

STAR 2021 Data Analysis Report



Contents

1 Executive summary	Page 3
2. Introduction	Page 5
3. Methodology	Page 5
4. Statistical reliability and analysis	Page 6
5. Questions	Page 6
6. Core questions results	Page 7
7. Demographic groups and area analysis	Page 8
8. Priorities	Page 8
9. Areas for improvement	Page 9
10. Better or worse service	Page 9
11. Better or worse neighbourhood	Page 10
12. Where we have high or low satisfaction	Page 10
13. Taking the results forward	Page 11
14. Progress from the 2019 results	Page 11

Appendices

1. Survey data tables & charts	Page 12
2. Area and age analysis data tables	Page 23
3. Priorities	Page 25
4. Areas for improvement	Page 28
5. 2017/2019/2021 survey comparison	Page 31

STAR Survey 2021

We have recently completed our fourth biennial STAR survey for Denbighshire Housing tenants using the core set of questions from the STAR survey options in HouseMark with additional sections on repairs, health & wellbeing, neighbourhoods & community, finance, covid-19 response, digital by choice, contact centre and priorities including the option to add any free text comments.

This is currently one of our biggest opportunities to gather better intelligence from our tenants which allows us to address issues that are important to them and assist us to deliver value for money as well as knowing our strengths and identifying areas for improvement. This is an opportunity to use this information to identify any service improvements, new developments and inform us of tenant perception which we could potentially influence through better communication.

We benchmark the core question results with other Local Authorities and Registered Social Landlords across Wales through HouseMark. The STAR survey can be carried out anytime, therefore the benchmarking figures will fluctuate throughout the year as organisations update or enter new survey results. To keep in line with the Housing Sectors benchmarking across Wales and to get better comparative results we will carry out the benchmarking exercise in our next survey which is due to run during autumn 2021.

Engagement

A total 3,277 surveys were mailed out at the end of October 2020 with a 10 week open period for returns.

381 completed surveys were received in total (12%), 119 (31%) paper copies and 262 (69%) completed online.

Profile

57% of responses were from people age 55 and over, 41% age 25 – 54 and 2% under 25.

Rhyl had the highest response rate at 26% followed by Denbigh, Ruthin and Prestatyn at an average of 13%, however when you look at the return rates against the stock levels Prestatyn had the highest response rate at 17%, followed by Ruthin, Llangollen and Meliden at an average of 14%.

Main satisfaction outcomes

- 77% of our tenants said they were satisfied with the overall quality of their home.
- 79% of our tenants said they were satisfied that Denbighshire Housing provides a home, that is safe and secure.
- 76% of our tenants said they were satisfied that Denbighshire Housing is easy to deal with.
- 67% of our tenants said they were satisfied with that Denbighshire Housing listen to their views and act upon them.
- 79% of our tenants said they were satisfied with the overall Neighbourhood as a place to live.
- 79% of our tenants said they were satisfied that their rent provides value for money.
- 60% of our tenants said they were satisfied that their service charge provides value for money.
- 71% of our tenants said they were satisfied with the overall repair service provided by Denbighshire Housing.
- 79% of our tenants were satisfied with the overall service provided by Denbighshire Housing.

Priorities

The top priorities for our tenants are as follows:

- Feeling safe and safety
- Neighbourhood and community
- Good neighbours
- Quality of their home
- Repairs & Maintenance
- Looking after home
- Rents
- Environment
- Customer service and communication
- Parking
- Other - these were comments made by 10 or less people so unable to merge as a common theme

Area priorities

Denbighshire was split into 11 areas which had the highest stock levels and tenants were asked to select the area they lived or the closest area if their town/village did not appear on the list of choices.

8 of the areas chose **Feeling safe and safety** as the highest priority with neighbourhood and community and good neighbours being the highest priority for the other 3 areas.

A more detailed analysis of priorities can be found in Appendix 3, page 25.

The service has used the 2018 survey results as a new baseline of satisfaction data and will continue to use the same 5 point rating scale in future surveys to enable further trend analysis.

Areas for improvement

The top areas for improvement are as follows:

- Improve quality of property - Internal
- Improve communication
- Improve quality of property - External
- Carry out repairs quicker
- Improve customer service
- Improve quality of repairs
- Moving to a different property
- Reduce ASB in area
- Listen to tenants
- Introduce repairs appointments
- More home visits
- Improve parking facilities
- Other - these were comments made by 10 or less people so unable to merge as a common theme

Taking this forwards

From the 2021 STAR Survey results, we will be focussing on:

- Developing our community development plan, by talking to tenants about how we can take the feedback forward.
- Talking with tenants more about how they can shape our services.
- Look at more ways to work with communities.
- Improve our digital communities by using email and introducing texting as an available option.
- To keep in line with the local authorities housing sector benchmarking in Wales, and to continue to have good tenant input into shaping our services, we will be re-running our STAR Survey again during the autumn 2021.

2. Introduction

The STAR survey is a voluntary approach to tenant and resident satisfaction measurement for the social housing sector through HouseMark, the social housing sector's leading provider of performance improvement services and provides a means of comparing key satisfaction results. Many of the questions are tailored to match the wording of delivery outcomes in the Welsh Government's Regulatory Framework, enabling landlords to use the survey results as evidence in support of self-assessment exercises.

This survey gives Denbighshire Housing the opportunity to measure tenant and resident satisfaction and identify if they are meeting, exceeding or failing expectations. This satisfaction measurement is also about gathering robust, actionable data to inform business decisions on any changes to service delivery.

The STAR questionnaire is designed to be flexible to cater to individual landlords' performance management and benchmarking needs. A suite of "Core" questions are published by HouseMark, together with a much longer list of "Optional" questions. Landlords are able to choose from the optional questions, according to which services they want to measure, while the standardised list of core questions allows all landlords to gather general satisfaction information in the same way.

Denbighshire's 2021 STAR survey incorporates all 5 of the core questions together with additional sections on repairs, health & wellbeing, neighbourhoods & community, finance, covid-19 response, digital by choice, contact centre and priorities including the option to add any free text comments.

For a better analysis of the information gathered from tenants, this report should be used in conjunction with other performance related information such as performance monitoring stats, customer transactional surveys carried out when a new tenant moves into their home or when repairs and maintenance jobs are carried out, other ad hoc tenant satisfaction surveys and customer complaints.

3. Methodology

This is the fourth STAR survey that has been carried out by Denbighshire Housing since 2015.

A total 3,277 surveys were mailed out to tenants in our housing newsletter at the end of October 2020 with a closing date for returns of the 18th December 2020, however survey returns were accepted and added to the existing analysis up to the end of January 2021 when they stopped coming in.

The paper copy of the questionnaire was an insert in our bi-annual newsletter which included details of how to take part online through Microsoft Forms. A link to the survey was texted out to all tenants with further reminder text messages sent out. The survey was also promoted on Denbighshire Housing's social network pages.

In order to preserve confidentiality and encourage a sincere response from tenants, the questionnaire was anonymised as much as possible. For the purpose of identifying tenants who wished to be entered in to a prize draw, a unique reference was used.

Following the successful return rate from the last survey we again added the opportunity for tenants to be entered into a prize draw for surveys returned within the first four weeks of the opening date as incentive to increase response rates. Tenants who responded within this timescale were entered into a prize draw with five prizes of £100 each, given to the winners in the form of a gift card.

The survey was presented at DTARF (Denbighshire Tenants and Residents Federation) prior to publication.

4. Statistical reliability and analysis

The core questions used in this STAR questionnaire asked tenants how satisfied they are with particular service areas or service provision. There are five possible responses to these questions: Very Satisfied, Fairly Satisfied, Neither, Fairly Dissatisfied and Very Dissatisfied. For benchmarking purposes, the "Very Satisfied" and "Fairly Satisfied" responses are added together to produce an overall "satisfaction" figure for the service. It is this figure that is reported to HouseMark and allows for comparison with other landlords that engage with the STAR questionnaire.

This report presents results using the following:

- % satisfied = very satisfied + fairly satisfied
- % neither
- % dissatisfied = fairly dissatisfied + very dissatisfied

All respondents were able to choose whether or not to answer each question. This means that some questions may have fewer responses than others.

Percentages displayed in the report have been rounded so may not always add up to 100% and may differ slightly when compared with the appendices, however this is likely in most cases to be less than 1%.

To provide further insight into the results, analysis by demographic groups and areas has been undertaken and drawn out in the report where possible.

5. Questions

Tenants were asked five core questions and a number of other questions based on specific themes. These covered:

Overall

- Quality of the home (Core)
- Repairs and maintenance (Core)
- Safe and secure home (Core)
- Denbighshire Housing easy to deal with (Core)
- Overall service (Core)
- Denbighshire Housing listens and acts
- Neighbourhood as a place to live
- Value for money – Rent
- Value for money – Service Charge
- If dissatisfied, why and how could we improve?

Repairs & maintenance

- Repairs carried out in last 12 months
- Easy to deal with
- Attitude of staff
- Quality of work
- If dissatisfied, why and how could we improve?

Health & wellbeing

- Quality of life at home
- Part of the community
- Effective and efficient service
- We care about our tenants and communities
- Friendly and approachable staff
- Feel valued as a tenant
- If you disagree, what can you/we do to improve it?

Community development

- Type of community engagement you would like to see

Neighbourhoods/Community

- Problems in your community
- Neighbourhood got better or worse – Why?

Finance

- Support with universal credit/other welfare benefits
- Support with managing finances
- If dissatisfied, why and how could we improve?

Covid-19 response

- Our services during Covid-19
- Support call during Covid-19
- How helpful were they to you?
- What else could we have done during lockdown to help?
- Methods of communication used during lockdown

Digital by choice

- Preferred methods of communication from Denbighshire Housing
- Online methods of communication to engage with us

Contact centre

- Contacted Denbighshire Housing in last 12 months
- Ease of getting hold of the right person
- Helpfulness of staff
- Competence of staff
- Staff to deal with your query quickly and efficiently
- Quality of the information/advice you got from staff
- Being kept informed
- Overall ease of dealing with us
- Outcome of your query
- Most recent contact, how did you contact us?

Overall

- One thing to improve our services to you
- Denbighshire Housing become better or worse last 12 month - Why?
- List top 3 priorities

Demographics

- Area in which they live
- Age category

6. Core questions results

We carried out the 2021 STAR survey for Denbighshire Housing tenants using the core set of questions from the STAR survey options in HouseMark with additional sections for tenants to answer questions based on specific themes and provide free text comments.

381 completed surveys were received in total (12%), 119 paper copies, 262 online. These were entered onto Microsoft Forms for analysis.

The overall results of the core questions are below;

- 79% of our tenants were satisfied with the overall service provided by Denbighshire Housing.
- 77% of our tenants said they were satisfied with the overall quality of their home.
- 71% of our tenants said they were satisfied with the overall repair service provided by Denbighshire Housing.
- 79% of our tenants said they were satisfied that Denbighshire Housing provides a home, that is safe and secure.
- 76% of our tenants said they were satisfied that Denbighshire Housing is easy to deal with.

2017 and 2019 data comparisons can be found in appendix 5, page 31.

7. Demographic groups and area analysis

We have the demographic and area detail of 379 respondents (99% of total submissions).

Age

The majority of responses at 40% (151) were age 65 and over with;

16% age 55 – 64 11% age 25 - 34
 16% age 45 - 54 2% aged below 25
 14% age 35 – 44

For context, the age profile of lead tenants in our stock is a little over 54% for tenants aged 55 and over.

Specific area response rate

We grouped areas in to the towns and surrounding areas listed below based on our highest concentration of stock. For surrounding areas not listed we asked tenants to select the nearest town to where they live. A total of 379 responded to the area question.

Area	Number of responses	% of total responses	Number of properties	% of total properties
Rhyl	100	26%	1108	9%
Denbigh	66	17%	586	11%
Ruthin	58	15%	380	15%
Prestatyn	44	12%	264	17%
Corwen	26	7%	259	10%
St Asaph	20	5%	202	10%
Llangollen	18	5%	139	13%
Meliden	15	4%	114	13%
Rhuddlan	13	3%	121	11%
Bodelwyddan	10	3%	97	10%
Dyserth	9	2%	109	8%

The responses when matched against the stock in each area shows that Prestatyn had the highest return rate at 17%, followed closely by Ruthin at 15%, Llangollen and Meliden at 13% and the remaining area between 8% to 10%.

8. Priorities

We asked tenants to tell us what their top 3 priorities are:

The table below shows the priorities listed by highest number of responses:

Priorities	Number of responses
Feeling safe and safety	113
Neighbourhood and community	101
Good neighbours	86
Quality of their home	61
Repairs & Maintenance	46
Looking after home	38
Rents	37
Environment	31
Customer service & communication	27
Parking	23

There were a selection of other priorities where 10 or less people made reference to them, these included;

- Cleanliness
- Anti-Social Behaviour
- Activities and amenities
- Bins
- Better traffic control measures and road conditions
- Officer visit
- Listen and act
- Warden
- Youths
- Care of the elderly
- Location
- Moving home
- Disability

Further details on the priorities can be found in appendix 3, page 25.

9. Areas for improvement

Throughout the survey tenants were asked if dissatisfied how could we improve.

The comments have been broken down into specific themes;

Specific Theme	Number
Improve quality of property - Internal	59
Improve communication	57
Improve quality of property - External	35
Carry out repairs quicker	32
Improve customer service	30
Improve quality of repairs	23
Moving to a different property	23
Reduce ASB in area	20
Listen to tenants	19
Introduce repairs appointments	15
More home visits	14
Improve parking facilities	13

There were a selection of other improvement areas where 10 or less people made reference to them, these included;

- Improve grounds maintenance
- Improve online service
- Reduce rent
- Reduce fly tipping
- More or improved amenities
- Reduce dog fouling
- Improve phone services

Further details on the areas of improvement can be found in appendix 4, page 28.

10. Better or worse service

We asked tenants if they felt the service had become better or worse in the last 12 months.

The comments for a little better and much better have been combined and broken down into specific themes and the comments for a little worse and much worse have been combined and broken down into specific themes;

Better

Specific Theme	Number
Better customer service	20
General	13
Quicker response times	7
Better communication	4
Easier to contact	3
Better property	2
Better repairs service	1
Better external area	1

Worse

Specific Theme	Number
Poor customer service	7
Covid-19 related	7
Outstanding repairs	7
General	7
Poor communication	4
Poor external area	3
Not listening to tenants	3
Long waiting time on phone	1
SARTH	1

11. Better or worse neighbourhood

We asked tenants if they felt their neighbourhood had become better or worse in the last 12 months.

The comments for a little better and much better have been combined and broken down into specific themes and the comments for a little worse and much worse have been combined and broken down into specific themes;

Better

Specific Theme	Number
Better community	9
Less ASB	7
Less noise	4
Moved to a better area	2
Less rubbish	2

Worse

Specific Theme	Number
ASB	34
Noise	13
Dangerous/Lack of parking	8
Rubbish/Fly tipping	6
Dog fouling	5
Floods	1

12. Where we have high or low satisfaction

The top five questions which received the highest levels of satisfaction are:

- Attitude of repairs and maintenance staff – 90%
- We have friendly and approachable staff – 86%
- Helpfulness of staff – 82%
- Competence of staff – 81%
- Quality of repairs work – 81%

The top five questions which received the highest levels of dissatisfaction are:

- Neighbourhood has got worse – 20%
- Being kept informed – 20%
- Outcome of your query – 18%
- Overall repair service provided – 17%
- Listening to views and acting upon them – 16%

13. Taking the results forward

The top priorities drawn from this survey are:

- Feeling safe and safety
- Neighbourhood and community
- Good neighbours
- Quality of their home
- Repairs & Maintenance
- Looking after home
- Rents
- Environment
- Customer service and communication
- Parking

From the 2021 STAR Survey results and other information we have gathered from ongoing projects, transactional surveys and customer complaints, suggestions and compliments, we will be focussing on the below over the next 12 months:

- Developing our community development plan, by talking to tenants about how we can take the feedback forward.
- Talking with our tenants more about how they can shape our services.
- Looking at more ways to work with our communities.
- Improving our digital communities by using email and texting being available.

To keep in line with the local authorities housing sector benchmarking in Wales, and to continue to have tenants input into shaping our services, we will be sending out our STAR Survey again this autumn for tenants to complete.

14. Progress from the 2019 survey results

The past two years have seen some significant changes for Denbighshire Housing despite 2020 being a challenging year as the Covid Pandemic has disrupted much of our plans but particularly the lockdown has affected our ability to engage effectively with our customers and their communities. We continue to raise our standards to the highest possible level working with our tenants to achieve this.

You said we did

Based on the results of the 2019 STAR survey, we have invested significantly in the following areas:

- Modernised our Repairs and Maintenance service and updated the systems that we use in order to provide a more streamlined service from reporting a repair to a trade operative attending to carry out the work.
- Developed a dedicated Contact Centre as a first point of contact for all of our calls.

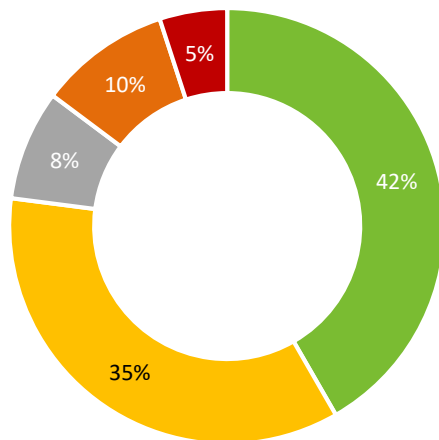
We have changed the way that our neighbourhood and income officer's work, to better improve customer service. The new 'Housing Officers' are more generic roles, allowing the service to get to know you our tenants and communities better, support a more engaged approach and be more modern and efficient.

APPENDIX 1 - Survey data tables & charts

How satisfied or dissatisfied are you with the overall quality of your home?

Answer Options	%	Count
Very satisfied	42%	158
Fairly satisfied	35%	134
Neither	8%	31
Fairly dissatisfied	10%	37
Very dissatisfied	5%	19

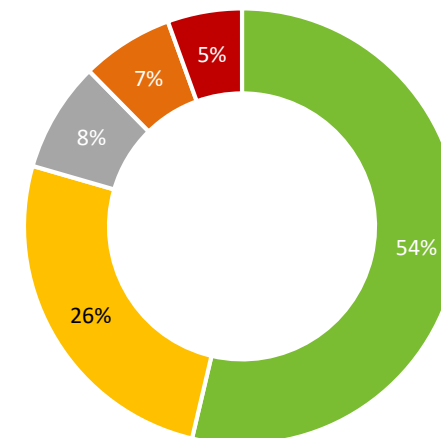
Answered question: **379**
Skipped question: **2**



Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Denbighshire Housing provides a home, that is safe and secure?

Answer Options	%	Count
Very satisfied	54%	204
Fairly satisfied	26%	98
Neither	8%	31
Fairly dissatisfied	7%	26
Very dissatisfied	5%	21

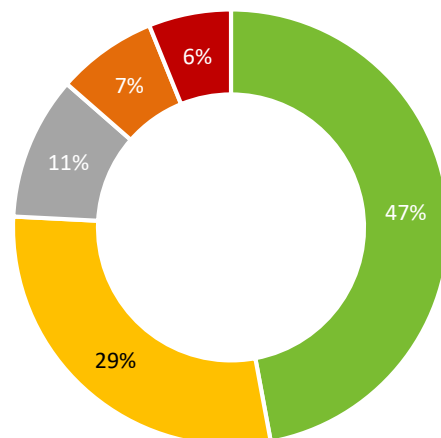
Answered question: **380**
Skipped question: **1**



How satisfied or dissatisfied are you that Denbighshire Housing is easy to deal with?

Answer Options	%	Count
Very satisfied	47%	177
Fairly satisfied	29%	108
Neither	11%	40
Fairly dissatisfied	7%	28
Very dissatisfied	6%	23

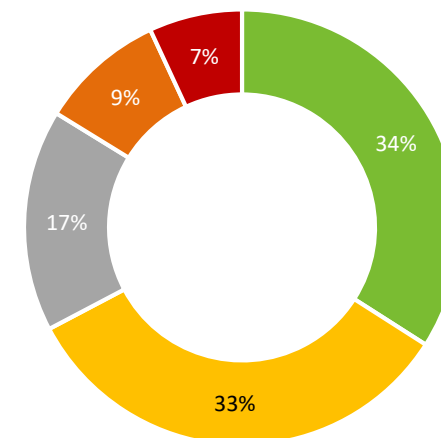
Answered question: **376**
Skipped question: **5**



How satisfied or dissatisfied are you that we listen to your views and act upon them?

Answer Options	%	Count
Very satisfied	34%	128
Fairly satisfied	33%	125
Neither	17%	62
Fairly dissatisfied	9%	35
Very dissatisfied	7%	26

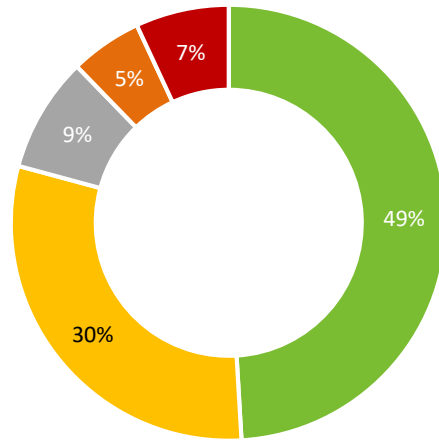
Answered question: **376**
Skipped question: **5**



How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Answer Options	%	Count
Very satisfied	49%	184
Fairly satisfied	30%	113
Neither	9%	32
Fairly dissatisfied	5%	20
Very dissatisfied	7%	26

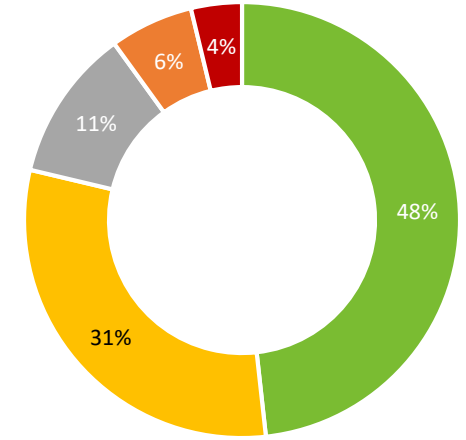
Answered question: **375**
Skipped question: **6**



How satisfied or dissatisfied are you that your rent provides value for money?

Answer Options	%	Count
Very satisfied	48%	179
Fairly satisfied	31%	113
Neither	11%	42
Fairly dissatisfied	6%	23
Very dissatisfied	4%	14

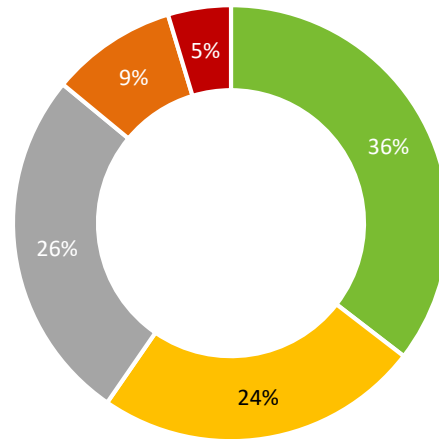
Answered question: **371**
Skipped question: **10**



How satisfied or dissatisfied are you that your service charge provides value for money?

Answer Options	%	Count
Very satisfied	36%	129
Fairly satisfied	24%	88
Neither	26%	96
Fairly dissatisfied	9%	34
Very dissatisfied	5%	17

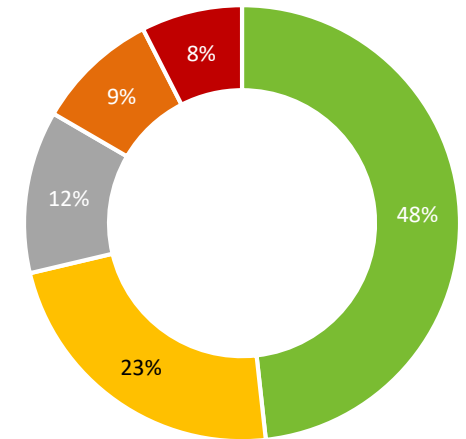
Answered question: **364**
Skipped question: **17**



Thinking about your recent repair, how satisfied or dissatisfied were you with the overall repair service provided by Denbighshire Housing on this occasion?

Answer Options	%	Count
Very satisfied	48%	180
Fairly satisfied	23%	86
Neither	12%	45
Fairly dissatisfied	9%	34
Very dissatisfied	8%	28

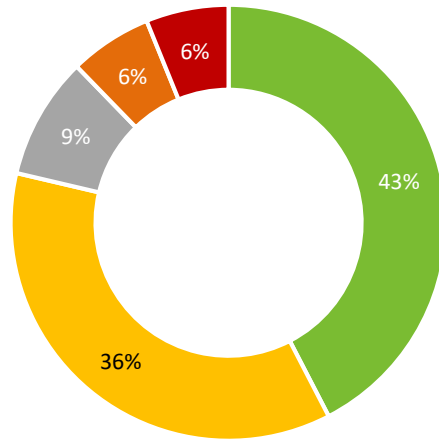
Answered question: **373**
Skipped question: **8**



Taking everything into consideration, how satisfied or dissatisfied are you with the service provided by Denbighshire Housing?

Answer Options	%	Count
Very satisfied	43%	159
Fairly satisfied	36%	136
Neither	9%	34
Fairly dissatisfied	6%	23
Very dissatisfied	6%	23

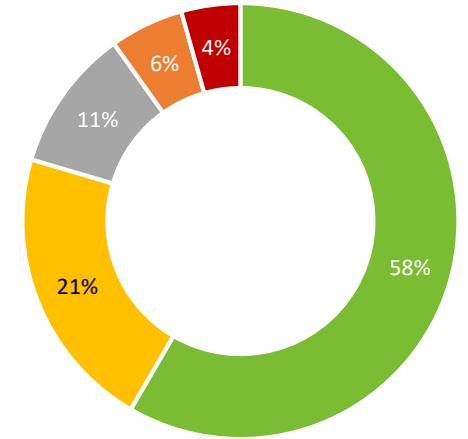
Answered question: **375**
Skipped question: **6**



Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following: Easy to deal with

Answer Options	%	Count
Very satisfied	58%	160
Fairly satisfied	21%	58
Neither	11%	29
Fairly dissatisfied	6%	15
Very dissatisfied	4%	12

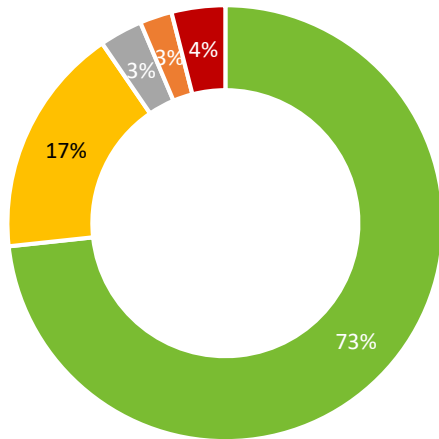
Answered question: **274**
Skipped question: **107**



Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following: Attitude of the staff

Answer Options	%	Count
Very satisfied	73%	184
Fairly satisfied	17%	43
Neither	3%	8
Fairly dissatisfied	3%	6
Very dissatisfied	4%	10

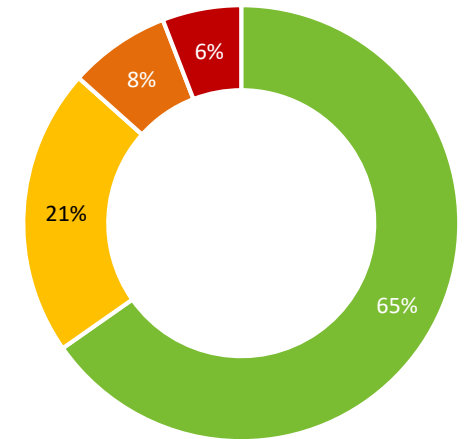
Answered question: **251**
Skipped question: **130**



Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following: Overall quality of the work

Answer Options	%	Count
Very satisfied	65%	156
Fairly satisfied	21%	51
Neither	0%	0
Fairly dissatisfied	8%	18
Very dissatisfied	6%	14

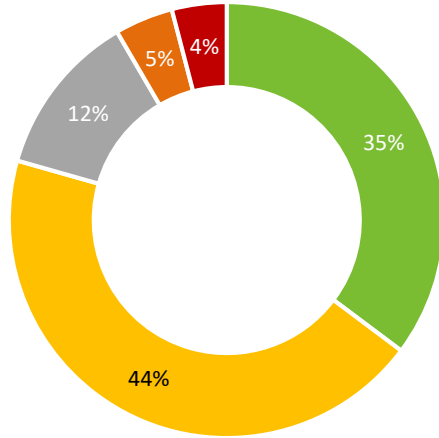
Answered question: **256**
Skipped question: **125**



To what extent do you agree or disagree with the following? I have a good quality of life in my home

Answer Options	%	Count
Agree strongly	35%	130
Agree	44%	163
Neither	12%	45
Disagree	5%	16
Strongly disagree	4%	15

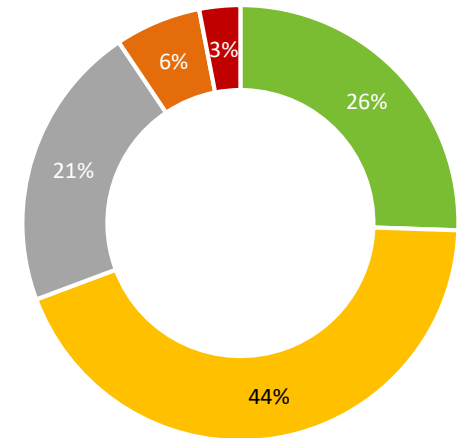
Answered question: **369**
Skipped question: **12**



To what extent do you agree or disagree with the following? I feel part of the community

Answer Options	%	Count
Agree strongly	26%	84
Agree	44%	144
Neither	21%	70
Disagree	6%	21
Strongly disagree	3%	10

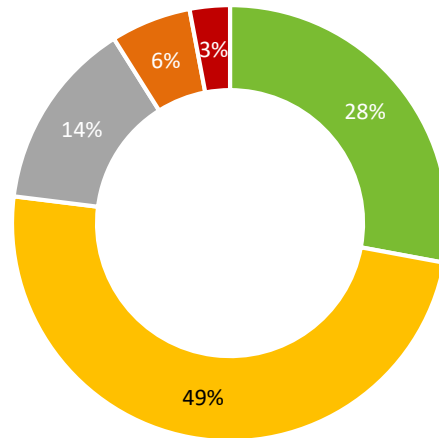
Answered question: **329**
Skipped question: **52**



To what extent do you agree or disagree with the following? We provide an effective and efficient service

Answer Options	%	Count
Agree strongly	28%	103
Agree	49%	181
Neither	14%	52
Disagree	6%	22
Strongly disagree	3%	11

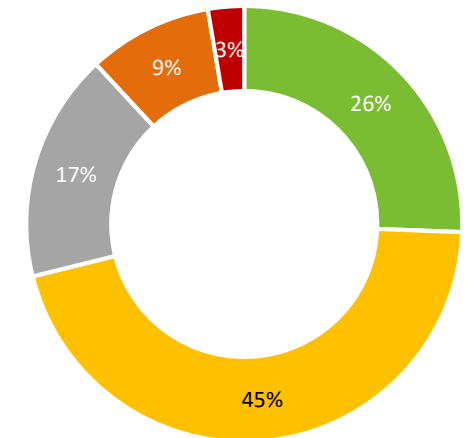
Answered question: **369**
Skipped question: **12**



To what extent do you agree or disagree with the following? We care about our tenants and communities

Answer Options	%	Count
Agree strongly	26%	86
Agree	45%	153
Neither	17%	57
Disagree	9%	31
Strongly disagree	3%	9

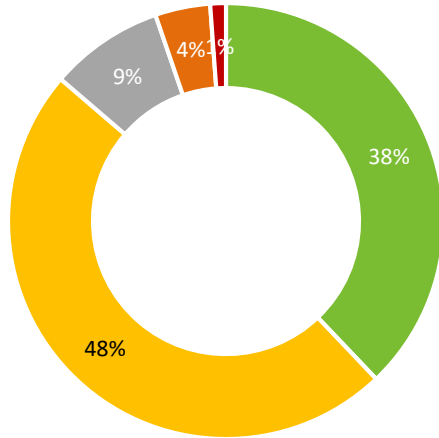
Answered question: **336**
Skipped question: **45**



To what extent do you agree or disagree with the following? We have friendly and approachable staff

Answer Options	%	Count
Agree strongly	38%	130
Agree	48%	166
Neither	9%	29
Disagree	4%	14
Strongly disagree	1%	4

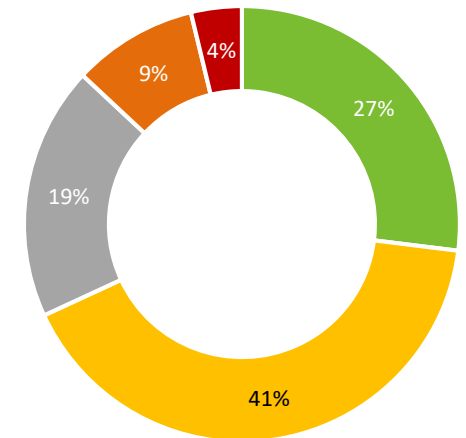
Answered question: **343**
Skipped question: **38**



To what extent do you agree or disagree with the following? You feel valued as a tenant

Answer Options	%	Count
Agree strongly	27%	93
Agree	41%	142
Neither	19%	65
Disagree	9%	32
Strongly disagree	4%	13

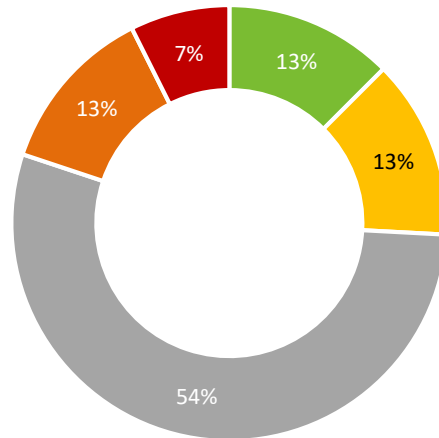
Answered question: **345**
Skipped question: **36**



Excluding the recent lockdown period, in the last three years, would you say your neighbourhood has got better or worse?

Answer Options	%	Count
Much better	13%	44
A little better	13%	47
No change	54%	191
A little worse	13%	44
Much worse	7%	26

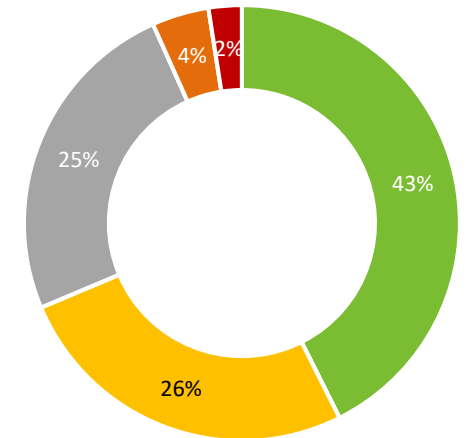
Answered question: **352**
Skipped question: **29**



Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Denbighshire Housing with claiming universal credit, housing benefit and other welfare benefits?

Answer Options	%	Count
Very satisfied	43%	121
Fairly satisfied	26%	74
Neither	25%	70
Fairly dissatisfied	4%	12
Very dissatisfied	2%	7

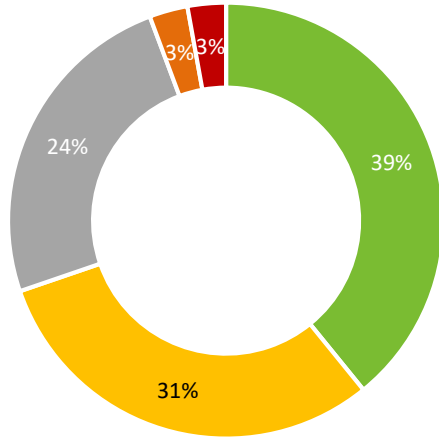
Answered question: **284**
Skipped question: **97**



Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Denbighshire Housing with managing your finances, paying rent and service charges?

Answer Options	%	Count
Very satisfied	39%	110
Fairly satisfied	31%	86
Neither	24%	69
Fairly dissatisfied	3%	8
Very dissatisfied	3%	8

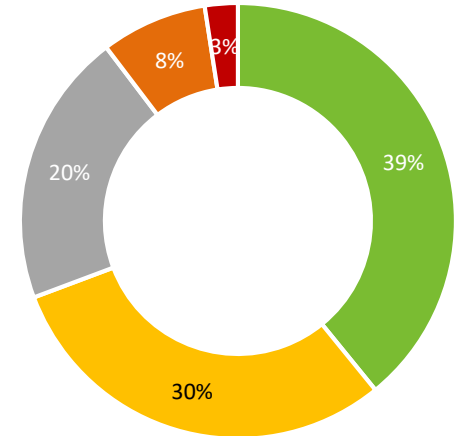
Answered question: **281**
Skipped question: **100**



How do you feel we managed our services to you during COVID-19?

Answer Options	%	Count
Very good	39%	144
Fairly good	30%	111
No change	20%	75
Fairly poor	8%	29
Very poor	3%	9

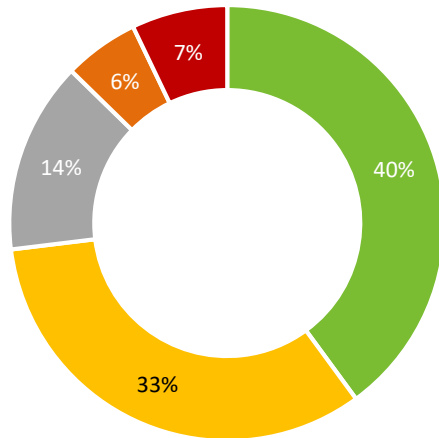
Answered question: **368**
Skipped question: **13**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with the ease of getting hold of the right person?

Answer Options	%	Count
Very satisfied	40%	129
Fairly satisfied	33%	107
Neither	14%	46
Fairly dissatisfied	6%	18
Very dissatisfied	7%	23

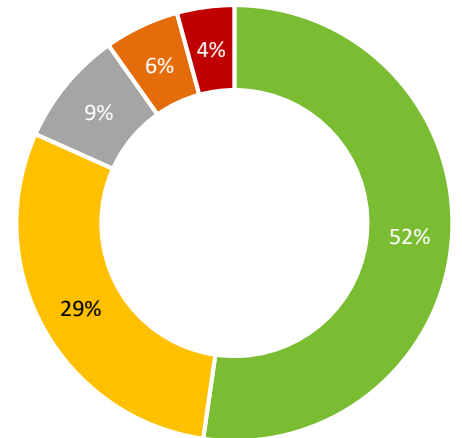
Answered question: **323**
Skipped question: **58**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with the helpfulness of staff?

Answer Options	%	Count
Very satisfied	52%	160
Fairly satisfied	29%	90
Neither	9%	26
Fairly dissatisfied	6%	17
Very dissatisfied	4%	13

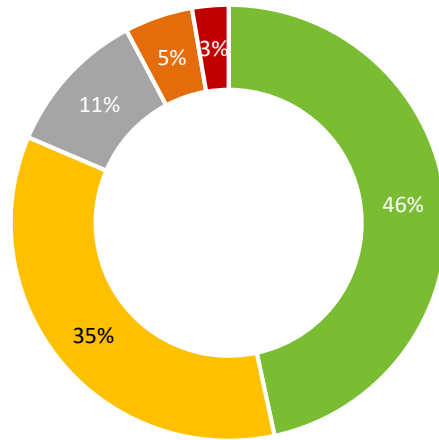
Answered question: **306**
Skipped question: **75**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with competence of staff?

Answer Options	%	Count
Very satisfied	46%	138
Fairly satisfied	35%	103
Neither	11%	32
Fairly dissatisfied	5%	15
Very dissatisfied	3%	8

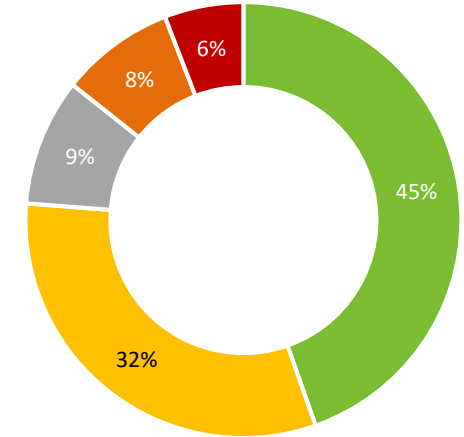
Answered question: **296**
Skipped question: **85**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with the ability of staff to deal with your query quickly and efficiently?

Answer Options	%	Count
Very satisfied	45%	137
Fairly satisfied	32%	97
Neither	9%	29
Fairly dissatisfied	8%	26
Very dissatisfied	6%	18

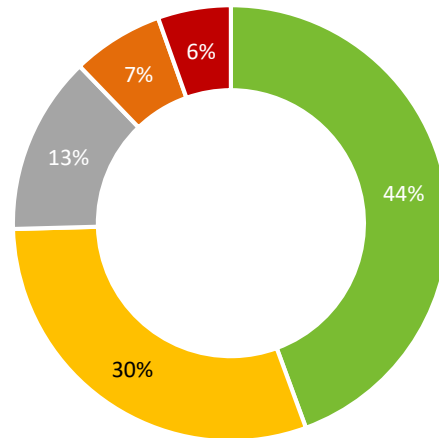
Answered question: **307**
Skipped question: **74**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with the quality of the information / advice you got from staff?

Answer Options	%	Count
Very satisfied	44%	131
Fairly satisfied	30%	89
Neither	13%	39
Fairly dissatisfied	7%	20
Very dissatisfied	6%	16

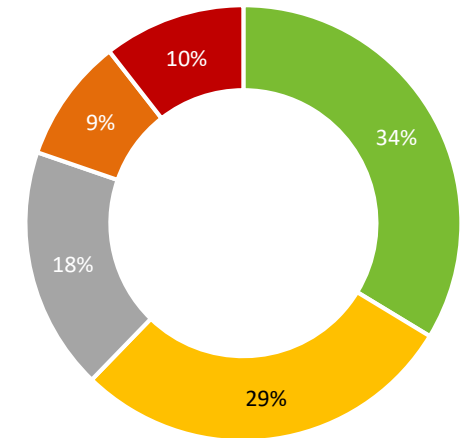
Answered question: **295**
Skipped question: **86**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with being kept informed?

Answer Options	%	Count
Very satisfied	34%	99
Fairly satisfied	29%	84
Neither	18%	53
Fairly dissatisfied	9%	27
Very dissatisfied	10%	31

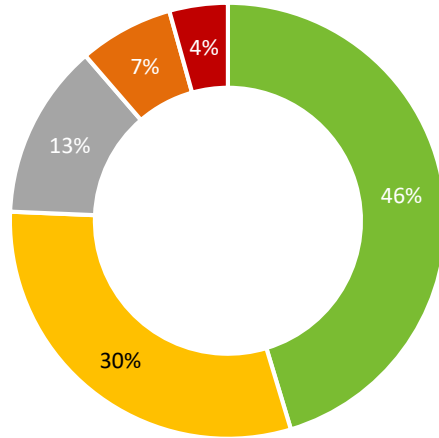
Answered question: **294**
Skipped question: **87**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with the overall ease of dealing with us?

Answer Options	%	Count
Very satisfied	46%	136
Fairly satisfied	30%	91
Neither	13%	39
Fairly dissatisfied	7%	21
Very dissatisfied	4%	13

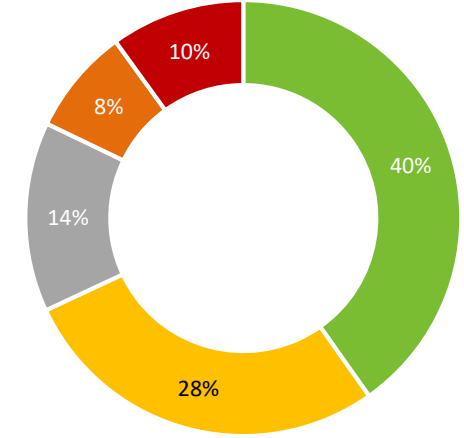
Answered question: **300**
Skipped question: **81**



If you have you contacted Denbighshire Housing in the last 12 months how satisfied or dissatisfied were you with the outcome of your query?

Answer Options	%	Count
Very satisfied	40%	117
Fairly satisfied	28%	81
Neither	14%	41
Fairly dissatisfied	8%	23
Very dissatisfied	10%	29

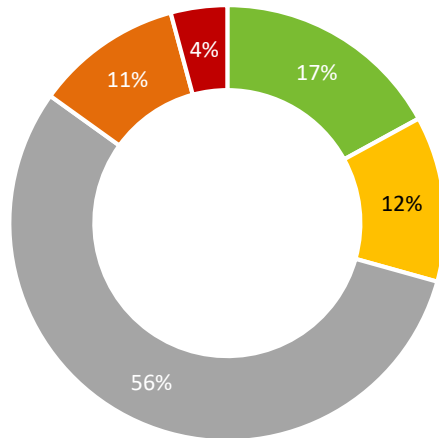
Answered question: **291**
Skipped question: **90**



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

Answer Options	%	Count
Much better	17%	61
A little better	12%	44
No change	56%	199
A little worse	11%	39
Much worse	4%	15

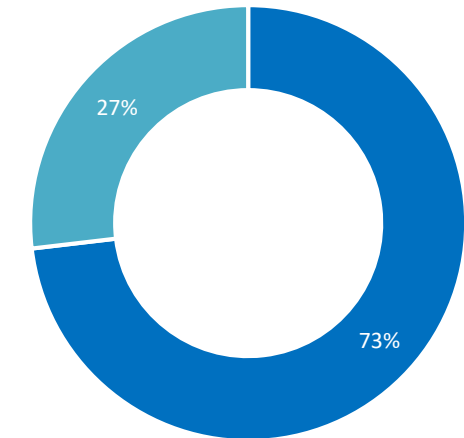
Answered question: **358**
Skipped question: **23**



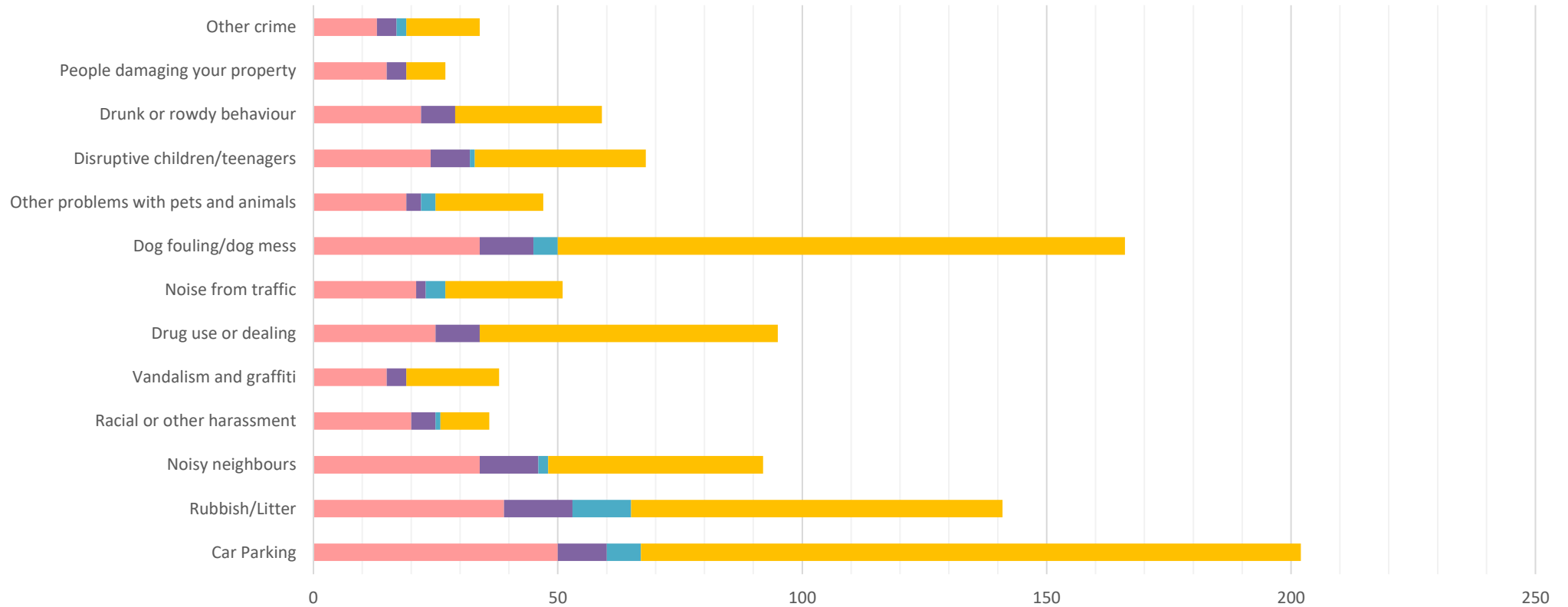
Have you had any repairs carried out in your property in the last 12 months?

Answer Options	%	Count
Yes	73%	275
No	27%	101

Answered question: **376**
Skipped question: **5**

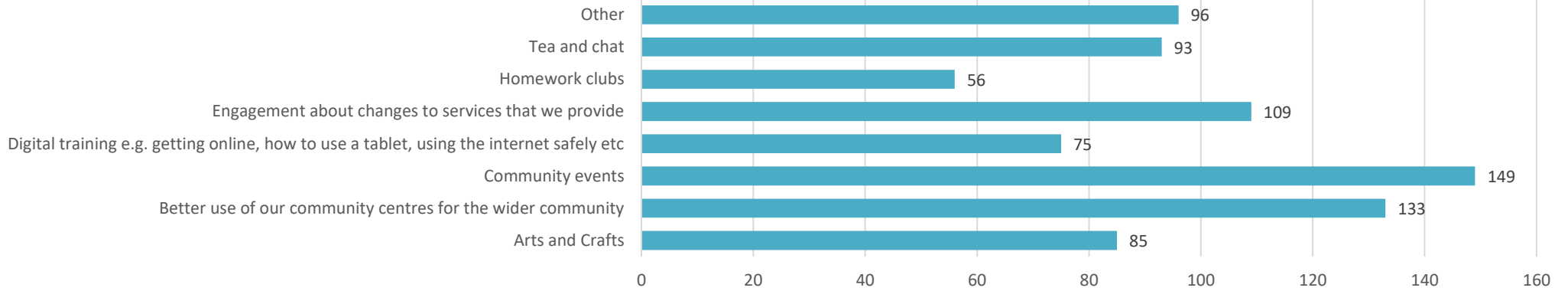


Do you feel any of the following are a problem in your community?



	Car Parking	Rubbish/Litter	Noisy neighbours	Racial or other harassment	Vandalism and graffiti	Drug use or dealing	Noise from traffic	Dog fouling/dog mess	Other problems with pets and animals	Disruptive children/teenagers	Drunk or rowdy behaviour	People damaging your property	Other crime
Before lockdown	50	39	34	20	15	25	21	34	19	24	22	15	13
During lockdown	10	14	12	5	4	9	2	11	3	8	7	4	4
After lockdown	7	12	2	1	0	0	4	5	3	1	0	0	2
Always been a problem	135	76	44	10	19	61	24	116	22	35	30	8	15

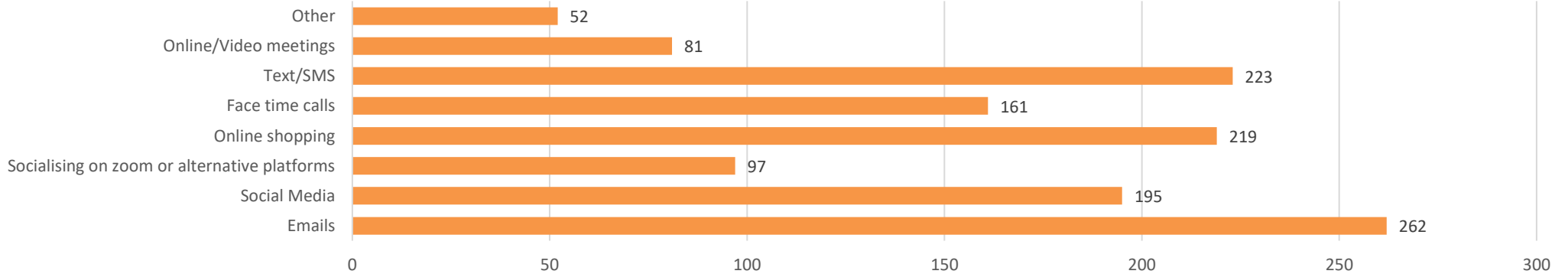
What type of community engagement would you like to see?



Answered question: **308**

Skipped question: **73**

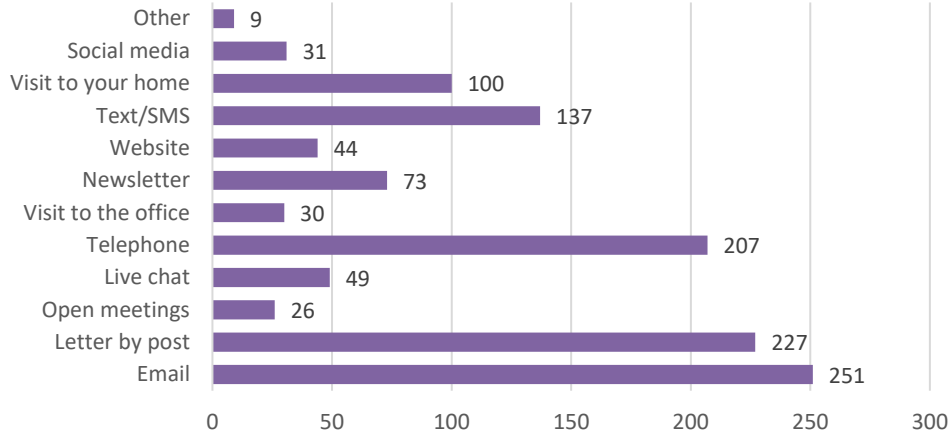
Have you used any of the following?



Answered question: **316**

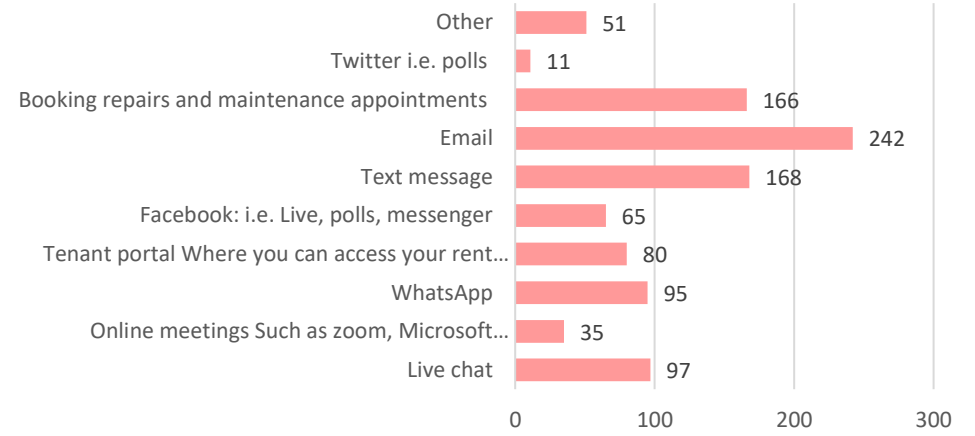
Skipped question: **65**

What method of communication would you prefer from Denbighshire Housing?



Answered question: **377**
Skipped question: **4**

What online methods of communication would you use to engage with us, if available?

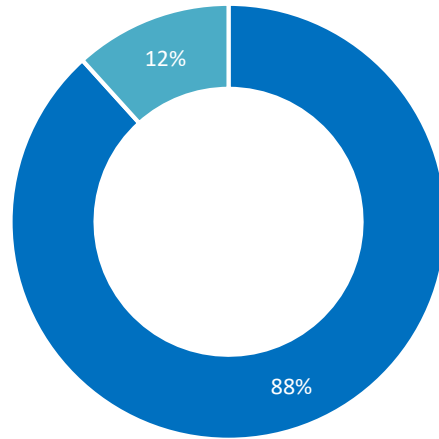


Answered question: **332**
Skipped question: **49**

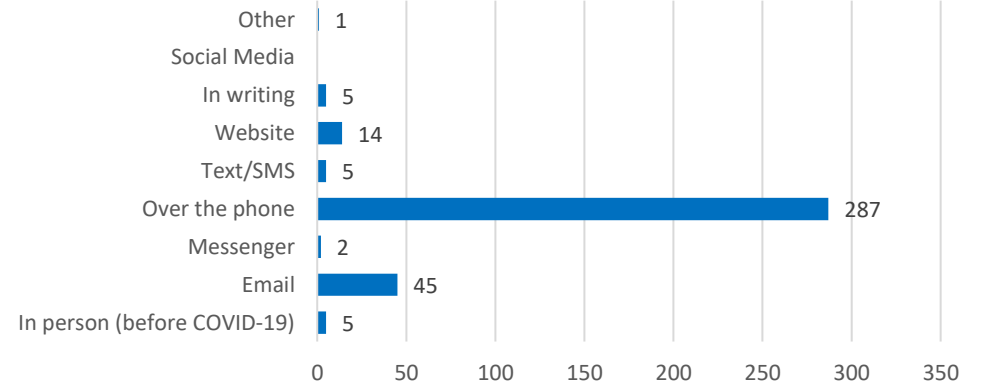
Have you contacted Denbighshire Housing in the last 12 months?

Answer Options	%	Count
Yes	88%	332
No	12%	44

Answered question: **376**
Skipped question: **5**



Thinking about the most recent contact with Denbighshire Housing, how did you contact us?



APPENDIX 2 - Area and age analysis data tables

Area

We have the demographic and area detail of 379 respondents (99% of total submissions).

Area	Number	%
Rhyl	100	26%
Denbigh	66	17%
Ruthin	58	15%
Prestatyn	44	12%
Corwen	26	7%
St Asaph	20	5%
Llangollen	18	5%
Meliden	15	4%
Rhuddlan	13	3%
Bodelwyddan	10	3%
Dyserth	9	2%

Age split by area

Area	Below 25	25 - 34	35 - 44	45 - 54	55 - 64	65 and over
Rhyl	3	12	14	18	15	38
Denbigh	4	9	8	9	9	27
Ruthin	0	7	6	6	10	28
Prestatyn	0	2	7	2	11	22
Corwen	2	3	3	5	5	8
St Asaph	0	3	4	2	3	8
Llangollen	0	3	2	2	1	10
Meliden	0	0	3	8	2	2
Rhuddlan	0	1	2	5	2	3
Bodelwyddan	0	0	4	2	3	1
Dyserth	0	3	1	1	1	3

Age

For context, 54% of lead tenants in our stock are aged 55 and over.

Age Profile	Number	%
Below 25	9	2%
25 - 34	43	11%
35 - 44	54	14%
45 - 54	60	16%
55 - 64	62	16%
65 and over	151	40%

Based on the information above we could confidently say that over 50% of responses were from tenants in sheltered accommodation.

Overall service satisfaction split by age

Area	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Below 25	1	5	2	1	0
25 - 34	9	20	4	6	4
35 - 44	20	21	6	3	4
45 - 54	19	26	10	4	1
55 - 64	26	24	4	1	6
65 and over	83	40	8	8	8

Overall service satisfaction split by area

Area	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Rhyl	35	42	9	7	6
Denbigh	25	22	7	4	5
Ruthin	31	17	2	3	3
Prestatyn	24	11	3	2	4
Corwen	5	14	3	2	1
St Asaph	6	8	4	1	1
Llangollen	7	7	0	1	2
Meliden	7	4	2	2	0
Rhuddlan	7	4	2	0	0
Bodelwyddan	4	5	1	0	0
Dyserth	6	1	1	0	1

Neighbourhood better or worse split by area

Area	Much better	A little better	No change	A little worse	Much worse
Rhyl	11	14	49	12	8
Denbigh	6	8	30	6	11
Ruthin	9	7	32	3	2
Prestatyn	5	6	24	6	0
Corwen	2	2	12	3	2
St Asaph	4	2	10	2	0
Llangollen	1	1	9	2	2
Meliden	2	0	9	4	0
Rhuddlan	2	2	7	1	1
Bodelwyddan	0	3	5	1	0
Dyserth	1	2	2	4	0

The table below shows the number of each response as a percentage of the total responses for that area.

Area	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Rhyl	35%	42%	9%	7%	6%
Denbigh	40%	35%	11%	6%	8%
Ruthin	54%	30%	4%	7%	5%
Prestatyn	55%	25%	7%	5%	9%
Corwen	20%	56%	12%	8%	4%
St Asaph	30%	40%	20%	5%	5%
Llangollen	41%	41%	0%	6%	12%
Meliden	47%	27%	13%	13%	0%
Rhuddlan	54%	31%	15%	0%	0%
Bodelwyddan	40%	50%	10%	0%	0%
Dyserth	67%	11%	11%	0%	11%

Appendix 3 – Priorities

Priorities breakdown

Feeling safe and safety

113 people highlighted feeling safe and safety within their top 3 priorities, this included;

- Safety in general
- Feeling safe in their home
- Feeling safe in the community
- Having a safe environment for children

Neighbourhood and community / Good neighbours

101 people chose neighbourhood and community and 86 people chose good neighbours as a priority, this included;

- Clean and tidy area
- Friendly community
- Activities for children
- Helping neighbours
- Peaceful neighbourhood
- Spaces for community to meet

Quality of home

61 people said the quality of their home was a priority for them which included;

- Comfortable and warm home
- External appearance of property
- Well maintained home

Repairs and maintenance

46 people stated that repairs and maintenance was a priority for them which included;

- Repairs in general
- Repairs carried out quickly
- Good quality repairs

Looking after home

38 people chose looking after their home as a priority for them which included;

- Keeping home clean and tidy
- Keeping garden well maintained

Rent

37 people chose rent as a priority for them which included;

- Affordable rent
- Value for money

Environment

31 people highlighted environment within their top 3 priorities, this included;

- Clean and tidy area
- Fly tipping
- Dog fouling

Customer service and communication

27 people said that customer service and communication was a priority for them which included;

- Being kept informed
- Helpful staff

Parking

23 people chose parking as a priority.

There were a selection of other priorities where 10 or less people made reference to them, these included;

- Cleanliness
- Anti-Social Behaviour
- Activities and amenities
- Bins
- Better traffic control measures and road conditions
- Officer visit
- Listen and act
- Warden
- Youths
- Care of the elderly
- Location
- Moving home
- Disability

Priorities split by area

Answers	Bodelwyddan	Corwen	Denbigh	Dyserth	Llangollen	Meliden	Prestatyn	Rhuddlan	Rhyl	Ruthin	St Asaph
Feeling safe and safety	4	6	20	3	9	4	13	1	27	20	6
Neighbourhood and community	4	3	15	5	5	2	10	4	27	21	5
Good neighbours	1	6	15	1	3	5	12	5	20	14	4
Quality of their home	2	5	7	2	2	2	5	3	26	4	3
Repairs & Maintenance	0	3	6	0	2	4	7	4	13	3	4
Looking after home	1	3	9	0	0	1	8	1	7	4	4
Rents	0	1	5	1	0	3	7	0	12	5	3
Environment	2	1	5	0	2	2	5	0	7	4	3
Customer service and communication	1	3	3	0	1	2	3	1	7	5	1
Parking	0	3	4	2	2	2	3	0	5	1	1
Other – Comments of 10 or less people as a common theme	3	1	10	3	2	2	7	1	14	10	5

Feeling safe and safety came top or joint top in 7 out of the 11 areas. Dyserth and Ruthin saw Neighbourhood and community as the top priority and Meliden and Ruthin chose good neighbours as the top priority.

Top 3 priorities broken down by area

Bodelwyddan

Priority	Description
1	Feeling safe and safety
2	Neighbourhood and community
3	Quality of home, Environment and Bins

Corwen

Priority	Description
1	Feeling safe and safety
2	Good neighbours
3	Quality of home

Denbigh

Priority	Description
1	Feeling safe and safety
2	Neighbourhood and community
3	Good neighbours

Dyserth & Prestatyn

Priority	Description
1	Feeling safe and safety
2	Neighbourhood and community
3	Good neighbours

Llangollen

Priority	Description
1	Feeling safe and safety
2	Neighbourhood and community
3	Good neighbours

Meliden

Priority	Description
1	Good neighbours
2	Feeling safe and safety
3	Repairs & maintenance

Rhuddlan

Priority	Description
1	Good neighbours
2	Neighbourhood and community
3	Repairs & maintenance

Rhyl

Priority	Description
1	Feeling safe and safety
2	Neighbourhood and community
3	Quality of home

Ruthin

Priority	Description
1	Neighbourhood and community
2	Feeling safe and safety
3	Good neighbours

St Aspah

Priority	Description
1	Feeling safe and safety
2	Neighbourhood and community
3	Good neighbours, Repairs, Looking after home

Appendix 4 – Areas for improvement

Areas of improvement breakdown

Improve quality of property - Internal

61 people said they wanted the inside of their property improving, this included;

- Damp
- Electrics
- Heating
- Windows
- New kitchen

Improve communication

57 people stated that Denbighshire Housing needs to improve its communication, this included;

- Responding to queries quicker
- More communication about events in area
- Time scales for repairs
- Regular updates when issues are being dealt with

Improve quality of property - External

35 people said they wanted the outside of their property improving, this included;

- Fencing
- Garden
- Roof
- Drains

Carry out repairs quicker

34 people stated that they want Denbighshire Housing to carry out repairs quicker.

Improve customer service

31 people said that Denbighshire Housing needs to improve their customer service, which included;

- Staff should be more helpful
- Staff should be more knowledgeable
- Staff should have a better attitude

Improve quality of repairs

23 people said that Denbighshire Housing needs to improve the quality of their repairs, which included;

- Getting the repair right first time

Moving to a different property

23 people stated that they would be more satisfied if they were moved to a different property/area.

Reduce ASB in area

20 people said that they wanted the ASB in their area dealt with, this included;

- Drugs
- Noise
- Vandalism

Listen to tenants

19 people stated that Denbighshire Housing needs to listen to what their tenants are saying.

Introduce repairs appointments

15 people said they would like to be able to be given appointments for repairs work.

More home visits

14 people said they wanted more home visits from their Housing Officer/Maintenance Officer.

Improve parking facilities

13 people said they would like more parking spaces and for them to be controlled better.

There were a selection of other improvement areas where 10 or less people made reference to them, these included;

- Improve grounds maintenance
- Improve online service
- Reduce rent
- Reduce fly tipping
- More or improved amenities
- Reduce dog fouling
- Improve phone services

Areas for improvement split by area

Answers	Bodelwyddan	Corwen	Denbigh	Dyserth	Llangollen	Meliden	Prestatyn	Rhuddlan	Rhyl	Ruthin	St Asaph
Improve quality of property - Internal	2	5	13	0	1	1	6	2	16	6	9
Improve communication	0	10	5	0	7	6	3	0	15	9	2
Improve quality of property - External	3	4	6	1	2	1	5	1	10	0	2
Carry out repairs quicker	0	2	11	2	1	2	3	0	8	5	0
Improve customer service	0	2	11	1	2	1	3	0	5	4	2
Improve quality of repairs	1	2	8	1	1	0	1	0	3	3	3
Moving to a different property	0	0	7	2	0	0	3	0	9	0	2
Reduce ASB in area	0	2	11	0	0	0	0	0	5	0	2
Listen to tenants	0	4	4	0	1	1	0	0	7	1	1
Introduce repairs appointments	0	2	2	0	0	0	1	1	3	5	1
More home visits	0	0	5	0	0	0	5	0	3	1	0
Improve parking facilities	0	0	2	0	2	1	3	0	5	0	0
Other – Comments of 10 or less people as a common theme	1	1	5	0	0	1	2	0	8	4	1

Improve quality of property - Internal came top or joint top in 5 out of the 11 areas. Improve communication also came top or joint top in 5 out of the 11 areas with Improve quality of property - External and Carry out repairs quicker coming top in the other 2 areas.

Top 3 areas for improvement broken down by area

Bodelwyddan

Priority	Description
1	Improve quality of property - External
2	Improve quality of property - Internal
3	Improve quality of repairs

Corwen

Priority	Description
1	Improve communication
2	Improve quality of property - Internal
3	Improve quality of property – External, Listen to tenants

Denbigh

Priority	Description
1	Improve quality of property - Internal
2	Carry out repairs quicker
3	Improve customer service, Reduce ASB in area

Dyserth & Prestatyn

Priority	Description
1	Improve quality of property - Internal
2	Improve quality of property - External
3	Carry out repairs quicker, Moving to a different property

Llangollen

Priority	Description
1	Improve communication
2	Improve quality of property - External
3	Improve customer service, Improve parking facilities

Meliden

Priority	Description
1	Improve communication
2	Carry out repairs quicker
3	Improve quality of property - Internal

Rhuddlan

Priority	Description
1	Improve quality of property - Internal
2	Improve quality of property - External
3	Introduce repairs appointments

Rhyl

Priority	Description
1	Improve quality of property - Internal
2	Improve communication
3	Improve quality of property - External

Ruthin

Priority	Description
1	Improve communication
2	Improve quality of property - Internal
3	Introduce repairs appointments

St Aspah

Priority	Description
1	Improve quality of property - Internal
2	Improve quality of repairs
3	Improve communication

For this survey comparison between the 2019 and 2021 results, the overall satisfaction has been calculated by adding very satisfied and fairly satisfied together.

Measure for the survey comparison includes the first two scale point options;

- 2019 = very satisfied and fairly satisfied.
- 2021 = very satisfied and fairly satisfied.

Quality of the home

When asked 'How satisfied are you with the overall quality of your home?' results showed:

- 77% of our tenants said they were satisfied with the overall quality of their home. This is a 13% decrease when compared with the 2019 STAR results of 90%.

Denbighshire Housing listens and acts

When asked 'How satisfied are you that Denbighshire Housing listens and acts?' results showed:

- 67% of our tenants said they were satisfied with that Denbighshire Housing listens and acts. This is an 8% decrease when compared with the 2019 STAR of 75%.

Neighbourhood

When asked 'How satisfied are you with your neighbourhood as a place to live?' results showed:

- 79% of our tenants said they were satisfied with the overall Neighbourhood. This is a 9% decrease when compared with the 2019 STAR results of 88%.

Value for money - Rent

When asked 'How satisfied are you that your rent provides value for money?' results showed:

- 79% of our tenants said they were satisfied with the rent. This is a 10% decrease when compared with the 2019 STAR results of 89%.

Value for money – Service charge

When asked 'How satisfied are you that your service charge provides value for money?' results showed:

- 60% of our tenants said they were satisfied with the service charge. This is a 12% decrease when compared with the 2019 STAR results of 72%.

Repairs & maintenance

When asked 'How satisfied are you that Denbighshire Housing Services deals with repairs & maintenance?' results showed:

- 71% of our tenants said they were satisfied with that Denbighshire Housing deals with repairs & maintenance. This is an 18% decrease when compared with the 2019 STAR results of 89%.

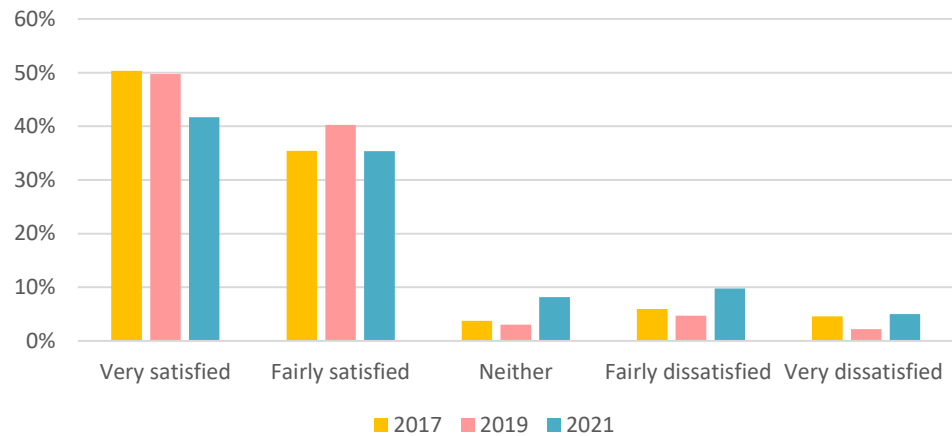
Overall service

When asked 'How satisfied are you with the service provided by Denbighshire Housing?' results showed:

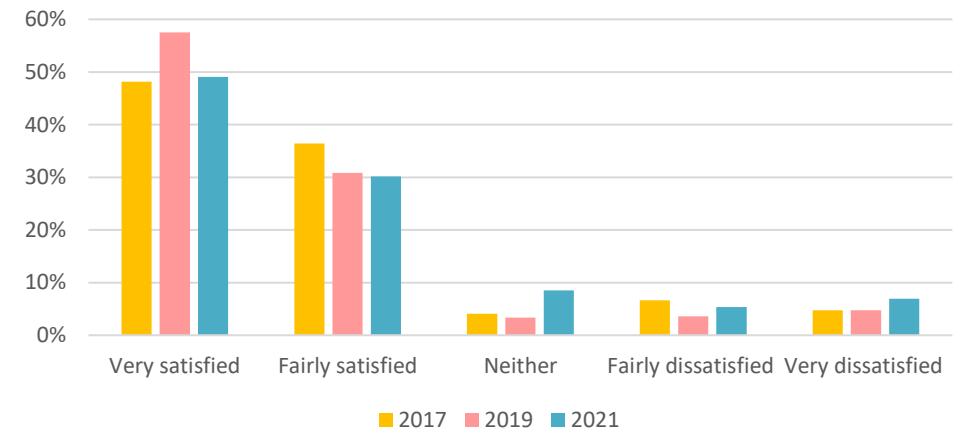
- 79% of our tenants said they were satisfied with the service Denbighshire Housing provides. This is a 12% decrease compared with the 2019 STAR results of 91%.

2017 verses 2019 verses 2021 - Comparison charts

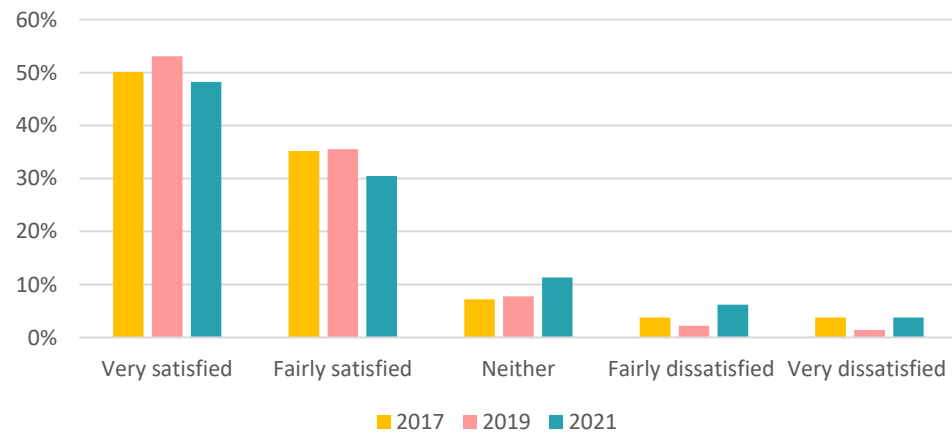
% satisfied with overall quality of their home



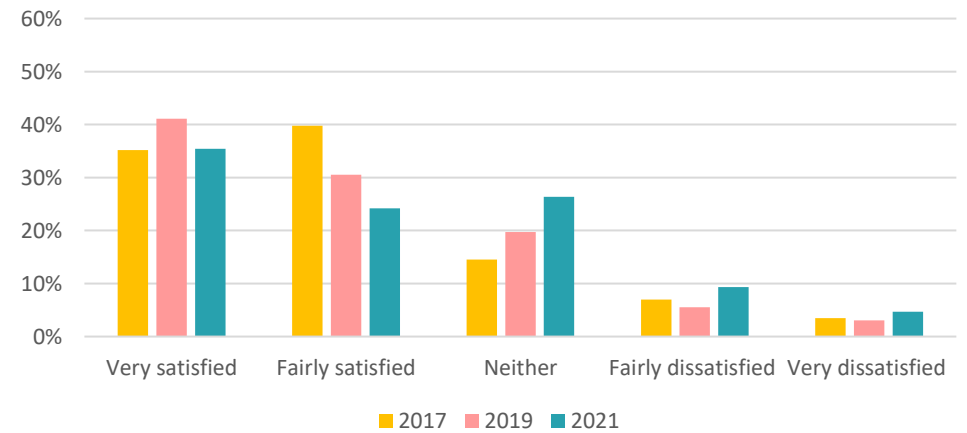
% satisfied with their neighbourhood as a place to live



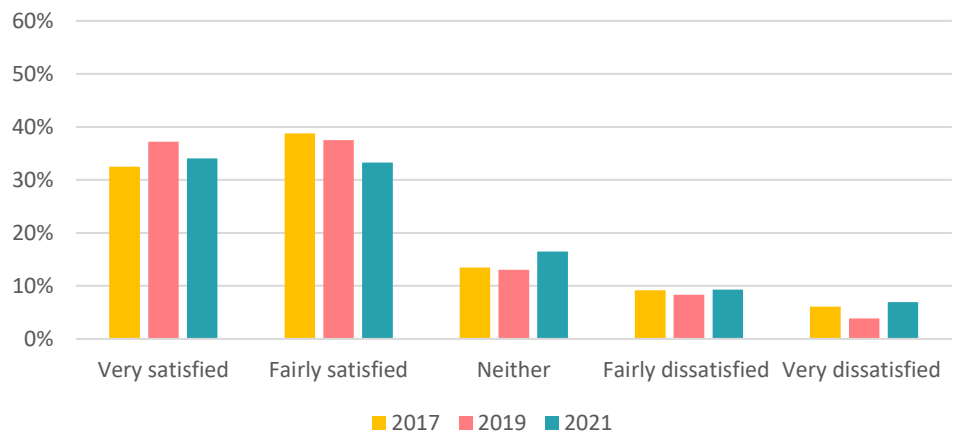
% satisfied that their rent provides value for money



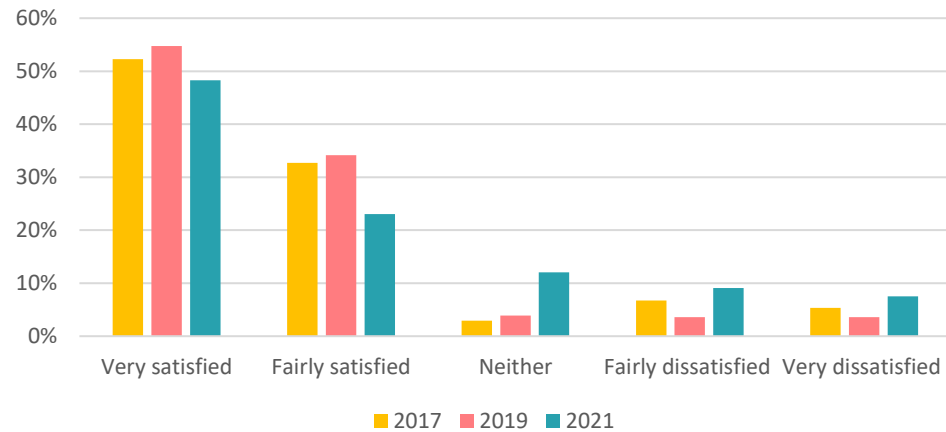
% satisfied that their service charges provide value for money



% satisfied that we listen to their views and act upon them



% satisfied with the way we deal with repairs and maintenance



% satisfied with the overall service provided by Denbighshire Housing

