

2017 STAR Survey Results

St Albans City & District Council
December 2017

Methodology

Postal survey (one initial mailing + two reminder mailings)

Fieldwork

September
2017

to

November
2017

Total

- 3,500 surveys mailed out
- 723 responses

Mail

- 704 responses

Online

- 19 responses

Confidence interval
= ± 3.37



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Core questions



Overall service provided



84%

Satisfied with overall service

10%

Dissatisfied with overall service

86%

84%

2014

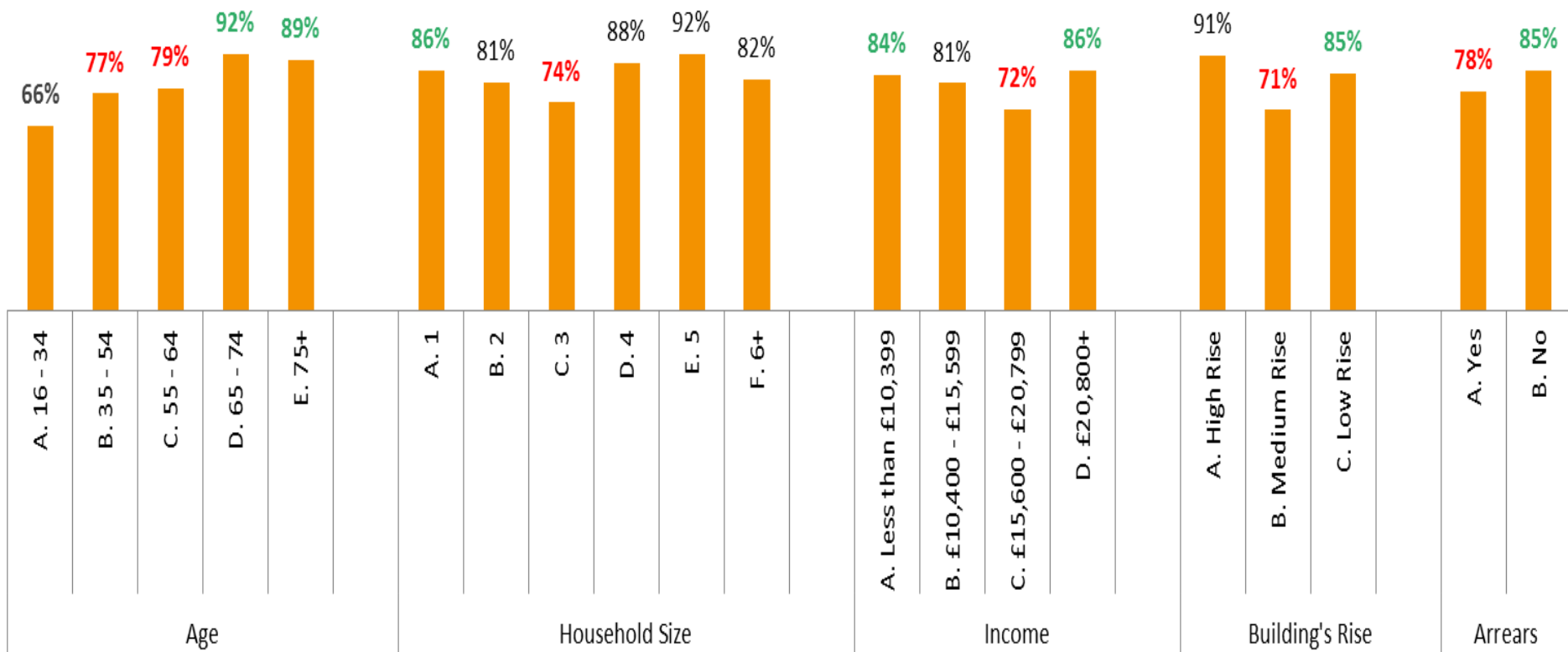
2017

Comparison by survey period shows a 2% decrease in satisfaction since 2014.



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Overall service provided by demographics



Note: Within each category, subgroups highlighted in green are significantly more satisfied than those highlighted in red

Overall quality of home



83%

Satisfied with overall quality
of home

13%

Dissatisfied with overall
quality of home

87%



2014

83%



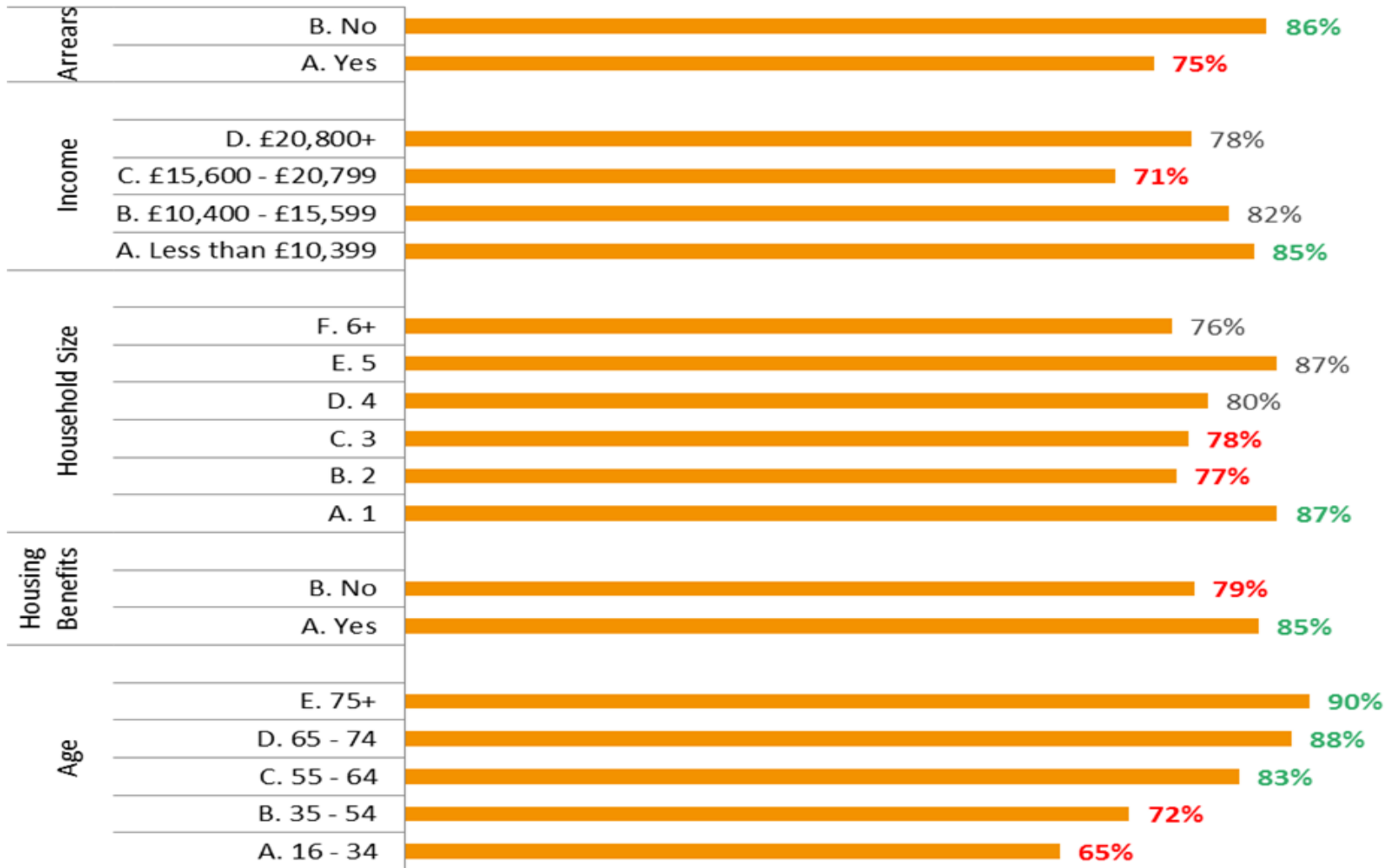
2017

Comparison by survey period shows a 4% decrease in satisfaction since 2014.



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Overall quality of home by demographics



Neighbourhood



87%

Satisfied with neighbourhood
as a place to live

8%

Dissatisfied with
neighbourhood as a place to live

87%



2014

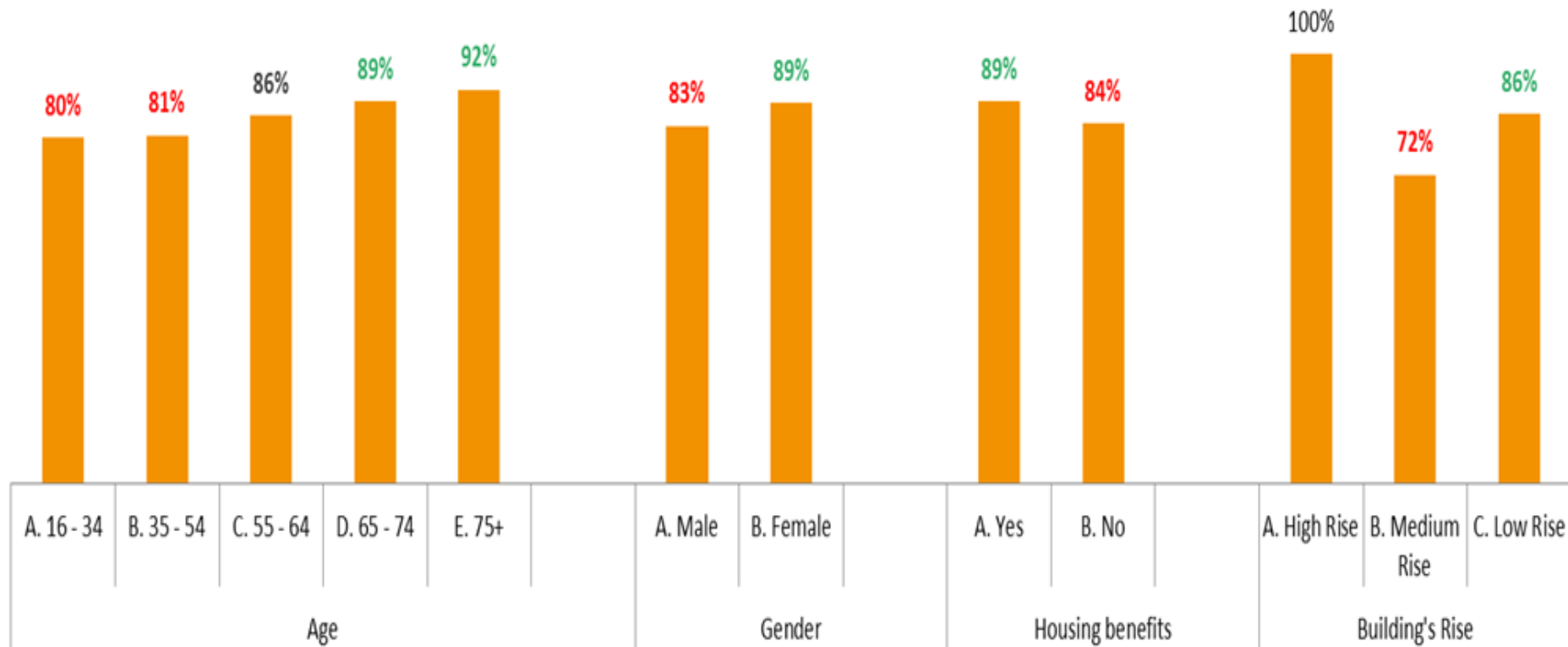
87%



2017

Comparison by survey period shows that this year's satisfaction with the neighbourhood as a place to live is consistent with the 2014 results

Neighbourhood by demographics



Note: Within each category, subgroups highlighted in green are significantly more satisfied than those highlighted in red

Repairs and maintenance



78%

Satisfied with repairs and
maintenance

15%

Dissatisfied with repairs and
maintenance

81%

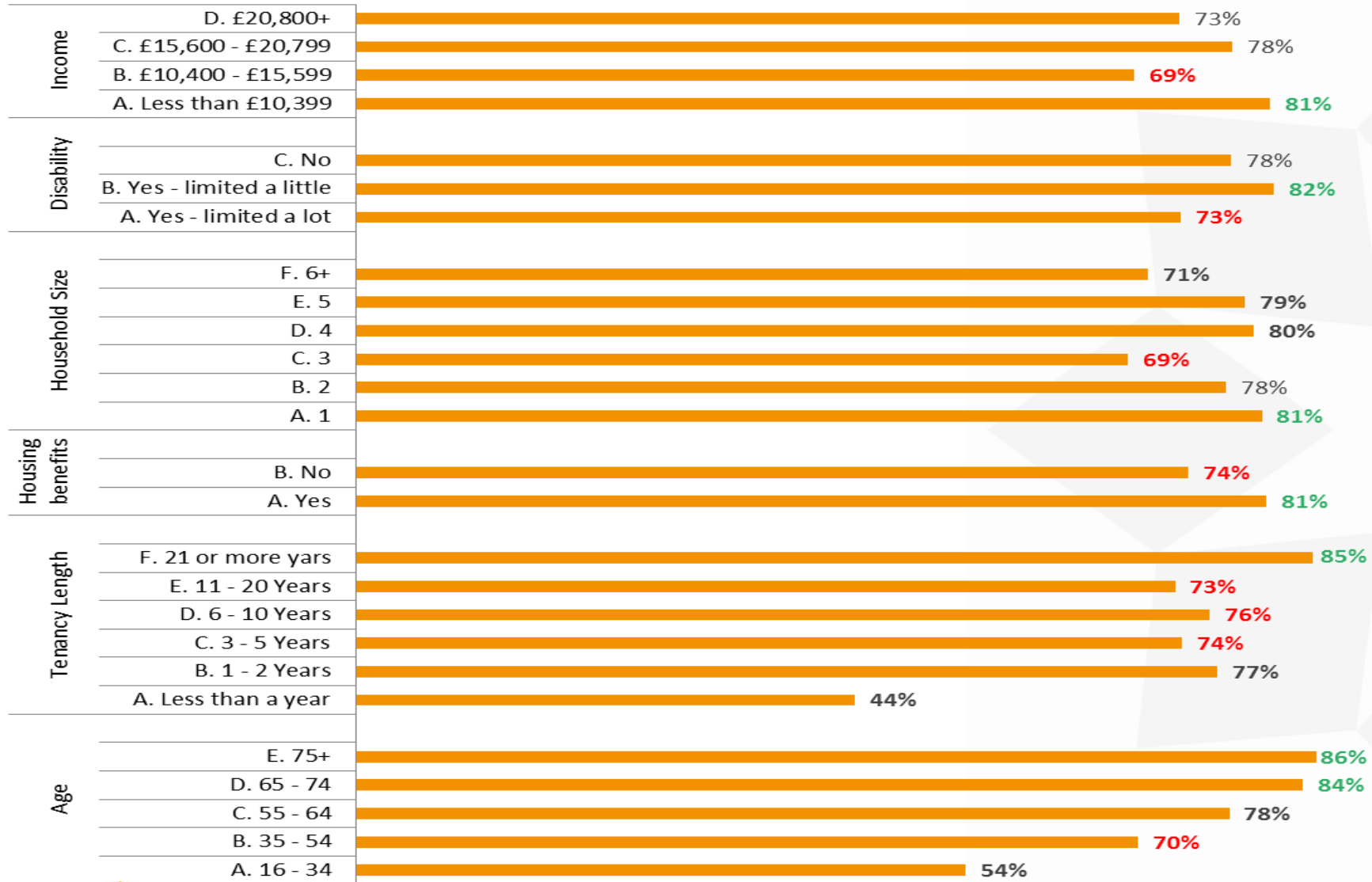
78%

2014

2017

Comparison by survey period shows that there is a statistically significant 3% decrease in satisfaction compared to 2014

Repairs and maintenance by demographics



Listening to views and acting upon them



65%

Satisfied with views being
listened to and acted upon

15%

Dissatisfied with views being
listened to and acted upon

64%

65%

2014

2017

There is a 1% increase in
satisfaction compared to 2014

Listening to views and acting upon them – by demographics



Note: Within each category, subgroups highlighted in green are significantly more satisfied than those highlighted in red

Rent provides value for money



87%

Satisfied that rent provides value
for money

6%

Dissatisfied that rent provides
value for money

82%

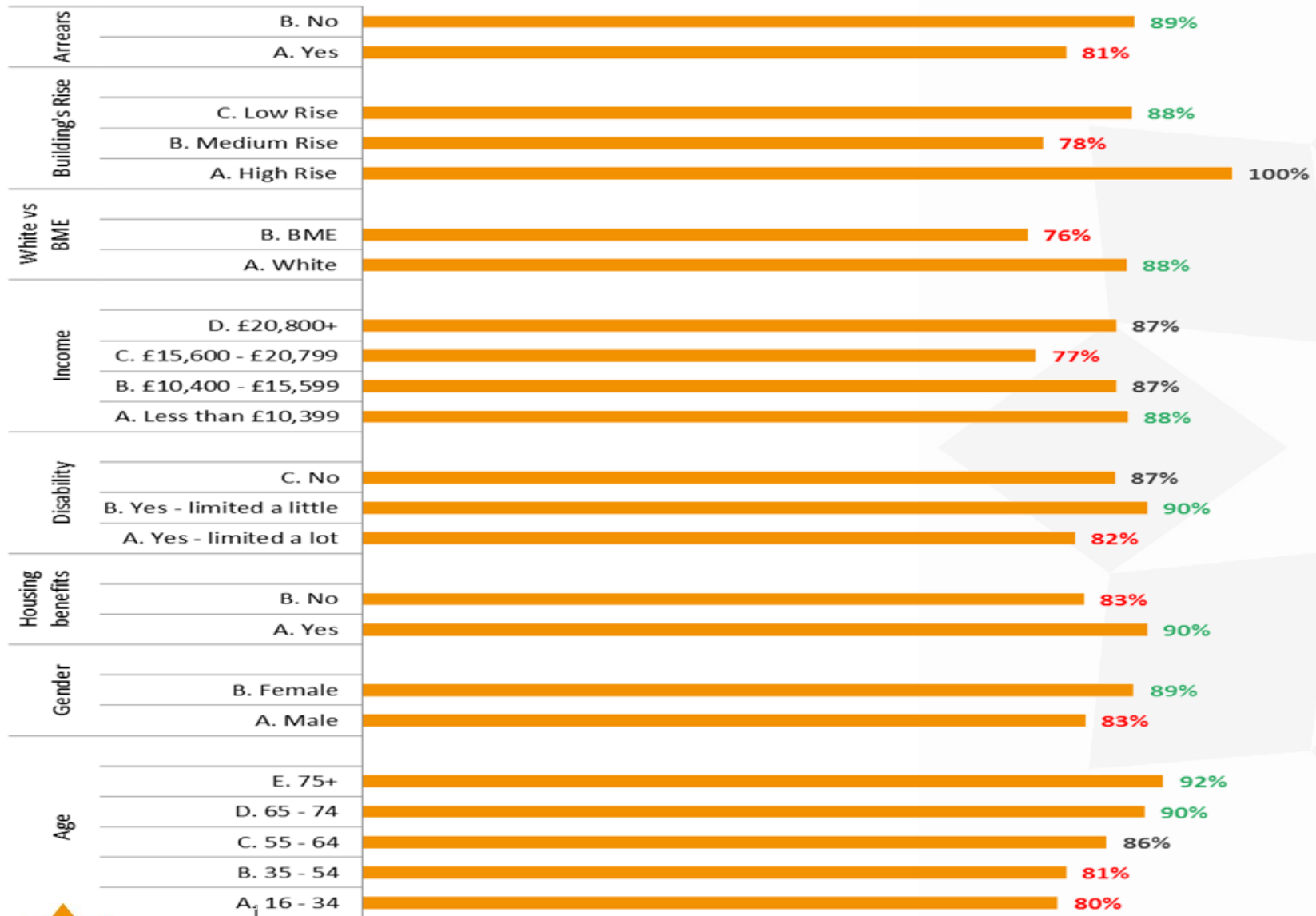
87%

2014

2017

Comparison by survey period shows that satisfaction has had a significant increase since 2014 from 82% to 87% (+5%).

VFM of rent – by demographics



Service charges provides value for money



74%

Satisfied that the service charges provide value for money

13%

Dissatisfied that the service charges provide value for money

75%



2014

74%



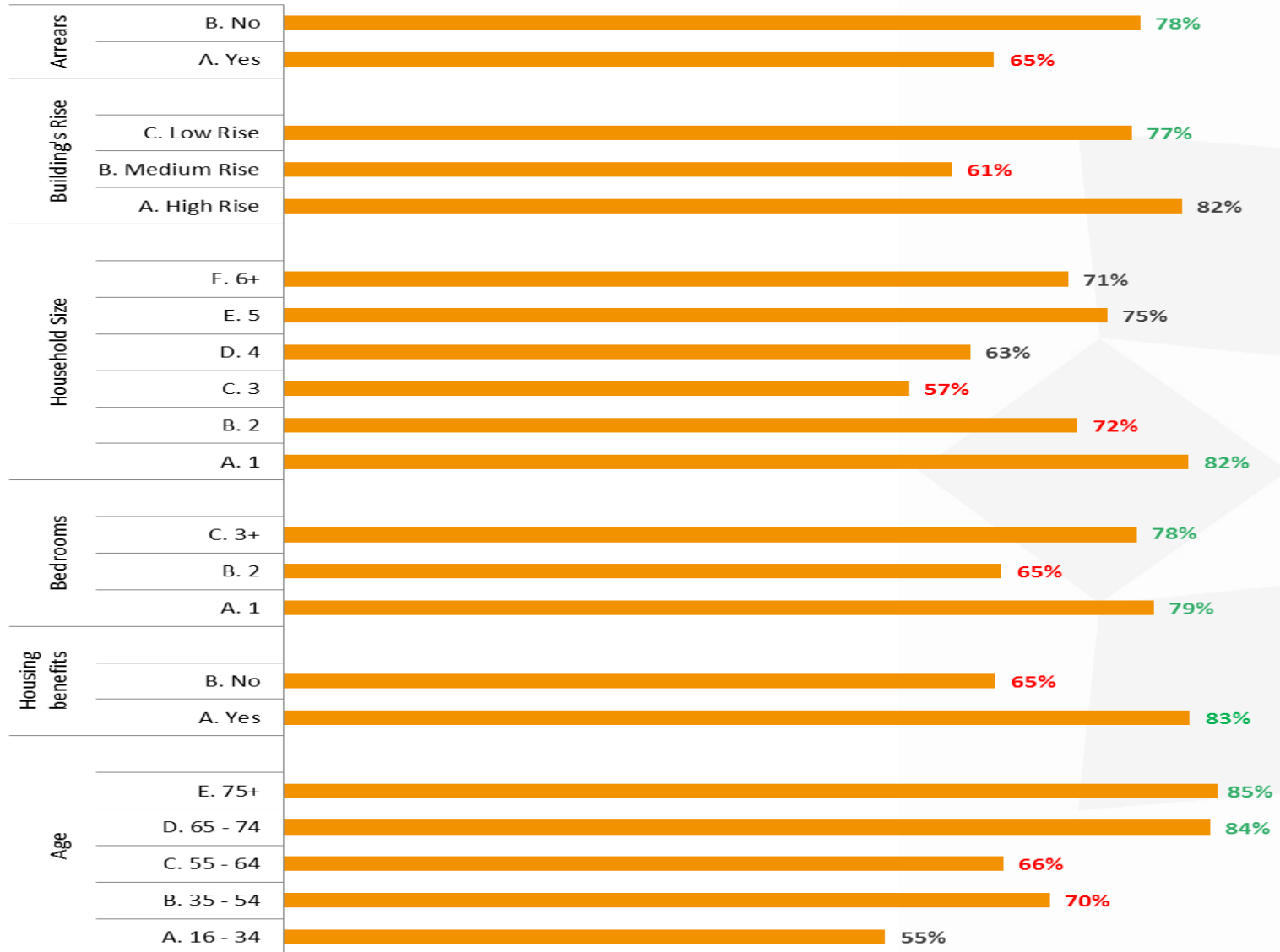
2017

Comparison by survey period shows that satisfaction has decreased by 1 percent since 2014.



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VFM of service charge- by demographics

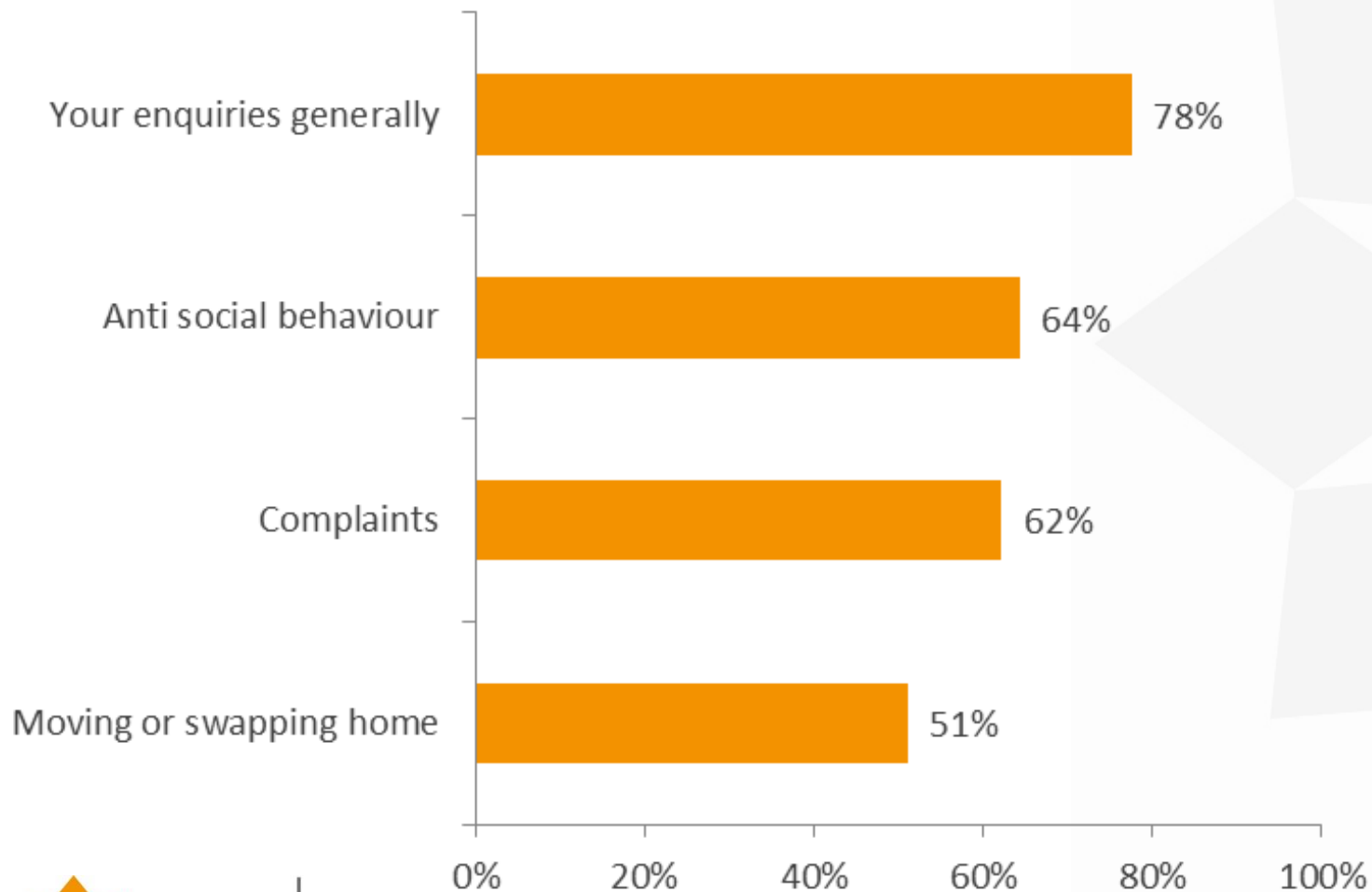


Other questions



Housing and services

Satisfaction with how St. Albans City & District Council Housing Service deals with:
Percentage of respondents- base size 344-685



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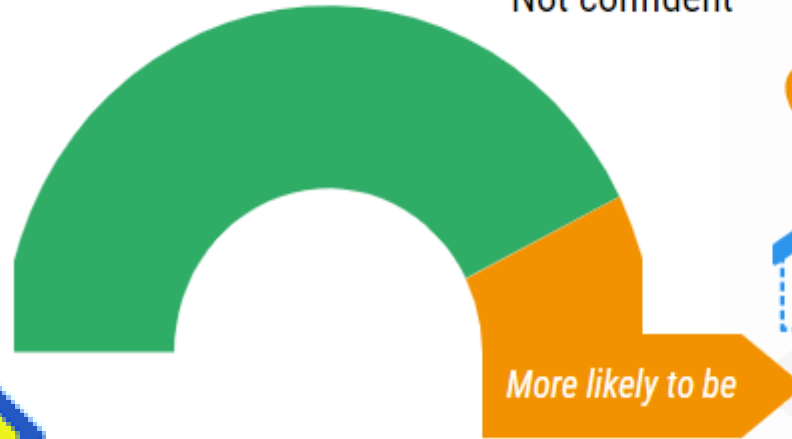
Dealing with a fire outbreak

74%

Confident

13%

Not confident



More likely to be



Respondents in Area 4, as opposed to those in Area 3



Residents who receive housing benefits



Limited a lot by a disability



Respondents with an income of less than £10,399



Women



Respondents who have arrears



Aged 75 and over, as opposed to those aged 55- 74



Respondents living in low rise properties, as opposed to those in medium rise



Respondents living in 2 bedroom households, as opposed to those living in 1 bedroom households

Contact and communication

65%

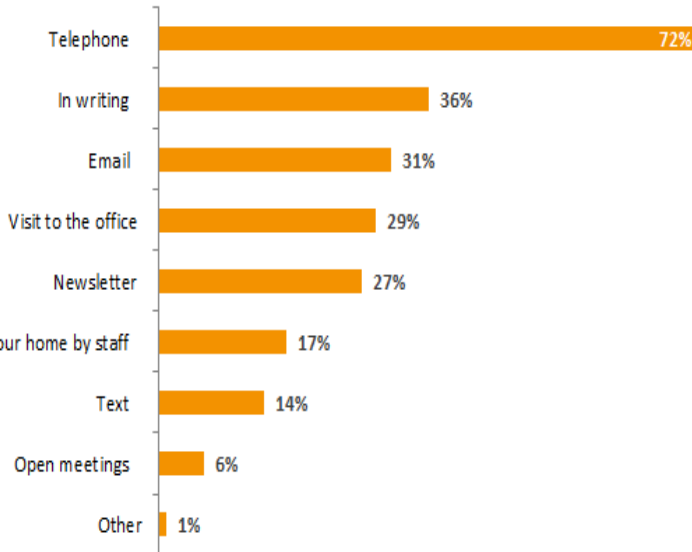
**Satisfied with
the opportunity to
make their views
known**

82%

Contacted

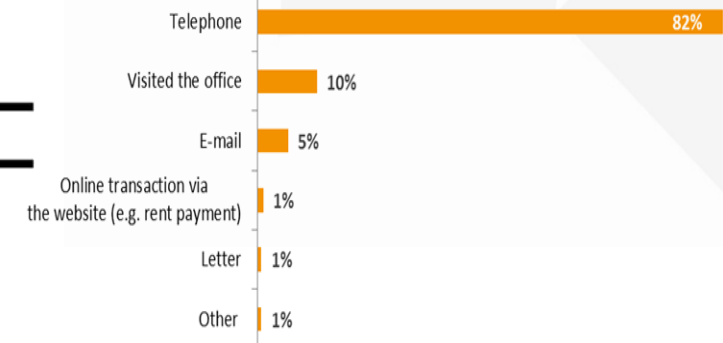
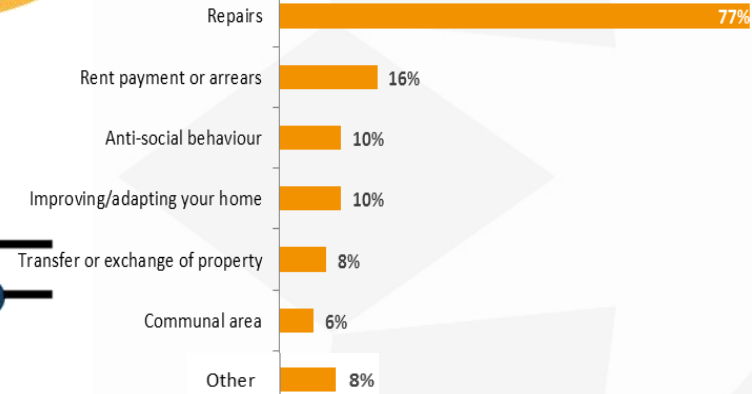
**St. Albans in the
last 12 months**

Method of being kept informed or get in touch



Why

How



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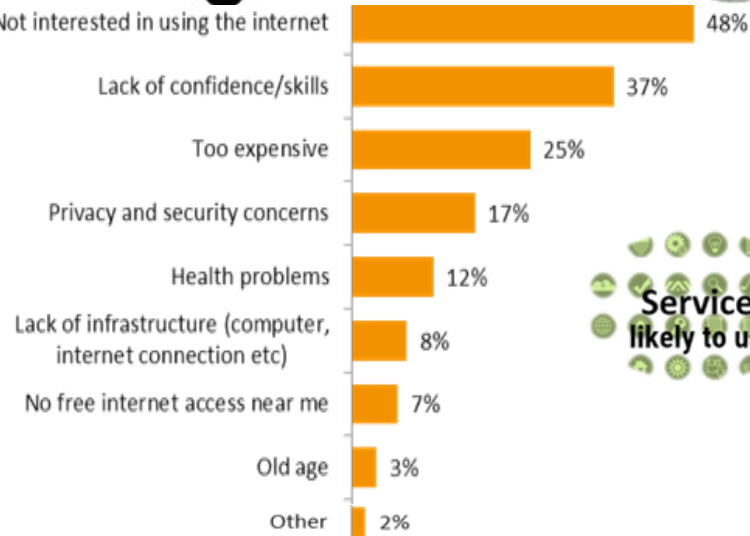
Accessing services

48%

DO NOT

use the Internet

Why



52%

USE

the Internet

How

Computer/Laptop



72%

Mobile phone



63%

Tablet



43%

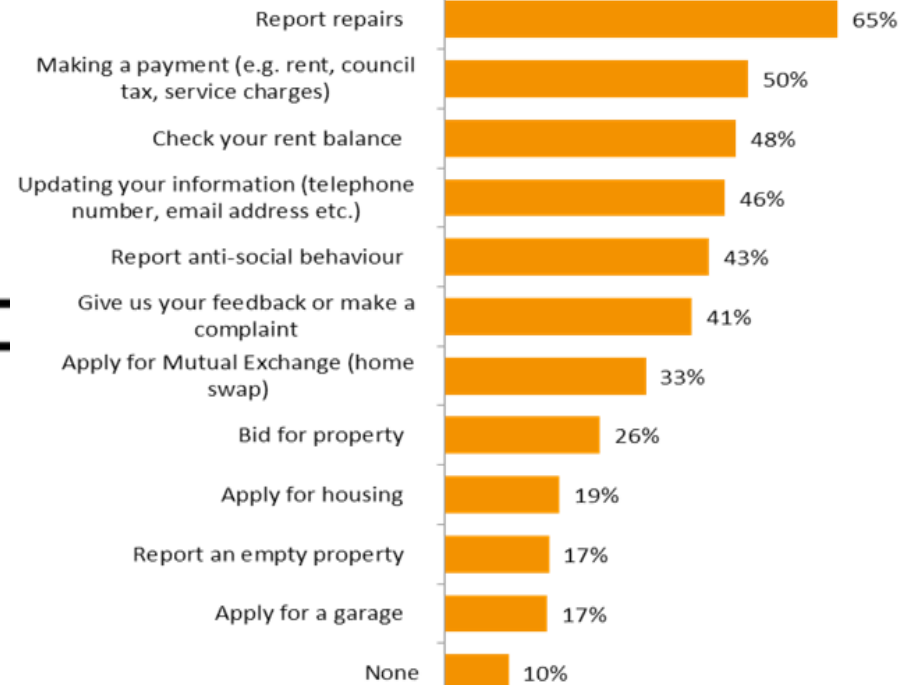
Television



9%

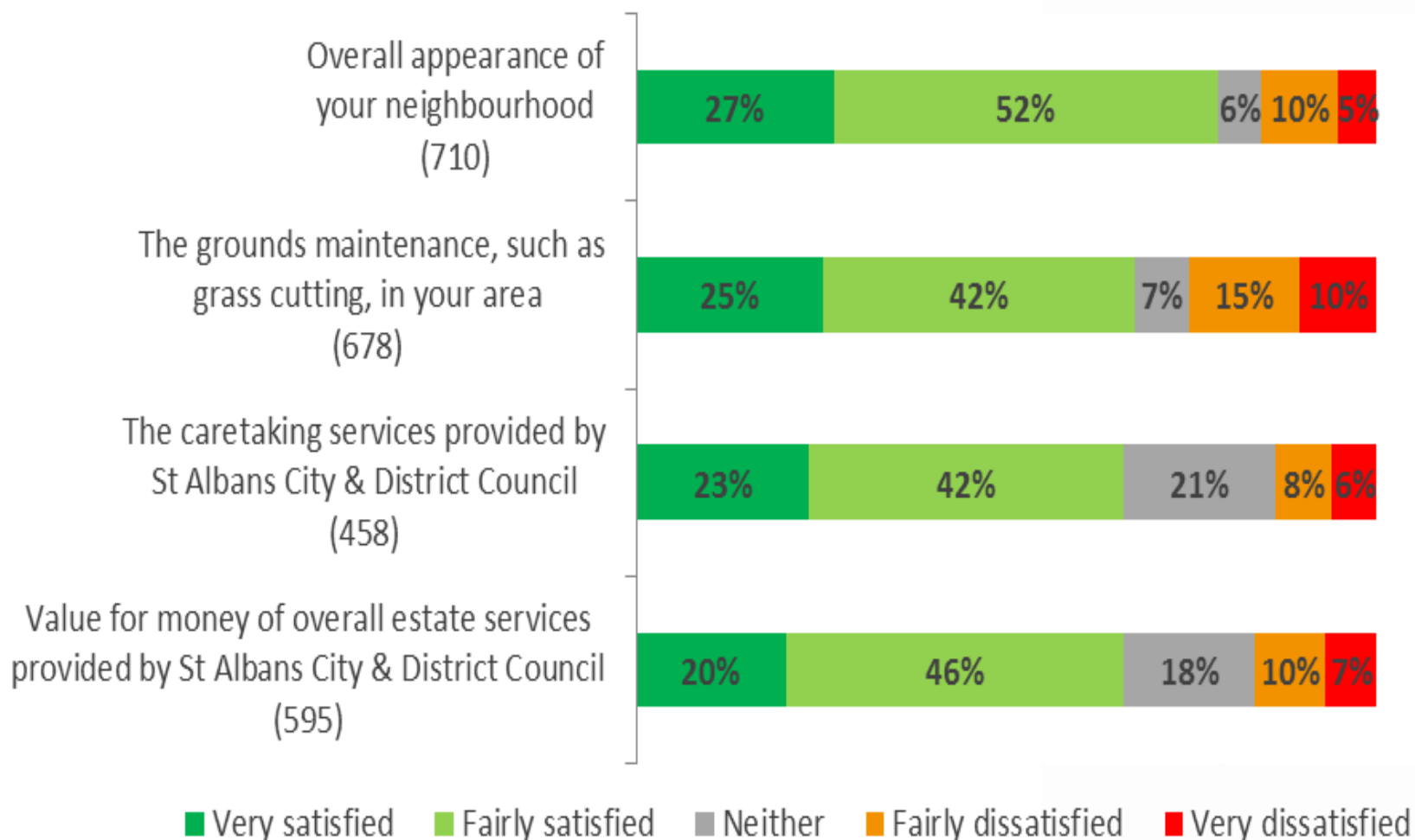
Percentage of respondents- base size 360

Services likely to use

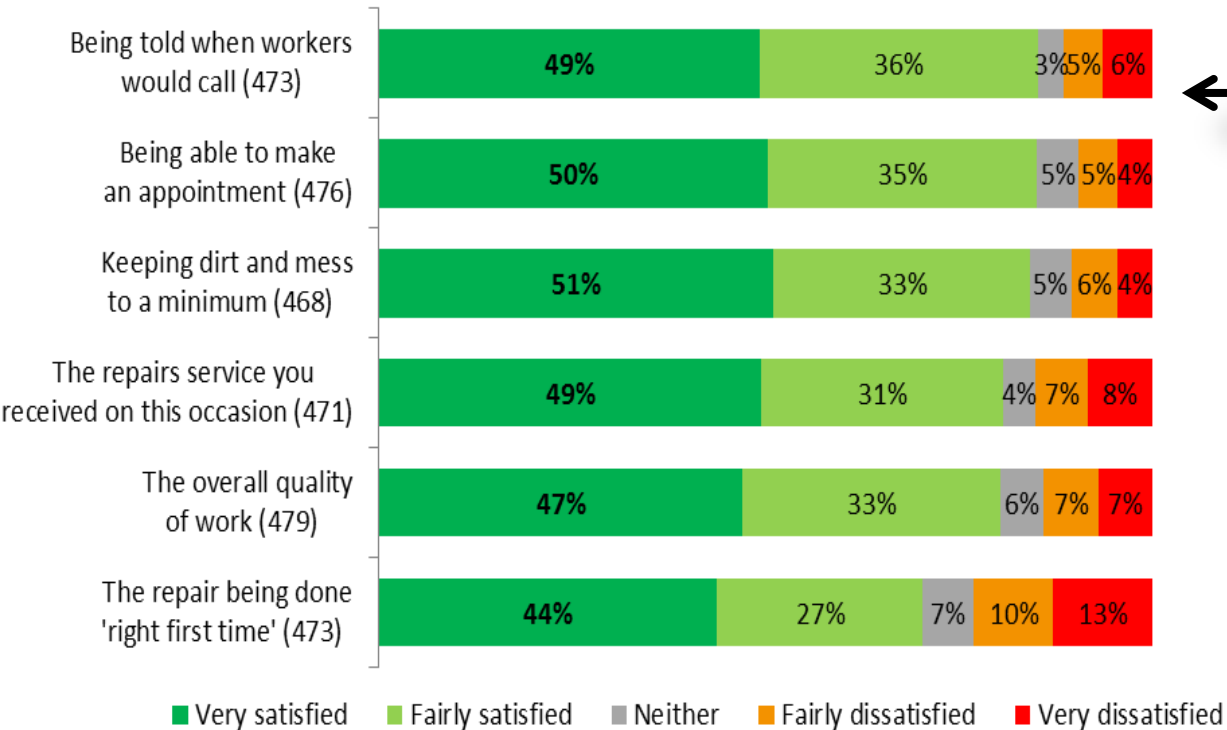


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The neighbourhood and local services



Repairs and maintenance

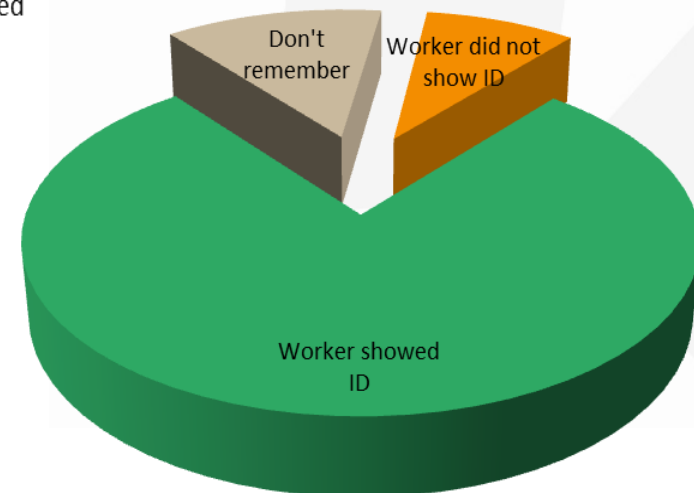


71%

Had a repair in the last 12 months

29%

Did not have a repair in the last 12 months



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Future plans

70%

Unlikely to move in the next 3 years

17%

Likely to move in the next 3 years



Aged 16-34, as opposed to almost any other age group (except 55- 64)

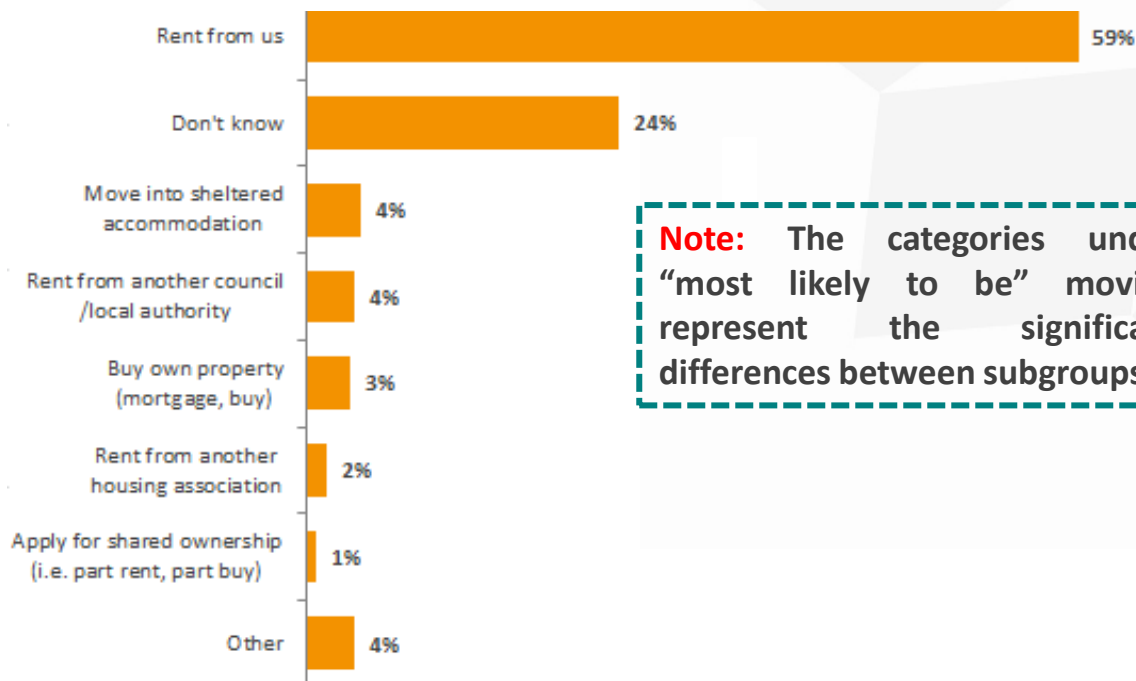


Respondents who have arrears



Respondents living in Flats/Maisonettes, as opposed to those living in Bungalows

If they were to move, residents would...



Note: The categories under “most likely to be” moving represent the significant differences between subgroups.

Health and wellbeing

The mean scores of St. Albans residents are lower than those of England population when it comes to Life satisfaction, Worthwhile and Happiness, while their anxiety mean score is higher than England's population mean score.








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Low Medium High Very high

Benchmarking
















In comparison to HouseMark's latest benchmark scores, St Albans' general needs tenants' scores are around the median (above or below), with the notable exception of satisfaction with the value for money that the rent provides, which is positioned in the top 25% (top quartile) of organisations nationally.

Core Question	National HouseMark Benchmark 2015 – 16 (%)			St. Albans City & District Council Housing Service (2017) (%)
	Top Quartile	Median	Bottom Quartile	
Overall Service provided	89.0	85.7	81.0	84
Quality of home	86.4	83.6	80.1	83
Neighbourhood	89.0	85.9	81.2	87
Rent provides value for money	85.1	81.0	77.0	87
Service charges provide value for money	76.6	71	63	74
Repairs and maintenance	83.1	79.6	73	78
Listens to views	74.4	68.7	62.5	65

 = Bottom quartile
  = Below median
  = Median
  = Above median
  = Top quartile

Key driver analysis

Listening to views and acting upon them (65%) and providing residents the opportunity to make their views known (65%), together with dealing with complaints (62%) have a relatively low satisfaction and these have a relatively strong influence on overall satisfaction.

Question	Correlation	Satisfaction
Repairs and Maintenance	 0.635	78.07%
The overall quality of your home	 0.615	82.68%
Your enquiries generally	 0.597	77.52%
Listening to views and acting upon them	 0.594	65.40%
Service Charges providing value for money	 0.568	74.07%
Dealing with Complaints	 0.530	62.08%
Providing residents the opportunity to make views known	 0.511	64.80%
Rent providing value for money	 0.494	86.58%
Dealing with moving or swapping home (transfers and exchanges)	 0.475	50.58%
Value for money of overall estate services	 0.453	65.88%
The caretaking services	 0.422	65.72%
Dealing with ASB	 0.420	64.25%
Overall appearance of neighbourhoods	 0.374	78.59%
Neighbourhood as a place to live	 0.370	86.70%
Grounds maintenance, such as grass cutting, in your area	 0.302	67.26%



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Areas of improvement

- There is room for improvement in how St. Albans City & District Council Housing Service listens to their resident's views and acts upon them
- Offering residents the opportunity to make their views known is another matter where there is room for improvement
- Dissatisfaction regarding the overall repair and maintenance service (15%) might be improved by doing more repairs right the first time
- Improvements of the value for money of overall estate services and grounds maintenance