Cambridge City Council
Survey of Leaseholders - July 2014
Survey Report

Analysis and report by
NWA Social Research
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Appendix 1C     Copy of questionnaire marked-up with top-line findings
Appendix 2C     Tables of frequencies
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1. **KEY FINDINGS**

**OVERALL SATISFACTION WITH SERVICES**

1.1 The large majority of respondents were 'satisfied' with the ‘quality’ of their home (80.7%) and ‘condition’ of their home (83%), while 73.4% were satisfied with their ‘neighbourhood as a place to live’ (significantly higher than the 2012 figure of 59% ‘satisfied’), and 63.3% were satisfied with the ‘Leasehold Services provided by Cambridge City Council’.

1.2 Fewer respondents were satisfied with the ‘communal areas’ (44.3%), and over a third expressed dissatisfaction (34.1%).

1.3 Agreement relating to terms and conditions of respondents’ leasehold was highest for the statements:
   - ‘I understand my responsibilities as a leaseholder’ (84.5%)
   - ‘I know how to access Council housing services’ (79.7%)
   - ‘It is easy to contact Cambridge City Council’ (78.1%)
   - ‘I understand my rights as a leaseholder’ (77.2%)
   - ‘Cambridge City Council has friendly, approachable staff’ (65.7%).

1.4 Agreement was lowest, and disagreement highest in respect of the statements ‘Cambridge City Council acts on my views’ (32.4% ‘agree’/ 28.1% ‘disagree’) and ‘Cambridge City Council listens to my views’ (42.4% ‘agree’/ 20.5% ‘disagree’).

1.5 Over half of all respondents (58.3%) were satisfied overall with the leasehold service provided by their landlord, while 21.9% were ‘neither satisfied nor dissatisfied’, and a fifth were dissatisfied (19.8%). Compared to the 2012 findings of 49% ‘satisfied’ and 30.0% ‘dissatisfied’ there has been a statistically significant decrease of 10.2% in the level of dissatisfaction. (The change in the level of satisfaction was not significant at the 95% Confidence Level.)

**VALUE FOR MONEY**

1.6 Half of all respondents (50%) expressed satisfaction with ‘the advice and support received from the Council for service charges’, while 24.5% were dissatisfied.

1.7 Nearly two-thirds of respondents (62.5%) expressed satisfaction with ‘the clarity of information you get from the Council about how your service charges are set’, while 17.9% were dissatisfied.

1.8 Overall 43.1% of respondents agreed with the statement that ‘your service charge provides value for money’, while over a third disagreed (37.7%). Compared to the 2012 results (29% ‘agree’/ 52% ‘disagree’) the level of agreement has increased significantly and there has been a corresponding decrease in the level of disagreement.
1.9 When queried about how they are keeping up with the cost of living, 44.1% of respondents said they 'are keeping up without any difficulties'; 34.4% said they 'keeping up but struggle to do so from time to time'; 15.6% are 'keeping up but it is a constant struggle'; and 3.8% are 'having real financial problems'.

REPAIRS

1.10 One-third of all respondents (33.2%) had ordered a communal repair in the last year.

1.11 Of those respondents who have ordered a communal repair in the last year, the majority or major group of respondents were satisfied with ‘being told when workers would call’ (46.6%); the ‘time taken before work started’ (50%), the ‘speed of completion of the work’ (57.1%); the ‘attitude of workers’ (40.7%); and the ‘quality of repair work’ (47.4%).

1.12 Overall, 41.9% of respondents were satisfied with the repairs service provided by Cambridge City Council, while 40.3% were dissatisfied. (These results are not significantly different to those received in 2012.)

1.13 A quarter of respondents selected improvements ‘to communal areas – including stairs and balconies’ (25.0%) as their first priority for their neighbourhood, while 17.3% selected 'improvements to pathways'. Third most frequently selected as respondents' first priority was 'car parking facilities' (12.8%).

YOUR ESTATE AND NEIGHBOURHOOD

1.14 Satisfaction with six aspects of services provided by Cambridge City Council was highest in relation to 'grass cutting' (71.3%) and 'maintenance of planted areas' (51.1%). Fewer respondents were satisfied with 'litter picking' (43.8%), and 'cleaning of outdoor communal areas' (38.3%), while in respect of ‘cleaning of indoor communal areas (19.9% ‘satisfied’/ 26.5% ‘dissatisfied’) and ‘window cleaning’ (13.1% ‘satisfied’/ 24.2% ‘dissatisfied’) more respondents expressed dissatisfaction than satisfaction.

1.15 Most mentioned as being a 'problem' in respondents' neighbourhood were ‘rubbish or litter’ (24.6% ‘big problem’), ‘noisy neighbours’ (22.1%), ‘dog fouling/ dog mess’ (17.9%), ‘car parking’ (16.0%), and ‘drug use or dealing’ (15.4%). Around one-in-ten respondents also felt that ‘drunk or rowdy behaviour’ (10.9%), ‘disruptive children/ teenagers’ (10.4%), ‘other problems with pets and animals’ (9.4%), and ‘fear of crime’ (8.2%) are a ‘big problem’ in their neighbourhood.

INFLUENCING YOUR HOUSING SERVICE

1.16 A quarter of respondents (23.9%) said that they would be interested in finding out more about opportunities to influence and improve their housing services.

1.17 Over two-thirds of respondents (68.5%) were satisfied that Cambridge City Council gives them the opportunity to make their views known, while 8.9% were dissatisfied. Smaller minorities of respondents were satisfied that the Council ‘listens to your views and acts upon them’ (39.2% ‘satisfied’/ 21.6% ‘dissatisfied’), and ‘publicises improvements made using your feedback’ (45% ‘satisfied’/ 12.2% ‘dissatisfied’).
COMPLAINTS

1.18 Over a quarter of respondents (28.8%) had made a complaint to Cambridge City Council in the previous 12 months. Respondents who had made a complaint were most likely to have done so in relation to 'communal repairs' (38.3%) and 'anti-social behaviour' (26.4%).

1.19 Under a third (30.4%) of those respondents who had made a complaint about housing services in the last 12 months expressed overall satisfaction with the way their complaint was handled, while 25% were 'neither satisfied nor dissatisfied', and 44.7% were dissatisfied.

CONTACTING THE COUNCIL

1.20 The majority of respondents preferred to receive information from Cambridge City Council by 'letter' (72.0%), while 44.1% would like to receive information by 'email', 12.9% by ‘phone’, and 9.7% ‘face-to-face’.

1.21 The large majority of respondents (81.8%) have access to the internet. Of those respondents with internet access, access was most likely to be through a 'desktop/laptop' (91.4%), a ‘Smartphone’ (50.7%), a ‘work device’ (30.9%), or a ‘tablet’ (27.0%).

1.22 Two-thirds of those respondents without internet access (67.7%) stated that not being interested was their main reason for not having access, while 29% could not afford access, and 9.7% said that they ‘don’t know how’.

1.23 Amongst respondents who had contacted Cambridge City Council in the preceding 12 months, three-fifths expressed satisfaction with ‘how enquiries are dealt with’ (60.6%), and with the ‘ability of staff to deal with query’ (61.2%). Under half of respondents (46.4%) were satisfied with the ‘outcome’ after making contact, while 29.8% were dissatisfied.

PRIORITIES FOR THE FUTURE

1.24 Most frequently selected as respondents’ first priority for housing related services was ‘building new council housing’ (19.4%), followed by ‘improving the look and feel of your neighbourhood’ (16.1%), and ‘tackling anti-social behaviour’ (14.2%).
2. BACKGROUND, OBJECTIVES & METHODOLOGY

2.1 NWA Research was commissioned to undertake a postal and online survey of leaseholders in the Cambridge City Council area. The questionnaire was made up of core ‘STAR’ questions provided by Housemark, and benchmarking questions from Cambridge City Homes to meet the annual benchmarking requirements. Key issues included in the questionnaire were:

- Overall satisfaction with services
- Value for money
- Repairs
- Estate and neighbourhood
- Influencing the housing service
- Complaints
- Contacting the Council
- Priorities of for the future.

2.2 The section relating to respondent details included information on the number, age, gender and relationship with the lead tenant; working status; ethnic group; disability and whether the household is likely to move in the next three years. If likely to move, further questions on where to and why respondents were likely to move were asked.

2.3 Questionnaires were branded both on the questionnaire and the envelope in which it was sent to encourage response. The questionnaires contained a separate tear off slip with additional household data. A copy of the questionnaire marked up with top-line findings is included with this report as Appendix 1C; where applicable this includes comparative data from the 2012 survey of 166 Cambridge City Council leaseholders. The questionnaire was also available on-line via a link which could be accessed using the ID on the paper questionnaire and respondent’s postcode.

2.4 Questionnaires were posted out to tenants on 29th May for delivery that weekend and reminder questionnaires to non respondents were sent out on 19th June. At the time of proceeding to analysis a total of 191 returned questionnaires had been received, a response rate of 18%.

2.5 Results from the survey were analysed using SPSS and this analysis is attached as further appendices to this report. Appendix 2C shows tables of frequencies including including details of any ‘missing’ data; Appendix 3C tables of results with cross breaks and Appendix 4C shows responses to open questions. The cross-breaks used for the analysis are shown in the table overleaf.
In order to assess whether observed differences between two samples or sample sub-groups have just occurred by chance or whether they are ‘real’, ‘statistical significance’ testing is undertaken. Sample numbers are of prime importance when assessing ‘statistical significance’, and the table below shows the minimum difference which needs to be observed between random samples of various sizes, in order to be ‘95% Confident’ that these differences are statistically significance.

<table>
<thead>
<tr>
<th>95% Confidence Level</th>
<th>Number of respondents</th>
<th>Response Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10%/90%</td>
<td>30%/70%</td>
</tr>
<tr>
<td></td>
<td>+/-</td>
<td>+/-</td>
</tr>
<tr>
<td><strong>Main tenant - gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>86</td>
<td>6.3</td>
</tr>
<tr>
<td>Female</td>
<td>75</td>
<td>6.8</td>
</tr>
<tr>
<td><strong>Main tenant - age group</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16 to 34 years</td>
<td>38</td>
<td>9.5</td>
</tr>
<tr>
<td>35 to 54 years</td>
<td>38</td>
<td>9.5</td>
</tr>
<tr>
<td>55 years and over</td>
<td>32</td>
<td>10.4</td>
</tr>
<tr>
<td><strong>Main tenant - ethnicity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White – British/ Irish/ Other</td>
<td>124</td>
<td>5.3</td>
</tr>
<tr>
<td>BME Groups</td>
<td>23</td>
<td>12.3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>All respondents</td>
<td>191</td>
</tr>
</tbody>
</table>
3. **OVERALL SATISFACTION WITH SERVICES**

**Question 1:** 'How satisfied or dissatisfied are you with the following?'

**Question 2:** 'How much do you agree or disagree with the following statement?'

**Question 3:** 'Taking everything into account, how satisfied or dissatisfied are you with the leasehold service provided by Cambridge City Council?'

Appendix 3C - Pages 1 to 7

3.1 The large majority of all respondents were 'satisfied' with the 'quality of your home' (80.7%: 29.6% 'very'/51.1% 'fairly satisfied'), and 'condition of your home' (83%: 29.6% 'very'/53.4% 'fairly satisfied'), while around three-quarters (73.4%) were satisfied with their 'neighbourhood as a place to live' (22.9% 'very'/ 50.5% 'fairly satisfied'; significantly higher than the 2012 figure of 59% 'very/fairly satisfied'), and around two-thirds (63.3%) were satisfied with the 'Leasehold Services provided by Cambridge City Council' (16.5% 'very'/ 46.8% 'fairly satisfied').

**Q1: How satisfied or dissatisfied are you with the following?**
(Overall - % - 185 to 188 respondents)

```
<table>
<thead>
<tr>
<th>Service</th>
<th>Very/fairly satisfied</th>
<th>Neither</th>
<th>Fairly/very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Leasehold services provided by landlord</td>
<td>19.7</td>
<td>17</td>
<td>63.3</td>
</tr>
<tr>
<td>b) Neighbourhood as a place to live</td>
<td>15.4</td>
<td>11.2</td>
<td>73.4</td>
</tr>
<tr>
<td>c) Quality of your home</td>
<td>25</td>
<td>16</td>
<td>59</td>
</tr>
<tr>
<td>d) Condition of your home</td>
<td>9.2</td>
<td>10.2</td>
<td>80.7</td>
</tr>
<tr>
<td>e) Communal areas</td>
<td>14</td>
<td>11</td>
<td>75</td>
</tr>
</tbody>
</table>
```

3.2 Fewer respondents expressed satisfaction with the ‘communal areas’ (44.3%: ‘8.1% ‘very’/ 36.2% ‘fairly satisfied’) and over a third expressed dissatisfaction (34.1%: 22.2% ‘fairly’/ 11.9% ‘very dissatisfied’). Note that the figure of 80.7% who were satisfied with the quality of their home is not significantly higher than the 2012 figure of 75%.

3.3 In response to ten statements relating to the terms and conditions of respondents’ leasehold, agreement was highest for the statements: ‘I understand my responsibilities as a leaseholder’ (84.5%: 38.8% 'strongly'/45.7% 'somewhat agree'); ‘I know how to access Council housing services' (79.7%: 34.2% 'strongly'/45.5% 'somewhat agree'); ‘it is easy to contact Cambridge City Council’ (78.1%: 43.9% 'strongly'/34.2% 'somewhat agree'); and ‘I understand my rights as a leaseholder’ (77.2%: 30.9% 'strongly'/46.3% 'somewhat agree').
3.4 Nearly two-thirds of respondents agreed with the statement that ‘Cambridge City Council has friendly, approachable staff’ (65.7%: 25.1% ‘strongly’/40.6% ‘somewhat agree’); and over half agreed that ‘Cambridge City Council treats leaseholders fairly’ (53.8%: 17.2% ‘strongly’/36.6% ‘somewhat agree’); although in respect of this latter statement 19.4% of respondents disagreed.

3.5 Agreement was lowest, and disagreement highest in respect of the statements ‘Cambridge City Council acts on my views’ (32.4% ‘agree’/ 28.1% ‘disagree’) and ‘Cambridge City Council listens to my views’ (42.4% ‘agree’/ 20.5% ‘disagree’).

Q2: How much do you agree or disagree with the following statements?
(Overall - % - 185 to 188 respondents)
Q3: Taking everything into account, how satisfied or dissatisfied are you with the leasehold service provided by Cambridge City Council?
(Overall - % - 187 respondents)

3.6 Over half of all respondents (58.3%) indicated that they are either 'very satisfied' (12.3%) or 'fairly satisfied' (46.0%) with the leasehold service provided by Cambridge City Council, while 21.9% gave 'neither satisfied nor dissatisfied' responses, and one fifth were dissatisfied (19.8%: 12.3% ‘fairly’/ 7.5% ‘very dissatisfied’). Compared to the 2012 findings of 49% ‘satisfied’ and 30.0% ‘dissatisfied’ there has been a statistically significant decrease of 10.2% in the level of dissatisfaction (the change in the level of satisfaction was not significant at the 95% Confidence Level due to the relatively small numbers of respondents involved.) (Sub-group variations in the level of satisfaction were not significant.)
4. **VALUE FOR MONEY**

**Question 4**: 'How satisfied or dissatisfied are you with the following?'

**Question 5**: 'Which of the following best describes how you are keeping up with the cost of living?'

Appendix 3C - Pages 8 to 9

4.1 Half of all respondents (50%) expressed satisfaction with ‘the advice and support received from the Council for service charges’ (16.8% ‘very’/ 33.2% ‘fairly satisfied’), while 25.5% gave neutral responses, and 24.5% expressed dissatisfaction (18.5% ‘fairly’/ 6.0% ‘very dissatisfied’).

4.2 Nearly two-thirds of all respondents (62.5%) expressed satisfaction with ‘the clarity of information you get from the Council about how your service charges are set’ (28.8% ‘very’/ 33.7% ‘fairly satisfied’), while 19.6% gave neutral responses, and 17.9% expressed dissatisfaction (13.6% ‘fairly’/ 4.3% ‘very dissatisfied’).

4.3 Over two-fifths of all respondents (43.1%) agreed with the statement that ‘your service charge provides value for money’ (11.2% ‘strongly’/ 31.9% ‘somewhat agree’), while 18.6% ‘neither agree nor disagree’, and over a third disagreed (37.7%: 15.4% ‘somewhat’/ 22.3% ‘strongly disagree’) (0.5% gave ‘not applicable’ responses.) Compared to the 2012 results (29% ‘agree’/ 52% ‘disagree’) the level of agreement has increased significantly and there has been a corresponding decrease in the level of disagreement.

Q4c: How much do you agree or disagree that your service charge provides value for money?
(Overall - % - 188 respondents)

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly/ somewhat agree</td>
<td>43.1</td>
<td>29</td>
</tr>
<tr>
<td>Neither</td>
<td>37.7</td>
<td>52</td>
</tr>
<tr>
<td>Somewhat/ strongly disagree</td>
<td>18.6</td>
<td>19</td>
</tr>
<tr>
<td>Not applicable</td>
<td>0.5</td>
<td>29</td>
</tr>
</tbody>
</table>

4.4 When queried about how they are keeping up with the cost of living, 44.1% of respondents indicated that they 'are keeping up without any difficulties'; around a third of respondents were 'keeping up but struggle to do so from time to time' (34.4%); 15.6% were 'keeping up but it is a constant struggle'; and 3.8% were 'having real financial problems'. (2.2% gave 'don't know' responses.)
Q5: Which of the following best describes how you are keeping up with the cost of living?
(Overall - % - 186 respondents)

- I am/we are keeping up without any difficulties, 44.1%
- I am/we are keeping up but struggle to do so from time to time, 34.4%
- I am/we are keeping up but it is a constant struggle, 15.6%
- I am/we are having real financial problems, 3.8%
- Don't know, 2.2%
5. REPAIRS

Question 6: 'Have you ordered a communal repair in the last year?'
Question 7: 'How satisfied or dissatisfied were you with the following?'
Question 8: 'Overall, how satisfied or dissatisfied are you with the repairs services provided by Cambridge City Council?'
Question 9: 'Which three of the following improvements to your neighbourhood would you consider to be your first, second and third priorities?'
Question 10: 'How much do you agree or disagree with the following statements?'

Appendix 3C - Pages 10 to 16

5.1 A third of all respondents (33.2%) said ‘yes’ they have ordered a communal repair in the last year, while the remaining 66.8% of respondents have not ordered a repair.

Q6: Have you ordered a communal repair in the last year?
(Overall - % - 187 respondents)

5.2 Those respondents who have ordered a communal repair in the last year were asked to indicate their satisfaction with five aspects of the repairs service and with the overall service provided. The majority or major group of respondents were satisfied (‘very’ or ‘fairly satisfied’) with ‘being told when workers would call’ (46.6% ‘satisfied’/ 32.8% ‘dissatisfied’); with the ‘time taken before work started’ (50% ‘satisfied’/ 35.7% ‘dissatisfied’), the ‘speed of completion of the work’ (57.1% ‘satisfied’/ 30.3% ‘dissatisfied’); the ‘attitude of workers’ (40.7% ‘satisfied’/ 11.1% ‘dissatisfied’); and the ‘quality of repair work’ (47.4% ‘satisfied’/ 29.8% ‘dissatisfied’).
Q7: How satisfied or dissatisfied were you with the following? / Q8: Overall, how satisfied or dissatisfied are you with the repairs services provided by Cambridge City Council?

(Overall - % - 54 to 58 respondents)

Overall, 41.9% of respondents were satisfied with the repairs service provided by Cambridge City Council (12.9% ‘very’/ 29.0% ‘fairly satisfied), 17.7% were ‘neither satisfied nor dissatisfied’ and 40.3% were dissatisfied (17.7% ‘fairly’/ 22.6% ‘very dissatisfied). These results are not significantly different to those received in 2012 (50% ‘satisfied’/ 32% ‘dissatisfied’) due to the small numbers of respondents involved.

A quarter of all respondents selected improvements ‘to communal areas – including stairs and balconies’ (25.0%) as their first priority for their neighbourhood, while 17.3% selected 'improvements to pathways' as their first priority. Third most selected as respondents' first priority was 'car parking facilities' (12.8%). Most frequently selected as respondents' second priority were 'landscaping and planting' (16.2%), 'improvements to communal areas' (15.6%) and 'improvements to pathways' (14.3%), while most selected in terms of the third priority were 'landscaping and planting' (19.0%), 'improvements to communal areas' (13.6%) and 'security measures' (12.9%)/'car parking facilities' (12.9%).
Q9: Which three of the following improvements to your neighbourhood would you consider to be your first, second and third priorities?
(Overall - % - 147 to 156 respondents)

<table>
<thead>
<tr>
<th>Improvement</th>
<th>1st Priority</th>
<th>2nd Priority</th>
<th>3rd Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Improvement to pathways</td>
<td>14.3</td>
<td>10.3</td>
<td>10.4</td>
</tr>
<tr>
<td>b) Estate lighting</td>
<td>13.6</td>
<td>8.3</td>
<td>10.4</td>
</tr>
<tr>
<td>c) Improvements to estate fencing</td>
<td>8.3</td>
<td>10.4</td>
<td>4.8</td>
</tr>
<tr>
<td>d) Security measures</td>
<td>12.2</td>
<td>12.2</td>
<td>12.9</td>
</tr>
<tr>
<td>e) Landscaping and planting</td>
<td>7.7</td>
<td>16.2</td>
<td>19.7</td>
</tr>
<tr>
<td>f) Car parking facilities</td>
<td>12.8</td>
<td>11.9</td>
<td>12.9</td>
</tr>
<tr>
<td>g) Sheds and storage</td>
<td>6.4</td>
<td>9.1</td>
<td>10.9</td>
</tr>
<tr>
<td>h) Communal areas</td>
<td>25.0</td>
<td>15.6</td>
<td>13.6</td>
</tr>
</tbody>
</table>

Q10: How much do you agree or disagree with the following statements?
(Overall - % - 176 to 184 respondents)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly/somewhat agree</th>
<th>Neither</th>
<th>Somewhat/strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) I feel I know how to make my home more energy efficient</td>
<td>86.4</td>
<td>7.6</td>
<td>6.6</td>
</tr>
<tr>
<td>b) I have contacted an energy advice agency to seek advice</td>
<td>45.5</td>
<td>34.7</td>
<td>20.8</td>
</tr>
<tr>
<td>c) I use a timer to turn my heating on and off at set times of the day</td>
<td>75.3</td>
<td>13.2</td>
<td>11.5</td>
</tr>
<tr>
<td>d) I would be interested in changing my fuel supplier within the next year</td>
<td>31.7</td>
<td>41.7</td>
<td>26.6</td>
</tr>
</tbody>
</table>

5.5 When asked to give their level of agreement relating to four statements regarding energy efficiency, agreement was highest relating to the statement: 'I feel I know how to make my home more energy efficient' (86.4% 40.2% 'strongly' / 46.2% 'somewhat agree'). Three-quarters of respondents gave 'agree' responses to the statement - 'I use a timer to turn my heating on and off at set times of the day' (75.3%) - while agreement was lowest
(and disagreement highest) in relation to the statements: 'I would be interested in changing my fuel supplier within the next year' (26.6% ‘agree’/ 31.7% ‘disagree’) and; 'I have contacted an energy advice agency to seek advice' (19.9% ‘agree’/ 45.5% ‘disagree’).

6. YOUR ESTATE AND NEIGHBOURHOOD

Question 11: 'How satisfied or dissatisfied are you with following services provided by Cambridge City Council?'

Question 12: 'To what extent are any of the following a problem in your neighbourhood?'

Appendix 3C - Pages 17 to 26

6.1 Satisfaction with six aspects of services provided by Cambridge City Council was highest in relation to 'grass cutting' (71.3%) and 'maintenance of planted areas' (51.1%). Fewer respondents were satisfied with 'litter picking' (43.8% ‘satisfied’/ 34.7% ‘dissatisfied’), and 'cleaning of outdoor communal areas' (38.3% ‘satisfied’/ 31.2% ‘dissatisfied’), while in respect of 'cleaning of indoor communal areas (19.9% ‘satisfied’/ 26.5% ‘dissatisfied’) and ‘window cleaning’ (13.1% ‘satisfied’/ 24.2% ‘dissatisfied’) more respondents expressed dissatisfaction than satisfaction.

Q11: How satisfied or dissatisfied are you with following services provided by Cambridge City Council? (Overall - % - 181-187 respondents)

6.2 Respondents were asked to say which of a list of crime and anti-social behaviour problems were a problem in their neighbourhood, with possible response options of ‘big problem’, ‘small problem’ and ‘not a problem’. The biggest problems were considered to be ‘rubbish or litter’ (24.6% ‘big problem’), ‘noisy neighbours’ (22.1%), ‘dog fouling/ dog mess’ (17.9%), ‘car parking’ (16.0%), and ‘drug use or dealing’ (15.4%). Around one-in-ten respondents also felt that ‘drunk or rowdy behaviour’ (10.9%), ‘disruptive children/
teenagers’ (10.4%), ‘other problems with pets and animals’ (9.4%), and ‘fear of crime’ (8.2%) are a ‘big problem’ in their neighbourhood. Least likely to be regarded as a ‘big problem’ were ‘racial or other harassment’ (3.3%) and ‘abandoned or burnt out vehicles’ (3.3%).

Q12: To what extent are any of the following a problem in your neighbourhood?

(Overall - % - 180 to 184 respondents)
7. **INFLUENCING YOUR HOUSING SERVICE**

**Question 13**: 'Would you be interested in finding out more about these opportunities to influence and improve your housing services?'

**Question 14**: 'How satisfied or dissatisfied are you that Cambridge City Council...?'

Appendix 3C - Pages 27 to 28

7.1 Nearly a quarter of all respondents (23.9%) said ‘yes’ they would be interested in finding out more about opportunities to influence and improve their housing services, while 42.4% would not be interested in this, and 33.7% were ‘not sure’.

**Q13: Would you be interested in finding out more about these opportunities to influence and improve your housing services?**

(Overall - % - 184 respondents)

![Graph showing interest levels: 23.9% interested, 42.4% not interested, 33.7% not sure.]

7.2 Over two-thirds of all respondents (68.5%) were either 'very' (18.8%) or 'fairly satisfied' (49.7%) that Cambridge City Council gives them the opportunity to make their views known, while 22.7% were ‘neither satisfied nor dissatisfied’ and 8.9% were dissatisfied. Smaller minorities of respondents were satisfied that the Council ‘listens to your views and acts upon them’ (39.2% ‘satisfied’/ 21.6% ‘dissatisfied’), and ‘publicises improvements made using your feedback’ (45% ‘satisfied’/ 12.2% ‘dissatisfied’).
Q14: How satisfied or dissatisfied are you that Cambridge City Council…?
(Overall - % - 180 to 181 respondents)

<table>
<thead>
<tr>
<th>100%</th>
<th>90%</th>
<th>80%</th>
<th>70%</th>
<th>60%</th>
<th>50%</th>
<th>40%</th>
<th>30%</th>
<th>20%</th>
<th>10%</th>
<th>0%</th>
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<tr>
<td>a) ...gives you the opportunity to make your views known</td>
<td>b) ...listens to your views and acts upon them</td>
<td>c) ...publicises improvements made using your feedback</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Very/fairly satisfied</td>
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<td>Fairly/very dissatisfied</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>8.9</td>
<td>22.7</td>
<td>68.5</td>
<td>21.6</td>
<td>39.2</td>
<td>45.0</td>
<td>12.2</td>
<td>39.2</td>
<td>42.8</td>
<td></td>
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</tr>
</tbody>
</table>

How satisfied or dissatisfied are you that Cambridge City Council...?
8. COMPLAINTS

Question 15: ‘Have you made a complaint Cambridge City Council in the last 12 months?’
Question 16: ‘What was your complaint about?’
Question 17: ‘Overall, how satisfied or dissatisfied are you with the way your complaint was handled by your Cambridge City Council?’

Appendix 3C - Pages 29 to 30

8.1 Over a quarter of respondents (28.8%) had made a complaint to Cambridge City Council in the previous 12 months (reducing to 10.8% of those aged 16 to 34 years). Respondents who had made a complaint were most likely to have done so in relation to ‘communal repairs’ (39.0%) and ‘estate services/communal cleaning’ (17.1%), while smaller numbers had made a complaint about ‘anti-social behaviour’ (14.6%), and ‘service charges’ (7.3%). 22.0% had made a complaint about ‘other’ issues.

Q15: Have you made a complaint to Cambridge City Council about housing services in the last 12 months? / Q16: What was your complaint about?
(Overall/’Yes’ at Q18 - % - 184/41 respondents)
8.2 Under a third (30.4%) of those respondents who had made a complaint about housing services in the last 12 months expressed overall satisfaction with the way their complaint was handled (3.6% ‘very’/ 26.8% ‘fairly satisfied’), while 25.0% were 'neither satisfied nor dissatisfied’, and 44.7% were either 'fairly' (14.3%) or 'very dissatisfied' (30.4%) with the way their complaint was handled.

**Q17: Overall, how satisfied or dissatisfied are you with the way your complaint was handled?**

('Yes' at Q15 - % - 56 respondents)
9. CONTACTING THE COUNCIL

Question 18: ‘How do you prefer to receive information from Cambridge City Council?’
Question 19: ‘Do you have access to the internet?’
Question 20: ‘If yes, how do you access the internet?’
Question 21: ‘If no, what is your main reason for not having internet access?’
Question 22: ‘If you have made contact with Cambridge City Council in the last 12 months, how satisfied or dissatisfied were you with the following?’

Appendix 3C - Pages 30 to 33

9.1 The majority of respondents preferred to receive information from Cambridge City Council by ‘letter’ (72.0%), while 44.1% would like to receive information by ‘email’ (rising to 65.8% of those aged 16 to 34 years), 12.9% by ‘phone’, and 9.7% ‘face-to-face’ (multiple responses allowed so answers total more than 100%).

Q18: How do you prefer to receive information from Cambridge City Council?
(Overall - % - 186 respondents)

9.2 The large majority of all respondents (81.8%) indicated that they have access to the internet, with such responses varying by age group from 100% of those aged 16 to 34 years, and 97.3% of those aged 35 to 54 years, to 53.3% of those aged 55 years and over. Of those respondents with internet access, access was most likely to be through a ‘desktop/laptop’ (91.4%), while 50.7% had access via a ‘Smartphone’, and smaller numbers had access through a ‘work device’ (30.9%), a ‘tablet’ (27.0%), at a ‘library’ (11.8%) or through ‘other’ means (0.7%).

9.3 Two-thirds of those respondents without internet access (67.7%) stated that not being interested was their main reason for not having access, while 29% could not afford access, 9.7% stated that they 'don't know how', and 6.5% gave 'other' responses.
Q19: Do you have access to the internet? / Q20: If yes, how do you access the internet? / Q21: If no, what is your main reason for not having internet access? (Overall/'Yes' at Q22/'No' at Q22 - % - 187/152/31 respondents)

<table>
<thead>
<tr>
<th>Access to Internet</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop/laptop computer</td>
<td>81.8%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Smartphone</td>
<td>91.4%</td>
<td></td>
</tr>
<tr>
<td>Work device</td>
<td>50.7%</td>
<td></td>
</tr>
<tr>
<td>Tablet</td>
<td>30.9%</td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>11.8%</td>
<td></td>
</tr>
<tr>
<td>Not interested</td>
<td>0.7%</td>
<td></td>
</tr>
<tr>
<td>Can't afford it</td>
<td>67.7%</td>
<td></td>
</tr>
<tr>
<td>Don't know how</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>9.7%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>6.5%</td>
<td></td>
</tr>
</tbody>
</table>

If yes: How do you access the internet?

If no: What is your main reason for not having internet access?
Q22: If you have made contact with Cambridge City Council in the last 12 months, how satisfied or dissatisfied were you with the following? (Overall - % - 150 to 152 respondents)

Amongst respondents who had contacted Cambridge City Council in the preceding 12 months, three-fifths expressed satisfaction with ‘how enquiries are dealt with’ (60.6%: 21.3% ‘very’/ 39.3% ‘fairly satisfied’), and with the ‘ability of staff to deal with query’ (61.2%: 23.0% ‘very’/ 38.2% ‘fairly satisfied’). Under half of respondents (46.4%) were satisfied with the ‘outcome’ after making contact (19.9% ‘very’/ 26.5% ‘fairly satisfied’), while 29.8% were dissatisfied (11.3% ‘fairly’/ 18.5% ‘very dissatisfied’).
10. PRIORITIES FOR THE FUTURE

Question 23: 'Which three of the following housing related services would you consider to be your first, second and third priorities?'

Question 24: 'Are there any other housing related services you think should be prioritised?'

Question 25: 'What single improvement would you most like to see in your housing service?'

Appendix 3C - Pages 34 to 35

10.1 Most selected as respondents’ first priority for housing related services was ‘building new council housing’ (19.4%), followed by ‘improving the look and feel of your neighbourhood’ (16.1%), and ‘tackling anti-social behaviour’ (14.2%). In terms of respondents’ second priority, most frequently selected here were ‘tackling anti-social behaviour’ (17.5%), ‘providing sheltered accommodation for elderly or vulnerable leaseholders’ (16.2%), and ‘improving the look and feel of your neighbourhood’ (13.6%); while the most mentioned third priorities were ‘tackling anti-social behaviour’ (14.3%), ‘improving the look and feel of your neighbourhood’ (14.3%), and ‘dealing with enquiries and providing support to leaseholders by phone, in person, by email or online’ (11.0%).

Q26: Which of the following housing related services would you consider to be your first, second and third priorities? (Overall - % - 154 to 155 respondents)
10.2 When asked if they have any other housing related issues that they think should be prioritised, on-in-six respondents (16.8%) made suggestions, while 43.5% made comments relating to a single improvement which they would most like to see made to their housing service (comments were diverse, but included issues such as ‘cleanliness/maintenance of communal areas’, ‘service charges’, and ‘tackling anti-social behaviour’) – details of both of which are listed at Appendix 4C.

11. ABOUT YOU – RESPONDENT PROFILE

Question 27: 'Please provide details for all household members including yourself.'
Question 28: 'Does the household include a pregnant woman?'
Question 29: 'What is your work status?'
Question 30: 'What is your ethnic group?'
Question 31: 'Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?'
Question 32: 'Does anyone in the household require...?'
Question 33: 'How likely are you to move from your current home in the next 3 years?'
Question 34: 'Where are you most likely to move to?'
Question 35: 'Why would you like to move?'

Appendix 3C - Pages 35 to 37

11.1 Just over half of the main leaseholder respondents were male (53.5%) and 46.5% were female, while in respect of the joint leaseholder 20.9% were male and 79.1% female.

Q28: Does this household include a pregnant woman?
(Overall - % - 155 respondents)

11.2 7.7% of respondents said that their household includes a pregnant woman.
11.3 The majority of respondents were working full or part-time: main leaseholder 61.6% ‘full-time’/ 9.3% ‘part-time’; and joint leaseholder 55% ‘full-time’/ 17.5% ‘part-time’.

11.4 The majority of respondents were from ‘White’ ethnic backgrounds: main leaseholder 84.4% ‘White – British/ Irish/ Other, 15.6% BME Groups; and joint leaseholder 76.5% ‘White – British/ Irish/ Other, 23.5% BME Groups.

11.5 21.1% of ‘main leaseholder’ respondents stated that their day-to-day activities are limited because of a health problem that has lasted, or is expected to last, at least 12 months (9.9% 'limited a lot'/11.2% 'limited a little'), and this was the case for 23.9% of ‘joint leaseholders’ (13.0% ‘limited a lot'/ 10.9% ‘limited a little’). The large majority of all respondents (86.8%) indicated that their household has ‘no disability requirements’: although small numbers required 'level access housing' (4.6%), ‘fully wheelchair accessible housing’ (2.0%), 'wheelchair access to essential rooms' (3.9%) or had ‘other disability requirements’ (2.6%).

Q31: Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
(Overall - % - 152/46 respondents)
Q32: Does anyone in the household require...?
(Overall - % - 152 respondents)

Q33: How likely are you to move from your current home in the next 3 years?
(Overall - % - 158 respondents)

11.6 Over half of respondents (55.1%) stated that they are either ‘fairly’ (18.4%) or ‘very unlikely’ (36.7%) to move from their current home in the next 3 years, while 15.8% were ‘neither likely nor unlikely’ to move, and 29.1% were either ‘very’ (10.1%) or ‘fairly likely’ (19.0%) to do so. Likelihood of moving house varied strongly with age group: 55.8% ‘very/fairly likely’ among 16 to 34 year olds, 34.3% among 35 to 54 year olds, and 9.4% among those aged 55 years and over.

11.7 Three-quarters (74.1%) of those respondents who said they are likely to move from their current home in the next 3 years said they are most likely to move to ‘buy a home (mortgage/buy outright)’, while 22.4% would look to ‘rent from a private landlord’. Small
numbers of respondents said that they would be most likely to move to ‘another Cambridge City Council leasehold property’ (6.9%), a ‘shared ownership’ property (6.9%), a ‘care home’ (6.9%) or ‘sheltered accommodation’ (5.2%).

11.8 The major groups of respondents who were likely to move home said that they would do so as their current home is ‘too small’ (37.9%) and because of ‘issues with neighbours/ neighbourhood’ (24.1%). Smaller numbers referred to the ‘cost of living in this home’ (12.1%) and the ‘cost of heating this home’ (3.4%), or said they ‘need support’ (6.9%).

Q34: Where are you likely to move to?
('Likely' at Q33 - % - 58 respondents)

Q35: Why would you like to move?
('Likely' at Q33 - % - 58 respondents)