



Charnwood Borough Council

BVPI Tenants Survey 2006 - 2007

Final Report

I. Introduction

The consultation was carried out by the Communications, Consultations and Partnerships Team between November 2006 – March 2007.

The aims of the survey were as follows:

- To assess current % of tenants satisfied with the service to inform future service planning / design and provision.
- To identify changes in levels of satisfaction from the 2003/2004 survey.
- To identify whether we have achieved our BVPI targets for the percentage of people satisfied with particular aspects of the service.
- To collect data to ensure that we are engaging with our customers and providing services that meet their needs and expectations.

2. Executive Summary

2.1 Methodology

The methodology of the BVPI surveys was prescribed in detail by the ODPM (Now DCLG - Department for Communities and Local Government).

Survey Type

The type of survey used was postal. This single prescribed method for all authorities was chosen so that data is comparable across all authorities. For reasons of cost, this method had to be a postal survey. This proposal was included in the pre-survey consultation and a large majority of respondents were in favour of this methodology.

Sample Method

The target population for the sample was: all council tenants resident at the time of the survey being carried out.

The sample method used was census – in other words every eligible person within the window was asked to complete a survey.

The Questionnaire

The Tenants Survey uses the National Housing Federation Standardised Satisfaction Survey (STATUS) as required by the ODPM.

2.2 Response Rate

Sample Size

The ODPM required that a minimum of **625** respondents needed to be achieved.

Response Rate Achieved

A total of **1374** valid responses were received and submitted to the audit commission for analysis. This was a response rate of **24%**

2.3 Relevant BVPI Headline Indicators

See the table below at 3.1

2.4 Reliability of Results

This is a measurement of reliability – of how confident you can be that the responses of your sample are representative of the whole population.

E.g. If 1,000 people in Charnwood responded, how confident can you be that the answers they give would be the same if you asked all Charnwood Residents.

This is measured as a percentage, which represents the margin of error. The most frequently used confidence interval is 95%. This means that 95 times out of a hundred your results will be reliable with a margin of error of - for example – 3.15% either way. So, if the BV80a result is 76% satisfied we can be confident that if we asked every service user the result would at worst be 72.85% and at best 79.15%

See the **Confidence Intervals** for this survey in the table below (3.1).

3. Main Findings

This section identifies the main findings of the survey. The information shown is in an un-weighted format. Weighted data will be provided by the audit commission for the BVPI Headline Indicator questions at a later date and will be added to the report at this time. It is expected that this will be in late spring – early summer 07.

3.1 BVPI Scores

The following table identifies satisfaction with various aspects of the service.

The **Sample** size is the number of respondents to the survey who answered the particular BVPI question asked.

The **BVPI Score** is the percentage of respondents satisfied with the service the indicator refers to. This percentage is a combination of the respondents who answered “very satisfied” and “satisfied”. In the results below you will sometimes see this combination referred to as “to some extent satisfied”. The BVPI scores are as follows:

BVPI	Sample	Confidence Interval	06 - 07 BVPI Score	03 - 04 BVPI Score	00 - 01 BVPI Score
BV74a – satisfaction with overall service provided by landlord	1351	2.38	72	77	74.9
BV74b - satisfaction with overall service provided by landlord for BME groups	32	17.32	50	73	Not Measured
BV74c - satisfaction with overall service provided by landlord for non-BME groups.	1289	2.42	73	76	Not Measured
BV75a - satisfaction with opportunities for participation	1015	3.06	54	62	44.8
BV75b - satisfaction with opportunities for participation for BME groups	27	18.53	41	64	Not Measured
BV75c - satisfaction with opportunities for participation for non-BME groups	959	3.15	55	62	Not Measured

3.2 Other Findings

The full results can be found in the tables show below at Appendix A.

71.5% of respondents felt that the rent for their property was either very good or fairly good value. (question 12)

78.6% of respondents were to some extent satisfied with their accommodation. (question 13)

70% felt that their property was in very good or fairly good condition. (question 15)

77.3% of respondents were to some extent satisfied with their neighbourhood as a place to live (question 16). The largest problems in their neighbourhood's (the local area) were seen to be Litter and Rubbish in the street, Vandalism and dogs (see Question 17).

60% of respondents had contacted the council in 12 months for none rent payment issues. This was a total of 822 respondents. 583 (about two-thirds) of these contacted us in regard to repairs. (q18 & q20).

Almost half of respondents said that staff were helpful and only 6.5% said staff were unhelpful (q22). It is worth noting that 36% of respondents didn't answer this question at all.

64% of respondents were satisfied (to some extent) with repairs and maintenance. Just under 20% were dissatisfied. (q25)

71% of respondents thought that housing services were very or fairly good at keeping tenants informed about things (q29) but only 18% felt that the service took a lot of notice of tenant views. 40% felt that some notice of tenant views was taken.

When asked which aspect of the service was most important to them most tenants put repairs and maintenance first (80% of tenants) and the overall quality of their home second (62% of tenants). (q35)

The things that tenants felt most needed improving were the same as above – repairs & maintenance and the overall quality of the home. Third in the list was taking account of tenant views (q35).

The free text responses to this survey will be provided separately to services due to the large volume.

Full Data

The following percentages are based upon the total number of respondents rather than responses to individual questions. This is the same way that we were required to submit the data to the audit commission.

This means that the % used below are based upon totals that include not answered. Therefore, when considering what the data shows us it is important to consider the impact of this and you may wish to exclude the not answered's and recalculate the percentages for your own purposes. This will have the impact of raising other percentages – obviously, how much this is by will be dependent on the number of not answered's.

However, it is worth noting that the BVPI indicator results detailed in the table above are based upon totals that have had the “not answered” responses excluded. This will also be the case for the final BVPI scores sent to us by the Audit Commission.

Q1. Length of time as tenant

Under 1 year	71 (5.17%)
1 - 2 years	116 (8.45%)
3 - 5 years	162 (11.80%)
6 - 10 years	193 (14.06%)
11 - 20 years	272 (19.81%)
21+ years	517 (37.65%)
Don't know/can't remember	15 (1.09%)
Not answered	27 (1.97%)

Q2. Length of time in home

Under 1 year	94 (6.85%)
1 - 2 years	162 (11.80%)
3 - 5 years	212 (15.44%)
6 - 10 years	253 (18.43%)
11 - 20 years	266 (19.37%)
21+ years	332 (24.18%)
Don't know/can't remember	8 (0.58%)
Not answered	46 (3.35%)

Q6. Composition of household

One adult under 60	185 (13.47%)
One adult 60 or over	521 (37.95%)
Two adults, both under 60	77 (5.61%)
Two adults, at least one 60 or over	175 (12.75%)
Three or more adults, 16 or over	51 (3.71%)
1 parent family with at least 1 child under 16	107 (7.79%)
2 parent family with at least 1 child under 16	90 (6.55%)
Other	55 (4.01%)
Not answered	112 (8.16%)

Q7. Ethnic Group

White British	1281 (93.30%)
White Irish	12 (0.87%)
White Other	9 (0.66%)
Mixed White and Black Caribbean	4 (0.29%)
Mixed White and Black African	1 (0.07%)
Mixed White and Asian	2 (0.15%)
Mixed Other	3 (0.22%)
Asian/Asian British Indian	6 (0.44%)
Asian/Asian British Pakistani	0 (0.00%)
Asian/Asian British Bangladeshi	3 (0.22%)
Asian/Asian British Other	1 (0.07%)
Black/Black British Caribbean	1 (0.07%)
Black/Black British African	1 (0.07%)
Black/Black British Other	0 (0.00%)
Chinese	1 (0.07%)
Other	9 (0.66%)
No answer	39 (2.84%)

Q8. Illness

Yes	735 (53.53%)
No	543 (39.55%)
Don't know	26 (1.89%)
Not answered	69 (5.03%)

Q9. Limit activities

Yes	619 (45.08%)
No	162 (11.80%)
Not answered	592 (43.12%)

Q10. Whether anyone in household uses a wheelchair

Yes	148 (10.78%)
No	1121 (81.65%)
Not answered	104 (7.57%)

Q11. Overall satisfaction with service provided by landlord

Very satisfied	368 (26.80%)
Fairly satisfied	610 (44.43%)
Neither	195 (14.20%)
Fairly dissatisfied	111 (8.08%)
Very dissatisfied	67 (4.88%)
Not answered	22 (1.60%)

Q12. Whether the rent for property is good or poor value for money

Very good value	364 (26.51%)
Fairly good value	618 (45.01%)
Neither	208 (15.15%)
Fairly poor value	90 (6.55%)
Very poor value	50 (3.64%)
Not answered	43 (3.13%)

Q13. Overall satisfaction with accommodation

Very satisfied	537 (39.11%)
Fairly satisfied	543 (39.55%)
Neither	115 (8.38%)
Fairly dissatisfied	80 (5.83%)
Very dissatisfied	66 (4.81%)
Not answered	32 (2.33%)

Q14. Opinion about number of rooms in home

Too few	205 (14.93%)
Too many	37 (2.69%)
About right	1091 (79.46%)
Not answered	40 (2.91%)

Q15. General condition of property

Very good condition	284 (20.68%)
Fairly good condition	677 (49.31%)
Neither good nor poor	202 (14.71%)
Fairly poor condition	118 (8.59%)
Very poor condition	58 (4.22%)
Not answered	34 (2.48%)

Q16. Satisfaction with neighbourhood as a place to live

Very satisfied	539 (39.26%)
Fairly satisfied	522 (38.02%)
Neither	128 (9.32%)
Fairly dissatisfied	87 (6.34%)
Very dissatisfied	71 (5.17%)
Not answered	26 (1.89%)

Q17. How much of a problem each item is in local area

	Not a problem	Slight problem	Serious problem	Not answered
Vandalism	570 (41.51%)	438 (31.90%)	151 (11.00%)	214 (15.59%)
Graffiti	737 (53.68%)	258 (18.79%)	91 (6.63%)	287 (20.90%)
Dogs	613 (44.65%)	340 (24.76%)	191 (13.91%)	229 (16.68%)
Litter and rubbish in the street	440 (32.05%)	495 (36.05%)	263 (19.16%)	175 (12.75%)
Problems with neighbours	798 (58.12%)	203 (14.79%)	127 (9.25%)	245 (17.84%)
Racial harassment	956 (69.63%)	53 (3.86%)	70 (5.10%)	294 (21.41%)
Noise from people	642 (46.76%)	339 (24.69%)	148 (10.78%)	244 (17.77%)
Noise from traffic	693 (50.47%)	298 (21.70%)	140 (10.20%)	242 (17.63%)
People causing damage to your home	895 (65.19%)	131 (9.54%)	74 (5.39%)	273 (19.88%)
Drug dealing	734 (53.46%)	181 (13.18%)	191 (13.91%)	267 (19.45%)
Other crime	676 (49.24%)	264 (19.23%)	126 (9.18%)	307 (22.36%)

Q18. Whether have been in contact with landlord in last 12 months other than to pay rent

Yes	822 (59.87%)
No	425 (30.95%)
Can't remember	54 (3.93%)
Not answered	72 (5.24%)

Q19. How landlord was contacted

Phoned	606 (44.14%)
Visited office	154 (11.22%)
Wrote	36 (2.62%)
Email	8 (0.58%)
Other	33 (2.40%)
Can't remember	15 (1.09%)
Not answered	521 (37.95%)

Q20. Reason for contacting landlord

Repairs	583 (42.46%)
Rent/housing benefit	86 (6.26%)
Transfer/exchange	52 (3.79%)
Neighbours	31 (2.26%)
Other	99 (7.21%)
Can't remember	12 (0.87%)
Not answered	510 (37.14%)

Q21. Ease of getting hold of right person

Easy	532 (38.75%)
Difficult	224 (16.31%)
Neither	90 (6.55%)
Can't remember	34 (2.48%)
Not answered	493 (35.91%)

Q22. How helpful staff were

Helpful	675 (49.16%)
Unhelpful	89 (6.48%)
Neither	90 (6.55%)
Can't remember	28 (2.04%)
Not answered	491 (35.76%)

Q23. Whether staff could deal with problem

Able to deal with problem	619 (45.08%)
Unable to deal with problem	131 (9.54%)
Neither	85 (6.19%)
Can't remember	34 (2.48%)
Not answered	504 (36.71%)

Q24. Satisfaction with final outcome

Satisfied	532 (38.75%)
Dissatisfied	238 (17.33%)
Neither	74 (5.39%)
Can't remember	39 (2.84%)
Not answered	490 (35.69%)

Q25. Level of satisfaction with repairs and maintenance

Very satisfied	351 (25.56%)
Fairly satisfied	532 (38.75%)
Neither	132 (9.61%)
Fairly dissatisfied	149 (10.85%)
Very dissatisfied	120 (8.74%)
No opinion/don't know	21 (1.53%)
Not answered	68 (4.95%)

Q26. Whether any repairs have been requested in last 12 months

Yes	826 (60.16%)
No	403 (29.35%)
Can't remember	52 (3.79%)
Not answered	92 (6.70%)

Q27. Whether any repairs have been completed in last 12 months

Yes	751 (54.70%)
No	434 (31.61%)
Can't remember	74 (5.39%)
Not answered	114 (8.30%)

Q28. Rating of last repair in terms of each item

	Very good	Fairly good	Neither	Fairly poor	Very poor	No opinion	Not answered
Being told when workers would call	356 (25.93%)	292 (21.27%)	73 (5.32%)	50 (3.64%)	63 (4.59%)	12 (0.87%)	527 (38.38%)
Time taken before work started	230 (16.75%)	286 (20.83%)	86 (6.26%)	72 (5.24%)	54 (3.93%)	19 (1.38%)	626 (45.59%)
Speed with which work was completed	385 (28.04%)	261 (19.01%)	57 (4.15%)	31 (2.26%)	30 (2.18%)	12 (0.87%)	597 (43.48%)
Attitude of workers	496 (36.13%)	196 (14.28%)	41 (2.99%)	14 (1.02%)	14 (1.02%)	19 (1.38%)	593 (43.19%)
Overall quality of repair work	395 (28.77%)	237 (17.26%)	60 (4.37%)	36 (2.62%)	43 (3.13%)	16 (1.17%)	586 (42.68%)
Keeping dirt and mess to a minimum	436 (31.76%)	226 (16.46%)	48 (3.50%)	32 (2.33%)	32 (2.33%)	13 (0.95%)	586 (42.68%)

Q29. Rating of how good landlord is at keeping tenant informed about things

Very good	392 (28.55%)
Fairly good	582 (42.39%)
Neither good nor poor	182 (13.26%)
Fairly poor	81 (5.90%)
Very poor	61 (4.44%)
Not answered	75 (5.46%)

Q30. How much account landlord takes of tenants views

A lot	253 (18.43%)
A little	535 (38.97%)
None at all	244 (17.77%)
No opinion	270 (19.66%)
Not answered	71 (5.17%)

Q31. Satisfaction with opportunities to participate in management and decision making

Very satisfied	151 (11.00%)
Fairly satisfied	402 (29.28%)
Neither	328 (23.89%)
Fairly dissatisfied	78 (5.68%)
Very dissatisfied	56 (4.08%)
No opinion	287 (20.90%)
Not answered	71 (5.17%)

Q32. Whether have heard of Tenant Participation Compacts

Yes	573 (41.73%)
No	683 (49.75%)
Not answered	117 (8.52%)

Q33. Satisfaction with locally agreed Tenant Participation Compact

Very satisfied	196 (14.28%)
Fairly satisfied	232 (16.90%)
Neither	167 (12.16%)
Fairly dissatisfied	10 (0.73%)
Very dissatisfied	15 (1.09%)
Don't know	47 (3.42%)
Not answered	706 (51.42%)

Q34. Three most important services

Keeping tenants informed	520 (37.87%)
Overall quality of home	852 (62.05%)
Taking tenants views into account	421 (30.66%)
Repairs and maintenance	1111 (80.92%)
Involving tenants in the management of their housing	108 (7.87%)
Value for money for your rent	652 (47.49%)
Not answered	114 (8.30%)

Q35. How much each service needs improving

	No improvement needed	Some improvement needed	Much improvement needed	No opinion	Not answered
Keeping tenants informed	370 (26.95%)	457 (33.28%)	143 (10.42%)	126 (9.18%)	277 (20.17%)
Overall quality of home	228 (16.61%)	580 (42.24%)	253 (18.43%)	57 (4.15%)	255 (18.57%)
Taking tenants views into account	207 (15.08%)	467 (34.01%)	240 (17.48%)	152 (11.07%)	307 (22.36%)
Repairs and maintenance	328 (23.89%)	503 (36.64%)	292 (21.27%)	50 (3.64%)	200 (14.57%)
Involving tenants in the management of their housing	235 (17.12%)	405 (29.50%)	131 (9.54%)	271 (19.74%)	331 (24.11%)
Value for money for your rent	429 (31.25%)	400 (29.13%)	125 (9.10%)	145 (10.56%)	274 (19.96%)

Q37. Renting status

Tenant of this home	1169 (85.14%)
Tenant's partner/spouse	97 (7.06%)
Other household member	15 (1.09%)
Not answered	92 (6.70%)

Q38a. Age of tenant

16 - 24	46 (3.35%)
25 - 34	78 (5.68%)
35 - 44	141 (10.27%)
45 - 54	139 (10.12%)
55 - 59	92 (6.70%)
60 - 64	115 (8.38%)
65 - 74	252 (18.35%)
75 or more	397 (28.91%)
Not applicable	0 (0.00%)
Not answered	113 (8.23%)

Q38b. Age of partner/spouse

16 - 24	10 (0.73%)
25 - 34	33 (2.40%)
35 - 44	46 (3.35%)
45 - 54	52 (3.79%)
55 - 59	36 (2.62%)
60 - 64	44 (3.20%)
65 - 74	73 (5.32%)
75 or more	64 (4.66%)
Not applicable	5 (0.36%)
Not answered	1010 (73.56%)

Q39a. Gender of tenant

Male	514 (37.44%)
Female	757 (55.13%)
Not answered	102 (7.43%)

Q39b. Gender of partner/spouse

Male	137 (9.98%)
Female	235 (17.12%)
Not applicable	12 (0.87%)
Not answered	989 (72.03%)

Q40a. Work status of tenant

Employee FT	160 (11.65%)
Employee PT	90 (6.55%)
Self-employed	18 (1.31%)
Govt. supported training	0 (0.00%)
Unemployed	57 (4.15%)
Retired	633 (46.10%)
FT Education	7 (0.51%)
Looking after family/home	85 (6.19%)
Permanently sick/disabled	139 (10.12%)
Doing something else	3 (0.22%)
Not applicable	0 (0.00%)
Not answered	181 (13.18%)

Q40b. Work status of partner/spouse

Employee FT	81 (5.90%)
Employee PT	35 (2.55%)
Self-employed	11 (0.80%)
Govt. supported training	0 (0.00%)
Unemployed	8 (0.58%)
Retired	144 (10.49%)
FT Education	10 (0.73%)
Looking after family/home	49 (3.57%)
Permanently sick/disabled	37 (2.69%)
Doing something else	4 (0.29%)
Not applicable	2 (0.15%)
Not answered	992 (72.25%)

Q42. Sources of income

Earnings from employment or self-employment	284 (20.68%)
Pension from a former employer	261 (19.01%)
State pension	713 (51.93%)
Pension tax credit	190 (13.84%)
Child benefit	203 (14.79%)
Job seeker's allowance	55 (4.01%)
Income support	275 (20.03%)
Disabled Living allowance /Attendance allowance	300 (21.85%)
Other state benefits	91 (6.63%)
Interest from savings etc.	71 (5.17%)
Other regular allowance from outside the household	15 (1.09%)
Working tax credit	107 (7.79%)
Child tax credit	151 (11.00%)
Other sources	27 (1.97%)
Not answered	126 (9.18%)

Q43a. Net weekly / Annual income

Under £60 / Less than £3,120	57 (4.15%)
£60 - £99 / £3,120 - £5,199	137 (9.98%)
£100 - £159 / £5,200 - £8,319	342 (24.91%)
£160 - £199 / £8,320 - £10,399	172 (12.53%)
£200 - £299 / £10,400 - £15,599	211 (15.37%)
£300 - £399 / £15,600 - £20,799	64 (4.66%)
£400 or more / ££20,800 or more	41 (2.99%)
Not answered	349 (25.42%)

Q44. Description of income

Wholly from state benefits/pensions	648 (47.20%)
Partly from state benefits/pensions	288 (20.98%)
No state benefits/pensions	186 (13.55%)
Not answered	251 (18.28%)

Q45. Whether household currently receives housing benefit

Yes	722 (52.59%)
No	520 (37.87%)
Don't know	43 (3.13%)
Not answered	88 (6.41%)

Q46. Whether housing benefit pays for all of rent, or just part of rent

All	501 (36.49%)
Part	265 (19.30%)
Don't know	29 (2.11%)
Don't receive housing benefit	459 (33.43%)
Not answered	119 (8.67%)