



# **Warwick District Council**

## **Tenant Satisfaction Measures (TSM) Survey Report**

**2023/24**

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## Executive Summary

Warwick District Council ('WDC') commissioned Stratford-on-Avon District Council to undertake their 2023/24 Tenant Satisfaction Measures ('TSMs') survey. However, when the final data was gathered in February 2024, it was noted that the feedback gained required weighting to ensure it was representative of the WDC tenant profile.

Housemark were approached to undertake the weighting process and provide an updated regulatory report in line with the requirements provided by the Regulator of Social Housing and the Market Research Society Code of Conduct. This report presents WDC's final weighted TSM scores for 2023/24.

Based upon the views of 1,573 tenants (or a weighted count of 1,542), the following key points can be noted:

- **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance. In this survey, WDC achieved a score of **75.8%**.
- **Highest scoring TSMs:** The top-scoring Tenant Satisfaction Measures were identified as:
  - I. **TP08: 77.9%** - Proportion of respondents who report that they are satisfied with WDC treating tenants fairly and with respect.
  - II. **TP05: 76.6%** - Proportion of respondents who report that WDC provides a home that is safe.
  - III. **TP02: 75.3%** - Proportion of respondents who report that they are satisfied with the repairs service they received in the last 12 months.
- **Lowest scoring TSMs / high dissatisfaction: TP09: 42.7%** - Proportion of respondents satisfied with the way WDC handles complaints. It is worth noting that a greater proportion of tenants (43.1%) were *dissatisfied* than *satisfied*.
- **Benchmarking:** When benchmarking overall satisfaction (TP01), this suggests WDC shows a 6.3% positive difference when compared to the English LA score; and a 6.4% positive difference when compared to the Housemark year-end median TSM figures.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in WDC are having a home that is well maintained (TP04); listening to tenant views and acting upon them (TP06); and satisfaction that the home is safe (TP05). Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

**Conclusions:** Based on findings for Warwick District Council's TSM survey, this report suggests that whilst scores are generally high and there are elements which will be encouraging (e.g. treating tenants fairly and with respect, and providing a home that is safe), there is still room for improvement. Focussing upon the key drivers of satisfaction will help increase overall satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaint handling). Recommendations for consideration are presented in Section 5.

## 1. Summary of TSM Perception Survey Results

Figure 1: Summary of TSM satisfaction results

Measure	Unweighted TSM scores 2023/24 (to one decimal place)	Weighted TSM scores 2023/24 to report through NROSH
TP01: Proportion of respondents who report that they are satisfied with the overall service from Warwick District Council	77.8%	75.8%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Warwick District Council over the last 12 months	78.1%	75.3%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	73.8%	71.1%
TP04: Proportion of respondents who report that they are satisfied that Warwick District Council provides a home that is well maintained	77.1%	73.7%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Warwick District Council provides a home that is safe	80.6%	76.6%
TP06: Proportion of respondents who report that they are satisfied with Warwick District Council listening to their views and acting upon them	64.5%	61.4%
TP07: Proportion of respondents who report that they are satisfied with Warwick District Council keeping them informed about things that matter to them	73.4%	71.6%
TP08: Proportion of respondents who report that they agree with the statement: "Warwick District Council treats me fairly and with respect"	79.2%	77.9%
TP09: Proportion of respondents who report that they are satisfied with Warwick District Council's approach to complaints handling	40.4%	42.7%
TP10: Proportion of respondents who report that they are satisfied Warwick District Council keeps communal areas clean and well maintained	58.5%	59.1%
TP11: Proportion of respondents who report that they are satisfied Warwick District Council make a positive contribution to their neighbourhood	60.7%	59.4%
TP12: Proportion of respondents who report that they are satisfied with Warwick District Council's approach to handling anti-social behaviour	56.4%	55.5%

**\* Note: A separate detailed weighting report has also been produced for WDC for NROSH.**

## 2. Overview of the survey approach and representativeness

An overview of the survey approach is outlined in Figure 2 below.

Figure 2: Overview of the survey approach

Feedback services provider (collecting, generating, and validating the reported perception measures)	Stratford-on-Avon District Council, followed by independent research company Service Insights Ltd working in partnership with Housemark.
Survey fieldwork date	October to 2nd January 2024
Total surveyable population	5,338 (LCRA only)
Total sample size achieved (total number of responses)	1,573
Statistical confidence required and achieved	$\pm 4\%$ is required overall for 2023/24. This report achieved $\pm 2.08\%$ .
Reasons for any failure to meet the required sample size	Not applicable
Collection method	1,573 completed in total, of which: 95.4% (1,500) postal surveys 4.6% (73) online surveys
Type and amount of any incentives offered	None
Sampling method	Randomised sample
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	Weighting was undertaken by Service Insights Ltd: Rim Weighting ('Random Iterative Method') was applied, which is used when providing weighting for more than one variable to achieve an even distribution of results across an entire dataset. This was by four variables to ensure the survey sample was representative of the tenant population: Household Composition, Housing Type (Sheltered or Not), Ward, and Age. Variables were chosen where the sample was not fully representative of the tenant population and where this was likely to have a material impact on satisfaction scores.
Any weighting applied	See above.
Questions asked	12 regulatory TSM questions
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

### 3. Results

**NOTE:** This report presents detailed scores to one decimal place. Please note that percentage scores may not always add up to 100%. For example, three equal responses would give percentages of 33.3% each, giving 99.9%. This may also occur with base counts. This is particularly evident with weighted scores. **Unless stated, all results presented are weighted.**

#### 3.1. [TP01] Overall satisfaction

Overall satisfaction is often seen as the key measure of service performance, as perceived by residents in receipt of services provided. Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by Warwick District Council?”. Figures 3 and 4 show that **a total of 75.8% (1,170 respondents) were satisfied**, compared to a total of 10.9% (167 respondents) who were dissatisfied, and a further 13.3% (206 respondents) who were neither satisfied nor dissatisfied.

Figure 3: Overall satisfaction (n=1,542)

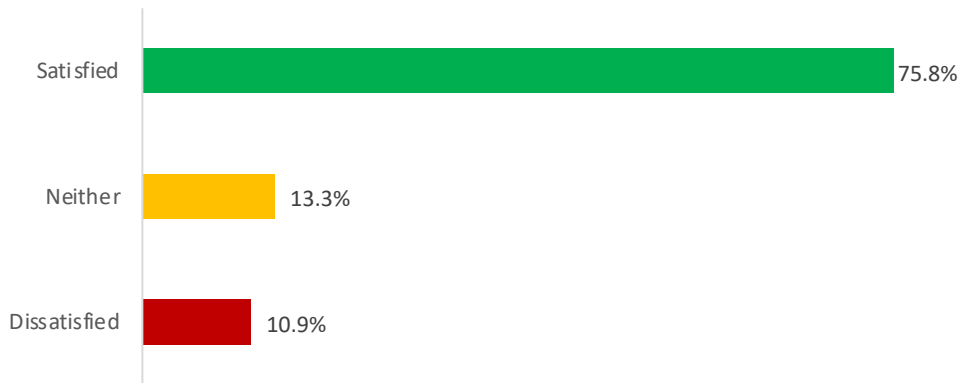
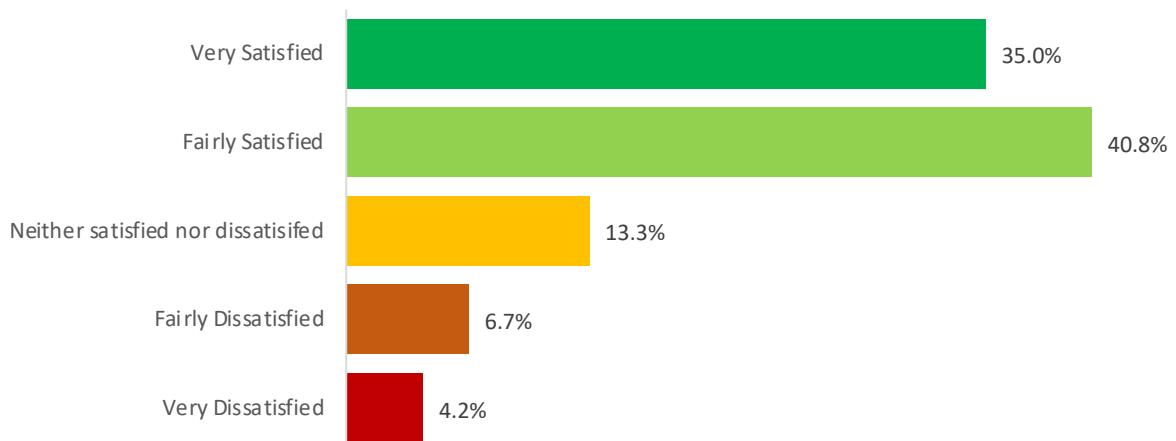


Figure 4: Individual response categories (n=1,542)



### 3.2. [TP02] Satisfaction with repairs

Residents were asked, “*Has Warwick District Council carried out a repair to your home in the last 12 months?*”. A total of 69.4% (1,067 respondents) stated ‘Yes’ compared to 30.6% (471 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “*How satisfied or dissatisfied are you with the overall repairs service from Warwick District Council over the last 12 months?*”. Figures 5 and 6 show that a **total of 75.3% (793 respondents) were satisfied**, compared to a total of 16.4% (173 respondents) dissatisfied, and a further 8.2% (87 respondents) who were neither satisfied nor dissatisfied.

Figure 5: Satisfaction with the repairs service received in the last 12 months (n=1,053)

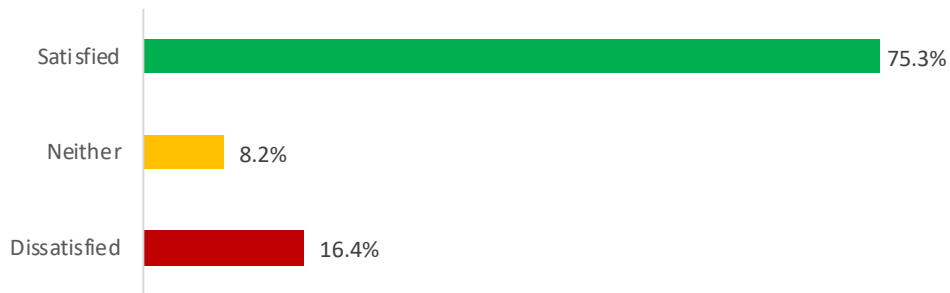
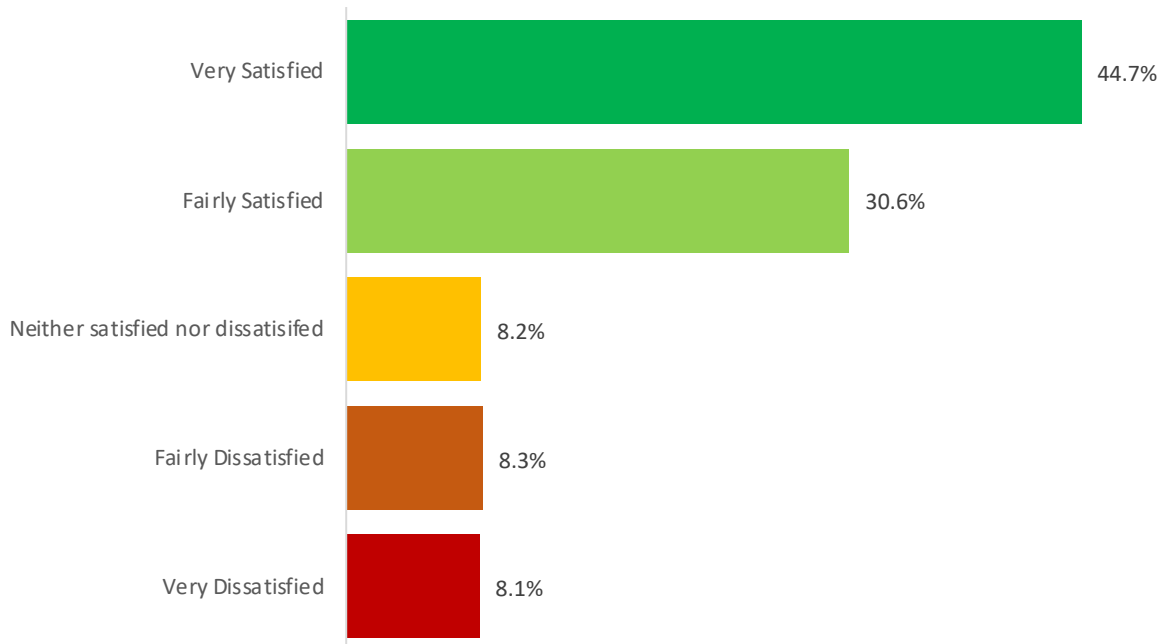


Figure 6: Individual response categories (n=1,053)





### 3.3. [TP03] Satisfaction with the time taken to complete the most recent repair

Of those residents who previously stated they had a repair carried out to their home in the last 12 months, residents were then asked, “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”.

Figures 7 and 8 show that **a total of 71.1% (646 respondents) were satisfied**, compared to a total of 20.9% (190 respondents) dissatisfied, and a further 8.0% (73 respondents) who were neither satisfied nor dissatisfied.

Figure 7: Satisfaction with the time taken to complete the most recent repair (n=909)

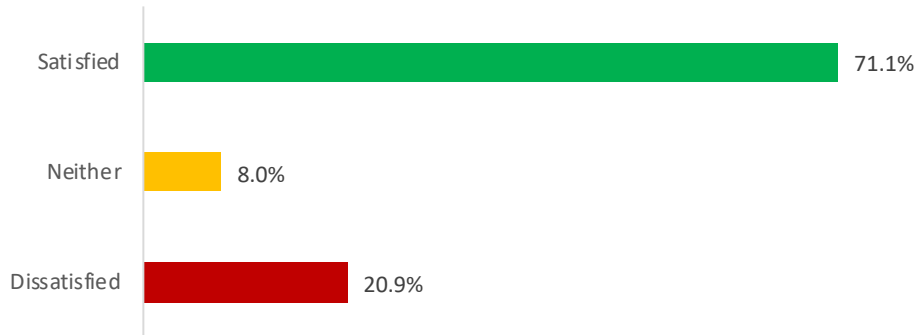
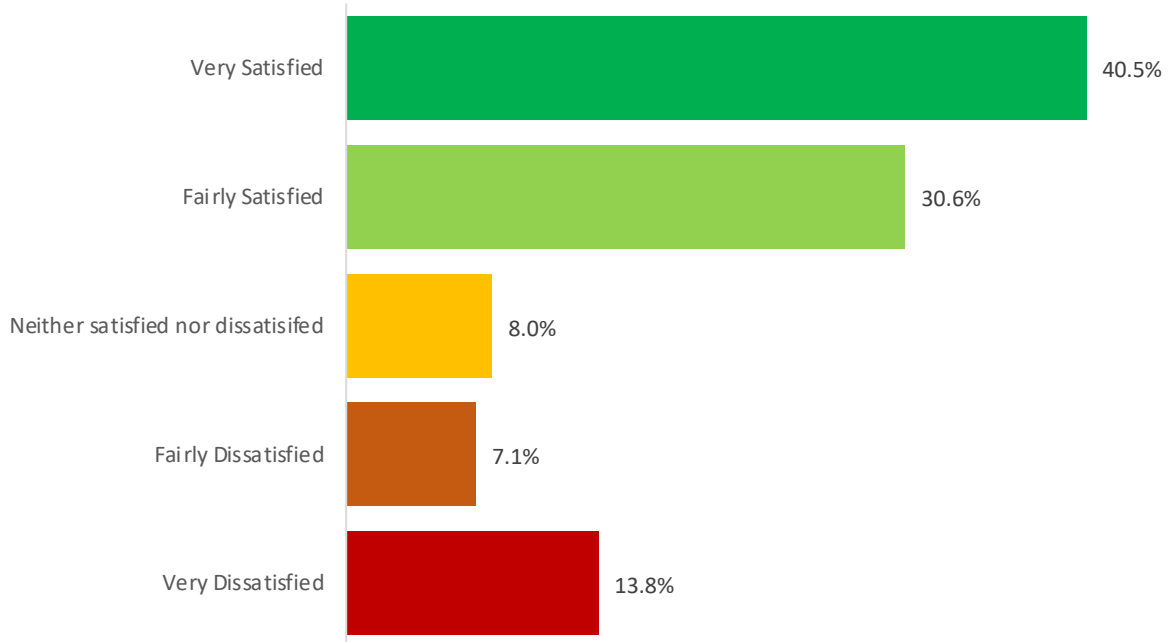


Figure 8: Individual response categories (n=909)



### 3.3.1. Comments relating to repairs and maintenance

**Note:** Section 3.3.1 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

Respondents were asked for their comments relating to repairs and maintenance. 415 responses were received, of which 409 were relevant and 6 were 'no' or 'not applicable'. The 409 responses were analysed and the main themes which emerged are summarised below.

As in 2022, roughly one in five comments (21%) were **positive**: this included 30 comments which praised the service for **getting their repair completed in a timely manner**; both the repair and the office workforce were praised for providing an efficient and helpful service; repair and maintenance workers were praised for being tidy while they worked, 6% of comments specifically mentioned how **polite and friendly workers** had been.

Just under four in five comments were negative. There were a number of different issues raised. The most mentioned of these was the **length of wait** that tenants had to endure before getting their repair seen to, which was brought up in 36% of comments. As in 2022, the majority of these comments talked about waiting a matter of weeks or months to get repairs done; however, a number of comments said that they had been waiting over 12 months and, in some cases, *a number of years* for the repairs. The types of maintenance which seemed to take the longest time included waiting for replacement windows and doors; roof repairs which then led to ongoing issues associated with water ingress such as damp and mould; and kitchen and bathroom repairs. However, 6% of comments were happy with the **quick resolution** to their repair.

22% of comments spoke about work which had been reported but still remained **unseen or incomplete**. These comments were often made in the context of highlighting the length of wait tenants have experienced.

16% of comments talked about the **poor quality of the repair**. Most of these talked in quite general terms about the quality of the work done being poor and covered a wide range of repairs including window replacement, bathroom repairs and exterior repairs and maintenance. A number also related this to work that remained incomplete. Some comments mentioned that workers had not been tidy in their work.

9% of comments talked about **communication**, the majority of which highlighted what tenants felt like was a lack of communication on the part of WDC or contractors, with tenants often having to chase repairs up multiple times before they managed to get a response. A small number were positive about the communication they had received, talking about getting 'a quick response' or 'good communication'.

9% of comments mentioned **problems relating to their property which needed fixing**, but about which it was unclear that they had contacted WDC as yet. These included a range of different issues, the most mentioned of which were doors and windows, leaks and damp/mould.

8% of comments specifically mentioned **contractors** who completed repair work for WDC. The vast majority of these were negative, with issues including having to chase them to complete work, hearing no response from them for long periods of time, poor quality workmanship and lack of professionalism. A number of comments (2%) suggested that WDC should implement a **monitoring and evaluating** system to ensure that work completed was up to a good standard.

Figure 9: Topics relating to repairs and maintenance

Theme	Number	%
Length of wait	147	36

Work reported/started but not completed	90	22
Positive comment	87	21
Poor quality of work/untidy/repair vs replace	66	16
Problem was not fixed by repair	37	9
Tenant has a problem which needs fixing	36	9
Communication	35	9
Contractors	33	8
Quickly resolved	30	7
Polite and friendly workers	25	6
Appointments not kept	20	5
Multiple visits needed	15	4
No follow up/WDC should monitor	7	2
<b>Base: (All Respondents)</b>	<b>(409)</b>	

### 3.4. [TP04] Satisfaction with the home being well maintained

Residents were asked, “How satisfied or dissatisfied are you that Warwick District Council provides a home that is well maintained?”.

Figures 10 and 11 show that **a total of 73.7% (1,139 respondents) were satisfied**, compared to 13.1% (203 respondents) dissatisfied, and a further 13.2% (204 respondents) who were neither satisfied nor dissatisfied.

Figure 10: Satisfaction with the home being well maintained (n=1,546)

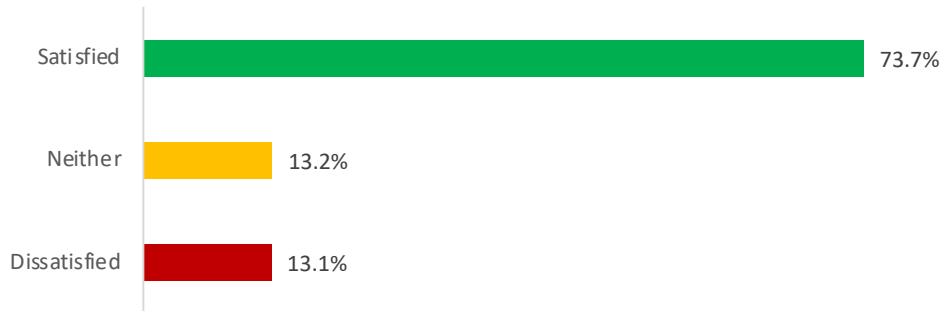
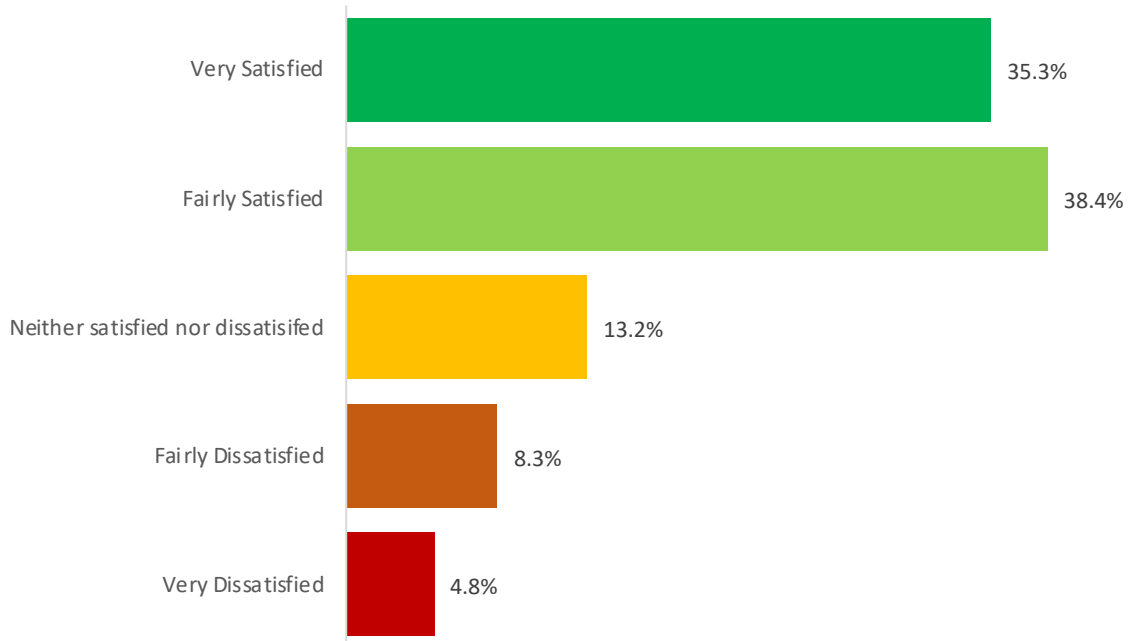


Figure 11: Individual response categories (n=1,546)



### 3.4.1. Comments relating to WDC providing a well-maintained and safe home

Note: Section 3.4.1 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

Respondents were asked for their comments relating to their building and the way Warwick District Council provides a home that is well maintained and safe to live in. 389 responses were received of which 378 were relevant. The main topics discussed in the comments are summarised below in Figure 12.

The most mentioned topic in the comments was that of **repairs to tenants' homes which needed attention or had needed attention in the past**. The focus of these repairs has been broken down and can be seen in Figure 13. Of these comments mentioning repairs, over a quarter said that their homes had **windows or doors** which needed replacing or repairing, usually because they were draughty and caused the tenants' home to be cold. Some comments mentioned how other properties had had windows and doors replaced but not theirs. Some talked about their exterior doors not being secure enough to feel safe inside their homes. A few comments also mentioned broken locks or handles to both windows and doors which needed repairing.

Over a quarter of comments relating to repairs (28%) mentioned the presence of **damp and/or mould** in their property. For many of these tenants, this had been an ongoing problem, persisting even after attempts to fix it. A significant number of comments mentioned that the damp and mould were exacerbating the tenant's ill health, chest/breathing problems being particularly mentioned. 8% of repairs comments mentioned a **roof which needed replacing or repairs**, particularly roofs which needed better insulation or lining. 8% mentioned **gutters** which needed clearing as they were causing damp problems through being blocked. 8% of repairs comments mentioned having a **kitchen** that was in need of updating or had cupboards or fittings which needed repairing. 4% of repairs comments mentioned **asbestos**: while most of these talked about having an asbestos ceiling or floor needed to be removed, some were more general worries about asbestos potentially being in their home. 4% repairs comments talked about **plastering**: often this was related to cracks in walls needed to be repaired, but a few related to walls not being made-good after other repair work.

The second most mentioned topic in the overall comments was that of **upkeep and maintenance of exterior areas**, with most suggesting that more could be done to keep properties looking well-maintained, clean and tidy. Some related to exterior paintwork; some talked about landscaping and garden maintenance, including ensuring paths were level, trees were not causing problems through shedding, and keeping grass tidy. A few talked about metal and furniture which needed removing from outside areas.

**Safety** was mentioned in 10% of overall comments. Mostly these related to access points into buildings which tenants felt were not working to restrict access to tenants and their guests only, with issues such as front doors not closing securely. Some had concerns about safety in the event of a fire; others mentioned hazards in their property or communal areas which needed addressing.

8% overall comments talked about **homes being cold or hot**. Most of these mentioned having draughty windows or doors which led to homes being hard to heat. A few talked about being housed in an old building or building with poor insulation or being on the top floor and suffering from extreme heat even on cool days.

**Communal areas** were mentioned in 7% of overall comments. These mostly related to them needing to be better kept, with a number of comments suggesting that they were dirty, in poor decoration and sometimes needing repair work to woodwork or windows. A handful of comments did however highlight areas which were well cleaned and maintained.

**Length of wait for repairs** was brought up in 6% overall comments, very similarly to the previous comment question with waits of anything from weeks to years being highlighted. Also mentioned in 6% comments was **poor work or service provided by WDC**, either in terms of repairs/maintenance work which had been done poorly, in the way WDC did not address repairs which tenants felt were important, or tenants needed to chase work up once it had been reported. Some comments talked about the need for WDC to institute some sort of **monitoring system** to ensure repairs/maintenance issues were addressed and done well.

Not all comments were negative, however: 7% of comments expressed **satisfaction with their home**, and 6% talked about the **service provided by WDC** in positive terms. Many tenants expressed their gratitude to WDC for the home that they lived in and did not want to criticise WDC when they were being provided with a roof over their heads.

Figure 12: Topics relating to satisfaction that WDC provides a well-maintained and safe home

Theme	Number	%
Repair needs attention/ home needed lots of repairs	210	54
Maintenance of exterior	52	13
Safety	40	10
Home too hot/cold	31	8
Communal areas	27	7
Satisfied	26	7
WDC provide a good service	25	6
Length of wait for repairs	25	6
Poor service/repairs work/could be improved	24	6
Noise	10	3
Building management	8	2
Problem neighbours	7	2
Miscellaneous	32	8
<b>Base: (All Respondents)</b>	<b>(389)</b>	

*Continued over the page...*

Figure 13: Repairs which need attention in tenants' homes

Theme	Number	%
Windows/doors	67	32
Damp/mould	58	28
Roof	17	8
Gutters	16	8
Kitchen	16	8
Asbestos	9	4
Plastering	8	4
Leaks	6	3
Flooring	5	2
Rodents/insects	3	1
<b>Base: (All comments mentioning repairs)</b>	<b>(210)</b>	



### 3.5. [TP05] Satisfaction with the safety of the home

Residents were asked, “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Warwick District Council provides a home that is safe?”.

Figures 14 and 15 show that **a total of 76.7% (1,174 respondents) were satisfied**, compared to a total of 11.9% (182 respondents) dissatisfied, and a further 11.5% (176 respondents) who were neither satisfied nor dissatisfied.

Figure 14: Satisfaction that the home is safe (n=1,531)

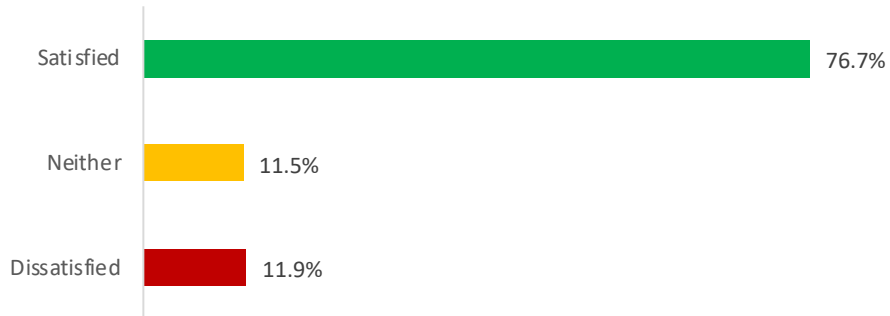
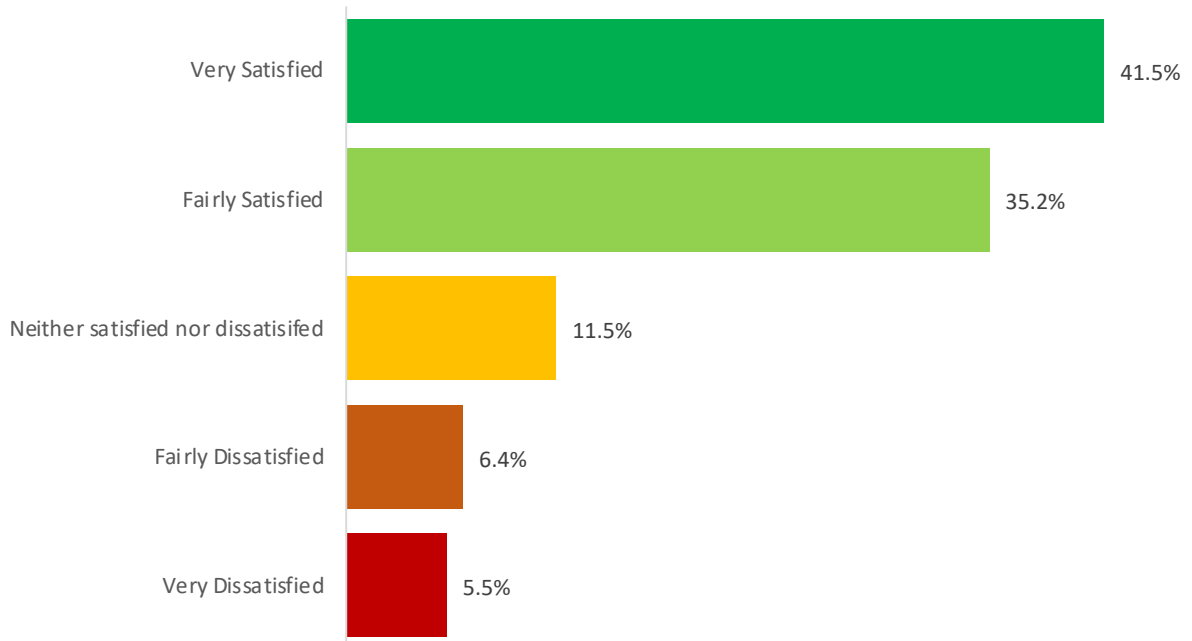


Figure 15: Individual response categories (n=1,531)





### 3.6. [TP06] Satisfaction with listening to tenant views and acting upon them

Residents were asked, “How satisfied or dissatisfied are you that Warwick District Council listens to your views and acts upon them?”.

Figures 16 and 17 show that **a total of 61.3% (908 respondents) were satisfied**, compared to 14.2% (210 respondents) dissatisfied, and a further 24.4% (362 respondents) who were neither satisfied nor dissatisfied.

Figure 16: Satisfaction with listening to tenant views and acting upon them (n=1,479)

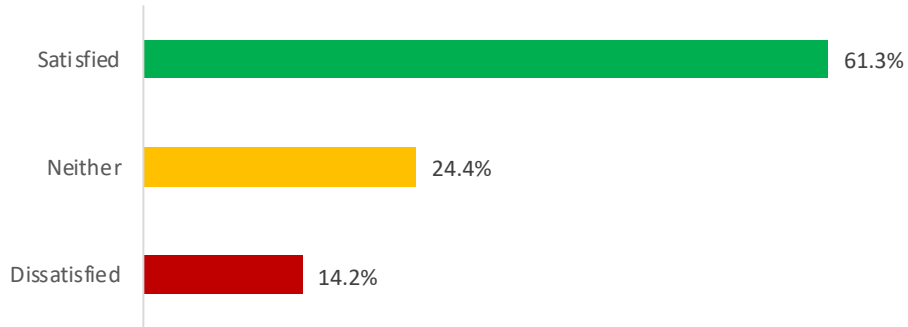
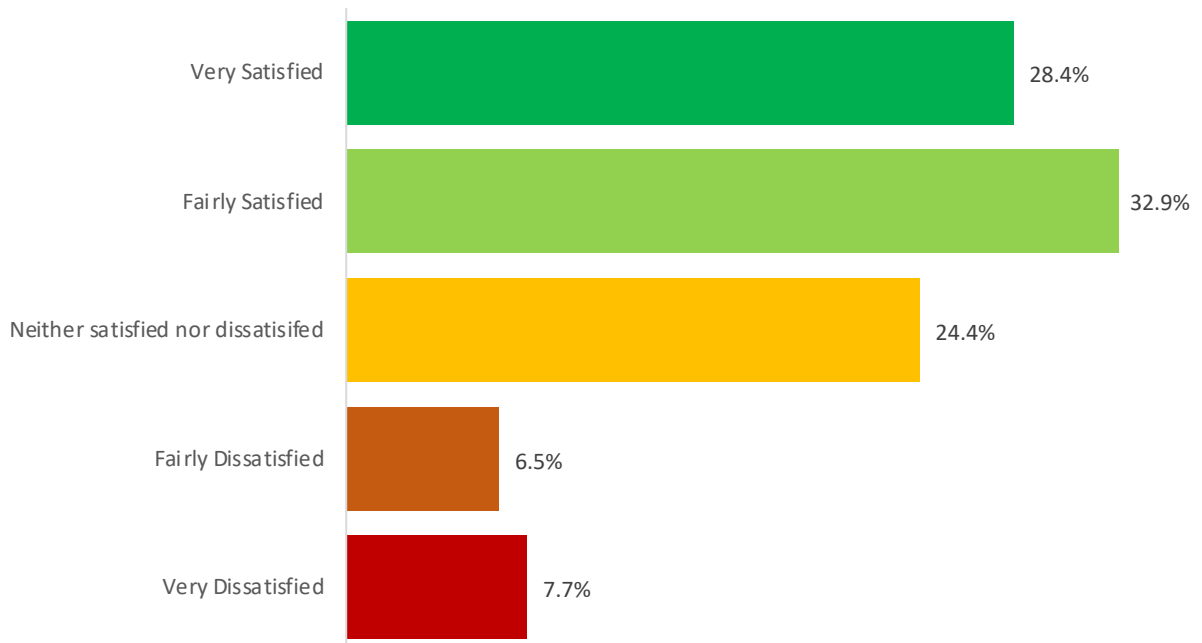


Figure 17: Individual response categories (n=1,479)



### 3.6.1. Comments relating to WDC listening to and acting on views

**Note:** Section 3.6.1 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

Respondents were asked to comment on their satisfaction with regard to the extent which WDC listens to and acts on views. 262 responses were received and analysed, and the main themes which emerged are summarised below.

The main issue raised by tenants was that they had **reported a problem, but that WDC had not yet fixed it**. There was a common feeling within these comments that WDC had no intention of addressing these problems for tenants, even though in some cases they had suggested that they would. Some comments talked about the Council listening to the tenants, but then not following this through with action; some felt that **WDC did not listen** to their problems or worries when they raised them. A number of respondents talked about contacting WDC on many separate occasions and via different modes of communication about the same problem, but with no action taken by WDC to address the problem. A few of the comments referred to surveys which had been done on their properties, but with no action having been taken to remedy any issues highlighted. A small number of comments were from disabled respondents, who stated that they had made WDC aware of issues which affected their lives as disabled tenants, but which had not been addressed.

Allied with this was a common thread of **having to chase repairs up and it takes a long time to get anything done**. Time taken to get problems sorted ranged from weeks to years, with some tenants saying they had waited up to 20 years and still problems had not been addressed. A number of respondents talked about having to email and phone different departments to eventually get something done; other respondents suggested that the only way to get an issue sorted was to contact WDC over and over again.

Some comments also raised particular **issues of communication**: these in the main referred to digital communication as not being as efficient or likely to get a prompt response as speaking to someone on the phone or face-to-face or more generally that they had received very little in the way of communication from either WDC or the contractors employed to complete repairs. However, there were even issues for those contacting WDC by phone as some comments stated that they found it hard to get through to someone on the phone or felt that they were being ‘passed from pillar to post’. A few responses made specific reference to struggling with communication due to being deaf or speaking a language other than English as their first language.

Some comments felt that **staff attitudes were poor** – when it felt like staff lacked empathy for tenants or seemed to be disinterested in the problems tenants wanted to draw attention to. A handful of responses talked about WDC being ‘unapproachable’, staff being rude, and it feels like ‘a fight’ to get someone to listen; this had led to an increase in anxiety/depression for some tenants.

Not all feeling was negative, however: 13% of responses highlighted what they felt was WDC providing a **good** service. In these comments, some respondents mentioned the prompt response by WDC to issues being raised, while others talked about ‘getting there in the end’ albeit slowly. Some referred to friendly, helpful and polite service from WDC staff on the phones, while other comments were more positive generally with thanks or calling the service good or excellent.

*Figure 18: Main themes relating to WDC listening to and acting on views*

Theme	Number	%
Reported a problem but it hasn't been fixed yet	67	26
Good service	34	13

Length of wait/having to chase up	34	13
WDC Don't listen to problems/worries	33	13
Communication problems	26	10
Specific problems which tenants have currently	24	9
Staff attitudes	18	7
Never been asked by WDC about views	13	5
Issues with contractors	5	2
Poor service	4	2
Would like to swap home but not allowed/system issues	4	2
No follow up	4	2
Miscellaneous (no comment/other comment)	15	6
<b>Base: (All Respondents)</b>	<b>(262)</b>	

### 3.7. [TP07] Satisfaction with keeping residents informed about things that matter to them

Residents were asked, “How satisfied or dissatisfied are you that Warwick District Council keeps you informed about things that matter to you?”.

Figures 19 and 20 show that **a total of 71.6% (1,087 respondents) were satisfied**, compared to a total of 9.1% (138 respondents) dissatisfied, and a further 19.4% (294 respondents) who were neither satisfied nor dissatisfied.

Figure 19: Satisfaction with residents informed about things that matter to them (n=1,519)

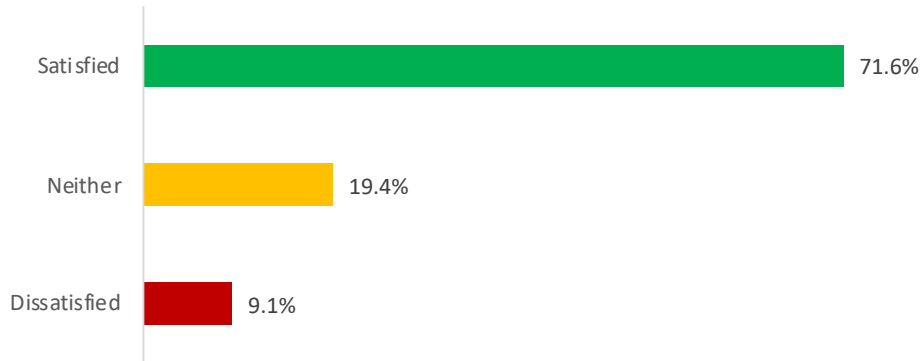
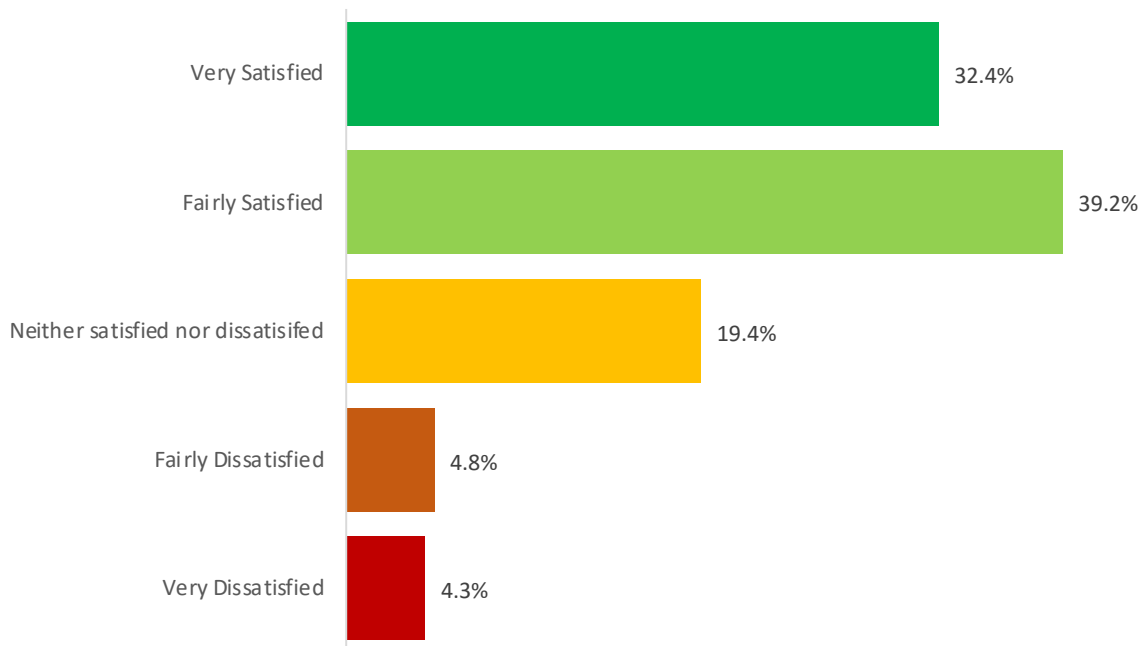


Figure 20: Individual response categories (n=1,519)



### 3.7.1. Comments relating to satisfaction with the way WDC keeps tenants informed about things that matter to them

**Note:** Section 3.7.1 directly sources analysis from the earlier written report by Stratford-on-Avon District Council.

Respondents were asked for their comments relating to the way Warwick District Council keeps them informed. 121 relevant responses were received. The main themes which emerged are summarised below.

While a number of tenants felt that **communication from WDC was OK or good (19 comments)**, for a greater number there were ways in which it could be better (45 comments). There was a general feeling that **WDC does not communicate** with tenants at all or is limited. There were a few comments referring to the fact that WDC does not make any attempt **to engage** tenants in a dialogue about their homes or listen to them when they have concerns or ideas about their properties or the area around them.

Some tenants mentioned how previously information has been provided via a **newsletter**, which had been appreciated, but that this no longer happened or is limited to just one a year (9 comments). There was also a feeling that **communication** between WDC, contractors and tenants **relating to repairs** could be much better (7 comments): information sharing between parties regarding repairs sometimes **broke down**, causing delay.

Five comments related to people only hearing from WDC about **rent** and this was sometimes incorrect in some cases. **More information** would be appreciated about what is happening to their properties/their area being made available to them (5 comments).

*Figure 21: Main themes relating to WDC keeping tenants informed about things that matter to them*

Theme	Number	%
WDC don't communicate, including repairs	45	37
Communication is OK/good/happy	19	16
Newsletters were good	9	7
More information would be appreciated	5	4
Only communicate when money involved (e.g. rent)	5	4
WDC don't listen to tenants/don't engage	5	4
Specific problems reported but not fixed yet	5	4
Problems with service provided	3	3
Breakdown in communications	3	3
More feedback wanted	3	3
Difficult to contact	2	2
Wrong information provided	2	2
Noticeboards	2	2
Miscellaneous	20	17
<b>Base: (All Respondents)</b>	<b>(121)</b>	

3.8. [TP08] Agreement that the landlord treats residents fairly and with respect

Residents were asked, “To what extent do you agree or disagree with the following: “Warwick District Council treats me fairly and with respect?”.

Figures 22 and 23 show that **a total of 77.9% (1,179 respondents) agreed**, compared to a total of 5.3% (79 respondents) who disagreed, and a further 16.9% (255 respondents) who neither agreed nor disagreed.

Figure 22: Agreement that the landlord treats residents fairly and with respect (n=1,514)

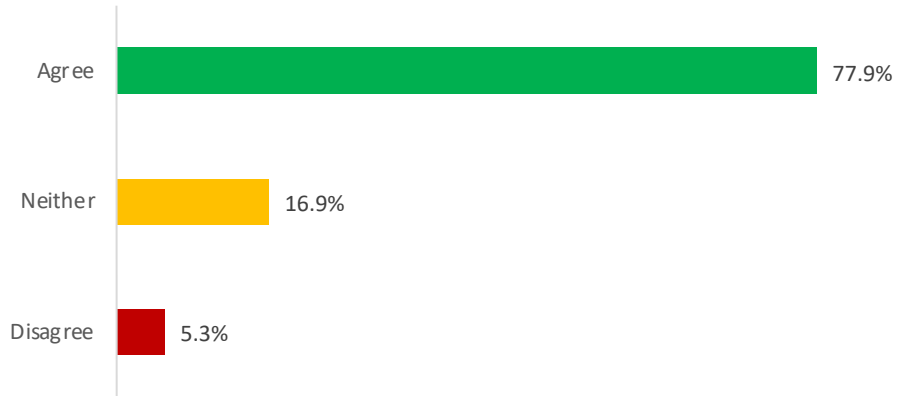
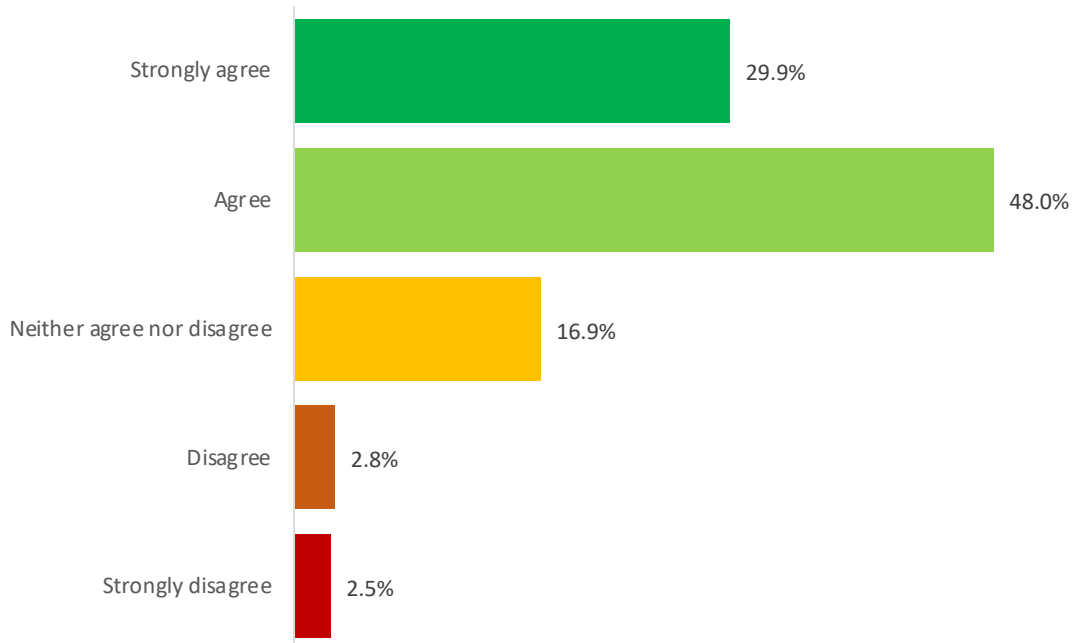


Figure 23: Individual response categories (n=1,514)



### 3.9. [TP09] Satisfaction with the landlord’s approach to handling complaints

Residents were asked, “*Have you made a complaint to Warwick District Council in the last 12 months?*”. A total of 16.6% (245 respondents) stated ‘Yes’ compared to 83.4% (1,233 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “*How satisfied or dissatisfied are you with Warwick District Council’s approach to complaints handling?*”.

Figures 24 and 25 show that **a total of 42.7% (107 respondents) were satisfied**, compared to a total of 43.1% (108 respondents) dissatisfied, and a further 14.2% (36 respondents) who were neither satisfied nor dissatisfied.

Figure 24: Satisfaction with the landlord’s approach to handling complaints (n=251)

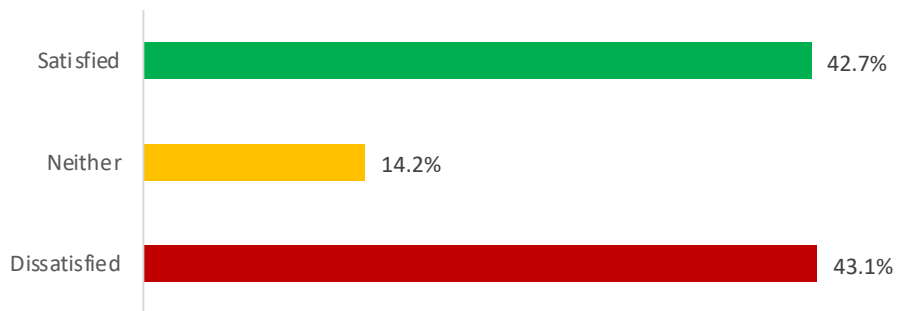
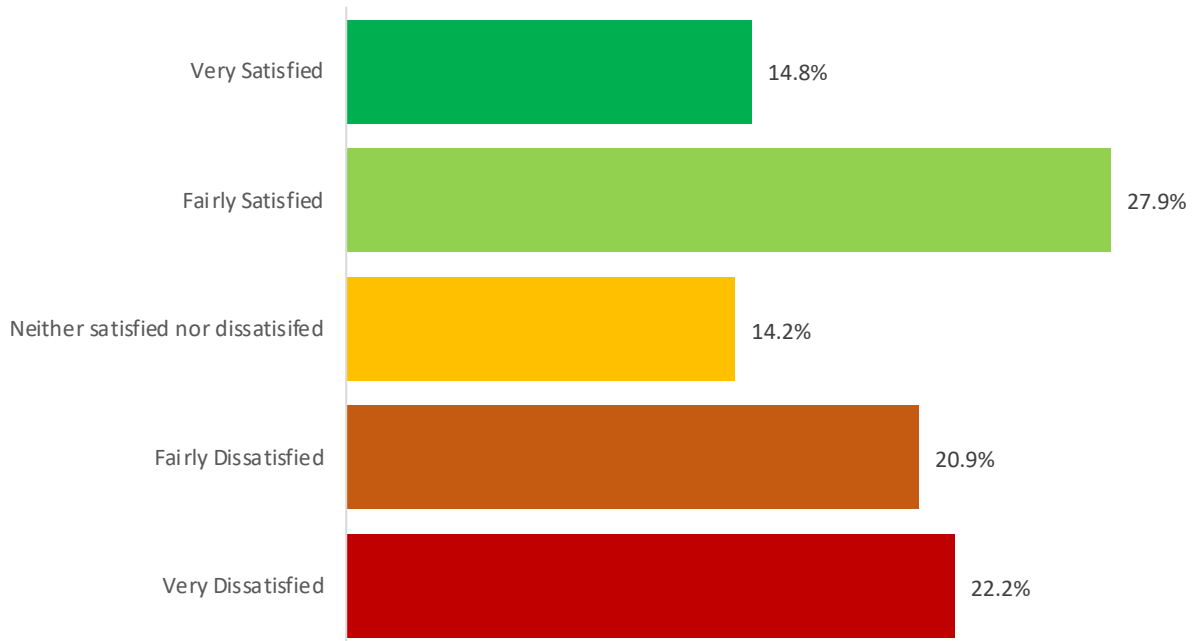


Figure 25: Individual response categories (n=251)



3.10. [TP10] Satisfaction that the landlord keeps communal areas clean and well maintained

Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Warwick District Council is responsible for maintaining?”. A total of 42.5% (625 respondents) stated ‘Yes’ compared to 52.6% (773 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you that Warwick District Council keeps these communal areas clean and well maintained?”.

Figures 26 and 27 show that **a total of 59.1% (361 respondents) were satisfied**, compared to a total of 26.5% (162 respondents) dissatisfied, and a further 14.3% (87 respondents) who were neither satisfied nor dissatisfied.

Figure 26: Satisfaction that the landlord keeps communal areas clean and well maintained (n=610)

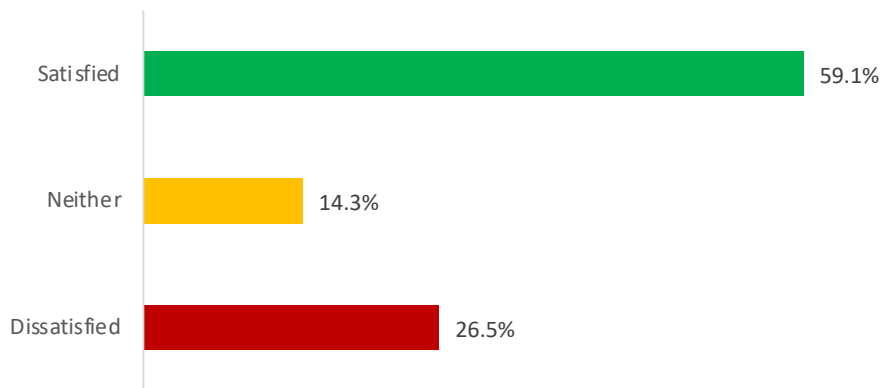
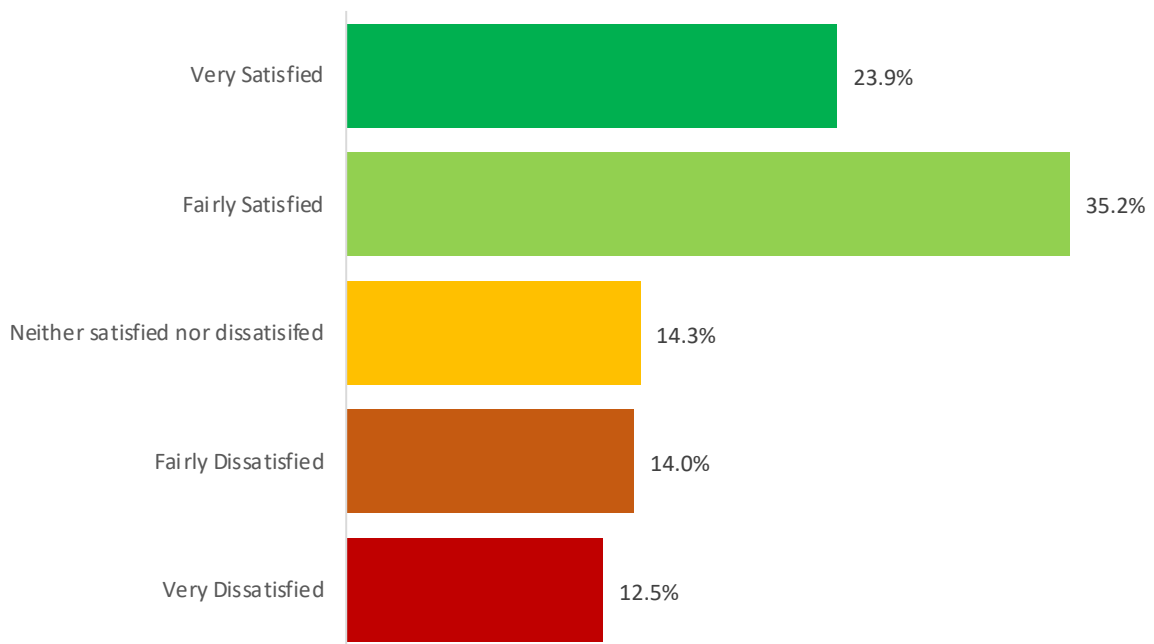


Figure 27: Individual response categories (n=610)





### 3.10.1. Comments relating to the communal areas

**Note:** Section 3.10.1 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

Respondents were asked for their comments relating to the communal areas. 255 responses were received. The main themes are analysed below.

Just under one in five comments related (60 comments) to the **cleaning or cleanliness of the communal areas**. Tenants mentioned the lack of cleaning in the communal areas in general. It was felt that when cleaned it was not done properly. Cleanliness of the hallways and stairways (17 of the 60) were mentioned in particular. There was concern that the cleaning of the areas had not been done for months.

A further 29 comments, or 11%, specifically mentioned that the **grass was not cut enough**. Poor standards were mentioned and cases that the grass was only cut three or four times in the year were highlighted. Specific mentions were made to issues and concerns with the general maintenance of the **garden areas (28 comments)**. Neglect was felt to be a factor and the fact the Council had not organised the upkeep of these areas.

25 comments and one in ten of those made, mentioned the fact that the **residents themselves** maintained the communal areas. This may entail cleaning the stairs and landing, tending to the garden and mopping floors. There were 23 specific comments from tenants saying they were **happy**. This included comments about the cleaning and the way the garden areas were tended. **Maintenance** of the communal areas was mentioned by 20 tenants or 8% of those made. Most comments revolved around the general level of maintenance that the areas have. This included areas requiring painting, the building itself needed a facelift and for general maintenance to be undertaken more frequently.

19 comments (8%) were specifically targeted at the **bushes and hedges** surrounding the communal areas and that they were overgrown and, in some instances, obstructing the pathways. 7% of tenants (17 comments) pointed out issues with the **stairs** that ranged from them being dirty or poorly maintained. There were concerns for 6% of those commenting (16 comments) on the **rubbish** in the communal areas. Some respondents said it was dumped by fellow tenants. 15 comments (6%) revolved around the **bins** and the main issues being their cleanliness and in some cases a health-hazard.

A further 6% of comments related to issues around **trees** and their maintenance. Trees were growing tall; examples were given that they might fall, and they are growing wild and out of control. 6% of responses made general comments about the **cleaners** themselves and the poor way they cleaned the areas concerned. **Weeds** was another mention by 12 respondents. They were felt to be unsightly and in a number of pathways were difficult to maintain.

**Anti-social behaviour** was brought up by 11 tenants. Examples given were alcohol left in the areas, the bin area used as a toilet, people using drugs and drinking, fly-tipping and broken glass left by people.

A further 11 mentioned the **grass cuttings being left** after mowing. Ten comments, or 4%, mentioned the **smell** in the area that was unpleasant. A further 4% made reference to the **pavements and paving** and issues surrounding their poor maintenance in particular.

Within the 44 **other** comments given for a variety of reasons, these included references to pests, the poor condition of the garages, the state of the roof and the poor state of the laundry room.

*Figure 28: Main themes relating to the communal areas*

Theme (3 comments or more)	Number	%
Cleaning/cleanliness issues	64	24
Grass not cut enough	29	11
Garden issues/maintenance	28	11
Residents maintain themselves	25	10
Happy	23	9
Maintenance	20	8
Bushes/hedges overgrown/too high	19	8
Rubbish in communal area	16	6
Issues with bins	15	6
Trees need maintaining/issues	14	6
Issues with cleaners themselves	14	6
Weeds	12	5
Anti-social behaviour	11	4
Grass cuttings left	11	4
Smell	10	4
Pavements/Paving issues	10	4
Washing line upkeep/drying area upkeep	9	4
Leaves on paths creates slippery conditions	9	4
Issues with doors	6	2
Issues with car parking	5	2
Lighting	5	2
Floor issues	3	1
Other	44	18
<b>Base: (Those living in building with communal area)</b>	<b>(255)</b>	

### 3.11. [TP11] Satisfaction that the landlord makes a positive contribution to neighbourhoods

Residents were asked, “How satisfied or dissatisfied are you that Warwick District Council makes a positive contribution to your neighbourhood?”.

Figures 29 and 30 show that **a total of 59.4% (858 respondents) were satisfied**, compared to a total of 10.4% (149 respondents) dissatisfied, and a further 30.3% (438 respondents) who were neither satisfied nor dissatisfied.

*Figure 29: Satisfaction that the landlord makes a positive contribution to neighbourhoods (n=1,445)*

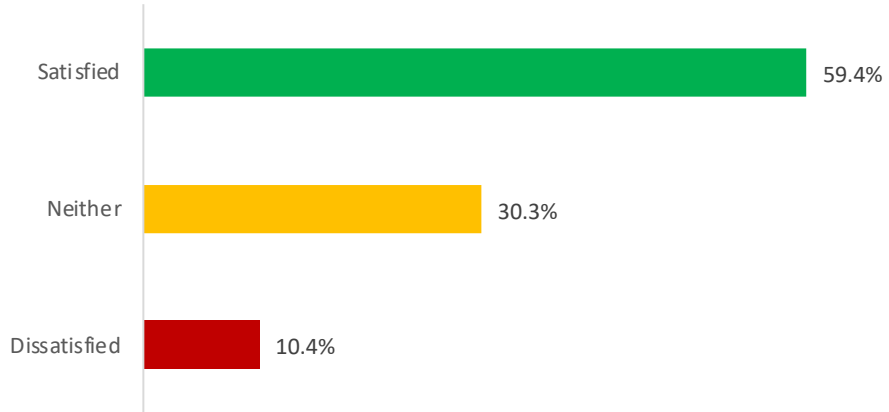
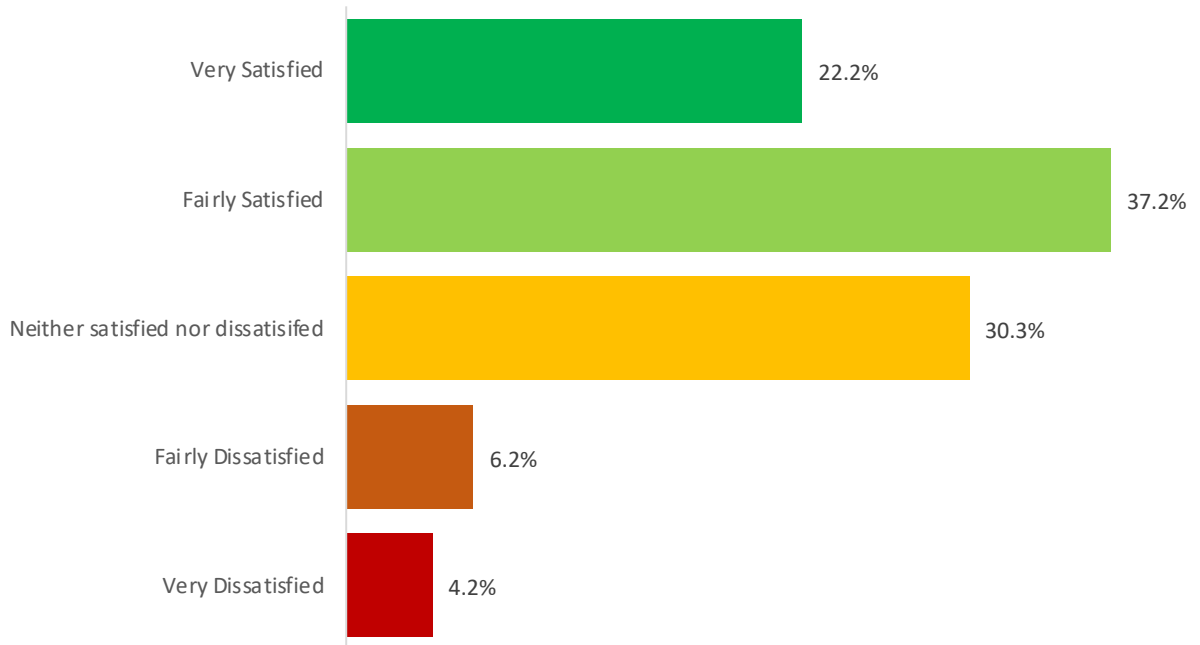


Figure 30: Individual response categories (n=1,445)



### 3.11.1. Additional Question: Perceptions of the Neighbourhood Improving, declining, or remaining the same

Respondents were asked about their perceptions of their neighbourhood as to whether it had improved, declined, or stayed the same over the last three years.

Figure 31 illustrates that a combined total of 23.9% (359 respondents) perceived that the neighbourhood had improved, compared to 20.6% (307 respondents) declined, and 55.5% (830 respondents) staying the same.

Figure 31: Perceptions of neighbourhood improvement or declined (n=1,496)

Perception	Percentage	Count
Greatly improved	9.2%	138
Slightly improved	14.7%	221
Stayed the same	55.5%	830
Slightly declined	14.7%	219
Greatly declined	5.9%	88

### 3.11.2. Comments relating to the way their neighbourhood has improved or declined

Note: Section 3.11.2 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

Respondents were asked to comment on how their neighbourhood had improved or declined over the last three years. 471 responses were received and analysed.

The comments fell into five broad categories: those that felt their neighbourhood had improved, or who mentioned positive aspects of where they lived; those who felt it had stayed roughly the same; those who felt it had declined or who mentioned negative aspects of their neighbourhood; those who said that they had only lived in their homes for a short time and so could not comment on whether it had improved or declined, or did not want to comment for whatever reason; and miscellaneous comments which could not be categorised, or which related to another topic. The breakdown of these categories can be seen below.

Figure 32: Whether respondent felt the neighbourhood had improved, declined or stayed the same

Improved or Declined	Number	%
Positive/improved	101	21
Stayed the same	50	11
Negative/declined	293	62
Miscellaneous	13	3
Only lived in home a short time/no comment	36	8
<b>Base: (All Respondents)</b>	<b>(471)</b>	

#### Positive:

Many comments talked about a wide range of improvements which their neighbourhood had benefited from. These included singular improvements to properties or the local area, such as a new roof to a home or new equipment in the local park. This also included more general improvements to

anti-social behaviour or fly tipping. A number made reference to the area being cleaner or better maintained, either by WDC or by the homeowners/tenants themselves. A number of the more positive comments were general comments about being in a good or friendly neighbourhood, or liking where they lived because it was, for example, quiet. Some felt that the area had stayed the same, but that it was a good area, so no improvement needed.

### Negative:

Parking was the largest driver of negative feeling towards the area in which they lived for tenants and a reason for residents to think their neighbourhood was in decline. Particular issues related to households with multiple cars, parking on pavements causing problems for pedestrians, lorries and other vehicles not owned by tenants being parked on residential streets or in tenant parking spaces, and ‘chaotic parking’ creating dangerous road conditions.

Issues relating to the behaviour of people in the area were also a common focus of negative feeling. Anti-social behaviour such as loud music, children playing in the streets or on pavements, cars being vandalised, and graffiti was highlighted in 20% of all comments. Also, common – appearing in 14% of comments – were mentions of drink and drugs, the vast majority referring to drugs. Many talked about drug taking and dealing being done in the wide open in their neighbourhood; a number felt that it had increased over time. Problems of dog fouling were highlighted in 7% of comments, with many of these saying that it is ‘everywhere’. Speeding in the area was mentioned in 4% of comments. Students were associated with making lots of noise and rubbish for 2% of respondents.

Other issues centred around the general upkeep and maintenance of the neighbourhood and properties within in, either by the tenants themselves, or by WDC. Of these, the largest driver of unhappiness within a neighbourhood was the upkeep of trees, hedges, verges and grassed areas. Most of these comments felt that these were not taken care of properly (by WDC), and that this made the area look ‘shabby’. 15% of comments also raised litter and rubbish on the streets as a problem for their area. 12% of comments talked about the poor maintenance of properties – either their own or those lived in by others – including the upkeep of frontages, and internal and external communal spaces. A number of these suggested that there had been a deterioration in the maintenance of these areas over time; some felt that there was a tendency these days for tenants not to make the effort to keep spaces clean and tidy. Fly tipping was mentioned in 2% of comments, with items including mattresses, broken furniture and TVs being left in alleyways, on paths outside homes or next to bus stops. Weeding, mentioned in 4% of comments, was particularly seen as something which has declined over time. Also mentioned in 4% of comments was the problem of people not looking after their own front gardens well enough, with many comments talking about gardens looking ‘messy’, or even containing rubbish or old furniture.

*Figure 33: Reasons for thinking the neighbourhood has declined/negative aspects*

Theme	Number	%
Parking	60	20
ASB/problem behaviour of neighbours	59	20
Trees/verges/grass	50	17
Litter/rubbish	45	15
Drugs/drink	40	14
Maintenance of properties/communal areas	35	12
Dog fouling	21	7
Roads/pavements	18	6
Weeding	11	4
Gardens	11	4
Speeding	11	4

Fly tipping	6	2
Students	6	2
Miscellaneous	18	6
<b>Base: (All negative comments)</b>	<b>(293)</b>	

### 3.11.3. Problems in the neighbourhood

When considering problems in the neighbourhood, respondents provided feedback as seen in Figure 34. This suggests that car parking ranks highest for 'major problems', followed by littering/fly-tipping, dog fouling, and finally vandalism.

Figure 34: Problems in the neighbourhood

	Major Problem	Minor Problem	Not a Problem	Base Count
<b>Car parking</b>	33.6% (480)	26.6% (380)	39.9% (570)	1,430
<b>Vandalism</b>	5.3% (65)	19.7% (242)	75.0% (920)	1,226
<b>Littering / Fly-tipping</b>	18.2% (240)	30.1% (398)	51.7% (684)	1,323
<b>Dog Fouling</b>	16.4% (217)	31.1% (413)	52.5% (697)	1,327

### 3.12. [TP12] Satisfaction with the landlord’s approach to handling anti-social behaviour

Residents were asked, “How satisfied or dissatisfied are you with Warwick District Council's approach to handling anti-social behaviour?”.

Figures 35 and 36 show that **a total of 55.5% (708 respondents) were satisfied**, compared to a total of 14.4% (183 respondents) dissatisfied, and a further 30.1% (384 respondents) who were neither satisfied nor dissatisfied.

Figure 35: Satisfaction with the landlord’s approach to handling anti-social behaviour (n=1,276).

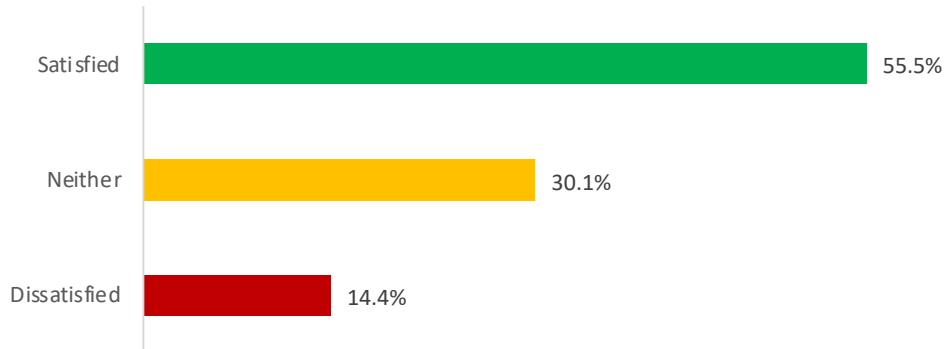
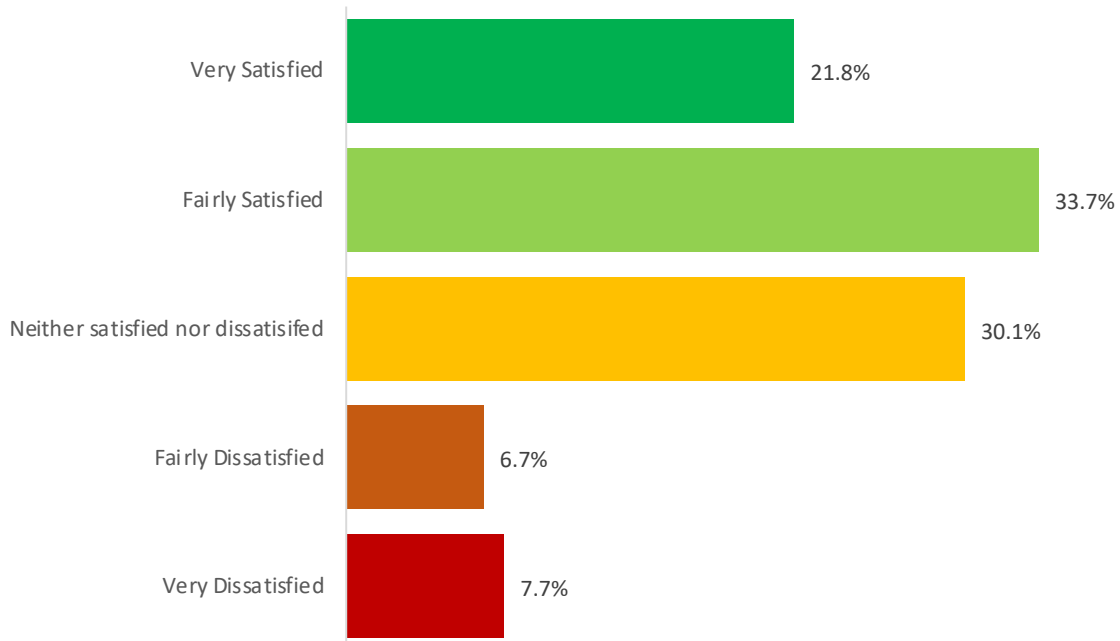


Figure 36: Individual response categories (n=1,276)



## 4. Further Analysis

### 4.1. Key driver analysis – ‘What is driving overall satisfaction?’

Customer satisfaction can provide great insight into residents’ perspectives and their experiences with services. Key driver analysis takes this insight a step further by exploring the relationships between different aspects of service to better understand what most influences overall customer satisfaction.

When exploring the question of ‘what influences overall satisfaction?’ this can be achieved by undertaking a correlation analysis (known as a Pearson’s  $r$ ) of the relationship between overall satisfaction and each of the other core variables in the survey. Correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

In statistics it is generally accepted that the following scale can be used to estimate the effect size:

If  $r = +/- .5$  it has a large effect  
 If  $r = +/- .3$  it has a medium effect  
 If  $r = +/- .1$  it has a small effect

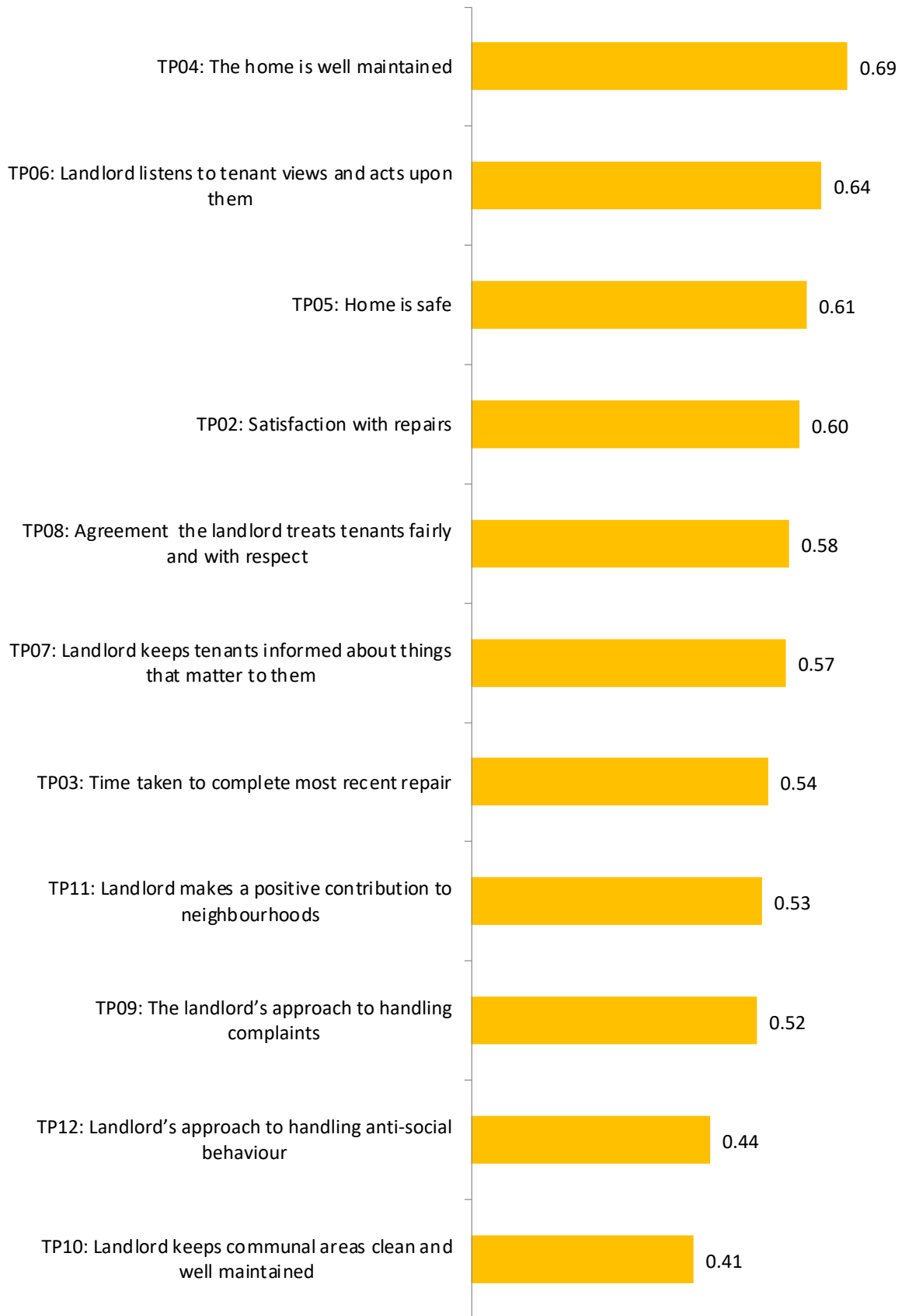
When looking at the key driver results for Warwick District Council (Figure 37, seen over the page), it is firstly worth noting that all the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking TSM items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies **TP04: Satisfaction that the home is well maintained**; **TP06: Satisfaction that the landlord listens to tenant views and acts upon them**; and **TP05: Satisfaction that the home is safe**. Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

Thirdly and finally, whilst complaint handling (TP09) achieved a relatively low satisfaction score, Figure 37 suggests that complaints handling is relatively speaking *not* a strong driver of overall satisfaction compared to other factors. Despite this, Warwick District Council should still consider complaints as an essential element of any service offer due to the importance of quickly resolving service failures for residents whilst presenting opportunities to integrate longer term learning for the organisation.



Figure 37: Key driver analysis



## 4.2. Benchmarking against English Local Authorities

Benchmarking provides additional insight and context for how service performance compares to similar organisations. For the purpose of this report, Warwick District Council scores have been benchmarked against the most recent TSM survey data available (Figure 38 and Figure 39). Figure 38 suggests a 6.3% positive difference in Overall Satisfaction (TP01) between Warwick District Council and the English LA score.

Figure 38: Benchmarking against English Local Authorities

Measure	Weighted TSM scores 2023/24	Housemark English LA's	Difference
<b>TP01:</b> Proportion of respondents who report that they are satisfied with the overall service from Warwick District Council	<b>75.8%</b>	<b>69.5%</b>	<b>+6.3%</b>
<b>TP02:</b> Proportion of respondents who report that they are satisfied with the overall repairs service from Warwick District Council over the last 12 months	<b>75.3%</b>	<b>71.3%</b>	<b>+4.0%</b>
<b>TP03:</b> Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	<b>71.1%</b>	<b>66.2%</b>	<b>+4.9%</b>
<b>TP04:</b> Proportion of respondents who report that they are satisfied that Warwick District Council provides a home that is well maintained	<b>73.7%</b>	<b>66.9%</b>	<b>+6.8%</b>
<b>TP05:</b> Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Warwick District Council provides a home that is safe	<b>76.6%</b>	<b>74.0%</b>	<b>+2.6%</b>
<b>TP06:</b> Proportion of respondents who report that they are satisfied with Warwick District Council listening to their views and acting upon them	<b>61.4%</b>	<b>55.0%</b>	<b>+6.4%</b>
<b>TP07:</b> Proportion of respondents who report that they are satisfied with Warwick District Council keeping them informed about things that matter to them	<b>71.6%</b>	<b>65.7%</b>	<b>+5.9%</b>
<b>TP08:</b> Proportion of respondents who report that they agree with the statement: "Warwick District Council treats me fairly and with respect"	<b>77.9%</b>	<b>73.6%</b>	<b>+4.3%</b>
<b>TP09:</b> Proportion of respondents who report that they are satisfied with Warwick District Council's approach to complaints handling	<b>42.7%</b>	<b>28.7%</b>	<b>+14.0%</b>
<b>TP10:</b> Proportion of respondents who report that they are satisfied Warwick District Council keeps communal areas clean and well maintained	<b>59.1%</b>	<b>63.3%</b>	<b>-4.2%</b>
<b>TP11:</b> Proportion of respondents who report that they are satisfied Warwick District Council make a positive contribution to their neighbourhood	<b>59.4%</b>	<b>57.3%</b>	<b>+2.1%</b>
<b>TP12:</b> Proportion of respondents who report that they are satisfied with Warwick District Council's approach to handling anti-social behaviour	<b>55.5%</b>	<b>52.0%</b>	<b>+3.5%</b>

## 4.3. Benchmarking against Housemark year-end scores (2023-24)

Figure 39 illustrates a benchmarking comparison against Housemark's year-end TSM scores for 2023/24. This suggests that nine of WDC's TSM scores rank above the median, whilst three rank below. This also identifies that Overall Satisfaction (TP01) shows a 6.4% positive difference for WDC compared to the Housemark year-end median.

Figure 39: Benchmarking against Housemark year-end 2023/24 median scores

Measure	Weighted TSM scores 2023/24	Housemark TSM Median 2023/24	Difference
<b>TP01:</b> Proportion of respondents who report that they are satisfied with the overall service from Warwick District Council	75.8%	69.4%	+6.4%
<b>TP02:</b> Proportion of respondents who report that they are satisfied with the overall repairs service from Warwick District Council over the last 12 months	75.3%	70.4%	+4.9%
<b>TP03:</b> Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	71.1%	66.4%	+4.7%
<b>TP04:</b> Proportion of respondents who report that they are satisfied that Warwick District Council provides a home that is well maintained	73.7%	69.4%	+4.3%
<b>TP05:</b> Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Warwick District Council provides a home that is safe	76.6%	76.1%	+0.5%
<b>TP06:</b> Proportion of respondents who report that they are satisfied with Warwick District Council listening to their views and acting upon them	61.4%	58.9%	+2.5%
<b>TP07:</b> Proportion of respondents who report that they are satisfied with Warwick District Council keeping them informed about things that matter to them	71.6%	69.5%	+2.1%
<b>TP08:</b> Proportion of respondents who report that they agree with the statement: "Warwick District Council treats me fairly and with respect"	77.9%	76.3%	+1.6%
<b>TP09:</b> Proportion of respondents who report that they are satisfied with Warwick District Council's approach to complaints handling	42.7%	33.8%	+8.9%
<b>TP10:</b> Proportion of respondents who report that they are satisfied Warwick District Council keeps communal areas clean and well maintained	59.1%	65.5%	-6.4%
<b>TP11:</b> Proportion of respondents who report that they are satisfied Warwick District Council make a positive contribution to their neighbourhood	59.4%	62.5%	-3.1%
<b>TP12:</b> Proportion of respondents who report that they are satisfied with Warwick District Council's approach to handling anti-social behaviour	55.5%	57.0%	-1.5%

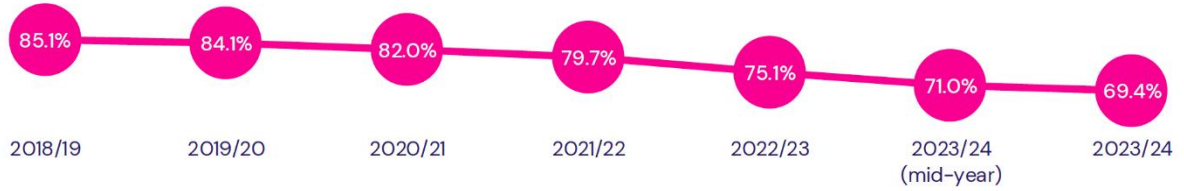
#### 4.4. Benchmarking against historical satisfaction trends

Overall satisfaction has been tracking downward over the last five years (Figure 40). Although there are a number of factors that may have influenced this downward trend (Covid, economic downturn,

cost of living and energy crisis, etc...), fundamentally landlords are not consistently meeting the needs of tenants.

When benchmarking WDC's overall satisfaction score of **75.8%** (as seen in the previous section), the positive difference of 6.4% can be observed within a wider historical context.

Figure 40: Housemark median satisfaction 2018/19 to year-end 2023/24



## 5. Conclusions and Recommendations

This report has presented weighted TSM findings for 2023/24 based upon the views of 1,573 tenants (or a weighted count of 1,542). The report meets the requirements as set out by the Regulator of Social Housing and the Market Research Society Code of Conduct.

Particular aspects to note are as follows:

- **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance. In this survey, WDC achieved a score of **75.8%**.
- **Highest scoring TSMs:** The top-scoring Tenant Satisfaction Measures were identified as:
  - IV. **TP08: 77.9%** - Proportion of respondents who report that they are satisfied with WDC treating tenants fairly and with respect.
  - V. **TP05: 76.6%** - Proportion of respondents who report that WDC provides a home that is safe.
  - VI. **TP02: 75.3%** - Proportion of respondents who report that they are satisfied with the repairs service they received in the last 12 months.
- **Lowest scoring TSMs / high dissatisfaction: TP09: 42.7%** - Proportion of respondents satisfied with the way WDC handles complaints. It is worth noting that a greater proportion of tenants (43.1%) were *dissatisfied* than *satisfied*.
- **Benchmarking:** When benchmarking overall satisfaction (TP01), this suggests WDC shows a 6.3% positive difference when compared to the English LA score; and a 6.4% positive difference when compared to the Housemark year-end median TSM figures.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in WDC are having a home that is well maintained (TP04); listening to tenant views and acting upon them (TP06); and satisfaction that the home is safe (TP05). Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

**Conclusions:** Based on findings for Warwick District Council's TSM survey, this report suggests that whilst scores are generally high and there are elements which will be encouraging (e.g. treating tenants fairly and with respect, and providing a home that is safe), there is still room for improvement. Focussing upon the key drivers of satisfaction will help increase overall satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaint handling).

**Recommendations:** Consideration could be given to the following recommendations:

- **Recommendation 1:** Clearly communicate the TSM findings to both staff and tenants. Publish the TSM scores alongside a summary of future actions (e.g. on a single webpage).
- **Recommendation 2:** WDC should develop a clear action plan based on the TSM findings, and the impact of actions taken should be assessed over time. This should centre upon the top key drivers of overall satisfaction, as these will help increase satisfaction perceptions for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction / high dissatisfaction (specifically, complaints handling).
- **Recommendation 3:** As part of the creation of an action plan, involve tenants in a small number of focus groups to better understand the *context* of their feedback and develop suggestions in a co-created manner. A similar approach could also be considered by involving staff and close stakeholders (e.g. repairs contractors) in this process.



## Appendix 1: Comments in respect of advice and support: Managing finances, paying rent and service charges

Note: Appendix 1 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

Respondents were asked for their comments relating to how the Council could assist with these services. 130 relevant responses were received.

18 responses or 14% answering were **happy** with what Warwick District Council provided in terms of advice and support on financial matters. A further 7 comments felt WDC was **helpful or informative** and the process was well explained. 15 comments revolved around **communication**, this ranged from delays on receiving back letters on benefits claims and a lack of communication on why benefit amounts had changed.

13 tenants felt they **did not require advice**, or they had **not used** the service. 10 comments were more general in nature where it was felt **council tax, or the rent was too high**.

9 comments were where tenants are **worried about the future** and not having enough money. The rise in electric and gas bills was a concern. 8 comments surrounding specific **property issues** were not related to the question. The same number felt staff were **not helpful or supportive**, an example given was that staff would not make a visit to the property or own up to mistakes on their part.

5 tenants felt there was a **lack of information**. 5 respondents wanted more **information**, and the same number found the **computer/website etc** difficult to use or understand.

There were 20 other comments which included general comments on government policy itself.

These are illustrated in Figure 41 seen over the page.

Figure 41: Themes relating to the financial advice and support received from Warwick District Council

<b>Theme (2 comments or more)</b>	<b>Number</b>	<b>%</b>
Happy/good/satisfied/supportive/thanks to WDC	18	14
Communication issues	15	12
No advice needed/not used/no advice given	13	10
Worried about future/not got enough money	9	7
Not helpful/not supportive/not understanding/not interested	8	6
Property issues	8	6
Helpful/explained process/informative	7	5
More/lack of information	5	4
Computers/website/IT	5	4
Council tax too high	5	4
Rent too high	5	4
Need advice/help	4	3
Wrong advice/information	3	2
Garden waste charge	3	2
Do not receive benefits	3	2
Attitude of staff – negative comments	2	2
Not aware	2	2
Other	20	15
<b>Base: (All Respondents)</b>	<b>(130)</b>	



## Appendix 2: Information Provision – Access to the internet at home

Note: Appendix 2 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

The percentage of people with access to the internet at fell by three percentage points on the previous year, with 65% saying that they did have home access in this survey. There is still a significant proportion who do not – 35%.

Further analysis demonstrates that: -

- The younger the resident the more likely they are to have access to the internet at home: 90% of those aged up to 34, and 93% in the 35 to 44 age bracket, versus 38% of those aged 75 and over and 69% in the 65 to 74 age group, confirmed they had access to the internet at home.
- Those residents whose day-to-day activities are limited a lot (40%), versus 28% whose day-to-day activities are not limited, confirmed they did not have access.

Figure 42: Do you have access to the internet at home?

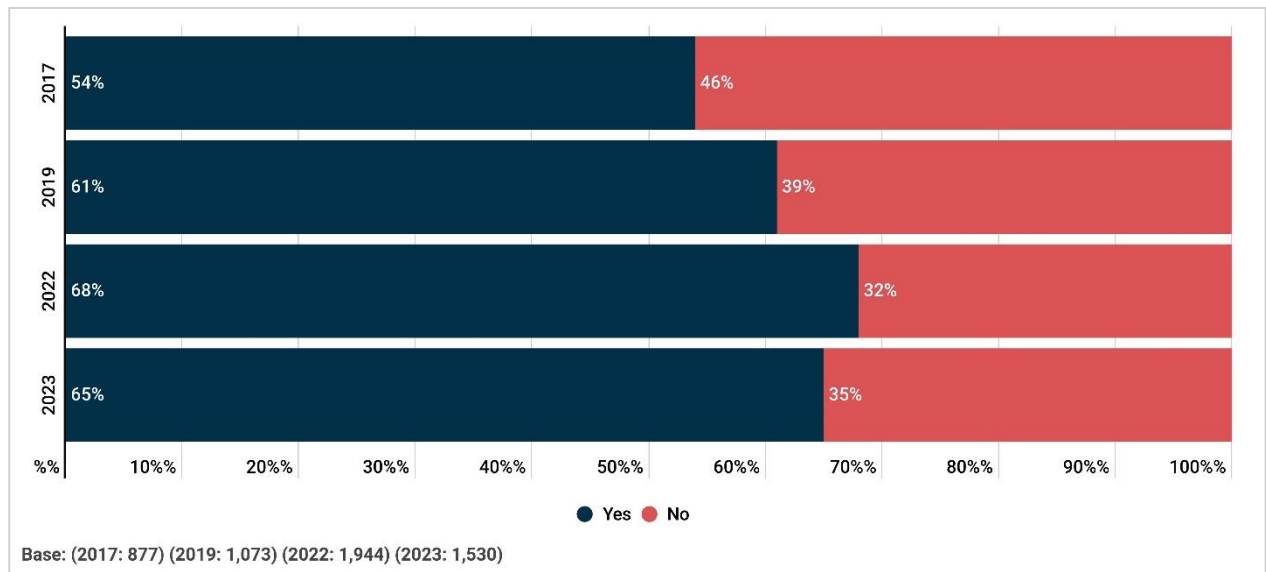


Figure 43: Whether have access to the internet – Year on Year

Response	2017 %	2019 %	2022 %	2023 %
Yes	54	61	68	65
No	46	39	32	35
<b>BASE: (All Respondents)</b>	<b>(877)</b>	<b>(1,073)</b>	<b>(1,944)</b>	<b>(1,530)</b>

41% of tenants access the internet both via a smartphone and a computer.

Further analysis demonstrates that:

- Those aged up to 34 were more likely to access a smartphone for the internet (54%). Older residents were more likely just to have a computer.

- Those residents whose day-to-day activities are limited a lot (46%) were more likely to use a smartphone. Those with no limitations were more likely to use both (45%).
- Residents not on benefits were more likely to have access via both means (48%) against 33%.

Figure 44: How residents access the internet

Type	2023 %
A computer	17
A smartphone	42
Both	41
<b>BASE: (Those accessing internet)</b>	<b>(993)</b>

***Methods of being kept informed and getting in touch with WDC residents are happy to use.***

Methods of being kept informed have changed over the past few years. While telephone and writing still remain the most popular methods, email has become far more popular, with 44% saying they were happy to use this.

Visiting the office (30% in 2017, 17% in 2023) has fallen in popularity, perhaps due to the impact of the office opening times. Newsletters have also fallen in popularity from 43% in 2017 to 26% in 2023.

Looking at results in more detail it can be seen that: -

- 73% of residents aged 75 and over, versus 52% of those aged 35 to 44, are happy to use the *telephone* as a method of being kept informed and getting in touch with the Council.
- Those aged 45 to 54 were more likely to be kept informed and getting in touch with the Council *in writing*.
- Around three-quarters of those aged up to 44, in contrast to 21% aged 75 and over, stated *email*.
- 52% of those aged 35 to 54, in contrast to 15% of those aged 75 and over, stated *text/SMS*.
- 25% of those aged 55 to 64 preferred *newsletters* in contrast to 17% of those under 35.
- Those aged 65 to 74 were more likely to prefer a *visit to their home* by staff.
- Female respondents were more likely to prefer being kept informed *by email, text/SMS, in writing and via a newsletter*.
- Male respondents were more likely to prefer being kept informed by a *visit to the office and telephone*.
- 48% of those not on housing benefit, versus 42% on housing benefit said they were happy to use *email* as a method of being kept informed and getting in touch with the Council.
- 29% of those not on housing benefit, versus 23% on housing benefit said they were happy to receive a *newsletter*.
- 69% of those households with persons with health problems favoured the *telephone* versus 64% of those who were not limited in their household.

- 55% of households where someone was limited a little due to health problems were more likely to contact WDC *in writing*.
- 51% of those who were not limited in respect of health, versus 40% of those who were limited a lot or a little, favoured *email*.
- The greater the limitation the more likely they were to state *visit to their home by staff*, 30% compared to 16% of those with no limitation.
- A *newsletter* was preferred by 31% where someone was limited a little due to health problems in a household.

Figure 45: Which of the following methods of being kept informed and getting in touch with Warwick District Council are you happy to use?

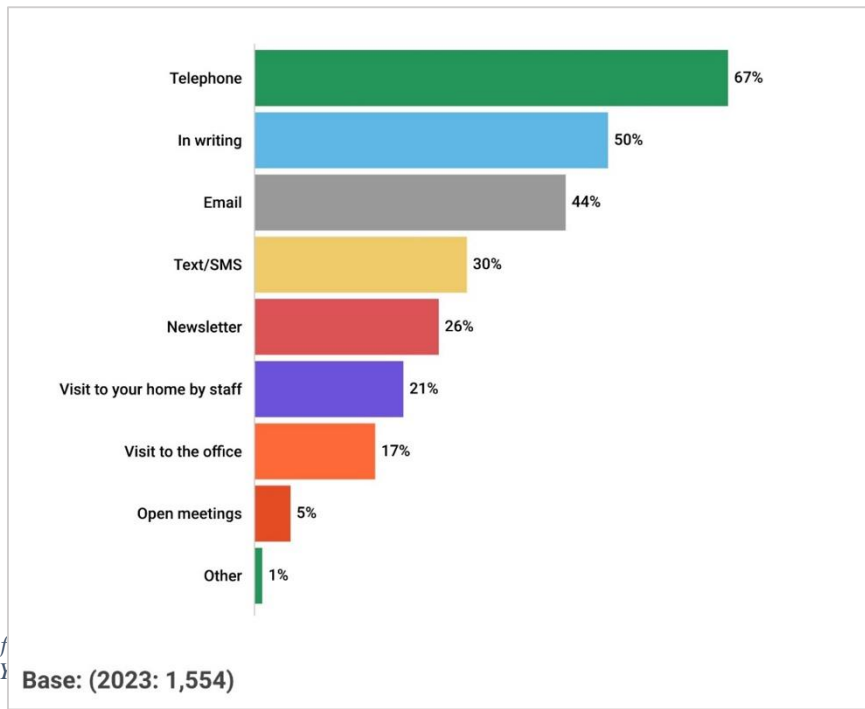


Figure 46: Which of the following methods of being kept informed and getting in touch with Warwick District Council are you happy to use – Year on year

Base: (2023: 1,554)

Method	2017 %	2019 %	2022 %	2023 %
Telephone	60	59	62	67
In writing	61	62	58	50
Email	29	38	46	44
Text/SMS	19	26	30	30
Newsletter	43	37	32	26
Visit to your home by staff	26	24	23	21
Visit to the office	30	27	16	17
Open meetings	11	7	5	5
Other	1	0	1	1
<b>BASE: (All Respondents)</b>	<b>(891)</b>	<b>(1,079)</b>	<b>(1,950)</b>	<b>(1,554)</b>

There were 13 ‘other’ responses.

## Appendix 3: Information About the Household

Note: Appendix 3 directly sources analysis from the earlier written report by Stratford-on-Avon District Council. **The results in this section are unweighted.**

9% of households contain three or more adults aged 18 or over.

Figure 47 How many adults aged 18 or over live in your household?

<b>869 (59%)</b>	<b>1</b>
470 (32%)	2
104 (7%)	3
19 (1%)	4
8 (1%)	More than four

18% of households contain one or more children.

Figure 48 How many children aged 17 or under live in your household?

<b>1232 (86%)</b>	<b>0</b>
94 (7%)	1
80 (6%)	2
23 (2%)	3
9 (1%)	4
2 (0%)	More than four

57% of those completing the survey were aged 65 or over.

Figure 49 What was your age on your last birthday?

<b>9 (1%)</b>	<b>Up to 24</b>
55 (4%)	25-34
104 (7%)	35-44
144 (10%)	45-54
305 (21%)	55-64
407 (28%)	65-74
426 (29%)	75 and over

39% of respondents were male and 57% female.

Figure 50 How do you describe your gender?

<b>558 (39%)</b>	<b>Male (including trans male)</b>
812 (57%)	Female (including trans female)
4 (0%)	Prefer to self-declare
0 (0%)	Non-binary/agender/gender-fluid
51 (4%)	Prefer not to say

If prefer to self-declare, write in box below - 12 responses