Cambridge City Council Older Persons
Tenant Survey July 2014
Survey Report

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Appendix 1B Copy of questionnaire marked-up with top-line findings
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1. **KEY FINDINGS**

**OVERALL SATISFACTION WITH SERVICES**

1.1 Over 90% of all respondents were 'satisfied' with the 'services provided by landlord' (94.6%), 'neighbourhood as a place to live' (93.5%), 'quality of your home' (92.8%) and 'condition of your home' (92.2%).

1.2 Agreement relating to terms of tenancy was highest for the statements:
   - 'I understand my responsibilities as a Council tenant' (98.0%),
   - 'My landlord has friendly, approachable staff' (94.5%).

1.3 These were followed by:
   - ‘It is easy to contact my landlord’ (93.4%);
   - 'I understand what to expect from my landlord' (92.4%);
   - 'I understand my rights as a Council tenant' (92.0%);
   - 'My landlord treats tenants fairly' (91.7%), and;
   - 'I know how to access Council housing services' (91.5%).

1.4 82.0% of respondents to the Older People’s survey agreed that 'my landlord listens to my views', with 79.4% agreeing that 'I can afford my rent' which saw the highest percentage of 'disagree' responses (7.9%: 5.3% 'somewhat'/2.6% 'strongly disagree').

1.5 Agreement was lowest in relation to the statement: 'my landlord acts on my views' (77.5%).

1.6 94.0% of respondents indicated that they are 'satisfied' with the service provided by their landlord.

**VALUE FOR MONEY**

1.7 Four-in-five, or more, respondents expressed satisfaction with four aspects of their tenancy in terms of ‘value for money’, with satisfaction being highest in relation to ‘the clarity of information you get from the Council about how your rent and service charges are set’ (88.4%) and ‘that your rent provides value for money’ (86.9%).

1.8 85.5% expressed satisfaction with ‘the advice and support you receive from the Council for paying rent and service charges or managing your finances’ while satisfaction was lowest in relation to service charges providing ‘value for money’ (80.0%).

1.9 71.9% of respondents indicated that they are currently claiming Housing Benefit. 50.0% of respondents in receipt of Housing Benefit have heard of Universal Credit, with nine-in-ten respondents in receipt of Housing Benefit indicating that they have a bank or building society account in order to receive future payments (89.7% 'yes').
1.10 45.4% of respondents living in sheltered accommodation indicated that they 'are keeping up without any difficulties'. 35.6% of respondents were 'keeping up but struggle to do so from time to time', while 14.9% were either 'keeping up but it is a constant struggle' (10.3%) or 'having real financial problems' (4.6%). 4.1% gave 'don't know' responses.

REPAIRS

1.11 56.2% of respondents had ordered a repair to their property in the last year.

1.12 Amongst respondents who had had a repair completed in the previous 12 months, satisfaction was highest in relation to 'attitude of workers' (94.6%) and 'being told when workers would call' (92.7%), while nine-in-ten respondents were satisfied with the 'quality of repair work' (90.0%). Satisfaction only fell below 90% in relation to the 'speed of completion of work' (88.1%) and 'time taken before work started' (85.5%).

1.13 Nine-in-ten respondents were 'satisfied' (90.0%) with the repairs service provided by Cambridge City Council.

1.14 Over half of all respondents selected 'improvements to pathways' (53.4%) as their first priority for their neighbourhood, while 19.8% selected 'security measures' as their first priority. Third most selected as respondents' first priority were 'estate lighting' (7.6%) and 'car parking facilities' (7.6%).

1.15 Most selected as either 'very' or 'fairly important' services were:
   - 'Adaptations for people with disabilities' (97.3%);
   - 'Energy efficiency improvements' (91.1%), and;
   - 'Regular external repairs and decoration' (87.3%).

1.16 These were followed by:
   - 'Installing new bathrooms' (76.1%);
   - 'Installing new central heating systems' (74.6%);
   - 'Installing new kitchens' (71.9%);
   - 'Installing new windows' (62.8%), and;
   - 'Making structural improvements' (60.7%).

1.17 Least selected as being important were 'installing new doors' (57.8%) and 'fencing' (55.4%).

1.18 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' (75.1%). Over half gave 'agree' responses to the statement - 'I use a timer to turn my heating on and off at set times of the day' (55.6%) - while agreement was lowest in relation to the statements: 'I would be interested in
changing my fuel supplier within the next year' (16.1%) and; 'I have contacted an energy advice agency to seek advice' (12.6%).

YOUR ESTATE AND NEIGHBOURHOOD

1.19 Satisfaction with six aspects of services provided by Cambridge City Council was highest in relation to 'grass cutting' (85.1%) and 'cleaning of indoor communal areas' (84.3%), with 81.2% expressing satisfaction with 'cleaning of outdoor communal areas' (81.2%). 75.6% expressed satisfaction with 'litter picking', while 70.5% were satisfied with 'maintenance of planted areas' and 56.4% with 'window cleaning'.

1.20 Most selected as being either a 'problem' in respondents' local area were ‘car parking’ (40.0%), ‘rubbish or litter’ (37.5%) and ‘dog fouling/dog mess’ (31.5%). These were followed by ‘fear of crime’ (26.9%), ‘disruptive children/teenagers’ (21.8%), ‘noisy neighbours’ (19.4%) and ‘drunk or rowdy behaviour’ (19.1%).

INFLUENCING YOUR HOUSING SERVICE

1.21 13.5% of respondents indicated that they would be interested in finding out more about opportunities to influence and improve their housing services.

1.22 Four-in-five respondents (80.4%) were 'satisfied' that Cambridge City Council gives them the opportunity to make their views known. 69.0% were 'satisfied' that the Council listens to their views and acts upon them, while satisfaction was lowest in relation to publicising improvements made using tenant feedback (65.9%).

COMPLAINTS

1.23 14.6% of respondents 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 'repairs' (41.4%) or 'anti-social behaviour' (20.7%), while 10.3% (3 respondents) had done so regarding 'rent'. 6.9% had made a complaint in regards to 'tenancy issues' with 3.4% (1 respondent) doing so in relation to 'estate services'.

1.24 Three-quarters of respondents were 'satisfied' (75.0%) with the way their complaint was handled.

CONTACTING THE COUNCIL

1.25 The majority of respondents preferred to receive information from Cambridge City Council by 'letter' (80.9%), while a 22.5% would prefer 'face to face' contact and 19.6% by 'phone'. 14.7% would like to receive information from Cambridge City Council by 'email'.

1.26 37.7% of respondents indicated that they have access to the internet. Of respondents with internet access, access was most likely to be through a 'desktop/laptop' (79.2%), while smaller numbers had access through a 'tablet' (20.8%) or 'Smartphone' (15.6%). 13.0% indicated that they access the internet at a 'library', with 7.8% doing so through a 'work device'.

5
1.27 Half of all respondents without internet access (49.6%) stated that not being interested was their main reason for not having access, while 29.3% could not afford access. 17.9% stated that they 'don't know how'.

1.28 Amongst respondents who had contacted Cambridge City Council in the preceding 12 months, satisfaction was highest in relation to 'how enquiries are dealt with' (86.3%) and 'satisfaction with outcome' (86.0%). Satisfaction was lowest regarding the 'ability of staff to deal with query' (83.3%).

PRIORITIES FOR THE FUTURE

1.29 Most selected as respondents’ first priority was ‘providing sheltered accommodation for elderly or vulnerable tenants’ (30.9%), followed by ‘building new council housing’ (24.4%) and ‘advice and support for those seeking a home’ (13.8%).
2. **BACKGROUND, OBJECTIVES & METHODOLOGY**

2.1 NWA Research was commissioned to undertake a postal and online survey of 498 older people’s housing tenants. The questionnaires were 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 1B*. 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 29\(^{th}\) May for delivery that weekend and reminder questionnaires to non respondents were sent out on 19\(^{th}\) June. At the time of proceeding to analysis a total of 210 returned questionnaires had been received, a response rate of 42%.

2.5 Results from the survey were analysed using SPSS and this analysis is attached as further appendices to this report. *Appendix 2B* shows tables of frequencies including missing data; *Appendix 2C* tables of results with cross breaks and *Appendix 2D* shows responses to open questions. The cross breaks used for the analysis are shown in the table overleaf.

2.6 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></th>
<th>Number of respondents</th>
<th>Response Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>10%/90%</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>97</td>
<td>6.0</td>
</tr>
<tr>
<td>Female</td>
<td>85</td>
<td>6.4</td>
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<tr>
<td><strong>Main tenant - age group</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Under 65 years</td>
<td>29</td>
<td>N/A</td>
</tr>
<tr>
<td>65 to 74 years</td>
<td>72</td>
<td>7.0</td>
</tr>
<tr>
<td>75 to 84 years</td>
<td>52</td>
<td>8.2</td>
</tr>
<tr>
<td>85 years and over</td>
<td>43</td>
<td>9.1</td>
</tr>
<tr>
<td><strong>Number of bedrooms</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>One bedroom</td>
<td>181</td>
<td>4.4</td>
</tr>
<tr>
<td>Two bedrooms</td>
<td>21</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Q34: Limiting long term health problem in household?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes - limited a lot</td>
<td>66</td>
<td>7.3</td>
</tr>
<tr>
<td>Yes - limited a little</td>
<td>52</td>
<td>8.2</td>
</tr>
<tr>
<td>No</td>
<td>46</td>
<td>8.8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>All respondents</td>
<td>210</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 service provided by your landlord (Cambridge City Council)?'

Appendix 3B - Pages 1 to 8

3.1 Over 90% of all respondents were 'satisfied' with the 'services provided by landlord' (94.6%: 60.6% 'very'/34.0% 'fairly satisfied'), 'neighbourhood as a place to live' (93.5%: 67.8% 'very'/25.7% 'fairly satisfied'), 'quality of your home' (92.8%: 58.3% 'very'/34.5% 'fairly satisfied') and 'condition of your home' (92.2%: 56.8% 'very'/35.4% 'fairly satisfied'). Positive responses by subgroup fell only slightly below 90% (both amongst respondents under the age of 65) only in relation to 'neighbourhood as a place to live' (88.9%) and 'condition of your home' (85.7%).

**Q1: How satisfied or dissatisfied are you with the following?**

(Overall - % - 202-206 respondents)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Services provided by landlord</td>
<td>94.6</td>
<td>93.5</td>
<td>95</td>
<td>92.8</td>
<td>96</td>
<td>92.2</td>
</tr>
<tr>
<td>b) Neighbourhood as a place to live</td>
<td>3.5</td>
<td>3.5</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>5.4</td>
</tr>
<tr>
<td>c) Quality of your home</td>
<td>94.6</td>
<td>93.5</td>
<td>95</td>
<td>92.8</td>
<td>96</td>
<td>92.2</td>
</tr>
<tr>
<td>d) Condition of your home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How satisfied or dissatisfied are you with the following?

- Very/fairly satisfied
- Neither
- Fairly/very dissatisfied

3.2 In response to ten statements relating to the terms of respondents' tenancy, responses are broadly the same as those indicated in 2012: there is not statistically significant difference.

3.3 Communicated agreement was highest for the statements: 'I understand my responsibilities as a Council tenant' (98.0%: 66.0% 'strongly'/32.0% 'somewhat agree'), and; 'my landlord has friendly, approachable staff' (94.5%).

3.4 These were followed by: 'It is easy to contact my landlord' (93.4%); 'I understand what to expect from my landlord' (92.4%); 'I understand my rights as a Council tenant' (92.0%); 'my landlord treats tenants fairly' (91.7%), and; 'I know how to access Council housing
services' (91.5%). 82.0% of respondents to the Older People's survey agreed that 'my landlord listens to my views', with 79.4% agreeing that 'I can afford my rent' which saw the highest percentage of 'disagree' responses (7.9%: 5.3% 'somewhat'/2.6% 'strongly disagree'). Agreement was lowest in relation to the statement: 'my landlord acts on my views' (77.5%).

Q2: How much do you agree or disagree with the following statements?
(Overall - % - 188-204 respondents)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly/somewhat agree</th>
<th>Neither</th>
<th>Somewhat/strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) I understand what to expect from my landlord</td>
<td>94.5</td>
<td>2.5</td>
<td>3</td>
</tr>
<tr>
<td>b) I know how to access Council housing services</td>
<td>91.5</td>
<td>5.6</td>
<td>4</td>
</tr>
<tr>
<td>c) My landlord treats tenants fairly</td>
<td>91.7</td>
<td>6.9</td>
<td>1</td>
</tr>
<tr>
<td>d) My landlord listens to my views</td>
<td>91.7</td>
<td>3.4</td>
<td>5</td>
</tr>
<tr>
<td>e) My landlord acts on my views</td>
<td>92.5</td>
<td>2.5</td>
<td>4</td>
</tr>
<tr>
<td>f) My landlord has a friendly, approachable staff</td>
<td>94.5</td>
<td>1.5</td>
<td>3</td>
</tr>
<tr>
<td>g) It is easy to contact my landlord</td>
<td>93.4</td>
<td>2.5</td>
<td>4</td>
</tr>
<tr>
<td>h) I understand my rights as a Council tenant</td>
<td>93.4</td>
<td>3.5</td>
<td>2</td>
</tr>
<tr>
<td>i) I understand my responsibilities as a Council tenant</td>
<td>94</td>
<td>2.5</td>
<td>2</td>
</tr>
<tr>
<td>j) I can afford my rent</td>
<td>93</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

Q3: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord (Cambridge City Council)?
(Overall - % - 201 respondents)

<table>
<thead>
<tr>
<th>Year</th>
<th>Very/fairly satisfied</th>
<th>Neither</th>
<th>Fairly/very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>94</td>
<td>2.5</td>
<td>3.5</td>
</tr>
<tr>
<td>2012</td>
<td>93</td>
<td>2.5</td>
<td>2.5</td>
</tr>
</tbody>
</table>

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

- Very/fairly satisfied
- Neither
- Fairly/very dissatisfied
3.5 94.0% of respondents (93.0% in 2012) indicated that they are either 'very' (56.7%) or 'fairly satisfied' (37.3%) with the service provided by their landlord, with such responses only falling below 90% amongst respondents living in properties with two bedrooms (89.3% 'satisfied'). 3.5% gave 'neither satisfied nor dissatisfied responses while 2.5% (5 respondents) gave 'fairly dissatisfied' responses (no respondents gave 'very dissatisfied' responses.

4. **VALUE FOR MONEY**

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

**Question 5:** 'Are you claiming Housing Benefit?'

**Question 6:** 'Please answer yes or no to the following questions.'

**Question 7:** 'Which of the following best describes how you are keeping up with the cost of living?'

Appendix 3B - Pages 9 to 14

4.1 Four-in-five, or more, respondents expressed satisfaction with four aspects of their tenancy in terms of ‘value for money’, with satisfaction being highest in relation to ‘the clarity of information you get from the Council about how you rent and service charges are set’ (88.4%: 48.0% ‘very’/40.4% ‘fairly satisfied’) and ‘that your rent provides value for money’ (86.9%: 49.7% ‘very’/37.2% ‘fairly satisfied’).

4.2 85.5% expressed satisfaction with ‘the advice and support you receive from the Council for paying rent and service charges or managing your finances’ (50.3% ‘very’/35.2% ‘fairly satisfied’) while satisfaction was lowest in relation to service charges providing ‘value for money’ (80.0%: 39.0% ‘very’/41.0% ‘fairly satisfied’).

4.3 Again responses remain broadly similar to those of 2012 with no statistically significant differences being observable.
Q4: How satisfied or dissatisfied are you with the following?
(Overall - % - 195-199 respondents)

4.4 71.9% of respondents indicated that they are currently claiming Housing Benefit, rising to 82.8% of respondents under the age of 65. Females were more likely than males to be in receipt of Housing Benefit (76.5% cf. 66.7%). 28.1% were not claiming Housing Benefit.

4.5 50.0% of respondents in receipt of Housing Benefit has heard of Universal Credit, rising to 65.0% of respondents between the ages of 65 and 74. 50.0% of the relevant respondents had not previously heard of Universal Credit. Nine-in-ten respondents in receipt of Housing Benefit indicated that they have a bank or building society account in order to receive future payments (89.7% 'yes').
Q5: Are you claiming Housing Benefit? / Q6: Please answer yes or no to the following questions.
(Overall/’Yes’ at Q5 - % - 203/60/58 respondents)

Q7: Which of the following best describes how you are keeping up with the cost of living?
(Overall - % - 194 respondents)

4.6 45.4% of respondents living in older people’s housing accommodation indicated that they 'are keeping up without any difficulties', rising to 60.0% of respondents over the age of 85. 35.6% of respondents were 'keeping up but struggle to do so from time to time', while 14.9% were either 'keeping up but it is a constant struggle' (10.3% - rising to 32.1% of respondents under the age of 65) or 'having real financial problems' (4.6%). 4.1% gave 'don’t know' responses.
5. **REPAIRS**

**Question 8:** 'Have you ordered a repair to your property in the last year?'
**Question 9:** 'How satisfied or dissatisfied were you with the following?'
**Question 10:** 'Overall, how satisfied or dissatisfied are you with the repairs services provided by your landlord (Cambridge City Council)?'
**Question 11:** 'Which three of the following improvements to your neighbourhood would you consider to be your first, second and third priorities?'
**Question 12:** 'From the list below please indicate how important or unimportant you feel each is.'
**Question 13:** 'How much do you agree or disagree with the following statements?'

Appendix 3B - Pages 15 to 28

5.1 56.2% of respondents had ordered a repair to their property in the last year, rising to 75.0% of respondents living in two bedroom properties. 43.8% had not ordered a repair to their property.

**Q8: Have you ordered a repair to your property in the last year?**
(Overall - % - 203 respondents)

5.2 Amongst respondents who had had a repair completed in the previous 12 months, satisfaction was highest in relation to 'attitude of workers' (94.6%: 73.9% 'very'/20.7% 'fairly satisfied') and 'being told when workers would call' (92.7%), while nine-in-ten respondents were satisfied with the 'quality of repair work' (90.0%). Satisfaction only fell below 90% in relation to the 'speed of completion of work' (88.1%) and 'time taken before work started' (85.5%).

5.3 Nine-in-ten respondents were 'satisfied' (90.0%: 55.5% 'very'/34.5% 'fairly') with the repairs service provided by Cambridge City Council, with males being more likely than females to give positive responses (94.2% cf. 84.8%). 5.5% were 'neither satisfied nor dissatisfied' with the repairs service, while 4.5% gave either 'fairly' (3.6%) or 'very
dissatisfied' (0.9%) responses. 'Satisfied' responses saw a reduction of 6.0% between the 2012 and 2014 surveys (96.0% cf. 90.0%).

Q9: How satisfied or dissatisfied were you with the following? / Q10: Overall, how satisfied or dissatisfied are you with the repairs services provided by your landlord?

(Overall - % - 109-111/110 respondents)

Q11: Which three of the following improvements to your neighbourhood would you consider to be your first, second and third priorities?

(Overall - % - 115-131 respondents)
5.4 Over half of all respondents selected 'improvements to pathways' (53.4%) as their first priority for their neighbourhood, while 19.8% selected 'security measures' as their first priority. Third most selected as respondents' first priority were 'estate lighting' (7.6%) and 'car parking facilities' (7.6%). Most selected as respondents' second priority were 'landscaping and planting' (17.6%), 'estate lighting' (16.8%) and 'security measures' (16.8%), while most selected in terms of the third priority were 'communal areas' (24.3%), 'car parking facilities' (19.1%) and 'landscaping and planting' (14.8%).

5.5 In terms of the importance of certain services, most selected as either 'very' or 'fairly important' were: 'adaptations for people with disabilities' (97.3%); 'energy efficiency improvements' (91.1%), and; 'regular external repairs and decoration' (87.3%). These were followed by: 'installing new bathrooms' (76.1%); 'installing new central heating systems' (74.6%); 'installing new kitchens' (71.9%); 'installing new windows' (62.8%), and; 'making structural improvements' (60.7%). Least selected as being important were 'installing new doors' (57.8%) and 'fencing' (55.4%).

Q12: From the list below please indicate how important or unimportant you feel each is?

(Overall - % - 166-191 respondents)

5.6 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' (75.1%: 37.0% 'strongly'/38.1% 'somewhat agree'). Over half gave 'agree' responses to the statement - 'I use a timer to turn my heating on and off at set times of the day' (55.6%) - while agreement was lowest in relation to the statements: 'I would be interested in changing my fuel supplier within the next year' (16.1%) and; 'I have contacted an energy advice agency to seek advice' (12.6%).
Q13: How much do you agree or disagree with the following statements?
(Overall - % - 167-189 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>75.1</td>
<td>12.6</td>
<td>12.6</td>
</tr>
<tr>
<td>b) I have contacted an energy advice agency to seek advice</td>
<td>63.5</td>
<td>24</td>
<td>12.6</td>
</tr>
<tr>
<td>c) I use a timer to turn my heating on and off at set times of the day</td>
<td>55.6</td>
<td>15</td>
<td>29.4</td>
</tr>
<tr>
<td>d) I would be interested in changing my fuel supplier within the next year</td>
<td>54.8</td>
<td>29.2</td>
<td>16.1</td>
</tr>
</tbody>
</table>

How much do you agree or disagree with the following statements?
- **Strongly/somewhat agree**
- **Neither**
- **Somewhat/strongly disagree**
6. YOUR ESTATE AND NEIGHBOURHOOD

**Question 14**: 'How satisfied or dissatisfied are you with following services provided by your landlord (Cambridge City Council),'

**Question 15**: 'To what extent are any of the following a problem in your neighbourhood?'

Appendix 3B - Pages 29 to 38

6.1 Satisfaction with six aspects of services provided by Cambridge City Council was highest in relation to 'grass cutting' (85.1%) and 'cleaning of indoor communal areas' (84.3%), with 81.2% expressing satisfaction with 'cleaning of outdoor communal areas' (81.2%). 75.6% expressed satisfaction with 'litter picking', while 70.5% were satisfied with 'maintenance of planted areas' and 56.4% with 'window cleaning'.

**Q14: How satisfied or dissatisfied are you with following services provided by your landlord?**

(Overall - % - 184-195 respondents)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very/fairly satisfied</th>
<th>Neither</th>
<th>Fairly/very dissatisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Window cleaning</td>
<td>13%</td>
<td>18.1%</td>
<td>12.4%</td>
<td>56.4%</td>
</tr>
<tr>
<td>b) Cleaning of indoor communal areas</td>
<td>45%</td>
<td>54%</td>
<td>8.4%</td>
<td>8.9%</td>
</tr>
<tr>
<td>c) Cleaning of outdoor communal areas</td>
<td>74%</td>
<td>7.4%</td>
<td>8.9%</td>
<td>12.8%</td>
</tr>
<tr>
<td>d) Litter picking</td>
<td>85%</td>
<td>8.5%</td>
<td>12.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>e) Grass cutting</td>
<td>75%</td>
<td>6.1%</td>
<td>12.6%</td>
<td>14.2%</td>
</tr>
<tr>
<td>f) Maintenance of planted areas</td>
<td>75%</td>
<td>6.2%</td>
<td>18.1%</td>
<td>6%</td>
</tr>
</tbody>
</table>

6.2 Most selected as being either a 'small' or 'big problem' in respondents' local area were 'car parking' (40.0% ‘problem’), ‘rubbish or litter’ (37.5%) and ‘dog fouling/dog mess’ (31.5%).

6.3 These were followed by ‘fear of crime’ (26.9%), ‘disruptive children/teenagers’ (21.8%), ‘noisy neighbours’ (19.4%) and ‘drunk or rowdy behaviour’ (19.1%).

6.4 Smaller numbers of respondents expressed concern about ‘other problems with pets and animals’ (16.7%), ‘drug use or dealing’ (13.0%), ‘vandalism and graffiti’ (11.6%), ‘people damaging your property’ (7.1%) and ‘racial or other harassment’ (5.5%), while ‘problem’ responses were lowest in relation to ‘abandoned or burnt out vehicles’ (4.9%). 30.0% gave ‘problem’ responses in relation to ‘other’ issues in their neighbourhood which are listed at Appendix 4B.
Q15: To what extent are any of the following a problem in your neighbourhood?
(Overall - % - 140-192 respondents)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Rubbish or litter</td>
<td>62.5%</td>
</tr>
<tr>
<td>b) Noisy neighbours</td>
<td>80.5%</td>
</tr>
<tr>
<td>c) Dog fouling/dog mess</td>
<td>68.4%</td>
</tr>
<tr>
<td>d) Other problems with pets and animals</td>
<td>83.2%</td>
</tr>
<tr>
<td>e) Disruptive children/teenagers</td>
<td>78.3%</td>
</tr>
<tr>
<td>f) Racial or other harassment</td>
<td>94.5%</td>
</tr>
<tr>
<td>g) Drunk or rowdy behaviour</td>
<td>80.9%</td>
</tr>
<tr>
<td>h) Vandalism and graffiti</td>
<td>88.4%</td>
</tr>
<tr>
<td>i) People damaging your property</td>
<td>82.9%</td>
</tr>
<tr>
<td>j) Drug use or dealing</td>
<td>87%</td>
</tr>
<tr>
<td>k) Abandoned or burnt out vehicles</td>
<td>95.1%</td>
</tr>
<tr>
<td>l) Fear of crime</td>
<td>72.2%</td>
</tr>
<tr>
<td>m) Car parking</td>
<td>69%</td>
</tr>
<tr>
<td>n) Other</td>
<td>70%</td>
</tr>
</tbody>
</table>

To what extent are any of the following a problem in your neighbourhood?
- Not a problem
- Small problem
- Big problem

19
7. INFLUENCING YOUR HOUSING SERVICE

Question 16: 'Would you be interested in finding out more about these opportunities to influence and improve your housing services?'

Question 17: 'How satisfied or dissatisfied are you that your landlord (Cambridge City Council)...

Appendix 3B - Pages 39 to 40

7.1 13.5% of respondents indicated that they would be interested in finding out more about opportunities to influence and improve their housing services, rising to 25.0% of respondents under the age of 65. Half of all respondents would not be interested (51.3% - rising to 63.9% of respondents over the age of 85) and 35.2% were ‘not sure’.

Q16: Would you be interested in finding out more about these opportunities to influence and improve your housing services? (Overall - % - 193 respondents)

7.2 Four-in-five respondents (80.4%) were either 'very' (36.1%) or 'fairly satisfied' (44.3%) that Cambridge City Council gives them the opportunity to make their views known, rising to 88.9% of respondents under 65. 69.0% were 'satisfied' (22.8% 'very'/46.2% 'fairly satisfied') that the Council listens to their views and acts upon them, while satisfaction was lowest in relation to publicising improvements made using tenant feedback (65.9%: 27.9% 'very'/38.0% 'fairly satisfied').
Q17: How satisfied or dissatisfied are you that your landlord (Cambridge City Council)? (Overall - % - 179-194 respondents)

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2014</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) ...gives you the opportunity to make your views known</td>
<td>80.4</td>
<td>69</td>
<td>65.9</td>
</tr>
<tr>
<td>b) ...listens to your views and acts upon them</td>
<td>4.1</td>
<td>5.9</td>
<td>25</td>
</tr>
<tr>
<td>c) ...publicises improvements made using your feedback</td>
<td>29.6</td>
<td>25</td>
<td>4.5</td>
</tr>
</tbody>
</table>

How satisfied or dissatisfied are you that your landlord...?

- Very/fairly satisfied
- Neither
- Fairly/very dissatisfied
8. COMPLAINTS

Question 18: 'Have you made a complaint to your landlord (Cambridge City Council) in the last 12 months?'

Question 19: 'What was your complaint about?'

Question 20: 'Overall, how satisfied or dissatisfied are you with the way your complaint was handled by your landlord (Cambridge City Council),'

Appendix 3B - Pages 41 to 42

8.1 14.6% of respondents had made a complaint to Cambridge City Council in the previous 12 months, with such responses being highest amongst respondents age 65 to 74 (19.7%). Respondents who had made a complaint were most likely to have done so in relation to 'repairs' (41.4%) or 'anti-social behaviour' (20.7%), while 10.3% (3 respondents) had done so regarding 'rent'. 6.9% had made a complaint in regards to 'tenancy issues' with 3.4% (1 respondent) doing so in relation to 'estate services'. 17.2% had made a complaint about 'other' issues.

Q18: Have you made a complaint to your landlord (Cambridge City Council) in the last 12 months? / Q19: What was your complaint about?

(Overall/'Yes' at Q18 - % - 199/29 respondents)

Three-quarters of respondents were 'satisfied' (75.0%: 39.3% 'very'/35.7% 'fairly') with the way their complaint was handled, representing an increase of 18.0% from the figure of 57.0% recorded in 2012. 3.6% (1 respondent) gave a 'neither' response, while 21.4% were either 'fairly' (14.3%) or 'very dissatisfied' (7.1%) with the way their complaint was handled.

2014 2012

<table>
<thead>
<tr>
<th>Have you made a complaint to your landlord in the last 12 months?</th>
<th>What was your complaint about?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>85.4</td>
</tr>
<tr>
<td>No</td>
<td>14.6</td>
</tr>
<tr>
<td>a) Rent</td>
<td>10.3</td>
</tr>
<tr>
<td>b) Repairs</td>
<td>41.4</td>
</tr>
<tr>
<td>c) Estate services</td>
<td>3.4</td>
</tr>
<tr>
<td>d) Anti-social behaviour</td>
<td>20.7</td>
</tr>
<tr>
<td>e) Tenancy issues</td>
<td>6.9</td>
</tr>
<tr>
<td>f) Other</td>
<td>17.2</td>
</tr>
</tbody>
</table>

8.2
Q20: Overall, how satisfied or dissatisfied are you with the way your complaint was handled? ('Yes' at Q18 - % - 28 respondents)

- **2012**:
  - Very/fairly satisfied: 57%
  - Neither: 19%
  - Fairly/very dissatisfied: 19%

- **2014**: 21.4% Very/fairly satisfied, 3.6% Neither, 75% Fairly/very dissatisfied

There has been a substantial increase in satisfaction with the way Cambridge City Council Housing deals with complaints from 57% in 2012 to 75% in 2014.

8.3
9. CONTACTING THE COUNCIL

Question 21: 'How do you prefer to receive information from your landlord (Cambridge City Council)生产设备?'

Question 22: 'Do you have access to the internet?'

Question 23: 'If yes, how do you access the internet?'

Question 24: 'If no, what is your main reason for not having internet access?'

Question 25: 'If you have made contact with your landlord (Cambridge City Council) in the last 12 months, how satisfied or dissatisfied were you with the following?'

Appendix 3B - Pages 43 to 48

9.1 The majority of respondents preferred to receive information from Cambridge City Council by 'letter' (80.9%), while a 22.5% would prefer 'face to face' contact and 19.6% by 'phone'. 14.7% would like to receive information from Cambridge City Council by 'email', with such responses significantly declining with age from 31.0% of respondents under 65 and 21.4% of those aged 65 to 74, falling to just 2.4% of respondents over the age of 85.

Q21: How do you prefer to receive information from your landlord (Cambridge City Council)?

(Overall - % - 204 respondents)

![Bar chart showing preferences for information delivery methods]

9.2 37.7% of respondents indicated that they have access to the internet, with such responses consistently declining with age from 60.7% of respondents under 65 reducing to 9.8% of those over the age of 85. Of respondents with internet access, access was most likely to be through a 'desktop/laptop' (79.2%), while smaller numbers had access through a 'tablet' (20.8%) or 'Smartphone' (15.6%). 13.0% indicated that they access the internet at a 'library', with 7.8% doing so through a 'work device' while 2.6% gave 'other' responses.

9.3 Half of all respondents without internet access (49.6%) stated that not being interested was their main reason for not having access, while 29.3% could not afford access (rising to
half of both respondents under 65 [50.0%] and those aged 65 to 74 [50.0%]). 17.9% stated that they 'don't know how', rising to 31.3% of respondents aged 75 to 84. 12.2% gave 'other' responses.

Q22: Do you have access to the internet? / Q23: If yes, how do you access the internet? / Q24: If no, what is your main reason for not having internet access?
(Overall/'Yes' at Q22/'No' at Q22 - % - 204/77/123 respondents)

Q25: If you have made contact with your landlord (Cambridge City Council) in the last 12 months, how satisfied or dissatisfied were you with the following?
(Overall - % - 128-132 respondents)

9.4 Amongst respondents who had contacted Cambridge City Council in the preceding 12 months, satisfaction was highest in relation to 'how enquiries are dealt with' (86.3%) and 'satisfaction with outcome' (86.0%). Satisfaction was lowest regarding the 'ability of staff to deal with query' (83.3%).
10. PRIORITIES FOR THE FUTURE

Question 26: ‘Which three of the following housing related services would you consider to be your first, second and third priorities?’

Question 27: ‘Are there any other housing related services you think should be prioritised?’

Question 28: ‘What single improvement would you most like to see in your housing service?’

Question 28a: ‘What would be the top three reasons that would encourage you to move to an older people’s housing scheme?’

Appendix 3B - Pages 49 to 51

10.1 Most selected as respondents’ first priority was ‘providing sheltered accommodation for elderly or vulnerable tenants’ (30.9%), followed by ‘building new council housing’ (24.4%) and ‘advice and support for those seeking a home’ (13.8%). In terms of respondents’ second priority, most selected here were ‘providing sheltered accommodation for elderly or vulnerable tenants’ (18.4%), ‘repairing your home’ (17.6%) and ‘building new council housing’ (15.2%), while third priorities firstly consisted of ‘providing sheltered accommodation for elderly or vulnerable tenants’ (20.3%), ‘dealing with enquiries and providing support to tenants by phone, in person, by email or online’ (14.6%) and ‘repairing your home’ (13.0%).

Q26: Which of the following housing related services would you consider to be your first, second and third priorities? (Overall % - 123-125 respondents)
10.2 When asked if they have any other housing related issues that should be prioritised, 9.5% made suggestions, while 24.8% made comments relating to a single improvement which they would like to made in their neighbourhood, both of which are listed at Appendix 4B.

10.3 When asked what were the top three reasons respondents would have for moving to an older people’s housing scheme, the most popular responses related to ‘security’, ‘need support’ and the nature of the accommodation. Full responses are listed at Appendix 4B.
11. **ABOUT YOU**

**Question 30**: 'Please provide details for all household members including yourself.'
**Question 31**: 'Does the household include a pregnant woman?'
**Question 32**: 'What is your work status?'
**Question 33**: 'What is your ethnic group?'
**Question 34**: '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 35**: 'Does anyone in the household require...?'
**Question 36**: 'How likely are you to move from your current home in the next 3 years?'
**Question 37**: 'Where are you most likely to move to?'
**Question 38**: 'Why would you like to move?'

Appendix 3B - Pages 52 to 54

11.1 The slight majority of respondents were male (53.4%) and 46.6% were female. No respondents were living in households that included a pregnant woman (0.0%), while four-in-five respondents (81.2%) indicated that they are 'retired' and a further 6.0% that they are 'unable to work because of long-term sickness/disability' (4.5% stated that they are in full-time employment).

**Q31: Does this household include a pregnant woman?**
(Overall - % - 210 respondents)

11.2 70.6% of 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 (38.1% 'limited a lot'/32.5% 'limited a little'). Half of all respondents (50.0%) indicated that their household has 'no disability requirements', while smaller numbers required 'level access housing' (21.3%), 'fully wheelchair accessible housing' (8.0%), 'wheelchair access to essential rooms' (3.3%) or 'other disability requirements' (13.3%).
Q32: What is your work status?
(Overall - % - 133/18 respondents)

Q34: 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 - % - 160/21 respondents)
11.3 Three-quarters of respondents (76.0%) stated that they are either ‘fairly’ (16.2%) or ‘very unlikely’ (59.8%) to move from their current home in the next 3 years, rising to 91.1% of respondents between the ages of 75 and 84. 12.3% were ‘neither’ likely nor unlikely to move from their home, while 11.7% were either ‘very’ (6.1%) or ‘fairly likely’ (5.6%) to do so, rising to 24.0% of respondents under the age of 65.

11.4 47.7% of respondents who indicated that they are likely to move within the next 3 years stated that they are most likely to move to ‘sheltered accommodation’, while a further 38.5% would move to ‘another Cambridge City Council home’. 21.5% are likely to move to a ‘care home’, with 10.8% giving ‘a Housing Association home’ responses. 4.6% gave ‘other’ responses.
11.5 The majority of respondents who were likely to move home stated that they would do so as they ‘need support’ (55.8%). Smaller numbers of respondents had ‘issues with neighbours/neighbourhood’ (17.3%), were currently living in homes that are ‘too small’ (17.3%) or ‘too big’ (7.7%), or had cost issues arising from the cost of ‘living in this home’ (11.5%) or ‘heating this home’ (5.8%). 17.3% gave ‘other’ responses.

Q37: Where are you likely to move to?
('Likely' at Q36 - % - 65 respondents)

Q38: Why would you like to move?
('Likely' at Q36 - % - 52 respondents)