



What are your  
priorities?





# What are your priorities?

Fourteen ideas for how we can improve our services have been included in the next section for you to tell us which are most important to you. Many of the ideas have come from other tenants.

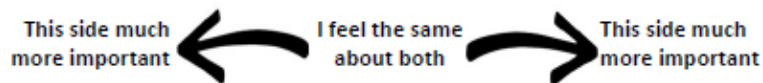
To make it easier to answer, these ideas have been split into pairs, so you only have to compare two at a time. Each idea is randomly compared with three others. When we join all of your answers together we use some clever maths to work out how you rank them all in order from one to fourteen.

- It is important that you fill in every line with a single tick or cross.
- If you feel the same about both of the ideas on a single line, whether good or bad, just choose the middle box
- Don't worry about taking too long on each question, as your first answer is fine

## We asked you to consider a list of 14 priorities

## It was the same list as 2019 and we wanted to see if your priorities had changed

35 Which of the following do you think we should be prioritising and spending our money on?



Support people who are struggling financially	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Improve the information available about the services SHAL provides
Help people improve their physical health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Build more homes
Help and encourage people to maintain their gardens better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide better ways for people to share their views and have their say
Provide access to independent advice and support when things go wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support people who want to maintain and improve their homes themselves
Invest in maintaining and improving the standard of our homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do more to help people with disabilities get the support they need
Help people improve their mental health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Help and encourage people to maintain their gardens better





# What are your priorities?

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To make it easier to answer, these ideas have been split into pairs, so you only have to compare two at a time. Each idea is randomly compared with three others. When we join all of your answers together we use some clever maths to work out how you rank them all in order from one to fourteen.

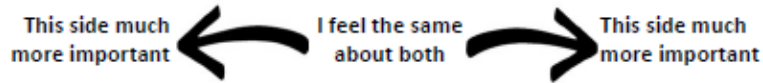
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They were paired together randomly

You were asked to tick or cross a box depending on how you felt about the 2 on each row

For example...

35 Which of the following do you think we should be prioritising and spending our money on?



Support people who are struggling financially	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Improve the information available about the services SHAL provides
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Invest in maintaining and improving the standard of our homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do more to help people with disabilities get the support they need
Help people improve their mental health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Help and encourage people to maintain their gardens better



"I think supporting people who are struggling financially is more important."

**This side is much more important**

**I feel the same about both**

**This side is much more important**

Support people who are struggling financially

Improve the information available about the services SHAL provides

*"I think the same about both."*

**This side is much more important**



**I feel the same about both**



**This side is much more important**

Invest in maintaining and improving the standard of our homes



Help people improve their mental health and wellbeing

*"I think improving the information available is more important than investing in improving energy efficiency."*

**This side is much more important**



**I feel the same about both**



**This side is much more important**

Invest in improving the energy efficiency of our homes

Improve the information available about the services SHAL provides

# The results (1/5)

Invest in maintaining and improving the standard of our homes



Invest in improving the energy efficiency of our homes



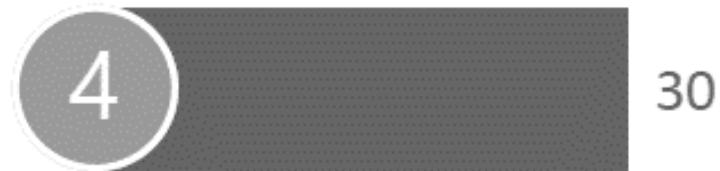
Support people who are struggling financially



Up 10 places

# The results (2/5)

Do more to help people with disabilities get the support they need



Support people who want to maintain and improve their homes themselves



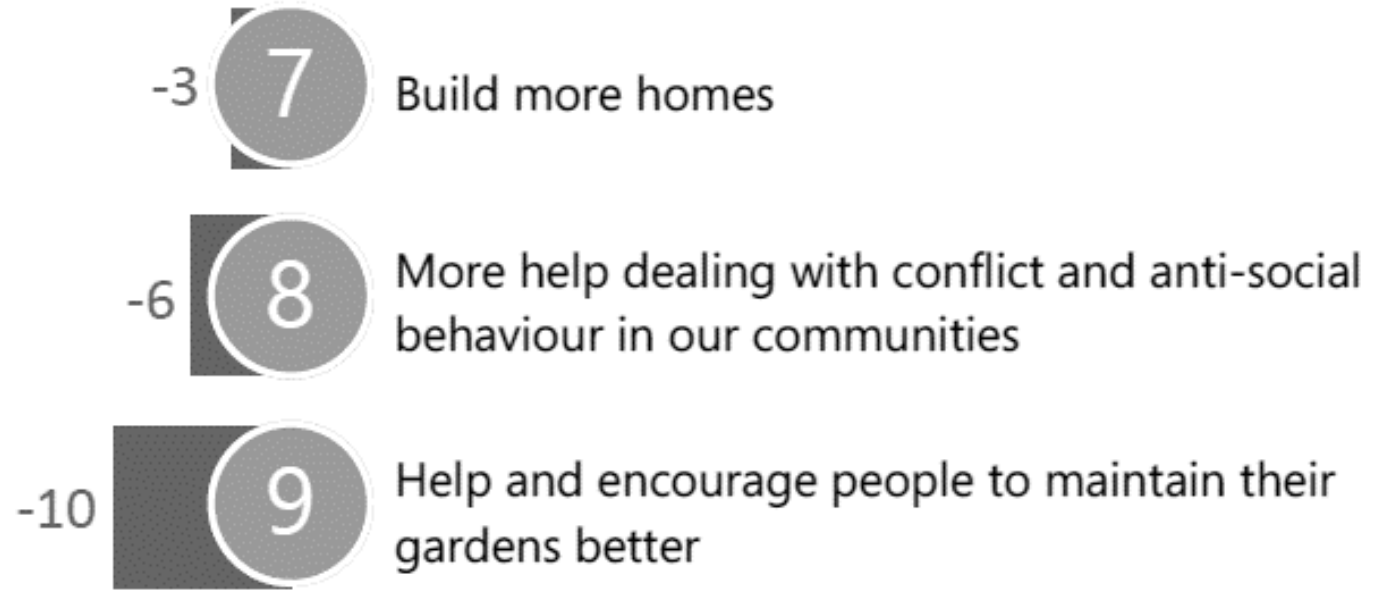
Help people improve their mental health and wellbeing



How can we do this?



# The results (3/5)



# The results (4/5)



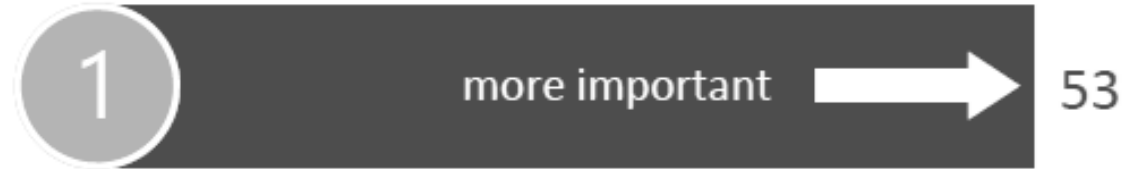
# The results (5/5)



More important  
for people who  
aren't digitally  
active

# The top 3

Invest in maintaining and improving the standard of our homes



Invest in improving the energy efficiency of our homes



Support people who are struggling financially



# “Invest in maintaining & improving the standard of our homes”



- Overall, the list is broadly similar to 2019
- However, this year investing in maintaining and improving homes has moved and is now the clear top priority

# “Invest in maintaining & improving the standard of our homes”



- This isn't a surprise considering the link between repairs and maintenance and the drop in satisfaction with the home

# “Invest in maintaining & improving the standard of our homes”



- This is a significantly strong priority for tenants who are struggling financially and/or unable to heat their home

# “Invest in improving the energy efficiency of our homes”



- Improving the energy efficiency of homes is now 2<sup>nd</sup>
- This is despite the cost-of-living crisis and unprecedentedly high energy prices



# “Invest in improving the energy efficiency of our homes”



- This is almost certainly due to a slight but important change in the question wording
- **Previously we linked energy efficiency improvements and reducing energy bills**

# “Invest in improving the energy efficiency of our homes”



- “Reduce energy bills” was removed this year because of the significant outside factors in utility bills

# “Support people who are struggling financially”



- 21% of you are finding it financially difficult at the moment
- 45% of you are just about getting by
- 35% of you said you're unable to heat your home during the colder months, compared to 15% in 2019

# “Support people who are struggling financially”



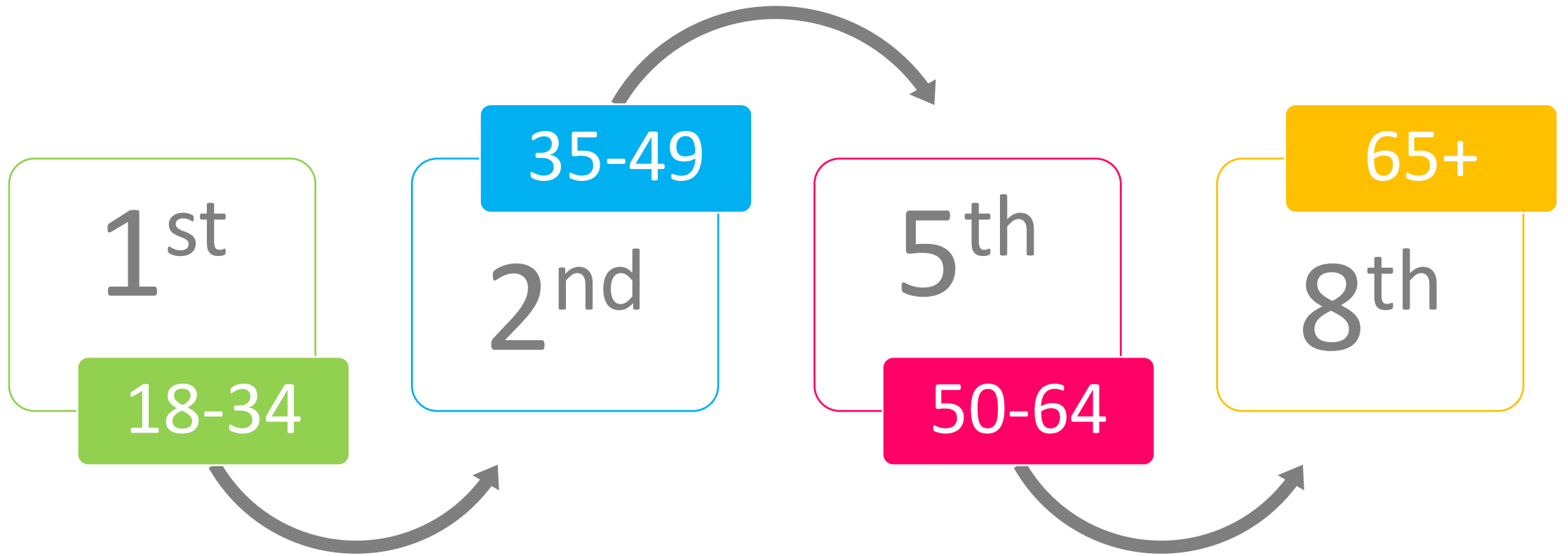
- This is an even higher priority for younger tenants, who also prioritise support for mental/physical health and wellbeing
- **There is a clear link between those struggling financially and mental health and wellbeing**

# “Support people who are struggling financially”



- The previous priority that SHAL should “help people manage money” was also changed this year to “help people who are struggling financially”
- **We felt that even people who can manage their money could still be struggling financially**

“Support people who are struggling financially”



# “Do more to help people with disabilities get the support they need”



- Help for people with disabilities to get the support they need remains a high priority at 4<sup>th</sup>
- This is one of the most stable priorities, being high for across all tenant groups

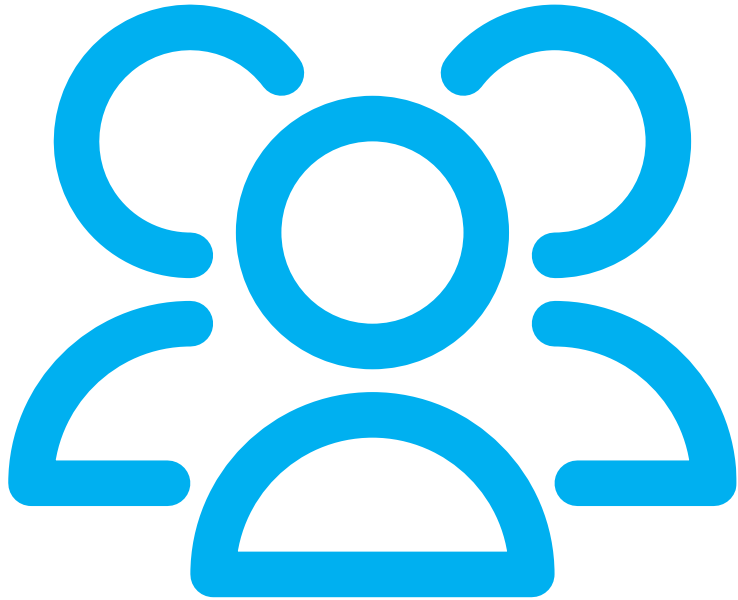
# “Support people who want to maintain & improve their homes themselves”



- Supporting people who want to maintain and improve their homes themselves remains in the top half
- It was 4<sup>th</sup> in 2019
- **This is the 2<sup>nd</sup> highest priority for tenants who have lived in their home between 11 and 20 years**



# People



- The information and involvement priorities are more important for older tenants and those who aren't digitally active

# Places



- Help for people who are struggling financially is the top priority for tenants in Bridgwater (Hamp)
- Wellbeing support for both mental and physical health is strongest in Bridgwater (Central)



What are your  
thoughts &  
ideas?



Invest in maintaining and improving the standard of our homes

1

7

Build more homes

Invest in improving the energy efficiency of our homes

2

8

More help dealing with conflict and anti-social behaviour in our communities

Support people who are struggling financially

3

9

Help and encourage people to maintain their gardens better

Do more to help people with disabilities get the support they need

4

10

Help people get onto the property ladder (e.g. shared ownership)

Support people who want to maintain and improve their homes themselves

5

11

Help people improve their physical health and wellbeing

Help people improve their mental health and wellbeing

6

12

Provide access to independent advice and support when things go wrong

13

Improve the information available about the services SHAL provides

14

Provide better ways for people to share their views and have their say