ARP research

HouseMark STAR

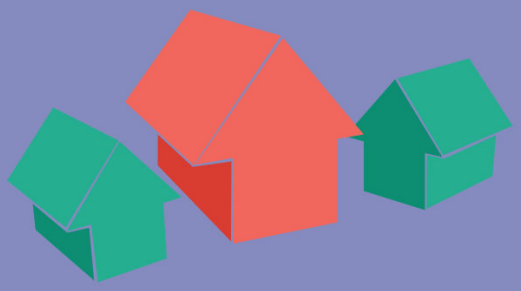
Brighton & Hove City Council

STAR Tenant Satisfaction Survey 2016

Brighton & Hove City Council

Report by Scott Rumley & Adam Payne
scott.rumley@arp-research.co.uk
adam.payne@arp-research.co.uk

(t) 0844 272 6004
(w) www.arp-research.co.uk



Contents

1. Introduction

Background

This report details the results of Brighton & Hove City Council's 2016 STAR tenant satisfaction survey. The Council conducts an overarching survey every three years, and this is the third such survey for the Council using the HouseMark STAR survey 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 2014 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the HouseMark STAR database for the core satisfaction questions, supplemented by ARP Research's own database for ancillary questions.

This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys. Benchmark data for the 'core' questions is provided by HouseMark. www.housemark.co.uk/star

About the survey

The survey was carried out between June and July 2016. Paper self completion questionnaires were distributed to a randomly selected sample of 3,006 tenant households. To encourage the response rate tenants were given the option of completing the questionnaire on-line via the city's Consultation Portal, and everyone who took part was eligible for entry into a free prize draw.

In total 829 tenants took part in the survey, which represented a 28% response rate (error margin +/- 3.3%). The majority of completions were on paper, but 12% of respondents took part online.

Understanding the results

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

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant* . This tells us that we can 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	2014 result	change over time (colour if statistically significant)	proportion of **tenants**	
82%	78%	↑	81%	satisfaction overall
82%	80%	↓	79%	quality of home
79%	84%	↑	86%	value for money of rent
69%	71%	↑	74%	value for money of service charge
56%	64%	↑	70%	listens & acts on views
78%	76%	↔	76%	being kept informed
N.A.	81%	↑	85%	standard of customer service
N.A.	84%		86%	ease of accessing services
76%	N.A.	NA	77%	repairs & maintenance overall
80%	76%	↑	81%	last completed repair
80%	84%	↓	80%	neighbourhood as a place to live

Overall satisfaction

1. Taking everything into account, the majority of Brighton and Hove City Council's tenants were satisfied with the services they received (81%), compared to only 13% who were dissatisfied. This score was three points higher than it had been in 2014, a statistically significant improvement. A similar pattern is observed elsewhere in the findings where satisfaction had improved on a number of core measures. For those areas where benchmark information is available the majority of results were either on-par, or above average when compared with other similar organisations (section 3).

2. Areas where the scores seemed particularly positive included significant improvements to key measures such as the standard of customer service (section 4), listening and acting on tenants' views (section 5) and the last completed repair (section 12). It is likely that all three of these were linked

3. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the two key drivers for tenants are listed below:

   - Listening to views and acting upon them (70% satisfied, section 5)
   - Grounds maintenance service (64%, section 7).

Customer responsiveness

4. Listening and acting upon views was again the clear primary key driver of overall satisfaction for all respondents (chart 3.2). As such, it is very pleasing to find that the proportion of tenants who were satisfied with the Council's performance in this regard has improved significantly since 2014 (70%, was 64%), with this result fourteen points above the benchmark median for similar landlords, ensuring the score remains in the top quartile of providers (section 5).

5. This strong increase is likely to have been driven, at least in part, by the improvements in the standard of customer service. Indeed, it was very positive to find an increase in the number of tenants saying the standard of customer service received was good (85%, up from 81%). This was unsurprisingly a statistically significant improvement.

6. This improved scores may owe much to 86% who said it was easy to access the Council's services, a significant improvement on the 2014 score (was 84%). In particular, whilst in the previous survey only 36% said this was 'very easy', the equivalent figure in 2016 was 42%. Indeed, far fewer respondents suggested that call waiting times as area for improvement compared to 2014.

Information and communication

7. Three quarters of tenants (76%) said Housing Services were good at keeping them informed about things that may affect them, a result which has not changed since 2014 and has showed little movement since 2011. As a consequence, the Council's score remains in the third quartile of providers being two points below the HouseMark benchmark median of 78% (section 9).

8. Around nine out of ten respondents say they have 'Homing In' (89%), with the majority claiming they 'always' read it (55%), and a third reading it 'sometimes' (34%).

9. Two thirds of respondents have access to the internet (66%), which is up eight points from the 2014 survey (was 58%).When asked if they would use a specific Housing app if offered, around a third (35%) said they would which is up from 26% in 2014.

Repairs and maintenance

10. Just over three quarters of respondents were satisfied with the service as a whole (77%), half of whom were 'very satisfied' (39%). This was not asked in 2016 so there was no tracking data, but it does match closely with the benchmark median of 76%. Nevertheless, work remains to be done by the Council in this area, as around one in six remain dissatisfied with this service (17%, section 8).

11. It was positive to find more of the overall sample were satisfied with the repairs service received on the last occasion (81%) a result which is a significant improvement from 2014 (was 76%) and now closer to the benchmark median. The ratings for individual aspects of the repair were relatively stable, however, which might suggest that this score was influenced by the broader improvement in customer service scores (see section 4).

12. The key drivers of satisfaction with the repairs service were the quality of the work and the speed of completion with the former clearly more important.

13. A quarter of the sample believed that they had received some planned maintenance work in the previous twelve months. Four out of five respondents who had received some planned maintenance work were satisfied with it (81%), which represents a four-point fall when compared to 2014 (was 85%). Whilst the difference was not significant it is also important to point out one in eight were dissatisfied (13%).

The home

14. Around four out of five respondents were satisfied with the headline score for the quality of the home (79%), which is almost identical to that achieved in 2014 (was 80%). At the opposite end of the scale 16% were dissatisfied (section 6).

Value for money

15. It was positive to find a slight increase in satisfaction with the value for money for rent (86%, was 84%), the majority of whom were 'very satisfied' (49%). Whilst the slight improvement was not statistically significant, this remains an area where the Council compares favourably to its peers with the score now seven points above the HouseMark benchmark median (section 6).

16. Around three quarters satisfied with the value for money for their service charge (74%), twelve points less than the equivalent score for rent. Nevertheless, as this score had improved three points since 2014 (was 71%), this result is now much higher than the level expected with a benchmark median of 69% for other similar landlords, with the Council's score appearing in the second quartile of providers.

Communal services

17. Around three quarters of respondents remain satisfied with the cleaning of internal communal areas, a result which has not changed since 2014, with 13% saying they were dissatisfied with this service, down from 18% in the previous survey. Somewhat fewer respondents were satisfied with the equivalent external service (62%), which was down four points compared to the last survey (section 7).

18. Unfortunately, satisfaction with the grounds maintenance service continues to fall (64%, was 69%) and is now ten points below the level reported in 2011 (was 74%). As such, this is one aspect of the service where Brighton does not compare favourably to its peers with a benchmark median of 73%. Indeed, one in five were dissatisfied with this service (22%), half of whom were 'very dissatisfied', which is important considering this was one of only two key drivers that influenced satisfaction overall (section 3).

Neighbourhood

19. Overall satisfaction with the neighbourhood as a place to live had fallen from 84% to 80% since the last survey, the first observed fall since the surveys began in 2008. However, the result remains equal to the benchmark median of 80%. On the opposite end of the scale only 12% were dissatisfied.

20. There was a slight improvement (albeit not statistically significant) in how tenants feel Housing Services deal with anti-social behaviour (63%, up from 62%), which meant that it was now only two points below the score one might normally expect.

Health and wellbeing

21. One in five respondents (21%) claimed that they, or someone within their household, had reduced portion sizes or even missed meals in the previous two months because they couldn't afford enough food. This was more prevalent for younger rather than older tenants with more than a third of under 35s saying they had experienced this (37%), whereas only 8% of the over 65s said the same (section 10).

22. More than half of respondents (52%) agreed they would have enough money next year (after housing costs) to meet basic living costs, however a fifth disagreed (19%). This figure increased to 29% for the youngest age group (16-34), more than half of whom 'strongly disagreed' (17%). Interestingly, disability had an impact on this result, with households containing someone with a disability more likely to disagree than non-disabled households (24% and 13% respectively).

3. Services overall

81%

satisfied with the service overall, up by a statistically significant 3%

listening and acting on views

grounds maintenance

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

Overall, the tenant satisfaction survey results in 2016 were in most cases better in comparison to the previous survey, with satisfaction up on the majority of core questions compared to 2014. For those areas where benchmark information is available the majority of results were either on-par, or above average when compared with other similar organisations.

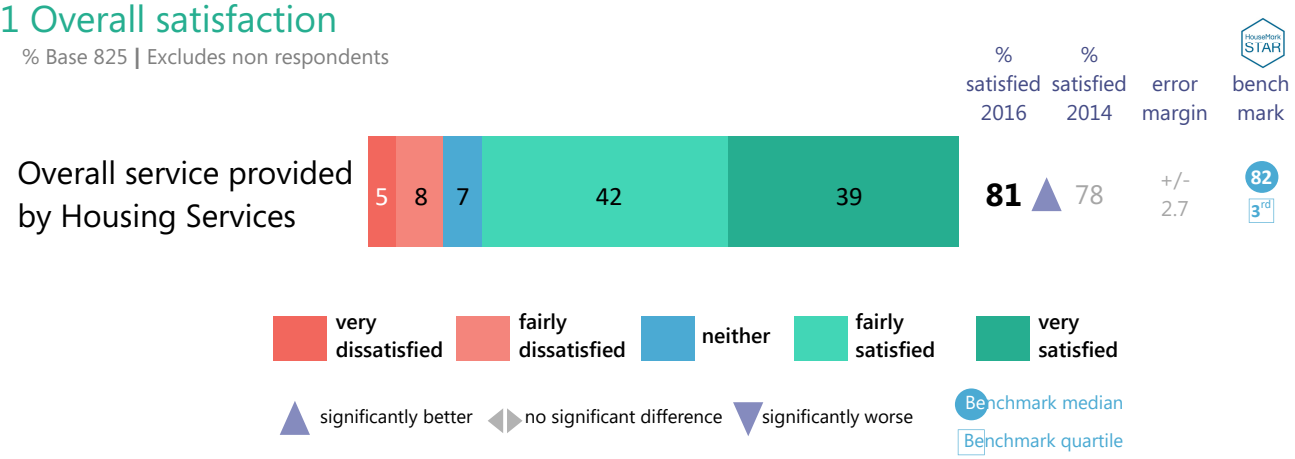
This is epitomised by the overall satisfaction rating of 81%, which was three points higher than the previous score of 78%, but was still slightly below the HouseMark benchmark average (82%). Furthermore, the increase was also large enough to be considered 'statistically significant', which means that a statistical test showed that the change was unlikely to be due to chance. At the opposite end of the scale, 13% of tenants were dissatisfied which is down from 15% in 2014.

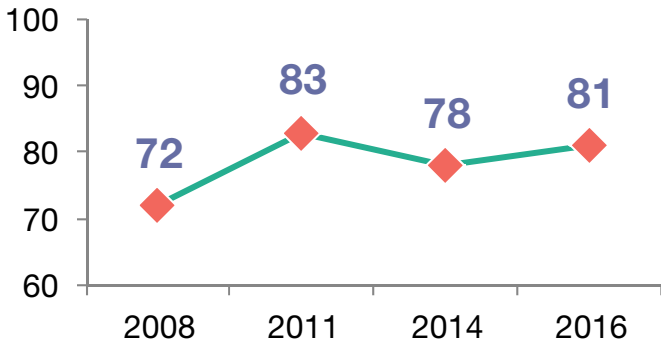
Areas where the scores seemed particularly positive included significant improvements to key measures such as the standard of customer service (section 4), listening and acting on tenants' views (section 5) and the last completed repair (section 12).

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

3.1 Overall satisfaction

% Base 825 | Excludes non respondents





For tenants as a whole, one measure was clearly more important than the rest. How well the Council listened to and acted upon their views once again emerged as the primary key driver of satisfaction overall, as it had in 2014. Considering its longstanding importance amongst tenants, it is to the Council's credit that this is the one area where the largest improvement had been made, a 6% increase in satisfaction since 2014 (section 5).

Taking into account other survey findings, is probable that improvements in the standard of customer service are the reason why tenants were more likely to feel that they were being listened to. Indeed, it is notable that whereas the standard of customer service was a key driver in 2014, this was not the case in 2016.

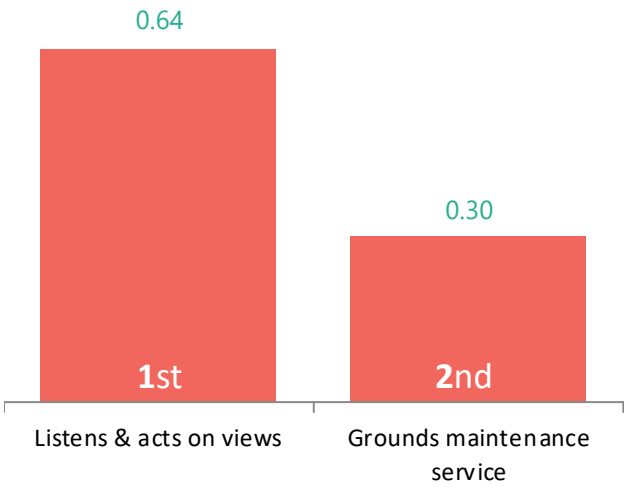
Rather than customer service being an issue, its place in the key driver list was taken in 2016 by the level of satisfaction with grounds maintenance. This is an area that the Council may wish to investigate further, as on this measure the Council's score had fallen by 5%, and was now 9% behind the typical score one would expect to see (section 7).

The results were also comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm. As was expected, there was a substantial age difference with older respondents claiming to be more satisfied than those who were younger. This meant that tenants aged 65+ had a significantly higher level of satisfaction than anyone else (89%), and this compares to 66% of those aged 34 or less. It was interesting to find the 35-49 age category were also significantly less satisfied than average (75%), with satisfaction amongst this group significantly lower than average across a number of core measures (chart 11.27).

Benchmark data accompanied by the STAR logo is drawn from HouseMark data, the remainder from ARP Research's database. See Appendix A for details.

3.2 Key drivers - overall satisfaction

R Square = 0.583 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



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.

There was only one significant variation in overall satisfaction by area, with respondents in the East – Area 1 area significantly more satisfied than average (85%). When analysed using a larger geographic area, satisfaction was highest in the east and west (both 83%), but lowest in the central areas (80%).

There were no significant differences in overall tenant satisfaction by property type, size or age, but this score was notably higher for those respondents living in high rise flats (i.e. 5 floors or higher) amongst whom satisfaction overall was 87%.

Interestingly, whether or not a tenant had received a repair in the previous twelve months also affects this score with those who have being significantly more satisfied than those who have not (83% and 77% respectively). This is consistent with the improvement since 2014 in how tenants rated their last repair (section 12).

When compared by the different equality groups there were no significant differences by disability or sexual orientation. However, there was a significant difference in satisfaction by gender with males more satisfied than females (83% and 80% respectively, with this pattern continuing amongst the majority of core findings (table 11.28). Respondents who stated they were Christian were again significantly more satisfied than other groups (table 11.31), but this is mainly due the older age profile of this group. It should be noted that whilst typically younger than average, LGB tenants actually gave higher than average scores across most questions other than those regarding the home and area (table 11.32), which is the opposite of that reported in 2014. That said, care should be taken when interpreting results for this group due to the relatively small sample size.

4. Customer service

85% said the standard of customer service is good, up by a statistically significant 4%

86% found it easy to access the services, up by a statistically significant 2%

The customer service experience will always central to tenants perceptions of the Council as a whole, so it was very positive to find an increase in the number of tenants saying the standard of customer service received was good (85%, up from 81%). This was unsurprisingly a statistically significant improvement, with more than two out of five saying it was 'very good' (42%) and only 8% saying it was poor (down from 11% in 2014).

Similarly, satisfaction with how enquiries are dealt with generally continues to improve, with four fifths of tenants satisfied in this regard (81%), including 36% that were 'very satisfied'. As such, scores are now broadly in line with the level expected of other similar landlords (benchmark median 82%), with the Council appearing in the third quartile of scores. Whilst 8% remain dissatisfied, this had fallen from the 11% who said the same two years ago.

These improved scores may owe much to 86% who said it was easy to access the Council's services, a significant improvement on the 2014 score (was 84%). In particular, whilst in the previous survey only 36% said this was 'very easy', the equivalent figure in 2016 was 42%. Whilst 7% had some difficulty, this was down from 9% in 2014. Indeed, far fewer respondents suggested that call waiting times as area for improvement compared to 2014 (chart 4.5).

As in 2014, older tenants (aged 65 or over) were significantly more positive in their responses with 89% of this group saying the service was good, whereas only 66% of those aged under 35 said the same, with satisfaction amongst this age group down 8% compared to the previous survey (was 74%). Only one area varied significantly from the norm but even then only at the less robust 90% confidence level, with respondents in East – Area 1 more satisfied than average (88%). Satisfaction with the ease of accessing services was also significantly higher for those who had had a repair in the previous 12 months compared to those who had not (87% v 82%).

When asked what might improve the customer experience, around a fifth of the sample provided additional feedback in their own words, and these are collected together into similar themes and presented in chart 4.5. Once again it is pleasing to find the largest proportion of comments on a single theme were of a positive nature (24% of all those who answered).

Whilst it was positive to find a decrease in comments relating to the issue of call backs, some respondents still mentioned hold times. The need for improved internal communication was slightly more prevalent amongst the verbatim comments for this sample compared to the equivalent in 2014 as was the need to deal with outstanding repairs.

As in 2014, tenants were again asked to comment in their words on the ways they thought the services could be made easier to access with the summary of results presented in chart 4.6. Slightly less of the sample provided additional comments (10%), with the most common being of a positive nature (15% of all comments). The next most common issue was the time it took to get through on the telephone as well as the need to have direct contact numbers and more local offices. Interestingly three respondents raised the idea of a mobile phone app.

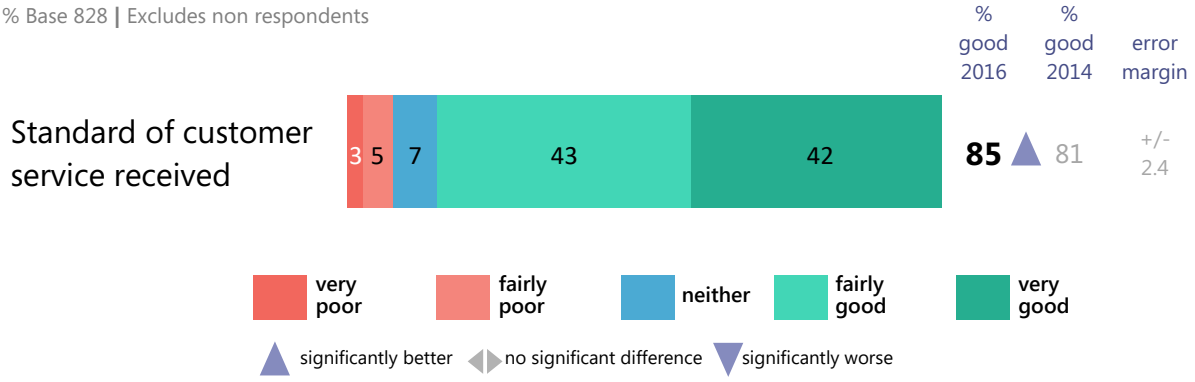
When respondents were asked to give their views on the help and support services that Brighton and Hove City council provide in order to help customers manage their tenancies, the majority were satisfied with the support that they received. It is particularly important in the context of welfare benefit reforms that nearly four out of five respondents were satisfied with the advice and information they received on managing their finances including rent payments (78%), with this broadly in line with the benchmark median. Whilst only 5% were dissatisfied with this service, there was a higher proportion of ambivalent responses which is consistent with a lack of awareness of this particular service.

When asked what would make this service more helpful, the level of additional comments was somewhat lower compared to other similar questions in this section with only 65 respondents providing any further feedback. Leaving aside those of a positive nature which made up nearly a quarter of all responses, better communication and lower rents were the two areas tenants cited as ways of improving this service.

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

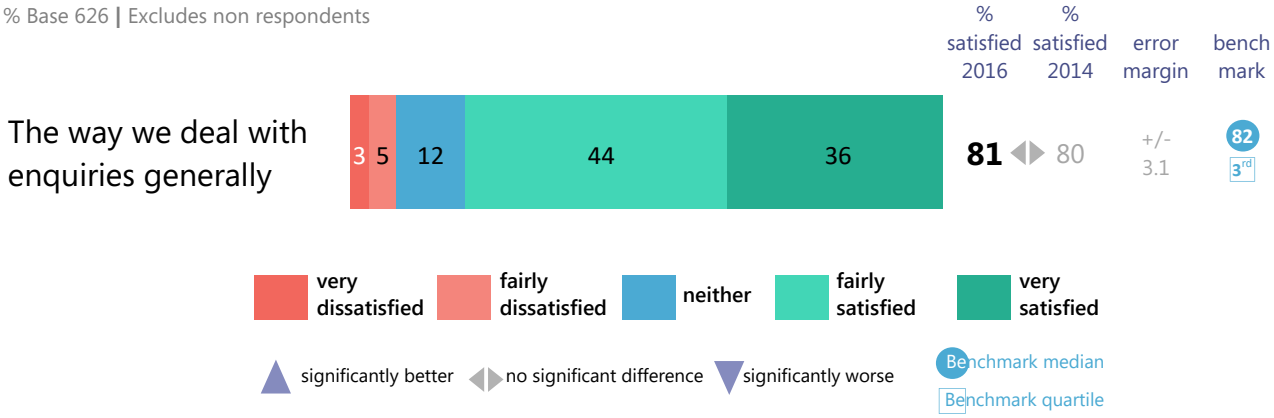
4.1 Standard of customer services

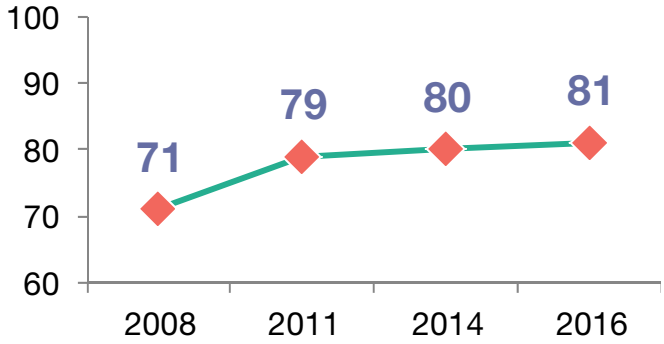
% Base 828 | Excludes non respondents



4.2 Enquiries generally

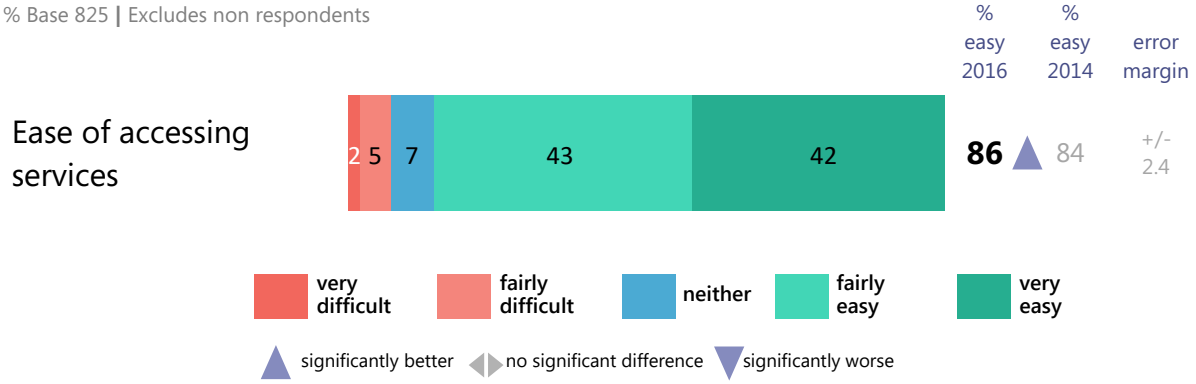
% Base 626 | Excludes non respondents





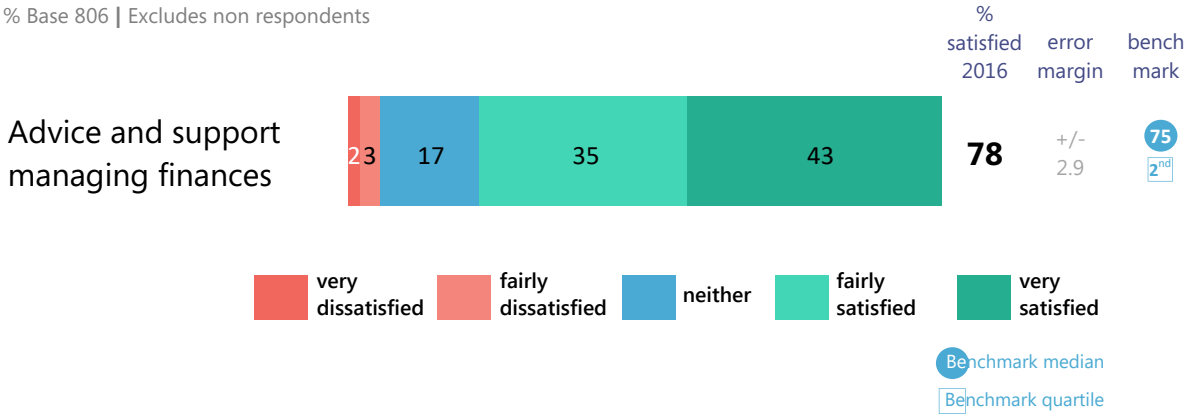
4.3 Accessing services

% Base 825 | Excludes non respondents



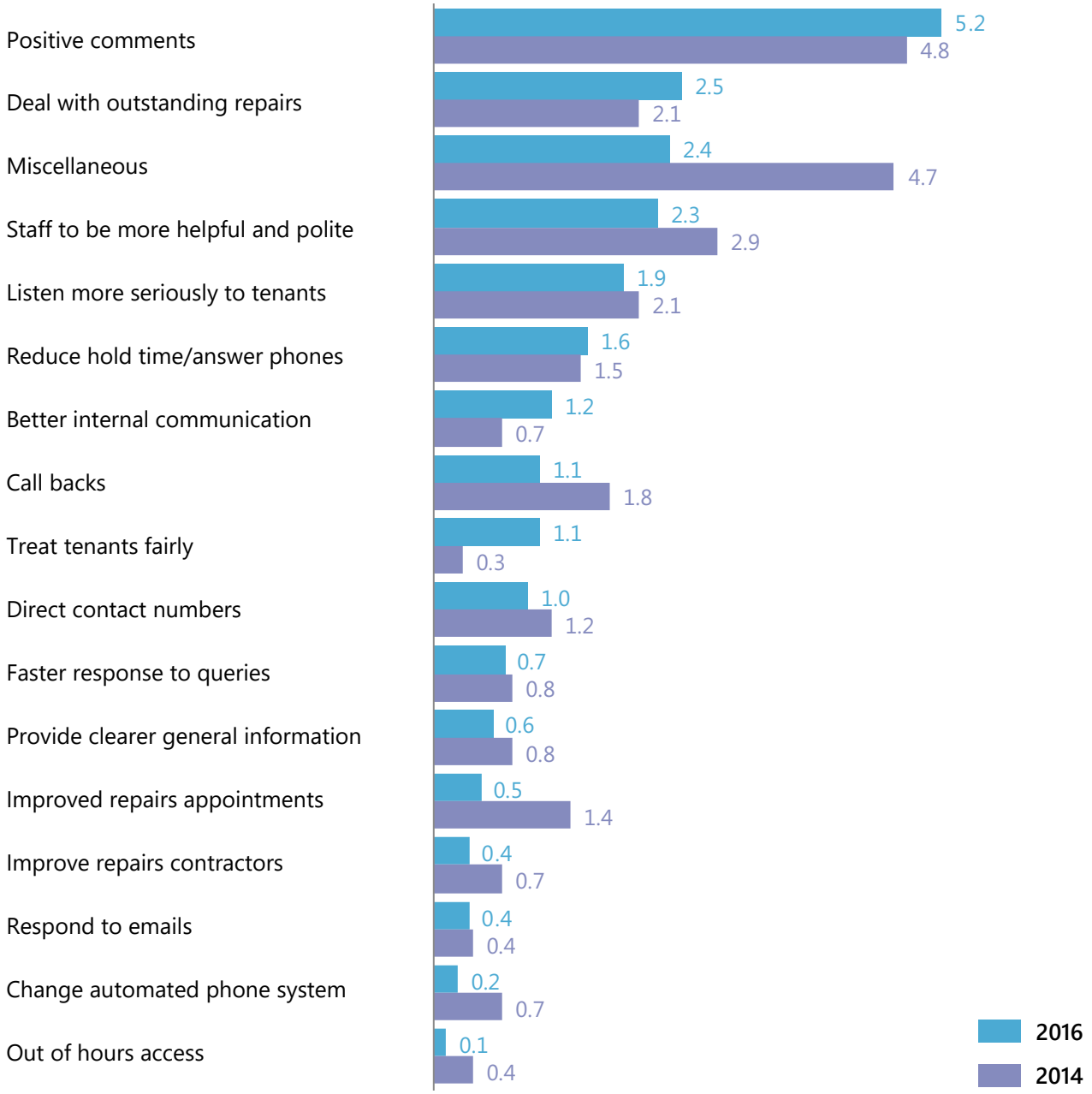
4.4 Managing finances

% Base 806 | Excludes non respondents



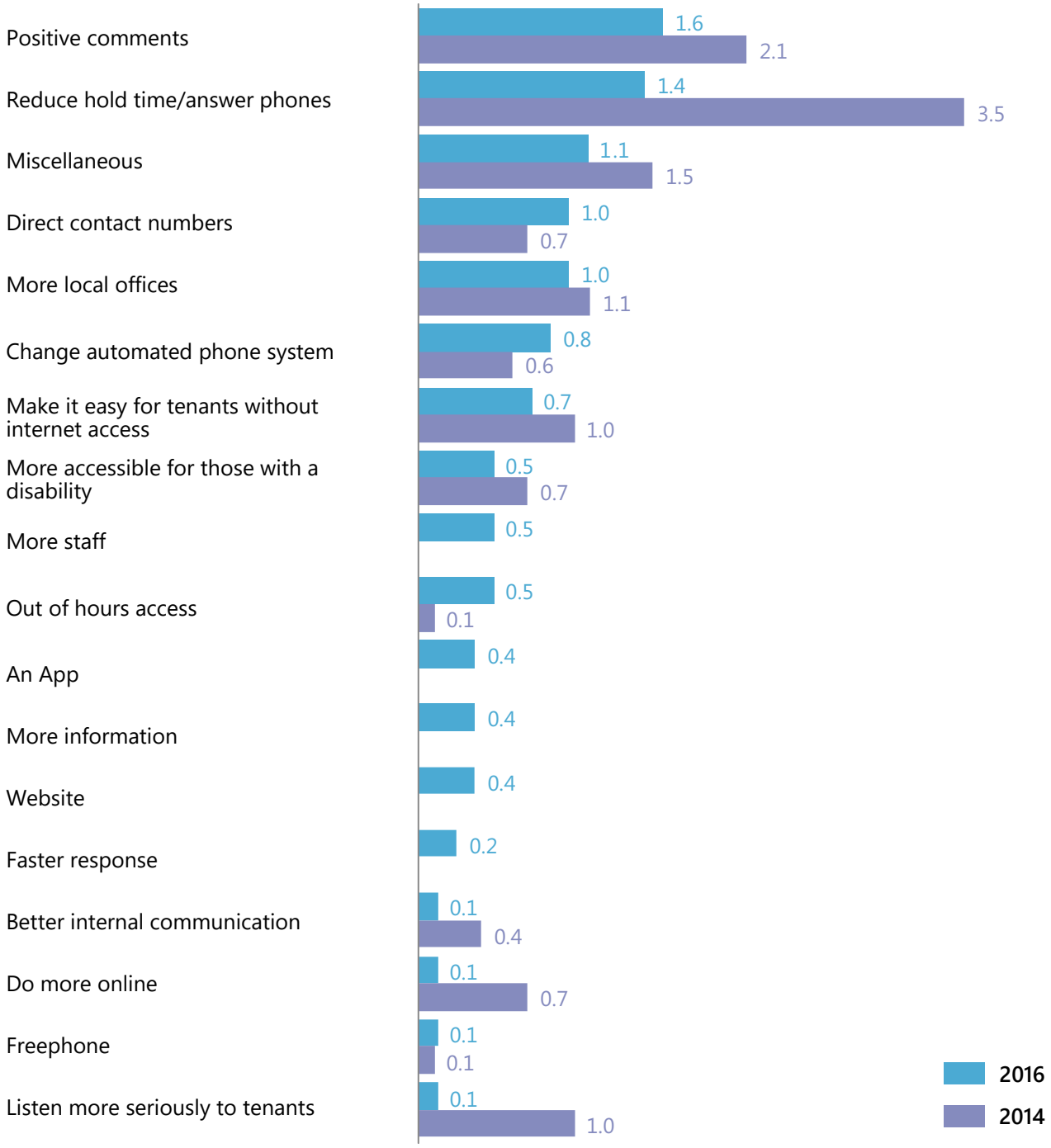
4.5 Anything that would make customer experience better?

% Base 829 | Coded from text comments. More than one answer allowed.



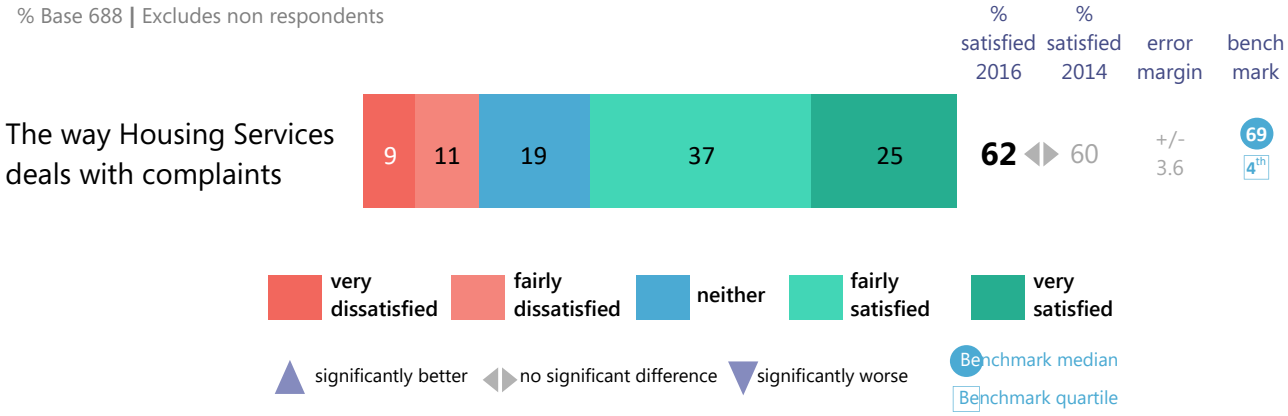
4.6 Anything else that could make services easier to access?

% Base 829 | Coded from text comments. More than one answer allowed.



4.7 Complaints

% Base 688 | Excludes non respondents



4.8 Customer service by area

% positive

	Sample size	Enquiries generally	Standard of customer service	Ease of accessing services	Advice and support managing finances	Dealing with complaints
Overall	**829**	**81**	**85**	**86**	**78**	**62**
Central	*233*	79	83	86	74	56
Central Area 1	130	78	82	85	73	57
Central Area 2	103	79	85	87	76	54
East	*283*	84	87	87	80	66
East - Area 1	180	85	88	87	82	65
East - Area 2	103	83	85	85	77	67
West	*244*	81	88	87	79	63
West - Area 1	119	87	91	89	83	62
West - Area 2	125	71	86	86	76	64

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

Finally, just over three fifths of the overall sample were satisfied with the way Housing Services generally deals with complaints (62%), which is a slight, but not significant improvement on the equivalent score in 2014 (was 60%). However, a conspicuous 20% held the opposite view and as a result satisfaction levels are some way below the ARP benchmark median of 69% with Brighton's score in the bottom quartile of providers. At this point it should be noted by the reader that due to the complexities of dealing with complaints, questions that ask how reports are handled typically receive lower ratings than many others in tenant surveys. Indeed, the relatively low score compared to other ratings in the report can be explained by the large proportion of ambivalent 'neither' responses (19%), which even though there was an option for 'not applicable' may have been favoured by tenants who have not had cause to complain and therefore have no opinions either way.

Once again, older respondents (aged 65 or over) were significantly more satisfied than average (72%) compared to an average score of 55% for those aged under 65. Whilst there was no significant difference in this score by area, this result was lowest in the Central area (56%) but highest in the East and West (66% and 63% respectively).

5. Resident involvement

70% felt they were listened and had their views taken into account, up by a statistically significant 6%

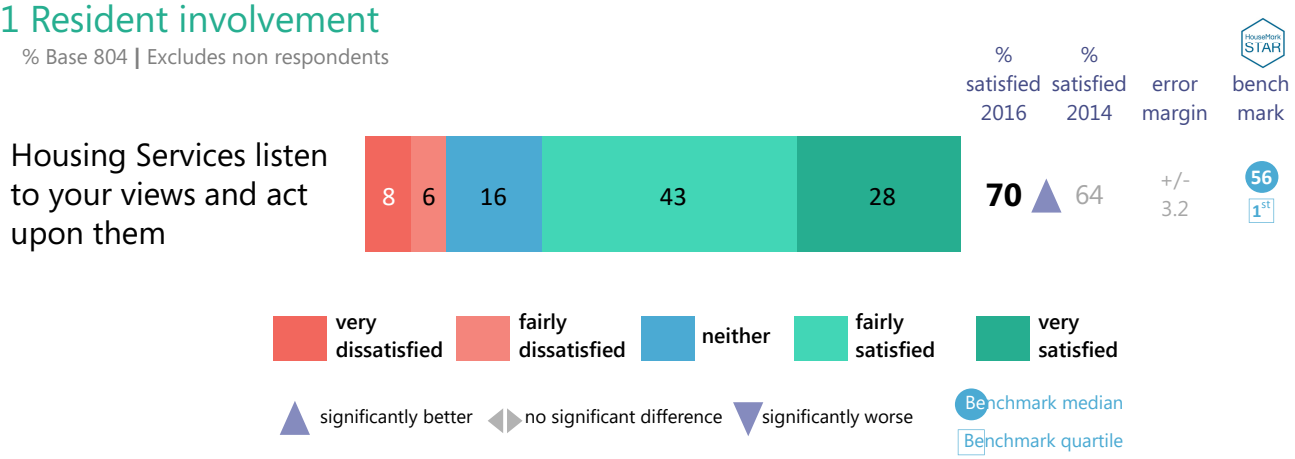
62% were satisfied with the opportunities to get involved

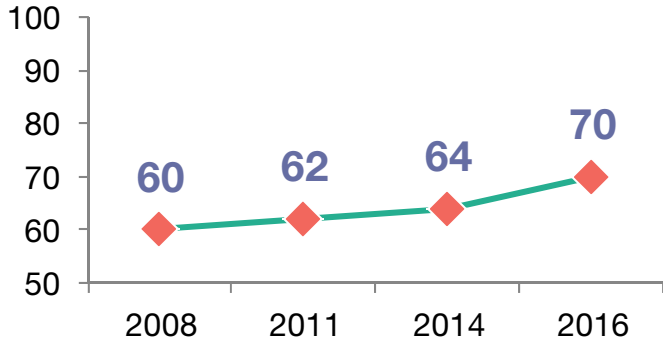
Listening and acting upon views was again the clear primary key driver of overall satisfaction for all respondents (chart 3.2). As such, it is very pleasing to find that the proportion of tenants who were satisfied with the Council's performance in this regard has improved significantly since 2014 (70%, was 64%), with this result fourteen points above the benchmark median for similar landlords, ensuring Brighton's score remains in the top quartile of providers. Indeed, satisfaction has steadily improved with every successive survey from a base of 60% in 2008. That said, around one in seven remain dissatisfied (14%), the majority of whom were 'very dissatisfied (8%), with slightly more giving an equivocal response (16% neither satisfied nor dissatisfied).

This strong increase is likely to have been driven, at least in part, by the improvements in the standard of customer service (section 5) and satisfaction with repairs (section 8). The experience of other tenant surveys has shown that in answering this question, respondents are just as likely to consider day to transactions such as telephone queries and the repairs process, as they are to think about wider tenant involvement and consultation.

5.1 Resident involvement

% Base 804 | Excludes non respondents





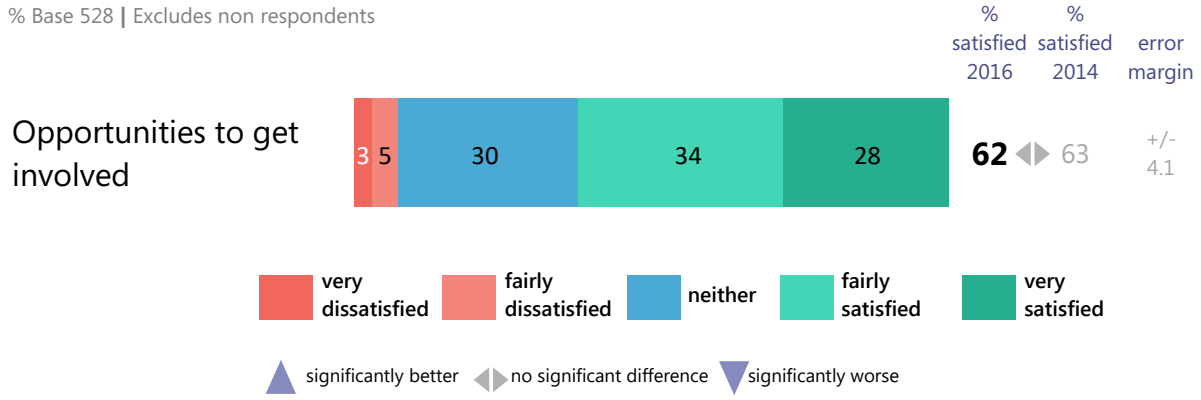
There were some significant variations in this score by a number of equality groups with the first being the most predictable – older tenants (aged 65 or over) being significantly more satisfied than average 78%). Other groups where satisfaction was significantly higher than average included males (72%) and those from a BME background (79%). In contrast, satisfaction was significantly lower than average amongst those from a White British background (69%).

Moving on to consider what tenants thought of the opportunities provided by BHCC to get involved, it was again the case that a little over three fifths of the sample were satisfied (62%) with this result broadly in line with that reported in 2014 (63%). As in the previous survey 8% remain dissatisfied and 30% were ambivalent selecting the middle point on the scale. Similar to the previous findings, the main difference in this result was by age, with the results ranging from 45% for the under 35s to 74% of the over 65s. There was no significant difference by ethnic background, but male respondents were again significantly more satisfied than average (69%). By area, only one varied significantly from the norm with respondents in the East most satisfied (69%), particularly those in East - Area 1 (71%).

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

5.2 Getting involved

% Base 528 | Excludes non respondents



5.3 Resident involvement by area

	Sample size	% satisfied: Listen to your views and act upon them	% satisfied: Opportunities to get involved
Overall	**829**	**70**	**62**
Central	*233*	68	56
Central Area 1	130	66	58
Central Area 2	103	69	53
East	*283*	74	69
East - Area 1	180	74	71
East - Area 2	103	76	67
West	*244*	70	61
West - Area 1	119	71	64
West - Area 2	125	68	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

6. Home and neighbourhood

79% satisfied with their home

80% satisfied with their neighbourhood

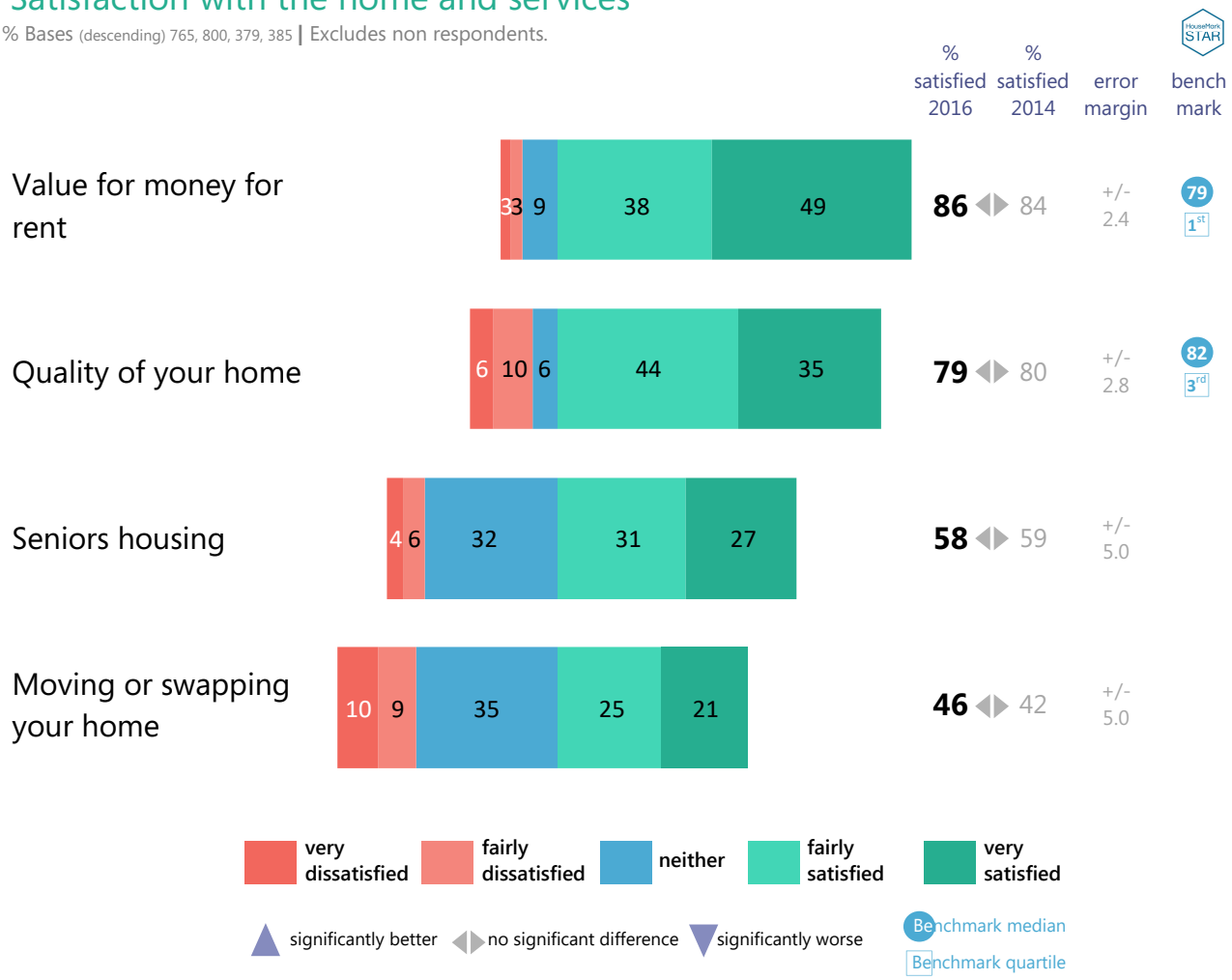
Satisfaction with the quality of the home has changed little since 2011, with four out of five respondents satisfied. At the opposite end of the scale around one in six remain dissatisfied (16%). As such, Brighton's overall score remains in the third quartile with the result now 3% below the HouseMark benchmark median for other landlords (82%). Once again older tenants were significantly more satisfied than their younger peers with 91% of over 65's satisfied, compared to 65% of those aged under 35.

This result did not vary significantly for each of the three overall areas of Central, East and West, however the sub -group analysis for the latter area was interesting with satisfaction varying by 7% for the two western area offices (83% Area 1, 76% Area 2). Only one area office varied significantly from the norm and even then only at the 90% confidence level with respondents in East - Area 1 more satisfied than average (82%).

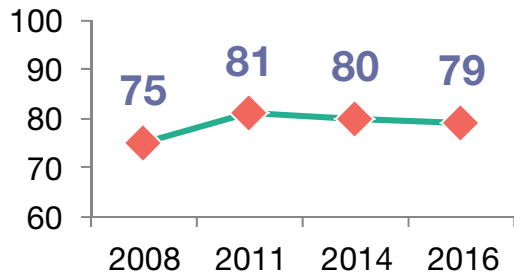
Satisfaction also varied when analysed by property type, with those in flats significantly more satisfied than average (80%), particularly tenants in low rise accommodation (1 to 4 floors) where satisfaction was significantly higher (86%), a pattern which reflects that seen previously. Similarly, satisfaction also varied by property age and was significantly higher for those in properties built between 1975 and 1990 (87%). In contrast, those living in properties built before 1945 were significantly less satisfied than average with the quality of their homes (73%) as were those living in ground or basement floors (75%).

6.1 Satisfaction with the home and services

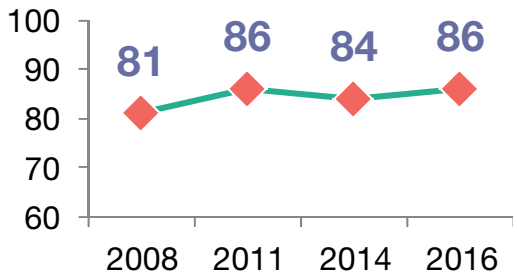
% Bases (descending) 765, 800, 379, 385 | Excludes non respondents.



Quality of your home



Value for money for rent



In an interesting contrast to the previous findings, respondents who have had some planned maintenance work in the previous year were slightly less satisfied with the quality of their homes than those who had not had such work carried out (77% and 79% respectively).

In terms of value for money, it was positive to find a slight increase in satisfaction with the value for money for rent (86%, was 84%), the majority of whom were 'very satisfied' (49%). Whilst the slight improvement was not statistically significant, this remains an area where the Council compares favourably to its peers with the score now seven points above the HouseMark benchmark median, cementing the Council's position in the top quartile of providers.

6.2 Satisfaction with home and services by area

	Sample size	Quality of the home	Value for money for rent	Seniors housing	Moving or swapping your home
		% satisfied			
Overall	**829**	**79**	**86**	**58**	**46**
Central	*233*	77	82	52	46
Central Area 1	130	79	83	59	49
Central Area 2	103	76	80	43	43
East	*283*	81	87	63	47
East - Area 1	180	82	89	60	50
East - Area 2	103	79	83	69	43
West	*244*	79	90	57	46
West - Area 1	119	83	91	61	43
West - Area 2	125	76	89	48	50

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

This score did vary significantly by the three overall areas with respondents in the West significantly more satisfied than average (90%), whereas those in the Central area were significantly less so (82%). By property size, tenants living in one bedroomed properties reported significantly higher levels of satisfaction with their rent levels, whereas those in properties with two bedrooms were significantly less so (90% and 81% respectively). There was no significant difference in this result by property type or age.

At first glance, satisfaction with the way Housing Services deals with seniors housing and moving or swapping homes appears low in comparison to other results in this section (58% and 46% respectively), however in both instances the majority of responses were of an ambivalent nature with around a third selecting the 'neither' option. However, for those respondents who actually live in seniors housing, satisfaction was very high (93%) including 58% who were 'very satisfied'.

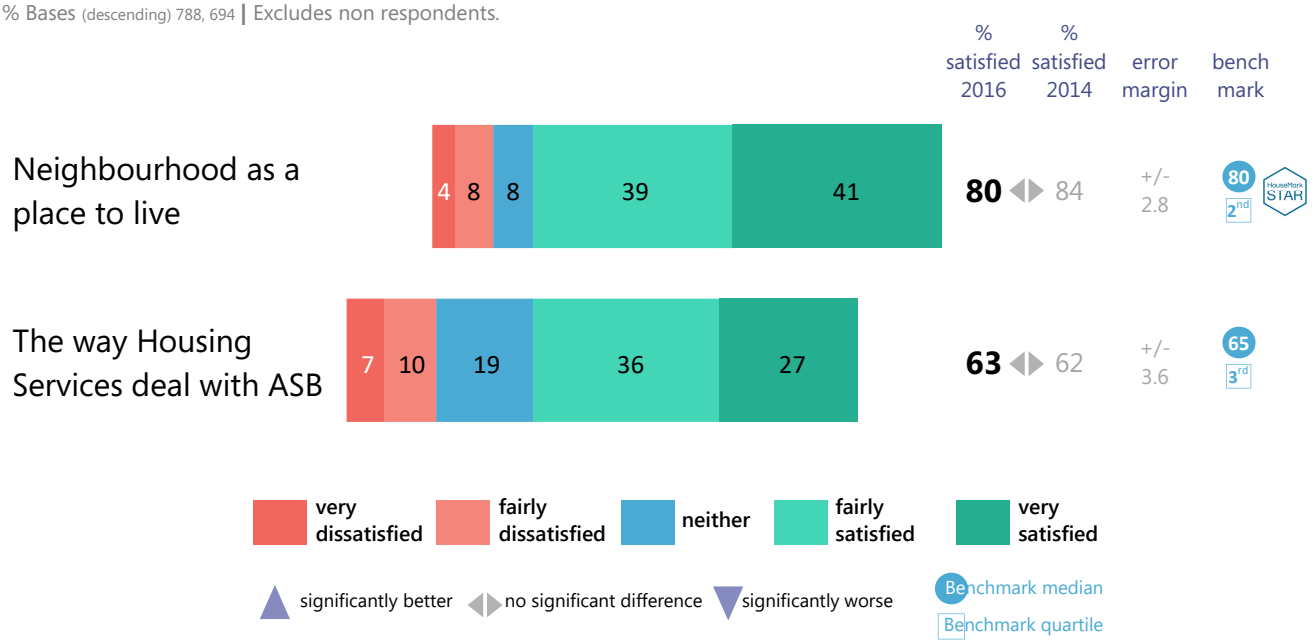
It was also positive to find that satisfaction had increased slightly with how Housing Services handle moving or swapping homes (46%, up from 42%), although a fifth remain dissatisfied (19%), the majority of whom were 'very dissatisfied' (10%). Satisfaction was almost identical for each of the three overall areas, but satisfaction varied between 6% and 7% for each subsidiary area office (table 6.2).

Whilst there was no statistically significant change in satisfaction with the neighbourhood since 2014, the score had fallen four points (80%, was 84%), the first observed fall since the surveys began in 2008. That said, the result remains equal to the benchmark median of 80%. On the opposite end of the scale only 12% were dissatisfied.

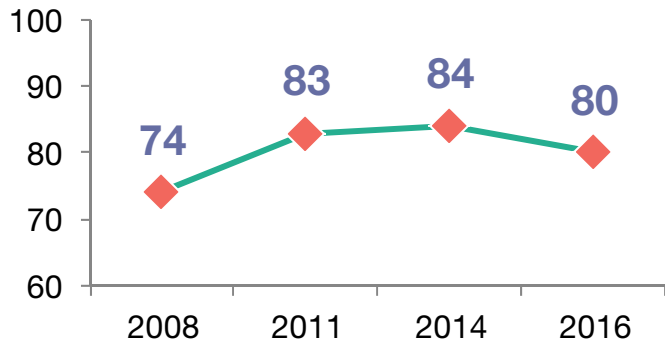
As seen elsewhere in the results, older tenants had significantly higher levels of satisfaction (89% of those aged 65 or over) compared to the youngest age group (64% of those aged 16-34). Overall satisfaction with the neighbourhood was significantly higher than average amongst respondents in the West (84%), being particularly high in Area 1 (86%).

6.3 Satisfaction with the neighbourhood

% Bases (descending) 788, 694 | Excludes non respondents.



Neighbourhood



The experience of anti-social behaviour is obviously unpleasant, and often has a measurable impact on peoples' perceptions of their housing provider. At this point it should be noted by the reader that due to the complexities of dealing with ASB, questions that ask how reports are handled typically receive lower ratings than many others in tenant surveys. That said, there was a slight improvement (albeit not statistically significant) in how tenants feel Housing Services deal with anti-social behaviour (63%, up from 62%), which meant that it was now only two points below the score one might normally expect. However, it should also be highlighted that nearly a fifth were ambivalent (19%, 'neither') which coupled with the fact 135 tenants in the sample chose not to answer this question, most likely indicates a lack of experience with this aspect of the Council's services.

As expected, older tenants were significantly more satisfied in this regard (74% amongst the over 65s), with only 57% of the under 65s saying the same.

Previously this result varied by up to 12% by area, but for the current sample satisfaction was less widespread with scores falling between 60% and 67%. Satisfaction with how ASB is dealt with was lower than average in the Central area (60%) but higher than average in the East and West (66% and 65%) respectively.

6.4 Satisfaction with the neighbourhood by area

	Sample size	% satisfied: Neighbourhood as a place to live	% satisfied: The way ASB is dealt with
Overall	**829**	**80**	**63**
Central	*233*	78	60
Central Area 1	130	81	60
Central Area 2	103	75	61
East	*283*	81	66
East - Area 1	180	82	66
East - Area 2	103	80	67
West	*244*	84	65
West - Area 1	119	86	68
West - Area 2	125	83	61

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

7. Communal services

74%

satisfied with service charge value for money

64%

satisfied with grounds maintenance, 5% lower than 2014

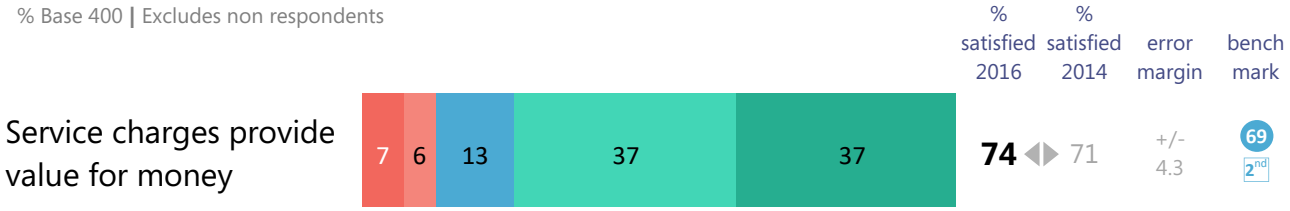
In addition to the rent, most tenants also pay a service charge. Services charges can often be less well understood or potentially contentious, to the extent that value for money ratings are normally a little lower in comparison to those for rent. This is certainly the case for BHCC with three quarters satisfied with the value for money for their service charge (74%), twelve points less than the equivalent score for rent. Nevertheless, as this score had improved three points since 2014 (was 71%), this result is now much higher than the level expected with a benchmark median of 69% for other similar landlords, with the Council's score appearing in the second quartile of providers.

There was a predictable variation in this result by age with older tenants, aged 65 or over significantly more satisfied than average (83%), however it was interesting to find those aged 35-49 were the least satisfied age group (63%), a significant difference.

Whilst there was no significant variation in this score by property type, there was by property size and age with respondents in one bedroomed properties significantly more satisfied than those in 2 bed accommodation (80% v 66%). Satisfaction was also significantly higher than average amongst respondents in properties built between 1975 and 1990 (83%), but was significantly lower for those built between 1945 and 1964 (68%).

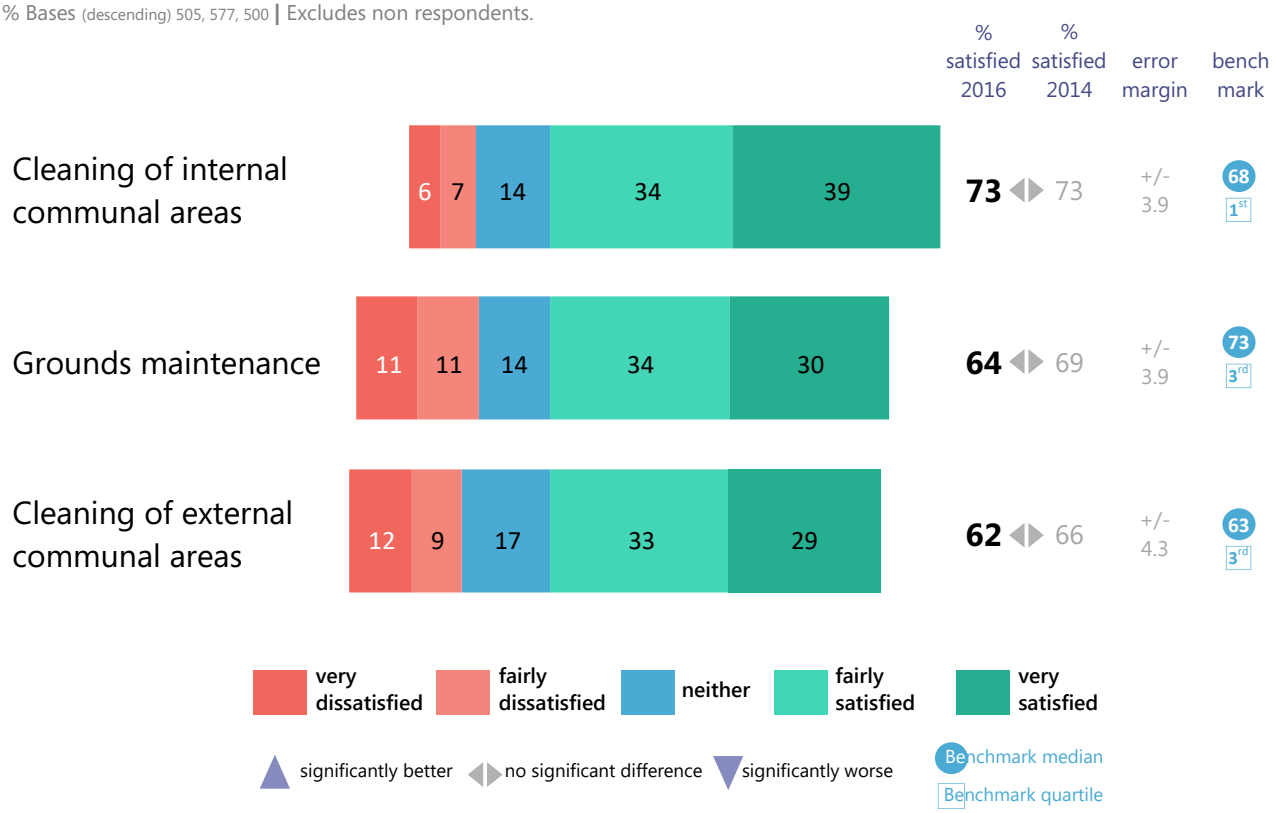
7.1 Service charge

% Base 400 | Excludes non respondents



7.2 Communal services

% Bases (descending) 505, 577, 500 | Excludes non respondents.



By area, satisfaction was significantly lower than average in the main Central area (68%), but only at the 90% confidence level. However, the difference in this result for each of the two central areas was stark, with only 65% of those in Area 1 satisfied (significantly lower than average), whereas 82% of those in Area 2 said the same. Satisfaction was highest in the main Eastern area largely due to the significantly higher than average score from respondents in Area 1 (80%), which was a notable 10% higher than the equivalent score from respondents in the neighbouring Area 2 (70%).

Not all residents received communal cleaning services, but those who did were asked how satisfied they were with the cleaning of internal and external communal areas. Around three quarters of respondents remain satisfied with the cleaning of internal communal areas, a result which has not changed since 2014, with 13% saying they were dissatisfied with this service, down from 18% in the previous survey. Somewhat fewer respondents were satisfied with the equivalent external service (62%), which was down four points compared to the last survey. Whilst the fall in satisfaction was not significant, it was sufficient that BHCC's result is now slightly below the level expected with a benchmark median of 63%.

7.3 Communal services by area

	Sample size	Service charge VFM	Cleaning of internal communal areas	Cleaning of external communal areas	Grounds maintenance
		% satisfied			
Overall	**829**	**74**	**73**	**62**	**64**
Central	*233*	68	65	57	59
Central Area 1	130	65	66	63	57
Central Area 2	103	82	62	47	61
East	*283*	77	80	64	73
East - Area 1	180	80	83	68	73
East - Area 2	103	70	75	56	71
West	*244*	74	75	67	59
West - Area 1	119	76	79	72	66
West - Area 2	125	71	60	52	45

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

Older respondents were significantly more satisfied than average with both services as were males, whereas younger tenants and females were significantly less so. There were also some interesting variations based on the profile of properties in terms of floor level, with respondents in low rise accommodation (1 to 4 floors) significantly more satisfied with the internal cleaning service than those in ground/basement accommodation (79% v 65%). Furthermore, satisfaction with the external cleaning service was significantly higher for those living in high rise accommodation (5 floors or higher) amongst whom three quarters were satisfied (78%).

Satisfaction with the internal service was significantly lower than average in the main Central area (65%), but was rated significantly higher by respondents in East - Area 1 (83%) and West - Area 1 (79%). The latter were also significantly more satisfied with the external cleaning service (72%, table 7.3).

Satisfaction with the grounds maintenance service continues to fall (64%, was 69%) and is now ten points below the level reported in 2011 (was 74%). As such, this is one aspect of the service where Brighton does not compare favourably to its peers with a benchmark median of 73%. Indeed, one in five were dissatisfied with this service (22%), half of whom were 'very dissatisfied', which is important considering this was one of only two key drivers that influenced satisfaction overall (section 3).

Respondents in the main East area were significantly more satisfied than any other area, particularly so of those in Area 1 (both 73%). In contrast, satisfaction was significantly lower than average in the main Central area (59%), largely due to the rating from respondents in Area 1 (57%), however both are only significant at the 90% confidence level. Once again, there is a glaring difference in responses in the West, with those in Area 2 significantly less satisfied than any other area (45%), whereas satisfaction was much higher in Area 1 (66%).

Finally, satisfaction with this service varied significantly by floor level, with those in low rise (1 to 4 floors), significantly more satisfied than those in ground/basement based properties (69% v 59%).

8. Repairs and maintenance

77% satisfied with the service overall. Satisfaction with the last repair was up by 5%

quality of work
speed of completion
are the **key drivers**

The repairs and maintenance service is typically a major factor in any tenant survey, and despite the fact this did not emerge as a one of the two main key drivers of overall satisfaction (section 3), it is still a very important part of the overall service provided.

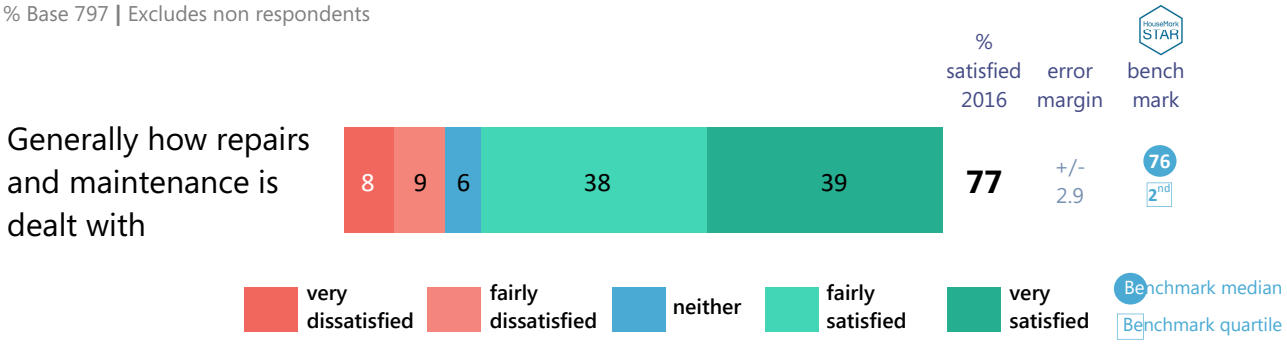
It is therefore very positive to find three quarters of respondents were satisfied with the service as a whole (77%), half of whom were 'very satisfied' (39%). This was not asked in 2014 so there was no tracking data, but it does match closely with the benchmark median of 76%. Nevertheless, work remains to be done by the Council in this area, as around one in six remain dissatisfied with this service (17%).

Respondents in the main East area were the most satisfied (81%), mainly due to the result from those in Area 1 (82%), with both scores significantly higher than average. In contrast, satisfaction was significantly lower than average (but only at the 90% confidence level) for tenants in Central Area 1 (72%).

Interestingly, this result varied significantly depending on whether or not a tenant had had a repair in the previous year. Those who had were significantly more satisfied with the service than those who had not (78% v 72%).

8.1 Overall repairs satisfaction

% Base 797 | Excludes non respondents



Indeed, it is entirely possible that some respondents' last experience of the repairs and maintenance service was some time ago, and this should be taken into account when interpreting the overall satisfaction score for this service. In addition, when considering their answer it is likely that respondents also factor in their experience of cyclical maintenance and improvement work. Therefore, how recent users of the repairs service rate their *last* competed repair is perhaps the best measure of how day to day response repairs are performing. With that in mind it is positive to find more of the overall sample were satisfied with the repairs service received on the last occasion (81%) a result which is a significant improvement from 2014 (was 76%) and now closer to the benchmark median.

When asked how easy it was to report their repair, it was pleasing to find the vast majority of tenants who had used the service in the last 12 months were satisfied in this regard (93%), nearly two thirds of whom were 'very satisfied' (63%). Only 5% were actively dissatisfied with this aspect of the service.

To better understand satisfaction with response repairs, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (69% of the sample). On these questions satisfaction was broadly the same, but had improved slightly in a number of areas with BHCC comparing favourably to its peers (chart 8.6). Nevertheless, it was interesting that none of these questions had moved significantly, despite the increase in overall satisfaction with the last repair. One potential explanation for this is that improvements in the customer service experience when first reporting the repair could have been the primary factor (see section 4)

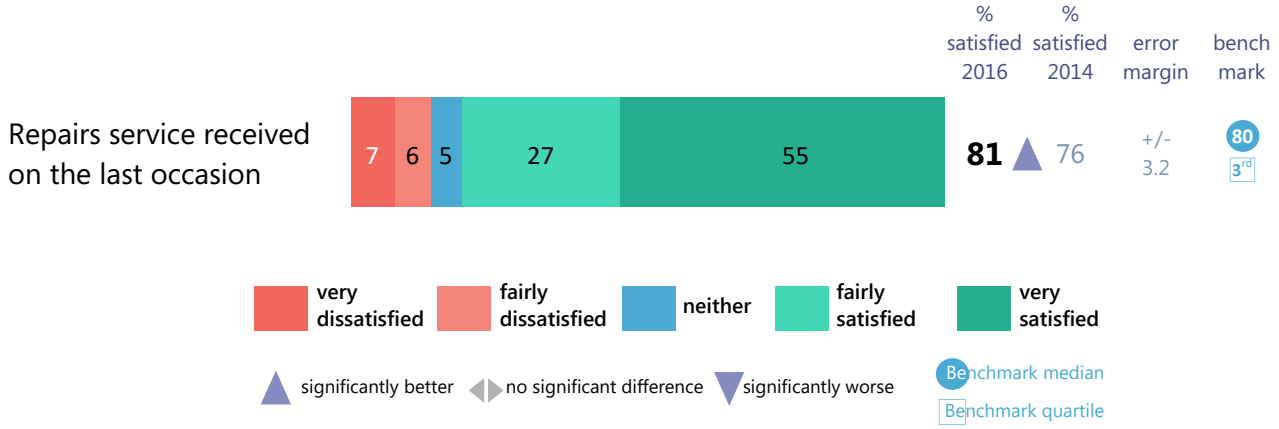
Another way to shed further light on these results was to run a key driver analysis which to remind the reader is a statistical analysis called a regression that identifies the detailed rating statements that were the best predictors of satisfaction of an overall score. The result of this analysis is shown in chart 8.3. Whilst this analysis reveals only two key drivers, the quality of the work is clearly the most influential, with the speed of completion also an important factor, with both aspects of the service rated in the bottom three (chart 8.6).

The rating for the quality of the repair has not changed (82%), but is at the level expected. The second strongest driver of satisfaction was how quickly the work was done and this too had barely changed since 2014 (82%, was 81%) but is identical to the benchmark median (82%).

Similar to other findings throughout this report, older residents, aged 65 or over were vastly more satisfied with the repairs service overall than the rest, particularly compared to those aged under 35 (88% v 58%). In addition, males were significantly more satisfied than females with the service and these patterns were also evident across the detailed questions in this section.

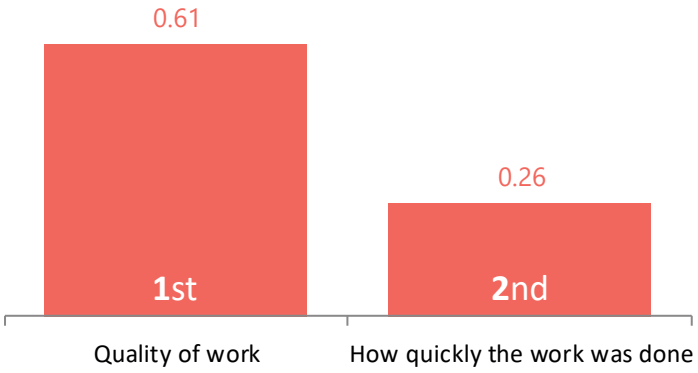
8.2 Last repair

% Base 570 | Repair in last 12months. Excludes non respondents



8.3 Key drivers - satisfaction with last repair

R Square = 0.657 | Note that values are *standardised beta coefficients* from a regression analysis.

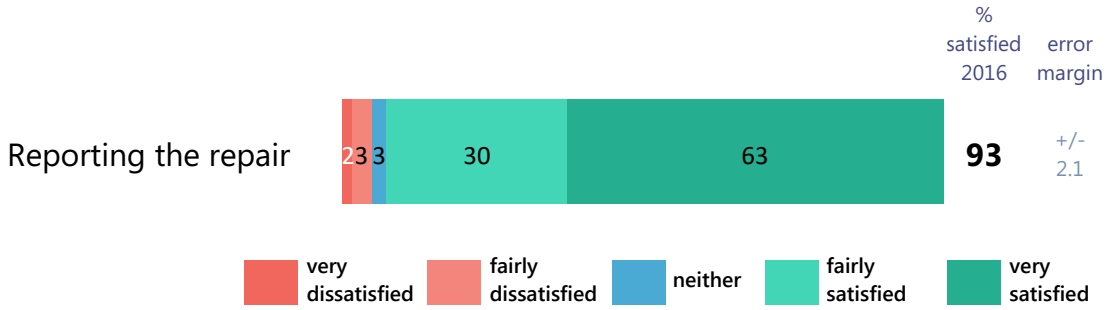


8.4 Key drivers v satisfaction

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.

8.5 Reporting

% Base 565 | Had a repair in the last 12 months. Excludes non respondents



It is also interesting that whether or not the contractor shows proof of identity had a clear relationship with how tenants view their last completed repair (84% were shown ID). Where identification was shown satisfaction with the last repair was significantly higher (80%), whereas those who were not shown any identification rated their last repair significantly lower (66%).

When asked how the service as a whole could be improved it was interesting that speed and quality were two areas raised by tenants as areas to concentrate on (chart 8.8).

In addition to responsive repairs, the questionnaire also covered the topic of planned maintenance. A quarter of the sample believed that they had received some planned maintenance work in the previous twelve months, with this highest for those in Central Area 2 (34%) and lowest for those in the East – Area 2 area (13%). Four out of five respondents who had received some planned maintenance work were satisfied with it (81%), which represents a four-point fall when compared to 2014 (was 85%). Whilst the difference was not significant it is also important to point out one in eight were dissatisfied (13%).

The rating varied dramatically across the areas, being highest in Central Area 1 (89%) but lowest in West – Area 1 (67%). There were no significant differences at the 95% confidence level, however when the analysis was run at the 90% level satisfaction was significantly lower than average in Central Area 2 977%), but significantly above average in East - Area 1 (88%).

Respondents who thought they had some planned work completed were also asked if there was anything else that could be done to improve the process. Of those who provided additional comments, the most frequent improvement mentioned was for the work to be of better quality (6% of those who had an improvement), however this had fallen slightly since 2014. Having more consultation with tenants and accurate information on planned work were much more of a priority for the current sample than the equivalent in 2014 (chart 8.9).

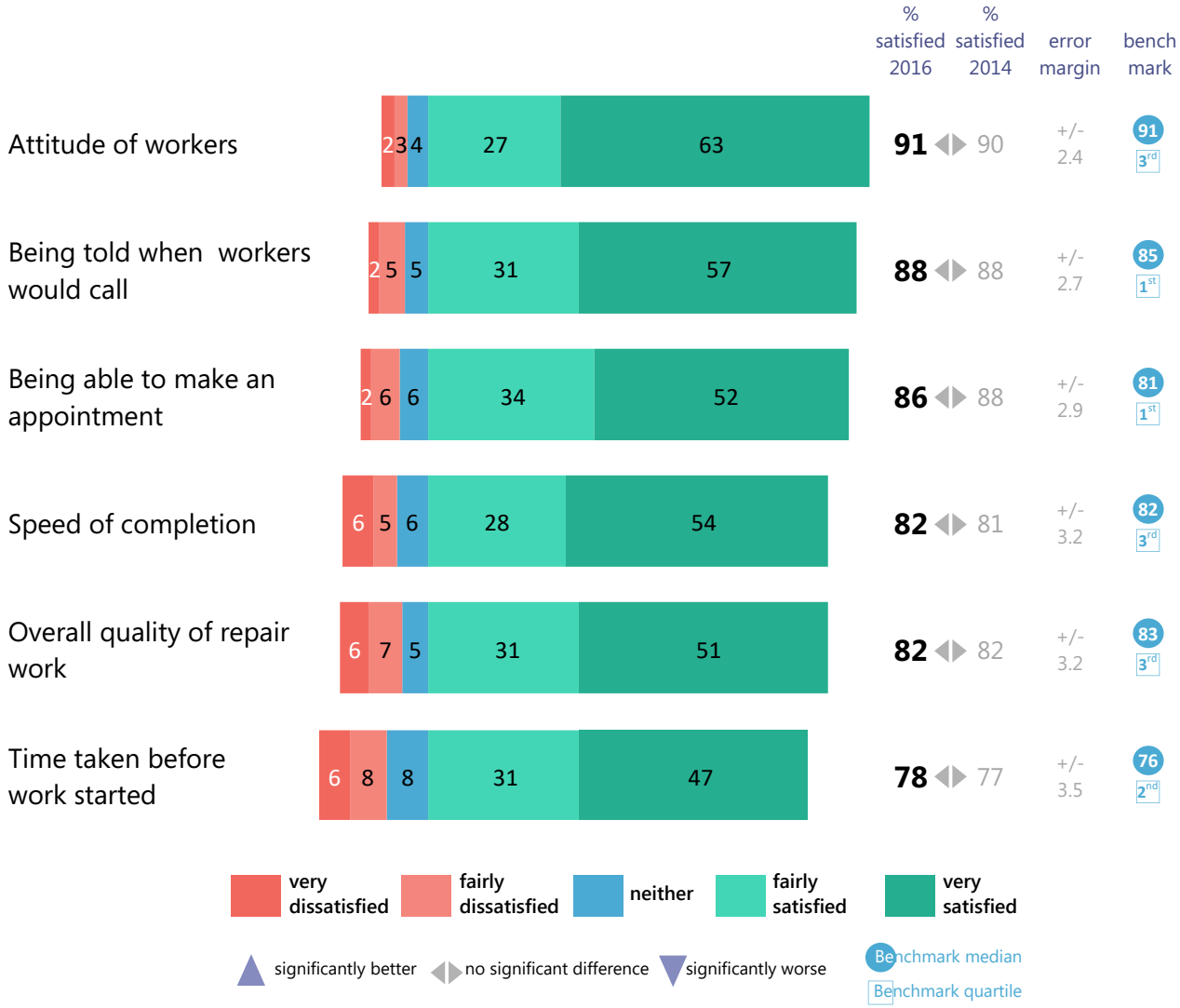
69% had a repair in the **last year**

... and 84% said the contractor **showed proof of identity**

23% had some **planned maintenance** in the last year

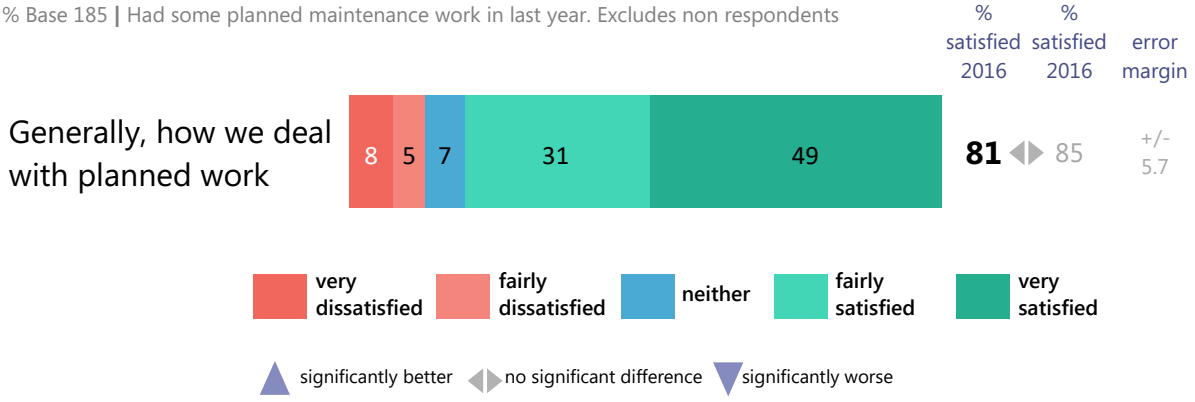
8.6 Last completed repair

% Bases (descending) 555, 557, 551, 551, 558, 548 | Repair in last 12 months. Excludes non respondents.



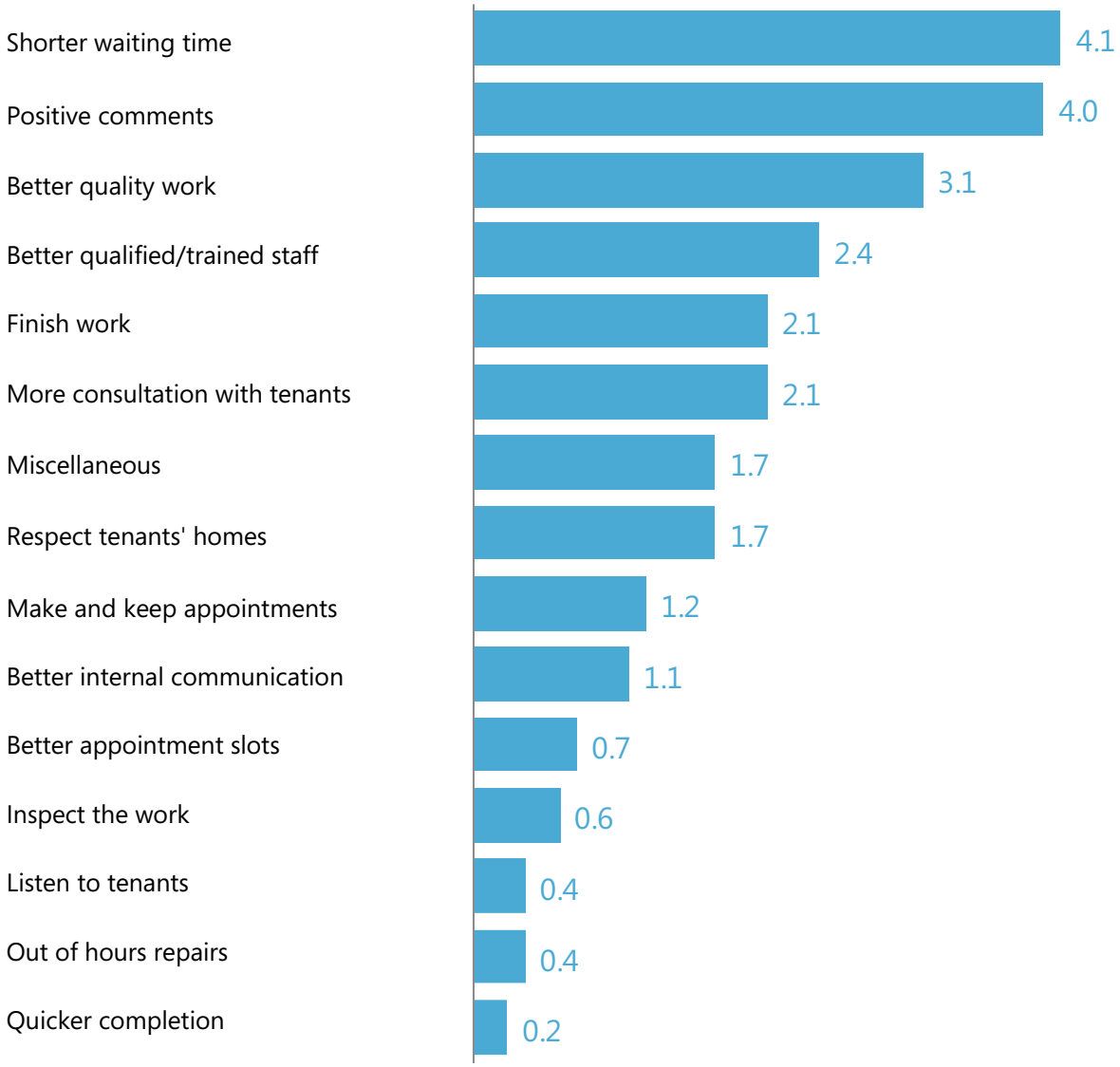
8.7 Planned maintenance

% Base 185 | Had some planned maintenance work in last year. Excludes non respondents



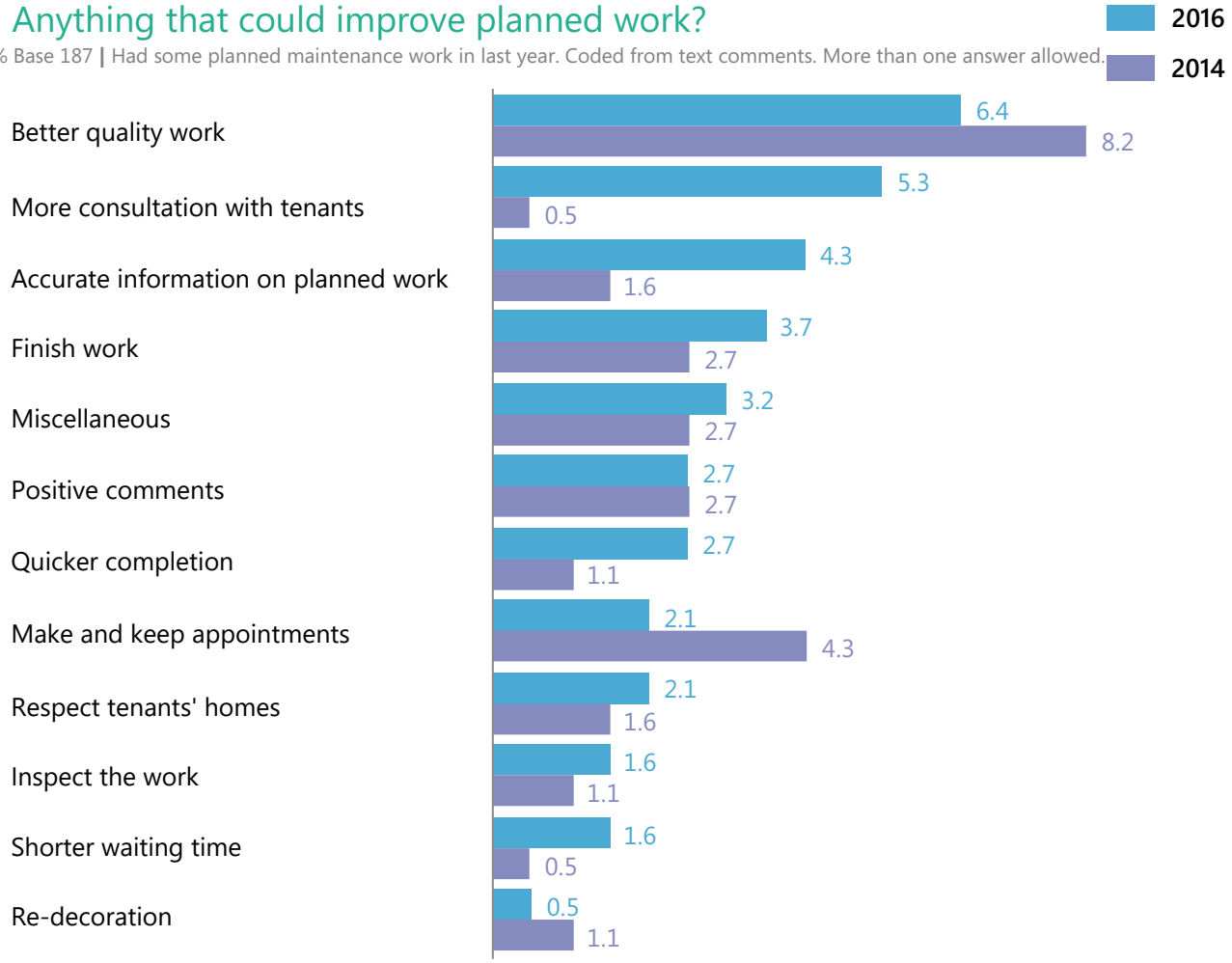
8.8 Anything that could improve the repairs service overall

% Base 829 | Coded from text comments. More than one answer allowed.



8.9 Anything that could improve planned work?

% Base 187 | Had some planned maintenance work in last year. Coded from text comments. More than one answer allowed.



8.10 Repairs and maintenance by area

% satisfied

	Sample size	The way we deal with planned work generally	The repairs and maintenance service overall	Overall satisfaction with the last completed repair	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion	The attitude of workers	The overall quality of work
Overall	**829**	**81**	**77**	**81**	**88**	**86**	**78**	**82**	**91**	**82**
Central	*233*	83	75	79	87	84	75	79	90	82
Central Area 1	130	89	72	76	85	82	79	79	89	83
Central Area 2	103	77	79	82	90	86	71	79	91	80
East	*283*	88	81	86	89	88	79	83	91	84
East - Area 1	180	88	82	85	88	87	79	84	91	82
East - Area 2	103	85	79	89	90	88	80	82	90	90
West	*244*	69	76	81	88	88	82	88	93	83
West - Area 1	119	67	76	80	90	88	87	91	95	85
West - Area 2	125	71	76	82	87	88	77	85	92	81

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

9. Communication

76% felt Housing Services were good at keeping them informed

66% had some form of internet access

Three quarters of tenants (76%) said Housing Services were good at keeping them informed about things that may affect them, a result which has not changed since 2014 and has showed little movement since 2011. As a consequence, the Council's score remains in the third quartile of providers being two points below the HouseMark benchmark median of 78%.

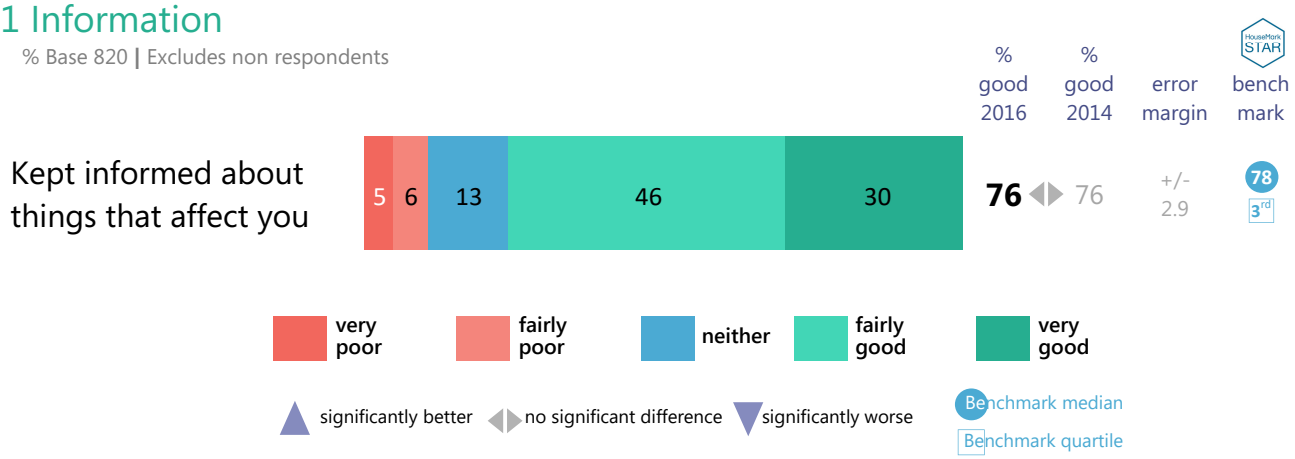
As expected, this score varied significantly by age, with those aged 65 or over significantly more satisfied than those aged under 35 (85% and 58% respectively). Unsurprisingly, respondents who 'always' read 'Homing in' felt significantly more informed than those who 'sometimes' or 'never' read it (83%, 70% and 53%).

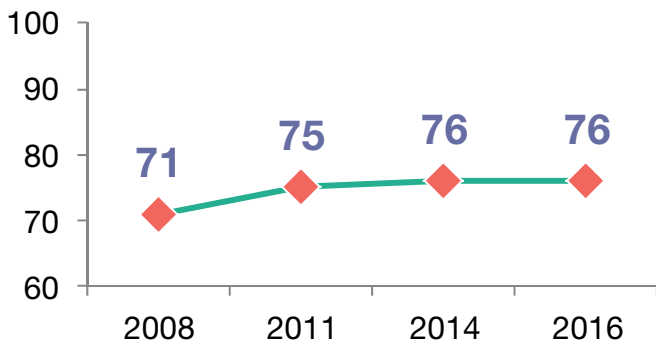
Around nine out of ten respondents say they have read it (89%), with the majority claiming they 'always' read it (55%), and a third reading it 'sometimes' (34%). In addition, the newsletter was the second preferred method of being kept informed (42%), second only to the telephone (74%, chart 9.3). Once again, regular readership increases with age with 72% of those aged 65 or over claiming to 'always' read it whereas only 13% of those aged under 35 said the same, however this was almost twice the proportion who said the same in 2014 (was 17%).

When asked to provide further feedback about the newsletter the majority of comments were of a positive nature (chart 9.6), however some tenants raised the need to provide more relevant information, with some saying their local area was often ignored. In addition, others would like tenants to have more of an input in articles.

9.1 Information

% Base 820 | Excludes non respondents





Across both the housing sector, and more widely in both the public and private sectors, organisations are investigating how new channels of communication might help them to improve their levels of customer service, alongside offering efficiency savings.

A major factor in this is obviously whether or not tenants even have access to the internet, so the first question that was asked on this topic was whether or not respondents have access to the internet. Two thirds of respondents have access to the internet (66%), which is up eight points from the 2014 survey (was 58%). Clearly, this is age dependant, with only 41% of those aged 65+ making use of the internet compared to 87% of the under 35s.

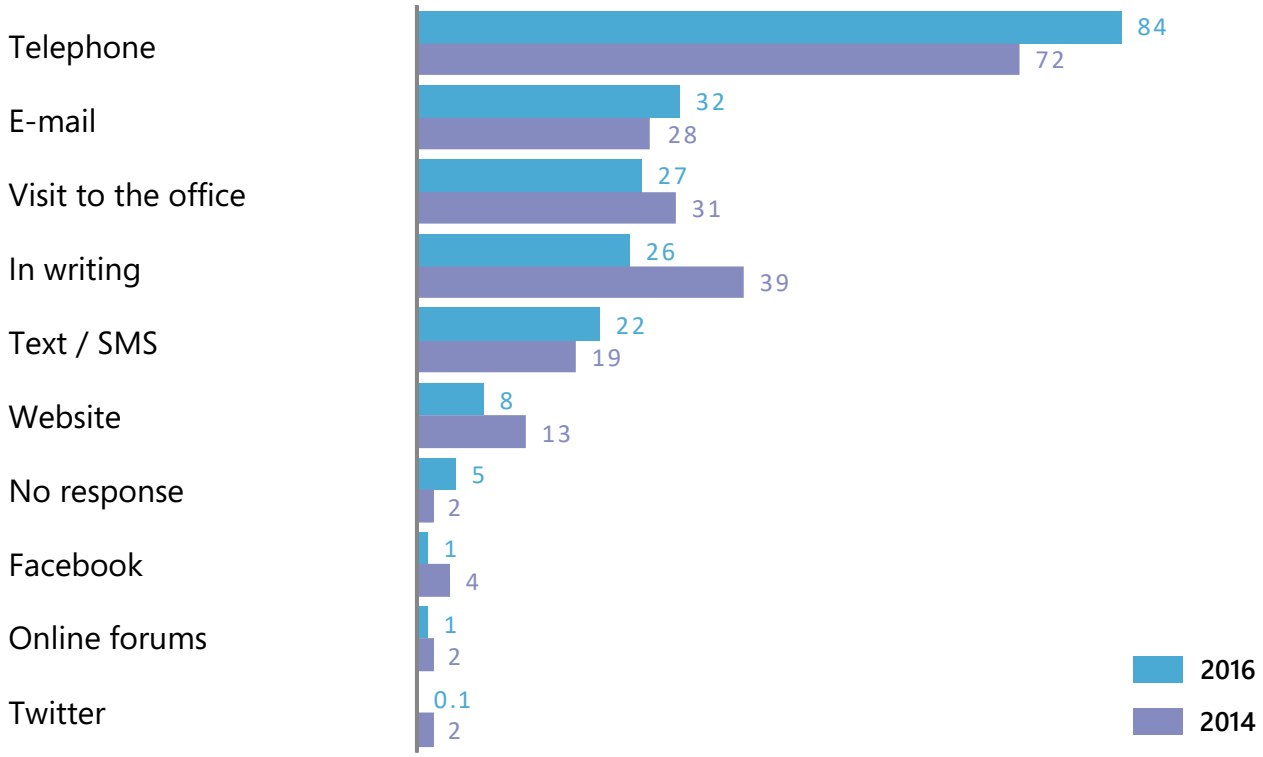
Access to the internet was primarily at home (58%), with this highest amongst those aged 35-49 (84%), whereas only a third of those aged 65 or over had access at home (36%).

The number of tenants who would consider using the internet, specifically email, to interact with the Council had increased from 28% to 32%. In addition, text/SMS was also a contact channel tenants were increasingly happy to use (22%, up from 19%), however the use of the website, Facebook and Twitter were all seen as less appealing options than they were two years ago. Once again this was age dependent with email a preferred channel for 45% of 16-34 year olds, however only 3% of this age group said they would use Facebook, which is down from 17% two years ago.

When asked if they would use a specific Housing application (app) if offered, around a third (35%) said they would which is up from 26% in 2014. Again, interest in using the proposed app diminished with age, with interest highest amongst the under 35's (64%) but less so for the over 65's (16%).

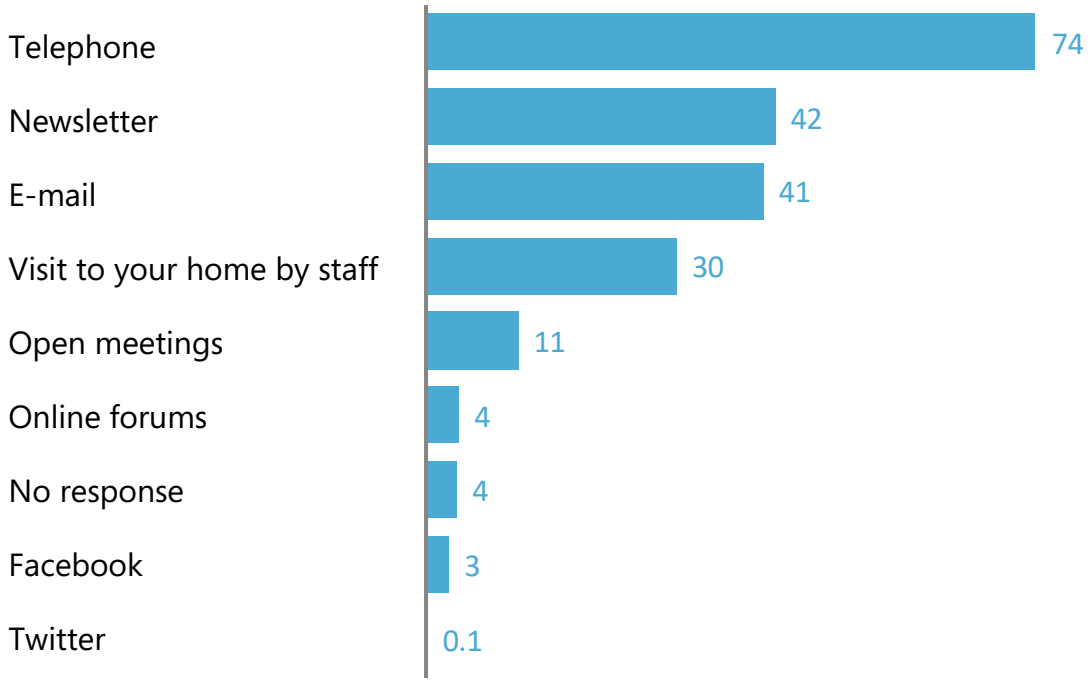
9.2 Contact and information channels that you are happy to use

% Base 829 | More than one answer allowed.



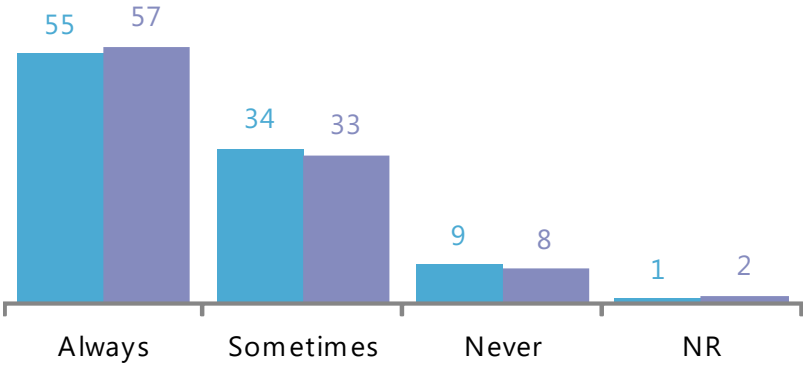
9.3 Preferred method of being kept informed

% Base 829 | More than one answer allowed.



9.4 Do you read 'Homing in'

% Base 829

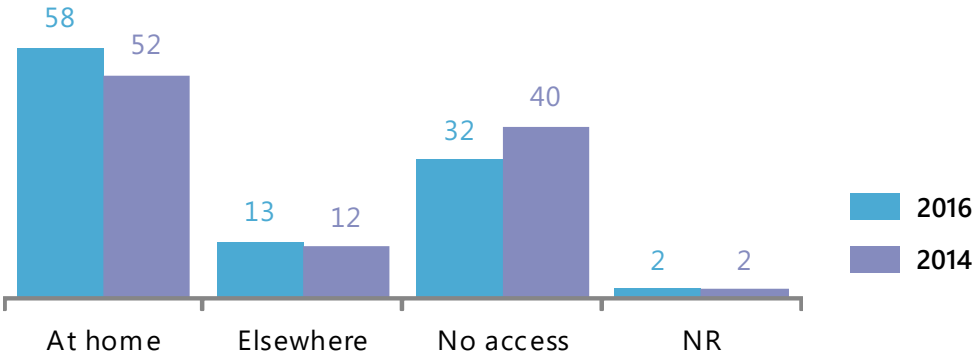


66% had some form of **internet access**

35% of the sample were interested in a **housing app** for mobile or tablet

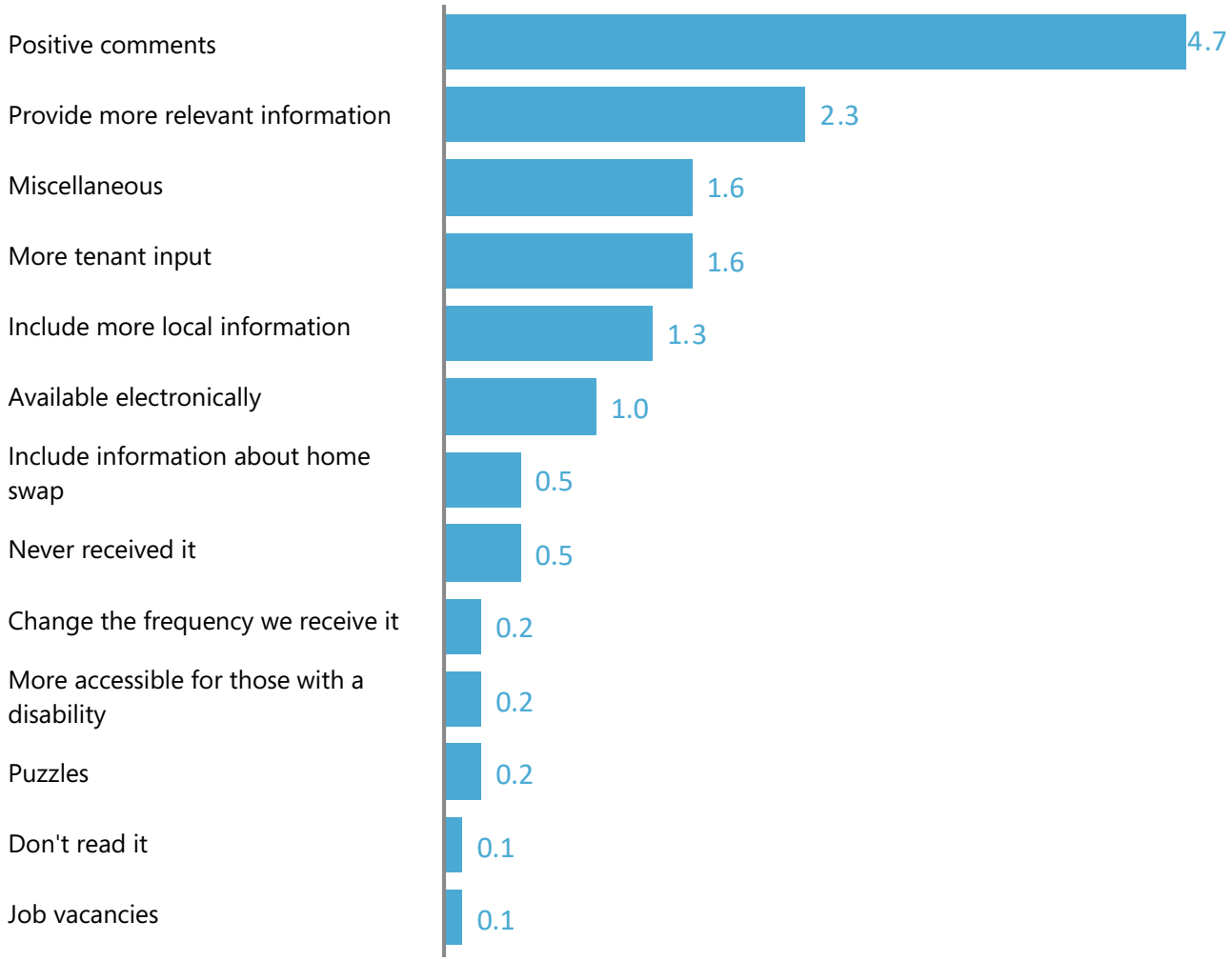
9.5 Do you have access to the internet?

% Base 829



9.6 How can we improve 'Homing in'?

% Base 829 | Coded from text comments. More than one answer allowed.



10. Health and wellbeing

52% agree they will have enough money next year to meet basic living costs

39% agree their household tends to eat less healthily because of affordability

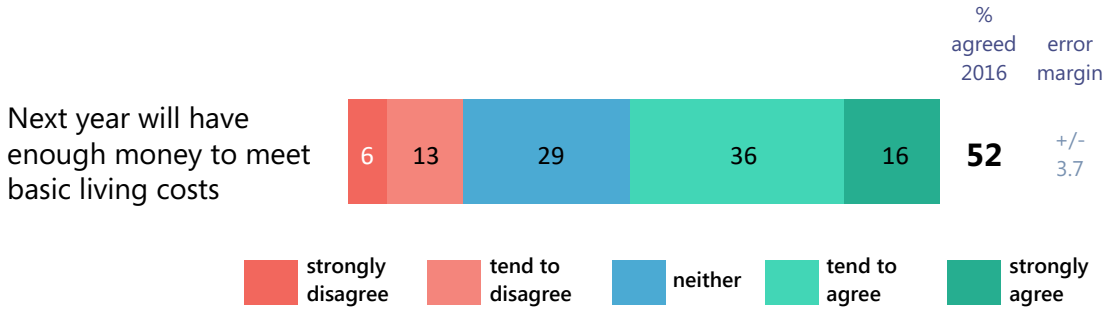
New to the survey in 2016 was a group of questions asking about various aspects of tenants' health and general wellbeing, specifically the affordability of essentials such as food.

One in five respondents (21%) claimed that they, or someone within their household, had reduced portion sizes or even missed meals in the previous two months because they couldn't afford enough food. Interestingly this was more of an issue for younger rather than older tenants with more than a third of under 35s saying they had experienced this (37%), whereas only 8% of the over 65s said the same. This result was similar across the areas but was more of an issue for respondents in West – Area 2, but less so for those in East – Area 1 (23% v 14%).

21%
skipped meals or reduced portion sizes in the last 2 months because they **couldn't afford enough food**

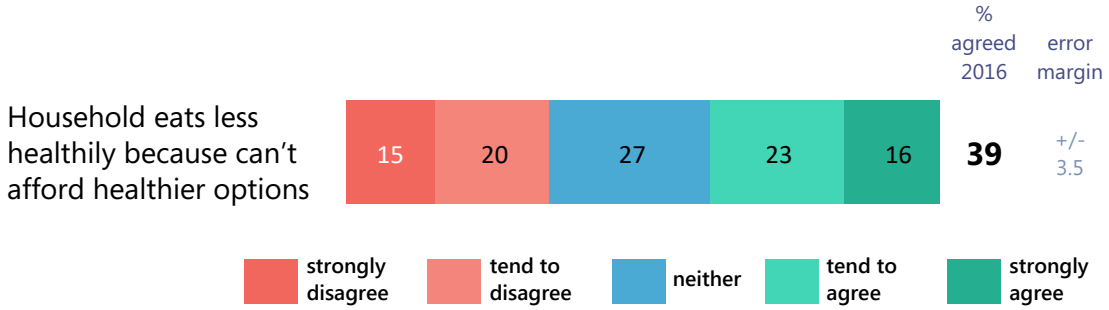
10.1 Meeting basic living costs after housing costs me

% Base 702 | Excludes non respondents



10.2 Affording healthier options

% Base 752 | Excludes non respondents



Furthermore, two out of five respondents agreed that they eat less healthily because they can't afford healthier options (39%). Again the main differentiator was by age, with this less of an issue for the over 65s (26% agreed), with nearly half of those aged 35-49 agreeing (49%), a significant difference. Households containing someone with a disability were significantly more likely than average to agree with this than households with nobody with a disability (43% v 32%).

Whilst more than half of those who responded (52%) agreed they would have enough money next year (after housing costs) to meet basic living costs, a fifth disagreed (19%). This figure rose to 29% for the youngest age group (16-34), more than half of whom 'strongly disagreed' (17%). In contrast, only one in ten of those aged 65 or over disagreed they will have enough money next year to meet basic living costs (11%). Disability again had an impact on this result, with households containing someone with a disability more likely to disagree than non-disabled households (24% and 13% respectively). Other than this, there was very little of note revealed by further sub-group analysis.

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

11. Respondent profile

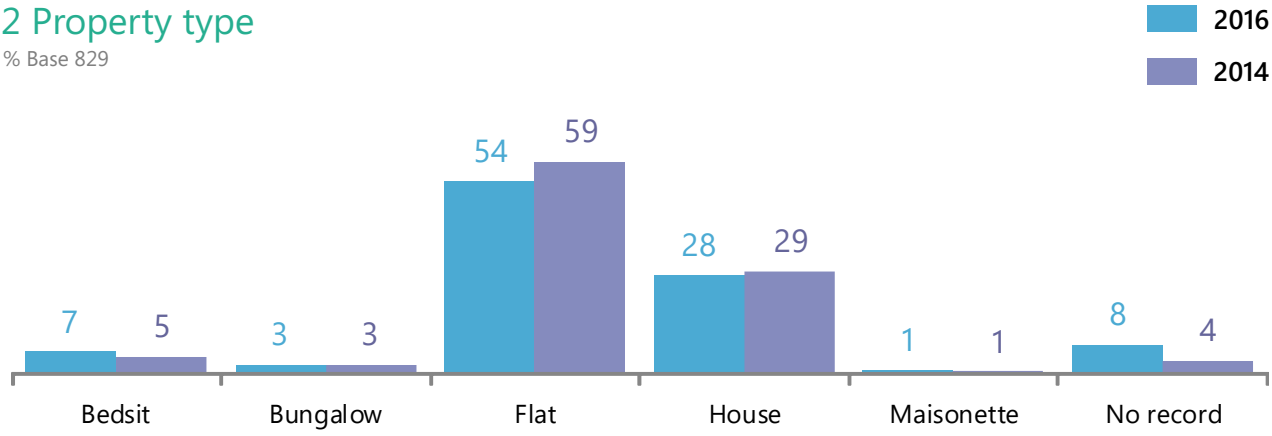
The following section details the demographic profile of the survey respondents, and where applicable gives an indication of how representative the sample is of the wider tenant profile (tables 11.18 to 11.26). In addition, the answers to the core survey questions are also shown by the main property and equality groups (tables 11.27 to 11.32).

11.1 Area office (including ward)

% Base 829

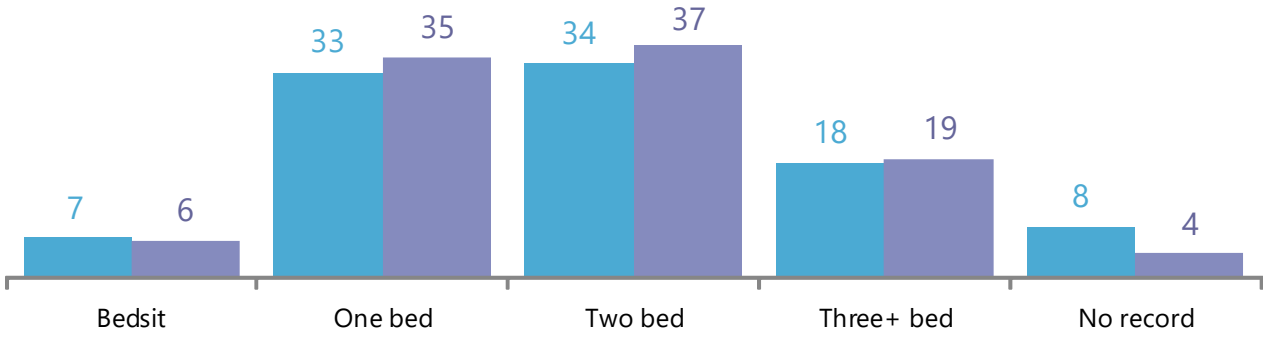
11.2 Property type

% Base 829



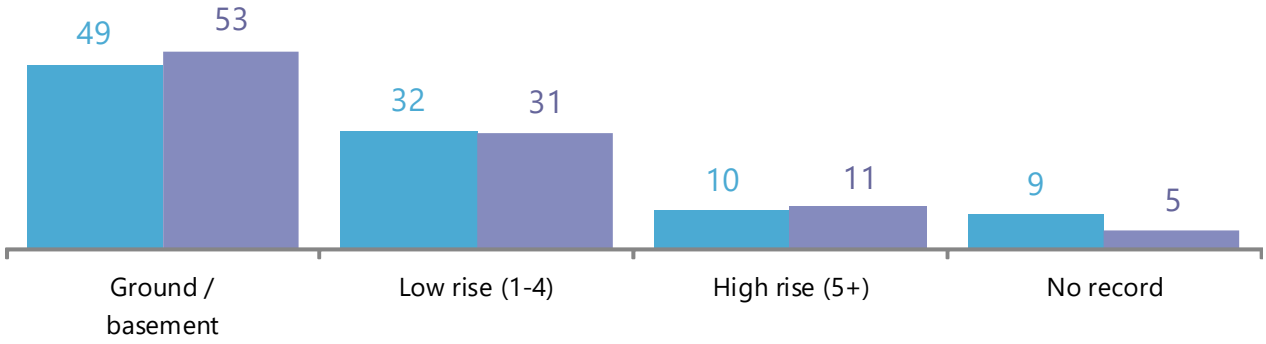
11.3 Property size

% Base 829



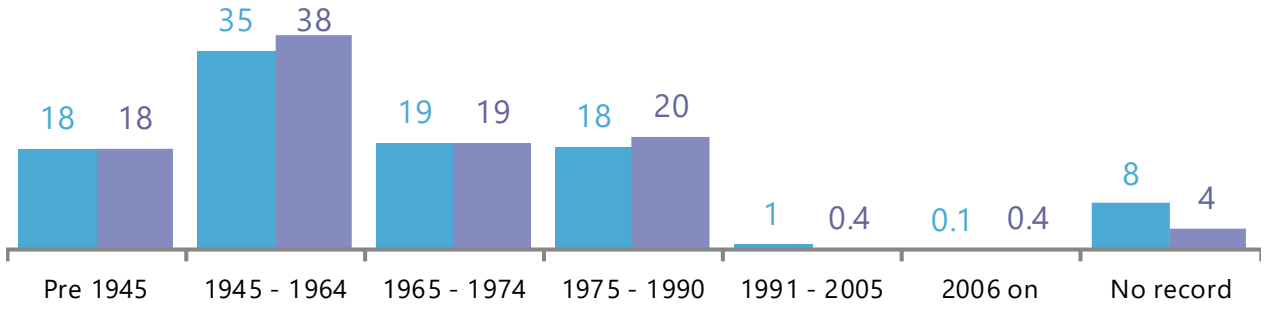
11.4 Lowest floor level

% Base 829



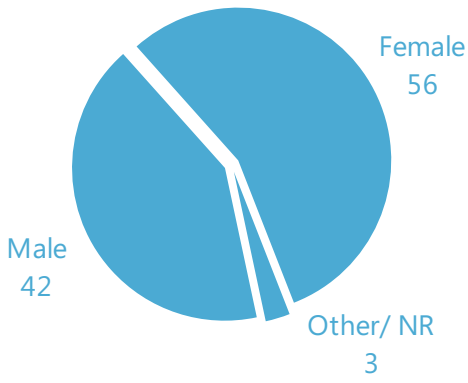
11.5 Property age

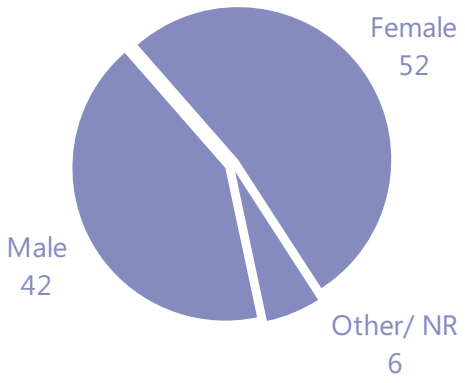
% Base 829



11.6 Gender

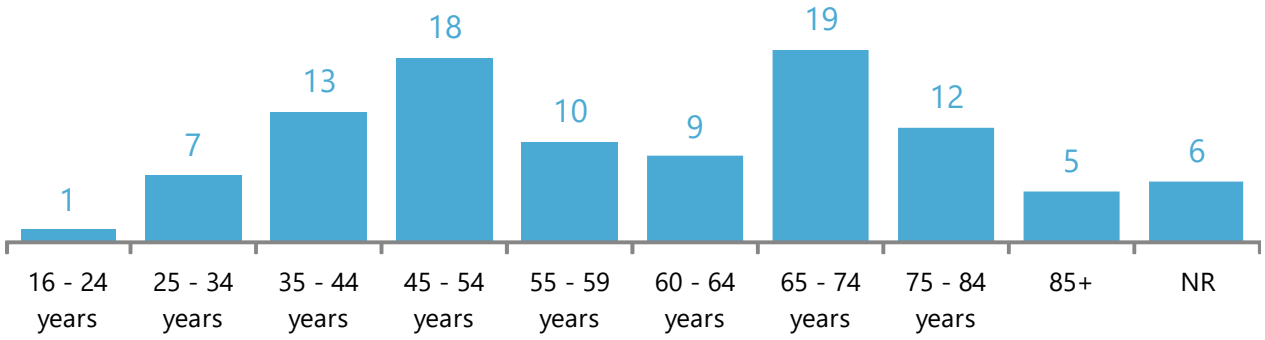
% Base 829





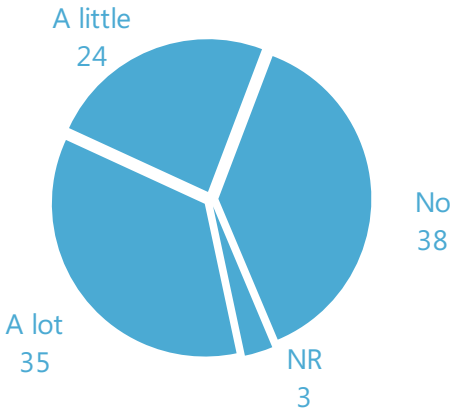
11.7 Age

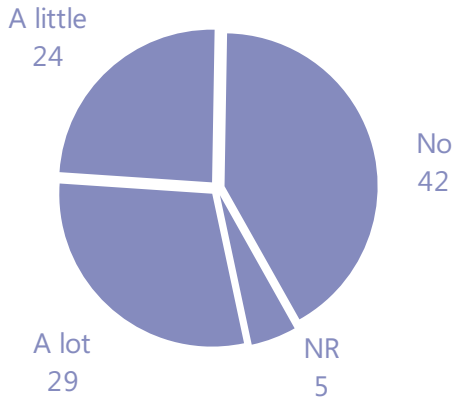
% Base 829



11.8 Limiting disability

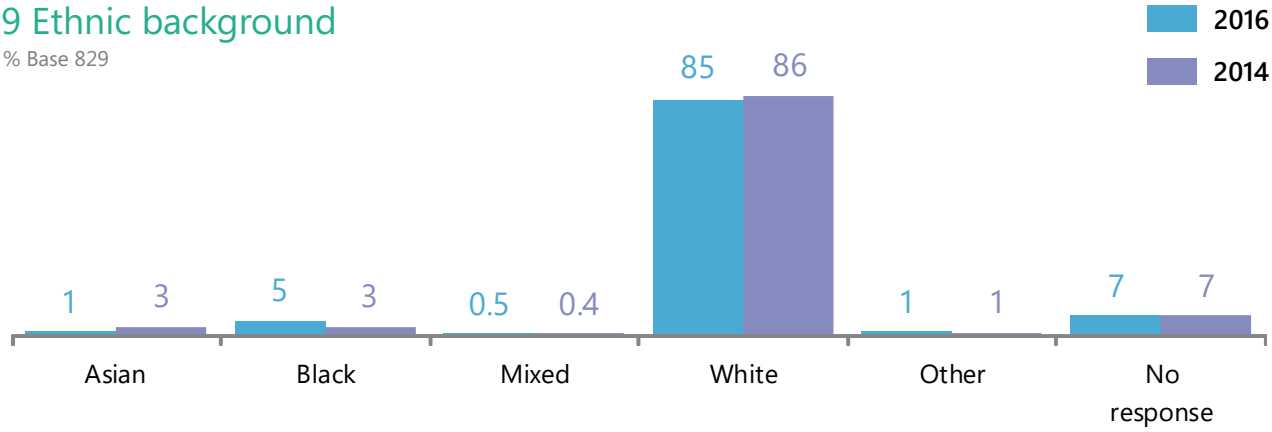
% Base 829 | Note: 'Limited a lot' broadly equates to DDA definition of disability





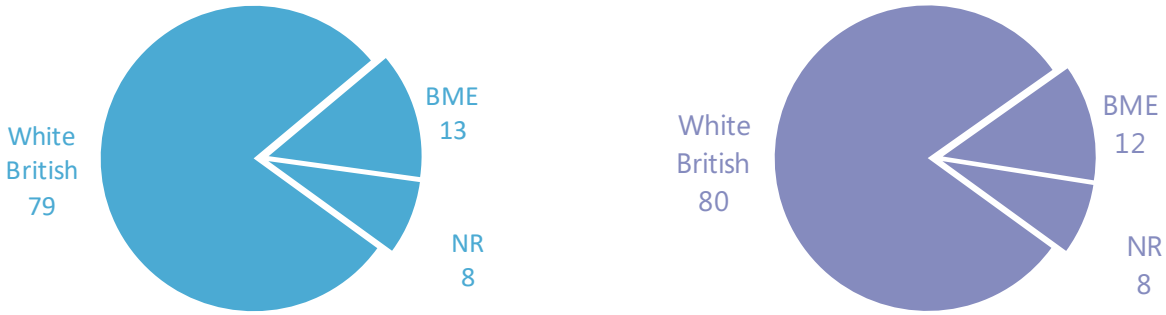
11.9 Ethnic background

% Base 829



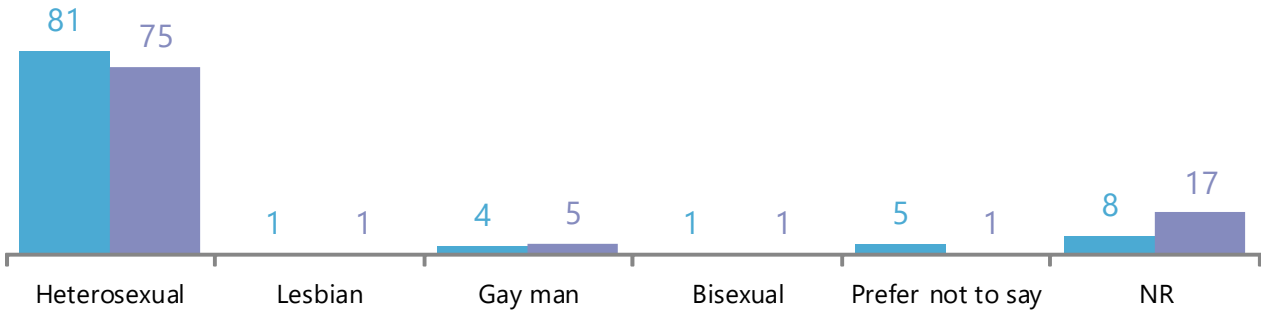
11.10 Ethnic background (summary)

% Base 829



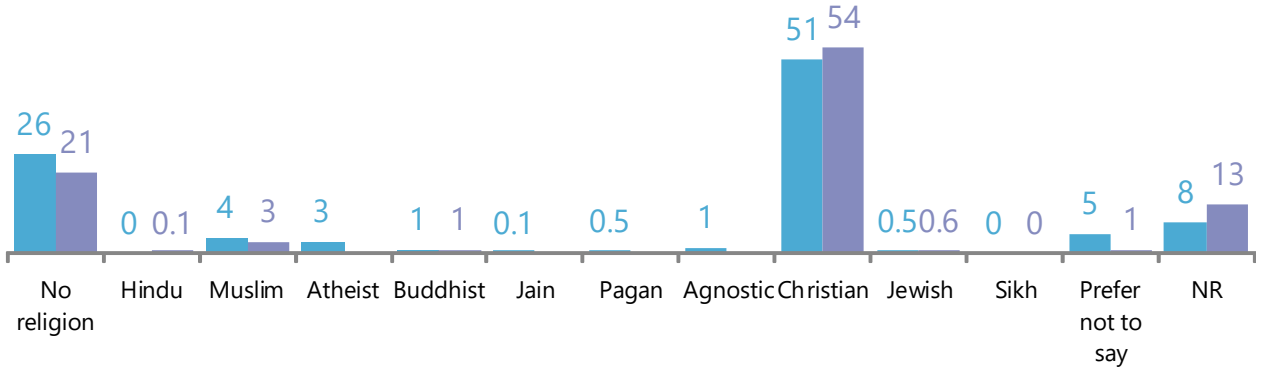
11.11 Sexual orientation

% Base 829



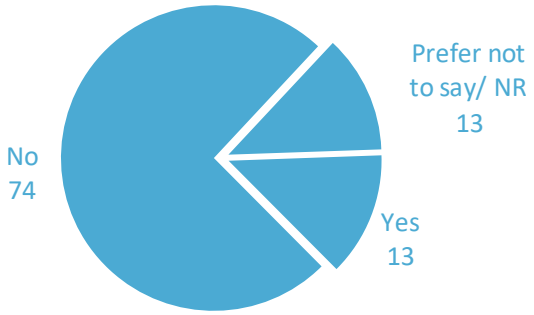
11.12 Religion

% Base 829



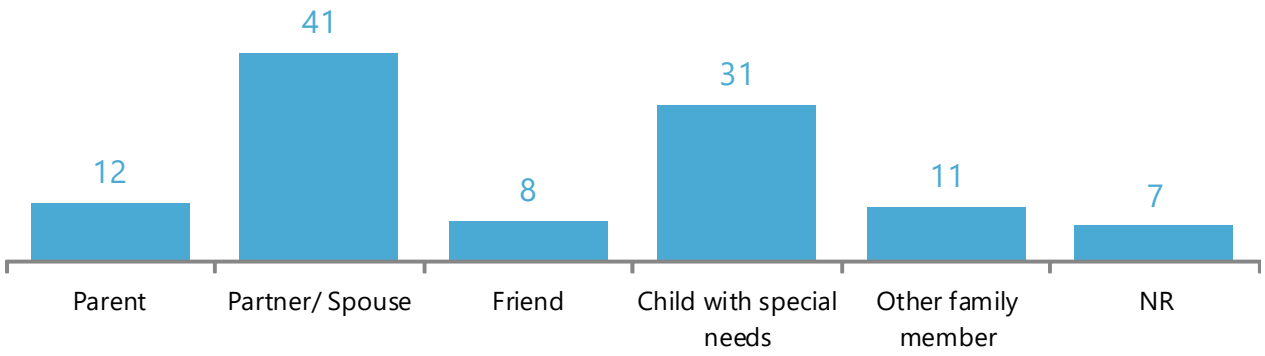
11.13 Are you a carer?

% Base 829



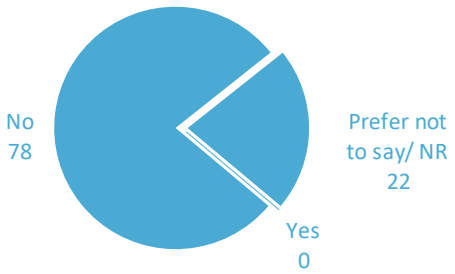
11.14 Person care for

% Base 109 | If respondent is a carer



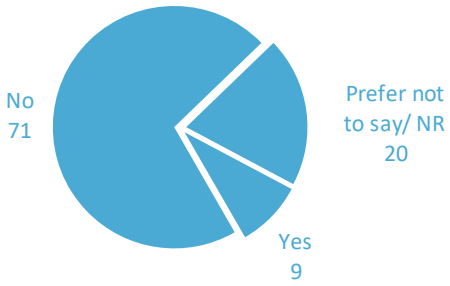
11.15 Currently serving in armed forces

% Base 829



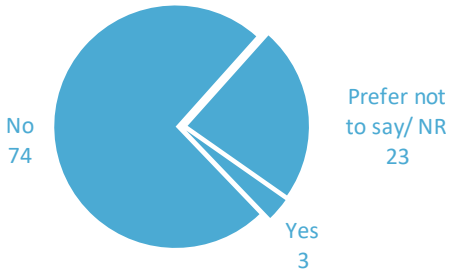
11.16 Ever served in armed forces

% Base 829



11.17 Member of current/former serviceman/woman's family/household

% Base 829



To determine whether the survey sample is representative, best practise is that if the factorial difference between the respondent profile and the comparative baseline profile (Tenant Profiling Data, April 2016) is between 0.8 and 1.2 then it can be said that the profile is representative of the wider tenant's population. A factorial above 1.2 would indicate over representativeness and a factorial of under 0.8 indicates under representativeness. It is also important to bear in mind that that there is greater degree of variability in this calculation for small groups.

As in previous Brighton & Hove surveys, and self completion surveys more generally, those aged 65 and over were over represented, at the expense of younger residents. Similarly, 1 bed properties were over represented compared to family homes, as were high rise properties. The fact that tenants with a disability were also over represented is likely to be due to the age profile.

The sample was representative by gender, and on other equality characteristics, and demonstrated good response rates amongst Black and Asian tenants, as well as for gay men. It should be noted that whilst some other characteristics such as Hindu, mixed ethnic background or bisexual were under represented, these were small groups and therefore prone to greater variability.

Please note that in to accurately calculate the factor, for this analysis the sample data has been recalculated to exclude non respondents, or properties for where records are incomplete.

Representativeness

11.18 Property type

	Sample %	Population %	Factor
Bedsit	7.1	5.1	1.4
Bungalow	2.9	2.0	1.5
Flat	58.7	54.2	1.1
House	30.0	37.2	0.8
Maisonette	1.3	1.5	0.9

11.19 Property size

	Sample %	Population %	Factor
Bedsit	7.1	5.3	1.3
1 bed	35.7	30.2	1.2
2 bed	37.1	38.3	1.0
3 bed	18.9	23.8	0.8
4 bed+	1.2	2.5	0.5

11.20 Lowest floor

	Sample %	Population %	Factor
Ground	54.2	59.5	0.9
Low rise 1-4	34.6	31.4	1.1
High rise 5+	11.1	9.1	1.2

11.21 Age

	Sample %	Population %	Factor
16 - 24	1.4	1.3	1.1
25 - 34	7.2	11.4	0.6
35 - 44	13.9	15.6	0.9
45 - 54	19.5	24.5	0.8
55 - 64	19.9	19.1	1.0
65 - 74	20.3	14.8	1.4
75 - 84	12.2	9.1	1.3
85+	5.5	4.2	1.3

11.22 Gender

	Sample %	Population %	Factor
Male	42.8	41.2	1.0
Female	57.2	58.8	1.0

11.23 Disability

	Sample %	Population %	Factor
Disability	60.9	55.0	1.1
No disability	39.1	45.0	0.9

11.24 Ethnic background

	Sample %	Population %	Factor
Asian	1.4	2.6	0.5
Black	5.4	2.2	2.5
Mixed	0.6	1.4	0.4
White	91.2	91.7	1.0
Other	1.3	2.2	0.6

11.25 Religion

	Sample %	Population %	Factor
No religion	33.2	31.9	1.0
Hindu	0.0	0.2	0.0
Muslim	4.4	4.0	1.1
Buddhist	1.1	0.9	1.2
Christian	58.5	57.2	1.0
Jewish	0.6	0.5	1.2
Other	2.4	5.1	0.5

11.26 Sexual orientation

	Sample %	Population %	Factor
Heterosexual	93.1	90.2	1.0
Lesbian	1.2	1.1	1.1
Gay man	4.4	4.5	1.0
Bisexual	1.2	2.7	0.4
Other	-	1.7	-

In addition to documenting the demographic profile of the sample, tables 11.27 to 11.32 in this section also display the core survey questions according to the main equality groups. When considering these graphs 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.

11.27 Core questions by age group

		% positive			
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	**829**	**67**	**181**	**234**	**296**
Service overall	81	66	75	82	89
Standard of customer service	85	78	79	87	89
Dealing with enquiries	81	64	74	84	86
Listen to views and act upon them	70	53	63	72	78
Keep residents informed	76	58	68	76	85
Quality of home	79	65	67	79	91
Rent value for money	86	73	78	89	93
Service charge value for money	74	71	63	73	83
Neighbourhood as a place to live	80	64	73	78	89
Repairs and maintenance overall	77	58	69	77	88

11.28 Core questions by gender

		% positive	
	Overall	Male	Female
Sample size	**829**	**346**	**461**
Service overall	81	83	80
Standard of customer service	85	86	85
Dealing with enquiries	81	84	78
Listen to views and act upon them	70	72	70
Keep residents informed	76	78	75
Quality of home	79	82	77
Rent value for money	86	88	85
Service charge value for money	74	77	72
Neighbourhood as a place to live	80	80	80
Repairs and maintenance overall	77	82	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

11.29 Core questions by disability

Note: 'Limited a lot' broadly equates to DDA definition of disability

		% positive		
	Overall	Limited a lot*	Limited a little	No
Sample size	**829**	**292**	**198**	**314**
Service overall	81	78	81	83
Standard of customer service	85	83	85	87
Dealing with enquiries	81	82	79	80
Listen to views and act upon them	70	70	69	70
Keep residents informed	76	72	77	78
Quality of home	79	78	81	78
Rent value for money	86	87	91	83
Service charge value for money	74	76	71	74
Neighbourhood as a place to live	80	80	81	79
Repairs and maintenance overall	77	77	76	78

11.30 Core questions by ethnic background

		% positive	
	Overall	White British	BME
Sample size	**829**	**654**	**110**
Service overall	81	81	84
Standard of customer service	85	84	92
Dealing with enquiries	81	80	84
Listen to views and act upon them	70	69	79
Keep residents informed	76	75	82
Quality of home	79	79	80
Rent value for money	86	87	84
Service charge value for money	74	76	68
Neighbourhood as a place to live	80	80	81
Repairs and maintenance overall	77	76	85

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

11.31 Core questions by religion

	Overall	No religion	Christian	Other
			% positive	
Sample size	**829**	**214**	**421**	**85**
Service overall	81	74	86	86
Standard of customer service	85	78	90	87
Dealing with enquiries	81	74	86	84
Listen to views and act upon them	70	58	78	77
Keep residents informed	76	70	82	73
Quality of home	79	74	83	81
Rent value for money	86	81	92	84
Service charge value for money	74	69	78	71
Neighbourhood as a place to live	80	75	85	81
Repairs and maintenance overall	77	68	83	77

11.32 Core questions by sexual orientation

	Overall	Hetero-sexual	Lesbian, Gay or Bisexual
		% positive	
Sample size	**829**	**675**	**50**
Service overall	81	82	82
Standard of customer service	85	86	84
Dealing with enquiries	81	82	87
Listen to views and act upon them	70	71	76
Keep residents informed	76	76	84
Quality of home	79	79	80
Rent value for money	86	87	91
Service charge value for money	74	74	89
Neighbourhood as a place to live	80	81	81
Repairs and maintenance overall	77	78	83

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

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

Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the new HouseMark STAR survey methodology, with the most appropriate questions for Brighton & Hove City Council being selected by them from the STAR questionnaire templates.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete. Envelopes were address to named tenants and joint tenants. The covering letter was sign by the council's Head of Housing.

Fieldwork

The survey was carried out between June and July 2016. Paper self completion questionnaires were distributed to a randomly selected sample of 3,006 tenant households. To encourage the response rate tenants were given the option of completing the questionnaire on-line via the city's Consultation Portal, and everyone who took part was eligible for entry into a free prize draw.

Response rate

In total 829 tenants took part in the survey, which represented a 28% response rate (error margin +/- 3.3%). The majority of completions were on paper, but 12% of respondents took part online.

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. Due to rounding some graphs may not add up to 100%. Some historic results may not match those previously published due to changes in the new STAR survey methodology compared to the previous STATUS approach. In any instance where this is occurs, the previous results have been recalculated to match the current method. This recalculation typically involves the removal of '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 2016 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 the HouseMark STAR database, with the benchmarking group being selected by Brighton & Hove from similar Councils who had completed a STAR survey in the last 2 years. For the overall satisfaction score this included 9 landlords. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 3 years using the STAR questionnaires. The group selection has been verified against the core HouseMark data to ensure that both benchmark groups are closely matched on their scores across those questions. This supplementary group included 11 landlords.

Appendix B. Example questionnaire

Brighton & Hove City Council

Housing
Housing Centre
Unit 1, Fairway Trading Estate
Eastergate Road
Brighton BN2 4QL

Date: 17 June 2016
Ref: Star Survey
Phone: 01273 293030
Email: Housing.CustomerServices@brighton-hove.gov.uk

Dear Resident

As part of our promise to listen to your views, the enclosed Tenants Satisfaction Survey asks how satisfied you are with your housing services and helps us improve them. Please do respond as your views are very important to us.

Following the last survey in 2014:

- We introduced a 'scores on the doors' scheme so that tenants can be involved in rating their estates, and
- You can now re-book your tenancy visit by contacting Customer Services on 01273-293030

Please return your completed survey in the enclosed pre-paid envelope by 15 July. Or you can fill in the survey online at **www.brighton-hove.gov.uk/housing-star-survey**, using your unique four digit reference number in the top right hand corner of your survey.

All responses we receive by July 1 will be entered into a free prize draw. If yours is an early one, you have a chance to win one of three £75 shopping vouchers.

Your answers will be treated confidentially, and the overall results that do not identify individuals or households will be published in Homing In and on our website.

If you have any questions about this survey please contact David Golding, Research Officer, on 01273 291088. If you have any questions about any other housing matter, please call our Housing Customer Service team on 01273 293030.

I very much hope you will take part and would like to thank you in advance for your help.

Kind regards

Tracy John
Head of Housing

Telephone: 01273 290000
www.brighton-hove.gov.uk/council
Printed on recycled, chlorine-free paper

Tenants' Satisfaction Survey

<0001-3000>

This survey asks about the key housing services we provide to you. It will help us identify which services we need to improve to meet your expectations. All your answers will be kept completely confidential and no individual responses will be identified. Please take a few minutes to complete this form and return it in the reply-paid envelope provided. Thank you for your help.

Service Standards

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Housing department at Brighton & Hove City Council? Please tick one box ✓

Very satisfied ☐ Quite satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Q2 How would you describe the standard of customer service you received from the Housing department? Please tick one box ✓

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

Q3 Is there anything we could do to make your customer experience better?

Q4 How easy was it for you to access our services? Please tick one box ✓

Very easy ☐ Quite easy ☐ Neither ☐ Fairly difficult ☐ Very difficult ☐

Q5 Is there anything we could do to make our services easier to access?

Brighton & Hove City Council

1

Q6 How satisfied or dissatisfied are you that we listen to your views and act upon them? Please tick one box ✓

Very satisfied ☐ Quite satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Q7 Thinking about your rent and income how satisfied or dissatisfied are you with the advice and support you receive from the Housing department with managing your finances and paying your rent and service charges? Please tick one box ✓

Very satisfied ☐ Quite satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Q8 What would be more helpful?

Q9 How satisfied or dissatisfied are you with the following? Please tick one box for each point ✓

	Very satisfied	Quite satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	☐	☐	☐	☐	☐
Your neighbourhood as a place to live	☐	☐	☐	☐	☐
That your rent provides value for money	☐	☐	☐	☐	☐
That your service charges provide value for money	☐	☐	☐	☐	☐
Please tick here if not applicable	☐				

Q10 How satisfied or dissatisfied are you with the way we deal with the following? Please tick one box for each point ✓

	Very satisfied	Quite satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Anti-social behaviour	☐	☐	☐	☐	☐	☐
Complaints	☐	☐	☐	☐	☐	☐
Repairs and Maintenance	☐	☐	☐	☐	☐	☐

2

Your enquiries generally	☐	☐	☐	☐	☐	☐
Opportunities to get involved	☐	☐	☐	☐	☐	☐
Cleaning of internal communal areas	☐	☐	☐	☐	☐	☐
Cleaning of external communal areas	☐	☐	☐	☐	☐	☐
Grounds maintenance, eg grass cutting in your area	☐	☐	☐	☐	☐	☐
Seniors housing	☐	☐	☐	☐	☐	☐
Moving or swapping your home	☐	☐	☐	☐	☐	☐

Repairs

Q11 Have you had any repairs completed in the last 12 months? Please tick one box ✓

Yes ☐ (go to Q12) No ☐ (go to Q14)

Q12 Thinking about the last repair completed how satisfied or dissatisfied were you with the following? Please tick one box for each point ✓

	Very satisfied	Quite satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Reporting the repair	☐	☐	☐	☐	☐
Being told when the workers will call	☐	☐	☐	☐	☐
Being able to make an appointment	☐	☐	☐	☐	☐
Time taken before work started	☐	☐	☐	☐	☐
How quickly the work was done	☐	☐	☐	☐	☐
The attitude of workers	☐	☐	☐	☐	☐
The overall quality of work	☐	☐	☐	☐	☐

3

Q12b Were you shown ID? Yes ☐ No ☐

Q13 Thinking about the last repair completed, overall how satisfied or dissatisfied were you with the repairs service you received on this occasion? Please tick one box ✓

Very satisfied ☐ Quite satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Q14 Is there anything we could do to improve our repairs service?

Q15 Have you had any planned work (a replacement kitchen or bathroom, new windows, etc.) completed in the last year? Please tick one box ✓

Yes ☐ (go to Q16) No ☐ (go to Q18)

Q16 Generally, how satisfied or dissatisfied are you with the way we deal with planned work? Please tick one box ✓

Very satisfied ☐ Quite satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Q17 Is there anything we could do to improve our planned work?

4

Communication

Q18 If you own a smart phone or tablet, would you use a Housing application (app) if it was offered? Please tick one box ✓

Yes ☐ No ☐ Not applicable ☐

Q19 Do you have access to the broadband internet or Wi-Fi , at home or elsewhere? Please tick all that apply ✓

At home ☐ Elsewhere ☐ No access ☐

Q20 We send out a magazine called 'Homing In' four times a year to all council tenants and leaseholders. Do you read it? Please tick one box ✓

Always ☐ Sometimes ☐ Never ☐

Q21 How could we improve Homing in?

Q22 Which of the following ways of getting in contact with us are you happy to use? Please tick your top 3 ✓

Email	☐	Visit to the office	☐	Twitter	☐
Telephone	☐	Website	☐	Online forums	☐
Text / SMS	☐	Facebook	☐	In writing	☐

Q23 Which of the following ways of being kept informed do you prefer? Please tick your top 3 ✓

Email	☐	Facebook	☐
Telephone	☐	Twitter	☐
Visit to your home by staff	☐	Newsletter	☐
Open meetings	☐	Online forums	☐

Q24 How good or poor do you feel the Brighton & Hove City Council housing service is at keeping you informed about things that might affect you as a tenant? Please tick one box ✓

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

5

Health and wellbeing

Q25 In the last 2 months did you (or other people in your household) ever reduce the size of your meals or skip meals because you couldn't afford enough food?

Yes ☐ No ☐

Q26 Thinking about next year, how much do you agree or disagree that you will have enough money, after housing costs to meet basic living costs. By this we mean to pay for food, water and heating.

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q27 Thinking about your diet, do you feel that you (or other people in your household) tend to eat less healthily because you can't afford healthier options?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

You and your household

Please note that questions 32 to 37 are optional but the information below is used to make sure that we collect the views of a representative sample of tenants. Your answers will be treated in the strictest confidence.

Responses will not include any information that could identify individuals or households, and will only be used to monitor and improve housing services.

Q28 Please tell us whether you are a: Please tick one box ✓

Sole tenant ☐ Joint tenant ☐ Not the tenant ☐

Q29 Do you or any of your household have a disability that limits day to day activity? Please tick one box for each line ✓

You	Yes, limited a lot ☐	Yes, limited a little ☐	No ☐
Others	Yes, limited a lot ☐	Yes, limited a little ☐	No ☐

Q30 Are you a carer?

Yes ☐ No (please do not answer Q31) ☐ Prefer not to say ☐

Q31 If yes do you care for a……

Parent ☐ Partner/Spouse ☐ Friend ☐ Child with special needs ☐

Other family member ☐ Other (please state)

6

Q32 Please tell us what age you are:

Q33 Please tell us what gender you are:

Male ☐ Female ☐ Other (please state)

Prefer not to say ☐

Q34 Do you identify as the gender you were assigned at birth?

Yes ☐ No ☐ Prefer not to say ☐

Q35 How would you describe your sexual orientation? Please tick one box ✓

Heterosexual / Straight ☐ Lesbian / Gay woman ☐ Gay man ☐

Bisexual ☐ Other please state Prefer not to say ☐

Q36 What is your ethnic group? Please tick one box to best describe your ethnic group or background ✓ If you tick 'other' please write the detail in the box below

White

☐ English / Welsh / Scottish / Northern Irish / British
☐ Irish
☐ Gypsy or Irish Traveller
☐ Any other White background (please give details below)

Black or Black British

☐ African
☐ Caribbean
☐ Any other Black background (please give details below)

Asian or Asian British

☐ Bangladeshi
☐ Indian
☐ Pakistani
☐ Chinese
☐ Any other Asian background (please give details below)

Mixed

☐ Asian & White
☐ Black African & White
☐ Black Caribbean & White
☐ Any other mixed background (please give details below)

7

Other Ethnic Group

☐ Arab
☐ Any other ethnic group (please give details below)
☐ Prefer not to say

Q37 What is your religion? Please tick one box ✓

No religion	☐	Buddhist	☐	Christian	☐
Hindu	☐	Jain	☐	Jewish	☐
Muslim	☐	Pagan	☐	Sikh	☐
Atheist	☐	Agnostic	☐		

Other religion (please state)
Other philosophical belief (please state)
Prefer not to say ☐

Q38 Armed Forces Service

Are you currently serving in the UK Armed Forces (this includes reservists or part-time service, eg Territorial Army)?	☐ Yes	☐ No	☐ Prefer not to say
Have you ever served in the UK Armed Forces?	☐ Yes	☐ No	☐ Prefer not to say
Are you a member of a current or former serviceman or woman's immediate family/household?	☐ Yes	☐ No	☐ Prefer not to say

8

Appendix C. 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.

		Frequency	% overall	% valid
	Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Housing department at Brighton & Hove City Council	*Base: 829*		
1:	Very satisfied	324	39.1	39.3
2:	Quite satisfied	344	41.5	41.7
3:	Neither	56	6.8	6.8
4:	Fairly dissatisfied	63	7.6	7.6
5:	Very dissatisfied	38	4.6	4.6
	N/R	4	0.5	
	Q2 How would you describe the standard of customer service you received from the Housing department	*Base: 829*		
6:	Very good	350	42.2	42.3
7:	Quite good	354	42.7	42.8
8:	Neither	61	7.4	7.4
9:	Fairly poor	41	4.9	5.0
10:	Very poor	22	2.7	2.7
	N/R	1	0.1	
	Q4 How easy was it for you to access our services	*Base: 829*		
11:	Very easy	350	42.2	42.4
12:	Quite easy	358	43.2	43.4
13:	Neither	60	7.2	7.3
14:	Fairly difficult	43	5.2	5.2
15:	Very difficult	14	1.7	1.7
	N/R	4	0.5	
	Q6 How satisfied or dissatisfied are you that we listen to your views and act upon them	*Base: 829*		
16:	Very satisfied	222	26.8	27.6
17:	Quite satisfied	342	41.3	42.5
18:	Neither	131	15.8	16.3
19:	Fairly dissatisfied	47	5.7	5.8
20:	Very dissatisfied	62	7.5	7.7
	N/R	25	3.0	
	Q7 Thinking about your rent and income how satisfied or dissatisfied are you with the advice and support you receive from the Housing department with managing your finances and paying your rent and service charges	*Base: 829*		
21:	Very satisfied	346	41.7	42.9
22:	Quite satisfied	283	34.1	35.1
23:	Neither	135	16.3	16.7
24:	Fairly dissatisfied	27	3.3	3.3
25:	Very dissatisfied	15	1.8	1.9
	N/R	23	2.8	
	Q9a The overall quality of your home	*Base: 829*		
26:	Very satisfied	276	33.3	34.5
27:	Quite satisfied	353	42.6	44.1
28:	Neither	49	5.9	6.1
29:	Fairly dissatisfied	76	9.2	9.5
30:	Very dissatisfied	46	5.5	5.8

		Frequency	% overall	% valid
	N/R	29	3.5	
	Q9b Your neighbourhood as a place to live	*Base: 829*		
31:	Very satisfied	323	39.0	41.0
32:	Quite satisfied	308	37.2	39.1
33:	Neither	62	7.5	7.9
34:	Fairly dissatisfied	60	7.2	7.6
35:	Very dissatisfied	35	4.2	4.4
	N/R	41	4.9	
	Q9c That your rent provides value for money	*Base: 829*		
36:	Very satisfied	371	44.8	48.5
37:	Quite satisfied	288	34.7	37.6
38:	Neither	65	7.8	8.5
39:	Fairly dissatisfied	21	2.5	2.7
40:	Very dissatisfied	20	2.4	2.6
	N/R	64	7.7	
	Q9d That your service charges provide value for money	*Base: 457*		
41:	Very satisfied	148	17.9	37.0
42:	Quite satisfied	149	18.0	37.3
43:	Neither	53	6.4	13.3
44:	Fairly dissatisfied	22	2.7	5.5
45:	Very dissatisfied	28	3.4	7.0
	N/R	429	51.7	12.5
	Q10a Anti-social behaviour	*Base: 829*		
46:	Very satisfied	189	22.8	27.2
47:	Quite satisfied	251	30.3	36.2
48:	Neither	133	16.0	19.2
49:	Fairly dissatisfied	70	8.4	10.1
50:	Very dissatisfied	51	6.2	7.3
51:	Not applicable	98	11.8	
	N/R	37	4.5	
	Q10b Complaints	*Base: 829*		
52:	Very satisfied	170	20.5	24.7
53:	Quite satisfied	254	30.6	36.9
54:	Neither	131	15.8	19.0
55:	Fairly dissatisfied	73	8.8	10.6
56:	Very dissatisfied	60	7.2	8.7
57:	Not applicable	91	11.0	
	N/R	50	6.0	
	Q10c Repairs and maintenance	*Base: 829*		
58:	Very satisfied	314	37.9	39.4
59:	Quite satisfied	299	36.1	37.5
60:	Neither	50	6.0	6.3
61:	Fairly dissatisfied	69	8.3	8.7
62:	Very dissatisfied	65	7.8	8.2
63:	Not applicable	7	0.8	

		Frequency	% overall	% valid
	N/R	25	3.0	
	Q10d Your enquiries generally	*Base: 829*		
64:	Very satisfied	227	27.4	36.3
65:	Quite satisfied	277	33.4	44.2
66:	Neither	74	8.9	11.8
67:	Fairly dissatisfied	28	3.4	4.5
68:	Very dissatisfied	20	2.4	3.2
69:	Not applicable	18	2.2	
	N/R	185	22.3	
	Q10e Opportunities to get involved	*Base: 829*		
70:	Very satisfied	147	17.7	27.8
71:	Quite satisfied	181	21.8	34.3
72:	Neither	160	19.3	30.3
73:	Fairly dissatisfied	25	3.0	4.7
74:	Very dissatisfied	15	1.8	2.8
75:	Not applicable	83	10.0	
	N/R	218	26.3	
	Q10f Cleaning of internal communal areas	*Base: 829*		
76:	Very satisfied	197	23.8	39.0
77:	Quite satisfied	173	20.9	34.3
78:	Neither	71	8.6	14.1
79:	Fairly dissatisfied	33	4.0	6.5
80:	Very dissatisfied	31	3.7	6.1
81:	Not applicable	114	13.8	
	N/R	210	25.3	
	Q10g Cleaning of external communal areas	*Base: 829*		
82:	Very satisfied	144	17.4	28.8
83:	Quite satisfied	167	20.1	33.4
84:	Neither	84	10.1	16.8
85:	Fairly dissatisfied	46	5.5	9.2
86:	Very dissatisfied	59	7.1	11.8
87:	Not applicable	119	14.4	
	N/R	210	25.3	
	Q10h Grounds maintenance, eg grass cutting in your area	*Base: 829*		
88:	Very satisfied	173	20.9	30.0
89:	Quite satisfied	194	23.4	33.6
90:	Neither	78	9.4	13.5
91:	Fairly dissatisfied	66	8.0	11.4
92:	Very dissatisfied	66	8.0	11.4
93:	Not applicable	75	9.0	
	N/R	177	21.4	
	Q10i Seniors housing	*Base: 829*		
94:	Very satisfied	102	12.3	26.9
95:	Quite satisfied	119	14.4	31.4
96:	Neither	122	14.7	32.2
97:	Fairly dissatisfied	21	2.5	5.5

		Frequency	% overall	% valid
98:	Very dissatisfied	15	1.8	4.0
99:	Not applicable	189	22.8	
	N/R	261	31.5	
	Q10j Moving or swapping your home	*Base: 829*		
100:	Very satisfied	81	9.8	21.0
101:	Quite satisfied	97	11.7	25.2
102:	Neither	133	16.0	34.5
103:	Fairly dissatisfied	35	4.2	9.1
104:	Very dissatisfied	39	4.7	10.1
105:	Not applicable	197	23.8	
	N/R	247	29.8	
	Q11 Have you had any repairs completed in the last 12 months	*Base: 829*		
106:	Yes	575	69.4	
107:	No	220	26.5	
	N/R	34	4.1	
	Q12a Reporting the repair	*Base: 575*		
108:	Very satisfied	354	42.7	62.7
109:	Quite satisfied	170	20.5	30.1
110:	Neither	14	1.7	2.5
111:	Fairly dissatisfied	18	2.2	3.2
112:	Very dissatisfied	9	1.1	1.6
	N/R	264	31.8	1.7
	Q12b Being told when the workers will call	*Base: 575*		
113:	Very satisfied	315	38.0	56.6
114:	Quite satisfied	174	21.0	31.2
115:	Neither	27	3.3	4.8
116:	Fairly dissatisfied	29	3.5	5.2
117:	Very dissatisfied	12	1.4	2.2
	N/R	272	32.8	3.1
	Q12c Being able to make an appointment	*Base: 575*		
118:	Very satisfied	288	34.7	52.3
119:	Quite satisfied	188	22.7	34.1
120:	Neither	31	3.7	5.6
121:	Fairly dissatisfied	32	3.9	5.8
122:	Very dissatisfied	12	1.4	2.2
	N/R	278	33.5	4.2
	Q12d Time taken before work started	*Base: 575*		
123:	Very satisfied	255	30.8	46.5
124:	Quite satisfied	171	20.6	31.2
125:	Neither	45	5.4	8.2
126:	Fairly dissatisfied	43	5.2	7.8
127:	Very dissatisfied	34	4.1	6.2
	N/R	281	33.9	4.7

		Frequency	% overall	% valid
	Q12e How quickly the work was done	*Base: 575*		
128:	Very satisfied	298	35.9	54.1
129:	Quite satisfied	156	18.8	28.3
130:	Neither	34	4.1	6.2
131:	Fairly dissatisfied	28	3.4	5.1
132:	Very dissatisfied	35	4.2	6.4
	N/R	278	33.5	4.2
	Q12f The attitude of workers	*Base: 575*		
133:	Very satisfied	352	42.5	63.4
134:	Quite satisfied	151	18.2	27.2
135:	Neither	23	2.8	4.1
136:	Fairly dissatisfied	16	1.9	2.9
137:	Very dissatisfied	13	1.6	2.3
	N/R	274	33.1	3.5
	Q12g The overall quality of work	*Base: 575*		
138:	Very satisfied	285	34.4	51.1
139:	Quite satisfied	173	20.9	31.0
140:	Neither	30	3.6	5.4
141:	Fairly dissatisfied	39	4.7	7.0
142:	Very dissatisfied	31	3.7	5.6
	N/R	271	32.7	3.0
	Q12bID Were you shown ID	*Base: 575*		
143:	Yes	481	58.0	83.7
144:	No	67	8.1	11.7
	N/R	281	33.9	4.7
	Q13 Thinking about the last repair completed, overall how satisfied or dissatisfied were you with the repairs service you received on this occasion	*Base: 575*		
145:	Very satisfied	312	37.6	54.7
146:	Quite satisfied	151	18.2	26.5
147:	Neither	30	3.6	5.3
148:	Fairly dissatisfied	35	4.2	6.1
149:	Very dissatisfied	42	5.1	7.4
	N/R	259	31.2	0.9
	Q15 Have you had any planned work (a replacement kitchen or bathroom, new windows etc) completed in the last year	*Base: 829*		
150:	Yes	187	22.6	
151:	No	611	73.7	
	N/R	31	3.7	
	Q16 Generally, how satisfied or dissatisfied are you with the way we deal with the planned work	*Base: 187*		
152:	Very satisfied	91	11.0	49.2
153:	Quite satisfied	58	7.0	31.4
154:	Neither	12	1.4	6.5
155:	Fairly dissatisfied	10	1.2	5.4
156:	Very dissatisfied	14	1.7	7.6

		Frequency	% overall	% valid
	N/R	644	77.7	1.1
	Q18 If you own a smart phone or tablet, would you use a Housing application (app) if it was offered	*Base: 829*		
157:	Yes	293	35.3	
158:	No	228	27.5	
159:	Not applicable	275	33.2	
	N/R	33	4.0	
	Q19 Do you have access to the broadband internet or wi-fi at home or elsewhere?	*Base: 829*		
160:	At Home	483	58.3	
161:	Elsewhere	110	13.3	
162:	No access	269	32.4	
	N/R	17	2.1	
	R19 Have access to the internet	*Base: 829*		
163:	Yes	543	65.5	
164:	No	269	32.4	
	N/R	17	2.1	
	Q20 We send out a magazine called 'Homing In' four times a year to all council tenants and leaseholders. Do you read it	*Base: 829*		
165:	Always	459	55.4	
166:	Sometimes	285	34.4	
167:	Never	75	9.0	
	N/R	10	1.2	
	R20 Ever read 'Homing In'	*Base: 829*		
168:	Yes	744	89.7	
169:	No	75	9.0	
	N/R	10	1.2	
	Q22 Which of the 3 following ways of getting in contact with us are you happy to use?	*Base: 829*		
170:	Email	261	31.5	
171:	Telephone	698	84.2	
172:	Text / SMS	181	21.8	
173:	Visit to the office	223	26.9	
174:	Website	67	8.1	
175:	Facebook	12	1.4	
176:	Twitter	1	0.1	
177:	Online forums	12	1.4	
178:	In writing	211	25.5	
	N/R	40	4.8	
	Q23 Which of the following ways of being kept informed do you prefer?	*Base: 829*		
179:	Email	337	40.7	
180:	Telephone	610	73.6	
181:	Visit to your home by staff	251	30.3	
182:	Open meetings	92	11.1	

		Frequency	% overall	% valid
183:	Facebook	23	2.8	
184:	Twitter	1	0.1	
185:	Newsletter	349	42.1	
186:	Online forums	34	4.1	
	N/R	31	3.7	
	Q24 How good or poor do you feel that Brighton & Hove City Council housing service is at keeping you informed about things that might affect you as a tenant	*Base: 829*		
187:	Very good	243	29.3	29.6
188:	Fairly good	379	45.7	46.2
189:	Neither	110	13.3	13.4
190:	Fairly poor	48	5.8	5.9
191:	Very poor	40	4.8	4.9
	N/R	9	1.1	
	Q25 In the last 2 months did you (or other people in your household) ever reduce the size of your meals or skip meals because you couldn't afford enough food	*Base: 829*		
192:	Yes	170	20.5	
193:	No	640	77.2	
	N/R	19	2.3	
	Q26 Thinking about next year, how much do you agree or disagree that you will have enough money, after housing costs to meet basic living costs. By this we mean to pay for food, water and heating	*Base: 829*		
194:	Strongly agree	112	13.5	16.0
195:	Tend to agree	254	30.6	36.2
196:	Neither	201	24.2	28.6
197:	Tend to disagree	91	11.0	13.0
198:	Strongly disagree	44	5.3	6.3
199:	Don't know	103	12.4	
	N/R	24	2.9	
	Q27 Thinking about your diet, do you feel that you (or other people in your household) tend to eat less healthily because you can't afford healthier options	*Base: 829*		
200:	Strongly agree	121	14.6	16.1
201:	Tend to agree	172	20.7	22.9
202:	Neither	200	24.1	26.6
203:	Tend to disagree	147	17.7	19.5
204:	Strongly disagree	112	13.5	14.9
205:	Don't know	36	4.3	
	N/R	41	4.9	
	Q28 Please tell us whether you are	*Base: 829*		
206:	Sole tenant	606	73.1	
207:	Joint tenant	193	23.3	
208:	Not the tenant	3	0.4	
	N/R	27	3.3	
	Q29a Disability - You	*Base: 829*		
209:	Yes, limited a lot	255	30.8	
210:	Yes, limited a little	175	21.1	

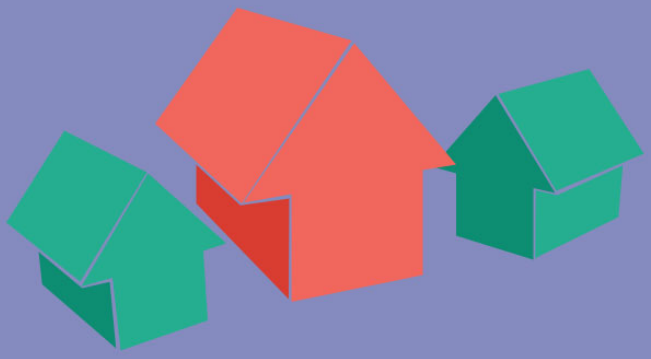
		Frequency	% overall	% valid
211:	No	337	40.7	
	N/R	62	7.5	
	Q29b Disability - Others	*Base: 829*		
212:	Yes, limited a lot	69	8.3	
213:	Yes, limited a little	55	6.6	
214:	No	220	26.5	
	N/R	485	58.5	
	R29a Any household member with a disability	*Base: 829*		
215:	Yes, limited a lot	292	35.2	
216:	Yes, limited a little	198	23.9	
217:	No	314	37.9	
	N/R	25	3.0	
	R29b Disability [summary]	*Base: 829*		
218:	Yes	490	59.1	
219:	No	314	37.9	
	N/R	25	3.0	
	Q30 Are you a carer	*Base: 829*		
220:	Yes	109	13.1	
221:	No	617	74.4	
222:	Prefer not to say	22	2.7	
	N/R	81	9.8	
	Q31 Who do you care for?	*Base: 109*		
223:	Parent	13	1.6	11.9
224:	Partner/Spouse	45	5.4	41.3
225:	Friend	9	1.1	8.3
226:	Child with special needs	34	4.1	31.2
227:	Other family member	12	1.4	11.0
	N/R	728	87.8	7.3
	R32a Age Group	*Base: 829*		
228:	16 - 24 years	11	1.3	
229:	25 - 34 years	56	6.8	
230:	35 - 44 years	108	13.0	
231:	45 - 54 years	152	18.3	
232:	55 - 59 years	84	10.1	
233:	60 - 64 years	71	8.6	
234:	65 - 74 years	158	19.1	
235:	75 - 84 years	95	11.5	
236:	85 years and over	43	5.2	
	N/R	51	6.2	
	R32b Age Group [summary]	*Base: 829*		
237:	16-34	67	8.1	
238:	35-49	181	21.8	
239:	50-64	234	28.2	

		Frequency	% overall	% valid
240:	65+	296	35.7	
	N/R	51	6.2	
	Q33 Please tell us what gender you are	*Base: 829*		
241:	Male	346	41.7	
242:	Female	461	55.6	
243:	Prefer not to say	6	0.7	
	N/R	16	1.9	
	Q34 Do you identify as the gender you were assigned at birth	*Base: 829*		
244:	Yes	750	90.5	
245:	No	8	1.0	
246:	Prefer not to say	16	1.9	
	N/R	55	6.6	
	Q35 How would you describe your sexual orientation	*Base: 829*		
247:	Heterosexual	675	81.4	
248:	Lesbian	9	1.1	
249:	Gay man	32	3.9	
250:	Bisexual	9	1.1	
251:	Prefer not to say	39	4.7	
	N/R	65	7.8	
	R35 Sexual orientation [summary]	*Base: 829*		
252:	Heterosexual	675	81.4	
253:	Lesbian, Gay or Bisexual	50	6.0	
	N/R	104	12.5	
	Q36 What is your ethnic group	*Base: 829*		
254:	White British	654	78.9	
255:	Irish	8	1.0	
256:	Gypsy or Irish Traveller	0	0.0	
257:	Other White background	41	4.9	
258:	African	37	4.5	
259:	Caribbean	5	0.6	
260:	Other Black background	0	0.0	
261:	Bangladeshi	4	0.5	
262:	Indian	2	0.2	
263:	Pakistani	1	0.1	
264:	Chinese	2	0.2	
265:	Other Asian background	2	0.2	
266:	Asian & White	1	0.1	
267:	Black African & White	2	0.2	
268:	Black Caribbean & White	1	0.1	
269:	Other Mixed background	1	0.1	
270:	Arab	9	1.1	
271:	Other ethnic background	1	0.1	
272:	Prefer not to say	10	1.2	
	N/R	48	5.8	
	R36 Ethnic group [summary]	*Base: 829*		

		Frequency	% overall	% valid
273:	White British	654	78.9	
274:	BME	110	13.3	
	N/R	65	7.8	
	Q37 What is your religion	*Base: 829*		
275:	No religion	214	25.8	
276:	Hindu	0	0.0	
277:	Muslim	32	3.9	
278:	Atheist	25	3.0	
279:	Buddhist	7	0.8	
280:	Jain	1	0.1	
281:	Pagan	4	0.5	
282:	Agnostic	12	1.4	
283:	Christian	421	50.8	
284:	Jewish	4	0.5	
285:	Sikh	0	0.0	
286:	Prefer not to say	42	5.1	
	N/R	67	8.1	
	R37 Religion [summary]	*Base: 829*		
287:	No religion	214	25.8	
288:	Christian	421	50.8	
289:	Other	85	10.3	
	N/R	109	13.1	
	Q38a Are you currently serving in the UK Armed Forces (this includes reservists or part time service eg Territorial Army)	*Base: 829*		
290:	Yes	0	0.0	
291:	No	648	78.2	
292:	Prefer not to say	9	1.1	
	N/R	172	20.7	
	Q38b Have you ever served in the UK Armed Forces	*Base: 829*		
293:	Yes	74	8.9	
294:	No	589	71.0	
295:	Prefer not to say	14	1.7	
	N/R	152	18.3	
	Q38c Are you a member of a current or former serviceman or womans immediate family/household	*Base: 829*		
296:	Yes	26	3.1	
297:	No	611	73.7	
298:	Prefer not to say	11	1.3	
	N/R	181	21.8	
	D101 Area Office	*Base: 829*		
299:	Central - Area 1	130	15.7	
300:	Central - Area 2	103	12.4	
301:	East - Lavender Street	180	21.7	
302:	East - Whitehawk	103	12.4	
303:	West - Inner	119	14.4	

		Frequency	% overall	% valid
304:	West - Victoria Rd	125	15.1	
	N/R	69	8.3	
	D102 Area Office [summary]	*Base: 829*		
305:	Central	233	28.1	
306:	East	283	34.1	
307:	West	244	29.4	
	N/R	69	8.3	
	D103 Property type	*Base: 829*		
308:	Bedsit	54	6.5	
309:	Bungalow	22	2.7	
310:	Flat	446	53.8	
311:	House	228	27.5	
312:	Maisonette	10	1.2	
	N/R	69	8.3	
	D104 Number of bedrooms	*Base: 829*		
313:	None	54	6.5	
314:	One	271	32.7	
315:	Two	282	34.0	
316:	Three	144	17.4	
317:	Four	7	0.8	
318:	Five or more	2	0.2	
	N/R	69	8.3	
	D105 Floor	*Base: 829*		
319:	Ground floor	409	49.3	
320:	1st	138	16.6	
321:	2nd	89	10.7	
322:	3rd	18	2.2	
323:	4th	16	1.9	
324:	5th	16	1.9	
325:	6th	13	1.6	
326:	7th	13	1.6	
327:	8th	10	1.2	
328:	9th	6	0.7	
329:	10th	7	0.8	
330:	11th	8	1.0	
331:	12th	4	0.5	
332:	13th	1	0.1	
333:	14th	3	0.4	
334:	15th	1	0.1	
335:	16th	1	0.1	
336:	17th	0	0.0	
337:	18th	1	0.1	
	N/R	75	9.0	
	D106 Floor [summary]	*Base: 829*		
338:	Ground/ Basement	409	49.3	
339:	Low rise (1 to 4 floors)	261	31.5	
340:	High rise (5 floors or higher)	84	10.1	

		Frequency	% overall	% valid
	N/R	75	9.0	
	D107 Property age	*Base: 829*		
341:	Pre 1945	150	18.1	
342:	1945 - 1964	292	35.2	
343:	1965 - 1974	157	18.9	
344:	1975 - 1990	152	18.3	
345:	1991 - 2005	8	1.0	
346:	2006 on	1	0.1	
	N/R	69	8.3	
	D108 Flat or scheme with communal areas/shared entranceway etc	*Base: 829*		
347:	Yes	451	54.4	
348:	No	309	37.3	
	N/R	69	8.3	
	D109 Pay a service charge	*Base: 829*		
349:	Yes	457	55.1	
350:	No	303	36.6	
	N/R	69	8.3	
	Survey methodology	*Base: 829*		
351:	Postal	729	87.9	
352:	Web	100	12.1	
	N/R	0	0.0	



ARP research

(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

Registered in England and Wales, No. 07342249.