

Research Report



Perceptions Survey 2019

Prepared for: Wandsworth Borough
Council

Prepared by: BMG Research

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Registered in England No. 2841970

Registered office:

BMG Research
Beech House
Greenfield Crescent
Edgbaston
Birmingham
B15 3BE
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

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1 Introduction

1.1 Background and method

In January 2019, Wandsworth Council commissioned BMG Research to carry out their 2019 Perceptions Survey amongst tenants and leaseholders to help understand how council residents feel about the housing services they are providing so that they can be delivered in the right way and to the standard residents expect.

1.2 Methodology

Surveys were sent to a sample of 7,000 tenants and all available leaseholder contacts (2,322). Tenants were randomly sampled stratified by property type, estate type and area to ensure we reached a cross section of tenants across the borough.

Tenants were surveyed via telephone to give their views on the Council. All respondents with a mobile number available were first given the option to complete the survey online via an SMS invite. After three days those who did not respond to the initial SMS invite were sent out a reminder. After 7 days all those who did not respond to either SMS invite were added into the telephone sample to be contacted by BMG call centre staff. Overall, 400 respondents completed the survey online.

HouseMark suggests that populations of 10,000+ should employ surveys that generate a confidence interval of $\pm 3\%$. On this basis (and keeping in line with the previous year's survey) 1,000 interviews among tenants were commissioned, with 1,001 completed between June and August 2019. These interviews were completed from a representative sample of 7000 contacts drawn at random from the tenant population, stratified by Estate management team, property type and estate type.

For the Councils leaseholders population, HouseMark recommends a $\pm 4\%$ level of confidence. To hit this threshold 565 telephone interviews were required. However, of the 13,989 contacts in the leaseholder contacts, 9,980 did not have telephone contacts available. Due to only having data for 2,322 available contacts, along with SMS invites and telephone interviewing we reached 401 leaseholder completes. Email contacts were not available as a means of boosting the sample however this has been discussed as a way of helping to increase response rates in future iterations of this project.

Table 1: Returns and response rate

	Stock size	Sample size	Returns	Total Response rate	Confidence interval
Tenants	15450	7000	1001	14%	$\pm 3\%$
Leaseholders	15429	2322	401	17%	$\pm 4.83\%$

In order to ensure that the survey results reflect the views of tenants and leaseholders and can be representative of Wandsworth Council's stock profile, the data was weighted prior to analysis by property type, area and tenure.

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than +/-1%. These occur where, for example, the proportion of respondents who are very satisfied and fairly satisfied are added to produce an overall satisfaction figure. For example, if 25.4% of tenants state they are very satisfied and 30.3% of tenants are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7% which is rounded up to 56%, whereas the individual responses suggest this total should be 55%.

Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

Throughout this report, the term 'significant' is only used to describe differences within particular groups (e.g. age, property type) that are statistically significant, or changes compared to previous findings that are statistically significant. In some graphics and tables, ticks and crosses will be seen next to some figures. These indicate an increase or decrease with subgroup data compared to the total figure. A tick represents a positive significant difference, a cross represents a negative significant difference.

If a sub-group has an unweighted base of less than 30, these results should be taken as indicative only.

2 Headline findings

2.1 Measuring overall perceptions

Overall 65% of general needs tenants are satisfied with the services provided by Wandsworth Council, with 28% very satisfied. This represents a decline of three percentage points since the 2018 survey (65% cf. 68%); this is not a significant drop in satisfaction compared to 2018 but does represent the lowest level of satisfaction to date. A quarter of tenants are dissatisfied with 14% very dissatisfied.

By ward, results are stable except for two distinct findings; those in Earlsfield are significantly less likely to be satisfied compared to the total average (44% cf. 65%) and by contrast, those in Shaftsbury are significantly more so (85% cf. 65%) when compared to the total. With 38% of tenants described as promoters of Wandsworth Council and 34% as detractors, this yields, with rounding, a Net Promoter Score of +3. Whilst still a positive score, there has been a decrease from +16 in 2018. NPS is highest in the Central area (+10) and lowest in the Southern area (-8).

Looking at leaseholders; 51% are satisfied with the services provided by Wandsworth, with 12% very satisfied. This represents a decline of just 1 percentage point since 2018 (51% cf. 52%). Dissatisfaction lies at 35% with one in five (19%) very dissatisfied. There are no statistically significant differences between areas or wards. In 2018 the NPS score was -29, this has only dropped by 1, resulting in an NPS score of -30 for 2019.

The 2019 survey has seen a significant increase in the number of respondents aged 35-44 compared to the 2018 survey (22% cf. 13%). Where comparable, all other age demographics remain stable compared to the year previous.

Amongst tenants and, in particular, leaseholders, the specific service most identified as a reason for dissatisfaction is poor cleaning services. Leaseholders are also most likely to identify cleaning of internal / external communal areas as the most important service and the service most in need of improvement.

2.2 Quality of services

One in three (30%) general needs tenants feel that the quality of services has got better over the last two years; nearly half (48%) feel it hasn't changed much. One in five (22%) feel that services have got worse. Of those who feel it got worse; those in East Putney (38%), Graveney (48%) and those residing in street properties (31%) are significantly more likely to feel this way. However, those living in Queenstown (48%) or Tooting (44%) are significantly more likely to feel the quality of service has got better over the last two years.

On the other hand; 16% of leaseholders feel that services have got better, half (51%) feel that the quality hasn't changed much and 33% feel they it has got worse. Again, there are no significant differences by area or ward.

2.3 Trust in Wandsworth Council

Two thirds (65%) of general needs tenants agree that they trust Wandsworth Council to deliver a good service, whilst one in five (19%) are in disagreement. By ward, when compared to the total average those in Earlsfield (as like with overall satisfaction) are significantly less likely to

feel they trust the Council to deliver a good service (48% cf. 65%), along with those in Latchmere (56% cf. 65%). When asked how Wandsworth Council could improve tenants' trust in how it provides its services; the most common response was having good communication and updates (21%).

Half are of leaseholders agree (51%) that they trust Wandsworth Council, around one in three (29%) however do disagree. There are no significant differences by areas, wards or estate or property type. When asked how Wandsworth could improve; leaseholders too, cited having good communication and updates (23%).

2.4 Running the local area

Nearly three quarters (64%) of general needs tenants are satisfied with the way Wandsworth Council runs their local area with one in five (20%) very satisfied. Yet those in Graveney are significantly less likely to agree in this regard (39% cf. 64%). When looking at age, those aged 45-54 (58% cf. 64%) are significantly less satisfied compared to the total average. Those aged 65-74 however are significantly more likely to be satisfied with how the Council runs the local area compared to the total average (71%). When asked why they feel this way; the most common reasons amongst those who are dissatisfied include poor customer service (18%) and not dealing with issues (17%).

Leaseholders are less satisfied in this regard, with 56% satisfied with the way Wandsworth Council is running the local area, whilst 10% are very satisfied. Dissatisfaction is at 28% with reasons amongst this cohort being; poor cleaning service (23%), poor maintenance / property conditions (20%) and issues with refuse / recycling (21%).

2.5 Quality of home

This question was only asked to general needs tenants and 73% are satisfied with the quality of their home with almost a quarter (34%) very satisfied. When asked their reasons why they gave this answer; around a quarter (26%) said it was because they feel at home and are happy with it.

2.6 Neighbourhood as a place to live

Over four in five (82%) general needs tenants are satisfied with their neighbourhood as a place to live with 43% very satisfied; dissatisfaction lies at less than one in ten (9%). Those in the Central area are significantly more likely to be satisfied (87% cf. 82%) when compared to the total average, whereas those in the Eastern area are significantly less so (76% cf. 82%). Results by ward are stable with the exception being East Putney, where tenants are significantly more likely to be satisfied (93% cf. 82%).

Interestingly; results for leaseholders are higher than general needs, for 83% are satisfied, with the same proportion (43%) very satisfied. Encouragingly; satisfaction has seen a significant increase of 8 percentage points since the 2018 survey. There were no significant differences by ward or area but those residing in small estates and infills are significantly more likely to be satisfied (90% cf. 82%) when compared to the total average.

2.7 Safety

84% of general needs tenants feel safe in their home with over half (53%) feeling very safe. Less than one in ten (9%) feel unsafe. Those in the Southern area are significantly more likely

to feel unsafe (14% cf. 9%) compared to the total average, as are those in street properties (16% cf. 9%). There are no significant differences between wards. In regards to the estate in general; three quarters (75%) feels safe, a third (34%) feel very safe and 15% feel unsafe. By ward those in Graveney (29%), Latchmere (25%) and Tooting (28%) are significantly more likely to feel unsafe when outside on their estate. Two in five (40%) however, do feel that their estate feels safer now than it did two years ago, yet 25% disagree that it has. Of those who disagree; the most common reason as to why they feel unsafe was the increase in ASB (63%).

Concerning leaseholders; 89% feel safe in their homes, with 50% feeling very safe and just 6% feeling unsafe. Those in the Eastern area are significantly more likely to feel unsafe (11% cf. 6%) compared to the total average. Results by ward are stable. Outside on their estate; four in five (80%) feel safe, a third (33%) feel very safe with just under one in ten feeling unsafe (9%). Again, those in the Eastern area are significantly more likely to feel this way (17% cf. 9%). Those in St. Mary's Park are significantly more likely to feel unsafe too (18% cf. 9%). Moreover, 28% feel safer now than two years ago; whilst 26% disagree. Of those who disagree; the most common reasons again were due to an increase in ASB (72%) and also problems with youths (35%).

Table 2: Headline results table

	General Needs					Leaseholders				
	2018	2019	% Change	Very satisfied	Dissatisfaction	2018	2019	% Change	Very satisfied	Dissatisfaction
Overall satisfaction	68%	65%	-3%	28%	25%	52%	51%	-1%	12%	35%
NPS	+16	+3	-13	N/A	N/A	-29	-30	-1	N/A	N/A
Running local area	N/A	64%	N/A	20%	18%	N/A	56%	N/A	10%	28%
Neighbourhood as a place to live	83%	82%	-1%	43%	9%	75%	83%	+8%	43%	8%
Listening to views	56%	54%	-2%	21%	23%	38%	41%	+3%	15%	36%
Quality of home	N/A	73%	N/A	35%	20%	N/A	N/A	N/A	N/A	N/A
Trust in Wandsworth (agree)	N/A	65%	N/A	24%	19%	N/A	51%	N/A	9%	29%
Services improved over 2 years (better)	N/A	29%	N/A	10%	21%	N/A	16%	N/A	5%	33%

3 Benchmarking

3.1 Tenants benchmarking

The table below shows how well the results this year perform against BMG Research's internal benchmark data. The data has been benchmarked separately for general needs and leaseholders. All data within the BMG benchmark has been recorded between 2017-2019. It includes 33 organisations ranging from Councils, housing associations and ALMO's from around the country. For the overall services provided, quality of home and NPS, Wandsworth Council is performing in the lower quartile of the BMG benchmark; at the same time, it should be noted that London tenants (and leaseholders) typically score lower. Perceptions of the neighbourhood as a place to live and listening to views and acting upon them are within the median of the benchmark.

Table 3: Latest general needs tenants benchmark data provided by BMG's internal benchmark data (33 organisations – 2017 onwards)

	2019 results	Upper quartile	Median	Lower quartile
Overall service provided	65%	86%	81%	77%
Neighbourhood as a place to live	82%	86%	79%	76%
Quality of home	73%	84%	81%	77%
Listening to views and acting upon them	54%	67%	61%	53%
Net Promoter Score (17 organisations)	+3	+31	+24	+18

3.2 Leaseholders benchmarking

For leaseholders, this was based off of 17 organisations; ranging from ALMO's, housings associations and Councils from data gathered between 2017-2019. The results for leaseholders perform around the median for the overall service provided, listening to views and acting upon them and NPS. Perceptions of the neighbourhood as a place to live however perform within the upper quartile of this benchmark.

Table 4: Latest sheltered benchmark data provided by BMG's internal benchmark data (17 organisations – 2017 onwards)

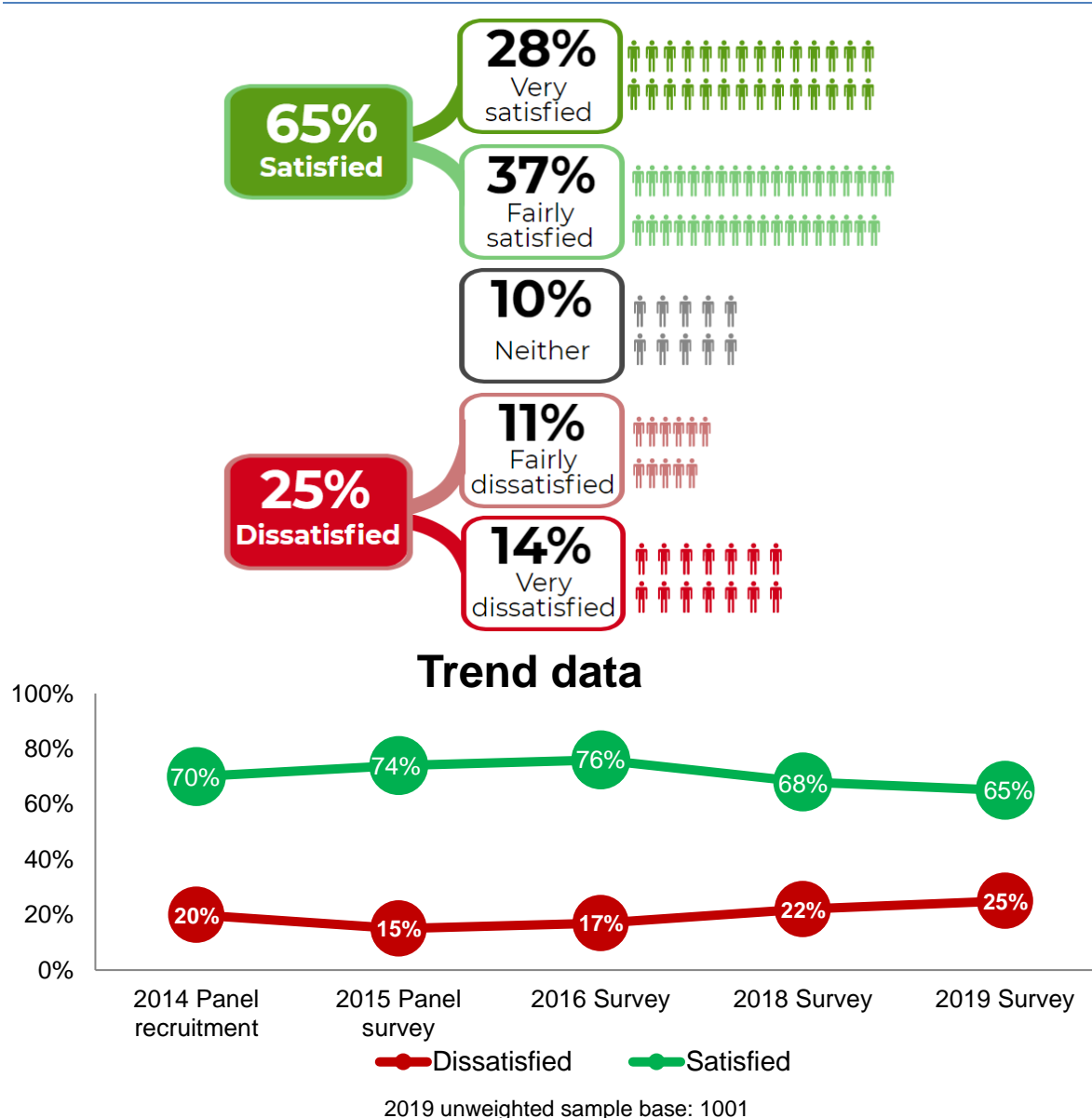
	2019 results	Upper quartile	Median	Lower quartile
Overall service provided	51%	63%	52%	40%
Neighbourhood as a place to live	83%	79%	72%	65%
Listening to views and acting upon them	41%	51%	40%	32%
Net Promoter Score (9 organisations)	-30	-19	-29	-32

4 General perceptions

4.1 Overall satisfaction - Tenants

Around two thirds (65%) of tenants are satisfied with the services provided by Wandsworth Council as their landlords, with over a quarter (28%) very satisfied. 25% of tenants are dissatisfied with the services provided, with 14% very dissatisfied. Satisfaction has fallen by 3-percentage points since the previous year's survey; this is not a significant drop in satisfaction compared to 2018 but does represent the lowest level of satisfaction to date.

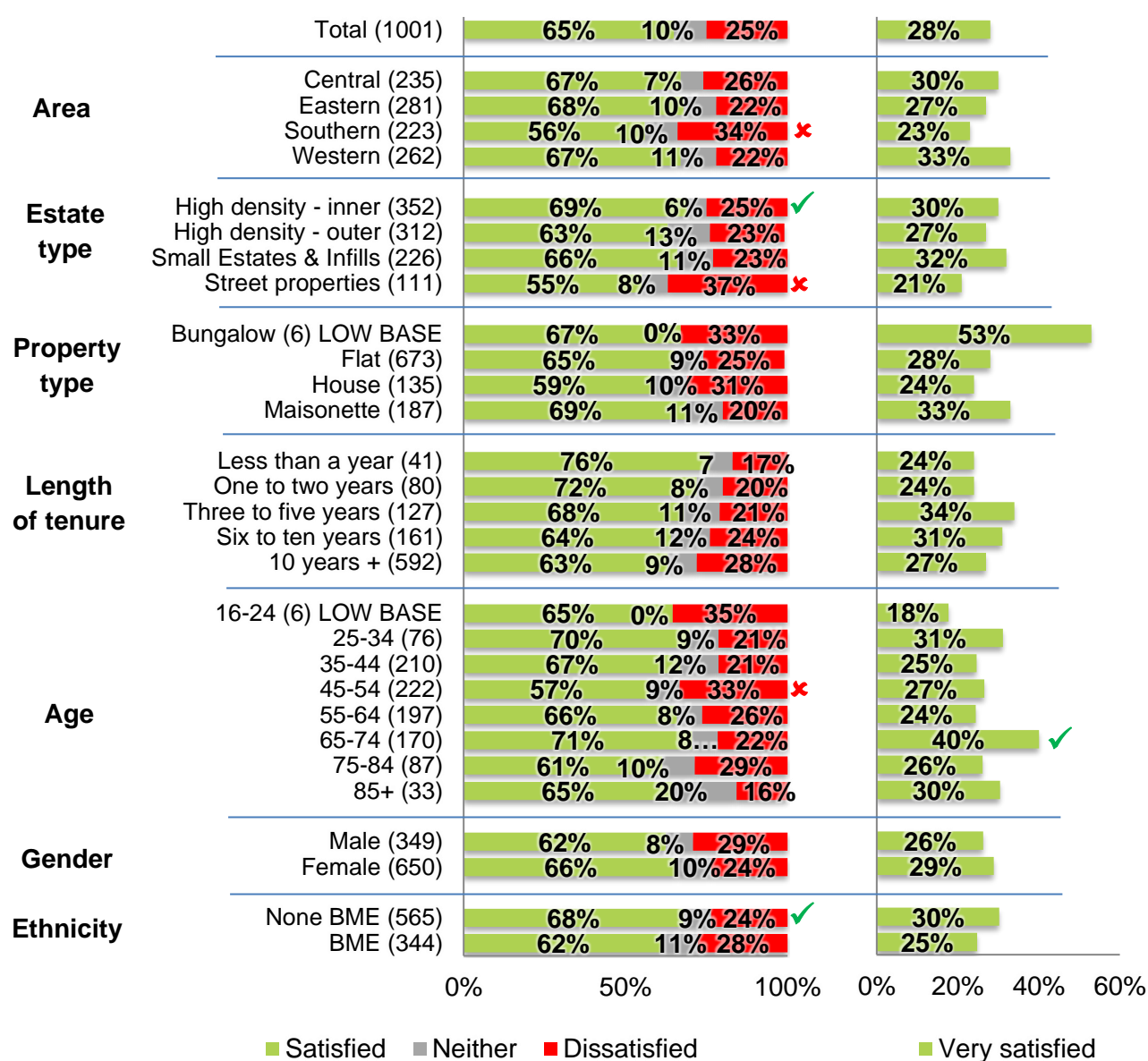
Figure 1: Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? - Tenants (All responses)



4.1.1 Perceptions of the services provided by subgroup

- By Area, those in the **Southern Estate Management Area** are significantly less likely to be satisfied with the services provided by Wandsworth Council compared to the total average (56% cf. 65%). They are also the most dissatisfied area out of the four management areas, significantly more so than the **Eastern** and **Western** areas (34% cf. 22%).
- Tenants living in an **Inner – high density estate** are significantly more satisfied compared to the total average (69% cf. 65%). Conversely, those who live in a **street property** are significantly less likely to be satisfied when compared to the total average. They are also significantly more dissatisfied when compared to the other estate types (37% cf. 25%, 23%). There are no significant differences in regards to perceptions of the overall services provided when breaking the data down by individual property types.
- There are no significant differences in regards to length of tenure in regards to satisfaction. However, those that have been a tenant of Wandsworth Council for **10+ years** are significantly more likely to be dissatisfied compared to the total average (28% cf. 25%).
- Tenants aged **45-54** are significantly less satisfied compared to the total average in regards to perceptions of the services provided by Wandsworth Council (57% cf. 65%). Tenants aged **65-74** are the most satisfied aged group (71%), although not significantly more so compared to the total. This age group is however significantly more likely to be very satisfied with the services provided compared to the total average (40% cf. 28%).
- **Male** tenants are significantly more likely to be dissatisfied with the services provided compared to **female** tenants (29% cf. 24%). In regards to ethnicity, **none BME** tenants are significantly more satisfied with the services provided by Wandsworth Council compared to **BME** Tenants (68% cf. 62%).

Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – By subgroup

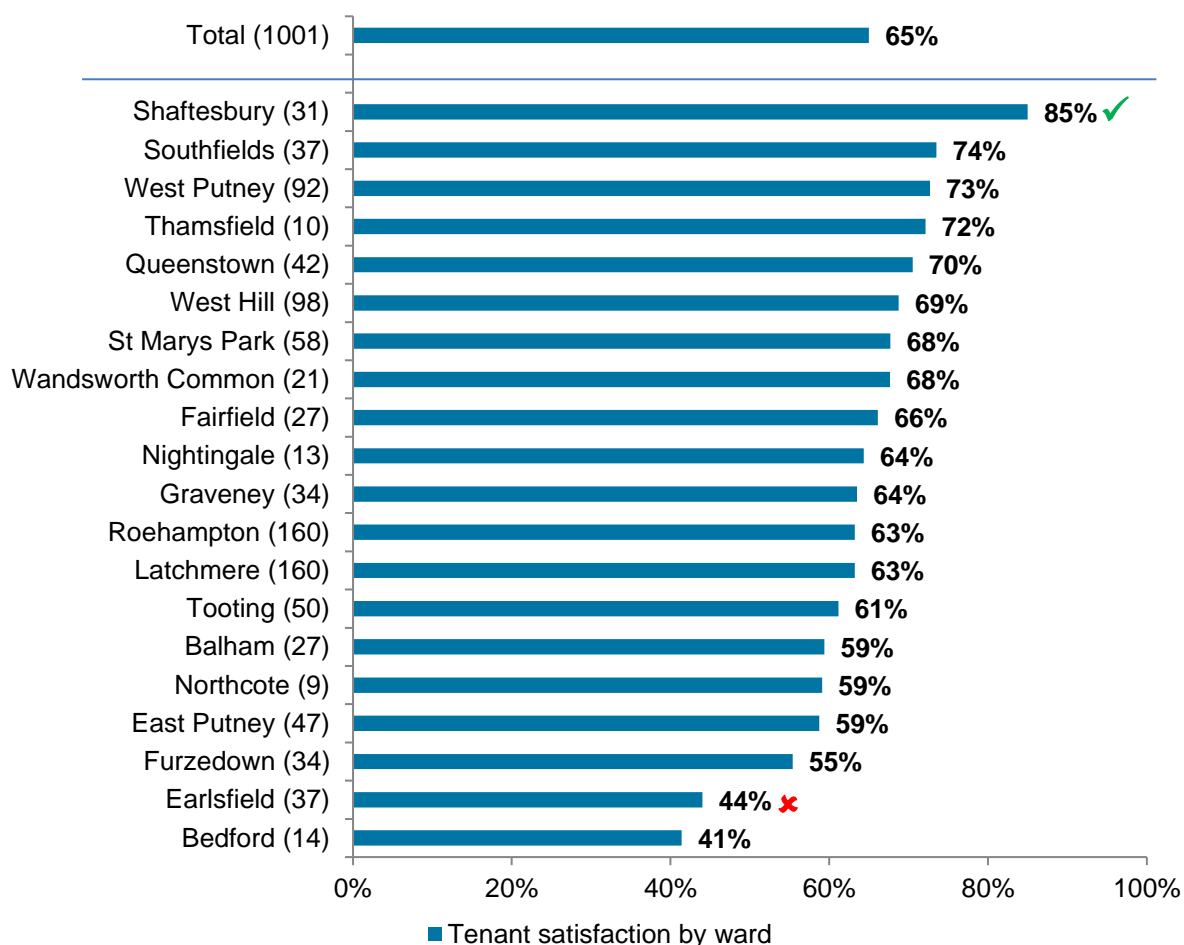


Unweighted base in parentheses

4.1.2 Perceptions of the overall services by ward

By ward, those living in Shaftesbury are significantly more likely to be satisfied with the services provided by Wandsworth Council compared to the total average (85% CF. 65%). Conversely, those living in Earlesfield (44%) are significantly less satisfied in comparison (44% cf. 65%). Tenants in Bedford also show low levels of satisfaction, however due to small base size this value should be taken as indicative only.

Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – By ward



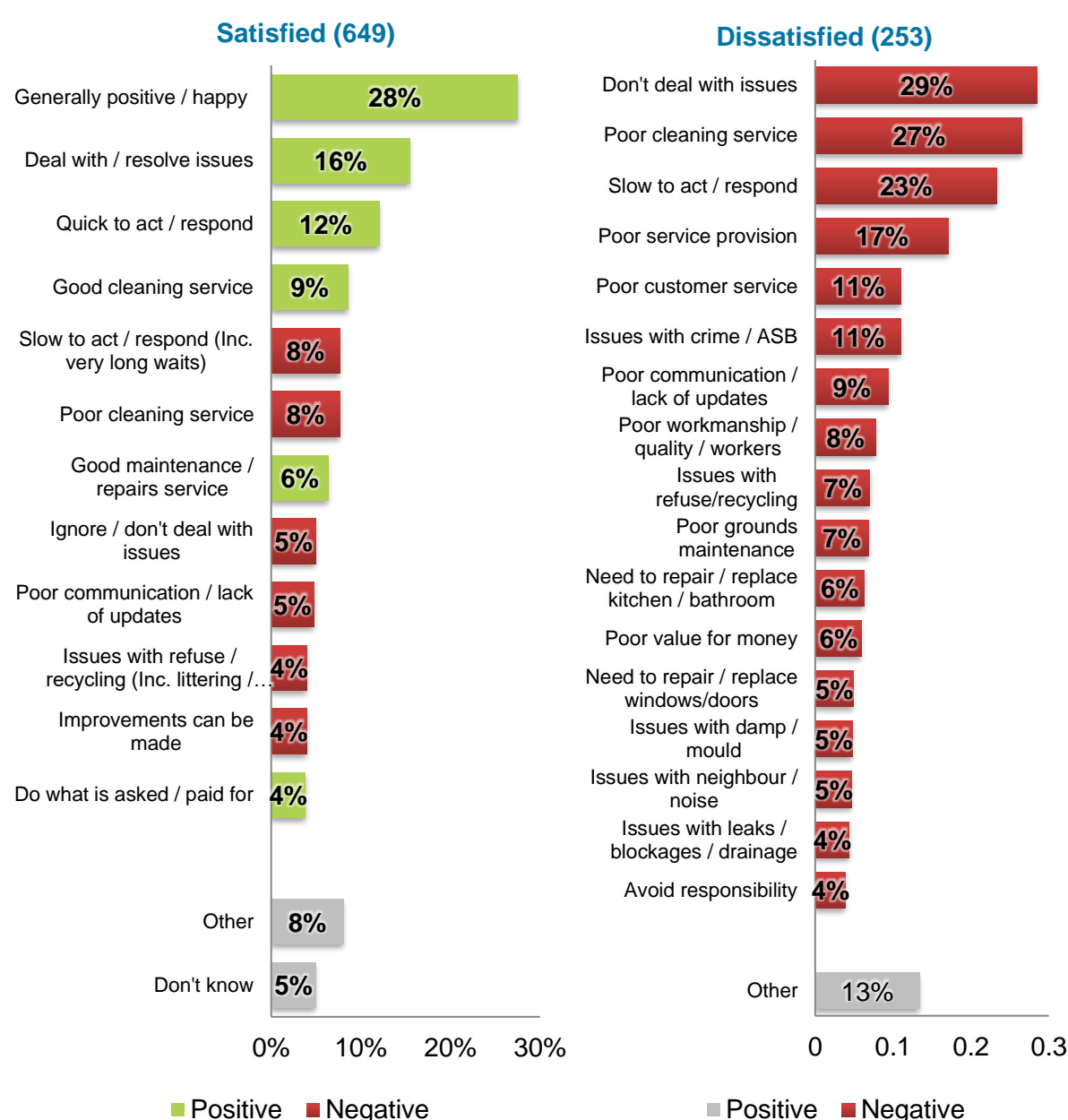
Unweighted base in parentheses

4.1.3 Reasons for perceptions of the services provided by Wandsworth Council

Tenants were asked why they feel the way they do towards the services provided by Wandsworth Council. Tenants who were satisfied mainly cited general positive/ happiness towards Wandsworth Council as their reason for being satisfied (28%), whilst 16% mentioned dealing with and resolving issues whilst 12% said they are quick to react/ respond. At the same time, as indicated below concerns were also raised by those describing themselves as 'satisfied', especially being slow to act / respond (8%) and poor cleaning services (8%).

Tenants who expressed dissatisfaction with the services provided mentioned not dealing with issues (29%), poor cleaning services (27%) and being slow to act/ respond (23%) as the main issues for having negative perceptions of the services.

Figure 4: Q2 Why do you say that? (Where code is 4% or higher)

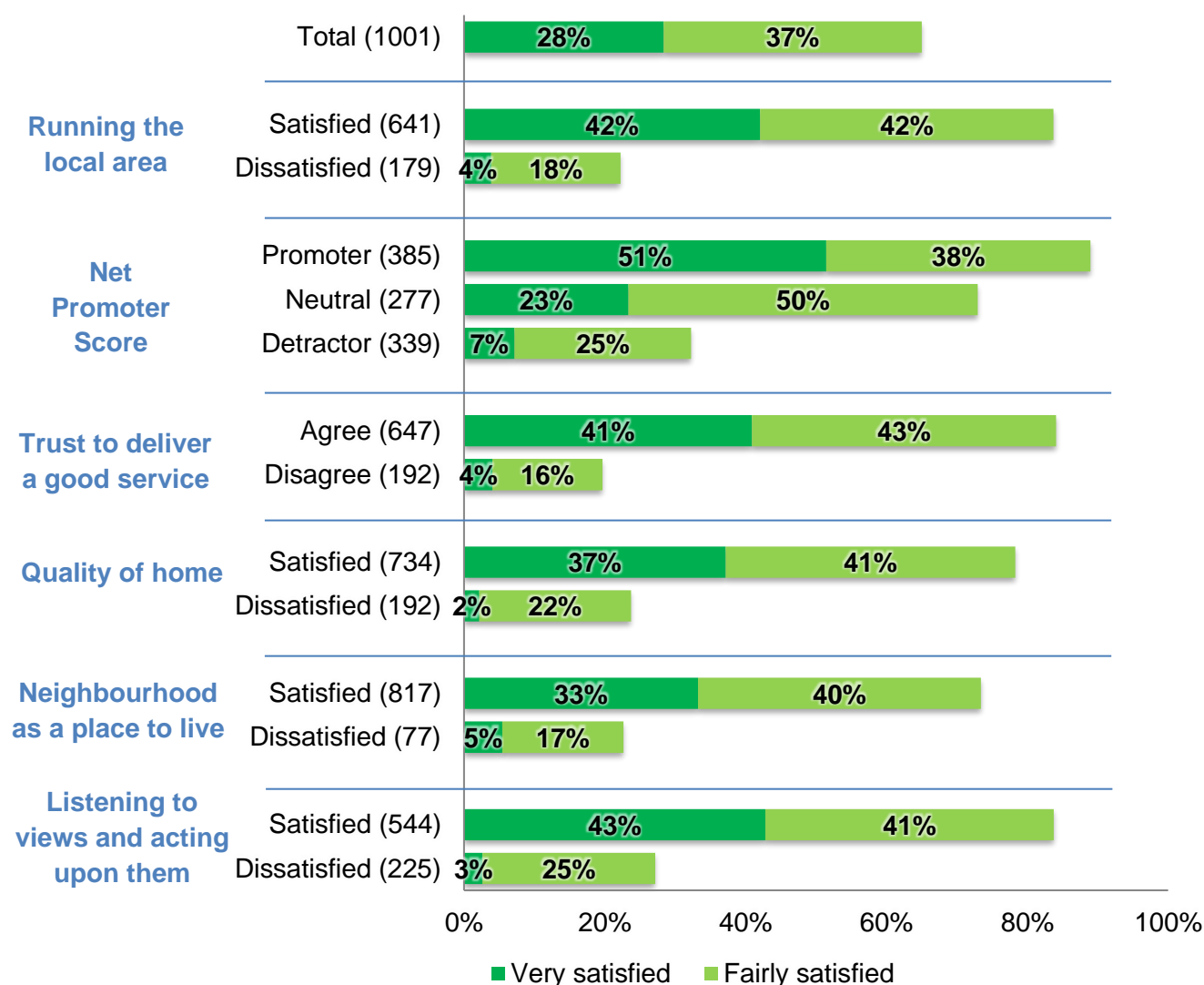


Unweighted sample base: 649 / 253

4.1.4 Perceptions of the services provided by other key measures

The chart below highlights the importance of being satisfied with various other measures rated within this survey has on a tenant's level of satisfaction with the overall service provided by Wandsworth Council. As the figure shows, tenants who have positive perceptions towards other measures such as Running of the local area and listening to views and acting upon them are all significantly more likely than the total average to be very satisfied with the overall service provided. Conversely, tenants are significantly less likely to be very satisfied with the overall service provided if they hold negative perceptions for any of the other services. Just over two fifths (43%) of those satisfied with their views being listened to and acted upon are very satisfied with the overall service provided. This may imply that communication has a fairly large influence on tenants' perceptions of the overall service provided.

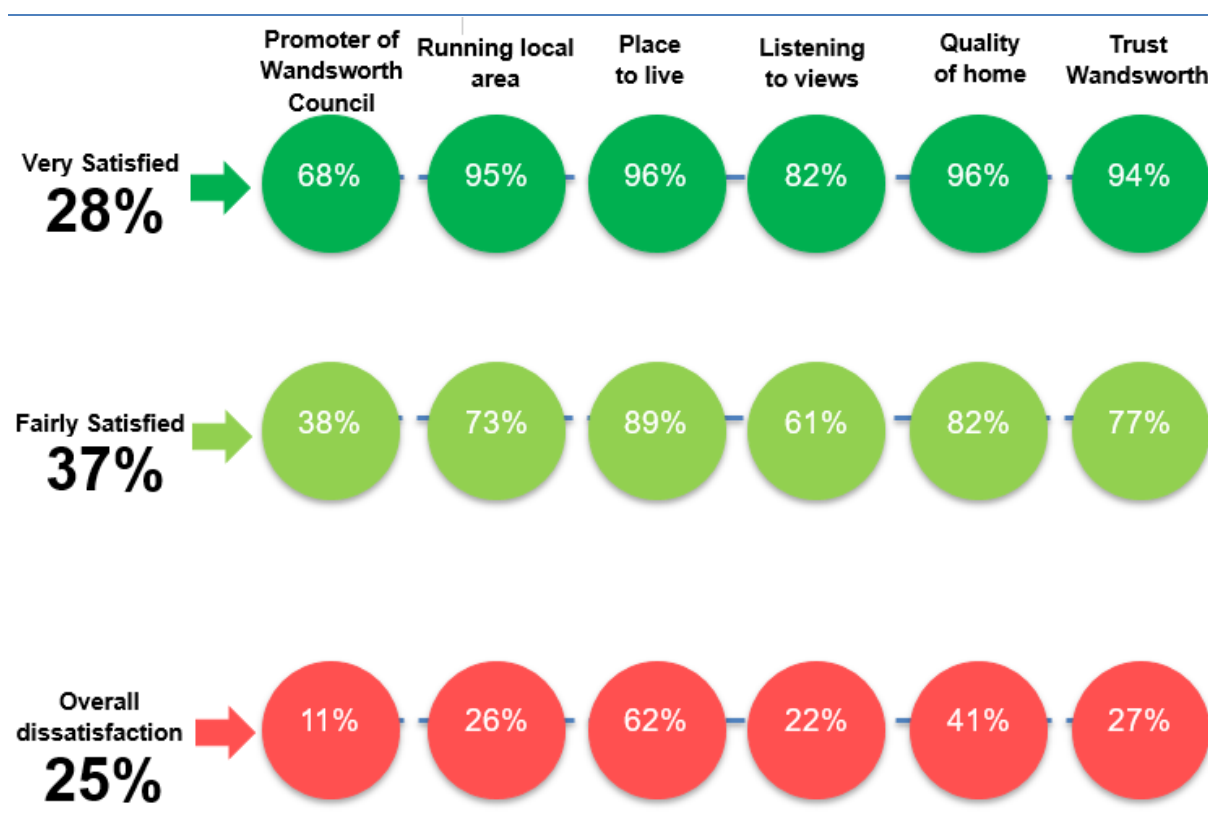
Figure 5: Perceptions of the services provided by Wandsworth Council against other key measures



4.1.5 Perceptions of the overall services provided segmentation

To further understand the importance of the actual level of satisfaction, we have broken down the data by those very satisfied and fairly satisfied with the overall services provided. Of the 28% of tenants who are very satisfied with the services provided by Wandsworth Council, 95% of this group are satisfied with how the Council runs the local area. Of the 37% who are fairly satisfied with the services provided, 73% are satisfied with how the Council runs the local area. This indicates that tenants badged as 'fairly satisfied' with the overall service may have reservations about some aspects of the service provided.

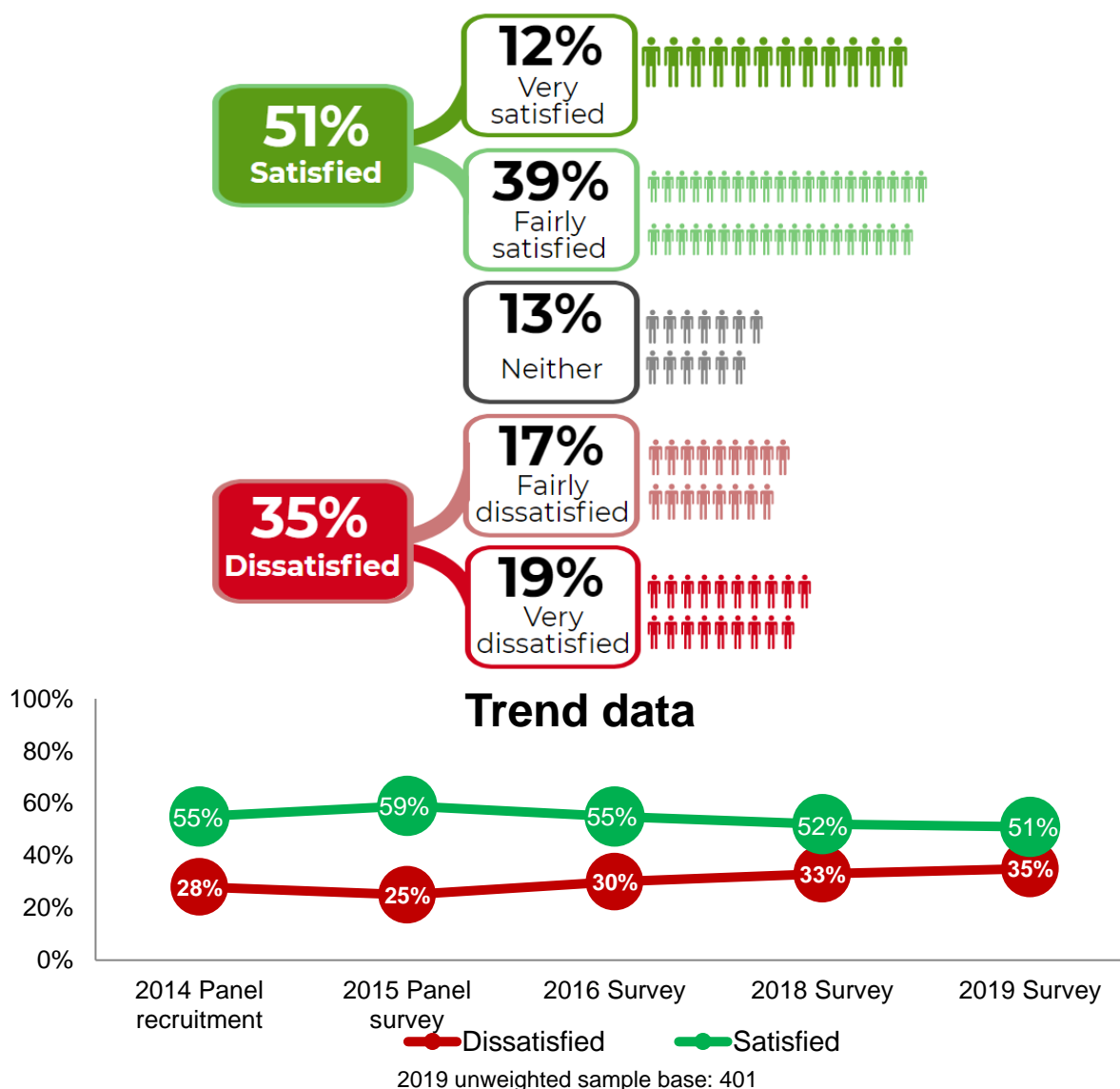
Figure 6: Segmentation of those satisfied and dissatisfied with the services provided against key measures



4.2 Overall satisfaction – Leaseholders

In regards to leaseholders, around half (51%) expressed satisfaction towards the services provided by Wandsworth Council as their landlord, with 12% very satisfied. Just over a third (35%) of leaseholders are dissatisfied with the services provided, with a fifth (19%) very dissatisfied. Levels of satisfaction have remained stable since the previous year's findings. In fact, satisfaction has remained relatively stable since the 2014 Panel recruitment survey.

Figure 7: Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – Leaseholders (All responses)



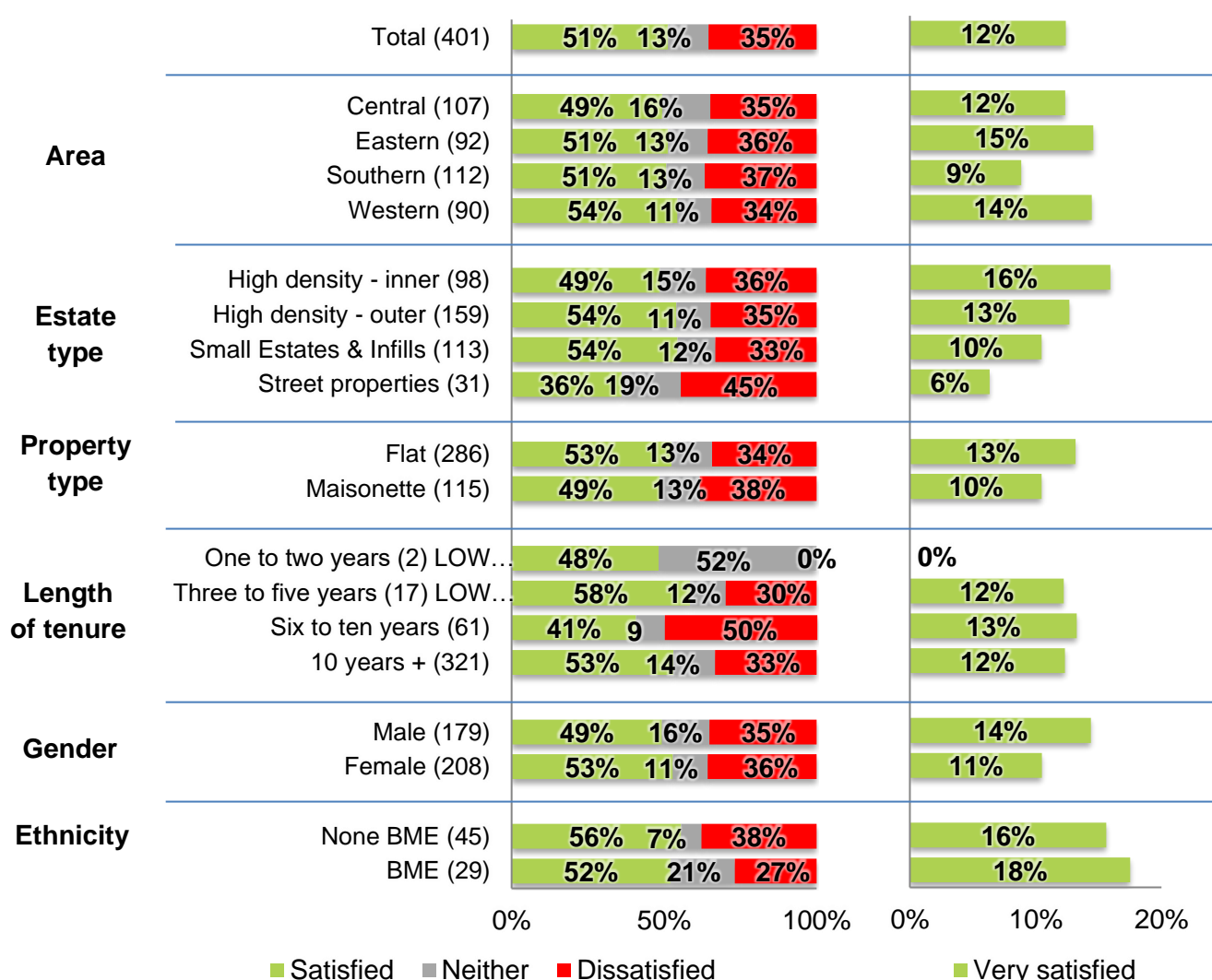
4.2.1 Perceptions of the services provided by subgroup

Due to a low sample base for leaseholders, sub group analysis is limited compared to the tenant's findings. All four areas display similar results in regards to perceptions of the overall services provided.

Those who have been with Wandsworth Council for six to ten years were significantly more likely to be dissatisfied with the services provided compared to those who have been with the Council for 10+ years (50% cf. 33%).

There was no other significant difference between the various subgroups.

Figure 8: Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – By subgroup

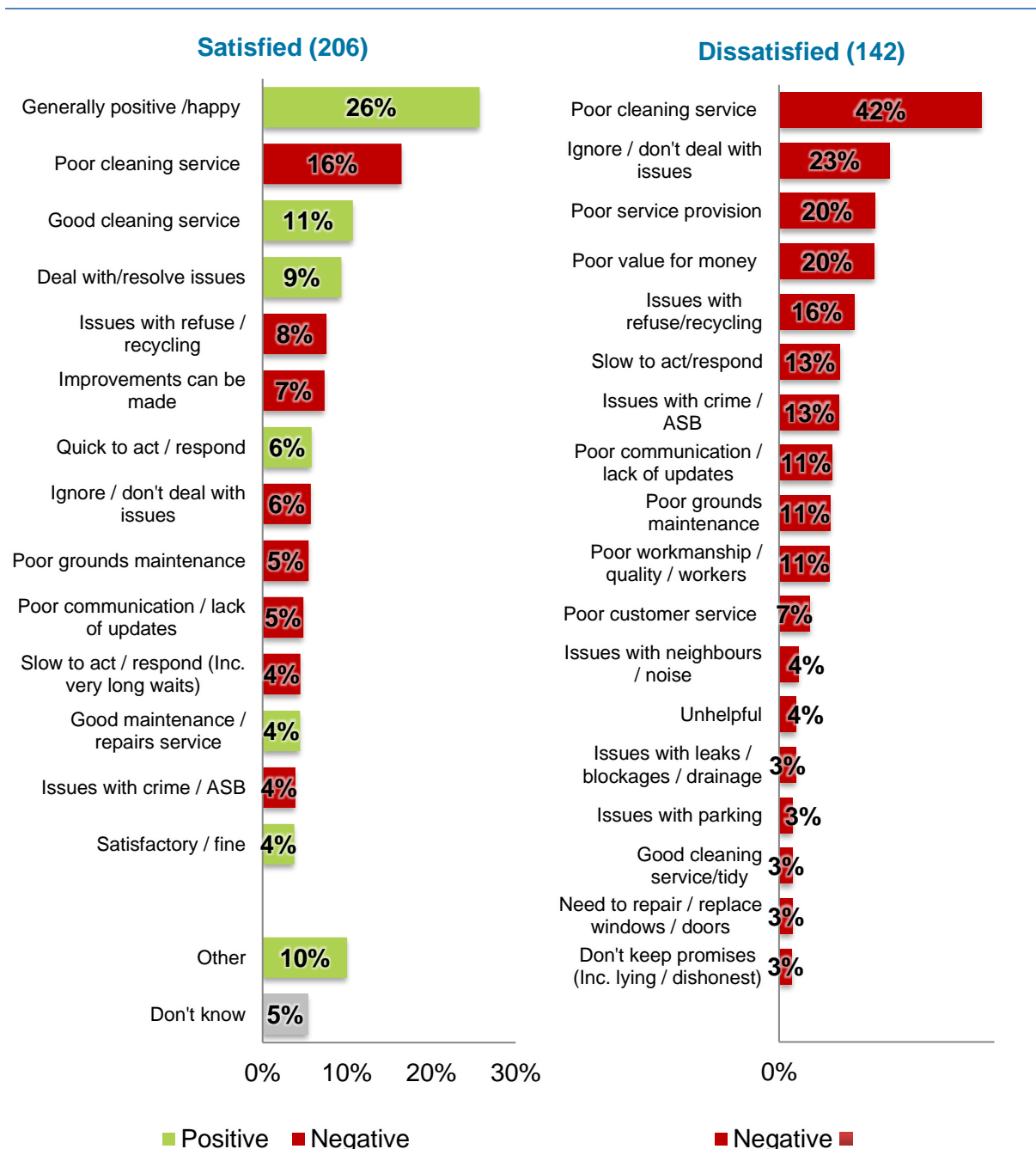


Unweighted base in parentheses

4.2.2 Reasons for perceptions of the services provided by Wandsworth Council

Similar to the tenant results, leaseholders who are satisfied with the services provided by Wandsworth Council as their landlord are most likely to cite general positivity/ happiness (26%). Despite being satisfied, 16% did still mention poor cleaning services. Of those dissatisfied, 42% said this was due to the poor cleaning services.

Figure 9: Q2 Why do you say that?

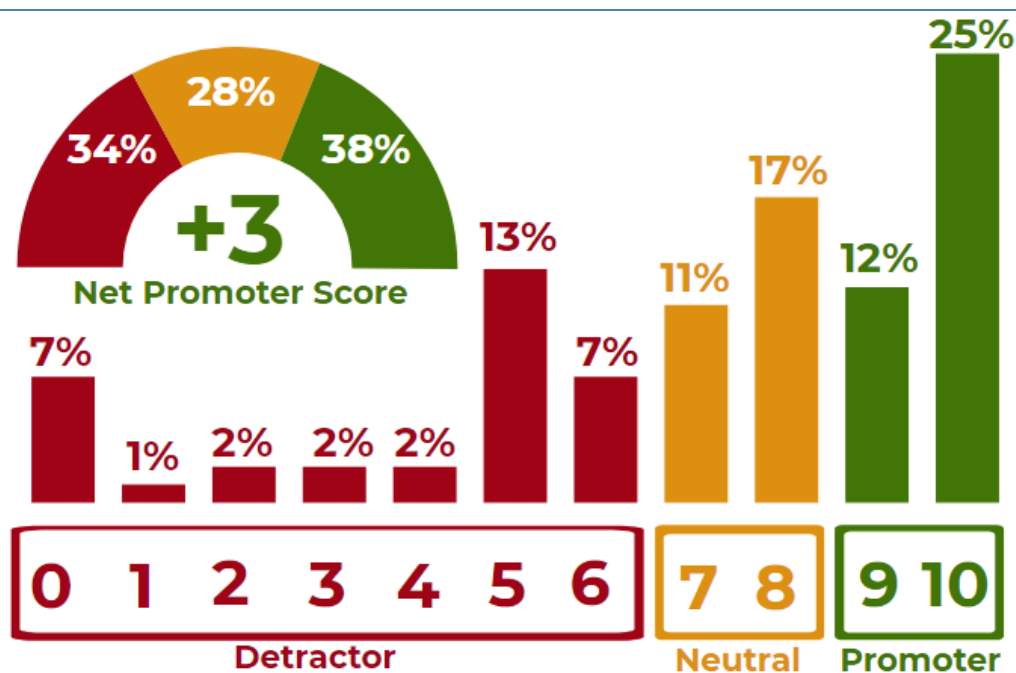


Unweighted sample base 206 / 142

4.3 Net Promoter Score - Tenants

Another key measure of overall perceptions is tenants' willingness or otherwise to recommend their housing provider. In the figure below, a net promoter score (NPS) is calculated from the proportion who give a score of 9 or 10 - 'promoters' who are very likely to recommend their landlord – minus those less likely ('detractors' who score 0-6). With 38% classified as promoters and 34% as detractors, this yields (with rounding) an NPS of +3. This is lower than the previous year's NPS score of +16, however this year's still yields a positive Net Promoter Score.

Figure 10: Q12. How likely would you be to recommend Wandsworth Council as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? - Tenants (All responses)

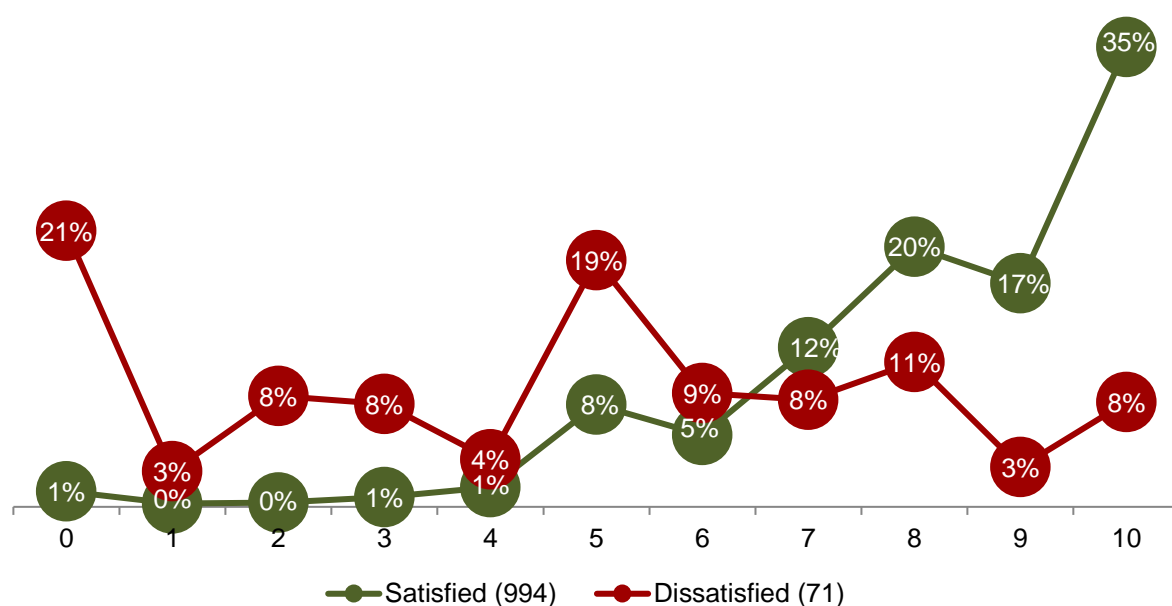


Unweighted sample base: 1001

4.3.1 Relationship with overall satisfaction with the services provided

The figure below shows the relationship between tenants' satisfaction with the service provided and their likeliness to recommend Wandsworth Council as a landlord to family or friends. 21% of tenants who are dissatisfied with the overall service provided said they would be not at all likely to recommend the council as a housing provider. For those who are satisfied with the overall service provided, 35% would be extremely likely to recommend the Council as a landlord to family and friends. This highlights the impact tenant satisfaction has on their likelihood to recommend Wandsworth Council as a landlord to others.

Figure 11: Relationship between likelihood of recommending Wandsworth Council to family and friends by satisfaction with the overall service provided

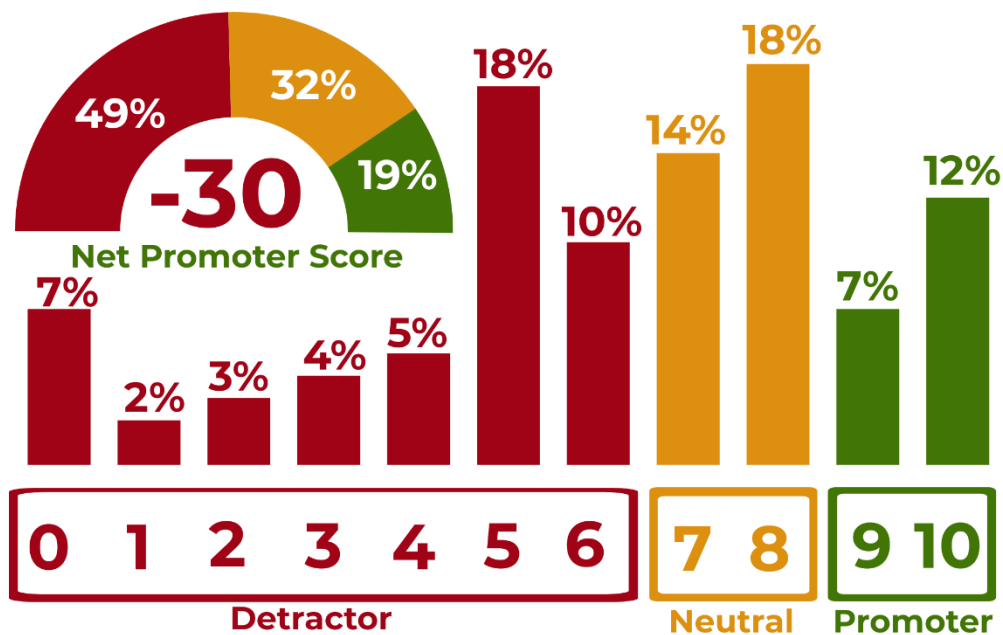


Unweighted sample bases in parenthesis

4.4 Net Promoter Score - Leaseholders

Among leaseholders the proportion who give the most positive response of extremely likely to recommend is notably lower at 12% compared to tenants. With 19% classified as promoters and 49% as detractors, this yields an NPS of -30. This is similar to the previous year's NPS score of -29 and is around the median of the BMG benchmark NPS of -29.

Figure 12: Q12. How likely would you be to recommend Wandsworth Council as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? - Leaseholders (All responses)



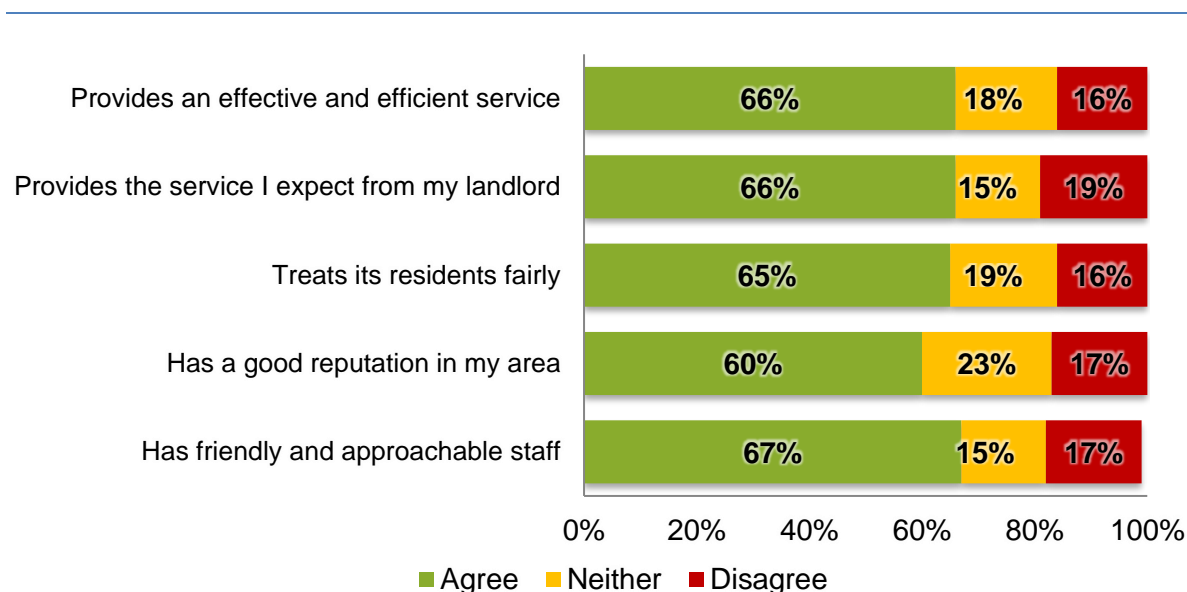
Unweighted sample base: 401

4.5 General perceptions of the services provided

4.5.1 Tenant perceptions

Tenant perceptions amongst all perceptions of the services are generally similar. Two thirds agree that the Council provides an effective and efficient service (66%), provides the expected service (66%), treats residents fairly (65%) and has friendly and approachable staff (67%). Levels of agreement are slightly lower in regards to the Council having a good reputation in the local area (60%). The lower levels of agreement is due to an increase in those who say neither, perhaps showing that tenants are unsure of what the Council's reputation in their local area is.

Table 5: Q13. To what extent do you agree or disagree that Wandsworth Council's Housing Management Service? - Summary (All responses)

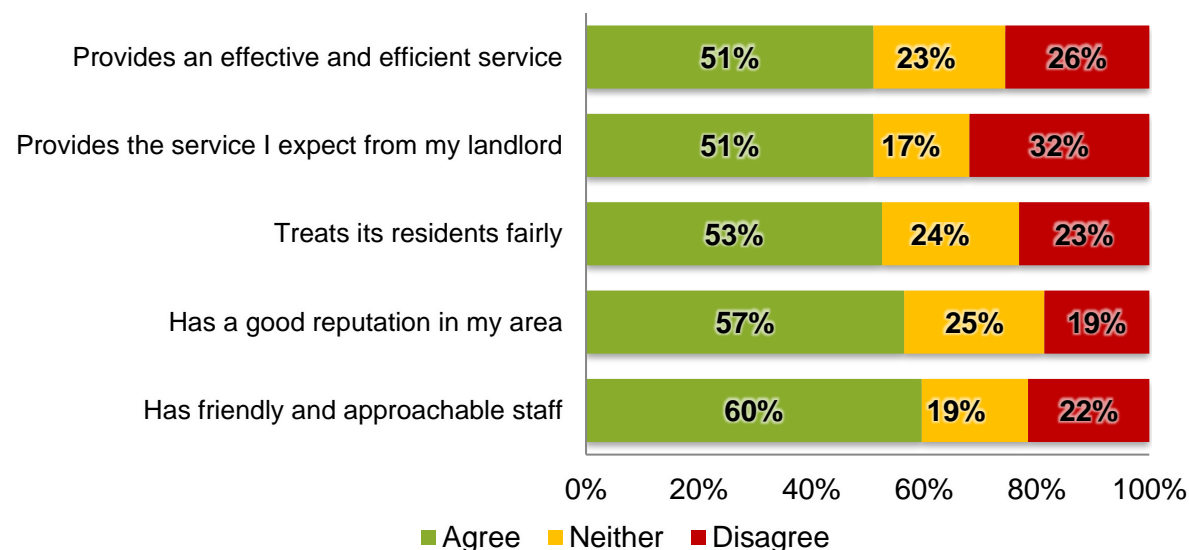


Unweighted sample base: 1001

4.5.2 Leaseholder perceptions

Leaseholder perceptions of the service provided by Wandsworth Council are slightly more varied compared to tenants. Around half of leaseholders agree that the Council provides an effective and efficient service (51%), provides the service expected (51%) and treats residents fairly (53%). There is a higher level of disagreement however in regards to providing the service expected (32%). Three fifths agree that the Council has friendly and approachable staff.

Table 6: Q13. To what extent do you agree or disagree that Wandsworth Council's Housing Management Service? - Summary (All responses)



Unweighted sample base: 1001

4.5.3 General perceptions by subgroup

By area, tenants in the Southern area are significantly less likely to agree the Council provides the service expected (60% cf. 66%) and has friendly and approachable staff (61% cf. 67%).

Tenants in the Central area are significantly more likely to agree that the Council has a good reputation in their area (67% cf. 60%).

By age group, tenants aged 45-54 are significantly less likely to agree with all the measures with the exception of the Council having a good reputation in their local area. 35-44 years olds are significantly more likely to agree that the Councils provides and effective and efficient service compared to the total average (72% cf. 66%).

There were no significant differences amongst leaseholders by subgroups.

Figure 13: Q13. To what extent do you agree or disagree that Wandsworth Council's Housing Management Service...? – By subgroup (All responses)

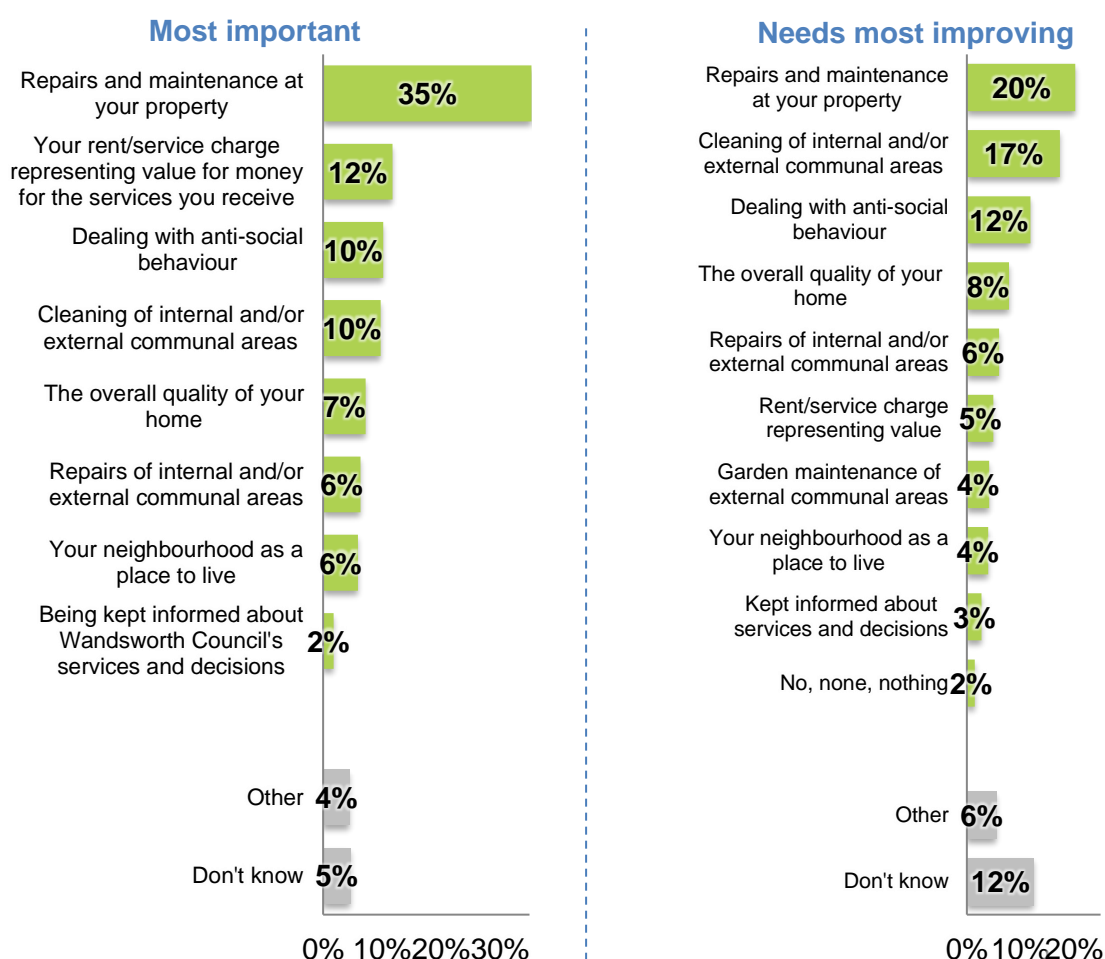
% Agree			Provides an effective and efficient service	Provides the service I expect from my landlord	Treats its residents fairly	Has a good reputation in my area	Has friendly and approachable staff
Tenants		Total	66%	66%	65%	60%	67%
	Area	Central	67%	66%	66%	67%	71%
		Eastern	68%	68%	68%	61%	71%
		Southern	61%	60%	61%	60%	61%
		Western	66%	69%	62%	54%	64%
	Age	16-24	82%	82%	89%	71%	100%
		25-34	65%	71%	77%	66%	70%
		35-44	72%	70%	64%	62%	71%
		45-54	60%	59%	58%	59%	60%
		55-64	64%	64%	69%	64%	73%
		65-74	71%	73%	64%	61%	64%
		75-84	60%	62%	61%	47%	61%
		85+	70%	67%	65%	60%	67%
	Gender	Male	64%	63%	60%	56%	64%
		Female	67%	68%	67%	63%	69%
Leaseholders		Total	51%	51%	53%	57%	60%
	Area	Central	54%	53%	54%	57%	58%
		Eastern	50%	47%	50%	52%	62%
		Southern	46%	50%	52%	61%	59%
		Western	54%	54%	54%	56%	60%
	Gender	Male	53%	55%	57%	57%	61%
		Female	50%	49%	50%	56%	58%

4.6 Service importance – Tenants

Tenants were asked what the most important aspect of the Housing Service was to them. By far the most important aspect amongst tenants was the repairs and maintenance service. This was considered even more important amongst those aged 45-54 (42%) and those in the Southern area (41%). In regards to dealing with anti-social behaviour, this is significantly more important amongst tenants in the Southern area (16%), but significantly less so in the Central (6%) and Western (6%) areas.

Tenants were also asked what aspect of their services they felt needed most improving. The repairs and maintenance service were considered the aspect which needs improving the most. The cleaning of both internal and external communal areas (17%) and dealing with ASB (12%) were also commonly cited as the biggest area for improvement.

Figure 14: Q10. Of the following, which is the most important aspect of the Housing Service to you? Q11. And which do you think is most in need of improving? – Tenants (All responses)



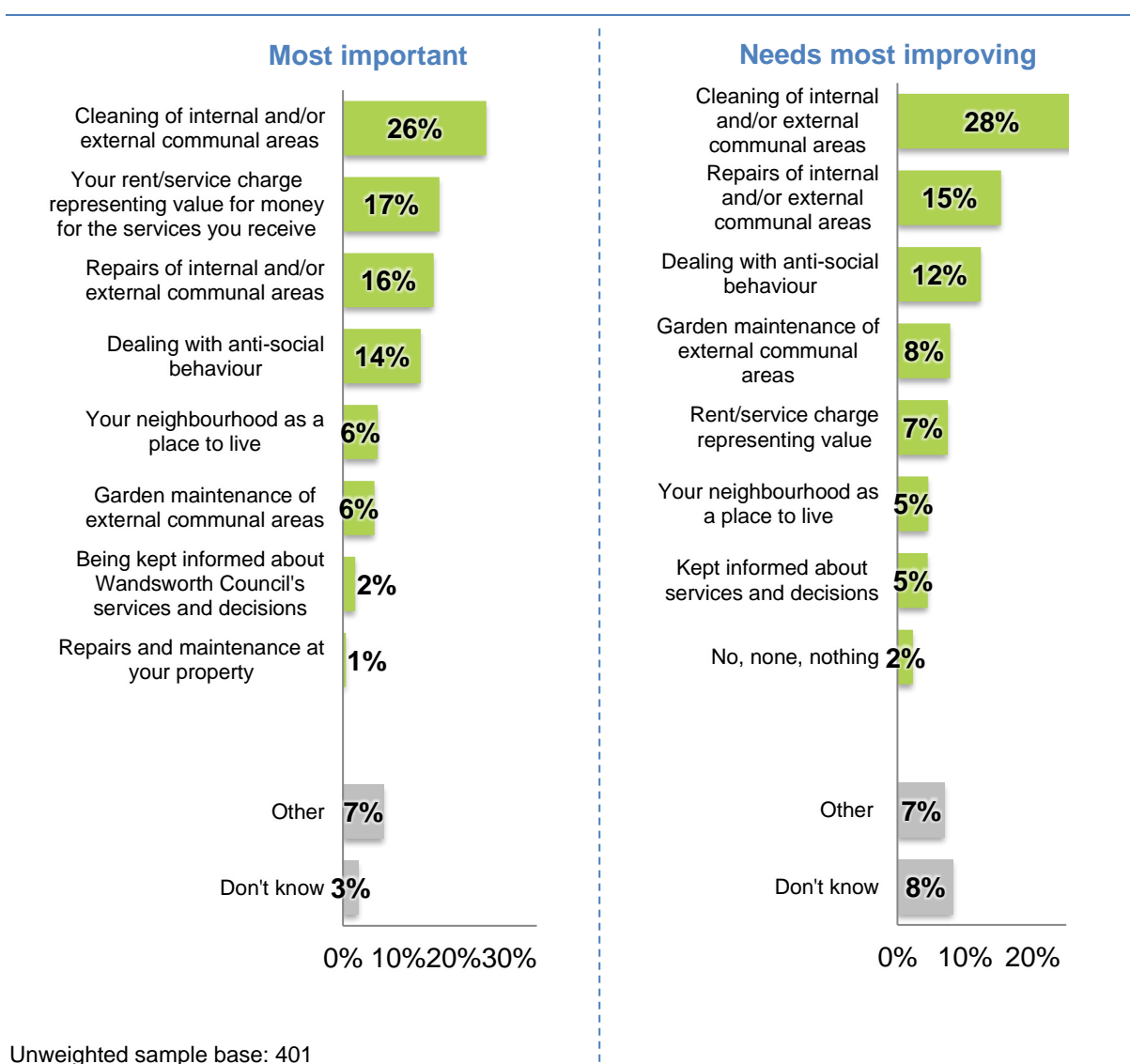
Unweighted sample base: 1001

4.7 Service importance – Leaseholders

For leaseholders, the most important aspect of the Housing service was the cleaning of internal and external communal areas. This may not be surprising given the prominence of this issue amongst dissatisfied leaseholders discussed earlier in this section. The rent and service charges representing value for money (17%), the repairs of internal and external communal areas (16%) and dealing with ASB (14%) were other areas deemed the most important service aspect amongst leaseholders.

As may be expected, when asked what area of the Housing services needed most improving, the cleaning services came out on top (28%). The repairs of internal and external communal areas were the second most mentioned aspect (15%) followed by dealing with ASB (12%).

Figure 15: Q10. Of the following, which is the most important aspect of the Housing Service to you? Q11. And which do you think is most in need of improving? – Leaseholders (All responses)

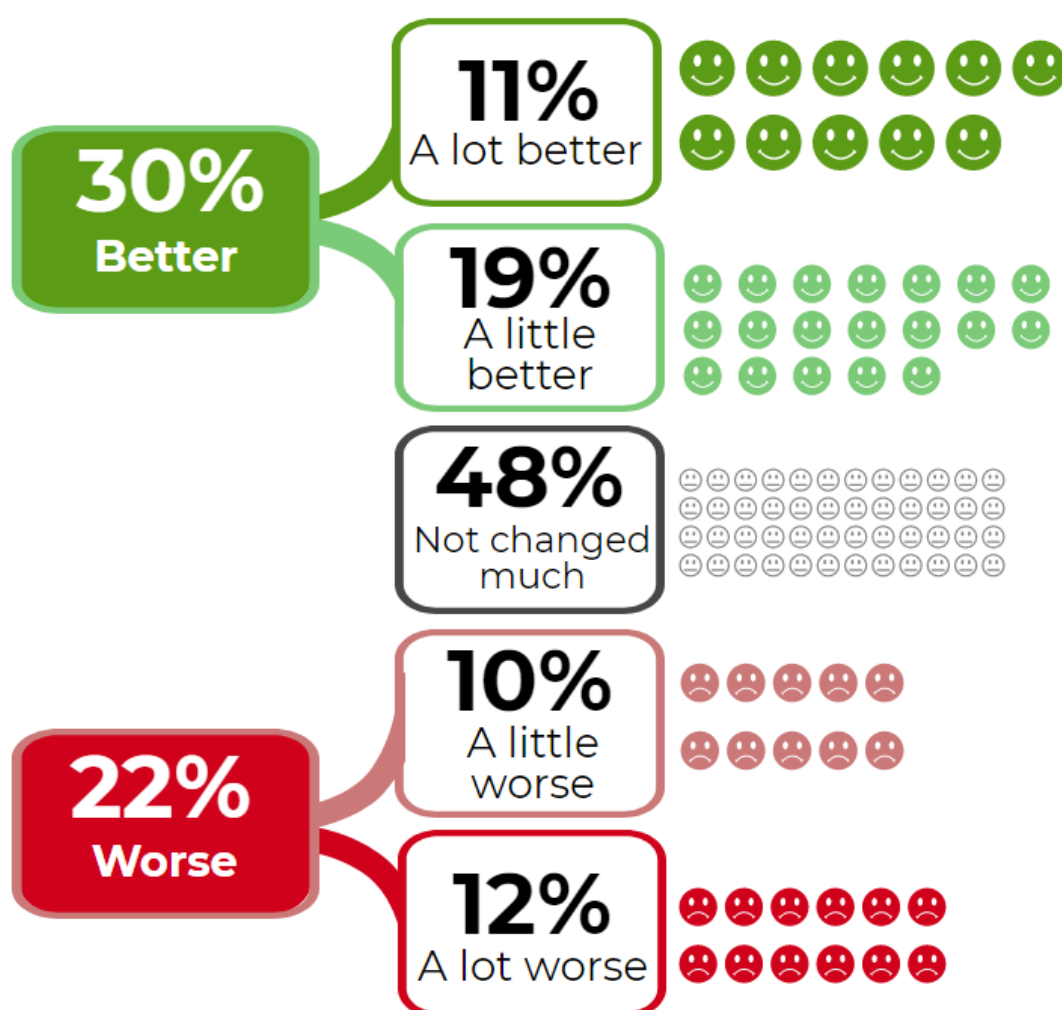


5 Quality of service

5.1 Change in quality of service provided by landlord - tenants

Tenants were asked how much they feel the quality of service provided by their landlord has improved over the past two years. Of the responses available, tenants are most likely to feel that the quality of service has not changed much (48%). Encouragingly, there are more respondents who feel that the quality of service has improved than who feel it has got worse (30% cf. 22%).

Figure 16: Q3. How much, if at all, do you think the quality of services provided by your landlord have changed over the last 2 years? - Tenants (Valid responses excluding don't know)



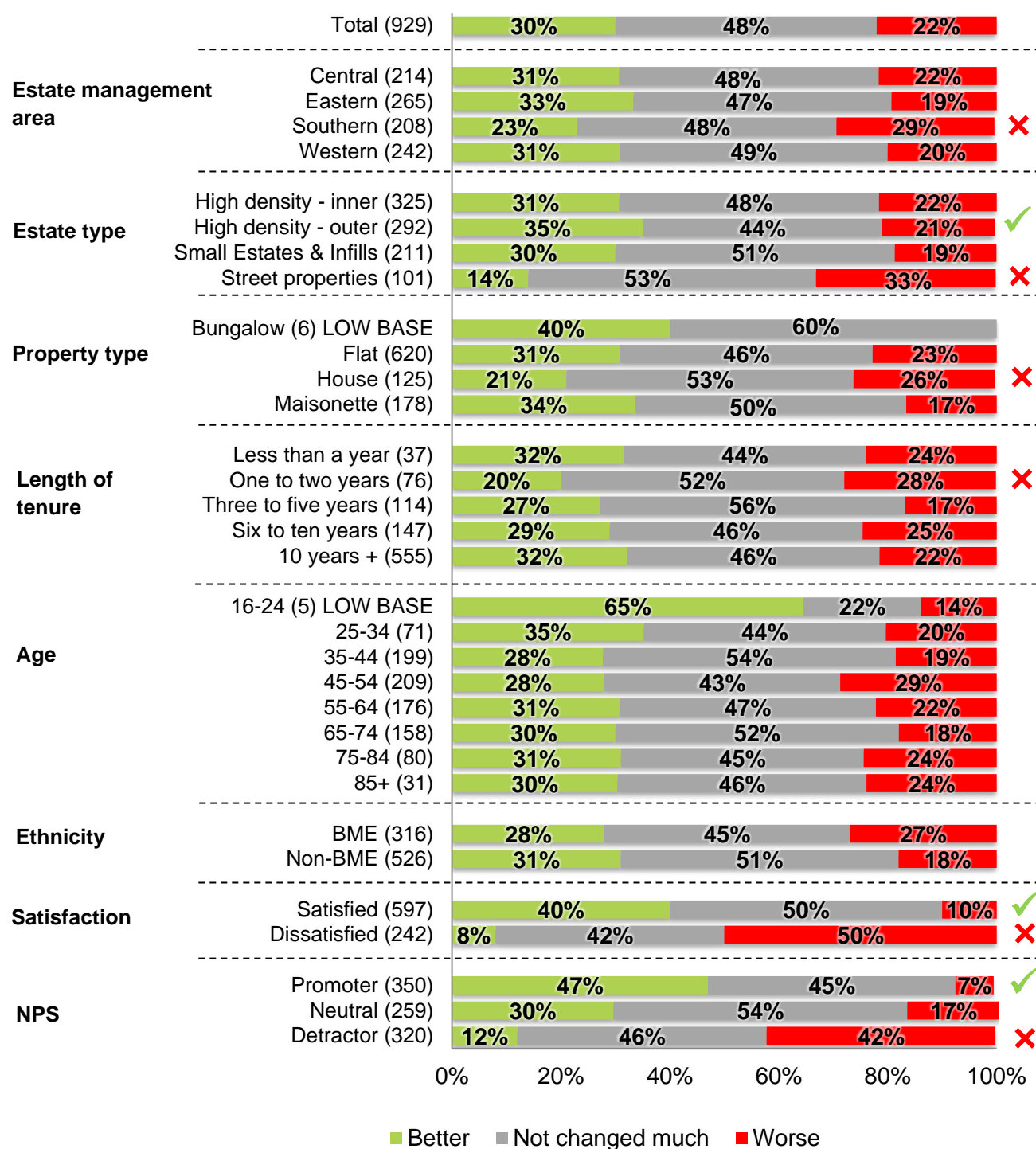
Unweighted sample base: 929

5.1.1 Change in quality of service provided by landlord – Subgroup analysis - tenants

There are some significant differences in these findings according to key subgroups:

- Those in the Southern **Estate Management Area** are significantly less likely than total average to feel that service has got better (23% cf. 30%), and significantly more likely to feel that it has got worse (28% cf. 22%).
- Those in **high density outer estates** are significantly more likely to believe that service has got better (35% cf. 30%). Conversely, those in **street properties** are significantly less likely to agree that service has got better (14% cf. 30%), and more likely to believe that it has got worse (33% cf. 22%).
- Those in **houses** are significantly more less likely than total average to agree that service has got better (21% cf. 30%).
- Those who have lived in their property for **between one and two years** are significantly less likely to agree that the service from their landlord has improved over the past two years (20% cf. 30%).
- By **age**, those in the 45-54 bracket are significantly more likely than total average to feel that the quality of service provided has got worse (29% cf. 22%).
- **BME** tenants are significantly more likely than non-BME tenants to feel that service has got worse (27% cf. 18%).
- 40% of those **satisfied with overall service** think that the quality of service provided by their landlord has improved, compared to just 8% of those dissatisfied. 50% of those dissatisfied with overall service feel that the service provided by their landlord has got worse.
- 47% of **Promoters** feel that service has got better, compared to just 12% of **Detractors**.

Figure 17: Q3. How much, if at all, do you think the quality of services provided by your landlord have changed over the last 2 years? – By subgroup

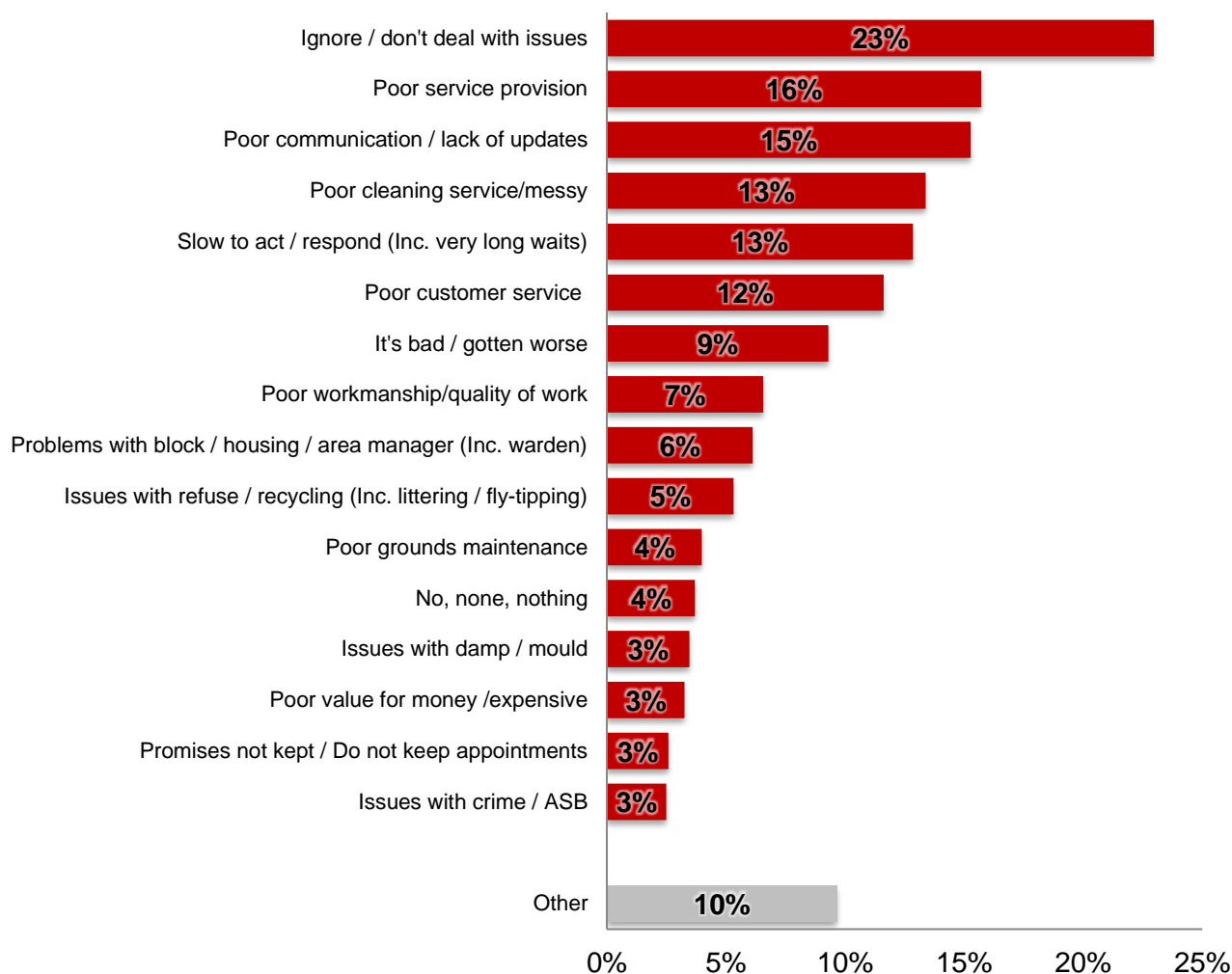


Unweighted base in parentheses

5.1.2 Reasons for feeling service has got worse - tenants

Once again, respondents were asked to give a reason for their answer as an open-ended comment, and this reason was then coded. The reasons for feeling that service has got worse are shown below, with responses of less than 3% excluded. The most common response given is that the landlord ignores or doesn't deal with issues. This is followed by poor service provision (16%) and poor communication (15%).

Figure 18: Q4. Why do you say that? – Where say have got worse (Valid responses)

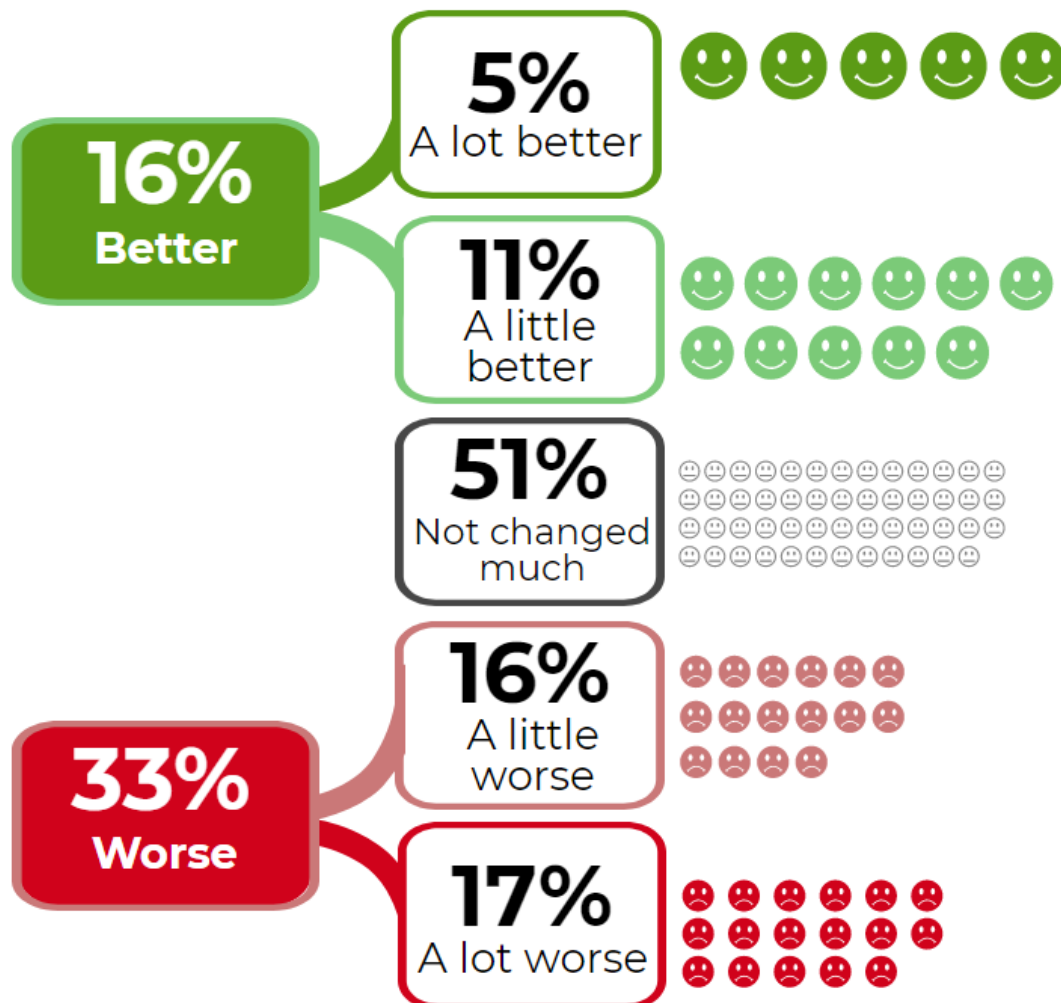


Unweighted sample base: 218

5.2 Change in quality of service provided by landlord - leaseholders

Leaseholders are significantly less likely than tenants to feel that the service provided by their landlord has got better in the past two years (16% cf. 30%), with just 5% stating that service has got a lot better. A third of leaseholders (33%) feel that the service provided by their landlord has got worse, while around half (51%) believe that it has not changed.

Figure 19: Q3. How much, if at all, do you think the quality of services provided by your landlord have changed over the last 2 years? - Leaseholders (Valid responses)

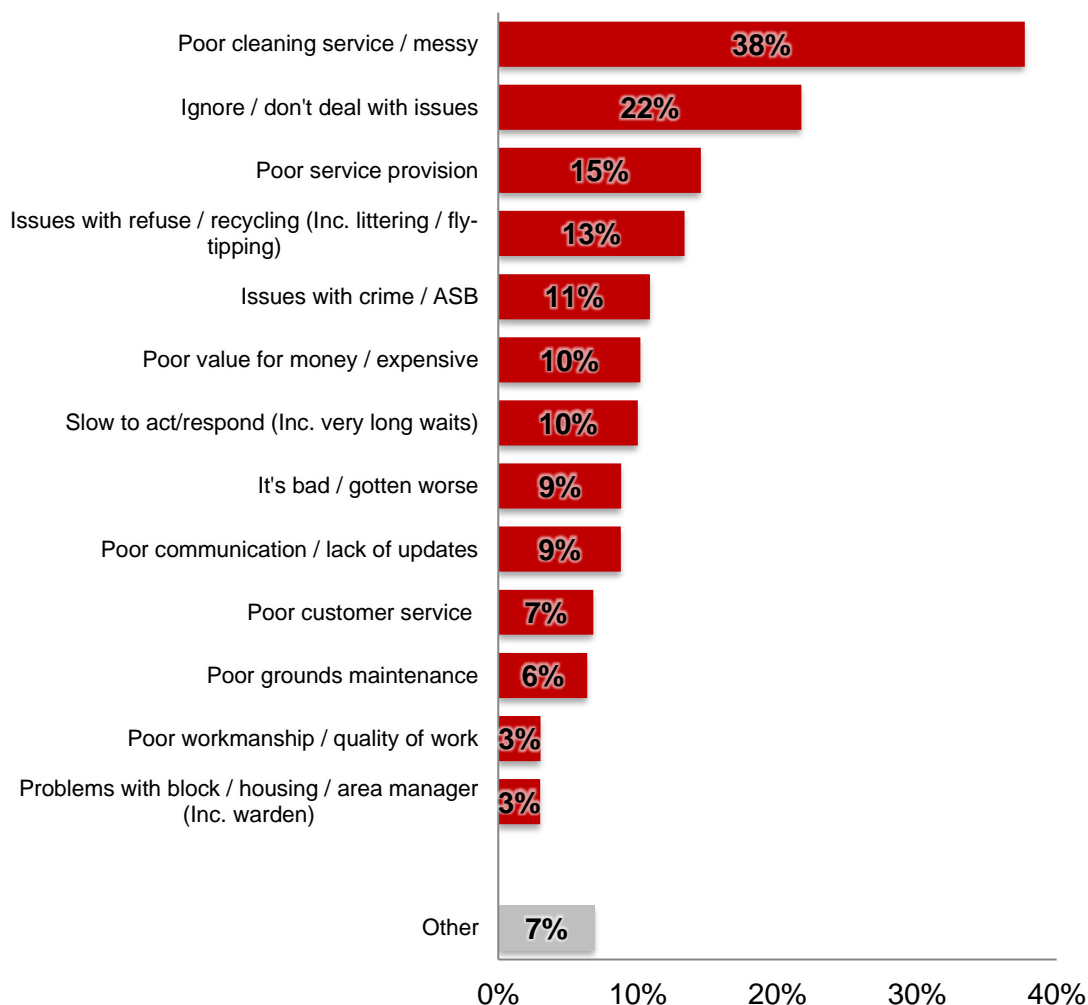


Unweighted sample base: 388

5.2.1 Reasons for feeling service has got worse - leaseholders

Much the most common reason for feeling that service has got worse among leaseholders is poor cleaning service (38%), followed by feeling ignored/ that the landlord doesn't deal with issues (22%).

Figure 20: Q4. Why do you say that? – Where say have got worse (Valid responses)



Unweighted sample base: 128

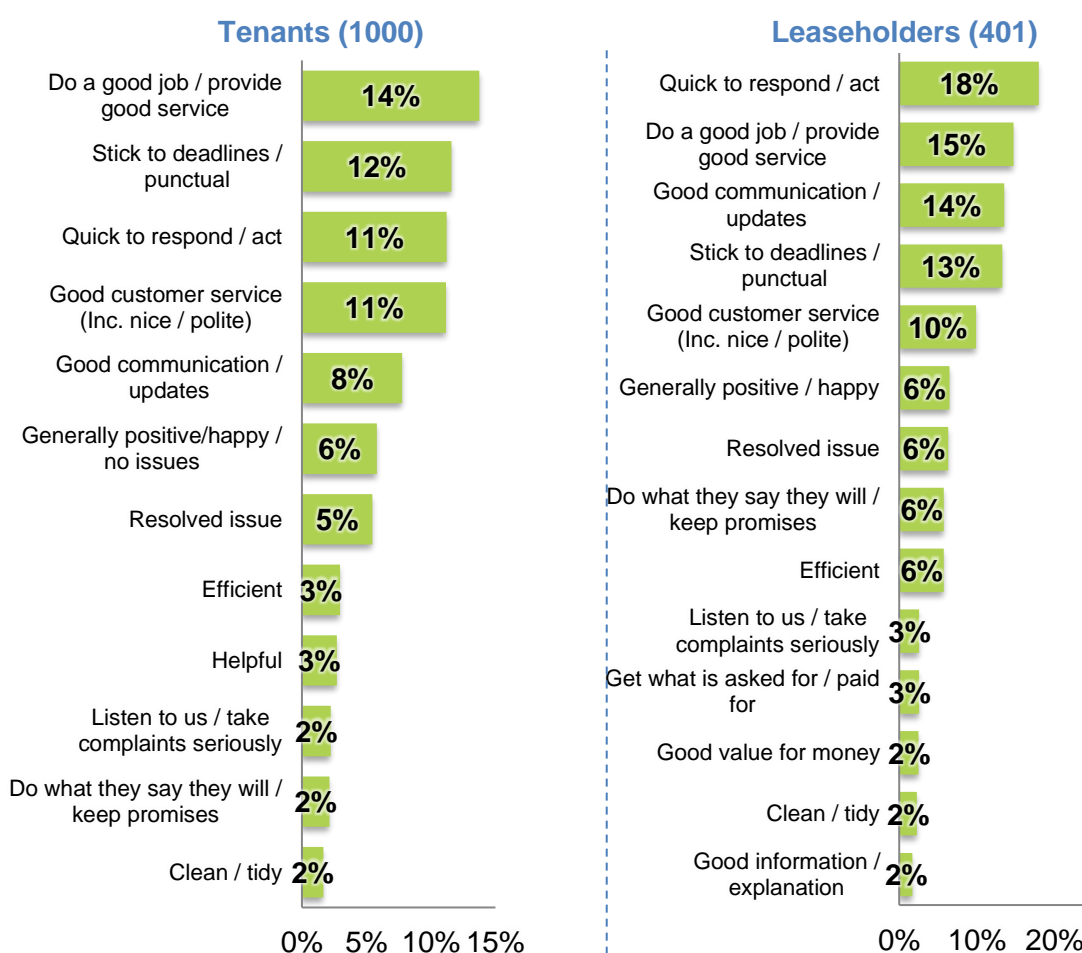
5.3

5.4 Quality customer service

Respondents were asked to think about a good quality service they received from a different organisation and what made it good. Amongst tenants, generally doing a good job/ providing a good service was the reason they were happy. Timing issues such as sticking to deadlines (12%) and being quick to respond/ act (11%) were also considered reasons for why they received a good service.

For leaseholders, being quick to respond/ act was the most common reason cited for why their last service was good. As well as generally providing a good service (15%), good communication (14%) and sticking to deadlines (13%) were also considered big factors in why a service was good amongst leaseholders when thinking back to a previously good service they received.

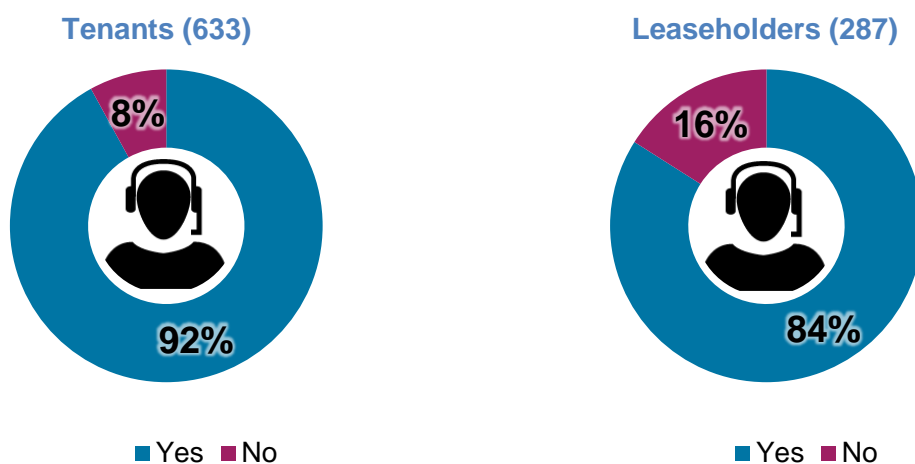
Figure 21: Q7. Thinking about the last time you received a quality service, what made this service good? This could be from any organisation such as Amazon or Royal Mail (All responses)



Unweighted base in parentheses

Over nine in ten (92%) tenants said that they level of service they received from their previous positive experience with another organisation is the same level they expect from Wandsworth Councils Housing Service. Leaseholders are less likely than tenants to feel the Councils Housing Service should be at the same level as the previous good service they received elsewhere, however the majority still expect the Council to deliver the same high level of service.

Figure 22: Q8. Would you expect this same level of good service from Wandsworth Council's Housing Service? (Valid responses)

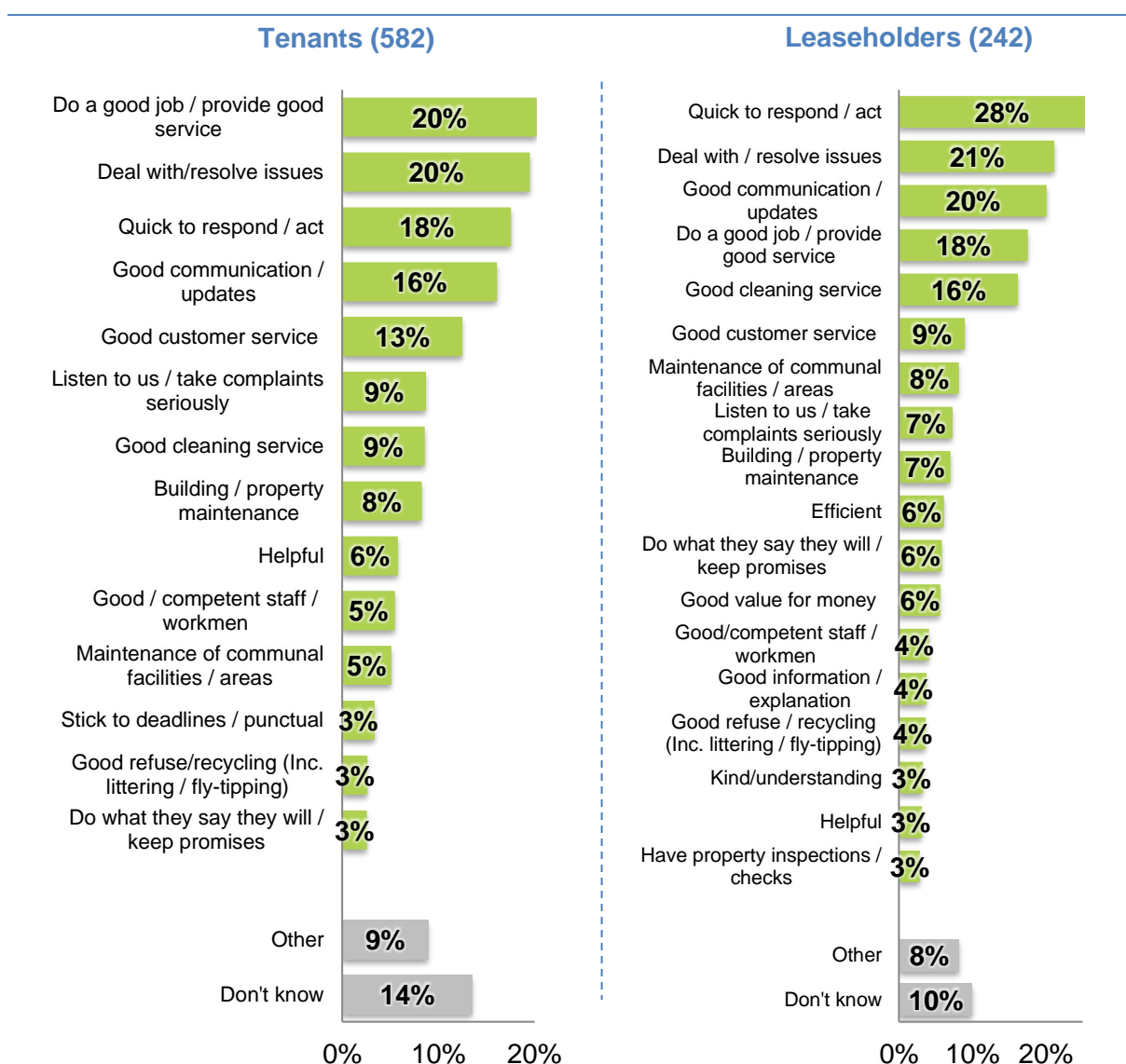


Unweighted sample base: 633 / 287

When asked to describe what a good service from the Council would look like, results were similar to the experiences respondents said they have had with other organisations. For tenants, just doing a good job (20%) and dealing with and resolving issues (20%) were the most common ways to describe what a good service from the Council should look like. Other comments included being quick to respond/ act (18%), having good communication (16%) and general good customer service (13%).

For leaseholders, being quick to respond to things was the most commonly cited way to describe what a good service from Wandsworth Council should look like (28%). Dealing with and resolving issues (21%), good communication (20%) and doing a good job (18%) were also commonly used by leaseholders to describe their perceptions of a good service. Again, mention of the cleaning service (16%) appears amongst leaseholders when discussing the services provided by the Council.

Figure 23: Q9. Can you describe what good service from Wandsworth Council's Housing Service looks like? (Valid responses)



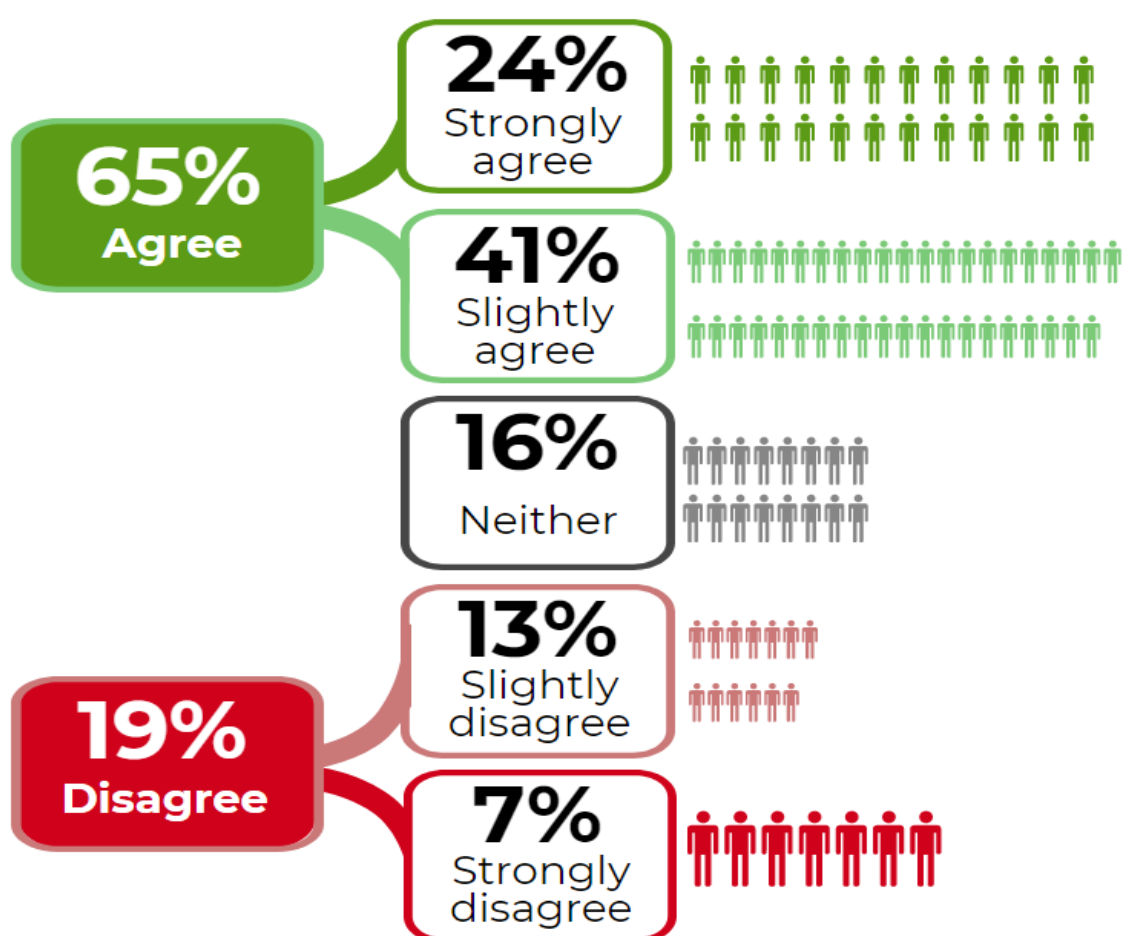
Unweighted sample base: 582 / 242

6 Trust

6.1 Trust - tenants

Respondents were asked about the extent to which they trust Wandsworth Council's Housing Department to deliver a good service. Overall, just under two-thirds (65%) of tenants agree that they trust Wandsworth Council's Housing Department to deliver a good service, while 19% disagree. Just under a quarter (24%) strongly agree with this statement.

Figure 24: Q14. To what extent do you agree or disagree with the following statement: I trust Wandsworth Council's Housing Department to deliver a good service? – Tenants (All responses)



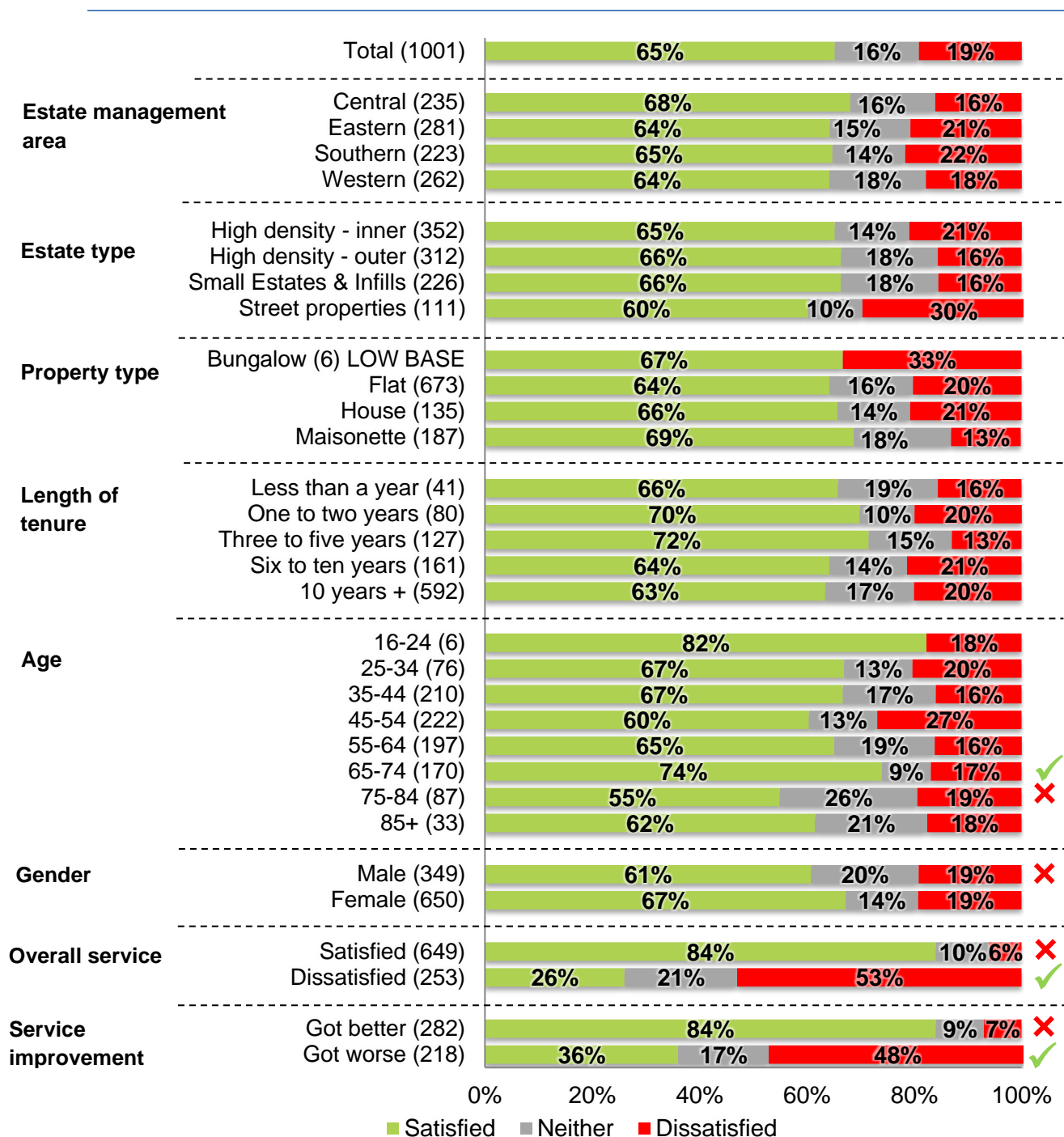
Unweighted sample base: 1001

6.1.1 Trust with Wandsworth Council by subgroup

There are some significant differences in these findings according to key subgroups:

- By **ward**, those in Earlsfield (48%) and Latchmere (56%) are significantly less likely than total average to agree that they trust Wandsworth Council's Housing Department to deliver a good service.
- Tenants in the 65-74 **age group** are significantly more likely than total average to agree that they trust Wandsworth Council's Housing Department to deliver a good service (74% cf. 65%), while those in the 75-84 age group are significantly less (55% cf. 65%). **Female** tenants are significantly more likely to agree with this statement than **males** (67% cf. 61%).
- Unsurprisingly, those who are **satisfied with overall service** are significantly more likely to agree with this statement than those who are dissatisfied (84% cf. 26%), as are those who feel that **service has improved** (84%, cf. 36% of those who feel that service has got worse).
- Those in **street properties** are significantly more likely to disagree that they trust Wandsworth Council's Housing Department to deliver a good service when compared to the total average (30% cf. 19%).

Figure 25: Q14. To what extent do you agree or disagree with the following statement: I trust Wandsworth Council's Housing Department to deliver a good service? – By subgroup

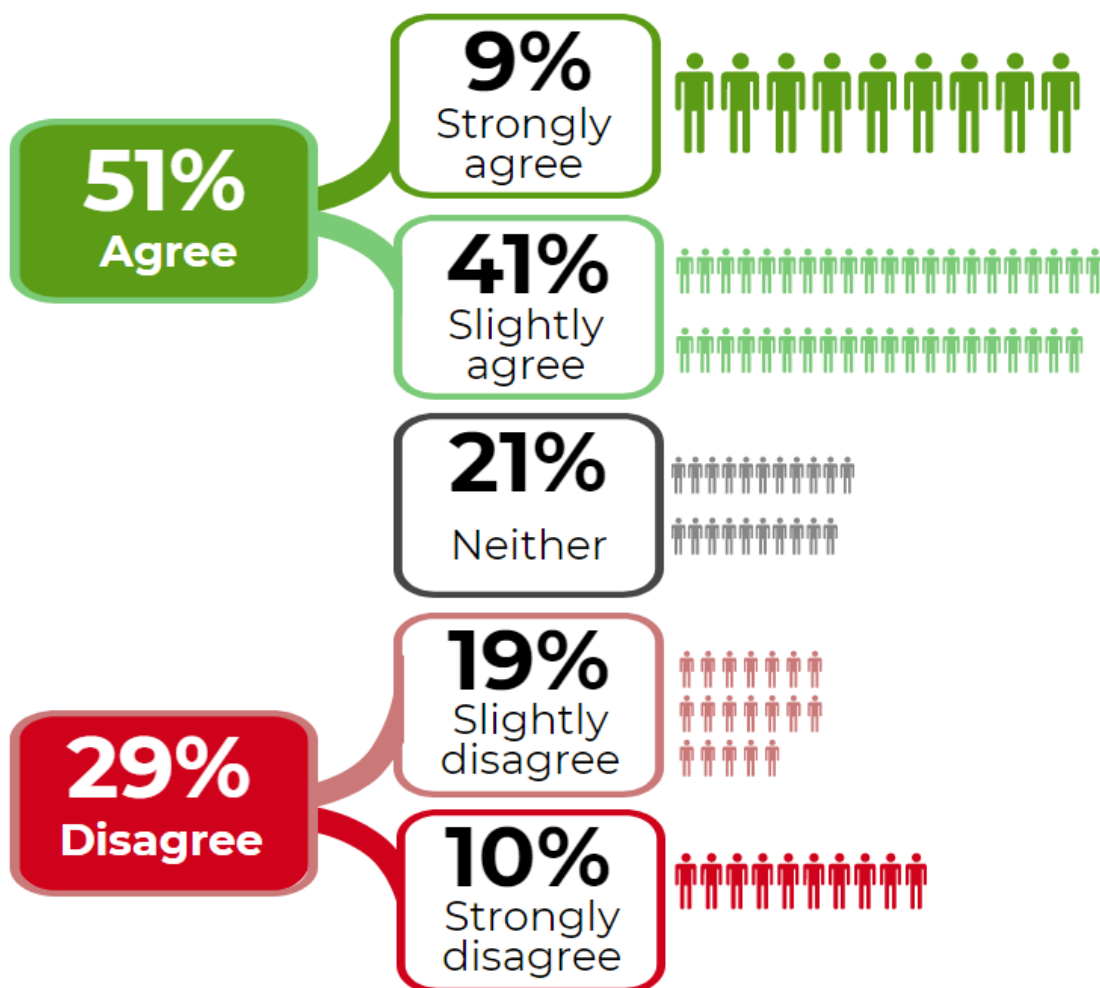


Unweighted base in parentheses

6.2 Trust – leaseholders

Trust in Wandsworth Council's Housing Department to deliver a good service is significantly lower amongst leaseholders, at just 51%. Just 9% of leaseholders strongly agree with this statement, while almost three in ten (29%) disagree that they trust Wandsworth Council's Housing Department to deliver a good service.

Figure 26: Q14. To what extent do you agree or disagree with the following statement: I trust Wandsworth Council's Housing Department to deliver a good service? – Leaseholders (All responses)



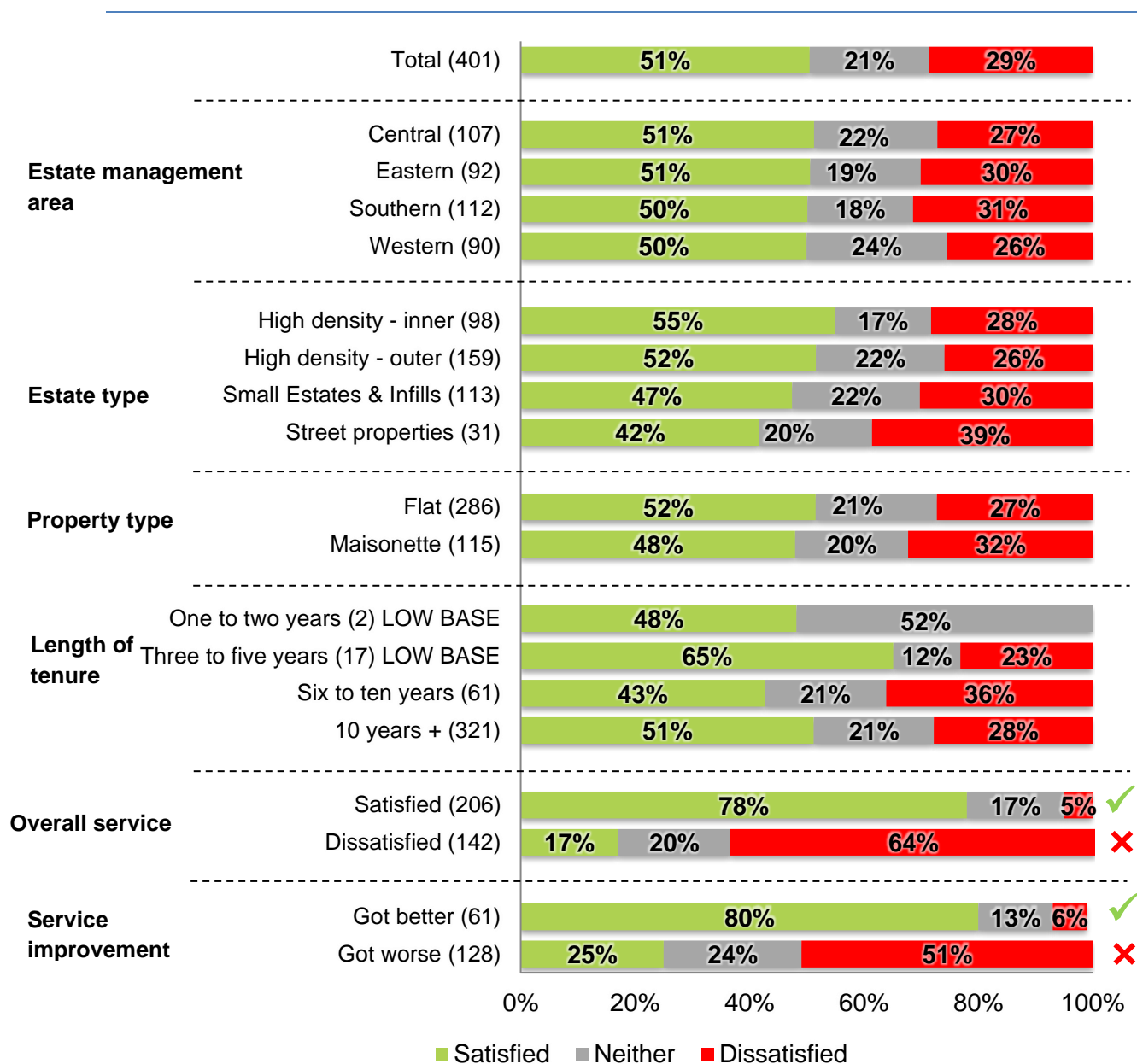
Unweighted sample base: 401

6.2.1 Trust with Wandsworth Council by subgroup

There are no statistically significant differences in agreement with this statement according to key subgroups.

As with the tenant findings, those who are satisfied with overall service are significantly more likely to agree with this statement than those who are dissatisfied (78% cf. 17%). 80% of those who believe that quality of service has improved also agree with this statement, cf. 25% of those who disagree.

Figure 27: Q14. To what extent do you agree or disagree with the following statement: I trust Wandsworth Council's Housing Department to deliver a good service? – By subgroup



Unweighted base in parentheses

6.3 Trust – comparison to other service providers

Respondents were also asked to compare how much they would trust Wandsworth Council's Housing Department to deliver a good service in comparison to their gas/electricity suppliers, water suppliers and communications companies such as BT or mobile providers. Encouragingly, a minority of participants stated that they would trust Wandsworth Council less than any of the options provided, although this proportion was higher among leaseholders than among tenants. Amongst both tenants and leaseholders, respondents were most likely to state that they would trust Wandsworth Council about the same amount as they would trust the other service providers.

Table 7: Q15. Would you say you trust Wandsworth Council's Housing Department to deliver a good service more or less than...?

	Tenants				Leaseholders		
	More	About the same	Less		More	About the same	Less
<i>Your gas / electricity suppliers?</i>	32%	50%	18%		22%	49%	29%
<i>Water supplier?</i>	26%	59%	15%		20%	55%	25%
<i>Communications companies such as BT or your mobile phone supplier?</i>	33%	48%	20%		28%	47%	25%

6.4 Trust – How could this be improved?

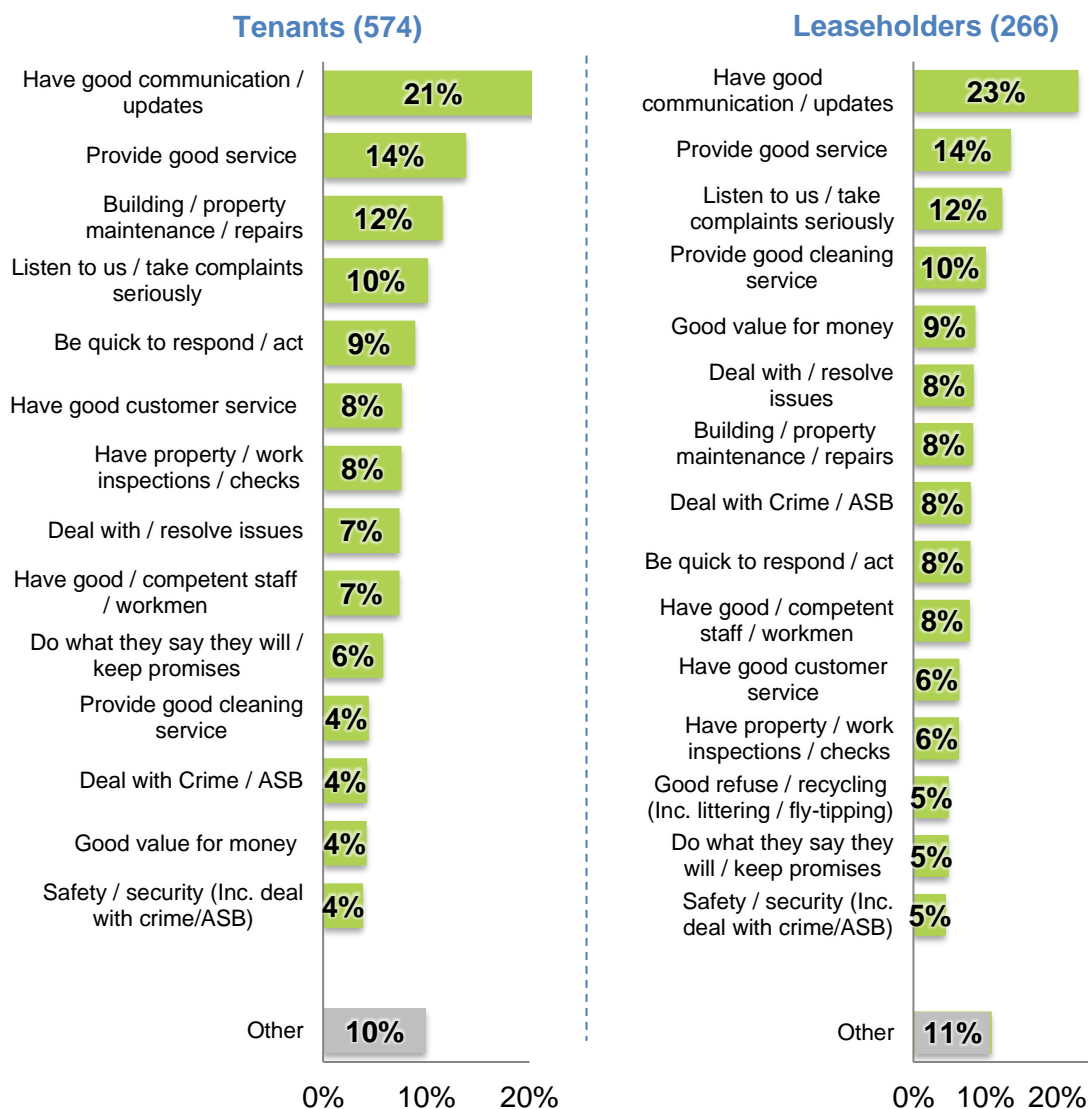
Respondents were then asked what could be done to improve their trust in Wandsworth Council's Housing Service. Their answers are shown in the charts overleaf, with options coded by less than 4% of respondents excluded.

By far the most common response amongst both tenants and leaseholders was to have good updates and communications – 21% and 23% respectively. This was followed by providing a good service, which was coded by 14% of both tenants and leaseholders. For tenants, the third most-coded option was building/property maintenance/ repairs (12%), while for leaseholders, it was being listened to and having complaints taken seriously (12%).

When considering these findings in relation to satisfaction with overall service:

- **Tenants** who are dissatisfied are significantly more likely to mention customer service (12% cf. 8%), listening and taking complaints seriously (16% cf. 10%), dealing with and resolving issues (12% cf. 7%) and keeping promises (9% cf. 6%) when compared to the total average.
- Amongst **leaseholders**, those dissatisfied with overall service are more likely to reference providing a good cleaning service (15% cf. 10%), dealing with and resolving issues (14% cf. 8%), property/work inspections and checks (10% cf. 6%) and taking responsibility (6% cf. 3%).

Figure 28: Q16. What could Wandsworth Council's Housing Service do to improve your trust in how it provides its services? (Valid responses)



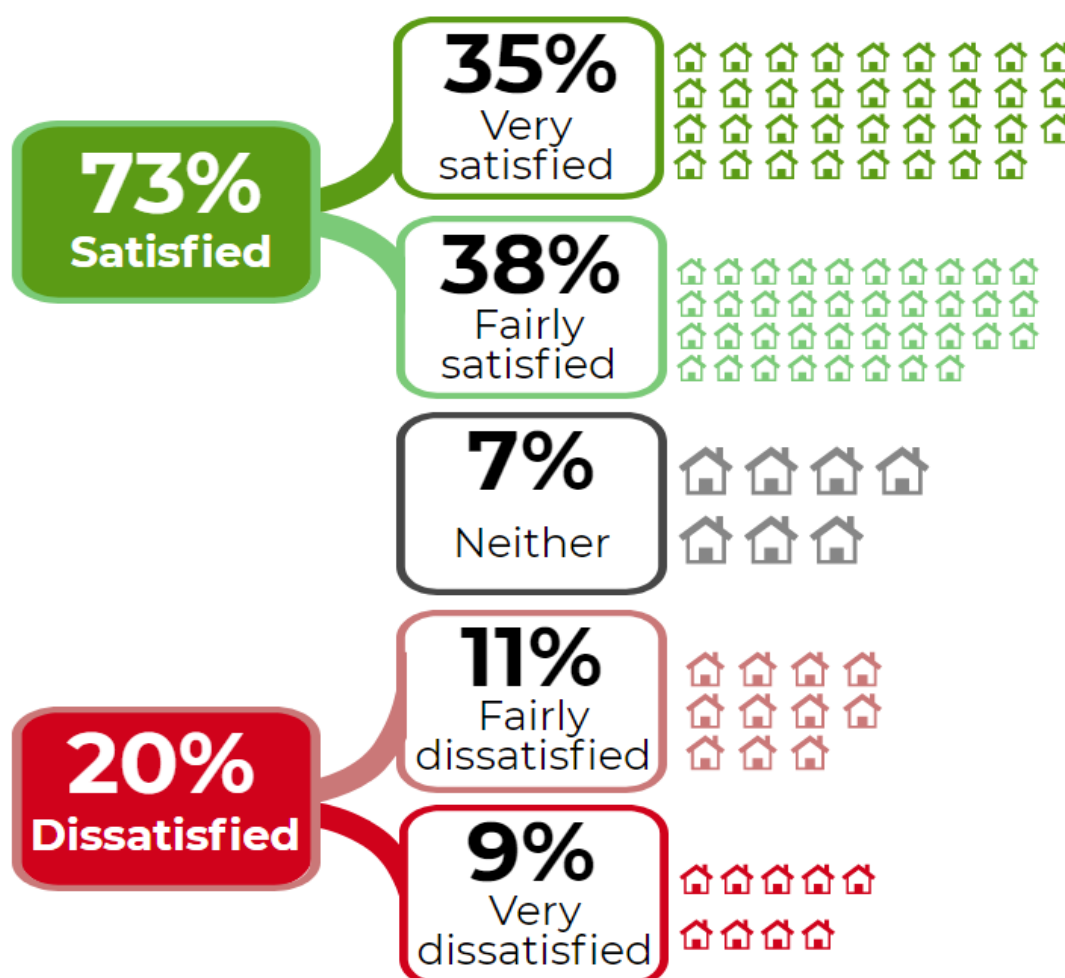
Unweighted sample base in parentheses

7 Quality of home

7.1 Satisfaction with quality of home

Almost three-quarters of the tenants surveyed (73%) are satisfied with the quality of their home, with 35% being very satisfied. One in five (20%) are dissatisfied against this metric. Leaseholders were not asked this question, and so the findings below are presented for tenants only.

Figure 29: Q17. Overall how satisfied or dissatisfied are you with the quality of your home? – Tenants (All responses)



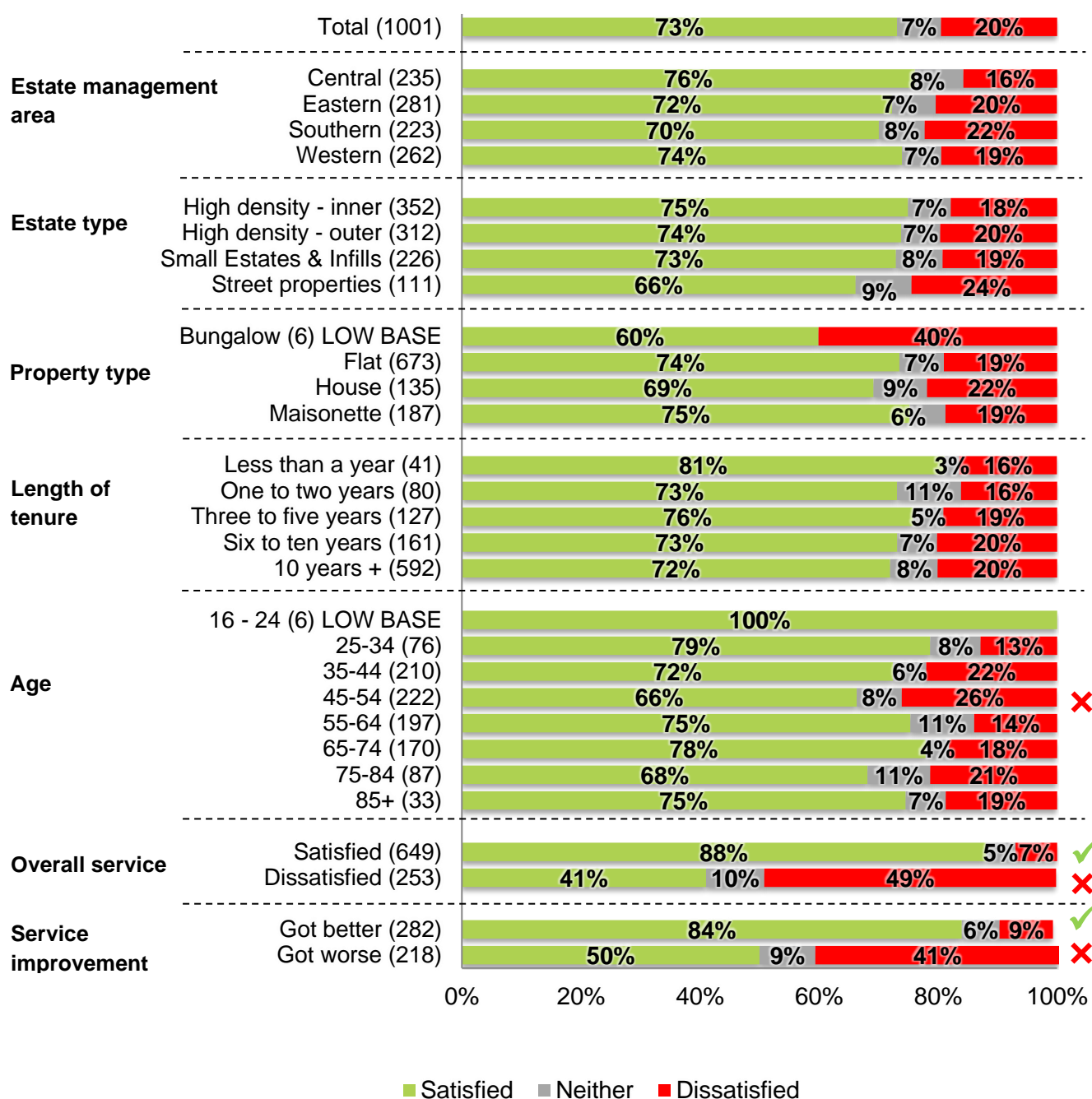
Unweighted sample base: 1001

7.1.1 Satisfaction with quality of home – subgroup analysis

Once again, there are few statistically significant variations in overall satisfaction levels according to key subgroups. However;

- Those in the 45-54 **age group** are significantly less likely than total average to be satisfied with the quality of their home (66% cf. 73%).
- Of those who are **satisfied with overall service**, 88% are satisfied with the quality of their home. This drops to 41% amongst those who are dissatisfied with overall service, indicating a strong correlation between the two metrics.
- 84% of those who feel that **service quality has improved** are satisfied with the quality of their home, compared to 50% of those who feel it has got worse.
- By **ward**, those in West Hill are significantly more likely than total average to feel satisfied with the quality of their home (84% cf. 73%). Conversely, those in Earlsfield (55%) are significantly less.

Figure 30: Q17. Overall how satisfied or dissatisfied are you with the quality of your home? – By subgroup



Unweighted sample bases in parentheses

7.1.2 Reasons for perceptions of quality of home

Tenants were then asked why they gave their answers as an open question. These responses were coded, and have been presented in the charts below according to whether the respondent is satisfied or dissatisfied with the quality of their home. Responses coded by fewer than 3% of either group are not shown here.

Of tenants who are satisfied, the most common reason is that they feel happy in their homes, with 26% giving a response of this nature. The next most popular response is that they are generally happy, or that they do not have any issues or problems, with 15% of responses falling under this category.

Of those dissatisfied with the quality of their home, the most common reason cited is poor maintenance/ property condition, with 23% of respondents mentioning this. In a similar vein, 22% reference a need for kitchen or bathroom repairs/ replacements.

There are some significant differences in reasons for dissatisfaction according to key subgroups:

- Those in the **Southern estate management area** are significantly more likely than total average to state that Wandsworth Council are slow to respond and act (28% cf. 15%) and to mention poor workmanship/workers (31% cf. 15%).
- Those in **small estates and infills** are significantly more likely than total average to mention problems with damp and mould (32% cf. 16%), problems with drainage/ guttering/ leaks (12% cf. 5%), and unhappiness with the garden or grounds maintenance (6% cf. 2%).
- Those in **maisonettes** are significantly more likely to state that their property needs updating or modernising (19% cf. 9%).
- **BME** tenants are significantly more likely than average to mention being slow to respond/ act (22% cf. 15%), repairs/ replacements to windows or doors (14% cf. 8%), and improving access/ treatment of those with disabilities (11% cf. 6%).

Interestingly, some tenants who are satisfied with the quality of their home overall still reference issues or areas that could be improved. 6% state that general improvements could be made, while 4% state that kitchen or bathroom repairs/replacements are needed or that Wandsworth Council is slow to respond or act on their concerns. These concerns are mostly raised by those who are fairly satisfied rather than very satisfied with the quality of their home; for example, 11% of fairly satisfied tenants state that general improvements can be made, while 7% mention a need for kitchen/bathroom repairs or replacements. 7% of fairly satisfied tenants also state that Wandsworth Council's Housing Department is slow to respond or act on their concerns.

Figure 31: Q18. Why do you say that? (When asked about quality of home)

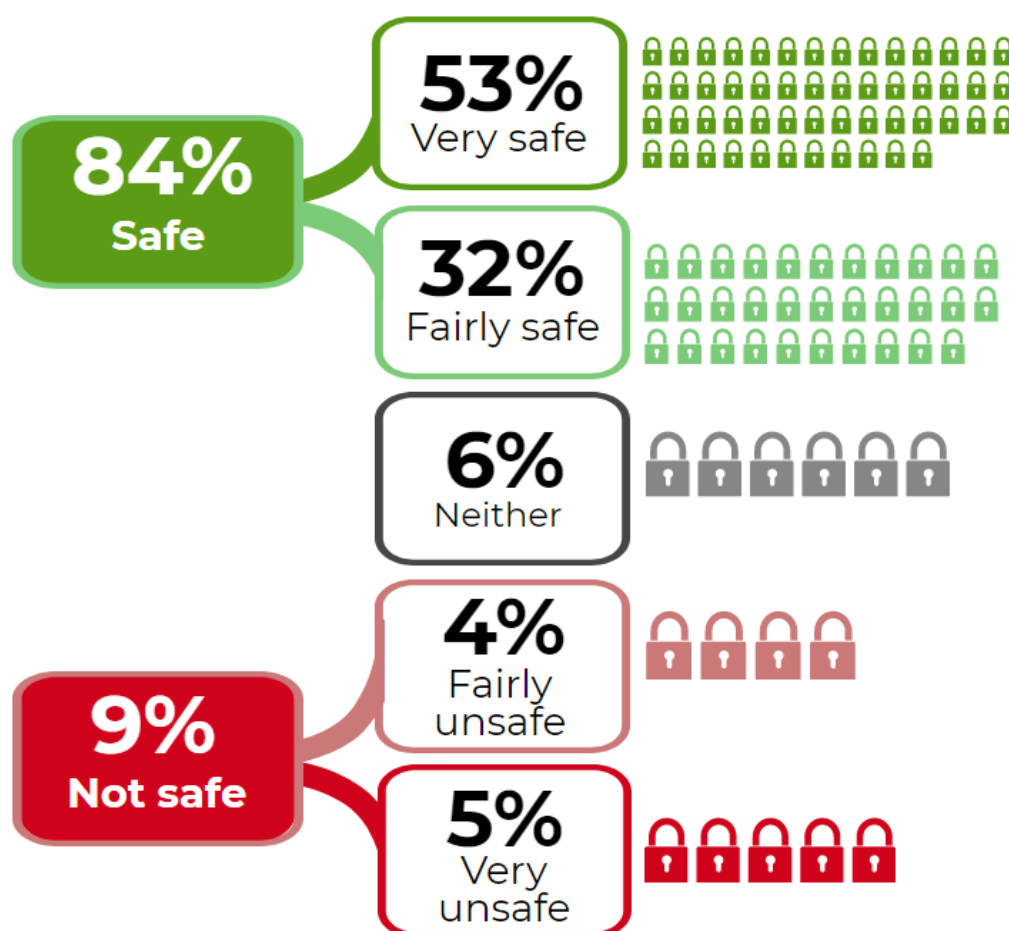


Unweighted sample bases in parentheses

7.2 Safety in the home – tenants

Both tenants and leaseholders were asked how safe they feel inside their home. Encouragingly, over eight in ten (84%) of tenants feel safe inside their home, with over half (53%) feeling very safe. Less than one in ten tenants (9%) feel unsafe inside their homes.

Figure 32: Q19. How safe do you feel inside your home? – Tenants (Valid responses)



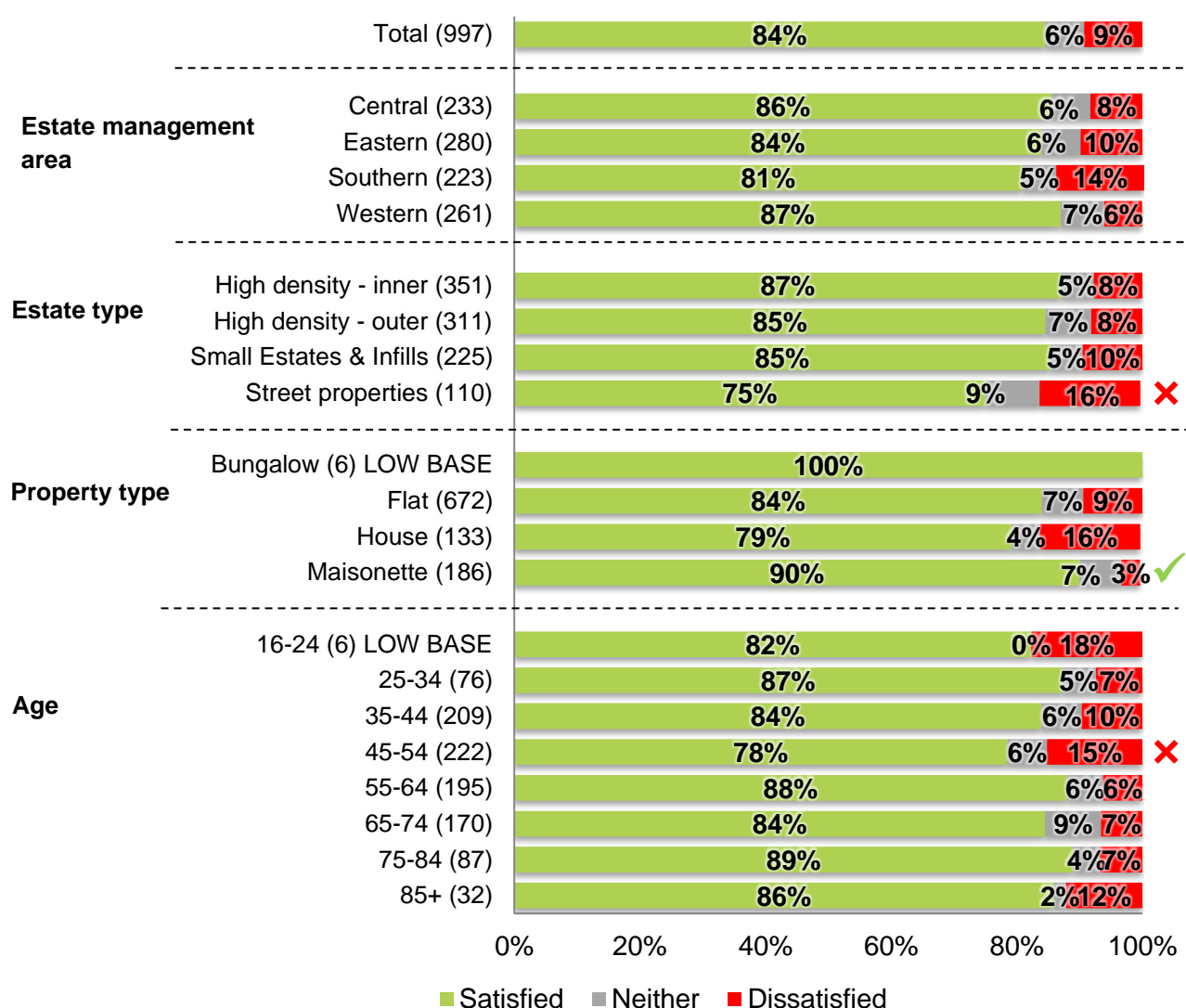
Unweighted sample base: 997

7.2.1 Safety in the home – subgroup analysis - tenants

There are some significant differences in findings according to key subgroups:

- Those in **street properties** are significantly less likely than total average to feel safe inside their homes (75% cf. 84%), with 16% of this group feeling unsafe.
- Those in **maisonnettes** are significantly more likely than total average to feel safe in their homes (90% cf. 84%), with just 3% of this group feeling unsafe.
- By **age**, those in the 45-54 age group are significantly less likely to feel safe inside their homes when compared to the total average (78% cf. 84%).

Figure 33: Q19. How safe do you feel inside your home? – By subgroup



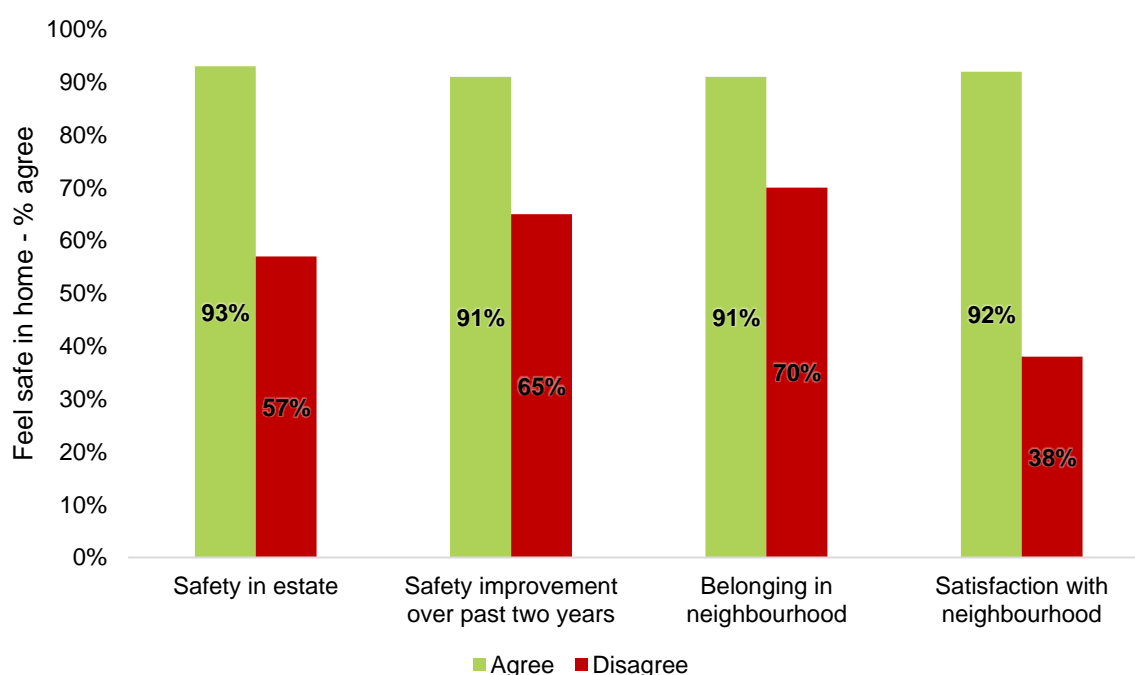
Unweighted sample bases in parenthesis

7.2.2 Interaction between perceptions of safety in the home and neighbourhood metrics - tenants

As demonstrated in the figure below, there is a correlation between feelings of safety in the home and other neighbourhood metrics:

- 93% of those who feel **safe in their estate** also feel safe in their home, compared to just 57% of those who feel unsafe in their estate.
- 91% of those who feel that their **estate feels safer** than two years ago feel safe in their homes, compared to 65% of those who do not believe that their estate feels safer.
- 91% of those who feel a strong **sense of belonging** in their neighbourhood also feel safe in their homes, compared to 70% of those who do not.
- 92% of those who are **satisfied with their neighbourhood** as a place to live feel safe in their homes, compared to just 38% of those who are not.

Figure 34: Proportion feeling safe in their home – Relationship with neighbourhood metrics



Unweighted sample bases vary

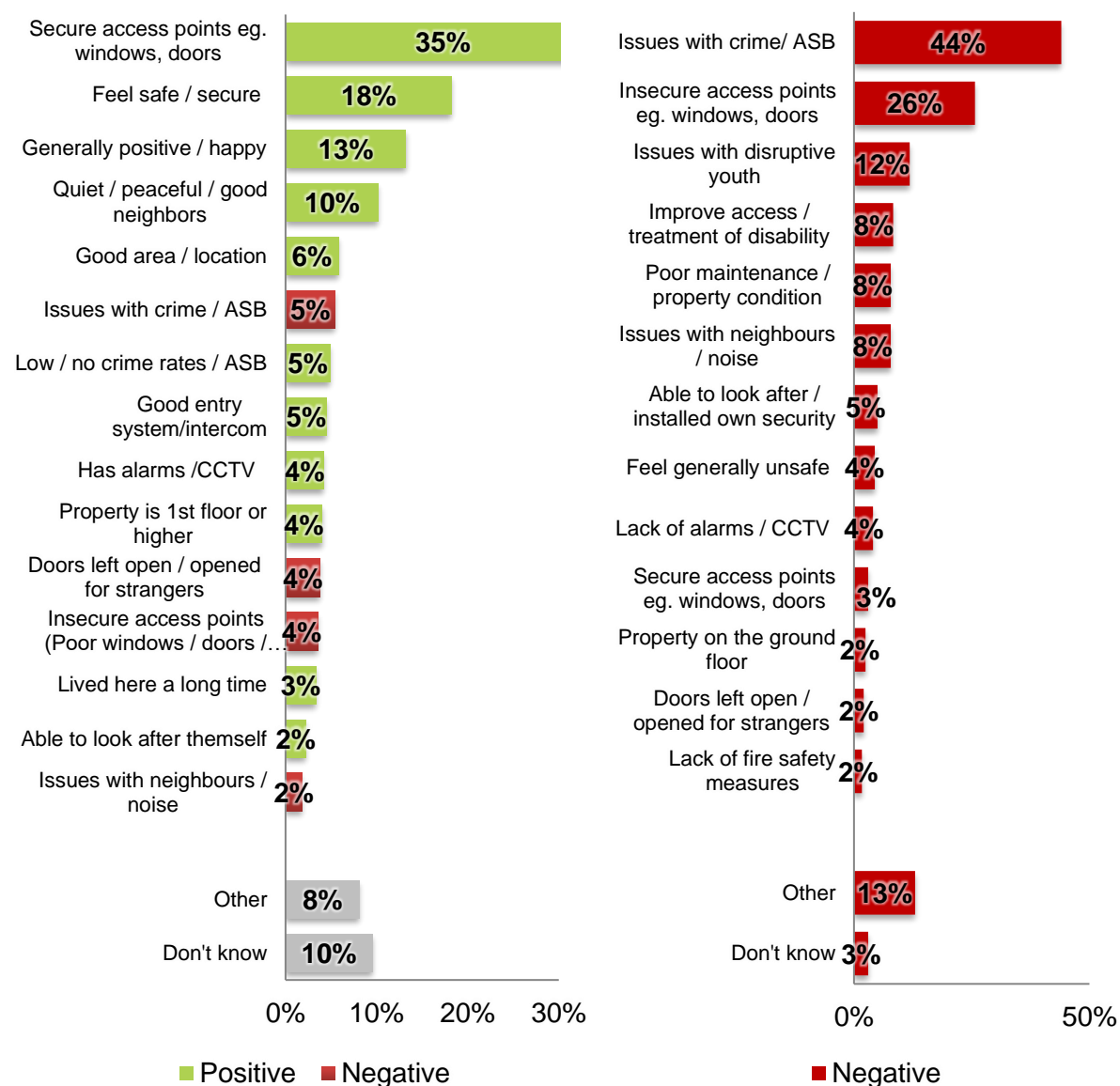
7.2.3 Reasons for perceptions of safety in the home - tenants

Tenants were then asked to explain their answers as an open-ended question. Again, these answers were coded, and are shown in the charts overleaf. Responses of less than 2% have been excluded.

Amongst tenants who feel safe, the most common reasons are that they have secure access points (35%) and that they generally feel safe or secure (18%).

Amongst those who feel unsafe in their homes, by far the most commonly cited reason is crime and ASB (44%). This is followed by insecure access points (26%) and issues with disruptive youth (12%).

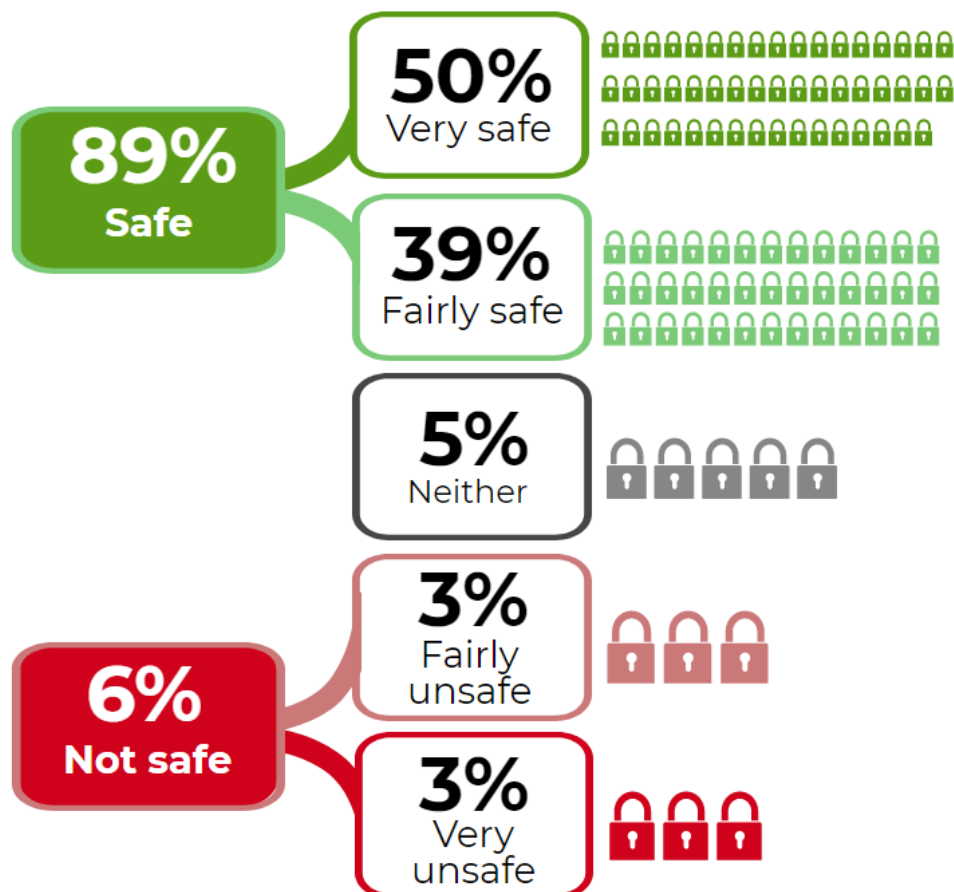
As illustrated in the charts, even those who feel safe in their home raise some safety issues; 5% mention ASB, while 4% reference doors being left open or opened for strangers, and 4% mention insecure access points. These issues are mostly raised by tenants who state that they feel fairly safe in their homes; for example, 13% of tenants who feel fairly safe in their homes mention ASB and crime, compared to just 1% of those who feel very safe. 8% of those who feel fairly safe mention insecure access points, and 9% state that doors are left open for strangers.

Figure 35: Q20. Why do you say that? (When asked about safety in home)

7.3 Safety in the home - leaseholders

Almost nine in ten leaseholders (89%) feel safe in their homes, with half feeling very safe. Just 6% feel unsafe in their homes.

Figure 36: Q19. How safe do you feel inside your home? – Leaseholders (Valid response)



Unweighted sample base: 397

7.3.1 Safety in the home – subgroup analysis - leaseholders

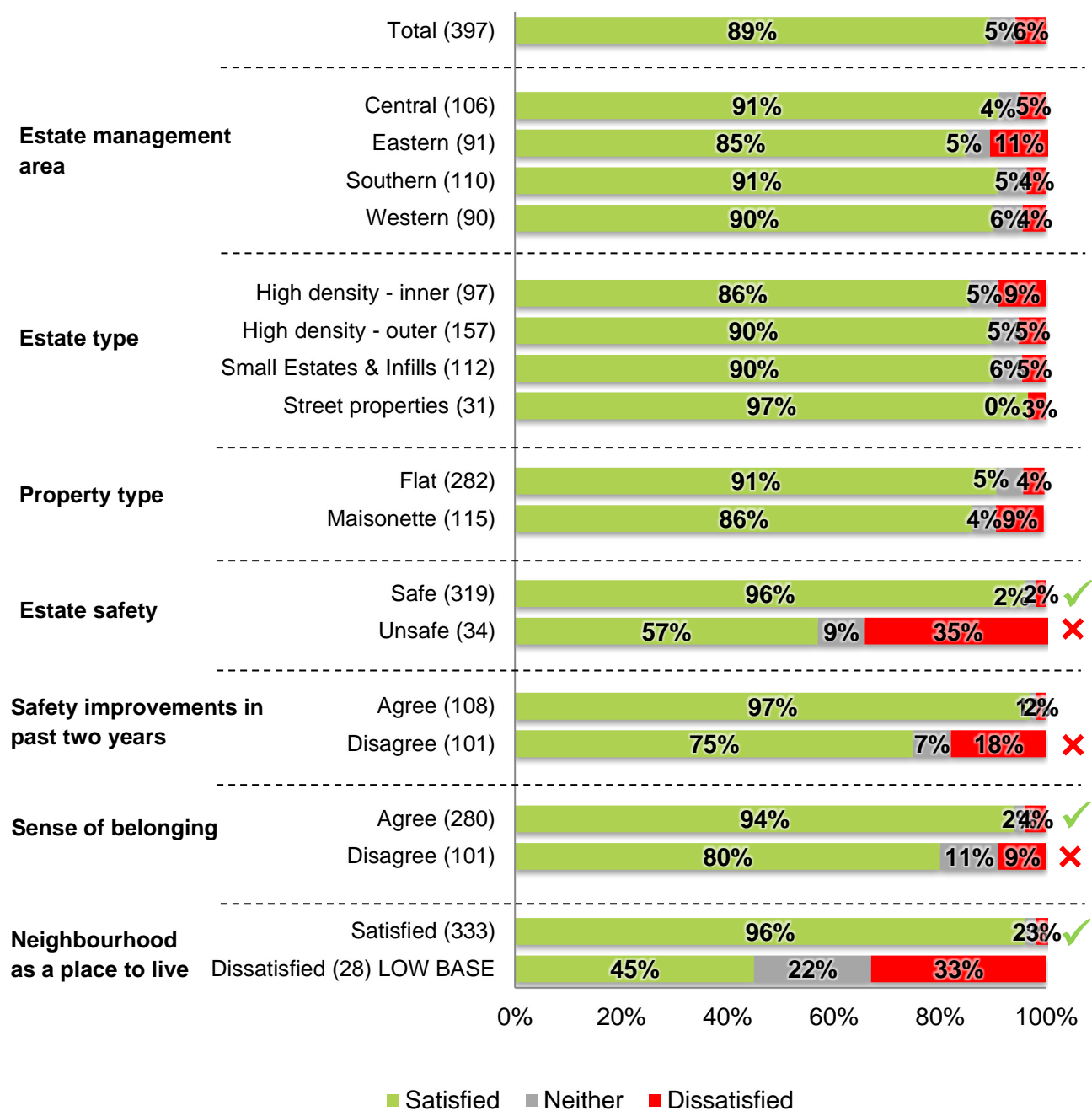
There are few significant differences in overall feelings of safety according to key subgroups. However, the following can be noted:

- Those in the Eastern **Estate Management Area** are significantly more likely than total average to feel unsafe in their homes (11% cf. 6%).
- Those in **high-density inner estates** are significantly more likely than total average to feel very unsafe in their homes (6% cf. 3%).
- Those in **flats** are significantly more likely than total average to feel very safe (54% cf. 50%). By contrast, those in **maisonettes** are significantly less likely to feel very safe (43%).

As with tenants, there is a correlation between feelings of safety in the home and other neighbourhood metrics:

- 96% of those who feel **safe in their estate** also feel safe in their homes, cf. 57% of those who feel unsafe in their estate.
- 97% of those who feel that their **estates feel safer** than two years ago feel safe in their homes, compared to 75% of those who do not agree their estates feel safer.
- 94% of those who feel a strong **sense of belonging** in their neighbourhood feel safe in their homes, compared to 80% of those who do not.
- 96% of those who are **satisfied with their neighbourhood** as a place to live feel safe in their homes, compared to just 45% who are not.

Figure 37: Q19. How safe do you feel inside your home? – By subgroup



Unweighted sample bases in parenthesis

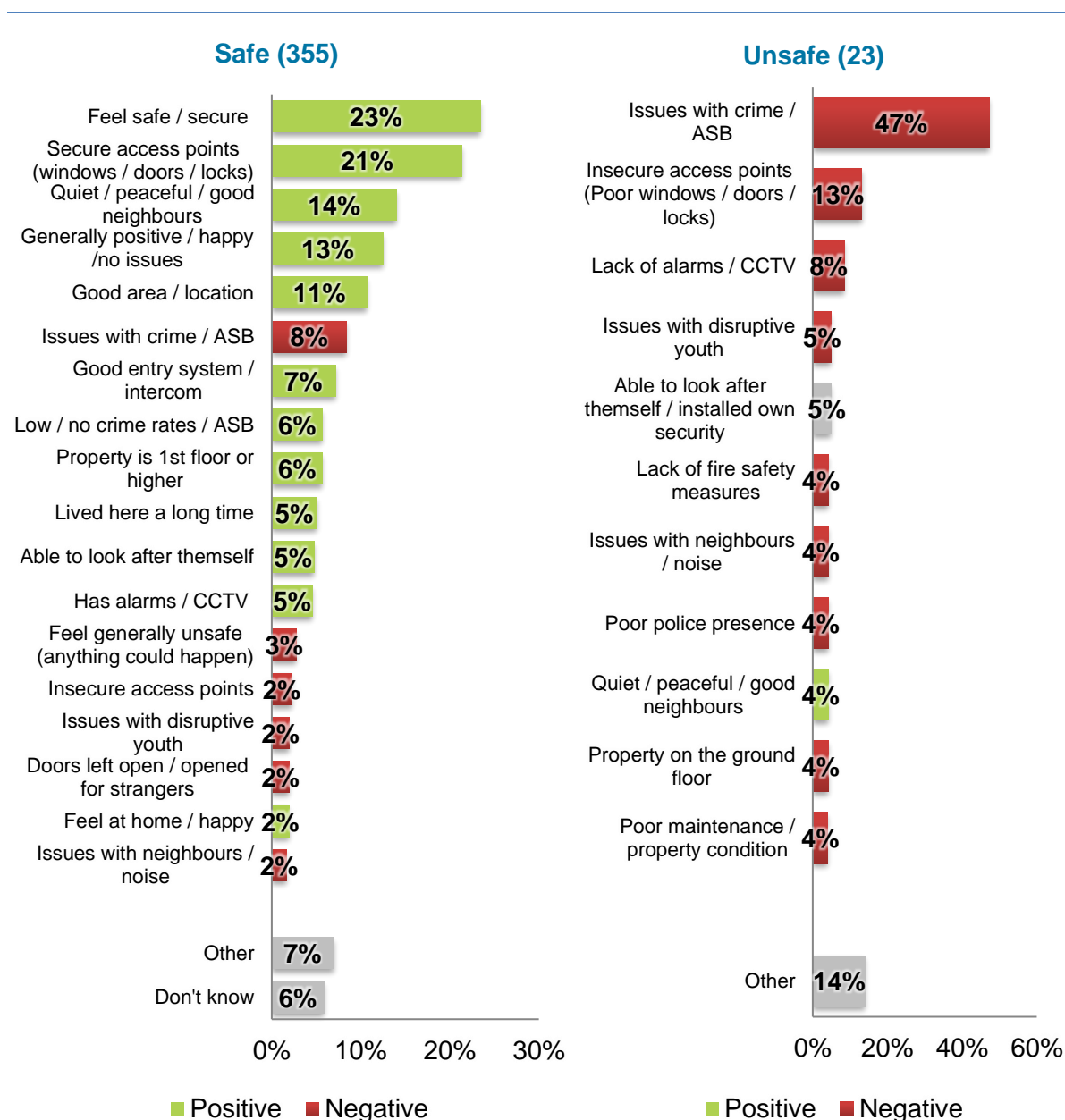
7.3.2 Reasons for perceptions of safety in the home - leaseholders

As with tenants, leaseholders were asked to explain their answers to this question. Responses of 2% or more are shown in the charts below.

Of those who feel safe, the top reasons are feeling safe/ secure (23%) and secure access points (21%). Those who feel unsafe are most likely to cite ASB (47%), although it should be noted that the base size for those feeling unsafe is low (23).

Again, those who feel safe in their homes still raise certain issues, such as crime and ASB (8%). As expected, these issues are generally more likely to be raised amongst those who feel fairly safe; for example, 15% of those who feel fairly safe in their homes mention crime and ASB, compared to 4% of those who feel very safe.

Figure 38: Q20. Why do you say that? (When asked about safety in home)



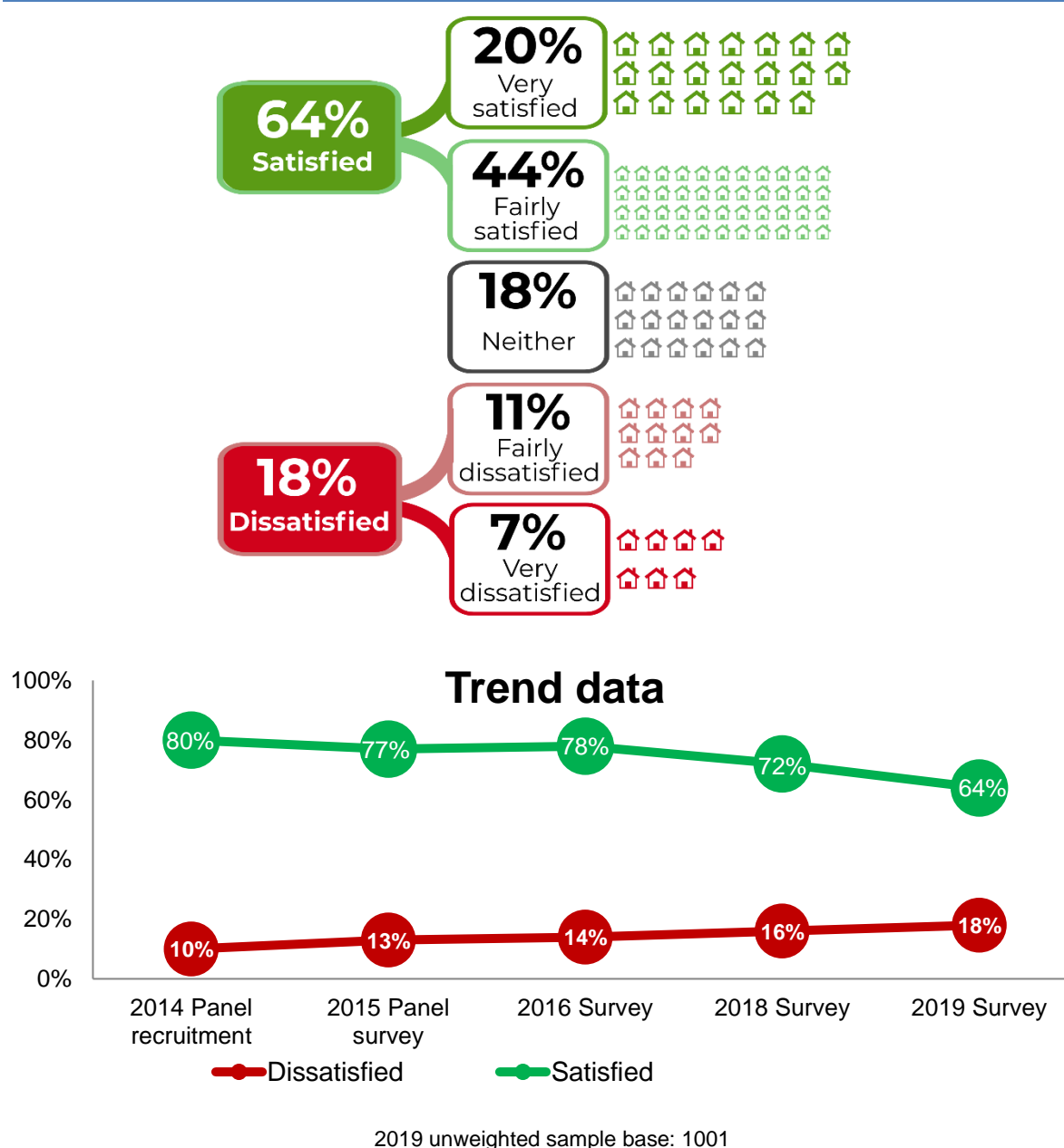
Unweighted sample bases in parentheses

8 Estate and neighbourhood

8.1 Running the local area - Tenants

Two thirds (64%) of tenants are satisfied with the way the Council runs their local area, with a fifth (20%) very satisfied. Just under a fifth (18%) are dissatisfied with 7% very dissatisfied. There has been a significant decrease in perceptions towards how Wandsworth Council runs the local area, and indeed there has been a slow decrease since 2014.

Figure 39: Q5. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? - Tenants (All responses)

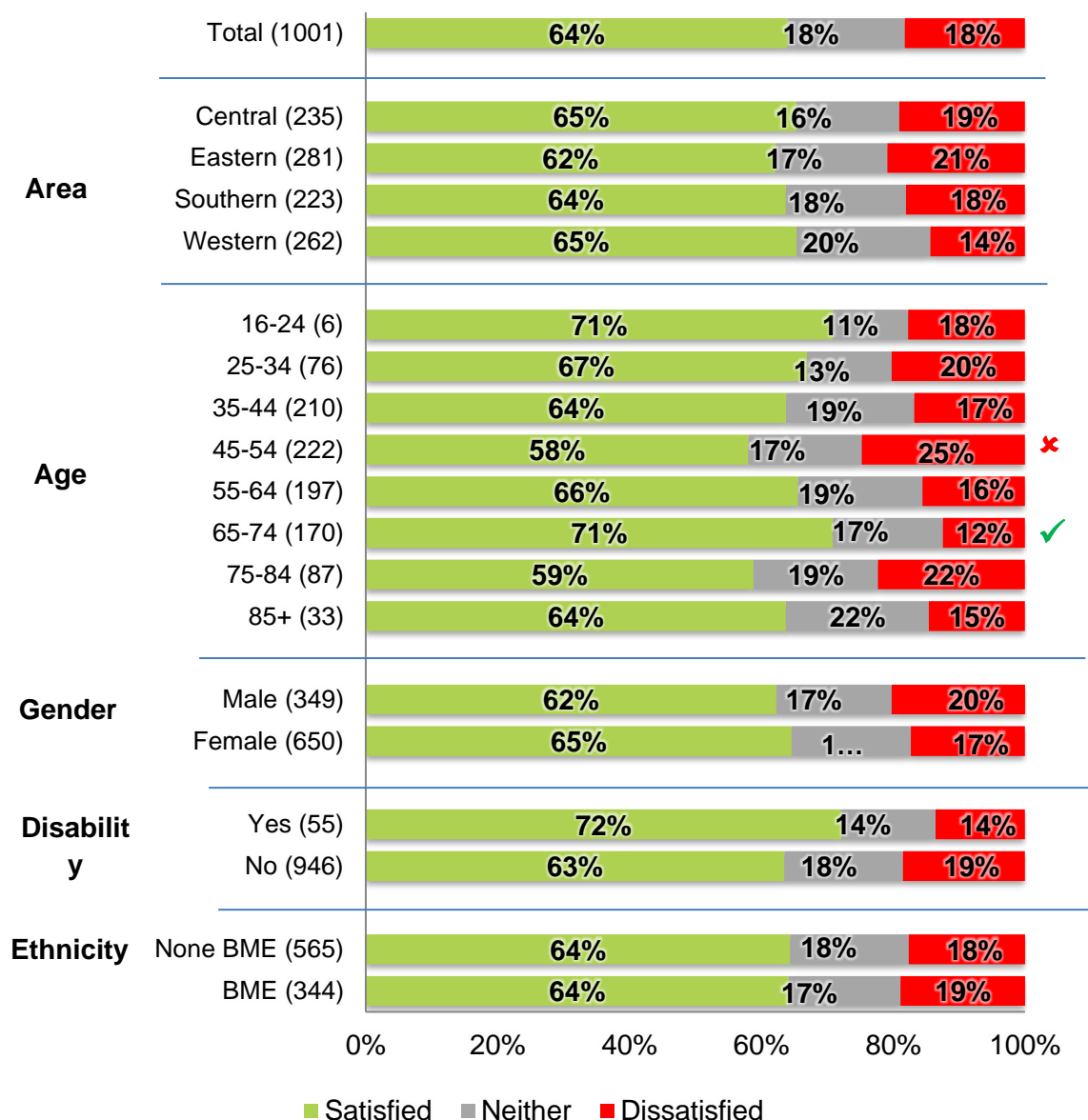


8.1.1 Perceptions of the Council runs the local area by subgroup.

In regards to perceptions of running the area, there are no significant differences between any of the areas. By age, those aged 45-54 are significantly less likely to be satisfied with the way the Council runs things (58% cf. 64%). Conversely, those aged 65-74 are significantly more satisfied in this regard compared to the total (71% cf. 64%).

There are no significant differences between any of the other demographic subgroups for perceptions of how Wandsworth Council runs things.

Figure 40: Q5. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? - Tenants – By subgroup

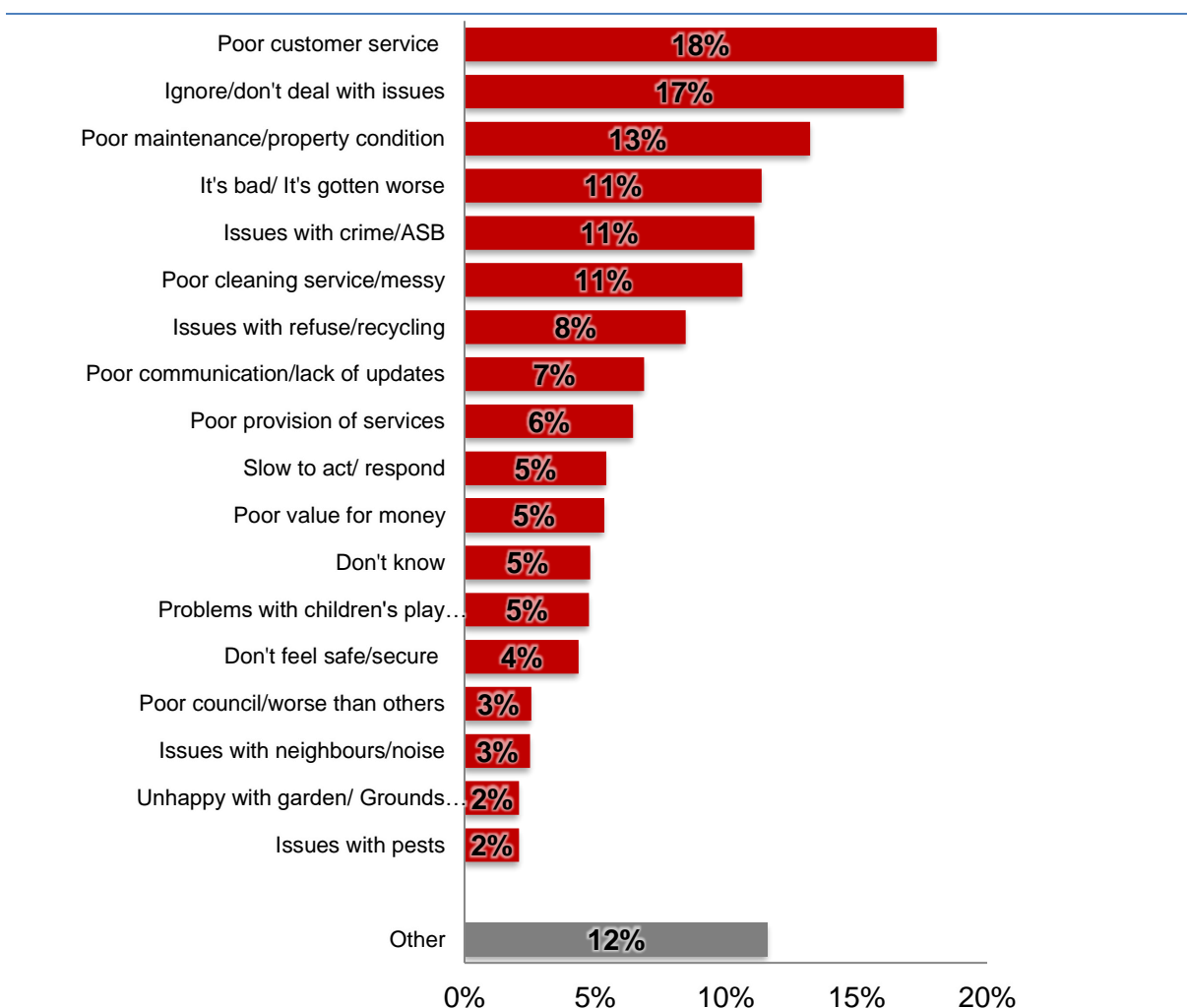


Unweighted base in parentheses

8.1.2 Reasons for dissatisfaction

Tenants who are dissatisfied with this measure cited poor customer service (18%), ignoring/ not dealing with issues (17%) and poor maintenance/ property conditions as reasons for holding negative perceptions to the way Wandsworth Council runs the local area.

Figure 41: Q6c. Why do you say that? – Dissatisfied (All responses)

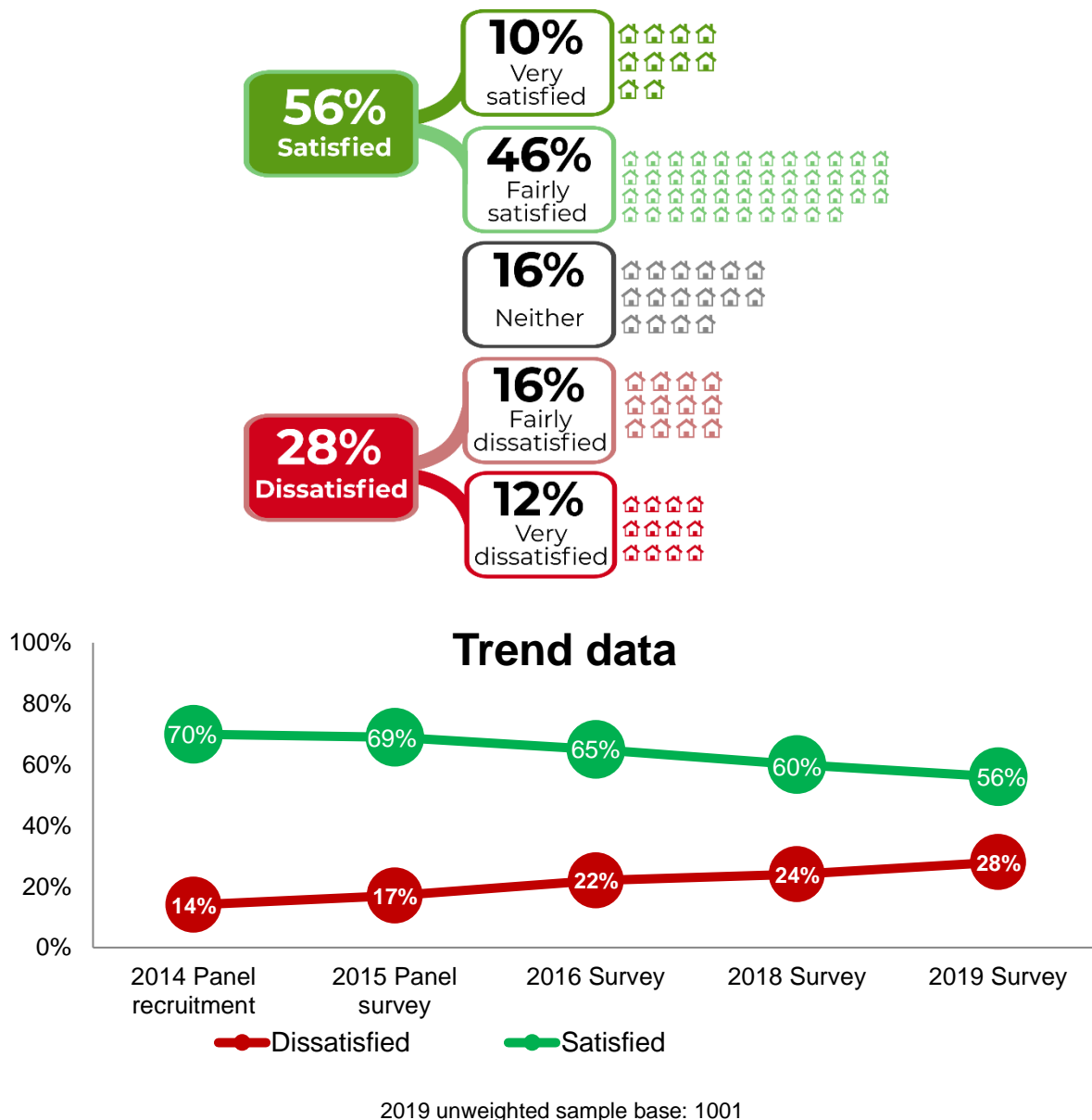


Unweighted sample base: 179

8.2 Running the local area - Leaseholders

Over a half (56%) of leaseholders are satisfied with the way the Council runs their local area, with 10% very satisfied. Just over a quarter (28%) are dissatisfied with 12% very dissatisfied. There has been slight decrease in perceptions towards how Wandsworth Council runs the local area since the previous years, but not a significant one. Like the tenants trend data, there has been a slow decrease since 2014.

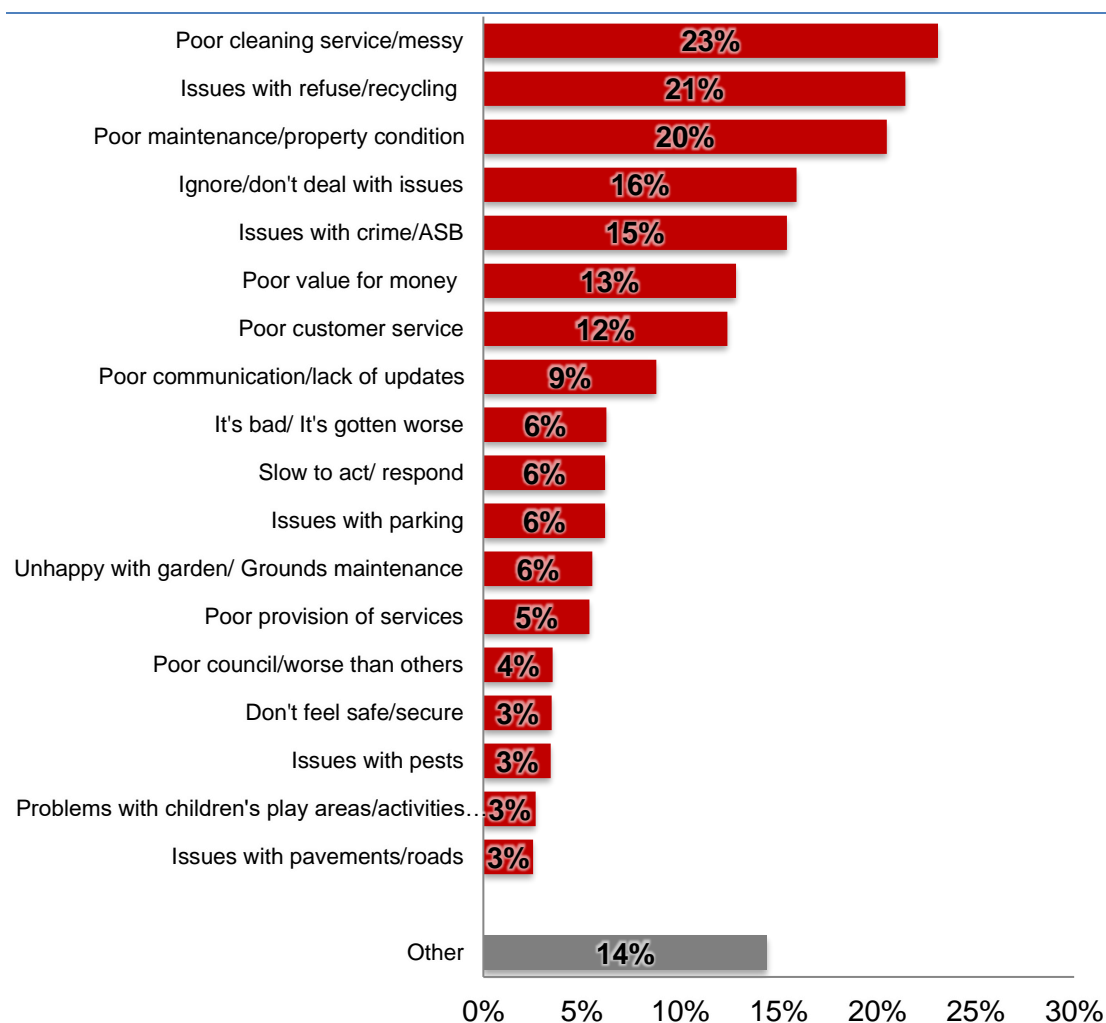
Figure 42: Q5. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? - Tenants (All responses)



8.2.1 Reasons for dissatisfaction

Leaseholders who are dissatisfied with the way the Council runs the local area once again cited poor cleaning services (23%) as their reason for holding negative perceptions. Issues with recycling (21%), poor maintenance (20%), ignoring/ not dealing with issues (16%) and issues with crime/ ASB (15%) were also reasons leaseholders are not happy with how Wandsworth Council runs their local area.

Figure 43: Q6c. Why do you say that? – Dissatisfied (All responses)

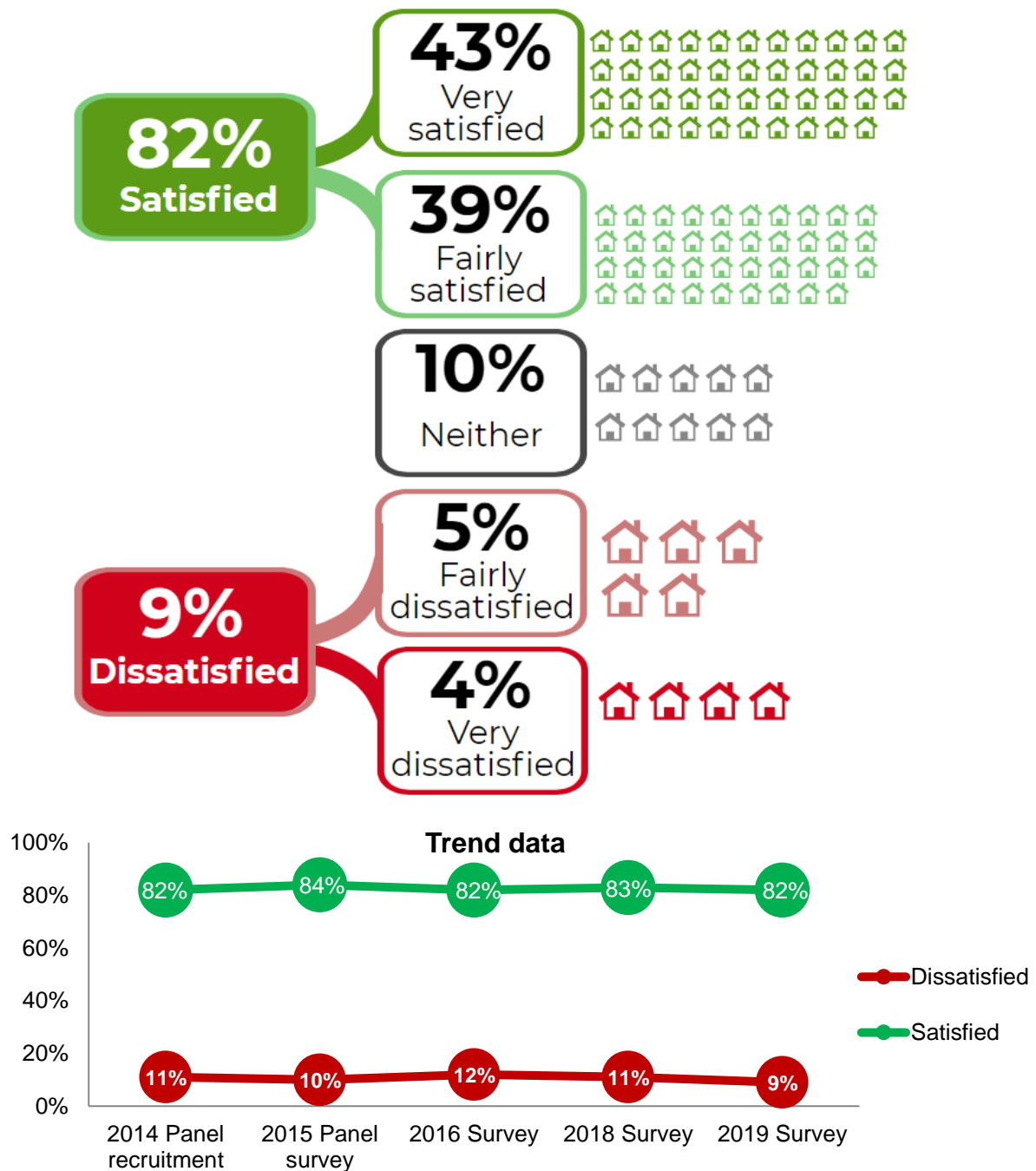


Unweighted sample base: 113

8.3 Neighbourhood as a place to live - tenants

Respondents were asked how satisfied they are with their neighbourhood as a place to live. Encouragingly, over eight in ten tenants (82%) are satisfied against this measure, with 43% being very satisfied. Less than one in ten (9%) are dissatisfied with their neighbourhood. These figures are on par with the findings of the 2016 and 2018 surveys.

Figure 44: Q26. How satisfied are you with your neighbourhood as a place to live? (all responses) Tenants



2019 unweighted sample base: 1001

8.3.1 Neighbourhood as a place to live – Subgroup analysis - tenants

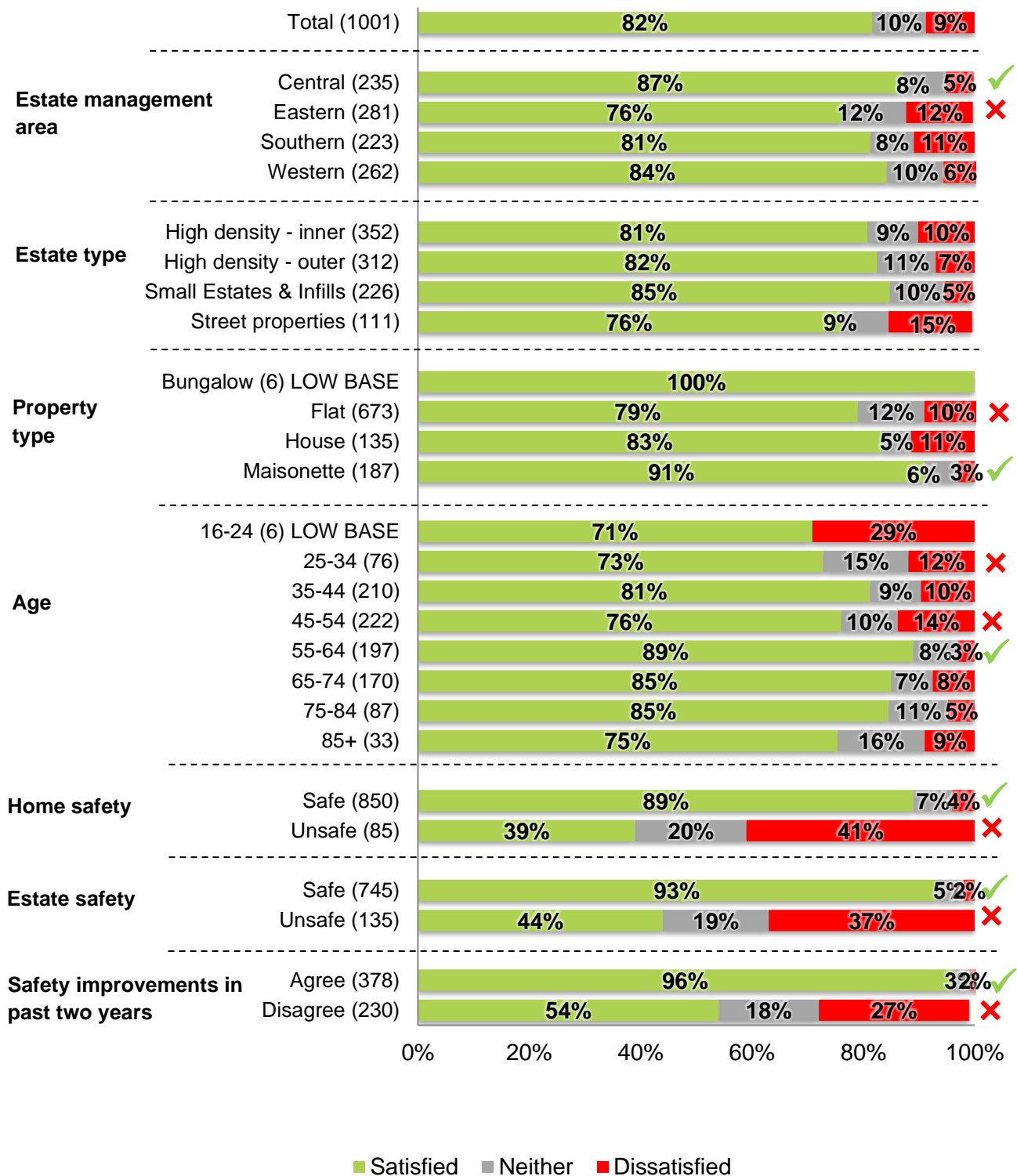
There are some significant differences in these key findings according to subgroups:

- Those in the Central **Estate Management Area** are significantly more likely than total average to be satisfied with their neighbourhood as a place to live (87% cf. 82%), while those in the Eastern area are significantly less (76% cf. 82%).
- Those in **street properties** are significantly more likely than average to be dissatisfied with their neighbourhood as a place to live (15% cf. 9%).
- Those in **flats** are significantly less likely than total average to be satisfied with their neighbourhood as a place to live (79% cf. 82%), while those in **maisonettes** are significantly more likely (91% cf. 82%).
- By **age**, younger tenants are in general less likely to be satisfied with their neighbourhood as a place to live.

Unsurprisingly, feelings of safety have a significant impact on whether people are satisfied with their neighbourhoods:

- 89% of those who feel **safe in their homes** are satisfied with their neighbourhood as a place to live, compared to 39% of those who feel unsafe.
- 93% of those who feel **safe in their estates** are satisfied with their neighbourhood as a place to live, compared to 44% of those who feel unsafe.
- 96% of those who agree that **neighbourhood safety has improved** in the past two years feel satisfied with their neighbourhood as a place to live, compared to 54% of those who disagree.

Figure 45: Q26. How satisfied are you with your neighbourhood as a place to live? – By subgroup

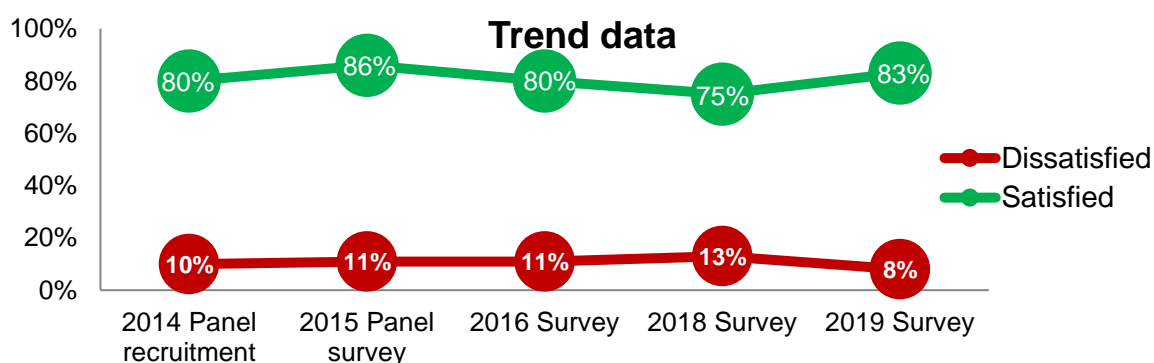
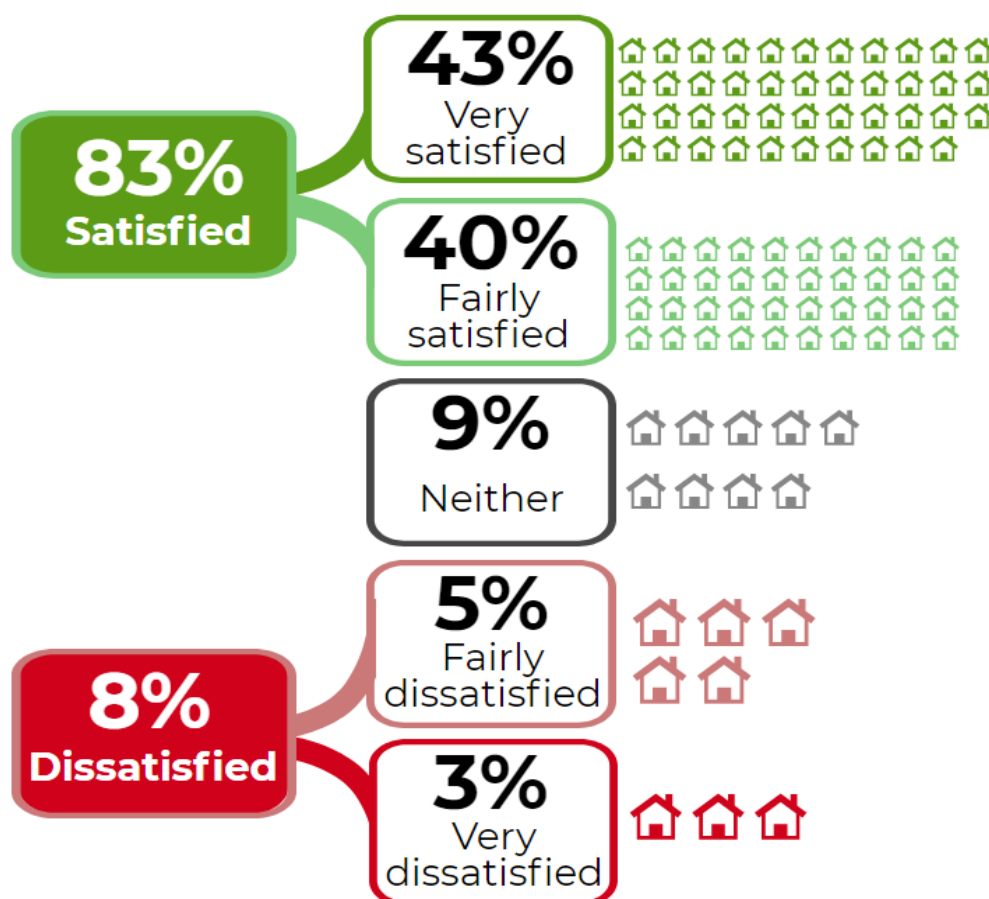


Unweighted sample bases in parentheses

8.4 Neighbourhood as a place to live - leaseholders

Leaseholders show similar levels of satisfaction to tenants, with 83% being satisfied with their neighbourhood as place to live, and 43% very satisfied. Just 8% are dissatisfied with their neighbourhood as a place to live. Satisfaction has increased by +8% points since 2018, which is a significant improvement albeit broadly in line with pre-2018 findings.

Figure 46: Q26. How satisfied are you with your neighbourhood as a place to live? (all responses) Leaseholders



2019 unweighted sample base: 401

8.4.1 Neighbourhood as a place to live – subgroup analysis (leaseholders)

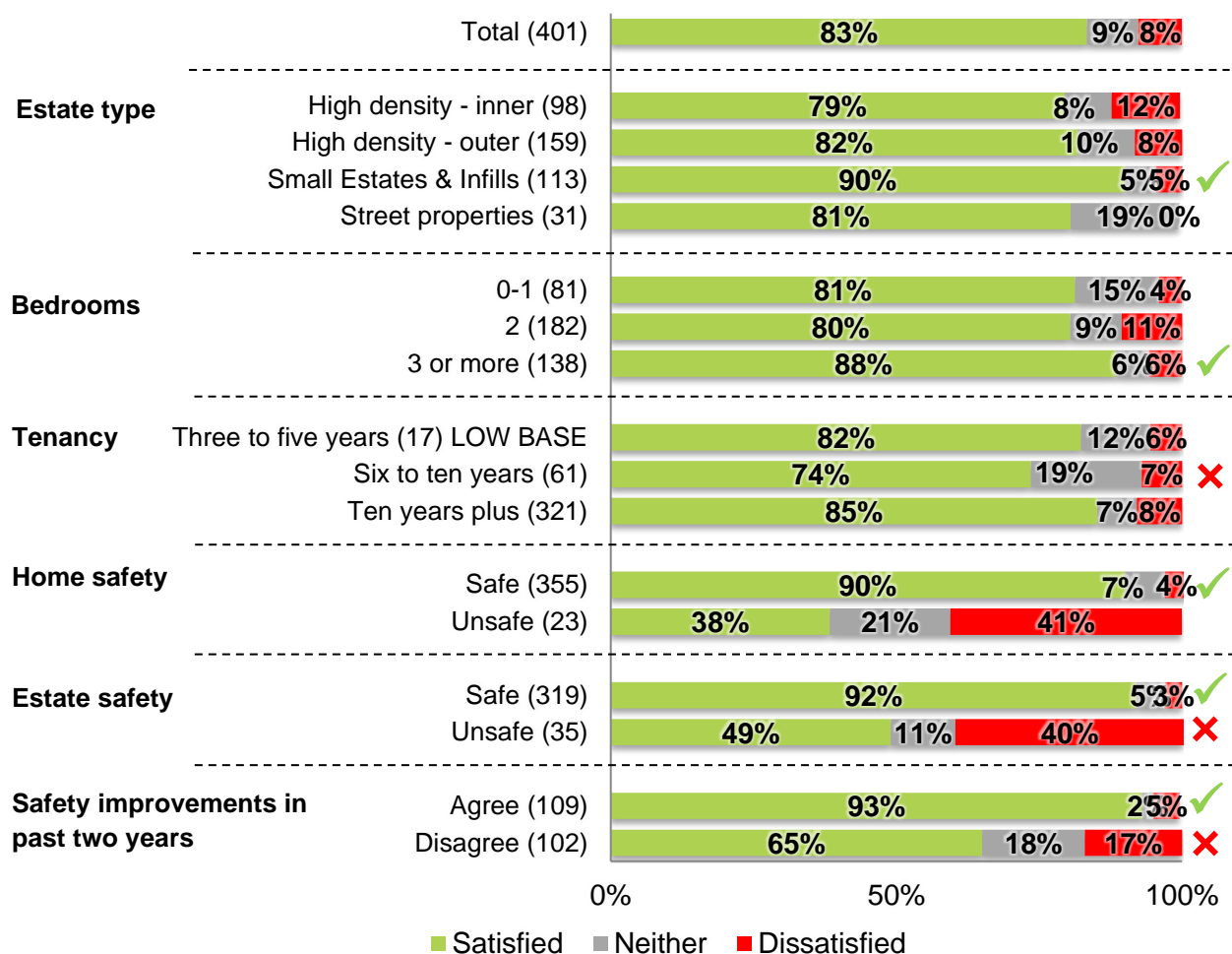
There are no significant differences in perceptions of the neighbourhood by estate management area.

- Those in **small estates and infills** are significantly more likely than total average to feel satisfied with their neighbourhood as a place to live (90% cf. 83%), as are those with **three or more bedrooms** (88% cf. 83%).
- Those with a tenure length of **six to ten years** are significantly less likely to be satisfied with their neighbourhood as a place to live (75% cf. 83%).

Once again, feelings of safety have an influence on satisfaction:

- 90% of those who feel **safe in their homes** are satisfied with their neighbourhood as a place to live, compared to 38% of those who feel unsafe.
- 92% of those who feel **safe in their estates** feel satisfied with their neighbourhood as a place to live, compared to 49% of those who feel unsafe.
- 93% of those who feel that **neighbourhood safety has improved** over the past two years feel satisfied with their neighbourhood as a place to live, compared to 65% of those who feel unsafe.

Figure 47: Q26. How satisfied are you with your neighbourhood as a place to live? – By subgroup

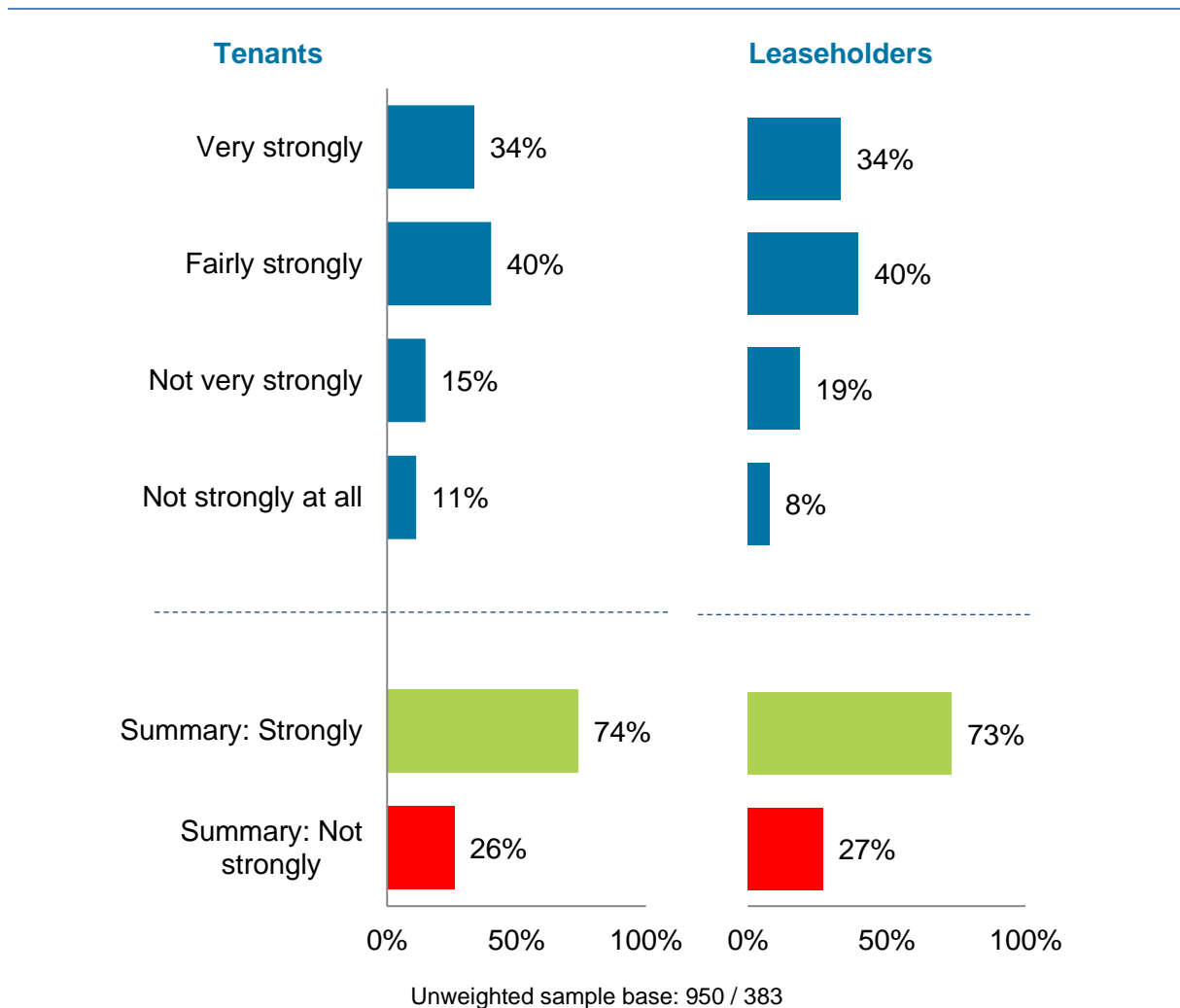


Unweighted sample base: 1001

8.5 Sense of belonging

Respondents were asked how strongly they feel they belong in their neighbourhood. For both tenants and leaseholders, around three-quarters feel a strong sense of belonging in their neighbourhood. Just 11% of tenants and 8% of leaseholders selected 'not strongly at all' in answer to this question. Given the relationship between feelings of belonging and feelings of safety discussed earlier in this report, such findings are encouraging.

Table 8: Q21. How strongly do you feel you belong to your neighbourhood? (Valid responses)



8.5.1 Sense of belonging – subgroup analysis

As shown in the table below, there are some significant differences in these findings according to key subgroups:

- Tenants in the **Southern Estate Management Area** are significantly more likely to feel a strong sense of belonging in their neighbourhood when compared to the total average (81% cf. 74%), with 40% feeling a very strong sense of belonging. By contrast, tenants in the **Western Estate Management Area** are significantly less likely than total average to feel a strong sense of belonging (68% cf. 74%).
- **BME** tenants are significantly more likely than **non-BME** tenants to feel a strong sense of belonging in their neighbourhoods (78% cf. 71%).

There is also a clear relationship between sense of belonging and feelings of safety:

- 82% of tenants and 78% of leaseholders who feel **safe on their estates** also feel a strong sense of belonging, compared to just 47% of tenants and 53% of leaseholders who feel unsafe.
- Similarly, 85% of tenants and 83% of leaseholders who feel that **safety on their estates has improved** in the past two years feel a strong sense of belonging, compared to 54% of tenants and 63% of leaseholders who disagree that safety has improved.

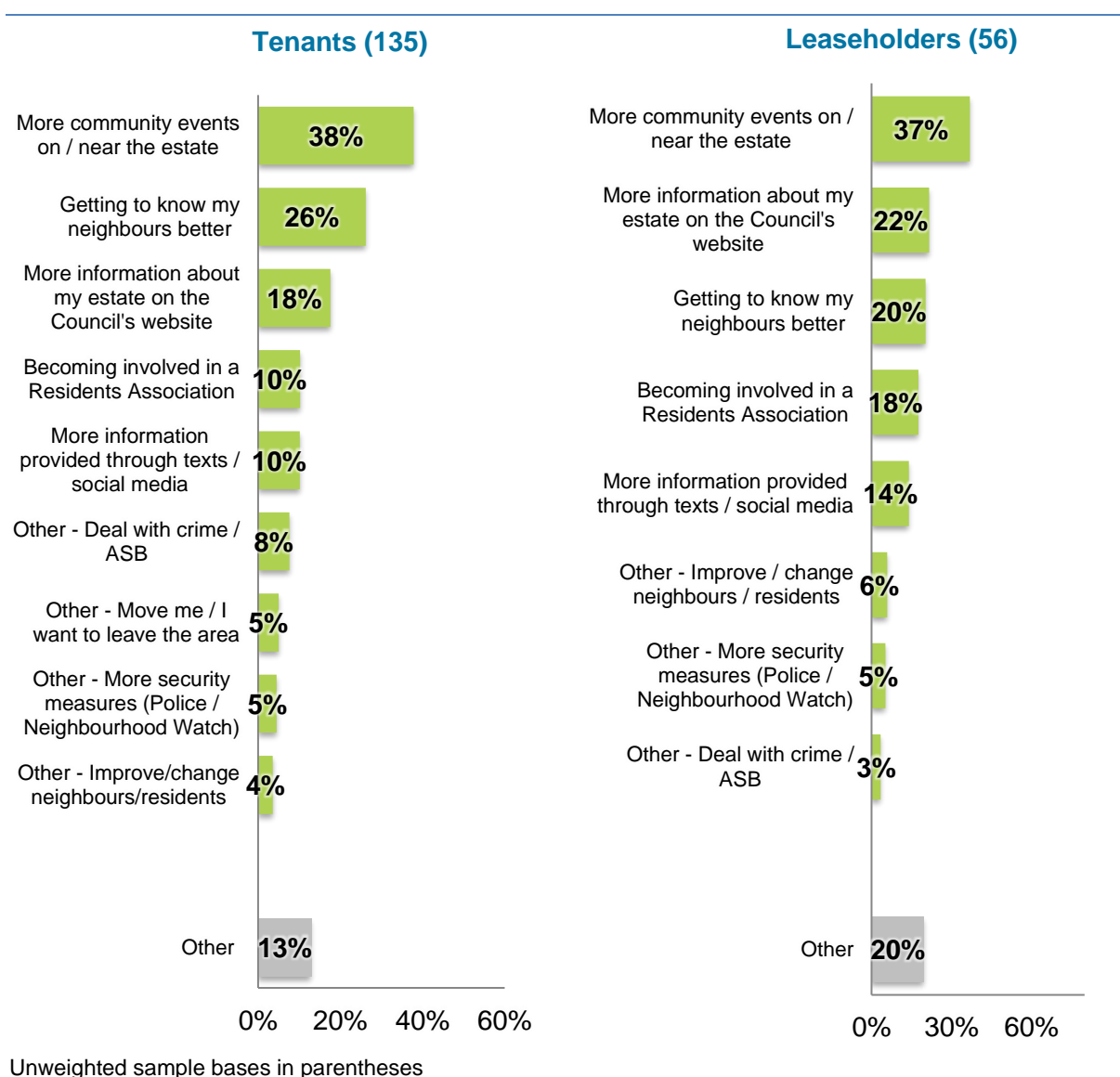
Table 9: How strongly do you feel you belong to your neighbourhood? – By subgroup

	Tenants		Leaseholders	
	Summary: Strongly	Very strongly	Summary: Strongly	Very strongly
Estate management area				
Central	78%	31%	66%	34%
Eastern	72%	34%	73%	30%
Southern	81%	40%	81%	38%
Western	68%	30%	74%	32%
Estate type				
High density - inner	75%	33%	72%	29%
High density - outer	73%	38%	74%	34%
Small Estates & Infills	76%	33%	75%	38%
Street properties	69%	25%	70%	28%
Disability				
Yes	72%	24%	0%	0%
No	74%	34%	73%	34%
Ethnicity				
Non BME	71%	31%	78%	29%
BME	78%	35%	81%	38%
Feelings of safety				
Feel safe in the estate	82%	38%	78%	37%
Feel unsafe in the estate	47%	23%	53%	21%
Safety changes in last 2 years				
Safety improved in 2 years - agree	85%	46%	83%	43%
Safety improved in 2 years - disagree	54%	25%	63%	26%

8.5.2 Suggestions for greater feeling of connection to neighbourhood

When asked whether anything could help them to feel more strongly connected to their neighbourhoods, both tenants and leaseholders are most likely to state that they would like more community events on or near the estate (38%, 37%). Around a quarter of tenants (26%) feel that they would like to get to know their neighbours better, as do one in five leaseholders (20%). 18% of tenants would like to see more information about their neighbourhood on the Council's website, as would 22% of leaseholders.

Figure 48: Q22. Is there anything which could help you feel more strongly connected to your neighbourhood? (Valid responses, those who do not feel strongly connected to their neighbourhood)



8.6 Safety on estates

Respondents were also asked how safe they feel when outside on their estate, and whether or not they agree that their estate feels safer than two years ago. The results for these questions are shown in the table below.

Three quarters (75%) of tenants feel safe on their estates, compared to eight in ten (80%) leaseholders. A third of tenants and leaseholders strongly agree that they feel safe on their estates.

Agreement that the estate feels safer than two years ago is lower, at 40% for tenants and just 28% for leaseholders. Most responses to this question fall into the 'neither agree nor disagree' category. It could also be the case that the majority of tenants have always felt safe on their estates, and so have not felt the need for or noticed any improvements.

Table 10: Q23. How safe do you feel when outside on your estate? / Q24. To what extent do you agree or disagree that your estate now feels safer than two years ago? (Valid responses excluding don't know)

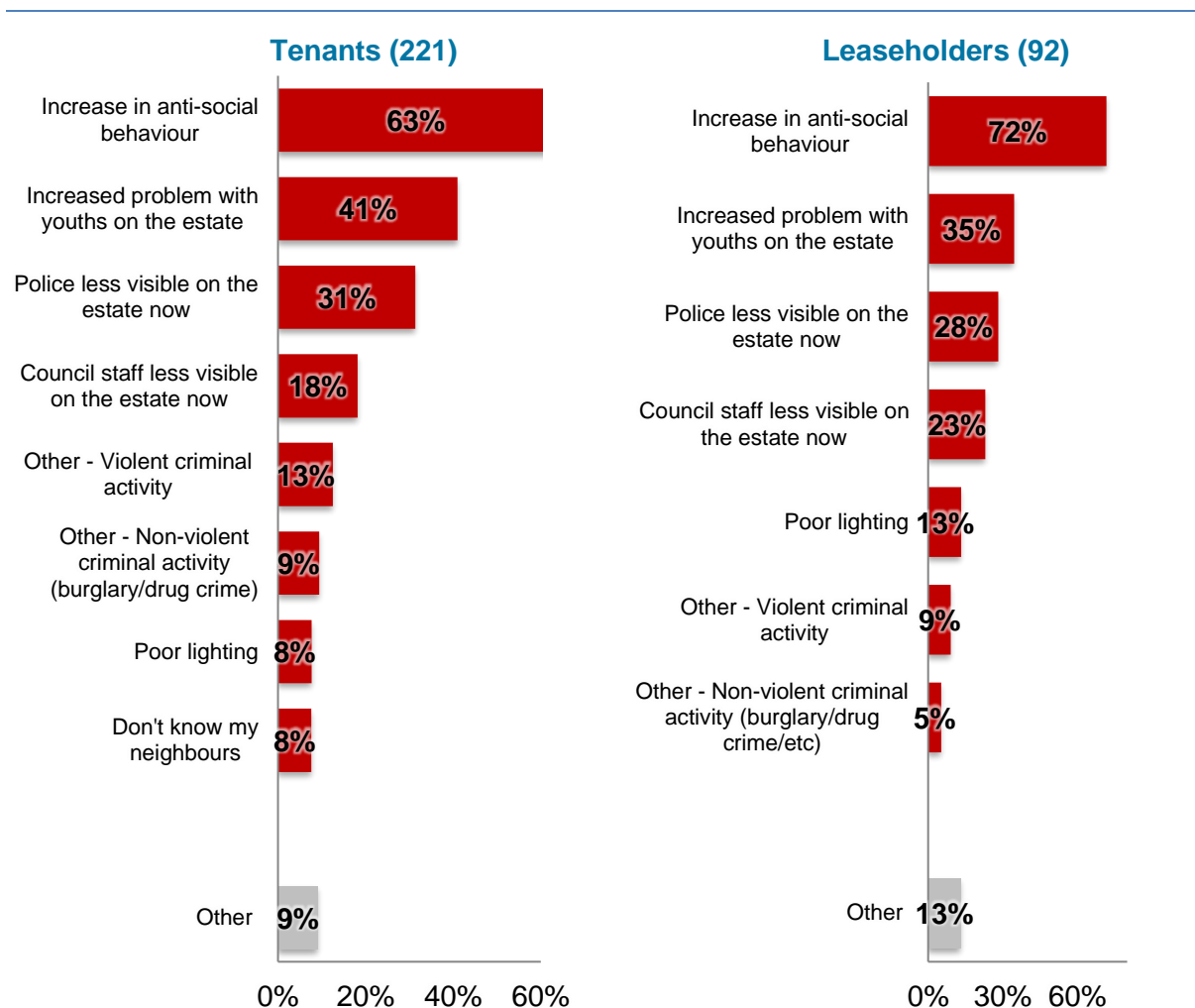
	Tenants		Leaseholders	
	Feel safe outside on estate (976)	Estate safer than 2 years ago (% agree) (915)	Feel safe outside on estate (397)	Estate safer than 2 years ago (% agree) (386)
Strongly agree	34%	13%	33%	9%
Agree	41%	27%	46%	19%
Neither	10%	34%	11%	45%
Disagree	9%	13%	6%	18%
Strongly disagree	6%	13%	3%	8%
Summary: Agree	75%	40%	80%	28%
Summary: Disagree	15%	25%	9%	26%

8.6.1 Suggestions for improving neighbourhood safety

Respondents who do not agree that their estate feels safer than two years ago were asked to explain why as an open-ended question. Their responses were coded, and are displayed in the charts below.

An increase in anti-social behaviour is the most commonly cited reason for both tenants and leaseholders not agreeing that their estate feels safer – this was coded by 63% of tenants and 72% of leaseholders respectively. The second most-common response was an increased problem with youths on the estate, which was coded by 41% of tenants and 35% of leaseholders. 31% of tenants and 28% of leaseholders state that the police are now less visible on their estate.

Figure 49: Q25. Why do you say that? Where disagree that estate feels safer than 2 years ago (Valid responses)



Unweighted sample bases in parentheses

8.6.2 Safety metrics by ward

The table below shows the proportion of tenants and leaseholders who agree that they feel safe outside on their estate and that their estate feels safer than two years ago by ward.

Tenants of Earsfield, East Putney and West Putney are significantly more likely than total average to feel safe outside on their estates (91%, 92%, 84% cf. 75%). By contrast, tenants of Furzedown, Graveney and Latchmere are significantly less likely (60%, 46% 64% cf. 75%).

Table 11: Safety metrics by ward (Valid responses)

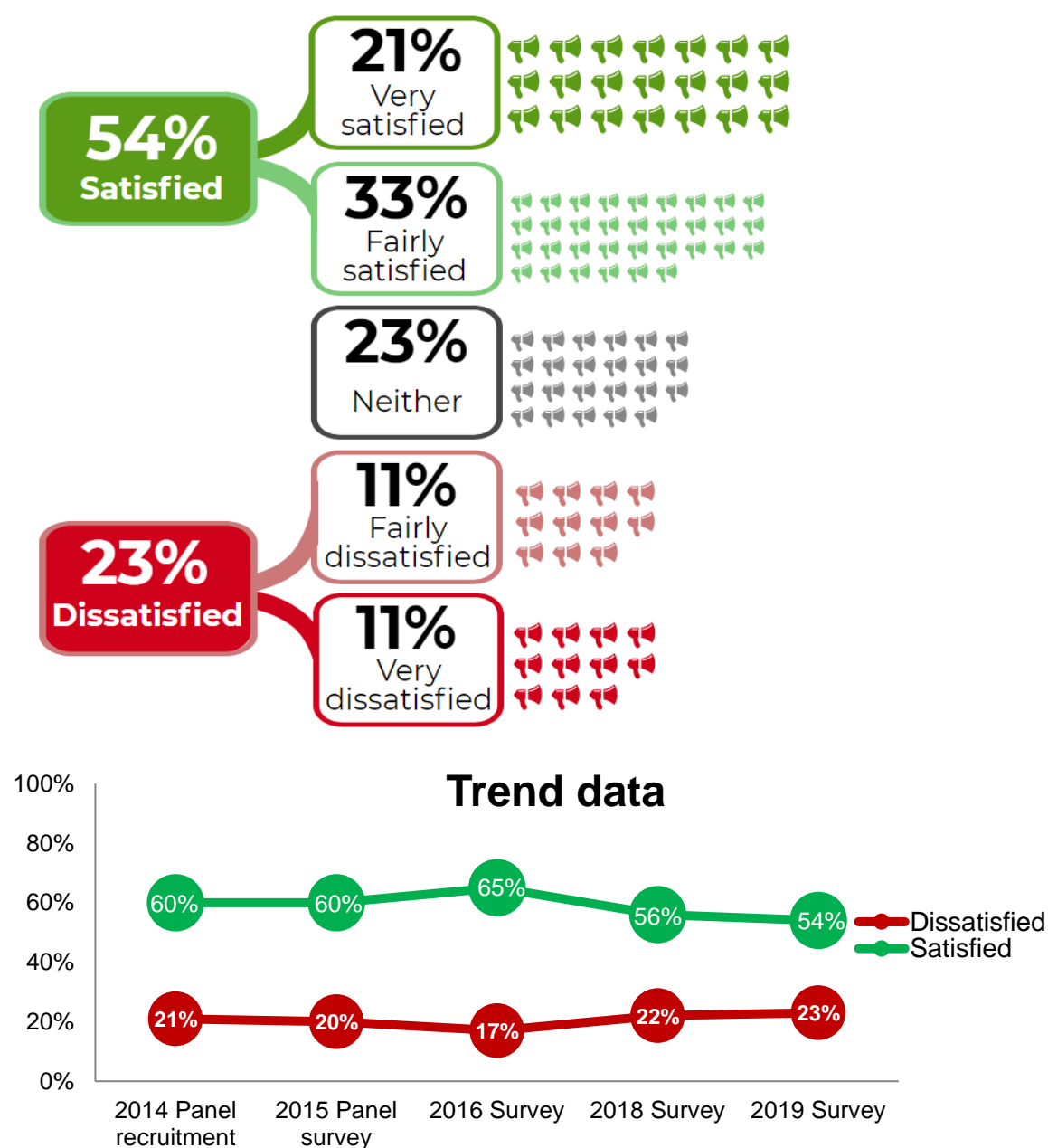
	Tenants			Leaseholders		
	Feel safe inside home	Feel safe outside on estate	Estate safer than 2 years ago	Feel safe inside home	Feel safe outside on estate	Estate safer than 2 years ago
Balham	86%	92%	31%	100%	100%	14%
Bedford	71%	45%	41%	94%	80%	39%
Earlsfield	82%	91%	46%	85%	77%	54%
East Putney	82%	92%	35%	88%	88%	30%
Fairfield	85%	85%	59%	88%	88%	44%
Furzedown	79%	60%	30%	86%	76%	24%
Graveney	86%	46%	25%	100%	100%	25%
Latchmere	83%	64%	38%	88%	69%	28%
Nightingale	79%	76%	43%	91%	100%	18%
Northcote	85%	85%	41%	83%	84%	16%
Queenstown	87%	63%	36%	69%	45%	8%
Roehampton	85%	79%	46%	88%	75%	22%
Shaftesbury	78%	82%	38%	100%	0%	0%
Southfields	89%	86%	49%	100%	83%	38%
St Marys Park	86%	74%	47%	88%	77%	25%
Thamesfield	91%	81%	6%	100%	100%	40%
Tooting	85%	66%	46%	100%	89%	78%
Wandsworth Common	71%	74%	24%	94%	77%	15%
West Hill	87%	81%	44%	91%	91%	28%
West Putney	90%	84%	38%	91%	88%	30%

9 Involvement

9.1 Listening to views and acting upon them - tenants

Over half of all tenants are satisfied, with one in five (21%) very satisfied; yet under a quarter (23%) are dissatisfied with one in ten (11%) very dissatisfied. Satisfaction in this regard has dropped 2 percentage points since the 2018 survey (54% cf. 56%) yet this change is not significant.

Figure 50: Q27. How satisfied or dissatisfied are you that Wandsworth Council listens to your views and acts upon them? – Tenants (All responses)



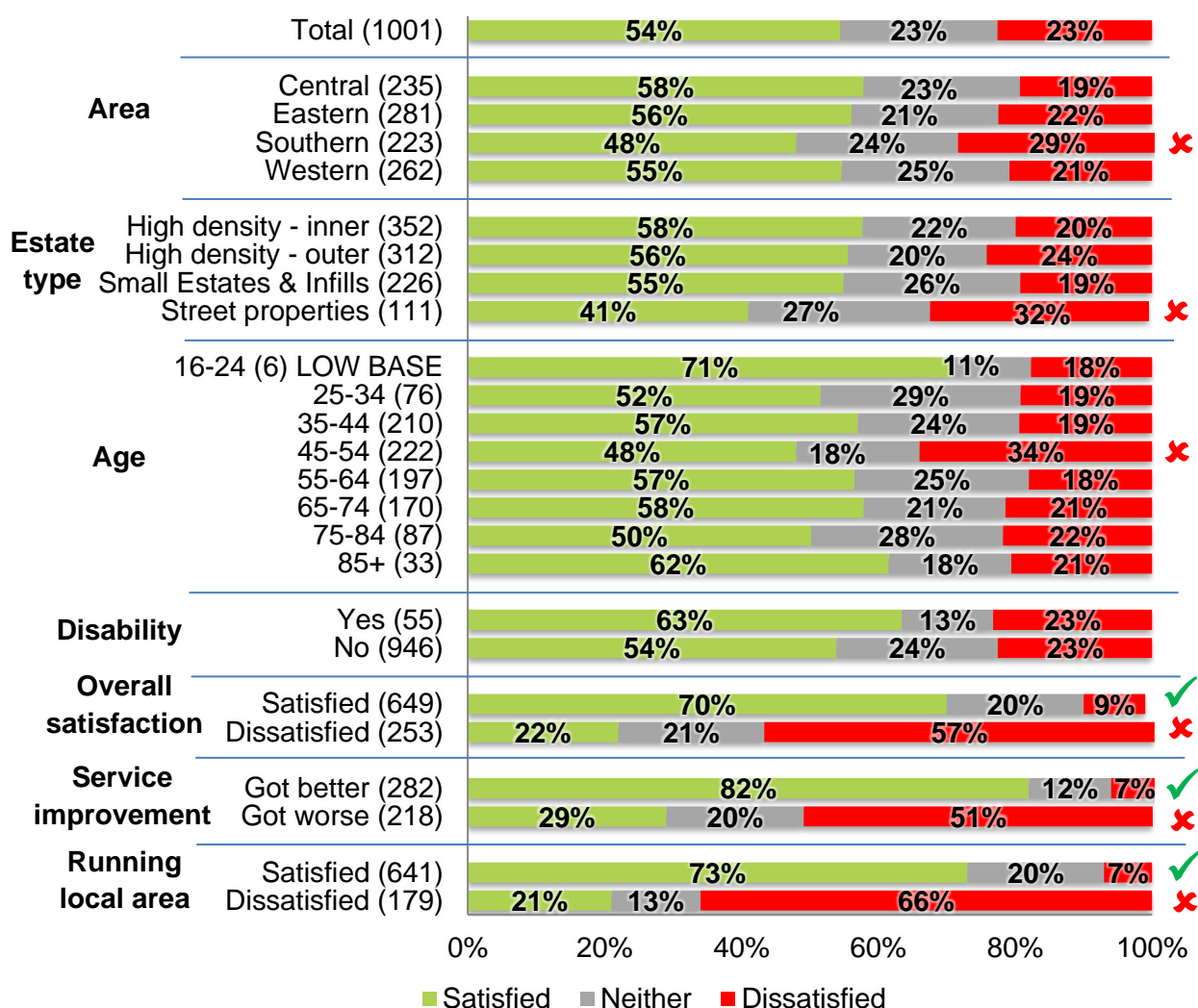
2019 unweighted sample base: 1001

9.1.1 Listening to views and acting on them – subgroup analysis - tenants

When considering subgroups; tenants residing in the Southern area are significantly less likely to be satisfied (48% cf. 54%) whereas results in the remaining areas are similar to each other. By estate type, those in Street properties are significantly less likely to be satisfied (41% cf. 54%) yet results for the other estate types are too, similar to each other. While not statistically significant, those with disabilities are more likely to be satisfied.

The following three metrics have yielded similar results and are all statistically significant when compared to the total. Of those who are dissatisfied with the overall service provided, just 22% of that proportion are satisfied that Wandsworth Council listens to their views and acts upon them. This is comparable to those who are dissatisfied with the running of their local area, where only 21% of this proportion are satisfied their views are listened to. Of those who feel that the quality of services provided have got worse over the last two years; 29% are satisfied that their views are listened to. There could be a correlation between negative perceptions surrounding services / the local area and tenants feeling they are not being listened to by Wandsworth Council.

Figure 51: Q27. How satisfied or dissatisfied are you that Wandsworth Council listens to your views and acts upon them? – By subgroup

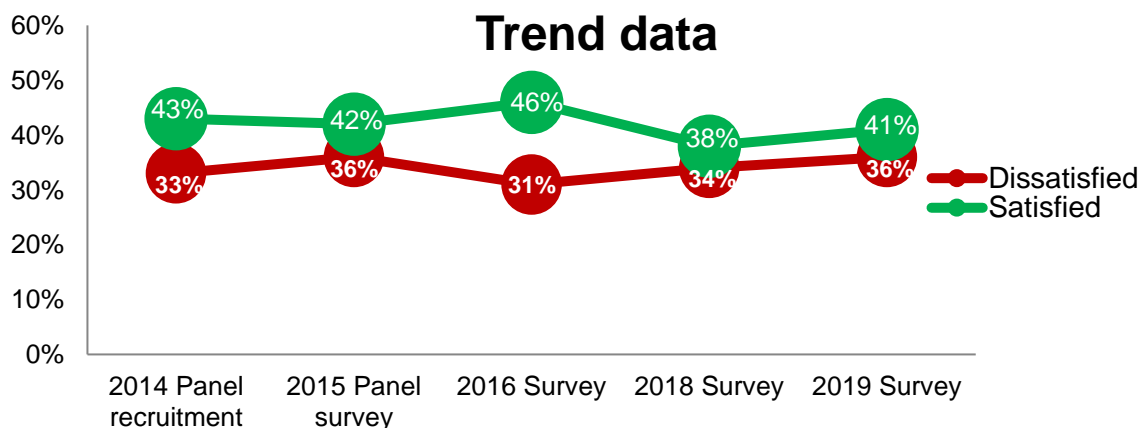
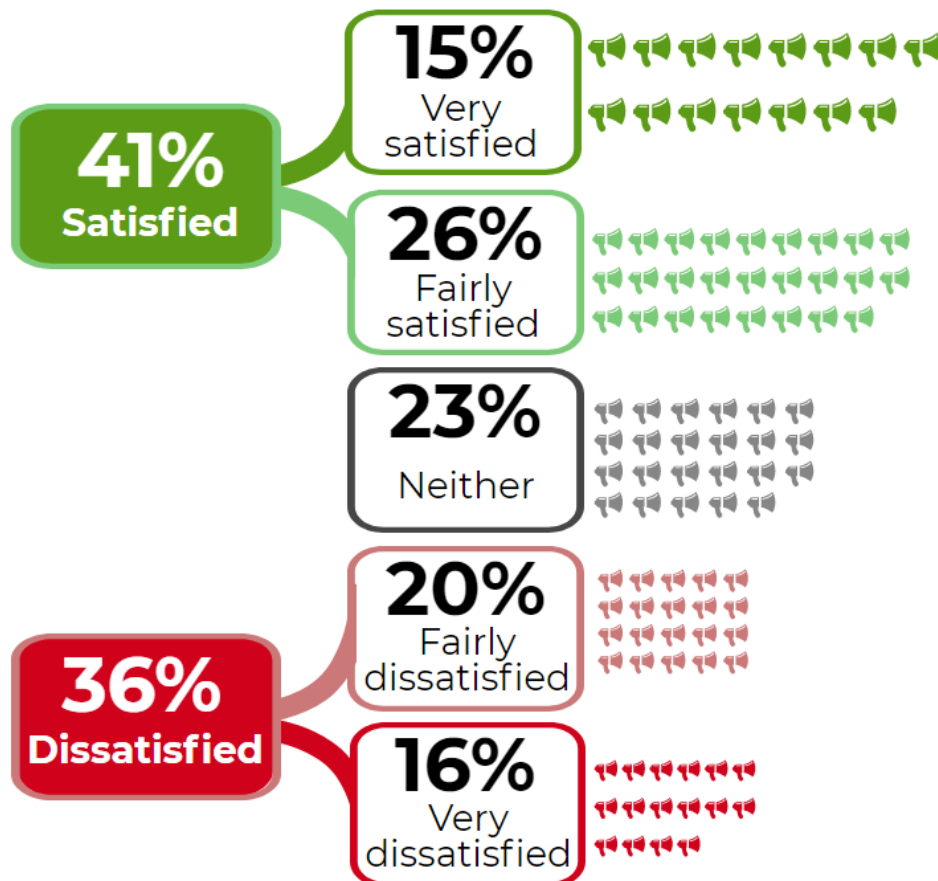


Unweighted sample bases in parentheses

9.2 Listening to views and acting upon them - leaseholders

Two in five (41%) leaseholders are satisfied that their views are listened to and that Wandsworth Council acts upon them; 15% are very satisfied. Over a third (36%) are dissatisfied with 16% very dissatisfied. Satisfaction has increased by 3 percentage points since the 2018 survey (41% cf. 38%), although this change is not statistically significant.

Figure 52: Q27. How satisfied or dissatisfied are you that Wandsworth Council listens to your views and acts upon them? – Leaseholders (All responses)



Unweighted sample base: 401

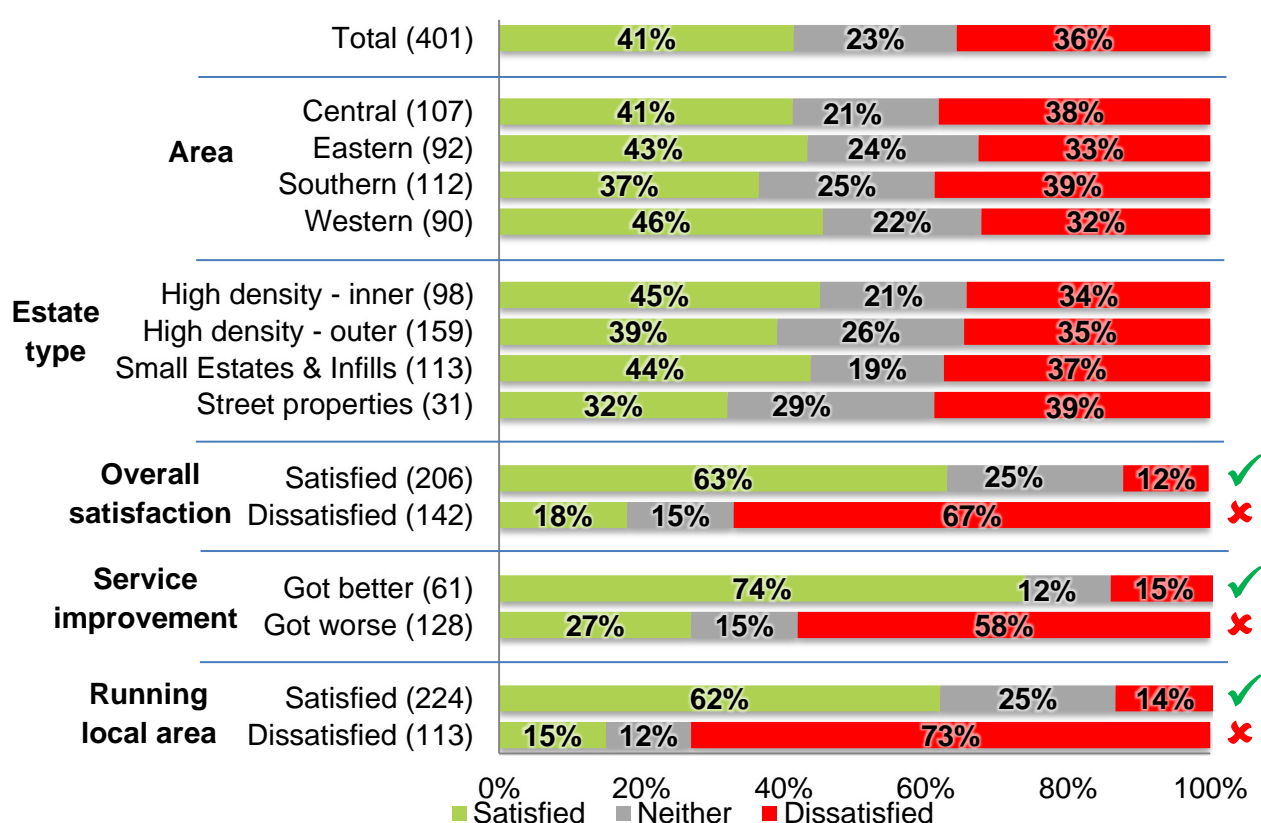
9.2.1 Listening to views and acting on them – subgroup analysis - leaseholders

There are no significant differences when considering area or estate type yet satisfaction is proportionally lower amongst those in the Southern area and those in street properties; just like that of tenants.

There could also be a correlation between negative perceptions with services / local area and the feeling amongst some leaseholders that they are not listened to. Of those who are dissatisfied with the running of their local area; nearly three quarters (73%) of this proportion are dissatisfied that their being listened to by Wandsworth Council. Of those dissatisfied with the overall service, 67% are dissatisfied that their being listened to; and of those who feel that the services provided have got worse, almost three in five (58%) are dissatisfied with this metric.

NB. there was no age demographic data held for leaseholders in the sample database nor was there complete demographic data concerning disabilities.

Figure 53: Q27. How satisfied or dissatisfied are you that Wandsworth Council listens to your views and acts upon them? – By subgroup

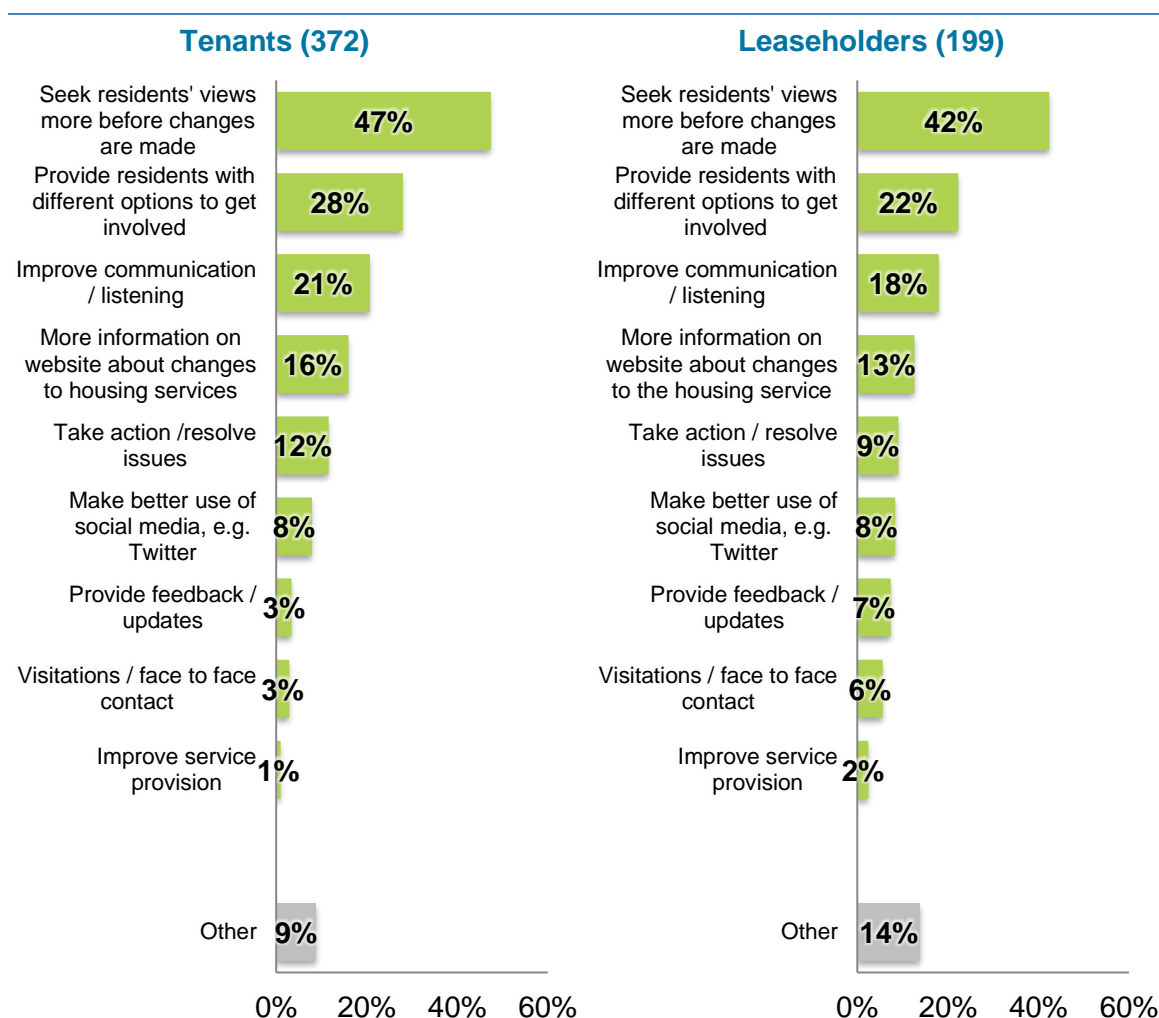


Unweighted sample bases in parentheses

9.2.2 Listening to views and acting on them – suggestions for improvement

When asked how Wandsworth Council could improve the way it listens to its residents; the suggestions cited by both tenants and leaseholders were similar. The most cited suggestion is to seek residents' views before making changes with 47% and 42% citing this respectively. This was followed by providing different options for residents to get involved (28% & 22%) and thirdly; to improve communications / listening with 21% and 18% respectively. Having more information about changes to housing services on the Council website was also cited as an improvement (16% and 13%).

Figure 54: Q28. What could Wandsworth Council do to improve the way it listens to residents and acts upon the feedback it is given? (Valid responses, those not satisfied with the Council listening to views and acting on them)



Unweighted sample bases in parentheses

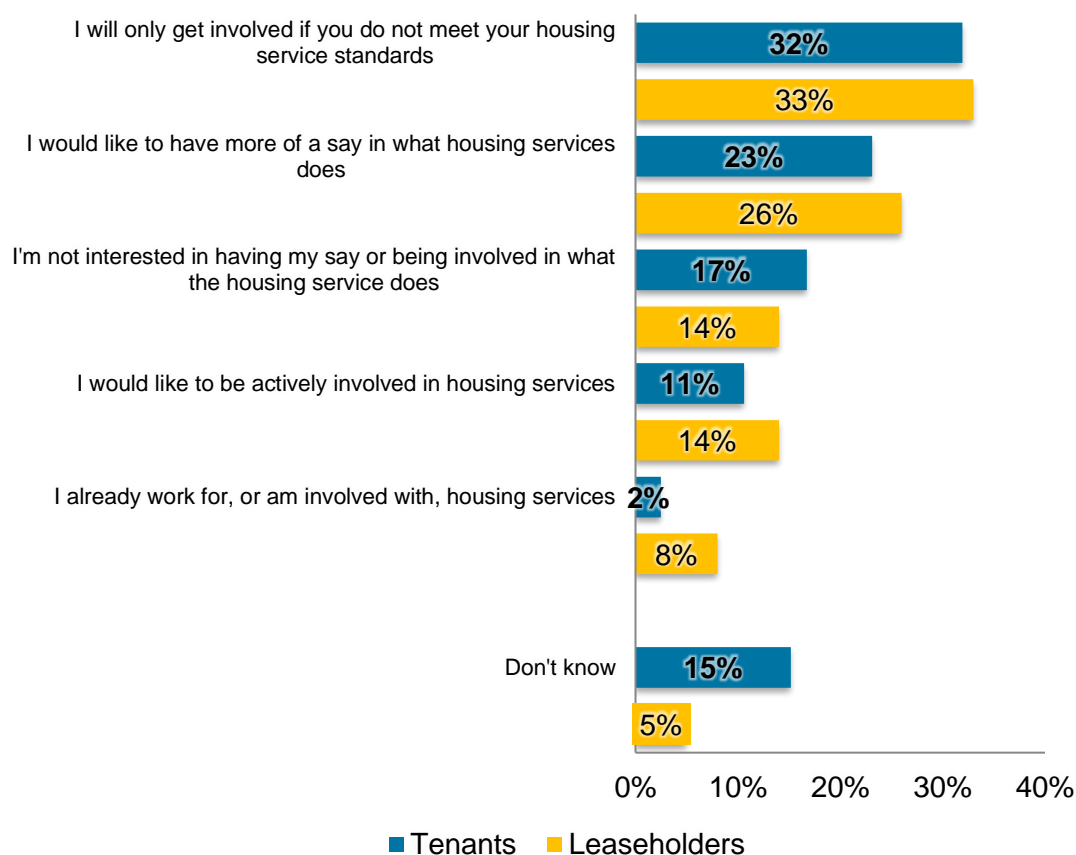
9.3 Attitudes towards involvement

When asked which statement came closest to residents' attitudes towards housing services; the preferred statement, with a third of tenants and leaseholders (32% & 33%) was getting involved if Wandsworth Council was not meeting their personal housing standards.

The second most preferred statement correlates with the second most cited suggestion of improvement for both tenants and leaseholders. The statement was having more of a say in what housing services does (23% & 26%) with the suggested improvement being more options for residents to get involved.

Those not interested in becoming involved with housing services lies at 17% for tenants and 14% for leaseholders. The same proportion of leaseholders however, do want to be actively involved. This lies at one in ten (11%) for tenants.

Figure 55: Q29. Which of the following statements comes closest to your own attitudes towards Wandsworth Council's housing services? (All responses)



Unweighted sample base: 1001 / 401

10 Digital Services

When asked which of the online housing services residents have used or would use in the future, almost a third of both tenants (32%) and leaseholders (31%) have used the website to pay rent or service charge. The second most used online feature for tenants and leaseholders was finding information about housing services (15% & 19%) followed by requesting a repair (14% & 15%).

Similar proportions are likely to use the listed online services, with the lower proportion stating they are likely to pay rent / service charge driven by the higher proportion already using this service discussed above.

Table 12: Q30. Which of the following online housing services have you used or would be happy to use in the future so the Council have more money available to spend on your priorities? (Valid responses excluding unsure)

	Tenants			Leaseholders		
	Used	Likely to use	Not likely	Used	Likely to use	Not likely
Online form for requesting a repair	14%	33%	53%	15%	47%	38%
Tracking a repair	7%	43%	50%	7%	56%	36%
Feedback about a recent repair	9%	45%	46%	6%	59%	35%
Pay rent or service charge	32%	20%	49%	31%	30%	39%
Update your tenancy/lease details	7%	39%	54%	9%	46%	45%
Online surveys about services you have just received	10%	42%	48%	12%	49%	40%
Find out information about housing services provided to residents	15%	43%	42%	19%	47%	34%
Online form for reporting anti-social behaviour	5%	43%	52%	9%	52%	39%
Make a complaint (not ASB-related)	7%	41%	52%	12%	53%	35%
Make an appointment, e.g. with an Estate Manager	6%	43%	50%	6%	56%	39%

10.1.1.1 Digital service perceptions by age

The subsequent tables are segmented by age yet it must be highlighted that these results are only for tenants due to there being no leaseholder age demographic information available in the sample database.

There are no significant differences amongst those who have used online services when segmented by age groups with one exception; those aged 45-54 are significantly more likely to found out information about services (20% cf. 15%). All age groups have used, in varying proportions, at least one online service except for those aged 16-24 but due to the very low base, this should be taken as indicative only.

Table 13: Q30. Which of the following online housing services have you used or would be happy to use in the future so the Council have more money available to spend on your priorities? – By age where used online services

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
	Used	Used	Used	Used	Used	Used	Used	Used
Online form for requesting a repair	0%	11%	13%	15%	17%	14%	15%	19%
Tracking a repair	18%	4%	7%	10%	5%	6%	5%	11%
Feedback about a recent repair	18%	5%	10%	8%	9%	10%	8%	7%
Pay rent or service charge	11%	26%	32%	34%	34%	27%	32%	44%
Update your tenancy/lease details	0%	7%	8%	5%	6%	7%	8%	22%
Online surveys about services you have just received	18%	5%	10%	13%	8%	10%	7%	17%
Find out information about housing services provided to residents	18%	14%	10%	20%	15%	18%	9%	12%
Online form for reporting anti-social behaviour	0%	4%	7%	6%	2%	7%	6%	7%
Make a complaint (not ASB-related)	18%	5%	8%	6%	6%	8%	9%	8%
Make an appointment, e.g. with an Estate Manager	0%	7%	7%	5%	5%	7%	9%	7%

Interestingly, those aged 75-84 are significantly more likely to use half of the online services available; 61% of this age group are significantly more likely to use track a repair online (61% cf. 43%) as well as pay their rent online (31% cf. 20%). Conversely; 35-44 are significantly less likely to track a repair online (36% cf. 43%).

Table 14: Q30. Which of the following online housing services have you used or would be happy to use in the future so the Council have more money available to spend on your priorities? – By age where likely to use online services

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
	Likely to use	Likely to use	Likely to use	Likely to use	Likely to use	Likely to use	Likely to use	Likely to use
Online form for requesting a repair	60%	28%	28%	30%	34%	32%	49%	50%
Tracking a repair	29%	44%	36%	39%	45%	42%	61%	49%
Feedback about a recent repair	29%	46%	43%	43%	46%	43%	52%	56%
Pay rent or service charge	53%	25%	16%	17%	22%	16%	31%	16%
Update your tenancy/lease details	35%	43%	33%	38%	42%	35%	49%	39%
Online surveys about services you have just received	47%	49%	36%	39%	48%	33%	55%	42%
Find out information about housing services provided to residents	29%	44%	43%	38%	47%	37%	54%	58%
Online form for reporting anti-social behaviour	35%	42%	38%	43%	50%	36%	50%	59%
Make a complaint (not ASB-related)	29%	38%	36%	41%	48%	33%	51%	53%
Make an appointment, e.g. with an Estate Manager	47%	39%	41%	46%	45%	38%	48%	60%

Those aged 35-44 are significantly less likely to use online services to request a repair (60% cf. 53%) and also track said repair (57% cf. 50%). In-keeping with the trend highlighted previously; there is the indication that those aged 75-84 are more likely to want to us

Table 15: Q30. Which of the following online housing services have you used or would be happy to use in the future so the Council have more money available to spend on your priorities? – By age where not likely to use online services

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
	Not likely to use	Not likely to use	Not likely to use	Not likely to use	Not likely to use	Not likely to use	Not likely to use	Not likely to use
Online form for requesting a repair	40%	62%	60%	56%	49%	55%	36%	31%
Tracking a repair	53%	52%	57%	51%	50%	52%	34%	41%
Feedback about a recent repair	53%	48%	47%	49%	45%	48%	40%	37%
Pay rent or service charge	35%	50%	52%	49%	45%	58%	37%	41%
Update your tenancy/lease details	65%	50%	59%	57%	53%	58%	43%	40%
Online surveys about services you have just received	35%	45%	54%	49%	43%	56%	38%	41%
Find out information about housing services provided to residents	53%	43%	47%	42%	39%	45%	38%	29%
Online form for reporting anti-social behaviour	65%	55%	56%	51%	48%	57%	44%	34%
Make a complaint (not ASB-related)	53%	57%	56%	53%	46%	60%	-39.92%	39%
Make an appointment, e.g. with an Estate Manager	53%	54%	52%	49%	50%	56%	43%	33%

Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2015) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management (ISO 27001:2013).

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

