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# Tenants Satisfaction Survey

Powys County Council 2021

## Survey Findings



Prepared for:  
**Powys County Council**

Prepared by:  
**Beaufort Research**



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# Background & Methodology

Powys County Council's Housing Service is committed to continuous improvement of the way it works. In order to do this the Council needs to know what to improve by understanding tenants experience and how they feel about the service they receive. The Council therefore commissioned Beaufort Research - an independent research company - to conduct a survey of tenants in regard to satisfaction with services.

The survey was required by the Welsh Government to use a core set of 'Star Survey' questions, to allow like for like comparisons with other Local Authorities in Wales. In addition to this, questions were added to inform specific areas of interest to the Council. Where possible, findings from this survey, undertaken in 2021, are compared with a baseline survey undertaken in 2019.

## Research Method



- The research universe consisted of tenants of all (c.5,100) council housing units in Powys.
- Interviews conducted **by telephone** utilising CATI (Computer Aided Telephone Interviewing).
- **Quotas** were set on area, housing type and number of occupants, to reflect the overall tenant profile.
- An overall sample size of **704 interviews** were achieved.
- No more than one person was interviewed in each household.
- **Fieldwork** for the survey took place between 27 October and 30 November 2021.

## Sample Profile

The interviewed sample profile closely matched that of the universe

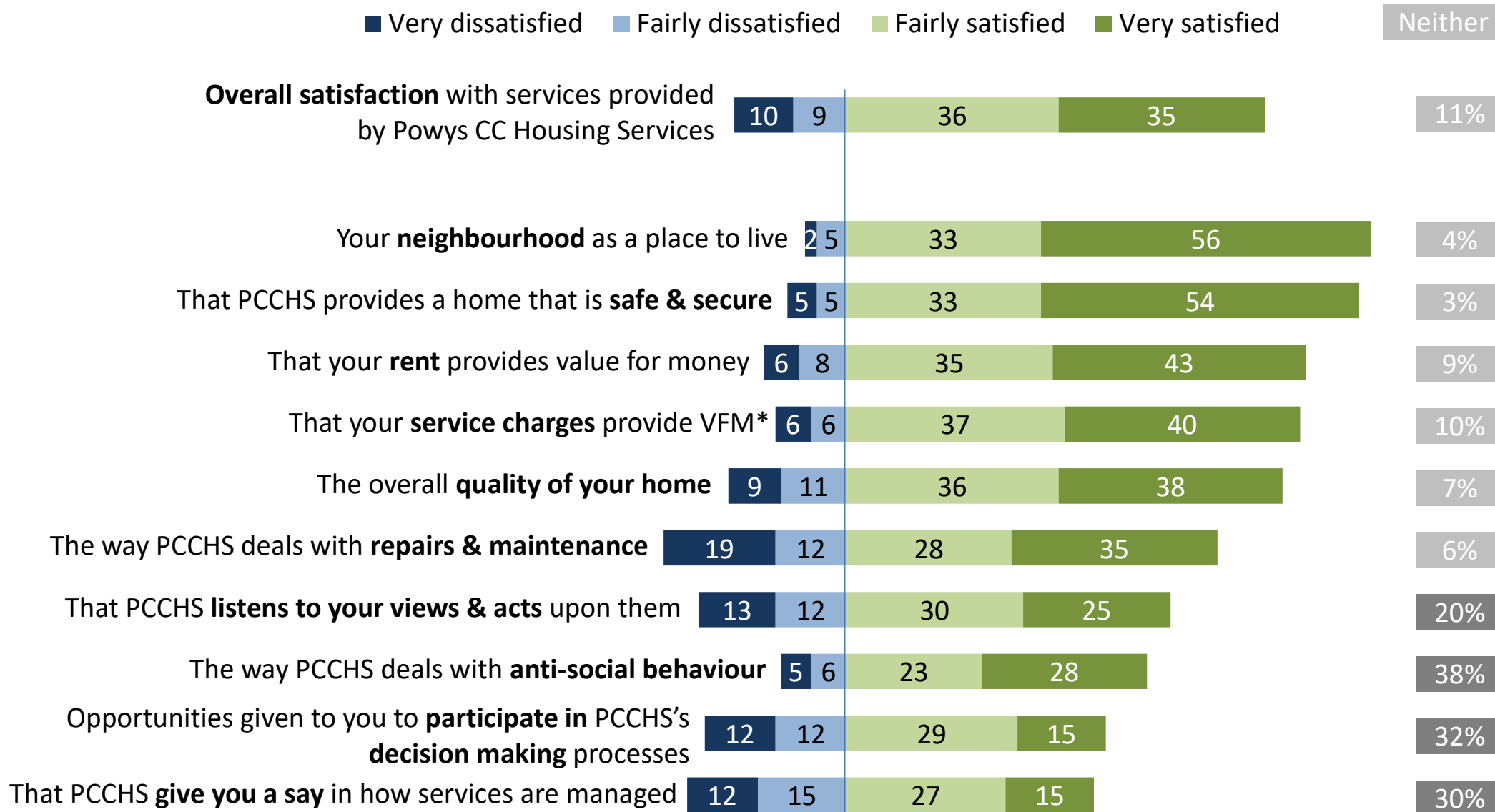
Rent	Universe %	Survey %	Survey No.
Less than £100	34	36	253
£100 to £109	28	28	200
£110+	38	36	251
Area			
Montgomery	48	45	317
Radnor	24	26	180
Brecknock	29	29	207
Tenancy Length			
Less than 1 year	9	9	63
1 to 2 years	15	16	110
3 to 5 years	17	15	106
6 to 9 years	17	18	125
10 to 19 years	21	20	142
20+ years	21	22	158
<b>Total</b>	<b>100</b>	<b>100</b>	<b>704</b>

Housing type	Universe %	Survey %	Survey No.
Bungalow	27	28	196
Flat / maisonette	19	19	131
House	55	54	377
No. of occupants			
1	51	53	371
2	24	26	182
3 or more	25	21	151
No. of bedrooms			
1	15	16	114
2	43	43	302
3 or more	42	41	288
<b>Total</b>	<b>100</b>	<b>100</b>	<b>704</b>

# Key Findings

# Overall Satisfaction – Key Survey Measures

Extent satisfied/dissatisfied (%)



Base (all, 2021): 704

Powys County Council - Tenants Satisfaction Survey 2021

\*Base = those who pay a service charge (201)

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# Overall Satisfaction – Key Survey Measures

## Extent satisfied/dissatisfied (%)

- Seven in ten (71%) of tenants were either very or fairly satisfied with services provided by Powys County Council Housing Services. However, almost one in five (19%) were dissatisfied.
- The highest levels of satisfaction were evident for their 'neighbourhood as a place to live' (89% satisfied, of which 56% were 'very satisfied'), followed by 'Powys County Council Housing Services provides a home that is safe and secure' (87% satisfied, of which 54% were 'very satisfied').
- Tenants were also generally positive about rent and service charges providing value for money (78% and 77% satisfied respectively), and almost three quarters (74%) were satisfied with the overall quality of their home, although, one in five (20%) said they were dissatisfied.
- Lower levels of satisfaction were apparent for 'the way Powys County Council Housing Services deals with repairs and maintenance' (63% satisfied), although levels of satisfaction still outweighed dissatisfaction (32%). Four fifths (83%) of those dissatisfied said this related to a repair they had don or requested in the last year.
- Although a majority (55%) were satisfied that 'Powys County Council Housing Services listened to their views and acted upon them, a quarter (25%) were dissatisfied in this respect.

## Overall Satisfaction – Key Survey Measures

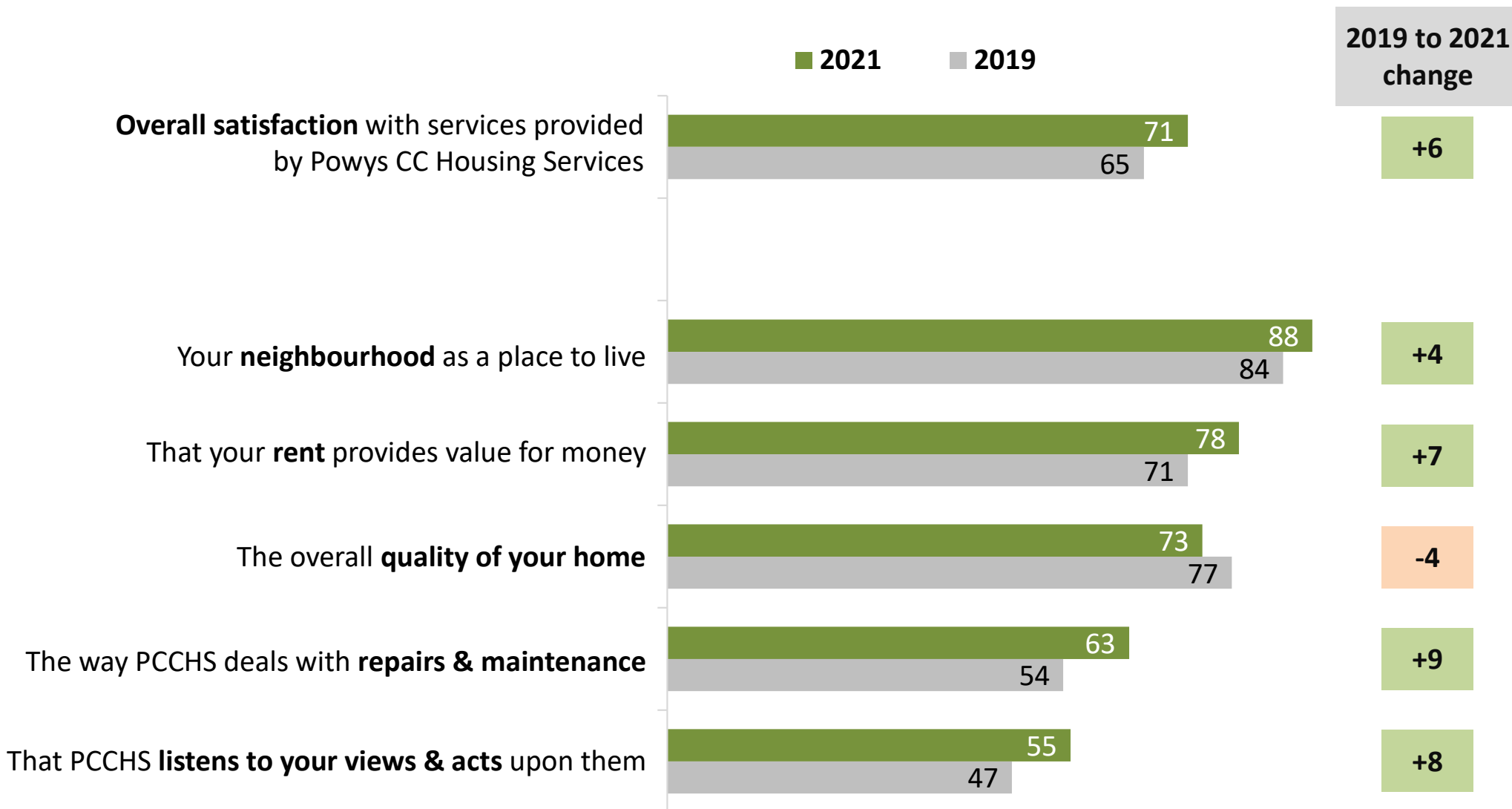
### Extent satisfied/dissatisfied (%)

- Almost two fifths (38%) were neither satisfied nor dissatisfied with the way Powys County Council Housing Services deals with anti-social behaviour, but half (51%) were satisfied, and one in ten (11%) were dissatisfied.
- Lower levels of satisfaction were evident for ‘opportunities to participate in Powys County Council Housing Service’s decision making processes’ (44% satisfied) and ‘Powys County Council Housing Services give you a say in how services are managed’ (42% satisfied), although levels of satisfaction still outweighed dissatisfaction. A sizeable proportion of around three in ten (32% and 30% respectively) were neither satisfied nor dissatisfied with these service dimensions.



# Overall Satisfaction – Key Survey Measures

% very/fairly satisfied (2019 vs. 2021)



Comparisons made for all questions asked in both 2019 and 2021  
 Base (all, 2021): 704

## Overall Satisfaction – Key Survey Measures

### % very/fairly satisfied (2019 vs. 2021)

- A notable improvement in overall satisfaction with services provided by Powys County Council Housing Services in apparent since 2019, with the proportion either very or fairly satisfied increasing from 65% to 71% in 2021.
- Satisfaction with numerous other service dimensions also increased, including their neighbourhood as a place to live (+4 percentage points), rent providing value for money (+7), Powys County Council Housing Services listening to views and acting upon them (+7) and most notably, the way Powys County Council Housing Services deals with repairs and maintenance (+9).
- The only measure to see a slight decline, was in relation to ‘the overall quality of their home’ (-4).

# Overall Satisfaction – Additional Measures

Extent agree/disagree with statements (%)

■ Disagree strongly 
 ■ Disagree 
 ■ Agree 
 ■ Agree strongly 
 Neither/DK

*“My housing service has friendly and approachable **staff**.”*

2021



8%

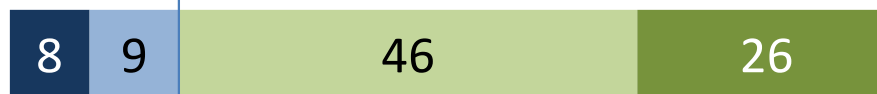
2019



13%

*“I **trust** PCC Housing Services.”*

2021



11%

2019



14%

## Overall Satisfaction – Additional Measures

### Extent agree/disagree with statements (%)

- The majority of tenants agreed with positive statements relating to the friendliness and approachability of Powys County Council Housing Services staff (84% agreeing – an increase of 6 percentage points since 2019), and having trust in Powys County Council Housing Services (72% agreed - as was the case in 2019). Tenants were more likely to ‘agree’ with both of three of these statements, than ‘agree strongly’.
- Fewer than one in ten (8%) gave a negative response in relation to staff, while one approaching one in five (17%) disagreed that they trusted Powys County Council Housing Services.

## Satisfaction:

### Differences by sub-groups

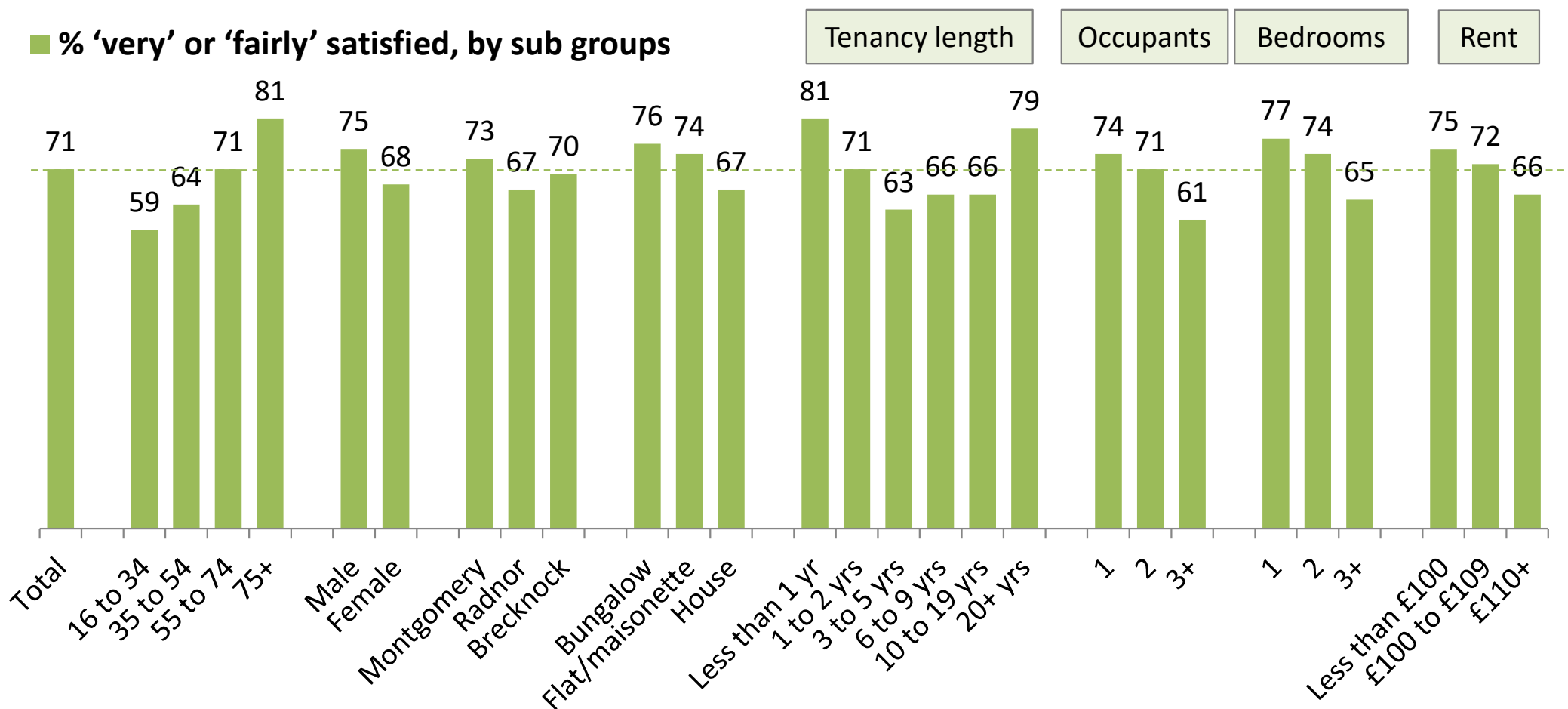
- The following section illustrates differences in satisfaction among sub-groups.
- In general, the largest differences in satisfaction were evident when examining the data by age of tenant, with younger tenants tending to be less satisfied. For example, there was a 22 percentage point difference between the proportion of 16 to 34 year olds and those aged 75+ stating they were satisfied overall with services provided by Powys County Council Housing Services. The difference between age groups was most marked in relation to 'the way Powys County Council Housing Services deals with repairs and maintenance' and 'Powys County Council Housing Services listens to your views and acts upon them', where a 32 and 29 percentage point difference between these age groups existed.
- Perhaps reflecting tenant age profile, those in houses, with more rooms, more occupants and paying more rent also tended to be less satisfied on almost all dimensions.

# 1. Overall satisfaction with services provided by Powys CC Housing Services

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



## ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 704

Powys County Council - Tenants Satisfaction Survey 2021

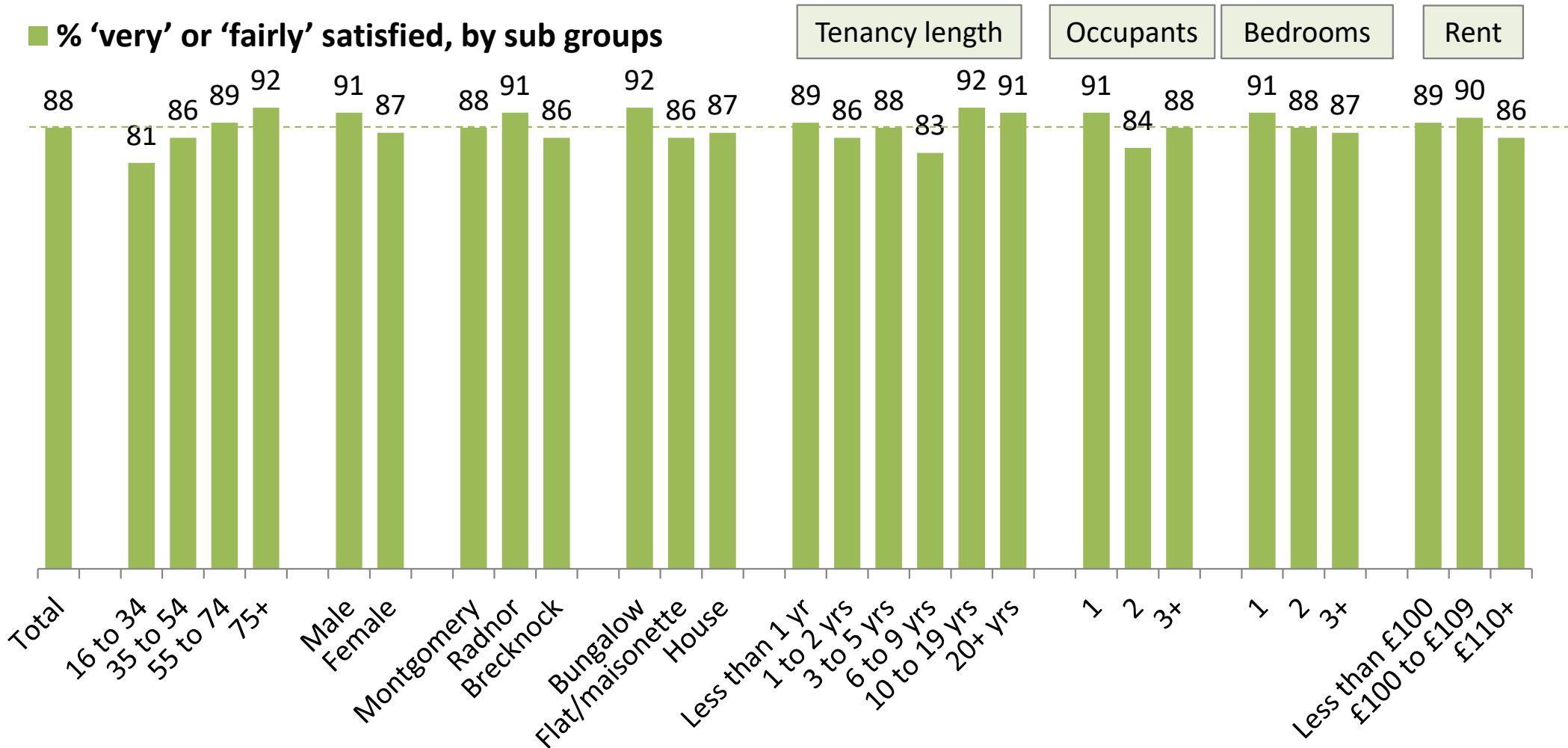
## 2. Your neighbourhood as a place to live

■ Very dissatisfied 
 ■ Fairly dissatisfied 
 ■ Fairly satisfied 
 ■ Very satisfied

Neither/  
DK  
= 4%



■ % 'very' or 'fairly' satisfied, by sub groups

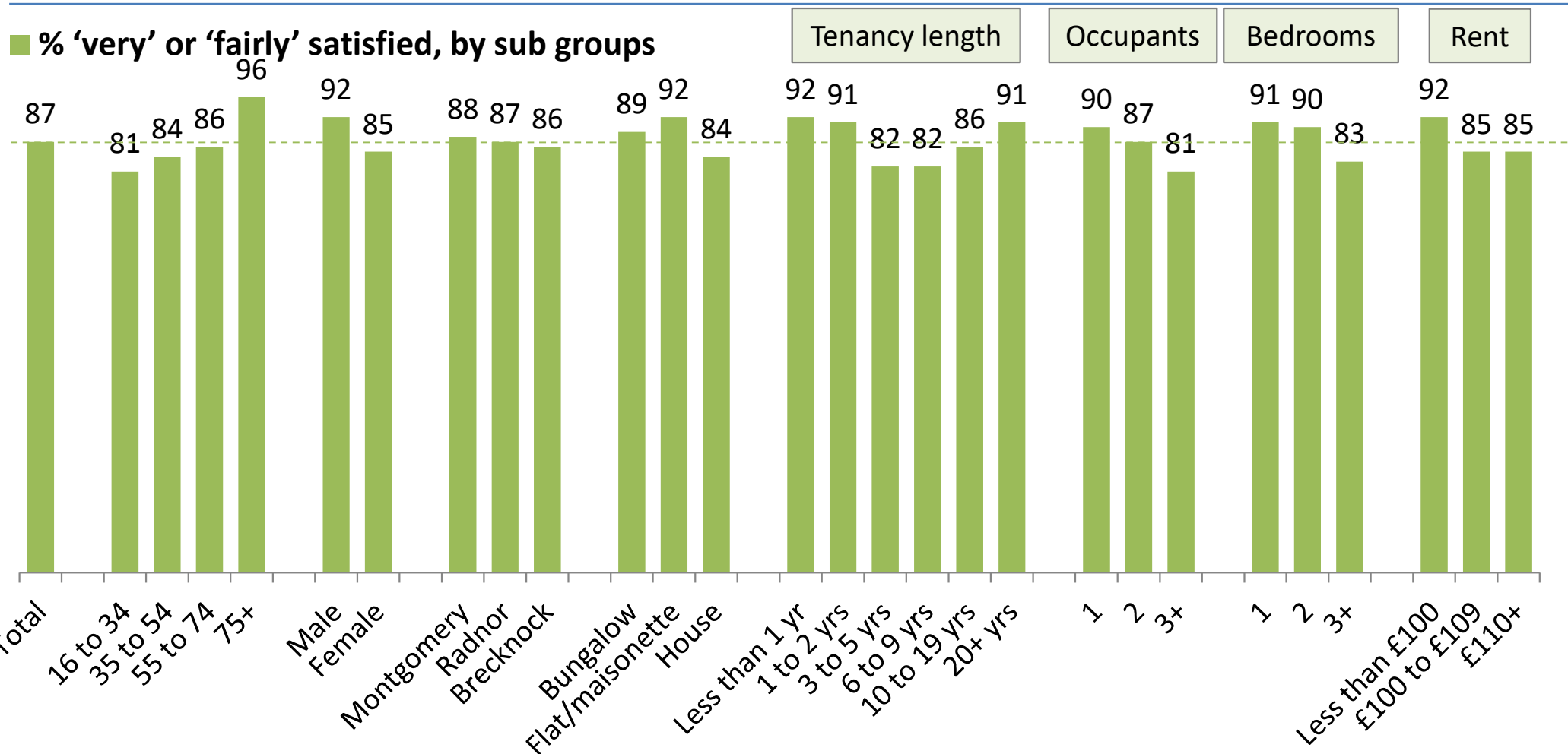


Base (all): 704

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### 3. That PCCHS provides a home that is safe and secure

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Base (all): 704

Powys County Council - Tenants Satisfaction Survey 2021



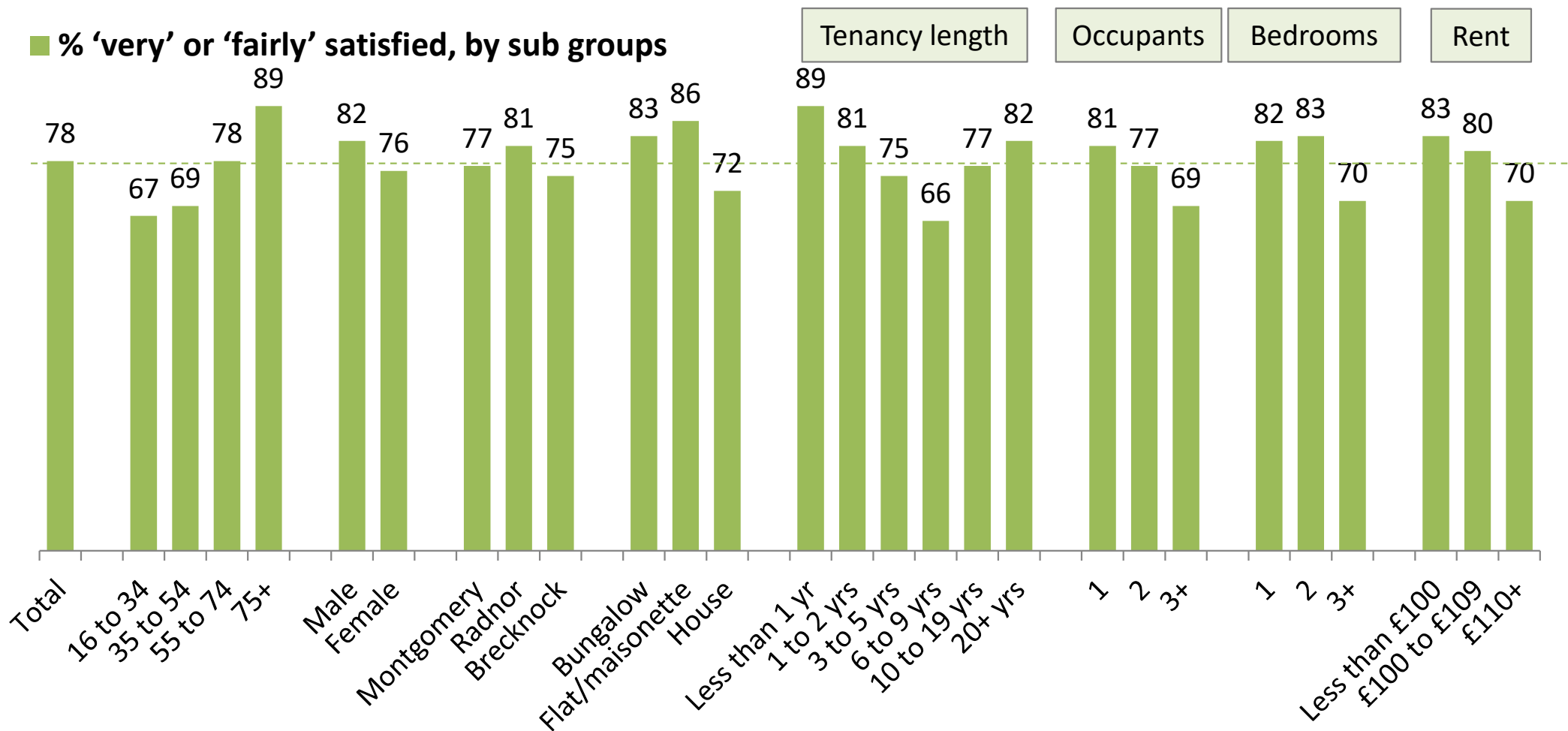
# 4. That your rent provides value for money

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 9%

■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 704

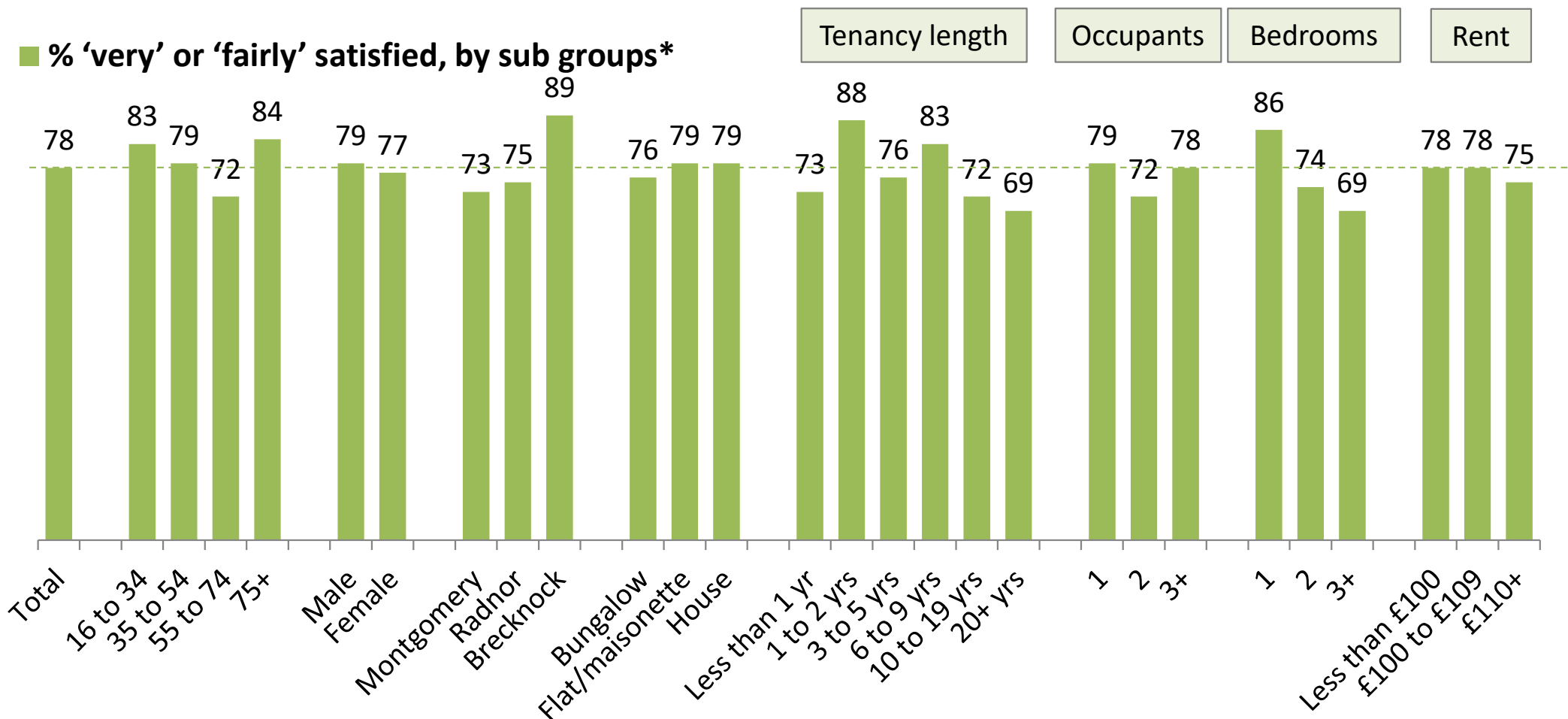
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# 5. That your service charges provide VFM\*

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



■ % 'very' or 'fairly' satisfied, by sub groups\*



Base (those who pay a service charge): 201  
 Powys County Council - Tenants Satisfaction Survey 2021

*\*Care should be taken when interpreting the data in relation to this measure, due to the small sub-group sample sizes involved.*

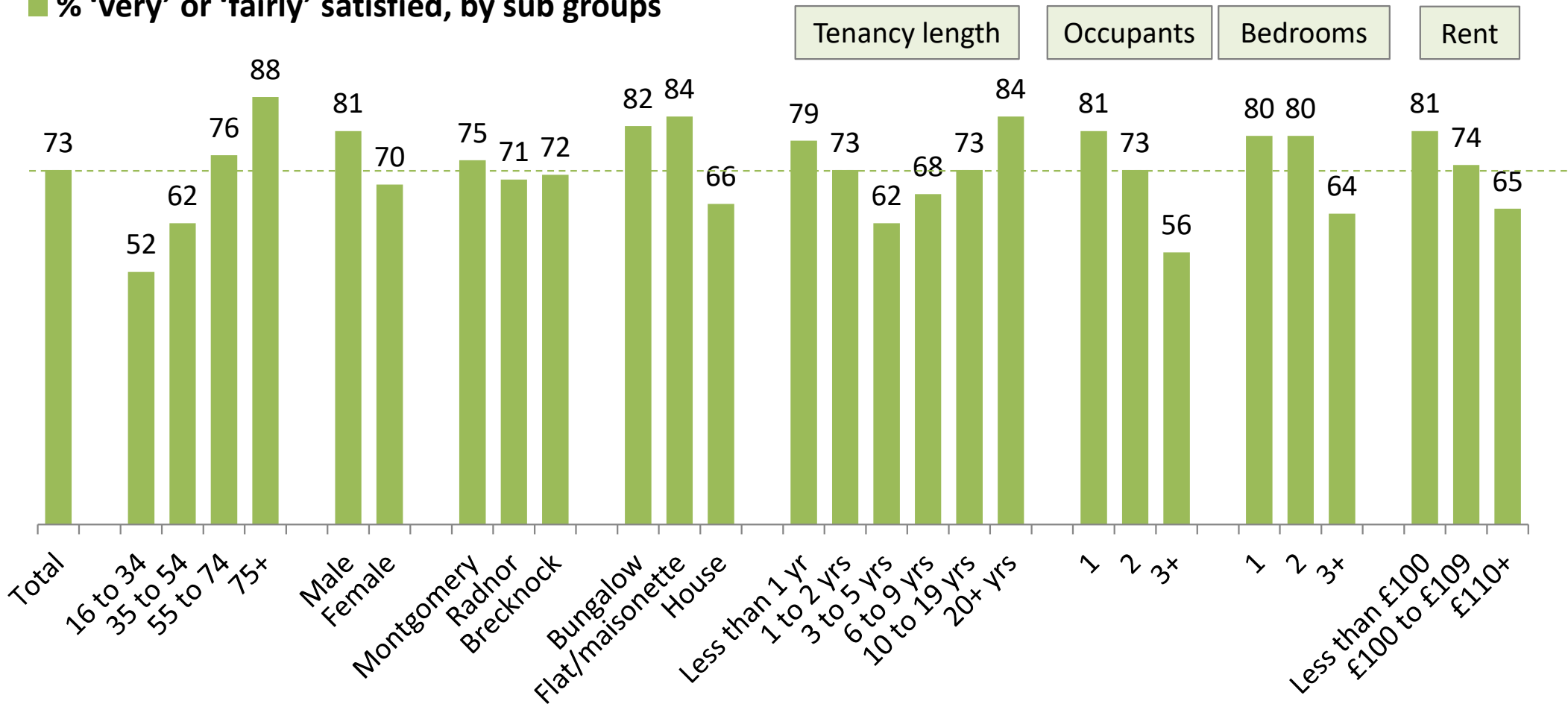


# 6. The overall quality of your home

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



## ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 704

Powys County Council - Tenants Satisfaction Survey 2021

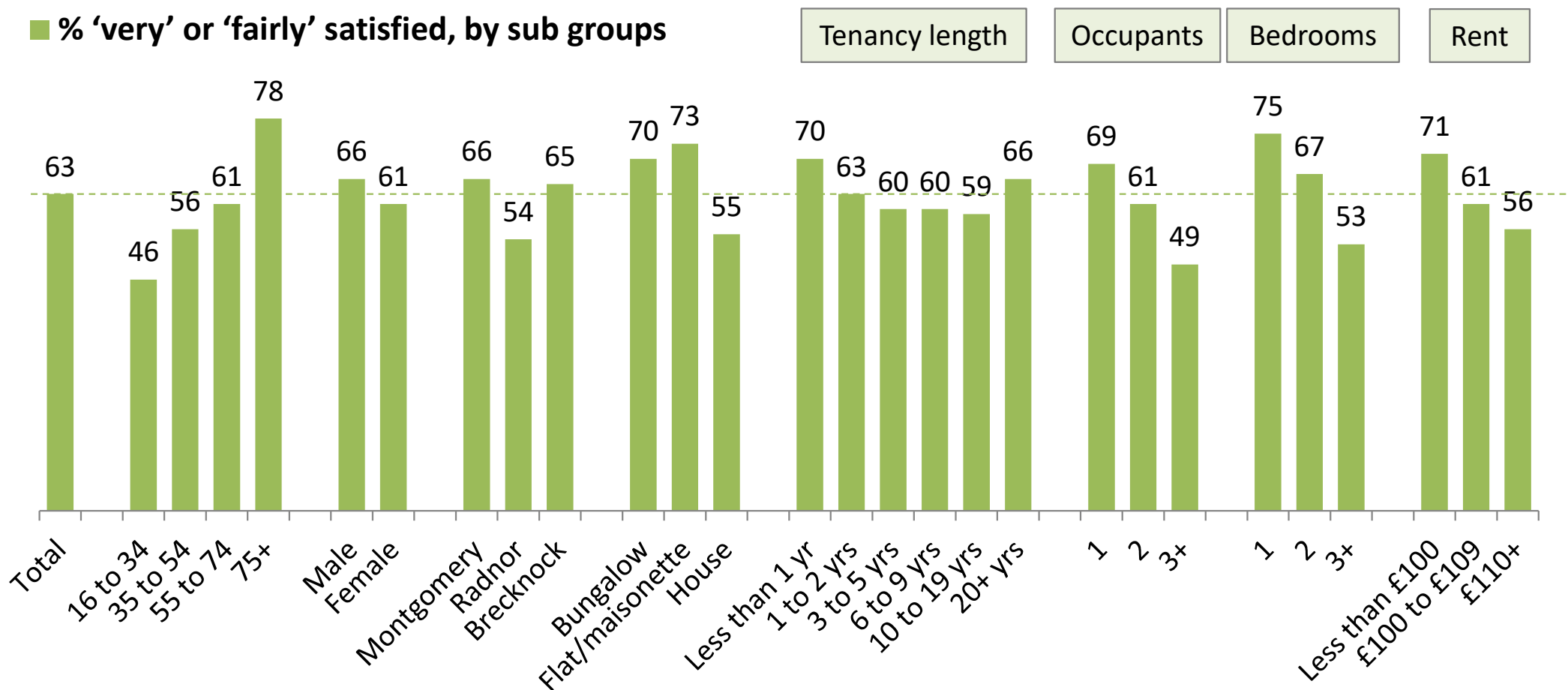
# 7. The way PCC Housing Services deals with repairs and maintenance

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 6%

■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 704

Powys County Council - Tenants Satisfaction Survey 2021

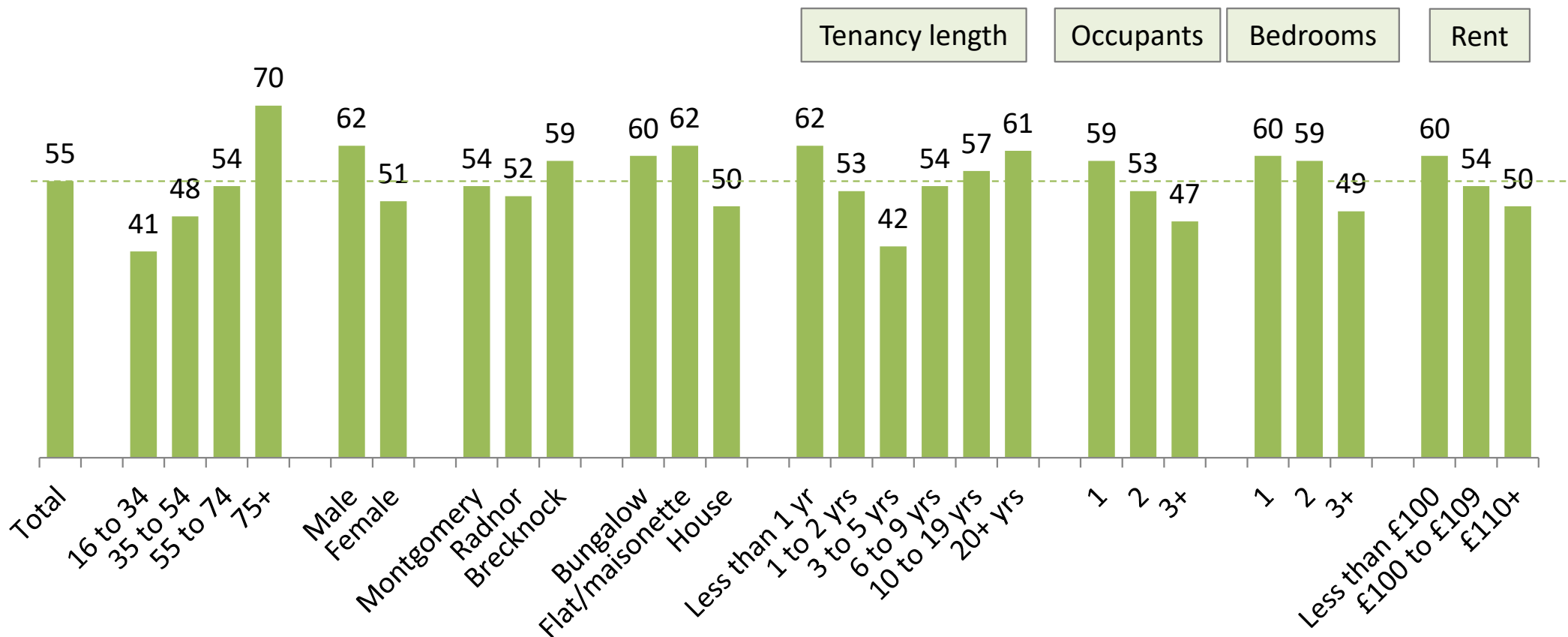
# 8. That PCC Housing Services listens to your views and acts upon them

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 20%

## ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 704

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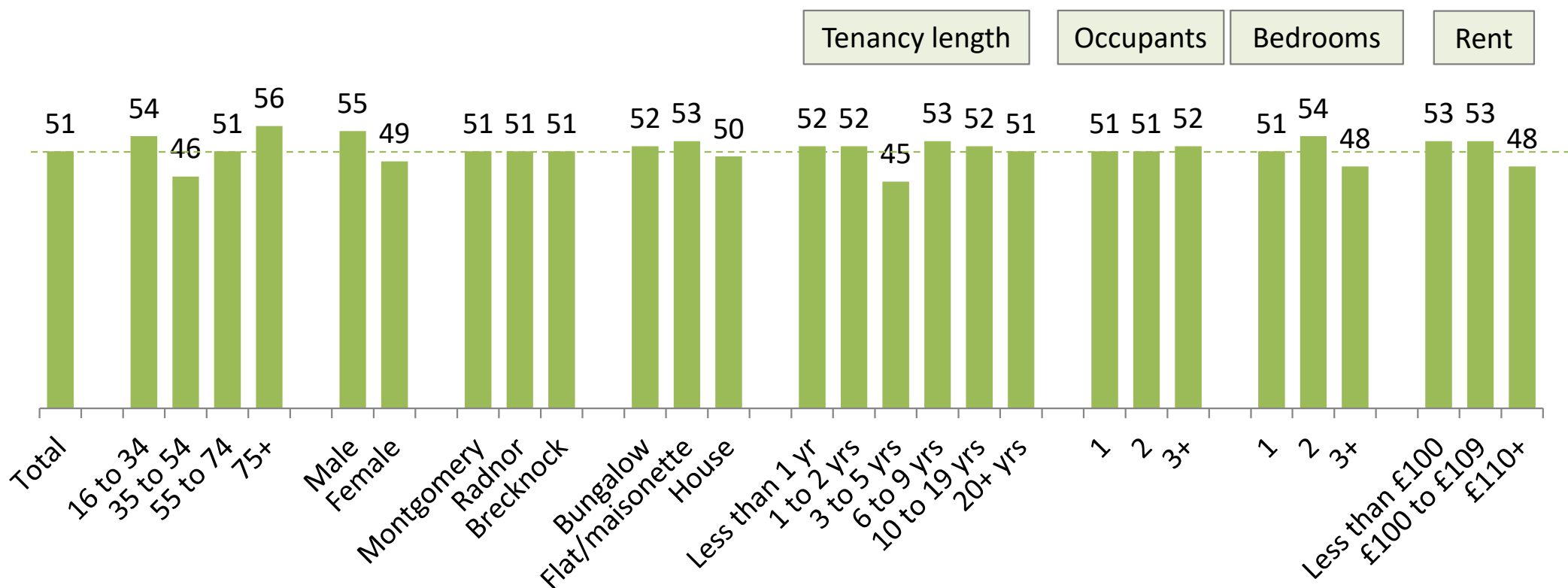
# 9. The way PCC Housing Services deals with anti-social behaviour

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 38%

## ■ % 'very' or 'fairly' satisfied, by sub groups

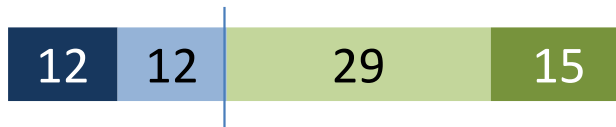


Base (all): 704

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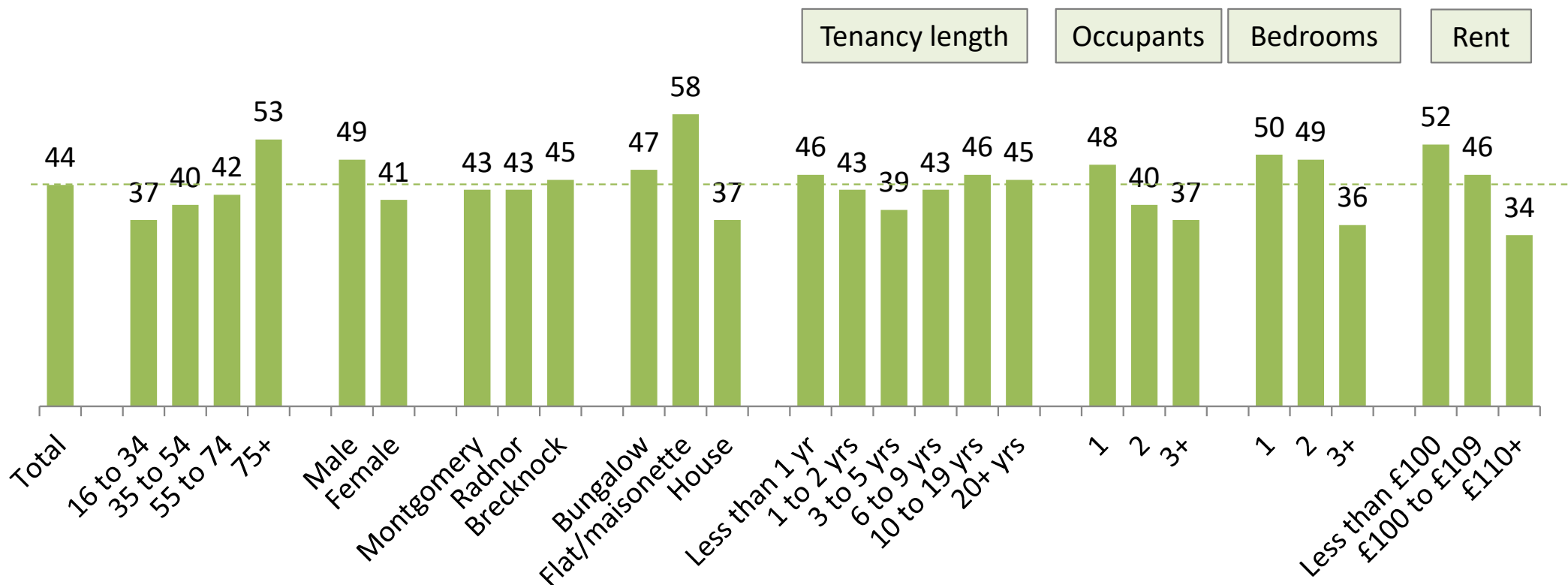
# 10. Opportunities to participate in PCC Housing Service's decision making

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 32%

## ■ % 'very' or 'fairly' satisfied, by sub groups

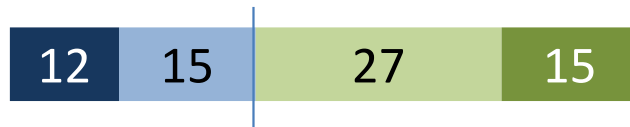


Base (all): 704

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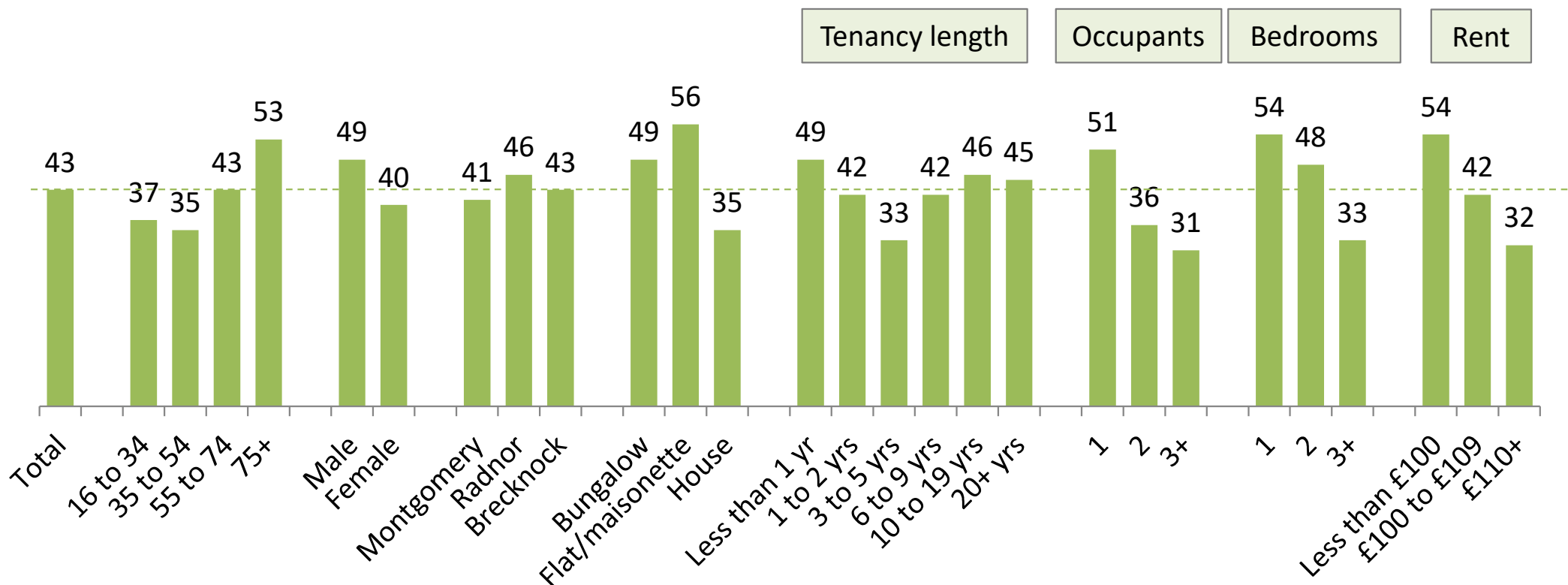
# 11. That PCC Housing Services give you a say in how services are managed

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 30%

## ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 704

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## Additional Measures: Differences by sub-groups

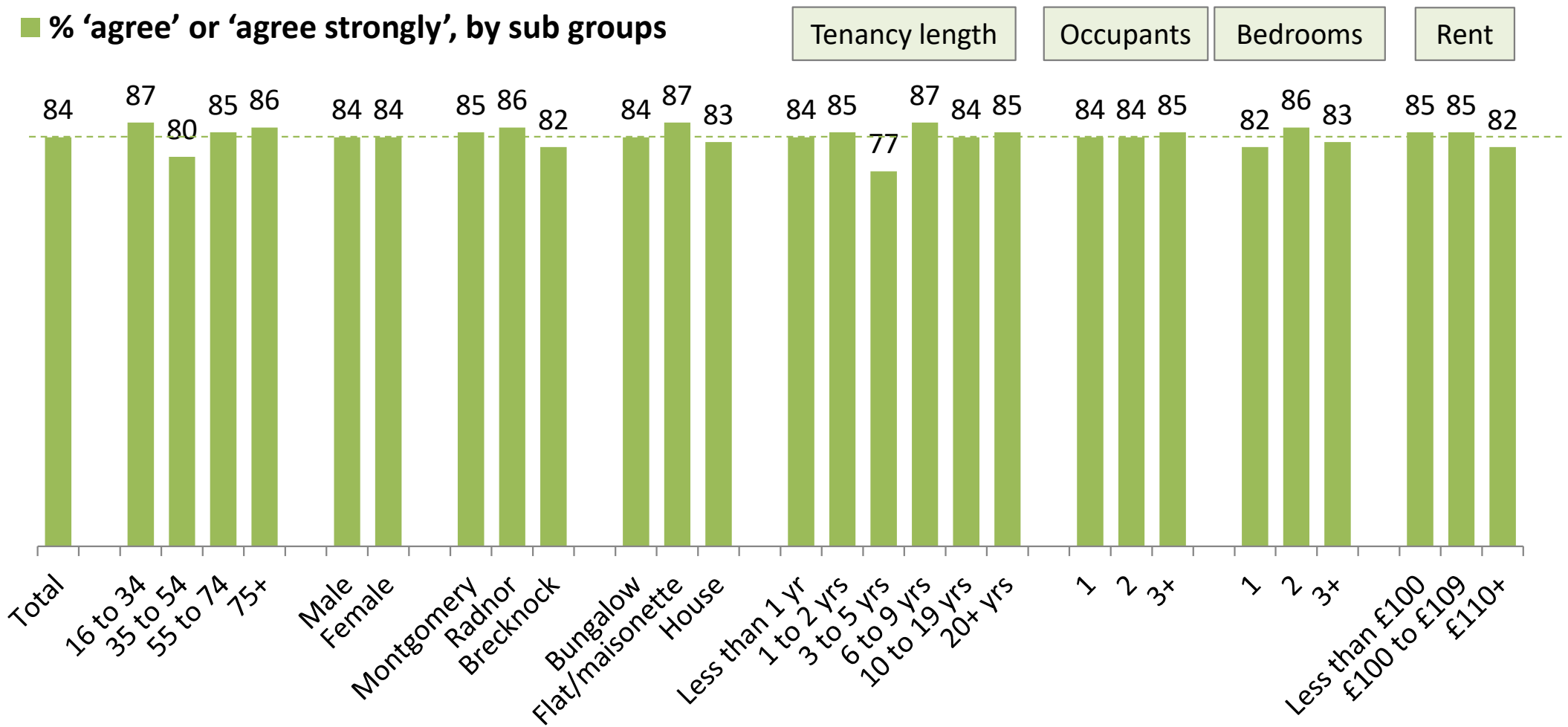
- The following section illustrates differences in levels of agreement with the additional statements regarding Powys County Council Housing Services among sub-groups.
- Agreement that Powys County Council Housing Services staff were friendly and approachable was broadly consistent across all sub-groups.
- Trust in Powys County Council Housing Services tended to be highest among those aged 75+, but was somewhat lower among 35 to 54 year olds and those with three or more bedrooms/occupants and paying more rent.

# A. "My housing service has friendly and approachable staff."

■ Disagree strongly   
 ■ Disagree   
 ■ Agree   
 ■ Agree strongly



■ % 'agree' or 'agree strongly', by sub groups



Base (all): 704

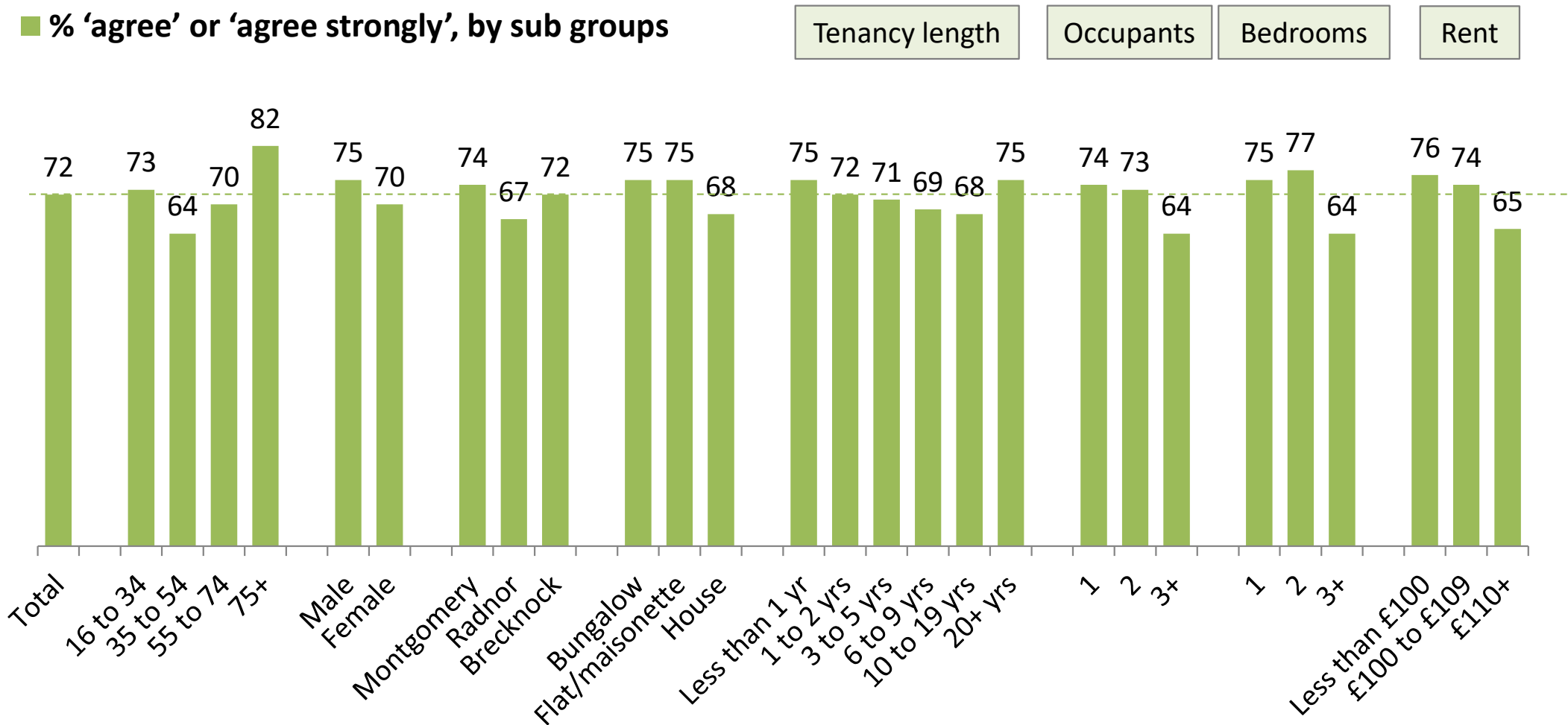
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## B. "I trust PCC Housing Services."

■ Disagree strongly   
 ■ Disagree   
 ■ Agree   
 ■ Agree strongly



■ % 'agree' or 'agree strongly', by sub groups



Base (all): 704

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