# Research Report

## STAR Survey 2015

**Prepared for: Oxford City Council**

**Prepared by: BMG Research**

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**Produced by BMG Research**



**www.bmgresearch.co.uk**

Project: 9728

Registered in England No. 2841970

Registered office:

BMG Research
Beech House
Greenfield Crescent
Edgbaston
Birmingham
B15 3BE
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

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# 1 Introduction

## 1.1 Background

In order to maintain its commitment to seek and act upon the views of its customers, in 2015, Oxford City Council (OCC) commissioned BMG Research to carry out a postal survey. The postal survey took a similar form to that conducted in 2014, with the overall objective of measuring levels of customer satisfaction with OCC in key service areas and enabling satisfaction with service to be tracked over time.

## 1.2 Methodology

A postal survey of a random sample of 2,260 general needs tenants and a census of 240 sheltered tenants was carried out from September to November 2015. The general needs sample was drawn proportional to the total number of contacts within each ward, with a census taken in wards with less than 100 available contacts. Following the initial mailing and one full reminder (letter, questionnaire and pre-paid envelope), the relatively low response rate amongst general needs tenants meant the decision was made to carry out a boost mailing to a further 1,000 general needs tenants. No reminder was sent to this group.

The mailing sizes and response rates are shown below at a total level; for sheltered tenants; for general needs tenants; and for general needs split by the core sample and the boost sample. In total, 656 responses were received. This is subject to a maximum confidence interval of ±3.7% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by all OCC customers, if a census had been conducted, to within 3.7% of the percentages reported.

**Table 1: Responses and confidence intervals**

| Customer group | Stock size | Mailing size | Number of responses | Response rate | Confidence intervals |
|---|---|---|---|---|---|
| **Total** | **7,588** | **3,500** | **656** | **19%** | **±3.7%** |
| **General needs - total** | **7,348** | **3,260** | **566** | **17%** | **±4.0%** |
| General needs - core sample (1 reminder) | n/a | 2,260 | 459 | 20% | n/a |
| General needs – boost sample (no reminder) | n/a | 1,000 | 97 | 10% | n/a |
| **Sheltered** | **240** | **240** | **90** | **38%** | **±8.2%** |

The questionnaire used questions from HouseMark's STAR survey and was largely consistent with Oxford City Council's 2014 STAR Survey, so as to allow comparison against the previous results.

In order to ensure that the survey results reflect the views of all tenants the data were weighted prior to analysis by ward and by property type. This weighting corrects the relative housing stock imbalances within the returns.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger that 1%.

In addition to this written report, data tabulations have also been produced which present the data as a whole. The written report is based on valid responses, i.e. if a respondent did not answer a question, or answered it incorrectly they were excluded from the analysis for that question.

The report contains analysis at a ward level. In all cases, only wards that received a minimum of thirty responses were included in subsequent analysis. This is because inclusion of wards with a base size lower than 30 would reduce the statistical robustness of any comparisons between wards. Sample sizes for the wards shown may fall below 30 for individual questions where respondents have failed to answer the question.

# 2 Key findings

## 2.1 Overall perceptions

Overall, most (83%) are satisfied with the housing services provided by the Council, and this is in line with the 2014 findings. However, this also represents a significant fall in satisfaction compared to the 2013 findings. When benchmarked against HouseMark data, satisfaction amongst both general needs and sheltered tenants is also below the median satisfaction level, suggesting that there is scope for improvement in how tenants view the service they receive.

## 2.2 Areas for focus in improving overall perceptions

In terms of areas for focus, **repairs and maintenance** is the service most likely to be mentioned as a priority by tenants. Whilst most (77%) are satisfied with the repairs and maintenance service, this represents a significant fall in perceptions compared to both 2013 and 2014; and again is below the median levels indicated by HouseMark's benchmarking data. Looking in more detail at the views of those who have had repairs carried out in the last 12 months, most are, again, satisfied with the service they received (83% satisfied). However, this is a significant decline by comparison with 2013, when 91% were satisfied. Perceptions of the attitude of workers, and their keeping dirt and mess to a minimum, remain very positive; however perceptions of other aspects of the service, ranging from time taken before work started to the overall quality of work carried out, have also declined significantly over this period.

**Listening to tenants' views and acting on them** also emerges as a key driver of satisfaction with the Council's housing services. This is likely to be linked to other key drivers of satisfaction such as how enquiries and complaints are dealt with, as well as to how responsive tenants feel the Council is to requests for key services such as repairs. From this perspective, the work key service areas are doing to achieve the Customer Service Excellence Accreditation should if successful boost overall satisfaction in the future. On current findings, satisfaction that the Council listens to tenants' views and acts on them (60% satisfied) is relatively low compared to HouseMark data, with indications of a decline in satisfaction with how the Council deals with enquiries.

Looking in more detail at perceptions of enquiries handling amongst those who have contacted the Council in the last 12 months with a query, perceptions of the helpfulness of staff remain very positive (85% satisfied). However, compared to 2013, satisfaction on the following measures has declined significantly: the ability of staff to deal with the query quickly and efficiently; the final outcome of the query; and the time taken to answer the query.

## 2.3 Estate issues

Of a given list of neighbourhood problems, including crime and ASB, tenants are much the most likely to mention car parking as a major problem (44%). This is in line with the 2014 findings, suggesting that the work carried out to expand parking facilities has not yet filtered through into improved perceptions. More positively, tenants in wards where major regeneration work is taking place - Barton and Sandhills, Rose Hill and Iffley, and Blackbird Leys - are the most likely to say that their neighbourhood has improved over the last three years.

## 2.4 Anti-social behaviour

In terms of how the Anti-Social Behaviour Service deals with reports of ASB, a majority (61%) were satisfied with the initial contact. However, perceptions of later stages of the service are less positive; in particular, 30% were satisfied with how the case was closed and why, whilst 51% were dissatisfied. These findings are accompanied by two important caveats: sample sizes for these questions were low (c. 30), and ASB is an area where achieving an outcome that entirely satisfies those involved is more difficult compared to services where the Council has complete control over the outcome.

# 3 Comparison with previous results

The Council has previously conducted postal customer satisfaction surveys in 2014, 2013, 2012, 2008 and 2006. This has enabled tracking of performance across key service areas, a summary of which is detailed in the following table. Satisfaction with the value for money of service charges, and the repairs and maintenance service, has fallen significantly compared to 2014, whilst other changes shown compared with 2014 are not significant.

The ‘neighbourhood as a place to live’ metric was worded as ‘estate’ prior to the latest survey.

**Table 2: Comparison of key results with previous years**

| Question | 2006 % | 2008 % | 2012 % | 2013 % | 2014 % | 2015 % | Change since 2014 |
|---|---|---|---|---|---|---|---|
| **Satisfied with the overall service** | | | | | | | |
| **% respondents satisfied** | 80% | 82% | 87% | 88% | 84% | 83% | -1 |
| **Satisfied with the quality of the home** | | | | | | | |
| **% Satisfied** | 83% | 84% | 83% | 83% | 80% | 79% | -1 |
| **Satisfied with neighbourhood as a place to live** | | | | | | | |
| **% Satisfied** | 83% | 81% | 80% | 83% | 80% | 80% | 0 |
| **Satisfied with value for money for rent** | | | | | | | |
| **% Satisfied** | 77% | 76% | 77% | 76% | 74% | 75% | +1 |
| **Satisfied with value for money for service charges** | | | | | | | |
| **% Satisfied** | N/A | N/A | 71% | 72% | 68% | 62% | -6 |
| **Satisfied with repairs and maintenance service** | | | | | | | |
| **% Satisfied** | 81% | 86% | 82% | 87% | 83% | 77% | -6 |
| **Satisfied with listening to views and acting upon them** | | | | | | | |
| **% Satisfied** | 85% | 64% | 61% | 64% | 63% | 60% | -3 |
| **Keeping tenants informed** | | | | | | | |
| **% rating Good** | 86% | 85% | 76% | 77% | 77% | 74% | -3 |
| **Dealing with ASB** | | | | | | | |
| **% Satisfied** | N/A | N/A | 55% | 60% | 60% | 60% | 0 |

# 4 Benchmarking against national HouseMark 2013/14 data

## 4.1 General needs tenants

In order to contextualise the survey findings the table overleaf compares the key indicator scores for OCC's general needs tenants against the 2013/14 HouseMark STAR average scores for general needs tenants. This table shows that in all cases, satisfaction on the key measures is below the benchmark median.

**Table 3: Comparison of OCC's scores across key indicators in comparison to the latest available HouseMark averages (General Needs)**

| | Oxford City Council | HouseMark STAR average 2013/14 | | |
|---|---|---|---|---|
| **Question** | **2015 %** | **Upper quartile** | **Median** | **Lower quartile** |
| Percentage of respondents very or fairly satisfied with the service provided by their social housing provider | 83 % | 89% | 86% | 82% |
| Percentage of respondents very or fairly satisfied with the overall quality of their home | 79 % | 87% | 84% | 79% |
| Percentage of respondents very or fairly satisfied with their neighbourhood as a place to live | 80 % | 88% | 84% | 79% |
| Percentage of respondents very or fairly satisfied that their rent provides value for money | 75 % | 84% | 80% | 76% |
| Percentage of respondents very or fairly satisfied that their service charge provides value for money | 62 % | 74% | 66% | 60% |
| Percentage of respondents very or fairly satisfied with the way their social housing provider deals with repairs and maintenance | 77 % | 84% | 79% | 75% |
| Percentage of respondents very or fairly satisfied that their social housing provider listens to their views and acts upon them | 60 % | 74% | 68% | 62% |

## 4.2 Sheltered tenants

The following table compares the key indicator scores for OCC's sheltered against the 2013/14 HouseMark STAR average scores for residents of housing for older people. This table shows that in all cases, satisfaction on the key measures is below the benchmark median; and with the exception of value for money of rent, also below the lower quartile threshold.

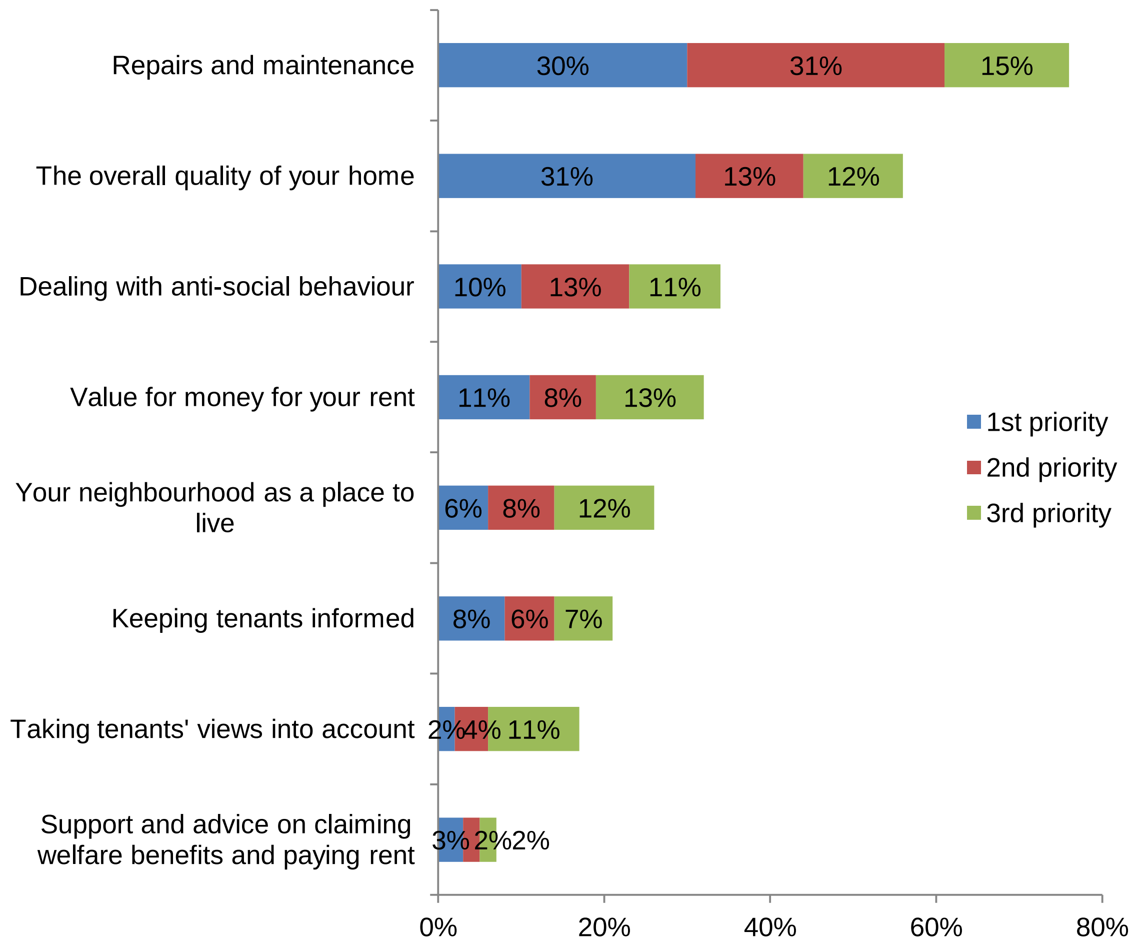
**Table 4: Comparison of OCC's scores across key indicators in comparison to the latest available HouseMark averages (Housing for Older People)**

| | | HouseMark STAR average 2013/14 | | |
|---|---|---|---|---|
| **Question** | **2015 %** | **Upper quartile** | **Median** | **Lower quartile** |
| Percentage of respondents very or fairly satisfied with the service provided by their social housing provider | 82 % | 94% | 92% | 88% |
| Percentage of respondents very or fairly satisfied with the overall quality of their home | 90 % | 95% | 94% | 91% |
| Percentage of respondents very or fairly satisfied with their neighbourhood as a place to live | 88 % | 95% | 92% | 90% |
| Percentage of respondents very or fairly satisfied that their rent provides value for money | 87 % | 92% | 89% | 85% |
| Percentage of respondents very or fairly satisfied that their service charge provides value for money | 72 % | 86% | 82% | 78% |
| Percentage of respondents very or fairly satisfied with the way their social housing provider deals with repairs and maintenance | 79 % | 93% | 89% | 83% |
| Percentage of respondents very or fairly satisfied that their social housing provider listens to their views and acts upon them | 61 % | 81% | 75% | 70% |

# 5 Tenant priorities

To enable the Council to focus on the areas that matter most to tenants, tenants were asked which services they would consider to be priorities, from the list below. Respondents were asked to select their top three priorities. Around three in ten (30%) give repairs and maintenance as their top priority and a similar proportion (31%) give overall quality of their home as the top priority. However, repairs and maintenance is much the most likely to be selected as any kind of priority; three quarters (75%) give this as a priority, compared to 56% who mention quality of home. This is a typical finding, replicated, for example, by the findings of HouseMark's analysis of the key drivers of satisfaction *(STAR benchmarking service: Analysis of findings 2013/14)*, which indicates that repairs and maintenance has the biggest influence on overall satisfaction.

**Figure 1: Which of the following services would you consider to be priorities? (Valid responses)**




Unweighted sample base: 155

Due to the relatively low overall sample size for this question, the sample sizes for key subgroups are also low and for this reason the findings for 16-34 year olds and sheltered tenants are only included below for reference. However, there are statistically significant differences in the priorities identified by different age groups, as the highlighting below indicates. For example, tenants aged 35-54 are significantly more likely to prioritise dealing with anti-social behaviour compared to 55-64 year olds, reflecting the fact (discussed later in this report) that younger tenants are more likely to report being a victim of ASB.

There are no significant differences in the priorities expressed within other key subgroups such as disability, ethnicity, or ward.

Those claiming housing benefit - who are more likely to require advice on claiming benefits and paying rent - are more likely than other tenants to mention this service as a priority (12% cf. 4%). However, this remains the service least cited as a priority even amongst this group.

**Table 5: Services mentioned as priorities - by age and tenure type (Valid responses)**

| | Age | | | | Tenure type | |
|---|---|---|---|---|---|---|
| | 16-34 | 35-54 | 55-64 | 65+ | **General needs** | **Sheltered** |
| Repairs and maintenance | 100% | 81% | 91% | 65% | 75% | 70% |
| The overall quality of your home | 77% | 58% | 53% | 55% | 56% | 55% |
| Dealing with anti-social behaviour | 81% | 46% | 23% | 30% | 34% | 17% |
| Value for money for your rent | 23% | 32% | 46% | 23% | 32% | 26% |
| Your neighbourhood as a place to live | 19% | 30% | 33% | 25% | 27% | 21% |
| Keeping tenants informed | 0% | 12% | 19% | 25% | 20% | 32% |
| Taking tenants views into account | 0% | 20% | 10% | 16% | 16% | 38% |
| Support/advice on claiming welfare | 0% | 5% | 0% | 15% | 8% | 17% |
| **Unweighted sample bases** | **4** | **35** | **38** | **70** | **137** | **18** |

# 6 Key drivers analysis

A further method of establishing the key factors that lie behind tenant satisfaction is Key Driver Analysis (KDA). In essence, this KDA seeks to determine the key influences on overall satisfaction.

We reflect the importance as an index value in which 1.0 is equal to the average importance across all factors. A level of 2.0 implies that the factor in question is twice as important as the average. “Key Drivers” are factors that have high importance.

## 6.1 Method of Assessing Key Driver Importance

KDA seeks to find the independent variables that have the most influence on a dependent variable (DV) by assessing the statistical correlation between residents’ ratings on each of the independent variables and their ratings of the DV. This correlation is based on the proportion of variation in the DV (satisfaction with the housing services provided by the Council) that could statistically be “accounted for” or “explained” by related variation in the IV’s (all indicators included in the analysis). If the correlation is high, then the service will be “important” in the sense of the analysis. If it is low, it will imply that the service is less important. The rationale for this is that a high level of correlation implies the likelihood that improving satisfaction levels for the individual service will in turn improve overall tenants’ satisfaction. If there is little or no correlation, this offers no evidence that improving the service might have any impact on overall satisfaction.

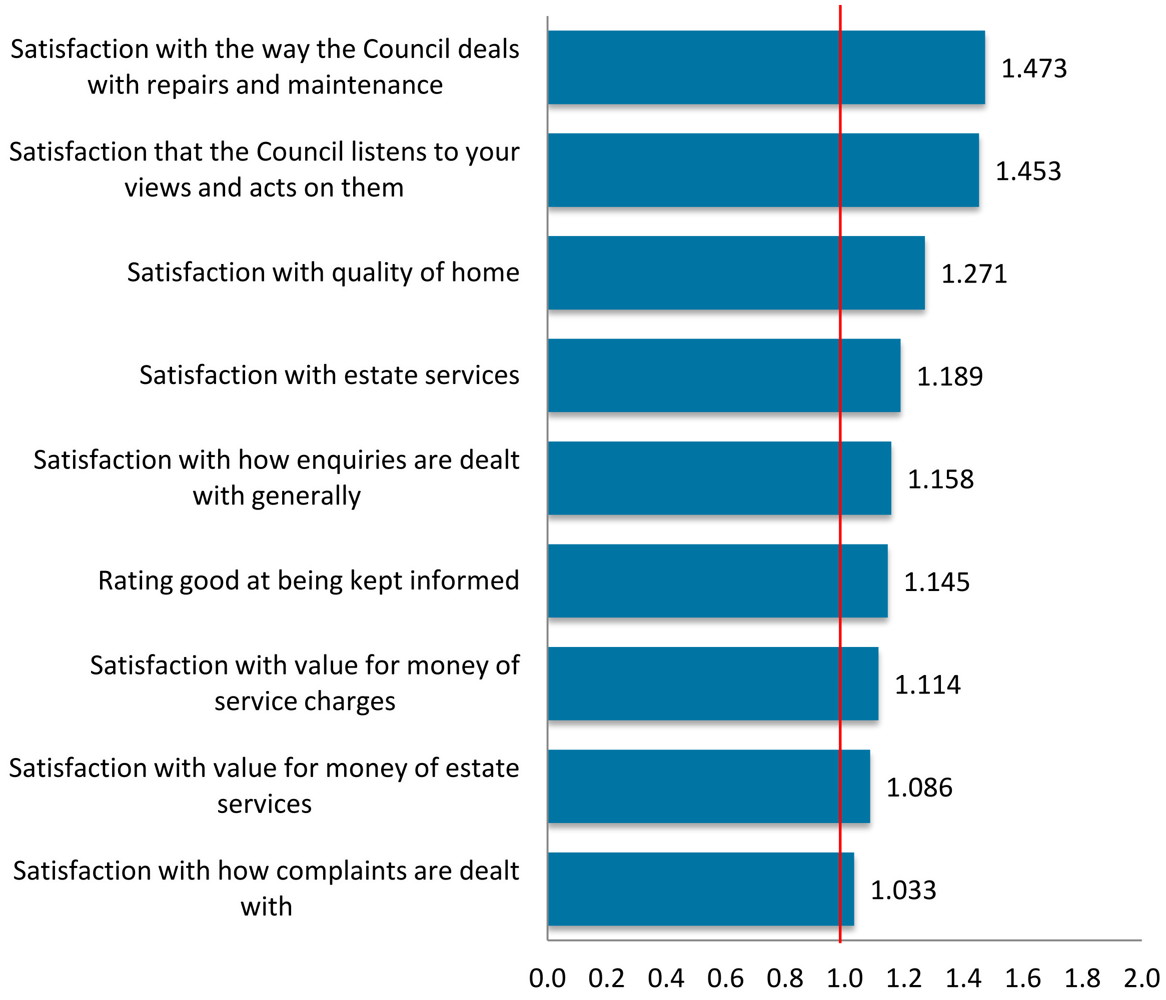
As a result of this analysis, the independent variables are ranked in order of being key drivers for the DV. The KDA was based on all rating scale type questions in the survey. The objective was to find the relative impact of individual aspects on satisfaction with the (overall) service provided by the Council.

### 6.1.1 Key drivers of overall satisfaction

The figure overleaf highlights factors that are of above-average importance in determining tenants’ satisfaction with the overall service provided by the Council. As with the findings on tenants’ priorities, this indicates that perceptions of the repairs and maintenance service are key in driving overall satisfaction. Quality of home similarly is a key driver of satisfaction and widely mentioned as a priority by tenants.

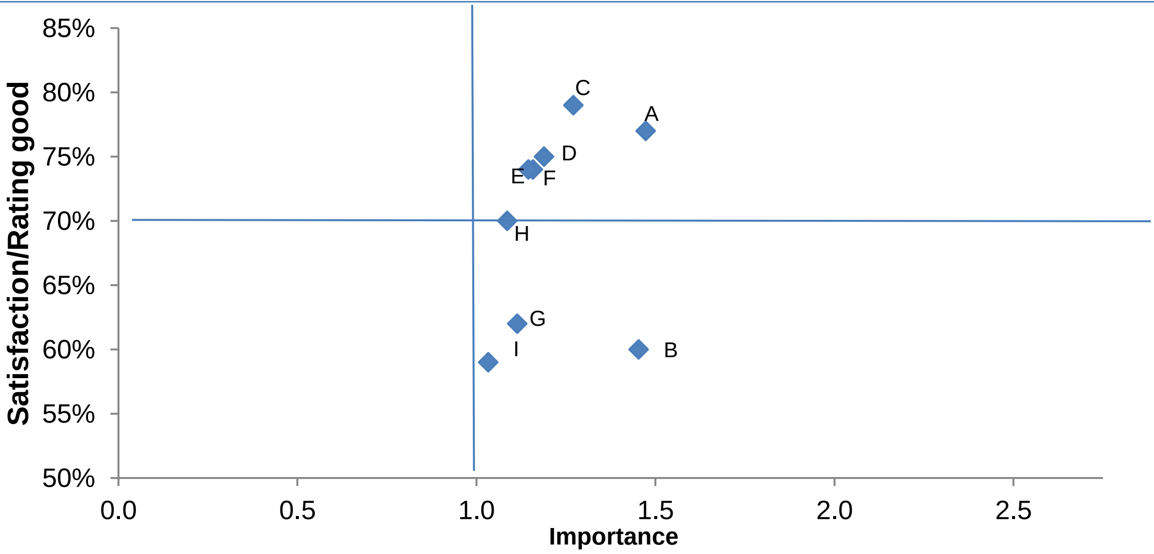
Satisfaction that the Council listens to views and acts on them also emerges as a key driver of overall satisfaction. This is likely to be linked not only to tenant involvement in influencing decision making but also to whether tenants feel that they are listened to when contacting the Council with a service request (including for a repair) or a query. This is reflected in the fact that how enquiries are dealt with, and how complaints are dealt with, also appear as key drivers of overall satisfaction. The work the Council is undertaking to achieve the Customer Service Excellence Accreditation in key service areas should therefore have a positive impact on overall perceptions in the future.

**Figure 2: Key drivers of satisfaction with overall housing services provided by the Council**



The figure below then charts these key drivers of satisfaction against how tenants perceive the Council performs on them. This highlights the fact that listening to views and acting on them is both an important area in driving satisfaction, and also one where satisfaction levels are lower than average. This should therefore be a key area for focus in improving perceptions of the Council as a landlord.

**Figure 3: Perceptions of the Council on key drivers of satisfaction**



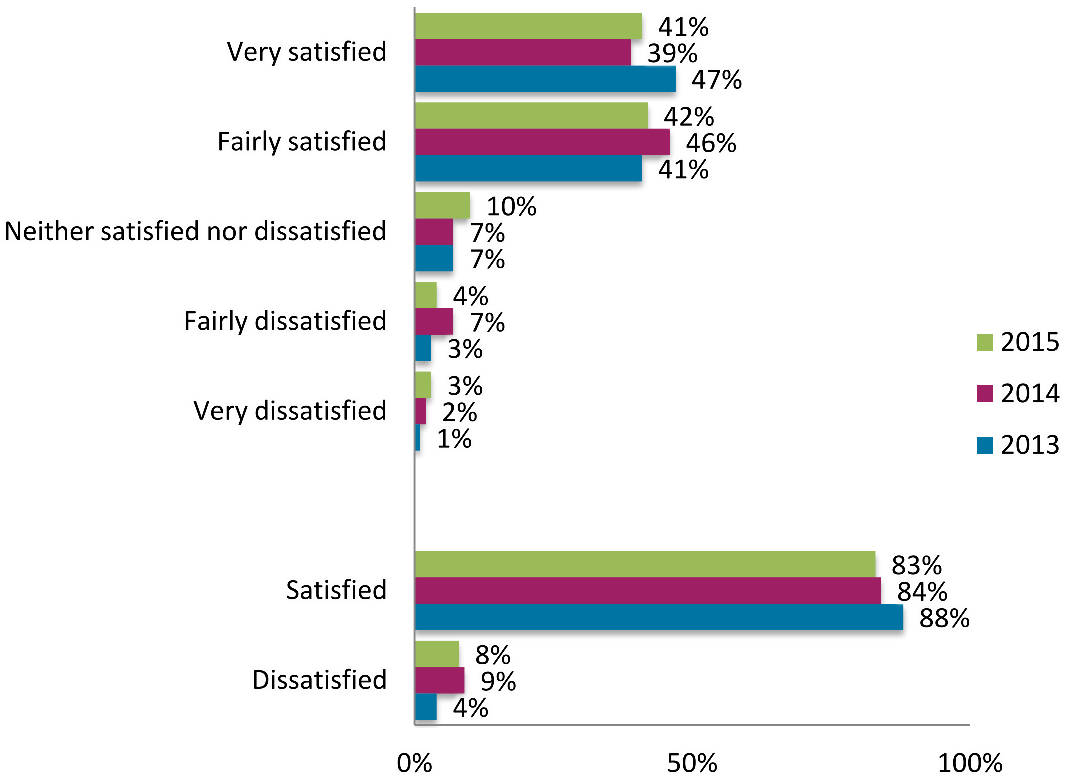

| | | | |
|---|---|---|---|
| **A** | Satisfaction with the way the Council deals with repairs and maintenance | **F** | Rating good at being kept informed |
| **B** | Satisfaction that the Council listens to your views and acts on them | **G** | Satisfaction with value for money of service charges |
| **C** | Satisfaction with quality of home | **H** | Satisfaction with value for money of estate services |
| **D** | Satisfaction with estate services | **I** | Satisfaction with how complaints are dealt with |
| **E** | Satisfaction with how enquiries are dealt with generally | | |

# 7 Housing and services

## 7.1 Overall satisfaction with the service provided

Asked how satisfied they are overall with the housing services provided by the Council, most (83%) are satisfied whilst 8% are dissatisfied. Whilst in line with the 2014 findings, overall satisfaction is significantly lower compared to the 2013 findings, when 88% were satisfied.

**Figure 4: Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by Oxford City Council? (Valid responses)**




Unweighted sample base (2015): 638

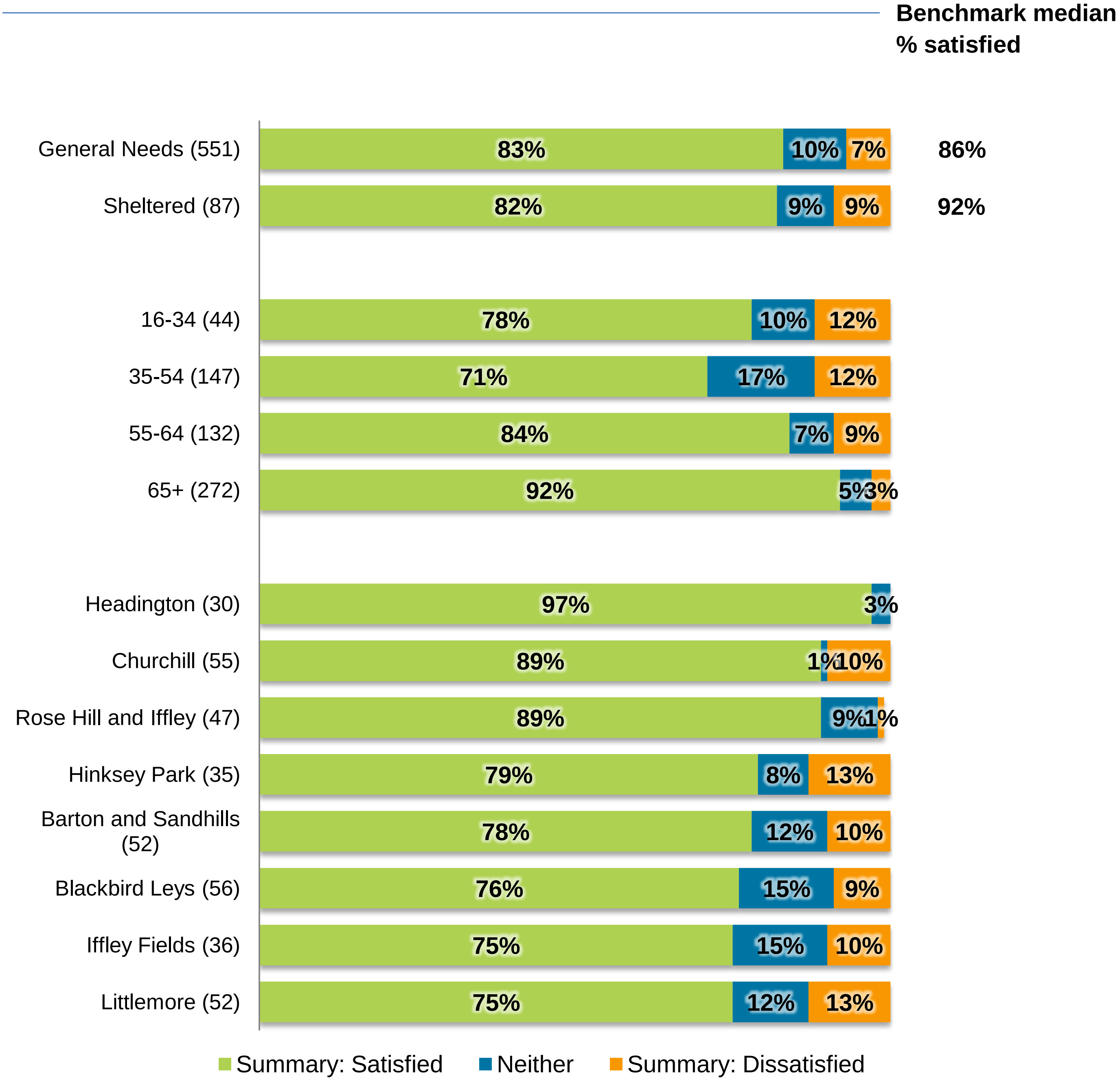
Breaking this data down, there is no significant difference in the satisfaction levels of general needs tenants compared to sheltered tenants. This is in itself an interesting finding, as sheltered tenants normally record higher levels of satisfaction compared to general needs tenants. In keeping with this, whilst satisfaction amongst the Council's general needs tenants is slightly below HouseMark's benchmark median for general needs (83% cf. 86%), sheltered tenants' satisfaction levels are well below the benchmark median for housing for older people (82% cf. 92%).

On the overall (general needs + sheltered) dataset, older tenants record significantly higher levels of satisfaction. This is normal for the sector, and is typically linked to higher service expectations amongst younger tenants. This pattern of higher satisfaction levels amongst older tenants is repeated throughout the findings.

By **ward**, Headington tenants are significantly more likely to be satisfied compared to tenants in Barton and Sandhills; Blackbird Leys; Hinksey Park; Iffley Fields; and Littlemore. Other wards are excluded from this figure and elsewhere in the report, due to low sample sizes.

There are no significant differences within other key subgroups such as property type, number of bedrooms, BME tenants compared to non-BME tenants, etc.

**Figure 5: Satisfaction with the housing services provided by the Council - By key demographics (Valid responses)**

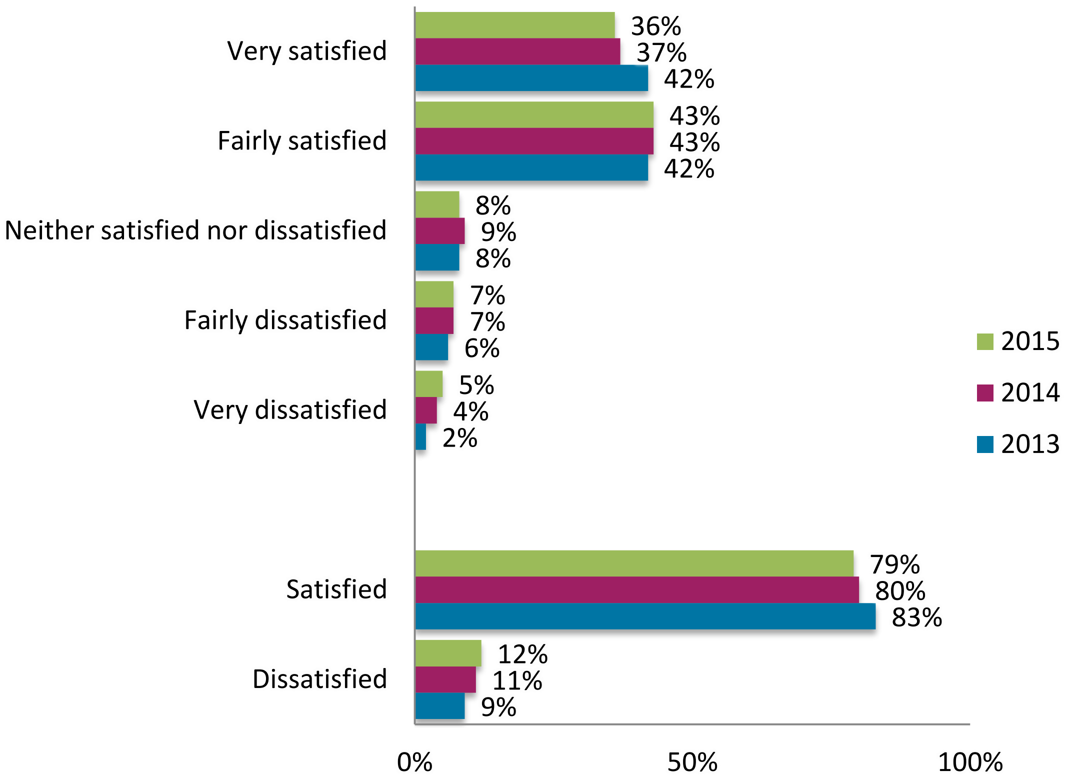



Unweighted sample bases in parentheses

## 7.2 Quality of home

Over three-quarters (79%) are satisfied with the quality of their home, with 12% dissatisfied. This is, again, in line with 2014 findings but with satisfaction down by 4 percentage points compared to 2013.

**Figure 6: How satisfied or dissatisfied are you with ...? The overall quality of your home (Valid responses)**

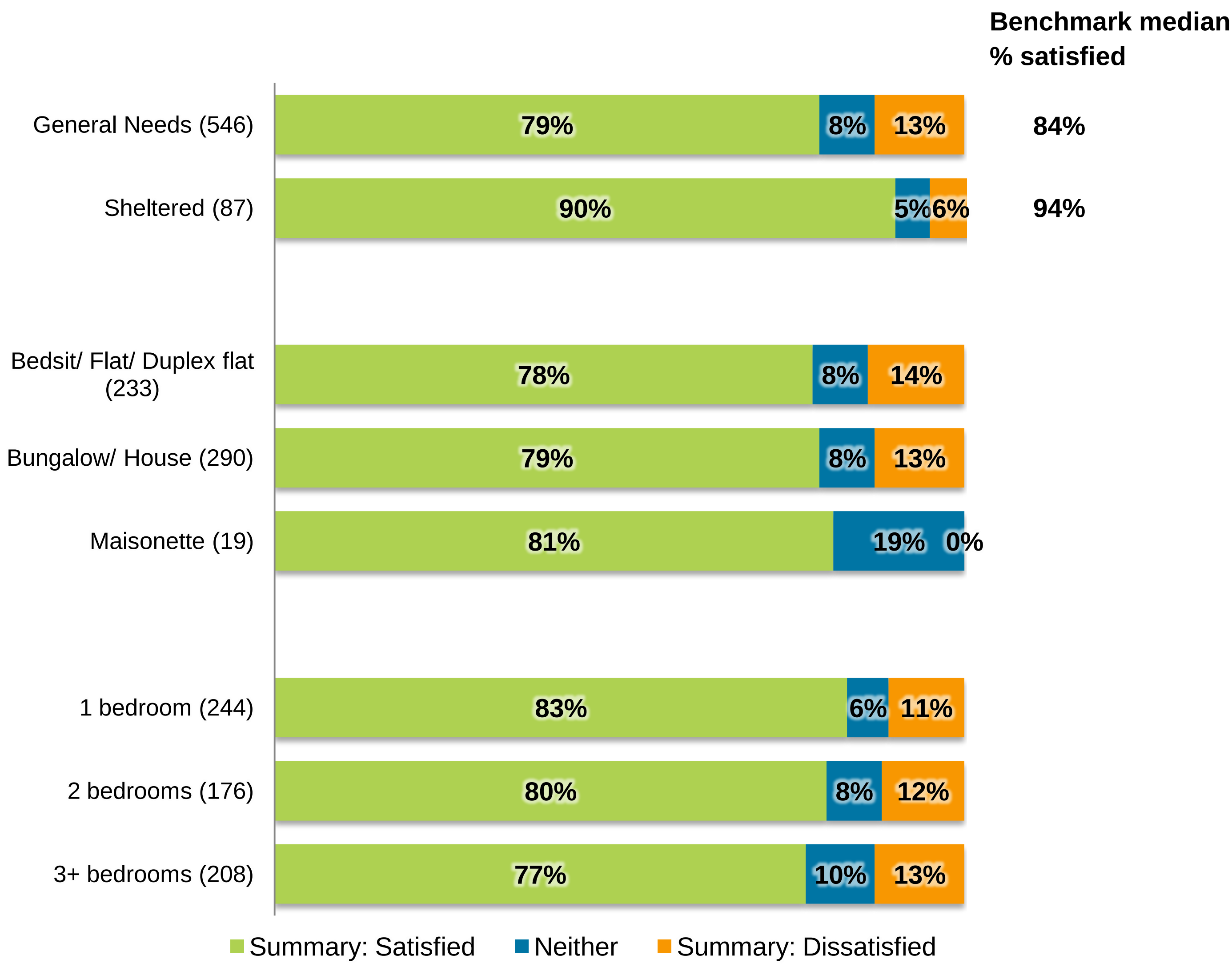



Unweighted sample base (2015): 633

By key demographics, there are no significant differences in perceptions by different property types or number of bedrooms. Sheltered tenants record significantly higher levels of satisfaction with the quality of their home compared to general needs; however, satisfaction levels on both measures again lag behind the benchmark median figures.

By ward, there are no significant differences in satisfaction levels.

**Figure 7: Satisfaction with quality of home - By key demographics (Valid responses)**

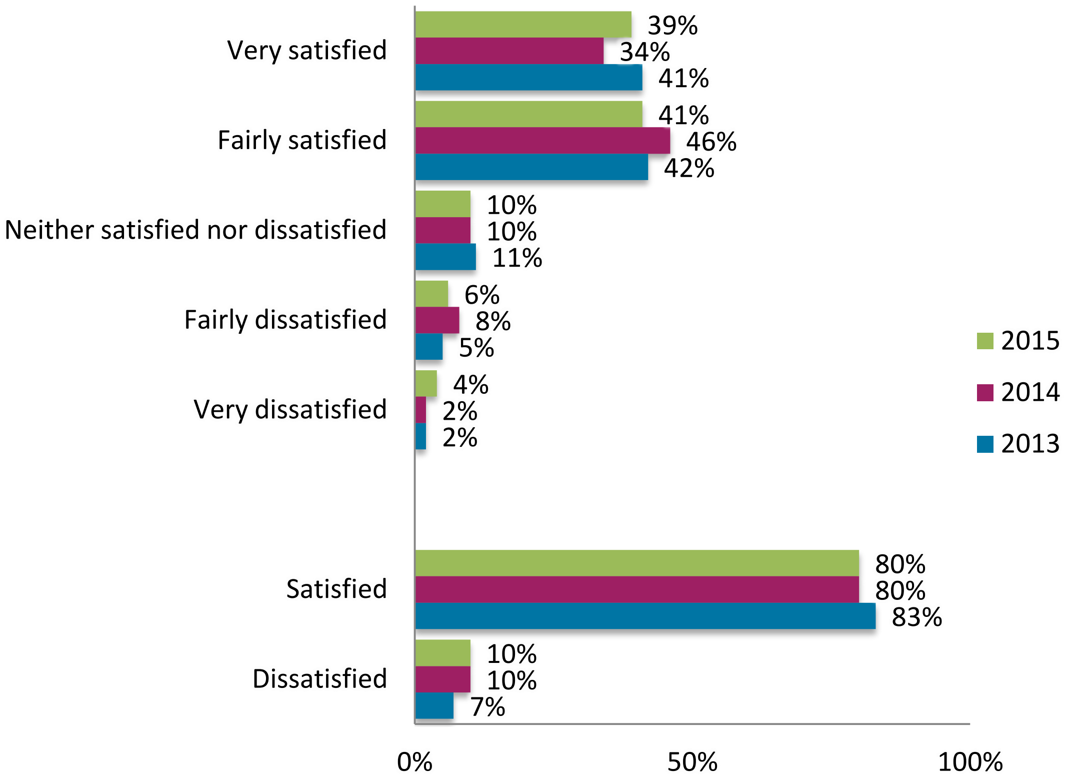



Unweighted sample bases in parentheses

## 7.3 Neighbourhood as a place to live

Tenants were asked how satisfied they are with their neighbourhood as a place to live. Four in five (80%) are satisfied, broadly in line with the 2013 as well as 2014 findings; 10% are dissatisfied. It should be noted that the question on previous surveys referred to 'estate' rather than 'neighbourhood'

**Figure 8: How satisfied or dissatisfied are you with ...? Your neighbourhood as a place to live (Valid responses)**

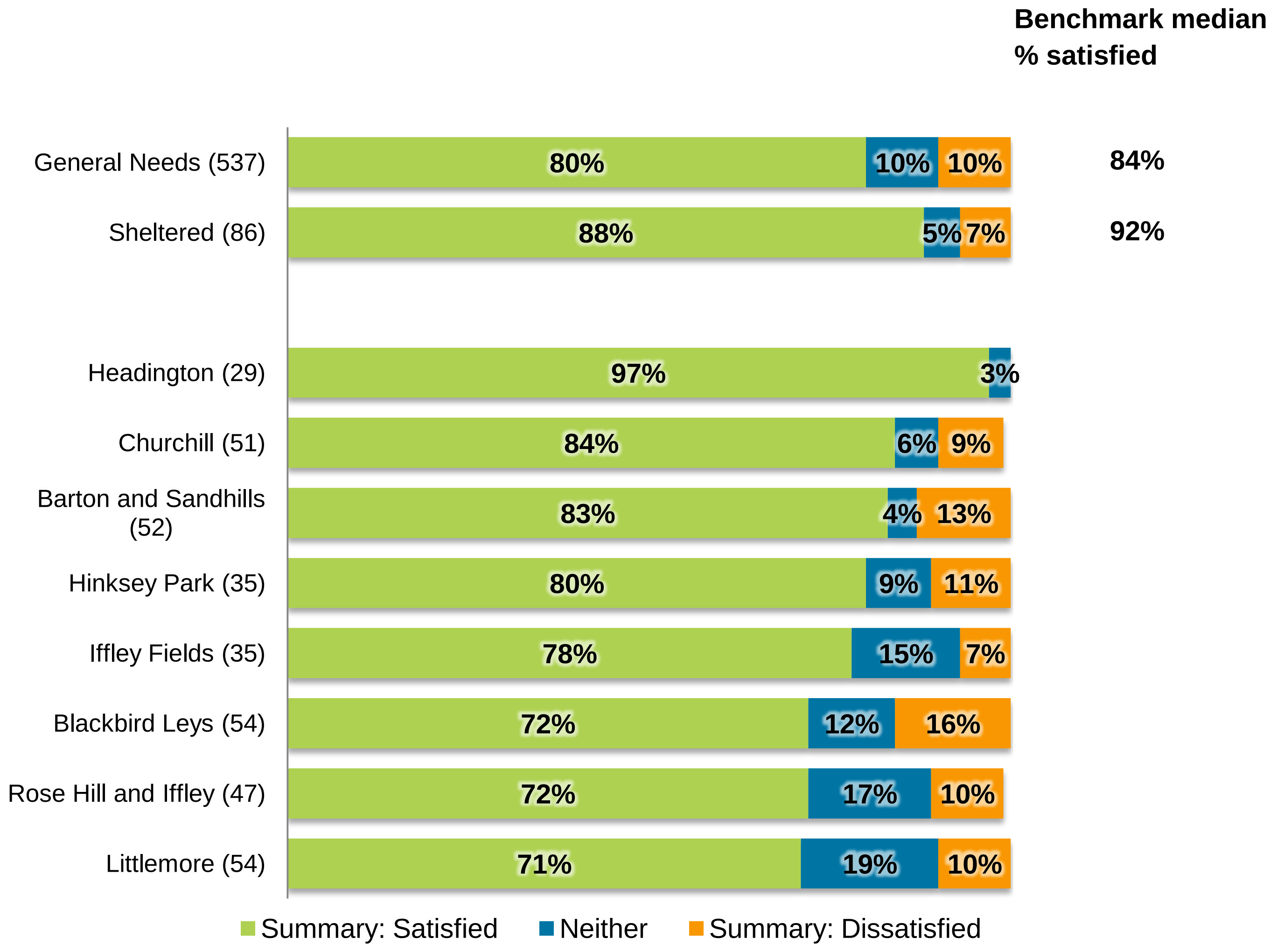



Unweighted sample base (2015): 623

By tenure type, whilst the difference in % satisfied between general needs and sheltered tenants is not significant (80% cf. 88%), sheltered tenants are significantly more likely to be *very* satisfied on this measure (53% very satisfied cf. 39%). Satisfaction levels amongst both groups are 4 percentage points below the benchmark median figures.

By ward, perceptions are most positive amongst Headington tenants as the figure below indicates. However, there are no significant differences in perceptions of neighbourhood as a place to live when analyzing the data by ward.

**Figure 9: Satisfaction with neighbourhood as a place to live - By tenure type and ward (Valid responses)**

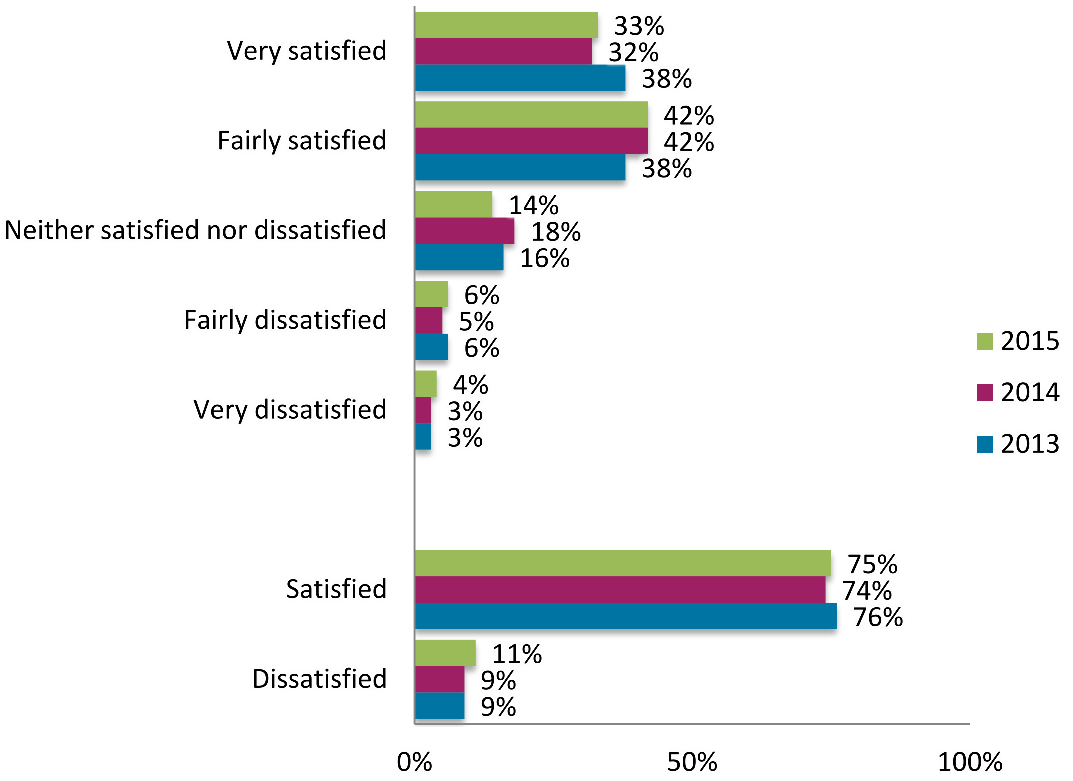



Unweighted sample bases in parentheses

## 7.4 Value for money of rent and service charges

Tenants were asked to evaluate the value for money of their rent and their service charges. As with previous findings, three-quarters (75%) are satisfied with the value for money of their rent, with 11% dissatisfied.

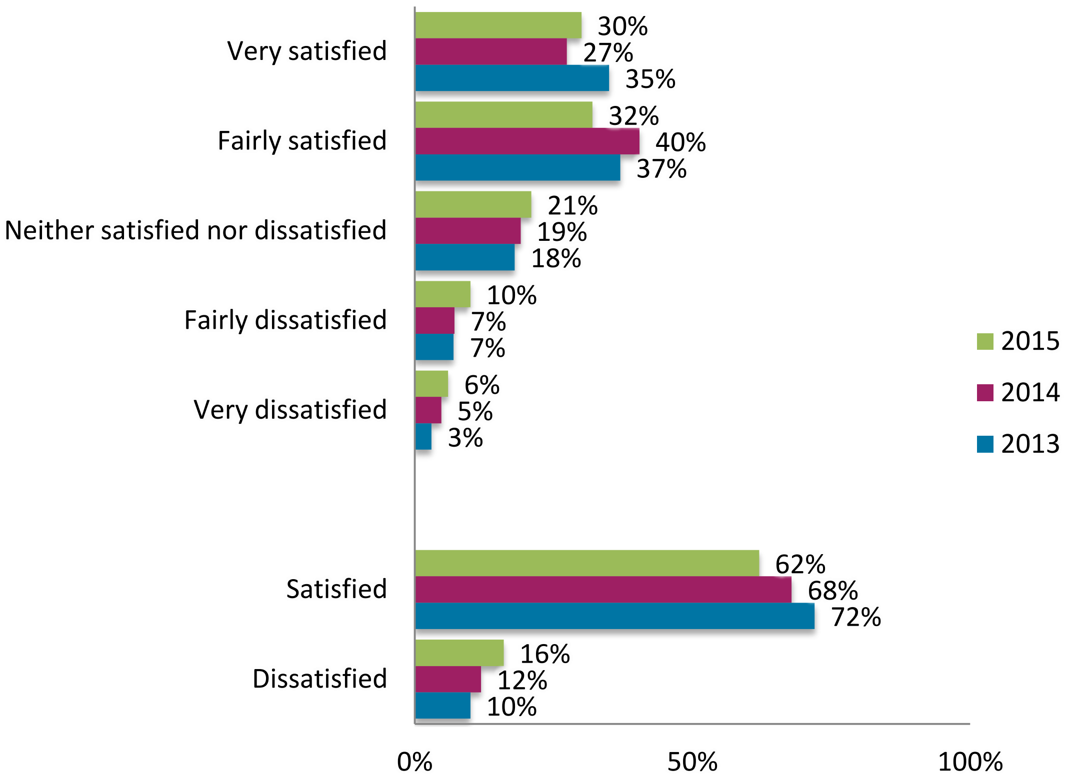
**Figure 10: How satisfied or dissatisfied are you with ...? The value for money for your rent (Valid responses)**




Unweighted sample base (2015): 619

On the question concerning value for money of service charges, a ‘not applicable’ option was provided. One in five (19%) chose this option or left the question blank. Of the remainder, 62% are satisfied with the value of their service charges and 16% dissatisfied; as the figure below indicates, perceptions on this measure have worsened significantly over the last two years. Given the importance of this measure as a key driver of tenant satisfaction, it will be important to communicate to tenants what their service charge pays for, especially in the event of any increase in the service charge.

**Figure 11: How satisfied or dissatisfied are you that your service charges provide value for money? (Service charges include things like grounds maintenance or communal cleaning) (Valid responses)**

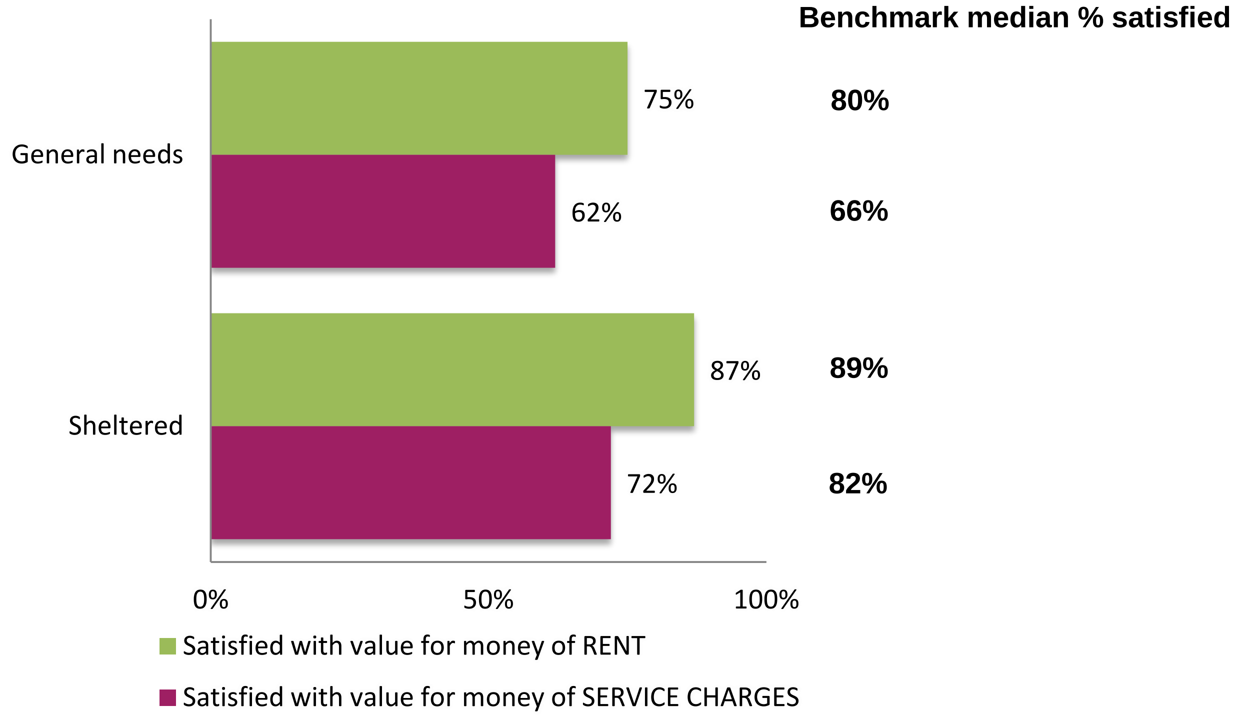



Unweighted sample base (2015): 534

By tenure type, sheltered tenants are significantly more likely than sheltered tenants to be satisfied with the value for money of their rent (87% satisfied cf. 75%). Whilst the difference in satisfaction with value of service charges between these two groups is not significant, sheltered tenants are nonetheless significantly more likely to be *very* satisfied on this measure (42% cf. 30%).

Satisfaction with the value for money of rent and service charges is below the national benchmark median figures; in particular, sheltered tenants' satisfaction with the value for money of service charges is 10 percentage points below the benchmark indicated.

**Figure 12: Proportion satisfied with value for money of rent and service charges**




Unweighted sample bases vary

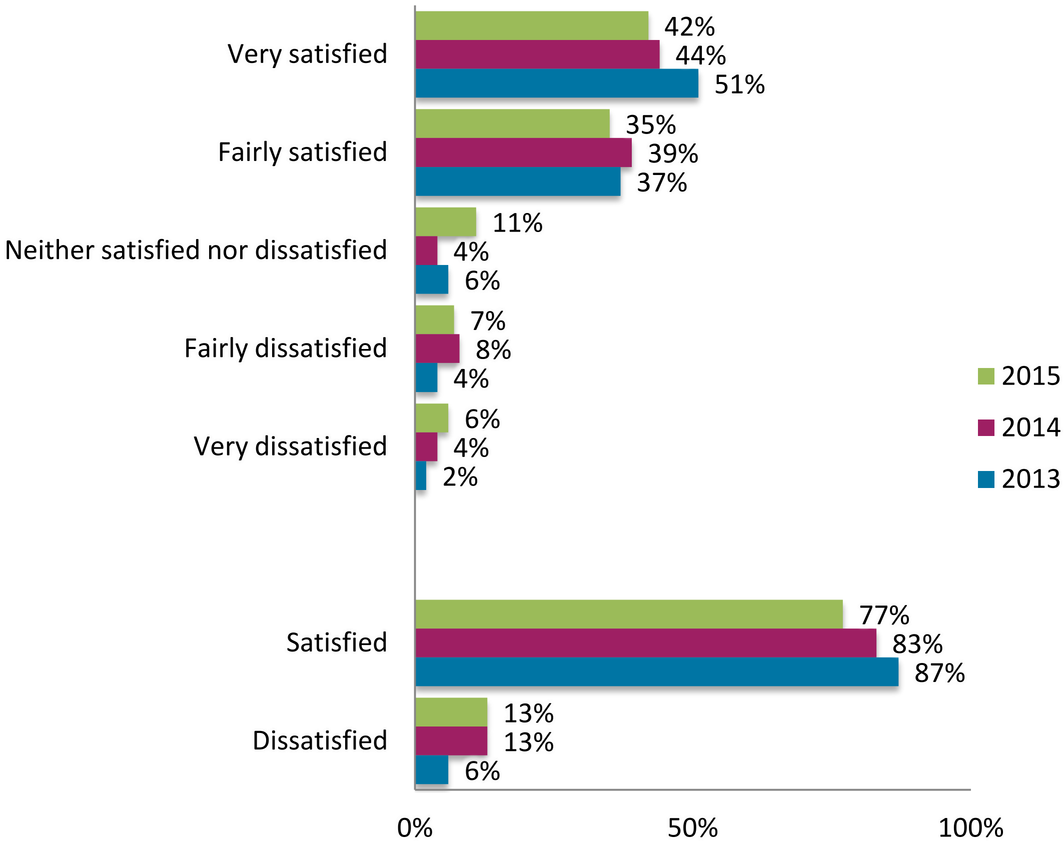
## 7.5 Perceptions of the repairs and maintenance service

Repairs and maintenance, as discussed earlier in this report, is key in driving overall satisfaction levels. Whilst three-quarters (77%) remain satisfied with how the Council deals with repairs and maintenance, satisfaction levels have trended downwards over the last two years, and are now significantly lower compared to both 2013 (87% satisfied) and 2014 (83% satisfied).

As discussed later in this report, most (78%) have had a repair carried out in the last 12 months. Perceptions on this overall measure are therefore likely in many cases to be driven by recent experience of the repairs service. Three-quarters (76%) of those who have received a repair in the last 12 months are satisfied with how the Council deals with repairs and maintenance, in line with the overall finding of 77% satisfied.

There are no significant differences in % satisfied on this measure when analyzing the data by ward.

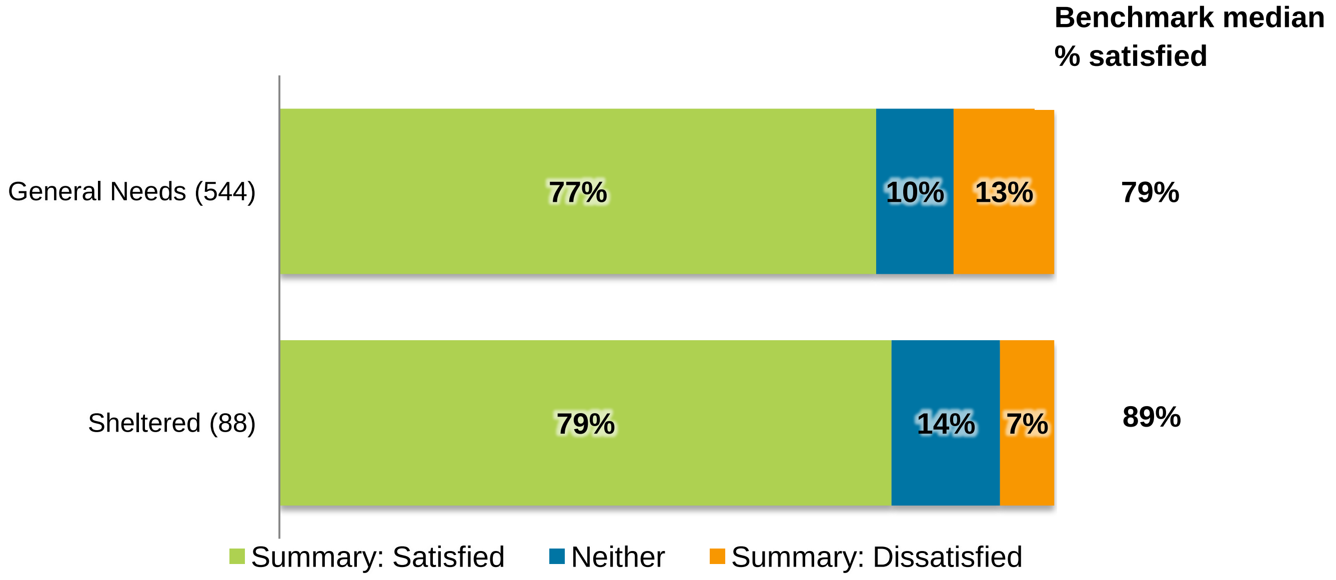
**Figure 13: Generally, how satisfied or dissatisfied are you with the way Oxford City Council deals with repairs and maintenance? (Valid responses)**




Unweighted sample base (2015): 632

Compared against national benchmarks, satisfaction with repairs and maintenance amongst general needs tenants is slightly below the median (77% satisfied cf. 79%); however, satisfaction amongst sheltered tenants is well below the median (79% satisfied cf. 89%).

**Figure 14: Satisfaction with the way Oxford City Council deals with repairs and maintenance – By tenure type (Valid responses)**



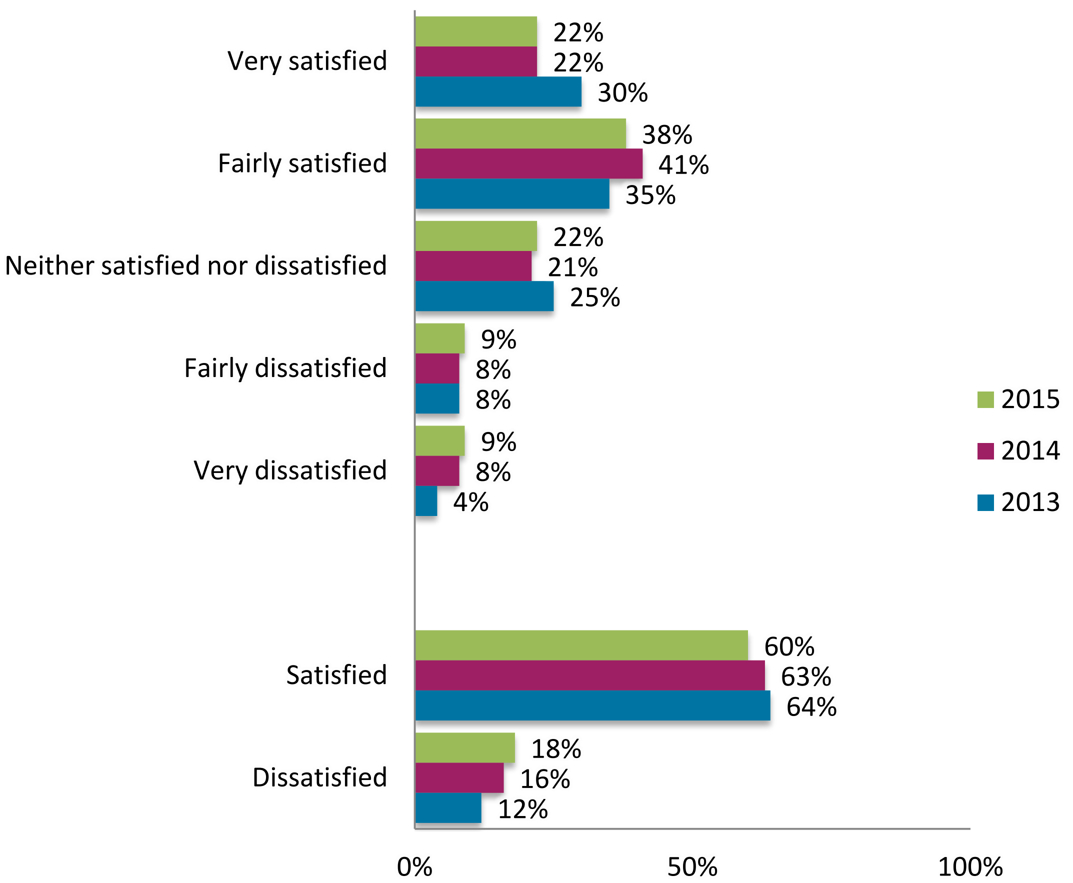

Unweighted sample bases in parentheses

## 7.6 Listening to views and acting on them

Listening to views and acting on them, as discussed earlier in this report, is a key driver of satisfaction with the Council as a landlord, and a measure on which satisfaction is low compared to other measures (60% satisfied). Of those not satisfied, the majority are neither satisfied nor dissatisfied as opposed to dissatisfied (22% cf. 18%); and it should also be noted that the decline in satisfaction compared to 2013 is not significant. However, as illustrated overleaf, satisfaction levels are also well below the national benchmark median for both general needs and sheltered tenants. It will therefore be important to focus on driving improvements in this measure, especially in reversing the negative trends (compared to 2013) on contact experience and experience of the repairs service.

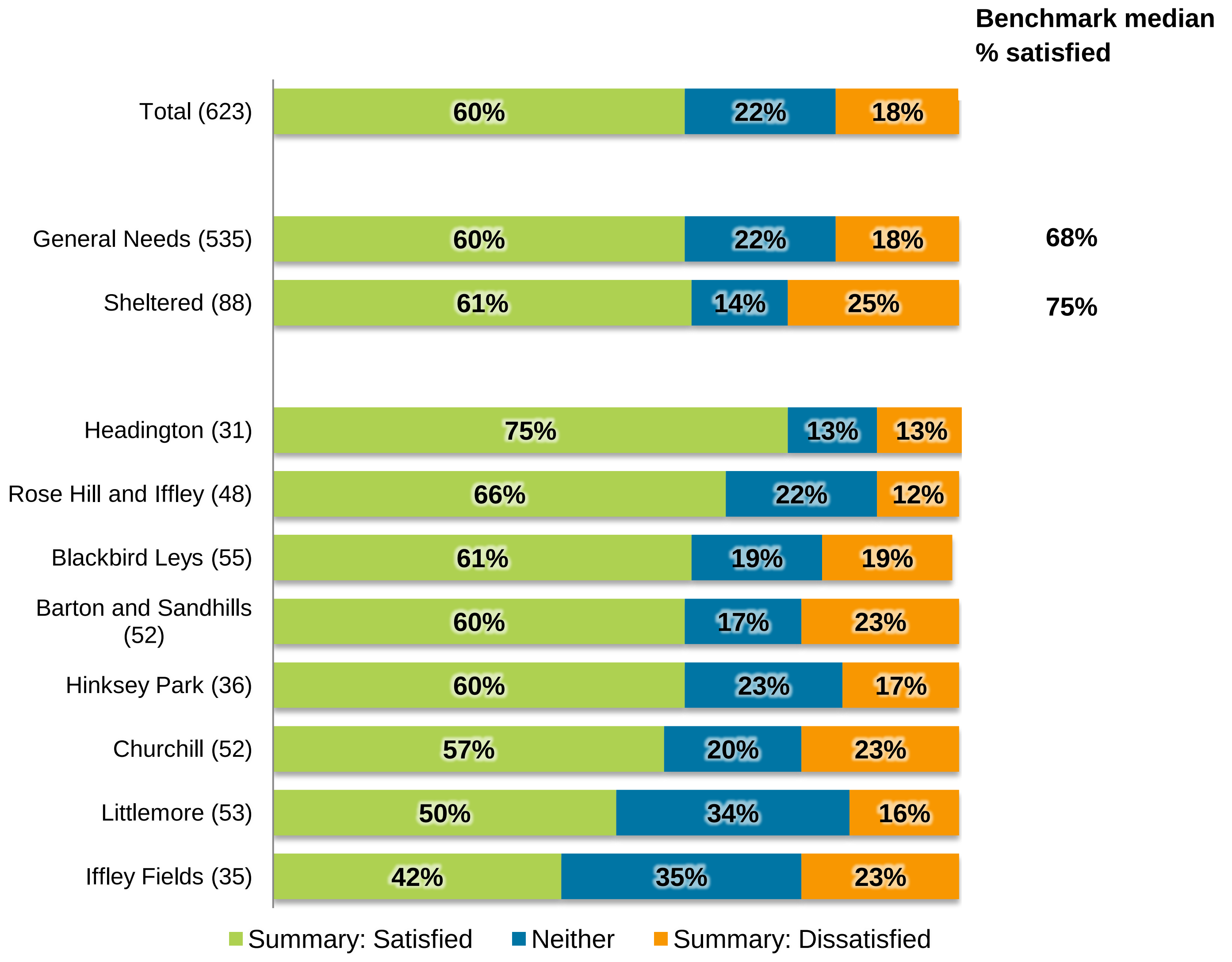
By ward, tenants in Headington and Rose Hill and Iffley report significantly higher levels of satisfaction than Iffley Fields tenants, and Headington tenants are also significantly more likely to be satisfied compared to Littlemore tenants.

**Figure 15: How satisfied or dissatisfied are you that Oxford City Council listens to your views and acts upon them? (Valid responses)**




Unweighted sample base (2015): 623

**Figure 16: Satisfaction that the Council listens to views and acts on them – by tenure type and ward (Valid responses)**



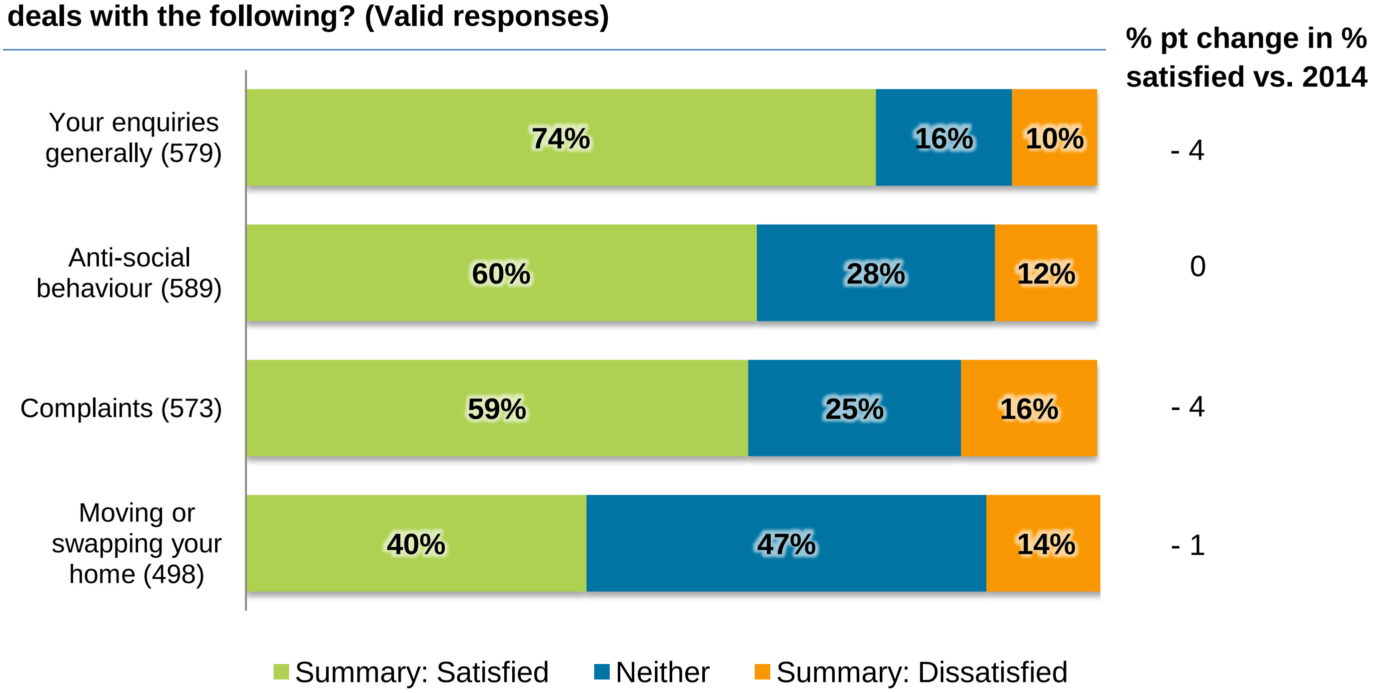

Unweighted sample bases in parentheses

## 7.7 Satisfaction with the way the Council deals with issues

Tenants were asked how well they feel that the Council deals with enquiries, complaints, anti-social behaviour, and moving/swapping home. Satisfaction is lowest on moving/swapping home; however this is chiefly driven by the high proportion (47%) who are neither satisfied nor dissatisfied. This, in turn, is likely to be driven by tenants who have not experienced the service and don't feel able to express a definite view. Outright dissatisfaction is highest for complaints handling (16% dissatisfied), which in part will reflect the mindset of those who have made a complaint and the difficulty in some cases of achieving an outcome with which tenants are satisfied.

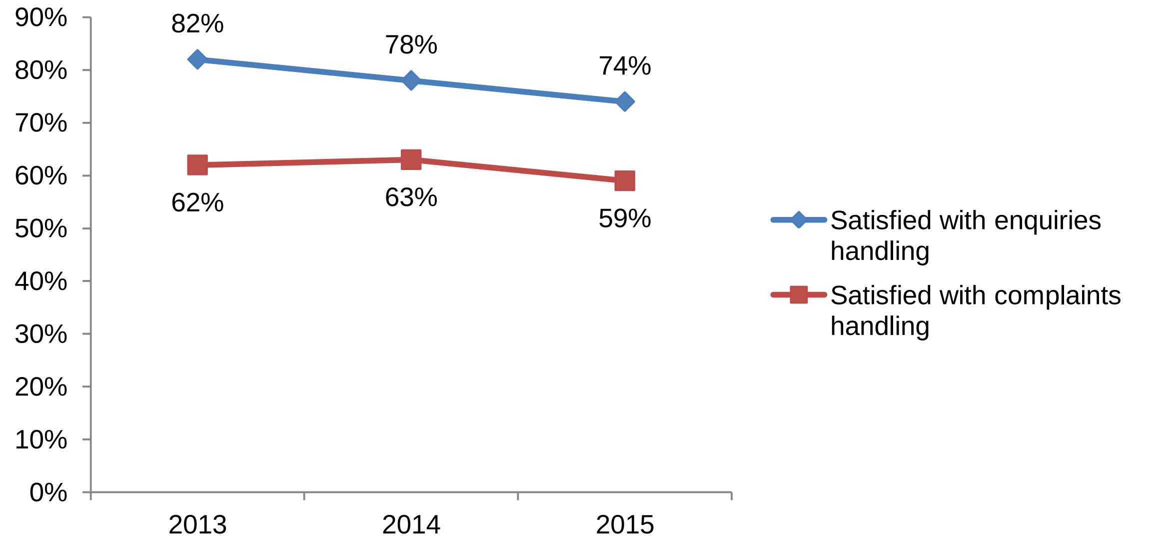
Whilst perceptions of how the Council handles ASB and moving/swapping homes are in line with 2013/2014 findings, satisfaction with enquiries handling shows a negative trend over this period. Satisfaction with complaints handling is also down compared to 2014, although this does not represent a statistically significant change. Whilst the majority (74%) remain satisfied with enquiries handling in particular, this trend should be monitored given that satisfaction with aspects of the contact experience is also showing a negative trend compared to 2013. The experience of those contacting the Council is discussed in greater detail later in this report.

**Figure 17: How satisfied or dissatisfied are you with the way Oxford City Council deals with the following? (Valid responses)**




Unweighted sample bases in parentheses

**Figure 18: Satisfaction with enquiry and complaints handling (Valid responses)**

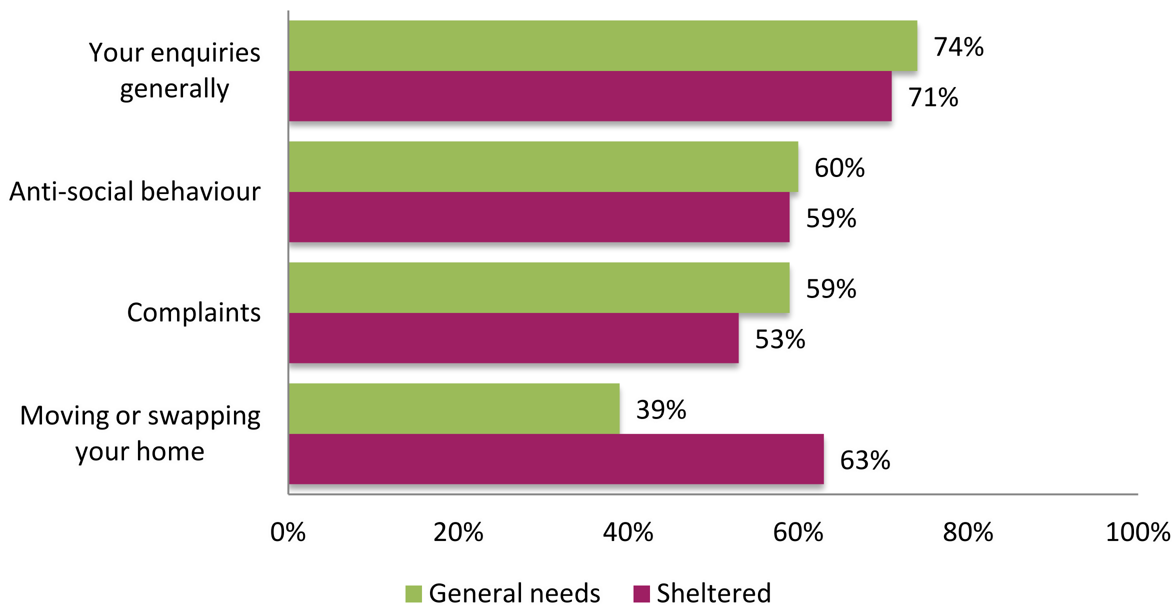



Unweighted sample bases vary

By tenure type, general needs tenants record significantly lower levels of satisfaction with the service provided in relation to moving/swapping home, compared to sheltered. Whilst a high proportion of general needs tenants are neither satisfied nor dissatisfied (47%), this group are also significantly more likely than sheltered tenants to be dissatisfied with the service (14% dissatisfied cf. 5%).

Sheltered tenants also record significantly higher levels of dissatisfaction with complaints handling (29% cf. 15%).

**Figure 19: Proportion satisfied with the way the Council deals with issues – By tenure type (Valid responses)**



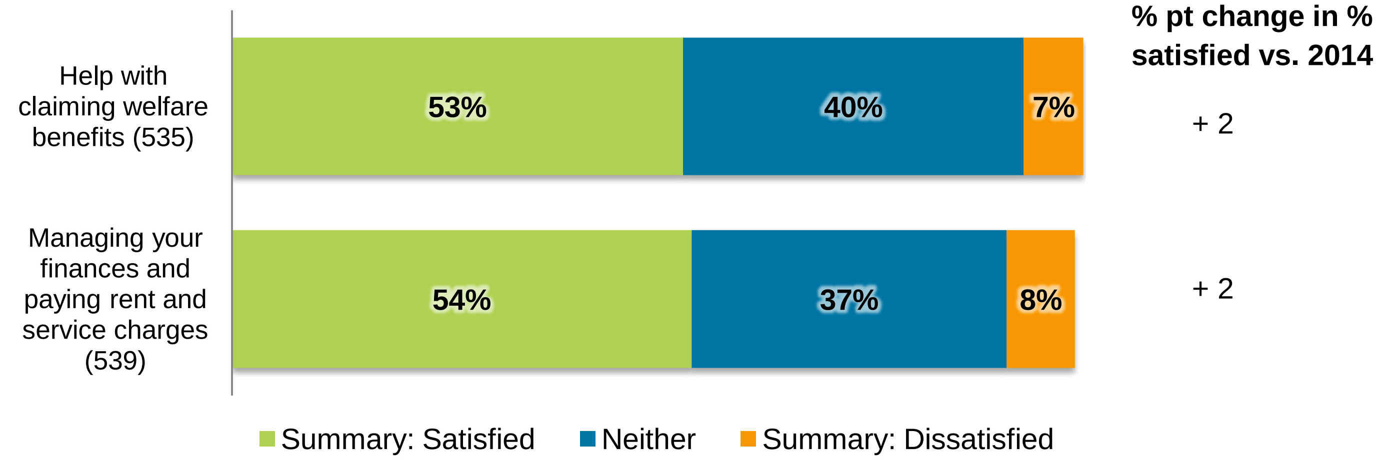

Unweighted sample bases vary

## 7.8 Financial advice

The Council also provides advice and support on financial matters. Only just over half are satisfied with the help provided with claiming welfare benefits and managing finances (53% cf. 54%). However, this is largely driven by a high proportion who are neither satisfied nor dissatisfied (40% cf. 37%), many of whom are likely to have given this answer because they have not experienced these services. Satisfaction levels are also broadly in line with 2014 levels.

There are no significant differences on these measures by tenure type.

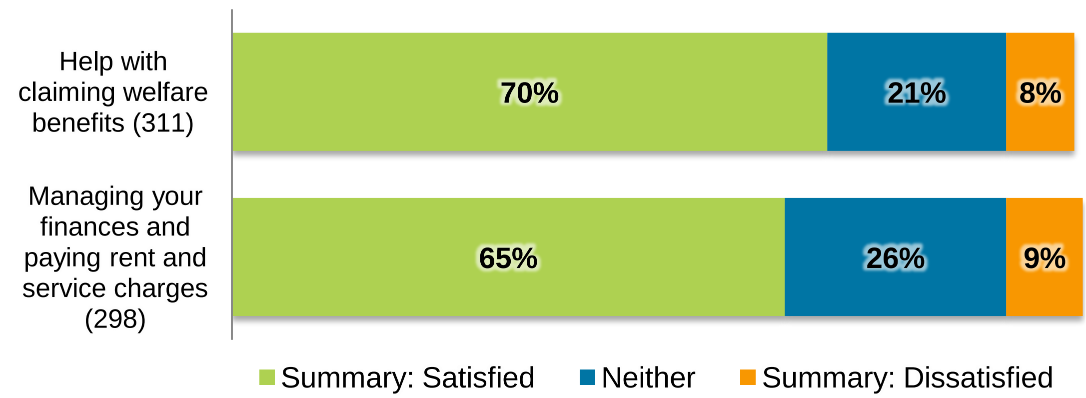
**Figure 20: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your landlord with the following? (Valid responses)**




Unweighted sample bases in parentheses

The responses of those who receive housing benefit, or the rent allowance part of Universal Credit, are potentially more relevant as this group is more likely to require advice and support with finances. Satisfaction with such services amongst this group is higher, as the figure below indicates.

**Figure 21: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your landlord with the following? (Those receiving housing benefit/rent allowance part of Universal Credit)**




Unweighted sample bases in parentheses

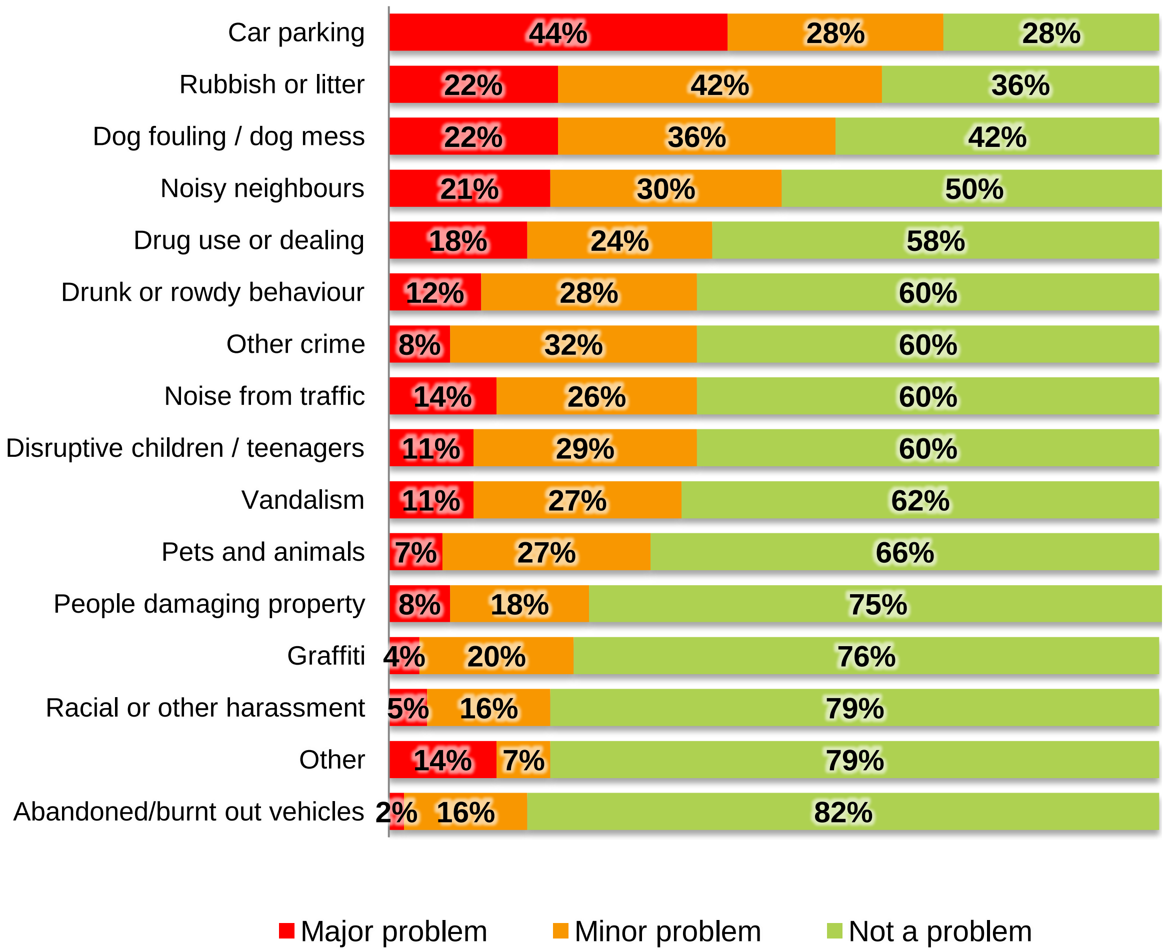
# 8 Estates

## 8.1 Estate problems

Of a given list of estate issues, car parking is mentioned as a major problem by 44% of tenants, much more than any other issue (including rubbish or litter, which is seen as a major problem by 22% and a problem - whether major or minor - by 64%).

The proportion seeing car parking as a problem (major/minor) remains in line with the 2014 findings, as does the proportion seeing this as a major problem (45% in 2014). This suggests that the recent introduction of 200/300 new parking bays has yet to have an impact on tenant perceptions.

**Figure 22: To what extent are any of the following a problem in your estate? (Valid responses)**




Unweighted sample bases vary

By ward, the three most cited problems – car parking, rubbish or litter, dog fouling/dog mess – are all seen as particular problems by Littlemore and Blackbird Leys tenants.

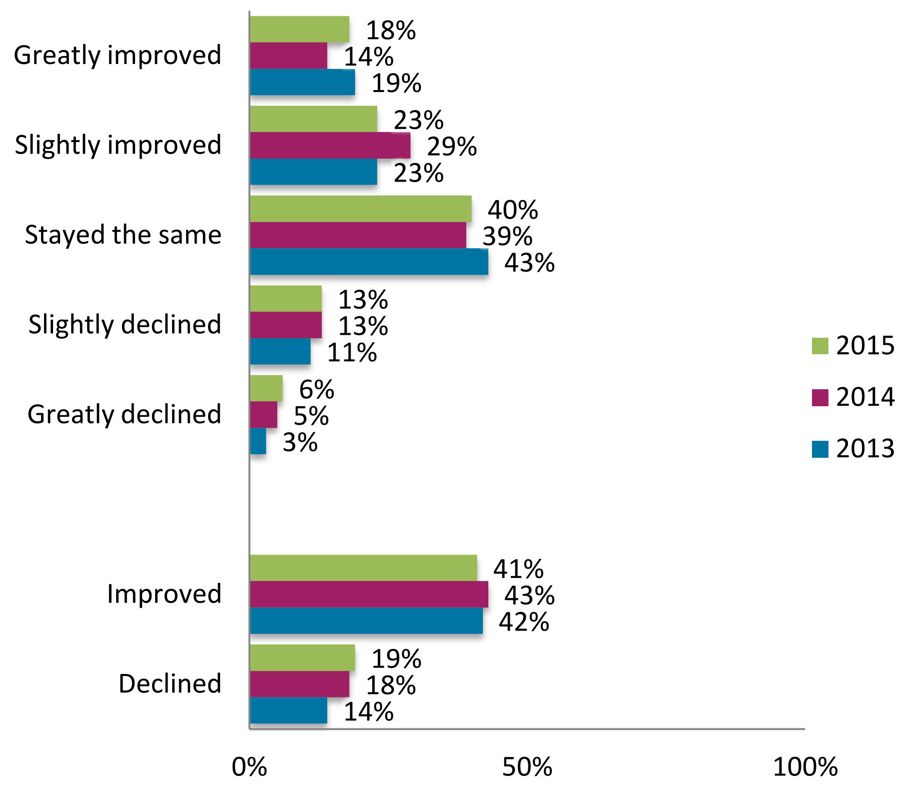
**Figure 23: Top three problems in the estate – by ward**


Unweighted sample bases in parentheses

## 8.2 Estate improvement

Asked whether the estate has improved or declined over the last three years, tenants are, encouragingly, more likely to say that their estate has improved rather than declined (41% cf. 19%). However, the proportion believing that their estate has improved has remained similar to the 2013 and 2014 findings, in line with the level trend on perceptions of neighbourhood as a place to live, noted earlier in this report.

**Figure 24: In the last three years, would you say your estate has improved or declined? (Valid responses)**

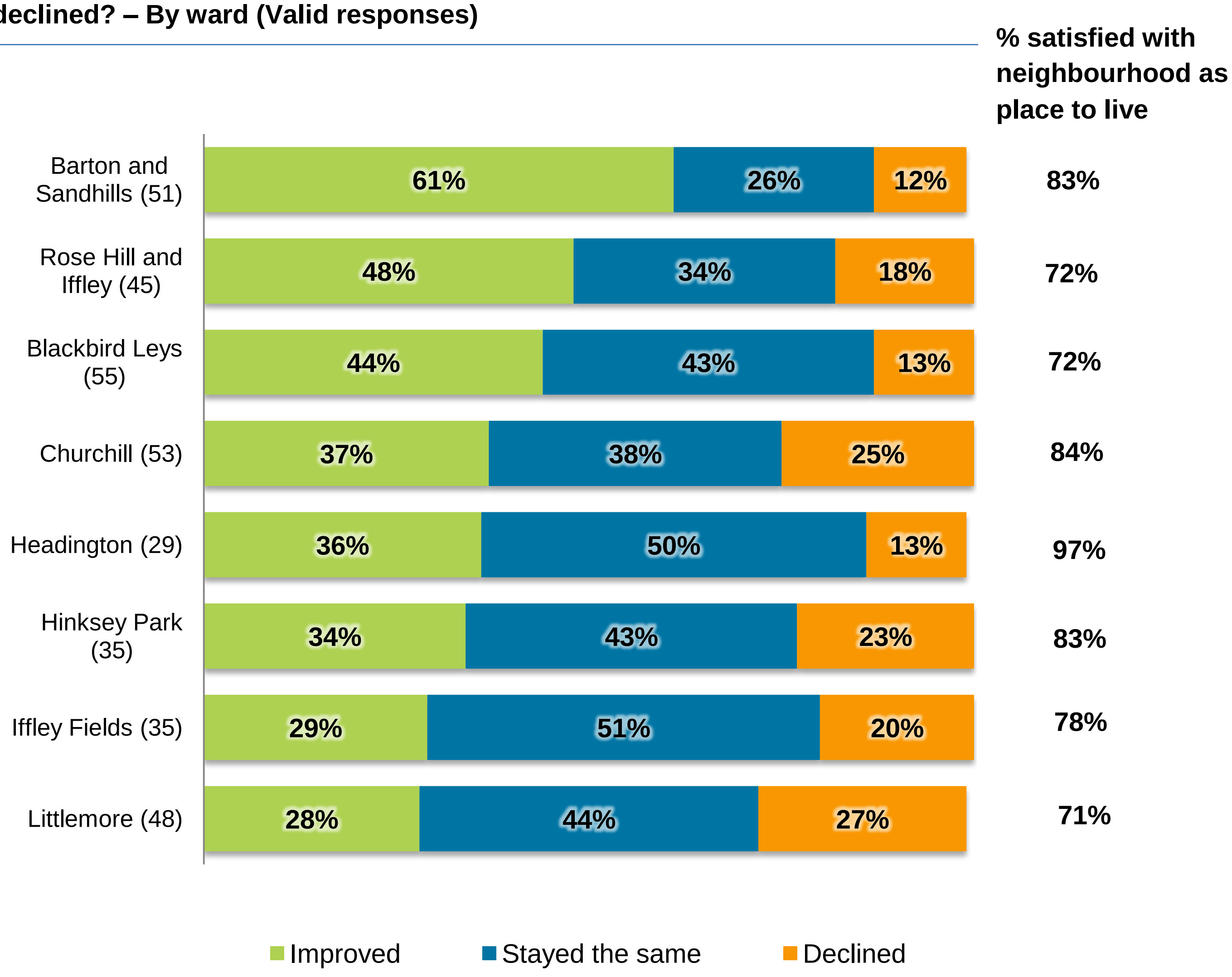



Unweighted sample base (2015): 605

These findings should be seen in the context of the findings on satisfaction with neighbourhood as a place to live, which are included in the figure below for reference. Whilst Barton and Sandhills tenants' satisfaction with their neighbourhood is around the average, they are significantly more likely to feel their estate has improved, compared to tenants of the following wards: Churchill, Hinksey Park, Iffley Fields, and Littlemore. It is also potentially encouraging that these tenants, and Rose Hill and Iffley/Blackbird Leys tenants, are most likely to feel that their estate has improved, as this may indicate that the regeneration work taking place in these areas is having a positive impact on perceptions.

By contrast, Littlemore tenants are almost as likely to feel that their estate has declined as improved (27% cf. 28%) and are the least likely to feel satisfied with their neighbourhood as a place to live.

**Figure 25: In the last three years, would you say your estate has improved or declined? – By ward (Valid responses)**




Unweighted sample bases in parentheses

# 9 Contact and communication with the Council

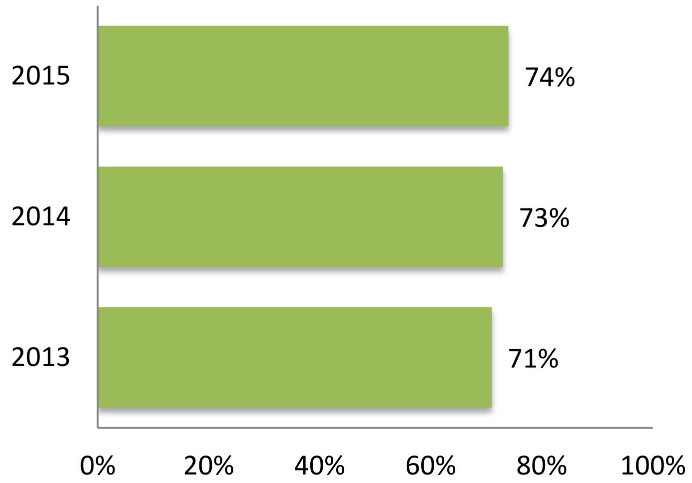
As discussed, a key driver of satisfaction with the Council as a landlord is how enquiries and complaints are dealt with; and, more broadly, how the Council keeps tenants informed and acts upon their views.

## 9.1 Contact experience

### 9.1.1 Proportion contacting the Council in the last 12 months

Three-quarters (74%) have contacted the council in the last 12 months, with a query other than paying rent or service charges. This is broadly in line with 2013 and 2014 findings.

**Figure 26: Proportion contacting OCC in the last 12 months with a query other than to pay rent or service charges (Valid responses)**

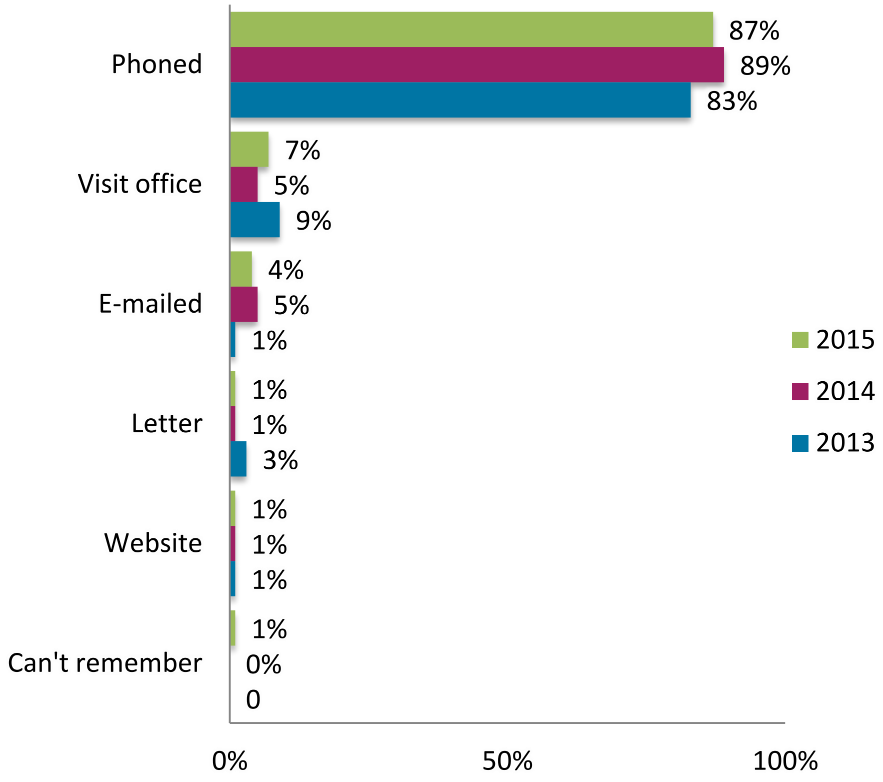



Unweighted sample base (2015): 592

### 9.1.2 Means of contact

This group were then asked for more details about their enquiry and how it was handled. Telephone remains much the most popular means of contact (used by 87%), with electronic communication via email or the website negligible by comparison. This is the case for all age groups and for both general needs and sheltered tenants.

**Figure 27: How did you last contact Oxford City Council? (Valid responses, those contacting the Council in the last 12 months)**

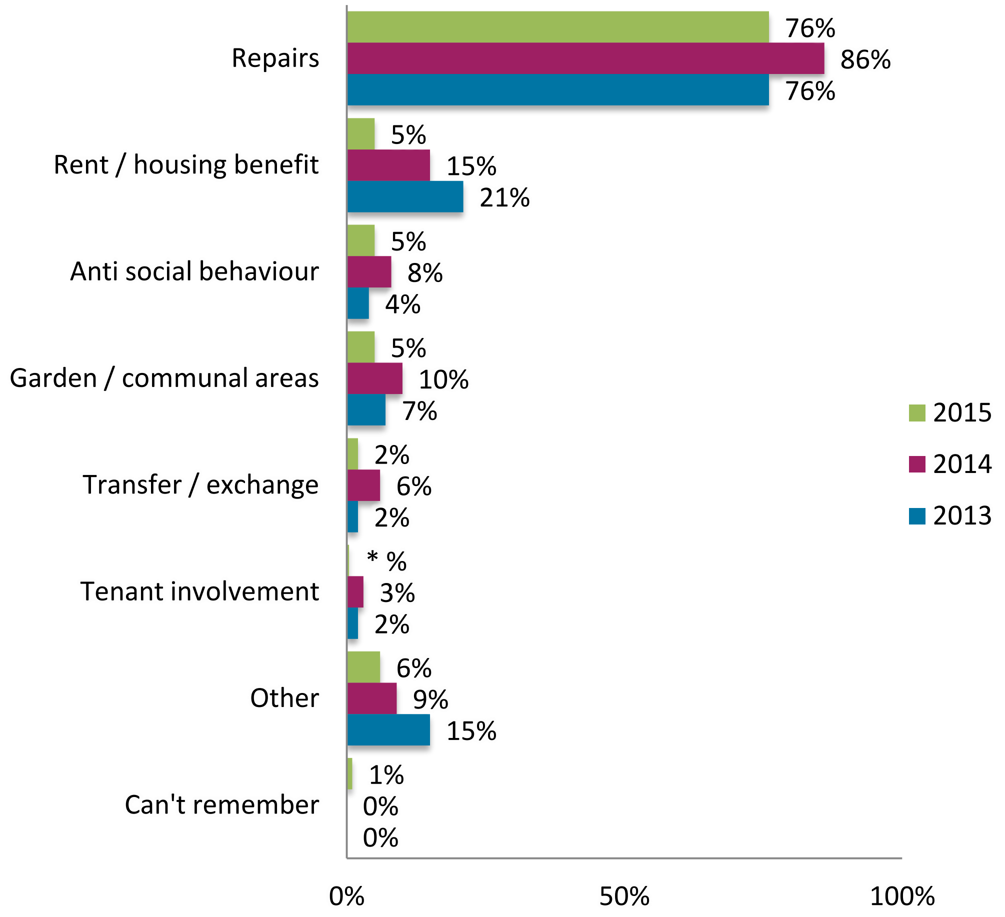



Unweighted sample base (2015): 394

### 9.1.3 Reason for contact

Repairs remains much the most common reason for contact (76% of contacts), further emphasising the importance of this service. Between 2013-2015, a decline is also apparent in the proportion of contacts that relate to rent or housing benefit (5%, down from 21% in 2013).

**Figure 28: What did you last have contact about? (Valid responses, those contacting the Council in the last 12 months)**



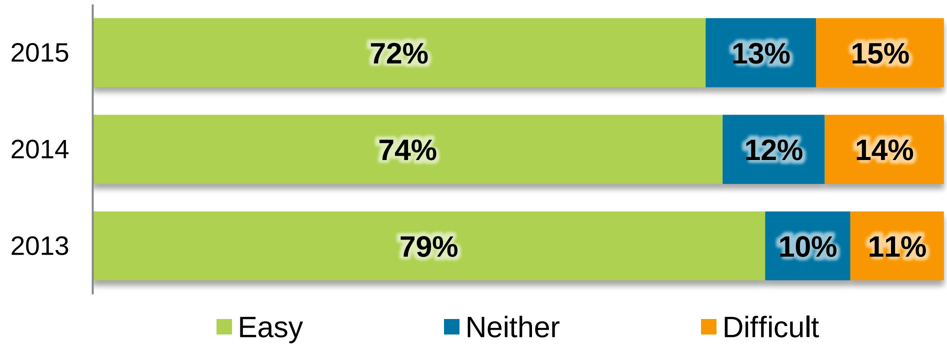

Unweighted sample base (2015): 356

* denotes less than 0.5%

### 9.1.4 Ease of getting hold of information

An important aspect of the contact experience is whether those contacting the Council can get the information they need without having to speak to multiple members of Council staff, call repeatedly, etc. With this in mind, those contacting the Council were asked if they had found getting hold of the right information easy or difficult. Almost three-quarters (72%) found it easy; however, this represents a significant fall in perceptions compared to 2013 when 79% found this easy.

**Figure 29: Was getting hold of the right information easy or difficult? (Valid responses, those contacting the Council in the last 12 months)**



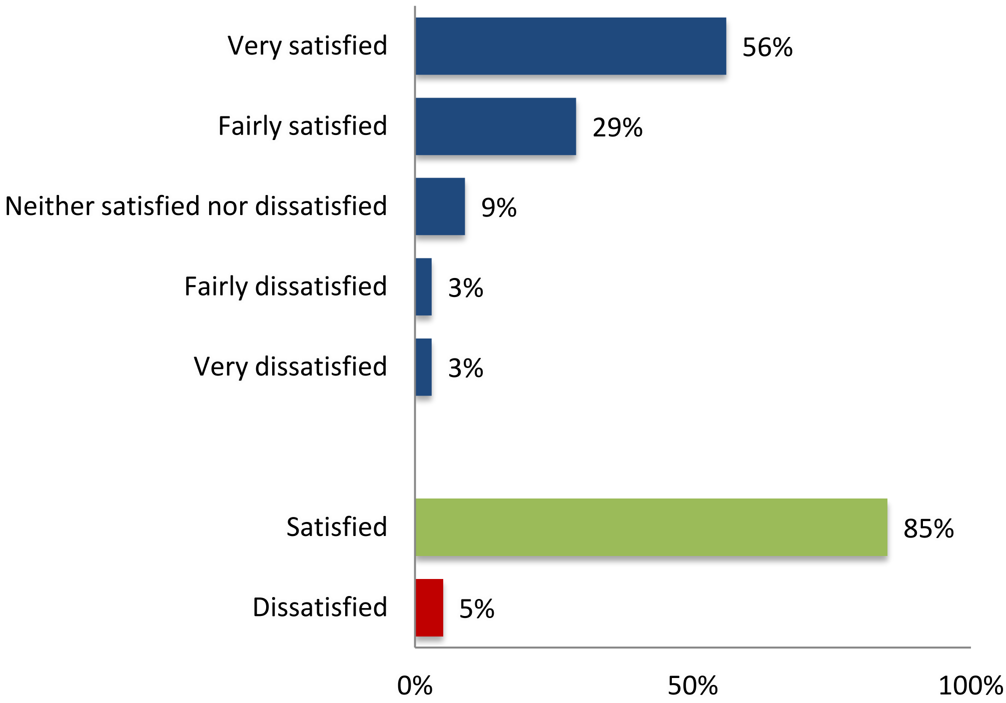

Unweighted sample base (2015): 418

### 9.1.5 Helpfulness of customer service staff

Those contacting the Council were then asked to rate their experience. Most (85%) were satisfied with the helpfulness of customer service staff, including 56% very satisfied.

This finding resembles the 2014 findings, when 84% rated staff as helpful. However, direct comparisons are not advisable due to the change in question wording and answer scale, from "Did you find customer service centre staff helpful or unhelpful?" (answer scale from Very helpful to very unhelpful), to the wording and answer scale shown below.

**Figure 30: How satisfied or dissatisfied were you with the helpfulness of Customer service staff? (Valid responses, those contacting the Council in the last 12 months)**

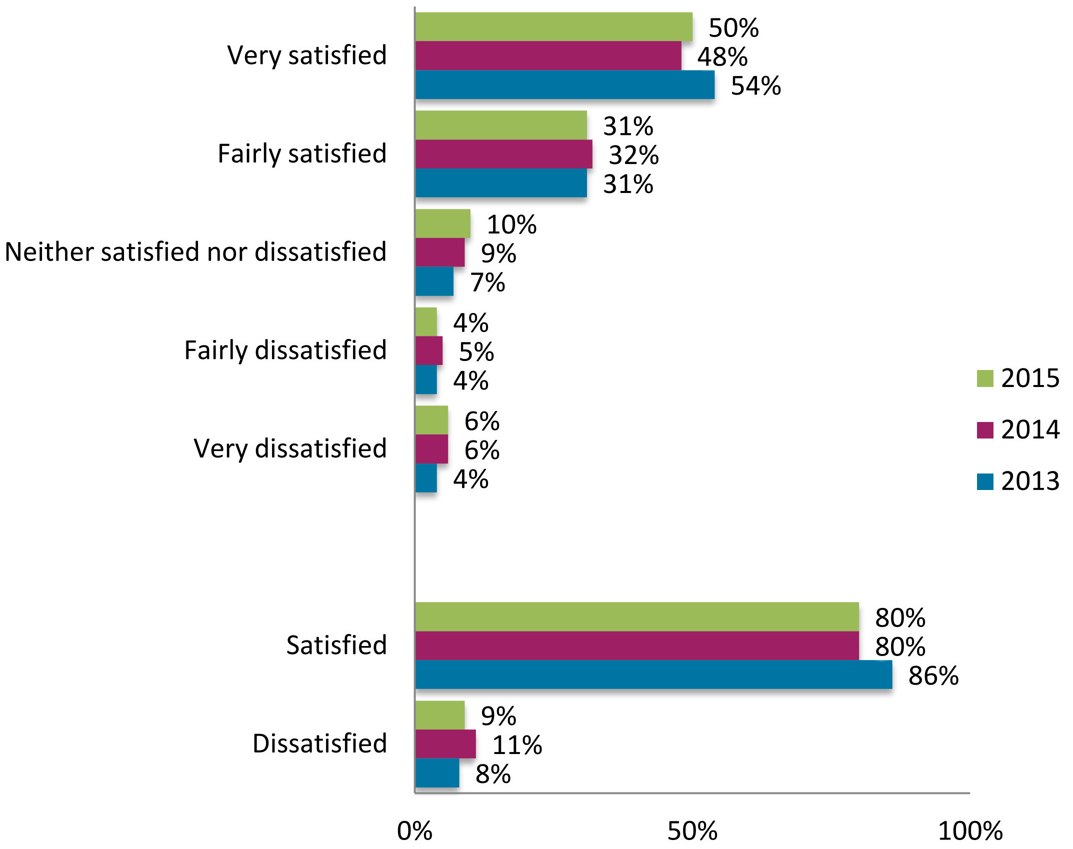



Unweighted sample base: 416

### 9.1.6 Ability of staff to deal with query quickly and efficiently

Similarly, 80% were also satisfied with the ability of staff to deal with their query quickly and efficiently, and half (50%) were very satisfied. As with the findings on ease of getting hold of the right information, this represents a significant fall in perceptions compared to 2013 when 86% were satisfied. However, the proportion *dissatisfied* on this measure has remained largely unchanged over this period.

**Figure 31: How satisfied or dissatisfied were you with the ability of staff to deal with your query quickly and efficiently? (Valid responses, those contacting the Council in the last 12 months)**

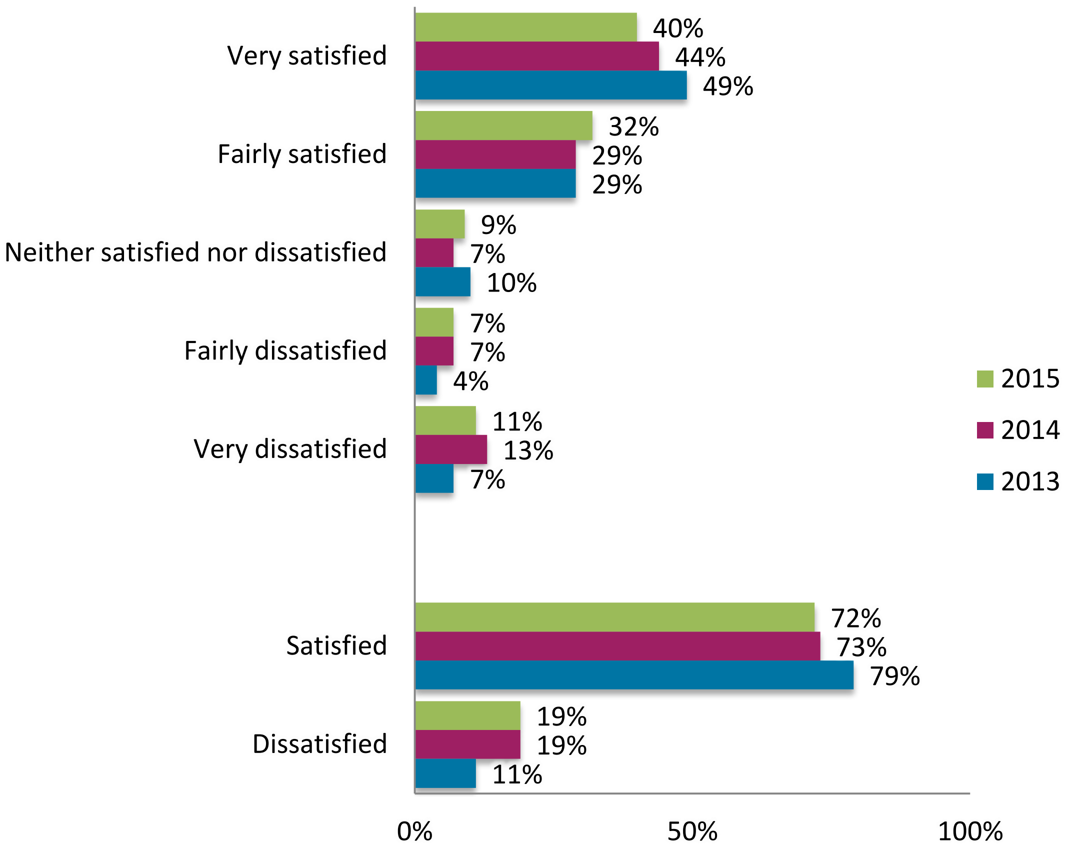



Unweighted sample base (2015): 407

### 9.1.7 Final outcome of query

On the final outcome of their query, perceptions are less positive (72% satisfied, 19% dissatisfied). Whilst this will in part reflect unrealistic expectations by some of those making contact, this does, again, represent a significant decline in perceptions compared to 2013, when 79% were satisfied and 11% dissatisfied.

**Figure 32: How satisfied or dissatisfied were you with the final outcome of your query? (Valid responses, those contacting the Council in the last 12 months)**

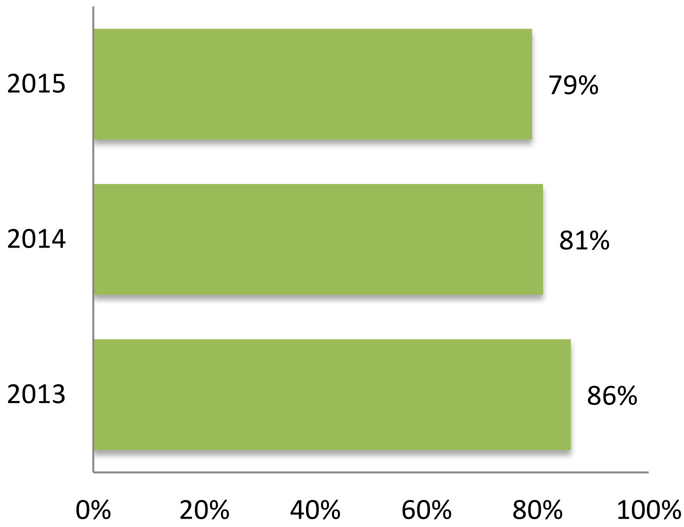



Unweighted sample base (2015): 402

### 9.1.8 Query answered within a reasonable period of time

Whilst most (79%) agree that their query was answered within a reasonable time, this also represents a significant decline compared to 2013 (86%).

**Figure 33: Proportion saying query was answered within a reasonable time (Valid responses, those contacting the Council in the last 12 months)**

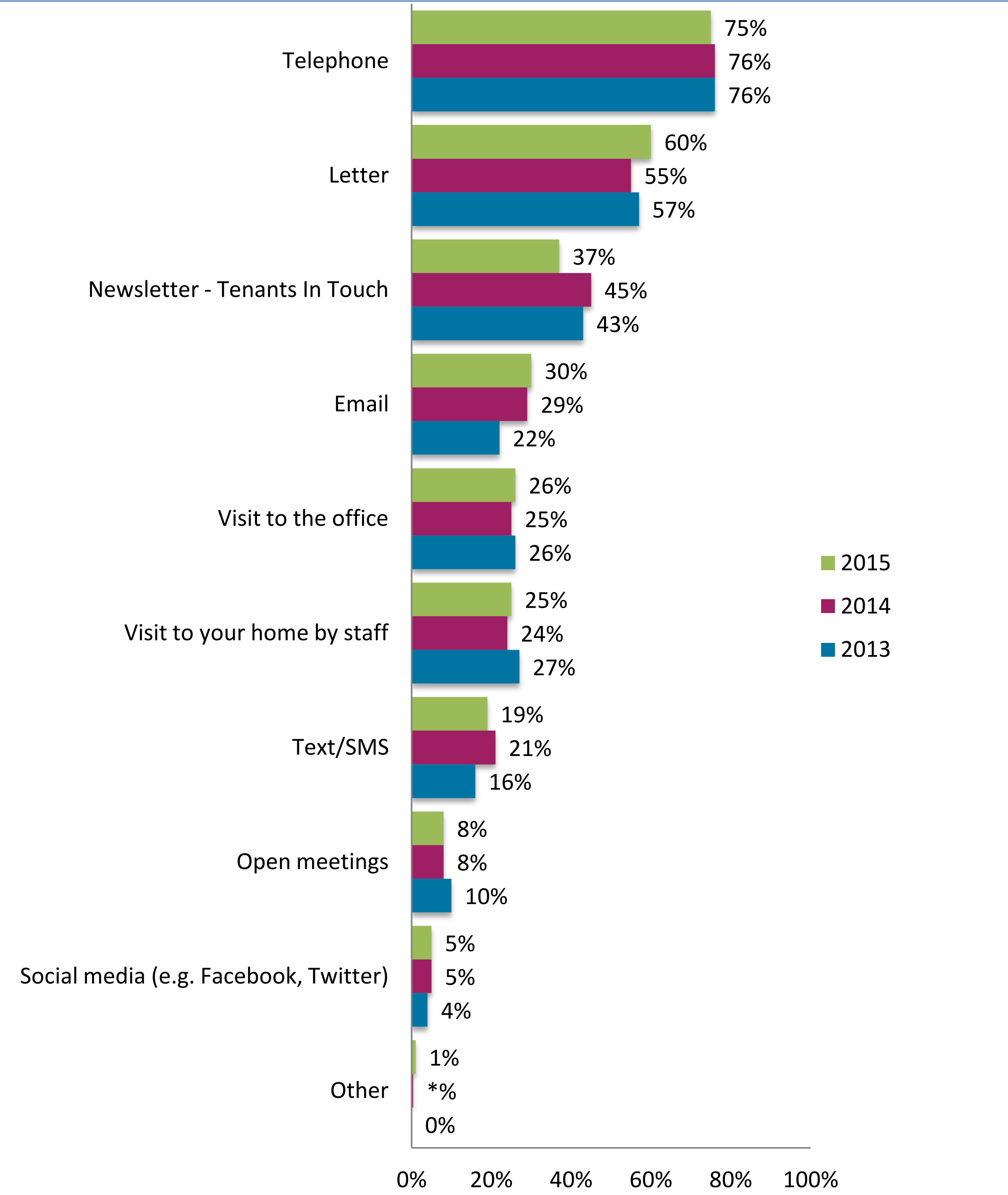



Unweighted sample base (2015): 414

## 9.2 Modes of communication

In keeping with how tenants choose to contact the Council, telephone is the most preferred means of being kept informed and getting in touch with the Council. Three-quarters (75%) of all tenants are happy to use this method, whilst 60% are happy to be kept informed and make contact by letter.

**Figure 34: Which of the following methods of being kept informed and getting in touch with Oxford City Council are you happy to use? (Valid responses)**



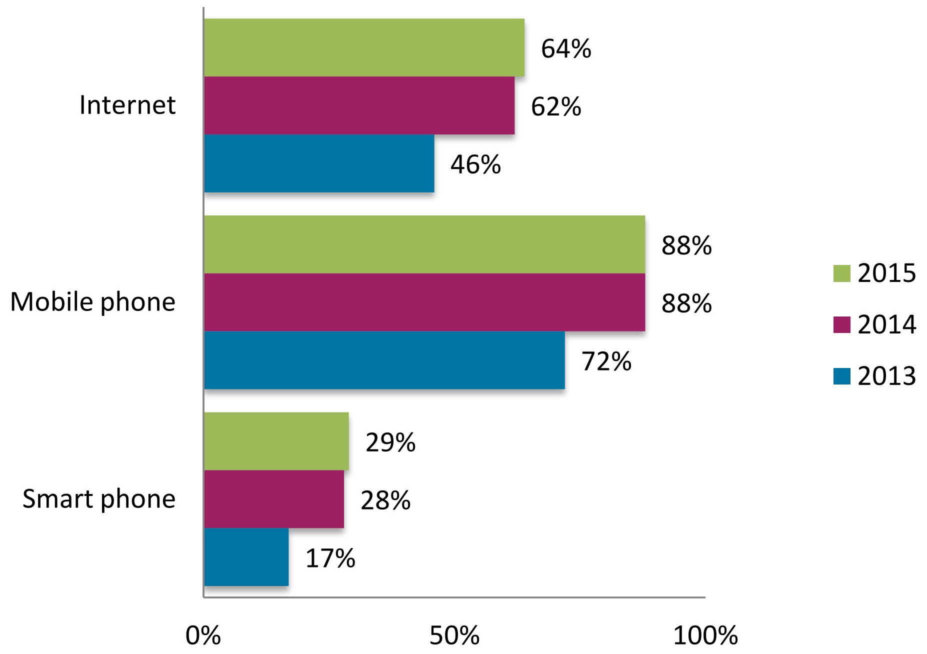

Unweighted sample base (2015): 625

* denotes less than 0.5%

In the 2014 report, an increase in internet, mobile phone and smartphone usage was apparent, as was an increase in the proportion willing to use email in this context. However, no significant change in these metrics has taken place over the past 12 months. Two-thirds (64%) say that they use the internet at home, implying that the Council will need to continue to make provision for a large minority of tenants who do not have internet access (especially, as discussed below, older tenants).

One area of concern is the relatively low levels of internet access amongst those currently receiving housing benefit, or the rent allowance part of Universal Credit. Just 57% of this group say they use the internet at home; this implies that a number of those currently receiving housing benefit may require assistance in claiming Universal Credit online.

**Figure 35: Please tell us if you use any of the following at home? (Valid responses)**




Unweighted sample base (2015):523

Unsurprisingly, levels of internet usage are lower amongst older tenants. Half (49%) of tenants aged 65+ say they use the internet at home, compared to 74% of 16-34 year olds and 75% of 35-54 year olds. Similarly, just 39% of sheltered tenants say they use the internet at home.

This is reflected in the greater willingness amongst younger tenants to use electronic means of communication with the Council, illustrated in the table below. However, even younger tenants (16-34/35-54 year olds) are most likely to mention telephone and letter as their preferred means of communication.

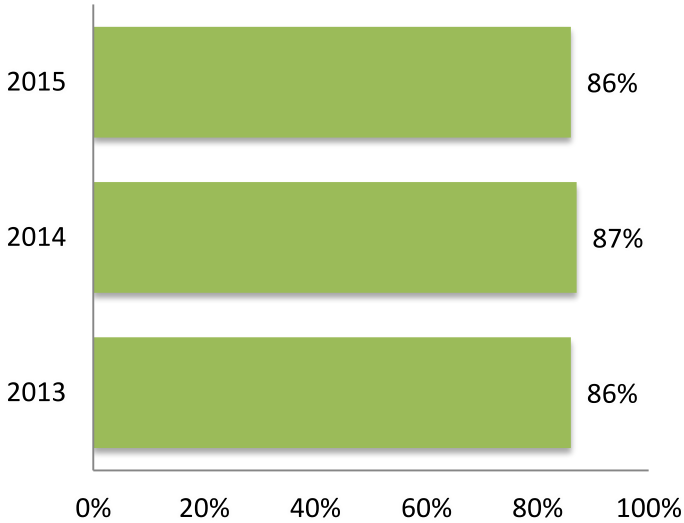
**Table 6: Which of the following methods of being kept informed and getting in touch with Oxford City Council are you happy to use? – By age and tenure type (Valid responses)**

| | Age | | | | Tenure type | |
|---|---|---|---|---|---|---|
| | 16-34 | 35-54 | 55-64 | 65+ | General needs | Sheltered |
| Telephone | 69% | 74% | 77% | 76% | 75% | 83% |
| Letter | **91%** | **67%** | 58% | 51% | 60% | 59% |
| Newsletter - Tenants In Touch | 43% | 36% | 36% | 38% | 37% | 39% |
| Email | **57%** | **43%** | **31%** | 14% | 30% | 22% |
| Visit to the office | **38%** | 30% | 28% | 21% | 26% | 35% |
| Visit to your home by staff | 23% | 23% | 26% | 25% | 24% | 33% |
| Text/SMS | **48%** | **30%** | **16%** | 7% | 20% | 13% |
| Open meetings | 8% | 9% | 6% | 9% | 7% | **24%** |
| Social media (e.g. Facebook, Twitter) | **25%** | **8%** | 1% | *% | 5% | 3% |
| **Unweighted sample bases** | **44** | **145** | **129** | **265** | **540** | **85** |

## 9.3 Cost of contacting the Council by telephone

Most (86%) are satisfied with the cost of contacting the Council by telephone, in line with 2013 and 2014 findings.

**Figure 36: Proportion satisfied with the cost of contacting the Council by telephone (Valid responses)**

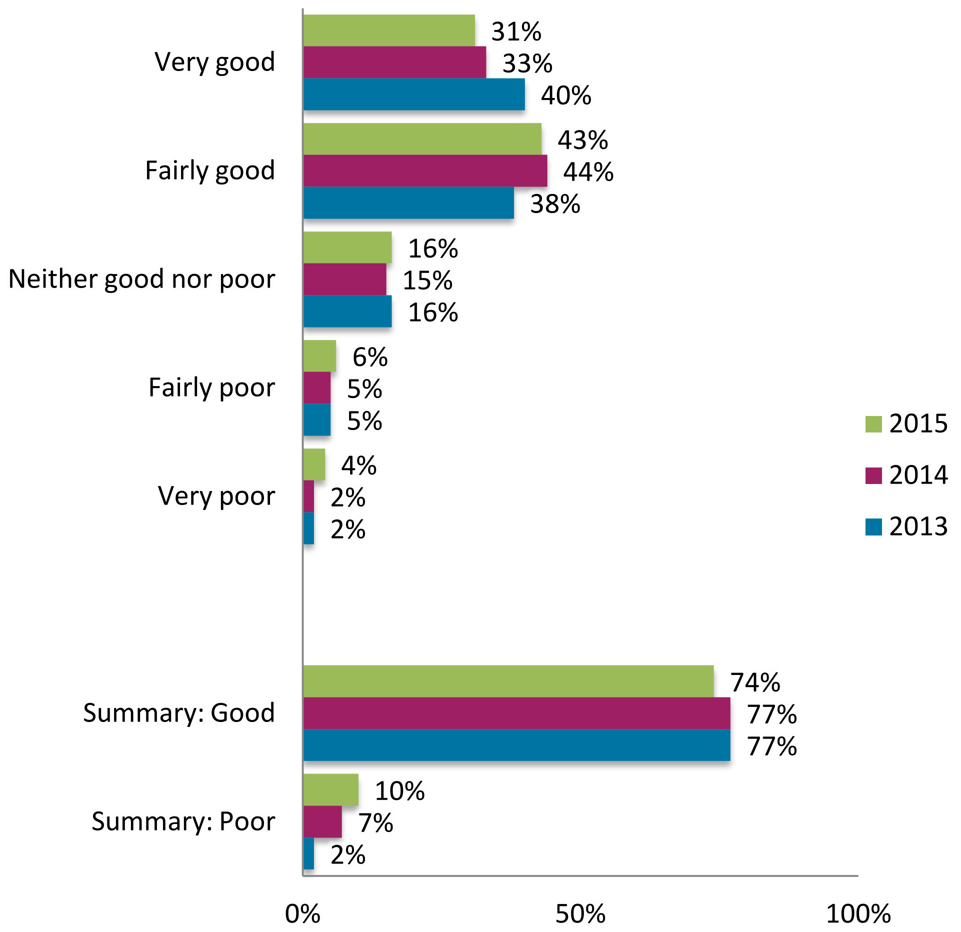



Unweighted sample base (2015): 613

## 9.4 Perceptions of how the Council communicates with tenants

As discussed earlier in this report, being kept informed is a key driver of overall satisfaction. Three-quarters (74%) are satisfied on this measure, broadly in line with previous findings. Whilst only 10% are dissatisfied, this represents a significant increase compared to 2013 when just 2% were dissatisfied. There are no significant differences in these findings by key subgroups such as ward or tenure type.

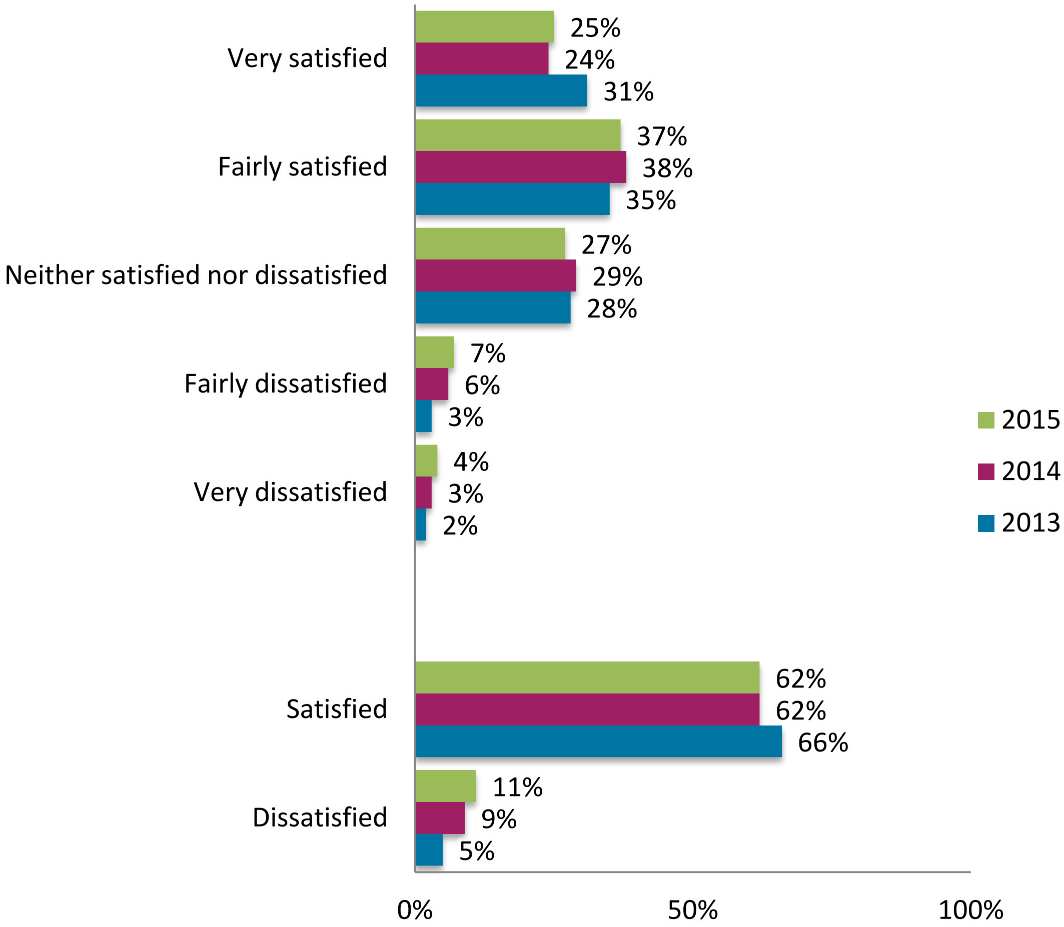
**Figure 37: How good or poor do you feel Oxford City Council is at keeping you informed about things that might affect you as a tenant? (Valid responses)**




Unweighted sample base (2015): 625

On a similar theme, tenants were asked to rate the Council on whether it gives them the opportunity to make their views known. Whilst a smaller proportion (62%) are satisfied on this measure, this is mainly driven by the fact that a quarter (27%) are neither satisfied nor dissatisfied. This may reflect a lack of interest by some of these respondents in making their views known. At the same time, whilst just 11% are dissatisfied on this measure, this represents a significant increase compared to 2013 when 5% were dissatisfied. The proportion satisfied is broadly in line with 2013/2014.

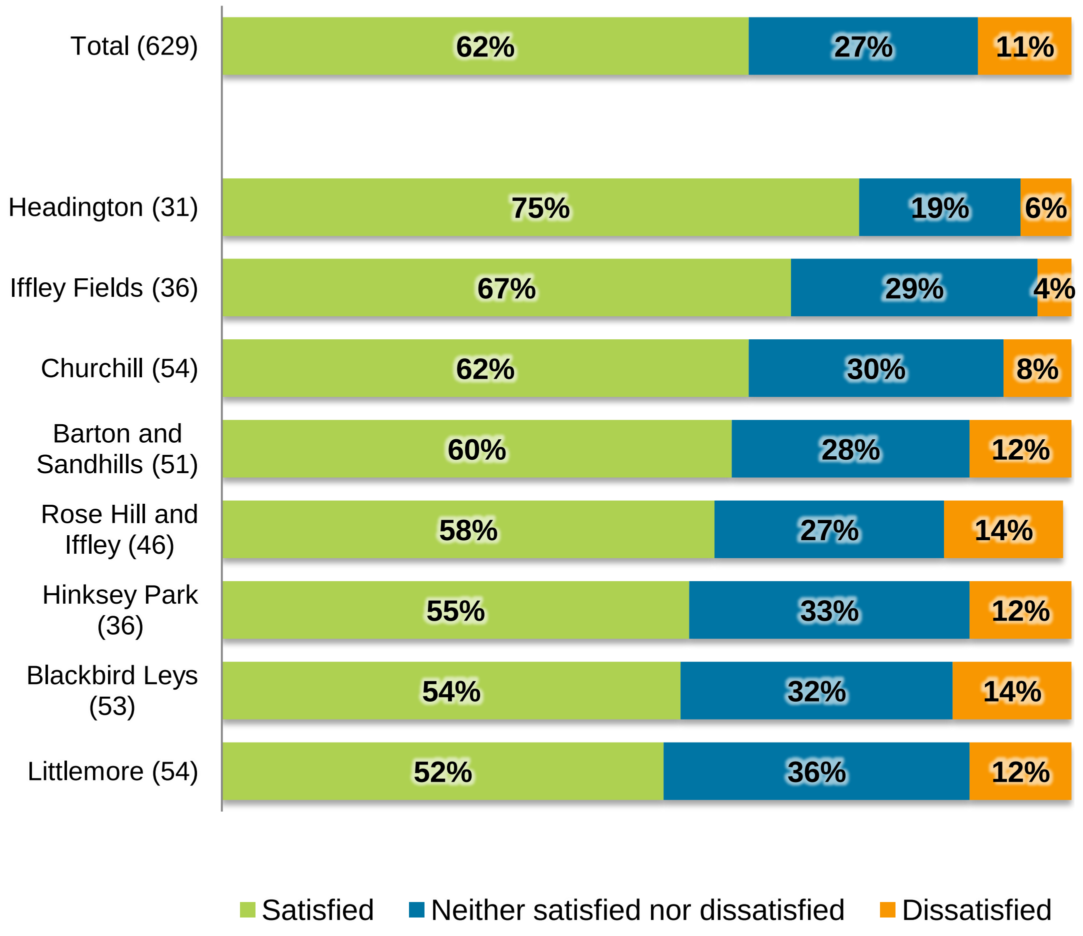
**Figure 38: How satisfied or dissatisfied are you that Oxford City Council gives you the opportunity to make your views known? (Valid responses)**




Unweighted sample base (2015): 629

There are no significant differences in perceptions on this measure by tenure type; however, by ward Headington tenants are significantly more likely to be satisfied than Littlemore. This may be driven by Littlemore tenants' more negative perceptions of their neighbourhood; however Littlemore also shows the highest proportion who are neither satisfied nor dissatisfied (36%), suggesting that lower levels of interest in engaging with the Council may also be an issue in this ward.

**Figure 39: How satisfied or dissatisfied are you that Oxford City Council gives you the opportunity to make your views known? – By ward (Valid responses)**




Unweighted sample bases in parentheses

# 10 Repairs and maintenance

As discussed earlier in this report, perceptions of how the Council deals with repairs and maintenance have declined over the last two years, although most remain satisfied with the service. Repairs and maintenance is identified by tenants as a priority and is the leading driver of satisfaction with the Council as a landlord; given the importance of this issue, the research aims to evaluate tenants' perceptions of aspects of the service they received if they had a repair carried out in the last 12 months.

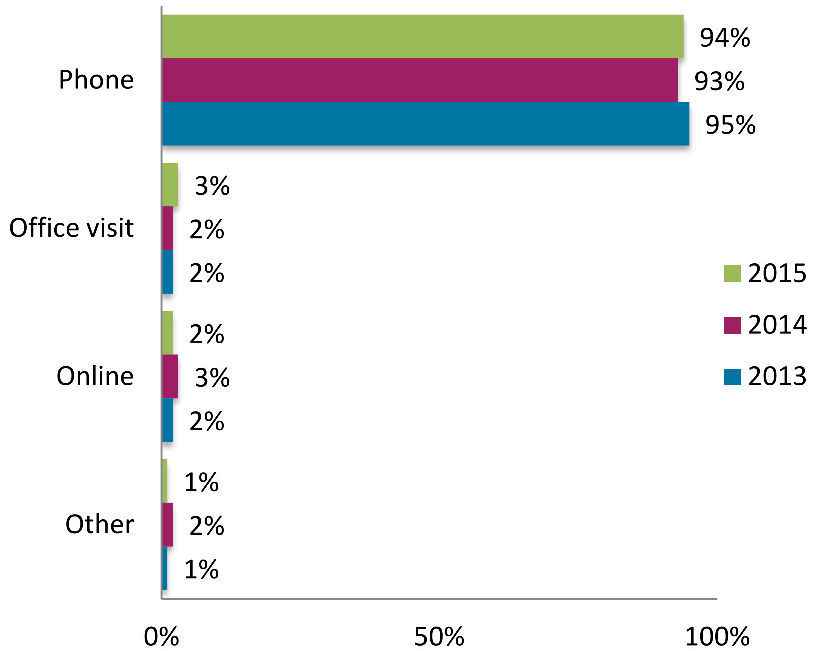
## 10.1 Experience of repairs service

Over three-quarters (78%) report having had repairs carried out in the last 12 months. This group were then asked a series of questions about their experience.

### 10.1.1 How repair was reported

Those reporting repairs are overwhelmingly likely to do so by telephone - 94% used this method, in line with the 2013 and 2014 findings.

**Figure 40: Please tell us how you reported the repair? (Valid responses, tenants who have had a repair carried out in the last 12 months)**

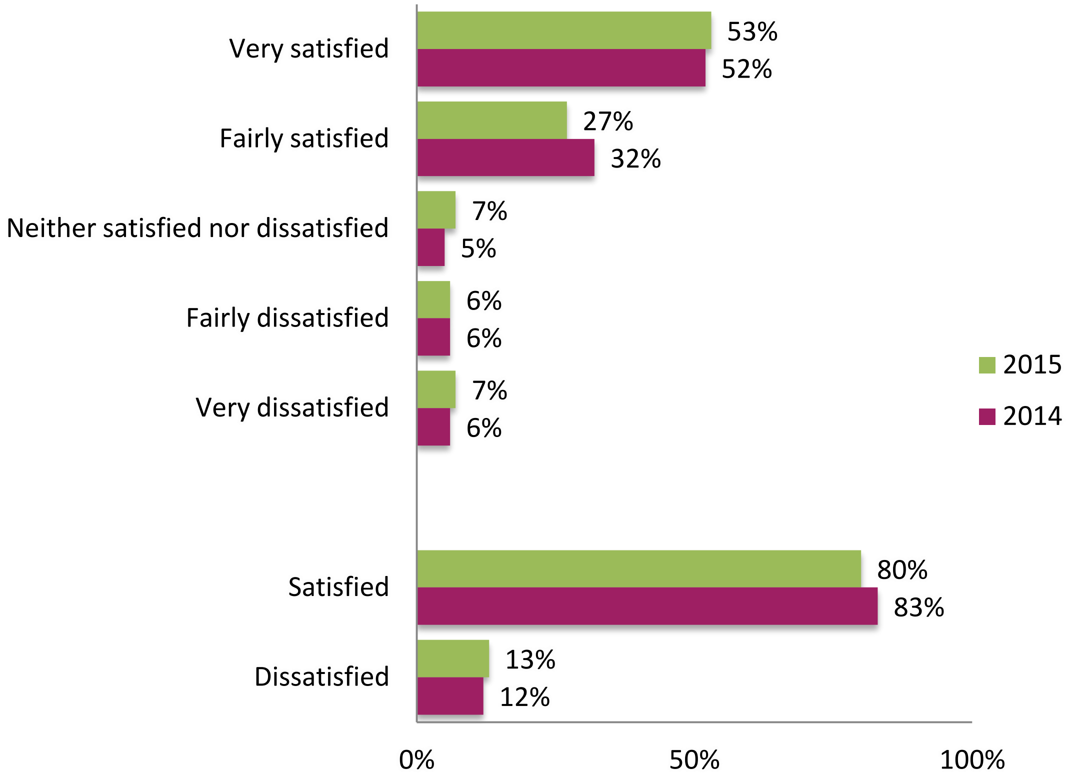



Unweighted sample base (2015): 458

### 10.1.2 Satisfaction with service received when reporting the repair

Most (80%) of those who report a repair are satisfied with the service they receive, with over half (53%) very satisfied. This is broadly in line with the 2014 findings (this question was not included in the 2013 survey).

**Figure 41: Thinking about when you reported the repair how satisfied were you with the service you received? (Valid responses, tenants who have had a repair carried out in the last 12 months)**



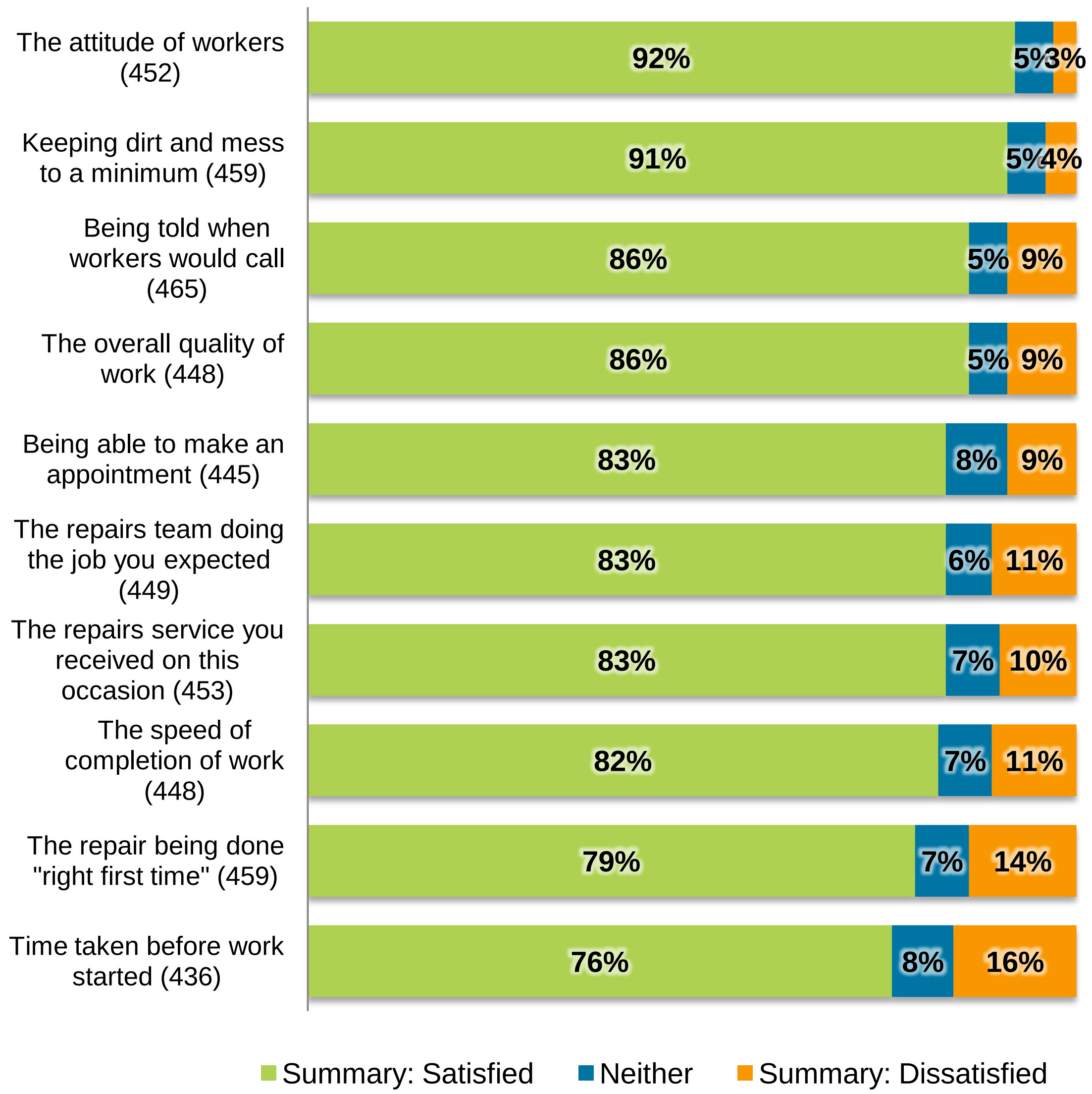

Unweighted sample base (2015): 475

### 10.1.3 Satisfaction with last repair completed

As is typical in repairs service findings, satisfaction is highest with the attitude of workers and keeping dirt and mess to a minimum (92% satisfied cf. 91%). Overall, 83% are satisfied with the repairs service they received on this occasion, and 10% dissatisfied. Levels of satisfaction are lowest on time taken before the work started, with 76% satisfied on this measure and 16% dissatisfied.

There are no significant differences in satisfaction with these aspects of the service received when comparing general needs and sheltered tenants.

**Figure 42: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? (Valid responses, tenants who have had a repair carried out in the last 12 months)**




Unweighted sample bases in parentheses

Perceptions of the repairs service received are all broadly in line with the 2014 findings. However, perceptions of “the repairs service you received on this occasion” have fallen from the very high level of 91% satisfied in 2013 to 83% in 2015. This indicates that the fall in overall satisfaction with how the Council deals with repairs and maintenance is driven by falling satisfaction with the repairs service individuals have experienced. Satisfaction with the aspects of the service highlighted below has fallen significantly compared to 2013.

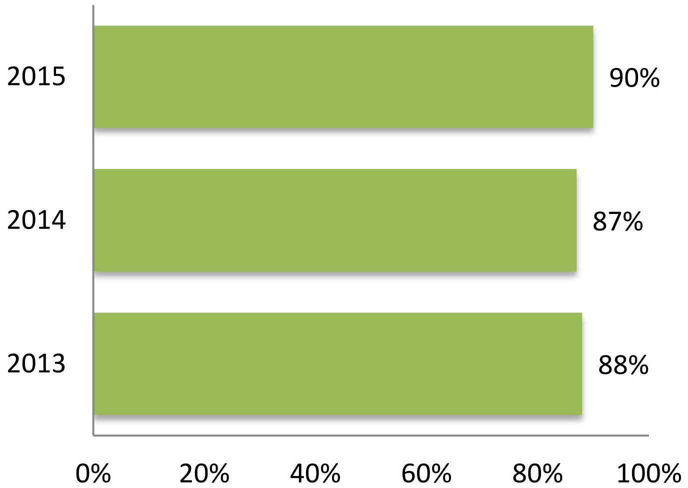
**Table 7: Proportion satisfied with aspects of the repairs service – Over time (Valid responses, tenants who have had a repair carried out in the last 12 months)**

| | 2013 | 2014 | 2015 |
|---|---|---|---|
| The attitude of workers | 93% | 92% | 92% |
| Keeping dirt and mess to a minimum | 92% | 89% | 91% |
| Being told when workers would call | 91% | 83% | 86% |
| The overall quality of work | 91% | 87% | 86% |
| Being able to make an appointment | 89% | 80% | 83% |
| The repairs team doing the job you expected | 90% | 82% | 83% |
| The repairs service you received on this occasion | 91% | 84% | 83% |
| The speed of completion of work | 89% | 82% | 82% |
| The repair being done "right first time" | 85% | 77% | 79% |
| Time taken before work started | 84% | 74% | 76% |

### 10.1.4 Proof of identity

Nine in ten (90%) say that the worker/repairs team showed proof of identity, broadly in line with 2013 and 2014 findings.

**Figure 43: Proportion saying worker/repairs team showed proof of identity (Valid responses, tenants who have had a repair carried out in the last 12 months)**

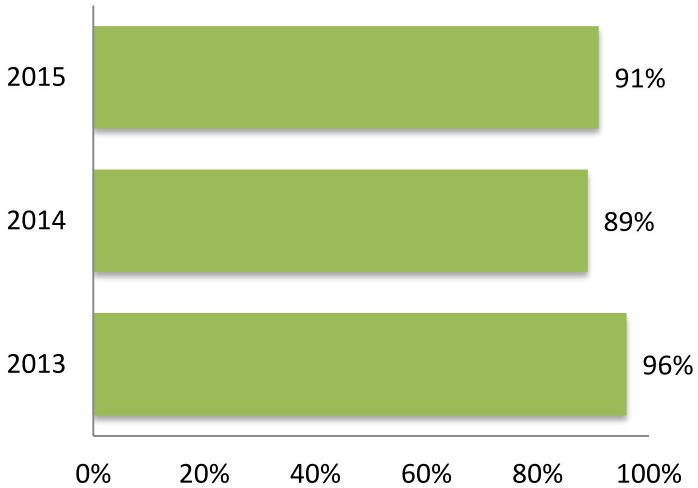



Unweighted sample base (2015): 473

### 10.1.5 Appointment keeping

Similarly, 91% say that the repairs appointment was kept. This is in line with the 2014 findings when 89% gave this answer, but represents a fall from 2013 when 96% reported that the appointment was kept.

**Figure 44: Proportion saying repair appointment was kept (Valid responses, tenants who have had a repair carried out in the last 12 months)**

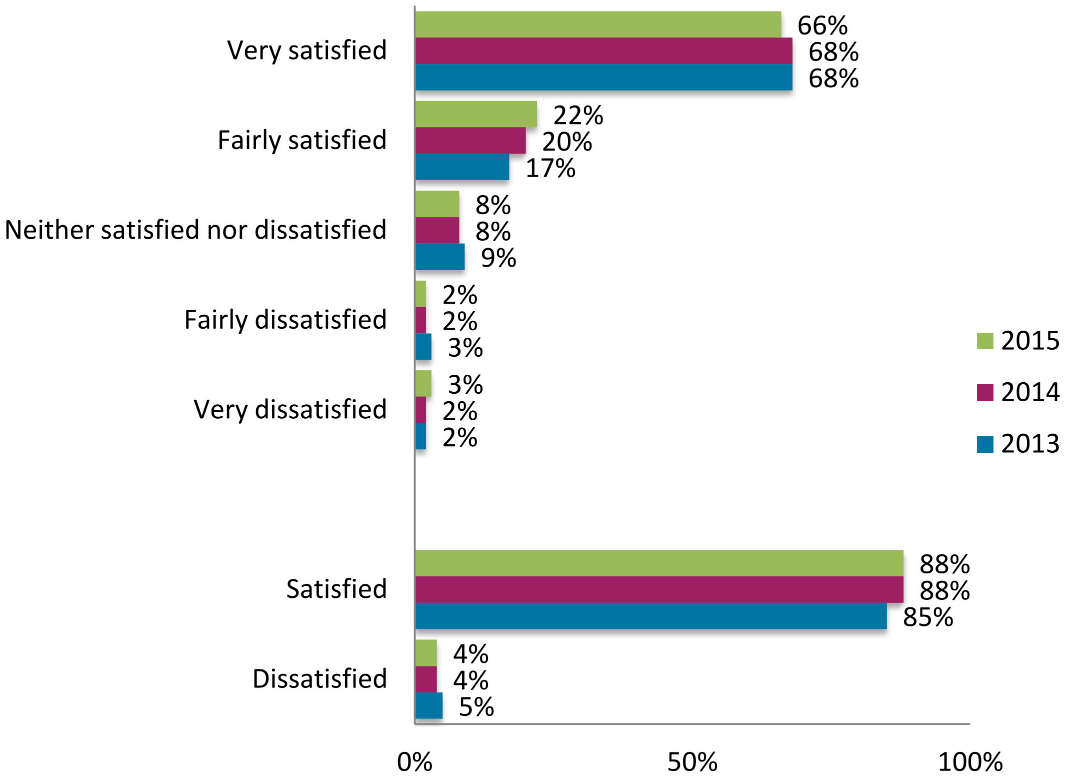



Unweighted sample base (2015): 461

## 10.2 Gas servicing

Finally in this section, all tenants were asked to rate the gas servicing arrangements for their home. As with previous findings most (88%) are satisfied on this measure. This includes a particularly high proportion (compared to other metrics) who say they are very satisfied (66% very satisfied).

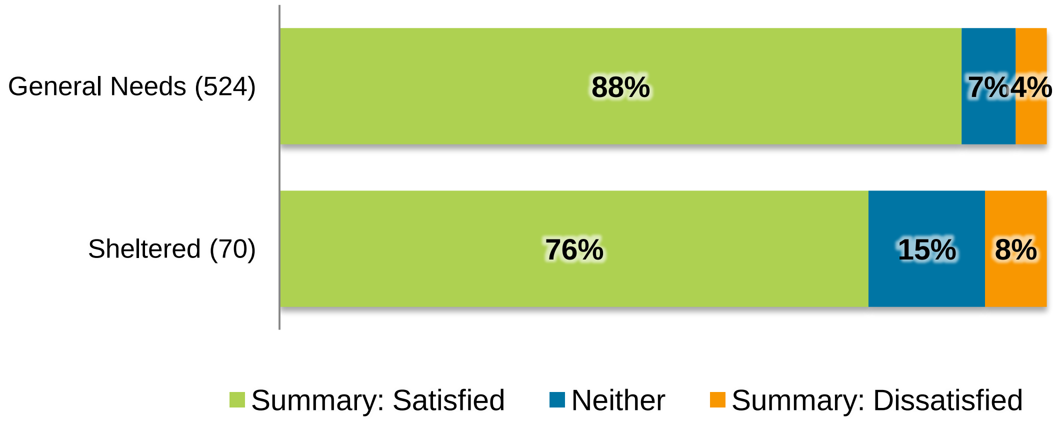
**Figure 45: How satisfied or dissatisfied are you with the gas servicing arrangements for your home? (Valid responses)**




Unweighted sample base (2015): 594

By tenure type, general needs tenants are significantly more likely to be satisfied with gas servicing arrangements compared to sheltered tenants (88% satisfied cf. 76%). However, this is mainly driven by the higher proportion of sheltered tenants who are neither satisfied nor dissatisfied, rather than outright dissatisfaction. This may reflect sheltered tenants' lower levels of involvement in the arrangements for gas servicing.

**Figure 46: How satisfied or dissatisfied are you with the gas servicing arrangements for your home? – By tenure type (Valid responses)**




Unweighted sample bases in parentheses

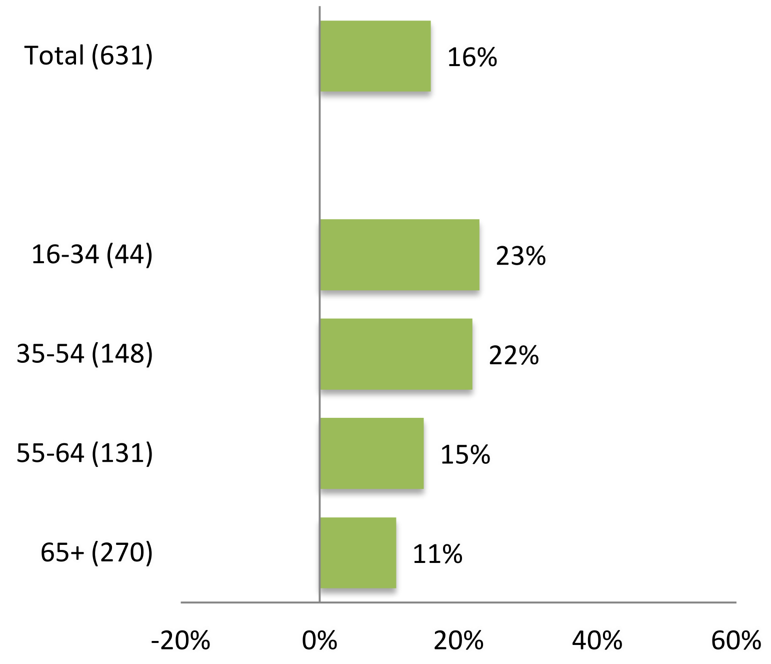
# 11 Anti-social behaviour

Whilst questions on anti-social behaviour were included in the 2014 STAR survey, this section has been revised to allow for more detailed analysis of the performance of the different Council teams who are responsible for dealing with reports of ASB.

## 11.1 Proportion who have been a victim of ASB in the last 12 months

16% of tenants say they have been a victim of anti-social behaviour in the last 12 months. Whilst there are no significant differences in reported ASB levels by ward or by tenure type, tenants aged 16-34 and 35-54 are significantly more likely to have experienced ASB in this period than those aged 65+.

**Figure 47: Proportion who have been a victim of ASB in the last 12 months (Valid responses)**

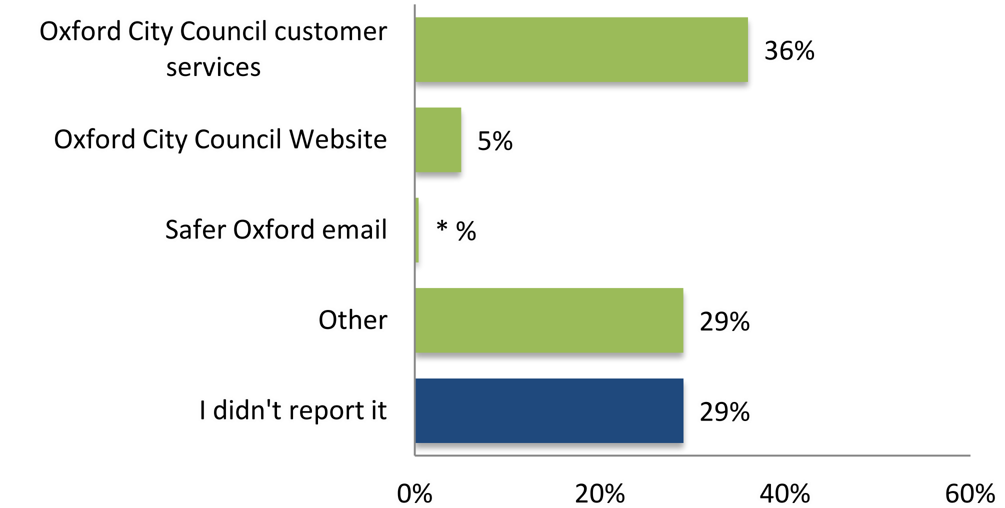



Unweighted sample bases in parentheses

## 11.2 Reporting of ASB

Of those who have been a victim of ASB in the last 12 months, three in ten (29%) did not report the incident(s). Over one in three (36%) reported the behaviour to Council customer services, and 5% via the Council website. One respondent reported using the Safer Oxford email to report the ASB.

**Figure 48: What method did you use to report the anti-social behaviour? (Valid responses, those who have been a victim of ASB in the last 12 months)**



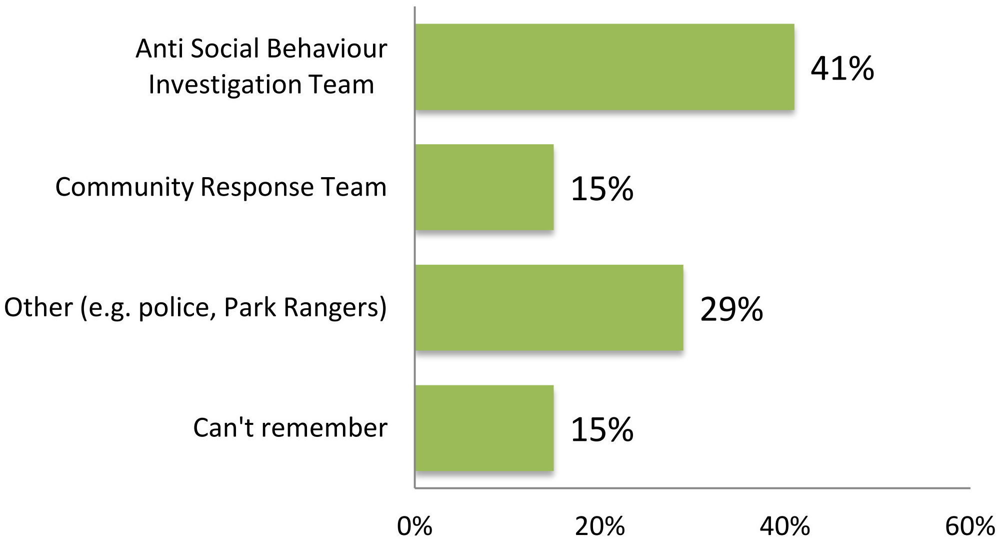

Unweighted sample base: 96

* Denotes less than 0.5%

## 11.3 Investigation of ASB

Four in ten (41%) say the ASB Investigation Team investigated their incident, whilst 15% say their incident was investigated by the Community Response Team.

**Figure 49: Who investigated your reported incident? (Valid responses, those who have been a victim of ASB in the last 12 months)**




Unweighted sample base: 78

## 11.4 Experience of ASB investigation carried out

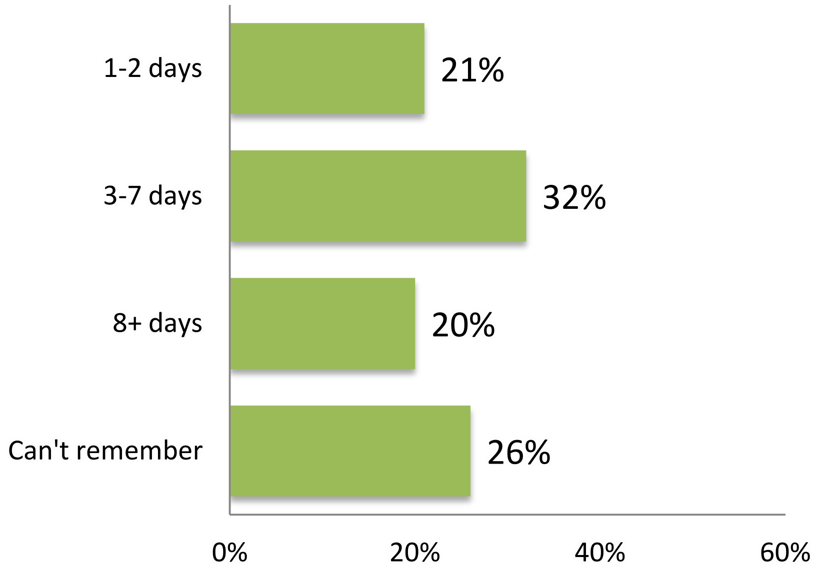
The figures in this sub-section are based on the experiences of those whose report of ASB was investigated by the ASB Investigation Team. The findings should be treated with caution due to the low sample sizes involved (around 30). As only 12 tenants had ASB investigated by the Community Response Team, unweighted figures are reported for this group for reference.

### 11.4.1 Time taken for investigating officer to make contact

Of those who had ASB investigated by the ASB Investigation Team, 21% were contacted within 1-2 days, 32% within 3-7 days, and 20% within 8+ days. A further 26% can't remember how much time elapsed before they were contacted.

Of those who had ASB investigated by the Community Response Team, 5 were contacted within 1-2 days, 3 within 3-7 days, 1 after 8+ days, and 2 can't remember.

**Figure 50: How long did it take an investigating officer to contact you? (Valid responses, those who have had ASB investigated by the ASB Investigation Team within the last 12 months)**



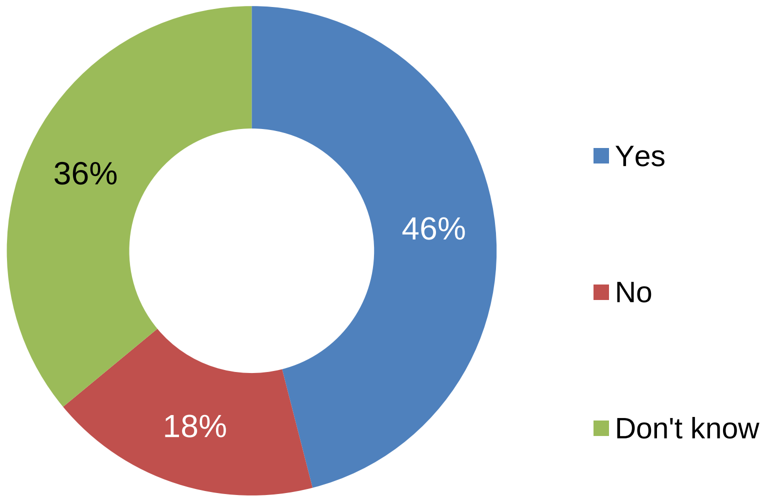

Unweighted sample base: 31

### 11.4.2 Frequency/mode of updates

Of those who had ASB investigated by the ASB Investigation Team, fewer than half (46%) agree that the investigating officer asked them what method they would like to be contacted by, and how often. However, over a third (36%) can't remember, whilst 18% say this conversation did not take place.

Of those who had ASB investigated by the Community Response Team, 6 say the investigating officer asked them what method they would like to be contacted by, and how often; 4 say (s)he did not; and 2 can't remember.

**Figure 51: In line with the victims charter did the investigating officer ask you what method you would like to be contacted by and how often? (Valid responses, those who have had ASB investigated by the ASB Investigation Team within the last 12 months)**



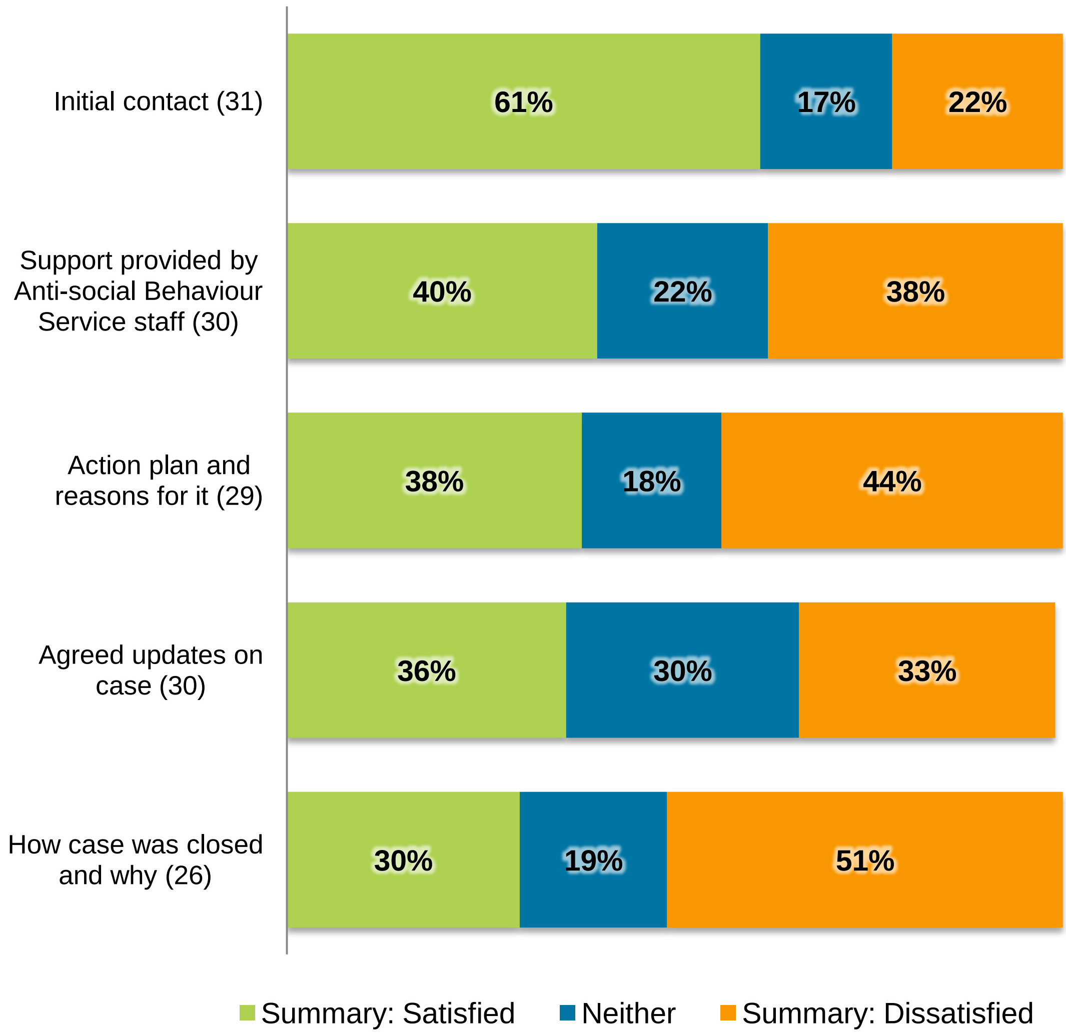

Unweighted sample base: 33

### 11.4.3 Satisfaction with aspects of the ASB service

The majority (61%) of those whose case was investigated by the ASB Investigation Team were satisfied with the initial contact. However, fewer than half are satisfied on the other measures shown below. Perceptions are particularly negative on how the case was closed and why, with 30% satisfied and 51% dissatisfied. This suggests that a number of complainants do not feel that their issue was satisfactorily resolved.

Of those whose case was investigated by the Community Response Team, 10 out of 11 were satisfied with the initial contact; 9 out of 12 were satisfied with the support provided; 3 out of 11 were satisfied with the action plan and reasons for it; 5 out of 11 were satisfied with the agreed updates; and 3 out of 10 were satisfied with how the case was closed and why.

**Figure 52: How satisfied or dissatisfied were you with the following aspects of the Anti-social Behaviour Service? (Valid responses, those who have had ASB investigated by the ASB Investigation Team within the last 12 months)**

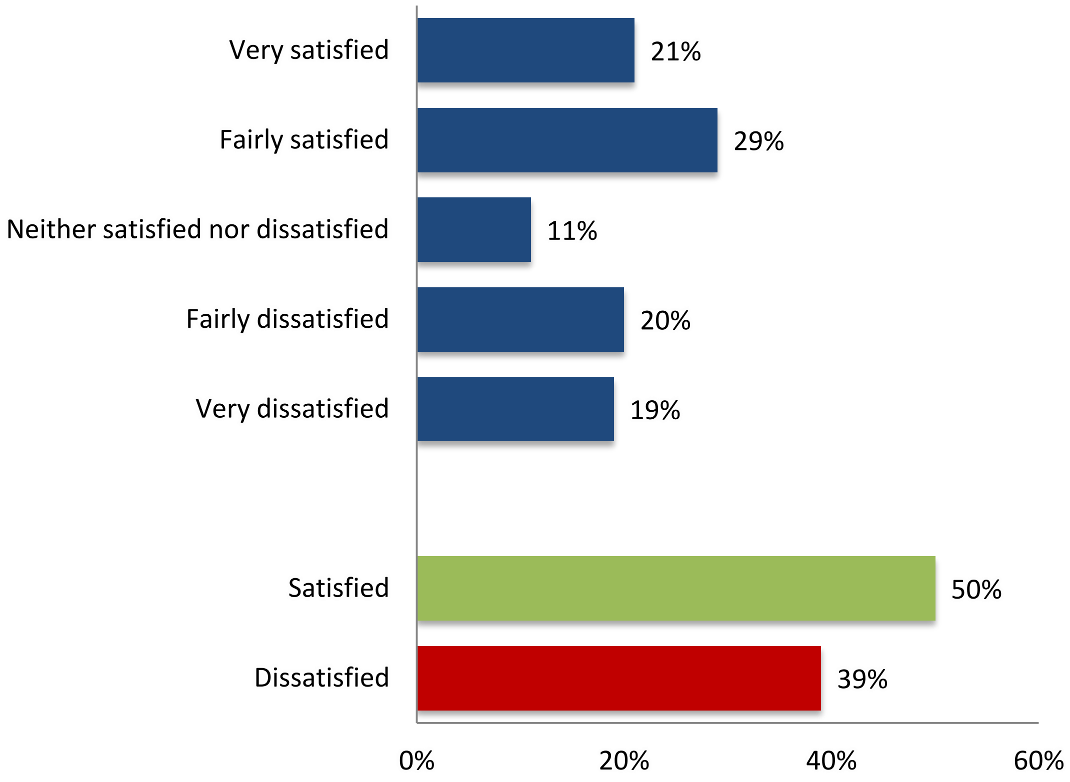



Unweighted sample bases in parentheses

### 11.4.4 Overall satisfaction with investigation

Overall, half (50%) of those whose case was investigated by the ASB Investigation Team were satisfied with the investigation into their complaint, whilst 39% were dissatisfied. Of those whose case was investigated by the Community Response Team, 7 out of 12 were satisfied and 3 dissatisfied.

**Figure 53: Overall, how satisfied or dissatisfied were you with the investigation into your reported incident? (Valid responses, those who have had ASB investigated by the ASB Investigation Team within the last 12 months)**

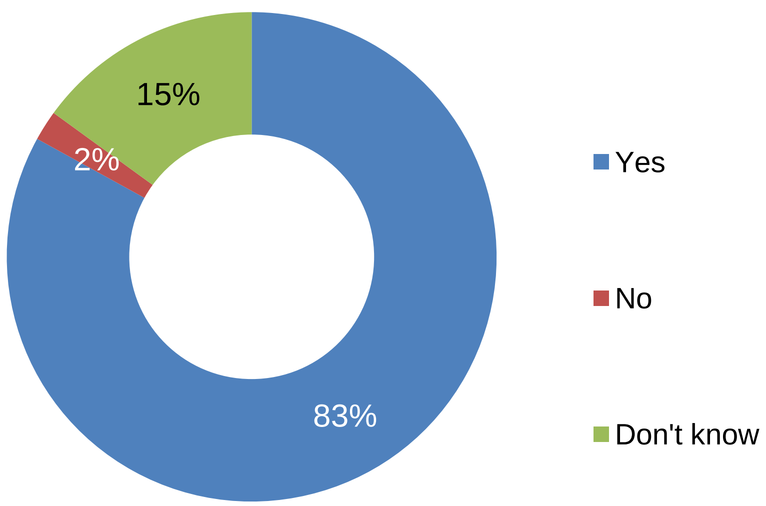



Unweighted sample base: 34

## 11.5 General perceptions of the ASB Service

All tenants were asked if they feel that the Council Anti-social Behaviour Service should be supporting community members to help prevent anti-social behaviour occurring in the future as well as resolving anti-social behaviour incidents today. Most (83%) agree with this, whilst just 2% disagree.

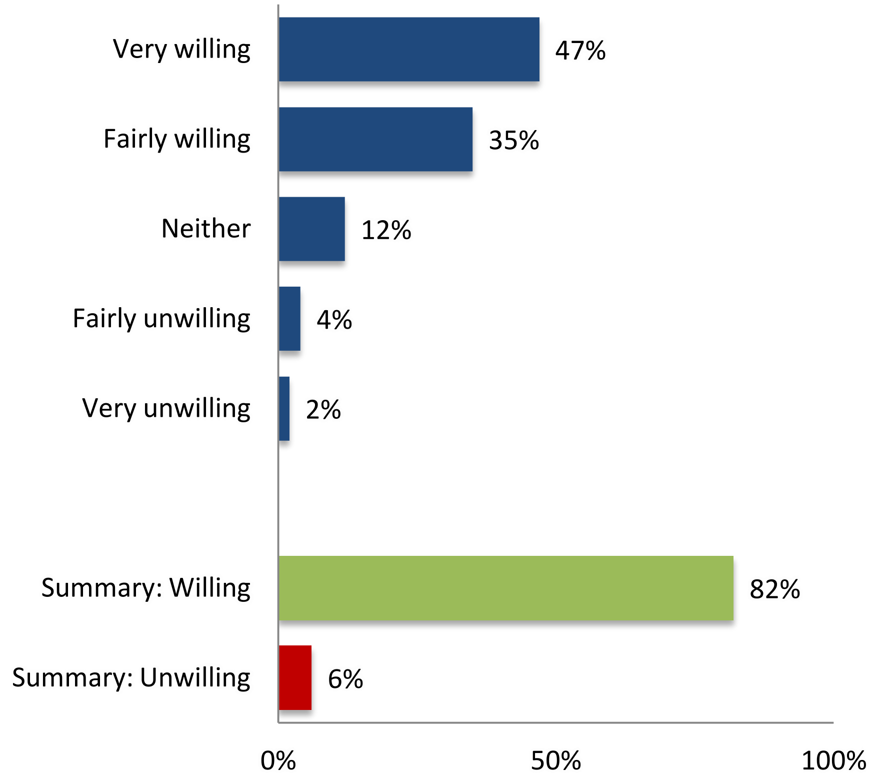
**Figure 54: Do you agree that the Oxford City Council Anti-social Behaviour Service should be supporting community members to help prevent anti-social behaviour occurring in the future as well as resolving anti-social behaviour incidents today? (Valid responses)**




Unweighted sample base: 554

Most tenants (82%) would be willing to report ASB to the Council ASB service, whilst just 6% would be unwilling. A similar proportion (84%) of those with a case investigated by the Community Response Team in the past 12 months would be willing to report ASB.

**Figure 55: How willing would you be to report anti-social behaviour to the Oxford City Council Anti-social Behaviour Service? (Valid responses)**




Unweighted sample base: 587

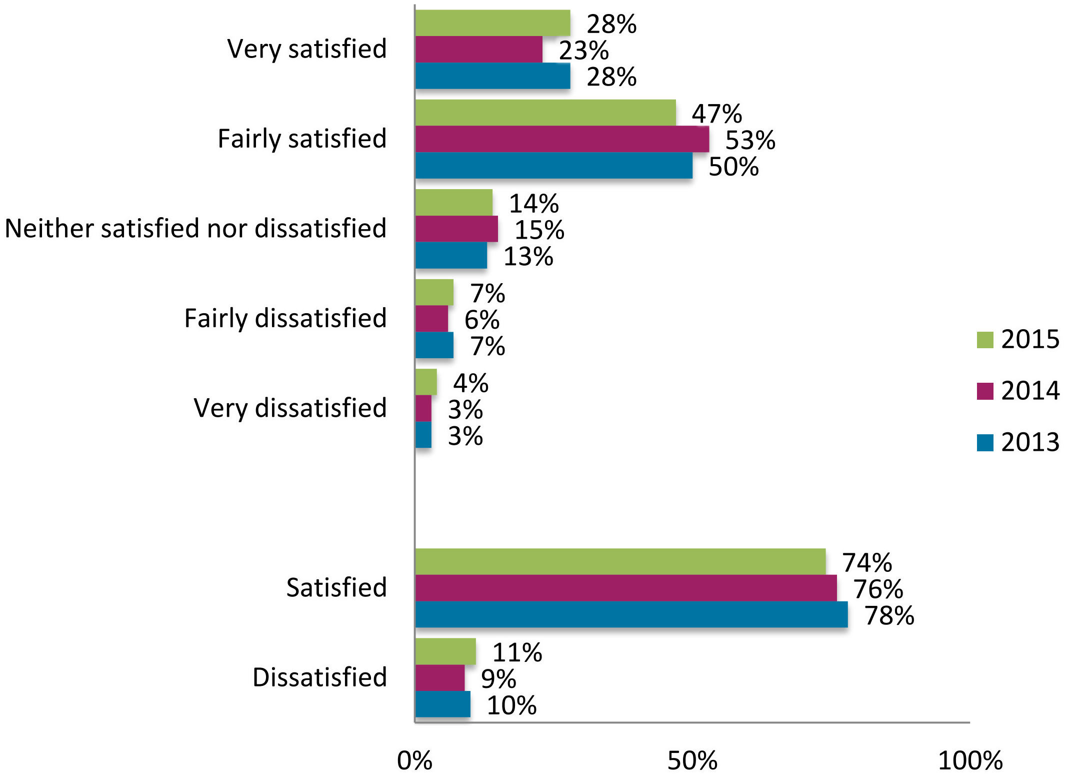
# 12 Estate services

As discussed earlier in the report, the overall estate services provided by the Council, and the value for money of these services, is a key driver of tenant satisfaction. This section examines both these overall measures and also tenants' perceptions of particular estate services, and, linked to this, of the appearance of their estate.

## 12.1 Appearance of estate

Three-quarters (74%) are satisfied with the overall appearance of their estate, broadly in line with the 2013 and 2014 findings. One in ten (11%) are dissatisfied.

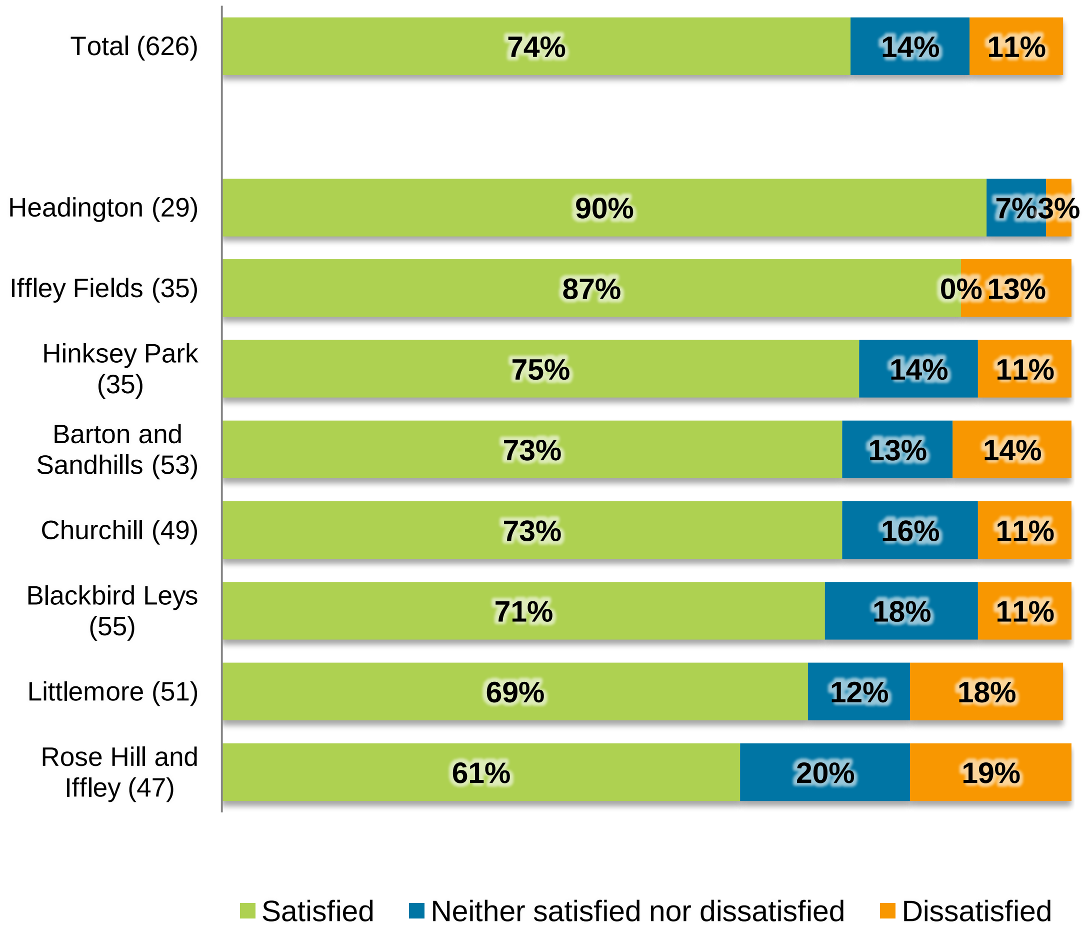
**Figure 56: How satisfied or dissatisfied are you with the overall appearance of your estate? (Valid responses)**




Unweighted sample base (2015): 626

In line with overall perceptions of the neighbourhood as a place to live, 90% of Headington tenants are satisfied with the overall appearance of their estate. Due to variations in the sample size obtained by ward, the only significant difference in satisfaction levels is Iffley Fields tenants being more satisfied compared to Rose Hill and Iffley tenants (87% satisfied cf. 61%).

**Figure 57: How satisfied or dissatisfied are you with the overall appearance of your estate? – By ward (Valid responses)**



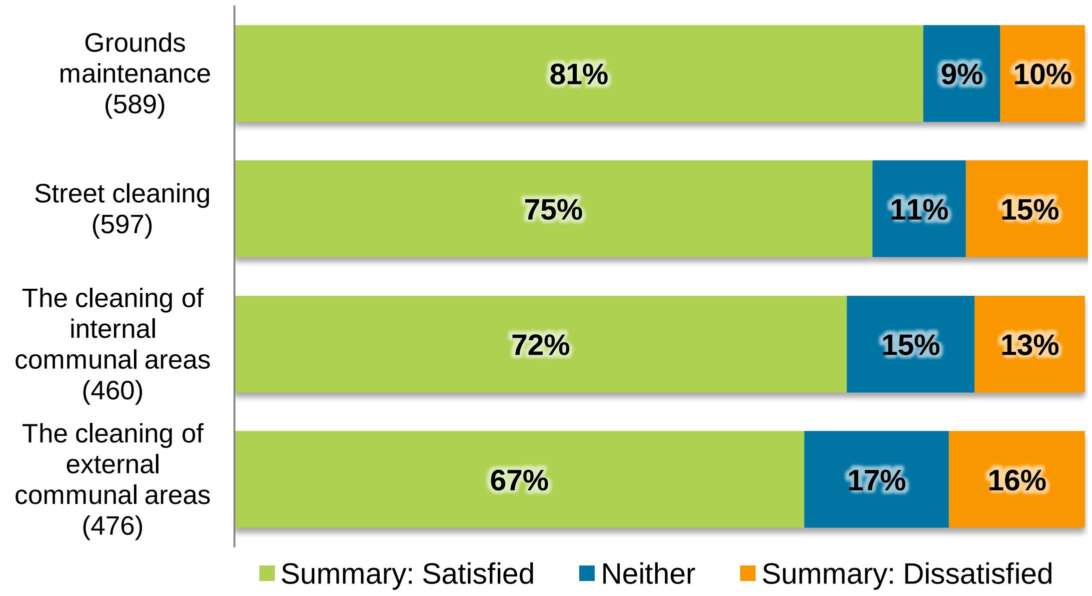

Unweighted sample bases in parentheses

## 12.2 Specific estate services

Tenants were then asked to evaluate the estate services delivered in their area. For all these questions a ‘not applicable’ option was provided, and tenants choosing this option for a question are excluded from the data shown for that question.

Of the services listed, satisfaction is highest with grounds maintenance (81%) satisfied) and lowest for the cleaning of external communal areas (67% satisfied, with 16% dissatisfied). The findings are broadly in line with previous research except for the cleaning of internal communal areas, where satisfaction has declined significantly from 80% satisfied in 2013 to 72% satisfied now.

**Figure 58: How satisfied or dissatisfied are you with the following services in your area? (Valid responses)**




| | % satisfied 2014 | % satisfied 2013 |
|---|---|---|
| Grounds maintenance | 81% | 83% |
| Street cleaning | 75% | n/a |
| The cleaning of internal communal areas | 73% | 80% |
| The cleaning of external communal areas | 67% | 69% |

Unweighted sample bases in parentheses

By ward, all statistically significant differences in perceptions of the estate services provided are highlighted in the table below. This indicates that perceptions of estate services are most positive in Barton and Sandhills, Blackbird Leys, and Churchill; and least positive in Iffley Fields, Littlemore, and Rose Hill and Iffley.

In the case of Rose Hill and Iffley tenants, the relatively low scores seen here may reflect their lower perceptions of the appearance of their estate. However, at the same time Iffley Fields tenants, who record the lowest level of satisfaction with grounds maintenance, record above-average levels of satisfaction with the appearance of their estate.

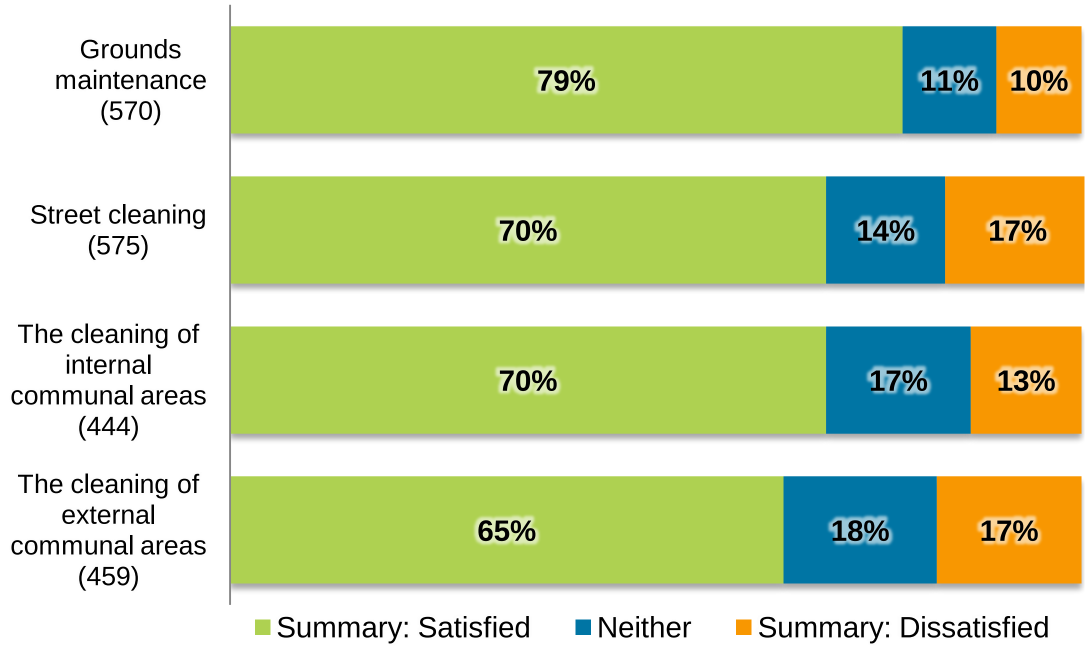
There are no significant differences in perceptions of these estate services by tenure type (general needs vs. sheltered).

**Table 8: Proportion satisfied with estate services – By ward (Valid responses)**

| | Grounds maintenance | Street cleaning | Cleaning of internal communal areas | Cleaning of external communal areas |
|---|---|---|---|---|
| **Total** | **81%** | **75%** | **72%** | **67%** |
| Barton and Sandhills | 82% | 81% | 84% | 77% |
| Blackbird Leys | 92% | 73% | 78% | 80% |
| Churchill | 82% | 78% | 77% | 67% |
| Headington | 79% | 75% | 62% | 55% |
| Hinksey Park | 79% | 75% | 59% | 58% |
| Iffley Fields | 61% | 74% | 59% | 61% |
| Littlemore | 76% | 78% | 57% | 52% |
| Rose Hill and Iffley | 63% | 71% | 68% | 69% |

Similarly when asked about the frequency of these estate services, perceptions of grounds maintenance are relatively positive (79% satisfied with frequency) and perceptions of the cleaning of external communal areas less so (65% satisfied with frequency). These findings are in line with the 2013/2014 data.

**Figure 59: How satisfied or dissatisfied are you with how often these services are carried out? (Valid responses)**




**% satisfied**

| 2014 | 2013 |
|---|---|
| 77% | 78% |
| 70% | n/a |
| 67% | 69% |
| 64% | 67% |

Unweighted sample bases in parentheses

By ward, satisfaction with the frequency of estate services follows a similar pattern to overall satisfaction with these services. Satisfaction with the frequency of grounds maintenance is significantly higher in Barton and Sandhills and Blackbird Leys compared to Rose Hill and Iffley; satisfaction with the frequency of the cleaning of external communal areas is significantly higher in Barton and Sandhills compared to Littlemore.

There are no significant differences in perceptions of the frequency of these estate services by tenure type (general needs vs. sheltered).

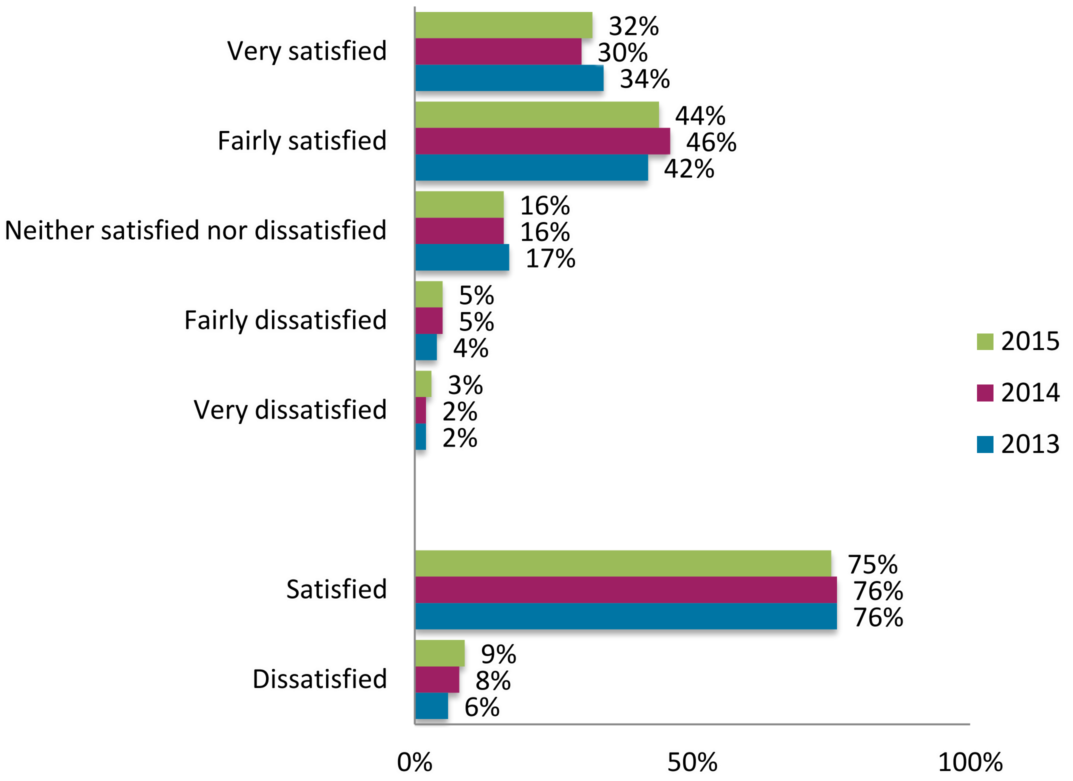
**Table 9: Proportion satisfied with the frequency of estate services – By ward (Valid responses)**

| | Grounds maintenance | Street cleaning | Cleaning of internal communal areas | Cleaning of external communal areas |
|---|---|---|---|---|
| **Total** | **79%** | **70%** | **70%** | **65%** |
| Barton and Sandhills | 88% | 81% | 80% | 71% |
| Blackbird Leys | 87% | 70% | 74% | 76% |
| Churchill | 80% | 80% | 73% | 67% |
| Headington | 77% | 67% | 59% | 59% |
| Hinksey Park | 72% | 64% | 53% | 63% |
| Iffley Fields | 72% | 67% | 59% | 54% |
| Littlemore | 74% | 79% | 64% | 54% |
| Rose Hill and Iffley | 67% | 68% | 68% | 71% |

## 12.3 Overall perceptions of estate services

Tenants were finally asked to consider the overall estate services provided by the Council. Three-quarters (75%) are satisfied with these services, with 9% dissatisfied. These results are in line with the 2013 and 2014 findings.

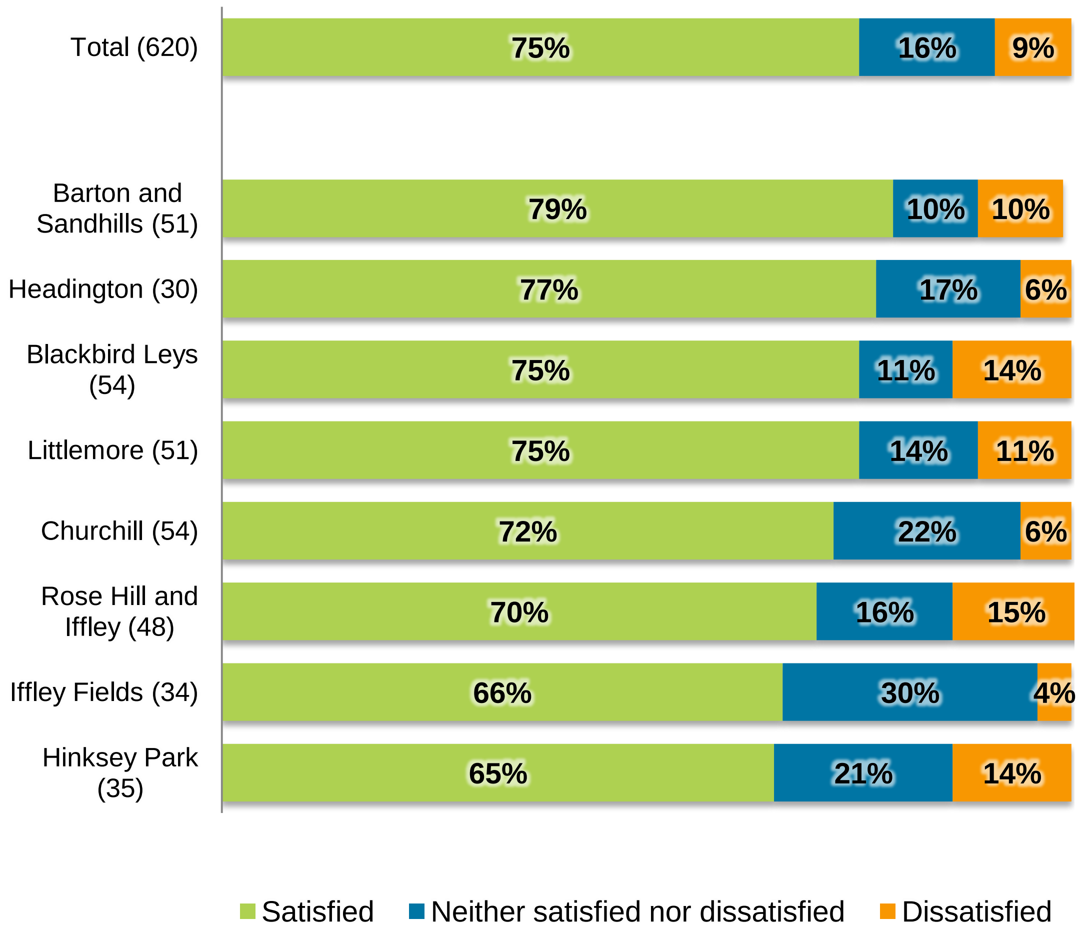
**Figure 60: How satisfied or dissatisfied are you with the overall estate services provided by Oxford City Council? (Valid responses)**




Unweighted sample base (2015): 620

By ward, there are no significant differences in satisfaction with estate services overall. Similarly, there are no significant differences in perceptions of estate services by tenure type (general needs vs. sheltered).

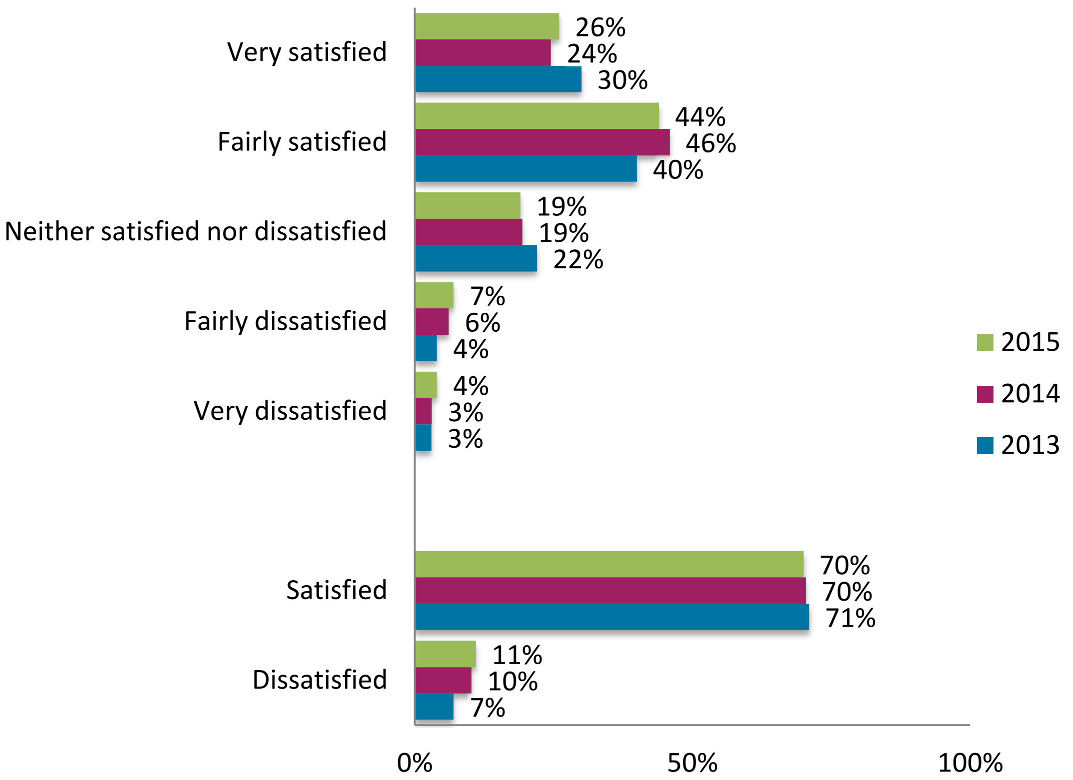
**Figure 61: How satisfied or dissatisfied are you with the overall estate services provided by Oxford City Council? – By ward (Valid responses)**




Unweighted sample sizes in parentheses

As with overall perceptions of estate services, most (70%) are satisfied with the value for money of these services, with 11% dissatisfied. Again, these findings are broadly in line with the 2013/2014 findings.

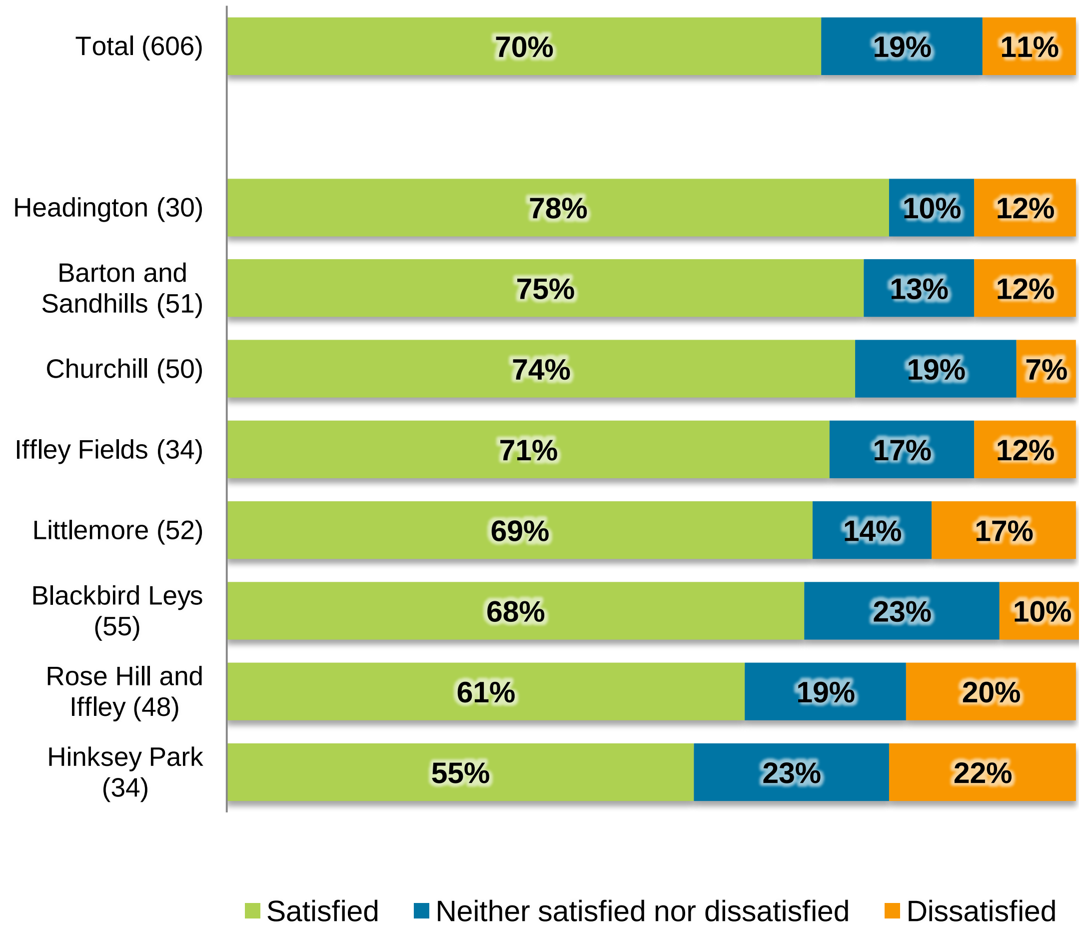
**Figure 62: How satisfied or dissatisfied are you with the value for money of overall estate services provided by Oxford City Council? (Valid responses)**




Unweighted sample base (2015): 606

By ward, there are no significant differences in satisfaction with the value for money of estate services overall, although Hinksey Park tenants record significantly higher levels of *dissatisfaction* compared to Churchill tenants. Similarly, there are no significant differences in perceptions of the value for money of estate services by tenure type (general needs vs. sheltered).

**Figure 63: How satisfied or dissatisfied are you with the value for money of overall estate services provided by Oxford City Council? – By ward (Valid responses)**




Unweighted sample sizes in parentheses

# 13 Appendix 1: Profile information

The following table outlines the unweighted demographic profile of the sample.

**Table 10: Profile table**

| Area | % | Sample Base |
|---|---|---|
| Abingdon Abbey and Barton | 2% | 16 |
| Barton and Sandhills | 8% | 55 |
| Blackbird Leys | 9% | 58 |
| Carfax | 4% | 24 |
| Churchill | 9% | 56 |
| Cowley | 3% | 21 |
| Cowley Marsh | 3% | 21 |
| Headington | 5% | 31 |
| Headington Hill and Northway | 3% | 18 |
| Hinksey Park | 5% | 36 |
| Holywell | 2% | 10 |
| Iffley Fields | 5% | 36 |
| Jericho and Osney | 3% | 18 |
| Kidlington South | 1% | 6 |
| Littlemore | 8% | 55 |
| Lye Valley | 2% | 16 |
| Marston | 3% | 20 |
| North | 0% | 3 |
| Northfield Brook | 4% | 25 |
| Quarry and Risinghurst | 4% | 28 |
| Rose Hill and Iffley | 7% | 48 |
| St Clement's | 2% | 13 |
| St Mary's | 2% | 11 |
| Summertown | 2% | 12 |
| Wolvercote | 3% | 19 |

| | | |
|---|---|---|
| **Property type** | | |
| Bedsit | 2% | 12 |
| Bungalow | 6% | 41 |
| Flat | 33% | 213 |
| House | 39% | 258 |
| Maisonette | 3% | 20 |
| Sheltered accommodation | 14% | 90 |
| Tower flat | 3% | 18 |
| Unknown | 1% | 4 |
| **Disability** | | |
| Yes – a lot | 30% | 186 |
| Yes – a little | 25% | 153 |
| No | 45% | 280 |
| **Gender** | | |
| Male | 42% | 265 |
| Female | 56% | 355 |
| Transgender | 0% | 0 |
| Prefer not to say/not applicable | 2% | 10 |
| **Age** | | |
| 16-24 | 1% | 8 |
| 25-34 | 6% | 36 |
| 35-44 | 10% | 59 |
| 45-54 | 14% | 89 |
| 55-59 | 11% | 70 |
| 60-69 | 10% | 65 |
| 65-74 | 26% | 159 |
| 75+ | 20% | 122 |
| Prefer not to say/not applicable | 2% | 15 |

| Ethnicity | | |
|---|---|---|
| Non BME | 80% | 461 |
| BME | 18% | 105 |
| Prefer not to say | 2% | 12 |
| **Number of bedrooms** | | |
| 0 | 3% | 19 |
| 1 | 36% | 234 |
| 2 | 28% | 185 |
| 3 | 31% | 200 |
| 4 | 2% | 11 |
| 5 | < 0.5% | 2 |
| Unknown | 1% | 5 |

# Appendix 2: Statement of Terms

**Compliance with International Standards**

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

**Interpretation and publication of results**

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

**Ethical practice**

BMG promotes ethical practice in research:  We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.