

Analysis of Your Service, Your Choice Survey

Introduction

The 'Your service, your choice consultation – Investing in Housing' postal survey was distributed to 51,700 households in the borough including tenants, homeowners paying service charges and properties managed by Tenant Management Organisations. The survey sought residents' views on a range of issues relating to investment in housing. The survey was distributed on 28 February with the closing date of 22 March 2011.

Residents were asked to complete seven questions relating to: investment in housing generally; the prioritisation of works aimed at making homes warm, dry and safe to meet decent homes standards; the importance of other major works elements and the generation of additional resources through the sale of empty homes.

Profile of respondents

6,477 (12%) of the 51,700 households surveyed submitted a response of which 5,332 (82%) were tenants and 1,143 (18%) were homeowners, (tenure of 2 respondents not known). A detailed profile of all respondents is attached in the Appendix.

Methodology

To encourage participation and assist with any queries regarding the survey, a covering letter was sent with each survey form giving details of drop-in sessions to be held between 7-10 March, one at each of the eight Area Housing Offices. A minimum of two officers were present at each session to provide information or assistance with the completion of the survey. Ten forms were handed in which were included in the overall survey results. The survey questionnaire also included details of a prize draw.

Responses to the survey were returned to the independent market research company where the completed questionnaires were checked, scanned and the results collated. The collated results were delivered to Southwark Council in spreadsheet format and the questionnaires delivered in both scanned file format and original hard copy.

The Council carried out a random quality check to verify the accuracy of the collated results. Around 2.5% of the completed questionnaires were checked, line by line, against the collated data. This indicated a very high level of accuracy for the main survey questions but highlighted an issue with the recording of some of the diversity monitoring information. The market research company quickly identified a simple coding error and the problem was resolved. A further random quality check on the corrected data, including some targeted checking of the diversity monitoring records enabled the Council to verify the accuracy of the collated data and sign it off for analysis.

Where respondents provided conflicting answers to a question (for example indicating that they both agreed and disagreed with a statement) the response to that question was deemed invalid and excluded from the survey results. Questions 1 and 6 asked respondents to choose up to three options but 76 (1%) respondents chose more than three for question 1 and 41 (0.6%) chose more than three for question 6. These responses to the questions were deemed invalid and excluded from the survey results. The combination of two anonymous responses and a small margin of error within the process, accounts for minor variations within the results. For ease of reading, the percentages quoted in this report have been rounded up or down to the nearest whole number. However, the report states the actual number and relevant base number from which the percentage has been calculated.

The results of the survey are provided below:

Question 1 – Finding out which Decent Homes works are most important to you

Of the following parts of a property or block, which do you consider to be the three most important?

Respondents could choose up to three of the options listed. A breakdown of all responses is provided below which shows that heating (66%), windows (42%) and kitchens (40%) are considered the three most important elements of decent homes work by respondents overall. These were closely followed by front doors and bathrooms/WCs, each selected by 39% of all respondents. The emphasis on the importance of heating is likely to have been influenced by the very cold weather being experienced during the consultation period.

Elements of work	Overall Survey		Tenants		Homeowners	
	Count	Percentage	Count	Percentage	Count	Percentage
Heating	4,282	66%	3,608	68%	675	59%
Windows	2,750	42%	2,196	41%	555	49%
Kitchens	2,590	40%	2,405	45%	186	16%
Front Doors	2,523	39%	2,144	40%	381	33%
Bathrooms/ WCs	2,501	39%	2,283	43%	219	19%
Walls, roofs & chimney	2,339	36%	1,596	30%	744	65%
Rewiring	1,381	21%	1,010	19%	371	32%

Base:

6,477 – All respondents

5,332 – Tenants

1,143 – Homeowners

2 – Anonymous (included in overall results but unable to attribute to tenants or homeowners)

The ranking of the three most important elements differs when considered by tenure as follows:

Tenants – Heating (68%), Kitchens (45%) and Bathrooms/WCs (43%)

Homeowners – Walls, roofs and chimney (65%), Heating (59%) and Windows (49%)

Smaller proportions of homeowners selected bathrooms/WCs (19%) and kitchens (16%), compared to 43% and 45% respectively for tenants. These findings are likely to be influenced by the fact that internal decent homes works such as kitchens, bathrooms/WCs and are only carried out to tenanted properties, whereas structural external works such as walls, roofs and chimney and windows would be carried out to homeowner properties. Rewiring was selected by 32% of homeowners compared to only 19% of tenant respondents.

Question 2 – Investing in more

To what extent do you agree or disagree with the following statement?
 The Council should spend less money on each property meaning more homes receive works to a lower standard, rather than spending more money on a smaller number of homes.

The responses to Question 2 are as set out below:

Response	Overall Survey		Tenants		Homeowners	
Strongly agree	729	11%	552	10%	177	15%
Tend to agree	1,260	19%	988	19%	272	24%
Neither agree nor disagree	1,030	16%	864	16%	168	15%
Tend to disagree	1,157	18%	939	18%	218	19%
Strongly disagree	1,660	26%	1,414	27%	246	22%
Don't know	539	8%	493	9%	46	4%
Did not answer	102	2%	82	2%	16	1%

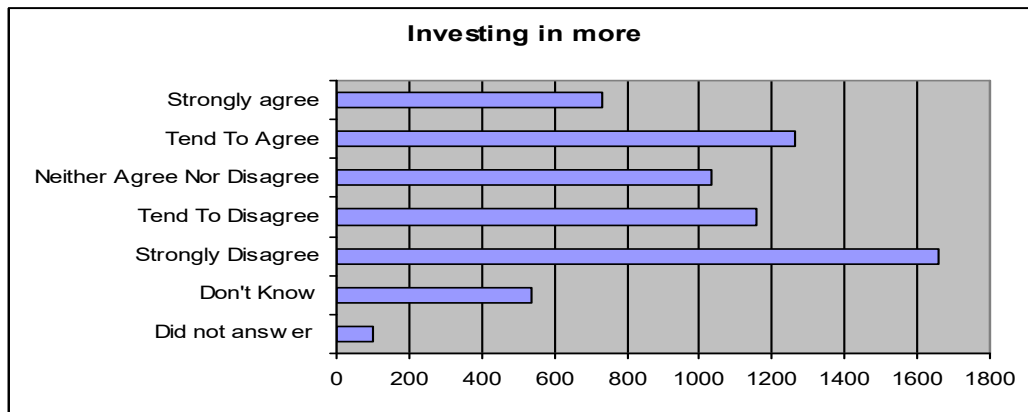
Base:

6,477 - All respondents

5,332 – Tenants

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Base: 6,477

- As indicated above, 1,660 (26%) of respondents strongly disagreed with this statement
- Overall, a total of 2,817 (43%) of respondents tended to disagree or strongly disagreed, whereas 1,989 (31%) tended to agree or strongly agreed
- 641 (10%) of respondents either indicated “don’t know” or did not answer this question with most selecting “don’t know.”

Some 27% of tenant respondents strongly disagreed with the statement compared to 22% of homeowners. Correspondingly, a larger proportion of homeowner respondents, 39%, either tended to agree or strongly agreed, compared to 29% for tenant respondents.

Question 3 – Tackling the worst properties first

To what extent do you agree or disagree with the following statement?

The Council should prioritise carrying out works to the smaller number of homes needing most work to make them warm, dry and safe meaning that those needing less work may have to wait longer.

The following table and chart show the findings for Question 3.

Response	Overall Survey		Tenants		Homeowners	
Strongly agree	1,464	23%	1,230	23%	234	20%
Tend to agree	2,377	37%	1,878	35%	500	44%
Neither agree nor disagree	817	13%	710	13%	107	9%
Tend to disagree	742	11%	610	11%	132	12%
Strongly disagree	705	11%	571	11%	134	12%
Don't know	274	4%	251	5%	23	2%
No answer	97	1%	82	2%	13	1%

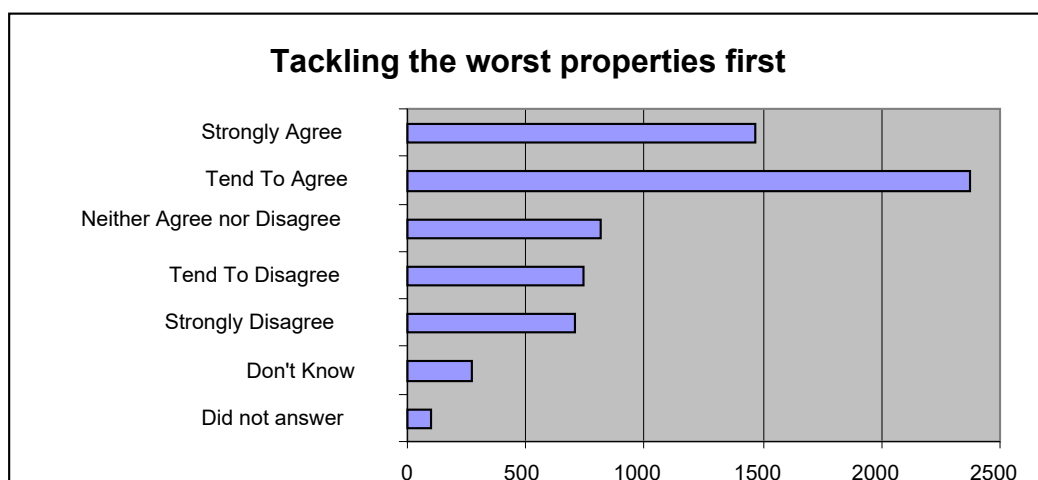
Base:

6,477 – All respondents

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1,143 – Homeowners

2 – Anonymous (included in overall results but unable to attribute to tenants or homeowners)



Base: 6,477

- Some 2377 (37%) respondents indicated that they tended to agree with the statement
- Overall 3,841 (59%) respondents either tended to agree or strongly agreed, compared to 1,447 (22%) who tended to disagree or strongly disagreed
- 371 (6%) of respondents selected “don't know” or did not answer this question.

58% of tenant and 64% of homeowner respondents tended to agree or strongly agreed with the statement that the Council should prioritise works to the smaller number of homes needing the most work. The proportions of tenant and homeowner respondents who tended to disagree or disagreed with the statement were similar at 22% for tenants and 24% for homeowner respondents.

Question 4 – Repair rather than replacement

To what extent do you agree or disagree with the following statement?

The Council should bring more homes up to decent homes standard in a shorter time by carrying out repairs rather than replacing items such as kitchens, bathrooms and windows, which would take longer.

The following table and chart illustrate the findings for this question.

Response	Overall Survey		Tenants		Homeowners	
Strongly agree	1,424	22%	1,098	21%	326	29%
Tend to agree	1,780	27%	1,359	25%	421	37%
Neither agree nor disagree	740	11%	626	12%	114	10%
Tend to disagree	1,073	17%	929	17%	144	13%
Strongly disagree	1,158	18%	1,053	20%	106	9%
Don't know	216	3%	198	4%	18	2%
No answer	86	1%	69	1%	14	1%

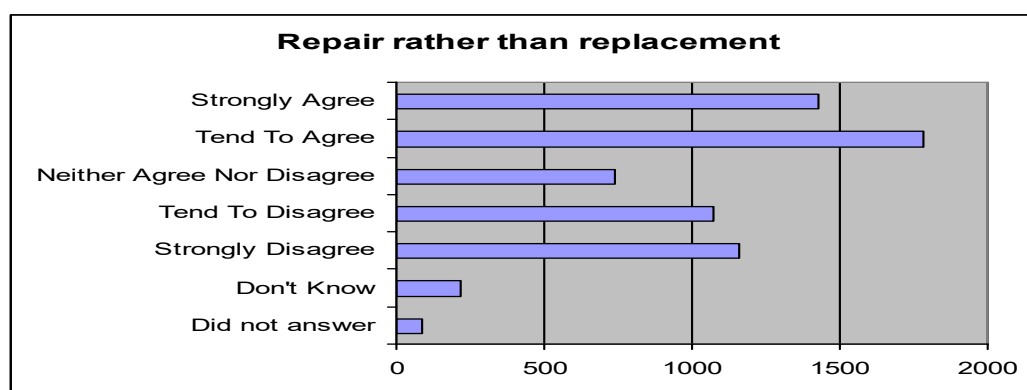
Base:

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5,332 – Tenants

1,143 – Homeowners

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Base: 6,477

- Overall, 1,780 (27%) of respondents indicated that they tended to agree with the above statement
- Nearly half of all respondents, 3,204 (49%) either tended to agree or strongly agreed, compared to 2,231 (34%) who tended to disagree or strongly disagreed
- 302 (5%) of respondents indicated “don't know” or did not answer this question.

A smaller proportion of tenant respondents tended to agree or strongly agreed with the statement compared to the homeowner respondents, 46% of tenant respondents compared to 66% of homeowners. Correspondingly, a higher proportion of tenants, 37%, tended to disagree or strongly disagreed, compared to 22% of homeowner respondents. These findings are likely to be influenced by the fact that internal decent homes works such as kitchens, bathrooms/WCs and are only carried out to tenanted properties, whereas structural external works such as windows would be carried out to homeowner properties.

Question 5 – Early wins

To what extent do you agree or disagree with the following statement?
The Council should prioritise carrying out works to the larger number of homes needing less work to make them warm, dry and safe, meaning those needing more work may have to wait longer.

The following table and chart set out the responses to this question.

Response	Overall Survey		Tenants		Homeowners	
	Count	Percentage	Count	Percentage	Count	Percentage
Strongly agree	885	14%	734	14%	152	13%
Tend to agree	1,614	25%	1,296	24%	318	28%
Neither agree nor disagree	945	15%	788	15%	157	14%
Tend to disagree	1,325	20%	1,056	20%	269	24%
Strongly disagree	1,285	20%	1,091	20%	195	17%
Don't know	287	4%	257	5%	30	3%
No answer	136	2%	110	2%	22	2%

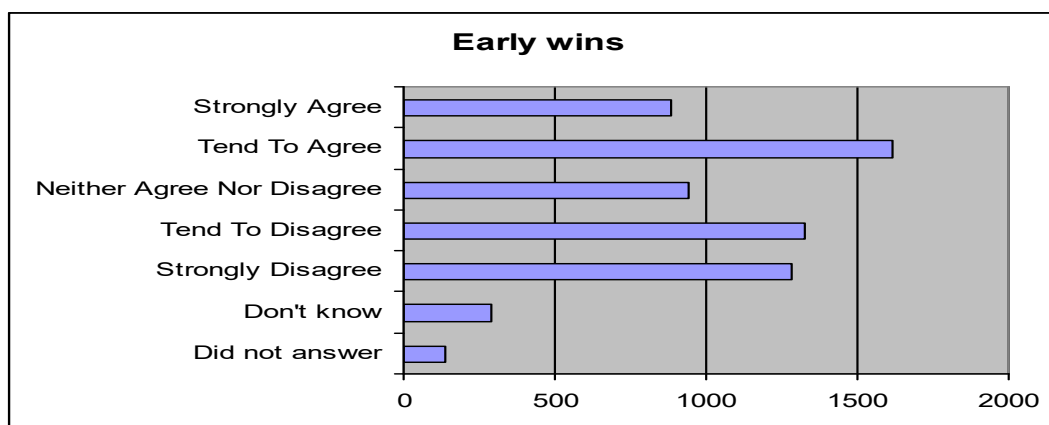
Base:

6,477 – All respondents

5,332 – Tenants

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2 – Anonymous (included in overall results but unable to attribute to tenants or homeowners)



Base: 6,477

- A quarter of all respondents, 1,614, tended to agree with the statement
- Overall, 2,499 (39%) tended to agree or strongly agreed with the statement compared to 2,610 (40%) of respondents who either tended to disagree or strongly disagreed
- 423 respondents (7%) indicated “don’t know” or did not answer this question.

Looking at the findings for each tenure group, for both tenant and homeowner respondents, the responses were fairly evenly split between those who tended to agree or strongly agreed and those who tended to disagree or strongly disagreed.

Question 6 is about whether you think the Council should prioritise work on other things that are not included in the Decent Homes standard.
Of the following types of work, which do you consider to be the three most important?

Respondents could choose up to three of the options listed. The table below gives the percentages of respondents who selected each of the options.

Types of work	Overall Survey		Tenants		Homeowners	
Fire Safety	4,558	70%	3,745	70%	814	71%
Security - Door Entry	3,549	55%	2,925	55%	625	55%
Security – CCTV	2,617	40%	2,261	42%	358	31%
Lifts	2,572	40%	2,175	41%	399	35%
Energy Savings	2,151	33%	1,642	31%	510	45%
District Heating	2,047	32%	1,776	33%	272	24%
Estate gardens/ landscaping	780	12%	551	10%	231	20%

Base:

6,477 – All respondents

5,332 – Tenants

1,143 – Homeowners

2 – Anonymous (included in overall results but unable to attribute to tenants or homeowners)

Fire safety and security works were the most selected types of work: 70% of all respondents selected Fire Safety works, followed by Security-Door Entry (55%), with Security-CCTV (40%) and lifts (40%) joint third.

Tenant respondents also prioritised Fire Safety works (70%) followed by Security-Door Entry (55%) and Security-CCTV (42%). The first and second choices for homeowners followed the same order, although their third choice differed with 45% selecting Energy Savings.

Question 7 – Raising money from the sale of empty council homes to invest in the rest of our homes

To what extent do you agree or disagree that the Council should sell empty properties that are expensive to repair or maintain to raise more money to make homes warm, dry and safe?

The following table and chart show a breakdown of responses to this question.

Response	Overall Survey		Tenants		Homeowners	
Strongly agree	2,065	32%	1,566	29%	499	44%
Tend to agree	1,837	28%	1,478	28%	359	31%
Neither agree nor disagree	709	11%	632	12%	77	7%
Tend to disagree	595	9%	532	10%	63	6%
Strongly disagree	810	13%	703	13%	108	9%
Don't know	339	5%	317	6%	23	2%
No answer	122	2%	104	2%	14	1%

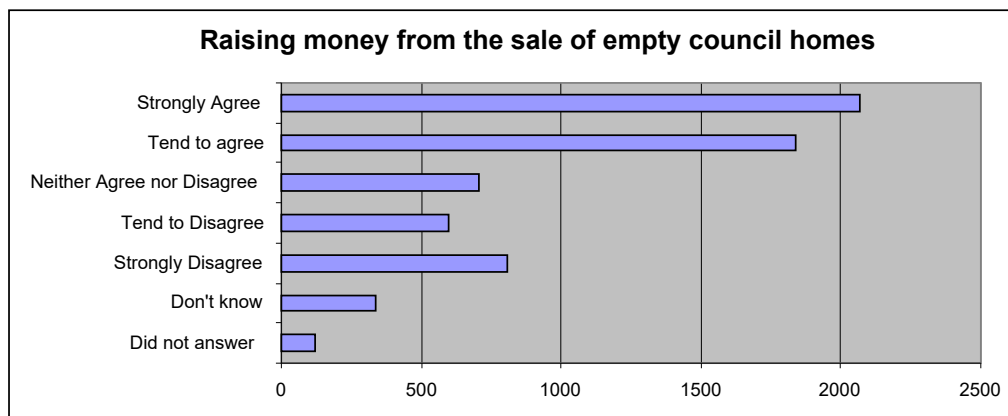
Base:

6,477 – All respondents

5,332 – Tenants

1,143 – Homeowners

2 – Anonymous (responses included in overall result but unable to attribute to tenants or homeowners)



Base: 6,477

- Overall, 2,065 respondents (32%), nearly a third, strongly agreed with the statement
- 3,902 (60%) of respondents tended to agree or strongly agreed, compared to 1,405 (22%) who tended to disagree or strongly disagreed
- 461 (7%) of respondents indicated “don’t know” or did not answer this question.

More than half, 57%, of tenant respondents tended to agree or strongly agreed with the Council raising money from the sale of empty properties. This proportion was higher for homeowner respondents at 75%. 23% of tenant respondents tended to disagree or strongly disagreed with the statement, compared to 15% of homeowners.

Analysis of Question 1 and Question 6 responses based on Decency status

The data for Question 1 were further analysed according to whether or not the property was decent or non-decent (as at 28th February 2011). The decency status of 1,143 homeowner properties is not recorded. The following table presents the findings for *tenanted* properties, and includes the overall survey findings for reference. The decency status of 67 tenanted properties was not available at the time of writing this report.

Q1 Residents were asked to select 3 elements of decent homes works which they considered most important	Overall Survey		Decent (tenanted)		Non-Decent (tenanted)	
	Count	Percentage	Count	Percentage	Count	Percentage
Heating	4,282	66%	2,457	69%	1,094	65%
Windows	2,750	42%	1,400	39%	760	45%
Kitchens	2,590	40%	1,579	44%	799	47%
Front Doors	2,523	39%	1,462	41%	655	39%
Bathrooms/ WCs	2,501	39%	1,504	42%	740	44%
Walls, roofs & chimney	2,339	36%	1,115	31%	470	28%
Rewiring	1,381	21%	670	19%	333	20%

Base:

6,477 – Overall survey (All respondents – tenants and homeowners)

3,578 – Decent (tenant respondents living in decent properties)

1,687 – Non -Decent (tenant respondents living in non decent property)

2 – Anonymous (responses included in overall result but unable to attribute to tenants or homeowners)

The three elements of decent homes works considered to be most important by respondent category are as follows:

Overall survey: Heating (66%), Windows (42%), Kitchens (40%)
 Decent (tenanted): Heating (69%), Kitchens (44%), Bathrooms/WCs (42%)
 Non-Decent (tenanted): Heating (65%), Kitchens (47%), Windows (45%)

Heating and Kitchens are in the top three for all categories of respondents above. Looking at the decent and the non-decent categories, there are some differences e.g. Heating was selected as one of the three most important elements of decent homes works by 69% of tenant respondents in decent homes, compared to 65% of tenant respondents in non-decent homes. 39% of those in decent homes indicated that Windows were one of the most important elements of decent homes works, compared to 45% of tenant respondents in non-decent homes.

The data for Question 6 were also further analysed by whether or not the property was decent or non-decent (as at 28th February 2011). As before, the following table presents the findings for tenanted properties as the decency status of the 1,143 homeowner properties is not recorded. Again, the table includes the overall survey findings for reference. In addition the decency status of 67 tenanted properties was not available at the time of writing this report.

Q6 Residents were asked to select 3 elements of works which the Council should prioritise outside of Decent Homes works						
	Overall Survey		Decent (tenanted)		Non-Decent (tenanted)	
Fire Safety Works	4,558	70%	2,533	71%	1,163	69%
Security – Door Entry	3,549	55%	1,976	55%	911	54%
Security – CCTV	2,617	40%	1,520	42%	713	42%
Lifts	2,572	40%	1,451	41%	691	41%
Energy Savings	2,151	33%	1,121	31%	502	30%
District Heating	2,047	32%	1,100	31%	647	38%
Estate gardens/ landscaping	780	12%	368	10%	179	11%

Base:

6,477 – Overall survey (All respondents – tenants and homeowners)

3,578 – Decent (tenant respondents in decent properties)

1,687 – Non-Decent (tenant respondents living in non decent property)

2 – Anonymous (responses included in overall result but unable to attribute to tenants or homeowners)

The priority elements outside of decent homes works selected by respondent category were as follows:

Overall survey: Fire Safety Works (70%), Security-Door Entry (55%), Security-CCTV (40%) and Lifts (40%)
 Decent (tenanted) Fire Safety Works (71%), Security-Door Entry (55%) and Security-CCTV (42%)
 Non-Decent (tenanted) Fire Safety Works (69%), Security-Door Entry (54%) and Security-CCTV (42%)

The findings for both the decent and non-decent respondent categories are similar to the findings for all respondents overall, with Fire Safety Works and Security Works being ranked highly for all respondent categories. When looking at the findings for respondents by decency status, District Heating was selected by 38% of tenant respondents in non-decent properties, compared to 31% of tenants in decent properties and 32% of all respondents.

Analysis of Question 1 and Question 6 responses based on residence in a block with a Lift or District Heating

The data for Question 1 were further analysed by whether or not the property was in a lifted block or had district heating (all tenures). The figures are presented in the following table which also includes the findings for all respondents for reference.

Q1 - Residents were asked to select 3 elements of decent homes works which they considered most important						
	Overall Survey		All in Lifted Blocks		All with District Heating	
Heating	4,282	66%	1,574	67%	1089	72%
Windows	2,750	42%	940	40%	602	40%
Kitchens	2,590	40%	1,012	43%	646	43%
Front Doors	2,523	39%	975	41%	566	38%
Bathrooms/ WCs	2,501	39%	1,014	43%	649	43%
Walls, roofs & chimney	2,339	36%	709	30%	435	29%
Rewiring	1,381	21%	469	20%	302	20%

Base:

6,477 – All respondents

2,363 – Respondents in block with a lift

1,505 – Respondents in a block with district heating

The three most important elements of decent homes works selected by respondent category were as follows:

Overall survey: Heating (66%), Windows (42%) and Kitchens (40%)

All in Lifted blocks: Heating (67%), Kitchens (43%) and Bathrooms/WCs (43%)

All with District Heating: Heating (72%), Kitchens (43%) and Bathrooms/WCs (43%)

All groups of respondents included Heating and Kitchens in their top three choices. Some 72% of those with district heating selected Heating as one of the three most important types of decent homes works to be prioritised compared to 66% for all respondents overall. Also, 29% of those with district heating and 30% of those in lifted properties selected Walls, roofs and chimney as one of the most important types of work to be prioritised, compared to 36% of respondents overall.

The data for Question 6 were also further analysed by whether or not the property was in a lifted block or had district heating. The figures are presented in the following table which also includes the findings for all respondents.

Q6 - Residents were asked to select 3 elements of works which the Council should prioritise outside of Decent Homes works

	Overall Survey		All in Lifted Blocks		All with District Heating	
Fire Safety Works	4,558	70%	1,598	68%	1039	69%
Security - Door Entry	3,549	55%	1,360	58%	780	52%
Security – CCTV	2,617	40%	927	39%	598	40%
Lifts	2,572	40%	1,506	64%	629	42%
Energy Savings	2,151	33%	559	24%	356	24%
District Heating	2,047	32%	644	27%	763	51%
Estate gardens/ landscaping	780	12%	190	8%	151	10%

Base:

6,477 – All respondents

2,363 – Respondents in block with a lift

1,505 – Respondents in a block with District Heating

The priority elements outside of decent homes works selected by respondent category were as follows:

Overall survey: Fire Safety Works (70%), Security-Door Entry (55%), and Security-CCTV (40%) and Lifts (40%)

All in Lifted Blocks: Fire Safety Works (68%), Lifts (64%), Security-Door Entry (58%)

All with District Heating: Fire Safety Works (69%), Security-Door Entry (52%) and District Heating (51%)

For all three categories, Fire Safety and Security-Door Entry works ranked in the top three. The table above shows that, not surprisingly, those living in lifted blocks were more likely to select Lifts as one of the work types which should be prioritised, 64% compared to 40% overall. Likewise, 51% of those with district heating indicated that District Heating was a priority compared to 32% overall.

Profile of respondents in comparison with wider Southwark Population

Age		No. of Respondents	%	Southwark Population Age Structure (ONS mid-year estimate 2009) %
	16-24	108	1.66	} 14 (15-24)
	25-34	553	8.53	
	35-44	1109	17.12	} 41.80 (25-44)
	45-54	1287	19.87	
	55-59	547	8.44	} 17.90 (45-64)
	60-64	590	9.10	
	65-74	774	11.94	} 4.50
	75-84	639	9.86	
	85+	159	2.45	} 4.30 (75+)
	Prefer not to say	284	4.38	
	No answer or invalid response	427	6.59	-

Gender		No. of Respondents	%	Southwark Population Gender (ONS mid-year estimate 2009) %
	Female	3576	55.21	48.80
	Male	2503	38.64	51.19
	Transgender	5	0.07	-
	Other	3	0.04	-
	Prefer not to say	68	1.04	-
	No answer or invalid response	322	4.97	-

Religion/ Beliefs		No. of Respondents	%	Southwark Population Religion (Census 2001 – Key Statistics)
	Agnostic	188	2.90	-
	Atheist	340	5.24	-
	Buddhist	96	1.48	1.10
	Christian (all denominations)	3633	56.09	61.60
	Hindu	41	0.63	1.10
	Jewish	13	0.20	0.40
	Muslim	473	7.30	6.90
	Sikh	3	0.04	0.20
	Other	311	4.80	0.40
	Prefer not to say	726	11.20	-
	No answer or invalid response	653	10.08	-
				18.50 (No religion)
				9.90 (Religion not stated)

Ethnicity		No. of Respondents	%	Southwark Population Ethnicity (ONS mid-year estimate 2009)
White				
	White British	2820	43.53	52.60
	White Irish	247	3.81	2.30
	Gypsy/Romany/Irish Traveller	5	0.07	-
	Any other white background	384	5.92	9.90
Mixed				
	White and Black Caribbean	43	0.66	1.10
	White and Black African	43	0.66	0.80
	White and Asian	16	0.24	0.80
	Any other mixed background	31	0.47	1.20
Asian or Asian British				
	Indian	53	0.81	3.20
	Pakistani	14	0.21	0.70
	Bangladeshi	59	0.91	1.70
	Any other Asian background	47	0.72	1.00
Black or Black British				
	Caribbean	521	8.04	6.40
	African	1206	18.61	12.20
	Any other black background	65	1.00	1.60
Chinese				
	Chinese	54	0.83	} 2.90
	Any other Chinese background	17	0.26	
Other ethnic group				
	Any other ethnic group	118	1.82	1.70
	Prefer not to say	183	2.82	-
	No answer or invalid response	551	8.50	-

Disability		No. of Respondents	%	Southwark Households with Limiting Long-Term Illness (Census 2001 – Key Statistics)
	No	3572	55.14	70.25 (Assumed based on 29.75% figure below)
	Yes	2166	33.44	29.75
	Prefer not to say	318	4.90	-
	No answer or invalid response	421	6.49	-

Sexual Orientation		No. of Respondents	%	-
	Bisexual	116	1.79	-
	Gay man	146	2.25	-
	Heterosexual/ Straight	4228	65.27	-
	Lesbian	22	0.33	-
	Other	113	1.74	-
	Prefer not to say	720	11.11	-
	No answer or invalid response	1132	17.47	-

