

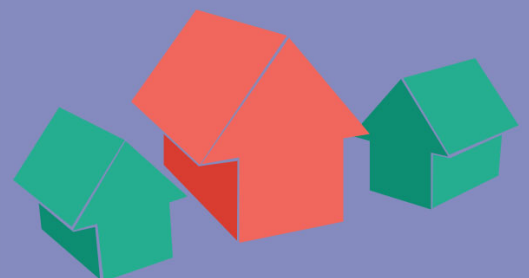


STAR Customer Satisfaction Survey 2019



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1. Introduction

Background

This report details the results of Lancaster City Council's 2019 STAR customer satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants and leaseholders to have their say about their home, the services they receive, and how these could be improved in the future.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2017 STAR survey, including tests to check if any of the changes are *statistically significant*. In addition, it has also been compared against benchmark data from ARP Research's Council and ALMO clients.



This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys.

www.housemark.co.uk/star

About the survey

The survey was carried out between September and November 2019. Paper self completion questionnaires were distributed to a sample of 2,007 tenant households and all 150 leaseholder households. This was followed by two further reminders to non respondents, both being a full replacement copy of the questionnaire, A free prize draw was used to encourage the response rate. The survey was also available for completion online for all customers (38 did so).

In total 790 tenants took part in the survey, which represented a 39% response rate (error margin +/- 3.1), which was 3% lower than was achieved in 2017. This response rates exceeded the stipulated STAR target error margin. In addition, 40 leaseholders took part, which was a 27% response rate (error margin +/- 13.3).

Please note that the tenant survey results were weighted by age group to ensure that the results were representative of the tenants as a whole across a wide range of demographic variables

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary

Bench mark	2017 result	change over time	2019 result	
84%	86%	✱	85%	satisfaction overall
81%	84%	◀▶	84%	quality of home
83%	88%	◀▶	88%	value for money of rent
74%	79%	↓	75%	value for money of service charge
64%	70%	◀▶	70%	listens to views and acts on them
76%	77%	↑	80%	being kept informed
82%	82%	↕	83%	enquiries generally
77%	76%	↑	80%	repairs & maintenance overall
84%	83%	↑	87%	last repair
85%	84%	↓	79%	neighbourhood as a place to live

significantly better
 no significant difference
 significantly worse
 significantly better 'very' satisfied

Overall satisfaction

1. Overall satisfaction with Lancaster City Council's services amongst tenants had improved by a statistically significant margin over the last two years. Whilst the total proportion satisfied was broadly the same (85% v 86%), considerably more tenants were now 'very' satisfied with the service than before (47% v 40%, section 3).
2. The main reason for this improvement in overall satisfaction was almost that certainly the significant improvement in the repairs and maintenance score (80% v 76%), including very substantial improvements in customer's experience with the appointments system (section 5).
3. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the six factors most closely associated with overall tenant satisfaction were:
 - Dealing with enquiries generally (83% satisfied, section 7)
 - Repairs and maintenance overall (80%, section 5)
 - Listening to views and acting upon them (70%, section 6)
 - Quality of the home (84%, section 4)
 - Value for money for rent (88%, section 4)

Customer services

4. How Lancaster City Council generally dealt with enquiries has historically been linked to overall satisfaction, but in 2019 this link was even stronger as it was the clear number one key driver, having been only fourth in 2017.
5. As such it was positive to see that the steady 1% increase in satisfaction between every survey since 2013 continue, with a 4% increase in the 'very' satisfied figures compared to 2017. These incremental improvements mean that the Council score was now slightly above the benchmark of 82% for ARP Research's clients (section 7).
6. When asked about their most recent experience most found it easy to contact the right person, although a fifth had some degree of difficulty (19%). Around three quarters were positive about the helpfulness and ability of the staff, as well as the final outcome of their query. None of those had changed significantly, and all compared favourably against the benchmarks.
7. There was a noticeable increase in preference for electronic communication with email now the preferred method for nearly two fifths of all tenants (38%, up from 28%), with the proportion favouring contact by text/SMS also increasing (32%, was 24%, section 7).

Communication

8. Listening and acting upon tenants' views remains integral to how customers view the service as a whole with this being one of five key drivers, albeit not as influential as in 2017 when it was the primary key driver (currently third).
9. Seven out of ten respondents remain satisfied on this measure (70%), which has not changed at all compared to two years ago and has been relatively stable since surveys began in 2013. However, this means that the score remains well above the benchmark median of 64% (section 6).

2. Executive summary

10. However, the lack of movement in the overall score conceals something more interesting underneath, as satisfaction amongst general needs tenants has actually increased by 3% since 2017 (70% v 67%), but this was masked by an eleven point drop in satisfaction amongst sheltered tenants (now 74%).
11. In terms of what tenants thought about the level of information provided by the council, four out of five respondents rated this positively (80% 'good') which is a significant increase on the 77% seen in 2017.

Repairs and maintenance

12. The main story of the 2019 tenant survey results was the significant improvements in virtually all aspects of the repairs and maintenance service. The improvements were summarised by a 4% increase in general repairs and maintenance satisfaction rating (now 80%), with the majority of other scores in this having increased by a similar amount. In addition, the proportion of 'very' satisfied tenants had increased even further, being 6% higher than in 2017 (now 39%, section 5).
13. The survey also asked respondents to rate the last repair they had completed, which as expected was even higher than the general repairs rating (87% satisfied), including well over half of respondents that were 'very' satisfied (60%).
14. To better understand satisfaction with response repairs, there were a further set of detailed questions asked about respondents' last completed repair. When compared to the previous survey satisfaction rated significantly better or similar, with every aspect either in line or just above the equivalent ARP benchmark medians.
15. In particular, there were very significant increases in satisfaction with both the time taken before work started (78%, up from 71%) and the speed of completion (87%, was 81%)

The home

16. The quality of the home was the fourth strongest key driver of overall satisfaction for the current sample, but interestingly did not emerge from the equivalent analysis in 2017. It was pleasing to find the majority were satisfied in this regard (84%) which is identical to both the 2017 score and the benchmark median for other landlords (section 4).
17. Tenants in sheltered accommodation were significantly more satisfied than those in general needs with the quality of their homes (93% v 83%) which was consistent with that seen in 2017.

Value for money

18. Satisfaction with the value for money of the rent remains a key driver of tenant satisfaction overall. As such, it was positive to find the vast majority of tenants were satisfied in this regard (88%), a result which is identical to that achieved in 2017 and considerably higher than the 83% average amongst ARP Research's local authority clients (section 4).
19. Three quarters of tenants were satisfied with service charge value for money (75%), including 41% who were 'very satisfied'. However, satisfaction was down 4% compared to two years ago but remained just above the benchmark median of 74%. This may be related to declining satisfaction with certain aspects of communal cleaning (section 10) as well as the appearance of neighbourhood (section 9).

Neighbourhood

20. Satisfaction with the neighbourhood as a place to live had fallen from 84% to 79%, although the proportion that were 'very' satisfied was unchanged (section 9).
21. Although North Lancaster has always been the least satisfied of the three main areas in previous surveys, in 2019 satisfaction fell by 11% to only 66%, compared to the other 2 areas where the fall was only 1-2% with overall satisfaction in the mid-eighties.
22. The fall in satisfaction with the neighbourhood overall is likely linked to the significantly lower levels of satisfaction with the appearance of the neighbourhood, with 68% of tenants satisfied, a significant fall from 75% in 2017. The change was one again most apparent in North Lancaster (68% v 54%)
23. Around two thirds of the sample were satisfied with the way the Council deals with ASB, a fifth (18%) were ambivalent, and an identical proportion were dissatisfied. This was once again entirely consistent with the typical score received by other housing providers and was similar to the pattern of responses seen two years ago (section 11)
24. However, amongst those that claimed to have reported ASB, the Council's latest results compared unfavourably to those seen in 2017 with all ratings in this section down and are in every case worse than comparative benchmark median values.

Estate services

25. Satisfaction with the grounds maintenance service had not changed (still 69%), and this service was rated above the ARP Research benchmark of 67% (section 10).
26. However, satisfaction with the cleaning of internal and external communal areas had slipped back compared to 2017, although not by enough to be statistically significant. This meant that a fifth were dissatisfied with the former, and a quarter with the latter. As satisfaction had fallen for each, both continue to be rated below the level expected and appear in the bottom benchmark quartile.



3. Services overall



1. enquiries generally
2. repairs & maintenance
3. listen & acts on views
4. quality of home
5. value for money for rent

were the **key drivers** that best predicted overall satisfaction



Significant 7% increase in the proportion 'very' satisfied



Almost certainly linked to improved in the repairs service



Big difference by age, with the over 50s much more satisfied than the under 50s



North Lancaster tenants were less satisfied than average

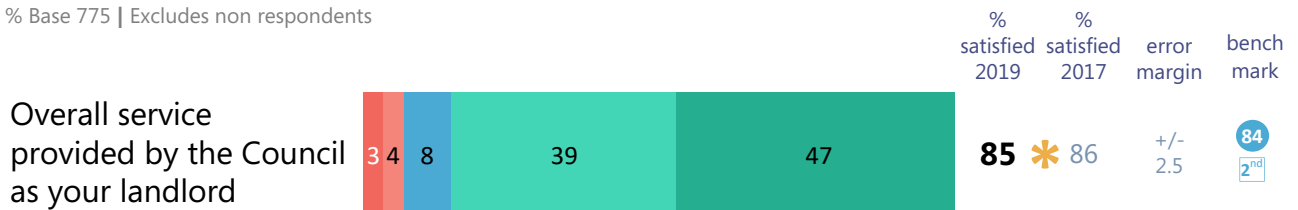


Experience of ASB had a strong relationship with satisfaction

3. Services overall

3.1 Overall satisfaction

% Base 775 | Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

significantly worse (95%)

significantly worse (90%)

no significant difference

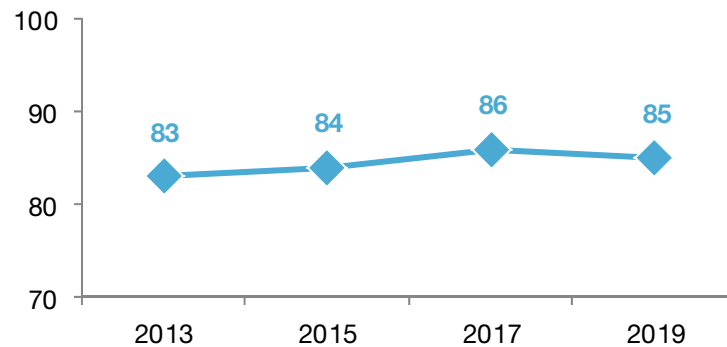
significantly better (90%)

significantly better (95%)

Benchmark median

Benchmark quartile

significantly better 'very' satisfied



Most of Lancaster City Council's tenant survey results in 2019 were like those achieved in the previous survey in 2017, the majority having shifted only slightly in comparison to the previous results. Nevertheless, there were improvements in a few key areas of the service that were enough to improve the overall satisfaction rating by a 'statistically significant' margin. This means that a statistical test showed that we can be sufficiently confident that the improvement was real rather than just a chance variation.

However, on first glance it would appear that nothing had really changed with the total proportion of satisfied tenants being 85%, compared to 86% in 2017. Instead, one must look beyond this simplified headline figure to find that considerably more tenants were now 'very' satisfied with the service than felt the same way last year (47% v 40%), therefore satisfaction with the Council was stronger than it had been before. Indeed, the total satisfaction score remains in line with the ARP benchmark average for councils and ALMOs, with the council appearing in the third quartile.

Satisfaction with the repairs and maintenance service had significantly increased from 76% to 80%, including very substantial improvements in customer's experience with the appointments system (section 5). It is highly likely those service improvements are the main reason for the stronger overall satisfaction score.

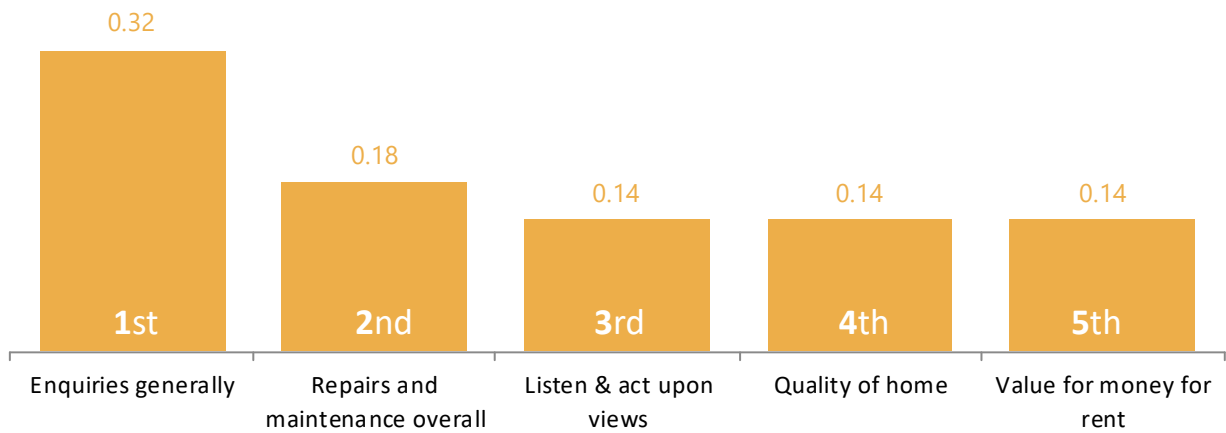
This improvement in how Lancaster was generally perceived by its customers was evident in the other general questions asked to explore the topics of trust, reputation and reliability. It was pleasing to find more than eight out of ten respondents said the council is providing an effective and efficient service (84%) which was up by 1% compared to 2017, including a statistically significant 5% increase in the agree 'strongly' category.

Similarly, eight out of ten respondents said they trust the council (82%), with this also improving by one point (was 81%). A similar proportion of tenants agreed that the council treats residents fairly and is providing the service they expect (both 84%, chart 3.5).

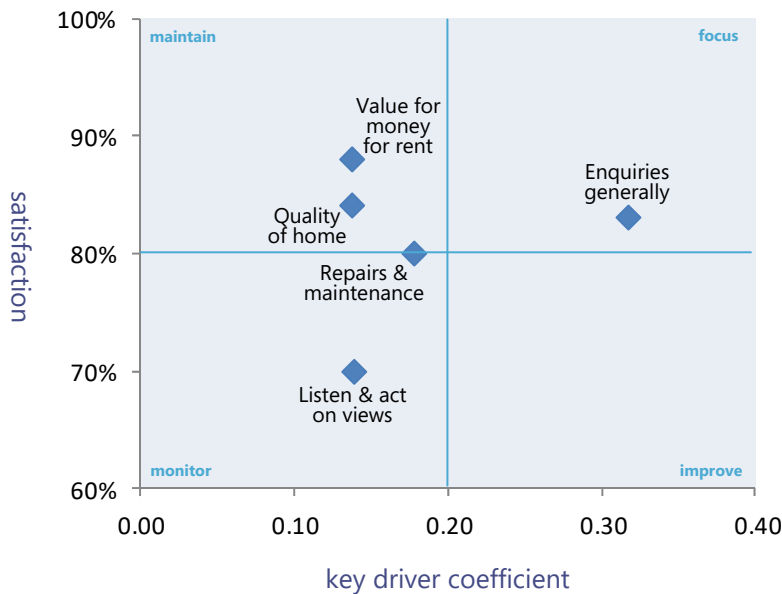
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.554 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

As in previous years, statistical tests were also used to compare various sub-groups with one another to identify where they might vary. In particular, older Council tenants continued to be more satisfied than those that were younger. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (91%). Similar to other STAR surveys the youngest respondents aged under 35 were the least satisfied (76%), with satisfaction also being significantly lower than average amongst 35-49 year olds (78%). This pattern can be seen running throughout most of the survey results (chart 16.12). This will also explain why overall satisfaction was once again higher for sheltered (93%) than general needs tenants (84%) with satisfaction for each stock remaining broadly unchanged since 2017.

Once again, there were some significant variations in overall satisfaction by area, with respondents in North Lancaster significantly less satisfied than average (81%), whereas satisfaction was significantly higher than average in South Lancaster (89%). North Lancaster continued to be lowest for all of the general perception questions in this section (table 3.4).

3. Services overall

3.4 Overall satisfaction by area

	Sample size	Overall satisfaction	Provides an effective and efficient service	Is providing the service expected	Treats residents fairly	Has a good reputation in my area	Has friendly/approachable staff	You trust us
Overall	790	85	84	84	84	77	86	82
Morecambe	244	86	87	86	85	81	88	84
North Lancaster	257	81	77	81	81	71	84	79
South Lancaster	289	89	87	85	86	80	87	83

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

Experience of anti-social behaviour (ASB) has again had an impact on the overall score, with the small group of respondents that had reported an incident of ASB to the Council significantly less satisfied overall than those who had not (65% v 88%). Indeed, this group were also less satisfied than they had been in 2017 with various aspects of how their ASB report was handled (section 11). Despite a relatively small proportion actually reporting an incident of ASB, tackling ASB remains a priority for 29% of respondents (chart 3.6). These results suggest that this an issue that the Council should maintain a focus on.

To learn more about the overall score a 'key driver' analysis was again carried out, using a statistics test known as a 'regression', in order to determine which opinion rating statements in the questionnaire were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link (although there may be one), but it does highlight the combination of opinion rating statements that are the best predictors of overall satisfaction. The analysis identified five key drivers as presented in chart 3.2.

What is immediately obvious from these results is that how enquiries are handled generally is now clearly the single best predictor of how tenants perceive the Council overall, where previously it was bottom of the list of four items that were reasonably close together.

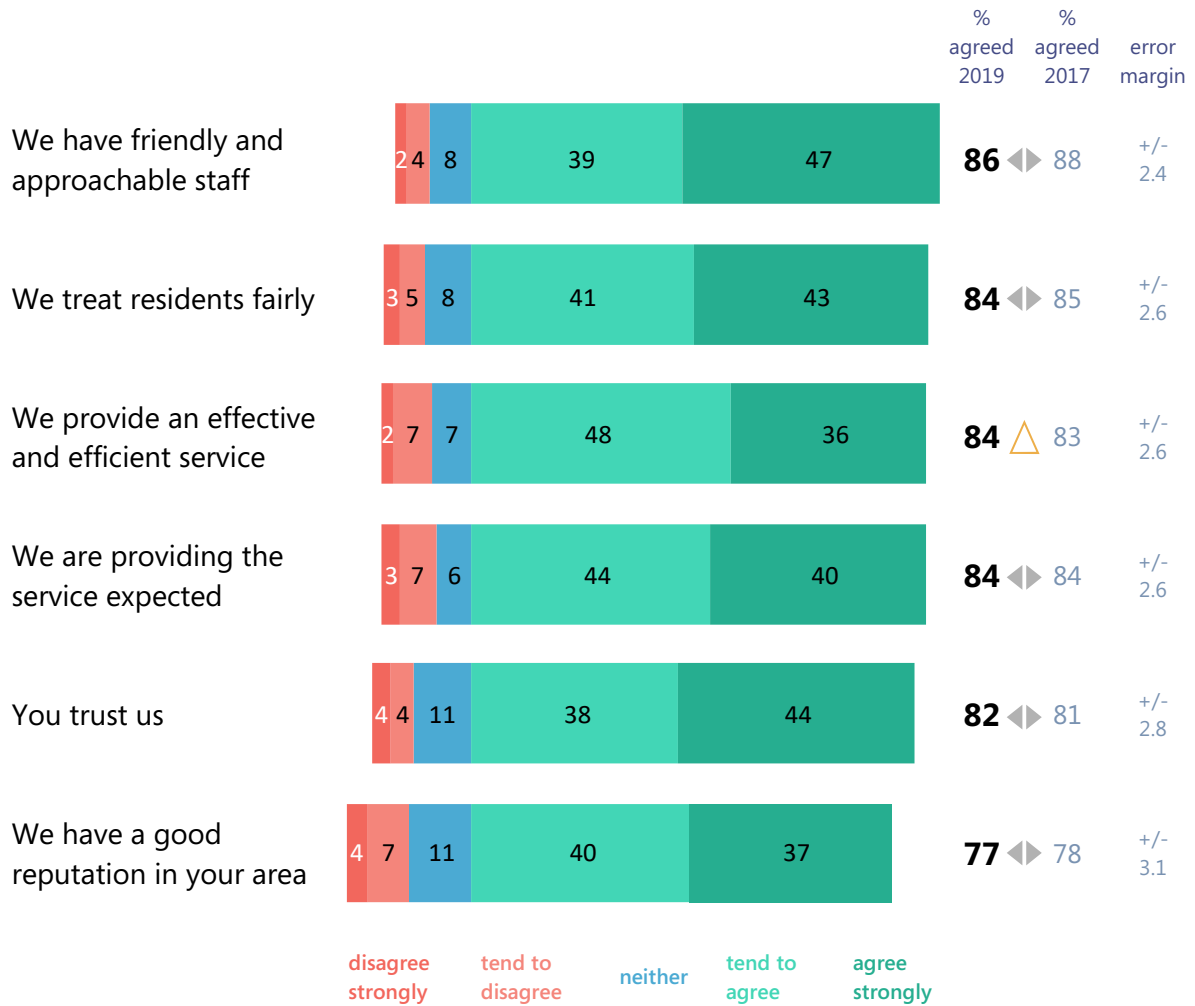
In fact, all of the key drivers that appeared in 2017 emerged from the equivalent analysis this year with the notable inclusion of satisfaction with the quality of the home, although satisfaction for this measure had not changing compared to two years ago (84%, section 4).

Benchmark data is drawn from ARP Research's database of similar landlords. See Appendix A for details.

3. Services overall

3.5 Service overall

% Bases (descending) 763, 743, 758, 754, 745, 718 | Excludes non respondents.



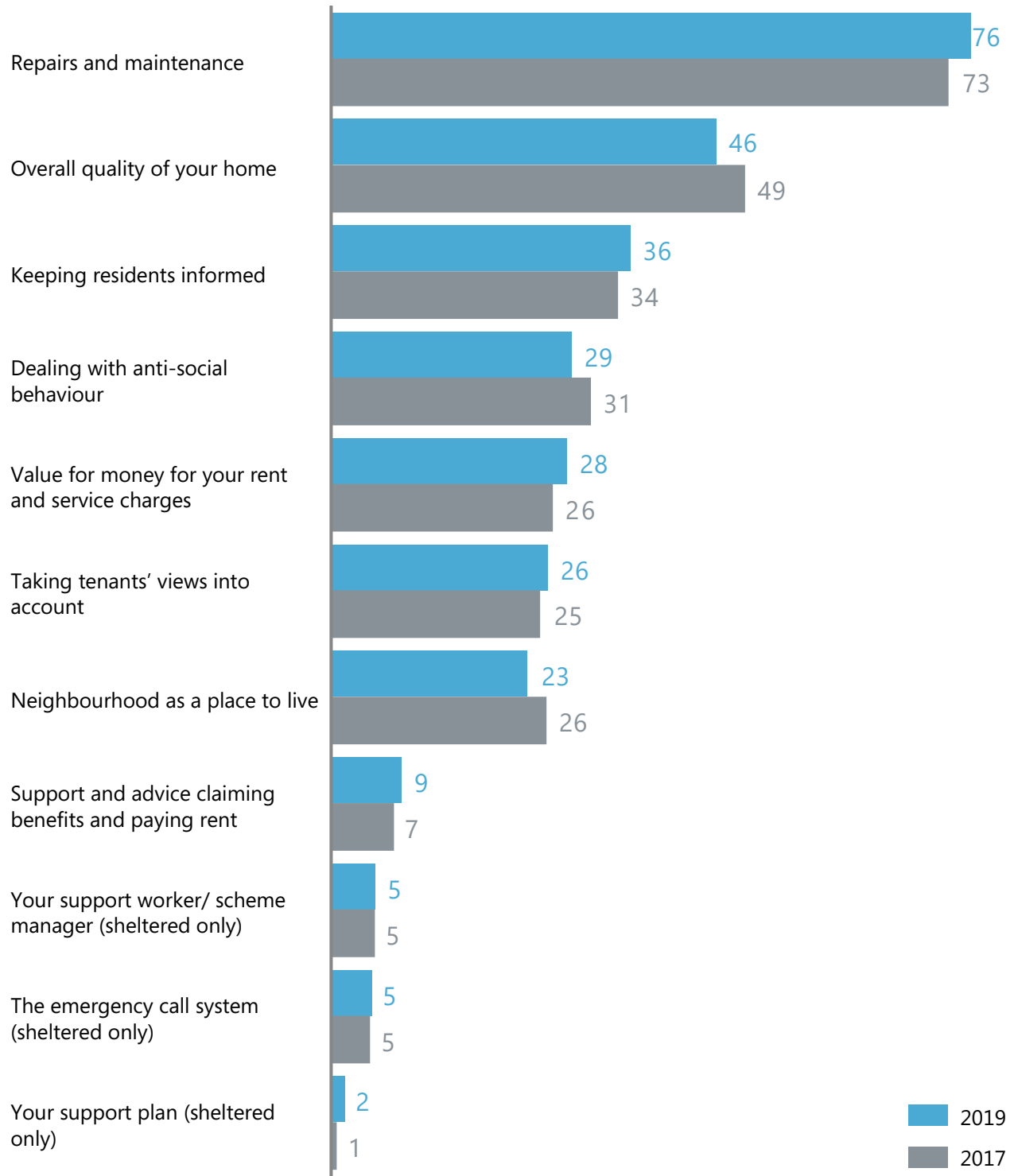
▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄► no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

39% were aware of the published **service standards**

3. Services overall

3.6 Three most important services

% Base 790 | Up to three answers allowed.





4. Home and value for money

84%

satisfied with the
quality of the home

88%

satisfied with the value
for money for rent



Quality of the home was now a key driver of satisfaction when it had not been last time

B

Quality of the home is stable over time and compares favourably against benchmark

B

The rent value for money score is also strong compared to the benchmark

4. Home and value for money

Satisfaction with the quality of the home was a key driver that partially predicted overall satisfaction for the current sample, but interestingly did not emerge from the equivalent analysis in 2017. It was also the second most important aspect of service provision (chart 3.6), so it was pleasing to find the vast majority were satisfied in this regard (84%) which is identical to the both the 2017 score and above benchmark median for other landlords. At the opposite end of the scale one in ten remain dissatisfied (10%), again similar to that seen in 2017 (was 11%).

In fact, other than small upward blip in 2015, satisfaction with the home had remained at the same 84% level since 2013.

Tenants in sheltered accommodation were significantly more satisfied than those in general needs with the quality of their homes (93% v 83%) which was also consistent with that seen in 2017. The pattern of results by area was obviously also similar, with table 4.3 making it clear that those living in North Lancaster were significantly less happy than average with the quality of their home (81%), with satisfaction highest in South Lancaster (87%).

There were some significant differences by property type and size which is invariably linked to the age profile of tenants. Respondents in bungalows were significantly more satisfied than average, whereas those in houses were significantly less so (95% v 79%).

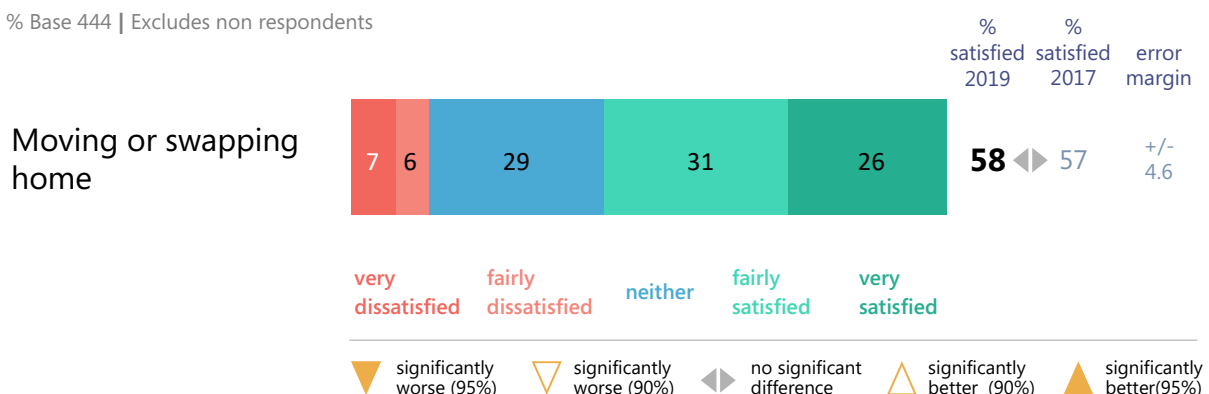
Once again there was significant variation in this score by age, with older tenants significantly more satisfied (93% of those aged 65+), compared to 7% for the under 35s. However, it was notable that the age group that single lowest satisfaction level was amongst 35-44 year olds (66%). Interestingly this was also one of only two core measures where satisfaction varied significantly by ethnic background, with white British respondents significantly more satisfied than those from a BME background (85% v 73%).

In terms of transferring or exchanging their home, around three out of five respondents were satisfied (58%) which is almost identical to that seen in 2017 (was 57%,). Once again, a large proportion of respondents were ambivalent (29% 'neither'), which is most likely attributed to a lack of experience of this service. That said, one in eight were dissatisfied with this aspect of the service (13%), with the proportion of 'very dissatisfied' responses more than doubling from 3% in 2017 to 7% for the current sample.

Moving on to consider the costs of living in the home, satisfaction with the value for money of the rent remains a key driver of tenant satisfaction overall, and was the fifth most important aspect of service provision for more than a quarter of the sample (chart 3.6). Indeed, this issue seems to be becoming generally more important for respondents across the sector over the last few years, undoubtedly due to the increasing financial pressures many are under.

4.1 Transfers and exchanges

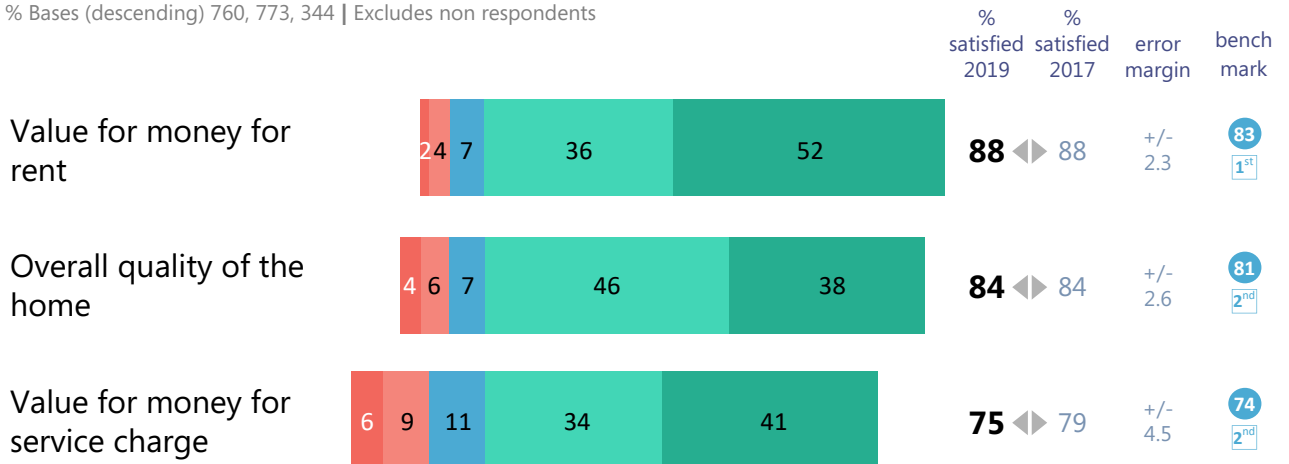
% Base 444 | Excludes non respondents



4. Home and value for money

4.2 Home and value for money

% Bases (descending) 760, 773, 344 | Excludes non respondents

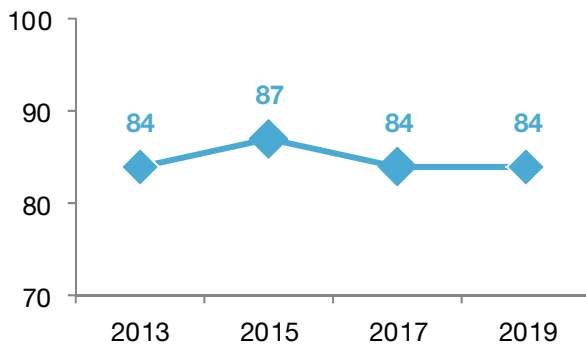


very dissatisfied
 fairly dissatisfied
 neither
 fairly satisfied
 very satisfied

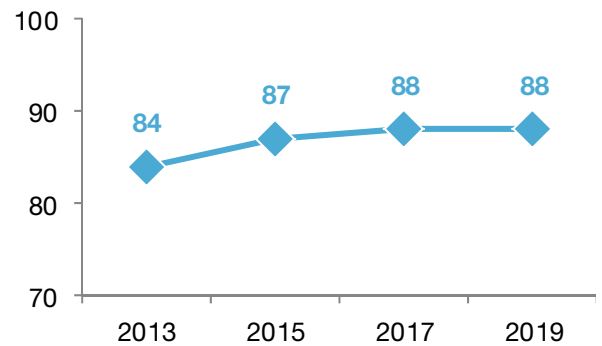
▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

Benchmark median
Benchmark quartile

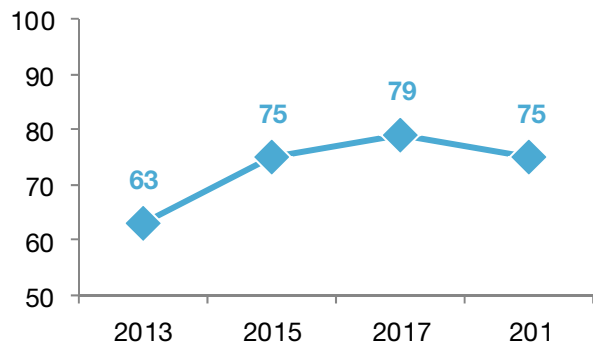
Quality of the home



Rent



Service charge



4. Home and value for money

As such, it was positive to find the vast majority of tenants were satisfied in this regard (88%), a result which is identical to that achieved in 2017. Despite the headline score not having changed, it was positive to find a slight increase in 'very satisfied' responses from 48% in 2017 to 52% amongst the current sample, however it was not enough to be deemed statistically significant. This score was considerably higher than the 83% average amongst ARP Research's local authority clients, suggesting that value for money is one of the Council's particular strengths.

A full breakdown of responses by area is provided in table 4.3 and it is notable that the ratings for value for money correlate closely with the rating for the quality of the home, with respondents in North Lancaster significantly less satisfied than average (85%).

As in 2017, those receiving housing benefit were significantly more satisfied than those who did not (89% v 86%), although the difference in satisfaction between the two groups was not as wide as sometimes seen in other similar surveys, with the gap between the two very similar to that seen in 2017.

In addition to the rent, most tenants and residents also paid a service charge. Services charges can often be less well understood or potentially contentious, to the extent that value for money ratings are normally a little lower in comparison to those for rent. This is certainly the case for Lancaster City Council with three quarters of tenants satisfied with the value for money for their service charge (75%), thirteen points less than the equivalent score for rent. However, despite this score falling four points since 2017 (was 79%), this result remains above the level expected with a benchmark median of 74% for other similar landlords. This small, albeit not statistically significant fall in satisfaction may well be linked to lower satisfaction with certain aspects of communal cleaning (section 10) as well as the appearance of neighbourhood (section 9).

Satisfaction with the service charge value for money was down 5% amongst the general needs tenants 70%, was 75), as well as those in sheltered accommodation (87%, was 90%). By area, respondents in Morecambe were significantly more satisfied than average with their service charge (83%).

4.3 Home and value for money by area

		% positive		
	Sample size	Overall quality of the home	Value for money for rent	Value for money for service charge
Overall	790	84	88	75
Morecambe	244	83	91	83
North Lancaster	257	81	85	69
South Lancaster	289	87	88	73

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Repairs and maintenance

80%

satisfied with repairs
and maintenance
overall

1. job expected

2. right first time

3. quality of work

4. attitude of workers

were the **key drivers** that
best predicted overall
satisfaction



Virtually all of the repairs ratings had significantly improved by an average of 4%



The ratings for timeliness had increased even further as a consequence of an improved appointments system



Satisfaction was lower in North Lancaster



'Doing the job expected' remained the clear number one key driver

5. Repairs and maintenance

The main story of the 2019 tenant survey results was the significant improvements in virtually all aspects of the repairs and maintenance service, which was almost certainly the reason why overall satisfaction was stronger than before, being both a key driver and having been ranked as the most important element of the service (section 3). This is consistent with the higher satisfaction ratings achieved in external transactional repairs surveys as a result of a greatly improved repairs appointment system.

The improvements were summarised by a 4% increase in general repairs and maintenance satisfaction rating (now 80%), with the majority of other scores in this having increased by a similar amount. In addition, the proportion of 'very' satisfied tenants had increased even further, being 6% higher than in 2017 (now 39%).

This went most of the way towards correcting the dip in repairs satisfaction between 2015 and 2017, and also meant that the Council's score was now above the 77% median benchmark set by other ARP Research clients. There were still some respondents that were dissatisfied (15%), however this was down slightly compared to the equivalent 2017 result (was 17%).

Satisfaction amongst tenants living in Morecambe had increased by a substantial 12% over the course of only two years (82% v 70%), including a 16% increase in the 'very' satisfied response (now 43%). However, this may in part because the respondents from that area were on average somewhat older than they had been in 2017.

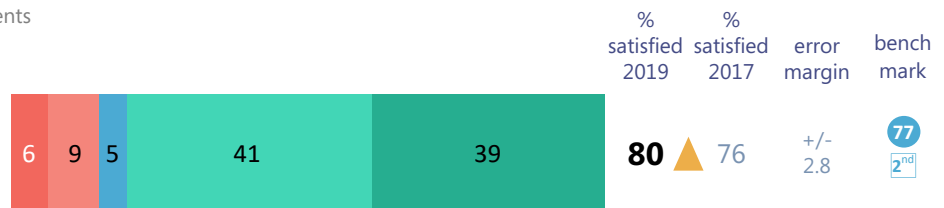
Satisfaction was equally as good in South Lancaster (83%), but the fact that satisfaction in North Lancaster was unchanged meant that this was now the area with lowest score (76%). These patterns were reflected in the more detailed analysis in this section (table 5.7).

Mirroring other results throughout the survey findings, older tenants were significantly more satisfied than average with the repairs and maintenance service overall (86% amongst the over 65s), and those aged under 35 significantly less so (75%), although it was significantly lower still amongst those aged 35 - 49 (72%). This pattern was also evident across the more detailed questions in this section.

5.1 Overall repairs satisfaction

% Base 780 | Excludes non respondents

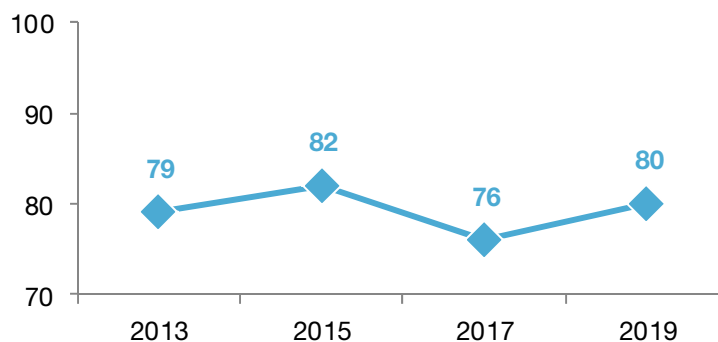
How repairs & maintenance is dealt with generally



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%) ▽ significantly worse (90%) ◄ no significant difference ▲ significantly better (90%) ▲ significantly better (95%)

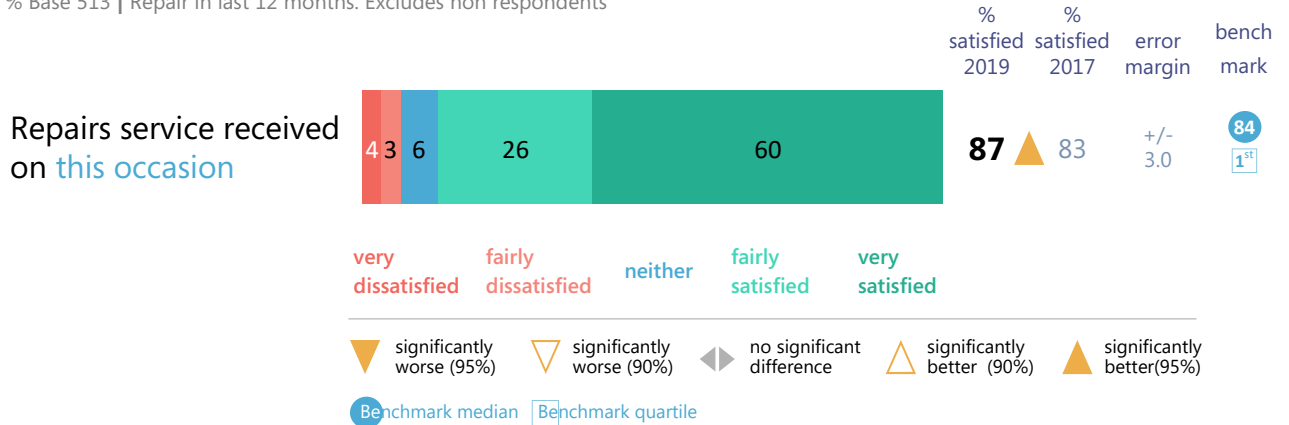
● Benchmark median □ Benchmark quartile



5. Repairs and maintenance

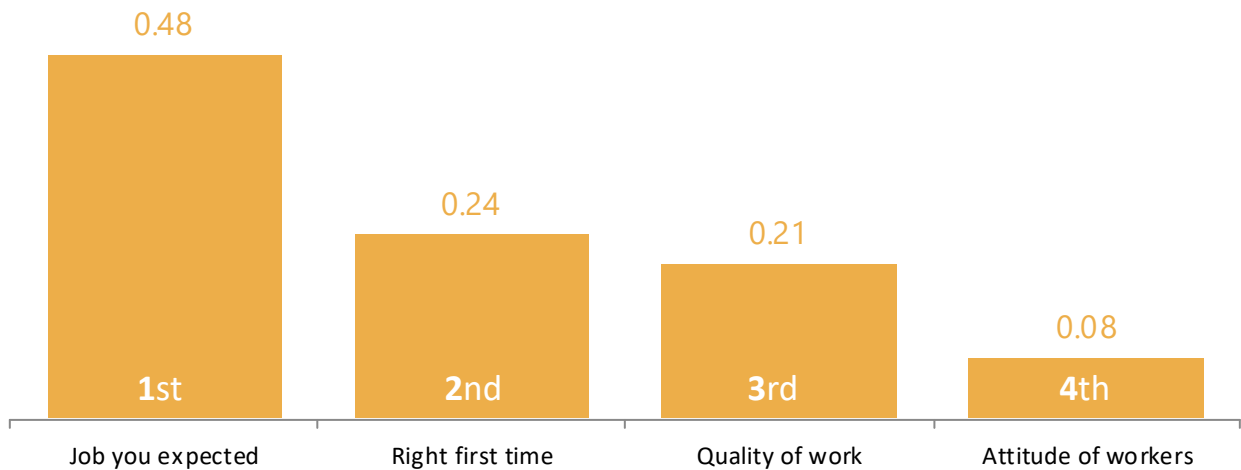
5.2 Last repair

% Base 513 | Repair in last 12 months. Excludes non respondents

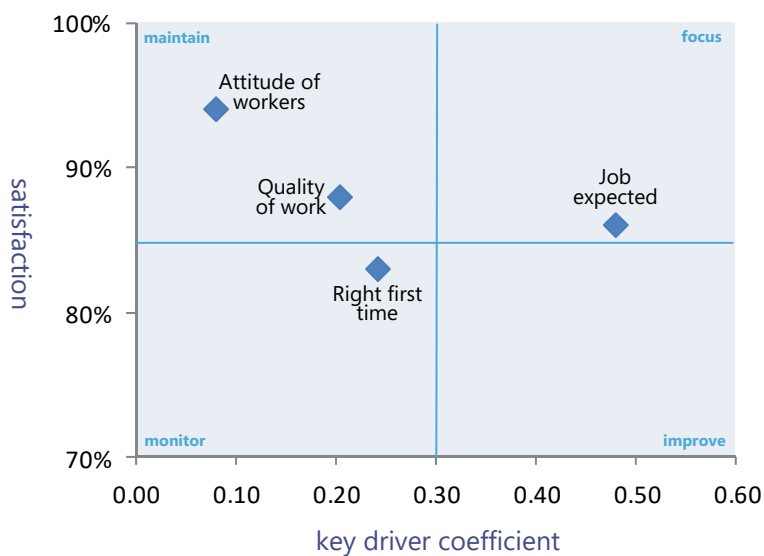


5.3 Key drivers - satisfaction with last repair

R Square = 0.865 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



5.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

5. Repairs and maintenance

There was also a significant difference depending on whether a tenant had a repair in the previous twelve months, with 43% of the former being 'very' satisfied compared to only 30% of the latter. This is obviously just another indication of how the service had improved recently.

Indeed, it is important to remember that the overall repairs rating is very broad, encompassing not only customer perceptions over time but also covering cyclical maintenance issues. The survey therefore also asked respondents to rate the last repair they had completed, which as expected was even higher than the general repairs rating (87% satisfied), including well over half of respondents that were 'very' satisfied (60%). This score nevertheless followed a similar pattern, with a 4% increase taking it past the benchmark median of 84%.

To better understand satisfaction with response repairs, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (68% of the sample). It was positive to find that in nearly every instance they were rated significantly better than two years ago, with every aspect either in line or just above the equivalent ARP benchmark medians (chart 5.5).

Of particular note were improvements in the perception of timeliness, proving the impact of the changes made by the Council to the appointments system. There were very significant increases in satisfaction with both the time taken before work started (78%, up from 71%) and the speed of completion (87%, was 81%). Furthermore, satisfaction had increased significantly from 2017 with being told when a tradesperson would call (85%, was 82%). Indeed, the proportion of tenants that were 'very' satisfied had increased by 6%. This was also likely to have contributed to the rating increases for customer involvement/information (section 6).

A key driver analysis was also carried out to identify the detailed responsive repairs ratings that were the best predictors of satisfaction with the last completed repair. The result of this analysis is shown in chart 5.3. Whilst this analysis reveals four key drivers, workers doing the job expected was once again the most influential, followed by having the repair done 'right first time' and the quality of the work. It was positive to find satisfaction with all the key drivers had improved significantly.

Finally, it was positive to find that satisfaction had also increased significantly with the arrangements for gas servicing (93%, was 89%), including a six-point increase in the proportion who were 'very satisfied' (61%, was 55%). On the opposite end of the scale only 3% were dissatisfied with this service, down from 5% in 2017.

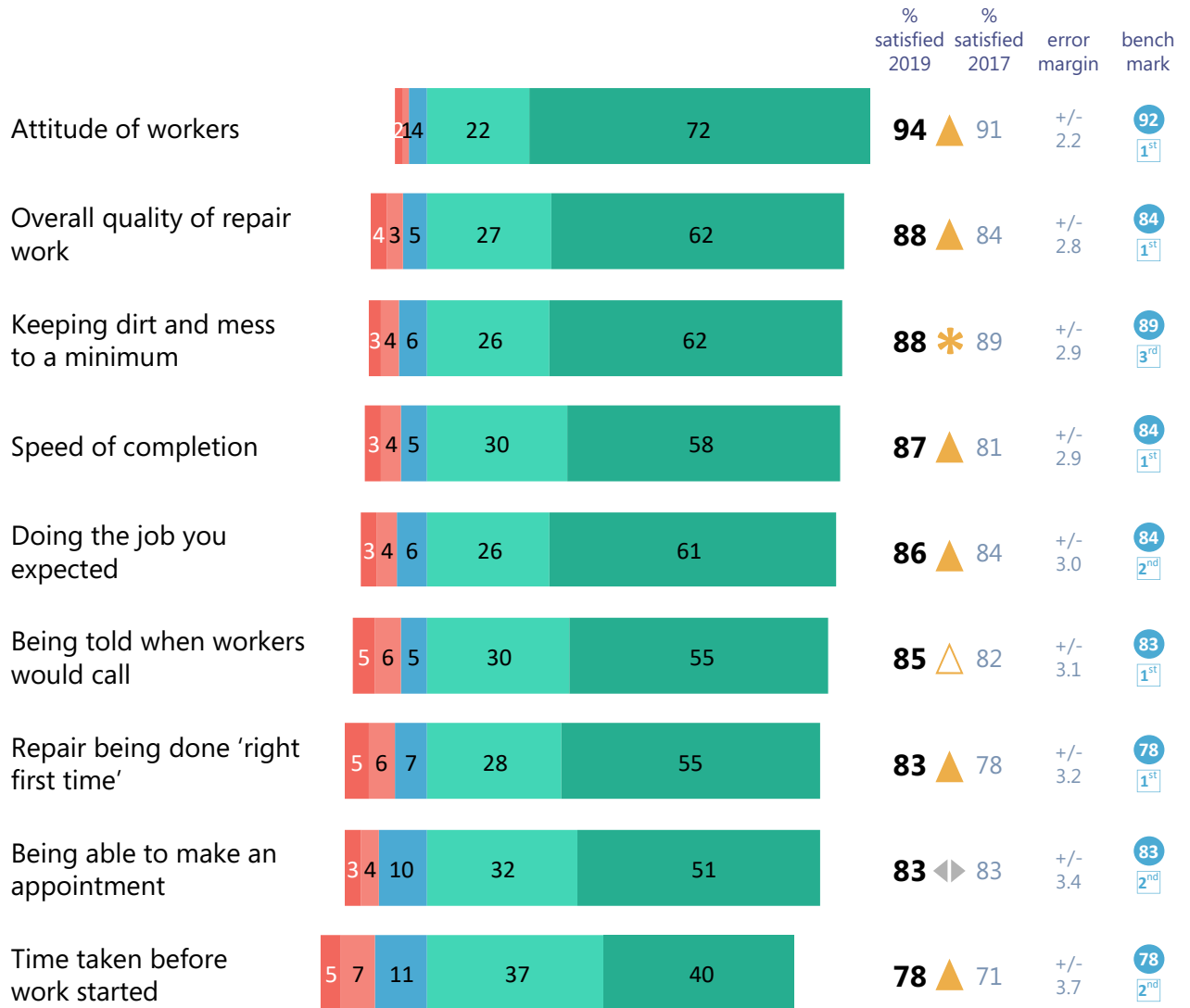


68% of
tenants had a repair
in the **last**
year

5. Repairs and maintenance

5.5 Last completed repair

% Bases (descending) 510,513,506,508,512,521,522,496,492 | Repair in last 12 months. Excludes non respondents.

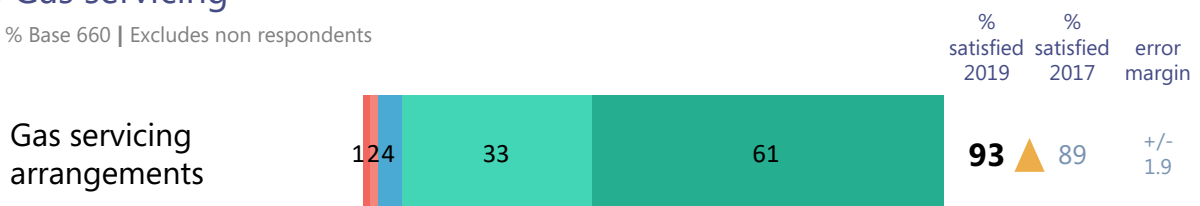


very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%) ▽ significantly worse (90%) ◀▶ no significant difference △ significantly better (90%) ▲ significantly better (95%)
 ● Benchmark median ◻ Benchmark quartile ✱ significantly better 'very' satisfied

5.6 Gas servicing

% Base 660 | Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%) ▽ significantly worse (90%) ◀▶ no significant difference △ significantly better (90%) ▲ significantly better (95%)

5. Repairs and maintenance

5.7 Last completed repair by area

		% positive											
	Sample size	Generally how repairs and maintenance is dealt with	Gas servicing arrangements	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	Contractors doing the job you expected	The repairs service received on this occasion
Overall	790	80	93	85	83	78	87	94	88	88	83	86	87
Morecambe	244	82	91	85	87	75	87	95	93	91	85	87	90
North Lancaster	257	76	94	84	80	75	84	93	84	84	81	86	85
South Lancaster	289	83	94	84	82	82	90	93	88	89	83	87	86

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Involvement

70 %

felt housing services listened and took their views into account

80 %

felt they were kept well informed



Listening and taking account of tenants views was a key driver of satisfaction overall, although not as strong as in 2017

B

One of the areas where the Council compared well against benchmarks



However, satisfaction had fallen by 11% amongst sheltered tenants



Increase in rating for being kept informed potentially linked to improvements in repairs appointments

6. Involvement

Listening and acting upon tenants' views remains integral to how customers view the service as a whole with this being one of five key drivers (chart 3.2), albeit not as influential as in 2017 when it was the primary key driver (currently third).


Seven out of ten respondents remain satisfied on this measure (70%), which has not changed at all compared to two years ago and has been relatively stable since surveys began in 2013. However, this means that the score remains above the benchmark median of 64%, to the extent that Lancaster City Council is some way ahead of its peers and in the top quartile of ARP clients.

However, the lack of movement in the overall score conceals something more interesting underneath, as satisfaction amongst general needs tenants has actually increased by 3% since 2017 (70% v 67%), but this was masked by an eleven point drop in satisfaction amongst sheltered tenants (now 74%).

Experience of other similar surveys has shown that in considering how well the Council listens to them, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. This hypothesis was supported by the fact that satisfaction was somewhat lower for those who had made contact in the last year (68%) than those who had not (74%). Similarly, those respondents who had reported an incident of ASB to the Council were significantly less satisfied than average (48%), compared to 72% for those who had not.

In terms of what tenants thought about the level of information provided by the council, four out of five respondents rated this positively (80% 'good') which is a significant increase on the 77% seen in 2017. As such, the result was now above the ARP Research benchmark median of 76%, with the Council now in the top quartile. It is likely that this improvement is driven, at least in part, by the significant improvements to the repairs appointment system (section 5).

There was some variation in this question by age, although not as extensive as normally seen, with only one age group significantly less positive than average and that was those aged 35 – 49 (74% 'good'). As expected, sheltered tenants rated this higher than those in general needs 84% v 80%), however the latter were more positive than they were two years ago (was 75%).

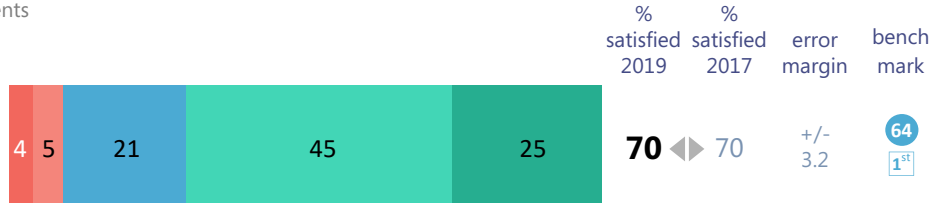
An orange icon  indicates that a rating has changed since the last survey by a *statistically significant* amount that is unlikely to be due to chance.

6. Involvement

6.1 Listening to tenants

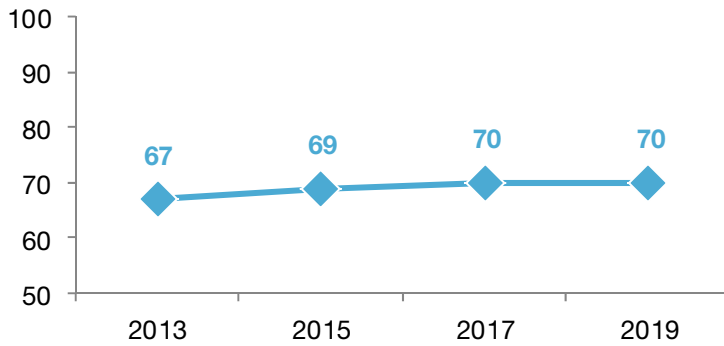
% Base 778 | Excludes non respondents

We listen to your views and act upon them



very dissatisfied
 fairly dissatisfied
 neither
 fairly satisfied
 very satisfied

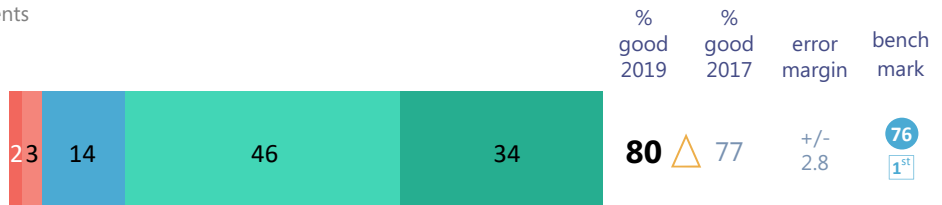
▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◀▶ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)
 Benchmark median Benchmark quartile



6.2 Kept informed

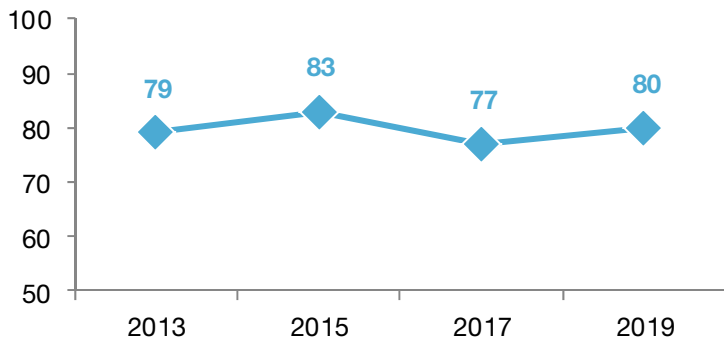
% Base 781 | Excludes non respondents

Keeping you informed about things that might affect you



very poor
 fairly poor
 neither
 fairly good
 very good

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◀▶ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)
 Benchmark median Benchmark quartile





7. Customer service

83%

satisfied with how enquiries are handled generally

77%

found staff to be helpful



Handling of enquiries was the strongest key driver of satisfaction



The score had steadily increased by 1% every survey



Those in recent contact were less satisfied

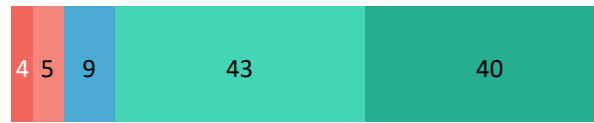


Results in this section were all close to the benchmark median

7.1 Enquiries generally

% Base 728 | Excludes non respondents

Your enquiries generally

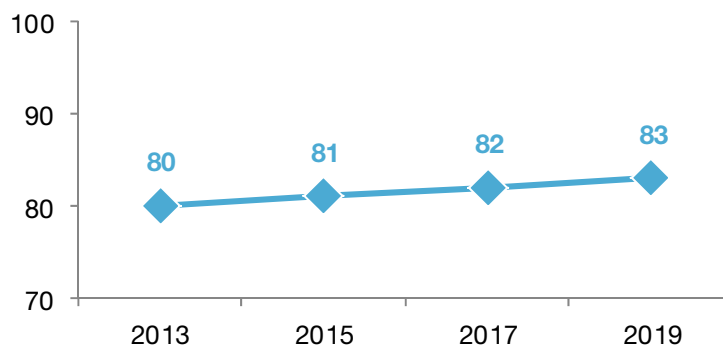


% satisfied 2019: **83** | % satisfied 2017: 82 | error margin: +/- 2.8 | benchmark: **82** (2nd)

very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied

significantly worse (95%) | significantly worse (90%) | no significant difference | significantly better (90%) | significantly better (95%)

Benchmark median | Benchmark quartile



How Lancaster City Council generally dealt with enquiries has historically been linked to overall satisfaction, but in 2019 this link was even stronger as it was the clear number one key driver, having been only fourth in 2017.

As such it was positive to see that the steady 1% increase in satisfaction between every survey since 2013 continue, with a 4% increase in the 'very' satisfied figures compared to 2017. These incremental improvements mean that the Council score was now slightly above the benchmark of 82% for ARP Research's clients.

There was little of note in terms of demographic differences with this score other than the youngest tenants aged under 35 were significantly less satisfied than average with the way enquiries are handled (72%).

As with other survey findings, satisfaction was also slightly lower than average amongst respondents who had actually been in contact with Housing Services in the previous year and significantly lower for those who had reported ASB (79% and 61% respectively).

When the 63% of tenants that had made contact were asked about their most recent experience of contacting the Council, seven out of ten found it easy to contact the right person, but a fifth had some degree of difficulty (19%), slightly fewer than two years ago (was 21%).

There had been no change in the perceived helpfulness of staff (77%), with exactly the same proportion being satisfied with the ability of those staff to deal with the query. Indeed, these were also exactly in line with benchmark expectations.

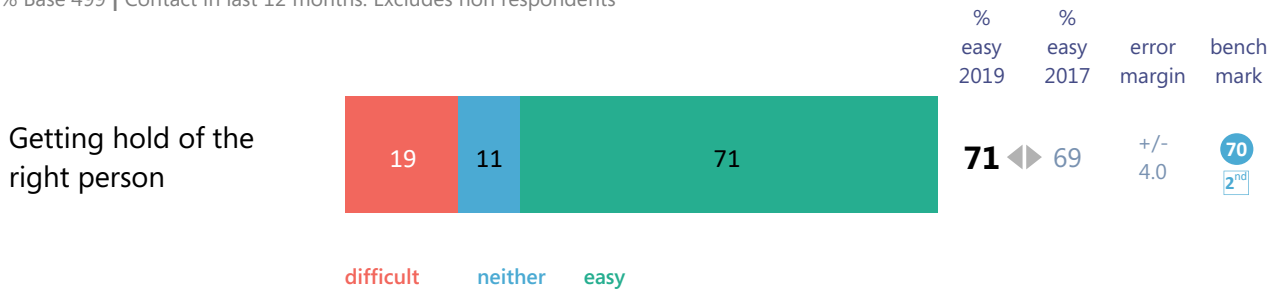
63% of respondents made contact in the last year

... and 77% had their query answered in a reasonable time

7. Customer service

7.2 Ease of getting hold of the right person

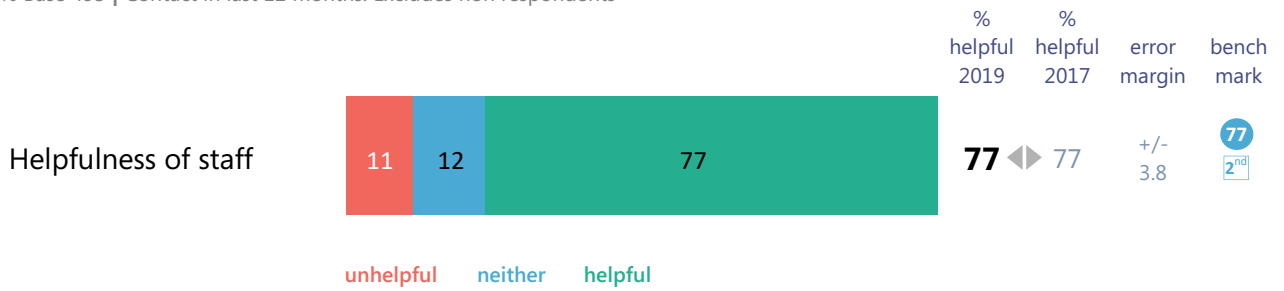
% Base 499 | Contact in last 12 months. Excludes non respondents



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)
● Benchmark median □ Benchmark quartile

7.3 Helpfulness of staff

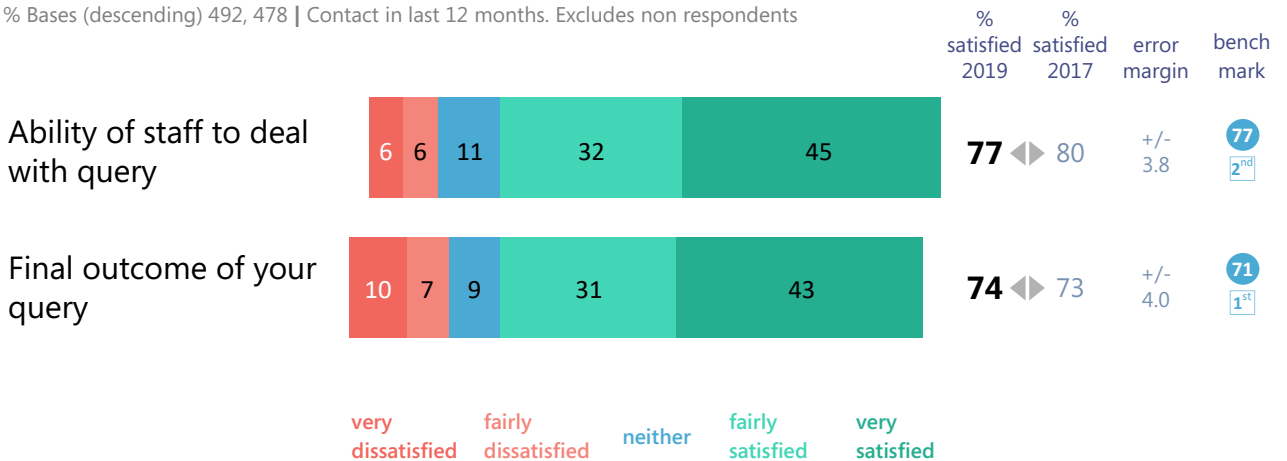
% Base 493 | Contact in last 12 months. Excludes non respondents



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)
● Benchmark median □ Benchmark quartile

7.4 Outcome of query

% Bases (descending) 492, 478 | Contact in last 12 months. Excludes non respondents



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)
● Benchmark median □ Benchmark quartile

7. Customer service

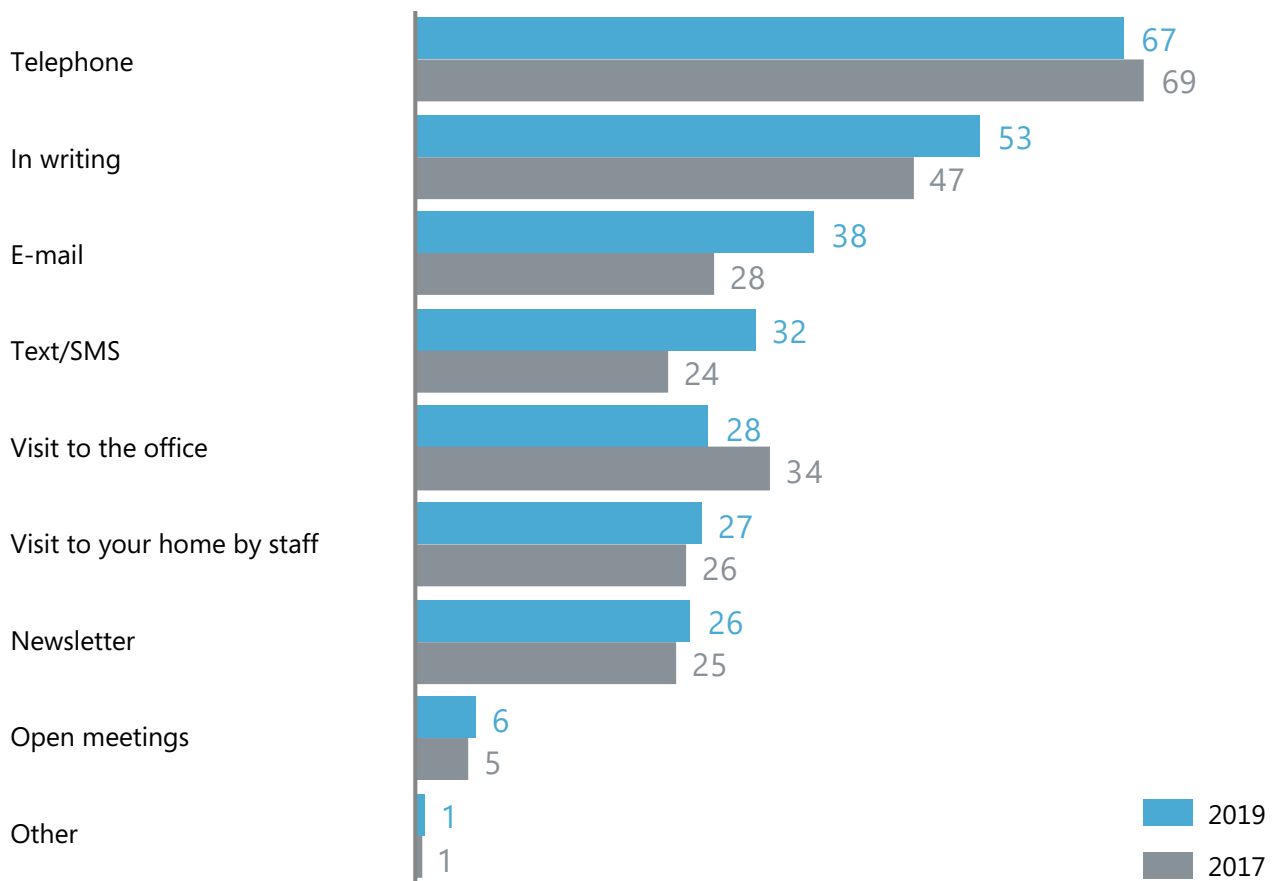
Almost three quarters of tenants had a satisfactory outcome for their last query (74%), compared to 17% who were dissatisfied. Although this was essentially unchanged compared to 2017, it was 3 points higher than the benchmark, enough to push it into the top quartile of ARP Research clients.

When tenants were asked how they preferred to have contact with the Council communication by telephone remained the method of choice (67%), however, this was down slightly compared to 2017 (was 69%). Similarly, face to face contact was also less valued this year too, with visits to the office the preferred method for a quarter of the sample (28%), down from 34% two years ago, although home visits by staff showing little change (27%, was 26%).

There has also been a noticeable increase in preference for electronic communication with email now the preferred method for nearly two fifths of all tenants (38%, up from 28%), with the proportion favouring contact by text/SMS also increasing (32%, was 24%). Unsurprisingly both methods were more common amongst younger tenants.

7.5 Methods of communication happy to use

% Base 790 | More than one answer allowed.





8. Online services

71

%

of respondents use the internet

41

%

of internet users had used the council's online services recently



Virtually all under 35s used the internet, but only 44% of the over 65s



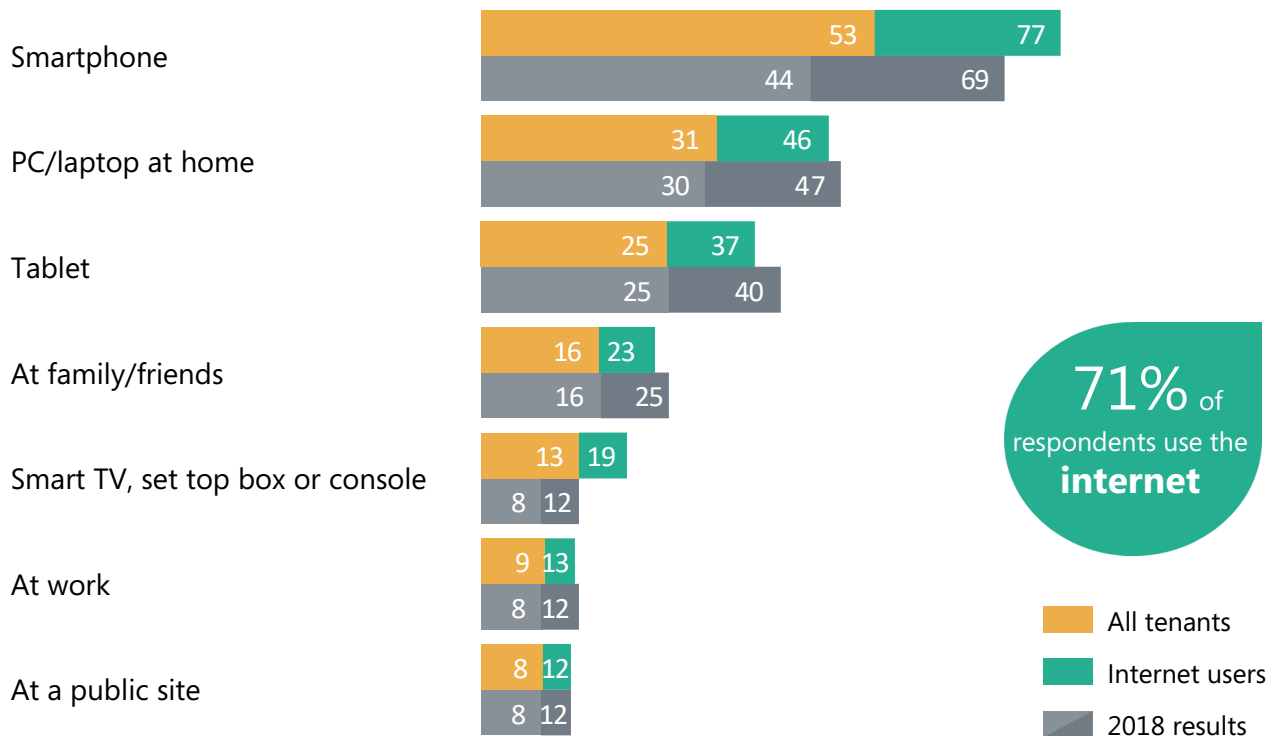
Smartphones continues to be the most common device



Over a quarter of tenants had used the Council's online services, compared to a fifth in 2017

8.1 Method of accessing the internet

% Bases 790, 536 | More than one answer allowed.



Providing alternative channels of communication with tenants and residents is a growing priority across the sector, both to reflect the changing preferences of customers themselves, but also in order to provide cost effective customer services.

The proportion of internet users in the sample had increased slightly from 68% in 2017 to 71% in 2019. Once again, this is age dependant, with only 44% of those aged 65+ making use of the internet compared to 98% of the under 35s. Indeed, the number of customers that took part in the survey online had doubled in the last two years, albeit from a low base because there were no electronic invitations sent out (38 v 17 individuals).

To determine internet use respondents were asked which methods they used to access Facebook, apps, email and websites etc. This method sidesteps any confusion there may be in the population over what constitutes internet access (e.g. fixed broadband vs mobile data).

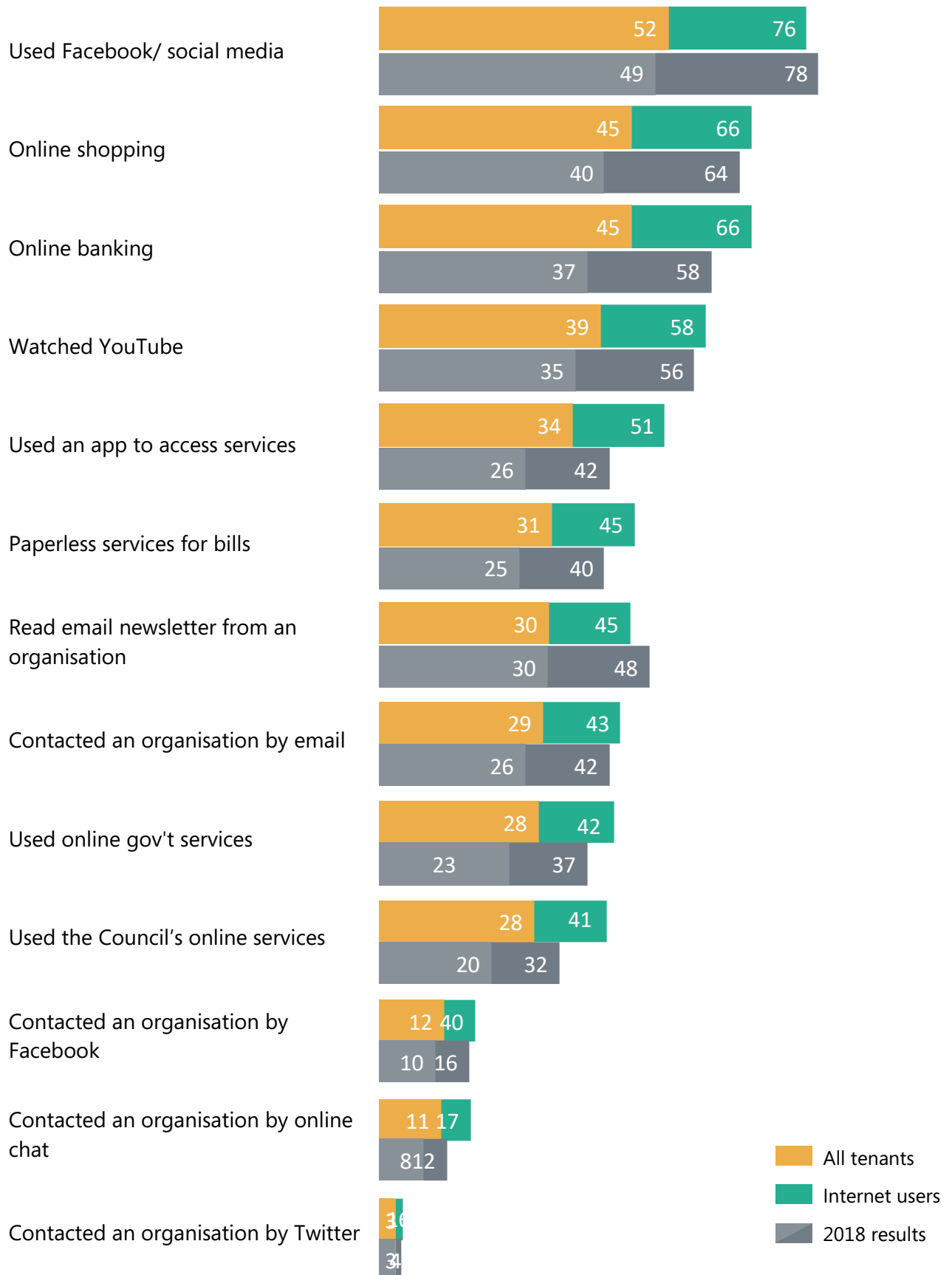
The most common method of access amongst residents remains by smartphone (77% of internet users, 53% of all residents), with this an increasingly common method of getting online amongst internet users. PC/laptop and tablet use has fallen slightly, however there has been a slight increase in those accessing the internet via a smart TV, set top box or console (19% of users, up from 12%).

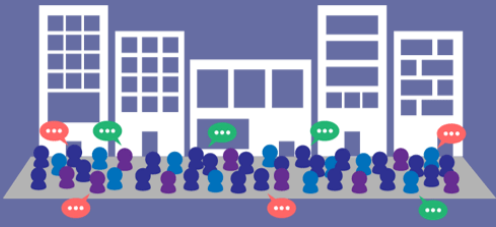
The proportion of internet users using Lancaster’s online services continues to increase (41%, up from 32%) and was again age dependent being more prevalent amongst the under 35’s (60%). More than half of all internet users had used an app to access services, a nine point increase from two years ago with the proportion of internet users using paperless services for bills also increasing (45%, was 40%)

8. Online services

8.2 Online activities in last year?

% Bases 790, 536 | More than one answer allowed





9. Neighbourhood

79%

satisfied with their
neighbourhood as a
place to live

1. rubbish/litter
2. dog fouling/mess
3. car parking
4. noisy neighbours
5. disruptive children/ teenagers

were the **most**
widespread problems



Neighbourhood satisfaction had fallen, including a significant drop in satisfaction with the appearance of the area



North Lancaster was the least satisfied area having dropped 11%



Noisy neighbours was again the strongest key driver of neighbourhood satisfaction

9. Neighbourhood

Satisfaction with the neighbourhood as a place to live stood at 80% for the first half of the decade but jumped up to 84% in 2017. Unfortunately, the score has now reverted to the previous baseline in 2019 with satisfaction of 79%. However, this was not a statistically significant change due to the fact that the 'very' satisfied response was as strong as it had been before (45% v 44%). Whilst the fall in satisfaction wasn't significant, it does mean that is now even further below average compared to the ARP benchmark median of 85%.

This score is obviously linked to a wide variety of local factors, not all of which can easily be influenced by the Council. Indeed, a downward trend is increasingly seen in other similar surveys and is often a reflection of tenants seeing the result of multiple cuts in funding to various public services which impact their perception of where they live.

In this instance the issues seem to be focused on the North Lancaster area. Although North Lancaster has always been the least satisfied of the three main areas in previous surveys, in 2019 satisfaction fell by 11% to only 66%, compared to the other 2 areas where the fall was only 1-2% with overall satisfaction in the mid-eighties.

Tenants in sheltered housing were significantly more satisfied than their peers in general needs (95% v 77%), which is reflected in the significant variation by age being significantly above average amongst the over 65s (93%), but significantly lower for the under 35s and those aged 35 – 49 (59% and 68% respectively). This was one of only two core measures to vary significantly by ethnic background with white British respondents significantly more satisfied than those from a BME background (82% v 62%).

The fall in satisfaction with the neighbourhood overall is likely linked to the significantly lower levels of satisfaction with the appearance of the neighbourhood, with 68% of tenants satisfied, a significant fall from 75% in 2017, with the Council's score now in the bottom quartile of providers. The change was one again most apparent in North Lancaster as satisfaction had fallen from 68% to 54%.

As expected, experience of ASB also heavily impacted both scores with respondents reporting an incident to the council significantly less satisfied than average with the appearance of the neighbourhood (39%) as well as it as a place to live (44%).

Moving on to consider the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2017 results. The majority of issues were viewed to be slightly less of a problem than they were two years ago including dog fouling (46%, was 60%) and other problems with pets and animals which was also down four points from 30% to 26%, a significant decreases at the 90% confidence level. Unfortunately, some other aspects were significantly worse (but only at the 90% confidence level) including noisy neighbours (45% problem, was 40%) and drug use or dealing (37%, was 31%). The most widespread problem was again rubbish or litter (62% problem, not changed from 2017), including just around a third of tenants who claimed it was a 'major problem' (30%, chart 9.3).

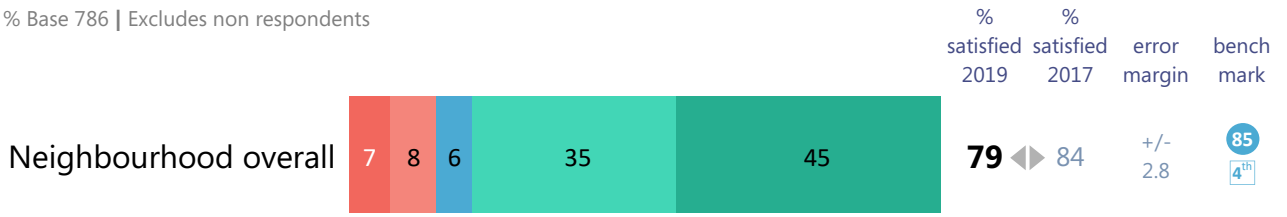
All of these results were again analysed by area, with the complete breakdown presented in chart 9.6, including an indication of which area differed significantly from the norm. Here again, residents in North Lancaster were significantly more likely than average to consider most of these to be a problem in their neighbourhood, although unlike the overall scores none had changed substantially since the last survey.

In contrast, those in Morecambe, who viewed the appearance of their neighbourhood significantly higher than others, were more likely to view the different neighbourhood issues as significantly less of a problem.

9. Neighbourhood

9.1 Neighbourhood as a place to live

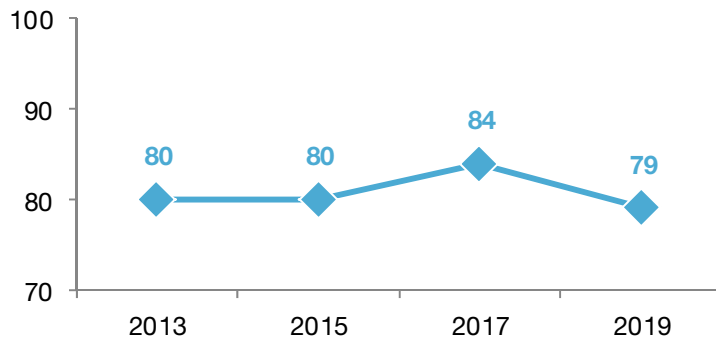
% Base 786 | Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

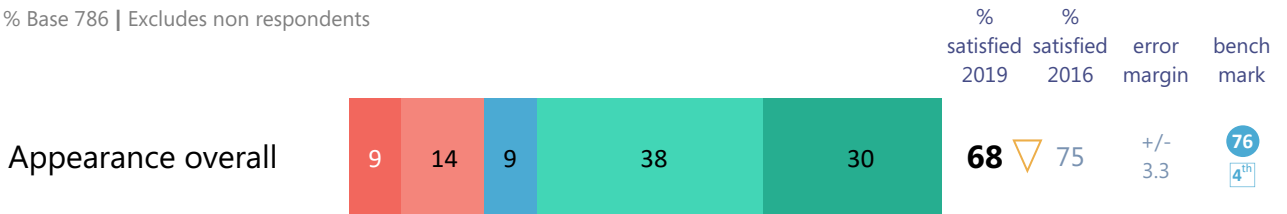
▼ significantly worse (95%)
 ▼ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

● Benchmark median
 Benchmark quartile



9.2 Overall appearance of the neighbourhood

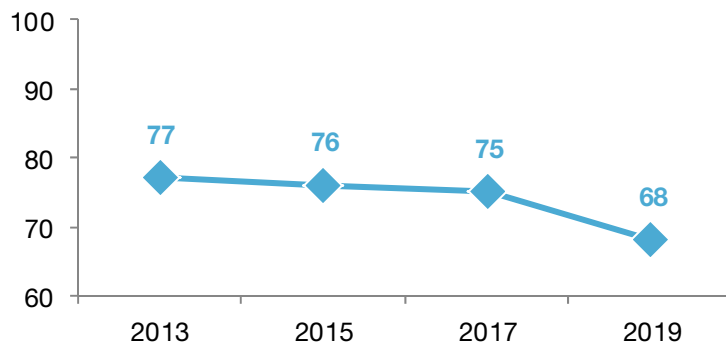
% Base 786 | Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▼ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

● Benchmark median
 Benchmark quartile



Some other notable findings include:

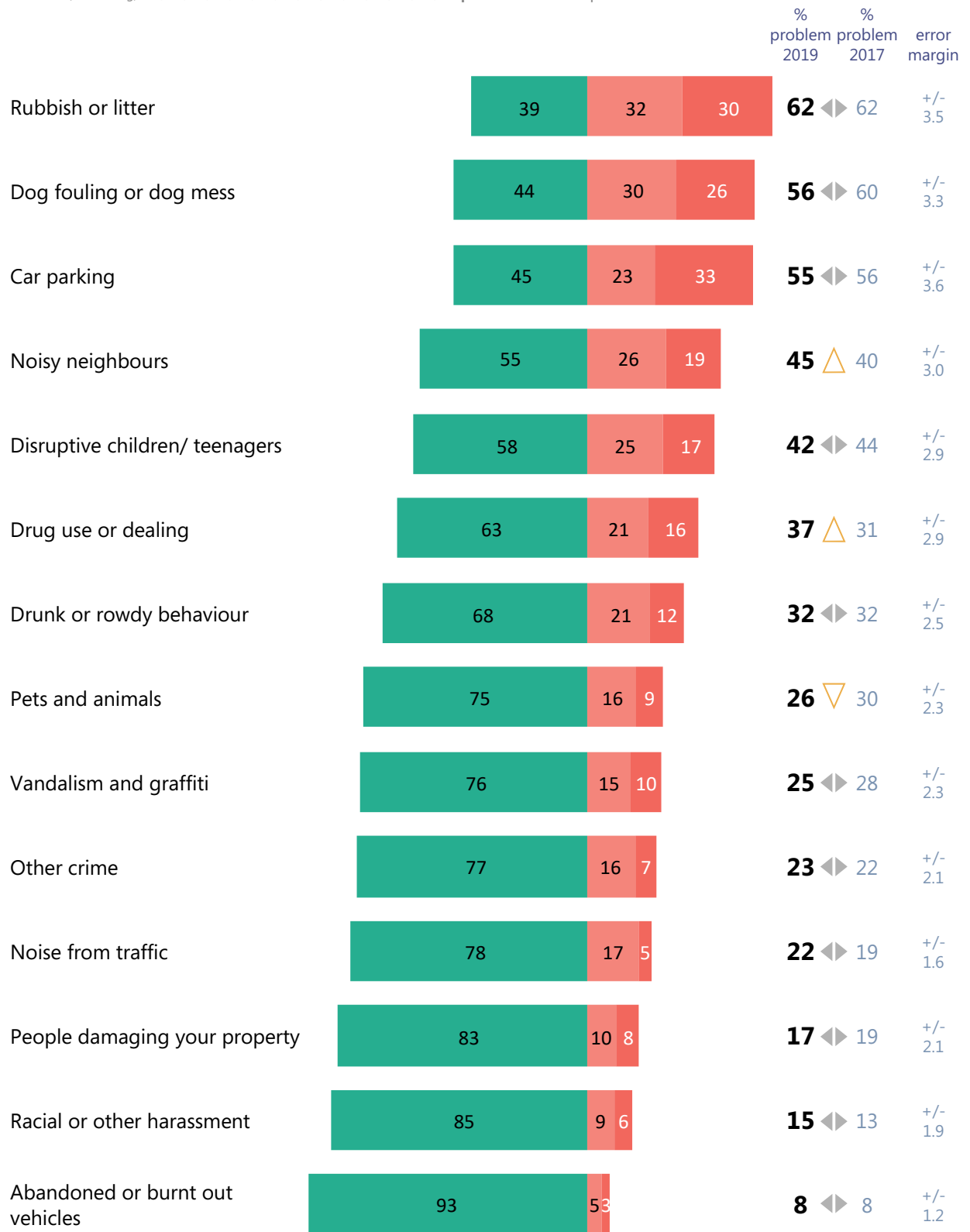
- Car parking was a significant problem in Mainway (80%), Ridge and Newton (64%) as well as for those living in two bed properties (64%).
- Rubbish or litter was significantly more of a problem for respondents in Ryelands (83%), March (75%), Mainway (81%) and those living in houses (69%).
- Residents in Mainway had a significantly higher than average problem with noisy neighbours (76%) and was also significantly more of a problem for BME tenants (63%) and amongst those living in flats (53%) as well as all respondents under 35 (62%).
- Dog fouling/ dog mess was a significant problem in Ryelands and Mainway (69% and 71%), whilst other problems with pets and animals was significantly more problematic for those with a disability that limited their activity 'a lot' (32%).
- Disruptive children/teenagers were significantly more of a problem in North Lancaster than any other area (54%), but by patch was significantly more of an issue in Ryelands and Marsh (68% and 66%).
- Racial or other harassment was significantly less of a problem amongst tenants in sheltered housing (6%) but was a significant problem for the under 35s (27%).
- Residents in Ryelands had a significantly higher than average problem with drunk or rowdy behaviour than any other patch (52%) and was also significantly more of a problem for BME tenants (50%) as well as all respondents under 35 (52%).
- Damage to property was significantly more of a problem in Mainway and Ryelands than any other patch (both 31%).
- Drug use or dealing was significantly more problematic in Mainway, Marsh and Ryelands (64%, 66% and 49% respectively), as well as the under 35's (47%).
- As expected, every neighbourhood problem was a significantly bigger problem for those who had reported ASB.



A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

9.3 Neighbourhood problems

% Bases (descending) 685,691,677,665,661,658,649,644,650,618,644,648,639,639 | Excludes non respondents.

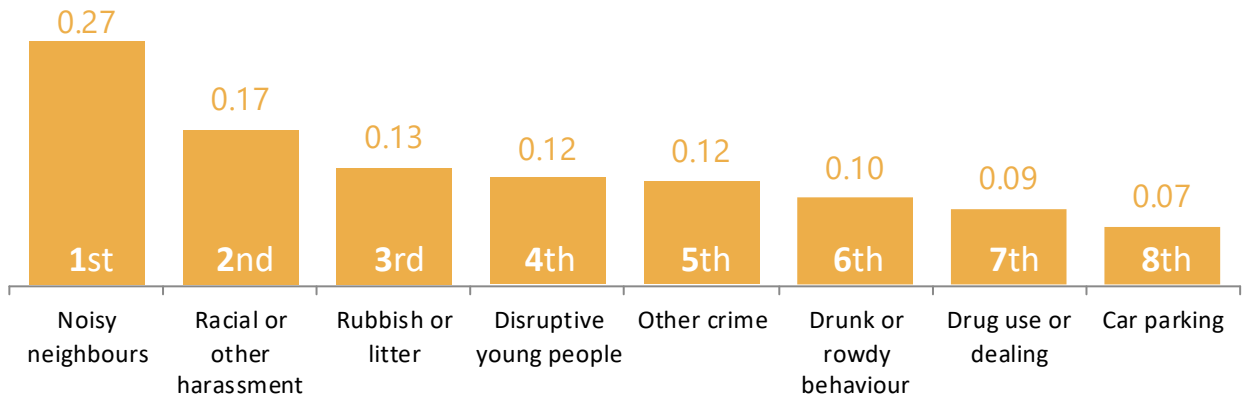


not a problem minor problem major problem

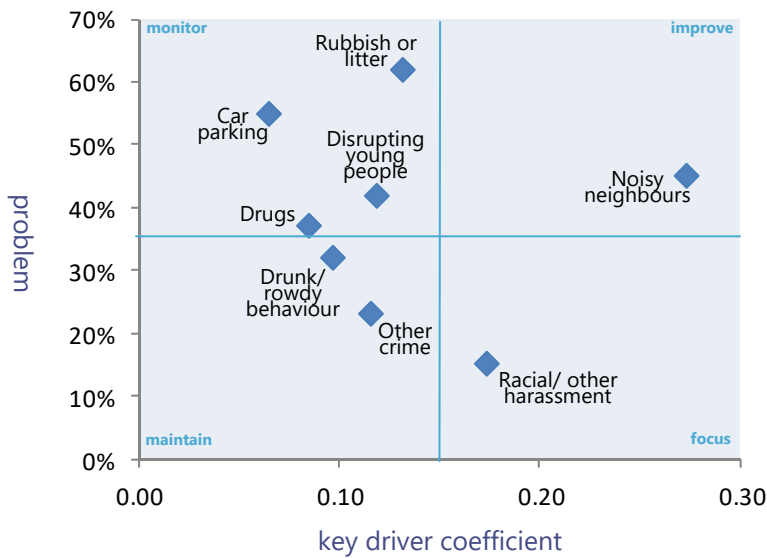

▲ significantly worse (95%) ▲ significantly worse (90%) ◀ no significant difference ▼ significantly better (90%) ▼ significantly better (95%)

9.4 Key drivers - problems in the neighbourhood

R Square = 0.496 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



9.5 Key drivers v problems

A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

9. Neighbourhood

9.6 Neighbourhood problems by area

	Sample size	% problem													
		Car parking	Rubbish or litter	Noisy neighbours	Dog fouling	Pets and animals	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Noise from traffic	Other crime
Overall	790	55	62	45	56	26	42	15	32	25	17	37	8	22	23
Morecambe	244	51	53	41	51	28	34	10	20	15	12	28	5	19	14
North Lancaster	257	57	69	54	62	26	54	21	44	37	26	46	15	24	35
South Lancaster	289	58	62	39	53	23	39	15	33	21	14	37	4	22	21

9.7 Neighbourhood ratings by area

	Sample size	% positive	
		Neighbourhood as a place to live	Overall appearance
Overall	790	79	68
Morecambe	244	85	75
North Lancaster	257	66	54
South Lancaster	289	86	76

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



10. Estate services

69%

tenants satisfied with grounds maintenance service

59%

tenants satisfied with internal communal cleaning



Satisfaction with communal cleaning services continued to trend downwards



Communal cleaning was rated below the benchmark median



Satisfaction with grounds maintenance had stabilised having fallen in the previous survey

10. Estate services

Not all residents received communal cleaning services, but those who did were asked how satisfied they were with the cleaning of internal and external communal areas. For both questions the rating score had slipped back compared to 2017, although not by enough to be statistically significant.

Around three out of five respondents (59%) were satisfied with the cleaning of internal communal areas, however a fifth (20%) were dissatisfied. Even less were satisfied with the equivalent external service (55%), with slightly more dissatisfied (25%). As satisfaction had fallen for each, both continue to be rated below the level expected and appear in the bottom benchmark quartile.

However, satisfaction with the grounds maintenance service has not changed (still 69%), and this service was actually rated above the ARP Research benchmark of 67%. This had arrested the significant drop in satisfaction observed in 2017.

Satisfaction varied by area, albeit not significantly, with satisfaction with this service highest in South Lancaster (72%) and lowest in North Lancaster (66%). As expected, sheltered tenants were significantly more satisfied than those in general needs (86% v 66%).

Like results seen elsewhere, there was very little of note in these scores by the various demographic and equality sub-groups other than older respondents aged 65 or over were significantly more satisfied than average, whereas those aged under 35 were significantly less so. By property type, it was noticeable that respondents in flats were significantly less satisfied with the external cleaning service, whereas those in bungalows were significantly more satisfied with each service.

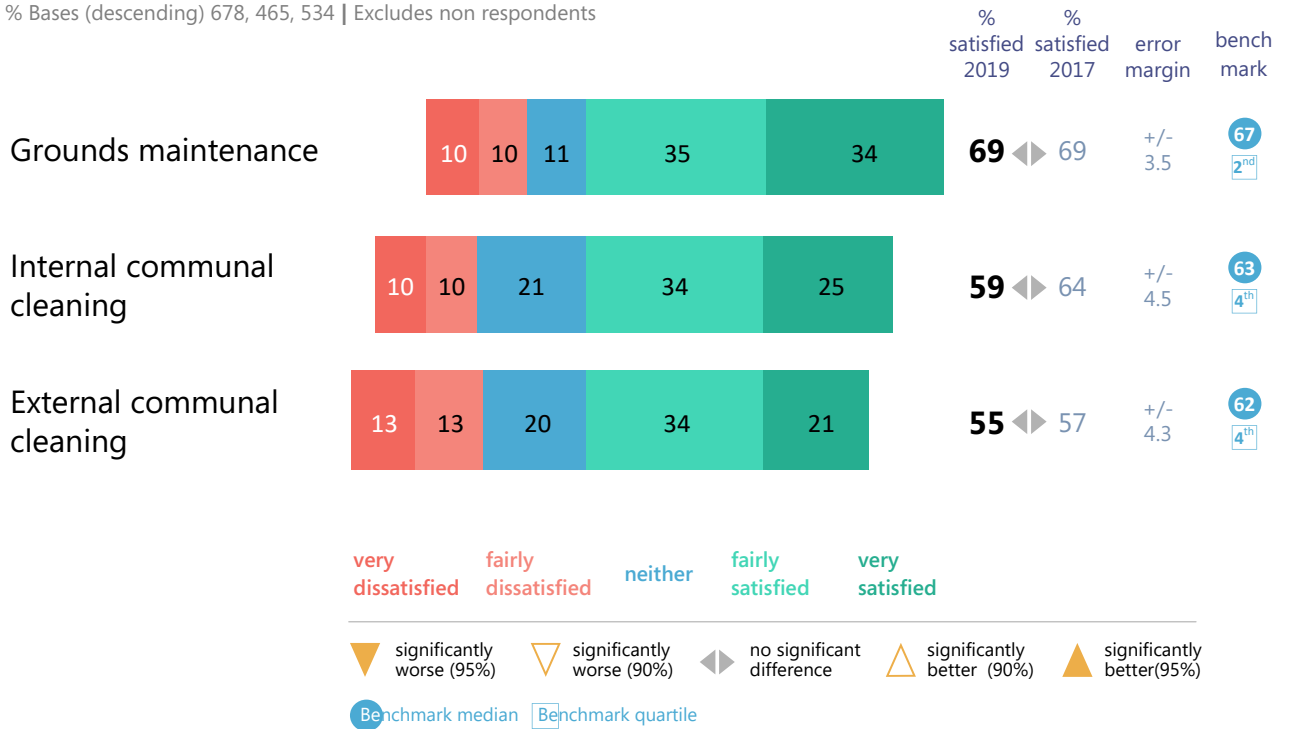
Leaseholders were also asked to rate the same estate services, and as before this group were less satisfied than tenants with each aspect, with results appearing in the bottom quartile for this group of customers after satisfaction was down across the board. That said, due to the small sample sizes and relatively high error margins, results for this group are not as robust as those for tenants.

For example, just over a third of leaseholders were satisfied with the cleaning of internal communal areas (37%, down from 46%), however a similar proportion were ambivalent (33% 'neither') which is more than three times the amount who said the same in 2017 (was 9%). Because of this, actual dissatisfaction with this service had also fallen from 45% to 30% so it is difficult to say with any degree of certainty if this service has actually got worse or not.

10. Estate services

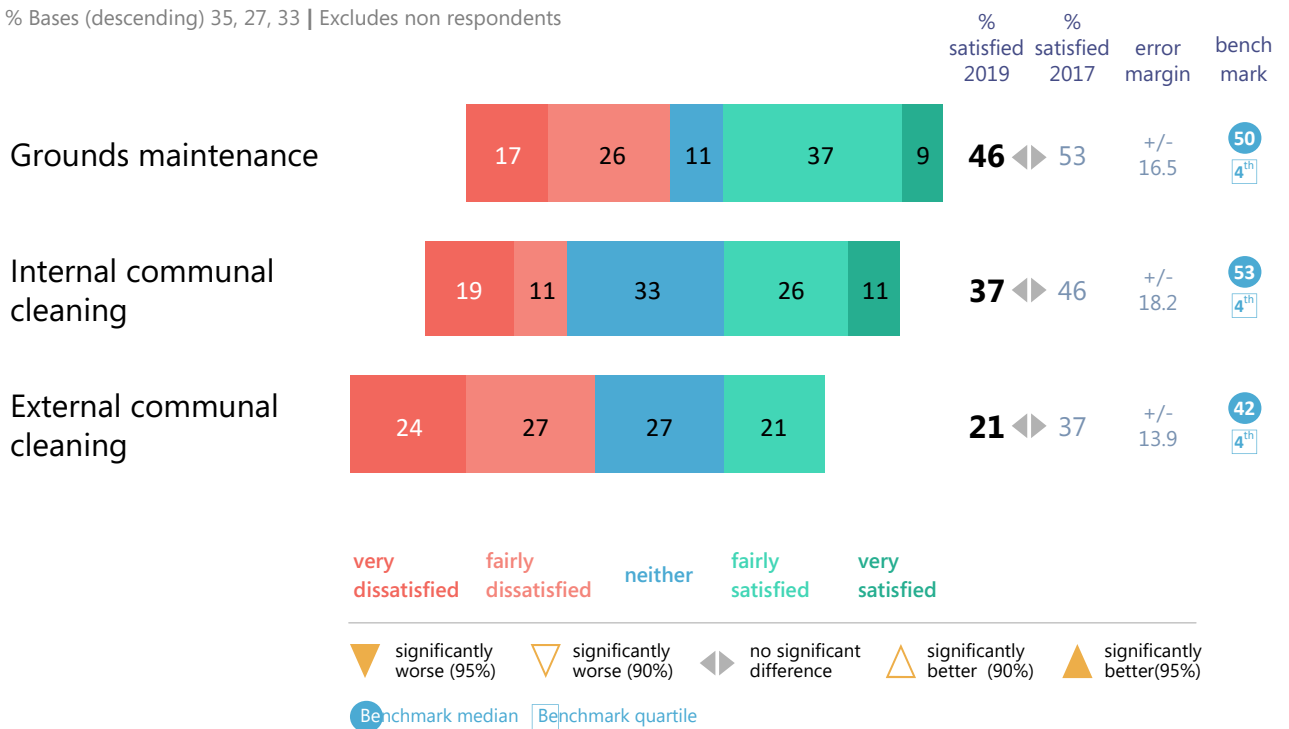
10.1 Estate services - tenants

% Bases (descending) 678, 465, 534 | Excludes non respondents



10.2 Estate services - leaseholders

% Bases (descending) 35, 27, 33 | Excludes non respondents

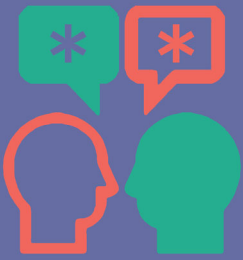


10.3 Estate services by area - tenants

	Sample size	% positive		
		Internal communal cleaning	External communal cleaning	Grounds maintenance
Overall	790	59	55	69
Morecambe	244	62	57	68
North Lancaster	257	52	49	66
South Lancaster	289	65	59	72

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



11. Anti-social behaviour

64%

of all tenants satisfied with how ASB is dealt with

28%

who reported ASB satisfied with the final outcome



11% claimed to have reported ASB, but only a small proportion of these were actually recorded on the system



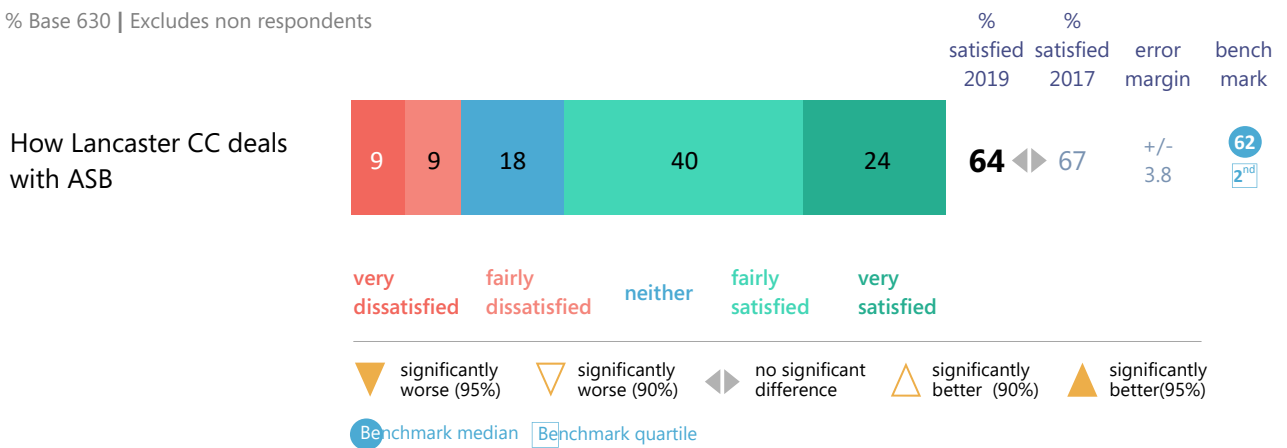
ASB reports in North Lancaster were double those in the other two areas



Amongst those that reported ASB satisfaction with how it was handled had fallen significantly

11.1 Anti-social behaviour overall

% Base 630 | Excludes non respondents



The links between anti-social behaviour and wider satisfaction was already well established, as amongst those that said they had reported ASB the overall satisfaction score was 20% lower than average, and the neighbourhood rating was 35% lower.

Dealing with anti-social behaviour (ASB) was quite important to residents, with around a third of respondents (29%) listing this as one of the top three priority services they received from the Council. This was also more important to general needs tenants than sheltered tenants (31% v 12%).

Around two thirds of the sample were satisfied with the way the Council deals with ASB, a fifth (18%) were ambivalent, and an identical proportion were dissatisfied. This was once again entirely consistent with the typical score received by other housing providers and was similar to the pattern of responses seen two years ago. As expected, this rating was significantly lower amongst those who claimed to have reported ASB to the organisation (35%, down from 41%).

Around one in ten tenants were in this group claiming to have reported ASB to the Council in the previous year (11%), a figure that has increased slightly from 9% in 2017 but is similar to the 12% 2015. However, this was the first year where these results could be compared against the Council's own records and there was a considerable mismatch between the two. Indeed, only 15% of those that claimed to have reported ASB were recorded on the system as having formally done so.

Importantly, those that were recorded on the system had a much more positive view of way ASB is generally dealt with (53% satisfied). Unfortunately, only a very small number of these individuals went on to answer the more detailed questions in this section so could not be analysed in any further detail.

11% said they had **reported ASB** to the Council in the last year

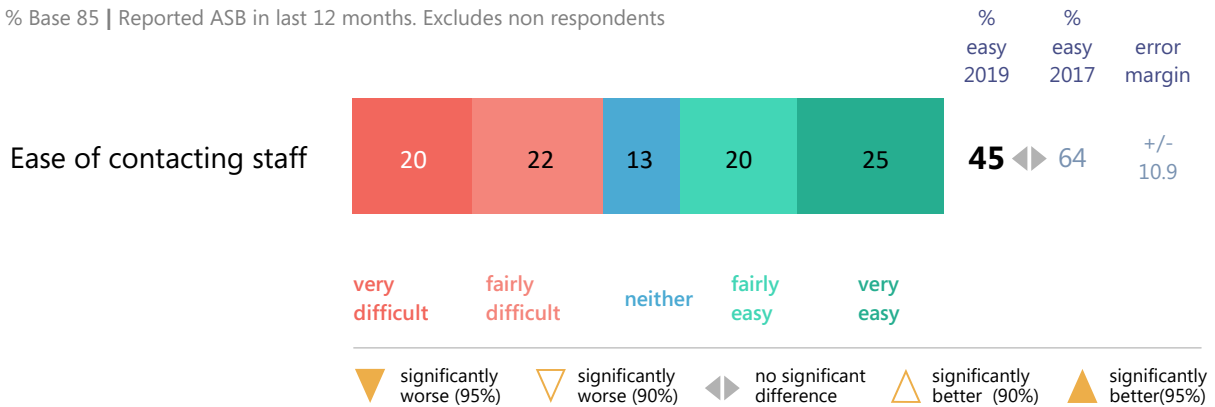
... but only 15% of these were actually **recorded** on the system

11.2 Reported ASB by area

	Sample size	% reported Reported ASB
Overall	790	11
Morecambe	244	8
North Lancaster	257	16
South Lancaster	289	8

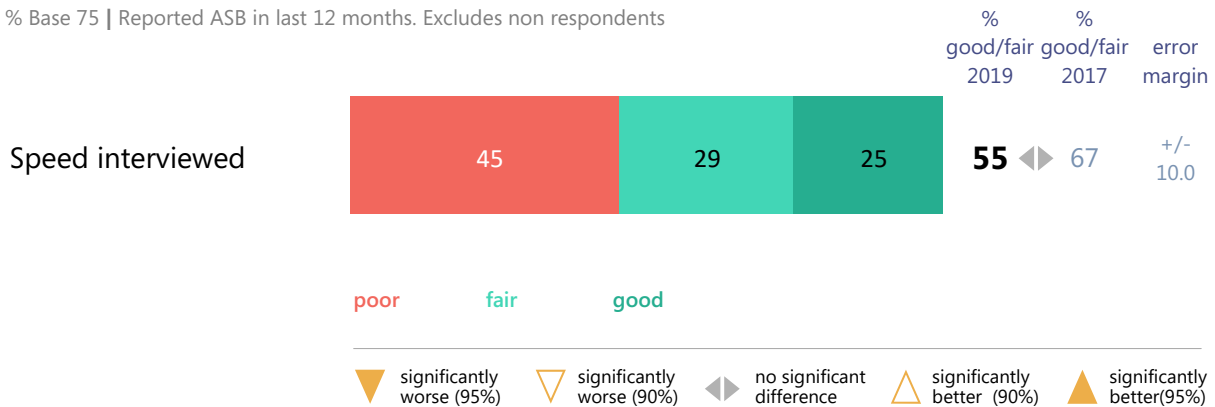
11.3 Ease of contacting staff to report ASB

% Base 85 | Reported ASB in last 12 months. Excludes non respondents



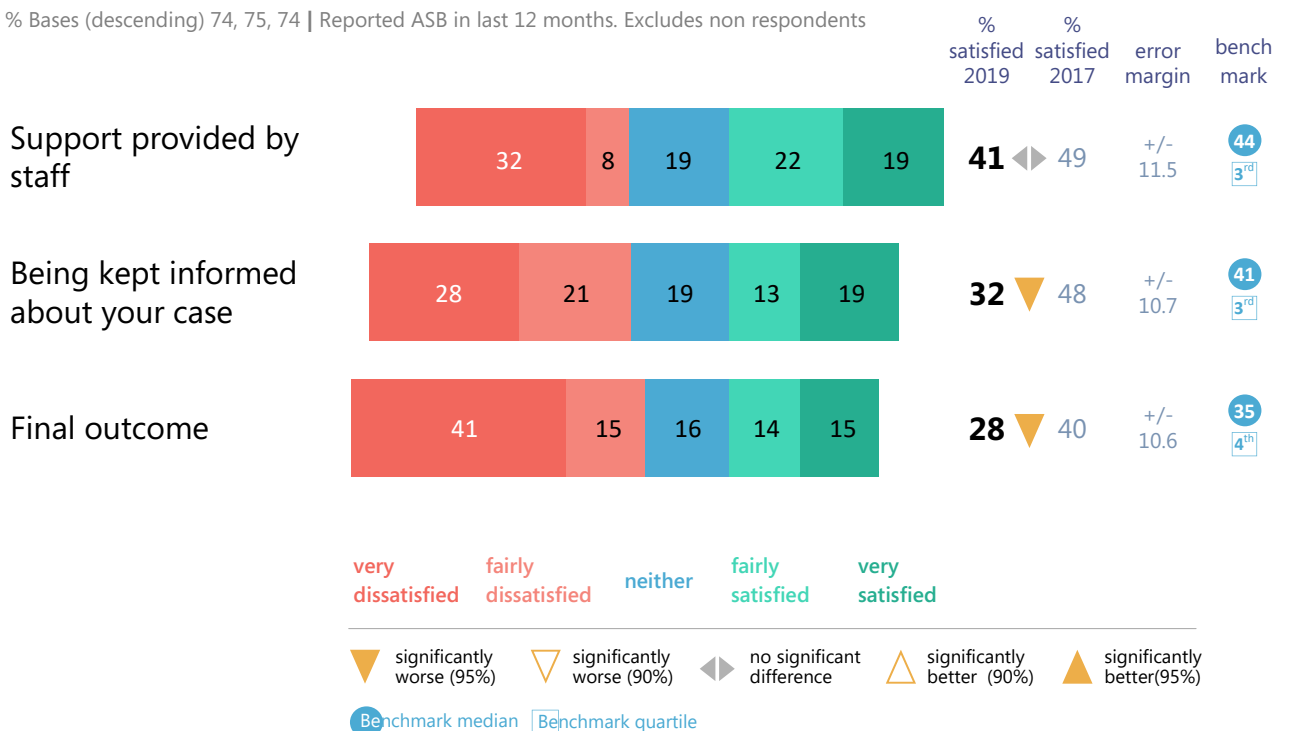
11.4 Speed initially interviewed

% Base 75 | Reported ASB in last 12 months. Excludes non respondents



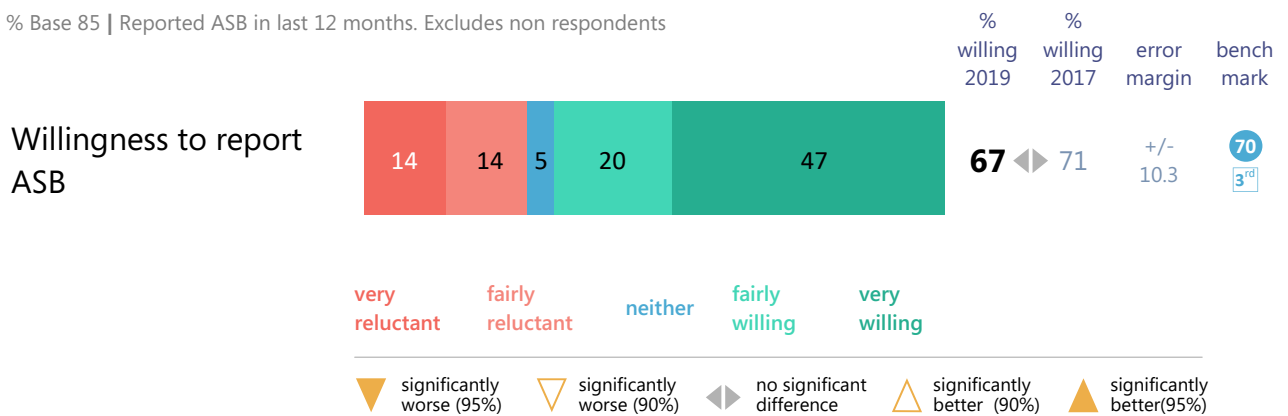
11.5 Last ASB report

% Bases (descending) 74, 75, 74 | Reported ASB in last 12 months. Excludes non respondents



11.6 Willingness to report any ASB to us in the future

% Base 85 | Reported ASB in last 12 months. Excludes non respondents



Some of this may be explained by respondents misremembering the timeframe, or which agency they spoke to, alternatively it may be there were informal conversations that were never turned into formal ASB reports (e.g. mentioning concerns about vandalism to a repairs operative).

Claimed ASB reports obviously varied by area from 8% of respondents in Morecambe and South Lancaster, to 16% of North Lancaster residents, which will also contribute to the lower than average levels of satisfaction with the neighbourhood and above average problems for residents in that area (section 8). General needs tenants were more likely to have reported an incident of ASB than those in sheltered housing (11% and 7% respectively). There was also a variation by property type, with tenants in flats claiming to have reporting more incidents of ASB (18%).

When those that claimed to have made an ASB report were asked about the experience, on a like for like basis the Council's latest results compared unfavourably to those seen in 2017 with all ratings in this section down and are in every case worse than comparative median values. Indeed, the proportion of respondents who were dissatisfied exceeded those who were satisfied for every question in chart 11.5 with the exception of the support provided by staff where opinion was almost equally divided (41% satisfied, 40% dissatisfied).

Whilst the sample as a whole were more positive with being kept informed overall (section 6), this is not reflected here with only a third of those reporting ASB satisfied that they were kept informed about their case (32%), a significant decrease from 48% in 2017. Indeed, nearly half were actively dissatisfied (49%), the majority of whom were 'very dissatisfied' (28%). As such, there has been a significant fall in satisfaction with the final outcome (28%, was 40%), with more than half now actively dissatisfied (56%), the vast majority of whom were 'very dissatisfied' (41%).

Less than half of respondents found it easy to contact staff to report an incident of ASB (45%), which is down compared to the previous survey (was 64%), but it was noticeable that a similar proportion had some difficulty (42%). A similar pattern of responses was observed with the speed they were initially interviewed, with just over half saying it was good (55%), which is down compared to that reported in 2017 (was 67%), with just under a half saying it was poor (45%).

Despite a perceived fall in the performance by the council in how ASB reports are handled, two out of three respondents who had previously reported an incident would be willing to do so again (67%), which is down slightly compared to 2017 (was 71%). Indeed, more than a quarter were reluctant (28%), half of whom were 'very reluctant' (14%).



12. Complaints

68%


satisfied with the way
the Council deals with
complaints overall

30%

satisfied with the final
outcome of their
complaint

B Consistent with ARP benchmarks

 8% claimed to have reported a complaint in the last year

 Satisfaction with how that complaint was handled had
dropped significantly

12. Complaints

As with the results for ASB reporting, satisfaction with how the Council dealt with complaints was down three points compared to two years ago (68%, was 71%). Once again, a sizeable proportion were ambivalent (16%), which can often be explained by a lack of knowledge on this subject. On the opposite end of the scale, one in six were dissatisfied, including 7% that were 'very dissatisfied'. Indeed, dissatisfaction was up five points from two years ago. That said, general satisfaction with the complaints procedure is consistent with the ARP Research benchmark score.

Two out of five respondents were aware of the complaints procedure (43%), which is up four points from two years ago, with one in twelve respondents claiming to have actually made a complaint in the previous twelve months (8%) a figure that was entirely unchanged from 2017. Tenants in North Lancaster said that they made the most complaints (10%) with those in South Lancaster the least (7%).

It is important to remember, however, that how respondents defined a 'complaint' is unlikely to match the Council's own categorisation of a formal complaint. For example, it is common for some survey respondents to view repairs requests as complaints, particularly those reported more than once.

Overall satisfaction with complaints handling was unsurprisingly lower amongst respondents that claimed to have made a complaint (46%). Indeed, when this group were asked in more detail about their experience, satisfaction was significantly lower than it had been before by an average of 19% across three different measures.

Only just over half felt that it was easy to make a complaint compared to three quarters of respondents in 2017, with less than a third being satisfied with the final outcome compared to over half previously. Indeed, 66% of those that had claimed to make a complaint said that they were dissatisfied with the final outcome.

Nevertheless, despite the significantly lower levels of satisfaction with every aspect of the complaints procedure, four out of five remain willing to make a complaint in the future (78%), which is similar to that seen in 2017 (was 82%).

Largely due to the low sample sizes involved there was little of note revealed by further sub-group analysis of any aspect of the complaints procedure.



43% were
aware of the
complaints
procedure

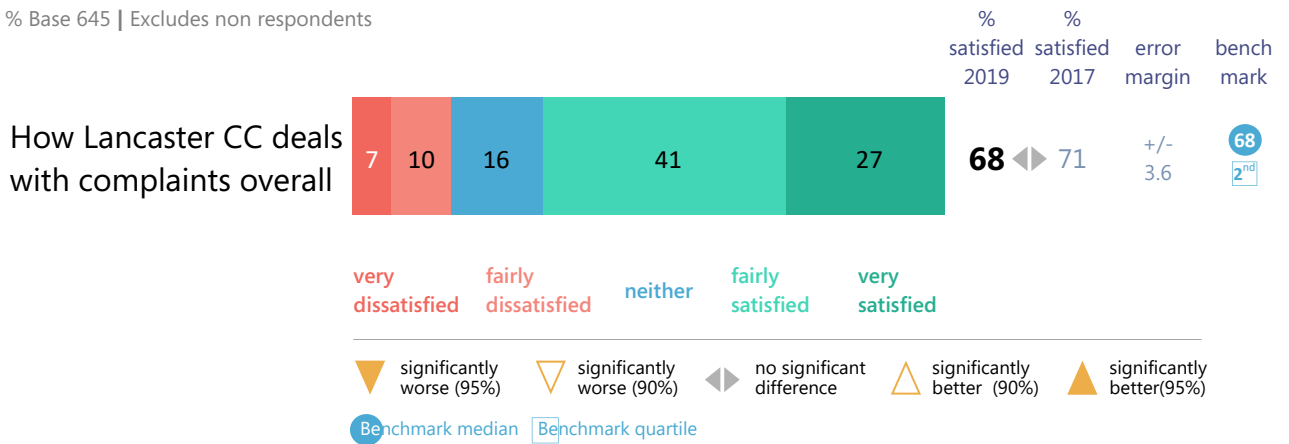


... and 8%
claimed to have
made a complaint
in the last year

12. Complaints

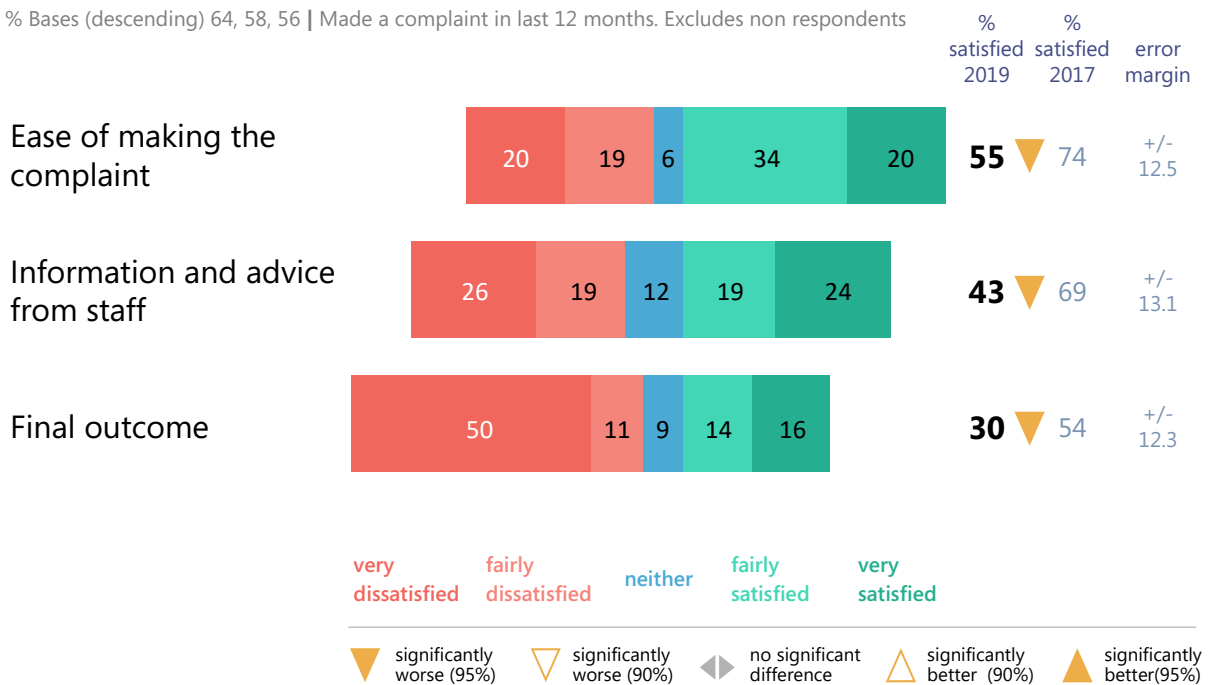
12.1 Complaints overall

% Base 645 | Excludes non respondents



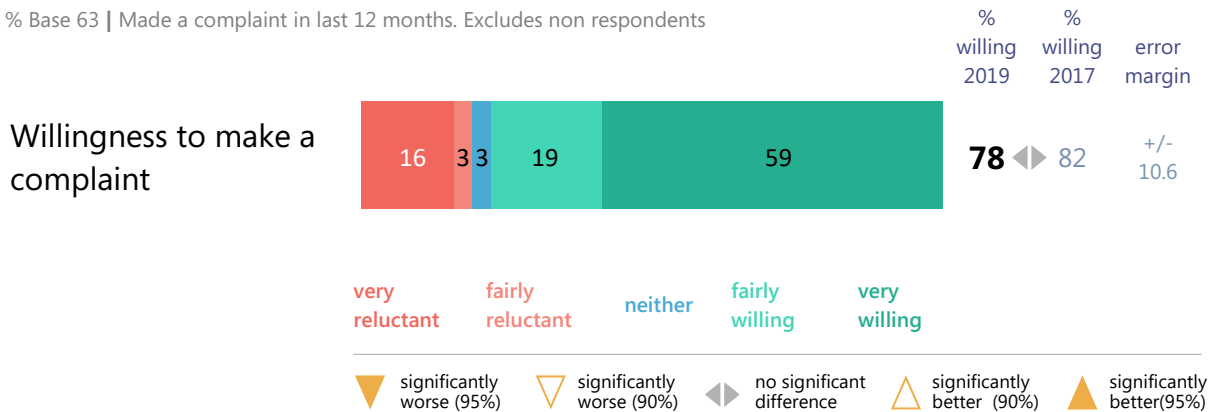
12.2 Last complaint

% Bases (descending) 64, 58, 56 | Made a complaint in last 12 months. Excludes non respondents



12.3 Willingness to make a complaint in the future

% Base 63 | Made a complaint in last 12 months. Excludes non respondents





13. Advice and support

81%

of tenants satisfied with advice managing finances

70%

satisfied with support for new tenants



Significantly higher ratings for the help and advice provided on managing finances and to support new tenants



Scores were higher than ARP Research's benchmarks



Housing benefit recipients were even more satisfied with the advice and support

13. Advice and support

When respondents were asked to give their views on the help and support services that Lancaster City Council provide in order to help customers manage their tenancies, the results were positive, with satisfaction increasing significantly with how finances are managed (81%, was 78%) with satisfaction also up slightly with help claiming benefits (81%, was 79%). As a consequence of this slight improvement both scores were just above the equivalent benchmark medians.

Once again, for the majority of the results in this section there was a noticeable high proportion of respondents who were ambivalent and chose to answer 'neither' compared to other similar questions in the survey. This is most likely attributed to a lack of awareness or use of these services, this despite the option on the questionnaire for 'not applicable'.

Unsurprisingly, satisfaction with the advice and support in claiming housing and other welfare benefits was higher for those in receipt of housing benefit compared to other respondents (85% v 61%), a pattern also seen in the rating for managing finances (83% v 75%).

For both statements older tenants were significantly more satisfied than average, whereas satisfaction with each rating was significantly lower than average amongst those aged 35 – 49 who most likely to have a family (48% of this age group have children) and therefore more likely to experience a strain on their finances.

Further improvements were observed with the other help and support services covered in this section, including support for new tenants which had improved by a statistically significant margin (70% 'satisfied, up from 66%). It was pleasing to find this result was significantly higher amongst those in their first year of tenancy and therefore more likely to have had recent experience in this area (87%).

There had also been a slight increase in how many respondents were satisfied with the Council's support for vulnerable people (61%, up from 58%). Whilst a quarter of those who answered were ambivalent, it is noticeable that around one in seven were dissatisfied, 10% of whom were 'very dissatisfied'. Once again new tenants, in their first year with the council were significantly more satisfied than average (74%) as were tenants in sheltered housing (74%). In contrast, tenants who had reported ASB to Lancaster CC in the previous year were significantly less satisfied (31%), a pattern reflected in all results within this section.

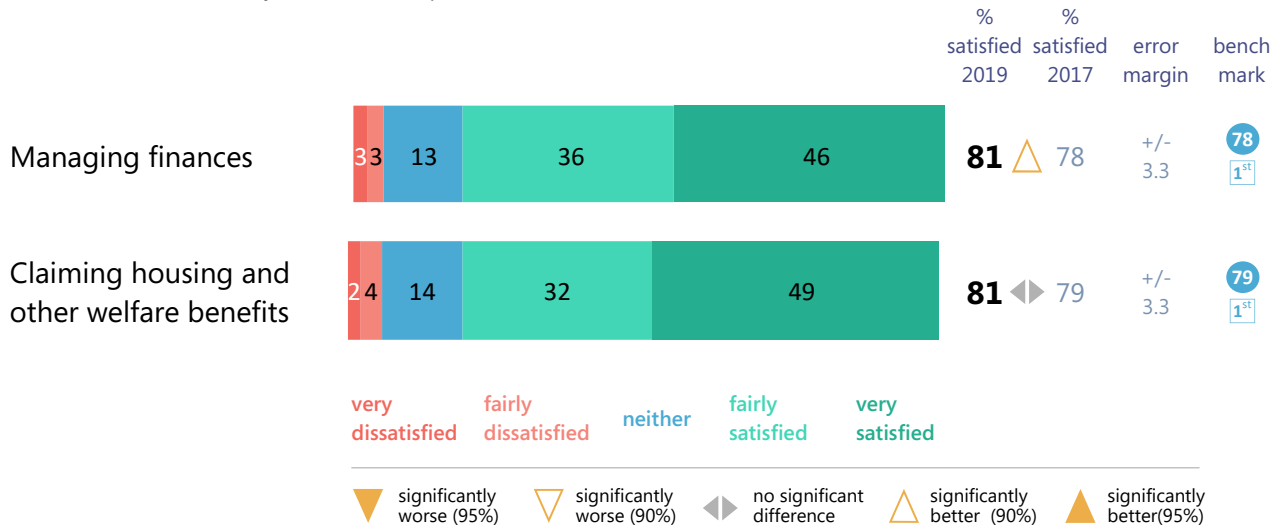
Satisfaction with the support provided when moving home has not changed (still 63% satisfied), however, this too was rated significantly higher than average by respondents in their first year of tenancy (73%).

This continues to be an area the council are performing well in with all scores above average with Lancaster in the top quartile of performers.

13. Advice and support

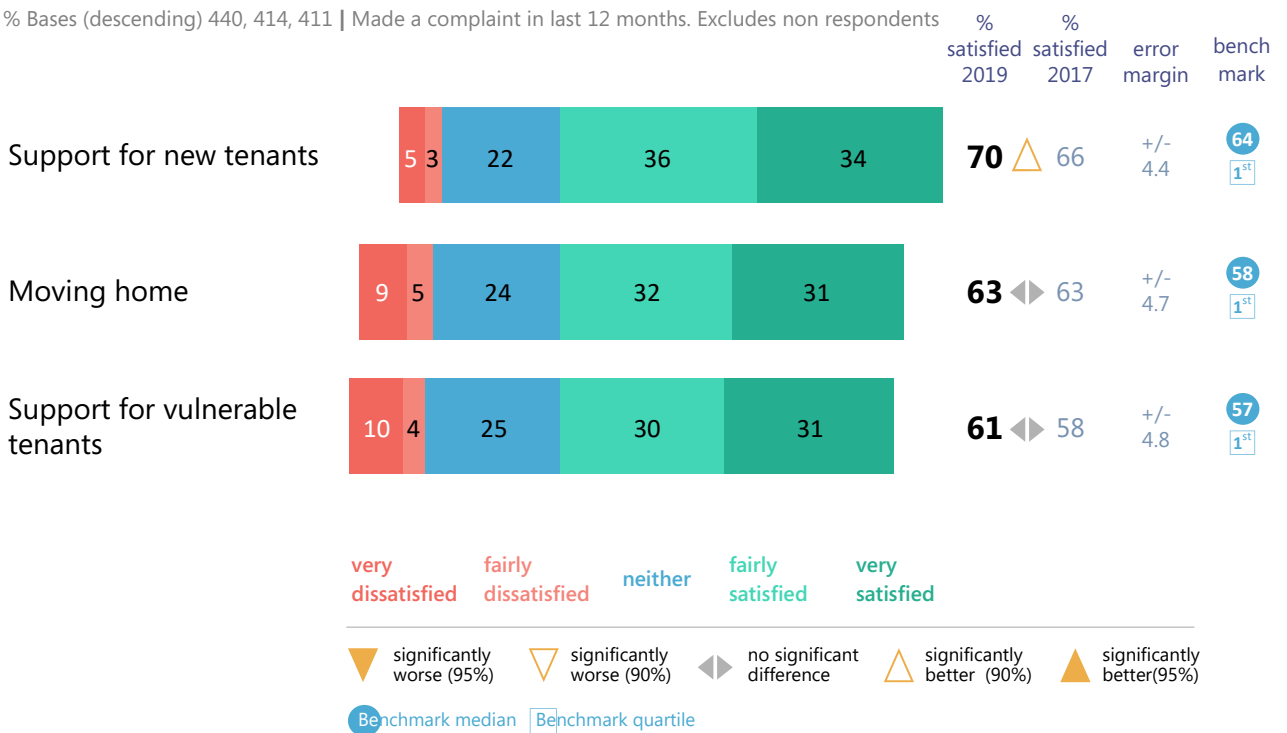
13.1 Financial advice and support

% Bases (descending) 549, 548 | Excludes non respondents



13.2 Other advice and support

% Bases (descending) 440, 414, 411 | Made a complaint in last 12 months. Excludes non respondents





14. Sheltered housing



Satisfaction with all of the questions in this section was slightly lower than in 2017



Satisfaction with facilities at the scheme had fallen the most

14. Sheltered housing

Respondents living in sheltered accommodation are typically the most satisfied group, a pattern which is very much evident throughout this and the previous survey results. It was therefore unsurprising that when asked to rate the specific services that only they received, in each case the majority of respondents claimed to be satisfied, with the scores generally in line with benchmark medians. However, when compared to the 2017 results, every result was down slightly, although none of them had declined significantly.

The ratings for the physical aspects of schemes are generally fairly stable so it is interesting to find satisfaction had fallen the most with the facilities at the scheme (80%, was 89%) as well as the safety and security of their home (91%, down from 96%), the latter being the highest rated aspect in 2017. Furthermore, sheltered respondents were slightly less satisfied with the call centre/emergency call system (87%, was 89%).

Ease of access was also rated lower than it was in 2017 (91%, was 95%) but is the highest rated aspect of sheltered housing for the current sample, although still 3 points off the benchmark median.

Nine out of ten sheltered tenants were satisfied with the frequency of contact with their scheme manager/ support worker, which despite falling slightly compared to 2017 (was 94%), remains above average (benchmark median 87%). A similar proportion were satisfied with the overall service from their scheme manager/ support worker (89%), including 73% that were 'very satisfied'. Indeed, this and the frequency of contact received the most 'very satisfied' responses of any aspect of the service rated in chart 14.1 and were both performing above average.

Finally, it was positive to find the majority of sheltered tenants remain satisfied with their support plan (87%), which despite falling slightly from 2017 (was 89%), continues to be at the level expected (benchmark median 86%). Indeed, only 4% of respondents were dissatisfied, the joint lowest level of dissatisfaction with living in sheltered housing.

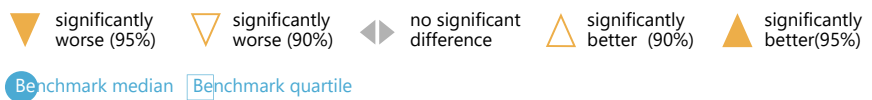
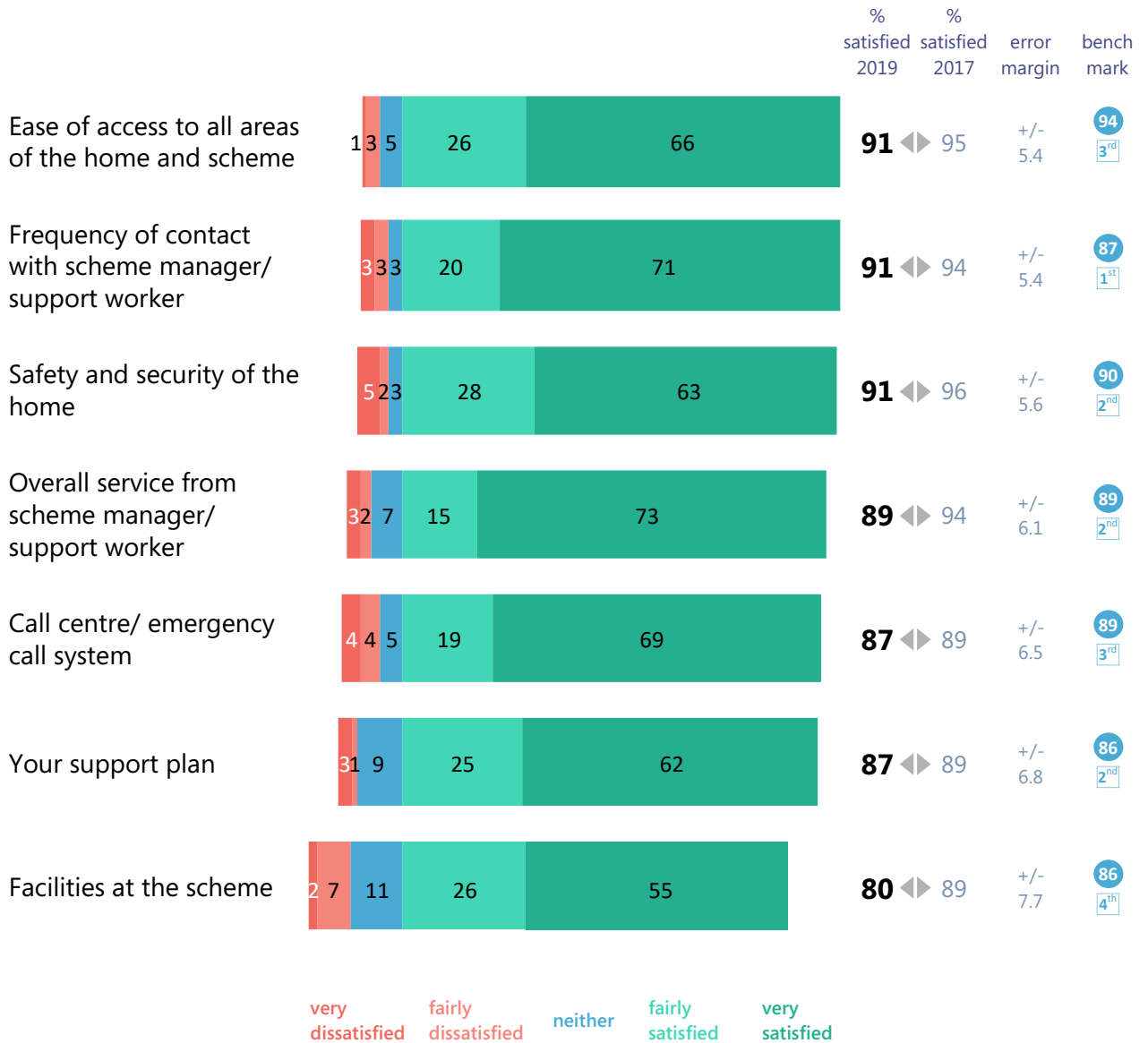


The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

14. Sheltered housing

14.1 Sheltered housing

% Bases (descending) 105,104,105,104,102,96,102 | Excludes non respondents.





15. Leaseholders

62 %

satisfied with the service overall

48 %

satisfied with service charge value for money

B Most leaseholder scores compare favourably against benchmarks



Ratings for the website and information provided on T&Cs was higher than in 2017



However, satisfaction with the neighbourhood as a place to live had fallen significantly

15. Leaseholders

It is important for the reader to be aware that due to the nature of the services received, socio-demographic composition and general less frequent interaction with their landlord, satisfaction scores for leaseholders are typically lower than those reported by tenants, a pattern which is consistent for leaseholders of Lancaster City Council.

When compared to other similar organisations the Council's leaseholder satisfaction scores generally appeared in the top two quartiles of scores, and as chart 15.1 shows, satisfaction amongst leaseholders with the core STAR questions was noticeably lower than those reported by tenants. The results this year are something of a mixed bag, with satisfaction increasing for some key measures but decreasing for others (chart 15.1), however, primarily due to the relatively small sample sizes involved, only one of the changes was considered to be statistically significant and even then only at the 90% confidence level.

That said, it was positive to find one of the key measures to have improved slightly was the headline overall satisfaction score which is up from 58% to 62% and is now slightly above the level expected (benchmark median 59%). Whilst two thirds of leaseholders were satisfied, around a quarter were dissatisfied (23%).

Satisfaction had increased the most with the service charge in terms of value for money from 33% in 2017 to 48% amongst the current sample, however, dissatisfaction was highest with this than any of the other key measures (35%). That said, due to the fifteen point increase in satisfaction, the council's score this year is at the level expected and appears in the second quartile.

Another other core finding to have notably improved compared to the previous survey is that more are now satisfied that they are listened to and have their views acted upon. Although this remains the lowest rated item, satisfaction has improved from 38% to 47% and is now six points above the benchmark median.

Similarly, it was good to see that satisfaction with being kept informed (66%) and generally dealing with enquiries (70%) were also comfortably above the average score for ARP Research's comparable clients, meaning that in relative terms all of the customer service related ratings were quite strong.

Like tenants, leaseholders were much less satisfied with their neighbourhood than they were in 2017 (62%, was 78%) a significant 16% fall in satisfaction, albeit only at the 90% confidence level. It was also notable this was the only core finding not to appear in the top two quartiles, with Lancaster's result appearing in the bottom quartile. This may owe much to the lower ratings given by this group of customers for the estate based services in section 10.

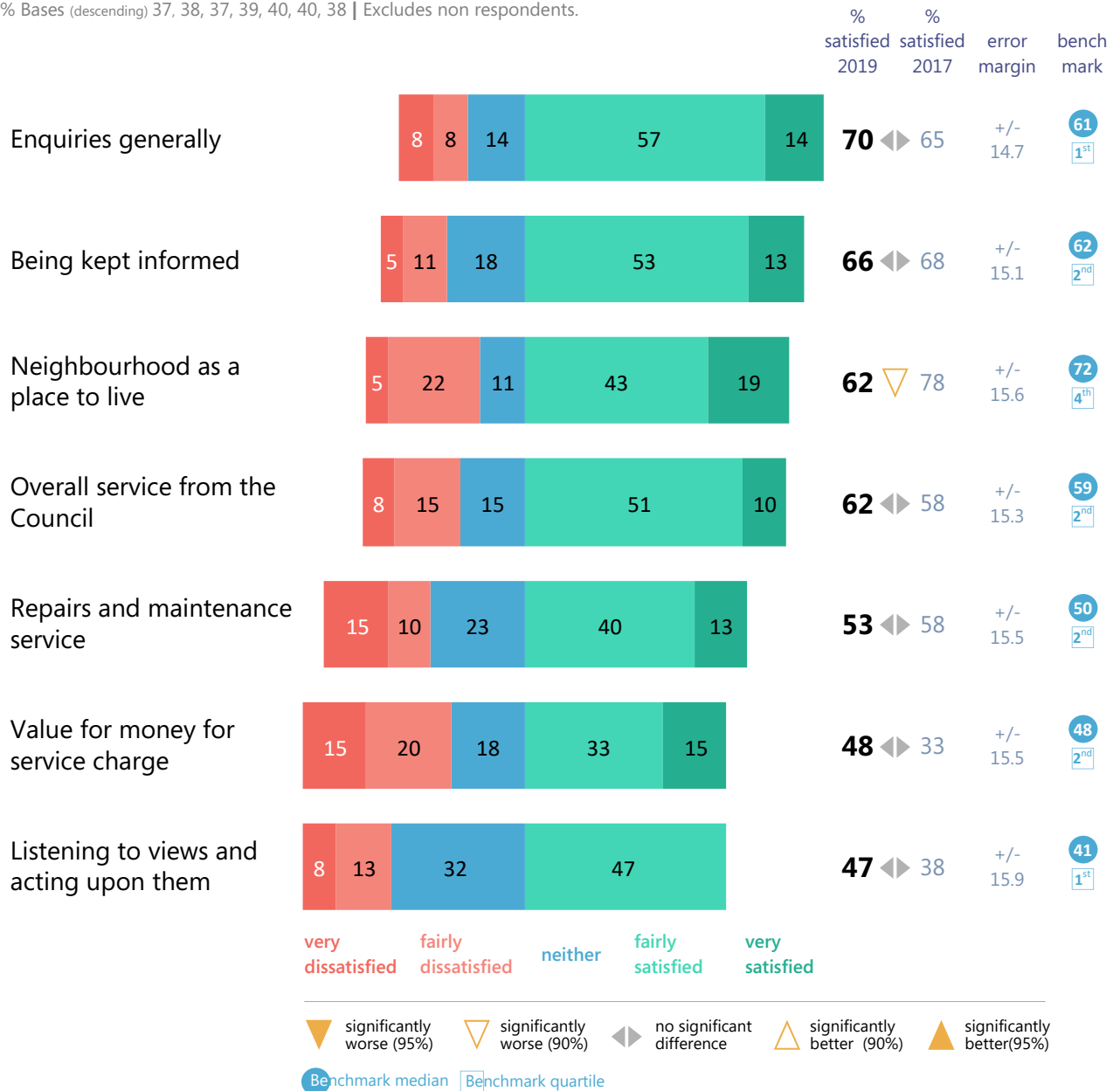
In contrast to the tenant findings, leaseholders were less satisfied with the repairs and maintenance service they receive than they were two years ago (53%, was 58%), however Lancaster's performance in this regard remains in the top quartile. Furthermore, as a quarter of responses were ambivalent (23% 'neither'), more than four times the equivalent tenant score, it can be assumed that many leaseholders simply have less experience of this particular service.

When leaseholders were given the opportunity to rate a variety of services to communal areas, results were varied with satisfaction improving for repairs to communal areas (69%, up from 60%), but falling slightly with the equivalent service for external repairs (64%, was 71%). However, in both cases Lancaster remain in the top quartile of scores when compared to its peers.

Leaseholders were next asked to rate various aspects of service charge information (chart 15.3). Two thirds were satisfied with how easy the service charge is to understand (67%, was 63%), and as a consequence of the small increase Lancaster's score is now in the second quartile. Slightly fewer leaseholders were satisfied with the information on how the service charge is calculated (57%), albeit broadly in line with both the benchmark and the previous score,

15.1 Core STAR questions

% Bases (descending) 37, 38, 37, 39, 40, 40, 38 | Excludes non respondents.



The level of consultation received when setting the service charge remains the lowest ranked aspect of the service charge information. Just under half of leaseholders were satisfied with this (49%) which is down two points from 51% in 2017 but remains well above the 33% who were satisfied in 2015 and is broadly at the level expected (median 50%).

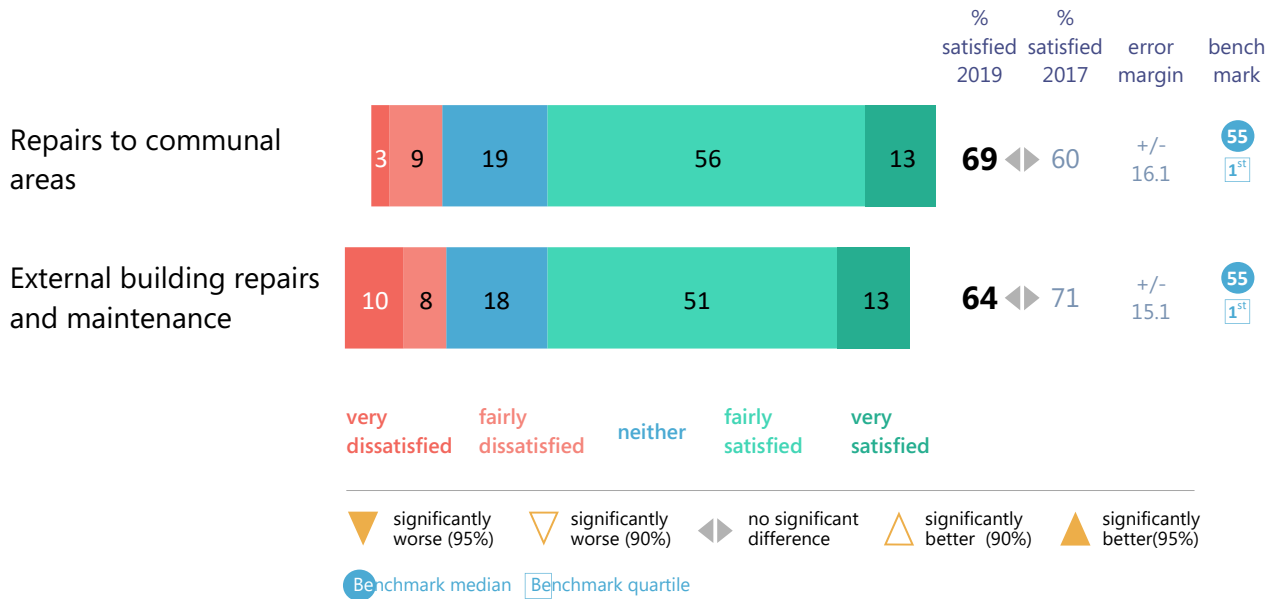
It was positive to see that nearly two thirds of the sample were satisfied with the information provided to leaseholders with regards to their obligations under the terms of the lease (78%), which thanks to a fourteen-point increase elevates Lancaster into the top quartile of providers in the ARP database, amongst whom the median score was 64%.

Satisfaction with the website was rated slightly lower, but has improved compared to 2017, with just over half of leaseholders rating this positively (53%). As a consequence of satisfaction with this improving eighteen points (was 35%), this also compares very favourably with the benchmark median of 34%, but as 33% chose the middle option, this would suggest that many leaseholders do not use this information source enough to express a view.

15. Leaseholders

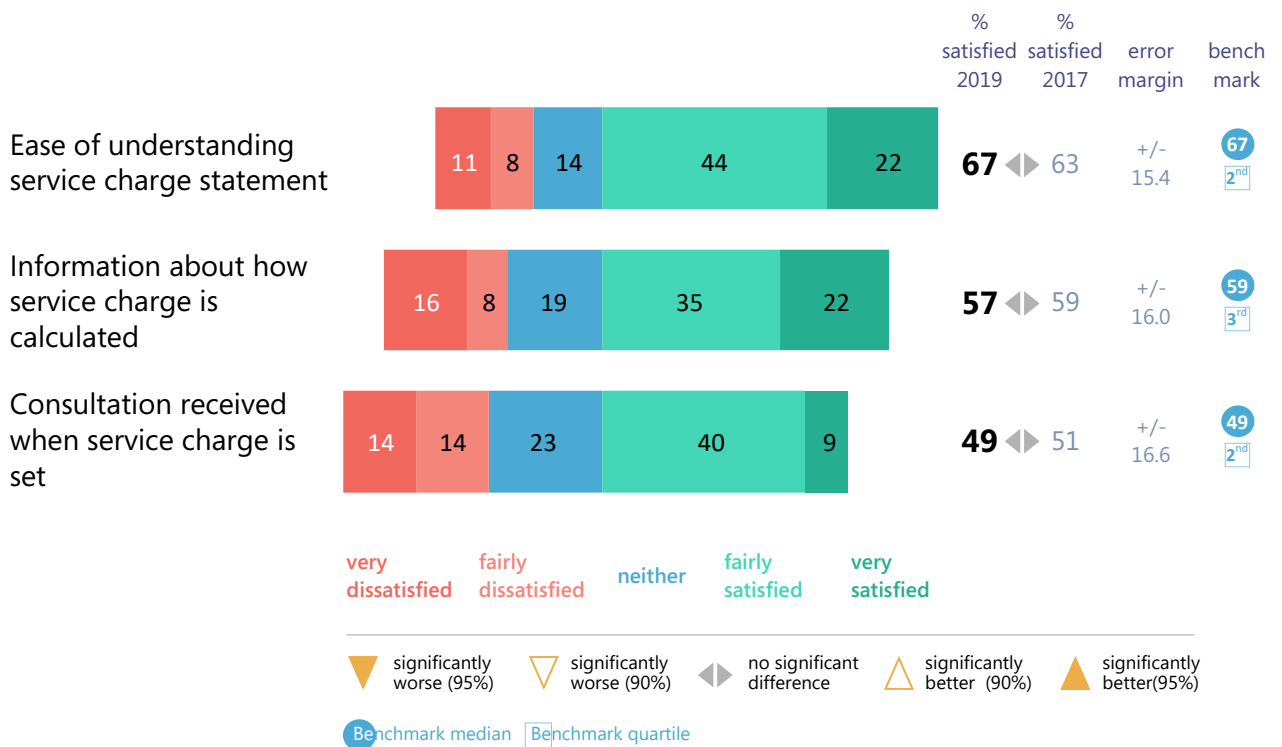
15.2 Communal services

% Bases (descending) 32, 39 Excludes non respondents.



15.3 Service charge information

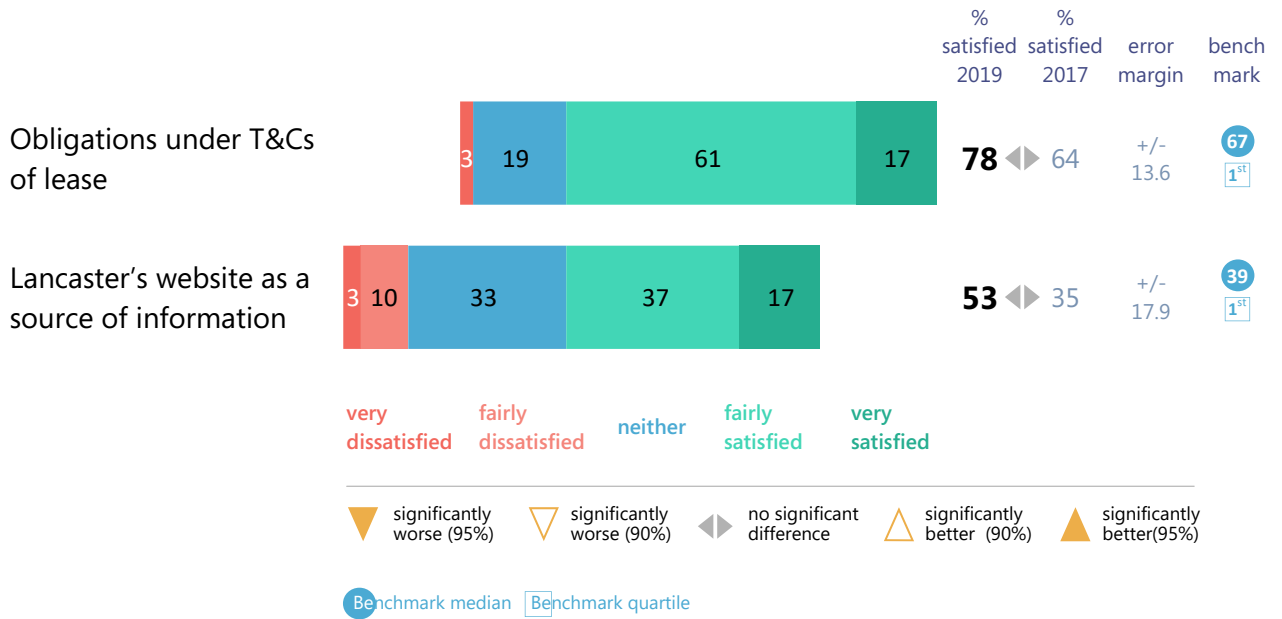
% Bases (descending) 36, 37, 35 | Excludes non respondents.



15. Leaseholders

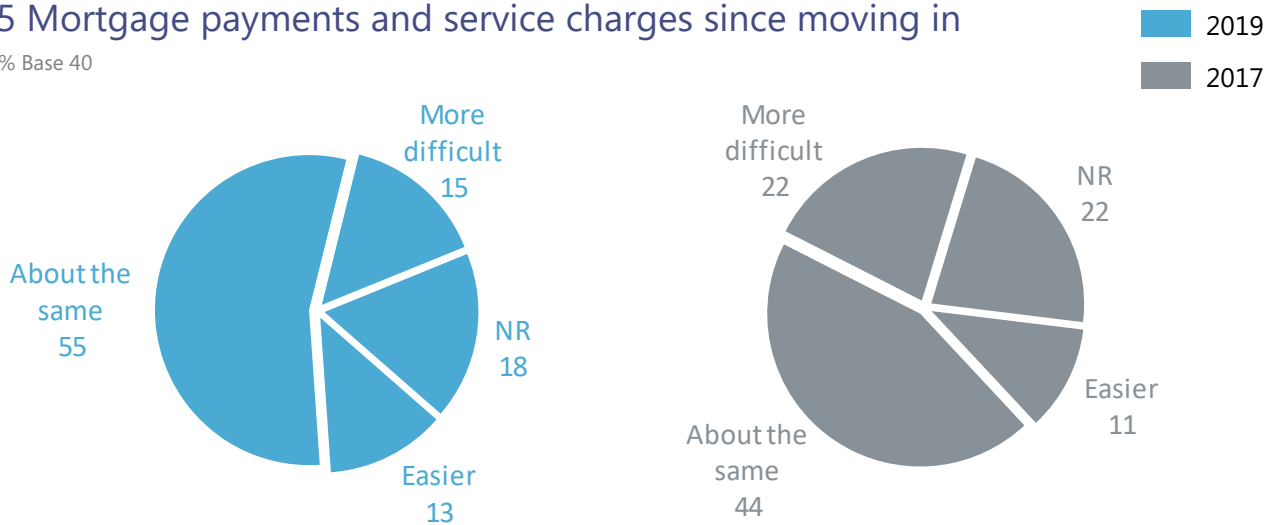
15.4 Information and advice

% Bases (descending) 36, 30 | Excludes non respondents.



15.5 Mortgage payments and service charges since moving in

% Base 40



Finally, around one in seven leaseholders in the sample had found it more difficult paying their mortgage and service charge since they moved in (15%), which was down from 22% in 2017. A similar proportion said it was easier (13%), which is up slightly from 11%.

Once again, due to the relatively small sample sizes for these questions there was little of note in terms of significant differences between different groups in the sample.



16. Respondent profile

In addition to documenting the demographic profile of the sample, tables 16.12 to 16.15 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

16.1 Patch

% Base 790

	Total	% 2019	% 2017
Branksome	52	6.6	6.8
Carnforth	30	3.8	6.0
Higher Heysham	26	3.3	3.8
Kellets	4	0.5	0.5
Kingsway	29	3.7	4.6
Morecambe Central	8	1.0	2.1
Middleton & Overton	2	0.3	0.1
Slyne and Bolton-le-Sands	15	1.9	2.2
Westgate	53	6.7	4.7
Warton and Rurals	19	2.4	2.6
Beaumont	23	2.9	3.2
Mainway	59	7.5	6.0
Ryelands	83	10.5	9.8

	Total	% 2019	% 2017
Vale	92	11.6	11.2
OME	7	0.9	0
Bowerham	9	1.1	0.6
Caton	17	2.2	3.1
City Centre	28	3.5	2.8
Greaves	26	3.3	3.7
Galgate South	9	1.1	0.8
Halton	16	2.0	0.8
Hala	41	5.2	5.8
Lune Valley Villages	9	1.1	0.9
Marsh	49	6.2	6.7
Ridge and Newton	86	10.9	10.8

16.2 Area

% Base 790

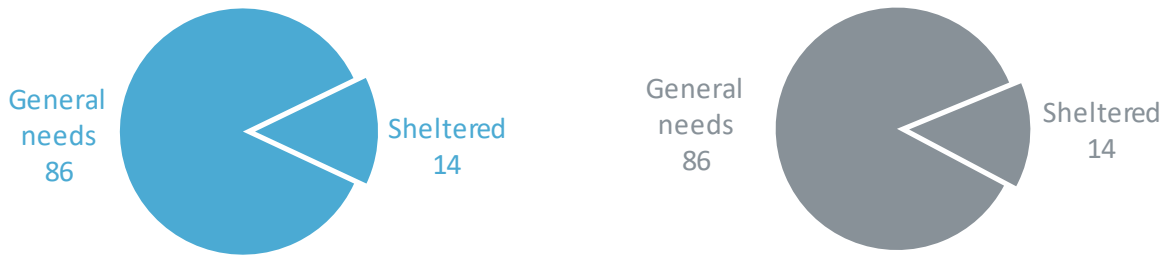
	Total	% 2019	% 2017
Morecambe	244	30.9	33.6
North Lancaster	257	32.5	30.1
South Lancaster	289	36.6	36.3

16. Respondent profile

16.3 Category

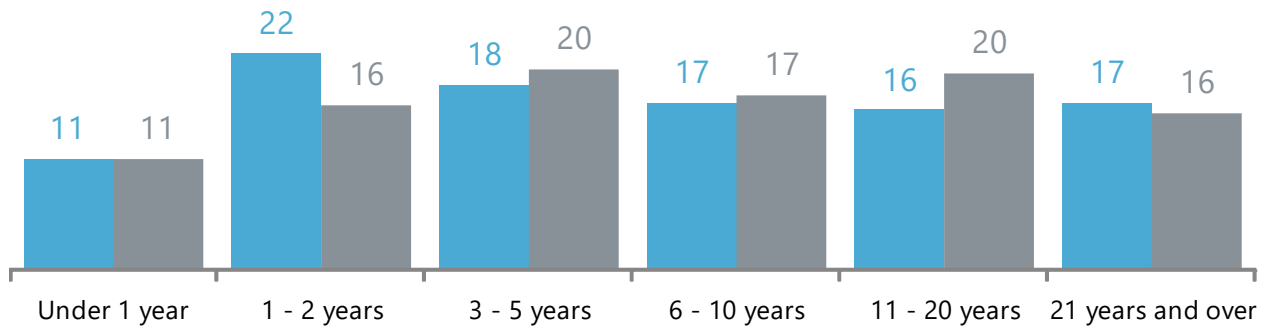
% Base 790

2019
2017



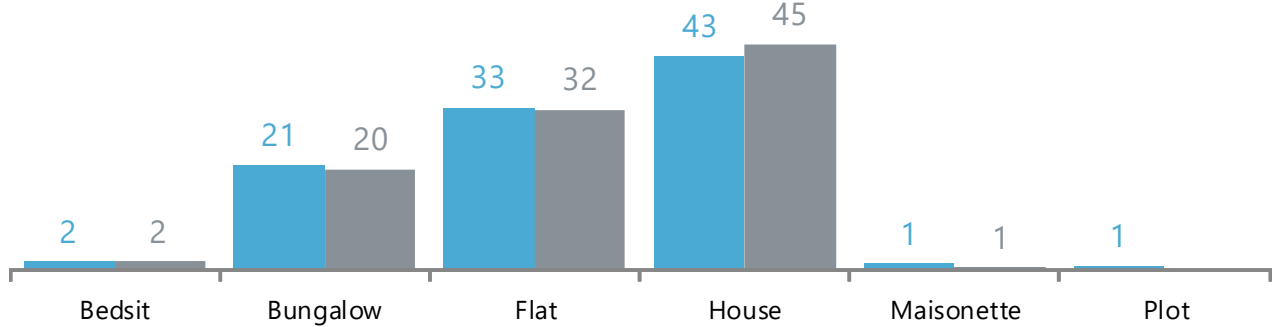
16.4 Length of tenancy

% Base 790



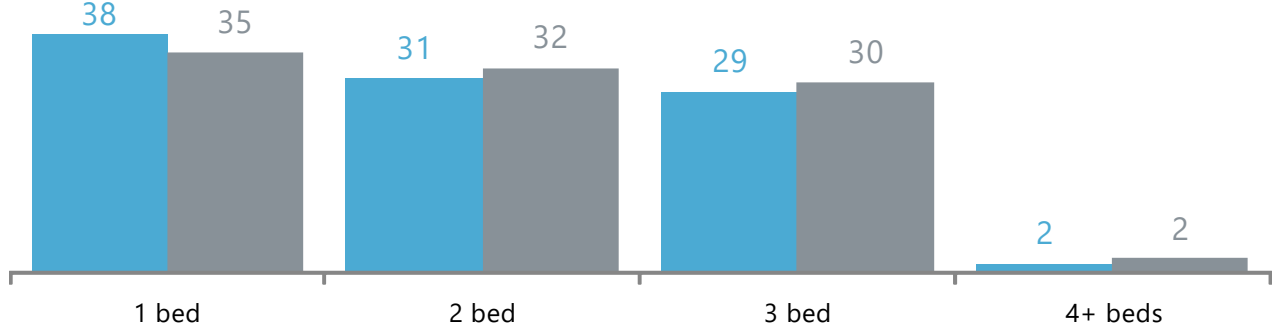
16.5 Property type

% Base 790



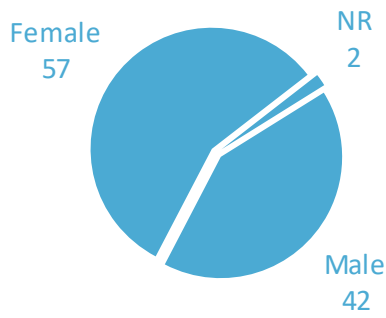
16.6 Property size

% Base 790

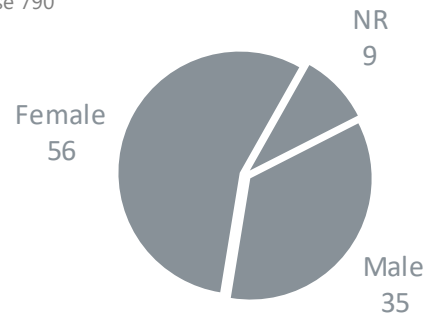


16. Respondent profile

16.7 Gender



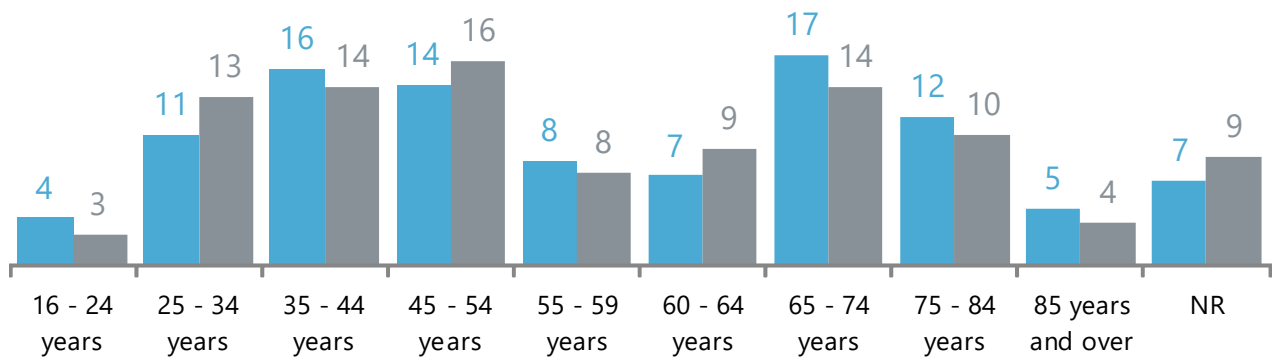
% Base 790



2019
2017

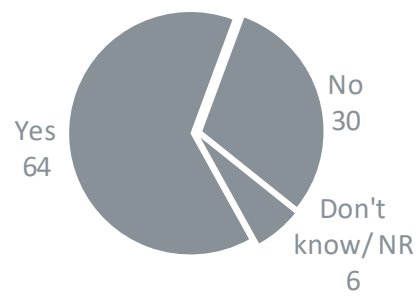
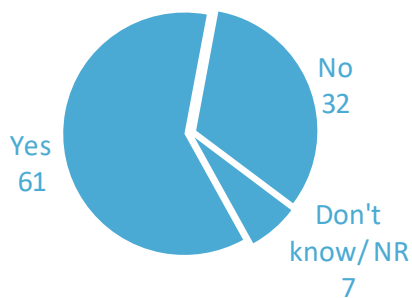
16.8 Age

% Base 790 | This is a weighted variable



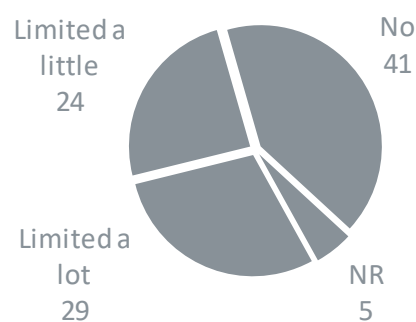
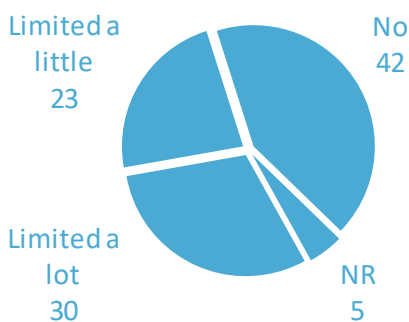
16.9 Receive housing benefit

% Base 790



16.10 Disability

% Base 790



16. Respondent profile

16.11 Ethnic background

% Base 790

2019
2017

White

Welsh/English/Scottish/Northern Irish/British

Irish

Gypsy or Irish Traveller

Any other White background

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

Black or Black British

African

Caribbean

Any other Black background

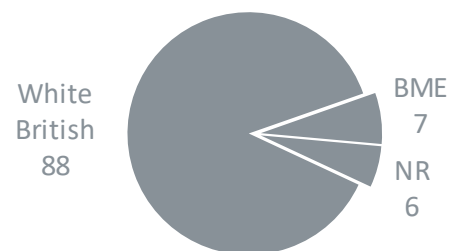
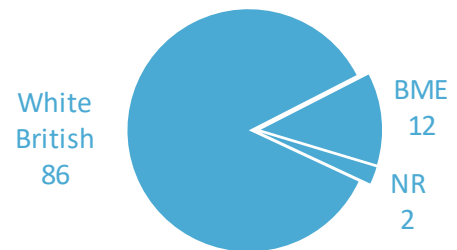
Other

Arab

Other

No response

	Total	%
White		
Welsh/English/Scottish/Northern Irish/British	676	85.6
Irish	4	0.5
Gypsy or Irish Traveller	7	0.9
Any other White background	67	8.5
Mixed		
White and Black Caribbean	3	0.4
White and Black African	0	0.0
White and Asian	3	0.4
Any other Mixed background	0	0.0
Asian or Asian British		
Indian	1	0.1
Pakistani	0	0.0
Bangladeshi	0	0.0
Chinese	3	0.4
Any other Asian background	0	0.0
Black or Black British		
African	5	0.6
Caribbean	0	0.0
Any other Black background	0	0.0
Other		
Arab	2	0.3
Other	0	0.0
No response	18	2.3



16. Respondent profile

16.12 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	790	114	175	185	262
Service overall	85	76	78	89	91
Quality of home	84	75	71	89	93
Rent value for money	88	81	84	90	93
Service charge value for money	75	53	76	72	83
Listen to views and act upon them	70	62	65	74	73
Being kept informed	80	76	74	85	83
Repairs & maintenance service	80	75	72	83	86
Neighbourhood as a place to live	79	59	68	83	93

16.13 Core questions by disability

	Overall	% positive	
		Yes	No
Sample size	790	420	333
Service overall	85	84	86
Quality of home	84	86	81
Rent value for money	88	87	88
Service charge value for money	75	76	72
Listen to views and act upon them	70	69	69
Being kept informed	80	78	83
Repairs & maintenance service	80	80	80
Neighbourhood as a place to live	79	80	78

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

16. Respondent profile

16.14 Core questions by ethnic background

	% positive		
	Overall	White British	BME
Sample size	790	676	96
Service overall	85	86	83
Quality of home	84	85	73
Rent value for money	88	88	86
Service charge value for money	75	75	72
Listen to views and act upon them	70	70	71
Being kept informed	80	80	82
Repairs & maintenance service	80	81	77
Neighbourhood as a place to live	79	82	62

16.15 Core questions by category

	% positive		
	Overall	General needs	Sheltered
Sample size	790	679	111
Service overall	85	84	93
Quality of home	84	83	93
Rent value for money	88	87	94
Service charge value for money	75	70	87
Listen to views and act upon them	70	70	74
Being kept informed	80	80	84
Repairs & maintenance service	80	79	88
Neighbourhood as a place to live	79	77	95

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was identical to that used in 2017, being based on the HouseMark STAR survey methodology, with the most appropriate questions for the Council being selected by them from the STAR questionnaire templates.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between September and November 2019. Paper self completion questionnaires were distributed to a sample of 2,007 tenant households and all 150 leaseholder households. This was followed by two further reminders to non respondents, both being a full replacement copy of the questionnaire, A free prize draw was used to encourage the response rate. The survey was also available for completion online for all customers (38 did so).

Example online survey pages:

LANCASTER CITY COUNCIL
Promoting City, Good & Countryside

Services overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 To what extent do you agree or disagree with the following?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
We provide an effective and efficient service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are providing the service you expect from your landlord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We treat residents fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a good reputation in your area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have friendly and approachable staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You trust us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Home and services

5 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The overall quality of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That your rent provides value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That your service charge provides value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Housing and services

6 How satisfied or dissatisfied are you with the way Lancaster CC deals with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
Anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your enquiries generally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving or swapping your home (transfers and exchanges)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Response rate

In total 790 tenants took part in the survey, which represented a 39% response rate (error margin +/- 3.1), which was 3% lower than was achieved in 2017. This response rates exceeded the stipulated STAR target error margin. In addition, 40 leaseholders took part, which was a 27% response rate (error margin +/- 13.3).

Weighting

The tenant survey results were weighted by age group to ensure that the results were representative of the tenants as a whole across a wide range of demographic variables.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2019 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as their being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The quoted *R Square* value shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

Questions are benchmarked against all Council’s and ALMOs in ARP Research own client database that have carried out surveys in the last 2 years using the STAR questionnaires. For the overall satisfaction score this included 12 landlords.



Appendix B. Example questionnaire - tenants

Council Housing

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

Dear Ms Sample

Your views are really important to us and this is your chance to tell us what you think of the services we provide as your landlord. We are running a survey to help us understand your opinions, and what you would like to see us do in the future.

So please take a few minutes to fill in the survey. It should be returned in the enclosed freepost envelope, which does not need a stamp, or alternatively you can just fill it in online at the address printed above. Whichever you choose, your unique code will be entered into a prize draw to win up to £50 in shopping vouchers!

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential; it will only be used to look at the overall trends in customer satisfaction. We take your privacy very seriously. For information about your rights and how we use your information please see the Council Housing Privacy Notice at www.lancaster.gov.uk/ch-privacy.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Customer Services on 01524 582000

Thank you for taking part and good luck in the prize draw!

return by 8 October 2019

YOU COULD WIN: £50 in shopping vouchers

www.lancaster.gov.uk

WWW.ARPSURVEYS.CO.UK/LANCASTER

your unique code: 9999XX

Satisfaction overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord?

Very Fairly Neither Fairly Very

2 To what extent do you agree or disagree with the following?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
a. We provide an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. We are providing the service you expect from your landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We treat residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We have a good reputation in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. We have friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. You trust us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Which of the following would you consider to be the top **three** priorities?
Tick no more than 3 boxes

- Keeping residents informed
- The overall quality of your home
- Listening to residents' views and acting upon them
- Repairs and maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your rent (and service charges)
- Support and advice on claiming welfare benefits and paying rent
- The emergency call system **sheltered housing only**
- Your support worker/scheme manager **sheltered housing only**
- Your support plan **sheltered housing only**

p2

4 Are you aware of our published service standards?
 Yes No

Home and services

5 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That your service charge provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 How satisfied or dissatisfied are you with the way Lancaster CC deals with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact and communication

7 Have you contacted us in the last 12 months with a query other than to pay your rent or service charges?
 Yes **go to Q8 ↓** No **go to Q12 →**

8 When you **last** had contact with us, how easy or difficult was it to get hold of the right person?
Easy Difficult Neither

p3

9 Did you find us helpful or unhelpful?
Helpful Unhelpful Neither

10 Was your enquiry answered in a reasonable time?
 Yes No

11 How satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ability of staff to deal with your enquiry quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The final outcome of your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Do you use the internet (Facebook, apps, email, websites etc.) in any of the following ways?
tick all that apply

<input type="checkbox"/> With a smartphone (e.g. iPhone, Android)	<input type="checkbox"/> At work
<input type="checkbox"/> With a tablet (e.g. iPad)	<input type="checkbox"/> At a public site (e.g. library)
<input type="checkbox"/> With a home computer or laptop	<input type="checkbox"/> At family/friends
<input type="checkbox"/> With a smart TV, set-top box or console	<input type="checkbox"/> I do not use the internet

13 In the past year, have you done any of the following?
tick all that apply

<input type="checkbox"/> Used Facebook, or other social media	<input type="checkbox"/> Watched YouTube
<input type="checkbox"/> Online shopping	<input type="checkbox"/> Read an email newsletter
<input type="checkbox"/> Online banking	<input type="checkbox"/> Contacted an organisation by email
<input type="checkbox"/> Used the Council's online services	<input type="checkbox"/> Contacted an organisation using Facebook
<input type="checkbox"/> Used online government services	<input type="checkbox"/> Contacted an organisation using Twitter
<input type="checkbox"/> Used paperless services for bills etc.	<input type="checkbox"/> Contacted an organisation via online chat
<input type="checkbox"/> Used an App on a phone or tablet to access services e.g. shopping, banking	<input type="checkbox"/> None of these

p4

14 Which of the following methods of being kept informed and getting in contact with us are you happy to use?

tick all that apply

<input type="checkbox"/> Email	<input type="checkbox"/> Visit to your home by staff
<input type="checkbox"/> Telephone	<input type="checkbox"/> Open meetings
<input type="checkbox"/> Text/SMS	<input type="checkbox"/> Newsletter
<input type="checkbox"/> In writing	<input type="checkbox"/> Other (write in) <input type="text"/>
<input type="checkbox"/> Visit to the office	

Information and involvement

15 How satisfied or dissatisfied are you that Council Housing listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 How good or poor do you feel we are at keeping you informed about things that might affect you as a tenant?

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and maintenance

17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

Very	Fairly	Neither	Fairly	Very
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Taking everything into account, how satisfied or dissatisfied are you with your gas servicing arrangements (if applicable)?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable or no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

p5

19 Have you had any repairs to your home in the last 12 months?

Yes go to Q20 ↓ No go to Q21 ↶

20 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your neighbourhood

21 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p6

23 To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
a. Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Dog fouling or dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Disruptive children/teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Drug use or drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Estate services

24 Thinking about where you live, how satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Internal communal cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. External communal cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. The grounds maintenance such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

p7

Anti-social behaviour

25 Have you reported any anti-social behaviour to us in the last 12 months?

Yes go to Q26 ↓ No go to Q30 →

26 When you **last** reported anti-social behaviour, how easy was it to get hold of the right person?

Very	Fairly	Neither	Fairly	Very
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

Good	Fair	Poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

28 How satisfied or dissatisfied were you with how we handled your **last** complaint of anti-social behaviour:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being kept informed about your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 How willing would you be to report any anti-social behaviour to us in the future?

Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p8

Advice and support

30 How satisfied or dissatisfied are you with the advice and support you receive from us with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Claiming housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31 How satisfied or dissatisfied are you with the advice and support you receive from us with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Moving home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Support for new tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Support for vulnerable tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

32 Are you aware of our formal complaints procedure?

Yes No

33 Have you made a formal complaint to us in the last 12 months?

Yes **go to Q34 ↓** No **go to Q36 →**

34 How satisfied or dissatisfied were you with the following aspects of the complaints service?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. How easy it was to make a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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35 How willing would you be to make a complaint to us in the future?

Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Housing for older people

36 Do you live in a sheltered housing scheme?

Yes **go to Q37 ↓** No **go to Q38 →**

37 Thinking about where you live, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The frequency of contact with your scheme manager/support worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall service provided by your scheme manager/support worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The call centre/emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. How easy it is to access all areas of your home and scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p10

You and your household

This information is optional but building up a picture of each household allows us to understand which groups of customers are satisfied with their home and the services we provide.

38 Please tell us the age and gender of everyone who lives with you in your household?

write in

	Age	Male	Female
a. Main tenant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Joint tenant or partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Person 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Person 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Person 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Person 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

39 Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot
 Yes, limited a little
 No

40 Do you or your household receive housing benefits (either paid to you, or directly to your landlord)?

Yes
 No
 Don't know

p11

41 What is your (and your partner's) ethnic group?

tick one only per column

main tenant	partner/spouse	White
<input type="checkbox"/>	<input type="checkbox"/>	English / Welsh / Scottish / Northern Irish / British
<input type="checkbox"/>	<input type="checkbox"/>	Irish
<input type="checkbox"/>	<input type="checkbox"/>	Gypsy or Irish Traveller
<input type="checkbox"/>	<input type="checkbox"/>	Any other White background
<input type="checkbox"/>	<input type="checkbox"/>	Mixed
<input type="checkbox"/>	<input type="checkbox"/>	White & Black Caribbean
<input type="checkbox"/>	<input type="checkbox"/>	White & Black African
<input type="checkbox"/>	<input type="checkbox"/>	White & Asian
<input type="checkbox"/>	<input type="checkbox"/>	Any other Mixed / multiple ethnic background
<input type="checkbox"/>	<input type="checkbox"/>	Asian or Asian British
<input type="checkbox"/>	<input type="checkbox"/>	Indian
<input type="checkbox"/>	<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	<input type="checkbox"/>	Any other Asian background
<input type="checkbox"/>	<input type="checkbox"/>	Black / African / Caribbean / Black British
<input type="checkbox"/>	<input type="checkbox"/>	African
<input type="checkbox"/>	<input type="checkbox"/>	Caribbean
<input type="checkbox"/>	<input type="checkbox"/>	Any other Black / African / Caribbean background
<input type="checkbox"/>	<input type="checkbox"/>	Other ethnic group
<input type="checkbox"/>	<input type="checkbox"/>	Arab
<input type="checkbox"/>	<input type="checkbox"/>	Any other ethnic group

Thank You!

Please return in the enclosed freepost envelope for your chance to win **£50** in shopping vouchers!



Promoting City, Coast & Countryside

Freepost RTZK-RGZI-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Example questionnaire - leaseholders

Council Housing

LANCASTER CITY COUNCIL
A Council of the United Kingdom
www.lancaster.gov.uk

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999 www.arp-surveys.co.uk/LANCASTER
your unique code: 9999XX

Dear Ms Sample

As a leaseholder, your views are really important to us and this is your chance to tell us what you think of the services we provide as your landlord. We are running a survey to help us understand your opinions, and what you would like to see us do in the future.

So please take a few minutes to fill in the survey. It should be returned in the enclosed freepost envelope, which does not need a stamp, or alternatively you can just fill it in online at the address printed above. Whichever you choose, your unique code will be entered into a prize draw to win up to £50 in shopping vouchers!

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential; it will only be used to look at the overall trends in customer satisfaction. We take your privacy very seriously. For information about your rights and how we use your information please see the Council Housing Privacy Notice at www.lancaster.gov.uk/ch-privacy.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Customer Services on 01524 582000

Thank you for taking part and good luck in the prize draw!

return by **8 October 2019**

YOU COULD WIN: **£50** in shopping vouchers

Satisfaction overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 To what extent do you agree or disagree with the following?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
a. We provide an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. We are providing the service you expect from your landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We treat residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We have a good reputation in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. We have friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. You trust us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Which of the following would you consider to be the top **three** priorities?
tick no more than 3 boxes

- Keeping residents informed
- The overall quality of your home
- Listening to residents' views and acting upon them
- Repairs and maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your rent (and service charges)
- Support and advice on claiming welfare benefits and paying rent

p2

4 Are you aware of our published service standards?

Yes No

Home and services

5 How satisfied or dissatisfied are you that your service charge provides value for money?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 How satisfied or dissatisfied are you with the way Lancaster CC deals with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact and communication

7 Have you contacted us in the last 12 months with a query other than to pay your rent or service charges?

Yes **go to Q8 ↓** No **go to Q12 →**

8 When you **last** had contact with us, how easy or difficult was it to get hold of the right person?

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p3

9 Did you find us helpful or unhelpful?

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Was your enquiry answered in a reasonable time?

Yes No

11 How satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ability of staff to deal with your enquiry quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The final outcome of your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Do you use the internet (Facebook, apps, email, websites etc.) in any of the following ways?
tick all that apply

<input type="checkbox"/> With a smartphone (e.g. iPhone, Android)	<input type="checkbox"/> At work
<input type="checkbox"/> With a tablet (e.g. iPad)	<input type="checkbox"/> At a public site (e.g. library)
<input type="checkbox"/> With a home computer or laptop	<input type="checkbox"/> At family/friends
<input type="checkbox"/> With a smart TV, set-top box or console	<input type="checkbox"/> I do not use the internet

13 In the past year, have you done any of the following?
tick all that apply

<input type="checkbox"/> Used Facebook, or other social media	<input type="checkbox"/> Watched YouTube
<input type="checkbox"/> Online shopping	<input type="checkbox"/> Read an email newsletter
<input type="checkbox"/> Online banking	<input type="checkbox"/> Contacted an organisation by email
<input type="checkbox"/> Used the Council's online services	<input type="checkbox"/> Contacted an organisation using Facebook
<input type="checkbox"/> Used online government services	<input type="checkbox"/> Contacted an organisation using Twitter
<input type="checkbox"/> Used paperless services for bills etc.	<input type="checkbox"/> Contacted an organisation via online chat
<input type="checkbox"/> Used an App on a phone or tablet to access services e.g. shopping, banking	<input type="checkbox"/> None of these

p4

14 Which of the following methods of being kept informed and getting in contact with us are you happy to use?

tick all that apply

<input type="checkbox"/> Email	<input type="checkbox"/> Visit to your home by staff
<input type="checkbox"/> Telephone	<input type="checkbox"/> Open meetings
<input type="checkbox"/> Text/SMS	<input type="checkbox"/> Newsletter
<input type="checkbox"/> In writing	<input type="checkbox"/> Other (write in) <input style="width: 80px;" type="text"/>
<input type="checkbox"/> Visit to the office	

Information and involvement

15 How satisfied or dissatisfied are you that Council Housing listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 How good or poor do you feel we are at keeping you informed about things that might affect you as a leaseholder?

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and maintenance

17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p5

18 Have you had any communal repairs in the last 12 months?

Yes go to Q19 ↓ No go to Q20 ↷

19 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your neighbourhood

20 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p6

22 To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
a. Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Dog fouling or dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Disruptive children/teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Drug use or drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Estate services

23 Thinking about where you live, how satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Internal communal cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. External communal cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The grounds maintenance such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p7

Anti-social behaviour

24 Have you reported any anti-social behaviour to us in the last 12 months?

Yes go to Q25 ↓ No go to Q29 →

25 When you **last** reported anti-social behaviour, how easy was it to get hold of the right person?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

Good	Fair	Poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27 How satisfied or dissatisfied were you with how we handled your **last** complaint of anti-social behaviour:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being kept informed about your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 How willing would you be to report any anti-social behaviour to us in the future?

Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p8

Complaints

- 29** Are you aware of our formal complaints procedure?
 Yes No
- 30** Have you made a formal complaint to us in the last 12 months?
 Yes **go to Q31 ↓** No **go to Q33 →**
- 31** How satisfied or dissatisfied were you with the following aspects of the complaints service?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. How easy it was to make a complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The information and advice provided by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The final outcome of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 32** How willing would you be to make a complaint to us in the future?
- | Very willing | Fairly willing | Neither | Fairly reluctant | Very reluctant |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p9

Leaseholder services

- 33** Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | Not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. External building repairs and maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Repairs to communal areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 34** Thinking about your service charges, how satisfied or dissatisfied are you with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The consultation you receive when Lancaster CC sets the service charges | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. How easy it is to understand your service charge statement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The information about how your service charges are calculated | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 35** Thinking about the information and advice you received from Lancaster CC about being a leaseholder, how satisfied or dissatisfied are you with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Your obligations under the terms of the lease | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Lancaster's website as a source of useful information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 36** Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges?
- | Easier | About the same | More |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p10

You and your household

This information is optional but building up a picture of each household allows us to understand which groups of customers are satisfied with their home and the services we provide.

- 37** Please tell us the age and gender of everyone who lives with you in your household? write in
- | | Age | Male | Female |
|---------------------------------|--------------------------|--------------------------|--------------------------|
| a. Main leaseholder | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Joint leaseholder or partner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Person 3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Person 4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Person 5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Person 6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 38** Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
 Yes, limited a lot
 Yes, limited a little
 No
- 39** Do you or your household receive housing benefits?
 Yes
 No
 Don't know

p11

40 What is your (and your partner's) ethnic group?

tick one only per column

main leaseholder	partner/spouse	
<input type="checkbox"/>	<input type="checkbox"/>	White
<input type="checkbox"/>	<input type="checkbox"/>	English / Welsh / Scottish / Northern Irish / British
<input type="checkbox"/>	<input type="checkbox"/>	Irish
<input type="checkbox"/>	<input type="checkbox"/>	Gypsy or Irish Traveller
<input type="checkbox"/>	<input type="checkbox"/>	Any other White background
<input type="checkbox"/>	<input type="checkbox"/>	Mixed
<input type="checkbox"/>	<input type="checkbox"/>	White & Black Caribbean
<input type="checkbox"/>	<input type="checkbox"/>	White & Black African
<input type="checkbox"/>	<input type="checkbox"/>	White & Asian
<input type="checkbox"/>	<input type="checkbox"/>	Any other Mixed / multiple ethnic background
<input type="checkbox"/>	<input type="checkbox"/>	Asian or Asian British
<input type="checkbox"/>	<input type="checkbox"/>	Indian
<input type="checkbox"/>	<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	<input type="checkbox"/>	Any other Asian background
<input type="checkbox"/>	<input type="checkbox"/>	Black / African / Caribbean / Black British
<input type="checkbox"/>	<input type="checkbox"/>	African
<input type="checkbox"/>	<input type="checkbox"/>	Caribbean
<input type="checkbox"/>	<input type="checkbox"/>	Any other Black / African / Caribbean background
<input type="checkbox"/>	<input type="checkbox"/>	Other ethnic group
<input type="checkbox"/>	<input type="checkbox"/>	Arab
<input type="checkbox"/>	<input type="checkbox"/>	Any other ethnic group

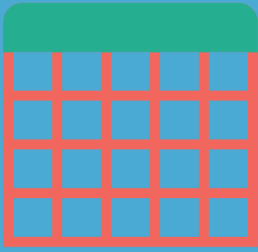
Thank You!

Please return in the enclosed freepost envelope for your chance to win **£50** in shopping vouchers!



Promoting City, Coast & Countryside

Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix D. Data summary - tenants

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

The data is weighted by age.

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q1 Overall satisfaction with the service provided			
<i>Base: 790</i>			
1: Very satisfied	364	46.1	47.0
2: Fairly satisfied	298	37.7	38.5
3: Neither	60	7.6	7.7
4: Fairly dissatisfied	29	3.7	3.7
5: Very dissatisfied	24	3.0	3.1
N/R	14	1.8	
Q2a We provide an effective and efficient service			
<i>Base: 790</i>			
6: Strongly agree	272	34.4	35.9
7: Tend to agree	363	45.9	47.9
8: Neither	54	6.8	7.1
9: Tend to disagree	53	6.7	7.0
10: Strongly disagree	16	2.0	2.1
11: No opinion	16	2.0	
N/R	16	2.0	
Q2b We are providing the service you expect from your landlord			
<i>Base: 790</i>			
12: Strongly agree	298	37.7	39.5
13: Tend to agree	333	42.2	44.2
14: Neither	48	6.1	6.4
15: Tend to disagree	50	6.3	6.6
16: Strongly disagree	25	3.2	3.3
17: No opinion	15	1.9	
N/R	20	2.5	
Q2c We treat residents fairly			
<i>Base: 790</i>			
18: Strongly agree	318	40.3	42.8
19: Tend to agree	306	38.7	41.2
20: Neither	62	7.8	8.3
21: Tend to disagree	34	4.3	4.6
22: Strongly disagree	23	2.9	3.1
23: No opinion	29	3.7	
N/R	18	2.3	
Q2d We have a good reputation in your area			
<i>Base: 790</i>			
24: Strongly agree	268	33.9	37.3
25: Tend to agree	288	36.5	40.1
26: Neither	82	10.4	11.4
27: Tend to disagree	53	6.7	7.4
28: Strongly disagree	27	3.4	3.8
29: No opinion	50	6.3	
N/R	21	2.7	
Q2e We have friendly and approachable staff			
<i>Base: 790</i>			
30: Strongly agree	362	45.8	47.4
31: Tend to agree	296	37.5	38.8
32: Neither	58	7.3	7.6
33: Tend to disagree	33	4.2	4.3
34: Strongly disagree	14	1.8	1.8
35: No opinion	13	1.6	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	16	2.0	
Q2f You trust us <i>Base: 790</i>			
36: Strongly agree	324	41.0	43.5
37: Tend to agree	285	36.1	38.3
38: Neither	79	10.0	10.6
39: Tend to disagree	29	3.7	3.9
40: Strongly disagree	28	3.5	3.8
41: No opinion	21	2.7	
N/R	25	3.2	
Q3 Top three priorities <i>Base: 790</i>			
42: Keeping residents informed	281	35.6	
43: Quality of your home	361	45.7	
44: Listening to views	203	25.7	
45: Repairs and maintenance	600	75.9	
46: Dealing with ASB	226	28.6	
47: Neighbourhood	185	23.4	
48: Value for money	221	28.0	
49: Support claiming benefits	67	8.5	
50: Emergency call system	38	4.8	
51: Support worker/scheme manager	42	5.3	
52: Your support plan	13	1.6	
N/R	28	3.5	
Q4 Are you aware of our published service standards <i>Base: 790</i>			
53: Yes	311	39.4	
54: No	411	52.0	
N/R	68	8.6	
Q5a The overall quality of your home <i>Base: 790</i>			
55: Very satisfied	290	36.7	37.5
56: Fairly satisfied	359	45.4	46.4
57: Neither	50	6.3	6.5
58: Fairly dissatisfied	44	5.6	5.7
59: Very dissatisfied	30	3.8	3.9
N/R	17	2.2	
Q5b That your rent provides value for money <i>Base: 790</i>			
60: Very satisfied	392	49.6	51.6
61: Fairly satisfied	275	34.8	36.2
62: Neither	51	6.5	6.7
63: Fairly dissatisfied	28	3.5	3.7
64: Very dissatisfied	14	1.8	1.8
65: Not applicable	9	1.1	
N/R	21	2.7	
Q5c That your service charge provides value for money <i>Base: 372</i>			
66: Very satisfied	141	17.8	41.0
67: Fairly satisfied	117	14.8	34.0
68: Neither	36	4.6	10.5
69: Fairly dissatisfied	30	3.8	8.7

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
70: Very dissatisfied	20	2.5	5.8
71: Not applicable	13	1.6	
N/R	433	54.8	4.0
Q6a Anti-social behaviour	<i>Base: 790</i>		
72: Very satisfied	151	19.1	24.0
73: Fairly satisfied	251	31.8	39.8
74: Neither	111	14.1	17.6
75: Fairly dissatisfied	59	7.5	9.4
76: Very dissatisfied	58	7.3	9.2
77: No opinion	124	15.7	
N/R	35	4.4	
Q6b Complaints	<i>Base: 790</i>		
78: Very satisfied	172	21.8	26.7
79: Fairly satisfied	265	33.5	41.1
80: Neither	100	12.7	15.5
81: Fairly dissatisfied	65	8.2	10.1
82: Very dissatisfied	43	5.4	6.7
83: No opinion	110	13.9	
N/R	34	4.3	
Q6c Your enquiries generally	<i>Base: 790</i>		
84: Very satisfied	291	36.8	40.0
85: Fairly satisfied	311	39.4	42.7
86: Neither	62	7.8	8.5
87: Fairly dissatisfied	38	4.8	5.2
88: Very dissatisfied	26	3.3	3.6
89: No opinion	33	4.2	
N/R	29	3.7	
Q6d Moving or swapping your home (transfers and exchanges)	<i>Base: 790</i>		
90: Very satisfied	117	14.8	26.4
91: Fairly satisfied	139	17.6	31.3
92: Neither	130	16.5	29.3
93: Fairly dissatisfied	25	3.2	5.6
94: Very dissatisfied	33	4.2	7.4
95: No opinion	263	33.3	
N/R	83	10.5	
Q7 Had contact in the last 12 months	<i>Base: 790</i>		
96: Yes	500	63.3	
97: No	278	35.2	
N/R	12	1.5	
Q8 Ease of contact	<i>Base: 500</i>		
98: Easy	352	44.6	70.5
99: Difficult	94	11.9	18.8
100: Neither	53	6.7	10.6
N/R	291	36.8	0.2

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q9 Did you find us helpful or unhelpful <i>Base: 500</i>			
101: Helpful	377	47.7	76.5
102: Unhelpful	56	7.1	11.4
103: Neither	60	7.6	12.2
N/R	297	37.6	1.4
Q10 Query answered in a reasonable time <i>Base: 500</i>			
104: Yes	386	48.9	77.2
105: No	107	13.5	21.4
N/R	297	37.6	1.4
Q11a Ability of staff to deal with query <i>Base: 500</i>			
106: Very satisfied	222	28.1	45.1
107: Fairly satisfied	158	20.0	32.1
108: Neither	52	6.6	10.6
109: Fairly dissatisfied	31	3.9	6.3
110: Very dissatisfied	29	3.7	5.9
N/R	298	37.7	1.6
Q11b The final outcome of your enquiry <i>Base: 500</i>			
111: Very satisfied	205	25.9	42.9
112: Fairly satisfied	148	18.7	31.0
113: Neither	43	5.4	9.0
114: Fairly dissatisfied	34	4.3	7.1
115: Very dissatisfied	48	6.1	10.0
N/R	312	39.5	4.4
Q12 Use the internet in the following ways <i>Base: 790</i>			
116: With a smartphone	415	52.5	
117: With a tablet	196	24.8	
118: Home computer or laptop	248	31.4	
119: Smart TV, set-top box or console	104	13.2	
120: At work	67	8.5	
121: At a public site	65	8.2	
122: At family/friends	124	15.7	
123: I do not use the internet	193	24.4	
N/R	61	7.7	
R12 Use the internet <i>Base: 790</i>			
124: Yes	559	70.8	
125: No	193	24.4	
N/R	37	4.7	
Q13 Done any of the following in the past year <i>Base: 790</i>			
126: Used social media	407	51.5	
127: Online shopping	354	44.8	
128: Online banking	354	44.8	
129: Councils online services	217	27.5	
130: Used online gov't services	224	28.4	
131: Paperless services for bills etc	243	30.8	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
132: Used an App to access services	272	34.4	
133: Watched YouTube	311	39.4	
134: Read an email newsletter	239	30.3	
135: Contacted an org - email	230	29.1	
136: Contacted an org - Facebook	92	11.6	
137: Contacted an org - Twitter	22	2.8	
138: Contacted an org - online chat	87	11.0	
139: None of these	214	27.1	

N/R 50 6.3

Q14 Preferred method of being kept informed and making contact

Base: 790

140: Email	299	37.8	
141: Telephone	529	67.0	
142: Text/SMS	254	32.2	
143: In writing	422	53.4	
144: Visit to the office	220	27.8	
145: Visit to home by staff	214	27.1	
146: Open meetings	47	5.9	
147: Newsletter	206	26.1	
148: Other	7	0.9	

N/R 14 1.8

Q15 Listens to your views and acts upon them

Base: 790

149: Very satisfied	197	24.9	25.3
150: Fairly satisfied	348	44.1	44.7
151: Neither	162	20.5	20.8
152: Fairly dissatisfied	39	4.9	5.0
153: Very dissatisfied	32	4.1	4.1

N/R 12 1.5

Q16 Keeping you informed

Base: 790

154: Very good	267	33.8	34.2
155: Fairly good	360	45.6	46.1
156: Neither	111	14.1	14.2
157: Fairly poor	25	3.2	3.2
158: Very poor	18	2.3	2.3

N/R 9 1.1

Q17 Satisfaction with repairs and maintenance

Base: 790

159: Very satisfied	305	38.6	39.1
160: Fairly satisfied	321	40.6	41.2
161: Neither	38	4.8	4.9
162: Fairly dissatisfied	66	8.4	8.5
163: Very dissatisfied	50	6.3	6.4

N/R 10 1.3

Q18 Gas servicing arrangements

Base: 790

164: Very satisfied	400	50.6	60.6
165: Fairly satisfied	215	27.2	32.6
166: Neither	29	3.7	4.4
167: Fairly dissatisfied	10	1.3	1.5
168: Very dissatisfied	6	0.8	0.9

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
169: N.A. or no opinion	119	15.1	
N/R	11	1.4	
Q19 Had a repair in the last 12 months	Base: 790		
170: Yes	536	67.8	
171: No	230	29.1	
N/R	23	2.9	
Q20a Being told when workers would call	Base: 536		
172: Very satisfied	284	35.9	54.5
173: Fairly satisfied	156	19.7	29.9
174: Neither	27	3.4	5.2
175: Fairly dissatisfied	30	3.8	5.8
176: Very dissatisfied	24	3.0	4.6
N/R	268	33.9	2.6
Q20b Being able to make an appointment	Base: 536		
177: Very satisfied	253	32.0	51.0
178: Fairly satisfied	158	20.0	31.9
179: Neither	50	6.3	10.1
180: Fairly dissatisfied	19	2.4	3.8
181: Very dissatisfied	16	2.0	3.2
N/R	294	37.2	7.5
Q20c Time taken before work started	Base: 536		
182: Very satisfied	199	25.2	40.4
183: Fairly satisfied	183	23.2	37.2
184: Neither	53	6.7	10.8
185: Fairly dissatisfied	35	4.4	7.1
186: Very dissatisfied	22	2.8	4.5
N/R	298	37.7	8.2
Q20d The speed of completion of the work	Base: 536		
187: Very satisfied	292	37.0	57.5
188: Fairly satisfied	151	19.1	29.7
189: Neither	27	3.4	5.3
190: Fairly dissatisfied	22	2.8	4.3
191: Very dissatisfied	16	2.0	3.1
N/R	282	35.7	5.2
Q20e The attitude of workers	Base: 536		
192: Very satisfied	366	46.3	71.8
193: Fairly satisfied	111	14.1	21.8
194: Neither	19	2.4	3.7
195: Fairly dissatisfied	6	0.8	1.2
196: Very dissatisfied	8	1.0	1.6
N/R	279	35.3	4.7
Q20f The overall quality of repair work	Base: 536		
197: Very satisfied	316	40.0	61.6

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
198: Fairly satisfied	136	17.2	26.5
199: Neither	25	3.2	4.9
200: Fairly dissatisfied	17	2.2	3.3
201: Very dissatisfied	19	2.4	3.7
N/R	277	35.1	4.3
Q20g Keeping dirt and mess to a minimum		Base: 536	
202: Very satisfied	314	39.7	62.1
203: Fairly satisfied	130	16.5	25.7
204: Neither	29	3.7	5.7
205: Fairly dissatisfied	19	2.4	3.8
206: Very dissatisfied	14	1.8	2.8
N/R	283	35.8	5.4
Q20h The repair being done 'right first time'		Base: 536	
207: Very satisfied	285	36.1	54.6
208: Fairly satisfied	148	18.7	28.4
209: Neither	35	4.4	6.7
210: Fairly dissatisfied	29	3.7	5.6
211: Very dissatisfied	25	3.2	4.8
N/R	267	33.8	2.4
Q20i The contractors doing the job you expected		Base: 536	
212: Very satisfied	310	39.2	60.5
213: Fairly satisfied	132	16.7	25.8
214: Neither	32	4.1	6.3
215: Fairly dissatisfied	21	2.7	4.1
216: Very dissatisfied	17	2.2	3.3
N/R	279	35.3	4.7
Q20j The repairs service you received on this occasion		Base: 536	
217: Very satisfied	310	39.2	60.4
218: Fairly satisfied	135	17.1	26.3
219: Neither	33	4.2	6.4
220: Fairly dissatisfied	17	2.2	3.3
221: Very dissatisfied	18	2.3	3.5
N/R	277	35.1	4.3
Q21 Neighbourhood as a place to live		Base: 790	
222: Very satisfied	352	44.6	44.8
223: Fairly satisfied	271	34.3	34.5
224: Neither	48	6.1	6.1
225: Fairly dissatisfied	63	8.0	8.0
226: Very dissatisfied	52	6.6	6.6
N/R	4	0.5	
Q22 Overall appearance of your neighbourhood		Base: 790	
227: Very satisfied	236	29.9	30.0
228: Fairly satisfied	301	38.1	38.3
229: Neither	70	8.9	8.9
230: Fairly dissatisfied	111	14.1	14.1

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
231: Very dissatisfied	68	8.6	8.7
N/R	5	0.6	
Q23a Car parking	<i>Base: 790</i>		
232: Major problem	222	28.1	32.8
233: Minor problem	153	19.4	22.6
234: Not a problem	302	38.2	44.6
N/R	113	14.3	
Q23b Rubbish or litter	<i>Base: 790</i>		
235: Major problem	204	25.8	29.8
236: Minor problem	217	27.5	31.7
237: Not a problem	264	33.4	38.5
N/R	105	13.3	
Q23c Noisy neighbours	<i>Base: 790</i>		
238: Major problem	123	15.6	18.5
239: Minor problem	174	22.0	26.2
240: Not a problem	368	46.6	55.3
N/R	125	15.8	
Q23d Dog fouling or dog mess	<i>Base: 790</i>		
241: Major problem	180	22.8	26.0
242: Minor problem	205	25.9	29.7
243: Not a problem	306	38.7	44.3
N/R	100	12.7	
Q23e Problems with pets and animals	<i>Base: 790</i>		
244: Major problem	59	7.5	9.2
245: Minor problem	105	13.3	16.3
246: Not a problem	480	60.8	74.5
N/R	146	18.5	
Q23f Disruptive children/teenagers	<i>Base: 790</i>		
247: Major problem	112	14.2	16.9
248: Minor problem	168	21.3	25.4
249: Not a problem	381	48.2	57.6
N/R	130	16.5	
Q23g Racial or other harassment	<i>Base: 790</i>		
250: Major problem	38	4.8	5.9
251: Minor problem	58	7.3	9.1
252: Not a problem	543	68.7	85.0
N/R	151	19.1	
Q23h Drunk or rowdy behaviour	<i>Base: 790</i>		
253: Major problem	75	9.5	11.6
254: Minor problem	135	17.1	20.8
255: Not a problem	439	55.6	67.6

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	141	17.8	
Q23i Vandalism and graffiti	<i>Base: 790</i>		
256: Major problem	63	8.0	9.7
257: Minor problem	96	12.2	14.8
258: Not a problem	491	62.2	75.5
N/R	140	17.7	
Q23j People damaging your property	<i>Base: 790</i>		
259: Major problem	50	6.3	7.7
260: Minor problem	62	7.8	9.6
261: Not a problem	536	67.8	82.7
N/R	142	18.0	
Q23k Drug use or drug dealing	<i>Base: 790</i>		
262: Major problem	108	13.7	16.4
263: Minor problem	136	17.2	20.7
264: Not a problem	414	52.4	62.9
N/R	131	16.6	
Q23l Abandoned or burnt out vehicles	<i>Base: 790</i>		
265: Major problem	16	2.0	2.5
266: Minor problem	32	4.1	5.0
267: Not a problem	591	74.8	92.5
N/R	151	19.1	
Q23m Noise from traffic	<i>Base: 790</i>		
268: Major problem	29	3.7	4.5
269: Minor problem	110	13.9	17.1
270: Not a problem	505	63.9	78.4
N/R	146	18.5	
Q23n Other crime	<i>Base: 790</i>		
271: Major problem	44	5.6	7.1
272: Minor problem	100	12.7	16.2
273: Not a problem	474	60.0	76.7
N/R	172	21.8	
Q24a Internal communal cleaning	<i>Base: 790</i>		
274: Very satisfied	117	14.8	25.2
275: Fairly satisfied	159	20.1	34.2
276: Neither	99	12.5	21.3
277: Fairly dissatisfied	45	5.7	9.7
278: Very dissatisfied	45	5.7	9.7
279: No opinion	239	30.3	
N/R	84	10.6	
Q24b External communal cleaning	<i>Base: 790</i>		
280: Very satisfied	110	13.9	20.6

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
281: Fairly satisfied	182	23.0	34.1
282: Neither	107	13.5	20.0
283: Fairly dissatisfied	68	8.6	12.7
284: Very dissatisfied	67	8.5	12.5
285: No opinion	174	22.0	
N/R	83	10.5	
Q24c Grounds maintenance in your area		Base: 790	
286: Very satisfied	232	29.4	34.2
287: Fairly satisfied	236	29.9	34.8
288: Neither	76	9.6	11.2
289: Fairly dissatisfied	65	8.2	9.6
290: Very dissatisfied	69	8.7	10.2
291: No opinion	84	10.6	
N/R	29	3.7	
Q25 Reported any ASB to us in last 12 months		Base: 790	
292: Yes	85	10.8	
293: No	689	87.2	
N/R	16	2.0	
Q26 Ease of reporting ASB		Base: 85	
294: Very easy	21	2.7	24.7
295: Fairly easy	17	2.2	20.0
296: Neither	11	1.4	12.9
297: Fairly difficult	19	2.4	22.4
298: Very difficult	17	2.2	20.0
N/R	705	89.2	0.0
Q27 Speed interviewed about ASB		Base: 85	
299: Good	19	2.4	25.3
300: Fair	22	2.8	29.3
301: Poor	34	4.3	45.3
302: Don't know	9	1.1	
N/R	705	89.2	0.0
Q28a Being kept informed about your case		Base: 85	
303: Very satisfied	14	1.8	18.7
304: Fairly satisfied	10	1.3	13.3
305: Neither	14	1.8	18.7
306: Fairly dissatisfied	16	2.0	21.3
307: Very dissatisfied	21	2.7	28.0
N/R	713	90.3	9.4
Q28b The support provided by staff		Base: 85	
308: Very satisfied	14	1.8	18.9
309: Fairly satisfied	16	2.0	21.6
310: Neither	14	1.8	18.9
311: Fairly dissatisfied	6	0.8	8.1
312: Very dissatisfied	24	3.0	32.4

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	716	90.6	12.9
Q28c The final outcome of your complaint			
<i>Base: 85</i>			
313: Very satisfied	11	1.4	14.9
314: Fairly satisfied	10	1.3	13.5
315: Neither	12	1.5	16.2
316: Fairly dissatisfied	11	1.4	14.9
317: Very dissatisfied	30	3.8	40.5
N/R	716	90.6	12.9
Q29 Willing to report ASB in the future			
<i>Base: 85</i>			
318: Very willing	40	5.1	47.1
319: Fairly willing	17	2.2	20.0
320: Neither	4	0.5	4.7
321: Fairly reluctant	12	1.5	14.1
322: Very reluctant	12	1.5	14.1
N/R	705	89.2	0.0
Q30a Claiming benefits			
<i>Base: 790</i>			
323: Very satisfied	266	33.7	48.5
324: Fairly satisfied	175	22.2	31.9
325: Neither	75	9.5	13.7
326: Fairly dissatisfied	20	2.5	3.6
327: Very dissatisfied	12	1.5	2.2
328: No opinion	205	25.9	
N/R	37	4.7	
Q30b Managing finances			
<i>Base: 790</i>			
329: Very satisfied	252	31.9	45.9
330: Fairly satisfied	195	24.7	35.5
331: Neither	73	9.2	13.3
332: Fairly dissatisfied	15	1.9	2.7
333: Very dissatisfied	14	1.8	2.6
334: No opinion	183	23.2	
N/R	59	7.5	
Q31a Moving home			
<i>Base: 790</i>			
335: Very satisfied	130	16.5	31.4
336: Fairly satisfied	131	16.6	31.6
337: Neither	98	12.4	23.7
338: Fairly dissatisfied	19	2.4	4.6
339: Very dissatisfied	36	4.6	8.7
340: No opinion	306	38.7	
N/R	70	8.9	
Q31b Support for new tenants			
<i>Base: 790</i>			
341: Very satisfied	149	18.9	33.9
342: Fairly satisfied	160	20.3	36.4
343: Neither	96	12.2	21.8
344: Fairly dissatisfied	15	1.9	3.4
345: Very dissatisfied	20	2.5	4.5
346: No opinion	272	34.4	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	77	9.7	
Q31c Support for vulnerable tenants <i>Base: 790</i>			
347: Very satisfied	128	16.2	31.1
348: Fairly satisfied	123	15.6	29.9
349: Neither	103	13.0	25.1
350: Fairly dissatisfied	17	2.2	4.1
351: Very dissatisfied	40	5.1	9.7
352: No opinion	307	38.9	
N/R	73	9.2	
Q32 Aware of formal complaints procedure <i>Base: 790</i>			
353: Yes	341	43.2	
354: No	428	54.2	
N/R	22	2.8	
Q33 Made a formal complaint in last 12 months <i>Base: 790</i>			
355: Yes	66	8.4	
356: No	698	88.4	
N/R	26	3.3	
Q34a How easy it was to make a complaint <i>Base: 66</i>			
357: Very satisfied	13	1.6	20.3
358: Fairly satisfied	22	2.8	34.4
359: Neither	4	0.5	6.3
360: Fairly dissatisfied	12	1.5	18.8
361: Very dissatisfied	13	1.6	20.3
362: No opinion	0	0.0	
N/R	725	91.8	1.5
Q34b Information and advice provided by staff <i>Base: 66</i>			
363: Very satisfied	14	1.8	24.1
364: Fairly satisfied	11	1.4	19.0
365: Neither	7	0.9	12.1
366: Fairly dissatisfied	11	1.4	19.0
367: Very dissatisfied	15	1.9	25.9
368: No opinion	0	0.0	
N/R	732	92.7	12.1
Q34c The final outcome of your complaint <i>Base: 66</i>			
369: Very satisfied	9	1.1	16.1
370: Fairly satisfied	8	1.0	14.3
371: Neither	5	0.6	8.9
372: Fairly dissatisfied	6	0.8	10.7
373: Very dissatisfied	28	3.5	50.0
374: No opinion	3	0.4	
N/R	730	92.4	9.1
Q35 Willing to make a complaint in the future <i>Base: 66</i>			
375: Very willing	37	4.7	58.7

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
376: Fairly willing	12	1.5	19.0
377: Neither	2	0.3	3.2
378: Fairly reluctant	2	0.3	3.2
379: Very reluctant	10	1.3	15.9
N/R	727	92.0	4.5
Q36 Do you live in a sheltered housing scheme		Base: 790	
380: Yes	124	15.7	
381: No	636	80.5	
N/R	30	3.8	
Q37a Your support plan		Base: 111	
382: Very satisfied	59	7.5	61.5
383: Fairly satisfied	24	3.0	25.0
384: Neither	9	1.1	9.4
385: Fairly dissatisfied	1	0.1	1.0
386: Very dissatisfied	3	0.4	3.1
N/R	694	87.8	13.5
Q37b Frequency of contact with scheme manager		Base: 111	
387: Very satisfied	74	9.4	71.2
388: Fairly satisfied	21	2.7	20.2
389: Neither	3	0.4	2.9
390: Fairly dissatisfied	3	0.4	2.9
391: Very dissatisfied	3	0.4	2.9
N/R	686	86.8	6.3
Q37c Overall service by your scheme manager		Base: 111	
392: Very satisfied	76	9.6	73.1
393: Fairly satisfied	16	2.0	15.4
394: Neither	7	0.9	6.7
395: Fairly dissatisfied	2	0.3	1.9
396: Very dissatisfied	3	0.4	2.9
N/R	686	86.8	6.3
Q37d The call centre/emergency call system		Base: 111	
397: Very satisfied	70	8.9	68.6
398: Fairly satisfied	19	2.4	18.6
399: Neither	5	0.6	4.9
400: Fairly dissatisfied	4	0.5	3.9
401: Very dissatisfied	4	0.5	3.9
N/R	688	87.1	8.1
Q37e The safety and security of your home		Base: 111	
402: Very satisfied	66	8.4	62.9
403: Fairly satisfied	29	3.7	27.6
404: Neither	3	0.4	2.9
405: Fairly dissatisfied	2	0.3	1.9
406: Very dissatisfied	5	0.6	4.8
N/R	685	86.7	5.4

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q37f Ease of access to home and scheme			
<i>Base: 111</i>			
407: Very satisfied	69	8.7	65.7
408: Fairly satisfied	27	3.4	25.7
409: Neither	5	0.6	4.8
410: Fairly dissatisfied	3	0.4	2.9
411: Very dissatisfied	1	0.1	1.0
N/R	685	86.7	5.4
Q37g The facilities at your scheme			
<i>Base: 111</i>			
412: Very satisfied	56	7.1	54.9
413: Fairly satisfied	26	3.3	25.5
414: Neither	11	1.4	10.8
415: Fairly dissatisfied	7	0.9	6.9
416: Very dissatisfied	2	0.3	2.0
N/R	688	87.1	8.1
Q38a2 Main Tenant Age Group			
<i>Base: 790</i>			
417: 16 - 24 years	31	3.9	
418: 25 - 34 years	83	10.5	
419: 35 - 44 years	124	15.7	
420: 45 - 54 years	114	14.4	
421: 55 - 59 years	66	8.4	
422: 60 - 64 years	57	7.2	
423: 65 - 74 years	133	16.8	
424: 75 - 84 years	93	11.8	
425: 85 years and over	36	4.6	
N/R	54	6.8	
Q38b2 Partner Age Group			
<i>Base: 790</i>			
426: 16 - 24 years	8	1.0	
427: 25 - 34 years	40	5.1	
428: 35 - 44 years	53	6.7	
429: 45 - 54 years	48	6.1	
430: 55 - 59 years	18	2.3	
431: 60 - 64 years	24	3.0	
432: 65 - 74 years	28	3.5	
433: 75 - 84 years	14	1.8	
434: 85 years and over	6	0.8	
N/R	550	69.6	
Q38c2 Person 3 Age Group			
<i>Base: 790</i>			
435: 0 - 4 years	35	4.4	
436: 5 - 15 years	104	13.2	
437: 16 - 24 years	82	10.4	
438: 25 - 34 years	28	3.5	
439: 35 - 44 years	13	1.6	
440: 45 - 54 years	8	1.0	
441: 55 - 59 years	2	0.3	
442: 60 - 64 years	0	0.0	
443: 65 - 74 years	0	0.0	
444: 75 - 84 years	1	0.1	
445: 85 years and over	1	0.1	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	516	65.3	
Q38d2 Person 4 Age Group	Base: 790		
446: 0 - 4 years	30	3.8	
447: 5 - 15 years	71	9.0	
448: 16 - 24 years	33	4.2	
449: 25 - 34 years	3	0.4	
450: 35 - 44 years	0	0.0	
451: 45 - 54 years	0	0.0	
452: 55 - 59 years	0	0.0	
453: 60 - 64 years	0	0.0	
454: 65 - 74 years	0	0.0	
455: 75 - 84 years	0	0.0	
456: 85 years and over	0	0.0	
N/R	652	82.5	
Q38a2 Person 5 Age Group	Base: 790		
457: 0 - 4 years	21	2.7	
458: 5 - 15 years	34	4.3	
459: 16 - 24 years	5	0.6	
460: 25 - 34 years	1	0.1	
461: 35 - 44 years	0	0.0	
462: 45 - 54 years	0	0.0	
463: 55 - 59 years	0	0.0	
464: 60 - 64 years	0	0.0	
465: 65 - 74 years	0	0.0	
466: 75 - 84 years	0	0.0	
467: 85 years and over	0	0.0	
N/R	728	92.2	
Q38f2 Person 6 Age Group	Base: 790		
468: 0 - 4 years	5	0.6	
469: 5 - 15 years	12	1.5	
470: 16 - 24 years	0	0.0	
471: 25 - 34 years	0	0.0	
472: 35 - 44 years	0	0.0	
473: 45 - 54 years	0	0.0	
474: 55 - 59 years	0	0.0	
475: 60 - 64 years	0	0.0	
476: 65 - 74 years	0	0.0	
477: 75 - 84 years	0	0.0	
478: 85 years and over	0	0.0	
N/R	773	97.8	
Q38a3 Main tenant gender	Base: 790		
479: Male	328	41.5	
480: Female	449	56.8	
N/R	13	1.6	
Q38b3 Joint tenant or partner gender	Base: 790		
481: Male	109	13.8	
482: Female	143	18.1	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	538	68.1	
<i>Q38c3 Person 3 gender</i> <i>Base: 790</i>			
483: Male	153	19.4	
484: Female	124	15.7	
N/R	514	65.1	
<i>Q38d3 Person 4 gender</i> <i>Base: 790</i>			
485: Male	76	9.6	
486: Female	66	8.4	
N/R	648	82.0	
<i>Q38e3 Person 5 gender</i> <i>Base: 790</i>			
487: Male	42	5.3	
488: Female	20	2.5	
N/R	728	92.2	
<i>Q38f3 Person 6 gender</i> <i>Base: 790</i>			
489: Male	8	1.0	
490: Female	9	1.1	
N/R	773	97.8	
<i>R38a Main Tenant Age Group [simple]</i> <i>Base: 790</i>			
491: 16-34	114	14.4	
492: 35-49	175	22.2	
493: 50-64	185	23.4	
494: 65+	262	33.2	
N/R	54	6.8	
<i>R38b Household size</i> <i>Base: 790</i>			
495: One person	377	47.7	
496: Two people	199	25.2	
497: Three people	105	13.3	
498: Four people	61	7.7	
499: Five people	31	3.9	
500: Six+ people	7	0.9	
N/R	10	1.3	
<i>R38c Children aged under 16</i> <i>Base: 790</i>			
501: Yes	185	23.4	
502: No	605	76.6	
N/R	0	0.0	
<i>Q39 Disability in household</i> <i>Base: 790</i>			
503: Yes, limited a lot	239	30.3	
504: Yes, limited a little	181	22.9	
505: No	333	42.2	
N/R	37	4.7	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
R39 Disability in household [simple]			
<i>Base: 790</i>			
506: Yes	420	53.2	
507: No	333	42.2	
N/R	37	4.7	
Q40 Receive housing benefit			
<i>Base: 790</i>			
508: Yes	482	61.0	
509: No	255	32.3	
510: Don't know	29	3.7	
N/R	24	3.0	
Q41a Main tenant ethnic group			
<i>Base: 790</i>			
511: British	676	85.6	
512: Irish	4	0.5	
513: Gypsy or Irish Traveller	7	0.9	
514: Other White background	67	8.5	
515: White & Black Caribbean	3	0.4	
516: White & Black African	0	0.0	
517: White & Asian	3	0.4	
518: Other Mixed background	0	0.0	
519: Indian	1	0.1	
520: Pakistani	0	0.0	
521: Bangladeshi	0	0.0	
522: Chinese	3	0.4	
523: Other Asian background	0	0.0	
524: African	5	0.6	
525: Caribbean	0	0.0	
526: Other Black background	0	0.0	
527: Arab	2	0.3	
528: Other ethnic group	0	0.0	
N/R	18	2.3	
R41a Main tenant ethnic group [simple]			
<i>Base: 790</i>			
529: White British	676	85.6	
530: BME	96	12.2	
N/R	18	2.3	
Q41b Partner/Spouse ethnic group			
<i>Base: 790</i>			
531: British	210	26.6	
532: Irish	2	0.3	
533: Gypsy or Irish Traveller	0	0.0	
534: Other White background	39	4.9	
535: White & Black Caribbean	0	0.0	
536: White & Black African	0	0.0	
537: White & Asian	1	0.1	
538: Other Mixed background	0	0.0	
539: Indian	1	0.1	
540: Pakistani	0	0.0	
541: Bangladeshi	0	0.0	
542: Chinese	1	0.1	
543: Other Asian background	1	0.1	
544: African	3	0.4	

Appendix D. Data summary - tenants

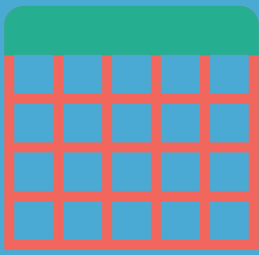
	Frequency	% overall	% valid
545: Caribbean	0	0.0	
546: Other Black background	0	0.0	
547: Arab	1	0.1	
548: Other ethnic group	0	0.0	
N/R	530	67.1	
D101 Stock type	Base: 790		
549: General needs	679	85.9	
550: Sheltered	111	14.1	
551: Leaseholder	0	0.0	
N/R	0	0.0	
D102 Patch	Base: 790		
552: MBR	52	6.6	
553: MCA	30	3.8	
554: MHH	26	3.3	
555: MKE	4	0.5	
556: MKI	29	3.7	
557: MMC	8	1.0	
558: MMO	2	0.3	
559: MSB	15	1.9	
560: MWE	53	6.7	
561: MWR	19	2.4	
562: NBE	23	2.9	
563: NMA	59	7.5	
564: NRY	83	10.5	
565: NVA	92	11.6	
566: OME	7	0.9	
567: SBH	9	1.1	
568: SCA	17	2.2	
569: SCC	28	3.5	
570: SGR	26	3.3	
571: SGS	9	1.1	
572: SHA	16	2.0	
573: SHB	41	5.2	
574: SHL	9	1.1	
575: SMA	49	6.2	
576: SRN	86	10.9	
N/R	0	0.0	
D103 Area	Base: 790		
577: M	244	30.9	
578: N	257	32.5	
579: S	289	36.6	
N/R	0	0.0	
D104 Property type	Base: 790		
580: Bedsit	14	1.8	
581: Bungalow	165	20.9	
582: Flat	257	32.5	
583: House	337	42.7	
584: Maisonette	11	1.4	
585: Plot	7	0.9	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	0	0.0	
D105 Property size	<i>Base: 790</i>		
586: One bed	299	37.8	
587: Two bed	244	30.9	
588: Three bed	227	28.7	
589: Four or more beds	13	1.6	
N/R	7	0.9	
D106 Length of tenancy	<i>Base: 790</i>		
590: Under 1 year	87	11.0	
591: 1 - 2 years	170	21.5	
592: 3 - 5 years	145	18.4	
593: 6 - 10 years	131	16.6	
594: 11 - 20 years	126	15.9	
595: 21 years and over	131	16.6	
N/R	0	0.0	
D107 Main Tenant Age Group	<i>Base: 790</i>		
596: 16 - 24 years	30	3.8	
597: 25 - 34 years	95	12.0	
598: 35 - 44 years	117	14.8	
599: 45 - 54 years	115	14.6	
600: 55 - 59 years	49	6.2	
601: 60 - 64 years	52	6.6	
602: 65 - 74 years	109	13.8	
603: 75 - 84 years	67	8.5	
604: 85 years and over	20	2.5	
N/R	136	17.2	
D108 Main Tenant Age Group [simple]	<i>Base: 790</i>		
605: 16-34	125	15.8	
606: 35-49	167	21.1	
607: 50-64	166	21.0	
608: 65+	196	24.8	
N/R	136	17.2	
D109 Pay a Service Charge	<i>Base: 790</i>		
609: Yes	372	47.1	
610: No	418	52.9	
N/R	0	0.0	
D110 Receive Housing Benefit	<i>Base: 790</i>		
611: Yes	397	50.3	
612: No	393	49.7	
N/R	0	0.0	
D111 Reported ASB in last 12 months [database]	<i>Base: 790</i>		
613: Yes	34	4.3	
614: No	756	95.7	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	0	0.0	
D112 Survey methodology	<i>Base: 790</i>		
615: Postal	743	94.1	
616: Web	47	5.9	
N/R	0	0.0	



Appendix E. Data summary - leaseholders

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord			
<i>Base: 40</i>			
1: Very satisfied	4	10.0	10.3
2: Fairly satisfied	20	50.0	51.3
3: Neither	6	15.0	15.4
4: Fairly dissatisfied	6	15.0	15.4
5: Very dissatisfied	3	7.5	7.7
N/R	1	2.5	
Q2a We provide an effective and efficient service			
<i>Base: 40</i>			
6: Strongly agree	2	5.0	5.4
7: Tend to agree	21	52.5	56.8
8: Neither	6	15.0	16.2
9: Tend to disagree	4	10.0	10.8
10: Strongly disagree	4	10.0	10.8
11: No opinion	1	2.5	
N/R	2	5.0	
Q2b We are providing the service you expect from your landlord			
<i>Base: 40</i>			
12: Strongly agree	7	17.5	18.4
13: Tend to agree	15	37.5	39.5
14: Neither	8	20.0	21.1
15: Tend to disagree	4	10.0	10.5
16: Strongly disagree	4	10.0	10.5
17: No opinion	1	2.5	
N/R	1	2.5	
Q2c We treat residents fairly			
<i>Base: 40</i>			
18: Strongly agree	8	20.0	21.1
19: Tend to agree	17	42.5	44.7
20: Neither	5	12.5	13.2
21: Tend to disagree	7	17.5	18.4
22: Strongly disagree	1	2.5	2.6
23: No opinion	2	5.0	
N/R	0	0.0	
Q2d We have a good reputation in your area			
<i>Base: 40</i>			
24: Strongly agree	3	7.5	9.4
25: Tend to agree	11	27.5	34.4
26: Neither	11	27.5	34.4
27: Tend to disagree	4	10.0	12.5
28: Strongly disagree	3	7.5	9.4
29: No opinion	5	12.5	
N/R	3	7.5	
Q2e We have friendly and approachable staff			
<i>Base: 40</i>			
30: Strongly agree	10	25.0	27.0
31: Tend to agree	16	40.0	43.2
32: Neither	6	15.0	16.2
33: Tend to disagree	3	7.5	8.1
34: Strongly disagree	2	5.0	5.4
35: No opinion	3	7.5	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	0	0.0	
Q2f You trust us	<i>Base: 40</i>		
36: Strongly agree	10	25.0	28.6
37: Tend to agree	15	37.5	42.9
38: Neither	3	7.5	8.6
39: Tend to disagree	3	7.5	8.6
40: Strongly disagree	4	10.0	11.4
41: No opinion	4	10.0	
N/R	1	2.5	
Q3 Top three priorities	<i>Base: 40</i>		
42: Keeping residents informed	17	42.5	
43: The overall quality of your home	8	20.0	
44: Listening to residents views and acting upon them	20	50.0	
45: Communal repairs and maintenance	18	45.0	
46: Dealing with ASB	23	57.5	
47: Your neighbourhood as a place to live	12	30.0	
48: Value for money for your service charges	9	22.5	
49: Support and advice on claiming welfare benefits and paying rent	0	0.0	
N/R	1	2.5	
Q4 Are you aware of our published service standards	<i>Base: 40</i>		
50: Yes	15	37.5	
51: No	22	55.0	
N/R	3	7.5	
Q5 That your service charge provides value for money	<i>Base: 40</i>		
52: Very satisfied	6	15.0	15.0
53: Fairly satisfied	13	32.5	32.5
54: Neither	7	17.5	17.5
55: Fairly dissatisfied	8	20.0	20.0
56: Very dissatisfied	6	15.0	15.0
N/R	0	0.0	
Q6a Anti-social behaviour	<i>Base: 40</i>		
57: Very satisfied	2	5.0	6.9
58: Fairly satisfied	11	27.5	37.9
59: Neither	4	10.0	13.8
60: Fairly dissatisfied	6	15.0	20.7
61: Very dissatisfied	6	15.0	20.7
62: No opinion	8	20.0	
N/R	3	7.5	
Q6b Complaints	<i>Base: 40</i>		
63: Very satisfied	0	0.0	0.0
64: Fairly satisfied	14	35.0	40.0
65: Neither	10	25.0	28.6
66: Fairly dissatisfied	2	5.0	5.7
67: Very dissatisfied	9	22.5	25.7
68: No opinion	4	10.0	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	1	2.5	
Q6c Your enquiries generally		<i>Base: 40</i>	
69: Very satisfied	5	12.5	13.5
70: Fairly satisfied	21	52.5	56.8
71: Neither	5	12.5	13.5
72: Fairly dissatisfied	3	7.5	8.1
73: Very dissatisfied	3	7.5	8.1
74: No opinion	3	7.5	
N/R	0	0.0	
Q7 Have you contacted us in the last 12 months with a query other than to pay your service charges		<i>Base: 40</i>	
75: Yes	18	45.0	
76: No	22	55.0	
N/R	0	0.0	
Q8 When you last had contact with us, how easy or difficult was it to get hold of the right person		<i>Base: 18</i>	
77: Easy	7	17.5	38.9
78: Difficult	9	22.5	50.0
79: Neither	2	5.0	11.1
N/R	22	55.0	0.0
Q9 Did you find us helpful or unhelpful		<i>Base: 18</i>	
80: Helpful	10	25.0	55.6
81: Unhelpful	5	12.5	27.8
82: Neither	3	7.5	16.7
N/R	22	55.0	0.0
Q10 Was your enquiry answered in a reasonable time		<i>Base: 18</i>	
83: Yes	10	25.0	55.6
84: No	8	20.0	44.4
N/R	22	55.0	0.0
Q11a The ability of staff to deal with your enquiry quickly and efficiently		<i>Base: 18</i>	
85: Very satisfied	0	0.0	0.0
86: Fairly satisfied	5	12.5	27.8
87: Neither	4	10.0	22.2
88: Fairly dissatisfied	5	12.5	27.8
89: Very dissatisfied	4	10.0	22.2
N/R	22	55.0	0.0
Q11b The final outcome of your enquiry		<i>Base: 18</i>	
90: Very satisfied	0	0.0	0.0
91: Fairly satisfied	7	17.5	43.8
92: Neither	1	2.5	6.3
93: Fairly dissatisfied	4	10.0	25.0
94: Very dissatisfied	4	10.0	25.0

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	24	60.0	11.1
Q12 Use the internet in the following ways		Base: 40	
95: With a smartphone	18	45.0	
96: With a tablet	9	22.5	
97: With a home computer or laptop	14	35.0	
98: With a smart TV, set-top box or console	4	10.0	
99: At work	11	27.5	
100: At a public site (eg library)	4	10.0	
101: At family/friends	5	12.5	
102: I do not use the internet	11	27.5	
N/R	2	5.0	
R12 Use the internet		Base: 40	
103: Yes	27	67.5	
104: No	11	27.5	
N/R	2	5.0	
Q13 Done any of the following in the past year		Base: 40	
105: Used Facebook, or other social media	15	37.5	
106: Online shopping	17	42.5	
107: Online banking	19	47.5	
108: Used the Councils online services	8	20.0	
109: Used online government services	11	27.5	
110: Used paperless services for bills etc	15	37.5	
111: Used an App to access services	14	35.0	
112: Watched YouTube	18	45.0	
113: Read an email newsletter	13	32.5	
114: Contacted an organisation by email	15	37.5	
115: Contacted an organisation using Facebook	4	10.0	
116: Contacted an organisation using Twitter	0	0.0	
117: Contacted an organisation via online chat	2	5.0	
118: None of these	13	32.5	
N/R	3	7.5	
Q14 Preferred method of being kept informed and making contact		Base: 40	
119: Email	16	40.0	
120: Telephone	28	70.0	
121: Text/SMS	3	7.5	
122: In writing	20	50.0	
123: Visit to the office	11	27.5	
124: Visit to your home by staff	4	10.0	
125: Open meetings	3	7.5	
126: Newsletter	11	27.5	
127: Other	0	0.0	
N/R	0	0.0	
Q15 How satisfied or dissatisfied are you that Lancaster CC Housing Services listens to your views and acts upon them		Base: 40	
128: Very satisfied	0	0.0	0.0
129: Fairly satisfied	18	45.0	47.4
130: Neither	12	30.0	31.6
131: Fairly dissatisfied	5	12.5	13.2

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
132: Very dissatisfied	3	7.5	7.9
N/R	2	5.0	

Q16 How good or poor do you feel we are at keeping you informed about things that might affect you as a leaseholder

Base: 40

133: Very good	5	12.5	13.2
134: Fairly good	20	50.0	52.6
135: Neither	7	17.5	18.4
136: Fairly poor	4	10.0	10.5
137: Very poor	2	5.0	5.3
N/R	2	5.0	

Q17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance

Base: 40

138: Very satisfied	5	12.5	12.5
139: Fairly satisfied	16	40.0	40.0
140: Neither	9	22.5	22.5
141: Fairly dissatisfied	4	10.0	10.0
142: Very dissatisfied	6	15.0	15.0
N/R	0	0.0	

Q18 Have you had any communal repairs to your home in the last 12 months

Base: 40

143: Yes	16	40.0	
144: No	19	47.5	
N/R	5	12.5	

Q19a Being told when workers would call

Base: 16

145: Very satisfied	2	5.0	13.3
146: Fairly satisfied	8	20.0	53.3
147: Neither	2	5.0	13.3
148: Fairly dissatisfied	0	0.0	0.0
149: Very dissatisfied	3	7.5	20.0
N/R	25	62.5	6.3

Q19b Being able to make an appointment

Base: 16

150: Very satisfied	0	0.0	0.0
151: Fairly satisfied	5	12.5	41.7
152: Neither	3	7.5	25.0
153: Fairly dissatisfied	1	2.5	8.3
154: Very dissatisfied	3	7.5	25.0
N/R	28	70.0	25.0

Q19c Time taken before work started

Base: 16

155: Very satisfied	1	2.5	7.7
156: Fairly satisfied	5	12.5	38.5
157: Neither	4	10.0	30.8
158: Fairly dissatisfied	1	2.5	7.7
159: Very dissatisfied	2	5.0	15.4
N/R	27	67.5	18.8

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q19d The speed of completion of the work			
<i>Base: 16</i>			
160: Very satisfied	1	2.5	6.7
161: Fairly satisfied	9	22.5	60.0
162: Neither	3	7.5	20.0
163: Fairly dissatisfied	2	5.0	13.3
164: Very dissatisfied	0	0.0	0.0
N/R	25	62.5	6.3
Q19e The attitude of workers			
<i>Base: 16</i>			
165: Very satisfied	2	5.0	15.4
166: Fairly satisfied	5	12.5	38.5
167: Neither	5	12.5	38.5
168: Fairly dissatisfied	1	2.5	7.7
169: Very dissatisfied	0	0.0	0.0
N/R	27	67.5	18.8
Q19f The overall quality of repair work			
<i>Base: 16</i>			
170: Very satisfied	3	7.5	20.0
171: Fairly satisfied	6	15.0	40.0
172: Neither	5	12.5	33.3
173: Fairly dissatisfied	1	2.5	6.7
174: Very dissatisfied	0	0.0	0.0
N/R	25	62.5	6.3
Q19g Keeping dirt and mess to a minimum			
<i>Base: 16</i>			
175: Very satisfied	1	2.5	9.1
176: Fairly satisfied	3	7.5	27.3
177: Neither	6	15.0	54.5
178: Fairly dissatisfied	1	2.5	9.1
179: Very dissatisfied	0	0.0	0.0
N/R	29	72.5	31.3
Q19h The repair being done 'right first time'			
<i>Base: 16</i>			
180: Very satisfied	3	7.5	20.0
181: Fairly satisfied	3	7.5	20.0
182: Neither	5	12.5	33.3
183: Fairly dissatisfied	3	7.5	20.0
184: Very dissatisfied	1	2.5	6.7
N/R	25	62.5	6.3
Q19i The contractors doing the job you expected			
<i>Base: 16</i>			
185: Very satisfied	3	7.5	20.0
186: Fairly satisfied	7	17.5	46.7
187: Neither	2	5.0	13.3
188: Fairly dissatisfied	2	5.0	13.3
189: Very dissatisfied	1	2.5	6.7
N/R	25	62.5	6.3
Q19j The repairs service you received on this occasion			
<i>Base: 16</i>			
190: Very satisfied	3	7.5	18.8
191: Fairly satisfied	5	12.5	31.3

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
192: Neither	3	7.5	18.8
193: Fairly dissatisfied	4	10.0	25.0
194: Very dissatisfied	1	2.5	6.3
N/R	24	60.0	0.0

Q20 How satisfied or dissatisfied are you with your neighbourhood as a place to live *Base: 40*

195: Very satisfied	7	17.5	18.9
196: Fairly satisfied	16	40.0	43.2
197: Neither	4	10.0	10.8
198: Fairly dissatisfied	8	20.0	21.6
199: Very dissatisfied	2	5.0	5.4
N/R	3	7.5	

Q21 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood *Base: 40*

200: Very satisfied	5	12.5	12.8
201: Fairly satisfied	19	47.5	48.7
202: Neither	6	15.0	15.4
203: Fairly dissatisfied	5	12.5	12.8
204: Very dissatisfied	4	10.0	10.3
N/R	1	2.5	

Q22a Car parking *Base: 40*

205: Major problem	9	22.5	25.7
206: Minor problem	15	37.5	42.9
207: Not a problem	11	27.5	31.4
N/R	5	12.5	

Q22b Rubbish or litter *Base: 40*

208: Major problem	11	27.5	32.4
209: Minor problem	19	47.5	55.9
210: Not a problem	4	10.0	11.8
N/R	6	15.0	

Q22c Noisy neighbours *Base: 40*

211: Major problem	9	22.5	29.0
212: Minor problem	10	25.0	32.3
213: Not a problem	12	30.0	38.7
N/R	9	22.5	

Q22d Dog fouling or dog mess *Base: 40*

214: Major problem	9	22.5	27.3
215: Minor problem	10	25.0	30.3
216: Not a problem	14	35.0	42.4
N/R	7	17.5	

Q22e Problems with pets and animals *Base: 40*

217: Major problem	7	17.5	21.2
218: Minor problem	9	22.5	27.3

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
219: Not a problem	17	42.5	51.5
N/R	7	17.5	
Q22f Disruptive children/teenagers	Base: 40		
220: Major problem	0	0.0	0.0
221: Minor problem	14	35.0	45.2
222: Not a problem	17	42.5	54.8
N/R	9	22.5	
Q22g Racial or other harassment	Base: 40		
223: Major problem	1	2.5	3.3
224: Minor problem	2	5.0	6.7
225: Not a problem	27	67.5	90.0
N/R	10	25.0	
Q22h Drunk or rowdy behaviour	Base: 40		
226: Major problem	6	15.0	20.0
227: Minor problem	11	27.5	36.7
228: Not a problem	13	32.5	43.3
N/R	10	25.0	
Q22i Vandalism and graffiti	Base: 40		
229: Major problem	2	5.0	6.5
230: Minor problem	7	17.5	22.6
231: Not a problem	22	55.0	71.0
N/R	9	22.5	
Q22j People damaging your property	Base: 40		
232: Major problem	1	2.5	3.4
233: Minor problem	7	17.5	24.1
234: Not a problem	21	52.5	72.4
N/R	11	27.5	
Q22k Drug use or drug dealing	Base: 40		
235: Major problem	5	12.5	17.2
236: Minor problem	11	27.5	37.9
237: Not a problem	13	32.5	44.8
N/R	11	27.5	
Q22l Abandoned or burnt out vehicles	Base: 40		
238: Major problem	0	0.0	0.0
239: Minor problem	4	10.0	12.9
240: Not a problem	27	67.5	87.1
N/R	9	22.5	
Q22m Noise from traffic	Base: 40		
241: Major problem	2	5.0	6.7
242: Minor problem	9	22.5	30.0
243: Not a problem	19	47.5	63.3

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	10	25.0	
Q22n Other crime	<i>Base: 40</i>		
244: Major problem	1	2.5	3.4
245: Minor problem	8	20.0	27.6
246: Not a problem	20	50.0	69.0
N/R	11	27.5	
Q23a Internal communal cleaning	<i>Base: 40</i>		
247: Very satisfied	3	7.5	11.1
248: Fairly satisfied	7	17.5	25.9
249: Neither	9	22.5	33.3
250: Fairly dissatisfied	3	7.5	11.1
251: Very dissatisfied	5	12.5	18.5
252: No opinion	8	20.0	
N/R	5	12.5	
Q23b External communal cleaning	<i>Base: 40</i>		
253: Very satisfied	0	0.0	0.0
254: Fairly satisfied	7	17.5	21.2
255: Neither	9	22.5	27.3
256: Fairly dissatisfied	9	22.5	27.3
257: Very dissatisfied	8	20.0	24.2
258: No opinion	4	10.0	
N/R	3	7.5	
Q23c The grounds maintenance such as grass cutting in your area	<i>Base: 40</i>		
259: Very satisfied	3	7.5	8.6
260: Fairly satisfied	13	32.5	37.1
261: Neither	4	10.0	11.4
262: Fairly dissatisfied	9	22.5	25.7
263: Very dissatisfied	6	15.0	17.1
264: No opinion	2	5.0	
N/R	3	7.5	
Q24 Have you reported any anti-social behaviour to us in the last 12 months	<i>Base: 40</i>		
265: Yes	7	17.5	
266: No	30	75.0	
N/R	3	7.5	
Q25 When you last reported anti-social behaviour, how easy was it to get hold of the right person	<i>Base: 7</i>		
267: Very easy	0	0.0	0.0
268: Fairly easy	0	0.0	0.0
269: Neither	0	0.0	0.0
270: Fairly difficult	6	15.0	85.7
271: Very difficult	1	2.5	14.3
N/R	33	82.5	0.0

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q26 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)			
	<i>Base: 7</i>		
272: Good	0	0.0	0.0
273: Fair	4	10.0	66.7
274: Poor	2	5.0	33.3
275: Don't know	1	2.5	
N/R	33	82.5	0.0
Q27a Being kept informed about your case			
	<i>Base: 7</i>		
276: Very satisfied	0	0.0	0.0
277: Fairly satisfied	1	2.5	14.3
278: Neither	1	2.5	14.3
279: Fairly dissatisfied	2	5.0	28.6
280: Very dissatisfied	3	7.5	42.9
281: No opinion	0	0.0	
N/R	33	82.5	0.0
Q27b The support provided by staff			
	<i>Base: 7</i>		
282: Very satisfied	0	0.0	0.0
283: Fairly satisfied	1	2.5	14.3
284: Neither	2	5.0	28.6
285: Fairly dissatisfied	2	5.0	28.6
286: Very dissatisfied	2	5.0	28.6
287: No opinion	0	0.0	
N/R	33	82.5	0.0
Q27c The final outcome of your complaint			
	<i>Base: 7</i>		
288: Very satisfied	0	0.0	0.0
289: Fairly satisfied	1	2.5	14.3
290: Neither	0	0.0	0.0
291: Fairly dissatisfied	1	2.5	14.3
292: Very dissatisfied	5	12.5	71.4
293: No opinion	0	0.0	
N/R	33	82.5	0.0
Q28 How willing would you be to report any anti-social behaviour to us in the future			
	<i>Base: 7</i>		
294: Very willing	3	7.5	42.9
295: Fairly willing	1	2.5	14.3
296: Neither	0	0.0	0.0
297: Fairly reluctant	2	5.0	28.6
298: Very reluctant	1	2.5	14.3
N/R	33	82.5	0.0
Q29 Are you aware of our formal complaints procedure			
	<i>Base: 40</i>		
299: Yes	11	27.5	
300: No	26	65.0	
N/R	3	7.5	
Q30 Have you made a formal complaint to us in the last 12 months			
	<i>Base: 40</i>		
301: Yes	7	17.5	

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	Frequency	% overall	% valid
302: No	30	75.0	
N/R	3	7.5	
Q31a How easy it was to make a complaint	<i>Base: 7</i>		
303: Very satisfied	0	0.0	0.0
304: Fairly satisfied	4	10.0	57.1
305: Neither	1	2.5	14.3
306: Fairly dissatisfied	1	2.5	14.3
307: Very dissatisfied	1	2.5	14.3
308: No opinion	0	0.0	
N/R	33	82.5	0.0
Q31b The information and advice provided by staff	<i>Base: 7</i>		
309: Very satisfied	0	0.0	0.0
310: Fairly satisfied	2	5.0	28.6
311: Neither	1	2.5	14.3
312: Fairly dissatisfied	1	2.5	14.3
313: Very dissatisfied	3	7.5	42.9
314: No opinion	0	0.0	
N/R	33	82.5	0.0
Q31c The final outcome of your complaint	<i>Base: 7</i>		
315: Very satisfied	0	0.0	0.0
316: Fairly satisfied	1	2.5	16.7
317: Neither	0	0.0	0.0
318: Fairly dissatisfied	1	2.5	16.7
319: Very dissatisfied	4	10.0	66.7
320: No opinion	1	2.5	
N/R	33	82.5	0.0
Q32 How willing would you be to make a complaint to us in the future	<i>Base: 7</i>		
321: Very willing	4	10.0	57.1
322: Fairly willing	1	2.5	14.3
323: Neither	0	0.0	0.0
324: Fairly reluctant	1	2.5	14.3
325: Very reluctant	1	2.5	14.3
N/R	33	82.5	0.0
Q33a External building repairs and maintenance	<i>Base: 40</i>		
326: Very satisfied	5	12.5	12.8
327: Fairly satisfied	20	50.0	51.3
328: Neither	7	17.5	17.9
329: Fairly dissatisfied	3	7.5	7.7
330: Very dissatisfied	4	10.0	10.3
331: Not applicable	0	0.0	
N/R	1	2.5	
Q33b Repairs to communal areas	<i>Base: 40</i>		
332: Very satisfied	4	10.0	12.5
333: Fairly satisfied	18	45.0	56.3
334: Neither	6	15.0	18.8

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	Frequency	% overall	% valid
335: Fairly dissatisfied	3	7.5	9.4
336: Very dissatisfied	1	2.5	3.1
337: Not applicable	5	12.5	
N/R	3	7.5	
Q34a The consultation you receive when Lancaster CC sets the service charges	Base: 40		
338: Very satisfied	3	7.5	8.6
339: Fairly satisfied	14	35.0	40.0
340: Neither	8	20.0	22.9
341: Fairly dissatisfied	5	12.5	14.3
342: Very dissatisfied	5	12.5	14.3
343: No opinion	3	7.5	
N/R	2	5.0	
Q34b How easy it is to understand your service charge statement	Base: 40		
344: Very satisfied	8	20.0	22.2
345: Fairly satisfied	16	40.0	44.4
346: Neither	5	12.5	13.9
347: Fairly dissatisfied	3	7.5	8.3
348: Very dissatisfied	4	10.0	11.1
349: No opinion	2	5.0	
N/R	2	5.0	
Q34c The information about how your service charges are calculated	Base: 40		
350: Very satisfied	8	20.0	21.6
351: Fairly satisfied	13	32.5	35.1
352: Neither	7	17.5	18.9
353: Fairly dissatisfied	3	7.5	8.1
354: Very dissatisfied	6	15.0	16.2
355: No opinion	1	2.5	
N/R	2	5.0	
Q35a Your obligations under the terms of the lease	Base: 40		
356: Very satisfied	6	15.0	16.7
357: Fairly satisfied	22	55.0	61.1
358: Neither	7	17.5	19.4
359: Fairly dissatisfied	0	0.0	0.0
360: Very dissatisfied	1	2.5	2.8
361: No opinion	3	7.5	
N/R	1	2.5	
Q35b Lancaster's website as a source of useful information	Base: 40		
362: Very satisfied	5	12.5	16.7
363: Fairly satisfied	11	27.5	36.7
364: Neither	10	25.0	33.3
365: Fairly dissatisfied	3	7.5	10.0
366: Very dissatisfied	1	2.5	3.3
367: No opinion	7	17.5	
N/R	3	7.5	

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	Frequency	% overall	% valid
Q36 Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges			
	<i>Base: 40</i>		
368: Easier	5	12.5	15.2
369: About the same	22	55.0	66.7
370: More difficult	6	15.0	18.2
N/R	7	17.5	
Q37a2 Main Leaseholder Age Group			
	<i>Base: 40</i>		
371: 16 - 24 years	1	2.5	
372: 25 - 34 years	0	0.0	
373: 35 - 44 years	3	7.5	
374: 45 - 54 years	7	17.5	
375: 55 - 59 years	5	12.5	
376: 60 - 64 years	2	5.0	
377: 65 - 74 years	5	12.5	
378: 75 - 84 years	4	10.0	
379: 85 years and over	6	15.0	
N/R	7	17.5	
Q37b2 Partner Age Group			
	<i>Base: 40</i>		
380: 16 - 24 years	0	0.0	
381: 25 - 34 years	1	2.5	
382: 35 - 44 years	2	5.0	
383: 45 - 54 years	4	10.0	
384: 55 - 59 years	2	5.0	
385: 60 - 64 years	1	2.5	
386: 65 - 74 years	0	0.0	
387: 75 - 84 years	2	5.0	
388: 85 years and over	0	0.0	
N/R	28	70.0	
Q37c2 Person 3 Age Group			
	<i>Base: 40</i>		
389: 0 - 4 years	0	0.0	
390: 5 - 15 years	3	7.5	
391: 16 - 24 years	2	5.0	
392: 25 - 34 years	0	0.0	
393: 35 - 44 years	0	0.0	
394: 45 - 54 years	0	0.0	
395: 55 - 59 years	0	0.0	
396: 60 - 64 years	0	0.0	
397: 65 - 74 years	0	0.0	
398: 75 - 84 years	0	0.0	
399: 85 years and over	0	0.0	
N/R	35	87.5	
Q37d2 Person 4 Age Group			
	<i>Base: 40</i>		
400: 0 - 4 years	0	0.0	
401: 5 - 15 years	2	5.0	
402: 16 - 24 years	0	0.0	
403: 25 - 34 years	0	0.0	
404: 35 - 44 years	0	0.0	
405: 45 - 54 years	0	0.0	
406: 55 - 59 years	0	0.0	

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	Frequency	% overall	% valid
407: 60 - 64 years	0	0.0	
408: 65 - 74 years	0	0.0	
409: 75 - 84 years	0	0.0	
410: 85 years and over	0	0.0	
N/R	38	95.0	
Q37a2 Person 5 Age Group	Base: 40		
411: 0 - 4 years	0	0.0	
412: 5 - 15 years	0	0.0	
413: 16 - 24 years	0	0.0	
414: 25 - 34 years	0	0.0	
415: 35 - 44 years	0	0.0	
416: 45 - 54 years	0	0.0	
417: 55 - 59 years	0	0.0	
418: 60 - 64 years	0	0.0	
419: 65 - 74 years	0	0.0	
420: 75 - 84 years	0	0.0	
421: 85 years and over	0	0.0	
N/R	40	0.0	
Q37f2 Person 6 Age Group	Base: 40		
422: 0 - 4 years	0	0.0	
423: 5 - 15 years	0	0.0	
424: 16 - 24 years	0	0.0	
425: 25 - 34 years	0	0.0	
426: 35 - 44 years	0	0.0	
427: 45 - 54 years	0	0.0	
428: 55 - 59 years	0	0.0	
429: 60 - 64 years	0	0.0	
430: 65 - 74 years	0	0.0	
431: 75 - 84 years	0	0.0	
432: 85 years and over	0	0.0	
N/R	40	0.0	
Q37a3 Main leaseholder gender	Base: 40		
433: Male	15	37.5	
434: Female	18	45.0	
N/R	7	17.5	
Q37b3 Joint leaseholder or partner gender	Base: 40		
435: Male	6	15.0	
436: Female	6	15.0	
N/R	28	70.0	
Q37c3 Person 3 gender	Base: 40		
437: Male	3	7.5	
438: Female	2	5.0	
N/R	35	87.5	
Q37d3 Person 4 gender	Base: 40		
439: Male	0	0.0	

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	Frequency	% overall	% valid
440: Female	2	5.0	
N/R	38	95.0	
Q37e3 Person 5 gender	<i>Base: 40</i>		
441: Male	0	0.0	
442: Female	0	0.0	
N/R	40	0.0	
Q37f3 Person 6 gender	<i>Base: 40</i>		
443: Male	0	0.0	
444: Female	0	0.0	
N/R	40	0.0	
R37a Main Leaseholder Age Group [simple]	<i>Base: 40</i>		
445: 16-34	1	2.5	
446: 35-49	8	20.0	
447: 50-64	9	22.5	
448: 65+	15	37.5	
N/R	7	17.5	
R37b Household size	<i>Base: 40</i>		
449: One person	20	50.0	
450: Two people	9	22.5	
451: Three people	2	5.0	
452: Four people	2	5.0	
453: Five people	0	0.0	
454: Six+ people	0	0.0	
N/R	7	17.5	
R37c Children aged under 16	<i>Base: 40</i>		
455: Yes	3	7.5	
456: No	37	92.5	
N/R	0	0.0	
Q38 Are you or any household members day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months	<i>Base: 40</i>		
457: Yes, limited a lot	4	10.0	
458: Yes, limited a little	9	22.5	
459: No	24	60.0	
N/R	3	7.5	
R38 Disability in household [simple]	<i>Base: 40</i>		
460: Yes	13	32.5	
461: No	24	60.0	
N/R	3	7.5	
Q39 Do you or your household receive housing benefits?	<i>Base: 40</i>		
462: Yes	1	2.5	
463: No	33	82.5	

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	Frequency	% overall	% valid
464: Don't know	3	7.5	
N/R	3	7.5	
Q40a Main leaseholder ethnic group	<i>Base: 40</i>		
465: British	30	75.0	
466: Irish	0	0.0	
467: Gypsy or Irish Traveller	0	0.0	
468: Other White background	4	10.0	
469: White & Black Caribbean	0	0.0	
470: White & Black African	0	0.0	
471: White & Asian	0	0.0	
472: Other Mixed background	0	0.0	
473: Indian	0	0.0	
474: Pakistani	0	0.0	
475: Bangladeshi	0	0.0	
476: Chinese	0	0.0	
477: Other Asian background	0	0.0	
478: African	0	0.0	
479: Caribbean	0	0.0	
480: Other Black background	0	0.0	
481: Arab	0	0.0	
482: Other ethnic group	0	0.0	
N/R	6	15.0	
R41a Main leaseholder ethnic group [simple]	<i>Base: 40</i>		
483: White British	30	75.0	
484: BME	4	10.0	
N/R	6	15.0	
Q40b Partner/Spouse ethnic group	<i>Base: 40</i>		
485: British	10	25.0	
486: Irish	0	0.0	
487: Gypsy or Irish Traveller	0	0.0	
488: Other White background	4	10.0	
489: White & Black Caribbean	0	0.0	
490: White & Black African	0	0.0	
491: White & Asian	0	0.0	
492: Other Mixed background	0	0.0	
493: Indian	0	0.0	
494: Pakistani	0	0.0	
495: Bangladeshi	0	0.0	
496: Chinese	0	0.0	
497: Other Asian background	0	0.0	
498: African	0	0.0	
499: Caribbean	0	0.0	
500: Other Black background	0	0.0	
501: Arab	0	0.0	
502: Other ethnic group	0	0.0	
N/R	26	65.0	
D101 Stock type	<i>Base: 40</i>		
503: General needs	0	0.0	
504: Sheltered	0	0.0	

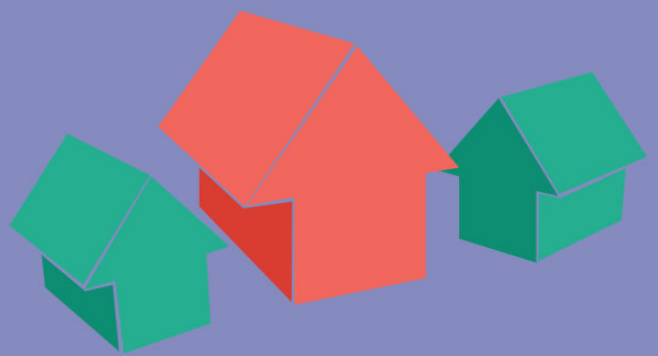
Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
505: Leaseholder	40	100.0	
N/R	0	0.0	
D102 Patch	<i>Base: 40</i>		
506: MBR	2	5.0	
507: MCA	0	0.0	
508: MHH	2	5.0	
509: MKE	0	0.0	
510: MKI	1	2.5	
511: MMC	3	7.5	
512: MMO	0	0.0	
513: MSB	0	0.0	
514: MWE	3	7.5	
515: MWR	1	2.5	
516: NBE	0	0.0	
517: NMA	6	15.0	
518: NRY	0	0.0	
519: NVA	1	2.5	
520: OME	0	0.0	
521: SBH	2	5.0	
522: SCA	0	0.0	
523: SCC	12	30.0	
524: SGR	1	2.5	
525: SGS	0	0.0	
526: SHA	0	0.0	
527: SHB	2	5.0	
528: SHL	0	0.0	
529: SMA	0	0.0	
530: SRN	4	10.0	
N/R	0	0.0	
D103 Area	<i>Base: 40</i>		
531: M	12	30.0	
532: N	7	17.5	
533: S	21	52.5	
N/R	0	0.0	
D104 Property type	<i>Base: 40</i>		
534: Bedsit	0	0.0	
535: Bungalow	0	0.0	
536: Flat	38	95.0	
537: House	0	0.0	
538: Maisonette	2	5.0	
539: Plot	0	0.0	
N/R	0	0.0	
D105 Property size	<i>Base: 40</i>		
540: One bed	12	30.0	
541: Two bed	28	70.0	
542: Three bed	0	0.0	
543: Four or more beds	0	0.0	
N/R	0	0.0	

Appendix E. Data summary - leaseholders

Frequency % overall % valid

	Frequency	% overall	% valid
D106 Length of tenancy			
<i>Base: 40</i>			
544: Under 1 year	0	0.0	
545: 1 - 2 years	4	10.0	
546: 3 - 5 years	1	2.5	
547: 6 - 10 years	0	0.0	
548: 11 - 20 years	13	32.5	
549: 21 years and over	22	55.0	
N/R	0	0.0	
D107 Main Tenant Age Group			
<i>Base: 40</i>			
550: 16 - 24 years	0	0.0	
551: 25 - 34 years	0	0.0	
552: 35 - 44 years	0	0.0	
553: 45 - 54 years	0	0.0	
554: 55 - 59 years	0	0.0	
555: 60 - 64 years	0	0.0	
556: 65 - 74 years	0	0.0	
557: 75 - 84 years	0	0.0	
558: 85 years and over	0	0.0	
N/R	40	0.0	
D108 Main Tenant Age Group [simple]			
<i>Base: 40</i>			
559: 16-34	0	0.0	
560: 35-49	0	0.0	
561: 50-64	0	0.0	
562: 65+	0	0.0	
N/R	40	0.0	
D109 Pay a Service Charge			
<i>Base: 40</i>			
563: Yes	40	100.0	
564: No	0	0.0	
N/R	0	0.0	
D110 Receive Housing Benefit			
<i>Base: 40</i>			
565: Yes	1	2.5	
566: No	39	97.5	
N/R	0	0.0	
D111 Reported ASB in last 12 months [database]			
<i>Base: 40</i>			
567: Yes	3	7.5	
568: No	37	92.5	
N/R	0	0.0	
D112 Survey methodology			
<i>Base: 40</i>			
569: Postal	38	95.0	
570: Web	2	5.0	
N/R	0	0.0	



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