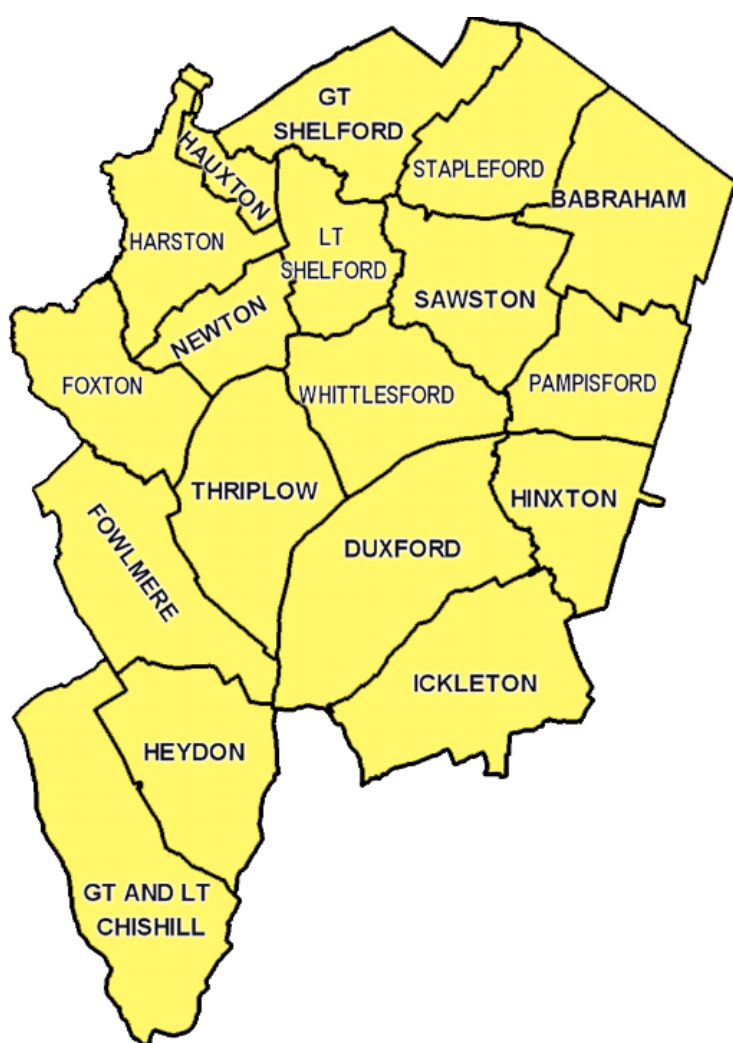


South  
Cambridgeshire  
District Council

2017

# STAR Survey Results



<b>1 Introduction, Background and method .....</b>	<b>3</b>
<b>2 Tenant Profiling .....</b>	<b>4,5</b>
<b>3 Satisfaction with the Housing Service .....</b>	<b>6</b>
3.1 Overall satisfaction with South Cambridgeshire District Council .....	6
3.2 The overall quality of the home .....	7
3.3 Satisfaction with the neighbourhood .....	8
3.4 Value for money for rent .....	9
3.5 Value for money for service charges .....	10
3.6 Satisfaction with repairs and maintenance .....	11
3.7 Listening to tenants views .....	12
3.8 Opportunities to get involved .....	13
<b>4 Heating .....</b>	<b>14</b>
<b>5 Internet and communications .....</b>	<b>15,16,17</b>
<b>6 Financial information .....</b>	<b>,18,19,20</b>

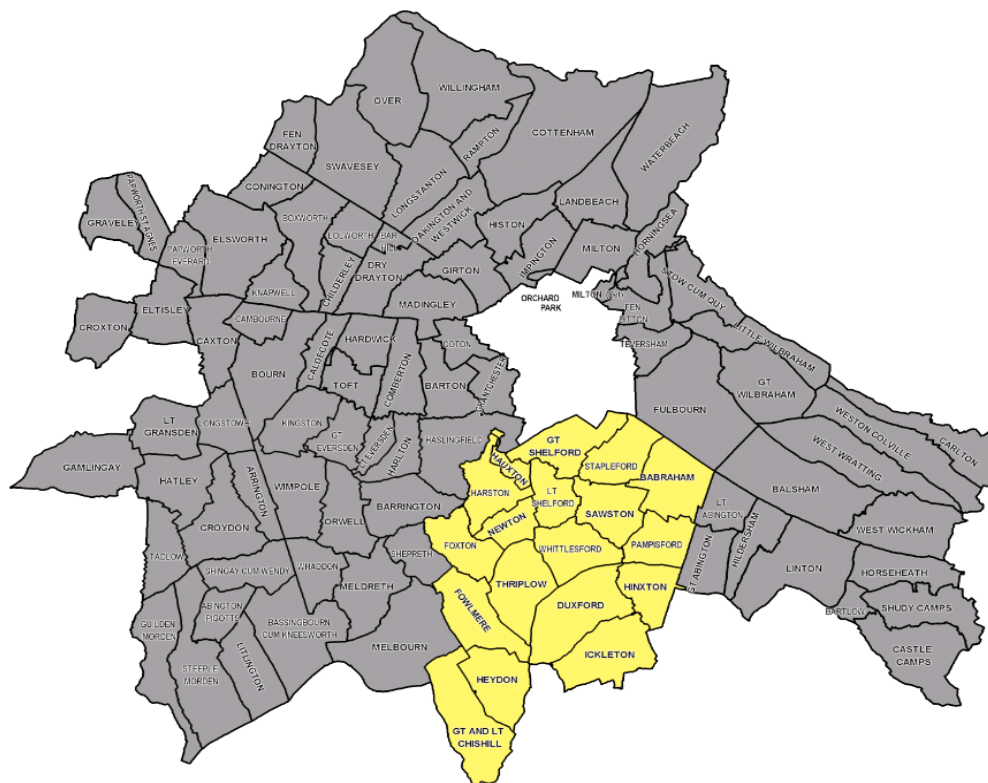
# 1 Introduction

## Background and method

We continue with our ongoing commitment to seek the views of our tenants by carrying out a further survey in June 2017. The overall objective was to continue to gain an understanding of the levels of customer satisfaction with the council's key services as well as ask additional questions to help tailor our service to meet the needs of our tenants

The 2017 survey covered the following villages:

Babraham	Duxford	Fowlmere	Foxton	Gt and Lt Chishill	Gt Shelford
Harston	Hauxton	Heydon	Hinxton	Ickleton	Lt Shelford
Newton	Pampisford	Sawston	Stapleford	Thriplow	Whittleford



**Table 1**

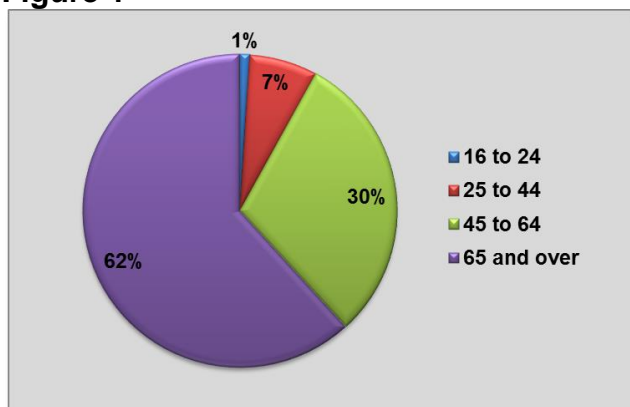
Year	Total number of households surveyed	Total returned	Return rate
2017	1381	464	34%

**Table 2 comparison with previous surveys**

Year	Total number of households surveyed	Total returned	Return rate
2016 Area 2	1168	378	32%
2015 Area 1	774	194	25%
2014 Area 5	889	255	29%

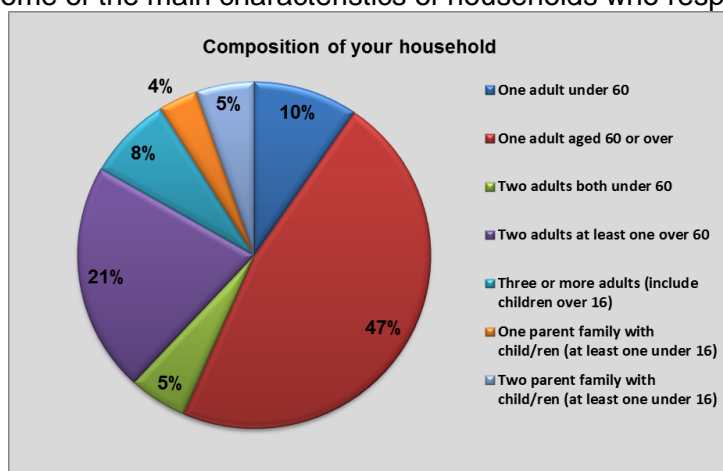
## 2.1 Age distribution

Figure 1



## 2 Tenancy Profiling

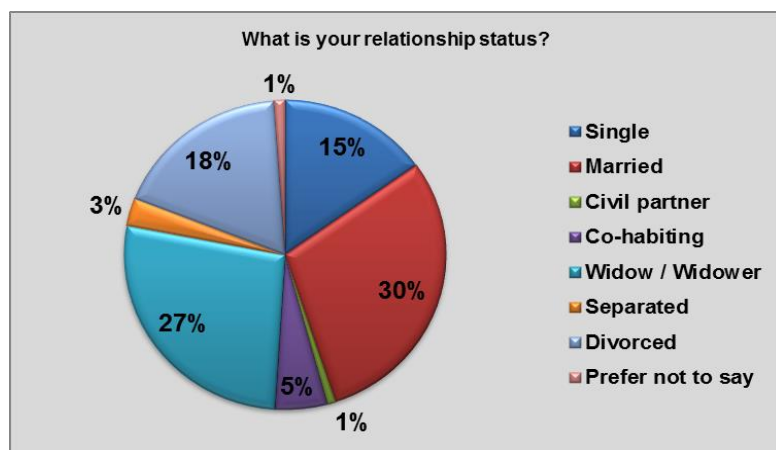
Detailed below are some of the main characteristics of households who responded to the survey:



## 2.2 Equality Monitoring

This section was optional to complete and therefore received a lower response rate

- Out of 441 valid responses 95% quoted their ethnicity as British
- Out of 374 valid responses 73% quoted their religion or belief as Christian
- Out of 349 valid responses 78% quoted their sexual orientation as Heterosexual, and 18% quoted they 'Prefer not to say'



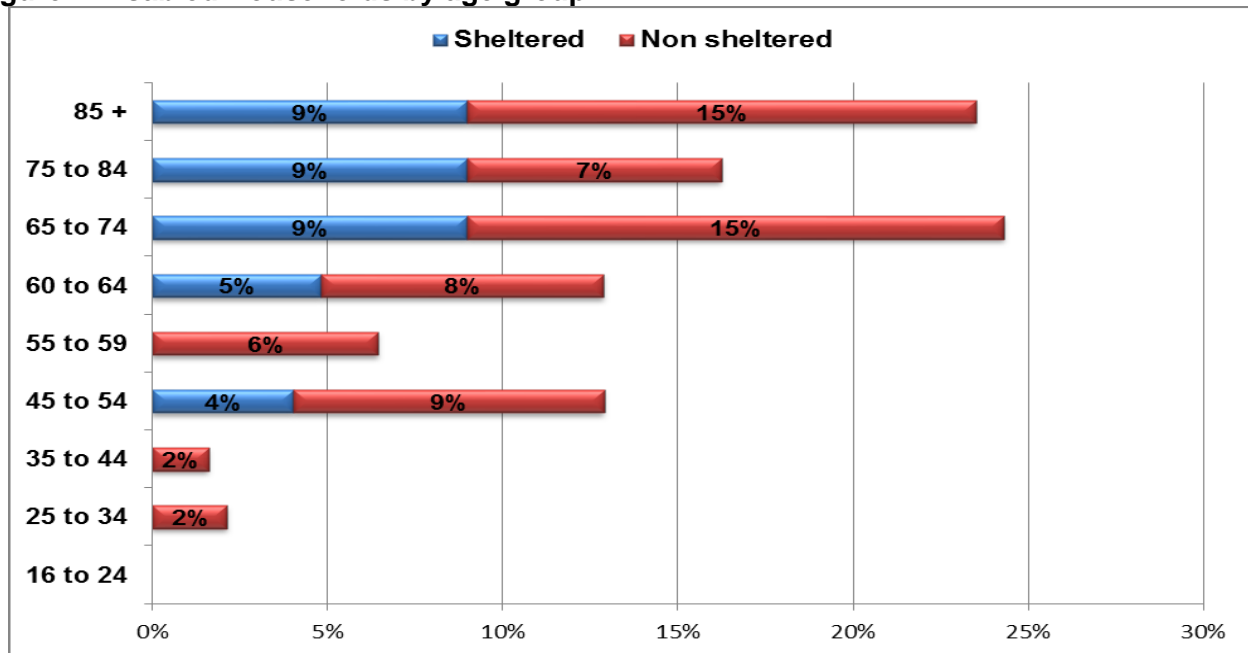
## 2.3 Disability

All respondents were asked; Is anyone in your household disabled?

Out of 447 valid responses **132 (30%)** of tenants answered Yes

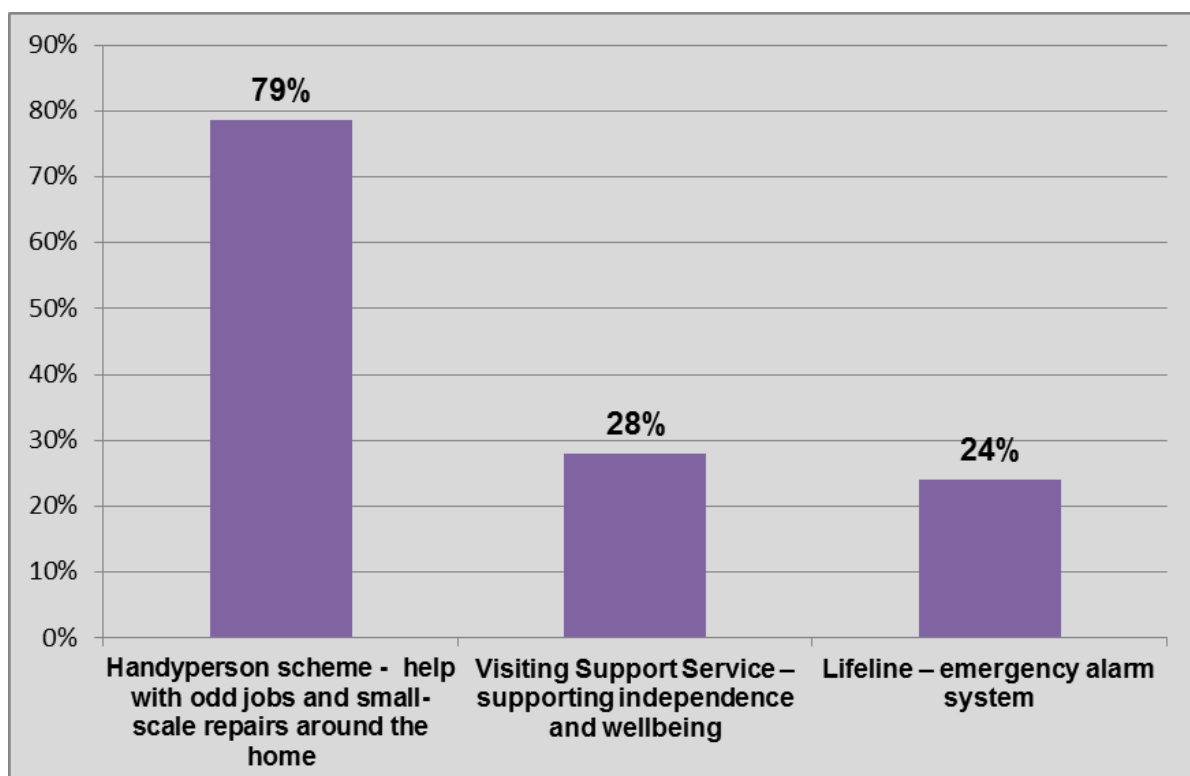
64% are aged 65 and over, with 27% living in Sheltered Housing

**Figure 1 Disabled Households by age group**



## 2.4

Figure 1 Identifies the numbers who may be interested in receiving further information regarding support services



### 3 Satisfaction with the Housing Service

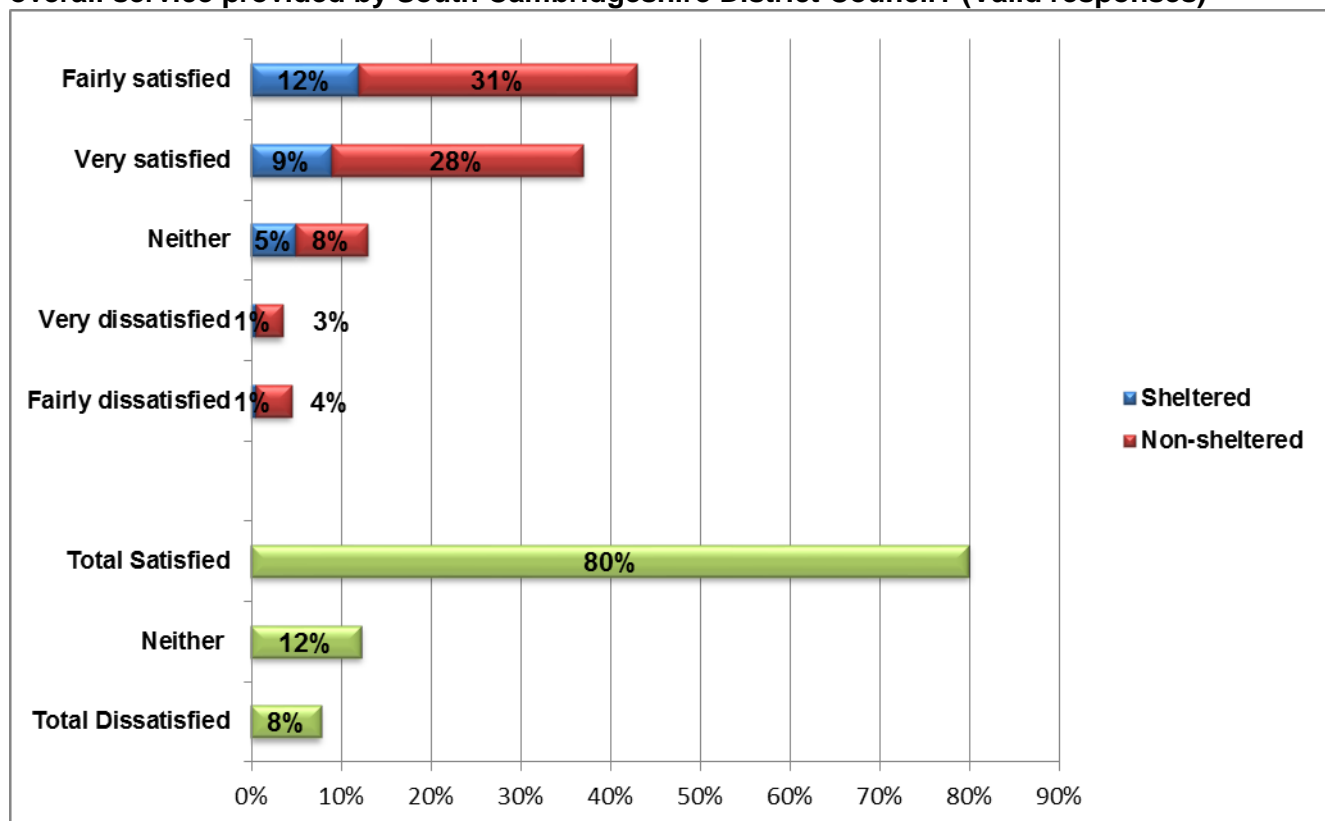
This section looks at residents' level of satisfaction or dissatisfaction with the services they receive from the Council.

#### 3.1 Overall satisfaction with South Cambridgeshire District Council

All respondents were asked to rate their level of satisfaction or dissatisfaction with the overall service provided by South Cambridgeshire District Council Housing Services

Out of 447 valid responses **80%** of tenants are satisfied with the overall service provided by the Council, In contrast, 8% are dissatisfied and a further 12% are neither satisfied nor dissatisfied.

**Figure 1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by South Cambridgeshire District Council? (Valid responses)**



**Table 2 Comparison with previous survey results**

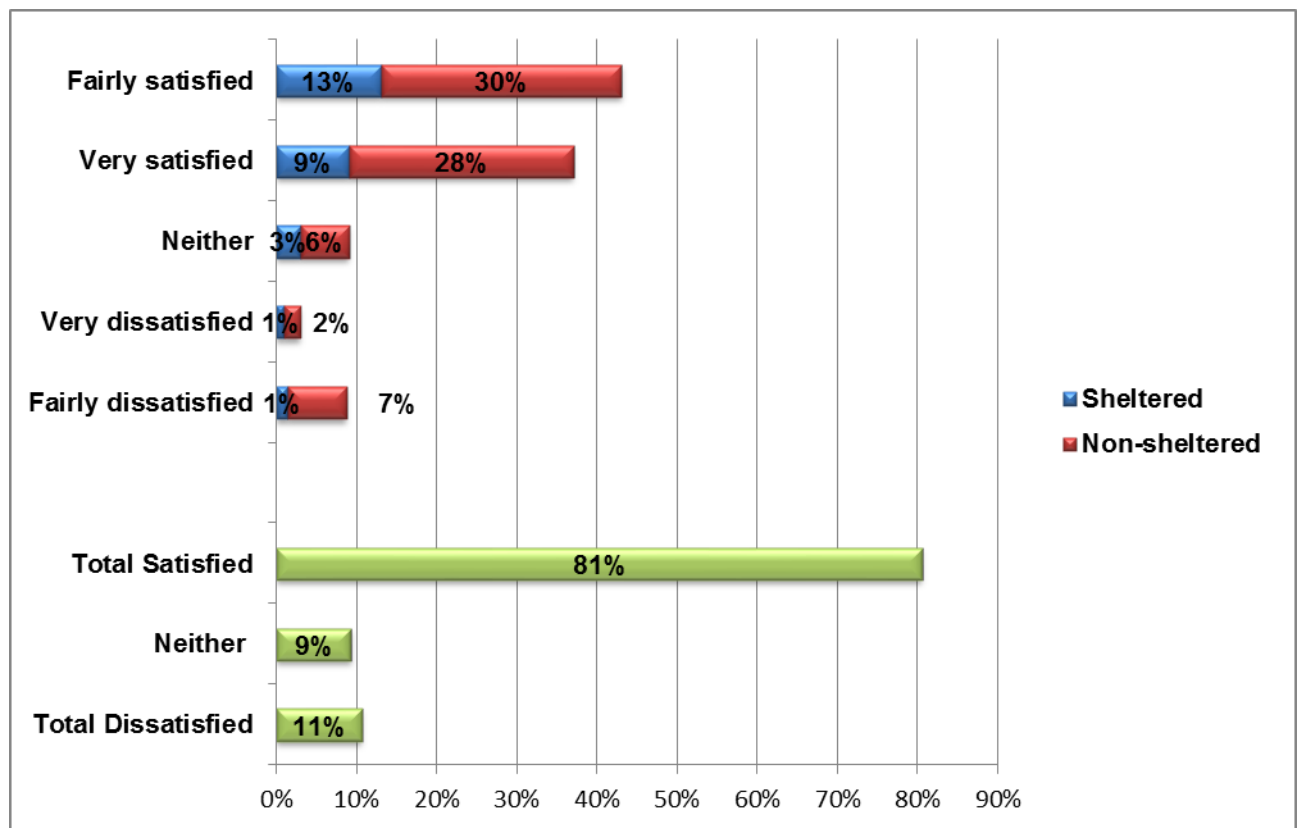
Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	77%	13%	9%	↑
2015 Area 1	76%	13%	11%	↑
2014 Area 5	81%	9%	10%	↓

### 3.2 The overall quality of the home

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

Out of 452 valid responses **81%** of all residents are satisfied with the overall quality of their home, 11% are dissatisfied

**Figure 1 How satisfied or dissatisfied are you with the overall quality of your home? (Valid responses)**



**Table 2 Comparison with previous survey results**

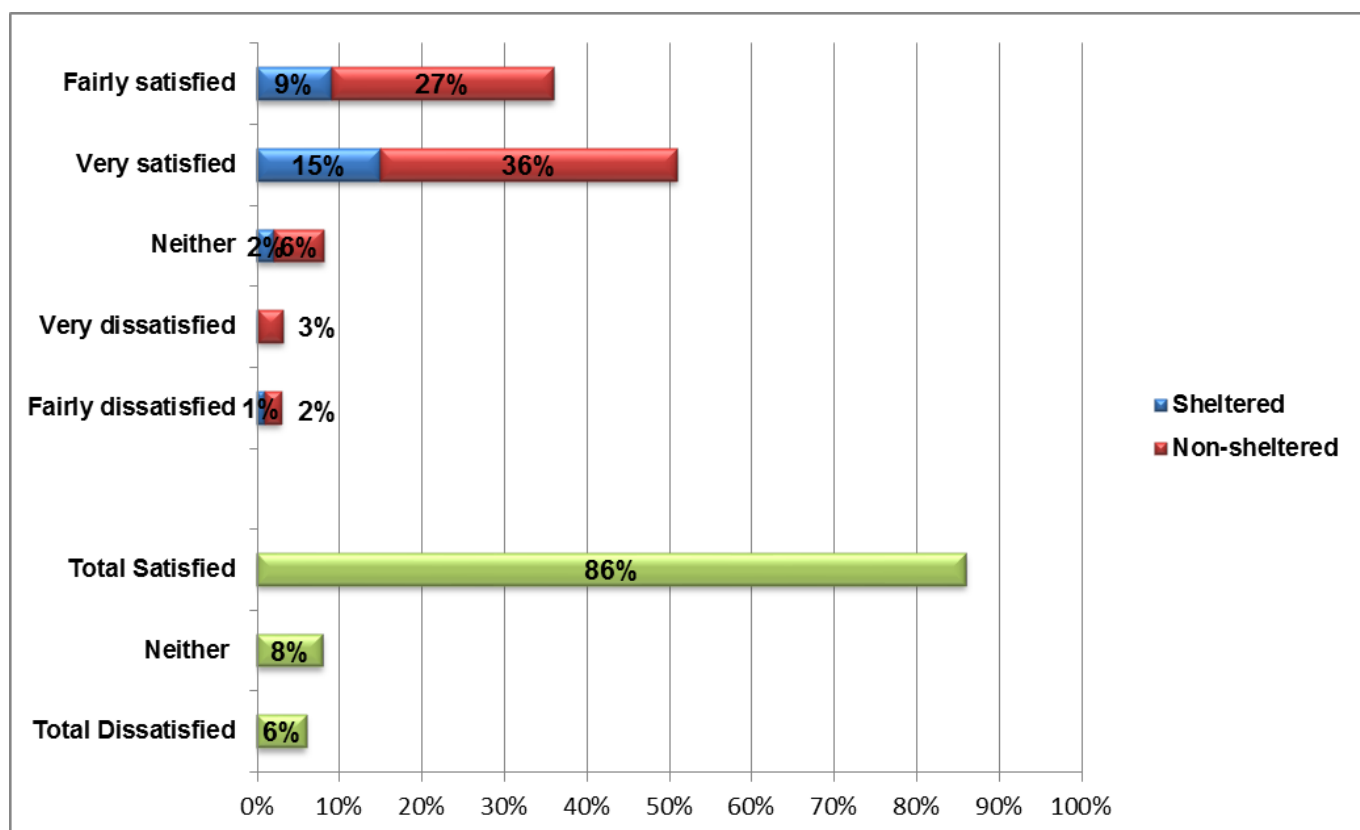
Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	81%	10%	9%	↔
2015 Area 1	74%	13%	13%	↑
2014 Area 5	80%	12%	8%	↑

### 3.3 Satisfaction with the neighbourhood

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

Out of 450 valid responses **86%** are satisfied with their neighbourhood as a place to live, while 6% of tenants are dissatisfied with their neighbourhood.

**Figure 1 How satisfied or dissatisfied are you with the neighbourhood as a place to live?**  
(Valid responses)



**Table 2 Comparison with previous survey results**

Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	90%	5%	5%	↓
2015 Area 1	82%	10%	8%	↑
2014 Area 5	89%	6%	5%	↓

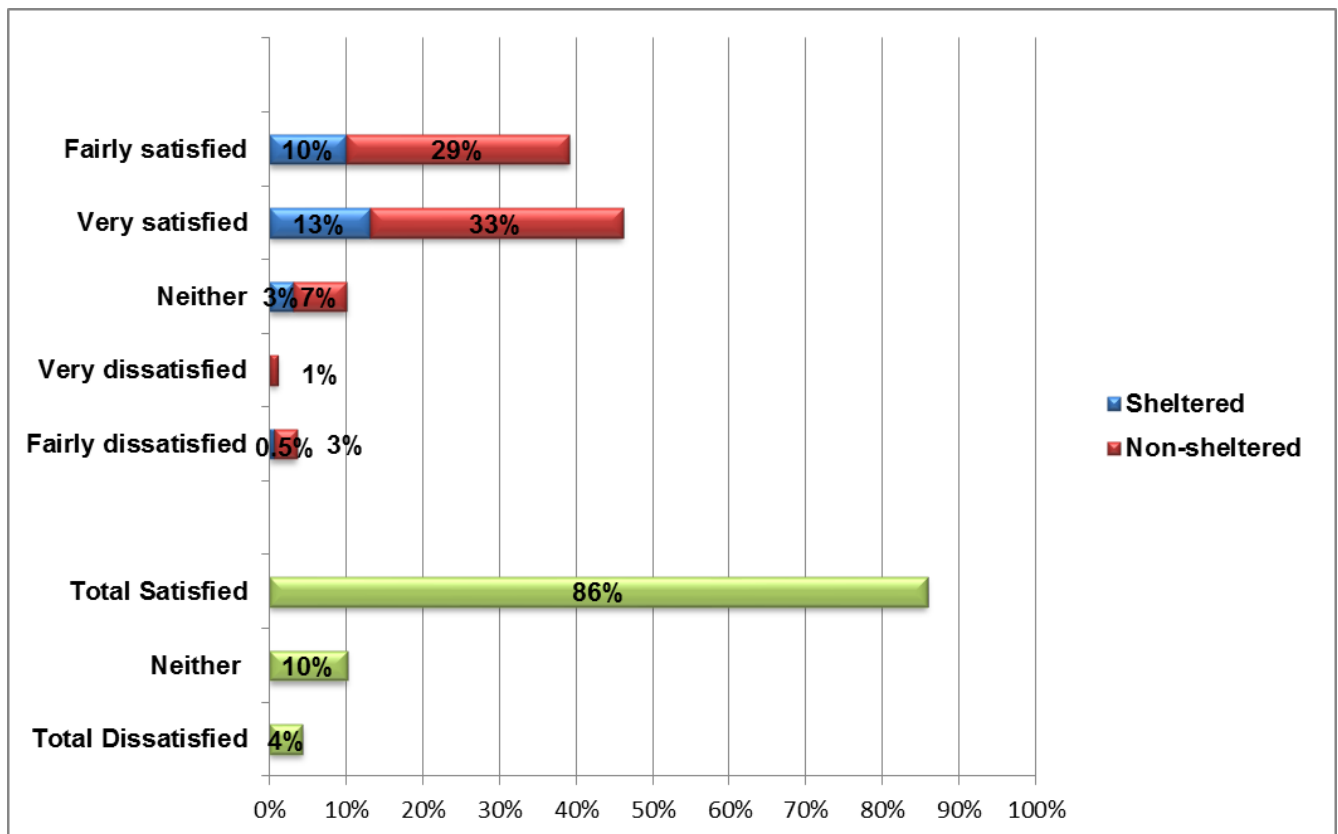


### 3.4 Value for money - Rent

All tenants were asked to indicate their level of satisfaction with the services they receive in payment of their rent (value for money)

Out of 428 valid responses **86%** of residents are satisfied that the rent for their property represents value for money, while 4% are dissatisfied.

**Figure 1 How satisfied or dissatisfied are you that your rent provides value for money? (Valid responses)**



**Table 2 Comparison with previous survey results**

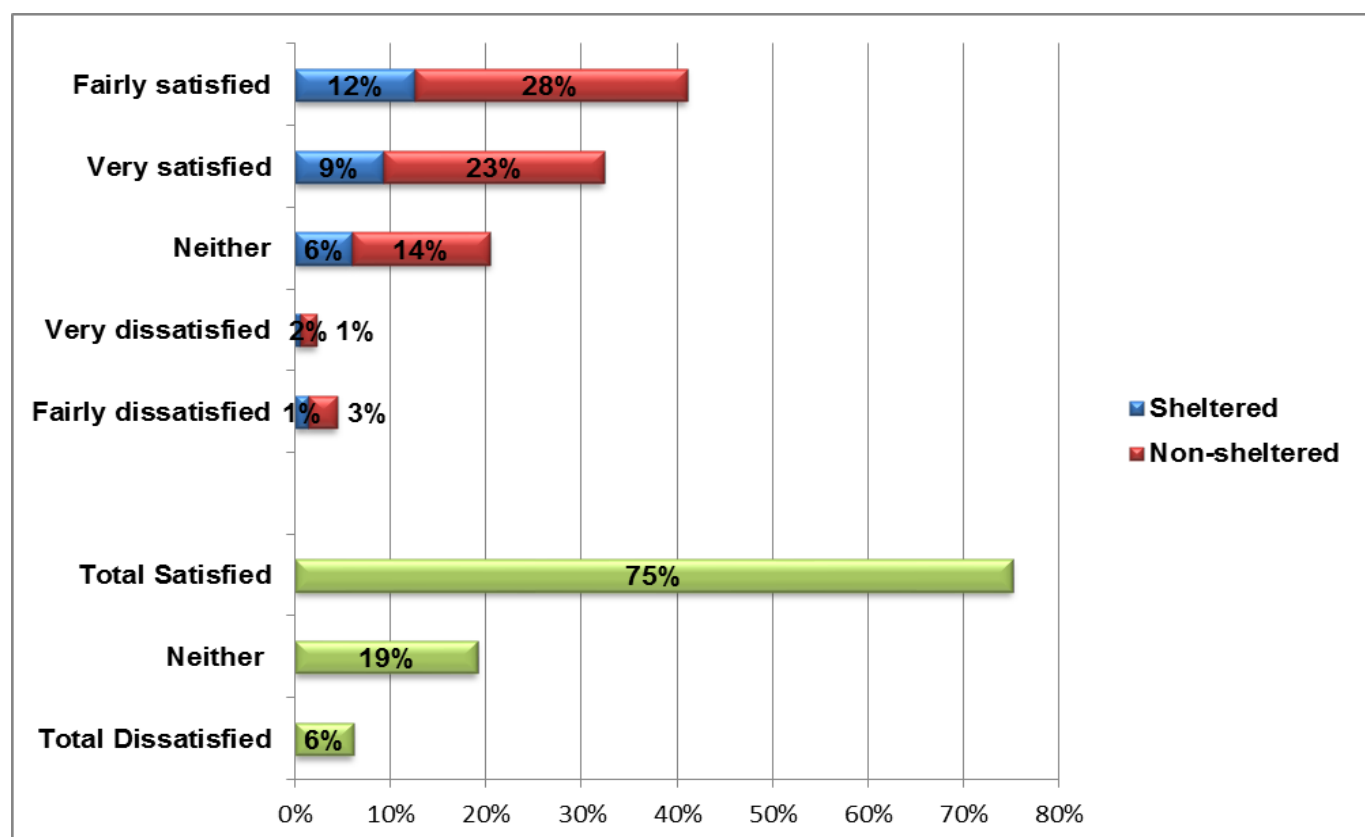
Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	79%	11%	10%	↑
2015 Area 1	75%	13%	11%	↑
2014 Area 5	83%	11%	6%	↑

### 3.5 Value for money - Service charge

All tenants were asked to indicate their level of satisfaction with the services they receive in payment of their service charge.

Out of 398 valid responses **75%** of residents are satisfied that the service charge for their property represents value for money, while 6% are dissatisfied and 19% ambivalent.

**Figure 1 How satisfied or dissatisfied are you that your service charge provides value for money? (Valid responses)**



**Table 2 Comparison with previous survey results**

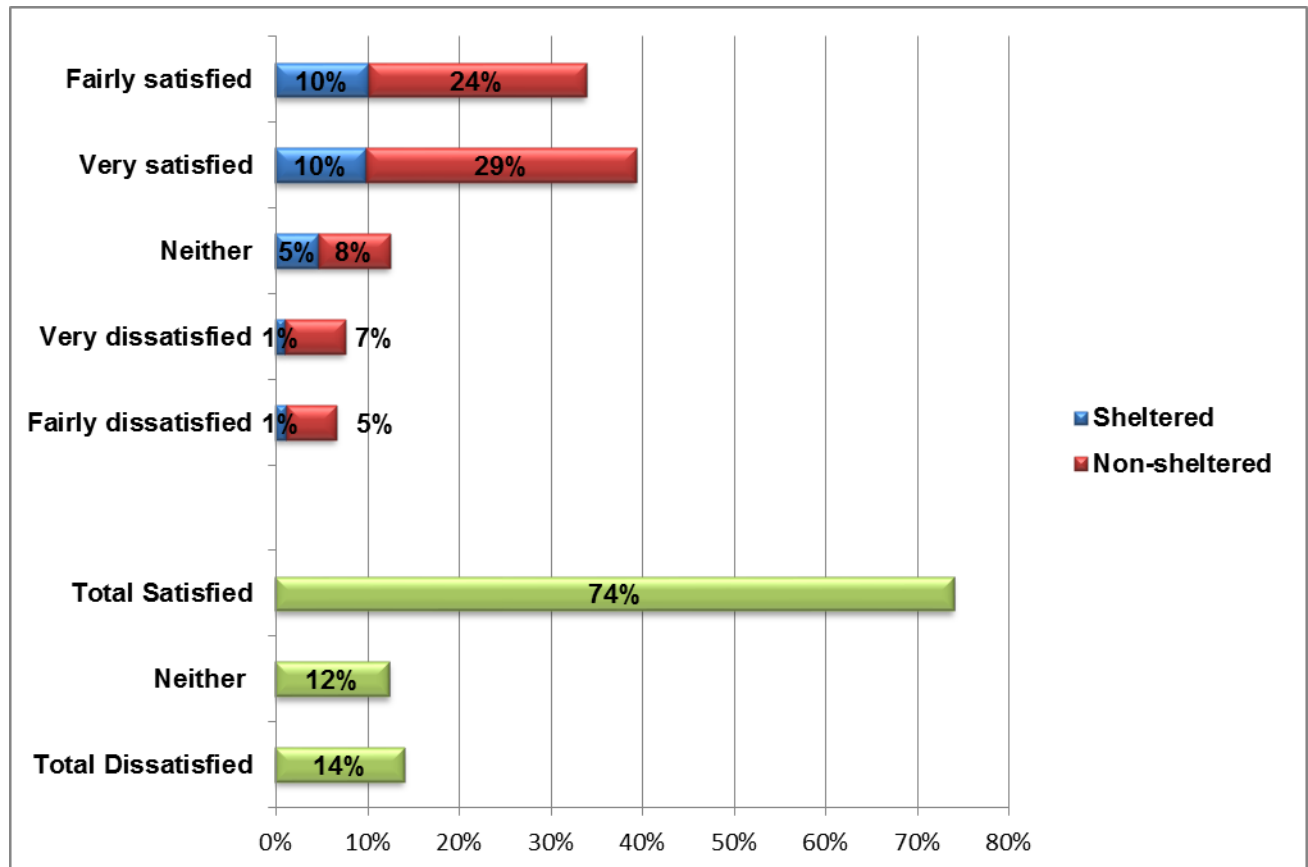
Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	64%	23%	13%	↑
2015 Area 1	61%	22%	17%	↑
2014 Area 5	69%	22%	9%	↑

### 3.6 Satisfaction with repairs and maintenance

All tenants were asked to rate their level of satisfaction with the way in which the Council deals with repairs and maintenance.

Out of 452 valid responses **74%** of all tenants are satisfied with the way in which the Council deals with repairs and maintenance. In contrast 14% are dissatisfied and a further 12% ambivalent.

**Figure 1 How satisfied or dissatisfied are you with the way South Cambridgeshire District Council deals with repairs and maintenance? (Valid responses)**



**Table 2 Comparison with previous survey results**

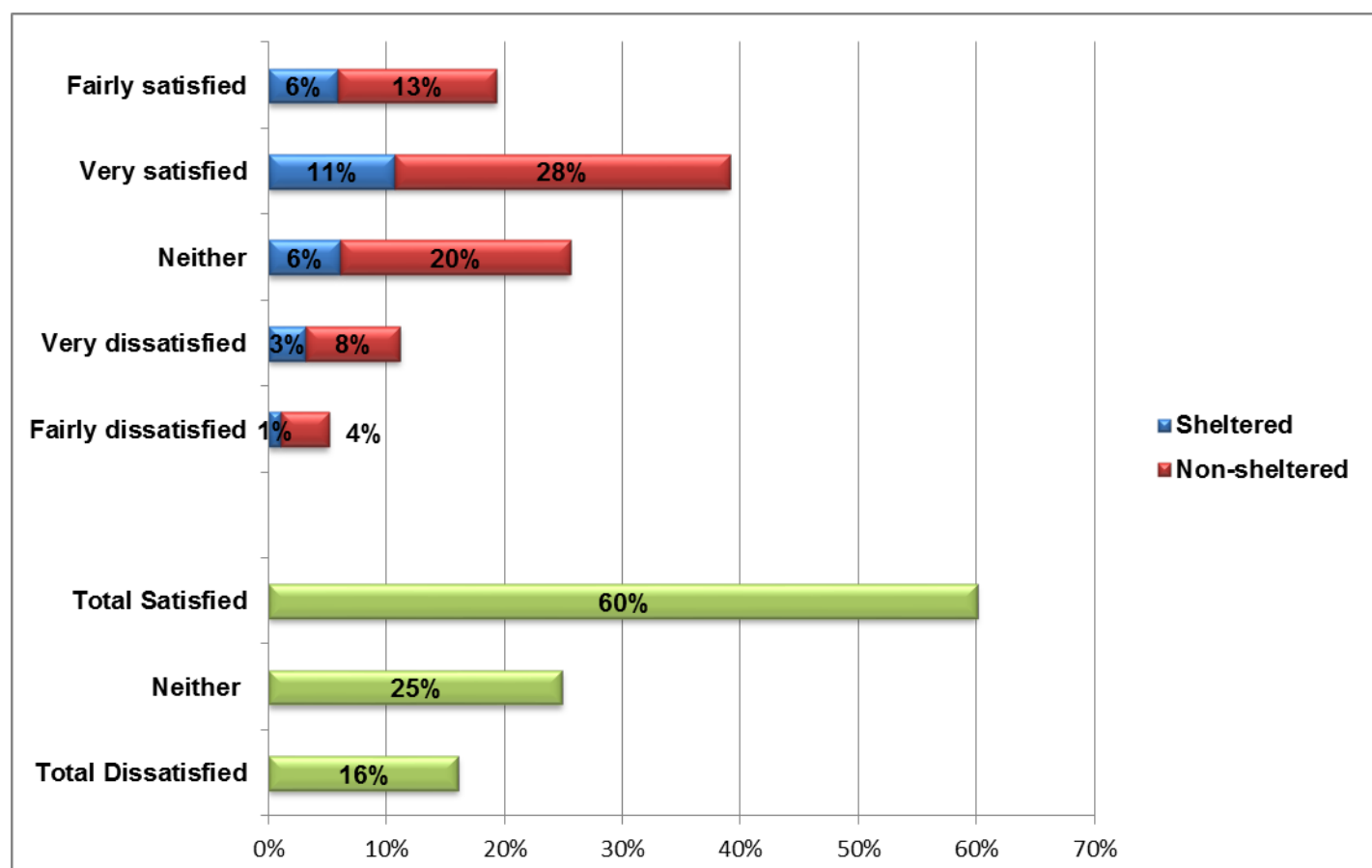
Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	72%	10%	18%	↑
2015 Area 1	66%	14%	19%	↑
2014 Area 5	77%	11%	12%	↓

### 3.7 Listening to tenants views

All tenants were asked how satisfied or dissatisfied they are that South Cambridgeshire District Council listens to their views and acts upon them.

Out of 443 valid responses **60%** of tenants are satisfied that the Council listens to their views and acts upon them compared with 16% who are dissatisfied, and 25% of residents neither satisfied nor dissatisfied.

**Figure 1 How satisfied or dissatisfied are you that South Cambridgeshire District Council listens to your views and acts upon them? (Valid responses)**



**Table 2 Comparison with previous survey results**

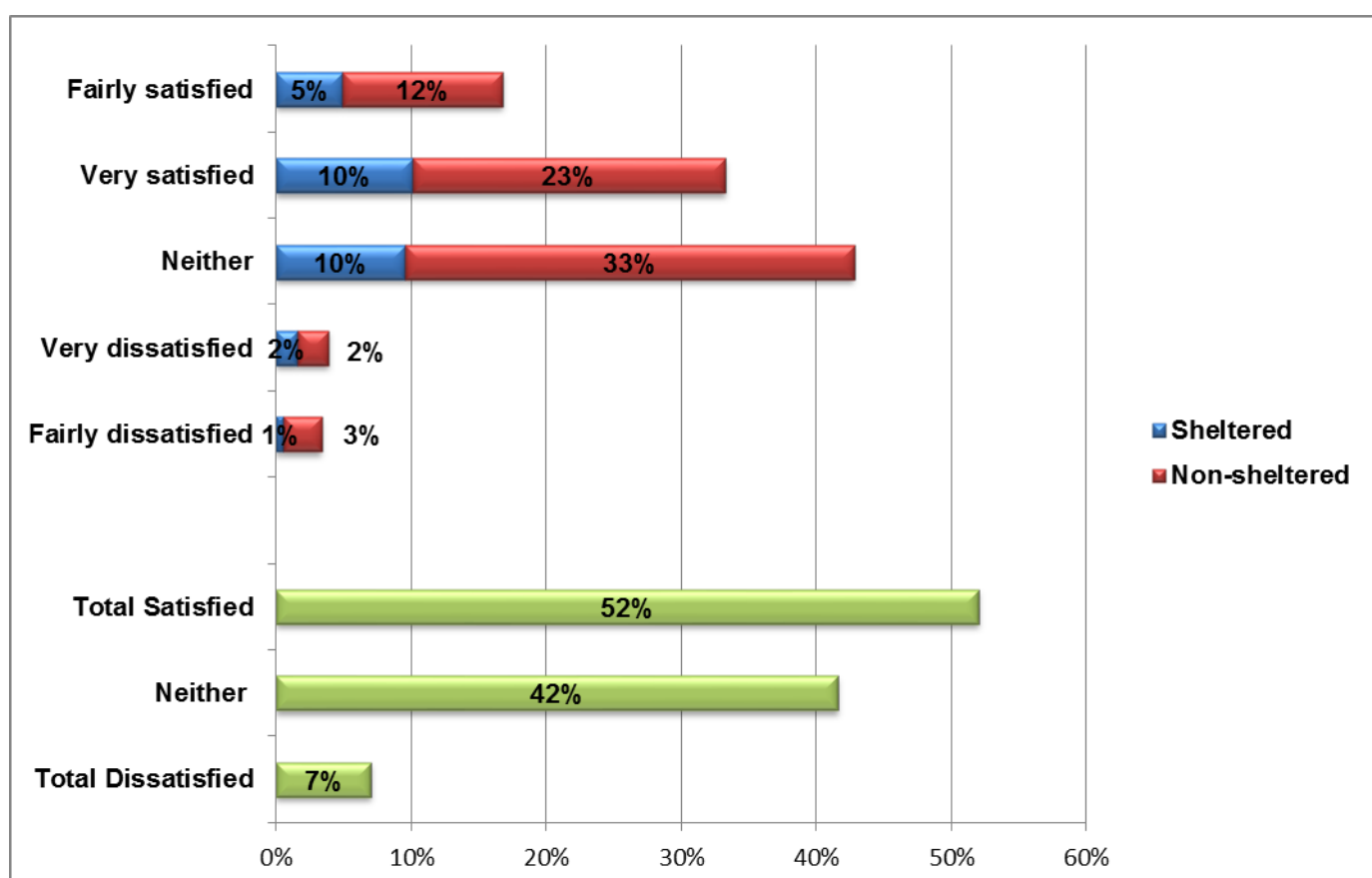
Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	59%	25%	16%	↑
2015 Area 1	51%	27%	22%	↑
2014 Area 5	65%	20%	15%	↓

### 3.8 Opportunities to get involved

All tenants were asked how satisfied or dissatisfied they are with the opportunities to get involved in improving the Housing Services.

Out of 416 valid responses **52%** of tenants are satisfied with the opportunities to get involved compared with 7% who are dissatisfied; however there is a high rate of ambivalence with 42% of residents neither satisfied nor dissatisfied.

**Figure 1 How satisfied or dissatisfied are you with the opportunities to get involved in improving the Housing Services? (Valid responses)**



**Table 2 Comparison with previous survey results**

Year	Satisfied %	Neither %	Dissatisfied %	Comparison Trend
2016 Area 2	55%	36%	9%	↓
2015 Area 1	49%	38%	13%	↑
2014 Area 5	57%	40%	3%	↓

## 4 Heating

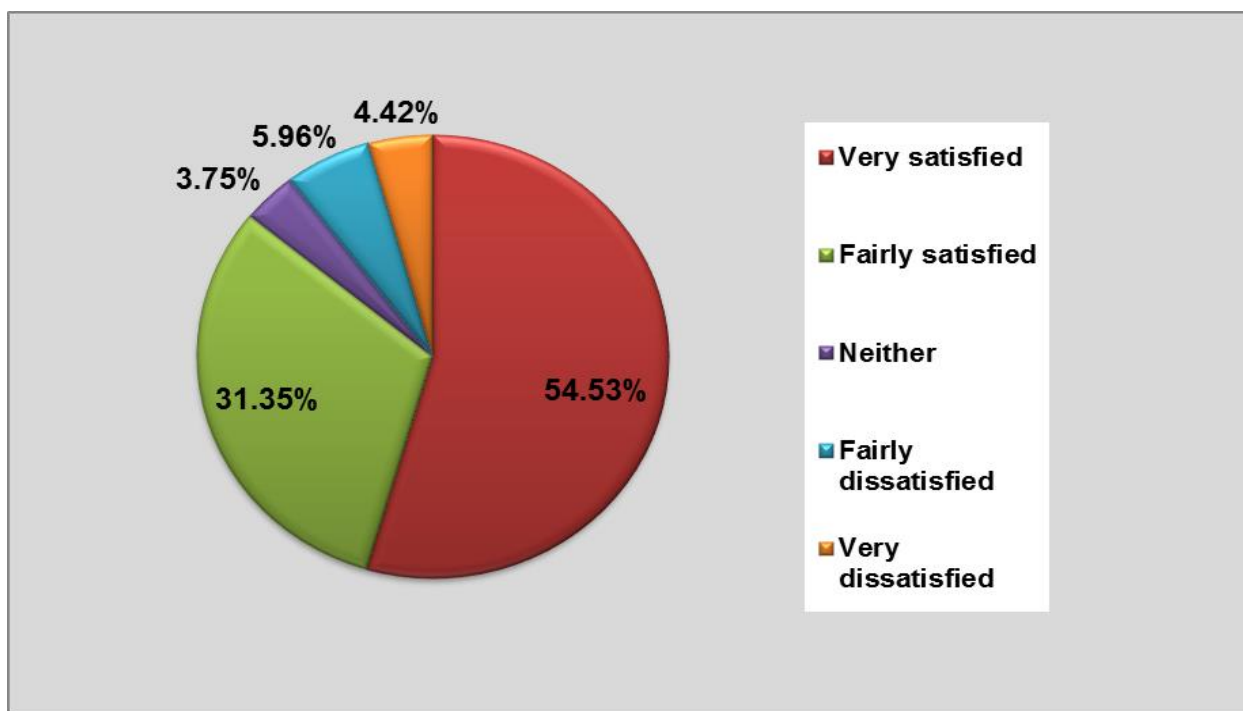
This section looks at tenants' level of satisfaction or dissatisfaction with the Heating system or systems in their home.

All respondents were asked to rate how satisfied or dissatisfied they were with the heating system in their home

Out of 453 valid responses 389 (86%) of tenants are satisfied with their heating, compared with 47 (10%) who are dissatisfied

Of the 47 who were dissatisfied, 47% have Electric Storage Heaters used across the whole property (41% were tenants aged 65 and over)

**Figure 1 Heating your home, how satisfied or dissatisfied are you with the heating system in your home? (Valid responses)**



**We also asked do you feel financially able to adequately heat your home as and when you need to?**

Out of 440 valid responses received 362 answered Yes, and 78 answered No

**Table 2**

Answer Options	Response Percent	Response Count
Yes	82.27%	362
No	17.73%	78
<b>Valid responses</b>		<b>440</b>
<b>skipped question</b>		<b>24</b>

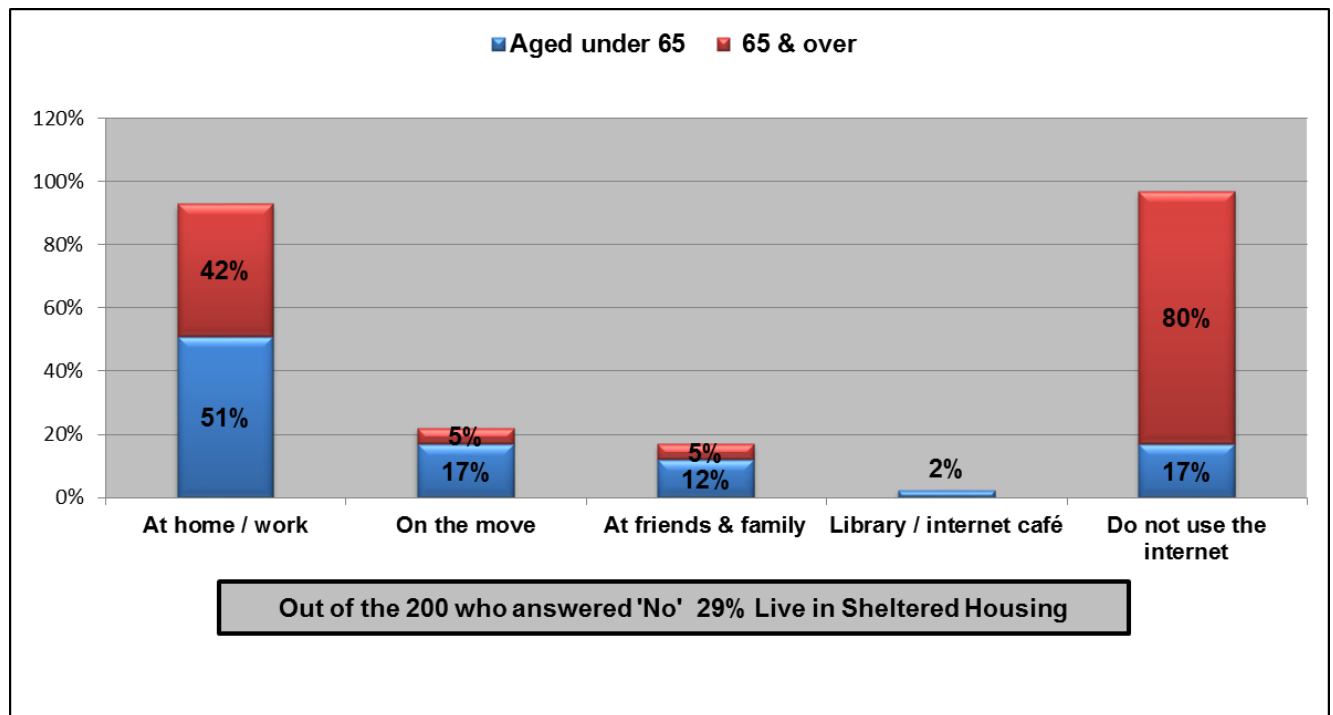
## 5 Internet and communication

This section looks at Internet and communication

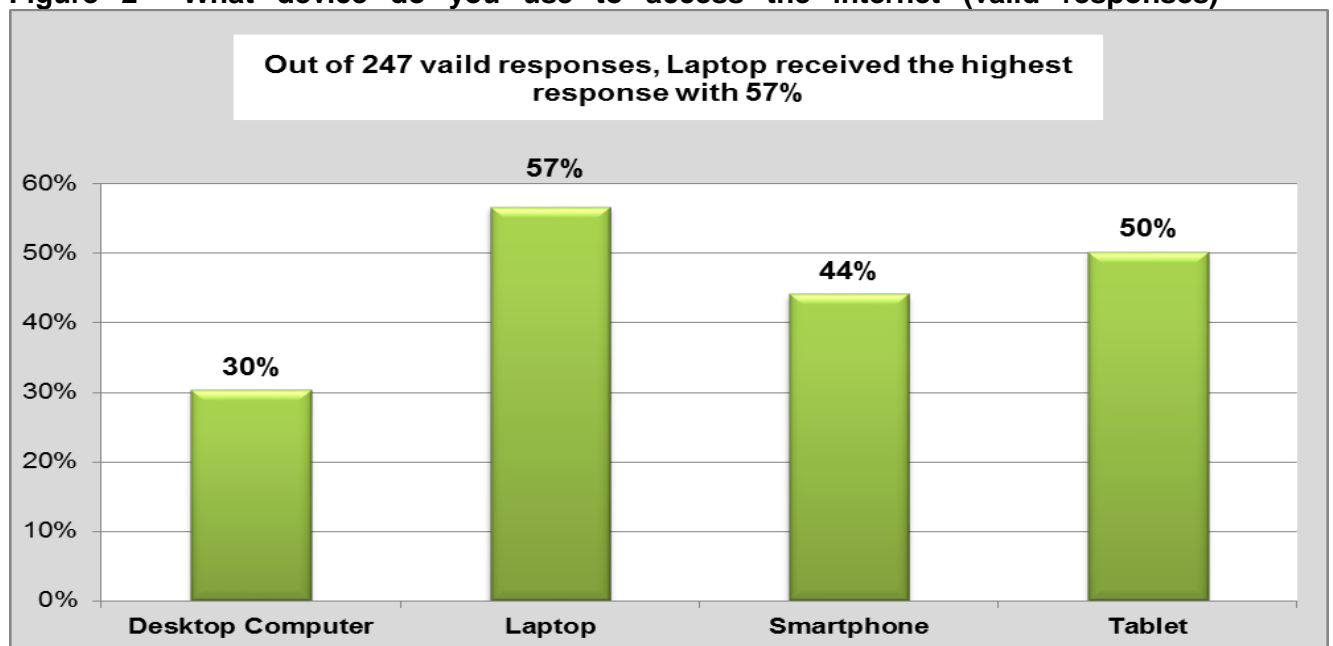
All respondents were asked whether they use the internet? If their answer was yes they could select from the following four answer options: At home / work; On the move; At friends & family; Library / internet café (see Figure 1 below)

Out of 441 valid responses 241 (55%) of residents do use the internet, compared with 200 (45%) who do not

**Figure 1 Internet and communication Do you use the internet? (Valid responses)**

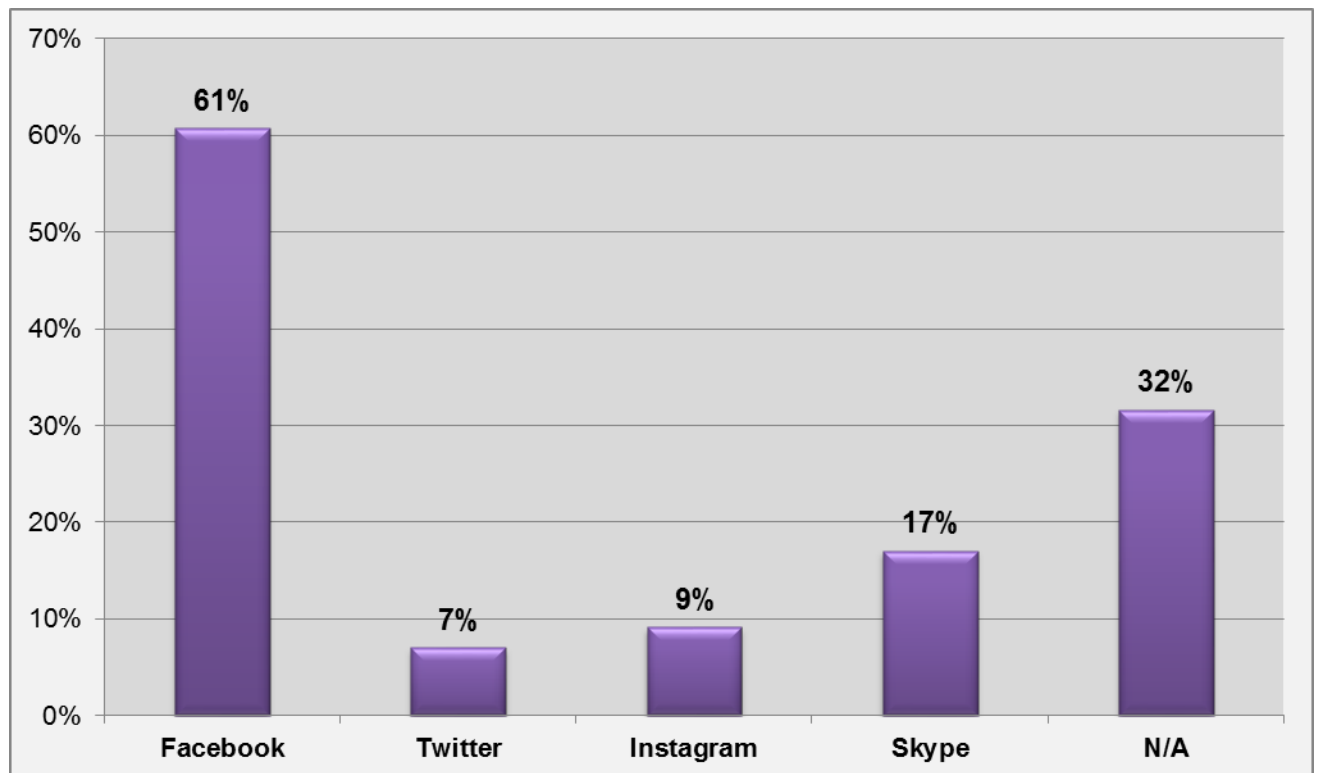


**Figure 2 What device do you use to access the internet (valid responses)**



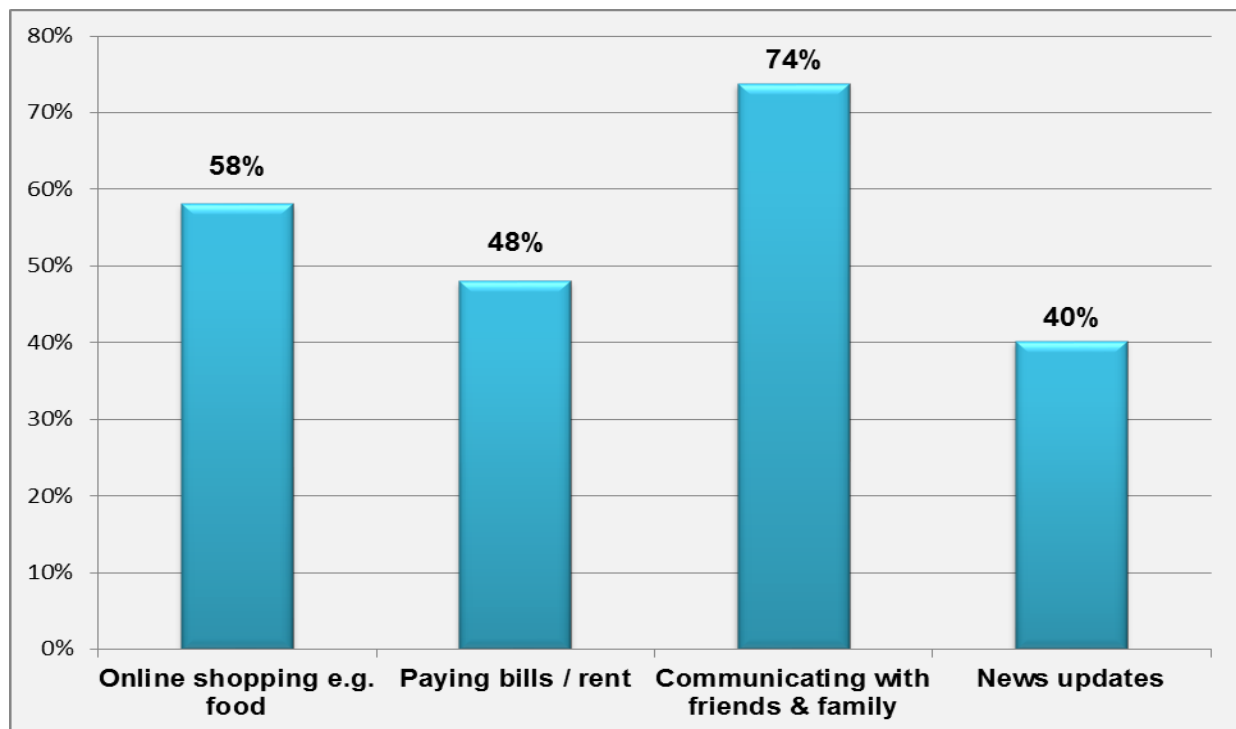
**Figure 3 Do you use any of the following social media sites? (Valid responses)**

Out of 240 valid responses 94% confirmed they do use social media sites



**Figure 4 What do you mainly use the internet for? (Valid responses)**

Out of 229 valid responses 169 (74%) confirm they use the internet for communicating with friends & family





## Internet and communication continued

We also asked if you do not use the internet, please can you let us know why? From a list of options (see Table 4), the top three replies were as follow:

55% No free internet access near me  
 37% Lack of confidence/skills  
 32% Do not have access to the internet

**Table 4 If you do not use the internet, please can you let us know why?**

**(Valid responses)**

<b>Answer Option</b>	<b>Response percentage</b>	<b>Response count</b>
<b>Do not have access to the internet</b>	<b>32.42%</b>	<b>59</b>
<b>No free internet access near me</b>	<b>55.49%</b>	<b>101</b>
Do not want to use the internet	28.02%	51
Privacy and security concerns	25.27%	46
Equipment costs too high	8.24%	15
Physical disability	25.27%	46
Connection costs (e.g. broadband) too high	11.54%	21
<b>Lack of confidence/skills</b>	<b>37.36%</b>	<b>68</b>
Other		13
<b>valid responses</b>		<b>182</b>
<b>skipped question</b>		<b>282</b>

## 6 Financial Information

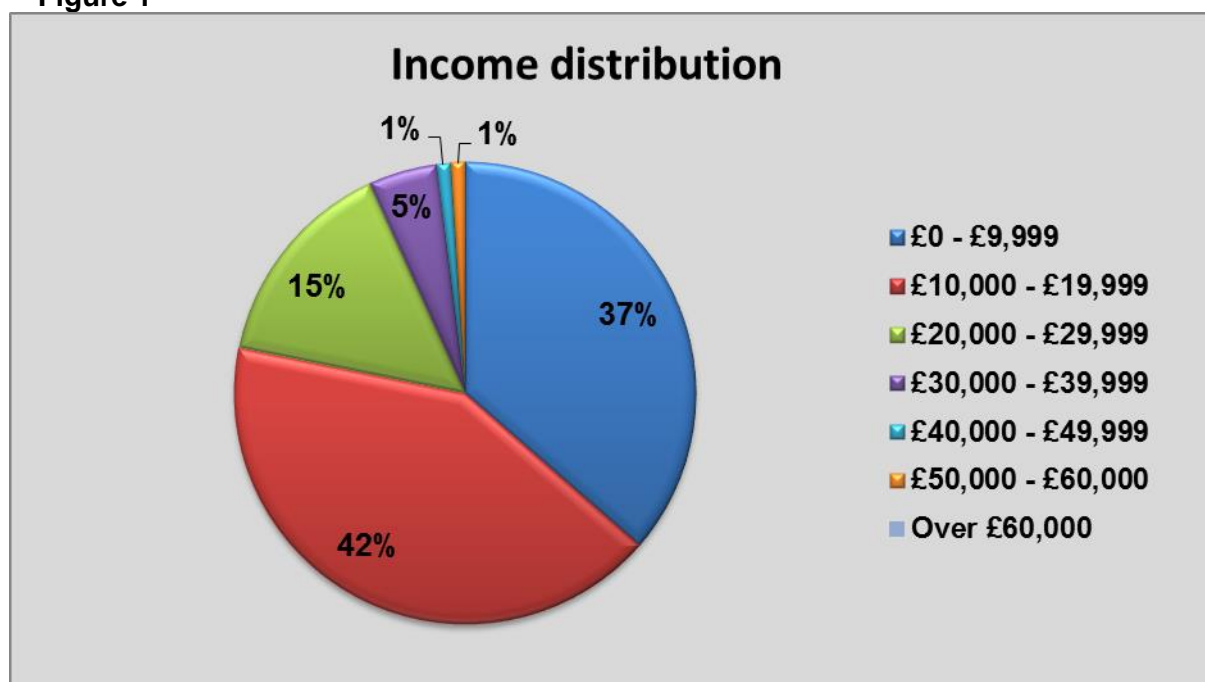
This section looks at financial information

To help us to understand what support and advice tenants may find helpful we asked the following questions:

### Q1. Which income band represents your household's annual (gross) income (including benefits)?

Out of 372 valid responses, **37%** of our tenants confirmed their annual income is less than £10,000

Figure 1



### Q2 Do you have access to banking facilities?

Out of 426 valid responses received, 14 confirmed they did not have access to banking facilities (see Table 2 below)

Table 2

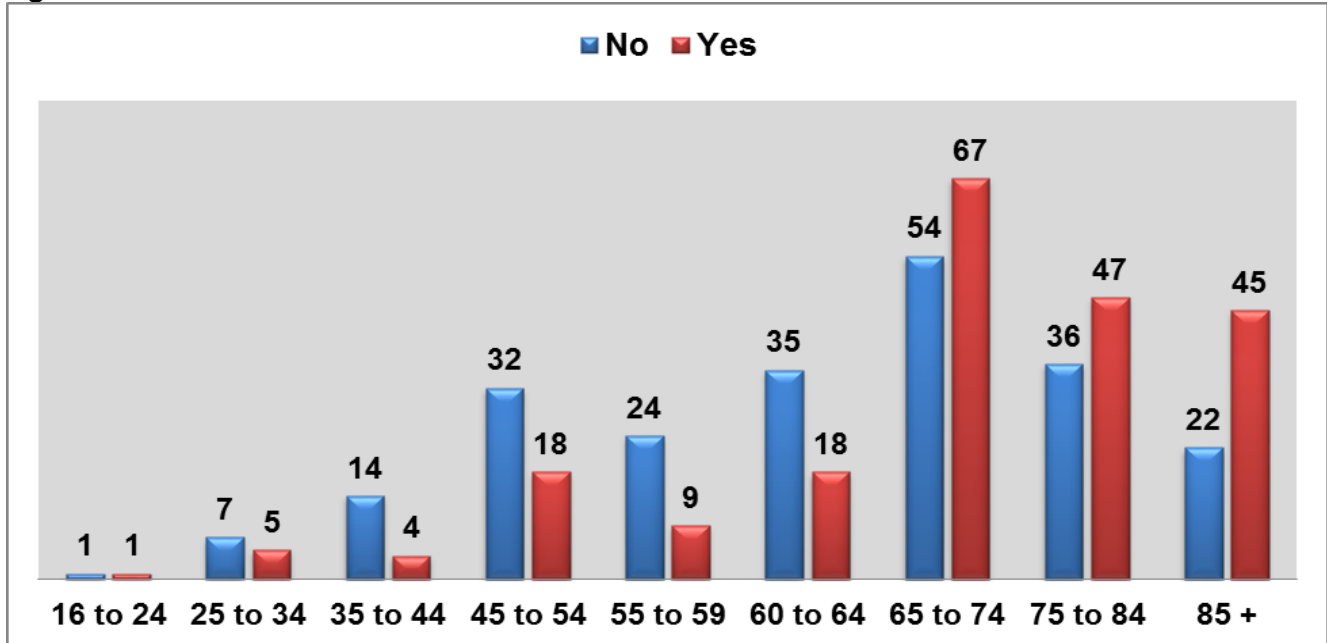
Answer Options	Response Percent	Response Count
Current account	92.96%	396
Savings account	33.57%	143
No	3.29%	14
Other (please specify)		13
<b>Valid response</b>		<b>426</b>
<b>skipped question</b>		<b>38</b>

## Financial Information continued

### Q3. Do you currently receive housing benefit?

Out of 446 valid responses 49% answered Yes and 51% answered No, see figure 3 below for response numbers split in to age groups:

Figure 3



### Q4 Have you ever taken out a pay day/high interest loan?

Out of 446 responses 22 confirmed they had taken out a pay day/high interest loan

Table 4

Answer Options	Response Percentage	Response Count
Yes	4.93%	22
No	95.07%	424
<i>Valid responses</i>		<b>446</b>
<i>skipped question</i>		<b>18</b>

### Q5 Have you heard of or are you currently a member of a credit union?

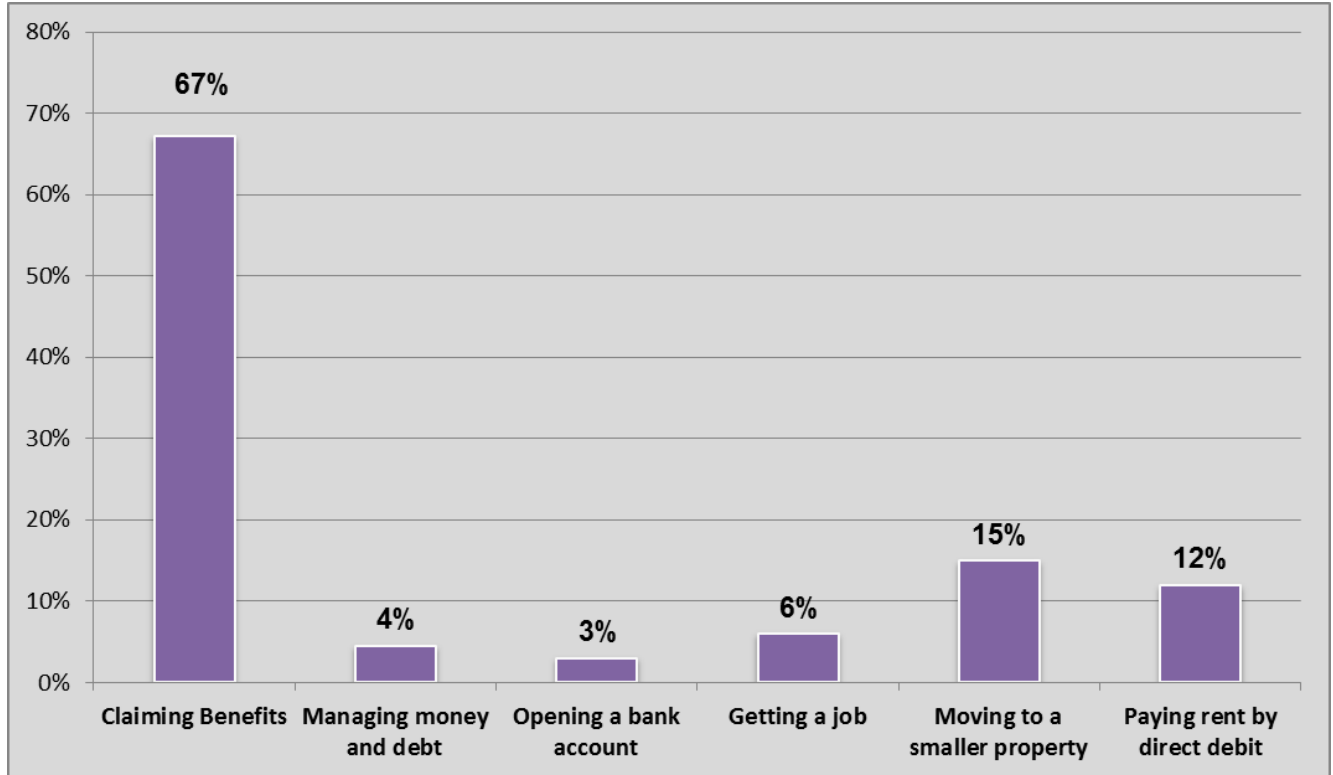
Out of 421 valid responses 18% are aware of Credit unions and 82% are un-aware

Table 5

Answer Options	Response Percentage	Response Count
Yes - am aware of what a credit union is	17.58%	74
Yes - am currently a member of a credit union	0.95%	4
No	81.95%	345
If No, please tick if you would like to find out more information	7.84%	33
<i>Valid responses</i>		<b>421</b>
<i>skipped question</i>		<b>43</b>

**Q6 Would you like to receive further information or advice on any of the following?**

**Table 6**



For those that have responded to the above question, details have been forwarded to the relevant officer/section to provide further information/support