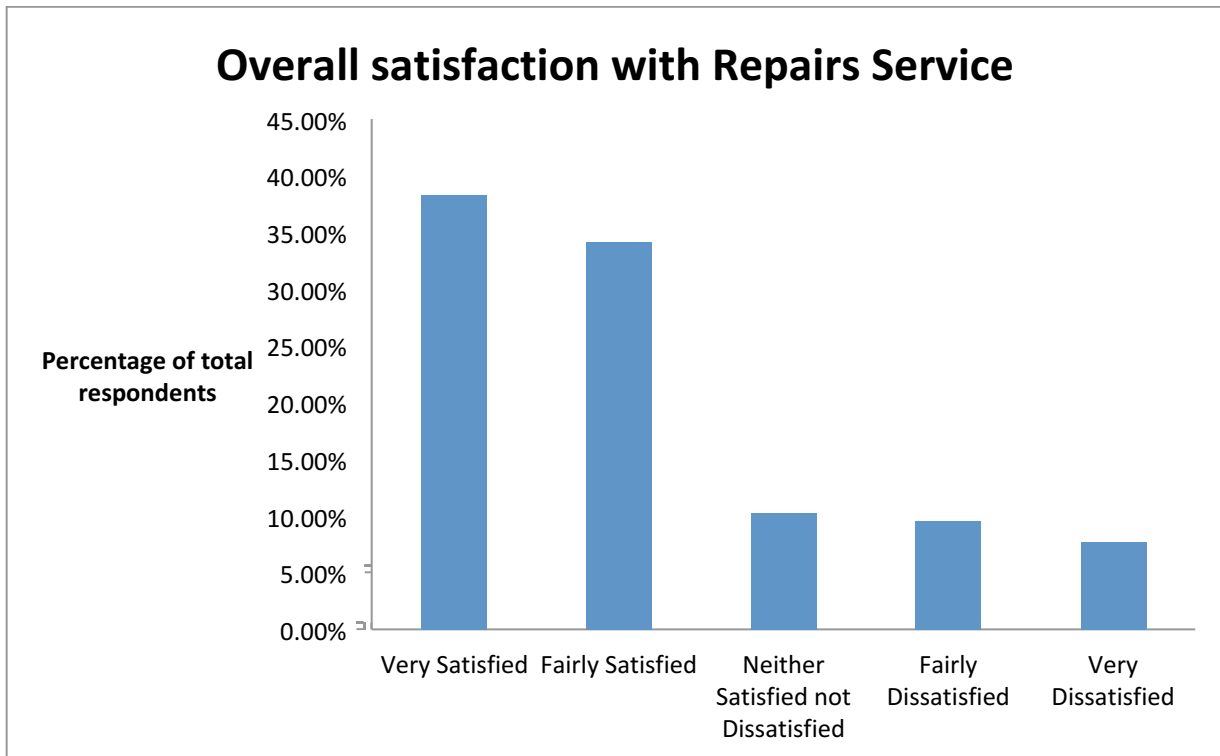


Q6. Satisfaction with the advice and support received from Uttlesford District Council was similarly scored using a rating scale.



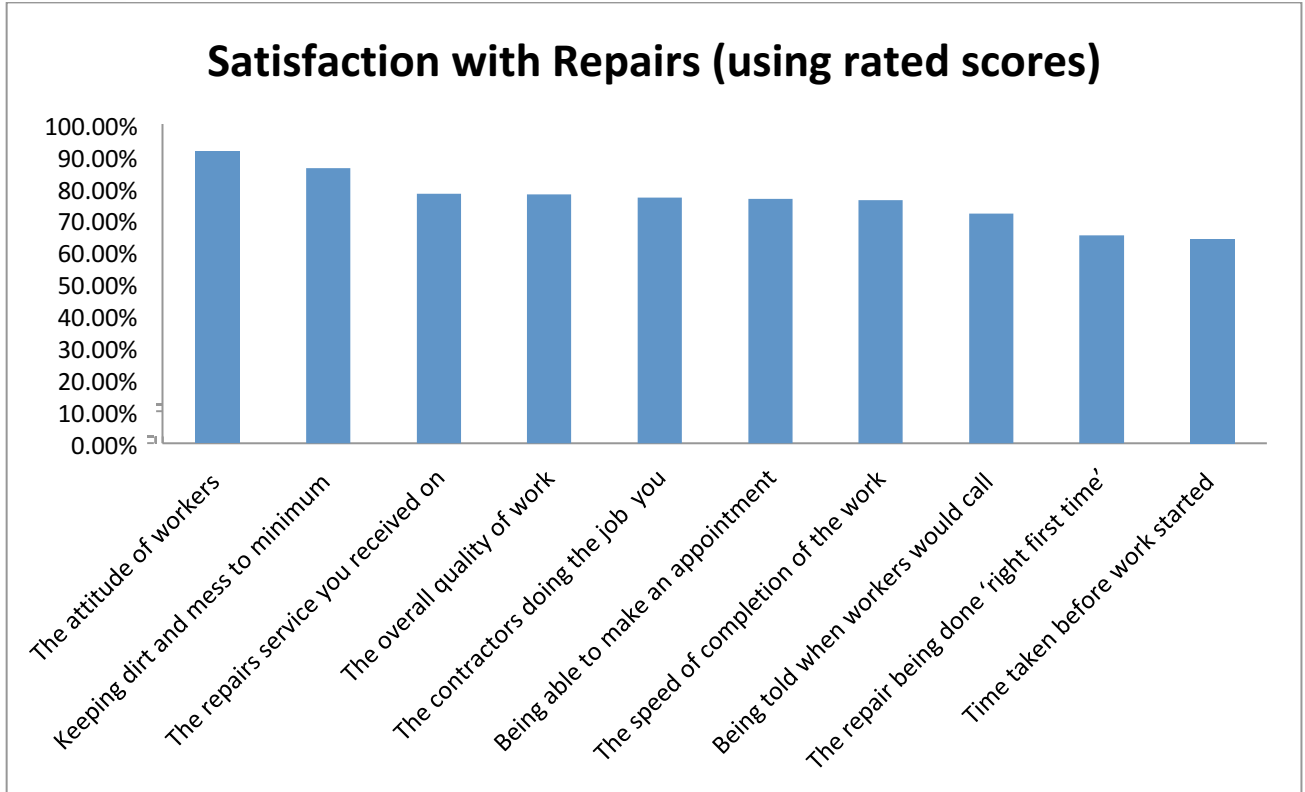
Satisfaction was high overall but “Support for new tenants” (85.77%) and “Managing your finances and paying rent and service charges” (85.13%) had very good ratings for satisfaction.

Q7. Overall satisfaction with the repairs service showed that a majority (72.48%) of tenants were either “Very satisfied” or “Fairly satisfied”.

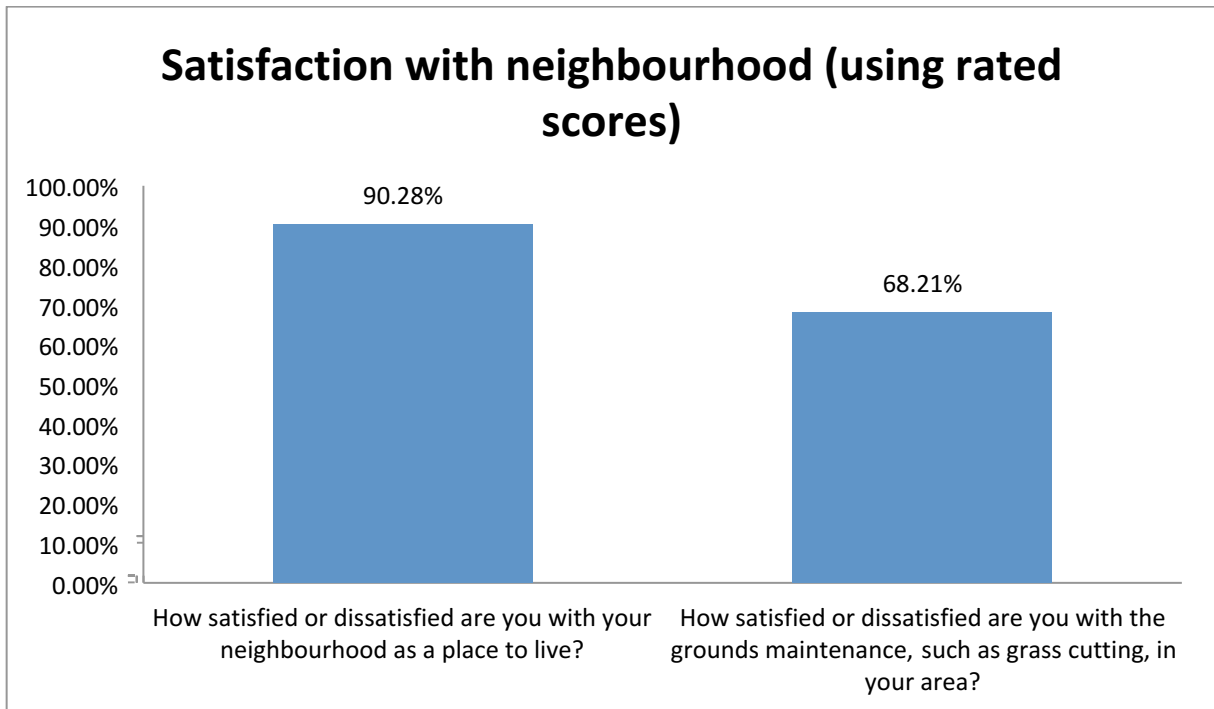


Q8. Satisfaction with the repairs service was also shown by scoring different aspects of the service using a rating scale.

As shown in the bar chart below, responses showed that all the aspects of the repairs service shown scored over 60% with “The attitude of workers” (91.38%) and “Keeping dirt and mess to minimum” (86.12%) scoring particularly highly. The lowest score was attributed to “Time taken before work started” which only achieved a rated score of 63.98%.



Q9. Those who participated in the survey indicated a particularly high level of satisfaction with their “neighbourhood as a place to live” which scored 90.28%

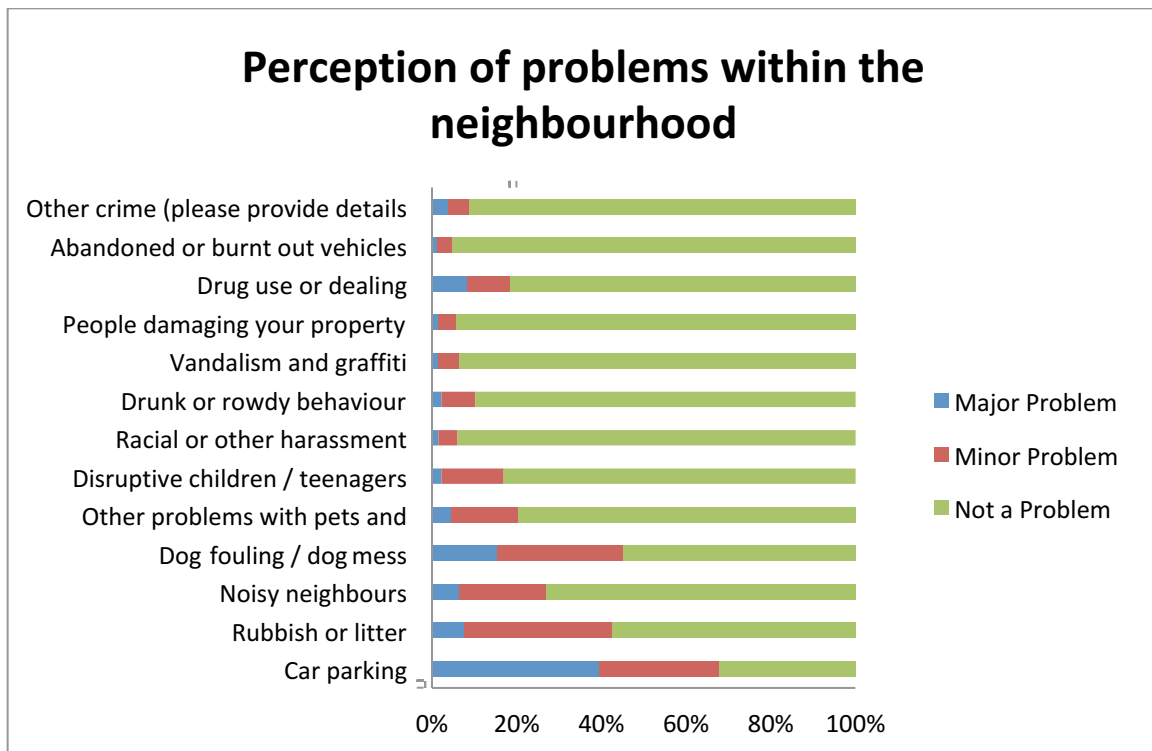


Q10. When asked about their residential status, the majority (98.03%) stated they were Uttlesford District Council tenants whereas only 1.97% are leaseholders.

Q11. Only 28.32% (160) of those who responded to the question selected that they live in sheltered accommodation, a flat, a maisonette or have a shared communal area.

Q12. Respondents who answered “Yes” to Q11, were asked to rate their satisfaction with the cleaning. Using rating scores for levels of satisfaction, cleaning for both the Internal communal areas (89.03%) and the external communal areas (80%) scored well with those who responded.

Q13. Participants were asked to consider possible problems in their neighbourhood and assess them as a ‘major problem’, ‘minor problem’ or ‘not a problem’.



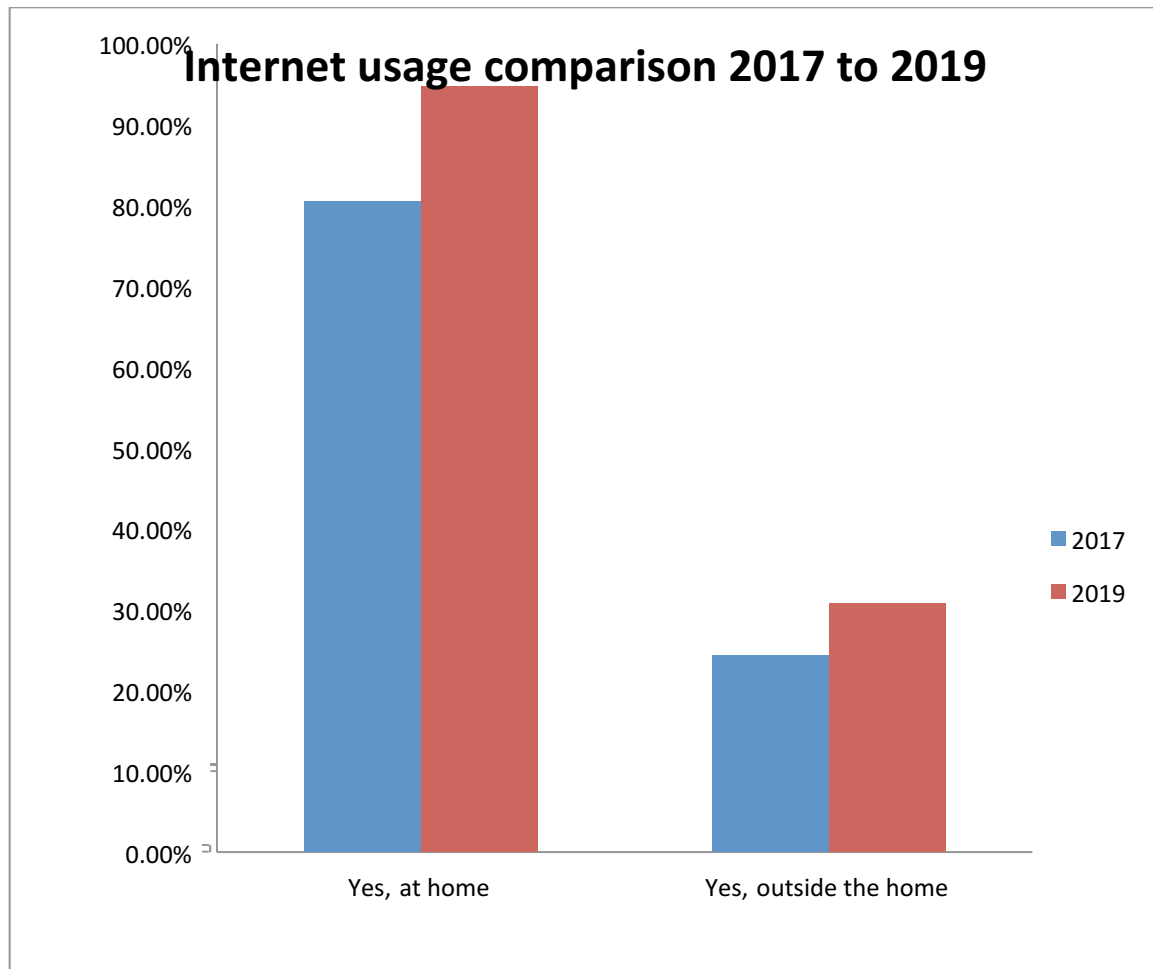
The stacked bar chart above demonstrates the issues which are perceived by respondents to cause the most problems within their neighbourhood. Abandoned or burnt out vehicles was only perceived as a problem by 25 respondents with 95.19% not considering this issue to be a problem. The most selected problem areas by respondents were for “Dog fouling / dog mess” (selected by 44.95% as

either a major or minor problem) and “Car parking” (selected by 67.87% as either a major or minor problem). “Other” literal responses may be viewed in Appendix 3 – Literal Responses.

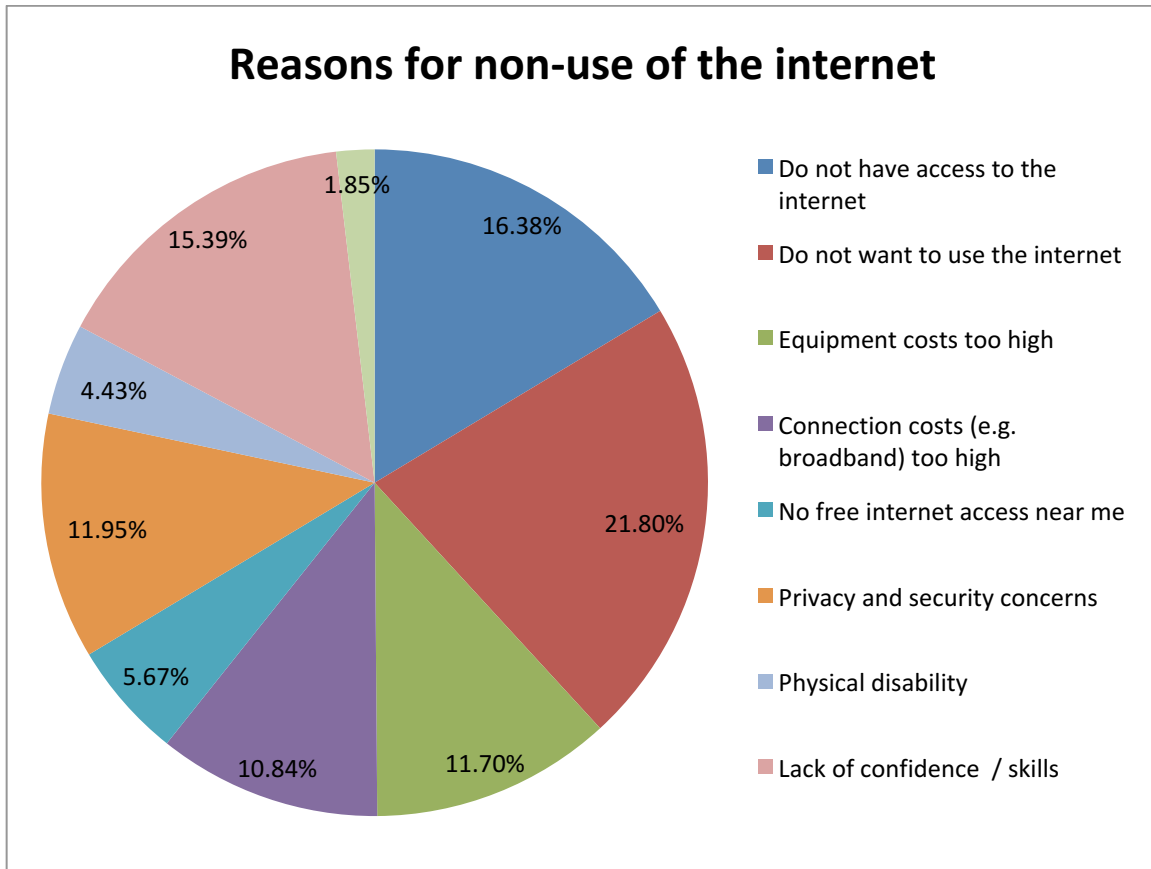
Communication with the council

Q14. Participating residents were asked if they use the internet and, if so, where. Users and non-users were similar in number 55.05% of internet users and 44.95% of non-users.

Of the internet users, almost all (94.72%) use the internet at home, whereas less than a third (30.75%) use the internet outside the home. However, the proportion of respondents who answered these questions have increased since the same questions were asked in the STAR survey of 2017. (See chart below).

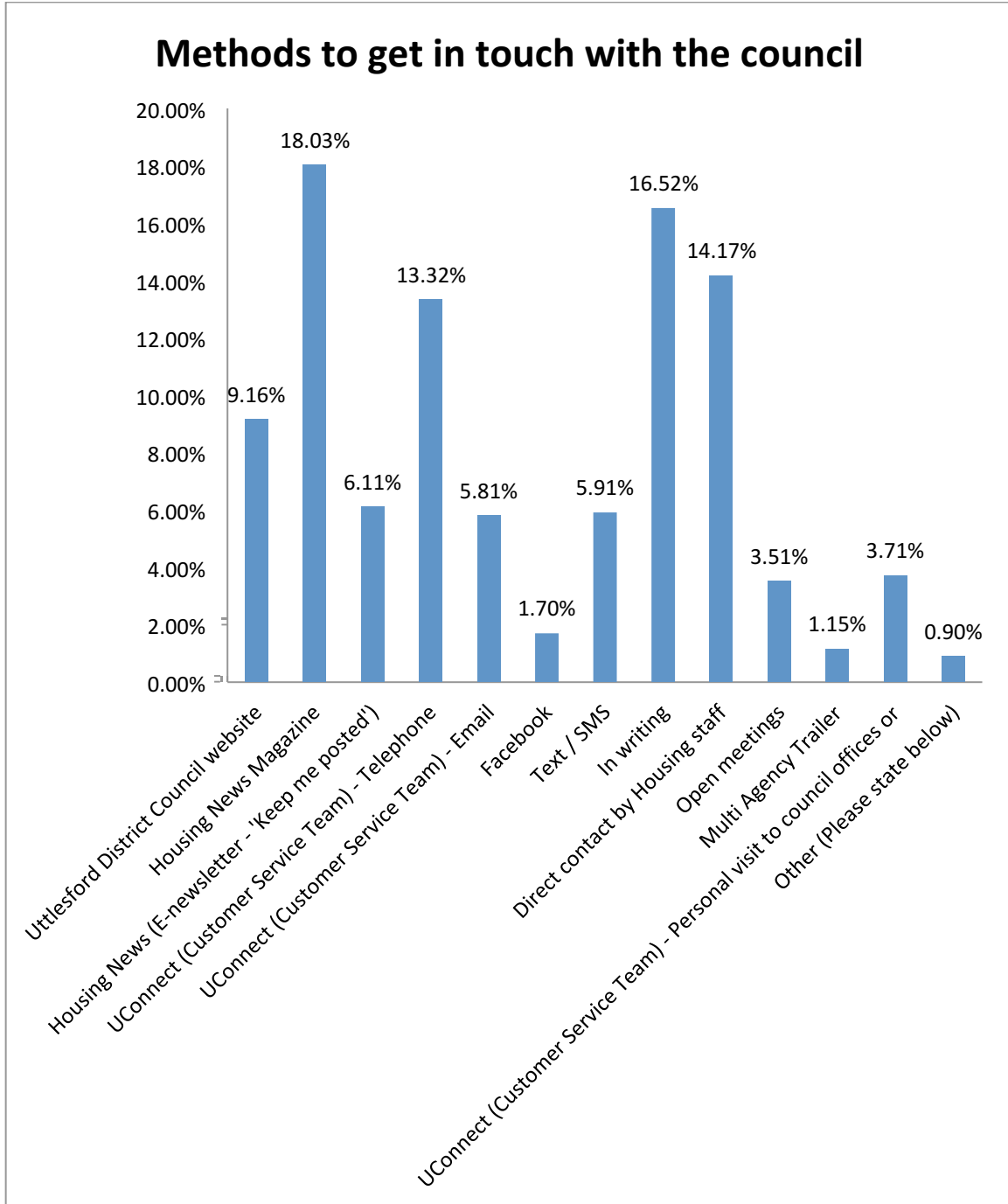


Respondents who indicated that they are non-users of the internet selected from a list of reasons why.



The largest percentage of response was “Do not want to use the internet”(21.80%) with “Do not have access to the internet” (16.39%) and “Lack of confidence / skills” (15.39%) achieving similar percentages in second and third place. A list of “other” reasons may be viewed in Appendix 3.

Q15. The survey then provided a list of methods by which tenants and leaseholders were happy to use to get in touch with the council.

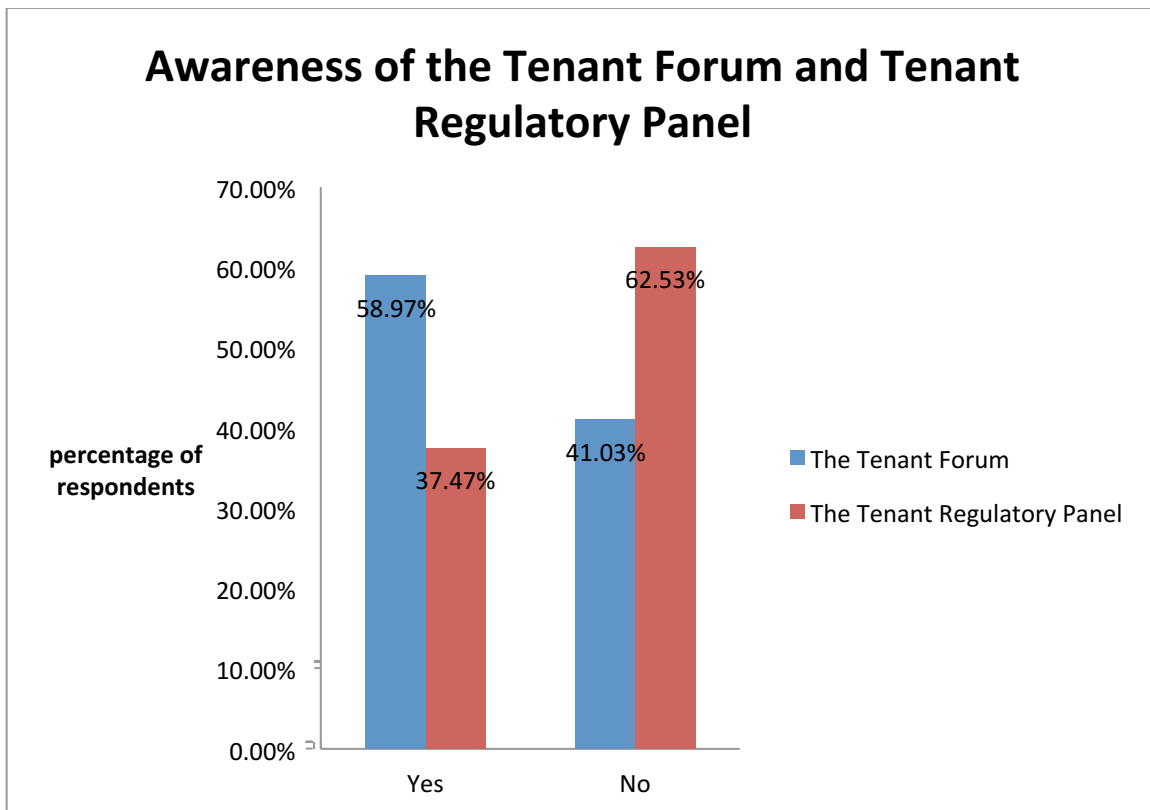


“Housing News magazine” (18.03%), “In writing” (16.52 %) and “Direct contact by housing staff” (14.17 %) were the top three preferences. Facebook and the Multi-agency trailer were the least selected methods.

A list of “other” methods proposed by respondents may be viewed in Appendix 3.

Consulting our tenants

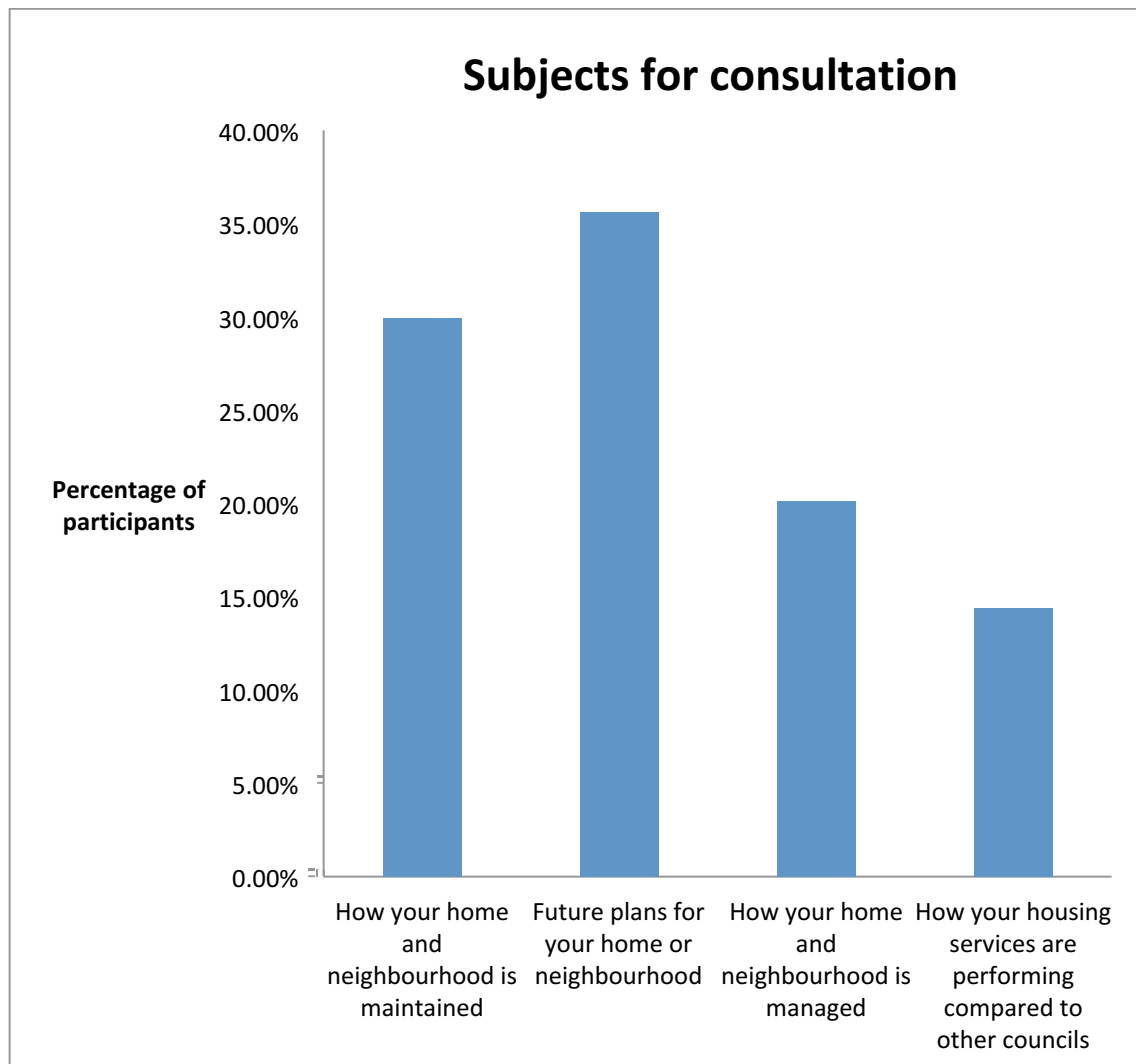
Q16. Participants were asked how aware they were of the Tenant Forum and Tenant Regulatory Panel. More than half were aware of the Tenant Forum whereas two thirds of participants were not aware of the Tenant Regulatory Panel



Q17. Participants in the survey were also asked for their opinion on the effectiveness of the Tenant Forum and Tenant Regulatory Panel. Using a satisfaction rating score, both scored well; the Tenant Forum having a score for effectiveness of 82.58% and the Tenant Regulatory Forum scoring 84.23%. This question had a low number of indicative responses (123 in number regarding the Tenant Forum and only 82 regarding the Tenant Regulatory Panel) whereas there was in both instances well over 70 percent of respondents who did not express an opinion (348 and 325 respectively), making it difficult to identify a definitive response.

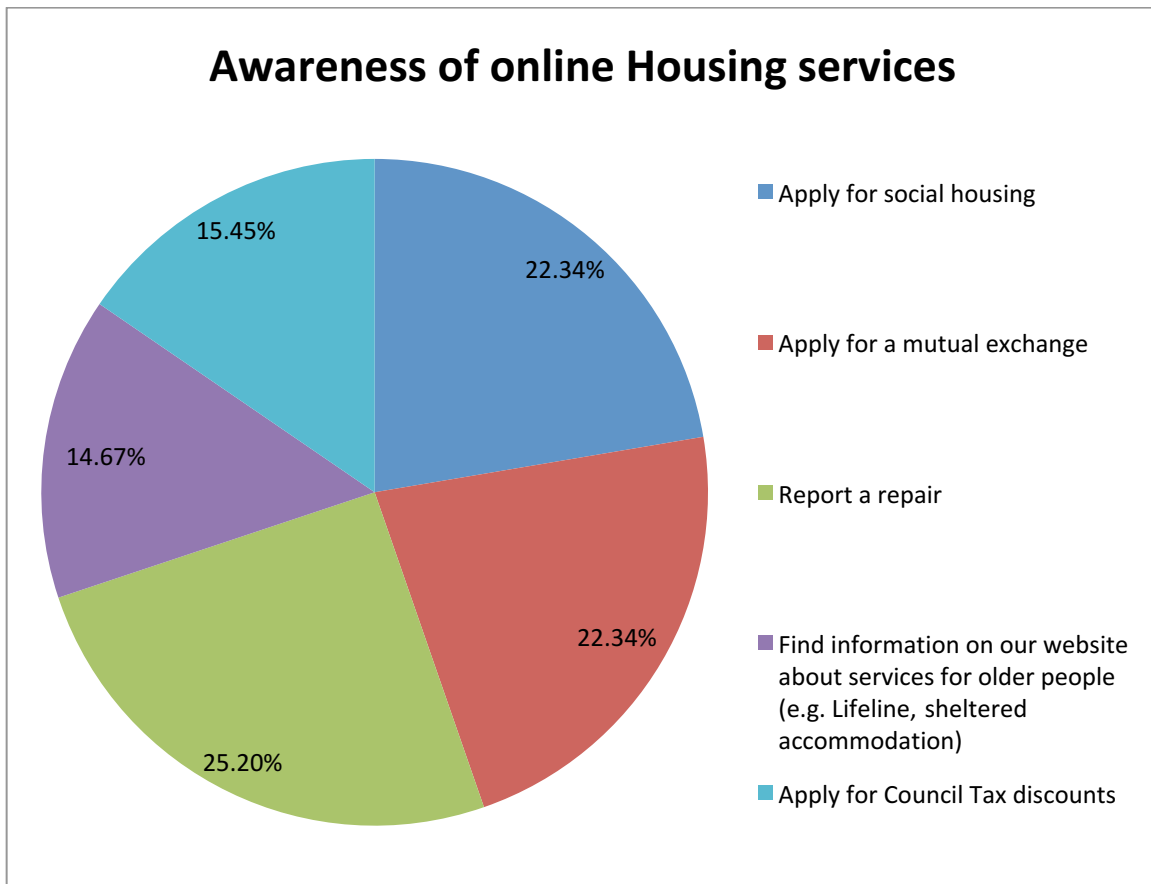
Q18. Survey participants were asked which matters they wished to be consulted about.

Over a third of respondents (35.64%) wished to be consulted about “Future plans for your home or neighbourhood” whereas only 14.36% were interested to be consulted on “How your housing services are performing compared to other councils”.



Q19. A list of methods by which residents could be consulted were provided. Just over ten percent selected membership of a Tenant Panel and a similar percentage to join a local residents group. More than three quarters of those responding (77.74%) preferred to receive surveys directly with three quarters of those electing to receive surveys by post. The least preferred method was by text (14.05%)

Q20. Finally, the survey sort to determine awareness of the online housing services available to tenants. Participants could select all of the services that applied.



There were no really marked differences of awareness in the selection of the online services. The most selected was “Repairs” with over a quarter of all the selections. The least known online service was finding information about services for older people.

Information about profiling of respondents may be found in Appendix 4.