

Meeting of:	Homes and Safe Communities Scrutiny Committee
Date of Meeting:	Wednesday, 11 October 2023
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Tenant Satisfaction Survey (STAR) Results
Purpose of Report:	To share feedback from Council housing tenants regarding housing and building services.
Report Owner:	Nick Jones – Operational Manager, Public Sector Housing
Responsible Officer:	Miles Punter - Director of Environment and Housing
Elected Member and Officer Consultation:	<p>This report will affect all Council tenants and therefore no individual ward member consultation has been undertaken.</p> <p>The report has been reviewed by Officers from the Legal and Finance teams</p>
Policy Framework:	This report is within the Policy Framework and Budget.
Executive Summary:	<ul style="list-style-type: none"> • The report sets out the headline results from the latest large-scale Tenant Satisfaction Survey. This was a Survey sent out to all Council tenants asking them about their satisfaction with the services provided by Housing and Building Services. • This Survey results highlight what tenants think about housing and building services and also gives an indication of what tenants think are priority areas for the Council to address. The Survey methodology used means that it is possible to compare changes in satisfaction since 2016 (when the first STAR survey was completed) but also allows us to make comparisons with peer organisations. The Survey results are being used to drive future improvements in key services, this is being done by an action plan and several task and finish groups focussing on issues identified in the results. • A copy of the full report can be accessed at Appendix A.

Recommendation

1. That Scrutiny consider the report highlighting the feedback provided by Council housing tenants.

Reason for Recommendation

1. To ensure that tenant views and priorities are understood, and an appropriate range of responses are put in place to drive future improvements in tenant satisfaction.

1. Background

- 1.1 Tenant satisfaction data is an important way to measure the effectiveness of Housing and Building services. The feedback identifies things that work well and also areas where people are less satisfied, as well as identifying issues which are the most important – so they can be prioritised for future action.
- 1.2 The Survey was carried out using the STAR (Survey of Tenants and Residents) methodology, this is a standard approach adopted by many social landlords. The use of standardized questions chosen from a catalogue and the inclusion of ‘core’ questions mean that results can be benchmarked, and comparisons made.
- 1.3 Previous Tenant Satisfaction Surveys were carried out in 2016 and 2019 and the results provide a useful baseline. A number of changes have been made since 2019 and it was an appropriate time to gather more up to date information to measure the direction of travel. In addition, the Welsh Government have indicated they would expect to see tenant satisfaction data from social landlords refreshed every 2 to 3 years.
- 1.4 The questions used in the Survey were mainly about perceptions; this means tenants were asked to score a range of things, even if they had not had direct first-hand experience of receiving that service. For example, some tenants might not have had a reason to get in touch; however they were still able to provide feedback on whether staff were friendly and approachable. This approach was adopted as it was important to hear from as many people as possible. Also, perceptions are a very powerful influencer of opinions about the Council. Typically, satisfaction results are around 15% lower than those derived from transactional satisfaction surveys e.g. asking people after a repair to rate their level of satisfaction with that repair.

2. Key Issues for Consideration

- 2.1** The Survey went out to all Council tenants by email (where email addresses were held) and in the post to non-respondents and to tenants where an email address was not held. 925 responses were received, and this means there can be high levels of confidence with the data.
- 2.2** In terms of headline results, seven core questions were asked in the Survey; these are overarching questions about key parts of the service. There are high levels of satisfaction however the scores have deteriorated in some areas when compared against previous survey results. The table below shows the results for each core question:

	Vale 2016	Vale 2019	Vale 2022	Sector median
Satisfaction overall	81	84	76	85
Quality of home	83	83	80	81
Value for money of rent	85	83	75	89
Value for money of service charge	77	75	60	78
Listens and acts on views	68	66	54	69
Repairs and maintenance overall	76	76	81	82
Neighbourhood as a place to live	88	90	83	85

- 2.3** The context within which the Survey was carried out is relevant. The Surveys were completed after the Covid-19 pandemic when there had been extensive disruption to services and periods of time when 'emergency only' services had been delivered in line with Government guidelines around keeping people safe and minimising the spread of Covid-19. Also relevant is the 'cost of living' crisis which has seen rising prices put immense strain of household finances. The pandemic and the cost-of-living crisis has seen reductions in satisfaction across the UK social housing sector. The sector median scores continue to reduce as social landlords carry out up to date surveys of their tenants' satisfaction.
- 2.4** Analysis carried out across the Social Housing sector by Housemark earlier in 2023 found that overall satisfaction has dropped by 5 percentage points to 79% since 2019.
- 2.5** Whilst satisfaction levels remain generally high, it is disappointing to note reductions across many key service areas over the last three years. This data provides the opportunity to tackle concerns and prioritise the things which are most important to tenants.

- 2.6** The most important issue, by far is repairs and maintenance. This is the same for tenants in general needs accommodation and sheltered housing. The satisfaction level for repairs trends close to the sector median, with 81% of tenants who had a repair completed in the last 12 months reporting they were satisfied or very satisfied with the service. The repairs service was hit very hard during Covid, so it is reassuring that tenants continue to value. The breakdown in repairs satisfaction highlight some scope to improve performance in the ability to make appointments and the waiting time for repairs to be completed. Given the importance of repairs to tenants, improvements in these areas are likely to have a significant impact on overall satisfaction.
- 2.7** ‘Keeping residents informed’ has also been identified as a priority by just under a third of tenants. This is emphasised with the lower-than-average satisfaction levels regarding ‘listening to views and acting on them’. There is a danger that another effect of the pandemic is that tenants feel they have lost their voice and have not been able to maintain contact with Housing staff.
- 2.8** Satisfaction with neighbourhoods has remained high and is highest within tenants in the western Vale. The majority of tenants reporting that the quality of their neighbourhood has remained the same over the last few years. Key concerns however relate to the appearance of their neighbourhoods, with car parking, rubbish, litter and grounds maintenance being raised as concerns by many people. On a positive note the concerns relating to criminal activity, vandalism and racial harassment or low.
- 2.9** There has been a deterioration in satisfaction with ‘rent as value for money’ from 2019. Whilst rent levels have increased in that time frame these increases have been modest and about half of inflation. This highlights affordability as a growing concern, especially within a context of rising prices and in particular increasing fuel and food costs which are putting huge pressures on household budgets. Whilst council rents remain low, there is work to be done to highlight what the rent money is spent on and driving service improvements so that tenants feel this offers true value for money.
- 2.10** In order to drive improvements in key areas, several task and finish groups have been established, to look at service accessibility, the environment on council estates and what information is provided to tenants.
- 2.11** Significant progress has been made in a number of key areas including: the relaunch of the Vale Homes tenant newsletter. The bright new, colourful format was packed with news and information about a variety of topics from volunteering, to getting involved, changes to waste disposal, through to advice on dealing with money worries. The newsletter also contained a contact details page for Housing staff, including photographs (so tenants can recognise staff when they are out and about), email addresses and direct dial phone numbers. This is designed to make it easier to be able to contact the right person when they are needed. Work has already started drafting the second edition of the

newsletter which will incorporate feedback from the previous edition and also input from the Council's Service Quality Assessors (these are a panel of tenants who review Council services).

- 2.12** Also in terms of accessibility, a new ICT Solution has also been implemented across the Council to help improve customer contact and make it easier to contact staff. Calls to the Council's C1V Contact Centre are recorded through this, and where C1V staff are not able to help there and then, the request is allocated to one of the Housing teams. Staff monitor these requests regularly and aim to get back in touch with customers promptly. Managers also check these requests.
- 2.13** Post Covid, the emphasis has also been for Housing staff to spend more time on site, visiting tenants and spending time within the communities. Staff carry out monthly checks of all communal areas in blocks of flats and they also carry out regular estate inspections, where we identify concerns like fly tipping, damage to property, overgrown green spaces etc.
- 2.14** The 'new tenant' move in process has also been updated in light of feedback. Property sign ups now take place at the Civic Offices and include a session with a specialist Money Advisor to assist new tenants ensure the right forms have been completed and any relevant benefit claims made. A new look information pack and tenants' handbook has also been produced and includes useful details about a range of things to try and make the 'move in' process a little easier.
- 2.15** A new computer system for repairs has also recently been implemented. This will make it easier to report repairs and book appointments. Importantly, there will be an ability to report repairs online, giving tenants the flexibility to report things when it is convenient for them (including at evenings and weekends). It also cuts down on waiting times in the telephone queue and supports the Council's Digital Transformation work, where we are improving the range of Council services which can be accessed on-line. For those who wish to continue to contact us by phone or in person, they will still be able to do this.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

Long term

- 3.1** Listening to tenants and taking account of views and priorities will help ensure services are sustainable and tenant focussed on the longer term.

Prevention

- 3.2** The Survey results provide an early warning indicator regarding issues with key or challenges with key services from a tenant perspective. This enables changes to be made and additional measures to be put in place to prevent deterioration and drive improvements. Prevention continues to be a theme running through

most housing services from preventing rent arrears accumulating through to preventing tenancies from failing.

Integration

- 3.3** Tenants expect seamless services and not to be referred between different teams or different members of staff. The patch based; Neighbourhood Management approach is designed to ensure that tenants have a dedicated member of staff who can assist them with a broad range of issues.

Collaboration

- 3.4** Many key services are delivered in collaboration with other organisations and agencies, including support providers, the Police, Education and Social Services. A joint collaborative approach is critical to providing seamless services to Council tenants and getting this right will have positive impacts on tenant satisfaction.

Involvement

- 3.5** Feedback from individual tenants and Tenants Groups is used to inform services delivered by the Housing team. As well as completing the surveys, tenants are involved in taking forward the actions identified in the improvement plan. Examples of this work include tenants being part of an editorial panel for the tenant's newsletter to tenants acting as service quality assessors are undertaking reviews of key services.

4. Climate Change and Nature Implications

- 4.1** There are no direct implications to this report, however all changes to services to improve tenant satisfaction will need to demonstrate their contribution to the Council's climate and nature ambitions.

5. Resources and Legal Considerations

Financial

- 5.1** The cost of the Tenant Satisfaction Survey, including consultancy, printing and postage was met from within the departmental budget. No additional expenditure is required as changes will be delivered within existing budgets. It is a case of working smarter and doing things differently to have a bigger impact, rather than investing more money.
- 5.2** This work does not have any employment related implications as existing staff will take responsibility for leading projects to address the issues identified.

Employment

- 5.3 This work does not have any employment related implications as existing staff will take responsibility for leading projects to address the issues identified.

Legal (Including Equalities)

- 5.4 There are no direct legal implications arising from this report.

6. Background Papers

None.



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research

Vale of Glamorgan STAR 2022

Draft Report 4.0

October 2022



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Project details and acknowledgements

Title	Vale of Glamorgan STAR 2022
Client	Vale of Glamorgan
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Introduction

Background

In February 2022 M·E·L Research was commissioned to carry out a STAR (Survey of Tenants and Residents) for Vale of Glamorgan. The aim of the research was for Vale of Glamorgan to understand how tenants feel about the services it provides, to be sure they are delivering them in the way and to the standard that tenants want.

The questionnaire used was designed cooperatively and included the core questions from the latest HouseMark STAR framework, ensuring the collection of robust data on tenant experiences and perceptions. This followed the previous survey framework to allow for effective comparison against the 2019 tenant satisfaction results.

Our approach

All tenants were contacted to complete the survey. All general needs tenants and sheltered tenants were offered the chance to complete the survey through a postal survey. The cover letter also included details on how to complete the survey online if the respondent preferred. The fieldwork began in May 2022 and finished in June 2022. In total, we heard from 925 tenants. This was comprised of 817 General Needs tenants and 108 Sheltered tenants. As shown below, the 925 tenants sample equates to an overall margin of error of $\pm 2.8\%$. For perception surveys, this meets the HouseMark guidance: $\pm 4\%$ based on your stock size, highlighting that the results are robust.

	Surveys sent	Received	Response rate	Confidence level
General needs	3484	817	23%	+/-3%
Sheltered	315	108	34%	+/-7.66%
Total	3799	925	24%	+/-2.8%

Analysis and reporting

This report presents the results of Vale of Glamorgan's 2022 STAR Survey. The results presented in this report are weighted by area, property, and tenure type to ensure the data is balanced across Vale of Glamorgan's stock profile.

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. age, and location). The results for these sub-groups have

been presented only where they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more. Where there is a statistically significant difference between groups, this has been noted in the report as a “significant” difference. However, a significant difference may not necessarily mean that the difference is ‘important’.

Presentation of data

Results are based on ‘valid’ responses and therefore where a respondent has selected ‘not applicable’ or did not answer a question, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question.

Owing to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

Headline summary



In February 2022 M·E·L Research was commissioned to carry out a STAR (Survey of Tenants and Residents) for Vale of Glamorgan.

The aim of the research was for Vale of Glamorgan to understand how tenants feel about the services it provides, to be sure they are delivering them in the way and to the standard that tenants want.

All general needs tenants and sheltered tenants were offered the chance to complete the survey through a postal survey. We heard back from 925 tenants, achieving a 24% response rate in total.

TENANT SURVEY 2022

Headline findings



Top tenant priorities:

- Repairs and maintenance
- Overall quality of home
- Keeping tenants informed

Communications

67% of tenants are satisfied with the council being easy to deal with

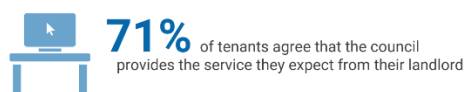


54% are satisfied that the council listen to their views and act upon them



59% of tenants feel the council are good at keeping tenants informed

COMMUNICATIONS



83% are satisfied with their neighbourhood as a place to live

74% are satisfied with the overall appearance of their neighbourhood
69% feel their neighbourhood has stayed the same over the last 3 years, with 15% feeling it has gotten better and 16% worse

Preferred methods of being kept informed:

- Telephone
- Letter
- Email



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Vale of Glamorgan
Summary Video_720p

Please click the link to the left to access the summary video of the results from the STAR survey.

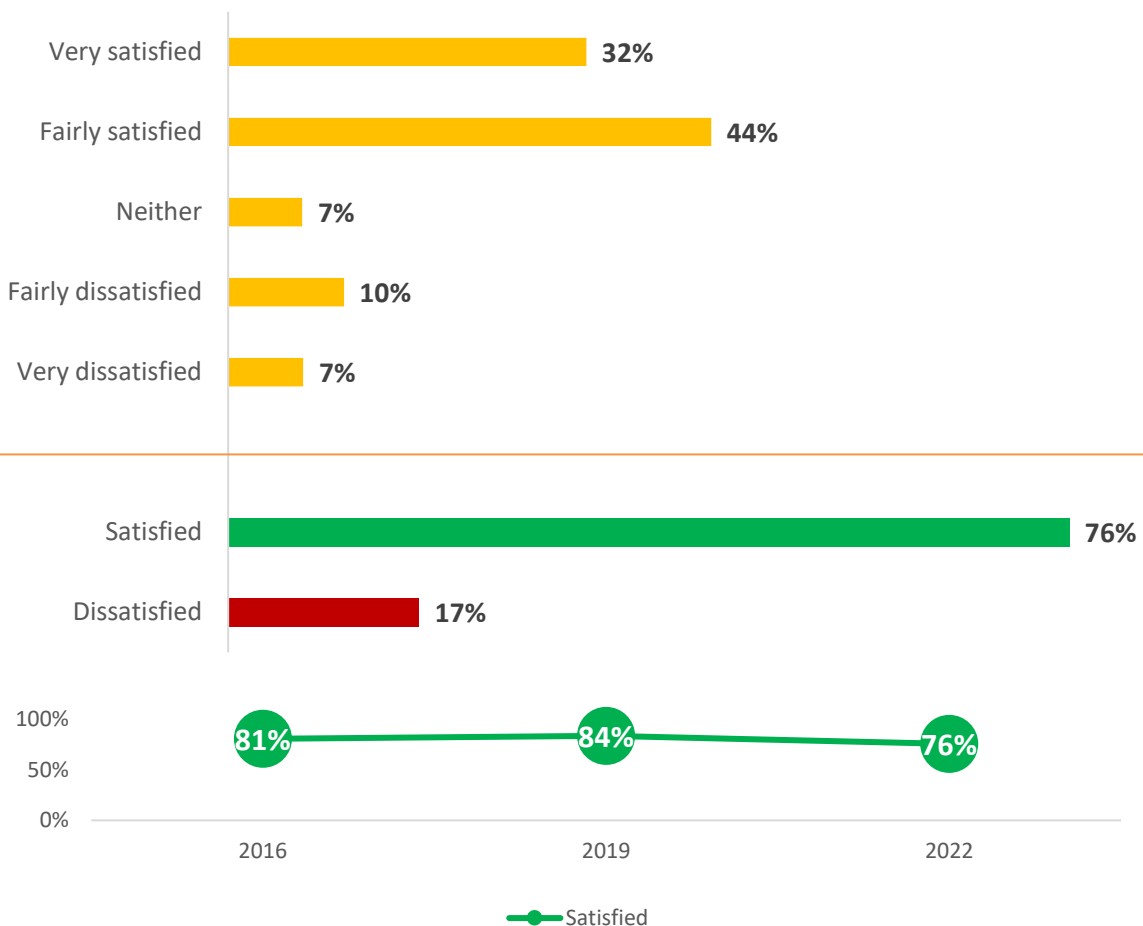
Section One: Overall Perceptions

This section explores how satisfied customers were with various aspects of the key services provided.

Overall satisfaction with services

Around three quarters (76%) of tenants are satisfied with the overall services provided, with 32% very satisfied. Just under a fifth (17%) are dissatisfied with 7% very dissatisfied. This finding is within the lower quartile of the latest 2021-22 benchmark data provided from HouseMark. Satisfaction has seen a 5-percentage point decrease since the 2019 survey findings.

Figure 1: Q1. How satisfied or dissatisfied are you with the service provided by Vale of Glamorgan? (All responses)



Sample base: 914

Subgroup analysis for overall satisfaction

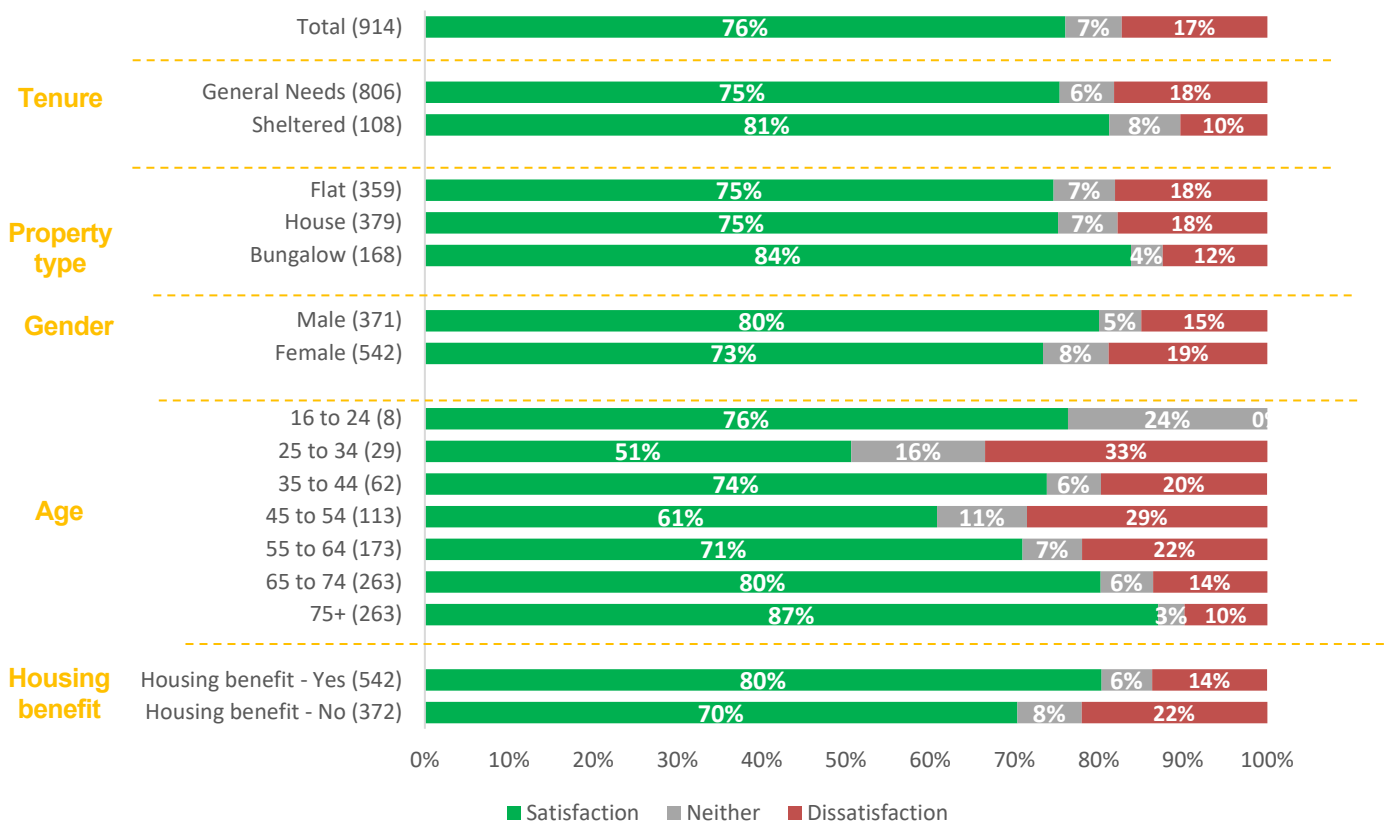
General needs tenants are significantly more likely compared to the total average to be dissatisfied with the overall services provided by Glamorgan (18% cf. 17%). Conversely, sheltered tenants are significantly less likely to be dissatisfied with the overall services provided compared to the total average (10% cf. 17%).

By property type, those in bungalows are significantly more likely to be satisfied compared to the total average in terms of satisfaction with the overall services provided (84% cf. 76%).

In terms of demographics, male tenants are significantly more satisfied compared to female tenants in regards to overall perceptions (80% cf. 73%). By age, those aged 45-54 are significantly less satisfied with the overall services provided compared to the total average (61% cf. 76%), whilst those aged 75+ are significantly more likely to be satisfied in this regard (87% cf. 76%).

Those who have a housing benefit are significantly more likely to be satisfied with the overall services provided compared to those who do not claim a housing benefit (80% cf. 70%).

Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Vale of Glamorgan? (By subgroup)



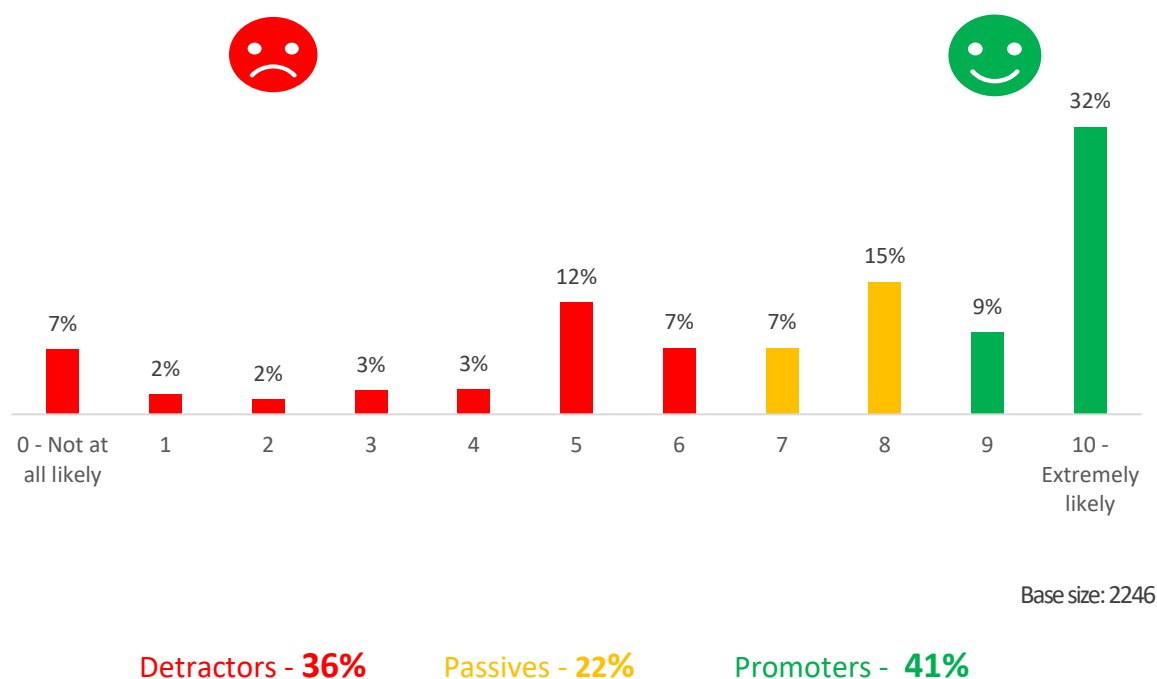
Sample base in parentheses

Net Promoter Score (NPS) Recommendation

As well as being asked to rate their satisfaction with services, tenants were also asked to indicate how likely they would be to recommend their landlord to others. Responses were recorded on a 0 to 10 scale, where 0 equals 'not at all likely' to recommend and 10 equals 'extremely likely'. Use of this scale enables the calculation of the Net Promoter Score. This is produced by categorising responses into three groups. Promoters are those who give the highly positive responses of 9 or 10 on the scale. Passives are those who give responses of 7 or 8 out of 10, while Detractors are those who give responses between 0 and 6. The Net Promoter Score is calculated by subtracting the Detractor percentage from the Promoter percentage.

As can be seen from the figure below, 41% of Vale of Glamorgan tenants are classed as Promoters and 36% are Detractors. This results in a positive Net Promoter Score of +5. To contextualise this finding, any positive Net Promoter Score can be seen as a success and any score around the +20 mark is an indicator of strong levels of customer advocacy. On this basis, the service being delivered by Vale of Glamorgan to its tenants appears to be showing positively, as the NPS score is not a negative one. There are however some room for improvements going forwards to reach the higher echelons of tenant advocacy.

Figure 4: Q2. How likely would you be to recommend Vale of Glamorgan to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (All responses)



Net Promoter Score +5

Net Promoter Score - by tenure

By tenure, sheltered tenants hold the highest advocacy towards Vale of Glamorgan as a landlord, with a net promoter score of +14. General needs tenants also show a positive level of advocacy, with a score of +4. This highlights that although the discrepancy appears large, an NPS of +4 is still positive and shows all tenants in general are advocates of their landlord.

Figure 5: Q4. How likely would you be to recommend Glamorgan to family or friends on a scale of 0 to 10?

	General needs	Sheltered
Base	809	107
Promoter	41%	47%
Passive	22%	21%
Detractor	37%	33%
NPS	+4	+14

Net Promoter Score - by age

As may be expected, younger tenants are typically less likely to be an advocate of Vale of Glamorgan as a landlord, as seen with the significantly lower proportion of those deemed promoters of Vale of Glamorgan.

Figure 6: Q2. How likely would you be to recommend Glamorgan to family or friends on a scale of 0 to 10?

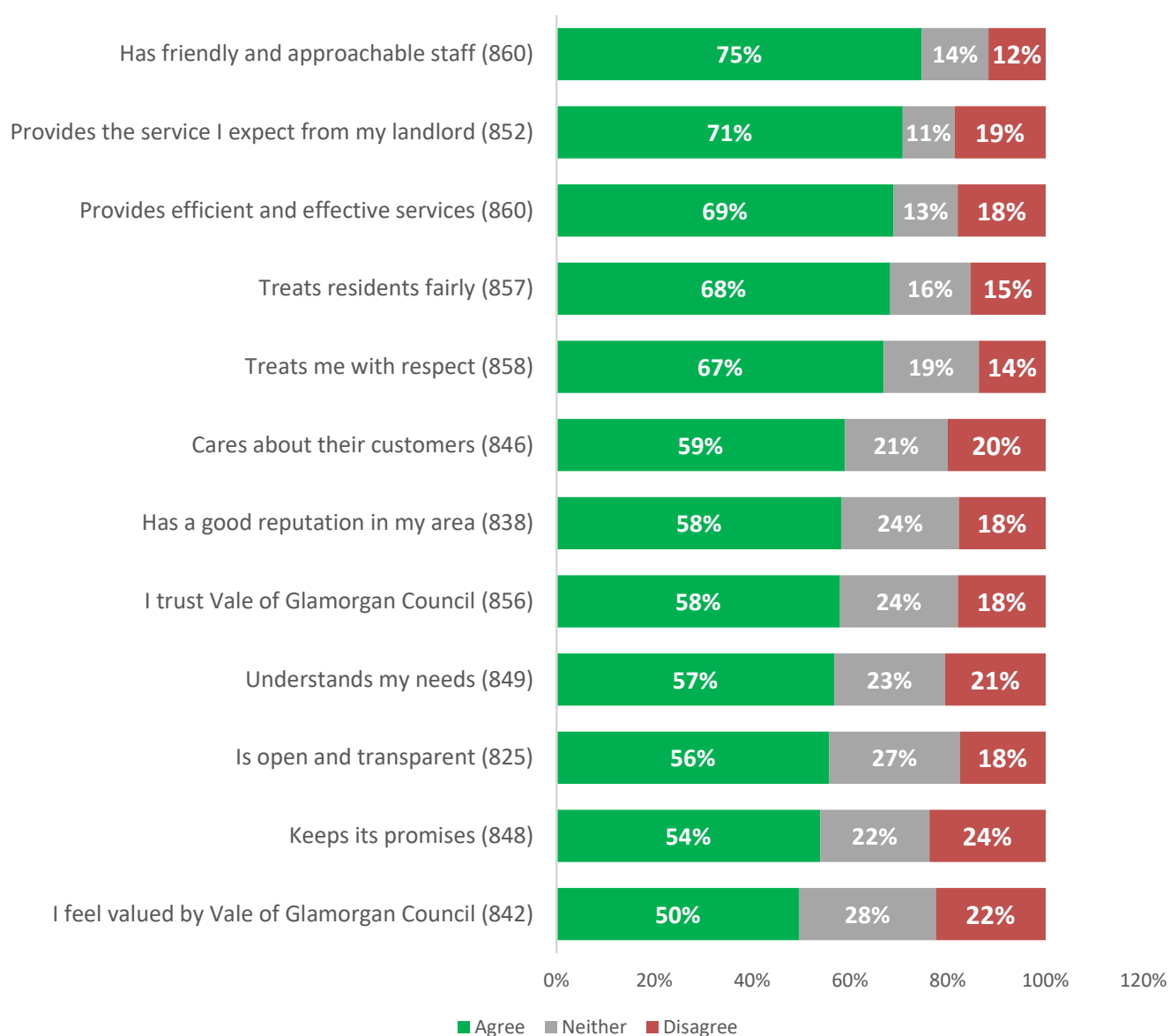
	16-24	25- 34	35-44	45-54	55- 64	65- 74	75+
Base	8	29	63	113	174	265	261
Detractor	28%	30%	24%	36%	42%	45%	47%
Passive	35%	15%	29%	21%	19%	22%	24%
Promoter	38%	55%	47%	43%	39%	33%	29%
NPS	-10	-24	-22	-6	+3	+12	+18

Vale of Glamorgan Perceptions

Tenants were asked a range of questions regarding their general perceptions of the different service aspects Vale of Glamorgan provides. Three quarters (75%) of tenants agree that Glamorgan have friendly and approachable staff, whilst 71% also agree that they provided the service they expect from their landlord. Over two thirds agree that Glamorgan provide an efficient and effective service (69%) and that they treat their residents fairly (68%) and with respect (67%).

Conversely, around half (50%) of tenants agree that they feel valued by Glamorgan Council, highlighting mixed opinions on this measure amongst tenants. Similar levels of agreement can be observed with agreement around the Council keeping its promises (54%).

Figure 7: Q3. To what extent do you agree or disagree with the following? (All responses)

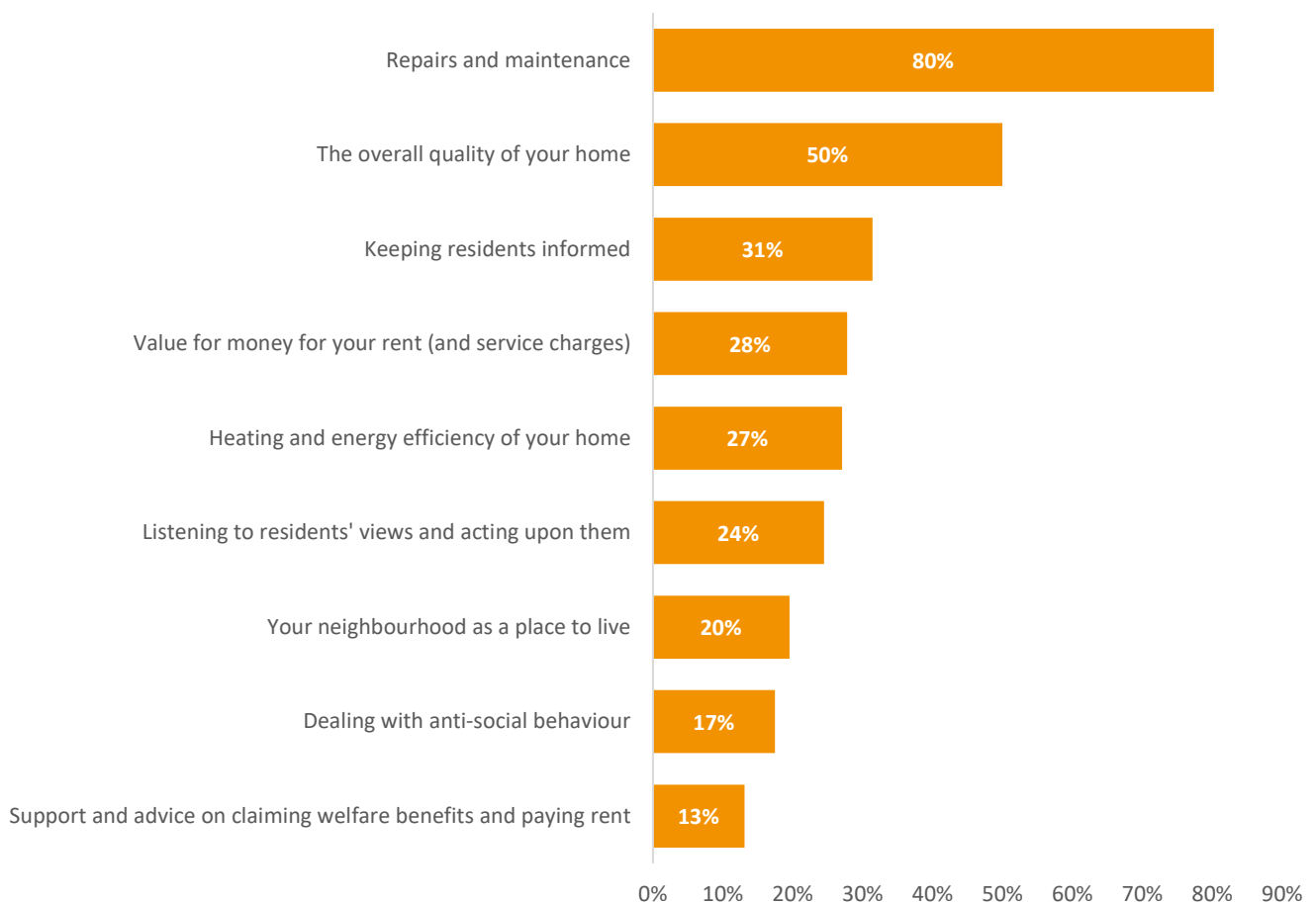


Sample base in parentheses

Service Priorities

When asked what tenants' priorities were regarding the services provided by Vale of Glamorgan, repairs and maintenance was the most common, with four fifths (80%) stating this. The overall quality of home was also a common choice, with half (50%) choosing this as a priority, followed by keeping residents informed (31%). Repairs and maintenance was also the biggest service priority in the 2019 survey findings,

Figure 9: Q4. Which of the following services would you consider to be priorities? (All responses)

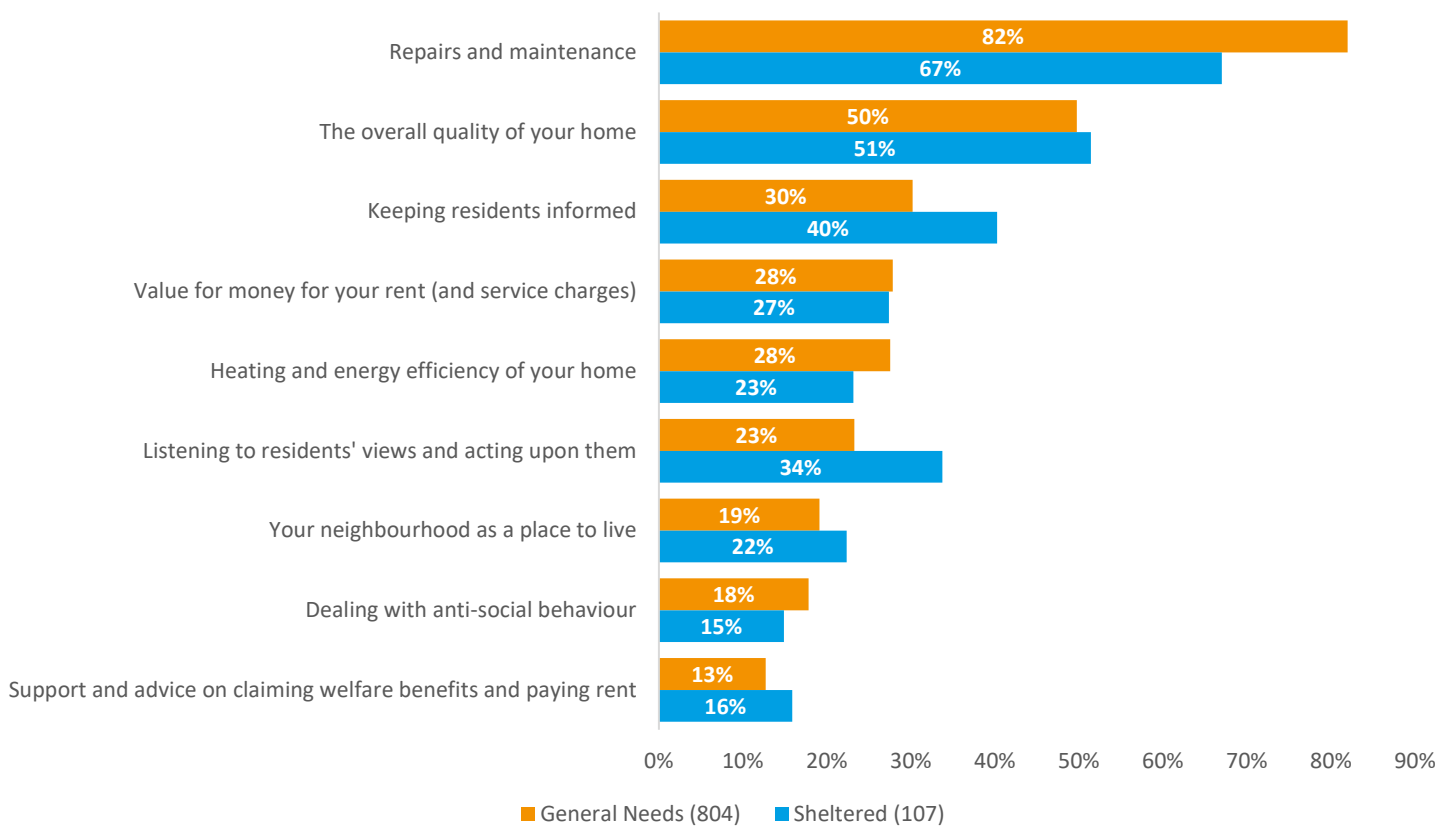


Sample base: 911

Service Priorities - by tenure

By tenure, the repairs and maintenance services were the biggest priority amongst both general needs and sheltered tenants, although much more so amongst general needs tenants. Sheltered tenants are however more likely to consider keeping residents informed (40%) and listening to tenants views (34%) as priorities compared to general needs tenants. General needs tenants are more likely to consider heating and energy efficiency (28%) as a priority compared to sheltered tenants.

Figure 10: Q4. Which of the following services would you consider to be priorities? (By tenure)



Sample base in parentheses

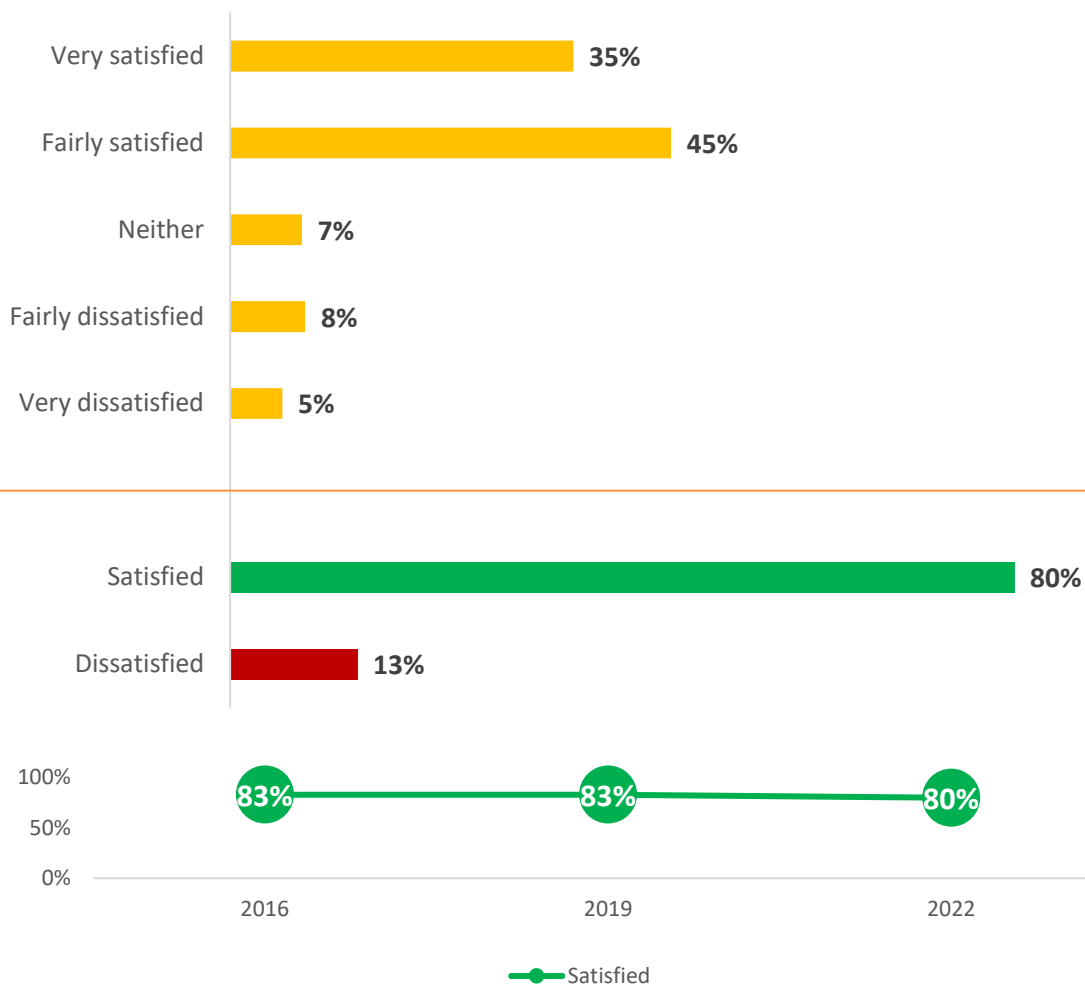
Section Two: Perceptions of the home

This section explores how satisfied customers were with various aspects of their home.

Quality of the home

Eight in ten (80%) tenants express satisfaction with the overall quality of their home, with 13% stating that they are dissatisfied. As is typical at this question, a small proportion gave a neutral opinion (7%). Around a third (35%) of tenants are very satisfied with this measure, which shows a high level of positivity, which is important when considering its high impact on overall perceptions of the services provided by Vale of Glamorgan. This measure has fallen 3-percentage points when compared to the previous two surveys.

Figure 20: Q5. How satisfied or dissatisfied are you with the overall quality of your home? (All responses)



Sample base: 922

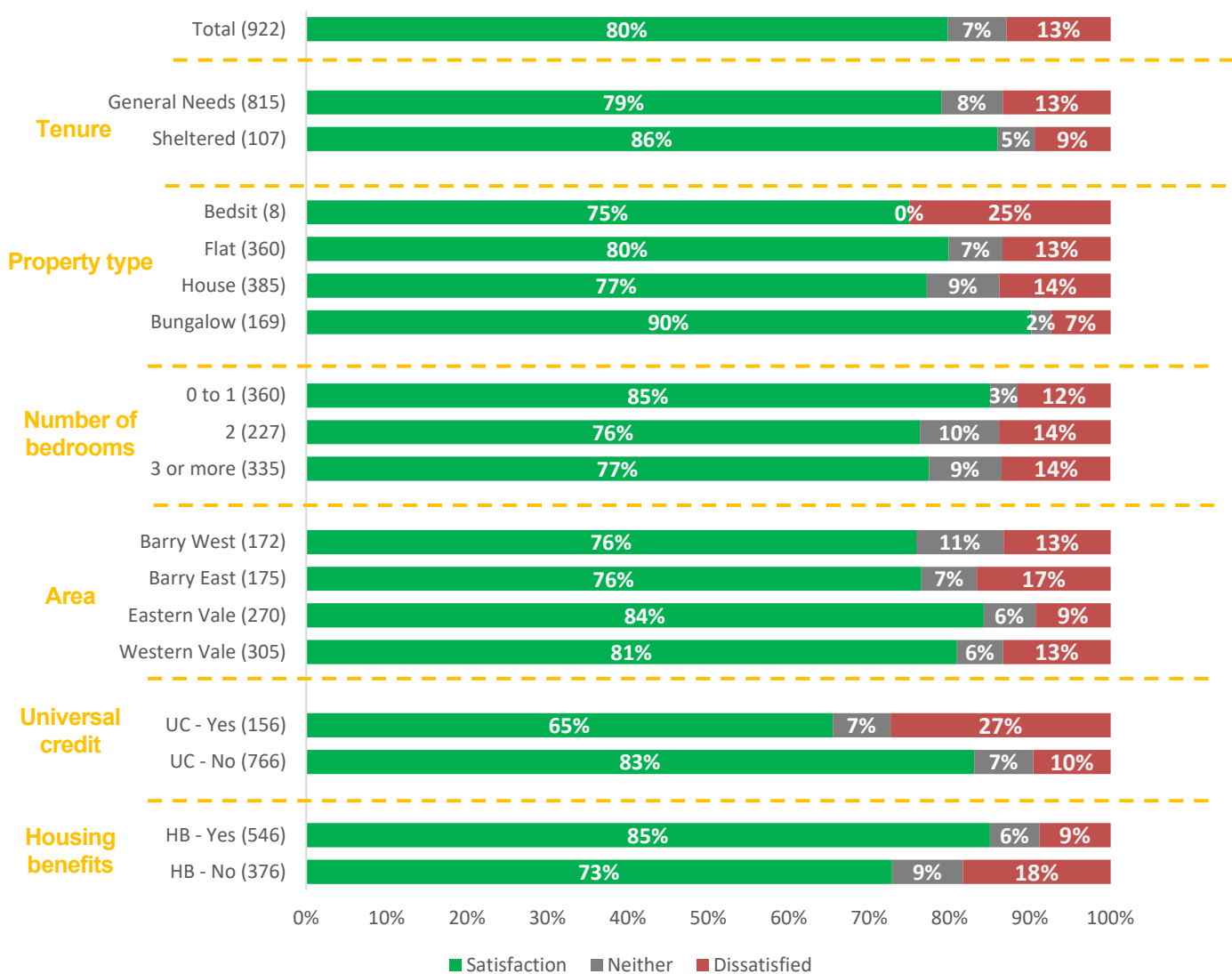
Subgroup analysis for quality of home

In regards to satisfaction with the quality of home, those in bungalows are significantly more likely compared to the total average to be satisfied (90% cf. 80%). Those with 0-1 bedrooms in their property are significantly more satisfied with the quality of home compared to the total average (85% cf. 80%).

Quality of home satisfaction is highest amongst those in Eastern Vale (84%) when compared to the total average (84% cf. 80%).

Those who do not claim universal credit are significantly more satisfied with the quality of their home compared to those who do claim universal credit (83% cf. 65%). Conversely, those who do claim housing benefit are significantly more satisfied with the quality of home compared to those who do not claim housing benefit (85% cf. 73%).

Figure 22: Q8. How satisfied or dissatisfied are you with the overall quality of your home? (By subgroup)

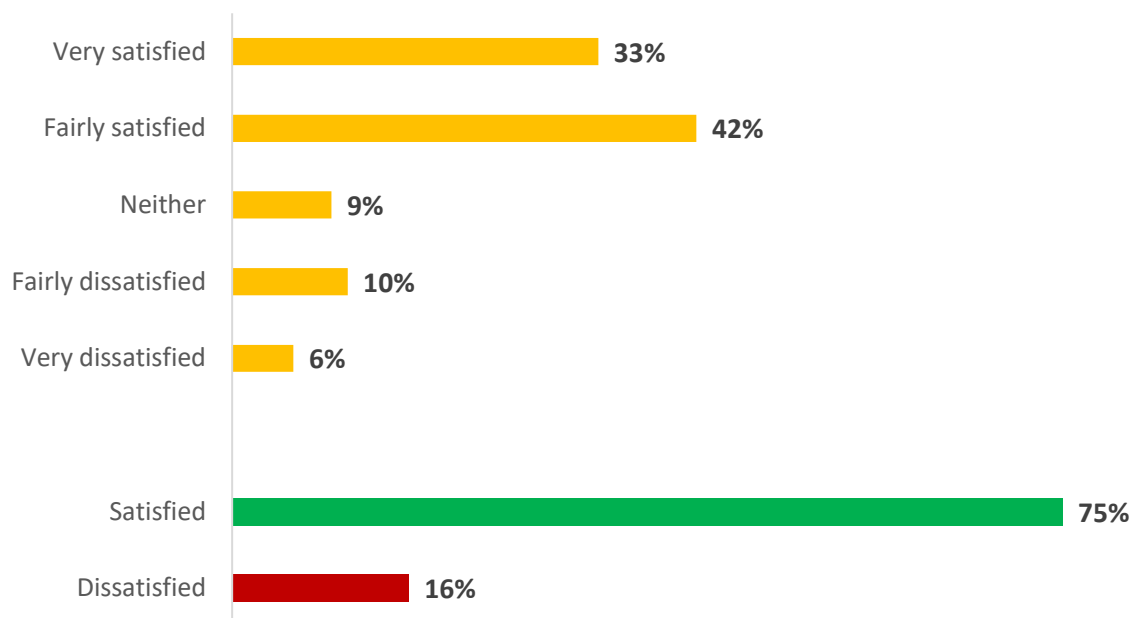


Sample base in parentheses

Heating and energy efficiency

Three quarters (75%) of tenants are satisfied with the heating and energy efficiency of their home, with a third (33%) very satisfied. Around a fifth (16%) of tenants are dissatisfied with this measure, with 6% very dissatisfied. Over the last 24 months, people have spent a lot more time in their homes due to lockdown restrictions, meaning they will notice how warm the house is throughout the day when they would have previously been in the workplace, so it's positive this measure shows relatively high levels of satisfaction.

Figure 26: Q8. How satisfied or dissatisfied are you with the heating and energy efficiency of your home? (All responses)

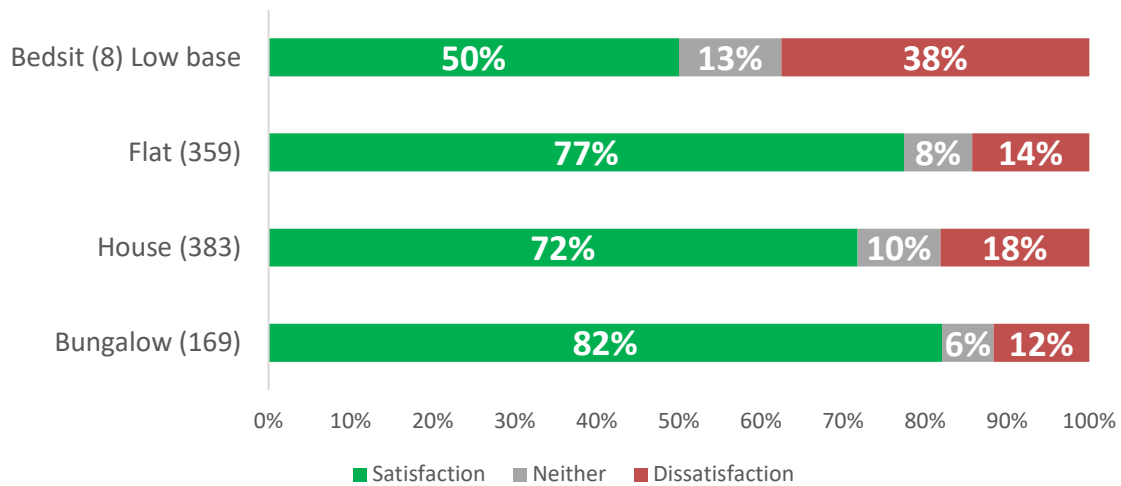


Sample base: 919

Heating and energy efficiency - by property type

Those living in bungalows (82%) are the most likely to be satisfied with the heating and energy efficiency of their home. Those in houses are significantly less likely to be satisfied with this measure compared to those in both flats and bungalows.

Figure 28: Q8. How satisfied or dissatisfied are you with the heating and energy efficiency of your home? (By property type)

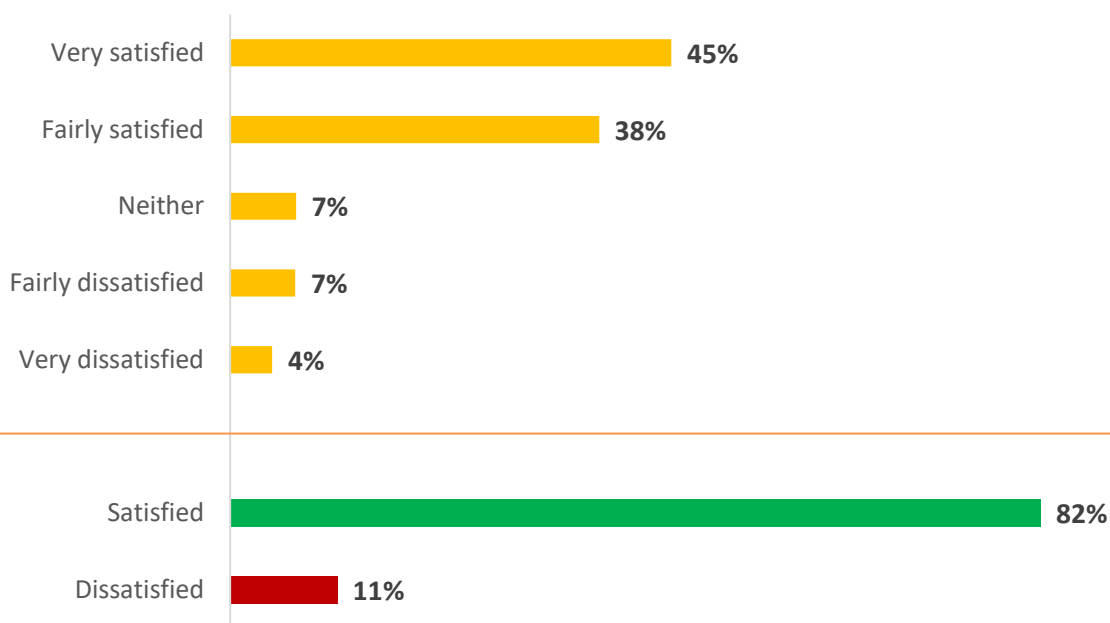


Sample base in parentheses

Safety and security of the home

A new core indicator in the revised STAR question set measures perceptions of home safety and security. This issue is also a key component of the government's Charter for Social Housing Residents. Results on this indicator mirror those reported above in relation to home quality. 82% of tenants are satisfied that their home is safe and secure, with just 11% dissatisfied that this is the case. Just under a half (45%) are very satisfied that the Council provides a home to them that is safe and secure.

Figure 29: Q7. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Vale of Glamorgan provides a home that is safe and secure? (All responses)



Sample base: 916

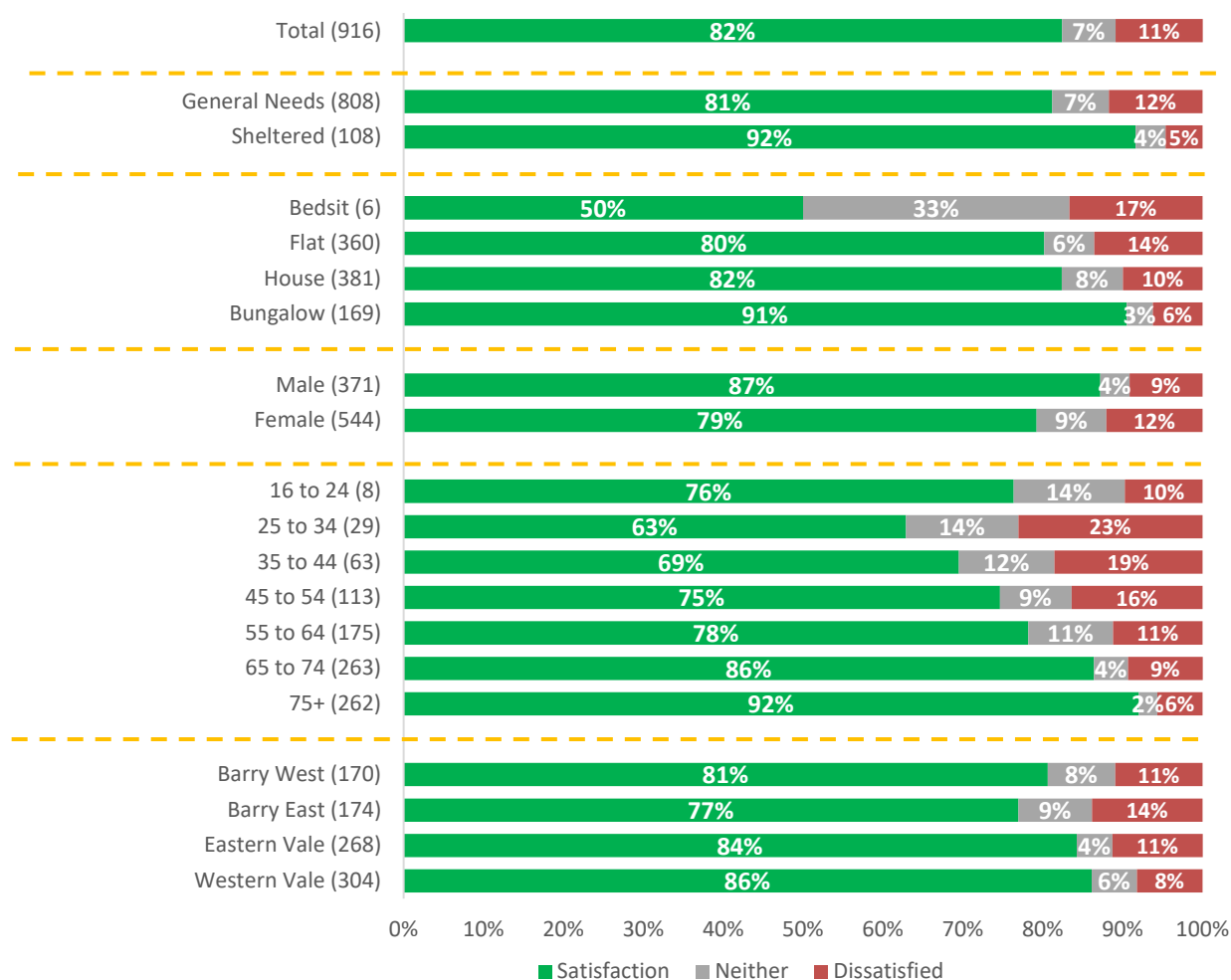
Subgroup analysis for safety and security of home

Perceptions of the safety and security of the home is highest amongst those living in bungalows (91%), significantly more so than the total average (82%). Those in flats are significantly more likely to be dissatisfied compared to the total average (14% cf. 11%).

Male tenants are significantly more satisfied with the safety and security of their home compared to female tenants (87% cf. 79%). By age, those aged 65-74 (86%) and 75+ (92%) are significantly more satisfied with the Council providing a home that is safe and secure compared to the total average (82%). Conversely, those aged 35-44 (69%) and 45-54 (75%) are significantly less satisfied.

By area, tenants in Barry East are significantly more likely than the total average to be satisfied with this measure (77% cf. 82%).

Figure 31: Q7. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Vale of Glamorgan provides a home that is safe and secure? (By subgroup)

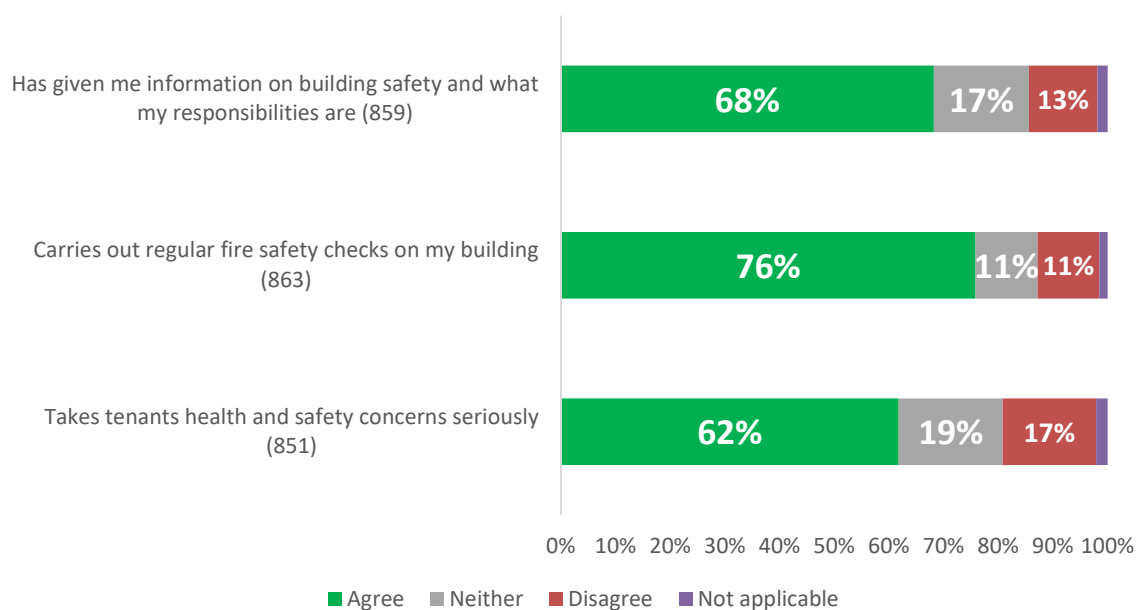


Sample base in parentheses

Health and Safety

Just under two thirds (62%) of tenants agree that Vale of Glamorgan takes residents health and safety concerns seriously, with around a fifth (17%) disagreeing. 76% of tenants agree that Vale of Glamorgan carries out regular fire safety checks in their building, with one in ten (11%) disagreeing. Just over two thirds (68%) agree that the Council has given them information on building safety and what tenant responsibilities are.

Figure 33: Q8. To what extent do you agree or disagree that Vale of Glamorgan Council...? (All responses)



Sample base in parentheses

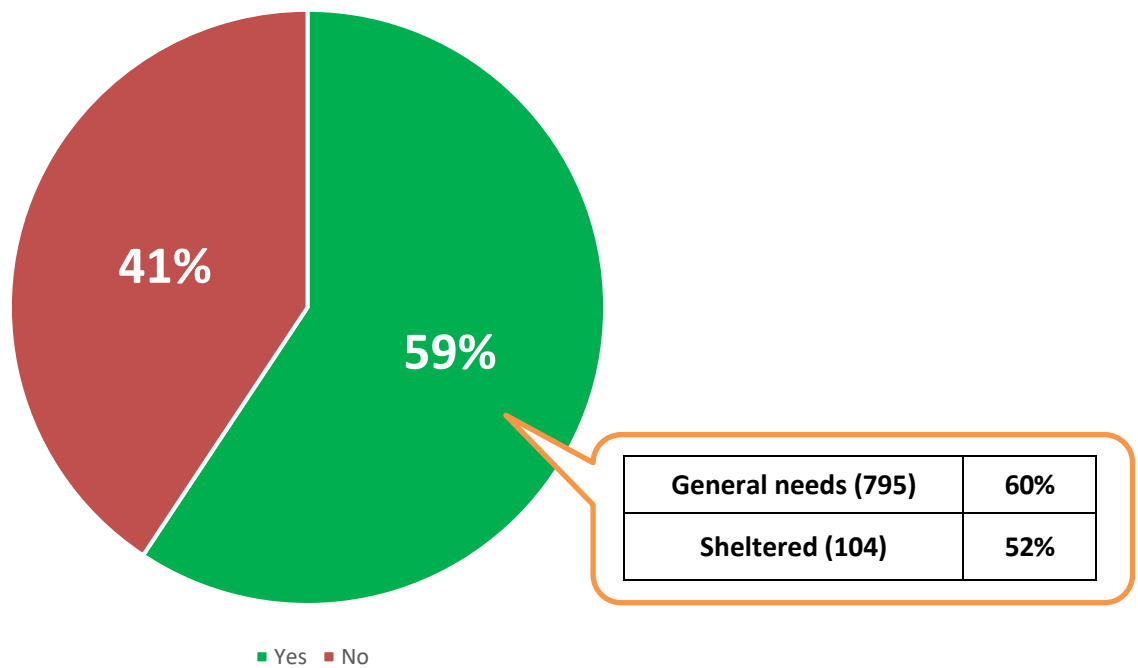
Section Three: Repairs and maintenance

This section explores how satisfied customers were with various aspects of the repairs and maintenance services.

Repairs in the last 12 months

59% of tenants say they have had a repair in the last 12 months. The fact that a majority of tenants said that they had received a repair to their home in the last 12 months, illustrates that this is a service that a large number of tenants interact with and therefore is important for shaping wider landlord perceptions.

Figure 34: Q11. Have you had any repairs to your home in the last 12 months? (All responses)



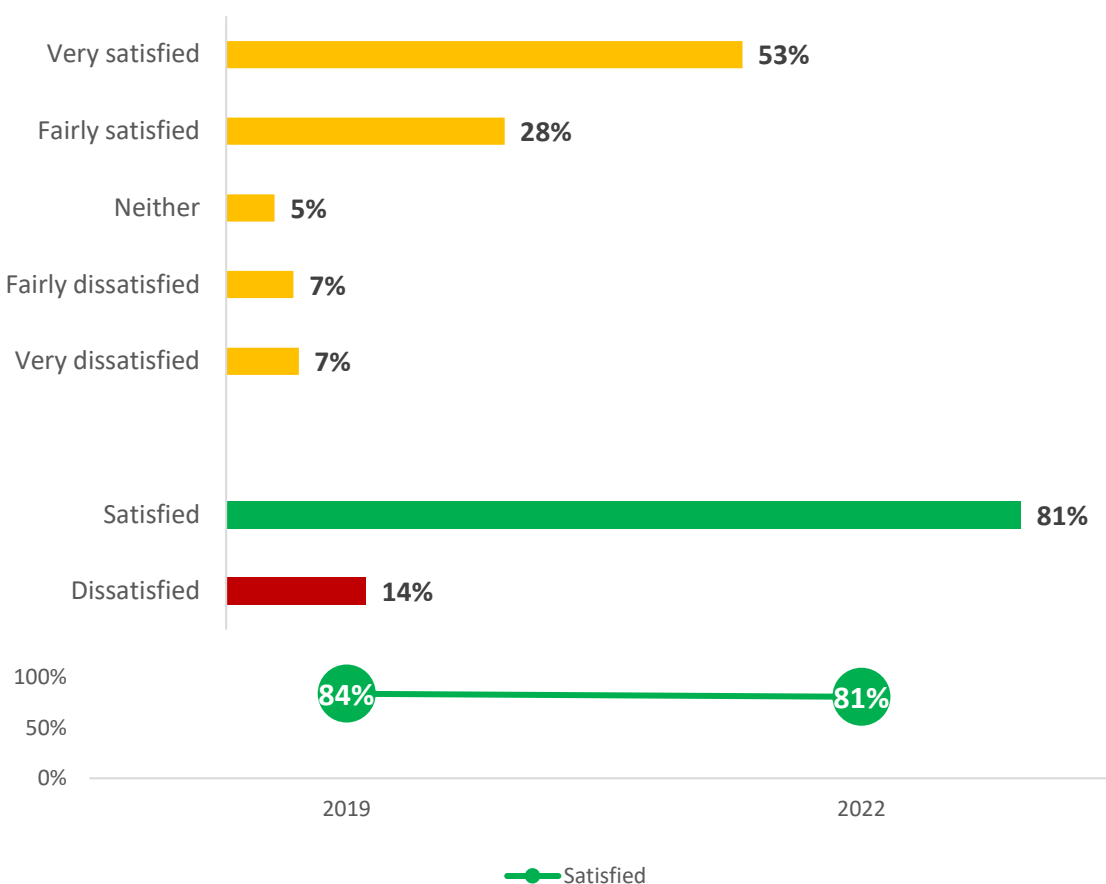
Sample base: 899

Satisfaction with the repair received on this occasion

As already identified, repairs and maintenance is one of the area of service delivery that the greatest proportion of tenants prioritise and also has a high correlation to overall satisfaction levels.

Among tenants who have had a repair done to their home in the last 12 months, 81% of tenants are satisfied, with over half (53%) very satisfied. 14% are dissatisfied with how their landlord deals with repairs and maintenance. Social distancing restrictions over the last 24 months have had a profound impact on organisations abilities to deliver the repairs and maintenance service to their usual standard, so it is positive to see that tenants are still generally positive with the service over the past 18 months. When thinking specifically about the last repair, perceptions have fallen by 3-percentage points.

Figure 35: Q12. Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the overall repairs service provided by Vale of Glamorgan on this occasion? (Where had a repair in the last 12 months)



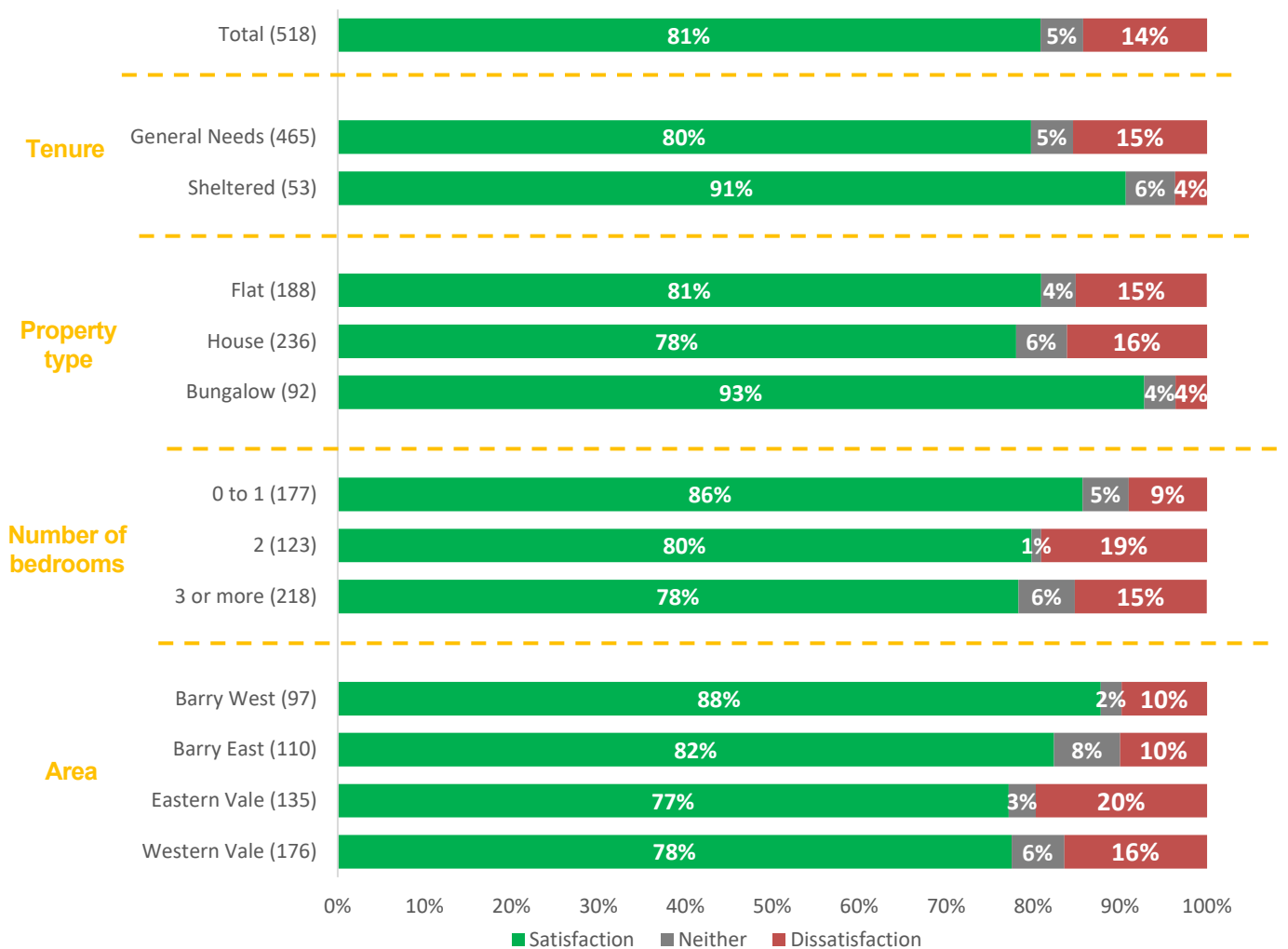
Sample base: 518

Dealing with repairs - by tenure and property type

General needs tenants are significantly more likely to be dissatisfied with the last repairs they received compared to the total average (15% cf. 14%). By property type, those in bungalows are significantly more likely to be satisfied with the repair they received on this occasion compared to the total average (93% cf. 81%).

By area, those in Barry West (88%) are significantly more likely to be satisfied with the repair they received when compared to the total average for satisfaction (81%).

Figure 36: Q12. Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the overall repairs service provided by Vale of Glamorgan on this occasion? (By tenure and property type)



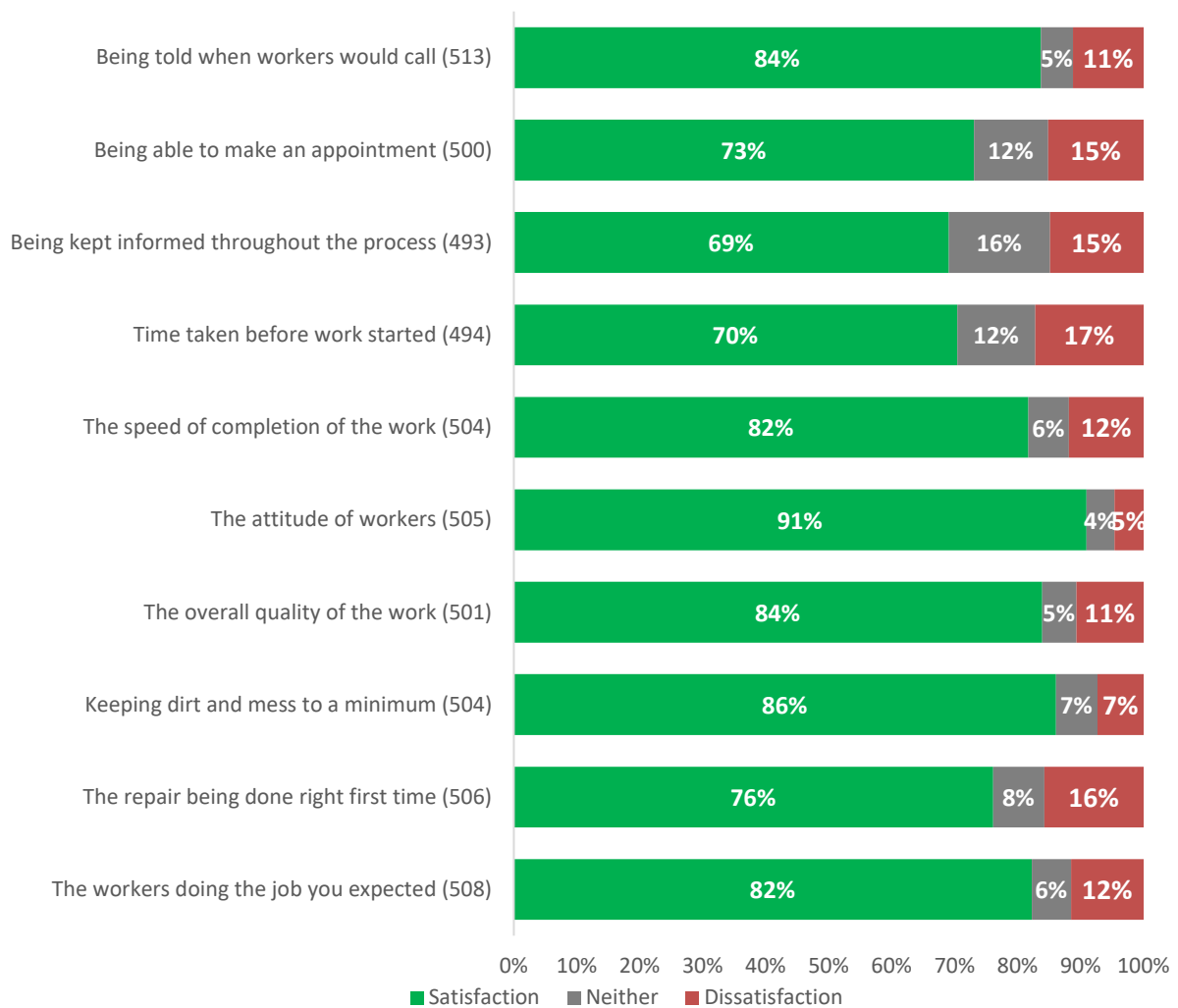
Sample base in parentheses

Repair customer journey

Tenants who had received a repair or maintenance work on their home in the last 12 months were asked how satisfied they were with various aspects of the service.

The highest level of satisfaction was with the attitude of workers (91%) – a common finding at this question, with a slightly smaller proportion satisfied with workers keeping dirt and mess to a minimum (89%). The time taken before work started scored the lowest in terms of satisfaction, with 70% expressing a positive perception towards this measure. This may be expected however with disruptions to the service over the past 18 months due to the pandemic but highlights that issues with the repairs service may be more around actually getting the repair date sorted rather than the process of the repair itself being complete.

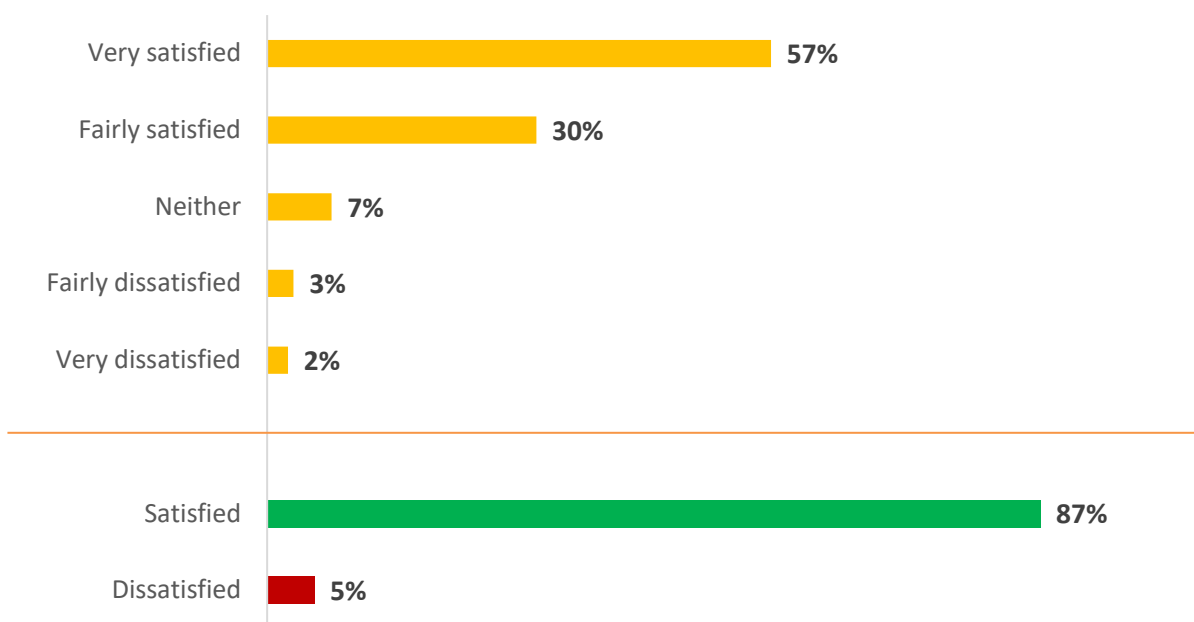
Figure 38: Q13. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? (Where had a repair in the last 12 months)



Gas servicing

In terms of the gas services provided by the Council, 87% of tenants satisfied with the way Vale of Glamorgan deals with this, with over half (57%) very satisfied. 5% of all respondents stated that they were dissatisfied with the gas services overall.

Figure 39: Q10. Generally, how satisfied or dissatisfied are you with the way Vale of Glamorgan deals with repairs and maintenance? (All responses)



Sample base: 909

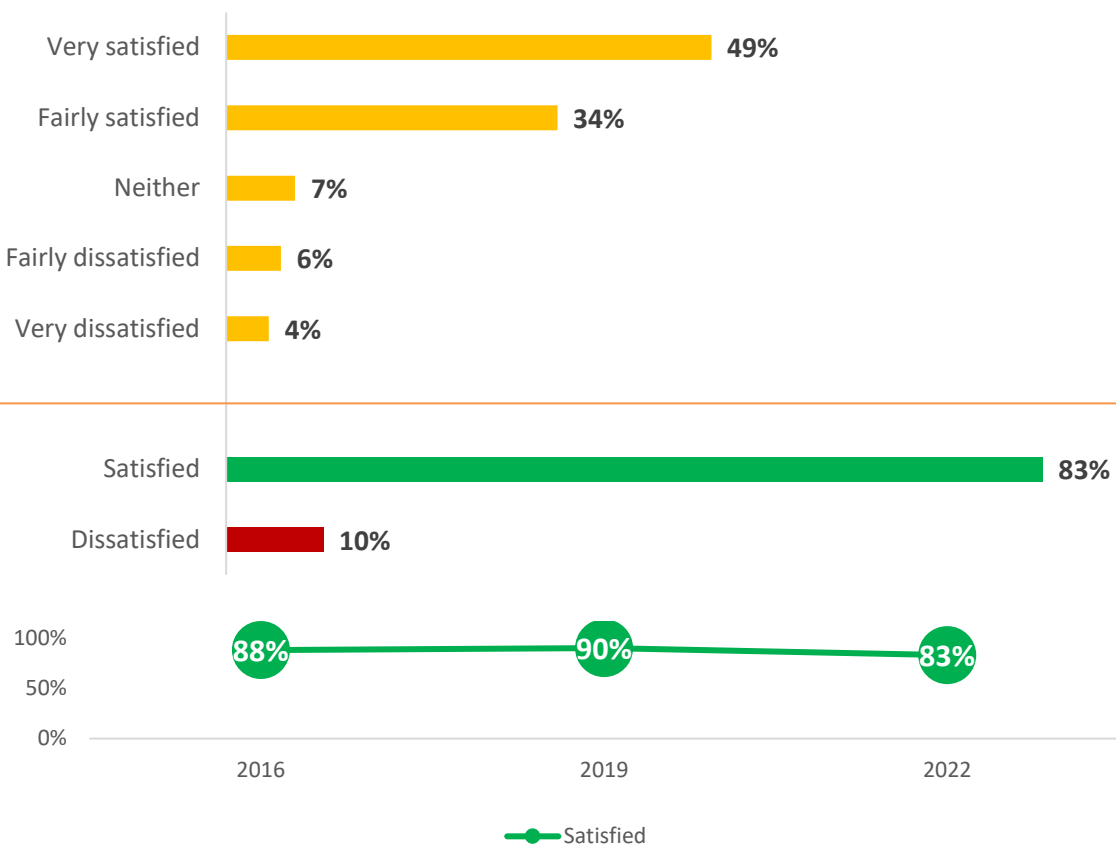
Section Four: Neighbourhood and Estates

This section explores how satisfied customers were with various aspects of their neighbourhood and enquiries.

Neighbourhood as a place to live

When asked to comment upon their neighbourhood as a place to live, responses from tenants were predominantly positive. Overall, 83% of tenants are satisfied with their local neighbourhood as a place to live. This includes more than half (49%) who give the most positive response possible of 'very satisfied'. One in ten tenants (10%) express dissatisfaction with their local area as a place to live. Neighbourhood satisfaction among Vale of Glamorgan tenants is within the median of the 2021/22 HouseMark. When compared to previous years findings, the latest figure is 7-percentage points below the 2019 figure.

Figure 40: Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (All responses)



Sample base: 911

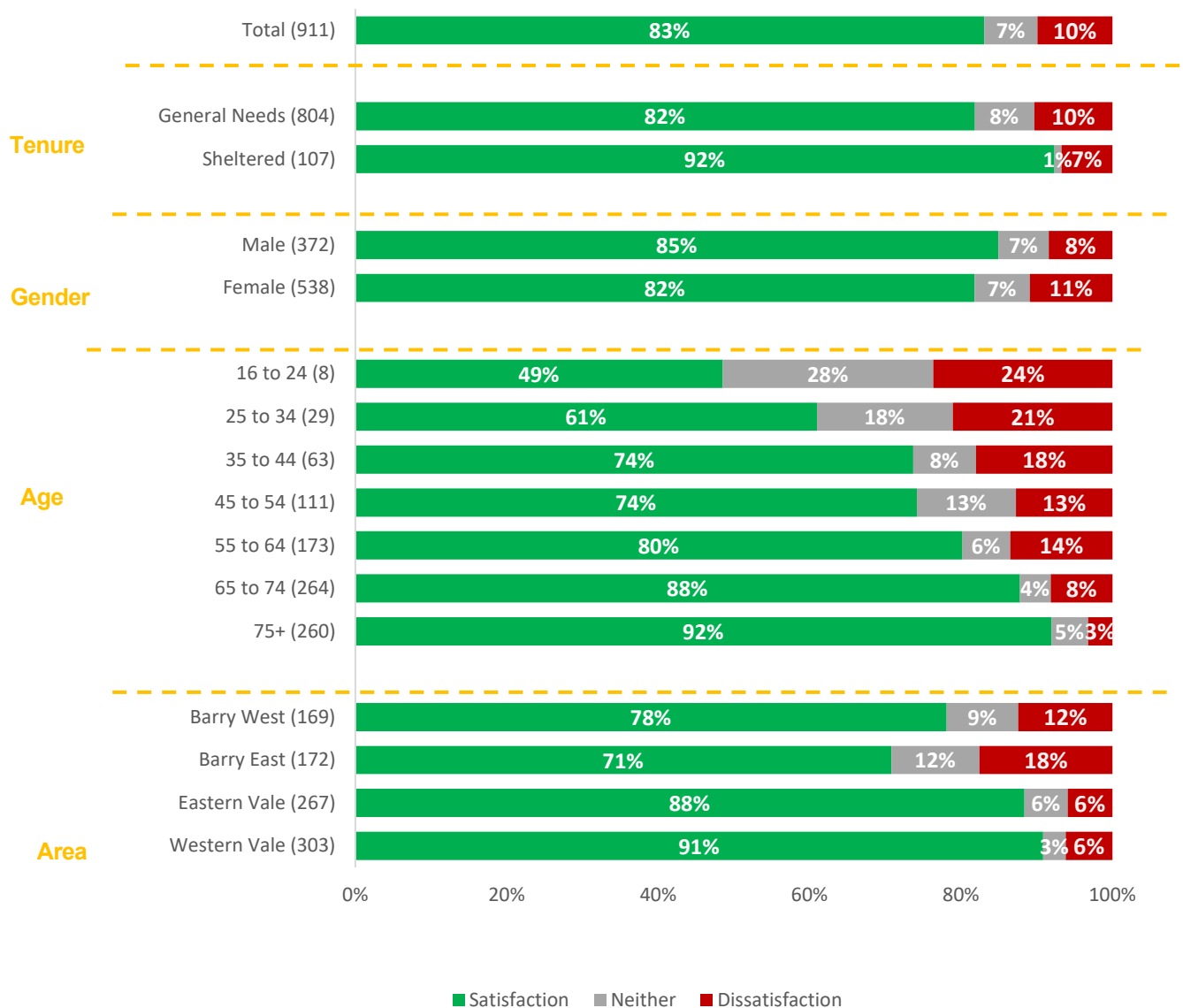
Subgroup analysis for neighbourhood as a place to live

Sheltered tenants are significantly more likely compared to general needs tenants to be satisfied with the neighbourhood as a place to live (92% cf. 82%).

By age, those aged 35-44 (74%) or 45-54 (74%) are significantly less satisfied with the neighbourhood as a place to live compared to the total average (83%). Conversely, those aged 65-74 (88%) or 75+ (92%) are significantly more likely to be satisfied when compared to the total average (83%).

Tenants living in Barry are significantly less likely to be satisfied when compared to those living in the Vale area.

Figure 42: Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (By subgroup)

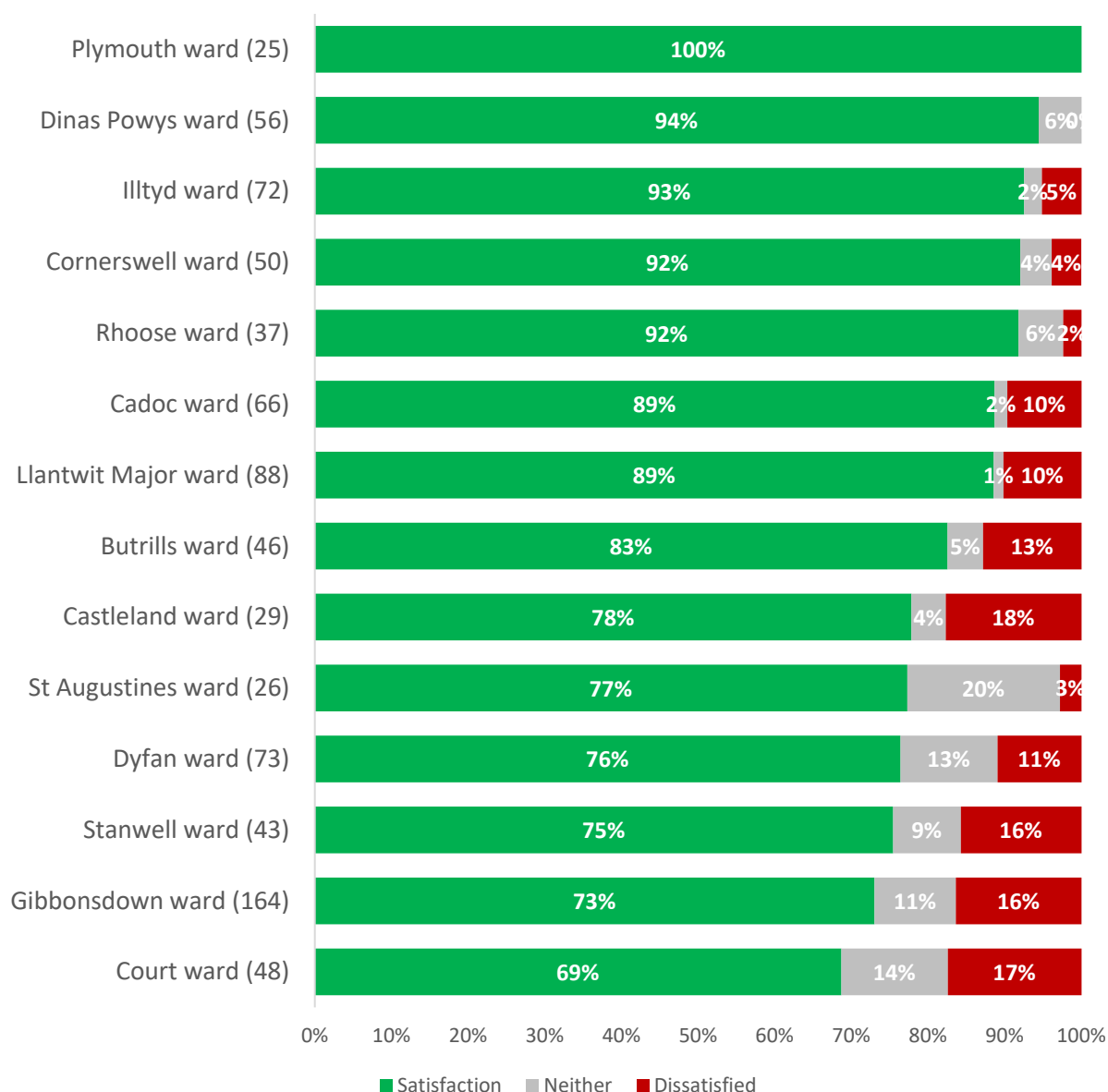


Sample base in parentheses

Neighbourhood analysis – Perceptions of the neighbourhood

Tenants living in the Dinas Powys ward (94%) or Illtyd ward (93%) are significantly more satisfied with their neighbourhood as a place to live compared to the total average (83%). Conversely, those in the Gibbonsdown ward are significantly less satisfied with the neighbourhood as a place to live compared to the total average (73% cf. 83%).

Figure 43: Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (By neighbourhood) – Any base over 25

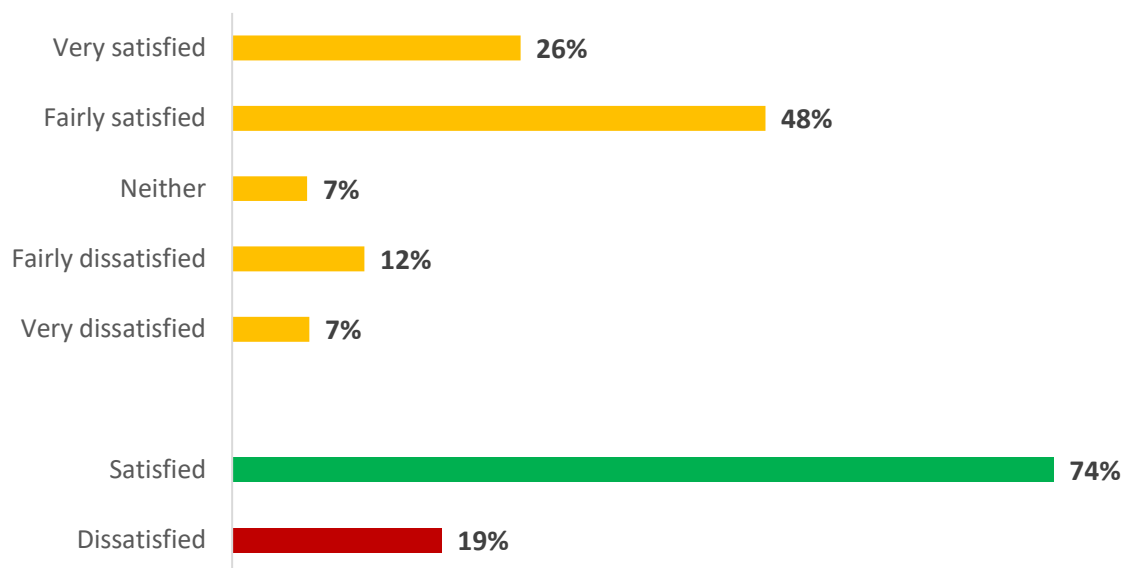


Sample base in parentheses

Appearance of neighbourhood

Around three quarters (74%) of tenants are satisfied with the appearance of their neighbourhood, with around a quarter (26%) very satisfied. 19% express dissatisfaction towards this measure with just 7% very dissatisfied.

Figure 44: Q15. How satisfied or dissatisfied are you with the appearance of their neighbourhood? (All responses)



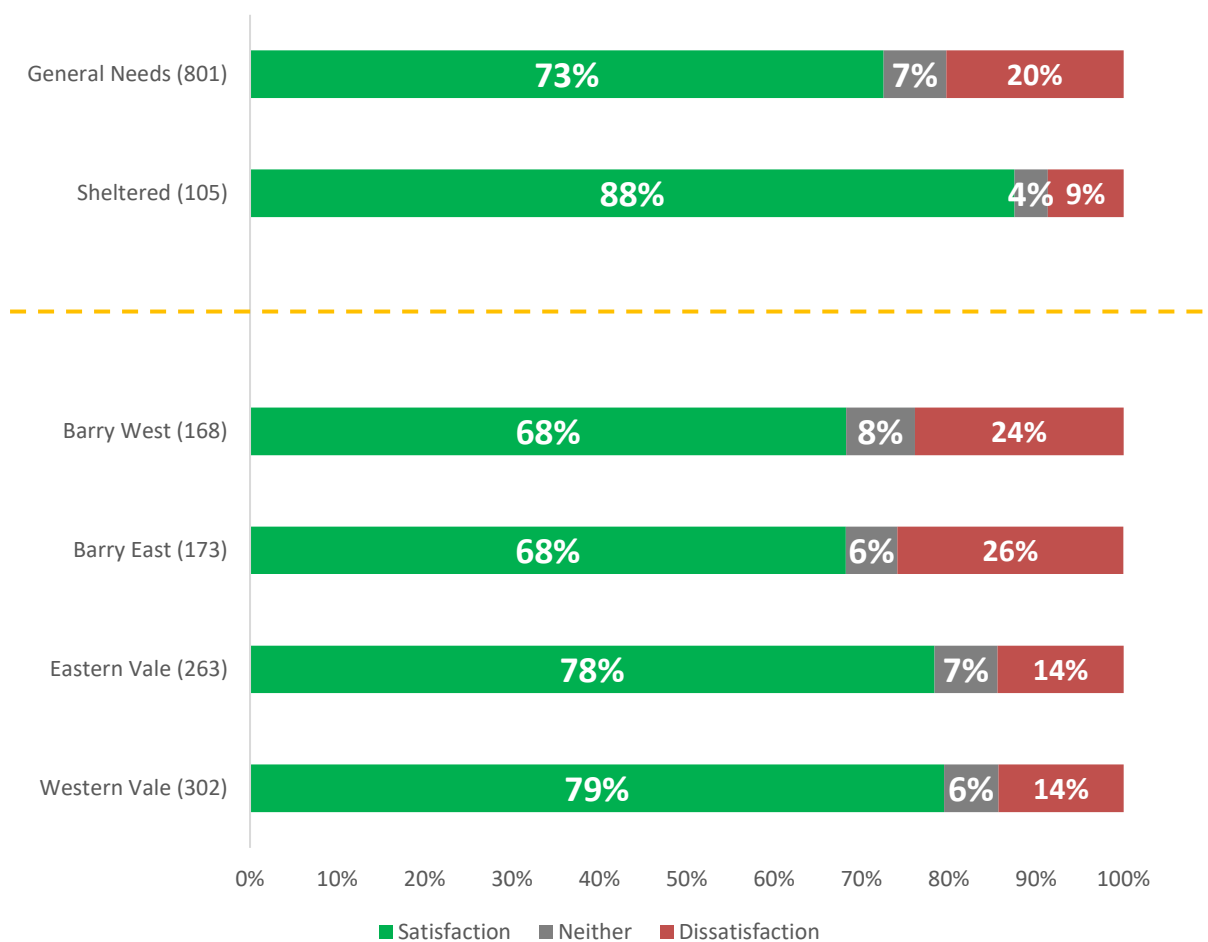
Sample base: 906

Appearance of neighbourhood - by tenure and area

Sheltered tenants are significantly more satisfied with the appearance of their neighbourhood compared to general needs tenants (88% cf. 73%).

By area, those in Barry West (68%) or Barry East (68%) are significantly less satisfied with the appearance of their neighbourhoods compared to the total average (74%). Conversely, those in Western Vale are significantly more likely to be satisfied with this measure compared to the total average (79% cf. 74%).

Figure 45: Q15. How satisfied or dissatisfied are you with the appearance of their neighbourhood? (By tenure)

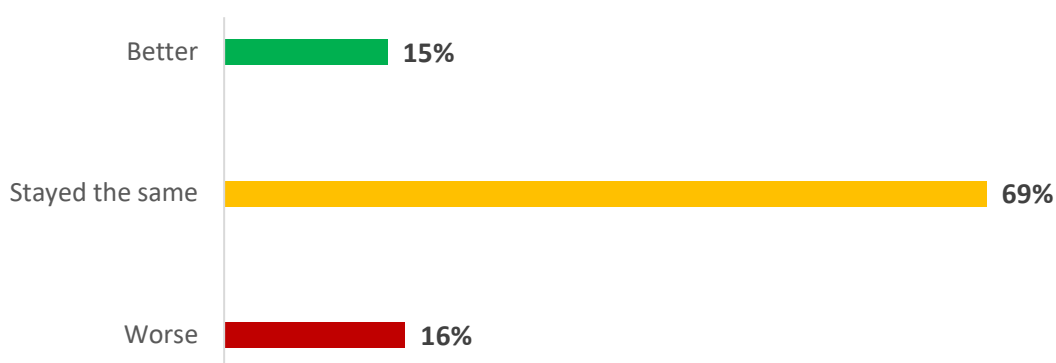


Sample base in parentheses

Neighbourhood gotten better or worse

15% of tenants say that they feel the neighbourhood has improved over the last three years, whilst 16% feels it has declined. Over two thirds of tenants who have lived in the neighbourhood for the last three years feel that it has stayed the same (69%). Sheltered tenants are significantly more likely to feel their neighbourhood has improved over the last year compared to general needs tenants (22% cf. 14%).

Figure 46: Q16. In the last three years, would you say your neighbourhood has got better or worse? (All responses)



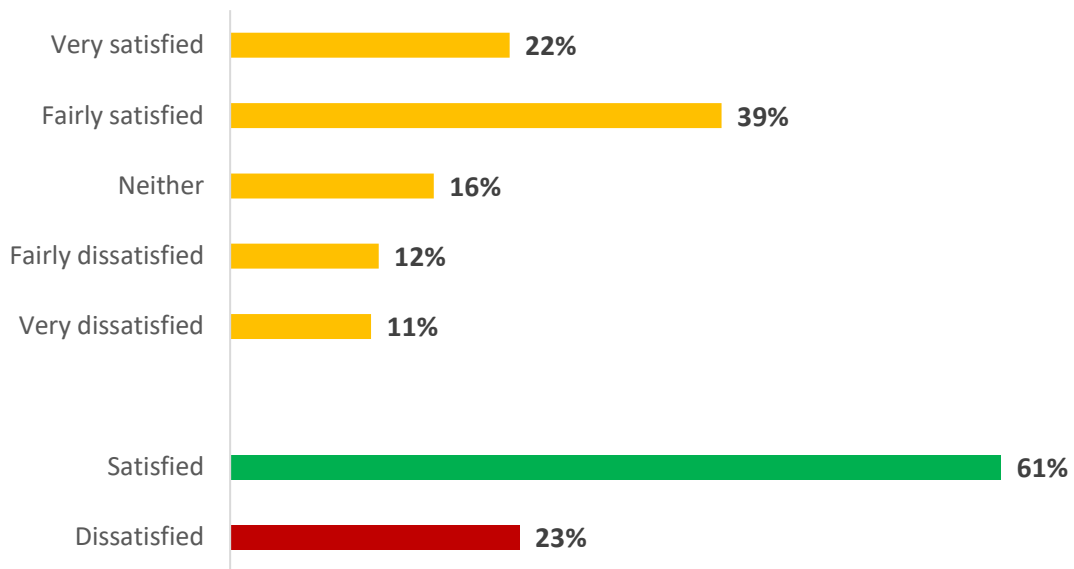
Sample base: 897

	Better	Stayed the same	Worse
Barry West (168)	12%	69%	18%
Barry East (170)	16%	61%	23%
Eastern Vale (257)	18%	70%	12%
Western Vale (302)	12%	74%	14%

Grounds maintenance

61% of tenants are satisfied with the ground's maintenance in their local area, with 22% very satisfied. Around a quarter (25%) are dissatisfied with this service, with 11% very dissatisfied.

Figure 47: Q15. How satisfied or dissatisfied are you with the following? The grounds maintenance, such as grass cutting, in your area (All responses)

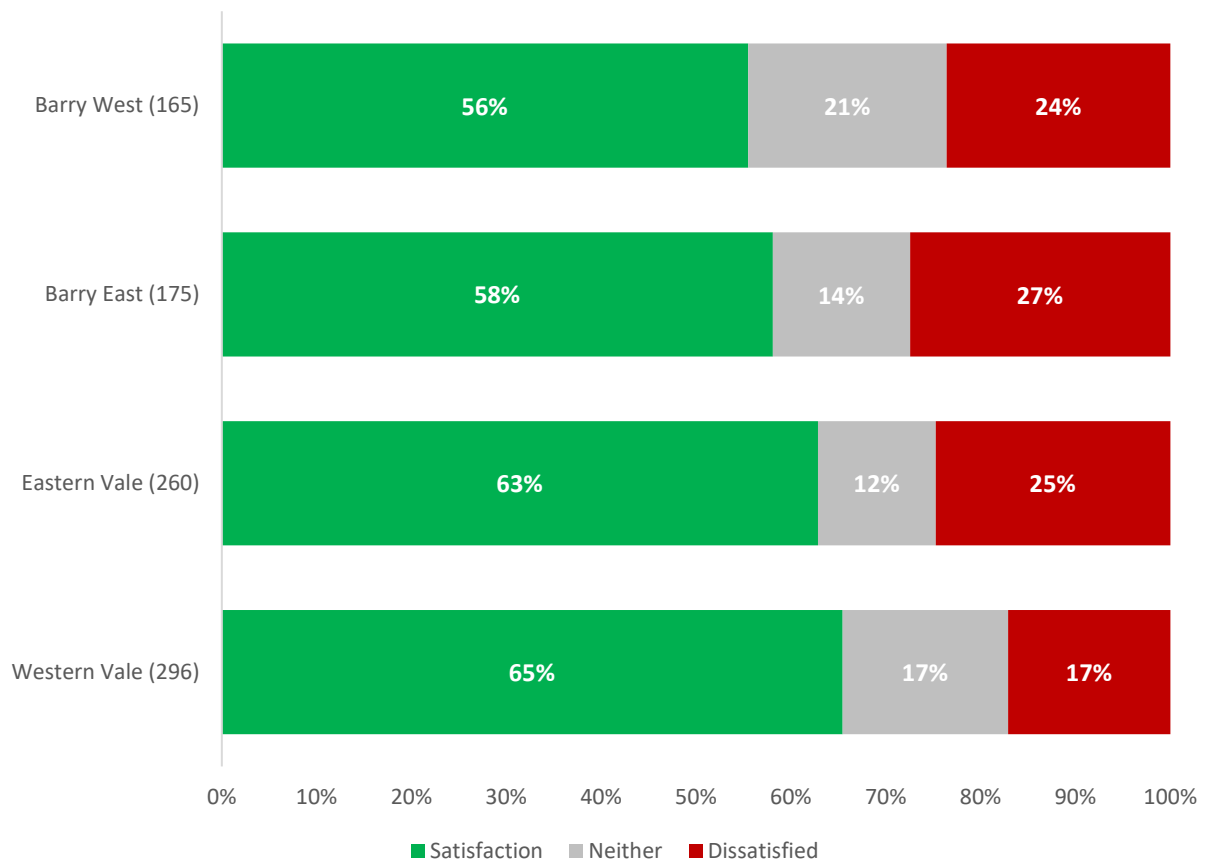


Sample base: 896

Grounds maintenance – Perceptions of the neighbourhood

Western Vale tenants are most satisfied with the grounds maintenance services in their area compared to the other groups. Conversely, Barry West and East tenants are least satisfied with this service.

Figure 43: Q15. How satisfied or dissatisfied are you with the following? The grounds maintenance, such as grass cutting, in your area (By neighbourhood)



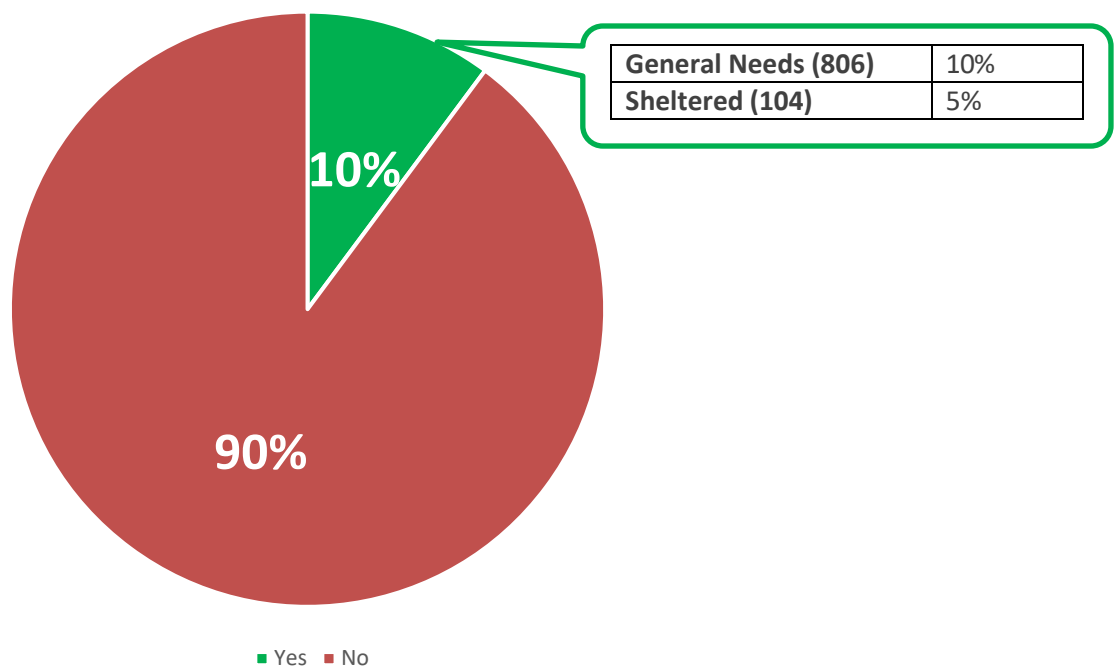
Sample base in parentheses

Section Five: Anti-social behaviour

ASB in the last 12 months

One in ten (10%) of tenants say that they have reported an anti-social behaviour issue to Vale of Glamorgan in the last 12 months. Sheltered tenants are less likely (5%) than general needs tenants (10%) to have made an ASB complaint.

Figure 50: Q19. Have you reported anti-social behaviour to Vale of Glamorgan in the last 12 months?
(All responses)

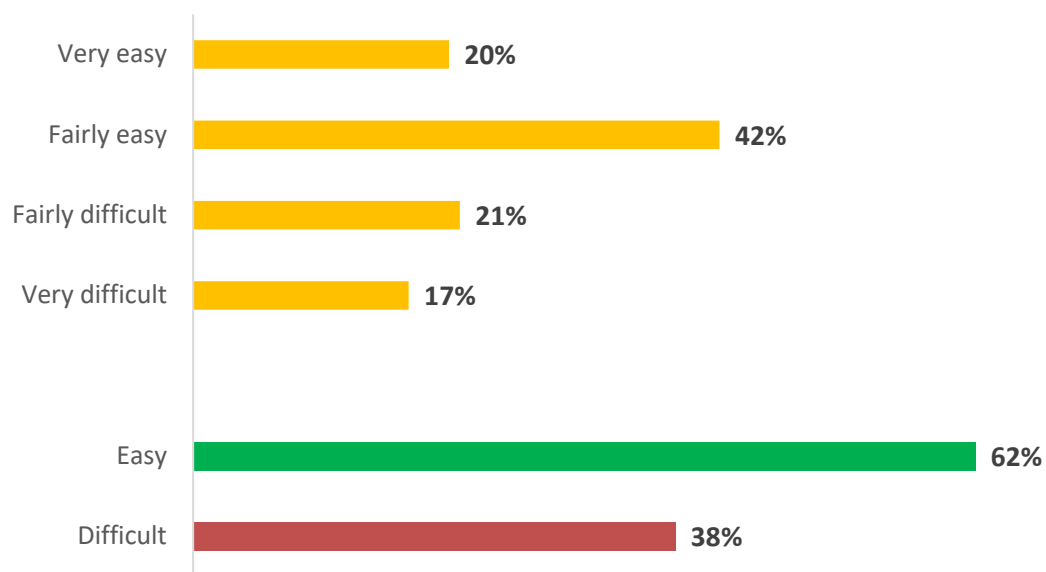


Sample base: 910

Ease of reporting

Of those that have reported an ASB case to Vale of Glamorgan within the last 12 months, 62% stated that it was easy to get in contact with a member of staff to report their ASB complaint, with 20% finding it very easy. Conversely, around a third (38%) actually found it difficult to get in touch with the right person. Whilst the question wording has differed, 63% in 2019 were satisfied with the way their ASB complaint was handled, a similar figure to this year's measure.

Figure 51: Q21. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? (All responses)

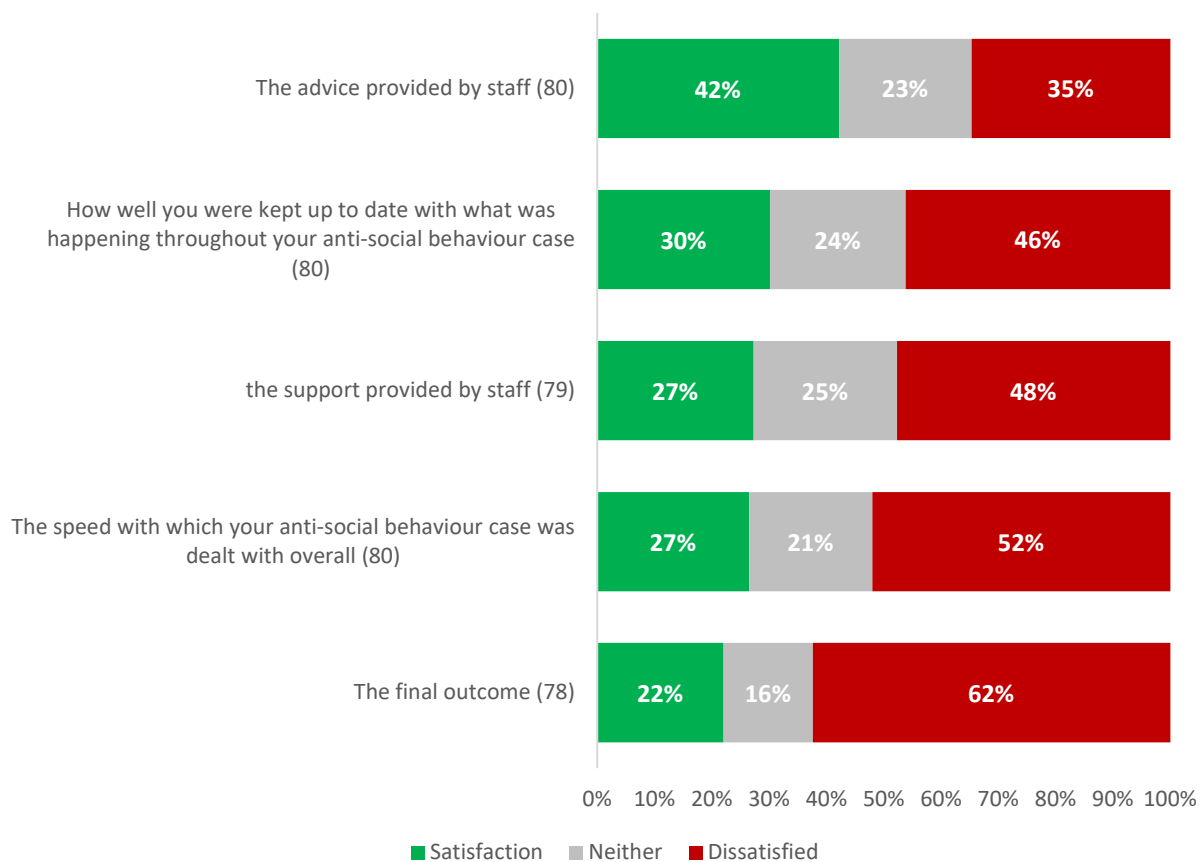


Sample base: 86

Anti-social behaviour - customer journey perceptions

Those who have had an ASB case in the last 12 months were also asked about the different aspects of their experiences with the team at the council managing the complaint. With the exception of all measures other than perceptions of the advice provided by staff (42% satisfied), most perceptions has a higher negative perception than positive. This is a common finding throughout the sector on this type of question as ASB perceptions are heavily influenced on the outcome of their complaint.

Figure 44: Q22. How satisfied or dissatisfied are you with the following?

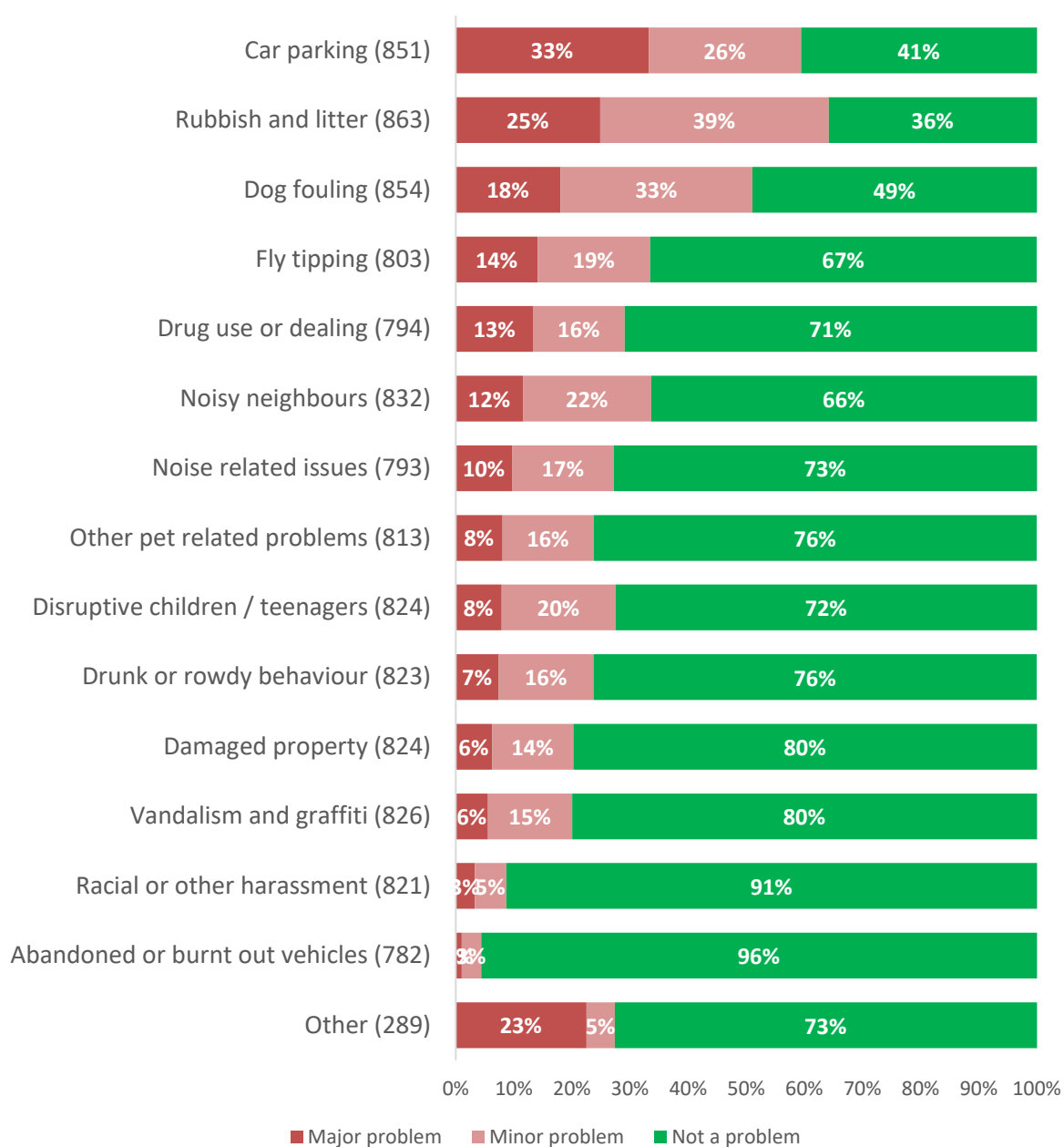


Sample base in parentheses

Neighbourhood problems

Car Parking, rubbish and litter and dog fouling issues were the most common neighbourhood issues cited by tenants within the area. Whilst car parking was the higher car parking issue in terms of it being a major problem (33%), rubbish and litter issues were the highest when combining major and minor issues (64%). Those in the Gibbonsdown ward are significantly more likely compared to the total average to find rubbish and litter a major problem (40% cf. 25%).

Figure 51: Q17. To what extent are any of the following a problem in your neighbourhood? (All responses)

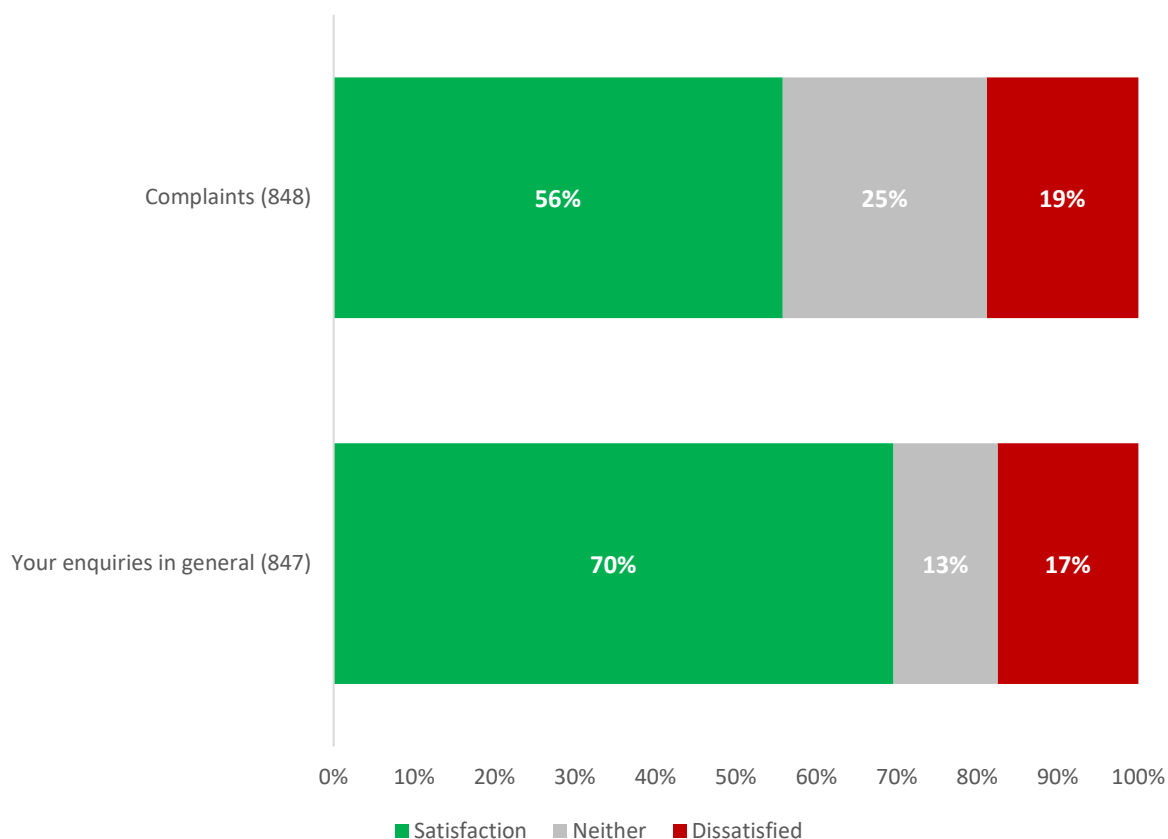


Sample base in parentheses

Satisfaction with the how complaints and general enquiries are dealt with

More generally, tenants were also asked their views on perceptions with getting complaints and other general enquiries dealt with by the council. Over half (56%) of tenants are satisfied with the way the council deals with handling complaints, with around a fifth (19%) dissatisfied. In terms of general enquiries, seven in ten (70%) tenants expressed satisfaction towards this measure, with just under a fifth (17%) dissatisfied.

Figure 52: Q23. How satisfied or dissatisfied are you with the way Vale of Glamorgan Council deals with the following? (All responses)



Sample base in parentheses

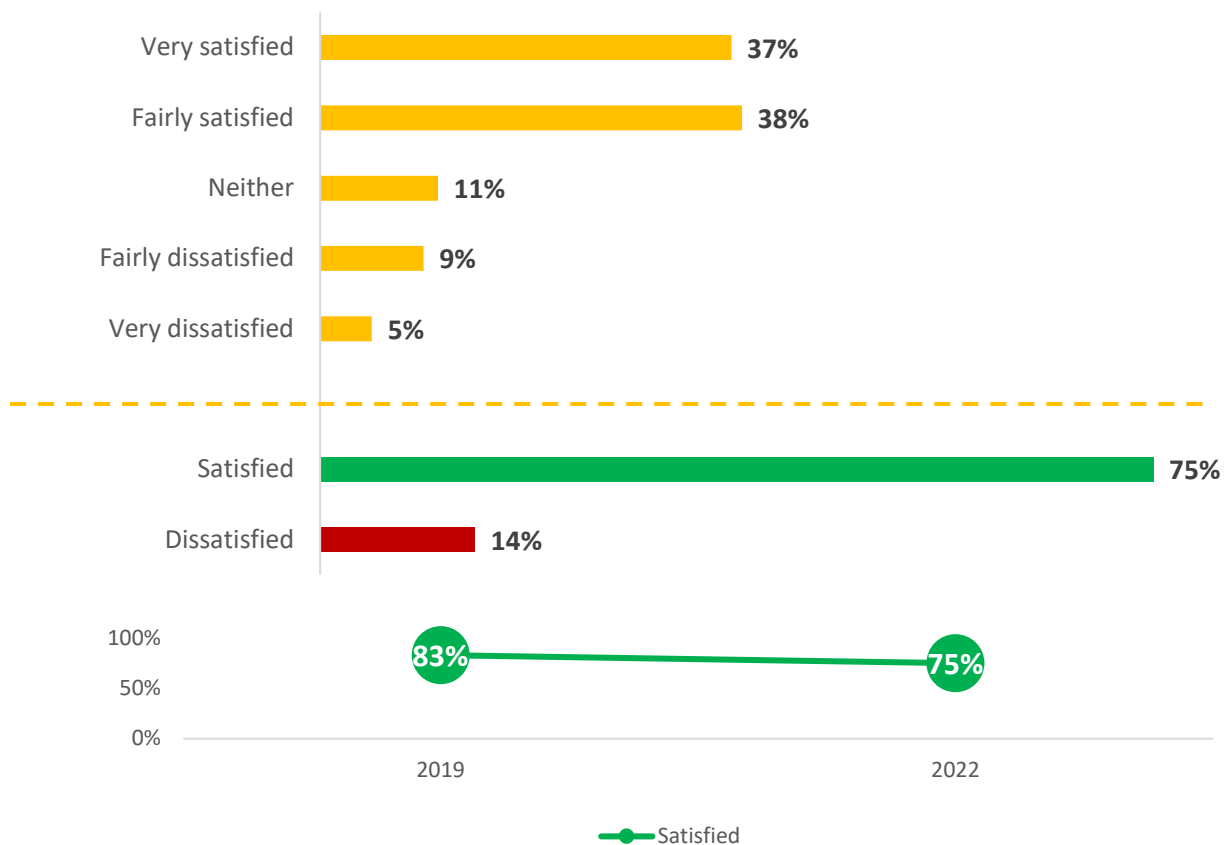
Section Two: Value for money

This section explores how satisfied customers were with their value for money.

Rent value for money

Three quarters (75%) of tenants are satisfied that their rent provides value for money. This includes 37% who gave the most positive response of 'very satisfied.' Just over one in ten (14%) of tenant's express dissatisfaction with the value for money their rent provides, with 5% very dissatisfied. There has been a drop in perceptions compared to the previous survey, although its importance to mention the impact the current cost of living crisis will have on this measure when making comparisons to historical data.

Figure 12: Q31. How satisfied or dissatisfied are you that your rent provides value for money? (All responses)



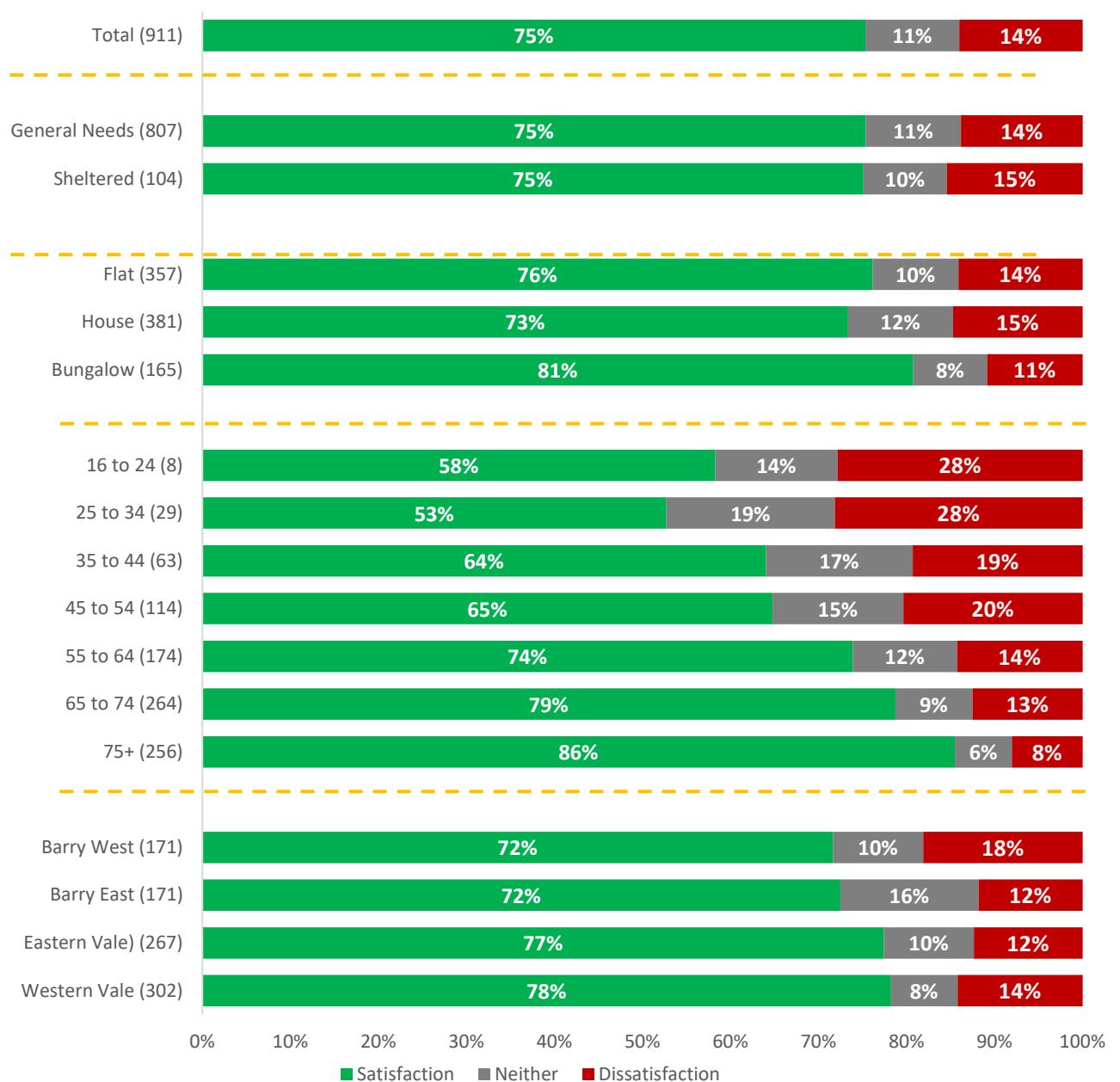
Sample base: 911

Subgroup analysis for rent value for money

Those living in a bungalow are significantly more likely to be satisfied that their rent provides good value for money compared to those in houses (78%) or flats (83%).

There are no significant differences in perceptions of rent when looking at tenure, area and property type. Those aged 65-74 (79%) or 75+ (86%) are significantly more satisfied with the value for money of their rent compared to those aged 35-44 (64%) and 45-54 (65%). Indeed these two age groups are significantly lower than the total average of 75%.

Figure 14: Q31. How satisfied or dissatisfied are you that your rent provides value for money (By subgroup)

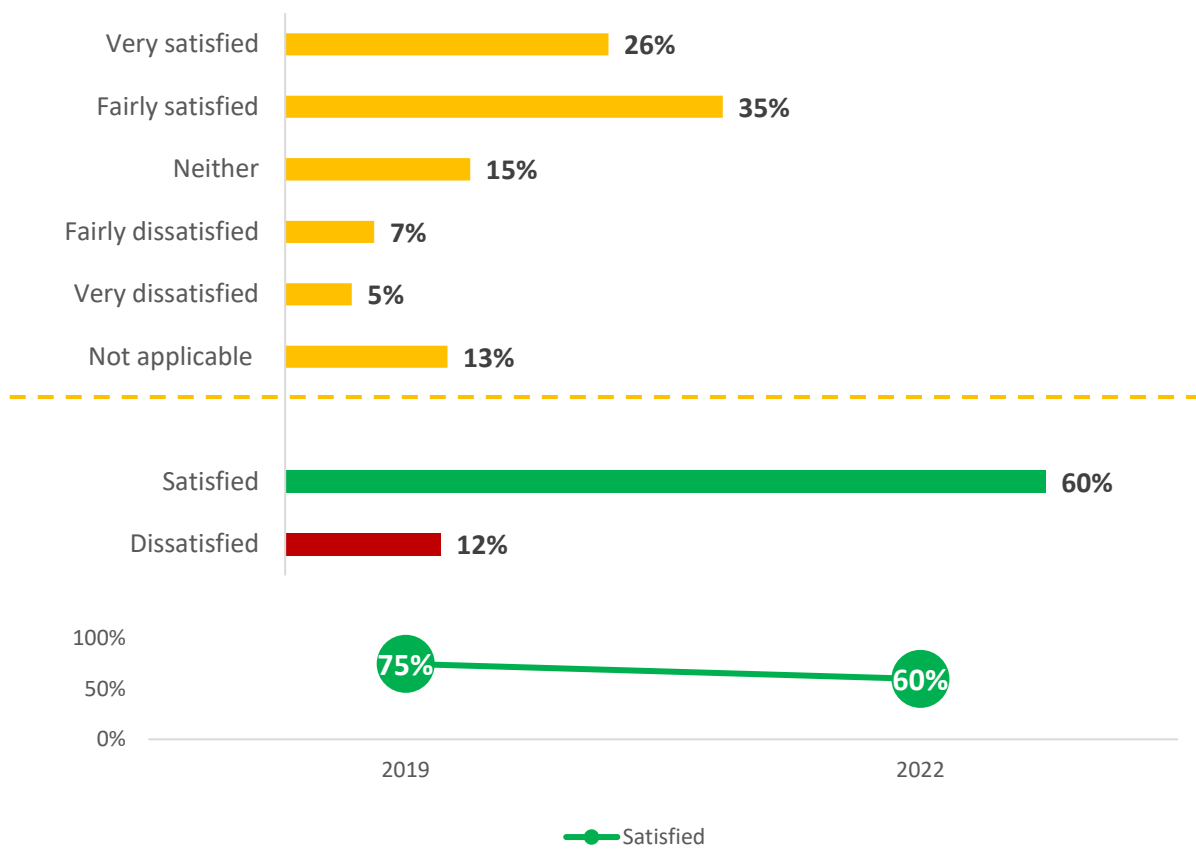


Sample base in parentheses

Service charge value for money

Six in ten (60%) of tenants are satisfied with the value for money their service charges provide, with a quarter (26%) very satisfied. Around one in ten (12%) are dissatisfied in this regard, with 5% very unsatisfied with the value for money of their service charges. 15% have a neutral opinion on their service charges, with 13% saying this is not applicable to them.

Figure 15: Q32. How satisfied or dissatisfied are you that your service charges provide value for money? (All responses)



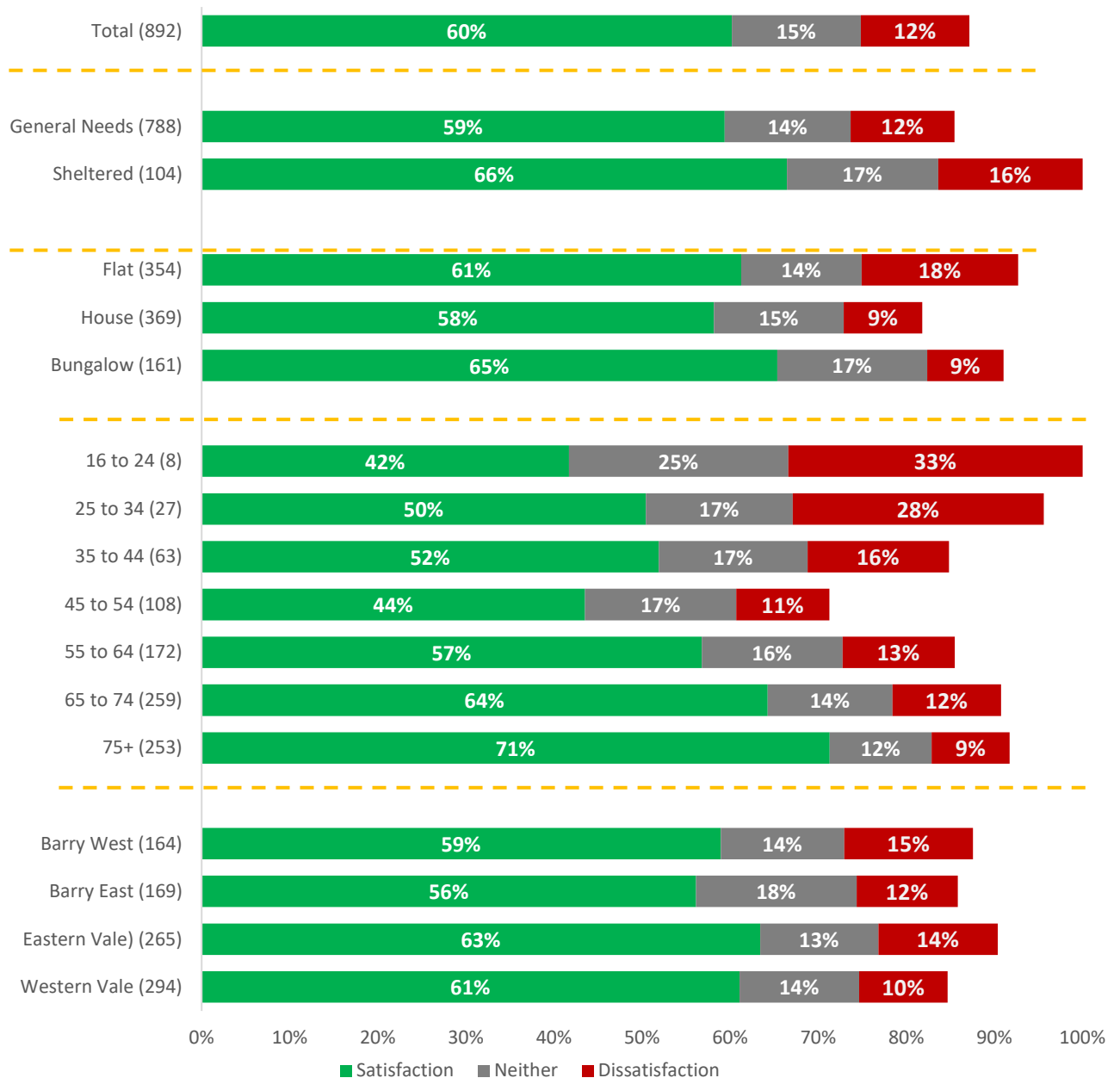
Sample base: 892

*2019 – not applicable removed from base

Subgroup analysis for service charge value for money

Those in flats are significantly more likely to be dissatisfied with their service charges compared to the total average (18% cf. 12%). Conversely, those in houses are significantly less likely to be dissatisfied (9% cf. 12%). Those aged 45-54 are significantly less likely to be satisfied with the services charge value for money (44%), significantly lower than those 55-64 (57%), 65-74 (64%) and 75+ (71%).

Figure 14: Q32. How satisfied or dissatisfied are you that your rent provides value for money (By subgroup)



Sample base in parentheses

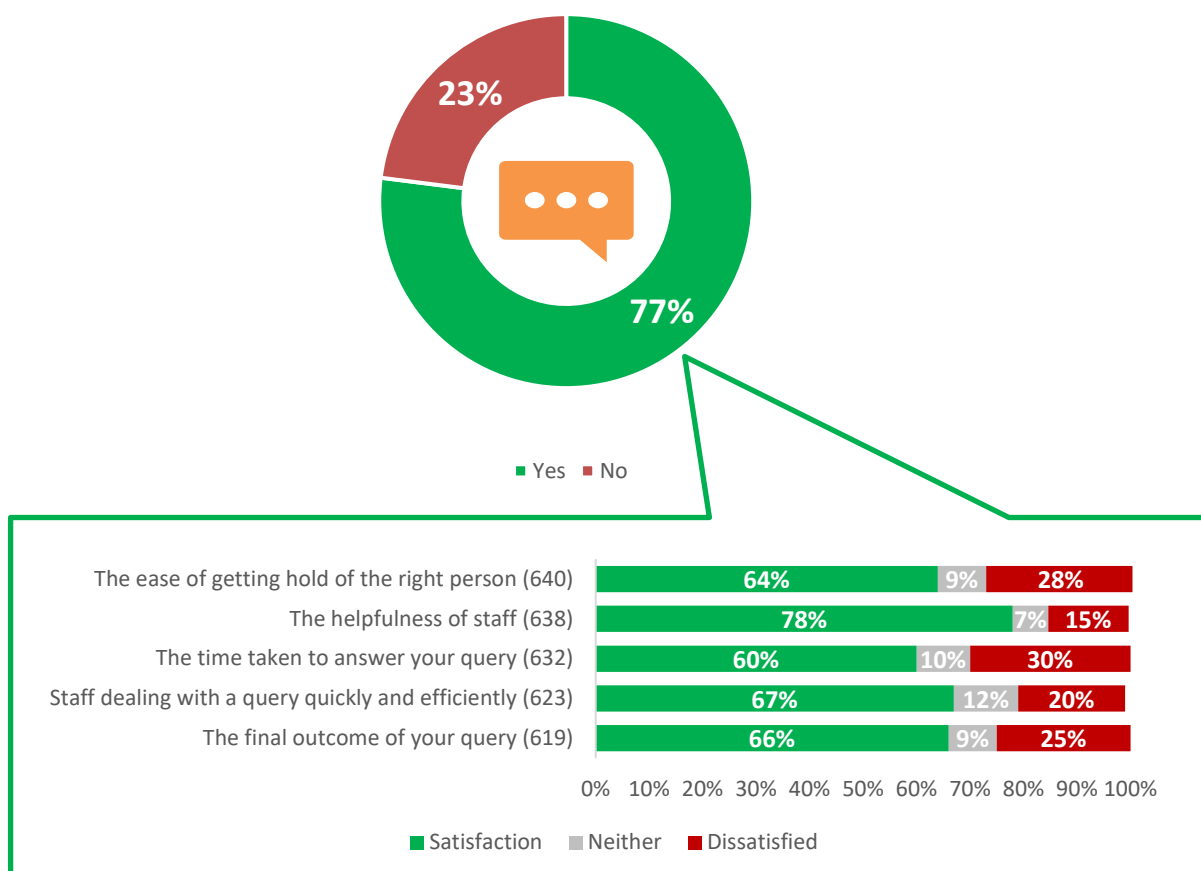
Section Seven: Information and Resident involvement

This section explores how satisfied customers were with various aspects of Vale Of Glamorgan’s communication.

Contact Perceptions

77% of tenants said that they have contacted Vale Of Glamorgan in the last 12 months. Of those that have, they were asked a series of questions related to their experiences with the contact centre. 64% of tenants are satisfied with the ease of getting hold of the right person to deal with their query, whilst 78% indeed felt that the person they spoke with was helpful. In terms of the time taken, 60% of tenants are satisfied with this measure.

Figure 53: Q25. Have you contacted Vale of Glamorgan in the last 12 months? (All responses)



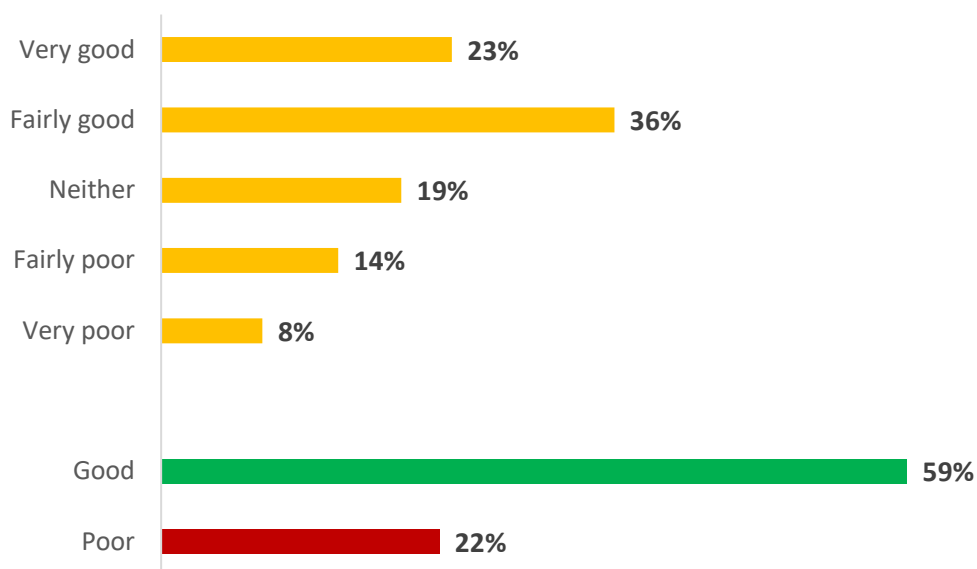
Sample base: 861

Keeping tenants

The government white paper on housing has placed considerable emphasis on tenant voice, with social landlords required to listen clearly to what matters most to residents and to ensure landlord accountability.

59% feel that they are well kept informed by Vale of Glamorgan about things that may impact them as a resident, with around a quarter (23%) very satisfied. Just over a fifth (22%) feel poorly towards this measure, with stating 8% stating very poor. A fifth (19%) of tenants expressed neither at this measure, perhaps indicating that some tenants are not really sure how Vale of Glamorgan actually keep tenants informed, or maybe do not sought this information.

Figure 57: Q22. How good or poor do you feel Vale of Glamorgan is at keeping you informed about things that might affect you as a resident? (All responses)

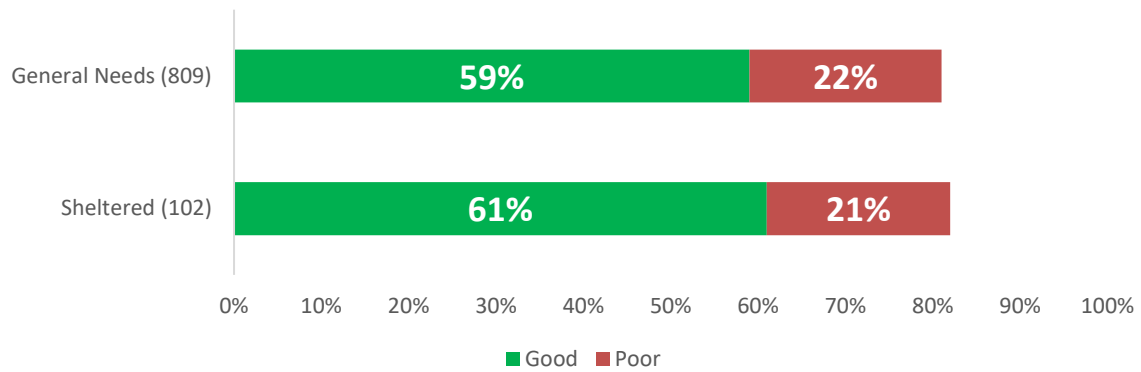


Sample base: 911

Keeping tenants informed - by tenure

Perceptions of being kept informed are very similar when comparing general needs tenants to sheltered tenants.

Figure 58: Q30. How good or poor do you feel Vale of Glamorgan is at keeping you informed about their services and decisions? (By tenure)



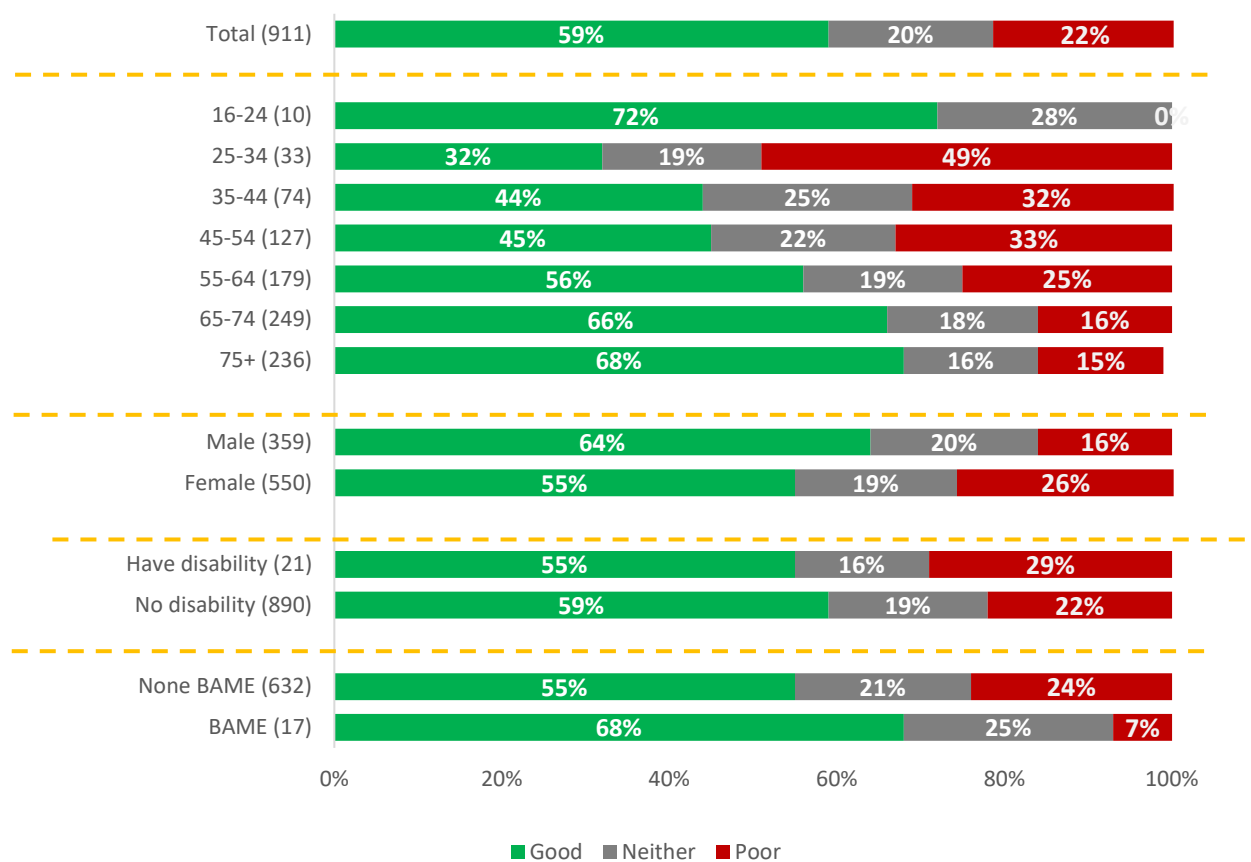
Sample base in parentheses

Subgroup analysis of keeping tenants informed

Those aged 65-74 (66%) and 75+ (68%) are significantly more positive with being kept informed by Vale of Glamorgan than all the other age groups, with perceptions of 'good' dropping lowest amongst those aged 25-34 (32%) and 45-54 (45%).

None BAME tenants are substantially more likely to feel Vale of Glamorgan area good with this measure compared to BAME tenants (68% cf. 55%), although due to a low base size this should be taken as indicative only.

Figure 59: Q30. How good or poor do you feel Vale of Glamorgan is at keeping you informed about their services and decisions? (By subgroup)

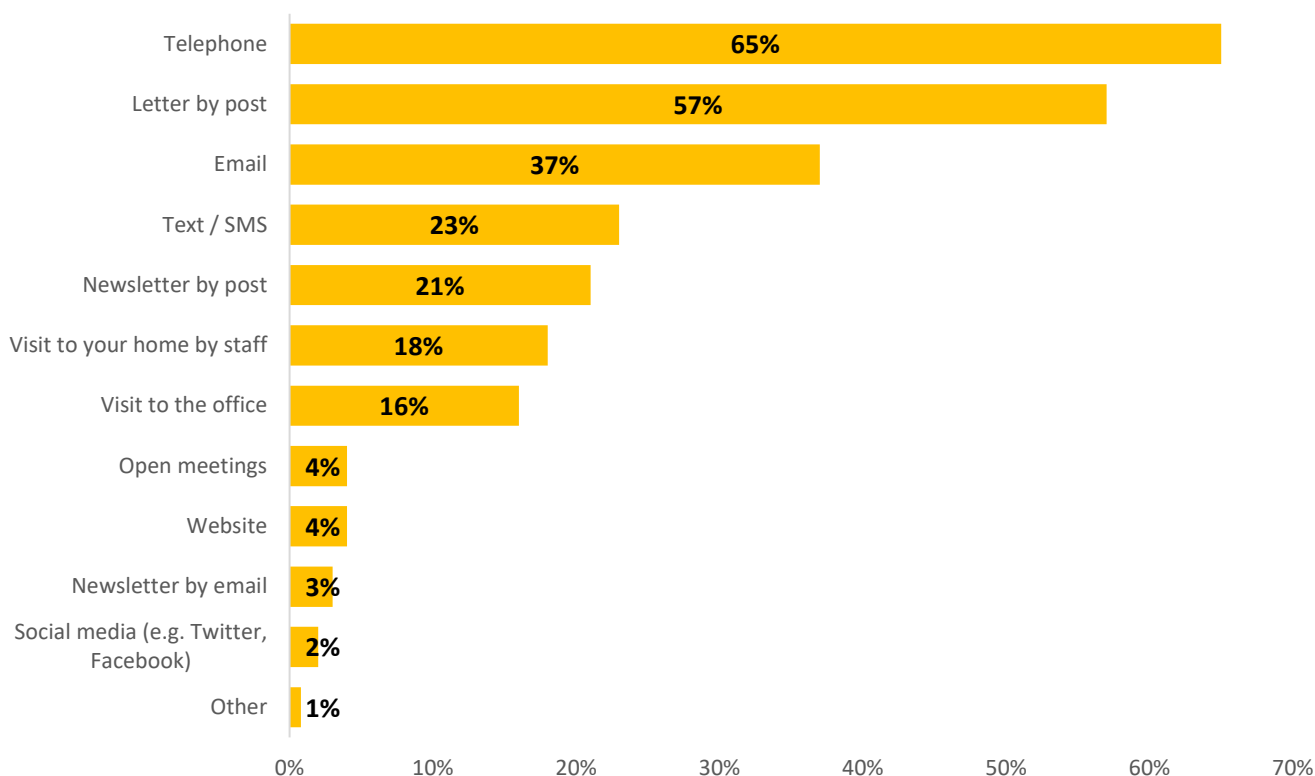


Sample base in parentheses

Preferred method of being kept informed

When asked what methods tenants are most happy to use in terms of being kept informed and getting in touch with the council, telephone (65%) and via letter in the post (57%) are the two most common methods of communication. Information via Email (37%) or Text/ SMS (23%) were also popular channels Vale of Glamorgan tenants are interested in receiving information and contacting them.

Figure 60: Q24. Which of the following methods of being kept informed and getting in touch with Vale of Glamorgan are you happy to use? (All responses)

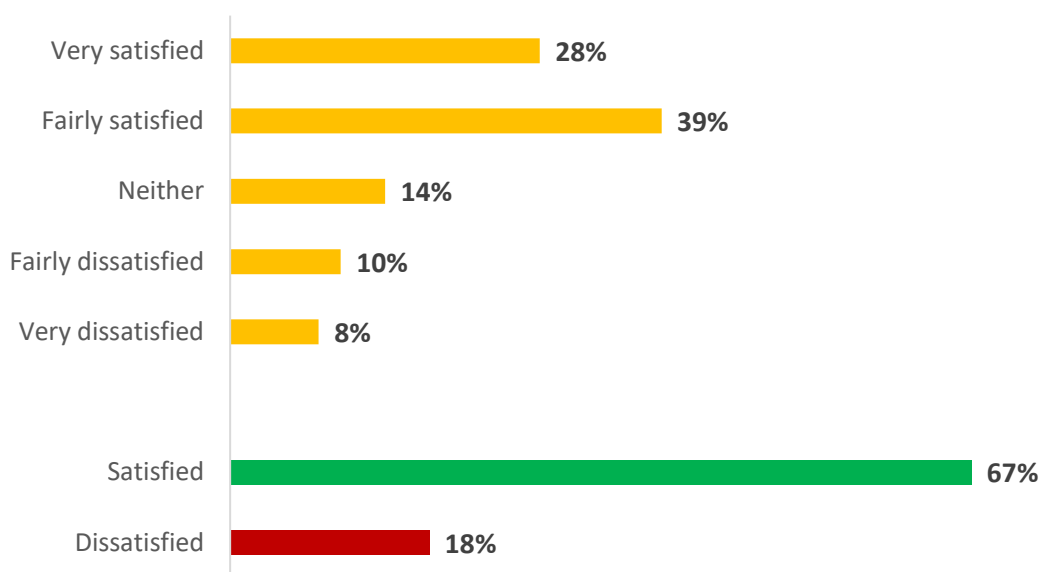


Sample base: 913

Ease of dealing with Vale of Glamorgan

Tenants were asked to what extent they are satisfied that their landlord is easy to deal with. Around two thirds (67%) tenants currently express satisfaction. Among the remainder, 14% have a neutral opinion, with dissatisfaction low at 18%. 28% express the highest level of satisfaction with this measure, compared to just 8% of those very dissatisfied.

Figure 61: Q29. How satisfied or dissatisfied are you with the following? That Vale of Glamorgan is easy to deal (All responses)

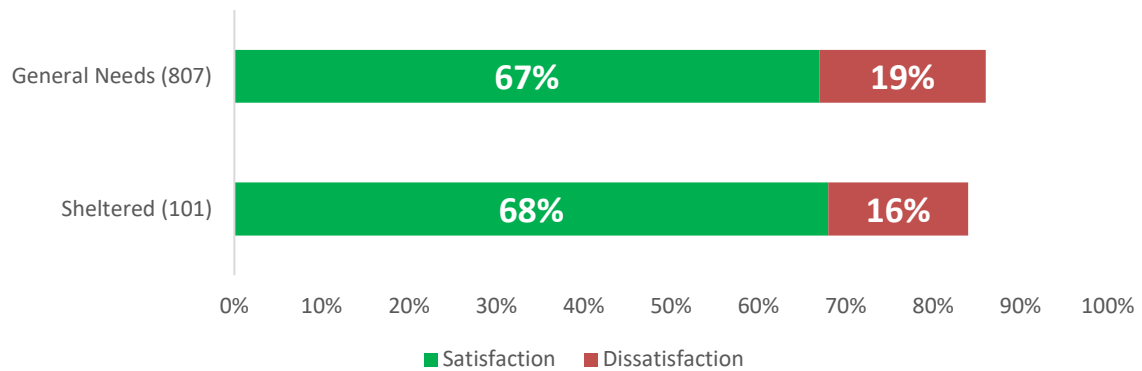


Sample base: 907

Ease of dealing with Vale of Glamorgan - by tenure

Satisfaction does not differ significantly in regard to the ease of dealing with Vale of Glamorgan when comparing by tenure, with sheltered tenants 3-percentage points more likely to be satisfied in comparison to general needs tenants, although this is not statistically significant.

Figure 62: Q29. How satisfied or dissatisfied are you that Vale of Glamorgan is easy to deal with? (By tenure)



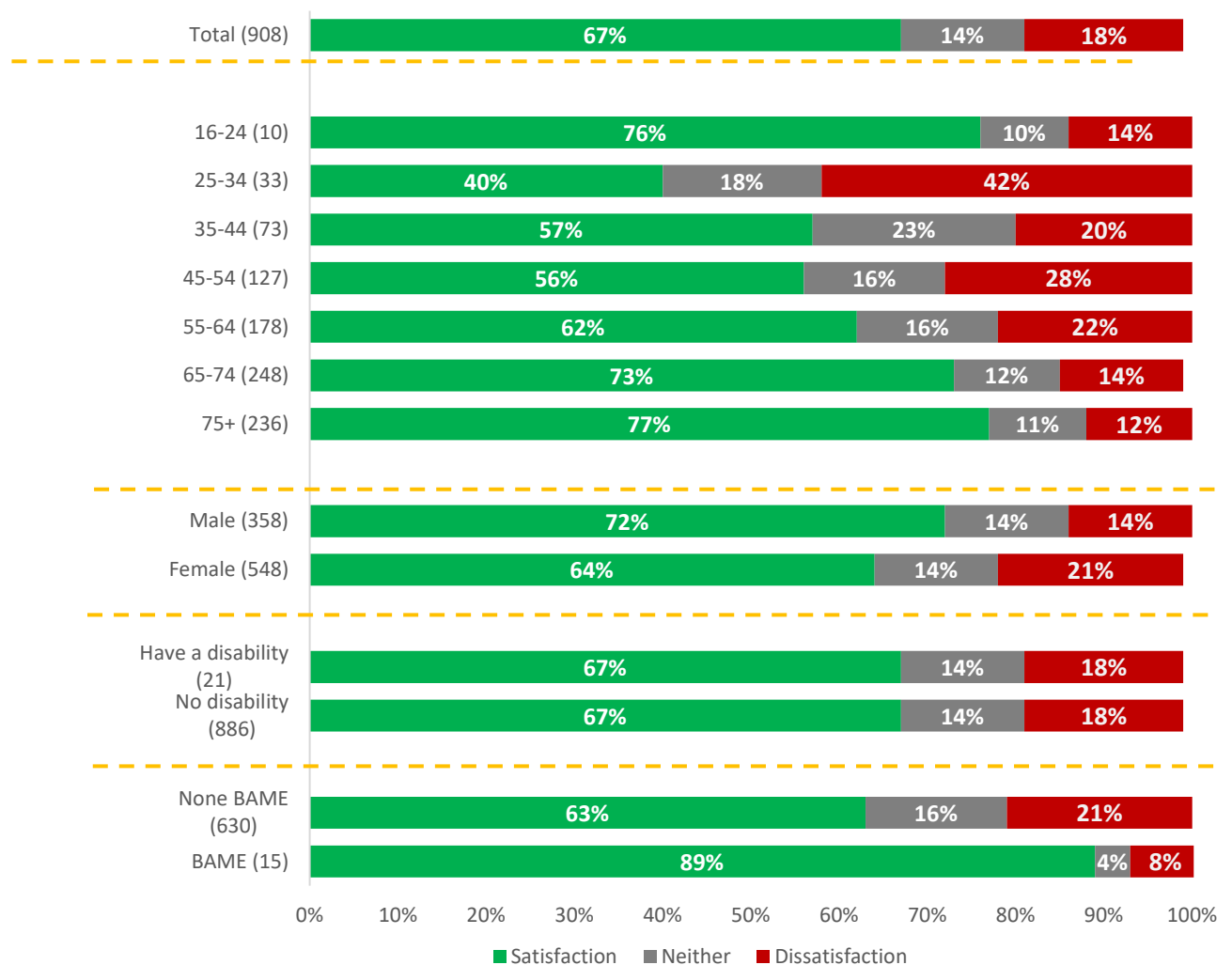
Sample base in parentheses

Subgroup analysis for ease of dealing with Vale of Glamorgan

Tenants aged 25-34 are least likely to be satisfied with how easy Vale of Glamorgan are to deal with (40%), whilst those 75+ (77%) are most satisfied. This cohort (45-54) are also the most likely to be dissatisfied with the ease of dealing with Vale of Glamorgan (28%), along with those aged 25-34 (42%).

There are no significant differences in regards to satisfaction with how easy to deal with Vale of Glamorgan are by gender or disability. None BAME tenants are again more satisfied compared to BAME tenants, but again this is a small base size so should be taken as an indicative finding only.

Figure 63: Q29. How satisfied or dissatisfied are you that Vale of Glamorgan is easy to deal with? (By subgroup)

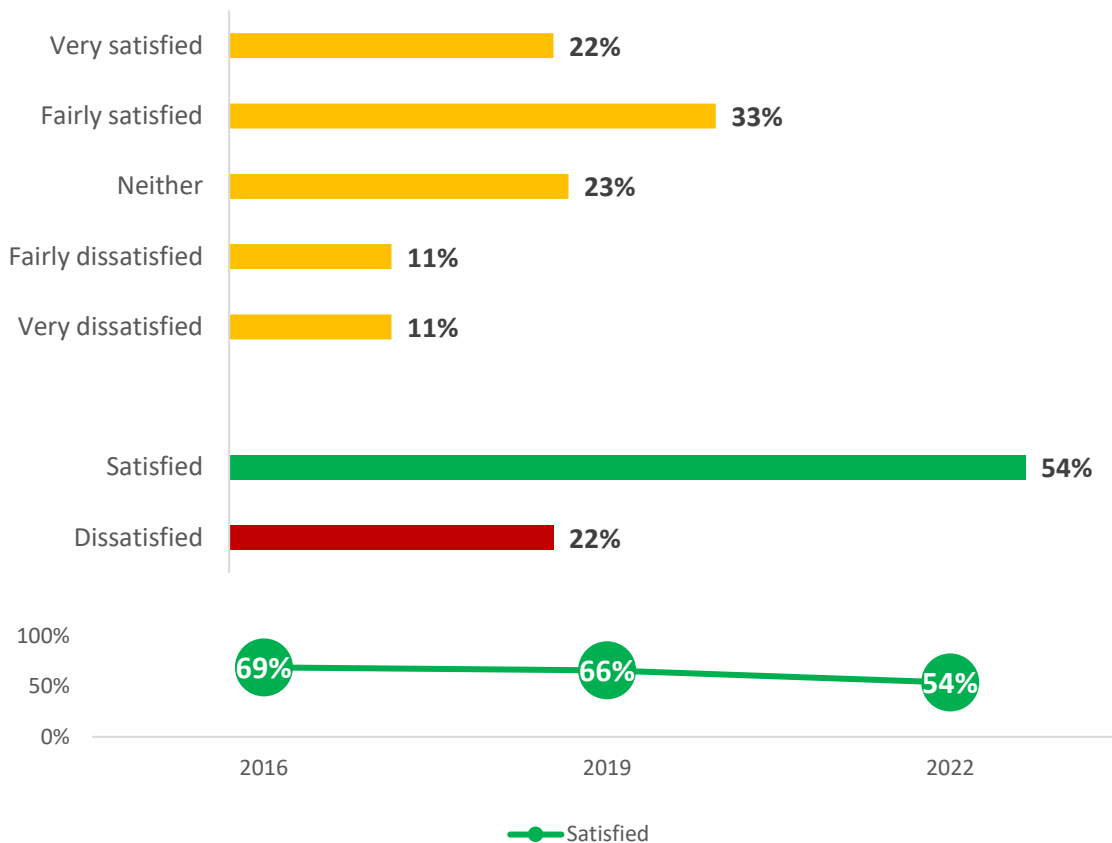


Sample base in parentheses

Listening to views and acting upon them

Around half (54%) of tenants are satisfied that Vale of Glamorgan listens to their views and act upon them, with 22% very satisfied. 22% express dissatisfaction at this measure, with 11% very dissatisfied. Perceptions have seen a steady decline in terms of historical data, although it is worth noting the sector in general has seen a decrease in this perception over the last two years.

Figure 64: Q27. How satisfied or dissatisfied are you with the following? That Vale of Glamorgan listens to your views and acts upon them (All responses)

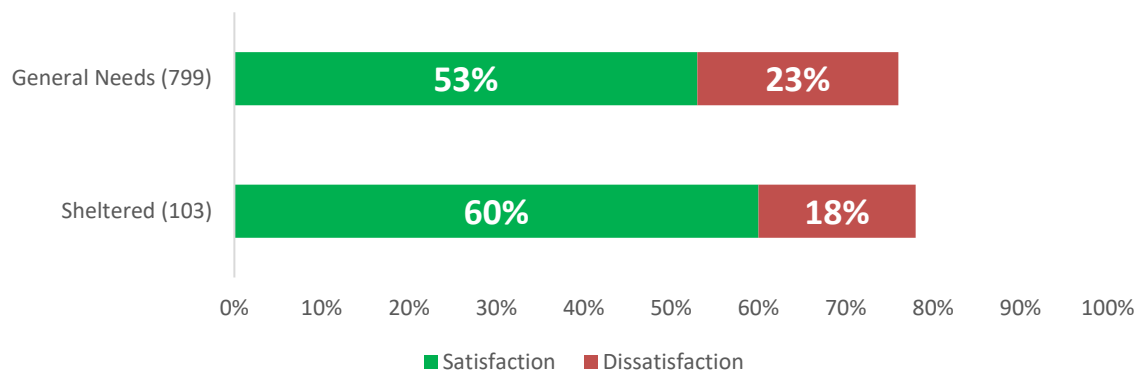


Sample base: 902

Listening to views and acting upon them with Vale of Glamorgan - by tenure

Sheltered tenants are more likely to be satisfied with this measure when compared to general needs tenants (53% cf. 60%), although the results here are not significantly different.

Figure 65: Q27. How satisfied or dissatisfied are you with the following? That Vale of Glamorgan listens to your views and acts upon them (By tenure)



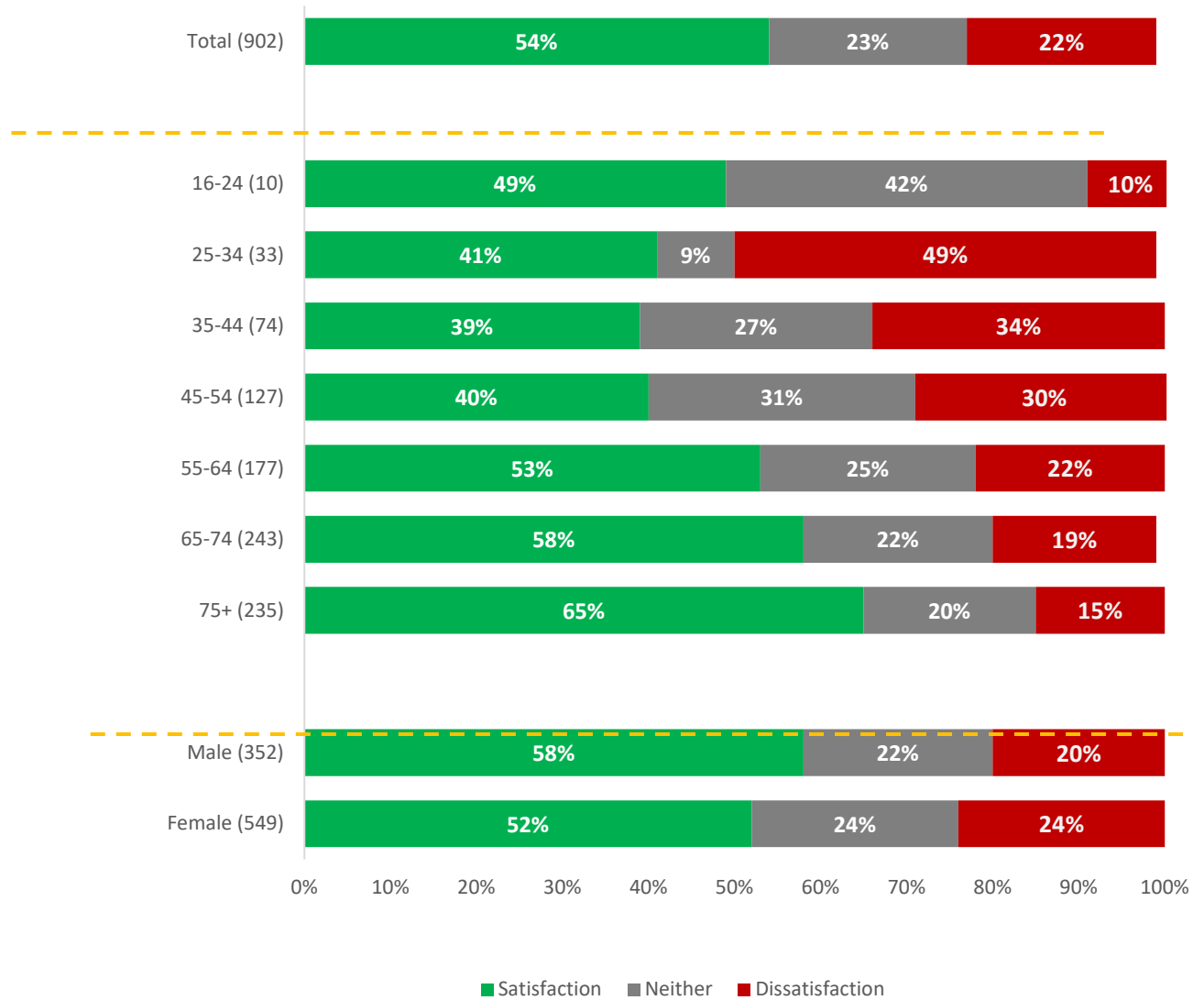
Sample base in parentheses

Subgroup analysis for listening to views and acting upon them

In regards to age, those 75+ are most likely to be satisfied with the way their views are listened to and acted upon by Vale of Glamorgan (65%) – a common finding throughout the communications section.

Female tenants are more likely compared to male tenants to be satisfied their views are listened to and acted upon, however this is not significantly different.

Figure 66: Q27. How satisfied or dissatisfied are you with the following? That Vale of Glamorgan listens to your views and acts upon them (By subgroup)

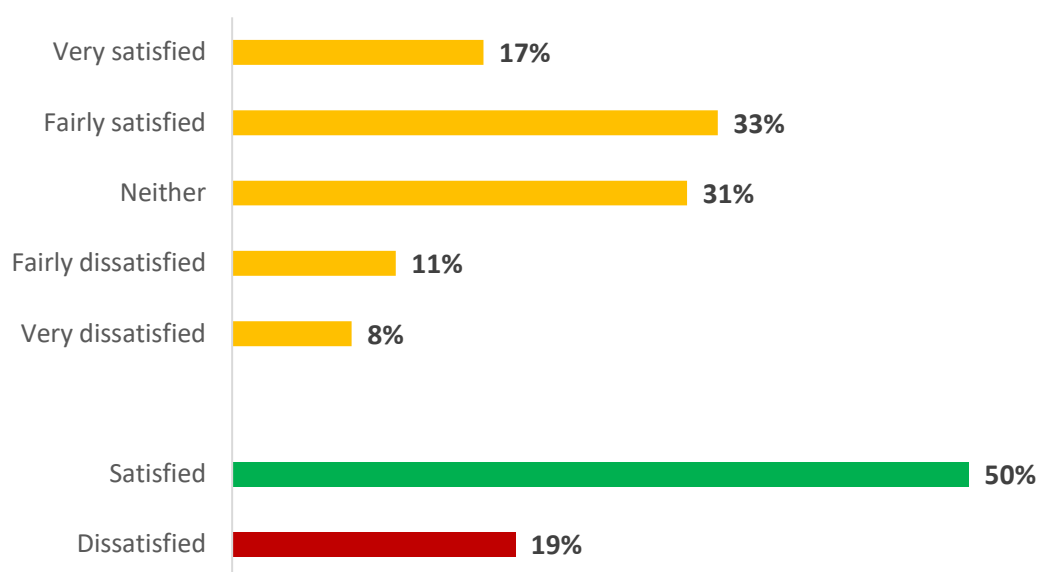


Sample base in parentheses

Opportunities to make views known

Half (50%) of tenants are satisfied with their opportunities to make views known to Vale of Glamorgan, with a fifth (17%) very satisfied. 19% state they are dissatisfied with their opportunity to make views known, whilst around a third (31%) give an answer of neither, which may indicate a high proportion of tenants are not too sure on what opportunities they actually have enough to make an informed opinion on how satisfied they are with them.

Figure 67: Q28. How satisfied or dissatisfied are you with the following? That Vale of Glamorgan gives you the opportunity to make your views known (All responses)



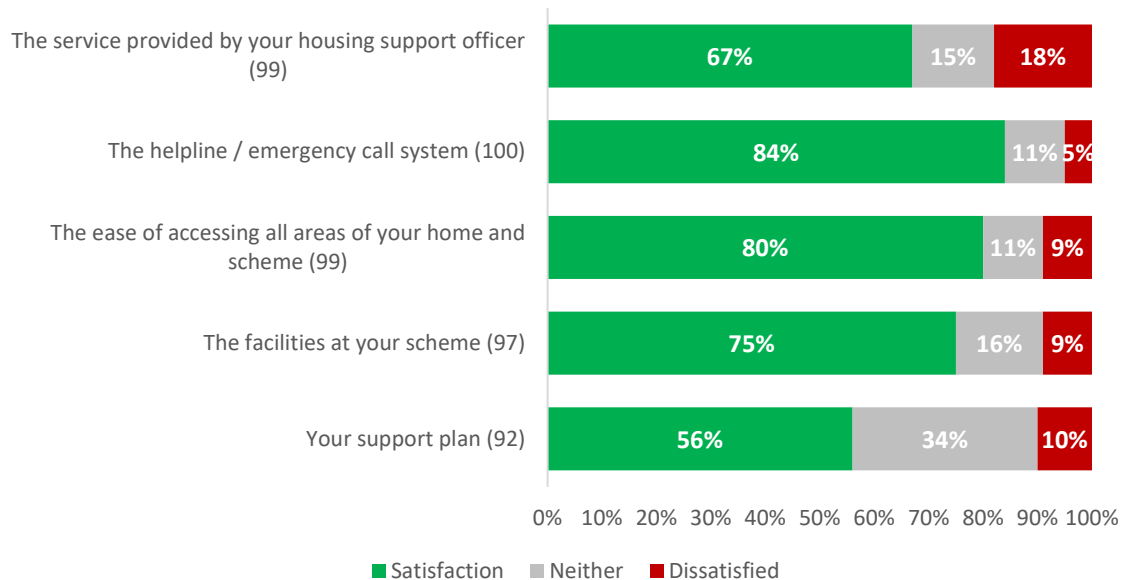
Sample base: 899

Section Nine: Sheltered Housing

Satisfaction with the supported housing services provided by Vale of Glamorgan

Sheltered tenants were asked a series of questions related to the support housing services they receive from Vale of Glamorgan. Perceptions of the helpline/ emergency call system are high, with 84% satisfied, as are perceptions of the ease of accessing all areas within their scheme (80%). Perceptions of the support plan put in place is less positive, with just over half (56%) expressing satisfaction with this measure. Only 5% however express dissatisfaction, with a third (34%) stating neither.

Figure 71: Q34. Thinking about your sheltered home and scheme, how satisfied or dissatisfied are you with the following? (Sheltered tenant responses)



Sample base in parenthesis

Benchmarking

Against the HouseMark benchmark from 2021 onwards, the results perform within the lower or median range for all measures. Those falling into the median range includes perceptions of the quality of home, satisfaction with the repairs service and satisfaction with the neighbourhood as a place to live.

This benchmark is made up of 23 housing associations across the country who have submitted a STAR survey data set since the beginning of 2021. Due to the coronavirus pandemic, we no longer feel its suitable to compare back to data before this date due to the different environments in which services were operating, which makes it difficult to provide a fair comparison. More recently, the cost of living crisis is having a profound impact on the population, and early indications cite that this is having an impact across the sector on tenant satisfaction.

Figure 72: Combined General needs and sheltered tenants headline findings compared to 2021 HouseMark Benchmark.

	Lower quartile	Median	Upper quartile	Vale of Glamorgan 2022
Satisfaction with the service provided	80%	85%	88%	76%
Satisfaction with the overall quality of home	78%	81%	85%	80%
Satisfaction with the last repair (full survey)	76%	82%	87%	81%
Satisfaction with neighbourhood as a place to live	81%	85%	87%	83%
Satisfaction that rent provides value for money	85%	89%	91%	75%
Satisfaction that service charges provide value for money	67%	78%	79%	60%
Satisfaction that their views are being listened to and acted upon	63%	69%	73%	54%

Key Drive Analysis

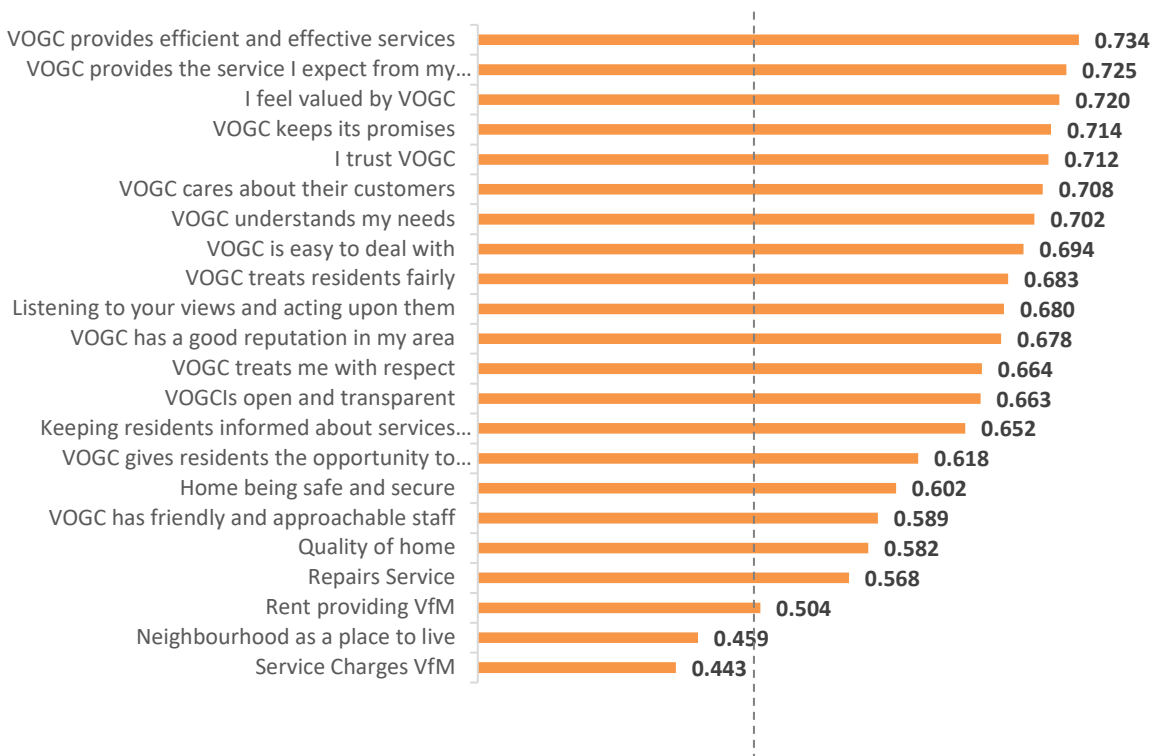
Key driver analysis for overall satisfaction

Satisfaction with the overall service provided has been further analysed using a statistical technique called key driver analysis, based on correlation testing. This helps to better understand the associations between key performance indicators and identify the relative impact that they have on each other. A correlational test will result in a score (correlation coefficient) between 0 and 1. Correlation coefficients that are closer to '1' indicate that a strong linear relationship exists between the two measures. This means that if a housing provider can improve performance on one measure, then it is likely that feedback will improve on the other measure too.

In the real world, it is highly unlikely that the types of survey questions that can be used will correlate at a factor more than 0.85. Another issue with this technique is that of causality – the technique alone cannot easily tell us which question influences which question (i.e. the 'chicken and egg' conundrum). In this sense, correlation testing is just a guide to indicate where attention should be diverted, and interpretation applied.

The bars in the chart below indicate the strength of the correlation, with the strongest ranking at the top. Anything over 0.5 suggests that a strong relationship exists between the two questions, and any number between 0.3 and 0.5 suggests a medium relationship. The current satisfaction for the key drivers is also shown next to each bar.

Figure 4: Key driver analysis (key relationships)



The service element that has the strongest correlation with overall satisfaction is around tenants general perceptions of the council, including perceptions of providing an effective and efficient service, providing the service expected, feeling valued, keeping promises and trust in the council.

These perceptions are likely to be enhanced through a mixture of strong service delivery and improving tenant engagement approaches. While it is difficult to disentangle how these factors combine to shape tenant opinion, the fact that many of the measures throughout the report have a high correlation with overall satisfaction indicates that tenants of Vale of Glamorgan take into account nearly all services aspects when looking at their overall perceptions. The only two measures not to highly correlate with overall satisfaction is perceptions around the neighbourhood as a place to live and service charge perceptions.

Conclusion

Taking everything into account, around three quarters (76%) of tenants are satisfied with the overall service provided by their landlord. The HouseMark 2021/22 median for this indicator is 81%, although the lower quartile precipice is 80%. The Covid-19 situation needs to be taken into context when comparing to historical data, service delivery has had to change dramatically as well as direct contact with tenants, meaning respondents have not been getting the services they were receiving in 2019. The cost of living crisis should also be taken into account, as this is a relatively new issue within the sector from a research standpoint, its still too early to quantify how much this is impacting tenant satisfaction. For this study individually, its also a baseline study, so this forms a strong platform to uses as a tool to increase tenant satisfaction by understanding where gains in satisfaction can be made, especially in regards to measures which highly correlate with overall perceptions of the service.

Four fifths (80%) believe that the repairs and maintenance is a priority to them. The repairs and maintenance service perceptions trend within the median average when compared to other providers, with 81% of Vale of Glamorgan tenants who have had a repair in the last year expressing their satisfaction with the service. The repairs service was the hardest service to operate for many organisations through the pandemic, so it's positive that Vale of Glamorgan scores well within this area and highlights continued improvements to user satisfaction with this service will help to improve overall views of the wider delivery.

The data shows that there is an appetite for Vale of Glamorgan to focus on their responsiveness to tenants and to listen to tenants to a greater extent. This need is further emphasised by indicators within the dataset, especially amongst younger tenants. 59% hold positive perceptions that their landlord keeps them informed about services and decision making that may impact them as a tenant. A similar theme can be observed with satisfaction with Vale of Glamorgan listening to views and acting upon them. Further research may need to be done as to why tenants have lower perceptions of the communication provided by Vale of Glamorgan, although we know that traditional communication methods have been severed to varying degrees over the last two year because of the pandemic, where some tenants may have lost their 'connection' to Vale of Glamorgan. Positively, sheltered tenants are more satisfied with these measures, which is important with the context that they consider keeping tenants informed to be a bigger service priority for Vale of Glamorgan compared to general needs tenants.

A new Charter for social housing residents

Our new Charter sets out what every social housing resident should be able to expect:

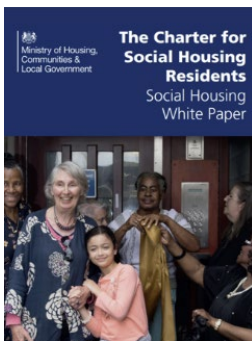
1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

Strengthening tenant voice will be important given the wider policy context for social landlords. The government's Social Housing White Paper titled 'The Charter for Social Housing Residents' sets out what every social housing resident should be able to expect.

This Charter also provides a framework with which to summarise other key messages from this research.

The proportion of tenants satisfied that Vale of Glamorgan provide a home that is safe and secure (82%) which just falls short of the median score in the benchmark of 83%. Perceptions of safety and security is becoming an increasingly more important factor for tenants, especially since the Grenfell tragedy in 2017 has heightened issue pertaining to building regulation.

Satisfaction with their neighbourhood as a place to live is found among 83% of tenants, which is within the median threshold of the benchmark, highlighting that tenants are generally happy with the area they live in.



Appendix A: Demographic information

Age	Number	%
16 to 24	8	1%
25 to 34	29	3%
35 to 44	63	7%
45 to 54	114	12%
55 to 64	176	19%
65 to 74	266	29%
75+	266	29%

Gender	Number	%
Male	374	40%
Female	550	60%

Sexuality	Number	%
White	643	70%
Mixed	1	0%
Black	5	1%
Asian	8	1%

Other	1	0%
Unknown	267	29%

Disability	Number	%
Yes	24	3%
No	901	97%

Housing benefit	Number	%
Yes	548	59%
No	377	41%

Ethnicity	Number	%
Employed Full-time (> 30 hrs)	66	7%
Employed Part-time (< 30 hrs)	49	5%
Full-time education	5	1%
Permanently Sick or Disabled	13	1%
Retired	224	24%
Self-Employed	12	1%
Unemployed (Job Seeker)	216	23%
Unknown	340	37%



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