

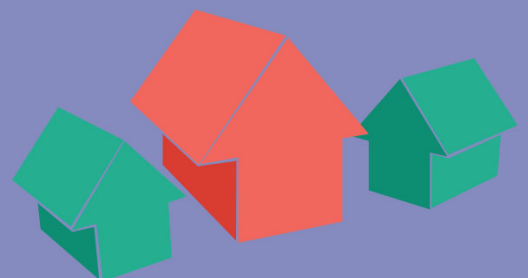


Service User Survey 2017



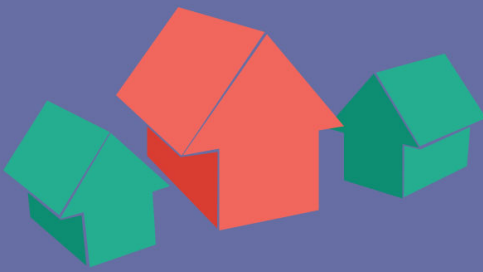
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1. Introduction

Background

This report details the results of the 2017 St Martin of Tours Housing Association survey of service users. The survey was conducted internally by St Martins staff, with ARP Research delivering data capture, analysis and reporting assistance.

The results of this year's survey are compared against the equivalent survey in 2016 to monitor service users' satisfaction with St Martins, and to help determine how those services should be improved in the future.

St Martins provides accommodation and specialist care and support services to a range of different client groups including ex-offenders and people with enduring mental health problems.

About the survey

The survey was conducted in February and March 2017. Paper self completion questionnaires were distributed internally by St Martins staff, with the option of receiving assistance in completing it from support workers/keyworkers etc. A free prize draw was used to encourage a good response rate.

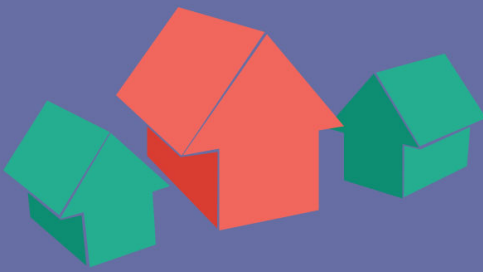
The total survey sample of 52 represents 79% of all 66 service users, giving a theoretical sampling error of +/- 6.3% at the 95% confidence level.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology and data analysis, please see appendix A.



2. Executive summary

Respondent profile

1. The sample was fairly evenly spread amongst the five projects surveyed, with the majority of users from two projects – Wilton Villas (27%) and Chalkhill Road (25%, chart 10.1) with one in seven from the new project at Caledonian Road (14%).
2. The majority of respondents had been in receipt of St Martins' services for less than a year (42%), which is 13% more than in 2016. The majority of respondents were from a BME group (60%), the largest proportion being Black or Black British (35%).
3. The current sample does contain more female users, but once again the bulk of the sample was predominantly male (77% v 10% female). The age profile of respondents was similar to that seen in the previous sample, with more than half of the current one aged 41 or over (52%).

St Martins' services overall

4. The main headline result in this survey is there has been a slight fall in overall satisfaction with the level of service St Martins provides (82%, down from 88%) with overall satisfaction amongst service users falling for the second consecutive year. Only four respondents rated the services they received as 'poor', half of whom were based at Wilton Villas where one of these users rated the service as 'always poor'. The only other user to rate the overall service in such a way was based at Chalkhill Road (section 3).
5. One of the major influencing factors behind the fall in overall satisfaction is likely to be due to the fact fewer respondents received daily contact from staff (17%, down from 25%).
6. Having appointments that are kept, regular visits and feeling safe all affect how users view St Martins services overall.
7. Similar to previous survey finding there was no significant difference between how long a user had been receiving support and perceived levels of satisfaction with the service with ratings, however, in contrast to previous findings satisfaction increased the longer a respondent had been a service user.

St Martins staff

8. Most respondents were once again positive about St Martins' customer services with 56% of the sample stating staff were always polite and helpful when they visited, with a further 23% saying that this happened most of the time, however when combined this was thirteen points down on last year, albeit not by a significant margin (section 3). However, ratings have fallen significantly when users were asked about contact with head office staff with the current score of 73% twenty points lower than that reported previously (was 93%).

2. Executive summary

9. There was a notable decrease in the number of users who had daily contact with staff (17%, down from 25% in 2016) with seven out of ten of respondents having contact with staff at least once a week (71%, down from 84%).
10. A quarter of service users said they would like to see their keyworker more often is 9% more than that reported in 2016 (was 14%). Service users at Davenant Road were more likely to want this (56%) followed by those at Wilton Villas (21%).

Complaints

11. There had been a notable fall in the proportion of respondents who knew how to make a complaint about the services (69%, down from 94% in 2016), with only a third of service users at Davenant Road aware of this procedure (33%), compared to 86% of respondents from Wilton Villas (section 4).
12. It was positive to find the majority of respondents who had made a complaint said it was resolved (71%), with the remainder saying they were still waiting. All of the seven users that have made a complaint said they were satisfied with the procedure.

Recovery

13. The vast majority of the sample felt respected as a person (85%), with only seven users responding to the contrary (14% of the sample). Slightly more said they receive help when needed (89%), with only five saying the opposite (10%).
14. Four out of five respondents said they felt their privacy and choices had been respected (81%), with a similar proportion saying someone had helped them regain independence and satisfaction (79%). However, both results were lowest in Davenant Road (67% and 56% respectively).
15. The primary aspiration amongst users when they were asked what they would like to achieve whilst living at St Martins was for more independent living, followed by to improve their physical health and better accommodation. Interestingly, there was an increase in the proportion of respondents who wanted to improve their physical health (58%, was 45%), as well as improve their mental health (52%, was 35%), with the latter representing the single largest increase. In contrast to previous surveys, there was a decrease in the proportion of respondents who wanted to reduce alcohol and drug use (17%, down from 37%) as well as reduce offending behaviours (19%, down from 29%).

Involvement

16. Respondents were more aware of policy review meetings but were less informed about meetings in each project (section 7).
17. When asked if they participate in consultation meetings held by head office staff, the majority said they do not (52%) and just over two fifths said they do (44%). Only a third of users in their first year of using St Martins services have participated in such meetings (36%).
18. Around four out of five users said they had attended an event organised by St Martins (81%), with one in five respondents saying they have not (19%). Seven of the ten users in the sample who had not attended were in their first year with the service and therefore may not yet have had the opportunity to partake.
19. Over a quarter of respondents would be interested in volunteering (27%), however more respondents in the current sample were interested in suggesting/organising activities than they were a year ago (33%, up from 22%). Interest in training has fallen by nearly a half with 12% of the current sample saying they would like to get involved in this area (down from 22% in 2016).

2. Executive summary

20. Over two fifths of respondents said they are often involved in their placement reviews with their care teams (44%), with a further third saying this happens sometimes (37%). Ten respondents said this never happens (3 at Caledonian Road and Davenant Road, and 2 each at Chalkhill Road and New North Care Home). Those that were often or sometimes involved in placement reviews were asked if they found them helpful, and it was positive to find the vast majority did (91%).
21. Whilst money was the primary type of information service users would like to receive (31%), an equal quantity of users would not like to receive any information about St Martins services, with a clear increase in the latter (31%, up from 8%). Consequently, there has been a notable fall in the proportion of respondents wanting information on current news and events (27%, down from 41%), new services being developed (23%, down from 27%) and information about changes to the service or team (21%, down from 37%).
22. Around one in seven said their main source of information was from the Connect newsletter (15%), which is down from the 18% who said the same in 2016 and continues to decline as a source of information. As a consequence of slipping down the list of usual sources of information it is unsurprising to find around four out of five respondents found the 'Connect' newsletter to be useful and informative, which is nearly half than the equivalent score in 2016 (44% v 83%). Around a quarter (27%) of respondents would like to get involved writing articles for Connect, down from 33% in 2016.

The maintenance service

23. Around three out of five respondents (62%) had reported a repair in the previous 12 month period, a decrease from 76% in 2016. Nearly a third of all repairs (10 out of 32) were reported by services users at Chalkhill Road. Plumbing remains the most common reason for needing a repair (47%) followed by heating. Indeed, it is striking just how common heating repairs were compared to those seen in 2016, with the numbers for this type increasing from 22% to 38%. It was positive to find a fifth of all repairs had been completed the same day (19%), with a further half completed within a week (50%) with the pattern of responses almost identical to that seen in the previous survey, with only 3% of repairs taking longer than a month to complete with this one case occurring at Wilton Villas.
24. Awareness of response times continues to fall with only a quarter of the current sample conscious of these (25%, down from 35%).
25. When asked how satisfied they were with the service received having reported a repair, nine out of ten gave a positive answer, including more than half (53%) who were 'very satisfied'.
26. Ratings for the condition of the property has improved slightly since 2016 (76%, up from 72%), reversing the previously observed decreases. That said, there were still those in the sample who rated their property as unsatisfactory (4%, two respondents), with one based at Davenant Road and the other at Wilton Villas.



3. St Martins' services

One of the headline results in this survey is that the proportion of respondents who felt that St Martins provided a good service had decreased from 88% in 2016 to 82% in 2017. Furthermore, overall satisfaction amongst service users has fallen for the third consecutive year and is now ten points lower than the record high seen in 2015 (was 92%). Despite overall satisfaction falling six points, the difference was not considered to be statistically significant, which is a standard threshold after which a result is considered unlikely to be due to chance. That said, there was a notable shift in the proportion of users who responded 'always good' (42%, down from 51%).

Only four respondents rated the services they received as 'poor', half of whom were based at Wilton Villas where one of these users rated the service as 'always poor'. The only other user to rate the overall service in such a way was based at Chalkhill Road.

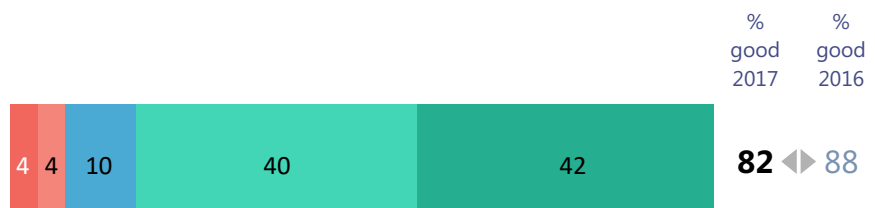
One of the major influencing factors behind this decrease is likely to be due to the fact fewer respondents received daily contact from staff (17%, down from 25% chart 3.2). Similarly, those respondents who said staff 'always' visit when they say they will were significantly more positive about the service received (90%) than those users who said their support worker 'sometimes' visits as planned (25%) less often. In addition, whether or not

Since the 2011 survey there have been considerable changes in the profile of St Martins Service user population, with Youth Services, Victoria Park and Ferrini House no longer included (the latter from 2016 on). Two new projects were included in 2015 – Mental Health Floating Support in Newham and Chalkhill Road. Readers should therefore bear this in mind when considering the analysis of survey results over time.

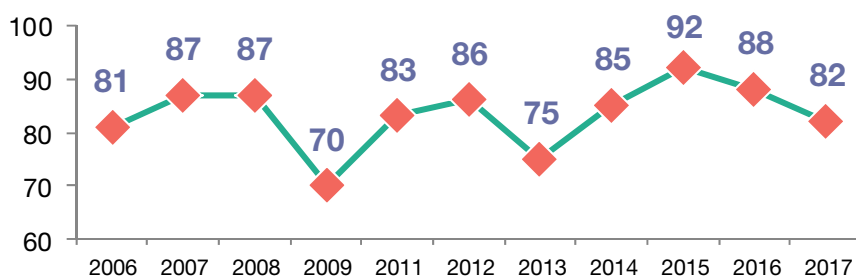
3.1 Overall service

% Base 50 | Excludes non respondents

The level of service received from St Martins



▼ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)



3. St Martins' services

users views were included in their support plan appears to have an impact with those respondents saying their views were 'often' included significantly more likely to respond positively than those who said they were 'sometimes' included (100% v 70%). Whether hobbies and interests were included in the support plan had an identical impact on the perception of the service overall.

Similar to previous survey findings there was no significant difference between how long a user had been receiving support and perceived levels of satisfaction with the service with ratings, however, in contrast to previous findings satisfaction increased the longer a respondent had been a service user.

Feeling safe is once again important to service users and how safe they feel clearly impacts how the view services overall with those feel safe in their environment significantly more positive about St Martins services than those who do not feel safe (91% v 17%).

Whilst the majority of respondents were positive about St Martins' customer services with 56% of the sample stating staff were always polite and helpful when they visited, with a further 23% saying that this happened most of the time, however when combined this was thirteen points down on last year, albeit not by a significant margin. However, it is disappointing to find ratings have fallen when users were asked about contact with head office staff with the current score of 73% a significant twenty points lower than that reported previously (was 93%). Two of the four service users who had a negative experience when contacting head office were based at Davenant Road, one of whom said staff were 'not at all' polite or helpful. The other two respondents were from Chalkhill and Wilton Villas and they said staff were 'not particularly' polite or helpful.

Because of the relatively small population, there was little difference between the various groups. However, respondents who said staff always visit when they say they will were more likely than others to find the visiting staff to be polite and helpful (94%). A similar pattern emerges for the same sub-group when rating the staff at head office.

Around one in six users (17%) had daily contact with staff, which is a drop of 8% to that reported last year (was 25%) with weekly contact also down compared to that seen in 2016 (54% was 59%) meaning around seven out of ten service users see a member of staff at least once a week (71%), a marked fall to that reported in 2016 (was 84%).

The level of daily contact amongst new service users (under 1 year) continues to fall from 21% in 2016 to 19% this year.

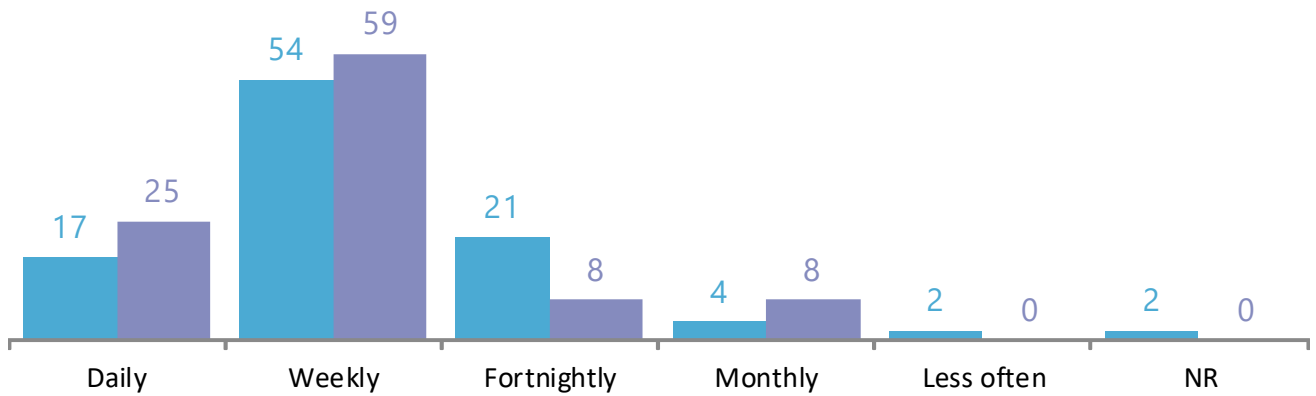
As such, it is unsurprising to find a quarter of service users (23%) said they would like to see their keyworker more often, which is 9% higher than that reported in 2016 (was 14%). Service users at Davenant Road were more likely to want this (56%) followed by those at Wilton Villas (21%).

3. St Martins' services

3.2 Frequency of staff contact

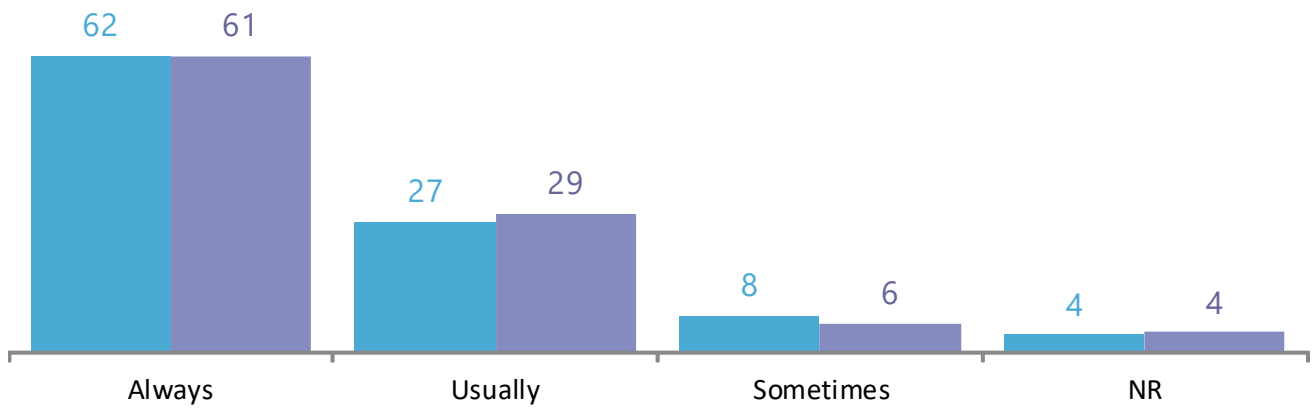
% Base 52

2017
2016



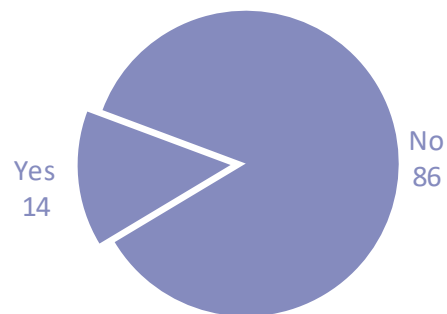
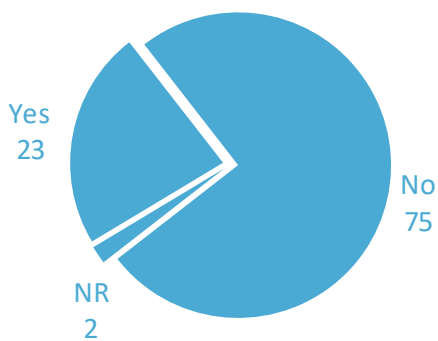
3.3 Staff visit when they say they will

% Base 52



3.4 Would you like to see your keyworker more often?

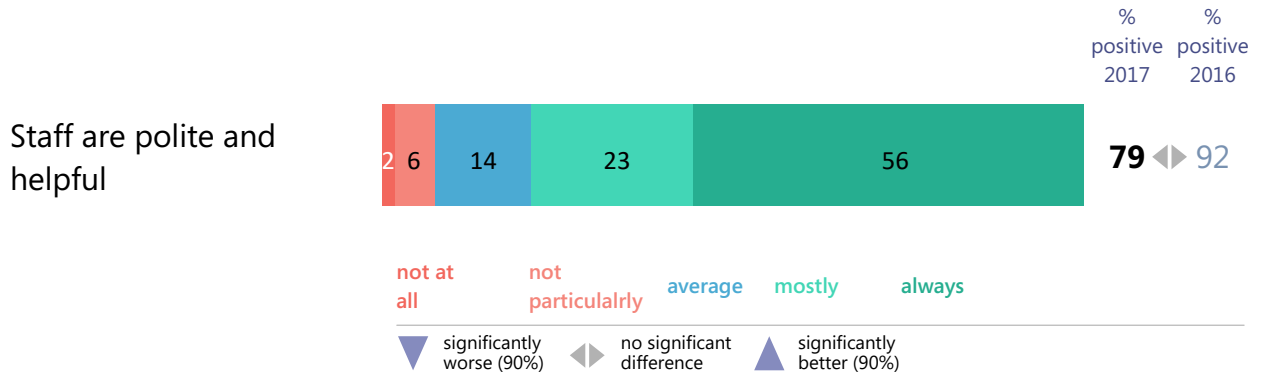
% Base 52



3. St Martins' services

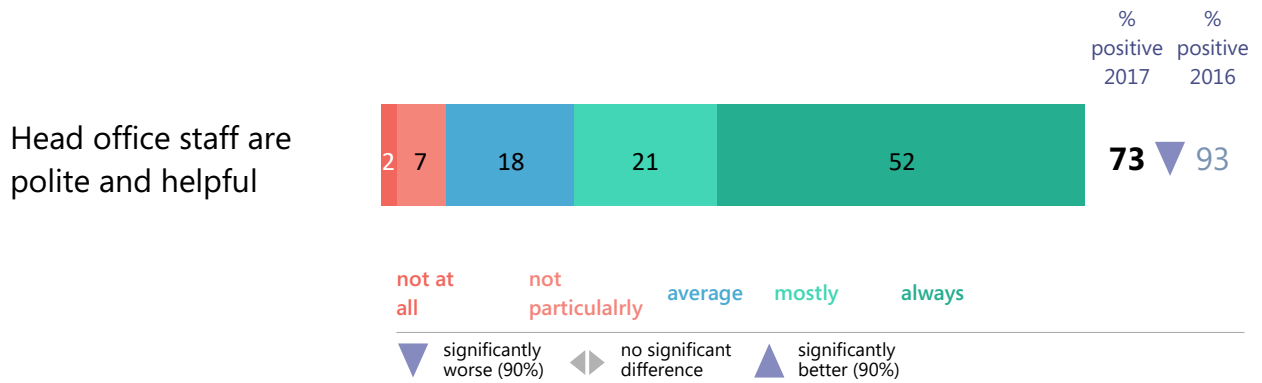
3.5 Communication with staff

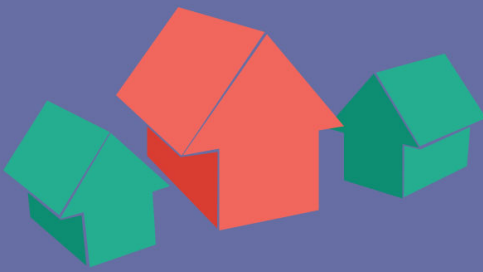
% Base 52 | Excludes non respondents



3.6 Contact with Head Office

% Base 44 | Excludes non respondents





4. Complaints

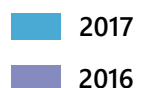
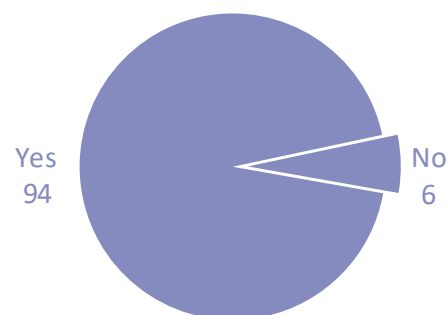
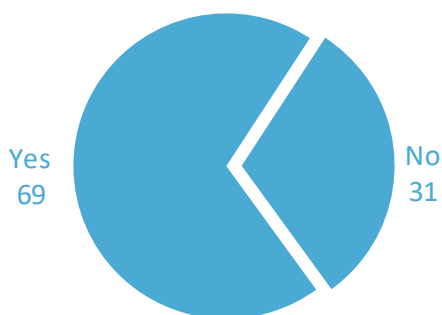
There had been a notable fall in the proportion of respondents who knew how to make a complaint about the services (69%, down from 94% in 2016), with only a third of service users at Davenant Road aware of this procedure (33%), compared to 86% of respondents from Wilton Villas.

As awareness of the complaints procedure continues to fall, it is perhaps understandable that the proportion of respondents who have made a complaint does the same, with a fifth of the current sample saying they have had cause to do so (19%, down from 37% in 2016). Nearly a quarter of respondents at Chalkhill Road said they had made a complaint in the previous year (23%) however none of the respondents based at New North Road Care Home had cause to do so. More than half of all complaints (4 out of 7) were made by users who had been with the service for two years or less.

Finally, it was positive to find the majority of respondents who had made a complaint said it was resolved (71%), with the remainder saying they were still waiting. All of the seven users that have made a complaint said they were satisfied with the procedure.

4.1 Know how to make a complaint

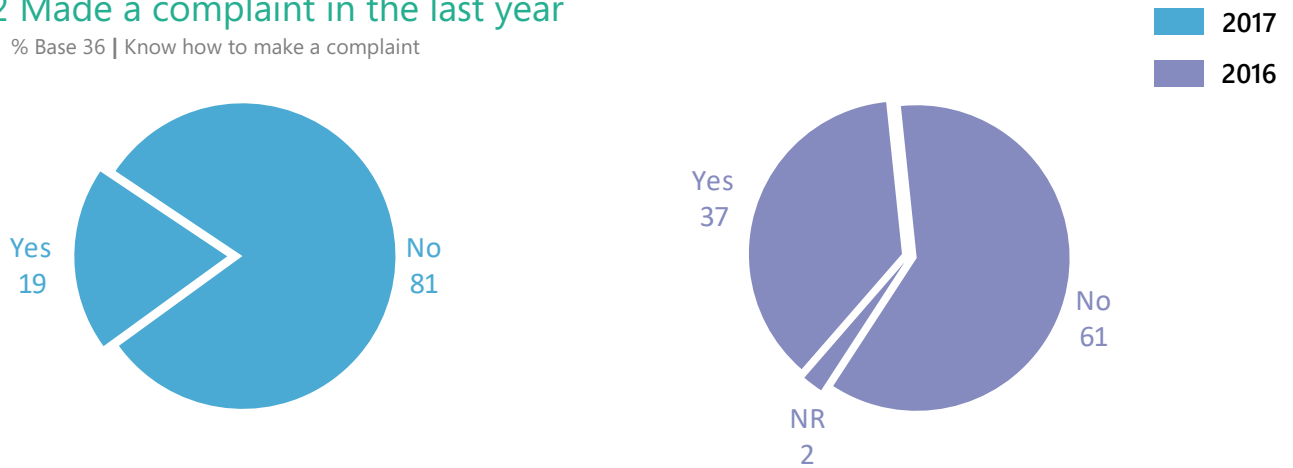
% Base 52



4. Complaints

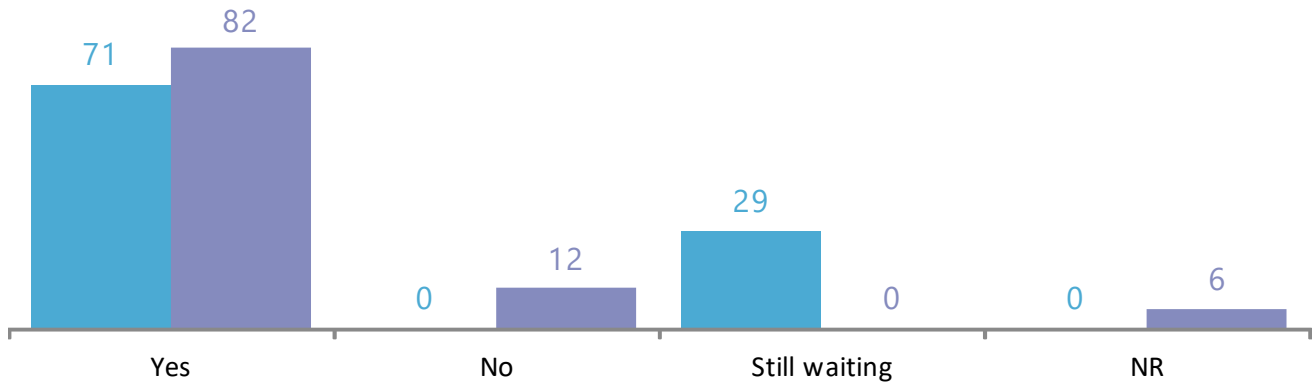
4.2 Made a complaint in the last year

% Base 36 | Know how to make a complaint



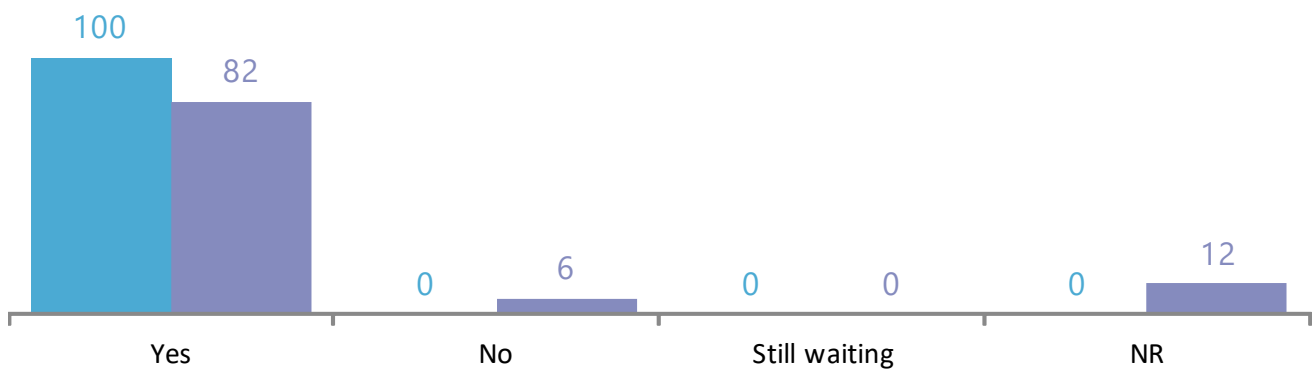
4.3 Was the complaint resolved?

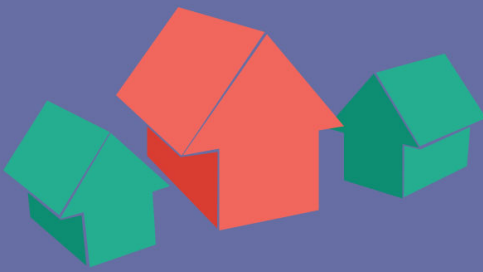
% Base 7 | Made a complaint



4.4 Satisfied with the complaints procedure

% Base 7 | Made a complaint





5. Personal safety

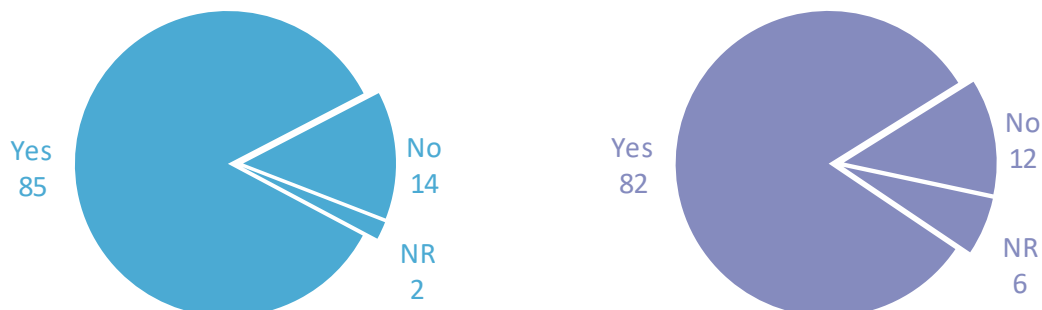
It was positive to discover the vast majority of respondents felt safe within St Martins (85%, up from 82%), with only seven users responding to the contrary; three from Davenant Road and two each from Caledonian Road and Wilton Villas., although it should be noted that the greater proportion of respondents from each project felt safe there.

When asked why they didn't feel safe within St Martins the most common worries were due to previously being a victim of crime (assault and theft), as well as a lack of staff presence. The assault and theft were reported by users currently based at Wilton Villas. For the past few surveys all of the service users who felt unsafe were male, however, this year an equal number of females said they felt unsafe (two of each). Furthermore, three were from a BME background and two were white British, all were aged 41 or over.

5.1 Feel safe at St Martins?

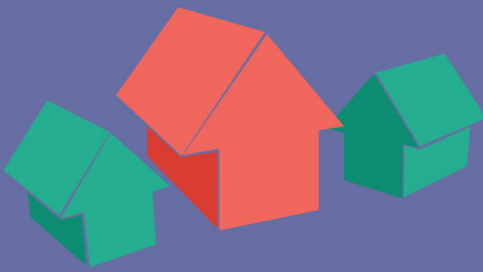
% Base 52

2017
2016



5.2 Reasons for not feeling safe





6. Recovery

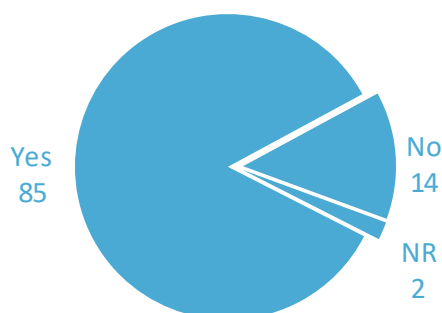
In 2017, St Martins redesigned the questionnaire and replaced four questions in this section with new ones. As such, comparisons with the previous survey can only be conducted on one question in this section, with the new questions used to gauge current opinion, and if included in subsequent surveys, be used as a guideline.

It was positive to find the vast majority of the sample felt respected as a person (85%), with only seven users responding to the contrary (14% of the sample). All respondents at New North Care Home said they felt respected as a person, but was lowest amongst service users at Caledonian Road (71%). This project was joined with Chalkhill Road and Davenant Road in having two users saying they do not feel respected, with Wilton Villas having one responding the same. Interestingly male respondents were more likely to say they felt respected than females (95% v 60%), but there was very little difference in the pattern of responses by ethnicity with white British and BME users responding almost the same (88% and 87% respectively). However, five of the seven users saying they didn't feel respected were aged 41 or over with the two remaining respondents failing to indicate their age.

Around nine out of ten respondents said they receive help when needed (89%), with only five saying the opposite (10%). The pattern of responses for this question by sub-group was very similar to that seen in the result for feeling respected, i.e. every user at New North Road Care Home said they receive help when needed, males were more likely than females to respond positively (93% v 80%), there was little difference by ethnic group (white British – 77%, BME – 90%) and the majority of those saying they don't receive help when they need it were aged 41 or over (4 out of the 5 respondents in the sample).

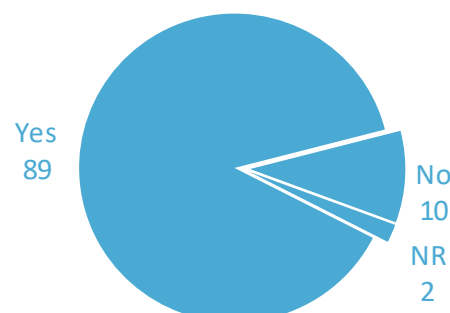
6.1 Feel respected as a person

% Base 52



6.2 Receive help when needed

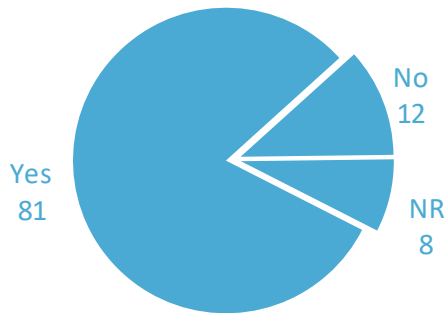
% Base 52



6. Recovery

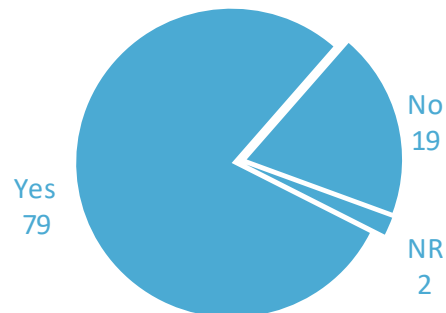
6.3 Feel privacy and choices have been respected

% Base 52



6.4 Someone has helped regain independence and satisfaction

% Base 52



6.5 Is there anything else we can help you with?



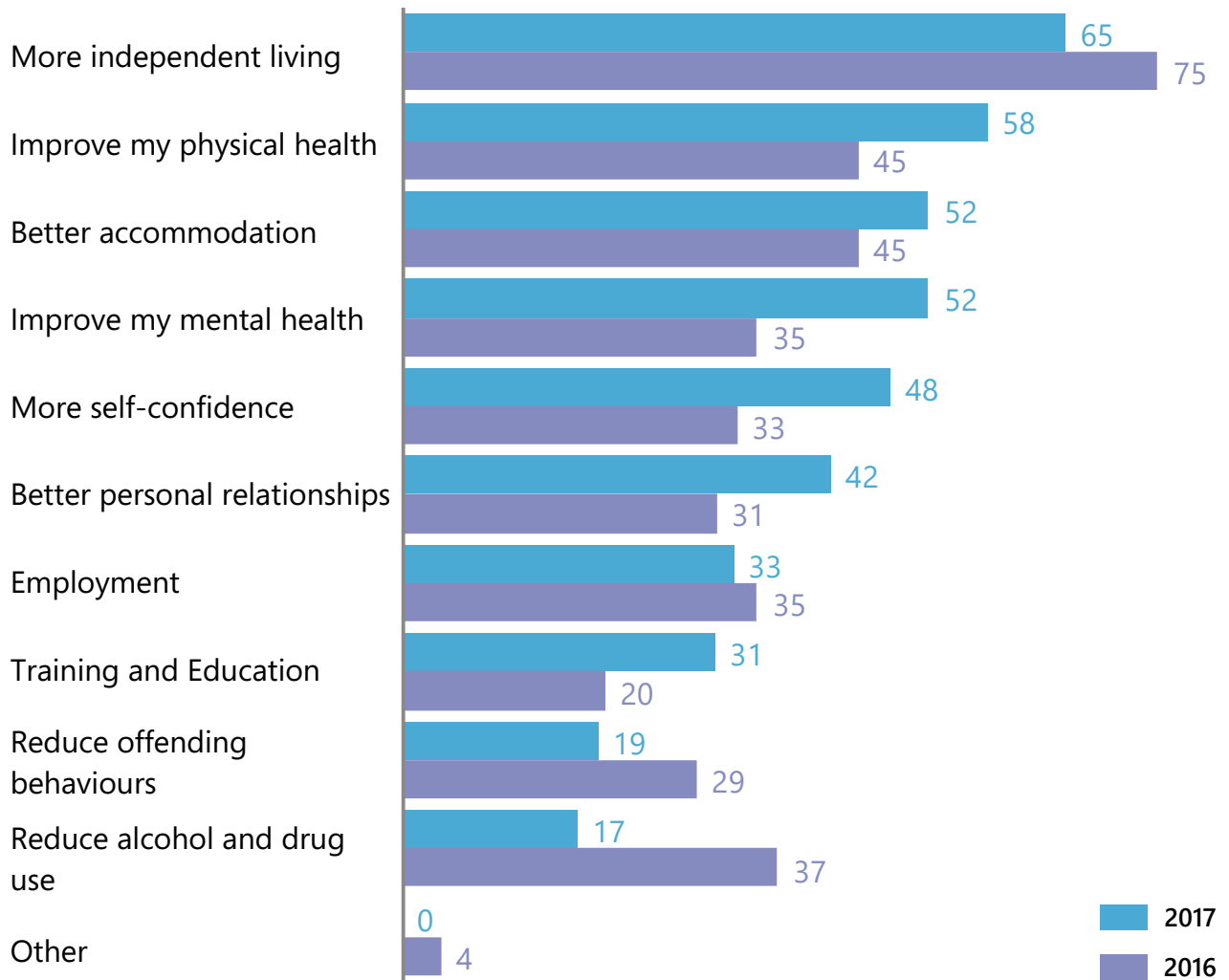
Four out of five respondents said they felt their privacy and choices had been respected (81%), with a similar proportion saying someone had helped them regain independence and satisfaction (79%). However, both results were lowest in Davenant Road (67% and 56% respectively).

When asked what more could be done by St Martins to help with independence and satisfaction in life, comments ranged from help with benefits, help with accommodation and general contact from staff.

The primary aspiration amongst users when they were asked what they would like to achieve whilst living at St Martins was for more independent living, followed by to improve their physical health and better accommodation. Interestingly, there was an increase in the proportion of respondents who wanted to improve their physical health (58%, was 45%), as well as improve their mental health (52%, was 35%), with the latter representing the single largest increase for all the aims in chart 6.6. In contrast to previous surveys, there was a decrease in the proportion of respondents who wanted to reduce alcohol and drug use (17%, down from 37%) as well as reduce offending behaviours (19%, down from 29%).

6.6 What do you want to achieve whilst living here

% Base 52 | More than one answer allowed.





7. Getting involved

Respondents were asked how aware they were of a number of different Service User meetings. Whilst awareness for policy review meetings had increased slightly, awareness of meetings in each project had fallen.

Similar to previous findings, the meetings within each project were the most well-known (85%) however this had fallen 9% when compared to the 2016 results (was 96%). Awareness was lowest for policy review meetings, but had increased slightly compared to the previous year (56%, up from 53%).

A new question was added to the 2017 survey asking users if they participate in consultation meetings held by head office staff, with the majority saying they do not (52%) and just over two fifths saying they do (44%). Involvement in such meetings was highest at Chalkhill Road where 62% of respondents said they participate. In contrast, equivalent findings at Caledonian Road and New North Road Care Home were somewhat lower (14% and 22% respectively). Furthermore, only a third of users in their first year of using St Martins services have participated in such meetings (36%).

Around four out of five users said they had attended an event organised by St Martins (81%), with one in five respondents saying they have not (19%). All respondents from Chalkhill Road said they have at some point attended such a social event, with three users at Davenant Road, New North Road Care Home and Wilton Villas saying they had not. Seven of the ten users in the sample who had not attended were in their first year with the service and therefore may not yet have had the opportunity to partake. Indeed, when asked why they have not attended the majority of comments backed up this hypothesis with the most common comments relating to a lack of awareness, time commitments or simply due to the fact they have only just started with St Martins.

Over a quarter of respondents would be interested in volunteering (27%), however more respondents in the current sample were interested in suggesting/organising activities than they were a year ago (33%, up from 22%). Interest in training has fallen by nearly a half with 12% of the current sample saying they would like to get involved in this area (down from 22% in 2016).

Over two fifths of respondents said they are often involved in their placement reviews with their care teams (44%), with a further third saying this happens sometimes (37%). Ten respondents said this never happens (3 at Caledonian Road and Davenant Road, and 2 each at Chalkhill Road and New North Care Home). Nobody at Wilton Villas responded in this way.

Those that were often or sometimes involved in placement reviews were asked if they found them helpful, and it was positive to find the vast majority did (91%), with only three users responding to the contrary (one each at Chalkhill Road, New North Road Care Home and Wilton Villas).

7. Getting involved

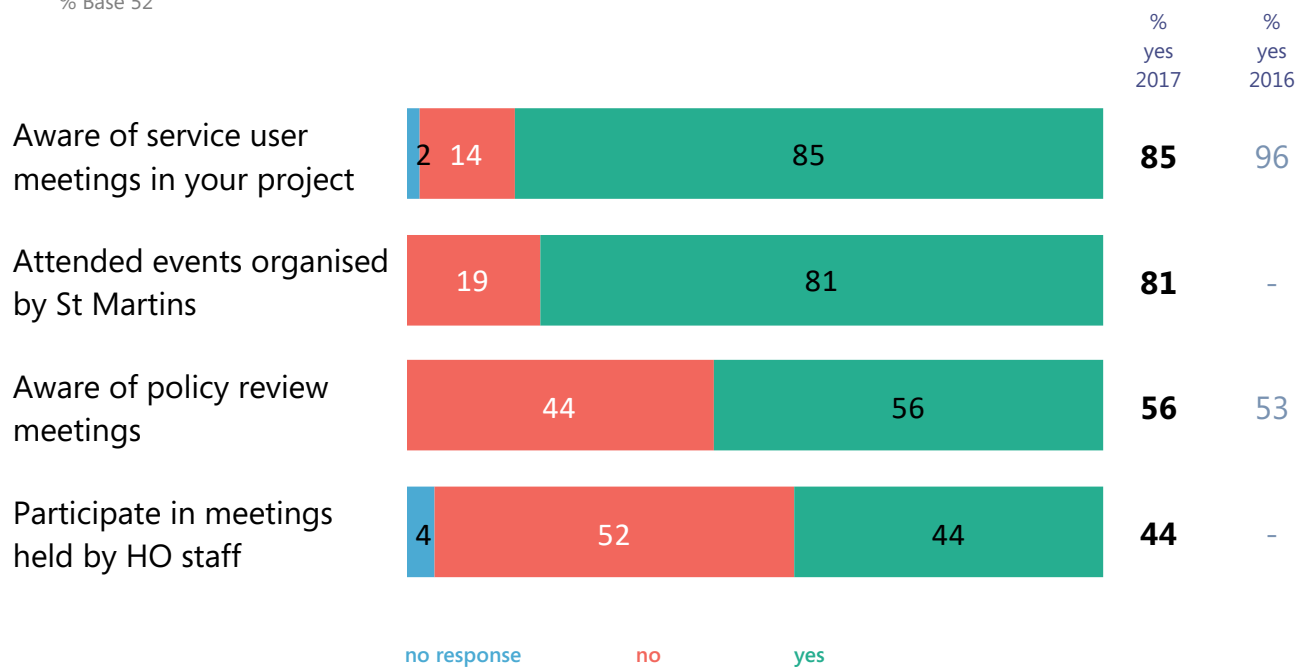
Around three quarters of the sample receive copies of their support plan (73%), the majority of whom said this happens often (40%, was 61% in 2016), however this was lower amongst users at Davenant Road and Caledonian Road (11% and 14% respectively). It was also positive to find the proportion of respondents saying they have their views included in their support plan remains high (91%, was 100%), with half saying this often happens (52%). Four fifths of the sample have issues around their support plan resolved (79%, up from 69%), the majority of whom said this happens often (46%).

More than nine out of ten service users (91%) said their interests and hobbies are included in their support plan, with 52% saying this often happens. The one respondent who said this never happens was based at Chalkhill Road and had been with St Martins for between 2 and 3 years.

Whilst money was the primary type of information service users would like to receive (31%), an equal quantity of users would not like to receive any information about St Martins services, with a clear increase in the latter (31%, up from 8%). Consequently, there has been a notable fall in the proportion of respondents wanting information on current news and events (27%, down from 41%), new services being developed (23%, down from 27%) and information about changes to the service or team (21%, down from 37%).

7.1 Service User meetings

% Base 52



7.2 Reasons for not attending organised events

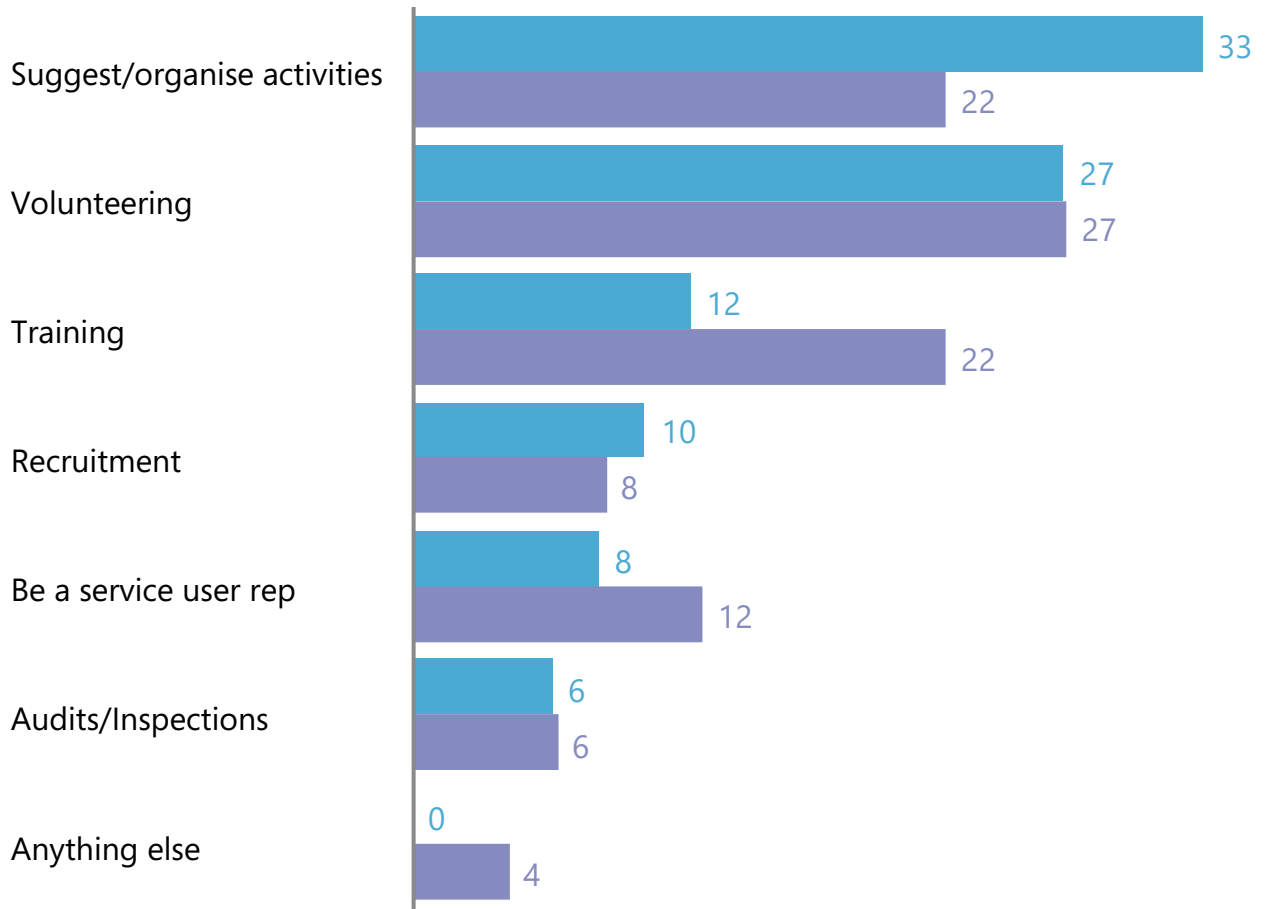


7. Getting involved

7.3 Areas like to get involved in

% Base 52 | 50% of respondents did not give an answer. More than one answer allowed.

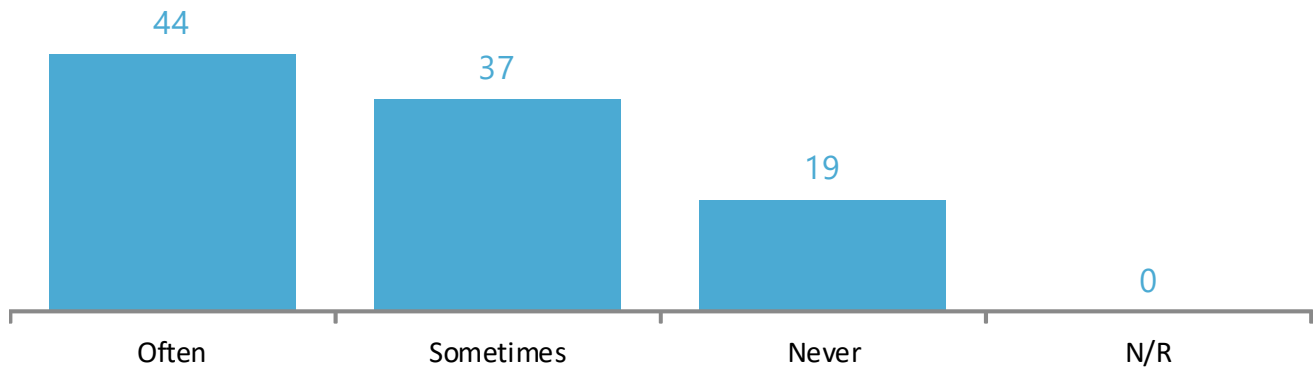
2017
2016



7. Getting involved

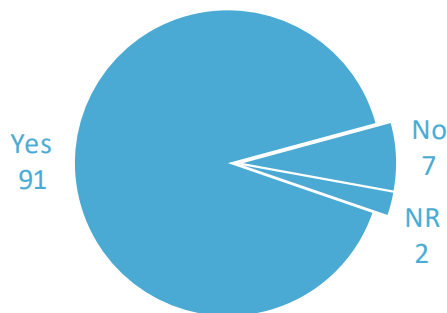
7.4 Involved in placement reviews with care teams?

% Base 52



7.5 Do you find them helpful

% Base 42 | Involved in placement reviews



Once again the most common method for finding out about what is happening continued to be from staff (87%), followed by noticeboards (40%), however, the latter was 19% less popular as a source of information than a year ago.

A third of the sample got their information from service user meetings (31%) however there has been a noticeable decrease in the proportion of the sample getting information from other service users (12%, down from 31%). Around one in seven said their main source of information was from the Connect newsletter (15%), which is down from the 18% who said the same in 2016 and continues to decline as a source of information.

As a consequence of slipping down the list of usual sources of information it is unsurprising to find around four out of five respondents found the 'Connect' newsletter to be useful and informative, which is nearly half than the equivalent score in 2016 (44% v 83%).

Finally for this section, it is disappointing to find a fall in the proportion of respondents who would like to get involved writing articles for Connect (27%), a decrease of 6% from last year. Interest was highest amongst users at Chalkhill Road where nearly two fifths of users would like to get involved (39%).

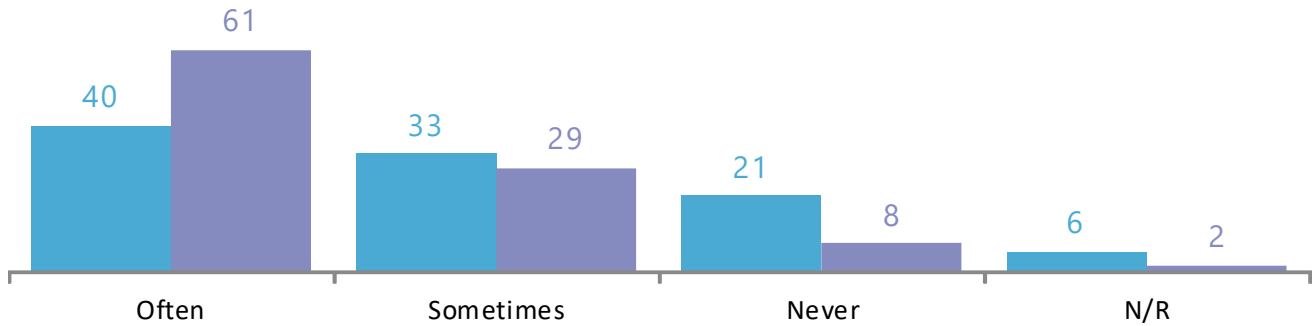
7. Getting involved

7.6 Do you get copies of your Support Plan?

% Base 52

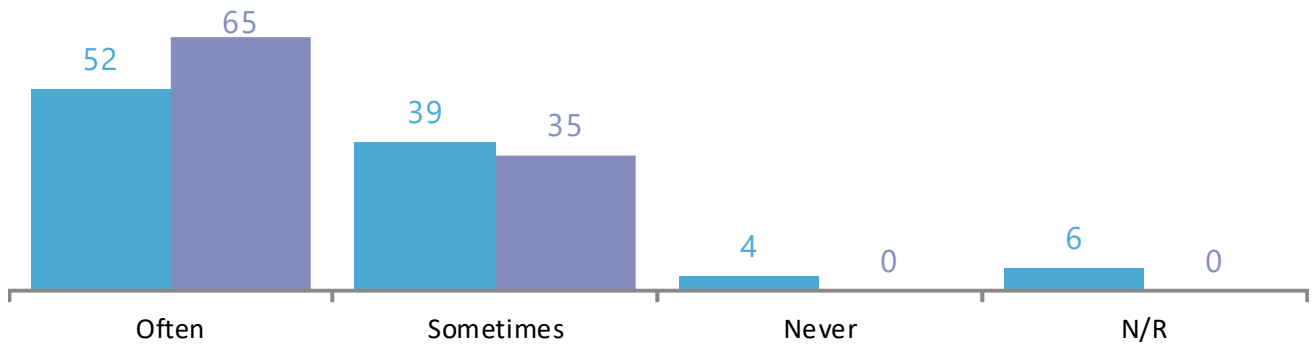
2017

2016



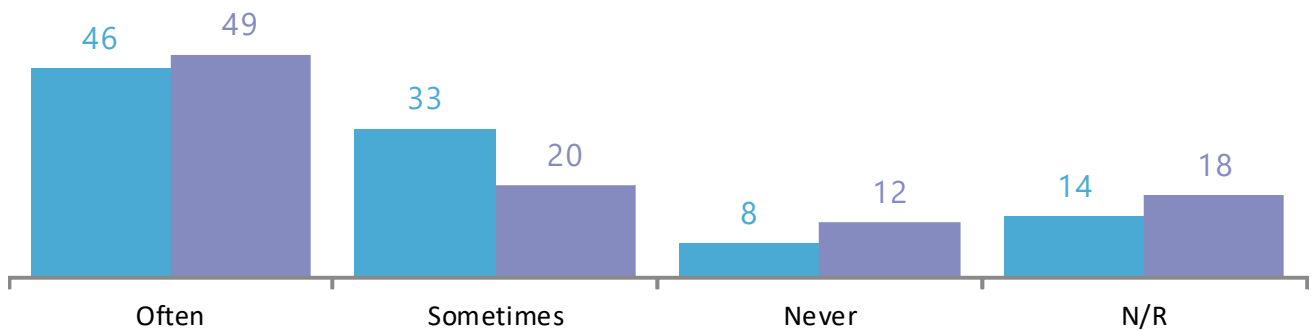
7.7 Views included in your Support Plan

% Base 52



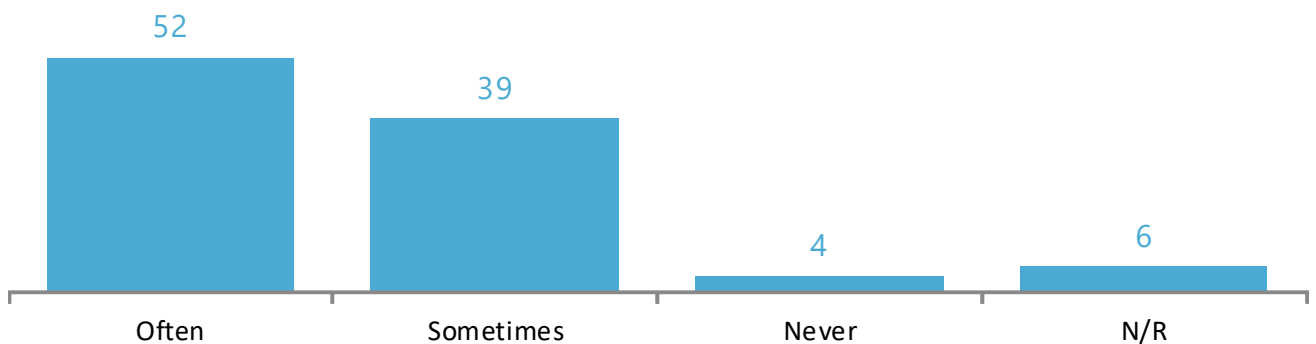
7.8 If disagree with Support Plan, is it resolved?

% Base 52



7.9 Support plan include interests and hobbies?

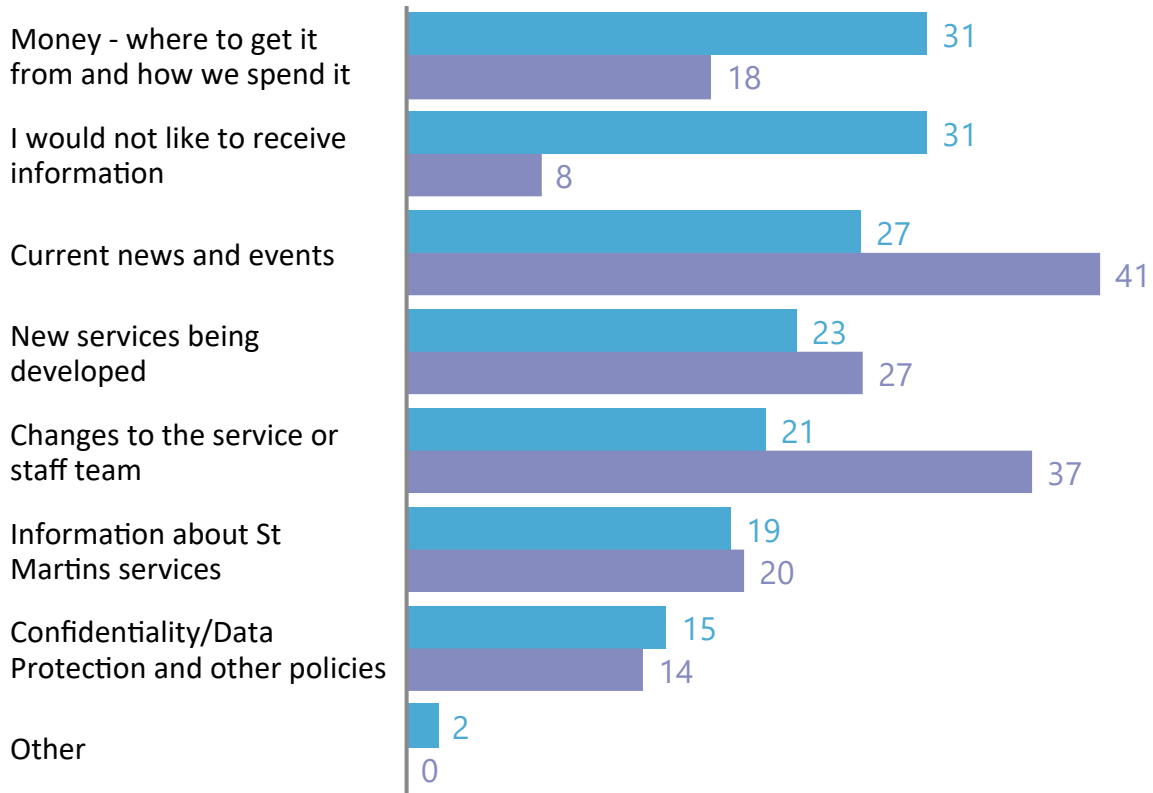
% Base 52



7. Getting involved

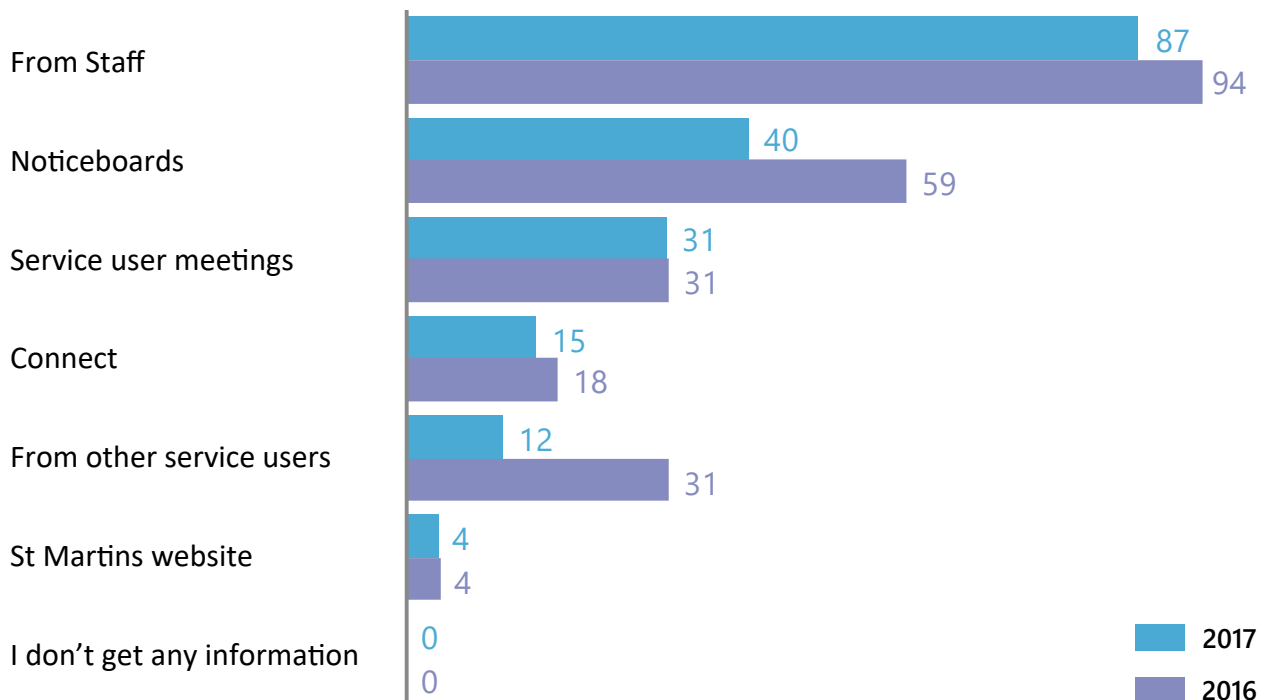
7.10 Information preferences

% Base 52 | More than one answer allowed.



7.11 Usual information sources

% Base 52 | More than one answer allowed.

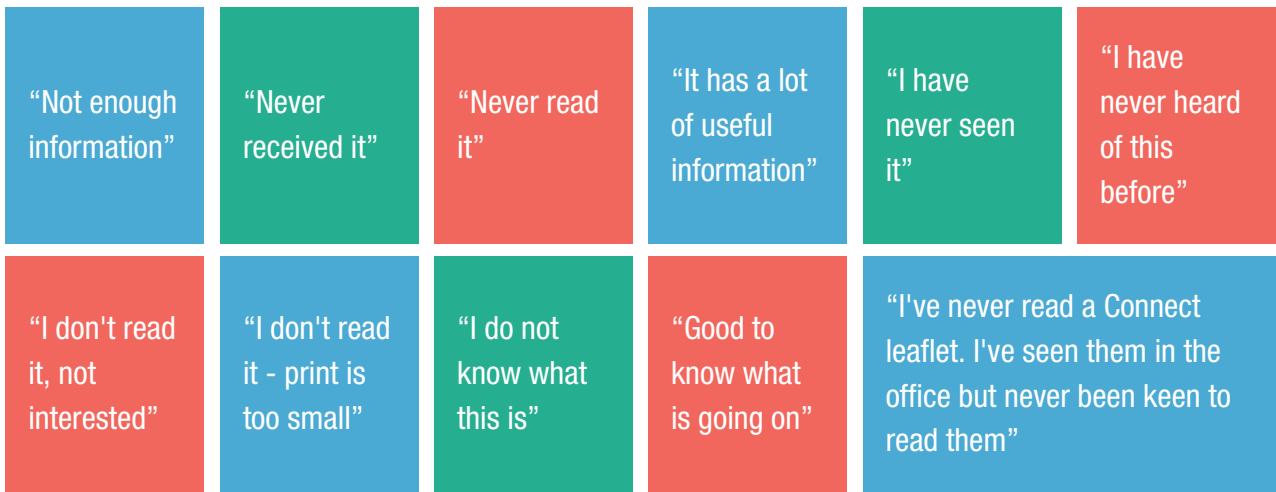
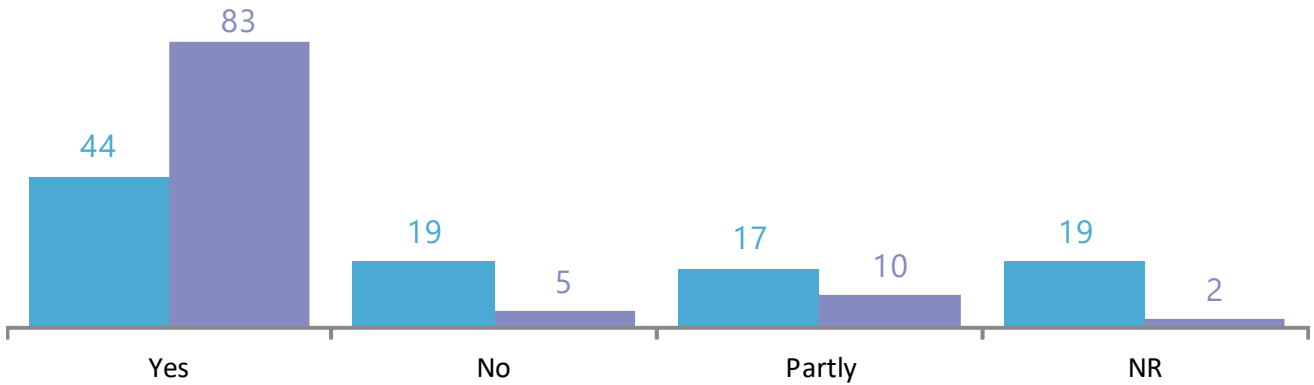


7. Getting involved

7.12 Connect newsletter is useful and informative

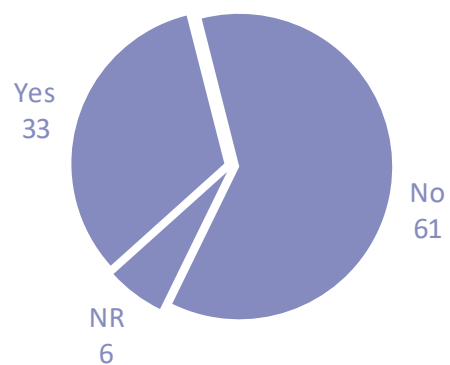
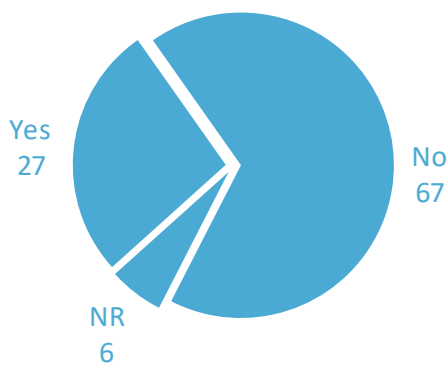
% Base 52

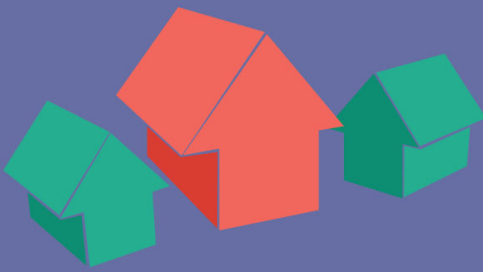
2017
2016



7.13 Like to get involved writing articles for Connect?

% Base 52





8. Maintenance service

Around three out of five respondents (62%) had reported a repair in the previous 12 month period, a decrease from 76% in 2016. Nearly a third of all repairs (10 out of 32) were reported by services users at Chalkhill Road. Plumbing remains the most common reason for needing a repair (47%) followed by heating. Indeed, it is striking just how common heating repairs were compared to those seen in 2016, with the numbers for this type increasing from 22% to 38%. In contrast, door/window lock repairs continues to fall (9%) and is now less than two thirds the level of a year ago where 27% of reported repairs were of this nature. Repairs to broken furniture or appliances had also fallen (13%, was 22%), however there was a threefold increase in the number of reports for painting and decoration (16%, up from 5%).

It was positive to find a fifth of all repairs had been completed the same day (19%), with a further half completed within a week (50%) with the pattern of responses almost identical to that seen in the previous survey, with only 3% of repairs taking longer than a month to complete with this one case occurring at Wilton Villas.

Awareness of response times continues to fall with only a quarter of the current sample conscious of these (25%, down from 35%). Indeed, eight of the nine respondents from Davenant Road were unaware of the response times.

When asked how satisfied they were with the service received having reported a repair, nine out of ten gave a positive answer, including more than half (53%) who were 'very satisfied'. As such, overall satisfactions remains historically high.

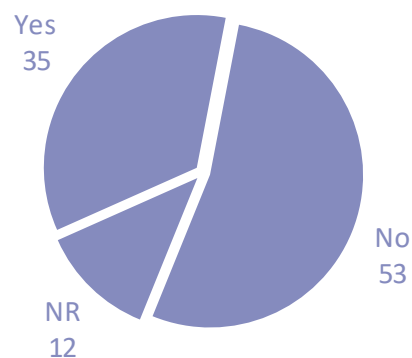
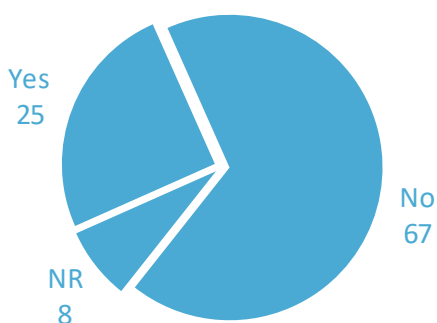
Whilst there was no significant variation in this score when analysed by project, it was notable that of the three respondents that were 'generally not satisfied' with the service, two were based at Wilton Villas with the remaining user at Caledonian Road. On a more positive note, nobody in the sample was 'completely dissatisfied' with the service. Once again it was unsurprising to find problems that took longer to resolve had a negative impact on satisfaction with the repairs service, with one respondent whose repair took longer than a month being 'generally not satisfied' with the service. In contrast, satisfaction was significantly higher than average for those jobs that were completed the same day or within a week of reporting (both 100%).

8.1 Aware of response times

% Base 52

2017

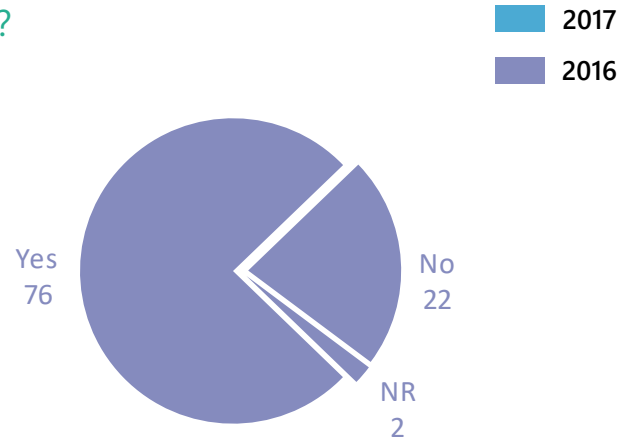
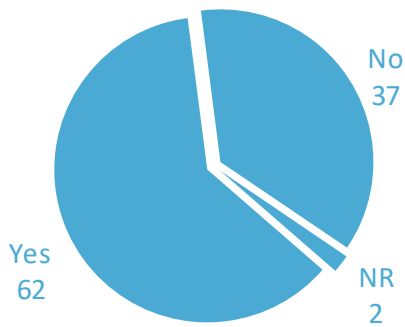
2016



8. Maintenance service

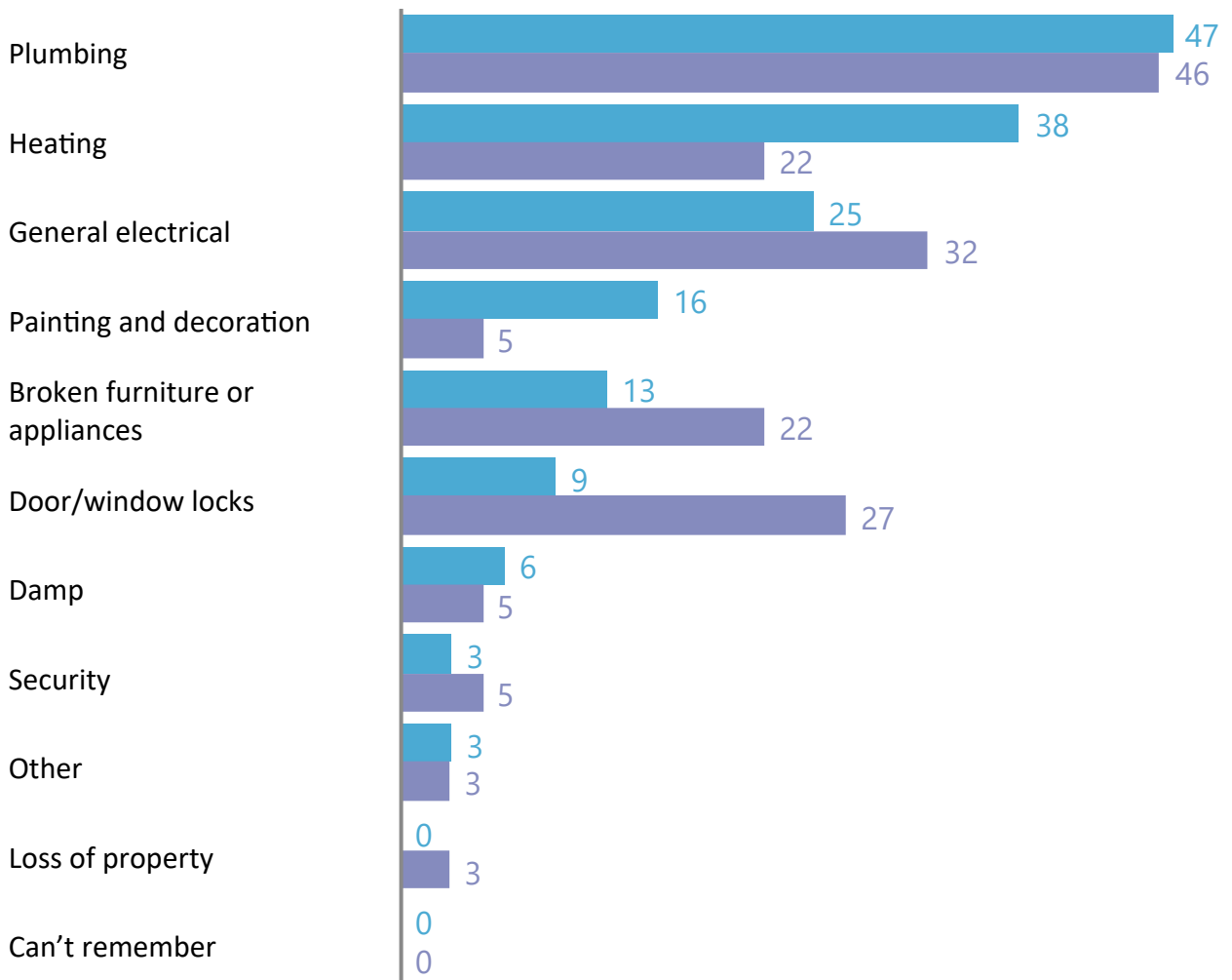
8.2 Reported a repair in the last 12 months?

% Base 52



8.3 Problem reported

% Base 32 | Reported a repair. More than one answer allowed.

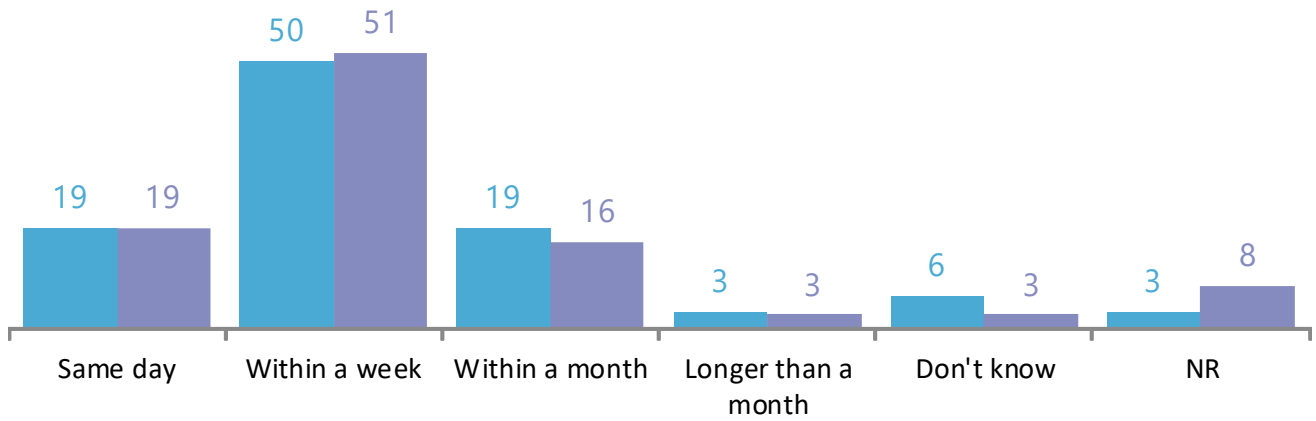


8. Maintenance service

8.4 Speed of resolution

% Base 32 | Reported a repair in last 12 months

2017
2016



8.5 Repairs satisfaction

% Base 30 | Reported a repair in last 12 months. Excludes non respondents

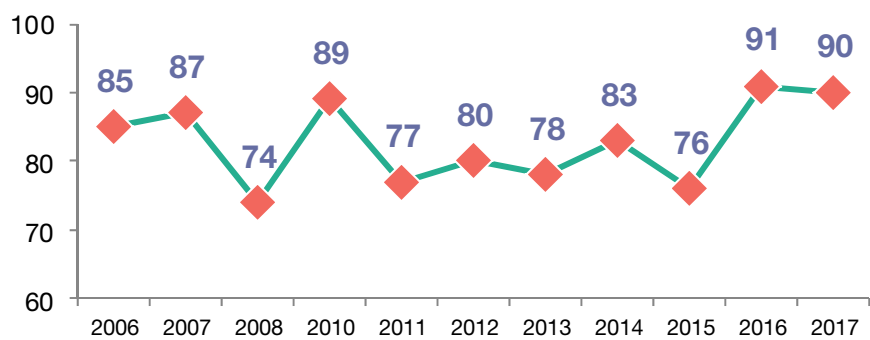
% satisfied 2017
% satisfied 2016

Satisfaction with the service received



completely dissatisfied generally not satisfied mostly satisfied very satisfied

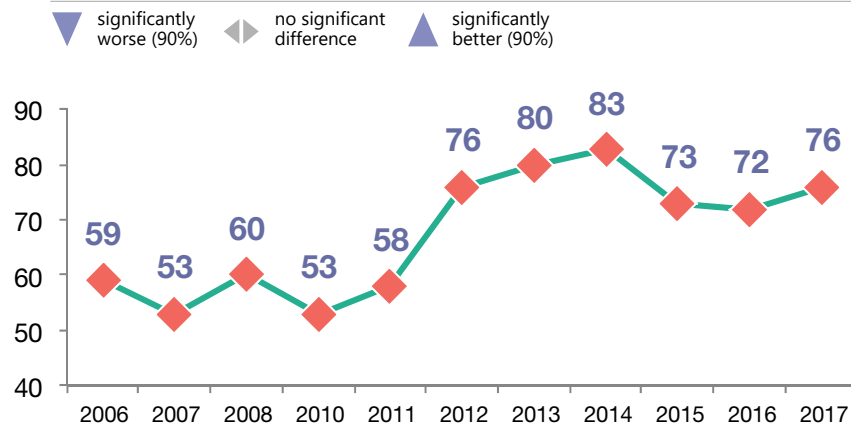
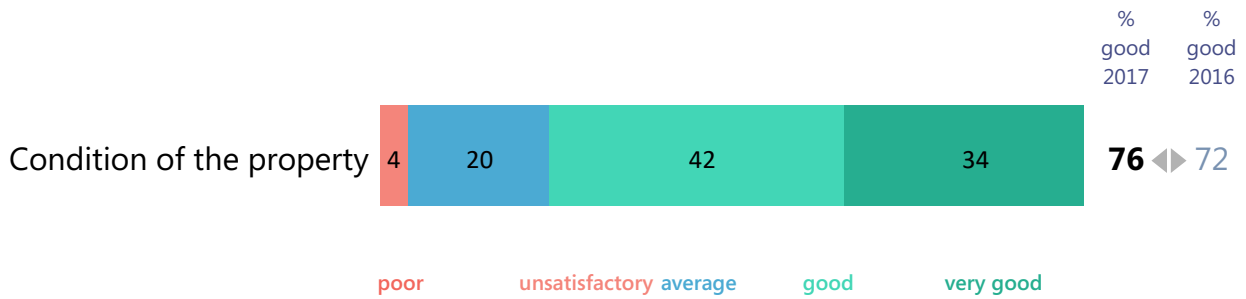
significantly worse (90%) no significant difference significantly better (90%)



8. Maintenance service

8.6 Condition of property

% Base 50 | Excludes non respondents



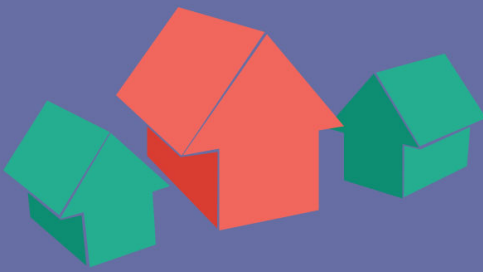
NB Pre 2012 this was a 'yes/no' question.

8.7 Improving the property

<p>“When a person moves into a flat they should expect everything to be working properly. Instead I had repairs of a broken flush system, broken radiator and washing machine. These things should be checked and sorted before a person moves in, so I am disappointed.”</p>	<p>“The paving stones outside the unit need to be fixed, if not I will fall”</p>	<p>“Shower - would like it altered. Step is too high. Gas meter is too low, cannot see to read it.”</p>
<p>“Seat in shower, crumbling wall, cleaner has too much work”</p>	<p>“I would prefer a smaller building”</p>	<p>“During the summer it's a nightmare - air conditioning is needed”</p>
<p>“Bed bugs”</p>	<p>“A cold water machine”</p>	<p>“Faster wifi (wants wifi in room and floors). Need wifi on floors 2, 3 and 4.”</p>

Ratings for the condition of the property has improved slightly since 2016 (76%, up from 72%), reversing the previously observed decreases. That said, there were still those in the sample who rated their property as unsatisfactory (4%, two respondents), with one based at Davenant Road and the other at Wilton Villas.

The only statistically significant difference between the projects was respondents at Davenant Road rated the condition of the property significantly lower than average (56%, good). In contrast, residents at Chalkhill Road rated the condition of their property highest (85% 'good').



9. Further comments

“I like it at St Martins but during the summer the heat is a nightmare. The windows don't open fully and the building heats up like a giant boiler! There needs to be some air conditioning.”

“We need a Hoover/cleaner for each floor. Need to move residents as soon as possible.”

“More independent living in this area”

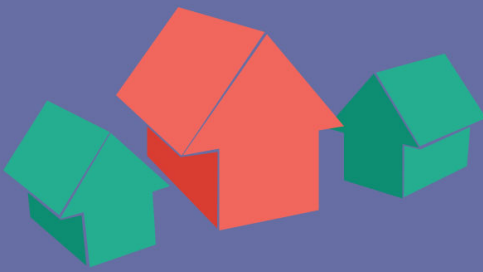
“Just to keep one to ones with members of staff”

“Staff have been helpful and I am now moving on. I waited a long time to move but it's happening now and I'm happy about this! I'll still come here for some of the activities.”

“Good staff/keyworker. Good project. Great activities. Safe and happy place. I love Costa Coffee in Wembley. I miss Ann Robertson - she was very helpful.”

“Good staff and residents”

“Does not feel the flats were set up properly. Showers do not meet clients needs. Meters do not meet needs because they are too low down in the cupboard and you cannot see the display.”

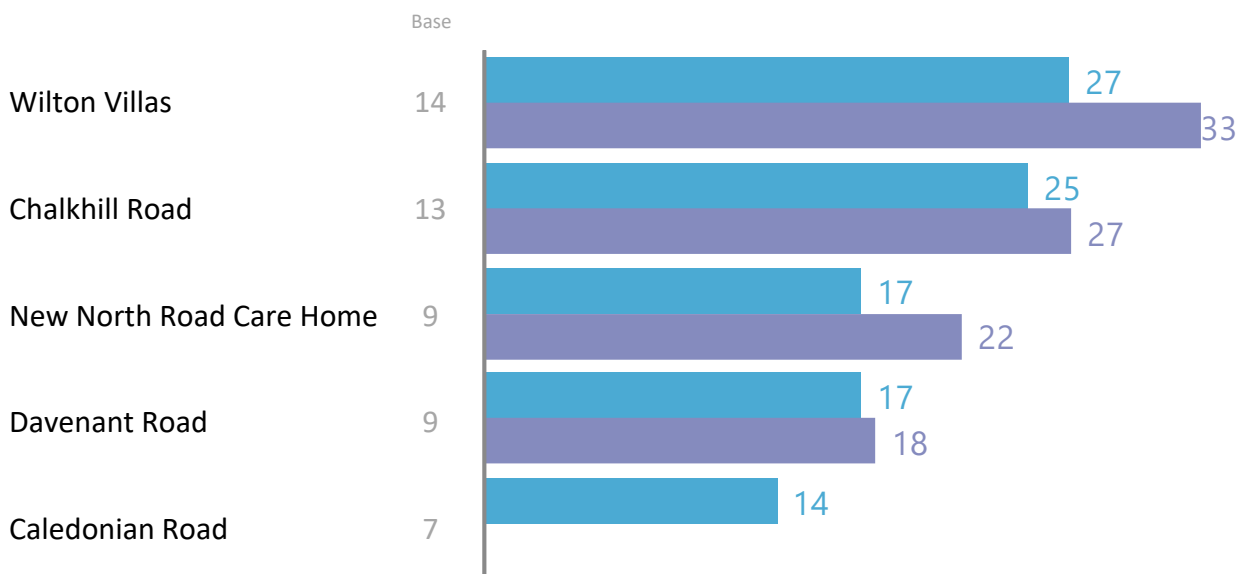


10. Respondent profile

10.1 Project

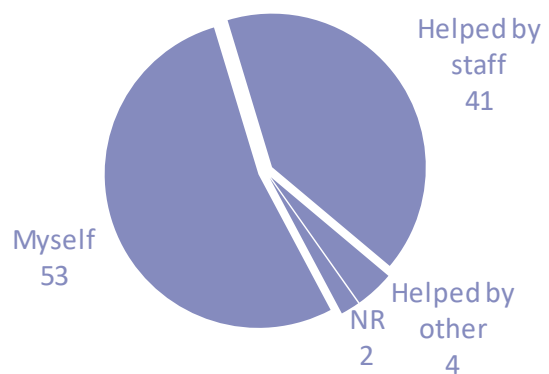
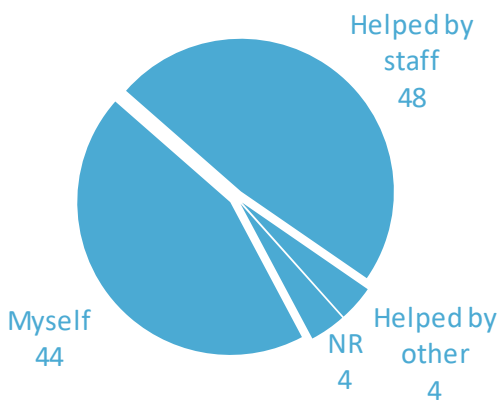
% Base 52

2017
2016



10.2 Completing the questionnaire

% Base 52

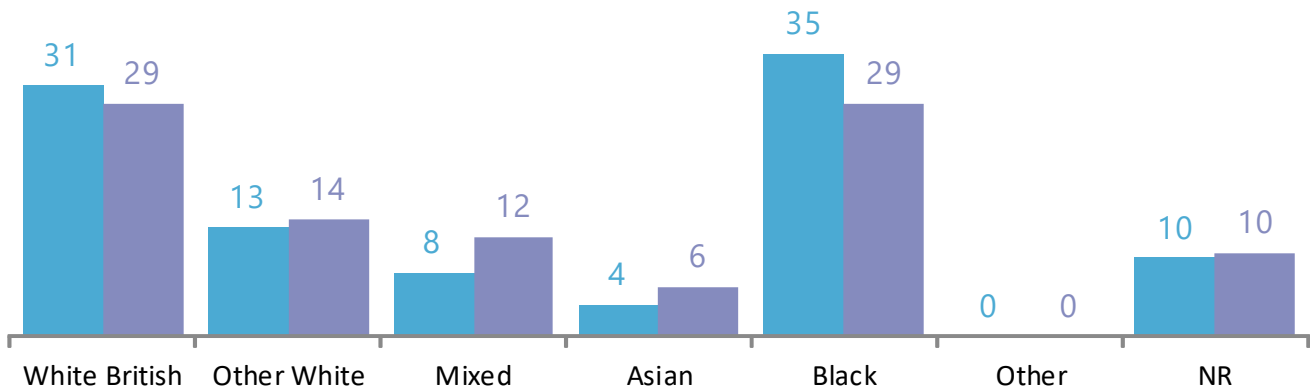


10. Respondent profile

10.3 Cultural background

% Base 52

2017
2016



10.4 Cultural background (detail)

% Base 52

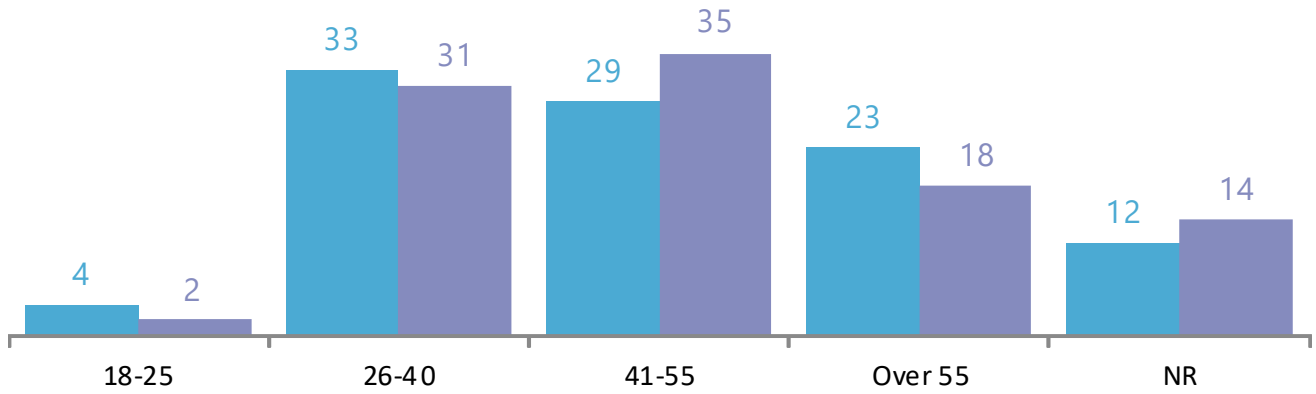
	% 2017	% 2016
White		
British	31	29
Irish	2	6
Any other White background	12	8
Mixed		
White and Black Caribbean	6	6
White and Black African	0	2
White and Asian	2	2
Any other Mixed background	0	2
Asian or Asian British		
Indian	2	4
Pakistani	0	0
Bangladeshi	0	0
Any other Asian background	2	2
Black or Black British		
Caribbean	17	8
African	15	16
Any other Black background	2	4
Other		
Chinese	0	0
Other	0	0
Do not wish to give this information/NR	10	10

10. Respondent profile

10.5 Age

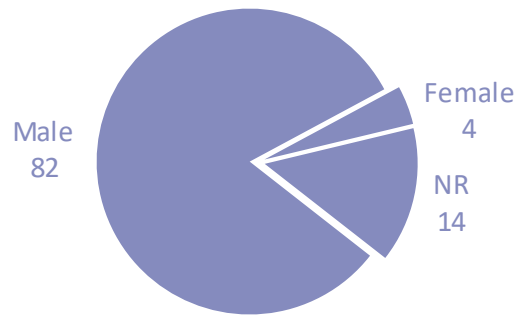
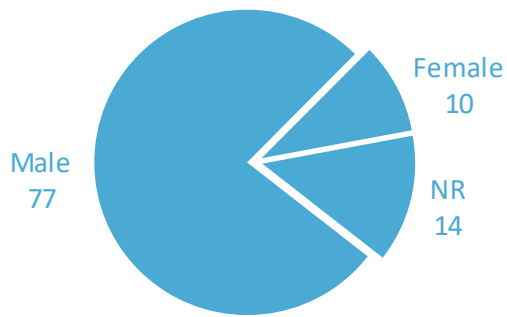
% Base 52

2017
2016



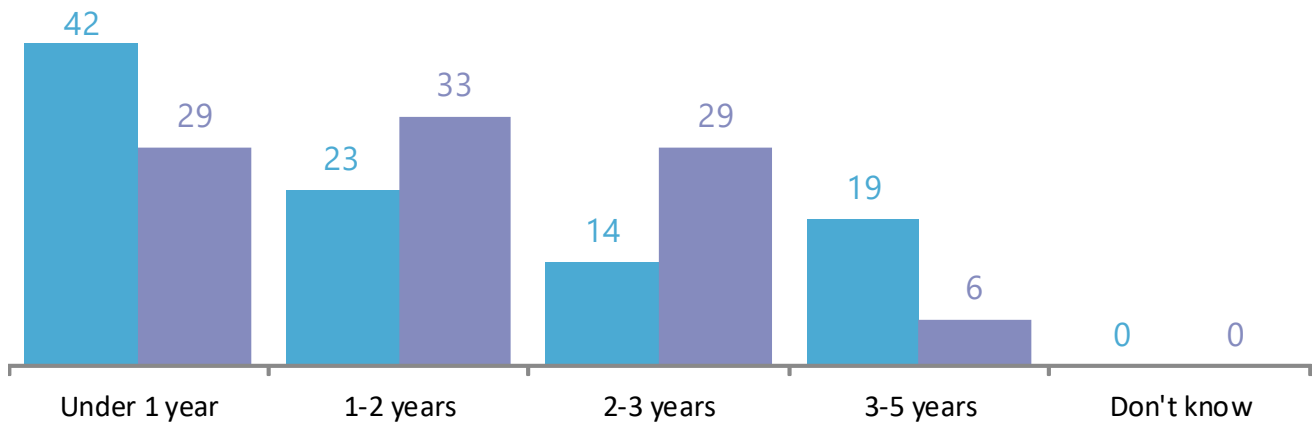
10.6 Gender

% Base 52



10.7 Length of time lived here

% Base 52





Appendix A. Methodology & data analysis

Questionnaire

For comparability, the questionnaire was largely based on that used in 2016, which was amended by St Martins on the basis of feedback received from service users and staff.

Fieldwork

The survey was conducted in February and March 2017. Paper self completion questionnaires were distributed internally by St Martins staff, with the option of receiving assistance in completing it from support workers/keyworkers etc.

A free prize draw was used to encourage a good response rate.

The total survey sample of 52 represents 79% of all 66 service users, giving a theoretical sampling error of +/- 6.3% at the 95% confidence level.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Due to rounding some graphs may not add up to 100%.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test, Fischer Exact Probability test and the Pearson Chi Square test as appropriate for the data being examined.

These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple percentage difference. This means that some results are reported as significant despite being superficially similar to others that are not.

Readers should also take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Due to rounding some graphs may not add up to 100%.



Appendix B. Example questionnaire

Project Name:



St Martin of Tours Annual Service User Survey 2017

The last date for returning this questionnaire is Tuesday 7th March 2017

PLEASE TAKE A MOMENT TO LOOK AT THE INSTRUCTIONS WHICH ARE IN BOLD UNDER EACH QUESTION.

INFORMATION ABOUT OUR SERVICES

Q1 How long have you lived at St Martins?

Tick One Box Only

- Under 1 Year
- Between 1-2 Years
- Between 2-3 Years
- Between 3-5 Years
- Don't Know/ Can't Remember

Please tell us about staff from St Martins.

Q2 How often do you see your keyworker from St Martins?

Tick One Box Only

- Daily
- Weekly
- Fortnightly
- Monthly
- Less than once a month

Q3 Would you like to see your keyworker more than you do now?

Tick One Box Only

- Yes
- No

Q4 When St Martins' staff see you, are they polite and helpful?

Tick One Box Only

- Always
- Mostly
- Average
- Not particularly
- Not at all

Q5 Do St Martins' staff keep their appointments with you (or give you enough notice if they need to change an appointment)?

Tick One Box Only

- Always
- Usually
- Sometimes
- Never

Q6 Are staff from Head Office polite and helpful?

Tick One Box Only

- Always
- Mostly
- Average
- Not particularly
- Not at all

Q7 Do you know how to make a complaint to St Martins?

Tick One Box Only

- Yes
- No

Q8 Have you made a complaint in the last year?

Tick One Box Only

- Yes
- No. **If you answered No, then please go straight to Q10**

Q9 Was the complaint sorted out?

Tick One Box Only

- Yes
- No
- Still waiting

Q10 Are you satisfied with the complaints procedure?

Tick One Box Only

- Yes
- No. **If you answered No, please tell us why below**

If 'No', please tell us how we could do it better?

.....
.....

Q11 Do you feel safe within St Martins?

Tick One Box Only

- Yes
- No.

If you answered No, please say why:

.....
.....
.....

RECOVERY

Q12 Do you feel respected as a person?

Tick One Box Only

- Yes
- No

Q13 Do you receive help when you need it?

Tick One Box Only

- Yes
- No

Q14 Do you feel your privacy and choices have been respected?

Tick One Box Only

- Yes
- No

Q15 Has anyone helped you to do more of the things that will help you to regain some of your independence and satisfaction in life?

Tick One Box Only and answer the follow up question below.

- Yes
- No

Is there anything else we can help you with?

.....
.....
.....

Q16 Whilst living at St. Martins what do you want to achieve?

Tick as many boxes as you want

- More independent living
- Better Accommodation
- More self-confidence
- Training and Education
- Employment
- Better personal relationships
- Improve my physical health
- Improve my mental health
- Reduce offending behaviours
- Reduce alcohol and drug use
- Other.....
.....

GETTING INVOLVED

St Martins has regular Service User meetings, where you can give us your views about our services.

Q17 Do you know about the service user meetings at your project?

Tick One Box Only

- Yes
- No

Q18 Do you participate in the consultation meetings held by head office staff?

Tick One Box Only

- Yes
- No

Q19 Do you know about our policy review meetings?

Tick One Box Only

- Yes
- No

Q20 Have you attended any of the events organised by St Martins such as the social gardening day, the drug drop in events, the barbeques and the summer fair?

Tick One Box Only

- Yes
- No **If you haven't, please tell us why**

Q21 Would you like to be involved in any other part of the work that St. Martins does?

Tick as many boxes as you wish:

- Volunteering
- Suggest/organise Activities

- Be a service user rep
- Recruitment
- Audits / Inspections
- Training
- Anything else – please tell us:

Q22 How often do you get involved in your placement reviews with your care teams?

Tick One Box Only

- Often
- Sometimes
- Never

Q23 Do you find them helpful?

Tick One Box Only

- Yes
- No

If you have answered no, please tell us how can we make these placement review meetings more helpful?

SUPPORT PLANNING

Q24 Are your views included in your Support Plan?

Tick One Box Only

- Often
- Sometimes
- Never

Q25 Does your support plan include your interests and hobbies?

Tick One Box Only

- Often
- Sometimes
- Never

Please tell us how we can help you to include these in the support plans?

Q26 Do you get copies of your Support Plan?

Tick One Box Only

- Often
- Sometimes
- Never

Q27 If you disagree with the actions in your Support Plan, is it resolved?

Tick One Box Only

- Often
- Sometimes
- Never

Q28 What information would you like to get about St Martins?

Tick As Many Boxes as you wish

- Money - where we get it from and how we spend it
- Changes to the service or staff team
- Current news and events
- New services being developed
- Information about other St Martins services
- Confidentiality/Data Protection and other policies
- Other – Please describe.....
- I would not like to receive information

Q29 How do you usually find out what is happening within St Martins?

Tick As Many Boxes as you wish

- From Staff
- From other service users
- Connect
- St Martins website
- Service user meetings

- Notice Boards
- I don't get any information about what is happening at St Martins

Q30 Do you find Connect - the service user newsletter - useful and informative?

Tick One Box Only

- Yes
- No
- Partly

Please comment further:

.....

.....

.....

.....

Q31 Would you like to get involved in writing articles for or producing Connect?

Tick One Box Only

- Yes
- No

Q32 Overall, what do you think of the service you receive from St Martins?

Tick One Box Only

- Always good
- Mostly good
- Average
- Mostly poor
- Always poor

MAINTENANCE SERVICE

Q33 Have you had to report any repairs in the last 12 months?

Tick One Box Only

- Yes
- No - **if you answered 'No' please go straight to Q36**

Q34 What was the problem you had to report?

Tick as many boxes as necessary

- Plumbing
- Security
- Door / window locks
- Loss of property
- Damp
- Heating
- General electrical
- Broken furniture or appliances
- Painting and Decoration
- Other - **Please write**

.....

- Can't remember

Q35 How quickly was the problem sorted out?

Tick One Box Only

- Same Day
- Within a week
- Within a month
- Longer than a month
- Don't know

-

Q36 How satisfied were you with the repair service?

Tick One Box Only

- Very satisfied
- Mostly satisfied
- Generally not satisfied.
- Completely dissatisfied.

If you were generally or completely dissatisfied in Q36, please tell us why (if you need more space, please continue on the back of the form):

.....
.....

Q37 Do you know the repair response times of St. Martins? (i.e. how long we expect to take to fix certain types of problems eg emergencies, urgent and non-urgent repairs)

Tick One Box Only

- No
- Yes – please tell us how you know

.....
.....

Q38 Please tell us how you would describe the condition of the property that you live in?

Tick One Box Only

- Very Good
- Good
- Average
- Unsatisfactory
- Poor

Could you please tell us how it can be improved:

.....
.....

Q39 Did anyone help you complete this questionnaire?

Tick One Box Only

- I completed the questionnaire myself
- St Martins staff helped me
- Someone else helped me – Please tell us who

.....

Q40 ANY OTHER COMMENTS?

Is there anything else you would like to say about St Martins?

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Please tick this box if you give us permission to post your comments on our regulator's website www.cqc.org.uk

Monitoring form

We would be grateful if you could complete the form below
Please choose ONE box for each question:

Ethnicity

A White

- British
- Irish
- Any other White background, please write:

B Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background, please write:

C Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background, please write:

D Black or Black British

- Caribbean
- African
- Any other Black background, please write:

E Chinese or other ethnic group

- Chinese
- Any other, please write:

Gender:

Box Only

- Male
- Female

Age:

- 18 – 25
- 26 – 40
- 41 - 55
- Over 55

Do not wish to give this information:

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE.
PLEASE RETURN IT TO ONE OF THE PROJECT STAFF.**

**IF YOU WANT TO BE INCLUDED IN THE PRIZE DRAW PLEASE GIVE US
YOUR NAME & ADDRESS.**

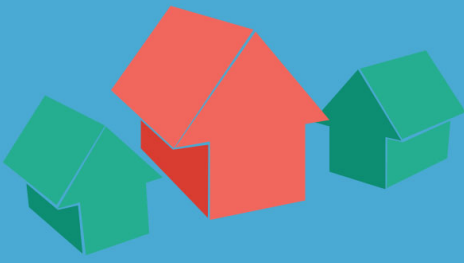
GOOD LUCK IN THE PRIZE DRAW!

If you would like to be entered for the £25 voucher draw, please write your name and address below. This slip will be removed and placed in the draw and will not stay attached to your answers.

Name:

Address:

Please note that this survey is anonymous and that any information that would identify you as a respondent, eg. your details for the prize draw, will be detached from your main responses.



Appendix C. Data summary

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

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

Appendix C. Data summary

	Frequency	% overall	% valid
Project code			
<i>Base: 52</i>			
1: Chalkhill Road	13	25.0	
2: Caledonian Road	7	13.5	
3: Davenant Road	9	17.3	
4: New North Road Care Home	9	17.3	
5: Wilton Villas	14	26.9	
N/R	0	0.0	
Q1 How long have you lived at St Martins?			
<i>Base: 52</i>			
6: Under 1 year	22	42.3	
7: Between 1-2 years	12	23.1	
8: Between 2-3 years	7	13.5	
9: Between 3-5 years	10	19.2	
10: Don't know/can't remember	0	0.0	
N/R	1	1.9	
Q2 How often do you see your keyworker?			
<i>Base: 52</i>			
11: Daily	9	17.3	
12: Weekly	28	53.8	
13: Fortnightly	11	21.2	
14: Monthly	2	3.8	
15: Less than once a month	1	1.9	
N/R	1	1.9	
Q3 Like to see keyworker more frequently?			
<i>Base: 52</i>			
16: Yes	12	23.1	
17: No	39	75.0	
N/R	1	1.9	
Q4 Are visiting staff polite and helpful?			
<i>Base: 52</i>			
18: Always	29	55.8	55.8
19: Mostly	12	23.1	23.1
20: Average	7	13.5	13.5
21: Not particularly	3	5.8	5.8
22: Not at all	1	1.9	1.9
N/R	0	0.0	
Q5 Do staff visit/see you when they say they will			
<i>Base: 52</i>			
23: Always	32	61.5	61.5
24: Usually	14	26.9	26.9
25: Sometimes	4	7.7	7.7
26: Never	2	3.8	3.8
N/R	0	0.0	
Q6 Are staff from head office polite and helpful			
<i>Base: 52</i>			
27: Always	23	44.2	52.3
28: Mostly	9	17.3	20.5
29: Average	8	15.4	18.2
30: Not particularly	3	5.8	6.8
31: Not at all	1	1.9	2.3

Appendix C. Data summary

	Frequency	% overall	% valid
N/R	8	15.4	
Q7 Know how to make a complaint to St Martins? <i>Base: 52</i>			
32: Yes	36	69.2	
33: No	16	30.8	
N/R	0	0.0	
Q8 Have you made a complaint in the last year? <i>Base: 36</i>			
34: Yes	7	13.5	19.4
35: No	29	55.8	80.6
N/R	16	30.8	0.0
Q9 Was the complaint sorted out? <i>Base: 7</i>			
36: Yes	5	9.6	71.4
37: No	0	0.0	0.0
38: Still waiting	2	3.8	28.6
N/R	45	86.5	0.0
Q10 Are you satisfied with the complaint procedure <i>Base: 7</i>			
39: Yes	7	13.5	100.0
40: No	0	0.0	0.0
N/R	45	86.5	0.0
Q11 Do you feel safe with St Martins? <i>Base: 52</i>			
41: Yes	44	84.6	
42: No	7	13.5	
N/R	1	1.9	
Q12 Do you feel respected as a person <i>Base: 52</i>			
43: Yes	44	84.6	
44: No	7	13.5	
N/R	1	1.9	
Q13 Do you receive help when you need it <i>Base: 52</i>			
45: Yes	46	88.5	
46: No	5	9.6	
N/R	1	1.9	
Q14 Privacy and choices respected <i>Base: 52</i>			
47: Yes	42	80.8	
48: No	6	11.5	
N/R	4	7.7	
Q15 Someone helped gain independence <i>Base: 52</i>			
49: Yes	41	78.8	
50: No	10	19.2	
N/R	1	1.9	

Appendix C. Data summary

	Frequency	% overall	% valid
Q16 Whilst living here what do you want to achieve			
<i>Base: 52</i>			
51: More independent living	34	65.4	
52: Better accommodation	27	51.9	
53: More self-confidence	25	48.1	
54: Training and Education	16	30.8	
55: Employment	17	32.7	
56: Better personal relationships	22	42.3	
57: Improve my physical health	30	57.7	
58: Improve my mental health	27	51.9	
59: Reduce offending behaviours	10	19.2	
60: Reduce alcohol and drug use	9	17.3	
61: Other	0	0.0	
N/R	3	5.8	
Q17 Service User meetings - in each project			
<i>Base: 52</i>			
62: Yes	44	84.6	
63: No	7	13.5	
N/R	1	1.9	
Q18 Participate in meetings by HO staff			
<i>Base: 52</i>			
64: Yes	23	44.2	
65: No	27	51.9	
N/R	2	3.8	
Q19 Aware of policy review meetings			
<i>Base: 52</i>			
66: Yes	29	55.8	
67: No	23	44.2	
N/R	0	0.0	
Q20 Attended any organised events			
<i>Base: 52</i>			
68: Yes	42	80.8	
69: No	10	19.2	
N/R	0	0.0	
Q21 Like to be involved in work St Martins does?			
<i>Base: 52</i>			
70: Volunteering	14	26.9	
71: Suggest/organise activities	17	32.7	
72: Be a service user rep	4	7.7	
73: Recruitment	5	9.6	
74: Audits/Inspections	3	5.8	
75: Training	6	11.5	
76: Anything else	0	0.0	
N/R	26	50.0	
Q22 Involved in placement reviews			
<i>Base: 52</i>			
77: Often	23	44.2	44.2
78: Sometimes	19	36.5	36.5
79: Never	10	19.2	19.2
N/R	0	0.0	

Appendix C. Data summary

	Frequency	% overall	% valid
Q23 Do you find them helpful <i>Base: 42</i>			
80: Yes	38	73.1	90.5
81: No	3	5.8	7.1
N/R	11	21.2	2.4
Q24 Views included in your Support Plan <i>Base: 52</i>			
82: Often	27	51.9	55.1
83: Sometimes	20	38.5	40.8
84: Never	2	3.8	4.1
N/R	3	5.8	
Q25 Support plan include interests/hobbies <i>Base: 52</i>			
85: Often	24	46.2	50.0
86: Sometimes	23	44.2	47.9
87: Never	1	1.9	2.1
N/R	4	7.7	
Q26 Do you get copies of your Support Plan <i>Base: 52</i>			
88: Often	21	40.4	42.9
89: Sometimes	17	32.7	34.7
90: Never	11	21.2	22.4
N/R	3	5.8	
Q27 Issues with Support Plan are resolved <i>Base: 52</i>			
91: Often	24	46.2	53.3
92: Sometimes	17	32.7	37.8
93: Never	4	7.7	8.9
N/R	7	13.5	
Q28 What info. would you like to get from us? <i>Base: 52</i>			
94: Money	16	30.8	
95: Changes to service/team	11	21.2	
96: Current news and events	14	26.9	
97: New services being developed	12	23.1	
98: Info about other services	10	19.2	
99: Confidentiality/data protection	8	15.4	
100: Other	1	1.9	
101: Not like to receive info	16	30.8	
N/R	8	15.4	
Q29 Usual source of information? <i>Base: 52</i>			
102: From staff	45	86.5	
103: From other service users	6	11.5	
104: Connect	8	15.4	
105: St Martins website	2	3.8	
106: Service user meetings	16	30.8	
107: Notice Boards	21	40.4	
108: Don't get any information	0	0.0	
N/R	2	3.8	

Appendix C. Data summary

	Frequency	% overall	% valid
Q30 Do you find Connect useful and informative? <i>Base: 52</i>			
109: Yes	23	44.2	
110: No	10	19.2	
111: Partly	9	17.3	
N/R	10	19.2	
Q31 Like to get involved writing for Connect? <i>Base: 52</i>			
112: Yes	14	26.9	
113: No	35	67.3	
N/R	3	5.8	
Q32 What do you think of the service received? <i>Base: 52</i>			
114: Always good	21	40.4	42.0
115: Mostly good	20	38.5	40.0
116: Average	5	9.6	10.0
117: Mostly poor	2	3.8	4.0
118: Always poor	2	3.8	4.0
N/R	2	3.8	
Q33 Reported any repairs in the last 12 months? <i>Base: 52</i>			
119: Yes	32	61.5	
120: No	19	36.5	
N/R	1	1.9	
Q34 What was the problem you had to report? <i>Base: 32</i>			
121: Plumbing	15	28.8	46.9
122: Security	1	1.9	3.1
123: Door/window locks	3	5.8	9.4
124: Loss of property	0	0.0	0.0
125: Damp	2	3.8	6.3
126: Heating	12	23.1	37.5
127: General electrical	8	15.4	25.0
128: Broken furniture or appliances	4	7.7	12.5
129: Painting and Decoration	5	9.6	15.6
130: Other	1	1.9	3.1
131: Can't remember	0	0.0	0.0
N/R	20	38.5	0.0
Q35 How quickly was the problem sorted out? <i>Base: 32</i>			
132: Same day	6	11.5	18.8
133: Within a week	16	30.8	50.0
134: Within a month	6	11.5	18.8
135: Longer than a month	1	1.9	3.1
136: Don't know	2	3.8	6.3
N/R	21	40.4	3.1
Q36 How satisfied are you with the repair service? <i>Base: 32</i>			
137: Very satisfied	16	30.8	53.3
138: Mostly satisfied	11	21.2	36.7
139: Generally not satisfied	3	5.8	10.0
140: Completely dissatisfied	0	0.0	0.0

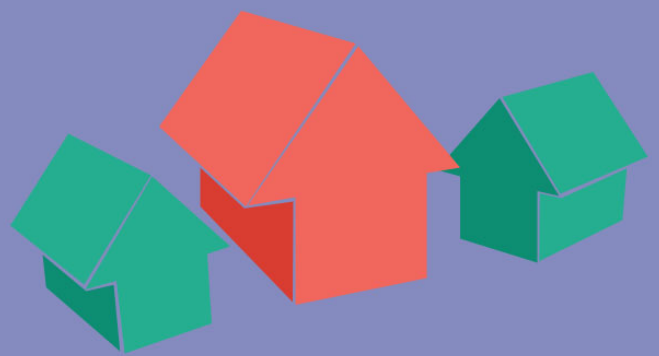
Appendix C. Data summary

	Frequency	% overall	% valid
N/R	22	42.3	6.3
Q37 Do you know the repair response times?		<i>Base: 52</i>	
141: No	35	67.3	
142: Yes	13	25.0	
N/R	4	7.7	
Q38 Condition of the property that you live in		<i>Base: 52</i>	
143: Very good	17	32.7	34.0
144: Good	21	40.4	42.0
145: Average	10	19.2	20.0
146: Unsatisfactory	2	3.8	4.0
147: Poor	0	0.0	0.0
N/R	2	3.8	
Q39 Did anyone help you complete this q'naire?		<i>Base: 52</i>	
148: Completed it myself	23	44.2	
149: St Martins staff helped me	25	48.1	
150: Someone else helped me	2	3.8	
N/R	2	3.8	
Q41 Ethnicity		<i>Base: 52</i>	
151: British	16	30.8	
152: Irish	1	1.9	
153: Other White	6	11.5	
154: White & Black Caribbean	3	5.8	
155: White & Black African	0	0.0	
156: White & Asian	1	1.9	
157: Other Mixed	0	0.0	
158: Indian	1	1.9	
159: Pakistani	0	0.0	
160: Bangladeshi	0	0.0	
161: Other Asian	1	1.9	
162: Caribbean	9	17.3	
163: African	8	15.4	
164: Other Black	1	1.9	
165: Chinese	0	0.0	
166: Other ethnic group	0	0.0	
N/R	5	9.6	
R41 Ethnic group (summary)		<i>Base: 52</i>	
167: White British	16	30.8	
168: BME	31	59.6	
N/R	5	9.6	
Q42 Gender		<i>Base: 52</i>	
169: Male	40	76.9	
170: Female	5	9.6	
N/R	7	13.5	

Appendix C. Data summary

	Frequency	% overall	% valid
<i>Q43 Age</i>	<i>Base: 52</i>		
171: 18-25	2	3.8	
172: 26-40	17	32.7	
173: 41-55	15	28.8	
174: Over 55	12	23.1	
N/R	6	11.5	

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