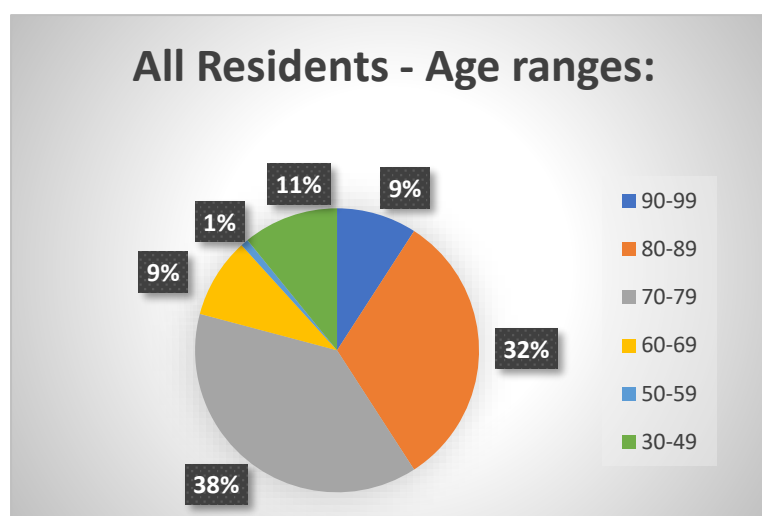


RESIDENTS SURVEY & FEEDBACK ANALYSIS 2024

Salisbury City Almshouse and Welfare Charities are registered with the Charity Commission (No. 202110) and with the Regulator of Social Housing (No. AO192). As a registered housing provider, the Charities have redesigned their regular Residents Survey in order to fulfil the new Tenant Satisfaction Measures as set by the Regulator. The results of the most recent survey were analysed in 2024 and the findings are as shown in the tables below. At the time of the survey the charities had 191 Almshouses and 25 social housing units.

Profile of the Charities' Residents at the time of the survey



Response from Almshouse Residents:

	Number	Percentage
Responded	143	75%
Not Responded	48	25%
TOTAL	191	100%

Response from Social Housing Residents:

	Number	Percentage
Responded	19	75%
Not Responded	6	3%
TOTAL	25	100%

1. GENERAL SATISFACTION RESULTS

1.1 Overall satisfaction – As a Resident of the Charities, taking everything into account, how satisfied or dissatisfied are you with the service that is provided?

	Number of responses	Percentage
Satisfied	142	87%
Fairly Satisfied	18	11%
Neutral	1	1%
Dissatisfied	1	1%
TOTAL	162	100%

1.2 Would you recommend the Charities?

	Number of responses	Percentage
Strongly Agree	147	91%
Fairly Agree	10	7%
Neutral	2	1%
Disagree	2	1%
TOTAL	161	100%

“I feel privileged to live in such a beautiful place with such caring people”

2. HOUSING SERVICES

2.1 Safety – Thinking about the condition of the property you live in, how satisfied or dissatisfied are you that the Charities provide a home that is safe?

	Number of responses	Percentage
Satisfied	147	91%
Fairly Satisfied	11	7%
Neutral	2	1%
Dissatisfied	1	1%
TOTAL	161	100%

2.2 Communal areas – How satisfied or dissatisfied are you that the Charities keep the communal areas clean and well-maintained?

	Number of responses	Percentage
Satisfied	136	88%
Fairly Satisfied	13	8%
Neutral	2	2%
Dissatisfied	3	2%
TOTAL	154	100%

2.3 Repairs – How satisfied are you with the overall repairs service from the Charities within the past 12 months?

	Number of responses	Percentage
Satisfied	100	92%
Fairly Satisfied	5	5%
Neutral	1	1%
Dissatisfied	2	2%
TOTAL	108	100%

2.4 Repair timescales - How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

	Number of responses	Percentage
Satisfied	94	86%
Fairly Satisfied	10	9%
Neutral	3	3%
Dissatisfied	2	2%
TOTAL	109	100%

“My almshouse is secure and comfortable and I know that there is always someone who I can call on for help if needed.”

2.5 Maintenance - How satisfied are you that the Charities provide a home that is well maintained?

	Number of responses	Percentage
Satisfied	148	91%
Fairly Satisfied	10	6%
Neutral	3	2%
Dissatisfied	1	1%
TOTAL	162	100%

3. COMMUNICATION

3.1 Listened to – How satisfied or dissatisfied are you that the Charities listen to your views and act upon them?

	Number of responses	Percentage
Satisfied	123	79%
Fairly Satisfied	21	13%
Neutral	9	6%
Dissatisfied	3	2%
TOTAL	156	100%

3.2 Kept informed – How satisfied or dissatisfied are you that the Charities keep you informed about things that matter to you?

	Number of responses	Percentage
Satisfied	127	81%
Fairly Satisfied	21	13%
Neutral	6	4%
Dissatisfied	2	1%
TOTAL	156	100%

3.3 Respected – To what extent do you agree or disagree that the Charities treat you fairly and with respect?

	Number of responses	Percentage
Strongly agree	138	86%
Agree	19	12%
Neutral	1	1%
Disagree	2	1%
TOTAL	160	100%

3.4 Complaints - How satisfied or dissatisfied are you with the Charities' approach to complaints?

	Number of responses	Percentage
Satisfied	33	77%
Fairly Satisfied	5	12%
Neutral	4	9%
Dissatisfied	1	2%
TOTAL	43	100%

4. NEIGHBOURS AND NEIGHBOURHOOD

4.1 My neighbourhood – Are you satisfied that the Charities make a positive contribution to your neighbourhood?

	Number of responses	Percentage
Satisfied	86	72%
Fairly Satisfied	18	15%
Neutral	15	13%
Dissatisfied	1	1%
TOTAL	120	100%

4.2 Antisocial behaviour – How satisfied or dissatisfied are you with the Charities' approach to anti-social behaviour?

	Number of responses	Percentage
Satisfied	76	75%
Fairly Satisfied	11	11%
Neutral	13	13%
Dissatisfied	1	1%
TOTAL	101	100%

5. WARDEN SERVICES (Sheltered Housing only)

How satisfied are you with the support provided by your warden?

	Number of responses	Percentage
Satisfied	128	91%
Fairly Satisfied	3	2%
Neutral	10	7%
Dissatisfied	2	1%
TOTAL	143	100%