



NSDC STAR Survey 2021/22

Analysis Report – April 2022

viewpoint

Giving your
customers a voice



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EXECUTIVE SUMMARY

This report details the results of the 2021/22 Newark and Sherwood District Council STAR survey, delivered by Viewpoint Research CIC.

The survey provides an up-to-date and annual benchmark on levels of satisfaction amongst tenants in key service areas and a complement to monthly transactional data in these areas.

Results are presented to all questions, with comparisons made to the 2020/21 survey and also, where possible, to STAR benchmarking data, provided by Housemark. Results of statistical significance are highlighted.

Key findings from each section are presented below:

Services Overall

Overall satisfaction is 86.6%, a 0.9 point fall on the result achieved in the 2020/21 survey but four points above the STAR benchmark.

Results of the four Core questions in this section, all of which exceed the STAR benchmark figure, are below:

Overall satisfaction	86.6%
Overall quality of your home	85.0%
Providing a home that is safe and secure	91.4%
NSDC is easy to deal with	85.6%

The Net Promoter Score for 2021/22 is 37.6. This is 3.6 points above the STAR benchmark but a 13 point fall on the score achieved in 2020/21.

A Key Driver analysis showed that the strongest influencers to the overall satisfaction score were: 'Dealing with repairs and maintenance', 'Being easy to deal with', 'Listening to views and acting upon them', 'Overall quality of your home', and 'Providing a home that is safe and secure'.

Repairs & Maintenance

Satisfaction with the way NSDC deal with repairs and maintenance is at 79%, two points above the STAR benchmark. The core question 'satisfaction with the last repair', scored slightly higher at 83% but was a 4 point fall on the score achieved in 2020/21.

The overall repairs service provided by NSDC on this occasion	82.5%
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Anti-social Behaviour

Satisfaction on all aspects of the ASB service scored similarly to each other. The final outcome of the ASB complaint was the only one to improve its score from last year – to 55%. The others scored lower than previously as follows: the way the ASB complaint was handled (53%), NSDC being easy to deal with (57%) and that staff were knowledgeable (63%).

Lettings

The Lettings service scored the highest satisfaction of any service on the survey. The overall process and NSDC being easy to deal with both scored 95%. The condition of the home at the time of the letting improved to 83%.

Complaints

Complaints satisfaction was again the lowest throughout the survey. The way the complaint was handled (41%) and the final outcome (40%) both saw increases compared to 2020/21. Satisfaction with 'NSDC being easy to deal with' fell to 43%.

Dealing with Queries

Satisfaction scores in this section are quite stable compared to 2020/21 apart from a 7 point increase in NSDC being easy to deal with, which improved to 86%. Satisfaction with the way the call was handled scored 81%, and the information and advice provided scored 79%.

Neighbourhoods and estates

The key question in this section – 'How satisfied or dissatisfied are you with your neighbourhood as a place to live?' improved to 91.5% - eight points above the STAR benchmark.

Your home

Satisfaction with the gas servicing scored 94% while the heating and energy efficiency in homes scored 84%. There was a 12 point fall in satisfaction from the 2020/21 score with the emergency call system (Care line) to 80%.

Empowerment

Satisfaction with the key question 'Listening to your views and act upon them' scored 77%. This is 10 points above the STAR benchmark but a significant 5 point fall on 2020/21. The question 'NSDC gives the opportunity to make views known' scored 83% satisfaction – 14 points above the STAR benchmark.

Value for Money

This section scored highly. Satisfaction with value for money scored 90% - 6 points above the STAR benchmark while satisfaction that service charges are value for money scored 79% - 11 points above the STAR benchmark, although a significant fall on 2020/21.

1. Methodology

1.1 Questionnaire

The questionnaire used is identical to the one used in 2020/21 so full comparative data between the two is available. The questions were selected by NSDC following the launch of Housemark's new STAR framework in 2020. The questionnaire used is presented at Annex I.

1.2 Fieldwork

All surveys were completed independently by telephone. A data list was provided by NSDC of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during March and April 2022. In total 545 tenants took part in the survey giving the results a margin of error of +/- 4.0%, the required margin of error laid down by Housemark for statistical validity. 344 respondents were sheltered housing tenants with 201 general needs.

1.3 Data presentation

The report presents tables for all questions showing counts (actual number of responses) and percentages to one decimal place. Due to rounding some tables may not add up to exactly 100%. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together).

Tables highlighted in green refer to the latest results (2021/22), while those in gold show comparative results – from the 2020/21 survey and the STAR benchmark score. For simplicity all tables are shown excluding no replies or non-applicable responses. The 'Base' in each table indicates the size of respondent sample.

Brief written analysis is provided alongside the results with a summary of findings for each section presented in the Executive Summary.

1.4 Benchmarking

12 questions are benchmarked against the Housemark STAR database, with the benchmarking group being selected by NSDC as 'General Needs and Housing for Older people'. It features a range of providers nationwide (a maximum of 243) who have submitted STAR results under the new framework. The benchmarking score used is the median score for that group. Commentary will also highlight, where relevant, if scores are in the upper quartile of benchmark responses.

1.5 Demographics

The five core Housemark questions have also been analysed by customer type (General needs or Sheltered) and by geographical area. Notable differences in these variables are highlighted in the text. Due to the amount of geographic areas, differences with these are only highlighted if the difference related to the response of more than two tenants.

1.6 Statistical significance

Data has been analysed for statistical significance to compare the change in results between this year and 2020/21. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real but this cannot be stated with statistical confidence and may just be due to chance. All statistically significant differences are reported at the 95% confidence level.

1.7 Key Drivers

Key Drivers are used in the analysis to investigate how opinion-based questions have been influencers on overall satisfaction. A fuller explanation of this is found within section 2.1.1.

2. Services Overall

2.1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood District Council?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
545	236 43.3%	236 43.3%	26 4.8%	25 4.6%	22 4.0%

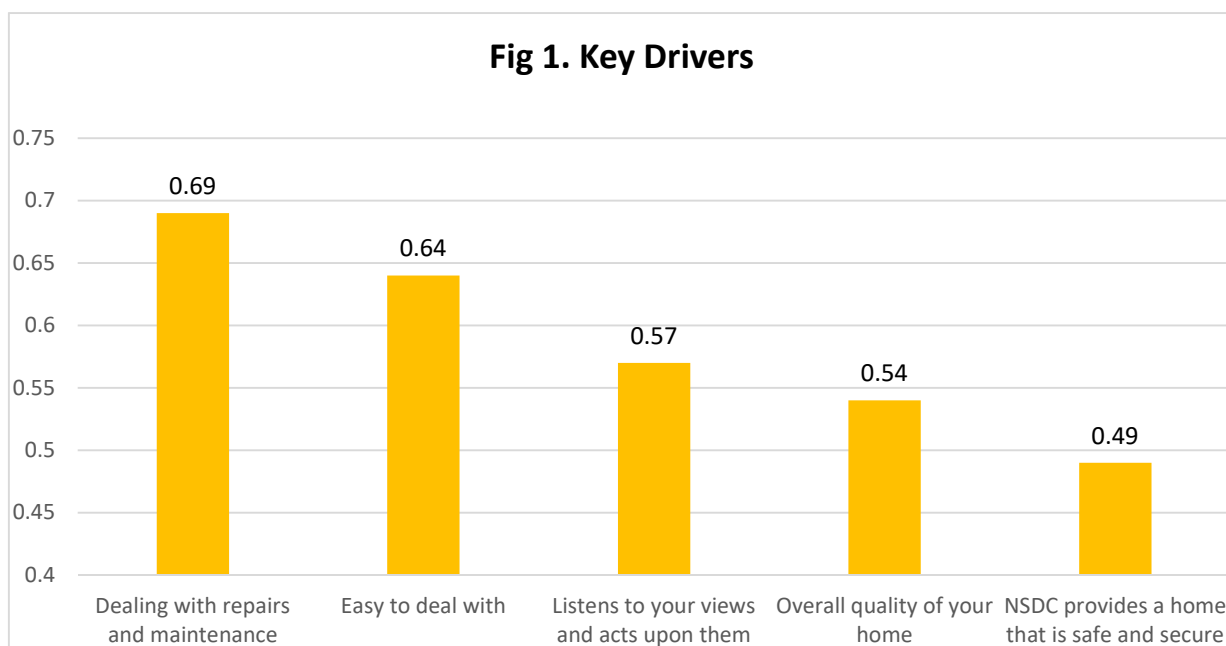
2021/22	2020/21	+/- %	STAR benchmark
86.6%	87.5%	-0.9	83.0%

- Overall satisfaction is 86.6%, a 0.9 point fall on the 2020/21 survey. It is not a statistically significant change.
- The score is 3.6 points above the STAR benchmark. The results sits in the middle quartile of Housemark responses, below the upper quartile benchmark figure from Housemark of 88.0%.
- The score is below the results received from the programme of transactional surveys for 2021/22 which showed an average overall satisfaction score of 93%.
- The satisfaction levels of Supported Housing tenants is 87.3% - slightly higher than General Needs tenants at 85.1%.
- There were no major geographic differences. The three lowest scoring geographic areas (where more than two tenants were dissatisfied) were: Farnsfield (80%), New Ollerton (82%) and Farndon (84%).

2.1.1 Key Drivers to Overall satisfaction

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which other opinion questions were most related to the overall satisfaction score.

The analysis was performed with all opinion based questions, with a response base of above 250. The top key drivers can be seen in Figure 1, below:



Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

- The strongest correlation to the overall satisfaction score is 'Dealing with repairs and maintenance' (0.69). This was also the top driver last year. There is a small fall in satisfaction on this question that correlates with the small fall in overall satisfaction.
- The pattern is the same for all of the other 4 key drivers, with all experiencing a small fall in satisfaction this year.
- Being 'easy to deal with' was also the second key driver in 2020/21 while 'Listens to your views and acts upon them' and 'Overall quality of your home' also both featured. 'Providing a home that is safe and secure' was the only key driver not to feature in the top 5 last year.

2.2 Satisfaction with key tenancy measures

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall quality of your home	545	242 44.4%	221 40.6%	30 5.5%	32 5.9%	20 3.7%
That NSDC provides a home that is safe and secure	544	272 50.0%	225 41.4%	11 2.0%	24 4.4%	12 2.2%
That NSDC is easy to deal with	536	224 41.8%	235 43.8%	34 6.3%	24 4.5%	19 3.5%

	Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
I have a good quality of life in my home	539	136 25.2%	340 63.1%	24 4.5%	31 5.8%	8 1.5%
NSDC is providing the service I expect from my landlord	538	140 26.0%	324 60.2%	30 5.6%	30 5.6%	14 2.6%

	2021/22	2020/21	+/- %	STAR benchmark
Overall quality of your home	85.0%	85.7%	-0.7	81.5%
That NSDC provides a home that is safe and secure	91.4%	93.8%	-2.4	84.6%
That NSDC is easy to deal with	85.6%	87.1%	-1.5	81.1%
I have a good quality of life in my home	88.3%	90.0%	-1.7	N/A
NSDC is providing the service I expect from my landlord	86.2%	86.9%	-0.7	N/A

- There have been small falls in satisfaction with all questions in this section, but all scores remain above 85%.
- Satisfaction with overall quality of the home is 3.5 points above the STAR benchmark. The benchmark has fallen notably this year to 81.5% from 85.6%.
- Providing a home that is safe and secure fell by the biggest margin in this section – a change that was not statistically significant. The satisfaction score of 91.4% is 6.8 points above the STAR benchmark and in the upper quartile of responses.
- NSDC being easy to deal was also comfortably above the STAR benchmark at 85.6% satisfaction.
- The 3 lowest scoring geographical areas (where more than two tenants were dissatisfied) for each core question in this section were:

Overall quality of your home: Carlton on Trent (25%), Farndon (63%), Farnsfield (73%).

NSDC provides a home that is safe and secure: Coddington (57%), Blidworth (85%), Bilsthorpe (88%), Southwell (88%)

NSDC is easy to deal with: Collingham (75%), New Ollerton (80%), Clipstone (83%)

- For all three Core questions Sheltered Housing tenants were 1 to 3 points more satisfied than General Needs, which is a similar picture to last year.

2.3 Do you feel NSDC's services have become better or worse in the last 12 months?

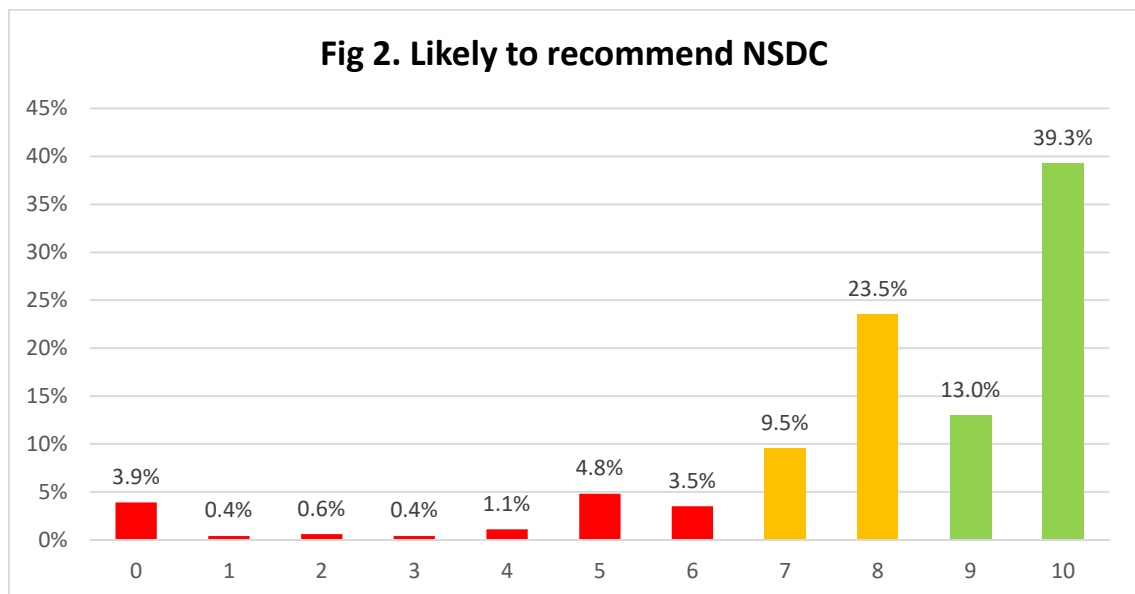
Base	Better	About the same	Worse
538	105 19.5%	362 67.3%	71 13.2%

2021/22	2020/21	+/- %
86.8%	85.7%	+1.1

- A small increase in tenants believe that services have improved or at least stayed the same in the last 12 months.

2.4 How likely would you be to recommend Newark and Sherwood District Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

Results are shown in Figure 2 below:



Note - The net promoter question is used to gauge customer loyalty and is typically measured on an 11 point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100.

- The Net Promoter Score for 2021/22 is 37.6, a fall of 7.7 points on 2020/21 and at similar levels to that scored in 2018/19. The score is above the STAR median benchmark of 34.0.
- The percentage of detractors is almost identical to the previous year (14.7% compared with 15%). The difference in NPS has arisen because the number of promoters has fallen with the number of passives (scores of 7 or 8) increasing by an equivalent amount. Promoters in 2020/21 totalled 60.4% compared to 52.3% in this survey.

3. Repairs & Maintenance

3.1 Generally, how satisfied or dissatisfied are you with the way Newark and Sherwood District Council deal with repairs and maintenance?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
533	200 37.5%	219 41.1%	40 7.5%	34 6.4%	40 7.5%

2021/22	2020/21	+/- %	STAR benchmark
78.6%	80.2%	-1.6	76.6%

- Satisfaction with the repairs service is at 78.6%, a small fall on 2020/21. The change is not statistically significant.
- The score remains 2 points above the STAR benchmark figure.
- This question is the top key driver to overall satisfaction, demonstrating how important repairs are to tenants' perception of overall satisfaction (Section 2.1.1). The small fall in satisfaction on this question is reflected in the small fall in overall satisfaction.
- Satisfaction with General needs tenants was higher this year (79.8%) than with sheltered housing tenants (75.9%), a reversal of the previous trend for higher satisfaction among sheltered housing tenants.

3.2 Have you had any repairs to your home in the last 12 months?

Base	Yes	No
545	336 61.7%	209 38.3%

- 62% of respondents reported having a repair in the last 12 months compared to 49% in 2020/21, a notable increase.

3.3 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC was easy to deal with	330	161 48.8%	124 37.6%	11 3.3%	20 6.1%	14 4.2%
Time taken before work started	328	126 38.4%	131 39.9%	17 5.2%	35 10.7%	19 5.8%
The repair being done 'right first time'	328	161 49.1%	88 26.8%	19 5.8%	35 10.7%	25 7.6%
The repairs service you received on this occasion	332	153 46.1%	121 36.4%	19 5.7%	24 7.2%	15 4.5%

	2021/22	2020/21	+/- %	STAR benchmark
NSDC was easy to deal with	86.4%	89.3%	-2.9	N/A
Time taken before work started	78.3%	80.1%	-1.8	N/A
The repair being done 'right first time'	75.9%	80.3%	-4.4	N/A
The repairs service you received on this occasion	82.5%	86.9%	-4.4	83.2%

- Satisfaction with these questions has again fallen slightly compared to the previous year.
- As with last year 'that NSDC was easy to deal with' recorded the highest satisfaction in this section despite a near 3 point decrease.
- Satisfaction with the Core question 'The repairs service you received on this occasion' fell by 4.4 points to 82.5% and is the only Core question on the whole survey below the STAR benchmark, albeit by only 0.7 points. The fall in satisfaction is not statistically significant.
- The score is below the overall satisfaction results for the Repairs transactional surveys in 2021/22 which show a highly satisfied view of the service at 94%. It suggests that an element of perception may be used by respondents when answering this question.
- The three lowest scoring geographical areas (where more than two tenants were dissatisfied) were: Wellow (40%), Bilsthorpe (67%), Edwinstowe (70%)
- General needs tenants were slightly more satisfied than Sheltered – by 1.2 points.

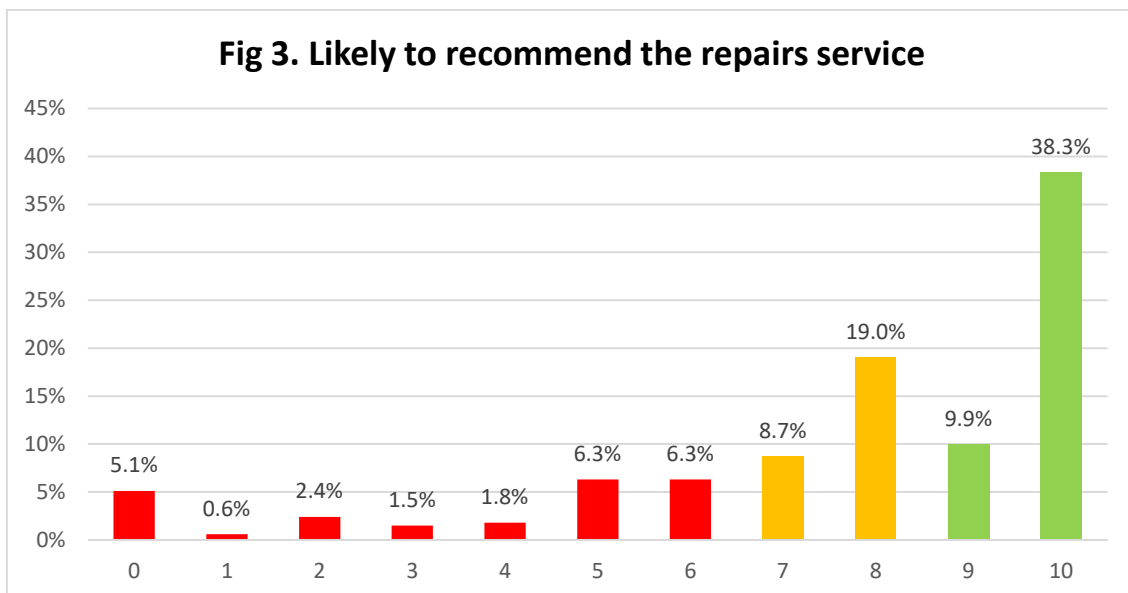
3.4 Did the contractor show proof of identity?

Base	Yes	Unsure	No
336	246 73.2%	40 11.9%	50 14.9%

2021/22	2020/21	+/- %
73.2%	78.3%	-5.1

- 73% of customers were sure that the contractor showed ID, a 5 point decrease on 2020/21.

3.5 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?



- The Repairs Net Promoter Score for 2021/22 is 24.2, a fall on the score of 39 achieved in 2020/21.
- There was only a 4% increase in detractors (scores of 0-6) as the greater change was with the number of passive responses (7-8) which grew by 7% at the expense of the promoters.

4. Anti-social Behaviour

4.1 Have you reported anti-social behaviour to Newark and Sherwood District Council in the last 12 months?

Base	Yes	No
545	30 5.5%	515 94.5%

- The number of respondents reporting an ASB case in the last 12 months fell from 6.1% to 5.5%.

4.2 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following?

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your ASB complaint was handled	30	6 20.0%	10 33.3%	1 3.3%	9 30.0%	4 13.3%
NSDC was easy to deal with	30	8 26.7%	9 30.0%	4 13.3%	6 20.0%	3 10.0%
The member of staff dealing with it was knowledgeable	30	8 26.7%	11 36.7%	4 13.3%	4 13.3%	3 10.0%
The final outcome of your ASB complaint	29	4 13.8%	12 41.4%	3 10.3%	7 24.1%	3 10.3%

	2021/22	2020/21	+/- %
The way your ASB complaint was handled	53.3%	63.6%	-10.3
NSDC was easy to deal with	56.7%	77.5%	-20.8
The member of staff dealing with it was knowledgeable	63.4%	78.8%	-15.4
The final outcome of your ASB complaint overall	55.2%	45.4%	+9.8

- Satisfaction with the process of dealing with ASB complaints has fallen on three of the four measures, most notably with NSDC being easy to deal with which fell over 20 points to 56.7%, and staff being knowledgeable which fell 15 points to 63%. It should be considered that the small sample size of just 30 for this section means that large fluctuations in results are quite likely.
- The final outcome of the complaint was the only measure to increase in satisfaction, up by nearly 10 points to 55.2%
- The results are lower than on the ASB transactional surveys where overall satisfaction for the service was 70% for 2021/22.

5. Lettings

5.1 Have you rented a new property in the past 12 months?

Base	Yes	No
545	41 7.5%	504 92.5%

- 7.5% of respondents rented a new property, an increase on the 5% in 2020/21.

5.2 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall condition of your home at the time of letting	41	23 56.1%	11 26.8%	3 7.3%	4 9.8%	- -
NSDC was easy to deal with	40	24 60.0%	14 35.0%	2 5.0%	- -	- -
The overall lettings process	41	23 56.1%	16 39.0%	2 4.9%	- -	- -

	2021/22	2020/21	+/- %
The overall condition of your home at the time of letting	82.9%	72.0%	+10.9
NSDC was easy to deal with	95.0%	88.0%	+7
The overall lettings process	95.1%	92.0%	+3.1

- The Lettings process is the highest scoring service in the STAR survey.
- The overall process and being easy to deal both scored 95% satisfaction and with notable increases on the 2020/21 scores.
- As with last year, the condition of the home at the time of the letting was the lowest scoring question, but 82.9% satisfaction was an 11 point increase on 2020/21.
- The increases in satisfaction are not surprising when the results of the transactional surveys throughout the year are considered – for 2021/22 the overall satisfaction score for Lettings was 98%.

6. Complaints

6.1 Have you made a complaint to NSDC in the past 12 months?

Base	Yes	No
545	54 9.9%	491 90.1%

- 9.9% of respondents reported making a complaint in the past year, compared to 9.4% in 2020/21.

6.2 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your complaint was handled	54	6 11.1%	16 29.6%	4 7.4%	10 18.5%	18 33.3%
NSDC was easy to deal with	53	7 13.2%	16 30.2%	8 15.1%	9 17.0%	13 24.5%
The final outcome of your complaint	48	6 12.5%	13 27.1%	2 4.2%	9 18.8%	18 37.5%

	2021/22	2020/21	+/- %
The way your complaint was handled	40.7%	31.4%	+9.3
NSDC was easy to deal with	43.4%	56.0%	-12.6
The final outcome of your complaint	39.6%	31.3%	+8.3

- There is some fluctuation in the scores compared to last year. Overall the questions in this section remain the lowest throughout the whole survey but there were notable increases in satisfaction for the way the complaint was handled and the final outcome.
- NSDC being easy to deal with remained the highest scoring aspect despite a 12.6 point fall in satisfaction.
- The scores in this section are lower than the overall satisfaction scores for the Complaints transactional surveys, which was 63% for 2021/22.

7. Dealing with queries

7.1 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?

Base	Yes	No
545	160 29.4%	385 70.6%

- An increased number of respondents answered this section this year - 29.4% - up from 22.2% in 2020/21.

7.2 Thinking about your recent call, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your call was handled	160	77 48.1%	53 33.1%	9 5.6%	10 6.3%	11 6.9%
NSDC was easy to deal with	160	76 47.5%	61 38.1%	7 4.4%	6 3.8%	10 6.3%
The information and advice provided by staff	158	66 41.8%	58 36.7%	11 7.0%	13 8.2%	10 6.3%

	2021/22	2020/21	+/- %
The way your call was handled	81.2%	80.2%	+1
NSDC was easy to deal with	85.6%	78.3%	+7.3
The information and advice provided by staff	78.5%	80.1%	-1.6

- The scores for 'The way your call was handled' and 'Information and advice provided' are similar to last year.
- Being easy to deal with saw a notable increase to 85.6%, up by 7.3 points.
- The transactional surveys measure satisfaction with the service from the customer services call centre, which is not directly measured by this section but is a useful point of comparison nonetheless. Overall satisfaction in 2021/22 on these transactional surveys was 89% so just slightly higher than the scores in this section.

8. Neighbourhoods & Estates

8.1 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
542	298 55.0%	198 36.5%	10 1.8%	21 3.9%	15 2.8%

2021/22	2020/21	+/- %	STAR benchmark
91.5%	90.1%	+1.4	83.4%

- Satisfaction is 91.5%, a small, non-significant, increase on 2020/21 and 8.1 points above the STAR benchmark.
- In a change from last year, satisfaction among General Needs tenants was slightly higher (93.4%) than with sheltered housing tenants (90.7%).

8.2 In the last three years, would you say your neighbourhood has got better or worse?

Base	Better	About the same	Worse
541	71 13.1%	380 70.2%	90 16.6%

2021/22	2020/21	+/- %
83.3%	84.1%	-0.8

- The result is very similar to last year, which is unsurprising as the neighbourhood is being judged over a three year period.

8.3 To what extent is rubbish or litter a problem in your neighbourhood?

Base	Major problem	Minor problem	Not a problem
542	71 13.1%	124 22.9%	347 64.0%

2021/22	2020/21	+/- %
36.0%	34.5%	+1.5

- 36% say that rubbish or litter is either a major or minor problem, a very small increase on the 2020/21 result.

8.4 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The grounds maintenance, such as grass cutting	433	153 35.3%	191 44.1%	24 5.5%	42 9.7%	23 5.3%
That NSDC keeps communal areas clean and safe	277	98 35.4%	141 50.9%	8 2.9%	22 7.9%	8 2.9%
The cleaning of the Internal communal areas	199	61 30.7%	115 57.8%	12 6.0%	6 3.0%	5 2.5%
The cleaning of the External communal areas	230	76 33.0%	136 59.1%	2 0.9%	9 3.9%	7 3.0%

	2021/22	2020/21	+/- %
The grounds maintenance, such as grass cutting	79.4%	81.6%	-2.2
That NSDC keeps communal areas clean and safe	86.3%	88.1%	-1.8
The cleaning of the Internal communal areas	86.7%	87.4%	-0.7
The cleaning of the External communal areas	92.1%	85.8%	+6.3

- Satisfaction is high in this section and at similar levels to 2020/21.
- Satisfaction with the cleaning of the external communal areas has risen by a notable 6.3 points while keeping communal areas clean and safe and the cleaning of internal areas are both at very similar levels.
- Grounds maintenance and grass cutting was the lowest scoring question in this section at 79.4%. But this compares favourably with this question on the transactional surveys where the annual score for 2021/22 was 70%.

9. Your home

9.1 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously?

Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
513	145 28.3%	296 57.7%	30 5.8%	26 5.1%	16 3.1%

2021/22	2020/21	+/- %
86.0%	84.6%	+1.4

- The score has risen this year to 86%.

9.2 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gas servicing arrangements	476	227 47.7%	219 46.0%	9 1.9%	13 2.7%	8 1.7%
The heating and energy efficiency of your home	522	171 32.8%	267 51.1%	32 6.1%	32 6.1%	20 3.8%
The emergency call system	144	56 38.9%	59 41.0%	8 5.6%	16 11.1%	5 3.5%

	2021/22	2020/21	+/- %
Gas servicing arrangements	93.7%	94.9%	-1.2
The heating and energy efficiency of your home	83.9%	87.9%	-4.0
The emergency call system	79.9%	92.3%	-12.4

- Satisfaction with gas servicing arrangements fell slightly but still scored highly at 94%. It is comparable with the overall satisfaction score for the gas servicing on the transactional surveys - 96% for 2021/22.
- A fall in satisfaction with heating and energy efficiency, to 84%, might be expected considering current cost pressures on energy.
- The 12 point fall in satisfaction with the emergency call system (Care line) is not so obviously explainable, although this question was only answered by 144 respondents, possibly exaggerating dissatisfaction.

10. Empowerment

10.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC listens to your views and acts upon them	460	121 26.3%	233 50.7%	42 9.1%	41 8.9%	23 5.0%
NSDC gives the opportunity to make your views known	457	116 25.4%	264 57.8%	21 4.6%	36 7.9%	20 4.4%
That NSDC gives you a say in how services are managed	384	89 23.2%	212 55.2%	30 7.8%	37 9.6%	16 4.2%
Opportunities to participate in NSDC's decision making	327	64 19.6%	183 56.0%	35 10.7%	32 9.8%	13 4.0%
The ability to interact with NSDC in the way you prefer	492	160 32.5%	274 55.7%	27 5.5%	20 4.1%	11 2.2%

	2021/22	2020/21	+/- %	STAR benchmark
NSDC listens to your views and acts upon them	77.0%	81.8%	-4.8	67.0%
NSDC gives the opportunity to make your views known	83.2%	86.6%	-3.4	69.0%
That NSDC gives you a say in how services are managed	78.4%	83.6%	-5.2	N/A
Opportunities to participate in NSDC's decision making	75.6%	82.2%	-6.6	N/A
The ability to interact with NSDC in the way you prefer	88.2%	89.3%	-1.1	N/A

- All questions in this section have experienced falls in satisfaction compared to 2020/21.
- The key perception question 'Listening to your views and acting upon them' fell 4.8 points to 77% - a significant decrease.
- However the two key perception questions are both well above the STAR benchmark and in the upper quartile of responses. Listening to your views and acting upon them is 10 points above the benchmark while Giving the opportunity to make views known is 14 points above.
- As with last year, the highest scoring question in this section is satisfaction with 'being able to interact with NSDC how they prefer' at 88.2%, which has only fallen slightly from the 2020/21 score.

11. Value for Money

11.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your rent provides value for money	505	182 36.0%	273 54.1%	19 3.8%	22 4.4%	9 1.8%
Your service charges provide value for money	292	68 23.3%	162 55.5%	20 6.8%	23 7.9%	19 6.5%
The advice and support with managing your finances	186	69 37.1%	97 52.2%	8 4.3%	6 3.2%	6 3.2%

	2021/22	2020/21	+/- %	STAR benchmark
Your rent provides value for money	90.1%	90.6%	-0.5	84.5%
Your service charges provide value for money	78.8%	85.3%	-6.5	68.2%
The advice and support with managing your finances	89.3%	90.9%	-1.6	N/A

- 90% of respondents were satisfied their rent is value for money. This is a small fall on last year but nearly 6 points above the STAR benchmark.
- Satisfaction that service charges are value for money has fallen by a statistically significant 6.5 points. It is still above the score achieved in 2018/19 and despite the drop in satisfaction it remains nearly 11 points above the STAR benchmark.
- Satisfaction with the advice and support with managing your finances also fell slightly, but still scored highly at 89%.
- General Needs tenants are considerably happier that service charges provide value for money - 93% satisfaction compared to 75% for Sheltered Housing tenants.

Annex 1 – Questionnaire

Newark and Sherwood District Council

STAR survey 2021/22

- Q1 So firstly, taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood District Council?
- Very satisfied
 - Fairly satisfied
 - Neither
 - Fairly dissatisfied
 - Very dissatisfied
- Q2 How satisfied or dissatisfied are you:
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. With the overall quality of your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. That NSDC provides a home that is safe and secure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. That NSDC is easy to deal with | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q3 To what extent do you agree or disagree with the following?
- | | Agree strongly | Agree | Neither | Disagree | Disagree strongly |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. I have a good quality of life in my home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. NSDC is providing the service I expect from my landlord | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q4 Do you feel NSDC's services have become better or worse in the last 12 months?
- Better
 - About the same
 - Worse
- Q5 How likely would you be to recommend NSDC to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?
- 0
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10

Repairs

Q6 Generally, how satisfied or dissatisfied are you with the way NSDC deal with repairs and maintenance?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Q7 Have you had any repairs to your home in the last 12 months?

- Go to Q8 Yes
- Go to Q11 No

Q8 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	N/A
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall repairs service provided by NSDC on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Did the contractor show proof of identity?

- Yes
- Unsure
- No

Q10 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all and 10 is extremely likely?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

ASB

Q11 Have you made an anti-social behaviour complaint in the past 12 months?

- Go to Q12 Yes
 Go to Q13 No

Q12 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The way your ASB complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The member of staff dealing with your ASB complaint was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lettings

Q13 Have you rented a new property in the past 12 months?

- Go to Q14 Yes
 Go to Q15 No

Q14 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
a. The overall condition of your home at the time of letting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall lettings process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

Q15 Have you made a complaint to NSDC in the past 12 months?

- Go to Q16 Yes
 Go to Q17 No

Q16 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The way your complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Call Centre

Q17 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?

- Go to Q18 Yes
 Go to Q19 No

Q18 Thinking about your recent call, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The way your call was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhoods and Estates

Q19 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- Very satisfied
 Fairly satisfied
 Neither
 Fairly dissatisfied
 Very dissatisfied

Q20 In the last three years, would you say your neighbourhood has got better or worse?

- Better
 About the same
 Worse

Q21 To what extent is rubbish or litter a problem in your neighbourhood?

- Major problem
 Minor problem
 Not a problem

Q22 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
a. The grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That NSDC keeps communal areas associated with your home clean and safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The cleaning of the Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The cleaning of the External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

- Q23 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously.
- Agree strongly
 - Agree
 - Neither
 - Disagree
 - Disagree strongly

- Q24 How satisfied or dissatisfied are you with:
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | N/A |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Gas servicing arrangements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The heating and energy efficiency of your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The emergency call system (careline). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Empowerment

- Q25 How satisfied or dissatisfied are you:
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | N/A |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. That NSDC listens to your views and acts upon them | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. That NSDC gives you the opportunity to make your views known | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. That NSDC gives you a say in how services are managed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. With opportunities given to you to participate in NSDC's decision making processes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. With the ability to interact with NSDC in the way you prefer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Value for Money

Q26	How satisfied or dissatisfied are you that:						
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
	a. Your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Your service charges provide value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. the advice and support you receive from NSDC with managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Is there anything else you would like to say about your home and/or the services Newark and Sherwood District Council provides?

Q27a Would you like Newark and Sherwood District Council to know who you are **for this question (Q27) only?**

- Yes
- No