



# TSM **Tenant** Satisfaction Survey

## 2024/25

for:

**brunelcare** 

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# 1. Introduction

## Background

This report details the results of Brunelcare's 2024/25 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and or scheme. Where applicable the current survey results have also been compared against the 2023/24 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the TSM results have also been benchmarked against ARP Research client database of 2024-25 housing for older people TSM surveys.

## About the survey

The survey was conducted between 10 February - 27 March 2025. Paper self-completion questionnaires were distributed to all (low cost rental accommodation) tenant households. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. In addition, approximately halfway through the fieldwork process full paper reminders were sent to all those households that had not yet replied. The survey was incentivised with a free prize draw.

In total, 523 tenant households took part in the TSM survey, which represented 49% of the total tenant population, and the final achieved sample had an error margin of +/- 3.1%. This exceeds the stipulated TSM target error margin of +/- 5.0%. For the non-regulatory element of the survey there were 13 responses from homeowners (52%). See Appendix C for those results.

The final tenant survey data was weighted by stock type, age group, area and property size to ensure that the survey was representative of the tenant population as a whole.


## Understanding the results




Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a full summary of the approach, including detailed methodology, please see appendix A.



## 2. Executive summary

ARP Bench mark	2023/24 result	Change over time	2024/25 result	 <b>Tenant Satisfaction Measures</b>
81%	83%	↑	86%	TP01 satisfaction overall
86%	85%	↑	90%	TP02 repairs service in last 12 months
80%	84%	↑	88%	TP03 time taken to complete last repair
84%	87%	↓	86%	TP04 home is well maintained
85%	87%	↑	91%	TP05 home is safe
67%	68%	↑	69%	TP06 listens to views and acts on them
77%	80%	↓	79%	TP07 being kept informed
82%	81%	↑	86%	TP08 treated fairly and with respect
45%	52%	↑	57%	TP09 approach to handling complaints
77%	83%	↑	87%	TP10 communal areas clean and maintained
69%	65%	↓	64%	TP11 makes a positive contribution to area
63%	64%	↑	67%	TP12 approach to handling ASB

 statistically significant improvement
  no statistically significant change
  statistically significant decline

## 2. Executive summary

### Overview

1. The 2024-25 survey results represent a **significant improvement** in overall tenant satisfaction since last year, with a 3% increase in the headline score to 86%, including 7% more 'very' satisfied (section 3).
2. This improvement comes from tenants in sheltered housing (85% was 81%), especially those in the **South area** (up 7%).
3. Many other scores are also slightly higher than they were before, with notable statistically significant **improvements** in the perception of repairs (section 5), communal maintenance (section 4), safety (section 4), treating tenants fairly and respectfully (section 6) and with how anti-social behaviour is handled (section 8).
4. A **key driver** analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five factors most closely associated with overall tenant satisfaction are below. Property maintenance has been the dominant key driver over the last three surveys, whilst service charge value for money has only appeared this year.
  - A home that is well maintained (86% satisfied, section 4)
  - Service charge value for money (70%, section 4)
  - Communal cleaning and maintenance (87%, section 4)
  - Listen to and acts on tenants' views (69% satisfied, section 6)
  - Treat tenants fairly and with respect (86%, section 6)
5. None of the twelve measures linked to the **outcomes framework** have changed by a significant margin since last year, with over 90% in agreement that that they have a warm, comfortable and safe home that provides them with stability, and where applicable that their care provides dignity, privacy and independence (section 3).

### 2 Suggested improvements

6. The availability of **on-site staff** is once again the most commonly suggested single overall improvement, comprising 7% of all survey respondents (32 individuals). A similar proportion also want to be kept better **informed** (section 9).
7. It is good to see that there are fewer concerns this year about staff answering the phone.
8. However, here is a big increase this year in calls for both improved **garden maintenance** and **scheme modernisation** (21 mentions for both).

## 2. Executive summary

### Home and scheme

9. Satisfaction with how well the **home is maintained** is essentially unchanged since last year (86%), although amongst Extra Care tenants it has actually dipped this year (89% v 96% section 4).
10. Most respondents are satisfied with **communal cleaning and maintenance** (87%) which is a significant improvement since last year when it was 83%. Similarly, there has also been a 5% increase in the proportion who find their service charges to represent good value for money (70%).
11. It is also very positive to see that the proportion of tenants that are satisfied that Brunelcare provides a **home that is safe** also shows a **significant improvement** (91% v 87%).

### Communication

12. **Customer service** ratings appear to have **bounced back** this year having fallen in the last survey, with statistically significant improvements in the customer effort score (84% v 76%) and the proportion of tenants that feel Brunelcare treats them **fairly and with respect** (86% v 81%, section 6).
13. This may in part be due to improvements in call handled because there are fewer comments this year than last about the time taken to answer calls (see section 9).
14. Conversely, a similar proportion as last year feel that Brunelcare **listens to their views** and acts upon them (69%). Similarly, 79% of the sample believe that they are kept **well informed** about things that matter to them, and this has varied by just a single percentage point.
15. Communication seems to be particularly important for **Extra Care** tenants as the three regulatory questions in this section are the only key drivers of overall satisfaction for this group, chief amongst them being listening to tenants.

### Repairs

16. The performance of the repairs service that tenants receive is a notable feature of the results because of statistically **significant improvements** in both questions in this section of the survey, reversing the pattern observed last year (section 5).
17. This means that 90% of tenants that received a repair last year have a **positive perception of the service** compared to only 85% before.
18. Similarly, almost as many of the tenants questioned are now happy with the **time taken** to complete the last repair (88%), which is also now well above the level last year (84%). This includes a 12% increase in satisfaction amongst the youngest respondents aged **55 – 64**, from 78% to 90%.

### Neighbourhoods

19. Around two thirds of tenants feel that Brunelcare makes a **positive contribution** to that neighbourhood (64%). This is unchanged since last year, with most of the remainder simply choosing the middle point on the scale, in part because there is some uncertainty about how to answer the question. This is a common pattern in TSM surveys that has been recognised by the Regulator of Social Housing (section 7).
20. The main reasons given for satisfaction with Brunelcare's contribution include **safety**, general standard of the area, and the quality of the **staff**. A number are also positive about how scheme **facilities and activities** are open to the wider community.
21. A similar proportion are satisfied with the handling of **anti-social behaviour** (67%), a result that is significantly better than it was last year, due chiefly to a 15% increase in satisfaction amongst 55-64 year olds.
22. Amongst tenants that are dissatisfied with Brunelcare's approach to ASB, the most common concerns are that issues aren't treated **seriously enough**, and/or that there is no **visible enforcement action** in response to ASB complaints.

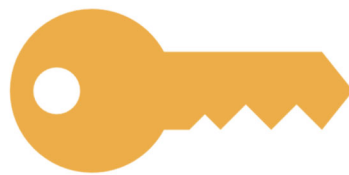
### 1 Complaints

23. It is important to understand that most respondents that claim to have made a complaint have not used the formal complaints system but instead have actually made **escalated service requests**.
24. Since last year the proportion of tenants that have raised such an issue is now slightly lower (22% v 25%). The way these complaints or escalated service requests are handled has also **improved slightly** since last year (57% v 52%), although this figure is above 70% for both the oldest and youngest tenants (section 8).
25. The most commonly suggested improvements to the complaints process are **listening** more carefully, a **speedier** response and keeping tenants better **informed** and updated throughout the process.



### 3. Services overall

86%  
satisfied  
overall



top 'key  
drivers'

1. home that is well maintained
2. service charge value for money
3. communal cleaning & maintenance
4. listen and act on views
5. Treated fairly & with respect



Satisfaction with Brunelcare's services overall has improved by a statistically significant margin since last year



This is primarily due to a 7% increase amongst sheltered tenants in the South area



Having a home that is well maintained has now been the best predictor of overall satisfaction for the last three surveys



Most tenants agree that Brunelcare is delivering on its Outcomes Framework, with no changes since last year



Most scores continue to be at or above the median level compared to ARP benchmarks for older persons housing



### 3. Services overall

The 2024-25 survey results represent a **significant improvement** in overall tenant satisfaction since last year, with a 3% increase in the headline score to 86%, including 7% more 'very' satisfied (now 45%).

This is a **statistically significant** change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This result equates to a 6% increase in overall satisfaction over the last three surveys, pushing the score into the **top quartile** compared against ARP Research's own database of 2024-25 TSM surveys of older persons housing.

Many other scores are also slightly higher than they were before, with notable statistically significant **improvements** in the perception of repairs (section 5), communal maintenance (section 4), safety (section 4), treating tenants fairly and respectfully (section 6) and with how anti-social behaviour is handled (section 8).

The majority of respondents live in **sheltered housing** and it's this group that are responsible for the increase in overall satisfaction, amongst whom it has improved from 81% to 85%. Going into further detail, this seems to be primarily due to sheltered tenants in the **South** area where satisfaction has increased from 77% to 84% (table 3.3).

Whilst satisfaction in **Extra Care** remains higher than amongst sheltered tenants (88% v 85%), the gap has closed substantially since last year when the gap was nine points.

There are also differences by **age group**, with tenants aged 85+ being the most satisfied (91%), whilst the score is lowest amongst 65–74 year olds (83%). It has improved the most for tenants aged 55-64 (89%, up 9%). For full details see table 10.1.

**New tenants** in their first year with Brunelcare are significantly more satisfied than average (97%), however this drops to 84% for those who have been a tenant for 1-2 years.

Only a small proportion of survey respondents are from a Black or minority ethnic (**BAME**) background (9%), but this group again has a slightly higher level of satisfaction than other tenants (94% v 83%). This difference is most apparent in the answers to questions on communication and how complaints and reports of ASB are handled (see table 10.2).

#### Key drivers

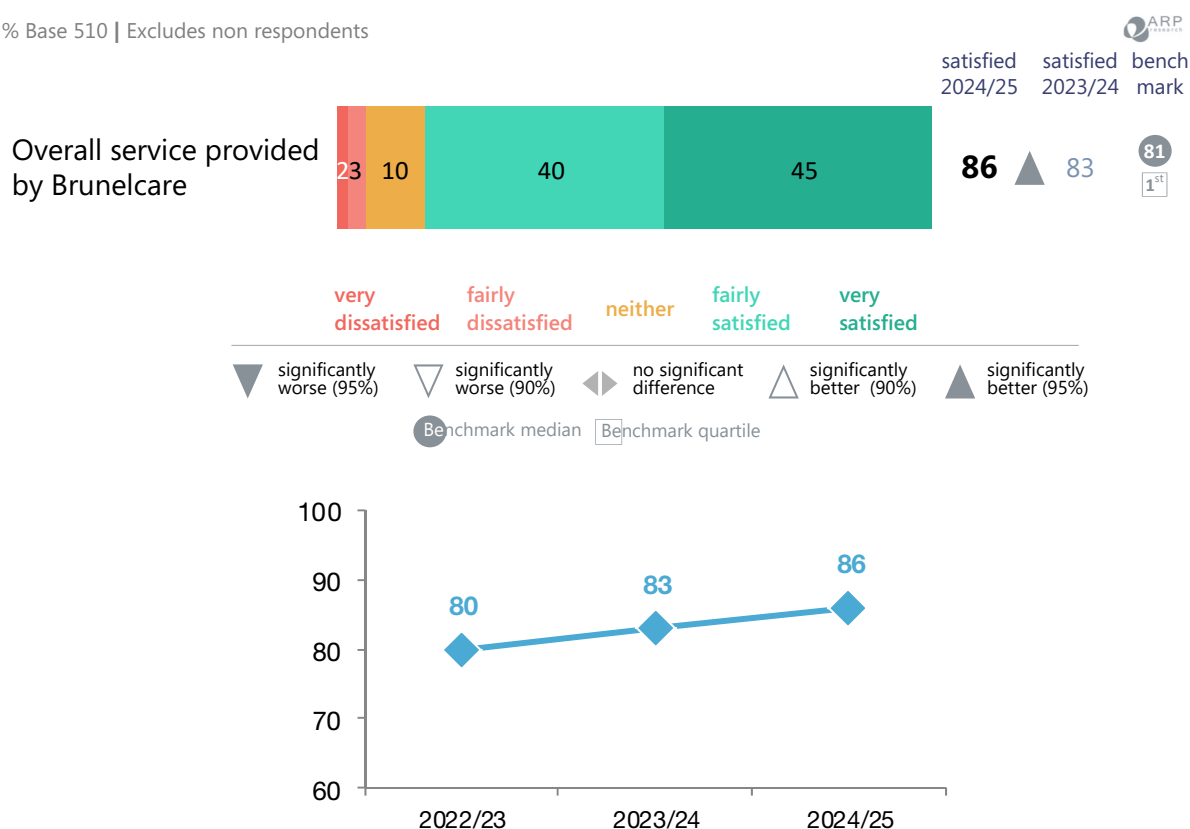
A 'key driver' analysis is a statistical test known as a 'regression' identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to change, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

Across the full sample, two rating statements that emerge from this analysis were also present last year, both of which relate to maintenance. The most prominent of these is whether Brunelcare provides a **well-maintained home**, which once again dominates this list. The other returning item is the cleaning and maintenance of **communal areas**, which is an aspect of the service where satisfaction has improved since last year. Indeed, the second strongest key driver, **service charge value for money**, relates to communal maintenance and this demonstrates a significant improvement over time (see section 4).

### 3. Services overall

#### 3.1 Overall satisfaction

% Base 510 | Excludes non respondents



This maintenance theme is also evident in tenants suggested improvements, as there are also more comments this year about garden's and building improvements (section 9).

Conversely, it is also interesting what isn't on this list, because the **anti-social behaviour** rating has fallen off it this year. This can also be linked with other survey findings, namely the significant increase in satisfaction with the way in which Brunelcare handles ASB (section 7).

The other two items on the list for the full sample, **listening to tenants** and treating them **fairly and with respect**, are both related to communication, as are the most common suggestions for improvement (see section 9).

Although these two ratings are predictors of satisfaction across all tenants, when analysed separately it's clear that communication issues dominate the agenda of **Extra Care** tenants. Indeed, not only does their list exclusively consist of the three TSM rating on this topic (see section 6), but it is also virtually identical to last year's findings.

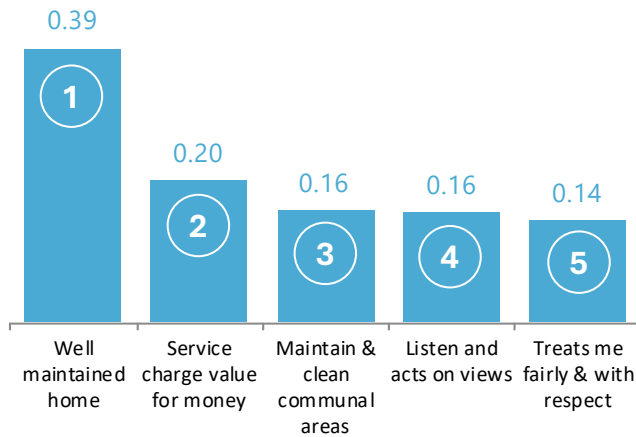
Sheltered tenants in the South area are also less likely than other groups to feel reassured that they have help available when they need it (74% satisfied, table 3.7).

### 3. Services overall

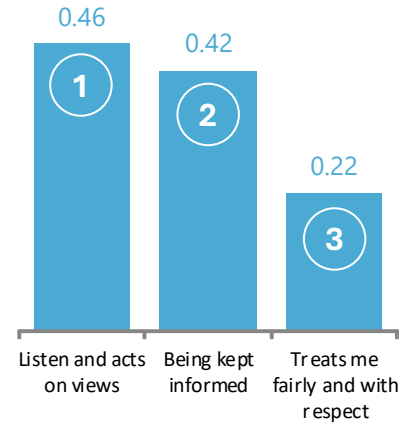
#### 3.2 Key drivers - overall satisfaction

R Squares= 0.694, 0.785 | Values are not percentages but are results of the statistics test. See Appendix A for more details.

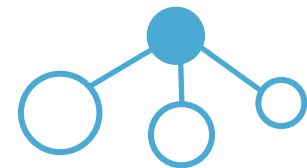
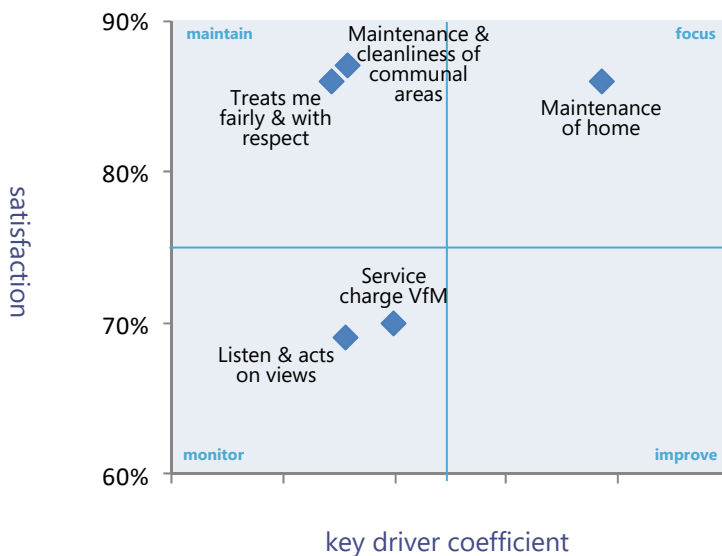
##### All tenants



##### Extra Care only



#### Key drivers v satisfaction (all tenants)



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

#### 3.3 Overall satisfaction by stock and area

	Sample size	% positive Overall satisfaction
<b>Overall</b>	<b>523</b>	<b>86</b>
<b>Sheltered</b>	424	85
<b>Extra Care</b>	98	88
Sheltered - North	209	86
Sheltered - South	216	84
ECH Beach Croft/Alder Court	27	88
ECH Colliers Gardens	24	93
ECH Waverley Gardens	47	86

##### Key

- Better @ 95% confidence
  - Better @ 90% confidence
  - Worse @ 90% confidence
  - Worse @ 95% confidence
- \*see appendix for more detail

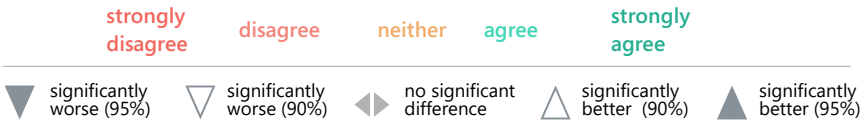
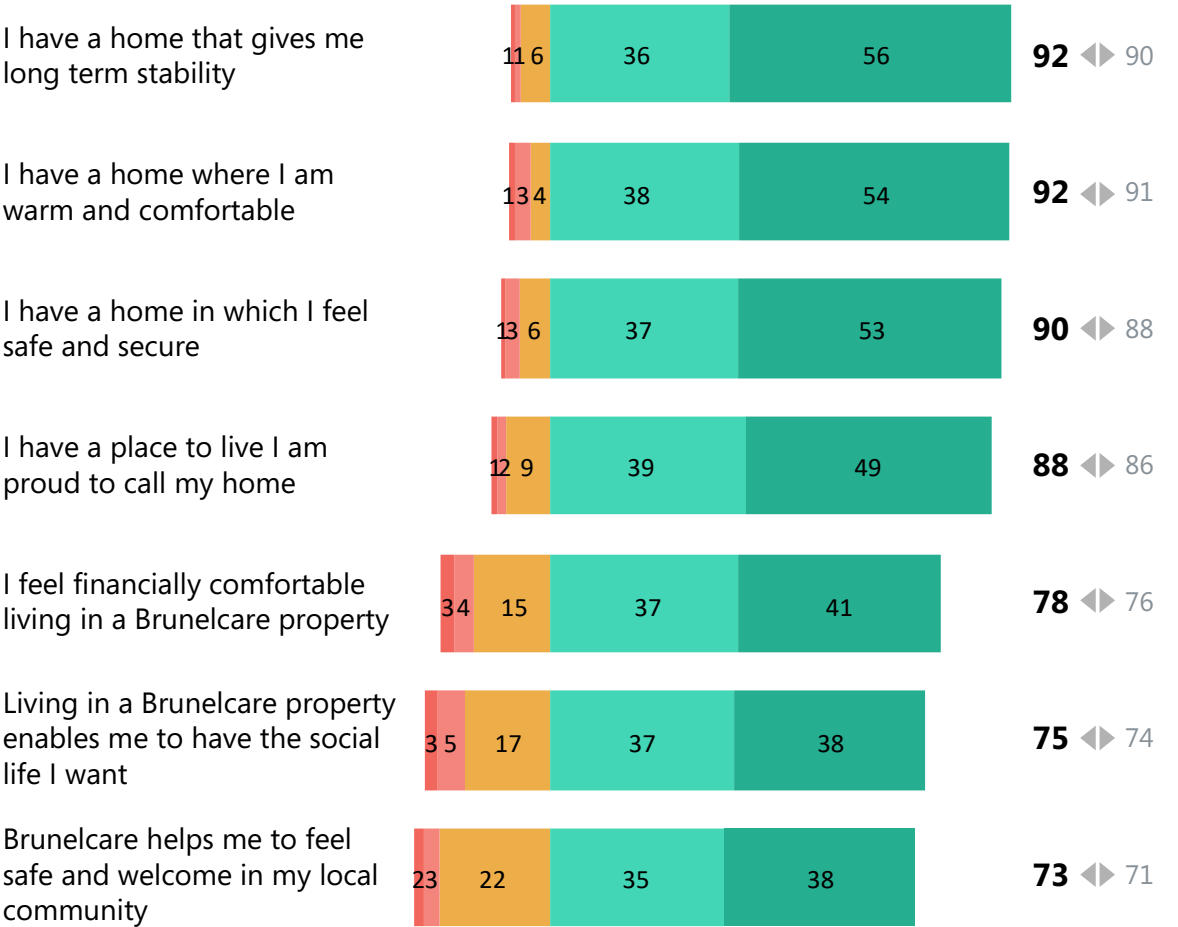


# Housing outcomes

## 3.4 Housing outcomes (tenants only)

% Bases (descending) 491, 493, 494, 490, 486, 471, 465 | Excludes non respondents.

agreed 2024/25    agreed 2023/24



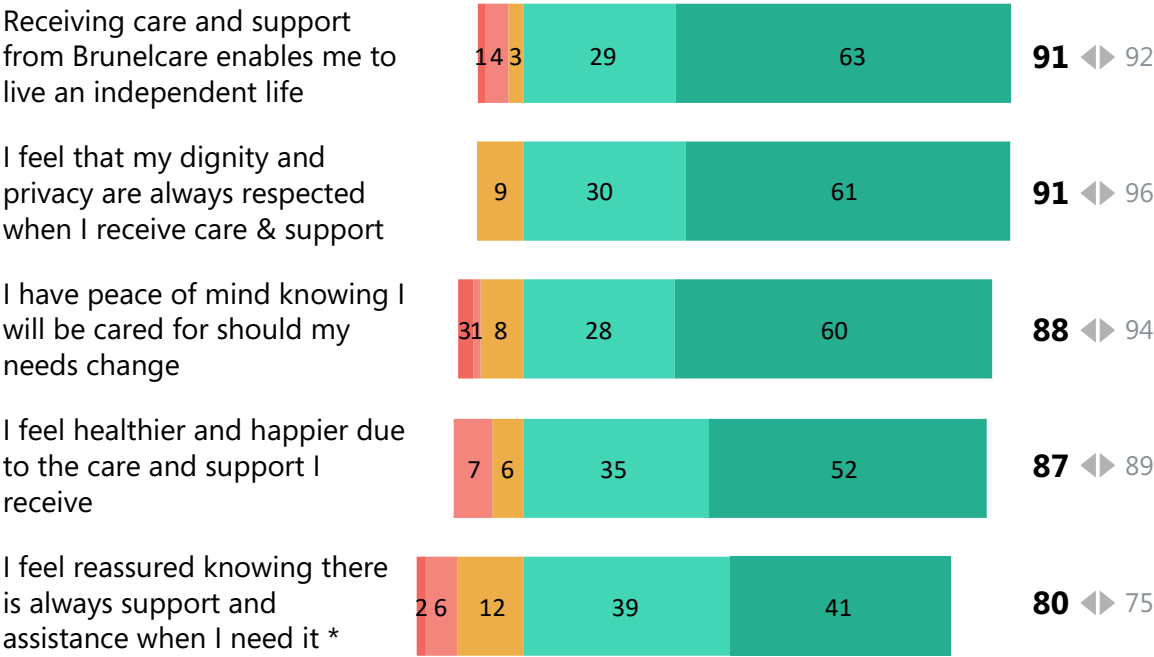


# Care outcomes

## 3.5 Care outcomes (Extra Care only)

% Bases (descending) 70, 69, 74, 69, 478 | Extra Care only. Excludes non respondents. \* All tenants

agreed 2024/25    agreed 2023/24



Brunelcare has an **Outcomes Framework** that defines what outcomes Brunelcare is seeking to achieve in the quality of life and wellbeing of customers receiving care, support and housing services.

None of the twelve measures linked to the Outcomes Framework have changed by a significant margin since last year, with over 90% in agreement that that they have a **warm, comfortable and safe home** that provides them with stability, and where applicable that their care provides **dignity, privacy and independence**.

Very few people disagree with any of the statement in charts 3.4 and 3.5, but the largest proportions are 7-8% of respondents that don't feel **financially** comfortable, don't have the **social life** they want, don't feel **healthier or happier** or feel that support and assistance is **always there**.

Sheltered tenants in the South area are also less likely than other groups to feel reassured that they have help available when they need it (74% satisfied, table 3.7).

## 3. Services overall

### 3.6 Housing outcomes by stock and area

	Base	% positive						
		Proud to call my home	Safe and secure home	Gives me long term stability	Feel financially comfortable	Home where I am warm and comfortable	Safe & welcome in local community	Enables me to have social life
<b>Overall</b>	<b>523</b>	<b>88</b>	<b>90</b>	<b>92</b>	<b>78</b>	<b>92</b>	<b>73</b>	<b>75</b>
<b>Sheltered</b>	<b>424</b>	89	90	91	77	90	70	73
<b>Extra Care</b>	<b>98</b>	82	91	95	82	99	86	84
Sheltered - North	209	91	92	91	77	93	71	72
Sheltered - South	216	88	88	92	77	87	69	74
ECH Beach Croft/Alder Court	27	73	83	95	77	100	73	67
ECH Colliers Gardens	24	84	92	100	84	100	91	86
ECH Waverley Gardens	47	88	95	94	85	97	89	93

### 3.7 Care outcomes by stock and area

	Base	% positive				
		Reassured support is there when needed	Enables me to live an independent life	Feel healthier and happier	Dignity & privacy always respected	Peace of mind if needs change
<b>Overall</b>	<b>523</b>	<b>80</b>	<b>91</b>	<b>87</b>	<b>91</b>	<b>88</b>
<b>Sheltered</b>	<b>424</b>	77	-	-	-	-
<b>Extra Care</b>	<b>98</b>	92	91	87	91	88
Sheltered - North	209	81	-	-	-	-
Sheltered - South	216	74	-	-	-	-
ECH Beach Croft/Alder Court	27	85	77	72	82	78
ECH Colliers Gardens	24	100	100	100	100	91
ECH Waverley Gardens	47	92	95	89	91	95

**Key**

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail



## 4. Home and scheme

91%   
safe

86%   
well maintained



The maintenance of the home, communal areas and service charge value for money are all key drivers of satisfaction



There are significant improvements in satisfaction with the linked ratings for communal maintenance and service charges



The safety of the home is also significantly improved, including a 7% increase in the proportion 'very' satisfied



However, satisfaction with both property maintenance and safety has dipped slightly amongst Extra Care respondents

## 4. Home and scheme

Satisfaction with how well the **home is maintained** is essentially unchanged since last year (86%) although it is still the strongest key driver of satisfaction overall (section 3). On the other end of the scale only 6% of tenants are actively dissatisfied. It also remains broadly in line with the ARP Research benchmark median satisfaction score of 84%.

However, it should be noted that satisfaction amongst Extra Care tenants has actually dipped this year (89% v 96%). In addition, only 71% of those living in bungalows/houses are satisfied with property maintenance, with a fifth actively dissatisfied (19%).

Most members of the sample claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. Amongst this group, 87% are satisfied compared to 83% last year. This is a statistically **significant improvement**, albeit at the weaker 90% confidence level.

How communal services are felt to be performing is obviously a major factor in whether or tenants feel that their service charges represent **value for money**, which is demonstrated here by the fact this rating has also significantly increased from 65% to 70%. Furthermore, value for money and communal maintenance are also the second and third strongest **key drivers** (section 3).

As previously noted, there has also been an increase in the number of tenants requesting **improvements** to both garden maintenance, and modernisation of the home and scheme (section 9).

As was also the case last year, communal cleaning and maintenance is rated lower in Beach Croft/Alder Court than in the other two Extra Care schemes (table 4.2).

It is very positive to note that the proportion of tenants that are satisfied that Brunelcare provides a **home that is safe** also shows a **significant improvement** (91% v 87%), including a 7% increase in the proportion that are 'very satisfied' (now 55%).

It is also good to see that satisfaction with safety is especially high amongst the oldest tenants aged 85+ (97%), although it should be noted that it has slipped slightly for Extra Care (92%, down 5%).

In addition, despite improving compared to a year ago, property safety seems to be an issue for sheltered tenants in the South because they again rate it significantly below average (89% satisfied, up 7%). It should also be noted that respondents in bungalows/houses are the least likely to be satisfied.





## 4. Home and scheme

### 4.1 Satisfaction with the home

% Bases (descending) 500, 461, 507, 497 | Excludes non respondents



satisfied 2024/25  
satisfied 2023/24  
bench mark

Home is safe



**91** ▲ 87

85  
1<sup>st</sup>

Cleanliness & maintenance of communal areas



**87** △ 83

77  
1<sup>st</sup>

Home is well maintained



**86** ◀ 87

84  
2<sup>nd</sup>

Service charge value for money



**70** ▲ 65



### 4.2 The home by stock and area

		% positive			
	Sample size	Home is safe	Home is well maintained	Communal areas clean & maintained	Service charge
<b>Overall</b>	<b>523</b>	<b>91</b>	<b>86</b>	<b>87</b>	<b>70</b>
<b>Sheltered</b>	<b>424</b>	<b>90</b>	<b>86</b>	<b>86</b>	<b>68</b>
<b>Extra Care</b>	<b>98</b>	<b>92</b>	<b>89</b>	<b>90</b>	<b>80</b>
Sheltered - North	209	91	87	84	70
Sheltered - South	216	89	84	89	66
ECH Beach Croft/Alder Court	27	88	91	75	82
ECH Colliers Gardens	24	93	85	92	92
ECH Waverley Gardens	47	95	89	98	73

#### Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail



## 5. Repairs

90%  
▲



service in last  
12 months

88%  
▲



time taken to  
complete repair



Both repairs ratings increased by a statistically significant margin since last year



This has moved both ratings into the top quartile compared to other similar ARP Research clients



The most noticeable improvement is a 12% increase in satisfaction in the 55-64 age group with timeliness

## 5. Repairs

The performance of the repairs service that tenants receive is a notable feature of this year's TSM results due to the statistically **significant improvements** in both questions in this section of the survey. This is especially positive when considering that property maintenance is the dominant key driver of overall satisfaction (section 3).

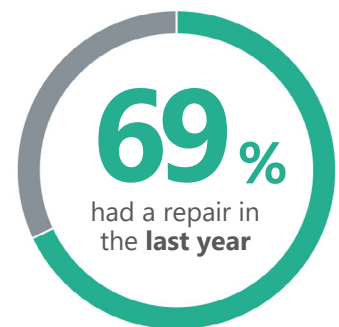
This means that 90% of tenants that received a repair last year have a **positive perception of the service** compared to only 85% before. This not only represents a statistically significant improvement, but it also moves the score into the top quartile of similar ARP Research clients.

Similarly, almost as many of the tenants questioned are now happy with the **time taken** to complete the last repair (88%), which is also now well above the level last year (84%) and the benchmark of 80%.

In both cases the improvement represents a recovery back to the level of satisfaction seen two years ago, having dipped last year.

Indeed, because these scores are so high there are no significant differences by stock type or area (table 6.2), although it should still be noted that both repairs questions are significantly below average in **bungalows/houses** (78% 'service', 74% 'time taken').

It is also interesting to find a 12-point increase in satisfaction with the time taken amongst the youngest respondents aged **55 – 64**, from 78% to 90%.



## 5. Repairs

### 6.1 Repairs

% Bases (descending) 360, 360 | Had a repair in the last year. Excludes non respondents



Repairs service in the last 12 months



satisfied 2024/25 90 ▲ 85 satisfied 2023/24 85 bench mark 86

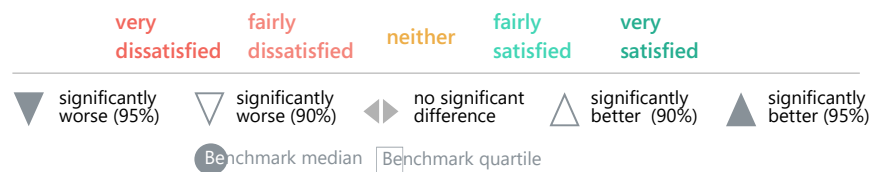
86  
1<sup>st</sup>

Time taken to complete repair after reported



88 ▲ 84

80  
1<sup>st</sup>



### 6.2 Repairs by stock and area

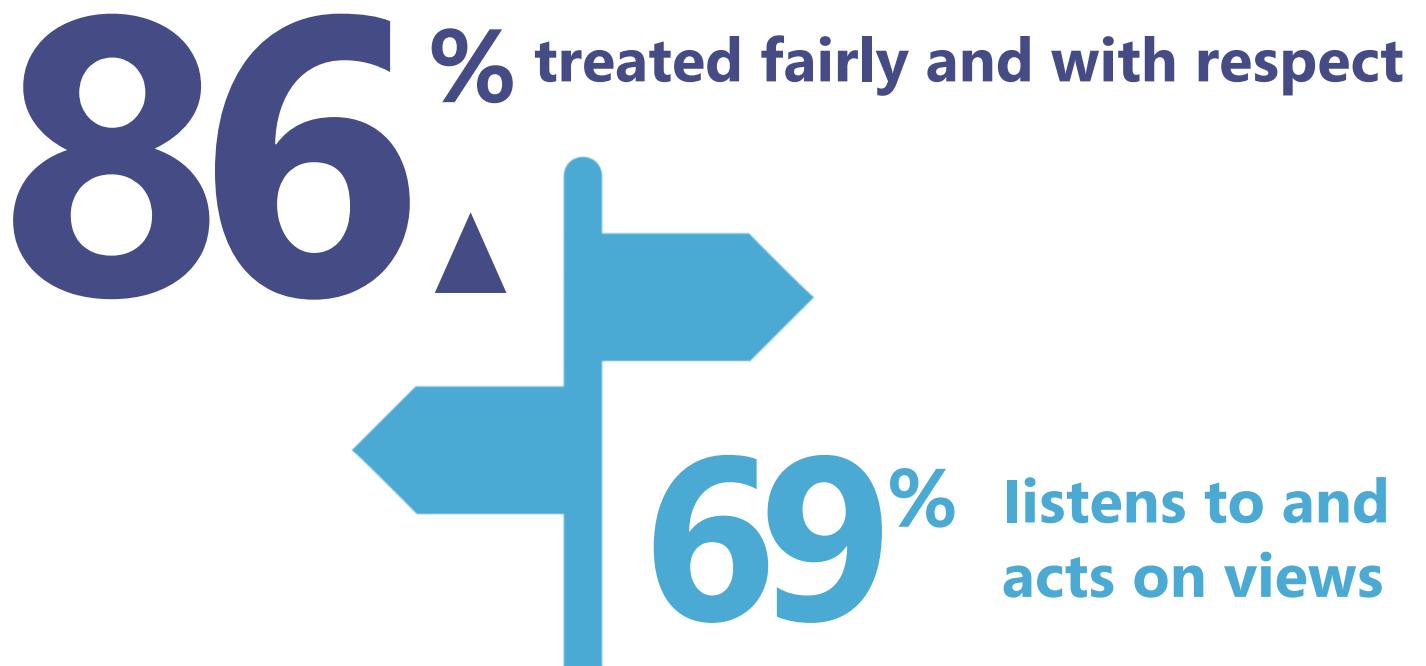
	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	523	90	88
Sheltered	424	90	87
Extra Care	98	92	88
Sheltered - North	209	90	86
Sheltered - South	216	90	89
ECH Beach Croft/Alder Court	27	91	96
ECH Colliers Gardens	24	89	78
ECH Waverley Gardens	47	94	90

#### Key

■ Better @ 95% confidence  
■ Better @ 90% confidence  
■ Worse @ 90% confidence  
■ Worse @ 95% confidence  
 \*see appendix for more detail



## 6. Communication



Being easy to deal with and treating tenants fairly and respectfully have both improved significantly after having fallen last year



However there is no change in the ratings for listening to tenants or keeping them informed (79%)

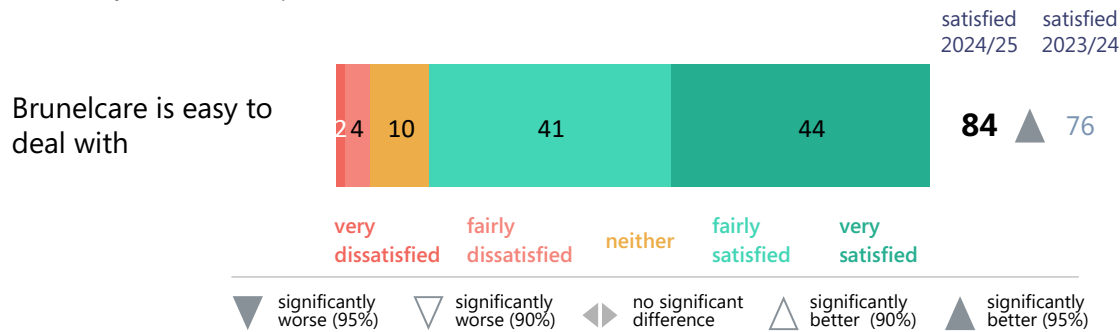


All three key drivers of satisfaction overall for Extra Care tenants are in this section

# 6. Communication

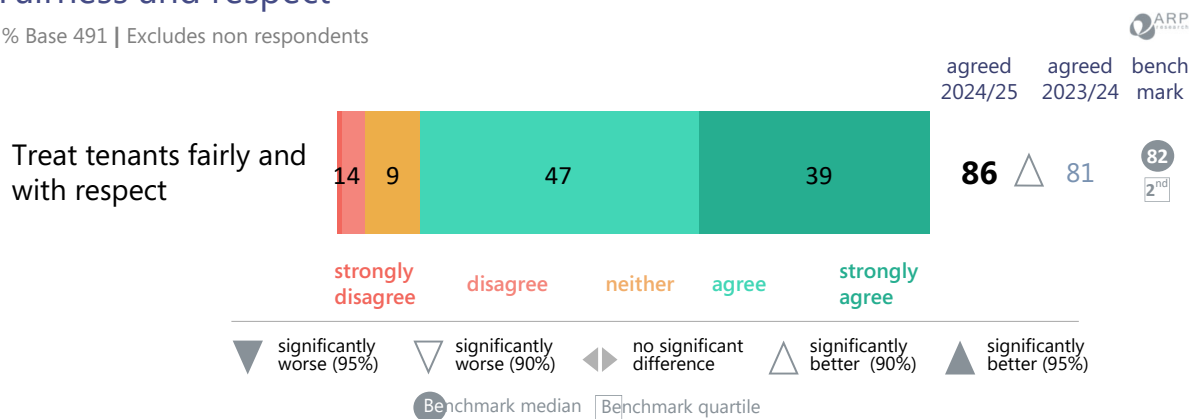
## 6.1 Easy to deal with

% Base 486 | Excludes non respondents



## 6.2 Fairness and respect

% Base 491 | Excludes non respondents



Another satisfaction rating that has **improved significantly** this year asked whether tenants feel that Brunelcare is easy to deal with. This is also known as a ‘**customer effort**’ score and serves as a useful measure of the overall customer service experience, albeit not one of the regulatory TSM questions.

The majority of tenants believe this to be the case (84%), which represents a return to the level last seen in 2023, having **recovered** from the drop to just 76% last year. This may in part be due to improvements in call handling, because there are fewer comments this year than last about the time taken to answer calls (see section 9).

Similarly, the proportion that of respondents that feel they are **treated fairly and with respect** follows a similar pattern (86% v 81%), with a **significant improvement** taking the score back to where it was two years ago.

Although the proportion of tenants that are satisfied that Brunelcare **listens and acts** on their views doesn’t show the same level of improvement (69%), both this and the fairness and respect question are key drivers, with the former being the strongest predictor of satisfaction amongst Extra Care tenants (see chart 3.2).

Indeed, all three Key Drivers for Extra Care are in this section of the questionnaire, including whether respondents believe that they are **kept well informed** about things that matter to them. Those who answered in the affirmative represent 79% of the full sample (no change) and 87% of just Extra Care.

There are no significant differences by age across any question in this section, although they all drop by around 10% for those with a **tenure length** of six years or more.

However, there is a statistically significant difference on two of these measures between **ethnically diverse** respondents and those that are White British, with an 8% higher score given by the former for fairness and respect, and a 12% advantage in the rating for being kept informed (see table 10.2).

# 6. Communication

## 6.3 Involvement

% Bases (descending) 504, 477 | Excludes non respondents



satisfied 2024/25    satisfied 2023/24    bench mark

Keep tenants informed



79 ◀▶ 80

77  
2<sup>nd</sup>

We listen to your views and act upon them



69 ◀▶ 68

67  
2<sup>nd</sup>

very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

significantly worse (95%)    significantly worse (90%)    no significant difference    significantly better (90%)    significantly better (95%)

Benchmark median    Benchmark quartile

## 6.4 Communication stock and area

		% positive			
	Sample size	Easy to deal with	Treats tenants fairly & with respect	Listens to views and acts upon them	Keeps tenants informed
Overall	523	84	86	69	79
Sheltered	424	83	85	67	77
Extra Care	98	93	92	82	87
Sheltered - North	209	84	87	68	76
Sheltered - South	216	81	83	65	78
ECH Beach Croft/Alder Court	27	85	80	72	71
ECH Colliers Gardens	24	100	100	92	100
ECH Waverley Gardens	47	93	93	82	88

### Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail



## 7. Neighbourhood services



Satisfaction with the approach to handling anti-social behaviour has improved significantly since last year



This improvement is mainly seen in the 55-64 age group



Those dissatisfied with ASB mention concerns that it isn't treated seriously enough, or lack of visible enforcement



No significant change when rating contribution to the neighbourhood, with very actively few dissatisfied



## 7. Neighbourhood services

There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood. These are Brunelcare makes a **positive contribution** to the neighbourhood (64% satisfied) and the approach to **handling ASB** (67% satisfied).

It's important to note here that for both questions there is a high proportion of respondents that chose the middle answer on the rating scale (31% and 20% respectively), which tends to indicate uncertainty or lack of knowledge amongst respondents. Indeed, the Housing Regulator has cautioned against comparing too much between landlords because of the **inherent variability** in these questions.

Nevertheless, when comparing performance over time it's still positive to note that Brunelcare's score for ASB handling is **significantly better** than it was last year, including a six-point increase in the proportion 'very' satisfied, due chiefly to a 15% increase in satisfaction amongst **55-64 year olds** (now 72%).

Conversely, Brunelcare's contribution to the neighbourhood is **static** at 64%, although it once again varies notably between the small number of tenants from a **diverse ethnic background** (83%), compared to those who are White British (59%, also see table 10.2).

### Neighbourhood comments

Respondents were next asked to expand their thoughts and express in their own words why they rated their neighbourhood the way they did. Not enough responses were recorded to draw any meaningful analysis, however, the comments were themed into two main categories of "positive" and "negative".

Looking first at the **negative comments** (40 in total), a quarter were either of a general negative nature (8 comments) or could only be categorised as miscellaneous (a further 3 comments). After this, a similar proportion (8 comments) simply stated Brunelcare do nothing to contribute the area, some examples of which are:

"Brunelcare does not contribute to getting neighbours involved in any social activities. Not sure what this question involves."

"Where we live I can't think of any contributions they make."

"I feel there is not much enthusiasm towards our site."

"Brunelcare does not do anything in the neighbourhood."

The bulk of the remaining negative comments could be classed as **maintenance**, whether that be the building itself, or the maintenance of the grounds and surrounding areas. There are also a few comments about entrance security:

"Definitely need to smarten up the site i.e. painting outside of our blocks and tidy up the site in general, no appeal whatsoever."

"When you see building outside people that walk up and down say how bad the grounds are and they say it looks dirty."

"All aspects of the outside space at Emmanuel Court are very badly maintained."

"You have needlessly destroyed the bushes outside my apartment. It has been hacked away and left in a disgusting state."

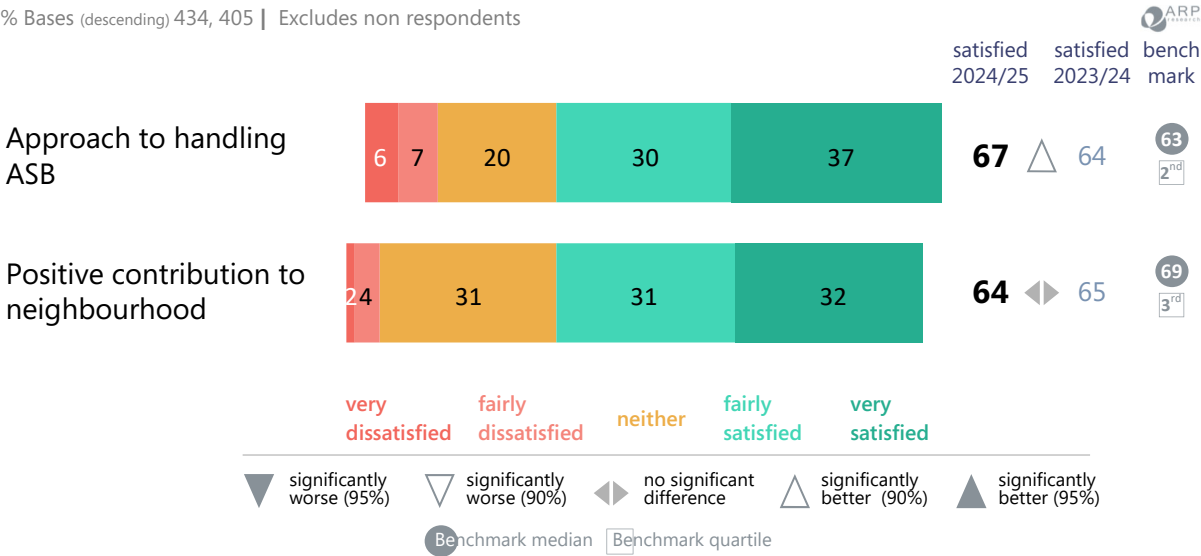
"Having people on site that shouldn't be here, comings and goings, people passing things into cars."

"Lots of people from outside come in."

# 7. Neighbourhood services

## 7.1 Neighbourhood

% Bases (descending) 434, 405 | Excludes non respondents



## 7. Neighbourhood services

The vast majority of comments are instead of a **positive** nature (91 comments) with more than one in five saying that they are satisfied because they **feel safe where they live**, example comments on this theme include:

"I have not been here long, but I am more than happy to be here. If you take the "neighbourhood" to me the community and building we live in make a very positive contribution by providing a safe, warm and comfortable place to live for a wide variety of people."

"This area is very well maintained and security is good"

"I feel very safe where I live because there is plenty camera around the building and everyone is very kind and friendly."

"The fact that Brunelcare is providing a secure home within the neighbourhood gives to a feeling of great security."

Often linked with the above are comments about it being a nice area (13 comments), with good neighbours (9 comments), and a high standard of grounds maintenance (8 comments). It is also interesting that a number of commenters said that the quality of the staff (11 comments) and scheme facilities and activities (7 comments) they provide impact how they view their neighbourhood in a positive way:

"Maintenance workers, cleaners, window cleaners always very nice to talk to, very polite"

"Quiet, welcoming, supportive."

"The people are friendly and helpful."

"In my experience since I have lived here I have had no problems with the neighbourhood, all the staff are very helpful."

"The neighbourhood are welcome to join some activities and use the restaurant."

"A lot of activities are open to the surrounding area."

"I am very satisfied with all arrangements they have going on such as parties etc."

"When Brunelcare put on their fete local businesses donate good for raffle. Usually, good turn out on these events."

Finally, when asked what they consider to be their neighbourhood, few respondents gave anything more insightful than the naming either the street or the area they live in. However, some of the more considered comments include:

"I gave this answer because I don't know what you mean by neighbourhood. Is it neighbourhood within the site or outside the site, i.e. the broader community? For me everyone is my neighbour, regardless of where they live."

"I would say that the neighbourhood is in Brunelcare grounds"

"If you take the "neighbourhood" to me the community and building we live in."

"My neighbourhood includes the surrounding residential areas and community spaces."

"My neighbourhood is where I live, the grounds within the site."

"Neighbourhood - within 50m of building."

"Neighbourhood being outside the gated area I live in."

"Neighbourhood is the sheltered community I live in."

"What does neighbourhood mean? It will mean different things to different people. My neighbourhood is firstly my immediate neighbours within the complex and secondly what is outside the complex."



### Anti-social behaviour comments

Survey respondents were also asked a similar follow up question to ask why they are either satisfied or dissatisfied with the handling of ASB. Whilst many went on to expand on their answer, the vast majority of comments simply stated they were unaware of or had not experienced any anti-social behaviour. This included 49 comments from those who were ambivalent i.e. 'neither satisfied nor dissatisfied'.

Of those who are dissatisfied with Brunelcare's approach, many went on to give examples of the type of anti-social behaviour experienced rather than anything specific about how Brunelcare handled it. However, amongst those that did explicitly link their answer to Brunelcare's approach, the comments could broadly be described as concerns that issues aren't **treated seriously enough**, and/or that there is no **visible enforcement action** in response to ASB complaints.

"They make rules but don't really do anything when rules are broken. Very poor management."

"Brunelcare doesn't seem to enforce its own policy effectively. It seems to view the complainant as the problem."

"Nothing seems to be done properly or never found out the outcome of a complaint"

"Brunelcare seems to have difficulty in dealing with 'personal' issues."

"I have witnessed two separate occasions since I have lived here of extreme Anti-Social Behaviour from residents towards another tenant and Brunelcare in my opinion have done nothing to address the issues and think having a word allegedly will resolve their behaviour. No one who lives on any Brunelcare site should feel threatened and vulnerable. There's issues and staff do nothing to address these."

"Lot of animosity on site. Never seems to be fully addressed by Brunelcare."

"Lack of strong action against persistent offenders"

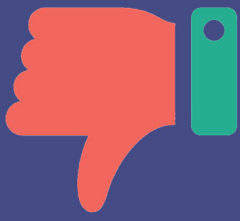
However, it's important to remember that the majority of respondents are satisfied with how Brunelcare handle reports of ASB, and therefore also answered this question with positive examples. This included some positive mentions of **CCTV**, whilst most of the remainder are examples of issues being dealt with **quickly and effectively**.

"Trouble here is snapped up quickly."

"They listen to both sides and try and work together."

"There has only been one occasion for Brunel to have to solve such a problem and I felt it was done even handedly and discreetly."

"Brunelcare sees to the safety of tenants in this situation by involving the police and makes every tenant involved."



## 8. Complaints

57%



complaints handling

22%



said they complained



Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests



The proportion making a complaint has fallen slightly, whilst satisfaction with how it is handled is slightly improved



The most commonly suggested improvements are listening more carefully, a speedier response and more updates

## 8. Complaints

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair. Indeed, 28% of respondents who have had a repair also say that they made a complaint, compared to only 11% for those who have not had a repair.

Since last year the proportion of tenants that have raised such an issue with Brunelcare dropped slightly to 22%, which is now close to the average of 20% amongst ARP Research's clients.

It is good to see that the way these escalated service requests or **complaints are handled** receives a better rating than last year (57% satisfied v 52%), although because of the small sample size for this question it isn't a statistically significant change. Nevertheless, this remains comfortably above other ARP Research clients (median 45%).

Although the base sizes are reasonably small, it may be notable that satisfaction with complaints handling differs by age, with scores over 70% for the under 65s and those aged 85+, but only 49% for the middle group **aged 65-84** (49%, also see table 10.1).

After rating Brunelcare's approach to handling complaints/escalated service requests, respondents were given the opportunity to say how this could be improved. Seventy nine respondents who said they have made a complaint went on to provide additional feedback. The main themes to emerge from these comments are a need to listen more/better, act faster and to keep tenants better informed/updated. A selection of comments on these themes are included below, along with a couple of comments making specific suggestions for process improvements.

### Listening

"To listen to what's being said and don't talk over the person that is talking."

"Listening to people's views and not make excuses before you have heard both sides not just take the word of one person as gospel."

"Listen to people making complaints and not dismiss them."

"They were very slow to grasp the reality of the situation"

### Speed of response

"My complaint took over 2 months to be resolved"

"By bringing an on-going complaint to a satisfactory conclusion quicker. A complaint about a utility bill has been going on for 5 months and has still not been resolved!"

"Sometimes a complaint is not seen through to the end. It gets cancelled without warning, even though the complaint hasn't been rectified."

"Respond more quickly to complaints."

### Informed and updated

"Give feedback to the complainant about what you have done or plan to do to resolve the issue."

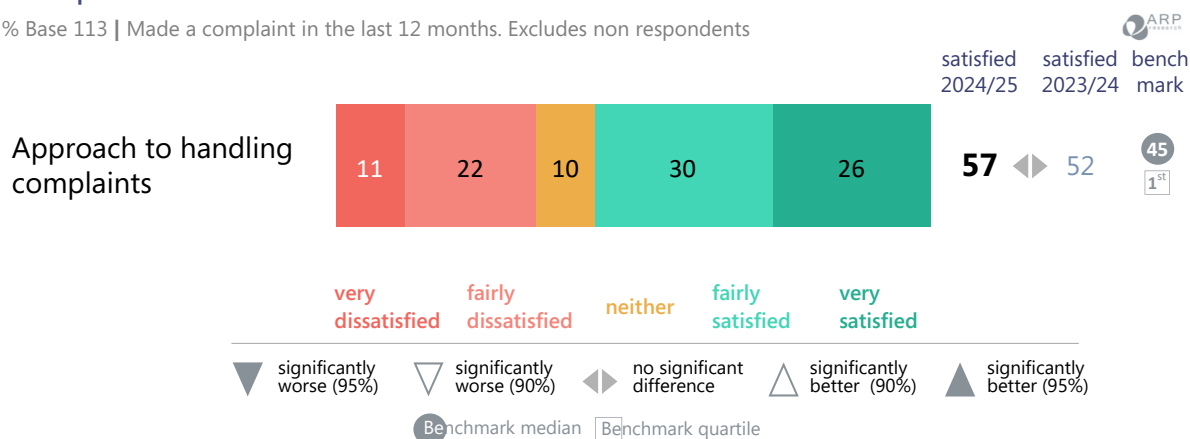
"Better follow up on complaints and inform us of the end result and any action taken"

"A clearer and more responsive complaints process would be beneficial. Timely updates on complaint resolutions and more direct communication would help improve customer satisfaction"

# 8. Complaints

## 8.1 Complaints

% Base 113 | Made a complaint in the last 12 months. Excludes non respondents



## 8.2 Complaints by stock and area

	Sample size	% positive	
		Made a complaint	Approach to handling complaints
Overall	523	22	57
Sheltered	424	23	55
Extra Care	98	21	61
Sheltered - North	209	22	59
Sheltered - South	216	23	52
ECH Beach Croft/Alder Court	27	26	65
ECH Colliers Gardens	24	12	too few responses
ECH Waverley Gardens	47	23	50

**Key**

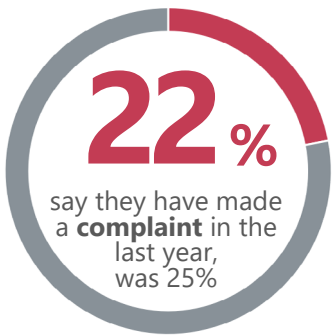
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail

### Specific process improvements

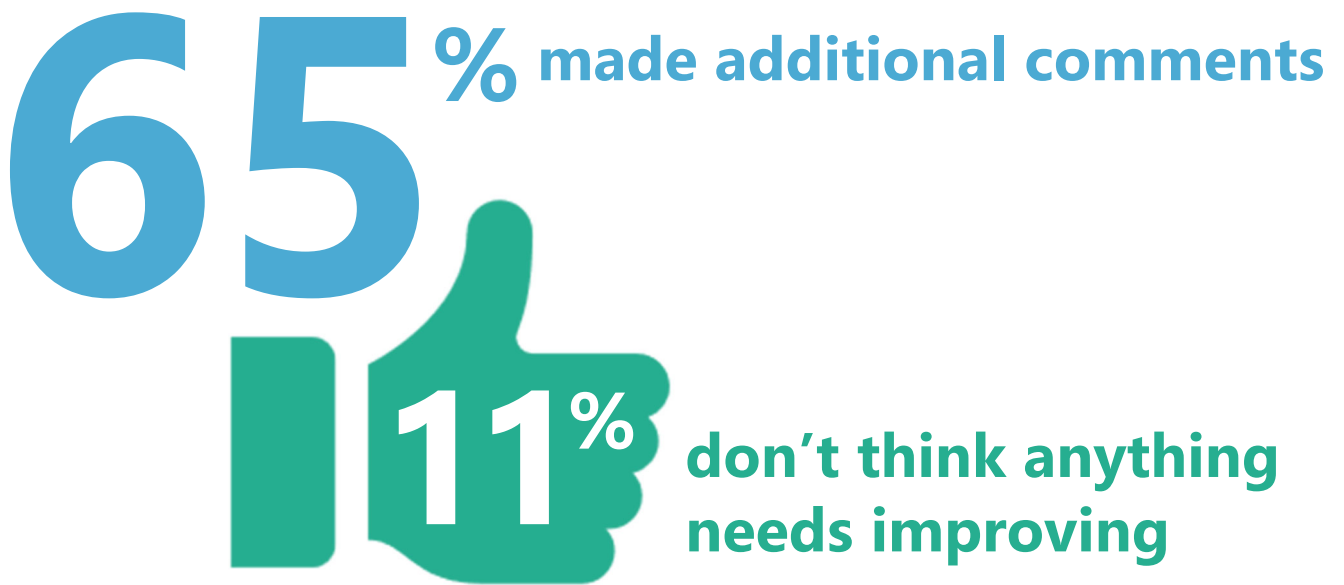
“Records need to be kept of complaints and taken seriously. When further complaints are made about the same issue then at least you have details recorded that you can refer back to. This does not seem to have been happening in the past few years.”

“It can be difficult to get a reply that fully addresses the specific details that were actually raised in the complaint. There is no mechanism for replying to Brunelcare's initial response, e.g. if there are some missed points, or details to be clarified, etc. The options are either to accept the response or escalate to a review by senior management, which is too big a leap.”





## 9. Improvements



The pattern of responses is similar to that seen in last year's survey



It is good to see that there are fewer concerns this year about staff answering the phone



However, this is balanced against improving availability of on-site staff again being the most common suggestion



There is a big increase this year in calls for both improved garden maintenance and scheme modernisation



## 9. Improvements

Tenants were also asked in their own words what one thing they would like Brunelcare to do to **improve its services**, although some inevitably mentioned more than one. These have been categorised and presented in chart 9.1.

The most common of these categories, given by more than one in ten respondents, is simply that **no further improvements** are needed!

“No need for Brunelcare to change anything, they are just so great. They approach anything with ease.”

“I feel Brunelcare covers all bases and nothing could be improved upon.”

“I am very happy here. the staff are very good, when I need help I know they will be here. I have seen how the staff work with people who need them, they are all very good. Even the office staff I can't see any need to improve. We have things all week if you want to join them.”

“Brunelcare are one of the best housing providers, giving peace of mind at all times. Thank you for all you do”

However, the availability of on-site staff is again the most commonly suggest improvement (6.5%, 32 comments), which is also related to the relatively high number asking for better information (29) and a tripling in the number of comments that ask for more regular contact with them (now 13 comments):

“The site office to be staffed more often than the 2 hours a week on a Monday(mostly). Maybe it could be improved to 3 times (or 2), e.g. Mon/Wed/Fri (either Mon/Thu or Tue/Fri).”

“Continuity of staff and someone on site more often”

“To have a site manager that we see regularly and is friendly and positive to the residents. For all Brunelcare staff to speak to the residents even if it's just hello. People walk around and we haven't a clue who they are.”

“To engage more with its tenants. More face to face interaction”

“Keep us updated on what is being done following a complaint or concern i.e. you have contacted a person and are awaiting a response and regular updates.”

The biggest improvement since last year is that the number of tenants complaining about the phone not being answered has halved (now 4 comments).

“Have someone on site more often. The new call system may improve contactability.”

However, the most notable patten over time is the big increase in requests for Brunelcare to improve both garden maintenance, and to modernise the scheme (both 21 comments).

“I think they should follow up on outside contractors e.g. gardeners and window cleaners and give them a more accurate explanation of what is required of them.”

“Employ better gardeners.”

“Organise gardens/window cleaning. Previously fine, not now!!”

“Flats do need a facelift, very outdated.”

“Make properties more energy efficient so the fuel charges won't be so high.”

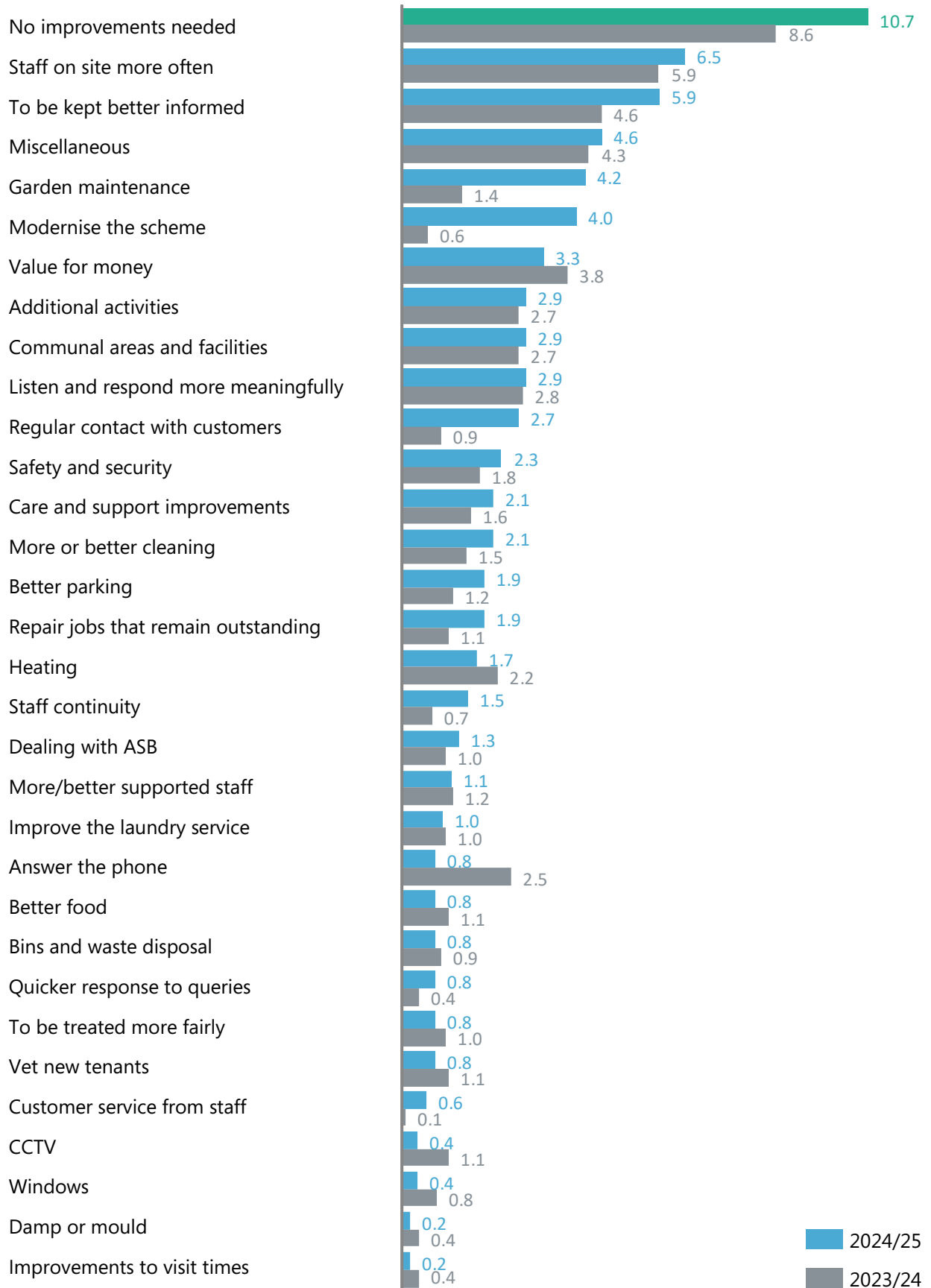
“Perhaps paint the property after 10 years of residence.”

“Get the outside of my flat soffit board and guttering looking good as it messes my head when it stays the way it is and shows to me a poor reflection of your company's standard”

## 9. Improvements

### 9.1 Improvement suggestions

% Base 523 | Coded from verbatim responses. More than one answer allowed.





## 10. Demographic results

Tables in this section display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

### 10.1 Core questions by age group

		% positive			
	Overall	55 - 64	65 - 74	75 - 84	85+
Sample size	523	103	185	157	76
Service overall	86	86	83	86	91
Repairs service in last 12 months	90	89	93	89 * 57% v.sat	92
Time taken to complete last repair	88	90	89	84	90
Home is well maintained	86	85	86	85	91
Home is safe	91	88	90	91	97
Listen to views and act upon them	69	63	70	68	75
Being kept informed	79	79	80	75	83
Treated fairly and with respect	86	88	86	82	92
Approach to handling complaints	57	76	53	42	72
Communal areas clean and maintained	87	87	86	85	93
Positive contribution to area	64	71	64	60	59
Approach to handling ASB	67	72	67	62	71

**Key**  
■ Better @ 95% confidence  
■ Better @ 90% confidence  
■ Worse @ 90% confidence  
■ Worse @ 95% confidence  
 \*see appendix for more detail

## 10. Demographic results

### 10.2 Core questions by ethnic background

	% positive		
	Overall	White British/ Irish	BAME
<b>Sample size</b>	<b>523</b>	<b>407</b>	<b>48</b>
Service overall	86	83	94
Repairs service in last 12 months	90	90	90
Time taken to complete last repair	88	88	87
Home is well maintained	86	83	96
Home is safe	91	89	98
Listen to views and act upon them	69	67	72
Being kept informed	79	76	88
Treated fairly and with respect	86	84	92
Approach to handling complaints	57	53	75
Communal areas clean and maintained	87	86	90
Positive contribution to area	64	59	83
Approach to handling ASB	67	63	86

### 10.3 Core questions by disability

	% positive		
	Overall	Disability	No disability
<b>Sample size</b>	<b>523</b>	<b>65</b>	<b>458</b>
Service overall	86	80	86
Repairs service in last 12 months	90	87	91
Time taken to complete last repair	88	81	89
Home is well maintained	86	77	87
Home is safe	91	94	90
Listen to views and act upon them	69	72	69
Being kept informed	79	73	79
Treated fairly and with respect	86	90	86
Approach to handling complaints	57	76	54
Communal areas clean and maintained	87	83	88
Positive contribution to area	64	66	63
Approach to handling ASB	67	69	67

#### Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail



# Appendix A. Summary of approach

## Overview

The survey was conducted by ARP Research between 10 February - 27 March 2025.

## Responses

In total, 523 LCRA (low-cost rental accommodation) tenant households took part in the TSM survey, which represented 49% of the total tenant population, and the final achieved sample had an error margin of +/- 3.1%. This exceeds the stipulated TSM target error margin of +/- 5.0%.

There were 434 postal completions (83%) and 88 online completions (17%). In addition, 1 respondent on request was interviewed face to face by a Brunelcare staff member.

For the non-regulatory element of the survey there were 13 responses from homeowners (52%). See Appendix C for those results.

## Sampling

The survey was a census of all Brunelcare tenants.

## Fieldwork

Paper self-completion questionnaires were distributed to all households. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. In addition, approximately halfway through the fieldwork process full paper reminders were sent to all those households that had not yet replied.

This methodology was chosen to be consistent with previous STAR and TSM surveys conducted by Brunelcare. This mixed-method self-completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different customer types.

The survey was incentivised with a free prize draw of £100, £75, £50 and £25 in shopping vouchers.

## Population

The population for the TSM survey was all 1,077 Brunelcare LCRA tenant households on 03 February 2025. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

## Representativeness

The final tenant survey data was weighted by stock type, age group, area and property size to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined for the LCRA survey were:

<b>Stock</b>				<b>Property type</b>			
	Population	Unweighted survey	Weighted survey		Population	Unweighted survey	Weighted survey
General needs	0.4	0.2	0.4	Bungalow	12.2	12.0	11.5
Sheltered	81.0	84.3	80.9	Flat	72.0	72.1	73.6
Extra Care	18.7	15.5	18.7	Studio	15.9	15.9	14.9

<b>Area</b>				<b>Age</b>			
	Population	Unweighted survey	Weighted survey		Population	Unweighted survey	Weighted survey
North	40.1	43.6	40.0	Under 55	0.5	0.4	0.2
South	41.2	40.9	41.3	55 - 64 years	20.0	20.1	19.7
Beach Croft/Alder Court	4.6	4.6	5.2	65 - 74 years	35.5	33.7	35.4
Colliers gardens	4.5	2.9	4.6	75 - 84 years	29.9	31.9	30.1
Waverley Gardens	9.6	8.0	9.0	85 years and over	14.2	14.0	14.6

<b>Property size</b>				<b>Ethnic background</b>			
	Population	Unweighted survey	Weighted survey		Population	Unweighted survey	Weighted survey
Bedsit	15.9	15.9	14.9	White British/Irish	76.5	78.4	77.8
One bed	71.6	70.2	71.7	BAME	9.1	9.4	9.2
Two+ beds	12.1	13.4	12.8	Prefer not to say	8.2	7.1	7.5
No record	0.5	0.6	0.4	No record	6.2	5.2	5.5

## Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

## Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

### Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

### Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

### Benchmarking

The questions are benchmarked against ARP Research’s client database of housing for older people TSM surveys completed in 2024-25. For the overall satisfaction score this includes 13 landlords.



## Appendix B. Example questionnaire



# Appendix B. Example questionnaire



**Customer Satisfaction Survey 2025**



arpsurveys.co.uk/brunelcare  
scan me

your code:  
**9999 mnmw**

Ms A B Sample  
Sample Street  
Sample District  
Sample Town  
AB1 2CD

999999

### Share your views with us

Dear {name}

We want to hear what matters most to you, so please find enclosed our 2025 Customer Satisfaction Survey. By completing this survey, you can tell us what you think, to inform our services and how we deliver them.

This is part of the Government's annual Tenant Satisfaction Measures. Brunelcare will publish the results from the survey annually as part of a core set of performance measures.

So please take 10 minutes to complete this survey and return it in the enclosed freepost envelope or just fill it in online using the link or scanning the code above.

As a thank you, the unique code from all completed surveys will automatically be entered into a prize draw, to win one of four Love2Shop Gift Cards worth **£100, £75, £50 or £25!**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf. Any information you provide will be treated in confidence and will only be used by Brunelcare to improve our services.


If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Brunelcare on 0117 914 4257 or email [hello@brunelcare.org.uk](mailto:hello@brunelcare.org.uk)




**return by Friday 21 March 2025**

**WIN a Love2Shop gift voucher!**






[brunelcare.org.uk](https://brunelcare.org.uk)




### About us



**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Your home



**2** How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Brunelcare provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

**4** Do you live in a building with communal areas, either inside or outside, that Brunelcare is responsible for maintaining?


☐ Yes **go to Q5 ↓**  
☐ No **go to Q6 →**  
☐ Don't know **go to Q6 →**

**5** How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

### Neighbourhoods



**6** How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>


Please tell us why you gave this answer and what you consider to be your 'neighbourhood'?

**7** How satisfied or dissatisfied are you with Brunelcare's approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Please tell us why you gave this answer?

### Value for money



**8** How satisfied or dissatisfied are you that your service charges provide value for money?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

4

## Appendix B. Example questionnaire

### Repairs service

- 9** Has Brunelcare carried out a repair to your home in the last 12 months?
- ☐ Yes **go to Q10 ↓**
- ☐ No **go to Q12 ↗**

- 10** How satisfied or dissatisfied are you with the overall repairs service from Brunelcare over the last 12 months?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

- 11** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

### Communication

- 12** How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

- 13** How satisfied or dissatisfied are you that Brunelcare keeps you informed about things that matter to you?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

5

- 14** To what extent do you agree or disagree with the following "Brunelcare treats me fairly and with respect"?
- Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly disagree ☐ Not applicable/ don't know ☐

- 15** How satisfied or dissatisfied are you that Brunelcare is easy to deal with?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

### Complaints

- 16** Have you made a complaint to Brunelcare in the last 12 months?
- ☐ Yes **go to Q17 ↓**
- ☐ No **go to Q18 →**

- 17** How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Whether you are satisfied or dissatisfied, please tell us how we can improve?

6

### Outcomes

- 18** To what extent do you agree or disagree with the following statements...
- |  | Strongly agree           | Agree                    | Neither                  | Disagree                 | Strongly disagree        | Doesn't apply            |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. I have a place to live I am proud to call my home                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. I have a home in which I feel safe and secure   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. I have a home that gives me long term stability                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. I feel financially comfortable living in a Brunelcare property                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. I have a home where I am warm and comfortable   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Brunelcare helps me to feel safe and welcome in my local community                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Living in a Brunelcare property enables me to have the social life I want             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. I feel reassured knowing there is always support and assistance when I need it        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Receiving care and support from Brunelcare enables me to live an independent life     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. I feel healthier and happier due to the care and support I receive                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. I feel that my dignity and privacy are always respected when I receive care & support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. I have peace of mind knowing I will be cared for should my needs change               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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### ... and finally

- 19** If Brunelcare could do **ONE** thing to improve its services, what would you like it to be?

- 20** The results of this survey are confidential. However, would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?

☐ Yes ☐ No

- 21** Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

☐ Yes ☐ No

**!** To make a complaint about an issue with our service you can do so through the service supporting you or at any one of our offices, via the complaints form on our website, by email to [complaints@brunelcare.org.uk](mailto:complaints@brunelcare.org.uk) or by phoning us on **0117 914 4214**.

### Thank you!

Please now return in the enclosed freepost envelope for your chance to win a Love2Shop voucher for up to £100!



998-1000

Freeport RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



## Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

## Appendix C. Data summary

		LCRA <small>Wright by stock, age, area &amp; prop size</small>				Sheltered <small>Weight by age &amp; area</small>				Extra Care Housing <small>Weight by age, scheme &amp; prop size</small>				Homeowners <small>Unweighted</small>			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
<b>Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?</b>		<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
1:	Very satisfied	230	44.0	45.1	85.5	178	40.4	41.7	84.8	47	58.0	58.8	88.8	4	30.8	33.3	75.0
2:	Fairly satisfied	206	39.3	40.4		184	41.7	43.1		24	29.6	30.0		5	38.5	41.7	
3:	Neither satisfied nor dissatisfied	51	9.7	9.9		44	10.0	10.3		7	8.6	8.8		1	7.7	8.3	
4:	Fairly dissatisfied	14	2.7	2.8		13	2.9	3.0		1	1.2	1.3		2	15.4	16.7	
5:	Very dissatisfied	9	1.8	1.8		8	1.8	1.9		1	1.2	1.3		0	0.0	0.0	
	N/R	13	2.5			14	3.2			0	0.0			1	7.7		
<b>Q2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?</b>		<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
6:	Very satisfied	248	47.4	48.9	86.1	199	45.1	46.7	85.7	46	56.8	58.2	88.6	6	46.2	46.2	92.3
7:	Fairly satisfied	189	36.2	37.3		166	37.6	39.0		24	29.6	30.4		6	46.2	46.2	
8:	Neither satisfied nor dissatisfied	40	7.7	7.9		36	8.2	8.5		4	4.9	5.1		0	0.0	0.0	
9:	Fairly dissatisfied	17	3.3	3.3		14	3.2	3.3		3	3.7	3.8		1	7.7	7.7	
10:	Very dissatisfied	13	2.5	2.6		11	2.5	2.6		2	2.5	2.5		0	0.0	0.0	
	N/R	16	2.9			14	3.2			2	2.5			0	0.0		
<b>Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Brunelcare provides a home that is safe?</b>		<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
11:	Very satisfied	277	52.9	55.2	90.5	217	49.2	51.8	90.0	55	67.9	69.6	92.4	7	53.8	53.8	100.0
12:	Fairly satisfied	177	33.8	35.3		160	36.3	38.2		18	22.2	22.8		6	46.2	46.2	
13:	Neither satisfied nor dissatisfied	31	6.0	6.2		28	6.3	6.7		4	4.9	5.1		0	0.0	0.0	
14:	Fairly dissatisfied	7	1.4	1.4		6	1.4	1.4		1	1.2	1.3		0	0.0	0.0	
15:	Very dissatisfied	9	1.8	1.9		8	1.8	1.9		1	1.2	1.3		0	0.0	0.0	
16:	Not applicable/ don't know	2	0.4			2	0.5			0	0.0			0	0.0		
	N/R	20	3.8			19	4.3			2	2.5			0	0.0		
<b>Q4 Do you live in a building with communal areas, either inside or outside, that Brunelcare is responsible for maintaining?</b>		<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
17:	Yes	464	88.8	92.0		386	87.5	91.0		76	93.8	96.2		12	92.3	92.3	
18:	No	28	5.3	5.5		26	5.9	6.1		2	2.5	2.5		1	7.7	7.7	
19:	Don't know	13	2.5	2.6		12	2.7	2.8		1	1.2	1.3		0	0.0	0.0	
	N/R	18	3.5			17	3.9			2	2.5			0	0.0		
<b>Q5 How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained?</b>		<i>Base: 464</i>				<i>Base: 386</i>				<i>Base: 76</i>				<i>Base: 12</i>			
20:	Very satisfied	235	45.0	51.0	87.1	186	42.2	48.2	86.3	48	59.3	64.9	90.5	8	61.5	66.7	91.7
21:	Fairly satisfied	167	31.9	36.1		147	33.3	38.1		19	23.5	25.7		3	23.1	25.0	
22:	Neither satisfied nor dissatisfied	31	6.0	6.8		29	6.6	7.5		3	3.7	4.1		0	0.0	0.0	
23:	Fairly dissatisfied	19	3.7	4.2		16	3.6	4.1		3	3.7	4.1		1	7.7	8.3	
24:	Very dissatisfied	9	1.7	1.9		8	1.8	2.1		1	1.2	1.4		0	0.0	0.0	
	N/R	62	11.9			56	12.7			7	8.6			1	7.7		
<b>Q6 How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood?</b>		<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
25:	Very satisfied	131	25.1	32.4	63.6	104	23.6	30.0	61.7	25	30.9	43.1	72.4	2	15.4	22.2	55.6
26:	Fairly satisfied	126	24.1	31.2		110	24.9	31.7		17	21.0	29.3		3	23.1	33.3	
27:	Neither satisfied nor dissatisfied	124	23.6	30.6		111	25.2	32.0		14	17.3	24.1		2	15.4	22.2	
28:	Fairly dissatisfied	17	3.2	4.1		15	3.4	4.3		2	2.5	3.4		2	15.4	22.2	
29:	Very dissatisfied	7	1.3	1.7		7	1.6	2.0		0	0.0	0.0		0	0.0	0.0	
30:	Not applicable/ don't know	97	18.5			77	17.5			19	23.5			4	30.8		
	N/R	22	4.1			18	4.1			3	3.7			0	0.0		

## Appendix C. Data summary

		LCRA Wright by stock, age, area & prop size				Sheltered Weight by age & area				Extra Care Housing Weight by age, scheme & prop size				Homeowners Unweighted			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
<b>Q7 How satisfied or dissatisfied are you with Brunelcare's approach to handling anti-social behaviour/problems or disputes between residents?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
31:	Very satisfied	160	30.5	36.8	67.0	131	29.7	34.9	64.3	28	34.6	46.7	81.7	5	38.5	45.5	45.5
32:	Fairly satisfied	131	25.1	30.3		110	24.9	29.3		21	25.9	35.0		0	0.0	0.0	
33:	Neither satisfied nor dissatisfied	89	17.0	20.4		84	19.0	22.4		7	8.6	11.7		4	30.8	36.4	
34:	Fairly dissatisfied	30	5.7	6.8		27	6.1	7.2		2	2.5	3.3		1	7.7	9.1	
35:	Very dissatisfied	25	4.7	5.7		23	5.2	6.1		2	2.5	3.3		1	7.7	9.1	
36:	Not applicable/ don't know	78	15.0			57	12.9			19	23.5			2	15.4		
	N/R	11	2.1			9	2.0			2	2.5			0	0.0		
<b>Q8 How satisfied or dissatisfied are you that your service charges provide value for money?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
37:	Very satisfied	157	30.0	31.5	70.4	123	27.9	29.1	68.1	32	39.5	43.2	79.7	2	15.4	15.4	46.2
38:	Fairly satisfied	194	37.1	39.0		165	37.4	39.0		27	33.3	36.5		4	30.8	30.8	
39:	Neither satisfied nor dissatisfied	84	16.1	17.0		77	17.5	18.2		9	11.1	12.2		1	7.7	7.7	
40:	Fairly dissatisfied	41	7.7	8.1		37	8.4	8.7		4	4.9	5.4		6	46.2	46.2	
41:	Very dissatisfied	22	4.2	4.5		21	4.8	5.0		2	2.5	2.7		0	0.0	0.0	
42:	Not applicable/ don't know	12	2.2			7	1.6			4	4.9			0	0.0		
	N/R	14	2.6			11	2.5			2	2.5			0	0.0		
<b>Q9 Has Brunelcare carried out a repair to your home in the last 12 months?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
43:	Yes	362	69.3	71.6		315	71.4	73.4		48	59.3	63.2		7	53.8	53.8	
44:	No	144	27.5	28.4		114	25.9	26.6		28	34.6	36.8		6	46.2	46.2	
	N/R	17	3.3			12	2.7			5	6.2			0	0.0		
<b>Q10 How satisfied or dissatisfied are you with the overall repairs service from Brunelcare over the last 12 months?</b>		Base: 362				Base: 315				Base: 48				Base: 7			
45:	Very satisfied	238	45.5	66.2	90.4	204	46.3	65.0	89.8	34	42.0	70.8	91.7	3	23.1	42.9	85.7
46:	Fairly satisfied	87	16.6	24.2		78	17.7	24.8		10	12.3	20.8		3	23.1	42.9	
47:	Neither satisfied nor dissatisfied	14	2.6	3.8		11	2.5	3.5		3	3.7	6.3		0	0.0	0.0	
48:	Fairly dissatisfied	11	2.1	3.1		12	2.7	3.8		0	0.0	0.0		0	0.0	0.0	
49:	Very dissatisfied	10	1.9	2.7		9	2.0	2.9		1	1.2	2.1		1	7.7	14.3	
	N/R	163	31.2			128	29.0			33	40.7			6	46.2		
<b>Q11 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</b>		Base: 362				Base: 315				Base: 48				Base: 7			
50:	Very satisfied	216	41.4	60.2	87.6	191	43.3	61.2	87.5	26	32.1	54.2	87.5	3	23.1	42.9	85.7
51:	Fairly satisfied	98	18.8	27.4		82	18.6	26.3		16	19.8	33.3		3	23.1	42.9	
52:	Neither satisfied nor dissatisfied	21	3.9	5.7		17	3.9	5.4		3	3.7	6.3		0	0.0	0.0	
53:	Fairly dissatisfied	12	2.2	3.2		12	2.7	3.8		0	0.0	0.0		0	0.0	0.0	
54:	Very dissatisfied	13	2.4	3.5		10	2.3	3.2		3	3.7	6.3		1	7.7	14.3	
	N/R	164	31.4			129	29.3			33	40.7			6	46.2		
<b>Q12 How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
55:	Very satisfied	140	26.7	29.2	68.9	113	25.6	27.7	66.7	26	32.1	38.2	82.4	2	15.4	16.7	41.7
56:	Fairly satisfied	190	36.2	39.7		159	36.1	39.0		30	37.0	44.1		3	23.1	25.0	
57:	Neither satisfied nor dissatisfied	83	15.9	17.5		82	18.6	20.1		3	3.7	4.4		2	15.4	16.7	
58:	Fairly dissatisfied	41	7.9	8.7		35	7.9	8.6		5	6.2	7.4		4	30.8	33.3	
59:	Very dissatisfied	24	4.5	5.0		19	4.3	4.7		4	4.9	5.9		1	7.7	8.3	
60:	Not applicable/ don't know	34	6.5			22	5.0			11	13.6			1	7.7		
	N/R	12	2.3			10	2.3			2	2.5			0	0.0		

## Appendix C. Data summary

		LCRA Wright by stock, age, area & prop size				Sheltered Weight by age & area				Extra Care Housing Weight by age, scheme & prop size				Homeowners Unweighted			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
<b>Q13 How satisfied or dissatisfied are you that Brunelcare keeps you informed about things that matter to you?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
61:	Very satisfied	227	43.4	45.2	78.6	182	41.3	42.7	77.0	43	53.1	56.6	86.8	3	23.1	23.1	46.2
62:	Fairly satisfied	169	32.2	33.5		146	33.1	34.3		23	28.4	30.3		3	23.1	23.1	
63:	Neither satisfied nor dissatisfied	65	12.4	12.8		59	13.4	13.8		6	7.4	7.9		4	30.8	30.8	
64:	Fairly dissatisfied	25	4.8	5.0		25	5.7	5.9		1	1.2	1.3		3	23.1	23.1	
65:	Very dissatisfied	18	3.4	3.5		14	3.2	3.3		3	3.7	3.9		0	0.0	0.0	
66:	Not applicable/ don't know	9	1.7			6	1.4			3	3.7			0	0.0		
N/R		11	2.1			9	2.0			2	2.5			0	0.0		
<b>Q14 To what extent do you agree or disagree with the following 'Brunelcare treats me fairly and with respect'?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
67:	Strongly agree	191	36.6	38.9	86.1	152	34.5	36.5	85.4	38	46.9	51.4	91.9	3	23.1	25.0	75.0
68:	Agree	232	44.4	47.2		204	46.3	48.9		30	37.0	40.5		6	46.2	50.0	
69:	Neither agree nor disagree	45	8.6	9.1		42	9.5	10.1		2	2.5	2.7		2	15.4	16.7	
70:	Disagree	20	3.9	4.1		16	3.6	3.8		4	4.9	5.4		1	7.7	8.3	
71:	Strongly disagree	3	0.7	0.7		3	0.7	0.7		0	0.0	0.0		0	0.0	0.0	
72:	Not applicable/ don't know	4	0.8			1	0.2			3	3.7			0	0.0		
N/R		27	5.2			24	5.4			4	4.9			1	7.7		
<b>Q15 How satisfied or dissatisfied are you that Brunelcare is easy to deal with?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
73:	Very satisfied	212	40.5	43.6	84.4	166	37.6	40.5	82.7	42	51.9	57.5	93.2	3	23.1	25.0	58.3
74:	Fairly satisfied	198	37.9	40.8		173	39.2	42.2		26	32.1	35.6		4	30.8	33.3	
75:	Neither satisfied nor dissatisfied	48	9.1	9.8		44	10.0	10.7		4	4.9	5.5		1	7.7	8.3	
76:	Fairly dissatisfied	21	4.0	4.3		20	4.5	4.9		1	1.2	1.4		4	30.8	33.3	
77:	Very dissatisfied	7	1.4	1.5		7	1.6	1.7		0	0.0	0.0		0	0.0	0.0	
78:	Not applicable/ don't know	8	1.5			4	0.9			3	3.7			0	0.0		
N/R		29	5.6			26	5.9			4	4.9			1	7.7		
<b>Q16 Have you made a complaint to Brunelcare in the last 12 months?</b>		Base: 523				Base: 441				Base: 81				Base: 13			
79:	Yes	117	22.3	24.3		100	22.7	24.6		17	21.0	23.3		4	30.8	33.3	
80:	No	364	69.5	75.7		306	69.4	75.4		56	69.1	76.7		8	61.5	66.7	
N/R		43	8.2			35	7.9			8	9.9			1	7.7		
<b>Q17 How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?</b>		Base: 117				Base: 100				Base: 17				Base: 4			
81:	Very satisfied	30	5.7	26.4	56.6	21	4.8	21.9	55.2	8	9.9	44.4	61.1	2	15.4	50.0	50.0
82:	Fairly satisfied	34	6.5	30.3		32	7.3	33.3		3	3.7	16.7		0	0.0	0.0	
83:	Neither satisfied nor dissatisfied	11	2.2	10.0		11	2.5	11.5		1	1.2	5.6		1	7.7	25.0	
84:	Fairly dissatisfied	25	4.7	21.9		22	5.0	22.9		3	3.7	16.7		1	7.7	25.0	
85:	Very dissatisfied	13	2.5	11.4		10	2.3	10.4		3	3.7	16.7		0	0.0	0.0	
N/R		410	78.4			345	78.2			64	79.0			9	69.2		
<b>Q18a I have a place to live I am proud to call my home</b>		Base: 523				Base: 441				Base: 81				Base: 13			
86:	Strongly agree	241	46.1	49.1	88.1	193	43.8	46.8	89.3	45	55.6	57.7	82.1	3	23.1	25.0	91.7
87:	Agree	191	36.6	39.0		175	39.7	42.5		19	23.5	24.4		8	61.5	66.7	
88:	Neither	44	8.4	9.0		33	7.5	8.0		11	13.6	14.1		1	7.7	8.3	
89:	Disagree	8	1.5	1.7		7	1.6	1.7		1	1.2	1.3		0	0.0	0.0	
90:	Strongly disagree	6	1.1	1.2		4	0.9	1.0		2	2.5	2.6		0	0.0	0.0	
91:	Doesn't apply	3	0.5			3	0.7			0	0.0			0	0.0		
N/R		29	5.6			26	5.9			4	4.9			1	7.7		
<b>Q18b I have a home in which I feel safe and secure</b>		Base: 523				Base: 441				Base: 81				Base: 13			
92:	Strongly agree	260	49.8	52.7	90.0	206	46.7	49.6	89.9	51	63.0	66.2	90.9	4	30.8	33.3	100.0
93:	Agree	185	35.3	37.4		167	37.9	40.2		19	23.5	24.7		8	61.5	66.7	

## Appendix C. Data summary

	LCRA Wright by stock, age, area & prop size				Sheltered Weight by age & area				Extra Care Housing Weight by age, scheme & prop size				Homeowners Unweighted			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
94: Neither	30	5.8	6.1		24	5.4	5.8		6	7.4	7.8		0	0.0	0.0	
95: Disagree	15	2.9	3.1		15	3.4	3.6		1	1.2	1.3		0	0.0	0.0	
96: Strongly disagree	4	0.7	0.7		3	0.7	0.7		0	0.0	0.0		0	0.0	0.0	
97: Doesn't apply	1	0.2			1	0.2			0	0.0			0	0.0		
N/R	28	5.3			25	5.7			4	4.9			1	7.7		
<b>Q18c I have a home that gives me long term stability</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
98: Strongly agree	277	52.9	56.5	<b>92.1</b>	220	49.9	53.4	<b>91.3</b>	53	65.4	68.8	<b>94.8</b>	4	30.8	33.3	<b>83.3</b>
99: Agree	175	33.4	35.6		156	35.4	37.9		20	24.7	26.0		6	46.2	50.0	
100: Neither	29	5.5	5.9		28	6.3	6.8		2	2.5	2.6		2	15.4	16.7	
101: Disagree	6	1.1	1.2		4	0.9	1.0		2	2.5	2.6		0	0.0	0.0	
102: Strongly disagree	4	0.7	0.8		4	0.9	1.0		0	0.0	0.0		0	0.0	0.0	
103: Doesn't apply	2	0.4			2	0.5			0	0.0			0	0.0		
N/R	31	5.9			27	6.1			5	6.2			1	7.7		
<b>Q18d I feel financially comfortable living in a Brunelcare property</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
104: Strongly agree	197	37.7	40.6	<b>78.0</b>	155	35.1	38.0	<b>77.0</b>	39	48.1	51.3	<b>81.6</b>	3	23.1	25.0	<b>50.0</b>
105: Agree	182	34.9	37.5		159	36.1	39.0		23	28.4	30.3		3	23.1	25.0	
106: Neither	75	14.3	15.4		64	14.5	15.7		11	13.6	14.5		3	23.1	25.0	
107: Disagree	19	3.7	4.0		18	4.1	4.4		2	2.5	2.6		3	23.1	25.0	
108: Strongly disagree	13	2.4	2.6		12	2.7	2.9		1	1.2	1.3		0	0.0	0.0	
109: Doesn't apply	8	1.5			6	1.4			2	2.5			0	0.0		
N/R	29	5.5			26	5.9			4	4.9			1	7.7		
<b>Q18e I have a home where I am warm and comfortable</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
110: Strongly agree	266	50.8	54.0	<b>91.8</b>	208	47.2	50.4	<b>90.3</b>	54	66.7	69.2	<b>98.7</b>	4	30.8	33.3	<b>91.7</b>
111: Agree	186	35.6	37.8		165	37.4	40.0		23	28.4	29.5		7	53.8	58.3	
112: Neither	20	3.8	4.1		19	4.3	4.6		1	1.2	1.3		1	7.7	8.3	
113: Disagree	15	2.8	2.9		15	3.4	3.6		0	0.0	0.0		0	0.0	0.0	
114: Strongly disagree	6	1.2	1.2		6	1.4	1.5		0	0.0	0.0		0	0.0	0.0	
115: Doesn't apply	1	0.2			1	0.2			0	0.0			0	0.0		
N/R	30	5.7			27	6.1			4	4.9			1	7.7		
<b>Q18f Brunelcare helps me to feel safe and welcome in my local community</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
116: Strongly agree	176	33.6	37.8	<b>72.7</b>	135	30.6	34.4	<b>70.2</b>	39	48.1	54.9	<b>85.9</b>	3	23.1	30.0	<b>70.0</b>
117: Agree	162	31.0	34.9		141	32.0	35.9		22	27.2	31.0		4	30.8	40.0	
118: Neither	103	19.7	22.2		95	21.5	24.2		8	9.9	11.3		3	23.1	30.0	
119: Disagree	15	2.8	3.1		13	2.9	3.3		2	2.5	2.8		0	0.0	0.0	
120: Strongly disagree	9	1.7	1.9		9	2.0	2.3		0	0.0	0.0		0	0.0	0.0	
121: Doesn't apply	29	5.5			22	5.0			6	7.4			1	7.7		
N/R	30	5.7			27	6.1			4	4.9			2	15.4		
<b>Q18g Living in a Brunelcare property enables me to have the social life I want</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
122: Strongly agree	180	34.3	38.2	<b>75.0</b>	138	31.3	35.1	<b>72.8</b>	39	48.1	52.0	<b>84.0</b>	4	30.8	36.4	<b>63.6</b>
123: Agree	173	33.0	36.7		148	33.6	37.7		24	29.6	32.0		3	23.1	27.3	
124: Neither	81	15.4	17.2		73	16.6	18.6		9	11.1	12.0		4	30.8	36.4	
125: Disagree	25	4.8	5.3		22	5.0	5.6		3	3.7	4.0		0	0.0	0.0	
126: Strongly disagree	12	2.3	2.6		12	2.7	3.1		0	0.0	0.0		0	0.0	0.0	
127: Doesn't apply	25	4.7			23	5.2			2	2.5			1	7.7		
N/R	29	5.5			26	5.9			4	4.9			1	7.7		
<b>Q18h I feel reassured knowing there is always support and assistance when I need it</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
128: Strongly agree	197	37.7	41.3	<b>80.1</b>	148	33.6	36.9	<b>77.3</b>	46	56.8	62.2	<b>91.9</b>	6	46.2	50.0	<b>75.0</b>
129: Agree	185	35.4	38.8		162	36.7	40.4		22	27.2	29.7		3	23.1	25.0	

Appendix C. Data summary

	LCRA				Sheltered				Extra Care Housing				Homeowners			
	Wright by stock, age, area & prop size				Weight by age & area				Weight by age, scheme & prop size				Unweighted			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
130: Neither	59	11.3	12.4		58	13.2	14.5		3	3.7	4.1		2	15.4	16.7	
131: Disagree	28	5.3	5.8		25	5.7	6.2		3	3.7	4.1		1	7.7	8.3	
132: Strongly disagree	8	1.6	1.7		8	1.8	2.0		0	0.0	0.0		0	0.0	0.0	
133: Doesn't apply	13	2.5			10	2.3			3	3.7			0	0.0		
N/R	33	6.2			29	6.6			4	4.9			1	7.7		
Q18i Receiving care and support from Brunelcare enables me to live an independent life	Base: 81				Base: 0				Base: 81				Base: 0			
134: Strongly agree	44	8.4	62.9	91.4	0	0.0	0.0	0.0	44	54.3	62.9	91.4	0	0.0	0.0	0.0
135: Agree	20	3.8	28.6		0	0.0	0.0		20	24.7	28.6		0	0.0	0.0	
136: Neither	2	0.4	2.9		0	0.0	0.0		2	2.5	2.9		0	0.0	0.0	
137: Disagree	3	0.6	4.3		0	0.0	0.0		3	3.7	4.3		0	0.0	0.0	
138: Strongly disagree	1	0.2	1.4		0	0.0	0.0		1	1.2	1.4		0	0.0	0.0	
139: Doesn't apply	7	1.3			0	0.0			7	8.6			0	0.0		
N/R	446	85.3			441	100.0			4	4.9			13	100.0		
Q18j I feel healthier and happier due to the care and support I receive	Base: 81				Base: 0				Base: 81				Base: 0			
140: Strongly agree	36	6.9	52.2	87.0	0	0.0	0.0	0.0	36	44.4	52.2	87.0	0	0.0	0.0	0.0
141: Agree	24	4.6	34.8		0	0.0	0.0		24	29.6	34.8		0	0.0	0.0	
142: Neither	4	0.8	5.8		0	0.0	0.0		4	4.9	5.8		0	0.0	0.0	
143: Disagree	5	1.0	7.2		0	0.0	0.0		5	6.2	7.2		0	0.0	0.0	
144: Strongly disagree	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
145: Doesn't apply	6	1.1			0	0.0			6	7.4			0	0.0		
N/R	448	85.7			441	100.0			6	7.4			13	100.0		
Q18k I feel that my dignity and privacy are always respected when I receive care & support	Base: 81				Base: 0				Base: 81				Base: 0			
146: Strongly agree	42	8.0	60.9	91.3	0	0.0	0.0	0.0	42	51.9	60.9	91.3	0	0.0	0.0	0.0
147: Agree	21	4.0	30.4		0	0.0	0.0		21	25.9	30.4		0	0.0	0.0	
148: Neither	6	1.1	8.7		0	0.0	0.0		6	7.4	8.7		0	0.0	0.0	
149: Disagree	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
150: Strongly disagree	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
151: Doesn't apply	7	1.3			0	0.0			7	8.6			0	0.0		
N/R	447	85.5			441	100.0			4	4.9			13	100.0		
Q18l I have peace of mind knowing I will be cared for should my needs change	Base: 81				Base: 0				Base: 81				Base: 0			
152: Strongly agree	44	8.4	59.5	87.8	0	0.0	0.0	0.0	44	54.3	59.5	87.8	0	0.0	0.0	0.0
153: Agree	21	4.0	28.4		0	0.0	0.0		21	25.9	28.4		0	0.0	0.0	
154: Neither	6	1.1	8.1		0	0.0	0.0		6	7.4	8.1		0	0.0	0.0	
155: Disagree	1	0.2	1.4		0	0.0	0.0		1	1.2	1.4		0	0.0	0.0	
156: Strongly disagree	2	0.4	2.7		0	0.0	0.0		2	2.5	2.7		0	0.0	0.0	
157: Doesn't apply	3	0.6			0	0.0			3	3.7			0	0.0		
N/R	446	85.3			441	100.0			4	4.9			13	100.0		
Q20 Would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?	Base: 523				Base: 441				Base: 81				Base: 13			
158: Yes	369	70.6	73.2		316	71.7	73.8		55	67.9	71.4		9	69.2	69.2	
159: No	135	25.8	26.8		112	25.4	26.2		22	27.2	28.6		4	30.8	30.8	
N/R	19	3.6			13	2.9			4	4.9			0	0.0		
Q21 Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?	Base: 523				Base: 441				Base: 81				Base: 13			
160: Yes	345	66.0	68.9		297	67.3	70.0		50	61.7	64.1		10	76.9	76.9	
161: No	156	29.8	31.1		127	28.8	30.0		28	34.6	35.9		3	23.1	23.1	



## Appendix C. Data summary

	LCRA <small>Wright by stock, age, area &amp; prop size</small>				Sheltered <small>Weight by age &amp; area</small>				Extra Care Housing <small>Weight by age, scheme &amp; prop size</small>				Homeowners <small>Unweighted</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	22	4.2			17	3.9			3	3.7			0	0.0		
<b>D101 Stock</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
162: Extra Care Housing (ECH)	98	18.7	18.7		0	0.0	0.0		81	100.0	100.0		0	0.0	0.0	
163: General Needs	2	0.4	0.4		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
164: Leasehold	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		1	7.7	7.7	
165: Shared Ownership	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		12	92.3	92.3	
166: Sheltered	424	81.1	80.9		441	100.0	100.0		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D102 Stock [simple]</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
167: LCRA	523	100.0	100.0		441	100.0	100.0		81	100.0	100.0		0	0.0	0.0	
168: Homeowners	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		13	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D103 Area</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
169: North	209	40.0	40.0		218	49.4	49.4		0	0.0	0.0		1	7.7	7.7	
170: South	216	41.3	41.3		223	50.6	50.6		0	0.0	0.0		2	15.4	15.4	
171: ECH Beach Croft/Alder Court	27	5.2	5.2		0	0.0	0.0		22	27.2	27.2		0	0.0	0.0	
172: ECH Colliers gardens	24	4.6	4.6		0	0.0	0.0		21	25.9	25.9		0	0.0	0.0	
173: ECH Waverley Gardens	47	9.0	9.0		0	0.0	0.0		38	46.9	46.9		10	76.9	76.9	
174: Deerhurst Care Home	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
175: Glastonbury Care Home	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
176: Little Heath Care Home	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
177: Robinson Care Home	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
178: Saffron Gardens Care Home	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
179: Retirement Village	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
180: Somerset Community Care	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
181: South Glos Community Care	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
182: HWYNI	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D104 Property type</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
183: Bungalow/house	60	11.5	11.5		62	14.1	14.1		0	0.0	0.0		1	7.7	7.7	
184: Flat	385	73.6	73.6		297	67.3	67.3		81	100.0	100.0		12	92.3	92.3	
185: Studio	78	14.9	14.9		82	18.6	18.6		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D105 Property size</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
186: Bedsit	78	14.9	15.0		82	18.6	18.6		0	0.0	0.0		0	0.0	0.0	
187: One bed	375	71.7	72.1		332	75.3	75.5		49	60.5	60.5		0	0.0	0.0	
188: Two+ beds	67	12.8	12.9		26	5.9	5.9		32	39.5	39.5		12	92.3	100.0	
N/R	2	0.4			2	0.5			0	0.0			1	7.7		
<b>D106 Length of tenure</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
189: Under 1 year	59	11.3	11.3		41	9.3	9.3		16	19.8	19.8		1	7.7	7.7	
190: 1 - 2 years	120	22.9	23.0		94	21.3	21.3		23	28.4	28.4		1	7.7	7.7	
191: 3 - 5 years	118	22.6	22.6		92	20.9	20.9		24	29.6	29.6		9	69.2	69.2	
192: 6 - 10 years	124	23.7	23.8		116	26.3	26.3		11	13.6	13.6		2	15.4	15.4	
193: 11 years and over	101	19.3	19.3		98	22.2	22.2		7	8.6	8.6		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D107 Age group</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
194: 54 years and under	1	0.2	0.2		1	0.2	0.2		0	0.0	0.0		0	0.0	0.0	
195: 55 - 64 years	103	19.7	19.7		95	21.5	21.6		9	11.1	11.1		0	0.0	0.0	
196: 65 - 74 years	185	35.4	35.4		169	38.3	38.4		20	24.7	24.7		3	23.1	23.1	
197: 75 - 84 years	157	30.0	30.1		130	29.5	29.5		24	29.6	29.6		7	53.8	53.8	
198: 85 years and over	76	14.5	14.6		45	10.2	10.2		28	34.6	34.6		3	23.1	23.1	

## Appendix C. Data summary

	LCRA <small>Wright by stock, age, area &amp; prop size</small>				Sheltered <small>Weight by age &amp; area</small>				Extra Care Housing <small>Weight by age, scheme &amp; prop size</small>				Homeowners <small>Unweighted</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D108 Ethnic background</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
199: White British/Irish	407	77.8	82.2		356	80.7	83.0		52	64.2	77.6		11	84.6	91.7	
200: Other White	7	1.3	1.4		7	1.6	1.6		0	0.0	0.0		0	0.0	0.0	
201: Mixed or Multiple Groups	7	1.3	1.4		7	1.6	1.6		0	0.0	0.0		0	0.0	0.0	
202: Asian or Asian British	7	1.3	1.4		5	1.1	1.2		2	2.5	3.0		0	0.0	0.0	
203: Black or Black British	19	3.6	3.8		20	4.5	4.7		0	0.0	0.0		0	0.0	0.0	
204: Other	9	1.7	1.8		7	1.6	1.6		2	2.5	3.0		0	0.0	0.0	
205: Prefer not to say	39	7.5	7.9		27	6.1	6.3		11	13.6	16.4		1	7.7	8.3	
N/R	29	5.5			11	2.5			15	18.5			1	7.7		
<b>D109 Ethnic background [simple]</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
206: White British/Irish	407	77.8	82.4		356	80.7	83.0		52	64.2	78.8		11	84.6	91.7	
207: BAME	48	9.2	9.7		46	10.4	10.7		3	3.7	4.5		0	0.0	0.0	
208: Prefer not to say	39	7.5	7.9		27	6.1	6.3		11	13.6	16.7		1	7.7	8.3	
N/R	29	5.5			11	2.5			15	18.5			1	7.7		
<b>D110 Disability [database]</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
209: Yes	65	12.4	12.4		54	12.2	12.2		11	13.6	13.6		1	7.7	7.7	
210: No	458	87.6	87.6		387	87.8	87.8		70	86.4	86.4		12	92.3	92.3	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D111 Reported ASB in last year [database]</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
211: Yes	14	2.7	2.7		14	3.2	3.2		0	0.0	0.0		0	0.0	0.0	
212: No	509	97.3	97.3		427	96.8	96.8		81	100.0	100.0		13	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
<b>D112 Made a complaint in last year [database]</b>	<i>Base: 523</i>				<i>Base: 441</i>				<i>Base: 81</i>				<i>Base: 13</i>			
213: Yes	19	3.6	3.6		20	4.5	4.5		0	0.0	0.0		1	7.7	7.7	
214: No	504	96.4	96.4		421	95.5	95.5		81	100.0	100.0		12	92.3	92.3	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		

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