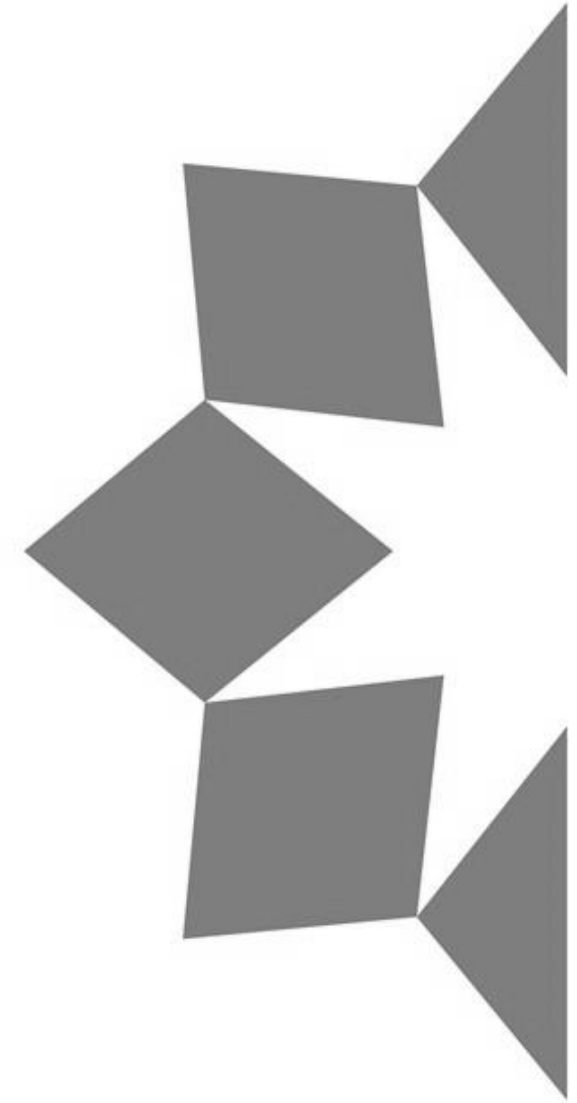




Cannock Chase Council



TSM results 2023 - 2024



Methodology



Fieldwork took place in July and August 2023. Responses were collected from general needs and sheltered tenants plus leaseholders. Results for general needs and sheltered housing have been benchmarked against the latest wave of Housemark data released in January 2023



A mixed method (postal and online) approach was used. The survey was sent by post to a sample of general needs tenants and all shelter housing tenants and leaseholders. The postal invitation provided a paper copy of the survey and a freepost envelope to return the survey. Tenants were sent a mail reminder and finally, an email invite was sent in the last two weeks of the survey to those with an email address.



In total we heard back from 564 tenants, with a margin of error of 4% for this group combined. This is within the Margin of Error allowed by the regulator for your total stock size.
We also heard back from 67 leaseholders.



Please note: the results from General Needs tenants have been collected against set quotas of age and tenure, to ensure the sample is representative of the population of tenants within Cannock Chase Council's housing stock

Things to note



- The TSM technical guidance prescribes which questions have 'don't know/ not applicable' options and which do not. In line with this guidance, where 'don't know' responses were possible, these responses have been excluded from the sample base/scoring.



- Leaseholder figures have not been included in the overall scores in the graphs and charts. These have been reported at the bottom of slide where the question was asked of them.
- Due to the leaseholder sample being a low base, it is advised that these results be used for indicative purposes only.



- The returned responses were not fully reflective of the overall Cannock Chase Council stock and as a result the results from the survey have been weighted to ensure they are representative, in line with regulatory requirements.

Response Profile



Age

Under 35	6%
35 - 44	9%
45-54	9%
55-64	17%
65-74	22%
75+	26%
Prefer not to say	11%



Political Ward

Cannock West	4%
Cannock East	14%
Cannock South	14%
Cannock North	19%
Western Springs	6%
Brereton & Ravenhill	7%
Chadsmoor	<1%
Etching Hill & The Heath	2%
Greenheath Hednesford	1%
Hagley Ward	2%
Hawks Green	<1%
Heath Hayes East & Wimblebury	7%
Hednesford North	11%
Hednesford South	1%
Norton Canes	7%
Rawnsley	5%



Tenure

General Needs	93%
Sheltered	7%

Property type

Bungalow	49%
Flat	15%
House	32%
Bedsit	4%

Tenant Satisfaction Measures



TSM Housemark Benchmarking

Cannock
Chase
Council
2023

Lower
quartile

Median

Upper
quartile

Cannock
Chase
Council
2023

Lower
quartile

Median

Upper
quartile

Overall Satisfaction

TP01: Overall satisfaction	76.4%	72.6%	79.3%	85.0%
----------------------------	-------	-------	-------	-------

Keeping properties in good repair

TP02: Satisfaction with repairs	75.6%	74.5%	80.0%	84.9%
TP03: Satisfaction with the time taken to complete repair	72.3%	70.3%	75.8%	78.5%
TP04: Satisfaction that the home is well maintained	73.7%	70.2%	72.0%	77.4%

Maintaining Building safety

TP05: Satisfaction that the home is safe*	80.6%	79.0%	82.9%	87.1%
---	-------	-------	-------	-------

Respectful and engagement

TP06: Satisfaction that the landlord listens to tenant views and acts upon them*	58.4%	56.6%	64.2%	72.0%
TP07: Satisfaction that the landlord keeps tenants informed*	65.3%	71.2%	75%	82.3%
TP08: Agreement that the landlord treats tenants fairly and with respect*	75.5%	77.0%	82.5%	87.3%

Effective handling of complaints

TP09: Satisfaction with the landlord's approach to handling complaints	41.5%	40.7%	55.9%	65.1%
--	-------	-------	-------	-------

Responsible neighbourhood management

TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	64.4%	63.4%	68%	75.9%
TP11: Landlord makes a positive contribution to neighborhood's*	54.4%	55.6%	62.6%	69.1%
TP12: Satisfaction with the landlord's approach to handling ASB*	53.4%	47.4%	60.4%	69%

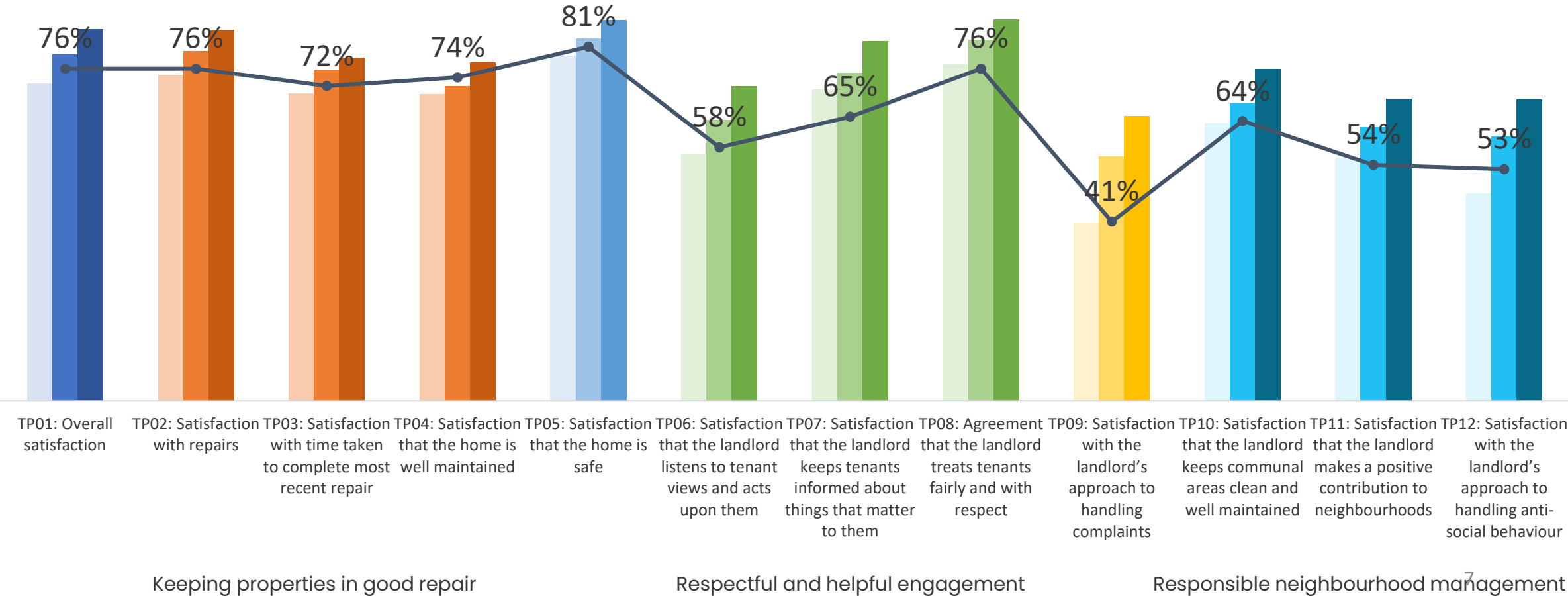
* Don't know excluded from analysis

Position vs Housemark benchmarks

January 2023

Chart bars running light to dark shading show, lower quartile, median and upper quartile positions

Line is your own performance vs these scores





Overall perceptions

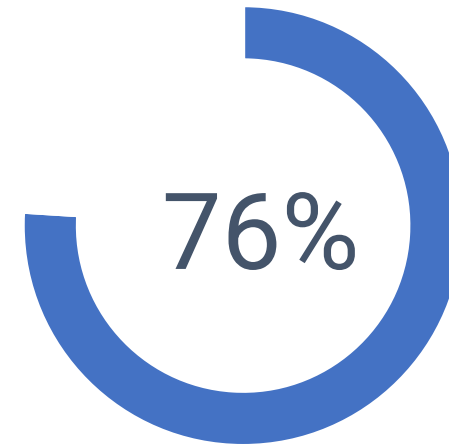
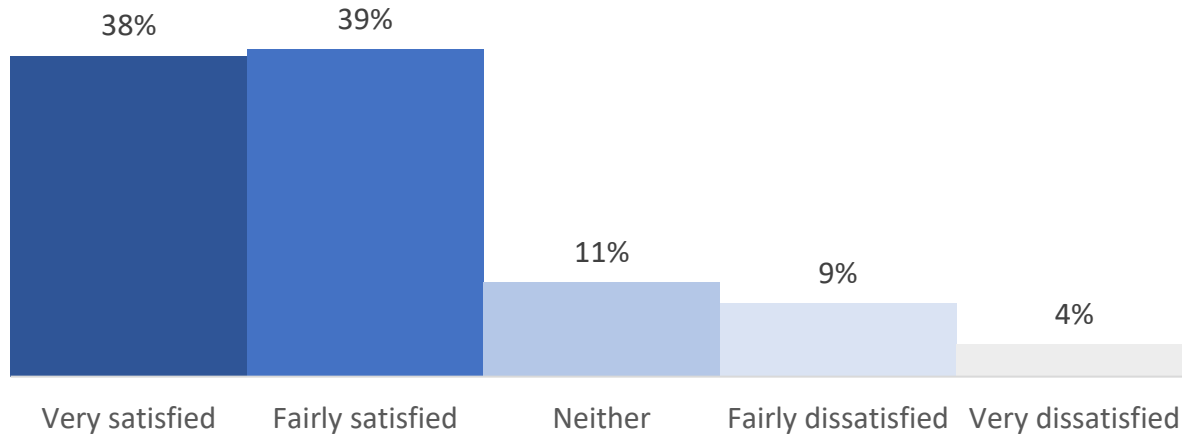




TP01: Overall Satisfaction

Just over threequarters of tenants are satisfied overall with the services provided by Cannock Chase Council, sitting just below the lower quartile in the latest benchmark data. Approximately one in ten (12%) of tenants expressed dissatisfaction, with less than 5% very dissatisfied.

Taking everything into account, how satisfied or dissatisfied are you with the overall services provided



Housemark

Benchmarks Jan 2023

Low quartile: 72.6%

Median: 79.3%

Upper quartile: 85%

Sample base: 564



Compared to tenants, leaseholders are less likely to be satisfied with the overall services provided by Cannock Chase Council (63%), with one in five actively dissatisfied with the service provided (21%).

Base: 67



Keeping properties in good repair

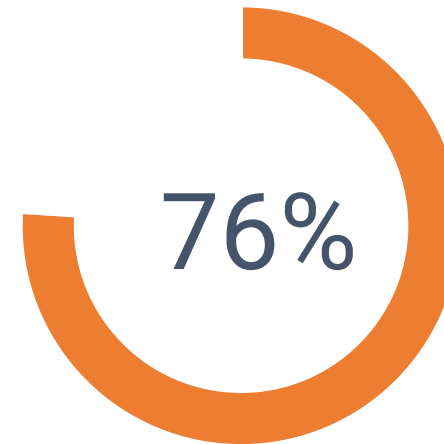
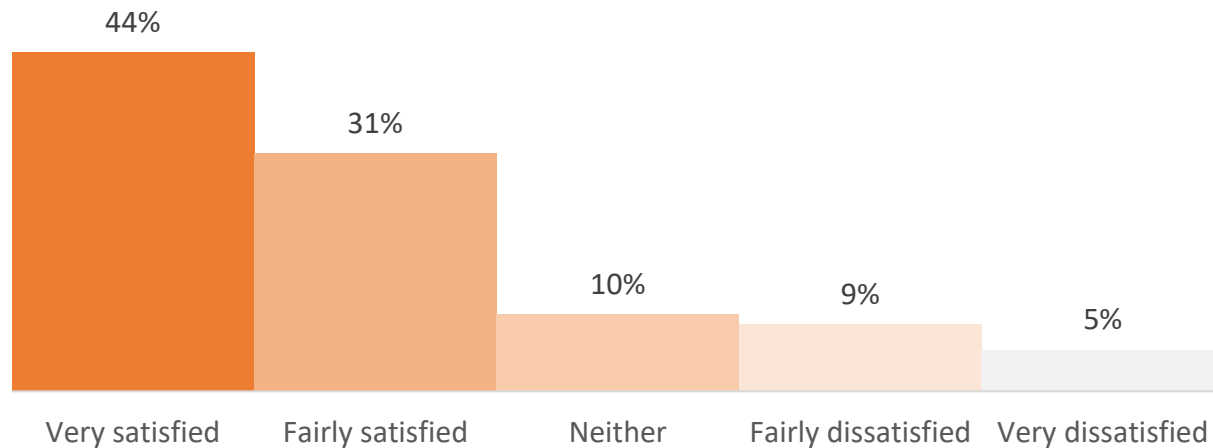




TP02: Satisfaction with repairs

Of those who have had repairs in the last 12 months (67% of respondents), more than three-quarters were satisfied with the service they received. This is above the lower quartile as set out in the latest benchmark data (which currently sits at 74.5%). Only 14% are dissatisfied with the repairs service provided by Cannock Chase Council, with less than half of these very dissatisfied (5%).

Overall repairs service from the Council over the last 12 months



Housemark

Benchmarks Jan 2023

Low quartile: 74.5%

Median: 80%

Upper quartile: 84.9%

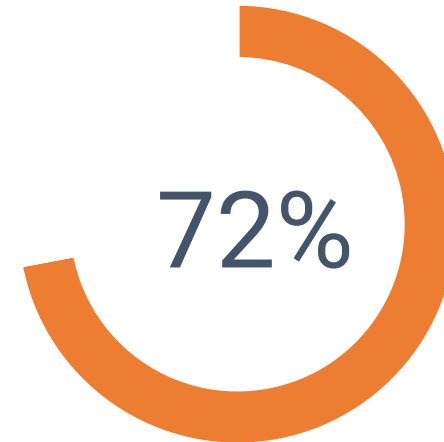
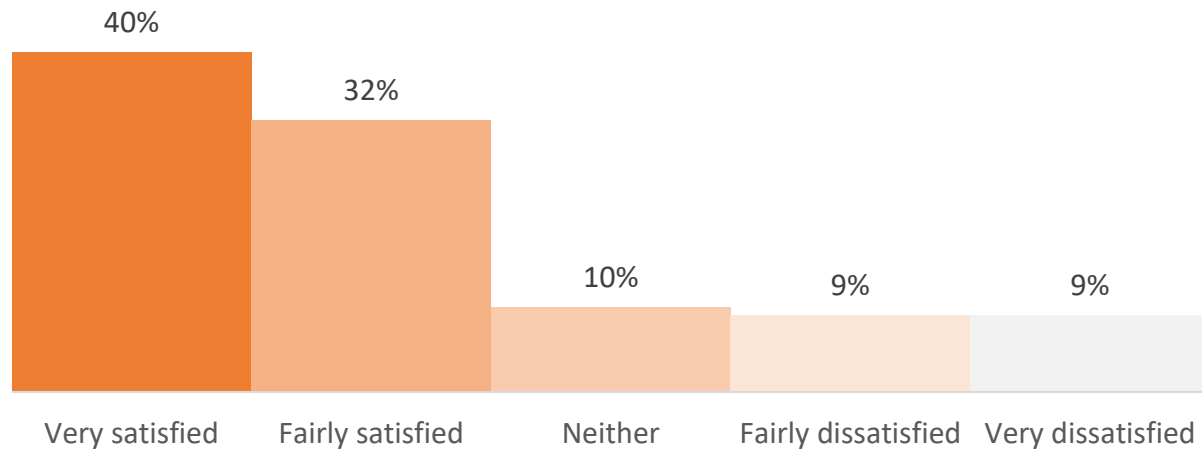
Sample base: 379



TP03: Satisfaction with the time taken to complete the repair

Of the 379 tenants who have had a repair in the last 12 months, more than seven in ten are satisfied with the time taken to complete the most recent repair (72%). This, again, is just above the lower quartile for satisfaction within the benchmark. Meanwhile, almost one in five are dissatisfied with the time it took for Cannock Chase Council to complete the required repairs (18%), with 9% very dissatisfied.

Satisfaction with time taken to complete the most recent repair after reporting it



Housemark

Benchmarks Jan 2023

Low quartile: 70.3%

Median: 75.8%

Upper quartile: 78.5%

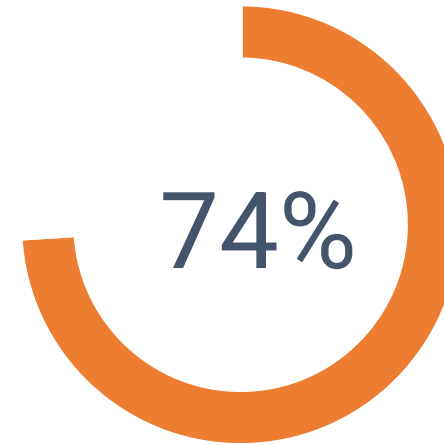
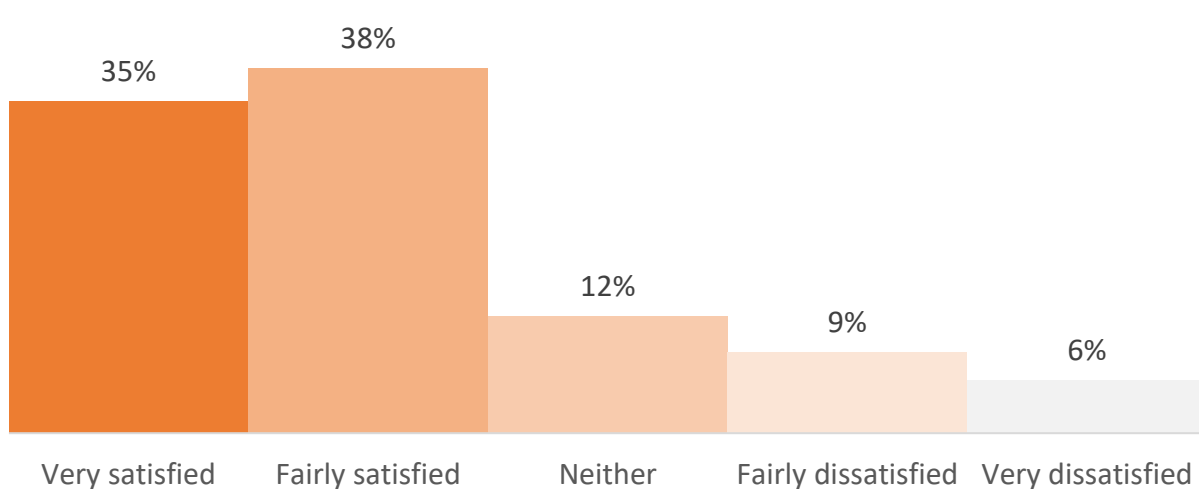
Sample base: 379



TP04: Satisfaction that the home is well maintained

74% of tenants are satisfied that Cannock Chase Council provides them with a home that is well maintained, with more than a third very satisfied. This sits just below the upper quartile for satisfaction with this measure, showing strong performance on this metric.

Satisfaction with the home being well maintained



Housemark

Benchmarks Jan 2023

Low quartile: 70.2%

Median: 72%

Upper quartile: 77.4%

Sample base: 567



Leaseholders' satisfaction with Cannock Chase Council again fall below those of tenants, with nearly four in ten (38%) stating that they are satisfied that the Council provides a home that is well maintained. The low level of satisfaction could in part be explained by a third (35%) of leaseholders stating that they are neither satisfied nor dissatisfied, rather than saying they are actively dissatisfied (27%) .

Base: 63

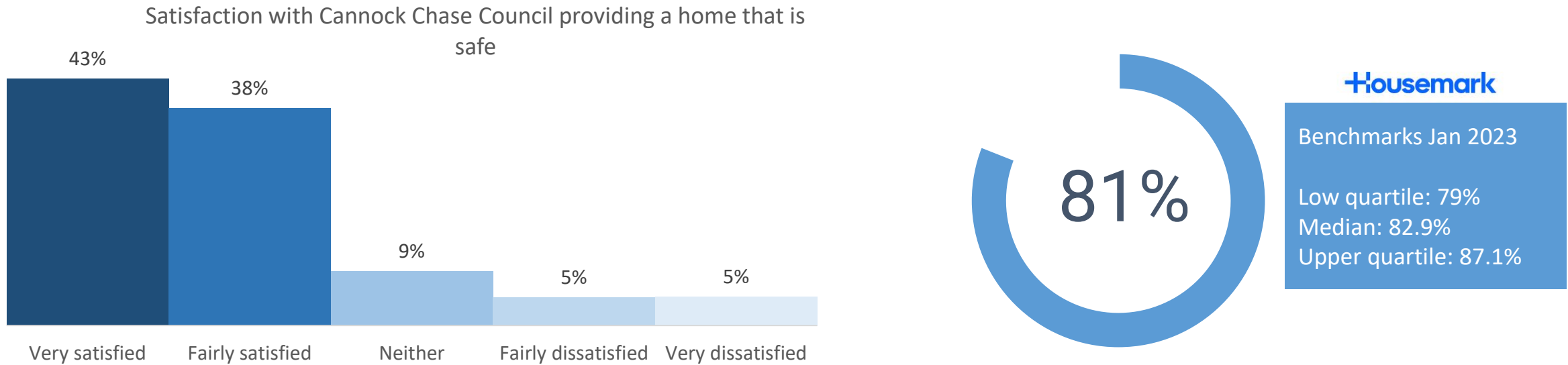


Maintaining building safety



TP05: Satisfaction that the home is safe

Just over four in five (81%) of tenants are satisfied that Cannock Chase Council provides them with a home that is well safe, with 43% very satisfied. One in ten respondents' express dissatisfaction, with just 5% very dissatisfied. Satisfaction sits above the lower quartile of the benchmark and just below the median score for this measure.



Sample base: 567*



More than half of leaseholders are satisfied that Cannock Chase Council provides a home that is safe (58%), though this again is below the level of tenant satisfaction. Only 17% of leaseholders actively express dissatisfaction with the council, however.

* Don't know excluded from analysis

Base: 60*

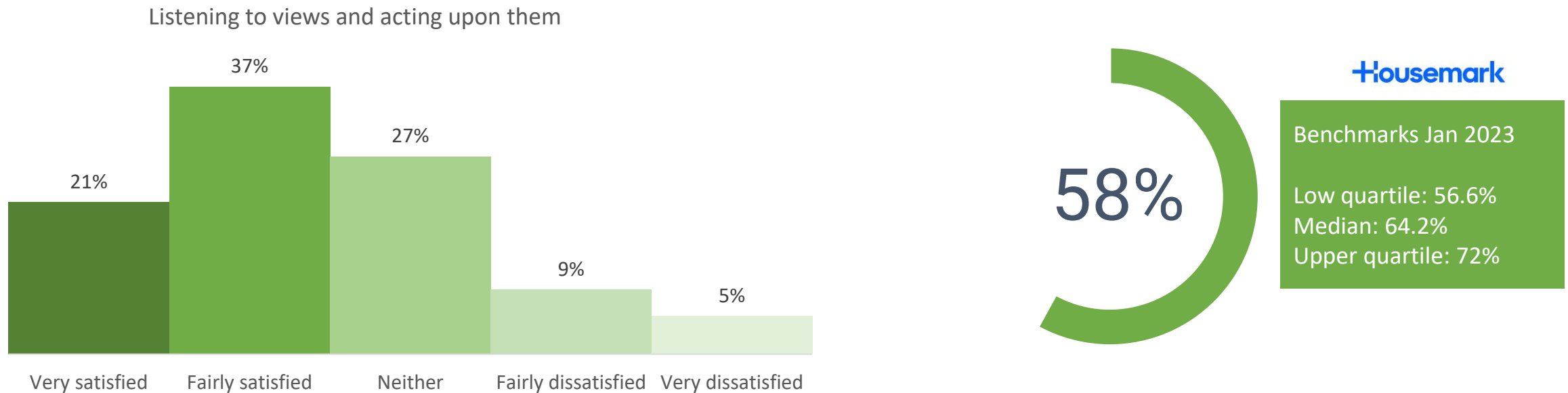


Respectful and helpful engagement



TP06: Satisfaction that the Council listen to views and act upon them

More than half (58%) of respondent's express satisfaction that their views are listened to and acted upon, with 21% very satisfied. Only 14% are dissatisfied with this measure, with 5% very dissatisfied. This measure sits just above the lower quartile when compared to the Housemark benchmark.



Sample base: 513*



Less than half of all leaseholders are satisfied that the Council listens to their views and acts on them (44%), though this may not be of immediate concern as only a quarter of leaseholders (25%), think this should be a service priority compared to 69% who prioritise repairs and maintenance.

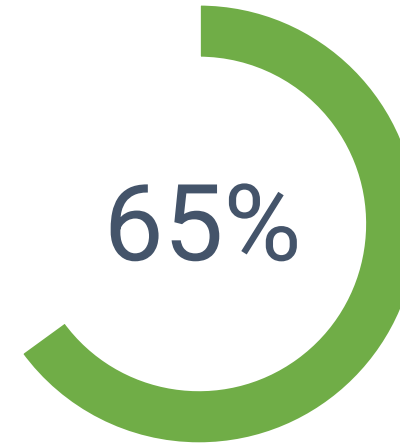
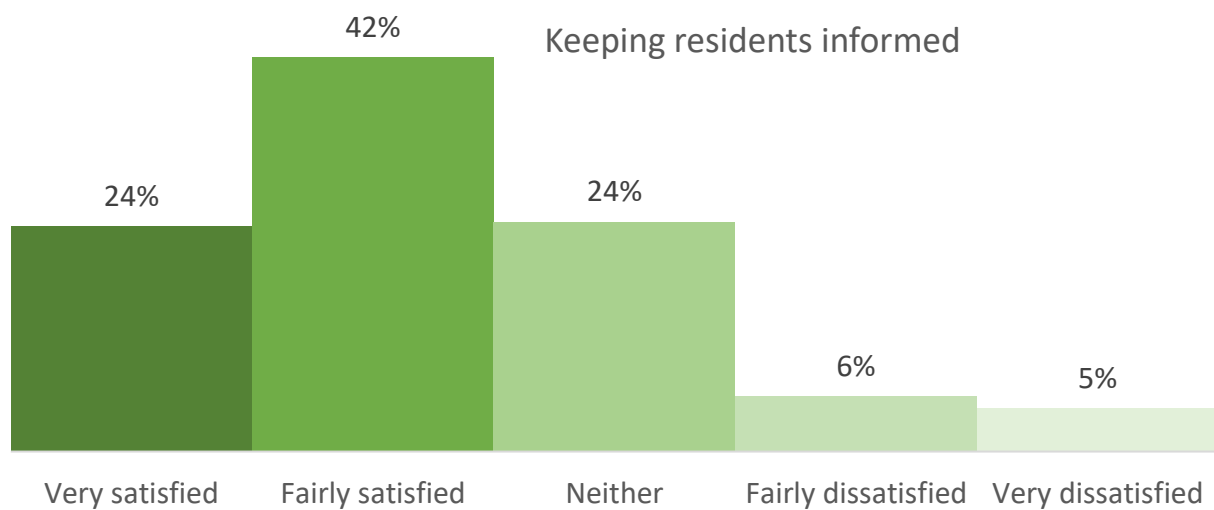
* Don't know excluded from analysis

Base: 61*



TP07: Satisfaction with keeping residents informed

Two-thirds (65%) of respondents express satisfaction that they are kept informed about things that may impact them as a tenant, with 24% very satisfied. 10% suggest dissatisfaction with levels of information provided. Satisfaction that tenants are kept informed by Cannock Chase Council falls below the lower quartile of the benchmark, showing room for improvement on this measure.



Housemark

Benchmarks Jan 2023

Low quartile: 71.2%

Median: 75%

Upper quartile: 82.3%

Sample base: 528*



Almost half of leaseholders who responded are satisfied that the Council keeps them informed about things that matter to them (48%), with a quarter (23%), dissatisfied with this measure. This again lags behind tenant satisfaction.

* Don't know excluded from analysis

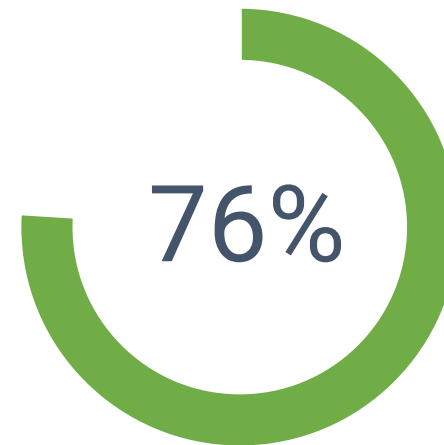
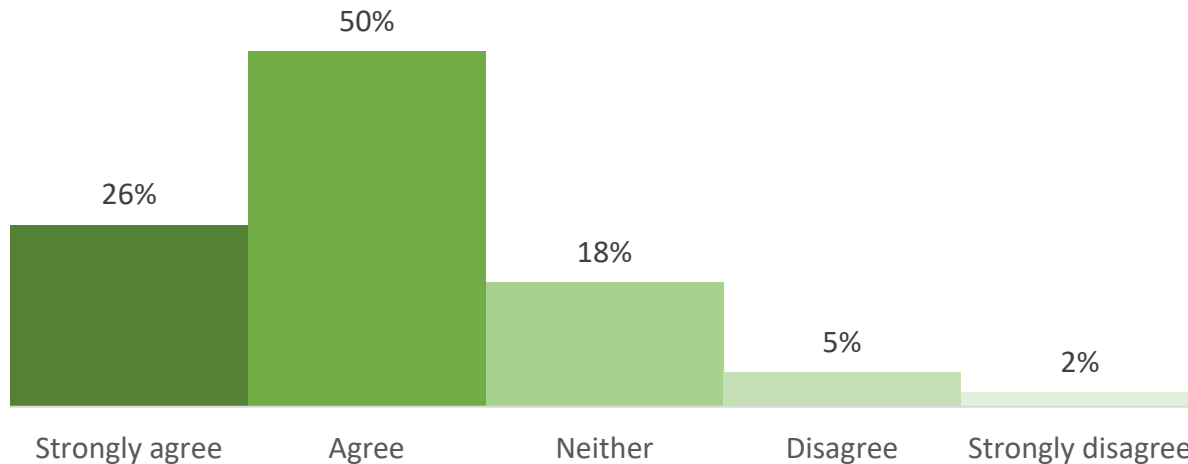
Base: 61*



TP08: Agreement with being treated fairly and with respect

Three quarters (76%) of residents agree that they are treated fairly and with respect, with just over a quarter of tenants (26%) very satisfied and 50% feeling satisfied. Only 7% express dissatisfaction with this measure, with 18% neither agreeing nor disagreeing. Satisfaction with this metric falls slightly below the lower quartile of the benchmark.

Being treated fairly and with respect



Housemark

Benchmarks Jan 2023

Low quartile: 77%

Median: 82.5%

Upper quartile: 87.3%

Sample base: 551*



Nearly two-thirds agree that Cannock Chase Council treats leaseholders with respect and fairly. With 15% disagreeing that this is the case. Of those who disagree, the majority strongly disagree (89% of those who disagree, 13% of total leaseholder respondents) with this statement.

* Don't know excluded from analysis

Base: 61*

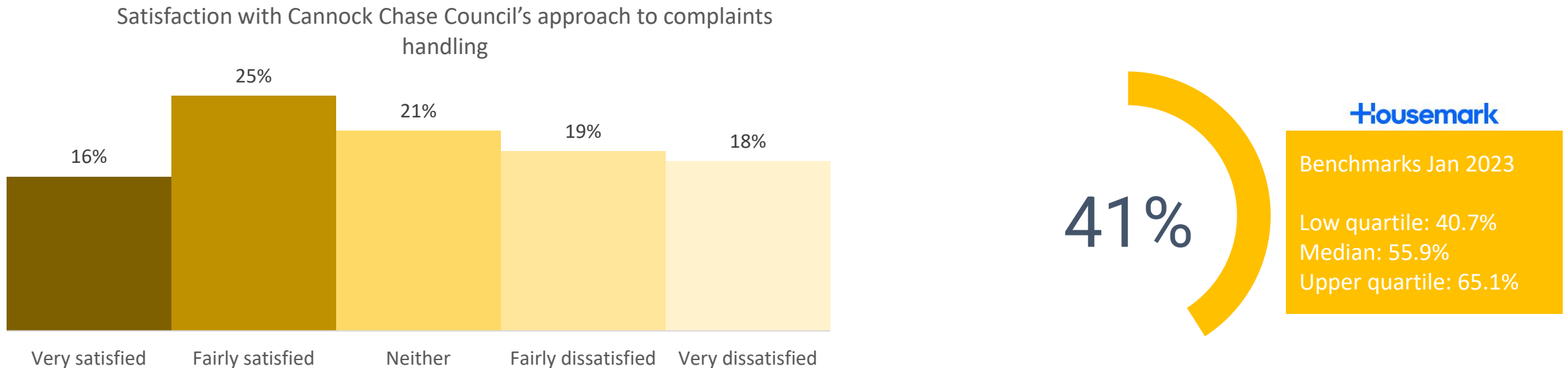


Effective handling of complaints



TP09: Satisfaction with the Council dealing with complaints handling

Less than a quarter (23%) of respondents said that they have made a formal complaint in the last 12 months. Of these, just over two-fifths (41%) express satisfaction with Cannock Chase Council's approach to handling their complaints, with 16% very satisfied. However, over a third of residents (37%) expressed dissatisfaction, with almost a fifth dissatisfied and a similar proportion very dissatisfied (19% and 18% respectively).



Sample base: 117



A third of Leaseholders (32%) have made a complaint in last 12 months. Of these nearly two-fifths (38%) were satisfied with the council's approach to complaints handling, though an equal proportion were very dissatisfied (38%), with almost half of leaseholders who responded dissatisfied with the complaints handling processes (48%).

Base: 66 / 21

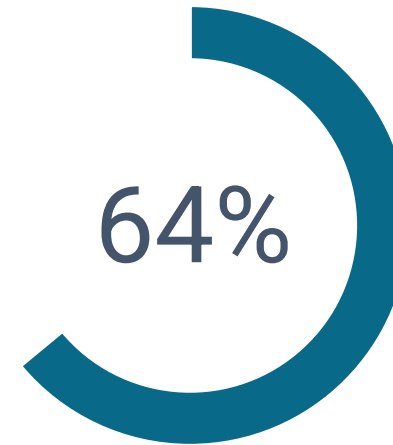
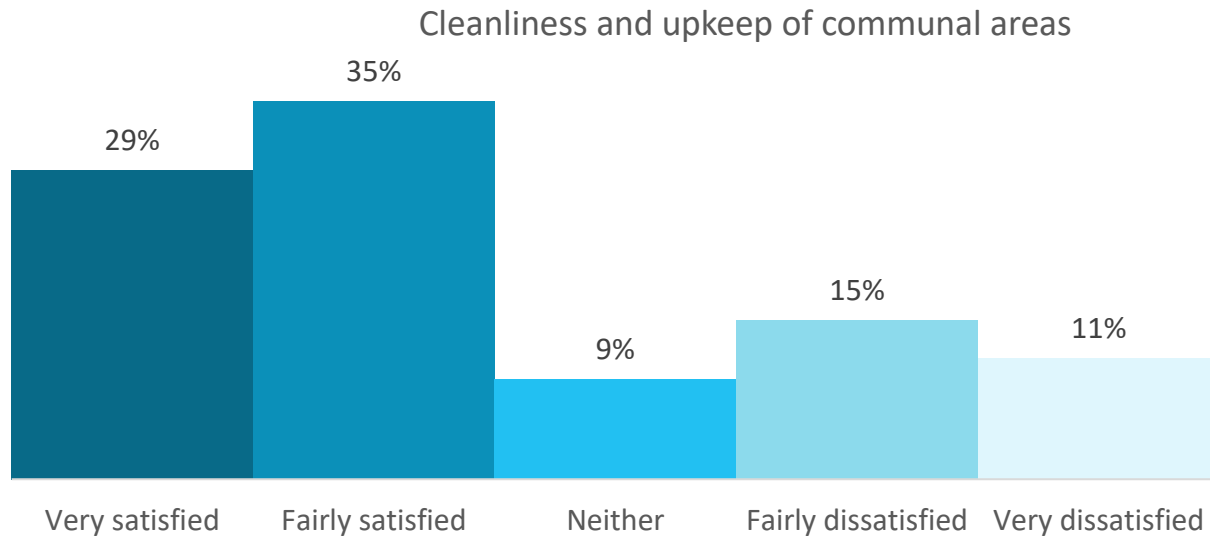


Responsible neighbourhood management



TP10: Satisfaction with Cannock Chase Council's maintenance and upkeep of communal areas.

20% of respondents said that they live in a property with communal areas that Cannock Chase Council is responsible for maintaining. Of those who did, almost two thirds (64%) expressed satisfaction that the communal areas are clean and well maintained, with 29% very satisfied. This measure sits just above the lower quartile when compared to the benchmark



Housemark

Benchmarks Jan 2023

Low quartile: 63.4%

Median: 68%

Upper quartile: 75.9%

Sample base: 135



Approximately, three in ten leaseholders live in a building that Cannock Chase Council is responsible for maintaining. Of these, 17% are satisfied with the cleanliness and maintenance of these areas, with two-thirds actively dissatisfied and a third *very* dissatisfied (33%), showing an area for improvement.

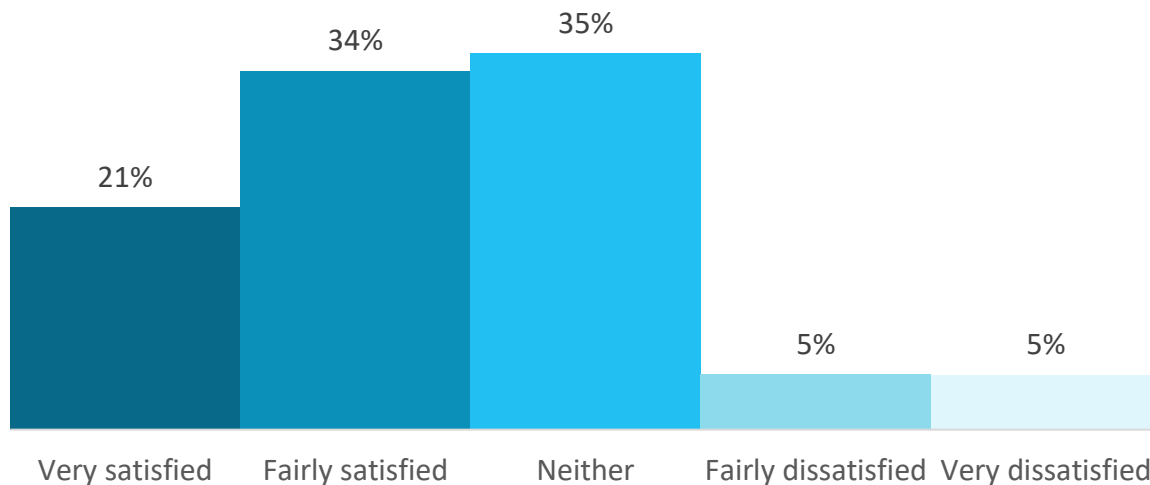
Base: 66 / 18



TP11: Satisfaction with Cannock Chase Council making a positive contribution to the neighbourhood

Almost six in ten (54%) say that they are satisfied that Cannock Chase Council makes a positive contribution to their neighbourhood, falling just below the lower quartile set out in the benchmark. One in ten (10%) are dissatisfied that the Council is making a positive contribution to the neighbourhood they live in.

Positive contribution to the neighbourhood



54%

Housemark

Benchmarks Jan 2023

Low quartile: 55.6%

Median: 62.6%

Upper quartile: 69.1%

Sample base: 512*



Two-fifths of leaseholders expressed satisfaction that the Council makes a positive contribution to their neighbourhood (41%). A quarter disagree with this statement, with non-resident leaseholders more likely to disagree that Cannock Chase Council makes a positive contribution to their neighbourhood.

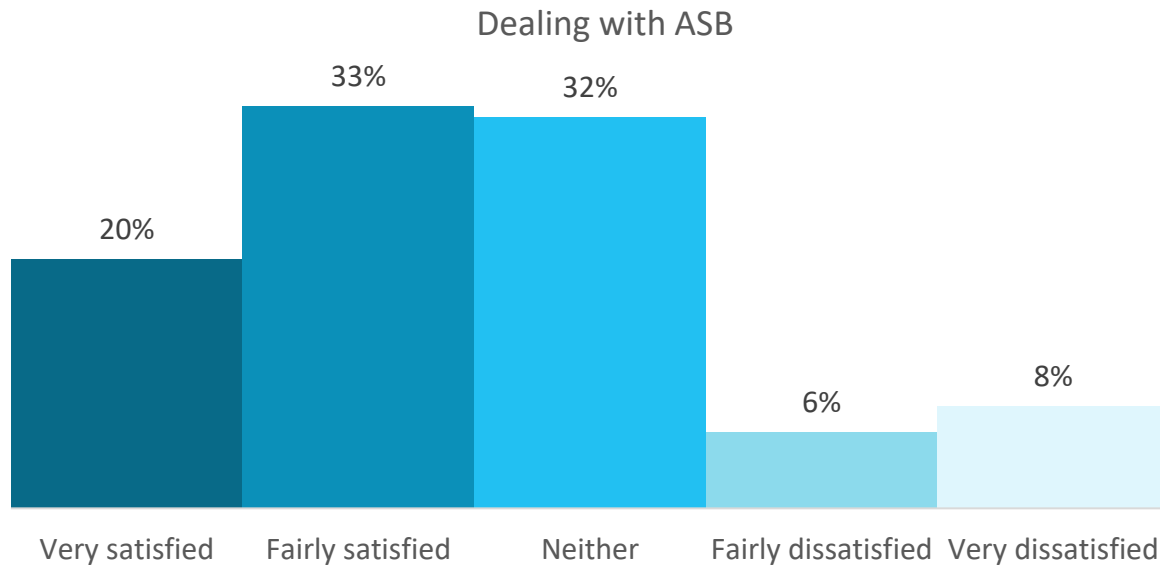
* Don't know excluded from analysis

Base: 64*



TP12: Satisfaction with the Council dealing with anti-social behaviour

More than half (53%) of respondents said that they were satisfied with Cannock Chase Council's approach to dealing with antisocial behaviour, sitting above the lower quartile when compared to the benchmark. 15% are actively dissatisfied with how the Council deals with such behaviour and 32% comment 'neither' in terms of levels of satisfaction.



53%

Housemark

Benchmarks Jan 2023

Low quartile: 47.4%
Median: 60.4%
Upper quartile: 69%

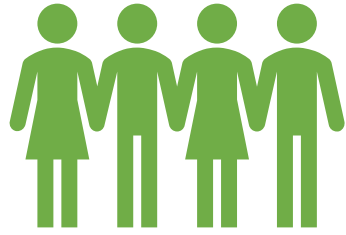
Sample base: 429*



Just under two-fifths (39%) of leaseholders were satisfied with Cannock Chase Council's approach to ASB. three- in ten were dissatisfied with the council's approach to dealing with anti-social behaviour (31%). Again, this is lower than the tenant satisfaction with this measure.

* Don't know excluded from analysis

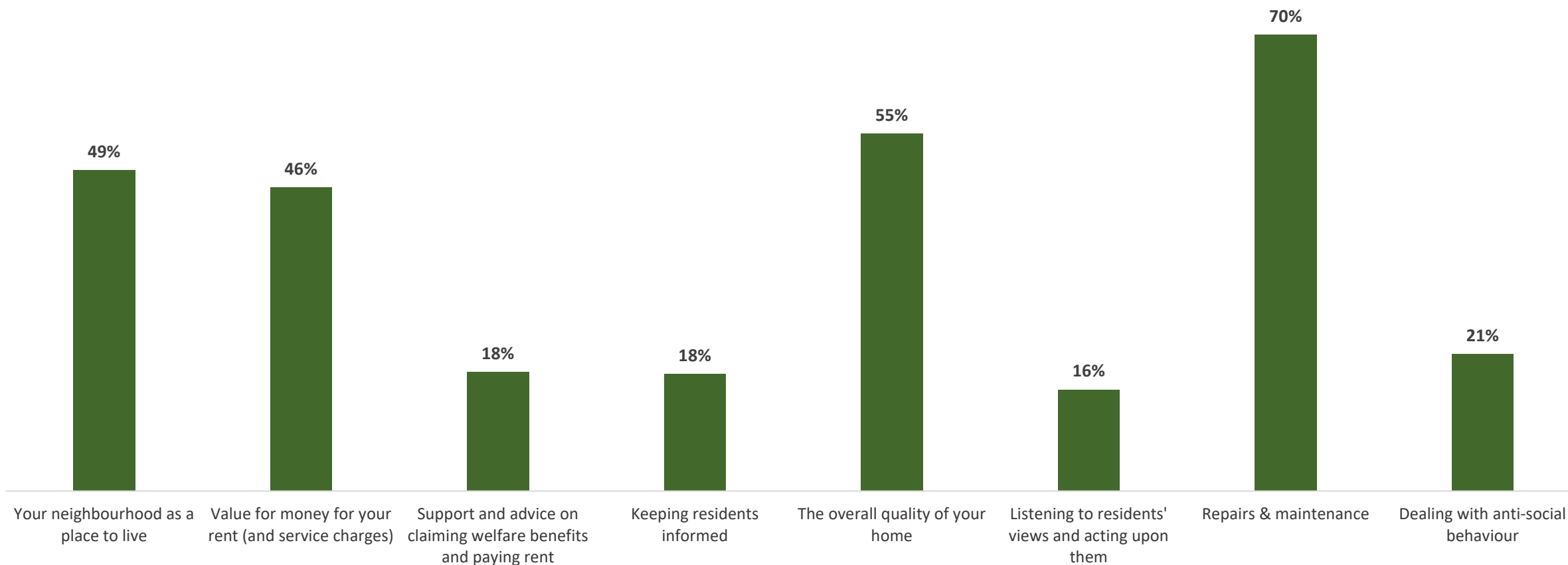
Base: 61*



Tenant Perceptions

Service Priorities

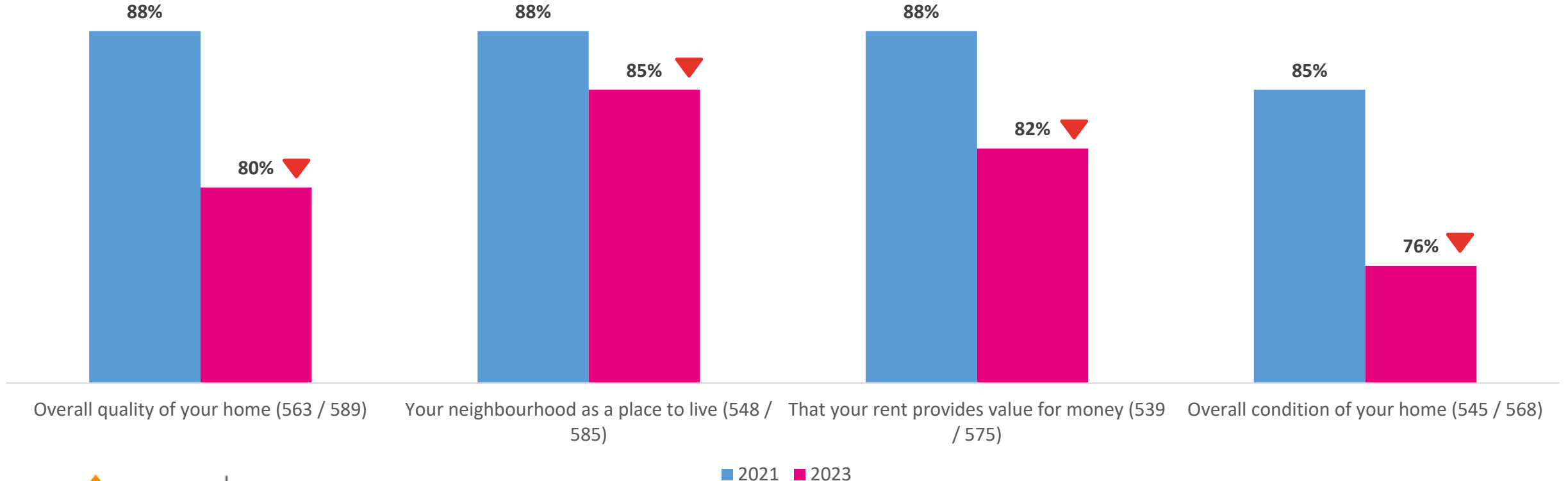
When asked what they believed should be top service priorities, seven in ten tenants cited repairs and maintenance as the top priority, showing that residents value homes that are well maintained and in good condition. This is reinforced by the selection of overall home quality by 55% of tenants as a priority, the second highest priority, showing areas of focus for the Council.



Tenants' Homes and Neighbourhoods

When asked for their satisfaction with different aspects of their tenancy, including the quality of their home (80%), their neighbourhood (85%), rent value for money (82%) and the overall condition of their home (76%), the majority of tenants were satisfied with Cannock Chase Council's provisions. However, satisfaction with all elements has dropped since 2021.

How satisfied or dissatisfied are you with the following?



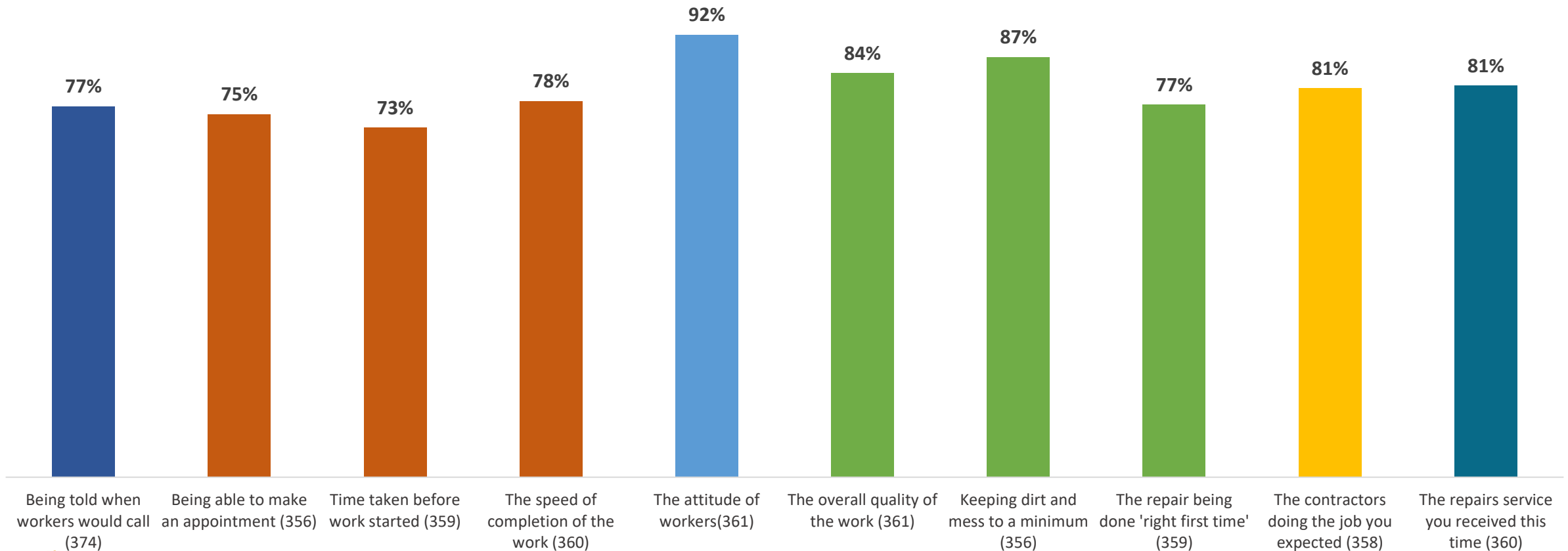
m.e.l
research

Sample base is shown in chart
(2023 / 2021)

■ 2021 ■ 2023

Spotlight on repairs

More than three-quarters (76%) are satisfied with the overall repairs service from Cannock Chase Council. When asked in more detail about elements of the repair, tenants are most satisfied with the attitude of contractors (92%) and that dirt and mess are kept to a minimum during the repairs (87%). There is perhaps some room for improvement in relation to the speed in which repairs are addressed (73%), though satisfaction with this is still relatively high.

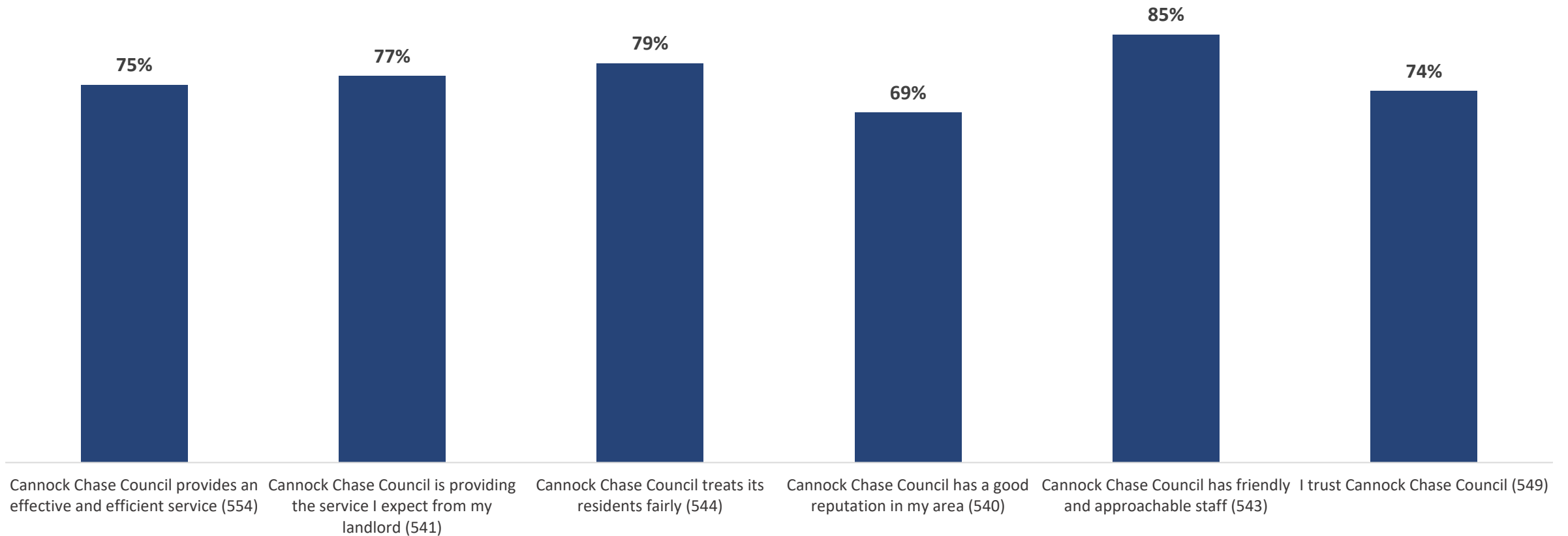


m.e.l
research

Sample base is shown in chart

Perceptions of the Council

In general, tenants think highly of Cannock Chase Council, with 85% agreeing that staff are friendly and approachable. However, despite relatively high satisfaction amongst tenants, a lower proportion of tenants believe that the Council has a good reputation in their area (69%).

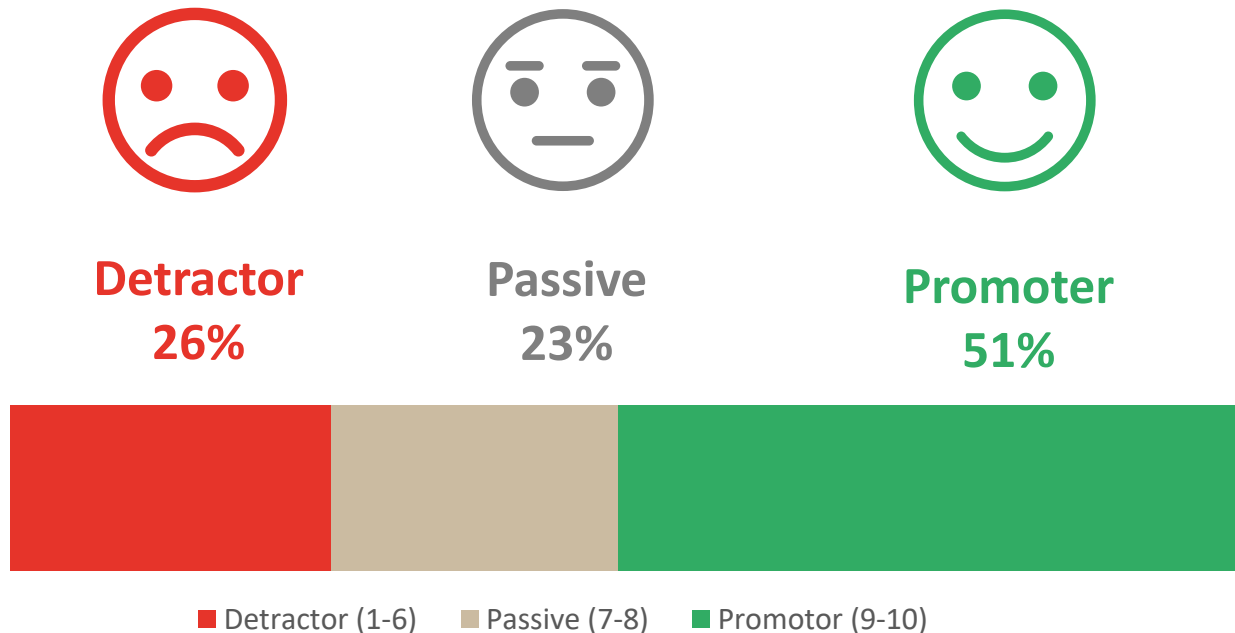


m.e.l
research

Sample base is shown in chart

Satisfaction with Cannock Chase Council as a landlord

How likely would you be to recommend Cannock Chase Council to family or friends? (565)



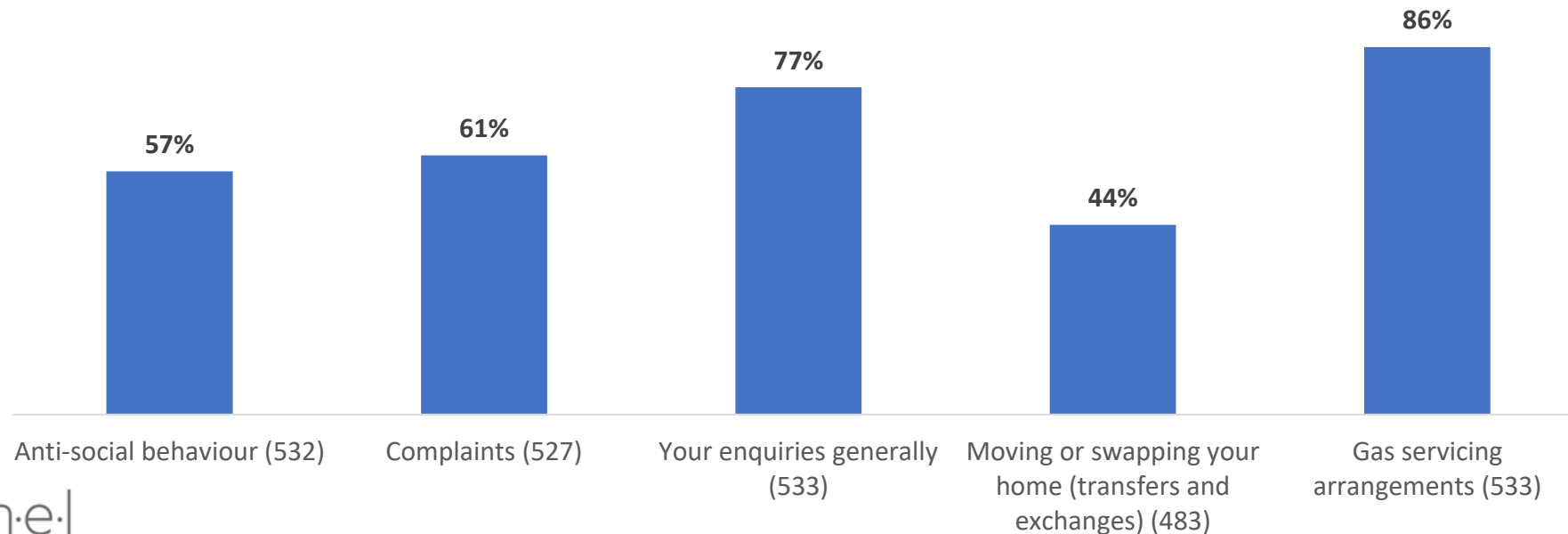
NPS: +25

- Approximately half of tenants would recommend Cannock Chase Council to family and friends, giving the Council a net promotor score of +25.
- Residents of Norton Canes are significantly more likely than the other tenants to recommend Cannock Chase Council to their friends or family, with a NPS of +39.
- Tenants living in bungalows are also significantly more likely than those living in houses to recommend Cannock Chase Council to their family or friends (NPS: +34 and +15 respectively).
- Tenants aged under 35 are also significantly more likely to be detractors (48% cf. 26%). With this group having an NPS of -18, suggesting a need for further engagement with younger tenants to address this.

Satisfaction with Cannock Chase Council as a landlord

Tenants were asked about their satisfaction with different elements of service provided by Cannock Chase Council: gas servicing (86%) and responding to enquires (77%) are areas of relatively high satisfaction. However, the council's approach to moving or swapping homes is an area of lower satisfaction amongst tenants (44%). This, however, is not necessarily cause for concern as almost half of residents responded "Neither" to this question, with less than one in ten actively dissatisfied (7%).

How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following?

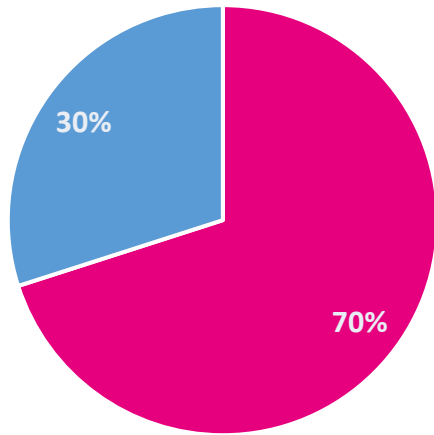


m.e.l
research

Sample base is shown in chart

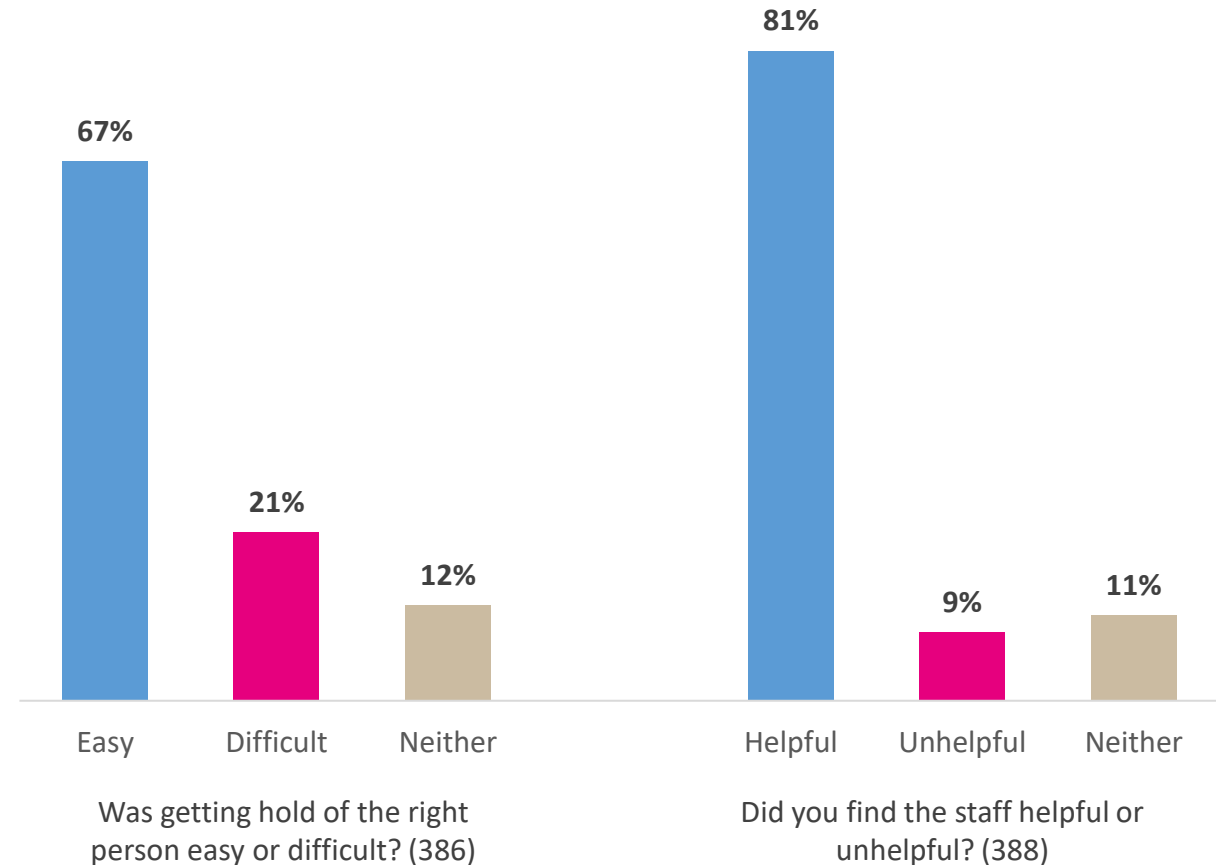
Communicating with the Council

The majority of the tenants who responded to the survey would agree that Cannock Chase Council is easy to deal with (79%) and to a lesser extent, that Cannock Chase Council gives them the opportunity to make their views known (62%) – this could be addressed by increased tenant engagement as shown on the next slide. When asked more broadly about their communication with the council, of the 70% who had been in contact in the last 12 months a majority found Cannock Chase Council’s staff helpful, and relatively easy to get hold of.



■ Yes ■ No

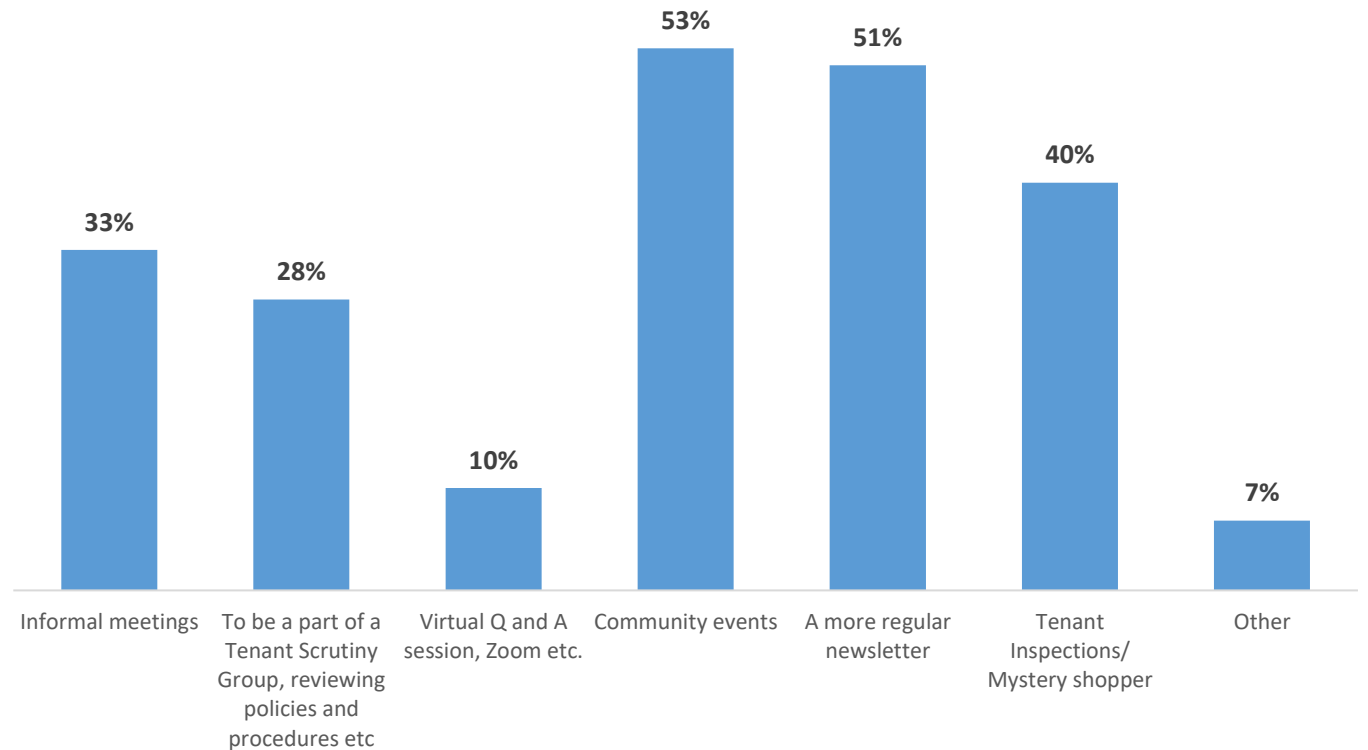
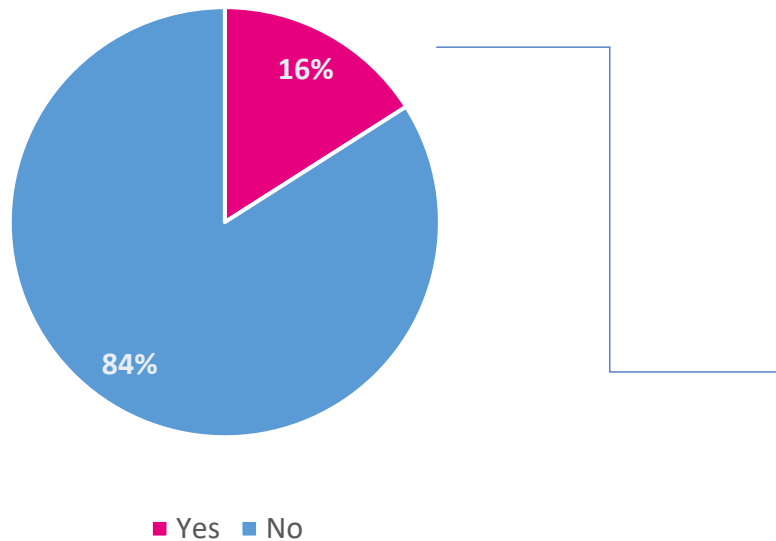
Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent or service charges? (566)



Engaging with Tenants

Tenants were asked if they would like to get involved with tenant engagement activities in the future. 16% stated that they would like to do so, and amongst these, there is the greatest appetite for more community events (53%) and a more regular newsletter from the Council (51%).

Would you like to get involved with tenant engagement activities in the future? (569)



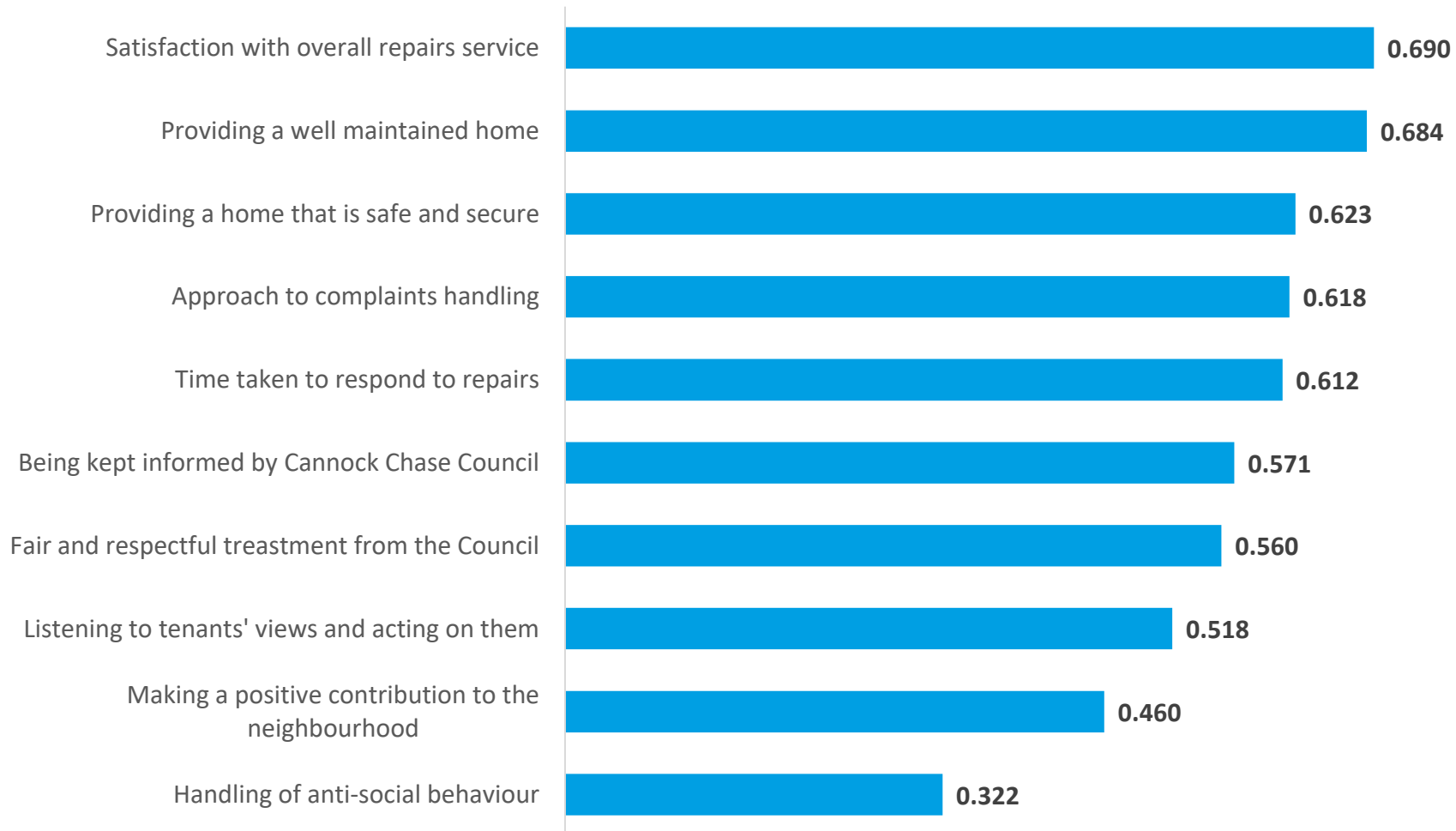
What sort of activities would you like the Council to offer? (91)



Further Analysis

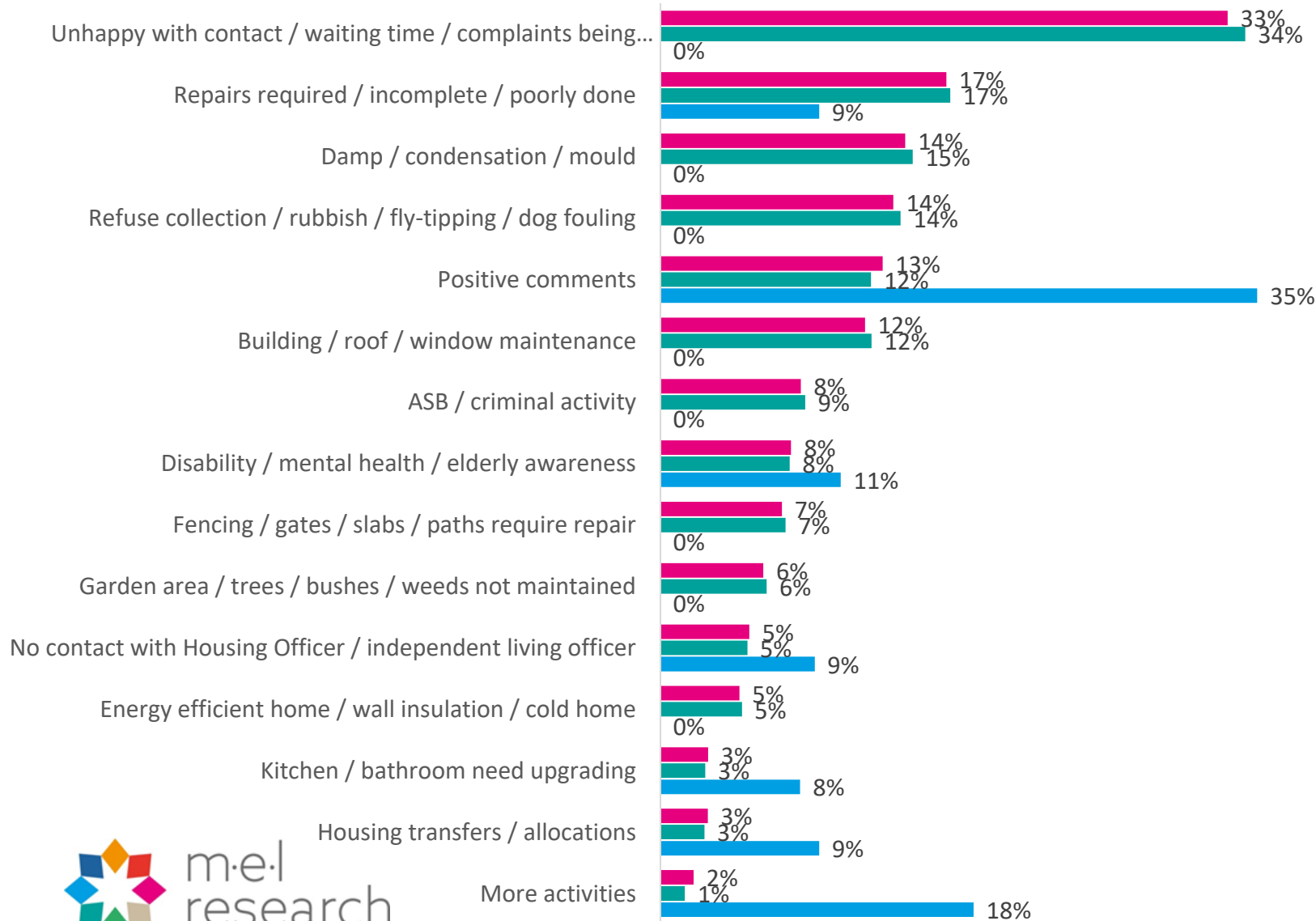


Key Driver Analysis – Drivers of Overall Satisfaction (TP01)



- Key Driver Analysis was undertaken to understand what aspects of service delivery are most strongly associated with overall landlord satisfaction. This analysis has been run using the data collected from both general needs and sheltered tenants.
- The output of this analysis is a score between 0 and 1 for each service aspect, where 1 would indicate a perfect correlation.
- Satisfaction with the repairs service is most strongly correlated with overall satisfaction, followed by well-maintained homes and homes that are safe and secure. On this basis, maintaining and improving the quality of homes, and delivering a quality responsive repairs service when this is required should be a key focus of Cannock Chase Council as a landlord.

Further Comments



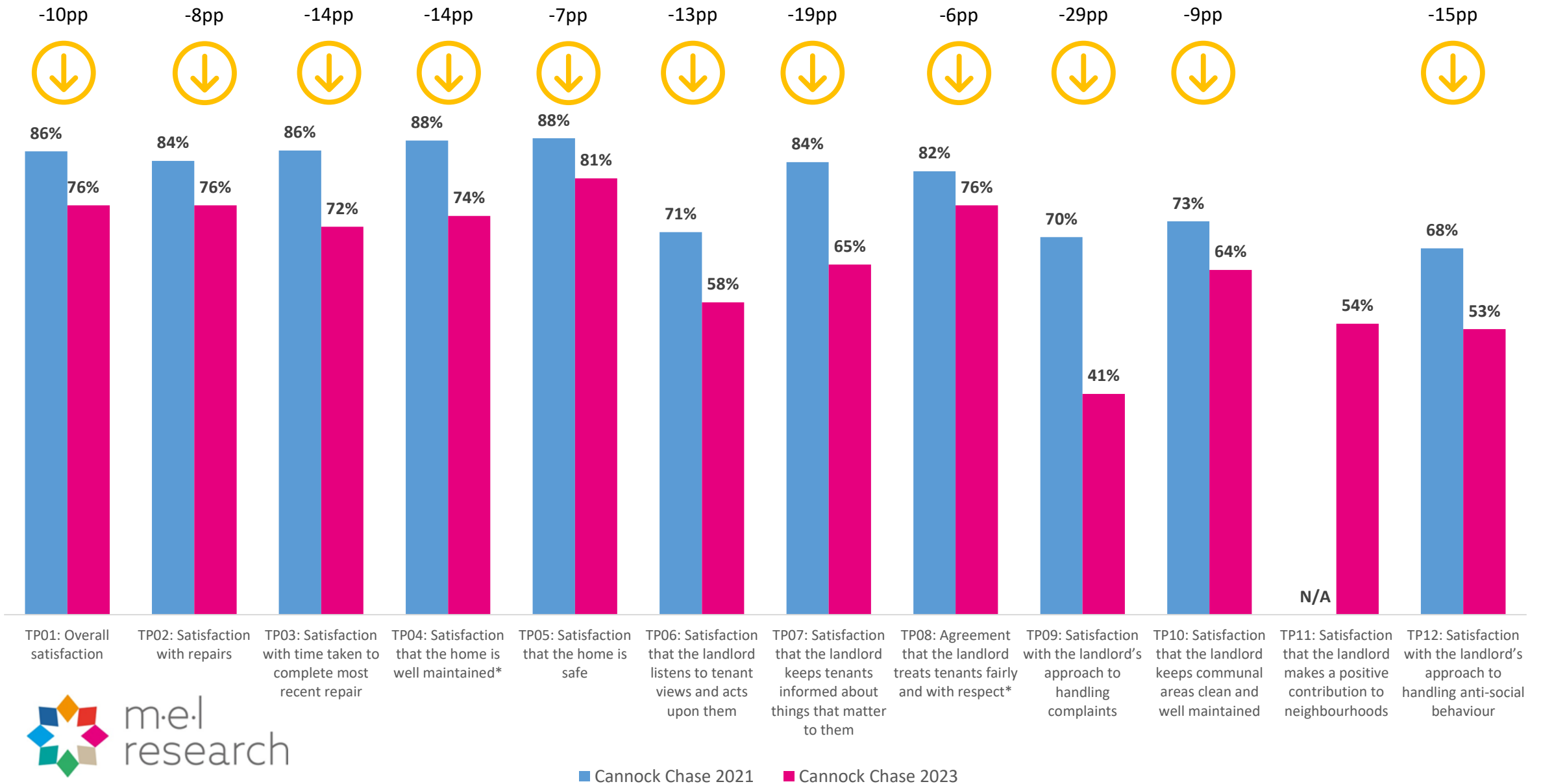
- All Residents (95)
- General needs (84)
- Sheltered (11)

- When asked if there were any further comments they would like to make, a third of tenants expressed a dissatisfaction with complaints handling and contact with the Council suggesting an area for improvement and aligning with the low level of satisfaction with this measure (41%).
- Sheltered tenants tend to be more positive than general needs tenants, with a third leaving positive comments (35% cf. 12%). Sheltered tenants indicate that they would like more activities to be provided by the Council (18% cf. 1%).
- General needs tenants used the open question to highlight dissatisfaction with complaints handling (34%), inadequate repairs (17%), issues with damp (15%) and refuse / litter (14%), suggesting areas for further attention.



* Indicates a change in question text.

Trend analysis





Summary

Performance against benchmarks



- In general, Cannock Chase Council's performance against the Housemark benchmarks is varied. Overall tenant satisfaction is consistent with broader UK level. Measures related to keeping homes in good repair, also perform similarly, sitting slightly above the lower quartile for the measure.



- Areas of strength compared to the benchmark are the provision of homes that are well maintained and safe (74% and 81% respectively), where the Council sits above the benchmark's lower quartile; and above the median in the case of providing a home that is well maintained.



- However, engagement with tenants, measured by tenant perceptions that they are listened to (58% cf. 64%), kept informed (65% cf. 75%) and treated fairly and with respect (76% cf. 83%) are areas of weakness in comparison to the benchmark.



- A particular area for improvement is complaints handling, where only 41% of residents express satisfaction, this however, is in line with the lower quartile of the benchmark, suggesting this is an area where tenants tend to be more dissatisfied in general.

Performing on Tenants' Priorities



- Stepping back from the benchmarks to look at how the Council performs on the services that matter most to tenants, the picture is more positive. When asked what service the Council should be prioritising, seven in ten selected repairs as a priority; when asked if they were satisfied with the overall repairs service provided by Cannock Chase Council in the past 12 months 76% expressed satisfaction. This suggests that the Council is performing well on the measures that matter to tenants.



- In relation to repairs, areas of particular strength are the overall attitude of the workers completing the repairs (92%), the limitation of dirt and mess (87%) and the overall quality of the work (84%).
- The second highest priority for tenants is the provision of a home that is of a high quality (55%), with four fifths of tenants satisfied with this metric, showing that Cannock is again delivering on what matters to tenants.

Year on Year on Changes



- Though TSM regulations were introduced in 2023 -2024, prior to this Cannock Chase Council and M·E·L worked together to measure tenant perceptions in 2021 as part of a STAR survey, with comparable metrics from this survey.



- When compared to data from 2021, there has been a downward trend in satisfaction with the TSMs, with decreases in satisfaction across all comparable measures, with overall satisfaction sitting at 76% in 2023 compared to 86% in 2021.



- Areas for particular attention are: complaints handling – this has seen a fall of 29 percentage points (pp) since 2021 to become the metric that tenants are the least satisfied with overall.
- Other substantial decreases have been seen in relation to tenants feeling they are kept informed, where there has been a decrease of 19pp.
- In 2021, the lowest scoring measure was satisfaction with the council's approach to complaints handling (68%), with all other perception measures sitting above 70% satisfaction. In 2023, only six of the twelve measures sit above 70% showing a definitive fall in tenant satisfaction.

Key Variations



- **Property type:** Tenants living in bungalows generally more positive about Cannock Chase Council than those living in flats and bungalows. As a result, tenants in bungalows are significantly more likely to recommend the Council to friends and family (NPS: +34) than those living in houses provided by the Council (NPS: +15). Tenants in houses are likely to be less satisfied with the condition of their home, suggesting an area for improvement to boost tenant perceptions (74% cf. 80%*) and advocacy.



- **Age:** Overall satisfaction is highest amongst residents who are aged 75 and over (90%), with significantly lower levels of satisfaction amongst tenants aged 45 and under (61%). This is perhaps driven by significantly lower levels of satisfaction amongst those aged 35 and under that their homes are well maintained (44% cf. 91%) and safe (55% cf. 93%) compared to those aged 75+, with a greater number of residents aged 35 to 44 dissatisfied with the overall repairs service from the Council (34% cf. 14%). An improvement in the response to repairs and home maintenance could help to improve the experience of younger tenants.



- **Tenure:** Sheltered Housing tenants tend to be more positive across all measures than general needs tenants, particular in relation to the overall quality of their home, with measures specifically relating to sheltered tenants showing an area of particular strength. Leaseholders on the other hand, tend to be more dissatisfied with the service provided by Cannock Chase Council, being more likely to not recommend the Council to friends and family (NPS: -27 cf. +25). Leaseholders are significantly less likely to feel that they are listened to (44% cf. 58%), which could underpin the low levels of trust these residents have in the Council (48% cf. 74%).

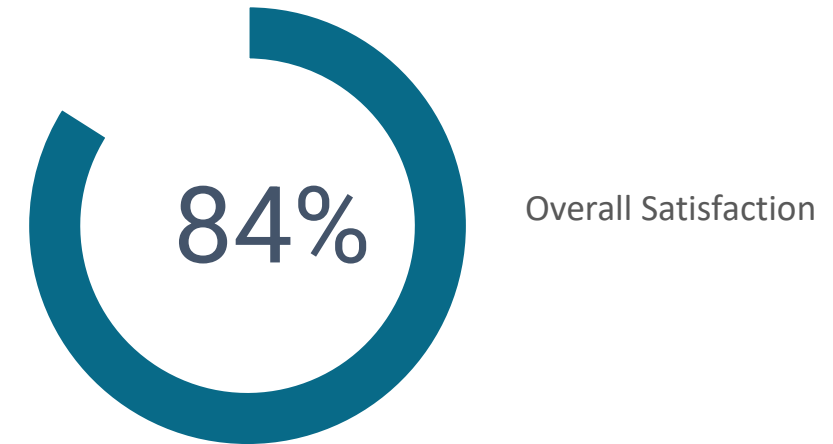
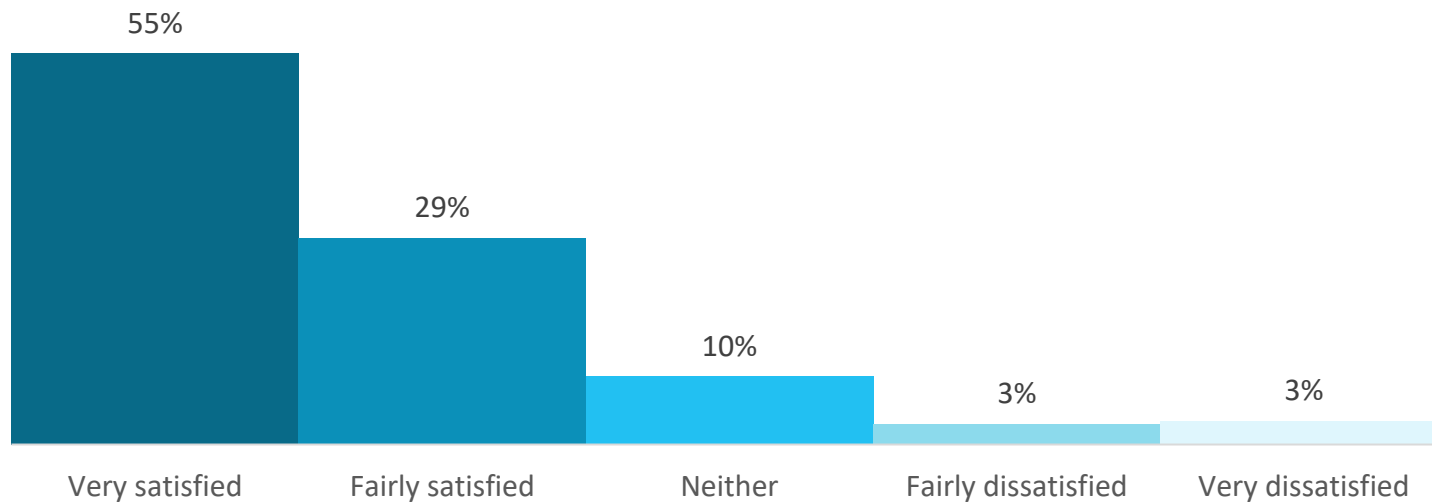


Spotlight on Sheltered Housing Tenants

Thinking about where you live, how satisfied or dissatisfied are you with the following? - The frequency of contact with your Independent Living Officer

Tenants living in sheltered housing were asked specifically about their perceptions and satisfaction with their scheme. Almost nine in ten sheltered tenants are satisfied with the frequency of contact they have with their Independent Living Officer, with more than half very satisfied with this.

The frequency of contact with your Independent Living Officer

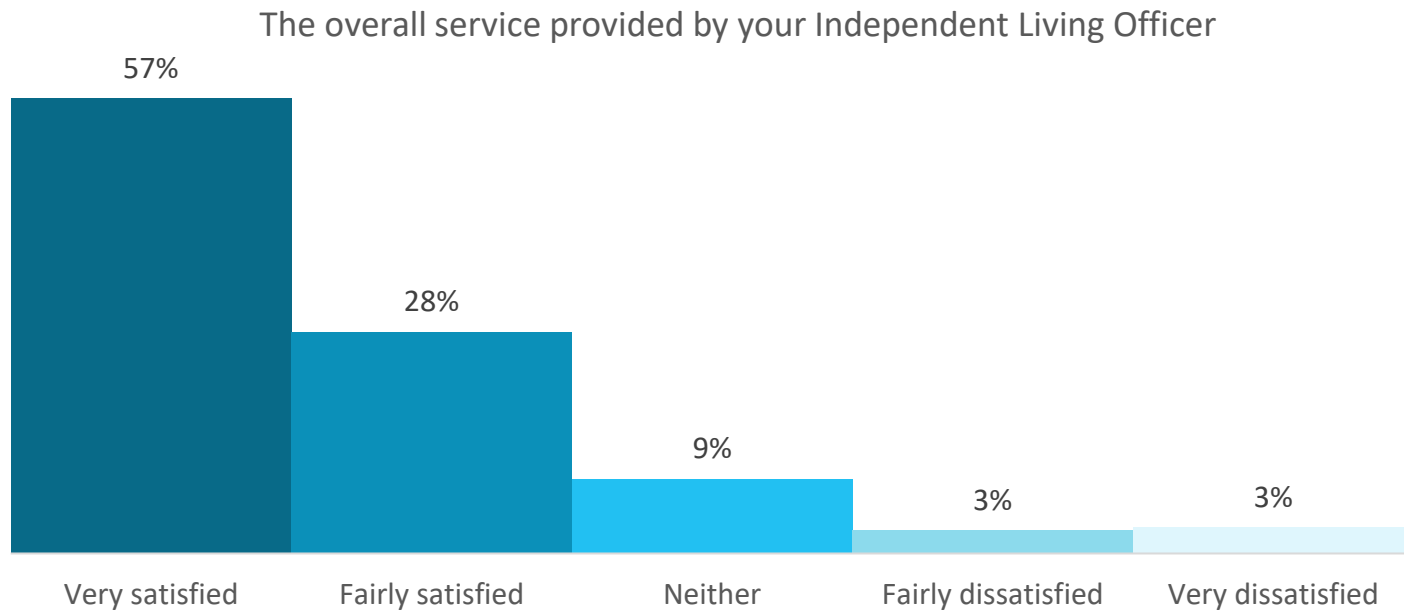


Sample base: 34*

Thinking about where you live, how satisfied or dissatisfied are you with the following?

- The overall service provided by your Independent Living Officer

More than four-fifths of sheltered tenants are satisfied with the service provided by their Independent Living Officer, with three-fifths very satisfied with the service.

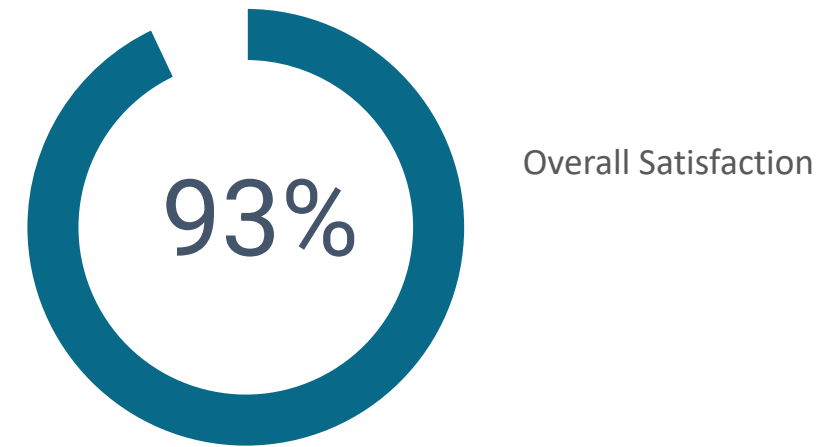
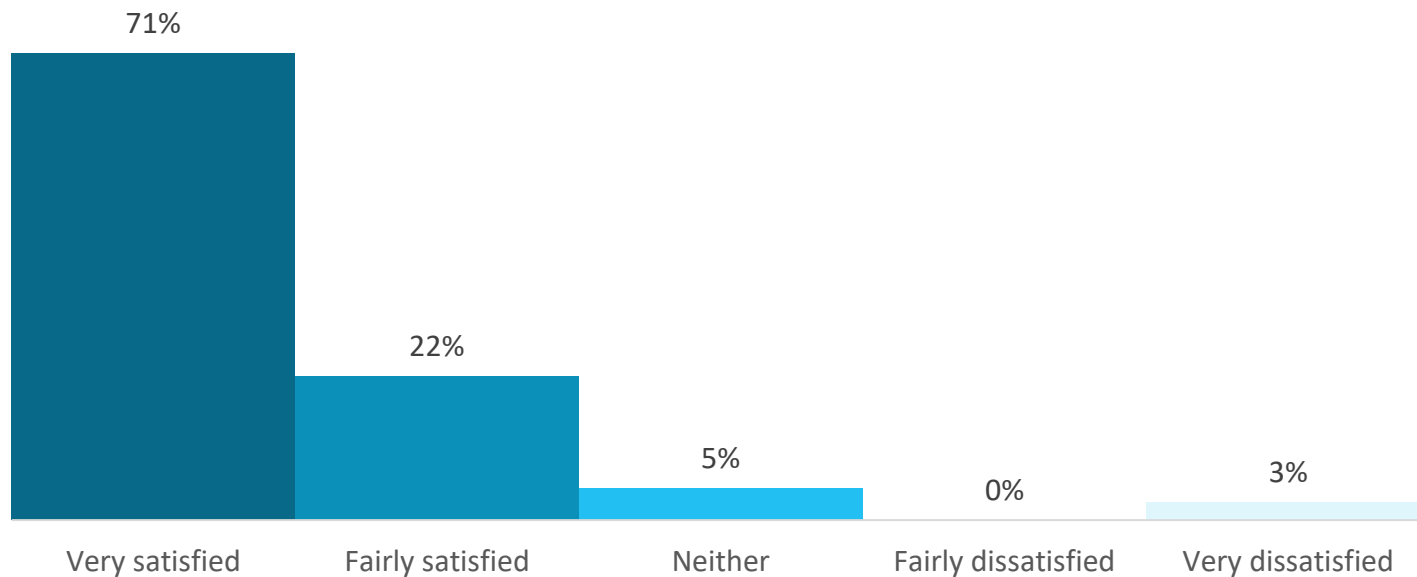


Sample base: 35*

Thinking about where you live, how satisfied or dissatisfied are you with the following? - The emergency call system

Almost all sheltered tenants are satisfied with the emergency call system (93%), with almost three-quarters very satisfied (71%). Those who are dissatisfied are very dissatisfied, though this is a very small proportion of tenants, it could be worth investigating.

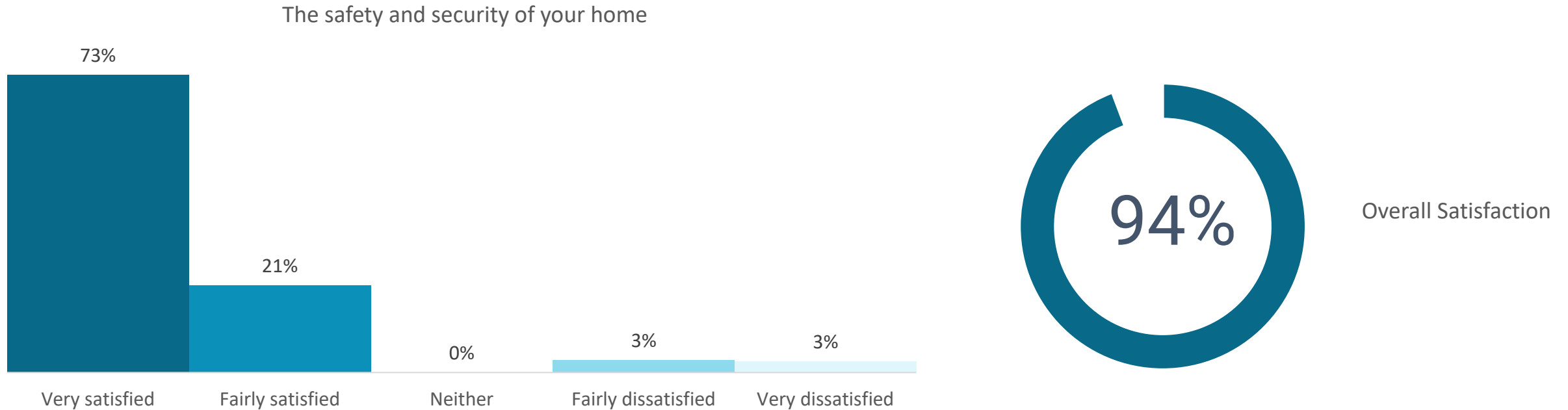
The frequency of contact with your Independent Living Officer



Sample base: 39*

Thinking about where you live, how satisfied or dissatisfied are you with the following? - The safety and security of your home

The largest proportion of sheltered tenants are satisfied with the safety and security of their home (94%), showing this is a particular strength of Cannock Chase Council. Almost three-quarters (73%) are very satisfied with this measure with only 3% dissatisfied and 3% very dissatisfied.

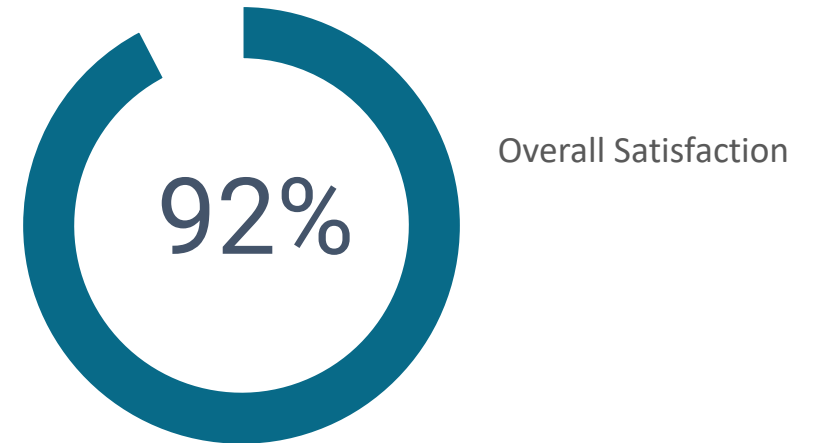
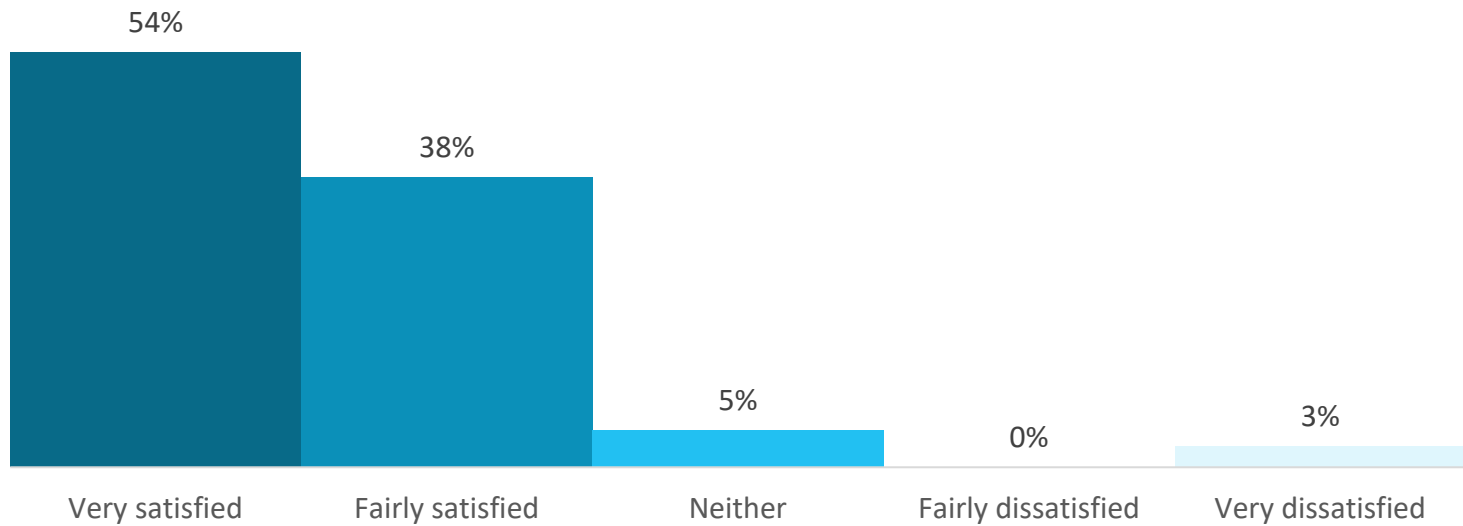


Sample base: 37*

Thinking about where you live, how satisfied or dissatisfied are you with the following? - The facilities at your scheme

Four-fifths of sheltered tenants are satisfied with the facilities provided as part of their scheme (92%). With 54% very satisfied and a further 38% satisfied. Again, given the small base, there is a resident who indicates they are very dissatisfied with the facilities which, if able, it may be with following up with around their experience of the scheme.

The Facilities at your Scheme



Sample base: 36*



Appendix



Demographic Breakdown

Unweighted Results by Tenure and Ward

	TENURE			WARD													
	Total	General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Breerton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblebury	Hednesford North	Hednesford South	Norton Canes	Rawsley
Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council?	564	525	39	24	78	79	111	31	39	13	7	9	39	60	7	37	28
Summary: Satisfied	79.26%	78.86%	84.62%	83.33%	79.49%	73.42%	79.28%	93.55%	74.36%	61.54%	85.71%	77.78%	92.31%	76.67%	85.71%	81.08%	75.00%
Summary: Dissatisfied	11.17%	11.24%	10.26%	4.17%	8.97%	21.52%	7.21%	6.45%	17.95%	15.38%	0%	11.11%	5.13%	10.00%	14.29%	16.22%	10.71%
Q2A. How satisfied or dissatisfied are you with the following? : Overall quality of your home	563	525	38	24	77	78	109	30	38	13	7	9	40	60	8	38	30
Summary: Satisfied	82.59%	82.10%	89.47%	87.50%	85.71%	79.49%	85.32%	90.00%	76.32%	76.92%	71.43%	66.67%	85.00%	83.33%	87.50%	78.95%	76.67%
Summary: Dissatisfied	11.55%	11.81%	7.89%	8.33%	7.79%	14.10%	9.17%	6.67%	18.42%	7.69%	28.57%	33.33%	10.00%	8.33%	12.50%	18.42%	13.33%
Q2B. How satisfied or dissatisfied are you with the following? : Your neighbourhood as a place to live	548	513	35	23	72	77	106	30	37	13	7	9	37	60	8	38	29
Summary: Satisfied	87.04%	86.55%	94.29%	100.00%	90.28%	87.01%	84.91%	90.00%	97.30%	76.92%	71.43%	100.00%	89.19%	88.33%	87.50%	71.05%	79.31%
Summary: Dissatisfied	6.39%	6.63%	2.86%	0%	2.78%	10.39%	5.66%	6.67%	2.70%	7.69%	0%	0%	2.70%	5.00%	12.50%	15.79%	13.79%
Q2C. How satisfied or dissatisfied are you with the following? : That your rent provides value for money	539	503	36	23	70	76	105	30	35	13	7	9	35	60	8	37	29
Summary: Satisfied	84.23%	83.90%	88.89%	82.61%	92.86%	81.58%	86.67%	90.00%	74.29%	76.92%	85.71%	77.78%	80.00%	81.67%	87.50%	81.08%	86.21%
Summary: Dissatisfied	5.38%	5.37%	5.56%	4.35%	0%	10.53%	3.81%	3.33%	5.71%	7.69%	14.29%	0%	8.57%	5.00%	12.50%	5.41%	6.90%
Q2D. How satisfied or dissatisfied are you with the following? : Overall condition of your home	545	509	36	23	71	78	105	31	36	13	7	9	35	60	8	38	29
Summary: Satisfied	79.63%	78.78%	91.67%	82.61%	80.28%	76.92%	83.81%	87.10%	72.22%	53.85%	71.43%	55.56%	85.71%	85.00%	87.50%	76.32%	72.41%
Summary: Dissatisfied	12.66%	13.16%	5.56%	4.35%	8.45%	14.10%	11.43%	3.23%	19.44%	23.08%	28.57%	44.44%	5.71%	11.67%	12.50%	21.05%	13.79%
Q4. How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?	565	526	39	24	77	79	108	32	39	13	7	9	40	60	7	38	30
0 - Not at all likely	3.19%	3.42%	0%	0%	5.19%	2.53%	1.85%	0%	2.56%	0%	0%	11.11%	5.00%	3.33%	0%	2.63%	10.00%
1	0.88%	0.76%	2.56%	0%	1.30%	1.27%	0%	0%	2.56%	0%	0%	0%	5.00%	0%	0%	0%	0%
2	1.95%	2.09%	0%	0%	2.60%	2.53%	0.93%	3.13%	5.13%	0%	0%	0%	0%	5.00%	0%	0%	0%
3	1.06%	1.14%	0%	0%	2.60%	1.27%	0%	0%	0%	0%	0%	0%	5.00%	0%	0%	0%	3.33%
4	3.54%	3.42%	5.13%	8.33%	1.30%	5.06%	2.78%	6.25%	5.13%	0%	14.29%	0%	2.50%	3.33%	0%	2.63%	3.33%
5	8.14%	8.17%	7.69%	4.17%	6.49%	7.59%	7.41%	9.38%	7.69%	23.08%	14.29%	44.44%	10.00%	3.33%	14.29%	7.89%	6.67%
6	6.37%	6.84%	0%	4.17%	6.49%	3.80%	13.89%	0%	2.56%	7.69%	0%	0%	5.00%	10.00%	0%	2.63%	3.33%
7	10.27%	10.84%	2.56%	4.17%	14.29%	10.13%	12.96%	3.13%	5.13%	15.38%	0%	0%	5.00%	6.67%	0%	18.42%	16.67%
8	13.45%	11.98%	33.33%	33.33%	11.69%	12.66%	10.19%	31.25%	15.38%	0%	14.29%	11.11%	5.00%	13.33%	14.29%	10.53%	16.67%
9	13.63%	13.88%	10.26%	12.50%	19.48%	12.66%	12.04%	6.25%	10.26%	30.77%	0%	11.11%	15.00%	8.33%	42.86%	15.79%	13.33%
10 - Extremely likely	37.52%	37.45%	38.46%	33.33%	28.57%	40.51%	37.96%	40.63%	43.59%	23.08%	57.14%	22.22%	42.50%	46.67%	28.57%	39.47%	26.67%
Summary: Detractor	25.13%	25.86%	15.38%	16.67%	25.97%	24.05%	26.85%	18.75%	25.64%	30.77%	28.57%	55.56%	32.50%	25.00%	14.29%	15.79%	26.67%
Summary: Passive	23.72%	22.81%	35.90%	37.50%	25.97%	22.78%	23.15%	34.38%	20.51%	15.38%	14.29%	11.11%	10.00%	20.00%	14.29%	28.95%	33.33%
Summary: Promotor	51.15%	51.33%	48.72%	45.83%	48.05%	53.16%	50.00%	46.88%	53.85%	53.85%	57.14%	33.33%	57.50%	55.00%	71.43%	55.26%	40.00%
Net Promotor Score	26.02%	25.48%	33.33%	29.17%	22.08%	29.11%	23.15%	28.13%	28.21%	23.08%	28.57%	-22.22%	25.00%	30.00%	57.14%	39.47%	13.33%

Unweighted Results by Tenure and Ward

	Total	TENURE		WARD													
		General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Brereton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblebury	Hednesford North	Hednesford South	Norton Canes	Rawnsley
Q5A. To what extent do you agree or disagree with the following? : Cannock Chase Council provides an effective and efficient service	554	517	37	23	75	77	107	31	38	11	7	9	38	61	8	38	29
Summary: Agree	77.08%	76.40%	86.49%	65.22%	76.00%	77.92%	75.70%	87.10%	68.42%	72.73%	85.71%	66.67%	81.58%	78.69%	87.50%	81.58%	75.86%
Summary: Disagree	8.48%	8.90%	2.70%	4.35%	5.33%	10.39%	8.41%	9.68%	13.16%	27.27%	0%	0%	5.26%	8.20%	12.50%	5.26%	13.79%
Q5B. To what extent do you agree or disagree with the following? : Cannock Chase Council is providing the service I expect from my landlord	541	505	36	23	73	73	105	31	35	11	7	9	39	58	8	38	29
Summary: Agree	78.56%	78.22%	83.33%	78.26%	78.08%	79.45%	77.14%	83.87%	71.43%	63.64%	71.43%	77.78%	84.62%	79.31%	87.50%	84.21%	72.41%
Summary: Disagree	9.98%	10.10%	8.33%	8.70%	5.48%	10.96%	10.48%	12.90%	11.43%	18.18%	0%	11.11%	7.69%	8.62%	12.50%	7.89%	20.69%
Q5C. To what extent do you agree or disagree with the following? : Cannock Chase Council treats its residents fairly	544	508	36	23	73	74	106	31	37	12	7	9	38	58	8	38	28
Summary: Agree	79.78%	79.13%	88.89%	82.61%	84.93%	79.73%	77.36%	87.10%	70.27%	83.33%	85.71%	66.67%	78.95%	79.31%	75.00%	81.58%	78.57%
Summary: Disagree	7.35%	7.48%	5.56%	0%	4.11%	5.41%	6.60%	6.45%	8.11%	16.67%	0%	22.22%	7.89%	8.62%	25.00%	5.26%	17.86%
Q5D. To what extent do you agree or disagree with the following? : Cannock Chase Council has a good reputation in my area	540	505	35	23	71	72	105	31	36	12	7	9	38	59	8	38	29
Summary: Agree	70.74%	70.89%	68.57%	69.57%	70.42%	70.83%	72.38%	77.42%	69.44%	66.67%	85.71%	44.44%	73.68%	72.88%	75.00%	71.05%	55.17%
Summary: Disagree	9.07%	9.31%	5.71%	0%	7.04%	9.72%	3.81%	9.68%	13.89%	16.67%	0%	22.22%	5.26%	11.86%	12.50%	15.79%	17.24%
Q5E. To what extent do you agree or disagree with the following? : Cannock Chase Council has friendly and approachable staff	543	507	36	23	75	73	105	31	35	12	7	9	38	59	8	37	29
Summary: Agree	85.45%	85.40%	86.11%	82.61%	89.33%	82.19%	85.71%	96.77%	82.86%	91.67%	85.71%	77.78%	89.47%	86.44%	62.50%	81.08%	79.31%
Summary: Disagree	4.24%	4.34%	2.78%	4.35%	1.33%	6.85%	3.81%	3.23%	5.71%	0%	14.29%	11.11%	2.63%	1.69%	12.50%	5.41%	6.90%
Q5F. To what extent do you agree or disagree with the following? : I trust Cannock Chase Council	549	514	35	23	74	73	108	31	37	12	7	9	38	60	8	38	29
Summary: Agree	75.23%	75.10%	77.14%	82.61%	74.32%	68.49%	80.56%	77.42%	72.97%	75.00%	71.43%	44.44%	76.32%	75.00%	75.00%	78.95%	72.41%
Summary: Disagree	8.01%	8.17%	5.71%	0%	5.41%	9.59%	4.63%	6.45%	16.22%	16.67%	0%	11.11%	13.16%	8.33%	12.50%	7.89%	10.34%
Q6. Which of the following services would you consider to be priorities?	560	522	38	23	76	77	107	32	38	13	7	9	39	61	8	38	30
Your neighbourhood as a place to live	51.61%	51.15%	57.89%	60.87%	44.74%	59.74%	48.60%	53.13%	42.11%	46.15%	42.86%	44.44%	51.28%	59.02%	75.00%	39.47%	60.00%
Value for money for your rent (and service charges)	45.00%	45.21%	42.11%	43.48%	40.79%	46.75%	41.12%	46.88%	47.37%	53.85%	28.57%	33.33%	53.85%	44.26%	62.50%	44.74%	53.33%
Support and advice on claiming welfare benefits and paying rent	18.21%	17.43%	28.95%	26.09%	11.84%	19.48%	15.89%	31.25%	18.42%	15.38%	14.29%	11.11%	17.95%	19.67%	0%	26.32%	10.00%
Keeping residents informed	18.57%	18.20%	23.68%	21.74%	21.05%	11.69%	18.69%	31.25%	13.16%	23.08%	57.14%	11.11%	20.51%	14.75%	0%	18.42%	23.33%
The overall quality of your home	54.46%	54.60%	52.63%	43.48%	57.89%	57.14%	58.88%	46.88%	68.42%	53.85%	57.14%	55.56%	38.46%	52.46%	37.50%	57.89%	46.67%
Listening to residents' views and acting upon them	16.25%	15.52%	26.32%	13.04%	15.79%	16.88%	15.89%	15.63%	15.79%	15.38%	0%	33.33%	12.82%	19.67%	25.00%	21.05%	10.00%
Repairs & maintenance	67.86%	69.73%	42.11%	69.57%	75.00%	59.74%	73.83%	43.75%	76.32%	69.23%	85.71%	66.67%	66.67%	63.93%	62.50%	71.05%	66.67%
Dealing with anti-social behaviour	20.89%	20.50%	26.32%	17.39%	25.00%	22.08%	20.56%	25.00%	7.89%	23.08%	14.29%	44.44%	28.21%	22.95%	12.50%	18.42%	10.00%

Unweighted Results by Tenure and Ward

* Don't know excluded from analysis

	TENURE		WARD														
	Total	General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Brereton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblebury	Hednesford North	Hednesford South	Norton Canes	Rawsley
Q7A. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Anti-social behaviour	532	499	33	21	72	74	102	31	35	13	7	8	38	55	8	38	28
Summary: Satisfied	58.83%	58.32%	66.67%	57.14%	52.78%	62.16%	55.88%	58.06%	60.00%	76.92%	71.43%	50.00%	57.89%	63.64%	75.00%	55.26%	57.14%
Summary: Dissatisfied	9.21%	9.82%	0%	0%	15.28%	8.11%	9.80%	9.68%	5.71%	0%	14.29%	12.50%	5.26%	10.91%	0%	13.16%	7.14%
Q7B. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Complaints	527	493	34	21	70	72	102	31	34	13	7	9	38	54	8	38	28
Summary: Satisfied	62.62%	61.87%	73.53%	57.14%	64.29%	68.06%	62.75%	61.29%	55.88%	69.23%	85.71%	55.56%	57.89%	62.96%	62.50%	68.42%	50.00%
Summary: Dissatisfied	11.95%	12.37%	5.88%	0%	10.00%	15.28%	11.76%	16.13%	8.82%	7.69%	0%	11.11%	13.16%	18.52%	12.50%	7.89%	14.29%
Q7C. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Your enquiries generally	533	497	36	22	72	71	100	30	37	13	7	9	37	58	8	38	29
Summary: Satisfied	79.17%	78.47%	88.89%	77.27%	80.56%	80.28%	75.00%	83.33%	83.78%	61.54%	85.71%	88.89%	72.97%	79.31%	87.50%	81.58%	82.76%
Summary: Dissatisfied	7.50%	7.85%	2.78%	0%	8.33%	9.86%	8.00%	13.33%	8.11%	0%	0%	0%	5.41%	8.62%	12.50%	2.63%	10.34%
Q7D. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Moving or swapping your home (transfers and exchanges)	483	451	32	21	66	62	93	28	33	12	7	7	35	52	7	33	25
Summary: Satisfied	45.96%	45.01%	59.38%	33.33%	40.91%	41.94%	49.46%	64.29%	48.48%	50.00%	42.86%	0%	48.57%	48.08%	42.86%	48.48%	44.00%
Summary: Dissatisfied	6.42%	6.65%	3.13%	4.76%	6.06%	6.45%	2.15%	10.71%	6.06%	0%	28.57%	28.57%	0%	9.62%	14.29%	9.09%	8.00%
Q7E. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Gas servicing arrangements	533	513	20	21	68	68	108	28	39	13	7	8	37	60	8	38	28
Summary: Satisfied	86.49%	88.11%	45.00%	61.90%	89.71%	88.24%	87.04%	71.43%	92.31%	84.62%	100.00%	87.50%	89.19%	91.67%	87.50%	86.84%	78.57%
Summary: Dissatisfied	3.94%	3.70%	10.00%	4.76%	2.94%	4.41%	2.78%	10.71%	0%	0%	0%	0%	2.70%	3.33%	0%	2.63%	17.86%
Q8A. How satisfied or dissatisfied are you with the following? : That Cannock Chase Council is easy to deal with	564	526	38	23	76	77	109	32	39	13	7	9	40	61	8	38	30
Summary: Satisfied	80.67%	80.23%	86.84%	82.61%	80.26%	79.22%	78.90%	87.50%	74.36%	92.31%	85.71%	88.89%	82.50%	78.69%	75.00%	78.95%	86.67%
Summary: Dissatisfied	7.27%	7.41%	5.26%	0%	7.89%	14.29%	7.34%	9.38%	7.69%	7.69%	0%	0%	2.50%	1.64%	12.50%	10.53%	6.67%
Q8B. How satisfied or dissatisfied are you with the following? : That Cannock Chase Council gives you the opportunity to make your views known	540	504	36	22	73	70	105	32	37	12	7	9	39	58	8	38	28
Summary: Satisfied	64.07%	63.69%	69.44%	63.64%	65.75%	60.00%	66.67%	71.88%	62.16%	75.00%	57.14%	55.56%	71.79%	60.34%	62.50%	63.16%	50.00%
Summary: Dissatisfied	8.89%	9.13%	5.56%	0%	10.96%	12.86%	7.62%	6.25%	13.51%	16.67%	0%	11.11%	0%	6.90%	12.50%	10.53%	14.29%
Q9. How satisfied or dissatisfied are you that Cannock Chase Council listens to your views and acts upon them?*	513	477	36	20	70	71	99	30	34	11	6	7	35	57	7	36	28
Summary: Satisfied	59.84%	59.75%	61.11%	50.00%	61.43%	53.52%	56.57%	80.00%	55.88%	63.64%	83.33%	57.14%	65.71%	57.89%	71.43%	66.67%	53.57%
Summary: Dissatisfied	12.87%	13.00%	11.11%	0%	11.43%	16.90%	16.16%	13.33%	14.71%	18.18%	0%	0%	11.43%	12.28%	0%	11.11%	14.29%
Q10. How satisfied or dissatisfied are you that Cannock Chase Council keeps you informed about things that matter to you?*	528	492	36	21	76	74	101	30	37	11	7	8	37	52	8	36	28
Summary: Satisfied	67.42%	66.87%	75.00%	61.90%	67.11%	64.86%	64.36%	76.67%	62.16%	63.64%	71.43%	75.00%	75.68%	71.15%	62.50%	69.44%	64.29%
Summary: Dissatisfied	10.42%	10.57%	8.33%	9.52%	10.53%	14.86%	10.89%	10.00%	13.51%	0%	0%	0%	10.81%	9.62%	0%	8.33%	10.71%
Q11. To what extent do you agree or disagree with the following 'Cannock Chase Council treats me fairly and with respect'?*	551	514	37	21	74	74	107	32	38	13	7	9	40	60	8	36	30
Summary: Agree	77.86%	77.43%	83.78%	76.19%	77.03%	79.73%	79.44%	87.50%	76.32%	76.92%	85.71%	66.67%	82.50%	76.67%	75.00%	69.44%	73.33%
Summary: Disagree	6.35%	6.42%	5.41%	0%	0%	10.81%	5.61%	6.25%	5.26%	15.38%	0%	11.11%	7.50%	5.00%	12.50%	11.11%	10.00%

Unweighted Results by Tenure and Ward

* Don't know excluded from analysis

	TENURE		WARD														
	Total	General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Brereton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblesbury	Hednesford North	Hednesford South	Norton Canes	Rawsley
Q12. Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent or service charges?	566	527	39	23	77	78	109	32	39	13	7	9	40	61	8	38	30
Yes	68.55%	69.83%	51.28%	56.52%	76.62%	70.51%	66.97%	62.50%	64.10%	84.62%	57.14%	44.44%	67.50%	63.93%	50.00%	71.05%	86.67%
No	31.45%	30.17%	48.72%	43.48%	23.38%	29.49%	33.03%	37.50%	35.90%	15.38%	42.86%	55.56%	32.50%	36.07%	50.00%	28.95%	13.33%
Q13. Was getting hold of the right person easy or difficult?	386	366	20	13	59	55	72	20	25	11	-	-	27	39	-	27	26
Easy	69.43%	68.58%	85.00%	76.92%	66.10%	65.45%	73.61%	85.00%	64.00%	63.64%	-	-	74.07%	66.67%	-	77.78%	53.85%
Difficult	18.65%	19.40%	5.00%	15.38%	22.03%	23.64%	13.89%	15.00%	16.00%	36.36%	-	-	7.41%	17.95%	-	11.11%	30.77%
Neither	11.92%	12.02%	10.00%	7.69%	11.86%	10.91%	12.50%	0%	20.00%	0%	-	-	18.52%	15.38%	-	11.11%	15.38%
Q14. Did you find the staff helpful or unhelpful?	388	368	20	13	59	55	73	20	25	11	-	-	27	39	-	27	26
Helpful	81.96%	81.52%	90.00%	84.62%	79.66%	83.64%	82.19%	80.00%	88.00%	90.91%	-	-	88.89%	71.79%	-	92.59%	73.08%
Unhelpful	7.73%	8.15%	0%	0%	11.86%	9.09%	8.22%	15.00%	0%	9.09%	-	-	0%	5.13%	-	7.41%	11.54%
Neither	10.31%	10.33%	10.00%	15.38%	8.47%	7.27%	9.59%	5.00%	12.00%	0%	-	-	11.11%	23.08%	-	0%	15.38%
Q15. Was your query answered in a reasonable amount of time?	385	366	19	13	57	55	73	19	25	11	-	-	27	39	-	27	26
Yes	77.66%	77.60%	78.95%	76.92%	80.70%	80.00%	76.71%	73.68%	80.00%	63.64%	-	-	81.48%	69.23%	-	85.19%	73.08%
No	22.34%	22.40%	21.05%	23.08%	19.30%	20.00%	23.29%	26.32%	20.00%	36.36%	-	-	18.52%	30.77%	-	14.81%	26.92%
Q16. Have you made a complaint to Cannock Chase Council in the last 12 months?	565	527	38	23	77	78	109	32	39	13	7	9	40	60	8	38	30
Yes	20.88%	21.82%	7.89%	8.70%	19.48%	20.51%	18.35%	21.88%	20.51%	46.15%	0%	11.11%	22.50%	21.67%	12.50%	26.32%	33.33%
No	79.12%	78.18%	92.11%	91.30%	80.52%	79.49%	81.65%	78.13%	79.49%	53.85%	100.00%	88.89%	77.50%	78.33%	87.50%	73.68%	66.67%
Q17. How satisfied or dissatisfied are you with Cannock Chase Council's approach to complaints handling?	117	114	3	2	15	16	20	7	8	6	-	-	8	13	-	10	10
Summary: Satisfied	44.44%	44.74%	-	-	26.67%	56.25%	40.00%	42.86%	50.00%	66.67%	-	-	50.00%	23.08%	-	60.00%	50.00%
Summary: Dissatisfied	35.04%	34.21%	-	-	33.33%	37.50%	30.00%	42.86%	37.50%	16.67%	-	-	25.00%	53.85%	-	30.00%	30.00%
Q18. Would you like to get involved with tenant engagement activities in the future?	569	530	39	24	78	79	110	32	39	13	7	9	39	61	8	38	30
Yes	16.17%	15.47%	25.64%	16.67%	15.38%	20.25%	12.73%	37.50%	7.69%	30.77%	28.57%	0%	12.82%	9.84%	12.50%	18.42%	20.00%
No	83.83%	84.53%	74.36%	83.33%	84.62%	79.75%	87.27%	62.50%	92.31%	69.23%	71.43%	100.00%	87.18%	90.16%	87.50%	81.58%	80.00%

Unweighted Results by Tenure and Ward

* Don't know excluded from analysis

	TENURE		WARD														
	Total	General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Brereton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblebury	Hednesford North	Hednesford South	Norton Canes	Rawnsley
Q19. What sort of activities would you like the Council to offer?	91	81	10	4	12	16	13	12	3	4	2	0	5	6	1	7	6
Informal meetings	36.26%	33.33%	60.00%	-	58.33%	25.00%	30.77%	33.33%	-	-	-	-	40.00%	33.33%	-	57.14%	16.67%
procedures etc	28.57%	27.16%	40.00%	-	58.33%	31.25%	15.38%	33.33%	-	-	-	-	0%	33.33%	-	14.29%	33.33%
Virtual Q and A session, Zoom etc.	9.89%	8.64%	20.00%	-	33.33%	12.50%	0%	8.33%	-	-	-	-	0%	0%	-	14.29%	0%
Community events	56.04%	50.62%	100.00%	-	58.33%	37.50%	46.15%	58.33%	-	-	-	-	80.00%	50.00%	-	85.71%	66.67%
A more regular newsletter	52.75%	54.32%	40.00%	-	66.67%	43.75%	61.54%	50.00%	-	-	-	-	60.00%	50.00%	-	57.14%	50.00%
Tenant inspections/ Mystery shopper	42.86%	41.98%	50.00%	-	50.00%	56.25%	30.77%	66.67%	-	-	-	-	20.00%	16.67%	-	42.86%	16.67%
Q20. How satisfied or dissatisfied are you that Cannock Chase Council provides a home that is well maintained?	567	529	38	24	77	80	110	31	38	13	7	9	39	61	8	38	30
Summary: Satisfied	77.07%	75.99%	92.11%	83.33%	77.92%	77.50%	72.73%	87.10%	78.95%	61.54%	57.14%	66.67%	84.62%	80.33%	75.00%	76.32%	70.00%
Summary: Dissatisfied	12.70%	13.42%	2.63%	4.17%	10.39%	13.75%	14.55%	6.45%	18.42%	15.38%	0%	11.11%	7.69%	13.11%	12.50%	15.79%	20.00%
Q21. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cannock Chase Council provides a home that is safe?*	567	528	39	24	78	79	109	32	39	13	6	9	39	61	8	38	30
Summary: Satisfied	81.83%	81.25%	89.74%	87.50%	84.62%	82.28%	80.73%	87.50%	74.36%	76.92%	66.67%	66.67%	82.05%	85.25%	87.50%	81.58%	76.67%
Summary: Dissatisfied	8.99%	9.28%	5.13%	0%	6.41%	11.39%	9.17%	6.25%	15.38%	15.38%	16.67%	11.11%	2.56%	6.56%	12.50%	15.79%	10.00%
Q22A. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? : External building repairs and maintenance*	552	514	38	24	74	76	107	31	37	13	7	9	38	59	8	38	29
Summary: Satisfied	71.20%	70.23%	84.21%	66.67%	81.08%	69.74%	70.09%	80.65%	54.05%	53.85%	57.14%	44.44%	84.21%	77.97%	75.00%	78.95%	44.83%
Summary: Dissatisfied	18.12%	18.48%	13.16%	12.50%	13.51%	25.00%	16.82%	9.68%	32.43%	30.77%	14.29%	33.33%	2.63%	10.17%	25.00%	18.42%	37.93%
Q22B. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? : The cleaning and upkeep of communal areas*	453	414	39	21	63	66	81	29	29	11	5	8	34	46	4	30	25
Summary: Satisfied	66.67%	64.01%	94.87%	71.43%	66.67%	68.18%	67.90%	72.41%	51.72%	45.45%	60.00%	75.00%	73.53%	78.26%	100.00%	63.33%	40.00%
Summary: Dissatisfied	14.57%	15.70%	2.56%	9.52%	17.46%	15.15%	7.41%	10.34%	24.14%	27.27%	0%	0%	8.82%	10.87%	0%	20.00%	40.00%
Q22C. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? : Upkeep of external environment*	504	469	35	20	70	68	95	30	35	12	6	9	38	52	8	34	26
Summary: Satisfied	63.89%	62.26%	85.71%	65.00%	62.86%	63.24%	64.21%	73.33%	51.43%	58.33%	50.00%	44.44%	73.68%	76.92%	62.50%	67.65%	38.46%
Summary: Dissatisfied	16.47%	16.84%	11.43%	15.00%	22.86%	19.12%	11.58%	10.00%	25.71%	16.67%	0%	22.22%	7.89%	9.62%	25.00%	14.71%	34.62%
Q23. Have you had any repairs to your home in the last 12 months?	571	532	39	24	78	80	110	32	39	13	7	9	40	61	8	38	30
Yes	66.37%	67.48%	51.28%	75.00%	73.08%	60.00%	68.18%	65.63%	76.92%	53.85%	28.57%	66.67%	77.50%	60.66%	37.50%	63.16%	63.33%
No	33.63%	32.52%	48.72%	25.00%	26.92%	40.00%	31.82%	34.38%	23.08%	46.15%	71.43%	33.33%	22.50%	39.34%	62.50%	36.84%	36.67%
Q24. How satisfied or dissatisfied are you with the overall repairs service from Cannock Chase Council over the last 12 months?	379	359	20	18	57	48	75	21	30	7	2	6	31	37	3	24	19
Summary: Satisfied	77.31%	77.16%	80.00%	83.33%	80.70%	62.50%	77.33%	76.19%	73.33%	71.43%	-	66.67%	87.10%	75.68%	-	87.50%	78.95%
Summary: Dissatisfied	12.93%	12.81%	15.00%	11.11%	12.28%	18.75%	13.33%	9.52%	13.33%	28.57%	-	16.67%	6.45%	13.51%	-	8.33%	15.79%
Q25. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	379	359	20	18	57	48	75	21	30	7	2	6	31	37	3	24	19
Summary: Satisfied	74.93%	74.65%	80.00%	83.33%	78.95%	72.92%	72.00%	66.67%	66.67%	57.14%	-	83.33%	80.65%	75.68%	-	83.33%	68.42%
Summary: Dissatisfied	16.36%	16.71%	10.00%	11.11%	15.79%	16.67%	21.33%	4.76%	16.67%	28.57%	-	16.67%	12.90%	16.22%	-	12.50%	26.32%

Unweighted Results by Tenure and Ward

* Don't know excluded from analysis

	TENURE		WARD														
	Total	General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Brereton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblebury	Hednesford North	Hednesford South	Norton Canes	Rawsley
Q26A. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Being told when workers would call*	374	355	19	18	57	46	73	21	29	7	2	6	31	37	3	24	19
Summary: Satisfied	79.95%	79.44%	89.47%	88.89%	78.95%	73.91%	80.82%	80.95%	86.21%	57.14%	-	66.67%	80.65%	83.78%	-	75.00%	78.95%
Summary: Dissatisfied	14.44%	14.93%	5.26%	0%	14.04%	26.09%	13.70%	4.76%	10.34%	42.86%	-	33.33%	9.68%	10.81%	-	16.67%	21.05%
Q26B. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Being able to make an appointment*	356	338	18	17	55	45	67	19	27	6	2	5	30	36	3	24	19
Summary: Satisfied	78.09%	78.11%	77.78%	82.35%	78.18%	66.67%	77.61%	84.21%	85.19%	83.33%	-	80.00%	76.67%	77.78%	-	83.33%	73.68%
Summary: Dissatisfied	10.11%	10.06%	11.11%	5.88%	9.09%	26.67%	10.45%	0%	3.70%	0%	-	20.00%	6.67%	8.33%	-	8.33%	10.53%
Q26C. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Time taken before work started*	359	341	18	18	56	46	69	19	25	7	2	5	29	36	3	24	19
Summary: Satisfied	74.37%	73.90%	83.33%	72.22%	75.00%	67.39%	73.91%	73.68%	80.00%	57.14%	-	80.00%	82.76%	69.44%	-	79.17%	73.68%
Summary: Dissatisfied	16.71%	17.60%	0%	11.11%	12.50%	32.61%	18.84%	10.53%	16.00%	42.86%	-	0%	10.34%	13.89%	-	12.50%	15.79%
Q26D. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The speed of completion of the work*	360	342	18	17	56	46	66	20	28	6	2	6	30	36	3	24	19
Summary: Satisfied	80.00%	79.53%	88.89%	94.12%	80.36%	73.91%	77.27%	75.00%	85.71%	66.67%	-	83.33%	86.67%	80.56%	-	79.17%	73.68%
Summary: Dissatisfied	12.22%	12.57%	5.56%	0%	10.71%	17.39%	13.64%	10.00%	7.14%	33.33%	-	0%	6.67%	16.67%	-	16.67%	15.79%
Q26E. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The attitude of workers*	361	341	20	18	55	47	68	20	27	6	2	6	30	35	3	24	19
Summary: Satisfied	91.69%	91.50%	95.00%	94.44%	94.55%	89.36%	88.24%	85.00%	96.30%	100.00%	-	66.67%	96.67%	91.43%	-	100.00%	84.21%
Summary: Dissatisfied	1.94%	2.05%	0%	0%	0%	2.13%	2.94%	0%	3.70%	0%	-	0%	0%	2.86%	-	0%	10.53%
Q26F. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The overall quality of the work*	361	341	20	18	55	46	67	21	28	6	2	6	29	36	3	24	19
Summary: Satisfied	85.04%	84.46%	95.00%	88.89%	87.27%	76.09%	86.57%	85.71%	85.71%	66.67%	-	83.33%	93.10%	80.56%	-	95.83%	73.68%
Summary: Dissatisfied	8.86%	9.09%	5.00%	5.56%	1.82%	17.39%	11.94%	0%	7.14%	33.33%	-	16.67%	0%	11.11%	-	4.17%	21.05%
Q26G. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Keeping dirt and mess to a minimum*	356	337	19	17	55	46	67	20	27	6	2	6	28	35	3	24	19
Summary: Satisfied	87.64%	86.94%	100.00%	94.12%	85.45%	84.78%	83.58%	85.00%	88.89%	83.33%	-	100.00%	89.29%	88.57%	-	95.83%	89.47%
Summary: Dissatisfied	6.46%	6.82%	0%	5.88%	7.27%	10.87%	8.96%	5.00%	7.41%	16.67%	-	0%	0%	2.86%	-	4.17%	5.26%
Q26H. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The repair being done 'right first time'*	359	339	20	17	54	46	69	20	27	6	2	6	29	36	3	24	19
Summary: Satisfied	79.39%	79.06%	85.00%	70.59%	85.19%	71.74%	82.61%	80.00%	70.37%	50.00%	-	83.33%	89.66%	77.78%	-	83.33%	73.68%
Summary: Dissatisfied	14.21%	14.75%	5.00%	17.65%	5.56%	21.74%	13.04%	5.00%	25.93%	50.00%	-	16.67%	6.90%	16.67%	-	8.33%	21.05%
Q26I. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The contractors doing the job you expected*	358	339	19	18	54	46	67	20	27	6	2	6	30	36	3	23	19
Summary: Satisfied	82.40%	82.01%	89.47%	83.33%	83.33%	76.09%	82.09%	85.00%	74.07%	100.00%	-	100.00%	86.67%	83.33%	-	86.96%	78.95%
Summary: Dissatisfied	10.34%	10.91%	0%	5.56%	5.56%	17.39%	13.43%	5.00%	11.11%	0%	-	0%	6.67%	11.11%	-	8.70%	15.79%
Q26J. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The repairs service you received this time*	360	341	19	18	55	45	67	19	28	7	2	6	30	36	3	24	19
Summary: Satisfied	83.33%	82.99%	89.47%	83.33%	81.82%	71.11%	86.57%	89.47%	82.14%	85.71%	-	83.33%	83.33%	83.33%	-	91.67%	84.21%
Summary: Dissatisfied	10.00%	10.26%	5.26%	5.56%	9.09%	17.78%	8.96%	0%	14.29%	14.29%	-	16.67%	6.67%	11.11%	-	8.33%	10.53%

Unweighted Results by Tenure and Ward

* Don't know excluded from analysis

	TENURE		WARD														
	Total	General needs	Sheltered	Cannock West	Cannock East	Cannock South	Cannock North	Western Springs	Brereton & Ravenhill	Etching Hill & The Heath	Greenheath Hednesford	Hagley Ward	Heath Hayes East & Wimblebury	Hednesford North	Hednesford South	Norton Canes	Rawsley
Q27. Do you live in a building with communal areas, either inside or outside that Cannock Chase Council is responsible for maintaining?	561	523	38	24	77	77	110	32	37	13	7	9	40	58	7	38	30
Yes	24.06%	18.74%	97.37%	41.67%	23.38%	29.87%	16.36%	43.75%	27.03%	46.15%	0%	0%	20.00%	13.79%	14.29%	28.95%	26.67%
No	62.39%	66.92%	0%	41.67%	64.94%	50.65%	71.82%	53.13%	64.86%	30.77%	57.14%	77.78%	65.00%	75.86%	85.71%	55.26%	60.00%
Don't know	13.55%	14.34%	2.63%	16.67%	11.69%	19.48%	11.82%	3.13%	8.11%	23.08%	42.86%	22.22%	15.00%	10.34%	0%	15.79%	13.33%
Q28. How satisfied or dissatisfied are you that Cannock Chase Council keeps these communal areas clean and well maintained?*	135	98	37	10	18	23	18	14	10	6	0	0	8	8	1	11	8
Summary: Satisfied	70.37%	65.31%	83.78%	80.00%	66.67%	69.57%	77.78%	78.57%	50.00%	66.67%	-	-	75.00%	87.50%	-	54.55%	62.50%
Summary: Dissatisfied	21.48%	26.53%	8.11%	10.00%	33.33%	21.74%	16.67%	7.14%	30.00%	33.33%	-	-	12.50%	12.50%	-	36.36%	25.00%
Q29. How satisfied or dissatisfied are you that Cannock Chase Council makes a positive contribution to your neighbourhood?*	512	477	35	18	75	68	99	29	35	10	7	9	37	55	8	33	28
Summary: Satisfied	56.84%	55.76%	71.43%	72.23%	54.66%	52.94%	55.55%	62.07%	48.57%	40.00%	57.14%	33.33%	54.05%	67.27%	62.50%	66.66%	53.57%
Summary: Dissatisfied	10.15%	10.48%	5.72%	0.00%	9.33%	11.76%	9.09%	13.79%	14.29%	10.00%	14.29%	33.33%	8.11%	5.46%	0.00%	12.12%	14.28%
Q30. How satisfied or dissatisfied are you with Cannock Chase Council's approach to handling anti-social behaviour?*	429	404	25	13	62	61	81	22	26	11	5	8	33	45	7	30	23
Summary: Satisfied	56.18%	54.95%	76.00%	76.93%	62.90%	54.10%	53.09%	54.55%	53.85%	72.73%	80.00%	37.50%	66.66%	51.11%	57.14%	43.33%	52.17%
Summary: Dissatisfied	13.98%	14.11%	12.00%	0.00%	17.74%	18.03%	14.82%	9.10%	11.54%	0.00%	20.00%	25.00%	9.09%	15.55%	0.00%	20.00%	8.70%
Q31A. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The frequency of contact with your Independent Living Officer	293	259	34	14	44	43	48	27	16	10	5	2	22	30	2	15	14
Summary: Satisfied	52.90%	48.65%	85.29%	92.86%	63.64%	48.84%	47.92%	59.26%	31.25%	60.00%	40.00%	-	45.45%	60.00%	-	46.67%	35.71%
Summary: Dissatisfied	9.56%	10.04%	5.88%	0%	4.55%	11.63%	8.33%	18.52%	18.75%	10.00%	0%	-	9.09%	3.33%	-	13.33%	21.43%
Q31B. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The overall service provided by your Independent Living Officer	277	242	35	13	44	41	46	27	13	8	5	2	19	28	2	15	13
Summary: Satisfied	50.18%	45.04%	85.71%	92.31%	63.64%	43.90%	41.30%	55.56%	38.46%	62.50%	40.00%	-	47.37%	53.57%	-	40.00%	30.77%
Summary: Dissatisfied	8.66%	9.09%	5.71%	0%	2.27%	7.32%	10.87%	18.52%	7.69%	12.50%	0%	-	10.53%	3.57%	-	13.33%	23.08%
Q31C. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The emergency call system	302	263	39	15	42	47	52	26	12	9	4	2	26	29	3	17	16
Summary: Satisfied	65.89%	61.98%	92.31%	73.33%	83.33%	65.96%	61.54%	57.69%	58.33%	55.56%	-	-	76.92%	58.62%	-	64.71%	68.75%
Summary: Dissatisfied	4.30%	4.56%	2.56%	6.67%	2.38%	4.26%	1.92%	7.69%	8.33%	11.11%	-	-	3.85%	3.45%	-	5.88%	6.25%
Q31D. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The safety and security of your home	364	327	37	19	49	53	62	27	24	10	4	3	30	36	4	26	16
Summary: Satisfied	73.90%	71.56%	94.59%	84.21%	89.80%	69.81%	64.52%	70.37%	75.00%	90.00%	-	-	73.33%	75.00%	-	61.54%	75.00%
Summary: Dissatisfied	8.79%	9.17%	5.41%	5.26%	2.04%	11.32%	12.90%	11.11%	8.33%	0%	-	-	3.33%	16.67%	-	11.54%	6.25%
Q31E. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The facilities at your scheme	271	235	36	15	38	43	43	24	12	8	4	2	23	23	3	17	15
Summary: Satisfied	57.20%	51.91%	91.67%	66.67%	63.16%	60.47%	53.49%	58.33%	41.67%	50.00%	-	-	65.22%	52.17%	-	64.71%	40.00%
Summary: Dissatisfied	4.43%	4.68%	2.78%	0%	2.63%	4.65%	4.65%	8.33%	0%	12.50%	-	-	0%	0%	-	5.88%	20.00%

Unweighted Results by Age, Gender and Disability

* Don't know excluded from analysis

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council?	34	50	50	95	120	145	225	320	194	154	166	348
Summary: Satisfied	55.88%	62.00%	80.00%	82.11%	77.50%	89.66%	79.11%	79.69%	77.84%	83.12%	76.51%	80.17%
Summary: Dissatisfied	23.53%	26.00%	8.00%	9.47%	11.67%	6.21%	10.67%	11.56%	12.37%	10.39%	12.05%	11.49%
Q2A. How satisfied or dissatisfied are you with the following? : Overall quality of your home	34	50	50	96	120	142	226	318	195	155	165	350
Summary: Satisfied	58.82%	58.00%	74.00%	86.46%	85.00%	94.37%	84.07%	81.76%	82.05%	86.45%	78.79%	84.00%
Summary: Dissatisfied	26.47%	34.00%	18.00%	7.29%	11.67%	2.11%	10.62%	11.95%	13.33%	7.10%	14.55%	10.57%
Q2B. How satisfied or dissatisfied are you with the following? : Your neighbourhood as a place to live	35	50	49	95	119	135	218	311	189	148	164	337
Summary: Satisfied	82.86%	66.00%	83.67%	89.47%	91.60%	91.85%	86.24%	87.78%	83.60%	91.22%	86.59%	86.94%
Summary: Dissatisfied	17.14%	16.00%	8.16%	5.26%	2.52%	2.22%	5.96%	6.43%	7.41%	5.41%	6.71%	6.53%
Q2C. How satisfied or dissatisfied are you with the following? : That your rent provides value for money	35	50	49	95	114	133	216	305	185	146	161	331
Summary: Satisfied	74.29%	72.00%	81.63%	87.37%	82.46%	92.48%	83.80%	84.92%	82.16%	85.62%	83.85%	83.69%
Summary: Dissatisfied	8.57%	12.00%	4.08%	3.16%	5.26%	3.76%	6.48%	4.26%	7.57%	4.79%	4.97%	6.34%
Q2D. How satisfied or dissatisfied are you with the following? : Overall condition of your home	35	50	49	95	117	134	216	311	190	147	162	337
Summary: Satisfied	54.29%	56.00%	69.39%	82.11%	80.34%	94.78%	81.48%	79.42%	77.37%	85.03%	75.93%	80.71%
Summary: Dissatisfied	25.71%	34.00%	18.37%	11.58%	10.26%	2.24%	10.19%	13.83%	15.26%	8.16%	14.20%	12.17%
Q4. How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?	35	49	49	95	120	147	226	320	193	157	166	350
0 - Not at all likely	2.86%	4.08%	2.04%	2.11%	3.33%	2.04%	3.98%	2.50%	4.15%	3.18%	1.81%	3.71%
1	2.86%	0%	0%	1.05%	1.67%	0.68%	1.33%	0.63%	1.55%	0.64%	0.60%	1.14%
2	5.71%	4.08%	0%	1.05%	4.17%	0%	1.77%	2.19%	2.07%	1.27%	3.01%	1.71%
3	2.86%	0%	0%	1.05%	3.33%	0%	1.33%	0.94%	2.07%	0%	1.20%	1.14%
4	11.43%	12.24%	2.04%	1.05%	3.33%	2.04%	3.10%	3.75%	3.11%	5.10%	2.41%	4.00%
5	11.43%	8.16%	8.16%	6.32%	8.33%	8.16%	8.85%	7.19%	9.84%	4.46%	6.63%	7.43%
6	14.29%	6.12%	8.16%	4.21%	2.50%	5.44%	4.87%	6.88%	3.63%	8.28%	7.83%	5.71%
7	20.00%	24.49%	10.20%	12.63%	5.00%	6.12%	9.29%	11.25%	4.66%	10.19%	16.27%	7.14%
8	5.71%	10.20%	16.33%	11.58%	14.17%	14.29%	13.27%	13.44%	12.95%	13.38%	14.46%	13.14%
9	8.57%	12.24%	14.29%	14.74%	11.67%	14.29%	15.04%	12.50%	12.95%	15.29%	12.65%	14.00%
10 - Extremely likely	14.29%	18.37%	38.78%	44.21%	42.50%	46.94%	37.17%	38.75%	43.01%	38.22%	33.13%	40.86%
Summary: Detractor	51.43%	34.69%	20.41%	16.84%	26.67%	18.37%	25.22%	24.06%	26.42%	22.93%	23.49%	24.86%
Summary: Passive	25.71%	34.69%	26.53%	24.21%	19.17%	20.41%	22.57%	24.69%	17.62%	23.57%	30.72%	20.29%
Summary: Promotor	22.86%	30.61%	53.06%	58.95%	54.17%	61.22%	52.21%	51.25%	55.96%	53.50%	45.78%	54.86%
Net Promotor Score	-28.57%	-4.08%	32.65%	42.11%	27.50%	42.86%	26.99%	27.19%	29.53%	30.57%	22.29%	30.00%

Unweighted Results by Age, Gender and Disability

* Don't know excluded from analysis

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q5A. To what extent do you agree or disagree with the following? : Cannock Chase Council provides an effective and efficient service	35	50	50	95	118	136	222	313	191	149	167	340
Summary: Agree	51.43%	64.00%	76.00%	76.84%	77.12%	86.03%	76.58%	77.32%	75.92%	79.87%	75.45%	77.65%
Summary: Disagree	17.14%	20.00%	4.00%	10.53%	7.63%	3.68%	7.21%	9.27%	10.47%	8.72%	7.78%	9.71%
Q5B. To what extent do you agree or disagree with the following? : Cannock Chase Council is providing the service I expect from my landlord	35	50	49	92	115	135	216	307	186	145	165	331
Summary: Agree	48.57%	64.00%	77.55%	77.17%	80.00%	89.63%	81.02%	77.20%	77.96%	81.38%	75.15%	79.46%
Summary: Disagree	22.86%	26.00%	6.12%	9.78%	8.70%	5.19%	9.72%	10.10%	10.75%	9.66%	10.30%	10.27%
Q5C. To what extent do you agree or disagree with the following? : Cannock Chase Council treats its residents fairly	35	50	49	93	118	132	217	308	188	147	164	335
Summary: Agree	68.57%	66.00%	75.51%	79.57%	76.27%	92.42%	82.95%	77.92%	78.19%	80.95%	78.66%	79.40%
Summary: Disagree	5.71%	14.00%	10.20%	6.45%	11.86%	1.52%	6.91%	7.47%	10.64%	6.12%	6.10%	8.66%
Q5D. To what extent do you agree or disagree with the following? : Cannock Chase Council has a good reputation in my area	34	50	49	92	117	131	216	306	187	145	163	332
Summary: Agree	55.88%	56.00%	67.35%	75.00%	70.09%	80.92%	70.83%	70.92%	67.38%	76.55%	70.55%	71.39%
Summary: Disagree	14.71%	16.00%	14.29%	4.35%	11.11%	3.05%	9.72%	8.50%	13.90%	7.59%	5.52%	11.14%
Q5E. To what extent do you agree or disagree with the following? : Cannock Chase Council has friendly and approachable staff	35	50	49	91	117	135	218	307	186	147	165	333
Summary: Agree	68.57%	76.00%	85.71%	86.81%	83.76%	94.07%	87.61%	84.69%	83.33%	87.07%	86.67%	84.98%
Summary: Disagree	11.43%	10.00%	4.08%	4.40%	3.42%	0.74%	4.13%	3.91%	9.14%	2.04%	1.82%	6.01%
Q5F. To what extent do you agree or disagree with the following? : I trust Cannock Chase Council	35	50	49	93	118	135	218	312	191	149	165	340
Summary: Agree	54.29%	68.00%	75.51%	80.65%	73.73%	83.70%	73.39%	77.24%	70.68%	78.52%	77.58%	74.12%
Summary: Disagree	5.71%	20.00%	10.20%	4.30%	7.63%	5.93%	8.26%	7.37%	13.09%	4.03%	7.27%	9.12%
Q6. Which of the following services would you consider to be priorities?	35	50	50	96	119	143	225	317	193	153	168	346
Your neighbourhood as a place to live	51.43%	50.00%	44.00%	50.00%	55.46%	55.94%	51.11%	51.10%	57.51%	47.71%	47.02%	53.18%
Value for money for your rent (and service charges)	54.29%	52.00%	38.00%	52.08%	47.06%	43.36%	52.44%	40.69%	35.23%	53.59%	51.19%	43.35%
Support and advice on claiming welfare benefits and paying rent	22.86%	12.00%	16.00%	15.63%	21.85%	19.58%	18.22%	17.98%	18.65%	20.26%	14.29%	19.36%
Keeping residents informed	17.14%	6.00%	18.00%	19.79%	13.45%	20.98%	19.56%	17.03%	19.17%	20.26%	14.29%	19.65%
The overall quality of your home	51.43%	56.00%	56.00%	59.38%	47.90%	55.94%	47.11%	60.25%	60.10%	51.63%	55.36%	56.36%
Listening to residents' views and acting upon them	14.29%	14.00%	20.00%	15.63%	15.97%	12.59%	17.78%	14.51%	18.65%	15.69%	13.69%	17.34%
Repairs & maintenance	71.43%	84.00%	68.00%	65.63%	67.23%	64.34%	61.78%	72.87%	68.91%	62.75%	73.21%	66.18%
Dealing with anti-social behaviour	14.29%	20.00%	30.00%	18.75%	22.69%	15.38%	23.56%	18.93%	17.62%	19.61%	23.21%	18.50%

Unweighted Results by Age, Gender and Disability

* Don't know excluded from analysis

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q7A. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Anti-social behaviour	35	50	49	90	117	126	208	307	183	145	160	328
Summary: Satisfied	60.00%	40.00%	48.98%	61.11%	58.12%	69.05%	56.73%	60.26%	58.47%	57.24%	60.00%	57.93%
Summary: Dissatisfied	17.14%	16.00%	14.29%	5.56%	7.69%	5.56%	12.02%	7.17%	9.84%	11.03%	5.63%	10.37%
Q7B. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Complaints	35	50	49	88	113	131	210	303	180	145	160	325
Summary: Satisfied	45.71%	38.00%	63.27%	63.64%	61.95%	78.63%	61.43%	64.03%	62.22%	65.52%	61.25%	63.69%
Summary: Dissatisfied	22.86%	30.00%	16.33%	6.82%	10.62%	4.58%	11.90%	11.22%	15.00%	9.66%	10.00%	12.62%
Q7C. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Your enquiries generally	33	50	47	91	117	130	213	302	183	145	162	328
Summary: Satisfied	54.55%	68.00%	76.60%	84.62%	76.92%	89.23%	77.00%	81.46%	80.33%	83.45%	75.31%	81.71%
Summary: Dissatisfied	21.21%	18.00%	6.38%	5.49%	6.84%	2.31%	7.04%	7.62%	7.65%	4.83%	9.88%	6.40%
Q7D. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Moving or swapping your home (transfers and exchanges)	35	49	48	89	104	101	190	277	167	132	149	299
Summary: Satisfied	31.43%	32.65%	50.00%	51.69%	46.15%	51.49%	42.11%	48.38%	41.92%	53.79%	43.62%	47.16%
Summary: Dissatisfied	11.43%	16.33%	4.17%	3.37%	5.77%	2.97%	5.26%	6.86%	11.38%	3.03%	4.70%	7.69%
Q7E. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? : Gas servicing arrangements	35	50	50	91	113	128	208	307	185	140	161	325
Summary: Satisfied	71.43%	80.00%	90.00%	86.81%	89.38%	92.97%	84.62%	89.58%	87.03%	91.43%	82.61%	88.92%
Summary: Dissatisfied	5.71%	4.00%	6.00%	2.20%	2.65%	3.13%	3.37%	3.58%	3.78%	2.86%	4.35%	3.38%
Q8A. How satisfied or dissatisfied are you with the following? : That Cannock Chase Council is easy to deal with	35	50	50	96	120	142	225	320	195	153	168	348
Summary: Satisfied	62.86%	66.00%	80.00%	85.42%	80.00%	90.85%	80.89%	80.94%	80.00%	83.66%	79.76%	81.61%
Summary: Dissatisfied	17.14%	20.00%	6.00%	4.17%	7.50%	2.11%	6.22%	7.81%	8.72%	7.19%	6.55%	8.05%
Q8B. How satisfied or dissatisfied are you with the following? : That Cannock Chase Council gives you the opportunity to make your views known	35	50	49	90	117	134	212	310	189	146	163	335
Summary: Satisfied	54.29%	46.00%	67.35%	65.56%	63.25%	73.13%	63.68%	65.16%	60.32%	69.18%	65.03%	64.18%
Summary: Dissatisfied	11.43%	18.00%	8.16%	8.89%	8.55%	4.48%	9.43%	8.39%	11.64%	7.53%	6.75%	9.85%
Q9. How satisfied or dissatisfied are you that Cannock Chase Council listens to your views and acts upon them?*	33	47	45	85	109	127	201	294	173	147	149	320
Summary: Satisfied	42.42%	36.17%	46.67%	64.71%	59.63%	70.87%	57.71%	61.56%	59.54%	58.50%	62.42%	59.06%
Summary: Dissatisfied	21.21%	29.79%	15.56%	11.76%	11.93%	5.51%	11.44%	13.27%	13.29%	12.93%	14.09%	13.13%
Q10. How satisfied or dissatisfied are you that Cannock Chase Council keeps you informed about things that matter to you?*	33	47	48	91	113	130	212	298	182	148	155	330
Summary: Satisfied	51.52%	44.68%	52.08%	75.82%	67.26%	76.92%	66.04%	68.79%	63.19%	67.57%	70.97%	65.15%
Summary: Dissatisfied	24.24%	17.02%	14.58%	5.49%	9.73%	6.92%	12.26%	9.06%	13.19%	10.14%	9.03%	11.82%
Q11. To what extent do you agree or disagree with the following 'Cannock Chase Council treats me fairly and with respect'?*	35	50	50	94	118	139	220	315	191	150	165	341
Summary: Agree	62.86%	64.00%	72.00%	82.98%	75.42%	87.05%	77.73%	78.41%	72.77%	82.67%	78.79%	77.13%
Summary: Disagree	8.57%	14.00%	8.00%	5.32%	7.63%	1.44%	5.45%	6.35%	8.90%	4.00%	5.45%	6.74%

Unweighted Results by Age, Gender and Disability

* Don't know excluded from analysis

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q12. Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent or service charges?	35	50	50	96	120	144	225	322	195	154	168	349
Yes	71.43%	86.00%	70.00%	71.88%	65.00%	63.89%	64.44%	71.43%	75.90%	64.29%	68.45%	70.77%
No	28.57%	14.00%	30.00%	28.13%	35.00%	36.11%	35.56%	28.57%	24.10%	35.71%	31.55%	29.23%
Q13. Was getting hold of the right person easy or difficult?	25	43	35	69	78	91	145	228	147	99	114	246
Easy	56.00%	58.14%	77.14%	68.12%	69.23%	71.43%	68.97%	69.74%	65.99%	74.75%	67.54%	69.51%
Difficult	32.00%	25.58%	14.29%	20.29%	23.08%	13.19%	17.93%	19.74%	21.09%	16.16%	20.18%	19.11%
Neither	12.00%	16.28%	8.57%	11.59%	7.69%	15.38%	13.10%	10.53%	12.93%	9.09%	12.28%	11.38%
Q14. Did you find the staff helpful or unhelpful?	25	43	35	69	78	92	145	230	148	99	115	247
Helpful	56.00%	74.42%	85.71%	88.41%	76.92%	89.13%	84.83%	80.43%	80.41%	85.86%	80.00%	82.59%
Unhelpful	20.00%	13.95%	5.71%	7.25%	7.69%	3.26%	3.45%	10.43%	9.46%	5.05%	8.70%	7.69%
Neither	24.00%	11.63%	8.57%	4.35%	15.38%	7.61%	11.72%	9.13%	10.14%	9.09%	11.30%	9.72%
Q15. Was your query answered in a reasonable amount of time?	25	43	35	69	78	90	142	230	148	97	114	245
Yes	64.00%	65.12%	77.14%	78.26%	74.36%	84.44%	78.87%	77.83%	79.73%	74.23%	76.32%	77.55%
No	36.00%	34.88%	22.86%	21.74%	25.64%	15.56%	21.13%	22.17%	20.27%	25.77%	23.68%	22.45%
Q16. Have you made a complaint to Cannock Chase Council in the last 12 months?	35	50	50	96	119	144	224	322	195	152	168	347
Yes	22.86%	32.00%	30.00%	17.71%	19.33%	15.28%	17.41%	22.98%	22.05%	19.74%	20.24%	21.04%
No	77.14%	68.00%	70.00%	82.29%	80.67%	84.72%	82.59%	77.02%	77.95%	80.26%	79.76%	78.96%
Q17. How satisfied or dissatisfied are you with Cannock Chase Council's approach to complaints handling?	8	16	14	17	23	22	38	74	43	30	33	73
Summary: Satisfied	25.00%	18.75%	42.86%	47.06%	43.48%	59.09%	31.58%	51.35%	51.16%	43.33%	30.30%	47.95%
Summary: Dissatisfied	50.00%	68.75%	21.43%	47.06%	30.43%	18.18%	44.74%	29.73%	34.88%	36.67%	39.39%	35.62%
Q18. Would you like to get involved with tenant engagement activities in the future?	35	50	50	96	118	148	227	323	196	155	169	351
Yes	8.57%	26.00%	28.00%	18.75%	11.02%	11.49%	15.86%	15.79%	17.35%	18.71%	12.43%	17.95%
No	91.43%	74.00%	72.00%	81.25%	88.98%	88.51%	84.14%	84.21%	82.65%	81.29%	87.57%	82.05%

Unweighted Results by Age, Gender and Disability

* Don't know excluded from analysis

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q19. What sort of activities would you like the Council to offer?	3	13	14	18	13	17	36	50	33	29	21	62
Informal meetings	-	7.69%	28.57%	44.44%	53.85%	35.29%	44.44%	28.00%	27.27%	48.28%	23.81%	37.10%
To be a part of a Tenant Scrutiny Group, reviewing policies and procedures etc	-	23.08%	35.71%	27.78%	38.46%	23.53%	27.78%	32.00%	30.30%	24.14%	33.33%	27.42%
Virtual Q and A session, Zoom etc.	-	7.69%	7.14%	22.22%	15.38%	5.88%	13.89%	8.00%	9.09%	10.34%	4.76%	9.68%
Community events	-	53.85%	50.00%	61.11%	53.85%	58.82%	52.78%	58.00%	51.52%	65.52%	42.86%	58.06%
A more regular newsletter	-	69.23%	42.86%	50.00%	46.15%	64.71%	50.00%	52.00%	63.64%	37.93%	57.14%	51.61%
Tenant Inspections/ Mystery shopper	-	46.15%	50.00%	55.56%	61.54%	17.65%	38.89%	46.00%	51.52%	37.93%	38.10%	45.16%
Q20. How satisfied or dissatisfied are you that Cannock Chase Council provides a home that is well maintained?*	35	50	50	96	118	147	225	324	196	154	168	350
Summary: Satisfied	37.14%	50.00%	74.00%	78.13%	80.51%	91.84%	80.44%	75.62%	76.53%	81.82%	71.43%	78.86%
Summary: Dissatisfied	40.00%	30.00%	8.00%	12.50%	11.86%	2.72%	10.67%	13.89%	15.31%	7.79%	16.07%	12.00%
Q21. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cannock Chase Council provides a home that is safe?*	35	50	50	96	117	148	226	322	195	154	168	349
Summary: Satisfied	48.57%	70.00%	72.00%	83.33%	84.62%	93.24%	82.74%	81.68%	79.49%	87.66%	78.57%	83.09%
Summary: Dissatisfied	40.00%	22.00%	10.00%	6.25%	7.69%	1.35%	7.08%	10.25%	10.77%	7.14%	9.52%	9.17%
Q22A. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? : External building repairs and maintenance*	34	50	50	94	117	140	220	315	188	152	165	340
Summary: Satisfied	47.06%	58.00%	64.00%	64.89%	76.07%	85.71%	72.73%	70.48%	67.55%	78.29%	71.52%	72.35%
Summary: Dissatisfied	41.18%	32.00%	20.00%	24.47%	11.97%	7.14%	15.00%	20.00%	20.21%	14.47%	17.58%	17.65%
Q22B. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? : The cleaning and upkeep of communal areas*	31	38	39	77	95	119	180	258	150	122	143	272
Summary: Satisfied	64.52%	52.63%	53.85%	61.04%	69.47%	78.15%	67.78%	66.67%	63.33%	68.03%	67.83%	65.44%
Summary: Dissatisfied	16.13%	15.79%	25.64%	16.88%	12.63%	8.40%	14.44%	13.95%	14.67%	13.93%	15.38%	14.34%
Q22C. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? : Upkeep of external environment*	34	45	47	91	103	126	201	289	174	135	155	309
Summary: Satisfied	52.94%	51.11%	59.57%	58.24%	66.02%	75.40%	67.16%	62.28%	61.49%	63.70%	67.10%	62.46%
Summary: Dissatisfied	20.59%	17.78%	10.64%	20.88%	19.42%	9.52%	14.93%	16.61%	17.82%	18.52%	12.90%	18.12%
Q23. Have you had any repairs to your home in the last 12 months?	35	50	50	96	120	148	227	325	196	156	169	352
Yes	74.29%	82.00%	66.00%	66.67%	62.50%	62.84%	62.11%	69.54%	76.53%	62.18%	61.54%	70.17%
No	25.71%	18.00%	34.00%	33.33%	37.50%	37.16%	37.89%	30.46%	23.47%	37.82%	38.46%	29.83%
Q24. How satisfied or dissatisfied are you with the overall repairs service from Cannock Chase Council over the last 12 months?	26	41	33	64	75	93	141	226	150	97	104	247
Summary: Satisfied	46.15%	60.98%	66.67%	79.69%	81.33%	88.17%	80.14%	76.55%	80.00%	78.35%	72.12%	79.35%
Summary: Dissatisfied	23.08%	31.71%	12.12%	10.94%	10.67%	6.45%	7.80%	15.49%	12.67%	14.43%	13.46%	13.36%
Q25. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	26	41	33	64	75	93	141	226	150	97	104	247
Summary: Satisfied	42.31%	60.98%	66.67%	78.13%	78.67%	83.87%	80.14%	73.45%	78.00%	78.35%	69.23%	78.14%
Summary: Dissatisfied	26.92%	34.15%	18.18%	15.63%	13.33%	8.60%	12.06%	17.26%	13.33%	16.49%	19.23%	14.57%

Unweighted Results by Age, Gender and Disability

* Don't know excluded from analysis

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q26A. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Being told when workers would call*	25	41	33	64	74	91	141	221	149	94	103	243
Summary: Satisfied	52.00%	63.41%	78.79%	81.25%	82.43%	86.81%	82.27%	79.19%	79.87%	80.85%	78.64%	80.25%
Summary: Dissatisfied	44.00%	31.71%	12.12%	14.06%	10.81%	6.59%	12.06%	15.38%	14.09%	13.83%	15.53%	13.99%
Q26B. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Being able to make an appointment*	24	39	31	62	71	85	134	211	142	88	100	230
Summary: Satisfied	50.00%	61.54%	67.74%	80.65%	80.28%	84.71%	77.61%	79.15%	80.28%	79.55%	73.00%	80.00%
Summary: Dissatisfied	33.33%	25.64%	6.45%	11.29%	2.82%	7.06%	8.21%	11.85%	9.86%	9.09%	12.00%	9.57%
Q26C. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Time taken before work started*	24	41	33	62	69	86	136	212	142	91	100	233
Summary: Satisfied	50.00%	63.41%	69.70%	74.19%	81.16%	80.23%	77.94%	72.64%	73.94%	80.22%	71.00%	76.39%
Summary: Dissatisfied	37.50%	29.27%	12.12%	20.97%	10.14%	11.63%	12.50%	18.87%	17.61%	14.29%	19.00%	16.31%
Q26D. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The speed of completion of the work*	24	39	33	63	72	84	135	213	142	92	101	234
Summary: Satisfied	54.17%	61.54%	81.82%	79.37%	87.50%	85.71%	80.74%	80.75%	79.58%	83.70%	78.22%	81.20%
Summary: Dissatisfied	33.33%	28.21%	9.09%	12.70%	8.33%	5.95%	11.11%	12.68%	14.08%	9.78%	13.86%	12.39%
Q26E. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The attitude of workers*	25	39	33	62	72	87	135	216	144	92	100	236
Summary: Satisfied	76.00%	89.74%	87.88%	93.55%	93.06%	94.25%	90.37%	93.06%	89.58%	93.48%	93.00%	91.10%
Summary: Dissatisfied	4.00%	5.13%	3.03%	1.61%	0%	1.15%	2.22%	1.39%	2.78%	1.09%	1.00%	2.12%
Q26F. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The overall quality of the work*	23	39	33	62	72	88	135	215	143	94	99	237
Summary: Satisfied	60.87%	71.79%	75.76%	95.16%	86.11%	88.64%	88.89%	83.26%	85.31%	85.11%	83.84%	85.23%
Summary: Dissatisfied	21.74%	23.08%	9.09%	4.84%	4.17%	7.95%	5.93%	10.23%	9.79%	9.57%	8.08%	9.70%
Q26G. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : Keeping dirt and mess to a minimum*	24	39	33	62	71	85	134	212	145	89	98	234
Summary: Satisfied	70.83%	79.49%	81.82%	91.94%	91.55%	89.41%	83.58%	90.57%	84.14%	89.89%	90.82%	86.32%
Summary: Dissatisfied	20.83%	15.38%	9.09%	3.23%	2.82%	4.71%	6.72%	6.13%	7.59%	6.74%	4.08%	7.26%
Q26H. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The repair being done 'right first time'	24	40	33	62	71	87	132	217	143	91	99	234
Summary: Satisfied	54.17%	62.50%	75.76%	83.87%	87.32%	83.91%	82.58%	78.80%	78.32%	79.12%	81.82%	78.63%
Summary: Dissatisfied	37.50%	32.50%	12.12%	14.52%	5.63%	9.20%	6.82%	17.51%	16.08%	13.19%	13.13%	14.96%
Q26I. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The contractors doing the job you expected*	24	40	33	61	70	86	133	214	142	92	100	234
Summary: Satisfied	66.67%	70.00%	84.85%	81.97%	85.71%	88.37%	84.21%	82.24%	83.80%	82.61%	81.00%	83.33%
Summary: Dissatisfied	25.00%	27.50%	9.09%	9.84%	5.71%	4.65%	6.77%	11.68%	11.97%	8.70%	10.00%	10.68%
Q26J. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? : The repairs service you received this time*	23	40	33	62	72	87	134	216	144	91	100	235
Summary: Satisfied	60.87%	67.50%	81.82%	88.71%	83.33%	89.66%	85.82%	83.33%	82.64%	85.71%	82.00%	83.83%
Summary: Dissatisfied	26.09%	27.50%	9.09%	6.45%	6.94%	4.60%	7.46%	10.19%	12.50%	5.49%	10.00%	9.79%

Unweighted Results by Age, Gender and Disability

	AGE - MAIN TENANT						GENDER - MAIN TENANT		DISABILITY			
	Under 35	35 to 44	45 to 54	55 to 64	65 to 74	75+	Male	Female	Yes - a lot	Yes - a little	No	Summary: Yes
Q27. Do you live in a building with communal areas, either inside or outside that Cannock Chase Council is responsible for maintaining?	35	50	49	93	119	143	224	318	194	153	166	347
Yes	25.71%	22.00%	18.37%	27.96%	17.65%	26.57%	23.21%	24.21%	22.68%	28.10%	22.29%	25.07%
No	42.86%	72.00%	69.39%	60.22%	73.11%	60.84%	62.95%	63.52%	67.01%	60.78%	62.65%	64.27%
Don't know	31.43%	6.00%	12.24%	11.83%	9.24%	12.59%	13.84%	12.26%	10.31%	11.11%	15.06%	10.66%
Q28. How satisfied or dissatisfied are you that Cannock Chase Council keeps these communal areas clean and well maintained?*	9	11	9	26	21	38	52	77	44	43	37	87
Summary: Satisfied	55.56%	45.45%	44.44%	69.23%	71.43%	84.21%	73.08%	68.83%	75.00%	67.44%	62.16%	71.26%
Summary: Dissatisfied	33.33%	45.45%	22.22%	23.08%	19.05%	13.16%	15.38%	24.68%	11.36%	30.23%	29.73%	20.69%
Q29. How satisfied or dissatisfied are you that Cannock Chase Council makes a positive contribution to your neighbourhood?*	31	44	45	89	108	131	207	289	174	141	154	315
Summary: Satisfied	32.26%	34.09%	42.22%	58.43%	59.26%	70.99%	60.39%	53.98%	53.45%	60.28%	55.84%	56.51%
Summary: Dissatisfied	29.03%	13.63%	17.78%	11.23%	7.40%	3.05%	8.69%	10.73%	14.37%	8.51%	8.45%	11.75%
Q30. How satisfied or dissatisfied are you with Cannock Chase Council's approach to handling anti-social behaviour?*	28	41	39	76	95	102	174	249	139	120	139	259
Summary: Satisfied	43%	39%	51%	57%	58%	68%	57%	56%	54%	61%	53%	57%
Summary: Dissatisfied	25.00%	24.39%	23.07%	11.84%	7.37%	8.82%	16.67%	11.64%	18.70%	14.17%	11.51%	16.60%
Q31A. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The frequency of contact with your Independent Living Officer	24	26	27	48	57	74	118	171	90	80	100	170
Summary: Satisfied	58.33%	38.46%	33.33%	56.25%	40.35%	70.27%	55.08%	50.88%	52.22%	55.00%	53.00%	53.53%
Summary: Dissatisfied	16.67%	19.23%	7.41%	4.17%	12.28%	5.41%	12.71%	7.60%	12.22%	10.00%	6.00%	11.18%
Q31B. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The overall service provided by your Independent Living Officer	23	24	25	46	57	69	116	157	88	75	95	163
Summary: Satisfied	60.87%	37.50%	32.00%	52.17%	38.60%	68.12%	53.45%	47.13%	48.86%	53.33%	49.47%	50.92%
Summary: Dissatisfied	13.04%	16.67%	4.00%	4.35%	10.53%	5.80%	10.34%	7.64%	11.36%	9.33%	5.26%	10.43%
Q31C. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The emergency call system	23	25	25	43	61	83	126	170	96	86	98	182
Summary: Satisfied	69.57%	36.00%	44.00%	53.49%	63.93%	85.54%	65.87%	65.88%	66.67%	74.42%	55.10%	70.33%
Summary: Dissatisfied	8.70%	12.00%	0%	2.33%	4.92%	2.41%	4.76%	4.12%	6.25%	2.33%	4.08%	4.40%
Q31D. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The safety and security of your home	30	31	32	60	70	95	153	205	118	103	116	221
Summary: Satisfied	53.33%	54.84%	62.50%	65.00%	75.71%	94.74%	73.86%	73.66%	77.12%	81.55%	64.66%	79.19%
Summary: Dissatisfied	20.00%	22.58%	9.38%	10.00%	7.14%	1.05%	8.50%	9.27%	10.17%	6.80%	9.48%	8.60%
Q31E. Thinking about where you live, how satisfied or dissatisfied are you with the following? : The facilities at your scheme	22	24	22	43	55	67	112	154	82	73	92	155
Summary: Satisfied	59.09%	45.83%	36.36%	48.84%	52.73%	73.13%	60.71%	53.90%	54.88%	65.75%	52.17%	60.00%
Summary: Dissatisfied	9.09%	8.33%	0%	6.98%	5.45%	1.49%	5.36%	3.90%	6.10%	1.37%	4.35%	3.87%