

Satisfaction Survey 2024-25

About our Satisfaction Surveys

The Satisfaction Survey is conducted every two years. This survey is for everyone who accesses Horton services which includes, floating support, accommodation, training services and day services such as community cafés.

While we will continue to run the Satisfaction Survey for all of the people accessing our services, the results of the tenant only survey - Tenant Satisfaction Measures Survey (TSM) - is also available on our website here:

<https://hortonhousing.co.uk/about-us/documents/>

The TSM survey will be undertaken for the second time later this year.

The tenant only survey fits with the Housing Regulators specific requirements on TSM's which came into force from April 2023 so the two separate surveys will be run on alternative years.



Satisfaction Survey summary results 2024-25

People in services had the option of completing the survey via Survey Monkey (on mobile devices) or in hard copy.

This year, **561 people completed the satisfaction survey.**

This was slightly lower than 2023, when 580 people completed the survey.

However this was still **30% of people from our overall services.**



96%

of you were **very or fairly happy** to the question
about **overall satisfaction with services from Horton.**

This document shows a full breakdown of survey questions and responses.






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About our information (for everyone to answer)

How happy or unhappy are you with the information you received before you joined?

For example: leaflets, meeting us, an explanation of what's on offer, where we are based and how we would contact you, when you could move in or when we would start working together.






478 of 528 responses were happy or fairly happy: **90.53%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	326	152	37	10	3
2024/25 %	61.74	28.79	7.01	1.89	0.57
2022/23 %	70.93	26.67	1.85	0.37	0.19

How happy or unhappy are you with the information you received after you joined the service?

For example: being shown around, us explaining how things work, handbook, service description, leaflets, noticeboards, website, newsletters.

494 of 527 responses were happy or fairly happy: **94.04%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	339	155	28	3	2
2024/25 %	64.33	29.71	5.31	0.57	0.38
2022/23 %	74.69	23.01	1.77	0	0.53






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About how we work together (for everyone to answer)

How happy or unhappy are you with being able to make your own decisions about what goals you want to work on?

For example: Do we listen to your views? Are we sensitive to your choices? Do we encourage you to make your own decisions?






483 of 509 responses were happy of fairly happy: **94.89%**

	Very happy	Fairly happy	Neither	Unhappy	Very unhappy
					
2024/25 Actual	327	156	22	2	2
2024/25 %	64.24	30.65	4.32	0.39	0.39
2022/23 %	74.51	22.98	1.8	0.36	0.36

How happy or unhappy are you with how we work together to achieve the things you want?

For example: learning new skills, feeling more confident, finding somewhere to live, settling in, looking after your home, managing money, feeling part of the community.

479 of 508 responses were happy of fairly happy: **94.29%**

	Very happy	Fairly happy	Neither	Unhappy	Very unhappy
					
2024/25 Actual	355	124	26	3	0
2024/25 %	69.88	24.41	5.12	0.59	0
2022/23 %	77.12	19.64	2.16	0.36	0.72






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About how we work together (for everyone to answer)

How happy or unhappy are you with how we work together to explore opportunities you're interested in (if applicable)?






For example: cultural, religious or lifestyle choices, classroom support, interpreting, training, education and employment, leisure activities, volunteering and work opportunities.

421 of 455 responses were happy or fairly happy: **92.53%**

	Very happy	Fairly happy	Neither	Unhappy	Very unhappy
					
2024/25 Actual	278	143	32	1	1
2024/25 %	61.10	31.43	7.03	0.22	0.22
2022/23 %	70.06	24.47	4.57	0.62	0

How happy or unhappy are you with how we work together to support positive relationships with your family and friends (if applicable)?

369 of 421 responses were happy or fairly happy: **87.65%**






	Very happy	Fairly happy	Neither	Unhappy	Very unhappy
					
2024/25 Actual	255	144	44	5	3
2024/25 %	60.57	27.08	10.45	1.19	0.71
2022/23 %	73.42	22.37	3.42	0.53	0.26

About your safety (for everyone to answer)

How happy or unhappy are you with the information we have shared with you about health and safety?

For example: What to do in an emergency, being safe and secure, where the fire exits are, who to report issues to, who the first aiders are on site.






422 of 457 responses were happy of fairly happy: **92.35%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	283	139	30	4	1
2024/25 %	61.93	30.42	6.56	0.88	0.22
2022/23 %	72.71	23.11	3.39	0.4	0.4

How happy or unhappy are you with information we have shared with you regarding how to stay safe from abuse (if applicable)?

For example: how we have worked together if you have been harmed or treated badly by someone, or if you have wanted to keep safe from possible harm from others.

405 of 443 responses were happy of fairly happy: **91.42%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	288	117	30	7	1
2024/25 %	65.01	26.41	6.77	1.58	0.23
2022/23 %	73.3	20.35	4.38	1.31	0.66






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About involvement and feedback (for people in all services)

How happy or unhappy are you that you have opportunities to make your views known?






For example: speaking to us, surveys, group or one-to-one discussions, consultation activities, such as focus groups or involvement activities.

466 of 501 responses were happy of fairly happy: **93.01%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	316	150	28	5	2
2024/25 %	63.07	29.94	5.59	1.00	0.4
2022/23 %	70.95	23.28	4.47	0.74	0.56

How happy or unhappy are you that Horton Housing listens to your views and acts on them?






459 of 498 responses were happy of fairly happy: **92.17%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	326	133	31	7	1
2024/25 %	65.46	26.71	6.22	1.41	0.2
2022/23 %	76.15	19.45	2.94	0.92	0.55

About involvement and feedback (for people in all services)

Overall, how happy or unhappy are you with the way Horton Housing handled your complaint? (If you have experience of making a complaint)

207 of 246 responses were happy or fairly happy: **84.14%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	148	59	27	9	3
2024/25 %	60.16	23.98	10.98	3.66	1.22
2022/23 %	68	21.6	6.8	2.4	1.2

About your training (for people in receipt of services from Horton’s training services only) Bewick House



99%

of you were **very or fairly happy** to the question about **overall training centre services**.






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About your training (for people in receipt of services from Horton's training services only) Bewick House

How happy or unhappy are you with the choice of courses that is available to you?

For example: You have access to different courses in areas that you are interested in.

80 of 86 responses were happy of fairly happy: **93.03%**






	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	67	13	6	0	0
2024/25 %	77.91	15.12	6.98	0	0
2022/23 %	68.85	29.51	1.64	0	0

How happy or unhappy are you with the overall quality of the Training Centre facilities?

For example: Is it clean and tidy? Are classroom facilities in working order?

Does it have enough heat, light and do the windows open?

88 of 91 responses were happy of fairly happy: **96.71%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	75	13	2	0	1
2024/25 %	82.42	14.29	2.20	0	1.1
2022/23 %	94.31	4.88	0.81	0	0






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About your training (for people in receipt of services from Horton's training services only) Bewick House

How happy or unhappy are you with the resources at the training centre?

For example: Classroom space, toilets, lift, wheelchair access, access to computers, headphones, job search.






89 of 91 responses were happy or fairly happy: **97.81%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	76	13	2	0	0
2024/25 %	83.52	14.29	2.2	0	0
2022/23 %	91.13	6.45	1.61	0.81	0

How happy or unhappy are you with the teachers and colleagues at the training centre?

For example: Are they friendly, supportive, knowledgeable, and approachable?

89 of 91 responses were happy or fairly happy: **97.81%**






	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	82	7	2	0	0
2024/25 %	90.11	7.69	2.2	0	0
2022/23 %	93.55	4.84	1.61	0	0

About your training (for people in receipt of services from Horton’s training services only) Bewick House

Taking everything into account, how happy or unhappy are you with the service(s) you work with in the Training Centre?

For example: STEP, ESOL teachers, reception.

89 of 90 responses were happy or fairly happy: **98.88%**

	Very happy	Fairly happy	Neither	Unhappy	Very unhappy
					
2024/25 Actual	77	12	1	0	0
2024/25 %	85.56	13.33	1.11	0	0
2022/23 %	93.55	4.03	2.42	0	0

Accommodation only - About your home



93%

of you were very or fairly happy to the question about service provided by Horton as a landlord.






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Accommodation only - About your home

How happy or unhappy are you with the overall quality of your home?






For example: Was it clean and tidy when you moved in? Was everything in working order? Were the furniture and carpets in good condition? Does it have enough heat, light and ventilation?

215 of 237 responses were happy or fairly happy: **90.7%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	140	75	8	12	2
2024/25 %	59.07	31.65	3.38	5.06	0.84
2022/23 %	71.93	23.98	2.34	1.17	0.58

Have you had any repairs carried out in the last 12 months? If YES, thinking about the LAST time you had repairs carried out, how happy or unhappy were you with the repairs service?

188 of 212 responses were happy or fairly happy: **88.67%**






	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	110	78	10	9	5
2024/25 %	51.89	36.79	4.72	4.25	2.36
2022/23 %	59.35	32.26	5.81	1.94	0.65

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Accommodation only - About your home

Thinking specifically about the building you live in, how happy or unhappy are you that your Horton Housing home is safe and secure? (Reported on Sector Scorecard)

220 of 236 responses were happy or fairly happy: **93.22%**






	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	152	68	11	2	3
2024/25 %	64.41	28.81	4.66	0.85	1.27
2022/23 %	69.64	25	1.79	2.38	1.19

How happy or unhappy are you that Horton Housing is easy to deal with?

(Reported on Sector Scorecard)

For example: How easy is it for you to access what you need from us? How helpful are we? Do we get things resolved? Do you feel we treat you with respect?

228 of 238 responses were happy or fairly happy: **95.79%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	144	84	9	0	1
2024/25 %	60.50	35.29	3.78	0	0.42
2022/23 %	66.86	27.81	4.14	0.59	0.59






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Accommodation only - About your home

Taking everything into account, how happy or unhappy are you with the service that Horton Housing provides as your landlord? (Reported on Sector Scorecard)

For example: Our attitude, responsiveness and quality of service, including lettings, repairs, rent collection, property management and colleague support.






220 of 236 responses were happy or fairly happy: **93.22%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	136	84	11	2	3
2024/25 %	57.63	35.59	4.66	0.85	1.27
2022/23 %	71.01	26.04	2.96	0	0

Overall - for all people to complete

Taking everything into account, how happy or unhappy are you with how we work with you?

471 of 490 responses were happy or fairly happy: **96.12%**

	Very happy 	Fairly happy 	Neither 	Unhappy 	Very unhappy 
2024/25 Actual	366	105	18	1	0
2024/25 %	74.69	21.43	3.67	0.2	0
2022/23 %	84.34	13.77	1.13	0.38	0.38