Resident Satisfaction Survey 2021

For Lancaster City Council

LANCASTER CITY COUNCIL

Promoting City, Coast & Countryside

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1. Introduction

Background

This report details the results of Lancaster City Council's 2021 STAR tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. The survey used the HouseMark STAR methodology.

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 2019 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research's client database of local authorities that had completed a survey in 2020 or 2021.

About the survey

The survey was carried out between October and December 2021. Paper self completion questionnaires were distributed to a sample of 2,010 tenant households and all 158 leaseholder households. This was followed by two further reminders to non respondents, both being a full replacement copy of the questionnaire. In addition, email invitations and reminders were sent to every valid email address in the sample (819), and a text invitation and reminder to all mobile numbers in the sample (2,912). The survey was incentivised with a free prize draw

In total 901 tenants took part in the survey, which represented a 45% response rate (error margin +/- 2.8%). This was 6% higher than was achieved in 2019. This response rates exceeded the stipulated STAR target error margin of +/- 4.0%. In addition, 52 leaseholders took part, which was a 33% response rate (error margin +/- 11.7) being again 6% higher than the last survey. Almost a quarter of the total number of responses were collected online (215), which is a likely reason for the increased response rate.

Please note that the tenant survey results were weighted by age group and tenure type 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 between groups, these are subjected to testing to discover if these differences are *statistically significant* . This tells us that we can by 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	2019 result	change over time	2021 result	
81%	85%	statistically significant decline	82%	satisfaction overall
77%	84%	statistically significant decline	77%	quality of home
83%	N.A.		84%	safety and security of home
74%	80%	statistically significant decline	70%	repairs & maintenance overall
80%	87%	statistically significant decline	79%	last repair
85%	88%	no statistically significant change	86%	value for money of rent
74%	75%	no statistically significant change	70%	value for money of service charge
81%	N.A.		83%	easy to deal with
81%	83%	no statistically significant change	81%	dealing with enquiries generally
63%	70%	statistically significant decline	62%	listens to views and acts on them
83%	79%	no statistically significant change	77%	neighbourhood as a place to live

statistically significant improvement · no statistically significant change · statistically significant decline

Overall satisfaction

1. Overall satisfaction with Lancaster City Council's services had fallen by a statistically significant margin from 85% in 2019 to 82% in 2021. On the opposite end of the scale 11% were actively dissatisfied (section 3).

2. This pattern is not unusual, with HouseMark benchmark data, as well as ARP Research's own client database showing a widespread fall in tenant satisfaction compared to before the pandemic.

3. When comparing Lancaster City Council against other local authorities in ARP Research's STAR database of post COVID surveys, the overall satisfaction score was nevertheless still higher than the benchmark median of 81%. Indeed, most of the scores throughout the survey were within a few points of the benchmark up or down.

4. The most influential demographic trait in virtually all tenant surveys is age, so it is no surprise that the most satisfied tenants overall were those of retirement age (88% satisfied), whilst only 76% of those aged 35 – 49 felt the same way.

5. This obviously meant that Retirement Living tenants were more satisfied than those living in general needs (90% v 81%).

6. The biggest falls in satisfaction were the ratings for the home (section 4), repairs and maintenance (section 6), and customer engagement (section 8), which are of course those aspects of the service that were disrupted the most by the pandemic.

7. 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 three factors most closely associated with overall tenant satisfaction were:

   - Overall quality of the home (77% satisfied, section 4)
   - Being easy to deal with (83%, section 7)
   - Rent value for money (86%, section 5)

Repairs and maintenance

8. Overall satisfaction with repairs and maintenance had dropped by a very significant 10% in the last two years, the most dramatic change in any of the survey results, reflecting the long periods of emergency only services in 2020, and continued backlog this year (now 70% satisfied, see section 6).

9. The proportion actively dissatisfied increased from 15% to 21%. It also resulted in a score for the Council that was 4% lower than the benchmark, whereas it was 3% higher in 2019.

10. Most other ARP clients have seen these ratings fall to some extent, the most important factor seeming to be the relative speed with which different organisations restarted and caught up on non-urgent repairs after the lockdown.

11. Repairs and maintenance has been the dominant key driver in most other tenant surveys in 2021, so its absence from the key driver list in this survey is confusing, albeit the quality of the home can perhaps be seen as the other side of the same coin. It nevertheless is almost certain that repairs issues are a part of why overall satisfaction has fallen.

12. Satisfaction with the last completed repair was somewhat higher than the general repairs satisfaction score (79%). However, there were still significant decreases in ratings for the quality of the work (81% v 88%) and being done 'right first time (76% v 83%).

The home

13. Satisfaction with the quality of the home was the number one key driver of overall satisfaction, having fallen by a substantial 7% to 77%, with all those 7% moving into the dissatisfied category (now 16%, section 4).

14. Other landlords have also experienced falling satisfaction with the quality of the home since the start of the pandemic, so despite the drop Lancaster City Council's score is nevertheless still equal to its peers in ARP Research's database.

15. The pandemic will be the primary reason why this rating has fallen so substantially in contrast to the stable pattern seen over the last few surveys.

16. Satisfaction with the home was very high for Independent Living (95%) and other tenants, but only 63% for the under 50s.

17. A greater proportion of respondents were satisfied with the safety and security of their home (84%) which was above the benchmark target of 83%. This score was lowest for flats (79%), and for the under 35s (72%).

Affordability

18. Value for money questions have now appeared as key drivers of tenant satisfaction across the last three surveys, it is expected that affordability will come even further to the fore in 2022 (section 3).

19. Satisfaction with rent value for money is a stable core measure over past four surveys, only varying by 1-2% over that period. The 2021 score of 86% is slightly higher than the ARP benchmark of 85%, and only 7% of the sample were actively dissatisfied (section 5).

20. Exactly half of the sample pay a service charge, and of these 70% were satisfied with it in terms of value for money. This represented a 9% drop since 2019 moving it below the benchmark median of 74%.

21. Around a fifth of tenants felt that that they were financially insecure (21%), including one in ten who 'strongly' felt this way.

Customer service

22. Most respondents were satisfied that the Council as their landlord was indeed easy to deal with (83%), including nearly half that were 'very satisfied' (39%). This is just above the ARP average of 81% (section 7).

23. Not only was this the second strongest driver of tenant satisfaction, it is also a new inclusion that is one of only four core STAR survey questions. It is known as a customer effort score, as it considers the experience in a holistic way from the perspective of the customer .

24. The customer service experience was also the main theme of the 2019 results and although understandably overtaken by bricks and mortar issues in 2021 it clearly maintains a strong link to overall tenant satisfaction.

25. When asked about their most recent customer service experience, both ease of contact and helpfulness of the staff were rated higher than they were in 2019 (75% and 83% respectively).

26. However, when it came to staff members ability to deal with enquiries, and to do so quickly, these ratings had fallen (74% and 73% respectively). It is likely that this is linked to the repairs backlog.

Communication

27. It is disappointing to find that satisfaction with how the Council listen to its tenants' views and acts upon them had significantly declined from 70% to 62%. This is almost certainly linked to the customer service frustrations, most of which were likely to be around repairs, as there was a big difference between tenants that recently made contact compared to those that had not (56% v 72%, section 8).

28. Nevertheless, this was yet another area where Lancaster City Council's performance is still broadly in line with its peers.

29. How well tenants rated the information they received was much more positive, 79% being satisfied which was unchanged from the last survey, and five points above the ARP Research benchmark median.

Neighbourhood

30. Just over three quarters of respondents were satisfied with their neighbourhood as a place to live (77%), which represents a slight fall compared to 2019 (was 79%). However, a number of other recent ARP clients have also seen this rating drop in 2021 (section 9).

31. In terms of the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2019 results, albeit with most viewed as slightly less of a problem than they were two years ago.

32. Rubbish or litter remains the most problematic issue (63%), followed by dog mess (57%) and car parking (55%).

33. However, noisy neighbours (42% problem) was also the strongest key driver that best predicted overall neighbourhood satisfaction.

34. Only half of survey respondents claimed to be satisfied with how anti-social behaviour is generally dealt with, which is unfortunately significantly lower than the 64% who said the same in 2019. Indeed, a quarter of all respondents were now actively dissatisfied (25%). Amongst those who had reported ASB, ratings for the speed of the interview and support provided by staff were lower than before (section 11).

35. There has also been a significant fall in satisfaction with the grounds maintenance service from 69% to 53%, with a third actively dissatisfied with this service (34%), more than half of whom were 'very dissatisfied' (19%). However, this may be due to COVID disruption and/or the change in grassland management policy (section 43).

3. Services overall

82 % satisfied with the service overall

1. **quality of the home**
2. **enquiries generally**
3. **rent value for money**
4. **friendly & approachable staff**

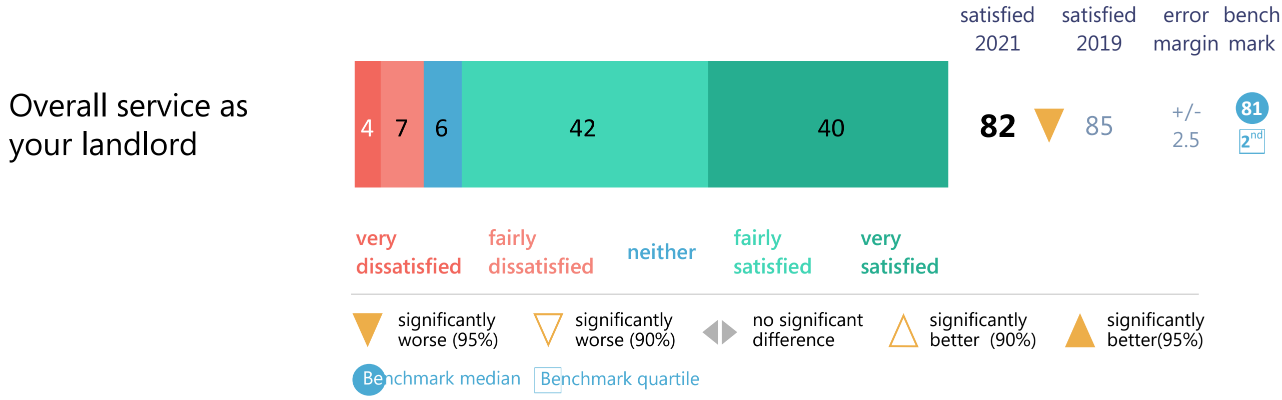
were the **key drivers** that best predicted overall satisfaction

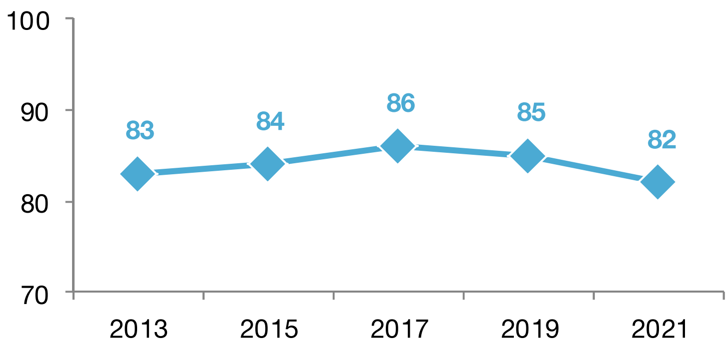
- Significantly lower than in 2019, but COVID disruption is suppressing satisfaction scores
- B Most ratings remaining on par with the benchmarks
- Although repairs wasn't a key driver, maintenance issues are almost certainly why quality of the home topped the list
- A clear difference in satisfaction between the oldest and youngest tenants

3. Services overall

3.1 Overall satisfaction

% Base 888 | Excludes non respondents





The effects of COVID-19 pandemic continue to be felt across the sector, which is evident from both HouseMark and other benchmark data where most measures have fallen in the last year. In this context it is disappointing, but not surprising, that Lancaster City Council also experienced a statistically significant 3% fall in overall tenant satisfaction compared to the previous survey completed in 2019, dropping from 85% to 82% satisfied.

This included an even greater 7% drop in the proportion that were 'very' satisfied (now 40%) and meant that around one in ten were now actively dissatisfied with the service (11%).

Note that 'statistically significant' means that the statistical test used to compare scores gave a positive result, showing we can be confident that the difference was real rather than being merely down to chance. Changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

When comparing Lancaster City Council against other local authorities in ARP Research's STAR database of post COVID surveys, the overall satisfaction score was nevertheless still higher than the benchmark median of 81%. Indeed, most of the scores throughout the survey were within a few points of the benchmark up or down.

However, the Council has still been negatively affected by the pandemic across a range of customer satisfaction questions, with most of the main questions having fallen since 2019. Of these the biggest falls that reached the threshold of statistical significance were in the ratings for the home (section 4), repairs and maintenance (section 6), and customer engagement (section 8), which are of course those aspects of the service that were disrupted the most by the pandemic.

To investigate this further we use statistical analysis to discover which areas of the service contributed most to the overall satisfaction score. This is achieved via a 'key driver' analysis - a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating, but it does highlight the combination of factors that are the best predictors of overall satisfaction for tenants (see chart 3.2).

Of the three rating statements that were the strongest key drivers of satisfaction, the most dominant was clearly the quality of the home, a score that was one of those that fell the furthest when compared to the rating in 2019 (77% v 84%, section 4). This had moved up the order from being a secondary driver in 2019, and not having appeared at all in 2017.

This has been a common key driver in 2021 as the impact of interrupted maintenance services dragged into a second year. Indeed, neither its place on this list or the ratings general trajectory are unusual. What is strange, however, is that compared both to the Council's previous surveys and virtually all other STAR surveys ARP conducted this year, satisfaction with repairs and maintenance was missing from the list. Indeed, repairs has typically been the dominant key driver in most 2021 surveys.

One would expect the same to have been true for Lancaster City Council when considering that overall satisfaction with repairs and maintenance had dropped by a very significant 10% in the last two years, the most dramatic change in any of the survey results, reflecting the long periods of emergency only services in 2020, and continued backlog this year (see section 6).

One can only surmise that in the context of this set of data, these experiences may have simply manifested themselves most strongly in tenant perceptions of the end results of these delays, namely the condition of their homes.

The customer service experience was the main theme of the 2019 results, with the rating for how well the Council dealt with enquiries being the dominant key driver that year. Although understandably overtaken by bricks and mortar issues in 2021, the customer experience still seems very important, with the ease of dealing with the Council appearing second in the list.

Although new both to the survey and this list, this measure of 'customer effort' is similar enough to the measure of how enquiries are dealt with to suggest that the broad thrust of the message was the same for both surveys. Indeed, in this year's survey both questions received a similar score, and both compared favourably to the benchmark median (see section 7).

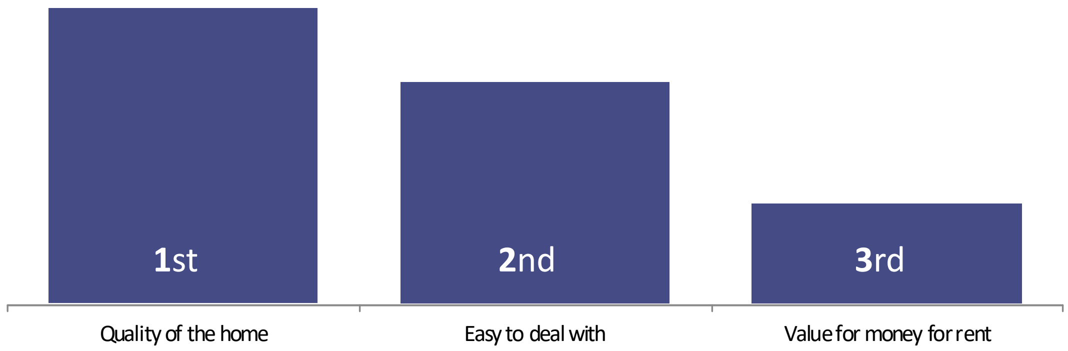
The final key driver of overall satisfaction was the value for money rating of the rent. This topic has been present on the key driver list since the 2017 survey, so it has long been an important factor in how tenants view the Council as their landlord. Although the proportion satisfied in this regard had fallen slightly since the last survey, the difference wasn't statistically significance and at 86% the rating remained above the benchmark. Nevertheless, we anticipate that it's importance will continue to grow in 2022 as tenants increasingly face cost of living challenges.

Throughout the results in this report, statistical tests have also been used to compare various sub-groups with one another to identify where their views might vary. The most influential demographic trait in virtually all tenant surveys is age, so it is no surprise that the most satisfied tenants overall were those of retirement age (88% satisfied), whilst only 76% of those aged 35 – 49 felt the same way. This obviously meant that Retirement Living tenants were more satisfied than those living in general needs (90% v 81%).

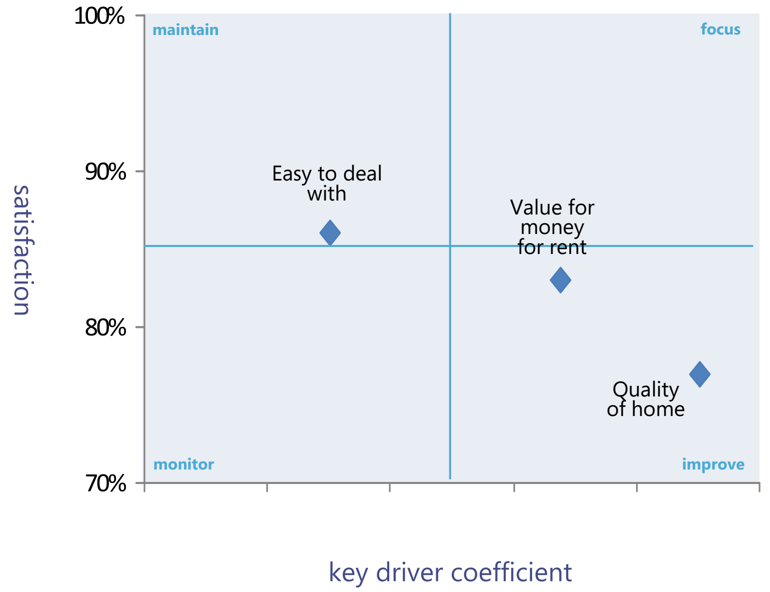
An orange icon ⚠ indicates that a rating has changed since the last survey by a *statistically significant* amount that is unlikely to be due to chance.

3.2 Key drivers - overall satisfaction

R Square = 0.658 | 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.

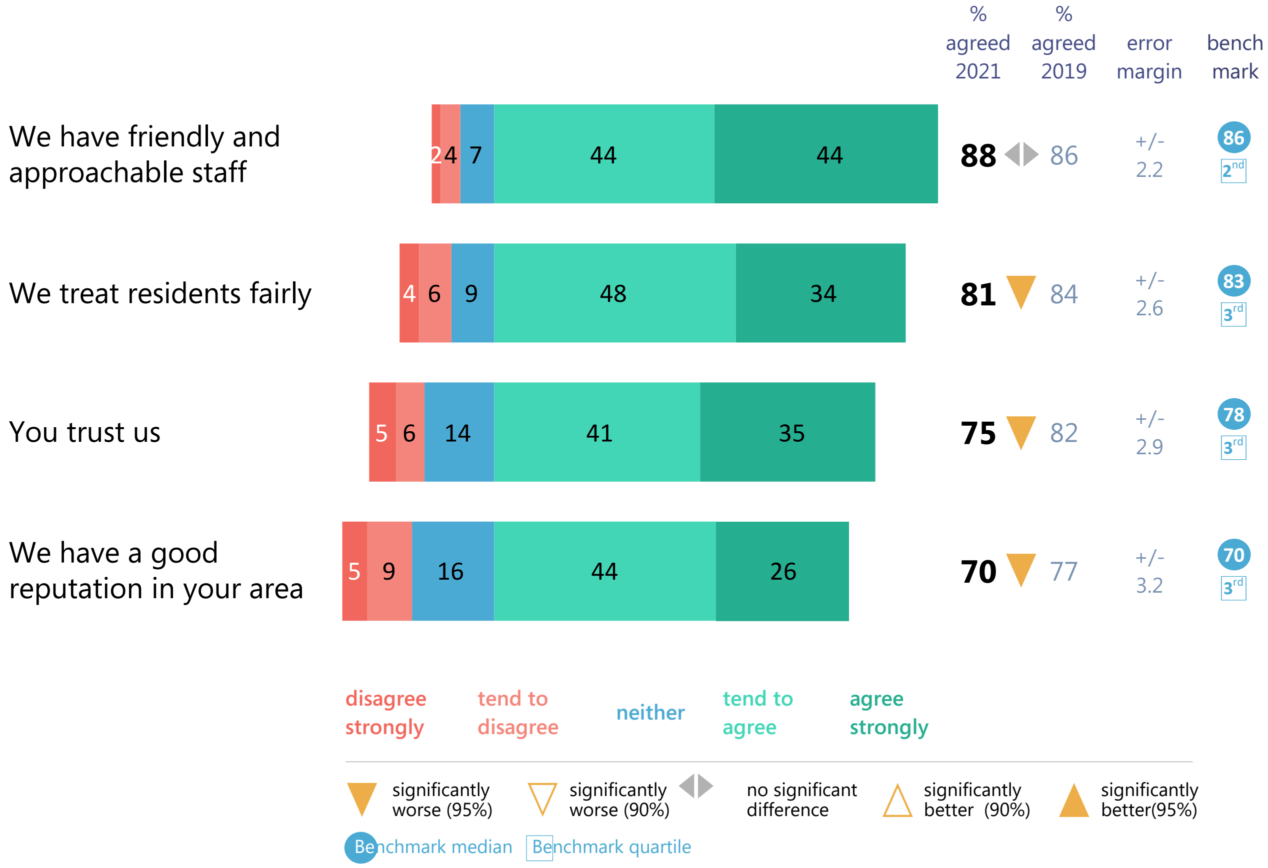
Another very common pattern is that experience of anti-social behaviour generally has an impact on overall satisfaction score, which is also the case here with those that had experienced some form of ASB significantly less satisfied than average (61% v 86%). As with other consistent patterns, this is true through most of the other survey results.

It is also normal for there to be some geographic variations in satisfaction, but as can be seen in table 3.4 the scores were close between Morecambe and North and South Lancaster, with a spread of only 3% in these scores. Indeed, throughout the report there were relatively few significant differences between them, save for some obvious topics such as the home (section 4) and neighbourhood (section 9).

Nevertheless, there is still an interesting finding here when one compares the different areas over time, which reveals that South Lancaster had changed much more than the other two, satisfaction there having fallen from 89% to 82%. This is also most certainly linked to the fact that satisfaction with repairs had also fallen further in South Lancaster than anywhere else (see section 6).

3.4 Service overall

% Bases (descending) 855, 849, 827, 810 | Excludes non respondents.



It was also notable that there was a significant difference between tenants that had contacted the Council over the last year (77%), and those that had had not (90%). Obviously, repairs are the main reason for such queries, and the customer service experience was a key driver of satisfaction (see above).

In addition to the overall measure of customer satisfaction, tenants were again asked a few more questions on their overall perceptions of the Council as their landlord. Like the headline score, some of these ratings had fallen since 2019, with the measure of how fairly tenants were treated tracking an almost identical path to overall satisfaction (now 81% satisfied).

However, it is disappointing that the two most overtly reputational questions, whether the Council was trusted or well thought of in the local area, had both fallen by 7% since 2019 (75% and 70% respectively). However, it is very possible that at least some of this was linked to wider Council services, rather than simply just housing. Once again though, responses for each rating in chart 3.4 were also significantly lower than average for tenants who had been in contact with the Council in the previous year.

On a more positive note, the proportion of tenants that felt the Council had friendly and approachable staff had actually increased since the last survey, albeit only by 2% to 88%, therefore, not quite enough to be a statistically significant change. Nevertheless, it meant the score was now above the ARP benchmark average.

41% were aware of the published **service standards**

3.4 Service overall by area

% positive

	Sample size	Overall satisfaction	Treats residents fairly	Has a good reputation in my area	Has friendly/ approachable staff	You trust us
Overall	***901***	**82**	**81**	**70**	**88**	**75**
Morecambe	*293*	84	82	72	86	77
North Lancaster	*273*	81	81	66	90	72
South Lancaster	*334*	82	82	71	87	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

4. The home

77 %

satisfied with the quality of the home

84 %

satisfied with safety and security

- The quality of the home was the dominant key drivers of tenants satisfaction
- However, quality of the home had fallen by 7% since 2019
- However, COVID disruptions to repairs may have affected this score as other landlords have seen it recently fall
- Both ratings are on par with the ARP benchmark medians

4. The home

The perceived quality of tenant's homes was the number one key driver of overall satisfaction, having moved up the order since the last survey (section 3). The reason is almost certainly that this rating had fallen by a substantial 7% to 77% since 2019. Suffice to say that this is a statistically significant margin, with all those 7% moving into the dissatisfied category (now 16%).

Other landlords have also experienced falling satisfaction with the quality of the home since the start of the pandemic, so despite the drop Lancaster City Council's score is nevertheless still equal to its peers in ARP Research's database of other landlords in the last two years.

As previously discussed, delays to both response repairs and any scheduled maintenance or renewal programmes due to the pandemic will be the primary reason why this rating has fallen so substantially in contrast to the stable pattern seen over the last few surveys.

There is always a difference by tenure in how tenants perceive their homes, but this year the gap is particularly large, as whilst virtually all Independent Living residents were satisfied with their home (95%), only 74% of general needs tenants felt the same.

Indeed, satisfaction amongst older people was generally high, although slightly lower for retirement age tenants in general needs compared to Independent Living (89%). In contrast, satisfaction was much lower for the under 50s (63%), the group most likely to have families and/or be in employment, being lowest of all amongst 25-34 year olds (59%).

The profile of the stock is obviously though also a massive factor, which can be seen in the difference in these results by area. North Lancaster, which had the smallest proportion of Independent Living units received a 72% quality of the home score, compared to 77% in South Lancaster and 81% in Morecambe.

The lower than average rating in the North Lancaster score was driven by significantly lower scores in the Ryelands and Mainway patches (64% and 68%). However, the make up for each is very different with Mainway mainly comprising flats, whilst Ryelands has a large proportion of houses.

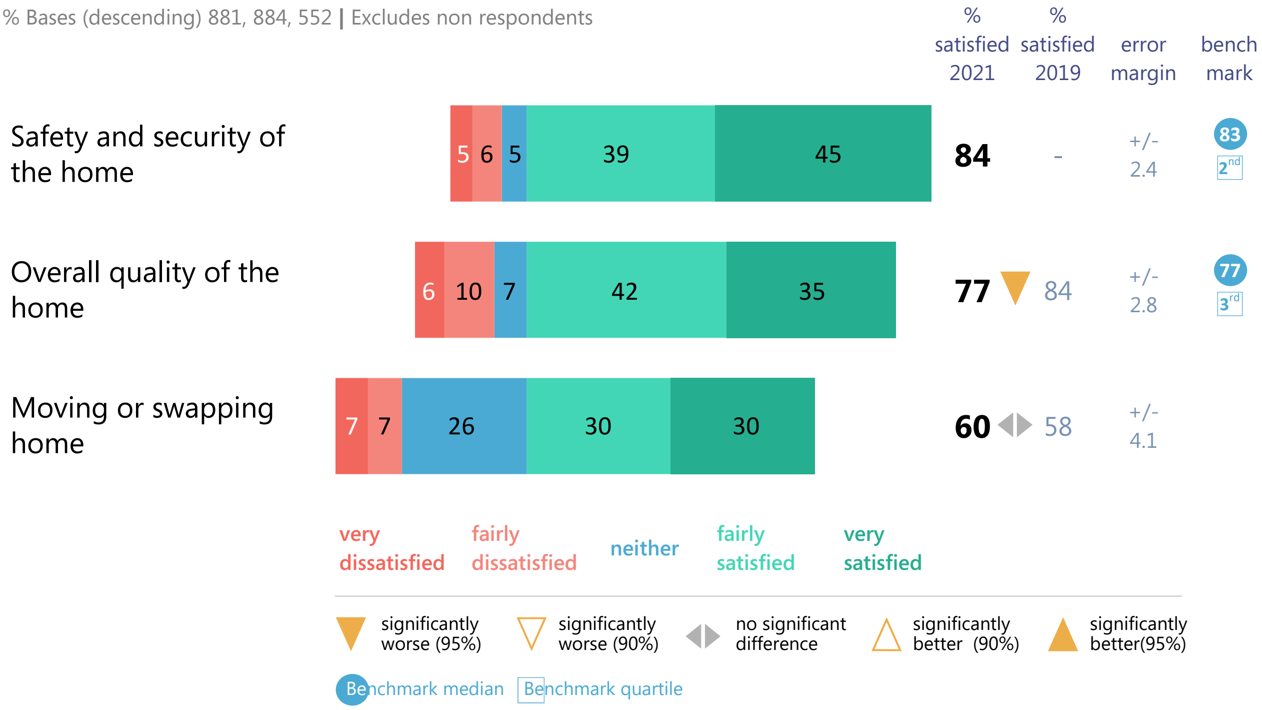
Conversely, the higher rating for Morecambe was influenced by the significantly higher score in the Higher Heysham patch (83%), the vast majority of properties here being flats (57%).

When compared only by property type, respondents living in bungalows were unsurprisingly more satisfied with their home than average (90%, was 95%), whereas those living in houses were significantly less so (70%, was 79%).

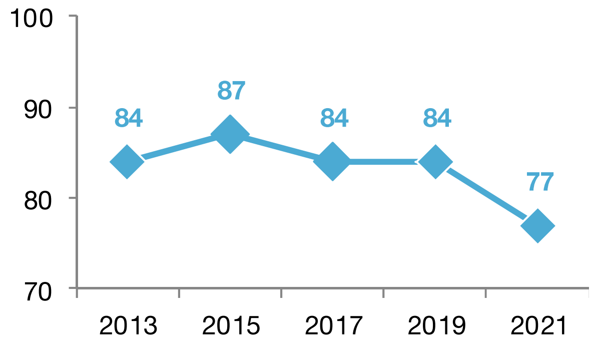
The question on safety and security of the home is a new STAR core benchmark question, being very much informed by the effect of the Grenfell disaster on the social housing sector. However, it also encompasses a wide range of topics that touch on many aspects of physical and mental safety and wellbeing, such as home security, health risks, risks from anti-social behaviour etc. It is therefore positive to see that majority of tenants were satisfied with the safety and security of their home (84%, 11% dissatisfied) which is consistent with the equivalent benchmark median of 83%.

4.1 Home

% Bases (descending) 881, 884, 552 | Excludes non respondents



Quality of the home



This rating demonstrates the same pattern by age as most other questions, being higher for those of retirement age (92%), lower for the under 35s (72%), and lower still amongst the youngest tenants under 25 (60%).

Notably, two thirds of the under 25s lived in flats, where the security rating was significantly lower than average (79%). In comparison, satisfaction with this score stood at 92% for residents of bungalows, and in Independent Living schemes it was higher still at 95%.

Finally in this section of the results, tenants were also asked how they rated the Council's performance regarding moving or swapping homes. Many respondents chose not to answer this question, and even amongst those that did a quarter were ambivalent. However, the 60% that were positive was very close to the 58% that said the same in 2019. The score was, as to be expected, highest amongst those tenants that had themselves moved within the last year (71%).

4.2 Home and value for money by area

% positive

	Sample size	Overall quality of the home	Safety and security of the home	Moving or swapping homes
Overall	***901***	**77**	**84**	**60**
Morecambe	*293*	81	89	68
North Lancaster	*273*	72	80	53
South Lancaster	*334*	77	84	60

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. Value for money

86% satisfied with rent value for money

70% satisfied with service charge value for money

- Rent value money is a key driver of satisfaction, as it has been for the last few surveys
- Rent value for money compares favourably to the benchmark
- The under 35s were particularly satisfied with rent value for money, their rating having improved since 2019
- Service charge value for money had fallen 9% and was now below the benchmark

5. Value for money

Value for money questions have now appeared as key drivers in the last three surveys which proves that affordability is a perennial concern for Lancaster City Council's tenants. With continued economic uncertainty, most notably rising fuel and food prices, it is expected that affordability will come even further to the fore in 2022.

This isn't, however, directly related to the Council's performance as the 86% satisfied with rent value for money was slightly higher than the ARP benchmark of 85%, albeit a couple of points lower than in 2019 (not statistically significant). Indeed, this was a stable core measure for past four surveys, only varying by 1-2% over that period, and only 7% of the sample were actively dissatisfied.

Older tenants were again the most satisfied with rent value for money (90% aged 65+). Notably, the youngest age group (under 35s) were now more satisfied than the next oldest cohort of 35-49 year olds, (86% v 81%), the younger group having improved significantly since 2019 when only 81% felt this way. This reflects a wider pattern seen in many other housing surveys amongst working age tenants, particularly the youngest generations, as they evaluate the rent compared to any other options for affordable housing in the area.

Like many of the other core findings, satisfaction varied only a little by geographical area, but in this case the score in North Lancaster was still significantly poorer than the other two areas because fewer than average were 'very' satisfied (45%). Note that South Lancaster also had the poorest value for money score in 2019 and had a lower rating for the quality of the home (section 4).

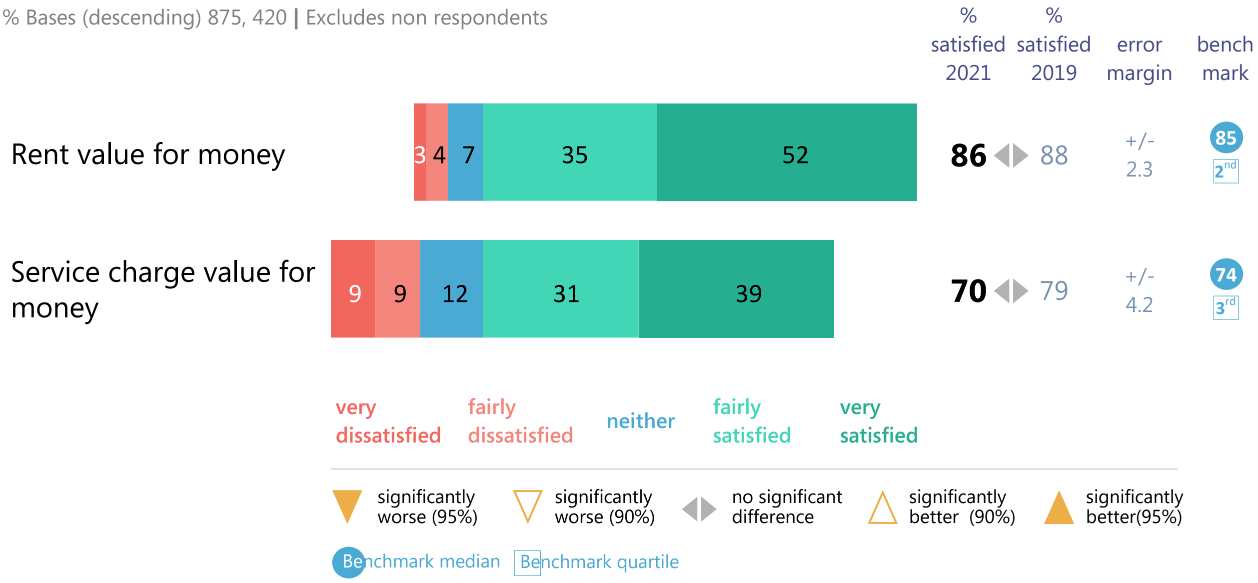
By patch, Mainway (82%) and Carnforth (77%) had lower than average satisfaction with rent value for money.

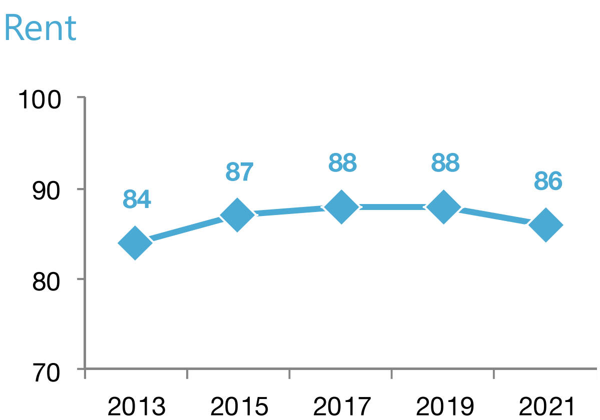
Exactly half of the sample pay a service charge, and of these 70% were satisfied with it in terms of value for money. Although this represented a 9% drop since 2019, due to the smaller sample sizes this was just within the margin for error, so it wasn't a statistically significant change. It nevertheless moved the score below the benchmark, whereas before it was well above. Although there are no clear indications in the data itself to explain this drop, one would expect disruptions to communal services during the pandemic to be a possible factor.

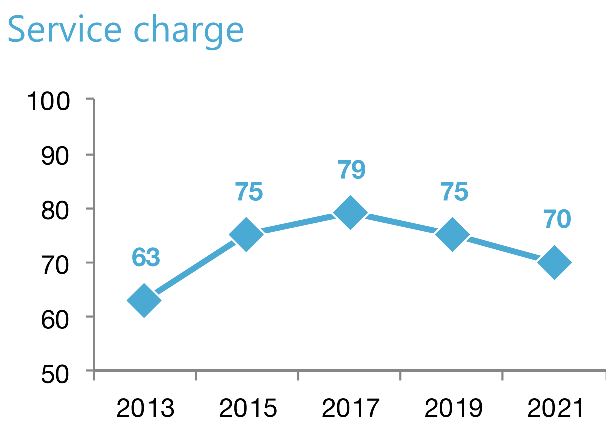
Interestingly, this is one of the few questions where age didn't follow the typical pattern – in fact satisfaction was almost identical between the under 35s and the over 64s (74% and 75% respectively). There was nevertheless still a significant low for 35-49 year olds (58% satisfied), which contributed to an 11 point difference between general needs and Independent Living (66% v 77%).

5.1 Value for money

% Bases (descending) 875, 420 | Excludes non respondents







5.2 Value for money by area

% positive

	Sample size	Value for money for rent	Value for money for service charge
Overall	*901*	**86**	**70**
Morecambe	*293*	87	69
North Lancaster	*273*	85	72
South Lancaster	*334*	87	68

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. Repairs and maintenance

70% satisfied with repairs and maintenance overall

1. being done 'right first time'
2. quality of work
3. speed of completion
4. doing the job expected
5. being told when workers would call
6. being able to make an appointment

were the **key drivers** that best predicted satisfaction with the last repair

Service disruptions due to COVID have caused this score to fall significantly across the sector

Overall repairs satisfaction has nevertheless fallen four points below the benchmark median

Satisfaction fell by 15% in South Lancaster

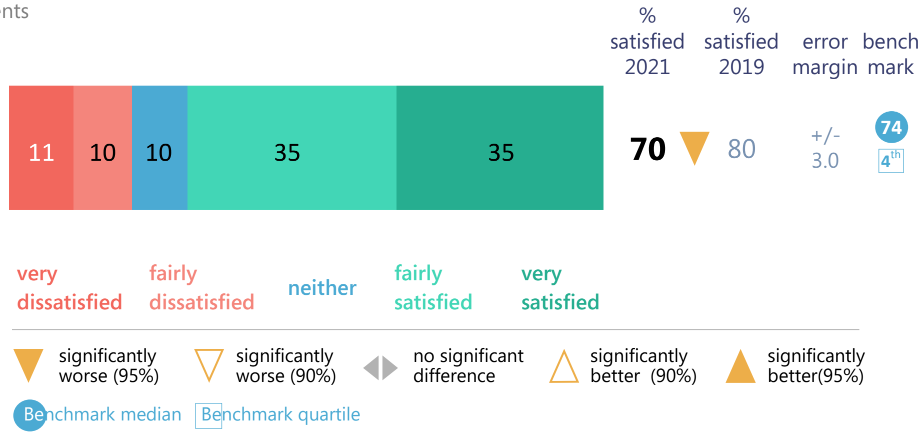
Satisfaction with the last completed repair was higher (79%)

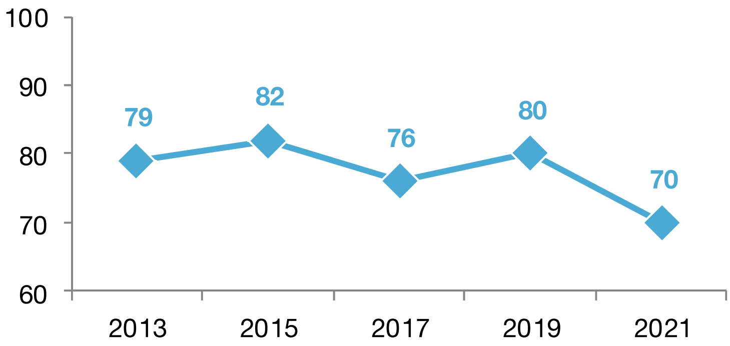
Doing jobs 'right first time' is the best predictor of satisfaction with the last repair

6.1 Overall repairs satisfaction

% Base 876 | Excludes non respondents

Generally, how repairs & maintenance is dealt with





Repairs and maintenance issues are the most common reason for contact between tenants and their landlords, which means that it is normal for repairs to appear somewhere in the analysis of key drivers of satisfaction, however it is interesting that it does not in this survey having previously done so in 2019 (see section 3).

Nevertheless, due to disruptions in the service caused by the ongoing pandemic and a backlog of outstanding repairs, significant falls in satisfaction with virtually every aspect of the repairs and maintenance service are evident which will undoubtably impacted tenants' overall perception of the Council as their landlord, even if via other survey ratings such as the quality of the home (see section 4).

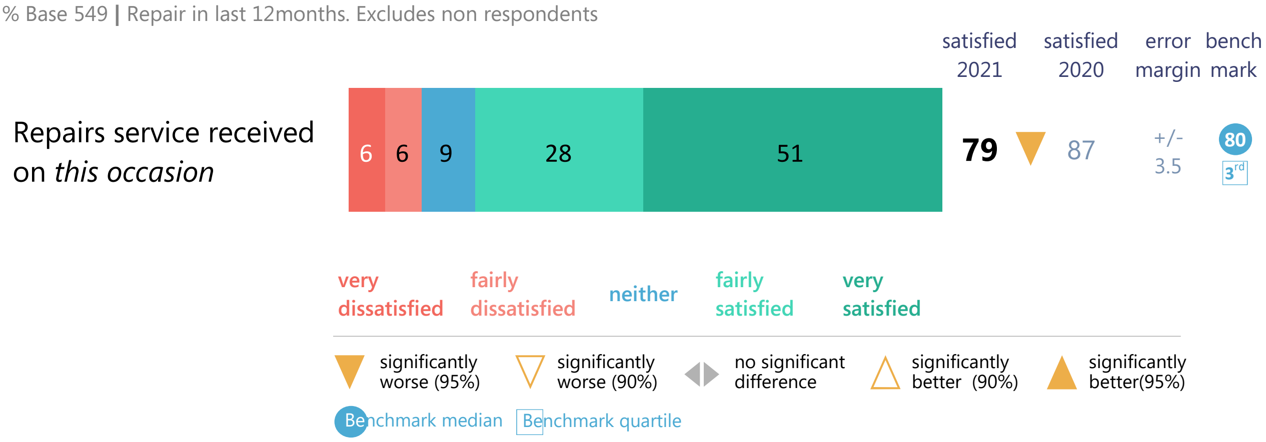
The impact of the Covid pandemic cannot be underestimated, indeed, some ARP Research clients have experienced dramatic falls in repairs satisfaction since the beginning of 2020. However, the statistically significant 10% fall in satisfaction for Lancaster City Council with repairs overall is on the higher end of what has been seen by other clients, across whom anecdotally an important factor seems to have been the relative speed with which different organisations restarted and caught up on non-urgent repairs after the lockdown.

The ten-point drop meant that only seven out of ten respondents were now satisfied with the repairs and maintenance service compared to four fifths in 2019, with the proportion actively dissatisfied increasing from 15% to 21%. It also resulted in a score for the Council that was 4% lower than the benchmark, whereas it was 3% higher in 2019.

Rating the repairs and maintenance service overall is a fairly high-level task taking into account numerous factors, including whether or not a repair is even completed, so further questions in this section of the survey take a tighter focus on day-to-day repairs performance, specifically the last repair completed for any given tenants over the previous twelve months.

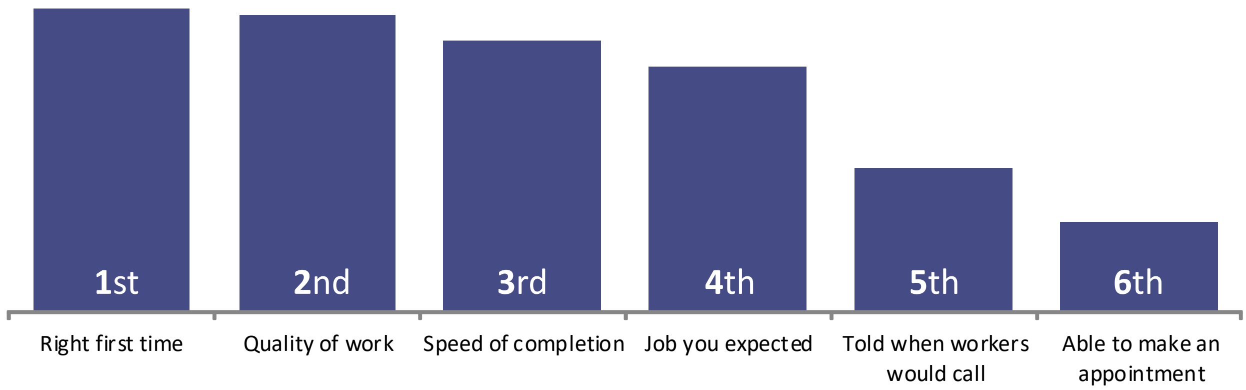
6.2 Last repair

% Base 549 | Repair in last 12months. Excludes non respondents

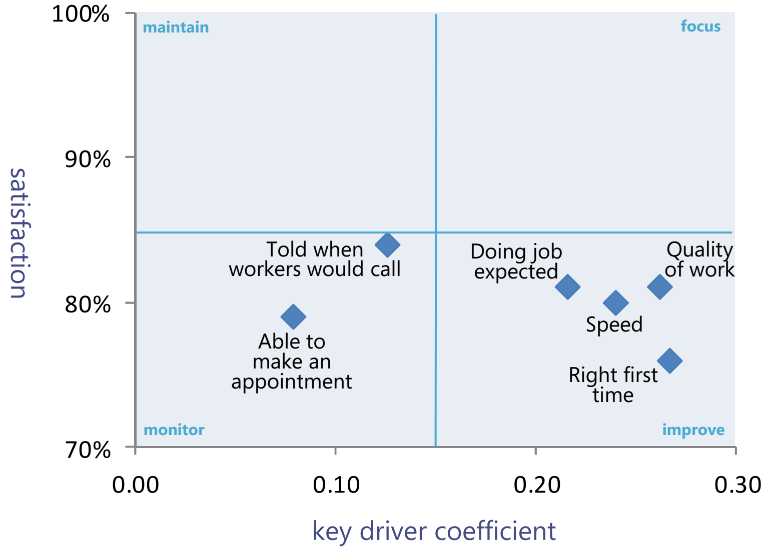


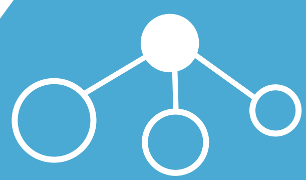
6.3 Key drivers - satisfaction with last repair

R Square = 0.840 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



6.4 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.

As was also apparent in previous years there was a disparity between the overall repairs and maintenance score and satisfaction with the last completed repair (79% v 70%), with the difference between the two scores larger than it was before. The proportion that were 'very' satisfied with the last repair was also much higher than the overall score (51% v 34%), with the score given to the last repair closer to the equivalent benchmark median of 80%. A pattern such as this is reasonably common in STAR surveys and typically rests on the difference between the day-to-day performance on responsive repairs and longer-term maintenance issues and can also be affected by whether any repairs requests have been denied.

In terms of different sub-groups, mirroring other results throughout the survey findings, older tenants were significantly more satisfied than average with the repairs and maintenance service overall (81% amongst the over 65s, down from 86%), whilst the under 35s were the least satisfied (58%, down from 75%), followed closely by respondents aged 35-49 (63%, was 72%). In addition, this pattern by age was reflected in the more detailed aspects of the repairs and maintenance service throughout this section.

The difference by age will also explain the significant difference by stock and property type, with tenants in Independent Living significantly more satisfied with the service than those in general needs (86% v 67%). This pattern will also explain the significant difference by property type, with tenants in bungalows far more satisfied with the service than those in houses (80% v 62%).

None of the three main housing areas varied significantly from the norm, with satisfaction ranging from 67% in North Lancaster to 75% amongst Morecambe respondents. However, when compared to the previous findings an interesting pattern by area develops. Whilst satisfaction with the service had fallen by nine points in North Lancaster (was 76%) and seven points in Morecambe (was 82%), a far greater fall in satisfaction with the service has been reported by tenants in South Lancaster from 83% to 68%.

Respondents in this area were also the least satisfied with their last completed repair (74%, compared to 81% in the other two areas) and has fallen twelve-points compared to the previous findings (was 86% in South Lancaster). Survey respondents in this area were also less satisfied with every aspect of the repairs service (table 6.7), whereas in 2019 they rated each similar to the sample overall.

To better understand satisfaction with responsive repairs specifically, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (62% of the sample). These results portray a relatively poor picture of response repairs compared to other similar landlords as well as compared to the 2019 survey findings, with satisfaction falling across the board, significantly so in the majority of cases. The biggest decreases have been reported with the overall quality of repair work (81%, was 88%), speed of completion (80% was 87%) and the repair being done 'right first time' (76%, was 83%).

All of the detailed repairs questions were also comprehensively analysed by area, with the complete breakdown presented in table 6.6, including an indication of which area differed significantly from the norm. Whilst none of the three areas differed significantly from the norm, with satisfaction with almost every aspect of the service falling in each area, the largest falls in satisfaction were reported by respondents in South Lancaster (as previously discussed).

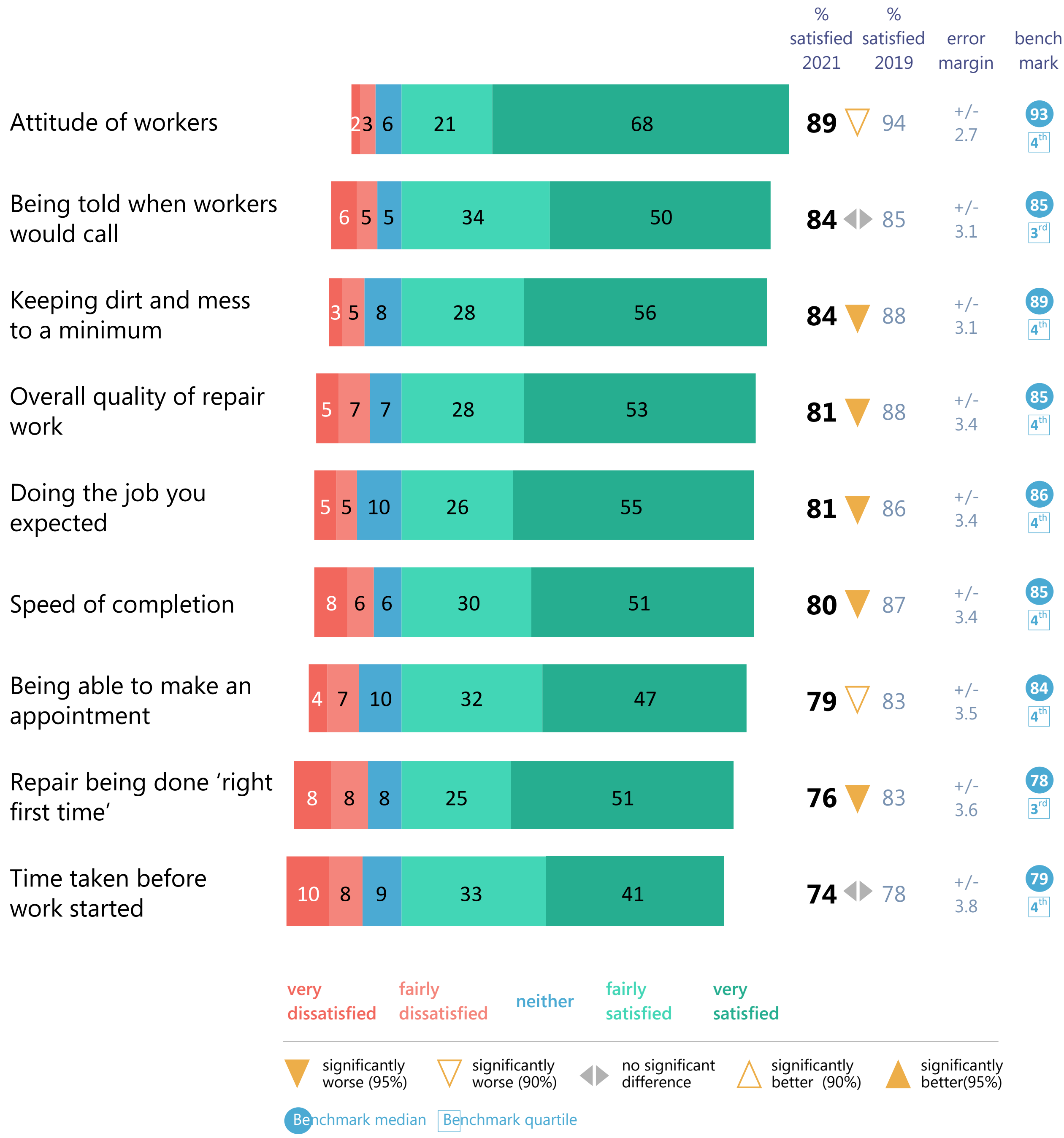
62%

had a repair in

the last 12 months

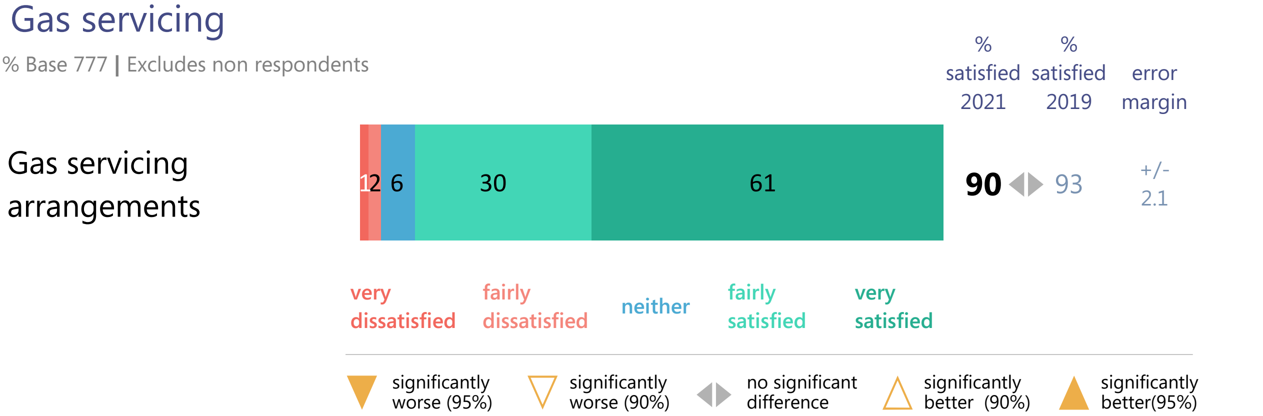
6.5 Last completed repair

% Bases (descending) 549,554,552,547,548,551,546,551,540 | Repair in last 12 months. Excludes non respondents.



6.6 Gas servicing

% Base 777 | Excludes non respondents



6.7 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	*901*	**70**	**91**	**84**	**79**	**74**	**80**	**89**	**81**	**84**	**76**	**81**	**79**
Morecambe	*293*	75	93	86	79	73	83	90	83	87	78	84	81
North Lancaster	*273*	67	90	86	84	76	84	90	83	83	76	84	81
South Lancaster	*334*	68	89	82	75	73	76	86	77	82	74	75	74

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

Another way to shed further light on these results was to run a key driver analysis to identify 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 six key drivers, being done 'right first time' is the most important driver, with the quality of the repair work second. This pattern is not especially unique to Lancaster City Council, as it is common to see these appear as key drivers in surveys for other landlords, but it is interesting that the top two key drivers relate to quality. They were also two of four key drivers of the service reported by the 2019 sample.

It is also notable that five of the six key drivers were rated significantly worse than in 2019, with three of them appearing in the bottom four lowest rated aspects of the service.

Finally, on a more positive note the vast majority of respondents were satisfied with the arrangements for gas servicing (90%, was 93%), including 61% that were 'very satisfied'. On the opposite end of the scale only 3% were dissatisfied with this service, a result identical to that seen in 2019.

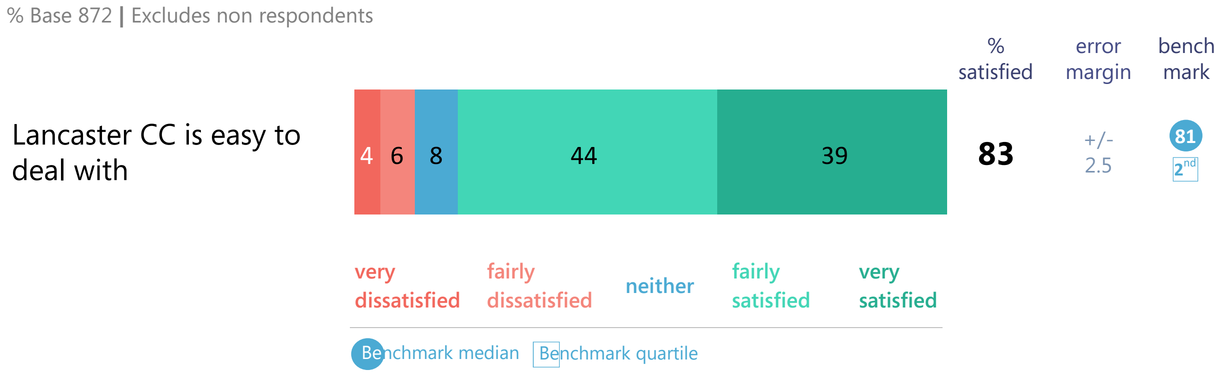
7. Contact and communication

83% find the Council easy to deal with

81% satisfied with how enquiries are handled generally

- The 'easy to deal with' measure of customer effort was a strong key driver of overall satisfaction
- The main ratings in this section were consistent with the benchmarks
- Ratings for helpfulness and ease of contact had improved
- Ratings for being able to deal with queries had fallen
- Three quarters of tenants used some digital services in the everyday lives, only falling under half after the age of 75

7.1 Customer effort



Whether or not one's landlord is easy to deal with is a new inclusion on the list of core STAR survey questions and the evidence points towards this being an important predictor of satisfaction for many other housing providers. This type of question is known as a customer effort score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes.

It is therefore not a surprise that this was also a key driver for Lancaster Council, continuing the pattern from the last few surveys of customer experience issues coming to the fore (section 3). It is important to note that in those older surveys, customer service overall was a relative strength rather than a weakness, a pattern that continues in 2021. This means that most respondents were satisfied that the Council as their landlord was indeed easy to deal with (83%), including nearly half that were 'very satisfied' (39%). At the opposite end of the scale only 10% were actively dissatisfied.

Lancaster City Council tenants rated this just above the ARP average of 81%, despite this being another question where the score is likely to been heavily impacted by the COVID repairs backlog. This is evident in that fact that tenants who had recently made contact were far less positive on this measure than that those who had not (78% v 89%).

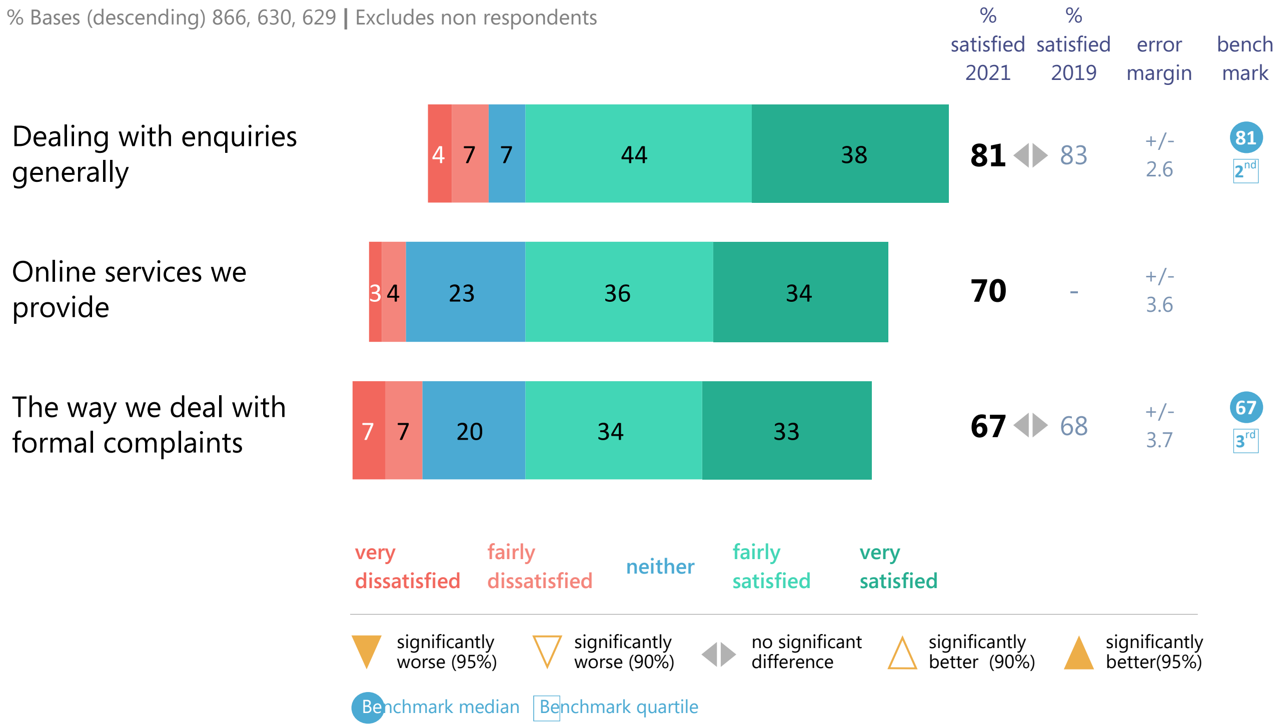
As expected, age was another main differentiator, with older respondents significantly more satisfied than average (91%), whilst satisfaction was significantly lower amongst the under 35s (76%) as well as those aged 35-49 (77%). Similarly, tenants in Independent Living were more satisfied than their peers in general needs (92% and 81% respectively).

In previous surveys, the specific customer service rating that appeared on the list of key drivers was how Housing Services generally dealt with enquiries, which whilst supplanted by the newer question in this year's results, this is probably because of the similarity between the two, this having received a satisfaction score of 81% that was also consistent with the ARP Research benchmark. Furthermore, it also showed essentially the same pattern in the answers by age and recent contact.

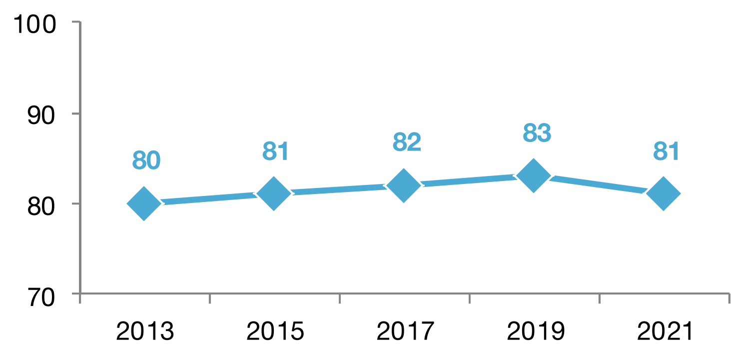
Despite the similarity in these scores, satisfaction with general enquiry handling is the only one of the two to have comparative results from previous surveys, and therefore to give an indication of how perceptions of customer service have changed over time. Pleasingly, this has been a very consistent score over the years having only varied by 3% over the last five surveys.

Nevertheless, it was clear that perception of customer service performance was different amongst tenants who had recently made contact, who comprised two thirds of the sample. Indeed, when this group were asked in more detail about their most recent experience, the results were mixed.

7.2 Contacting us



Enquiries generally



Starting with the positive findings, the proportion that found the staff that dealt with them to be helpful had increased significantly from 77% to 81%, which is consistent with the Council's overall high score for the reputation of its staff (chart 3.4).

Despite the disruption caused by the pandemic, tenants now felt that it was easier to get hold of the right person than it had been in 2019 (75% v 71% satisfied).

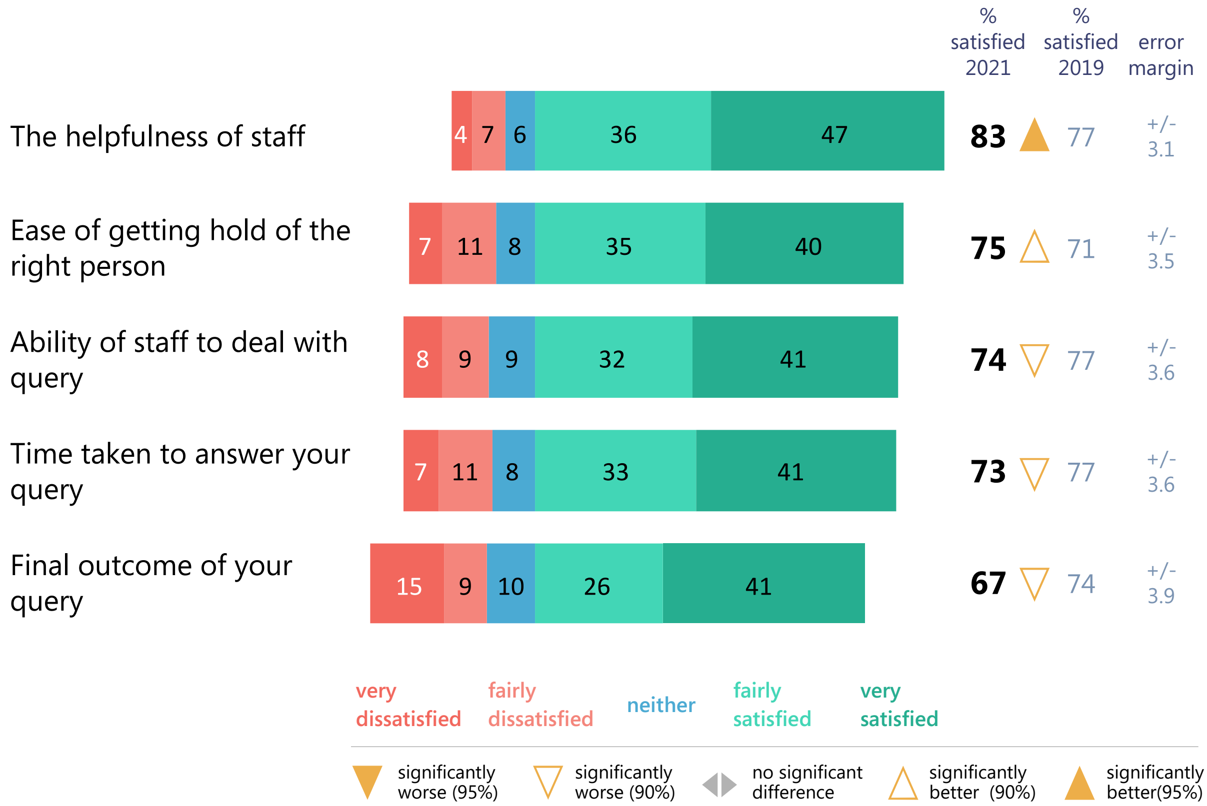
Although staff were therefore considered to be more accessible and helpful than before, their ability to actually deal with the enquires and to do so quickly seemed to have diminished, both ratings having fallen by a statistically significant margin, albeit at the less stringent 90% confidence level.

48%

were aware of the **complaints procedure**

7.3 Last contact

% Bases (descending) 592, 592, 588, 589, 584 | Had contact in the last 12 months. Excludes non respondents.



It is highly likely this is due to the extra uncertainty caused by the repairs and maintenance backlog, as is the fact that satisfaction with the final outcome of the query had fallen from 74% to 67%. Indeed, almost a quarter were now actively dissatisfied with their last query, including 15% that were very dissatisfied.

Contact by telephone remains the preferred method of communication with the Council for three out of five respondents (61%) that said they were happy to use this method, followed by in writing (50%), however, both methods were less popular than in 2019. Face to face contact was less preferential than it was in 2019, which is unsurprising considering the impact of the pandemic over the last 18-24 months, with a notable increase in email as an accepted method from 38% to 46%. As in previous surveys this was most popular amongst younger tenants, including 70% of the under 35s.

The use of digital services has obviously grown rapidly due to the COVID pandemic, placing greater emphasis than before on providing alternative channels of communication and developing digital access to services to meet the changing needs of tenants.

Accordingly, the survey was also used to gain an understanding of how tenants currently use digital services in the daily lives, thereby helping the Council assess potential uptake of various potential new or expanded digital channels.

66%

had made **contact** in the last 12 months

Almost three quarters of the sample of the sample used some form of online services in their everyday lives. Unsurprisingly, this included over 80% of respondents in every age group up until 55, only dropping below half of respondents for the 75-84 age group (39%). Even amongst those aged 85 or over, 23% used some form of digital services.

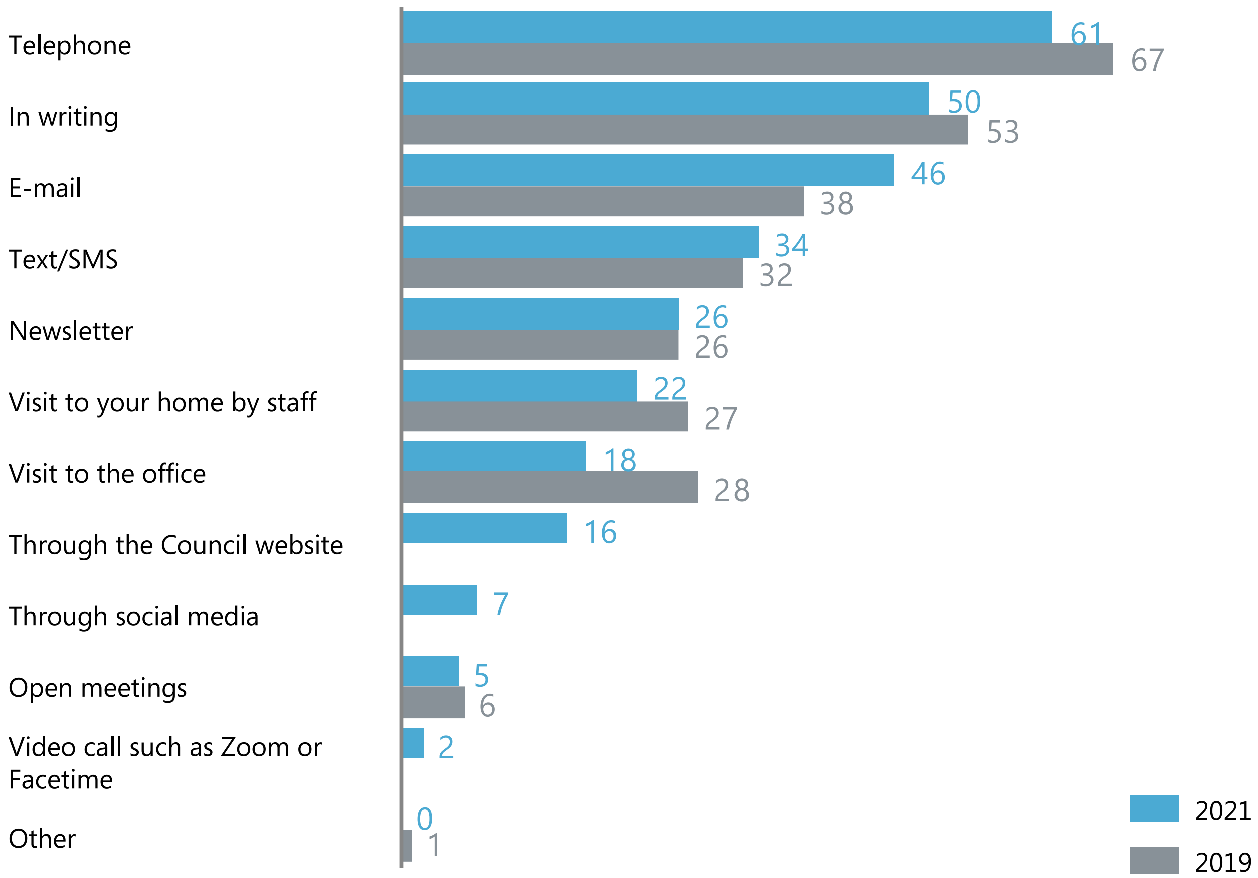
When considering these digital services in more detail (chart 7.5), the most used services were social media, online shopping, and online banking, each used by around half of the sample. The impact of the COVID pandemic is also evident in the fact that 28% of tenants had also made video calls over the last year.

However, social media and messaging are for many people tools to keep in touch with friends, family, and wider interests, rather than necessarily as a way to interact with service providers. Nevertheless, one in seven had used social media to contact an organisation over last year (14%), although fewer had visited the Council's own social media accounts.

Thinking beyond social media, the proportion of residents using online shopping and banking (49-53%), government or council services digital contact channels and/or booked appointments online (both around a third) provide the Council with a good estimate of the potential user base for similar services that it might provide to its tenants in the future. Indeed, all of the above were more commonly used than the Council's own online services (26%).

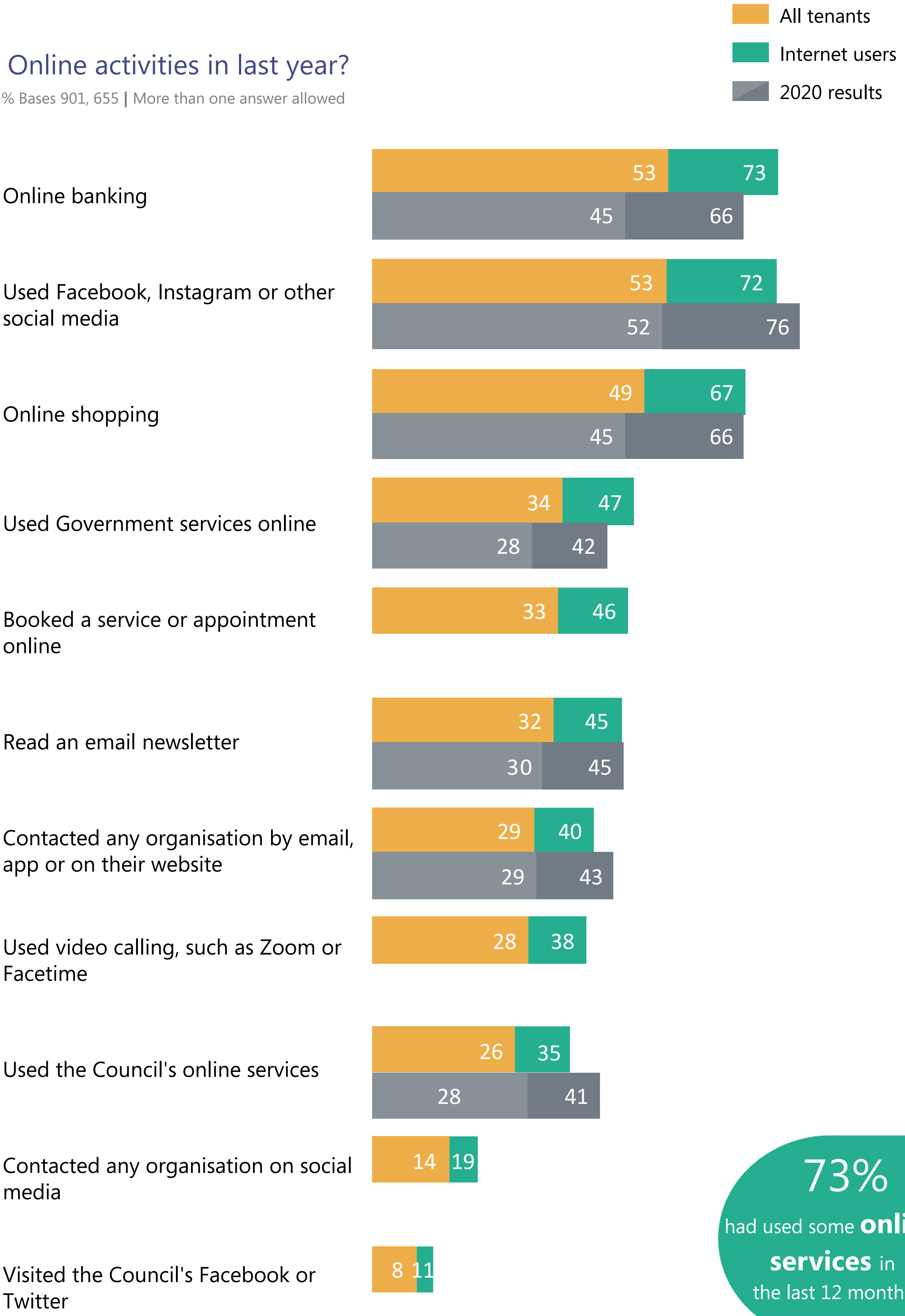
7.4 Happy to use the following communication channels:

% Base 901 | More than one answer allowed.



7.5 Online activities in last year?

% Bases 901, 655 | More than one answer allowed



73% had used some **online services** in the last 12 months

8. Information and involvement

62% felt the Council listened and took their views into account

79% were satisfied that they were kept informed about things affecting them

- Satisfaction with listening to tenants' views and acting on them had fallen as a key had fallen by 8%
- Satisfaction was particularly low for tenant that had recently made contact with Housing Services
- Nevertheless, this score is still on par with the benchmark
- The standard of information was rated just as strongly as before, being above the benchmark level

When considering the broad relationship with customers, whether a landlord seems to listen and act upon residents' views will always be important to how they are perceived but listening and caring has become a particularly high-profile topic during 2020/21.

It is therefore disappointing to find that this rating has significantly declined compared to the previous survey, with 62% of the current sample satisfied, down from 70% two years ago. Indeed, it is now at the lowest level since 2013. However, this year it is almost certainly linked to the customer service frustrations some tenants will have inevitably experienced due to lockdowns and COVID recovery, as evidenced by the fact that those who contacted the Council within the last year were significantly less satisfied than those who had not (56% v 72%).

Despite the disappointing fall in the proportion of tenants that felt they were being listened to, it is important to remember that this was yet another area where Lancaster City Council's performance is broadly in line with its peers, in this case with a score just a point below the ARP Research benchmark median.

As with many other questions throughout the survey results, age was core to how people approached this question, with those aged 65 or over significantly more satisfied (69%), whereas tenants 16-34 were less so (56%), with satisfaction amongst the latter down six-points compared to the 2019 result was (62%). Furthermore, tenants in Independent Living were more satisfied than those in general needs (72% and 60% respectively) and whilst satisfaction amongst tenants in Independent Living was down two-points, it has fallen ten-points amongst those in general needs. It was also rated significantly below average by respondents who have reported an incident of anti-social behaviour (42%).

In addition to how well the Council listens, respondents were also asked to rate the quality of the information coming in the other direction regarding issues that might affect them as a tenant. In this case the findings were much more positive, as four out of five respondents felt that Lancaster City Council keeps them informed (79%), nearly half of whom were 'very satisfied' (39%). This had not only barely changed from 2019 (was 80%), but also remained above the ARP benchmark median of 75%. On the other end of the scale, only one in ten expressed any dissatisfaction (11%), although it should be noted that this is more than double the 5% who said the same in 2019.

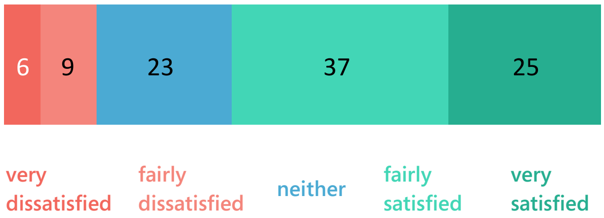
On this measure Independent Living remain significantly remain more positive than their peers in general needs (85% v 78%). This will no doubt be due to the significant variation by age, with those aged 65 or over again significantly more satisfied than average (83%), whereas those aged under 35 were significantly less so (71%).

Respondents in their first year as a Council tenant were also significantly more positive than average with the standard of information (82%). However, this was another aspect of the service rated significantly lower by those who have reported an incident of anti-social behaviour (57%).

8.1 Listening to tenants

% Base 879 | Excludes non respondents

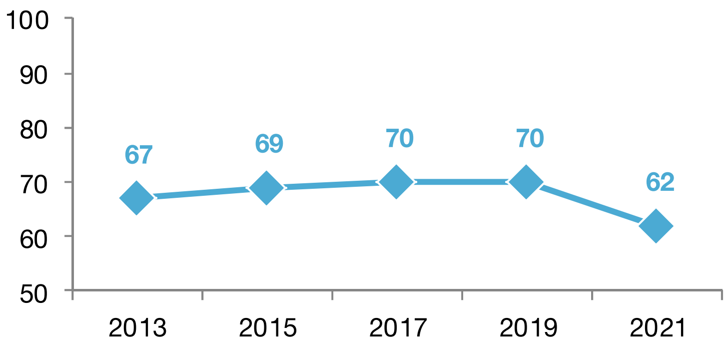
Listen to your views and act upon them



% satisfied 2021		% satisfied 2019	error margin	bench mark
62	▼	70	+/- 3.2	63 3rd

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

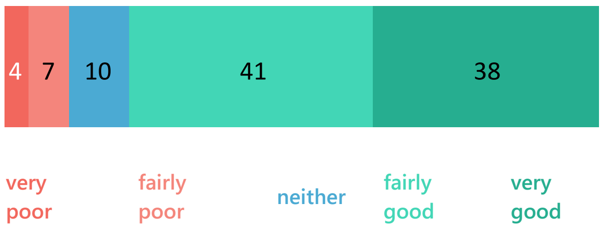
Benchmark median | Benchmark quartile



8.2 Kept informed

% Base 882 | Excludes non respondents

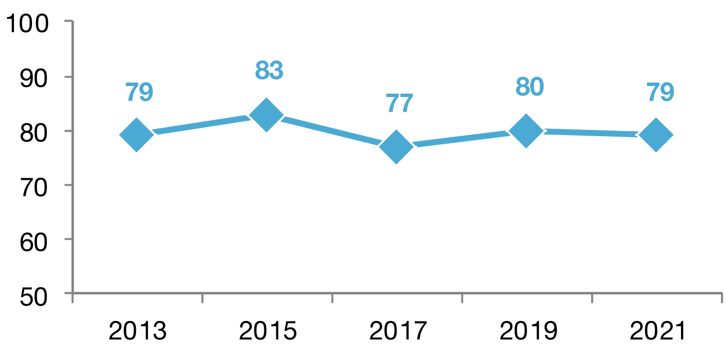
Kept informed about things that affect you



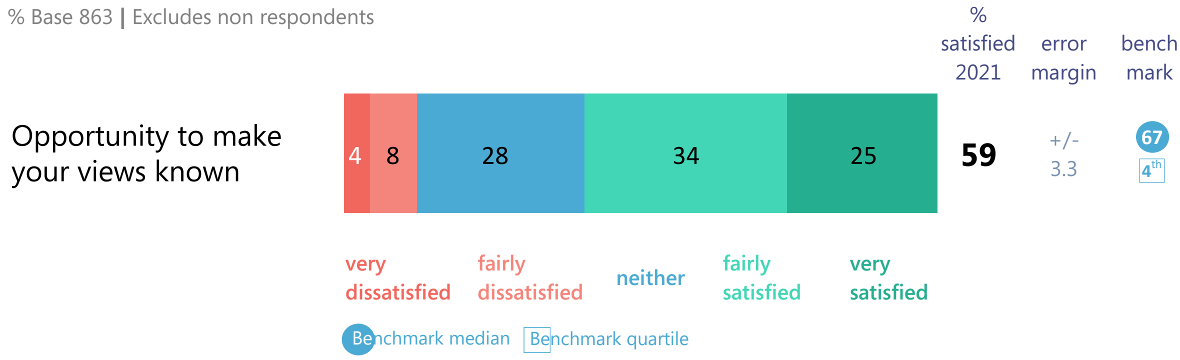
% good 2021		% good 2019	error margin	bench mark
79	◀▶	80	+/- 2.7	75 2nd

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

Benchmark median | Benchmark quartile



8.3 Opportunities to get involved



Wider resident and involvement activities are more directly covered by a new question added to the survey this year with tenants asked to rate their opportunities to get involved by making their views known, something which three out of five were satisfied with (59%). Unfortunately, this is eight points below the benchmark level of 67%, however, a sizeable proportion chose the middle 'neither' option (28%) suggesting a lack of awareness or understanding of how to do this. Indeed only 12% were actively dissatisfied.

Tenants in Independent Living or aged over 65 were again significantly more satisfied than average (71% and 68% respectively), however respondents who had reported anti-social behaviour, had been in contact in the last year or lived in Branksome patch all rated this significantly lower than average (40%, 53% and 47% respectively).

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

9. Neighbourhood

77% satisfied with their neighbourhood as a place to live

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

were the **most widespread problems**

Satisfaction had fallen in Morecambe and South Lancaster, but improved in North Lancaster

Satisfaction with the appearance of the area had fallen for the fifth consecutive survey

Noisy neighbours was a key predictor of neighbourhood satisfaction and was a problem for well over third of tenants

When asked to rate their local area, just over three quarters of respondents were satisfied with their neighbourhood as a place to live (77%), compared to only 14% that were dissatisfied. This is somewhat lower than the ARP benchmark of 83% and is down slightly compared to the previous survey (was 79%), but this score is obviously highly variable between landlords and depends upon a wide range of local factors. In addition, a number of other recent ARP clients have also seen this rating drop in 2021.

It wasn't surprising to find some significant differences in scores across the three main areas, with satisfaction significantly higher than average in Morecambe, but significantly lower in North Lancaster. However, satisfaction had fallen 5% in Morecambe and 6% in South Lancaster but had actually improved by 3% in North Lancaster compared to the previous survey.

In addition, there were some geographical variations by patch with those living in Lune Valley Villages (100%), Halton (100%), Caton (97%), Morecambe Central (96%) and Higher Heysham (90%) all significantly more satisfied than average. In contrast, satisfaction was significantly lower than average in Mainway (62%), Ryelands (65%), and Marsh (67%).

Once again, older tenants had significantly higher levels of satisfaction (87% of those aged 65 or over) compared to 64% of the under 35s and 66% of those aged 35 – 49 (table 14.9). When analysed by the more detailed age groups, it was very clear that the youngest respondents aged 16 – 24 were the least satisfied with their neighbourhood (61%).

There were also some significant differences by property type which are invariably linked to the age profile in each, with those in bungalows significantly more satisfied than average (91%), whereas those in flats were significantly less satisfied (69%), with satisfaction only slightly higher amongst those living in houses (76%).

Other factors influencing how tenants perceive the area they live in are obviously anti-social behaviour and the grounds maintenance service, with significant falls in satisfaction observed with both as covered in sections 11 and 10 respectively.

The fall in satisfaction with the neighbourhood overall is likely linked to the lower levels of satisfaction with the appearance of the neighbourhood, with 65% of tenants satisfied, down slightly from 68% in 2019, with the Council's score now further away from the benchmark median and remains in the bottom quartile of providers.

This is the fifth consecutive survey where this rating has fallen, and will no doubt be linked to the significantly lower levels of satisfaction observed with the grounds maintenance service (section 9) as well as the fact litter and rubbish remains the most problematic issue for respondents (see below).

Like the rating for the neighbourhood overall, satisfaction was significantly lower than average in North Lancaster (52%) but higher in Morecambe (72%) although had fallen in both areas by 2-3% compared to the previous findings. However, respondents in South Lancaster were far less satisfied than they were in 2019 (70%, was 76%), an area that was previously significantly more satisfied than average.

Moving on to consider the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2019 results. The majority of issues were viewed to be slightly less of a problem than they were two years ago including noisy neighbours (42%, was 45%) and disruptive children/ teenagers which was also down three points from 42% to 39%. However, there has been a slight increase in the proportion of respondents saying vandalism and graffiti was a problem for them (29%, up from 25%).

Noisy neighbours is also the strongest key driver that best predicts how respondents answered the overall question, with other influential factors including rubbish or litter, drug use or dealing, vandalism and graffiti, problems with pets or animals and disruptive children or teenagers (chart 9.4).

9.1 Neighbourhood as a place to live

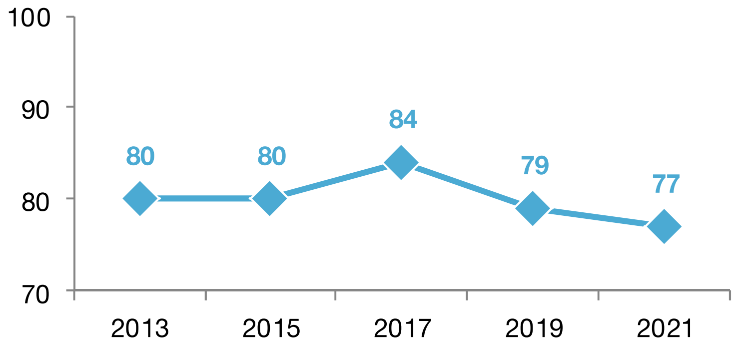
% Base 881 | Excludes non respondents

	% satisfied 2021	% satisfied 2019	error margin	bench mark
Neighbourhood overall	**77**	79	+/- 2.8	83 (4th)

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

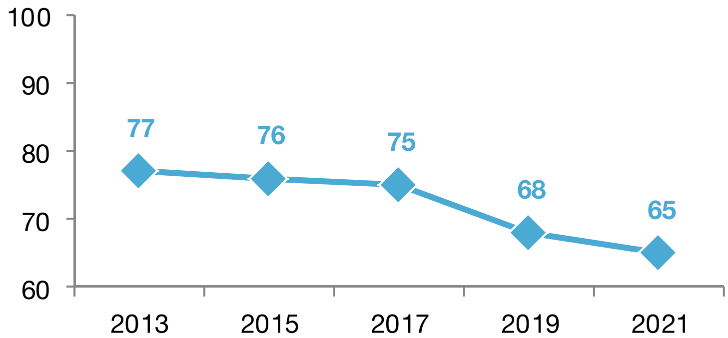
% Base 866 | Excludes non respondents

	% satisfied 2021	% satisfied 2019	error margin	bench mark
Appearance overall	**65**	68	+/- 3.2	77 (4th)

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



Rubbish or litter remains the most problematic issue (63%), including 30% who deemed this to be a "major problem" where they live. As previously mentioned, this will no doubt affect how tenants rate the appearance of where they live.

Dog fouling/dog mess and car parking remain an issue for more than half of respondents (57% and 55%) with both a major problem for one in four.

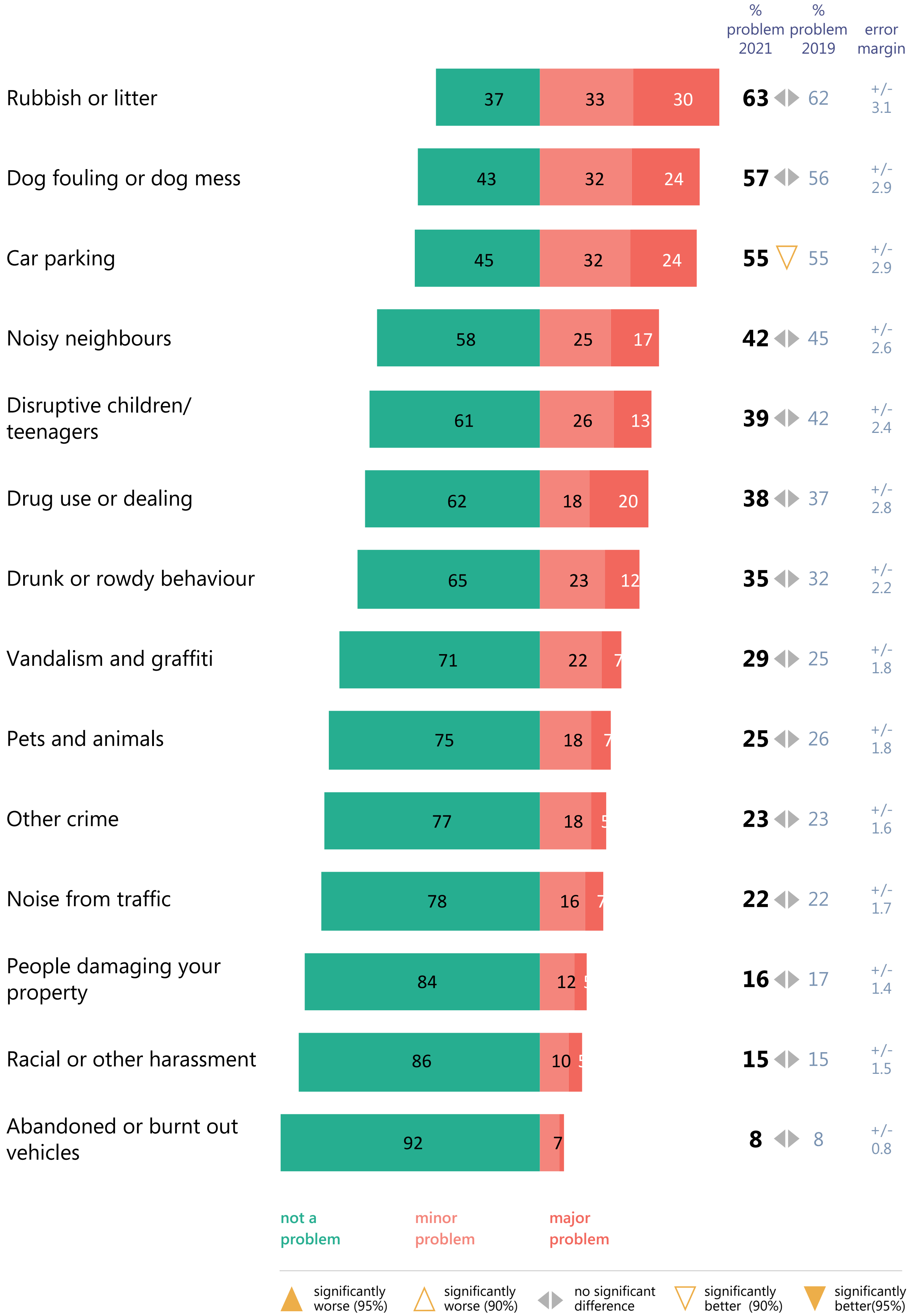
All of these results were analysed by area, with the complete breakdown presented in chart 9.6, including an indication of which differed significantly from the norm. Residents in the North Lancaster area were significantly more likely than average to consider some of these to be a problem in their neighbourhood.

Some other notable findings include:

- Car parking was significantly more of a problem in NRY (65%), and those in houses (64%), but less so for those in flats (49%).
- Rubbish or litter was more of a problem for respondents in North Lancaster (73%), particularly in Ryelands and Vale (82% and 73% respectively) and was more of a problem for younger rather than older respondents (73% under 35s, 50% 65 or over).
- Residents in flats had a higher than average problem with noisy neighbours (55%) and was also significantly more of a problem for those in North Lancaster (55%). This was less of an issue for those living in bungalows (16%), or Independent Living (21%).
- Dog fouling / dog mess was another issue that was significantly more of a problem in North Lancaster (68%) but less so in South Lancaster (50%). This was also a significant concern for those in houses (64%), but less so for those in bungalows (47%).
- Disruptive children/teenagers were significantly more of a problem in North Lancaster (47%, but down from 54%), and was a particular concern for residents in Ryelands (57%). This was also significantly more of a problem amongst those aged 35-49 (52%).
- Racial or other harassment was significantly more of a problem in North Lancaster (20%), nearly double that of any other area. This was also significantly more of a problem for the under 35s (22%).
- Drunk or rowdy adults was a problem for nearly half of respondents in North Lancaster (46%), but significantly less of an issue in Morecambe (26%) and was also significantly more of a problem for respondents in flats (44%).
- Damage to property was significantly more of a problem in for those living in flats (19%) and was a particular concern in Westgate and Branksome (29% and 31%).
- Residents in North Lancaster had a significantly higher than average problem with drug use or dealing (49%) and was also significantly more of a problem for those living in flats (49%), but less so in bungalows (16%). Once again, the youngest respondents were impacted more, with 45% of under 35s saying this was a problem.
- As expected, every neighbourhood problem was a significantly bigger problem for those who had reported ASB.

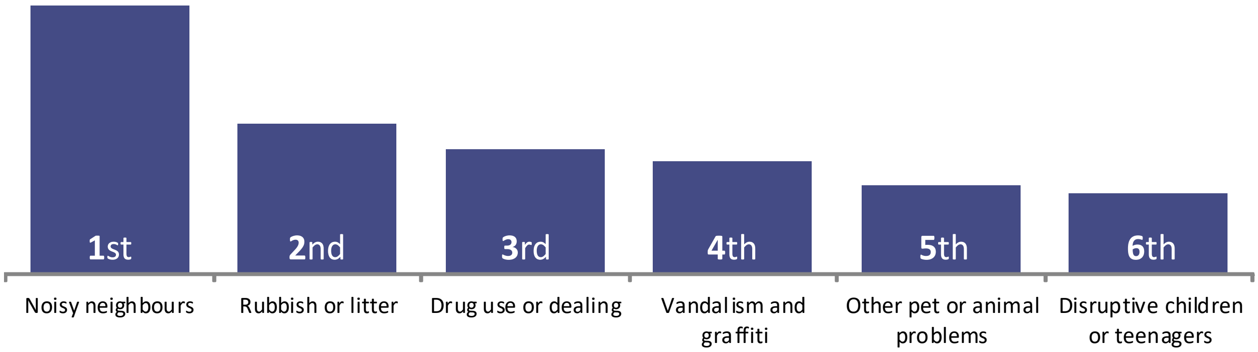
9.3 Neighbourhood problems

% Bases (descending) 829,830,822,811,810,812,812,800,805,790,803,800,805,801 | Excludes non respondents.

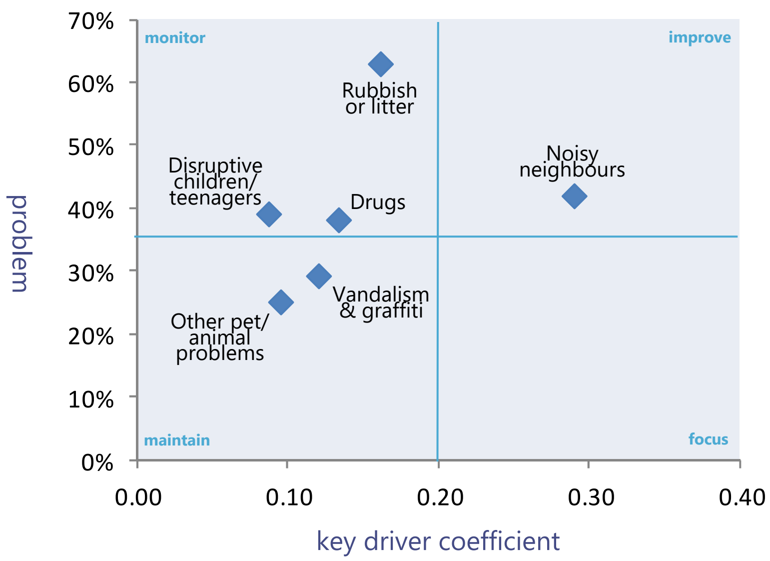


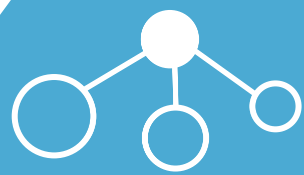
9.4 Key drivers - problems in the neighbourhood

R Square = 0.405 | 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.

9.6 Neighbourhood problems by area

% problem

	Sample size	Car parking	Rubbish or litter	Noisy neighbours	Dog fouling or dog mess	Problems with 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	*901*	**55**	**63**	**42**	**57**	**25**	**39**	**15**	**35**	**29**	**16**	**38**	**8**	**22**	**23**
Morecambe	*293*	57	57	37	55	22	38	12	26	24	16	32	9	22	20
North Lancaster	*273*	56	73	55	68	33	47	20	46	31	22	49	10	21	28
South Lancaster	*334*	54	60	36	50	21	34	12	33	31	12	35	6	24	23

9.7 Neighbourhood ratings by area

% positive

	Sample size	Neighbourhood as a place to live	Overall appearance
Overall	*901*	**77**	**65**
Morecambe	*293*	80	72
North Lancaster	*273*	70	52
South Lancaster	*334*	80	70

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

65% of tenants satisfied with internal communal cleaning

53% of tenants satisfied with the grounds maintenance service

- Satisfaction with internal communal cleaning had improved significantly since 2019
- Communal cleaning was rated higher than average in Morecambe
- Satisfaction with grounds maintenance had fallen by a very substantial 16%
- This may be linked to the new grassland management policy

Respondents were again asked to rate the communal cleaning services, specifically the cleaning of internal and external communal areas. Whilst there has been very little change in how the external service has been rated, there has been a small but significant improvement in how the internal cleaning service is viewed.

Around two thirds of tenants were satisfied with the cleaning of internal communal areas (64%, up from 59%), and whilst one in seven were dissatisfied (15%), this was fewer than the 20% two years ago. As expected, there was a very clear and significant difference by stock in how this service was rated with those in Independent Living far more satisfied than tenants in general needs accommodation (60% v 37%).

Somewhat fewer were satisfied with the equivalent external service (54%, was 55%), with slightly more dissatisfied (28%, up from 25%). Like the rating for internal cleaning, there was a difference by stock with tenants in Independent Living more satisfied than those in general needs (60% and 36% respectively).

Both the internal and external communal cleaning service were rated significantly above average in Morecambe (68% 'internal', 60% external).

However, there has been a significant fall in satisfaction with the ground's maintenance service from 69% to 53%, with a third actively dissatisfied with this service (34%), more than half of whom were 'very dissatisfied' (19%). This dramatic change may in part be due to memories of COVID disruption to the service, however, it is also possible that the wider Council's changes to the grassland management policy to promote natural pollination may also have affected tenant perceptions.

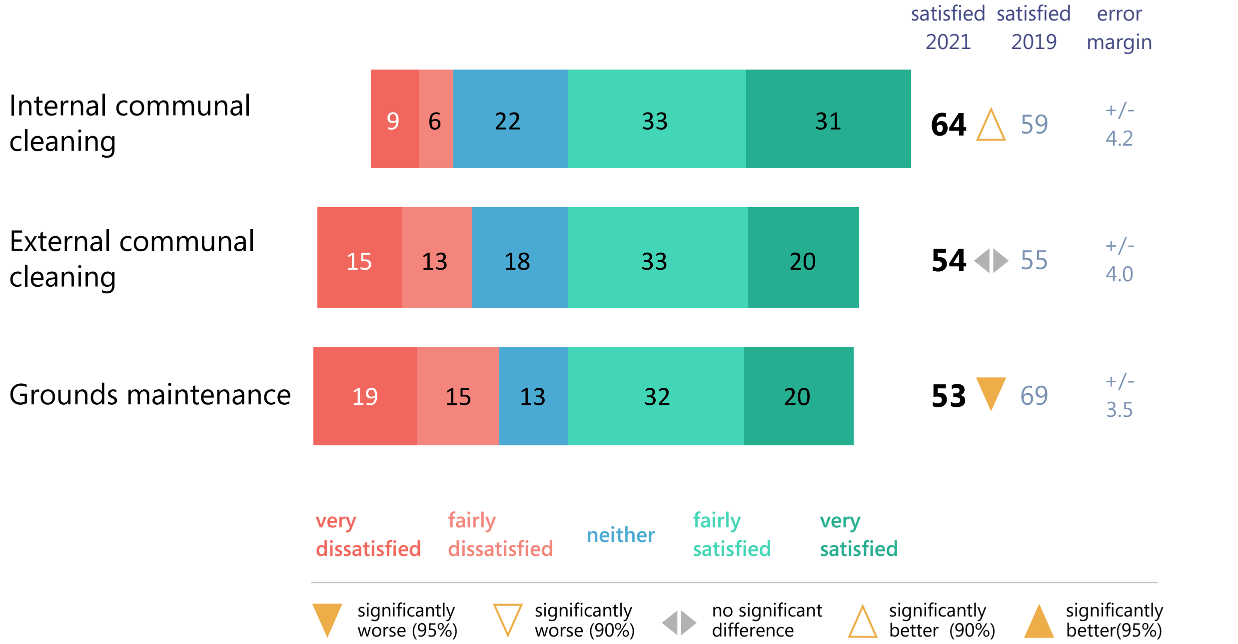
Satisfaction again varied by area, albeit not significantly, with satisfaction highest in Morecambe and South Lancaster (both 54%) and lowest in North Lancaster (50%). When compared to the previous survey, satisfaction with the service was down 14% in Morecambe, 16% in North Lancaster, but had fallen the most in South Lancaster (18%).

Leaseholders were again asked to rate the same estate services, and as before this group were less satisfied than tenants with each aspect. However, there has been a notable but not significant improvement in the rating of both the internal and external communal cleaning, with both scores equal to the equivalent benchmark medians. Unfortunately, as in 2019 because of 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 grounds maintenance service (36%, down from 46%), however the proportion who were dissatisfied has not changed (still 43%) so it is difficult to say with any degree of certainty if this service has actually got worse or not for this group of customers. However, when you factor in the significant fall in satisfaction amongst the larger tenant population as well as the double digit fall in each of the three main areas, then it is fair to say the service wasn't seen to be performing as well as it was in 2019.

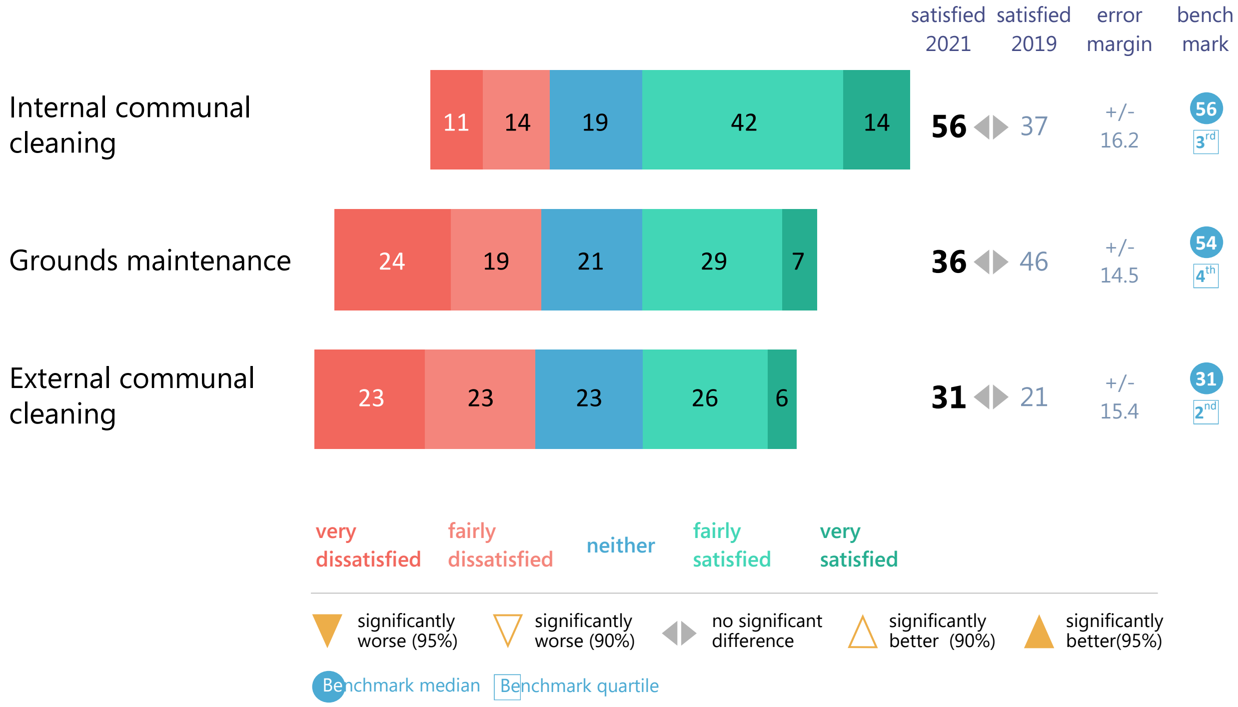
10.1 Estate services - tenants

% Bases (descending) 520, 608, 783 | Excludes non respondents



10.2 Estate services - leaseholders

% Bases (descending) 36, 42, 35 | Excludes non respondents



10.3 Estate services by area - tenants

% positive

	Sample size	Internal communal cleaning	External communal cleaning	Grounds maintenance
Overall	***901***	**64**	**54**	**53**
Morecambe	*293*	68	60	54
North Lancaster	*273*	61	49	50
South Lancaster	*334*	61	53	54

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

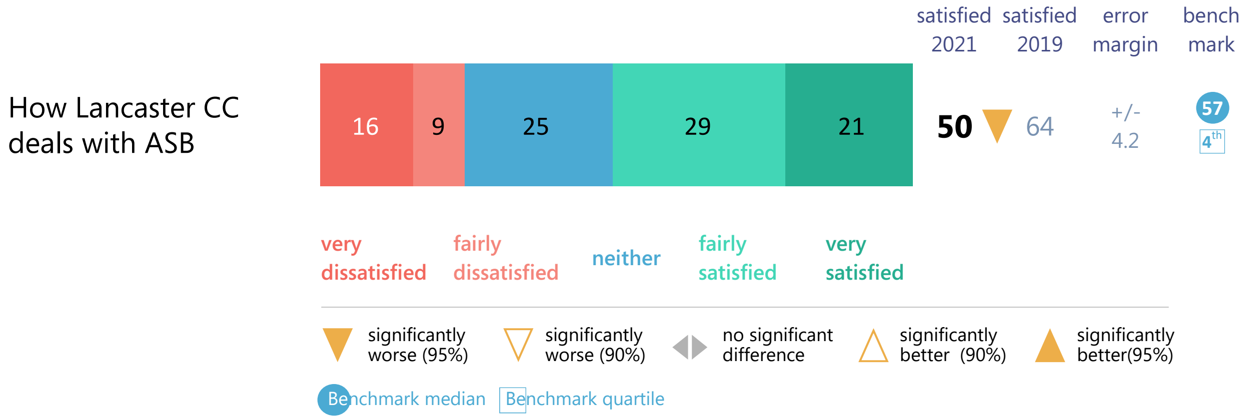
50% of all tenants satisfied with how ASB is dealt with

27% who reported ASB satisfied with the final outcome

- There had been no change in the proportion who claimed to have reported ASB, although a third were on the system
- The general perception of how ASB was handled had fallen by 14% since before the pandemic
- Amongst those that reported ASB, satisfaction had fallen with the time it took, and the support they received

11.1 Anti-social behaviour overall

% Base 566 | Excludes non respondents



As has been noted throughout the report, the experience of anti-social behaviour (ASB) is strongly correlated with overall tenant satisfaction (section 3), as well as a number of other elements such as customer service (section 7) and neighbourhood services (section 9).

Despite the general increase in incidents of ASB seen across the sector since the start of the pandemic, the proportion of survey respondents that said they had reported ASB to the Council over the previous 12 months hadn't changed from the 11% in the previous survey and was consistent across the three main areas of the stock.

Also like the previous survey, when compared against the Council's own records there was a considerable mismatch between the two figures. Indeed, only 29% of those that claimed to have reported ASB were recorded on the system as having formally done so (3% of the sample).

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).

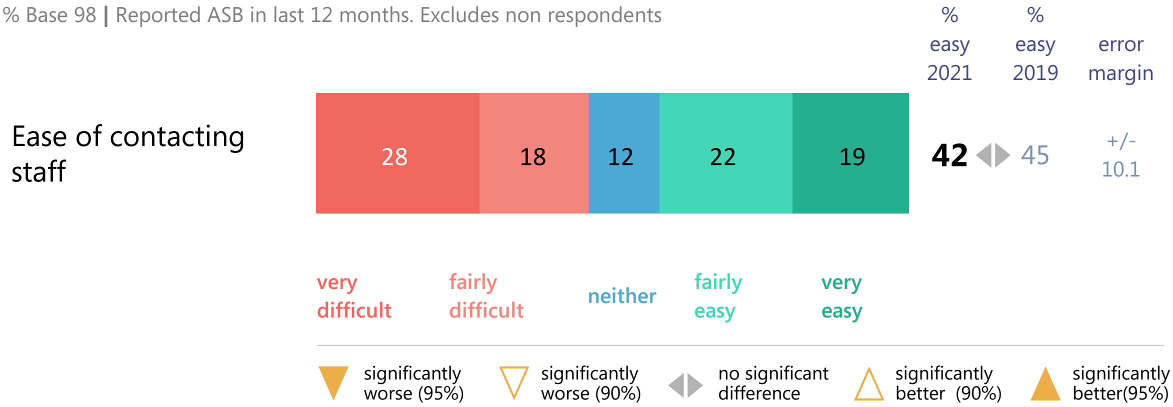
In terms of how the Council actually handles this issue, across the sample as a whole, 50% were satisfied with how they felt ASB was dealt with, which is unfortunately significantly lower than the 64% who said the same in 2019 and is now well below the ARP benchmark level of 57%, with the council appearing in the bottom benchmark quartile. Indeed, a quarter of all respondents were now dissatisfied with how the council deals with anti-social behaviour (25%).

When restricting the analysis only to those that said they actually reported ASB to the Council, the proportion satisfied was far lower than wider sample, with only 23% of this group were satisfied versus 66% dissatisfied (35% satisfied in 2019). As in the previous surveys, when narrowed down even further to those for whom there is a formal record of the report satisfaction was a little higher (44%), although even then the figure was still nine points lower than it had been in 2019.

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.

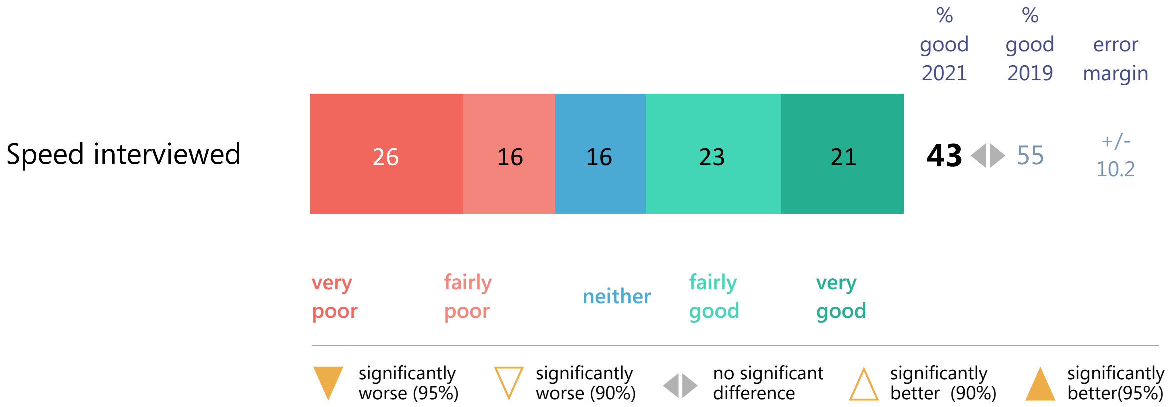
11.2 Ease of contacting staff to report ASB

% Base 98 | Reported ASB in last 12 months. Excludes non respondents



11.3 Speed initially interviewed

% Base 97 | Reported ASB in last 12 months. Excludes non respondents



When those that claimed to have made an ASB report were asked in detail about the experience, the results were something of a mixed bag. Due to the small base sizes none of the differences over time were statistically significant but most were nevertheless broadly on par with the 2019 figures, including 42% that found it easy to report and only 27% satisfied with the final outcome.

However, the speed with which respondents were initially interviewed about their complaint (43% v 55%) and the support provided by staff (33% v 41%) both re-ceived notably lower ratings than they had in 2019. Indeed, the Council is already aware from internal figures that the time taken to deal with ASB complaints has increased, pushing up the total number of open cases.

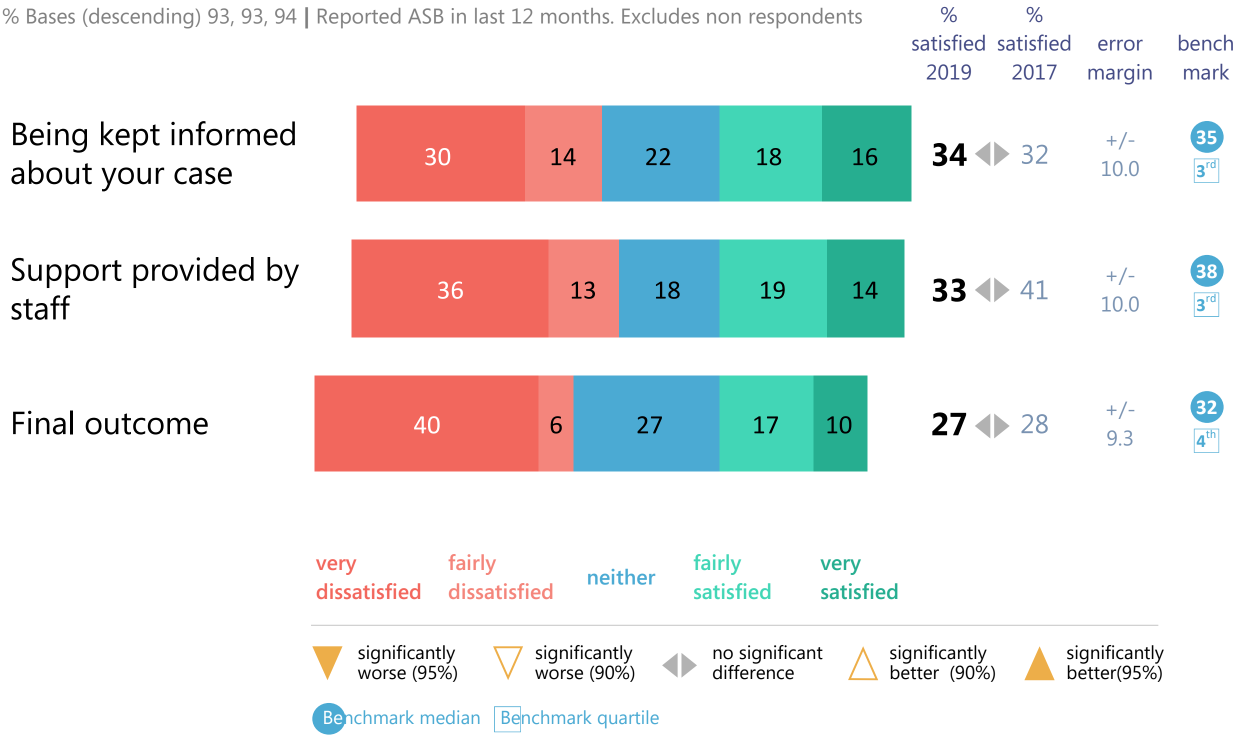
It is also important to note that all these scores were higher when analysed only by those respondents for whom there was a recent record that corroborated their anti-social behaviour report. Indeed, around half of this group were satisfied with every aspect of how they were handled other than the final outcome, which a third found satisfactory (see table 11.6).

11% said they had **reported ASB** n the last year

... but only 29% of these were **recorded** on the system

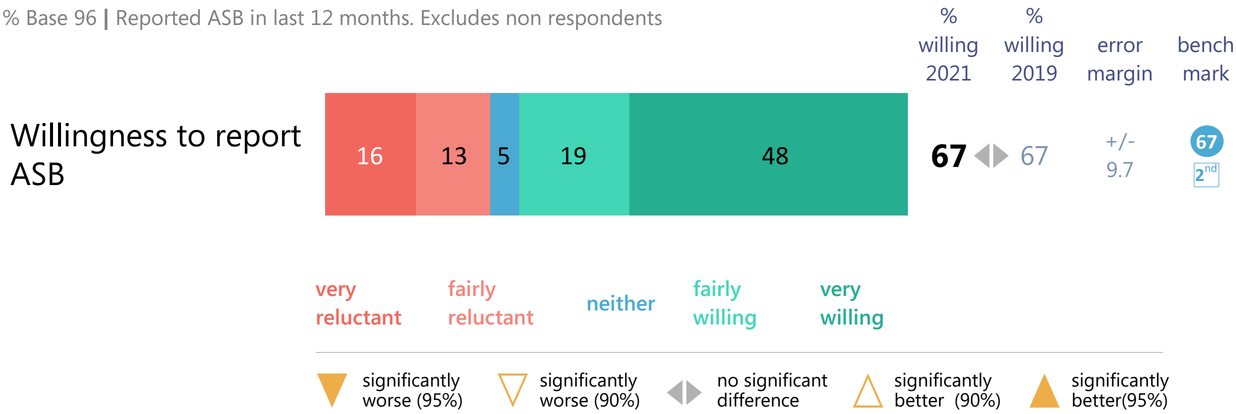
11.4 Last ASB report

% Bases (descending) 93, 93, 94 | Reported ASB in last 12 months. Excludes non respondents



11.5 Willingness to report any ASB to us in the future

% Base 96 | Reported ASB in last 12 months. Excludes non respondents



11.6 ASB by type of report

% positive

	Sample size	Ease of contact	Speed interviewed	Kept informed	Support provided by staff	Final outcome of ASB complaint	Willing to report in the future
Overall	*98*	**42**	**43**	**34**	**33**	**27**	**67**
ASB report recorded	*31*	48	54	45	46	34	66
ASB report claimed but no record	*67*	38	39	28	25	22	67

12. Wellbeing, advice and support

58%

feel financially secure, whilst 21% actively disagree

22%

felt lonely or isolated

- Feelings of loneliness and isolation were more common amongst the under 50s than the over 64s
- One in ten respondents strongly disagreed that they were financially secure
- Financial security was rated lowest by middle aged respondents

As noted previously, affordability continues to be a key driver of tenant satisfaction and is likely to become even more of central concern for tenants in 2022 as living costs rise, and the COVID repairs backlog eases. In addition, the past eighteen months has been a challenging time for many households, with long periods of lockdown during which customer well-being has been an important focus for Lancaster City Council. Across the sector these experiences have prompted landlords to re-evaluate the place that such support provides as part of the wider offering.

Accordingly, the questionnaire also collected additional information on these topics to help gain a rounder picture of the experiences of tenants living in a Lancaster City Council property.

In terms of emotional wellbeing, the most topical question asked about respondents' feelings of loneliness and isolation, which around a fifth (22%) seemed to have to at least some extent, including 8% that explicitly felt this way all the time. It was interesting that despite what one might expect, general needs tenants were more likely than sheltered to feel lonely or isolated in some way (23% v 15% 'always/often'). A quarter of under 35s felt lonely or isolated 'always/often' with those aged 35 – 49 the most likely to feel this way (27%). In contrast, only 17% of respondents aged 65 or over said the same.

Even though some tenants felt lonely or isolated, fewer went so far as to actively disagree that they feel part of their community (14%). This was again a greater issue for tenant in general needs than those in Independent Living (15% disagreed v. 7%), and also amongst younger tenants (24% of 16-34 year olds). There were also some statistically significant differences by patch with those in Kingsway far more likely to agree that they feel part of their community than those in Mainway (78% and 41%).

It was good to see that the majority of tenants felt that they had a good quality of life in their home (75%), although this was lower for tenants aged 35-49 (65%), those that lived in flats (70%), or who had reported ASB (57%).

There was a significant variation by area with respondents in Morecambe more satisfied than those in North Lancaster (81% v 67%) and is further highlighted by the significantly lower than average score amongst respondents in the Mainway patch (55%).

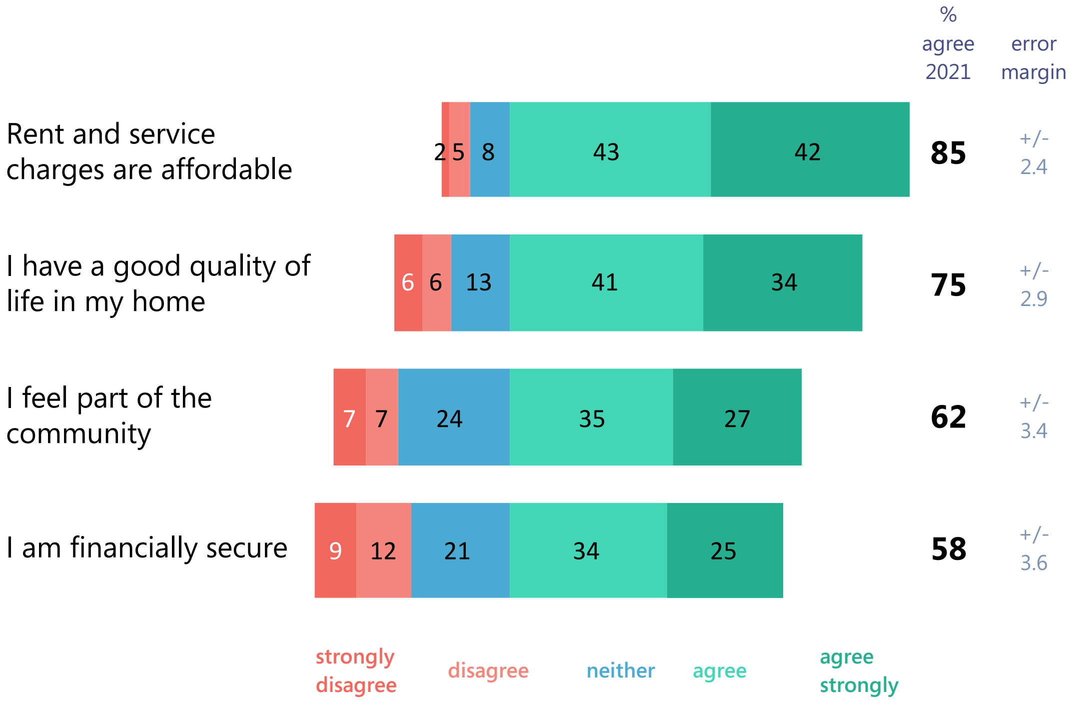
Whilst the vast majority of respondents agreed that rent and service charges are affordable (85%), far fewer said they feel financially secure (58%). Indeed, around a fifth disagreed that they were financially secure, including one in ten who 'strongly disagreed' with this statement. Interestingly, tenants aged 50-64 were significantly less likely to agree than any of the four main age groups (50%) and was lower still for those closer to retirement age (45% aged 60-64).

In terms of the advice and support currently available to tenants on managing their finances and claiming benefits, just over 80% of tenants in each case were satisfied with the Council's existing provision, whilst only 3-5% were dissatisfied (chart 12.3). Both ratings were equal to or just above the median score for ARP Research clients, with satisfaction higher for each than it had been in 2019.

For both questions, tenants aged 35 – 44 were significantly less satisfied than average (77% claiming benefits, 78% managing finances), although the proportion who were dissatisfied remained modest (5% and 2% respectively).

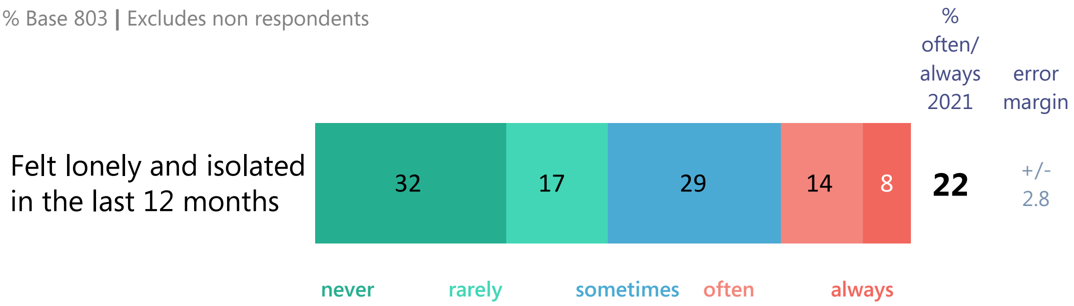
12.1 Wellbeing and support

% Bases (descending) 808, 823, 791, 741 | Excludes non respondents.



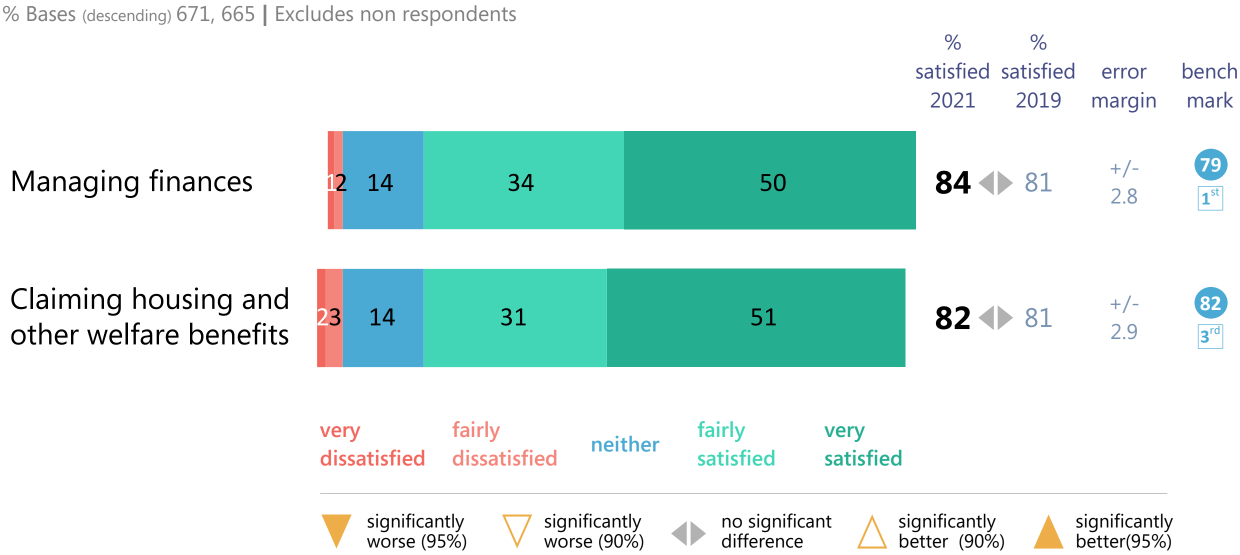
12.2 Loneliness and isolation

% Base 803 | Excludes non respondents



12.3 Financial advice and support

% Bases (descending) 671, 665 | Excludes non respondents



13. Independent living

85% satisfied with the facilities at the scheme

86% satisfied with their scheme manager /worker

- Satisfaction with the scheme manager service had fallen significantly since before the pandemic
- There was an even greater 10% drop in satisfied with the support plan
- However, the facilities at the scheme were rated a little better than then had been before

Respondents from Independent Living accommodation are typically the most satisfied group, a pattern which is very much evident throughout this and the previous survey results. However, as a group they also appear to be slightly less satisfied than they were in 2019 for most core measures. Therefore, when asked to rate the specific services that only they received, it was unsurprising to find in each case the majority of respondents claimed to be satisfied, but slightly down for most compared to the 2019 findings - with some decreases being statistically significant. That said, scores remain either above or in line with the equivalent benchmark medians with Lancaster City Council typically remaining in the top two quartiles for each aspect of Independent Living.

Independent Living tenants were most satisfied with the ease of access to all areas of the home and scheme (96%), including 72% who were 'very satisfied' with satisfaction levels up five points from two years ago and three points higher than expected. The vast majority were also satisfied with the safety and security of their home (93%), with 64% 'very satisfied'. This was another area where satisfaction had improved slightly (was 91%) and also compared favourably against other similar landlords with the Council's score five points higher than average and in the top quartile of providers.

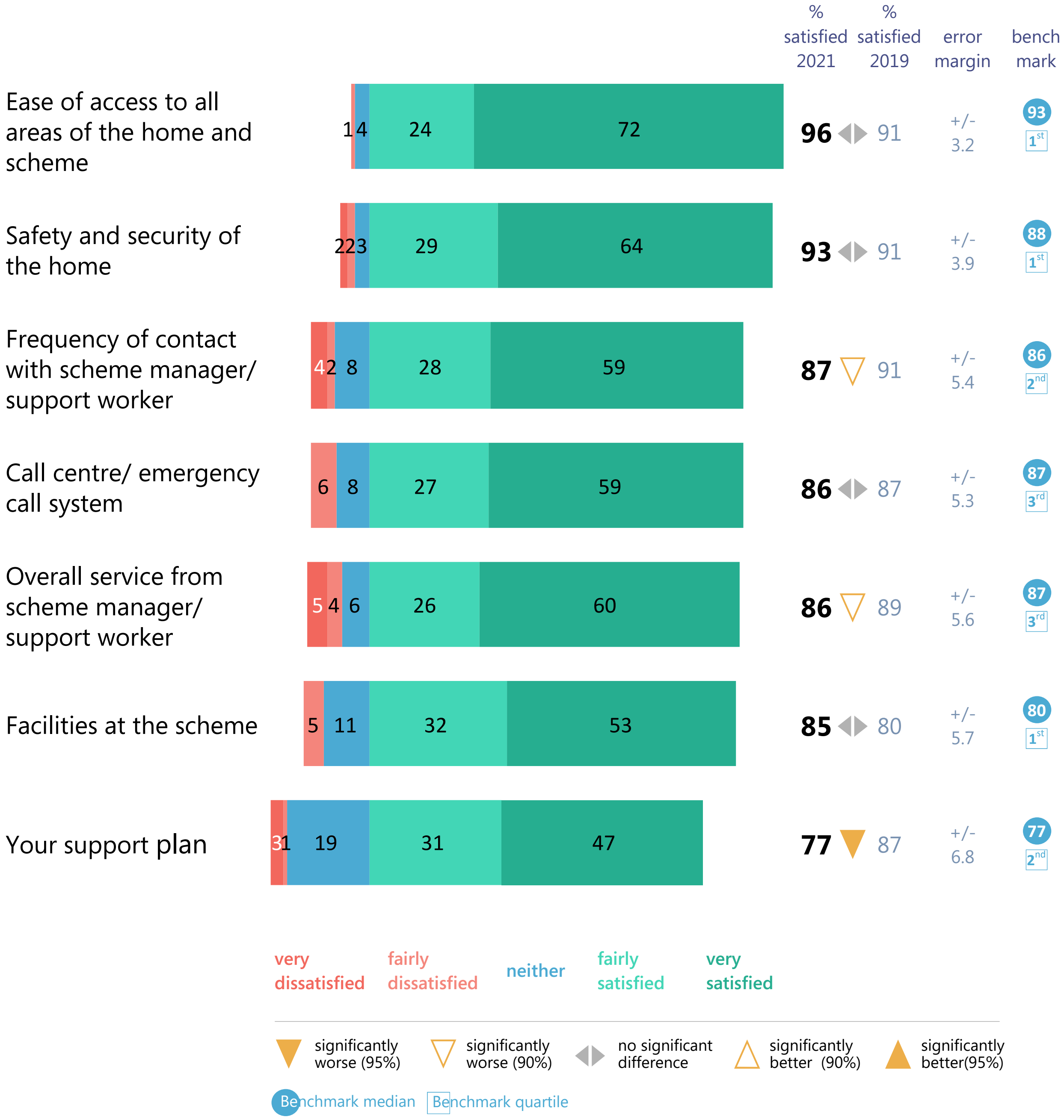
Another physical aspect of the scheme sheltered tenants were more satisfied with now than in 2019 was the general facilities (85%, up from 80%), another result appearing in the top quartile as it is five points above the level expected. There has been very little change in satisfaction with the call centre/emergency call system (86%, was 87%) with this one of only two aspects rated just below average, but even the only by one point. Only 6% were dissatisfied, all of whom were 'fairly' dissatisfied.

Where satisfaction had fallen significantly was with the actual contact and support provided, which unfortunately was to be expected considering the restricted face to face contact necessitated by the COVID pandemic. Whilst the vast majority of Independent Living tenants were satisfied with the frequency of contact with their scheme manager (87%), this was significantly lower than in 2019 (was 91%) because of the decrease in the proportion who were 'very satisfied' from 71% to 59%. Similarly, whilst the vast majority were also satisfied with the overall service provided by their scheme manager (86%), this too had fallen significantly from 2019 (was 89%), again due to the shift in very satisfied responses from 73% to 60%. At the opposite end of the scale, whilst only 9% were actively dissatisfied with this aspect of Independent Living, this was nearly double the proportion who were dissatisfied two years ago (was 5%). It was also the aspect of the service that attracted the highest levels of dissatisfaction.

The support plan was the lowest rated aspect of the service having fallen from 87% to 77%, a significant margin, but still at the level seen elsewhere (benchmark median 77%). One in five chose the middle 'neither' option which was noticeably higher compared to the other ratings, which perhaps suggests a lack of awareness or knowledge of the details of their plan. Indeed, only 4% of respondents were dissatisfied, the second lowest level of dissatisfaction with living in Independent Living.

13.1 Independent living

% Bases (descending) 113,116,111,117,110,111,105 | Excludes non respondents.



14. Leaseholders

58 %

satisfied with the service overall

48 %

satisfied with service charge value for money

B Although most scores had fallen slightly, they still generally compared favourably against the benchmarks

The two biggest falls in satisfaction were with repairs and how well the Council listens to its residents. This mirrors the findings from the tenant survey

Over two thirds of leaseholders found the Council easy to deal with, much higher than is typical for this question

Satisfaction scores for leaseholders are typically lower than those reported by tenants primarily due to the services they receive, the demographic make-up of this group as well as the general less frequent interaction they have with the Council, and this is certainly the case for Lancaster City Council leaseholders.

However, it is pleasing to find satisfaction with many core STAR questions, despite falling slightly, remain sufficiently high that the majority of the Council's scores appear in the top two benchmark quartiles (chart 14.1). However, due to the small sample sizes, none of the differences from the previous survey were statistically significant. Two of the key questions where satisfaction was notably lower than before were the repairs and maintenance service (44%, was 53%) and how well the Council listens and acts upon leaseholder's views (38%, was 47%), which were also the two biggest falls in the tenant satisfaction results.

Another key measure to have fallen slightly was the headline overall satisfaction score which is down from 62% to 58% but remains well above the level expected (benchmark median 49%), with the Council appearing in the top quartile of providers. At the opposite end of the scale, a quarter of leaseholders were dissatisfied (27%), up four points compared to two years ago.

There has been no change in satisfaction with the service charge in terms of value for money with just under half of leaseholders satisfied in this regard (48%), however dissatisfaction was up slightly from 35% in 2019 to 38%). That said, the Council's score continues to compare favourably with its peers being one point above the benchmark average and in the second quartile.

Nearly two thirds of leaseholders were satisfied with their neighbourhood (63%), which has shown little change from two years ago (was 62%). Whilst this is the only core finding that does not appear in one of the top two quartiles, it is only one point below the benchmark average of 64%. That said, this is one aspect to keep an eye on, as we have previously discovered satisfaction amongst leaseholders with the grounds maintenance service had fallen ten points (36%, was 46% section 10).

Mirroring the tenant findings, leaseholders were less satisfied with the repairs and maintenance service they receive than they were two years ago (44%, was 53%), however Lancaster's performance in this regard remains just above average. That said, the proportion of leaseholders who were actively dissatisfied with the service has increased from 25% to 42%, with a fifth 'very dissatisfied', a result which will undoubtably owe much to the service disruption caused by the pandemic.

Two new core measures were introduced to the 2021 survey, and it is pleasing to find these were the two highest rated by leaseholders. This meant that just over two thirds of leaseholders were satisfied that the Council was easy to deal with (68%) which is sixteen points higher than the ARP benchmark median. Whilst a fifth were ambivalent in this regard (19%), one in eight were dissatisfied.

An almost identical proportion of leaseholders were satisfied with the safety and security of their home (67%) which is at the level expected, although as this is a new core measure benchmarking information is limited for this group of customers. This did mean, however, that 16% of leaseholders were actively dissatisfied with safety and security.

As leaseholders were far less satisfied with the repairs and maintenance service overall, it is perhaps unsurprising to find they rated repairs to communal areas lower than they did in 2019 (52% satisfied, was 69%) and were significantly less satisfied with external building repairs and maintenance than they were two years ago (36%, was 64%), with more actively dissatisfied (42%), half of whom were 'very dissatisfied (21%). Indeed, the proportion of leaseholders who were very dissatisfied is far greater than the total that were dissatisfied in 2019 (was 18%).

However, despite the significantly lower score for external repairs, satisfaction remains at the level seen elsewhere being equal to the ARP benchmark average of 36%. In terms of repairs to communal areas, despite satisfaction falling seventeen points, the Council's score continues to compare favourably to its peers (benchmark 38%).

14. Leaseholders

14.1 Core STAR questions

% Bases (descending) 47, 49, 51, 52, 52, 48, 50 | Excludes non respondents.

Leaseholders were again asked to rate various aspects of service charge information (chart 14.3). They were slightly less satisfied with how easy the service charge is to understand (64%, was 67%), but despite this the Council's score remains in the second quartile being two points above average.

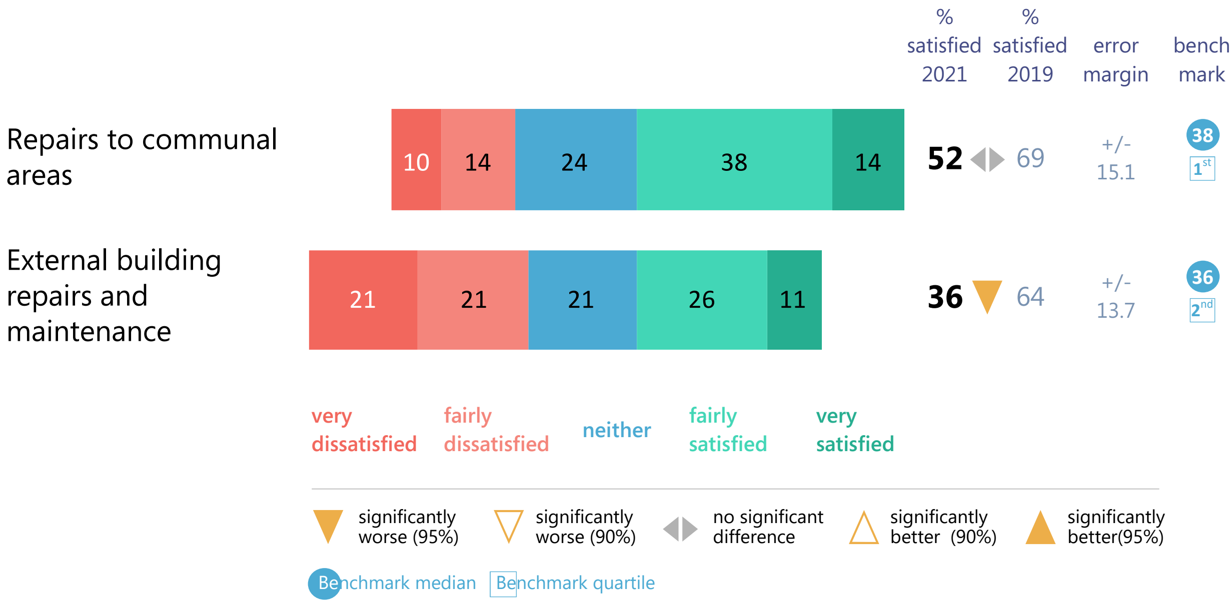
Conversely, more leaseholders were now satisfied with the information on how the service charge is calculated (66%, up from 57%), and whilst this increase was not statistically significant, it is now well above the benchmark median of 58%.

As in 2019, the level of consultation received when setting the service charge remains the lowest ranked aspect of the service charge information, however this is another area where satisfaction has improved with three out of five leaseholders now satisfied (61%, up from 49%) further elevating it above the benchmark median of 39%. That said, a quarter were dissatisfied in this regard (26%).

Around two thirds of the sample were satisfied with the information provided to leaseholders with regards to their obligations under the terms of the lease (69%), and whilst this was down slightly compared to the previous findings (was 78%), it remains sixteen points above the median score of 53% with the Council again appearing in the top quartile of providers.

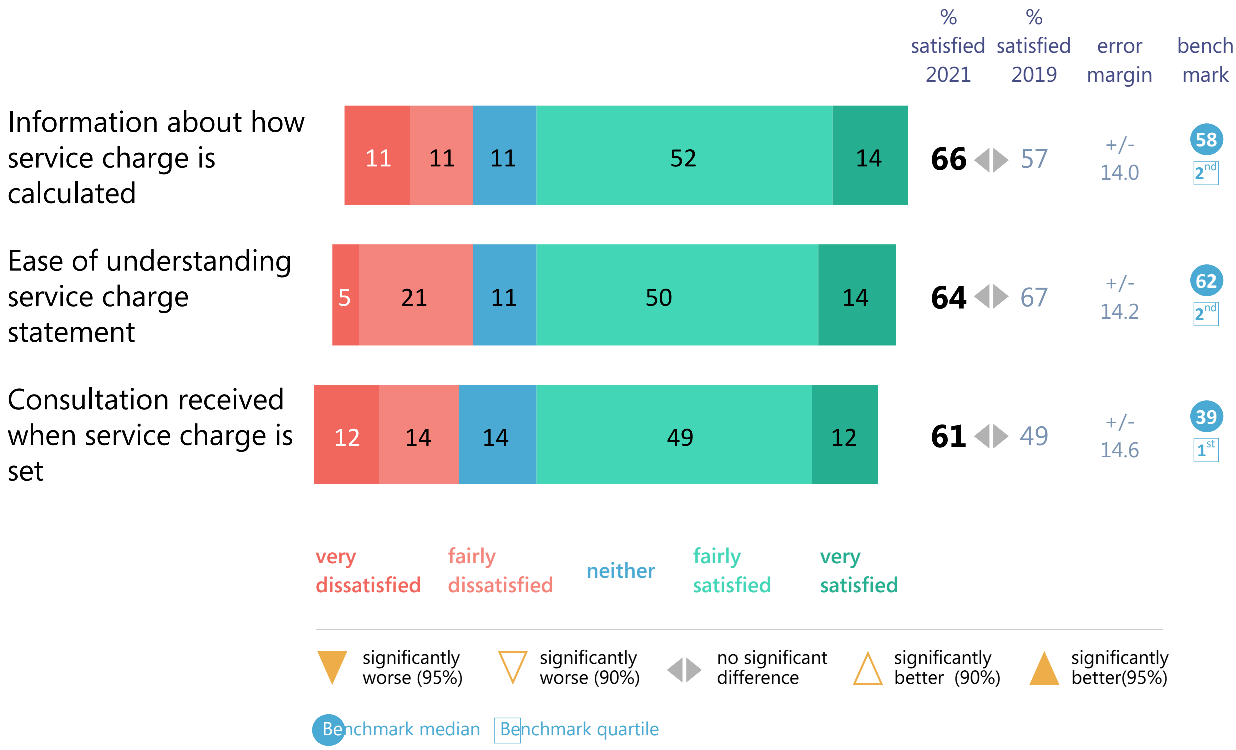
14.2 Communal services

% Bases (descending) 42, 47 Excludes non respondents.



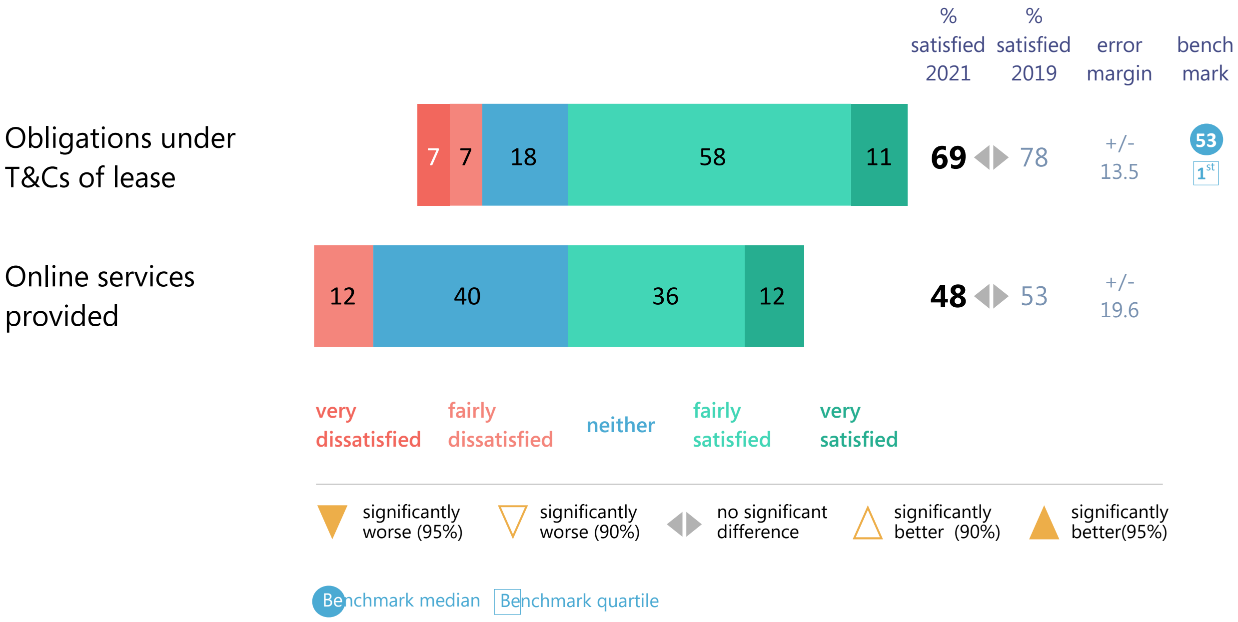
14.3 Service charge information

% Bases (descending) 44, 44, 43 | Excludes non respondents.



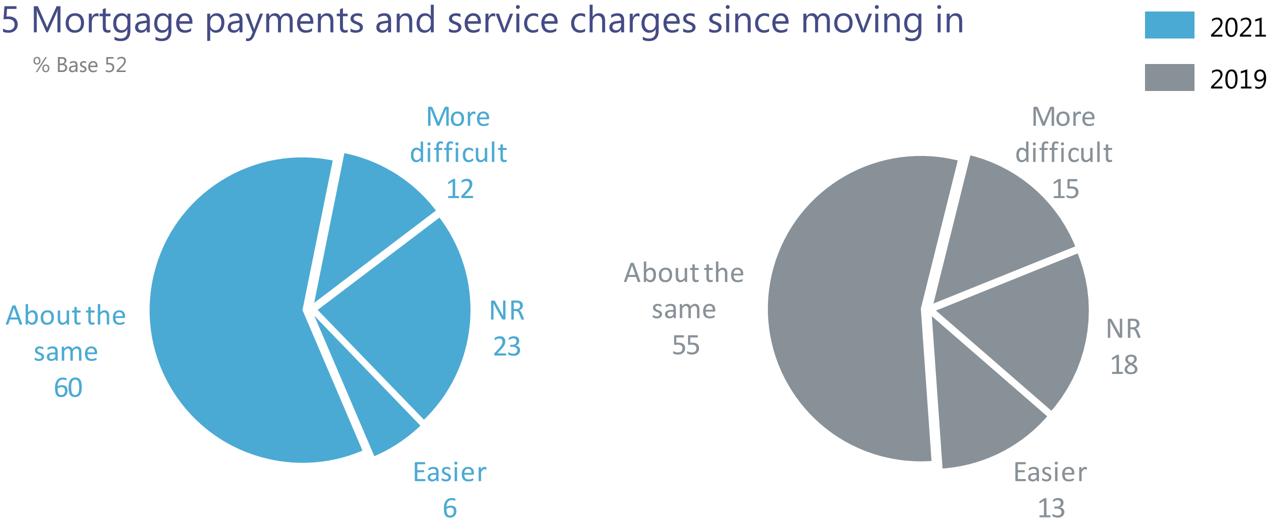
14.4 Information and advice

% Bases (descending) 45, 25 | Excludes non respondents.



14.5 Mortgage payments and service charges since moving in

% Base 52



Satisfaction with the online services provided was rated slightly lower, but this may owe something to a slight wording change for this question, with leaseholders previously asked to rate just the website. Interestingly, two out of five leaseholders were ambivalent and chose the middle option which suggests this group maybe unaware of the online services available to them.

Finally, around one in eight leaseholders in the sample had found it more difficult paying their mortgage and service charge since they moved in (12%), which continues to fall (was 15% in 2019 and 22% in 2017). That said, only 6% said it was easier (6%), less than half of the 13% who said the same in 2019.

15. Respondent profile

In addition to documenting the demographic profile of the sample, tables 15.9 to 15.10 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.

15.1 Patch

% Base 901

	Total	% 2021	% 2019
Branksome	46	5.1	6.6
Carnforth	53	5.9	3.8
Higher Heysham	35	3.9	3.3
Kellets	10	1.1	0.5
Kingsway	38	4.2	3.7
Morecambe Central	17	1.9	1.0
Middleton & Overton	4	0.4	0.3
Slyne and Bolton-le-Sands	18	2.0	1.9
Westgate	52	5.8	6.7
Warton and Rurals	20	2.2	2.4
Beaumont	21	2.3	2.9
Mainway	63	7.0	7.5
Ryelands	83	9.2	10.5

	Total	% 2021	% 2019
Vale	107	11.9	11.6
OME	0	0.0	0.9
Bowerham	8	0.9	1.1
Caton	25	2.8	2.2
City Centre	26	2.9	3.5
Greaves	35	3.9	3.3
Galgate South	9	1.0	1.1
Halton	10	1.1	2.0
Hala	46	5.1	5.2
Lune Valley Villages	12	1.3	1.1
Marsh	63	7.0	6.2
Ridge and Newton	101	11.2	10.9

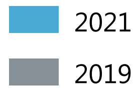
15.2 Area

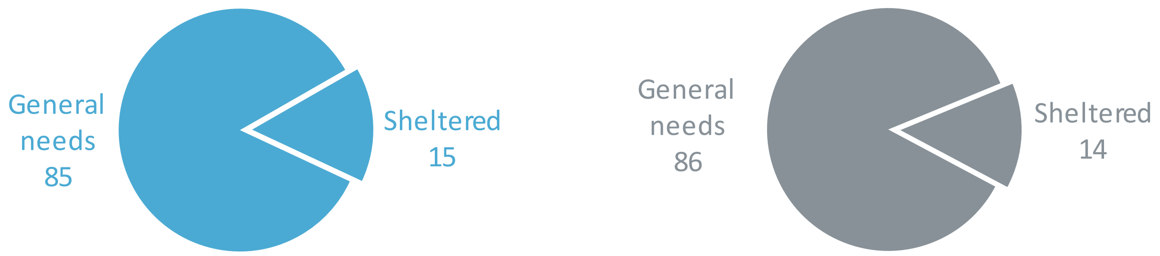
% Base 901

	Total	% 2021	% 2019
Morecambe	293	32.5	30.9
North Lancaster	273	30.3	32.5
South Lancaster	334	37.1	36.6

15.3 Category

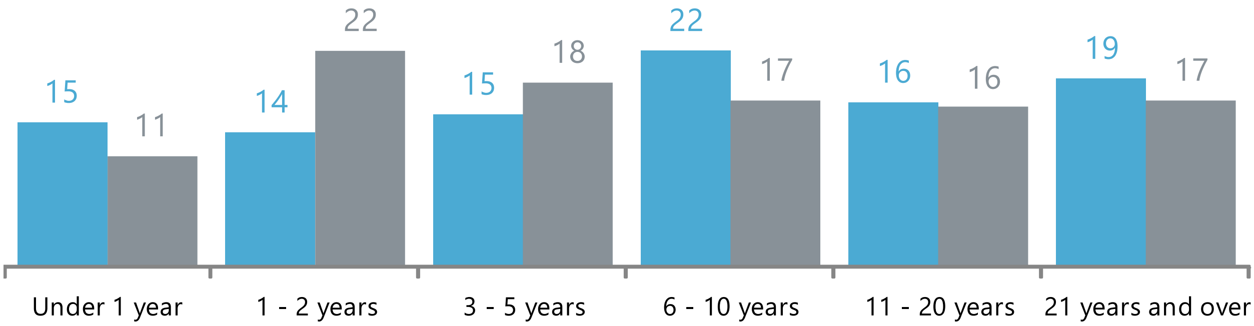
% Base 901 | This is a weighted variable





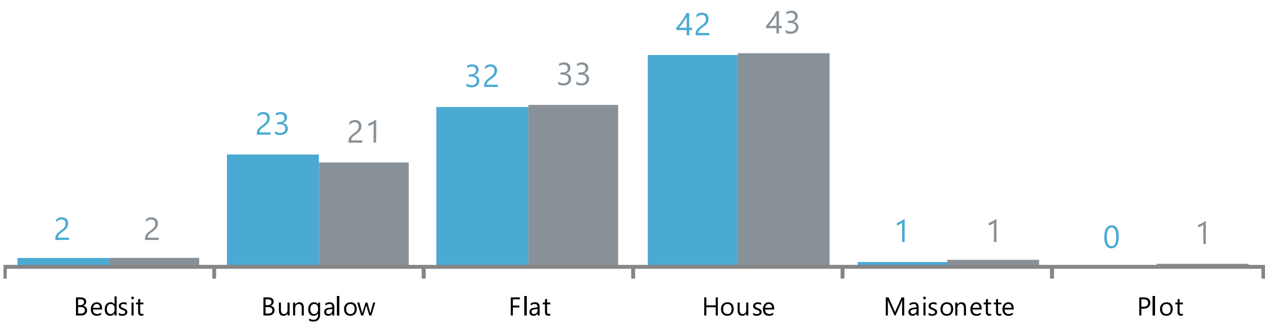
15.4 Length of tenancy

% Base 901



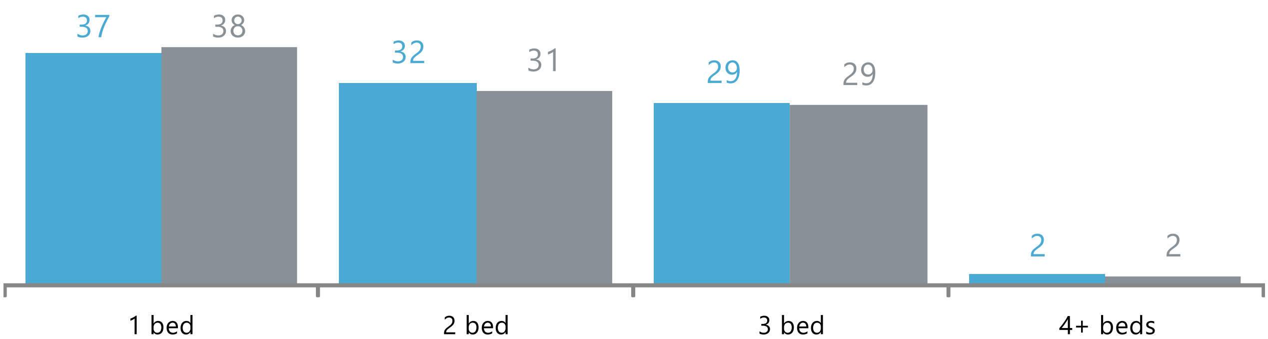
15.5 Property type

% Base 901



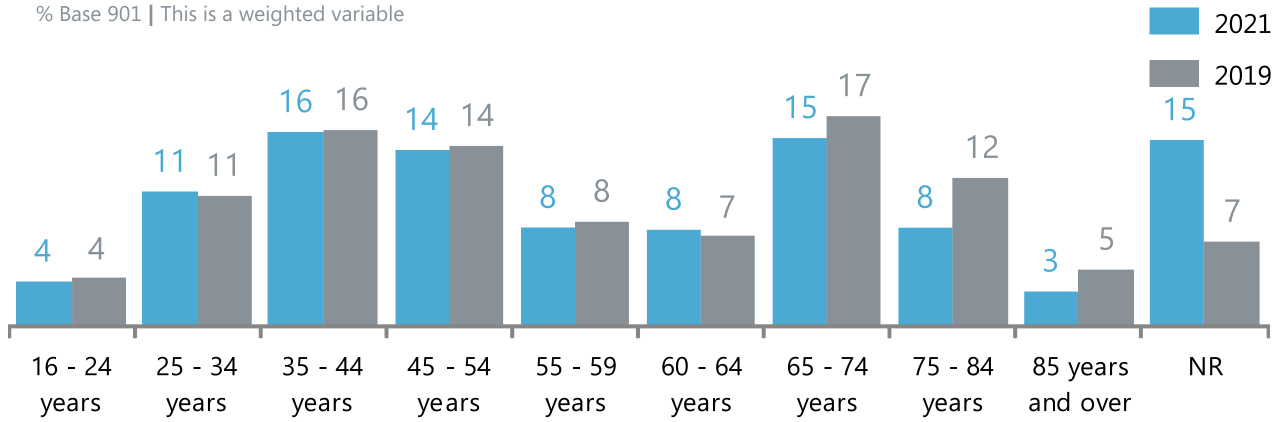
15.6 Property size

% Base 901



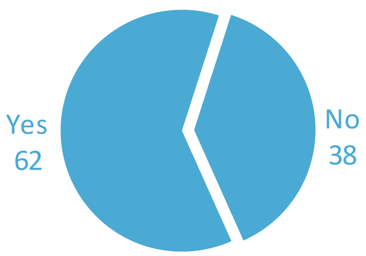
15.7 Age

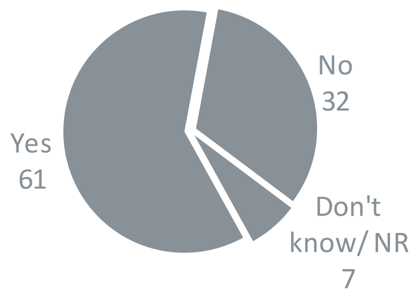
% Base 901 | This is a weighted variable



15.8 Receive housing benefit

% Base 901





15.9 Core questions by age group

% positive

	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	**901**	**129**	**195**	**211**	**233**
Service overall	82	79	76	81	88
Quality of home	77	61	66	78	91
Safety and security of home	84	72	78	84	92
Repairs & maintenance service	70	58	63	71	81
Neighbourhood as a place to live	77	64	66	77	87
Rent value for money	86	86	81	88	90
Service charge value for money	70	74	58	65	75
Is easy to deal with	83	76	77	81	91
Listen to views and act upon them	62	56	58	61	69
Dealing with anti-social behaviour	50	39	29	34	37
Trust the Council	75	68	68	76	83

15.10 Core questions by category

% positive

	Overall	General needs	Sheltered
Sample size	**901**	**764**	**137**
Service overall	82	81	90
Quality of home	77	74	95
Safety and security of home	84	82	95
Repairs & maintenance service	70	67	86
Neighbourhood as a place to live	77	74	91
Rent value for money	86	85	92
Service charge value for money	70	66	77
Is easy to deal with	83	81	92
Listen to views and act upon them	62	60	72
Dealing with anti-social behaviour	50	33	42
Trust the Council	75	74	84

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

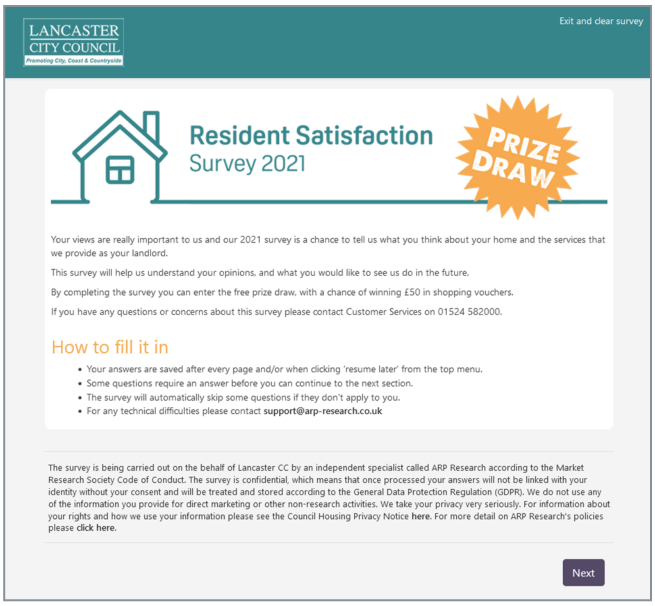
The questionnaire was based on the one used in 2019, itself being based on the HouseMark STAR survey methodology, with the most appropriate questions for the Council being selected by them from the new revised STAR questionnaire template.

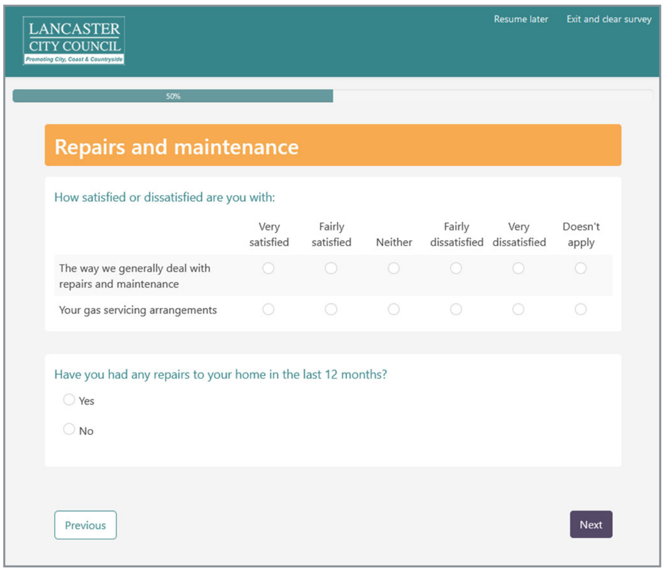
The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions. Postal versions of the questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between October and December 2021. Paper self completion questionnaires were distributed to a sample of 2,010 tenant households and all 158 leaseholder households. This was followed by two further reminders to non respondents, both being a full replacement copy of the questionnaire. In addition, email invitations and reminders were sent to every valid email address in the sample (819), and a text invitation and reminder to all mobile numbers in the sample (2,912). The survey was incentivised with a free prize draw.

Online survey example pages:





Response rate

In total 901 tenants took part in the survey, which represented a 45% response rate (error margin +/- 2.8%). This was 6% higher than was achieved in 2019. This response rates exceeded the stipulated STAR target error margin of +/- 4.0%. In addition, 52 leaseholders took part, which was a 33% response rate (error margin +/- 11.7) being again 6% higher than the last survey. Almost a quarter of the total number of responses were collected online (215), which is a likely reason for the increased response rate.

Weighting

The tenants results were weighted by age group and tenure type 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 2021 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

The core STAR questions are benchmarked against ARP Research's STAR database, with the benchmarking group being 10 separate local authorities who have completed a STAR survey since the start of the pandemic in 2020 or 2021.

Appendix B. Example questionnaire - tenants

Resident Satisfaction Survey 2021

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 below. Whichever you choose, your unique code will be entered into a prize draw to win £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 which means that your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than necessary. 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!

PRIZE DRAW

return by **2 November 2021**

www.arpsurveys.co.uk/lancaster
your personal code: **999abcd**

LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

What you think of us

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
☐	☐	☐	☐	☐

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. The Council treat residents fairly	☐	☐	☐	☐	☐	○
b. The Council have a good reputation in your area	☐	☐	☐	☐	☐	○
c. The Council has friendly and approachable staff	☐	☐	☐	☐	☐	○
d. I trust the Council	☐	☐	☐	☐	☐	○

3 Do you know about the following:

	Yes	No
a. Our published service standards	☐	☐
b. Our formal complaints procedure	☐	☐

Your home

4 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Doesn't apply
a. The overall quality of your home	☐	☐	☐	☐	☐	
b. Thinking specifically about the building, we provide a home that is safe and secure	☐	☐	☐	☐	☐	
c. That your rent provides value for money	☐	☐	☐	☐	☐	
d. That your service charge provides value for money	☐	☐	☐	☐	☐	○
e. How we deal with moving or swapping your home (transfers and exchanges)	☐	☐	☐	☐	☐	○

p2

Contacting us

5 As your landlord, how satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. That we are easy to deal with	☐	☐	☐	☐	☐	○
b. With the way we deal with your enquires generally	☐	☐	☐	☐	☐	○
c. The way we deal with formal complaints	☐	☐	☐	☐	☐	○
d. With the online services we provide	☐	☐	☐	☐	☐	○

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

☐ Yes **go to Q7** ☐ No **go to Q8**

7 When you **last** had contact with us, how satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ease of getting hold of the right person	☐	☐	☐	☐	☐
b. The helpfulness of staff	☐	☐	☐	☐	☐
c. The time taken to answer your query	☐	☐	☐	☐	☐
d. The ability of staff to deal with your enquiry quickly and efficiently	☐	☐	☐	☐	☐
e. The final outcome of your enquiry	☐	☐	☐	☐	☐

Communication

8 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
☐	☐	☐	☐	☐

p3

9 How satisfied or dissatisfied are you that:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. That we listen to your views and act upon them	☐	☐	☐	☐	☐
b. That we give you the opportunity to make your views known	☐	☐	☐	☐	☐

10 Which of the following methods of being kept informed and getting in contact with us are you happy to use? tick all that apply

- ☐ Email
- ☐ SMS text message
- ☐ Through the Council website
- ☐ Through social media
- ☐ Video call such as Zoom or Facetime
- ☐ Telephone
- ☐ In writing
- ☐ Visit to the office
- ☐ Visit to your home by staff
- ☐ Open meetings
- ☐ Newsletter
- ☐ Other (write in)

11 In your daily life, have you used any **apps** or **websites** to do any of the following in the last year? tick all that apply

- ☐ Used Facebook, Instagram or other social media
- ☐ Used video calling, such as Zoom or Facetime
- ☐ Online shopping
- ☐ Online banking
- ☐ Booked a service or appointment online
- ☐ Read an email newsletter
- ☐ Contacted any organisation by email, app or on their website
- ☐ Contacted any organisation on social media, such as Facebook or Twitter
- ☐ Used Government services online
- ☐ Visited the Council's Facebook or Twitter
- ☐ Used the Council's online services

Repairs and maintenance

12 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Doesn't apply
a. The way we generally deal with repairs and maintenance	☐	☐	☐	☐	☐	
b. Your gas servicing arrangements	☐	☐	☐	☐	☐	○

p4

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

☐ Yes **go to Q14** ☐ No **go to Q15**

14 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	☐	☐	☐	☐	☐
b. Being able to make an appointment	☐	☐	☐	☐	☐
c. Time taken before work started	☐	☐	☐	☐	☐
d. The speed of completion of the work	☐	☐	☐	☐	☐
e. The attitude of workers	☐	☐	☐	☐	☐
f. The overall quality of repair work	☐	☐	☐	☐	☐
g. Keeping dirt and mess to a minimum	☐	☐	☐	☐	☐
h. The repair being done 'right first time'	☐	☐	☐	☐	☐
i. The workers doing the job you expected	☐	☐	☐	☐	☐
j. The overall repairs service you received on this occasion	☐	☐	☐	☐	☐

Neighbourhoods

15 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Your neighbourhood as a place to live	☐	☐	☐	☐	☐
b. The overall appearance of your neighbourhood	☐	☐	☐	☐	☐

p5

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

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

Estate services

17 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	☐	☐	☐	☐	☐	○
b. External communal cleaning	☐	☐	☐	☐	☐	○
c. The grounds maintenance such as grass cutting in your area	☐	☐	☐	☐	☐	○
d. How we deal with anti-social behaviour	☐	☐	☐	☐	☐	○

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

☐ Yes **go to Q19** ☐ No **go to Q23**

p6

19 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
☐	☐	☐	☐	☐

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

Very good	Fairly good	Neither	Fairly poor	Very poor
☐	☐	☐	☐	☐

21 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	☐	☐	☐	☐	☐
b. The support provided by staff	☐	☐	☐	☐	☐
c. The final outcome of your complaint	☐	☐	☐	☐	☐

22 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
☐	☐	☐	☐	☐

Wellbeing

These questions are **optional**, but they help us to understand what issues residents are facing and if there is any extra support we could offer.

23 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	☐	☐	☐	☐	☐	○
b. Managing your finances and paying rent and service charges	☐	☐	☐	☐	☐	○

p7

24 How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Prefer not to say
a. My rent and service charges are affordable	☐	☐	☐	☐	☐	○
b. I am financially secure	☐	☐	☐	☐	☐	○
c. I have a good quality of life in my home	☐	☐	☐	☐	☐	○
d. I feel part of the community	☐	☐	☐	☐	☐	○

25 Over the past 12 months, at times, have you felt lonely and isolated?

Always	Often	Sometimes	Rarely	Never	Prefer not
☐	☐	☐	☐	☐	○

Independent living

26 Do you live in an Independent Living scheme?

☐ Yes **go to Q27** ☐ No **Finish** ✓

27 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	☐	☐	☐	☐	☐
b. The frequency of contact with your scheme manager/support worker	☐	☐	☐	☐	☐
c. The overall service provided by your scheme manager/support worker	☐	☐	☐	☐	☐
d. The call centre/emergency call system	☐	☐	☐	☐	☐
e. The safety and security of your home	☐	☐	☐	☐	☐
f. How easy it is to access all areas of your home and scheme	☐	☐	☐	☐	☐
g. The facilities at your scheme	☐	☐	☐	☐	☐

999abcd

Thank You!

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

Appendix C. Example questionnaire - leaseholders

Leaseholder Satisfaction Survey 2021

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD 999999

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 below. Whichever you choose, your unique code will be entered into a prize draw to win £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 which means that your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than necessary. 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!

PRIZE DRAW

return by **2 November 2021**

www.arpsurveys.co.uk/lancaster
your personal code: **999abcd**

LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

What you think of us

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
☐	☐	☐	☐	☐

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. The Council treat residents fairly	☐	☐	☐	☐	☐	○
b. The Council have a good reputation in your area	☐	☐	☐	☐	☐	○
c. The Council has friendly and approachable staff	☐	☐	☐	☐	☐	○
d. I trust the Council	☐	☐	☐	☐	☐	○

3 Do you know about the following:

	Yes	No
a. Our published service standards	☐	☐
b. Our formal complaints procedure	☐	☐

Your home

4 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Doesn't apply
a. Thinking specifically about the building, we provide a home that is safe and secure	☐	☐	☐	☐	☐	
b. That your service charge provides value for money	☐	☐	☐	☐	☐	○

p2

Contacting us

5 As your landlord, how satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. That we are easy to deal with	☐	☐	☐	☐	☐	○
b. With the way we deal with your enquires generally	☐	☐	☐	☐	☐	○
c. The way we deal with formal complaints	☐	☐	☐	☐	☐	○
d. With the online services we provide	☐	☐	☐	☐	☐	○

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

☐ Yes **go to Q7** ☐ No **go to Q8**

7 When you **last** had contact with us, how satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ease of getting hold of the right person	☐	☐	☐	☐	☐
b. The helpfulness of staff	☐	☐	☐	☐	☐
c. The time taken to answer your query	☐	☐	☐	☐	☐
d. The ability of staff to deal with your enquiry quickly and efficiently	☐	☐	☐	☐	☐
e. The final outcome of your enquiry	☐	☐	☐	☐	☐

Communication

8 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
☐	☐	☐	☐	☐

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9 How satisfied or dissatisfied are you that:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. That we listen to your views and act upon them	☐	☐	☐	☐	☐
b. That we give you the opportunity to make your views known	☐	☐	☐	☐	☐

10 Which of the following methods of being kept informed and getting in contact with us are you happy to use? tick all that apply ☑☐☐☑☑

- ☐ Email
- ☐ SMS text message
- ☐ Through the Council website
- ☐ Through social media
- ☐ Video call such as Zoom or Facetime
- ☐ Telephone
- ☐ In writing
- ☐ Visit to the office
- ☐ Visit to your home by staff
- ☐ Open meetings
- ☐ Newsletter
- ☐ Other (write in)

11 In your daily life, have you used any **apps** or **websites** to do any of the following in the last year? tick all that apply ☑☐☐☑☑

- ☐ Used Facebook, Instagram or other social media
- ☐ Used video calling, such as Zoom or Facetime
- ☐ Online shopping
- ☐ Online banking
- ☐ Booked a service or appointment online
- ☐ Read an email newsletter
- ☐ Contacted any organisation by email, app or on their website
- ☐ Contacted any organisation on social media, such as Facebook or Twitter
- ☐ Used Government services online
- ☐ Visited the Council's Facebook or Twitter
- ☐ Used the Council's online services

Repairs and maintenance

12 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. The way we generally deal with repairs and maintenance	☐	☐	☐	☐	☐	○
b. External building repairs and maintenance	☐	☐	☐	☐	☐	○
c. Repairs to communal areas	☐	☐	☐	☐	☐	○

p4

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

- Yes — go to Q14
- No — go to Q15

14 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					
b. Being able to make an appointment					
c. Time taken before work started					
d. The speed of completion of the work					
e. The attitude of workers					
f. The overall quality of repair work					
g. Keeping dirt and mess to a minimum					
h. The repair being done 'right first time'					
i. The workers doing the job you expected					
j. The overall repairs service you received on this occasion					

Neighbourhoods

15 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Your neighbourhood as a place to live					
b. The overall appearance of your neighbourhood					

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

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

Estate services

17 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						
b. External communal cleaning						
c. The grounds maintenance such as grass cutting in your area						
d. How we deal with anti-social behaviour						

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

- Yes — go to Q19
- No — go to Q23

p6

19 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

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

Very good | Fairly good | Neither | Fairly poor | Very poor

21 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					
b. The support provided by staff					
c. The final outcome of your complaint					

22 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

Wellbeing

These questions are **optional**, but they help us to understand what issues residents are facing and if there is any extra support we could offer.

23 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 welfare benefits						
b. Managing your finances and paying rent and service charges						

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24 How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Prefer not to say
a. My rent and service charges are affordable						
b. I am financially secure						
c. I have a good quality of life in my home						
d. I feel part of the community						

25 Over the past 12 months, at times, have you felt lonely and isolated?

Always | Often | Sometimes | Rarely | Never | Prefer not to say

Leaseholder services

26 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. The consultation you receive when Lancaster CC sets the service charges						
b. How easy it is to understand your service charge statement						
c. The information about how your service charges are calculated						
d. Information and advice on your obligations under the terms of the lease						

27 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 difficult

LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

999abcd

Thank You!

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

Appendix D. Data summary

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.

Tenant data has been weighted by age and stock type, and is representative across all other major demographic categories

		Tenants Representative. Age & Stock weight				Leaseholders Representative			
		Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
	Q1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord?	*Base: 901*				*Base: 52*			
1:	Very satisfied	357	39.6	40.2	**82.0**	7	13.5	13.5	**57.7**
2:	Fairly satisfied	371	41.2	41.8		23	44.2	44.2	
3:	Neither	55	6.1	6.2		8	15.4	15.4	
4:	Fairly dissatisfied	66	7.3	7.4		10	19.2	19.2	
5:	Very dissatisfied	39	4.3	4.4		4	7.7	7.7	
	N/R	14	1.6			0	0.0		
	Q2a The Council treat residents fairly	*Base: 901*				*Base: 52*			
6:	Strongly agree	285	31.6	33.6	**81.3**	7	13.5	14.9	**55.3**
7:	Tend to agree	405	45.0	47.7		19	36.5	40.4	
8:	Neither	72	8.0	8.5		11	21.2	23.4	
9:	Tend to disagree	53	5.9	6.2		8	15.4	17.0	
10:	Strongly disagree	34	3.8	4.0		2	3.8	4.3	
11:	No opinion	40	4.4			3	5.8		
	N/R	12	1.3			2	3.8		
	Q2b The Council have a good reputation in your area	*Base: 901*				*Base: 52*			
12:	Strongly agree	211	23.4	26.0	**69.8**	3	5.8	7.3	**53.6**
13:	Tend to agree	355	39.4	43.8		19	36.5	46.3	
14:	Neither	131	14.5	16.2		10	19.2	24.4	
15:	Tend to disagree	72	8.0	8.9		7	13.5	17.1	
16:	Strongly disagree	41	4.6	5.1		2	3.8	4.9	
17:	No opinion	67	7.4			8	15.4		
	N/R	24	2.7			3	5.8		
	Q2c The Council has friendly and approachable staff	*Base: 901*				*Base: 52*			
18:	Strongly agree	377	41.8	44.1	**87.6**	8	15.4	18.2	**72.7**
19:	Tend to agree	372	41.3	43.5		24	46.2	54.5	
20:	Neither	57	6.3	6.7		8	15.4	18.2	
21:	Tend to disagree	33	3.7	3.9		3	5.8	6.8	
22:	Strongly disagree	16	1.8	1.9		1	1.9	2.3	
23:	No opinion	23	2.6			7	13.5		
	N/R	23	2.6			1	1.9		
	Q2d I trust the Council	*Base: 901*				*Base: 52*			
24:	Strongly agree	285	31.6	34.5	**75.2**	7	13.5	14.9	**57.5**
25:	Tend to agree	337	37.4	40.7		20	38.5	42.6	
26:	Neither	114	12.7	13.8		10	19.2	21.3	
27:	Tend to disagree	48	5.3	5.8		6	11.5	12.8	
28:	Strongly disagree	43	4.8	5.2		4	7.7	8.5	
29:	No opinion	43	4.8			2	3.8		
	N/R	31	3.4			3	5.8		
	Q3a Do you know about our published service standards?	*Base: 901*				*Base: 52*			
30:	Yes	372	41.3			17	32.7		
31:	No	502	55.7			35	67.3		
	N/R	27	3.0			0	0.0		
	Q3b Do you know about our formal complaints procedure?	*Base: 901*				*Base: 52*			
32:	Yes	435	48.3			18	34.6		
33:	No	436	48.4			34	65.4		
	N/R	31	3.4			0	0.0		
	Q4a The overall quality of your home	*Base: 901*				*Base: 52*			
34:	Very satisfied	311	34.5	35.2	**76.8**	0	0.0	0.0	**0.0**
35:	Fairly satisfied	368	40.8	41.6		0	0.0	0.0	

		Tenants				Leaseholders			
		Representative. Age & Stock weight				Representative			
		Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
36:	Neither	59	6.5	6.7		0	0.0	0.0	
37:	Fairly dissatisfied	91	10.1	10.3		0	0.0	0.0	
38:	Very dissatisfied	55	6.1	6.2		0	0.0	0.0	
39:	Doesn't apply	0	0.0			0	0.0		
	N/R	18	2.0			52	0.0		
	Q4b Thinking specifically about the building, we provide a home that is safe and secure	*Base: 901*				*Base: 52*			
40:	Very satisfied	395	43.8	44.8	**84.1**	10	19.2	20.4	**67.3**
41:	Fairly satisfied	346	38.4	39.3		23	44.2	46.9	
42:	Neither	46	5.1	5.2		8	15.4	16.3	
43:	Fairly dissatisfied	53	5.9	6.0		6	11.5	12.2	
44:	Very dissatisfied	41	4.6	4.7		2	3.8	4.1	
45:	Doesn't apply	0	0.0			0	0.0		
	N/R	21	2.3			3	5.8		
	Q4c That your rent provides value for money	*Base: 901*				*Base: 52*			
46:	Very satisfied	452	50.2	51.7	**86.2**	0	0.0	0.0	**0.0**
47:	Fairly satisfied	302	33.5	34.5		0	0.0	0.0	
48:	Neither	60	6.7	6.9		0	0.0	0.0	
49:	Fairly dissatisfied	38	4.2	4.3		0	0.0	0.0	
50:	Very dissatisfied	23	2.6	2.6		0	0.0	0.0	
51:	Doesn't apply	0	0.0			0	0.0		
	N/R	25	2.8			52	0.0		
	Q4d That your service charge provides value for money	*Base: 453*				*Base: 0*			
52:	Very satisfied	163	18.1	38.8	**69.8**	9	17.3	17.3	**48.1**
53:	Fairly satisfied	130	14.4	31.0		16	30.8	30.8	
54:	Neither	52	5.8	12.4		7	13.5	13.5	
55:	Fairly dissatisfied	38	4.2	9.0		10	19.2	19.2	
56:	Very dissatisfied	37	4.1	8.8		10	19.2	19.2	
57:	Doesn't apply	22	2.4			0	0.0		
	N/R	459	50.9	2.4		0	0.0	0.0	
	Q4e How we deal with moving or swapping your home (transfers and exchanges)	*Base: 901*				*Base: 52*			
58:	Very satisfied	167	18.5	30.3	**60.2**	0	0.0	0.0	**0.0**
59:	Fairly satisfied	165	18.3	29.9		0	0.0	0.0	
60:	Neither	142	15.8	25.7		0	0.0	0.0	
61:	Fairly dissatisfied	38	4.2	6.9		0	0.0	0.0	
62:	Very dissatisfied	40	4.4	7.2		0	0.0	0.0	
63:	Doesn't apply	320	35.5			0	0.0		
	N/R	30	3.3			52	0.0		
	Q5a That we are easy to deal with	*Base: 901*				*Base: 52*			
64:	Very satisfied	338	37.5	38.8	**82.6**	11	21.2	23.4	**68.1**
65:	Fairly satisfied	382	42.4	43.8		21	40.4	44.7	
66:	Neither	65	7.2	7.5		9	17.3	19.1	
67:	Fairly dissatisfied	49	5.4	5.6		3	5.8	6.4	
68:	Very dissatisfied	38	4.2	4.4		3	5.8	6.4	
69:	No opinion	16	1.8			3	5.8		
	N/R	13	1.4			2	3.8		
	Q5b With the way we deal with your enquires generally	*Base: 901*				*Base: 52*			
70:	Very satisfied	326	36.2	37.6	**81.4**	7	13.5	15.2	**60.9**
71:	Fairly satisfied	379	42.1	43.8		21	40.4	45.7	
72:	Neither	60	6.7	6.9		10	19.2	21.7	
73:	Fairly dissatisfied	63	7.0	7.3		4	7.7	8.7	
74:	Very dissatisfied	38	4.2	4.4		4	7.7	8.7	
75:	No opinion	18	2.0			3	5.8		

		Tenants				Leaseholders			
		Representative. Age & Stock weight				Representative			
		Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
	N/R	18	2.0			3	5.8		
	Q5c The way we deal with formal complaints	*Base: 901*				*Base: 52*			
76:	Very satisfied	205	22.8	32.6	**66.8**	5	9.6	14.7	**41.2**
77:	Fairly satisfied	215	23.9	34.2		9	17.3	26.5	
78:	Neither	125	13.9	19.9		13	25.0	38.2	
79:	Fairly dissatisfied	43	4.8	6.8		4	7.7	11.8	
80:	Very dissatisfied	41	4.6	6.5		3	5.8	8.8	
81:	No opinion	251	27.9			15	28.8		
	N/R	22	2.4			3	5.8		
	Q5d With the online services we provide	*Base: 901*				*Base: 52*			
82:	Very satisfied	213	23.6	33.8	**69.8**	3	5.8	12.0	**48.0**
83:	Fairly satisfied	227	25.2	36.0		9	17.3	36.0	
84:	Neither	145	16.1	23.0		10	19.2	40.0	
85:	Fairly dissatisfied	28	3.1	4.4		3	5.8	12.0	
86:	Very dissatisfied	17	1.9	2.7		0	0.0	0.0	
87:	No opinion	241	26.7			22	42.3		
	N/R	31	3.4			5	9.6		
	Q6 Have you contacted us in the last 12 months with a query other than to pay your rent or service charges	*Base: 901*				*Base: 52*			
88:	Yes	593	65.8			28	53.8		
89:	No	289	32.1			23	44.2		
	N/R	19	2.1			1	1.9		
	Q7a The ease of getting hold of the right person	*Base: 593*				*Base: 28*			
90:	Very satisfied	237	26.3	40.0	**74.6**	3	5.8	11.1	**55.5**
91:	Fairly satisfied	205	22.8	34.6		12	23.1	44.4	
92:	Neither	47	5.2	7.9		3	5.8	11.1	
93:	Fairly dissatisfied	63	7.0	10.6		6	11.5	22.2	
94:	Very dissatisfied	40	4.4	6.8		3	5.8	11.1	
	N/R	309	34.3	0.2		25	48.1	3.6	
	Q7b The helpfulness of staff	*Base: 593*				*Base: 28*			
95:	Very satisfied	280	31.1	47.3	**83.1**	5	9.6	18.5	**66.6**
96:	Fairly satisfied	212	23.5	35.8		13	25.0	48.1	
97:	Neither	35	3.9	5.9		2	3.8	7.4	
98:	Fairly dissatisfied	40	4.4	6.8		6	11.5	22.2	
99:	Very dissatisfied	25	2.8	4.2		1	1.9	3.7	
	N/R	310	34.4	0.3		25	48.1	3.6	
	Q7c The time taken to answer your query	*Base: 593*				*Base: 28*			
100:	Very satisfied	240	26.6	40.7	**73.3**	4	7.7	15.4	**50.0**
101:	Fairly satisfied	192	21.3	32.6		9	17.3	34.6	
102:	Neither	49	5.4	8.3		2	3.8	7.7	
103:	Fairly dissatisfied	66	7.3	11.2		8	15.4	30.8	
104:	Very dissatisfied	42	4.7	7.1		3	5.8	11.5	
	N/R	313	34.7	0.8		26	50.0	7.1	
	Q7d The ability of staff to deal with your enquiry quickly and efficiently	*Base: 593*				*Base: 28*			
105:	Very satisfied	243	27.0	41.3	**73.4**	3	5.8	11.5	**38.4**
106:	Fairly satisfied	189	21.0	32.1		7	13.5	26.9	
107:	Neither	55	6.1	9.4		1	1.9	3.8	
108:	Fairly dissatisfied	55	6.1	9.4		11	21.2	42.3	
109:	Very dissatisfied	46	5.1	7.8		4	7.7	15.4	
	N/R	312	34.6	0.7		26	50.0	7.1	

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
Q7e The final outcome of your enquiry	*Base: 593*				*Base: 28*			
110: Very satisfied	239	26.5	40.9	**66.8**	4	7.7	14.8	**48.1**
111: Fairly satisfied	151	16.8	25.9		9	17.3	33.3	
112: Neither	56	6.2	9.6		2	3.8	7.4	
113: Fairly dissatisfied	51	5.7	8.7		7	13.5	25.9	
114: Very dissatisfied	87	9.7	14.9		5	9.6	18.5	
N/R	317	35.2	1.5		25	48.1	3.6	
Q8 How good or poor do you feel we are at keeping you informed about things that might affect you as a tenant/leaseholder	*Base: 901*				*Base: 52*			
115: Very good	336	37.3	38.1	**79.0**	10	19.2	19.2	**53.8**
116: Fairly good	361	40.1	40.9		18	34.6	34.6	
117: Neither	92	10.2	10.4		10	19.2	19.2	
118: Fairly poor	59	6.5	6.7		11	21.2	21.2	
119: Very poor	34	3.8	3.9		3	5.8	5.8	
N/R	18	2.0			0	0.0		
Q9a That we listen to your views and act upon them	*Base: 901*				*Base: 52*			
120: Very satisfied	223	24.8	25.4	**61.9**	5	9.6	10.0	**38.0**
121: Fairly satisfied	321	35.6	36.5		14	26.9	28.0	
122: Neither	201	22.3	22.9		16	30.8	32.0	
123: Fairly dissatisfied	81	9.0	9.2		8	15.4	16.0	
124: Very dissatisfied	53	5.9	6.0		7	13.5	14.0	
N/R	22	2.4			2	3.8		
Q9b That we give you the opportunity to make your views known	*Base: 901*				*Base: 52*			
125: Very satisfied	219	24.3	25.4	**59.2**	4	7.7	8.2	**42.9**
126: Fairly satisfied	292	32.4	33.8		17	32.7	34.7	
127: Neither	245	27.2	28.4		14	26.9	28.6	
128: Fairly dissatisfied	69	7.7	8.0		5	9.6	10.2	
129: Very dissatisfied	38	4.2	4.4		9	17.3	18.4	
N/R	38	4.2			3	5.8		
Q10 Methods of being kept informed and getting in contact with us are you happy to use?	*Base: 901*				*Base: 52*			
130: Email	418	46.4			29	55.8		
131: SMS text message	303	33.6			11	21.2		
132: Through the Council website	141	15.6			7	13.5		
133: Through social media	65	7.2			3	5.8		
134: Video call such as Zoom or Facetime	19	2.1			4	7.7		
135: Telephone	552	61.3			26	50.0		
136: In writing	448	49.7			39	75.0		
137: Visit to the office	158	17.5			9	17.3		
138: Visit to your home by staff	201	22.3			5	9.6		
139: Open meetings	49	5.4			2	3.8		
140: Newsletter	234	26.0			10	19.2		
141: Other	0	0.0			0	0.0		
N/R	28	3.1			2	3.8		
R10 Happy to use online services inc. email	*Base: 901*				*Base: 52*			
142: Yes	456	50.6			29	55.8		
143: No	418	46.4			21	40.4		
N/R	28	3.1			2	3.8		
Q11 Have you used any apps or websites to do any of the following in the last year?	*Base: 901*				*Base: 52*			
144: Used Facebook, Instagram or other social media	473	52.5			25	48.1		
145: Used video calling, such as Zoom or Facetime	251	27.9			25	48.1		
146: Online shopping	438	48.6			29	55.8		
147: Online banking	476	52.8			28	53.8		
148: Booked a service or appointment online	300	33.3			23	44.2		

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
149: Read an email newsletter	292	32.4			22	42.3		
150: Contacted any organisation by email, app or on their website	260	28.9			25	48.1		
151: Contacted any organisation on social media	123	13.7			8	15.4		
152: Used Government services online	307	34.1			30	57.7		
153: Visited the Council's Facebook or Twitter	71	7.9			3	5.8		
154: Used the Council's online services	231	25.6			15	28.8		
N/R	245	27.2			14	26.9		
R11 Used digital services	*Base: 901*				*Base: 52*			
155: Yes	655	72.7			38	73.1		
156: No	246	27.3			14	26.9		
N/R	0	0.0			0	0.0		
Q12a The way we generally deal with repairs and maintenance	*Base: 901*				*Base: 52*			
157: Very satisfied	304	33.7	34.7	**69.7**	8	15.4	16.7	**43.8**
158: Fairly satisfied	307	34.1	35.0		13	25.0	27.1	
159: Neither	83	9.2	9.5		7	13.5	14.6	
160: Fairly dissatisfied	85	9.4	9.7		11	21.2	22.9	
161: Very dissatisfied	97	10.8	11.1		9	17.3	18.8	
162: Doesn't apply	9	1.0			2	3.8		
N/R	16	1.8			2	3.8		
Q12b Your gas servicing arrangements	*Base: 901*				*Base: 52*			
163: Very satisfied	470	52.2	60.5	**90.6**	0	0.0	0.0	**0.0**
164: Fairly satisfied	234	26.0	30.1		0	0.0	0.0	
165: Neither	47	5.2	6.0		0	0.0	0.0	
166: Fairly dissatisfied	17	1.9	2.2		0	0.0	0.0	
167: Very dissatisfied	9	1.0	1.2		0	0.0	0.0	
168: Doesn't apply	92	10.2			0	0.0		
N/R	32	3.6			52	0.0		
Q13 Have you had any repairs in the last 12 months?	*Base: 901*				*Base: 52*			
169: Yes	561	62.3			22	42.3		
170: No	313	34.7			27	51.9		
N/R	27	3.0			3	5.8		
Q14a Being told when workers would call	*Base: 561*				*Base: 22*			
171: Very satisfied	278	30.9	50.2	**84.3**	4	7.7	21.1	**57.9**
172: Fairly satisfied	189	21.0	34.1		7	13.5	36.8	
173: Neither	30	3.3	5.4		4	7.7	21.1	
174: Fairly dissatisfied	26	2.9	4.7		1	1.9	5.3	
175: Very dissatisfied	31	3.4	5.6		3	5.8	15.8	
N/R	347	38.5	1.2		33	63.5	13.6	
Q14b Being able to make an appointment	*Base: 561*				*Base: 22*			
176: Very satisfied	255	28.3	46.7	**78.9**	2	3.8	13.3	**33.3**
177: Fairly satisfied	176	19.5	32.2		3	5.8	20.0	
178: Neither	52	5.8	9.5		8	15.4	53.3	
179: Fairly dissatisfied	39	4.3	7.1		0	0.0	0.0	
180: Very dissatisfied	24	2.7	4.4		2	3.8	13.3	
N/R	355	39.4	2.7		37	71.2	31.8	
Q14c Time taken before work started	*Base: 561*				*Base: 22*			
181: Very satisfied	221	24.5	40.9	**73.9**	0	0.0	0.0	**30.0**
182: Fairly satisfied	178	19.8	33.0		6	11.5	30.0	
183: Neither	47	5.2	8.7		11	21.2	55.0	
184: Fairly dissatisfied	41	4.6	7.6		0	0.0	0.0	
185: Very dissatisfied	53	5.9	9.8		3	5.8	15.0	

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
N/R	360	40.0	3.6		32	61.5	9.1	
Q14d The speed of completion of the work	*Base: 561*				*Base: 22*			
186: Very satisfied	278	30.9	50.5	**80.4**	1	1.9	5.3	**63.2**
187: Fairly satisfied	165	18.3	29.9		11	21.2	57.9	
188: Neither	33	3.7	6.0		4	7.7	21.1	
189: Fairly dissatisfied	33	3.7	6.0		1	1.9	5.3	
190: Very dissatisfied	42	4.7	7.6		2	3.8	10.5	
N/R	351	39.0	2.0		33	63.5	13.6	
Q14e The attitude of workers	*Base: 561*				*Base: 22*			
191: Very satisfied	373	41.4	67.9	**88.7**	7	13.5	36.8	**68.4**
192: Fairly satisfied	114	12.7	20.8		6	11.5	31.6	
193: Neither	32	3.6	5.8		4	7.7	21.1	
194: Fairly dissatisfied	17	1.9	3.1		1	1.9	5.3	
195: Very dissatisfied	13	1.4	2.4		1	1.9	5.3	
N/R	352	39.1	2.1		33	63.5	13.6	
Q14f The overall quality of repair work	*Base: 561*				*Base: 22*			
196: Very satisfied	289	32.1	52.8	**80.8**	3	5.8	15.8	**68.4**
197: Fairly satisfied	153	17.0	28.0		10	19.2	52.6	
198: Neither	39	4.3	7.1		1	1.9	5.3	
199: Fairly dissatisfied	38	4.2	6.9		3	5.8	15.8	
200: Very dissatisfied	28	3.1	5.1		2	3.8	10.5	
N/R	353	39.2	2.3		33	63.5	13.6	
Q14g Keeping dirt and mess to a minimum	*Base: 561*				*Base: 22*			
201: Very satisfied	308	34.2	55.8	**83.7**	4	7.7	20.0	**50.0**
202: Fairly satisfied	154	17.1	27.9		6	11.5	30.0	
203: Neither	45	5.0	8.2		5	9.6	25.0	
204: Fairly dissatisfied	29	3.2	5.3		3	5.8	15.0	
205: Very dissatisfied	16	1.8	2.9		2	3.8	10.0	
N/R	350	38.8	1.8		32	61.5	9.1	
Q14h The repair being done 'right first time'	*Base: 561*				*Base: 22*			
206: Very satisfied	278	30.9	50.5	**75.7**	4	7.7	21.1	**68.5**
207: Fairly satisfied	139	15.4	25.2		9	17.3	47.4	
208: Neither	42	4.7	7.6		3	5.8	15.8	
209: Fairly dissatisfied	46	5.1	8.3		1	1.9	5.3	
210: Very dissatisfied	46	5.1	8.3		2	3.8	10.5	
N/R	351	39.0	2.0		33	63.5	13.6	
Q14i The workers doing the job you expected	*Base: 561*				*Base: 22*			
211: Very satisfied	301	33.4	54.9	**80.4**	3	5.8	15.0	**60.0**
212: Fairly satisfied	140	15.5	25.5		9	17.3	45.0	
213: Neither	54	6.0	9.9		3	5.8	15.0	
214: Fairly dissatisfied	26	2.9	4.7		2	3.8	10.0	
215: Very dissatisfied	27	3.0	4.9		3	5.8	15.0	
N/R	352	39.1	2.1		32	61.5	9.1	
Q14j The overall repairs service you received on this occasion	*Base: 561*				*Base: 22*			
216: Very satisfied	277	30.7	50.5	**78.6**	5	9.6	25.0	**65.0**
217: Fairly satisfied	154	17.1	28.1		8	15.4	40.0	
218: Neither	50	5.5	9.1		4	7.7	20.0	
219: Fairly dissatisfied	35	3.9	6.4		1	1.9	5.0	
220: Very dissatisfied	33	3.7	6.0		2	3.8	10.0	
N/R	352	39.1	2.1		32	61.5	9.1	

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
Q15a Your neighbourhood as a place to live	*Base: 901*				*Base: 52*			
221: Very satisfied	386	42.8	43.8	**76.8**	10	19.2	19.6	**62.7**
222: Fairly satisfied	291	32.3	33.0		22	42.3	43.1	
223: Neither	79	8.8	9.0		8	15.4	15.7	
224: Fairly dissatisfied	65	7.2	7.4		5	9.6	9.8	
225: Very dissatisfied	60	6.7	6.8		6	11.5	11.8	
226: No opinion	0	0.0			0	0.0		
N/R	19	2.1			1	1.9		
Q15b The overall appearance of your neighbourhood	*Base: 901*				*Base: 52*			
227: Very satisfied	270	30.0	31.2	**65.3**	6	11.5	12.2	**61.2**
228: Fairly satisfied	295	32.7	34.1		24	46.2	49.0	
229: Neither	84	9.3	9.7		5	9.6	10.2	
230: Fairly dissatisfied	112	12.4	12.9		8	15.4	16.3	
231: Very dissatisfied	105	11.7	12.1		6	11.5	12.2	
232: No opinion	8	0.9			1	1.9		
N/R	27	3.0			2	3.8		
Q16a Car parking	*Base: 901*				*Base: 52*			
233: Major problem	196	21.8	23.8	**55.4**	7	13.5	15.6	**44.5**
234: Minor problem	260	28.9	31.6		13	25.0	28.9	
235: Not a problem	366	40.6	44.5		25	48.1	55.6	
N/R	79	8.8			7	13.5		
Q16b Rubbish or litter	*Base: 901*				*Base: 52*			
236: Major problem	250	27.7	30.2	**63.1**	15	28.8	33.3	**80.0**
237: Minor problem	273	30.3	32.9		21	40.4	46.7	
238: Not a problem	306	34.0	36.9		9	17.3	20.0	
N/R	72	8.0			7	13.5		
Q16c Noisy neighbours	*Base: 901*				*Base: 52*			
239: Major problem	139	15.4	17.1	**42.1**	12	23.1	27.3	**61.4**
240: Minor problem	203	22.5	25.0		15	28.8	34.1	
241: Not a problem	469	52.1	57.8		17	32.7	38.6	
N/R	90	10.0			8	15.4		
Q16d Dog fouling or dog mess	*Base: 901*				*Base: 52*			
242: Major problem	201	22.3	24.2	**56.6**	13	25.0	28.9	**51.1**
243: Minor problem	269	29.9	32.4		10	19.2	22.2	
244: Not a problem	360	40.0	43.4		22	42.3	48.9	
N/R	70	7.8			7	13.5		
Q16e Problems with pets and animals	*Base: 901*				*Base: 52*			
245: Major problem	56	6.2	7.0	**24.9**	5	9.6	11.9	**35.7**
246: Minor problem	144	16.0	17.9		10	19.2	23.8	
247: Not a problem	605	67.1	75.2		27	51.9	64.3	
N/R	97	10.8			10	19.2		
Q16f Disruptive children/teenagers	*Base: 901*				*Base: 52*			
248: Major problem	108	12.0	13.3	**39.2**	4	7.7	9.5	**40.5**
249: Minor problem	210	23.3	25.9		13	25.0	31.0	
250: Not a problem	492	54.6	60.7		25	48.1	59.5	
N/R	91	10.1			10	19.2		
Q16g Racial or other harassment	*Base: 901*				*Base: 52*			
251: Major problem	37	4.1	4.6	**14.5**	2	3.8	4.9	**14.7**

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
252: Minor problem	80	8.9	9.9		4	7.7	9.8	
253: Not a problem	688	76.4	85.5		35	67.3	85.4	
N/R	96	10.7			11	21.2		
Q16h Drunk or rowdy behaviour	*Base: 901*				*Base: 52*			
254: Major problem	97	10.8	11.9	**34.9**	8	15.4	18.6	**48.8**
255: Minor problem	187	20.8	23.0		13	25.0	30.2	
256: Not a problem	528	58.6	65.0		22	42.3	51.2	
N/R	89	9.9			9	17.3		
Q16i Vandalism and graffiti	*Base: 901*				*Base: 52*			
257: Major problem	55	6.1	6.9	**28.8**	2	3.8	4.9	**41.5**
258: Minor problem	175	19.4	21.9		15	28.8	36.6	
259: Not a problem	570	63.3	71.3		24	46.2	58.5	
N/R	101	11.2			11	21.2		
Q16j People damaging your property	*Base: 901*				*Base: 52*			
260: Major problem	36	4.0	4.5	**16.4**	4	7.7	9.5	**35.7**
261: Minor problem	95	10.5	11.9		11	21.2	26.2	
262: Not a problem	669	74.3	83.6		27	51.9	64.3	
N/R	101	11.2			10	19.2		
Q16k Drug use or drug dealing	*Base: 901*				*Base: 52*			
263: Major problem	166	18.4	20.4	**38.0**	13	25.0	30.2	**51.1**
264: Minor problem	143	15.9	17.6		9	17.3	20.9	
265: Not a problem	503	55.8	61.9		21	40.4	48.8	
N/R	89	9.9			9	17.3		
Q16l Abandoned or burnt out vehicles	*Base: 901*				*Base: 52*			
266: Major problem	12	1.3	1.5	**8.2**	2	3.8	4.9	**14.7**
267: Minor problem	54	6.0	6.7		4	7.7	9.8	
268: Not a problem	735	81.6	91.8		35	67.3	85.4	
N/R	100	11.1			11	21.2		
Q16m Noise from traffic	*Base: 901*				*Base: 52*			
269: Major problem	54	6.0	6.7	**22.4**	2	3.8	4.8	**26.2**
270: Minor problem	126	14.0	15.7		9	17.3	21.4	
271: Not a problem	623	69.1	77.6		31	59.6	73.8	
N/R	98	10.9			10	19.2		
Q16n Other crime	*Base: 901*				*Base: 52*			
272: Major problem	42	4.7	5.3	**23.4**	5	9.6	13.2	**34.3**
273: Minor problem	143	15.9	18.1		8	15.4	21.1	
274: Not a problem	605	67.1	76.6		25	48.1	65.8	
N/R	111	12.3			14	26.9		
Q17a Internal communal cleaning	*Base: 901*				*Base: 52*			
275: Very satisfied	159	17.6	30.6	**63.3**	5	9.6	13.9	**55.6**
276: Fairly satisfied	170	18.9	32.7		15	28.8	41.7	
277: Neither	112	12.4	21.5		7	13.5	19.4	
278: Fairly dissatisfied	33	3.7	6.3		5	9.6	13.9	
279: Very dissatisfied	46	5.1	8.8		4	7.7	11.1	
280: No opinion	304	33.7			11	21.2		
N/R	77	8.5			5	9.6		
Q17b External communal cleaning	*Base: 901*				*Base: 52*			

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
281: Very satisfied	124	13.8	20.4	**53.6**	2	3.8	5.7	**31.4**
282: Fairly satisfied	202	22.4	33.2		9	17.3	25.7	
283: Neither	108	12.0	17.8		8	15.4	22.9	
284: Fairly dissatisfied	81	9.0	13.3		8	15.4	22.9	
285: Very dissatisfied	93	10.3	15.3		8	15.4	22.9	
286: No opinion	214	23.8			11	21.2		
N/R	80	8.9			6	11.5		
Q17c The grounds maintenance such as grass cutting in your area	*Base: 901*				*Base: 52*			
287: Very satisfied	160	17.8	20.4	**52.8**	3	5.8	7.1	**35.7**
288: Fairly satisfied	254	28.2	32.4		12	23.1	28.6	
289: Neither	101	11.2	12.9		9	17.3	21.4	
290: Fairly dissatisfied	120	13.3	15.3		8	15.4	19.0	
291: Very dissatisfied	148	16.4	18.9		10	19.2	23.8	
292: No opinion	80	8.9			7	13.5		
N/R	38	4.2			3	5.8		
Q17d How we deal with anti-social behaviour	*Base: 901*				*Base: 52*			
293: Very satisfied	121	13.4	21.4	**50.4**	2	3.8	6.3	**21.9**
294: Fairly satisfied	164	18.2	29.0		5	9.6	15.6	
295: Neither	142	15.8	25.1		9	17.3	28.1	
296: Fairly dissatisfied	50	5.5	8.8		8	15.4	25.0	
297: Very dissatisfied	89	9.9	15.7		8	15.4	25.0	
298: No opinion	273	30.3			15	28.8		
N/R	61	6.8			5	9.6		
Q18 Have you reported any anti-social behaviour to us in the last 12 months?	*Base: 901*				*Base: 52*			
299: Yes	98	10.9			12	23.1		
300: No	745	82.7			35	67.3		
N/R	59	6.5			5	9.6		
Q19 How easy was it to get hold of the right person	*Base: 98*				*Base: 12*			
301: Very easy	19	2.1	19.4	**41.8**	1	1.9	8.3	**33.3**
302: Fairly easy	22	2.4	22.4		3	5.8	25.0	
303: Neither	12	1.3	12.2		1	1.9	8.3	
304: Fairly difficult	18	2.0	18.4		4	7.7	33.3	
305: Very difficult	27	3.0	27.6		3	5.8	25.0	
N/R	803	89.1	0.0		40	76.9	0.0	
Q20 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?	*Base: 98*				*Base: 12*			
306: Very good	20	2.2	20.6	**43.3**	1	1.9	8.3	**41.6**
307: Fairly good	22	2.4	22.7		4	7.7	33.3	
308: Neither	15	1.7	15.5		3	5.8	25.0	
309: Fairly poor	15	1.7	15.5		1	1.9	8.3	
310: Very poor	25	2.8	25.8		3	5.8	25.0	
N/R	804	89.2	1.0		40	76.9	0.0	
Q21a Being kept informed about your case	*Base: 98*				*Base: 12*			
311: Very satisfied	15	1.7	16.1	**34.4**	1	1.9	9.1	**18.2**
312: Fairly satisfied	17	1.9	18.3		1	1.9	9.1	
313: Neither	20	2.2	21.5		3	5.8	27.3	
314: Fairly dissatisfied	13	1.4	14.0		4	7.7	36.4	
315: Very dissatisfied	28	3.1	30.1		2	3.8	18.2	
N/R	807	89.6	4.1		41	78.8	8.3	
Q21b The support provided by staff	*Base: 98*				*Base: 12*			
316: Very satisfied	13	1.4	14.0	**33.4**	1	1.9	9.1	**18.2**

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
317: Fairly satisfied	18	2.0	19.4		1	1.9	9.1	
318: Neither	17	1.9	18.3		4	7.7	36.4	
319: Fairly dissatisfied	12	1.3	12.9		2	3.8	18.2	
320: Very dissatisfied	33	3.7	35.5		3	5.8	27.3	
N/R	808	89.7	5.1		41	78.8	8.3	
Q21c The final outcome of your complaint	*Base: 98*				*Base: 12*			
321: Very satisfied	9	1.0	9.6	**26.6**	1	1.9	8.3	**16.6**
322: Fairly satisfied	16	1.8	17.0		1	1.9	8.3	
323: Neither	25	2.8	26.6		3	5.8	25.0	
324: Fairly dissatisfied	6	0.7	6.4		3	5.8	25.0	
325: Very dissatisfied	38	4.2	40.4		4	7.7	33.3	
N/R	807	89.6	4.1		40	76.9	0.0	
Q22 How willing would you be to report any anti-social behaviour to us in the future	*Base: 98*				*Base: 12*			
326: Very willing	46	5.1	47.9	**66.7**	5	9.6	41.7	**75.0**
327: Fairly willing	18	2.0	18.8		4	7.7	33.3	
328: Neither	5	0.6	5.2		0	0.0	0.0	
329: Fairly reluctant	12	1.3	12.5		2	3.8	16.7	
330: Very reluctant	15	1.7	15.6		1	1.9	8.3	
N/R	805	89.3	2.0		40	76.9	0.0	
Q23a Claiming welfare benefits	*Base: 901*				*Base: 52*			
331: Very satisfied	336	37.3	50.5	**81.8**	1	1.9	6.7	**13.4**
332: Fairly satisfied	208	23.1	31.3		1	1.9	6.7	
333: Neither	93	10.3	14.0		11	21.2	73.3	
334: Fairly dissatisfied	18	2.0	2.7		2	3.8	13.3	
335: Very dissatisfied	10	1.1	1.5		0	0.0	0.0	
336: No opinion	190	21.1			30	57.7		
N/R	45	5.0			7	13.5		
Q23b Managing your finances and paying your rent and serevice charges	*Base: 901*				*Base: 52*			
337: Very satisfied	333	37.0	49.6	**83.6**	3	5.8	13.6	**40.9**
338: Fairly satisfied	228	25.3	34.0		6	11.5	27.3	
339: Neither	92	10.2	13.7		10	19.2	45.5	
340: Fairly dissatisfied	10	1.1	1.5		2	3.8	9.1	
341: Very dissatisfied	8	0.9	1.2		1	1.9	4.5	
342: No opinion	183	20.3			25	48.1		
N/R	46	5.1			5	9.6		
Q24a My rent and service charges are affordable	*Base: 901*				*Base: 52*			
343: Strongly agree	342	38.0	42.3	**85.4**	3	5.8	7.3	**63.4**
344: Tend to agree	348	38.6	43.1		23	44.2	56.1	
345: Neither	68	7.5	8.4		6	11.5	14.6	
346: Tend to disagree	37	4.1	4.6		7	13.5	17.1	
347: Strongly disagree	13	1.4	1.6		2	3.8	4.9	
348: Prefer not to say	57	6.3			4	7.7		
N/R	36	4.0			7	13.5		
Q24b I am financially secure	*Base: 901*				*Base: 52*			
349: Strongly agree	184	20.4	24.8	**58.3**	4	7.7	12.1	**66.6**
350: Tend to agree	248	27.5	33.5		18	34.6	54.5	
351: Neither	156	17.3	21.1		7	13.5	21.2	
352: Tend to disagree	88	9.8	11.9		3	5.8	9.1	
353: Strongly disagree	65	7.2	8.8		1	1.9	3.0	
354: Prefer not to say	109	12.1			9	17.3		
N/R	51	5.7			10	19.2		

	Tenants Representative. Age & Stock weight				Leaseholders Representative			
	Count	% raw	% valid	**% +'ve**	Count	% raw	% valid	**% +'ve**
Q24c I have a good quality of life in my home	*Base: 901*				*Base: 52*			
355: Strongly agree	282	31.3	34.3	**75.4**	7	13.5	17.5	**72.5**
356: Tend to agree	338	37.5	41.1		22	42.3	55.0	
357: Neither	103	11.4	12.5		5	9.6	12.5	
358: Tend to disagree	52	5.8	6.3		5	9.6	12.5	
359: Strongly disagree	48	5.3	5.8		1	1.9	2.5	
360: Prefer not to say	45	5.0			5	9.6		
N/R	33	3.7			7	13.5		
Q24d I feel part of the community	*Base: 901*				*Base: 52*			
361: Strongly agree	217	24.1	27.4	**62.2**	5	9.6	13.2	**65.8**
362: Tend to agree	275	30.5	34.8		20	38.5	52.6	
363: Neither	191	21.2	24.1		8	15.4	21.1	
364: Tend to disagree	52	5.8	6.6		3	5.8	7.9	
365: Strongly disagree	56	6.2	7.1		2	3.8	5.3	
366: Prefer not to say	74	8.2			5	9.6		
N/R	37	4.1			9	17.3		
Q25 Over the past 12 months, at times, have you felt lonely and isolated?	*Base: 901*				*Base: 52*			
367: Always	64	7.1	8.0	**21.8**	0	0.0	0.0	**8.3**
368: Often	111	12.3	13.8		3	5.8	8.3	
369: Sometimes	235	26.1	29.3		11	21.2	30.6	
370: Rarely	135	15.0	16.8		3	5.8	8.3	
371: Never	258	28.6	32.1		19	36.5	52.8	
372: Prefer not to say	71	7.9			9	17.3		
N/R	27	3.0			7	13.5		
Q26 Do you live in an Independent Living scheme?	*Base: 901*				*Base: 52*			
373: Yes	119	13.2			0	0.0		
374: No	17	1.9			0	0.0		
N/R	765	84.9			52	0.0		
Q27a Your support plan	*Base: 137*				*Base: 0*			
375: Very satisfied	49	5.4	46.7	**77.2**	0	0.0	0.0	**0.0**
376: Fairly satisfied	32	3.6	30.5		0	0.0	0.0	
377: Neither	20	2.2	19.0		0	0.0	0.0	
378: Fairly dissatisfied	1	0.1	1.0		0	0.0	0.0	
379: Very dissatisfied	3	0.3	2.9		0	0.0	0.0	
N/R	796	88.3	23.4		52	0.0	0.0	
Q27b The frequency of contact with your scheme manager/support worker	*Base: 137*				*Base: 0*			
380: Very satisfied	65	7.2	58.6	**86.5**	0	0.0	0.0	**0.0**
381: Fairly satisfied	31	3.4	27.9		0	0.0	0.0	
382: Neither	9	1.0	8.1		0	0.0	0.0	
383: Fairly dissatisfied	2	0.2	1.8		0	0.0	0.0	
384: Very dissatisfied	4	0.4	3.6		0	0.0	0.0	
N/R	790	87.7	19.0		52	0.0	0.0	
Q27c The overall service provided by your scheme manager/support worker	*Base: 137*				*Base: 0*			
385: Very satisfied	66	7.3	60.0	**85.5**	0	0.0	0.0	**0.0**
386: Fairly satisfied	28	3.1	25.5		0	0.0	0.0	
387: Neither	7	0.8	6.4		0	0.0	0.0	
388: Fairly dissatisfied	4	0.4	3.6		0	0.0	0.0	
389: Very dissatisfied	5	0.6	4.5		0	0.0	0.0	
N/R	790	87.7	19.0		52	0.0	0.0	
Q27d The call centre/emergency call system	*Base: 137*				*Base: 0*			
390: Very satisfied	69	7.7	59.0	**86.4**	0	0.0	0.0	**0.0**

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
391: Fairly satisfied	32	3.6	27.4		0	0.0	0.0	
392: Neither	9	1.0	7.7		0	0.0	0.0	
393: Fairly dissatisfied	7	0.8	6.0		0	0.0	0.0	
394: Very dissatisfied	0	0.0	0.0		0	0.0	0.0	
N/R	785	87.1	15.3		52	0.0	0.0	
Q27e The safety and security of your home	*Base: 137*				*Base: 0*			
395: Very satisfied	74	8.2	63.8	**93.1**	0	0.0	0.0	**0.0**
396: Fairly satisfied	34	3.8	29.3		0	0.0	0.0	
397: Neither	4	0.4	3.4		0	0.0	0.0	
398: Fairly dissatisfied	2	0.2	1.7		0	0.0	0.0	
399: Very dissatisfied	2	0.2	1.7		0	0.0	0.0	
N/R	785	87.1	15.3		52	0.0	0.0	
Q27f How easy it is to access all areas of your home and scheme	*Base: 137*				*Base: 0*			
400: Very satisfied	81	9.0	71.7	**95.6**	0	0.0	0.0	**0.0**
401: Fairly satisfied	27	3.0	23.9		0	0.0	0.0	
402: Neither	4	0.4	3.5		0	0.0	0.0	
403: Fairly dissatisfied	1	0.1	0.9		0	0.0	0.0	
404: Very dissatisfied	0	0.0	0.0		0	0.0	0.0	
N/R	787	87.3	16.8		52	0.0	0.0	
Q27g The facilities at your scheme	*Base: 137*				*Base: 0*			
405: Very satisfied	59	6.5	53.2	**84.7**	0	0.0	0.0	**0.0**
406: Fairly satisfied	35	3.9	31.5		0	0.0	0.0	
407: Neither	12	1.3	10.8		0	0.0	0.0	
408: Fairly dissatisfied	5	0.6	4.5		0	0.0	0.0	
409: Very dissatisfied	0	0.0	0.0		0	0.0	0.0	
N/R	790	87.7	19.0		52	0.0	0.0	
L12b External building repairs and maintenance	*Base: 0*				*Base: 52*			
410: Very satisfied	0	0.0	0.0	**0.0**	5	9.6	10.6	**36.1**
411: Fairly satisfied	0	0.0	0.0		12	23.1	25.5	
412: Neither	0	0.0	0.0		10	19.2	21.3	
413: Fairly dissatisfied	0	0.0	0.0		10	19.2	21.3	
414: Very dissatisfied	0	0.0	0.0		10	19.2	21.3	
415: Doesn't apply	0	0.0			2	3.8		
N/R	901	0.0	0.0		3	5.8	5.8	
L12c Repairs to communal areas	*Base: 0*				*Base: 52*			
416: Very satisfied	0	0.0	0.0	**0.0**	6	11.5	14.3	**52.4**
417: Fairly satisfied	0	0.0	0.0		16	30.8	38.1	
418: Neither	0	0.0	0.0		10	19.2	23.8	
419: Fairly dissatisfied	0	0.0	0.0		6	11.5	14.3	
420: Very dissatisfied	0	0.0	0.0		4	7.7	9.5	
421: Doesn't apply	0	0.0			7	13.5		
N/R	901	0.0	0.0		3	5.8	5.8	
L26a The consultation you receive when Lancaster CC sets the service charges	*Base: 0*				*Base: 52*			
422: Very satisfied	0	0.0	0.0	**0.0**	5	9.6	11.6	**60.4**
423: Fairly satisfied	0	0.0	0.0		21	40.4	48.8	
424: Neither	0	0.0	0.0		6	11.5	14.0	
425: Fairly dissatisfied	0	0.0	0.0		6	11.5	14.0	
426: Very dissatisfied	0	0.0	0.0		5	9.6	11.6	
427: No opinion	0	0.0			5	9.6		
N/R	901	0.0	0.0		4	7.7	7.7	
L26b How easy it is to understand your service charge statement	*Base: 0*				*Base: 52*			

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
428: Very satisfied	0	0.0	0.0	**0.0**	6	11.5	13.6	**63.6**
429: Fairly satisfied	0	0.0	0.0		22	42.3	50.0	
430: Neither	0	0.0	0.0		5	9.6	11.4	
431: Fairly dissatisfied	0	0.0	0.0		9	17.3	20.5	
432: Very dissatisfied	0	0.0	0.0		2	3.8	4.5	
433: No opinion	0	0.0			4	7.7		
N/R	901	0.0	0.0		4	7.7	7.7	
L26c The information about how your service charges are calculated	*Base: 0*				*Base: 52*			
434: Very satisfied	0	0.0	0.0	**0.0**	6	11.5	13.6	**65.9**
435: Fairly satisfied	0	0.0	0.0		23	44.2	52.3	
436: Neither	0	0.0	0.0		5	9.6	11.4	
437: Fairly dissatisfied	0	0.0	0.0		5	9.6	11.4	
438: Very dissatisfied	0	0.0	0.0		5	9.6	11.4	
439: No opinion	0	0.0			4	7.7		
N/R	901	0.0	0.0		4	7.7	7.7	
L26d Information and advice on your obligations under the terms of the lease	*Base: 0*				*Base: 52*			
440: Very satisfied	0	0.0	0.0	**0.0**	5	9.6	11.1	**68.9**
441: Fairly satisfied	0	0.0	0.0		26	50.0	57.8	
442: Neither	0	0.0	0.0		8	15.4	17.8	
443: Fairly dissatisfied	0	0.0	0.0		3	5.8	6.7	
444: Very dissatisfied	0	0.0	0.0		3	5.8	6.7	
445: No opinion	0	0.0			3	5.8		
N/R	901	0.0	0.0		4	7.7	7.7	
L27 Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges?	*Base: 0*				*Base: 52*			
446: Easier	0	0.0	0.0		3	5.8	7.5	
447: About the same	0	0.0	0.0		31	59.6	77.5	
448: More difficult	0	0.0	0.0		6	11.5	15.0	
N/R	901	0.0	0.0		12	23.1	23.1	
D101 Stock	*Base: 901*				*Base: 52*			
449: General needs	764	84.8			0	0.0		
450: Independent Living	137	15.2			0	0.0		
451: Leaseholder	0	0.0			52	100.0		
N/R	0	0.0			0	0.0		
D102 Stock [simple]	*Base: 901*				*Base: 52*			
452: Tenant	901	100.0			0	0.0		
453: Leaseholder	0	0.0			52	100.0		
N/R	0	0.0			0	0.0		
D103 Patch	*Base: 901*				*Base: 52*			
454: Branksome	46	5.1			0	0.0		
455: Carnforth	53	5.9			0	0.0		
456: Higher Heysham	35	3.9			0	0.0		
457: Kellets	10	1.1			0	0.0		
458: Kingsway	38	4.2			0	0.0		
459: Morecambe Central	17	1.9			0	0.0		
460: Middleton & Overton	4	0.4			0	0.0		
461: Slyne and Bolton-le-Sands	18	2.0			0	0.0		
462: Westgate	52	5.8			0	0.0		
463: Warton and Rurals	20	2.2			0	0.0		
464: Beaumont	21	2.3			0	0.0		
465: Mainway	63	7.0			0	0.0		
466: Ryelands	83	9.2			0	0.0		
467: Vale	107	11.9			0	0.0		

	Tenants Representative. Age & Stock weight				Leaseholders Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
468: OME	0	0.0			0	0.0		
469: Bowerham	8	0.9			0	0.0		
470: Caton	25	2.8			0	0.0		
471: City Centre	26	2.9			0	0.0		
472: Greaves	35	3.9			0	0.0		
473: Galgate South	9	1.0			0	0.0		
474: Halton	10	1.1			0	0.0		
475: Hala	46	5.1			0	0.0		
476: Lune Valley Villages	12	1.3			0	0.0		
477: Marsh	63	7.0			0	0.0		
478: Ridge and Newton	101	11.2			0	0.0		
N/R	0	0.0			52	0.0		
D104 Area	*Base: 901*				*Base: 52*			
479: Morecambe	293	32.5			0	0.0		
480: North Lancaster	273	30.3			0	0.0		
481: South Lancaster	334	37.1			0	0.0		
N/R	0	0.0			52	0.0		
D105 Property type	*Base: 901*				*Base: 52*			
482: Bedsit	17	1.9			0	0.0		
483: Bungalow	204	22.6			0	0.0		
484: Flat	289	32.1			0	0.0		
485: House	379	42.1			0	0.0		
486: Maisonette	11	1.2			0	0.0		
487: Plot	0	0.0			0	0.0		
N/R	0	0.0			52	0.0		
D106 Property size	*Base: 901*				*Base: 52*			
488: One bed	334	37.1			0	0.0		
489: Two bed	291	32.3			0	0.0		
490: Three bed	261	29.0			0	0.0		
491: Four or more beds	16	1.8			0	0.0		
N/R	0	0.0			52	0.0		
D107 Length of tenancy	*Base: 901*				*Base: 52*			
492: Under 1 year	131	14.5			0	0.0		
493: 1 - 2 years	122	13.5			0	0.0		
494: 3 - 5 years	137	15.2			0	0.0		
495: 6 - 10 years	195	21.6			0	0.0		
496: 11 - 20 years	147	16.3			0	0.0		
497: 21 years and over	169	18.8			0	0.0		
N/R	0	0.0			52	0.0		
D108 Main tenant age group	*Base: 901*				*Base: 52*			
498: 16 - 24 years	32	3.6			0	0.0		
499: 25 - 34 years	97	10.8			0	0.0		
500: 35 - 44 years	140	15.5			0	0.0		
501: 45 - 54 years	126	14.0			0	0.0		
502: 55 - 59 years	71	7.9			0	0.0		
503: 60 - 64 years	70	7.8			0	0.0		
504: 65 - 74 years	135	15.0			0	0.0		
505: 75 - 84 years	71	7.9			0	0.0		
506: 85 years and over	26	2.9			0	0.0		
N/R	133	14.8			52	0.0		
D109 Main tenant age group [simple]	*Base: 901*				*Base: 52*			
507: 16-34	129	14.3			0	0.0		
508: 35-49	195	21.6			0	0.0		

	Tenants				Leaseholders			
	Representative. Age & Stock weight				Representative			
	Count	% raw	% valid	% +'ve	Count	% raw	% valid	% +'ve
509: 50-64	211	23.4			0	0.0		
510: 65+	233	25.9			0	0.0		
N/R	133	14.8			52	0.0		
D110 Receive Housing Benefit	*Base: 901*				*Base: 52*			
511: Yes	555	61.6			0	0.0		
512: No	346	38.4			52	100.0		
N/R	0	0.0			0	0.0		
D111 Reported ASB in the last year [database]	*Base: 901*				*Base: 52*			
513: Yes	65	7.2			1	1.9		
514: No	836	92.8			51	98.1		
N/R	0	0.0			0	0.0		
D112 Reported ASB in the last year - full	*Base: 901*				*Base: 52*			
515: Record of ASB report	65	7.2			1	1.9		
516: Claimed to report ASB but no record	67	7.5			11	21.2		
517: Not reported	769	85.3			40	76.9		
N/R	0	0.0			0	0.0		
D113 Pay a service charge	*Base: 901*				*Base: 52*			
518: Yes	453	50.3			52	100.0		
519: No	448	49.7			0	0.0		
N/R	0	0.0			0	0.0		

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