



Draft Research report



STATUS Survey 2008 General Needs Tenants

Prepared for: Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd

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Prepared for: Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd

Prepared by: BMG Research

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1 Executive summary

This report contains a written summary of the findings of the STATUS Survey undertaken with general needs tenants on behalf of Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd. In total, 853 tenants responded to the postal survey.

1.1 Overall satisfaction

The survey establishes that 76% of general needs tenants are satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd. This is above the national average (69%)¹ for council tenants and is a similar level of satisfaction to that achieved in 2006 (74% but reflect that this data includes sheltered tenants who are typically more positive towards their landlord than general needs tenants).

Overall satisfaction is significantly higher for older, retired tenants and tenants that have been in their property for 21 years or more than for other respondent groups. Families and younger tenants are more likely to be dissatisfied with the overall service provided by their landlord, and for many individual aspects of the service.

How well their landlord takes their views into account and keeps them informed are key areas of low satisfaction for families and younger tenants, and the survey indicates that these factors are also key drivers of overall satisfaction. Communication channels specifically aimed at these sub-groups may be beneficial in increasing future satisfaction levels.

The survey also shows that overall satisfaction is clearly linked to tenants' satisfaction with the quality of their home, the neighbourhood and the general condition of their property. In addition, tenants who are dissatisfied with the way Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd deals with repairs and maintenance are also significantly more likely to be dissatisfied with the overall service provided by their landlord.

Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd should therefore continue to concentrate on the provision of these services to ensure overall satisfaction continues at these high levels.

1.2 Service provision

The survey establishes that the majority of general needs tenants are satisfied with the service they receive from Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, in particular with the quality of their home (83%), that their rent represents value for money (78%) and the repairs and maintenance service (74%).

The repairs and maintenance service is rated as the most important and encouragingly all aspects of the repairs service are regarded very highly and show great consistency over the three repair areas.

¹ Survey of English Housing 2005/06

Area assembles analysis highlights low satisfaction with services issues in Rotherham South and Wentworth South, in particular with the quality of the home, value for money for the rent and the condition of the property.

Three quarters (76%) of tenants believe Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is good at keeping them informed and approaching three fifths (56%) are satisfied that the Council takes their views into account, however this proportion reduces to 49% amongst those who rate this issue as important.

Around three in ten (29%) tenants have heard of the Tenant Participation Compacts. Further targeted consultation and awareness-raising of opportunities for participation should help to improve these proportions.

Improvements could also be made with regard to tenants' experience of reporting anti-social behaviour. Less than half of those reporting ASB found getting hold of the right person easy (45%) and of more concern is that a similar proportion (43%) claimed to have found it difficult. A quarter mentioned that the staff were unhelpful (25%) and the satisfaction levels seen are generally lower than for other service areas. Tenants reporting ASB had different opinions regarding their view on the ability of staff to deal with the problem; 43% felt they were able to deal with the problem reported, 39% unable. Whilst three fifths (60%) were satisfied with the advice given, less than a half were satisfied with the support provided (49%) and the final outcome (44%).

Improving access to staff with the knowledge and ability to deal with ASB issues and increasing communication and support throughout the process could help to increase satisfaction with how ASB is dealt with.

The Decent Homes initiative has resulted in large improvements noted for energy consumption for the home and for the comfort level of the home environment. Improvements in population health are also recognised and attributed to the Decent Homes program of works.

2 Key Findings

2.1 Introduction and methodology

As part of its ongoing commitment to seek the views of its general needs tenants, Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its customers. The overall objective of the survey was to gain levels of customer satisfaction with RMBC and 2010 Rotherham Ltd in key service areas.

A postal customer satisfaction survey of customers was carried out between October and November 2008. In total, 2,000 questionnaires and letters were mailed out with two full reminder mailings going out to those customers who did not or could not respond to prior mailings. In total, 853 questionnaires were completed and returned to BMG Research.

The sample for tenants (853 respondents) is subject to a maximum standard error of +/-3.4% 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 the tenant population, if a census had been conducted, to within 3.4% of the percentages reported

2.2 Overall satisfaction

Around three quarters (76%) of respondents are satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, with approaching three in ten (28%) very satisfied.

In contrast, just over one in ten (11%) tenants are dissatisfied, with a minority (5%) very dissatisfied, and 1% neither satisfied nor dissatisfied.

2.3 Views on the home

2.3.1 Quality of the home

Over four in five (83%) tenants are satisfied with the overall quality of their home, including almost a third (32%) who are very satisfied. Conversely, around one in eight (13%) are dissatisfied with a minority (5%) claiming that they are very dissatisfied and 4% neither satisfied nor dissatisfied.

2.3.2 General condition of the property

Four fifths (80%) are satisfied with the general condition of their property, including over a quarter (28%) who are very satisfied. Some 15% are dissatisfied with the general condition of their property, with a third of these claiming to be very dissatisfied (5%), whilst one in twenty (5%) are neither satisfied nor dissatisfied

2.3.3 Satisfaction that rent represents value for money

Over three quarters (78%) of tenants are satisfied that the rent for their property represents value for money, with a third (33%) very satisfied.

Around one in ten (11%) are dissatisfied that their rent represents value for money and a further 11% are neither satisfied nor dissatisfied.

2.3.4 Most important services

Tenants were presented with seven services and asked which they consider to be the three most important.

The majority of tenants indicated that repairs and maintenance (80%) is most important to them, followed by the overall quality of their home (61%), and dealing with anti-social behaviour (41%).

Around a third (35%) of respondents also selected the neighbourhood as a place to live as one of their three most important services.

2.4 The neighbourhood

Approaching four fifths (78%) of respondents are satisfied with their neighbourhood as a place to live, with just over two thirds (36%) very satisfied.

Conversely, some 15% are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

2.4.1 Problems in the neighbourhood

All tenants were provided with a list of 13 possible neighbourhood issues and asked to indicate how much of a problem in their local neighbourhood they are.

Just under a fifth (19%) of respondents think that car parking is a very big problem. Following that, one in seven thinks that rubbish or litter (14%) or disruptive children or teenagers (14%) are a very big problem.

2.5 Contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd

Just over two thirds (68%) of tenants indicated they had been in contact, whereas 26% have not. The majority (79%) did so via the telephone. Less than a fifth (19%) visited the office and a minority wrote (2%)

The majority (72%) made contact about repairs. One in eight had made contact about their rent/housing benefit (12%) and around one in twenty regarding neighbours or neighbourhood issues (6%), housing transfer (3%), or the garden or communal area (3%).

2.5.1 Aspects of the contact experience

Two thirds (66%) found getting hold of the right person easy, whereas just over a fifth (22%) found it difficult.

The majority (81%) indicated that the member of staff had been helpful, whilst around one in ten (11%) had found them unhelpful.

Around seven in ten (71%) indicated that the member of staff had been able to deal with their problem, though a fifth (20%) had found them unable to do so.

Around three fifths (62%) reported they were satisfied with the final outcome of their last contact with RMBC and 2010 Rotherham Ltd. Conversely, almost three in ten (29%) expressed a level of dissatisfaction.

2.6 Repairs and maintenance

2.6.1 Satisfaction with repairs and maintenance

Approaching three quarters (74%) of tenants are satisfied with repairs and maintenance, with more than a quarter (27%) very satisfied. Around one in six (17%) are dissatisfied with just 8% neither satisfied nor dissatisfied.

2.6.2 Rating aspects of the repairs service

Encouragingly, the majority of tenants are satisfied with all aspects of their last completed repair. Consistent with the post-repair monitoring which shows high levels of satisfaction with the service, more than four fifths rate the overall quality of repair work in their last completed repair as either very or fairly good.

The quality of the workers is also rated very highly with just over nine in ten declaring the attitude of workers as good (91%), 85% for keeping dirt and mess to a minimum and 82% for the speed with which work was completed.

Communication about repairs work is effective (84% rate being told when workers would call as good), and the service efficient (81% rate time taken before work started as good).

2.7 Communication and participation

2.7.1 Preferred methods for information and consultation

Overall, the largest proportion of tenants (85%) would prefer to be contacted about issues that may affect them via a letter. Just under four fifths (39%) would like to be informed via a telephone call and around a third by either a magazine or newsletter (34%) or a personal visit (32%).

Just one in twelve (8%) are interested in open meetings or the annual general meeting (AGM).

2.7.2 Satisfaction that views are being taken into account

Approaching three fifths (56%) of tenants are satisfied that their views are taken into account, with around one in five (18%) very satisfied.

One in eight (12%) are dissatisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd does not take their views into account and almost a quarter are neither satisfied nor dissatisfied (23%).

2.7.3 How well informed residents feel

Three quarters (75%) of respondents think that their landlord is good at keeping them informed, with just over a quarter (28%) stating they think RMBC and 2010 Rotherham Ltd is very good.

Less than one in ten (9%) consider RMBC and 2010 Rotherham Ltd to be poor at keeping them informed, and some 15% saying they are neither good nor poor.

2.7.4 Opportunities to participate in management and decision making

Just under half (47%) were satisfied with the opportunities to participate, one in twelve dissatisfied (8%).

The remainder were either neither satisfied nor dissatisfied (29%) or could offer no opinion (16%).

2.8 Anti-social behaviour

One in six (16%) tenants has reported ASB to their landlord in the past 12 months, the remainder have not (84%).

There is some significant variation in the level of reporting ASB by area assemblies. Rotherham North and Wentworth North have reported ASB at significantly higher levels than Rother Valley South.

2.8.1 Reporting ASB

Views on how easy it was to get hold of the right person show similar proportions of tenants finding it easy to get hold of the right person (45%), when compared to those that said it was difficult to get hold of the right person (43%). A minority (6%) stated it was neither easy nor difficult.

Approaching three fifths (58%) indicated that the member of staff had been helpful, whereas a quarter (25%) indicated staff had been unhelpful. Just 15% claimed that staff had neither been helpful nor unhelpful.

Respondent views on the ability of staff to deal with the problem indicated that around two fifths of respondents said staff were able to deal with the problem (43%) and a similar proportion finding staff were not able to deal with the problem (39%). One in eight (13%) said that staff were neither able nor unable to deal with their problem.

2.8.2 Rating aspects of the ASB reporting process

Tenants express the highest level of satisfaction with the advice provided by staff (60%). Almost half are satisfied with the support provided by staff (49%) and with how the report was dealt with (47%).

The percentage satisfied is similar to the percentage dissatisfied across the remaining three aspects of the ASB reporting process: the speed with which the report was dealt with (44%:42% respectively), with being kept informed (43%:39%); and the final outcome of the report (44%:43%).

2.9 Tenant Participation Compact

Seven in ten (71%) respondents have not heard of the TPC, whereas approaching three in ten (29%) have.

Over two thirds (68%) are satisfied with their TPC, with just over a quarter (28%) very satisfied.

Around a fifth (22%) are neither satisfied nor dissatisfied, with fewer than one in twenty (4%) dissatisfied. A minority (6%) were unable to offer an opinion.

2.10 Decent Homes Initiative and Home Energy Efficiency

Almost three fifths (57%) of tenants indicated the Decent Homes work had been completed, whereas a third (34%) stated it had not and 8% didn't know.

2.10.1 Improvements following Decent Homes program of work

Following the Decent Homes program of work, three quarters (74%) described an overall improvement with the comfort level of the environment in their home, with almost half (47%) claiming that this had improved a lot when compared with before.

Three fifths (61%) described an overall improvement with energy consumption for their home, with two fifths (40%) claiming that it had improved a lot.

Three in ten described an overall improvement in their personal health, with almost a fifth (18%) claiming that their health had improved a lot. Just over half (56%) claimed that they had experienced no change in their personal health as a result of the works.

2.10.2 Annual Home Heating Safety Check Service

Two fifths stated that their last annual safety check was carried out before July 2008 (41%) and two fifths since 1st July 2008. The remaining fifth (19%) couldn't recall when their last annual safety check had been conducted.

Around a fifth (19%) stated that an Affordable Warmth leaflet had been left at the last safety check and a similar proportion (18%) had received advice about how to use the heating system controls to minimise their fuel bills. Three fifths had not received either a leaflet (58%) or advice (62%) at the last check.

2.11 Aids and Adaptations

Around one in eight (13%) of tenants indicated that they had either aids or adaptation equipment fitted in the past 12 months.

Four fifths (81%) of those who have either an aid or adaptation fitted cited that there had been an improvement on their own personal health as a result. Half stated that their health had improved a lot.

A minority (2%) found their health had worsened.

2.12 Key Indicators over Time

The table below provides a broad comparison over time of some of the key indicators and other statistics. The figures are based on 'valid responses' only ie. those providing an answer.

Caution should be taken when reviewing the results:

- 2006 – 2007 data includes sheltered tenants as well as general needs. 2008 data includes only general needs tenants. Typically sheltered tenants have a more positive opinion of the landlord so if they were to be stripped out of the historical data we would anticipate a reduction in the positive ratings (eg. very/fairly satisfied)
- The question format has changed for some key indicators. For example in 2008, we ask about 'satisfaction' with value for money for rent whereas in 2006-2007 the question was asked on a scale of very good value to very poor value. Differences in question approach in 2008 have been marked in the table below:

Comparison over time		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Overall satisfaction with services provided by their landlord		
Very satisfied	27	28
Fairly satisfied	47	48
Neither satisfied nor dissatisfied	14	13
Fairly dissatisfied	7	6
Very dissatisfied	6	5

Comparison over time (...continued _{2/4})		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Value for money for rent		
Very good value / Very satisfied ⁽²⁰⁰⁸⁾	27	33
Fairly good value / Fairly satisfied ⁽²⁰⁰⁸⁾	44	45
Neither / nor	18	11
Fairly poor value / Fairly dissatisfied ⁽²⁰⁰⁸⁾	7	6
Very poor value / Very dissatisfied ⁽²⁰⁰⁸⁾	4	5
General condition of property		
Very good condition / Very satisfied ⁽²⁰⁰⁸⁾	19	28
Fairly good cond ⁿ / Fairly satisfied ⁽²⁰⁰⁸⁾	50	52
Neither / nor	18	5
Fairly poor cond ⁿ / Fairly dissatisfied ⁽²⁰⁰⁸⁾	8	10
Very poor cond ⁿ / Very dissatisfied ⁽²⁰⁰⁸⁾	5	5
Overall satisfaction with this area / neighbourhood as a place to live		
Very satisfied	39	36
Fairly satisfied	40	42
Neither satisfied nor dissatisfied	9	7
Fairly dissatisfied	7	8
Very dissatisfied	5	7
Overall satisfaction with repairs and maintenance service		
Very satisfied	30	27
Fairly satisfied	44	47
Neither satisfied nor dissatisfied	9	8
Fairly dissatisfied	11	9
Very dissatisfied	6	8

Comparison over time (...continued 3/4)		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Good at keeping informed about issues		
Very good	34	28
Fairly good	45	48
Neither / nor	16	15
Fairly poor	4	6
Very poor	1	3
Opportunities for participation in management & decision making		
Very satisfied	19	13
Fairly satisfied	45	34
Neither satisfied nor dissatisfied	28	29
Fairly dissatisfied	4	4
Very dissatisfied	4	4
Last contact with landlord		
Phoned	74	79
Visited office	21	19
Wrote	3	3
Email	1	*
Other method	2	-
Reason for last contact		
Repairs	73	72
Rent / housing benefit	8	12
Transfer exchange	3	3
Neighbours	3	6
Other reasons	13	2
Contact experience – getting hold of right person		
Easy	78	66
Difficult	13	22
Neither	9	9

Comparison over time (...continued _{4/4})		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Contact experience – staff helpfulness		
Helpful	85	81
Unhelpful	5	11
Neither	10	7
Contact experience – ability to deal with problem		
Able to deal with problem	79	71
Unable to deal with problem	13	20
Neither	8	7
Contact experience – satisfaction with final outcome		
Satisfied	71	62
Dissatisfied	22	29
Neither	7	8

3 Introduction

3.1 Background and method

As part of its ongoing commitment to seek the views of its general needs tenants, in September 2008 Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its general needs tenants. The overall objective of the survey was to gain levels of customer satisfaction with RMBC and 2010 Rotherham Ltd in key service areas. More specifically, however, the objectives of the research are outlined below:

- To provide the score for the National Indicator 160, satisfaction with overall service provided;
- To assess levels of satisfaction with the housing services offered to its customers;
- To identify areas of the service which require improvement and examine the future needs and aspirations of general needs tenants;
- To enable RMBC and 2010 Rotherham Ltd to benchmark the results of the survey against those of other housing organisations; and
- To continue to provide baseline data to inform the organisation's approach to Best Value.

This report presents the findings of the survey of general needs tenants.

The data was collected in accordance with the department for Communities and Local Government (CLG) and National Housing Federation (NHF) guidance.

3.2 Methodology

A postal customer satisfaction survey of customers was carried out between October and November 2008. In total, 2,000 questionnaires and letters were mailed out with two full reminder mailings going out to those customers who did not or could not respond to prior mailings.

Sampling was randomly selected from a list of all general needs tenants, proportionate to the 7 area assembles.

To encourage response RMBC and 2010 Rotherham Ltd offered an incentive of a prize draw to win one of three prizes of £50 shopping vouchers. All respondents who returned a completed questionnaire before the field end date were entered into the draw.

The tenants questionnaire was based on the National Housing Federation's Standardised Tenant Satisfaction questionnaire (4NB), known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers. Additional questions were included to address enable monitoring of specific issues identified by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd.

The number of returns, response rate and confidence interval are provided in the table below. The overall response rate for the survey is 43%.

Table 1 Returns and response rate

	Returns	Mailed out	Response rate	Confidence interval
All tenants	853	2000	43%	+/-3.4%

As illustrated in the table above, the total tenants sample is subject to a maximum standard error of +/-3.4% 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 the resident population, if a census had been conducted, to within 3.4% of the percentages reported.

According to the new STATUS guidance, the margin of error for the total stock and/or general needs stock needs to be +/-4.0%. As can be seen from the table above, RMBC and 2010 Rotherham Ltd's general needs sample has a margin of error of +/-3.4%, therefore well within the guidance.

In order to ensure that the survey results reflect the views of all general needs tenants, the data was weighted prior to analysis. The weights were applied to the 7 area assembles. 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 than 1%.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

4 National Indicator 160

4.1 Introduction

In accordance with STATUS guidelines, invalid responses are excluded from calculation of the National Indicator 160. The criteria for invalid responses are if a respondent did not check any of the boxes, checked more than one box, wrote in a comment instead of checking a box, etc. Put simply, any respondent not providing a valid response is excluded.

4.2 National Indicator 160

The National Indicator 160 that is required to be reported on is:

4.2.1 Satisfaction with the overall service provided

- Percentage of general needs tenants satisfied with the overall service provided:

The following table will outline the NI 160:

	% tenants satisfied with the overall service provided	Unweighted sample base
General needs	76%	842

5 Benchmarking against national and local organisations

5.1 Comparison with national averages

We have selected two key measures of performance and compared the Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd results with the national averages obtained from the survey of English Housing (2005/06) for Council tenants. Comparisons will be made on all general needs tenants who provided a valid response.

Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd performs well against the national data for overall satisfaction with the landlord (+7%) and in-line with the national results for satisfaction with the neighbourhood as a place to live (=).

Table 2 Comparison with national data (valid responses only; Council tenants)

Satisfaction with key aspects of service		
	Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd General Needs Tenants	National average (2005/06)
	Total satisfaction %	Total satisfaction %
Overall satisfaction with landlord	76	69
Satisfaction with neighbourhood	78	78
Unweighted sample base:	Varied	Varied

6 Satisfaction with the overall service provided by landlord

This section will look at the National Indicator 160: satisfaction with the overall service provided by Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd.

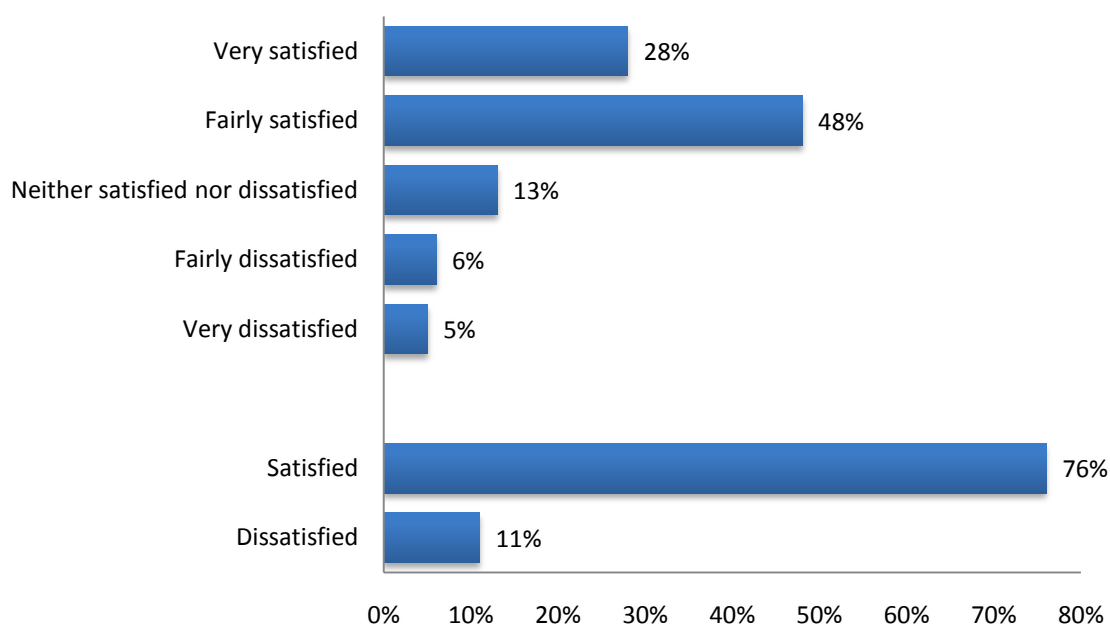
6.1 Satisfaction with the overall service provided by landlord

Around three quarters (76%) of respondents are satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, with approaching three in ten (28%) very satisfied.

In contrast, just over one in ten (11%) tenants are dissatisfied, with a minority (5%) very dissatisfied, and 1% neither satisfied nor dissatisfied.

Satisfaction with the overall service provided by the landlord remains at a similar level to the 2006 survey results (74% satisfied – note that general needs and sheltered respondents were included in the 2006 survey).

Figure 1 Satisfaction with the overall service provided by landlord (All valid responses)



Unweighted sample base = 842

Q10. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord

Analysing the 2008 results in more detail finds those respondents who tend to express a statistically significant higher level of satisfaction are:

- The older, 65+ years age group
 - Almost nine in ten of the non working age respondents (86%) are very or fairly satisfied compared to just seven in ten with those who are of working age (71%).
 - Top box endorsement (very satisfied) can be seen to increase with each age group analysed (16-34yrs 14%, 35-54yrs 23%, 55-64yrs 30%, 65+yrs 35%);
- Respondents who have been living in their home for 21 years or more (82%);
- Respondents who are satisfied with the general condition of their property (87%) in comparison with those who are dissatisfied (31%); and
- Respondents who are satisfied that their views are taken into account (90%) in comparison with those who are dissatisfied (35%).

Of the 11 BME respondents who provided a response to this question, eight indicated that they were satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd.

Respondents who tend to express a statistically significant higher level of dissatisfaction are:

- Families (17%) compared to single person over 60 (9%) and multi adult households (9%);
- Respondents who are dissatisfied with the general repairs and maintenance (49%) compared with those who are satisfied (3%);
- Respondents who feel they are poorly informed (49%) in comparison with those who have rated their landlord as very good or fairly good at keeping them informed (5%); and
- Respondents who are dissatisfied with the overall quality of their home (58%), in comparison with those who are satisfied (4%).

6.1.1 Analysis by Area Assembles

Looking at the results by area assembles, Rotherham South shows a significantly lower level of satisfaction (68%) when compared to Rother Valley South (84%), Rother Valley West (81%) and Wentworth Valley (81%) – highlighted in the table below. Rotherham South also has a comparatively high level of dissatisfaction resulting in the lowest net satisfaction score (% satisfied less % dissatisfied).

Table 3 Satisfaction with the overall service provided by the landlord by Area Assembles²

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	76%	73%	68%	84%	81%	77%	76%	81%
Neither	13%	14%	18%	7%	6%	14%	12%	11%
Dissatisfied	11%	12%	14%	9%	13%	9%	11%	8%
Net Satisfaction	65%	61%	54%	75%	68%	68%	65%	73%
Unweighted sample base	842	180	122	57	93	144	181	65

6.1.2 Analysis by Repairs Area

Analysing the results by repairs area, Centre achieves a significantly lower level of satisfaction with the overall service provided than the North area, but has a comparatively higher endorsement of the neutral, neither satisfied nor dissatisfied point of the scale.

Table 4 Satisfaction with the overall service provided by landlord by Repairs Area³

	Total	Repairs Area		
		Centre	North	South
Satisfied	76%	72%	82%	78%
Neither	13%	16%	7%	12%
Dissatisfied	11%	13%	11%	10%
Net Satisfaction	65%	65%	71%	68%
Unweighted sample base	842	302	150	390

² The shaded areas denote statistically significant variations to the Rotherham South results

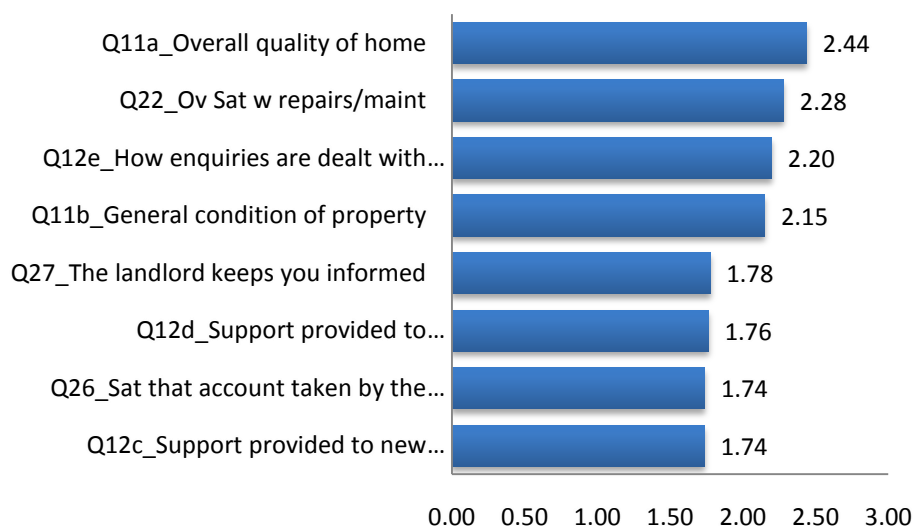
³ The shaded areas denote statistically significant variation to the Central Repairs Area results

6.2 The key drivers of satisfaction with the overall service provided by 2010 Rotherham

Using Stepwise Multiple Regression as a basis of Key Driver Analysis (KDA) it is possible to find the important influences on overall satisfaction with 2010 Rotherham. The objective was to find the relative impact of individual aspects of areas explored in the questionnaire on overall satisfaction with the organisation. This type of analysis enables the landlord to understand detailed drivers of satisfaction.

The chart below suggests that 2010 Rotherham needs to focus on a number of areas. What is evident is that the most dominant driver explaining overall satisfaction seems to be significantly related to the overall quality of the home.

In BMG's experience, overall satisfaction with the repairs and maintenance service normally heads the list of dominant drivers, but for 2010 Rotherham it is less important than the quality of the home. The research highlights that residents' satisfaction with the quality of the home is 2.44 times more important in explaining why residents are satisfied with the overall service than the average for all the indicators explored through this analysis (a score of 1.0 indicates an average impact). Perceptions of the quality of the home may have been affected by the move to ALMO status and tenants' expectations of investment to improve their homes.



Following on from the most important driver are two other factors which have a broadly similar level of impact on explaining satisfaction with the overall service. These are satisfaction with the repairs and maintenance service and satisfaction with how enquiries are dealt with. Each is more than twice as important as the average for all the indicators explored through this analysis in explaining why residents are satisfied with the overall service.

The repairs service is therefore a key driver of satisfaction with 2010 Rotherham and the service has a direct impact on perceptions of the overall quality of a home. In addition, respondents' view of the service is shaped from the moment they make contact with their landlord and so how enquires are dealt with is of critical importance and how front line staff deal with enquires from residents is therefore a major driver in explaining satisfaction with 2010 Rotherham. Programmes looking at the quality of service provision in this area will be very important and activities such as mystery

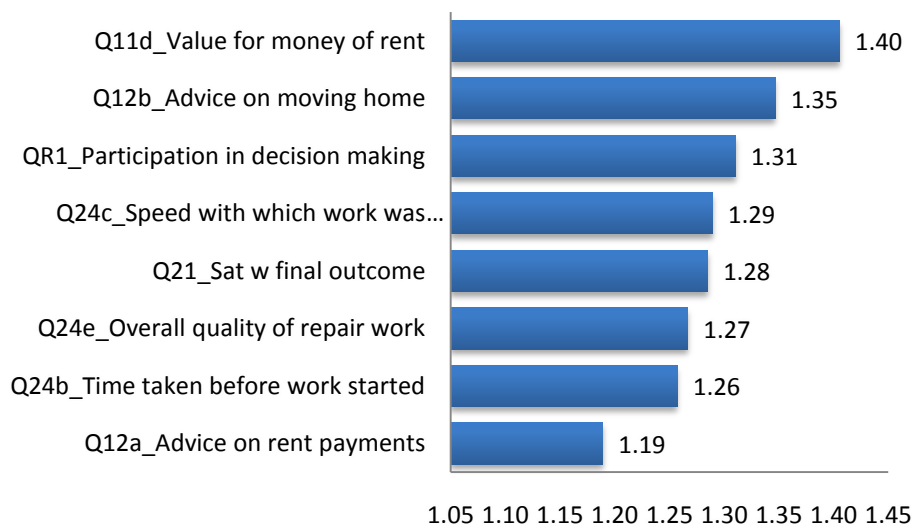
shopping to constantly test the service provision and adherence to service standards are therefore important. Issues related to actual service delivery and performance are, therefore significant drivers. Communication around performance in this area is also important, especially for those who have not had direct experience and who are therefore making judgements based on perceptions or second hand feedback.

Also of considerable importance is the need to demonstrate to customers that 2010 Rotherham keeps tenants informed (1.78 times as important as average) and takes the views of tenants into account (1.74 times as important as average). Again, much of this is linked to communication strategies (listening, action and communication reflex) but also resident involvement mechanisms as well.

What is important is that residents take a 'caring view' of how the organisation supports and cares for vulnerable and new tenants (6th and 8th most important drivers) and this message and core approach needs to run throughout the organisation.

Secondary drivers

Further down in importance are a series of secondary drivers. The first of which is the finding that the value for money rent represents is a key driver in explaining the variation in overall satisfaction levels with an overall importance score of 1.40. It is therefore very important for 2010 Rotherham to have a clear and well understood strategy that demonstrates value for money to its customers. In addition, it may also be helpful in exploring further with customers what attributes they tend to associate with when explaining value for money. This will provide 2010 Rotherham with specific 'hooks' from which to communicate with customers.



As the figure above illustrates, three of the eight secondary drivers are related to the repairs service. This highlights the importance of not only how tenants perceive the repairs service overall, but also specific aspects of it.

7 Housing and services

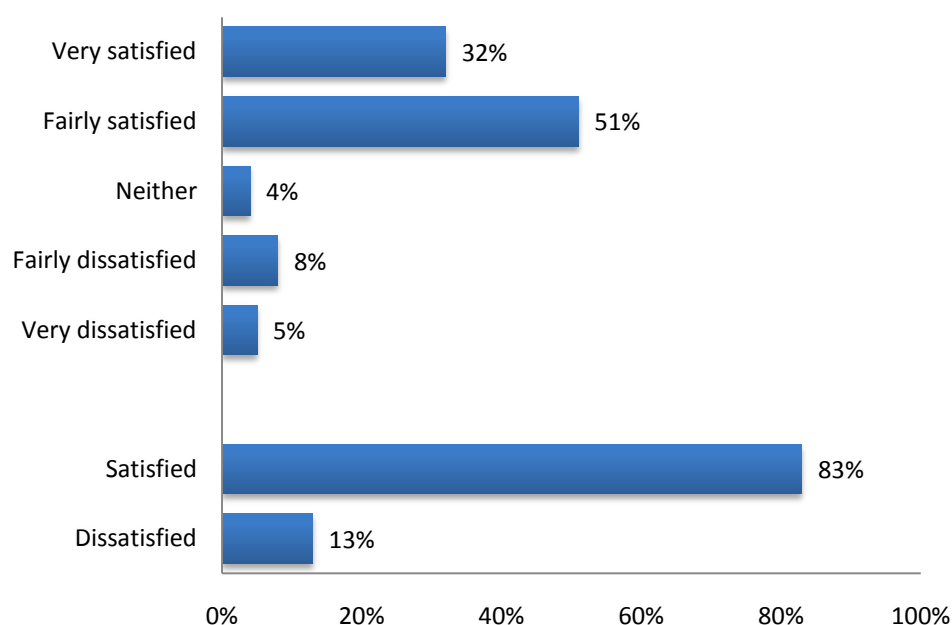
This section will focus on tenants' views on the home, specifically their satisfaction levels with the quality and condition of their home and value for money for rent.

7.1 The quality of the home

All tenants were asked to rate how satisfied or dissatisfied they are with the quality of their home.

Over four in five (83%) tenants are satisfied with the overall quality of their home, including almost a third (32%) who are very satisfied. Conversely, around one in eight (13%) are dissatisfied with a minority (5%) claiming that they are very dissatisfied and 4% neither satisfied nor dissatisfied.

Figure 2 Satisfaction with the overall quality of the home (All valid responses)



Sample base = 831

Q11a. Overall how satisfied or dissatisfied are you with each of the following ... the overall quality of your home?

Similar to the findings for the overall satisfaction with the service provided, the older 65 plus years age group express significantly higher levels of satisfaction with the overall quality of their home:

- The majority of the non working age respondents (92%) are very or fairly satisfied compared to around three quarters of those who are of working age (78%).
- Top box endorsement (very satisfied) can be seen to increase significantly with the 55 years plus age groupings (16-34 years 13%; 35-54 years 24%; 55-64 years 33%; 65+ years 43%);

Consistent with these age-related findings, significantly higher levels of satisfaction are also seen amongst:

- Respondents who have lived in their property for 21 years or more (91%);
- Economically inactive (86%) respondents in comparison with economically active (79%);

Of the 12 BME respondents who provided a response to this question, eight indicated that they were satisfied with the quality of their home.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Respondents aged 16-34 (31%) in comparison with respondents aged 35-54 (15%) aged 55-64 (11%) and those aged 65+ (6%);
- Family households (23%), in comparison with single person households where the resident is aged 60+ years (9%) and multi adult households (9%); and
- Respondents who are dissatisfied with the overall service provided (68%) compared to those who are satisfied (5%).

7.1.1 Analysis by Area Assemblies

Looking at the results by area assemblies, the Wentworth South area achieves the lowest net satisfaction score (% satisfied less % dissatisfied). The highest net satisfaction with overall quality of the home is in Rother Valley South. The percentage satisfied and dissatisfied scores vary significantly between these two areas.

Table 5 Satisfaction with the overall quality of the home by Area Assemblies⁴

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	83%	85%	78%	93%	82%	87%	77%	87%
Neither	4%	5%	8%	2%	2%	2%	4%	3%
Dissatisfied	13%	11%	14%	6%	16%	11%	19%	10%
Net Satisfaction	70%	74%	64%	87%	66%	76%	58%	77%
Unweighted sample base	831	176	123	56	90	143	180	63

⁴ Shaded boxes denote statistically significant variations to Wentworth South results

7.1.1 Analysis by Repairs Area

Similar to the overall level of satisfaction with the landlord, the North repairs area again achieves the highest levels of satisfaction with the overall quality of the home. However, any variations noted between the three areas are not significant.

Table 6 Satisfaction with the overall quality of the home by Repairs Area

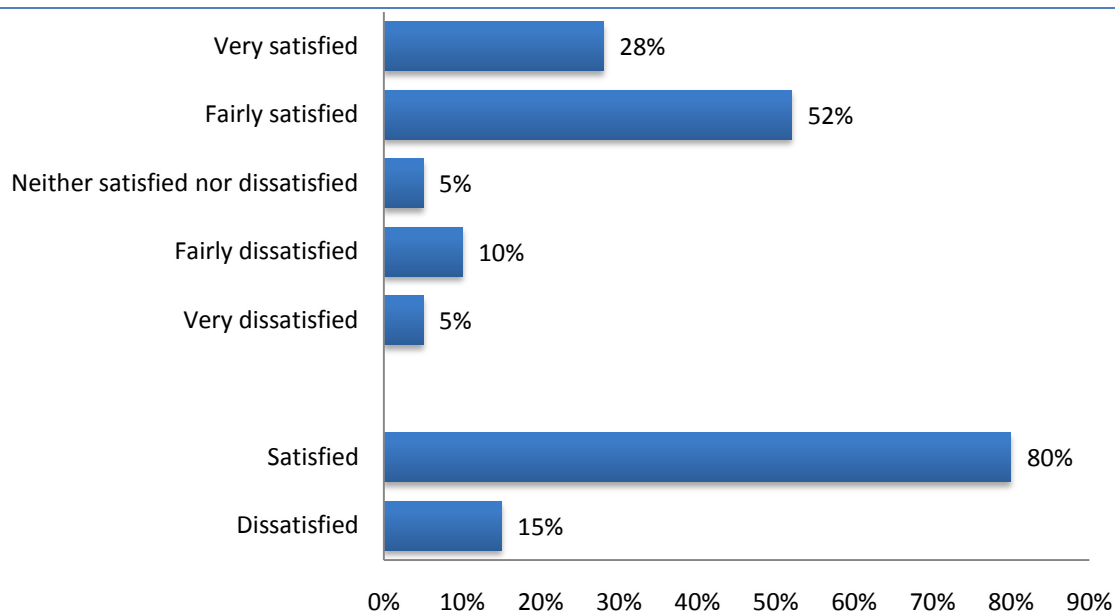
	Total	Repairs Area		
		Centre	North	South
Satisfied	83%	81%	87%	82%
Neither	4%	6%	2%	3%
Dissatisfied	13%	12%	12%	15%
Net Satisfied	70%	69%	75%	67%
Unweighted sample base	831	314	144	374

7.2 The condition of the property

Tenants were asked to rate their level of satisfaction or dissatisfaction with the general condition of their property.

Four fifths (80%) are satisfied with the general condition of their property, including over a quarter (28%) who are very satisfied. Some 15% are dissatisfied with the general condition of their property, with a third of these claiming to be very dissatisfied (5%), whilst one in twenty (5%) are neither satisfied nor dissatisfied.

Figure 3 General condition of the property (All valid responses)



Unweighted sample base = 815

Q11b. Overall how satisfied or dissatisfied are you with each of the following ... the general condition of this property?

Breaking down the results further, respondents who tend to express a significantly higher level of satisfaction are:

- Respondents who are 65 years of age and older (89%) in comparison with younger respondents aged 16 – 54 years (61% of those aged 16-34; 76% of those aged 35-54;
- Respondents who have lived in their property for 21 years or more (88%);
- Economically inactive respondents (84%) in comparison with economically active (74%); and
- Respondents who are satisfied with the general repairs and maintenance (91%) in comparison with those who are dissatisfied (38%).

Of the 12 BME respondents who provided a response to this question, ten indicated that they were satisfied with the condition of their property.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- 16-34 year olds (31%) in comparison with all other age groupings (35-54 18%, 55-64 12%, 65+ years 8%);
- Family households (26%) in comparison with single person householders where the resident is over 60 years old (11%) and multi adult compositions (11%);
- Respondents who feel they are poorly informed (51%) in comparison with those who rate Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd as good at keeping them informed (9%); and
- Respondents who are dissatisfied with the value for money for their rent (61%) in comparison to those who are satisfied (8%).

7.2.1 Analysis by Area Assembles

Looking at the results by area assembles, the Wentworth South area again achieves a comparatively low net satisfaction score (56%). A fifth claim to be dissatisfied with the general condition of the property in both Wentworth South (20%) and Rother Valley West (21%), at least twice the level seen in either Wentworth North (10%) or Wentworth Valley (6%).

Table 7 Satisfaction with the general condition of the property by Area Assembles⁵

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	80%	79%	79%	86%	75%	86%	76%	86%
Neither	5%	5%	5%	4%	3%	4%	5%	8%
Dissatisfied	15%	15%	16%	11%	21%	10%	20%	6%
Net Satisfaction	65%	64%	63%	75%	54%	76%	56%	80%
Unweighted sample base	815	174	115	57	89	140	177	63

7.2.1 Analysis by Repairs Area

There are minor variations between repairs areas in rating the general condition of the property, with the South area gaining the highest net satisfaction.

Table 8 Satisfaction with the general condition of the property by Repairs Area

	Total	Repairs Area		
		Centre	North	South
Satisfied	80%	79%	79%	81%
Neither	5%	5%	3%	5%
Dissatisfied	15%	16%	17%	14%
Net Satisfied	65%	63%	62%	67%
Unweighted sample base	815	289	146	380

⁵ Shaded boxes denote statistically significant variations to Wentworth South & Rother Valley West results

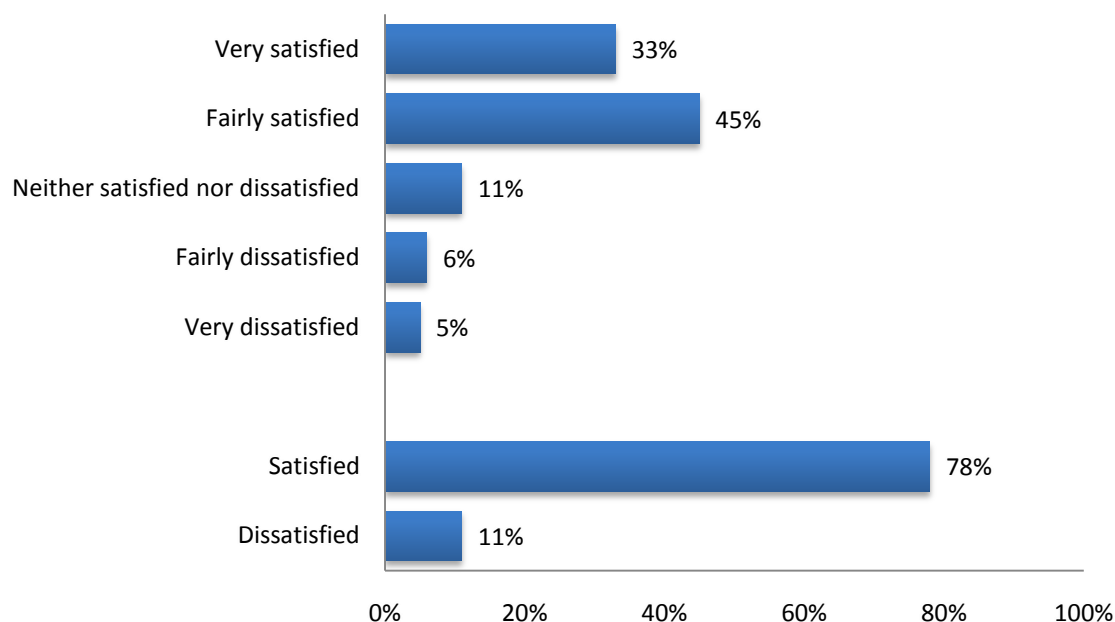
7.3 Value for money for rent

All tenants were asked to indicate their level of satisfaction with value for money for their rent.

Over three quarters (78%) of tenants are satisfied that the rent for their property represents value for money, with a third (33%) very satisfied.

Around one in ten (11%) are dissatisfied that their rent represents value for money and a further 11% are neither satisfied nor dissatisfied.

Figure 4 Value for money for rent (All valid responses)



Unweighted sample base = 806

Q11d. Overall how satisfied or dissatisfied are you with each of the following ... the value for money for your rent?

Further analysis of the 2008 value for money data shows respondents who tend to express a significantly higher level of satisfaction are:

- The respondents aged 65 plus years (86%) in comparison with the 16 – 54 year olds (16-34 years 57%, 35-54 years 75%);
- Single person households where the resident is over 60 years old (84%) in comparison with family households (65%) and single person households under 60 years old (74%);
- Those satisfied with the overall quality of the home (86%) in comparison with those dissatisfied (35%); and
- Those satisfied with their neighbourhood as a place to live (86%) in comparison with those dissatisfied (48%).

Of the 12 BME respondents who provided a response to this question, nine indicated that they were satisfied with the value for money the amount they pay in rent represents.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Respondents aged between 16 – 34 (19%) in comparison with 35-54 year olds (9%) and 65+ (9%);
- The economically active (14%) compared to just 9% of economically inactive;
- Respondents who are dissatisfied with the overall service (43%) compared to those who are satisfied (6%); and
- Those dissatisfied with the general condition of their property (43%) compared to those who are satisfied (4%).

7.3.1 Analysis by Area Assembles

In the main, the majority in each area are satisfied with the value for money offered by the rent. However, the level of dissatisfaction with the value for money for the rent is significantly lower in Rotherham North (4%) when compared with Rotherham South (15%), Rother Valley West (20%), Wentworth North (11%) and Wentworth South (13%).

Table 9 Satisfaction with the value for money for the rent by Area Assembles⁶

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	78%	80%	73%	86%	76%	78%	75%	86%
Neither	11%	16%	12%	7%	3%	11%	13%	5%
Dissatisfied	11%	4%	15%	8%	20%	11%	13%	9%
Net Satisfaction	67%	76%	58%	78%	56%	67%	62%	77%
Unweighted sample base	806	176	114	56	89	137	176	58

7.3.1 Analysis by Repairs Area

More than three quarters in each repairs area state they are satisfied with the value for money for their rent.

Table 10 Satisfaction with the value for money for rent by Repairs Area

	Total	Repairs Area		
		Centre	North	South
Satisfied	78%	77%	80%	78%
Neither	11%	15%	5%	11%
Dissatisfied	11%	8%	16%	11%
Net Satisfied	67%	69%	64%	67%
Unweighted sample base	806	290	145	371

⁶ Shaded boxes denote statistically significant variations to Rotherham North results

7.4 Satisfaction with aspects of the service provided by landlord

All tenants were asked to indicate their level of satisfaction and dissatisfaction with aspects of the service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, such as advice and support provided by the Council and how enquiries are dealt with generally.

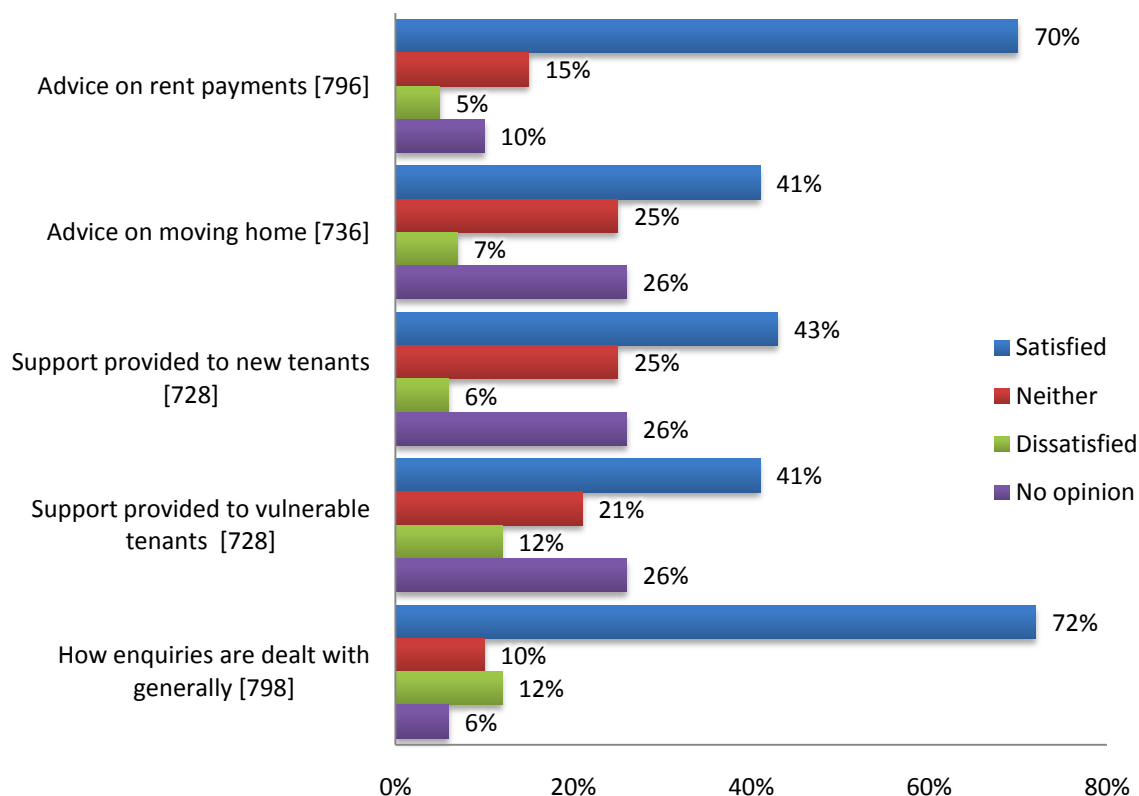
Seven in ten (70%) tenants are satisfied with the advice given by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd on rent payments, with just over a third (35%) very satisfied. A similar proportion of respondents (72%) are satisfied with how enquires are dealt with generally, although relatively less state they are very satisfied (24%).

Around four in ten (41%) tenants are satisfied with the advice on moving house. It is worth noting that there was a high proportion saying that they were neither satisfied nor dissatisfied (25%), or not giving an opinion (26%), suggesting tenants have perhaps not experienced the service. Amongst those who have only been resident in their home for less than a year (caution small base size of 42 respondents), satisfaction with the service is relatively higher (52%)

Likewise, around four in ten (43%) tenants are satisfied with support provided to new tenants, with a quarter (25%) neither satisfied nor dissatisfied, and 26% having no opinion. Satisfaction with the support for new tenants increases to just over half (55%) of all respondents who have a length of tenancy of 5 years or less express, with one in eight dissatisfied (13% compared to 6% total sample).

A similar proportion (41%) are satisfied with the support for vulnerable tenants, a fifth (21%) are neither satisfied nor dissatisfied and a quarter (26%) have no opinion. Satisfaction with support for vulnerable tenants does not differ significantly between those tenants with a disability (42%) and those without a disability (39%), however dissatisfaction is significantly higher (15% with a disability, 7% without).

Figure 5 Satisfaction with aspects of the service provided by landlord (All valid responses)



Unweighted sample bases in brackets []

Q12a-e. Overall how satisfied or dissatisfied are you with each of the following services provided by your landlord...?

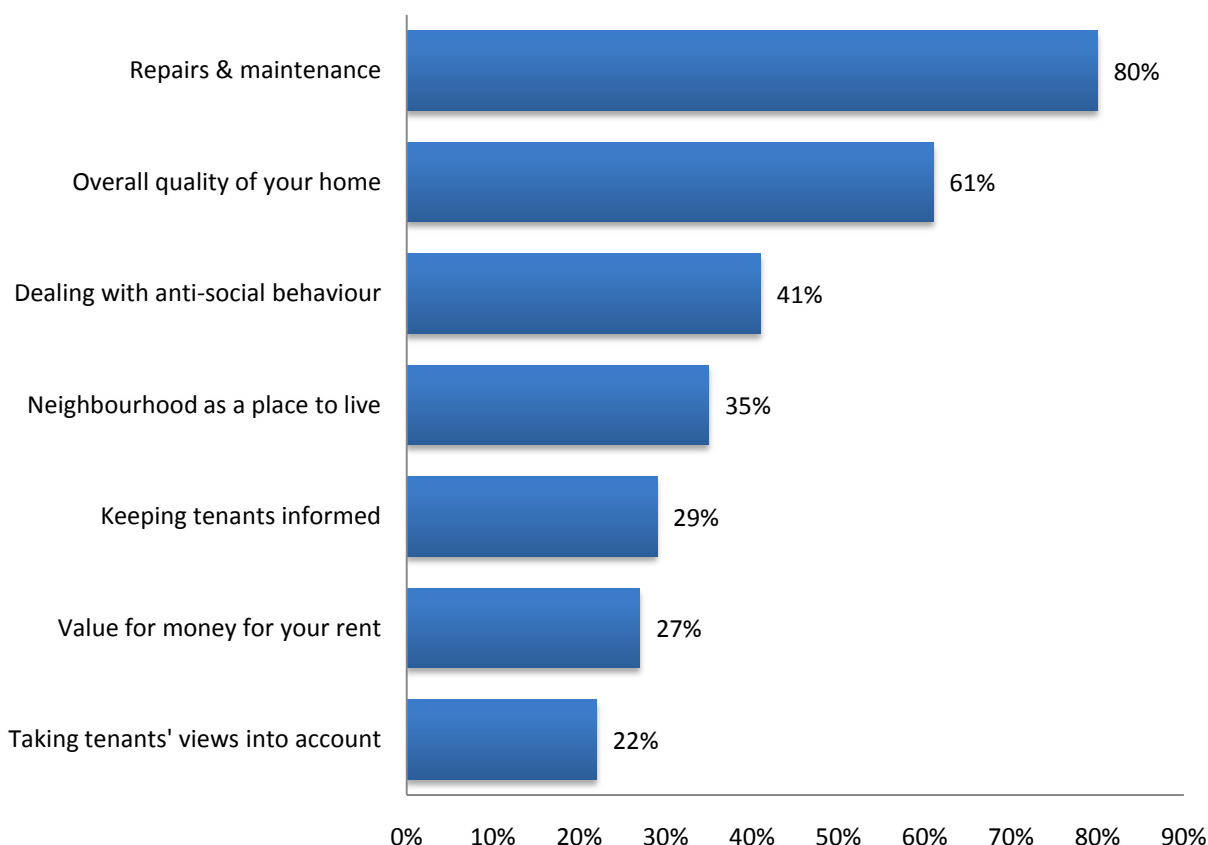
7.5 Most important services

Tenants were presented with seven services and asked which they consider to be the three most important.

The majority of tenants indicated that repairs and maintenance (80%) is most important to them, followed by the overall quality of their home (61%), and dealing with anti-social behaviour (41%).

Around a third (35%) of respondents also selected the neighbourhood as a place to live as one of their three most important services.

Figure 6 Most important services (All valid responses)



Unweighted sample base = 822

Q13a-g. Of the following, which do you consider to be the three most important...?

For single person households under 60 years, dealing with anti-social behaviour increases in relevance, endorsed as a most important service at similar levels to the overall quality of the home (repairs and maintenance 74%, overall quality of home 54% and dealing with anti-social behaviour 53%). Conversely for single person households over 60 years, the neighbourhood as a place to live becomes the third highest rated most important service (repairs and maintenance 81%, overall quality of home 60%, neighbourhood as a place to live 38%) with dealing with anti-social behaviour their fourth rated issue (34%).

For those who claim to be dissatisfied with the overall service provided by the landlord, the repairs service (74%) and home quality (56%) again are key, with the third most endorsed issue being the neighbourhood as a place to live (40%).

8 The neighbourhood/local area

This section will examine tenants' views on their neighbourhood, including perceived problems in their local area.

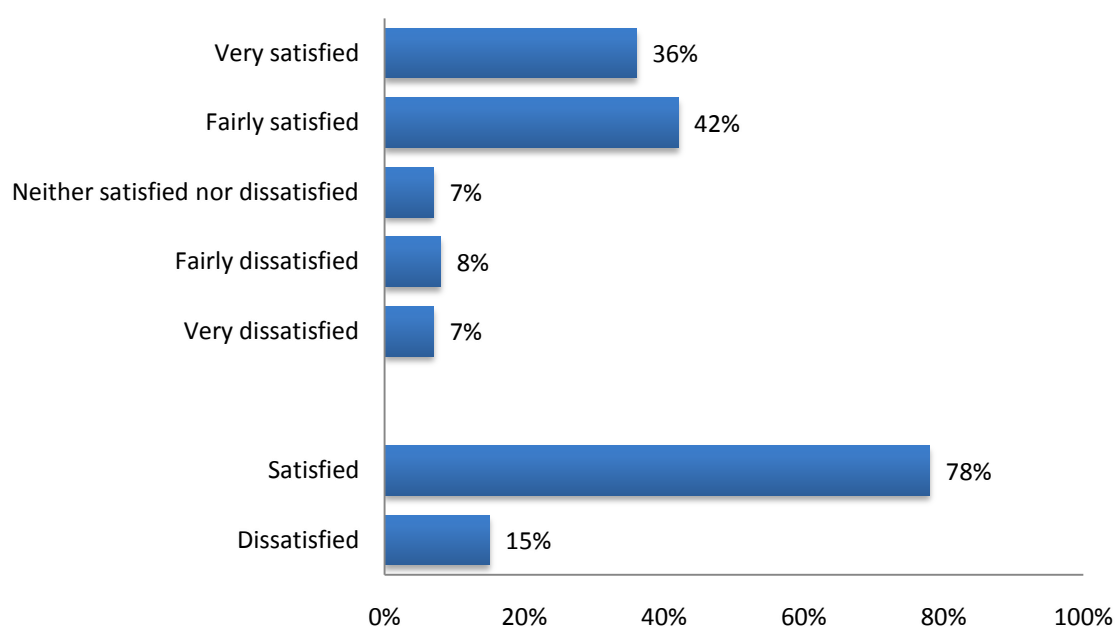
8.1 Satisfaction with the neighbourhood

All tenants were asked to rate their level of satisfaction or dissatisfaction with their neighbourhood as a place to live.

Approaching four fifths (78%) of respondents are satisfied with their neighbourhood as a place to live, with just over two thirds (36%) very satisfied.

Conversely, some 15% are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

Figure 7 Satisfaction with the neighbourhood (All valid responses)



Unweighted sample base = 816

Q11c. Overall how satisfied or dissatisfied are you with this neighbourhood as a place to live?

Respondents who tend to express a significantly higher level of satisfaction are:

- Older respondents (65 years + 87% compared to 16-34 years 64%, 35-54 years 70%);
- Respondents who have lived in their home for 21 years or more (86%) compared to those who have had shorter tenancies;
- Respondents who are satisfied with the overall service (84%) in comparison with those who are dissatisfied (51%); and
- Respondents who are satisfied that their views are taken in to account (86%) in comparison to those who are dissatisfied (46%).

Of the 12 BME respondents who provided a response to this question, nine indicated that they were satisfied with the neighbourhood as a place to live.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Younger respondents (16-34 years 22%, 35-54 years 19%) in comparison with 55 years plus (12%);
- Household compositions of a single person under 60 (21%) compared to those households with a single person over 60 (11%);
- Respondents who are economically active (19%) in comparison with the economically inactive (13%).

8.1.1 Analysis by Area Assembles

The majority of Rother Valley South respondents (90%) are satisfied with the neighbourhood as a place to live. This is a significantly higher level of satisfaction than achieved in Rotherham South, Rother Valley West or Wentworth South.

Table 11 Satisfaction with the neighbourhood as a place to live by area assembles⁷

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	78%	82%	73%	90%	75%	78%	73%	80%
Neither	7%	6%	11%	0%	4%	5%	10%	12%
Dissatisfied	15%	12%	17%	10%	22%	18%	17%	8%
Net Satisfaction	63%	70%	56%	80%	53%	60%	56%	72%
Unweighted sample base	816	176	116	57	90	138	179	60

⁷ Shaded boxes denote statistically significant variations compared to Rother Valley South results

8.1.2 Analysis by Repairs Area

There are no significant variations by repairs area in satisfaction with the neighbourhood as a place to live.

Table 12 Satisfaction with the neighbourhood as a place to live by repairs area

	Total	Repairs Area		
		Centre	North	South
Satisfied	78%	78%	81%	76%
Neither	7%	8%	3%	8%
Dissatisfied	15%	14%	17%	16%
<i>Net Satisfied</i>	63%	64%	64%	60%
Unweighted sample base	816	292	147	377

8.2 Neighbourhood problems

All tenants were provided with a list of 13 possible neighbourhood issues, ranging from litter and rubbish in the streets, to car parking and asked to indicate how much of a problem in their local neighbourhood they are.

Looking first at issues respondents identified as very big problems, it can be seen that just under a fifth (19%) of tenants think that car parking is a very big problem. Following that, one in seven thinks that rubbish or litter (14%) or disruptive children or teenagers (14%) are a very big problem.

Table 13 Neighbourhood problems

Issue	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Car parking [769]	19%	18%	25%	38%
Rubbish or litter [777]	14%	23%	39%	24%
Disruptive children / teenagers [762]	14%	18%	34%	34%
Drug use or dealing [752]	11%	12%	24%	53%
Drunk or rowdy behaviour [757]	8%	8%	29%	54%
Vandalism and graffiti [752]	8%	14%	31%	48%
Noisy neighbours [760]	7%	11%	29%	53%
Noise from traffic [757]	7%	7%	33%	53%
Pets and animals [755]	5%	8%	32%	56%
People damaging your property [754]	5%	9%	25%	61%
Other crime [722]	4%	9%	35%	53%
Racial or other harassment [745]	3%	5%	18%	74%
Abandoned or burnt out vehicles [748]	2%	3%	17%	79%
Unweighted sample bases in brackets []				

Concentrating initially on the top three issues identified as a very big problem, respondents more likely to say **car parking** is a very big problem are:

- Females (21%) in comparison to males (17%);
- Respondents whose household comprises a single adult under 60 (24%) in comparison with single adult composition aged over 60 years of age (13%);and
- Respondents who are dissatisfied with the overall service provided by RMBC and 2010 Rotherham Ltd (33%) in comparison with those who are satisfied (18%).

Area assembles analysis shows that car parking is considered a very big problem for three in ten of the respondents in Rother Valley South (30%) and almost a quarter of the respondents in Rotherham South (23%). Wentworth North has the lowest issue with parking when compared to the other areas with just 13% citing it a very big problem.

Respondents more likely to say that **litter or rubbish** is a very big problem are:

- Younger respondents (16-34 years 25% in comparison with 35-54 years 12%, 55-64 years 14% and 65 plus years 13%);
- Dissatisfied with overall service provided by landlord (30%) compared to satisfied (12%);
- Dissatisfied with overall quality of the home (27%) compared to satisfied (12%); and
- Dissatisfied with neighbourhood as a place to live (39%) compared to satisfied (9%)

Again comparing area assembles, Rotherham South respondents find litter or rubbish a very big problem (20%) at a significantly higher level than either Wentworth North (11%) or Wentworth Valley (8%).

Respondents more likely to say **disruptive children or teenagers** are a problem are:

- Those who have lived in their home between 6-10 years (23%) in comparison with those respondents who have a tenancy length of 5 years or less (14%) or of 21 years or longer (11%);
- Respondents who are dissatisfied with the overall service provided by RMBC and 2010 Rotherham Ltd (27%) in comparison with those who are satisfied (12%). Respondents who are dissatisfied with the neighbourhood as a place to live (38%) in comparison with those who are satisfied (8%);

There is no significant variation between area assembles that consider disruptive children or teenagers a very big problem. However Rotherham South is the area most likely to find it a very or fairly big problem (42%), Rother Valley South the least likely (19%).

Amongst those who have expressed dissatisfaction with their neighbourhood as a place to live, the top three issues discussed previously are similarly endorsed as very big problems although at higher levels; rubbish or litter (39%), disruptive children/teenagers (38%) and car parking (35%). Drug use or dealing (34%) and drunk or rowdy behaviour (30%), are also cited.

Note that the sample of BME respondents is too small to allow for separate analysis of racial harassment in the neighbourhood (10 people).

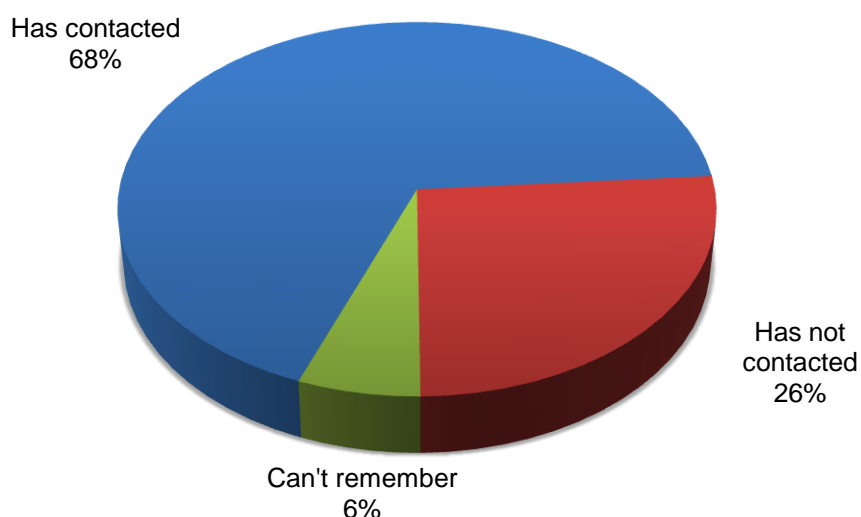
9 Contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd

This section will examine tenants' contact with Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd and in particular, their satisfaction with the contact experience and the reasons for contacting their landlord.

9.1 Contact with landlord

All respondents were asked whether or not they had been in contact with their landlord over the last twelve months. Just over two thirds (68%) of tenants indicated they had been in contact, whereas 26% have not.

Figure 8 Contact with landlord in last 12 months (All valid respondents)



Unweighted sample base = 792

Q15. Have you been in contact with your landlord in the last 12 months?

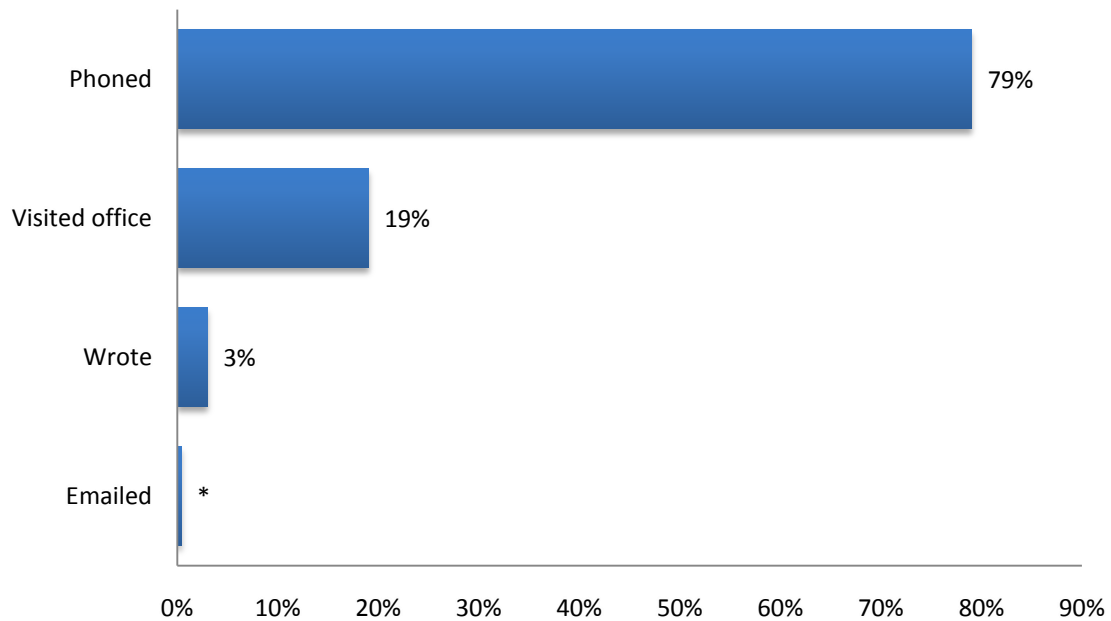
Respondents more likely to have been in contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd are:

- Of a working age (16-34 years 73%, 35-54 years 75%, 55-64 years 73%);
- Families (74%), multi adult households (74%) and single occupied households under 60 years old (69%) in comparison with single occupied households over 60 years old (52%); and
- Those with a disability (71%) compared to those without (65%).

9.2 Method of contact

All respondents who made contact with their landlord in the last 12 months were asked how they had last made contact. The majority (79%) did so via the telephone. Less than a fifth (19%) visited the office and a minority wrote (2%).

Figure 9 Method by which contacted landlord (Respondents who had made contact)



Unweighted sample base = 491

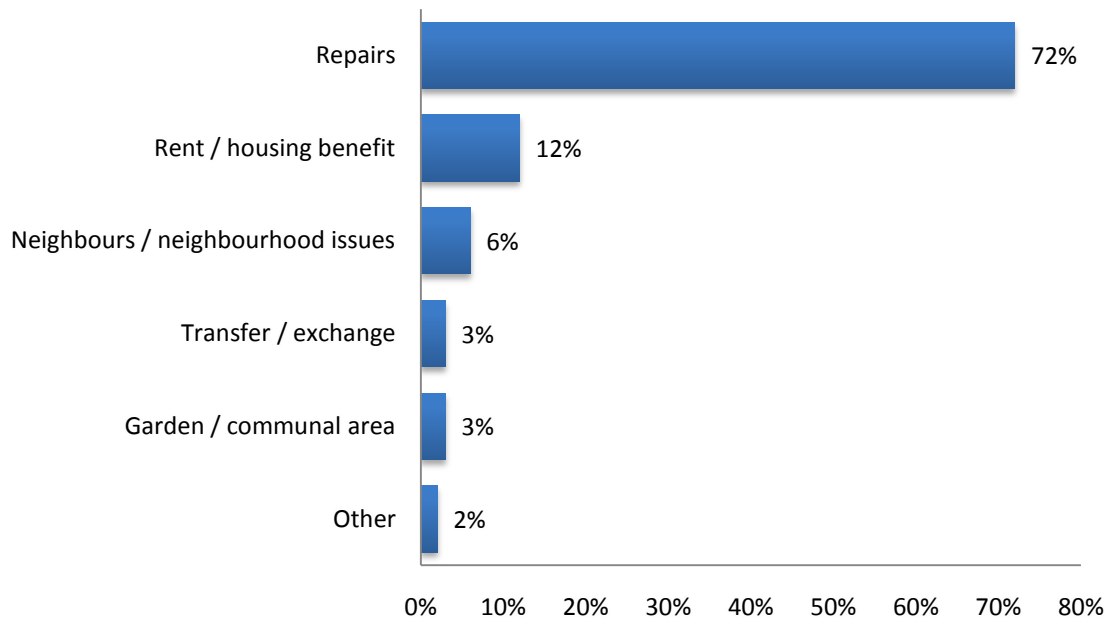
Q16. How did you last contact your landlord?

9.3 Reason for contact

All tenants who had made contact with their landlord were also asked the reason for the last contact.

The majority (72%) made contact about repairs. One in eight had made contact about their rent/housing benefit (12%) and around one in twenty regarding neighbours or neighbourhood issues (6%), housing transfer (3%), or the garden or communal area (3%).

Figure 10 Reason for last contact with landlord (Respondents who had made contact)



Unweighted sample base = 514

Q17. What did you last have contact about?

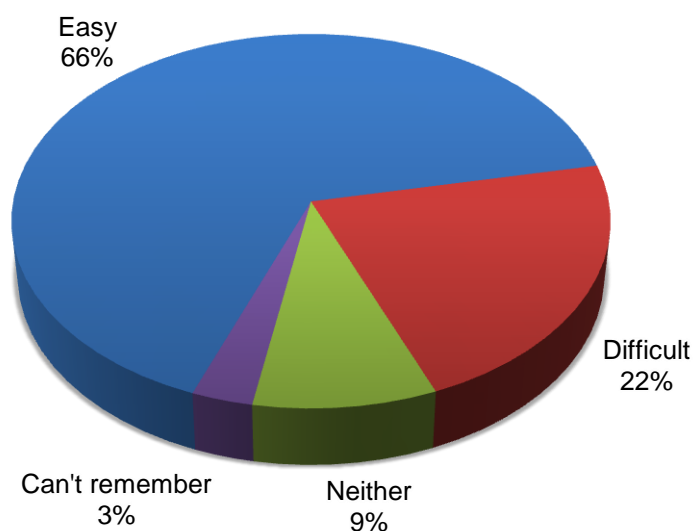
9.4 Contact experience

All tenants who had been in contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd in the last twelve months were asked a number of questions about their contact experience.

9.4.1 Getting hold of the right person

Two thirds (66%) found getting hold of the right person easy, just over a fifth (22%) difficult.

Figure 11 Ease of getting hold of the right person (Respondents who had made contact)



Unweighted sample base = 529

Q18. When you last had contact was getting hold of the right person ...?

Those tenants who were significantly more likely to have found it difficult to get hold of the right person tend to exhibit the following characteristics:

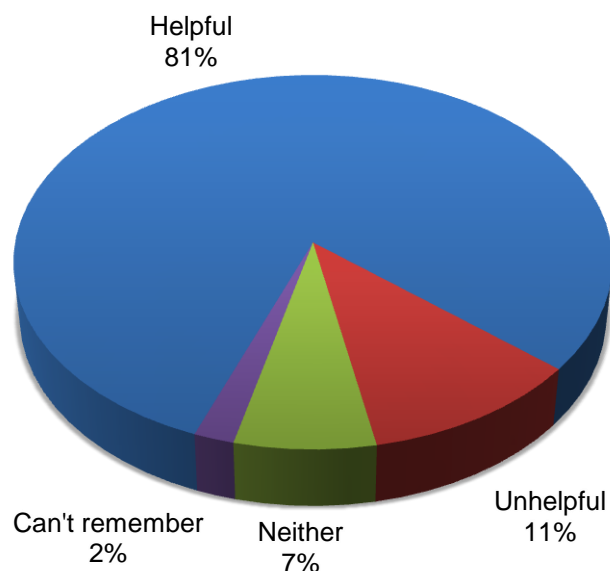
- 16-34 year olds (37%) when compared to 35-54 years (22%), 55-64 years (18%) and 65 plus years (17%);
- Respondents who have been resident in their home for less than five years (27%) in comparison with those who have been resident for eleven plus years (18%);
- Those who are dissatisfied with the overall service provided by their landlord (58%); and
- Those who are dissatisfied that their views are being taken into account (62%).

9.4.2 Helpfulness of staff

The same sample was then asked whether or not they had found the member of staff they had dealt with helpful or unhelpful.

The majority (81%) indicated that the member of staff had been helpful, whereas around one in ten (11%) had found them unhelpful.

Figure 12 Helpfulness of staff (Respondents who had made contact)



Unweighted sample base = 533

Q19. Did you find the staff...?

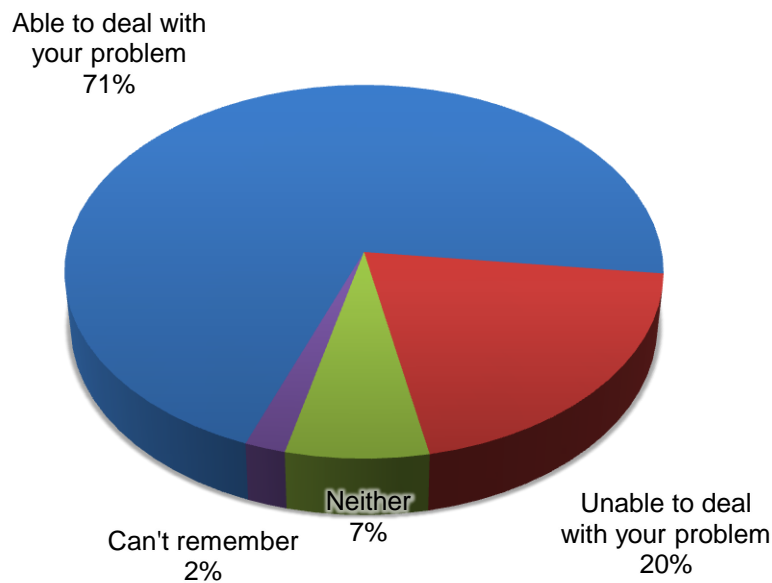
Tenants more likely to have found staff unhelpful tend to exhibit the following characteristics:

- Younger respondents aged 16-34 years (19%) and 35-54 years (15%) in comparison with 55 years plus (7%);
- Families (18%) in comparison with multi-adult households (9%) and single person households over 60 (6%)
- Those who have been resident in their home for less than 5 years (17%) compared to those resident for 11 plus years (6%);
- Respondents who are dissatisfied with the overall service provided by RMBC and 2010 Rotherham Ltd (36%) in comparison with those who are satisfied (4%);
- Respondents who are dissatisfied with the repairs and maintenance service (32%) in comparison with those who are satisfied (4%); and
- Respondents who are dissatisfied that their views are being taken into account (39%) in comparison with those who are satisfied (4%).

9.4.3 Ability of staff to deal with the problem

Respondents were then asked whether or not the staff had been able to deal with their problem or issue. Around seven in ten (71%) indicated that the member of staff had been able to deal with their problem, whereas a fifth (20%) had found them unable to do so.

Figure 13 Ability of staff to deal with the problem (Respondents who had made contact)



Unweighted sample base = 527

Q20. And were they...?

Respondents aged 16-34 years are significantly more likely to indicate that staff were unable to deal with their problem in comparison with those aged 65 plus years (33% and 17% respectively).

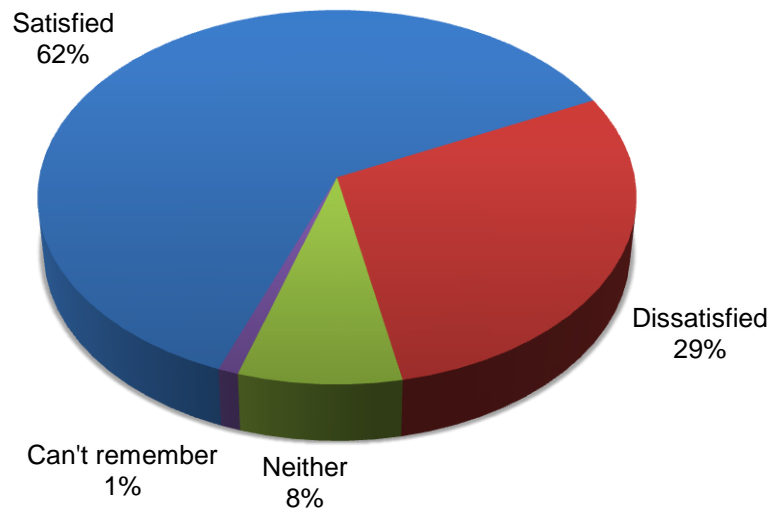
Respondents who are dissatisfied with the overall service provided by the landlord are also significantly more likely to say staff were unable to deal with the problem (60%), in comparison with those satisfied (11%).

9.4.4 Satisfaction with the final outcome

Respondents were asked to rate their satisfaction with the final outcome. Around three fifths (62%) reported they were satisfied with the final outcome of their last contact with RMBC and 2010 Rotherham Ltd. Conversely, almost three in ten (29%) expressed a level of dissatisfaction.

Of the five BME respondents who provided a response to this question, three indicated that they were satisfied with the final outcome.

Figure 14 Satisfaction with the final outcome (Respondents who had made contact)



Unweighted sample base = 529

Q21. Were you satisfied or dissatisfied with the final outcome?

Younger respondents tend to express a significantly higher level of dissatisfaction when compared with older tenants (49% of those aged 16 – 34 years; 29% of those aged 35 – 54 years; 25% of those aged 55 – 64 years; and 22% of those aged 65+ years).

Families also have a greater level of dissatisfaction (40%) when compared with multi-adult households (25%) and single person households over 60 (25%).

Almost three quarters of those dissatisfied with the overall service provided by their landlord are dissatisfied with the final outcome (74%), in comparison with just 17% of those satisfied with the service.

10 Repairs and maintenance

This section will focus on the repairs and maintenance service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd. Satisfaction will be examined, as will rating of various aspects of the repairs service.

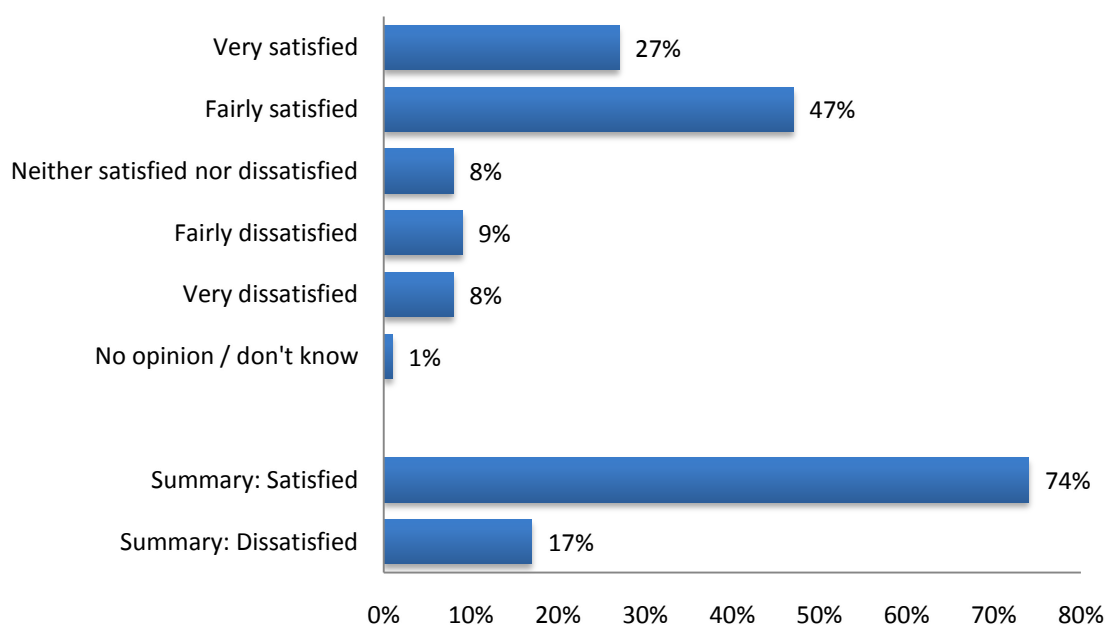
10.1 Satisfaction with the repairs and maintenance service

All respondents were asked to rate their level of satisfaction with the way in which Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd deals with repairs and maintenance.

Approaching three quarters (74%) of tenants are satisfied, with more than a quarter (27%) very satisfied. Around one in six (17%) are dissatisfied, with just 8% neither satisfied nor dissatisfied.

Of the ten BME respondents who provided a response to this question, six indicated that they were satisfied with the repairs and maintenance service.

Figure 15 Satisfaction with general repairs and maintenance (All valid responses)



Unweighted sample base = 834

Q22. Generally how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

Amongst those respondents who have had a repair completed in the last 12 months, there are marginal positive movements to the satisfaction ratings:

- Very/fairly satisfied with the repairs service increases to 76%
- Very/fairly dissatisfied with the repairs service decreases to 15%.

Tenants more likely to be dissatisfied with their repairs and maintenance service tend to exhibit the following characteristics:

- Younger respondents aged 16-34 years (40%) in comparison with 35-54 years (18%), 55-64 years (17%) and 65 plus years (9%);
- Respondents who have had a shorter length of tenancy (22% of those with less than 5 years) in comparison with those of a longer tenancy (12% of those with 21+ years);
- Respondents who are dissatisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd (72%) in comparison with those who are satisfied (7%);
- Respondents who are dissatisfied with the overall quality of their home (62%) in comparison with those who are satisfied (8%); and
- Respondents who are dissatisfied with the general condition of their property (59%) in comparison with those who are satisfied (8%).

10.1.1 Analysis by Repairs Area

Looking at the results by repairs area, there are no significant variations but the Centre repairs area exhibits the lowest level of satisfaction with the repairs and maintenance service (71%) and highest dissatisfaction (20%) giving the lowest net satisfaction score of 51%.

Table 14 Satisfaction with repairs and maintenance service by Repairs Area

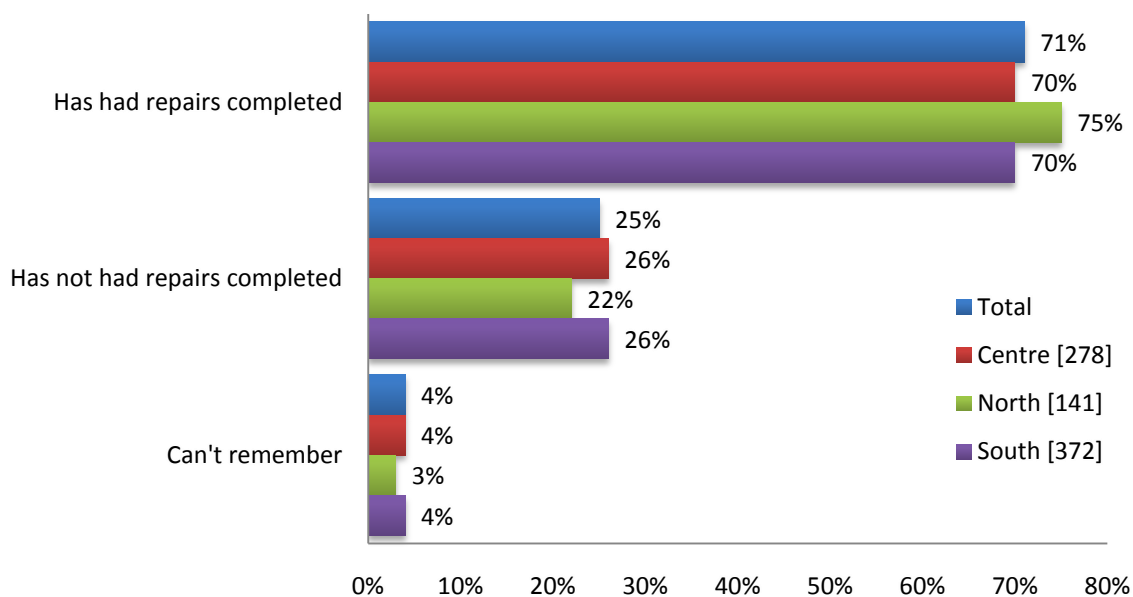
	Total	Repairs Area		
		Centre	North	South
Satisfied	74%	71%	77%	75%
Neither	8%	8%	8%	8%
Dissatisfied	17%	20%	13%	15%
<i>Net Satisfied</i>	57%	51%	64%	60%
Unweighted sample base	834	296	148	390

10.1.2 Completing a repair

All tenants were then asked if they had any repairs completed over the last 12 months. Seven in ten (71%) indicated they had, whilst a quarter (25%) had not.

Three quarters of respondents in the North repairs area stated they had a repair completed in the last 12 months, marginally lower repair completions were declared in both the Centre (70%) and the South (70%).

Figure 16 Whether or not had repairs completed in last 12 months (All valid responses)



Unweighted sample base = Total (791)

Q23. Have you had any repairs completed in the last 12 months?

Middle aged tenants are more likely to have had a repair completed in the last 12 months (76% of 35-54 year olds, 74% of 55-64 year olds) when compared to the younger 16-34 year olds (65%) and the older tenants (68% of those aged 65 years and over). Consistent with this finding is the higher level of completed repairs amongst families (77%) and multi-adult households (72%) when compared to single person households either under 60 (69%) or over 60 (66%)

Respondents are more likely to have had a repair completed if they have lived in their home 5 or less years (77%) in comparison with those who have lived in their home for longer (69% of 6-10 years, 72% of 11-20 years and 67% of 21 years and over).

10.2 Satisfaction with aspects of the repairs service

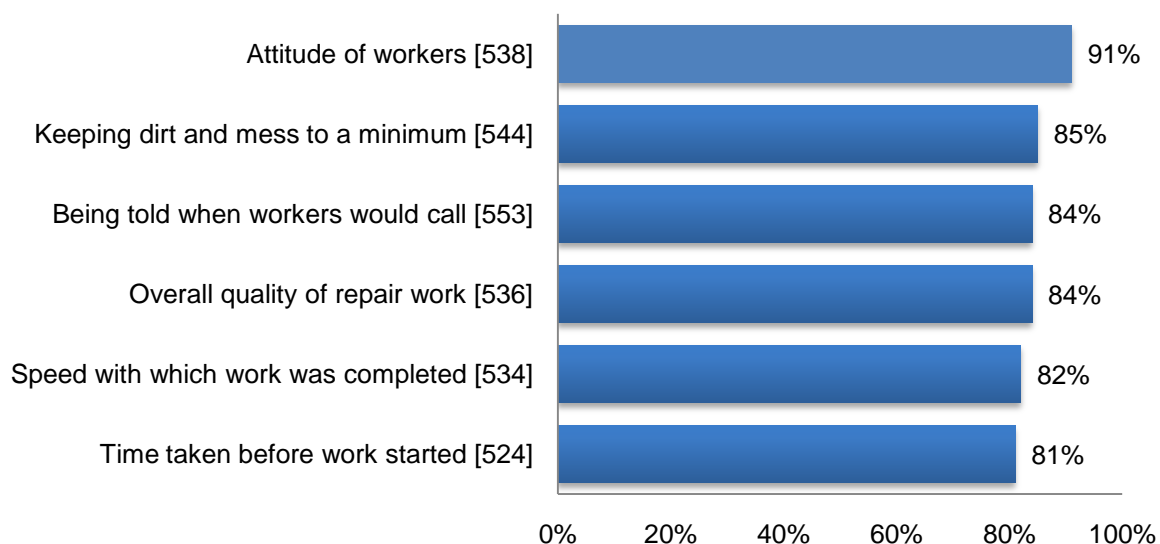
Respondents who had had any repair completed in the last 12 months were asked to rate their last completed repair on a number of different service aspects.

Encouragingly, the majority of tenants are satisfied with all aspects of their last completed repair. Consistent with the post-repair monitoring which shows high levels of satisfaction with the service, more than four fifths rate the overall quality of repair work in their last completed repair as either very or fairly good.

The quality of the workers is also rated very highly with just over nine in ten declaring the attitude of workers as good (91%), 85% for keeping dirt and mess to a minimum and 82% for the speed with which work was completed.

Communication about repairs work is effective (84% rate being told when workers would call as good), and the service efficient (81% rate time taken before work started as good).

Figure 17 Rating of aspects of the last completed repair as very or fairly good (Respondents who have had a repair completed)



Unweighted sample bases vary

Q24. Thinking about your last complete repair, how would you rate it in terms of?

The table overleaf (table 15) provides a full detail breakdown of the ratings given for the different service aspects of the last completed repair.

Table 15 Rating of aspects of the last completed repair (Respondents who have had a repair completed)

	Very good	Fairly good	Neither	Fairly poor	Very poor	No opinion
Attitude of workers [538]	65%	26%	5%	2%	2%	1%
Keeping dirt and mess to a minimum [544]	52%	33%	8%	2%	4%	1%
Being told when workers would call [553]	50%	34%	6%	5%	5%	*%
Overall quality of repair work [536]	50%	34%	7%	4%	4%	1%
Speed with which work was completed [534]	48%	34%	8%	4%	5%	1%
Time taken before work started [524]	39%	42%	8%	4%	6%	1%

10.2.1 Analysis by Repairs Area

Looking at the results by repairs area, there is an excellent consistency across the repairs areas in all aspects of the repairs service rated.

Table 16 Rating of aspects of the last completed repair as good by Repairs Area (Respondents who have had a repair completed)

	Total	Repairs Area		
		Centre	North	South
Attitude of workers	91%	89%	92%	91%
Keeping dirt and mess to a minimum	85%	84%	84%	86%
Being told when workers would call	84%	85%	77%	85%
Overall quality of repair work	84%	82%	85%	84%
Speed with which work was completed	82%	80%	81%	83%
Time taken before work started	81%	79%	82%	81%
Unweighted sample bases vary				

11 Communication and information

This section will look at the level of communication between Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd and its residents. Issues will be examined surrounding how well residents feel informed and how they would prefer to be consulted.

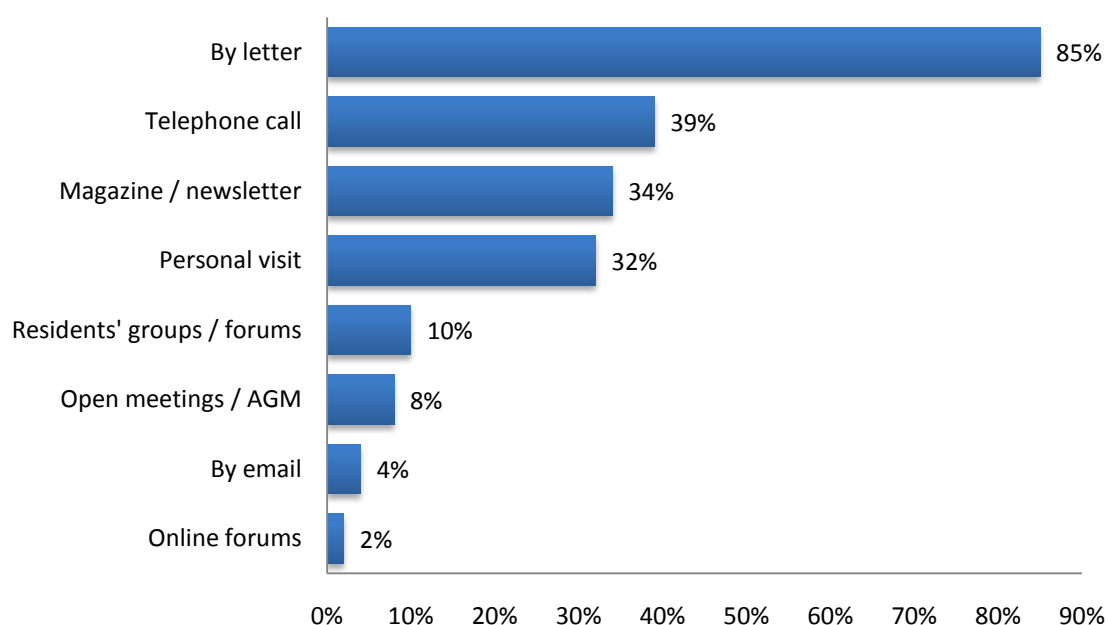
11.1 Methods for information and consultation

All tenants were asked how they would prefer to be informed and consulted about issues that may affect them. They were provided with a list of options from which to choose their preferences.

Overall, the largest proportion of tenants (85%) would prefer to be contacted about issues via a letter. Just under four fifths (39%) would like to be informed via a telephone call and around a third by either a magazine or newsletter (34%) or a personal visit (32%).

Just one in twelve (8%) are interested in open meetings or the annual general meeting (AGM).

Figure 18 Preferred methods of information and consultation (All valid responses)



Unweighted sample base = 828

Q25. Which methods do you prefer your landlord to use to inform you or consult you about issues that may affect you?

Amongst those who feel their landlord is poor at keeping them informed, the letter is still rated as the most preferred method of communication, although at a lower level (73%). Face-to-face communication is of increased importance to this group when compared to the total sample such as a personal visit (preferred by 37% compared to 32% of total), open meeting or AGM (preferred by 19% compared to 8% of total), and residents groups or forums (preferred by 15% compared to 10% of total).

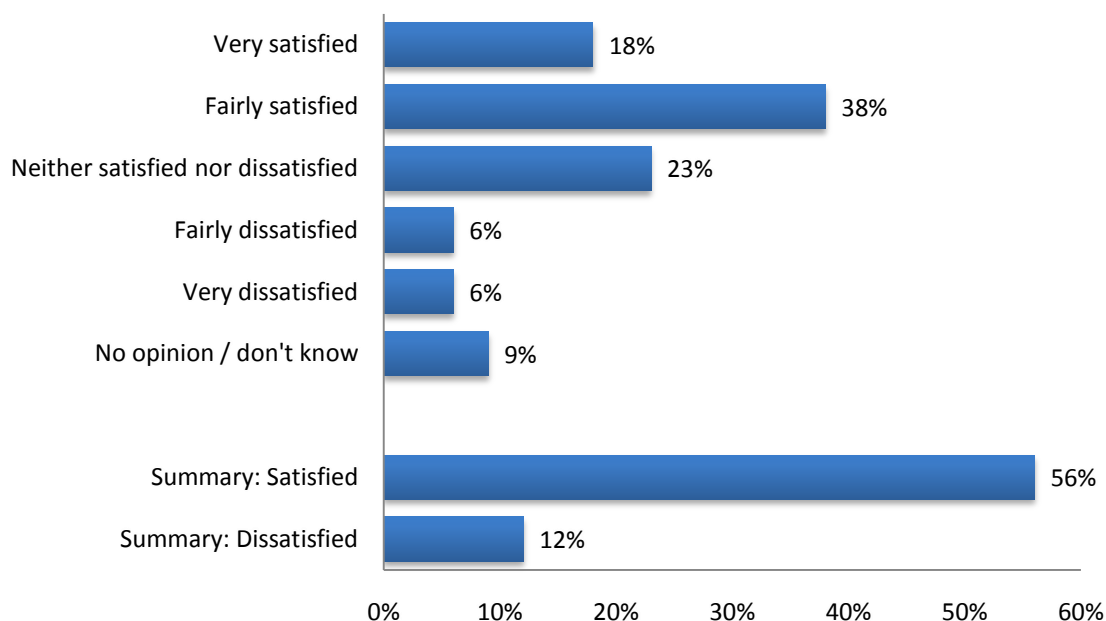
11.2 Taking into account tenants' views

All respondents were asked how satisfied or dissatisfied they are that their landlord takes into account tenants' views.

Approaching three fifths (56%) of tenants are satisfied that their views are taken into account, with around one in five (18%) very satisfied. Of the eight BME respondents who provided a response to this question, seven indicated that they were satisfied that tenants' views are being taken into account..

One in eight (12%) are dissatisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd does not take their views into account, and almost a quarter are neither satisfied nor dissatisfied (23%).

Figure 19 Level of satisfaction that tenants' views are being taken into account (All valid responses)



Unweighted sample base = 818

Q26. How satisfied or dissatisfied are you that your views are being taken into account by your landlord?

Tenants significantly more likely to be satisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd takes their views into account are:

- Older tenants (64% of those aged 65+ years) in comparison with younger tenants (36% of those aged 16 – 34 years, 53% of those aged 35-54 years);
- Multi-adult households (64%), Single occupied households aged 60 and over (58%) and aged under 60 yrs (54%) in comparison with families (41%);
- Respondents who have lived in their home for 21 years or more (62%) in comparison with all other tenancy lengths;
- Economically inactive respondents (57%) in comparison with active (47%); and
- Respondents from Rother Valley West (63%) in comparison with Wentworth South (50%).

Tenants significantly more likely to be dissatisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd takes their views into account are:

- Respondents who are dissatisfied with the opportunities for participation in management and decision making (57%) in comparison with those who are satisfied (6%); and
- Respondents who are dissatisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd (57%) in comparison with those who are satisfied (6%).

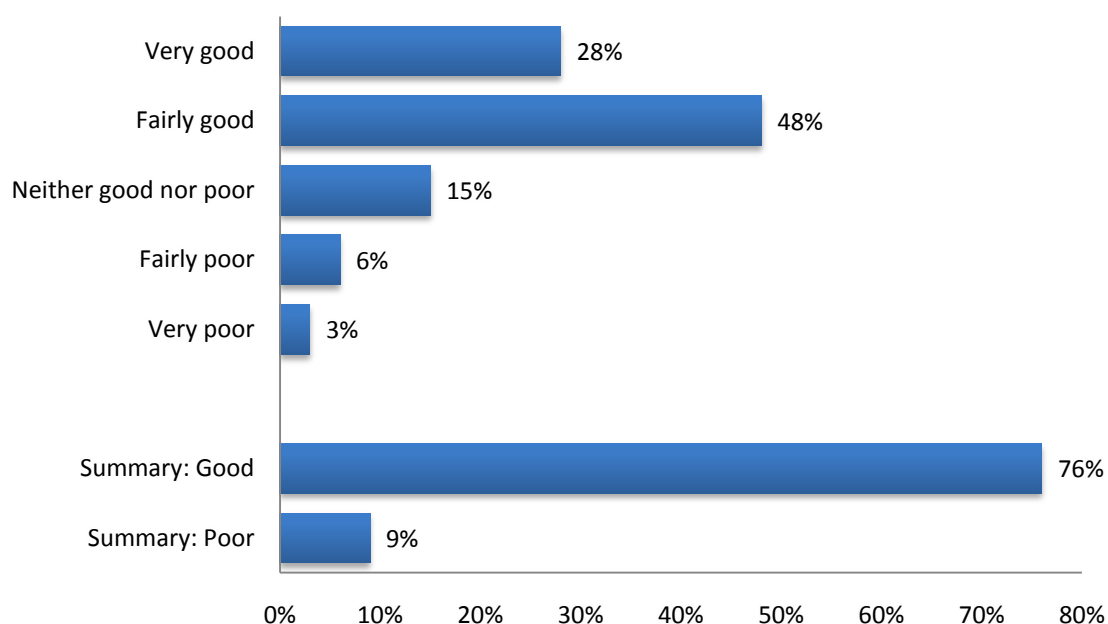
11.3 Keeping general needs tenants informed

All tenants were asked whether or not they felt their landlord is good at keeping them informed about things which affect them as a tenant.

Three quarters (75%) of respondents think that their landlord is good at keeping them informed, with just over a quarter (28%) stating they think Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is very good.

Less than one in ten (9%) consider Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd to be poor at keeping them informed, and some 15% say that they are neither good nor poor.

Figure 20 How good or poor landlord is at keeping residents informed about issues that might affect them (All valid responses)



Unweighted sample base = 836

Q27. How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?

General needs tenants significantly more likely to state that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is good at keeping them informed are:

- Older tenants (86% of those aged 65+ years) in comparison with younger tenants (52% of those aged 16 – 34 years and 73% of those aged 35 – 54 years);
- Over 60 single occupied household (85%) in comparison with other household groups, particularly families (63%);
- Economically inactive (80%) in comparison with active (67%); and
- Rotherham North (80%) respondents in comparison with Wentworth South (68%).

General needs tenants significantly more likely to state that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is poor at keeping them informed are:

- Respondents who are dissatisfied with the overall service provide by the landlord (40%) in comparison with those satisfied (4%); and
- Respondents who are dissatisfied with their views being taken into account by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd (43%) in comparison with those who are satisfied (3%).

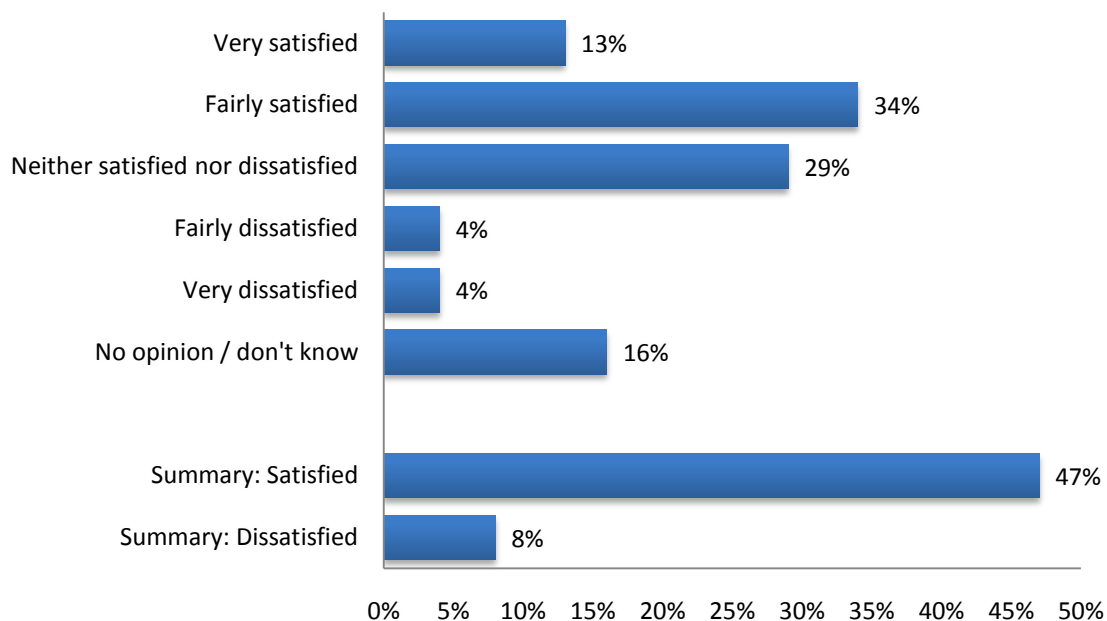
11.4 Opportunities for participation in management and decision making

All tenants were asked how satisfied or dissatisfied they are with opportunities for participation in management and decision-making.

Just under half (47%) were satisfied with the opportunities to participate, one in twelve dissatisfied (8%).

The remainder were either neither satisfied nor dissatisfied (29%) or could offer no opinion (16%).

Figure 21 Satisfaction with opportunities for participation in management and decision making (All valid responses)



Unweighted sample base = 829

QR1. How satisfied or dissatisfied are you with opportunities for participation in management and decision-making?

This question used to be a key indicator for the STATUS survey but has been recently removed. The inclusion in this questionnaire was to enable comparison across time, details of which are provided in the key findings section at the beginning of the report.

12 Anti-social behaviour

The following section will examine a new area of questioning introduced to the general needs tenants STATUS questionnaire: anti-social behaviour (ASB). Levels of reporting ASB to Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd will be examined and also aspects of how the ASB report was dealt with.

12.1 Reporting ASB

All tenants were asked to indicate whether or not they have reported any ASB to Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd in the past 12 months.

One in six (16%) tenants has reported ASB to their landlord in the past 12 months, the remainder have not (84%).

The 35-54 year olds are significantly more likely to have reported ASB (19%) than the over 65 years of age (11%).

Similarly families (17%), multi-adult households (16%) and single person households under 60 years (21%) all have a higher reporting incidence of ASB than the single person over 60 years households (10%).

There is some significant variation in the level of reporting ASB by area assembles. Rotherham North and Wentworth North have reported ASB at significantly higher levels than Rother Valley South. The following table provides detail:

Table 17 Whether or not reported ASB by Area Assembles⁸

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Has reported	16%	19%	14%	7%	15%	18%	15%	14%
Has not reported	84%	81%	86%	93%	85%	82%	85%	86%
Unweighted sample base	833	178	118	58	94	138	182	65

⁸ Shaded boxes denote statistically significant variations compared to Rother Valley South results

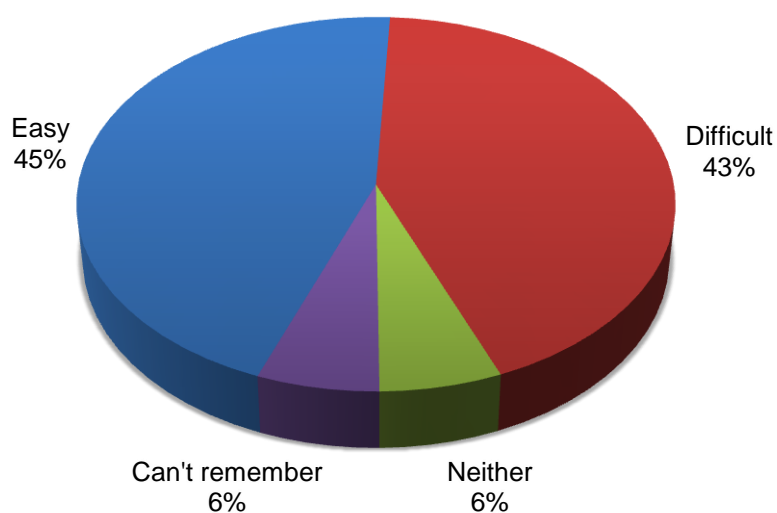
12.2 ASB report experience

All general needs tenants who had been in contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd about anti-social behaviour were asked a number of questions about their contact experience.

12.2.1 Getting hold of the right person

Views on how easy it was to get hold of the right person are divided with similar proportions finding it easy to get hold of the right person (45%), and difficult to get hold of the right person (43%). A minority (6%) stated it was neither easy or difficult.

Figure 22 Ease of getting hold of the right person (Respondents who had reported ASB)



Unweighted sample base = 127

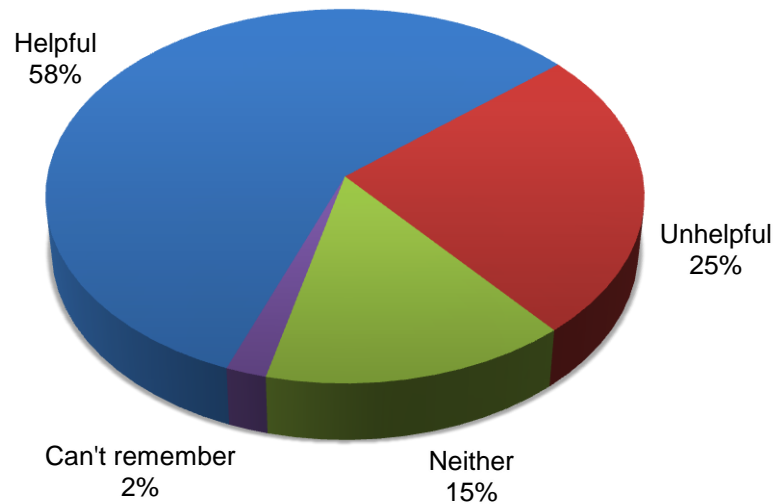
Q29. When you had your last contact was getting hold of the right person ...?

12.2.2 Helpfulness of staff

The same sample was then asked whether or not they had found the member of staff they had dealt with helpful or unhelpful.

Approaching three fifths (58%) indicated that the member of staff had been helpful, whereas a quarter (25%) indicated staff had been unhelpful. Just 15% claimed that staff had neither been helpful nor unhelpful.

Figure 23 Helpfulness of staff (Respondents who had reported ASB)



Unweighted sample base = 124

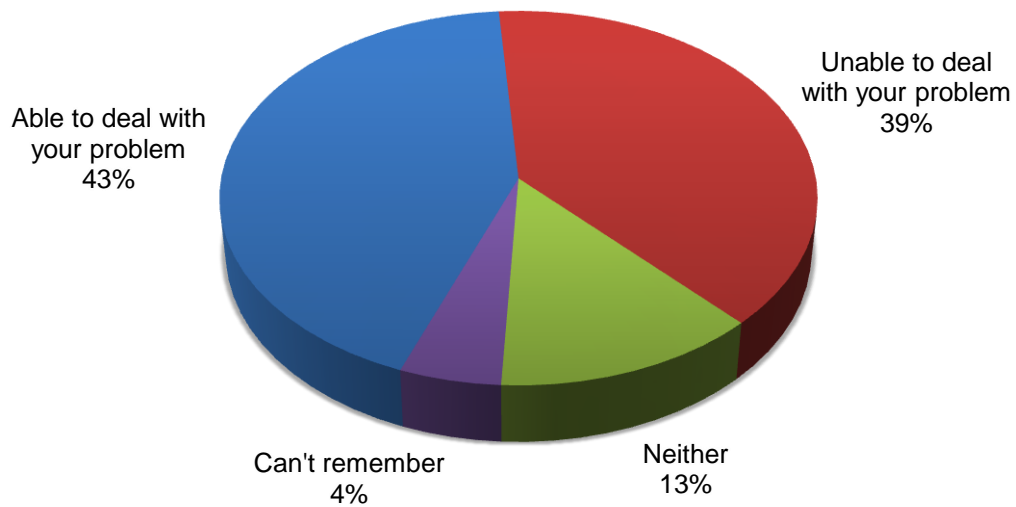
Q30. Did you find the staff ...?

12.2.3 Ability of staff to deal with the problem

Respondents were then asked whether or not the staff had been able to deal with their ASB problem or issue.

Tenants had different opinions, with around two fifths of respondents indicating that staff were able to deal with the problem (43%) and a similar proportion finding staff were not able to deal with the problem (39%). One in eight advised that staff were neither able nor unable to deal with their problem (13%).

Figure 24 Ability of staff to deal with the problem (Respondents who had reported ASB)



Unweighted sample base = 127

Q31. And were they ...?

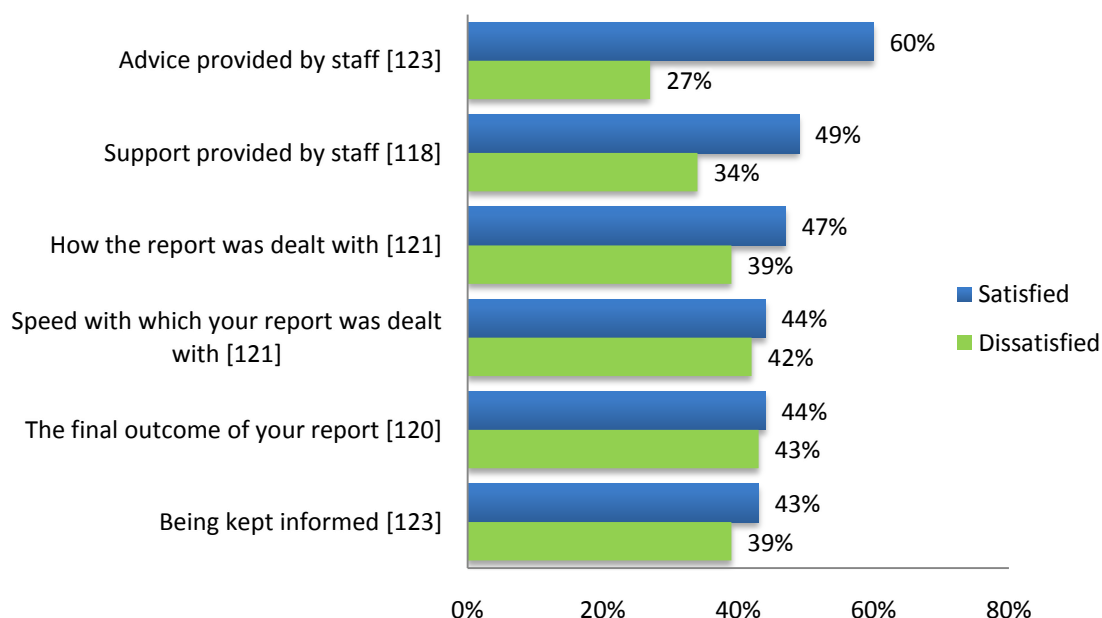
12.3 Satisfaction with aspects of how ASB report was dealt with

General needs tenants who made an ASB report were presented with six aspects relating to how Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd dealt with their ASB report.

Tenants express the highest level of satisfaction with the advice provided by staff (60%). Almost half are satisfied with the support provided by staff (49%) and with how the report was dealt with (47%).

The ratio of % satisfied to % dissatisfied is similar across three aspects of the ASB reporting process: the speed with which the report was dealt with (44%:42% respectively), with being kept informed (43%:39%); and the final outcome of the report (44%:43%). See figure 25 below:

Figure 25 Satisfaction with aspects of ASB report (Respondents who had reported ASB)



Unweighted sample bases in brackets []

Q32. How satisfied or dissatisfied were you with the following aspects of how your report was handled ...?

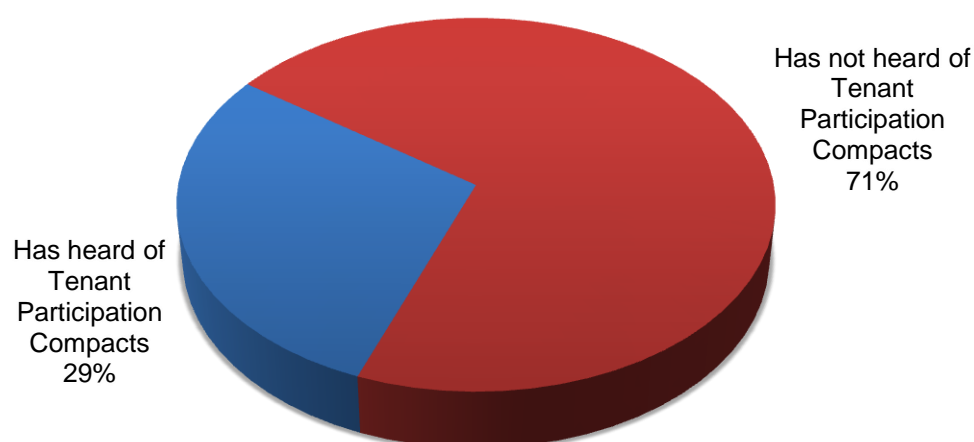
13 Tenant Participation Compacts

This section shows levels of awareness of the locally agreed Tenant Participation Compact (TPC) and also satisfaction with these. Tenant Participation Compacts set out how tenants will be involved in shaping local decisions about housing.

13.1 Awareness of Tenant Participation Compacts

Seven in ten (71%) respondents have not heard of the TPC, whereas approaching three in ten (29%) are aware.

Figure 26 Whether or not heard of Tenant Participation Compact (All valid responses)



Unweighted sample base = 792

Q33. Have you heard of the Tenant Participation Compacts – agreements between local council and their tenants which set out how tenants will be involved in shaping local decisions about housing?

Respondents more likely to have heard of the TPC tend to exhibit the following characteristics:

- Males (36%) compared to females (23%)
- Older respondents 55-64 years (39%), 65 plus years (35%) in comparison with 16-34 year olds (11%) and 35-54 year olds (22%);
- Those residents with a disability (33%); and
- Respondents who have a length of tenancy of over 21 years (40%).

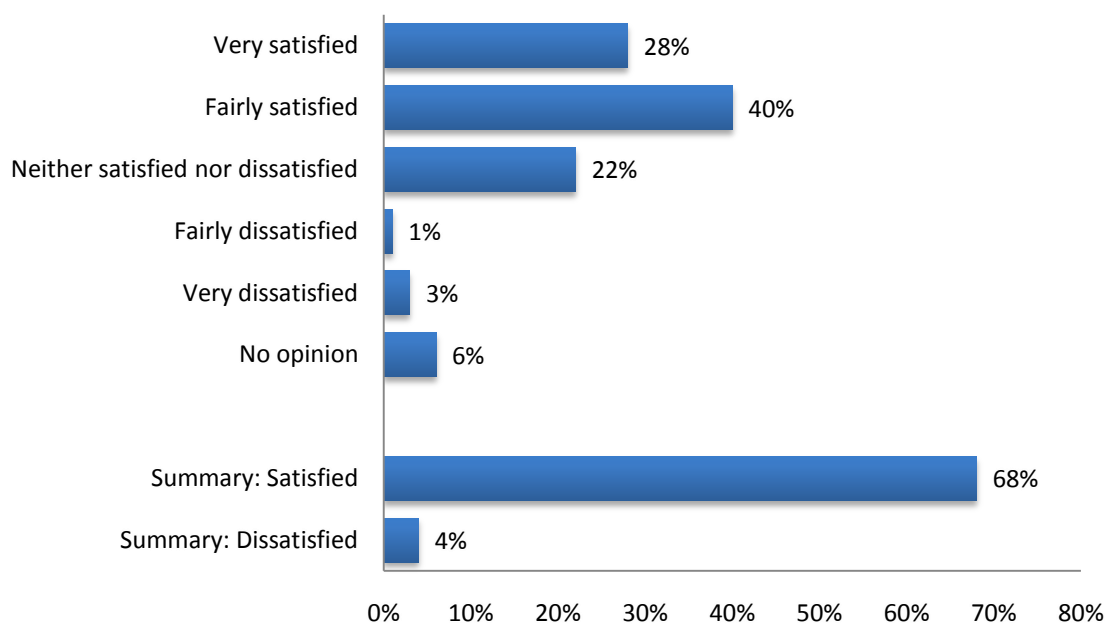
13.2 Level of satisfaction with Tenant Participation Compact

All respondents who indicated they are aware of their locally agreed TPC were then asked to rate their level of satisfaction with their TPC.

Over two thirds (68%) are satisfied with their TPC, with just over a quarter (28%) very satisfied.

Around a fifth (22%) are neither satisfied nor dissatisfied, with fewer than one in twenty (4%) dissatisfied. A minority (6%) were unable to offer an opinion.

Figure 27 Satisfaction with locally agreed Tenant Participation Compact (Respondents who are aware of the TPC)



Unweighted sample base = 223

Q34. How satisfied or dissatisfied are you with you locally agreed Tenant Participation Compact?

14 Home Energy Efficiency

This section will examine a series of localised questions added to the STATUS questionnaire to explore how the completion of the Decent Homes programme of works has impacted home energy efficiency and whether energy saving advice is provided at the Annual Safety Checks on the home heating system.

Tenants for whom the Decent Homes work had been completed were asked about the differences they had experienced since the works in respect of their home energy consumption, the environment within their home and on their personal health.

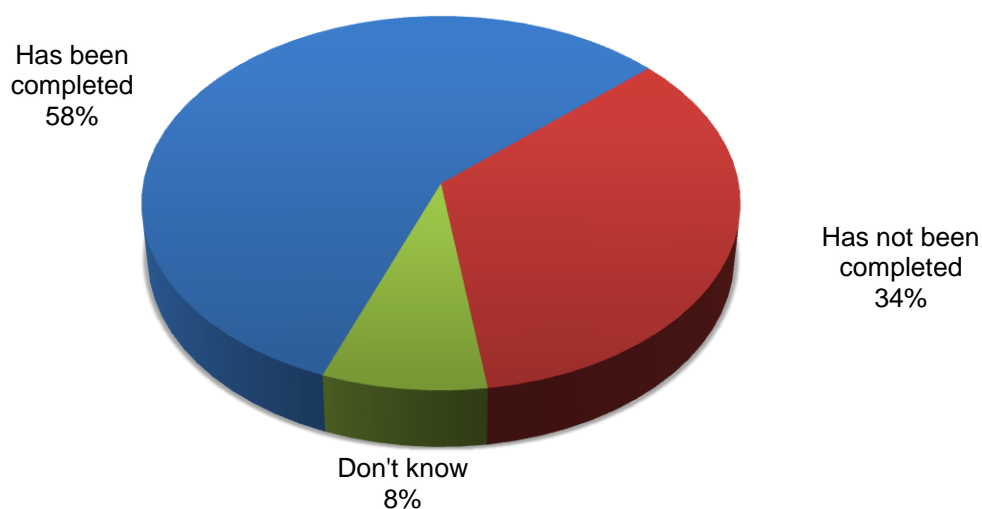
Monitoring of the home heating system annual safety check service was also included.

14.1 Completion of Decent Homes work programme

All respondents were asked whether or not the Decent Homes works (double glazing etc) planned for their home had been completed yet.

Almost three fifths (57%) of tenants indicated the Decent Homes work had been completed, whereas a third (34%) stated it had not and 8% didn't know.

Figure 28 Completion of Decent Homes works on home (All valid respondents)



Unweighted sample base = 793

QR2. Has the Decent Homes work programmed for your home been completed yet? By this we mean new double glazing etc.

14.2 Differences experienced since Decent Homes works completed

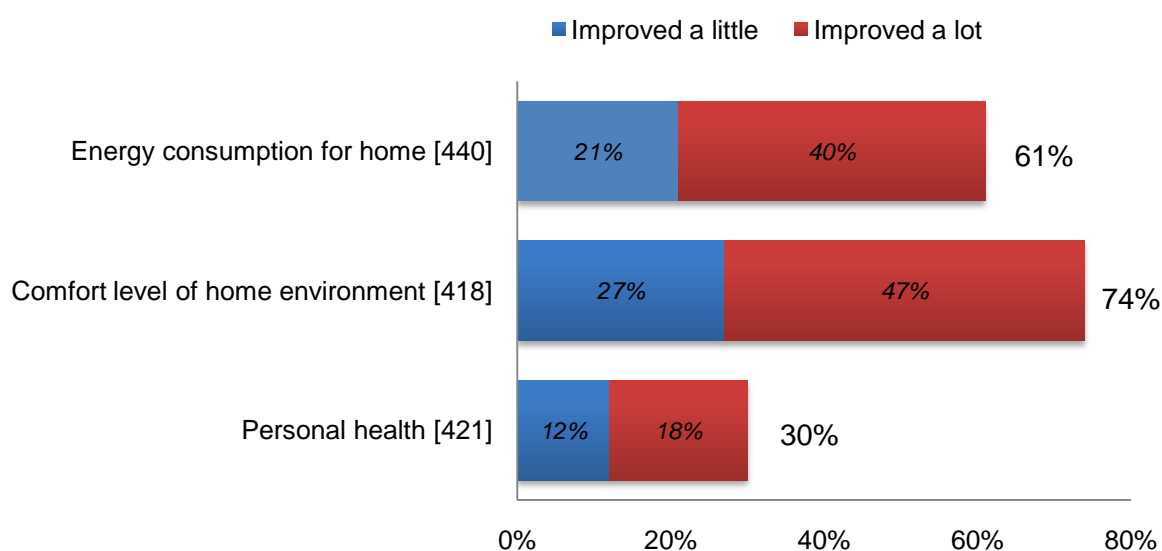
All respondents who stated they had the Decent Homes programmed work completed on their home were asked to describe whether they had experienced any differences with either aspects of home environment or their personal health.

Three quarters (74%) described an overall improvement with the comfort level of the environment in their home, with almost half (47%) claiming that this had improved a lot when compared with before.

Three fifths (61%) described an overall improvement with energy consumption for their home, with two fifths (40%) claiming that it had improved a lot.

Three in ten described an overall improvement in their personal health, with almost a fifth (18%) claiming that their health had improved a lot. Just over half (56%) claimed that they had experienced no change in their personal health.

Figure 29 Summary of differences experienced as improved (Respondents who have had Decent Homes works completed)



Unweighted sample bases vary

QR3. How would you describe the differences you have experienced since the works have been completed, compared with before in respect of ..?

The following table provides a full detail breakdown of the ratings given for the differences experienced.

In the main, respondents are able to provide a rating of the difference they have experienced and it can be seen that only a minority claim that they have experienced changes for the worse.

**Table 18 Differences experienced since Decent Homes works completed
(Respondents who have had works completed)**

	Improved a lot	Improved a little	No change	Got a little worse	Got a lot worse	Don't know	Too early to tell
Energy consumption for the home [440]	40%	21%	20%	4%	3%	3%	8%
Comfort level of environment within the home [418]	47%	27%	19%	2%	3%	2%	1%
Personal health [421]	18%	12%	56%	4%	4%	3%	3%

14.3 Annual Safety Check service on home heating system

All respondents were asked when 2010 Rotherham Ltd last carried out an Annual Safety Check/Service on their home's heating system.

Two fifths stated that the last safety check was carried out before July 2008 (41%) and two fifths since 1st July 2008. The remaining fifth (19%) couldn't recall when their last annual safety check had been conducted.

Analysing by area assembles shows that significantly more checks were completed before July 2008 and significantly less since 1st July 2008 in both Rotherham South and Wentworth South areas.

Table 19 Timing of last annual safety check/service on home heating system by Area Assembles⁹

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Before July 2008	41%	32%	52%	29%	36%	33%	58%	34%
Since 1st July 2008	40%	53%	22%	61%	35%	50%	23%	54%
Don't know / can't remember	19%	15%	27%	11%	30%	18%	19%	12%
Unweighted sample base	804	173	120	56	84	137	175	59

⁹ Shaded boxes denote statistically significant variations compared to Rotherham South and Wentworth South results

14.3.1 Energy efficiency leaflets and advice

All respondents were asked whether the 2010 Rotherham Ltd Heating Engineer had left either an Affordable Warmth leaflet or provided advice on how to use the heating system controls to minimise fuel bills at the time of the last Annual Safety Check.

Around a fifth (19%) stated that an Affordable Warmth leaflet had been left at the last safety check and a similar proportion (18%) had received advice about how to use the heating system controls to minimise their fuel bills. Three fifths had not received either a leaflet (58%) or advice (62%) at the last check.

Table 20 Advice provided by Heating Engineer at last Annual Safety Check (All valid respondents)

	Yes	No	Can't remember
Left Affordable Warmth Leaflet – to help customers keep heating bills down [777]	19%	58%	24%
Asked if needed advice on how to use heating system controls to minimise fuel bills [748]	18%	62%	20%

15 Aids and Adaptations

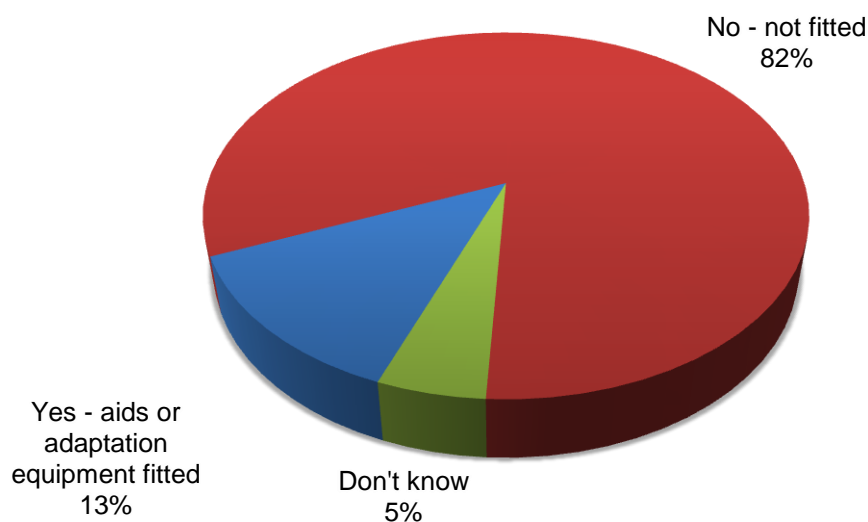
Further localised questions were added to the STATUS questionnaire to assess the impact on customer's health of the introduction of aids and adaptations.

15.1 Fitting aids and adaptations

All respondents were asked whether they had any aids or adaptation equipment fitted in the last 12 months.

Around one in eight (13%) of tenants indicated that they had either aids or adaptation equipment fitted in the past 12 months.

Figure 30 Fitting aids and adaptation equipment (All valid respondents)



Unweighted sample base = 801

QR6. Have you had any aids of adaptation equipment fitted in the last 12 months?

Aids or adaptation equipment was more likely to have been fitted in the homes of older respondents (19% aged 60 years plus) and those with a disability (19%).

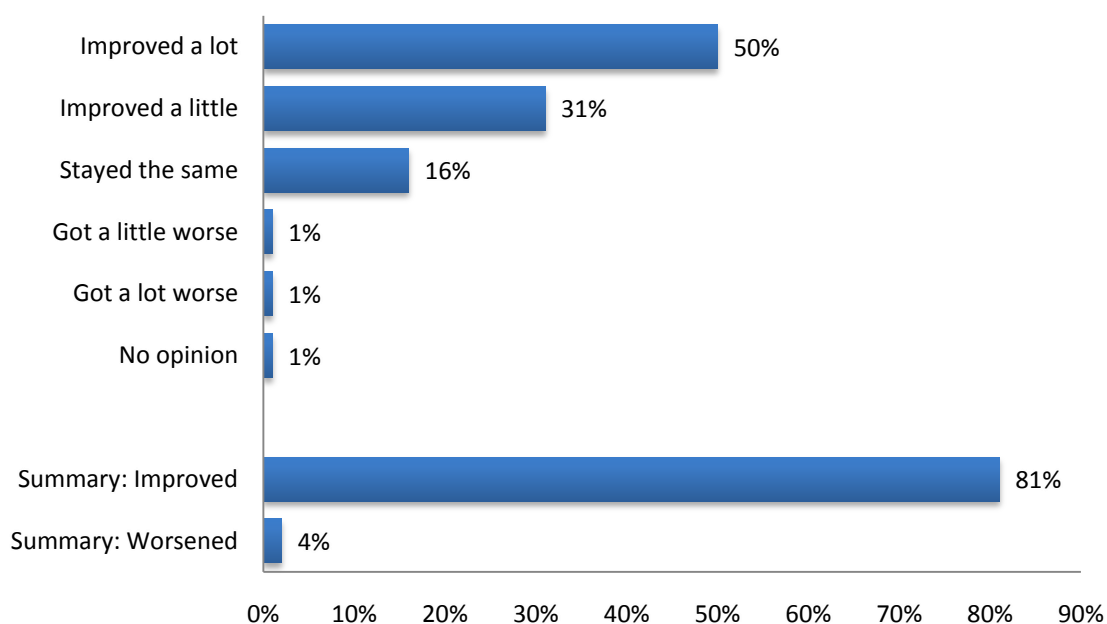
15.2 Difference made by aids or adaptations on personal health

All respondents who indicated they had an aid or adaptation equipment fitted in the last 12 months were asked to what extent it had made a difference to their own personal health.

Four fifths (81%) of those who have either an aid or adaptation fitted cited that there had been an improvement on their own personal health as a result. Half stated that their health had improved a lot.

A minority (2%) found their health had worsened.

Figure 31 Extent of difference made by aid or adaptation on personal health (Respondents who have had an aid or adaptation fitted)



Unweighted sample base = 101

QR7. To what extent do you think this has made a difference on your own personal health?

16 Further comments

All respondents were then asked if there was anything else they would like to say about their home or the services their landlord provides.

Table 21 Further comments – (All valid responses)

	%
POSITIVE COMMENTS	
Very satisfied / happy with my home	13
Staff are always helpful / friendly / polite	3
PROPERTY UPDATE COMMENTS	
Windows need replacing / repairing / install double glazing	8
Doors need repairing/replacing	8
Accommodation needs updating / modernising	6
Kitchen needs updating / repairing / need a new kitchen	4
Heating needs repairs/install central heating/heating system is inefficient	4
Bathroom needs updating / repairing / need a new bathroom	3
Problems with damp/condensation/mould	2
REPAIRS/MAINTENANCE SERVICE COMMENTS	
Repairs take too long / would like quicker repairs	11
Poor quality repairs	6
Property poorly maintained	4
Need help with repairs/better general maintenance	4
Need better quality workmanship	3
COMMUNICATION COMMENTS	
Need better communication with residents (don't listen)	10
Nothing is done about complaints	6
Staff are rude/have a poor attitude	2
SERVICE COMMENTS	
Generally poor level of service	7
Solve the parking problems/better parking facilities	6
Tree pruning / garden service needs improving	3
Property needs regular inspection	2
Pavements/footpaths need repairing	2
ASB COMMENTS	
Lack of cleanliness / rubbish in the streets / deal with rubbish / litter problem	4
Need to deal with anti-social behaviour problems	2
OTHER	
Would like / need bigger accommodation / property is too small	4
<i>All other comments by 1% or less</i>	
UNWEIGHTED BASE (230)	

17 Profile information

The following tables outline the unweighted demographic profile of the sample.

Table 22 Profile table

Length of tenancy/leasehold	Tenants %	Tenants base
Under 1 year	4	35
1 – 2 years	7	60
3 – 5 years	10	88
6 – 10 years	13	109
11 – 20 years	16	133
21+ years	46	396
Don't know / can't remember	2	19
Not provided	2	13
Lived in household		
Under 1 year	5	43
1 – 2 years	8	70
3 – 5 years	14	120
6 – 10 years	18	155
11 – 20 years	19	162
21+ years	34	286
Don't know / can't remember	1	8
Not provided	1	9
Household composition		
One adult under 60	14	120
One adult aged 60 or over	23	198
Two adults both under 60	10	83
Two adults, at least one 60 or over	20	168
Three or more adults, 16 or over	7	62
1-parent family with child/ren, at least one under 16	11	92
2-parent family with child/ren, at least one under 16	10	81
Other	3	24

Not provided	3	25
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Table 23 Profile table continued...

Ethnicity	Tenants %	Tenants base
White – British	98	832
White – Irish	*	2
Mixed (White and Asian)	*	3
Asian –Pakistani	*	2
Asian – other	*	2
Black – Caribbean	*	1
Black – African	*	2
Not provided	1	9
Gender		
Male	42	359
Female	52	442
Not provided	6	52
Disability in household		
Yes	57	483
No	40	344
Don't know	1	6
Not provided	2	20

Table 24 Profile table continued...

Wheelchair user in household	Tenants %	Tenants base
Yes	10	82
No	86	734
Don't know	*	1
Not provided	4	36
Employment status		
Employee in full time job (30 hours or more per week)	13	107
Employee in part time job (less than 30 hours per week)	7	60
Self-employed (full- or part-time)	1	6
Government supported training	*	1
Unemployed & available for work	6	53
Wholly retired from work	34	290
Full-time education at school etc.	1	6
Looking after the family or home	10	87
Permanently sick or disabled	17	142
Doing something else	1	6
Not provided	11	95
Age		
16 – 24 years	2	20
25 – 34 years	10	83
35 – 44 years	14	122
45 – 54 years	14	117
55 – 59 years	9	73
60 – 64 years	10	87
65 – 74 years	17	146
75 – 84 years	14	118
85+ years	4	35
Not provided	6	52

Table 25 Profile table continued...

Religion	Tenants %	Tenants base
None	18	153
Christian (all)	72	612
Buddhist	*	2
Jewish	*	1
Muslim	1	9
Any other religion	1	7
Prefer not to say	5	40
Not provided	3	29
Sexual orientation		
Heterosexual	64	544
Gay man	1	6
Gay woman	*	3
Bisexual	1	4
Other	3	25
Prefer not to say	13	114
Not provided	18	157
Receives housing benefit		
Yes	58	494
No	34	287
Don't know	2	18
Not provided	6	54
Income		
Earnings from employment	23	197
Pension from a former employer	18	149
State pension	39	333
Child benefit	21	177
Income support	28	242
Other state benefits	24	202
Tax credits	18	156
Interest from savings	2	20

Other kinds of regular allowance from outside the household	1	6
Other sources	2	19
No source of income	*	1
Not provided	6	49

Table 26 Profile table continued...

Net income	Tenants %	Tenants base
Up to £99 per week	14	119
£100 - £199 per week	38	323
£200 - £299 per week	18	157
£300 - £399 per week	4	36
£400 - £499 per week	3	24
£500 - £599 per week	1	10
£600 - £699 per week	1	7
£700 - £999 per week	*	1
£1000 + per week	*	2
Not provided	20	174

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