

Chesterfield Borough Council

Survey of Tenants and Residents 2013

Headline Report

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Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management and repair of over 9,600 houses, flats, maisonettes and bungalows across 24 estates. It is also responsible for planned maintenance and improvement and modernisation programmes to meet targets set by the Government under the Decent Homes Standard.

The Survey of Tenants and Residents (STAR) is a voluntary replacement for the STATUS tenant satisfaction survey. It was developed by HouseMark with input from landlords, tenants, National Housing Federation (NHF), Chartered Institute of Housing (CIH), Tenants and Residents Organisations of England (TAROE), Tenant Participation Advisory Service (TPAS) and market research companies.

The survey enables social housing providers to have a means of comparing key satisfaction results with other providers. STAR is more flexible on method than STATUS was. However for comparative purposes, social housing providers undertaking HouseMark STAR benchmarking will be able to filter to remove those who have adopted a different method, should they so wish.

The STAR survey has been endorsed by the Tenant Participation Advisory Service (TPAS) and Tenants and Residents Organisations of England (TAROE).

Methodology

STAR methodology defines the measures of confidence level and sampling error/margin of error that are needed to give statistical validity to the results. For STAR, the margins of error for satisfaction results reported by stock type to HouseMark (see section 5 of *STAR features*) are:

Table 1: STAR margins of error at 95 per cent confidence level Population size	Required margin of error	Minimum number of replies (see table 2 for more details)
0 – 1,000	+ / - 5 per cent	Up to 275
1,000 – 10,000	+ / - 4 per cent	375 – 565
10,000 and above	+ / - 3 per cent	950 or more

To illustrate the meaning of a confidence level / margin of error combination, when quoting a result of 85 per cent of respondents to a survey being satisfied, using a confidence level of 95 per cent and a margin of error of +/-4 %, you would be saying that you are 95 per cent confident that the whole population's response would lie between 81 per cent and 89 per cent satisfied.

In accordance with STAR methodology, a postal questionnaire method was undertaken. During October 2013, the postal questionnaire was sent to a random sample of 3000 housing tenants in Chesterfield Borough. The sample was created by applying a computer-generated random selection function to the sample frame of all current tenants. The survey was completed by 731 residents, giving a confidence level of 95% and a margin of error of between 3 and 4%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

Summary of change in performance

	2013 Satisfied	2013 Neither	2013 Dissatisfied	2008 Satisfied	Change +/-	HouseMark 2012.13 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	87.5%	4.7%	7.8%	77.4%	+10.1%	Upper Middle quartile
How satisfied or dissatisfied are you with the overall quality of your home?	82.7%	4.4%	12.9%	77.3%	+5.4%	Lower Middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	83.2%	6.0%	10.8%	72.0%	+11.2	Lower middle quartile)
How satisfied or dissatisfied are you that your rent provides value for money?	76.9%	11.6%	11.6%	68.8%	+8.1%	Lower quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	80.0%	5.7%	14.3%	76.3%	+4.2%	Upper middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	66.6%	17.4%	16.0%	59.0%	+8.6%	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	80.7%	5.1%	14.2%	71.4%	+9.3%	Lower middle quartile

* This is the quartile the result would have placed CBC in the current HouseMark performance report – if the survey was done during 2012/3.

Key satisfaction questions by Area Panel and property type

Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?

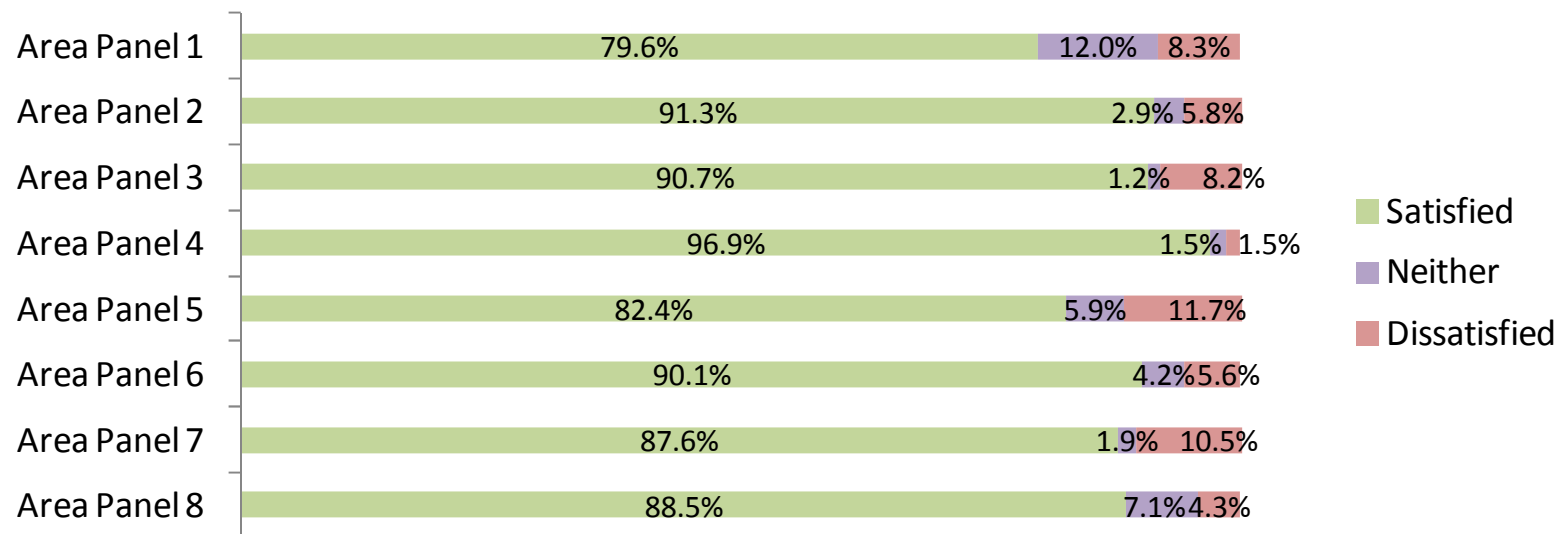
Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area Panel (see list below for areas in each Area Panel below).

	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	69	86	65	119	71	105	70
Very satisfied	37.0%	44.9%	37.2%	43.1%	42.9%	49.3%	41.9%	51.4%
Fairly satisfied	42.6%	46.4%	53.5%	53.8%	39.5%	40.8%	45.7%	37.1%
Neither	12.0%	2.9%	1.2%	1.5%	5.9%	4.2%	1.9%	7.1%
Fairly dissatisfied	3.7%	0.0%	4.7%	0.0%	6.7%	5.6%	7.6%	4.3%
Very dissatisfied	4.6%	5.8%	3.5%	1.5%	5.0%	0.0%	2.9%	0.0%

Estates in each Area Panel

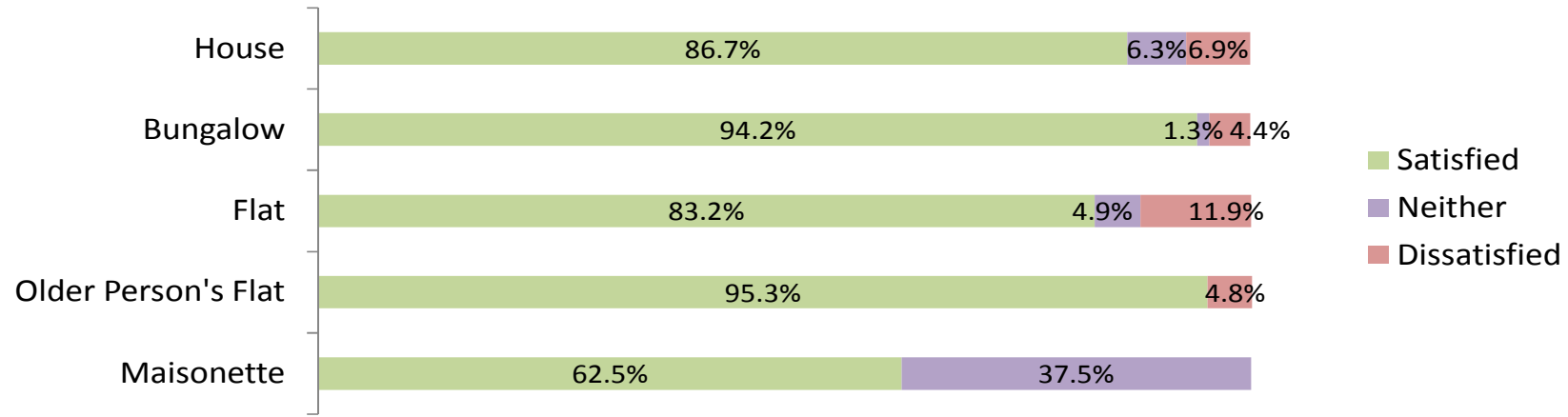
Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4
St Augustines Grangewood Birdholme Hasland Hady Spital	Boythorpe Whitecotes Brampton Walton Town Centre	Linacre Green Farm Loundsley Green Holme Hall Ashgate Brockwell	Newbold Moor Racecourse Perevil Highfield Newland Dale
Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Dunston Newbold Pevensey Littlemoor	Old Whittington New Whittington Barrow Hill	Brimington Middlecroft Inkersall	Staveley Lowgates Poolsbrook Duckmanton Mastin Moor

Summary chart of Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area Panel.



Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by property type					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	316	157	185	21	8
Very satisfied	35.4%	59.2%	38.9%	66.7%	12.5%
Fairly satisfied	51.3%	35.0%	44.3%	28.6%	50.0%
Neither	6.3%	1.3%	4.9%	0.0%	37.5%
Fairly dissatisfied	4.7%	2.5%	6.5%	0.0%	0.0%
Very dissatisfied	2.2%	1.9%	5.4%	4.8%	0.0%

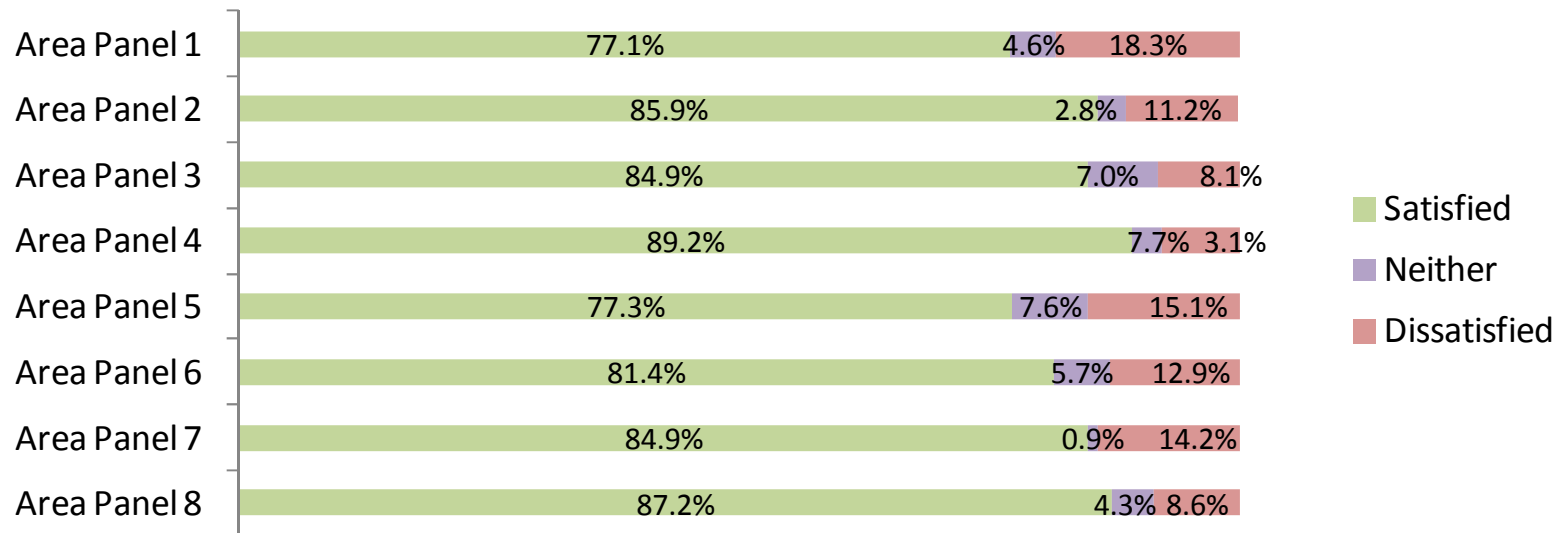
Summary chart of Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by property type



Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home?

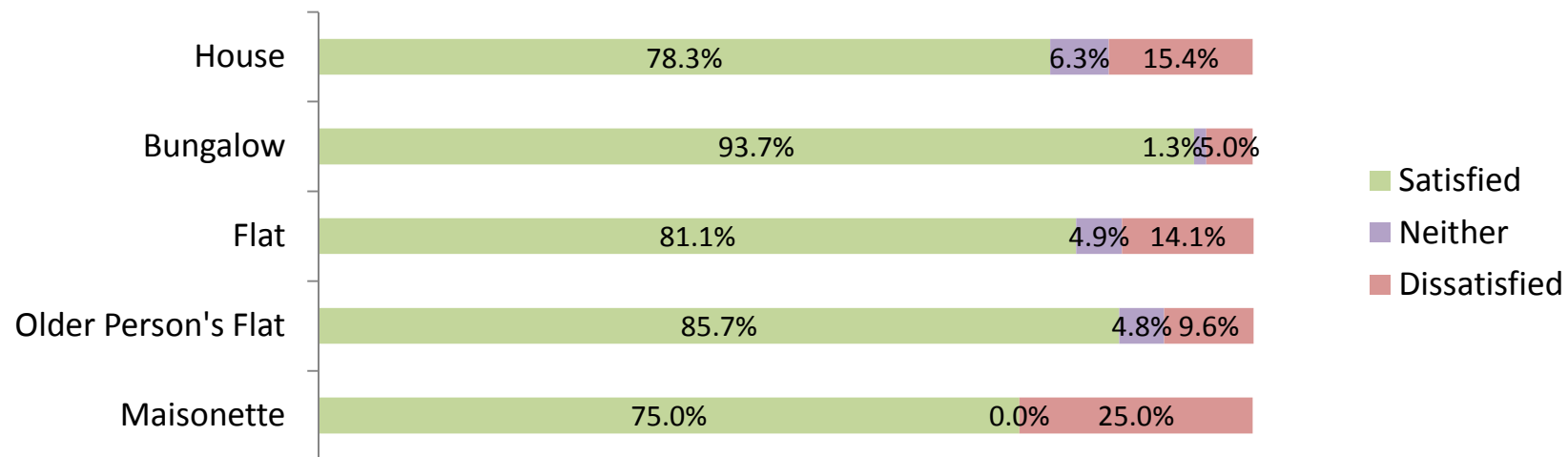
Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	109	71	86	65	119	70	106	70
Very satisfied	32.1%	38.0%	30.2%	44.6%	37.0%	44.3%	39.6%	48.6%
Fairly satisfied	45.0%	47.9%	54.7%	44.6%	40.3%	37.1%	45.3%	38.6%
Neither	4.6%	2.8%	7.0%	3.1%	7.6%	5.7%	0.9%	4.3%
Fairly dissatisfied	11.9%	5.6%	8.1%	6.2%	9.2%	8.6%	8.5%	2.9%
Very dissatisfied	6.4%	5.6%	0.0%	1.5%	5.9%	4.3%	5.7%	5.7%

Summary chart of Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by Area Panel.



Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by property type					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	318	158	185	21	8
Very satisfied	33.6%	47.5%	35.7%	61.9%	12.5%
Fairly satisfied	44.7%	46.2%	45.4%	23.8%	62.5%
Neither	6.3%	1.3%	4.9%	4.8%	0.0%
Fairly dissatisfied	10.1%	2.5%	9.2%	4.8%	25.0%
Very dissatisfied	5.3%	2.5%	4.9%	4.8%	0.0%

Summary chart of Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by property type

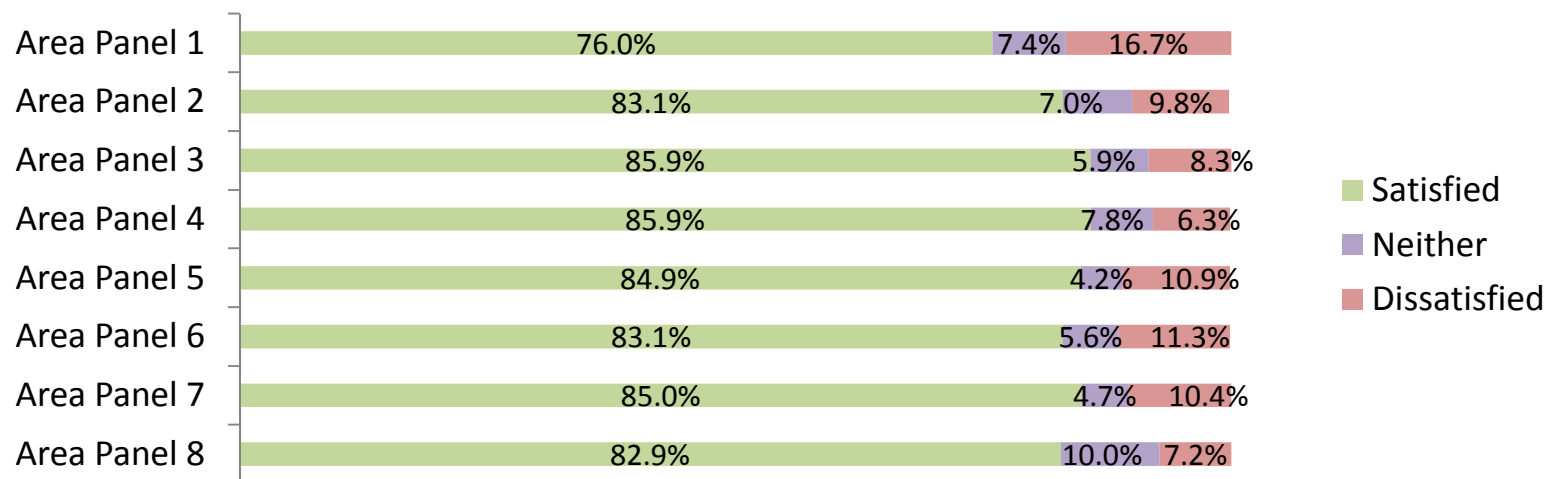


Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area Panel.

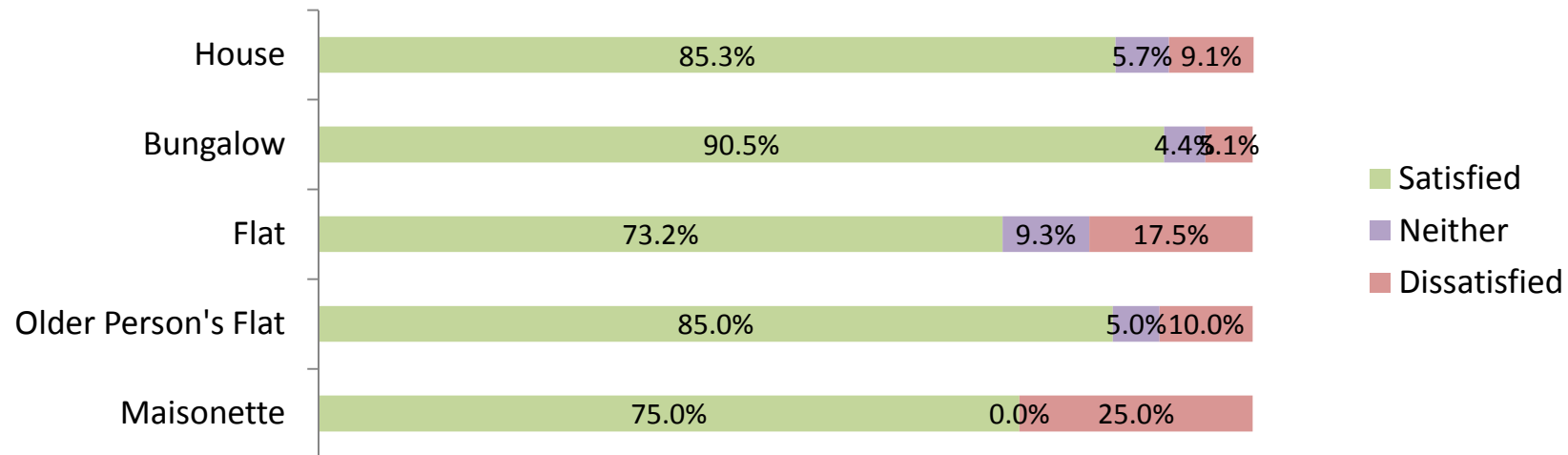
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	71	85	64	119	71	106	70
Very satisfied	34.3%	45.1%	49.4%	37.5%	43.7%	50.7%	42.5%	30.0%
Fairly satisfied	41.7%	38.0%	36.5%	48.4%	41.2%	32.4%	42.5%	52.9%
Neither	7.4%	7.0%	5.9%	6.3%	4.2%	5.6%	4.7%	10.0%
Fairly dissatisfied	10.2%	5.6%	7.1%	3.1%	4.2%	8.5%	8.5%	4.3%
Very dissatisfied	6.5%	4.2%	1.2%	4.7%	6.7%	2.8%	1.9%	2.9%

Summary chart of Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area Panel.



Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	318	158	183	20	8
Very satisfied	40.6%	54.4%	31.1%	40.0%	37.5%
Fairly satisfied	44.7%	36.1%	42.1%	45.0%	37.5%
Neither	5.7%	4.4%	9.3%	5.0%	0.0%
Fairly dissatisfied	5.3%	3.8%	11.5%	10.0%	0.0%
Very dissatisfied	3.8%	1.3%	6.0%	0.0%	25.0%

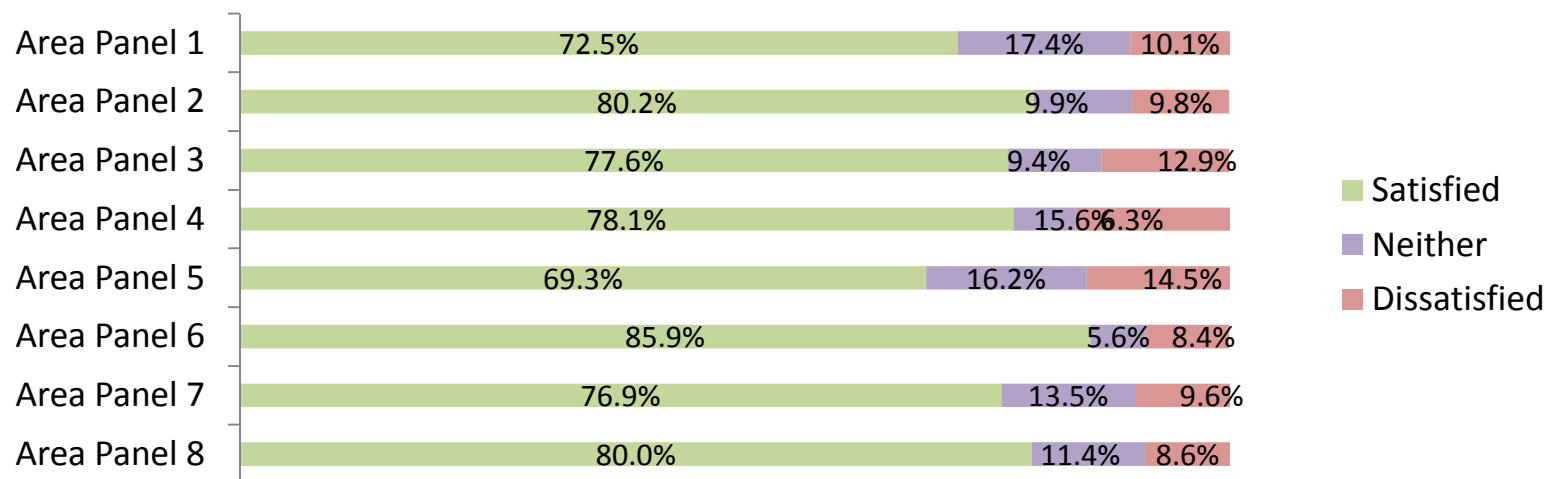
Summary chart of Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by property type.



Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money?

Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	109	71	85	64	117	71	104	70
Very satisfied	29.4%	39.4%	34.1%	35.9%	36.8%	35.2%	40.4%	40.0%
Fairly satisfied	43.1%	40.8%	43.5%	42.2%	32.5%	50.7%	36.5%	40.0%
Neither	17.4%	9.9%	9.4%	6.3%	16.2%	5.6%	13.5%	11.4%
Fairly dissatisfied	6.4%	4.2%	12.9%	12.5%	8.5%	4.2%	4.8%	5.7%
Very dissatisfied	3.7%	5.6%	0.0%	3.1%	6.0%	4.2%	4.8%	2.9%

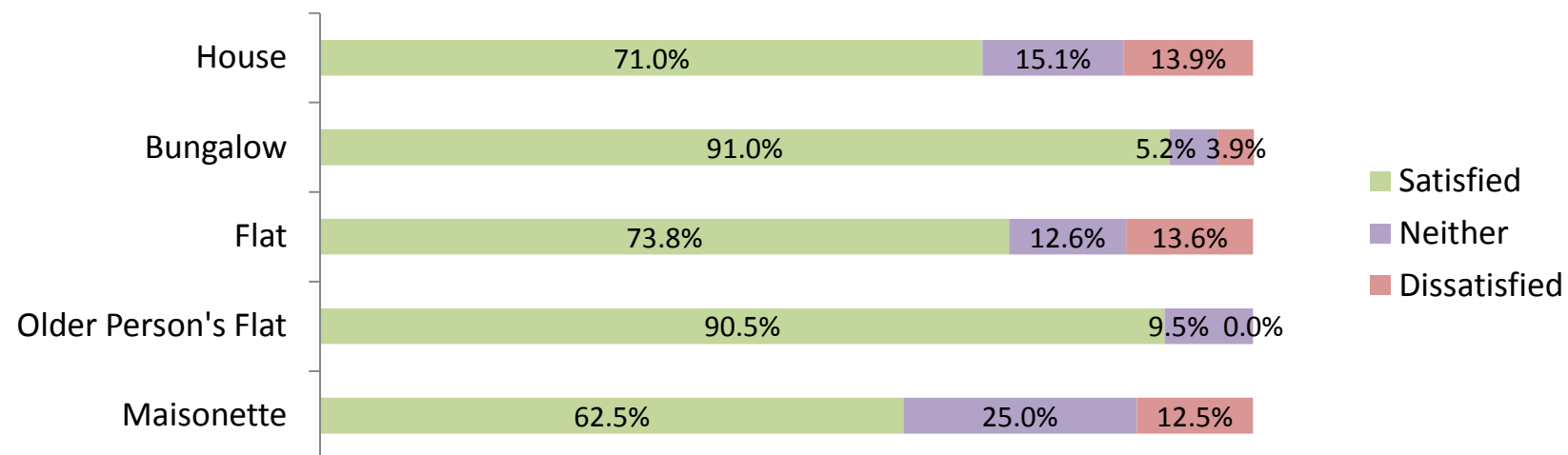
Summary chart of Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by Area Panel.



Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by property type.

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	317	155	183	21	8
Very satisfied	29.0%	47.1%	35.5%	61.9%	25.0%
Fairly satisfied	42.0%	43.9%	38.3%	28.6%	37.5%
Neither	15.1%	5.2%	12.6%	9.5%	25.0%
Fairly dissatisfied	9.5%	2.6%	8.7%	0.0%	12.5%
Very dissatisfied	4.4%	1.3%	4.9%	0.0%	0.0%

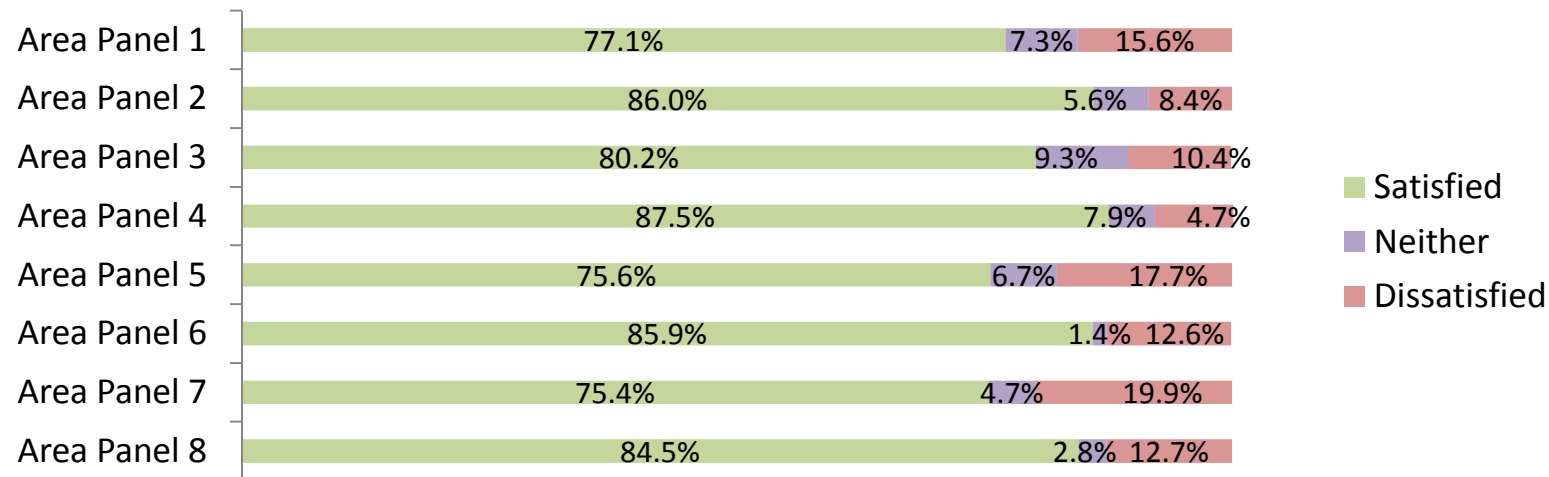
Summary chart of Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by property type.



Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance?

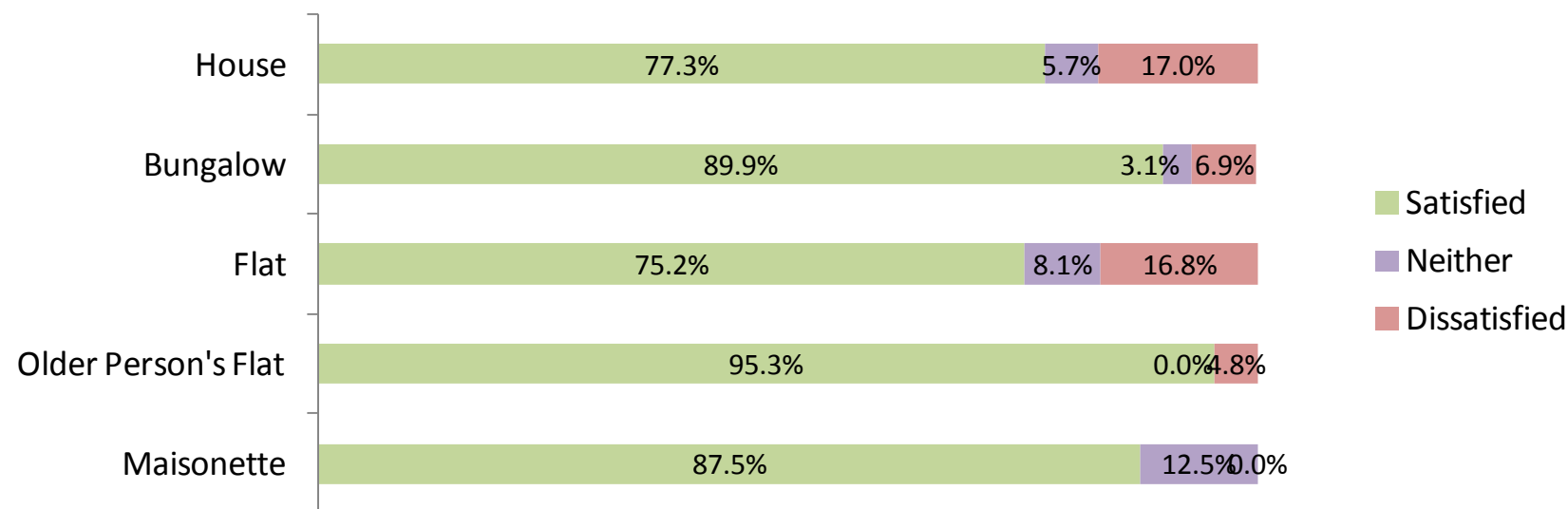
Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	109	71	86	64	119	71	106	71
Very satisfied	40.4%	43.7%	43.0%	54.7%	42.0%	50.7%	44.3%	52.1%
Fairly satisfied	36.7%	42.3%	37.2%	32.8%	33.6%	35.2%	31.1%	32.4%
Neither	7.3%	5.6%	9.3%	4.7%	6.7%	1.4%	4.7%	2.8%
Fairly dissatisfied	5.5%	2.8%	8.1%	6.3%	7.6%	5.6%	14.2%	11.3%
Very dissatisfied	10.1%	5.6%	2.3%	1.6%	10.1%	7.0%	5.7%	1.4%

Summary chart of Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by Area Panel.



Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	318	159	185	21	8
Very satisfied	37.4%	56.6%	47.6%	66.7%	25.0%
Fairly satisfied	39.9%	33.3%	27.6%	28.6%	62.5%
Neither	5.7%	3.1%	8.1%	0.0%	12.5%
Fairly dissatisfied	10.4%	1.9%	10.3%	0.0%	0.0%
Very dissatisfied	6.6%	5.0%	6.5%	4.8%	0.0%

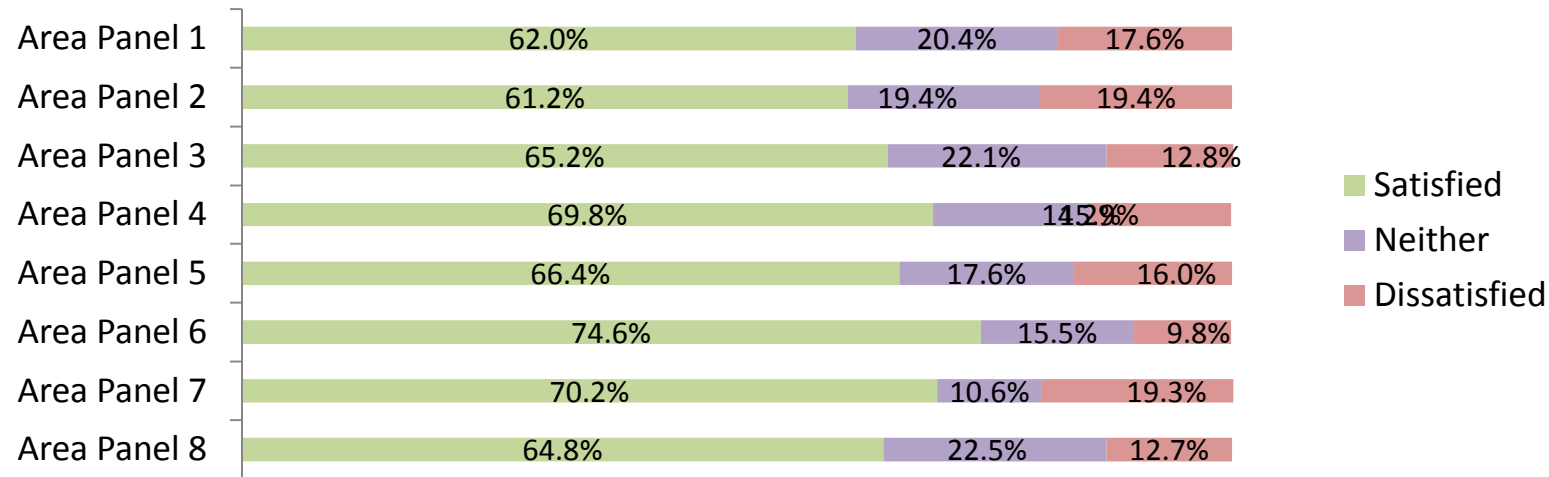
Summary chart of Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by property type.



Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?

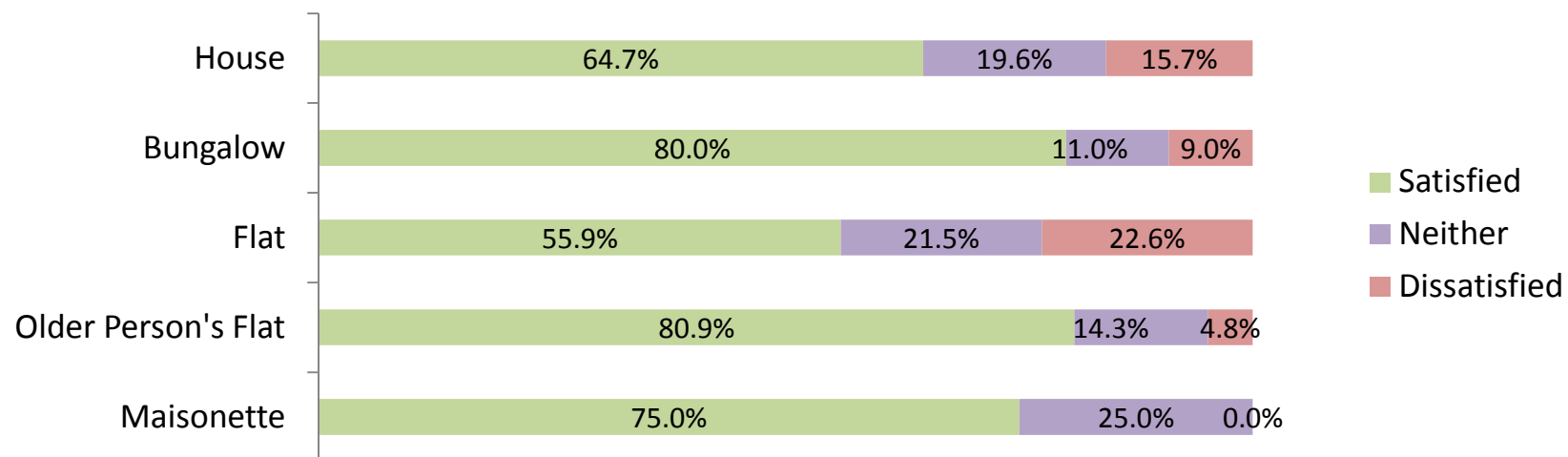
Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	67	86	63	119	71	104	71
Very satisfied	29.6%	17.9%	23.3%	33.3%	26.9%	36.6%	25.0%	36.6%
Fairly satisfied	32.4%	43.3%	41.9%	36.5%	39.5%	38.0%	45.2%	28.2%
Neither	20.4%	19.4%	22.1%	15.9%	17.6%	15.5%	10.6%	22.5%
Fairly dissatisfied	10.2%	10.4%	9.3%	7.9%	8.4%	5.6%	10.6%	12.7%
Very dissatisfied	7.4%	9.0%	3.5%	6.3%	7.6%	4.2%	8.7%	0.0%

Summary chart of Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by Area Panel.



Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	312	155	186	21	8
Very satisfied	23.7%	36.1%	27.4%	47.6%	12.5%
Fairly satisfied	41.0%	43.9%	28.5%	33.3%	62.5%
Neither	19.6%	11.0%	21.5%	14.3%	25.0%
Fairly dissatisfied	9.6%	5.8%	14.0%	0.0%	0.0%
Very dissatisfied	6.1%	3.2%	8.6%	4.8%	0.0%

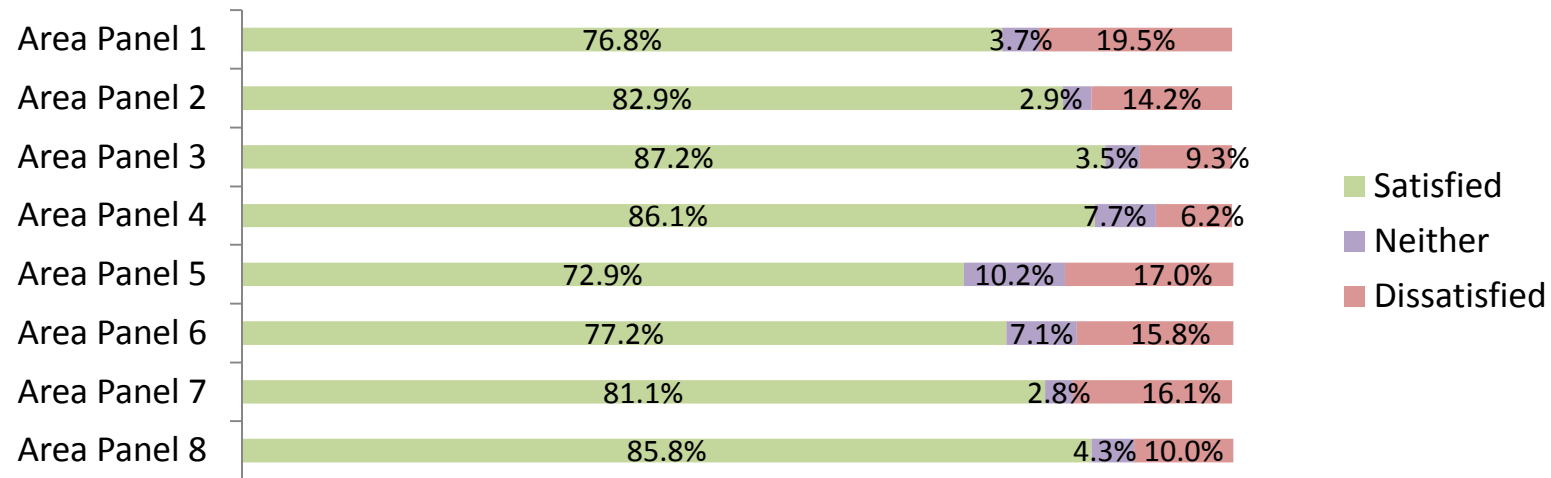
Summary chart of Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by property type.



Q1f: How satisfied or dissatisfied are you with the overall condition of your home?

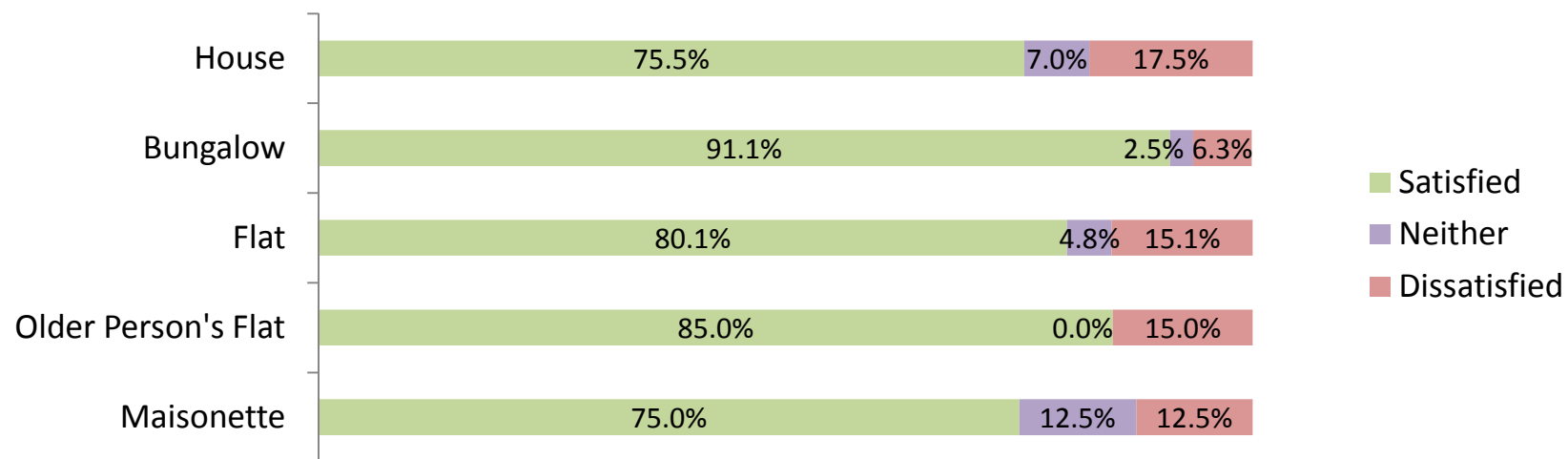
Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by Area Panel.								
	Area Panel 1	Area Panel 2	Area Panel 3	Area Panel 4	Area Panel 5	Area Panel 6	Area Panel 7	Area Panel 8
Base	108	70	86	65	118	70	106	70
Very satisfied	28.7%	32.9%	26.7%	32.3%	39.0%	42.9%	31.1%	42.9%
Fairly satisfied	48.1%	50.0%	60.5%	53.8%	33.9%	34.3%	50.0%	42.9%
Neither	3.7%	2.9%	3.5%	6.2%	10.2%	7.1%	2.8%	4.3%
Fairly dissatisfied	13.9%	7.1%	7.0%	6.2%	11.9%	12.9%	10.4%	5.7%
Very dissatisfied	5.6%	7.1%	2.3%	1.5%	5.1%	2.9%	5.7%	4.3%

Summary chart of Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by Area Panel.



Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	315	157	186	20	8
Very satisfied	29.2%	44.6%	30.6%	55.0%	12.5%
Fairly satisfied	46.3%	46.5%	49.5%	30.0%	62.5%
Neither	7.0%	2.5%	4.8%	0.0%	12.5%
Fairly dissatisfied	12.4%	3.8%	9.7%	15.0%	12.5%
Very dissatisfied	5.1%	2.5%	5.4%	0.0%	0.0%

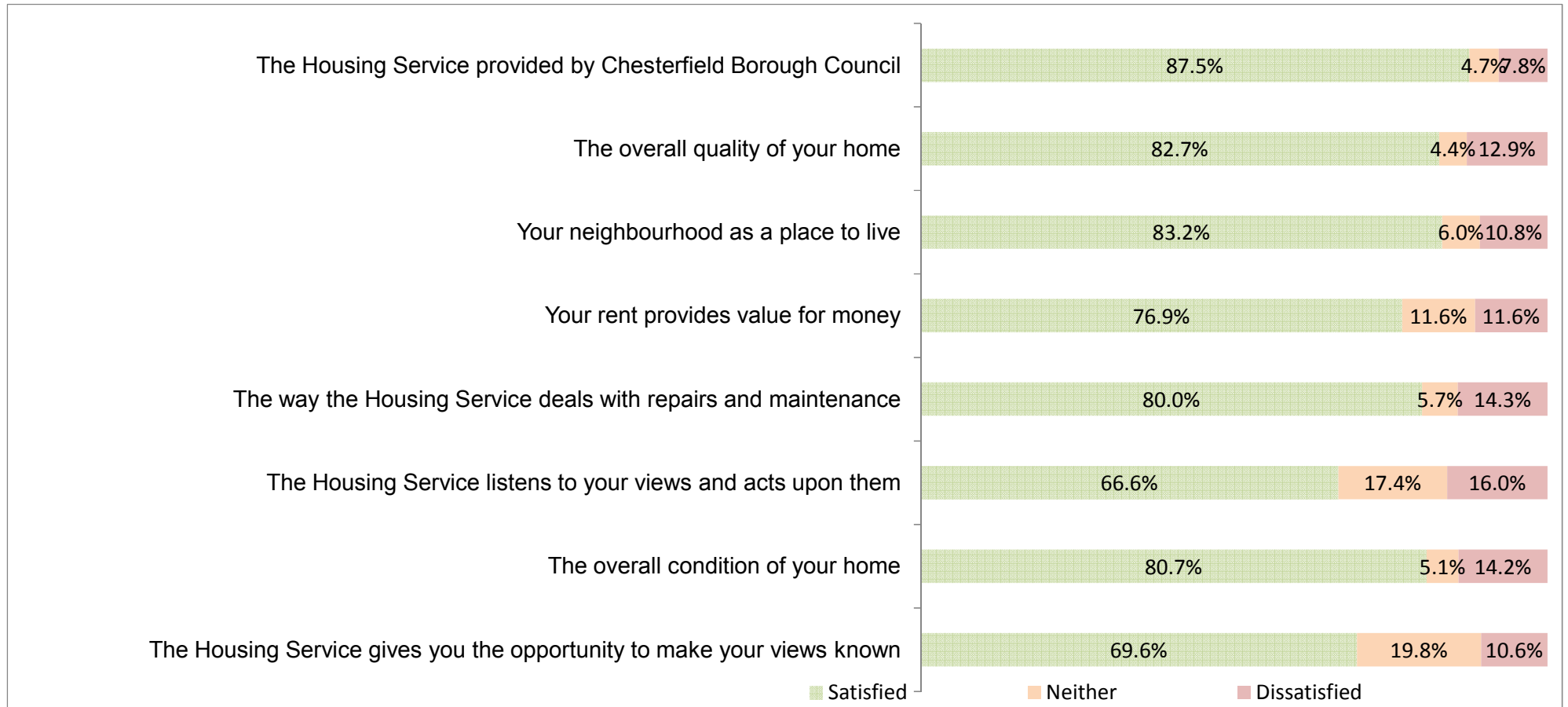
Summary chart of Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by property type.



About our services in general

Q1. Please tell us how satisfied or dissatisfied you are with the following:

Summary chart of Q1: Please tell us how satisfied or dissatisfied you are with the following:



Q1(a-h): Please tell us how satisfied or dissatisfied you are with the following:										
	<i>Star 2013</i>							<i>Trend</i>		
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Question reference</i>	<i>2013 Satisfied</i>	<i>2008 Satisfied</i>	<i>Change +/-</i>
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	720	43.1%	44.4%	4.7%	4.6%	3.2%	COR1 ^{1,2}	87.5%	77.4%	+10.1%
How satisfied or dissatisfied are you with the overall quality of your home?	723	38.6%	44.1%	4.4%	8.3%	4.6%	COR2 ^{1,2}	82.7%	77.3%	+5.4%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	720	41.3%	41.9%	6.0%	6.8%	4.0%	COR3 ^{1,2}	83.2%	72.0%	+11.2
How satisfied or dissatisfied are you that your rent provides value for money?	716	36.5%	40.4%	11.6%	7.5%	4.1%	COR4 ^{1,2}	76.9%	68.8%	+8.1%
Generally, how satisfied or dissatisfied are you with the way that the Housing Service deals with repairs and maintenance?	724	45.3%	34.7%	5.7%	8.1%	6.2%	COR6 ^{1,2}	80.0%	76.0%	+4%
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts on them?	714	28.4%	38.2%	17.4%	9.7%	6.3%	COR7 ² (new question)	66.6%		
How satisfied or dissatisfied are you with the overall condition of your home?	719	34.4%	46.3%	5.1%	9.7%	4.5%	GEN1	80.7%	71.4%	+9.3%
How satisfied or dissatisfied are you with that the Housing Service gives you the opportunity to make your views known?	708	29.5%	40.1%	19.8%	6.6%	4.0%	GEN2 (new question)	59.9%		

¹Wording change from Status question
²HouseMark Benchmark: Core PI Tracking

About your perceptions

Q2. To what extent do you agree or disagree with the following:

Summary chart of Q2: To what extent do you agree with the following:



Q2: To what extent do you agree with the following:

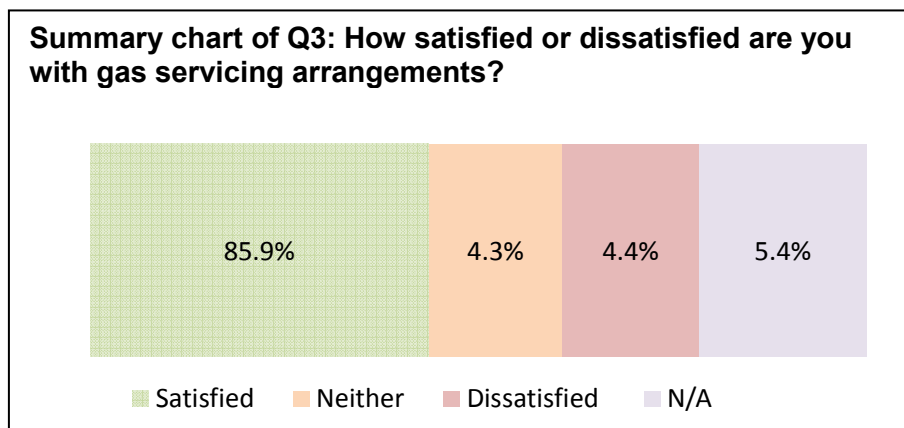
	Base	Agree strongly	Agree	Neither	Disagree	Disagree strongly	Total % Agree
The housing service provides an effective and efficient service	718	18.8%	60.7%	12.3%	6.7%	1.5%	79.5%
The Housing Service is providing the service I expect from my landlord	715	22.1%	58.9%	9.4%	7.1%	2.5%	81.0%
The Housing Service treats its residents fairly	720	26.1%	53.5%	10.8%	7.1%	2.5%	79.6%
The Housing Service has a good reputation in my area	711	21.7%	47.1%	22.5%	6.5%	2.3%	68.8%
The Housing Service has friendly and approachable staff	723	30.6%	53.9%	9.5%	3.9%	2.1%	84.5%
I trust the Housing Service	716	26.7%	51.4%	14.0%	5.4%	2.5%	78.1%

Question details: Optional Star questions PER1a,1b,1c,1d,1e,1f, new questions

About repairs

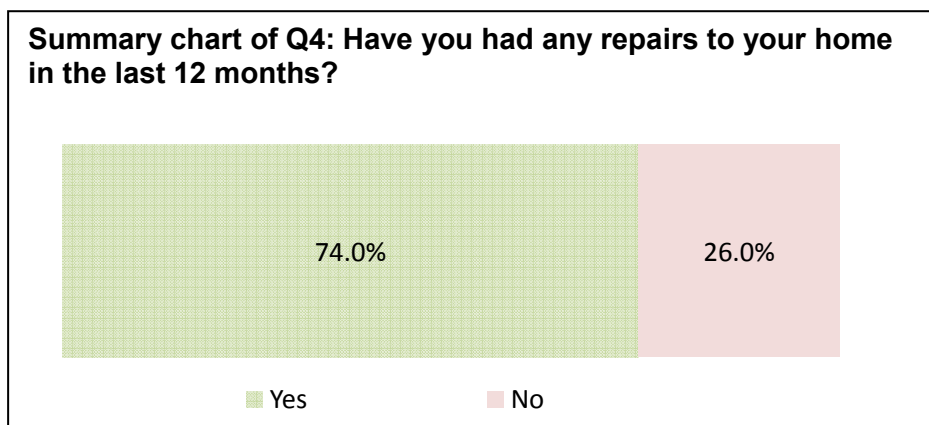
Q3. How satisfied or dissatisfied are you with gas servicing arrangements?

Q3: How satisfied or dissatisfied are you with gas servicing arrangements?							
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Star 2013	704	58.5%	27.4%	4.3%	2.3%	2.1%	5.4%
Star 2013 (total % satisfied)		85.9%					
Question details: Optional Star question GEN9, new question, HouseMark Benchmark: Gas Safety							



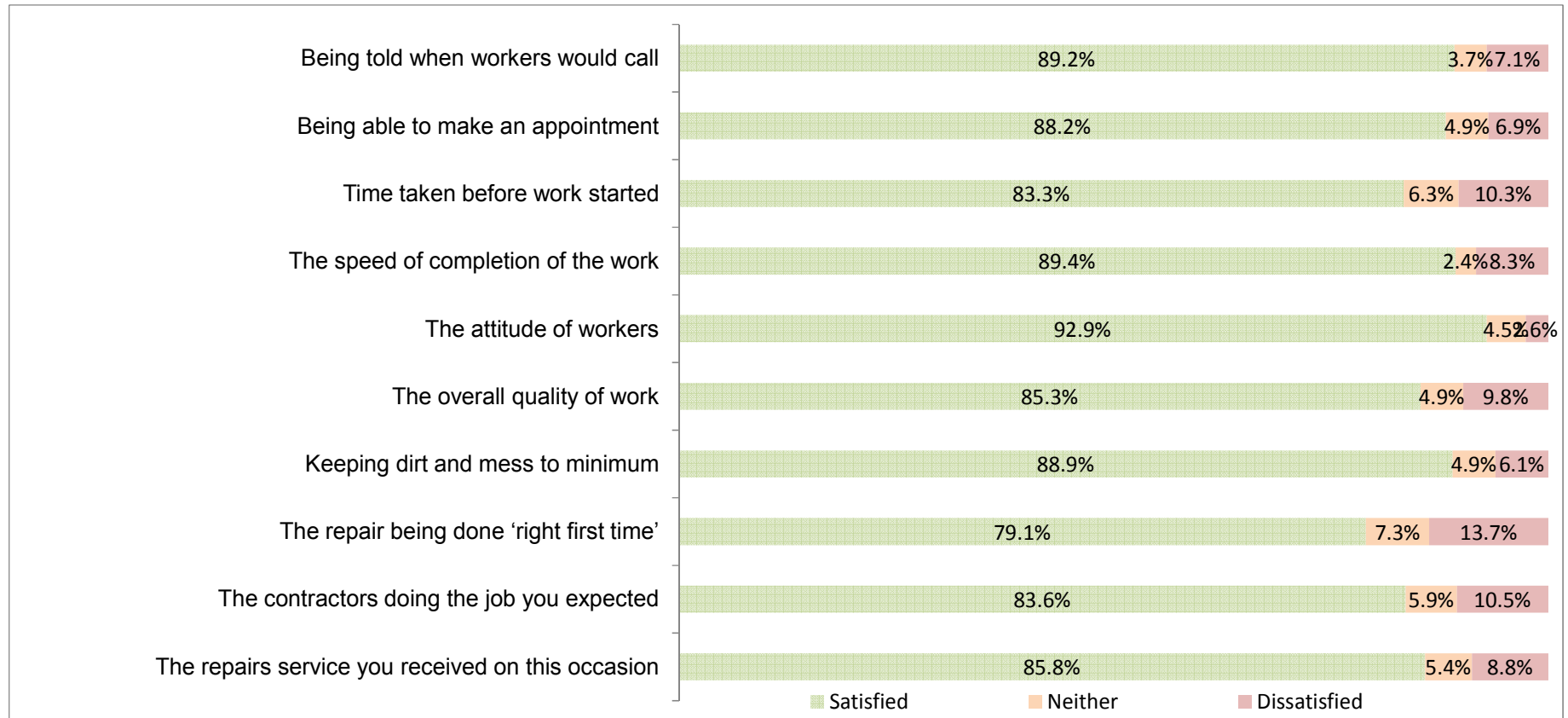
Q4. Have you had any repairs to your home in the last 12 months?

Q4: Have you had any repairs to your home in the last 12 months?				
	Base	Yes	No	Can't remember
Star 2013	642	74.0%	26.0%	
TSS Sept 2008	651	72.0%	22.0%	6.0%
Question details: Optional Star question REP1, Status question,				



Q4.a. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

Summary chart of Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

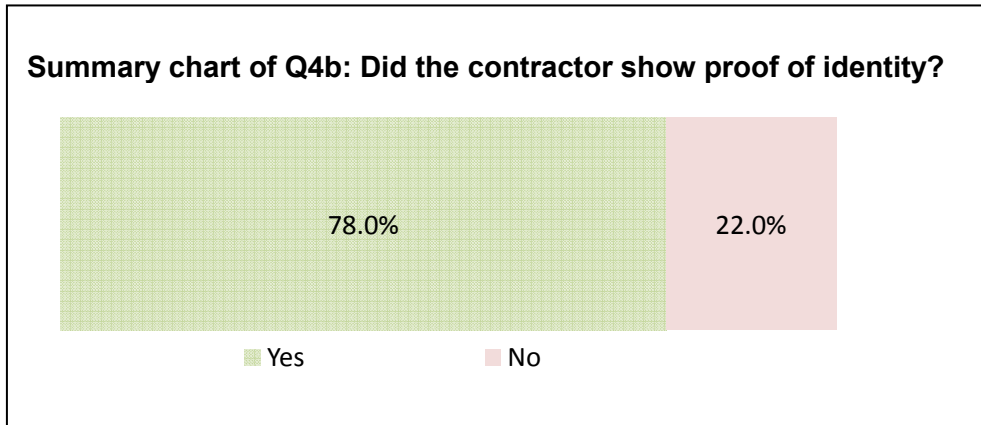


Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:										
	Star 2013							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2013 Satisfied	2008 "Good"	Change +/-
Being told when workers would call	540	62.0%	27.2%	3.7%	4.3%	2.8%	REP2a ¹	89.2%	90.0%	-0.8%
Being able to make an appointment	532	59.4%	28.8%	4.9%	4.3%	2.6%	REP2b (new)	88.2%		
Time taken before work started	522	52.5%	30.8%	6.3%	5.7%	4.6%	REP2c ¹	83.3%	85.0%	-1.7%
The speed of completion of the work	534	62.2%	27.2%	2.4%	3.4%	4.9%	REP2d ¹	89.4%	89.0%	+0.4%
The attitude of workers	535	67.1%	25.8%	4.5%	1.5%	1.1%	REP2e ¹	92.9%	93.0%	
The overall quality of work	531	57.6%	27.7%	4.9%	6.0%	3.8%	REP2f ¹	85.3%	84.0%	
Keeping dirt and mess to a minimum	534	59.7%	29.2%	4.9%	3.7%	2.4%	REP2g ¹	88.9%	89.0%	
The repair being done 'right first time'	534	53.6%	25.5%	7.3%	6.4%	7.3%	REP2h (new)	79.1%		
The contractors doing the job you expected	523	56.8%	26.8%	5.9%	4.0%	6.5%	REP2i (new)	83.6%		
The repairs you received on this occasion	519	58.6%	27.2%	5.4%	4.0%	4.8%	REP2j (new)	85.8%		

¹Wording change from Status question

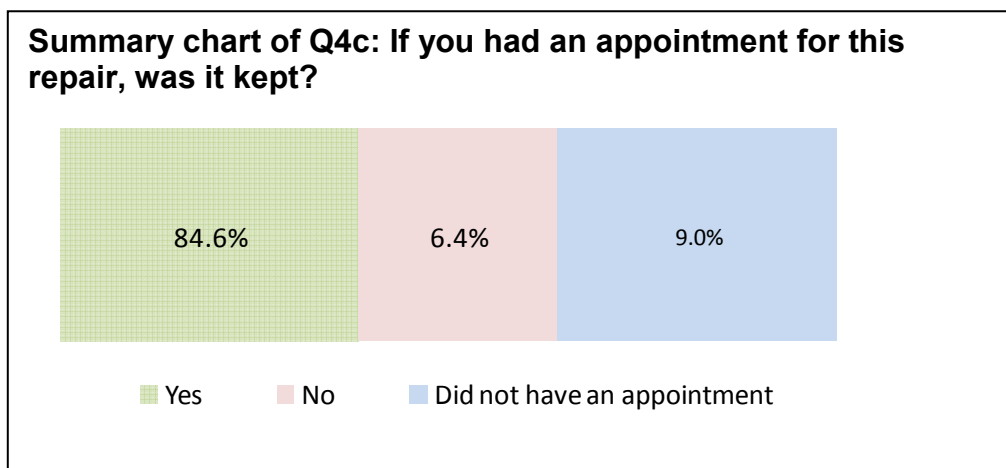
Q4.b. Did the contractor show proof of identity?

Q4b: Did the contractor show proof of identity?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
<i>Star 2013</i>	509	78.0%	22.0%
<i>Question details: Optional Star question REP3, new question</i>			



Q4.c. If you had an appointment for this repair, was it kept?

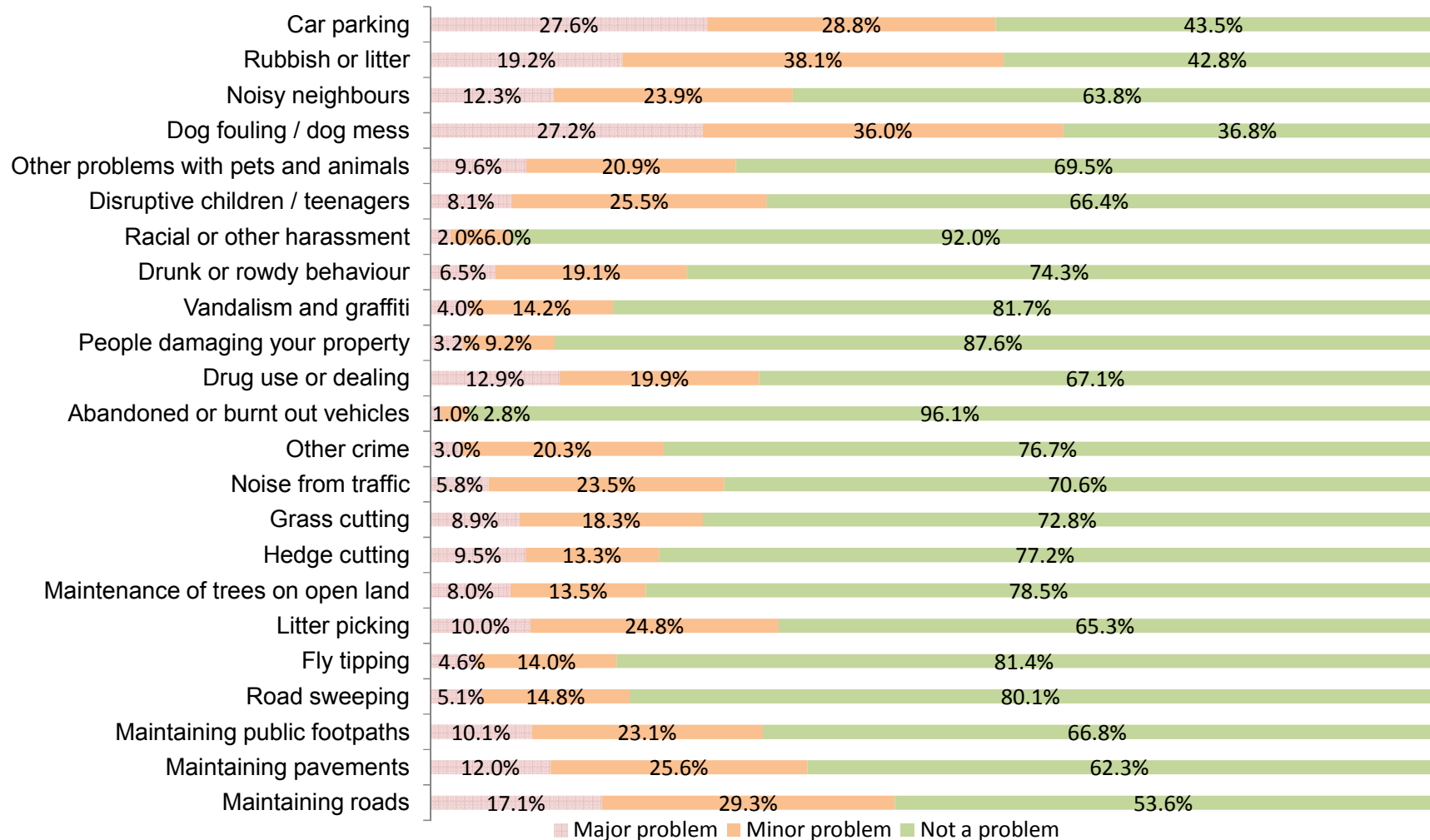
Q4c: If you had an appointment for this repair, was it kept?				
	<i>Base</i>	<i>Yes</i>	<i>No</i>	<i>Didn't have an appointment</i>
<i>Star 2013</i>	532	84.6%	6.4%	9.0%
<i>Question details: Optional Star question REP4, new question</i>				



About your neighbourhood / estate

Q5. To what extent are any of the following a problem in your neighbourhood?

Summary chart of Q5: To what extent are any of the following a problem in your neighbourhood?



Q5: To what extent are any of the following a problem in your neighbourhood?

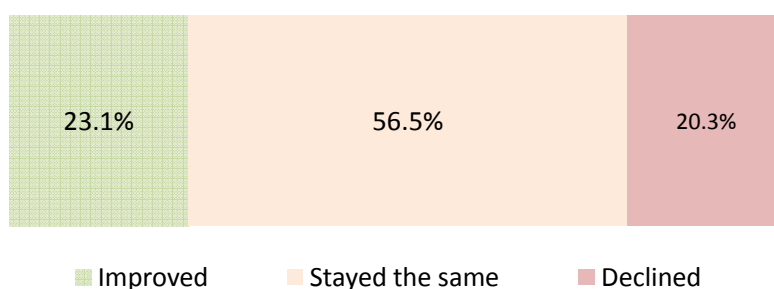
	Star 2013					TSS September 2008		
	Base	Major problem	Minor problem	Not a problem	Question details	Very / Fairly big problem	Not a very big problem	Not a problem at all
<i>Car parking</i>	666	27.6%	28.8%	43.5%	<i>Star Nei1a*</i>	33%	32%	35%
<i>Rubbish or litter</i>	678	19.2%	38.1%	42.8%	<i>Star Nei1b*</i>	29%	48%	23%
<i>Noisy neighbours</i>	660	12.3%	23.9%	63.8%	<i>Star Nei1c*</i>	23%	34%	43%
<i>Dog fouling / dog mess</i>	688	27.2%	36.0%	36.8%	<i>Star Nei1d*</i>	-	-	-
<i>Other problems with pets/animals</i>	666	9.6%	20.9%	69.5%	<i>Star Nei1e*</i>	-	-	-
<i>Disruptive children / teenagers</i>	675	8.1%	25.5%	66.4%	<i>Star Nei1f*</i>	27%	37%	36%
<i>Racial or other harassment</i>	666	2.0%	6.0%	92.0%	<i>Star Nei1g*</i>	7%	23%	70%
<i>Drunk or rowdy behaviour</i>	674	6.5%	19.1%	74.3%	<i>Star Nei1h*</i>	17%	34%	48%
<i>Vandalism or graffiti</i>	667	4.0%	14.2%	81.7%	<i>Star Nei1i*</i>	16%	34%	50%
<i>People damaging your property</i>	663	3.2%	9.2%	87.6%	<i>Star Nei1j*</i>	12%	28%	60%
<i>Drug use or dealing</i>	672	12.9%	19.9%	67.1%	<i>Star Nei1k*</i>	25%	27%	48%
<i>Abandoned or burnt out vehicles</i>	667	1.0%	2.8%	96.1%	<i>Star Nei1l*</i>	3%	18%	79%
<i>Other crime</i>	636	3.0%	20.3%	76.7%	<i>Star Nei1m*</i>	10%	37%	53%
<i>Noise from traffic</i>	667	5.8%	23.5%	70.6%	<i>Star Nei1n*</i>	14%	34%	52%
<i>Grass cutting</i>	673	8.9%	18.3%	72.8%	<i>CBC question</i>	-	-	-
<i>Hedge cutting</i>	654	9.5%	13.3%	77.2%	<i>CBC question</i>	-	-	-
<i>Maintenance of trees on open land</i>	651	8.0%	13.5%	78.5%	<i>CBC question</i>	-	-	-
<i>Litter picking</i>	662	10.0%	24.8%	65.3%	<i>CBC question</i>	-	-	-
<i>Fly tipping</i>	657	4.6%	14.0%	81.4%	<i>CBC question</i>	-	-	-
<i>Road sweeping</i>	649	5.1%	14.8%	80.1%	<i>CBC question</i>	-	-	-
<i>Maintaining public footpaths</i>	663	10.1%	23.1%	66.8%	<i>CBC question</i>	-	-	-
<i>Maintaining pavements</i>	664	12.0%	25.6%	62.3%	<i>CBC question</i>	-	-	-
<i>Maintaining roads</i>	659	17.1%	29.3%	53.6%	<i>CBC question</i>	-	-	-

*Wording change from Status question

Q6. In the last three years, would you say your neighbourhood has improved or declined?

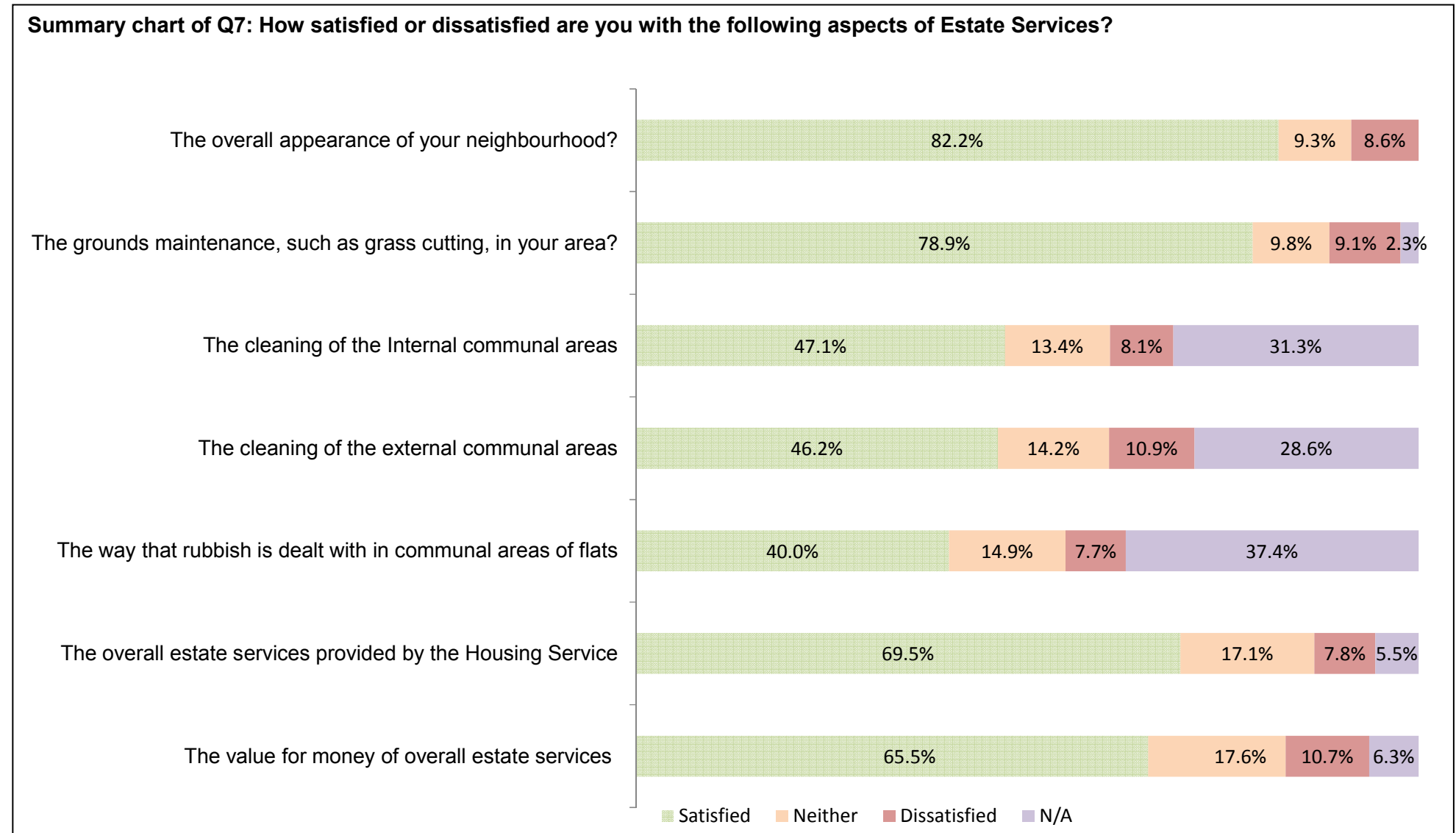
Q6: In the last three years, would you say your neighbourhood has improved or declined?					
<i>Base</i>	<i>Greatly improved</i>	<i>Slightly improved</i>	<i>Stayed the same</i>	<i>Slightly declined</i>	<i>Greatly declined</i>
692	7.1%	16.0%	56.5%	14.7%	5.6%
<i>Question details: Optional Star question Nei2, Status question</i>					

Summary chart of Q6: In the last three years, would you say your neighbourhood has improved or declined?



About Estate Services

Q7. How satisfied or dissatisfied are you with the following aspects of Estate Services?

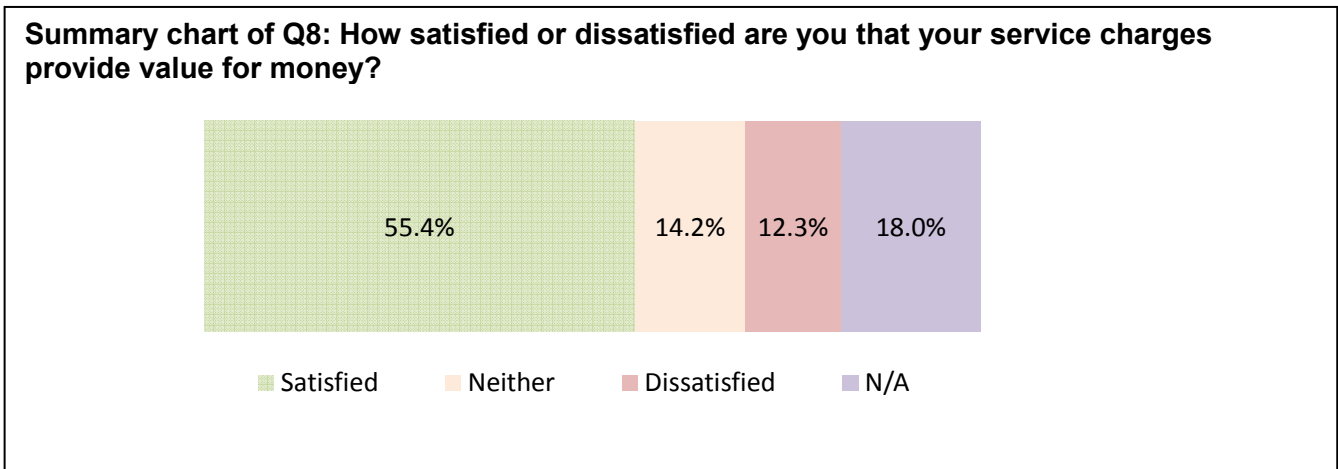


Q7: How satisfied or dissatisfied are you with the following aspects of Estate Services?

	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>	<i>Question details</i>
<i>The overall appearance of your neighbourhood</i>	702	26.9%	55.3%	9.3%	6.7%	1.9%		<i>Est1 New question</i>
<i>The grounds maintenance, such as grass cutting, in your area</i>	706	29.7%	49.2%	9.8%	5.8%	3.3%	2.3%	<i>Est2¹ New question</i>
<i>The cleaning of the internal communal areas</i>	632	19.6%	27.5%	13.4%	4.3%	3.8%	31.3%	<i>Est3a¹ New question</i>
<i>The cleaning of the external communal areas</i>	632	16.6%	29.6%	14.2%	6.6%	4.3%	28.6%	<i>Est3b¹ New question</i>
<i>The way that rubbish is dealt with in communal areas of flats</i>	637	17.4%	22.6%	14.9%	4.2%	3.5%	37.4%	<i>CBC question</i>
<i>The overall estate services provided by the Housing Service</i>	667	24.4%	45.1%	17.1%	4.5%	3.3%	5.5%	<i>Est4¹ New question</i>
<i>The value for money of overall estate services provided by the Housing Service.</i>	666	23.0%	42.5%	17.6%	6.3%	4.4%	6.3%	<i>Est5¹ New question</i>

¹HouseMark benchmark: Estate Services

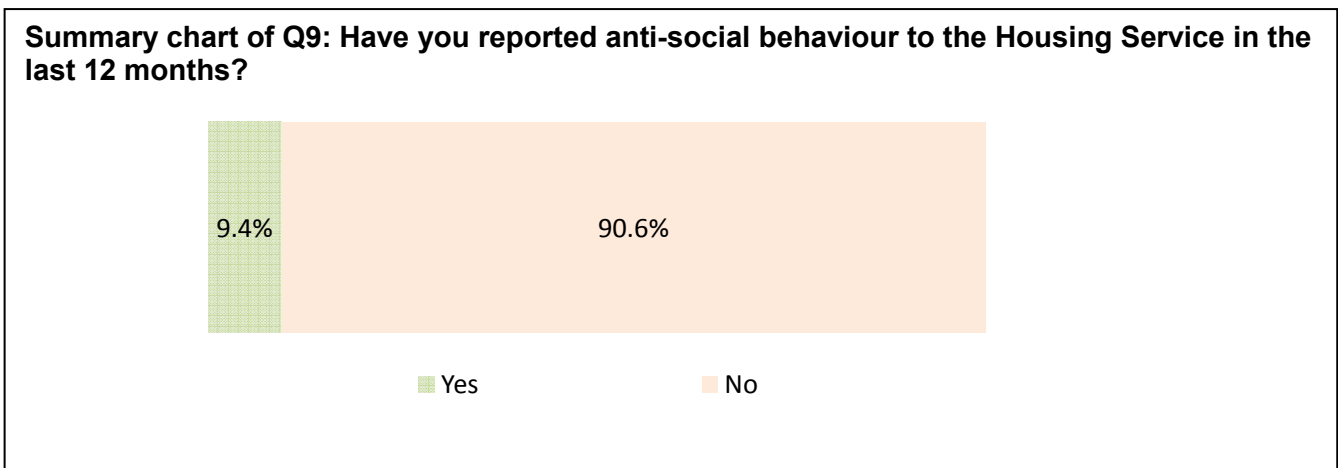
Q8. How satisfied or dissatisfied are you that your service charges provide value for money?



Q8: How satisfied or dissatisfied are you that your service charges provide value for money?							
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>
<i>Star 2013</i>	667	18.4%	37.0%	14.2%	8.1%	4.2%	18.0%
<i>Question details: Core Star question COR6, Status question, HouseMark benchmark: Core PI Tracking Star Home Ownership</i>							

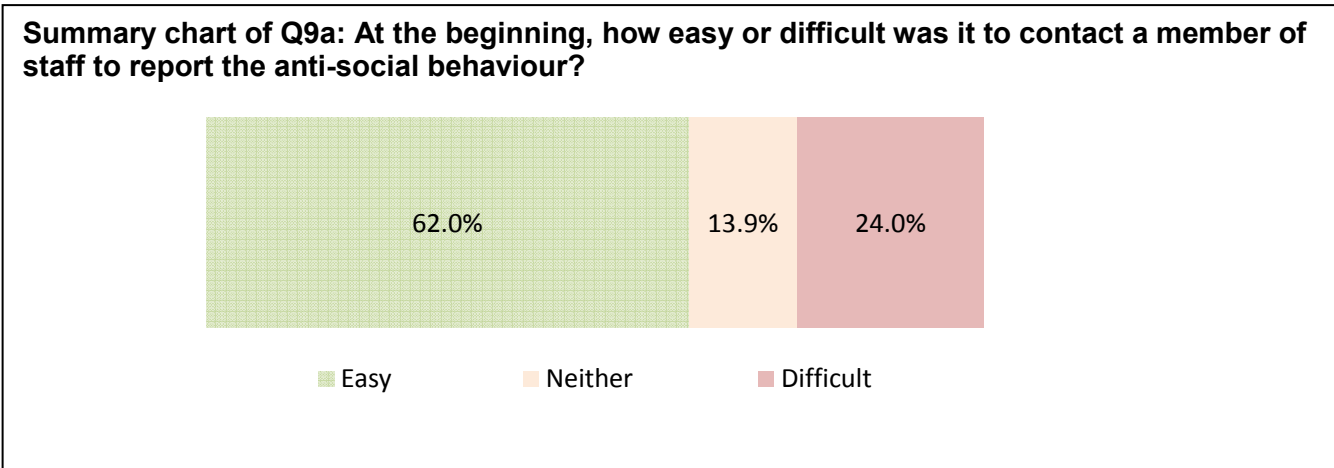
About anti-social behaviour

Q9. Have you reported anti-social behaviour to the Housing Service in the last 12 months?



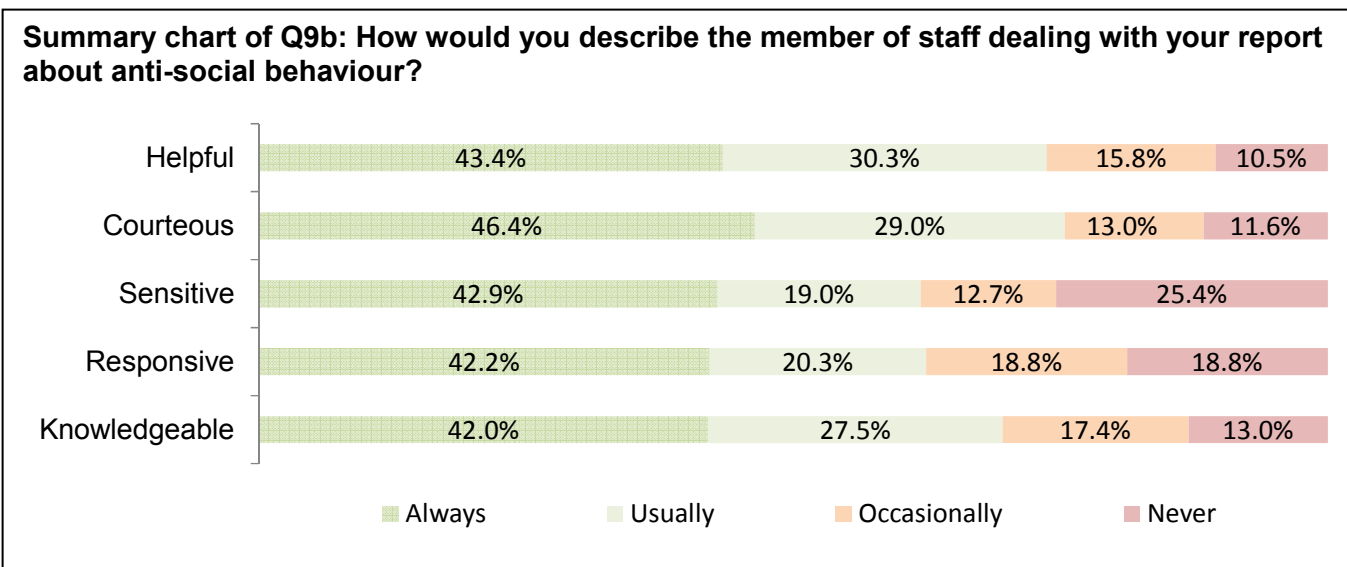
Q9: Have you reported anti-social behaviour to the Housing Service in the last 12 months?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
<i>Star 2013</i>	679	9.4%	90.6%
<i>TSS Sept 2008</i>		12.6%	84.3%
<i>Question details: Optional Star question ASB1, Status question</i>			

Q9.a. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?



Q9a: At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?						
	<i>Base</i>	<i>Very easy</i>	<i>Fairly easy</i>	<i>Neither</i>	<i>Fairly difficult</i>	<i>Very difficult</i>
<i>Star 2013</i>	79	36.7%	25.3%	13.9%	13.9%	10.1%
<i>Question details: Optional Star question ASB2, new question, HouseMark benchmark ASB</i>						

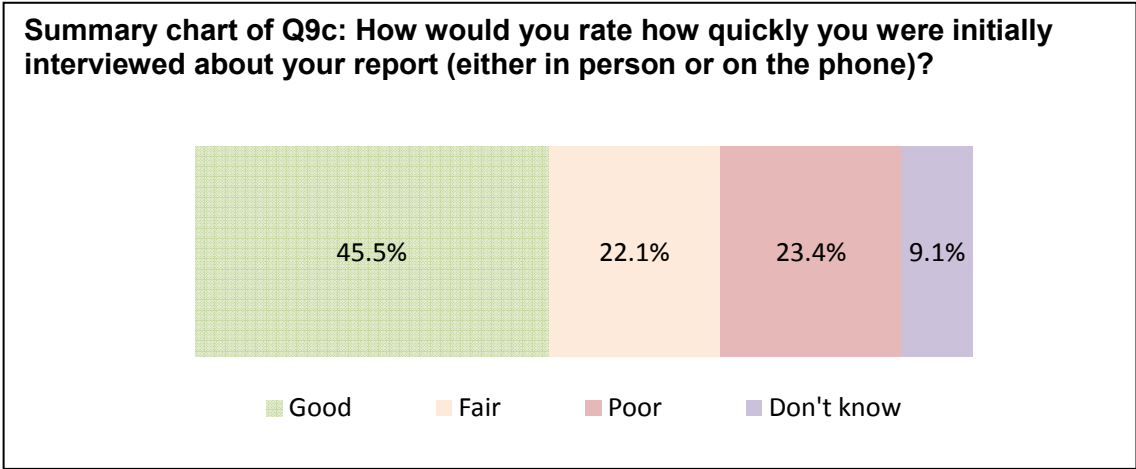
Q9.b. How would you describe the member of staff dealing with your report about anti-social behaviour?



Q9b: How would you describe the member of staff dealing with your report about anti-social behaviour?						
	<i>Base</i>	<i>Always</i>	<i>Usually</i>	<i>Occasionally</i>	<i>Never</i>	<i>Question details</i>
<i>Helpful</i>	76	43.4%	30.3%	15.8%	10.5%	<i>ASB3a, new question¹</i>
<i>Courteous</i>	69	46.4%	29.0%	13.0%	11.6%	<i>ASB3b, new question¹</i>
<i>Sensitive</i>	63	42.9%	19.0%	12.7%	25.4%	<i>ASB3c, new question¹</i>
<i>Responsive</i>	64	42.2%	20.3%	18.8%	18.8%	<i>ASB3d, new question¹</i>
<i>Knowledgeable</i>	69	42.0%	27.5%	17.4%	13.0%	<i>ASB3e, new question¹</i>

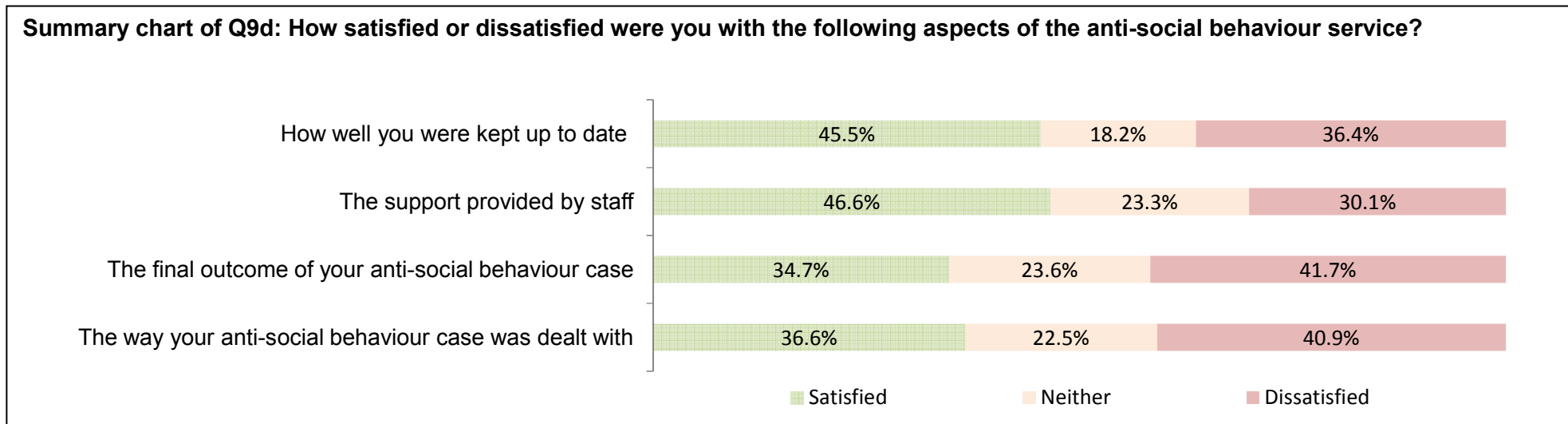
¹HouseMark benchmark: ASB

Q9.c. How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?



Q9c: How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?				
<i>Base</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
77	45.5%	22.1%	23.4%	9.1%
<i>Question details: Optional Star question ASB4, new question, HouseMark benchmark ASB</i>				

Q9.d. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?



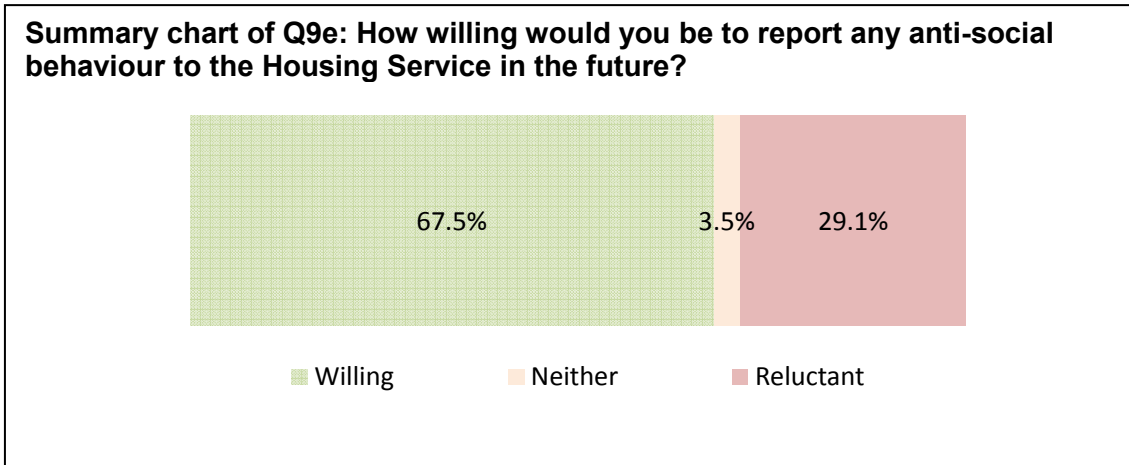
Q9d: How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

	Star 2013							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2013 Satisfied	2008 Satisfied	Change +/-
How well you were kept up to date with what was happening throughout your anti-social behaviour case.	77	23.4%	22.1%	18.2%	14.3%	22.1%	ASB5b ^{1,2}	45.5%	39.0%	
The support provided by staff	73	23.3%	23.3%	23.3%	8.2%	21.9%	ASB5d ¹	46.6%	39.0%	
Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour case?	72	20.8%	13.9%	23.6%	11.1%	30.6%	ASB6 ¹	34.7%	30.0%	
Overall, how satisfied or dissatisfied are you with the way that your anti-social behaviour case was dealt with?	71	18.3%	18.3%	22.5%	8.5%	32.4%	ASB7 ² (new)	36.6%		

¹Wording change from Status question

²HouseMark Benchmark: ASB

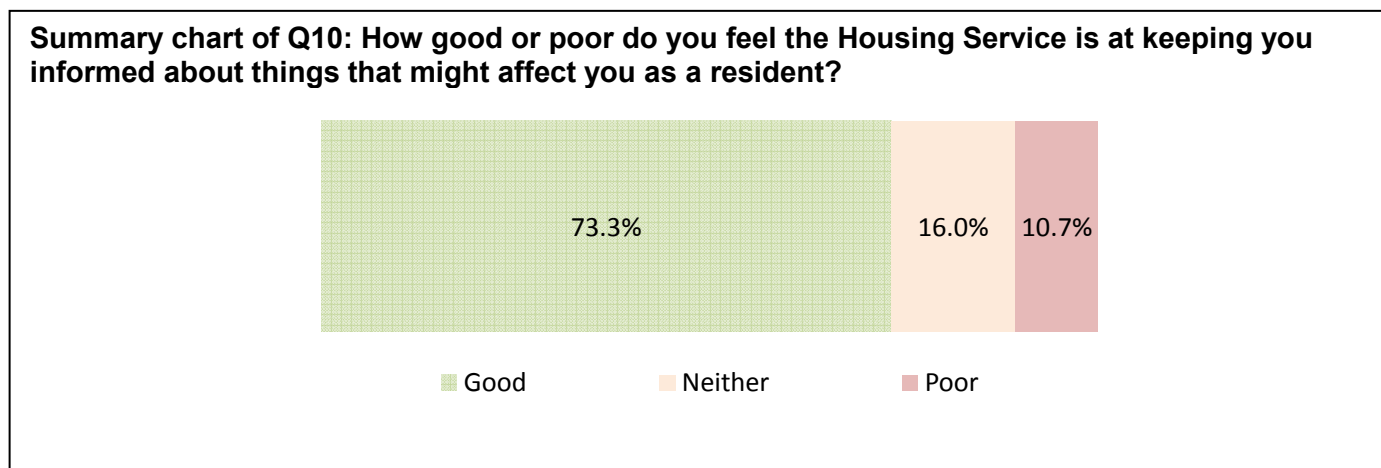
Q9.e. How willing would you be to report any anti-social behaviour to the Housing Service in the future?



Q9e: How willing would you be to report any anti-social behaviour to the Housing Service in the future?						
	<i>Base</i>	<i>Very willing</i>	<i>Fairly willing</i>	<i>Neither</i>	<i>Fairly reluctant</i>	<i>Very reluctant</i>
<i>Star 2013</i>	86	47.7%	19.8%	3.5%	10.5%	18.6%
<i>Question details: Optional Star question ASB8, new question, HouseMark benchmark ASB</i>						

About contacting us and communications

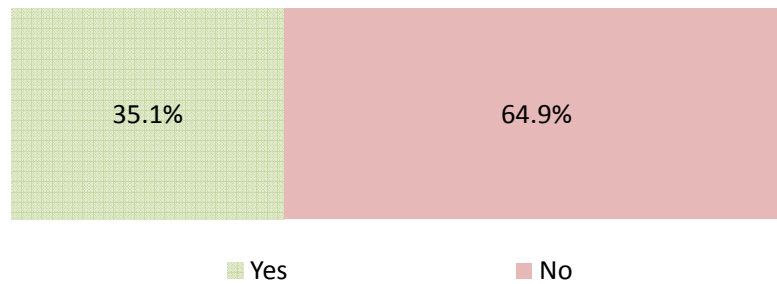
Q10. How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?



Q10: How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?						
	<i>Base</i>	<i>Very good</i>	<i>Fairly good</i>	<i>Neither</i>	<i>Fairly poor</i>	<i>Very poor</i>
<i>Star 2013</i>	699	30.2%	43.1%	16.0%	6.7%	4.0%
<i>Star 2013 (total % good)</i>		73.3%				
<i>TSS 2008 (total % good)</i>		73.9%				
<i>Question details: Optional Star question GEN3, Status question, HouseMark benchmark: Resident Involvement</i>						

Q11. Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?

Summary chart of Q11: Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?



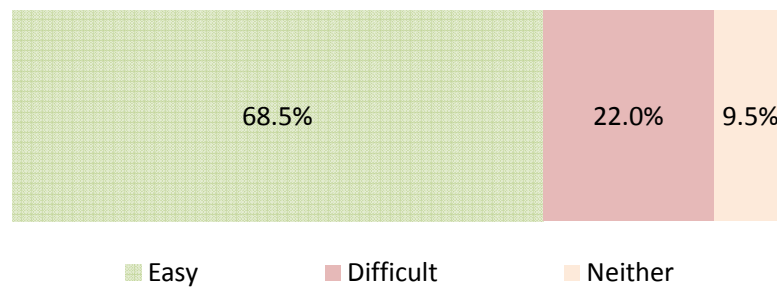
Q11: Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?

Base	Yes	No
670	35.1%	64.9%

Question details: Optional Star question CAC1, Status question

Q11.a. Was getting hold of the right person easy or difficult?

Summary chart of Q11a: Was getting hold of the right person easy or difficult?

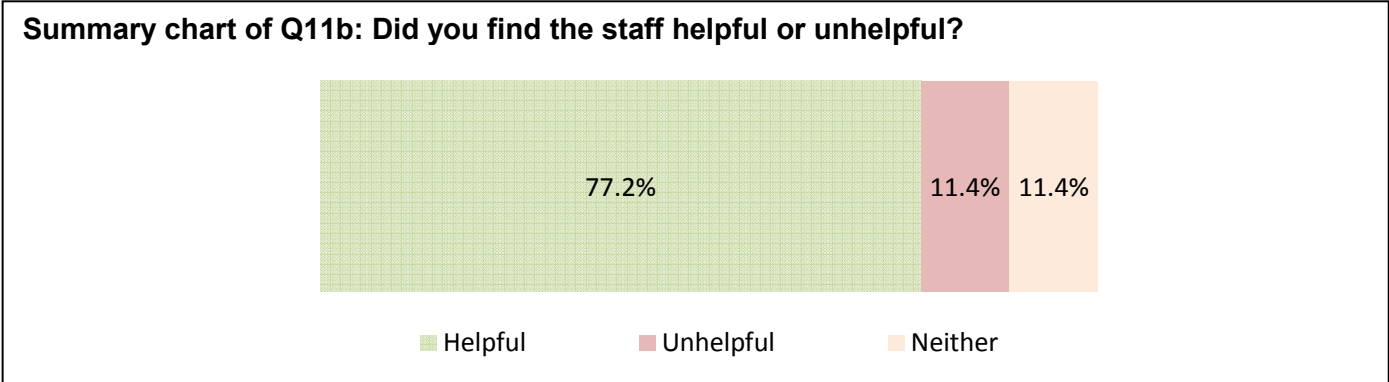


Q11a: Was getting hold of the right person easy or difficult?

	Base	Easy	Difficult	Neither
Star 2013	232	68.5%	22.0%	9.5%
TSS 2008 (% positive rating)	69.0%			

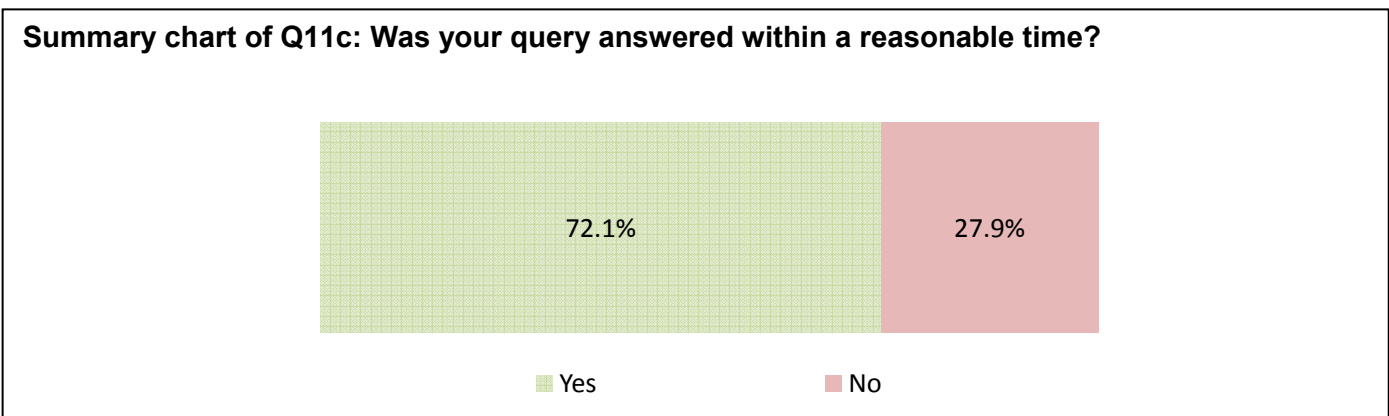
Question details: Optional Star question CAC2a, reworded Status question

Q11.b. Did you find the staff helpful or unhelpful?



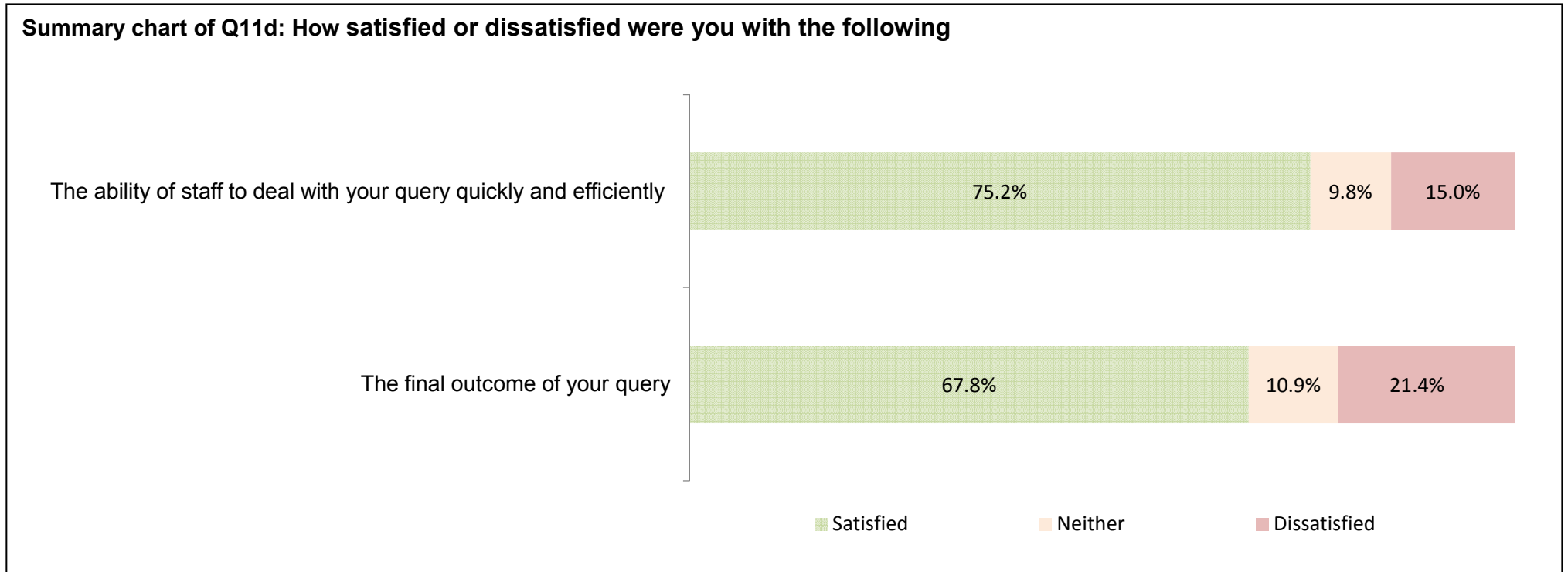
Q11b: Did you find the staff helpful or unhelpful?				
	<i>Base</i>	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
<i>Star 2013</i>	237	77.2%	11.4%	11.4%
<i>TSS 2008 (% positive rating)</i>		77.0%		
<i>Question details: Optional Star question CAC2b, reworded Status question</i>				

Q11.c. Was your query answered within a reasonable time?



Q11c: Was your query answered within a reasonable time?		
<i>Base</i>	<i>Yes</i>	<i>No</i>
201	72.1%	27.9%
<i>Question details: Optional Star question CAC2c, new question</i>		

Q11.d. How satisfied or dissatisfied were you with the following:

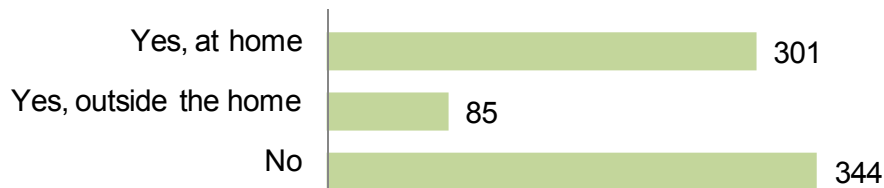


Q11d: How satisfied or dissatisfied were you with the following										
	<i>Star 2013</i>							<i>Trend</i>		
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Question reference</i>	<i>2013 Satisfied</i>	<i>2008 "Positive"</i>	<i>Change +/-</i>
The ability of staff to deal with your query quickly and efficiently	246	37.4%	37.8%	9.8%	8.9%	6.1%	CAC3a (new)	75.2%		
The final outcome of your query	220	35.5%	32.3%	10.9%	10.0%	11.4%	CAC3b ¹	67.8%	62.0%	

¹Wording change from Status question

Q12. Do you use the internet?

Summary chart of Q12: Do you use the internet?



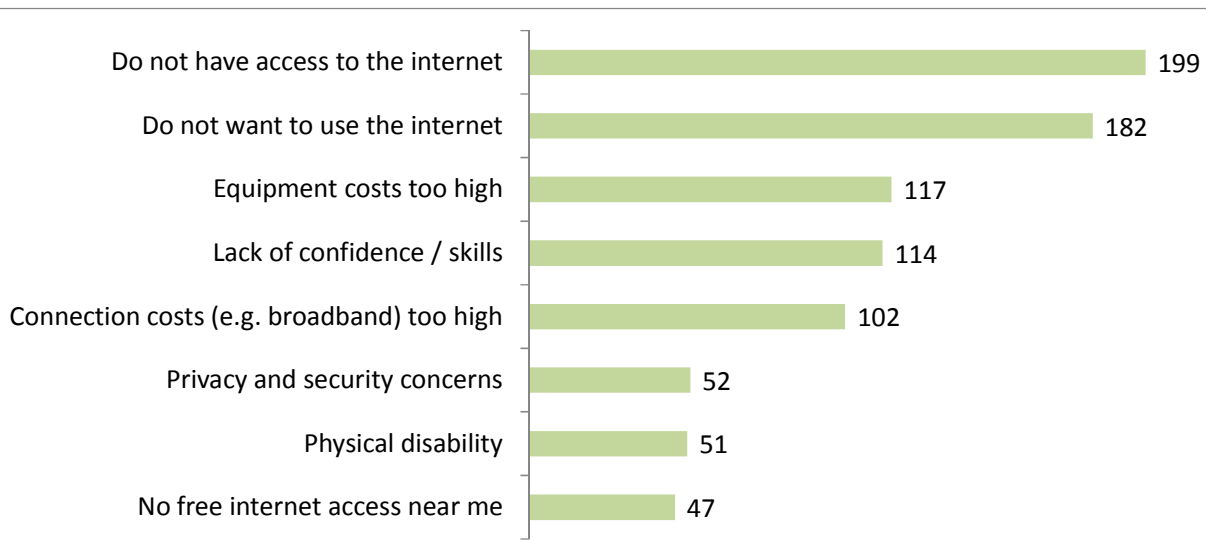
Q12: Do you use the internet?

Base	Yes, at home		Yes, outside the home		No	
	Number	%	Number	%	Number	%
656	301	45.9%	85	13.0%	344	52.4%

Question details: Optional Star question CAC4a, new question

Q12.a. Why do you not use the internet?

Summary chart of Q12a: Why do you not use the internet?



Q12a: Why do you not use the internet?

	Number of respondents
<i>Do not have access to the internet</i>	199
<i>Do not want to use the internet</i>	182
<i>Equipment costs too high</i>	117
<i>Lack of confidence / skills</i>	114
<i>Connection costs (e.g. broadband) too high</i>	102
<i>Privacy and security concerns</i>	52
<i>Physical disability</i>	51
<i>No free internet access near me</i>	47
<i>Other: please specify:</i>	

- Due to a visual impairment
- Due to a learning disability
- I don't have a computer (3 respondents)
- I don't have a landline (2 respondents)

Question details: Optional Star question CAC4b, new question

Q13. Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?

Q13: Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?

	Number of respondents
Telephone	512
In writing	346
Newsletter	235
Visit to the office	183
Email	157
Visit to your home by staff	155
Text / SMS	139
Open meetings	66

Other: please specify:

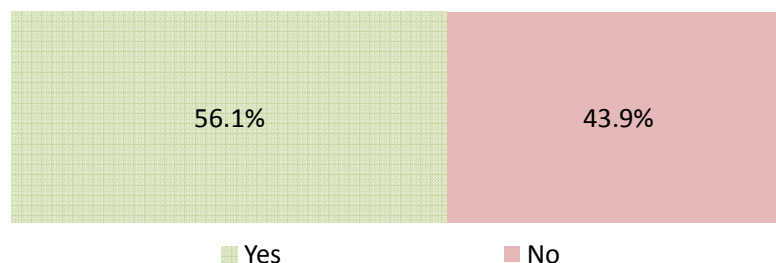
- Visits by workmen (not inspectors)
- Councillors visit our Pensioners' Community Room often
- Someone to collect rent and Council tax
- My family deal with everything
- Phone app
- We will miss our local office (2 respondents)

Question details: Optional Star question CAC5, new question

About complaints

Q14. Are you aware that the Housing Service has a formal complaints procedure?

Summary chart of Q14: Are you aware that the Housing Service has a formal complaints procedure?



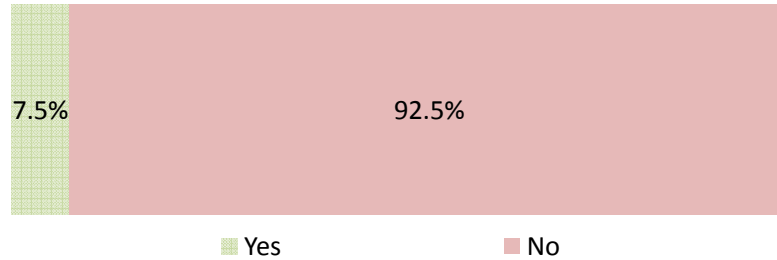
Q14: Are you aware that the Housing Service has a formal complaints procedure?

Base	Yes	No
683	56.1%	43.9%

Question details: Optional Star question COM1, Status question

Q15. Have you made a complaint to the Housing Service in the last 12 months about our services?

Summary chart of Q14: Are you aware that the Housing Service has a formal complaints procedure?

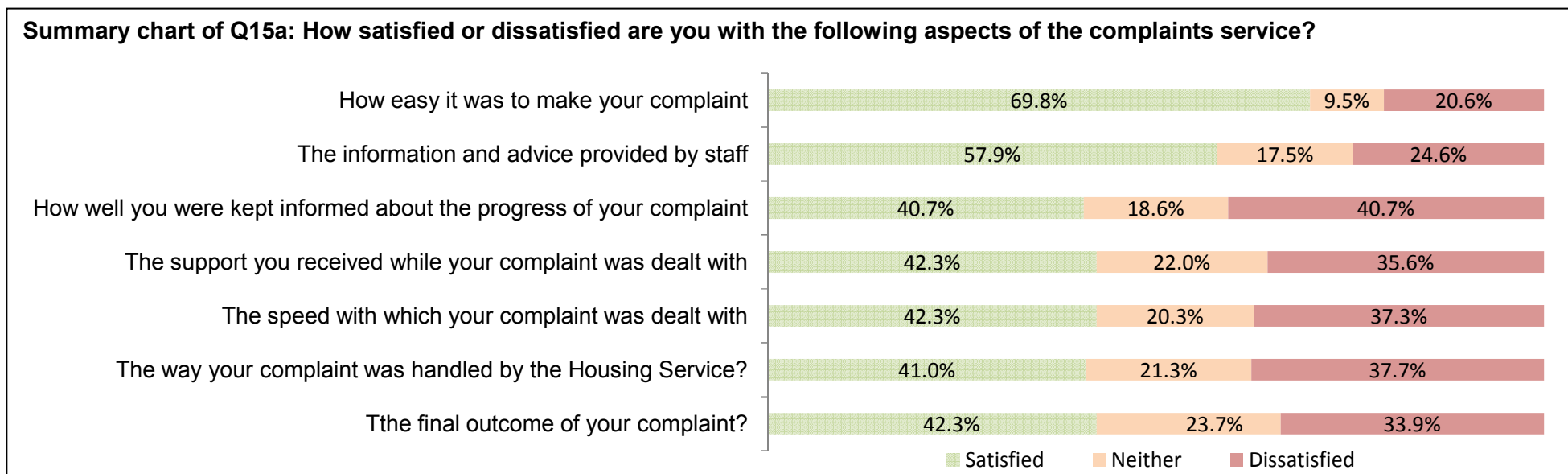


Q15: Have you made a complaint to the Housing Service in the last 12 months about our services?

Base	Yes	No
669	7.5%	92.5%

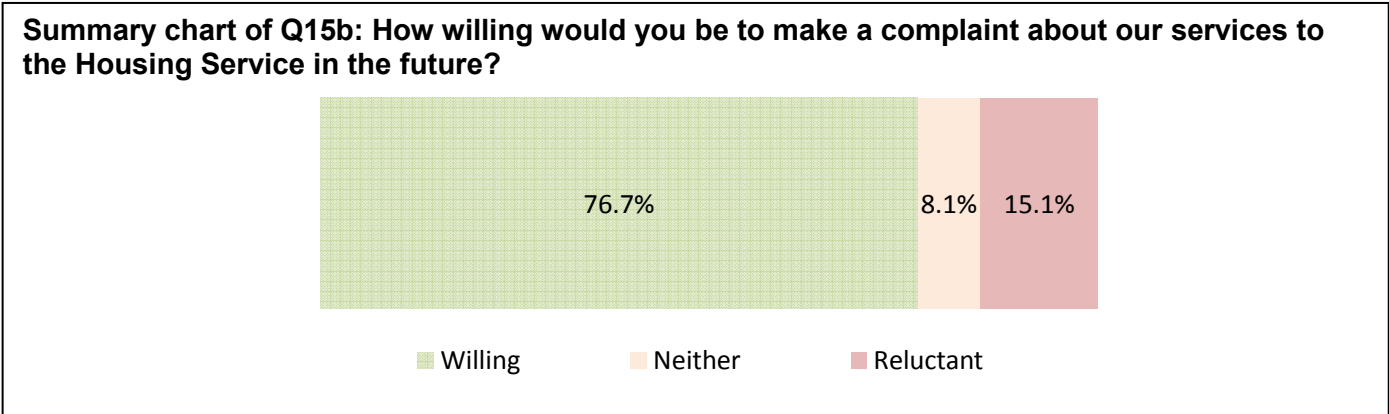
Question details: Optional Star question COM2, new question

Q15.a. How satisfied or dissatisfied are you with the following aspects of the complaints service?



Q15a: How satisfied or dissatisfied are you with the following aspects of the complaints service?							
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Question details</i>
<i>How easy it was to make your complaint</i>	63	34.9%	34.9%	9.5%	11.1%	9.5%	COM3a New question
<i>The information and advice provided by staff</i>	57	22.8%	35.1%	17.5%	12.3%	12.3%	COM3b New question
<i>How well you were kept informed about the progress of your complaint</i>	59	25.4%	15.3%	18.6%	13.6%	27.1%	COM3c New question
<i>The support you received while your complaint was dealt with</i>	59	25.4%	16.9%	22.0%	15.3%	20.3%	COM3d New question
<i>The speed with which your complaint was dealt with</i>	59	23.7%	18.6%	20.3%	8.5%	28.8%	COM3e New question
<i>Overall, how satisfied or dissatisfied are you with the way your complaint was handled by the Housing Service?</i>	61	23.0%	18.0%	21.3%	11.5%	26.2%	COM4 New question
<i>Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?</i>	59	23.7%	18.6%	23.7%	5.1%	28.8%	COM5 New question

Q15.b. How willing would you be to make a complaint about our services to the Housing Service in the future?



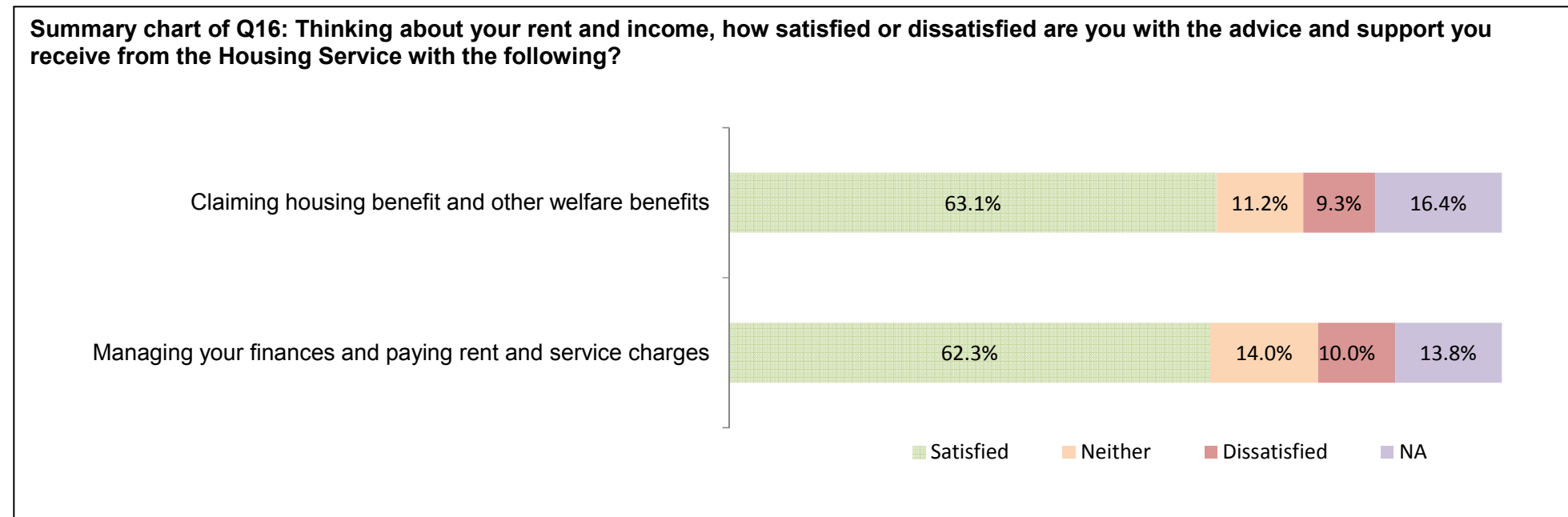
Q15b: How willing would you be to make a complaint about our services to the Housing Service in the future?

Base	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
86	46.5%	30.2%	8.1%	9.3%	5.8%

Question details: Optional Star question COM6, new question

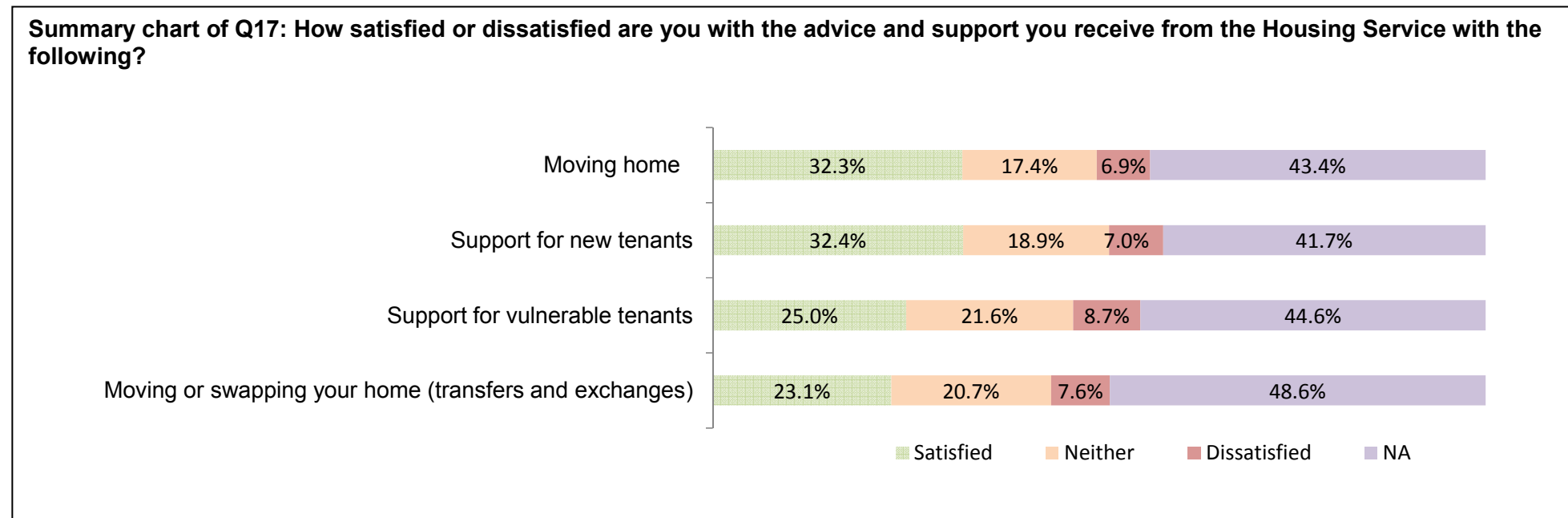
About advice and support

Q16. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?



Q16: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?								
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	Question reference
<i>Claiming housing benefit and other welfare benefits</i>	695	37.8%	25.3%	11.2%	5.8%	3.5%	16.4%	AAS1a Reworded Status question
<i>Managing your finances and paying rent and service charges</i>	666	32.1%	30.2%	14.0%	5.6%	4.4%	13.8%	AAS1b Reworded Status question

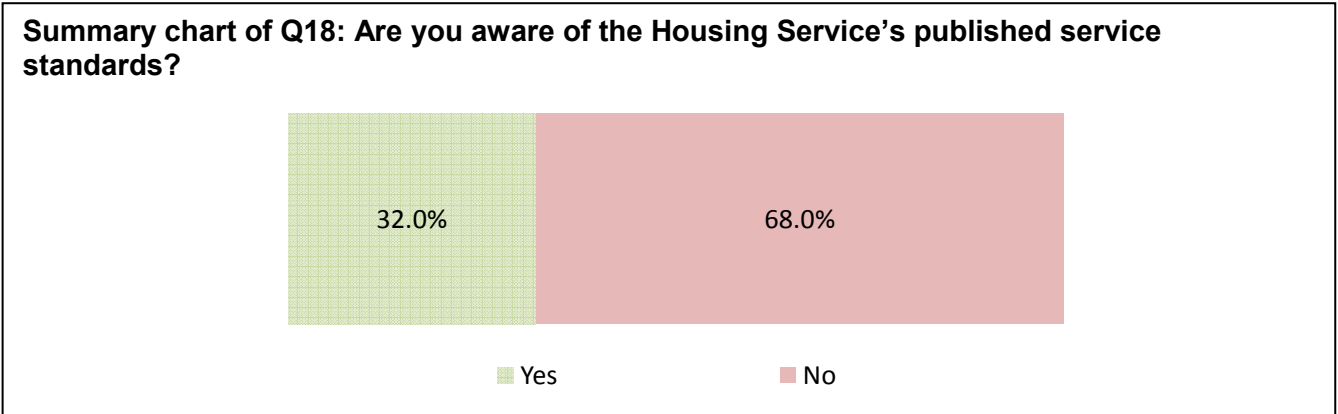
Q17. How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?



Q17: How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?											
	<i>Star 2013</i>								<i>Trend</i>		
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>	<i>Question reference</i>	<i>2013 Satisfied (excluding N/As)</i>	<i>2008 Satisfied</i>	<i>Change +/-</i>
Moving home	610	15.6%	16.7%	17.4%	2.5%	4.4%	43.4%	AAS2a	57.1%	32.0%	+25.1%
Support for new tenants	599	16.7%	15.7%	18.9%	3.7%	3.3%	41.7%	AAS2b	55.6%	37.9%	+17.7%
Support for vulnerable tenants	583	13.2%	11.8%	21.6%	3.6%	5.1%	44.6%	AAS2c	45.2%	35.8%	+9.4%
Moving or swapping your home (transfers and exchanges)	584	10.6%	12.5%	20.7%	3.3%	4.3%	48.6%	GEN6d (New)	45.0%		

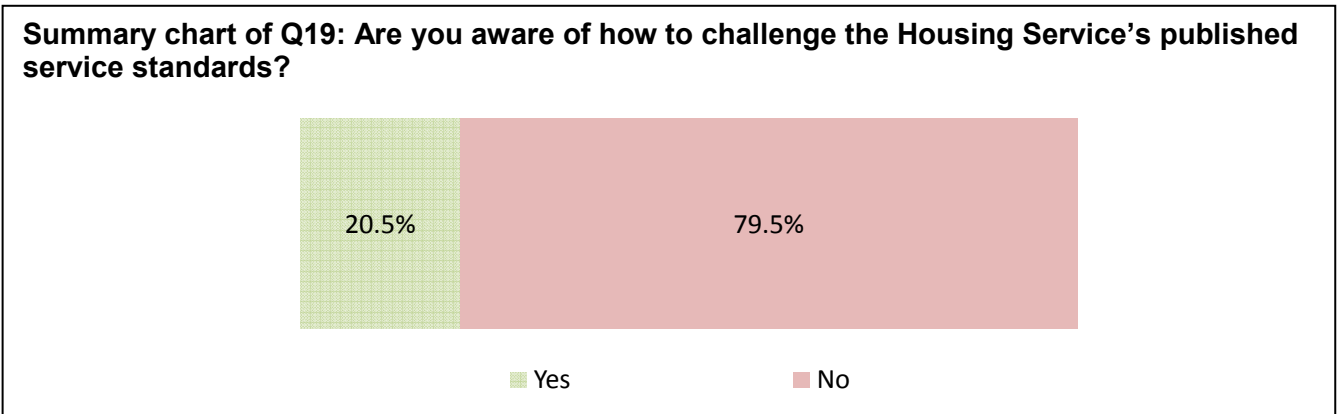
Other

Q18. Are you aware of the Housing Service’s published service standards?



Q18: Are you aware of the Housing Service’s published service standards?		
Base	Yes	No
666	32.0%	68.0%
Question details: Optional Star question GEN7 ,Status question		

Q19. Are you aware of how to challenge the Housing Service’s published service standards?



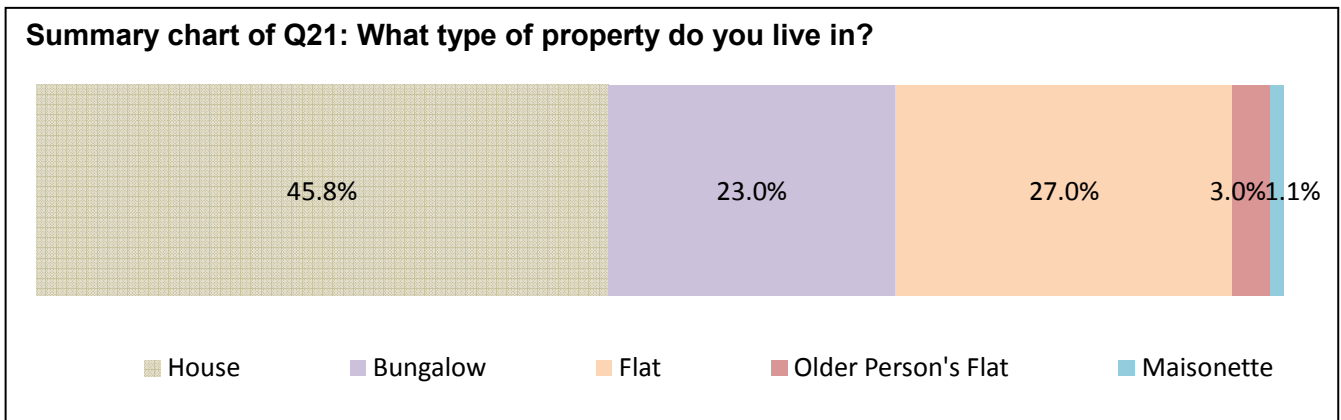
Q19: Are you aware of how to challenge the Housing Service’s published service standards?		
Base	Yes	No
662	20.5%	79.5%
Question details: Optional Star question GEN8 ,Status question		

Q20. Do you have any other suggestions of ways to improve the Housing Service?

The comments made by respondents have been included at Appendix 1.

About you

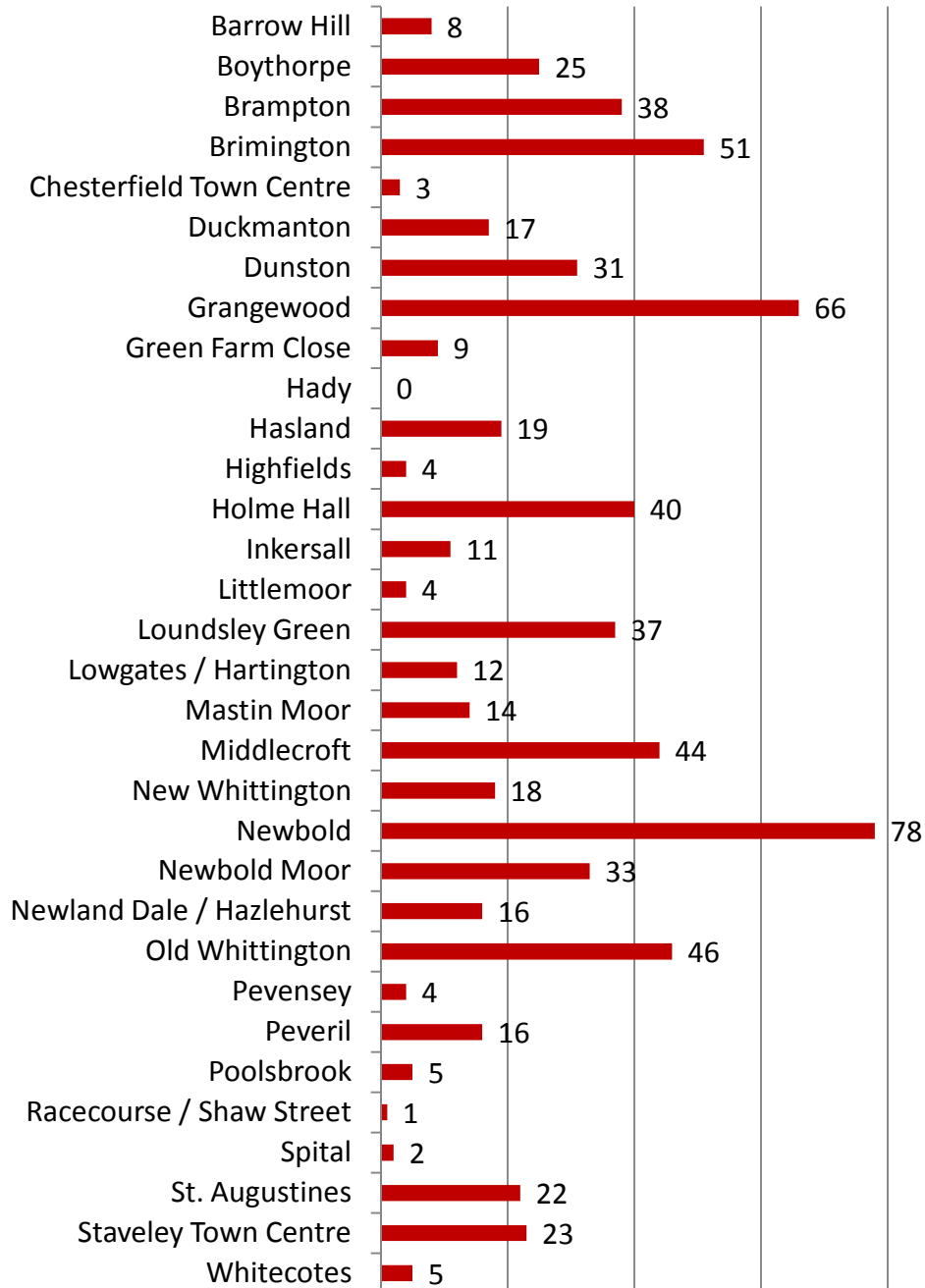
Q21. What type of property do you live in?



Q21: What type of property do you live in?	
<i>House</i>	45.8%
<i>Bungalow</i>	23.0%
<i>Flat</i>	27.0%
<i>Older person's flat</i>	3.0%
<i>Maisonette</i>	1.1%
	<i>CBC question</i>

Q22. In which area do you live?

Summary chart of Q22: In which area do you live?



Q22: In which area do you live?					
Area	No.	%	Area	No.	%
Barrow Hill	8	1.1%	Lowgates / Hartington	12	1.7%
Boythorpe	25	3.6%	Mastin Moor	14	2.0%
Brampton	38	5.4%	Middlecroft	44	6.3%
Brimington	51	7.3%	New Whittington	18	2.6%
Chesterfield Town Centre	3	0.4%	Newbold	78	11.1%
Duckmanton	17	2.4%	Newbold Moor	33	4.7%
Dunston	31	4.4%	Newland Dale / Hazlehurst	16	2.3%
Grangewood	66	9.4%	Old Whittington	46	6.6%
Green Farm Close	9	1.3%	Pevensey	4	0.6%
Hady	0	0.0%	Peveril	16	2.3%
Hasland	19	2.7%	Poolsbrook	5	0.7%
Highfields	4	0.6%	Racecourse / Shaw Street	1	0.1%
Holme Hall	40	5.7%	Spital	2	0.3%
Inkersall	11	1.6%	St. Augustines	22	3.1%
Littlemoor	4	0.6%	Staveley Town Centre	23	3.3%
Loundsley Green	37	5.3%	Whitecotes	5	0.7%

CBC question

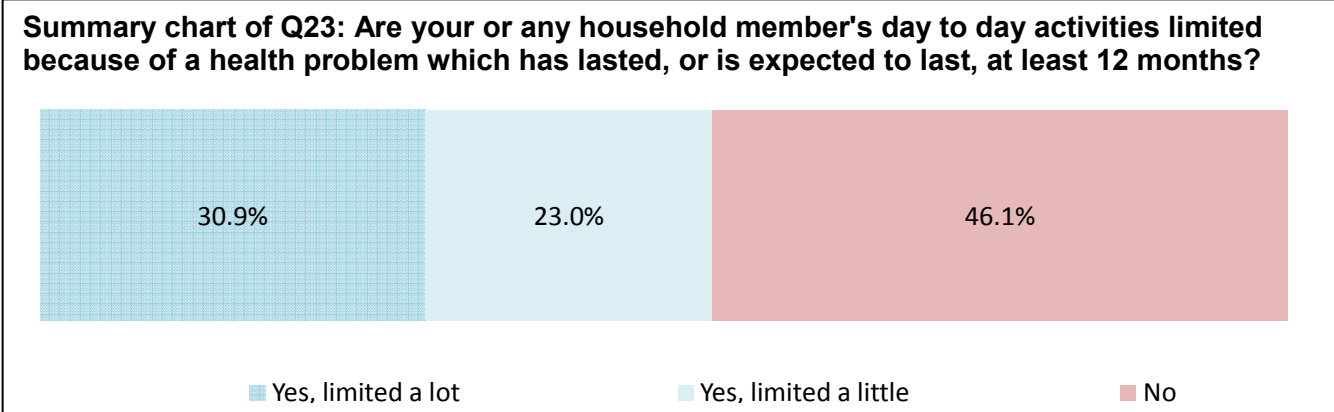
Respondents by Area Panel

Area Panel Breakdown		
	No.	%
Area Panel 1	109	15.5%
Area Panel 2	71	10.1%
Area Panel 3	86	12.3%
Area Panel 4	66	9.4%
Area Panel 5	121	17.2%
Area Panel 6	72	10.3%
Area Panel 7	106	15.1%
Area Panel 8	71	10.1%

Area Panel 1	15.5%
Area Panel 2	10.1%
Area Panel 3	12.3%
Area Panel 4	9.4%
Area Panel 5	17.2%
Area Panel 6	10.3%
Area Panel 7	15.1%
Area Panel 8	10.1%

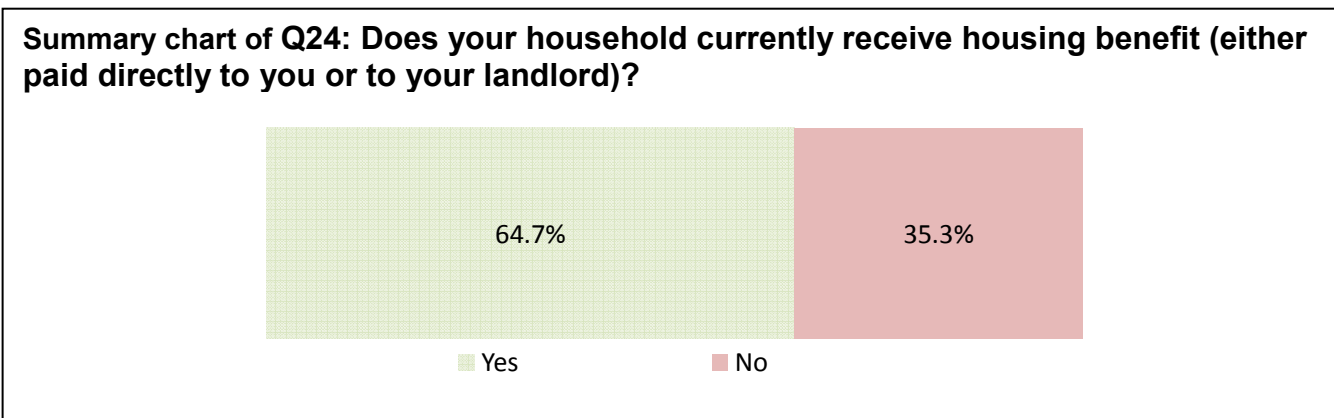
Further analysis based on Q22

Q23. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Include any household member with a long term illness or disability in your answer)



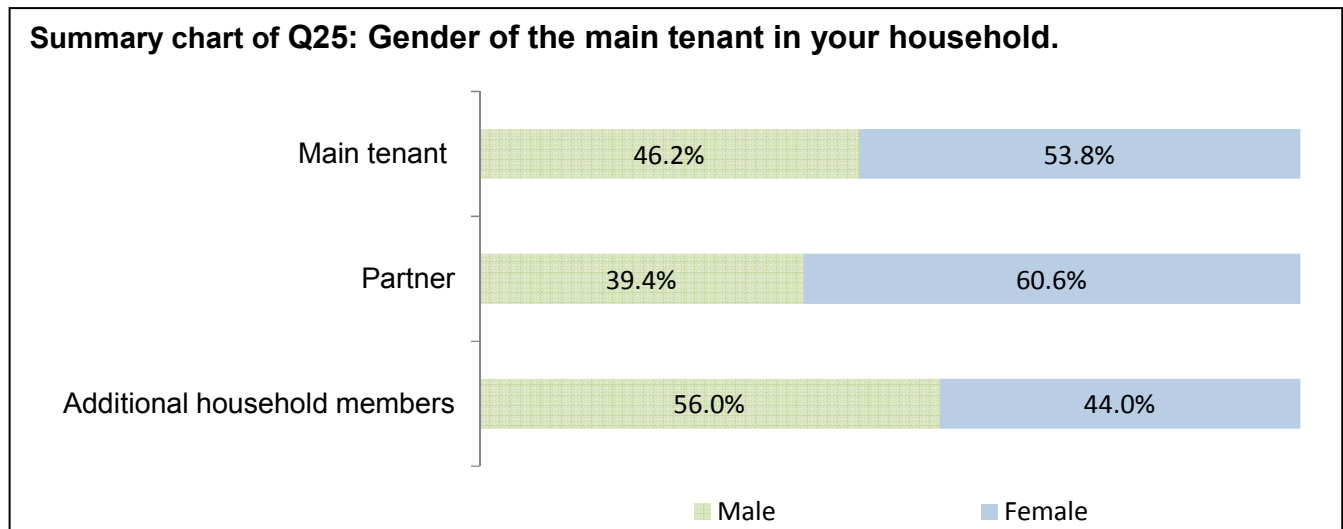
Q23: Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Include any household member with a long term illness or disability in your answer)	
Yes, limited a lot	30.9%
Yes, limited a little	23.0%
No	46.1%
Question details: Core Demographic Star question DEM2, reworded Status question	

Q24. Does your household currently receive housing benefit (either paid directly to you or to your landlord)?



Q24: Does your household currently receive housing benefit (either paid directly to you or to your landlord)?	
Yes	64.7%
No	35.3%
Question details: Optional Demographic Star question DEM3, Status question	

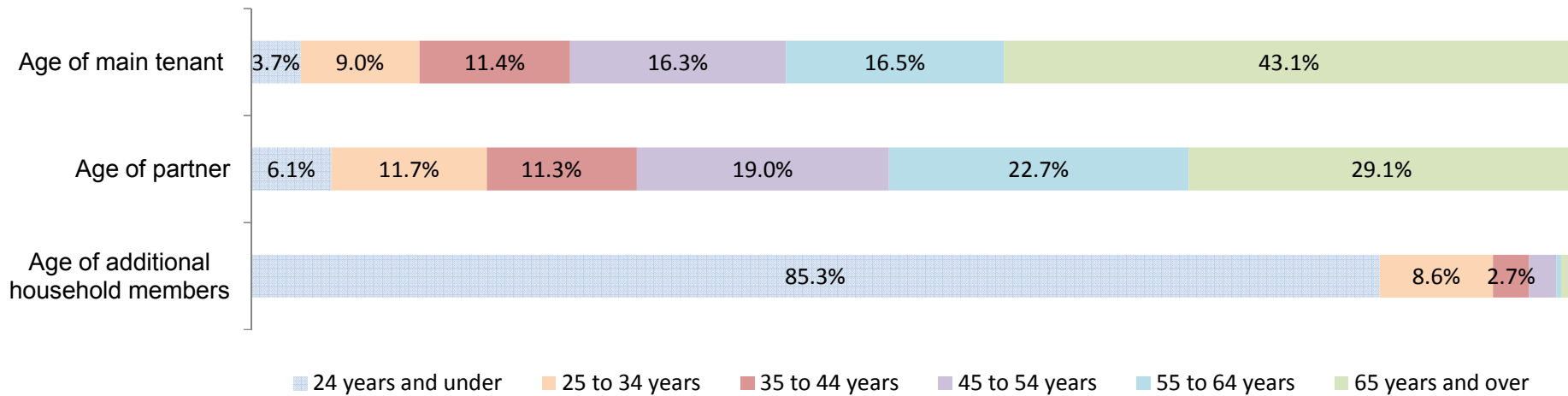
Q25. You and your household - please tell us the age and gender of everyone who lives with you in your household. Gender - Please select either male or female for your gender. Transgender or transsexual: select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.



Q25: You and your household - please tell us the gender of everyone who lives with you in your household.					
	Base	Male		Female	
		No.	%	No	%
Main tenant	690	319	46.2%	371	53.8%
Partner	259	102	39.4%	157	60.6%
Additional household members	339	190	56.0%	149	44.0%

Question details: Core Demographic Star question DEM1, reworded Status question

Summary chart of Q25: Age of everyone who lives with you in your household.

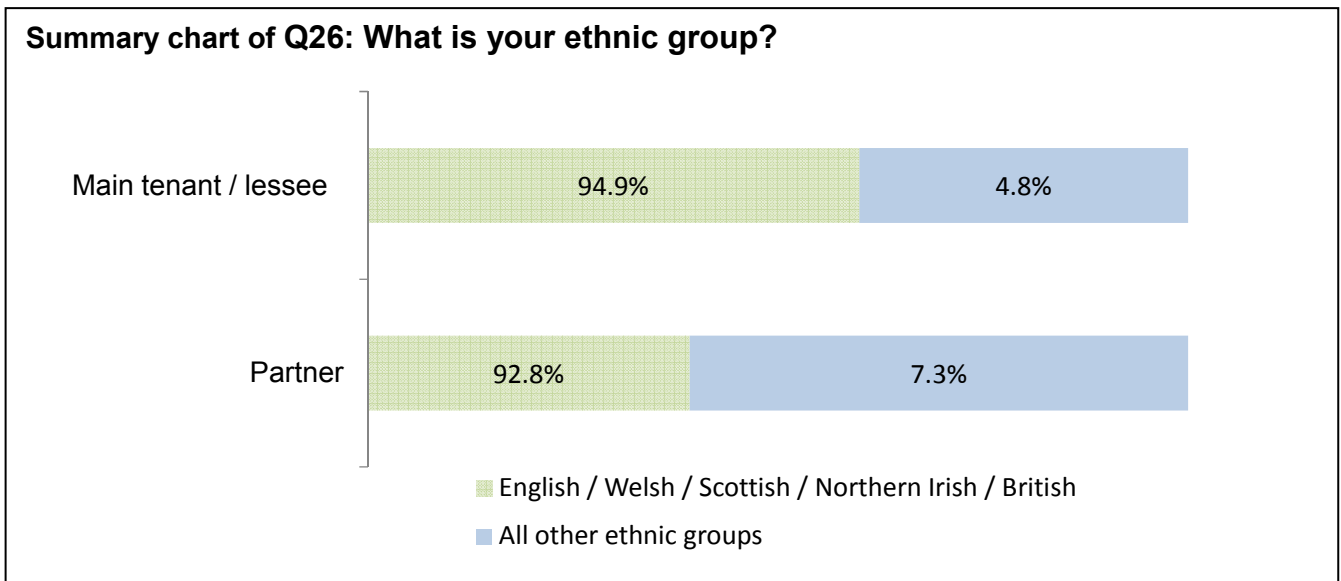


Q25: You and your household - please tell us the age of everyone who lives with you in your household.

	Base	24 years and under		25 to 34 years		35 to 44 years		45 to 54 years		55 to 64 years		65 years and over	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Main tenant	668	25	3.7%	60	9.0%	76	11.4%	109	16.3%	110	16.5%	288	43.1%
Partner	247	15	6.1%	29	11.7%	28	11.3%	47	19.0%	56	22.7%	72	29.1%
Additional household members	292	249	85.3%	25	8.6%	8	2.7%	6	2.1%	1	0.3%	3	1.0%

Question details: Core Demographic Star question DEM1, reworded Status question

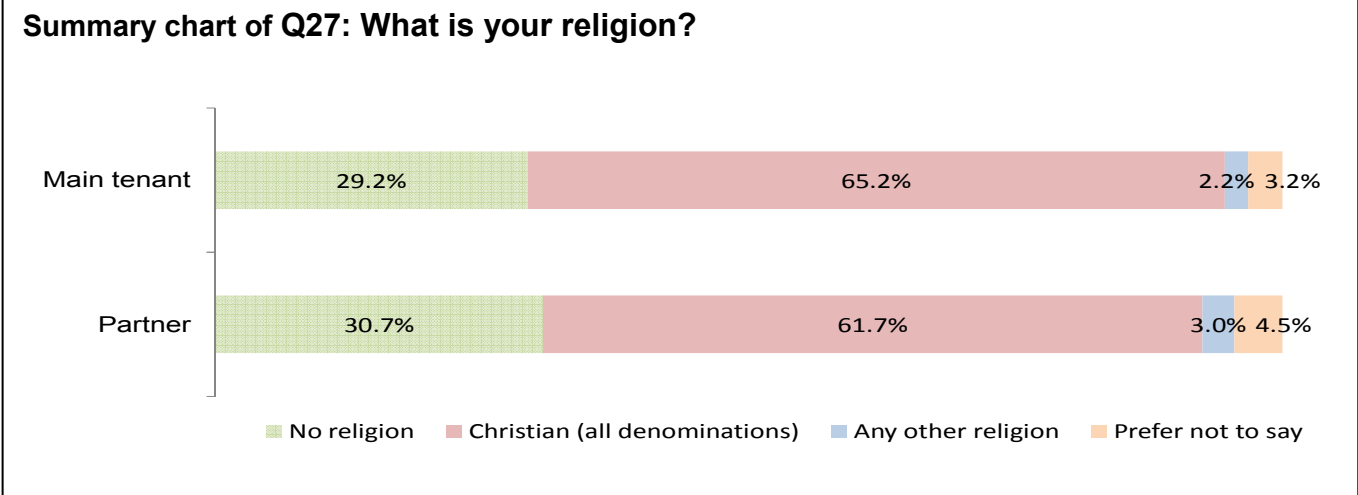
Q26. What is your ethnic group?



Q26: What is your ethnic group?		
	Main tenant	Partner
English / Welsh / Scottish / Northern Irish / British	94.9%	92.8%
Irish	2.3%	0.7%
Gypsy or Irish Traveller	0.1%	0.0%
Any other White background	0.4%	1.1%
White and Black Caribbean	0.3%	0.0%
White and Black African	0.1%	0.7%
White and Asian	0.3%	0.7%
Any other Mixed / multiple ethnic background	0.0%	0.4%
Indian	0.1%	0.0%
Pakistani	0.1%	0.7%
Bangladeshi	0.0%	0.4%
Chinese	0.3%	0.7%
Any other Asian background	0.1%	0.4%
African	0.1%	0.7%
Caribbean	0.1%	0.0%
Any other Black / African / Caribbean background	0.3%	0.0%
Arab	0.1%	0.4%
Any other ethnic group	0.1%	0.4%

Question details: Optional Demographic Star question DEM5, reworded Status question

Q27. What is your religion?



Q27: What is your religion		
	Main tenant	Partner
No religion	29.2%	30.7%
Christian (all denominations)	65.2%	61.7%
Buddhist	0.1%	0.4%
Muslim	0.4%	1.1%
Sikh	0.1%	0.0%
Any other religion	1.6%	1.5%
Prefer not to say	3.2%	4.5%

Question details: Core Demographic Star question DEM6, reworded Status question

Q28. How would you describe your sexual orientation?



Q28: How would you describe your sexual orientation?					
Heterosexual	Gay man	Gay woman	Bisexual	Other	Prefer not to say
80.4%	0.7%	0.5%	1.0%	2.9%	14.4%

Question details: Core Demographic Star question DEM4, Status question