

Using evidence to shape better services



Ministry
of Defence

DIO Accommodation customer
satisfaction tracker survey
Q4 2015/16
V1 Report

April 2015

Wastes &
resources
management



Community
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Measurement ♦ Evaluation ♦ Learning

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1) Project details and acknowledgements

Title	DIO Accommodation customer satisfaction tracker survey Q4 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 6,804 interviews being conducted so far. 600 interviews were conducted in Q4 2015/16. This report shows the findings from the 2,401 interviews conducted between Q1 2015/16 and Q4 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, 63% of customers are satisfied, and 23% dissatisfied, with the **service provided by DIO Accommodation and its contractors**. This is one of the highest levels of dissatisfaction throughout the survey. Satisfaction expressed in this quarter (53%) is lower than the previous quarter (65%).
- ◆ 83% of customers are satisfied, and 10% dissatisfied, with the **rules that govern entitlement to SFA**. This is one of the highest levels of satisfaction, and lowest levels of dissatisfaction expressed in this survey. Satisfaction expressed in this quarter (78%) is lower than the previous quarter (83%).
- ◆ 70% of customers express satisfaction with the **overall quality of their home**, whilst 22% express dissatisfaction. Satisfaction expressed in this quarter (65%) is consistent with the previous quarter (66%).
- ◆ 83% of customers are satisfied, and 11% dissatisfied, with the **SFA estate as a place to live**. This is one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed in this survey. Satisfaction expressed in this quarter (79%) is lower than the previous quarter (84%).
- ◆ 70% of customers are satisfied, and 19% dissatisfied, with **the upkeep of communal areas**. Satisfaction expressed in this quarter (66%) is similar to the previous quarter (68%).
- ◆ 80% of customers are satisfied, and 12% dissatisfied, with **the value for money that daily occupancy charges provide**. Satisfaction in this quarter (70%) is much lower than the previous quarter (84%).
- ◆ 73% of customers are satisfied, and 18% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction expressed in this quarter (74%) is similar to the previous quarter (71%).
- ◆ 76% of customers are satisfied and 18% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in this quarter (76%) is higher than the previous quarter (71%).
- ◆ 48% of customers are satisfied, and 38% dissatisfied, with the **way the contractor deals with repairs and maintenance issues**. This question drew one of the lowest levels of satisfaction, and highest levels of dissatisfaction throughout the survey. Satisfaction expressed in this quarter (44%) is consistent with the previous quarter (45%).
- ◆ 84% of customers are satisfied, and 10% dissatisfied, with the **way the 'Move Out' is dealt with**. This question drew one of the highest levels of satisfaction, and lowest levels of dissatisfaction throughout the survey. Satisfaction expressed in this quarter (84%) is lower than the previous quarter (89%).

- ◆ Overall, 60% 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 this quarter (55%) is lower than the previous quarter (59%).
- ◆ Only 46% of customers are satisfied, and 25% dissatisfied, that DIO Accommodation **listens to views and acts upon them**. This question yields one of the lowest levels of satisfaction and highest levels of dissatisfaction. Satisfaction is lower in this quarter (39%) compared to the previous quarter (44%).
- ◆ Overall, 52% of customers feel that DIO Accommodation is 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 question yields one of the lowest levels of satisfaction. The proportion of satisfied customers in this quarter (52%) is consistent with the previous quarter (54%).

From looking at which areas produced the highest and lowest levels of satisfaction, the diagram below summarises key areas of successes and areas where there is room for improvement.

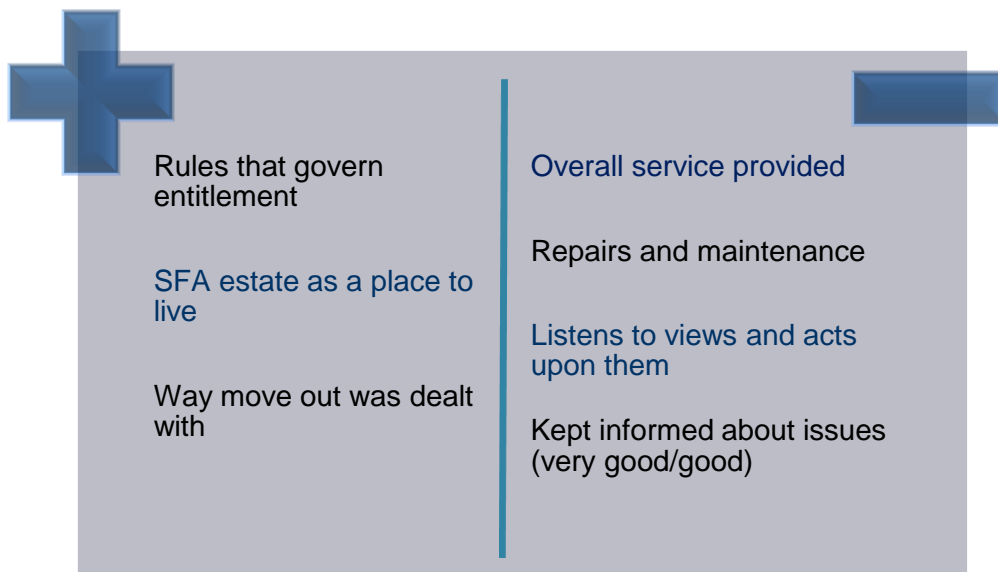


Table 1: Satisfaction breakdown

Question	Satisfaction							
	Q1 2015/16	Q2 2015/16	Q3 2015/16	Jan- 16	Feb- 16	Mar- 16	Q4 2015/16	Rolling 12 Months
Overall service provided	70%	65%	65%	61%	57%	41%	53%	63%
Rules that govern entitlement	86%	84%	83%	80%	77%	77%	78%	83%
Quality of home	74%	73%	66%	68%	65%	61%	65%	70%
SFA estate as a place to live	87%	84%	84%	78%	82%	77%	79%	83%
Upkeep of communal areas	74%	74%	68%	70%	65%	63%	66%	70%
Value for money daily occupancy charges provide	84%	83%	84%	77%	70%	65%	70%	80%
Arrangements for allocating SFA	77%	73%	71%	71%	76%	74%	74%	73%
Move In was dealt with	81%	76%	71%	76%	77%	74%	76%	76%
Repairs and maintenance	54%	49%	45%	44%	53%	35%	44%	48%
Move Out was dealt with	82%	83%	89%	78%	87%	87%	84%	84%
Opportunity to make views known	67%	62%	59%	56%	58%	50%	55%	60%
Listens to views and acts upon them	51%	49%	44%	45%	40%	33%	39%	46%
Kept informed about issues (very good/good)	48%	53%	54%	54%	55%	46%	52%	52%

Table 2: Dissatisfaction breakdown

Question	Dissatisfaction							
	Q1 2015/16	Q2 2015/16	Q3 2015/16	Jan- 16	Feb- 16	Mar- 16	Q4 2015/16	Rolling 12 Months
Overall service provided	17%	24%	21%	27%	29%	41%	32%	23%
Rules that govern entitlement	8%	10%	10%	14%	13%	12%	13%	10%
Quality of home	18%	20%	22%	22%	28%	30%	27%	22%
SFA estate as a place to live	9%	11%	10%	12%	10%	16%	13%	11%
Upkeep of communal areas	14%	21%	22%	19%	21%	25%	22%	19%
Value for money daily occupancy charges provide	8%	11%	9%	16%	21%	28%	22%	12%
Arrangements for allocating SFA	17%	19%	20%	19%	16%	17%	17%	18%
Move In was dealt with	14%	19%	22%	18%	16%	20%	18%	18%
Repairs and maintenance	29%	36%	41%	43%	38%	59%	46%	38%
Move Out was dealt with	13%	11%	7%	15%	6%	12%	11%	10%
Opportunity to make views known	12%	18%	19%	23%	20%	31%	25%	18%
Listens to views and acts upon them	20%	23%	26%	28%	27%	40%	32%	25%
Kept informed about issues (very bad/bad)	17%	15%	17%	21%	19%	35%	25%	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, 63% of customers living in Service Family Accommodation are 'very' (16%), or 'fairly satisfied' (47%) with the service provided by DIO Accommodation and its contractors. Nearly a quarter (23%) of customers indicate some degree of dissatisfaction, which is one of the highest levels of dissatisfaction expressed in this survey. This leaves 14% who are neither satisfied nor dissatisfied.

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

Percentage of respondents- base size 2401

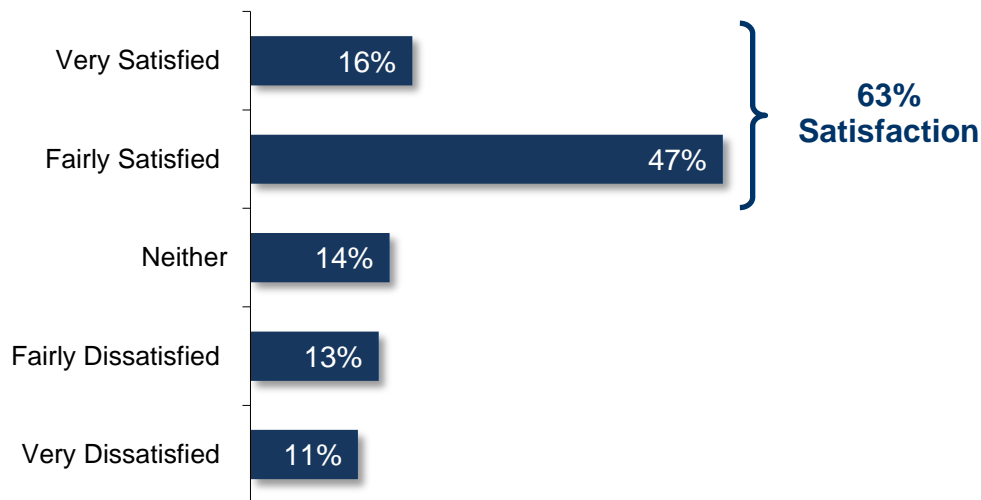
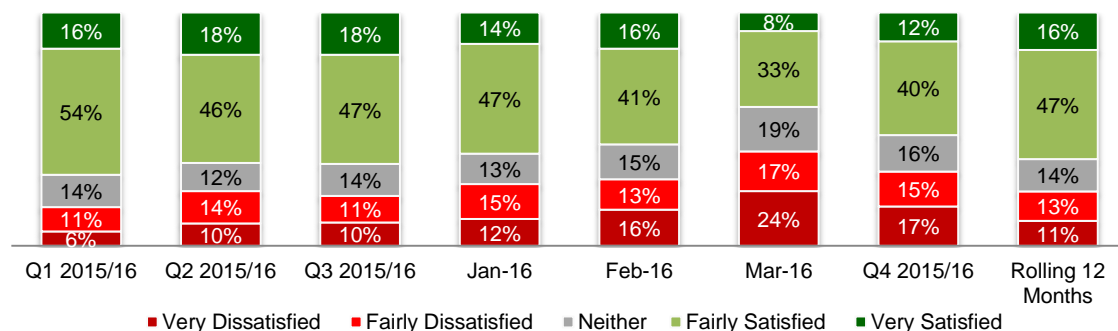


Figure 2 below shows that overall satisfaction in Q4 2015/16 (53%), is much lower compared to the previous three quarters (70%; 65%; 65%, respectively). In turn, dissatisfaction has increased to nearly a third (32%) compared to 17-24% in the previous three quarters. When looking at the results on a month-by-month basis, performance appears to be lower in March with 41% reporting satisfaction and an equal proportion reporting dissatisfaction (41%).

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

Over eight out of ten (83%) customers are satisfied with the rules that govern customer entitlement to SFA, with just under a quarter (23%) indicating that they are 'very satisfied'. One in ten (10%) state that they are 'very' or 'fairly' dissatisfied. This question yields one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed by customers in this survey.

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

Percentage of respondents- base size 2401

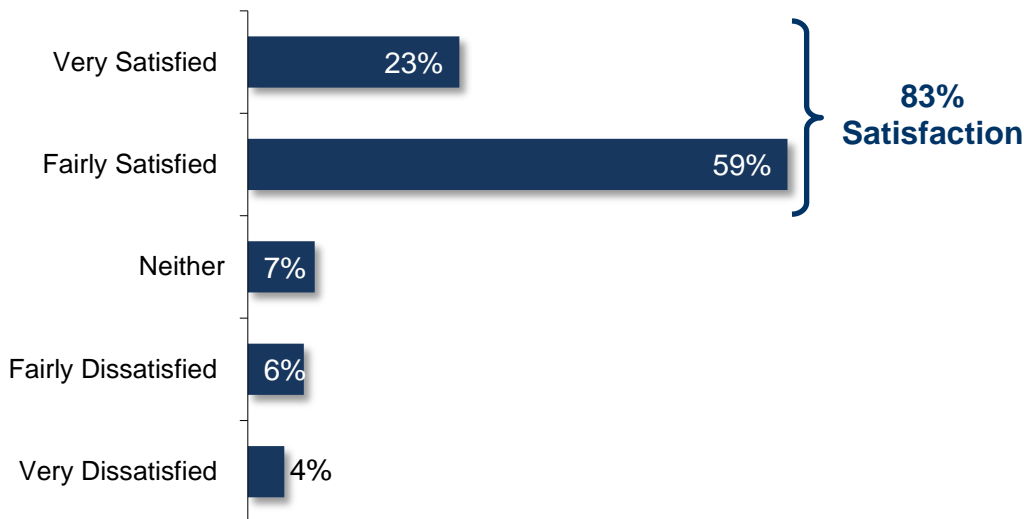
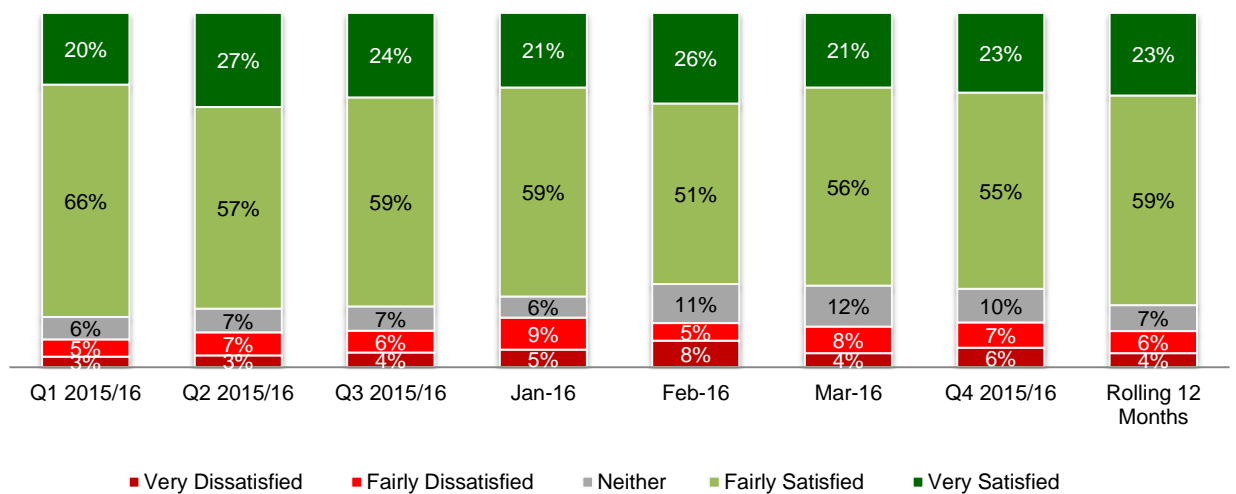


Figure 4 shows that at 78%, satisfaction in Q4 2015/16 is lower than the previous quarters (83-86%). When looking at satisfaction with the rules that govern customer entitlement to SFA on a monthly basis, satisfaction is fairly consistent, ranging between 77% and 80%.

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

Percentage of respondents

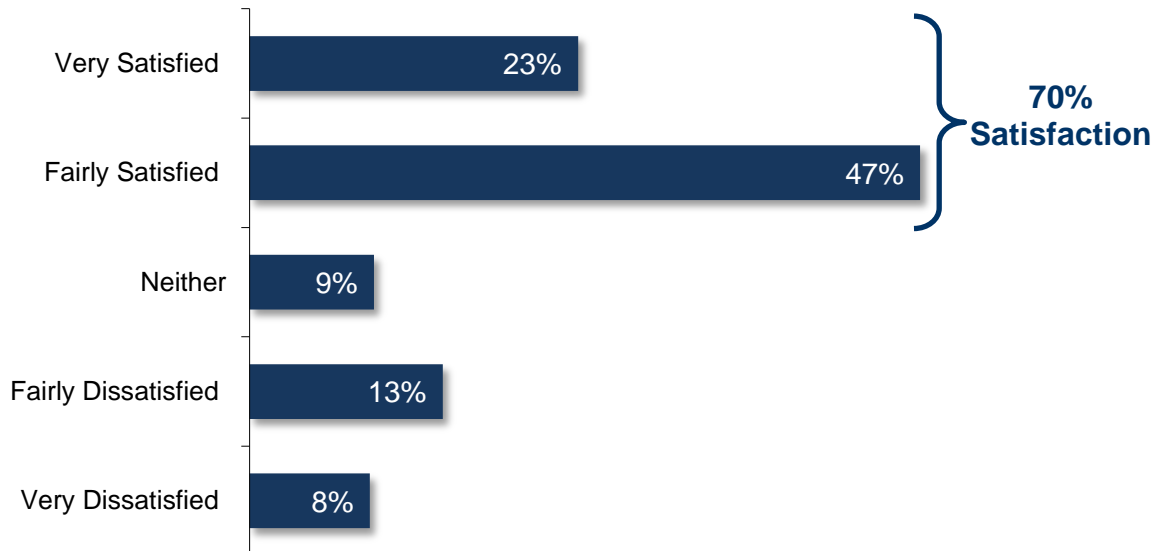


Overall quality of home

Seven out of ten (70%) customers state that they are satisfied with the overall quality of their home, with nearly a quarter (23%) stating that they are 'very satisfied'. Just over a fifth (22%) are dissatisfied, leaving 9% who are ambivalent ('neither').

Figure 5: Satisfaction with the overall quality of home

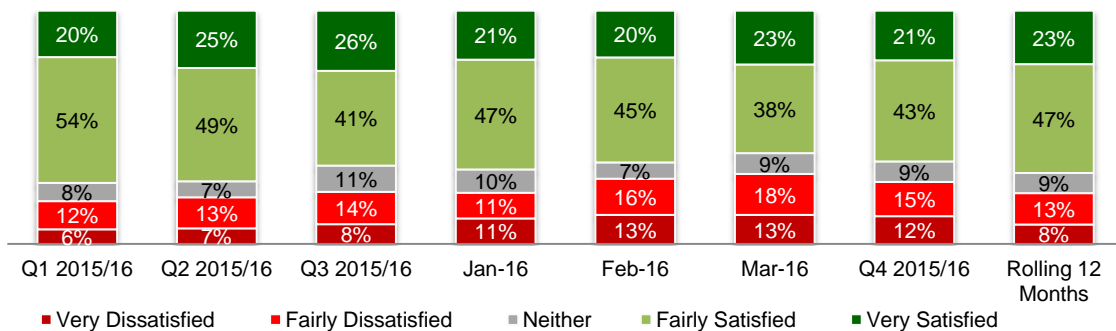
Percentage of respondents- base size 2401



Satisfaction expressed in this quarter (65%) is in line with Q3 (66%) but lower compared to Q2 (73%) and Q1 (74%). When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month in Q4 2015/16, satisfaction gradually reduces from 68% in January, 65% in February and then to 61% in March.

Figure 6: Satisfaction with the overall quality of home

Percentage of respondents

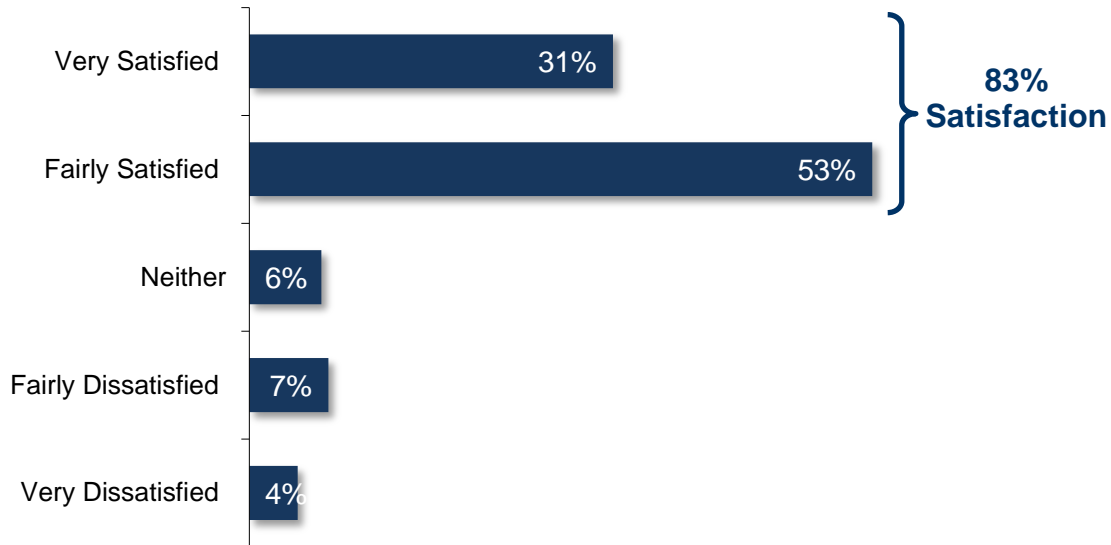


SFA estate as a place to live

83% of customers are satisfied with the SFA estate as a place to live, with around three in ten (31%) expressing that they are 'very satisfied'. 11% express some degree of dissatisfaction. This question yields one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed by customers in this survey.

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

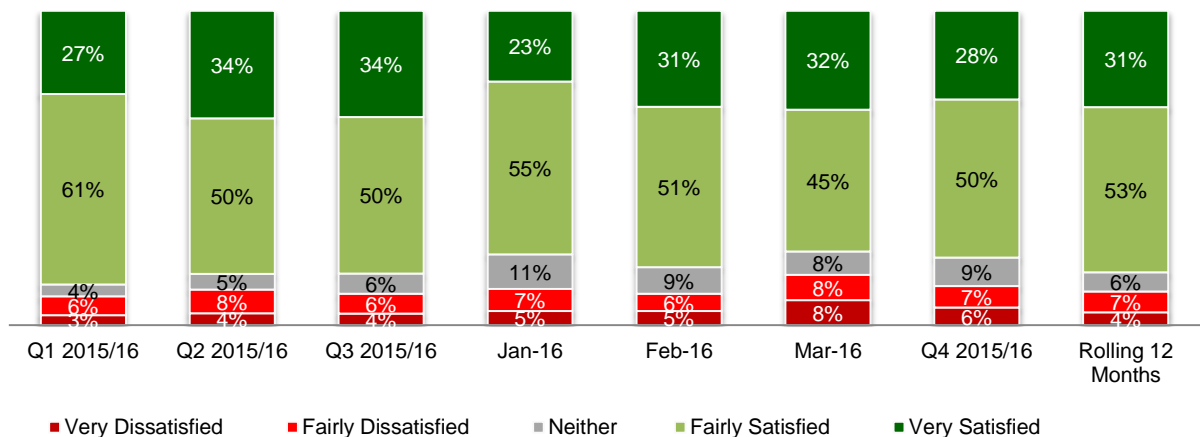
Percentage of respondents- base size 2401



As Figure 8 below illustrates, satisfaction in this quarter (79%) is lower compared to the previous three quarters (84-87%). When analysing levels of satisfaction expressed by customers in this quarter on a monthly basis, it shows that satisfaction was highest in February (82%), and slightly lower in January (78%) and March (77%).

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

Percentage of respondents

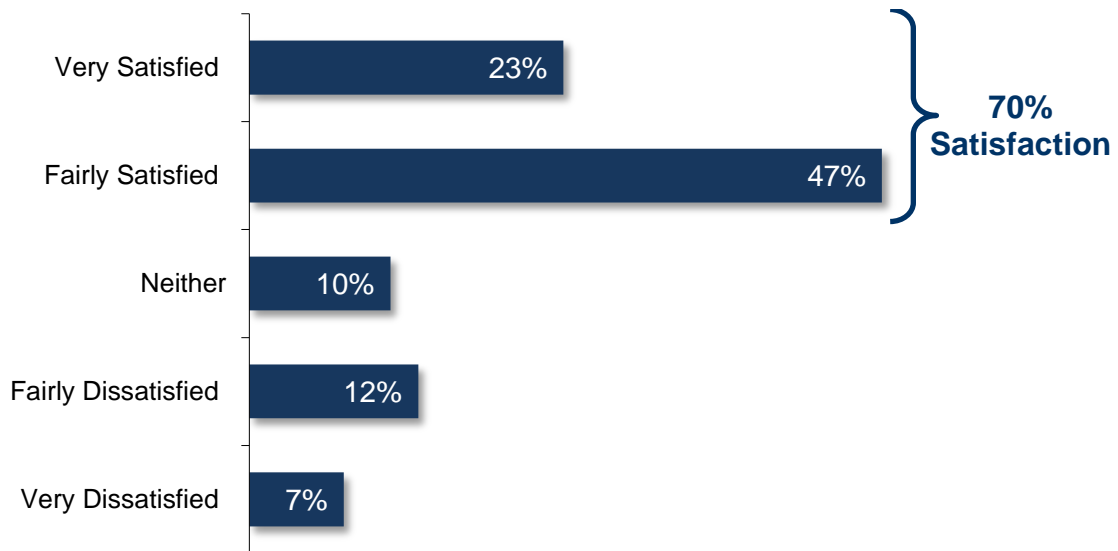


Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. Seven out of ten (70%) are satisfied, with nearly a quarter (23%) stating that they are ‘very satisfied’. Around a fifth (19%) of customers indicate some degree of dissatisfaction, whilst 10% state that they are neither satisfied nor dissatisfied.

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

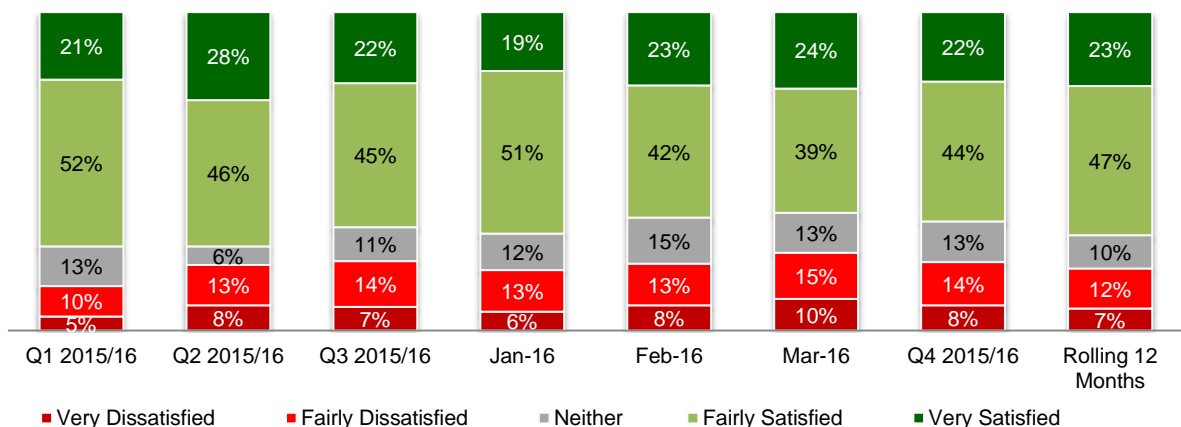
Percentage of respondents- base size 2401



Satisfaction levels expressed in Q4 2015/16 (66%) is in line with the previous quarter (68%) but lower than Q1 and Q2 (74%). When analysing the same results by each month’s data collection in Q4 2015/16, it shows that satisfaction with the upkeep of communal areas is highest in January (70%), and slightly lower in February (65%) and March (65%).

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

Percentage of respondents



Value for money daily occupancy charges provide

Eight out of ten (80%) customers are satisfied that their daily occupancy charge provides value for money, with three in ten (29%) expressing that they are 'very satisfied'. 12% express dissatisfaction in this area and 7% are neither satisfied nor dissatisfied.

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

Percentage of respondents- base size 2350 – non applicable removed

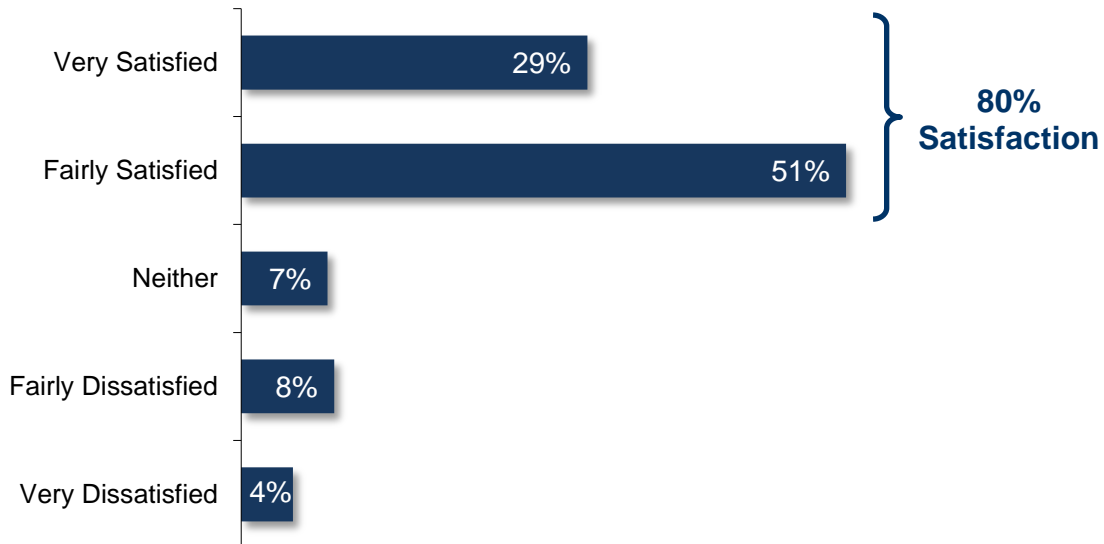
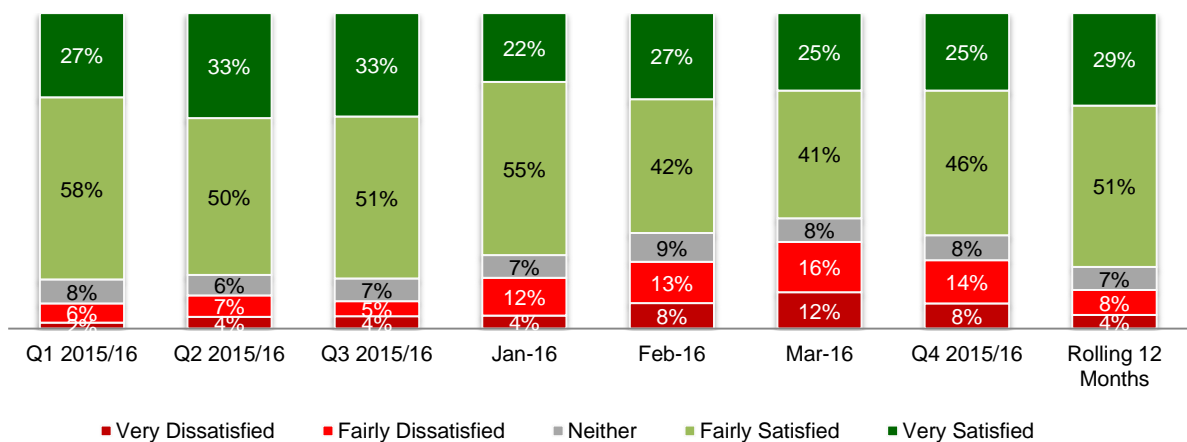


Figure 12 illustrates that satisfaction in this quarter (70%) is much lower compared to previous quarters (83-84%). Analysing the results from this quarter on a month-by-month basis, shows that satisfaction has reduced each month from 77% in January, to 70% in February and then only 65% in March. In turn, dissatisfaction has increased from 16% in January, to over a quarter in March (28%).

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

Percentage of respondents – non applicable removed

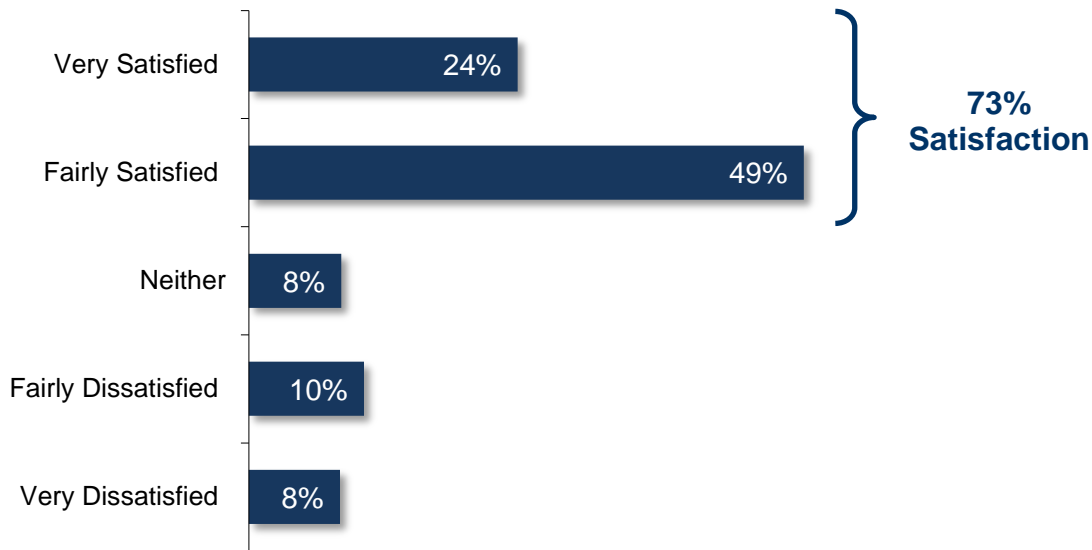


Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, nearly three-quarters (73%) report some degree of satisfaction, with 24% being 'very satisfied'. Nearly a fifth (18%) however express dissatisfaction in this area, which leaves 8% who appear to have no strong feelings either way.

Figure 13: Satisfaction with the arrangements for allocating SFA

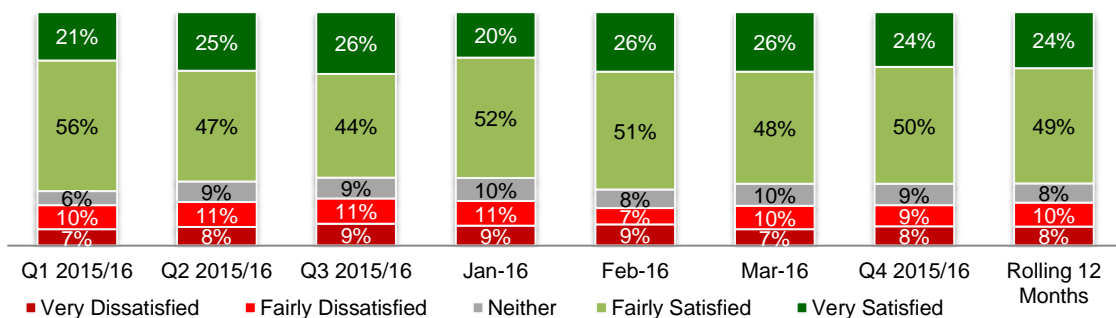
Percentage of respondents- base size 2401



Satisfaction in Q4 2014/15 (74%), is similar to previous quarters (71-77%). A monthly breakdown for this quarter shows that satisfaction was slightly higher in February (76%) and March (74%), compared to January (71%).

Figure 14: Satisfaction with the arrangements for allocating SFA

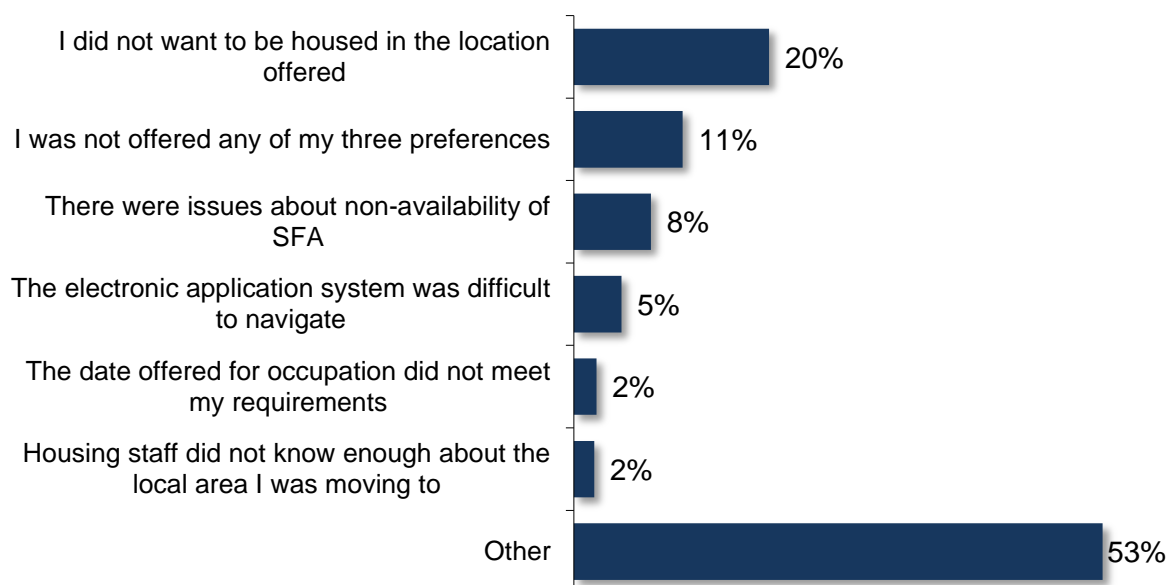
Percentage of respondents



All respondents who expressed dissatisfaction with the arrangements for allocating SFA were asked why. The most common reason identified was because they did not want to be housed in the location that was offered to them, with a fifth (20%) selecting this as a reason for their dissatisfaction.

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

Percentage of respondents- base size 441



Over half (53%) cited 'Other' reasons for their dissatisfaction. In Q4 2015/2016, there were a total of 64 'Other' responses which include:

Unsuitable property - 19 people

- ◆ Couple across the road from me with no kids three bedroom house no kids, whilst I am in a shoe box with kids not happy with this
- ◆ We got a smaller house than we were expecting
- ◆ I was offered a house which was not suitable for me and I was told it was the only option available
- ◆ Got my fifth child on the way and I was told I was only entitled to a 2 bed property, but I managed to get a 3 bed. Even with that it's still quite tight.
- ◆ I was told I was not eligible for me and my wife to live together. I had to hire private accommodation. I had to pay in order to live with my wife.

Process - 15 people

- ◆ It does not seem to be done on a very fair process, certain properties are left empty but not offered to you
- ◆ It took 4 months to get me allocated to a house
- ◆ It's a very slow and difficult process
- ◆ You have to fight and argue every time you move, which is every two years The people that run the service don't understand residents circumstances & also they don't understand the rank structure
- ◆ Cannot access house until you have agreed to living in it, do not think the process itself is very friendly
- ◆ It's just on the website very temperamental does not give you everything you require, only some properties come up not all

Lack of information on the property - 9 people

- ◆ Pictures of the houses were not provided for majority of the offers and also more information about the areas the house is in should be provided.
- ◆ There needs to be more clarity or information and more information readily available, especially trying to apply places like London when trying to sort out schooling which military do not help with at all so end up at worse school, also not helpful if a spouse wants to work.

Other reasons include personal circumstances not being taken into account (8 people); having a lack of choice with some customers stating that they were offered one property (7 people); and poor communication (6 people).

Property meeting expectations

Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. 77% agreed that their property met their expectations either in 'all' or 'some' aspects, with 44% stating that it met their expectations in 'all aspects'. 17% of customers indicate that the property did not meet their expectations to some extent, and only 6% state that it did not meet their expectations at all.

Figure 16: Did the allocated property meet expectations

Percentage of respondents- base size 2400

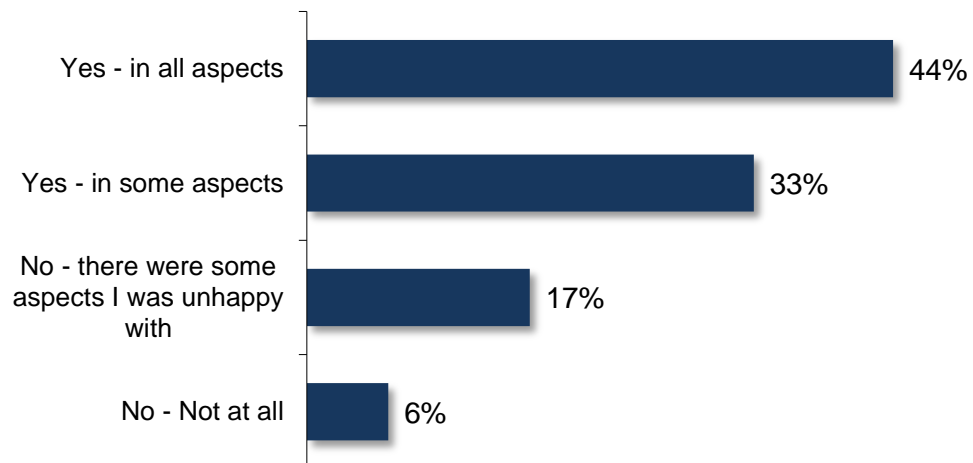
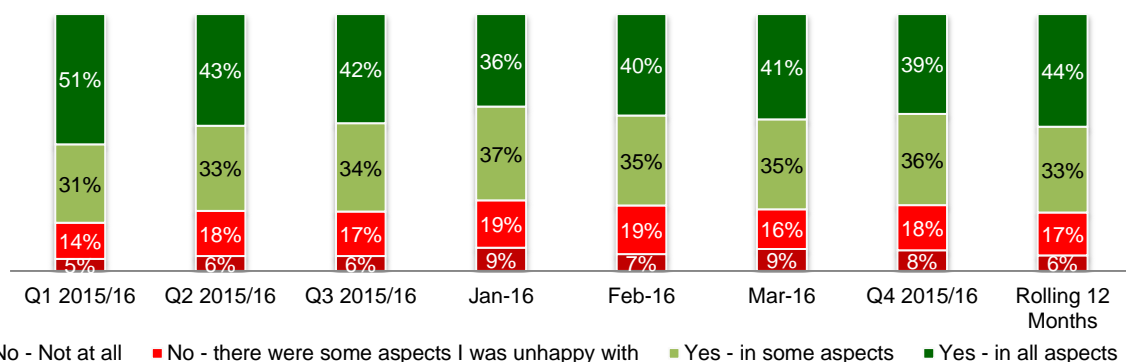


Figure 17 below shows that the proportion who felt that the allocated property met their expectations is similar in this quarter (74%), compared to Q2 and Q3 (both 77%). However at 74%, it is much lower compared to Q1 (81%). The proportion of customers who reported that their property met their expectations 'in all aspects', has reduced from 51% in Q1, to 42%-43% in Q2 and Q3 and has now reduced further to 39% in this current quarter. Monthly analysis of this quarter shows that that the proportion who had stated that their expectations were met in 'all' or 'some aspects' has been fairly consistent ranging between 73-76%.

Figure 17: Did the allocated property meet expectations

Percentage of respondents

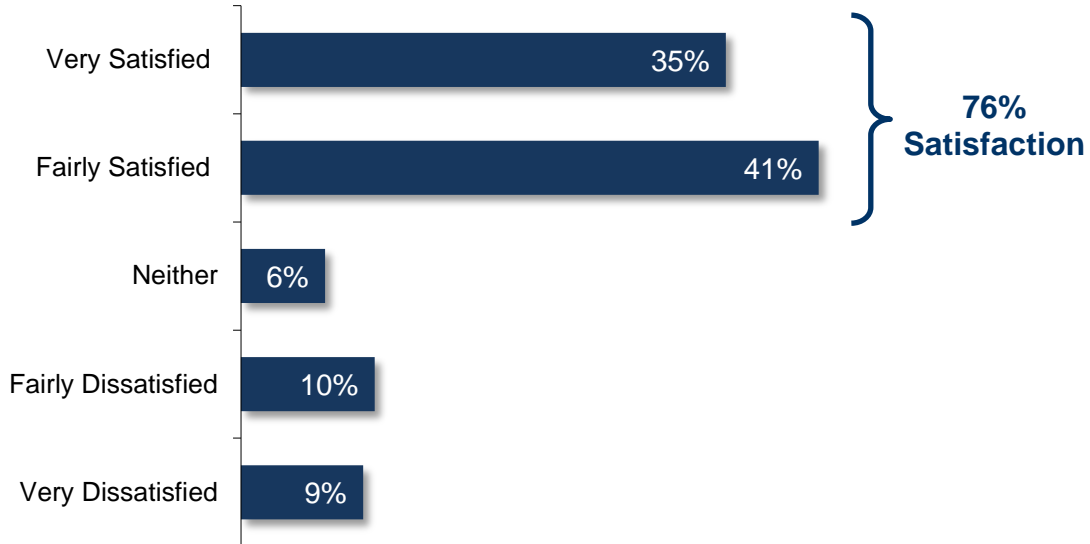


Move In

All respondents were asked how satisfied they were with the way their move in was dealt with. As shown below, three-quarters (76%) express satisfaction in this area, with 35% indicating that they are 'very satisfied'. Just under a fifth (18%) express some degree of dissatisfaction.

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

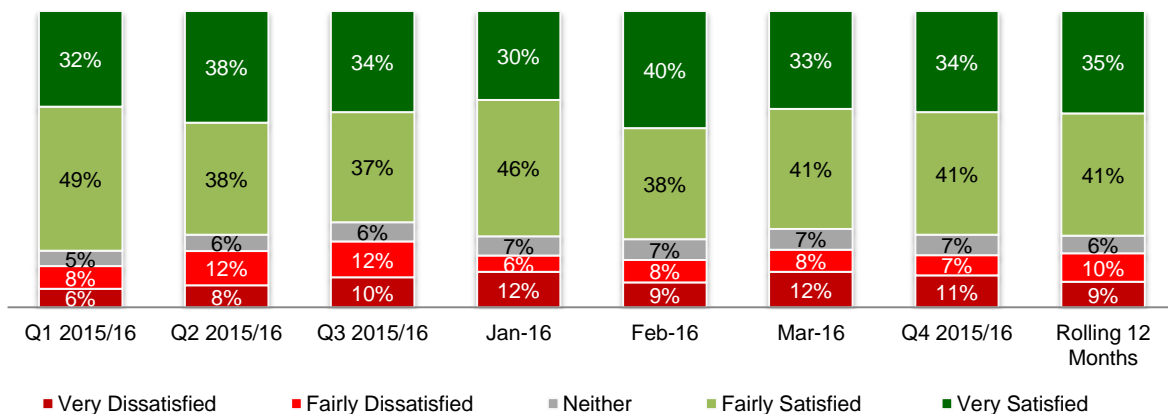
Percentage of respondents- base size 2401



Satisfaction expressed in this quarter Q4 2015/16 (76%) is slightly higher than Q3 (71%) and slightly lower than Q1 (81%). Comparison of satisfaction levels on a month-by-month basis in this quarter shows limited fluctuation, with 76% expressing some degree of satisfaction in January; 77% in February; and 74% in March. When focusing solely on the proportion who are 'very satisfied', figure 19 below shows that 40% reported that they are 'very satisfied' in February. This compares to 30% in January and 33% in March.

Figure 19: Satisfaction with the way the Move In was dealt with

Percentage of respondents

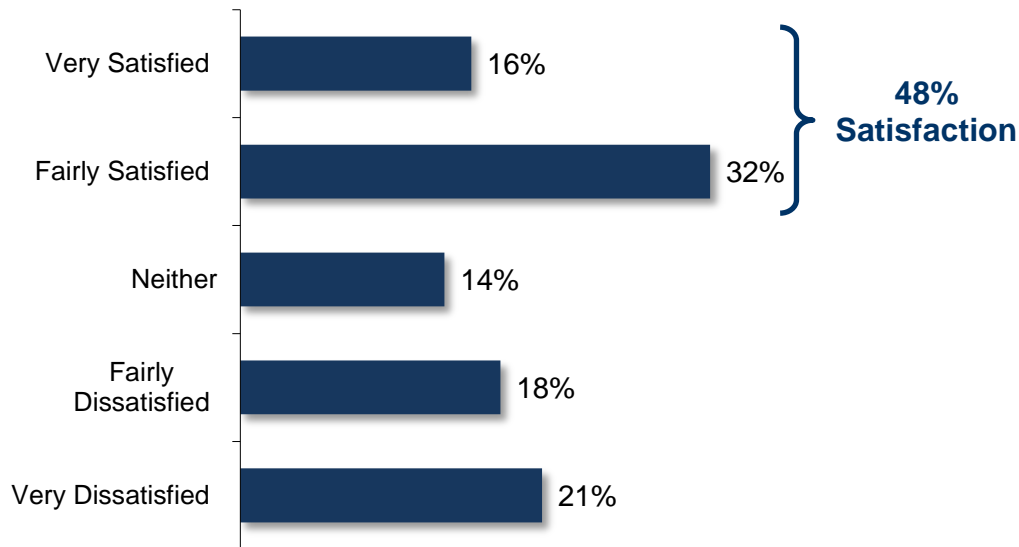


Repairs and maintenance

Just under half (48%) of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with only 16% reporting that they are 'very satisfied'. Nearly four out of ten (38%) indicate some degree of dissatisfaction. This question drew one of the lowest levels of satisfaction and highest levels of dissatisfaction throughout the survey.

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

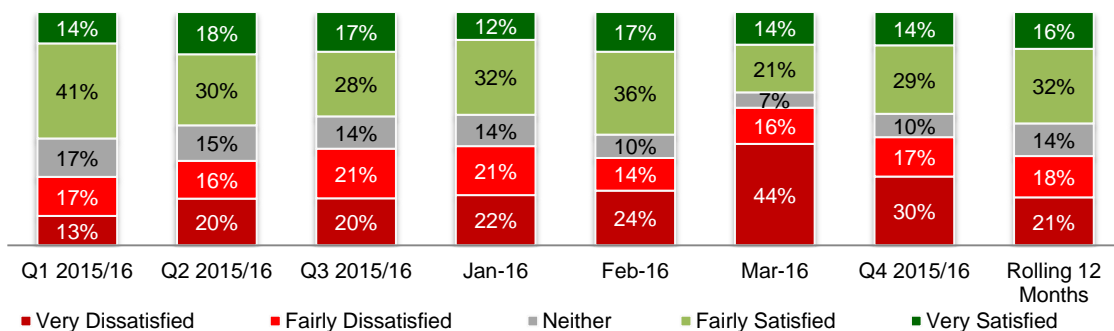
Percentage of respondents- base size 2401



The overall satisfaction level expressed in this quarter (44%), is consistent with Q3 (45%) but lower compared to Q2 (49%) and Q1 (54%). Satisfaction has also varied across the months of this quarter, with 44% reporting satisfaction in January, 53% in February, and 35% in March.

Figure 21: Satisfaction with the way the contractor deals with repairs and maintenance issues

Percentage of respondents



As shown in Figure 22 below, just over half of customers (53%) have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Around three in ten (29%) have reported a repair or maintenance issue within the last 2-6 months, whilst 13% indicate that they have never reported a repair.

Figure 22: Last contacted a Help Desk to report repair or maintenance issue

Percentage of respondents- base size 2401

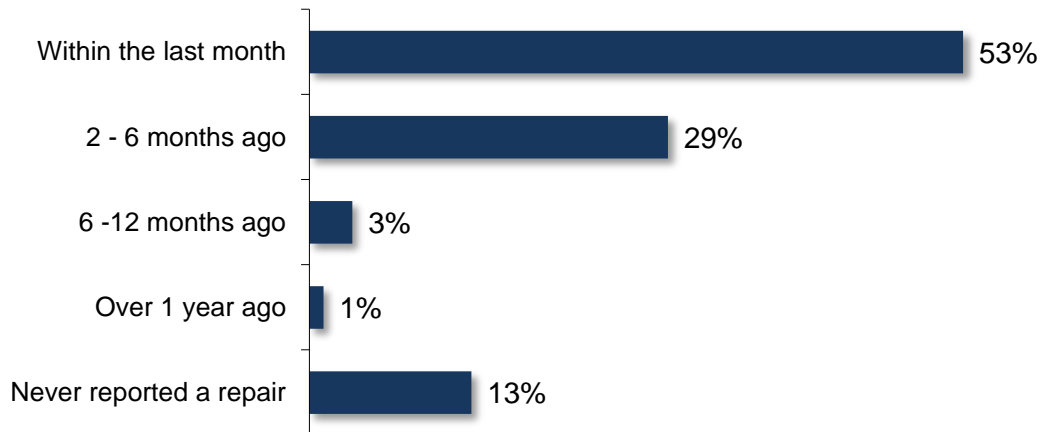
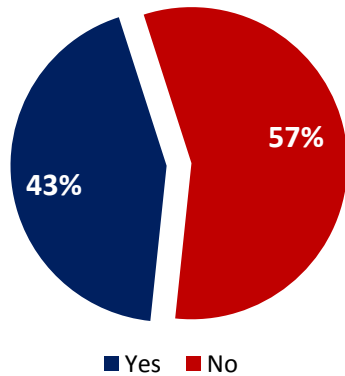


Figure 23: Was the repair completed at the first visit

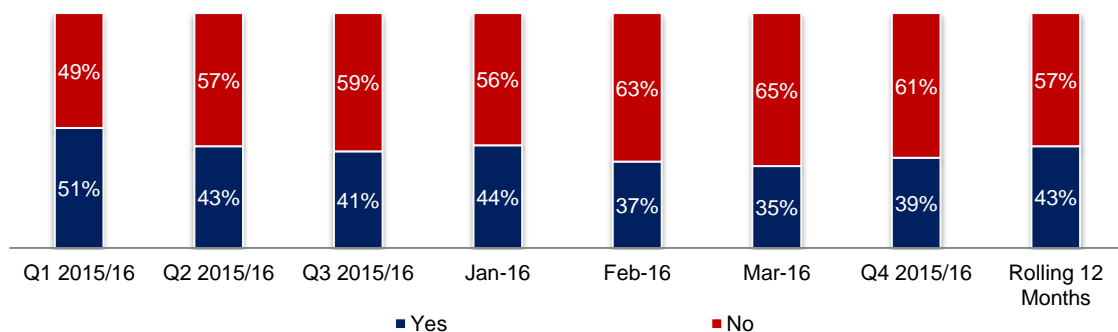
Percentage of respondents- base size 2077



Since Q3 2014/15, customers who stated that they had contacted a Help Desk to report a repair were asked if their last repair was completed at the first visit. As shown in Figure 23 on the left, less than half of customers (43%) indicate that their last repair was completed at the first visit. When assessing on a quarterly basis, Figure 24 below shows that the number of people who have had their repairs completed on the first visit in this quarter (39%) is lower than the previous three quarters (41%-51%). When looking at a monthly breakdown, it is evident there has been a steady decrease, with 44% stating repairs were completed on the first visit in January, 37% in February, and 35% by March.

Figure 24: 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 why they were dissatisfied.

As shown below, around a quarter (26%) of customers indicate that the main reason for dissatisfaction is that the attitude of the contractor was unhelpful, whilst 15% indicate dissatisfaction was due to the scheduling of the appointment to fix the problem being inconvenient.

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

Percentage of respondents- base size 896



16% state 'Other' reasons for their dissatisfaction which include:

- ◆ Instead of fixing the heater they turned water boiler on which ended up costing me £700
- ◆ Quality and efficiency is poor. Take too long to respond. Workman signing off the work before we have checked it is unacceptable.
- ◆ There was a problem with communication between the people noting down the repairs and the contractors.
- ◆ They expect people to be in at all times and don't take into account that we are full time employed. And there is a multiple amount of visits.
- ◆ When I called to report a repair, the person I spoke to made it extremely difficult to report the repair and had a bad attitude
- ◆ They fail to turn up on time, come when they should not come, they come unprepared and so have to come back on several other occasions

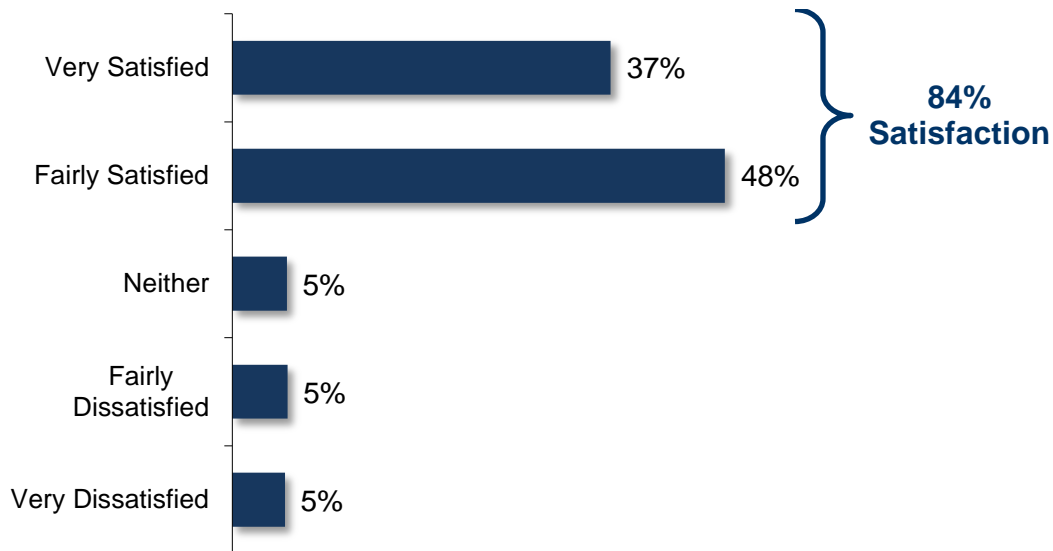
Comparison with previous quarters shows that the unhelpful attitude of contractors is consistently the most popular reason for dissatisfaction (23%-31%). Monthly analysis for this quarter demonstrates that dissatisfaction due to this reason has fluctuated from 28% in January, 31% in February, and 22% in March.

Move Out

All respondents who have experienced a move out were asked how satisfied they are with the way it was dealt with. As shown below, 84% of customers express satisfaction, with 37% being 'very satisfied'. One in ten (10%) indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction expressed in this survey and lowest levels of dissatisfaction.

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

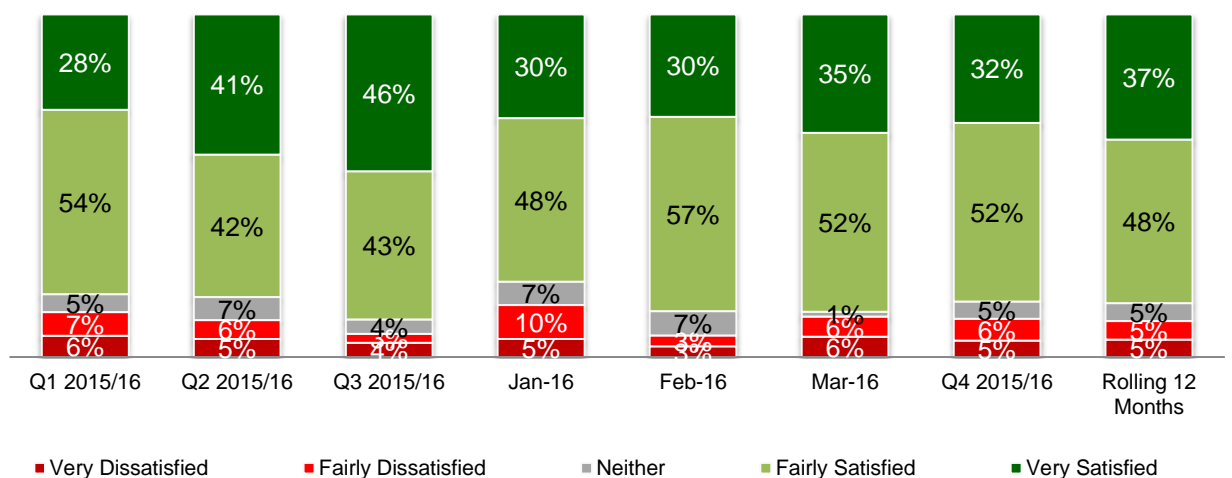
Percentage of respondents - base size 1585 – not applicable removed



At 84%, the overall satisfaction level expressed in Q4 is lower than Q3 (89%), but in line with Q2 (83%) and Q1 (82%). Monthly analysis shows that satisfaction was lower in January (78%) compared to February and March (both 87%).

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

Percentage of respondents - non applicable removed

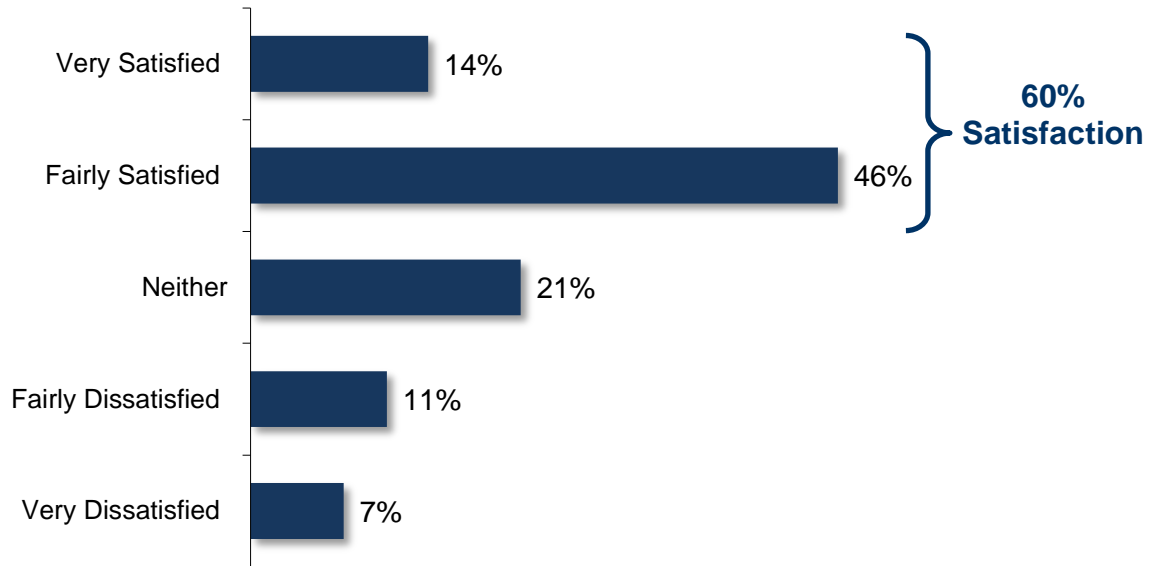


Opportunity to make views known

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, 60% of customers are satisfied and 18% dissatisfied. A fairly large proportion appear to be ambivalent, with one in five (21%) stating that they are neither satisfied nor dissatisfied.

Figure 28: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known

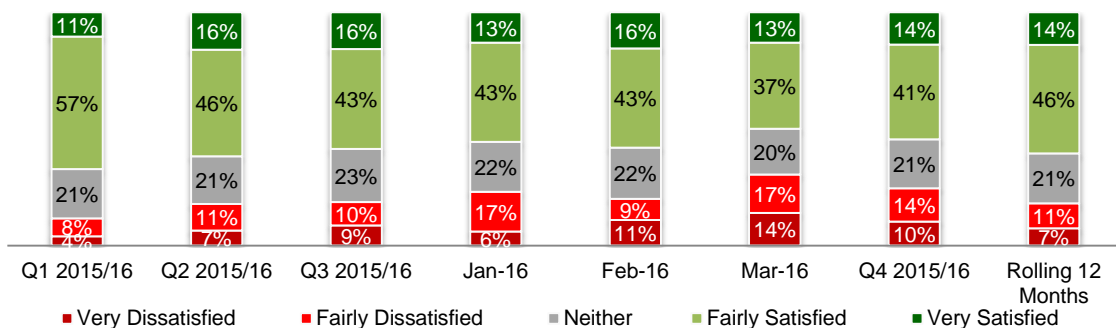
Percentage of respondents- base size 2401



When looking at results on a quarterly basis, satisfaction has gradually reduced with 55% reporting satisfaction in this quarter, compared to 59% in Q3, 62% in Q2, and 67% in Q1. Monthly analysis of this quarter shows that satisfaction was lower in March (50%), compared to January (56%) and February (58%).

Figure 29: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known

Percentage of respondents

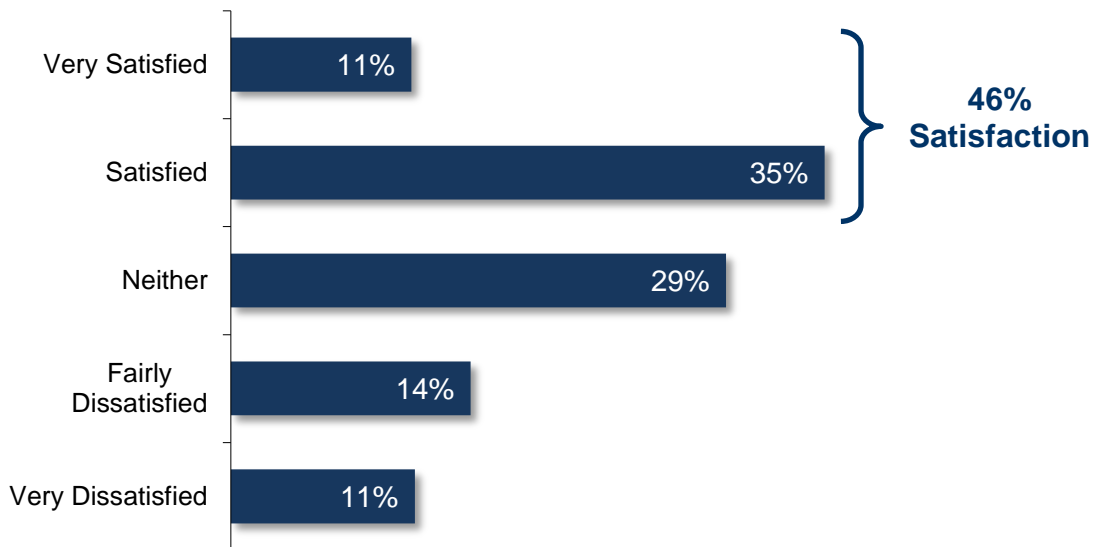


Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, less than half (46%) of customers express that they are satisfied with only 11% expressing that they are 'very satisfied'. A quarter (25%) indicate that they are dissatisfied. A large proportion appear to be ambivalent, with three in ten (29%) stating that they are neither satisfied nor dissatisfied. This question yields one of the lowest levels of satisfaction and highest levels of dissatisfaction.

Figure 30: Satisfaction that DIO Accommodation listens to views and acts upon them

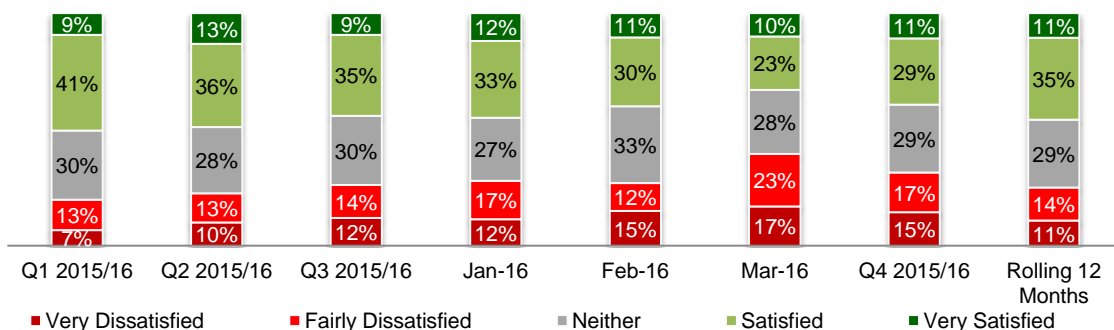
Percentage of respondents- base size 2401



Satisfaction is lowest in this quarter (39%) compared to the previous three quarters (44%-51%). When comparing satisfaction levels from each month's data collection in this quarter, it shows that satisfaction has reduced over time, starting at 45% in January, then 40% in February, and lastly 33% in March.

Figure 31: Satisfaction that DIO Accommodation listens to views and acts upon them

Percentage of respondents

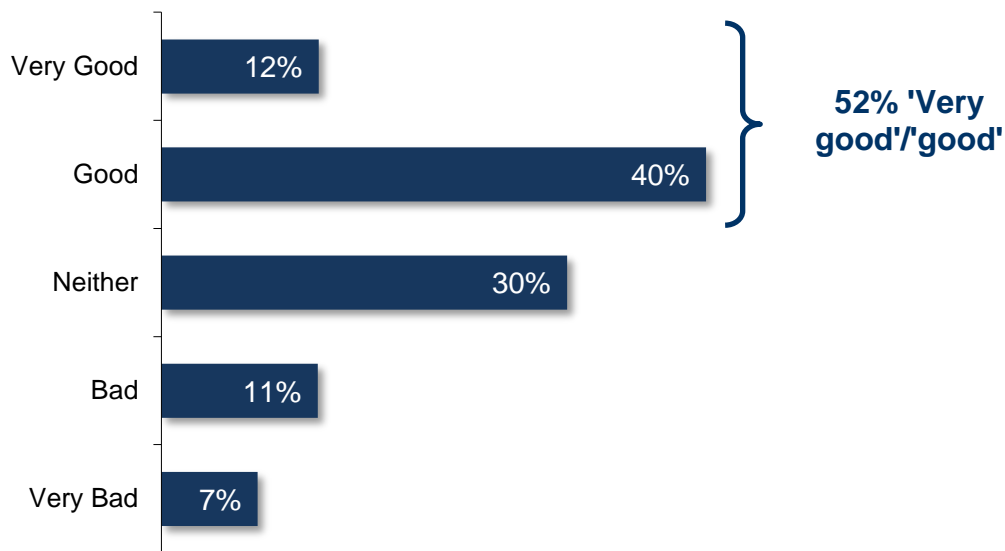


Keeping customers informed

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. Overall, just over half (52%) of customers feel that DIO Accommodation is good (very good and good combined) at doing this, with 12% stating they are 'very good' at this. Nearly a fifth (19%) of customers state that DIO Accommodation is bad (bad and very bad combined) at keeping customers informed. 30% of customers were indifferent. This area has one of the lowest levels of satisfaction.

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

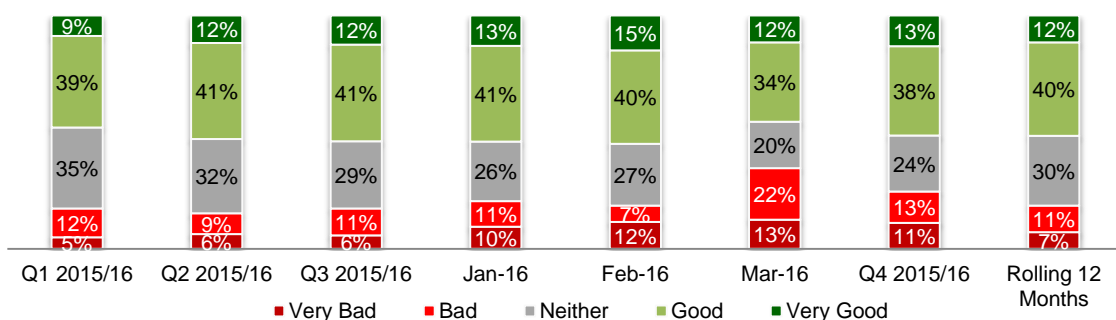
Percentage of respondents- base size 2401



The proportion of satisfied customers in Q4 2015/16 (52%) is consistent with previous quarters (48-54%). When comparing the results from each month's data collection in this quarter, it shows that the proportion of customers who state that DIO Accommodation are good at keeping customers informed was lower in March (46%) compared to January (54%) and February (55%).

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

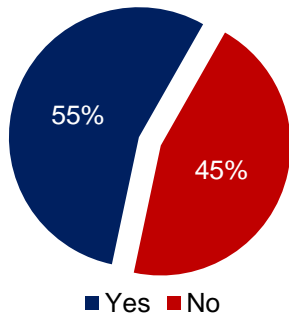


Communications awareness

Since Q3 2014/15, all respondents were asked if they were aware of the introduction of the New National Housing Prime Contract. 55% of customers state that they are.

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

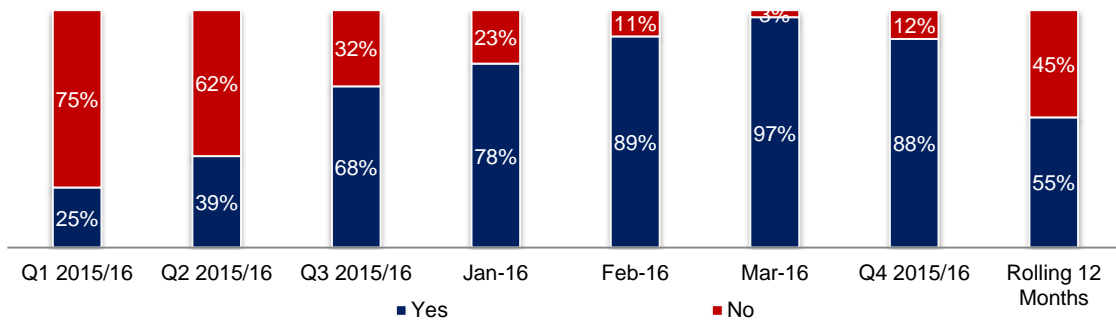
Percentage of respondents- base size 2401



Awareness in this quarter (88%) has increased greatly compared to the previous three quarters (25%, 39% and 68%). When comparing the results by each month’s data collection in Q4, awareness has increased month by month from 78% in January, to 89% in February, to nearly all respondents in March (97%).

Figure 35: Aware of the introduction of the new National Housing Prime Contract

Percentage of respondents

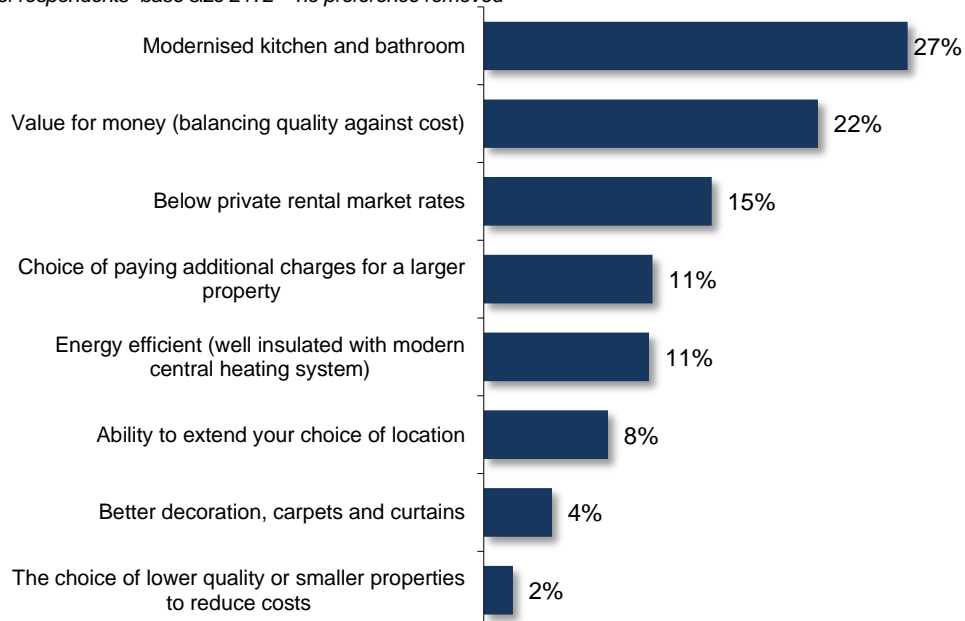


SFA Priorities

All respondents were asked to select, from a list of 8 choices, which would be their top priority. As shown below, having a modernised kitchen and bathroom is customers' top priority, with 27% selecting this option. Just over a fifth (22%) state that value for money is their top priority. The lowest priority for customers is the choice of lower quality or smaller properties to reduce costs (2%), and having better decoration, carpets and curtains (4%).

Figure 36: Priorities for Service Family Accommodation

Percentage of respondents- base size 2172 – no preference removed



When comparing results from this quarter to that of three previous quarters, value for money and modernised kitchen and bathroom are consistently the top priorities.

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 – Q4 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

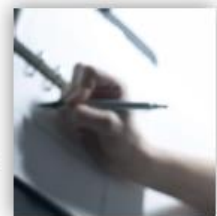
Q13 Thinking about Service Family Accommodation overall, which of the following list would be your top priority:

- 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



Public
Consultation



Evaluation



Surveys



Consultancy
Evaluation



Skillbuilding

