



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



**Ministry
of Defence**

Q1 Report

Opinion Research Services August 2018



Ministry of Defence DIO Accommodation Customer Satisfaction Tracker



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of Defence

Q1 Report by Opinion Research Services

Opinion Research Services

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Any press release or publication of the findings of this survey requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

This study was conducted in accordance with ISO 20252:2012

This version of the report will be deemed to have been accepted by the client if ORS has not been informed of any amendments within a reasonable period of time (1 month).

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1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by the Defence Infrastructure Organisation (DIO) to undertake a monthly satisfaction survey with customers living in Service Family Accommodation (SFA).

Survey Methodology and Response

- 1.2 Structured telephone interviews using a 'CATI' (Computer Assisted Telephone Interviewing) system were undertaken with a randomly selected sample of customers living in SFA each month.
- 1.3 The quarter 1 survey was carried out by telephone between 1st April and 30th June 2018 and 1,470 responses were achieved overall.
- 1.4 The tables that appear without commentary below and on the following page show the unweighted profiles of the responses to the survey (please note that the figures may not always sum to 100% due to rounding).

Table 1: Area – All Customers (Note: Figures may not sum due to rounding)

Area	Unweighted Count	Unweighted Valid %
Central	586	40
South East	384	26
South West	404	27
Scotland and Northern Ireland	96	7
Total	1,470	100

Table 2: Age – All Customers (Note: Figures may not sum due to rounding)

Age	Unweighted Count	Unweighted Valid %
16-24	131	9
25-34	818	56
35-44	406	28
Over 44	115	8
Total	1,470	100

Table 3: Rank – All Customers (Note: Figures may not sum due to rounding)

Rank	Unweighted Count	Unweighted Valid %
Officers	338	23
Other Ranks	1,132	77
Total	1,470	100

Table 4: Month – All Customers (Note: Figures may not sum due to rounding)

Month	Unweighted Count	Unweighted Valid %
April 2018	501	34
May 2018	482	33
June 2018	487	33
Total	1,470	100

Interpretation of the Data

- 1.5 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value less than half a per cent.
- 1.6 In some cases, figures of 2% or below have been excluded from graphs.
- 1.7 Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of customers making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses
 - Beige and purple/blue shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used to highlight responses at the ‘extremes’, for example, very satisfied or very dissatisfied
- 1.8 When considering changes in responses between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened ‘by chance’). Differences that are not said to be ‘significant’ or ‘statistically significant’ are indicative only and for questions where differences are only indicative, demographic sub group charts are not provided. Statistical significance is at a 95% level of confidence.

Acknowledgements

- 1.9 ORS would like to thank Liam Wilson of the DIO for his help and assistance in developing the project. We would also like to thank the 1,470 customers who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

Summary of Main Findings

- 2.1 The following paragraphs selectively highlight some key findings, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.
- 2.2 Over 7 in 10 (71%) customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst less than a fifth (17%) are dissatisfied. The quarterly average has increased significantly by 8 percentage points when compared to the previous quarter and is higher than at any point over the last 12 months.
- 2.3 Around four fifths (82%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (12%) are dissatisfied. Quarterly averages have shown very little change over the last 12 months, although satisfaction in Q1 is slightly higher than Q2 (79%), Q3 (81%) and Q4 (81%), as well as the rolling 12-month average (81%).
- 2.4 Around three quarters (74%) of customers are satisfied with the overall quality of their home, whilst almost a fifth (18%) are dissatisfied. Satisfaction with the overall quality of the home has increased significantly by 4 percentage points since Q4 17/18 and is now back in line with Q3 17/18.
- 2.5 The majority (87%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (7%) are dissatisfied. Satisfaction has increased significantly by 6 percentage points since Q4 17/18, with May and June showing the highest satisfaction scores (88%) of the last 12 months.
- 2.6 Three quarters (75%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst 18% are dissatisfied. Satisfaction has increased significantly by 6 percentage points between Q4 and Q1 and is back in line with the Q3 figure.
- 2.7 Around four fifths (81%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 13% are dissatisfied. Quarterly averages were on the decline between Q2 and Q4, but there has been a significant increase of 3 percentage points between Q4 and Q1.
- 2.8 Over 7 in 10 (73%) customers are satisfied with the arrangements for allocating SFA, whilst a fifth (20%) are dissatisfied. Satisfaction has increased by 3 percentage points when compared to the previous two quarters, and significantly by 5 percentage points when compared to Q2 17/18.
- 2.9 Around four fifths (81%) of customers are satisfied with the way their Move In was dealt with, whilst 15% are dissatisfied. Satisfaction has been on the rise over the last 12 months – it has increased from 74% in Q2 17/18, to 77% in Q3, 78% in Q4 and to 81% in the current quarter. Satisfaction also reached a 12-month high of 82% in April.
- 2.10 Over half (54%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst around a third (36%) are dissatisfied. Satisfaction has fluctuated over recent

quarters – it remained unchanged between Q2 17/18 and Q3 (48%), then decreased significantly by 5 percentage points to 43% in Q4 but increased significantly by 11 percentage points to reach a high of 54% in the most recent quarter.

- 2.11 Over four fifths (83%) of customers are satisfied with the way their Move Out was dealt with, whilst 12% are dissatisfied. Satisfaction has shown very little change over the last 12 months, although satisfaction in Q1 (83%) is slightly higher than Q2 (82%), Q3 (81%) and Q4 (82%), as well as the rolling 12-month average (82%).
- 2.12 Over half (56%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a fifth (22%) are dissatisfied. A further 22% said they are neither satisfied nor dissatisfied. Satisfaction has been on an upward curve since January and has increased significantly by 9 percentage points between Q4 and Q1 (56% Q1 18/19 vs 47% Q4 17/18).

Some Main Conclusions and Recommendations

- 2.13 The most positive indicators have been outlined below as well as some areas for consideration. Please bear in mind that these comparisons of ‘best’ and ‘worst’ rankings are an arbitrary indication of performance.

Areas of High Performance

- 2.14 87% of customers are satisfied with their SFA estate as a place to live, with around half (48%) saying they are very satisfied.
- 2.15 Over four fifths (83%) are satisfied with the way their Move Out was dealt with, with customers aged over 44 and those who are ‘other’ ranks significantly more likely to be satisfied.
- 2.16 Around four fifths (82%) of customers are satisfied with the rules that govern their entitlement to SFA.
- 2.17 Looking at the survey as a whole, those aged 16-24 seem to be more satisfied in comparison to those who fall into the other age categories.

Areas for Consideration

- 2.18 Less than three fifths (54%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, with those who live in the South East and officers significantly less likely to be satisfied. It is worth noting, however, that satisfaction in this quarter is 8 percentage points higher than the rolling 12-month average (48%).
- 2.19 56% of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, but satisfaction in this quarter is 6 percentage points higher than the rolling 12 -month average (50%).
- 2.20 When considering responses to all questions, officers tend to be less satisfied in comparison to ‘other’ ranks.

Satisfaction Comparison

2.21 The table below shows how satisfaction for each question compares over the quarter and to the rolling 12-month average.

Table 5: How satisfaction compares over the quarter and to the rolling 12 month average

Base: All customers (base size varies)

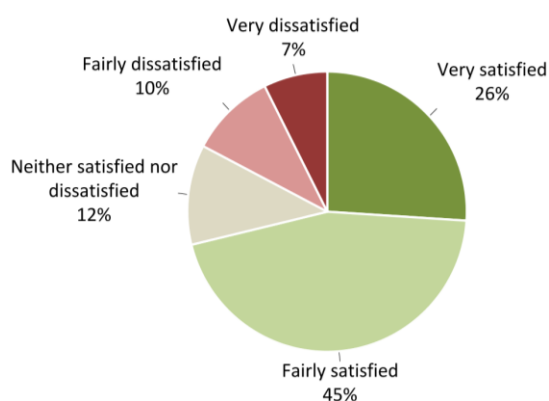
Question	Apr-18	May-18	Jun-18	Q1 average	Rolling 12-month average
Overall service	71%	71%	71%	71%	66%
Rules that govern customers entitlement to SFA	81%	83%	83%	82%	81%
Overall quality of your home	74%	73%	75%	74%	73%
SFA estate as a place to live	86%	88%	88%	87%	85%
Upkeep of communal areas	74%	75%	76%	75%	72%
Daily occupancy charges provide VfM	80%	82%	81%	81%	79%
The arrangements for allocating SFA to customer	74%	72%	72%	73%	70%
The way customers Move In was dealt with	82%	79%	81%	81%	77%
The way the contractor deals with repairs & maintenance issues	57%	52%	54%	54%	48%
The way customers Move Out was dealt with	83%	82%	84%	83%	82%
Listen to customers views and acts upon them	53%	58%	56%	56%	50%

3. Main Findings

- 3.1 Over 7 in 10 (71%) customers are satisfied with the service provided by DIO SD Accommodation and its contractors, whilst less than a fifth (17%) are dissatisfied.

Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD accommodation and its contractors?

Base: All customers (1,467)

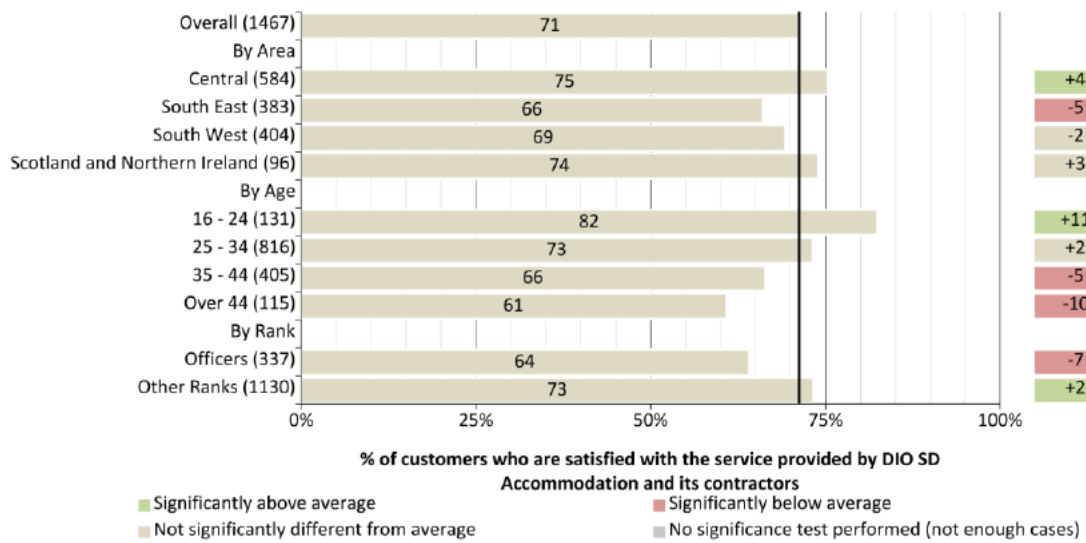


Differences by sub-group

- 3.2 The chart overleaf shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the service provided by DIO SD Accommodation and its contractors. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.
- 3.3 Customers who live in Central areas, who are aged 16-24 and are 'other' ranks are significantly more likely to be satisfied with the service provided by DIO SD Accommodation and its contractors. In contrast, Officers, customers in the South East and those aged 35 or over are significantly less likely to think this.

Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors?

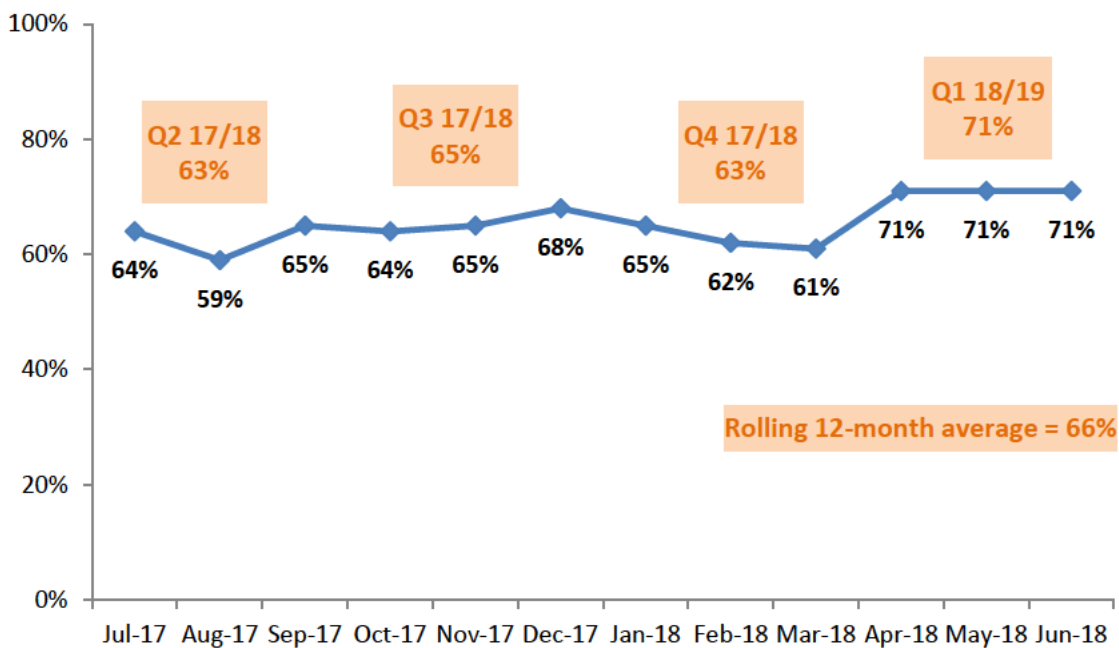
Base: All customers (number of customers shown in brackets)



3.4 Satisfaction with the service provided by DIO SD Accommodation and its contractors has remained consistent across Q1 – 71% in April, May and June. The quarterly average has increased significantly by 8 percentage points when compared to the previous quarter and is higher than at any point over the last 12 months.

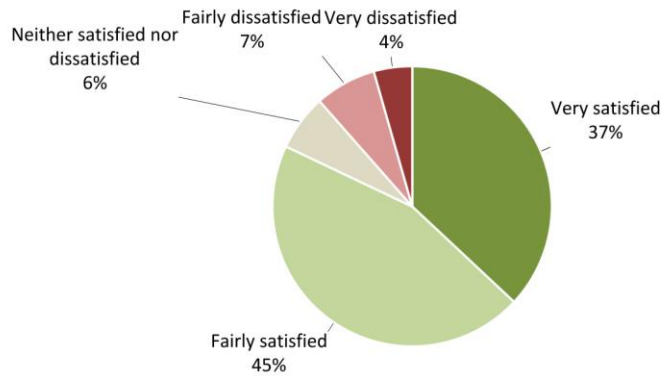
Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO SD Accommodation and its contractors? Trend over last 12 months

Base: All customers (base size varies)



3.5 Around four fifths (82%) of customers are satisfied with the rules that govern their entitlement to SFA, whilst around 1 in 10 (12%) are dissatisfied.

Figure 4: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
 Base: All customers (1,464)

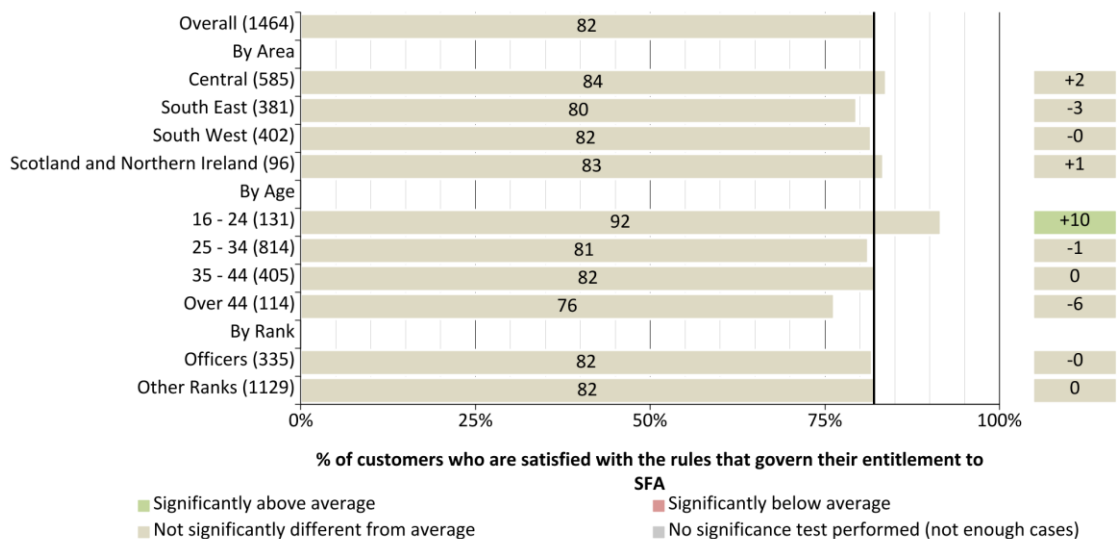


Differences by sub-group

3.6 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the rules that govern their entitlement to SFA. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

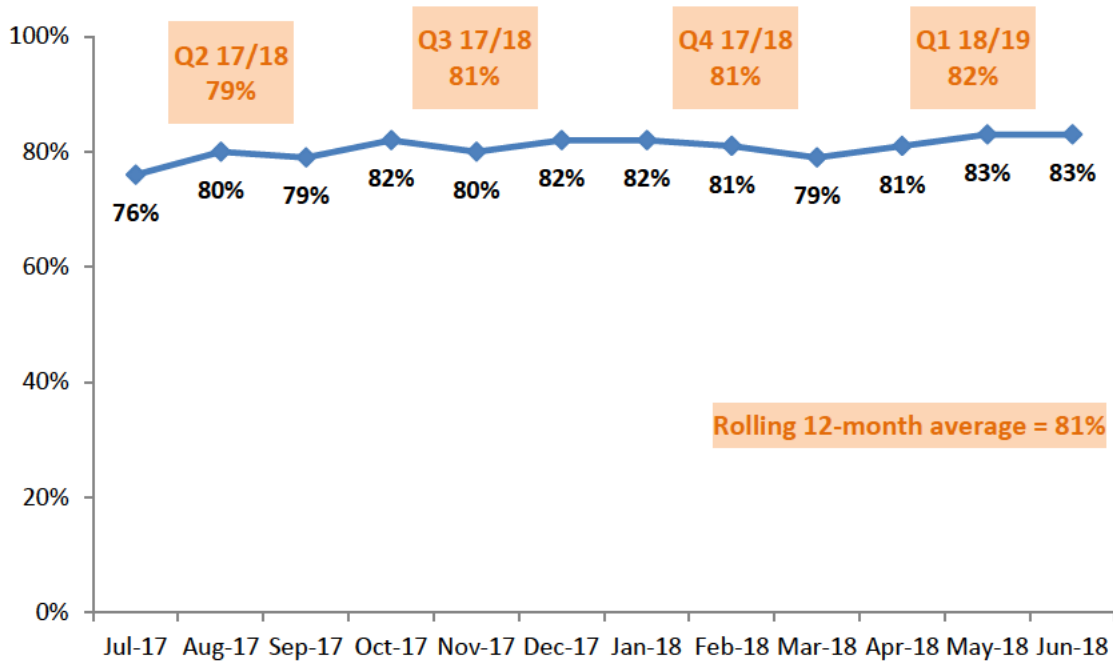
3.7 Customers aged 16-24 are significantly more likely to be satisfied with the rules that govern their entitlement to SFA.

Figure 5: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?
 Base: All customers (number of customers shown in brackets)



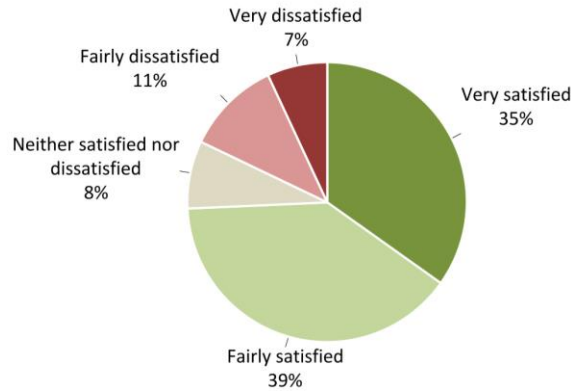
- 3.8 Satisfaction with the rules that govern customers' entitlement to SFA has remained relatively consistent across Q1 – 81% in April and 83% in May and June. Quarterly averages have also shown very little change over the last 12 months, although satisfaction in Q1 is slightly higher than Q2 (79%), Q3 (81%) and Q4 (81%), as well as the rolling 12-month average (81%).

Figure 6: How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? Trend over last 12 months
Base: All customers (base size varies)



3.9 Around three quarters (74%) of customers are satisfied with the overall quality of their home, whilst almost a fifth (18%) are dissatisfied.

Figure 7: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (1,470)

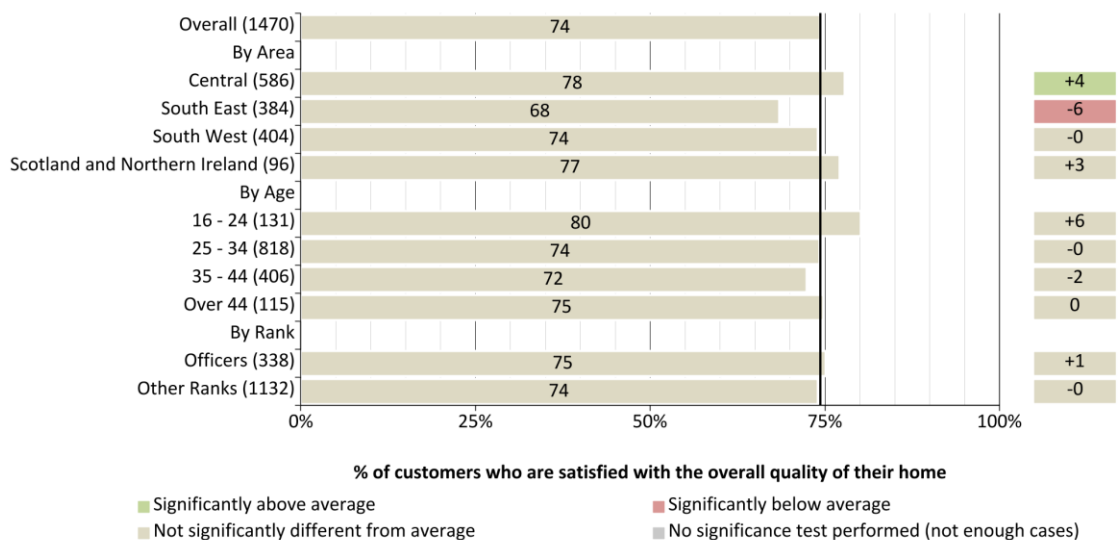


Differences by sub-group

3.10 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the overall quality of their home. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

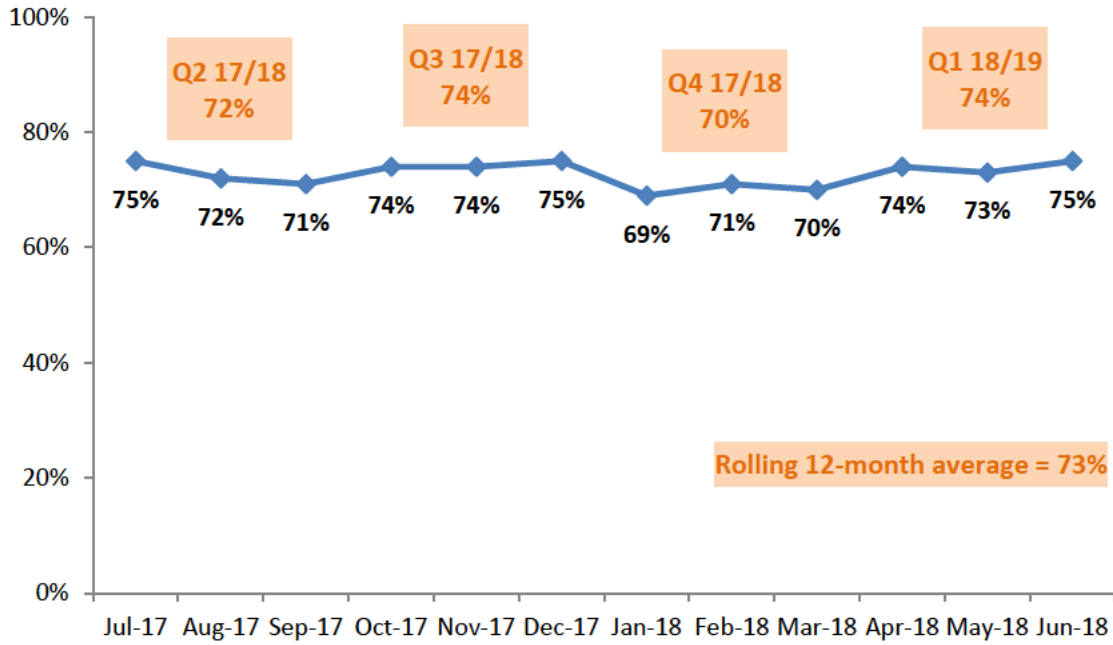
3.11 Customers who live in Central areas are significantly more likely to be satisfied with the overall quality of their home, whilst customers in who live in the South East are significantly less likely to think this.

Figure 8: How satisfied or dissatisfied are you with the overall quality of your home?
 Base: All customers (number of customers shown in brackets)



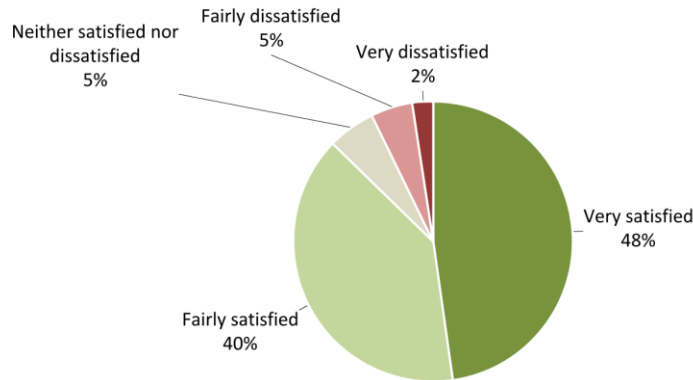
3.12 Satisfaction with the overall quality of the home has increased significantly by 4 percentage points since Q4 17/18 and is now back in line with Q3 17/18.

Figure 9: How satisfied or dissatisfied are you with the overall quality of your home? Trend over last 12 months
Base: All customers (base size varies)



3.13 The majority (87%) of customers are satisfied with their SFA estate as a place to live, whilst less than 1 in 10 (7%) are dissatisfied.

Figure 10: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (1,464)

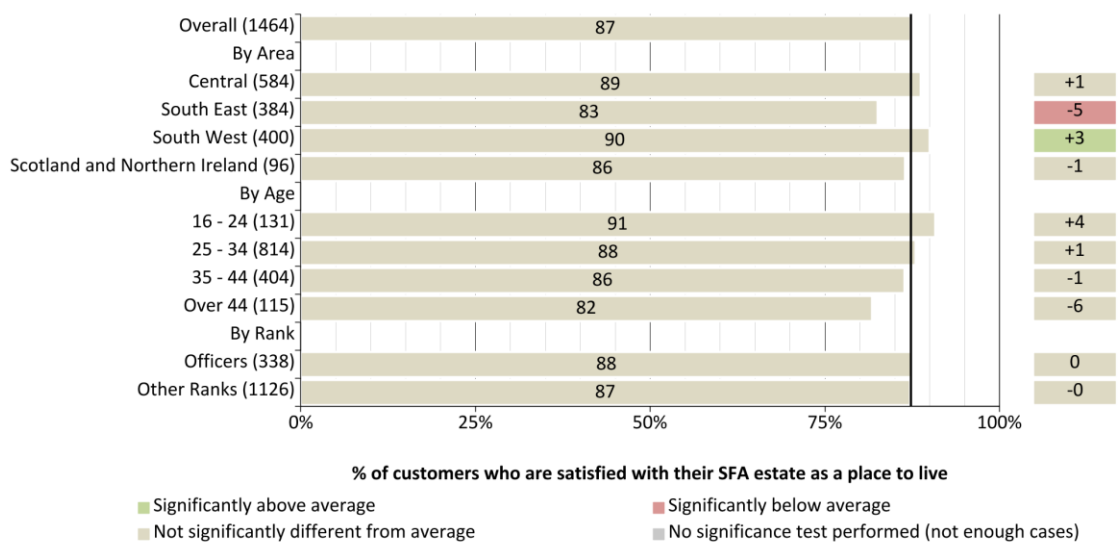


Differences by sub-group

3.14 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with their SFA estate as a place to live. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

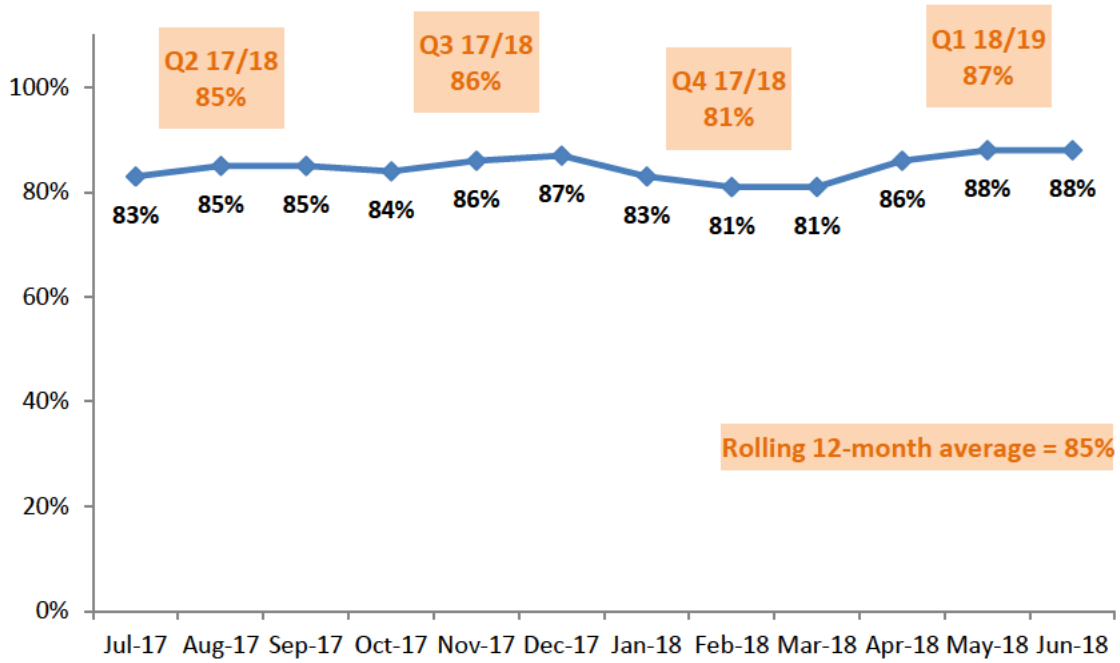
3.15 Customers living in the South West are significantly more likely to be satisfied with their SFA estate as a place to live, whilst customers who live in the South East are significantly less likely to say this.

Figure 11: How satisfied or dissatisfied are you with your SFA estate as a place to live?
 Base: All customers (number of customers shown in brackets)



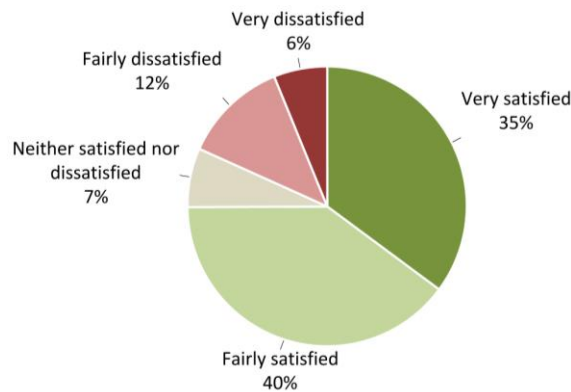
3.16 Satisfaction with SFA estate as a place to live has increased significantly by 6 percentage points since Q4 17/18, with May and June showing the highest satisfaction scores (88%) of the last 12 months.

Figure 12: How satisfied or dissatisfied are you with your SFA estate as a place to live? Trend over last 12 months
Base: All customers (base size varies)



3.17 Three quarters (75%) of customers are satisfied with the upkeep of communal areas (including grounds maintenance), whilst 18% are dissatisfied.

Figure 13: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (1,411)

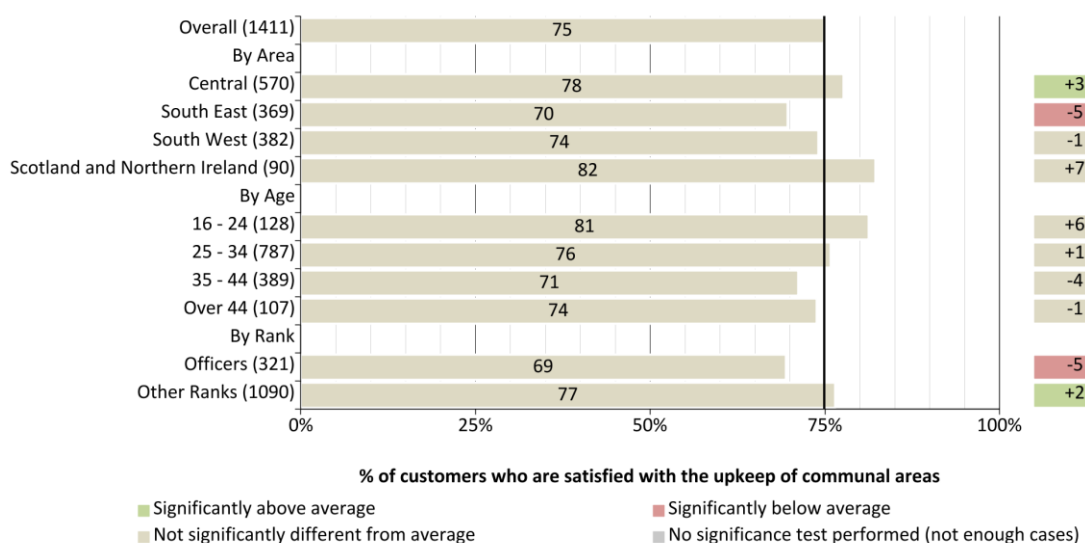


Differences by sub-group

3.18 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the upkeep of communal areas. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.19 Customers who live in central areas and are other ranks are significantly more likely to be satisfied with the upkeep of communal areas, whilst customers who live in the South East and are officers are significantly less likely to think this.

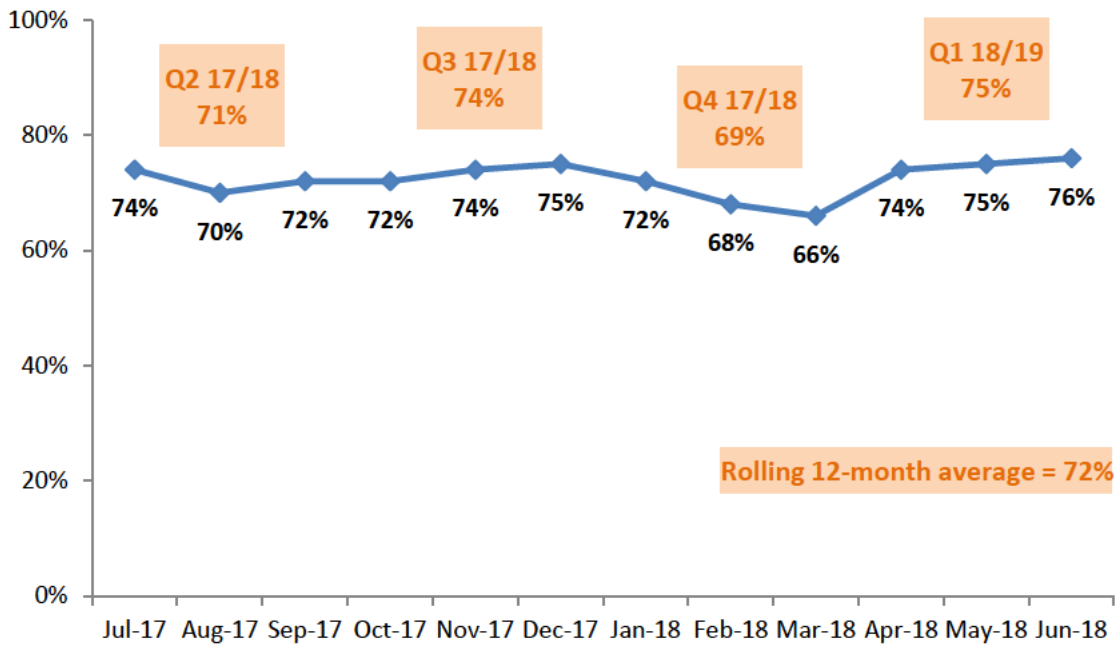
Figure 14: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?
 Base: All customers (number of customers shown in brackets)



3.20 Satisfaction with the upkeep of communal areas has increased on a month by month basis since March 2018 and reached a high of 76% in June. The quarterly average also significantly increased by 6 percentage points between Q4 and Q1 and is back in line with the Q3 figure.

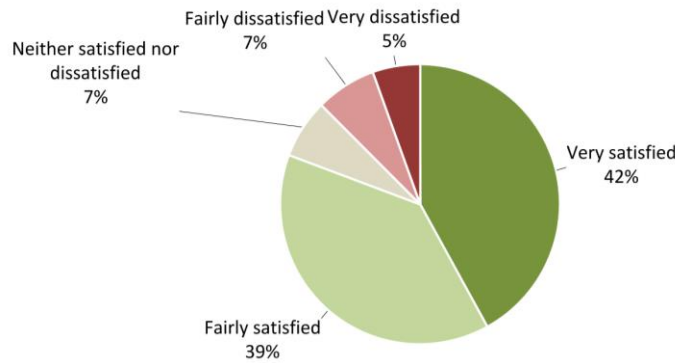
Figure 15: How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? Trend over last 12 months

Base: All customers (base size varies)



3.21 Around four fifths (81%) of customers are satisfied that their daily occupancy charges provide value for money, whilst 13% are dissatisfied.

Figure 16: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (1,422)

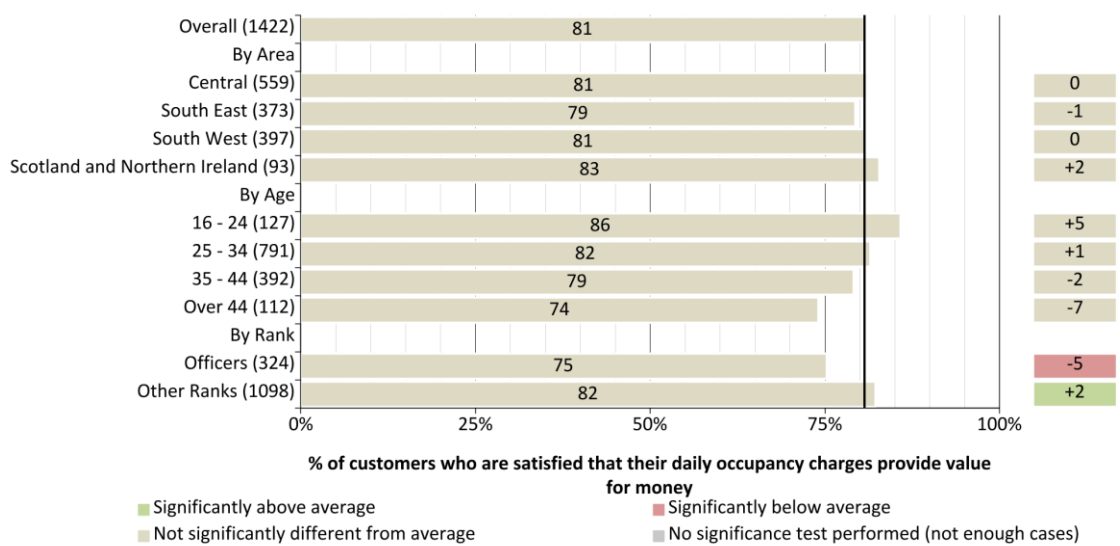


Differences by sub-group

3.22 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied that their daily occupancy charges provide value for money. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.23 Customers who are ‘other’ ranks are significantly more likely to be satisfied that their daily occupancy charges provide value for money, whilst officers are significantly less likely to say this.

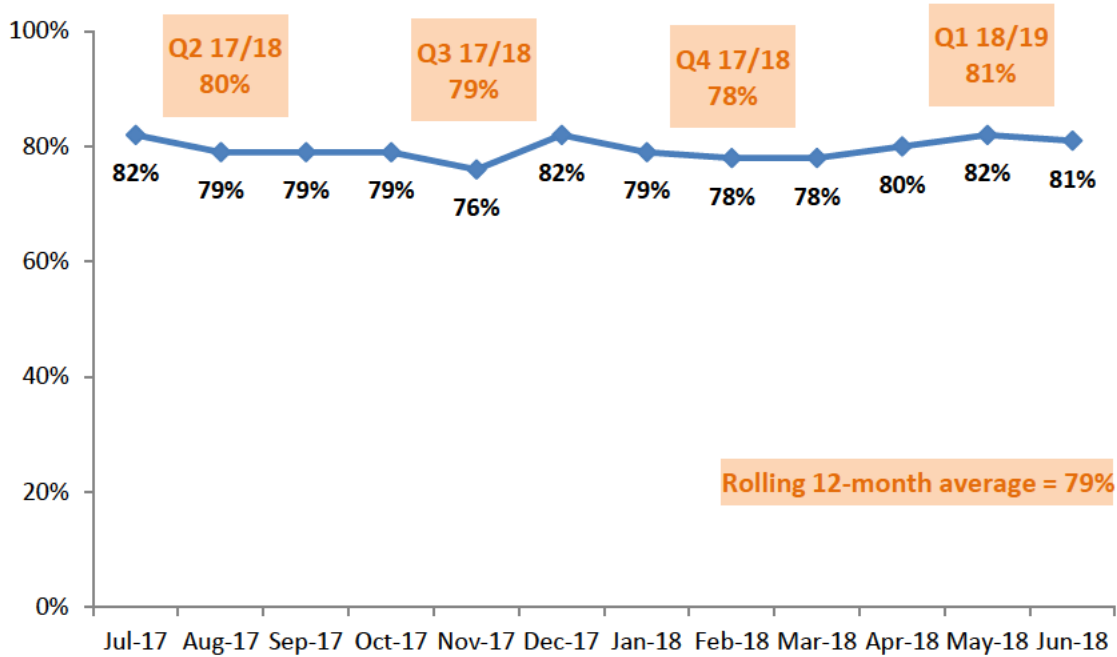
Figure 17: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?
 Base: All customers (number of customers shown in brackets)



3.24 Customers satisfaction that daily occupancy charges provide value for money has remained consistent across Q1 – 80% in April, 82% in May and 81% in June. Quarterly averages were on the decline between Q2 and Q4, but there has been a significant increase of 3 percentage points between Q4 and Q1.

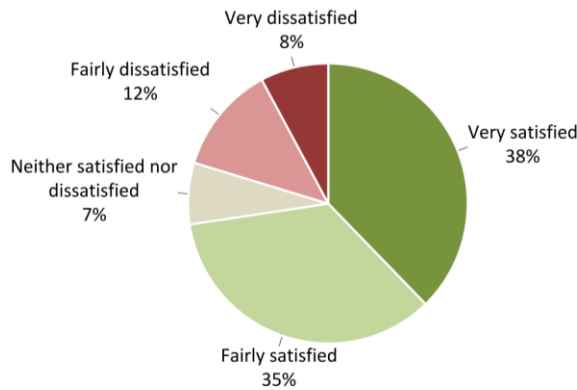
Figure 18: How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? Trend over last 12 months

Base: All customers (base size varies)



3.25 Over 7 in 10 (73%) customers are satisfied with the arrangements for allocating SFA, whilst a fifth (20%) are dissatisfied.

Figure 19: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (1,464)

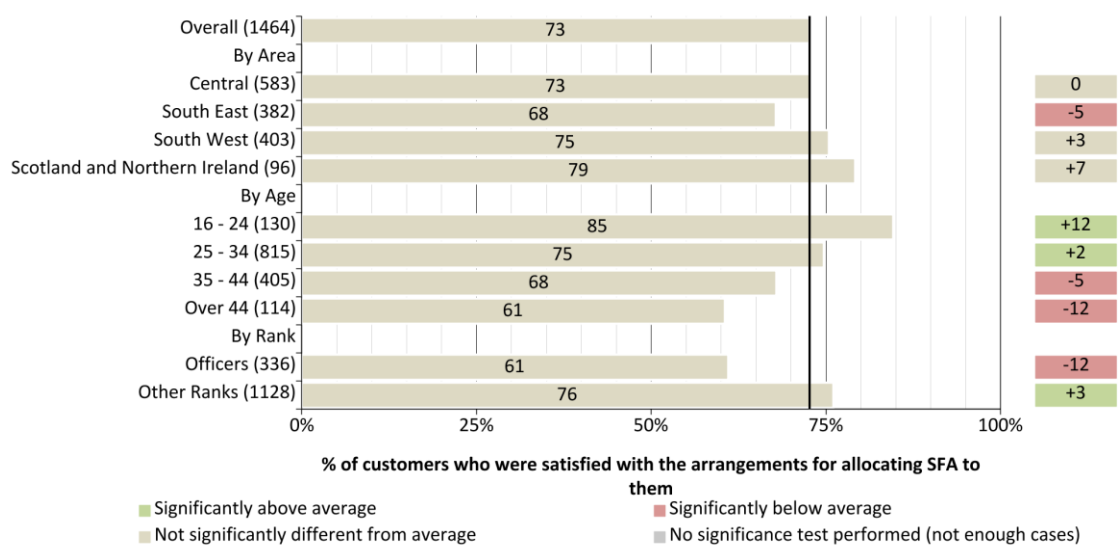


Differences by sub-group

3.26 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the arrangements of allocating SFA to them. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

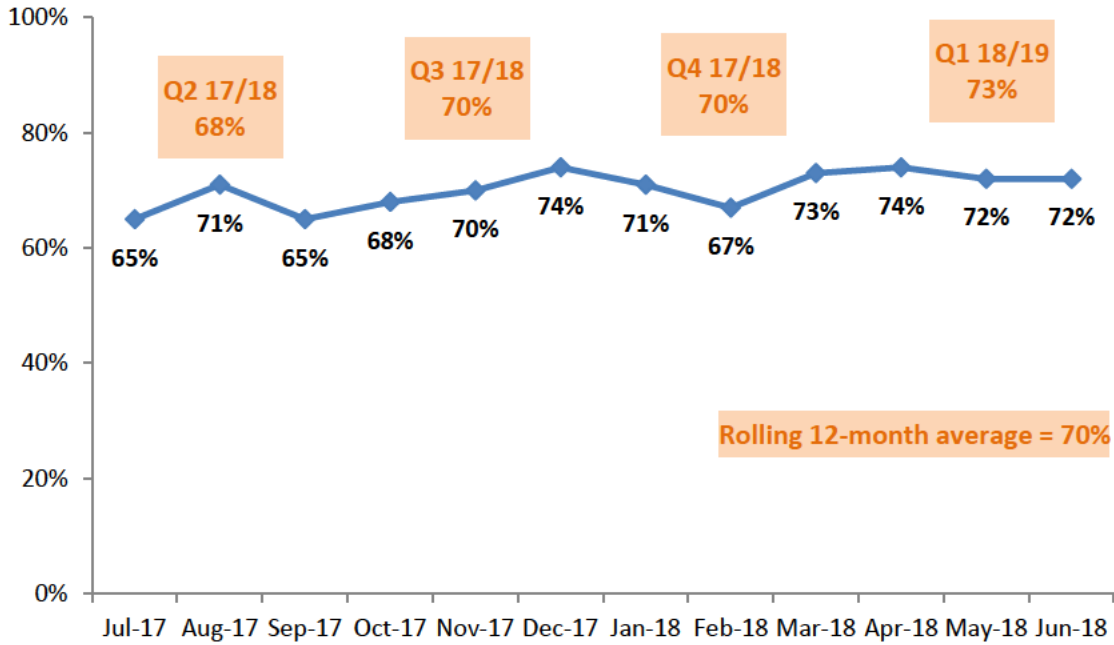
3.27 Customers aged 16-34 and those who are ‘other’ ranks are significantly more likely to be satisfied with the arrangements of allocating SFA to them. In contrast, Officers, customers aged 35 and over and those living in the South East are significantly less likely to think this.

Figure 20: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?
 Base: All customers (number of customers shown in brackets)



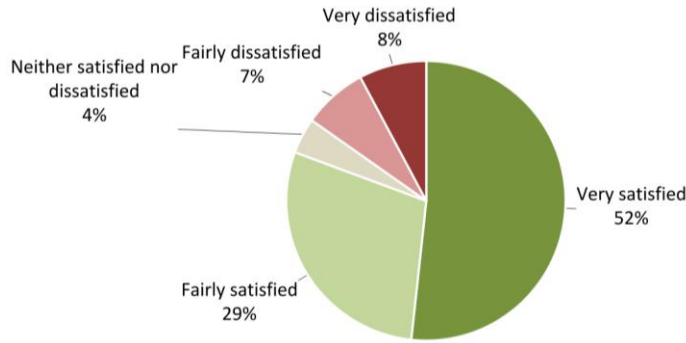
3.28 Satisfaction with the arrangements for allocating SFA has increased by 3 percentage points when compared to the previous two quarters, and significantly by 5 percentage points when compared to Q2 17/18.

Figure 21: How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? Trend over last 12 months
 Base: All customers (base size varies)



3.29 Around four fifths (81%) of customers are satisfied with the way their Move In was dealt with, whilst 15% are dissatisfied.

Figure 22: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (1,458)

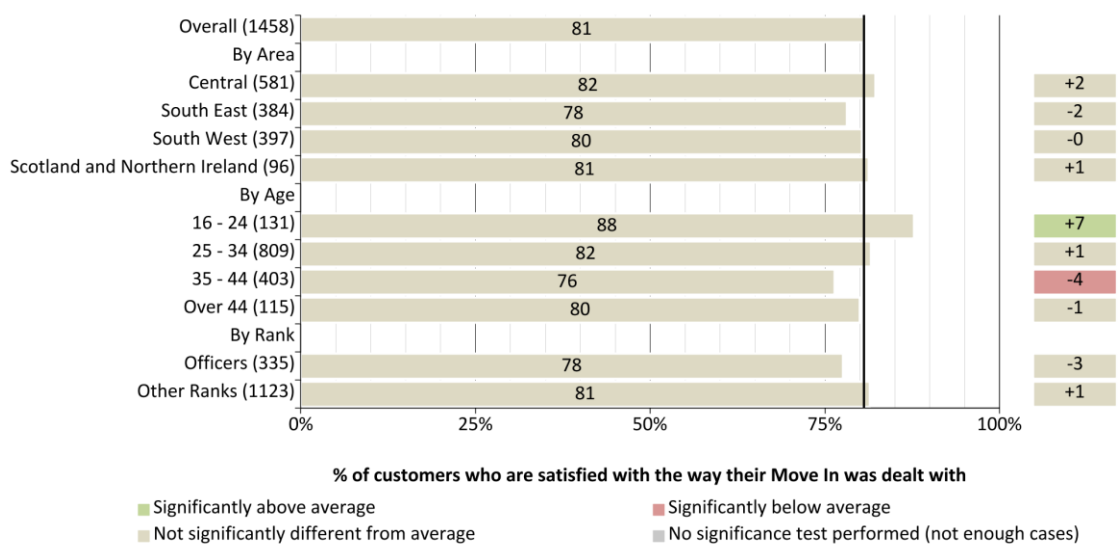


Differences by sub-group

3.30 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way their Move In was dealt with. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

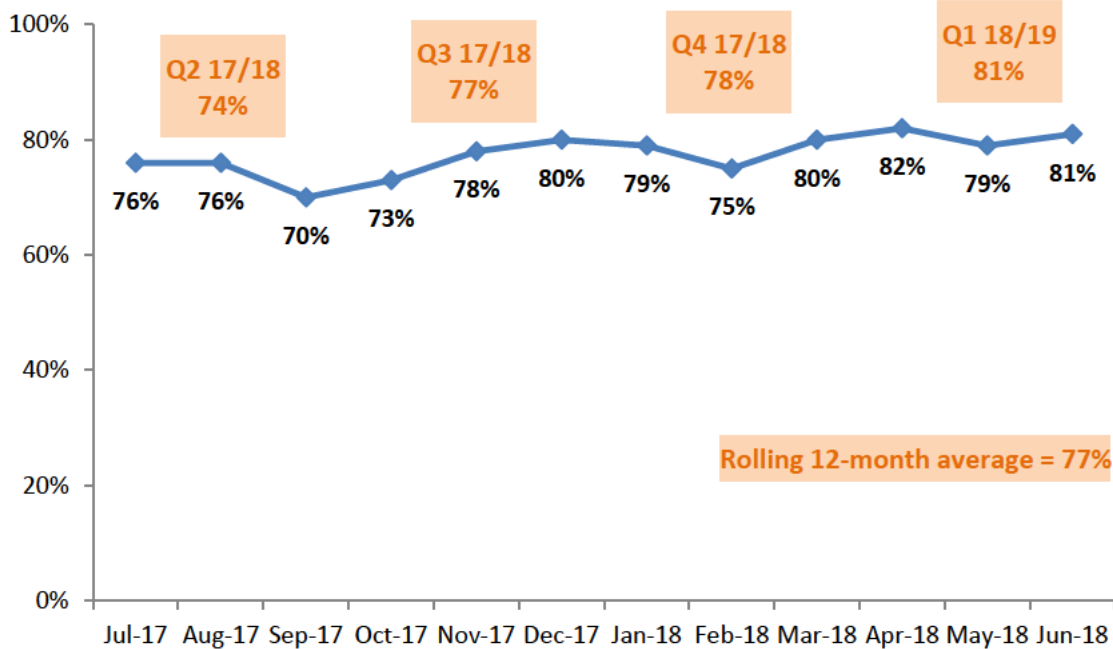
3.31 Customers aged 16-24 are significantly more likely to be satisfied with the way their Move In was dealt with, whilst customers aged 35-44 are significantly less likely to think this.

Figure 23: How satisfied or dissatisfied are you with the way your Move In was dealt with?
 Base: All customers (number of customers shown in brackets)



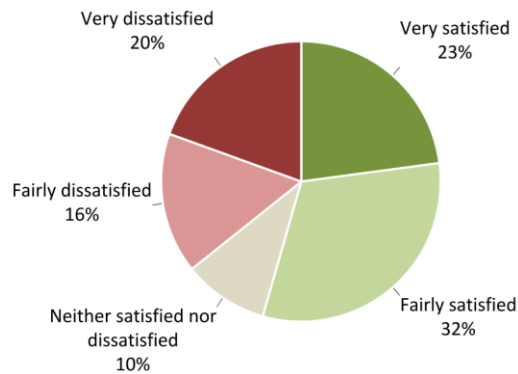
3.32 Customer's satisfaction with the way their Move In was dealt with has been on the rise over the last 12 months – it has increased from 74% in Q2 17/18, to 77% in Q3, 78% in Q4 and to 81% in the current quarter. Satisfaction also reached a 12-month high of 82% in April.

Figure 24: How satisfied or dissatisfied are you with the way your Move In was dealt with? Trend over last 12 months
Base: All customers (base size varies)



3.33 Over half (54%) of customers are satisfied with the way the contractor deals with repairs and maintenance issues, whilst around a third (36%) are dissatisfied.

Figure 25: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (1,282)

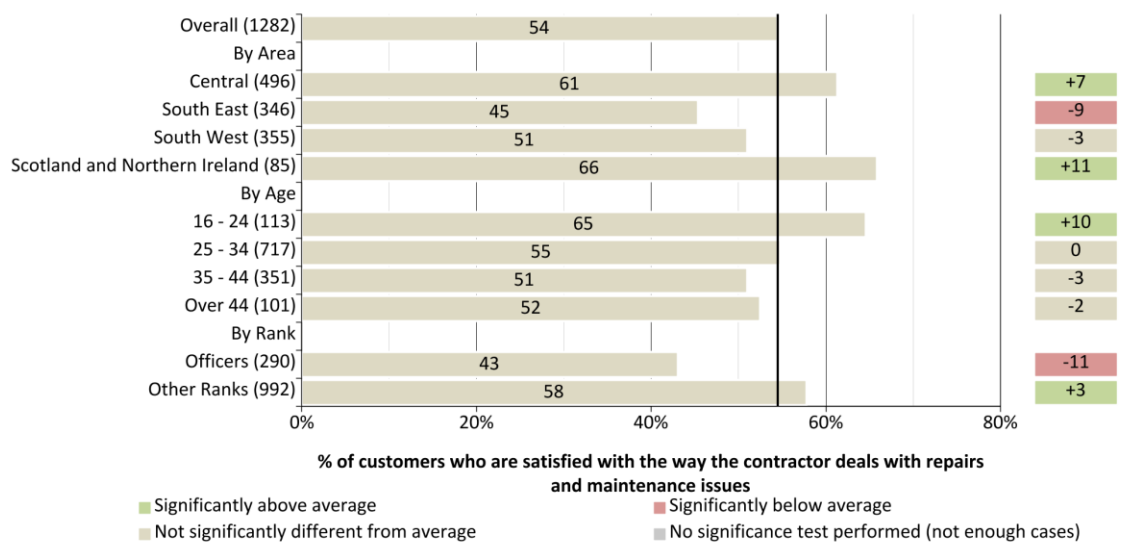


Differences by sub-group

3.34 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way the contractor deals with repairs and maintenance issues. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.35 Customers who live in Central areas and Scotland and Northern Ireland, those aged 16-24 and those who are ‘other’ ranks are significantly more likely to be satisfied with the way the contractor deals with repairs and maintenance. In contrast, customers who live in the South East and Officers are significantly less likely to think this.

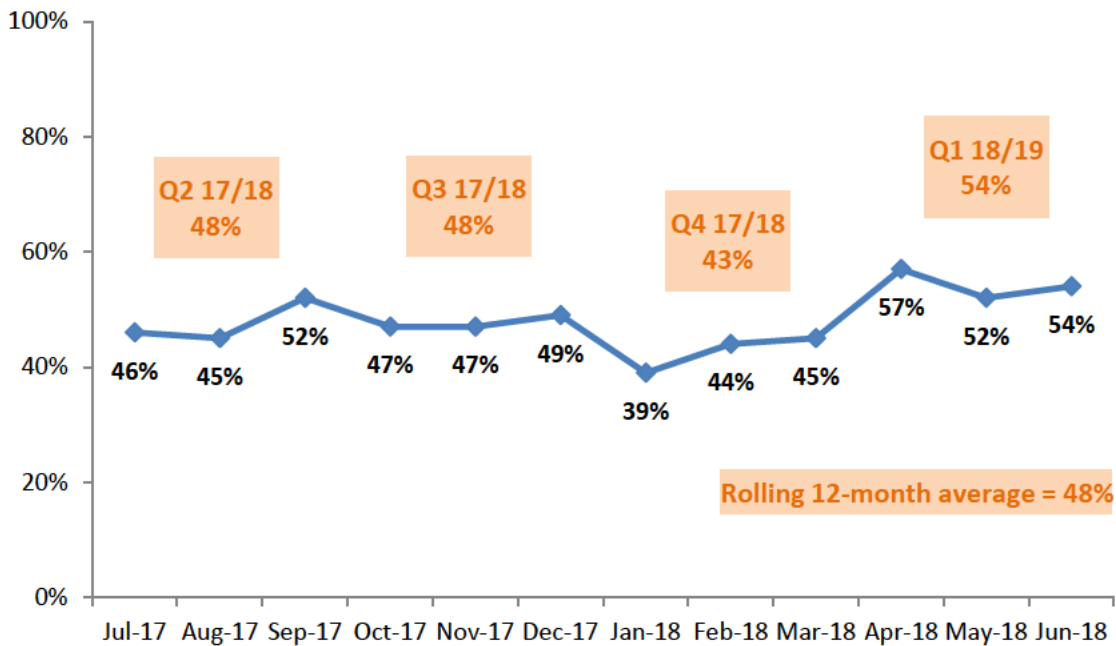
Figure 26: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?
 Base: All customers (number of customers shown in brackets)



3.36 Satisfaction with the way the contractor deals with repairs and maintenance issues has fluctuated over recent quarters – it remained unchanged between Q2 17/18 and Q3 (48%), then decreased significantly by 5 percentage points to 43% in Q4 but increased significantly by 11 percentage points to reach a high of 54% in the most recent quarter.

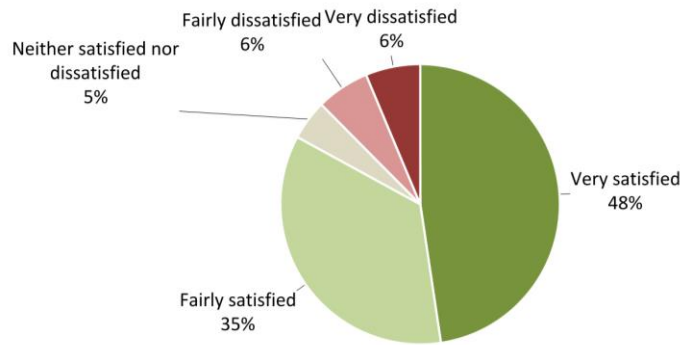
Figure 27: How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? Trend over last 12 months

Base: All customers (base size varies)



3.37 Over four fifths (83%) of customers are satisfied with the way their Move Out was dealt with, whilst 12% are dissatisfied.

Figure 28: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (972)

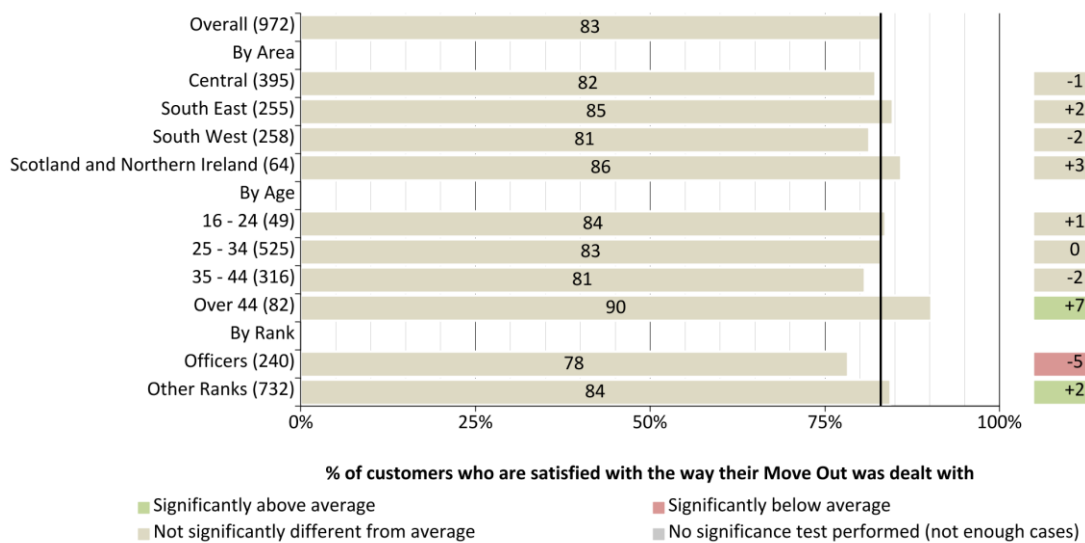


Differences by sub-group

3.38 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied with the way their Move Out was dealt with. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

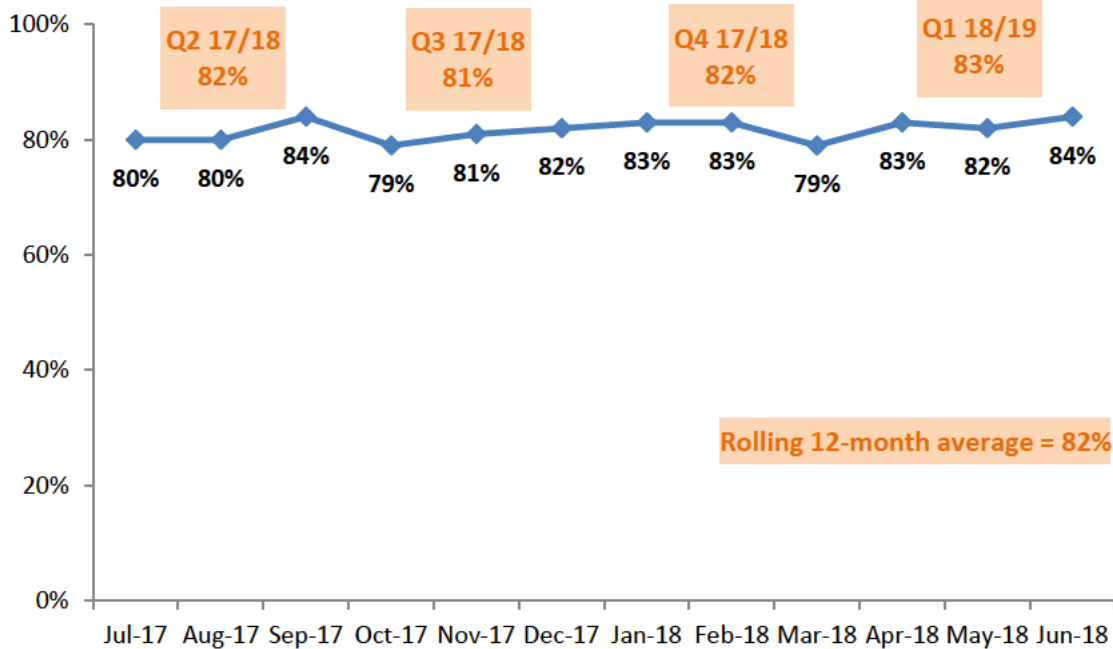
3.39 Customers aged over 44 and those who are ‘other ranks’ are significantly more likely to be satisfied with the way their Move Out was dealt with, whilst Officers are significantly less likely to think this.

Figure 29: How satisfied or dissatisfied are you with the way your Move Out was dealt with?
 Base: All customers (number of customers shown in brackets)



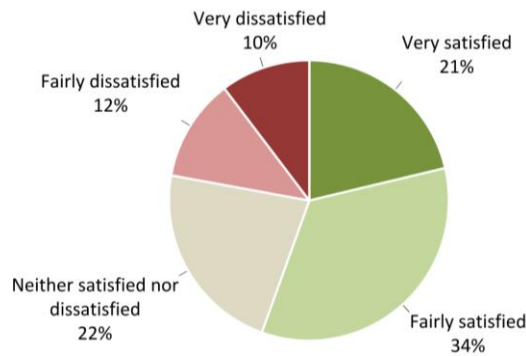
3.40 Customer's satisfaction with the way their Move Out was dealt with has shown very little change over the last 12 months, although satisfaction in Q1 (83%) is slightly higher than Q2 (82%), Q3 (81%) and Q4 (82%), as well as the rolling 12-month average (82%).

Figure 30: How satisfied or dissatisfied are you with the way your Move Out was dealt with? Trend over last 12 months
Base: All customers (base size varies)



3.41 Over half (56%) of customers are satisfied that DIO SD Accommodation listens to their views and acts upon them, whilst around a fifth (22%) are dissatisfied. A further 22% said they are neither satisfied nor dissatisfied.

Figure 31: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
 Base: All customers (1,317)

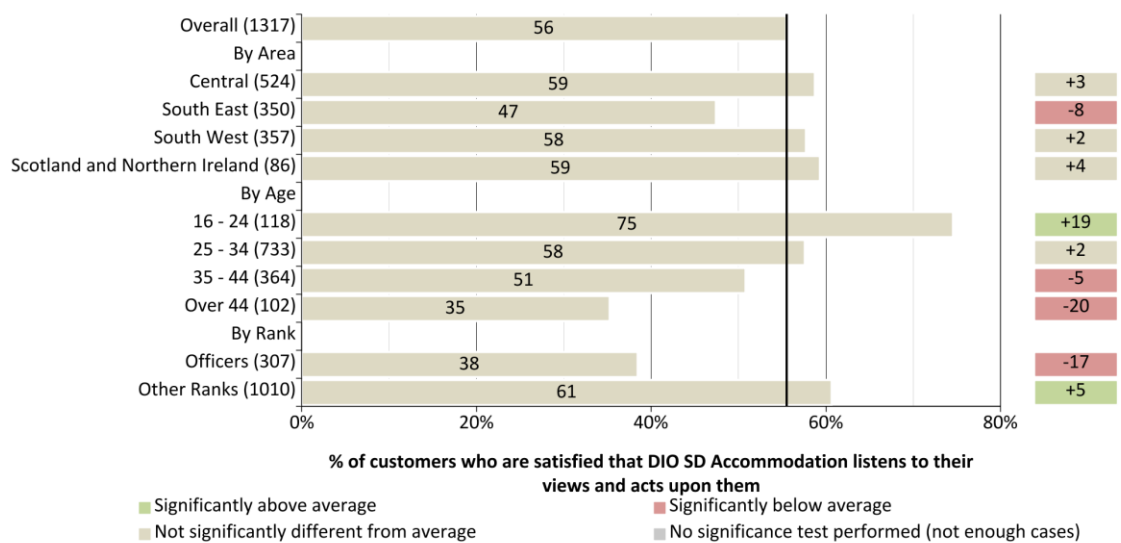


Differences by sub-group

3.42 The chart below shows how the responses for this question vary across different sub-groups of the population who stated they are satisfied that DIO SD Accommodation listens to their views and acts upon them. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

3.43 Customers aged 16-24 and those who are ‘other’ ranks are significantly more likely to be satisfied that DIO SD Accommodation listens to their views and acts upon. In contrast, Officers, customers who live in the South East and those aged 35 and over are significantly less likely to think this.

Figure 32: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them?
 Base: All customers (number of customers shown in brackets)



3.44 Customers satisfaction that DIO SD Accommodation listens to their views and acts upon them has been on an upward curve since January and has increased significantly by 9 percentage points between Q4 and Q1 (56% Q1 18/19 vs 47% Q4 17/18).

Figure 33: How satisfied or dissatisfied are you that DIO SD Accommodation listens to your views and acts upon them? Trend over last 12 months

Base: All customers (base size varies)

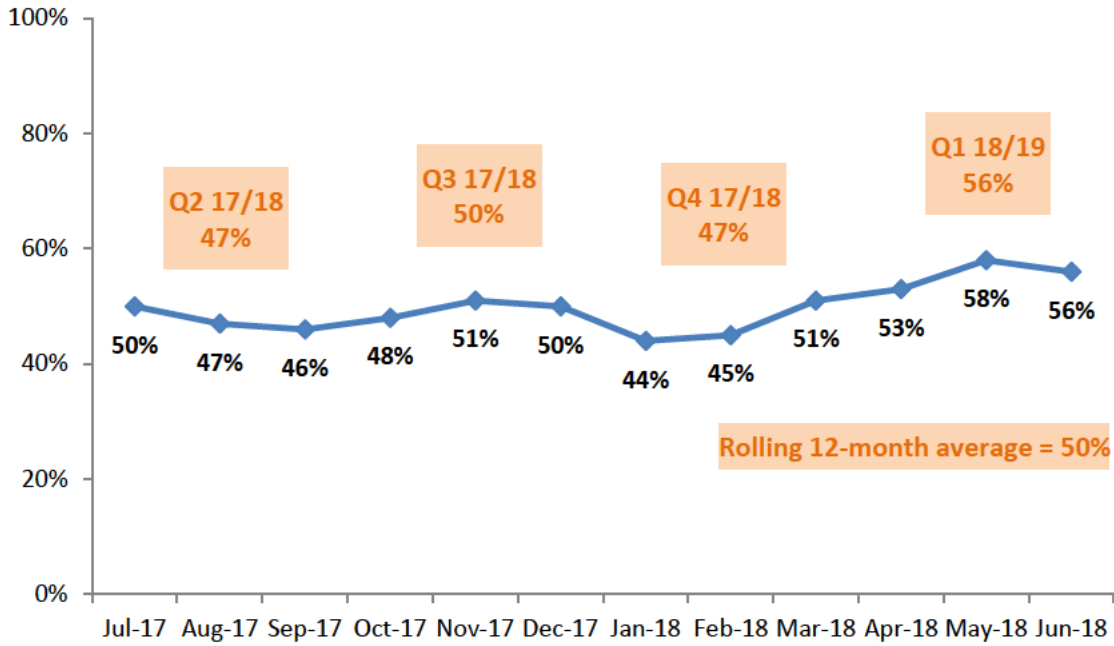


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