

# Using evidence to shape better services



Ministry  
of Defence

DIO Accommodation customer  
satisfaction tracker survey  
Q1 2016/17  
Final Report

**July 2016**

Wastes &  
resources  
management



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**Measurement ♦ Evaluation ♦ Learning**

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## 1) Project details and acknowledgements

<b>Title</b>	DIO Accommodation customer satisfaction tracker survey Q1 2016/17
<b>Client</b>	DIO Accommodation
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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 last 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 7,404 interviews being conducted so far. 600 interviews were conducted in Q1 2016/17. This report shows the findings from the 2,401 interviews conducted between Q2 2015/16 and Q1 2016/17.

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.

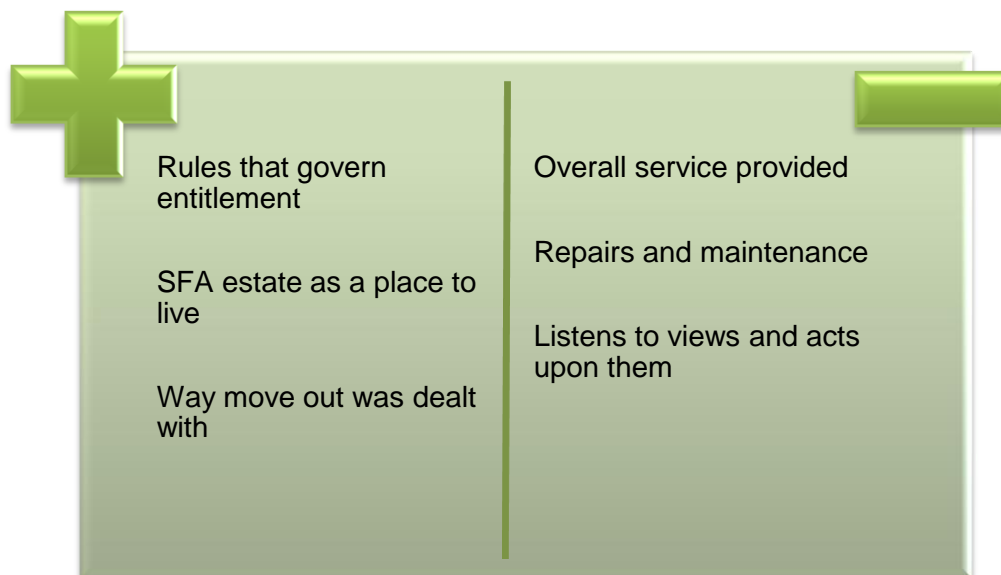
### 3) Summary

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, 60% of customers are satisfied, and 27% dissatisfied, with the **service provided by DIO Accommodation and its contractors**. The level of satisfaction expressed in this quarter (58%) is higher than the previous quarter (53%), although still lower than in the first 3 quarters of last year.
- ◆ 81% of customers are satisfied, and 11% dissatisfied, with the **rules that govern entitlement to SFA**. Satisfaction expressed in this quarter (79%) is consistent with the previous quarter (78%).
- ◆ 68% of customers express satisfaction with the **overall quality of their home**, whilst 23% express dissatisfaction. Satisfaction expressed in this quarter (67%) is slightly higher than the previous quarter (65%).
- ◆ 82% of customers are satisfied, and 12% dissatisfied, with the **SFA estate as a place to live**. Satisfaction expressed in this quarter (81%) is slightly higher than the previous quarter (79%).
- ◆ 68% of customers are satisfied, and 22% dissatisfied, with **the upkeep of communal areas**. Satisfaction expressed in this quarter (67%) is similar to the previous quarter (66%).
- ◆ 78% of customers are satisfied, and 14% dissatisfied, with **the value for money that daily occupancy charges provide**. The level of satisfaction expressed in this quarter (76%) is bigger than the previous quarter (70%), but is still lower than in the first two quarters of last year (83% respectively 84%).
- ◆ 72% of customers are satisfied, and 19% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction expressed in this quarter (72%) is slightly lower than the previous quarter (74%).
- ◆ 74% of customers are satisfied and 19% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in this quarter (74%) is slightly lower than the previous quarter (76%).
- ◆ 44% of customers are satisfied, and 42% 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 (39%) is lower than the previous quarter (44%).
- ◆ 85% 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 similar to the previous quarter (84%).
- ◆ Overall, 58% of customers are satisfied that DIO accommodation gives them the **opportunity to make their views known** and 21% indicate some degree of dissatisfaction. The overall satisfaction level in this quarter (59%) is bigger than the previous quarter (55%).

- ◆ Only 43% of customers are satisfied, and 28% 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 expressed in this quarter (39%) is similar to the previous quarter (39%).
- ◆ Overall, 53% 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 (53%) is consistent with the previous quarter (52%).

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							
	Q2 2015/16	Q3 2015/16	Q4 2015/16	April- 16	May- 16	June- 16	Q1 2016/17	Rolling 12 Months
Overall service provided	65%	65%	53%	54%	62%	59%	58%	60%
Rules that govern entitlement	84%	83%	78%	79%	81%	77%	79%	81%
Quality of home	73%	66%	65%	62%	72%	68%	67%	68%
SFA estate as a place to live	84%	84%	79%	81%	87%	76%	81%	82%
Upkeep of communal areas	74%	68%	66%	68%	68%	65%	67%	68%
Value for money daily occupancy charges provide	83%	84%	70%	72%	75%	82%	76%	78%
Arrangements for allocating SFA	73%	71%	74%	67%	75%	74%	72%	72%
Move In was dealt with	76%	71%	76%	68%	80%	75%	74%	74%
Repairs and maintenance	49%	45%	44%	37%	40%	40%	39%	44%
Move Out was dealt with	83%	89%	84%	83%	86%	83%	84%	85%
Opportunity to make views known	62%	59%	55%	59%	63%	55%	59%	58%
Listens to views and acts upon them	49%	44%	39%	36%	45%	37%	39%	43%
Kept informed about issues (very good/good)	53%	54%	52%	62%	52%	45%	53%	53%

**Table 2: Dissatisfaction breakdown**

Question	Dissatisfaction							
	Q2 2015/16	Q3 2015/16	Q4 2015/16	April- 16	May- 16	June- 16	Q1 2016/17	Rolling 12 Months
Overall service provided	24%	21%	32%	32%	26%	31%	30%	27%
Rules that govern entitlement	10%	10%	13%	12%	10%	10%	10%	11%
Quality of home	20%	22%	27%	25%	20%	20%	21%	23%
SFA estate as a place to live	11%	10%	13%	14%	9%	14%	12%	12%
Upkeep of communal areas	21%	22%	22%	23%	21%	24%	23%	22%
Value for money daily occupancy charges provide	11%	9%	22%	22%	18%	11%	17%	14%
Arrangements for allocating SFA	19%	20%	17%	23%	18%	19%	20%	19%
Move In was dealt with	19%	22%	18%	23%	16%	17%	18%	19%
Repairs and maintenance	36%	41%	46%	52%	45%	42%	46%	42%
Move Out was dealt with	11%	7%	11%	13%	12%	12%	12%	10%
Opportunity to make views known	18%	19%	25%	25%	22%	21%	22%	21%
Listens to views and acts upon them	23%	26%	32%	33%	28%	30%	30%	28%
Kept informed about issues (very bad/bad)	15%	17%	25%	17%	21%	22%	20%	15%

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, 60% of customers living in Service Family Accommodation are 'very' (15%), or 'fairly satisfied' (45%) with the service provided by DIO Accommodation and its contractors. A quarter (26%) of customers indicate some degree of dissatisfaction. 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

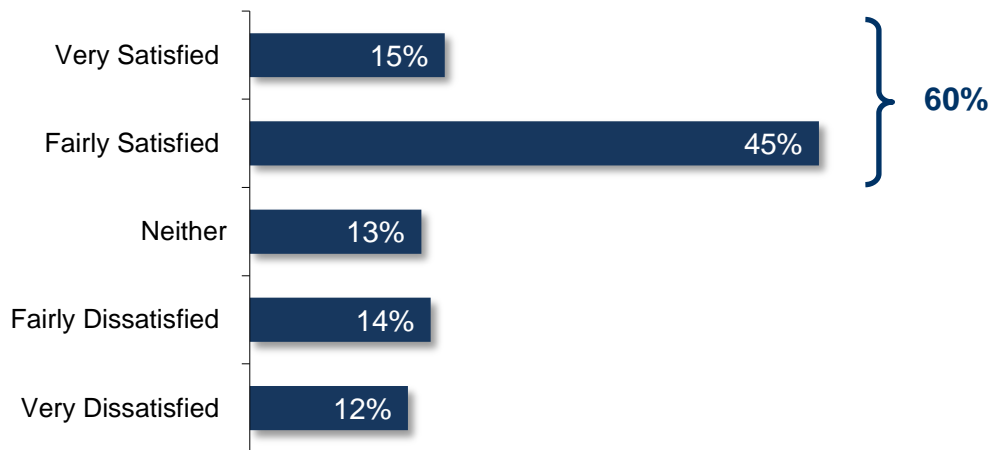
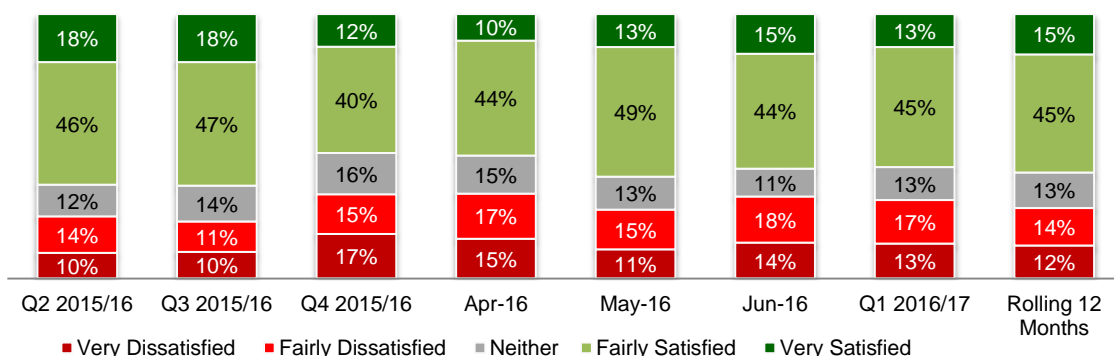


Figure 2 below shows that overall satisfaction in Q1 2016/17 (58%) is bigger than the previous quarter (53%), but is still lower than than in the two middle quarters of last year (64% and 65% respectively). Dissatisfaction has reduced to 30% compared to 32% in the previous quarter, but it is still much higher than in Q2 and Q3 of 2015/2016 (24% and 21% respectively). When looking at the results on a month-by-month basis, performance appears to be lowest in April, with 54% reporting satisfaction and 32% reporting dissatisfaction.

**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

A little over eight out of ten (81%) of customers are satisfied with the rules that govern customer entitlement to SFA, with just under a quarter (24%) 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

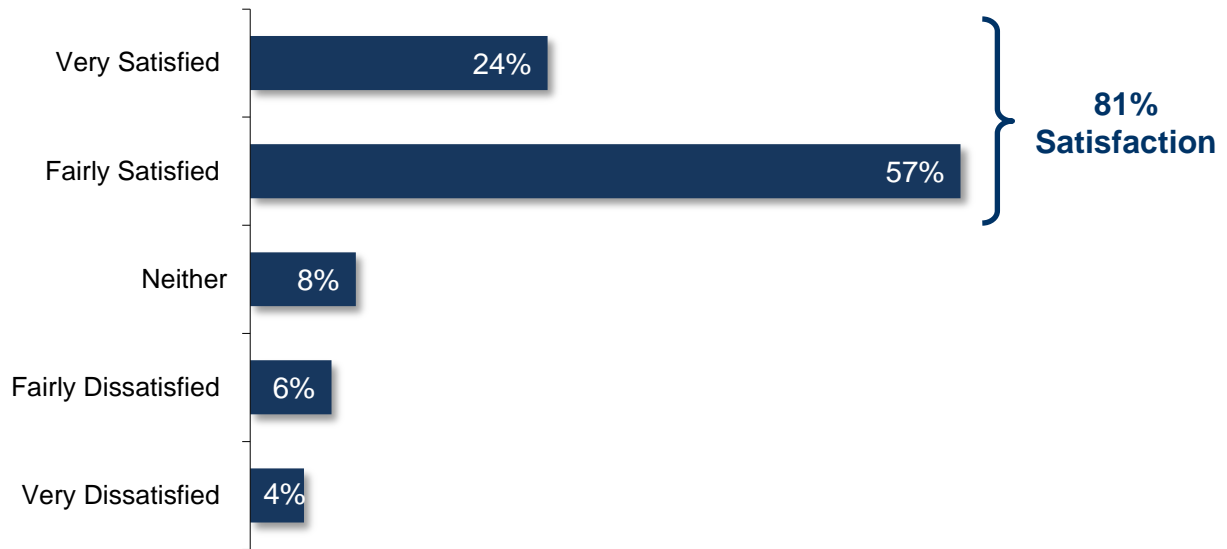
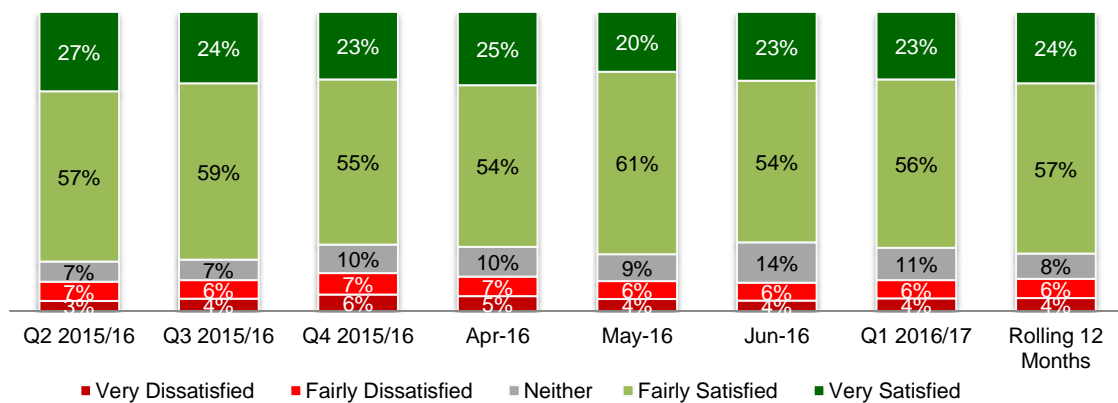


Figure 4 shows that at 79%, satisfaction in Q1 2016/17 is consistent with the previous quarter (78%) and lower than in Q2 and Q3 of 2015/16 (84% and 83% respectively). When looking at satisfaction with the rules that govern customer entitlement to SFA on a monthly basis, satisfaction is fairly consistent, ranging between 77% and 81%.

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

Percentage of respondents

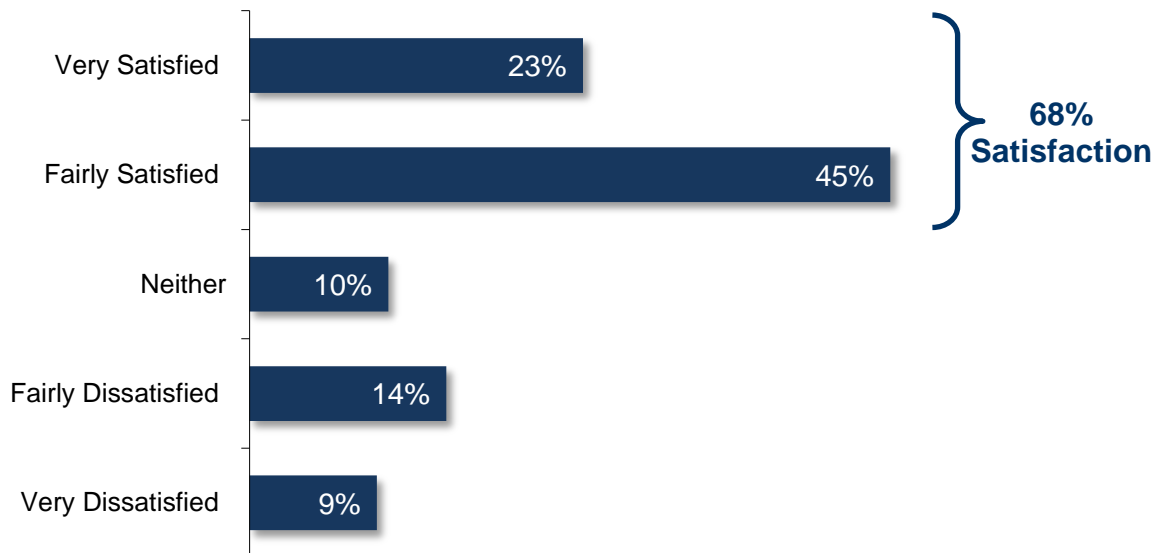


### Overall quality of home

Almost seven out of ten (68%) customers state that they are satisfied with the overall quality of their home, with nearly a quarter (23%) stating that they are 'very satisfied'. Over a fifth (23%) are dissatisfied, leaving 10% who are ambivalent ('neither').

**Figure 5: Satisfaction with the overall quality of home**

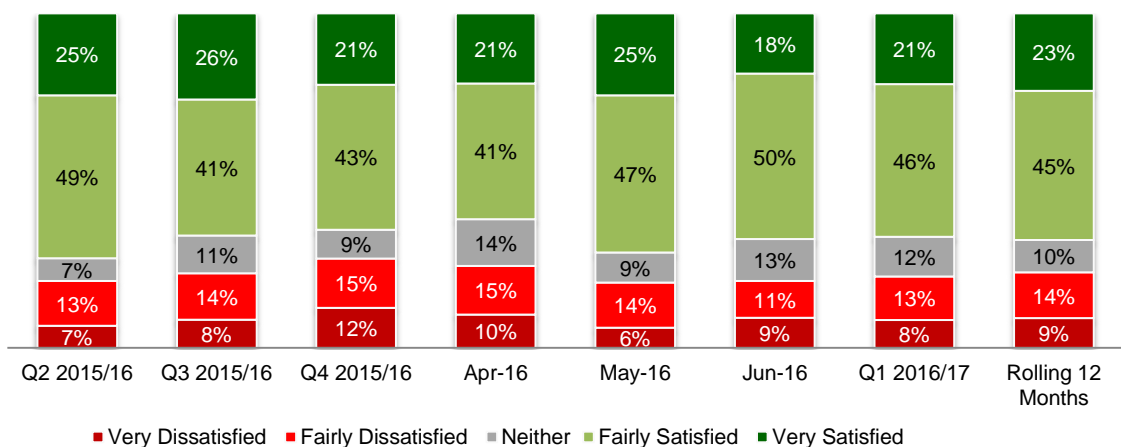
Percentage of respondents- base size 2401



Satisfaction expressed in this quarter (67%) is slightly higher when compared to Q4 of 2015/2016 (64%), consistent with Q3 of 2015/2016 (67%) and much lower than Q2 2015/2016 (74%). When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month in Q1 2016/17, satisfaction increases from 62% in April, to 72% in May and then decreases to 68% in June.

**Figure 6: Satisfaction with the overall quality of home**

Percentage of respondents

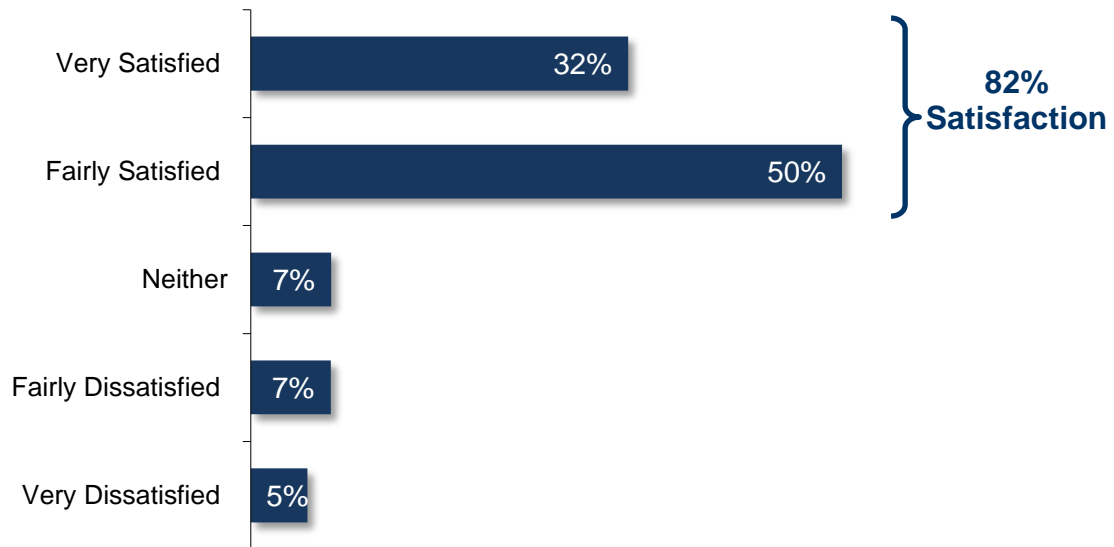


### SFA estate as a place to live

82% of customers are satisfied with the SFA estate as a place to live, with around three in ten (32%) expressing that they are 'very satisfied'. 12% 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**

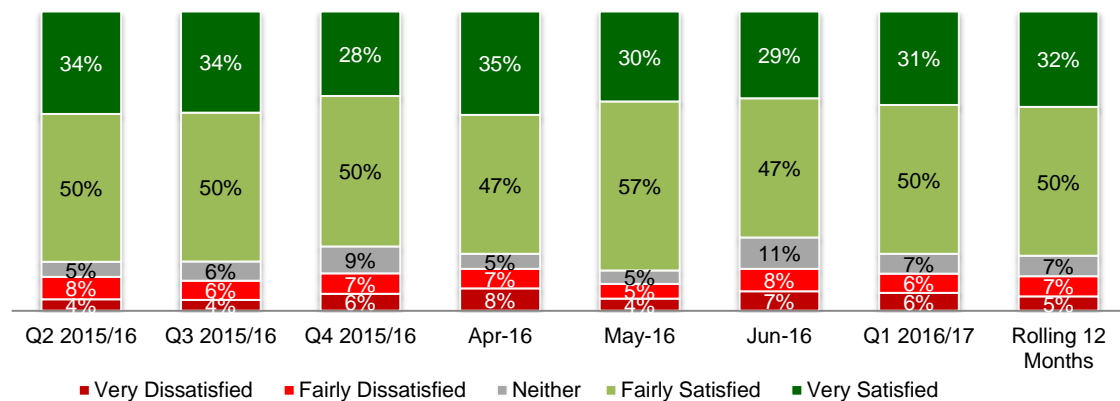
Percentage of respondents- base size 2401



As Figure 8 below illustrates, satisfaction in this quarter (81%) has increased since the previous quarter (78%). But it is still a little lower than in Q2 and Q3 of 2015/2016 (84% in both cases). When analysing levels of satisfaction expressed by customers in this quarter on a monthly basis, it shows that satisfaction was highest in May (87%), and lower in April (82%) and June (76%).

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

Percentage of respondents

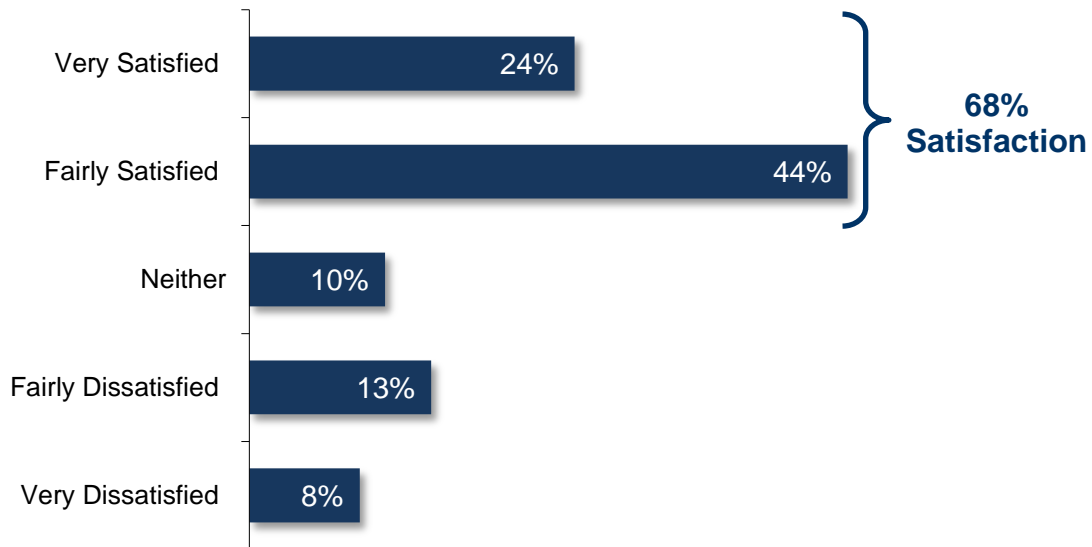


### Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. Almost seven out of ten (68%) are satisfied, with nearly a quarter (24%) stating that they are 'very satisfied'. Around a fifth (21%) 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**

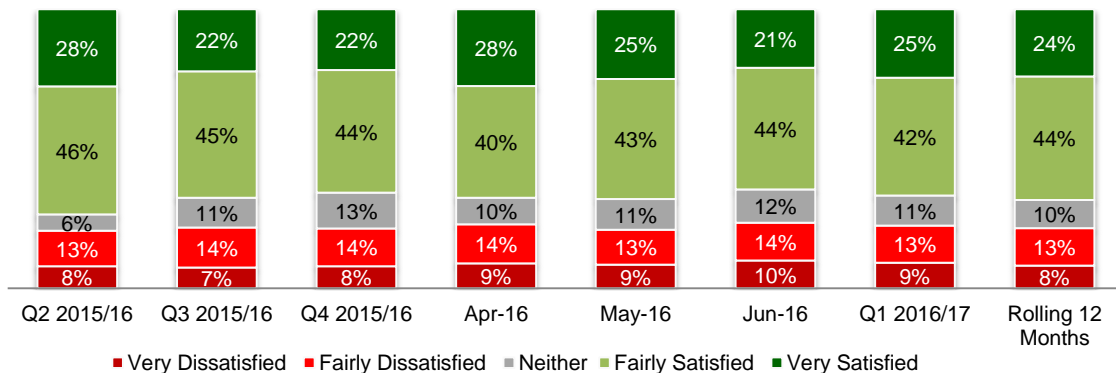
Percentage of respondents- base size 2401



Satisfaction levels expressed in Q1 2016/17 (67%) is in line with the previous two quarters (66% and 67% respectively) but lower than Q2 of 2015/16 (74%). When analysing the same results by each month's data collection in Q1 2016/17, it shows that satisfaction with the upkeep of communal areas is highest in April and May (both 68%), and slightly lower in June (65%).

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

Percentage of respondents



### Value for money daily occupancy charges provide

Almost eight out of ten (78%) customers are satisfied that their daily occupancy charge provides value for money, with three in ten (29%) expressing that they are ‘very satisfied’. 14% 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

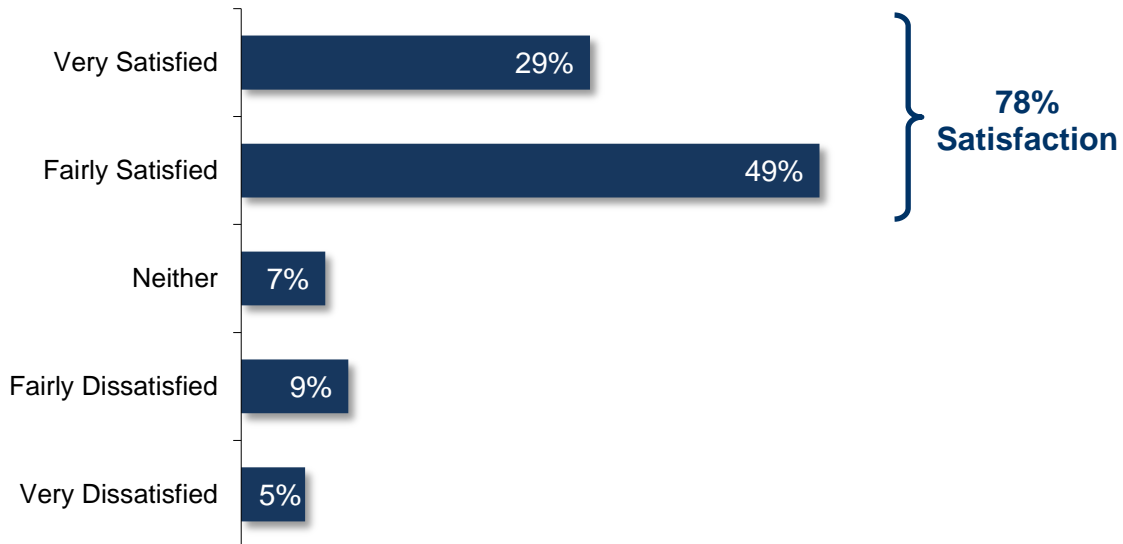
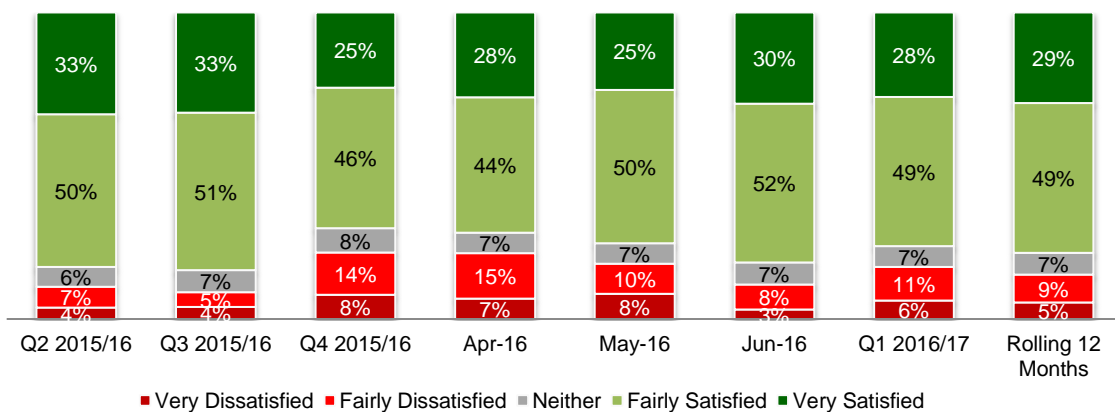


Figure 12 illustrates that satisfaction in this quarter (77%) is bigger compared to previous quarter (71%), but is still lower than Q2 and Q3 of 2015/2016 (83% and 84% respectively). Analysing the results from this quarter on a month-by-month basis, shows that satisfaction is highest in June (82%) and lowest in April (72%).

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

Percentage of respondents – non applicable removed

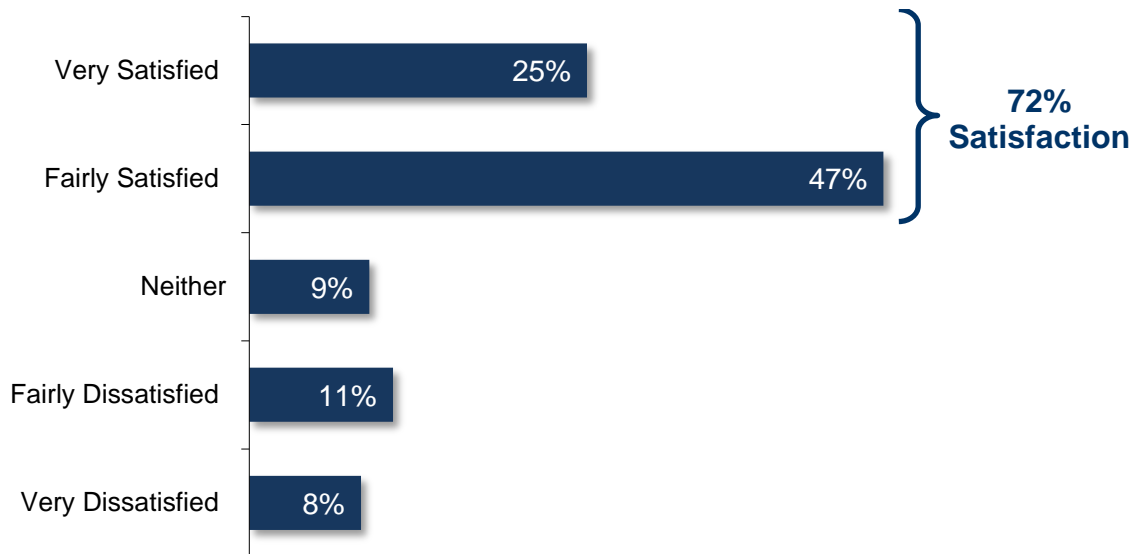


### Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, nearly three-quarters (72%) report some degree of satisfaction, with 25% being 'very satisfied'. Nearly a fifth (19%) however express dissatisfaction in this area, which leaves 9% who appear to have no strong feelings either way.

**Figure 13: Satisfaction with the arrangements for allocating SFA**

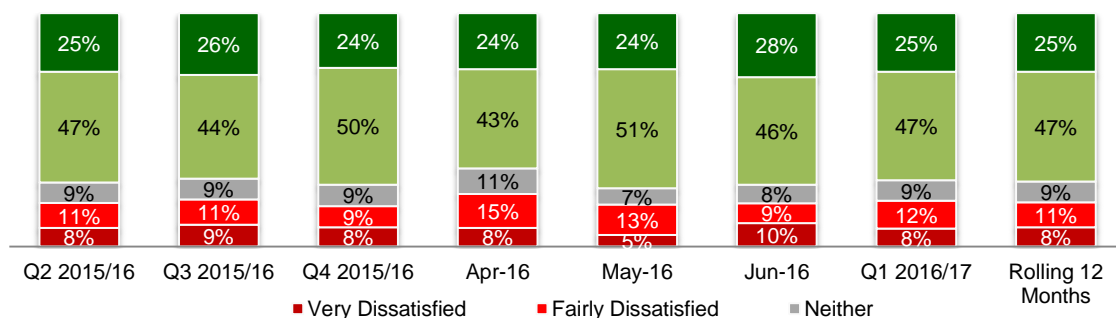
Percentage of respondents- base size 2401



Satisfaction in Q1 2016/17 (72%), is similar to previous quarters (70-74%). A monthly breakdown for this quarter shows that satisfaction was higher in May (75%) and June (74%), compared to April (67%).

**Figure 14: Satisfaction with the arrangements for allocating SFA**

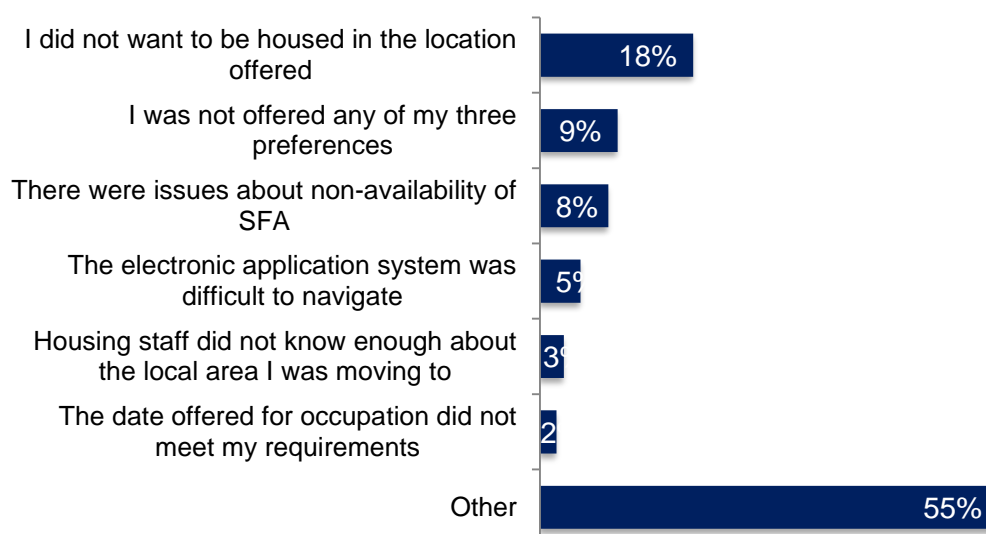
Percentage of respondents



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 (18%) selecting this as a reason for their dissatisfaction.

**Figure 15: Reason for dissatisfaction with the arrangements for allocating SFA**

Percentage of respondents- base size 454



Over half (55%) cited 'Other' reasons for their dissatisfaction. In Q1 2016/2017, there were a total of 68 'Other' responses which include:

#### **Process - 37 people**

- ◆ They don't follow the rules on the JSP they go by their own company rules, for example I'm entitled to a 3 bedroom house but they only offered me a 2 bedroom house and I had to fight with them
- ◆ Because several times when we have logged on automatically brought up quarter but next day taken off and given another one, system not very good at all, so have to do it all again, half the information on there is not up to date or correct
- ◆ Because when you get declined, they don't give a reason. there is no feedback
- ◆ I was told I wasn't allowed the area on my list and I had to reject my second offer and I had been given a wrong list and had wait for the correct list. I was only offered one house below grade which I rejected. The second list had houses I was not entitled to. Then they were being unreasonable and said take or leave the offer they made. The whole process was frustrating.
- ◆ I had to quote their own policies to them when I was applying

#### **Personal circumstances not taken into consideration - 16 people**

- ◆ I and my husband are in the Army, we both have a lot of kits, I also have a baby and being given a 2 bedroomed house is not enough storage space for our kits. We did ask for a 3 bedroom, but they said we're not entitled to it, so left with a 2 bedroomed house which has is no room for anything
- ◆ Issues getting a room for child due to part time living
- ◆ They don't take your personal requirements into consideration in regards to marriage
- ◆ I was told I am entitled to a C class property, no matter what service you come from everyone should be entitled to the same property depending on their family size.
- ◆ It's not geared towards family its aimed at couples so i had to fight for a bigger house

***Unsuitable property - 9 people***

- ◆ I am in a higher rank and placed in a property next to a junior soldier and we both have different requirements. It has made everything awkward due to the difference in level of position and our different needs.
- ◆ They offered him a flat for 4 people to live in, the house was horrendous
- ◆ My children were in contact with asbestos, house was not clean and repairs were not actioned
- ◆ It doesn't allow for short term noticing postings, we were offered a house that was offered below entitlement, we were offered a place that was a maximum distance from my workplace. The property has 15 day preparation while we couldn't move in, the contractor did nothing in those 15 days and when we moved in the property was absolutely filthy and we refused to move in.
- ◆ The house was not suitable to my requirements

Other reasons include poor communication (10 people), having a lack of choice with some customers stating that they were offered one property (9 people); and lack of information about the property (8 people).



### Property meeting expectations

Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. 76% agreed that their property met their expectations either in 'all' or 'some' aspects, with 42% stating that it met their expectations in 'all aspects'. 17% of customers indicate that there were some aspects that they were unhappy with, and 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

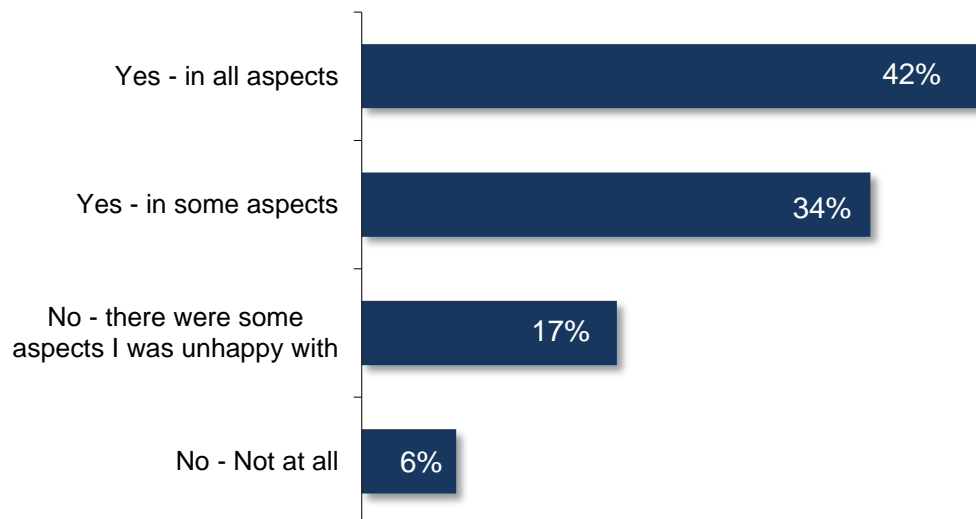
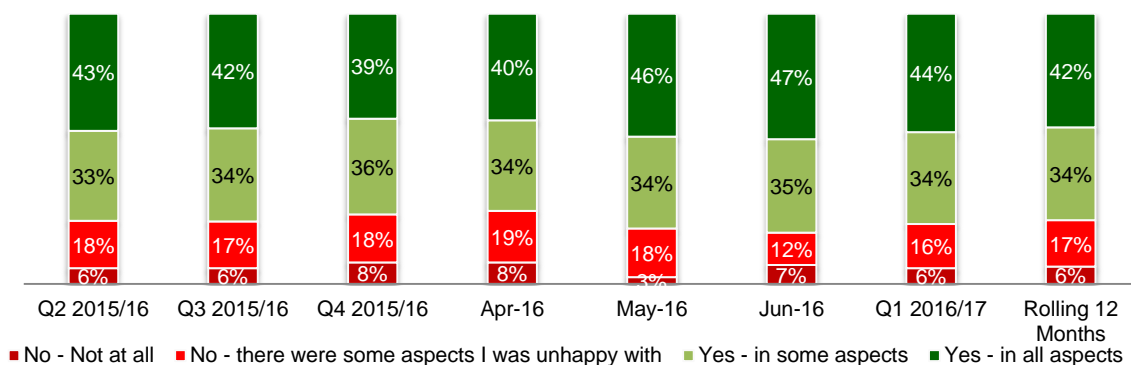


Figure 17 below shows that the proportion of respondents who felt that the allocated property met their expectations is similar in this quarter (78%) to previous quarters (75-76%). Monthly analysis of this quarter shows that that the proportion who had stated that their expectations were met in 'all' or 'some aspects' has been higher in May (80%) and June (82%), compared to April (74%).

**Figure 17: Did the allocated property meet expectations**

Percentage of respondents

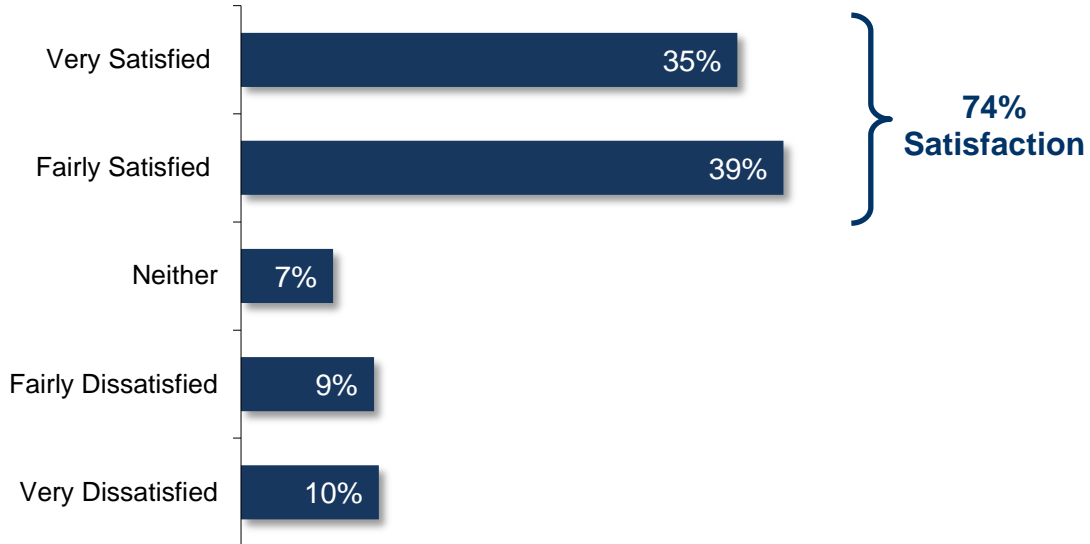


## Move In

All respondents were asked how satisfied they were with the way their move in was dealt with. As shown below, three-quarters (74%) express satisfaction in this area, with 35% indicating that they are 'very satisfied'. Just under a fifth (19%) express some degree of dissatisfaction.

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

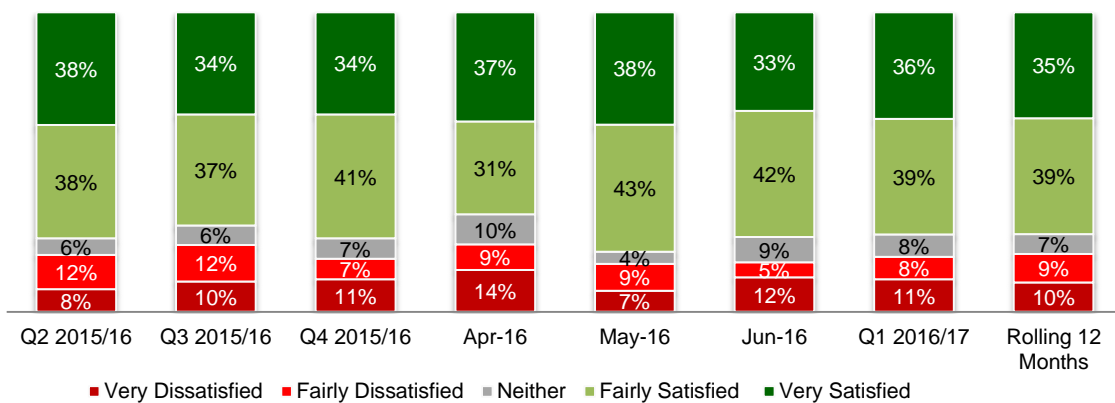
Percentage of respondents- base size 2401



Satisfaction expressed in this quarter Q1 2016/17 (75%) is slightly higher than Q3 of 2015/16 (71%) and consistent with that expressed in Q2 and Q4 of 2016/17 (76% and 75% respectively). Comparison of satisfaction levels on a month-by-month basis in this quarter shows some fluctuation, with 68% expressing some degree of satisfaction in April; 81% in May; and 75% in June. When focusing solely on the proportion of who are 'very satisfied', figure 19 below shows that April and May are similar, with 37% and 38% respectively. This compares to 33% in June.

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

Percentage of respondents

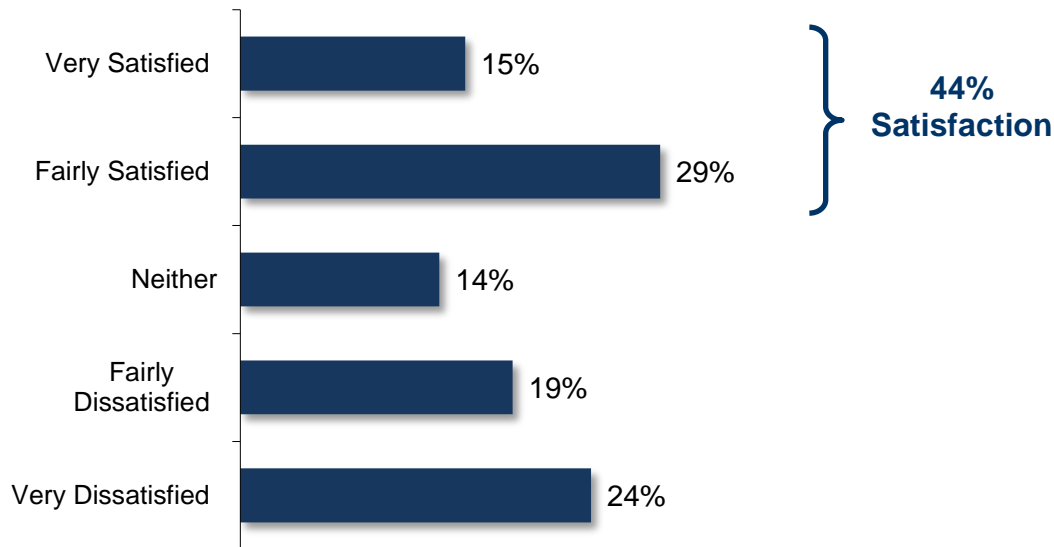


## Repairs and maintenance

Only 44% of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with only 15% reporting that they are 'very satisfied'. Four out of ten (43%) 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**

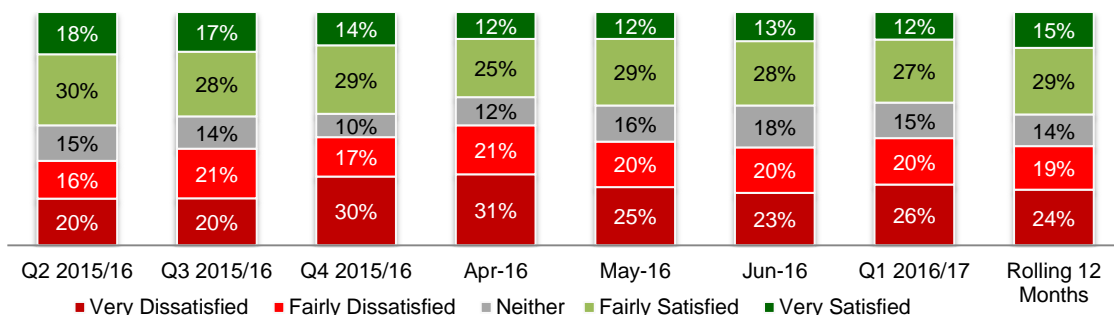
Percentage of respondents- base size 2401



The overall satisfaction level expressed in this quarter (39%), is lower compared to Q2 (48%) and Q3 (45%) of 2015/16. Satisfaction has also varied across the months of this quarter, with 37% reporting satisfaction in April, much lower than both in May and June (41% in both cases).

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

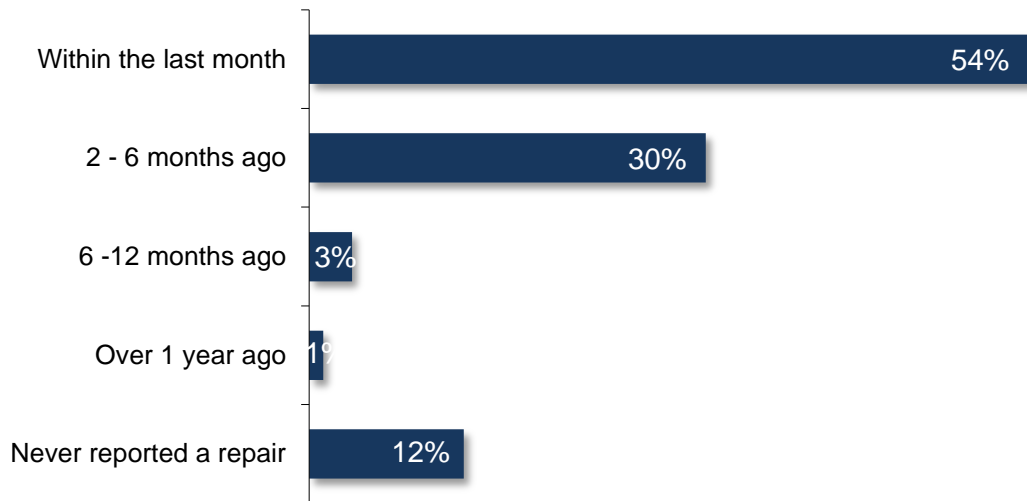
Percentage of respondents



As shown in Figure 22 below, just over half of customers (54%) have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Three in ten (30%) have reported a repair or maintenance issue within the last 2-6 months, whilst 12% indicate that they have never reported a repair.

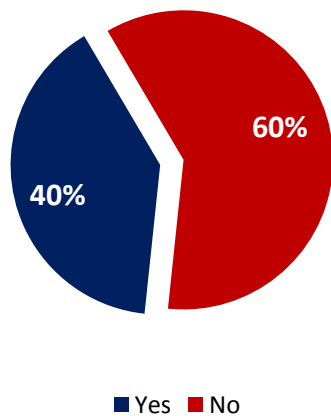
**Figure 22: Last contacted a Help Desk to report repair or maintenance issue**

Percentage of respondents- base size 2401



**Figure 23: Was the repair completed at the first visit**

Percentage of respondents- base size 2115

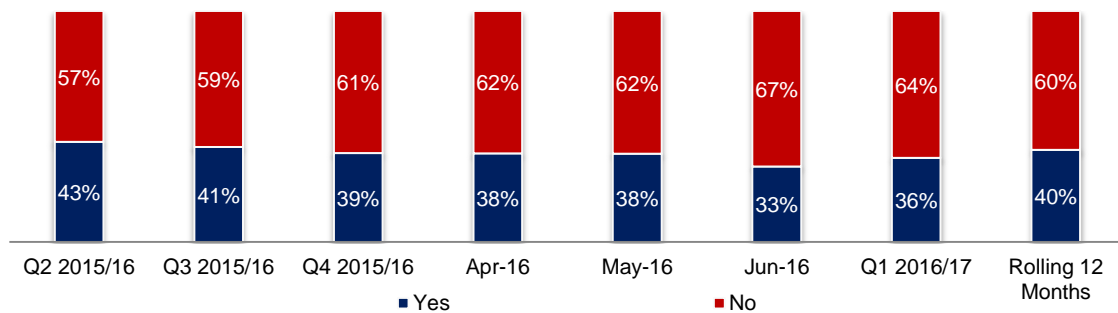


Since Q3 2014/15, customers who stated that they had contacted a Help Desk to report a repair were asked if their last repair was completed at the first visit. As shown in Figure 23 on the left, less than half of customers (40%) indicate that their last repair was completed at the first visit. When assessing 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 (36%) is lower than the previous three quarters (39%-43%). When looking at a monthly breakdown, it is evident there has been a decrease, with 33% stating that repairs were completed on the

first visit in June, while in April and May the percentage of customers who indicate that their last repair was completed at the first visit was 38%.

**Figure 24: Was the repair completed at the first visit**

Percentage of respondents

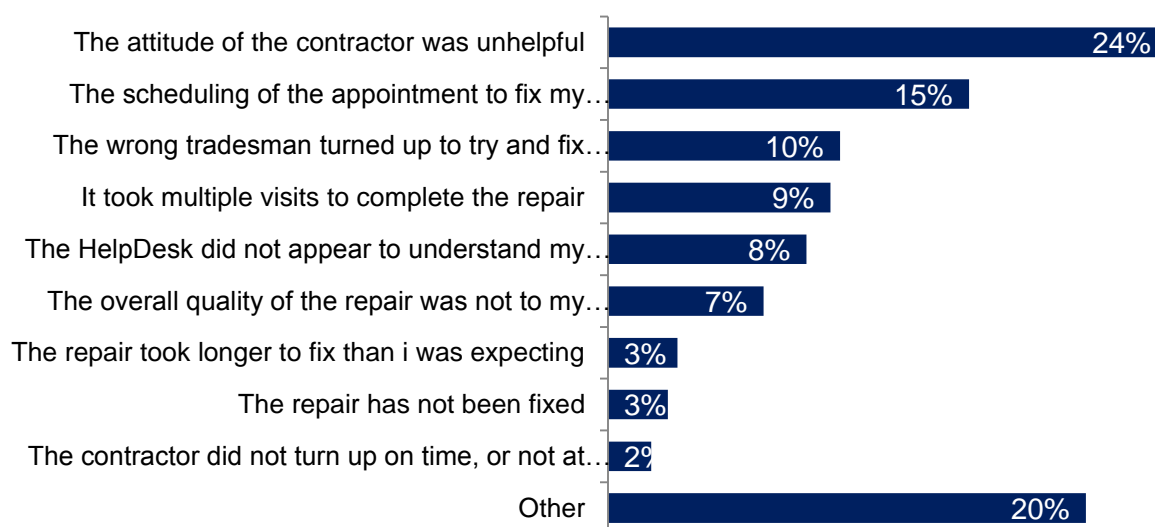


All respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues, and also indicated making contact with a Help Desk to report a repairs and maintenance issue within the last 12 months, were asked why they were dissatisfied.

As shown below, reasons vary greatly. Around a quarter (24%) of customers indicate that the main reason for dissatisfaction is the unhelpful attitude of the contractor, 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 995



In the last 12 months, 20% state 'Other' reasons for their dissatisfaction which include:

- ◆ The scheduling of the appointment to fix my problem was inconvenient, then failed to attend on several occasions, It took multiple visits to complete the repair, reason given by contractor was company gets paid per visit, rather than solving problem in one go
- ◆ The repair took longer to fix than i was expecting. The contractor did not turn up on time, or not at all, without pre-warning me The overall quality of the repair was not to my satisfaction
- ◆ Repair and maintenance of properties are terrible, they don't turn up on time, they take ages to carry out the repair, the work is terrible, they have no clue what they are doing. I had a boiler replaced and it took 12 weeks and I had no heating for 12 weeks, I had an immersion heater which I was reimbursed for.
- ◆ I moved in January, The wrong tradesman turned up to try and fix my problem, The repair took longer to fix than I was expecting, The repair has not been fixed regarding the ground maintenance issues, grounds maintenance supposed come to clean the outside area of my home, supposed to clean before my move in date, but they didn't turn up and still a mess outside the house. Amey has refused to give me a reference number for the job that they were supposed to come out and do

Comparison with previous quarters shows that although the unhelpful attitude of contractors was consistently the most popular reason for dissatisfaction in 2015/2016, in Q1 2016/17 the most popular reason for dissatisfaction doesn't fall into any of the predetermined answers. In this quarter, other reasons

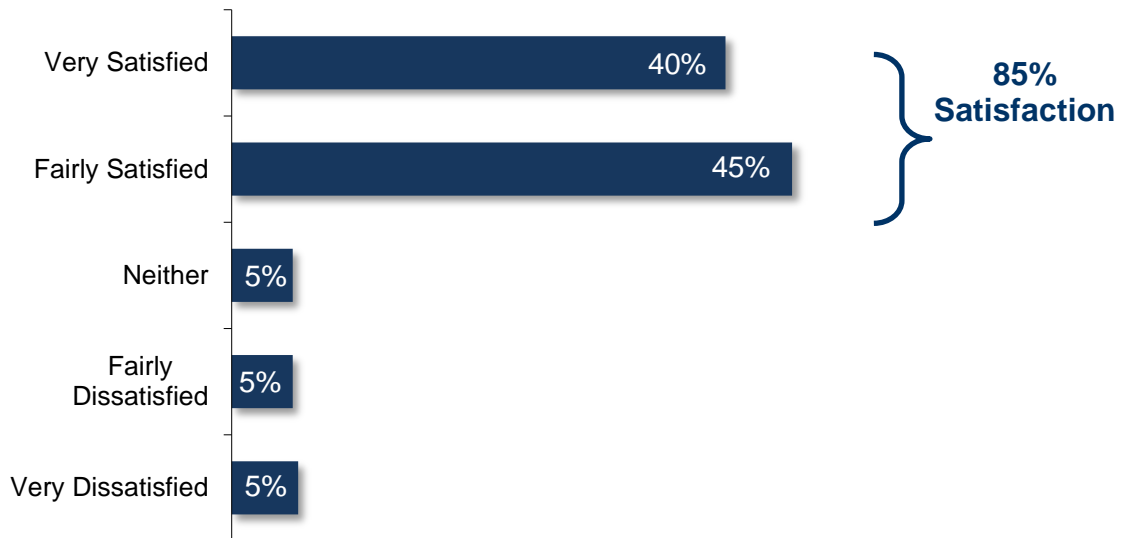
(27%) are the main cause of dissatisfaction. Monthly analysis for this quarter demonstrates that dissatisfaction due to this reasons that don't fall into any of the predetermined answers has fluctuated from 31% in April, to 20% in May, and again up to 27% in June.

### 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, 85% of customers express satisfaction, with 40% 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**

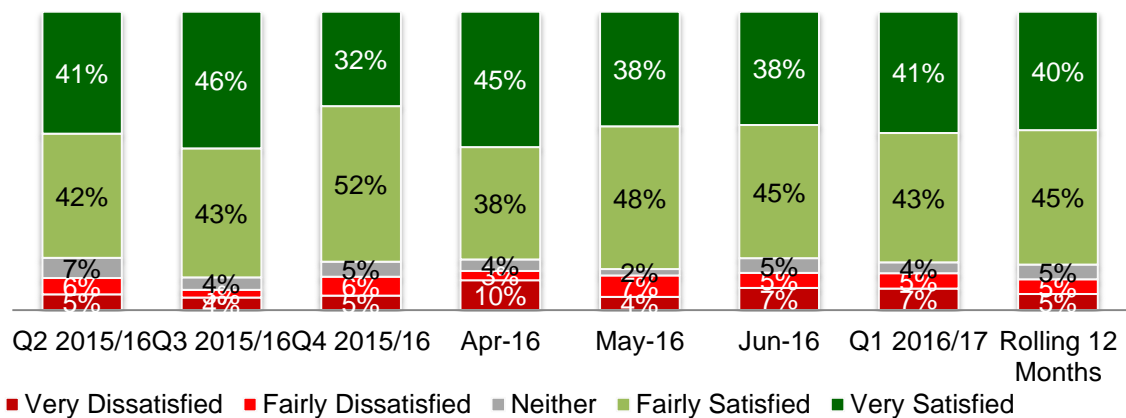
Percentage of respondents - base size 1586- not applicable removed



At 84%, the overall satisfaction level expressed in Q1 2016/17 is lower than Q3 2015/16 (89%), but in line with Q2 and Q4 of 2015/16 (83%). Monthly analysis shows that satisfaction was highest in May (86%), compared to April and June (both 83%).

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

Percentage of respondents - non applicable removed

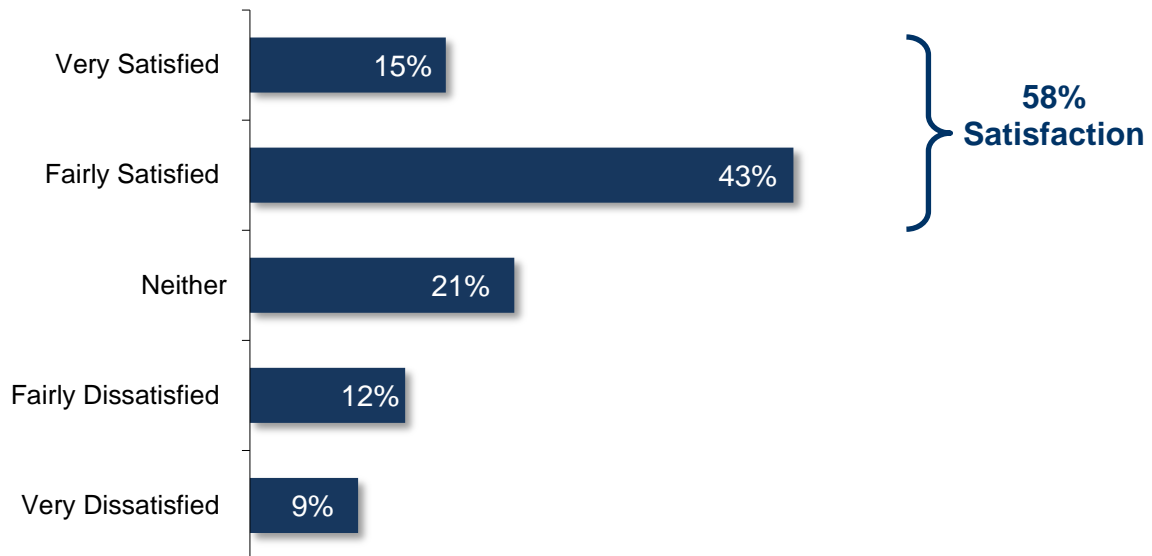


### Opportunity to make views known

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, 58% of customers are satisfied and 21% 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**

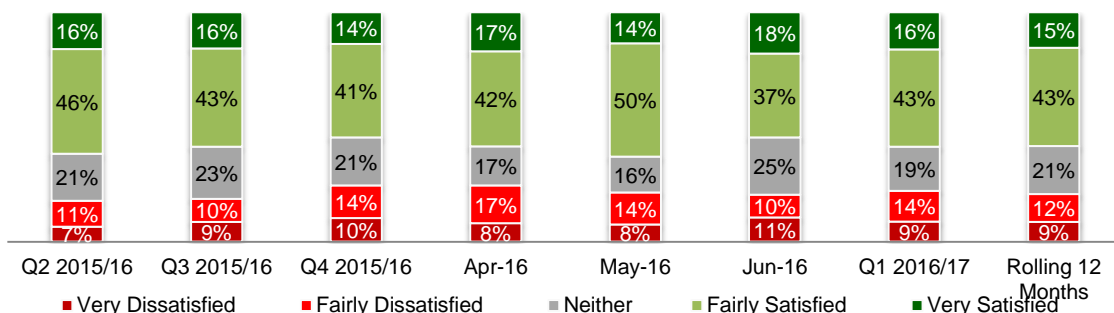
Percentage of respondents- base size 2401



When looking at results on a quarterly basis, satisfaction has increased in Q1 2016/17 to 59%, after gradually decreasing in the last three quarters (from 62% to 59% and then to 55% in Q4 2015/16), now being similar with the Q3 2015/16 results (59%). Monthly analysis of this quarter shows that satisfaction was lowest in June (55%), compared to April (59%) and May (64%).

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

Percentage of respondents



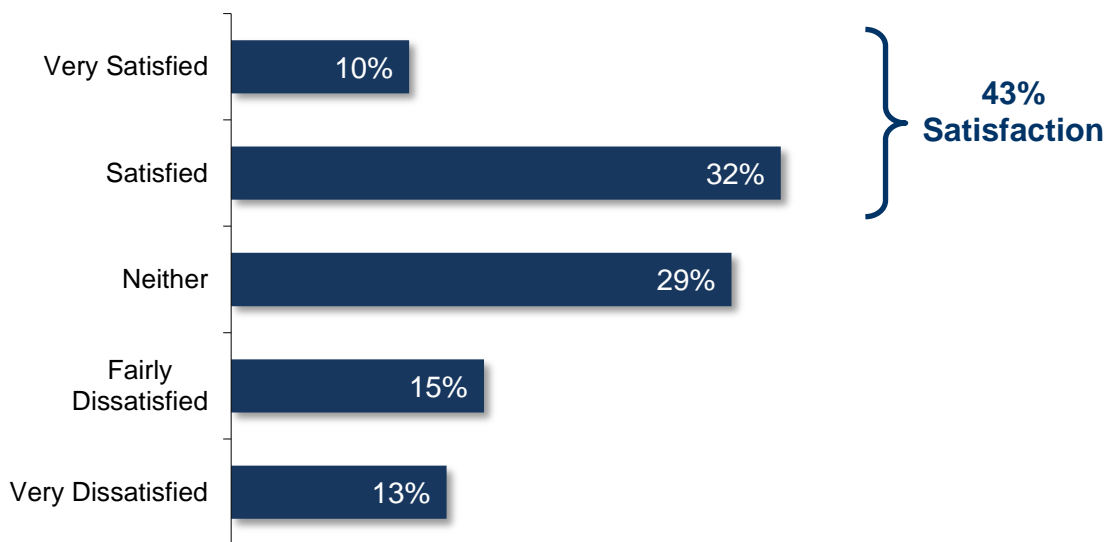


### Listen to views and act upon them

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 (43%) of customers express that they are satisfied with only 10% expressing that they are 'very satisfied'. Almost three out of ten (28%) indicate that they are dissatisfied. A large proportion appears 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**

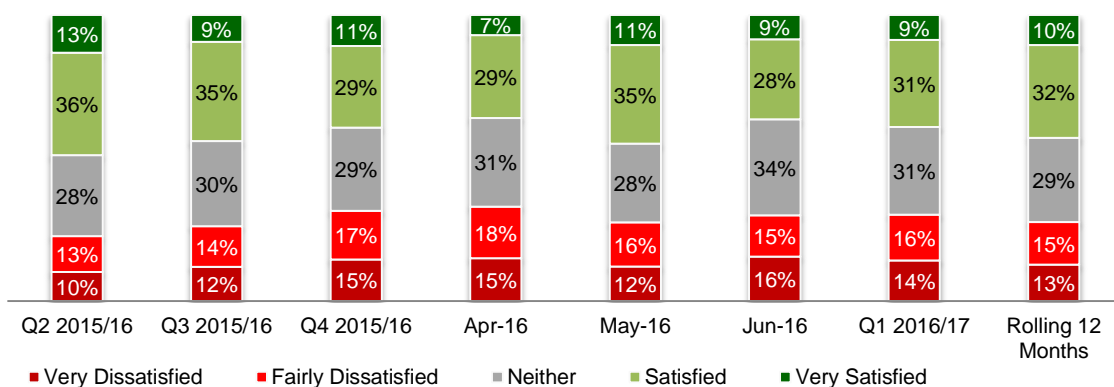
Percentage of respondents- base size 2401



Satisfaction is low in this quarter (40%) is similar to Q4 2015/16 (40%) and lower than in Q2 (49%) and Q3 (44%) of 2015/16. When comparing satisfaction levels from each month's data collection in this quarter, it shows that satisfaction was higher in May (46%) compared with April (36%) and June (37%).

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

Percentage of respondents

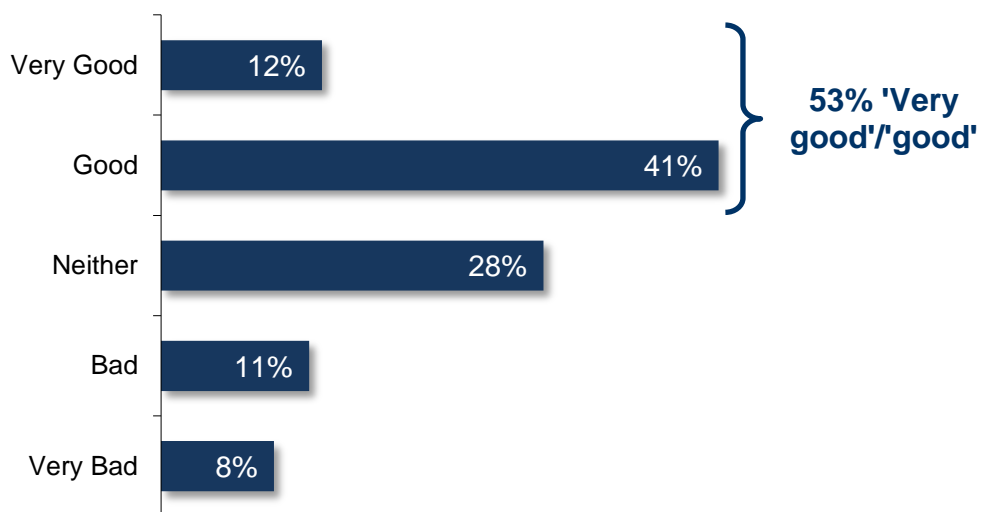


### Keeping customers informed

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 (53%) 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. 28% of customers are 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**

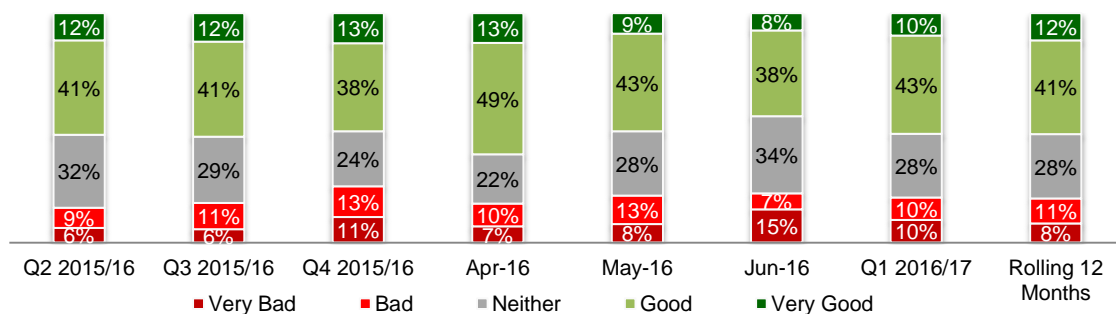
Percentage of respondents- base size 2401



The proportion of satisfied customers in Q1 2016/17 (53%) is consistent with previous quarters (51-53%). When referring to the results from each month's data collection in this quarter, we can easily see that the proportion of customers who state that DIO Accommodation are good at keeping customers informed was highest in April (62%) compared with May (52%) and June (46%).

**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

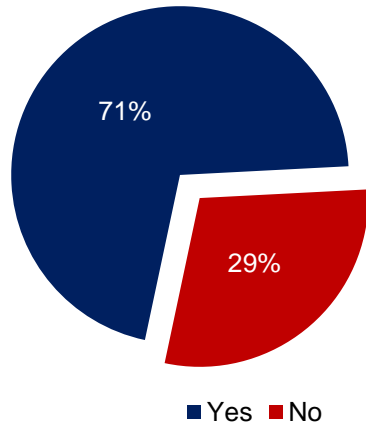


### Communications awareness

Since Q3 2014/15, all respondents were asked if they are aware of the introduction of the New National Housing Prime Contract. 71% of customers state that they are.

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

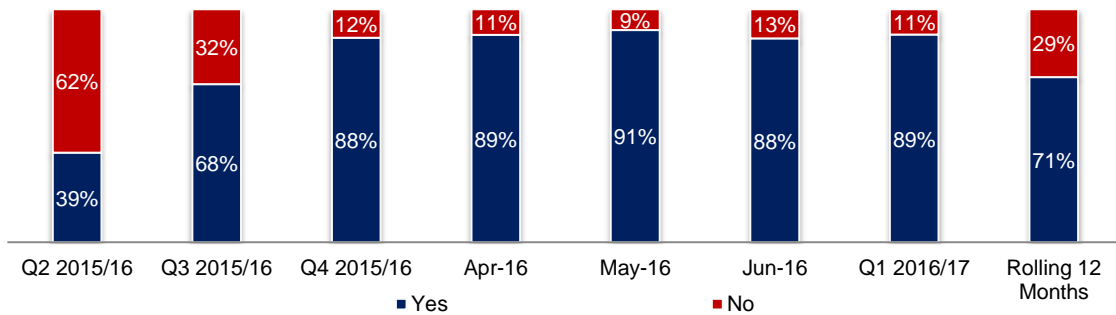
Percentage of respondents- base size 2401



Awareness in this quarter (89%) is consistent with Q4 2015/16 (88%) and has increased greatly compared to Q2 and Q3 of 2015/16 (39% and 68% respectively). When comparing the results by each month's data collection in Q1 2016/17, awareness is higher in May (91%) compared to April (89%) and June (88%).

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

Percentage of respondents

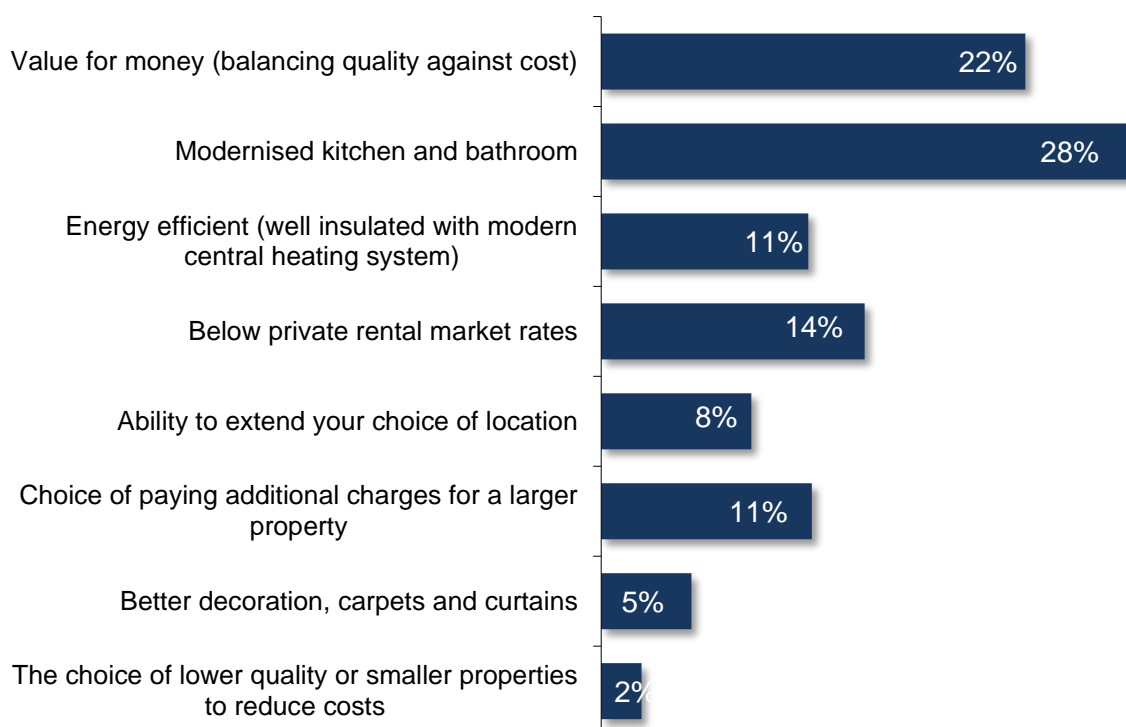


## SFA Priorities

All respondents were asked to select, from a list of eight choices, which would be their top priority. As shown below, having a modernised kitchen and bathroom is customers' top priority, with 28% 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 (5%).

**Figure 36: Priorities for Service Family Accommodation**

*Percentage of respondents- base size 2152 – 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](http://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)*

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**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)*

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**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?**

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**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)*

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**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)*

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**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)

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**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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Consultation



Evaluation



Surveys



Consultancy  
Evaluation



Skillbuilding



Measurement ♦ Evaluation ♦ Learning