



Research Report



**Clackmannanshire
Council**

www.clacksweb.org.uk

Tenant Satisfaction and Aspiration Survey 2013

Prepared for: Clackmannanshire
Council

bmg
research

Tenant Satisfaction and Aspiration Survey 2013

Prepared for: Clackmannanshire Council

Prepared by: BMG Research

Date: November 2013



Produced by BMG Research

© Bostock Marketing Group Ltd, 2014

www.bmgresearch.co.uk

Project: 9073

Registered in England No. 2841970

Registered office:

7 Holt Court North
Heneage Street West
Aston Science Park
Birmingham
B7 4AX
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

British Quality Foundation Member

The provision of Market Research Services in accordance with ISO 20252:2012

The provision of Market Research Services in accordance with ISO 9001:2008

Investors in People Standard - Certificate No. WMQC 0614

Interviewer Quality Control CChem (IQCS) Member Company

Registered under the Data Protection Act - Registration No. Z5081943

The BMG Research logo is a trade mark of Bostock Marketing Group Ltd

Table of Contents

1	Scottish Social Housing Charter – Satisfaction Indicators	4
2	Introduction	5
2.1.1	Questionnaire design	5
2.1.2	Sampling	5
2.1.3	Report	6
3	Clackmannanshire Council	7
3.1	Satisfaction with the service provided by Clackmannanshire Council	7
3.1.1	Reasons for not being satisfied with the service provided by Clackmannanshire Council	11
3.2	Priorities for Clackmannanshire Council	12
3.3	Being kept informed about Clackmannanshire Council's services and decisions ..	13
3.4	Opportunities provided to participate in Clackmannanshire Council's	16
3.4.1	Reasons for not being satisfied with the opportunities by Clackmannanshire Council to participate in decision making	18
3.5	Preferred level of involvement in Clackmannanshire Council's work	19
3.6	The complaints procedure	21
3.6.1	Awareness of Clackmannanshire Council's complaints procedure	21
3.6.2	Use made of the complaints procedure in the past 12 months	23
3.6.3	Satisfaction with the outcome of the complaints process	24
4	The home	25
4.1	Quality of the home	25
4.1.1	Reasons for not being satisfied with the quality of the home	27
4.2	Change in the condition of the home in the past 12 months	28
4.3	Respondents who moved into their property in the past 12 months	30
4.3.1	Satisfaction with the standard of the home when the respondent moved in ...	30
4.3.2	Satisfaction with the allocations process	31
4.4	Major works	32
4.4.1	Satisfaction with aspects of the major works undertaken	34
4.5	Expectation of how long major components in the home would last from new	35
4.6	Rent for the property representing good value for money	36

4.6.1	Reasons for not considering the rent for the property represents good value..... for money.....	38
5	The neighbourhood.....	39
5.1	Satisfaction with Clackmannanshire Council's management of the neighbourhood.....	39
5.1.1	Reasons for not being satisfied with Clackmannanshire Council's management of the neighbourhood	42
5.2	Satisfaction with the maintenance of open spaces in the neighbourhood.....	43
5.3	Satisfaction with the maintenance of common areas.....	46
5.4	Change in the neighbourhood in the past three years	47
5.5	Feelings of safety in the local neighbourhood	48
5.6	Problems in the neighbourhood	49
5.7	Anti-social behaviour.....	53
5.7.1	Reporting anti-social behaviour to Clackmannanshire Council in the past 12 months	55
6	Contacting Clackmannanshire Council.....	58
6.1	Satisfaction with the way Clackmannanshire Council deals with enquiries.....	58
6.2	Contact with Clackmannanshire Council in the past 12 months	60
6.2.1	Ease of getting hold of the right person.....	61
6.2.2	Helpfulness of staff	61
6.2.3	Query answered in a reasonable time.....	62
6.2.4	Satisfaction with the final outcome of the query	62
6.3	Satisfaction with the way Clackmannanshire Council listens to views and acts..... upon them.....	63
6.4	Methods used to contact Clackmannanshire Council	67
6.5	Use of the internet.....	68
6.5.1	Locations at which the internet is used.....	69
6.5.2	Clackmannanshire Council's website	70
6.5.3	What the Clackmannanshire Council website was used for	71
6.5.4	Usefulness of the Clackmannanshire Council website	71
6.6	The View.....	72
6.6.1	How good or poor <i>The View</i> is at keeping respondents informed about..... things that might affect them as a tenant.....	74
6.6.2	Interest in a newsletter just for Clackmannanshire Council tenants.....	76
7	Repairs and maintenance	77
7.1	Repairs carried out at the property in the past 12 months	77

7.2	Satisfaction with the last repair carried out.....	78
7.2.1	Reasons for not being satisfied with the repairs service provided by Clackmannanshire Council for the last repair	81
7.3	Rating of aspects of the last repair carried out in the past 12 months.....	82
7.4	Change in the repairs service in the past 12 months.....	83
7.5	Satisfaction with planned or cyclical maintenance carried out by Clackmannanshire Council	84
7.6	Use of the ‘Out of hours’ repairs service in the past two years	86
7.6.1	Satisfaction with the ‘Out of hours’ repairs service	87
8	Welfare reform and Money advice.....	88
8.1	Awareness of the Welfare Reform Act 2012.....	88
8.1.1	Impact of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit on the respondent and their household.....	89
8.2	Housing Benefit	90
	Appendix One: Unweighted demographic profile of the sample	92
	Appendix Two: Table of figures and tables.....	95

1 Scottish Social Housing Charter – Satisfaction Indicators

The following table summarises Clackmannanshire Council’s results for those Scottish Social Housing Charter indicators for which data was collected from the survey.

Table 1: Scottish Social Housing Charter – Satisfaction Indicators

	Question	2013 %
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord (% satisfied)	90%
Indicator 3	Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (% good)	81%
Indicator 6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord’s decision making processes (% satisfied)	79%
Indicator 9	Percentage of tenants who moved into their property in the past 12 months satisfied with the standard of the home when they moved in (% satisfied, for those who moved into their property in the past 12 months)	76%
Indicator 10	Percentage of existing tenants satisfied with the quality of their home (% satisfied)	88%
Indicator 16	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the R & M service (% satisfied, for those who say they had a repair carried out in last 12 months)	87%
Indicator 17	Percentage of tenants satisfied with the management of the neighbourhood they live in (% satisfied)	82%
Indicator 29	Percentage of tenants who feel that the rent for their property represents good value for money (% good)	80%

2 Introduction

In January 2013, Clackmannanshire Council, in conjunction with Stirling Council, Rural Stirling Housing Association and Forth Housing Association commissioned BMG Research to undertake a household survey of tenants from Clackmannanshire Council's tenanted stock. This report provides an assessment of findings from the survey, including data collected against selected Scottish Social Housing Charter (SSHC) Indicators. Data from the 'indicator questions' will be used by Clackmannanshire Council in their first Annual Return on the Charter, which will be submitted to the Scottish Housing Regulator (SHR).

The main aims of the survey are to provide:

- A measurement of tenant satisfaction and aspirations with their homes, environment and services provided by Clackmannanshire Council; and
- Explore where variations in satisfaction exist by area and across specific demographic groups.

2.1.1 Questionnaire design

The questionnaire was based on that utilised by Stirling Council, Forth Housing Association and Rural Stirling Housing Association for their 2010 surveys, with new questions developed by BMG Research and Clackmannanshire Council for the 2013 survey. Additional questions were included from HouseMark's and the Scottish Housing Best Value Network's (SHBVN) STAR in Scotland suite of questions. To record the SSHC indicators, the questions stipulated by the SHR were also included.

2.1.2 Sampling

Addresses were sampled proportionately according to Area, and sample points were allocated on that basis with a target of 10 interviews per sample point. Clackmannanshire Council provided a database of their total stock, including name, address, Management area and property type.

Table 2: Target per Area and number of sampling points

Area	Total stock	%	Target	Actual
1: Alloa	1109	23	210	211
2: Sauchie / Fishcross	817	17	155	155
3: Clackmannan / Kennett	487	10	92	92
4: Tullibody / Cambus	485	10	92	90
5: Tillicoultry / Coalsnaughton	762	16	144	141
6: Alva / Menstrie	571	12	108	115
7: Alloa (Bowmar)	526	11	100	101
Total	4757	100	900	905

Fieldwork for survey took place during May, June and July 2013. This sample of 905 interviews is subject to a maximum standard error of $\pm 2.9\%$ at the 95% confidence level on an observed statistic of 50%. The response rate for the survey was 34%.

2.1.3 Report

To ensure that the results are representative of the Clackmannanshire Council stock population, the data has been weighted by management area, build type and number of bedrooms.

Throughout this report the word significant is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies 'real differences' (i.e. a difference that would occur if we were able to interview all tenants in the study area rather than just a sample). However, as already noted the actual percentages reported in the data may vary by $\pm 2.9\%$ at the 95% confidence level on an observed statistic of 50%.

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these should never be more than $\pm 1\%$. These occur where rating scales have been added to calculate proportions of respondents who are, for example, satisfied overall (those very satisfied plus those fairly satisfied).

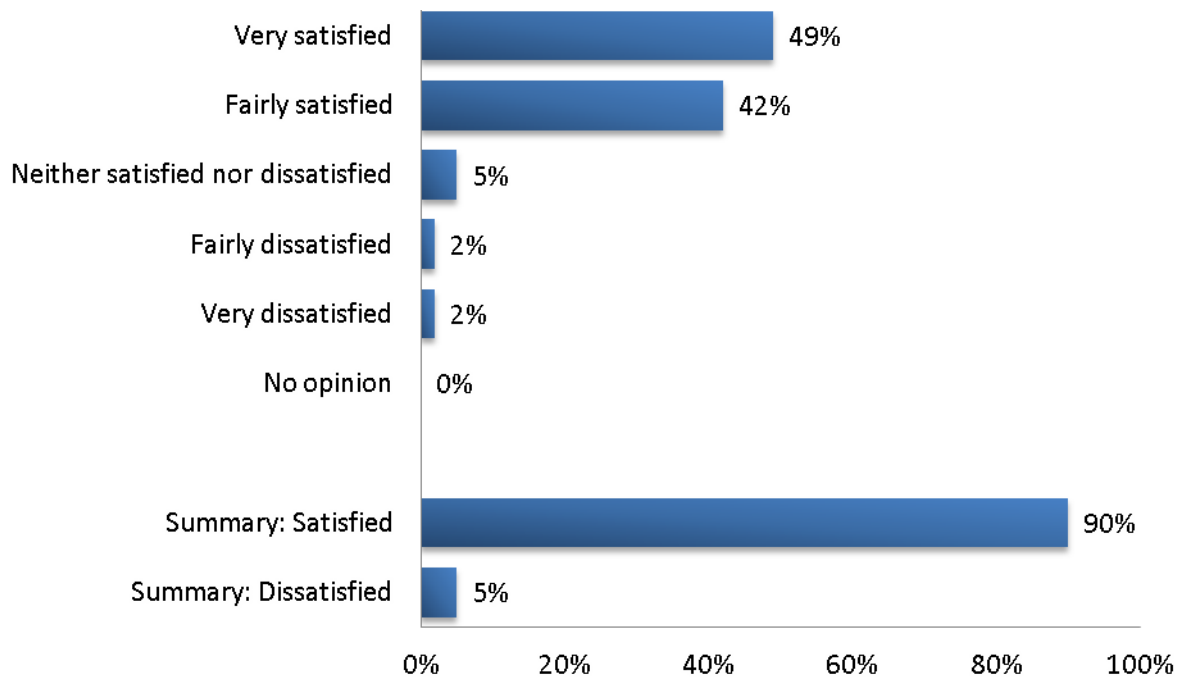
3 Clackmannanshire Council

This chapter of the report summarises respondents' satisfaction with the service provided by Clackmannanshire Council. It also summarises what respondents consider should be priorities for Clackmannanshire Council and how good or poor Clackmannanshire Council is at keeping respondents informed about its services and decisions. In addition, satisfaction with the opportunities provided to participate in Clackmannanshire Council's decision making processes is explored, as is awareness and use of Clackmannanshire Council's complaints policy and procedures.

3.1 Satisfaction with the service provided by Clackmannanshire Council

The majority (90%) of respondents are, taking everything into account, satisfied with the service provided by Clackmannanshire Council. A smaller proportion, 5%, is dissatisfied with the service provided by Clackmannanshire Council, with the same proportion (5%) neither satisfied nor dissatisfied.

Figure 1: Satisfaction with the service provided by Clackmannanshire Council (All respondents)



Unweighted sample base: 905

Satisfaction with the service provided ranges from 87% in Area 1: Alloa to 95% in Area 2: Sauchie / Fishcross and 95% in Area 6: Alva /Menstrie. Satisfaction with the service provided is significantly higher in Areas 2: Sauchie / Fishcross and 6: Alva / Mensttrie than in Area 1: Alloa.

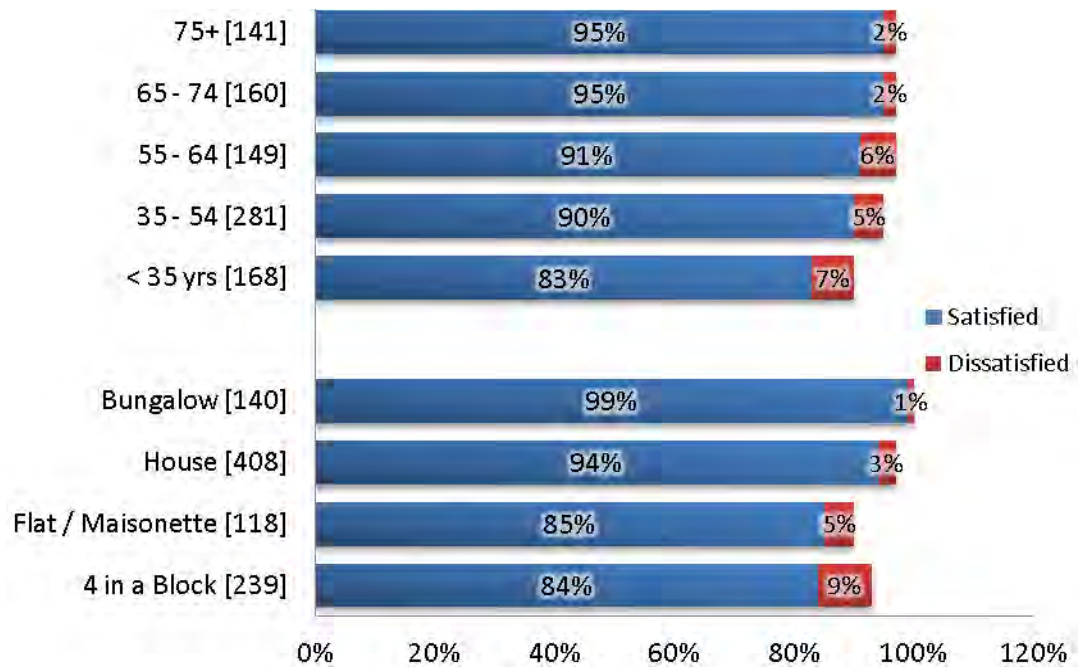
Table 3: Satisfaction with the service provided by Clackmannanshire Council by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion	Summary: satisfied	Summary: Dissatisfied
Total	49%	42%	5%	2%	2%	0%	90%	5%
1: Alloa [211]	63%	24%	5%	2%	6%	0%	87%	8%
2: Sauchie / Fishcross [155]	63%	31%	2%	2%	1%	0%	95%	3%
3: Clackmannan / Kennett [92]	57%	31%	5%	5%	2%	0%	88%	7%
4: Tullibody / Cambus [90]	37%	54%	7%	2%	0%	0%	91%	2%
5: Tillicoultry / Coalsnaughton [141]	54%	36%	5%	2%	3%	0%	90%	5%
6: Alva / Menstrie [115]	32%	63%	2%	2%	0%	0%	95%	2%
7: Alloa Bowmar [101]	8%	81%	10%	2%	0%	0%	88%	2%
Unweighted sample bases in brackets								

It is important not only to explore variations at a spatial level, but also to determine whether differences exist across demographic groups. That way Clackmannanshire Council can assess where resources are required.

Respondents aged 65 and over are significantly more likely to be satisfied with the service provided by Clackmannanshire Council than younger respondents (95% and 88% respectively). Occupiers of Bungalows are significantly more likely to be satisfied with the service provided than respondents occupying a 4 in Block, Flat / Maisonette or House.

Figure 2: Satisfaction with the service provided by Clackmannanshire Council by key demographics (All respondents)



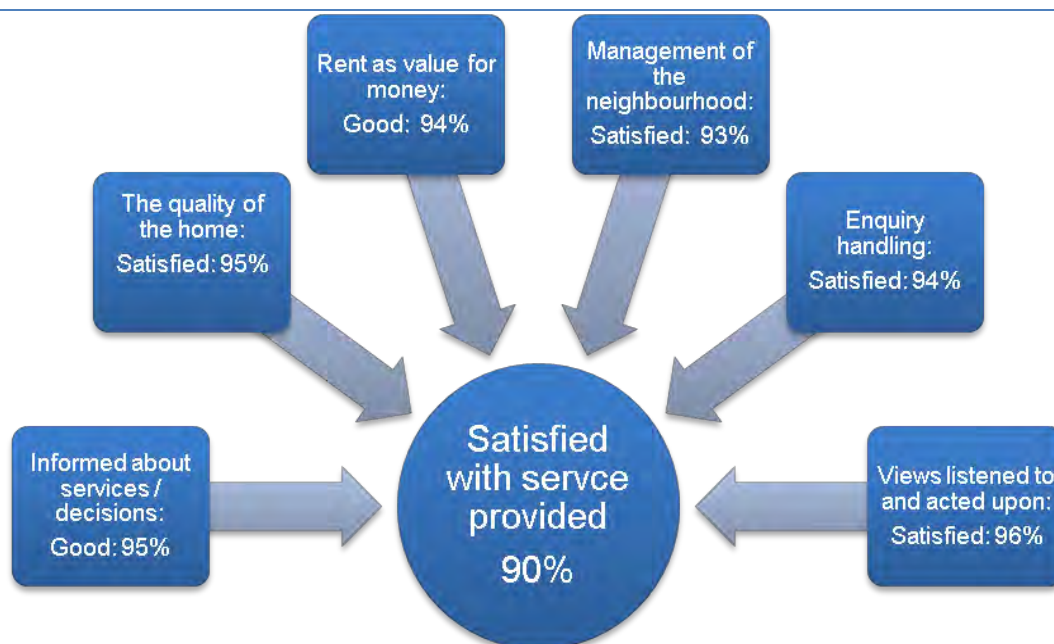
Unweighted sample bases in brackets

The interrelated nature of satisfaction with the service provided by Clackmannanshire Council and specific service aspects are shown in the following Figure. This illustrates the proportion of respondents who have either a positive opinion of a specific service or a negative opinion of it who are also satisfied with the service provided by Clackmannanshire Council.

For example, of those respondents who are satisfied with how Clackmannanshire Council deals with enquiries, 94% are satisfied with the overall service provided by Clackmannanshire Council. Among those respondents dissatisfied with how Clackmannanshire Council deals with enquiries the proportion satisfied with the overall service provided is much lower at 57%.

This difference, between positive and negative opinions of how Clackmannanshire Council deals with enquiries and the others summarised in the following figure are statistically significant.

Figure 3: Satisfaction with the service provided by Clackmannanshire Council as a landlord by key questions



Unweighted sample base: 905

Respondents who have been in contact with Clackmannanshire Council in the past 12 months are slightly less likely to be satisfied the service provided than respondents who have not been in contact, although the difference is not significant (88% and 92% respectively). In BMG Research’s experience, those who have been in contact are often significantly less likely to express satisfaction. This suggests that the perception of the overall service provided by Clackmannanshire Council is closely matched by actual service delivery.

3.1.1 Reasons for not being satisfied with the service provided by Clackmannanshire Council

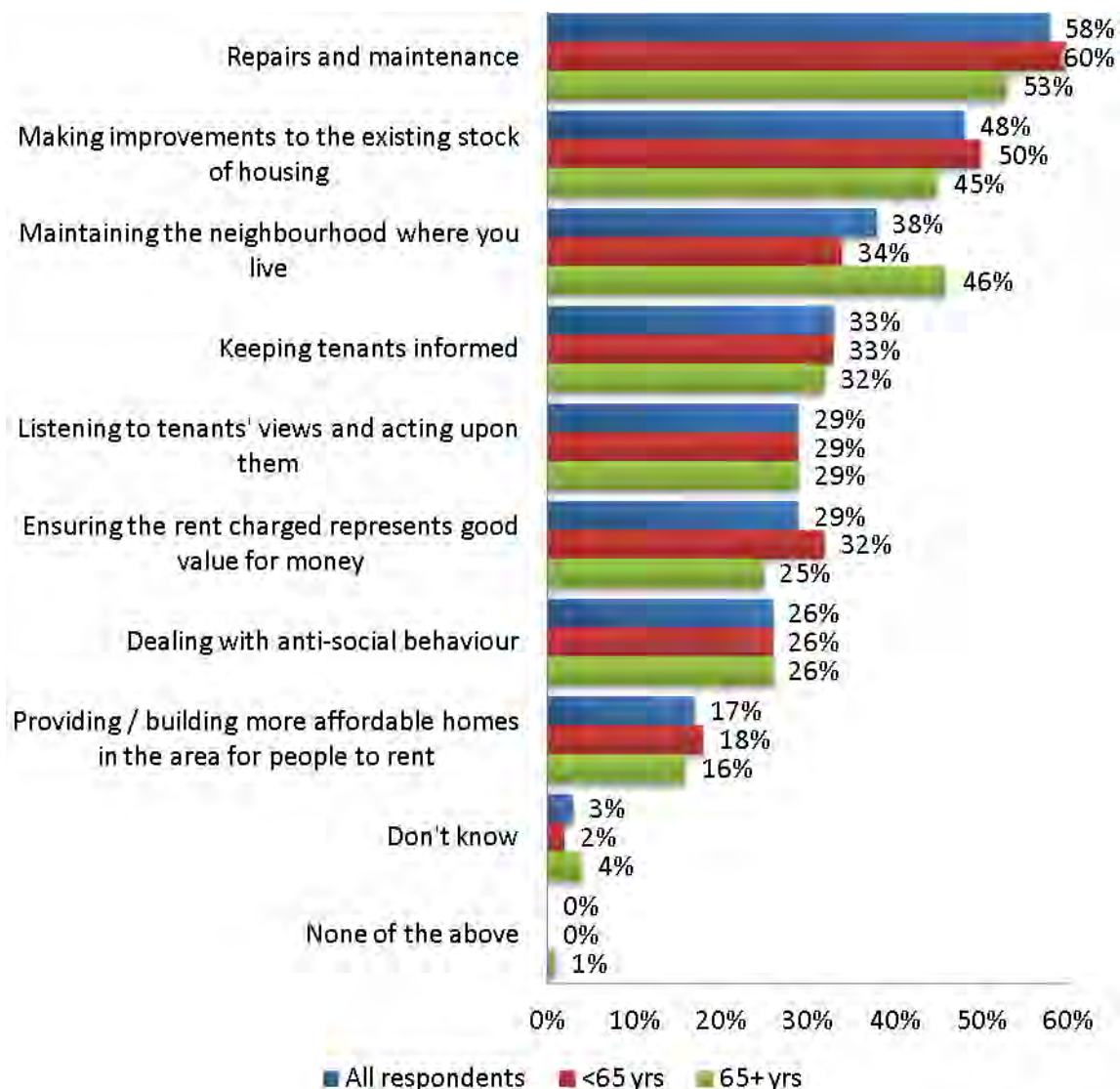
Nine percent of all respondents reported they were neither satisfied nor dissatisfied or dissatisfied with the service provided by Clackmannanshire Council. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

The largest proportion (13%) of these respondents made a comment about the standard or quality of a repair and slightly smaller proportion (11%) did so about the condition of the property. A further 28% of respondents were unable to say why they were not satisfied with the service provided by Clackmannanshire Council.

3.2 Priorities for Clackmannanshire Council

All respondents were shown a list of eight potential priorities for Clackmannanshire Council and they were asked to identify three that it should give priority to. The majority of respondents (97%) were able to identify at least one priority for Clackmannanshire Council. In common with similar questions asked by other landlords, the largest proportion of respondents identified repairs and maintenance as a priority for Clackmannanshire Council.

Figure 4: Priorities for Clackmannanshire Council (All respondents)



weighted sample bases: All respondents 905; less than 65 598, 65 and over 301

Un

Respondents aged less than 65 years are significantly more likely than older respondents to identify 'ensuring the rent charged represents good value for money' as a priority (32% and 25% respectively).

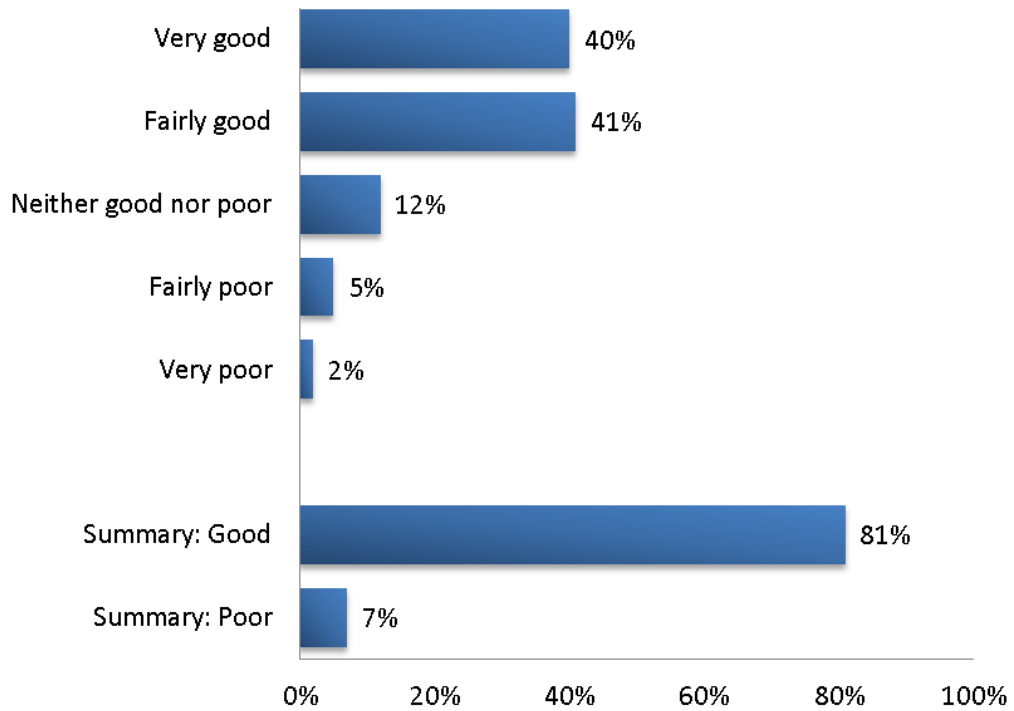
Respondents aged 65 and over are significantly more likely than younger respondents to consider ‘maintaining the neighbourhood’ as a priority for Clackmannanshire Council (46% and 34% respectively).

3.3 Being kept informed about Clackmannanshire Council’s services and decisions

All respondents were asked how good or poor Clackmannanshire Council is at keeping them informed about its services and decisions.

The majority (81%) of respondents consider Clackmannanshire Council is good at keeping them informed about its services and decisions. Less than one in ten respondents rate Clackmannanshire Council as poor in this regard (7%).

Figure 5: Being kept informed about Clackmannanshire Council’s services and decisions (All respondents)



nweighted sample base: 905

U

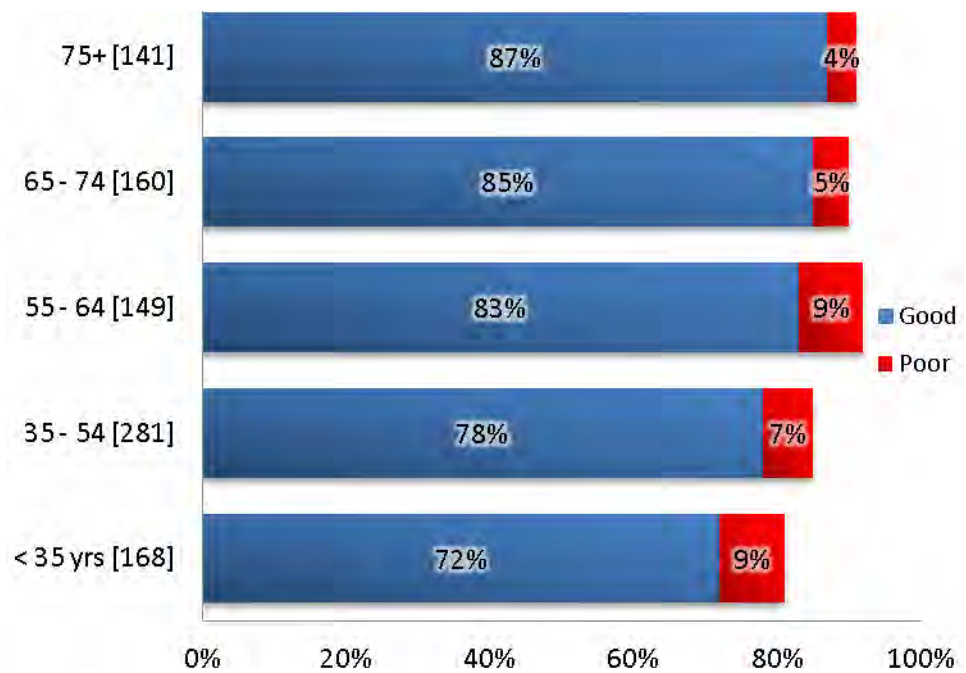
The proportion of respondents highlighting Clackmannanshire Council as good at keeping them informed about its services and decisions ranges from 73% in Area 7: Alloa Bowmar to a significantly higher proportion (88%) in Area 6: Alva / Menstrie.

Table 4: Being kept informed about Clackmannanshire Council’s services and decisions by area (All respondents)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Summary: Good	Summary: Poor
Total [905]	40%	41%	12%	5%	2%	81%	7%
1: Alloa [211]	55%	28%	4%	8%	4%	84%	12%
2: Sauchie / Fishcross [155]	51%	33%	9%	6%	1%	84%	7%
3: Clackmannan / Kennett [92]	42%	37%	17%	1%	2%	80%	3%
4: Tullibody / Cambus [90]	31%	46%	24%	0%	0%	76%	0%
5: Tillicoultry / Coalsnaughton [141]	41%	33%	10%	13%	3%	75%	16%
6: Alva / Menstrie [115]	26%	62%	11%	1%	0%	88%	1%
7: Alloa Bowmar [101]	7%	66%	27%	0%	0%	73%	0%
Unweighted sample bases in brackets							

For each of the tenant groups, the majority of respondents consider Clackmannanshire Council is good at keeping them informed about its services and decisions. Respondents aged 65 and over are significantly more likely than younger respondents to consider Clackmannanshire Council is good at keeping them informed about services and decisions than younger respondents (65 years and older: 86% and under 65: 78% respectively).

Figure 6: Being kept informed about Clackmannanshire Council’s services and decisions by age (All respondents)



Unweighted sample bases in brackets

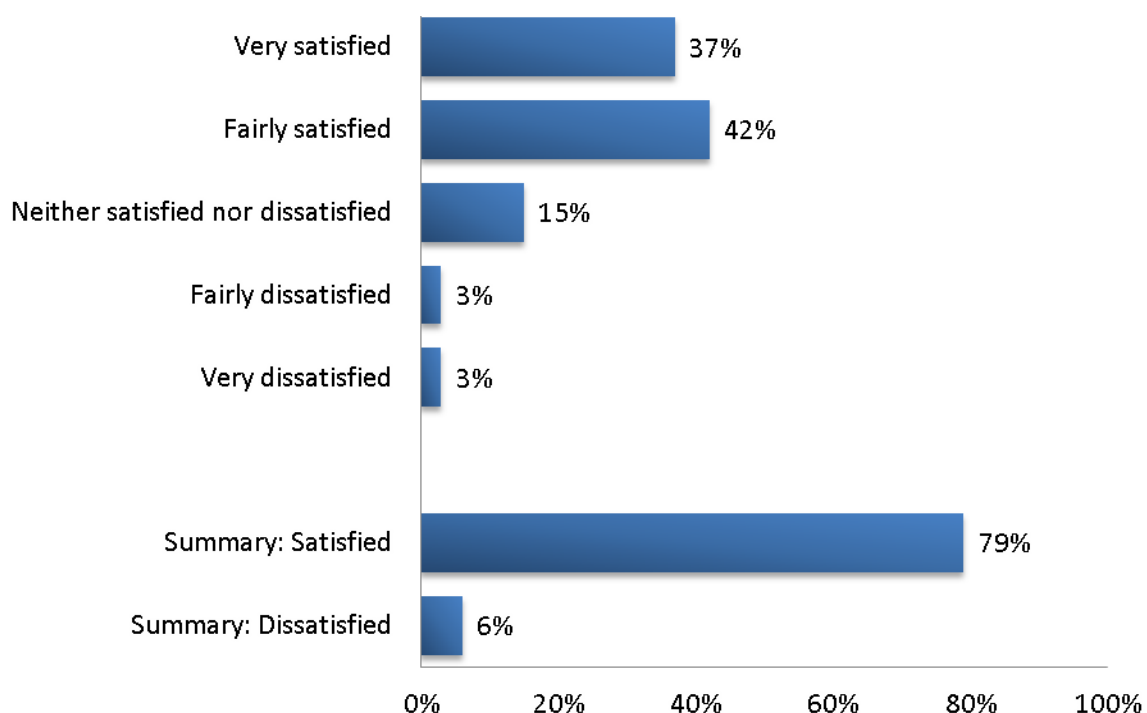
Respondents who have been in contact with Clackmannanshire Council in the past 12 months (76%) are significantly less likely to highlight it as being good at keeping them informed about services and decision than respondents who have not been in contact (83%).

In BMG Research’s experience, those who have been in contact are significantly less likely to highlight their landlord as being good in this regard. It highlights the importance of keeping customers informed at all stages of the customer journey, not only to keep them informed, but also to manage expectations of what is achievable.

3.4 Opportunities provided to participate in Clackmannanshire Council's decision making processes

Four fifths (79%) of respondents are satisfied with the opportunities given to them to participate in Clackmannanshire Council's decision making processes. The proportion dissatisfied with the opportunity to do so is 6%.

Figure 7: Satisfaction with the opportunities provided to participate in Clackmannanshire Council's decision making processes (All respondents)



Unweighted sample base: 905

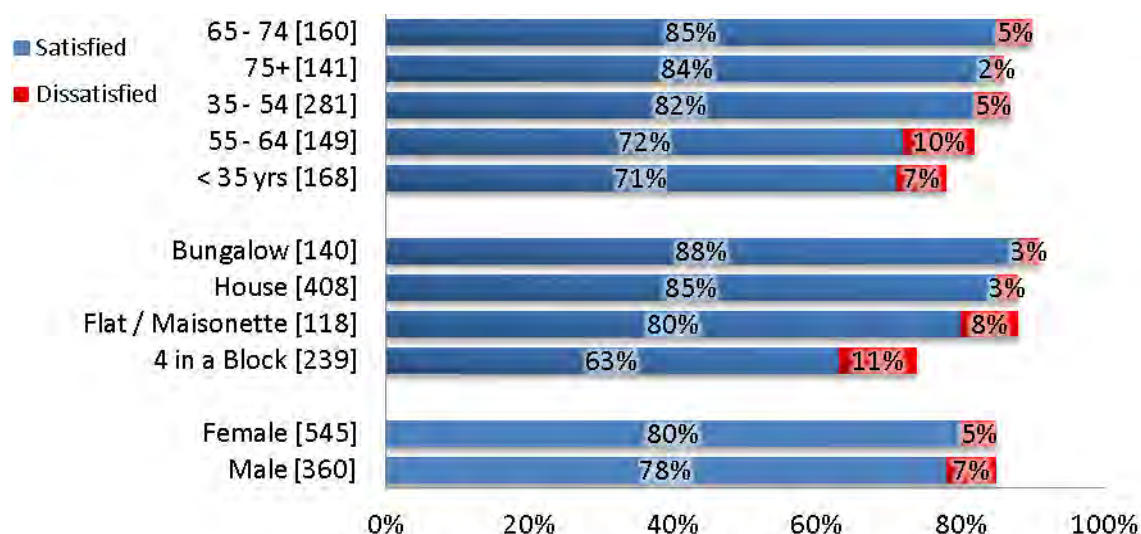
With the exception of Area 7: Alloa Bowmar, respondents from Area 4: Tullibody / Cambus are significantly more likely to be satisfied with the opportunities provided to participate in Clackmannanshire Council's decision making than respondents from other areas.

Table 5: Satisfaction with the opportunities provided to participate in Clackmannanshire Council's decision making by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [905]	37%	42%	15%	3%	3%	79%	6%
1: Alloa [211]	47%	20%	20%	6%	7%	67%	13%
2: Sauchie / Fishcross [155]	48%	42%	9%	1%	1%	90%	2%
3: Clackmannan / Kennett [92]	42%	41%	15%	1%	1%	83%	2%
4: Tullibody / Cambus [90]	33%	66%	2%	0%	0%	98%	0%
5: Tillicoultry / Coalsnaughton [141]	33%	23%	30%	9%	4%	56%	13%
6: Alva / Menstrie [115]	28%	57%	15%	0%	0%	85%	0%
7: Alloa Bowmar [101]	10%	82%	7%	0%	0%	93%	0%
Unweighted sample bases in brackets							

Respondents aged 65 and over (84%) are significantly more likely to express satisfaction with the opportunities provided to participate in Clackmannanshire Council's decision making than respondents aged less than 65 years (76%).

Figure 8: Satisfaction with the opportunities provided to participate in Clackmannanshire Council’s decision making by age (All respondents)



Unweighted sample bases in brackets

There is a significant difference between the views of respondents who consider Clackmannanshire Council is good at keeping them informed about services and decisions and those who consider it is poor, when the results for satisfaction with opportunities to participate in decision making are examined. The majority (87%) of respondents reporting Clackmannanshire Council as good at keeping them informed about services and decisions are satisfied with the opportunities provided to participate in decision making, compared to 17% of respondents reporting Clackmannanshire Council as poor at keeping them informed regarding services and decisions.

3.4.1 Reasons for not being satisfied with the opportunities by Clackmannanshire Council to participate in decision making

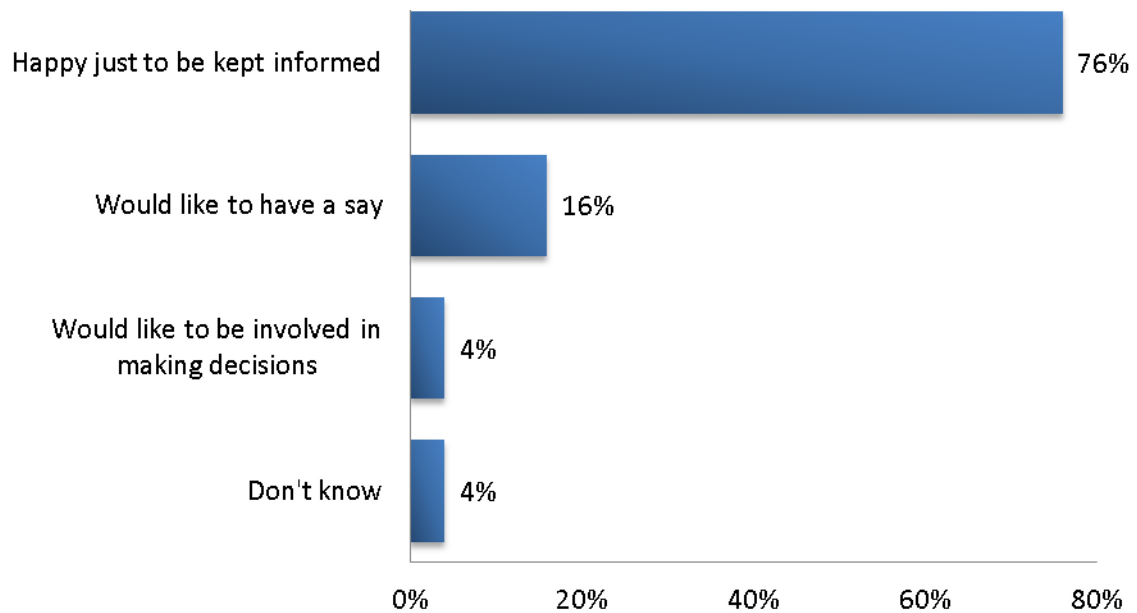
One fifth (21%) of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with the opportunities provided by Clackmannanshire Council to participate in decision making. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

Over half, (54%), of respondents reported no particular reason for being dissatisfied and a further 1% said 'don't know'. The reasons mentioned by the largest proportions of respondents were; only given limited opportunities to air views and limited awareness / information about available opportunities (both 11%).

3.5 Preferred level of involvement in Clackmannanshire Council's work

When asked about their preferred level of involvement in Clackmannanshire Council's work the majority of respondents (76%) are happy to be kept informed. Sixteen percent would like to have a say, with a smaller proportion (4%) would like to be involved in making decisions.

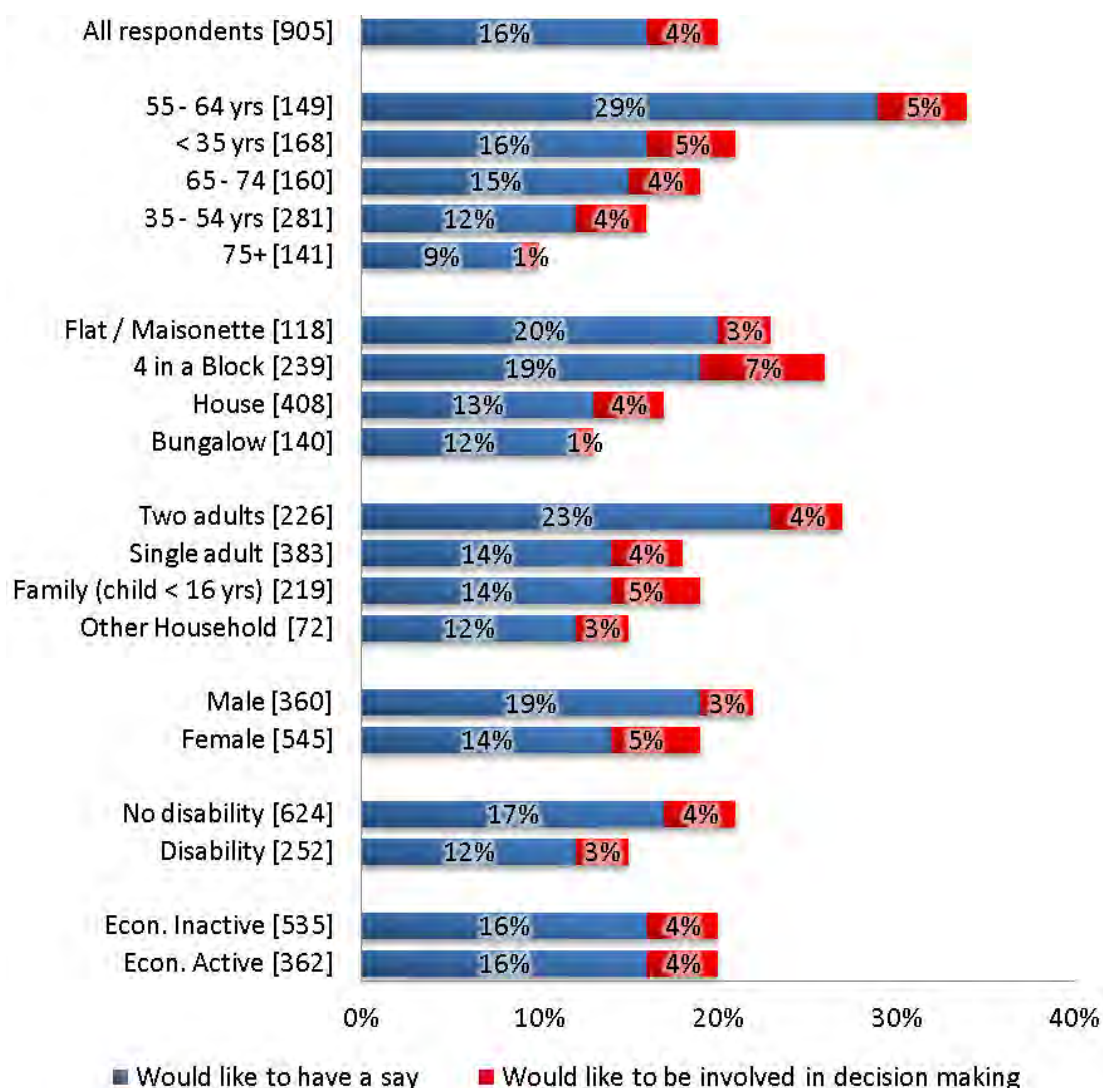
Figure 9: Preferred level of involvement in Clackmannanshire Council's work (All respondents)



Unweighted sample base: 905

The following figure summarises the proportion of respondents by key demographics who would like to be involved in Clackmannanshire Council's work to some extent.

Figure 10: Preferred level of involvement in Clackmannanshire Council’s work by key demographics (All respondents)



Weighted sample bases in brackets

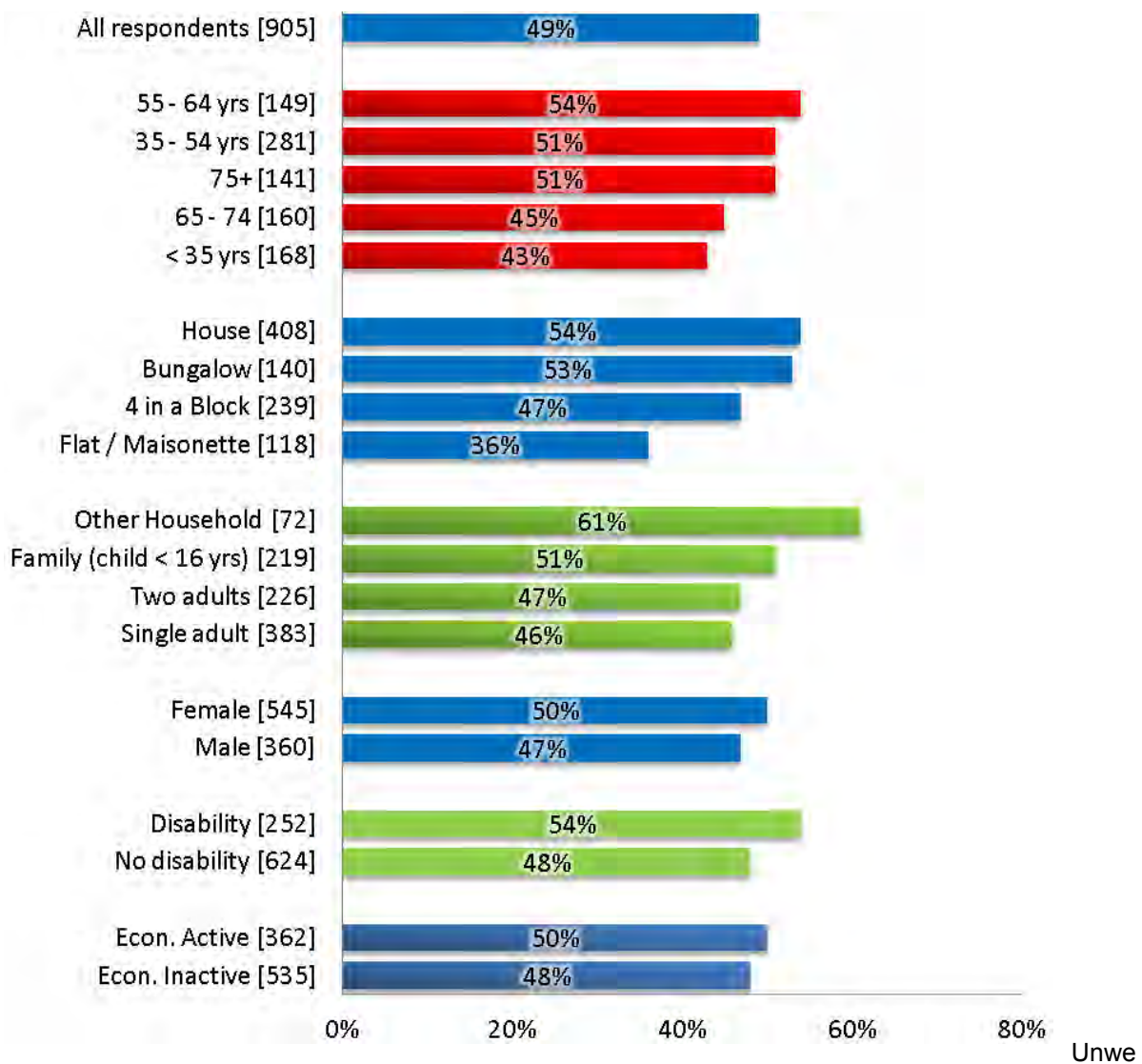
Unwe

3.6 The complaints procedure

3.6.1 Awareness of Clackmannanshire Council’s complaints procedure

Half, 49%, of respondents are aware of Clackmannanshire Council’s complaints procedure. Awareness ranges from 36% amongst occupiers of Flats / Maisonettes to 61% of respondents from ‘Other’ households.

Figure 11: Awareness of Clackmannanshire Council’s complaints procedure by key demographics (All respondents)



Respondents who have been a tenant of Clackmannanshire Council for less than two years (58%) are significantly more likely *not* to be aware of Clackmannanshire Council’s complaints procedures than respondents who have held a tenancy for

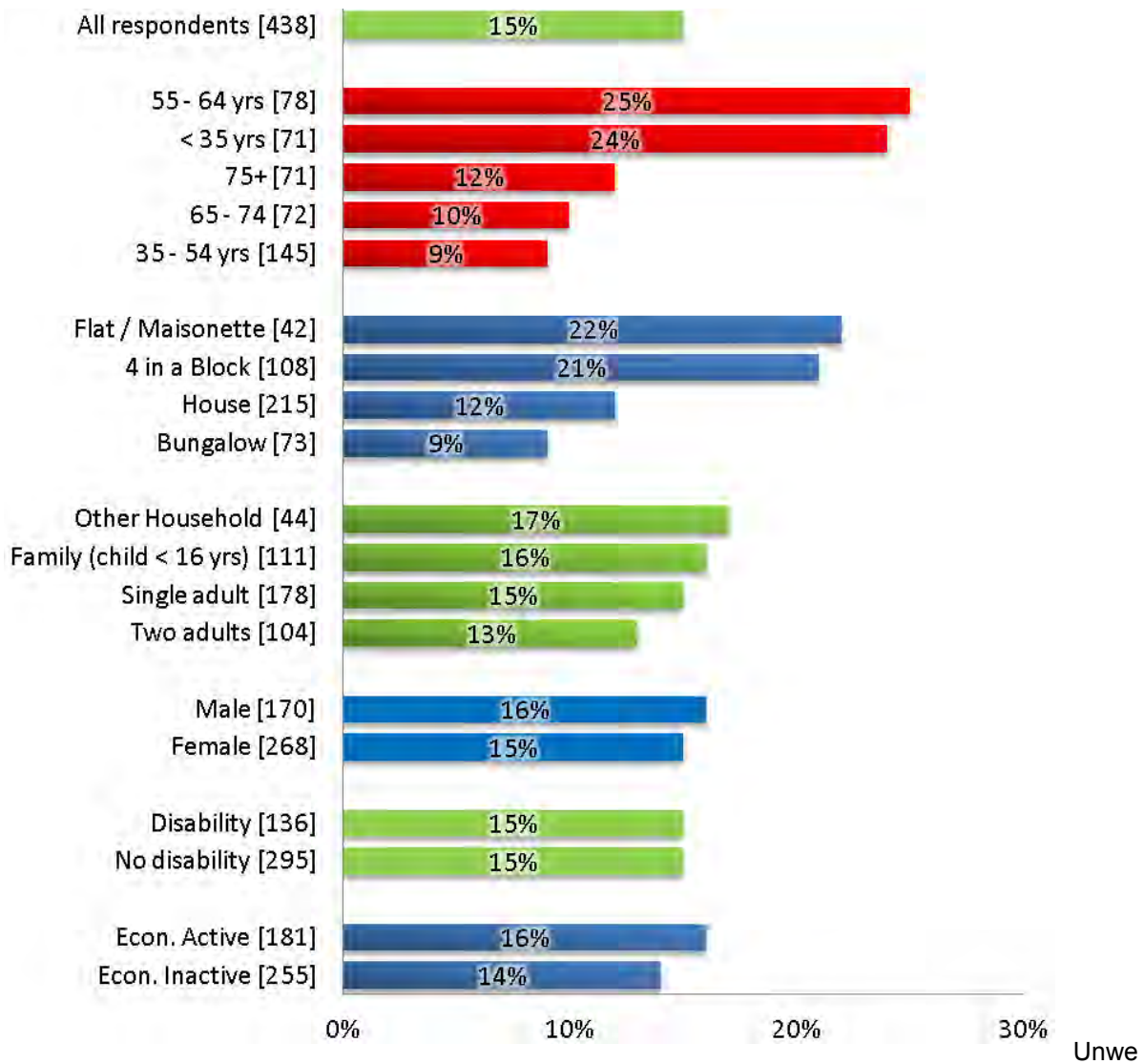
Tenant Satisfaction and Aspiration Survey 2013

longer; 3-5 years (35%), 6-10 years (48%), 11-20 years (47%) and 21 years and over (44%).

3.6.2 Use made of the complaints procedure in the past 12 months

Of those respondents aware of Clackmannanshire Council’s complaints procedure, 15% reported using it in the past 12 months. The following figure summarises the proportions of respondents who are aware of the complaints procedure and have made use of it in the past 12 months.

Figure 12: Use made of Clackmannanshire Council’s complaints procedure in the past 12 months by key demographics (Respondents aware of Clackmannanshire Council’s complaints procedure)

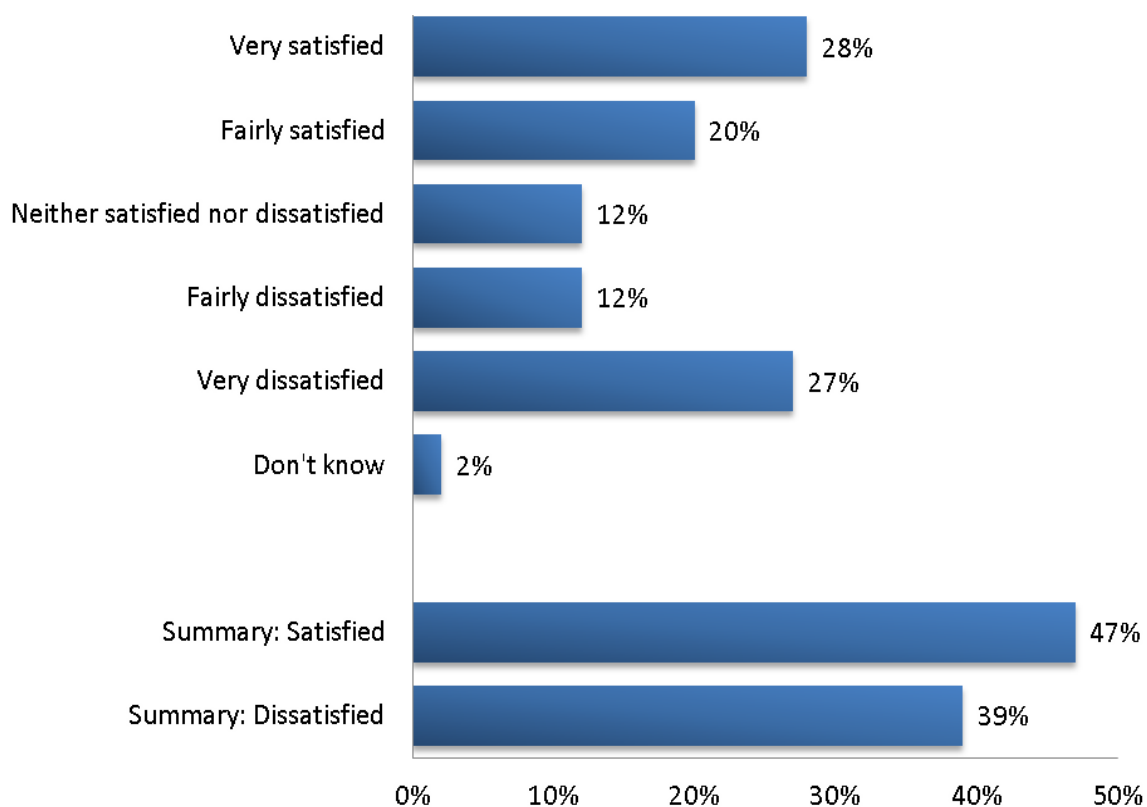


ighted sample bases in brackets

3.6.3 Satisfaction with the outcome of the complaints process

Views regarding the outcome of the complaints process are somewhat polarised, with 47% of respondents satisfied and 39% dissatisfied.

Figure 13: Satisfaction with the outcome of the complaints process (Respondents who have used the complaints procedure in the past 12 months)



nweighted sample base: 62

U

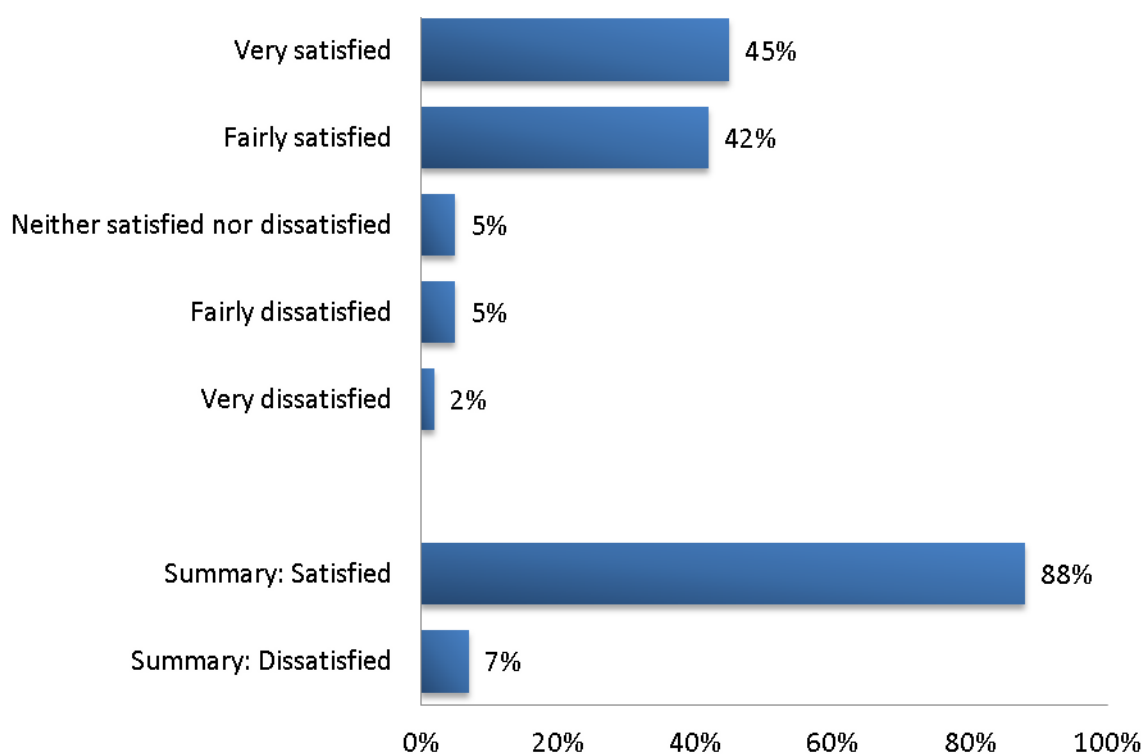
4 The home

This section of the report highlights respondents' satisfaction with the quality of their home and how the condition of their home has changed over the past 12 months. It also summaries what major investment works have been carried out in the past 12 months and how long respondents would expect major components (kitchens, bathrooms etc) in the home to last from new before being replaced. The chapter concludes by looking at respondents' perceptions of value for money for the rent paid.

4.1 Quality of the home

The majority (88%) of respondents are satisfied with the quality of the home, with 7% dissatisfied with it.

Figure 14: Satisfaction with the quality of the home (All respondents)



Unweighted sample base: 905

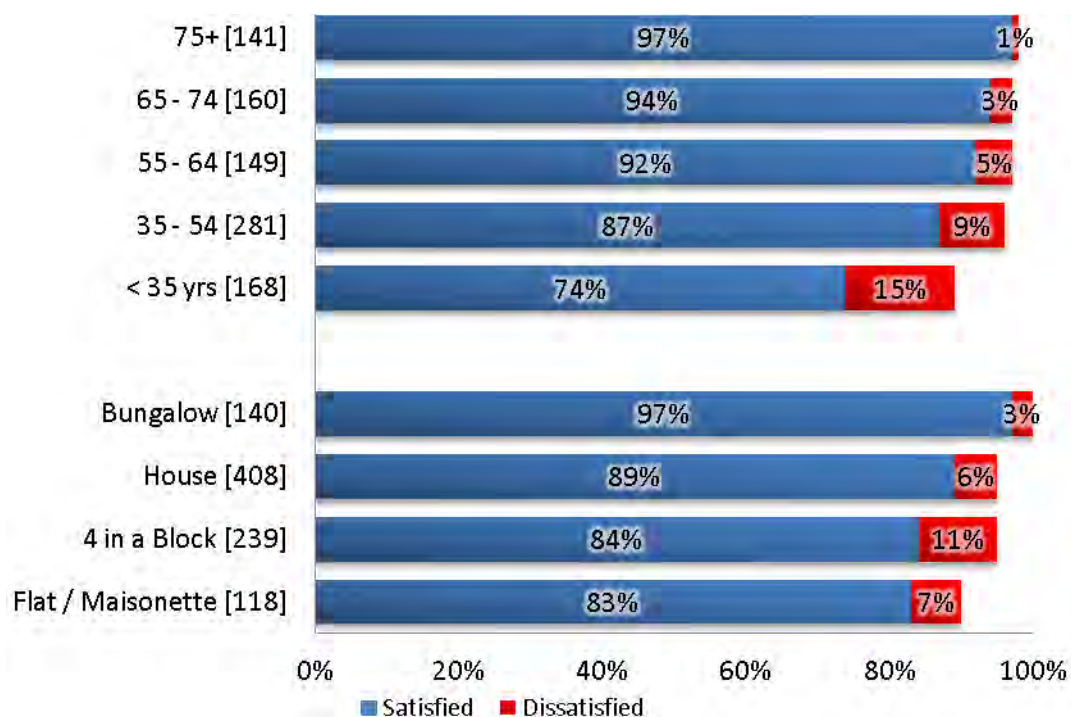
The proportion of respondents satisfied with the quality of the home ranges from 83% in Area 1: Alloa to 95% in Area 2: Sauchie / Fishcross. Respondents from Area 2: Sauchie / Fishcross are significantly more likely to be satisfied with the quality of the home than respondents from Area 1: Alloa, Area 3: Clackmannan / Kennett and Area 6: Alva / Menstrie.

Table 6: Satisfaction with the quality of the home by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [905]	45%	42%	5%	5%	2%	88%	7%
1: Alloa [211]	60%	23%	2%	10%	5%	83%	15%
2: Sauchie / Fishcross [155]	57%	38%	2%	2%	1%	95%	4%
3: Clackmannan / Kennett [92]	44%	41%	7%	5%	3%	85%	8%
4: Tullibody / Cambus [90]	33%	55%	5%	7%	0%	88%	7%
5: Tillicoultry / Coalsnaughton [141]	50%	39%	5%	2%	3%	89%	5%
6: Alva / Menstrie [115]	28%	58%	10%	4%	0%	86%	4%
7: Alloa Bowmar [101]	20%	69%	8%	4%	0%	88%	4%
Unweighted sample bases in brackets							

Respondents who live in a bungalow (97%) are significantly more likely to be satisfied with the quality of the home than occupiers of 4 in a Block (84%), houses (89%) or flats / maisonettes (83%). In addition, respondents aged 65 and over (96%) are significantly more likely to be satisfied than younger respondents (84%).

Figure 15: Satisfaction with the quality of the home by key demographics (All respondents)



Unweighted sample bases in brackets

Perceptions of the quality of the home are often closely linked to experience with the repairs service. When experience of the repairs service is examined, satisfaction with the quality of the home are comparable where a repair has been carried out in the past 12 months and where no repair has been undertaken (87% and 89% respectively).

Respondents who consider the accommodation and services provided by Clackmannanshire Council represent good value for money are more likely to be satisfied with the quality of the home than respondents who rated these as poor (94% and 53% respectively).

4.1.1 Reasons for not being satisfied with the quality of the home

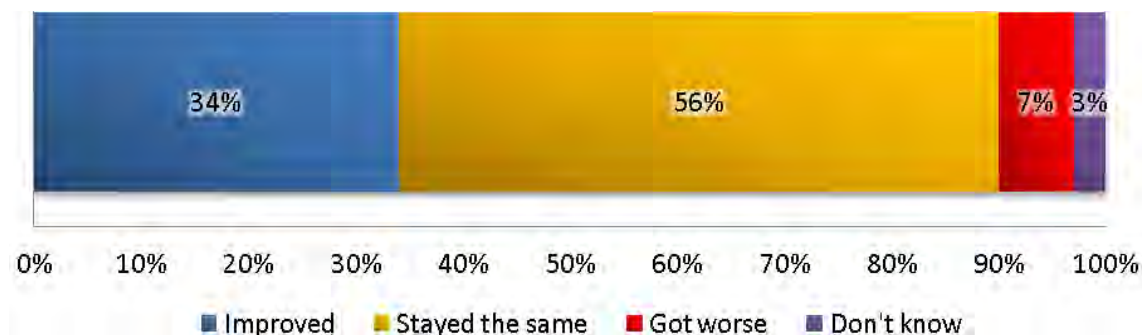
Twelve percent of all respondents reported they were neither satisfied nor dissatisfied or dissatisfied with the quality of the home. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

The largest proportion of respondents highlighted a refurbishment of the bathroom is required (17%). A further 28% of respondents were unable to make a comment.

4.2 Change in the condition of the home in the past 12 months

The condition of their home has over the past 12 months stayed the same for over half of respondents (56%). The proportion of respondents citing an improvement is approximately five times the proportion identifying a worsening in the condition of the home over the past 12 months.

Figure 16: Change in the condition of the home in the past 12 months (All respondents)

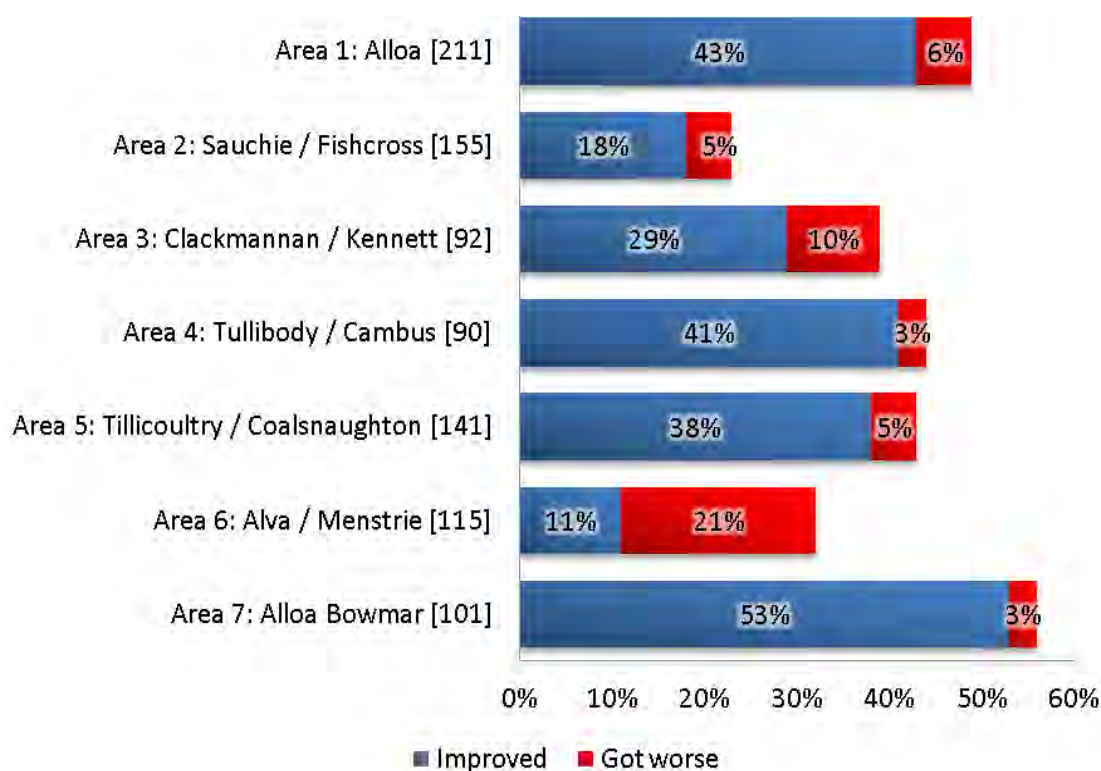


nweighted sample base: 905

U

Area 6: Alva / Menstrie is the only area where the proportion of respondents identifying the condition of the home has got worse over the past 12 months exceeds the proportion of respondents identifying it has got better. Respondents from Area 6: Alva / Menstrie are significantly more likely to say the condition of the home has got worse than respondents from any other area.

Figure 17: Change in the condition of the home in the past 12 months by area (All respondents)



Weighted sample bases in brackets

Unwe

One fifth (21%) of occupiers of Flats / maisonettes identified an improvement in the condition of the home in the past 12 months. This compares to 31% of occupiers of 4 in a Block, 36% of occupiers of Bungalows and 39% of occupiers of Houses.

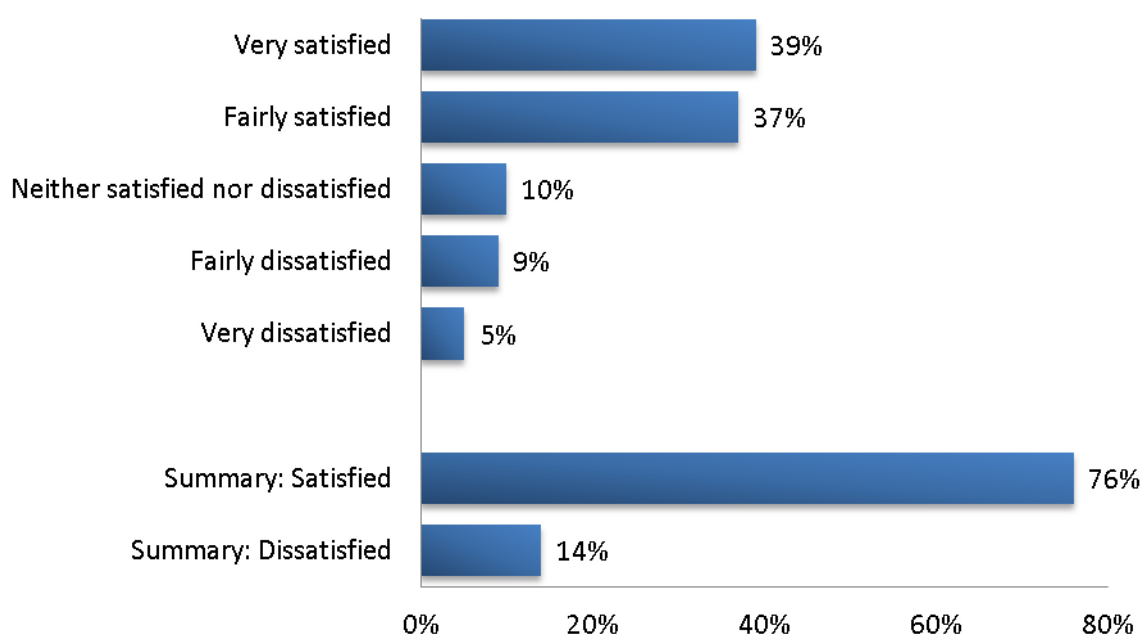
4.3 Respondents who moved into their property in the past 12 months

Only a minority (9%) of respondents moved in to their property in the past 12 months. When compared to other age groups, a significantly larger proportion of respondents aged less than 35 years have moved in to property in the past 12 months (22%); 35-54 (8%), 55-64 (7%), 65-74 (2%) and 75 and over (5%).

4.3.1 Satisfaction with the standard of the home when the respondent moved in

Of those respondents who moved into their property in the past 12 months, three quarters (76%) were satisfied with the standard of their home when they moved in.

Figure 18: Satisfaction with the standard of the home when the respondent moved in (Respondents who moved into their property in the past 12 months)

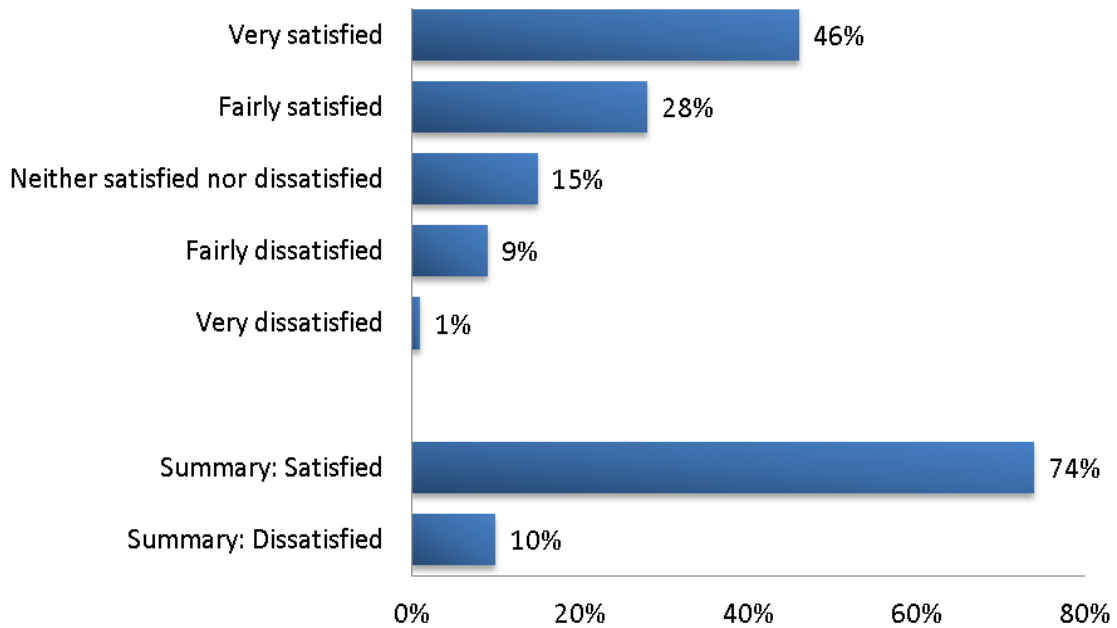


Unweighted sample base: 83

4.3.2 Satisfaction with the allocations process

Respondents who moved into their property in the past 12 months were also asked how satisfied they were with the allocations process, three in four (74%) reported they were satisfied.

Figure 19: Satisfaction with the allocation process (Respondents who moved into their property in the past 12 months)



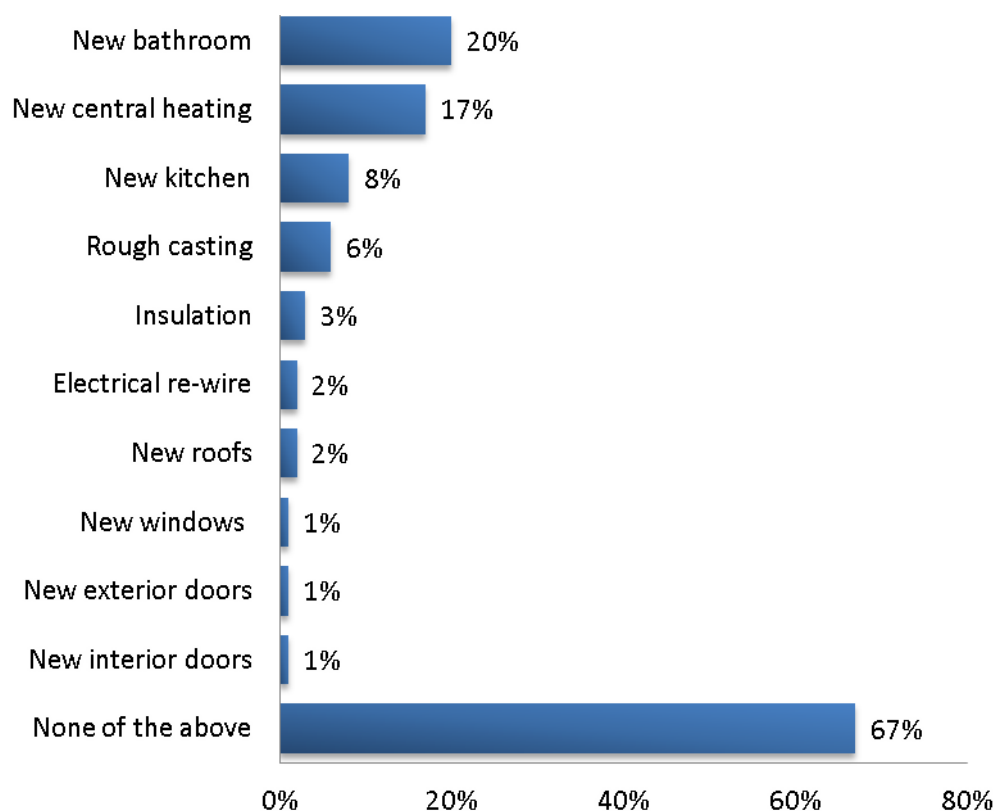
U

nweighted sample base: 83

4.4 Major works

One third (33%) of respondents reported having at least one type of major work carried out at the property in the past 12 months. A new bathroom (20%) and new central heating (17%) are the major works reported by the largest proportion of respondents.

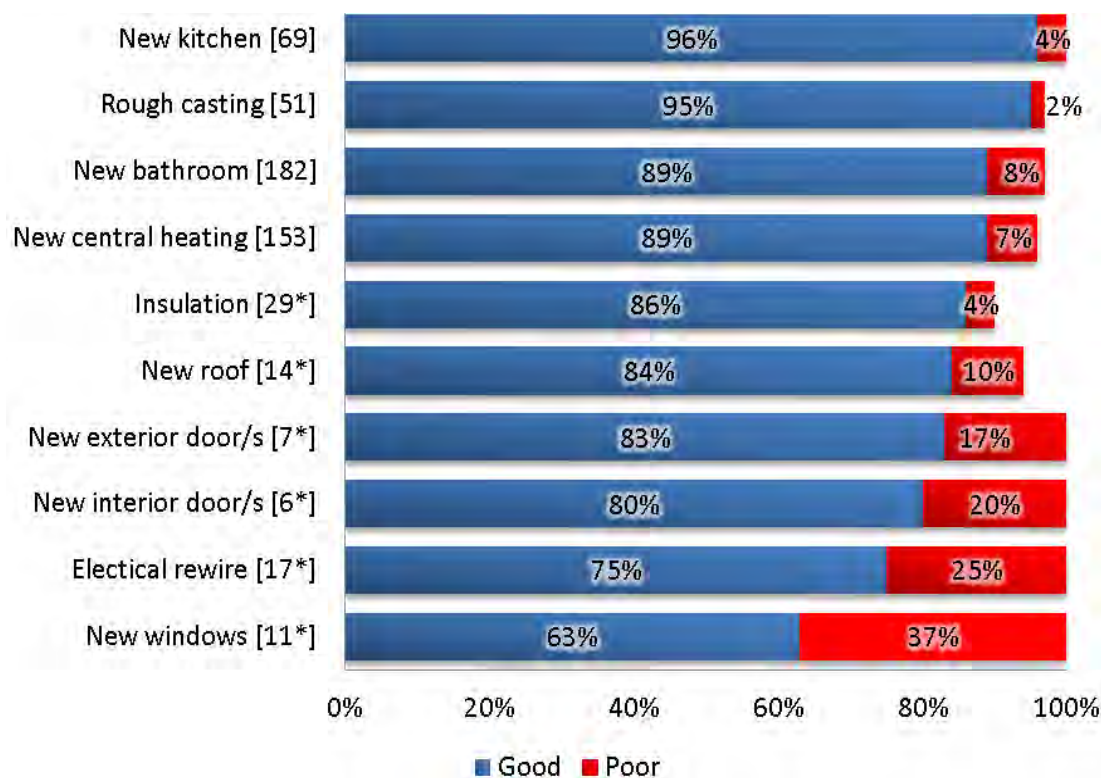
Figure 20: Major works carried out at the property in the past 12 months (All respondents)



Unweighted sample base: 905

The majority of respondents who received major work at their property in the past 12 months rated the improvement as good.

Figure 21: Rating of major works carried out (Respondents who have had major works carried out at the property in the past 12 months)



ighted sample bases in brackets. *Denotes small sample base

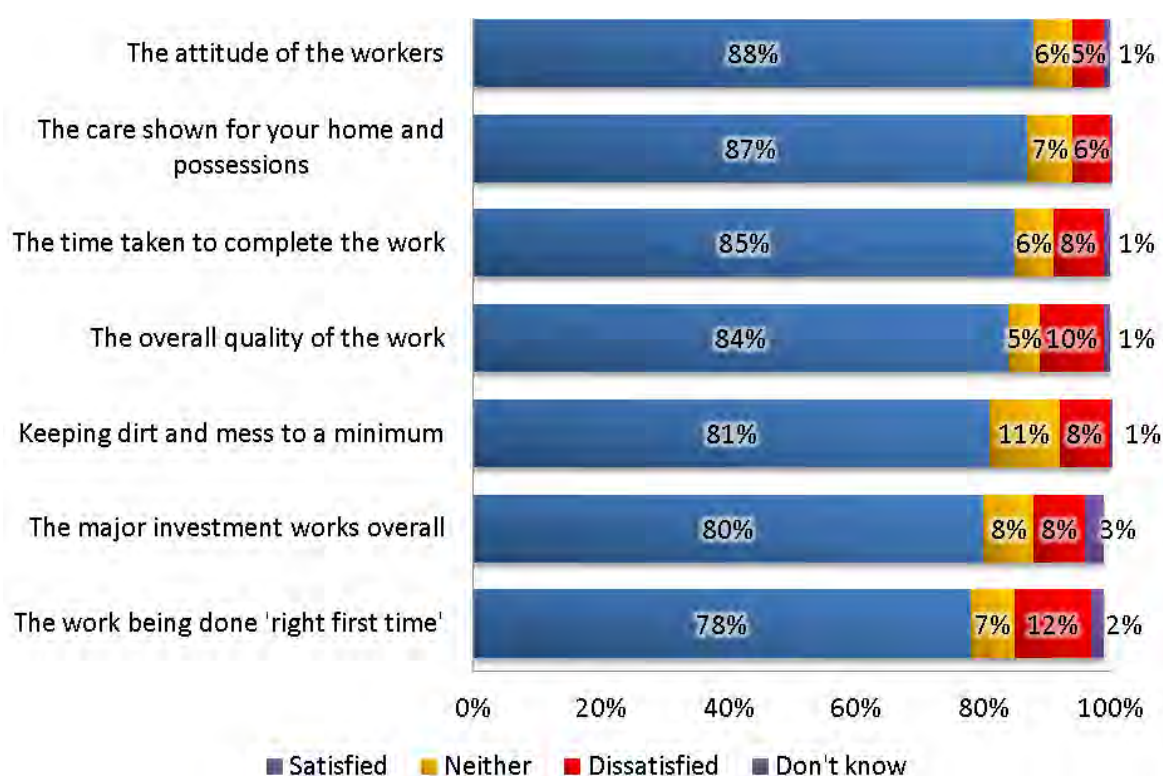
Unwe

4.4.1 Satisfaction with aspects of the major works undertaken

Respondents who have had major works carried out at their property in the past 12 months were asked how satisfied or dissatisfied they are with seven aspects of the work undertaken.

The majority of respondents expressed satisfaction with each of the aspects of the major works undertaken at the property. The largest proportion of respondents (88%) expressed satisfied with the attitude of the workers. Satisfaction was lowest for the work being done 'right first time' (78%). This aspect received the highest level of dissatisfaction, with 12% of respondents expressing dissatisfaction.

Figure 22: Rating of aspects of the major works undertaken in the past 12 months (Respondents who have had major works undertaken in the past 12 months)



nweighted sample bases: 302

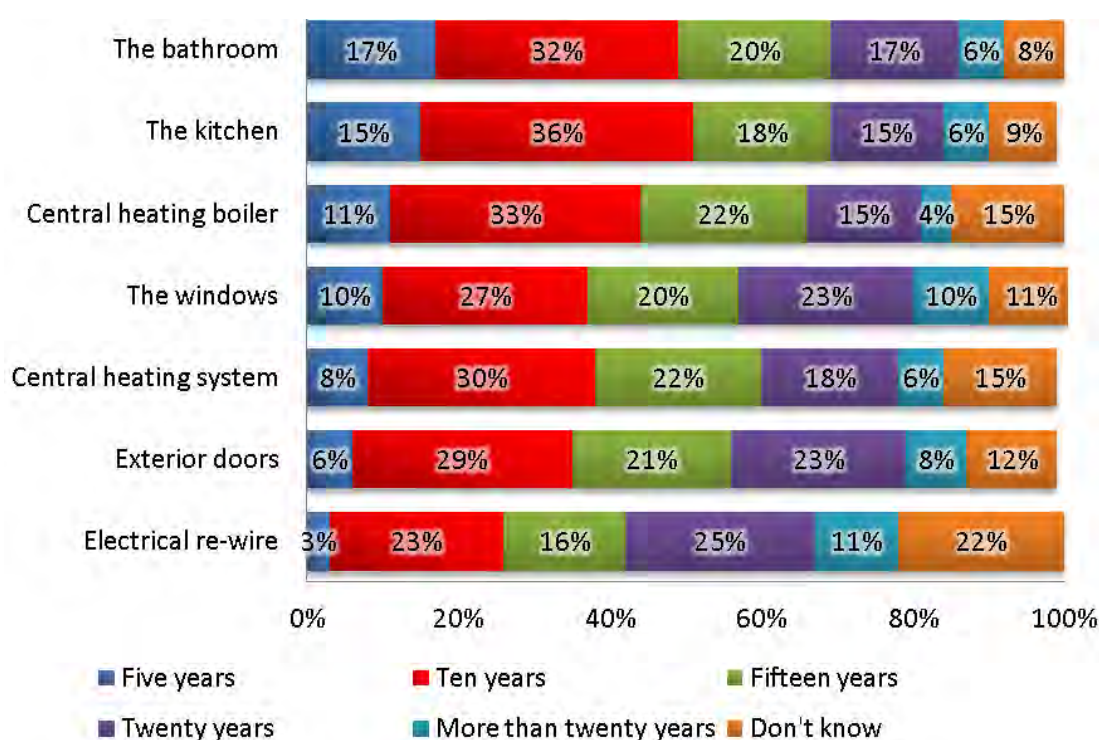
U

4.5 Expectation of how long major components in the home would last from new

Respondents were asked how long they would expect some of the major components of the home to last from new before being replaced.

At least half of respondents would expect each the major components, with the exception of the electrical re-wire, to be replaced by 15 years after installation.

Figure 23: Expectation of how long major components in the home would last from new (All respondents)



Weighted sample bases: 905

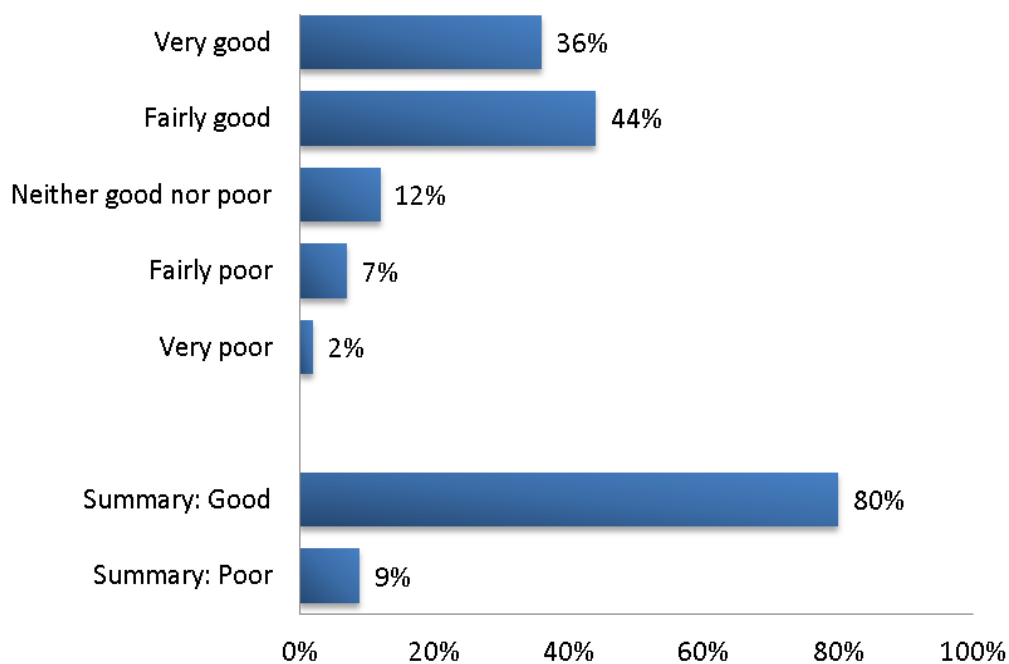
Unwe

Respondents from family (child less than 16 years) households are significantly more likely than respondents from single adult households to expect each of the components, except the central heating boiler, to last five years.

4.6 Rent for the property representing good value for money

Four fifths (80%) of respondents think the rent for their property represents good value for money, with 9% highlighting the rent for the property as poor value for money. A larger proportion (12%), consider the rent for their property represents neither good nor poor value for money.

Figure 24: Rent for the property representing value for money (All respondents)



U

nweighted sample base: 905

Respondents from Area 2: Sauchie / Fishcross are significantly more likely to report the rent for the property representing good value for money than respondents from each of the other areas, with the exception of Area 7: Alloa Bowma).

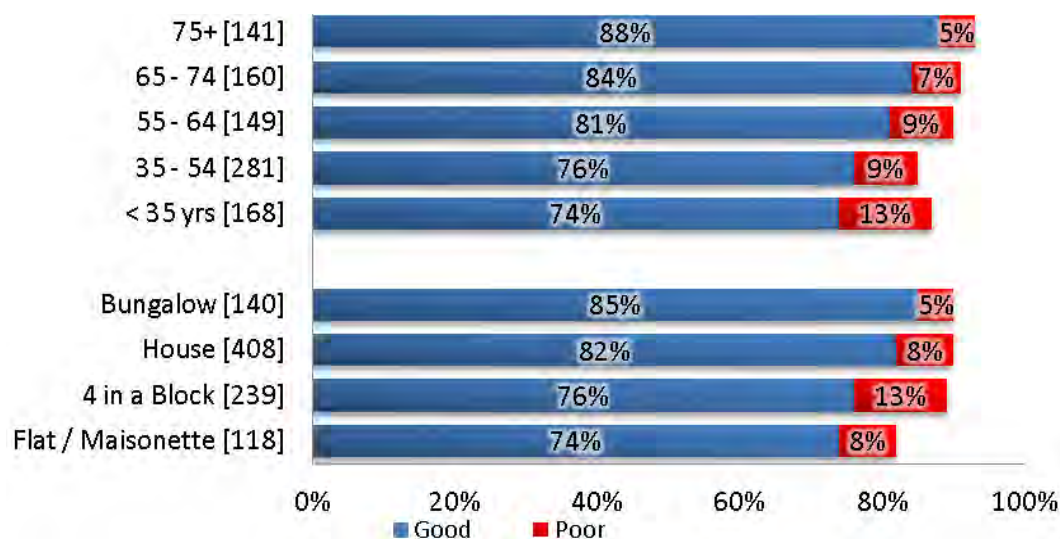
Table 7: Rent for the property representing good value for money by area (All respondents)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Summary: Good	Summary: Poor
Total [905]	36%	44%	12%	7%	2%	80%	9%
1: Alloa [211]	54%	25%	9%	9%	3%	79%	12%
2: Sauchie / Fishcross [155]	49%	41%	7%	3%	1%	90%	3%
3: Clackmannan / Kennett [92]	26%	54%	10%	6%	4%	79%	10%
4: Tullibody / Cambus [90]	13%	64%	16%	7%	0%	77%	7%
5: Tillicoultry / Coalsnaughton [141]	32%	41%	13%	13%	2%	72%	15%
6: Alva / Menstrie [115]	14%	58%	20%	7%	1%	72%	8%
7: Alloa Bowmar [101]	34%	52%	11%	3%	0%	86%	3%
Unweighted sample bases in brackets							

Respondents aged 65 and over are significantly more likely to consider the rent for the property represents good value for money than younger respondents (86% and 77% respectively).

In addition, residents living in a bungalow are significantly more likely to indicate that their property is good value for money compared with those in a flat or maisonette (97% and 83% respectively).

Figure 25: Rent for the property representing good value for money by age (All respondents)



Unweighted sample bases in brackets

The survey results highlight the link between satisfaction with the overall service provided and rent for the property representing value for money. When compared to respondents who are satisfied with the overall service provided, a smaller proportion of respondents who are dissatisfied, consider the rent for the property represents good value for money (82% and 47% respectively, a statistically significant difference).

4.6.1 Reasons for not considering the rent for the property represents good value for money

One fifth (21%) of all respondents, reported the rent for the property represents neither good nor poor value for money or poor value for money. These respondents were asked to comment on why this view is held.

For one in five (21%) it is because the rent is too high and for 12% it is because of the poor state of the property. A larger proportion (40%) was unable to make a comment.

5 The neighbourhood

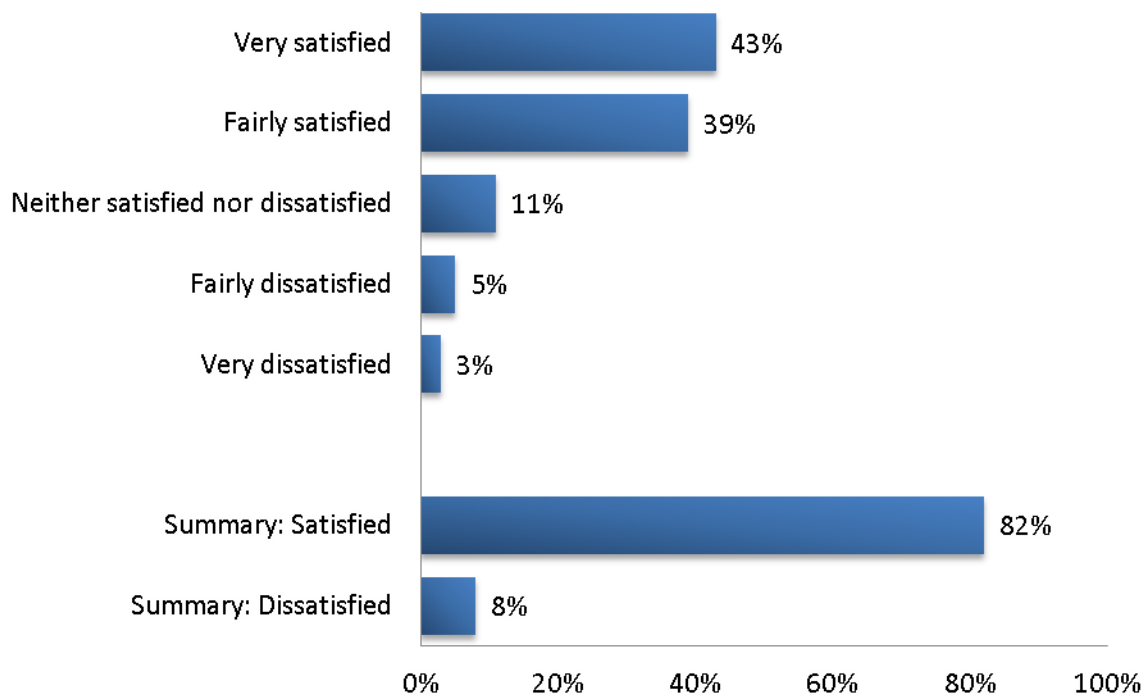
This chapter of the report summarises respondents' satisfaction with Clackmannanshire Council's management of the neighbourhood they live in, along with the maintenance of open spaces in the neighbourhood and of common areas. Changes in the local area over the past three years are also summarised and feelings of safety, neighbourhood problems and anti-social behaviour are also examined.

5.1 Satisfaction with Clackmannanshire Council's management of the neighbourhood

All respondents were asked how satisfied or dissatisfied they are with Clackmannanshire Council's management of the neighbourhood they live in.

The majority (82%) of respondents are satisfied with Clackmannanshire Council's management of the neighbourhood. Eight percent of respondents expressed dissatisfaction with Clackmannanshire Council's management of the local area, while a larger proportion (11%) is neither satisfied nor dissatisfied.

Figure 26: Satisfaction with Clackmannanshire Council's management of the neighbourhood (All respondents)



Unweighted sample base: 905

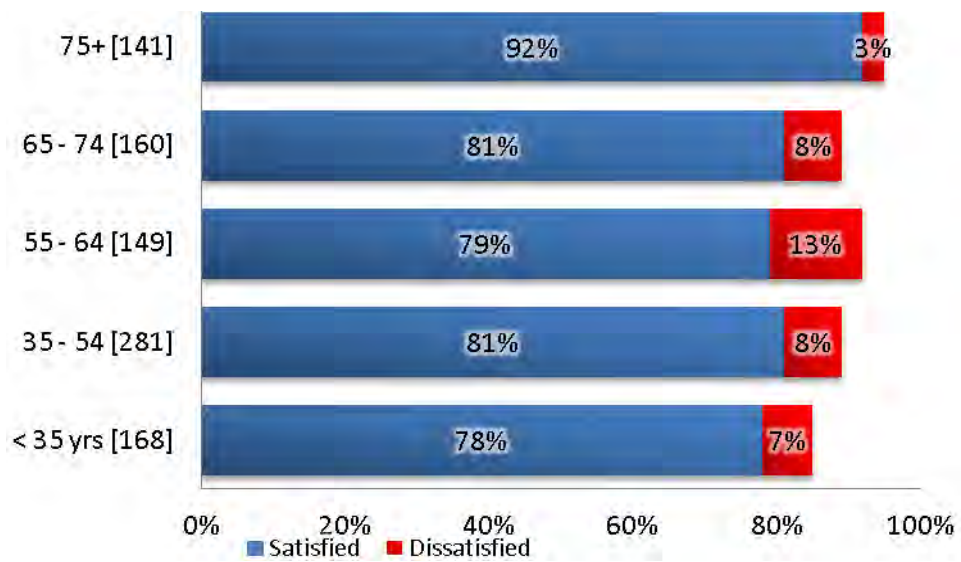
Respondents from Area 1: Alloa, Area 5: Tillicoultry and Area 7: Alloa Bowmar are significantly more likely to be *dissatisfied* with Clackmannanshire Council's management of the neighbourhood than respondents from the other four areas.

Table 8: Satisfaction with Clackmannanshire Council's management of the neighbourhood by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [905]	43%	39%	11%	5%	3%	82%	8%
1: Alloa [211]	61%	21%	3%	8%	7%	82%	15%
2: Sauchie / Fishcross [155]	53%	41%	3%	2%	1%	94%	3%
3: Clackmannan / Kennett [92]	44%	46%	8%	2%	0%	90%	2%
4: Tullibody / Cambus [90]	26%	49%	24%	1%	0%	75%	1%
5: Tillicoultry / Coalsnaughton [141]	46%	35%	8%	7%	4%	81%	11%
6: Alva / Menstrie [115]	23%	64%	13%	0%	0%	87%	0%
7: Alloa Bowmar [101]	21%	37%	29%	12%	1%	58%	13%
Unweighted sample bases in brackets							

Respondents aged 65 and over are significantly more likely to express satisfaction with Clackmannanshire Council's management of the neighbourhood than younger respondents (86% and 80% respectively).

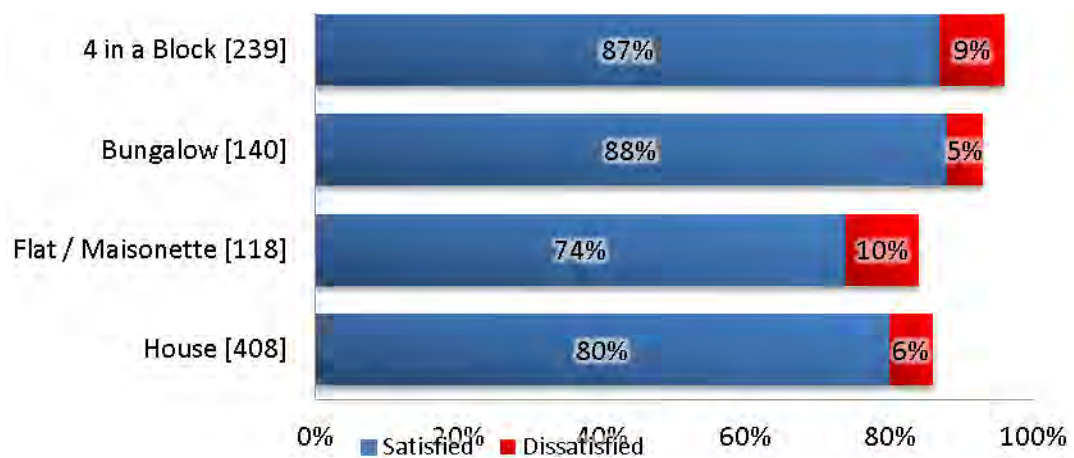
Figure 27: Satisfaction with Clackmannanshire Council's management of the neighbourhood by age (All respondents)



Unweighted sample bases in brackets

Satisfaction with the Council's management of the neighbourhood also varies by property type, with those living in a bungalow or 4 block property significantly more likely to be satisfied than those living in a flat/maisonette (88% and 87% cf. 74%).

Figure 28: Satisfaction with Clackmannanshire Council's management of the neighbourhood by property type (All respondents)



Unweighted sample bases in brackets

5.1.1 Reasons for not being satisfied with Clackmannanshire Council's management of the neighbourhood

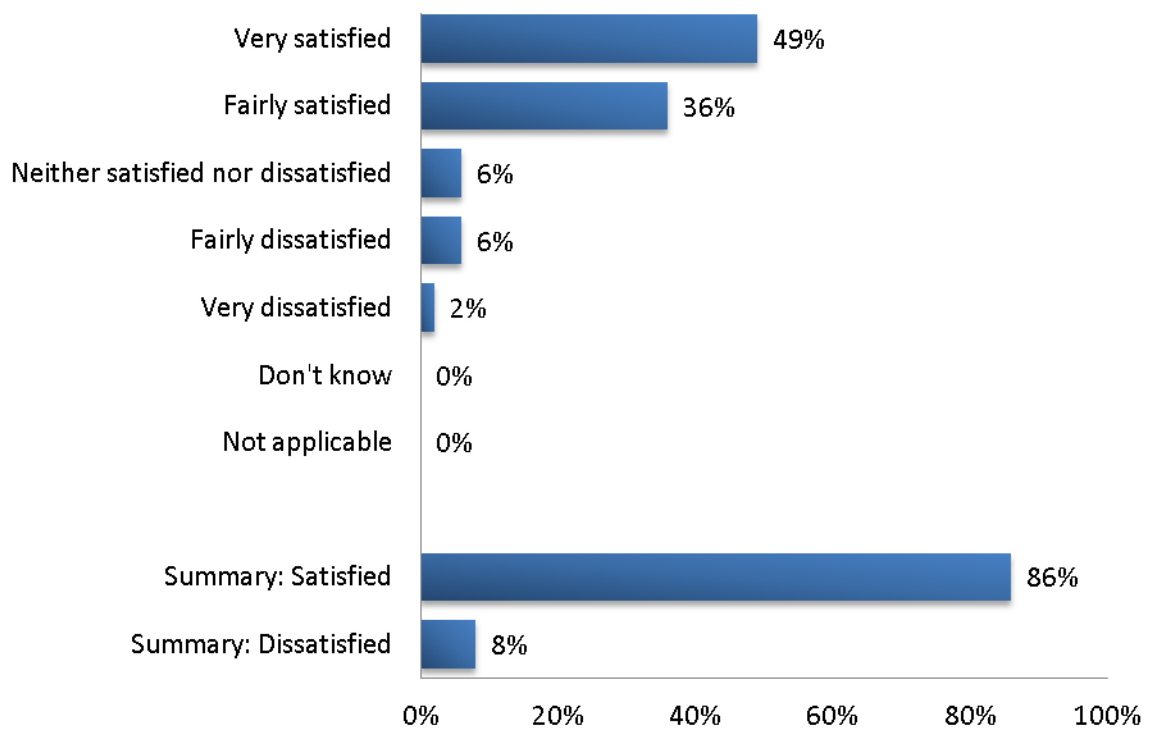
One fifth (19%) of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with Clackmannanshire Council's management of the neighbourhood. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

The largest proportion of respondents (29%) could not identify any particular reason for not being satisfied with Clackmannanshire Council's management of the neighbourhood. Sixteen percent mentioned cleanliness issues, including the frequency of cleaning, litter and dog mess. Twelve percent mentioned poor maintenance of gardens and green areas.

5.2 Satisfaction with the maintenance of open spaces in the neighbourhood

The majority (86%) of respondents are satisfied with the maintenance of open spaces in the neighbourhood. Eight percent of respondents expressed dissatisfaction with the maintenance of open spaces, while a similar proportion (6%) is neither satisfied nor dissatisfied.

Figure 29: Satisfaction with the maintenance of open spaces in the neighbourhood (All respondents)



Unweighted sample base: 905

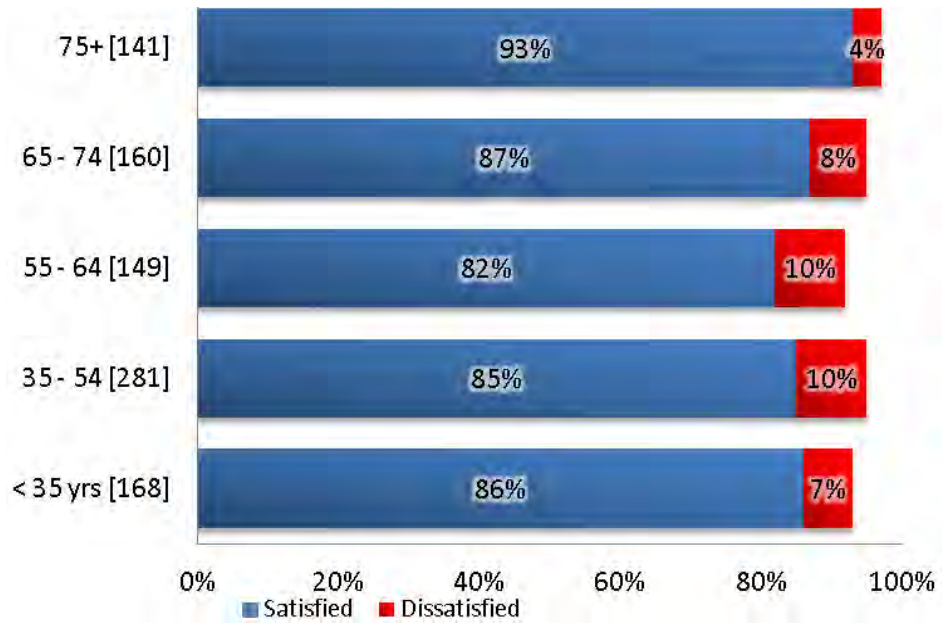
Satisfaction with the maintenance of open spaces in the neighbourhood varies from 65% in Area 7: Alloa Bowmar to 94% in Area 2; Sauchie / Fishcross.

Table 9: Satisfaction with the maintenance of open spaces in the neighbourhood by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	Summary: satisfied	Summary: Dissatisfied
Total [905]	49%	36%	6%	6%	2%	0%	0%	86%	8%
1: Alloa [211]	70%	20%	1%	4%	5%	0%	0%	90%	9%
2: Sauchie / Fishcross [155]	64%	29%	1%	3%	2%	0%	0%	94%	5%
3: Clackmannan / Kennett [92]	50%	37%	12%	0%	1%	0%	0%	87%	1%
4: Tullibody / Cambus [90]	29%	48%	9%	15%	0%	0%	0%	77%	15%
5: Tillicoultry / Coalsnaughton [141]	56%	31%	3%	5%	4%	1%	1%	87%	9%
6: Alva / Menstrie [115]	24%	67%	7%	2%	0%	0%	0%	91%	2%
7: Alloa Bowmar [101]	20%	45%	16%	17%	1%	0%	0%	65%	18%
Unweighted sample bases in brackets									

Respondents aged 65 and over are significantly more likely to express satisfaction with the maintenance of open spaces than younger respondents (90% and 84% respectively).

Figure 30: Satisfaction with the maintenance of open spaces in the neighbourhood by age (All respondents)



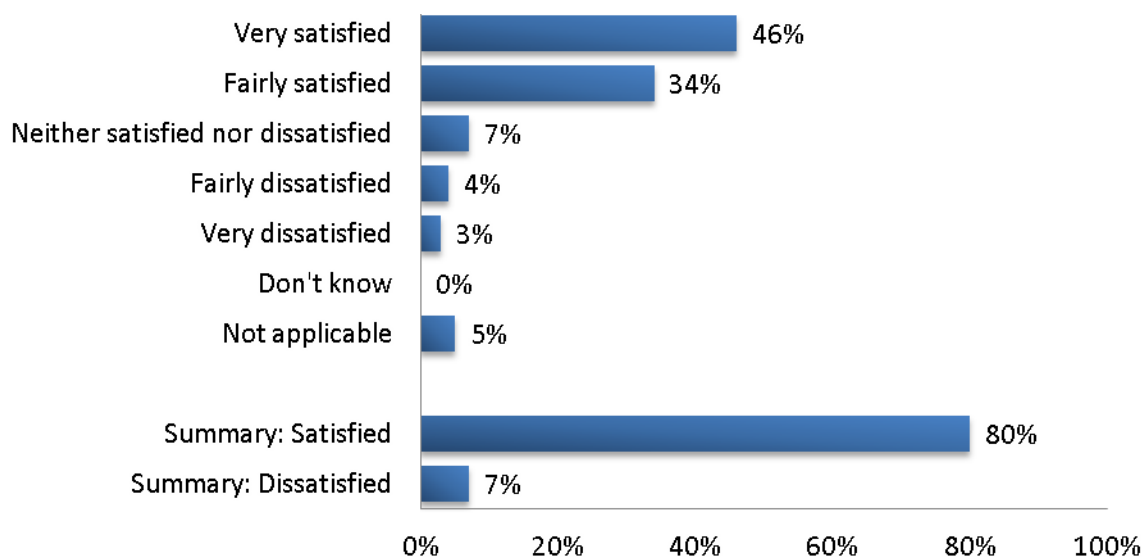
nweighted sample bases in brackets.

U

5.3 Satisfaction with the maintenance of common areas

Four fifths (80%) of respondents are satisfied with the maintenance of common areas, such drying greens, rubbish collection areas and closes. Less than one in ten respondents (7%) expressed dissatisfaction with the maintenance of common areas, while the same proportion (7%) is neither satisfied nor dissatisfied. A small proportion (5%) of respondents highlighted the question was not applicable to them.

Figure 31: Satisfaction with the maintenance of common areas (All respondents)



Unweighted sample base: 905

The following table summarises the results by area.

Table 10: Satisfaction with the maintenance of common areas by area (All respondents)

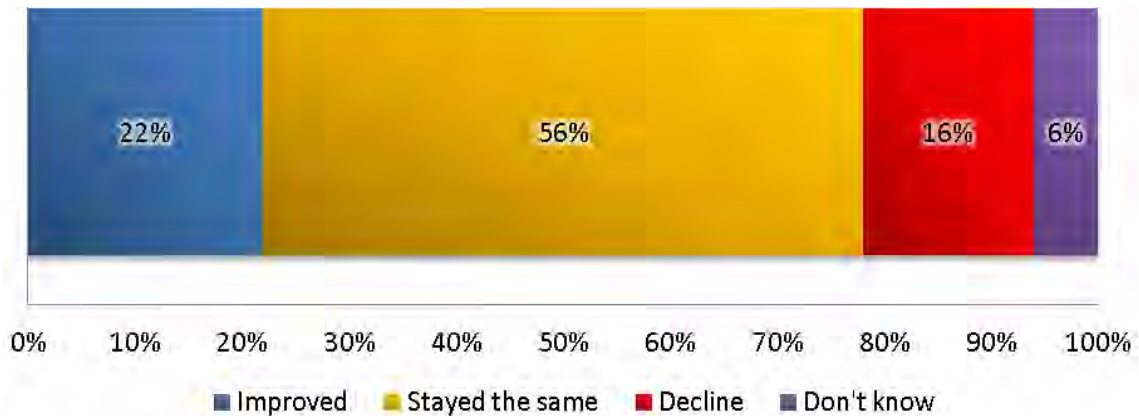
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	Summary: satisfied	Summary: Dissatisfied
Total [905]	46%	34%	7%	4%	3%	0%	5%	80%	7%
1: Alloa [211]	57%	17%	1%	4%	5%	1%	16%	73%	8%
2: Sauchie / Fishcross [155]	63%	32%	1%	2%	3%	0%	0%	95%	5%
3: Clackmannan / Kennett [92]	50%	38%	11%	0%	1%	0%	0%	88%	1%
4: Tullibody / Cambus [90]	31%	48%	7%	14%	0%	0%	0%	79%	14%
5: Tillicoultry / Coalsnaughton [141]	54%	28%	5%	2%	2%	1%	9%	82%	4%
6: Alva / Menstrie [115]	24%	55%	19%	2%	0%	0%	0%	79%	2%
7: Alloa Bowmar [101]	20%	45%	20%	9%	6%	0%	0%	65%	14%

Unweighted sample bases in brackets

5.4 Change in the neighbourhood in the past three years

Over half (56%) of respondents feel their neighbourhood has remained unchanged over the past three years. A slightly larger proportion of respondents feel their neighbourhood has improved (22%) than declined (16%).

Figure 32: Change in the neighbourhood in the past three years (All respondents)

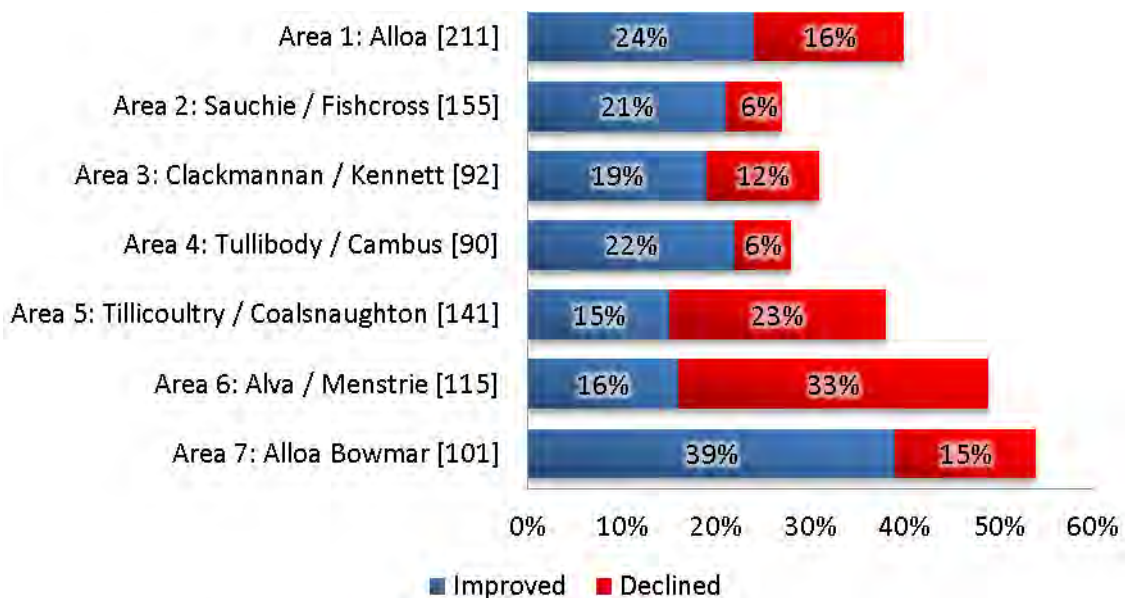


U

nweighted sample base: 905

Respondents from Area 7: Alloa Bowmar are significantly more likely to identify an improvement in their neighbourhood over the past three years than respondents from any other area.

Figure 33: Change in the neighbourhood in the past three years by area (All respondents)



Un

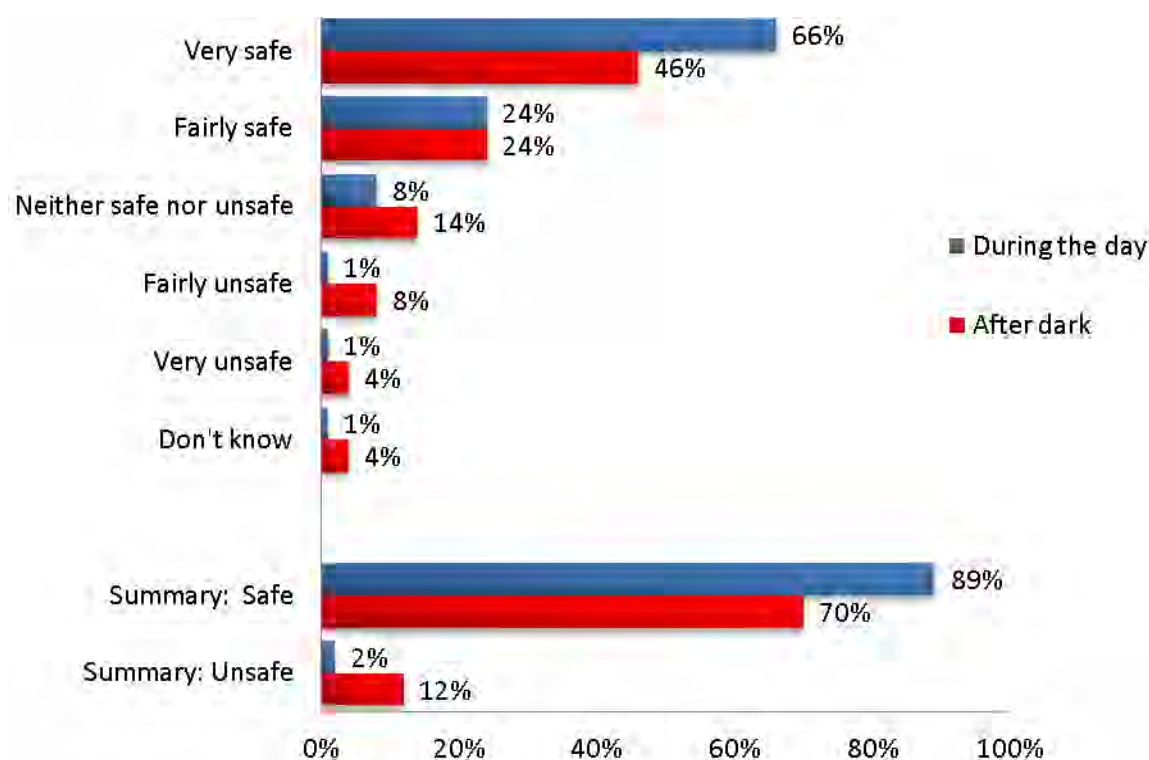
nweighted sample bases in brackets.

5.5 Feelings of safety in the local neighbourhood

All respondents were asked to rate how safe they feel when outside in their neighbourhood during the day and after dark.

The majority (89%) of respondents feel safe during the day and over two thirds (70%) do so after dark.

Figure 34: Feelings of safety in the local neighbourhood (All respondents)



Unweighted sample bases: 905

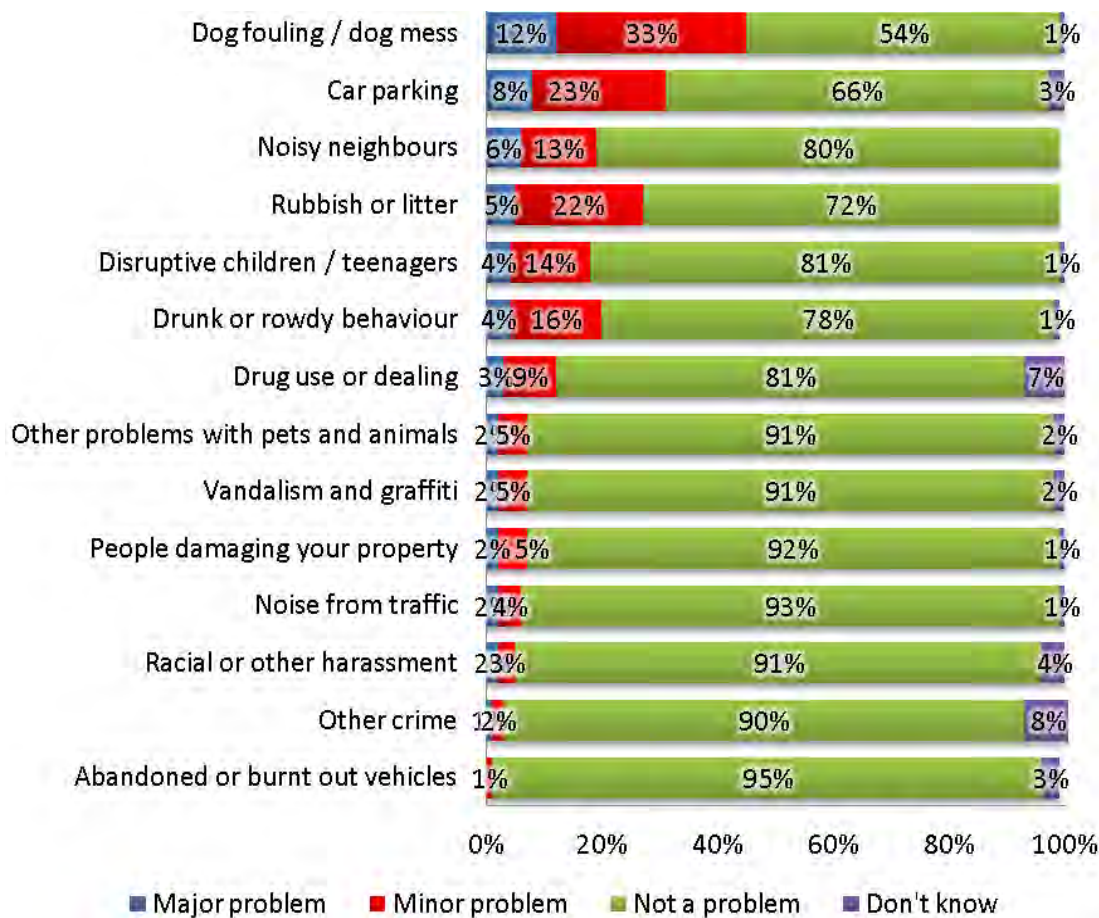
Females (14%) are significantly more likely than males (9%) to feel unsafe after dark.

5.6 Problems in the neighbourhood

Respondents were presented with a list of 14 potential neighbourhood problems and were asked to identify the extent to which, if at all, each is a problem in their neighbourhood.

Dog fouling / dog mess (45%), car parking (31%) and rubbish or litter (27%) were identified by the largest proportions of respondents as problems in the neighbourhood.

Figure 35: Problems in the neighbourhood (All respondents)



Weighted sample bases: 905

Unwe

The proportion of respondents highlighting dog fouling / dog mess as a problem in the neighbourhood ranges from 28% in Area 5: Tillicoultry / Coalsnaughton to 69% in Area 6: Alva / Menstrie.

Table 11: Problems in the neighbourhood by area – Dog fouling / dog mess (All respondents)

	Major problem	Minor problem	Not a problem	Don't know	Summary: A problem
Total [905]	12%	33%	54%	1%	45%
1: Alloa [211]	22%	25%	52%	1%	47%
2: Sauchie / Fishcross [155]	4%	32%	63%	1%	36%
3: Clackmannan / Kennett [92]	6%	23%	71%	0%	29%
4: Tullibody / Cambus [90]	18%	43%	40%	0%	61%
5: Tillicoultry / Coalsnaughton [141]	10%	18%	70%	1%	28%
6: Alva / Menstrie [115]	14%	55%	30%	2%	69%
7: Alloa Bowmar [101]	8%	48%	44%	0%	56%
Unweighted sample bases in brackets					

The proportion of respondents highlighting car parking as a problem in the neighbourhood ranges from 20% in Area 4: Tullibody / Cambus to 41% in Area 6: Alva / Menstrie.

Table 12: Problems in the neighbourhood by area – Car parking (All respondents)

	Major problem	Minor problem	Not a problem	Don't know	Summary: A problem
Total [905]	8%	23%	66%	3%	31%
1: Alloa [211]	15%	17%	63%	6%	32%
2: Sauchie / Fishcross [155]	5%	26%	70%	0%	31%
3: Clackmannan / Kennett [92]	10%	19%	66%	5%	29%
4: Tullibody / Cambus [90]	1%	19%	79%	1%	20%
5: Tillicoultry / Coalsnaughton [141]	8%	19%	66%	7%	27%
6: Alva / Menstrie [115]	5%	36%	56%	3%	41%

7: Alloa Bowmar [101]	4%	33%	62%	1%	37%
Unweighted sample bases in brackets					

The proportion of respondents highlighting rubbish or litter as a problem in the neighbourhood ranges from 12% in Area 3: Clackmannan / Kennet to 39% in Area 6: Alva / Menstrie.

Table 13: Problems in the neighbourhood by area – Rubbish or litter (All respondents)

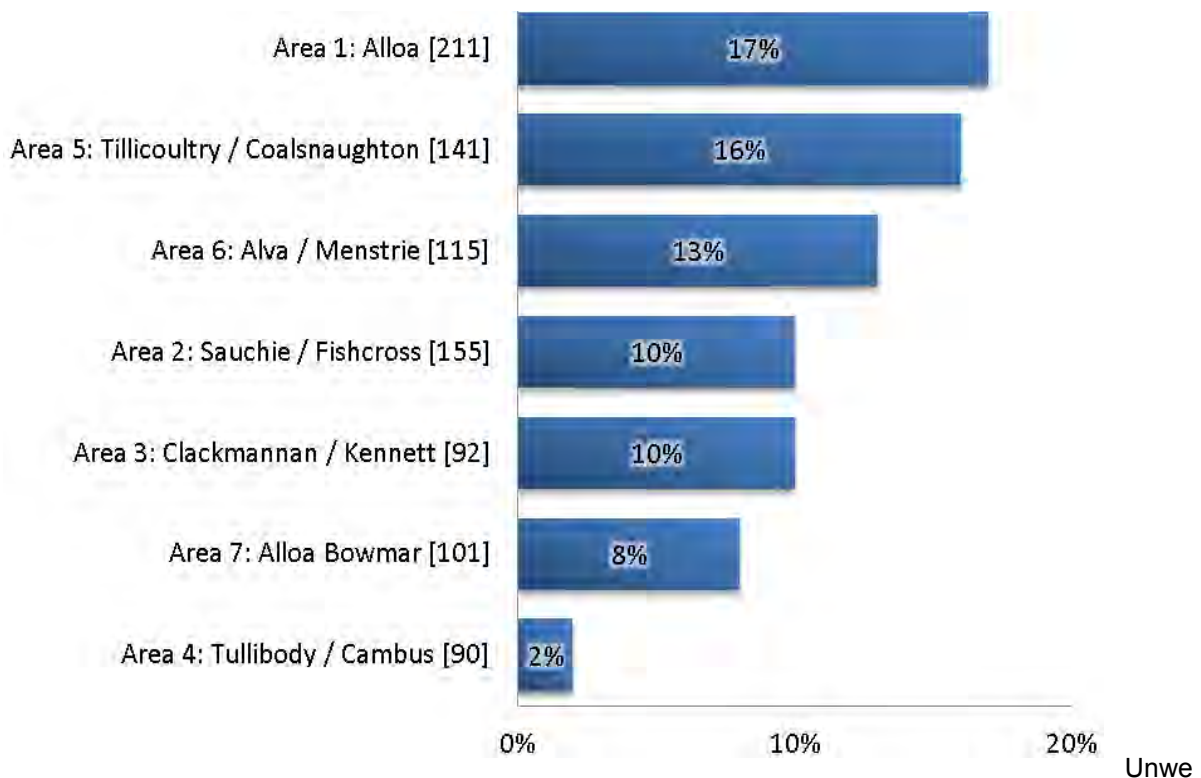
	Major problem	Minor problem	Not a problem	Don't know	Summary: A problem
Total [905]	5%	22%	72%	0%	27%
1: Alloa [211]	9%	20%	71%	0%	29%
2: Sauchie / Fishcross [155]	1%	28%	71%	0%	29%
3: Clackmannan / Kennet [92]	1%	11%	88%	0%	12%
4: Tullibody / Cambus [90]	6%	25%	67%	1%	31%
5: Tillicoultry / Coalsnaughton [141]	6%	13%	80%	1%	19%
6: Alva / Menstrie [115]	2%	37%	59%	2%	39%
7: Alloa Bowmar [101]	5%	24%	71%	0%	29%
Unweighted sample bases in brackets					

5.7 Anti-social behaviour

Many of the neighbourhood problems highlighted by respondents could be described as anti-social behaviour. All respondents were asked if they have experienced anti-social behaviour in the past 12 months and 12% responded in the affirmative.

The proportion of respondents experiencing anti-social behaviour in the past 12 months ranges from 2% in Area 4: Tullibody / Cambus to 16% in Area 5: Tillicoultry / Coalsnaughton and 17% in Area 1: Alloa. Respondents from Area 1: Alloa are significantly more likely to have experienced anti-social behaviour in the past 12 months than respondents from Area 2: Sauchie / Fishcross, Area 4: Tullibody / Cambus and Area 7: Alloa Bowmar.

Figure 36: Experience of anti-social behaviour in the past 12 months by area (All respondents)

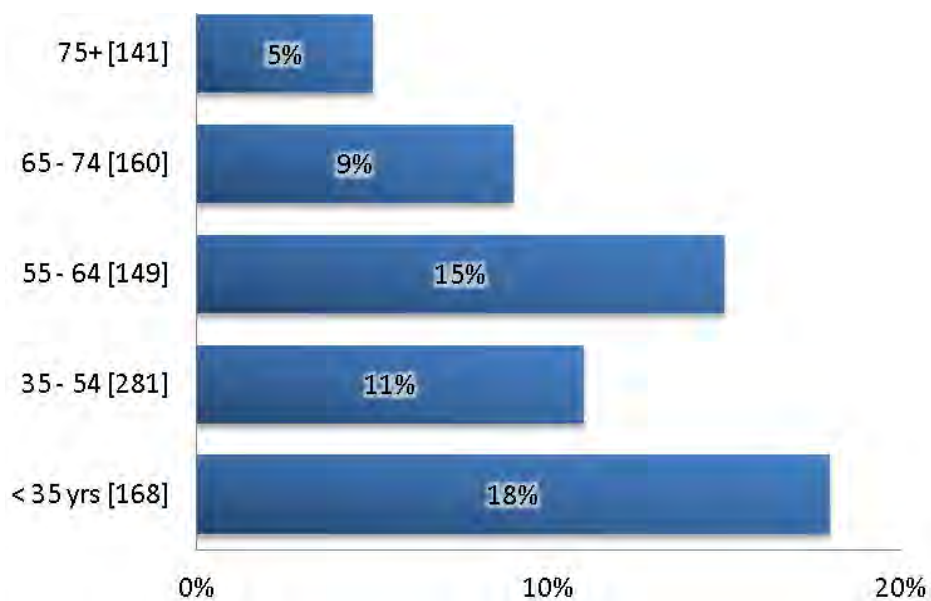


ighted sample bases in brackets.

Respondents living in Flats / Maisonettes (18%) and 4 in a Block properties (16%) are significantly more likely to have experienced anti-social behaviour in the past 12 months than respondents living in either Bungalows or Houses (both 8%). This finding is not uncommon and is often related to noise from neighbours. In fact, the survey established that 33% of respondents occupying a flat / maisonette and 25% of respondents from a 4 in a Block property identified noisy neighbours as either a minor or major problem. The equivalent proportion amongst respondents living in a bungalow is 11% and 13% for respondents living in a house.

Respondents aged under 65 are significantly more likely to have experienced anti-social behaviour in the past 12 months than respondents aged 65 and over (14% and 7% respectively).

Figure 37: Experience of anti-social behaviour in the past 12 months by age (All respondents)



nweighted sample bases in brackets

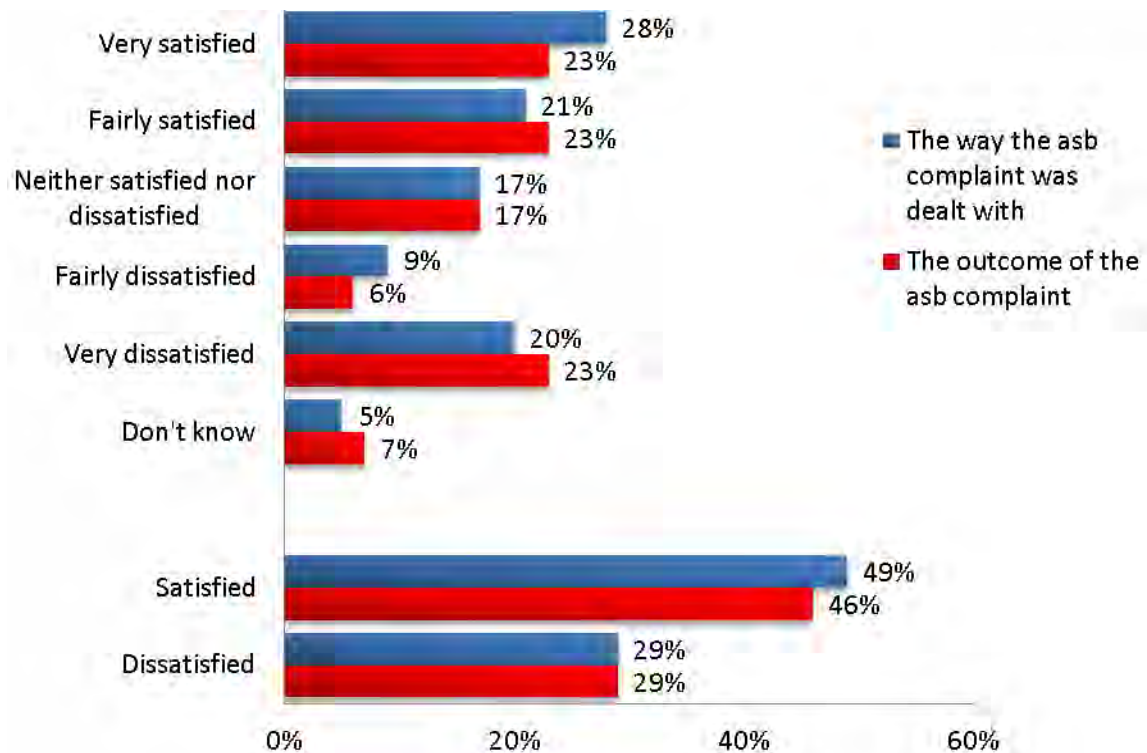
Examining the views of respondents who are dissatisfied with Clackmannanshire Council's management of the local area establishes that 34% have experienced anti-social behaviour in the past 12 months. Amongst respondents satisfied with Clackmannanshire Council's management of the local area, 9% report experiencing anti-social behaviour in this time, a significantly smaller proportion.

5.7.1 Reporting anti-social behaviour to Clackmannanshire Council in the past 12 months

Two fifths (41%) of respondents who experienced anti-social behaviour in the past 12 months reported it to Clackmannanshire Council. Amongst those respondents who did report the anti-social behaviour they experienced in the past 12 months to Clackmannanshire Council, a larger proportion (49%) is satisfied than dissatisfied (29%) with the way their complaint was dealt with.

Similarly, 46% of respondents are satisfied with the outcome of their anti-social behaviour complaint and 29% are dissatisfied.

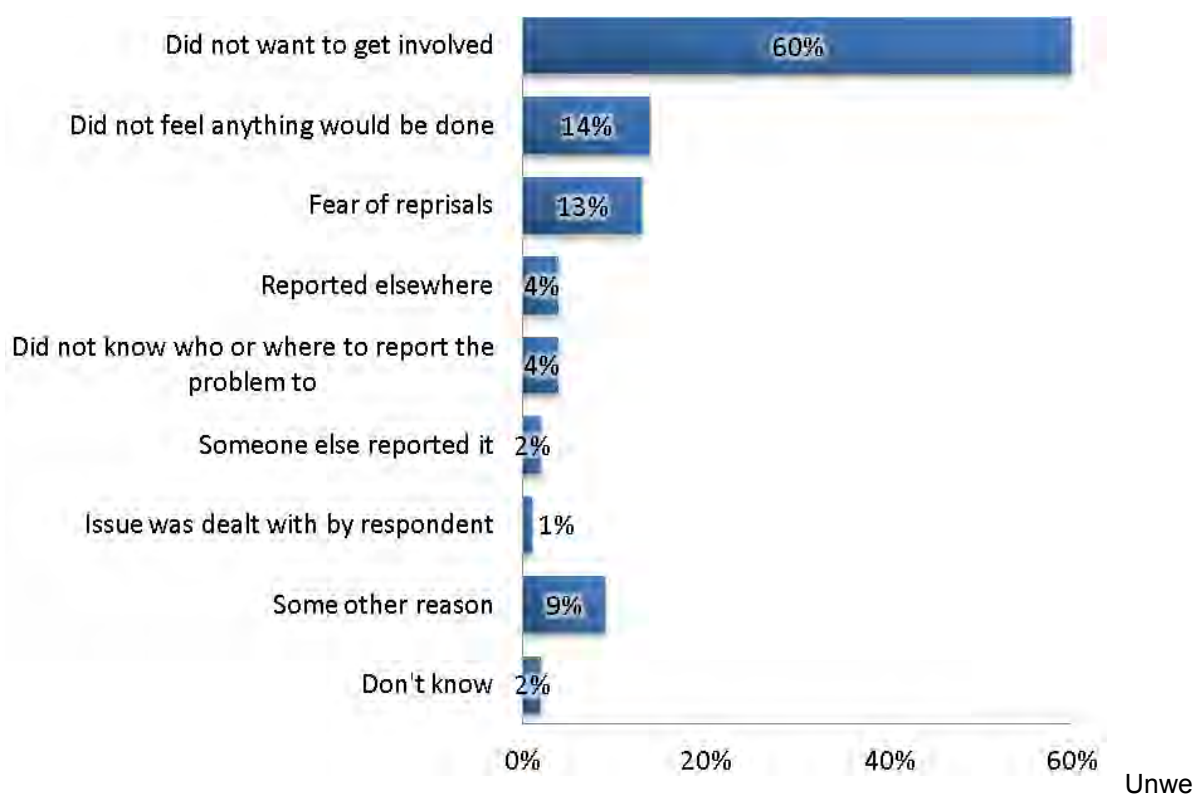
Figure 38: Satisfaction with how the anti-social complaint was dealt with and satisfaction with the outcome of the anti-social complaint (Respondents reporting anti-social behaviour to Clackmannanshire Council in the past 12 months)



Unweighted sample bases: 41

The 59% of respondents who experienced anti-social behaviour in the past 12 months but did not report it to Clackmannanshire Council were asked why this was. The largest proportion did not do so as they did not want to get involved (60%).

Figure 39: Reasons why the anti-social behaviour experienced in the past 12 months was not reported to Clackmannanshire Council (Respondents who experienced anti-social behaviour in the past 12 months but did not report it to Clackmannanshire Council)



ighted sample base: 61

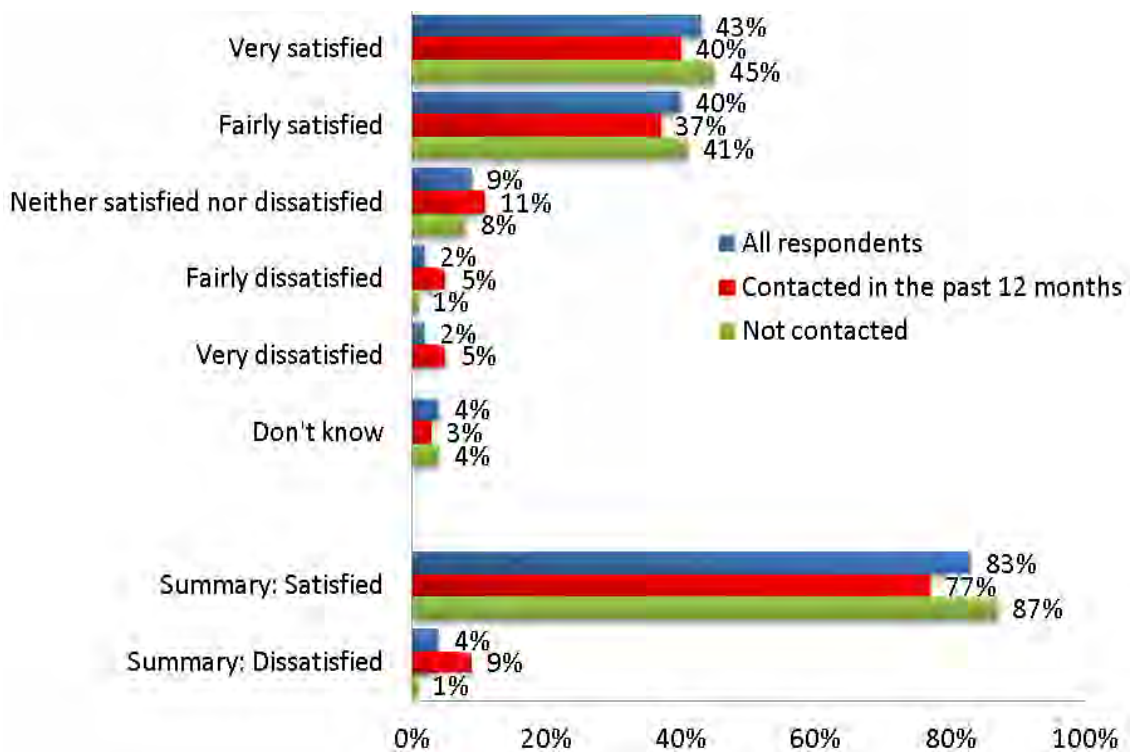
6 Contacting Clackmannanshire Council

This chapter of the report explores respondents' contact with Clackmannanshire Council, including satisfaction with how enquires are dealt with and with the outcome of contact made with Clackmannanshire Council. In addition, preferences for the channels respondents do use or would use to contact Clackmannanshire Council are explored along with access to the internet. Readership of Clackmannanshire Council's newsletter *The View* is also summarised.

6.1 Satisfaction with the way Clackmannanshire Council deals with enquiries

All respondents, irrespective of when they last made contact with Clackmannanshire Council were asked how satisfied or dissatisfied they are with the way Clackmannanshire Council deals with enquiries. The majority of respondents (83%) are satisfied. Respondents who have made contact with Clackmannanshire Council in the past 12 months (77%) are significantly less likely to be satisfied than respondents who have not made contact with Clackmannanshire Council (87%). This suggests there is a gap between the perception of how Clackmannanshire Council deals with enquiries and how it actually does so.

Figure 40: Satisfaction with the way Clackmannanshire Council deals with enquiries (All respondents)

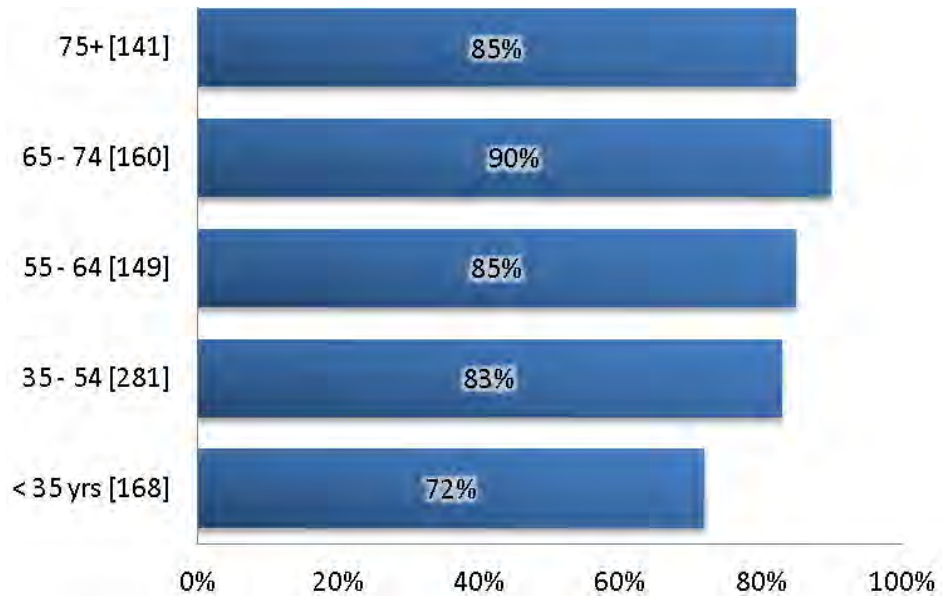


nweighted sample bases: All respondents 905; Contacted in the past 12 months 324; Not contacted 571

U

Respondents aged 65 and over (88%) are significantly more likely than younger respondents (80%) to be satisfied with the way Clackmannanshire Council deals with enquires.

Figure 41: Satisfaction with the way Clackmannanshire Council deals with enquiries by key demographics (All respondents)



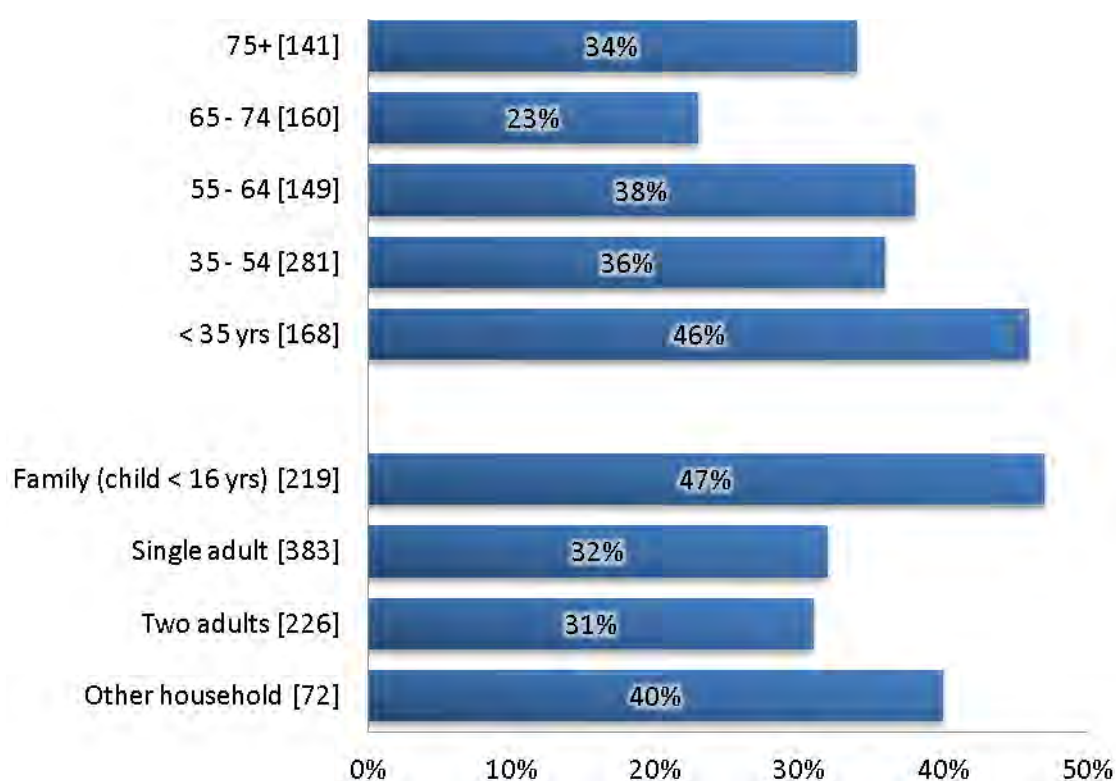
nweighted sample bases in brackets

U

6.2 Contact with Clackmannanshire Council in the past 12 months

Just over a third (36%) of respondents has contacted Clackmannanshire Council in the past 12 months with a query other than to pay their rent / service charge. In addition to respondents aged under 65 being significantly more likely than older respondents to make contact with Clackmannanshire Council in this time (40% and 28% respectively), family households (child less than 16) (47%) are significantly more likely to have done so than either single adult (32%) or two adult households (31%).

Figure 42: Contact with Clackmannanshire Council in the past 12 months with a query other than to pay rent / service charge by key demographics (All respondents)

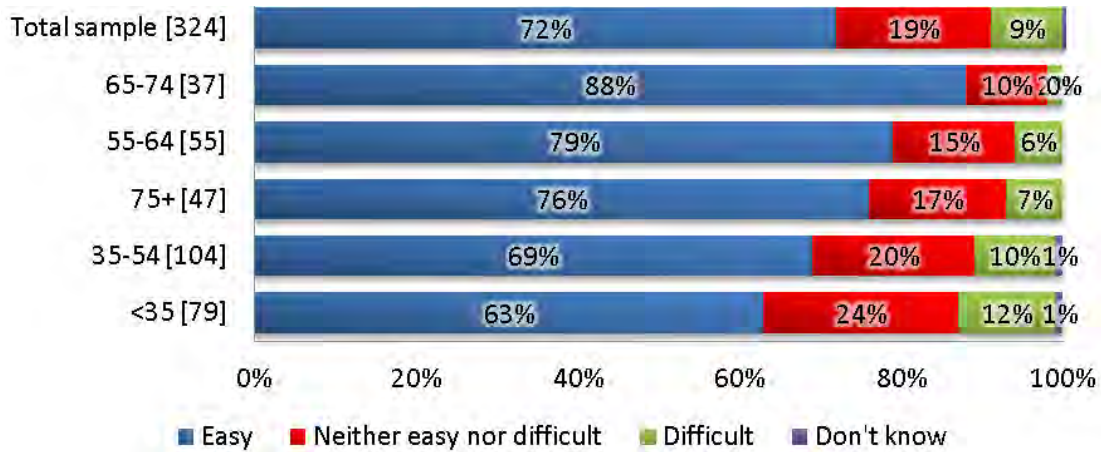


Unweighted sample bases in brackets

6.2.1 Ease of getting hold of the right person

The majority (72%) of respondents who have contacted Clackmannanshire Council in the past 12 months with a query, other than to pay their rent / service charge found getting hold of the right person easy.

Figure 43: Ease of getting hold of the right person (Respondents contacting Clackmannanshire Council in the past 12 months)

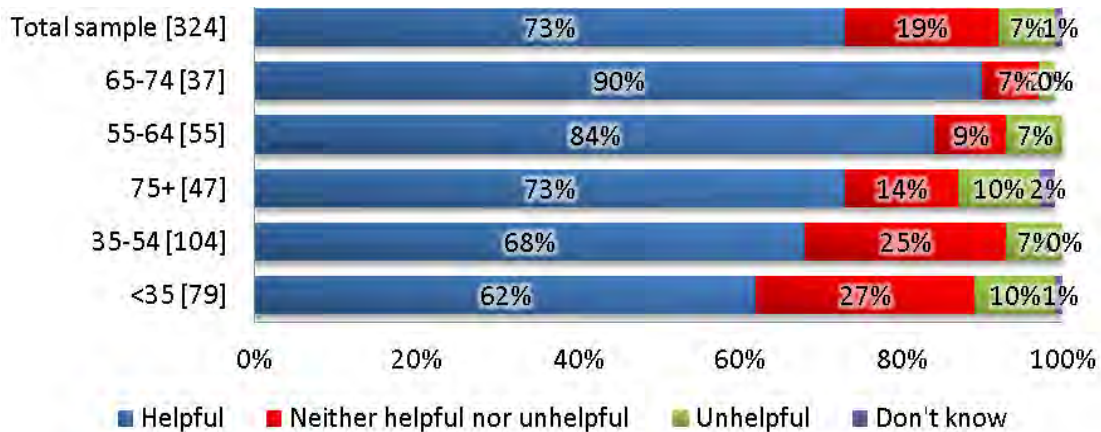


Unweighted sample base in brackets

6.2.2 Helpfulness of staff

In addition, a similar proportion (73%) of respondents who have contacted Clackmannanshire Council in the past 12 months with a query, other than to pay their rent / service charge found the staff helpful.

Figure 44: Helpfulness of staff (Respondents contacting Clackmannanshire Council in the past 12 months)



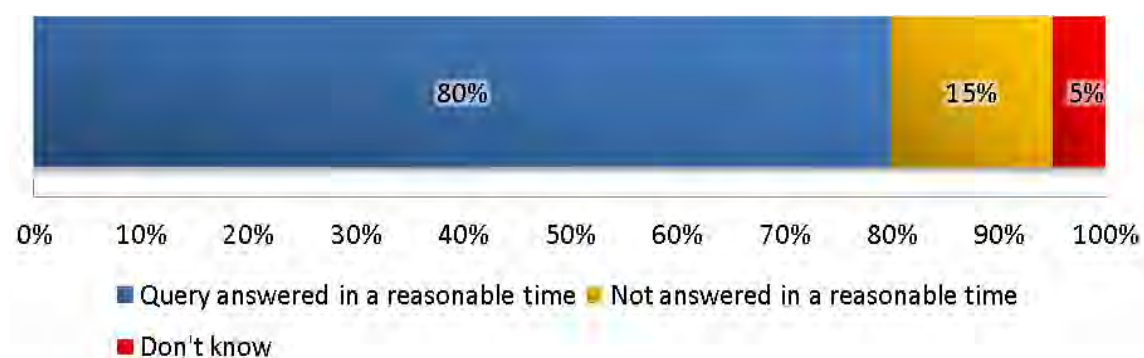
Unweighted sample base in brackets

Unwe

6.2.3 Query answered in a reasonable time

Four fifths (80%) of respondents who have contacted Clackmannanshire Council in the past 12 months with a query, other than to pay their rent / service charge reported the query was answered in a reasonable time.

Figure 45: Query answered in a reasonable time (Respondents contacting Clackmannanshire Council in the past 12 months)



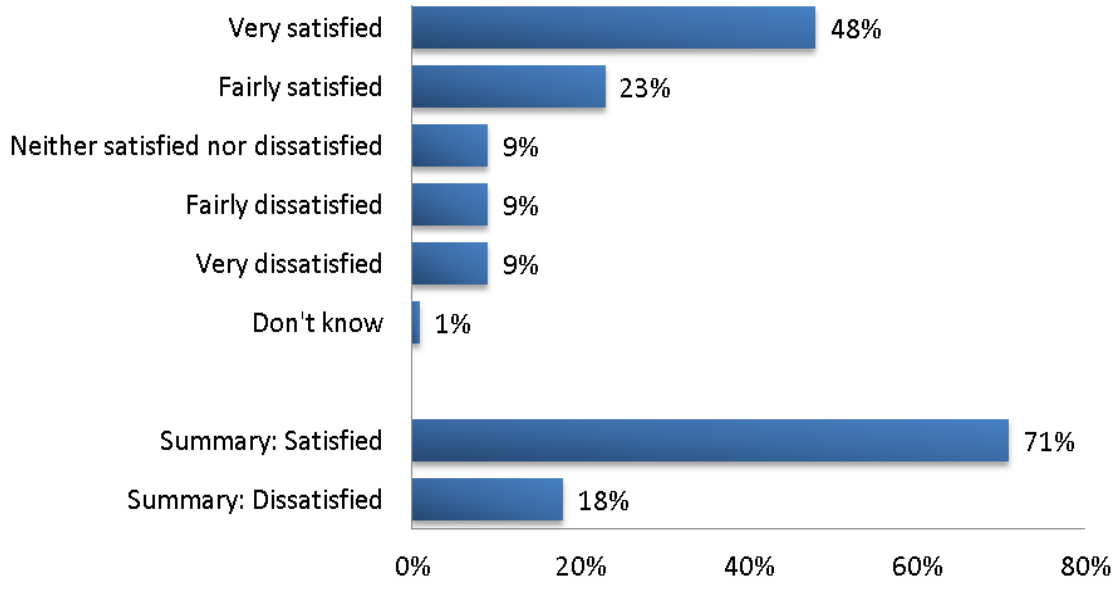
nweighted sample base: 324

U

6.2.4 Satisfaction with the final outcome of the query

The majority (71%) of respondents who have contacted Clackmannanshire Council in the past 12 months with a query, other than to pay their rent / service charge are satisfied with the outcome of their query. Almost one in five (18%) reported they were dissatisfied.

Figure 46: Satisfaction with the final outcome of the query (Respondents contacting Clackmannanshire Council in the past 12 months)



nweighted sample base: 324

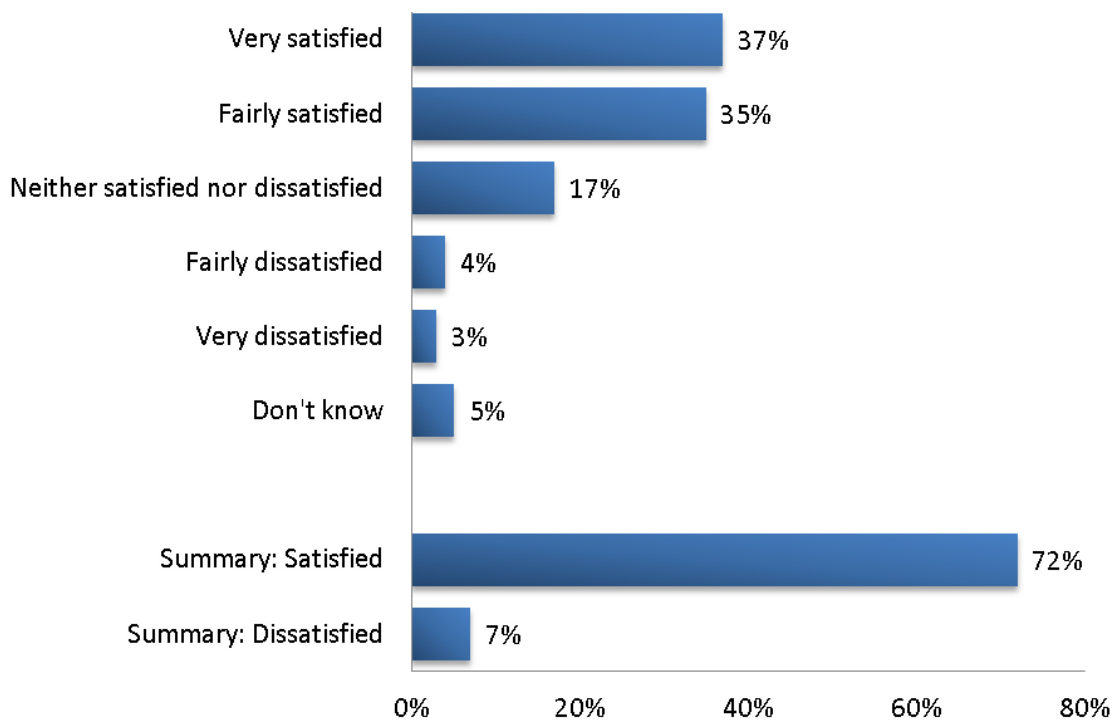
Respondents aged 65 and over are significantly more likely to be satisfied with the final outcome of their query than younger respondents (84% and 67% respectively).

6.3 Satisfaction with the way Clackmannanshire Council listens to views and acts upon them

All respondents were asked how satisfied or dissatisfied they are with the way Clackmannanshire Council listens to views and acts upon them.

The majority (72%) of respondents are satisfied with the way Clackmannanshire Council listens to views and acts upon them. Seven percent of respondents expressed dissatisfaction, while a larger proportion (17%) is neither satisfied nor dissatisfied.

Figure 47: Satisfaction with the way Clackmannanshire Council listens to views and acts upon them (All respondents)



nweighted sample base: 905

U

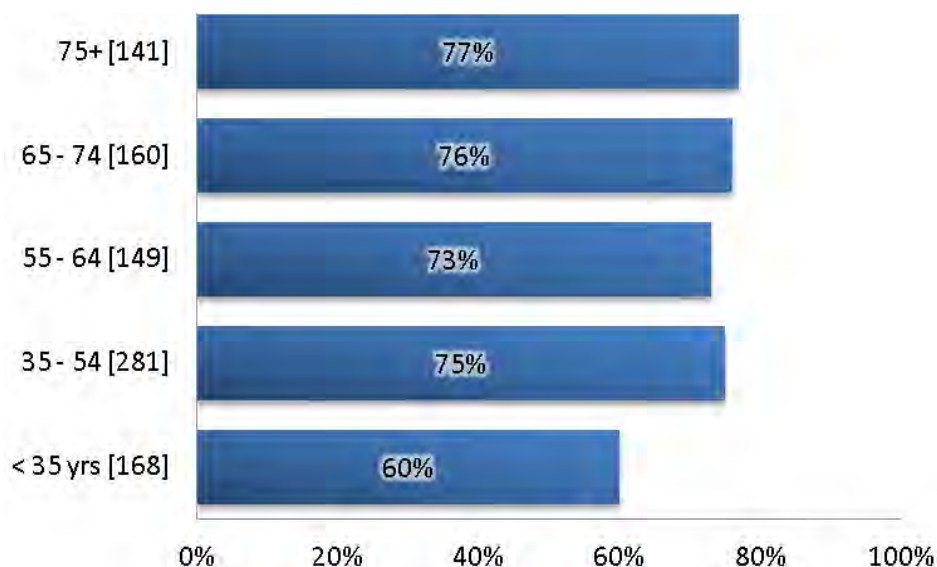
Respondents from Area 2: Sauchie / Fishcross are significantly more likely to be satisfied with the way Clackmannanshire Council listens to views and acts upon than respondents from any other Area.

Table 14: Satisfaction with the way Clackmannanshire Council listens to views and acts upon them by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Summary: satisfied	Summary: Dissatisfied
Total [905]	37%	35%	17%	4%	3%	5%	72%	7%
1: Alloa [211]	54%	18%	12%	6%	5%	4%	72%	11%
2: Sauchie / Fishcross [155]	47%	42%	6%	3%	1%	1%	89%	4%
3: Clackmannan / Kennett [92]	44%	31%	15%	2%	6%	2%	75%	8%
4: Tullibody / Cambus [90]	31%	41%	25%	2%	0%	1%	71%	2%
5: Tillicoultry / Coalsnaughton [141]	36%	28%	11%	6%	5%	14%	65%	11%
6: Alva / Menstrie [115]	16%	43%	32%	6%	0%	3%	59%	6%
7: Alloa Bowmar [101]	11%	55%	28%	0%	0%	7%	66%	0%
Unweighted sample bases in brackets								

Respondents aged 65 and over (76%) are significantly more likely than younger respondents (70%) to be satisfied with the way Clackmannanshire Council listens to views and acts upon them.

Figure 48: Satisfaction with the way Clackmannanshire Council listens to views and acts upon them by age (All respondents)



nweighted sample bases in brackets

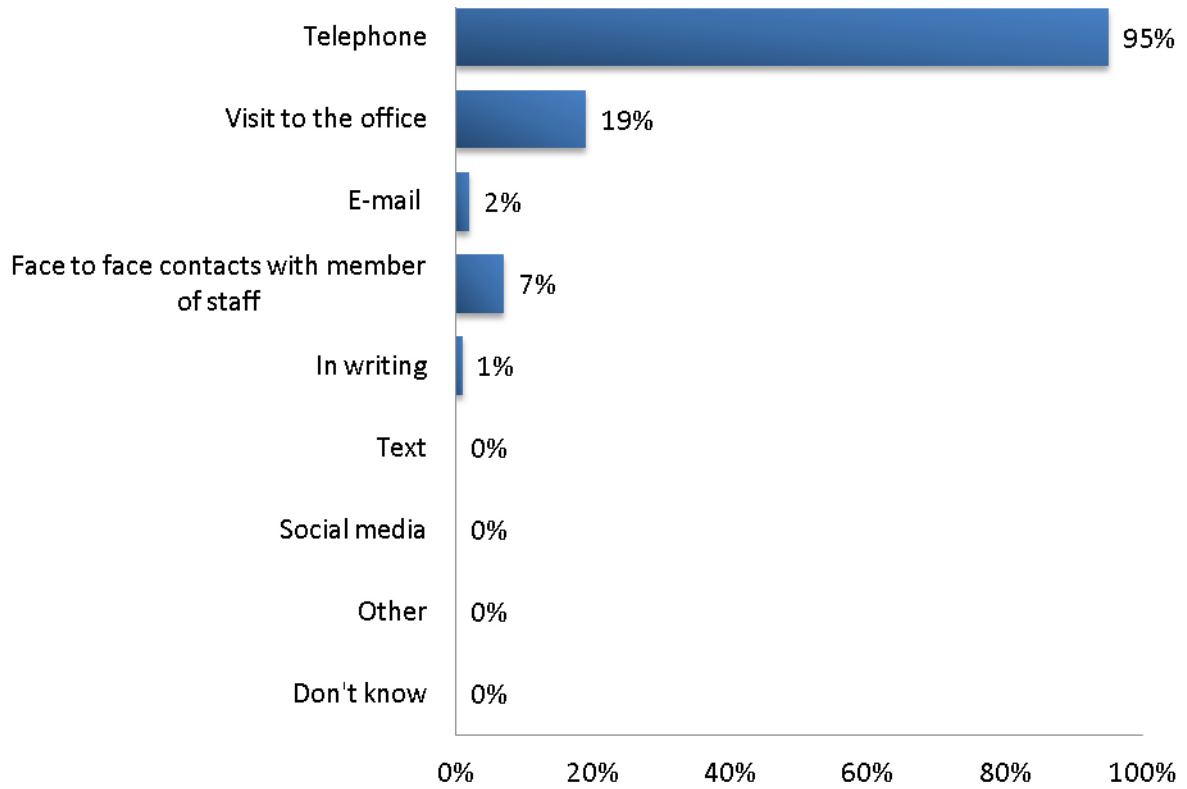
A significantly smaller proportion of respondents who have contacted Clackmannanshire Council in the past 12 months (65%) are satisfied with the way Clackmannanshire Council listens to views and acts upon them in comparison to respondents who have not contacted Clackmannanshire Council (76%).

In addition, whilst 80% of respondents satisfied with the opportunities to participate in decision making are satisfied with the way Clackmannanshire Council listens to views and acts upon them, the equivalent proportion amongst respondents dissatisfied with opportunities to participate in decision making is 33%.

6.4 Methods used to contact Clackmannanshire Council

All respondents were asked which methods they use or would use to contact Clackmannanshire Council. The majority use / would use telephone (95%).

Figure 49: Methods used to contact Clackmannanshire Council (All respondents)

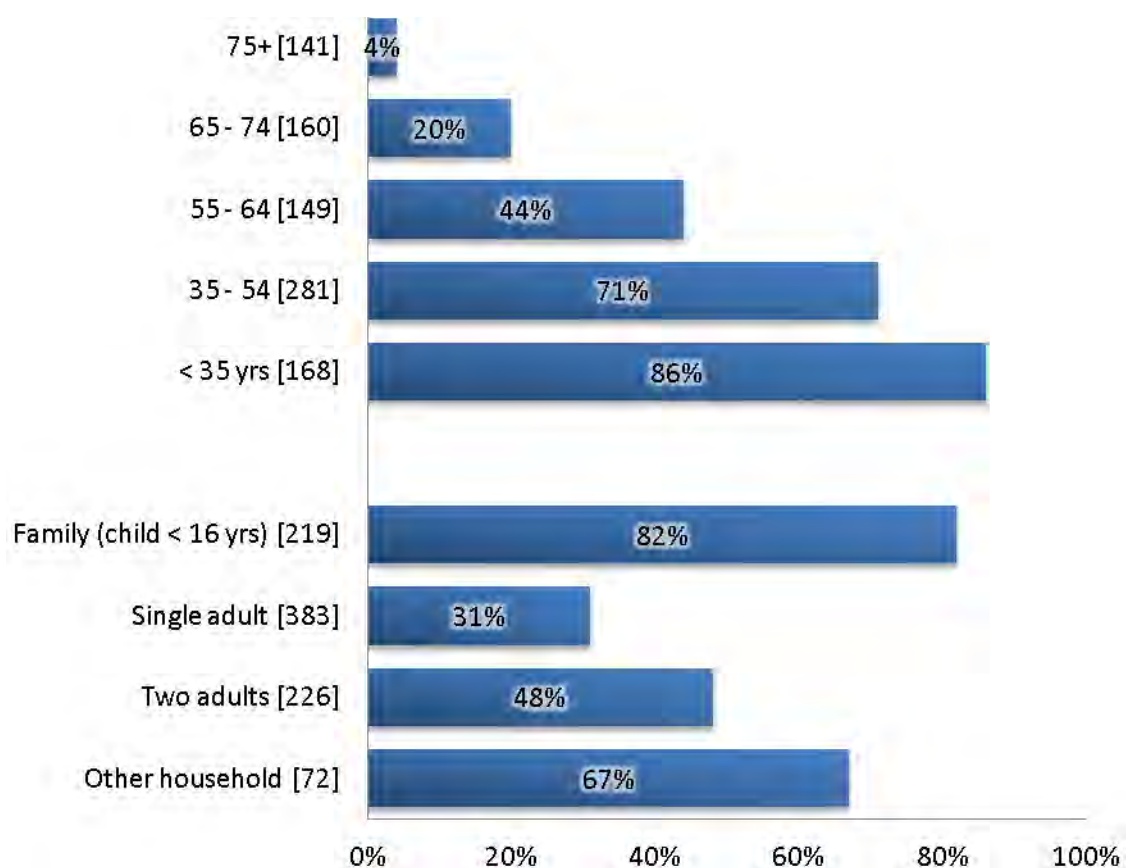


Unweighted sample bases: 905

6.5 Use of the internet

All respondents were asked at which locations, if any they use the internet. Half (51%) of respondents do use the internet. The following figure illustrates the large variation in internet use by tenant groups. When analysed by age, use of the internet varies from 4% amongst respondents aged 75 and over to 86% amongst respondents aged less than 35.

Figure 50: Use of the internet by key demographics (All respondents)



Unweighted sample bases in brackets

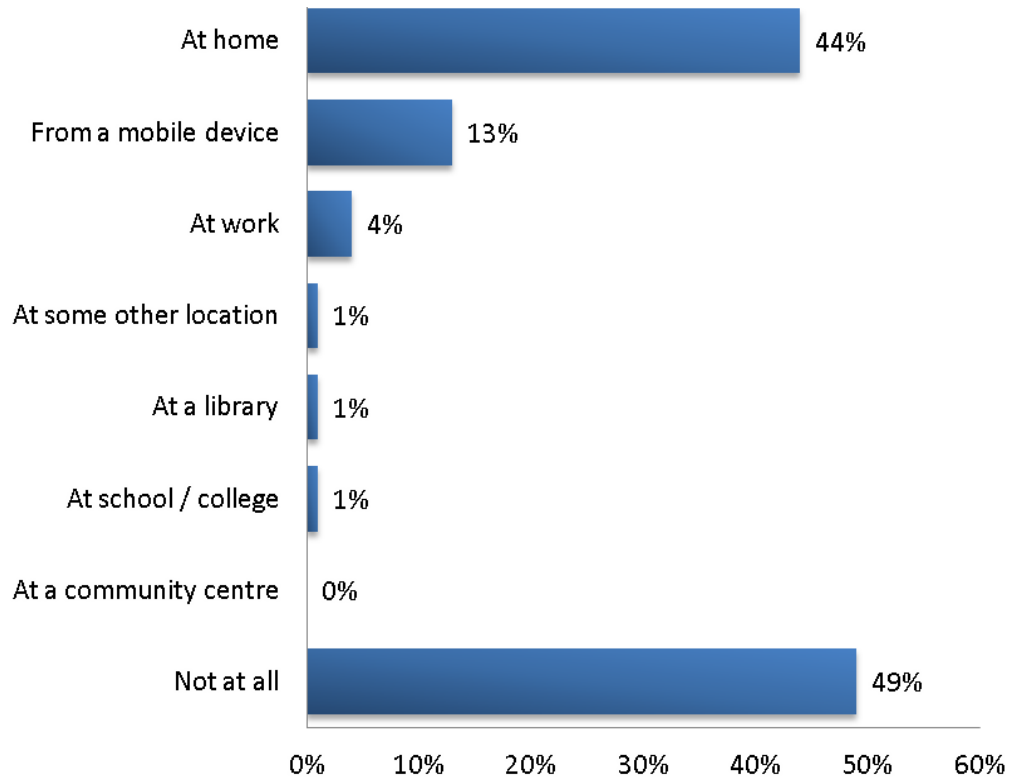
Family households (child less than 16 yrs) (82%) are significantly more likely to use the internet than; single adult (31%), two adult households (48%) or 'Other' households (67%).

In addition, economically active respondents (77%) and respondents without a disability (62%) are significantly more likely to use the internet than their counterparts (economically inactive respondents 32% and respondents with a disability 23%).

6.5.1 Locations at which the internet is used

The largest proportion of *all* respondents uses the internet at home (44%).

Figure 51: Locations at which the internet is used (All respondents)



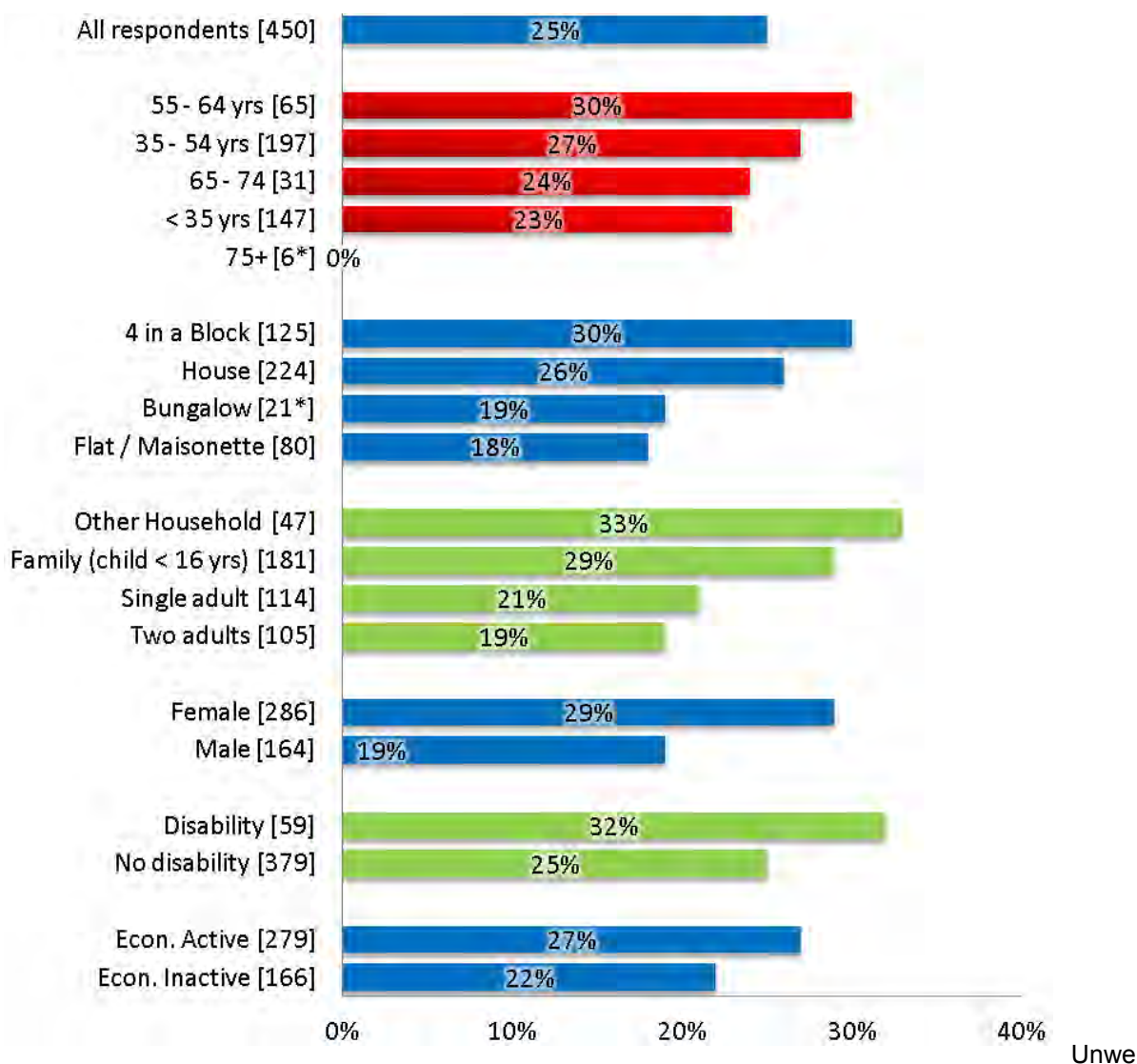
nweighted sample base: 905

U

6.5.2 Clackmannanshire Council's website

Respondents who use the internet were asked if they have visited Clackmannanshire Council's website in the past 12 months. The proportion of respondents who use the internet who have visited Clackmannanshire Council's website is 25%. The following figure summaries the proportion of each tenant group with internet access which has visited Clackmannanshire Council's website in the past 12 months.

Figure 52: Respondents who have visited the Clackmannanshire Council website in the past 12 months (Respondents who use the internet)

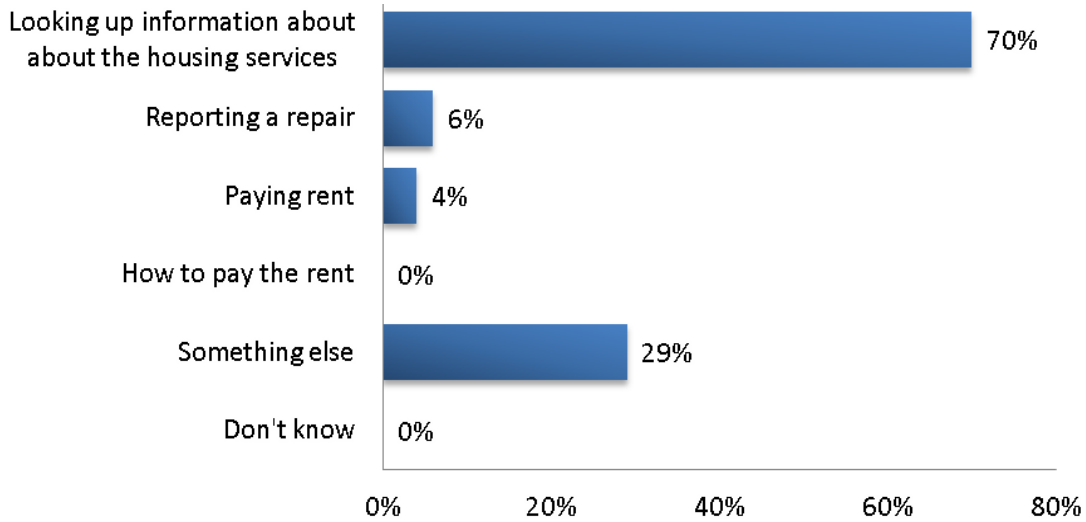


ighted sample bases in brackets. *Denotes small sample base

6.5.3 What the Clackmannanshire Council website was used for

The majority of respondents who have visited the Clackmannanshire Council website in the past 12 months did so to as they were looking up information about housing services (70%).

Figure 53: What the Clackmannanshire Council website was used for (Respondents who have visited the Clackmannanshire Council website in the past 12 months)

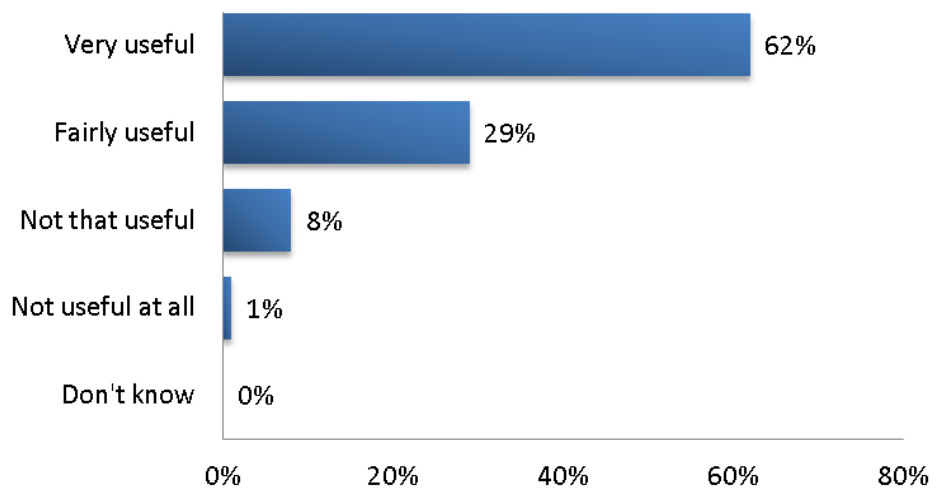


nweighted sample base: 112

6.5.4 Usefulness of the Clackmannanshire Council website

The majority of respondents who have visited Clackmannanshire Council’s website in the past 12 months found it useful (91%).

Figure 54: Usefulness of the Clackmannanshire Council website (Respondents who have visited the Clackmannanshire Council website in the past 12 months)



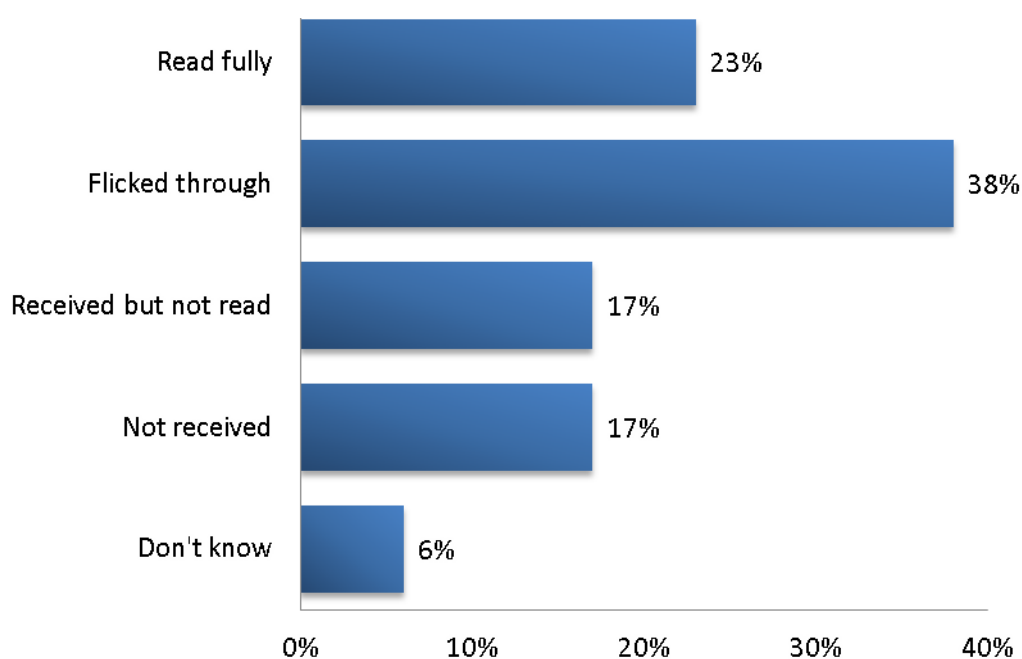
Unweighted sample base: 112

Respondents who have visited Clackmannanshire Council's website in the past 12 months were also asked to suggest how their experience of using the website could have been improved. Eighty-eight percent of respondents reported that the website was fine / had no suggested improvements and a further 3% said 'don't know'. Three percent suggested a less cluttered layout.

6.6 The View

All respondents were asked if they read the last issue of Clackmannanshire Council's newsletter *The View*. The largest proportion (38%) flicked through it.

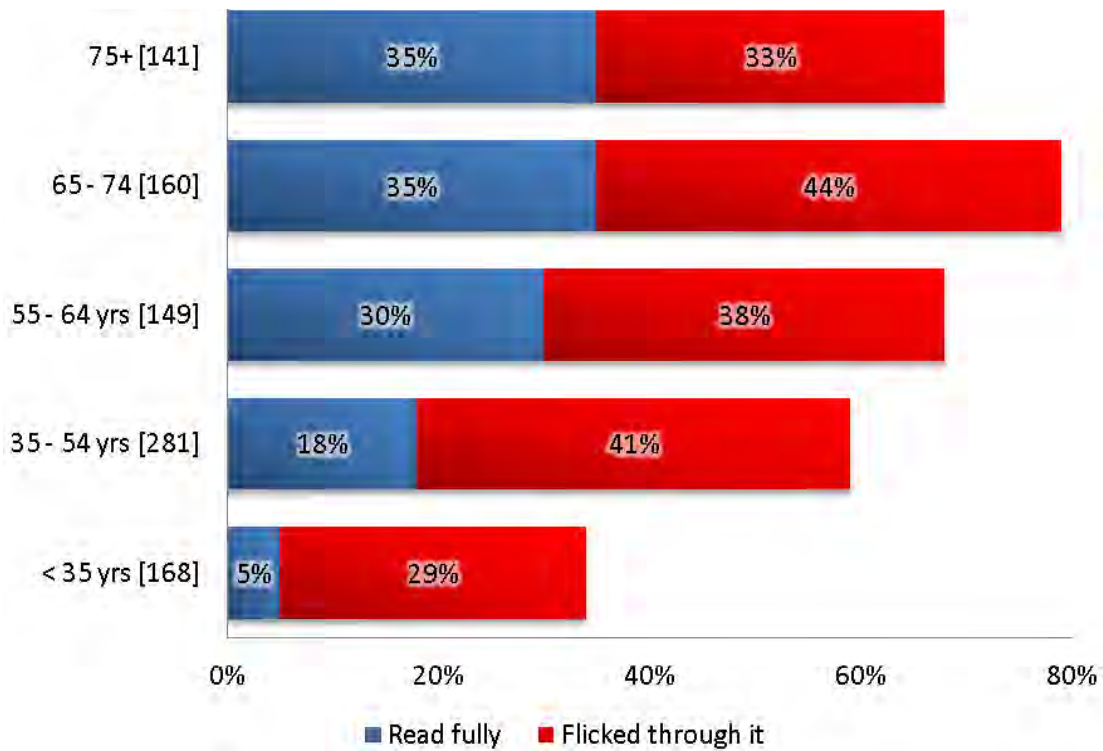
Figure 55: Readership of the last issue of *The View* (All respondents)



Unweighted sample base: 905

The following figure summarises readership of *The View* by age Respondents aged 65 and over (35%) are significantly more likely to have read fully the last issue of *The View* than younger respondents (17%).

Figure 56: Readership of the last issue of *The View* by age (All respondents)



ighted sample bases in brackets

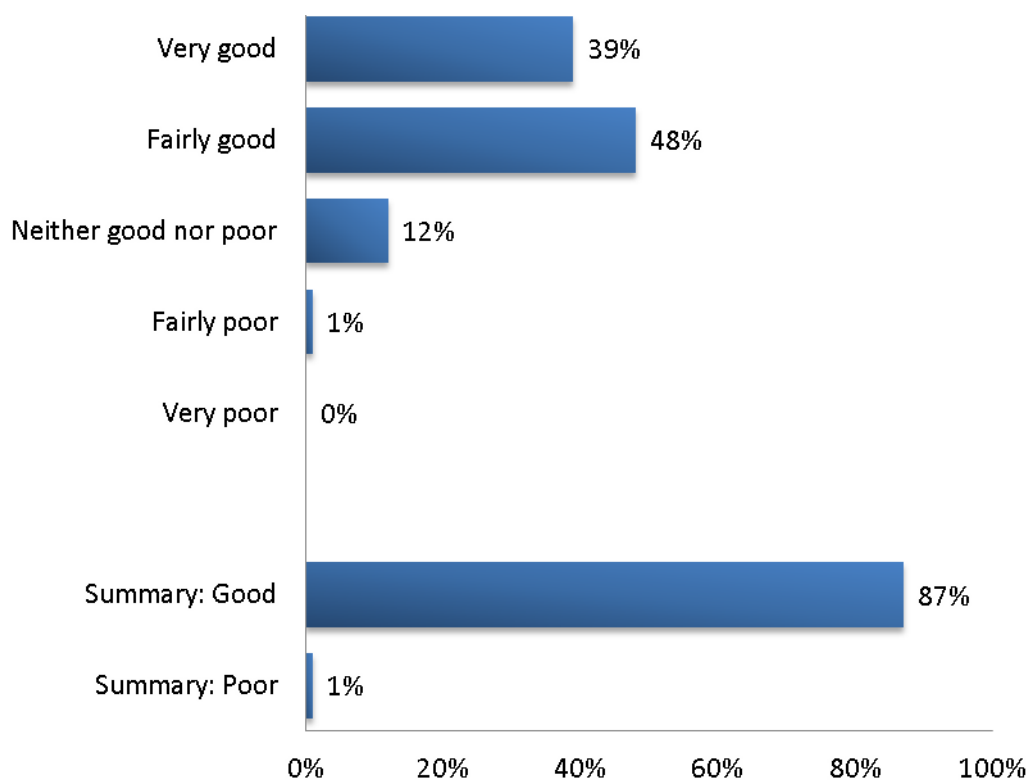
Unwe

6.6.1 How good or poor *The View* is at keeping respondents informed about things that might affect them as a tenant

Respondents who read or flicked through the last issue of *The View* were asked how good or poor *The View* is at keeping them informed about things that might affect them as a tenant.

The majority (87%) of respondents consider *The View* is good at keeping them informed about things that might affect them as a tenant. Only 1% of respondents consider *The View* to be poor at keeping them informed about things that might affect them as a tenant.

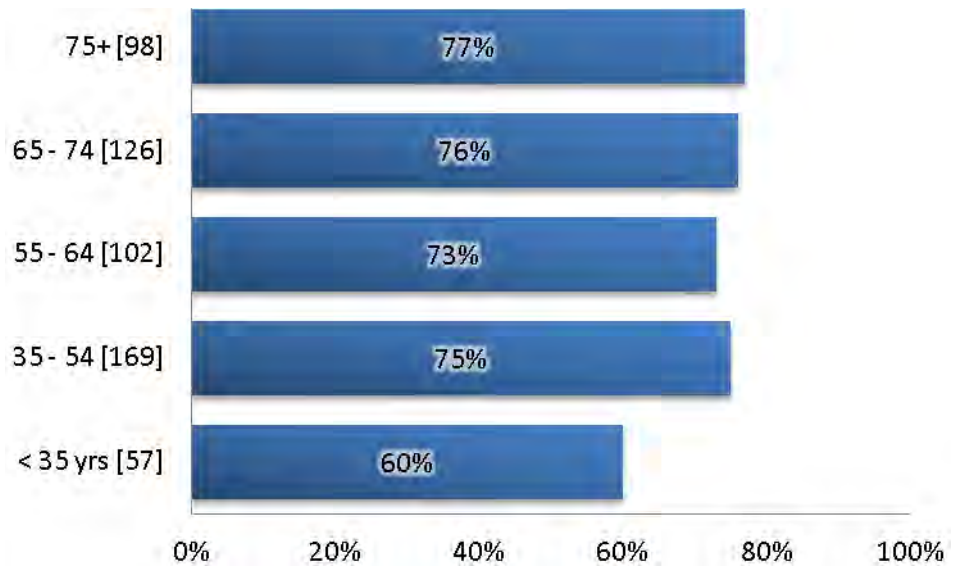
Figure 57: Being kept informed about things that might affect the respondent as a tenant (Respondents who read fully or flicked through the last issue of *The View*)



Unweighted sample base: 554

Respondents aged 65 and over are significantly more likely than younger respondents to highlight that *The View* is good at keeping them informed about things that might affect them as a tenant (93% and 83% respectively).

Figure 58: Being kept informed about things that might affect the respondent as a tenant by age (Respondents who read fully or flicked through the last issue of *The View*)

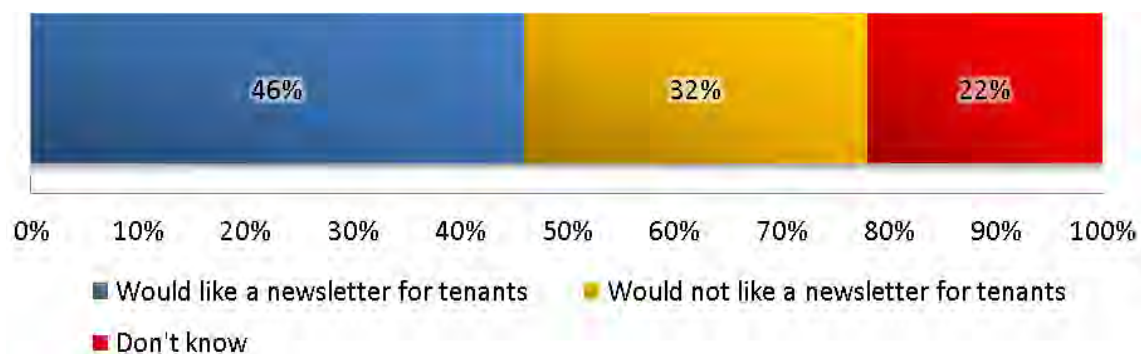


Unweighted sample bases in brackets

6.6.2 Interest in a newsletter just for Clackmannanshire Council tenants

All respondents were asked if they would like Clackmannanshire Council to produce a newsletter just for its tenants. The largest proportion (46%) would like Clackmannanshire Council to do so.

Figure 59: Interest in a newsletter just for Clackmannanshire Council tenants (All respondents)



U

nweighted sample base: 905

Respondents from Area 3: Clackmannan / Kennett (79%) are significantly more likely than respondents from all other areas to say they would like Clackmannanshire Council to produce a newsletter for tenants; Area 1: Alloa 59%, Area 2: Sauchie / Fishcross 46%, Area 4: Tullibody / Cambus 42%, Area 5: Tillicoultry / Coalsnaughton 52%, Area 6: Alva / Menstrie 22% and Area 7: Alloa Bowmar 13%.

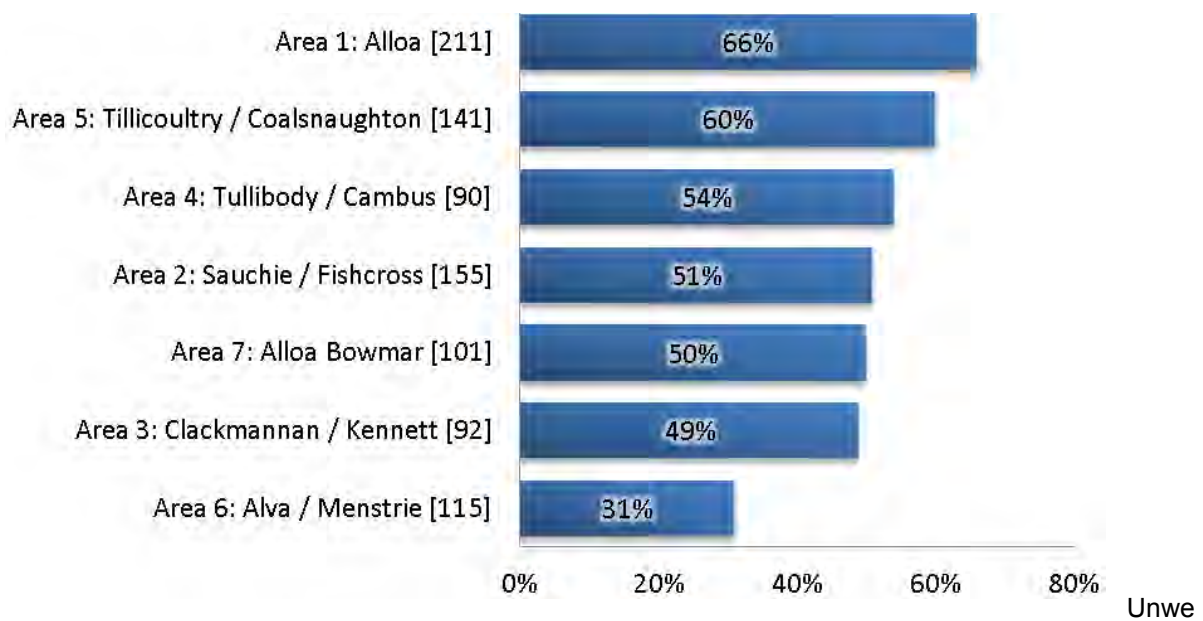
7 Repairs and maintenance

This chapter looks at respondents' satisfaction with the repairs and maintenance service, including satisfaction with the most recent repair undertaken and with a number of specific elements of the repairs and maintenance service. Satisfaction with Clackmannanshire Council's planned / cyclical maintenance is also explored.

7.1 Repairs carried out at the property in the past 12 months

Just over half (53%) of respondents have had a repair carried out at their property in the past 12 months. The proportion of respondents having a repair carried out at the property ranges from 31% in Area 6: Alva / Menstrie to 66% in Area 1: Alloa. Respondents from Area 1: Alloa are significantly more likely to have a repair carried out in the past 12 months than respondents from Area 6: Alva / Menstrie.

Figure 60: Repairs carried out at the property in the past 12 months by area (All respondents)



ighted sample bases in brackets.

Female respondents (57%) are significantly more likely to report having repairs carried out at the property in the past 12 months than males (48%). In common with findings from other landlords, the group of tenants most likely to have had a repair carried out at the property is Family households.

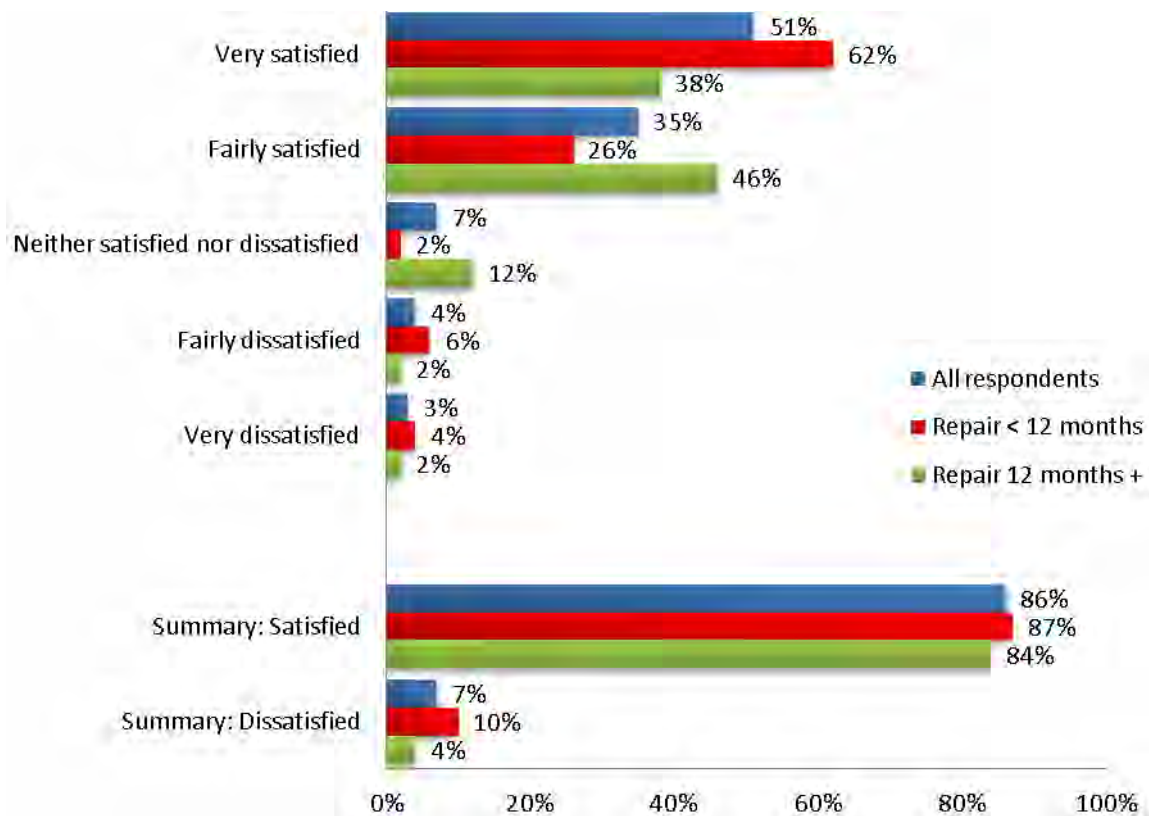
7.2 Satisfaction with the last repair carried out

All respondents, irrespective of when they had last a repair completed at their property, were asked how satisfied or dissatisfied they were with the repairs service provided by Clackmannanshire Council for their last repair.

The following figure illustrates the views of; all respondents, respondents whose repair was carried out in the past 12 months and respondents whose repair was carried out longer ago.

Respondents who have more recent experience of a repair are significantly more likely to be *dissatisfied* with the last repair than respondents whose last repair was more than 12 months ago (10% and 4% respectively).

Figure 61: Satisfaction with the repairs service provided by Clackmannanshire Council for the last repair (All respondents)



Unweighted sample bases: All respondents 905; Repair carried out in the past 12 months 486; Repair carried out more than 12 months ago; 405

Respondents from Area 4: Tullibody / Cambus are significantly more likely to be satisfied with the repairs service provided by Clackmannanshire Council than respondents from all other areas, with the exception of Area 6: Alva / Menstrie.

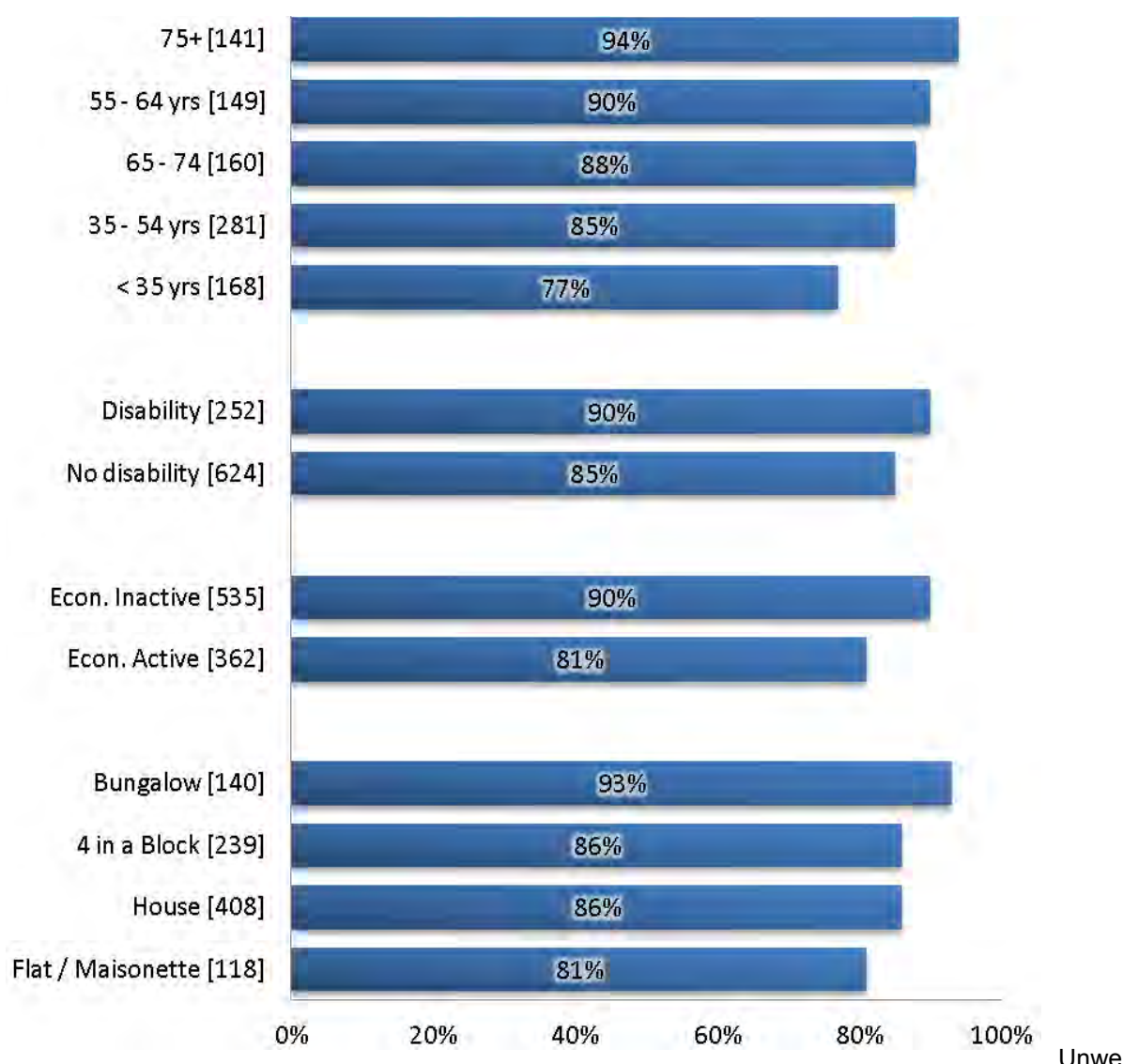
Table 15: Satisfaction with the repairs service provided by Clackmannanshire Council for the last repair by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [905]	51%	35%	7%	4%	3%	86%	7%
1: Alloa [211]	75%	9%	4%	7%	5%	84%	12%
2: Sauchie / Fishcross [155]	57%	27%	10%	4%	1%	85%	5%
3: Clackmannan / Kennett [92]	47%	35%	9%	4%	5%	83%	8%
4: Tullibody / Cambus [90]	33%	62%	2%	1%	1%	96%	2%
5: Tillicoultry / Coalsnaughton [141]	63%	22%	6%	4%	5%	85%	10%
6: Alva / Menstrie [115]	30%	59%	6%	3%	2%	89%	5%
7: Alloa Bowmar [101]	18%	68%	10%	3%	1%	86%	4%
Unweighted sample bases in brackets							

Older respondents (65 and over), those with a disability and respondents who are economically inactive are all significantly more likely to be satisfied with the repairs service provided for the last repair than younger respondents, those without a disability and the economically active.

In addition, respondents who occupy a Bungalow are significantly more likely to be satisfied with the repairs service provided by Clackmannanshire Council for the last repair than respondents occupying other property types.

Figure 62: Satisfaction with the repairs service provided by Clackmannanshire Council for the last repair by key demographics (All respondents)



Weighted sample bases in brackets

Unwe

7.2.1 Reasons for not being satisfied with the repairs service provided by Clackmannanshire Council for the last repair

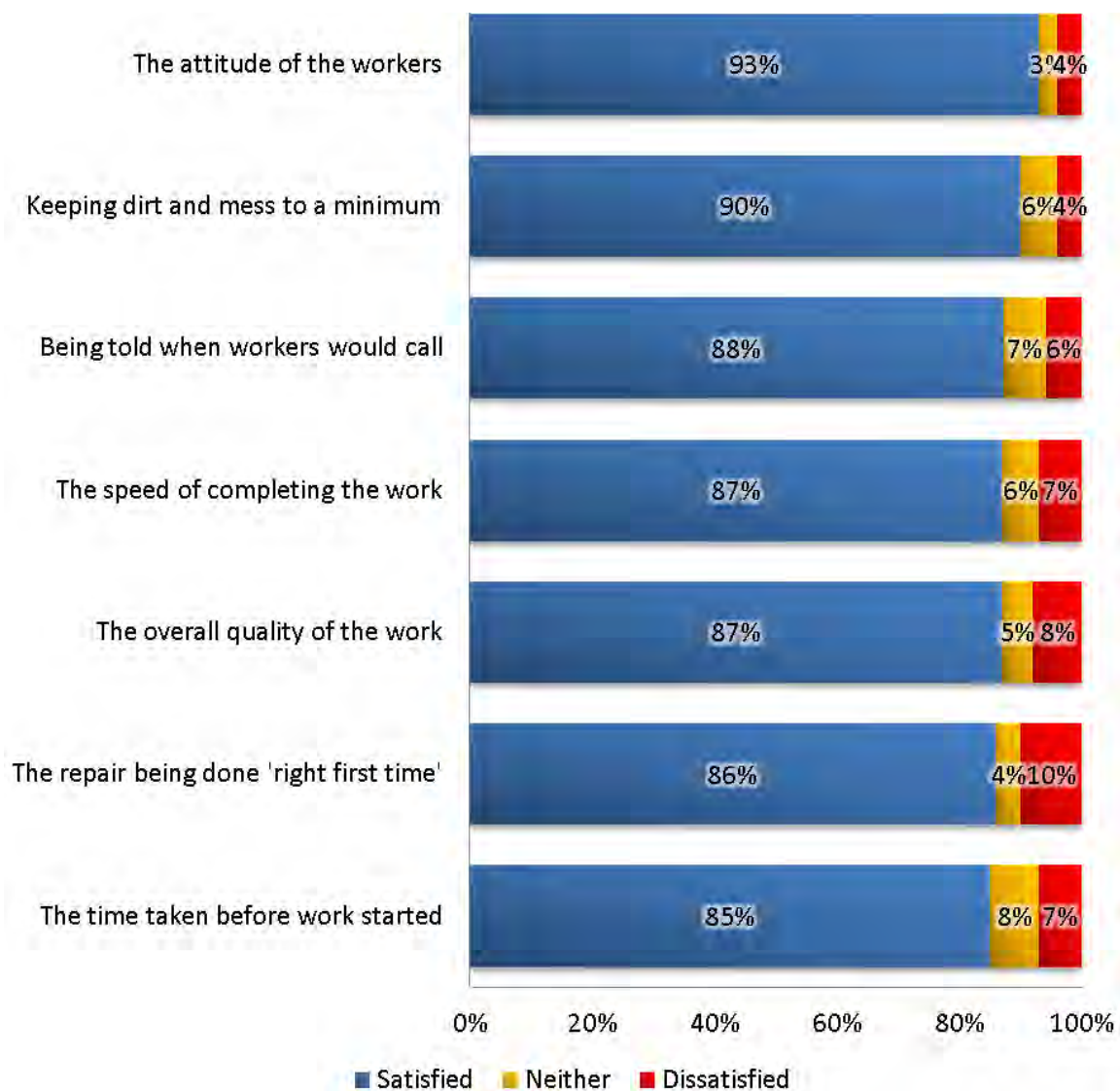
Fourteen percent of all respondents reported they were neither satisfied nor dissatisfied or dissatisfied with the repairs service provided by Clackmannanshire Council for the last repair. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

The largest proportion of respondents, (46%) was unable to provide a satisfied rating as they did not have recent experience of the repairs service. For a smaller proportion (18%) it was due to poor quality of the repair / substandard workmanship. And a further 10% mentioned the contractor leaving the work unfinished.

7.3 Rating of aspects of the last repair carried out in the past 12 months

Respondents who have had a repair carried out in the past 12 months (53% of all respondents) were asked to rate the last repair carried out on a number of aspects. The aspects of the last repair carried out in the past 12 months viewed most positively is the attitude of the workers (93%). Respondents are most likely to express dissatisfaction regarding the time the repair being done 'right first time' (10%).

Figure 63: Rating of aspects of the last repair carried out in the past 12 months (Respondents who have had a repair carried in the past 12 months)



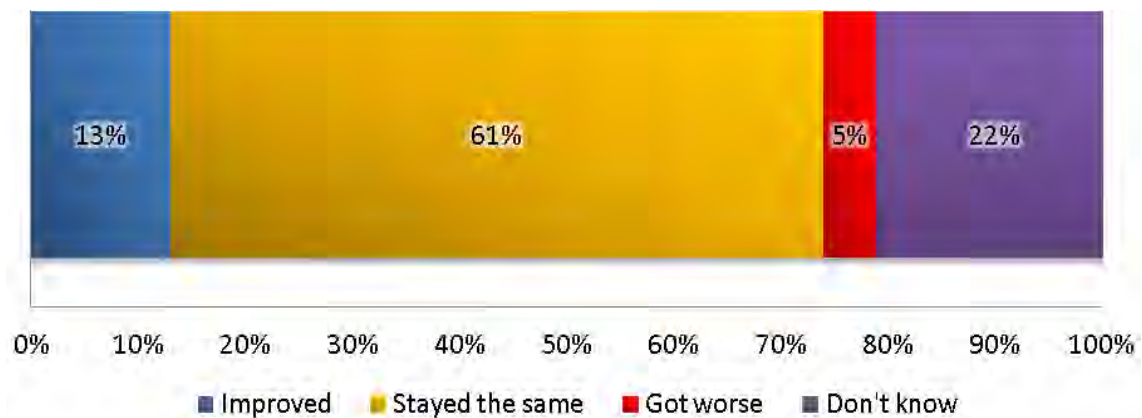
nweighted sample bases: 486

U

7.4 Change in the repairs service in the past 12 months

Over three fifths (61%) of all respondents feel the repairs service has remained unchanged over the past 12 months. A larger proportion of respondents (13%) feel it has improved than got worse (5%).

Figure 64: Change in the repairs service in the past 12 months (All respondents)



U

nweighted sample base: 905

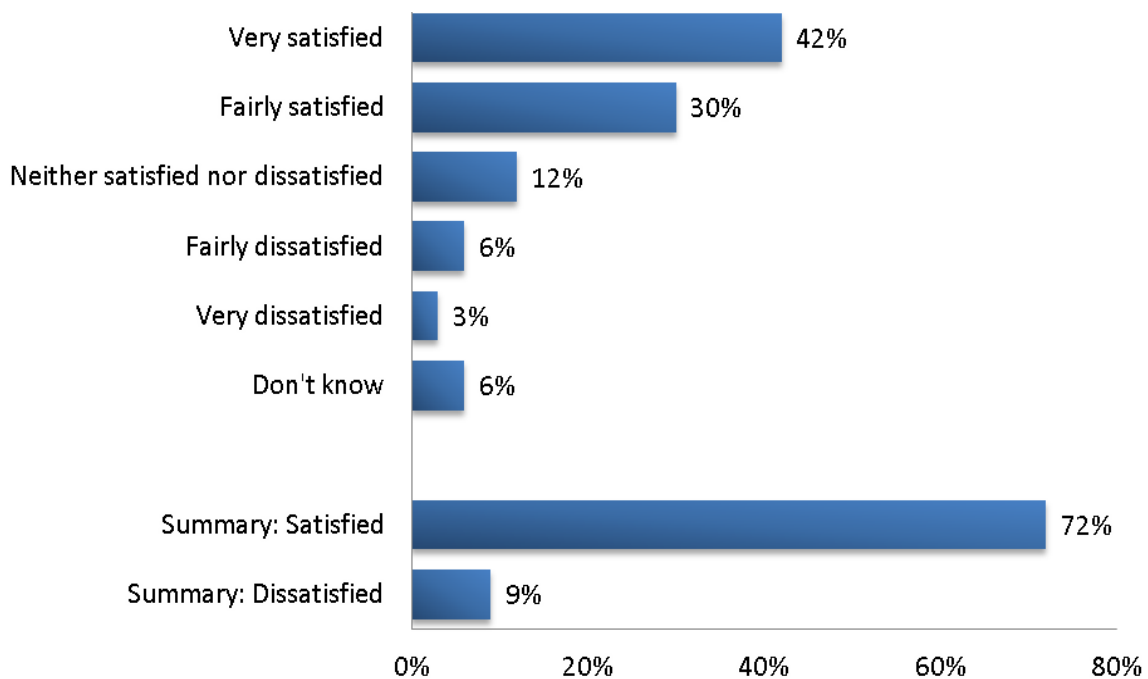
Respondents who have had a repair carried out to their property in the past 12 months are significantly more likely than respondents who have not to identify an improvement (18% and 7% respectively).

7.5 Satisfaction with planned or cyclical maintenance carried out by Clackmannanshire Council

Respondents were informed Clackmannanshire Council also undertakes planned or cyclical maintenance on the homes it is responsible for. This is where external Maintenance Repairs such as renewals to rainwater goods, fascia, soffits, paths, window and door servicing and external painted surfaces etc are planned. The plan is worked out by externally inspecting properties to collate and analyse the information gathered. This is then worked into 12 phases for the year ahead. The Cyclical Maintenance is on a 5 year cycle.

The majority (72%) of respondents are satisfied with the planned or cyclical maintenance carried out by Clackmannanshire Council.

Figure 65: Satisfaction with planned or cyclical maintenance carried out by Clackmannanshire Council (All respondents)



nweighted sample base: 905

U

Respondents from Area 2: Sauchie / Fishcross are significantly more likely to be satisfied with the planned or cyclical maintenance carried out by Clackmannanshire Council than respondents from any other area apart.

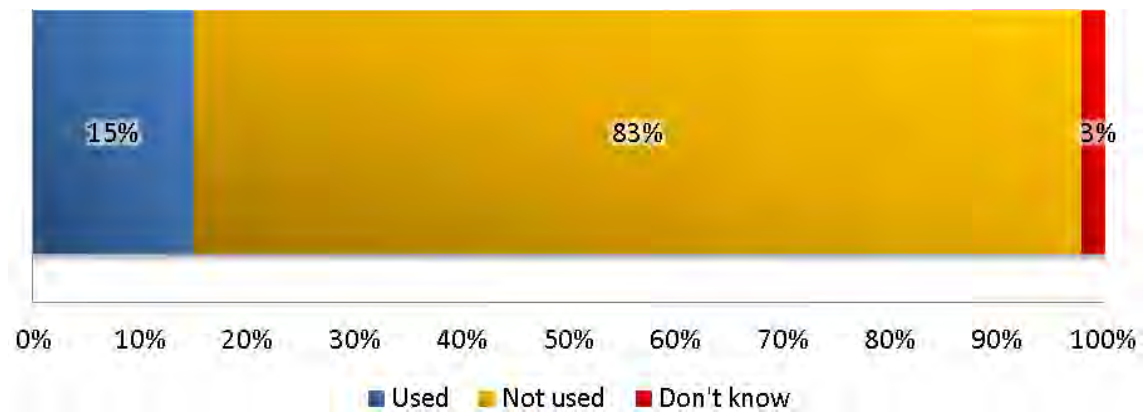
Table 16: Satisfaction with the planned or cyclical maintenance carried out by Clackmannanshire Council by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Summary: satisfied	Summary: Dissatisfied
Total [905]	42%	30%	12%	6%	3%	6%	72%	9%
1: Alloa [211]	59%	19%	4%	6%	5%	7%	78%	11%
2: Sauchie / Fishcross [155]	51%	38%	5%	2%	2%	2%	90%	4%
3: Clackmannan / Kennett [92]	38%	25%	9%	1%	1%	25%	63%	2%
4: Tullibody / Cambus [90]	36%	32%	28%	3%	0%	1%	68%	3%
5: Tillicoultry / Coalsnaughton [141]	48%	28%	5%	9%	5%	5%	76%	14%
6: Alva / Menstrie [115]	28%	22%	22%	22%	3%	3%	50%	25%
7: Alloa Bowmar [101]	8%	56%	30%	2%	0%	4%	65%	2%
Unweighted sample bases in brackets								

7.6 Use of the ‘Out of hours’ repairs service in the past two years

Fifteen percent of respondents have used the ‘out of hours’ repairs service in the previous two years.

Figure 66: Use of the ‘out of hours’ repairs service in the past two years (All respondents)

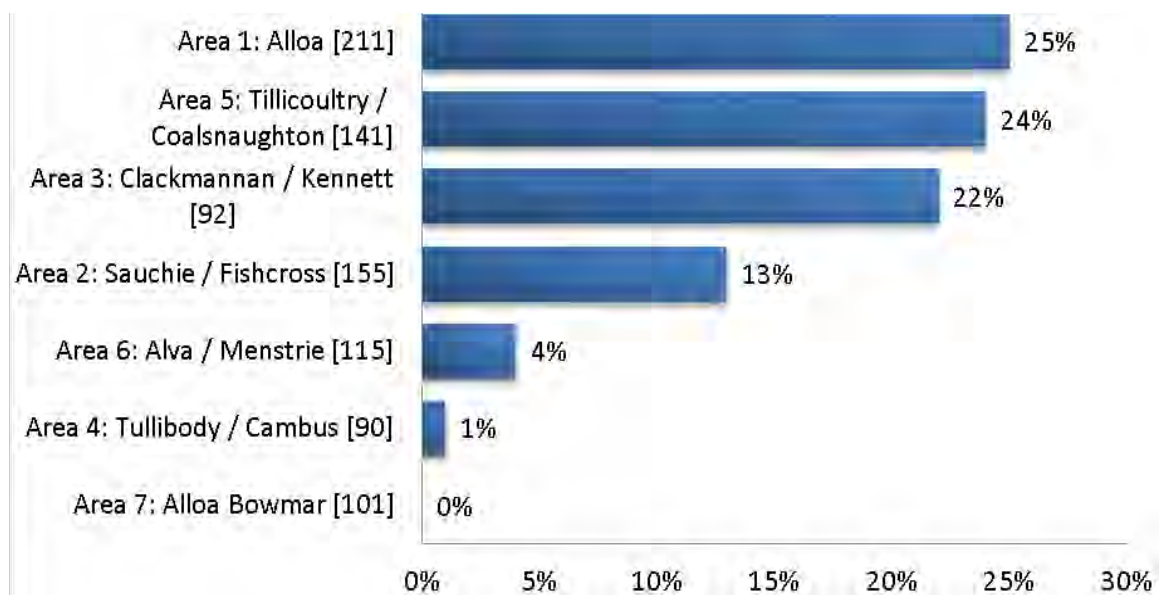


U

nweighted sample base: 905

Use of the ‘out of hours’ repairs service in the past two years varies considerably by area, ranging from 0% in Area 7: Alloa Bowmar to 25% in Area 1: Alloa.

Figure 67: Use of the ‘out of hours’ repairs service in the past two years by area (All respondents)



U

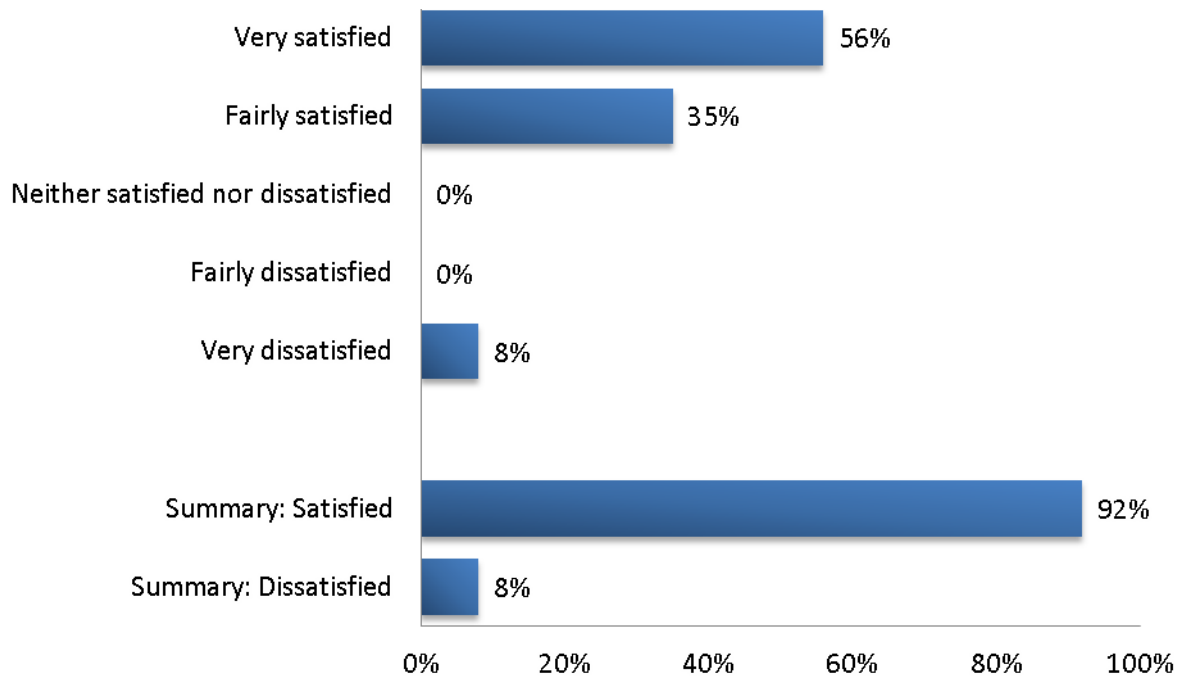
nweighted sample bases in brackets

When analysed by property type, respondents from a 4 in a block (23%) are significantly more likely to have used the 'out of hours' repairs service than respondents living in a bungalow (12%), flat / maisonette (10%) or a house (13%).

7.6.1 Satisfaction with the 'Out of hours' repairs service

Where the 'out of hours' repairs service has been used, the majority of respondents are satisfied with it (92%).

Figure 68: Satisfaction with the 'Out of hours' repairs service (Respondents who have used the 'Out of hours' repairs service in the past two years)



Unweighted sample base: 133

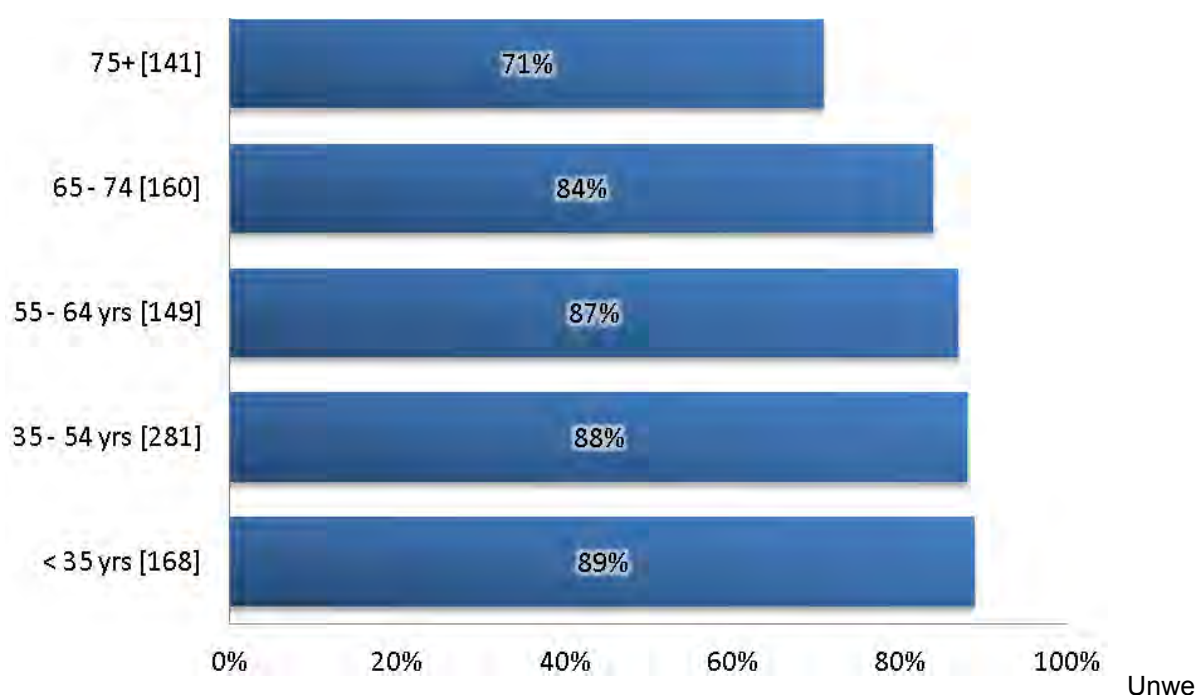
8 Welfare reform and Money advice

This section of the report summarises respondents' awareness of the UK Government's Welfare Reform and the level of impact, if any, respondents expect Welfare Reform will have on them.

8.1 Awareness of the Welfare Reform Act 2012

All respondents were asked if they had heard of the Welfare Reform Act 2012, 'the Bedroom Tax' or 'Universal Credit'. The majority (85%) of respondents have heard of these. As might be expected, given those who may be affected by it are below pension age, respondents less than 65 years are significantly more likely to be aware of the Welfare Reform Act 2012, 'the Bedroom Tax' or 'Universal Credit' than respondents aged 65 and over (under 65 years: 88% and 65 and over: 78%).

Figure 69: Awareness of the Welfare Reform Act 2012, 'the Bedroom Tax' or 'Universal Credit by age (All respondents)



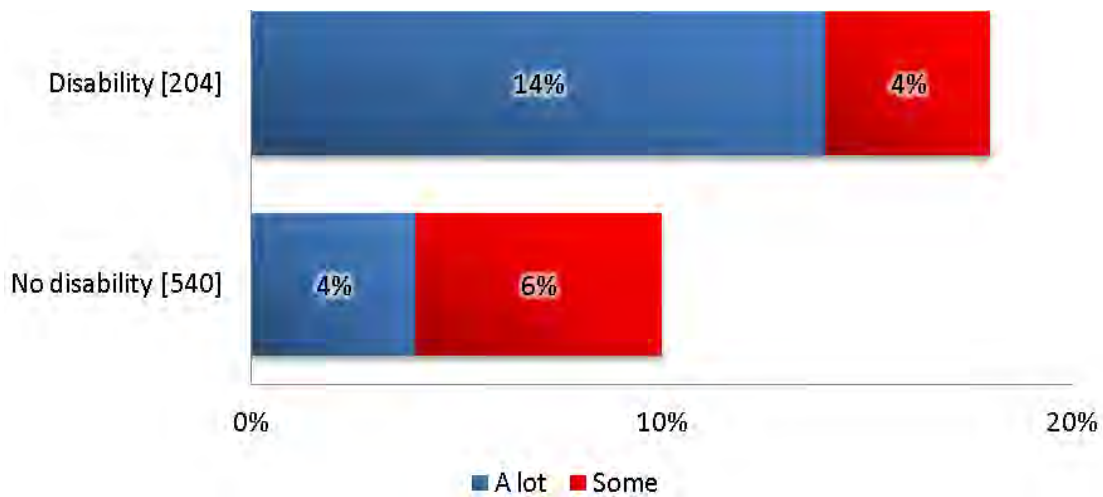
ighted sample bases in brackets

8.1.1 Impact of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit on the respondent and their household

The majority (85%) of respondents aware of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’ do not expect them to have any impact either on themselves or their household.

Respondents with a disability are significantly more likely to expect ‘a lot’ of impact from the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’ than respondents who do not have a disability (18% and 10% respectively).

Figure 70: Impact of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’) by disability (Respondents aware of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’)



Weighted sample bases in brackets.

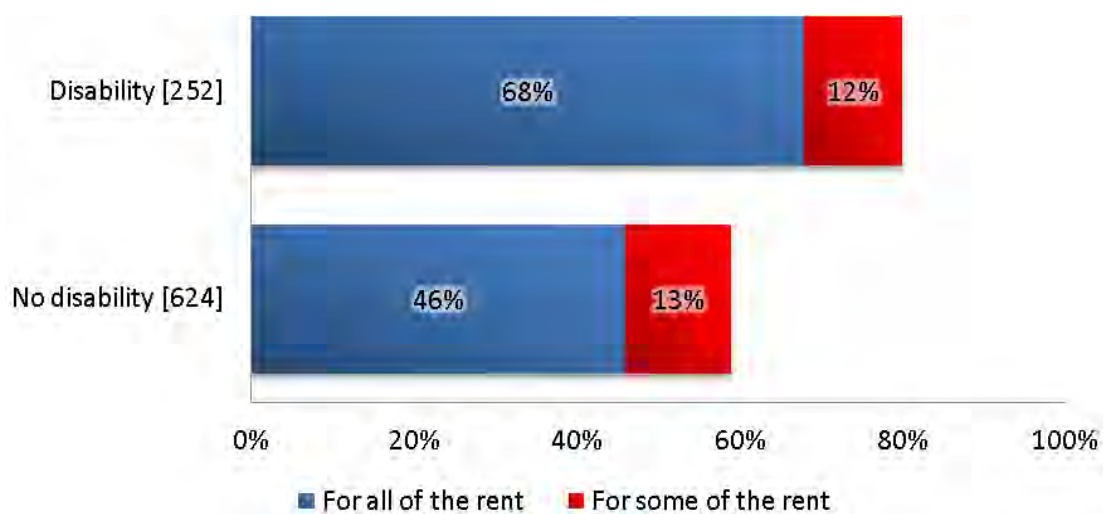
Unwe

8.2 Housing Benefit

Two thirds (66%) of respondents are from households that receive Housing Benefit for either all or some of the rent.

Respondents with a disability (80%) are significantly more likely to be in receipt of Housing Benefit than respondents without a disability (59%).

Figure 71: Receipt of Housing Benefit by disability (All respondents)



Weighted sample bases in brackets

Unwe

Appendix One: Unweighted demographic profile of the sample

The following tables outline the unweighted demographic profile of the sample.

Table 17: Profile table

Age	Respondents %	Base
16-24	6%	54
25-34	13%	114
35-44	15%	138
45-54	16%	143
55-64	16%	149
65-74	18%	160
75 and over	16%	141
Prefer not to say	1%	6
Gender		
Male	40%	360
Female	60%	545
Disability		
Yes	28%	252
No	69%	624
Prefer not to say	3%	29
Support needs being met in order for the tenancy to be kept (where has a disability)		
Yes	55%	139
No	34%	85
Prefer not to say	11%	28

Appendix One: Unweighted demographic profile of the sample

Economic status	Respondents %	Base
Employee in full-time job (30 or more hours per week)	18%	161
Employee in part-time job (less than 30 hours per week)	5%	47
Self-employed - full or part time	1%	6
Government supported training	<0.5%	1
Unemployed and available for work	16%	147
Wholly retired from work	37%	339
Full-time education at School, college or university	1%	8
Looking after the family/home	9%	83
Permanently sick/disabled	11%	102
Doing something else/other	<0.5%	3
Prefer not to say/refused	1%	8
Ethnicity		
Scottish	96%	870
Other British	2%	19
Irish	<0.5%	2
Polish	1%	7
Any other white background	0%	0
Mixed or multiple ethnic background	<0.5%	2
Pakistani	<0.5%	3
Chinese	0%	0
Any other Asian background	<0.5%	1
African	0%	0
Any other Black background	<0.5%	1
Any other groups	0%	0
Prefer not to say	0%	0

Household composition	Respondents %	Base
One adult under 60	17%	156
One adult aged 60 or over	25%	227
Two adults, both under 60	11%	104
Two adults, at least one 60 or over	13%	122
Three or more adults, 16 or over	6%	56
1 parent family with child/ren at least one under 16	11%	104
2 parent family with child/ren at least one under 16	13%	115
Other	2%	16
Prefer not to say/refused	1%	5
Length of tenancy with landlord		
Under 1 year	6%	56
1 – 2 years	8%	71
3 – 5 years	14%	123
6 – 10 years	14%	129
11 – 20 years	20%	179
21 years and over	37%	339
Don't know	1%	8

Appendix Two: Table of figures and tables

Table of Figures

Figure 1: Satisfaction with the service provided by Clackmannanshire Council (All respondents).....	7
Figure 2: Satisfaction with the service provided by Clackmannanshire Council by key demographics (All respondents).....	9
Figure 3: Satisfaction with the service provided by Clackmannanshire Council as a landlord by key questions	10
Figure 4: Priorities for Clackmannanshire Council (All respondents)	12
Figure 5: Being kept informed about Clackmannanshire Council's services and decisions (All respondents).....	13
Figure 6: Being kept informed about Clackmannanshire Council's services and decisions by age (All respondents)	15
Figure 7: Satisfaction with the opportunities provided to participate in Clackmannanshire Council's decision making processes (All respondents)	16
Figure 8: Satisfaction with the opportunities provided to participate in Clackmannanshire Council's decision making by age (All respondents).....	18
Figure 9: Preferred level of involvement in Clackmannanshire Council's work (All respondents).....	19
Figure 10: Preferred level of involvement in Clackmannanshire Council's work by key demographics (All respondents).....	20
Figure 11: Awareness of Clackmannanshire Council's complaints procedure by key demographics (All respondents).....	21
Figure 12: Use made of Clackmannanshire Council's complaints procedure in the past 12 months by key demographics (Respondents aware of Clackmannanshire Council's complaints procedure).....	23
Figure 13: Satisfaction with the outcome of the complaints process (Respondents who have used the complaints procedure in the past 12 months)	24
Figure 14: Satisfaction with the quality of the home (All respondents).....	25
Figure 15: Satisfaction with the quality of the home by key demographics (All respondents)	27
Figure 16: Change in the condition of the home in the past 12 months (All respondents)....	28
Figure 17: Change in the condition of the home in the past 12 months by area (All respondents).....	29

Figure 18: Satisfaction with the standard of the home when the respondent moved in (Respondents who moved into their property in the past 12 months)	30
Figure 19: Satisfaction with the allocation process (Respondents who moved into their property in the past 12 months).....	31
Figure 20: Major works carried out at the property in the past 12 months (All respondents) 32	
Figure 21: Rating of major works carried out (Respondents who have had major works carried out at the property in the past 12 months)	33
Figure 22: Rating of aspects of the major works undertaken in the past 12 months (Respondents who have had major works undertaken in the past 12 months)	34
Figure 23: Expectation of how long major components in the home would last from new (All respondents).....	35
Figure 24: Rent for the property representing value for money (All respondents).....	36
Figure 25: Rent for the property representing good value for money by age (All respondents).....	38
Figure 26: Satisfaction with Clackmannanshire Council’s management of the neighbourhood (All respondents)	39
Figure 27: Satisfaction with Clackmannanshire Council’s management of the neighbourhood by age (All respondents).....	41
Figure 28: Satisfaction with Clackmannanshire Council’s management of the neighbourhood by property type (All respondents)	41
Figure 29: Satisfaction with the maintenance of open spaces in the neighbourhood (All respondents).....	43
Figure 30: Satisfaction with the maintenance of open spaces in the neighbourhood by age (All respondents).....	45
Figure 31: Satisfaction with the maintenance of common areas (All respondents)	46
Figure 32: Change in the neighbourhood in the past three years (All respondents).....	47
Figure 33: Change in the neighbourhood in the past three years by area (All respondents) 47	
Figure 34: Feelings of safety in the local neighbourhood (All respondents)	48
Figure 35: Problems in the neighbourhood (All respondents).....	49
Figure 36: Experience of anti-social behaviour in the past 12 months by area (All respondents).....	53
Figure 37: Experience of anti-social behaviour in the past 12 months by age (All respondents).....	54
Figure 38: Satisfaction with how the anti-social complaint was dealt with and satisfaction with the outcome of the anti-social complaint (Respondents reporting anti-social behaviour to Clackmannanshire Council in the past 12 months).....	55
Figure 39: Reasons why the anti-social behaviour experienced in the past 12 months was not reported to Clackmannanshire Council (Respondents who experienced anti-social behaviour in the past 12 months but did not report it to Clackmannanshire Council).....	56

Figure 40: Satisfaction with the way Clackmannanshire Council deals with enquiries (All respondents).....	58
Figure 41: Satisfaction with the way Clackmannanshire Council deals with enquiries by key demographics (All respondents)	59
Figure 42: Contact with Clackmannanshire Council in the past 12 months with a query other than to pay rent / service charge by key demographics (All respondents)	60
Figure 43: Ease of getting hold of the right person (Respondents contacting Clackmannanshire Council in the past 12 months).....	61
Figure 44: Helpfulness of staff (Respondents contacting Clackmannanshire Council in the past 12 months)	61
Figure 45: Query answered in a reasonable time (Respondents contacting Clackmannanshire Council in the past 12 months).....	62
Figure 46: Satisfaction with the final outcome of the query (Respondents contacting Clackmannanshire Council in the past 12 months).....	63
Figure 47: Satisfaction with the way Clackmannanshire Council listens to views and acts upon them (All respondents)	64
Figure 48: Satisfaction with the way Clackmannanshire Council listens to views and acts upon them by age (All respondents).....	66
Figure 49: Methods used to contact Clackmannanshire Council (All respondents).....	67
Figure 50: Use of the internet by key demographics (All respondents).....	68
Figure 51: Locations at which the internet is used (All respondents)	69
Figure 52: Respondents who have visited the Clackmannanshire Council website in the past 12 months (Respondents who use the internet)	70
Figure 53: What the Clackmannanshire Council website was used for (Respondents who have visited the Clackmannanshire Council website in the past 12 months)	71
Figure 54: Usefulness of the Clackmannanshire Council website (Respondents who have visited the Clackmannanshire Council website in the past 12 months).....	71
Figure 55: Readership of the last issue of <i>The View</i> (All respondents).....	72
Figure 56: Readership of the last issue of <i>The View</i> by age (All respondents)	73
Figure 57: Being kept informed about things that might affect the respondent as a tenant (Respondents who read fully or flicked through the last issue of <i>The View</i>)	74
Figure 58: Being kept informed about things that might affect the respondent as a tenant by age (Respondents who read fully or flicked through the last issue of <i>The View</i>).....	75
Figure 59: Interest in a newsletter just for Clackmannanshire Council tenants (All respondents).....	76
Figure 60: Repairs carried out at the property in the past 12 months by area (All respondents).....	77
Figure 61: Satisfaction with the repairs service provided by Clackmannanshire Council for the last repair (All respondents)	78

Figure 62: Satisfaction with the repairs service provided by Clackmannanshire Council for the last repair by key demographics (All respondents) 80

Figure 63: Rating of aspects of the last repair carried out in the past 12 months (Respondents who have had a repair carried in the past 12 months) 82

Figure 64: Change in the repairs service in the past 12 months (All respondents) 83

Figure 65: Satisfaction with planned or cyclical maintenance carried out by Clackmannanshire Council (All respondents) 84

Figure 66: Use of the ‘out of hours’ repairs service in the past two years (All respondents). 86

Figure 67: Use of the ‘out of hours’ repairs service in the past two years by area (All respondents)..... 86

Figure 68: Satisfaction with the ‘Out of hours’ repairs service (Respondents who have used the ‘Out of hours’ repairs service in the past two years) 87

Figure 69: Awareness of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit by age (All respondents)..... 88

Figure 70: Impact of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’ by disability (Respondents aware of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’)..... 89

Figure 71: Receipt of Housing Benefit by disability (All respondents) 90

Table of Tables

Table 1: Scottish Social Housing Charter – Satisfaction Indicators..... 4

Table 2: Target per Area and number of sampling points 5

Table 3: Satisfaction with the service provided by Clackmannanshire Council by area (All respondents)..... 8

Table 4: Being kept informed about Clackmannanshire Council’s services and decisions by area (All respondents)..... 14

Table 5: Satisfaction with the opportunities provided to participate in Clackmannanshire Council’s decision making by area (All respondents) 17

Table 6: Satisfaction with the quality of the home by area (All respondents) 26

Table 7: Rent for the property representing good value for money by area (All respondents) 37

Table 8: Satisfaction with Clackmannanshire Council’s management of the neighbourhood by area (All respondents) 40

Table 9: Satisfaction with the maintenance of open spaces in the neighbourhood by area (All respondents)..... 44

Table 10: Satisfaction with the maintenance of common areas by area (All respondents)...	46
Table 11: Problems in the neighbourhood by area – Dog fouling / dog mess (All respondents).....	50
Table 12: Problems in the neighbourhood by area – Car parking (All respondents)	50
Table 13: Problems in the neighbourhood by area – Rubbish or litter (All respondents).....	52
Table 14: Satisfaction with the way Clackmannanshire Council listens to views and acts upon them by area (All respondents)	65
Table 15: Satisfaction with the repairs service provided by Clackmannanshire Council for the last repair by area (All respondents).....	79
Table 16: Satisfaction with the planned or cyclical maintenance carried out by Clackmannanshire Council by area (All respondents)	85
Table 17: Profile table	92

Statement of Compliance

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012).

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 be 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 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the social public sector and the commercial 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 recent technologies and information systems to ensure that market and customer intelligence is widely shared.