



TSM Survey 2023

Luton

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Contents

	Page
1. Introduction	1
2. Executive summary	2
3. Services overall	6
4. The home	13
5. Repairs service	18
6. Communication	24
7. Customer service	28
8. Neighbourhood	32
9. Anti-social behaviour	40
10. Complaints	43
11. Wellbeing	46
12. Further comments	49
13. Respondent profile	56
 Appendices	
A. Summary of approach	61
B. Example questionnaires	65
C. Data summary	70



1. Introduction

Background

This report details the results of Luton Borough Council's 2023 TSM tenant and leaseholder satisfaction surveys, delivered by ARP Research. The aim of the surveys is to allow residents to have their say about their home, the services they receive, and how these could be improved in the future.

For the tenant portion of the survey this is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually (indicated throughout the report by the government coat of arms).

Throughout the report the survey data has been presented primarily for tenants as per the regulatory submission. However, it is also split by general needs and sheltered, in addition to standalone leaseholder results. The findings are then further 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 2021 STAR survey, including tests to check if any of the changes are *statistically significant*. Due to the uniquely fast moving shift in sector wide tenant satisfaction during 2023 the results have been benchmarked against Housemark's national mid-year TSM results.

About the survey

The survey was carried out between August and September 2023 to a sample of one third general needs tenants, all tenants in sheltered or temporary housing, and all leaseholders.

The first part of the survey with tenants was conducted online, with 1,663 invitations (and a subsequent reminder) sent to every valid email address in the tenant sample, achieving 182 responses (11% response rate). Invitations and reminders were then sent to 2,678 via SMS text messages, resulting in 211 more responses (8%). Finally, a further 275 telephone interviews were conducted with general needs tenants using a quota sample, and a postal census survey (plus one reminder) for sheltered tenants.

In total 928 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a 29% response rate (error margin +/- 2.7%). This exceeded the stipulated TSM target error margin of +/- 4%. There were also 182 leaseholder responses to a postal census survey (20% response).

The final tenant data was weighted by interlaced age group, ethnic background, property size and stock type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.



2. Executive summary

Bench mark	2021 result	Change over time	2023 result	Tenant Satisfaction Measure
72%	78%	↓	75%	satisfaction overall
79%	78%	↔	78%	home is safe
72%	N.A.		76%	home is well maintained
66%	N.A.		71%	communal areas clean and maintained
75%	N.A.		79%	repairs service in last 12 months
70%	N.A.		76%	time taken to complete last repair
61%	58%	↑	60%	listens to views and acts on them
71%	71%	↓	65%	being kept informed
78%	N.A.		75%	treated fairly and with respect
34%	N.A.		37%	approach to handling complaints
64%	N.A.		59%	makes a positive contribution to area
58%	48%	↑	51%	approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

Overall satisfaction

1. Overall tenant satisfaction with the housing services provided by Luton Borough Council has fallen to 75% compared to the 78% achieved in 2021. However, this isn't a statistically significant change and is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the cost-of-living crisis, inflationary rent increases and shortages in labour and materials.
2. The Council's overall satisfaction score is nonetheless slightly above the most current Housemark benchmark median of other landlords that have completed TSM surveys (72%). Notably, amongst Housemark members the average drop in satisfaction since 2021 is 7% (section 3).
3. Most of the results across the tenant survey are also generally above the average benchmark scores, with particularly positive repairs satisfaction scores.
4. The most influential demographic category in most tenant surveys is age group, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants, including sheltered tenants, where satisfaction has significantly increased from 80% to 84%.
5. Satisfaction is lowest amongst worked working age tenants aged 35-49 (65%), although satisfaction has improved for the under 35s (79%).
6. Leaseholder satisfaction has fallen 8% since 2021 and by 19% since 2019.
7. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, there are only two factors most closely associated with overall tenant satisfaction which are:
 - Treats tenants fairly and with respect (75% satisfied, section 6)
 - Listens to views and acts upon them (60%, section 6)
 - Time taken to complete last repair (76%, section 5)
 - Easy to deal with (68%, section 7)
 - Grounds maintenance (65%, section 8)

Communication

8. The customer experience is one of the main themes of the results, with three of the five key drivers above about how tenants feel they are treated when they communicate with their landlord.
9. The strongest of these is whether housing services treats tenants fairly and with respect, something which 75% of respondents agree with. This is broadly on par with other landlords, amongst whom the median average score is 78% (section 6).
10. The second is whether the landlord seems to listen and act upon tenants' views. Although this score is lower, three out of five respondents are satisfied which is within a point of the equivalent benchmark average of 61%.
11. The extent to which tenants are kept informed about issues that affect them is a relative weakness in the services the Council provides, as it is lower than the Housemark benchmark (65% v 71%). Information is also the lowest rated aspect of the last repair and is the top key driver for leaseholders.

2. Executive summary

Customer service

12. Being easy to deal with, known as a customer effort score, is a key driver of overall satisfaction. On this question two thirds gave a positive rating (68%), which is essentially unchanged since last survey. However, this also means that it remains well below the benchmark score of 76% (section 7).
13. The lowest 'customer effort' scores are given by younger and/or newer tenants, so any improvements should be tailored to their expectations when dealing with service providers.
14. Nevertheless, the ratings for tenants most recent query have improved in line with the improved scores for repairs. This includes significant increases in satisfaction with the time taken to deal with the query (65% v 61%) and the final outcome (64% v 60).

Repairs

15. Satisfaction with repairs and maintenance overall has increased significantly since the last survey (78% v 74%, section 6).
16. The new TSM rating for the repairs services received in the last 12 months receives a similar score of 79%, whilst the time taken to complete the repair after it was reported is rated just slightly lower at 76%. Both ratings are higher than the national average.
17. There are also significant improvements in seven out of the ten detailed satisfaction ratings for the last repair, including doing the jobs that were expected (86%, up 5%) and being kept informed throughout the process (81%, up 7%).
18. The time taken to complete the most recent repair after reporting it (if within the last 12 months) is the third strongest key driver of tenant satisfaction, albeit behind questions on the customer experience (section 3).

The home

19. Around three quarters of tenants feel that the Council provides a home that is well maintained, which is above the current Housemark benchmark average (76% v 72%, section 4).
20. Satisfaction with the safety of the home is effectively unchanged since 2021 (78% satisfied) and is on par with other landlords.
21. Most sheltered tenants feel that their home is safe (85%), and this is the best predictor of their overall satisfaction.
22. Almost three quarters of respondents with communal areas are satisfied with how they are cleaned and maintained (71%), compared to a fifth that are dissatisfied (71%). This score is also above the benchmark average of 66%.

2. Executive summary

Neighbourhoods

23. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 59% are satisfied with, compared to 19% that are dissatisfied (section 8).
24. On this measure the Council compares unfavourably against other landlords, being 5% lower than the benchmark median score.
25. However, all of the other neighbourhood satisfaction scores in this section of the survey improved significantly since 2021, including as a place to live (76%, up 6%) and estate services (69%, up 5%).
26. Satisfaction with grounds maintenance has also improved, primarily due to the 13% improvement amongst sheltered tenants (now 81%). This improvement is particularly relevant because grounds maintenance is actually a key driver of satisfaction, continuing a similar trend from previous surveys.
27. Around half of the sample are satisfied with the approach to handling anti-social behaviour (51%), compared to 29% that are dissatisfied. The satisfaction level is below with the benchmark average of 58%.
28. Although satisfaction with the approach has improved amongst those who reported ASB, this is from a low starting point (32% up from 22%).

Complaints

29. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that almost a fifth of respondents claimed to have made a complaint. This result should therefore be viewed as a comment on escalated service requests and how the council generally deals with issues or problems that arise, rather than a measure of how the formal complaint process performs (section 10).
30. Although only a little more than a third of complainants are satisfied with the Council's approach to the handling of their complaint, this is still slightly more than the benchmark level (34% v 37%).



3. Services overall

75%
satisfied
overall



top 'key
drivers'

1. treated fairly and with respect
2. listens and acts on views
3. time taken to complete repair
4. easy to deal with
5. grounds maintenance



Overall satisfaction has fallen significantly since 2021, but cost-of-living has suppressed satisfaction scores across the sector

Housemark

Overall satisfaction is slightly higher than the national average



Satisfaction has improved significantly amongst sheltered tenants



Leaseholder satisfaction has also fallen 19% since 2019



Only 65% of tenants aged 35-49 are satisfied with housing services, although amongst under 35s scores have improved

3. Services overall

Overall tenant satisfaction with the services provided by Luton Council housing services has **fallen** to 75% compared to the 78% achieved in 2021, however, the proportion who are actively dissatisfied is also smaller than before (15% to 13%).

Indeed, it is important to note that this isn't a 'statistically significant' change meaning that the statistical test used to compare scores tells us we can't be confident that the difference is real rather than being merely down to chance. Note that changes that aren't statistically significant may still be real, but we cannot say that with confidence.

Regardless of the statistical thresholds, it is always disappointing when satisfaction scores go down, however, it does have to be viewed in the context of events since the last survey. Tenants are currently struggling to cope with the **cost-of-living** crisis, compounded by the fact that landlords are also affected by high inflation with most having to **increase rents** at the same time as dealing with **shortages in labour and materials** that impact on the standard of services that can be provided.

What this means is that despite being 3% lower than it had been two years ago, the overall satisfaction score is nonetheless slightly above the most current Housemark **benchmark median** of other landlords that have completed TSM surveys (72%). In part this lower benchmark level is because the average fall in satisfaction amongst Housemark members over the last two years is 7% due to the aforementioned problems affecting landlords across the country.

It is also important to note that satisfaction changed in different ways for the different survey groups in Luton. Indeed, part of the reason why the overall score stands up as well as it does is that amongst **sheltered** tenants, satisfaction has **significantly increased** from 80% to 84%. This reverses most of the drop seen in the last survey that came about because of the especially big impact of pandemic lockdowns on that group and is evident across many of the other survey results.

Conversely, this means that the drop in overall satisfaction is driven entirely by **general needs** tenants, amongst whom only 65% of working age tenants aged 35-49 are satisfied. Notably, the under 35s buck this trend with 79% satisfaction compared to just 70% previously, but this is starting to become common in the sector as the expectations amongst the youngest are impacted by the housing crisis.

Satisfaction amongst **leaseholders** also fell due to the pandemic and it **continues to fall** this year. Indeed, the headline satisfaction score is only 41% in 2023, compared to 49% in 2021 and 59% in 2019. Although due to the lower base sizes the changes between single surveys aren't statistically significant, there is a significant difference between 2019 and 2023. Furthermore, the best currently available Housemark benchmark for overall leaseholder satisfaction is 50%.

Turning back to the main tenant survey, in keeping with the pattern of overall satisfaction, most of the results are also generally **at or above the average benchmark scores**, with particularly good repairs satisfaction scores (4-6% above benchmark, section 5). The only TSM questions which are notably lower than one would normally expect are being kept informed (section 6), and the landlord's positive contribution to the neighbourhood or handling of ASB (section 9).

3. Services overall

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that are most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding is that the **customer experience** is the primary theme of this analysis, including the extent to which tenants feel that they are **treated fairly and with respect** which is the dominant factor. This is a new TSM question that often appear high on key driver lists.

The second placed item is similarly focused on meaningful interactions, with the score for **listening** to tenants' views and acting upon them being broadly on par with both the previous survey and the national average (section 6).

When compared to the same analysis from the 2021 survey, although some of the questions are different due to the new TSM structure, when comparing the general themes it seems that customer experience has overtaken **repairs and maintenance** which was the main priority that year.

Although always important, with the **time taken** to complete the last repair being the third strongest driver in the current survey, it still doesn't compare to 2021 when the top two drivers were the quality of the home and the repairs service overall. The survey results that year were obviously influenced by the pandemic, so it is good to see that those repairs questions that are tracked over time show an improvement since then. Furthermore, this is in contrast to many other landlords this year amongst whom shortages of materials and workers have caused repairs issues, the extent that Luton Council's repairs ratings compare favourably against the benchmarks (see section 6).

The fourth placed key driver is the extent to which housing services is **easy to deal with**. This is a Housemark STAR question and is often referred to as a 'customer effort' score. Whilst performance in this regard has been stable, as was also the case in 2021 it is in area where the Council's score lags behind the norm for other landlords (section 7). Similarly, the satisfaction rating for how well people are kept informed is also a little disappointing, which also happens to be the top key driver for leaseholders (section 6).

The last rating to emerge from the key driver analysis is satisfaction with **grounds maintenance** services, which echoes the 2021 findings where a similar question on estate services also made the list. It is therefore good to see that grounds maintenance satisfaction has increased significantly since 2021, primarily because of sheltered tenants (see section 8).

Indeed, **sheltered** tenants are the only group for whom housing services' contribution to their neighbourhood is a key driver (also section 6). Their strongest driver of satisfaction is the safety of the property, although important to note that this seems to be a positive relationship as the vast majority are satisfied in this regard (see section 4).


3. Services overall

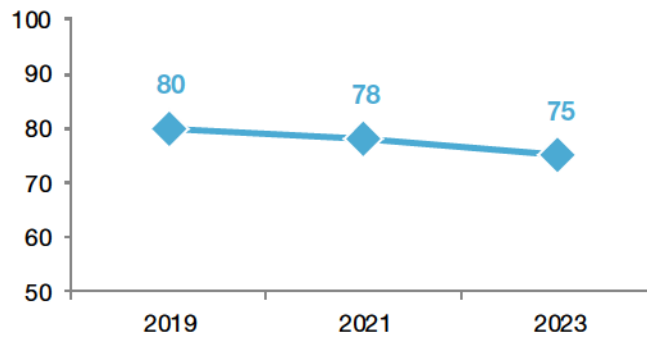
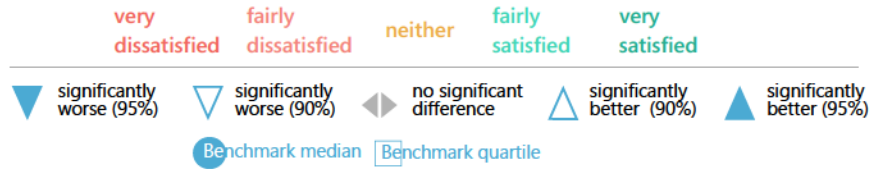
3.1 Overall satisfaction

% Base 925 | LCRA tenants. Excludes non respondents

Overall service provided by LBC housing services



% satisfied 2023	% satisfied 2021	error margin	Housemark bench mark
75	78	+/- 2.8	72 

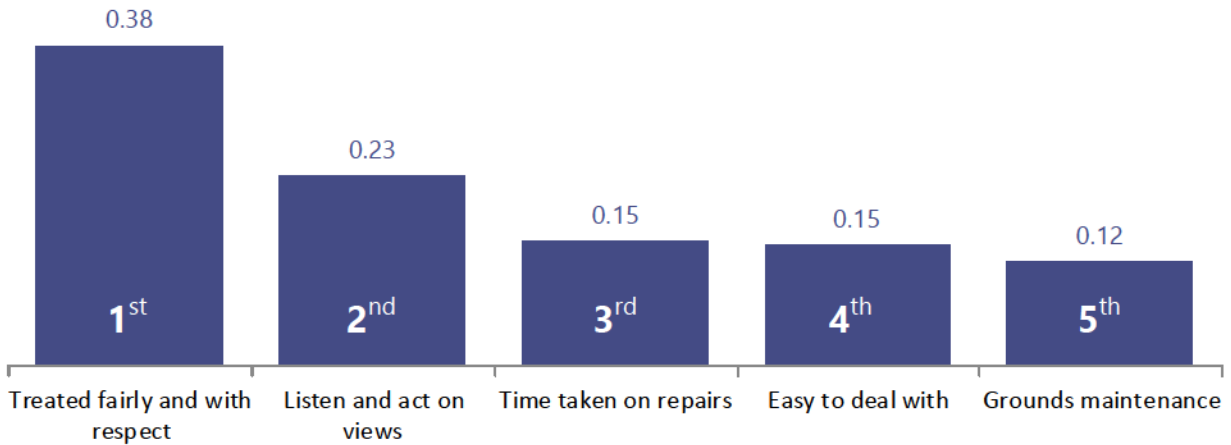


	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2021	error margin
General needs	600	7	8	12	36	37	73	78	+/- 3.5
Sheltered	311	4	4	9	34	50	84	80	+/- 4.1
Leaseholders	182	14	19	25	34	8	41	49	+/- 7.2

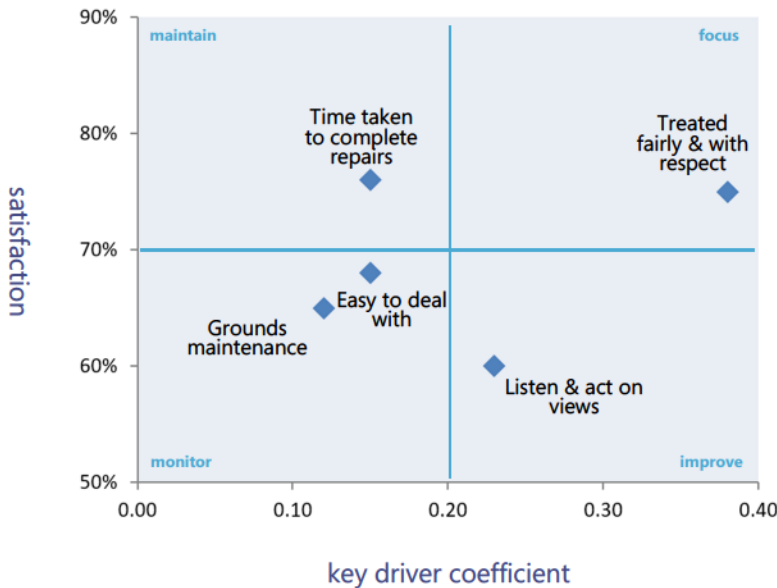
3. Services overall

3.2 Key drivers - overall satisfaction (all tenants)

R Square = 0.670 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



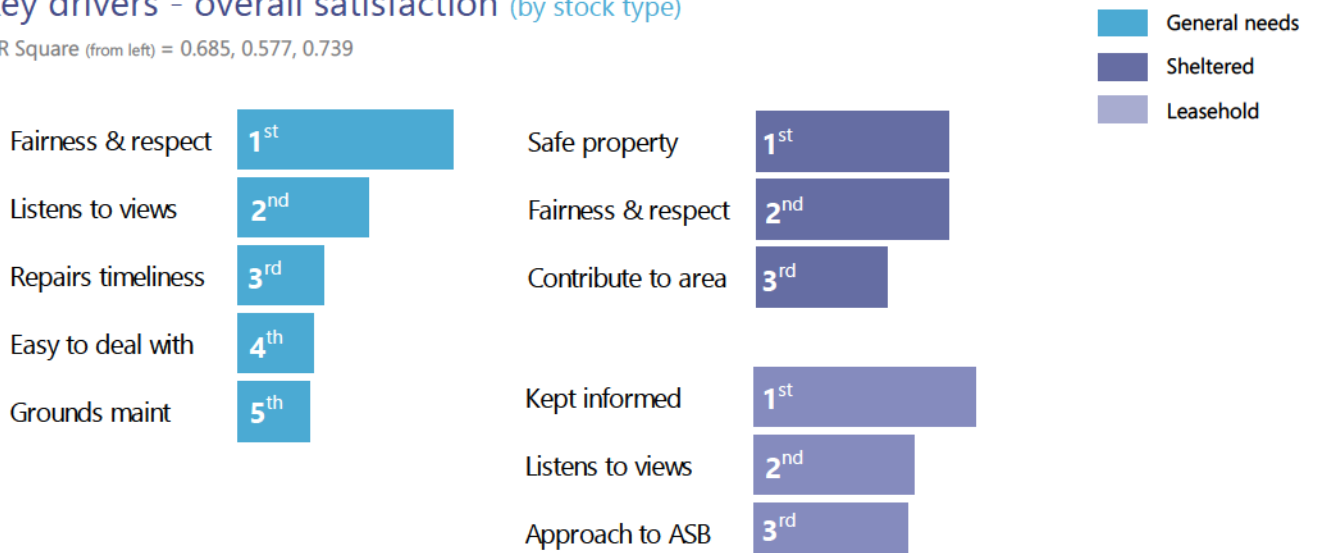
3.3 Key drivers v satisfaction



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

3.4 Key drivers - overall satisfaction (by stock type)

R Square (from left) = 0.685, 0.577, 0.739



3. Services overall



Change over time

- **General needs** satisfaction has fallen significantly from 78% to 73% but is up 9% amongst the **under 35s**.
- In contrast, **sheltered tenants** are significantly more satisfied than they were in 2021 (84%, was 80%).
- **Leaseholder** satisfaction has fallen further than tenants (down 8%).



By people

- The most influential demographic category in tenant surveys tends to be **age group**, with similar patterns across most results. Overall satisfaction continues to be highest amongst retirement age tenants (82%, over 65s) and significantly lower than average amongst those aged 35 – 49 (65%). For full details see table 13.10.
- Satisfaction is significantly lower than average amongst tenants who last **made contact** to follow up a repair (61%) or who had a missed repairs appointment (43%).
- There is no significant difference in satisfaction between respondents from a black or minority ethnic (**BAME**) background compared to White British tenants (76% v 75%), a pattern that continues throughout most of the core findings, particularly the communication ratings (see table 13.11).
- When broken down even further, the only ethnically diverse group that differs significantly from average is those that describe themselves as '**other white**', who are notably positive (87% satisfied).

- **New tenants** are significantly more satisfied than average (84%), with levels falling to 72% for those who have been a tenant for 11 – 20 years.
- Tenants that have **been in contact** in the previous year are significantly less satisfied than those that have not (71% v 81%).
- Whether or not a tenant has reported **anti-social behaviour** (ASB) again has a notable impact on the overall score, with those that had being significantly less satisfied than those who had not (52% v 79%), a pattern very much evident throughout most of the results.
- Householders where members have a **disability** are less satisfied than those without (71% v 83%), with this pattern seen in many of the core ratings including the maintenance and safety of the home (table 13.12). However, this pattern is stronger in general needs (69% v 82%) than in sheltered (82% v 87%).



By place

- Satisfaction remains higher in **sheltered** housing than in the **general needs** stock (84% v 73%). The gap between the two has increased somewhat from 2% to 11%.
- There are a couple of significant differences between the overall score by **ward** with respondents in Round Green and Lewsey significantly more satisfied than average (94% and 79%), whereas the opposite was true in Crawley and Hightown (54% and 56% respectively). However, care should be taken when interpreting some ward analysis due to the small sample size for some.
- Overall satisfaction varies little by **property type** but is highest amongst those living in houses (78%) and lowest for the small group of tenants in maisonettes (70%), whilst 73% of those in flats were satisfied.

3. Services overall

3.5 Overall satisfaction by ward (tenants)

	Sample size	% positive	
		Overall satisfaction	
Overall	928	75	
Bramingham	14	94	
Challney	10	62	
Crawley	31	54	Significantly worse than average (95% confidence*)
Dallow	13	56	
Farley	96	75	
Hightown	47	56	Significantly worse than average (90% confidence*)
Icknield	29	76	
Leagrave	104	76	
Lewsey	148	79	Significantly better than average (95% confidence*)
Limbury	20	72	
Northwell	117	77	
Round Green	39	94	Significantly better than average (90% confidence*)
Saints	26	71	
South	88	72	Significantly worse than average (90% confidence*)
Stopsley	18	75	
Sundon	77	70	
Wigmore	41	76	

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



4. The home

78%



safe

76%



well maintained

Housemark Satisfaction with the maintenance of the home is above average compared to the benchmark



The rating for safety of the home is also stable and consistent, being of particular importance to sheltered tenants



Satisfaction with safety has fallen significantly amongst leaseholders, who are also far less satisfied with maintenance



Almost three quarters are satisfied with the maintenance of communal areas, which is also above average

4. The home

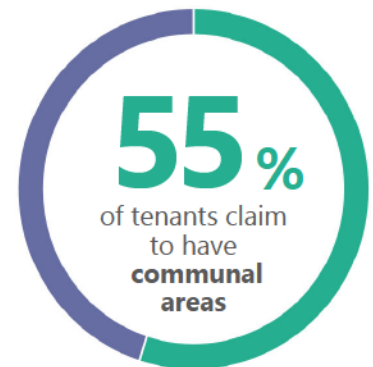
The revised TSM question about the standard of the property doesn't have comparable wording to the previous survey which used the older STAR wording, so cannot be compared directly to the 2021 results. However, three quarters of tenants are satisfied that their home is **well maintained** (76%), which is above what we would expect to see (Housemark benchmark 72%). On the opposite end of the scale, only 12% are dissatisfied in this regard.

What is most notable here is that unlike most other TSM surveys this year the maintenance of the home is **not a key driver** of overall satisfaction. This is also despite the older 'quality of the home' question being one in 2021. The main reason is probably that this year the Council's ratings for both home maintenance and the repairs service are higher than average (also see section 6).

The next question in this section, asking about the **safety** of the building, is similar enough to be able to track over time. This score is effectively unchanged since 2021 (78% satisfied) and is on par with other landlords. The safety rating is especially high amongst **sheltered** tenants, which is important because how they answer this question is their best predictor of overall satisfaction (section 3).

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Just over half of tenant households in the sample feel that this question applies to them, including most sheltered tenants (88%). Amongst leaseholders, the proportion is 75%.

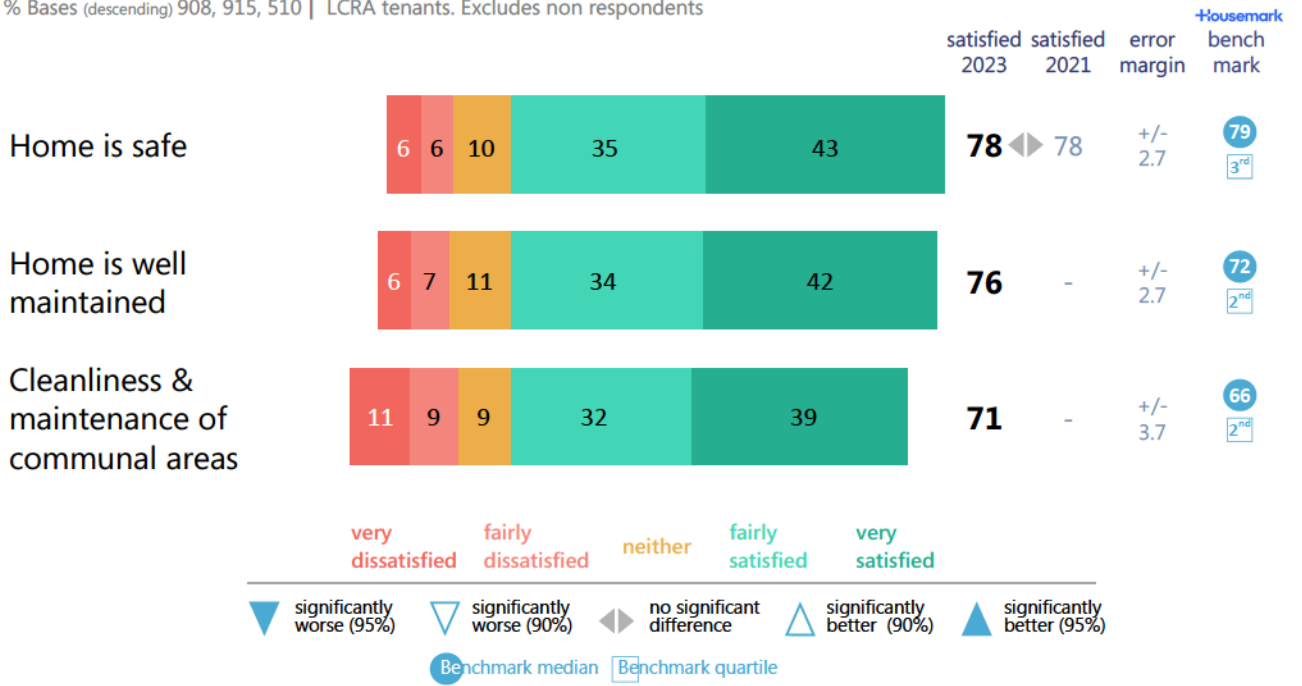
Almost three quarters of these tenants that responded are satisfied with how these communal areas are cleaned and maintained (71%), compared to a fifth that are dissatisfied (20%). This score is also above the benchmark average of 66%, and considerably higher for sheltered tenants (85%) whilst relatively low for leaseholders (39%).



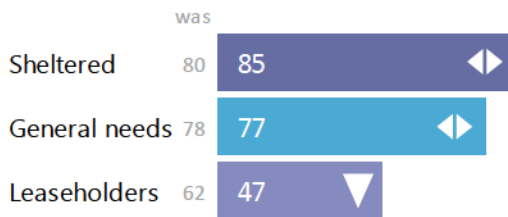
4. The home

4.1 Satisfaction with the home

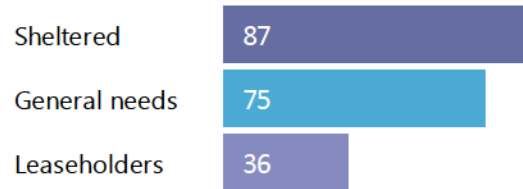
% Bases (descending) 908, 915, 510 | LCRA tenants. Excludes non respondents



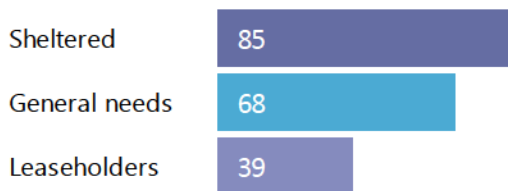
Safe



Well maintained



Communal areas



4. The home



Change over time

- Satisfaction with the **safety of the home** is up 5% amongst sheltered tenants, albeit not significantly so.
- Leaseholders are significantly less satisfied with the safety of their home than they were in 2021 (47%, was 62%).



By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst those aged **35 - 49**, (69% 'maintenance', 68% 'safety'). Both are rated significantly higher than average by those aged 65 or over (83% 'maintenance, 87% 'safety').
- The safety of the home is rated significantly lower than average by the small group of tenants who have **reported ASB** (61%).



By place

- **Sheltered** tenants are more satisfied with the maintenance of the building (87%) compared to 75% for those in general needs. They are also more likely than other tenants to have a positive view on communal cleaning and maintenance (85%) compared to only 68% of those in general needs.
- Only a third of **leaseholders** are satisfied with the maintenance of their home (36%), with a similar proportion having a positive view of the communal cleaning (39%). Although the safety rating is higher (47%), this still represents a significant drop since 2021 (was 62%).
- Respondents in **Round Green** are significantly more satisfied than average with the safety of their home (83%) and its maintenance (91%). They are also more satisfied than average with its communal areas (84%), albeit not significantly so.
- The rating for safety is significantly below average in the **Dallow** ward (42%).

4. The home

4.2 The home by ward (tenants)

	Sample size	% positive		
		Maintenance	Safety	Communal areas
Overall	928	76	78	71
Bramingham	14	95	96	89
Challney	10	72	72	100
Crawley	31	63	73	86
Dallow	13	47	42	36
Farley	96	69	75	61
Hightown	47	72	76	65
Icknield	29	72	78	70
Leagrave	104	75	75	75
Lewsey	148	77	87	77
Limbury	20	95	81	97
Northwell	117	83	77	74
Round Green	39	91	83	84
Saints	26	66	63	44
South	88	79	75	75
Stopsley	18	71	76	81
Sundon	77	73	78	58
Wigmore	41	84	83	87

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

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



5. Repairs service

79%



service in last 12 months

76%



time taken to complete repair

Housemark Both ratings above are higher than the national average



Satisfaction with repairs and maintenance service overall has also increased significantly since 2021



The time taken to complete repairs is a key driver for tenants



Although it has improved a lot, the lowest repairs rating is still satisfaction with keeping people informed throughout the process

5. Repairs service

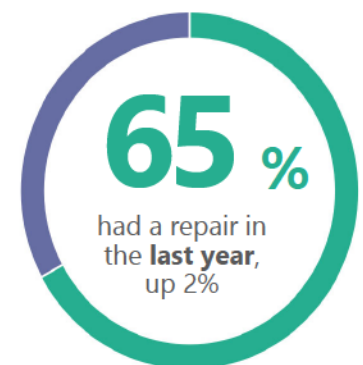
Satisfaction with the time taken to complete the most recent repair after reporting it (if within the last 12 months) is the third strongest **key driver** of tenant satisfaction (section 3). However, this seems to be far less influential than the customer experience ratings that take up the top two places on the key driver list, which is in contrast to the last survey at which time property maintenance and repairs was the main theme (section 3)

This is almost certainly because satisfaction with **repairs and maintenance overall** has improved significantly since 2021 (from 74% to 78%), with **significant improvements** in seven out of the ten detailed satisfaction ratings for the last repair (charts 5.2 and 5.4).

This includes increased scores for both the speed and quality, and sizable increases in satisfaction with workers doing the **jobs that were expected** (86%, up 5%) and being **kept informed** throughout the process (81%, up 7%). The latter is notable because despite the improvement it is still the lowest rated element of the repair. Additionally, respondents are more likely to mention information about repairs in the survey comments (chart 12.4) and being kept informed is one of the weaker TSM scores compared to other landlords (see section 6).

The questions discussed above are all able to be tracked against the last survey, however, the housing regulator's new Tenant Satisfaction Measures purposefully separate the rating for property maintenance (see section 4) from day-to-day responsive repairs. For Luton Council this has made little difference, as the new rating for the **repairs services received in the last 12 months** receives a similar score of 79%, whilst the aforementioned **time taken** to complete the repair after it was reported is just slightly lower at 76%.

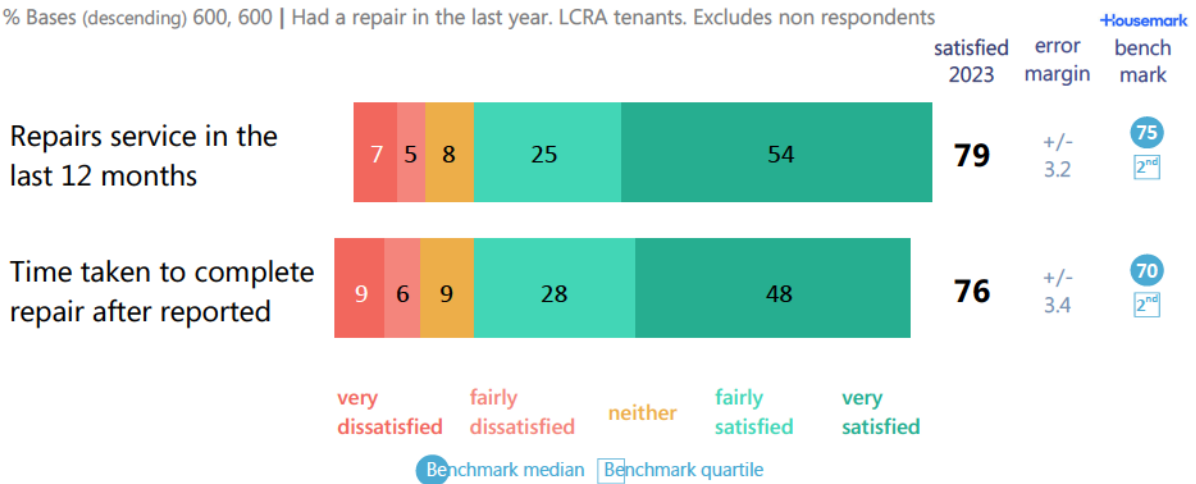
It is very positive to see that both of these regulatory questions receive scores that are a number of percentage points **higher than average** compared to the current national Housemark median. Indeed, the improvement in the scores bucks the national trend which has seen satisfaction with repairs fall for many landlords this year.



5. Repairs and maintenance

5.1 Repairs service

% Bases (descending) 600, 600 | Had a repair in the last year. LCRA tenants. Excludes non respondents



Service in last 12 months

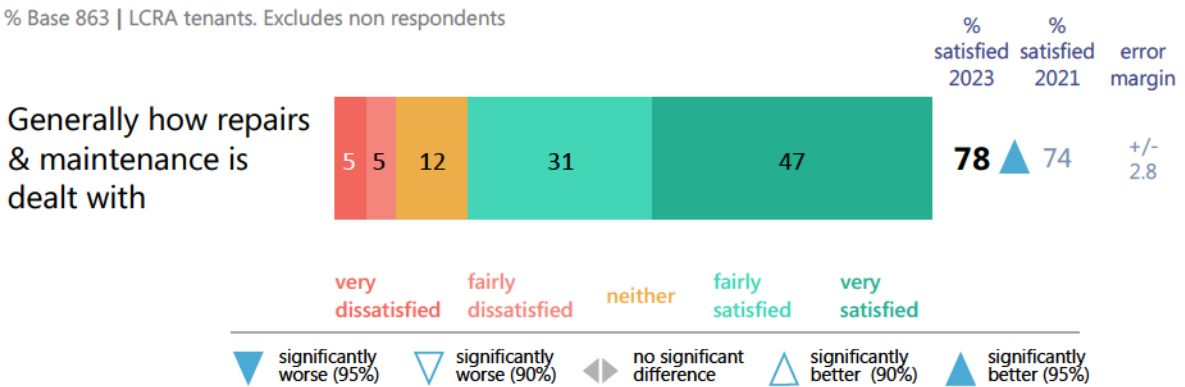


Time taken

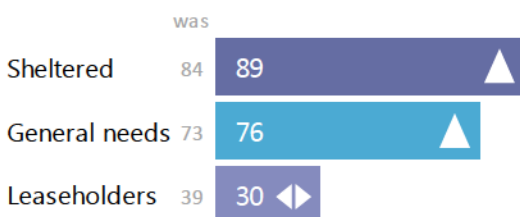


5.2 Overall repairs satisfaction

% Base 863 | LCRA tenants. Excludes non respondents



Overall repairs satisfaction



5. Repairs and maintenance



Change over time

- Overall satisfaction with how **repairs and maintenance** is dealt with is 4% higher than before amongst tenants and 9% lower for leaseholders.
- Satisfaction is up for the more detailed aspects of the last completed repair, significantly so in the majority of cases including a 7% increase in being kept informed.



By people

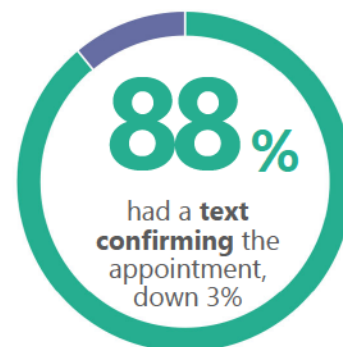
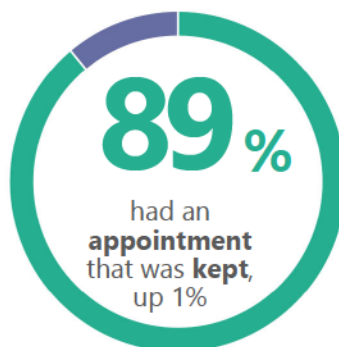
- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 months (85%), compared to 76% of working age tenants, including only 72% of the **under 35s**.
- The same pattern is evident for time taken to complete the repair with 82% of 65+ satisfaction compared to only 67% of the under 35s.
- **New tenants** are more satisfied than average with the time taken to complete a repair after reporting (82%), but this drops to 72% for those who have been a tenant for 1 – 2 years. The former are also more satisfied than average with the repairs service received over the last 12 months (88%).

- Satisfaction with the service in the last 12 months and the time taken is significantly higher than average if a **repair appointment was kept** (84% and 81% respectively), compared to 42% and 36% in the small number of cases where it isn't.



By place

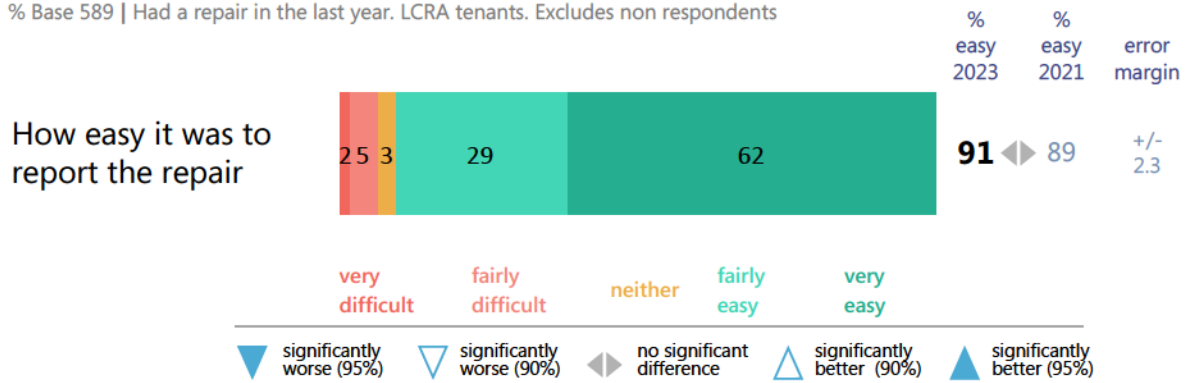
- **Sheltered** tenants are more satisfied than general needs with the service received in the last 12 months (87% v 78%) as well as the time taken to complete a repair (82% v 75%).
- Some statistically significant differences by **ward** with respondents in Icknield less satisfied than average with the service in the last 12 months, the time taken to complete a repair and the ease of reporting (55%, 57% and 77% respectively).
- Respondents in the Saints and South wards are also significantly less satisfied than average with the ease of reporting the repair (77% and 83% respectively).
- Lewsey respondents are significantly more satisfied with the ease of reporting a repair (95%).



5. Repairs and maintenance

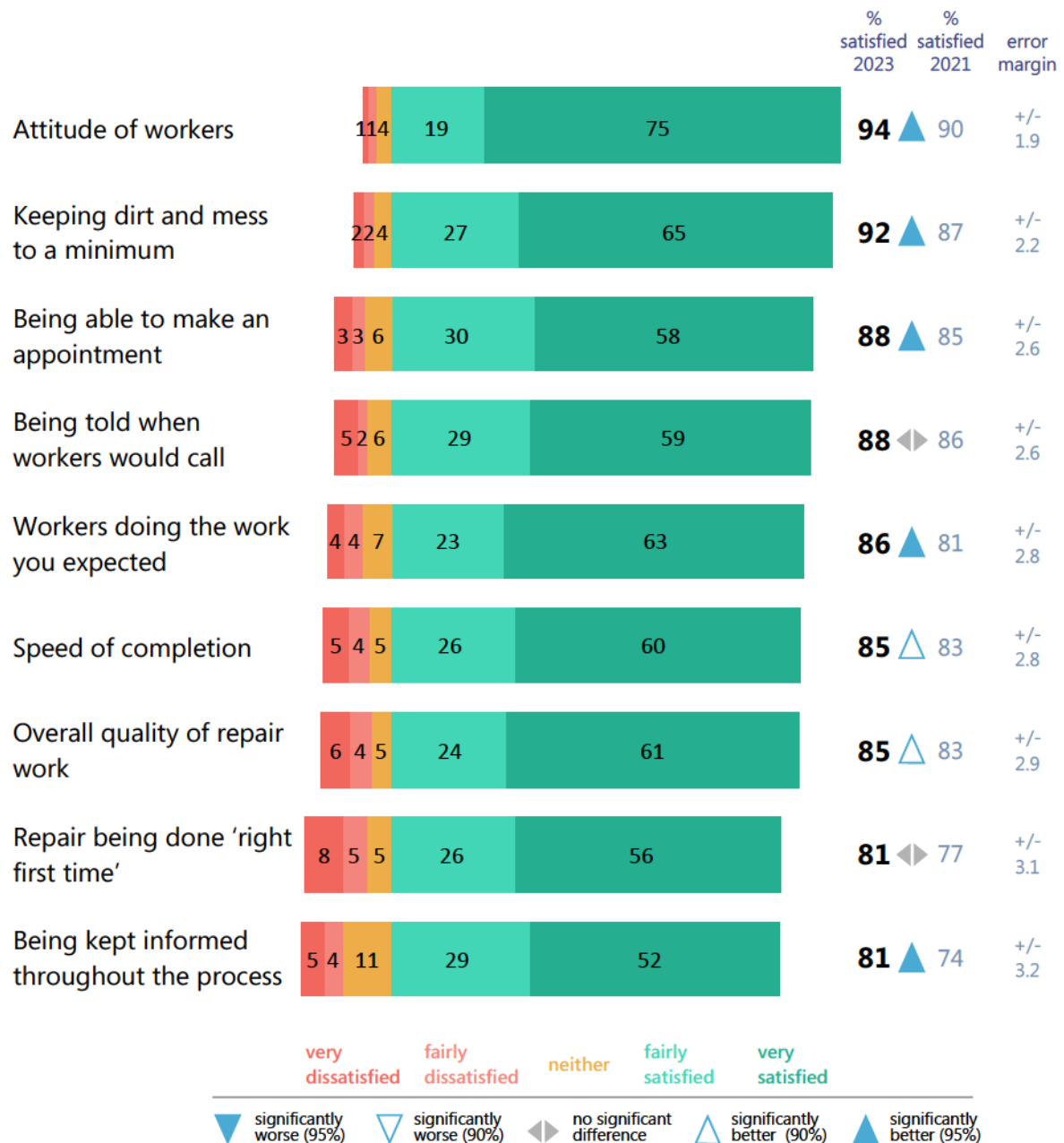
5.3 Ease of reporting

% Base 589 | Had a repair in the last year. LCRA tenants. Excludes non respondents



5.4 Last completed repair

% Bases (descending) 576,573,575,583,578,584,577,576,566 | Had a repair in the last year. LCRA tenants. Excludes non respondents



5. Repairs and maintenance

5.5 Repairs by ward (tenants)

	% positive				
	Sample size	Repairs service in the last 12 months	Time taken to complete the repair after reporting	Ease of reporting the repair	Generally how repairs and maintenance is dealt with
Overall	928	79	76	91	78
Bramingham	14	98	81	94	98
Challney	10	55	55	72	62
Crawley	31	68	75	88	75
Dallow	13	72	71	100	65
Farley	96	78	68	91	76
Hightown	47	86	87	86	75
Icknield	29	55	57	77	67
Leagrave	104	82	72	94	76
Lewsey	148	81	83	95	81
Limbury	20	82	79	100	65
Northwell	117	81	70	94	77
Round Green	39	85	93	100	95
Saints	26	85	85	77	85
South	88	76	72	83	76
Stopsley	18	77	81	78	78
Sundon	77	77	80	92	76
Wigmore	41	81	85	94	83

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

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

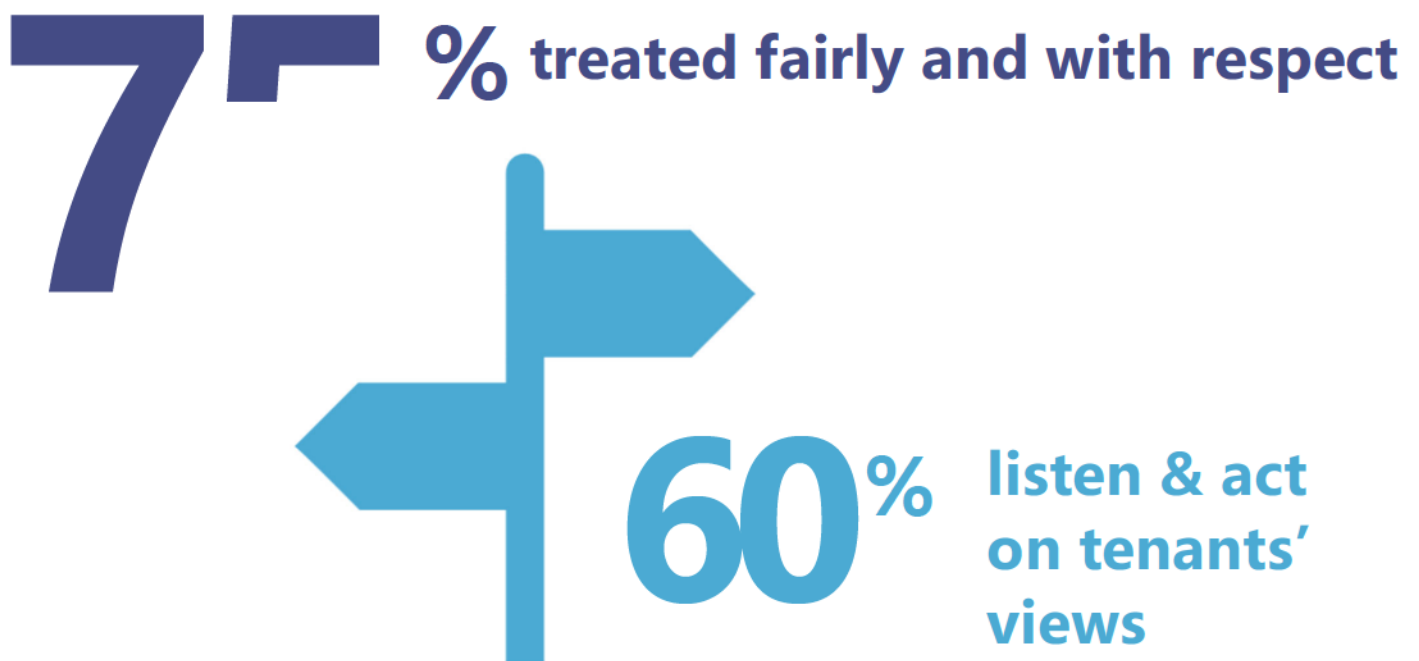
Significantly **worse** than average
(90% confidence*)

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

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



6. Communication



Being treated fairly and with respect and listening to tenants views are the top two key drivers of satisfaction overall

Housemark

Both are broadly on par with Housemark benchmarks



However, how well informed the Council keeps its tenants is rated below average



Being kept informed is the top key driver for leaseholders having dropped significantly for this group since 2021

6. Communication

The customer experience is one of the **main themes** of the results, ahead of albeit yet linked to the issue of repairs. Indeed, three of the five key drivers are about how tenants feel they are treated when they communicate with their landlord (section 3).

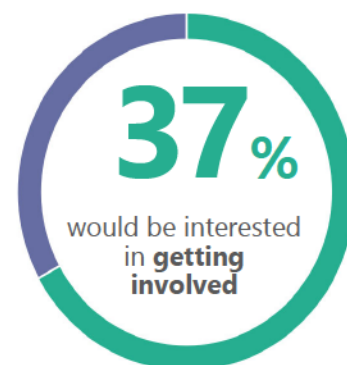
The most dominant of these issues is the manner in which tenants felt they were handled, with 75% agreeing that they are treated **fairly and respectfully**, compared to just 10% who disagree. This is broadly on par with other landlords, amongst whom the median average score is 78%.

The other key driver is whether the landlord seems to **listen and act upon** tenants' views. This has always been important to how landlords are perceived, but listening and caring has come even further to fore due to first the pandemic, and then the cost-of-living crisis. Experience of other similar surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation.

On this topic the Council's results are also on-par with the sector average of 61%. However, this does still mean that almost a quarter of tenants are dissatisfied, so there is still room for improvement.

In addition to how well the Council responds to its tenants, respondents were also asked to rate the **quality of the information** coming in the other direction regarding issues that might affect them. The result of this question highlights a relative weakness in the services the Council provides, as it is lower than both the 2021 level and the Housemark benchmark, being 6% **below average**. Furthermore, the level of information is the poorest rated aspect of the last repair (see section 5).

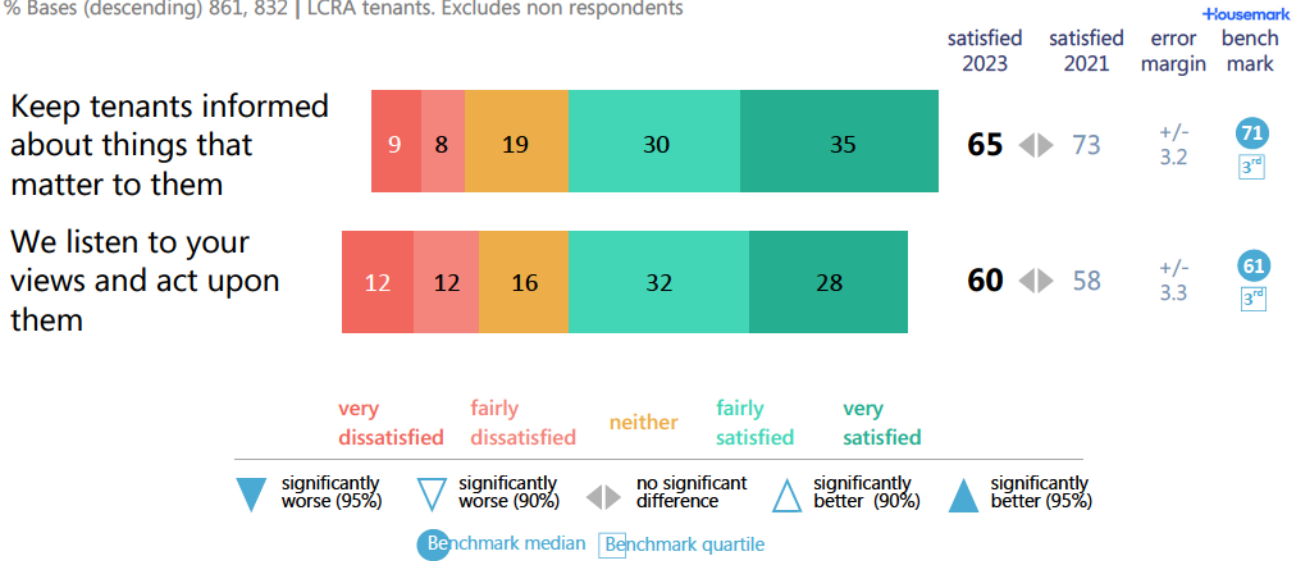
In addition, the level of information provided to **leaseholders** is also rated significantly poorer than it was before (45% v 61%), which is probably why the answer to this question is also the best predictor of whether a leaseholder is satisfied with the Council overall (section 3).



6. Communication

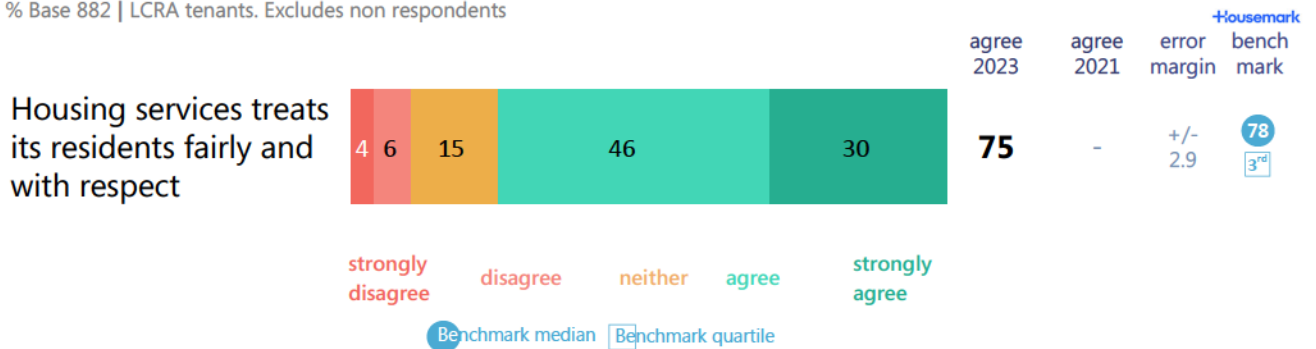
6.1 Communication

% Bases (descending) 861, 832 | LCRA tenants. Excludes non respondents

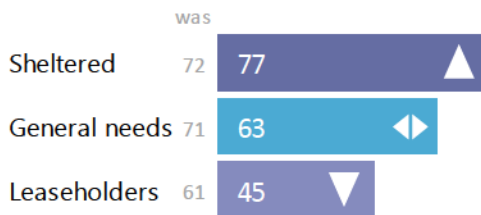


6.2 Fairness and respect

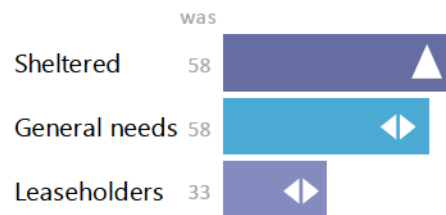
% Base 882 | LCRA tenants. Excludes non respondents



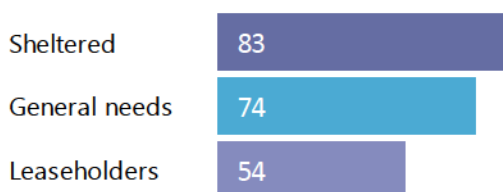
Kept informed



Listen to views



Fairness and respect





Change over time

- Satisfaction with being kept **informed** has fallen from 73% to 65%, however it does not hit the threshold to be statistically significant.
- **Sheltered** tenants are significantly more satisfied than in 2021 with being kept informed (77%, was 72%) and with being listened to (67%, was 58%).
- **Leaseholders** are significantly less satisfied than in 2021 with being kept informed (45%, was 61%).
- Respondents in their **first year** of tenancy are significantly more satisfied that they are kept informed (82%).
- All three questions are rated significantly lower than average by tenants or leaseholders who have reported an incident of ASB or made a complaint.
- Being listened to and being treated with respect are also rated significantly lower by tenants who have made contact to **follow up on a repair** (28% and 63% respectively).

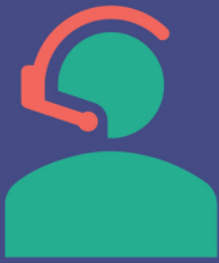


By people

- Respondents **aged 35 - 49** are less likely to agree that they are treated fairly and with respect than any other age group (68%). They are also the least likely to feel that their views are listened to and acted upon (53%) or that they are kept informed (56%).
- For all three questions in this section, **retirement age** respondents are significantly more positive than average by at least six percentage points.
- Respondents from **ethnically diverse** backgrounds are more satisfied with every rating in this section than White British respondents, including being treated fairly and with respect (78% and 74% respectively).
- Respondents in **sheltered** accommodation are typically more satisfied with every rating than those in general needs, particularly the rating for being kept informed (77% and 63% respectively).
- There are no significant differences by ward with any rating in this section.



By place



7. Customer service



68%



easy to deal with
(customer effort)



The 'customer effort' score for how easy housing services is to deal with is a key driver of overall satisfaction

Housemark

However, this continues to be well below the benchmark median of 76%



Nevertheless, the ratings for tenants most recent query have improved in line with the improved scores for repairs



The lowest 'customer effort' scores are given by younger and/or newer tenants

7. Customer service

Over the last few surveys there has always been a customer service rating included in the key drivers, and the scores have typically been some of the weakest relative to their equivalent benchmarks.

Although with the introduction of the TSM surveys there has been some change in what is included in this section of the survey, the broad pattern still remains the same.

This year the question that appears in the key driver list is a STAR question asking if tenants find Housing Services easy to deal with, which is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. Two thirds are satisfied this is the case (68%), which is essentially unchanged since last survey. However, this also means that it remains **well below** the benchmark score of 76%.

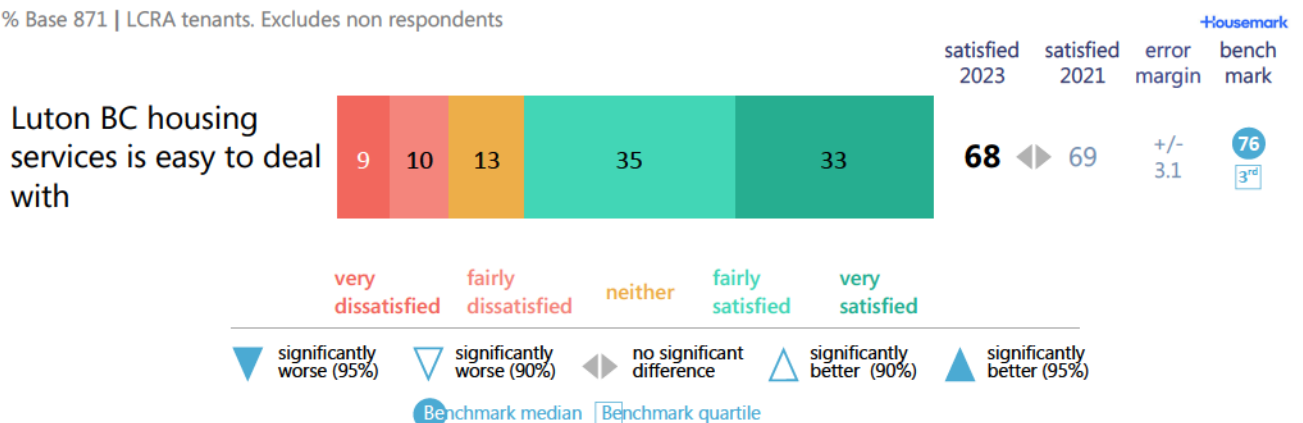
This score is particularly low amongst 35-49 year olds (59%), and even new tenants who one might expect to have current contact details close to hand are lukewarm in their response (62% satisfied). Accordingly, when trying to improve this score it is important to consider the expectations that such individuals have when accessing services.

Although there hasn't been any change to this baseline score, beneath the surface there have nevertheless been **some improvements**. Because most contacts are made to report a repair, it follows that the improved repairs satisfaction scores (section 5) will have resulted in fewer and/or better customer contact experiences. Indeed, not only has the proportion of tenants that needed to make contact gone down by 6%, but their satisfaction with both the **time taken to answer** and the **final outcome** of the query has gone up by a statistically significant 4%.

There is further evidence for this to be found in the additional comments that respondents made at the end of the survey, where there has been a distinct drop in the proportion that mentioned customer service (down from 14% to 9%), including fewer complaints about interactions with staff, speed answering the phone, and returning calls (see chart 12.5).

7.1 Customer effort

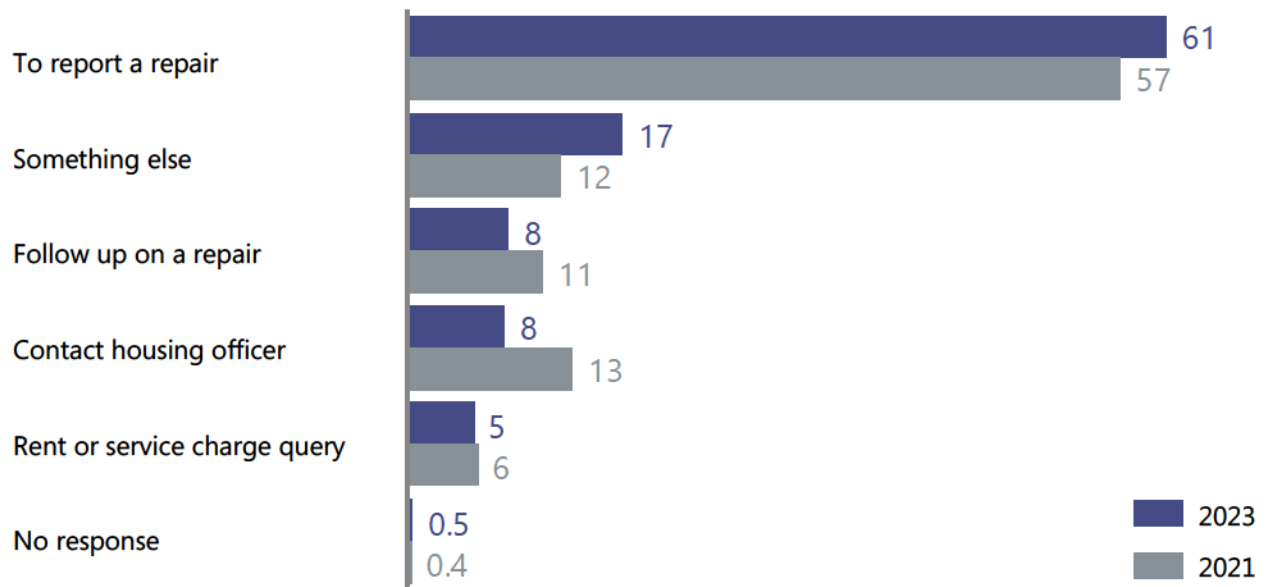
% Base 871 | LCRA tenants. Excludes non respondents



7. Customer service

7.2 Reason for contacting Housing Services

% Base 575 | LCRA tenants. Contact in last 12 months. Excludes non respondents



Change over time

- Tenants are significantly more satisfied with time taken to answer their query (65%, was 61%) and the **final outcome** (64%, was 60%) than they were in 2021.
- Fewer tenants had contacted housing services in the previous year than in 2021 (62%, down 6%).



By people

- **Older respondents** are significantly more satisfied that Luton Borough Council housing services is easy to deal with than those in the sample aged 35 – 49 (77% and 59% respectively). This pattern is also evident throughout this section but is more pronounced for the ratings about last contact, including a 21% gap between the two groups for the final outcome of a query (73% v 52%).
- Interestingly, **new tenants** are less satisfied than average that housing services are easy to deal with (62%), whereas this increases for those who have been a tenant for 21 or more years (73%).

- Whether or not a tenant has **reported ASB** has a notable and significant impact on scores, including only 48% satisfied with both the ease of getting hold of the right person and the final outcome.



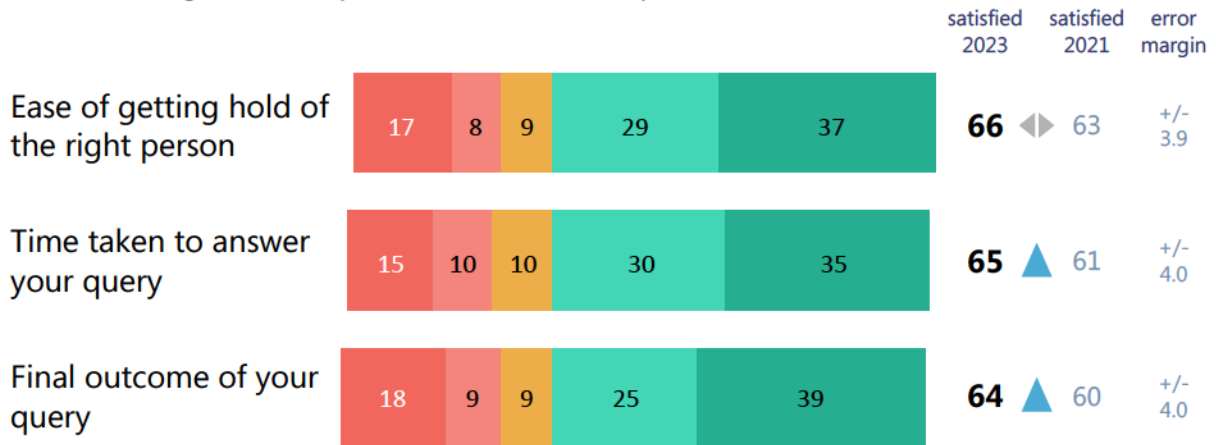
By place

- Respondents in **sheltered** accommodation are typically more satisfied with every rating than those in general needs, particularly the ease of getting hold of the right person (82% and 64% respectively).
- The customer effort rating is slightly above average in the **Round Green** and **Bramingham** wards (88% and 80% respectively).
- Respondents in these two wards also tend to rate every aspect of the last contact higher than the sample as a whole.

7. Customer service

7.3 Last contact

% Bases (descending) 567, 566, 557 | LCRA tenants. Excludes non respondents





8. Neighbourhood

59% a positive contribution to the neighbourhood



neighbourhood as a place to live

76%

Housemark

The extent to which housing services makes a positive contribution to neighbourhoods is rated below the benchmark



Nevertheless, all of the other satisfaction ratings in this section have improved since 2021



Grounds maintenance has also improved, especially for sheltered tenants, and this is a key driver of satisfaction

8. Neighbourhood

When asked to rate their local area, around three quarters of respondents are satisfied with their neighbourhood as a **place to live** (76%), compared to 15% that are dissatisfied. This figure has improved by a statistically significant margin of 6% since the last survey in 2021.

Indeed, all of the other neighbourhood satisfaction scores in this section demonstrate a similar pattern, with 5% increases in satisfaction with the **appearance** of the area and **estate services** overall (both now 69%). They are matched by fewer respondents complaining about bins and recycling facilities (chart 8.4).

Furthermore, satisfaction with **grounds maintenance** has also improved, primarily due to the 13% improvement amongst sheltered tenants (now 81%). This improvement is particularly relevant because grounds maintenance is actually a key driver of satisfaction, continuing a similar trend from previous surveys (see section 3).

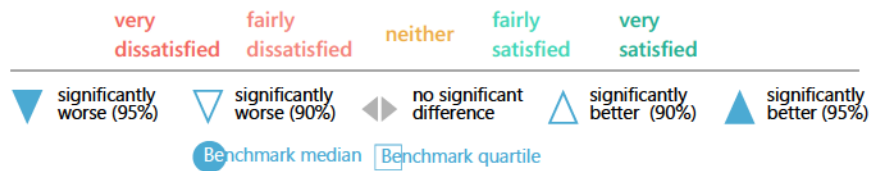
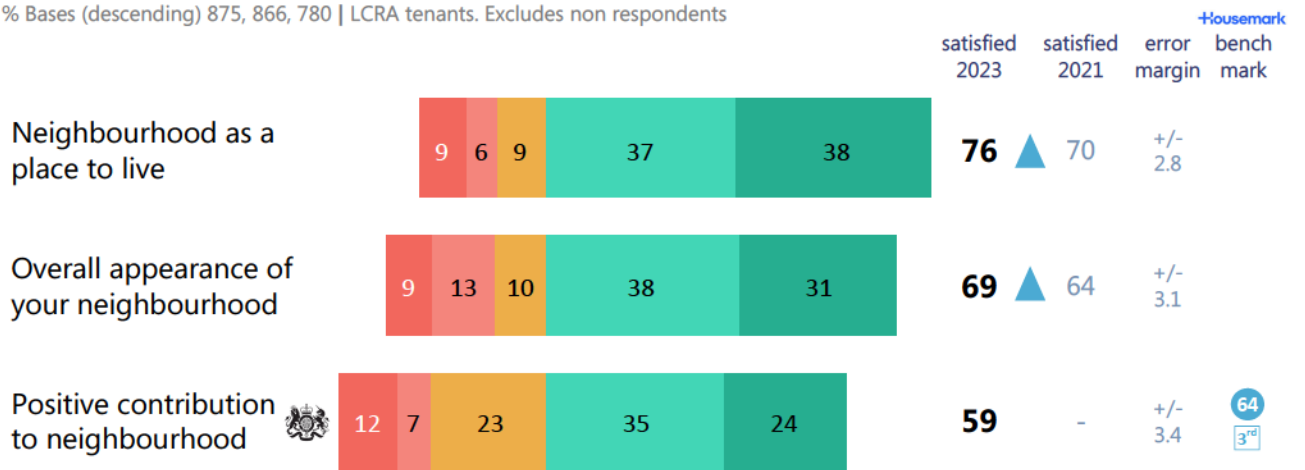
In addition, respondents are also now more likely to feel part of their **community** (66% satisfied) and/or that people from different backgrounds get on well with each other (82% satisfied).

However, when measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that tenants were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 59% of tenants are satisfied with, compared to 19% that are dissatisfied. On this measure the Council compares unfavourably against other landlords, being 5% lower than the benchmark median score.

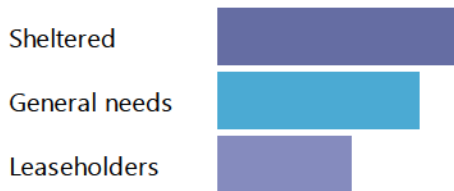
8. Neighbourhood

8.1 Neighbourhood

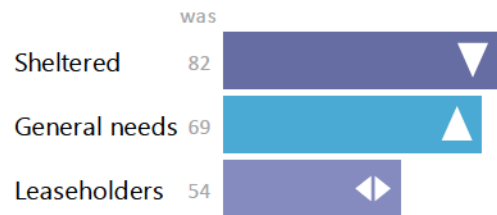
% Bases (descending) 875, 866, 780 | LCRA tenants. Excludes non respondents



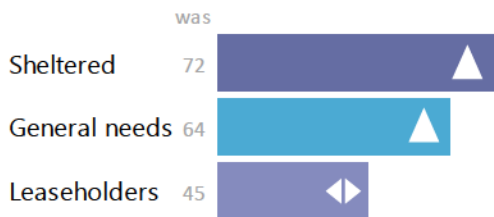
Positive contribution



Place to live



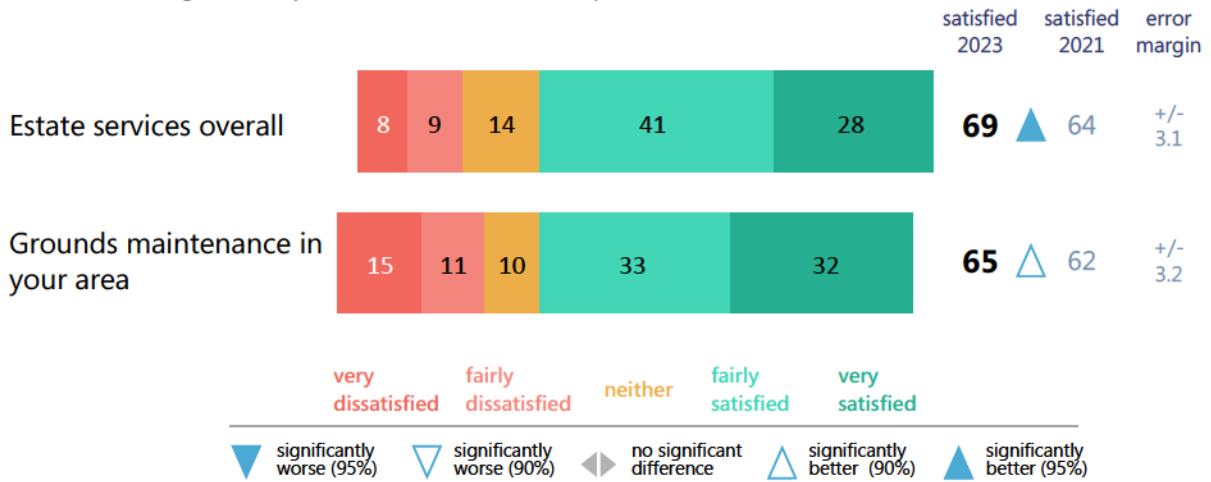
Overall appearance



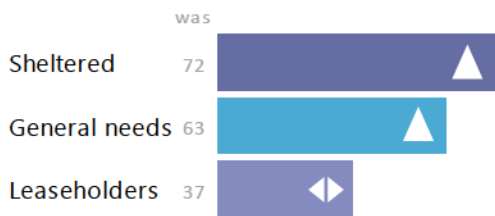
8. Neighbourhood

8.2 Neighbourhood

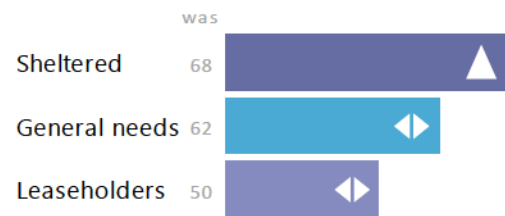
% Bases (descending) 836, 851 | LCRA tenants. Excludes non respondents



Estate services overall

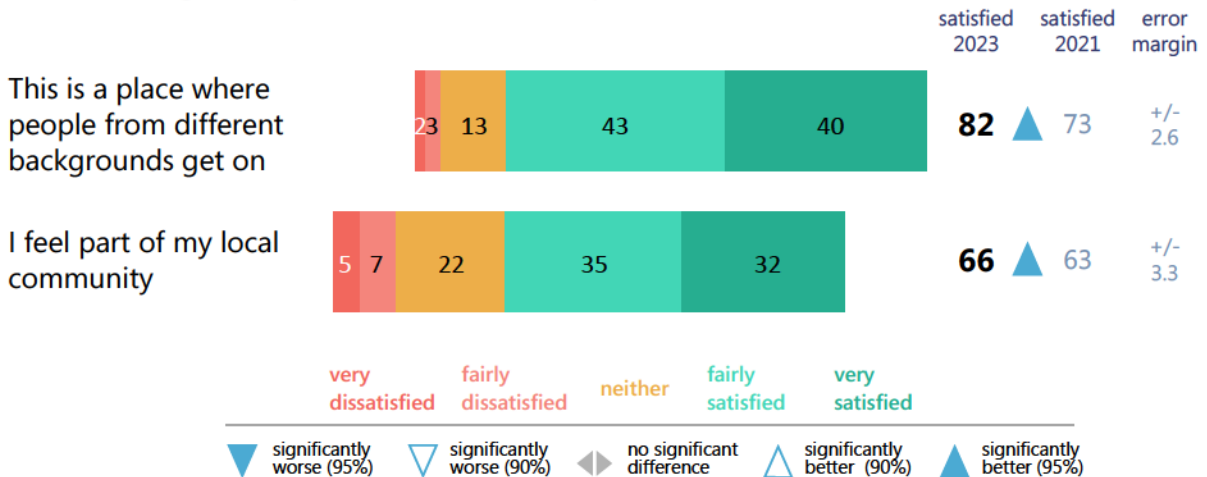


Grounds maintenance

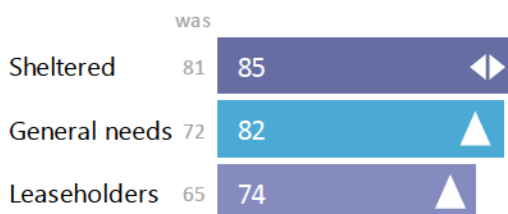


8.3 Community

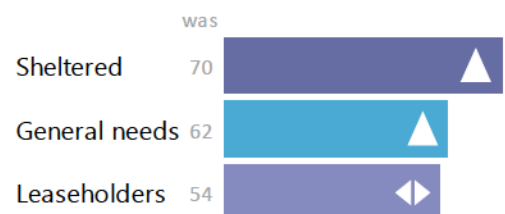
% Bases (descending) 827, 801 | LCRA tenants. Excludes non respondents



Different backgrounds get on



Feel part of community



8. Neighbourhood



Change over time

- Satisfaction with the neighbourhood as a **place to live** is significantly better than it was in 2021 having increased from 70% to 76%.
- A similar significant increase in satisfaction with the overall **appearance** of the neighbourhood from 64% to 69% as well as with estate services overall (69%, was 64%).
- A smaller, but also significant increase in satisfaction with the **grounds maintenance** service from 62% to 65%.
- Tenants are significantly more satisfied that they feel part of their **community** (up 3%) with a 9% increase in satisfaction that this is a place where people from different backgrounds get on.
- Lack of recycling facilities and untidy **bin or recycling** areas are significantly less of a problem than in 2021.



By people

- Satisfaction with the council's contribution to the neighbourhood is rated significantly higher than average for those aged **65 or over** (66%).
- Respondents aged **35 – 49** are significantly less satisfied than average with the council's contribution to their neighbourhood (50%) as well as the neighbourhood as a place to live (68%).
- Respondents from an **ethnically diverse** background are somewhat more satisfied than white British respondents with the council's contribution to where they live (65% and 55% respectively).

- Respondents who have **reported ASB** are significantly less satisfied than respondents who have not with the council's contribution to where they live (36% v 64%).
- **New tenants** (under 1 year) are significantly more satisfied than average with both the council's contribution to their neighbourhood and the grounds maintenance service (76% and 96%).



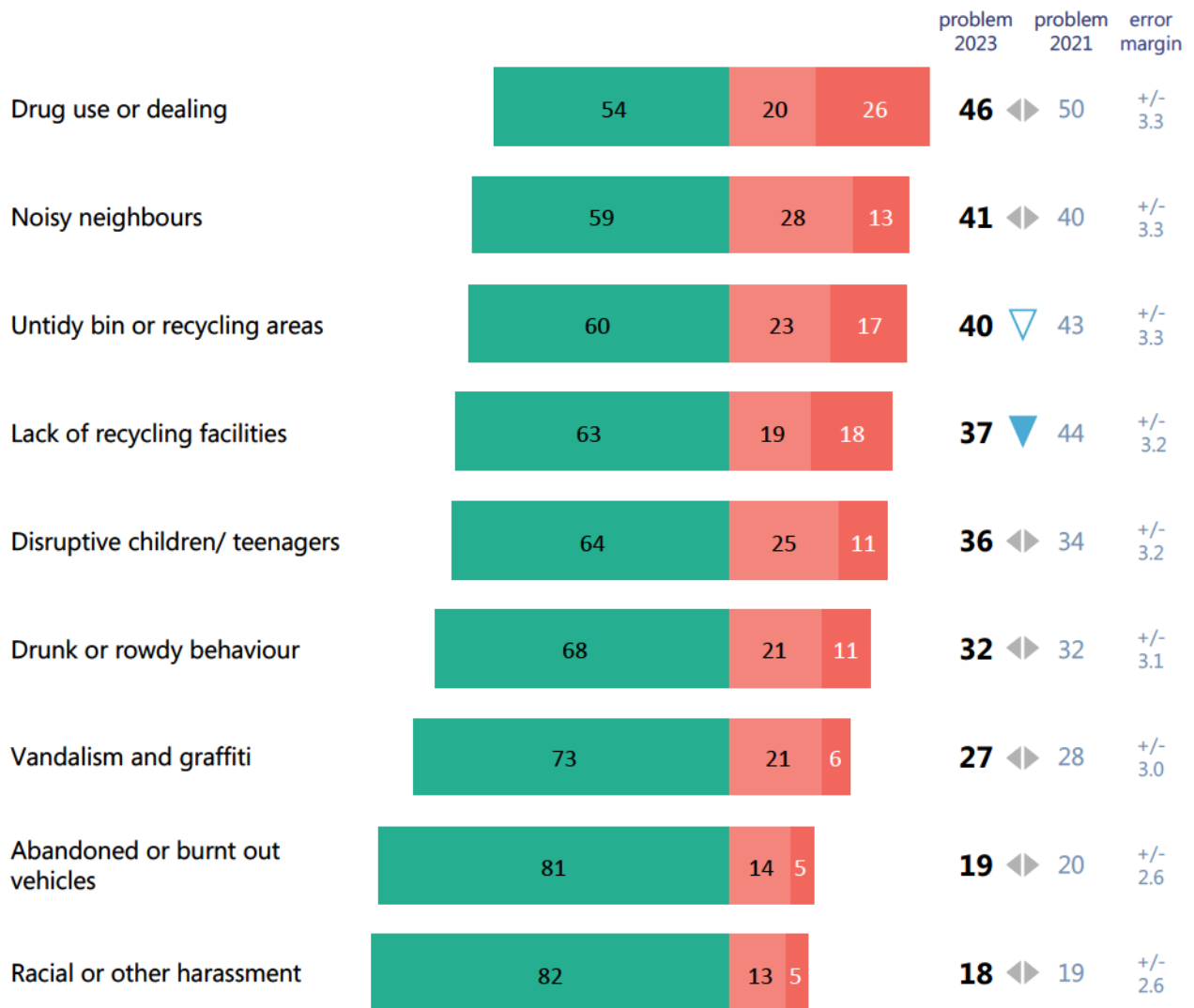
By place

- **Sheltered** respondents are more satisfied than general needs tenants with the council's contribution to their neighbourhood (68% v 58%), the area as a place to live (80% and 74%) and its overall appearance (80% v 62%).
- General needs tenants are significantly more satisfied with the area as a place to live and its overall appearance than they were in 2021.
- Some variations by **ward** in contribution to the neighbourhood, however only three of them were statistically significant with satisfaction above average in Round Green (76%), but significantly lower in Challney and Crawley (23% and 37% respectively).
- Challney and Crawley tenants are also significantly less satisfied than average with the estate services overall (29% and 56% respectively), with the latter also significantly less satisfied than average with the grounds maintenance service (36%).
- The grounds maintenance service is also rated significantly below average in the Hightown ward, with this group also significantly less satisfied with the estate services overall, the appearance of their neighbourhood as well as it as a place to live.

8. Neighbourhood

8.4 Neighbourhood problems

% Bases (descending) 870, 873, 868, 868, 867, 872, 866, 869, 866 | LCRA tenants. Excludes non respondents.



not a problem minor problem major problem

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

8. Neighbourhood

8.5 Neighbourhood by ward

	Sample size	% positive						
		Positive contribution	Neighbourhood as a place to live	Overall appearance of neighbourhood	Grounds maintenance in your area	Estate services overall	People from different backgrounds get on well together	Feel part of local community
Overall	928	59	76	69	65	69	82	66
Bramingham	14	81	93	86	79	86	94	89
Challney	10	23	57	73	53	29	57	71
Crawley	31	37	83	70	36	56	76	49
Dallow	13	39	66	56	55	50	75	59
Farley	96	55	79	73	66	67	83	67
Hightown	47	56	59	53	50	51	86	69
Icknield	29	60	83	80	50	65	85	73
Leagrave	104	58	71	68	69	68	82	64
Lewsey	148	62	80	72	65	72	85	69
Limbury	20	42	67	61	49	38	67	59
Northwell	117	70	76	61	60	70	77	66
Round Green	39	76	84	71	79	84	88	62
Saints	26	71	71	60	62	67	85	63
South	88	53	60	56	74	67	79	64
Stopsley	18	65	77	79	71	71	98	76
Sundon	77	62	81	72	72	78	83	67
Wigmore	41	53	87	93	75	80	85	71

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

8. Neighbourhood

8.6 Neighbourhood problems by ward

		% problem								
	Base	Noisy neighbours	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	Drug use or dealing	Abandoned or burnt out vehicles	Untidy bin or recycling areas	Lack of recycling facilities
Overall	928	41	36	18	32	27	46	19	40	37
Bramingham	14	3	7	7	1	3	41	36	26	23
Challney	10	43	29	0	0	0	33	3	0	0
Crawley	31	46	18	21	21	13	30	12	17	25
Dallow	13	60	46	17	66	54	71	27	73	70
Farley	96	33	31	18	33	21	49	23	41	41
Hightown	47	62	46	34	66	29	63	24	48	44
Icknield	29	29	28	14	15	16	27	0	25	34
Leagrave	104	49	43	22	45	32	47	16	48	42
Lewsey	148	27	33	15	16	23	36	13	30	32
Limbury	20	29	20	21	15	35	70	21	44	39
Northwell	117	53	48	18	34	36	47	27	55	50
Round Green	39	52	38	13	18	20	45	19	26	30
Saints	26	38	43	23	34	44	39	44	34	29
South	88	48	36	23	53	42	67	16	61	49
Stopsley	18	21	25	0	21	21	37	9	33	32
Sundon	77	45	42	17	37	31	39	24	38	30
Wigmore	41	36	23	5	14	6	29	10	17	16

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. Anti-social behaviour

51% 


overall handling
of ASB


15% 


claim to have
experienced ASB

 There is no change since 2021 in the overall perception of how ASB is handled

Housemark However, the score is 7% below the benchmark median

 Amongst those that reported ASB there is a 10% increase in satisfaction with how it was handled, but still only 32%

 Experience of ASB strongly linked with overall satisfaction

 Dealing with ASB is the most common additional comment made by tenants

9. Anti-social behaviour

For many residents the neighbourhood issue that has the biggest effect on their quality of life is **anti-social behaviour**, the extent that it is both the most **common additional comment** made by tenants (see chart 12.3) and amongst those that reported this issue to the Council only 52% are satisfied overall (section 3).

Around half of the tenant population are satisfied with the Council’s approach to handling anti-social behaviour (51%), compared to 36% that are dissatisfied. It is difficult for any landlord to get a high score on this topic, but it is still notable that the satisfaction level is a little **below** the rest of the housing sector where the benchmark average is 58%.

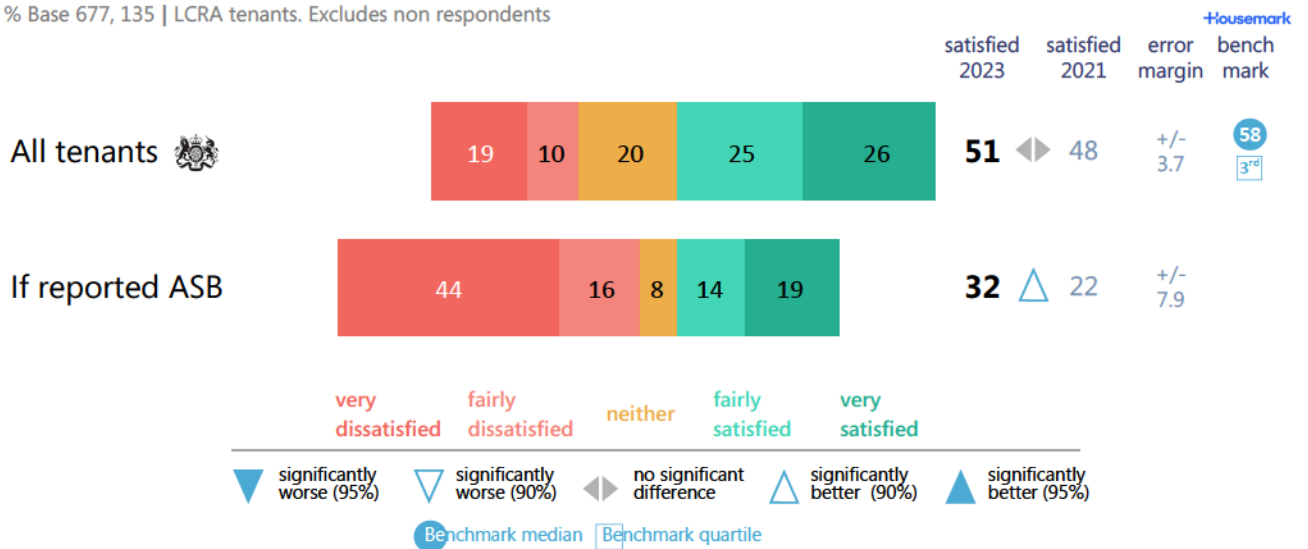
The amount of ASB appears to be stable amongst survey respondents, the proportion that have **experienced ASB** over the previous 12 months is down just 1% at 16%.

Those who do actually report ASB seem to have an **improved experience** than was the case in 2021, albeit from a low base. Whereas previously only 22% of this group were satisfied with the Council’s approach to handling ASB, it is now 32%.

Around half of these respondents are also satisfied with how easy it was to report a repair, and the time taken to respond. However somewhat fewer feel that a through investigation was carried out (41%), compared to an identical proportion that feel the opposite.

9.1 How ASB is dealt with

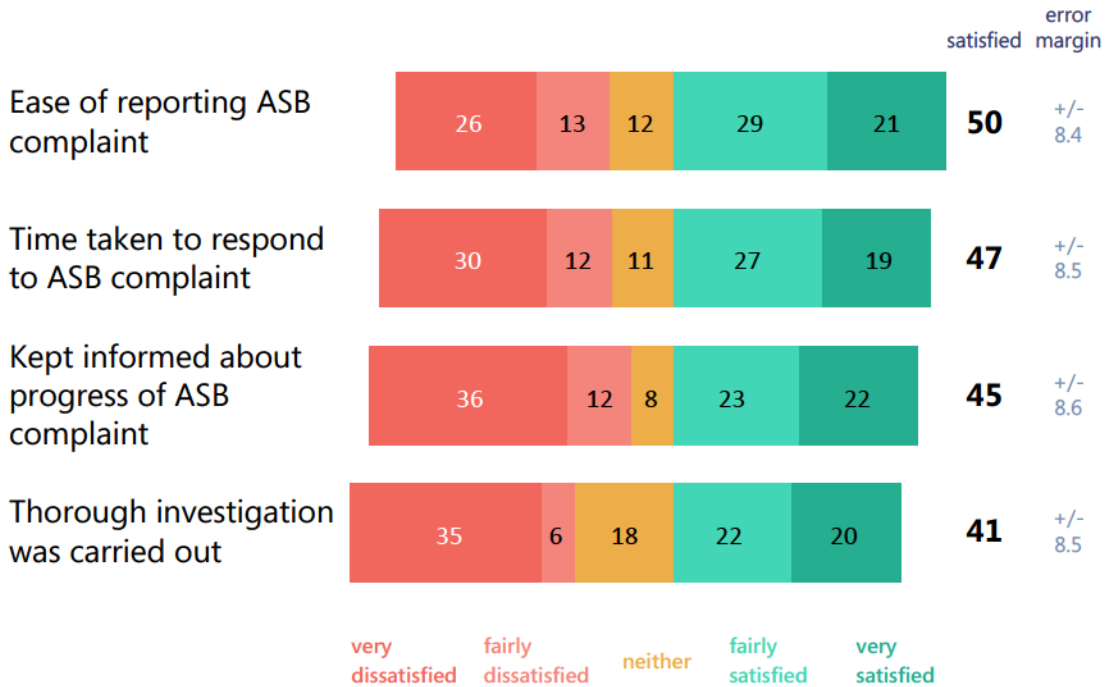
% Base 677, 135 | LCRA tenants. Excludes non respondents



9. Anti-social behaviour

9.2 Last report of ASB

% Base 137, 135, 130, 133 | LCRA tenants. Respondents who have reported ASB in the last 12 months. Excludes non respondents.



Change over time

- Slight improvement in how the sample as a whole view how **ASB is dealt with** (51%, was 48%).
- Statistically significant change amongst those who have reported it from 22% to 32%.



By people

- Satisfaction with the council's approach to handling ASB is lowest amongst those aged **35 - 49** (47%), with around one in six of this age group reporting an incident to the council (18%), compared to only 9% of the oldest age group (aged 65 or over).

- Respondents from an **ethnically diverse** background are significantly more satisfied than white British respondents with the council's approach to handling ASB (61% and 46% respectively).
- A similar significant difference amongst tenants with a disability (44%) and those with none (61%).



By place

- Reports of ASB varied by ward from 8% in Northwell to 33% in Hightown and Crawley.
- Satisfaction with ASB handling is significantly below average in the Hightown ward (29%).



10. Complaints

37%



complaints handling

16%



said they complained



Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system

Housemark

Satisfaction with how it is handled is slightly above the benchmark score of 34%



Complaints are both more likely, and handled less satisfactorily, for leaseholders

10. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions as escalated service requests, rather than the much narrower formal complaints procedure.

Fewer than a fifth of tenants that responded to the survey **claim to have made a complaint** to housing services (16%), which is slightly less than the norm amongst recent TSM surveys completed by ARP Research.

Nevertheless, experience with this question has shown that it will include relatively few who used the **formal complaints** process. Instead, this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed housing services needed to solve, including standard repairs reports.

Although only a little more than a third of complainants are satisfied with the Council's approach to the **handling of their complaint**, this is still slightly more than the benchmark level (34% v 37%). In contrast, a greater proportion are 'very' dissatisfied with the approach (39%), with almost half of the respondent group (49%) being either 'very' or 'fairly' dissatisfied.

Although this result is disappointing, it is likely that any action the Council takes to address the key drivers of satisfaction covered earlier in the report, in particular customer communication and information, should naturally help to improve this score.

By people

- Tenants aged **under 35** are the most likely to have complained to Luton Borough Council housing services (20%).
- Despite being the most likely to complain, the **under 35s** are more satisfied than average with complaint handling (54%), compared to a third of the other three age groups, although note that the base sizes are small.
- **White British** respondents are less satisfied than those from a BAME how any complaint is handled (31% and 49% respectively).
- Interestingly, respondents who have had a **repair** are both more likely to have made a complaint (19%) but also be more satisfied than average with how it is handled (43%).

By place

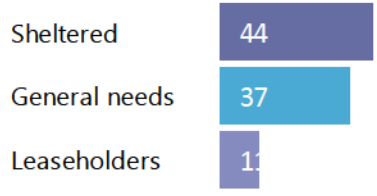
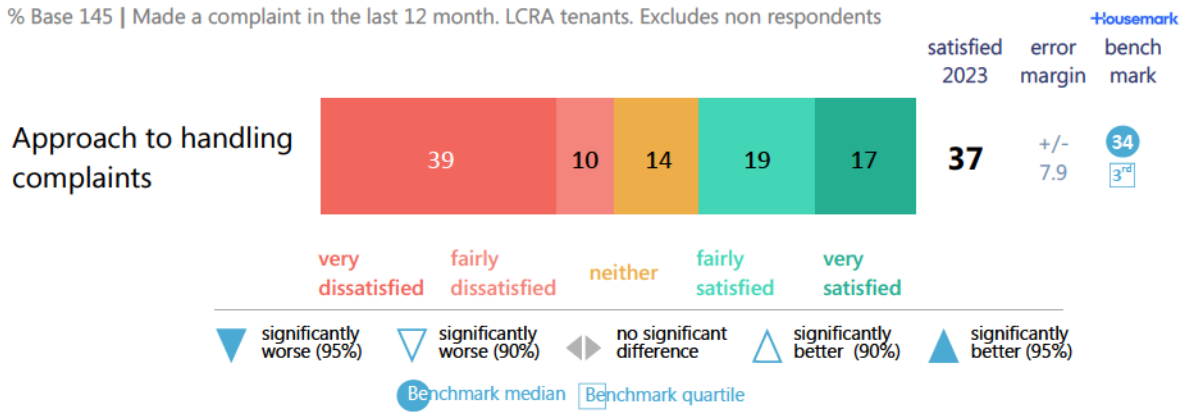
- **General needs** are more likely than sheltered tenants to have made a complaint (16% and 13% respectively) and are less satisfied with how it was handled (37% v 44%).
- A quarter of leaseholders have made a complaint (25%), with only one in ten satisfied with how it was handled (11%).
- The proportion claiming to have made a complaint varies a lot by **ward** – 6% in Round Green and rising to 30% in Hightown.
- There are no statistically significant differences between any **wards** on satisfaction with the approach, primarily due to the small sample sizes involved.



10. Complaints

10.1 Complaints

% Base 145 | Made a complaint in the last 12 month. LCRA tenants. Excludes non respondents





11. Wellbeing

50%

aware of support



25%



physically
inactive



Stop Smoking is the most well know service



19% claim to have used Total Wellbeing Luton for support



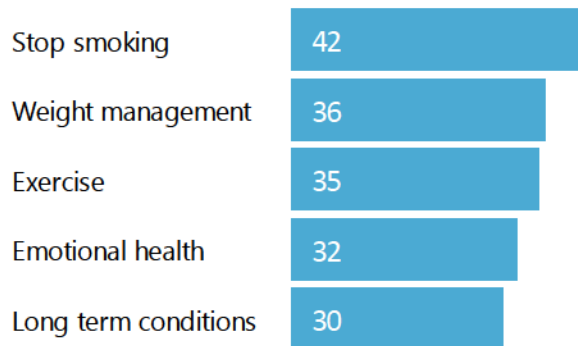
Around half the sample do more than 2½ hours activity per week



A similar proportion are interested in support to help them be more active.

11. Wellbeing

11.1 Total Wellbeing Luton



Finally, at the end of the survey respondents were asked a few questions about their levels of physical activity, and their levels of awareness of the free health and wellbeing services available to them through **Total Wellbeing Luton**.

There is also a generally high level of **awareness** with the support that Total Wellbeing Luton offers (50%), which is consistent across the different age groups. The most well-known of these services is Stop Smoking (42%), although at least 30% claim to be aware of each listed service.

Furthermore, around a fifth of tenants claimed to have **used** one of these services (19%), again distributed relatively evenly across the list.

Around a quarter of the sample didn't reveal their levels of normal **activity per week**, but of those that did, it was good to see that almost half do more than 2½ hours of activity, which is relatively consistent between general needs tenants and sheltered. Leaseholders are likely to do a little more (59%).

On the other end of the scale, a quarter of tenants and 13% of leaseholders do **less than 30 minutes** of activity per week.

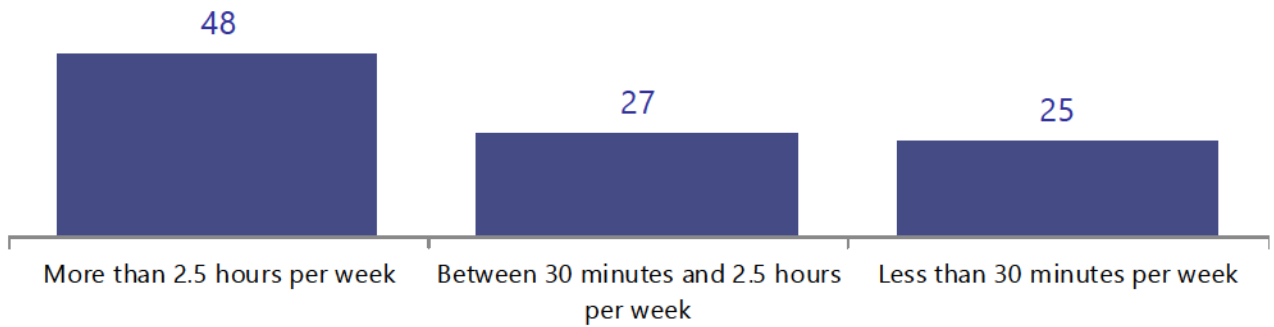
Whilst one would imagine that activity levels might be linked to age this pattern is only relatively mild, with 19% of the under 35s doing less than 30 minutes activity compared to 26% of those aged 35-49, 22% of 50-64 year olds, and 28% of retirement age tenants.

There seems to be high degree of willingness amongst tenants to consider using support from the Council to be **more active** as almost half said that at least one of the suggested support options would help them to be more active. Indeed, all seemed to be **equally popular** (chart 11.2). Although these options are most attractive to the middle group that currently do between 30 mins and 2½ hours of activity per week (68%), they were still generally attractive to the least active group (47%).

11. Wellbeing

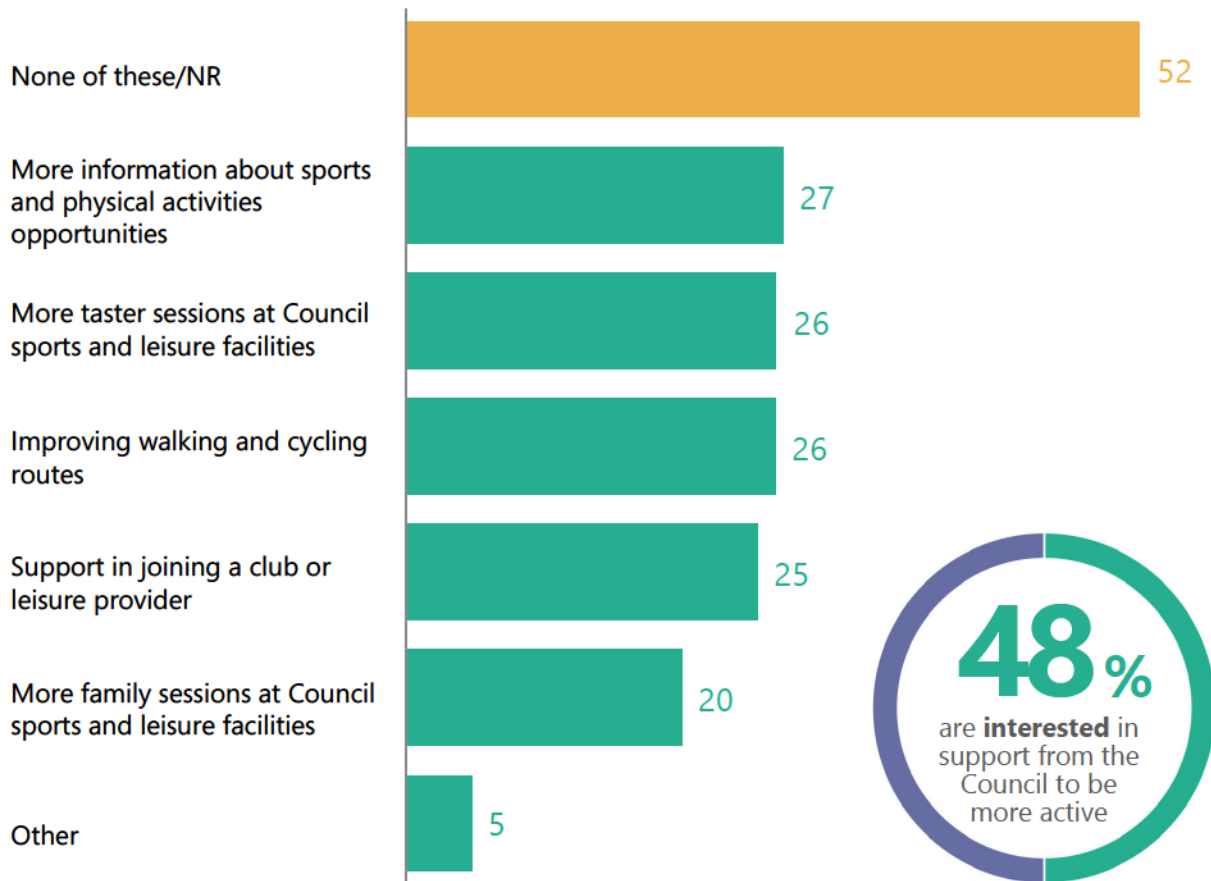
11.2 Level of activity per week

% Base 687 | LCRA tenants. Excludes non respondents



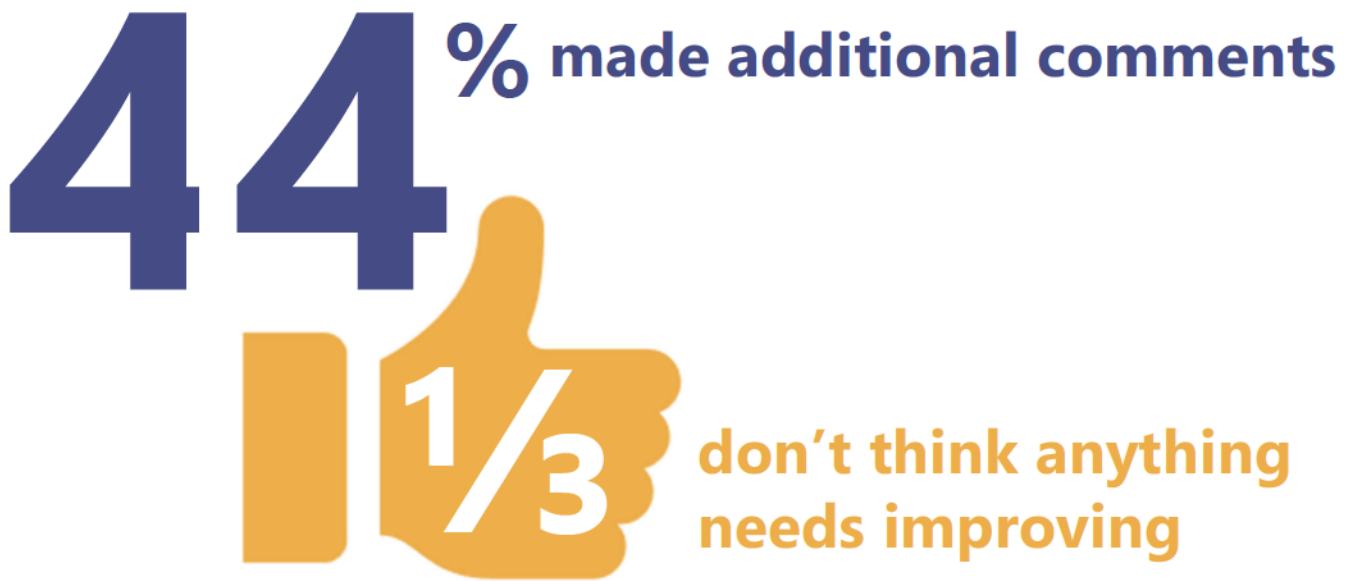
11.3 Support that would help be more active

% Base 928 | LCRA tenants. More than one answer allowed.



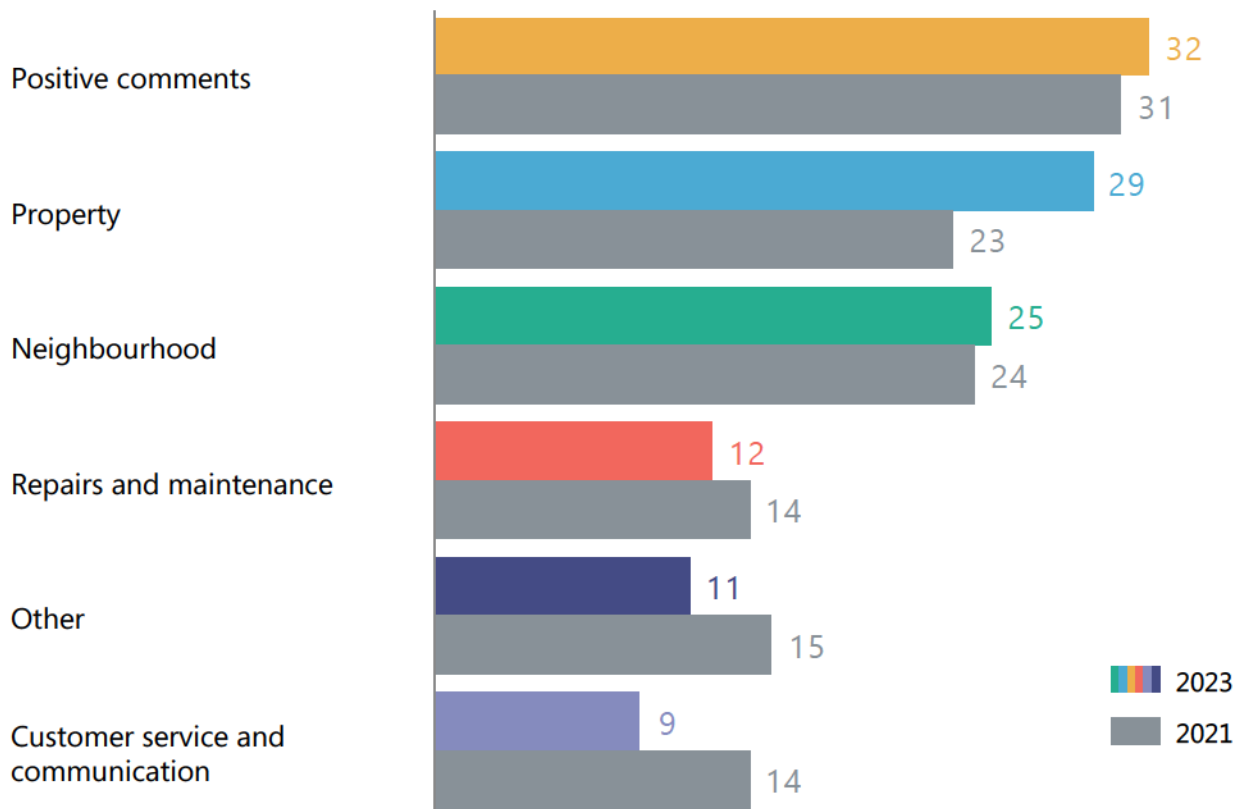


12. Further comments



12.1 Additional comments about home and/or services provided - summary

% Base 404 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12. Further comments

The final question that residents were asked at the end of the survey was simply to provide any further feedback about their home and/or the services provided by the Council. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories. There are two interesting features of this chart. The first is that after the positive comments, **property improvements** were the most commonly suggested items (29%) and were more prevalent than in 2021. In contrast, far fewer comments were about the need for improved customer service and communication (9%, was 19%).

Considering the many specific issues that tenants raised in regard to their own homes (chart 12.2), the most notable change in the pattern of responses compared to the last survey is the tripling in complaints about **fencing and gates** (3.3%). There has been a similar increase in comments about the **heating and energy efficiency** (2.5%), with **damp, mould or condensation** the second most mentioned topic. This is, however, common to most recent tenant surveys due to the raised media profile of this issue.

- “I would like a 6ft fence and gates put round the full front of my home! I have had to deal with drug dealers and users. Sex workers and people using the open area as a toilet! Found dirty needles on the floor!”
- “There was an issue with no fence being a part of the property and it took a lot of calls to get them to fix it and it took far too long. The house also has issues with black mould and leaks.”
- “There is a need for a fence because people can just walk in and this is scary and dangerous. Despite complaints and asking many times they have never got back to me.”
- “The houses are cold and there is mould in the bathroom.”
- “Within the home there is an issue with damp and in general the house is very cold, which might be due to the lack of radiators. For example, by the front door the hall is freezing cold. It was very difficult to get them to add a radiator and you really have to have a go at them to get them to sort it out.”
- “There are mould and damp issues within the house and another issue is that it gets very cold during the winter and that means more heating costs.”

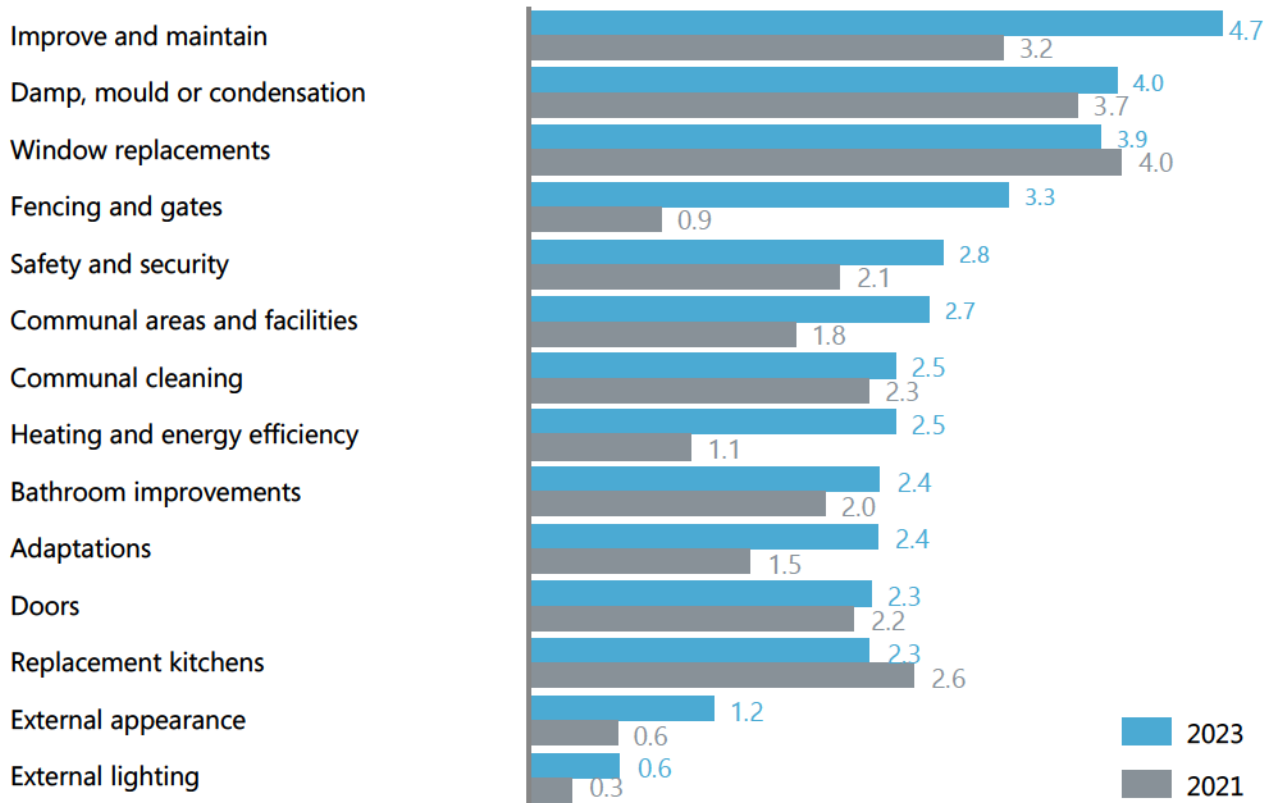
In terms of the neighbourhood, as was also true in 2021, the most common single suggestion is to improve how **anti-social behaviour** is dealt with (8.7% of comments, chart 12.3).

- “I would like to add that it can take ages for some of the services (Concierge Team) to enforce the rules the council put in place for certain things. I also feel that the Neighbourhood Enforcement team do not take matters seriously enough.”
- “Clean up the area, people feel unsafe. This area is not safe to walk around, the pub is loud, unsociable hours (2-3am), drug taking, drug dealing, communal areas being used as a place to hang out and smoke/take drugs.”
- “Huge antisocial behaviour in area related to drug abuse and prostitution, was threatened multiple times on a doorstep to the block.”
- “I love my home however the anti-social drug taking and dealing on a daily basis is a big issue.”
- “In general I'm satisfied with my home and area. Sadly on a personal basis, the drug abuse problem has gained momentum and needs to be addressed.”
- “Something needs to be done about Antisocial behaviour, prostitution and drugs in my area. I no longer want to be in this area at night and I'm scared of my neighbour.”

12. Further comments

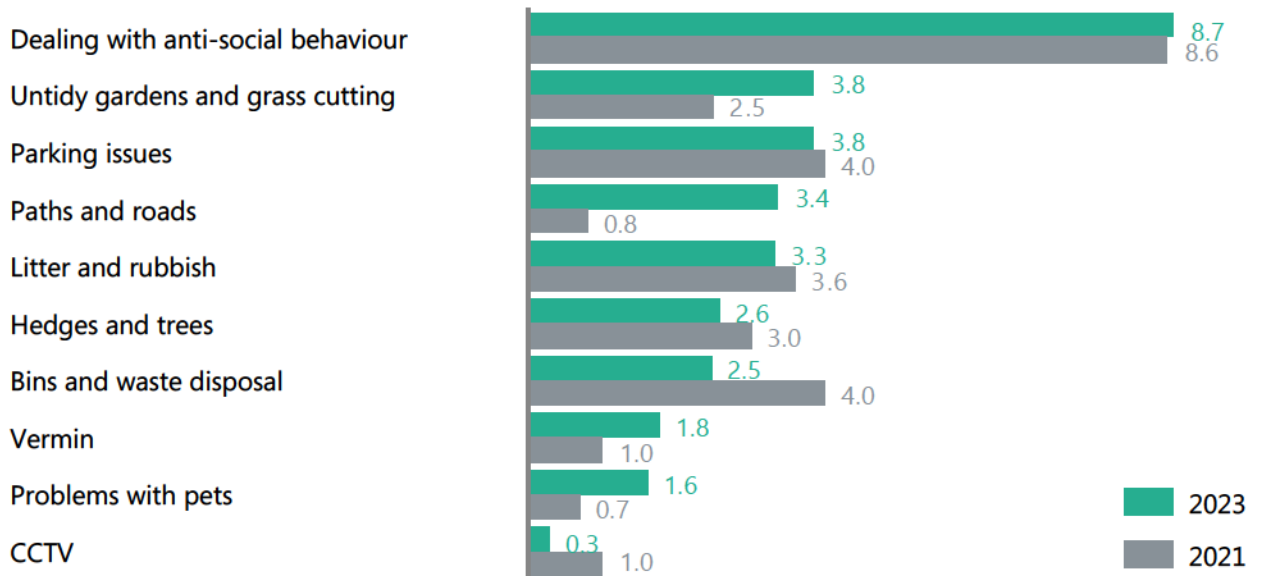
12.2 Property improvements - detail

% Base 404 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.3 Neighbourhood improvements - detail

% Base 404 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12. Further comments

Despite the significant improvement with the **appearance** of people neighbourhoods, grounds maintenance and estate services overall (section 8), there has been a slight increase in the proportion who complained about untidy gardens, grass cutting and the condition of paths or roads (chart 12.3).

- “We pay for garden maintenance but we haven’t seen a gardener till we complained to the local MP. The roses bush gardens were dug up completely: we were told bedding plants would be planted in a few weeks, no- one has been back so where they dug everything out it’s now full of weeds. Our communal gardens look like abandoned waste gardens.”
- “Main concern is the lack of garden maintenance. Summer we have overgrown shrubs and weeds, winter we have leaves which are a risk to residents falling.”
- “Gardens and car park need sorting out. Gardeners are a waste of money. They can’t get away quick enough.”
- “I am very very satisfied with my home, the only thing that is a problem is the gardens. Gardeners used to come often to trim bushes and do weeding, they used to take pride in their work but now gardens and grass are left until they look really untidy. Ol cannot remember the last time a gardener came.”
- “There is an issue with the grounds maintenance such as grass cutting and attending the weeds in the street, as they have stopped doing it and the work is poor.”
- “Some roads and pavements need repairs - lots of potholes, can cause an accident as use of mobility scooter becomes difficult.”
- “The pathway here is not very good, and it is all cracked and is coming out and lifting up. We both walk with sticks and we are worried in case we trip over it. My husband has fallen twice, and I feel that it needs to be looked at.”

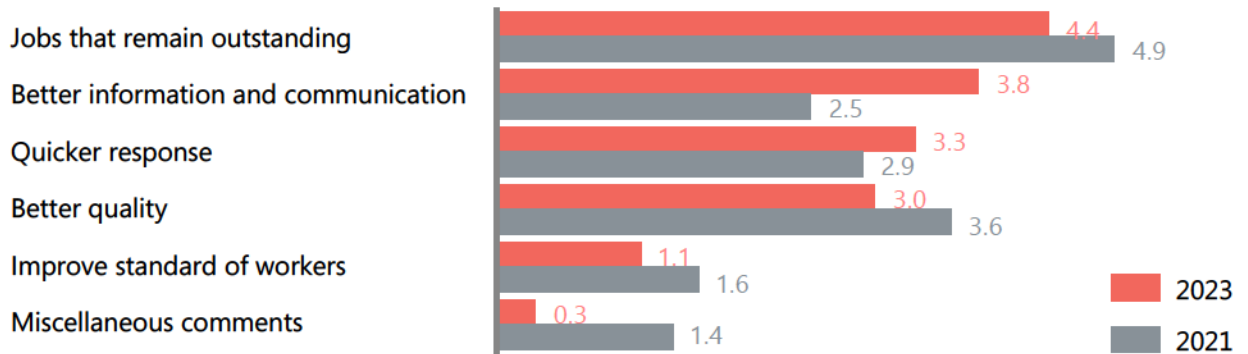
Around one in eight comments related to **repairs issues** which is down slightly compared to the previous survey. Tackling outstanding repairs remains the most dominant issue amongst the additional comments, however, there has been a slight increase in the proportion asking for an improvement to the information and communication around repairs as well as to generally speed up the repairs service.

- “An update is really needed about the walk in shower they said they would provide, it has been one year without an update or a fix to the issue.”
- “I call for updates on the repair work currently being carried out. I never get a response or a call back. The work is taking longer than it should.”
- “When the repairs are happening, the text messages that informs me of the date and time doesn't tell me what the repair is actually for.”
- “It takes forever to get a problem fixed if you don't live in a block of flats and the service agents speak down to you.”
- “Trying to get minor repairs done is impossible. Usually get told you own it - tough.”
- “Reporting a repair is easy but the time to wait for the appointment is ridiculous and having to chase up an ongoing repair is annoying.”
- “Phone services and repairs must be quicker - that would improve the frustration tenants have with their living needs. Council must be more attentive.”
- “When I have a problem at my home, they are pretty good, but they can take some time.”

12. Further comments

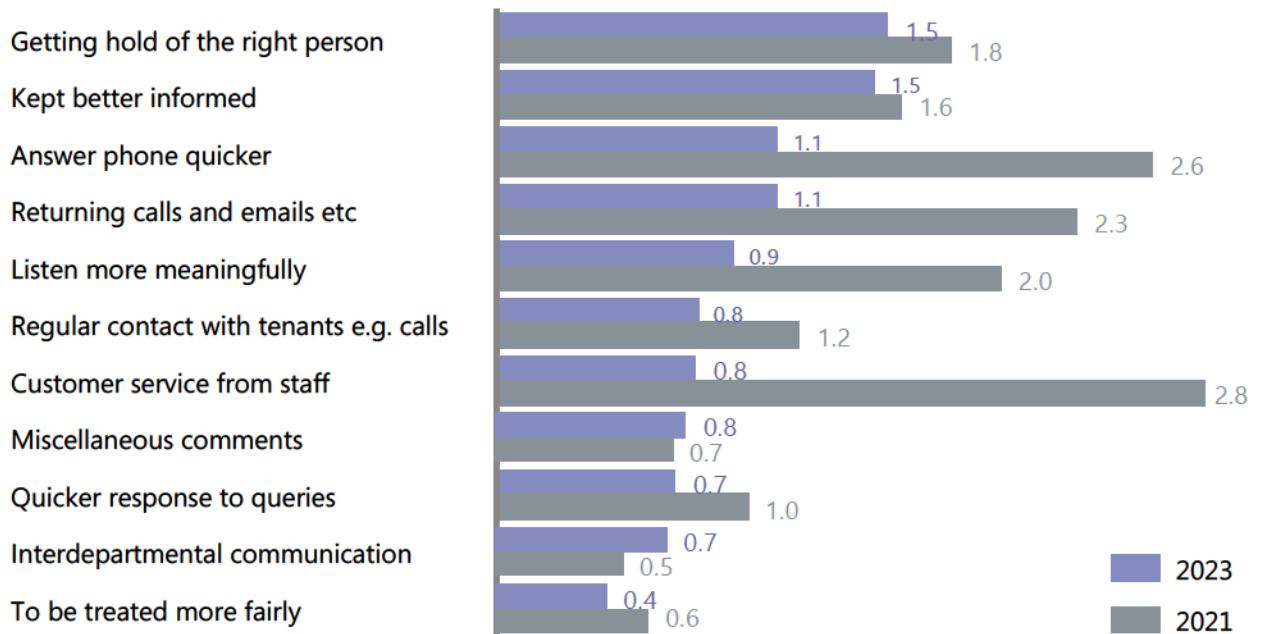
12.4 Repair and maintenance improvements - detail

% Base 404 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



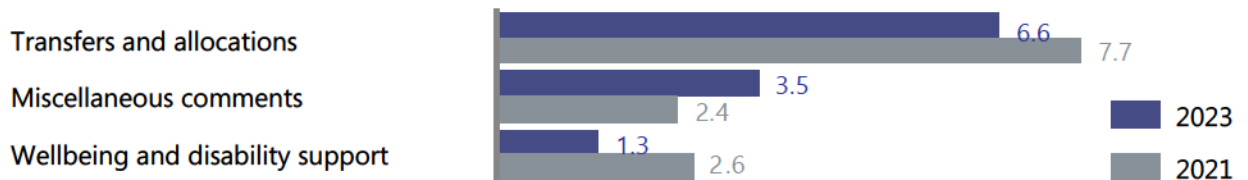
12.5 Customer service and communication improvements - detail

% Base 404 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.6 Other improvements - detail

% Base 404 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12. Further comments

There have been some significant improvements in satisfaction with query handling (section 7), so it is unsurprising to find there were fewer customer service related comments this year compared to the previous survey (9%, was 19%). This is also reinforced by the fact fewer respondents mentioned the customer service from staff as an area to improve compared to 2021 (0.8%, was 2.8%). However, a theme running throughout the results is that tenants feel the council should be doing a better job of keeping them informed in general (section 6) as well as specifically in relation to repairs and maintenance (see above). Being kept better informed was just behind getting hold of the right person and just ahead of answering the phone quicker as an area to improve the customer service experience (chart 12.5). Example comments on these themes include:

- “Some information sent out, with who to contact if we have issues.”
- “Total lack of information about what is going on apart from information from long term residents who tend to be main cause of problems to majority of other residents.”
- “I haven't seen my housing officer in around two years, and it can be very difficult to try to get hold of them. We're supposed to be in contact once every six months.”
- “I find it hard trying to get a hold of my housing officer. That's the hardest thing I'm finding.”
- “I'm very happy with it all, but it can sometimes be difficult to get hold of the correct person to sort an issue.”
- “It would be nice if sheltered housing officer answered the phone. It would be helpful if sheltered housing letters had an address - I do not have a computer, internet or a smart phone”
- “The CO doesn't answer the phone. They keep changing the housing officer, who I can never get hold of.”
- “The only issue that I have is their phone system costs a fortune and you're on hold for an hour. That is why I never ring them, totally hopeless.”

Whilst not directly included in the chart analysis in this section, leaseholders had some interesting comments about contacting the council:

- “Direct contact for leaseholder officer for the block.”
- “Would be good to have a dedicated team to answer questions about leaseholder opportunities such as loft extensions. So hard to get answers, you just end up being passed around.”
- “Leaflet informing us of what is happening in the local area. Informed about local news.”

12. Further comments

As always, it is important to remember that around a third of respondents gave positive feedback (32%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

- “As a council tenant I am very happy with everything the council do especially with the response to repairs. I find BTS repair staff who answer the call extremely helpful and friendly. I love our property and the area I live in. I can honestly say I have no complaints.”
- “At present this building has a very professional housing officer who is very helpful and considerate.”
- “I have been in sheltered accommodations since October 21 and have felt very safe here. The housing officers are very helpful and the BTS repair team are very polite and efficient. All the staff I have been in contact with are helpful and polite, well done Luton Borough Council and thank you.”
- “If I ring the Council for repairs or about rent or council tax the staff are always nice and polite.”
- “LBC are brilliant landlords and do all they can to help individuals in need of care and attention. All in all LBC are doing a great job.”
- “We have a very good house manager here at Wheatfield Court who is trying her very best to accommodate all our residents. She has achieved so much since she joined us, we are very happy with the progress.”
- “We would like to express our satisfaction with living in this house, we feel safe here in every area of life we feel the positive effect of the service. The officer is a competent and effective person. Thank you.”
- “When I have needed anything doing they are always here. The workers are nice, and polite, respectful. They always clear up after themselves. What I like is that they always show there identification.”



13. Respondent profile

In addition to documenting the demographic profile of the sample, tables 13.10 to 13.12 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

13.1 Ward

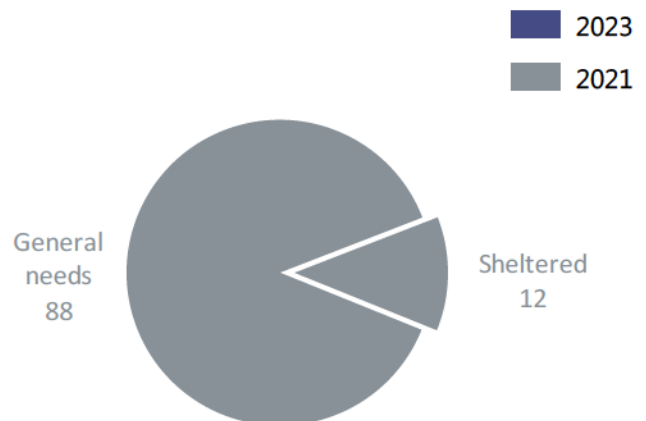
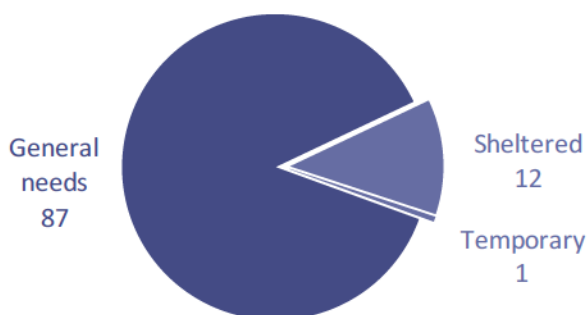
% Base 928 | LCRA tenants

	Total	% 2023	% 2021
Biscot	9	1.0	0.9
Bramingham	14	1.5	1.0
Challney	10	1.1	0.7
Crawley	31	3.3	3.4
Dallow	13	1.4	1.3
Farley	96	10.3	12.7
Hightown	47	5.1	4.3
Icknield	29	3.1	3.8
Leagrave	104	11.2	12.2
Lewsey	148	15.9	14.0
Limbury	20	2.2	3.0
Northwell	117	12.6	11.4
Round Green	39	4.2	5.1
Saints	26	2.8	1.8
South	88	9.5	10.7
Stopsley	18	1.9	1.9
Sundon	77	8.3	6.8
Sundon Park	1	0.1	0.1
Wigmore	41	4.4	5.1

■ 2023
■ 2021

13.2 Tenant stock type

% Base 928 | LCRA tenants



13. Respondent profile

13.3 Estate

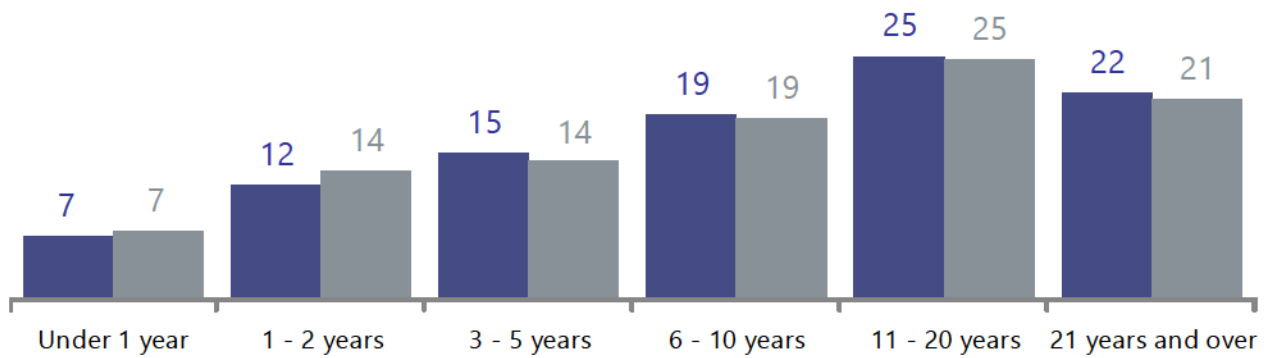
% Base 928 | LCRA tenants

2023
2021

	Total	% 2023	% 2021		Total	% 2023	% 2021
Ambleside	20	2.2	2.2	Marsh Farm	194	20.9	18.3
Beech Hill	11	1.2	0.7	Roman Road	5	0.5	0.3
Biscot Road	11	1.2	1.0	Runfold	31	3.3	4.7
Farley Hill	97	10.5	12.5	Stopsley	103	11.1	11.0
Hart Lane	28	3.0	4.9	Sundon Park	12	1.3	0.7
High Town	10	1.1		Town Centre 1	58	6.3	
Hockwell Ring	101	10.9	12.1	Town Centre 2	69	7.4	
Lewsey Farm	156	16.8	14.3	Trent Road	19	2.0	1.4

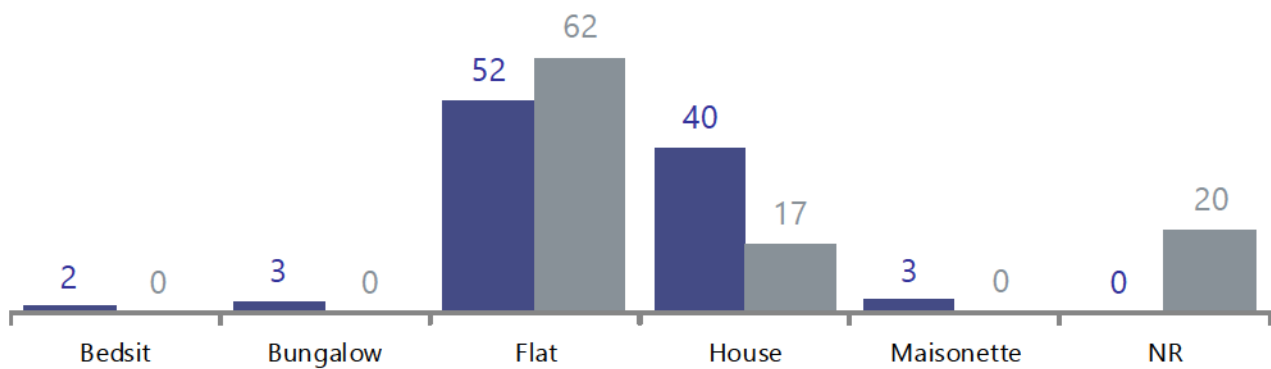
13.4 Length of tenancy

% Base 928 | LCRA tenants



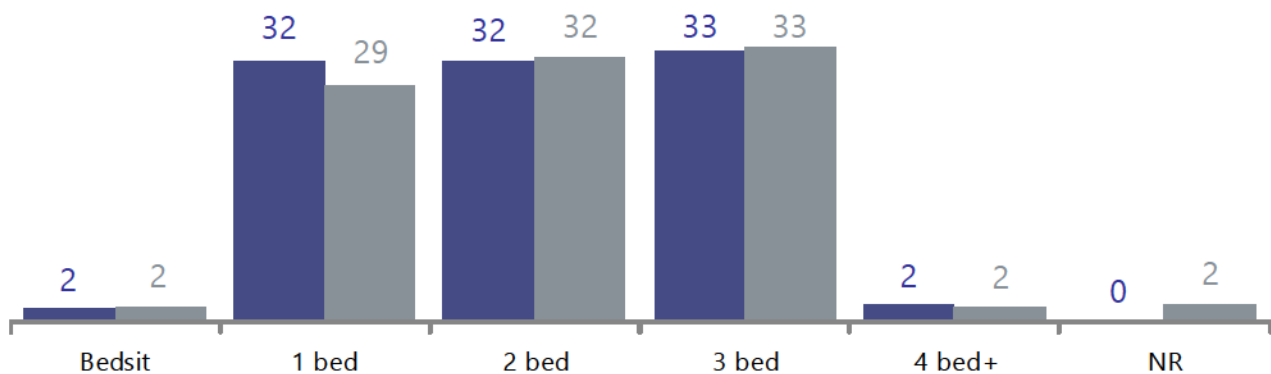
13.5 Property type

% Base 928 | LCRA tenants



13.6 Property size

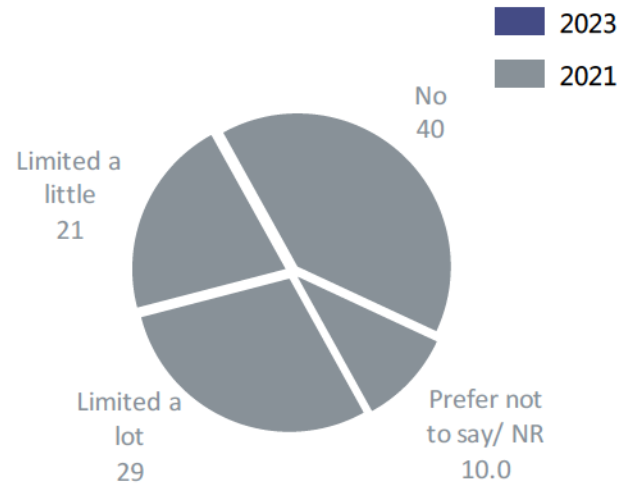
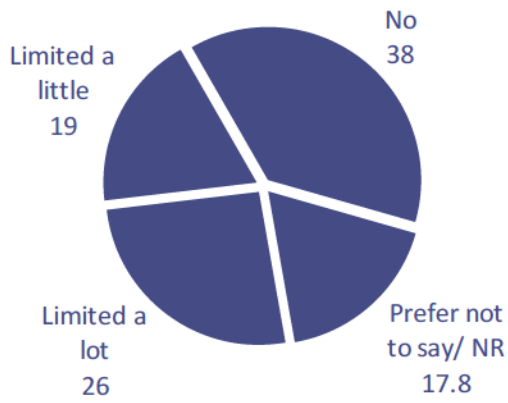
% Base 928 | LCRA tenants



13. Respondent profile

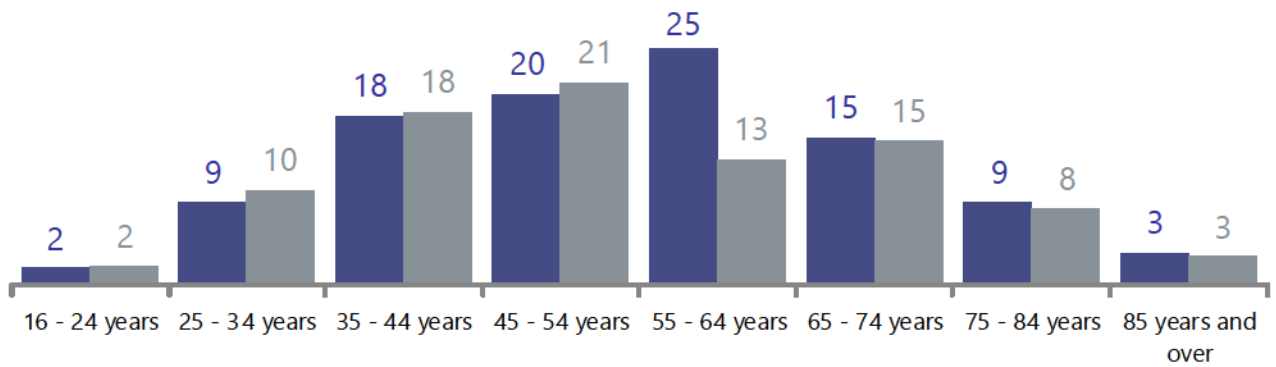
13.7 Disability

% Base 928 | LCRA tenants



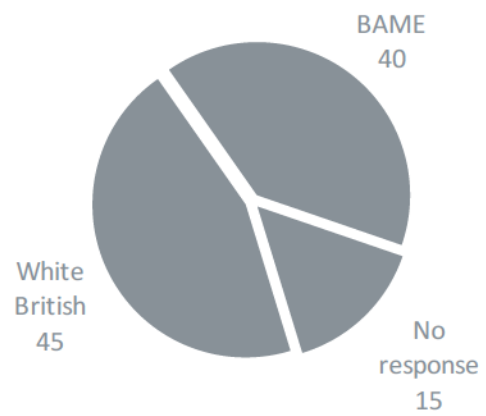
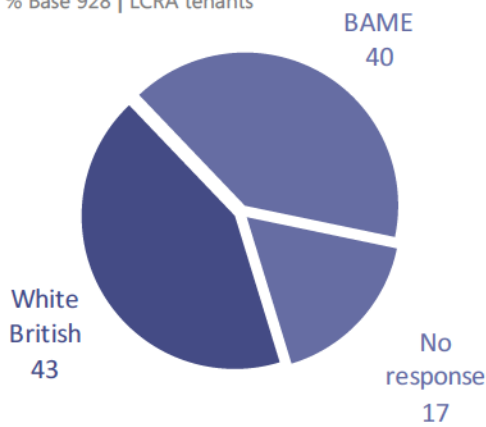
13.8 Lead tenant age

% Base 928 | LCRA tenants



13.9 Main tenant ethnic background

% Base 928 | LCRA tenants



10. Respondent profile

13.10 Core questions by lead age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
Sample size	928	97	250	327	254
Service overall	75	79	65	75	82
Home is safe	78	73	68	80	87
Home is well maintained	76	70	69	78	83
Communal areas clean & well maintained	71	76	57	73	81
Repairs & maintenance in last 12 months	79	72	77	79	85
Time taken to complete last repair	76	67	76	74	82
Listens to views and acts upon them	60	56	53	61	67
Being kept informed	65	71	56	65	73
Treated fairly and with respect	75	72	68	75	83
Positive contribution to neighbourhood	59	54	50	62	66
Approach to handling ASB	51	48	47	50	60
Approach to handling complaints	37	54	34	35	34

13.11 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	928	395	375
Service overall	75	75	76
Home is safe	78	80	77
Home is well maintained	76	79	75
Communal areas clean & well maintained	71	70	74
Repairs & maintenance in last 12 months	79	79	80
Time taken to complete last repair	76	75	76
Listens to views and acts upon them	60	56	66
Being kept informed	65	61	71
Treated fairly and with respect	75	74	78
Positive contribution to neighbourhood	59	55	65
Approach to handling ASB	51	46	61
Approach to handling complaints	37	31	49

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

13. Respondent profile

13.12 Core questions by disability

	Overall	% positive	
		Disability	No disability
Sample size	928	413	350
Service overall	75	71	83
Home is safe	78	77	81
Home is well maintained	76	72	82
Communal areas clean & well maintained	71	71	75
Repairs & maintenance in last 12 months	79	78	85
Time taken to complete last repair	76	74	81
Listens to views and acts upon them	60	54	68
Being kept informed	65	59	75
Treated fairly and with respect	75	72	81
Positive contribution to neighbourhood	59	53	68
Approach to handling ASB	51	44	61
Approach to handling complaints	37	31	47

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. Summary of approach

Overview

The survey was conducted by ARP Research between 01 August and 13 September 2023.

Responses

In total 928 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a 29% response rate (error margin +/- 2.7%). This exceeded the stipulated TSM target error margin of +/- 4%. There were 275 telephone interviews (30%), 253 postal completions (27%) and 400 online completions (43%).

In total 182 leasehold households also took part in the survey, but these results are outside the TSM regulations regulatory submission and are reported separately. These returns represent a 20% response rate (error margin +/- 6.5%). There were 95 postal completions (52%) and 87 online completions (48%).

Sampling

A computer-generated random sample of 3,189 LCRA households were included in the TSM survey sample, which is a third census of general needs and a census of sheltered (919) and temporary (42) units. The leaseholder survey was sent to a census of all 894 leaseholder properties.

Fieldwork

The first part of the survey with tenants was conducted online, with 1,663 invitations (and a subsequent reminder) sent to every valid email address in the tenant sample, achieving 182 responses (11% response rate). Invitations and reminders to the online survey were then sent to 2,678 via SMS text messages, resulting in 211 more responses (8%). Finally, a further 275 telephone interviews were conducted with general needs tenants using a quota sample, and a postal census survey (plus one reminder) for sheltered tenants. The leaseholder survey was conducted in the same manner as the sheltered tenant survey.

This methodology was chosen to be consistent with previous STAR surveys conducted by the Council. This mixed-method approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age and ethnic groups. The survey was incentivised with a free prize draw of £100 shopping vouchers.

Population

The population for the TSM survey was all 7,643 Luton Borough Council LCRA households on 25 July 2023. None were removed from the sample frame.

The survey used paper, online and telephone methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate, and 21 telephone interviews were conducted in community languages.

Appendix A. Summary of approach

Representativeness

The TSM survey sample included 3,189 LCRA households, all sheltered and temporary units plus 2,228 randomly selected general needs. The leaseholder survey covered all 894 properties. The final LCRA survey data was weighted by interlaced age group, ethnic background, property size and stock type to ensure that the survey was representative of the tenant population as a whole.

The characteristics by which representativeness was determined for the LCRA survey were:

Stock	Population	Unweighted survey	Weighted survey
General needs	87.4	64.7	87.4
Sheltered	12.0	33.5	12.1
Temporary	0.5	1.8	0.5

Ward	Population	Unweighted survey	Weighted survey
Biscot	1.3	2.0	1.0
Bramingham	0.9	3.7	1.5
Challney	1.1	.9	1.1
Crawley	3.1	2.6	3.3
Dallow	1.5	1.8	1.4
Farley	12.0	10.7	10.3
Hightown	4.8	4.0	5.1
Icknield	3.9	2.5	3.1
Leagrave	11.4	12.2	11.2
Lewsey	14.6	15.6	15.9
Limbury	1.9	2.6	2.2
Northwell	11.8	10.7	12.6
Round Green	5.4	3.3	4.2
Saints	2.1	1.9	2.8
South	10.6	11.3	9.5
Stopsley	2.4	2.6	1.9
Sundon	6.7	6.5	8.3
Sundon Park	0.1	0.1	0.1
Wigmore	4.5	5.1	4.4

Property type	Population	Unweighted survey	Weighted survey
Bedsit	1.9	1.4	1.6
Bungalow	2.6	4.0	2.9
Flat	51.8	63.6	52.1
House	41.9	29.0	40.3
Maisonette	1.8	2.0	3.0

Property size	Population	Unweighted survey	Weighted survey
Bedsit	1.9	1.4	1.6
1 bed	30.9	44.5	31.8
2 bed	31.2	29.3	31.7
3 bed	34.2	22.7	32.9
4 bed+	1.8	2.0	2.0

Age	Population	Unweighted survey	Weighted survey
18 - 24 years	1.5	1.7	1.8
25 - 34 years	8.7	6.8	8.6
35 - 44 years	17.5	13.5	17.5
45 - 54 years	19.4	15.2	20.0
55 - 64 years	24.0	22.8	24.7
65 - 74 years	16.3	23.1	15.3
75 - 84 years	8.7	11.3	8.6
85 years and over	3.9	5.5	3.3
No record	0.1	0.1	0.0

Ethnic background	Population	Unweighted survey	Weighted survey
White British	42.8	46.0	42.6
Other white	7.3	8.1	7.2
Mixed	2.9	2.2	2.9
Asian or Asian British	14.8	13.8	15.3
Black or Black British	12.9	12.1	13.1
Other	2.1	1.4	1.8
No record	17.1	16.5	17.0

Lead language	Population	Unweighted survey	Weighted survey
English	62.7	64.5	63.3
Non-English	8.1	8.7	8.8
No record	29.2	26.7	27.9

Data presentation

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

Many results are recalculated to remove 'Don't know/not applicable' or similar 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 current 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 there 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 *R Square* value displayed on every key driver chart 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 TSM questions are benchmarked against the Housemark 2023/24 mid year results, with the benchmarking group being 182 registered providers of social housing that completed TSM survey between April-Sept 2023. This included 104 housing associations and 85 local authorities.



Appendix B. Example questionnaires

 www.arp-surveys.co.uk/luton
your unique code: 999abcd

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

**Prize draw!
£100**

28 July 2023
Dear Resident

Housing Satisfaction Survey 2023

Your views are really important to us and the enclosed 2023 satisfaction survey is your chance to tell us what you think about your home and the services that we provide as your landlord.

The results of this survey will be used to calculate the annual Tenant Satisfaction Measures that the Council will publish for both tenants and the government housing regulator.


Please take around 5-10 minutes to complete and return the survey in the enclosed freepost envelope. Alternatively, you can complete the survey online using the link above. As a thank you, the unique confidential code attached to all completed surveys will automatically be entered into a free prize draw where you could win £100 in shopping vouchers.

The survey is being carried out on behalf of Luton Borough Council Housing Services by an independent specialist called ARP Research Limited. Anything you tell ARP Research is completely confidential which means that your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than necessary.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring the Council on 01582 546528 or 01582 546228.

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

Luton

 www.arp-surveys.co.uk/luton
your unique code: 999abcd

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

**Prize draw!
£100**

28 July 2023
Dear Resident

Leaseholder Housing Satisfaction Survey 2023

Your views are really important to us and the enclosed 2023 satisfaction survey is your chance to tell us what you think about the services that we provide to leaseholders.

We will use the results of this survey to compare our performance against other landlords, and most importantly, to understand leaseholder's requirements and use your views to re-shape services and improve leaseholder satisfaction.

Please take around 5-10 minutes to complete and return the survey in the enclosed freepost envelope. Alternatively, you can complete the survey online using the link above. As a thank you, the unique confidential code attached to all completed surveys will automatically be entered into a free prize draw where you could win £100 in shopping vouchers.

The survey is being carried out on behalf of Luton Borough Council Housing Services by an independent specialist called ARP Research Limited. Anything you tell ARP Research is completely confidential which means that your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than necessary.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring the Council on 01582 546528 or 01582 546228.

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

Luton

Housing Satisfaction Survey 2023

return by Friday 1 September

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Luton Borough Council housing services?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

2 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a home that is well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a home that is safe?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

4 Do you live in a building with communal areas, either inside or outside, that Luton Borough Council housing services is responsible for maintaining?

Yes go to Q5 ↓ No go to Q6 → Don't know go to Q6 →

5 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

www.arsurveys.co.uk/luton your unique code: 999abcd **Luton**

Communication

6 How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

7 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

8 Would you be interested in knowing more about the different ways you can get involved and have your say on the decisions made by council housing services?

Yes No

i By ticking yes you give your consent for Luton Council to know who you are for this question only

Contacting us

9 To what extent do you agree or disagree with the following "Luton Borough Council housing services treats me fairly and with respect?"

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable/ don't know

10 How satisfied or dissatisfied are you:

a. That council housing services are easy to deal with Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied N.A./No opinion

b. With the online services provided by council housing services

2

11 Have you contacted council housing services in the last 12 months with a query other than to pay your rent or service charges?

Yes go to Q12 ↓ No go to Q14 →

12 Thinking about the last time you contacted council housing services was it:

To contact your tenancy officer To follow up on a repair
 A rent or service charge query Something else
 To report a repair

13 How satisfied or dissatisfied were you with the following?

a. The ease of getting hold of the right person Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied N.A./No opinion

b. The time taken to answer your query

c. The final outcome of your query

Neighbourhood

14 How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

15 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

3

16 How satisfied or dissatisfied were you with the following?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion

a. Your neighbourhood as a place to live

b. The overall appearance of your neighbourhood

c. The grounds maintenance, such as grass cutting, in your area

d. The overall estate services provided by the council

17 To what extent are the following a problem in the neighbourhood?

Major problem Minor problem Not a problem

a. Noisy neighbours

b. Disruptive children / teenagers

c. Racial or other harassment

d. Drunk or rowdy behaviour

e. Vandalism and graffiti

f. Drug use or dealing

g. Abandoned or burnt out vehicles

h. Untidy bin or recycling areas

i. Lack of recycling facilities

18 Have you reported antisocial behaviour to council housing services in the last 12 months?

Yes go to Q19 ↓ No go to Q20 →

19 How satisfied or dissatisfied were you with the following?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied N.A./No opinion

a. The ease of reporting your ASB complaint

b. That a thorough investigation was carried out

c. The time taken to respond to your ASB complaint

d. That you were kept informed about progress on your ASB complaint

4

Appendix B. Example questionnaires

20 How much do you agree or disagree with these statements about the neighbourhood?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	N.A./No opinion
a. This is a place where people from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel part of my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs & maintenance

21 Has Luton Borough Council housing services carried out a repair to your home in the last 12 months?

Yes go to Q22 ↓
 No go to Q27 →

22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 How easy was it to report your last repair?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 Did you get a text message confirming your repair appointment slot?

Yes No Not applicable/ don't know

26 Was your repairs appointment slot kept?

Yes No Not applicable/ don't know

5

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Being kept informed throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which work was completed once started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done right first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The workers doing the work you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither satisfied nor	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?

Yes go to Q30 ↓
 No go to Q31 →

30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6

Wellbeing

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

31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

Yes - limited a lot
 Yes - limited a little
 No
 Prefer not to say

32 Does anyone in the household have caring responsibilities for a disabled, elderly or sick partner, relative or friend in need of support or supervision?

Yes No Prefer not to say

33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services? tick all that apply

	I'm aware of this service	if yes	I've used it	I've NOT used it
a. Stop Smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Weight management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Social prescription	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Emotional health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Support with long term conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. None of these	<input type="checkbox"/>			

34 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?

I do more than 2½ hours of activity per week
 I do between 30 minutes and 2½ hours of activity per week
 I do less than 30 minutes of activity per week
 Prefer not to say

7

35 If the Council offered any of the following support would it help you be more active? tick all that apply

More taster sessions at Council sports and leisure facilities
 More family sessions at Council sports and leisure facilities
 More information about sports and physical activities opportunities
 Support in joining a club or leisure provider
 Improving walking and cycling routes
 Other (write in)
 None of these


36 Is there anything else you would like to say about your home and the services we provide?

i This is for general comments only. If you need a specific response, for example to report a repair, please ring the Council on 01582 546528 or 01582 546228.

Thank you


Please return in the enclosed freepost envelope for your chance to win **£100!**

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



www.arp surveys.co.uk/luton
 your unique code: 999abcd

Luton



Leaseholder Housing Satisfaction Survey 2023

return by Friday 1 September

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Luton Borough Council housing services?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 2** Thinking about the building, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 3** Thinking about the condition of the building, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is safe?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 4** Is the property in a building with communal areas, either inside or outside, that Luton Borough Council housing services is responsible for maintaining?

Yes go to Q5 ↓ No go to Q6 → Don't know go to Q6 →
- 5** How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



www.arpsurveys.co.uk/luton
your unique code: 999abcd




Communication

- 6** How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 7** How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 8** Would you be interested in knowing more about the different ways you can get involved and have your say on the decisions made by council housing services?

Yes No

 By ticking yes you give your consent for Luton Council to know who you are for this question only

Contacting us

- 9** To what extent do you agree or disagree with the following "Luton Borough Council housing services treats me fairly and with respect?"

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 10** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. That council housing services are easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With the online services provided by council housing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2

- 11** Have you contacted council housing services in the last 12 months with a query other than to pay your service charges?

Yes go to Q12 ↓ No go to Q14 →
- 12** Thinking about the last time you contacted council housing services was it:

To contact your leasehold officer To follow up on a repair
 A service charge query Something else
 To report a repair
- 13** How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. The ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The time taken to answer your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhood

- 14** How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to the neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 15** How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

- 16** How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. The neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The overall appearance of the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The grounds maintenance, such as grass cutting, in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The overall estate services provided by the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 17** To what extent are the following a problem in the neighbourhood?

	Major problem	Minor problem	Not a problem
a. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Untidy bin or recycling areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Lack of recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 18** Have you reported antisocial behaviour to council housing services in the last 12 months?

Yes go to Q19 ↓ No go to Q20 →
- 19** How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. The ease of reporting your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That a thorough investigation was carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The time taken to respond to your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That you were kept informed about progress on your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

Appendix B. Example questionnaires

20 How much do you agree or disagree with these statements about the neighbourhood?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	N.A./No opinion
a. This is a place where people from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel part of my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs & maintenance

21 Has Luton Borough Council housing services carried out a communal repair to your property, block or scheme in the last 12 months?

Yes go to Q22 ↓
 No go to Q27 →

22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after it was reported?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 How easy was it to report your last repair?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 Did you get a text message confirming your repair appointment slot?

Yes No Not applicable/ don't know

26 Was your repairs appointment slot kept?

Yes No Not applicable/ don't know

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Being kept informed throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which work was completed once started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done right first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The workers doing the work you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?

Yes go to Q30 ↓
 No go to Q31 →

30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Wellbeing

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

31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

Yes - limited a lot
 Yes - limited a little
 No
 Prefer not to say

32 Does anyone in the household have caring responsibilities for a disabled, elderly or sick partner, relative or friend in need of support or supervision?

Yes No Prefer not to say

33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services?
 tick all that apply

	I'm aware of this service	if yes	I've used it	I've NOT used it
a. Stop Smoking	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
b. Weight management	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
c. Exercise	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
d. Social prescription	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
e. Emotional health	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
f. Support with long term conditions	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
g. None of these	<input type="checkbox"/>			

34 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?

I do more than 2½ hours of activity per week
 I do between 30 minutes and 2½ hours of activity per week
 I do less than 30 minutes of activity per week
 Prefer not to say

35 If the Council offered any of the following support would it help you be more active? tick all that apply

More taster sessions at Council sports and leisure facilities
 More family sessions at Council sports and leisure facilities
 More information about sports and physical activities opportunities
 Support in joining a club or leisure provider
 Improving walking and cycling routes
 Other (write in)
 None of these

36 Is there anything else you would like to say about the services we provide to leaseholders?

i This is for general comments only. If you need a specific response, for example to report a repair, please ring the Council on 01582 546528 or 01582 546228.

Thank you

Please return in the enclosed freepost envelope for your chance to win **£100!**

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

www.arp surveys.co.uk/luton
 your unique code: 999abcd

Luton



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.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix 3. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight stock/age/property size/ethnic background		Weight by property size/ethnic background		Weight by age/ethnic background		Representative of population		Count		% raw		% valid		% +ve	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council as your landlord?																
Base: 928																
1: Very satisfied	359	38.7	38.8	74.5	222	37.0	37.1	73.2	154	49.5	49.7	83.9	14	7.7	7.7	41.4
2: Fairly satisfied	331	35.7	35.8		216	36.0	36.1		106	34.1	34.2		61	33.5	33.7	
3: Neither satisfied nor dissatisfied	111	12.0	12.0		73	12.2	12.2		28	9.0	9.0		45	24.7	24.9	
4: Fairly dissatisfied	66	7.1	7.1		46	7.7	7.7		11	3.5	3.5		35	19.2	19.3	
5: Very dissatisfied	58	6.3	6.3		41	6.8	6.9		11	3.5	3.5		26	14.3	14.4	
N/R	2	0.2			1	0.2			2	0.6			1	0.5		
Q2 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is well maintained																
Base: 928																
6: Very satisfied	384	41.3	41.9	76.4	238	39.7	40.2	74.8	165	53.1	53.4	87.4	12	6.6	6.9	35.8
7: Fairly satisfied	315	34.0	34.5		205	34.2	34.6		105	33.8	34.0		50	27.5	28.9	
8: Neither satisfied nor dissatisfied	97	10.5	10.6		65	10.8	11.0		20	6.4	6.5		47	25.8	27.2	
9: Fairly dissatisfied	64	6.9	7.0		44	7.3	7.4		13	4.2	4.2		36	19.8	20.8	
10: Very dissatisfied	55	6.0	6.0		40	6.7	6.8		6	1.9	1.9		28	15.4	16.2	
N/R	13	1.3			9	1.5			2	0.6			9	4.9		
Q3 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is safe																
Base: 928																
11: Very satisfied	392	42.2	43.1	78.0	245	40.8	41.7	77.1	165	53.1	53.9	84.6	22	12.1	12.7	47.4
12: Fairly satisfied	317	34.1	34.9		208	34.7	35.4		94	30.2	30.7		60	33.0	34.7	
13: Neither satisfied nor dissatisfied	90	9.7	9.9		60	10.0	10.2		23	7.4	7.5		37	20.3	21.4	
14: Fairly dissatisfied	55	5.9	6.0		36	6.0	6.1		14	4.5	4.6		28	15.4	16.2	
15: Very dissatisfied	54	5.9	6.0		38	6.3	6.5		10	3.2	3.3		26	14.3	15.0	
16: Not applicable/ don't know	3	0.4			2	0.3			2	0.6			5	2.7		
N/R	17	1.8			11	1.8			3	1.0			4	2.2		
Q4 Do you live in a building with communal areas, either inside or outside, that Luton Borough Council housing services is responsible for maintaining?																
Base: 928																
17: Yes	512	55.2	56.4		301	50.2	51.3		275	88.4	91.1		136	74.7	79.1	
18: No	345	37.2	38.0		252	42.0	42.9		14	4.5	4.6		16	8.8	9.3	
19: Don't know	51	5.5	5.6		34	5.7	5.8		13	4.2	4.3		20	11.0	11.6	
N/R	20	2.1			13	2.2			9	2.9			10	5.5		
Q5 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?																
Base: 512																
20: Very satisfied	198	21.3	38.8	71.2	109	18.2	36.3	67.6	137	44.1	50.6	84.9	15	8.2	11.1	38.5

Appendix 3. Data summary

	All LCRA Tenants Weight stock/age/property size/ethnic background				General needs Weight by property size/ethnic background				Sheltered Weight by age/ethnic background				Leaseholders Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
21: Fairly satisfied	165	17.7	32.3	94	15.7	31.3	93	29.9	34.3	37	20.3	27.4				
22: Neither satisfied nor dissatisfied	46	5.0	9.1	29	4.8	9.7	20	6.4	7.4	28	15.4	20.7				
23: Fairly dissatisfied	46	4.9	9.0	30	5.0	10.0	13	4.2	4.8	30	16.5	22.2				
24: Very dissatisfied	55	5.9	10.8	38	6.3	12.7	8	2.6	3.0	25	13.7	18.5				
N/R	419	45.1	0.0	300	50.0	0.3	40	12.9	1.5	47	25.8	0.7				
Q6 How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?																
	Base: 928				Base: 600				Base: 311				Base: 182			
25: Very satisfied	233	25.1	28.0	59.8	148	24.7	27.6	58.9	86	27.7	30.2	66.7	8	4.4	4.8	29.6
26: Fairly satisfied	265	28.5	31.8	168	28.0	31.3	104	33.4	36.5	41	22.5	24.8	41	22.5	24.8	
27: Neither satisfied nor dissatisfied	135	14.5	16.2	88	14.7	16.4	40	12.9	14.0	50	27.5	30.3	50	27.5	30.3	
28: Fairly dissatisfied	97	10.5	11.7	63	10.5	11.7	36	11.6	12.6	34	18.7	20.6	34	18.7	20.6	
29: Very dissatisfied	102	11.0	12.3	70	11.7	13.0	19	6.1	6.7	32	17.6	19.4	32	17.6	19.4	
30: Not applicable/ don't know	67	7.2		44	7.3		16	5.1		10	5.5		10	5.5		
N/R	29	3.1		19	3.2		9	2.9		7	3.8		7	3.8		
Q7 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?																
	Base: 928				Base: 600				Base: 311				Base: 182			
31: Very satisfied	299	32.2	34.7	65.1	190	31.7	34.2	63.2	114	36.7	38.3	77.2	18	9.9	10.5	45.4
32: Fairly satisfied	261	28.1	30.3	161	26.8	29.0	116	37.3	38.9	60	33.0	34.9	60	33.0	34.9	
33: Neither satisfied nor dissatisfied	160	17.2	18.6	110	18.3	19.8	30	9.6	10.1	53	29.1	30.8	53	29.1	30.8	
34: Fairly dissatisfied	67	7.2	7.8	43	7.2	7.7	24	7.7	8.1	19	10.4	11.0	19	10.4	11.0	
35: Very dissatisfied	74	8.0	8.6	51	8.5	9.2	14	4.5	4.7	22	12.1	12.8	22	12.1	12.8	
36: Not applicable/ don't know	37	4.0		26	4.3		5	1.6		4	2.2		4	2.2		
N/R	30	3.2		20	3.3		8	2.6		6	3.3		6	3.3		
Q8 Would you be interested in knowing more about the different ways you can get involved and have your say on the decisions made by council housing services?																
	Base: 928				Base: 600				Base: 311				Base: 182			
37: Yes	346	37.3	38.7	226	37.7	38.9	100	32.2	34.8	77	42.3	47.5	77	42.3	47.5	
38: No	547	58.9	61.3	355	59.2	61.1	187	60.1	65.2	85	46.7	52.5	85	46.7	52.5	
N/R	35	3.8		19	3.2		24	7.7		20	11.0		20	11.0		
Q9 To what extent do you agree or disagree with the following 'Luton Borough Council housing services treats me fairly and with respect'?																
	Base: 928				Base: 600				Base: 311				Base: 182			
39: Strongly agree	261	28.1	29.6	75.0	166	27.7	29.1	73.8	92	29.6	31.2	83.4	16	8.8	9.8	54.0
40: Agree	401	43.2	45.5	255	42.5	44.7	154	49.5	52.2	72	39.6	44.2	72	39.6	44.2	
41: Neither agree nor disagree	134	14.5	15.2	90	15.0	15.8	32	10.3	10.8	53	29.1	32.5	53	29.1	32.5	
42: Disagree	52	5.6	5.8	36	6.0	6.3	7	2.3	2.4	16	8.8	9.8	16	8.8	9.8	

	All LCRA Tenants Weight stock/age/property size/ethnic background				General needs Weight by property size/ethnic background				Sheltered Weight by age/ethnic background				Leaseholders Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
64: Very satisfied	211	22.7	37.2	66.1	135	22.5	36.5	64.1	78	25.1	42.9	80.8	12	6.6	11.9	42.6
65: Fairly satisfied	164	17.7	28.9		102	17.0	27.6		69	22.2	37.9		31	17.0	30.7	
66: Neither	51	5.5	9.0		36	6.0	9.7		9	2.9	4.9		15	8.2	14.9	
67: Fairly dissatisfied	47	5.1	8.3		30	5.0	8.1		15	4.8	8.2		16	8.8	15.8	
68: Very dissatisfied	94	10.1	16.6		67	11.2	18.1		11	3.5	6.0		27	14.8	26.7	
69: N.A./ No opinion	5	0.5			3	0.5			3	1.0			1	0.5		
N/R	355	38.3	0.3		227	37.8	0.3		126	40.5	1.6		80	44.0	0.0	
Q13b The time taken to answer your query																
Base: 575																
70: Very satisfied	200	21.6	35.3	65.0	128	21.3	34.3	63.5	69	22.2	40.6	75.3	11	6.0	11.1	37.4
71: Fairly satisfied	168	18.1	29.7		109	18.2	29.2		59	19.0	34.7		26	14.3	26.3	
72: Neither	59	6.4	10.4		39	6.5	10.5		17	5.5	10.0		14	7.7	14.1	
73: Fairly dissatisfied	57	6.1	10.1		41	6.8	11.0		7	2.3	4.1		15	8.2	15.2	
74: Very dissatisfied	82	8.8	14.5		56	9.3	15.0		18	5.8	10.6		33	18.1	33.3	
75: N.A./ No opinion	3	0.3			2	0.3			1	0.3			2	1.1		
N/R	359	38.7	1.0		226	37.7	0.0		140	45.0	9.0		81	44.5	1.0	
Q13c The final outcome of your query																
Base: 575																
76: Very satisfied	217	23.4	39.0	64.1	137	22.8	37.4	62.5	84	27.0	50.3	76.6	12	6.6	12.2	38.7
77: Fairly satisfied	140	15.1	25.1		92	15.3	25.1		44	14.1	26.3		26	14.3	26.5	
78: Neither	49	5.3	8.8		32	5.3	8.7		14	4.5	8.4		10	5.5	10.2	
79: Fairly dissatisfied	52	5.6	9.3		35	5.8	9.6		11	3.5	6.6		18	9.9	18.4	
80: Very dissatisfied	99	10.7	17.8		70	11.7	19.1		14	4.5	8.4		32	17.6	32.7	
81: N.A./ No opinion	11	1.2			7	1.2			5	1.6			3	1.6		
N/R	359	38.7	1.0		226	37.7	0.0		138	44.4	8.0		81	44.5	1.0	
Q14 How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to your neighbourhood?																
Base: 928																
82: Very satisfied	190	20.4	24.3	59.2	115	19.2	23.1	57.8	90	28.9	31.8	67.8	11	6.0	6.9	37.5
83: Fairly satisfied	272	29.3	34.9		173	28.8	34.7		102	32.8	36.0		49	26.9	30.6	
84: Neither satisfied nor dissatisfied	175	18.9	22.5		112	18.7	22.5		62	19.9	21.9		48	26.4	30.0	
85: Fairly dissatisfied	53	5.7	6.8		36	6.0	7.2		13	4.2	4.6		25	13.7	15.6	
86: Very dissatisfied	90	9.7	11.5		62	10.3	12.4		16	5.1	5.7		27	14.8	16.9	
87: Not applicable/ don't know	107	11.6			74	12.3			19	6.1			9	4.9		
N/R	41	4.5			28	4.7			9	2.9			13	7.1		
Q15 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?																
Base: 928																

Appendix 3. Data summary

	All LCRA Tenants background				General needs background				Sheltered				Leaseholders			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
88: Very satisfied	178	19.2	26.4	51.2	108	18.0	25.5	49.8	86	27.7	31.4	59.9	14	7.7	9.0	34.6
89: Fairly satisfied	168	18.1	24.9		103	17.2	24.3		78	25.1	28.5		40	22.0	25.6	
90: Neither satisfied nor dissatisfied	134	14.4	19.7		85	14.2	20.1		45	14.5	16.4		47	25.8	30.1	
91: Fairly dissatisfied	69	7.4	10.1		42	7.0	9.9		33	10.6	12.0		22	12.1	14.1	
92: Very dissatisfied	128	13.8	18.9		85	14.2	20.1		32	10.3	11.7		33	18.1	21.2	
93: Not applicable/ don't know	211	22.8			149	24.8			27	8.7			13	7.1		
N/R	40	4.3			27	4.5			10	3.2			13	7.1		
Q16a The neighbourhood as a place to live																
Base: 928																
94: Very satisfied	336	36.2	38.4	75.7	210	35.0	37.2	74.3	138	44.4	46.2	85.3	13	7.1	8.0	51.2
95: Fairly satisfied	326	35.1	37.3		209	34.8	37.1		117	37.6	39.1		70	38.5	43.2	
96: Neither	82	8.8	9.4		55	9.2	9.8		18	5.8	6.0		33	18.1	20.4	
97: Fairly dissatisfied	54	5.8	6.2		37	6.2	6.6		13	4.2	4.3		32	17.6	19.8	
98: Very dissatisfied	77	8.3	8.8		53	8.8	9.4		13	4.2	4.3		14	7.7	8.6	
99: No opinion	9	1.0			6	1.0			3	1.0			4	2.2		
N/R	45	4.8			31	5.2			8	2.6			16	8.8		
Q16b The overall appearance of the neighbourhood																
Base: 928																
100: Very satisfied	267	28.8	30.8	68.6	166	27.7	29.7	66.7	109	35.0	37.2	80.2	15	8.2	9.2	42.9
101: Fairly satisfied	327	35.2	37.8		207	34.5	37.0		126	40.5	43.0		55	30.2	33.7	
102: Neither	84	9.1	9.7		54	9.0	9.7		26	8.4	8.9		24	13.2	14.7	
103: Fairly dissatisfied	109	11.7	12.6		77	12.8	13.8		19	6.1	6.5		38	20.9	23.3	
104: Very dissatisfied	79	8.5	9.1		55	9.2	9.8		13	4.2	4.4		31	17.0	19.0	
105: No opinion	12	1.3			9	1.5			2	0.6			3	1.6		
N/R	49	5.3			32	5.3			15	4.8			16	8.8		
Q16c The grounds maintenance, such as grass cutting, in the area																
Base: 928																
106: Very satisfied	269	29.0	31.6	64.9	164	27.3	29.9	62.4	126	40.5	42.6	80.8	13	7.1	8.0	44.4
107: Fairly satisfied	283	30.5	33.3		178	29.7	32.5		113	36.3	38.2		59	32.4	36.4	
108: Neither	83	8.9	9.8		57	9.5	10.4		14	4.5	4.7		21	11.5	13.0	
109: Fairly dissatisfied	93	10.0	10.9		63	10.5	11.5		23	7.4	7.8		30	16.5	18.5	
110: Very dissatisfied	123	13.3	14.5		86	14.3	15.7		20	6.4	6.8		39	21.4	24.1	
111: No opinion	31	3.3			22	3.7			4	1.3			4	2.2		
N/R	46	5.0			31	5.2			12	3.9			16	8.8		
Q16d The overall estate services provided by the council																
Base: 928																
112: Very satisfied	233	25.1	27.9	68.6	140	23.3	26.0	66.3	116	37.3	39.7	80.8	7	3.8	4.3	38.5
113: Fairly satisfied	340	36.6	40.7		217	36.2	40.3		120	38.6	41.1		55	30.2	34.2	

Appendix 3. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight stock/age/property size/ethnic background		% valid		Weight by property size/ethnic background		% valid		Weight by age/ethnic background		% valid		Representative of population		% valid	
	Count	% raw	% +ve	Count	% raw	% +ve	Count	% raw	% +ve	Count	% raw	% +ve	Count	% raw	% +ve	
114: Neither	114	12.3	13.6	81	13.5	15.1	17	5.5	5.8	42	23.1	26.1				
115: Fairly dissatisfied	79	8.5	9.4	51	8.5	9.5	26	8.4	8.9	21	11.5	13.0				
116: Very dissatisfied	70	7.5	8.4	49	8.2	9.1	13	4.2	4.5	36	19.8	22.4				
117: No opinion	45	4.8		32	5.3		6	1.9		5	2.7					
N/R	47	5.1		31	5.2		13	4.2		16	8.8					
Q17a Noisy neighbours																
	Base: 928															
118: Major problem	109	11.7	12.5	40.9	75	12.5	13.2	42.4	21	6.8	7.4	30.4	26	14.3	16.4	55.4
119: Minor problem	248	26.7	28.4		166	27.7	29.2		65	20.9	23.0		62	34.1	39.0	
120: Not a problem	516	55.6	59.1		327	54.5	57.6		196	63.0	69.5		71	39.0	44.7	
N/R	55	5.9			33	5.5			29	9.3			23	12.6		
Q17b Disruptive children / teenagers																
	Base: 928															
121: Major problem	96	10.3	11.1	36.0	67	11.2	11.8	37.2	16	5.1	5.9	27.9	26	14.3	16.4	51.0
122: Minor problem	216	23.3	24.9		144	24.0	25.4		60	19.3	22.0		55	30.2	34.6	
123: Not a problem	555	59.8	64.0		355	59.2	62.7		197	63.3	72.2		78	42.9	49.1	
N/R	61	6.6			35	5.8			38	12.2			23	12.6		
Q17c Racial or other harassment																
	Base: 928															
124: Major problem	42	4.5	4.8	17.6	28	4.7	5.0	18.1	10	3.2	3.7	13.6	11	6.0	7.1	23.2
125: Minor problem	111	12.0	12.8		74	12.3	13.1		27	8.7	9.9		25	13.7	16.1	
126: Not a problem	713	76.8	82.3		462	77.0	81.9		236	75.9	86.4		119	65.4	76.8	
N/R	62	6.7			36	6.0			38	12.2			27	14.8		
Q17d Drunk or rowdy behaviour																
	Base: 928															
127: Major problem	97	10.5	11.1	32.1	64	10.7	11.3	32.8	24	7.7	8.6	26.9	24	13.2	15.3	49.7
128: Minor problem	183	19.7	21.0		122	20.3	21.5		51	16.4	18.3		54	29.7	34.4	
129: Not a problem	592	63.8	67.9		382	63.7	67.3		203	65.3	73.0		79	43.4	50.3	
N/R	56	6.0			33	5.5			33	10.6			25	13.7		
Q17e Vandalism and graffiti																
	Base: 928															
130: Major problem	55	5.9	6.4	27.3	38	6.3	6.7	28.5	8	2.6	2.9	17.6	25	13.7	16.1	50.3
131: Minor problem	181	19.5	20.9		123	20.5	21.8		40	12.9	14.7		53	29.1	34.2	
132: Not a problem	630	67.9	72.7		403	67.2	71.5		225	72.3	82.4		77	42.3	49.7	
N/R	62	6.7			35	5.8			38	12.2			27	14.8		

Appendix 3. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight stock/age/property size/ethnic background		Weight by property size/ethnic background		Weight by age/ethnic background		Representative of population		Count		% raw		% valid		% +ve	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q17f Drug use or dealing																
Base: 928																
133: Major problem	227	24.5	26.1	45.6	154	25.7	27.3	46.4	48	15.4	17.0	40.3	61	33.5	38.1	65.0
134: Minor problem	170	18.3	19.5		108	18.0	19.1		66	21.2	23.3		43	23.6	26.9	
135: Not a problem	473	51.0	54.4		303	50.5	53.6		169	54.3	59.7		56	30.8	35.0	
N/R	58	6.3			35	5.8			28	9.0			22	12.1		
Base: 600																
Q17g Abandoned or burnt out vehicles																
Base: 928																
136: Major problem	45	4.8	5.2	19.2	29	4.8	5.1	20.0	14	4.5	5.1	13.1	14	7.7	8.9	30.6
137: Minor problem	122	13.1	14.0		84	14.0	14.9		22	7.1	8.0		34	18.7	21.7	
138: Not a problem	702	75.6	80.8		452	75.3	80.0		240	77.2	87.0		109	59.9	69.4	
N/R	59	6.4			34	5.7			34	10.9			25	13.7		
Base: 600																
Q17h Untidy bin or recycling areas																
Base: 928																
139: Major problem	150	16.2	17.3	40.2	97	16.2	17.3	39.8	47	15.1	16.5	44.7	74	40.7	45.1	71.9
140: Minor problem	199	21.4	22.9		126	21.0	22.5		80	25.7	28.2		44	24.2	26.8	
141: Not a problem	519	55.9	59.8		338	56.3	60.2		157	50.5	55.3		46	25.3	28.0	
N/R	61	6.6			38	6.3			27	8.7			18	9.9		
Base: 600																
Q17i Lack of recycling facilities																
Base: 928																
142: Major problem	160	17.2	18.4	37.1	109	18.2	19.3	38.2	38	12.2	13.6	29.7	49	26.9	30.6	61.2
143: Minor problem	162	17.5	18.7		107	17.8	18.9		45	14.5	16.1		49	26.9	30.6	
144: Not a problem	546	58.8	62.9		349	58.2	61.8		196	63.0	70.3		62	34.1	38.8	
N/R	61	6.6			36	6.0			32	10.3			22	12.1		
Base: 600																
Q18 Have you reported antisocial behaviour to council housing services in the last 12 months?																
Base: 928																
145: Yes	139	15.0	16.0		92	15.3	16.3		39	12.5	13.4		33	18.1	20.4	
146: No	732	78.9	84.0		472	78.7	83.7		252	81.0	86.6		129	70.9	79.6	
N/R	56	6.0			36	6.0			20	6.4			20	11.0		
Base: 600																
Q19a The ease of reporting your ASB complaint																
Base: 139																
147: Very satisfied	29	3.1	21.2	49.7	18	3.0	19.8	48.4	13	4.2	35.1	67.5	1	0.5	3.0	30.3
148: Fairly satisfied	39	4.2	28.5		26	4.3	28.6		12	3.9	32.4		9	4.9	27.3	
149: Neither	16	1.7	11.7		11	1.8	12.1		4	1.3	10.8		6	3.3	18.2	
150: Fairly dissatisfied	18	1.9	13.1		12	2.0	13.2		3	1.0	8.1		6	3.3	18.2	
151: Very dissatisfied	35	3.8	25.5		24	4.0	26.4		5	1.6	13.5		11	6.0	33.3	
152: N.A./ No opinion	2	0.2			1	0.2			1	0.3			0	0.0		
Base: 92																

	All LCRA Tenants Weight stock/age/property size/ethnic background			General needs Weight by property size/ethnic background			Sheltered Weight by age/ethnic background			Leaseholders Representative of population		
	Count	% raw	% valid % +ve	Count	% raw	% valid % +ve	Count	% raw	% valid % +ve	Count	% raw	% valid % +ve
N/R	789	85.0	0.0	508	84.7	0.0	273	87.8	2.6	149	81.9	0.0
Base: 139												
Q19b That a thorough investigation was carried out												
153: Very satisfied	26	2.8	19.5	16	2.7	18.0	12	3.9	34.3	3	1.6	9.4
154: Fairly satisfied	29	3.1	21.8	20	3.3	22.5	7	2.3	20.0	2	1.1	6.3
155: Neither	24	2.6	18.0	16	2.7	18.0	6	1.9	17.1	7	3.8	21.9
156: Fairly dissatisfied	8	0.9	6.0	5	0.8	5.6	3	1.0	8.6	8	4.4	25.0
157: Very dissatisfied	46	5.0	34.6	32	5.3	36.0	7	2.3	20.0	12	6.6	37.5
158: N.A./ No opinion	5	0.5		3	0.5		2	0.6		1	0.5	
N/R	789	85.0	0.0	508	84.7	0.0	274	88.1	5.1	149	81.9	0.0
Base: 92												
Q19c The time taken to respond to your ASB complaint												
159: Very satisfied	26	2.8	19.3	16	2.7	17.8	12	3.9	33.3	2	1.1	6.1
160: Fairly satisfied	37	4.0	27.4	25	4.2	27.8	8	2.6	22.2	5	2.7	15.2
161: Neither	15	1.6	11.1	10	1.7	11.1	6	1.9	16.7	8	4.4	24.2
162: Fairly dissatisfied	16	1.7	11.9	10	1.7	11.1	4	1.3	11.1	6	3.3	18.2
163: Very dissatisfied	41	4.4	30.4	29	4.8	32.2	6	1.9	16.7	12	6.6	36.4
164: N.A./ No opinion	4	0.4		3	0.5		2	0.6		0	0.0	
N/R	789	85.0	0.0	508	84.7	0.0	273	87.8	2.6	149	81.9	0.0
Base: 139												
Q19d That you were kept informed about progress on your ASB complaint												
165: Very satisfied	28	3.0	21.5	18	3.0	20.9	11	3.5	30.6	2	1.1	6.1
166: Fairly satisfied	30	3.2	23.1	20	3.3	23.3	8	2.6	22.2	3	1.6	9.1
167: Neither	10	1.1	7.7	6	1.0	7.0	4	1.3	11.1	9	4.9	27.3
168: Fairly dissatisfied	15	1.6	11.5	9	1.5	10.5	6	1.9	16.7	7	3.8	21.2
169: Very dissatisfied	47	5.1	36.2	33	5.5	38.4	7	2.3	19.4	12	6.6	36.4
170: N.A./ No opinion	8	0.9		5	0.8		2	0.6		0	0.0	
N/R	789	85.0	0.0	508	84.7	0.0	273	87.8	2.6	149	81.9	0.0
Base: 92												
Q20a This is a place where people from different backgrounds get on well together												
171: Strongly agree	328	35.3	39.7	214	35.7	39.9	99	31.8	35.2	28	15.4	18.1
172: Tend to agree	352	37.9	42.6	223	37.2	41.6	140	45.0	49.8	86	47.3	55.5
173: Neither	105	11.3	12.7	71	11.8	13.2	27	8.7	9.6	28	15.4	18.1
174: Tend to disagree	27	2.9	3.3	17	2.8	3.2	13	4.2	4.6	8	4.4	5.2
175: Strongly disagree	15	1.6	1.8	11	1.8	2.1	2	0.6	0.7	5	2.7	3.2
176: N.A./ No opinion	40	4.3		25	4.2		16	5.1		7	3.8	
N/R	59	6.4		39	6.5		14	4.5		20	11.0	
Base: 600												

Appendix 3. Data summary

	All LCRA Tenants Weight stock/age/property size/ethnic background				General needs Weight by property size/ethnic background				Sheltered Weight by age/ethnic background				Leaseholders Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q20b I feel part of my local community																
Base: 928																
177: Strongly agree	255	27.5	31.8	66.4	162	27.0	31.2	64.3	90	28.9	33.6	79.5	22	12.1	14.7	62.0
178: Tend to agree	277	29.8	34.6		172	28.7	33.1		123	39.5	45.9		71	39.0	47.3	
179: Neither	174	18.8	21.7		119	19.8	22.9		39	12.5	14.6		34	18.7	22.7	
180: Tend to disagree	56	6.0	7.0		40	6.7	7.7		6	1.9	2.2		9	4.9	6.0	
181: Strongly disagree	39	4.2	4.9		26	4.3	5.0		10	3.2	3.7		14	7.7	9.3	
182: N.A./ No opinion	63	6.8			41	6.8			18	5.8			10	5.5		
N/R	64	6.9			40	6.7			25	8.0			22	12.1		
Base: 600																
Q21 Has Luton Borough Council housing services carried out a repair to your home in the last 12 months?																
Base: 928																
183: Yes	601	64.8	68.9		382	63.7	68.1		222	71.4	73.5		66	36.3	41.3	
184: No	271	29.2	31.1		179	29.8	31.9		80	25.7	26.5		94	51.6	58.8	
N/R	56	6.0			39	6.5			8	2.6			22	12.1		
Base: 601																
Q22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?																
Base: 382																
185: Very satisfied	324	34.9	54.0	79.3	203	33.8	53.1	78.0	128	41.2	57.4	87.4	6	3.3	9.1	43.9
186: Fairly satisfied	153	16.4	25.4		95	15.8	24.9		67	21.5	30.0		23	12.6	34.8	
187: Neither satisfied nor dissatisfied	50	5.4	8.4		34	5.7	8.9		13	4.2	5.8		12	6.6	18.2	
188: Fairly dissatisfied	31	3.3	5.1		20	3.3	5.2		11	3.5	4.9		13	7.1	19.7	
189: Very dissatisfied	43	4.6	7.2		30	5.0	7.9		4	1.3	1.8		12	6.6	18.2	
N/R	327	35.2	0.0		218	36.3	0.0		89	28.6	0.0		116	63.7	0.0	
Base: 601																
Q23 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?																
Base: 382																
190: Very satisfied	288	31.1	47.9	75.8	181	30.2	47.3	74.7	118	37.9	52.9	81.6	5	2.7	7.8	42.2
191: Fairly satisfied	168	18.1	27.9		105	17.5	27.4		64	20.6	28.7		22	12.1	34.4	
192: Neither satisfied nor dissatisfied	56	6.0	9.3		38	6.3	9.9		13	4.2	5.8		14	7.7	21.9	
193: Fairly dissatisfied	38	4.0	6.2		22	3.7	5.7		21	6.8	9.4		10	5.5	15.6	
194: Very dissatisfied	52	5.6	8.7		37	6.2	9.7		7	2.3	3.1		13	7.1	20.3	
N/R	327	35.2	0.0		218	36.3	0.0		89	28.6	0.0		118	64.8	3.0	
Base: 601																
Q24 How easy was it to report your last repair?																
Base: 382																
195: Very easy	363	39.1	61.6	90.6	229	38.2	61.2	90.1	137	44.1	62.3	95.0	9	4.9	17.0	49.1
196: Fairly easy	171	18.4	29.0		108	18.0	28.9		72	23.2	32.7		17	9.3	32.1	
197: Neither	17	1.8	2.9		12	2.0	3.2		2	0.6	0.9		10	5.5	18.9	
198: Fairly difficult	28	3.0	4.8		19	3.2	5.1		6	1.9	2.7		11	6.0	20.8	

Appendix 3. Data summary

	All LCRA Tenants Weight stock/age/property size/ethnic background				General needs Weight by property size/ethnic background				Sheltered Weight by age/ethnic background				Leaseholders Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
199: Very difficult	10	1.1	1.7		6	1.0	1.6		3	1.0	1.4		6	3.3	11.3	
200: Not applicable/ don't know	12	1.3			8	1.3			2	0.6			13	7.1		
N/R	327	35.2	0.0		218	36.3	0.0		90	28.9	0.5		116	63.7	0.0	
Q25 Did you get a text message confirming your repair appointment slot?																
201: Yes	526	56.7	87.7		337	56.2	88.2		185	59.5	83.7		17	9.3	25.8	
202: No	56	6.0	9.3		35	5.8	9.2		23	7.4	10.4		27	14.8	40.9	
203: Not applicable/ don't know	18	1.9	3.0		10	1.7	2.6		13	4.2	5.9		22	12.1	33.3	
N/R	327	35.2	0.0		218	36.3	0.0		90	28.9	0.5		116	63.7	0.0	
Q26 Was your repairs appointment slot kept?																
204: Yes	535	57.7	89.2		339	56.5	88.7		202	65.0	91.0		19	10.4	29.7	
205: No	37	4.0	6.2		26	4.3	6.8		8	2.6	3.6		13	7.1	20.3	
206: Not applicable/ don't know	28	3.0	4.7		17	2.8	4.5		12	3.9	5.4		32	17.6	50.0	
N/R	328	35.3	0.2		219	36.5	0.3		90	28.9	0.5		118	64.8	3.0	
Q27a Being told when workers would call																
207: Very satisfied	343	37.0	58.8	87.8	214	35.7	57.2	86.9	144	46.3	68.6	92.9	6	3.3	11.8	43.2
208: Fairly satisfied	169	18.2	29.0		111	18.5	29.7		51	16.4	24.3		16	8.8	31.4	
209: Neither	32	3.4	5.5		22	3.7	5.9		8	2.6	3.8		9	4.9	17.6	
210: Fairly dissatisfied	11	1.2	1.9		7	1.2	1.9		5	1.6	2.4		8	4.4	15.7	
211: Very dissatisfied	28	3.0	4.8		20	3.3	5.3		2	0.6	1.0		12	6.6	23.5	
212: N.A./ No opinion	10	1.1			7	1.2			3	1.0			10	5.5		
N/R	335	36.1	1.3		221	36.8	0.8		98	31.5	4.1		121	66.5	7.6	
Q27b Being able to make an appointment																
213: Very satisfied	336	36.2	58.4	88.0	212	35.3	58.1	88.0	130	41.8	62.2	90.0	6	3.3	13.0	47.8
214: Fairly satisfied	170	18.3	29.6		109	18.2	29.9		58	18.6	27.8		16	8.8	34.8	
215: Neither	34	3.7	5.9		21	3.5	5.8		13	4.2	6.2		10	5.5	21.7	
216: Fairly dissatisfied	16	1.7	2.8		10	1.7	2.7		5	1.6	2.4		6	3.3	13.0	
217: Very dissatisfied	19	2.0	3.3		13	2.2	3.6		3	1.0	1.4		8	4.4	17.4	
218: N.A./ No opinion	18	1.9			12	2.0			4	1.3			16	8.8		
N/R	336	36.2	1.5		222	37.0	1.0		98	31.5	4.1		120	65.9	6.1	
Q27c Being kept informed throughout the process																
219: Very satisfied	294	31.7	51.9	80.9	185	30.8	51.1	80.4	114	36.7	57.3	84.4	4	2.2	8.5	44.7
220: Fairly satisfied	164	17.7	29.0		106	17.7	29.3		54	17.4	27.1		17	9.3	36.2	

Appendix 3. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight stock/age/property size/ethnic background		% valid % +ve		Weight by property size/ethnic background		% valid % +ve		Weight by age/ethnic background		% valid % +ve		Representative of population		% valid % +ve	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
221: Neither	60	6.5	10.6		39	6.5	10.8		20	6.4	10.1		8	4.4	17.0	
222: Fairly dissatisfied	21	2.3	3.7		13	2.2	3.6		7	2.3	3.5		7	3.8	14.9	
223: Very dissatisfied	27	2.9	4.8		19	3.2	5.2		4	1.3	2.0		11	6.0	23.4	
224: N.A./ No opinion	24	2.6			16	2.7			6	1.9			13	7.1		
N/R	339	36.5	2.0		222	37.0	1.0		106	34.1	7.7		122	67.0	9.1	
Q27d Speed with which work was completed once started																
	Base: 601															
225: Very satisfied	348	37.5	59.6	85.5	221	36.8	59.1	84.2	132	42.4	62.9	92.9	5	2.7	10.0	44.0
226: Fairly satisfied	151	16.3	25.9		94	15.7	25.1		63	20.3	30.0		17	9.3	34.0	
227: Neither	29	3.1	5.0		20	3.3	5.3		5	1.6	2.4		11	6.0	22.0	
228: Fairly dissatisfied	25	2.7	4.3		17	2.8	4.5		6	1.9	2.9		4	2.2	8.0	
229: Very dissatisfied	31	3.3	5.3		22	3.7	5.9		4	1.3	1.9		13	7.1	26.0	
230: N.A./ No opinion	7	0.8			5	0.8			2	0.6			10	5.5		
N/R	336	36.2	1.5		222	37.0	1.0		98	31.5	4.1		122	67.0	9.1	
Q27e Attitude of workers																
	Base: 601															
231: Very satisfied	430	46.3	74.7	94.0	272	45.3	74.1	93.7	164	52.7	78.1	96.2	10	5.5	23.3	62.8
232: Fairly satisfied	111	12.0	19.3		72	12.0	19.6		38	12.2	18.1		17	9.3	39.5	
233: Neither	21	2.3	3.6		14	2.3	3.8		3	1.0	1.4		10	5.5	23.3	
234: Fairly dissatisfied	8	0.9	1.4		5	0.8	1.4		4	1.3	1.9		3	1.6	7.0	
235: Very dissatisfied	6	0.6	1.0		4	0.7	1.1		1	0.3	0.5		3	1.6	7.0	
236: N.A./ No opinion	14	1.5			10	1.7			2	0.6			18	9.9		
N/R	338	36.4	1.8		223	37.2	1.3		99	31.8	4.5		121	66.5	7.6	
Q27f The overall quality of work																
	Base: 601															
237: Very satisfied	353	38.0	61.2	85.1	221	36.8	59.9	83.5	139	44.7	66.5	94.3	8	4.4	16.7	45.9
238: Fairly satisfied	138	14.9	23.9		87	14.5	23.6		58	18.6	27.8		14	7.7	29.2	
239: Neither	27	2.9	4.7		18	3.0	4.9		7	2.3	3.3		13	7.1	27.1	
240: Fairly dissatisfied	24	2.6	4.2		18	3.0	4.9		2	0.6	1.0		5	2.7	10.4	
241: Very dissatisfied	35	3.8	6.1		25	4.2	6.8		3	1.0	1.4		8	4.4	16.7	
242: N.A./ No opinion	11	1.2			7	1.2			4	1.3			13	7.1		
N/R	339	36.5	2.0		224	37.3	1.6		98	31.5	4.1		121	66.5	7.6	
Q27g Keeping dirt and mess to a minimum																
	Base: 601															
243: Very satisfied	375	40.4	65.4	91.9	236	39.3	64.3	91.0	148	47.6	70.8	96.2	10	5.5	20.0	48.0
244: Fairly satisfied	152	16.4	26.5		98	16.3	26.7		53	17.0	25.4		14	7.7	28.0	
245: Neither	22	2.4	3.8		15	2.5	4.1		5	1.6	2.4		14	7.7	28.0	
246: Fairly dissatisfied	13	1.4	2.3		10	1.7	2.7		2	0.6	1.0		5	2.7	10.0	

Appendix 3. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight stock/age/property size/ethnic background		Weight by property size/ethnic background		Weight by age/ethnic background		Weight by age/ethnic background		Representative of population							
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
247: Very dissatisfied	11	1.2	1.9		8	1.3	2.2		1	0.3	0.5		7	3.8	14.0	
248: N.A./ No opinion	17	1.8			12	2.0			3	1.0			11	6.0		
N/R	338	36.4	1.8		223	37.2	1.3		99	31.8	4.5		121	66.5	7.6	
Q27h The repair being done 'right first time'																
	Base: 601															
249: Very satisfied	320	34.5	55.6	81.5	202	33.7	54.9	80.7	126	40.5	60.6	87.5	7	3.8	13.2	47.2
250: Fairly satisfied	149	16.1	25.9		95	15.8	25.8		56	18.0	26.9		18	9.9	34.0	
251: Neither	31	3.3	5.4		21	3.5	5.7		7	2.3	3.4		10	5.5	18.9	
252: Fairly dissatisfied	29	3.1	5.0		18	3.0	4.9		11	3.5	5.3		4	2.2	7.5	
253: Very dissatisfied	47	5.1	8.2		32	5.3	8.7		8	2.6	3.8		14	7.7	26.4	
254: N.A./ No opinion	15	1.6			10	1.7			3	1.0			7	3.8		
N/R	337	36.3	1.7		222	37.0	1.0		99	31.8	4.5		122	67.0	9.1	
Q27i The workers doing the work you expected																
	Base: 601															
255: Very satisfied	364	39.2	63.0	86.2	226	37.7	61.2	85.0	152	48.9	73.1	92.8	6	3.3	12.5	52.1
256: Fairly satisfied	134	14.4	23.2		88	14.7	23.8		41	13.2	19.7		19	10.4	39.6	
257: Neither	38	4.1	6.6		27	4.5	7.3		6	1.9	2.9		7	3.8	14.6	
258: Fairly dissatisfied	21	2.3	3.6		13	2.2	3.5		6	1.9	2.9		7	3.8	14.6	
259: Very dissatisfied	21	2.3	3.6		15	2.5	4.1		3	1.0	1.4		9	4.9	18.8	
260: N.A./ No opinion	15	1.6			10	1.7			4	1.3			13	7.1		
N/R	335	36.1	1.3		221	36.8	0.8		99	31.8	4.5		121	66.5	7.6	
Q28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?																
	Base: 928															
261: Very satisfied	405	43.6	46.9	77.7	253	42.2	45.5	76.1	163	52.4	55.3	88.5	11	6.0	7.7	30.1
262: Fairly satisfied	266	28.7	30.8		170	28.3	30.6		98	31.5	33.2		32	17.6	22.4	
263: Neither	106	11.4	12.3		73	12.2	13.1		19	6.1	6.4		41	22.5	28.7	
264: Fairly dissatisfied	42	4.5	4.9		29	4.8	5.2		8	2.6	2.7		32	17.6	22.4	
265: Very dissatisfied	44	4.7	5.1		31	5.2	5.6		7	2.3	2.4		27	14.8	18.9	
266: N.A./ No opinion	0	0.0			0	0.0			0	0.0			13	7.1		
N/R	65	7.0			43	7.2			17	5.5			26	14.3		
Q29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?																
	Base: 928															
267: Yes	147	15.8	17.0		98	16.3	17.6		41	13.2	13.9		46	25.3	30.1	
268: No	717	77.2	83.0		460	76.7	82.4		254	81.7	86.1		107	58.8	69.9	
N/R	64	6.9			43	7.2			16	5.1			29	15.9		

Appendix 3. Data summary

	All LCRA Tenants Weight stock/age/property size/ethnic background			General needs Weight by property size/ethnic background			Sheltered Weight by age/ethnic background			Leaseholders Representative of population		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
Q30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?												
	Base: 147											
269: Very satisfied	25	2.7	17.3	16	2.7	16.7	12	3.9	29.3	0	0.0	11.1
270: Fairly satisfied	28	3.0	19.3	19	3.2	19.8	6	1.9	14.6	5	2.7	11.1
271: Neither satisfied nor dissatisfied	21	2.2	14.2	12	2.0	12.5	9	2.9	22.0	8	4.4	17.8
272: Fairly dissatisfied	14	1.5	9.6	9	1.5	9.4	5	1.6	12.2	19	10.4	42.2
273: Very dissatisfied	58	6.2	39.6	40	6.7	41.7	9	2.9	22.0	13	7.1	28.9
N/R	782.5	84.3	0.0	503	83.9	0.0	270	86.8	0.0	137	75.3	2.2
Q31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?												
	Base: 928											
275: Yes - limited a lot	240	25.9	28.1	156	26.0	28.2	69	22.2	24.0	11	6.0	7.1
276: Yes - limited a little	173	18.6	20.2	107	17.8	19.3	76	24.4	26.5	30	16.5	19.4
277: No	350	37.7	40.9	231	38.5	41.8	110	35.4	38.3	95	52.2	61.3
278: Prefer not to say	92	9.9	10.8	59	9.8	10.7	32	10.3	11.1	19	10.4	12.3
N/R	73	7.9		47	7.8		25	8.0		27	14.8	
R31 Disability												
	Base: 928											
279: Yes	413	44.5	54.1	264	44.0	53.3	144	46.3	56.7	41	22.5	30.1
280: No	350	37.7	45.9	231	38.5	46.7	110	35.4	43.3	95	52.2	69.9
N/R	165	17.8		106	17.7		57	18.3		46	25.3	
Q32 Does anyone in the household have caring responsibilities for a disabled, elderly or sick partner, relative or friend in need of support or supervision?												
	Base: 928											
281: Yes	204	22.0	23.9	135	22.5	24.4	57	18.3	20.0	20	11.0	13.1
282: No	578	62.3	67.6	368	61.3	66.5	215	69.1	75.4	118	64.8	77.1
283: Prefer not to say	73	7.9	8.5	50	8.3	9.0	13	4.2	4.6	15	8.2	9.8
N/R	73	7.9		47	7.8		26	8.4		29	15.9	
Q33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services?												
	Base: 928											
284: Stop Smoking	335	36.1	41.9	219	36.5	41.6	97	31.2	42.7	50	27.5	39.1
285: Weight management	285	30.7	35.7	190	31.7	36.1	78	25.1	34.4	39	21.4	30.5
286: Exercise	279	30.1	34.9	182	30.3	34.5	86	27.7	37.9	38	20.9	29.7
287: Social prescription	181	19.5	22.7	117	19.5	22.2	56	18.0	24.7	33	18.1	25.8
288: Emotional health	253	27.3	31.7	167	27.8	31.7	73	23.5	32.2	38	20.9	29.7
289: Support with long term conditions	238	25.6	29.8	155	25.8	29.4	71	22.8	31.3	32	17.6	25.0
290: None of these	331	35.7	41.4	221	36.8	41.9	89	28.6	39.2	69	37.9	53.9

Appendix 3. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders				
	Weight stock/age/property size/ethnic background	Count	% +ve	Weight by property size/ethnic background	Count	% valid	Weight by age/ethnic background	Count	% valid	Representative of population	Count	% raw	% valid	% +ve
N/R	129	13.9		73	12.2		84	27.0		54	29.7			
Q33a [Stop Smoking] - Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 335</i>													
291: I've used it	65	7.0	20.6	42	7.0	19.5	18	5.8	31.0	4	2.2	12.1		
292: I've NOT used it	251	27.0	79.4	173	28.8	80.5	40	12.9	69.0	29	15.9	87.9		
N/R	612	65.9	5.7	384	64.0	1.4	253	81.4	40.2	149	81.9	34.0		
Q33b [Weight management] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 285</i>													
293: I've used it	47	5.1	17.3	33	5.5	17.5	5	1.6	11.9	4	2.2	16.7		
294: I've NOT used it	224	24.1	82.7	156	26.0	82.5	37	11.9	88.1	20	11.0	83.3		
N/R	657	70.8	4.9	411	68.5	0.5	269	86.5	46.2	158	86.8	38.5		
Q33c [Exercise] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 279</i>													
295: I've used it	65	7.0	24.7	44	7.3	24.4	15	4.8	30.0	7	3.8	29.2		
296: I've NOT used it	198	21.3	75.3	136	22.7	75.6	35	11.3	70.0	17	9.3	70.8		
N/R	665	71.7	5.7	420	70.0	1.1	261	83.9	41.9	158	86.8	36.8		
Q33d [Social prescription] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 181</i>													
297: I've used it	37	4.0	22.3	26	4.3	22.6	2	0.6	8.7	3	1.6	15.8		
298: I've NOT used it	129	13.9	77.7	89	14.8	77.4	21	6.8	91.3	16	8.8	84.2		
N/R	762	82.1	8.3	484	80.7	0.9	288	92.6	58.9	163	89.6	42.4		
Q33e [Emotional health] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 253</i>													
299: I've used it	69	7.4	29.2	49	8.2	29.7	8	2.6	22.2	11	6.0	42.3		
300: I've NOT used it	167	18.0	70.8	116	19.3	70.3	28	9.0	77.8	15	8.2	57.7		
N/R	692	74.6	6.7	435	72.5	1.2	275	88.4	50.7	156	85.7	31.6		
Q33f [Support with long term conditions] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 155</i>													
301: I've used it	50	5.4	22.7	34	5.7	22.5	10	3.2	25.0	3	1.6	15.0		
302: I've NOT used it	170	18.3	77.3	117	19.5	77.5	30	9.6	75.0	17	9.3	85.0		

Appendix 3. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders						
	Weight stock/age/property size/ethnic background			Weight by property size/ethnic background			Weight by age/ethnic background			Representative of population						
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	% +ve
N/R	708	76.3	7.6	449	74.8	2.6	271	87.1	43.7	162	89.0	37.5	162	89.0	37.5	
R33 Aware of any support available from Total Wellbeing Luton																
Base: 928																
303: Yes	468	50.4	58.6	306	51.0	58.1	138	44.4	60.8	59	32.4	46.1	59	32.4	46.1	
304: No	331	35.7	41.4	221	36.8	41.9	89	28.6	39.2	69	37.9	53.9	69	37.9	53.9	
Base: 600																
N/R	129	13.9		73	12.2		84	27.0		54	29.7		54	29.7		
Base: 311																
R34 Used any support available from Total Wellbeing Luton																
Base: 928																
305: Yes	177	19.1	19.1	119	19.8	19.9	40	12.9	12.9	16	8.8	8.8	16	8.8	8.8	
306: No	751	80.9	80.9	480	80.0	80.1	271	87.1	87.1	166	91.2	91.2	166	91.2	91.2	
Base: 600																
N/R	0	0.0		0	0.0		0	0.0		0	0.0		0	0.0		
Base: 311																
Q34 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?																
Base: 928																
307: I do more than 2½ hours of activity per week	332	35.8	48.3	214	35.7	48.1	117	37.6	51.8	70	38.5	58.8	70	38.5	58.8	
308: I do between 30 minutes and 2½ hours of activity per week	187	20.2	27.2	121	20.2	27.2	63	20.3	27.9	34	18.7	28.6	34	18.7	28.6	
309: I do less than 30 minutes of activity per week	168	18.1	24.5	110	18.3	24.7	46	14.8	20.4	15	8.2	12.6	15	8.2	12.6	
310: Prefer not to say	144	15.5		92	15.3		56	18.0		32	17.6		32	17.6		
Base: 600																
N/R	97	10.5		63	10.5		28	9.0		31	17.0		31	17.0		
Base: 311																
Q35 If the Council offered any of the following support would it help you be more active?																
Base: 928																
311: More taster sessions at Council sports and leisure facilities	244	26.3	29.9	166	27.7	31.3	47	15.1	17.7	42	23.1	30.0	42	23.1	30.0	
312: More family sessions at Council sports and leisure facilities	182	19.6	22.3	132	22.0	24.9	12	3.9	4.5	29	15.9	20.7	29	15.9	20.7	
313: More information about sports and physical activities opportunities	249	26.8	30.5	169	28.2	31.9	55	17.7	20.8	48	26.4	34.3	48	26.4	34.3	
314: Support in joining a club or leisure provider	231	24.9	28.3	158	26.3	29.8	49	15.8	18.5	43	23.6	30.7	43	23.6	30.7	
315: Improving walking and cycling routes	243	26.2	29.8	165	27.5	31.1	51	16.4	19.2	53	29.1	37.9	53	29.1	37.9	
316: Other	45	4.8	5.5	26	4.3	4.9	21	6.8	7.9	6	3.3	4.3	6	3.3	4.3	
317: None of these	368	39.7	45.1	235	39.2	44.3	141	45.3	53.2	45	24.7	32.1	45	24.7	32.1	
Base: 600																
N/R	112	12.1		70	11.7		46	14.8		42	23.1		42	23.1		
Base: 311																
R35 Support would help you be more active																
Base: 928																
318: Yes	449	48.4	55.0	295	49.2	55.7	124	39.9	46.8	95	52.2	67.9	95	52.2	67.9	
319: No	368	39.7	45.0	235	39.2	44.3	141	45.3	53.2	45	24.7	32.1	45	24.7	32.1	
Base: 600																
N/R	112	12.1		70	11.7		46	14.8		42	23.1		42	23.1		
Base: 311																
D101 Stock type																
Base: 928																
Base: 600																

Appendix 3. Data summary

	All LCRA Tenants Weight stock/age/property size/ethnic background				General needs Weight by property size/ethnic background				Sheltered Weight by age/ethnic background				Leaseholders Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
320: General needs	811	87.4	87.4	100.0	600	100.0	100.0	100.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
321: Sheltered	112	12.1	12.1	0.0	0	0.0	0.0	0.0	311	100.0	100.0	100.0	0	0.0	0.0	0.0
322: Temporary	5	0.5	0.5	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
323: Leasehold	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	182	100.0	100.0	100.0
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
D102 Ward	<i>Base: 928</i>															
324: Biscot	9	1.0	1.0	0.3	2	0.3	0.3	0.3	17	5.5	5.5	5.5	7	3.8	3.8	3.8
325: Bramingham	14	1.5	1.5	0.2	1	0.2	0.2	0.2	33	10.6	10.7	10.7	0	0.0	0.0	0.0
326: Chalney	10	1.1	1.1	1.2	7	1.2	1.2	1.2	0	0.0	0.0	0.0	0	0.0	0.0	0.0
327: Crawley	31	3.3	3.3	3.8	23	3.8	3.8	3.8	0	0.0	0.0	0.0	1	0.5	0.5	0.5
328: Dallow	13	1.4	1.4	1.0	6	1.0	1.0	1.0	10	3.2	3.2	3.2	2	1.1	1.1	1.1
329: Farley	96	10.3	10.3	10.2	61	10.2	10.2	10.2	37	11.9	12.0	12.0	34	18.7	18.7	18.7
330: Hightown	47	5.1	5.1	5.7	34	5.7	5.7	5.7	2	0.6	0.6	0.6	16	8.8	8.8	8.8
331: Icknield	29	3.1	3.1	3.5	21	3.5	3.5	3.5	0	0.0	0.0	0.0	6	3.3	3.3	3.3
332: Leagrave	104	11.2	11.2	10.9	65	10.8	10.9	10.9	45	14.5	14.6	14.6	11	6.0	6.0	6.0
333: Lewsey	148	15.9	15.9	15.9	95	15.8	15.9	15.9	52	16.7	16.8	16.8	15	8.2	8.2	8.2
334: Limbury	20	2.2	2.2	2.0	12	2.0	2.0	2.0	13	4.2	4.2	4.2	0	0.0	0.0	0.0
335: Northwell	117	12.6	12.6	13.5	81	13.5	13.5	13.5	14	4.5	4.5	4.5	27	14.8	14.8	14.8
336: Round Green	39	4.2	4.2	4.7	28	4.7	4.7	4.7	4	1.3	1.3	1.3	4	2.2	2.2	2.2
337: Saints	26	2.8	2.8	3.3	20	3.3	3.3	3.3	0	0.0	0.0	0.0	4	2.2	2.2	2.2
338: South	88	9.5	9.5	8.7	52	8.7	8.7	8.7	44	14.1	14.2	14.2	34	18.7	18.7	18.7
339: Stopsley	18	1.9	1.9	1.5	9	1.5	1.5	1.5	15	4.8	4.9	4.9	0	0.0	0.0	0.0
340: Sundon	77	8.3	8.3	9.4	56	9.3	9.4	9.4	2	0.6	0.6	0.6	17	9.3	9.3	9.3
341: Sundon Park	1	0.1	0.1	0.2	1	0.2	0.2	0.2	0	0.0	0.0	0.0	0	0.0	0.0	0.0
342: Wignore	41	4.4	4.4	4.0	24	4.0	4.0	4.0	21	6.8	6.8	6.8	4	2.2	2.2	2.2
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
D103 Estate	<i>Base: 928</i>															
343: Ambleside	20	2.2	2.2	2.0	12	2.0	2.0	2.0	13	4.2	4.2	4.2	0	0.0	0.0	0.0
344: Beech Hill	11	1.2	1.2	1.3	8	1.3	1.3	1.3	3	1.0	1.0	1.0	4	2.2	2.2	2.2
345: Biscot Road	11	1.2	1.2	0.2	1	0.2	0.2	0.2	25	8.0	8.0	8.0	0	0.0	0.0	0.0
346: Farley Hill	97	10.5	10.5	10.3	62	10.3	10.3	10.3	37	11.9	11.9	11.9	33	18.1	18.1	18.1
347: Hart Lane	28	3.0	3.0	3.3	20	3.3	3.3	3.3	0	0.0	0.0	0.0	7	3.8	3.8	3.8
348: High Town	10	1.1	1.1	1.2	7	1.2	1.2	1.2	0	0.0	0.0	0.0	0	0.0	0.0	0.0
349: Hockwell Ring	101	10.9	10.9	10.5	63	10.5	10.5	10.5	45	14.5	14.5	14.5	11	6.0	6.0	6.0
350: Lewsey Farm	156	16.8	16.9	16.8	101	16.8	16.8	16.8	52	16.7	16.7	16.7	15	8.2	8.2	8.2
351: Marsh Farm	194	20.9	21.0	21.7	130	21.7	21.7	21.7	48	15.4	15.4	15.4	35	19.2	19.2	19.2
352: Roman Road	5	0.5	0.5	0.7	4	0.7	0.7	0.7	0	0.0	0.0	0.0	0	0.0	0.0	0.0
353: Runfold	31	3.3	3.4	3.7	22	3.7	3.7	3.7	0	0.0	0.0	0.0	6	3.3	3.3	3.3

Appendix 3. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight stock/age/property size/ethnic background				Weight by property size/ethnic background				Weight by age/ethnic background				Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
354: Stopsley	103	11.1	11.1	11.1	67	11.2	11.2	11.2	36	11.6	11.6	11.6	4	2.2	2.2	2.2
355: Sundon Park	12	1.3	1.3	1.5	9	1.5	1.5	1.5	0	0.0	0.0	0.0	9	4.9	4.9	4.9
356: Town Centre 1	58	6.3	6.3	5.8	35	5.8	5.8	5.8	27	8.7	8.7	8.7	34	18.7	18.7	18.7
357: Town Centre 2	69	7.4	7.5	7.3	44	7.3	7.3	7.3	25	8.0	8.0	8.0	22	12.1	12.1	12.1
358: Trent Road	19	2.0	2.1	2.5	15	2.5	2.5	2.5	0	0.0	0.0	0.0	2	1.1	1.1	1.1
N/R	2	0.2		0.2	1	0.2		0.2	0	0.0		0.0	0	0.0		0.0
D104 Length of tenure																
Base: 928																
359: Under 1 year	61	6.6	6.6	6.0	36	6.0	6.0	6.0	29	9.3	9.4	9.4	17	9.3	9.3	9.3
360: 1 - 2 years	111	12.0	12.0	9.8	59	9.8	9.8	9.8	73	23.5	23.5	23.5	27	14.8	14.8	14.8
361: 3 - 5 years	142	15.3	15.3	14.6	88	14.7	14.6	14.6	67	21.5	21.6	21.6	33	18.1	18.1	18.1
362: 6 - 10 years	178	19.2	19.2	18.8	113	18.8	18.8	18.8	73	23.5	23.5	23.5	57	31.3	31.3	31.3
363: 11 - 20 years	236	25.4	25.4	26.3	158	26.3	26.3	26.3	61	19.6	19.7	19.7	31	17.0	17.0	17.0
364: 21+ years	200	21.6	21.6	24.5	147	24.5	24.5	24.5	7	2.3	2.3	2.3	17	9.3	9.3	9.3
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0
D105 Property type																
Base: 928																
365: Bedsit	15	1.6	1.6	1.8	11	1.8	1.8	1.8	8	2.6	2.6	2.6	1	0.5	0.5	0.5
366: Bungalow	27	2.9	2.9	2.2	13	2.2	2.2	2.2	21	6.8	6.8	6.8	0	0.0	0.0	0.0
367: Flat	483	52.0	52.1	45.8	275	45.8	45.8	45.8	281	90.4	90.4	90.4	163	89.6	89.6	89.6
368: House	374	40.3	40.3	46.5	279	46.5	46.5	46.5	1	0.3	0.3	0.3	0	0.0	0.0	0.0
369: Maisonette	28	3.0	3.0	3.7	22	3.7	3.7	3.7	0	0.0	0.0	0.0	18	9.9	9.9	9.9
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0
D106 Property size																
Base: 928																
370: Bedsit	15	1.6	1.6	1.8	11	1.8	1.8	1.8	8	2.6	2.6	2.6	2	1.1	1.1	1.1
371: 1 bed	295	31.8	31.8	25.0	150	25.0	25.0	25.0	231	74.3	74.3	74.3	53	29.1	29.1	29.1
372: 2 bed	294	31.7	31.7	32.8	197	32.8	32.8	32.8	71	22.8	22.8	22.8	104	57.1	57.1	57.1
373: 3 bed	305	32.9	32.9	38.4	231	38.5	38.4	38.4	0	0.0	0.0	0.0	23	12.6	12.6	12.6
374: 4 bed+	19	2.0	2.0	2.0	12	2.0	2.0	2.0	1	0.3	0.3	0.3	0	0.0	0.0	0.0
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0
D107 Flat type																
Base: 928																
375: High rise	113	12.2	23.3	24.5	67	11.2	24.5	24.5	54	17.4	19.2	19.2	18	9.9	11.2	11.2
376: Low rise	360	38.8	74.4	73.0	200	33.3	73.0	73.0	225	72.3	80.1	80.1	140	76.9	87.0	87.0
377: Mid rise	11	1.2	2.3	2.6	7	1.2	2.6	2.6	2	0.6	0.7	0.7	3	1.6	1.9	1.9
N/R	445	48.0		54.2	325	54.2		54.2	30	9.6			21	11.5		11.5

	All LCRA Tenants			General needs			Sheltered			Leaseholders			
	Weight stock/age/property size/ethnic background			Weight by property size/ethnic background			Weight by age/ethnic background			Representative of population			
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	% +ve
D108 Lead tenant age group													
	Base: 928			Base: 600			Base: 311			Base: 182			
378: 16 - 24 years	17	1.8	1.8	12	2.0	2.0	1	0.3	0.3	1	0.5	1.6	
379: 25 - 34 years	80	8.6	8.6	58	9.7	9.6	1	0.3	0.3	4	2.2	6.5	
380: 35 - 44 years	162	17.5	17.5	119	19.8	19.8	4	1.3	1.3	15	8.2	24.2	
381: 45 - 54 years	185	19.9	20.0	135	22.5	22.4	7	2.3	2.3	15	8.2	24.2	
382: 55 - 64 years	229	24.7	24.7	148	24.7	24.6	66	21.2	21.4	13	7.1	21.0	
383: 65 - 74 years	142	15.3	15.3	79	13.2	13.1	121	38.9	39.2	9	4.9	14.5	
384: 75 - 84 years	80	8.6	8.6	38	6.3	6.3	71	22.8	23.0	4	2.2	6.5	
385: 85 years and over	31	3.3	3.3	13	2.2	2.2	38	12.2	12.3	1	0.5	1.6	
N/R	0	0.0		0	0.0		1	0.3		120	65.9		
D109 Lead tenant age group [simple]													
	Base: 928			Base: 600			Base: 311			Base: 182			
386: 18-34	97	10.5	10.5	70	11.7	11.7	2	0.6	0.6	5	2.7	8.1	
387: 35-49	250	26.9	26.9	182	30.3	30.3	6	1.9	1.9	22	12.1	35.5	
388: 50-64	327	35.2	35.2	218	36.3	36.3	71	22.8	22.9	21	11.5	33.9	
389: 65+	254	27.4	27.4	130	21.7	21.7	231	74.3	74.5	14	7.7	22.6	
N/R	0	0.0		0	0.0		1	0.3		120	65.9		
D110 Lead tenant ethnic background													
	Base: 928			Base: 600			Base: 311			Base: 182			
390: British	395	42.6	51.2	252	42.0	50.7	149	47.9	55.6	12	6.6	26.7	
391: Irish	24	2.6	3.1	14	2.3	2.8	16	5.1	6.0	0	0.0	0.0	
392: Gypsy or Irish Traveller	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
393: Other White background	43	4.6	5.6	26	4.3	5.2	26	8.4	9.7	4	2.2	8.9	
394: White & Black Caribbean	15	1.6	1.9	11	1.8	2.2	0	0.0	0.0	1	0.5	2.2	
395: White & Black African	5	0.5	0.6	4	0.7	0.8	0	0.0	0.0	1	0.5	2.2	
396: White & Asian	7	0.8	0.9	3	0.5	0.6	3	1.0	1.1	0	0.0	0.0	
397: Other Mixed background	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
398: Indian	8	0.9	1.0	4	0.7	0.8	9	2.9	3.4	1	0.5	2.2	
399: Pakistani	72	7.8	9.3	49	8.2	9.9	14	4.5	5.2	5	2.7	11.1	
400: Bangladeshi	52	5.6	6.7	37	6.2	7.4	3	1.0	1.1	7	3.8	15.6	
401: Chinese	2	0.2	0.3	1	0.2	0.2	1	0.3	0.4	0	0.0	0.0	
402: Other Asian background	8	0.9	1.0	6	1.0	1.2	1	0.3	0.4	1	0.5	2.2	
403: Caribbean	67	7.2	8.7	44	7.3	8.9	18	5.8	6.7	6	3.3	13.3	
404: African	51	5.5	6.6	30	5.0	6.0	22	7.1	8.2	5	2.7	11.1	
405: Other Black background	5	0.5	0.6	3	0.5	0.6	1	0.3	0.4	0	0.0	0.0	
406:	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
407: Arab	5	0.5	0.6	4	0.7	0.8	1	0.3	0.4	0	0.0	0.0	
408: Other ethnic group	12	1.3	1.6	9	1.5	1.8	4	1.3	1.5	2	1.1	4.4	

Appendix 3. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Weight stock/age/property size/ethnic background			Weight by property size/ethnic background			Weight by age/ethnic background			Representative of population		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	158	17.0		104	17.3		42	13.5		137	75.3	
D111 Lead tenant ethnic background [summary]												
Base: 928												
409: White British	395	42.6	51.3	252	42.0	50.9	149	47.9	55.4	12	6.6	26.7
410: Other white	67	7.2	8.7	40	6.7	8.1	43	13.8	16.0	4	2.2	8.9
411: Mixed	27	2.9	3.5	18	3.0	3.6	3	1.0	1.1	2	1.1	4.4
412: Asian or Asian British	142	15.3	18.4	96	16.0	19.4	28	9.0	10.4	14	7.7	31.1
413: Black or Black British	122	13.1	15.8	77	12.8	15.6	41	13.2	15.2	11	6.0	24.4
414: Other	17	1.8	2.2	12	2.0	2.4	5	1.6	1.9	2	1.1	4.4
N/R	158	17.0		104	17.3		42	13.5		137	75.3	
D112 Lead tenant ethnic background [simple]												
Base: 928												
415: White British	395	42.6	51.3	252	42.0	50.9	149	47.9	55.4	12	6.6	26.7
416: BAME	375	40.4	48.7	243	40.5	49.1	120	38.6	44.6	33	18.1	73.3
N/R	158	17.0		104	17.3		42	13.5		137	75.3	
D113 Lead language												
Base: 928												
417: English	587	63.3	87.7	378	63.0	87.9	207	66.6	87.3	25	13.7	78.1
418: Non-English	82	8.8	12.3	52	8.7	12.1	30	9.6	12.7	7	3.8	21.9
N/R	259	27.9		169	28.2		74	23.8		150	82.4	



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