



# City of London 2012 STAR Customer Satisfaction Survey Report

April 2012

Survey report written by Feedback Services –  
the satisfaction survey service for social landlords

**feedback**

# STAR Survey 2012

Prepared for: City of London

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April 2012

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# 2012 Customer Satisfaction Survey Report



## Summary

City of London commissioned Feedback services to carry out a customer satisfaction survey using the new STAR survey format as part of its regular assessment of resident satisfaction and to assess any impact on satisfaction levels arising from changes to service provision since 2009. Residents in both general needs and sheltered housing were included in the postal survey, which took place between January and February 2012.

The results from the 2012 STAR survey demonstrate that the majority of residents believe that City of London is providing a good housing service, disappointingly however, despite a number of new service improvements put in place over the past two years, there has been little movement in satisfaction levels since 2009.

Satisfaction with landlord services overall (81%) is nevertheless 1% higher than in 2009 and illustrates the hard work and care put in by Corporation staff.

Residents were also highly satisfied with their estate as a place to live (85%) – although the overall appearance of the estate received a lower rating (77%). There was also high regard for the quality of the home (79%).

Staff were highly praised by residents for keeping them well informed about things that might affect them as a tenant (87%) – a 4% increase since 2009. This was the highest rated service of all. Given this high rating and improvements to customer services City of London may well be disappointed that residents still do not feel enough account is taken of their views, which at 58% is a 10% decrease since 2009.

Whilst not as quite high as some other ratings, there was still a majority of residents very satisfied with the repairs service (73%), maintaining the level awarded in 2009.

Key influences driving overall satisfaction levels were charted, illustrating that at present it is value for money of rent and service charge,

closely followed by repairs and maintenance and to a slightly lesser extent dealing with general queries that are having the most influence on ratings – all areas which have satisfaction ratings in the mid 70s (73%-74%).

General needs tenant satisfaction ratings were in the high 80s for quality of home (88%), estate (85%) and being kept informed (87%). The lowest ratings were given for repairs and maintenance (72%) and listening to views (56%).

Sheltered housing tenants gave satisfaction ratings in the high 80s and 90s for the majority of services provided. Their lowest ratings were for dealing with general queries (78%) and listening to views and acting upon them (70%).

General needs tenants in Middlesex Street and Holloway Estates gave higher satisfaction ratings than were given for the other general needs Estates and Sheltered housing tenants in Avondale Square and Isleden House were more satisfied than those in Sydenham Hill



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# 1. Introduction

The Feedback service, supported by the National Housing Federation, was commissioned to undertake an independent survey of City of London's residents to collect data on their opinions of and attitudes towards their landlord and the services provided. The questionnaire was designed using HouseMark's STAR questions for resident satisfaction surveys.

## 1.1 About STAR

In July 2011 HouseMark launched STAR - a set of questions designed to measure resident satisfaction in the housing sector.

Following the demise of STATUS (the standardised resident satisfaction survey developed by the National Housing Federation and adopted by the government and its regulators) as a regulatory requirement, HouseMark was approached by members to devise an approach for carrying out resident satisfaction surveys on a voluntary, self-regulatory basis.

The new approach ensures social housing providers remain equipped with the means of comparing key satisfaction results with other landlords and also provides a framework for trend analysis.

HouseMark worked with a number of organisations including the National Housing Federation, Chartered Institute of Housing, Resident Participation Advisory Service and Tenants and Residents Organisations of England to develop STAR. Over 260 responses were received during the consultation period from social landlords, residents and market research companies.

In England, guidance from Communities and Local Government (CLG) and the regulatory framework for social housing sets out the standards by which landlord performance will be judged. Current legislation, guidance and regulation places greater emphasis on the relationship between landlords and their residents at the local level. Residents are at the heart of shaping, influencing and monitoring the

services they receive. The regulatory standards focus on six key areas: resident involvement and empowerment, the home (including repairs and maintenance), the tenancy (including allocations and rent), neighbourhood and community (including anti-social behaviour), value for money, and governance and financial viability.

For residents this means a greater focus on issues that matter the most to them (such as repairs, tackling anti-social behaviour and affordable rents), more opportunities to have their say, get involved and hold their landlord to account. Residents are also entitled to more feedback from the landlord, including an annual report setting out just how well the landlord is doing against any local standards that have been set to complement the national standards.

Seeking to embed a customer focus in the way social landlords prioritise investment, shape services and make decisions is not a new concept. Increasingly, many landlords are seeing this kind of approach as good business sense – a way to differentiate their services from those of other providers by ensuring resources are focused on the right things and that the services they provide are what residents want.

Meaningful involvement places a focus on the resident as an empowered consumer and delivers better services by ensuring that residents are able to influence service design and hold their landlord to account for performance. Undertaking STAR surveys is just one of many different methods of involvement which landlords are able to use to engage with their residents as part of a wider and coordinated customer engagement strategy.

## 1.2 Aims of the survey

The aim of the survey was to provide data on resident satisfaction, which would allow City of London to:

- Provide an up to date picture of residents' satisfaction with their homes and with the services City of London provides
- Compare the current performance against previous surveys where possible
- Compare the performance of City of London as a landlord with that of other social landlords
- Inform decisions regarding service reviews.

## 1.3 Presenting the findings

This report presents the findings of the survey for residents living in general needs and sheltered housing accommodation. The report focuses on the key findings of the survey and the results are analysed by:

- Geographic area level
- Residents in receipt of support services
- Key strands of diversity
- Demographic differences
- Comparison with previous surveys, and
- Comparison with the results from other landlords.

Key driver analysis is used to explore and highlight which elements of the service or customer care drive overall satisfaction. Comparisons are made with the previous surveys (2006 and 2009) also carried out by Feedback Services. The report includes topline findings for quick reference in the appendices (Appendix 1) and accompanying this report is a full set of data tables.

## 1.4 Survey methodology

### Planning

Planning for the survey took place between December 2011 and January 2012. A postal methodology was adopted for the research as

this provides a cost effective way of surveying residents. City of London supplied Feedback with background information on the properties in management drawn from City of London's database. This information was used for the administration of the survey, to control the mailing process and to ensure the statistical reliability of the survey.

### Sampling and sub-groups

A decision was made to undertake a census survey of 1,860 residents with the aim of achieving a minimum overall sampling error of  $\pm 3.0\%$ .

### Fieldwork

The survey was planned to take place during a six-week period. Three individual mailings took place plus an option to complete the survey online. Feedback carried out the administration of the first mailing, which was sent out on 13 January 2012. This consisted of a copy of the questionnaire, a covering letter written by City of London and a reply-paid envelope. All questionnaires were returned to Feedback. After two weeks, Feedback sent any resident who had not responded a postcard reminder. After a further two weeks a second, full survey pack was sent out to any resident who had not responded. The survey closed on 27 February and the final questionnaires were then sent for data entry.

### Incentives

Incentives were used to boost the response rate. Three questionnaires were drawn at random from those returned and lucky winners won three cash prizes of £50.

## 1.5 Questionnaire design

One STAR questionnaire was designed for the survey, which comprised 17 questions on four pages. A copy of the resident questionnaire can be found in Appendix 2.

## 1.6 Response rates

The overall response from all residents combined was 58%, returning 1065 of the 1,860 questionnaires sent out by post and a further 21 completed online. This was slightly higher than the previous survey in 2009 (53%).

The response rates from sheltered housing residents (76%) was considerably higher than that from general needs housing (57%), however both were at a higher level than the response rates found at other landlords who have undertaken STAR surveys in the last year. See Figure 1.1 for the full figures and response rates.

## 1.7 Accuracy

For the overall results, Feedback and HouseMark recommend that surveys of over 10,000 population achieve a sampling error of at least  $\pm 3\%$  at the 95% confidence level. This means that, for example, if 35% of residents answered “Yes” to a particular question, there are 95 chances out of 100 that the correct figure for all residents – including those who did not respond - would be between 32% and 38%.

For City of London, the 1,086 responses achieved was high enough to conclude that any figures quoted at this level are accurate to within  $\pm 1.9\%$ . The raw data has been checked to take into account any differences between the responding residents and the total resident population, based on the regional populations. As the response was not totally representative, weightings were applied at area level.

When the results are analysed at area level, the results all fell easily within the acceptable reliability for subgroups (sampling errors of below  $\pm 10\%$ ).

## 1.8 Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

## Rounding

Throughout this report, the vast majority of figures show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason may not in all cases add exactly to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report percentages may be expressed to one decimal place.

## Multiple response questions

In some figures, totals do not add to 100 because they are based on responses to a number of questions or because respondents were invited to make more than one response to a single question.

## Excluding ‘don’t know’ and ‘no opinion’

In general, in line with the convention for satisfaction surveys, the questionnaire did not include an option for a “don’t know” or “no opinion” response. This does sometimes lead to a higher percentage of those responding that they are neither satisfied nor dissatisfied.

## 1.9 Acknowledgements

Our thanks go first to the residents of City of London who took part in the survey. We would also like to thank the staff of City of London for their assistance, and our particular thanks go to Carla Keegans and Wendy Giaccagli for their help throughout the project.

**Figure I.1 Survey sampling, response and reliability**

Client group	Number of residents	Sample size	Number returned	Response rate	Sampling error (%)
Avondale Square Estate	494	494	238	48.1%	±4.6%
Golden Lane Estate	290	290	179	61.7%	±4.5%
Holloway Estate	95	95	57	60.0%	±8.0%
Middlesex Street Estate	134	134	75	55.9%	±7.5%
Southwark Estates	234	234	148	63.2%	±4.9%
York Way	215	215	116	53.9%	±6.2%
Other Estates	259	259	168	64.8%	±4.5%
<b>Total general needs housing</b>	<b>1,721</b>	<b>1,721</b>	<b>981</b>	<b>57.0%</b>	<b>±2.1 %</b>
Avondale Square Estate	47	47	34	72.3%	±8.7%
Isleden House Estate	33	33	28	84.8%	±7.6%
Sydenham Hill	59	59	43	72.8%	±6.4%
<b>Total Sheltered housing</b>	<b>139</b>	<b>139</b>	<b>105</b>	<b>75.5%</b>	<b>±4.7%</b>
<b>All residents</b>	<b>1,860</b>	<b>1,860</b>	<b>1,086</b>	<b>58.3%</b>	<b>±1.9%</b>

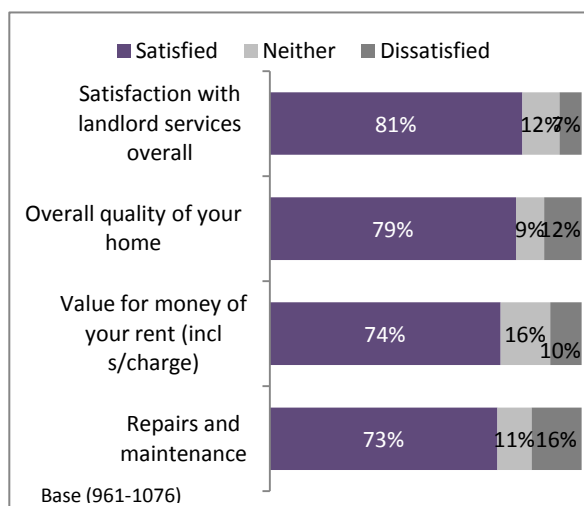
## 2. Housing and services

The following analysis of results includes the views of City of London’s residents. It includes the overall rating for City of London’s services which is often seen as the headline figure in the survey. Commentary is also given in this chapter where there is a noticeable difference in satisfaction between residents living in general needs and sheltered accommodation and where satisfaction has changed from that reported in the last survey (2009). It is important to note that in the majority of cases the differences will fall within the sampling errors for the two surveys.

### 2.1 Varied levels of satisfaction

City of London’s residents awarded a range of satisfaction ratings for their home and key services, as shown in the chart below.

**Figure 2.1 : Overall resident satisfaction with the home and key services**



### 2.2 Landlord services

**81%** The majority of residents were satisfied with the services provided by City of London (81%), and again the rating is close to the one found in 2009 (80%). Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the services provided by City of London as your landlord?” The majority of residents said they were “fairly” satisfied with their landlord (58%) rather than “very” satisfied (23%). Less than one in ten residents were dissatisfied with the services provided (7%) – with only 2% “very” dissatisfied. A similar percentage were undecided (12% neither satisfied nor dissatisfied). This is 1%

higher than recorded in 2009.

### 2.3 The home

**79%** A high percentage of City of London’s residents are satisfied with the overall quality of the home (79%). The majority of residents were “fairly” satisfied (57%), while almost a quarter were “very” satisfied (22%). Very few residents fell into the middle ground of being neither satisfied nor dissatisfied (9%), with a similarly small number dissatisfied with the quality of their home (12%).

Satisfaction with the quality of the home remains at more or less the same level awarded by residents in 2009 (80%) when taking into account the margin of error between the two (4.1%).

### 2.4 Value for money

**74%** Three quarters of residents were satisfied with the value for money of the rent (including service charge). Few residents are dissatisfied (10%) with rather more being neither satisfied nor dissatisfied (16%). This rating is 3% lower than in 2009 although still within the margin of error.

## 2.5 Repairs and maintenance

73%

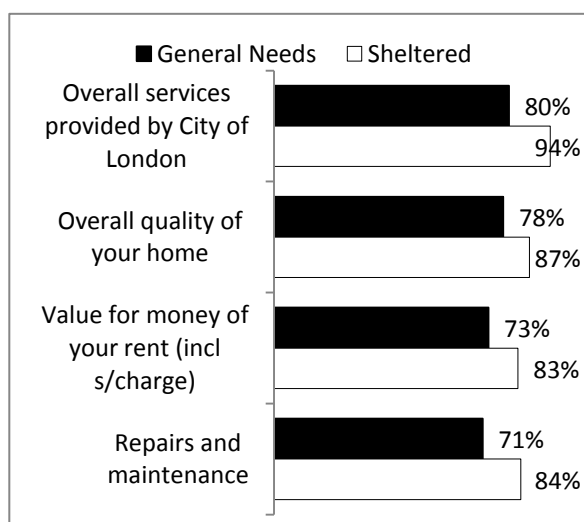
This key service received the lowest satisfaction rating in this group (73%). 20% of those were “very” satisfied.

11% had no view, however 16% were dissatisfied – 4% “very” dissatisfied. The rating remains at the same level recorded in 2009.

## 2.6 Ratings by tenure

Residents living in sheltered housing rated their home, value for money, overall services and repairs and maintenance at a higher level to general needs residents, with the most noticeable differences in the ratings awarded to the overall services –14% higher than general needs - and repairs and maintenance, 13% higher.

**Figure 2.2 : Satisfaction of general needs and sheltered residents with key services**



### 3. The neighbourhood

This chapter examines residents' views of their estate, in terms of an overall rating and the cleaning service and appearance of the estate. City of London actively supports tenants to be genuinely involved in the management of their homes, from estate services to strategic decisions in their communities. Local residents are encouraged to take pride in, and responsibility for their neighbourhoods by getting involved with local projects.

#### 3.1 Estate as a place to live

85%

A high percentage of City of London's residents are satisfied with their Estate as a place to live (85%) – giving the Authority one its highest ratings. More residents are however “fairly” satisfied (29%) rather than “very” satisfied (56%). Only 7% of residents are dissatisfied. 8% were neither satisfied nor dissatisfied.

Satisfaction with the neighbourhood as a place to live is 3% higher than in 2009 (87%). The survey found that both general needs and sheltered housing residents are highly satisfied with the neighbourhood (89% and 92% respectively).

#### 3.2 Overall appearance

77%

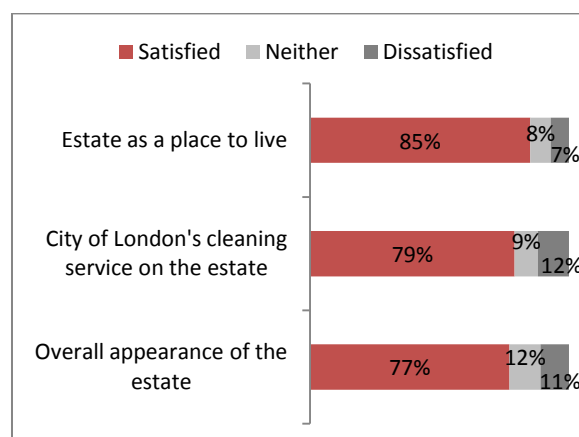
A good percentage of City of London's residents are also satisfied with the overall appearance of their estate (77%). Again residents are more likely to be “fairly” satisfied (54%) rather than “very” satisfied (23%) with the appearance.

A small percentage of residents are dissatisfied (11%), while 12% were neither satisfied nor dissatisfied. The survey found that more sheltered housing residents were satisfied with the appearance of their neighbourhood (88%) compared with general needs residents (76%).

#### 3.3 Estate cleaning service

Residents were asked how satisfied they were with the cleaning service on their estate provided by City of London. Eight out of ten residents were satisfied with this service (79%) – particularly sheltered housing residents who rated this 14% higher (92%) than general needs (78%).

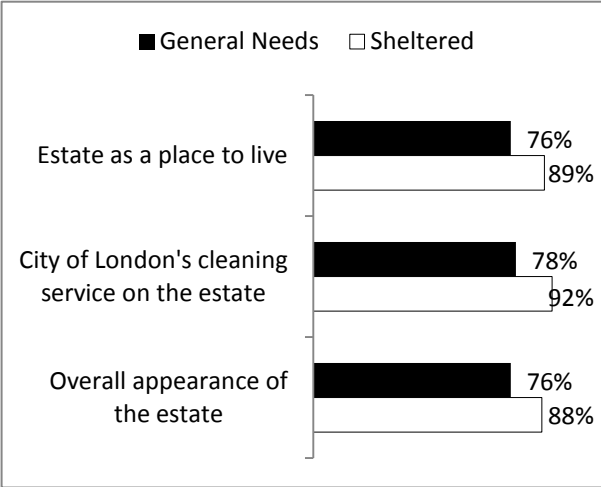
Figure 3.1 : Resident satisfaction with their neighbourhood



#### 3.4 Ratings by tenure

Residents living in sheltered housing gave higher ratings for all aspects of their estate than general needs residents by quite a large margin - 2%-14%. General needs tenants were more dissatisfied with cleaning (13%) and appearance (11%) than they were with their estate as a place to live generally (6%).

**Figure 3.2 : Satisfaction of general needs and sheltered residents with key services**





## 4. Advice and support

Providing advice and support is a vital service for those residents who rely on their Scheme Manager or tenancy support officer. This chapter examines sheltered housing resident satisfaction with their Scheme Manager and residents' satisfaction within both tenures with any tenancy-related support received.

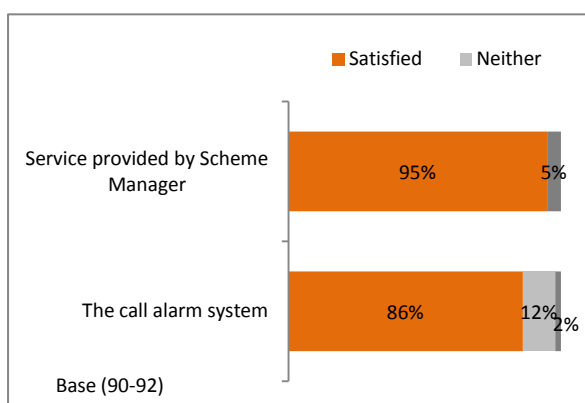
### 4.1 Services in sheltered accommodation – Scheme Manager

**95%** Almost all sheltered housing residents were satisfied with the service provided by their Scheme Manager (95%), more than half of whom were “very” satisfied (54%). There were no residents undecided with the remaining 5% expressing dissatisfaction.

### 4.2 Alarm system

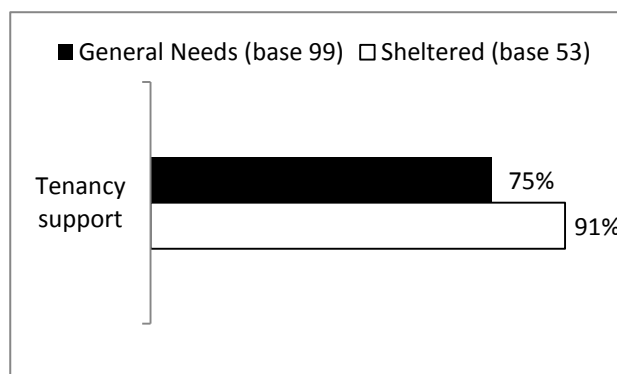
**86%** A high percentage of sheltered housing residents are also highly satisfied with the alarm call system with slightly fewer “very” satisfied (41%) than satisfied (41%). 12% of residents were neutral and only 2% dissatisfied with the system.

Figure 4.1 : Satisfaction with Scheme Manager service



### 4.3 Tenancy Support service

**79%** In terms of the support provided by City of London Support Officers, satisfaction ratings are at 79% overall, however there is a 15% difference between the general needs rating of 75% and the sheltered housing rating of 91% satisfaction.



## 5. Communicating with City of London

City of London provides a variety of ways for residents to make contact with the landlord and an array of information leaflets and publications in a range of accessible formats. The Authority has been developing a range of resident involvement options and is keen to examine the effectiveness of their approach.

### 5.1 Contact – dealing with general queries

**73%** Overall 73% of residents were satisfied with the way City of London deals with general queries, with 17% “very” satisfied. 17% of residents were neutral and 10% were dissatisfied (base 973).

### 5.2 Kept informed

**87%** The majority of residents (87%) felt that City of London keeps them informed about things that might affect them as tenants, with 28% “very” satisfied and only a very small percentage (4%) dissatisfied in this respect.

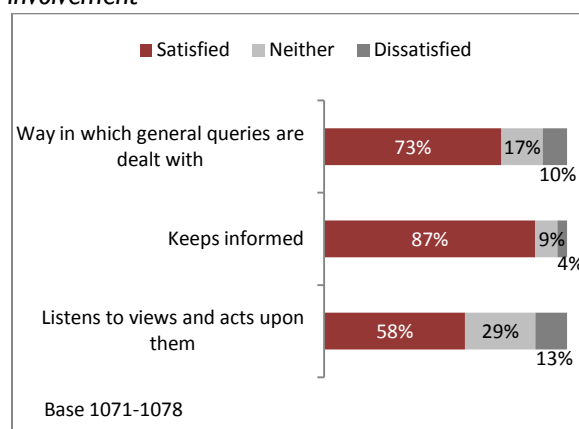
### 5.3 Listens to views and acts on them

**58%** The results are significantly lower with regard to satisfaction that City of London listens to views and acts upon them. Whilst this will be a disappointment to the landlord who has put in a considerable amount of time and thought into offering ways that residents can get involved, it is worth noting that of those that responded (base 1071) 29% were neither satisfied nor dissatisfied, only 13% were actively dissatisfied and 12% are “very” satisfied.

In the previous survey in 2009, residents were asked whether they considered that City of London took their views into account and found that 68% of residents felt they did. Given the change in wording it is perhaps difficult to decide whether residents in 2011 feel that City of London now takes less account of their

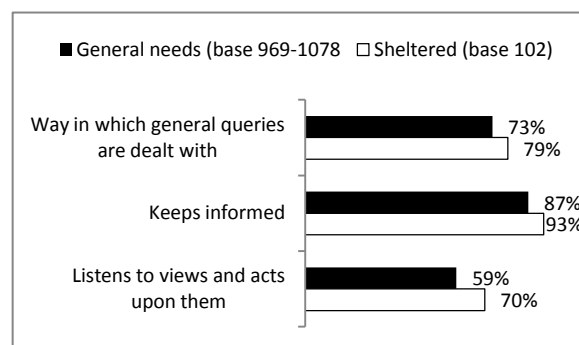
views, however there is no increase in the number of respondents dissatisfied (13%) than in 2009 (12%) and the difference seems to be down to those who had no view either way.

Figure 5.1 Satisfaction with communications and involvement



### 5.4 Tenure differences

There is only 6% difference between the two tenures in respect of how queries are dealt with and being kept informed, with sheltered housing residents providing the higher ratings. There is a rather wider margin (11%) between the sheltered residents (70%) and general needs tenants (59%) in respect of satisfaction with listening to views and acting upon them.



## 6. Resident demographics

The following analysis looks at the demographics of City of London residents, based on the characteristics of the resident who completed the survey. Understanding the make-up of residents in both general needs housing and sheltered will assist City of London in tailoring its services and as well as ensuring that everyone is treated fairly. Using this information alongside the recent tenant profiling exercise carried out in 2010 will help inform forecasting and trend analysis.

### 6.1 Age of residents

**Figure 6.1 : Age range of general needs resident**

	All residents (Base 1003)	General needs housing (Base 907)	Sheltered housing (Base 102)
16-24 years old	2%	2%	-
25-49 years old	38%	41%	1%
50-64 years old	26%	28%	12%
65-79 years old	22%	20%	52%
80 or over years old	11%	9%	35%

The majority of general needs respondents are between 25-49 years old (38%), with around a quarter between 50-64yrs (26%) and 22% over 60 years old. A small percentage (9%), are 80+ years old. As might be expected the majority of sheltered residents are over 65 years of age (87%), 35% of whom are over 80 years old. A small number are between 50-64 years of age (12%).

It is generally accepted that customer satisfaction is often closely linked to resident demographics – for example older residents are usually more satisfied than younger residents.

#### General Needs

Analysis of customer satisfaction at City of London found a strong correlation between the age of the resident and satisfaction with services. 90% of residents over the age of 80 in general needs accommodation are satisfied with the services provided by City of London compared to just 75% aged 25-49 years old.

This pattern altered in respect of satisfaction with listening to views and tenancy support, where residents between 50-64yrs were more

satisfied (63% and 93%) than those aged between 65-79 years (60% and 78%). With regard to tenancy support it is likely that other age groups have not needed to access this service to the same extent as those of 50-64 yrs as the percentage of residents responding “neither” was 23%-38%.

Residents aged between 16-24 were the most satisfied of all age groups, however the number of respondents was so small (around 21) that the ratings are not reliable.

#### Sheltered Housing

The profile of respondents to the survey in sheltered housing show that only 12% residents are between 50yrs and 64yrs, 52% are between 65yrs and 79yrs and 35% are over 80 yrs of age.

96% of residents between the ages of 65-79 years are satisfied with the sheltered housing services provided by City of London compared to 94% aged 50-64 years old and 84% aged between 50-64 yrs.

Dissatisfaction ratings were also highest amongst the 50-64 year age group for all services except, interestingly, repairs & maintenance, being kept informed and landlord listening to views.

### 6.2 Gender

There was a fairly even gender split overall of those who completed the survey, with 49% male and 51% female.

**Figure 6.2: Gender of residents**

	Male	Female
All residents (Base 1009)	49%	51%
General Needs housing (Base 903)	48%	52%
Sheltered housing (Base100)	57%	43%

General needs female residents were between 1%-6% more satisfied than male residents, except with estate cleaning (7% lower), value for money (4% lower), listening to views (2% lower) and appearance of estate (1% lower).

Female sheltered residents were between 1%-8% more satisfied than male sheltered residents except in respect of estate cleaning (9% lower), estate appearance (6% lower), tenancy support (8% lower) and being kept informed (2% lower).

### 6.3 Health problems

Around a third of general needs residents reported that their day to day activities were limited because of a long-term health condition – 15% were limited a lot and 18% a little.

Unsurprisingly more sheltered residents indicated a health issue which had a daily impact on their lives with 25% finding this limited their activities a lot compared with just 15% of residents living in general needs housing.

**Figure 6.3: Health problems**

	Yes, limited a lot	Yes, limited a little	No, not limited
All residents (Base 1030)	32%	24%	44%
General Needs housing (Base 929)	15%	18%	68%
Sheltered housing (Base 101)	25%	32%	44%

It is quite unusual to find that residents who are limited a lot in their daily activities due to a long term health problem are less satisfied than

those with no health issues or those whose daily activities are only limited a little. This is the case however with general needs tenants, with the key areas of difference being overall services (10%-16% less satisfied), value for money (3%-12% less satisfied) and quality of home (8%-9% less satisfied).

The exception to this was in respect of tenancy support where those whose daily activities are limited a little are 14% less satisfied than those whose activities are limited a lot. The 2010 Insight Report highlighted that there was a 15% gap between those who would like support and those who actually receive it – which may account for these ratings.

There were instances of this within sheltered housing with those limited a lot in their activities being less satisfied than those with fewer limitations in respect of value for money (6% lower), repairs & maintenance (2% lower), listening to views (2% lower) and dealing with queries (4% lower).

### 6.4 Sexual orientation

The vast majority of residents in both tenures describe themselves as heterosexual (82% overall) with 12% preferring not to say.

### 6.5 Religion

The predominant religion for both tenures is Christian (all denominations) – 62% overall. 18% had no religion and 7% preferred not to say.

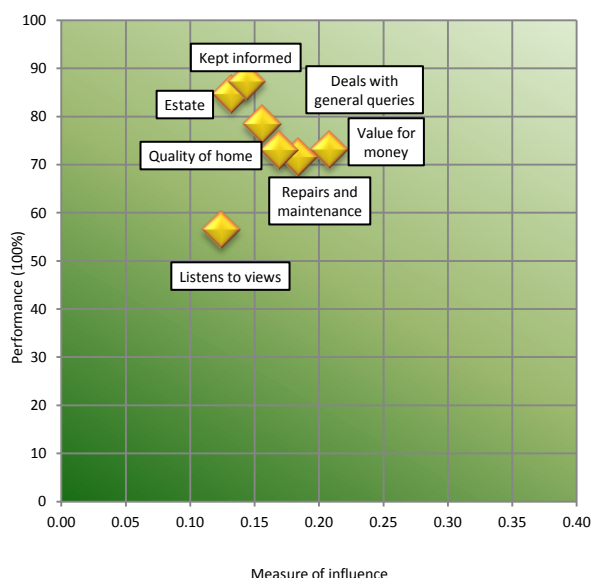
## 7. Key Driver Analysis

The following analysis of results is based examining the relationship between the overall rating for City of London’s services – which is often seen as the headline figure - and other services in an attempt to identify the areas where satisfaction levels differ. Key driver analysis has been run to explore the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at City of London. This chapter also identifies areas with higher levels of dissatisfaction.

### 7.1 Key drivers of satisfaction with services

Key services were compared in order to examine the relationship between various aspects of the service and residents’ overall satisfaction with their landlord. As the chart below shows, the key influences on overall satisfaction with City of London at present is value for money of rent and service charge, closely followed by repairs and maintenance and to a slightly lesser extent dealing with general queries.

Figure 7.1 Key drivers for overall satisfaction with landlord services.



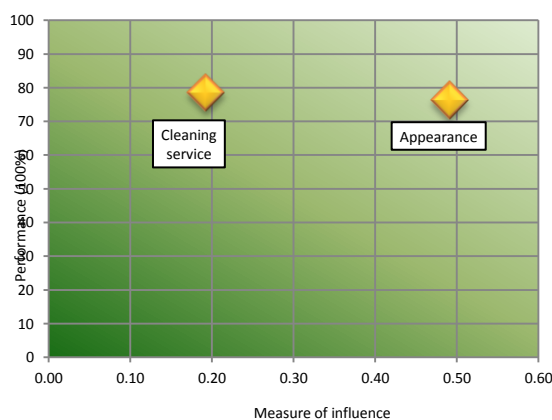
This differs from the findings in 2009 which linked overall satisfaction with views being taken into account, quality of home and value for money. Value for money is the constant factor which is perhaps not surprising in the current

climate of austerity measures.

### 7.2 Key drivers of satisfaction with Estate

The analysis was also run in respect of the driver of satisfaction with the Estate, where the clear driver is the appearance of the estate rather than the cleaning service.

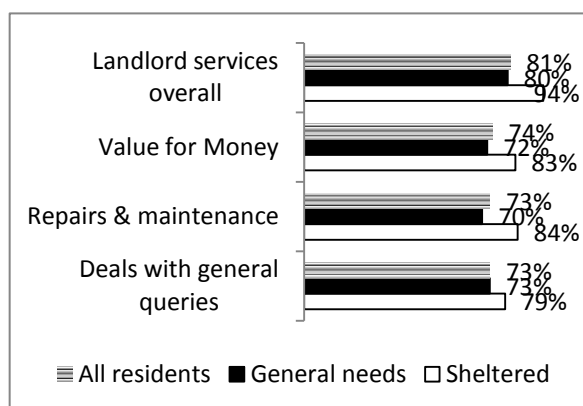
Figure 7.2 Key drivers for overall satisfaction with the Estate



### 7.3 Satisfaction with key services

It is interesting to view the gap between satisfaction with services overall and services which influence the rating (7%-8%). Arguably if the three key influential services were improved overall ratings would be close to 90% satisfaction overall.

**Figure 7.3 : Satisfaction with key services**



### 7.4 Dissatisfaction levels

The survey found some levels of high satisfaction and the findings are an endorsement of the commitment of City of London and its staff. 87% of residents consider they are kept informed, 85% like their neighbourhood as a place to live and 81% are satisfied with services overall.

Satisfaction in other areas was not quite as high and the table at figure 7.4 highlights the levels of dissatisfaction for services rated below 80% satisfaction.

Often it is the case that where satisfaction is lower than other areas, the majority of residents who are not satisfied fall into the middle ground of being neither satisfied nor dissatisfied rather than being actually dissatisfied. As can be seen this is often the case at City of London, particularly so with listening to views and acting upon them (29% neither).

The survey found some areas with higher levels of dissatisfaction at City of London:

- Repairs and maintenance (16% dissatisfied)
- Overall quality of home (12% dissatisfied)
- Cleaning service on estates (12% dissatisfied)
- Overall appearance of estate (11%

dissatisfied.)

These may be areas for City of London to investigate further, however only two of these are key drivers of satisfaction – *repairs and maintenance and appearance of estate.*

**Figure 7.4 : Service areas with higher levels of dissatisfaction**

	Dissatisfied (%)	Neither satisfied nor dissatisfied (%)	Satisfied (%)
Repairs and maintenance	16%	11%	73%
Listens to views and acts upon them	13%	29%	58%
Overall quality of your home	12%	9%	79%
City of London's cleaning service on the estate	12%	9%	79%
Overall appearance of the estate	11%	12%	77%
Value for money of your rent (incl s/charge)	10%	16%	74%
Way in which general queries are dealt with	10%	17%	73%

## 8. Subgroup Analysis

The following analysis of results is based examining the results in more detail at the subgroup level to try and identify any groups of residents whose satisfaction is above or below the average rating, which, along with the findings in chapter 6 may help City of London identify areas of good practice and other areas to prioritise for review or further resources.

### 8.1 General Needs Estates

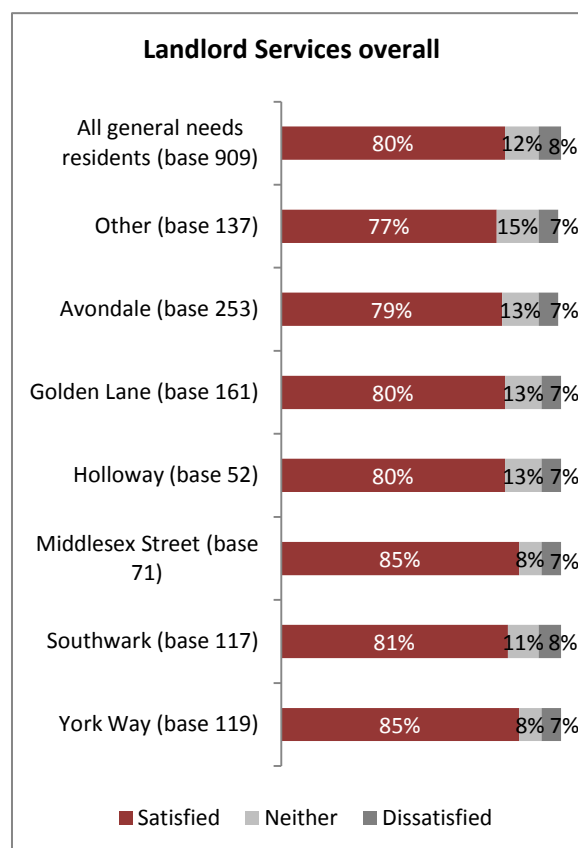
Although based in the City the City of London provides general needs housing across seven London boroughs as well as having two estates within the square mile itself.

The following analysis is based on the survey findings and is written without any background knowledge of differences between estates in different boroughs.

#### Overall services - General needs residents

Two of the general needs estates - York Way (85%), and Middlesex Street (85%) had the highest ratings, with Southwark (81%), Golden Lane (80%) Holloway (80%) and Avondale (79%) close behind. Other Estate had the lowest rating at 77% but the highest percentage of those with no view either way (15%). Dissatisfaction levels were at a similar level across all Estates (7%-8%). A high percentage of respondents were neither satisfied nor dissatisfied (8%-15%).

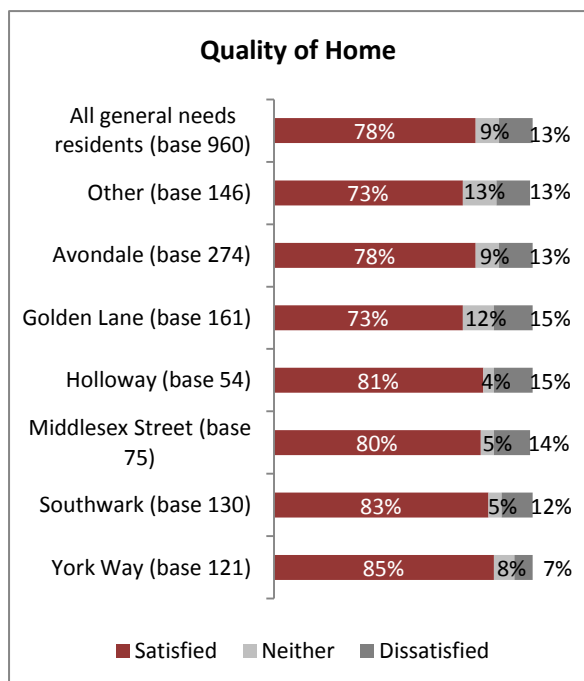
**Figure 8.1 : Satisfaction of general needs residents with landlord services overall within different Estates**



#### Quality of home - General needs residents

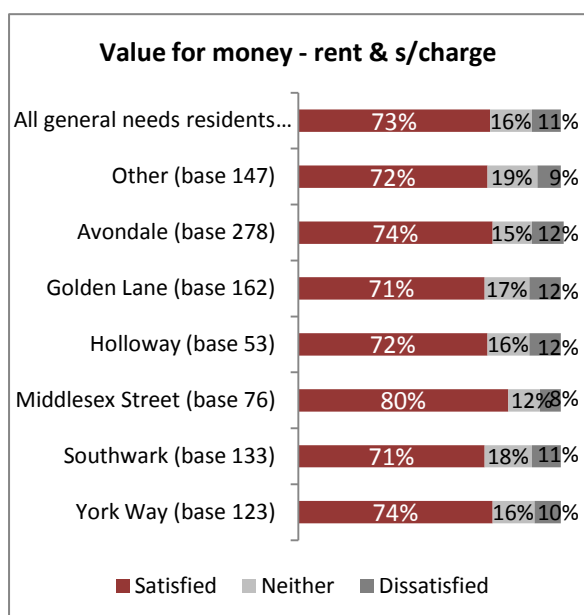
York Way (85%), Southwark (83%), Middlesex Street (80%) and Holloway (81%) were just as satisfied with the quality of their home. The remaining estates were less so, giving ratings of 73%-78%. More respondents were dissatisfied with the quality of their home (7%-15%) than they were with their landlord overall.

**Figure 8.2 : Satisfaction of general needs residents with quality of home overall within different Estates**



**Value for money - General needs residents**  
Up to three quarters of general needs tenants were satisfied with value for money for rent (71%-74%) in all areas except Middlesex Street which had an 80% satisfaction rating. Dissatisfaction ratings ranged from 8%-12% which were lower than the percentage neither satisfied nor dissatisfied (12%-19%).

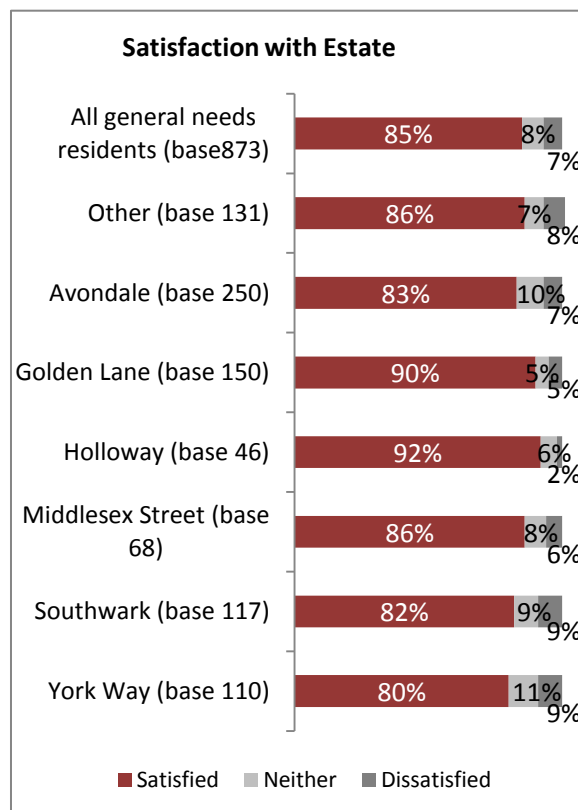
**Figure 8.3 : Satisfaction of general needs residents with value for money within different Estates**



**Estate - General needs residents**

General needs resident satisfaction with their estate overall was at a high level in all Estates ranging from 80% - 92%, with Holloway providing the highest rating and York Way the lowest. Dissatisfaction levels ranged from 2% - 9%.

**Figure 8.4 : Satisfaction of general needs residents with their Estate overall**



Dissatisfaction levels with the cleaning service (4% - 19%) and appearance (2%-18%) were much higher than were recorded for the estate overall.

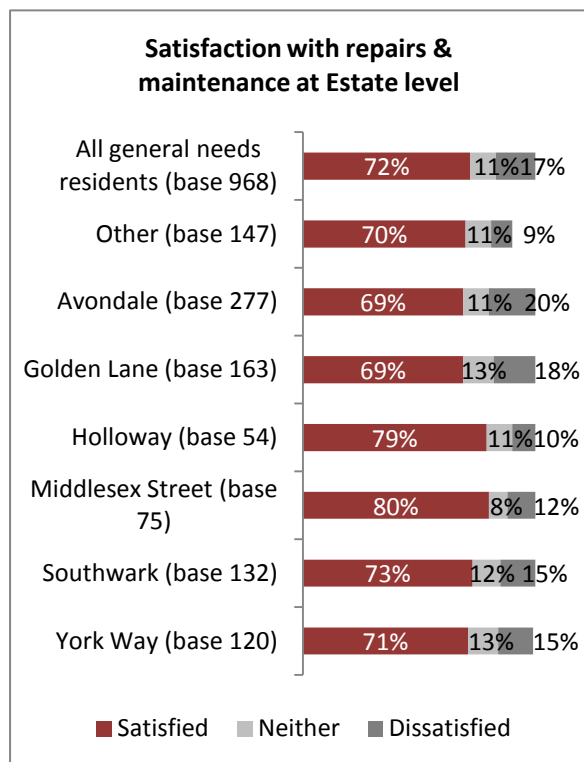


Estate Dissatisfaction levels	Estate Cleaning	Estate appearance
Golden Lane (base 164)	12%	12%
Middlesex Street (base 75)	4%	18%
York Way (base 123)	17%	6%
Holloway (base 54)	19%	2%
Avondale (base 282)	11%	11%
Southwark (base 133)	19%	15%
Other (base 147)	12%	12%

**Repairs & maintenance - General needs residents**

There were varied satisfaction ratings from the different Estates in respect of the repairs and maintenance service. General needs residents in Middlesex Street (80%) and Holloway (79%) were by far the most satisfied (80%) with the remaining estates rating the service between 69% and 73%. Dissatisfaction ratings also varied from 9% up to 20%.

**Figure 8.2 : Satisfaction of general needs residents with the repairs & maintenance service at Estate level**



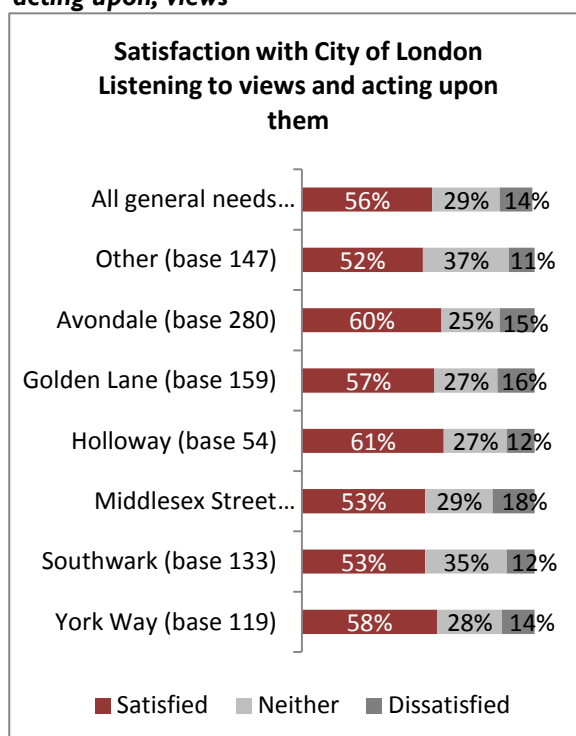
**Contact and Communication - General needs residents**

In terms of communication, general needs tenants are very satisfied with being kept informed about things that affect them as a tenant with ratings ranging from 84% (Avondale) to 95% (Holloway). Dissatisfaction ratings were very low at between 2%-5%.

Whilst the ratings are not as high in respect of how City of London deals with queries generally – 69% (Other) - 78% (Holloway) satisfaction, there were far more tenants who were neither satisfied nor dissatisfied (15%-19%) than were actually dissatisfied (7%-12%).

Listening to views – as indicated in section 5 – was the lowest rated service at City of London, however, once again the percentage of residents neither satisfied nor dissatisfied was very much higher than the number dissatisfied. Holloway Estate gave the highest satisfaction rating (61%) and Other the lowest (52%). The highest dissatisfaction rating came from Middlesex Street at 18%.

**Figure 8.3 Satisfaction with listening to, and acting upon, views**



### Tenancy support - General needs residents

No firm conclusions can be drawn from the satisfaction ratings in respect of tenancy support due to the low number of respondents for this question. Suffice it to say that the Estates with the highest number of respondents (16 -31) were the most satisfied (85%-89%) and the least dissatisfied (0%-4%).

**Figure 8.4: Satisfaction with Tenancy Support within different estates**

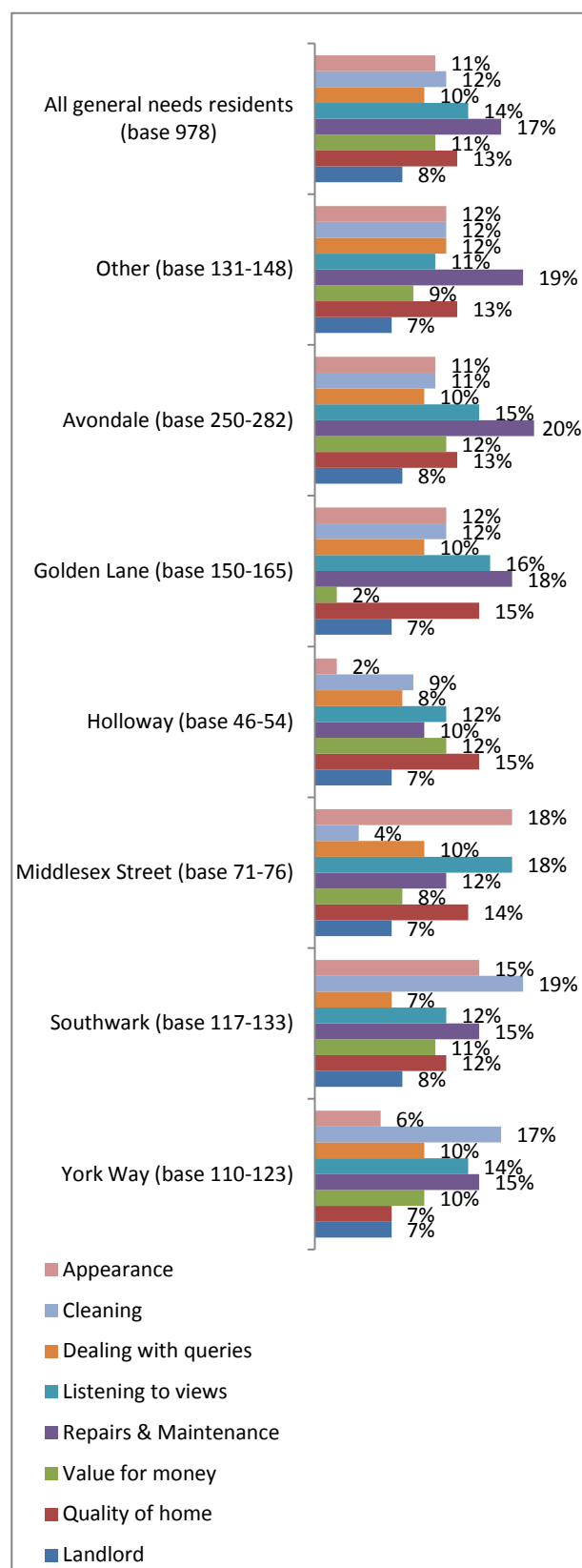
Satisfaction with Tenancy Support	General needs
Golden Lane (base 13)	63%
Middlesex Street (base 4)	78%
York Way (base 12)	72%
Holloway (base 9)	60%
Avondale (base 31)	85%
Southwark (base 16)	89%
Other (base 13)	59%

### Demographic influences on Estates

Although age and gender appears to have had an influence on satisfaction ratings overall, within estates this does not seem to be case at City of London. Whilst some of the highest satisfaction ratings have been recorded by residents in Middlesex Street, which has the highest proportion of older residents (45%) over 65 yrs of age, Holloway Estate has recorded more top ratings and that Estate has the highest proportion of residents under 50 yrs of age (52%) and the lowest proportion of female respondents (38%). Satisfaction ratings in respect of the Estate overall are all over 80%. The differences in satisfaction levels within the Estates lies with the different services offered - repairs and maintenance, cleaning, appearance, quality of home, listening to views and dealing with queries generally.

Figure 8.5 illustrates dissatisfaction levels within Estates. Dissatisfaction with Estate and being kept informed are omitted as the levels were below 10% and tenancy support was omitted due to insufficient responses.

**Figure 8.5 – Dissatisfaction with services at Estate level**



## 8.2 Sheltered housing Estates

City of London’s sheltered housing is provided in the areas of Avondale Square Estate, Isleden House Estate and Sydenham Hill.

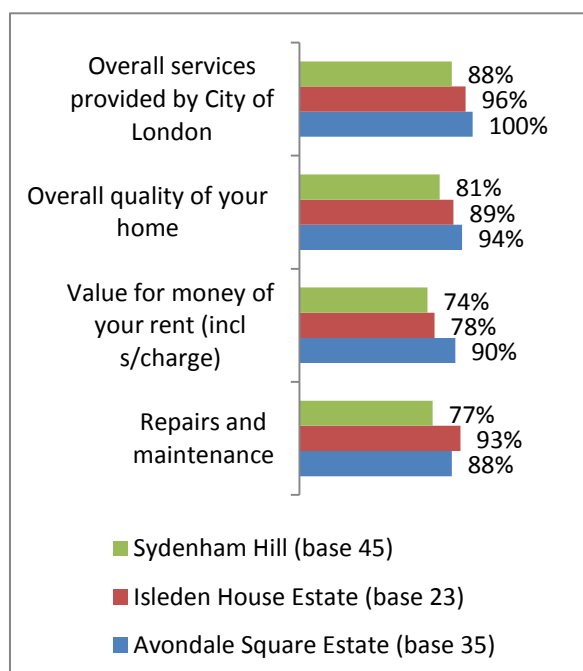
### Housing services - Sheltered residents

There are some very high ratings from sheltered housing residents in all three Estates in respect of overall services, quality of home and value for money for rent – particularly Avondale Square Estate.

It is notable however that a higher percentage of residents in Sydenham Hill were dissatisfied with value for money (14%) and quality of home (11%) than in the other two areas (0%-4%).

The satisfaction ratings given for repairs and maintenance were much higher at Isleden House (93%) than in the other two areas. Dissatisfaction was again high at Sydenham Hill (19%).

**Figure 8.6 : Satisfaction of sheltered residents with key services within different Estates**



### Advice and support - Sheltered residents

Sheltered residents in Avondale Square and Isleden House were 100% satisfied with the service provided by their Scheme Manager – 69% of whom were “very” satisfied. Sheltered residents at Sydenham Hill were slightly less enthusiastic, rating their Scheme Manager service at 85% - 29% of whom were “very” satisfied. 12% of residents at Sydenham Hill were dissatisfied with the service provided.

Ratings were lower for the alarm call system, with Sydenham Hill residents again giving the lowest rating, however 10% - 15% across the schemes had no view, suggesting perhaps that they have not needed to use the system. 3% of residents at Avondale Square and Sydenham Hill were dissatisfied with the alarm call system.

**Figure 8.7 : Sheltered housing resident satisfaction with advice and support services from different estates**

SHELTERED HOUSING RESIDENTS	Avondale Square	Isleden House	Sydenham Hill
Service provided by Scheme Manager	100%	100%	85%
Alarm call system	86%	89%	83%
Tenancy Support	100%	94%	77%

### Contact, Communication and Estate- Sheltered residents

There is a similar difference between the estates for other services, with satisfaction levels much higher in Avondale Square Estate and Isleden House Estate than they are at Sydenham Hill. Avondale Square Estate has the most satisfied residents.

**Figure 8.8 : Sheltered housing resident satisfaction with services from different estates**

SHELTERED HOUSING RESIDENTS Contact, Communication and Estate	Avondale Square Estate	Isleden house Estate	Sydenham Hill
Kept informed	100%	93%	88%
Listens to views	85%	70%	57%
Deals with queries	88%	78%	71%
Estate	90%	88%	88%
Estate cleaning	94%	93%	81%
Estate appearance	94%	93%	81%

Dissatisfaction levels within Avondale Square and Isleden House were very low, ranging from 0% - 4%. The picture was different at Sydenham Hill, where levels of dissatisfaction were between 3%-15%. Key areas of dissatisfaction at this Estate were Scheme Manager (15%), Value for money (14%), Dealing with queries (14%) and Quality of home (12%).

## 9. Comparison with other landlords

Undertaking a STAR survey using a survey based on a widely used standard question set allows landlords to benchmark the satisfaction of their residents against other landlords with similar characteristics, such as size, type and location, providing a broader dimension than internal targets may provide, assisting both the landlord and their resident scrutiny panel in assessing performance levels and areas of improvement.

### 9.1 Available comparative data

STAR surveys have been slow to get started since the new format was launched in July 2011 whilst landlords await the impending changes to the regulatory framework. This has meant that there is only a limited amount of comparative data available and we have therefore compared, as far as possible, City of London’s survey data with previous STATUS survey results.

### 9.2 Comparison with STATUS data

Over the last ten years Feedback Services has carried out over 800 STATUS surveys and although the last one was carried out in June 2011 the results from recent years provide some comparison for City of London.

The comparison reveals that for many of the comparable ratings the satisfaction levels found at City of London are similar to the average found at other landlords based in London.

Some key ratings are significantly higher at City of London – neighbourhood/estate (7% higher), being kept informed (7% higher) landlord services (3% higher).

Satisfaction was only slightly lower in other key areas except in respect of listening to views which was 6% lower than the average found elsewhere.

Figure 9.1 : STAR and STATUS comparison

Table 1. Satisfaction of general needs tenants (% satisfied or good)	2012 City of London STAR survey	2010/2011 STATUS survey London landlords (Base 4549 tenants)
Services provided by landlord	81%	78%
Quality of home	79%	80%
Neighbourhood/Estate as a place to live	85%	78%
Value for money of rent	74%	73%
Enquiries generally	73%	72%
Repairs & maintenance	73%	74%
Listens to views and acts on them (STAR) /Views being taken into account (STATUS)	58%	64%
Keeping tenants informed	87%	80%

\* Note: Not all questions are comparable as some of the key questions were re-worded or re-grouped and in some instances the options available as answers have changed.

## 10. Conclusion

There appears to be very little change in satisfaction levels since 2009, when taking into account the margin of error between the two results ( $\pm 4.1\%$ ), apart from resident’s perception of the amount of notice the landlord takes of their views. Residents continue to appreciate their Estate as a place to live and the overall services provided. The Authority has been working on a number of initiatives to improve and encourage involvement and communication and it may be that the fruits of this work have not yet filtered through into these survey results.

### 10.1 High satisfaction levels

The results from the STAR survey demonstrate that City of London is achieving its aims of providing quality homes, and keeping residents informed about what they are doing.

In comparison to other landlords City of London performance was often higher than the average taken from previous STATUS surveys – particularly around satisfaction with the Estate.

A number of ratings are in the 80s and high 70s and are a testament to the time and effort put in by City of London Members and the staff.

### 10.2 Areas of low satisfaction

City of London will, no doubt, wish to concentrate on the areas with satisfaction levels under 80% in order to increase the quality of performance even further and achieve more than 80% of residents who would recommend City of London as a landlord. The table below shows those areas where satisfaction is below 75%.

Although the ratings examined here are for all residents it is worth noting that in the majority of instances the lower ratings came from general needs residents and not sheltered housing residents.

**Figure 15.1 : Areas of performance where less than four out of five residents are satisfied**

<b>HOUSING SERVICES</b>	
Value for money from rent & service charges	74%
<b>REPAIRS</b>	
Repairs & maintenance	73%
<b>COMMUNICATION &amp; INFORMATION</b>	
Listening to views and acting upon them	58%
<b>CONTACT</b>	
Dealing with general queries	73%
<b>ADVICE AND SUPPORT</b>	
Tenancy Support service	53%

### 10.3 Areas of dissatisfaction

Areas with higher levels of dissatisfaction can – sometimes be masked by high satisfaction ratings, resulting in the numbers of dissatisfied resident’s being overlooked.

In some areas residents’ ratings are more polarised, with fewer residents opting for the middle ground, and in others more residents are neutral with fewer dissatisfied residents. Whilst it is important not to overlook the areas where higher percentages of residents are more neutral, which technically could be classed as “not satisfied”, high percentages may also be a result of not providing a “don’t know” or “no opinion” response option.

**Repairs & maintenance** - The lack of movement in satisfaction with repairs and maintenance perhaps reflects that resident aspirations are not yet being met in their entirety. Response times for repairs are at a high level and the new Repairs Working Group will be monitoring targets and identifying further improvements for this service.

**Listening to views** – Although City of London has recruited more residents to get involved in advising on improvements to housing services, residents still do not seem to feel that the Corporation listens to their views and acts upon them. Residents certainly consider that they are kept well informed, however perhaps not enough information is fed back on what action has been taken as a result of residents' views and suggestions.

## 10.4 Subgroup analysis

### Analysis by key strands of diversity

Throughout the report satisfaction with different services is analysed by the key strands of diversity. Younger residents almost consistently awarded lower ratings across all services measured in the survey compared with other residents, however the pattern is less predictable than at other landlords and the anomalies should be investigated further.

### General needs and sheltered housing residents

Sheltered residents are far more satisfied than general needs residents, consistently awarding ratings higher than general needs residents.

Sheltered residents award ratings in the high 80s and 90s and the survey found only a few instances where satisfaction was slightly lower – listening to views and acting upon them (70%), and dealing with queries generally (78%).

### Estate differences

The survey identified a number of differences between residents living in Estates. General needs residents in Middlesex Street and Holloway were more satisfied than at other Estates, particularly Golden Lane and other. Sheltered housing residents were much less satisfied in Sydenham Hill than their counterparts as Avondale Square or Iselden House.

## 10.4 Recommendations for further research

We would recommend that City of London in particular:

- Review data and seek to explain differences between the different Estates
- Tackle areas of highest dissatisfaction and those which have the most influence on overall satisfaction/resident priorities
- Involve residents/scrutiny panels in reviewing the survey findings
- Consider running an interactive workshop with key stakeholders to review the findings of the survey, identify quick wins and draw up action plans.

### Using your data to provide effective, value for money, services in the long-term

Feedback Services recommends landlords to make strategic use of the results to inform and drive service improvements. We would advise carrying out (if not already doing so):

- The development of a consultation and research strategy that co-ordinates all customer feedback activity across the housing service
- Performance tracking - carrying out at least an annual mini-survey to track key performance or undertaking continuous / regular monitoring of key services – repairs, estate cleaning and appearance, general queries, and listening to views. This might involve surveys of random samples of recent customers in each key service, using telephone and / or postal surveys
- Regular focus groups - can be effective in identifying key issues and improvements.

## Appendix 1 – Data tables

2012 STAR survey results			
	All residents	General Needs	Sheltered
<b>HOUSING AND SERVICES</b>			
Quality of your home	79%	88%	94%
Services provided by City of London	81%	80%	87%
Value for money from rent and service charge	74%	73%	83%
<b>NEIGHBOURHOOD</b>			
Estate as a place to live	85%	85%	89%
Estate cleaning service	79%	79%	92%
Overall appearance of neighbourhood	77%	76%	88%
<b>CONTACT WITH CITY OF LONDON</b>			
Dealing with general queries	73%	73%	78%
<b>COMMUNICATION AND INFORMATION</b>			
Keeping residents informed about things that might affect them	87%	87%	93%
Listens to views and acts on them	58%	56%	70%
<b>DAY TO DAY REPAIRS</b>			
Repairs and maintenance service	73%	72%	84%
<b>ADVICE AND SUPPORT</b>			
Scheme Manager	92%	n/a	94%
Call Alarm system	90%	n/a	85%
Tenancy support	79%	75%	91%



2012 and 2009 STAR survey results (all residents)		
	2009	2012
<b>HOUSING AND SERVICES</b>		
Quality of your home	80%	79%
Services provided by City of London	81%	81%
Value for money from rent and service charge	77%	74%
<b>NEIGHBOURHOOD</b>		
Estate as a place to live	84%	85%
Estate cleaning service	n/a	79%
Overall appearance of neighbourhood	n/a	77%
<b>CONTACT WITH CITY OF LONDON</b>		
Dealing with general queries	73%	73%
<b>COMMUNICATION AND INFORMATION</b>		
Keeping residents informed about things that might affect them	83%	87%
Listens to views and acts on them	68%	58%
<b>DAY TO DAY REPAIRS</b>		
Repairs and maintenance service	73%	73%
<b>ADVICE AND SUPPORT</b>		
Scheme Manager	92%	92%
Call Alarm system	90%	90%
Tenancy support	53%	53%

\* Different questions were asked in 2009 and 2012.

Appendix 2 – Questionnaire



Your reference number: xxxx/

**Welcome to the STAR survey 2012!**

This is the satisfaction survey that the City of London, as your landlord, sends to all tenants every three years (previously called STATUS).

**Help for completing the STAR Satisfaction Survey**

- Thank you for taking the time to complete the STAR Satisfaction Survey. This survey should take no more than 10 minutes to complete. Your views are important to the City of London.
- This survey should be completed by a tenant at this address, or by their carer if necessary.
- Please return the completed survey in the envelope provided by **27th February 2012**.
- Please answer all questions, unless stated otherwise in the survey.
- **Confidentiality and Data Protection**  
The City of London will not see the completed surveys. An experienced independent company called Feedback Services will input the results and produce a report telling us the anonymous results. They will destroy all tenant personal details once they have completed their work and have data protection policies in place to ensure this. The information gained from these surveys will only be used to help improve our services to tenants and to compare our performance against other social landlords. We will publish the results in the spring/summer 2012. Survey reminders will be sent to tenants who don't return their survey by 27th January 2012.
- If you need any help completing the survey, call the Resident Involvement Team on 0207 332 3224. For all other enquiries please call the Resident Involvement Team or contact your estate office who will be pleased to help.
- The following signs are used throughout the survey to help you complete it as easily as possible.

**Instruction sign**  
Please follow the instruction given on how to answer the question

**Information point**  
Please read the information which will help you in answering the questions

**Housing and Services**

1. How satisfied or dissatisfied are you with the following? Please tick one box only for each

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your estate as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How satisfied or dissatisfied are you that your rent (including service charges) provides value for money? Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Repairs and Maintenance**

3. Generally, how satisfied or dissatisfied are you with the way the City of London as your landlord deals with repairs and maintenance? ⚠ Please tick one box only

Very satisfied      Satisfied      Neither      Dissatisfied      Very dissatisfied

**Communication and Information**

4. How satisfied or dissatisfied are you with the way the City of London as your landlord keeps you informed about the things that might affect you as a tenant? ⚠ Please tick one box only

Very satisfied      Satisfied      Neither      Dissatisfied      Very dissatisfied

5. How satisfied or dissatisfied are you that the City of London as your landlord listens to your views and acts upon them? ⚠ Please tick one box only

Very satisfied      Satisfied      Neither      Dissatisfied      Very dissatisfied

**Contact with the City of London**

6. How satisfied or dissatisfied are you with how your landlord deals with your general queries? ⚠ Please tick one box only

Very satisfied      Satisfied      Neither      Dissatisfied      Very dissatisfied

**Your Estate**

7. Generally, how satisfied or dissatisfied are you with the cleaning service on your estate provided by the City of London? ⚠ Please tick one box only

Very satisfied      Satisfied      Neither      Dissatisfied      Very dissatisfied

8. Generally, how satisfied or dissatisfied are you with the appearance of your estate? ⚠ Please tick one box only

Very satisfied      Satisfied      Neither      Dissatisfied      Very dissatisfied

**Sheltered Accommodation - Mais House, Harman Close, Isleden House (Ground Floor)**

**i** This section is for sheltered housing tenants living in MAIS HOUSE, HARMAN CLOSE or ISLEDEN HOUSE (GROUND FLOOR) only. If this does not apply to you please go to the next section.

9. Generally, how satisfied or dissatisfied are you with the following:

⚠ Please tick one box only for each

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The service provided by your Scheme Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The call alarm system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Tenancy Support**

**i** This section is only for sheltered housing tenants and tenants who receive support from a Tenancy Support Officer. If this does not apply to you please go on to the next section.

10. If you currently receive tenancy-related support from either a Scheme Manager or a City of London Tenancy Support Officer, how satisfied or dissatisfied are you with the service you receive? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**City of London**

11. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the City of London as your landlord? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Background Information**

**i** Providing the following information is optional, but by answering these questions you will help the City of London make sure that they are not discriminating against you or anyone else.

12. Are you...? ⚠ Please tick one box only

Male  Female  Transgender

13. Which age group are you in? ⚠ Please tick one box only

16-24 yrs	25-49 yrs	50-64 yrs	65-79 yrs	80+ yrs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14. What is your ethnic group?** † Please tick one box only

- |  |   |                          |
|--|---|--------------------------|
| <b>White</b>                                       | English/ Welsh/ Scottish/ Northern Irish/ British | <input type="checkbox"/> |
|  | Irish   | <input type="checkbox"/> |
|  | Gypsy or Irish Traveller                          | <input type="checkbox"/> |
|  | Any other White background                        | <input type="checkbox"/> |
| <b>Mixed / multiple ethnic groups</b>              | White & Black Caribbean                           | <input type="checkbox"/> |
|  | White & Black African                             | <input type="checkbox"/> |
|  | White & Asian                                     | <input type="checkbox"/> |
|  | Any other Mixed background                        | <input type="checkbox"/> |
| <b>Asian / Asian British</b>                       | Indian  | <input type="checkbox"/> |
|  | Pakistani   | <input type="checkbox"/> |
|  | Bangladeshi                                       | <input type="checkbox"/> |
|  | Chinese   | <input type="checkbox"/> |
|  | Any other Asian background                        | <input type="checkbox"/> |
| <b>Black / African / Caribbean / Black British</b> | Caribbean   | <input type="checkbox"/> |
|  | African   | <input type="checkbox"/> |
|  | Any other Black/ African/ Caribbean background    | <input type="checkbox"/> |
| <b>Other ethnic group</b>                          | Arab  | <input type="checkbox"/> |
|  | Any other ethnic group                            | <input type="checkbox"/> |

**15. Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?** † Please tick one box only

- |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes, limited a lot       | Yes, limited a little    | No                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**16. How would you describe your sexual orientation?** † Please tick one box only

- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Heterosexual/ straight   | Gay woman/ Lesbian       | Gay man                  | Bisexual                 | Other                    | Prefer not to say        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**17. What is your religion?** † Please tick one box only

- |                          |                               |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| None                     | Christian (all denominations) | Buddhist                 | Hindu                    | Jewish                   | Muslim                   | Sikh                     | Any other religion       | Prefer not to say        |
| <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Thank you for completing this important survey.**

Please return your STAR Satisfaction Survey by 27th February 2012 in the Freepost envelope provided.

**feedback**

Feedback Services Ltd  
Clarendon House  
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