

Using evidence to shape better services



Ministry
of Defence

DIO Accommodation customer
satisfaction tracker survey Q1
2015/16

Final report
July 2015

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1) Project details and acknowledgements

Title	DIO Accommodation customer satisfaction tracker survey Q1 2015/16
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2) Introduction

DIO Accommodation commissioned M·E·L Research to undertake a monthly customer satisfaction survey for customers living in service family accommodation (SFA).

Methodology

The monthly customer tracker survey started in June 2013. Data collection takes place by telephone during the first two weeks of each month with a randomly selected sample of customers. Each month a minimum of 200 interviews are conducted with a total of 5,003 interviews being conducted so far. 600 interviews were conducted in Q1 2015/16. This report shows the findings from the 2,400 interviews conducted between Q2 2014/15 and Q1 2015/16.

A revision to the questionnaire was made in Q3 2014/15:

- ◆ To understand reasons for low levels of satisfaction with the arrangements for allocating SFA, a question was added to understand the extent to which an allocated property meets customers' expectations.
- ◆ To gain insight into the frequency a repair is completed at the first visit, a question was added to be asked to all respondents who reported a repair and maintenance issue to a Help Desk.
- ◆ To further understand a customer's relationship with DIO Accommodation, two questions have been added to:
 - gauge satisfaction that DIO Accommodation gives customers the opportunity to make their views known;
 - and measure the extent to which customers feel DIO Accommodation keep them informed about issues that might affect them as a customer
- ◆ To measure the extent in which communications reach customers, an awareness question has been added.
- ◆ The ranking priority question has been amended so customers are now asked to state their top priority only.

As a consequence of these additions, the questions looking at communication preferences and dissatisfaction with views being listened to, have been removed.

Reporting conventions

We report decimal places rounded to the nearest whole number. If specific response options are then totalled, this can result in slight rounding differences in the figures reported. Owing to the rounding of numbers, percentages displayed visually on graphs may not always add up to 100%; this may also apply to some of the percentages reported for 'total satisfaction'. For example, 51.4% plus 44.2% equals 95.6%. Rounded to the nearest whole number this total would be reported as 96%. But in the report this would be shown as 51% plus 44% equalling 96%, giving the appearance that the reported total is incorrect.

3) Summary

This section provides a brief summary of the key findings from DIO Accommodation customer satisfaction survey. Detailed findings are presented in the subsequent sections of this report.

- ◆ Overall, 68% of customers are satisfied, and 17% dissatisfied, with the service provided by DIO Accommodation and its contractors. Satisfaction expressed for this quarter (70%) has increased by 6% since last quarter.
- ◆ 87% of customers are satisfied, and 7% dissatisfied, with **the value for money that daily occupancy charges provide**. Notably this is the **highest level of satisfaction** and **lowest level of dissatisfaction** expressed by customers for all aspects rated in this survey. Satisfaction has continued to decline on a quarterly basis from 90% in Q2 and Q3 2014/15 to 86% in the last quarter, and 84% in this quarter.
- ◆ 58% of customers are satisfied, and 30% dissatisfied, with the **way the contractor deals with repairs and maintenance issues**. This the **highest level of dissatisfaction** expressed by customers for all of the aspects rated in this survey. Satisfaction expressed in this quarter (54%) is lower than the previous three quarters (63%, 56% and 55%).
- ◆ Overall 48% of customers feel that DIO Accommodation are good (very good and good combined) at **keeping customers informed** and 19% of customers state that DIO Accommodation is bad (bad and very bad combined) at it. This is the **lowest level of satisfaction** throughout the survey. The proportion of customers in Q1 2015/16 (48%) that state DIO accommodation are good (very good and good combined) at keeping them informed has increased when compared to the previous quarter (43%) but similar to the quarter before that (50%).
- ◆ 85% of customers are satisfied, and 8% dissatisfied, with the **rules that govern entitlement to SFA**. Satisfaction expressed in this quarter (86%) is consistent with the previous quarter.
- ◆ 74% of customers express satisfaction with the **overall quality of their home**, while 18% express dissatisfaction. Satisfaction expressed in this quarter is similar to that of the previous three quarters.
- ◆ 86% of customers are satisfied, and 8% dissatisfied, with the **SFA estate as place to live**. Satisfaction expressed in this quarter (87%) is consistent with the previous three quarters.
- ◆ 72% of customers are satisfied, and 18% dissatisfied, with **the upkeep of communal areas**. Satisfaction expressed in this quarter (74%) is higher than the previous quarter (69%) and similar that of Q2 2014/15 and Q3 2014/15.
- ◆ 75% of customers are satisfied, and 18% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction expressed in Q1 2015/16 (77%) is higher than the satisfaction expressed in Q2 and Q3 2014/15 (72%) and remained consistent with last quarter (79%).
- ◆ 82% of customers are satisfied and 13% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in this quarter (81%) is slightly higher than the last quarter (79%) but lower than the first two quarters (85% and 83%).

- ◆ 85% of customers are satisfied, and 11% dissatisfied, with the **way the 'Move Out' is dealt with**. Satisfaction expressed in this quarter (82%) is lower than that expressed in the three previous quarters (87% , 84% and 89%).
- ◆ Only 49% of customers are satisfied, and 23% dissatisfied, that **DIO Accommodation listens to views and acts upon them**. Satisfaction expressed in Q1 2015/16 (51%) is higher than the level of satisfaction expressed in Q3 2014/15 (44%) and Q4 2014/15 (46%), but slightly lower than in Q2 2014/15 (53%).
- ◆ Overall 62% of customers are satisfied that **DIO accommodation gives them the opportunity to make their views known** and 18% indicate some degree of dissatisfaction. The overall satisfaction level in Q1 2015/16 (67%) is considerably higher than Q3 2014/15 (57%) and Q4 2014/205 (61%).
- ◆ Whilst June had the lowest levels of satisfaction in this quarter (with the exception of question relating to the way contractors deal with repairs and maintenance issues), it had the highest proportion of customers who were “very satisfied” in comparison to April and May.

Question	Satisfaction							
	Q2 2014/15	Q3 2014/15	Q4 2014/15	Apr- 15	May- 15	Jun- 15	Q1 2015/16	Rolling 12 Months
Overall service provided	67%	67%	64%	76%	64%	69%	70%	68%
Rules that govern entitlement	83%	83%	86%	88%	91%	80%	86%	85%
Quality of home	74%	74%	73%	76%	77%	69%	74%	74%
SFA estate as a place to live	86%	86%	87%	87%	92%	83%	87%	86%
Upkeep of communal areas	74%	70%	69%	75%	76%	70%	74%	72%
Value for money daily occupancy charges provide	90%	90%	86%	85%	86%	82%	84%	87%
Arrangements for allocating SFA	72%	72%	79%	78%	84%	69%	77%	75%
Move In was dealt with	85%	83%	79%	83%	81%	79%	81%	82%
Repairs and maintenance	63%	56%	55%	54%	54%	55%	54%	58%
Move Out was dealt with	87%	84%	89%	85%	84%	76%	82%	85%
Opportunity to make views known	-	59%	61%	70%	80%	52%	67%	62%
Listens to views and acts upon them	53%	44%	46%	58%	56%	38%	51%	49%
Kept informed about issues (very good/good)	-	53%	43%	50%	49%	46%	48%	48%

Question	Dissatisfaction							
	Q2 2014/15	Q3 2014/15	Q4 2014/15	Apr- 15	May- 15	Jun- 15	Q4 2014/15	Rolling 12 Months
Overall service provided	18%	17%	22%	13%	20%	18%	17%	17%
Rules that govern entitlement	9%	11%	7%	8%	5%	11%	8%	8%
Quality of home	19%	17%	18%	18%	16%	22%	18%	18%
SFA estate as a place to live	10%	8%	8%	11%	8%	10%	9%	8%
Upkeep of communal areas	19%	21%	19%	13%	11%	18%	14%	18%
Value for money daily occupancy charges provide	7%	5%	7%	8%	7%	9%	8%	7%
Arrangements for allocating SFA	20%	19%	15%	18%	11%	24%	17%	18%
Move In was dealt with	12%	11%	15%	14%	15%	13%	14%	13%
Repairs and maintenance	28%	35%	31%	33%	25%	31%	29%	30%
Move Out was dealt with	9%	11%	8%	12%	12%	15%	13%	11%
Opportunity to make views known	-	25	18%	12%	9%	15%	12%	18%
Listens to views and acts upon them	23%	30%	20%	18%	19%	24%	20%	23%
Kept informed about issues (very bad/bad)	-	21%	19%	14%	19%	20%	17%	19%

Yellow indicates the top three highest percentages and purple indicates the three lowest percentages.

4) Survey Results

This section presents the overall findings

Satisfaction with the service provided by DIO Accommodation and its contractors

Taking everything into account, overall, nearly 7 out of 10 customers living in Service Family Accommodation are; very (18%), or fairly (50%), satisfied with the service provided by DIO Accommodation and its contractors. 17% of customers indicate some degree of dissatisfaction, whilst 15% are neither satisfied nor dissatisfied.

Figure 1: Overall satisfaction with the service provided by DIO Accommodation and its contractors

Percentage of respondents- base size 2400

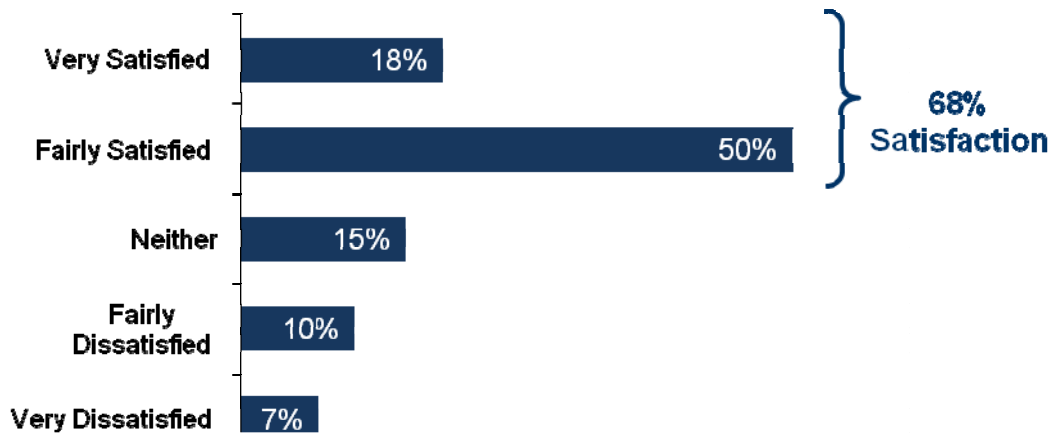
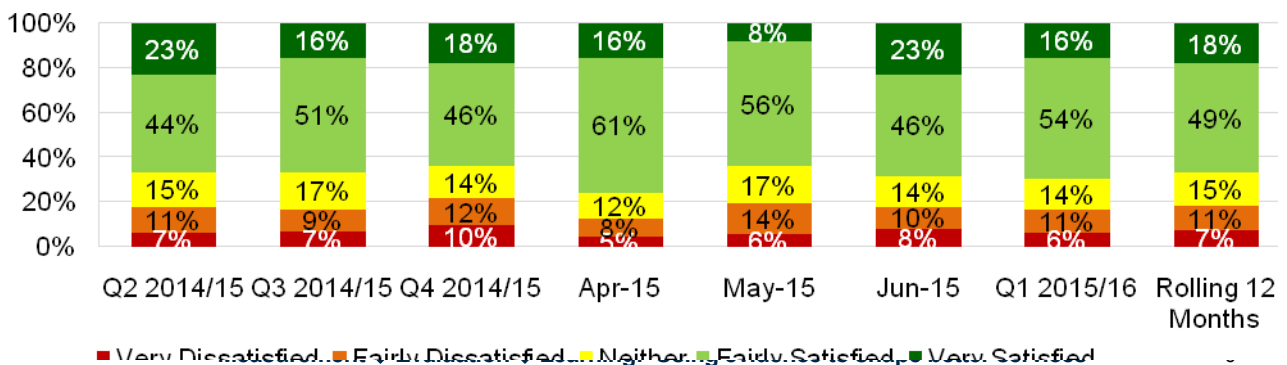


Figure 2 below shows, overall satisfaction has increased by 6% since last quarter with 70% satisfaction rate in Q1 2015/16. When looking at the results on a month-by-month basis, satisfaction has varied, with 76% of customers expressing satisfaction in April, compared to just 64% in May, followed by a slight increase of 69% in June. In line with this, dissatisfaction has fluctuated with only 13% in April, followed by a rise of 20% in May and then a slight decrease of 18% in June. Interestingly, whilst overall satisfaction only increased by 5% between May and June, those who were 'very satisfied' actually increased by 15% rising from 8% in May to nearly a quarter (23%) in June.

Figure 2: Overall satisfaction with the service provided by DIO Accommodation and its contractors

Percentage of respondents



Satisfaction with the rules that govern entitlement to SFA

85% of customers are satisfied with the rules that govern customer entitlement to SFA, with 3 in 10 indicating that they are 'very satisfied'. Only 8% of customers state that they are dissatisfied with the rules that govern customer entitlement to SFA. This is one of the highest levels of satisfaction and lowest level of dissatisfaction expressed by customers for this survey.

Figure 3: Satisfaction with the rules that govern customer entitlement to SFA

Percentage of respondents- base size 2400

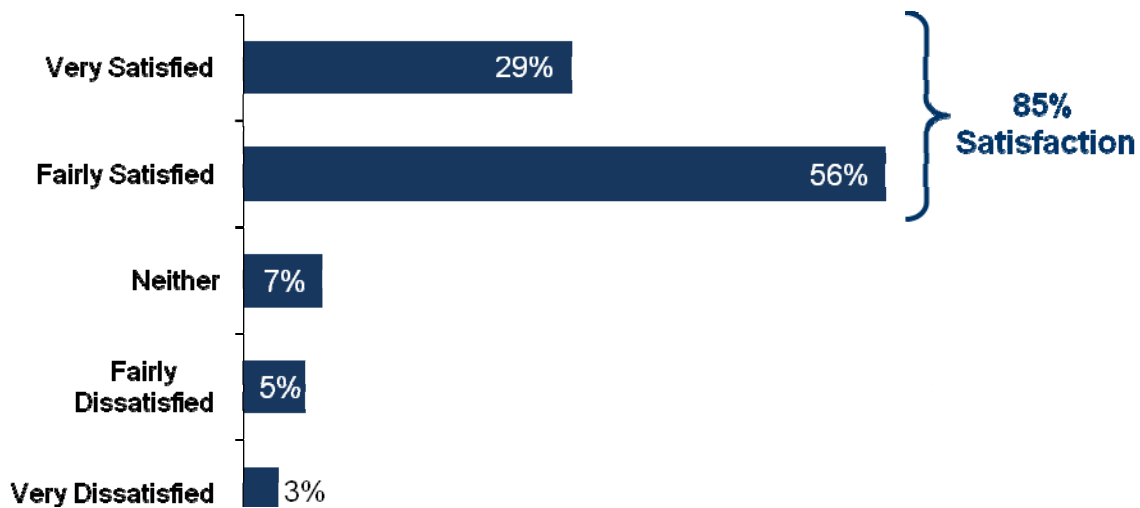
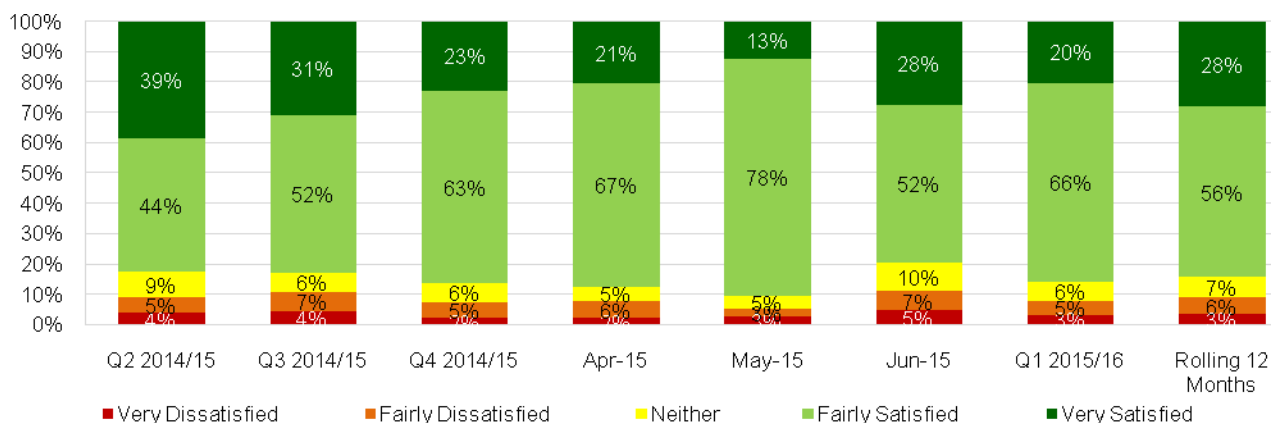


Figure 4 shows that at 86%, satisfaction in Q1 2015/16 is identical to the previous quarter. When looking at satisfaction with the rules that govern customer entitlement to SFA on an monthly basis, satisfaction was high in April (88%) and May (91%) with a drop in June (80%). This can be partly attributed to an increase in people who were neither satisfied nor dissatisfied. Despite this drop, the proportion of people who are 'very satisfied' was highest in June (28%).

Figure 4: Satisfaction with the rules that govern customer entitlement to SFA

Percentage of respondents

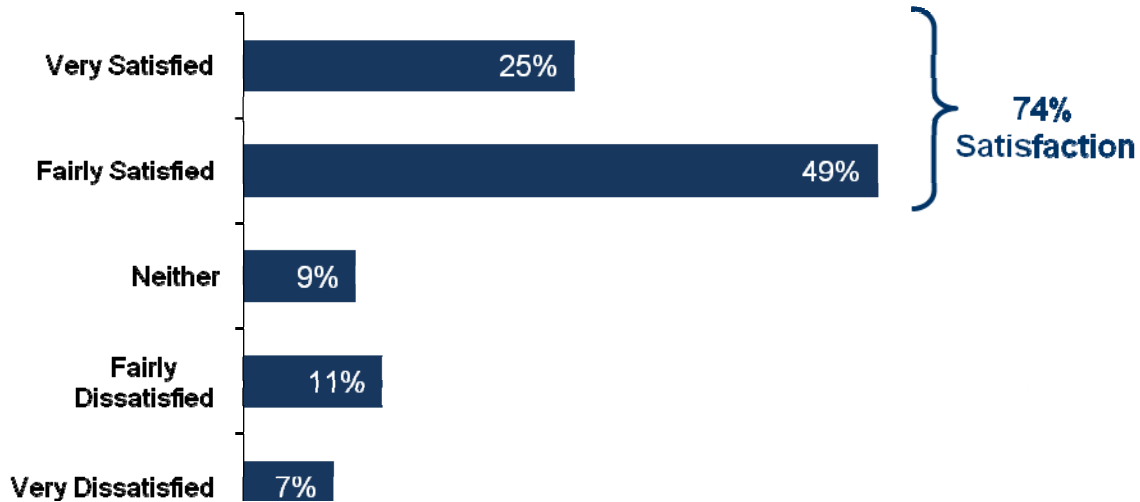


Overall quality of home

Overall, 74% of customers state that they are satisfied with the overall quality of their home, with a quarter stating that they are 'very satisfied'. 18% of customers are dissatisfied with the overall quality of their home.

Figure 5: Satisfaction with the overall quality of home

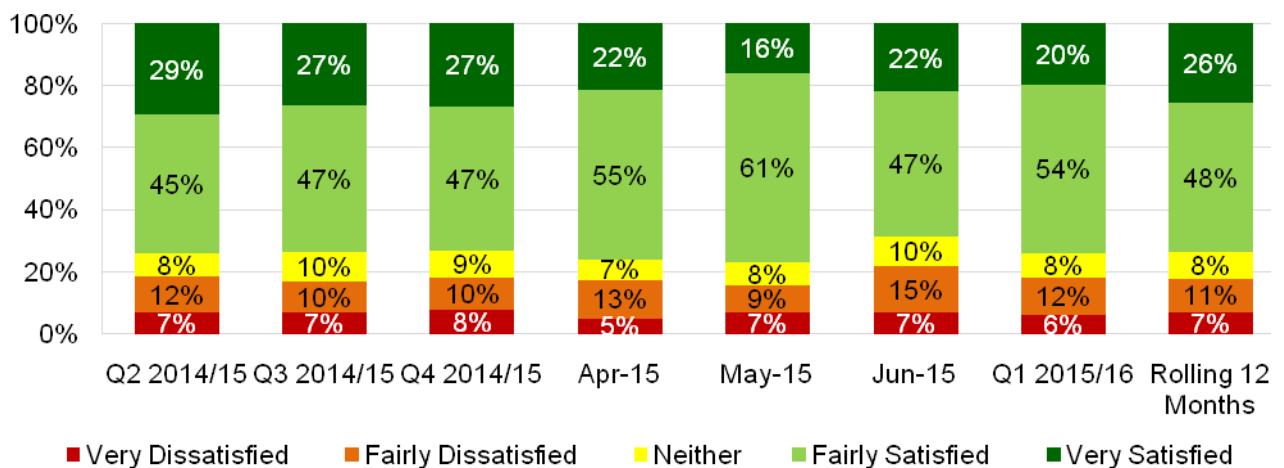
Percentage of respondents- base size 2400



Satisfaction expressed in this quarter Q4 2014/15 (74%) is similar to that of the previous three quarters. When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month, in Q1 2015/16 it shows that satisfaction was similar in April and May (76% and 77% respectively) with a decrease to 69% in June.

Figure 6: Satisfaction with the overall quality of home

Percentage of respondents

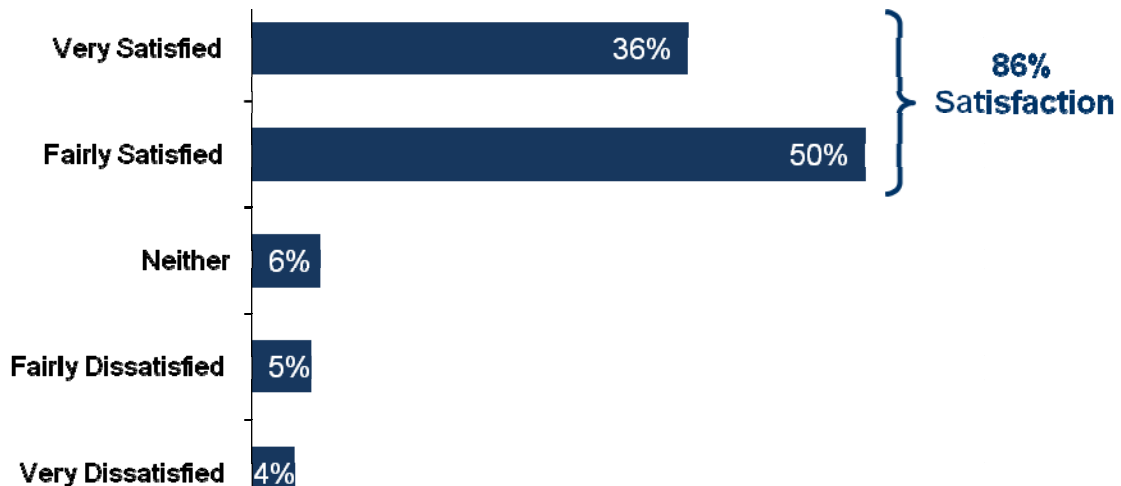


SFA estate as a place to live

86% of customers are satisfied with the SFA estate as a place to live, with just over a third expressing that they are 'very satisfied'. Only 8% of customers express dissatisfaction with the SFA estate as a place to live. This is second highest level of satisfaction and second lowest level of dissatisfaction expressed by customers in this survey.

Figure 7: Satisfaction with SFA estate as a place to live

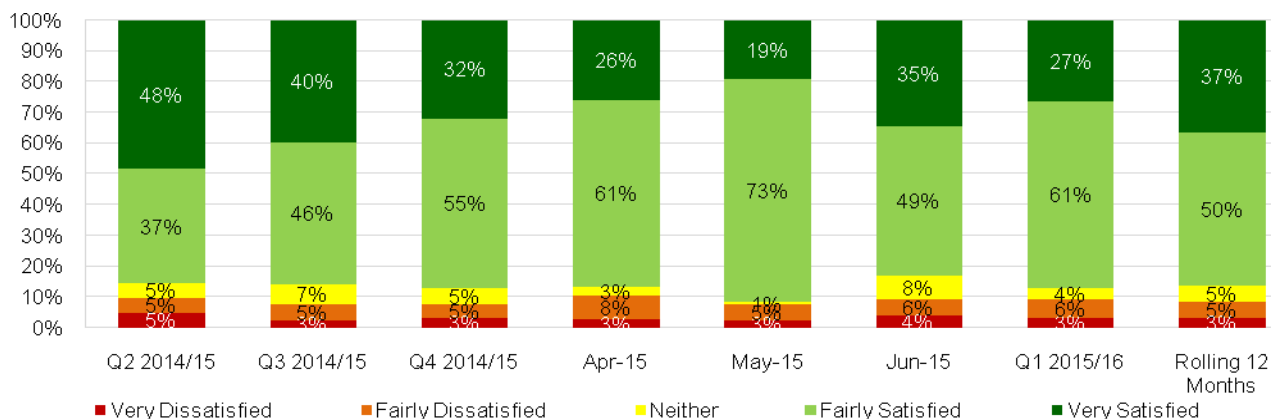
Percentage of respondents- base size 2400



As Figure 8 below illustrates, with 87% satisfaction and 9% dissatisfaction for the SFA estate as a place to live, views expressed in Q1 2015/16 are similar to that of the previous three quarters. When analysing levels of satisfaction expressed by customers in Q1 2015/16, it shows that satisfaction was highest in May (92%) with a 9% drop in June. This can be largely attributed to a particularly low level of ambivalence in May with 1% stating they were neither satisfied nor dissatisfied and 8% in June as opposed to an increase in dissatisfaction.

Figure 8: Satisfaction with SFA estate as a place to live

Percentage of respondents

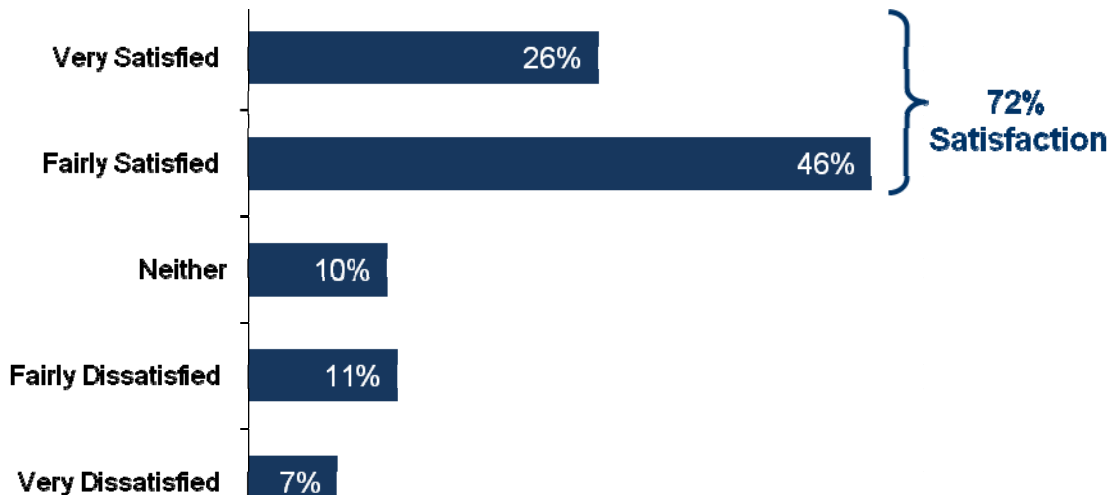


Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. As shown below, 72% of customers are satisfied with the upkeep of communal areas, with just over a quarter stating they are 'very satisfied'. 18% of customers indicate some degree of dissatisfaction, while 10% state they are neither satisfied nor dissatisfied.

Figure 9: Satisfaction with the upkeep of communal areas, including grounds maintenance

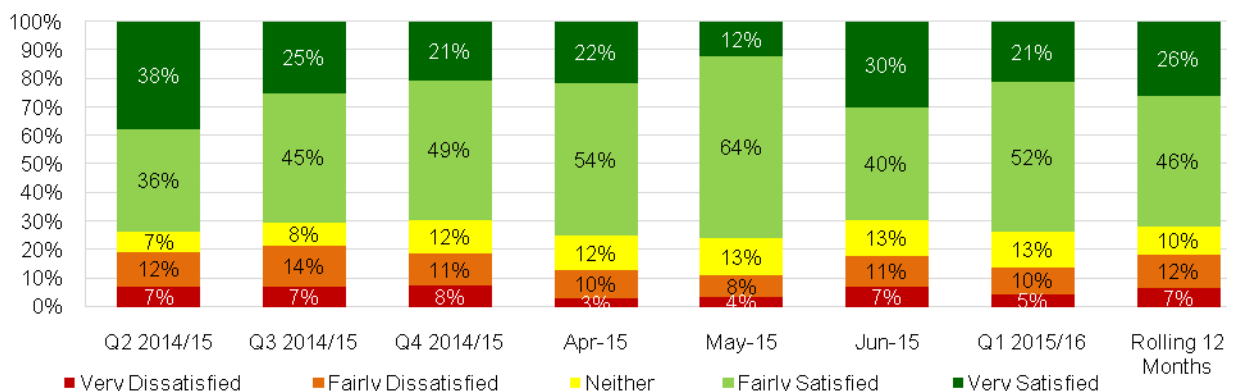
Percentage of respondents- base size 2400



Satisfaction levels expressed in Q1 2015/16 (74%) was higher than the previous two quarters (69% and 70% respectively) and equivalent to that of Q2 2014/15. This quarter's dissatisfaction rate of 14%, is the lowest level of dissatisfaction compared to the previous three quarters (19%, 21%, 19%). When analysing the same results by each month's data collection in Q1 2015/16, it shows that satisfaction with the upkeep of communal areas was lowest in June (70%) and slightly higher in April and May (75% and 76% respectively). June showed the highest proportion of customers who were 'very satisfied' and 'very dissatisfied' in comparison to April and May.

Figure 10: Satisfaction with the upkeep of communal areas, including grounds maintenance

Percentage of respondents

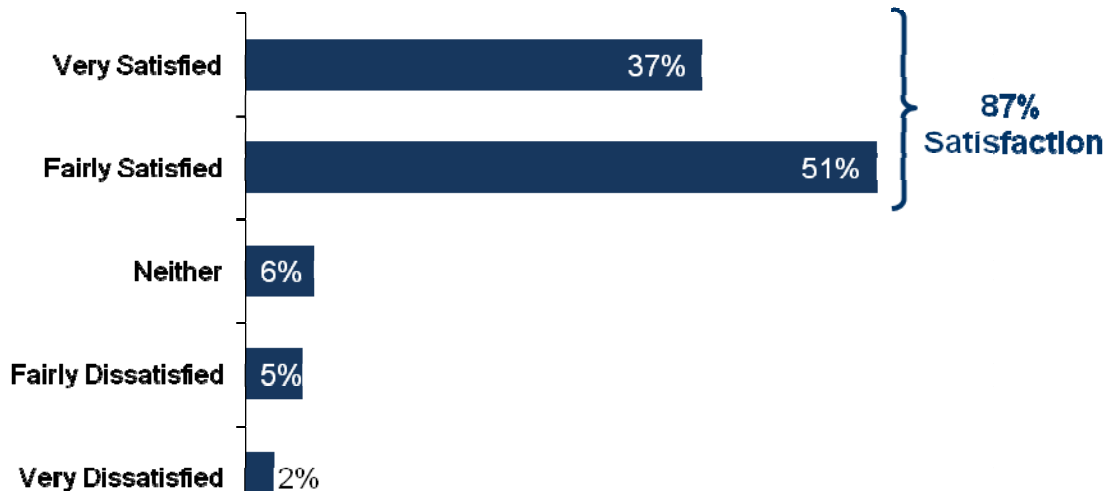


Value for money daily occupancy charges provide

87% of customers are satisfied that their daily occupancy charge provides value for money, with 37% expressing that they are 'very satisfied'. Only 7% of customers express dissatisfaction in this area. This is the highest level of satisfaction and lowest level of dissatisfaction expressed by customers for this survey.

Figure 11: Satisfaction with that daily occupancy charges provide value for money

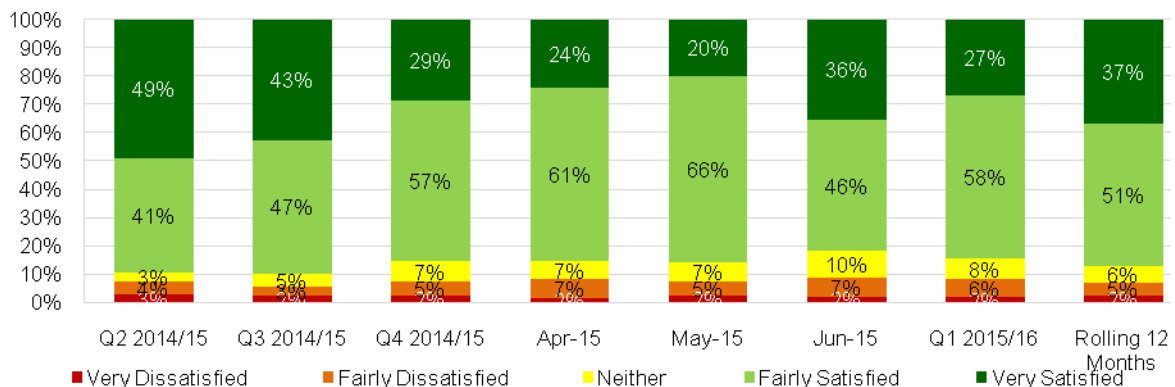
Percentage of respondents- base size 2347 – non applicable removed



Whilst this aspect of the service yielded the highest level of satisfaction, on a quarterly basis, satisfaction has declined from 90% in the first two quarters, to 86% in the last quarter and 84% in this quarter. There appears to be a downwards shift in terms of customers views with those who are 'very satisfied' reducing from nearly half (49%) in Q2 2014/2015 to 27% in this quarter and those who chose 'satisfied' or 'neither' increasing since Q2 2014/2015. Analysing the results from Q1 2015/16 on a month-by-month basis, it shows that satisfaction was lowest in June (82%) although this can be attributed to a higher level of ambivalence in this month (10%) compared to April and May (7%) as opposed to a particularly greater level of dissatisfaction.

Figure 12: Satisfaction with that daily occupancy charges provide value for money

Percentage of respondents – non applicable removed

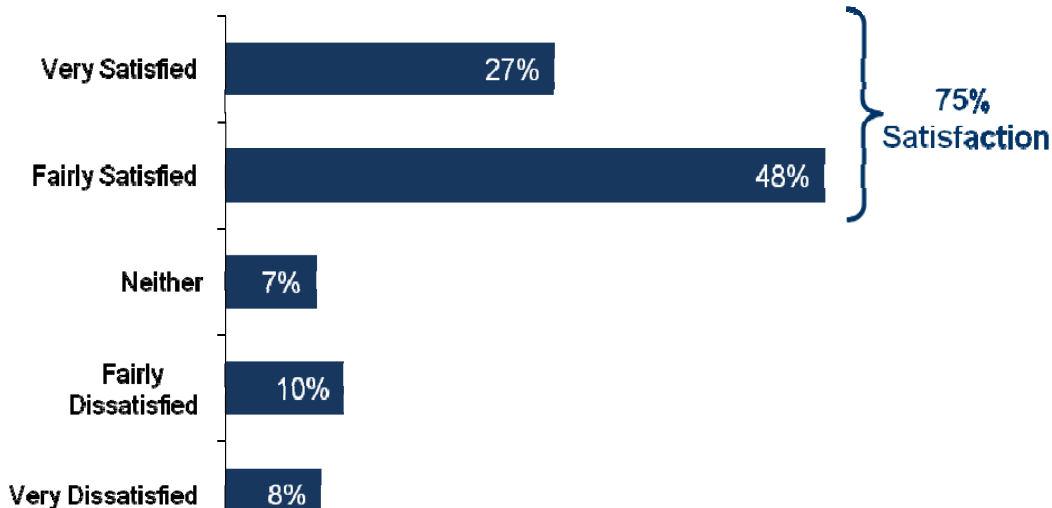


Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, three quarters of customers are satisfied with the arrangements for allocating SFA, with 27% being very satisfied. Nearly two in ten however express some degree of dissatisfaction with the arrangements for allocating SFA.

Figure 13: Satisfaction with the arrangements for allocating SFA

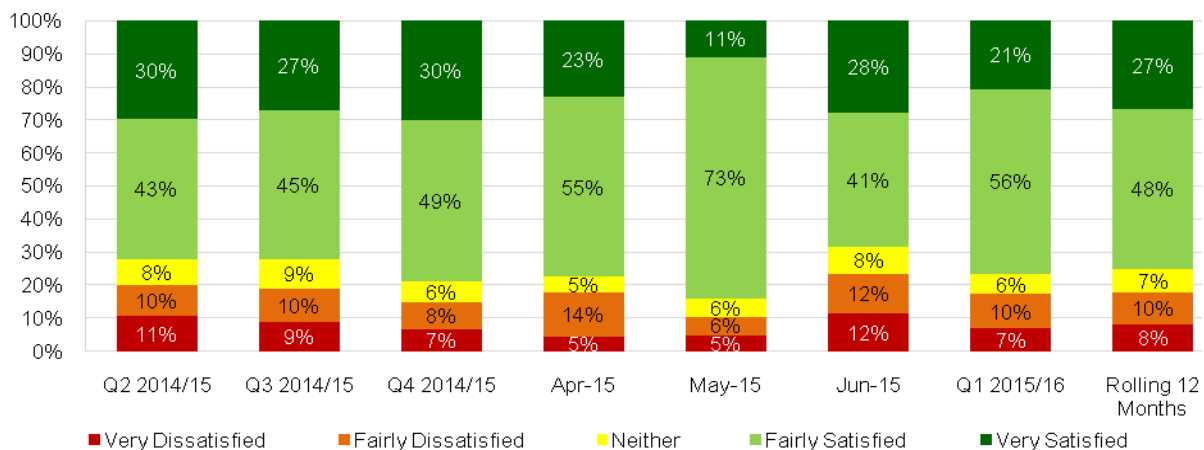
Percentage of respondents- base size 2400



Satisfaction rates were better in this quarter (77%) compared to the first two quarters (72%) and remained consistent with last quarter. Satisfaction was lowest in June with 69% expressing satisfaction in comparison to 78% and 84% in April and May respectively and nearly a quarter expressing dissatisfaction in comparison to 18% in April and 11% in May. Views were also most polarised in this month with the highest proportion of people being ‘very satisfied’ and ‘very dissatisfied’ compared to April and May.

Figure 14: Satisfaction with the arrangements for allocating SFA

Percentage of respondents



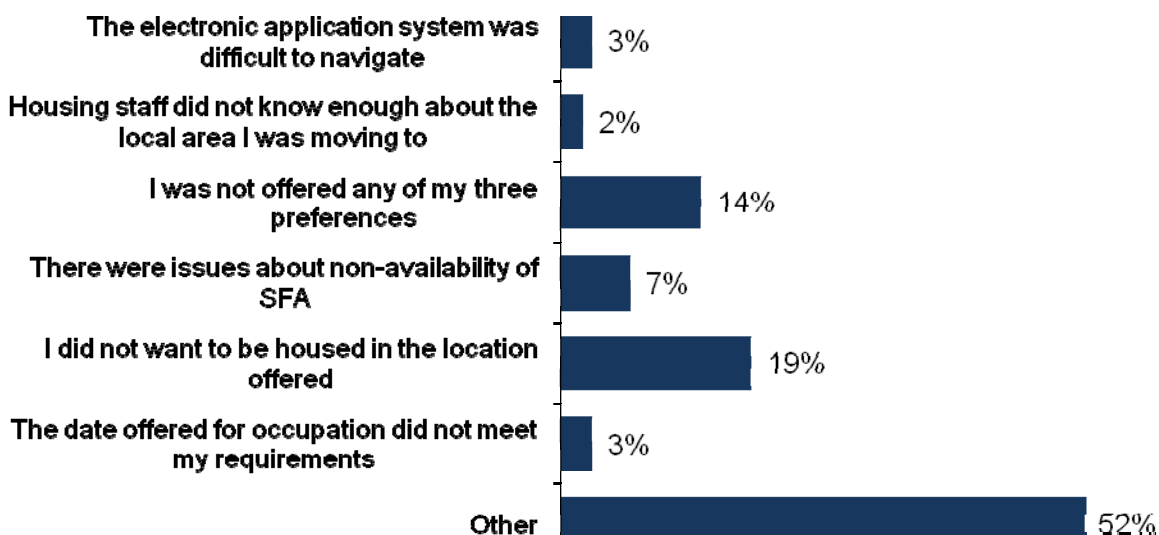
All respondents who expressed dissatisfaction with the arrangements for allocating SFA were asked which aspect they were most dissatisfied with.

As shown in Figure 15 below, the key reasons for dissatisfaction with the arrangement for allocating SFA were linked to the accommodation offered with the two most common reasons being that they 'did not want to be housed in the location offered' (19%) and 'not being offered any of their three preferences' (14%). Just over half cited 'Other' reasons for their dissatisfaction. In Q1 2015/2016, other reasons included:

- ◆ Individual circumstances not being taken into account such as living in a property with concrete stairs and no garden when they have children
- ◆ Restrictions in terms of choosing a property such as having to base their decision on a single picture of the front of the house and only being able to view properties that are available on the day of applying
- ◆ Ranking not being taken into account
- ◆ The process being too long and slow
- ◆ A sense of unpredictability for example an offer being taken away after the it was accepted
- ◆ Not enough bedrooms for children and so having to share
- ◆ Difficulty in being able to speak to a person

Figure 15: Reasons for dissatisfaction with the arrangements for allocating SFA

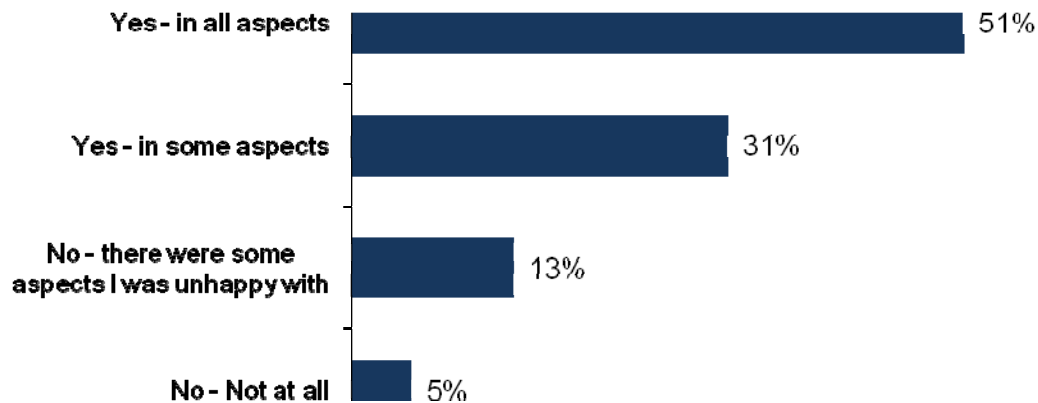
Percentage of respondents- base size 420



Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. Around 8 in 10 customers agreed that their property met their expectations either in all or some aspects with just over half stating that it met their expectations in all aspects. 18% of customers indicate that the property did not meet expectations to some extent, with 5% of these customers stating it did not meet their expectations at all.

Figure 16: Did the allocated property meet expectations

Percentage of respondents- base size 1198

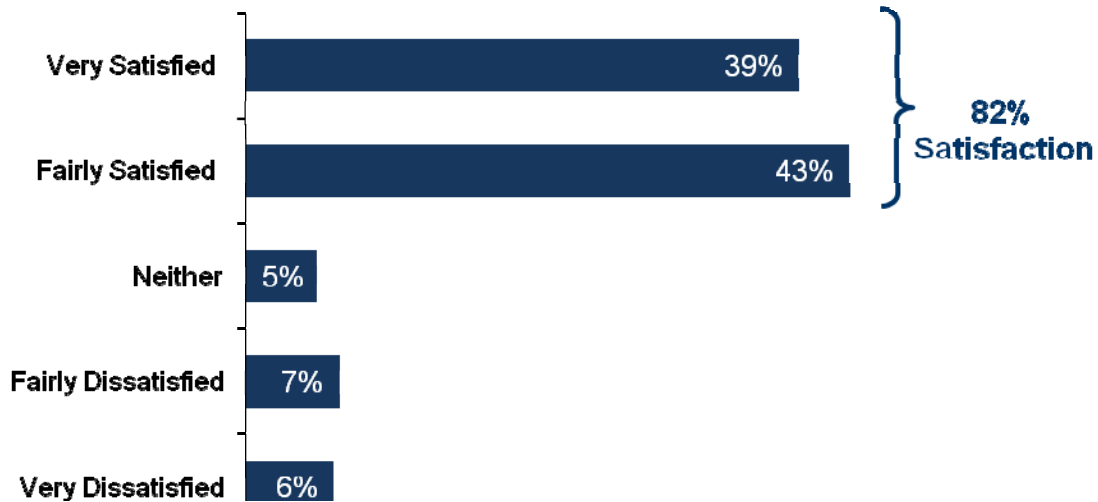


Move In

All respondents were asked how satisfied they are with the way their Move In was dealt with. As shown below, just over eight out of ten (82%) customers express satisfaction with the way their Move In was dealt with just under four in ten (39%) indicating that they are 'very satisfied'. Only 13% express some degree of dissatisfaction.

Figure 17: Satisfaction with the way the Move In was dealt with

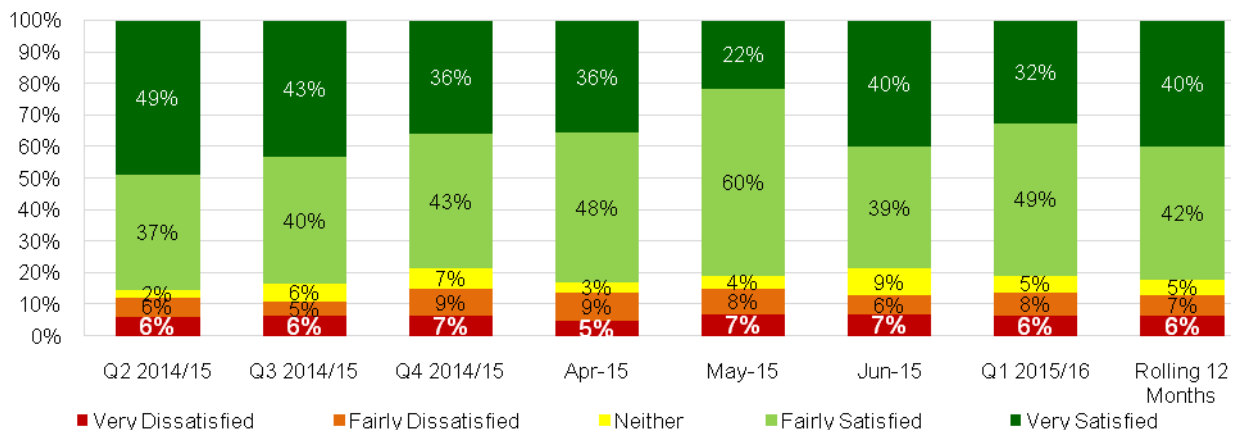
Percentage of respondents- base size 2400



As shown in Figure 18 below, satisfaction expressed in Q1 2015/16 (81%) is slightly higher than the last quarter (79%) but lower than the first two quarters (85% and 83% respectively). Comparison of satisfaction levels with the way the Move In was dealt with on a month-by-month basis in Q1 2015/16, shows that satisfaction decreased by 2% each month from 83% in April, to 79% in June. Dissatisfaction remained consistent ranging between 13-15%. The level of ambivalence was over double in June to that of April and May.

Figure 18: Satisfaction with the way the Move In was dealt with

Percentage of respondents

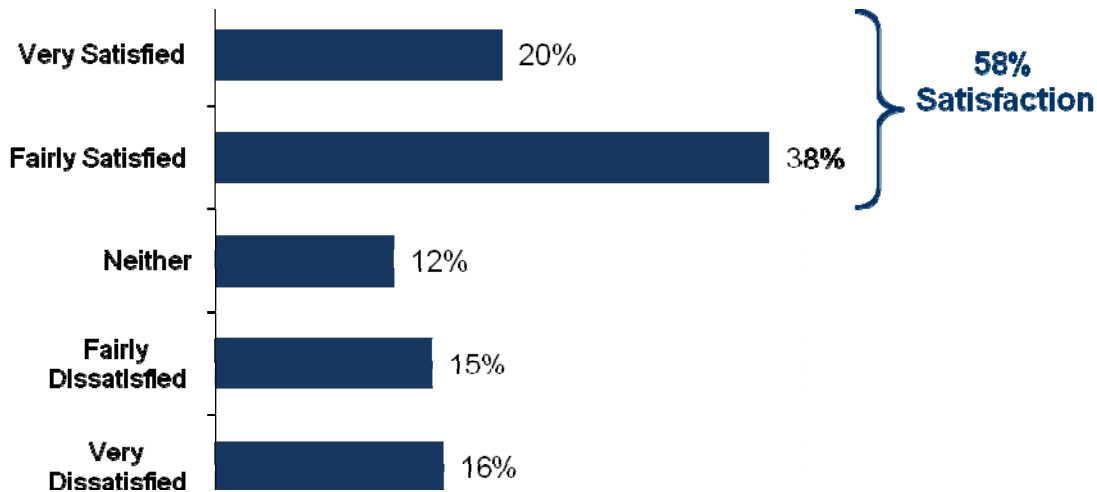


Repairs and maintenance

58% of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with two in ten reporting that they are 'very satisfied'. This is one of the lowest levels of satisfaction. 30% of customers indicated some degree of dissatisfaction. This is the highest level of dissatisfaction expressed by customers in this survey.

Figure 19: Satisfaction with the way the contractor deals with repairs and maintenance issues

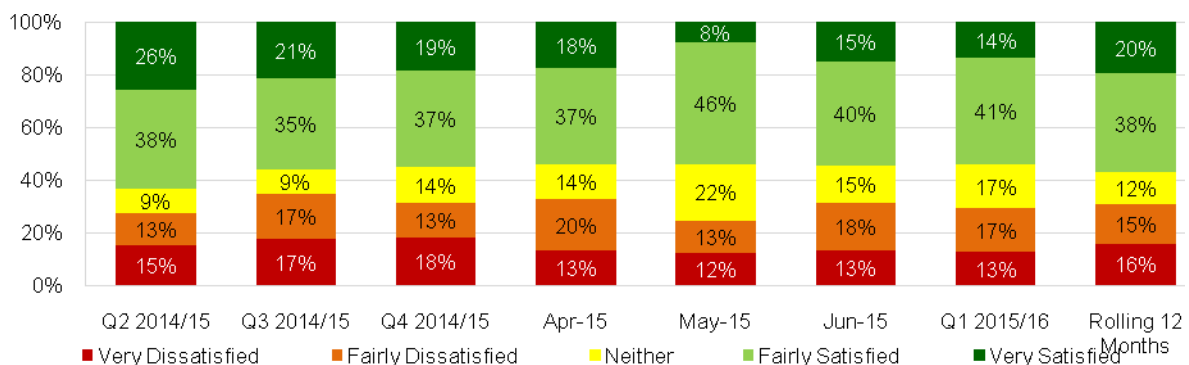
Percentage of respondents- base size 2400



The overall satisfaction level expressed in this quarter (54%) is lower than the level of satisfaction expressed in the previous three quarters; (63%, 56%, and 55%). However, this can be attributed to a higher proportion of ambivalence, as dissatisfaction is actually lower than the previous two quarters. When looking at each month of data collection in Q1 2015/16, it shows fluctuations in dissatisfaction levels with around third expressing dissatisfaction in April and June and a quarter in May. This again is as a result of a greater proportion of customers being indifferent with regards to repairs and maintenance issues in May as opposed to an increase in satisfaction in May. There are limited differences in satisfaction levels across the months of this quarter with it ranging between 54-55%.

Figure 20: Satisfaction with the way the contractor deals with repairs and maintenance issues

Percentage of respondents



As shown in Figure 21 below, half of customers have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Just under a third (31%) have reported a repair or maintenance issue within the last 6 months whilst nearly one in ten indicated that they have never reported a repair.

Figure 21: Last contacted a Help Desk to report repair or maintenance issue

Percentage of respondents- base size 2400

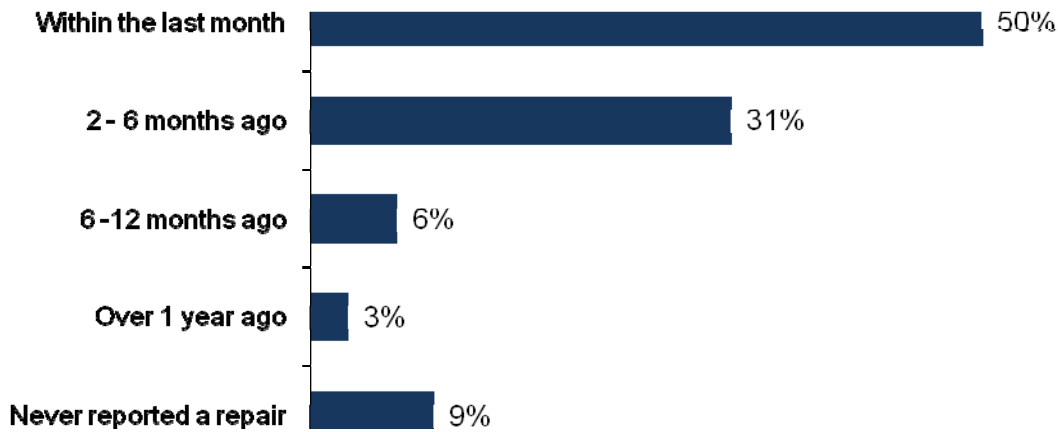
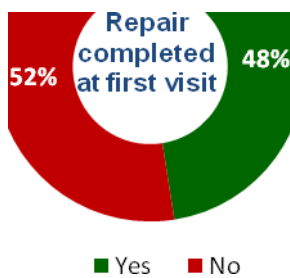


Figure 22: Was the repair completed at the first visit

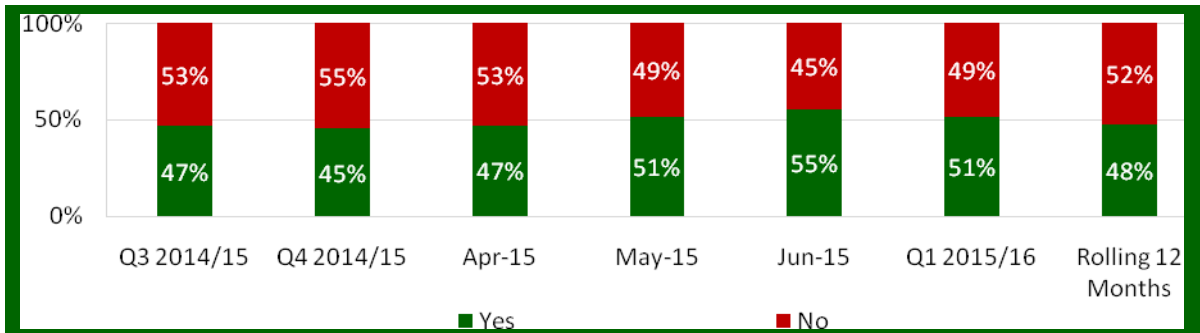
Percentage of respondents- base size 1604



Since Q3 2014/15, customers who stated that they have contacted a Help Desk to report a repair were asked if their last repair was completed at the first visit. As shown in Figure 22 on the left, just less than half of customers (48%) indicate that their last repair was completed at the first visit. When assessing on a quarterly basis, Figure 23 below shows that the number of people who have had their repairs completed on the first visit was highest in this quarter (51%) in comparison to the previous two quarters. Furthermore, when looking at a monthly breakdown, it is evident there has been a steady increase with 47% stating repairs were completed on the first visit in April to 55% in June.

Figure 23: Was the repair completed at the first visit

Percentage of respondents



All respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues and also indicated making contact with a Help Desk to report a repairs and maintenance issue within the last 12 months, were asked which aspect they were most dissatisfied with.

As shown below, nearly a quarter (24%) of customers who are dissatisfied with the way the contractor deals with repairs and maintenance issues indicated that the main reason for dissatisfaction is that the repair took longer than expected, while 19% indicated dissatisfaction was due to the overall quality of the repair not being to their satisfaction. 14% stated other reasons for their dissatisfaction which included:

- ◆ Lack of communication between MOD and contractors
- ◆ Lack of communication between MOD and customer

Figure 24: Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues

Percentage of respondents- base size 706

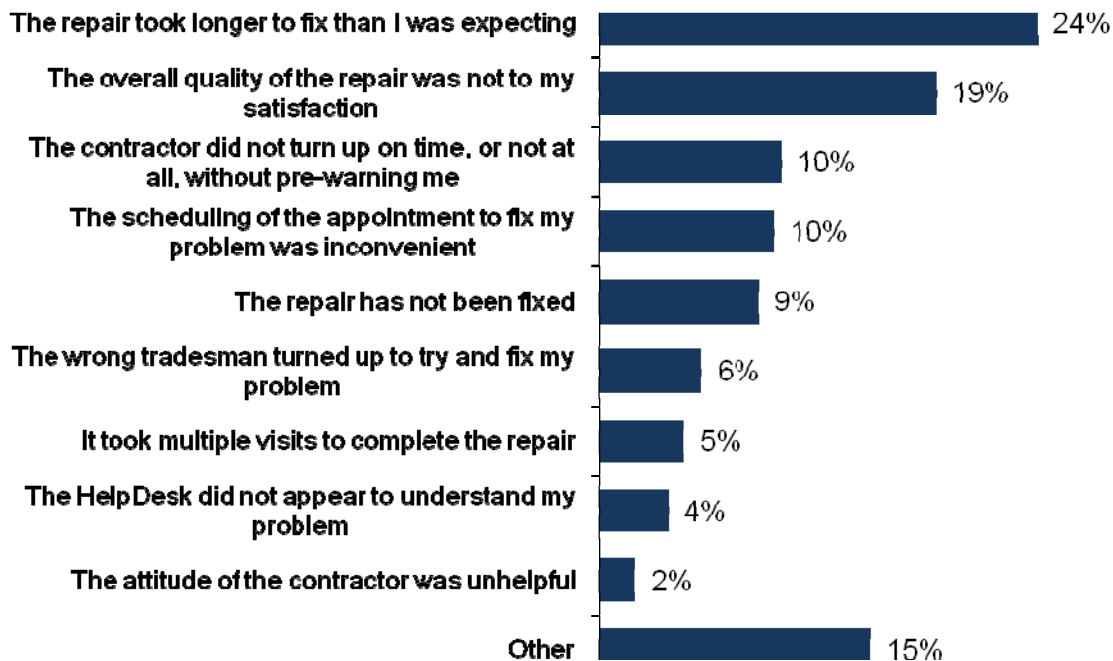


Figure 25 below shows that dissatisfaction as a result of the repair taking longer than expected and due to the overall quality of the repair not meeting satisfaction, has reduced in comparison to the previous three quarters. In turn, the proportion of people who were dissatisfied as a result of the repair taking multiple visits has increased.

Figure 25: Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues

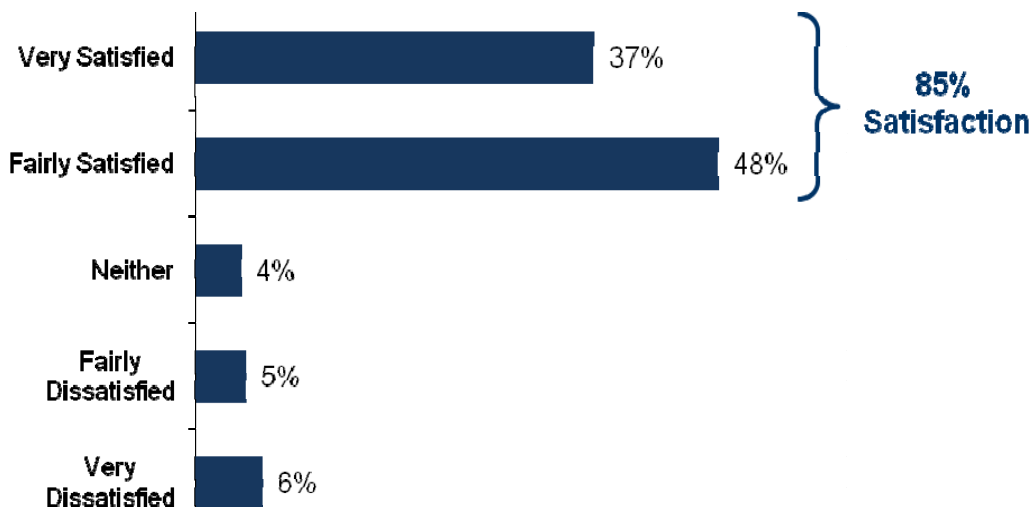
	Q2 2014 /15	Q3 2014/ 15	Q4 2014/ 15	Apr- 15	May- 15	Jun- 15	Q1 2015 /16	Rolling 12 Months
Base	160	193	181	64	47	61	172	706
The repair took longer to fix than I was expecting	23%	32%	22%	16%	15%	25%	18%	24%
The overall quality of the repair was not to my satisfaction	15%	23%	24%	10%	10%	17%	12%	19%
The contractor did not turn up on time, or not at all, without pre-warning me	12%	9%	13%	7%	10%	7%	8%	10%
The scheduling of the appointment to fix my problem was inconvenient	12%	8%	10%	15%	5%	7%	9%	10%
The repair has not been fixed	11%	6%	9%	13%	10%	7%	10%	9%
The wrong tradesman turned up to try and fix my problem	3%	5%	5%	7%	10%	10%	9%	6%
It took multiple visits to complete the repair	4%	1%	1%	10%	15%	8%	11%	5%
The HelpDesk did not appear to understand my problem	3%	5%	6%	3%	3%	0%	2%	4%
The attitude of the contractor was unhelpful	3%	3%	2%	1%	1%	0%	1%	2%
Other	9%	19%	18%	19%	2%	10%	11%	15%

Move Out

All respondents who have experienced a Move Out were asked how satisfied they are with the way the Move Out was dealt with. As shown below, 85% of customers express satisfaction with the way the Move Out was dealt with, with 37% being 'very satisfied'. Just over one in ten indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction and lowest level of dissatisfaction expressed in this survey.

Figure 26: Satisfaction with the way the Move Out was dealt with

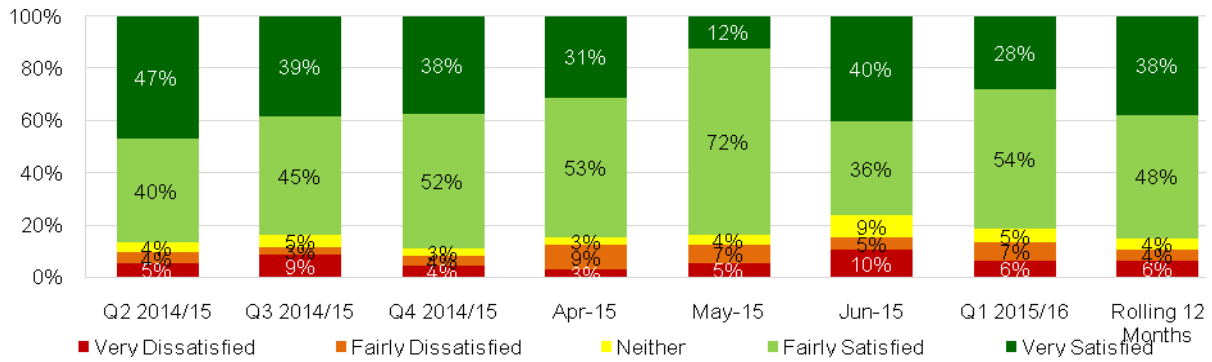
Percentage of respondents - base size 1586 – non applicable removed



At 82%, the overall satisfaction level expressed in Q1 2015/16 is lower than that expressed in the three previous quarters (87%, 84%, and 89%). When analysing the results by each month's data collection in Q1 2015/16 it shows that whilst overall satisfaction rates appear similar in April (85%) and May (84%), and somewhat in line with previous quarters, the proportion of people who are 'very satisfied' in May is less than half of that in April with there appearing to be a downwards shift to being 'fairly satisfied'. In June (76%) there is a decline in overall satisfaction rates although the proportion of customers who are 'very satisfied' is highest in this month.

Figure 27: Satisfaction with the way the Move Out was dealt with

Percentage of respondents - non applicable removed

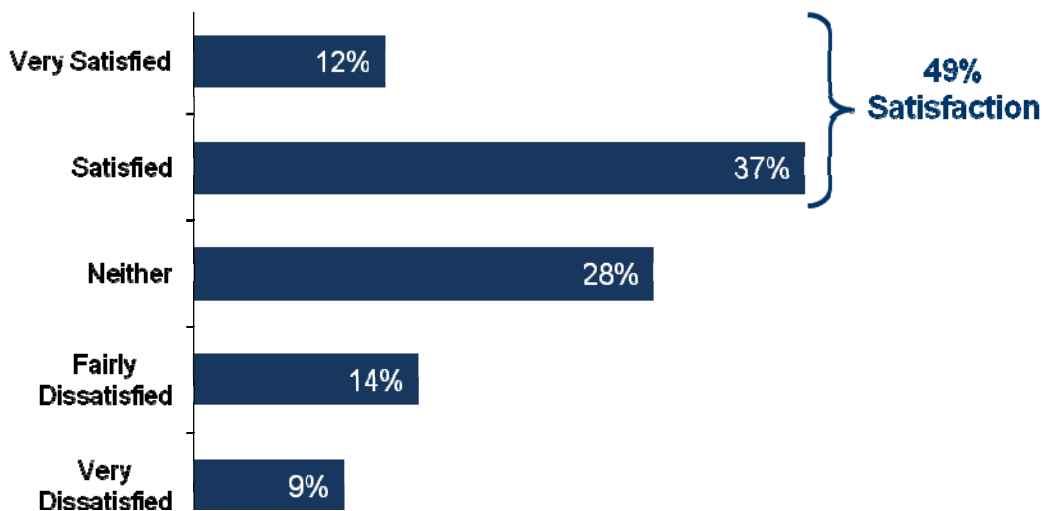


Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, just under half (49%) of customers express that they are satisfied with only 12% expressing that they are 'very satisfied'. This is the second lowest level of satisfaction expressed by customers in this survey. 23% of customers indicate they are dissatisfied that DIO Accommodation listen to views and act upon them. This is also the second highest level of dissatisfaction expressed by customers in this survey. Nearly three in ten are ambivalent which again is the second highest level of ambivalence shown throughout the survey.

Figure 28: Satisfaction that DIO Accommodation listens to views and acts upon them

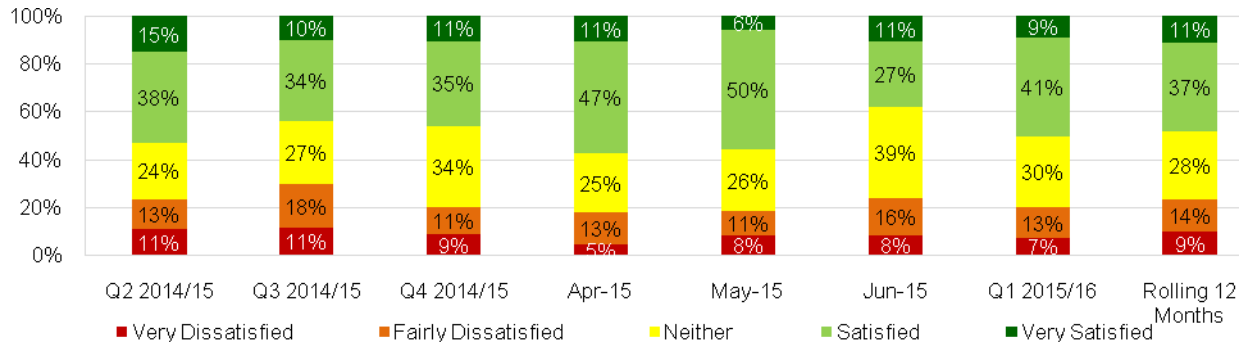
Percentage of respondents- base size 2400



The overall satisfaction level in Q1 2015/16 (51%) is higher than Q3 2014/15 (44%) and Q4 2014/205 (46%) but slightly lower than Q2 2013/15 (53%).When comparing satisfaction levels from each month's data collection in Q1 2015/16, it shows that there has been a drop in satisfaction in June (38%) in comparison to April (58%) and May (56%). This can be attributed to both a slightly higher level of dissatisfaction in June (24%) in comparison to April (18%) and May (19%) but also a higher level of ambivalence.

Figure 29: Satisfaction that DIO Accommodation listens to views and acts upon them

Percentage of respondents

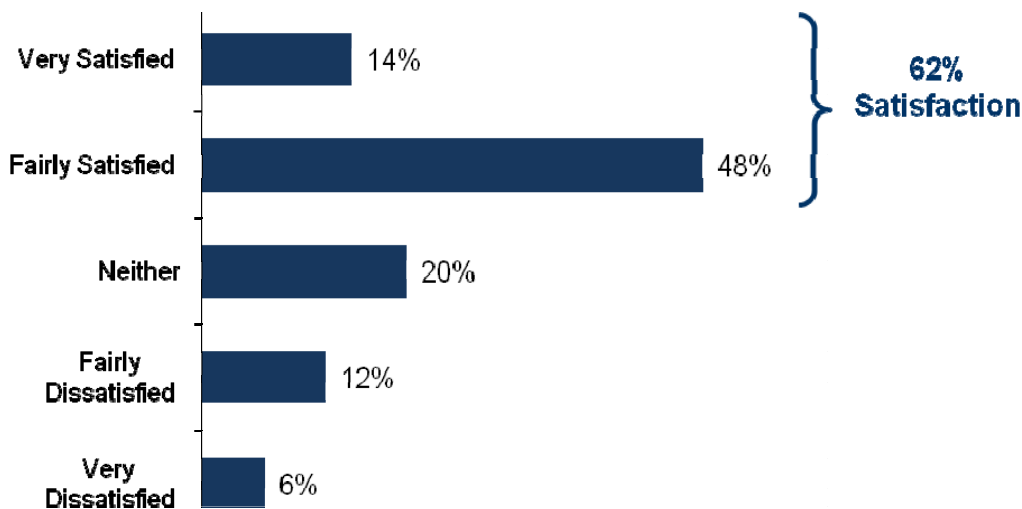


Opportunity to make views known

Since Q3 2014/15, all respondents were asked how satisfied or dissatisfied they are that DIO Accommodation gives them the opportunity to make their views known. Overall 62% of customers are satisfied that DIO accommodation gives them the opportunity to make their views known. 18% indicate some degree of dissatisfaction, whilst one in five indicate that they are neither satisfied nor dissatisfied which is one of the highest levels of ambivalence.

Figure 30: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known

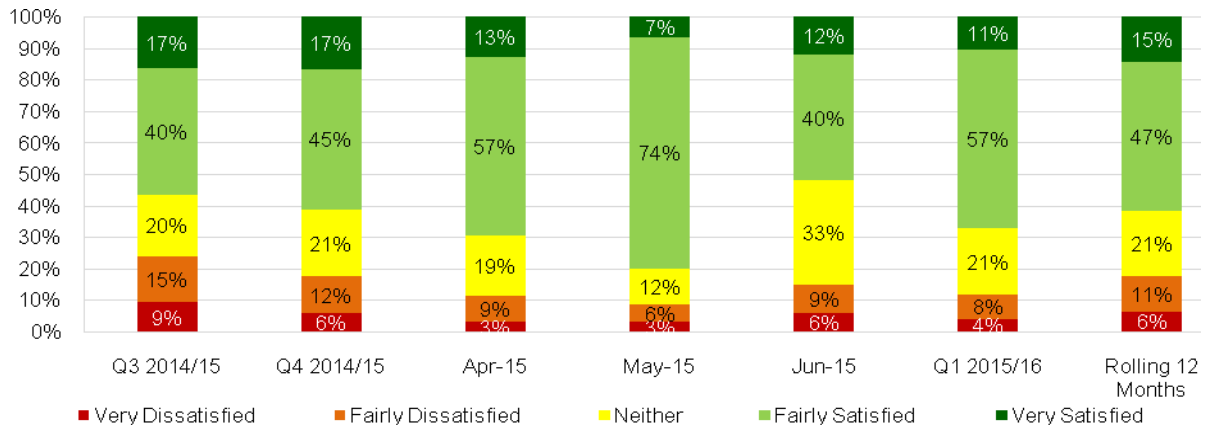
Percentage of respondents- base size 1800



When comparing satisfaction on a quarterly basis, overall satisfaction in this quarter (67%) is considerably higher than Q3 2014/15 (59%) and Q4 2014/205 (61%). On a monthly basis for Q1 2015/16, it shows that there are large variations with a satisfaction rate of 70% in April, 80% in May and 52% in June. The drop in June can be predominantly attributed to the fact that a third were indifferent.

Figure 31: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known

Percentage of respondents

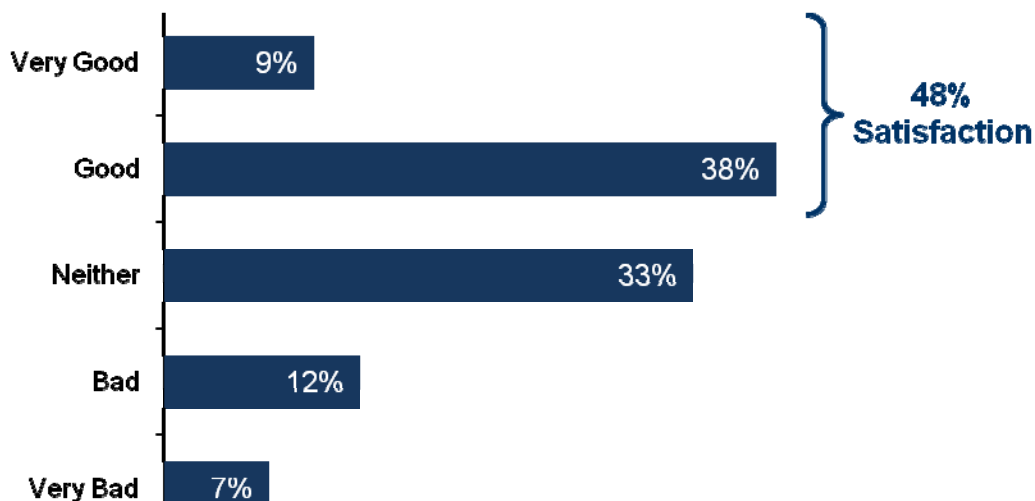


Keeping customers informed

Since Q3 2014/15, all respondents were asked how good or bad DIO accommodation are at keeping customers informed about issues that might affect them as a customer. Overall 48% of customers feel that DIO Accommodation are good (very good and good combined) at doing this, with only 9% stating they are ‘very good’ at this. 19% of customers state that DIO Accommodation is bad (bad and very bad combined) at keeping customers informed. This is the lowest level of satisfaction throughout the survey and one of the highest levels of dissatisfaction. A third of customers were indifferent which is the highest level throughout the survey.

Figure 32: How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer

Percentage of respondents- base size 1200

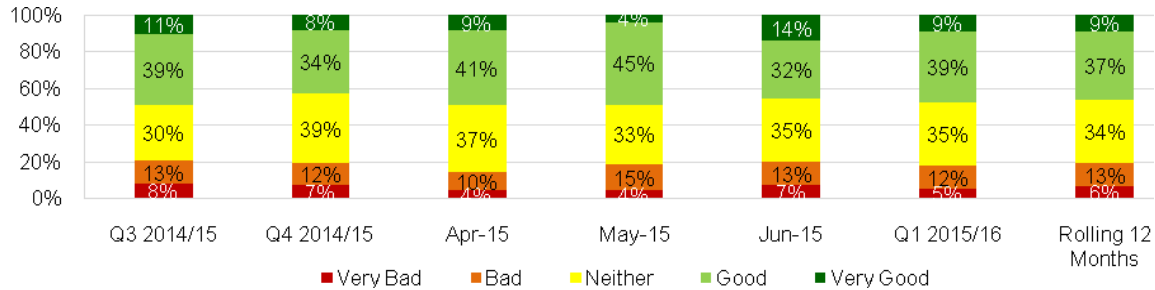


The proportion of customers in Q1 2015/16 (48%) that state DIO accommodation are good (very good and good combined) at keeping them has increased when compared to the previous quarter (43%) but similar to the quarter before that (50%). When comparing the results from each month’s data collection in Q1 2015/16, it shows that the proportion of customers who state that DIO Accommodation are good at keeping

customers informed has declined, with half stating that they were good (very good and good combined) in April to 46% in June.

Figure 33: How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer

Percentage of respondents



Communications awareness

Since Q3 2014/15, all respondents were asked if they were aware of the introduction of the New National Housing Prime Contract, of which a third of customers state that they are.

Figure 34: Aware of the introduction of the new National Housing Prime Contract

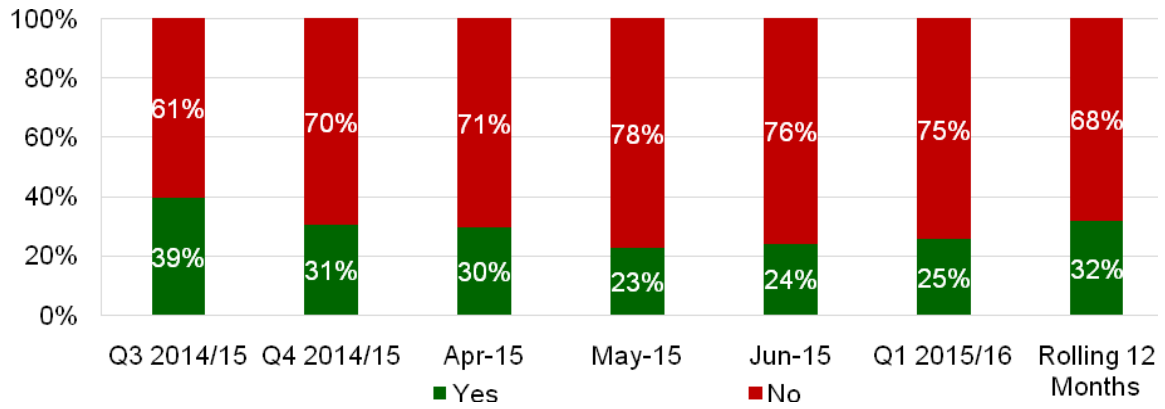
Percentage of respondents- base size 1200



When comparing the same result by each month’s data collection in Q1 2015/16, it shows that one in three stated that they were aware of the new National Housing Prime Contract in April, which mirror the previous quarter. There is subsequently a decrease in the remaining two months in terms of the proportion of people who said that they are aware. As a result, the overall awareness in this quarter (25%) is lower than in Q3 2014/15 (39%) and Q4 2014/15 (31%).

Figure 23: Aware of the introduction of the new National Housing Prime Contract

Percentage of respondents

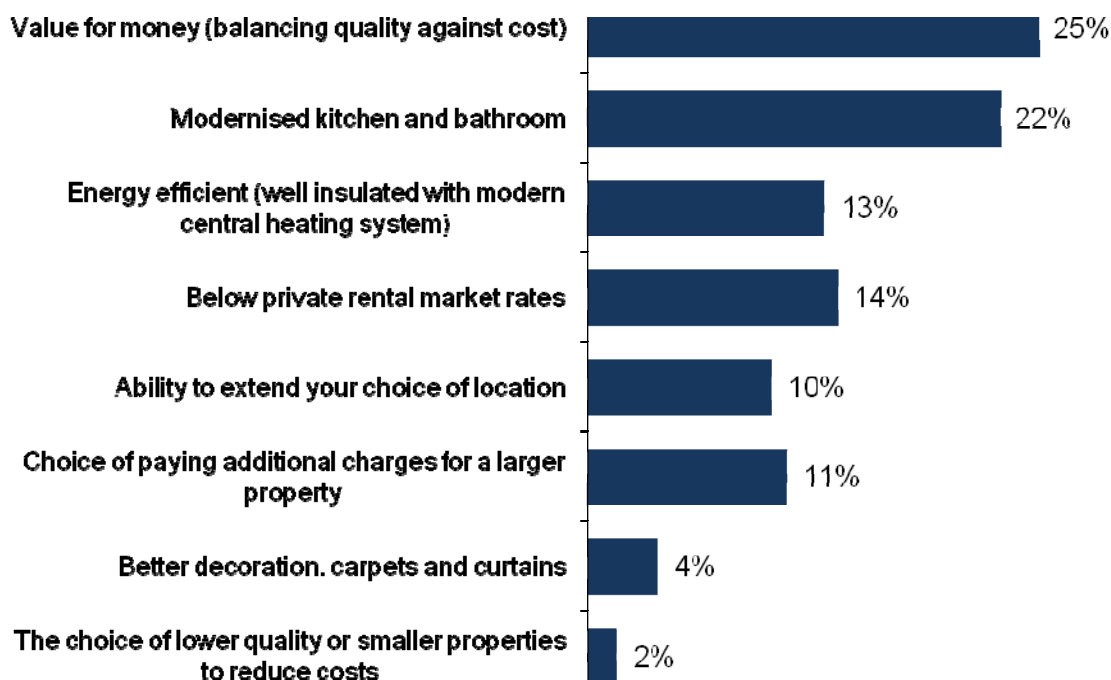


SFA Priorities

All respondents were asked to select, from a list of 8 choices, which would be their top priority. As shown below, 'value for money' is customers' top priority with one quarter of customers selecting this option. A similar proportion of customers state that a 'modernised kitchen and bathroom' (22%) is their top priority. The lowest priority for customers is the 'choice of lower quality or smaller properties to reduce costs' (2%).

Figure 36: Priorities for Service Family Accommodation

Percentage of respondents- base size 2234 – no preference removed



When comparing results from this quarter to that of three previous quarters, Q1 2014/15 is the only time period in which having a 'modernised kitchen and bathroom' (27%) supercedes 'value for money' (21%) as a priority.

Appendices

Appendix 1 – Survey Q1 2014/15 – Q2 2014/15

13076 Ministry of Defence Customer Satisfaction Tracker Survey

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is and I am calling from M·E·L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

Would you have a few minutes spare to answer some questions?

- IF YES, READ: Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?**

If respondent wants to check the validity of the survey direct to website (<https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact>) or call Jack Harper on Freephone (0800 0730 348)

M·E·L is an independent market research company that undertakes surveys on behalf of clients nationally. More details about M·E·L can be found here www.m-e-l.co.uk

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

- Q3 How satisfied or dissatisfied are you with the overall quality of your home?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied
- Q4 How satisfied or dissatisfied are you with your SFA estate as a place to live?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied
- Q5 How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied
- Q6 How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied
 - Not Applicable
- Q7 How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?**
- Very Satisfied
 - Fairly Satisfied
 - Neither
 - Fairly Dissatisfied
 - Very Dissatisfied

Q7a Why are you most dissatisfied with the arrangements for allocating SFA?

- I was not offered any of my three preferences
- There were issues about non-availability of SFA
- I did not want to be housed in the location offered
- The date offered for occupation did not meet my requirements
- Other

(please specify)

Q8 How satisfied or dissatisfied are you with the way your Move In was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9 How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9a When did you last call a HelpDesk to report a repair and maintenance issue?

- Within the last month
- 2 - 6 months ago
- 6 -12 months ago
- Over 1 year ago
- Never reported a repair

Q9b Why are you dissatisfied with the way the contractor deals with repairs and maintenance issues?

- The HelpDesk did not appear to understand my problem
- The scheduling of the appointment to fix my problem was inconvenient
- The contractor did not turn up on time, or not at all, without pre-warning me
- The attitude of the contractor was unhelpful
- The overall quality of the repair was not to my satisfaction

- It took longer to repair than I was expecting
 - Other
- (please specify)*

Q10 How satisfied or dissatisfied are you with the way your Move Out was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Q11 How satisfied or dissatisfied are you that DIO Ops Accommodation listens to your views and acts upon them?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q11a When was the last time you contacted DIO accommodation or heard from them?

- Within the last month
- 2 - 6 months ago
- 6 - 12 months ago
- Over 1 year ago
- Never contacted DIO accommodation

Q11b Thinking about the time you contacted DIO accommodation, why do you think they did not listen to your views, nor act upon them?

Q11c How would you prefer DIO accommodation to communicate with you?

- Email

- Telephone
- In writing
- Visit to your home by staff
- Open meetings
- Text / SMS
- Newsletter
- Social media
- Website
- Other

(please specify)

Q11d How often should DIO accommodation communicate directly to you?

- Weekly
- Fortnightly
- Monthly
- Once every 2 - 3 months
- Once every 3 - 6 months
- Once every 6 months - 1 year
- 1 year +

Q12a Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:

[TOP PRIORITY]

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

Q12b Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:

[SECOND PRIORITY]

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property

- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

**Q12c Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:
[THIRD PRIORITY]**

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

Thank you for your time, Your feedback is extremely valuable to the Ministry of Defence and will help improve the housing services provided.

Appendix 2 – Survey Q3 2014/15 – Q1 2015/16

13076 Ministry of Defence Customer Satisfaction Tracker Survey (From October 2014)

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is and I am calling from M•E•L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

Would you have a few minutes spare to answer some questions?

- IF YES, READ:** Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?

If respondent wants to check the validity of the survey direct to website (<https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact>) or call Jack Harper on Freephone (0800 0730 348)

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Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?

Q1

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q3 How satisfied or dissatisfied are you with the overall quality of your home?

- Very Satisfied
 Fairly Satisfied
 Neither
 Fairly Dissatisfied
 Very Dissatisfied

Q4 How satisfied or dissatisfied are you with your SFA estate as a place to live?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q5 How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q6 How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Q7 How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q7a Why are you most dissatisfied with the arrangements for allocating SFA?

- The electronic application system was difficult to navigate
- Housing staff did not know enough about the local area I was moving to
- I was not offered any of my three preferences
- There were issues about non-availability of SFA
- I did not want to be housed in the location offered
- The date offered for occupation did not meet my requirements
- Other

(please specify)

Q7b Did the property you were allocated meet your expectations?

- Yes - in all aspects
- Yes - in some aspects
- No - there were some aspects I was unhappy with
- No - Not at all

Q8 How satisfied or dissatisfied are you with the way your Move In was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9 How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q9a When did you last call a HelpDesk to report a repair and maintenance issue?

- Within the last month
- 2 - 6 months ago
- 6 -12 months ago
- Over 1 year ago
- Never reported a repair

Q9b Was the repair completed at the first visit?

- Yes
- No

Q9c Why are you dissatisfied with the way the contractor deals with repairs and maintenance issues?

- The HelpDesk did not appear to understand my problem
- The scheduling of the appointment to fix my problem was inconvenient

- The contractor did not turn up on time, or not at all, without pre-warning me

- The wrong tradesman turned up to try and fix my problem
- The attitude of the contractor was unhelpful
- The overall quality of the repair was not to my satisfaction
- The repair took longer to fix than i was expecting
- It took multiple visits to complete the repair

- The repair has not been fixed
 - Other
- (please specify)*

Q10 How satisfied or dissatisfied are you with the way your Move Out was dealt with?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

Q11 DIO Accommodation tries to involve its customers in shaping the service it provides. Thinking about when this happens...

How satisfied or dissatisfied are you that DIO Accommodation gives you the opportunity to make your views known?

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q11a How satisfied or dissatisfied are you that DIO Accommodation listens to your views and acts upon them?

- Very Satisfied
- Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Q11b How good or bad are DIO Accommodation in keeping you informed about issues that might affect you as a customer?

- Very Good
- Good
- Neither
- Bad
- Very Bad

Q12 Are you aware of the introduction of new National Housing Prime Contract?

- Yes
- No

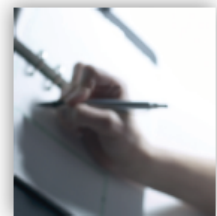
Q13 Thinking about Service Family Accommodation overall, which of the following list would be your top priority:

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)
- No preference

Using evidence to shape better services



Research



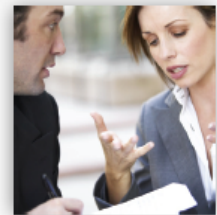
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