



NSDC STAR Survey 2020/21

Analysis Report – May 2021

viewpoint

Giving your
customers a voice



CONTENTS

Executive Summary	3
1. Methodology	5
2. Services Overall	6
3. Repairs & Maintenance	10
4. Anti-social Behaviour	13
5. Lettings	14
6. Complaints	15
7. Dealing with queries	16
8. Neighbourhoods and Estates	17
9. Your Home	19
10. Empowerment	20
11. Value for Money	21
Annexes	
I. Example questionnaire	22

EXECUTIVE SUMMARY

This report details the results of the 2020/21 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.

The data was collected by telephone interview, the same method as when the survey was undertaken by Newark and Sherwood Homes.

Results are presented to all questions, results and to STAR benchmarking data provided by Housemark where possible. Results of statistical significance are highlighted. Newark and Sherwood District Council did not undertake a STAR survey in 2019/20 so comparisons are made where possible to the 2018/19 survey.

Key findings from each section are presented below:

Services Overall

Overall satisfaction is 87.5%, four points above the STAR benchmark, and a small one point fall on the result achieved in the 2018/19 survey.

Results of the four Core questions in this section are below:

Overall satisfaction	87.5%
Overall quality of your home	85.7%
Providing a home that is safe and secure	93.8%
NSDC is easy to deal with	87.1%

The Net Promoter Score for 2020/21 is 45.3. This is 13 points above the STAR benchmark and a seven point increase on 2018/19.

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', 'Overall quality of your home', 'Listening to views and acting upon them' and 'Giving you a say in how services are managed'.

Repairs & Maintenance

Satisfaction with the way NSDC deal with repairs and maintenance is at 80%, three points above the STAR benchmark. This general view of the service returned a lower score than 'satisfaction with the last repair', answered by people who had a repair completed in the last 12 months. This core question scored 87%, the same as 2018/19 and demonstrates that those who have experienced the service have a more favourable view than those providing a general view.

The overall repairs service provided by NSDC on this occasion	86.9%
--	--------------

Anti-social Behaviour

Satisfaction with the final outcome of ASB complaints was the lowest scoring aspect in this section at 45%. But others scored better, such as how the ASB complaint was handled (64%), NSDC being easy to deal with (78%) and that staff were knowledgeable (79%).

Lettings

This new section showed that satisfaction with the Lettings process is generally high, particularly the overall process (92%) and NSDC being easy to deal with (88%). One area of relative dissatisfaction is with the condition of the home at the time of the letting, which scored 72%.

Complaints

As is typical for Complaints satisfaction, the scores in this section are the lowest throughout the survey. The way the complaint was handled and the final outcome both scored 31% satisfaction while 'NSDC being easy to deal with' scored higher at 56%.

Dealing with Queries

Satisfaction on all aspects in this section scored similarly. Satisfaction with the way the call was handled scored 80%, NSDC being easy to deal with 78% and the information and advice provided 80%.

Neighbourhoods and estates

The key question in this section – 'How satisfied or dissatisfied are you with your neighbourhood as a place to live?' scored 90%. This score is nine points above the STAR benchmark.

Your home

Some new questions were asked about services directly related to the home and all scored highly. The gas servicing scored 95%, the emergency call system 92% and the heating and energy efficiency in homes 88%.

Empowerment

Satisfaction with the key question 'Listening to your views and act upon them' scored 82%. This is 14 points above the STAR benchmark and a small rise on the 2018/19 result.

All questions in this section scored above 80% satisfaction. Satisfaction with being able to interact with NSDC achieved the highest mark at 89% while tenants being satisfied that they are being given the opportunity to make their views known scored 87%.

Value for Money

Satisfaction with value for money scored 91% - 4 points above the STAR benchmark. Satisfaction that service charges are value for money scored 85% - 11 points above the STAR benchmark and nearly 8 points above the level recorded in 2018/19.

1. Methodology

1.1 Questionnaire

The questionnaire used has changed from previous STAR surveys undertaken by NSDC since 2015/16, following the launch of Housemark's new STAR framework in 2020. The most appropriate questions were selected by NSDC from the new STAR questionnaire templates and, with some identical questions used to previous surveys, some comparative information is still available. The questionnaire used is presented at Annex I.

1.2 Fieldwork

All surveys were completed independently by telephone. A data list was provided by Newark & Sherwood District Council of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during March and April 2021. 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 (2020/21), while those in gold show comparative results – from the 2018/19 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

The core STAR 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 who have submitted STAR results under the new framework. The benchmarking sample is less than in previous years, with benchmarking figures not available for some key questions with the framework being so new. 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 5 core questions have also been analysed by General needs or sheltered and by geographical area. Notable differences by 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 one tenant.

1.6 Statistical significance

Data has been analysed for statistical significance to compare the change in results between this year and 2018/19. 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 homes?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
545	286 52.5%	191 35.0%	32 5.9%	18 3.3%	18 3.3%

2020/21	2018/19	+/- %	STAR benchmark
87.5%	88.8%	-1.3	83.1%

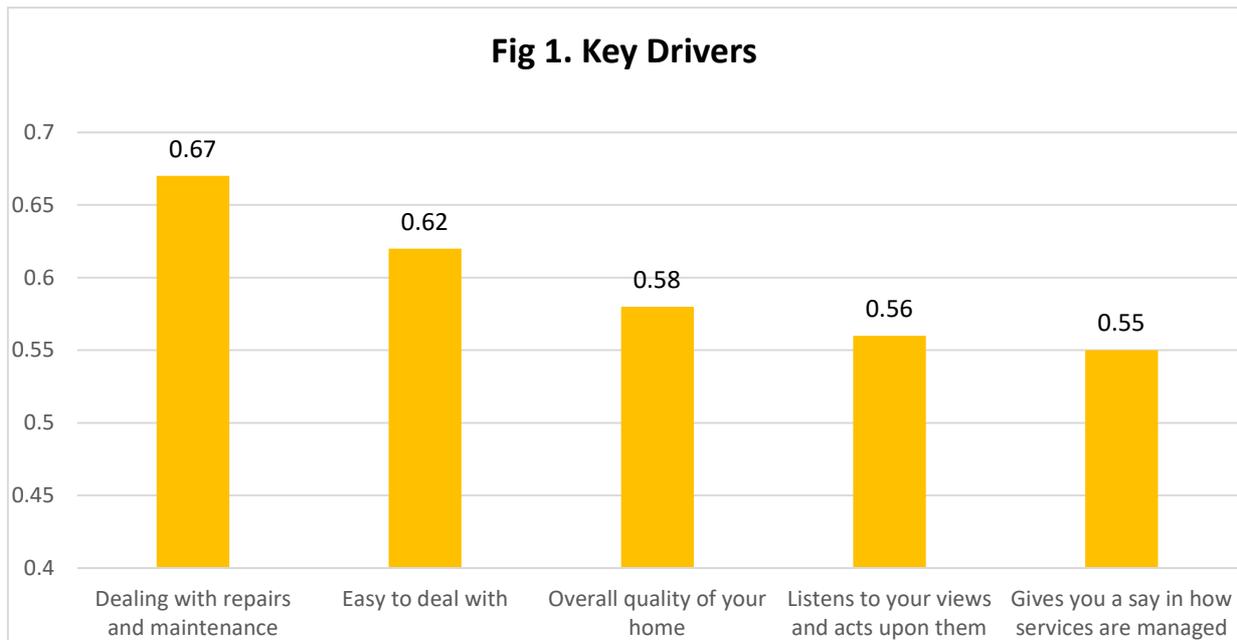
- Overall satisfaction is 87.5%, a 1.3 point fall on the 2018/19 survey, which is not a statistically significant change.
- The score is 4.4 points above the STAR benchmark. The results sits in the middle quartile of Housemark responses, just below the upper quartile benchmark figure from Housemark of 87.8%.
- The score is below the results received from the programme of transactional surveys for 2020/21 which showed an average overall satisfaction score of 93%.
- The satisfaction levels of Supported Housing tenants and General Needs tenants is identical at 87.5%.
- The top three lowest scoring geographic areas (where more than two tenants were dissatisfied) were: Wellow (60%), Blidworth (80%) and Edwinstowe (81.3%).

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:

Fig 1. Key Drivers



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’ (0.67) which has featured in the top five in every year since 2016/17. The small fall in satisfaction with this question is mirrored by a fall in overall satisfaction suggesting the link is very real.
- Three questions related to customer service feature in the top 5 – ‘Being easy to deal with’ (0.62), ‘Listening to views and acting upon them’ (0.56) and Giving you a say in how services are managed’ (0.55) showing the importance of this aspect to tenants.
- Satisfaction with the overall quality of the home is ranked third. This question has also seen a small fall in satisfaction this year and its close link to Overall satisfaction would help explain the fall in this score.

2.2 Satisfaction with key tenancy measures

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall quality of your home	545	296 54.3%	171 31.4%	33 6.1%	30 5.5%	15 2.8%
That NSDC provides a home that is safe and secure	545	365 67.0%	146 26.8%	17 3.1%	8 1.5%	9 1.7%
That NSDC is easy to deal with	542	315 58.1%	157 29.0%	33 6.1%	24 4.4%	13 2.4%
I have a good quality of life in my home	538	257 47.8%	227 42.2%	32 5.9%	15 2.8%	7 1.3%
NSDC is providing the service I expect from my landlord	543	241 44.4%	231 42.5%	29 5.3%	27 5.0%	15 2.8%

	2020/21	2018/19	+/- %	STAR benchmark
Overall quality of your home	85.7%	89.8%	-4.2	85.6%

- Satisfaction with all areas in this section are all above 85%.
- Two new Core questions are featured. 'Providing a home that is safe and secure' which scored 93.8% satisfaction, while 'NSDC being easy to deal with' scored 87.1%
- 'I have a good quality of life' scored 90% and 'NSDC is providing the service I expect' scored 86.9%
- Satisfaction with overall quality of the home has fallen by 4 points compared to 2018/19, a variation which is statistically significant. But the score remains just above the STAR benchmark.
- The 3 lowest scoring geographical areas for (where more than two tenants were dissatisfied) for each core question in this section were:

Overall quality of your home: Carlton on Trent (25%), Wellow (60%), Boughton (78.9%)

NSDC provides a home that is safe and secure: Sutton on Trent (66.7%), Clipstone (81.8%), Farndon (85.7%)

NSDC is easy to deal with: Carlton on Trent (50%), Wellow (60%) and Sutton on Trent (66.7%)

- For all three Core questions Sheltered Housing tenants were 2 to 3 points more satisfied than General Needs.

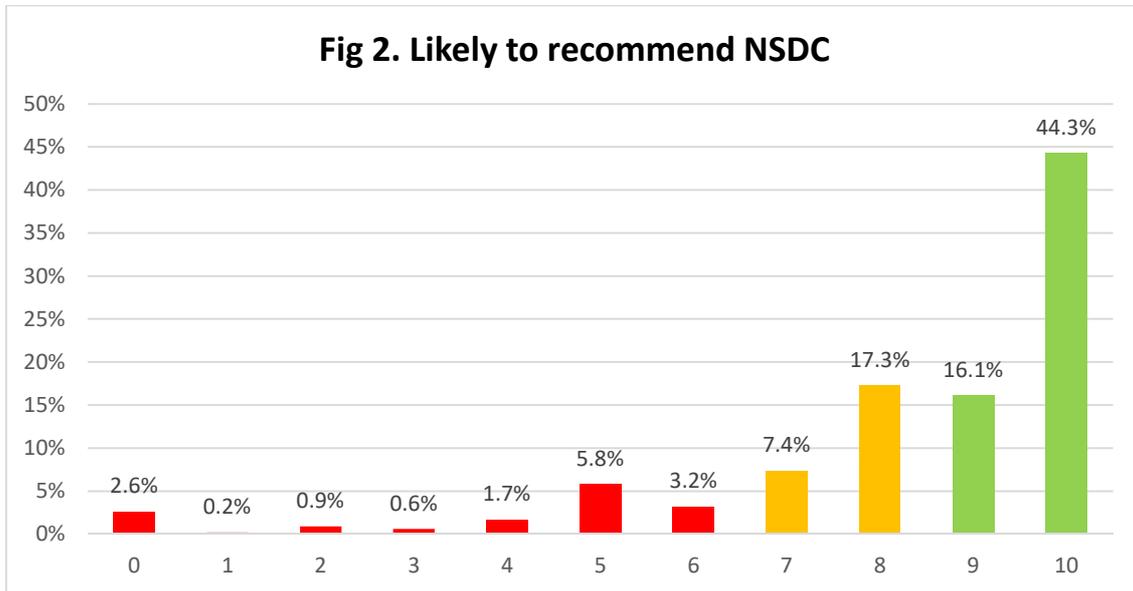
2.3 Do you feel NSDC's services have become better or worse in the last 12 months?

Base	Better	About the same	Worse
536	98 18.3%	361 67.4%	77 14.4%

- This is a question that is new to this year's survey. It shows that 85.7% of 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 2020/21 is 45.3, an increase of 7 points on 2018/19. The score is above the STAR median benchmark of 32.4 and also well inside the upper quartile of responses (39.6).
- The biggest difference between this year and 2018/19 is the increase in customers awarding 9/10 or 10/10, at 60.4%, up from 52.3%.
- This increase in the Net Promoter Sector contrasts with the small fall in overall satisfaction. But with both scores above the STAR benchmark the picture presented is generally one of relatively high customer satisfaction.

3. Repairs & Maintenance

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
540	266 49.3%	167 30.9%	44 8.1%	28 5.2%	35 6.5%

2020/21	2018/19	+/- %	STAR benchmark
80.2%	83.6%	-3.4	77.3%

- Satisfaction with the repairs service is at 80%, a fall of three points on 2018/19. The change is not statistically significant.
- The answers to this question form a much more general view of the repairs service which is below the more specific view of those that have used the service this year (87% - section 3.3).
- Despite this fall the score is 3 points above the STAR benchmark figure, and just below the upper quartile of STAR responses (currently at 81%).
- It is also below the overall satisfaction results for the Repairs transactional surveys in 2020/21 which show a highly satisfied view of the service at 94%.
- This question is the top key driver to overall satisfaction, after being in the top 5 key drivers in the past two surveys. It shows how important repairs are to tenants perception of overall satisfaction. It's small fall in satisfaction is reflected in a similar fall overall (Section 2.1)
- Satisfaction with General Needs tenants was lower (77%) than with sheltered housing tenants (83%), a slightly smaller gap than the 7 point difference in 2018/19.
- The three lowest scoring geographical areas (where more than two tenants were dissatisfied) were: Carlton on Trent (50%), Sutton on Trent (50%), Boughton (57.9%)

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

Base	Yes	No	2020/21	2018/19	+/- %
545	264 48.5%	281 51.5%	49%	50%	-1

- There was a 1 point fall in the proportion of respondents who had used the repairs service in the last 12 months.

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	261	165 63.2%	68 26.1%	8 3.1%	7 2.7%	13 5.0%
Time taken before work started	256	127 49.6%	78 30.5%	20 7.8%	19 7.4%	12 4.7%
The repair being done 'right first time'	259	129 49.8%	79 30.5%	10 3.9%	20 7.7%	21 8.1%
The repairs service you received on this occasion	260	149 57.3%	77 29.6%	13 5.0%	10 3.8%	11 4.2%

	2020/21	2018/19	+/- %
Time taken before work started	80%	80%	0
The repair being done 'right first time'	80%	82%	-2
The repairs service you received on this occasion	87%	87%	0

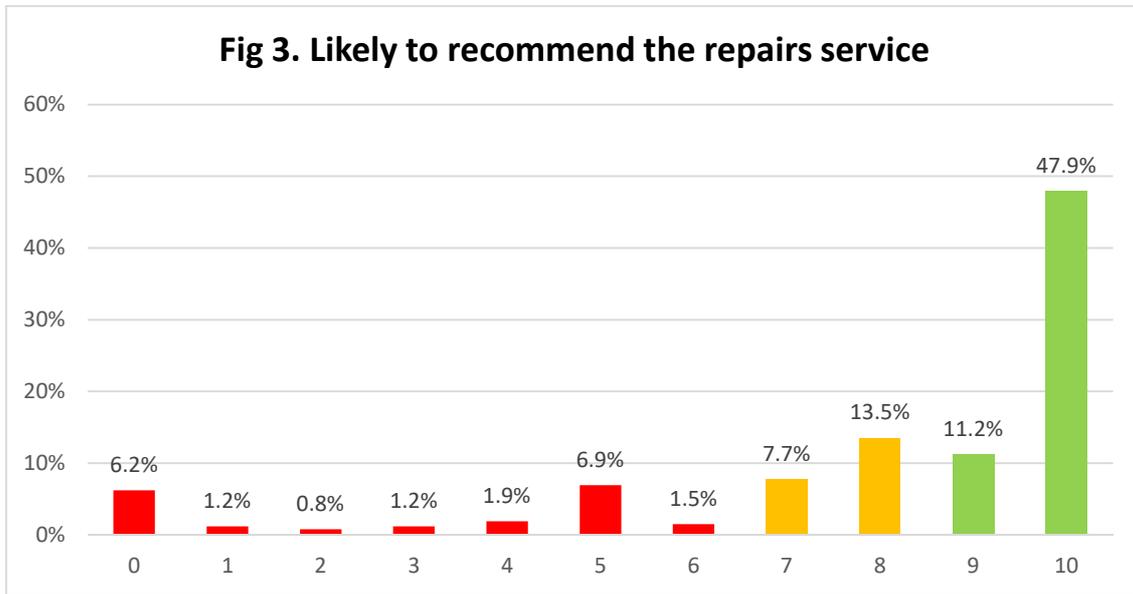
- Satisfaction with these questions is very stable compared to 2018/19. The only question to fall in satisfaction was the repair being done right first time, by 2 points.
- That NSDC was easy to deal with is a new question, and recorded the highest satisfaction in this section – 89%.
- The Core question ‘The repairs service you received on this occasion’ is not yet able to be benchmarked, but was consistent with 2018/19 and 7 points higher than the general view of the repairs service (3.1).

3.4 Did the contractor show proof of identity?

Base	Yes	Unsure	No
263	206 78.3%	30 11.4%	27 10.3%

- 10% of customers were sure that the contractor did not show ID.

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?



- This is also a new question this year. Nearly half of all respondents gave a score of 10 out of 10 for how likely they would be to recommend the repairs service.
- The Repairs Net Promoter Score for 2020/21 is 39.

4. Anti-social Behaviour

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

Base	Yes	No	2020/21	2018/19	+/- %
545	33 6.1%	512 93.9%	6%	7%	-1

- 6% of respondents reported an ASB case in the last 12 months, one percent less than in 2018/19.

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	33	13 39.4%	8 24.2%	2 6.1%	5 15.2%	5 15.2%
NSDC was easy to deal with	31	14 45.2%	10 32.3%	3 9.7%	2 6.5%	2 6.5%
The member of staff dealing with it was knowledgeable	33	13 39.4%	13 39.4%	3 9.1%	1 3.0%	3 9.1%
The final outcome of your ASB complaint	33	8 24.2%	7 21.2%	7 21.2%	5 15.2%	6 18.2%

	2020/21	2018/19	+/- %
The member of staff dealing with it was knowledgeable	79%	69%	+10
The final outcome of your ASB complaint overall	45%	44%	+1

- Satisfaction with how the ASB complaint was handled is 64%, NSDC being easy to deal with 78% and that staff were knowledgeable 79%. These relatively high scores contrast with satisfaction with the final outcome at 45%.
- The two questions that can be compared with 2018/19 have both increased in satisfaction, including satisfaction with the final outcome. Staff being knowledgeable has increased by, a non-significant, 10 points.
- It is difficult to make direct comparisons with the ASB transactional surveys where overall satisfaction was 71% for 2020/21, but the scores in this section, apart from the final outcome, are broadly similar to this mark.

5. Lettings

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

Base	Yes	No
545	25 4.6%	520 95.4%

- This is a new section, added to the survey this year. It was relevant to 5% of respondents.

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	25	11 44.0%	7 28.0%	1 4.0%	- -	6 24.0%
NSDC was easy to deal with	25	12 48.0%	10 40.0%	2 8.0%	- -	1 4.0%
The overall lettings process	25	14 56.0%	9 36.0%	1 4.0%	1 4.0%	- -

- Satisfaction with the Lettings process is generally high, particularly the overall process (92%) and NSDC being easy to deal with (88%).
- The obvious area of dissatisfaction is with the condition of the home at the time of the letting at 72%, where six respondents were very dissatisfied.
- The results are comparable with the transactional surveys for Lettings throughout 2020/21 where the overall satisfaction score was 93%.

6. Complaints

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

Base	Yes	No
545	51 9.4%	494 90.6%

- This is another new section added this year. 9% of respondents reported making a complaint in the past year.

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	51	11 21.6%	5 9.8%	4 7.8%	12 23.5%	19 37.3%
NSDC was easy to deal with	50	11 22.0%	17 34.0%	2 4.0%	7 14.0%	13 26.0%
The final outcome of your complaint	51	9 17.6%	7 13.7%	9 17.6%	5 9.8%	21 41.2%

- The scores in this section are the lowest throughout the whole survey. This is typical for complaints satisfaction where respondents are dissatisfied enough to make a complaint and their view on the process tends to be influenced by whether it has been resolved.
- NSDC being easy to deal with was the highest scoring aspect (56%) followed by the way it was handled and the final outcome (both 31%).

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	121 22.2%	424 77.8%

- This section was explored in 2018/19 survey but with a different set of questions.

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	121	67 55.4%	30 24.8%	7 5.8%	9 7.4%	8 6.6%
NSDC was easy to deal with	120	64 53.3%	30 25.0%	7 5.8%	11 9.2%	8 6.7%
The information and advice provided by staff	121	66 54.5%	31 25.6%	8 6.6%	8 6.6%	8 6.6%

- The scores for all questions in this section are very similar. The way your call was handled is 80%, NSDC being easy to deal with is 78% and information and advice provided is 80%.
- While not directly comparable, the scores are generally lower than those received for the CAS service in the transactional surveys, which had an overall score of 90% for 2020/21.

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
543	351 64.6%	138 25.4%	22 4.1%	16 2.9%	16 2.9%

2020/21	2018/19	+/- %	STAR benchmark
90.1%	86.7%	+3.4	81%

- At 90% this score is a statistically significant three point increase on 2018/19 and a full nine points above the STAR benchmark.
- Satisfaction with General Needs tenants was very slightly lower (89%) than with sheltered housing tenants (91%).
- The three lowest scoring geographical areas (where more than two tenants were dissatisfied) were: Boughton (73.7%), Newark on Trent (86.1%) and Clipstone (86.4%).

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

Base	Better	About the same	Worse
537	71 13.2%	381 70.9%	85 15.8%

- 16% say their neighbourhood has declined in the last three years.

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

Base	Major problem	Minor problem	Not a problem
543	58 10.7%	129 23.8%	356 65.6%

- 35% say that rubbish or litter is either a major or minor problem.

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	449	205 45.7%	161 35.9%	30 6.7%	31 6.9%	22 4.9%
That NSDC keeps communal areas clean and safe	428	197 46.0%	180 42.1%	18 4.2%	14 3.3%	19 4.4%
The cleaning of the Internal communal areas	223	93 41.7%	102 45.7%	8 3.6%	12 5.4%	8 3.6%
The cleaning of the External communal areas	260	99 38.1%	124 47.7%	12 4.6%	11 4.2%	14 5.4%

- Satisfaction is high in this area. Keeping communal areas clean and safe is the highest scoring area at 88%, while the cleaning of internal areas (87%) and external areas (86%) both scored similarly.
- Grounds maintenance and grass cutting scored slightly lower at 82%.

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
526	239 45.4%	206 39.2%	42 8.0%	26 4.9%	13 2.5%

- 85% of respondents believe NSDC take health & safety concerns seriously. This is slightly lower than expected considering 94% of respondents feel that NSDC provide a safe and secure home (2.2).

9.2 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gas servicing arrangements	514	349 67.9%	139 27.0%	8 1.6%	9 1.8%	9 1.8%
The heating and energy efficiency of your home	531	317 59.7%	150 28.2%	25 4.7%	17 3.2%	22 4.1%
The emergency call system	182	129 70.9%	39 21.4%	4 2.2%	3 1.6%	7 3.8%

- Satisfaction with gas servicing arrangements scored very highly at 95%. This score compares almost exactly with the overall score on the gas servicing transactional surveys of 96% for 2020/21.
- 92% were satisfied with the emergency call system (Care line) while 88% were satisfied with the heating and energy efficiency in homes.

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	461	196 42.5%	181 39.3%	33 7.2%	29 6.3%	22 4.8%
NSDC gives the opportunity to make your views known	476	206 43.3%	206 43.3%	31 6.5%	17 3.6%	16 3.4%
That NSDC gives you a say in how services are managed	425	166 39.1%	189 44.5%	35 8.2%	16 3.8%	19 4.5%
Opportunities to participate in NSDC's decision making	382	153 40.1%	161 42.1%	30 7.9%	18 4.7%	20 5.2%
The ability to interact with NSDC in the way you prefer	457	202 44.2%	206 45.1%	24 5.3%	16 3.5%	9 2.0%

	2020/21	2018/19	+/- %	STAR benchmark
NSDC listens to your views and acts upon them	81.8%	79.7%	+2.1	67.7%

- Listening to your views and acting upon them is a key Housemark perception question. Satisfaction has risen by a statistically significant two points on 2018/19 and the score is a full 14 points above the STAR benchmark.
- Giving the opportunity to make views known scored even higher at 86.6%. This is also a key Housemark perception question and will be able to be benchmarked in the future when more data is available.
- All questions in this section score above 80% satisfaction. The highest scoring is satisfaction with 'being able to interact with NSDC how they prefer' at 89%, showing that the range of options available to tenants is largely seen as sufficient.

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	523	279 53.3%	195 37.3%	18 3.4%	16 3.1%	15 2.9%
Your service charges provide value for money	427	195 45.7%	169 39.6%	16 3.7%	27 6.3%	20 4.7%
The advice and support with managing your finances	318	146 45.9%	143 45.0%	12 3.8%	9 2.8%	8 2.5%

	2020/21	2018/19	+/- %	STAR benchmark
Your rent provides value for money	90.6%	91.4%	-0.8	86.7%
Your service charges provide value for money	85.3%	77.5%	+7.8	74.5%

- 91% of respondents were satisfied their rent is value for money. This is just below the 2018/19 score but 4 points above the STAR benchmark.
- Satisfaction that service charges are value for money has increased nearly 8 points from 2018/19. The change is statistically significant and is nearly 11 points above the STAR benchmark.
- The advice and support with managing your finances and paying rent and service charges also scored well with 91% satisfaction.

Annex 1 – Questionnaire

Newark and Sherwood District Council

STAR survey 2020/21

- 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"/> |
| b. That NSDC provides a home that is safe and secure | <input type="checkbox"/> |
| c. That NSDC is easy to deal with | <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"/> |
| b. NSDC is providing the service I expect from my landlord | <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"/>					
The time taken before work started	<input type="checkbox"/>					
The repair being done 'right first time'	<input type="checkbox"/>					
The overall repairs service provided by NSDC on this occasion	<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"/>				
	NSDC was easy to deal with	<input type="checkbox"/>				
	The member of staff dealing with your ASB complaint was knowledgeable	<input type="checkbox"/>				
	The final outcome of your ASB complaint	<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"/>				
b. NSDC was easy to deal with	<input type="checkbox"/>				
c. The overall lettings process	<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"/>				
b. NSDC was easy to deal with	<input type="checkbox"/>				
c. The final outcome of your complaint	<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"/>				
	b. NSDC was easy to deal with	<input type="checkbox"/>				
	c. The information and advice provided by staff	<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"/>					
b. That NSDC keeps communal areas associated with your home clean and safe	<input type="checkbox"/>					
c. The cleaning of the Internal communal areas	<input type="checkbox"/>					
d. The cleaning of the External communal areas	<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:						N/A
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
	a. Gas servicing arrangements	<input type="checkbox"/>					
	b. The heating and energy efficiency of your home	<input type="checkbox"/>					
	c. The emergency call system (careline).	<input type="checkbox"/>					

Empowerment

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

Value for Money

Q26	How satisfied or dissatisfied are you that:						N/A
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	
	a. Your rent provides value for money	<input type="checkbox"/>					
	b. Your service charges provide value for money	<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"/>					

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