

THIO Resident Contact Form

Data analysis

May 2024

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Suitable for Publication Scheme: Yes

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Introduction

Meta data:

The data contained in this report is taken from 455 paper forms and 78 electronic forms completed on THIO visits to residents to the end of FY 2023/24. The total number is 533.

Caveats:

- The forms were completed by 5 THIOs and 2 Resident Services Officers and cover residents in specific areas of the borough.
- No survey methodology has been provided.
- The qualitative data within this survey has been handwritten by the THIO or the resident, and given the short timeline for this analysis, clarification has not been sought where writing is illegible.
- Two different versions of the form have been used so there are slight differences in the questions asked to a small number of respondents. An electronic version was introduced in October 2023.
- The original forms are available for inspection.
- No comparison has been made against the population of the borough, or the LB Southwark Tenant population to identify if this survey sample is indicative of the general population.

Language & Disability

Language & translation requirements

- 281 respondents gave English as their first language, while 165 provided no answer.
- Between the other 87 respondents, there are 29 different languages given as the first language, with the most common being Yoruba (19).
- Only 2% of respondents indicated they required the services of a translator. One household stated that the children are always around to translate on their parent's behalf.
- Four of those who stated they required a translator did not provide a first language.

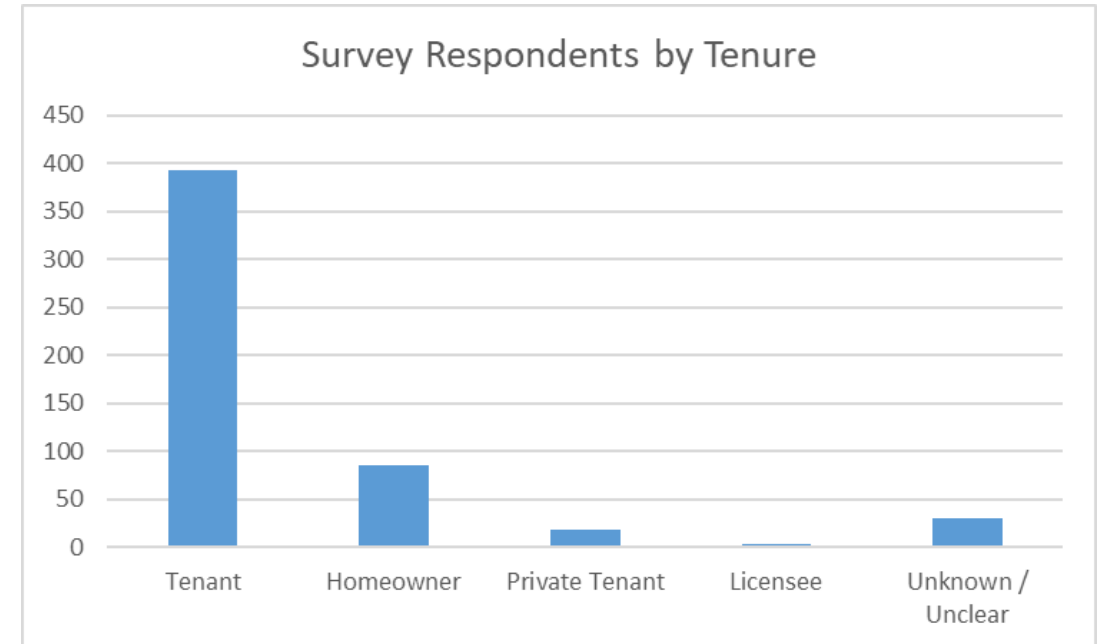
Disability

- 209 respondents stated they had no disability, and 199 respondents left the field blank, meaning 77% of respondents have not disclosed a disability. 26 people (5%) chose the 'prefer not to say' option.
- Of the 81 respondents who disclosed a disability, two thirds disclosed it is physical disability, while a third stated it was a mental disability.
- 6 respondents disclosed they were physically disabled but also had some mental disability. These are only included under 'physical' in the table.
- Further details of the disability were not requested on the survey, and it is unknown whether respondents with disabilities had difficulty with this survey, or whether additional support was provided by the THIOs to assist the respondents.

Disability	Contacts	%
No Disability	209	39.2%
Physical	66	12.4%
Mental	33	6.2%
Prefer not to say	26	4.9%
Blank	199	37.3%
Grand Total	533	100.0%

Tenure Type

Tenure	Contacts	%
Tenant	393	73.7%
Homeowner	86	16.1%
Private Tenant	19	3.6%
Licensee	4	0.8%
Unknown / Unclear	31	5.8%
Grand Total	533	100.0%

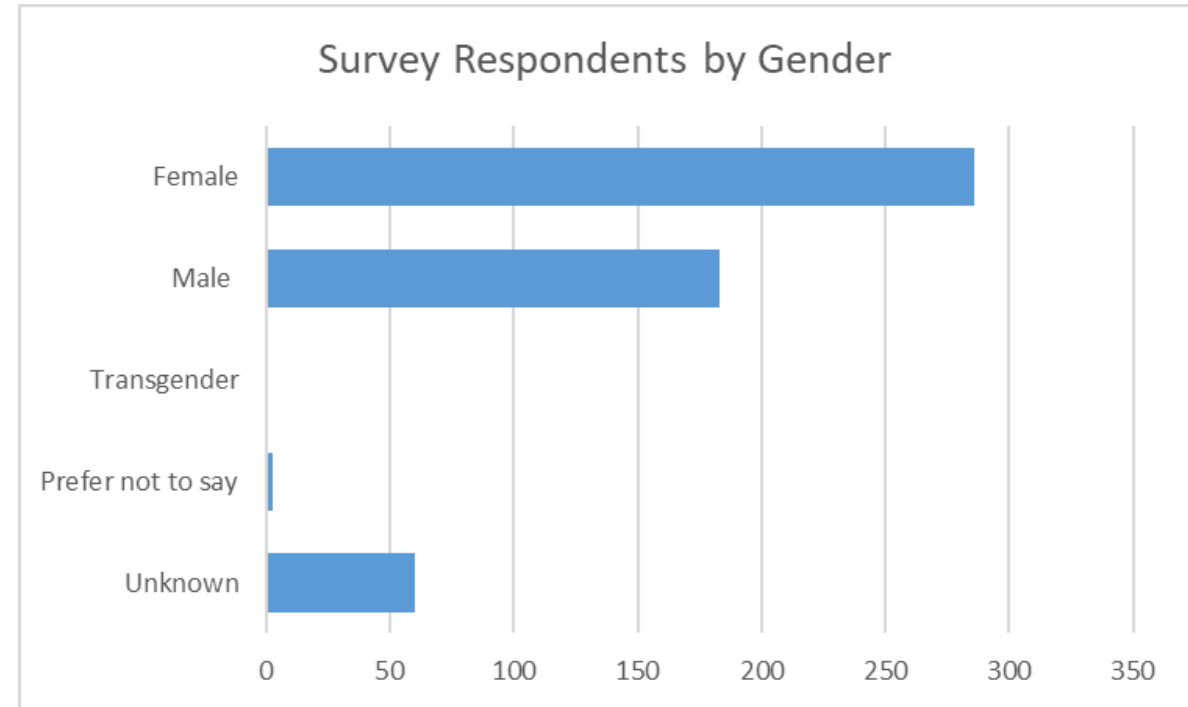


- 74% of those surveyed reported to be Tenants.
- Those unknown or unclear are due to no address recorded, or entries such as 'User' or 'Occupant'.
- A number of those included as tenants were not given a tenure type on the form but have been identified from the NEC Housing database based on the address and name.

Gender

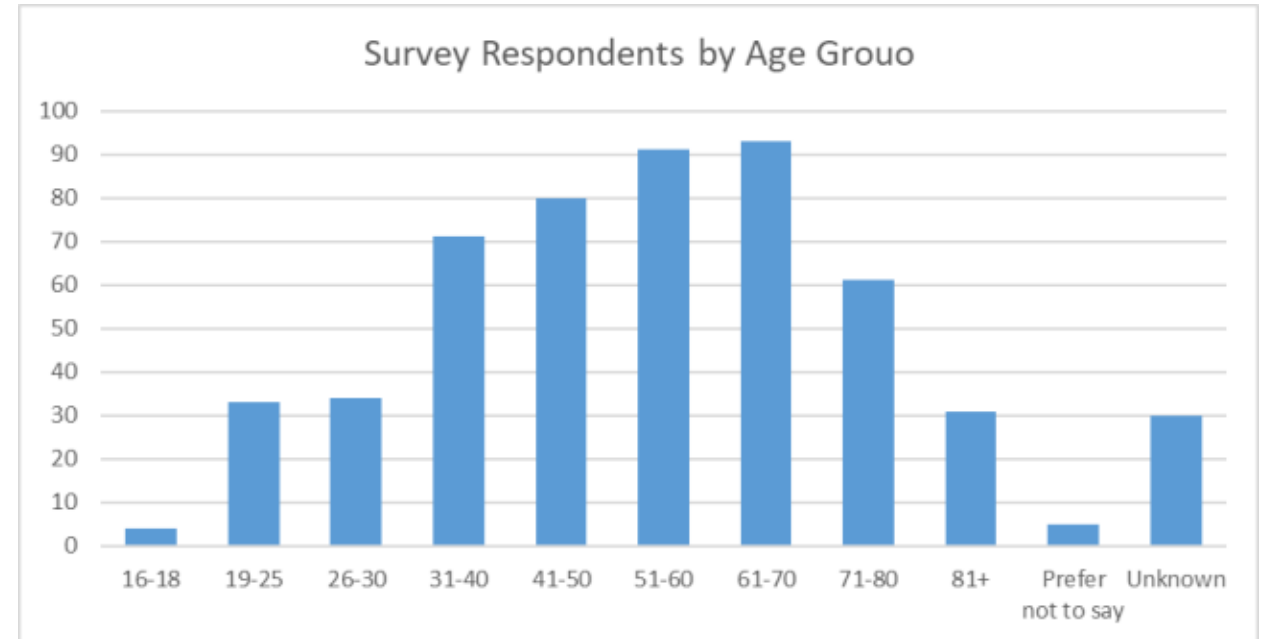
Gender	Contacts	%
Female	286	53.7%
Male	183	34.3%
Transgender	1	0.2%
Prefer not to say	3	0.6%
Unknown	60	11.3%
Grand Total	533	100.0%

- Over half of respondents have indicated they are female, one third indicate they are male, and one person indicated they are transgender.
- 3 people actively chose not to disclose their gender (0.7%) while 11% either did not tick a box at all or were surveyed as a couple and 2 genders were selected on one form (3 cases).
- Many of those who chose not to answer this question also omitted to answer the other diversity questions.
- No questions were asked to establish if the gender the respondents identified as is the same as their gender at birth.
- Further gender assignments could be made based on title (where recorded) and forename if a more indicative breakdown is required.



Age Groups

Age Group	Contacts	%
16-18	4	0.8%
19-25	33	6.2%
26-30	34	6.4%
31-40	71	13.3%
41-50	80	15.0%
51-60	91	17.1%
61-70	93	17.4%
71-80	61	11.4%
81+	31	5.8%
Prefer not to say	5	0.9%
Unknown	30	5.6%
Grand Total	533	100.0%



- The most surveyed age group is 61-70 years, accounting for 17% of respondents.
- There are clusters within the older respondents suggesting that several residents in Sheltered Housing Units were included in the survey.
- There were no questions regarding occupation, and no indication of the times that surveys were conducted. It may be that more retired residents were available to answer the survey when approached.
- Those aged 19-30 are under-represented in the respondents, accounting for only 12.6% . This has not been compared to the general tenant or resident population.
- There is no indication of the spread of ages of those in the 81+ age group.

Ethnicity

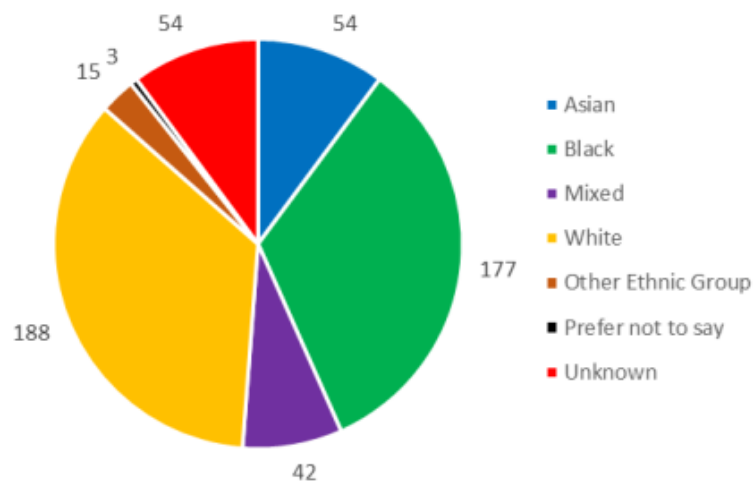
Ethnicity	Contacts	%
Asian	54	10.1%
Black	177	33.2%
Mixed	42	7.9%
White	188	35.3%
Other Ethnic Group	15	2.8%
Prefer not to say	3	0.6%
Unknown	54	10.1%
Grand Total	533	100.0%

White residents make up the largest group of respondents (35%), with 'English / Welsh / Scottish and Northern Irish' the largest group within that category, and the largest group of all respondents.

Ethnicity		Contacts	%
Asian / Asian British	Bengali	6	1.1%
	Chinese	7	1.3%
	Indian	13	2.4%
	Pakistani	1	0.2%
	Other Asian	27	5.1%
Black / Black British	African	129	24.2%
	Caribbean	36	6.8%
	Other Black / African / Caribbean	12	2.3%
Mixed	White & Asian	4	0.8%
	White & Black African	8	1.5%
	White & Black Caribbean	21	3.9%
	Other Ethnic Group	9	1.7%
White	English / Welsh / Scottish / N Irish	142	26.6%
	Gypsy / Roma / Romany or Irish Traveller	2	0.4%
	Irish	11	2.1%
	Other Western European	24	4.5%
	Any other White background	9	1.7%
Other	Latin American	7	1.3%
	Any Other Ethnic Group	8	1.5%
Prefer not to say		3	0.6%
Unknown		54	10.1%
Grand Total		533	100.0%

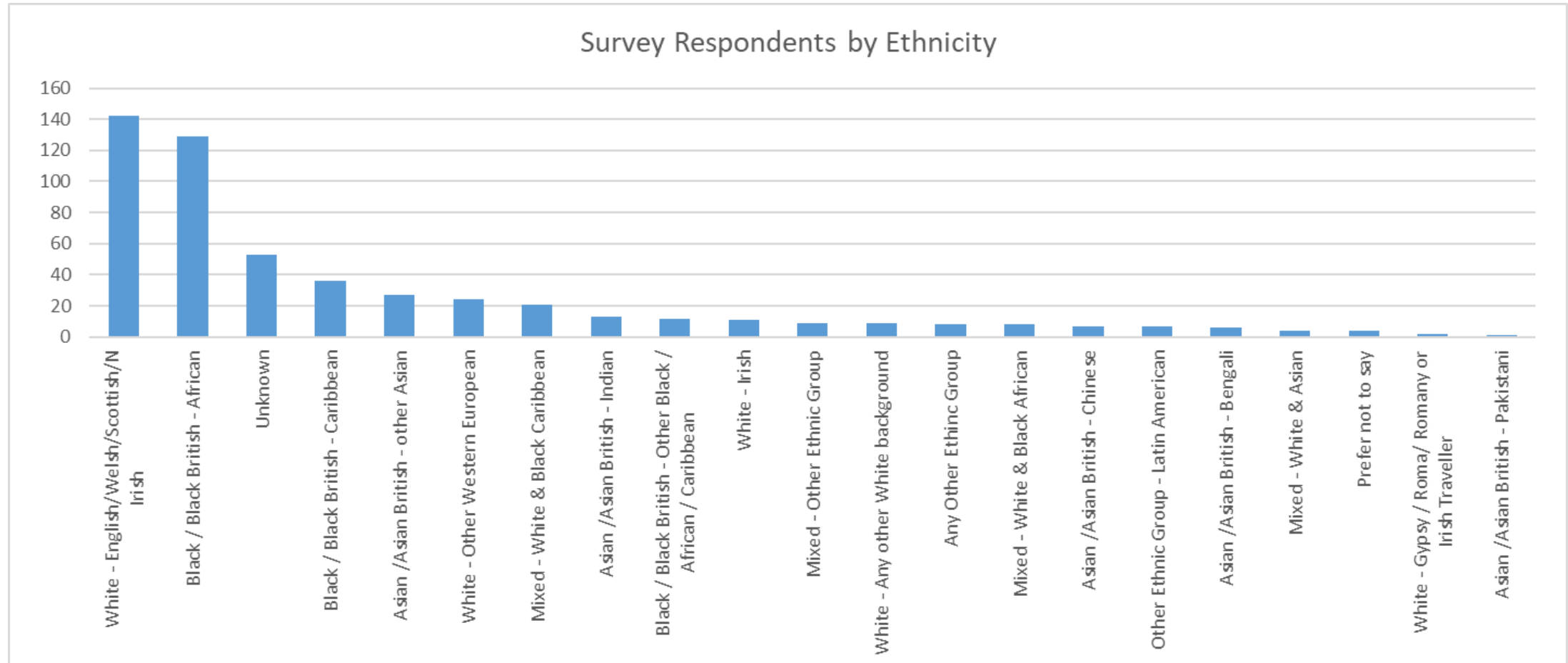
Black respondents feature second (33%) with Black African the largest group within that category.

Survey Respondents by Ethnicity



- While 10.1% of respondents are recorded as Asian, over half of those (23) marked the other Asian box which may indicate a further category or breakdown of the Asian ethnicity is required.

Ethnicity

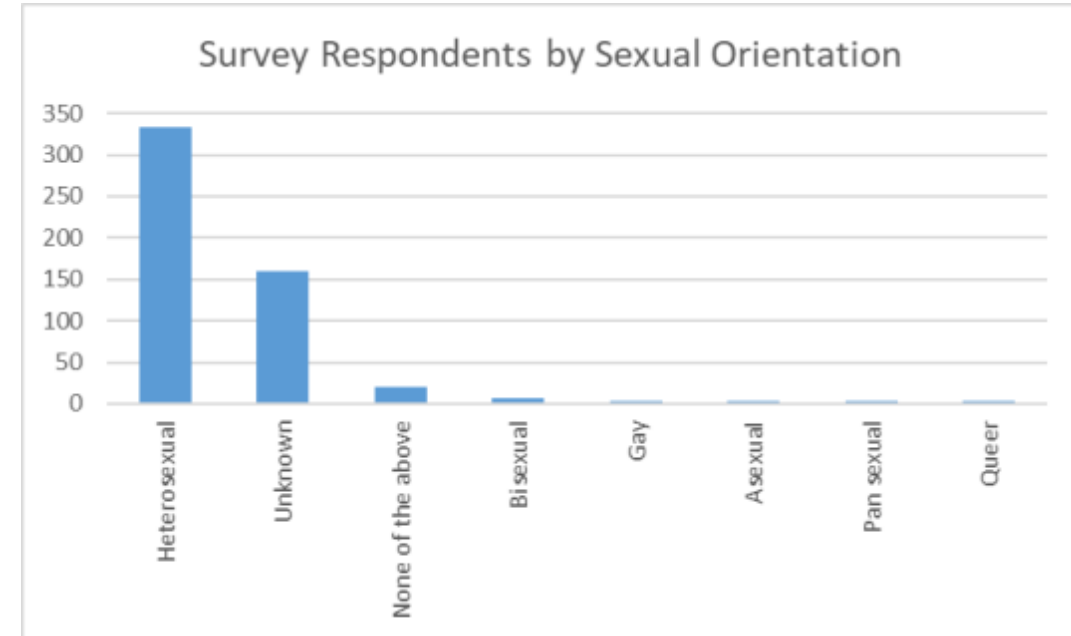


The format of the paper form may have resulted in incorrect recording as these categories were displayed vertically in a table, and some options category crossed 2 pages. There are many examples where residents have ticked one, then scribbled it out and selected another. This should have been rectified on the e-form.

Sexual Orientation

- 63% of respondents indicated they were Heterosexual / Straight.
- 20 respondents ticked the 'None of the above' box but did not specify an alternative sexual orientation. This may have been because there was no 'Prefer not to say' option available for this question.

Sexual Orientation	Contacts	%
Heterosexual	333	62.5%
Unknown	160	30.0%
None of the above	20	3.8%
Bisexual	6	1.1%
Gay	4	0.8%
Asexual	4	0.8%
Pan sexual	3	0.6%
Queer	3	0.6%
Grand Total	533	100.0%



- 30% of respondents did not answer this question. This is a much higher proportion of respondents than those that chose not to answer other diversity questions.
- Of those aged over 60, only one stated they were asexual, and one stated they were gay. No-one responded as bisexual or queer.
- One respondent added a comment to a paper form stating that queer was not an appropriate option to have on the form, suggesting a misunderstanding of current terms. There is no opportunity for such comments to be added to the e-form.
- By ethnicity, 13 white respondents, 4 Asian respondents and 1 mixed ethnicity respondent were happy to provide a non-heterosexual orientation. All black respondents indicated they were heterosexual or declined to answer the question. This may suggest there is still fear or stigma in some communities about revealing non-heterosexual sexual orientations.

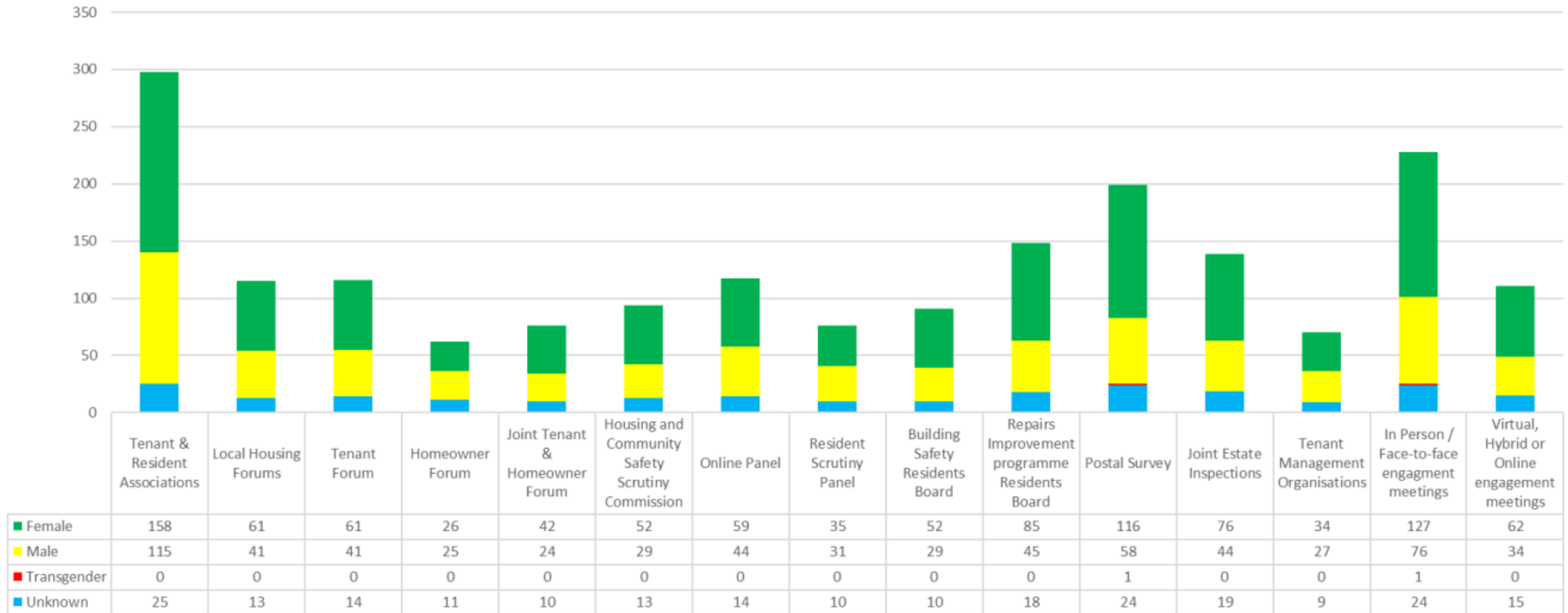
Q1: Formal Engagement Methods

- There were 13 options of how residents wanted to engage with the council, shown in the table below.
- There are 2 additional options for residents to indicate whether they want the engagement in person or virtual. Some respondents selected yes for both methods.
- Most respondents ticked only a yes box where relevant and did not tick the no box where not relevant. Where no option was selected, this has been taken as a negative response.
- Only one method saw more yes responses than no / blank- Tenant & Resident Associations. 56% of respondents state that this was an option that would suit them.
- The Homeowner Forum received the fewest positive responses at 62 (12%). This is perhaps unsurprising given the proportion of tenants surveyed.
- Only 2 respondents aged over 70 responded positively to the virtual/ hybrid/ online engagement.

Formal Engagement	Yes	No / Blank
Tenant & Resident Associations	298	235
Local Housing Forums	114	418
Tenant Forum	116	417
Homeowner Forum	62	471
Joint Tenant & Homeowner Forum	76	457
Housing and Community Safety Scrutiny Commission	94	439
Online Panel	117	416
Resident Scrutiny Panel	76	457
Building Safety Residents Board	91	442
Repairs Improvement programme Residents Board	148	385
Postal Survey	199	334
Joint Estate Inspections	139	394
Tenant Management Organisations	70	463
In Person / Face-to-face engagement meetings	228	305
Virtual, Hybrid or Online engagement meetings	111	422

Q1: Formal Engagement- Gender

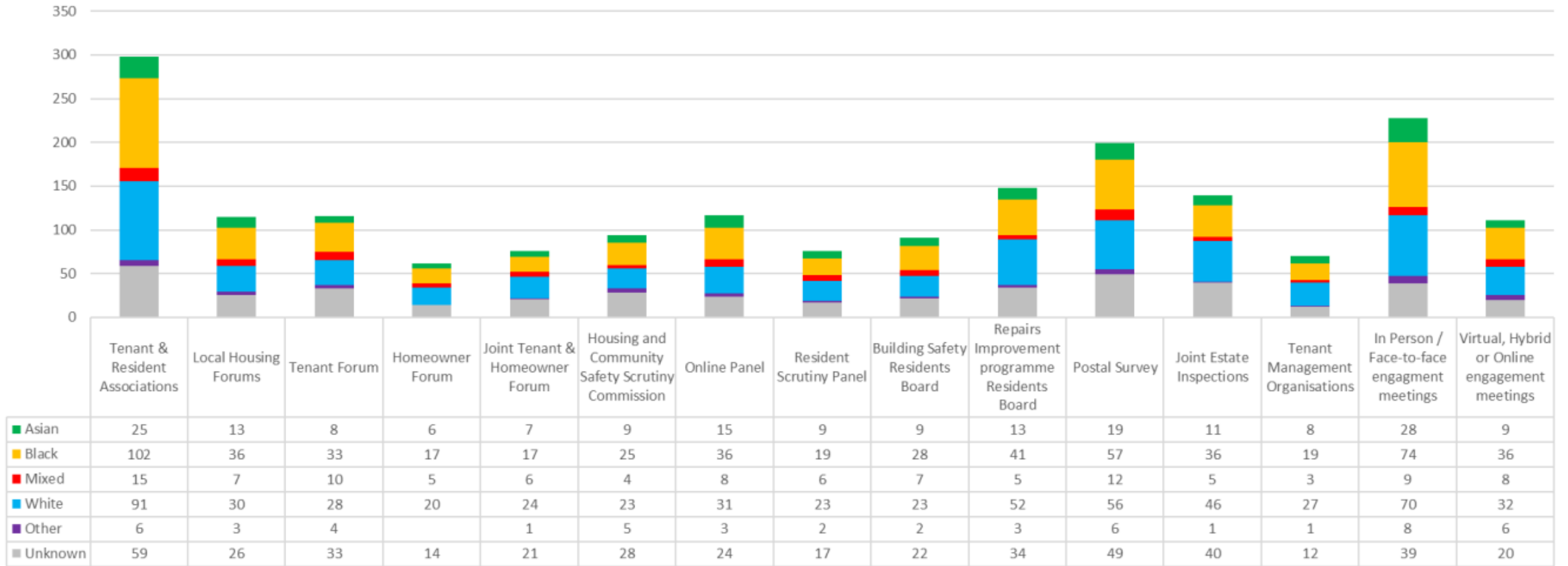
Positive Responses by Gender - Formal Engagement



Tenant & Resident Associations were the most popular option for both male and female respondents, with In Person Engagement the second most popular for both. Transgender respondents selected only Postal Survey and In Person Engagement.

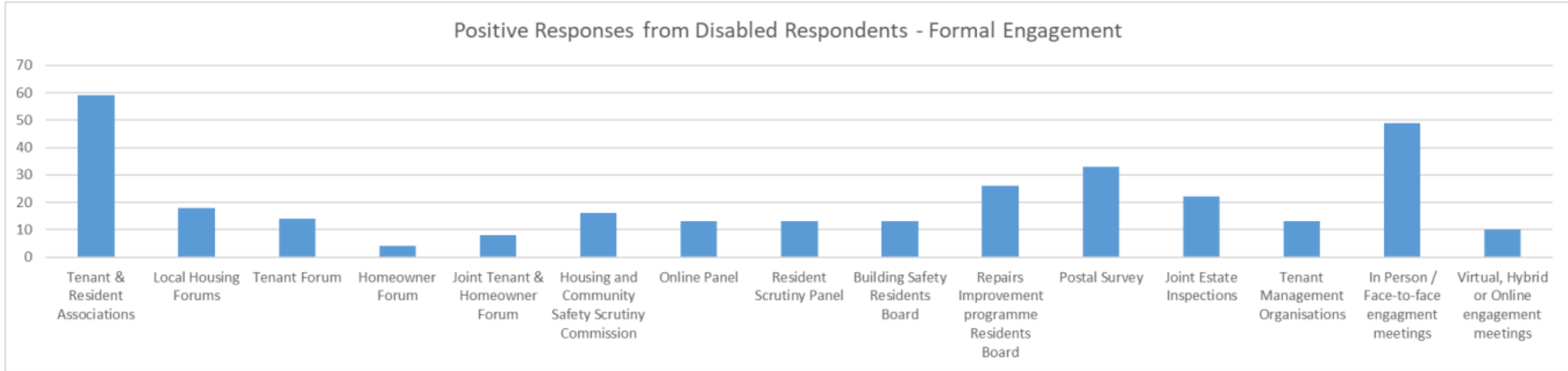
Q1: Formal Engagement- Ethnicity

Positive Responses by Ethnicity - Formal Engagement



- As would be expected with such a clear overall preference for T&RAs, all ethnicities prefer T&RAs for formal engagement. As many respondents of 'other' ethnicity opted for postal survey, as opted for T&RAs.
- All ethnicities prefer in-person engagement, however for mixed ethnicities, the split between in-person and online engagement is split almost evenly.

Q1: Formal Engagement- Disability



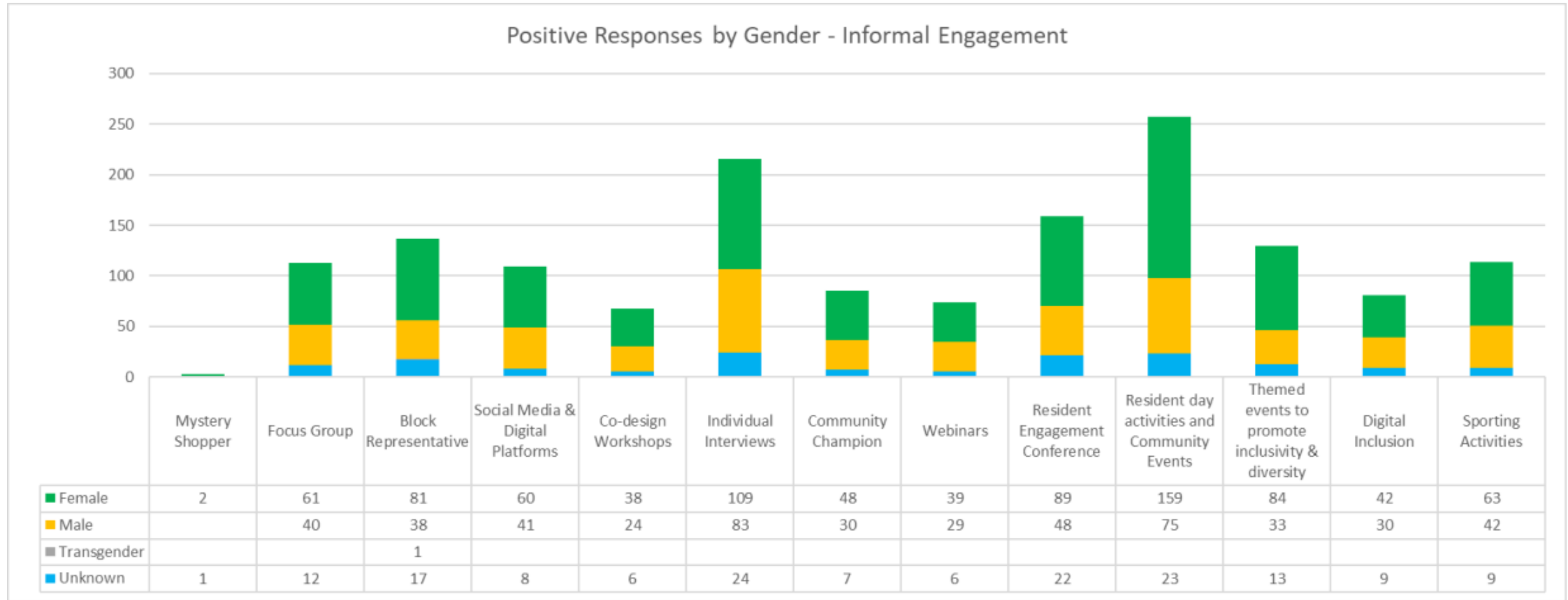
- The most common formal engagement method selected by those who disclosed a disability were Tenant & Resident Associations with postal survey the second most popular option.
- Disabled residents show a preference for in person engagement with five times as many selecting this option over virtual / online engage.

Q2: Informal Engagement Methods

- There were 13 options, however one (Mystery shopper) was only offered to those surveyed using the original paper form.
- Similar to Q1 regarding formal engagement, the majority of respondents ticked only a yes box where relevant and did not tick the no box where not relevant. Therefore, the no and blank responses have been combined.
- ‘Resident day activities and community events’ were the most popular option, having been selected by 48% of respondents. Individual interviews sits second most popular, selected by 41% of residents.
- No option saw more positive than negative /no responses, suggesting that respondents may be less interested in informal engagement, or that they would prefer something not offered in this list.
- The least popular informal engagement options, excluding the mystery shopper option, were Co-design Workshops (68, 13%) and Webinars (74, 14%).

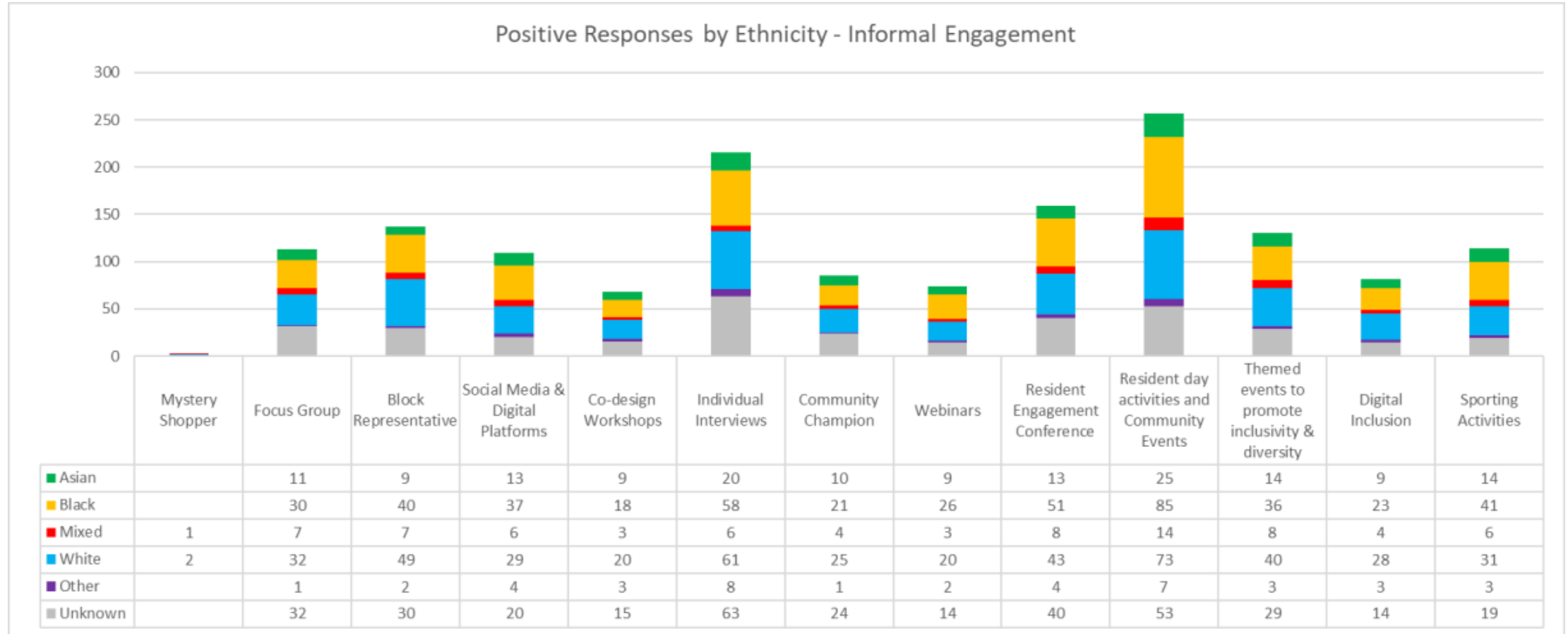
Informal Engagement	Yes	No/Blank
Mystery Shopper	3	530
Focus Group	113	420
Block Representative	137	396
Social Media & Digital Platforms	109	424
Co-design Workshops	68	465
Individual Interviews	216	317
Community Champion	85	448
Webinars	74	459
Resident Engagement Conference	159	374
Resident day activities and Community Events	257	276
Themed events to promote inclusivity & diversity	130	403
Digital Inclusion	81	452
Sporting Activities	114	419

Q2: Informal Engagement- Gender



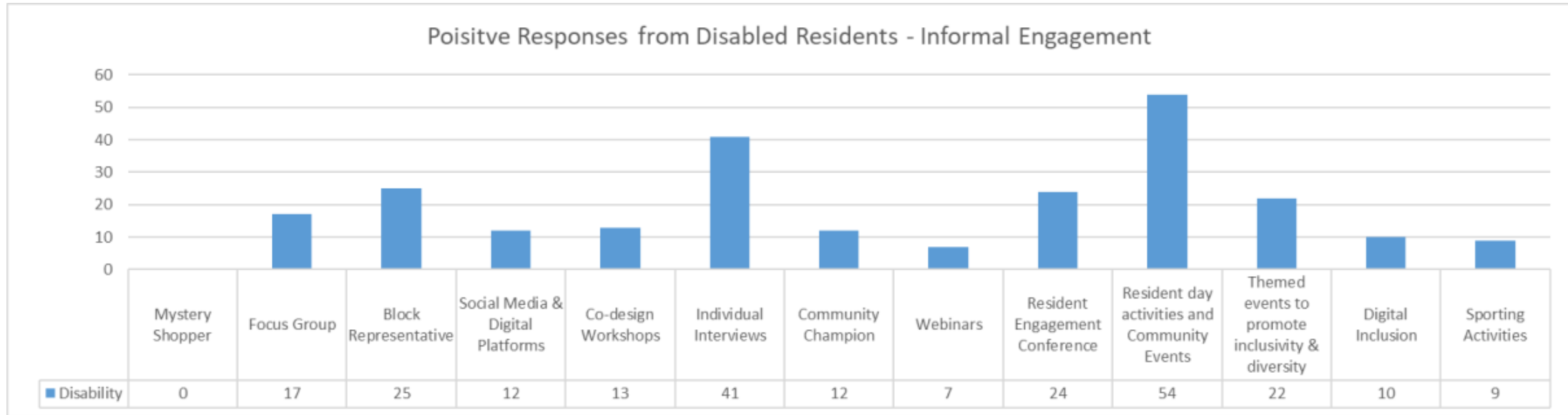
- Resident day activities and community events are the most popular method for female respondents, with individual interviews the second most popular option. The same two options were voted the most popular for males, however the individual interviews came above the activities option.
- The respondents of unknown gender rated the resident activities and engagement conference top, selected by 23 and 22 respondents respectively.

Q2: Informal Engagement- Ethnicity



- The most popular informal engagement for Asian, Black, Mixed and White ethnicity respondents is through resident day activities and community events.
- The most popular option for those that selected other ethnicity and where the ethnicity is unknown, is individual interviews.

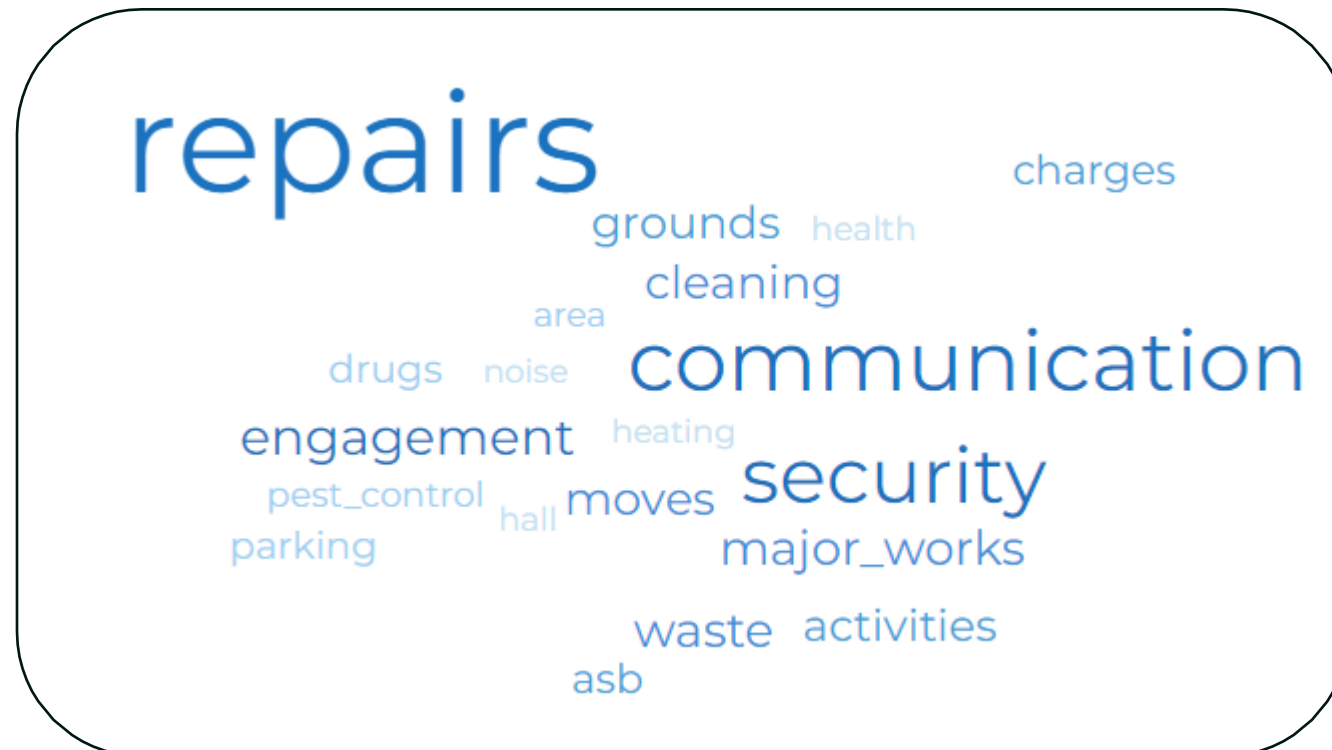
Q2: Informal Engagement- Disability



- The most popular informal engagement method for residents who indicated they had a mental or physical disability are resident day activities and community events, which equates to 55% of the disabled respondents.
- The second most popular method was individual interviews.

Q3: Service Improvements

- 44% of respondents had nothing to suggest regarding improvements in response to this questions. Some stated they were happy with the services; others left the box blank.
- Repairs comes out as main complaint (110) given by 21% of respondents. This is more than double the number of responses as the next most common group (communication).
- Concerns regarding repairs include:
 - Time taken to complete work
 - Time taken to answer phone
 - Quality of work
 - Treatment by staff



Theme	Contacts
Activities	13
Area	3
ASB	10
Charges / Finance	10
Cleaning	15
Communication	54
Drugs	8
Engagement	20
Grounds	14
Hall	2
Health	2
Heating	1
Major Works	17
Moves	15
Noise	1
Parking	7
Pest control	4
Repairs	110
Safety / Security	47
Waste	17
None / Unknown	239

Geographical Spread

Residents surveyed live in clusters across the borough, perhaps to be expected, given the surveys were not completed by all THIOs.

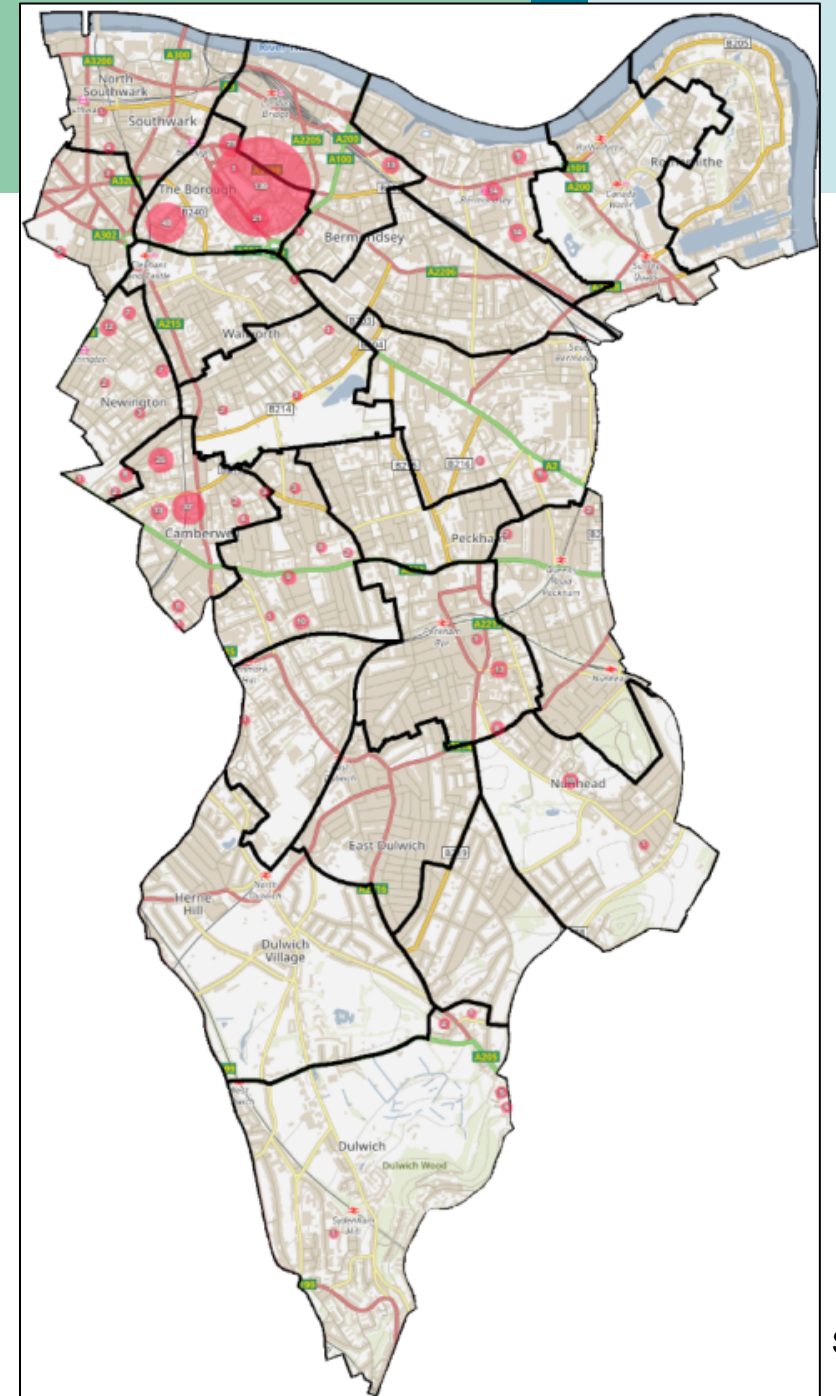
The top 3 wards are:

- Chaucer (231, 43%)
- Camberwell Green (90, 17%)
- Newington (42, 8%)

The largest cluster is the Tabard Gardens Estate (162).

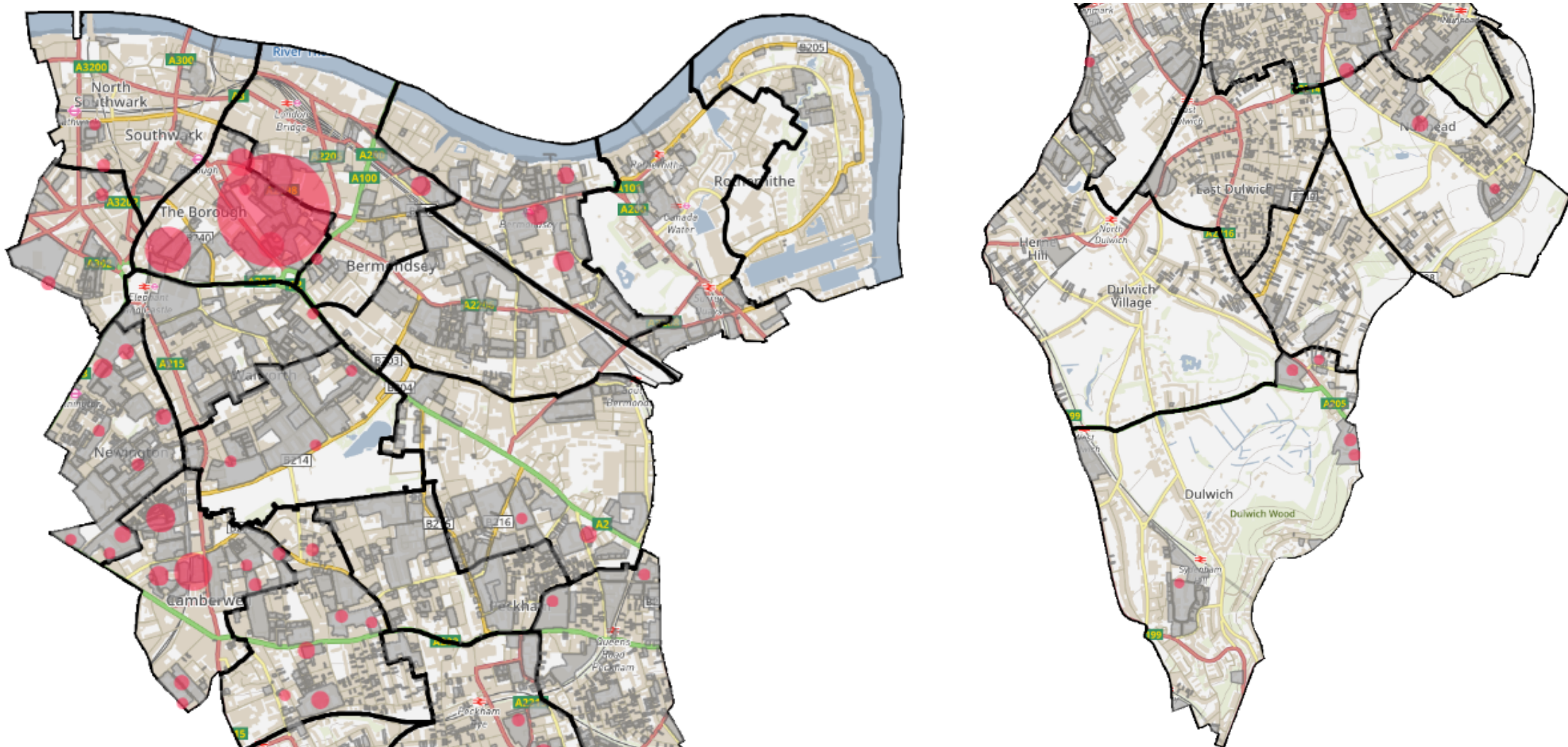
No residents of the following wards were included in this survey:

- Dulwich Hill
- Dulwich Village
- Goose Green
- Peckham
- Rotherhithe
- South Bermondsey
- Surrey Docks



Geographical Spread

Cluster map showing survey respondent's home addresses, overlaid onto the 'Southwark housing estates (all types) map'.



Anomalies

- Two residents at one property (Laird House) were surveyed. It is unclear whether these were conducted at the same time (co-resident) or some months apart (i.e. the property may have changed hands in between). One paper form is dated 12/2022 the other is undated.
- Three residents at one property (Latimer) were surveyed individually on one date (e-forms). One of these residents was also interviewed again a week later, by a different THIO.
- One other resident appears to have been surveyed twice, one paper form is dated, and one is not. The responses given are different.
- Question 1- The options available are 13 different types of forum/ meeting while 14 and 15 appear to be asking for a preference of how those 13 methods are delivered. If this is the intention, that needs to be made clear to the respondent, and should be treated as a separate question.

Survey Format

- Surveys for this year have been completed on paper forms and electronically. This will have generated some inconsistencies across the data set, with the e-forms likely to be more accurate, requiring no interpretation of handwriting.
- Going forward, assuming all forms are completed electronically, analysis of the results will be simpler.