



# **NSDC STAR Survey 2022/23**

Analysis Report – April 2023

**viewpoint**

Giving your  
customers a voice



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## **EXECUTIVE SUMMARY**

This report details the results of the 2022/23 Newark and Sherwood District Council STAR survey, delivered by Viewpoint Research CIC.

The survey provides an up-to-date and annual benchmark on levels of satisfaction amongst tenants in key service areas and a complement to monthly transactional data in these areas.

Results are presented to all questions, with comparisons made to the 2021/22 survey and also, where possible, to STAR benchmarking data, provided by Housemark. Results of statistical significance are highlighted.

Key findings from each section are presented below:

### **Services Overall**

**Overall satisfaction is 86.5%**, a 0.1 point fall on the result achieved in the 2021/22 survey but 5.7 points above the STAR benchmark.

Results of the core questions in this section, all of which exceed the STAR benchmark figure, are below:

<b>Overall satisfaction</b>	<b>86.5%</b>
<b>Overall quality of your home</b>	<b>86.1%</b>
<b>NSDC is easy to deal with</b>	<b>84.6%</b>

The Net Promoter Score for 2022/23 is 37.4, very similar to the previous year, mirroring the stability in overall satisfaction. It is a full 6.6 points above the STAR benchmark figure.

A Key Driver analysis showed that the strongest influencers to the overall satisfaction score were: 'Being easy to deal with', 'Listening to views and acting upon them', 'Providing the service I expect', 'Providing a home that is well maintained' and 'Dealing with repairs and maintenance'.

### **Repairs & Maintenance**

Satisfaction with the way NSDC deal with repairs and maintenance is at 77%, a small fall on last year but still over two points above the STAR benchmark. The core question 'satisfaction with the last repair', scored slightly higher at 79% but was again a fall (3 points) on the score achieved in 2021/22.

<b>The overall repairs service provided by NSDC on this occasion</b>	<b>79.4%</b>
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### **Anti-social Behaviour**

Satisfaction on aspects of the ASB service are quite varied. Being 'easy to deal with' (62%) and 'staff being knowledgeable' (70%) both increased their satisfaction score but the final outcome of the ASB complaint fell notably to 39%.

### **Lettings**

The Lettings service scored relatively high satisfaction with satisfaction with the overall service at 87%. This was however a fall of 8 points on last year. Other scores in this section also all declined on the scores received in 2021/22.

## **Complaints**

As in previous years satisfaction with complaints was the lowest throughout the survey. NSDC's approach to complaint handling scored 26%, below the STAR benchmark, and satisfaction with the final outcome is at 34%. Satisfaction with 'NSDC being easy to deal with' improved on last year's score, up to 51%.

## **Dealing with Queries**

Satisfaction with 'The way your call was handled' improved on last year's score to 88%. NSDC being easy to deal with also scored highly at 86%. The information and advice provided by staff scored lower at 77%.

## **Neighbourhoods and estates**

Satisfaction with 'your neighbourhood as a place to live' fell to 86.5%, but is still nearly 5 points above the STAR benchmark above the STAR benchmark.

Also above the benchmark, by 14 points, is satisfaction that NSDC makes a positive contribution to your neighbourhood, at 79%.

## **Your home**

Satisfaction with the gas servicing fell slightly to a, still high, 92% while satisfaction with the emergency call system (Care line) rose by 15 points to 95%.

## **Empowerment**

Satisfaction in this section is extremely consistent with 2021/22. It is generally high scoring and the scores compare very favourably with other providers through the benchmarking figures.

'Listening to your views and acting upon them' increased by just 0.1 points but is a full 12 points above the STAR benchmark.

The scores for the other key perception questions 'Giving the opportunity to make views known' and 'keeping you informed on things that matter to you' are both comfortably above the STAR benchmark scores.

## **Value for Money**

Satisfaction with rent providing value for money scored 92% and service charges providing value for money scored 84%. Both represent improvements on the previous year and both are notably higher than the STAR benchmark figures – by 8 and 17 points respectively.

# 1. Methodology

## 1.1 Questionnaire

The questionnaire has many similarities to that used in 2021/22 so comparative data is available for most questions. This year's survey features a small number of additional questions to allow NSDC to collect some data relating to the new Tenant satisfaction measures (TSMs) required by the Regulator of Social Housing. The questionnaire used is presented at Annex I.

## 1.2 Fieldwork

All surveys were completed independently by telephone. A data list was provided by NSDC of all properties with valid telephone numbers and a randomised sample was contacted. Fieldwork took place during March and April 2023. In total 545 tenants took part in the survey giving the results a margin of error of +/- 4.0%, the required margin of error laid down by Housemark for statistical validity. 382 respondents were sheltered housing tenants with 164 general needs.

## 1.3 Data presentation

The report presents tables for all questions showing counts (actual number of responses) and percentages to one decimal place. Due to rounding some tables may not add up to exactly 100%. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together).

Tables highlighted in green refer to the latest results (2022/23), while those in gold show comparative results – from the 2021/22 survey and the STAR benchmark score. For simplicity all tables are shown excluding no replies or non-applicable responses. The 'Base' in each table indicates the size of respondent sample.

Brief written analysis is provided alongside the results with a summary of findings for each section presented in the Executive Summary.

## 1.4 Benchmarking

17 questions are benchmarked against the Housemark database, with the benchmarking group being selected by NSDC as 'General Needs and Housing for Older people'. It features a range of providers nationwide (a maximum of 232) who have submitted results. The benchmarking score used is the median score for that group. Commentary will also highlight, where relevant, if scores are in the upper quartile of benchmark responses.

## 1.5 Demographics

Core Housemark questions have also been analysed by customer type (General needs or Sheltered) and by geographical area. Notable differences in these variables are highlighted in the text. Due to the amount of geographic areas, differences with these are only highlighted if the difference related to the response of more than two tenants.

## 1.6 Statistical significance

Data has been analysed for statistical significance to compare the change in results between this year and 2021/22. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real but this cannot be stated with statistical confidence and may just be due to chance. All statistically significant differences are reported at the 95% confidence level.

## 1.7 Key Drivers

Key Drivers are used in the analysis to investigate how opinion-based questions have been influencers on overall satisfaction. A fuller explanation of this is found within section 2.1.1.

## 2. Services Overall

### 2.1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood District Council?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
545	251 46.1%	220 40.4%	30 5.5%	20 3.7%	24 4.4%

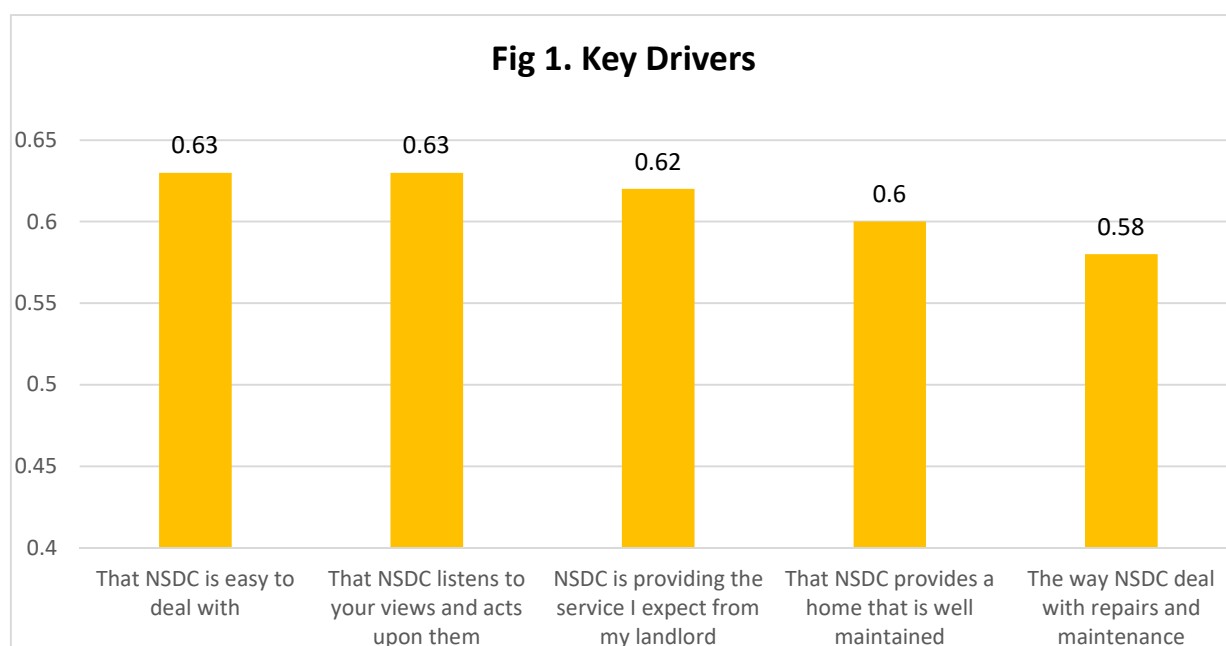
2022/23	2021/22	+/- %	STAR benchmark
86.5%	86.6%	-0.1	80.8%

- Overall satisfaction is 86.5%, a 0.1 point fall on the 2021/22 survey. It is not a statistically significant change.
- The score is 5.7 points above the STAR benchmark and in the upper quartile of Housemark responses. The benchmark score has fallen by 2.2 percentage points, reflecting a decline in overall satisfaction nationally.
- The score is below the results received from the programme of transactional surveys for 2022/23 which showed an average overall satisfaction score of 91%.
- The satisfaction levels of Supported Housing (86.4%) and General Needs (86.5%) tenants are virtually identical.
- There were no extreme geographic differences. The three lowest scoring geographic areas (where more than two tenants were dissatisfied) were: Lowdham (70%), Blidworth (78%) and Farndon (89%).

#### 2.1.1 Key Drivers to Overall satisfaction

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which other opinion questions were most related to the overall satisfaction score.

The analysis was performed with all opinion based questions, with a response base of above 250. The top key drivers can be seen in Figure 1, below:



*Note - The analysis produces a correlation coefficient (or  $r$  value for short) which can range from -1.0 to +1.0. This rating can be interpreted using the following guide:*

- *An  $r$  value close to 1 indicates that there is a strong relationship between the two variables*
- *A positive  $r$  value means that as one variable increases in value, the other variable will increase in value.*

- The strongest correlations to the overall satisfaction score are 'That NSDC is easy to deal with' and 'That NSDC listens to your views and acts upon them'. Both focus on the customer service element of the service and both featured in the top five drivers last year.
- 'Dealing with repairs and maintenance' is no longer the top driver having been so for the previous two years, although remains in the top five so is still very influential.
- 'Providing the service I expect from my landlord' did not feature in the top 5 drivers last year. 'Providing a home that is well maintained' is a new question in this year's survey.

## 2.2 Satisfaction with key tenancy measures

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Overall quality of your home</b>	545	245 45.0%	224 41.1%	28 5.1%	32 5.9%	16 2.9%
<b>That NSDC provides a home that is well maintained</b>	541	240 44.4%	210 38.8%	33 6.1%	39 7.2%	19 3.5%
<b>That NSDC provides a home that is safe</b>	543	284 52.3%	226 41.6%	9 1.7%	18 3.3%	6 1.1%
<b>That NSDC is easy to deal with</b>	540	230 42.6%	227 42.0%	34 6.3%	35 6.5%	14 2.6%

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
I have a good quality of life in my home	538	195 36.2%	299 55.6%	14 2.6%	20 3.7%	10 1.9%
NSDC is providing the service I expect from my landlord	543	190 35.0%	270 49.7%	28 5.2%	42 7.7%	13 2.4%
My landlord treats me fairly and with respect	540	220 40.7%	276 51.1%	23 4.3%	13 2.4%	8 1.5%

	2022/23	2021/22	+/- %	STAR benchmark
Overall quality of your home	86.1%	85.0%	+1.1	79.1%
That NSDC provides a home that is well maintained	83.2%	N/A	N/A	78.5%
That NSDC provides a home that is safe	93.9%	N/A	N/A	83.0%
That NSDC is easy to deal with	84.6%	85.6%	-1.0	77.2%
I have a good quality of life in my home	91.8%	88.3%	+3.5	N/A
NSDC is providing the service I expect from my landlord	84.7%	86.2%	-1.5	N/A
My landlord treats me fairly and with respect	91.8%	N/A	N/A	81.8%

- Scores in this section are generally very similar to 2021/22 with only some small fluctuations.
- 'Having a good quality of life in my home' saw the biggest change, increasing by 3.5 percentage points.
- All questions in this section are comfortably above the STAR benchmark where available, including the core questions 'Overall quality of your home' (7 points above the benchmark) and NSDC being easy to deal with (7.4 above) – also a key driver to overall satisfaction.
- Another key driver to overall satisfaction – providing a home that is well maintained - is 4.7 points above the benchmark, while being treated fairly and with respect is a full 10 points above.
- The 3 lowest scoring geographical areas (where more than two tenants were dissatisfied) for the core questions in this section were:

**Overall quality of your home:** Blidworth (72%), Edwinstowe (78%), Collingham (80%).

**NSDC is easy to deal with:** Wellow (67%), Boughton (76%), Newark on Trent (81%)

- For both core questions Sheltered Housing tenants were more satisfied than General Needs, particularly regarding quality of home – 88.7% satisfaction compared to 79.8% for General Needs.



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

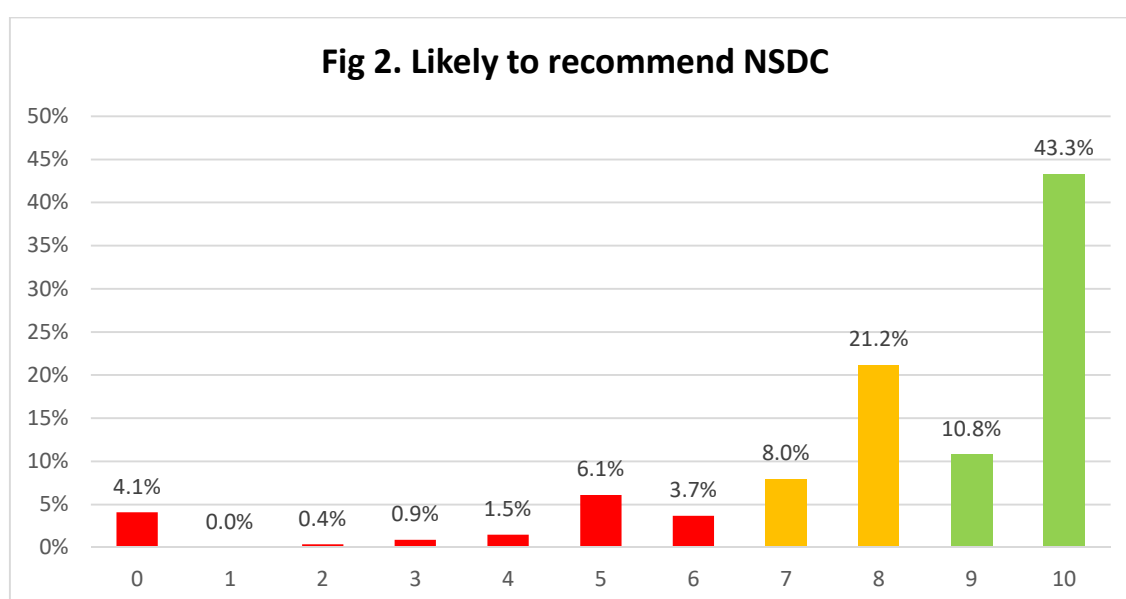
Base	Better	About the same	Worse
541	80 14.8%	392 72.5%	69 12.8%

2022/23	2021/22	+/- %
87.3%	86.8%	+0.5

- As with last year, a small increase in tenants believe that services have improved or at least stayed the same in the last 12 months.

### 2.4 How likely would you be to recommend Newark and Sherwood District Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

Results are shown in Figure 2 below:



*Note - The net promoter question is used to gauge customer loyalty and is typically measured on an 11 point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100.*

- The Net Promoter Score for 2022/23 is 37.4, a small fall of 0.2 points on 2021/22. The score is above the STAR median benchmark of 30.8.
- The percentage of detractors has risen slightly compared to last year (16.7% compared to 14.7%) while the number of promoters has also risen, from 52.3% to 54.1%.

### 3. Repairs & Maintenance

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
539	174 32.3%	241 44.7%	48 8.9%	43 8.0%	33 6.1%

2022/23	2021/22	+/- %	STAR benchmark
77.0%	78.6%	-1.6	74.8%

- Satisfaction with the repairs service is 77%, a small fall on 2022/23 but still 2 points above the STAR benchmark figure. The change is not statistically significant.
- As in previous years this question is in the top five key drivers to overall satisfaction, again showing how important repairs are to tenants' perception of overall satisfaction (Section 2.1.1).
- The overall satisfaction results for the Repairs transactional surveys in 2022/23 is 90% which shows the perception of the service is less satisfactory than from those who have recently received it.
- Satisfaction with Sheltered housing tenants was higher this year (79.4%) than with General Needs tenants (71%), the opposite of the situation in 2021/22.
- The areas with lowest satisfaction were: Carlton on Trent (0% - from just 3 responses), Sutton on Trent (42.9%) and South Muskham (50%).

#### 3.2 Has NSDC carried out a repair to your home in the last 12 months?

Base	Yes	No
544	332 61.0%	212 39.0%

- 61% of respondents reported having a repair in the last 12 months compared to 62% in 2021/22.

#### 3.3 How satisfied or dissatisfied are you with the overall repairs service in the last 12 months?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
330	137 41.5%	133 40.3%	20 6.1%	31 9.4%	9 2.7%

	2022/23	2021/22	+/- %	STAR benchmark
Repairs service in last 12 months	81.8%	N/A	N/A	79.6%

- This is a new question this year. The result is 2.2 points above the benchmark.

### 3.4 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC was easy to deal with	324	155 47.8%	125 38.6%	11 3.4%	24 7.4%	9 2.8%
Time taken after you reported it	323	114 35.3%	118 36.5%	29 9.0%	41 12.7%	21 6.5%
The repair being done 'right first time'	317	158 49.8%	90 28.4%	22 6.9%	34 10.7%	13 4.1%
The repairs service you received on this occasion	324	147 45.4%	110 34.0%	24 7.4%	33 10.2%	10 3.1%

	2022/23	2021/22	+/- %	STAR benchmark
NSDC was easy to deal with	86.4%	86.4%	No change	N/A
Time taken after you reported it	71.8%	78.3%	-6.5	N/A
The repair being done 'right first time'	78.2%	75.9%	+2.3	N/A
The repairs service you received on this occasion	79.4%	82.5%	-3.1	N/A

- Satisfaction levels with these repairs questions are very similar to last year.
- 'NSDC was easy to deal with' was the highest scoring question in this section with an identical score to 2021/22.
- Satisfaction with 'The repairs service you received on this occasion' fell by 3.1 points to 79.4%. This may have been influenced by the time taken to do the repair after it was reported, with this question falling in satisfaction by 6.5 points to 71.8% satisfaction.
- Again, with the transactional score for 2022/23 at 90%, it suggests that tenants are more satisfied in the immediate period after a repair than reflecting back some time later.

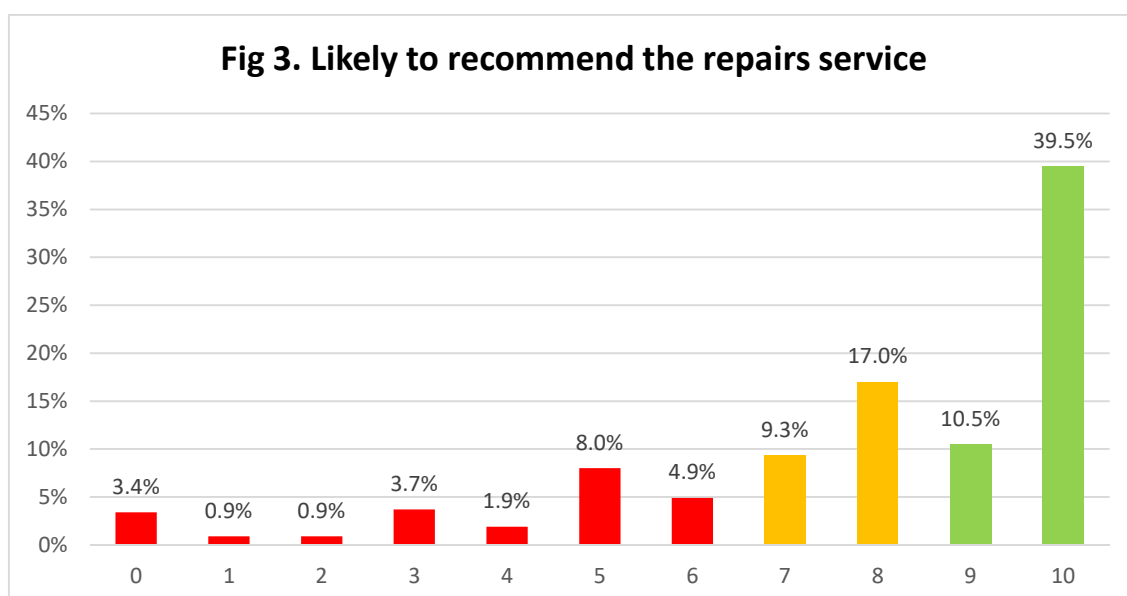
### 3.5 Did the contractor show proof of identity?

Base	Yes	Unsure	No
321	241 75.1%	36 11.2%	44 13.7%

2022/23	2021/22	+/- %
75.1%	73.2%	+1.9

- 75% of customers were sure that the contractor showed ID, a small increase on 2021/22.

### 3.6 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?



- The Repairs Net Promoter Score for 2021/22 is 26.3, a 2.1 point rise on the score achieved in 2021/22.
- The improved score was due to a small increase in promoters (1.8 points) and a small decrease in detractors (0.3 points).

## 4. Anti-social Behaviour

### 4.1 Have you made an anti-social behaviour complaint in the last 12 months?

Base	Yes	No
545	46 8.4%	499 91.6%

- The number of respondents reporting an ASB case in the last 12 months rose to 8.4% from 5.5% last year. Despite this increase it is still a small sample of responses, making fluctuations in results quite likely.

### 4.2 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following?

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC's approach to handling ASB	46	8 17.4%	14 30.4%	3 6.5%	13 28.3%	8 17.4%
NSDC was easy to deal with	45	13 28.9%	15 33.3%	4 8.9%	7 15.6%	6 13.3%
The member of staff dealing with it was knowledgeable	44	13 29.5%	18 40.9%	2 4.5%	6 13.6%	5 11.4%
The final outcome of your ASB complaint	44	7 15.9%	10 22.7%	8 18.2%	7 15.9%	12 27.3%

	2022/23	2021/22	+/- %	Star benchmark
NSDC's approach to handling ASB	47.8%	N/A	N/A	58.0%
NSDC was easy to deal with	62.2%	56.7%	+5.5	N/A
The member of staff dealing with it was knowledgeable	70.4%	63.4%	+7.0	N/A
The final outcome of your ASB complaint overall	38.6%	55.2%	-16.6	N/A

- The results in this section are somewhat contradictory, with being 'easy to deal with' and 'staff being knowledgeable' both increasing in satisfaction to the relatively high levels of 62.2% and 70.4% respectively. However only a minority of respondents (47.8%) were satisfied with NSDC's approach to handling ASB, a new TSM question, which is also 10 points below the benchmark.
- The final outcome of the complaint scored lower still, at 38.6%, a 16.6 point fall from last year.
- The results are comparable to those recorded in the ASB transactional surveys where overall satisfaction for the service was 59% for 2022/23.

## 5. Lettings

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

Base	Yes	No
545	32 5.9%	513 94.1%

- 5.9% of respondents had rented a new property, a fall on the 7.5% in 2021/22.

### 5.2 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall condition of your home at the time of letting	31	15 48.4%	5 16.1%	2 6.5%	6 19.4%	3 9.7%
NSDC was easy to deal with	31	19 61.3%	7 22.6%	2 6.5%	1 3.2%	2 6.5%
The overall lettings process	31	19 61.3%	8 25.8%	3 9.7%	1 3.2%	- -

	2022/23	2021/22	+/- %
The overall condition of your home at the time of letting	64.5%	82.9%	-18.4
NSDC was easy to deal with	83.9%	95.0%	-11.1
The overall lettings process	87.1%	95.1%	-8.0

- This section has seen falls in satisfaction on all questions, albeit from a small sample of tenants.
- Despite this, satisfaction with being easy to deal with and the overall process is still high at over 80%.
- The most notable fall in satisfaction was with 'the overall condition on your home at the time of the letting' which is likely to have had an impact on the score for the overall lettings process.
- The scores are generally lower than those for the transactional surveys, where the overall satisfaction score for Lettings in 2022/23 was 94%.

## 6. Complaints

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

Base	Yes	No
545	59 10.8%	486 89.2%

- 10.8% of respondents reported making a complaint in the past year, a small increase on the 9.9% last year.

### 6.2 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC's approach to complaint handling	58	5 8.6%	10 17.2%	11 19.0%	20 34.5%	12 20.7%
NSDC was easy to deal with	59	8 13.6%	22 37.3%	8 13.6%	13 22.0%	8 13.6%
The final outcome of your complaint	56	2 3.6%	17 30.4%	11 19.6%	12 21.4%	14 25.0%

	2022/23	2021/22	+/- %	Star benchmark
NSDC's approach to complaint handling	25.8%	N/A	N/A	56.3%
NSDC was easy to deal with	50.9%	43.4%	+7.5	N/A
The final outcome of your complaint	34.0%	39.6%	-5.6	N/A

- The scores in this section are the lowest in the survey. NSDC's approach to complaint handling scored 25.8%, 30.5 points below the STAR benchmark. This is a new question on the survey as part of the new TSMs.
- The other scores in this section are higher with over half of respondents satisfied that NSDC were easy to deal with (a 7.5 point increase on last year).
- 34% were satisfied with the final outcome, a fall on last year.
- The scores in this section are generally lower than the overall satisfaction scores for the Complaints transactional surveys, which was 47% for 2022/23.

## 7. Dealing with queries

### 7.1 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?

Base	Yes	No
545	176 32.3%	369 67.7%

- As with last year, an increased number of respondents answered this section this year – 32.3% - up from 29.4% in 2021/22, perhaps reflecting an actual increase in enquiries throughout the year.

### 7.2 Thinking about your recent call, how satisfied or dissatisfied were you with the following:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way your call was handled	176	86 48.9%	68 38.6%	7 4.0%	8 4.5%	7 4.0%
NSDC was easy to deal with	176	88 50.0%	64 36.4%	9 5.1%	11 6.3%	4 2.3%
The information and advice provided by staff	175	73 41.7%	61 34.9%	17 9.7%	14 8.0%	10 5.7%

	2022/23	2021/22	+/- %
The way your call was handled	87.5%	81.2%	+6.3
NSDC was easy to deal with	86.4%	85.6%	+0.8
The information and advice provided by staff	76.6%	78.5%	-1.9

- There is a 6.3 point increase in 'The way your call was handled' and a small increase in NSDC being easy to deal with.
- The information and advice provided by staff was the only question in this section to see a decrease in satisfaction.
- The transactional surveys measure satisfaction with the service from the customer services call centre, which is not directly measured by this section but is a useful point of comparison nonetheless. Overall satisfaction in 2022/23 on these transactional surveys was 89% so just slightly higher than the scores in this section.



## 8. Neighbourhoods & Estates

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

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
544	288 52.9%	183 33.6%	25 4.6%	22 4.0%	26 4.8%

2022/23	2021/22	+/- %	STAR benchmark
86.5%	91.5%	-5.0	81.6%

- Satisfaction is 86.5%, a statistically significant fall of 5 points on 2021/22 but still 4.9 points above the STAR benchmark.
- Satisfaction among sheltered housing tenants (89.3%) was higher than with General Needs tenants (80.4%).

### 8.2 How satisfied or dissatisfied are you that NSDC makes a positive contribution to your neighbourhood?

Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
529	192 36.3%	228 43.1%	58 11.0%	35 6.6%	16 3.0%

2022/23	2021/22	+/- %	STAR benchmark
79.4%	N/A	N/A	65.7%

- This is a new question, one that has been introduced as part of the TSMs. While the score is notably lower than satisfaction with their neighbourhood as a place to live, the score of 79.4% is a long way above the STAR benchmark.

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

Base	Better	About the same	Worse
536	59 11.0%	391 72.9%	86 16.0%

2022/23	2021/22	+/- %
83.9%	83.3%	+0.6

- The result has improved slightly on last year but is essentially very similar.

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

Base	Major problem	Minor problem	Not a problem
542	48 8.9%	170 31.4%	324 59.8%

2022/23	2021/22	+/- %
40.3%	36.0%	+4.3

- There is a 4.3 point increase in people saying litter is a problem, which is possibly an indicator as to why satisfaction with the neighbourhood as a place to live has fallen.

#### 8.5 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The grounds maintenance, such as grass cutting	468	175 37.4%	209 44.7%	19 4.1%	40 8.5%	25 5.3%
That NSDC keeps communal areas clean and safe	253	95 37.5%	126 49.8%	8 3.2%	14 5.5%	10 4.0%
The cleaning of the Internal communal areas	178	69 38.8%	87 48.9%	5 2.8%	11 6.2%	6 3.4%
The cleaning of the External communal areas	200	70 35.0%	95 47.5%	11 5.5%	15 7.5%	9 4.5%

	2022/23	2021/22	+/- %
The grounds maintenance, such as grass cutting	82.1%	79.4%	+2.7
That NSDC keeps communal areas clean and safe	87.3%	86.3%	+1.0
The cleaning of the Internal communal areas	87.7%	86.7%	+1.0
The cleaning of the External communal areas	82.5%	92.1%	-9.6

- Satisfaction is high in this section with all questions scoring over 80%.
- The greatest variance is with satisfaction with the cleaning of the external communal areas, which has fallen by 9.6 points. This may link to the rise in littering being a problem above.

- The STAR benchmark for the question 'Communal areas are clean and well maintained' is 68.0%. This exact question is not asked on this survey but both questions concerning the cleaning of the communal areas are well above this.
- Satisfaction with grounds maintenance and grass cutting improved slightly to 82.1%. This compares favourably with this question on the transactional surveys where the annual satisfaction score for 2021/22 was 71%.

## 9. Your home

### 9.1 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously?

Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly
535	246 46.0%	216 40.4%	40 7.5%	23 4.3%	10 1.9%

2022/23	2021/22	+/- %
86.4%	86.0%	+0.4

- The score is very comparable to last year.

### 9.2 How satisfied or dissatisfied are you with:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gas servicing arrangements	479	250 52.2%	190 39.7%	14 2.9%	11 2.3%	14 2.9%
The heating and energy efficiency of your home	531	189 35.6%	254 47.8%	27 5.1%	38 7.2%	23 4.3%
The emergency call system	159	104 65.4%	47 29.6%	2 1.3%	6 3.8%	- -

	2022/23	2021/22	+/- %
Gas servicing arrangements	91.9%	93.7%	-1.8
The heating and energy efficiency of your home	83.4%	83.9%	-0.5
The emergency call system	95.0%	79.9%	+15.1

- Satisfaction with gas servicing arrangements suffered a second slight fall in satisfaction but is still high at 91.9% and only slightly below the overall satisfaction score for the gas servicing on the transactional surveys - 94% for 2022/23.
- Satisfaction with the emergency call system (Care line) rose by 15 points to 95%. The overall satisfaction score for Care line on the transactional surveys was 100% in 2022/23 although this has a greater focus on the installation of the system.

## 10. Empowerment

### 10.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC listens to your views and acts upon them	483	137 28.4%	235 48.7%	48 9.9%	43 8.9%	20 4.1%
NSDC gives the opportunity to make your views known	494	144 29.1%	270 54.7%	27 5.5%	33 6.7%	20 4.0%
That NSDC gives you a say in how services are managed	387	106 27.4%	206 53.2%	22 5.7%	34 8.8%	19 4.9%
Opportunities to participate in NSDC's decision making	321	85 26.5%	149 46.4%	31 9.7%	35 10.9%	21 6.5%
The ability to interact with NSDC in the way you prefer	520	228 43.8%	242 46.5%	20 3.8%	17 3.3%	13 2.5%
NSDC keeps you informed on things that matter to you	507	152 30.0%	280 55.2%	25 4.9%	36 7.1%	14 2.8%

	2022/23	2021/22	+/- %	STAR benchmark
NSDC listens to your views and acts upon them	77.1%	77.0%	+0.1	65.1%
NSDC gives the opportunity to make your views known	83.8%	83.2%	+0.6	66.0%
That NSDC gives you a say in how services are managed	80.6%	78.4%	+2.2	N/A
Opportunities to participate in NSDC's decision making	72.9%	75.6%	-2.7	N/A
The ability to interact with NSDC in the way you prefer	90.3%	88.2%	+2.1	N/A
NSDC keeps you informed on things that matter to you	85.2%	N/A	N/A	75.0%

- All questions in this section are comparable to 2021/22 with only small changes shown.
- The key perception question 'Listening to your views and acting upon them' increased by just 0.1 points but is a full 12 points above the STAR benchmark. This question is also a key driver to overall satisfaction.
- The scores for the other key perception questions 'Giving the opportunity to make views known' and 'keeping you informed on things that matter to you' are both comfortably above the STAR benchmark scores, by 18 and 10 points respectively.
- As with the last two years, the highest scoring question in this section is satisfaction with 'being able to interact with NSDC how they prefer' at 90.3%.

## 11. Value for Money

### 11.1 How satisfied or dissatisfied are you:

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your rent provides value for money	515	209 40.6%	262 50.9%	22 4.3%	13 2.5%	9 1.7%
Your service charges provide value for money	355	122 34.4%	177 49.9%	8 2.3%	31 8.7%	17 4.8%
The advice and support with managing your finances	244	114 46.7%	103 42.2%	14 5.7%	7 2.9%	6 2.5%

	2022/23	2021/22	+/- %	STAR benchmark
Your rent provides value for money	91.5%	90.1%	+1.4	83.6%
Your service charges provide value for money	84.3%	78.8%	+5.5	67.6%
The advice and support with managing your finances	88.9%	89.3%	-0.4	N/A

- Satisfaction with value for money has increased for both rent and service charges, which might be considered surprising in light of the national 'cost of living crisis'. The scores for both questions are also significantly above the STAR benchmark scores.
- Satisfaction with the advice and support with managing your finances fell slightly, but at 88.9% is high and comparable to last year.

## Annex 1 – Questionnaire

### Newark and Sherwood District Council STAR

#### STAR survey 2022/23

- Q1 So firstly, taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark and Sherwood District Council?
- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- Q2 How satisfied or dissatisfied are you:
- |  | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. With the overall quality of your home             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. That NSDC provides a home that is well maintained | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. That NSDC provides a home that is safe            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. That NSDC is easy to deal with                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q3 To what extent do you agree or disagree with the following?
- |  | Agree strongly           | Agree                    | Neither                  | Disagree                 | Disagree strongly        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. I have a good quality of life in my home                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. NSDC is providing the service I expect from my landlord | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. My landlord treats me fairly and with respect           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q4 Do you feel NSDC's services have become better or worse in the last 12 months?
- ☐ Better
- ☐ About the same
- ☐ Worse
- Q5 How likely would you be to recommend NSDC to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?
- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6

- ☐ 7  
☐ 8  
☐ 9  
☐ 10

## Repairs

Q6 Generally, how satisfied or dissatisfied are you with the way Newark and Sherwood Homes deal with repairs and maintenance?

- ☐ Very satisfied  
☐ Fairly satisfied  
☐ Neither  
☐ Fairly dissatisfied  
☐ Very dissatisfied

Q7 Has NSDC carried out a repair to your home in the last 12 months?

- ☐ Go to Q8 Yes  
☐ Go to Q12 No

Q8 How satisfied or dissatisfied are you with the overall repairs service in the last 12 months?

- ☐ Very satisfied  
☐ Fairly satisfied  
☐ Neither  
☐ Fairly dissatisfied  
☐ Very dissatisfied

Q9 Thinking about your recent repair, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken after you reported it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall repairs service provided by NSDC on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Did the contractor show proof of identity?

- ☐ Yes  
☐ Unsure  
☐ No

Q11 How likely would you be to recommend the repairs service to other residents on a scale of 0 to 10, where 0 is not at all and 10 is extremely likely?

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5  
☐ 6  
☐ 7



- ☐ 8  
☐ 9  
☐ 10

## ASB

Q12 Have you made an anti-social behaviour complaint in the past 12 months?

- ☐ Go to Q13a Yes  
☐ Go to Q14 No

Q13 Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
NSDC's approach to handling ASB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The member of staff dealing with your ASB complaint was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Lettings

Q14 Have you rented a new property in the past 12 months?

- ☐ Go to Q15a Yes  
☐ Go to Q16 No

Q15 Thinking about the lettings service, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The overall condition of your home at the time of letting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall lettings process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Complaints

Q16 Have you made a complaint to NSDC in the past 12 months?

- ☐ Go to Q17a Yes  
☐ Go to Q18 No

Q17 Thinking about your recent complaint, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. NSDC's approach to complaint handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. NSDC was easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Call Centre

- Q18 Have you contacted NSDC in the last 12 months with a query (other than to pay your rent or service charges)?
- ☐ Go to Q19a Yes
- ☐ Go to Q20 No
- Q19 Thinking about your recent call, how satisfied or dissatisfied were you with the following:
- |   | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The way your call was handled                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. NSDC was easy to deal with                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The information and advice provided by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Neighbourhoods and Estates

- Q20 How satisfied or dissatisfied are you with your neighbourhood as a place to live?
- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- Q21 How satisfied or dissatisfied are you that NSDC makes a positive contribution to your neighbourhood?
- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- Q22 In the last three years, would you say your neighbourhood has got better or worse?
- ☐ Better
- ☐ About the same
- ☐ Worse
- Q23 To what extent is rubbish or litter a problem in your neighbourhood?
- ☐ Major problem
- ☐ Minor problem
- ☐ Not a problem
- Q24 How satisfied or dissatisfied are you with:
- |   | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        | N/A                      |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The grounds maintenance, such as grass cutting, in your area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

b. That NSDC keeps communal areas associated with your home clean and well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The cleaning of the Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The cleaning of the External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your home

Q25 To what extent do you agree or disagree that NSDC takes residents' health and safety concerns seriously.

- ☐ Agree strongly  
☐ Agree  
☐ Neither  
☐ Disagree  
☐ Disagree strongly

Q26	How satisfied or dissatisfied are you with:	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
	a. Gas servicing arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. The heating and energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. The emergency call system (careline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Empowerment

Q27	How satisfied or dissatisfied are you:	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
	a. That NSDC listens to your views and acts upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. That NSDC gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. That NSDC gives you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. With opportunities given to you to participate in NSDC's decision making processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. With the ability to interact with NSDC in the way you prefer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f. That NSDC keeps you informed about things that matter to you

☐☐☐☐☐☐

## Value for Money

Q28	How satisfied or dissatisfied are you that:						
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
	a. Your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Your service charges provide value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. the advice and support you receive from NSDC with managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Is there anything else you would like to say about your home and/or the services NSDC provides?

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Q29a Would you like NSDC to know who you are **for this question (Q29) only?**

☐ Yes

☐ No