

Research Report



Participation Survey, 2015

Prepared for: Wandsworth Council

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Participation Survey, 2015

Prepared for: Wandsworth Council

Prepared by: Francis Bolton, Senior Research Executive

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1 Introduction

1.1 Methodology

In February-March 2014, a total of 1,216 tenants and leaseholders of Wandsworth Council were recruited to take part in regular consultation activities. This recruitment activity was designed to produce a sample representative of Wandsworth's customer base by tenure type (tenants/leaseholders), with targets also set by estate type, property type, age, gender and ethnicity. In addition to recruitment questions the research also recorded aspects of customer satisfaction relating to the home, the neighbourhood and general landlord services.

The findings from the latest wave of research amongst this panel are summarised in this report. This research repeated, with some modifications, the questions around resident participation asked to the previous residents' panel in September-October 2012, enabling the Council to track any changes on these measures. In addition to these questions, the core measures of satisfaction with services provided by the Council as a landlord, and with how the Council is running the area, were again included.

1.2 Data and reporting

The views in this report are based on a sample size of 407 interviews. A breakdown of these interviews by tenancy type, plus the associated confidence intervals based on the incidence of these tenancies within the Wandsworth Council customer base are shown in the table below.

	Completed	Total population	Maximum confidence interval
All	407	25,729	+/-4.82
Tenants	287	16,566	+/-5.73
Leaseholders	120	9,163	+/-8.89

To correct minor imbalances in the recruited panel relative to the population of tenants and leaseholders, the survey data has been weighted by estate type and then by tenure. The estate type categories, which have both spatial and property type components ensures that the final data is representative. This is the weighting approach that has been applied in previous Housing Link research.

This document contains a concise summary of the key findings to emerge from this survey. It aims to highlight the positive messages in the data, plus any areas of concern that require further consideration. A full set of data tables are also available to refer to.

When a figure is shown in bold and underlined within a table this denotes that this figure is significantly different (determined by the t-test) to one or more opposing figures. The t-test is a statistical method used to evaluate the differences between two opposing groups. Results

described as significant in this report will have been identified by this test as substantial variations in opinion.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

Throughout the report, in tables and in graphs, the symbol * is used to denote any figure that is less than 0.5%.

2 Key findings

2.1 Overall satisfaction

Three-quarters (75%) of tenants are satisfied with the Council as a landlord. When compared against HouseMark's London benchmarks, this falls between the median and lower quartile threshold (76% and 74% respectively). Among leaseholders, 64% are satisfied, with nearly one in four (22%) dissatisfied. The satisfaction figure is slightly above HouseMark's median figure for leaseholders (62%).

Whilst the reasons given for satisfaction are frequently couched in general terms, the reasons given for dissatisfaction suggest, as with the findings of the STAR lite survey earlier in 2015, that improvements to the repairs and maintenance service will be key in improving satisfaction overall.

Asked how the Council is running the local area, nearly three-quarters (72%) are satisfied on this measure. There have been no significant changes compared to previous waves, although leaseholders are now almost as likely to be satisfied on this measure as tenants (72% cf. 73%).

2.2 Involvement

Overall, awareness of the various ways in which residents can become involved in the work of the HCS Department is similar to the 2012 findings, with approaching one in seven (15%) not aware of any of the options listed. As before, residents' associations and to a lesser extent estate inspections are much the most well-known ways of getting involved. In general, leaseholders display a higher awareness of the options available than tenants, as do residents of high density (inner/outer) estates compared to residents of small estates and infills/street properties.

Awareness of Resident Participation Officers is also broadly in line with the 2012 findings (27% aware compared to 31% aware in 2012).

2.3 Residents' Associations

Whilst general awareness of residents' associations (discussed above) remains relatively high, the proportion who say there is a residents' association that covers their property has fallen significantly, from 46% to 40% of those interviewed. However, a similar proportion of residents identify themselves as members of a residents' association (15% cf. 14% in 2012). Leaseholders are more likely to be aware of residents' associations than tenants, and also more likely to serve on one (26% cf. 10%).

As with the 2012 findings, lack of time/busyness/work commitments is the most cited reason for not being a member of a residents' association. Perhaps in keeping with this, when asked what would make them more likely to join a residents' association, the leading change suggested is "Meetings to be held at a more convenient time for me", although a wide range of other issues are also mentioned.

2.4 Small Improvement Budget

Awareness of the Small Improvement Budget is in line with the 2012 findings (23% cf. 26% in 2012). Almost half of members of residents' associations are not aware of the scheme (45% unaware), suggesting that there may be scope to increase residents' associations' awareness of how they can make a difference.

2.5 Community Champions Scheme

Awareness of the Housing Community Champions Scheme is low, at 12% of those surveyed. Accordingly, residents' suggestions on how to encourage more residents to become Housing Community Champions focus primarily on awareness-raising measures.

2.6 Internet access and HCS web pages

Home internet access has increased to cover three-quarters (75%) of residents, although just over half (51%) of those aged 65+ still do not have internet access. However, the proportion of residents who have visited HCS web pages to see how they can get involved stands at just 6% of all residents (or 8% of those with internet access).

2.7 Future involvement in the work of the HCS Department

Stated interest in becoming more involved is almost identical to the 2012 findings, with 10% saying they would like to become more involved and a further 28% saying they would possibly like to become more involved. The most popular ways of becoming involved remain estate meetings/inspections, residents' associations, and receiving information through a newsletter.

2.8 Communication preferences

Overall, letters, newsletters and telephone calls remain the most popular ways to be communicated with. Whilst residents aged 16-34 are more likely to mention email (53%), letters remain an important means of communication for this age group (49% of 16-34 year olds refer to letters). Given this and the relatively low levels of internet access amongst residents aged 65+ in particular, noted above, paper-based communication will remain an important communications tool for the Council in reaching tenants in the immediate future.

2.9 Perceptions of Council performance on resident participation and involvement

Satisfaction with how the way the Council deals with resident participation is broadly in line with 2012, with 49% satisfied and 17% dissatisfied. Whilst satisfaction that views are taken into account has fallen significantly compared to 2012 (down 15 percentage points to 44%), the proportion dissatisfied on this measure is similar to previously (20% cf. 18%). On both measures, perceptions amongst leaseholders are less positive than those of tenants, although this should be set in the context of leaseholders' lower overall satisfaction with the Council as a landlord. Across tenants/leaseholders combined, residents attribute their dissatisfaction on these measures to the need for improved communication/information, and to the Council not listening to residents' views.

3 Overall satisfaction

This section examines general perceptions held by panel members, with subsequent chapters focussing on participation issues.

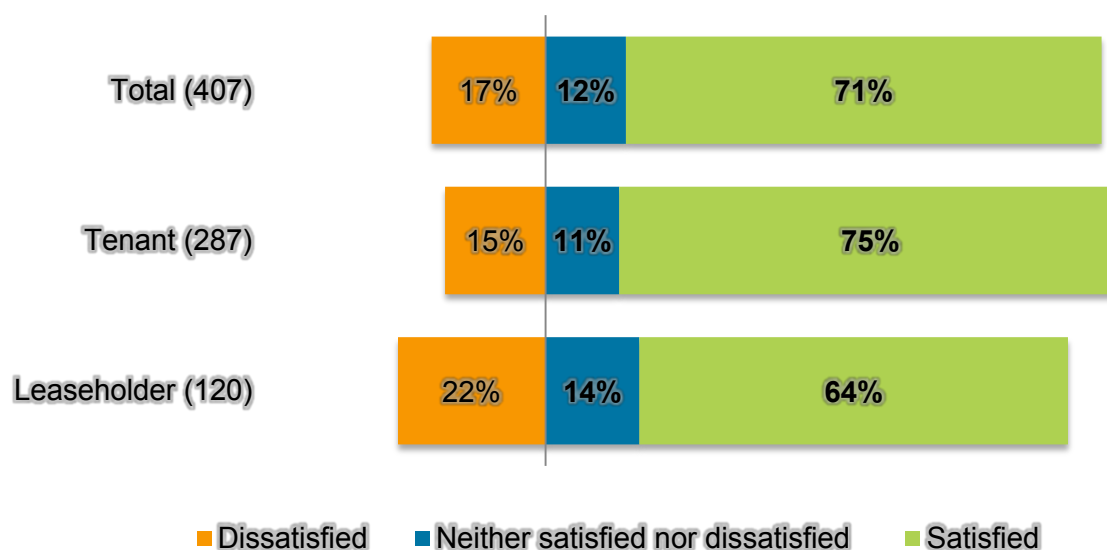
Note that for benchmarking purposes tenants' satisfaction levels will be compared to data for London landlords. The equivalent data is not available for leaseholders; satisfaction levels amongst leaseholders and all residents will be compared to national levels.

When considering the overall service that Wandsworth Council provides as a landlord, 71% of those completing the survey expressed satisfaction.

Looking at responses by tenure shows that among tenants, 75% express satisfaction - which when compared against the 2013/14 HouseMark London benchmarks is between the median and lower quartile threshold (76% and 74% respectively).

Among leaseholders, 64% are satisfied, with nearly one in four (22%) dissatisfied. The satisfaction figure is slightly above HouseMark's median figure for leaseholders (62%).

Figure 1: Taking everything into account, how satisfied are you with the services provided by your landlord? (All responses)



Unweighted base in parentheses

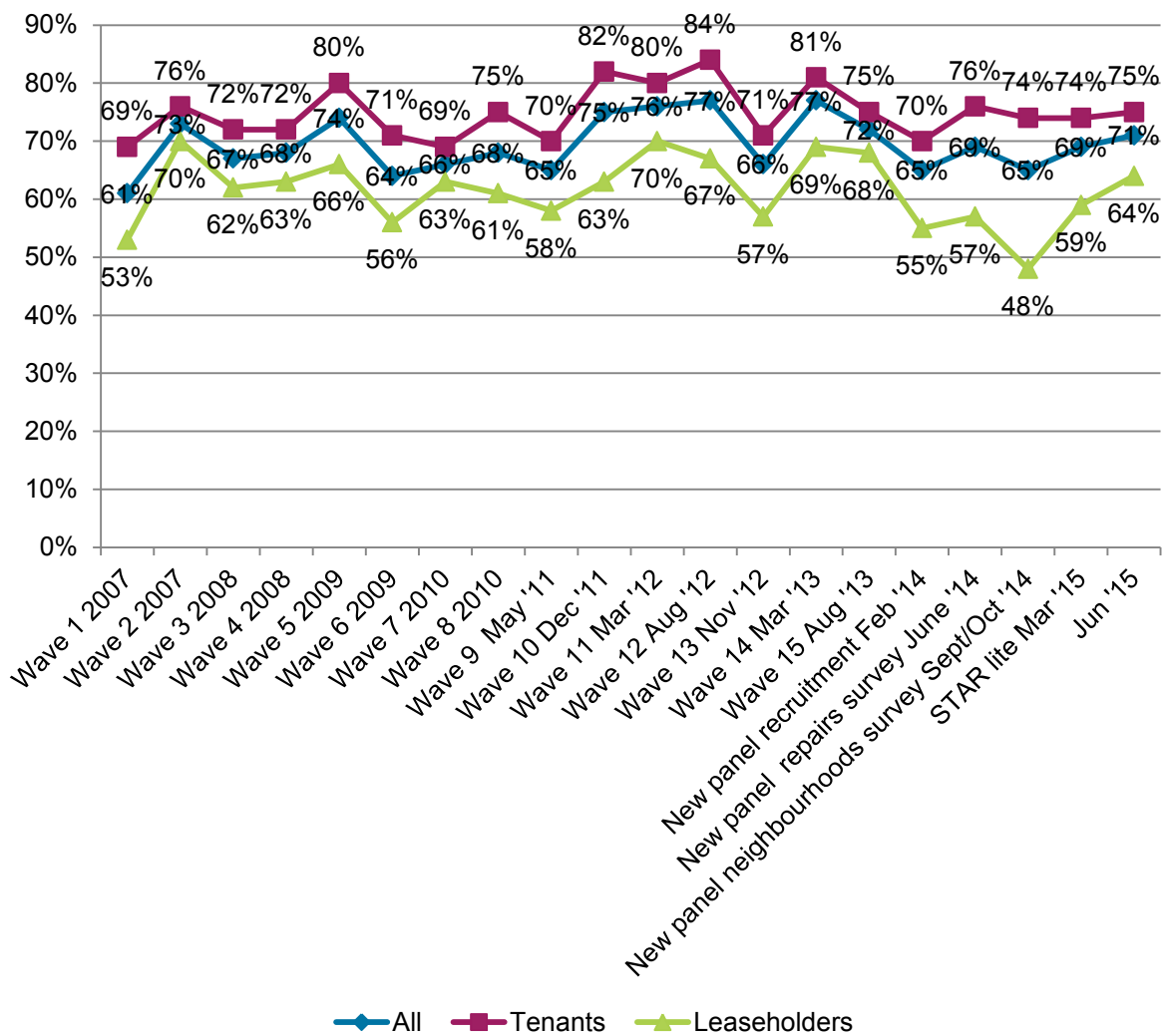
The full range of responses given at this question, with a comparison against the previous two waves of research, is shown in the table overleaf.

Table 1: Taking everything into account, how satisfied are you with the services provided by your landlord? (All responses)

Year		Total (407)	Tenant (287)	Leaseholder (120)
June 2015	Very satisfied	22%	25%	16%
	Satisfied	49%	50%	48%
	Neither satisfied nor dissatisfied	12%	11%	14%
	Dissatisfied	13%	10%	18%
	Very dissatisfied	4%	5%	4%
	Summary: Satisfied	71%	75%	64%
	Summary: Dissatisfied	17%	15%	22%
Mar 2015	Summary: Satisfied	69%	74%	59%
	Summary: Dissatisfied	19%	15%	25%
Sept/Oct 2014	Summary: Satisfied	65%	74%	48%
	Summary: Dissatisfied	17%	12%	26%

Wandsworth Council has run a Housing Link panel in order to facilitate regular consultation with tenants and leaseholders since 2007. In all the surveys that have been completed among a general sample of the panel, a question about satisfaction with the overall service provided by Wandsworth Council as a landlord has been included. This has provided a longitudinal data set on this measure that allows the data from this survey to be put in context. The individual surveys completed since 2007 all have differing sample sizes and associated sampling errors. This caveat should be kept in mind when interpreting the figure below. No clear trend is apparent in overall satisfaction with the Council as a landlord; whilst satisfaction is higher amongst leaseholders compared to the previous four waves, only the improvement compared to the September/October 2014 survey is statistically significant.

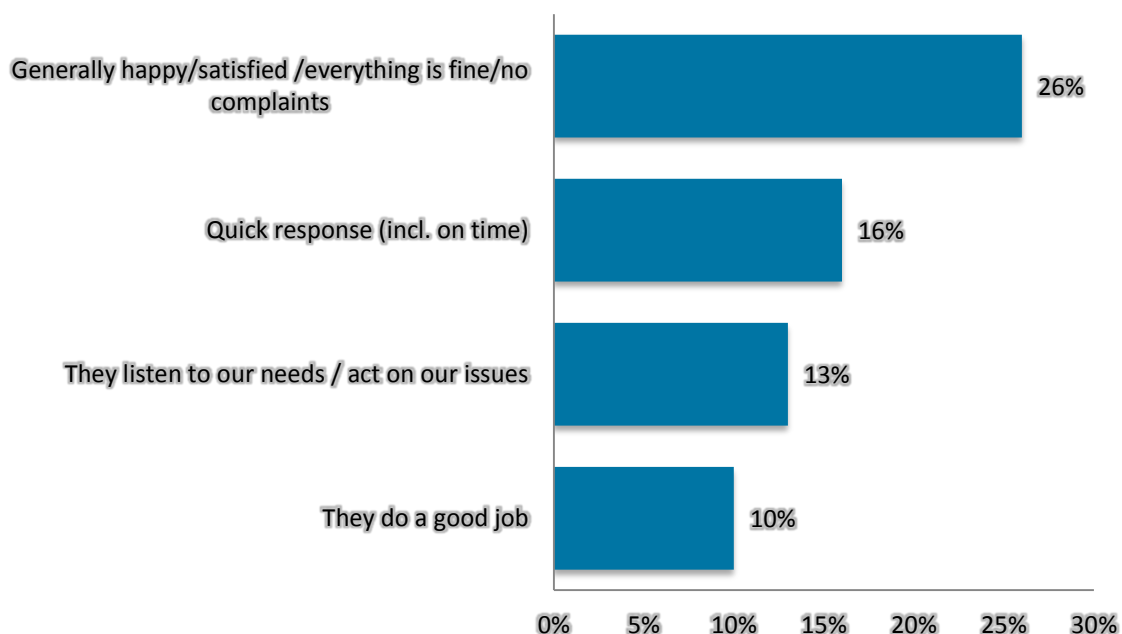
Figure 2: Satisfaction with overall service provided by the landlord (All responses¹)



¹ Figures are taken from several different surveys, as follows: wave 1 = repairs; wave 2 = estate services; wave 3 = ASB; wave 4 = communications; wave 5 = non-housing services; wave 6 = participation; wave 7 = green issues; wave 8 = tenant services; authority and service standards; wave 9 = housing management; wave 10 = repairs; wave 11 = ASB; wave 12 = estate services; wave 13 = participation; wave 14 = status lite; wave 15 = communications services.

Residents were then asked why they are satisfied/dissatisfied with the services provided by their landlord. Reasons for **satisfaction** are frequently couched in general terms, as the figure below indicates; however, 16% also refer to a quick response to issues/queries, and 13% highlight the fact that the Council listens to their needs/acts on their issues.

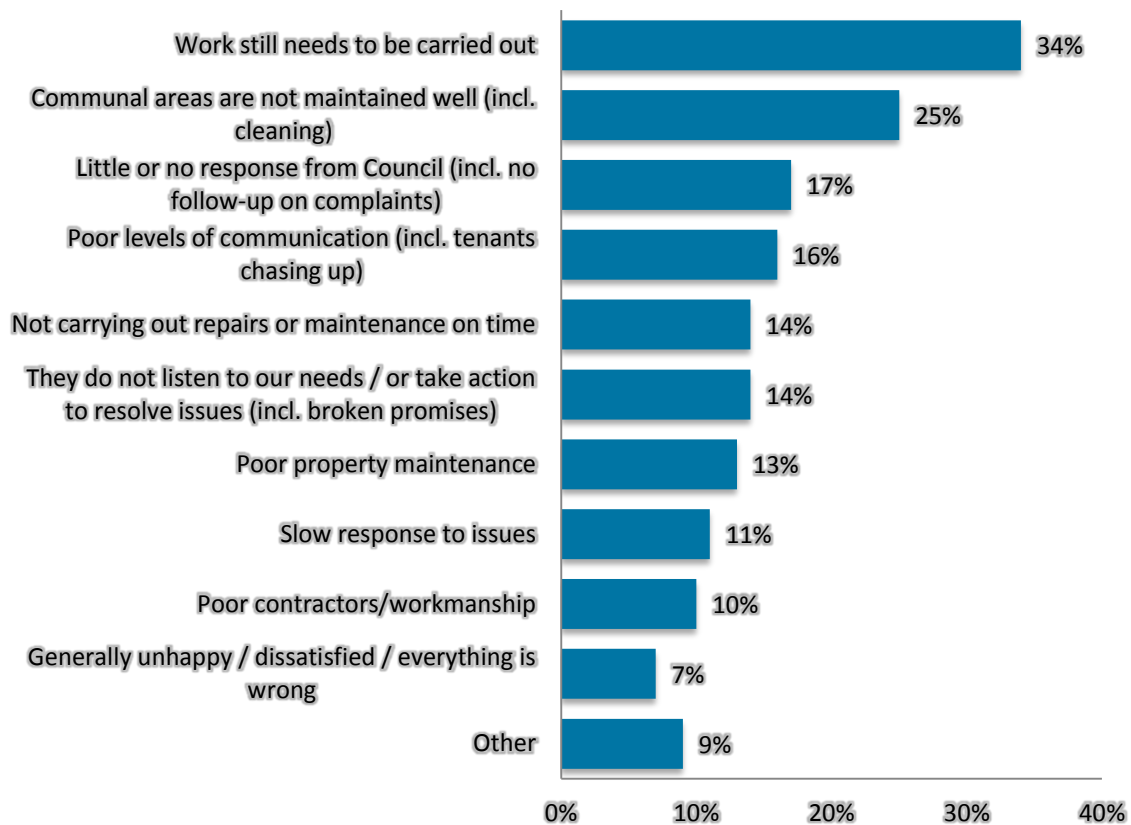
Figure 3: Why do you say that? (Top reasons for SATISFACTION with services provided by landlord)



Unweighted sample base: 292

Reasons for **dissatisfaction** with the service provided by Wandsworth Council as a landlord are varied, but in particular over a third of those dissatisfied cite the fact that work still needs to be carried out (34%), followed by 25% who say communal areas are not maintained well. On the theme of inadequacies in repairs and maintenance, in addition to comments on work still needing to be carried out, 14% also refer to repairs or maintenance not being carried out on time; 13% to poor property maintenance; and 10% to poor contractors/workmanship. This is in keeping with the findings of the STAR survey lite earlier in 2015, which identified repairs and maintenance as residents' top priority.

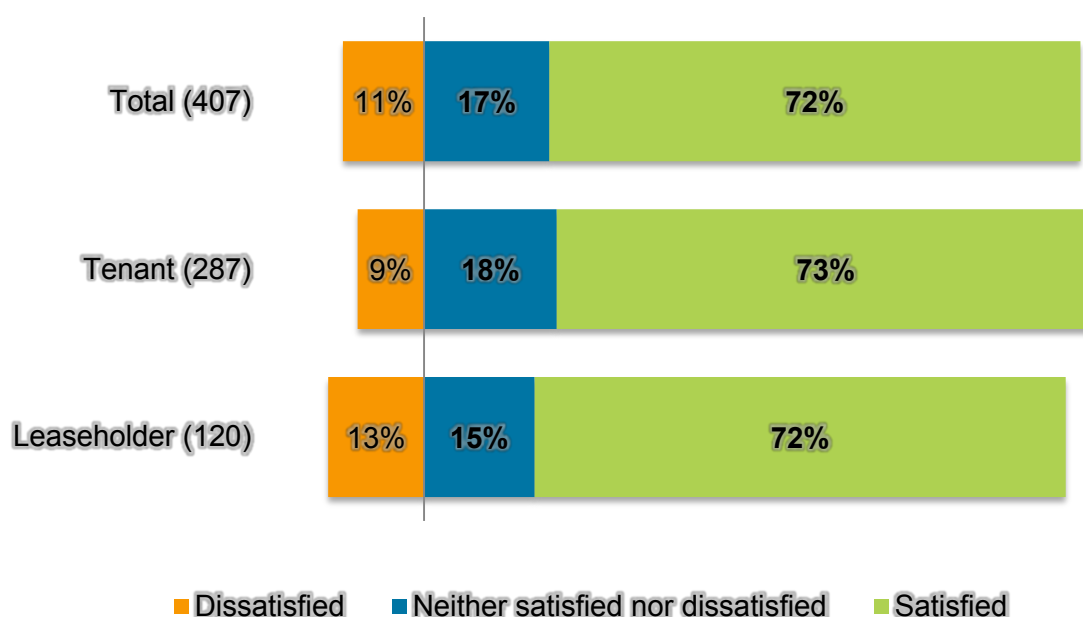
Figure 4: Why do you say that? (Top reasons for DISSATISFACTION with services provided by landlord)



Unweighted sample base: 66

Thinking more generally, 72% of all residents are satisfied with the way Wandsworth Council is running the local area. Whilst the proportion of tenants and leaseholders who are satisfied is almost identical (73% cf. 72%), tenants are more likely to be very satisfied (22% cf. 15%). They are also less likely to be dissatisfied (9% cf. 13%). However, none of these differences is statistically significant.

Figure 5: Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (All responses)



Unweighted bases in parentheses

Compared against the results of the STAR survey lite earlier in 2015, and the Sept/Oct 2014 (Estate & Neighbourhood Services) findings, satisfaction with how the Council runs the area has not changed significantly either overall or amongst tenants and leaseholders separately. The gap in satisfaction amongst tenants and leaseholders has almost closed as a result of fluctuations in the scores given by these two groups.

Table 2: Satisfaction with how Wandsworth Council is running your local area (All responses)

Year		Total (407)	Tenant (287)	Leaseholder (120)
June 2015	Very satisfied	20%	22%	15%
	Satisfied	53%	50%	57%
	Neither satisfied nor dissatisfied	17%	18%	15%
	Dissatisfied	7%	7%	8%
	Very dissatisfied	4%	2%	6%
	Summary: Satisfied	72%	73%	72%
Mar 2015	Summary: Dissatisfied	11%	9%	13%
	Summary: Satisfied	74%	77%	69%
Sept/Oct 2014	Summary: Dissatisfied	15%	13%	17%
	Summary: Satisfied	72%	77%	63%
	Summary: Dissatisfied	15%	11%	22%

Spatially, Roehampton residents are significantly more likely than West Hill and West Putney residents to be dissatisfied with how the Council is running their local area (17% cf. 3% cf. 3%). With base sizes at a ward level low, there are no other significant differences by ward.

Residents were, again, asked to explain the reasons for their satisfaction/dissatisfaction.

Much the most common reasons given for **satisfaction** with how the Council runs the area can be categorised as “Everything is okay/fine/runs smooth/no problem/good services” (34%), and “The area is nice/clean/tidy/quiet (incl. roads)” (26%). The next highest category of satisfied residents is those who did not give a reason or comment (10%).

Reasons for **dissatisfaction** should be treated with caution given the low base size (44). Responses were highly varied, with 17% referring to issues with parking followed by 13% mentioning rubbish/recycling issues. 13% also refer to the Council taking too long to address issues and, on a related theme, 11% refer to the Council not dealing with issues/promises not being kept.

4 Participation

Residents were then asked a series of questions on the main theme of the survey, resident participation.

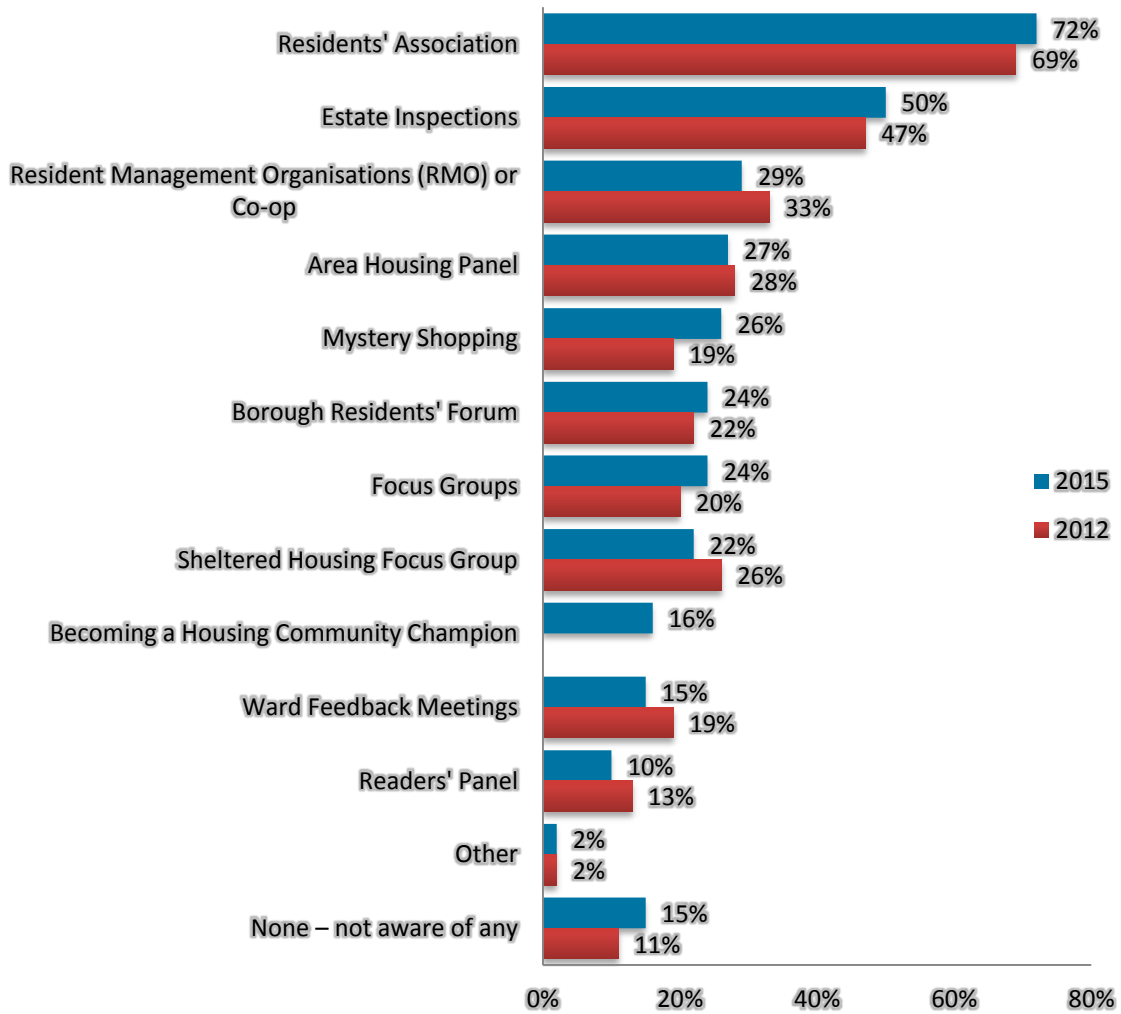
4.1 Involvement

All residents were asked if they are aware of the current ways in which they can become involved in the work of the HCS Department. Eleven possible ways of being involved were read out to panel members. In response, approaching one in seven (15%) are not aware of any of the options listed. Whilst this is slightly higher than the figure of 11% recorded in 2012, it should be borne in mind that an option attracting high levels of awareness in 2012, telephone surveys, was not included in the latest questionnaire. As with the 2012 findings, residents' associations attract much the highest levels of awareness, with 72% saying they have heard of this way of becoming involved. This is followed by estate inspections (recognised by 50%), substantially more than the next most-mentioned option (RMOs/Co-op, 29%).

There are no significant differences in awareness compared to the 2012 research, with the exception of mystery shopping (where awareness has increased from 19% of residents to 26%).

Becoming a Housing Community Champion, not an option available in the 2012 survey, is mentioned by 16% of residents.

Figure 6: Are you aware of the current ways in which you can become involved in the work of the HCS department? Before today had you heard of...? (All responses)



Unweighted sample bases: 407 (2015), 692 (2012)

Looking at this data more closely by tenure type, leaseholders demonstrate higher levels of awareness of participation options in general. Just 8% of leaseholders are not aware of the options listed, compared to nearly one in five (19%) of tenants. Specifically, leaseholders are significantly more likely than tenants to be aware of residents' associations, estate inspections, and RMOs. Tenants are significantly more likely than leaseholders to be aware of the Sheltered Housing Focus Group (27% cf. 14%).

Table 3: Awareness of different ways of becoming involved, by tenure type (All responses)

	Tenants (287)	Leaseholders (120)
Residents' Association	66%	84%
Estate Inspections	44%	60%
Resident Management Organisations (RMO) or Co-op	27%	32%
Area Housing Panel	27%	28%
Mystery Shopping	22%	32%
Borough Residents' Forum	23%	26%
Focus Groups	24%	22%
Sheltered Housing Focus Group	27%	14%
Becoming a Housing Community Champion	15%	17%
Ward Feedback Meetings	16%	12%
Readers' Panel	10%	11%
Other	2%	2%
None – not aware of any	19%	8%

There are also significant differences when comparing different estate types, as Table 4 overleaf indicates. Residents of small estates and infills, and street properties, are significantly more likely to say that they are not aware of any of the given ways of becoming involved, compared to residents of high density (inner/outer) estates.

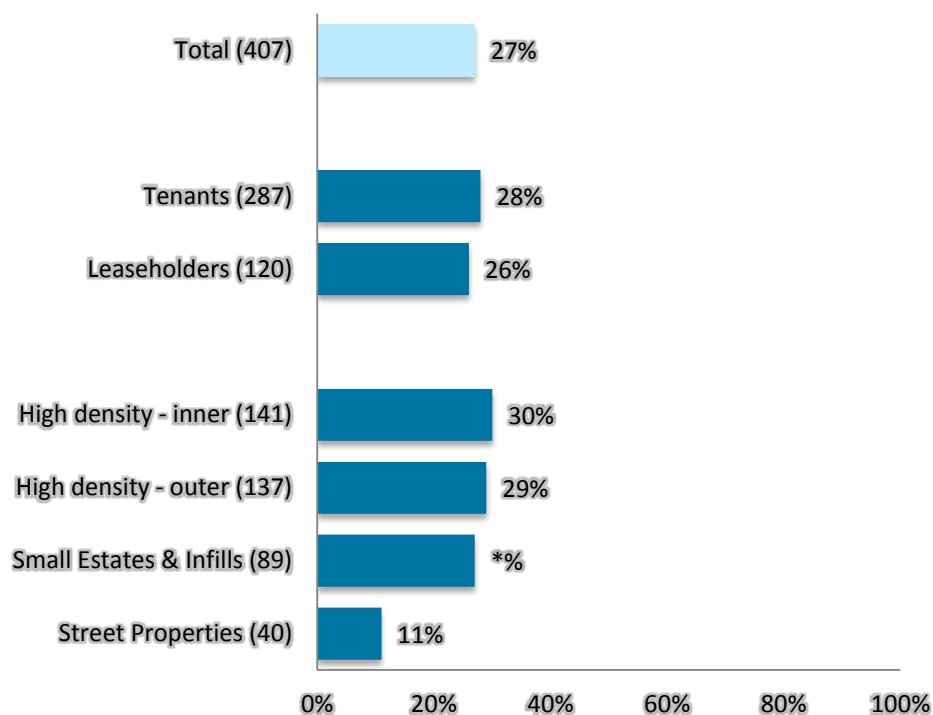
Table 4: Awareness of different ways of becoming involved, by estate type (All responses)

	High density inner (141)	High density outer (137)	Small estates and infills (89)	Street properties (40)
Residents' Association	78%	72%	69%	65%
Estate Inspections	<u>50%</u>	<u>56%</u>	<u>57%</u>	17%
Resident Management Organisations (RMO) or Co-op	<u>35%</u>	28%	21%	26%
Area Housing Panel	<u>32%</u>	27%	27%	13%
Mystery Shopping	<u>36%</u>	18%	24%	18%
Borough Residents' Forum	28%	22%	23%	21%
Focus Groups	26%	23%	25%	15%
Sheltered Housing Focus Group	25%	24%	21%	13%
Becoming a Housing Community Champion	17%	<u>21%</u>	11%	7%
Ward Feedback Meetings	<u>16%</u>	15%	<u>18%</u>	4%
Readers' Panel	<u>13%</u>	7%	<u>15%</u>	2%
Other	2%	1%	3%	2%
None – not aware of any	10%	14%	<u>20%</u>	<u>24%</u>

Residents were then asked if they are aware that the Housing and Community Services Department has Resident Participation Officers, employed specifically to help residents become involved in the management of their homes. Just over a quarter (27%) say they are, broadly in line with the 2012 findings (31% aware).

There are no significant differences in awareness of this scheme by tenure type; however residents of street properties record significantly lower levels of awareness compared to other estate types.

Figure 7: Proportion aware of Resident Participation Officers, by tenure/estate type (All responses)

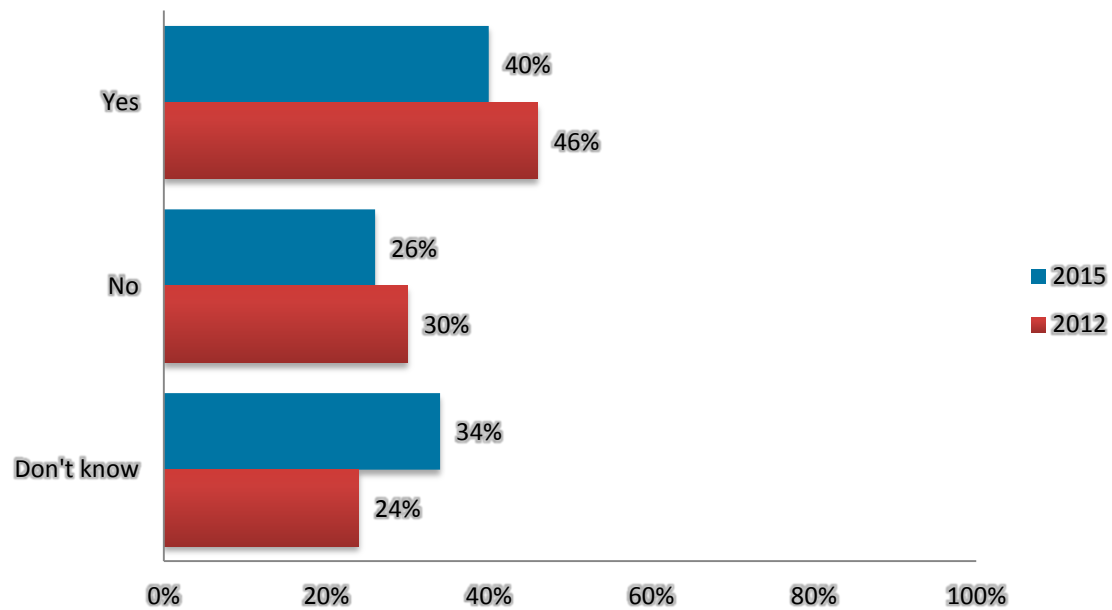


Unweighted sample bases in parentheses

4.2 Residents' Associations

Residents' associations, as discussed above, are a relatively well-known way of getting involved, and hence a key tool in resident engagement. With this in mind residents were then asked if there is a residents' association in their area which covers their property. Four in ten (40%) say there is; this represents a significant fall compared to 2012 (46%). This appears to be the result of greater uncertainty, with the proportion who "don't know" increasing from 24% to 34%. As shown above, general awareness of residents' associations is if anything higher than in 2012. It is therefore important to emphasise that this finding relates specifically to residents' awareness of whether their property is covered by a residents' association, rather than to general awareness of residents' associations.

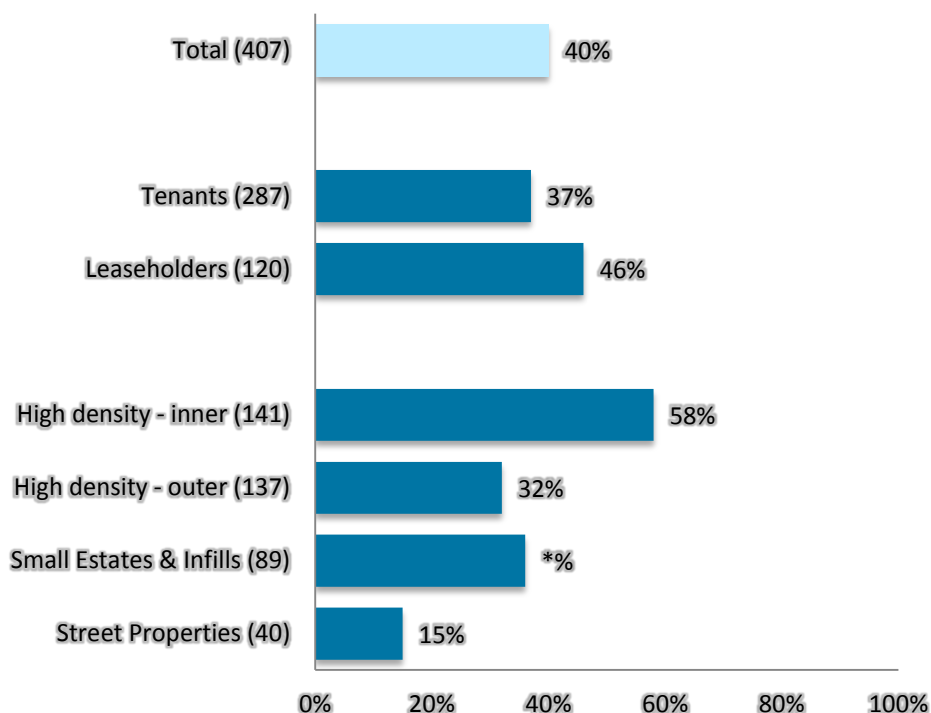
**Figure 8: Is there a residents' association in your area which covers your property?
(All responses)**



Unweighted sample bases: 407 (2015), 692 (2012)

By tenure type, tenants are less likely to say that there is a residents' association that covers their property (37% saying this compared to 46% of leaseholders), in keeping with tenants' lower overall awareness of residents' associations. However, on this metric the difference between tenants and leaseholders is not statistically significant. Residents of street properties are significantly less likely than residents of other estate types to say their property is covered by a residents' association (15%); by contrast, over half of residents of high density (inner) estates say this is the case for their property (58%).

Figure 9: Proportion saying there is a residents' association covering their property, by tenure/estate type (All responses)

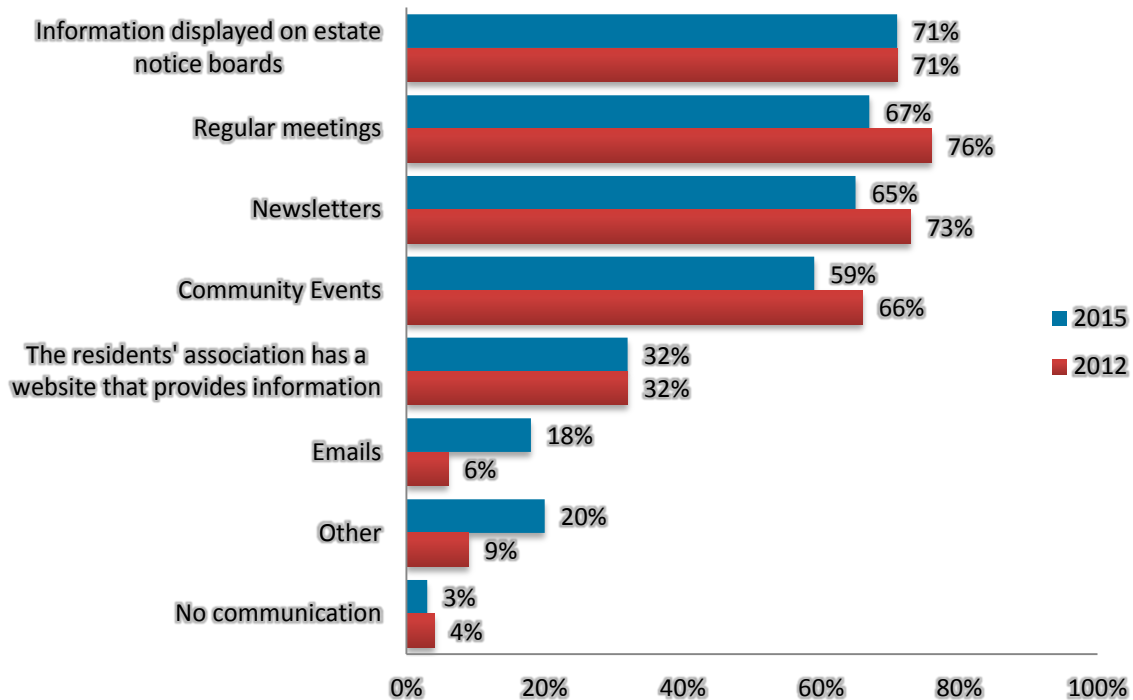


Unweighted sample bases in parentheses

Those agreeing that their property is covered by a residents' association were then asked if they are a member of a residents' association. 37% of this group (or 15% of all residents) say they are, in line with the 2012 findings when 14% of all residents identified themselves as a member of a residents' association. Over a quarter (26%) of all leaseholders say they are members of a residents' association, compared to just 10% of all tenants.

Members of residents' associations were then asked what communication they receive from their residents' association. A wide range of communication types are used, as the figure below indicates. Whilst email usage has grown significantly in this context since 2012, it remains a minority means of communication. It should be noted that the 2015 base size at this question is relatively low at 58.

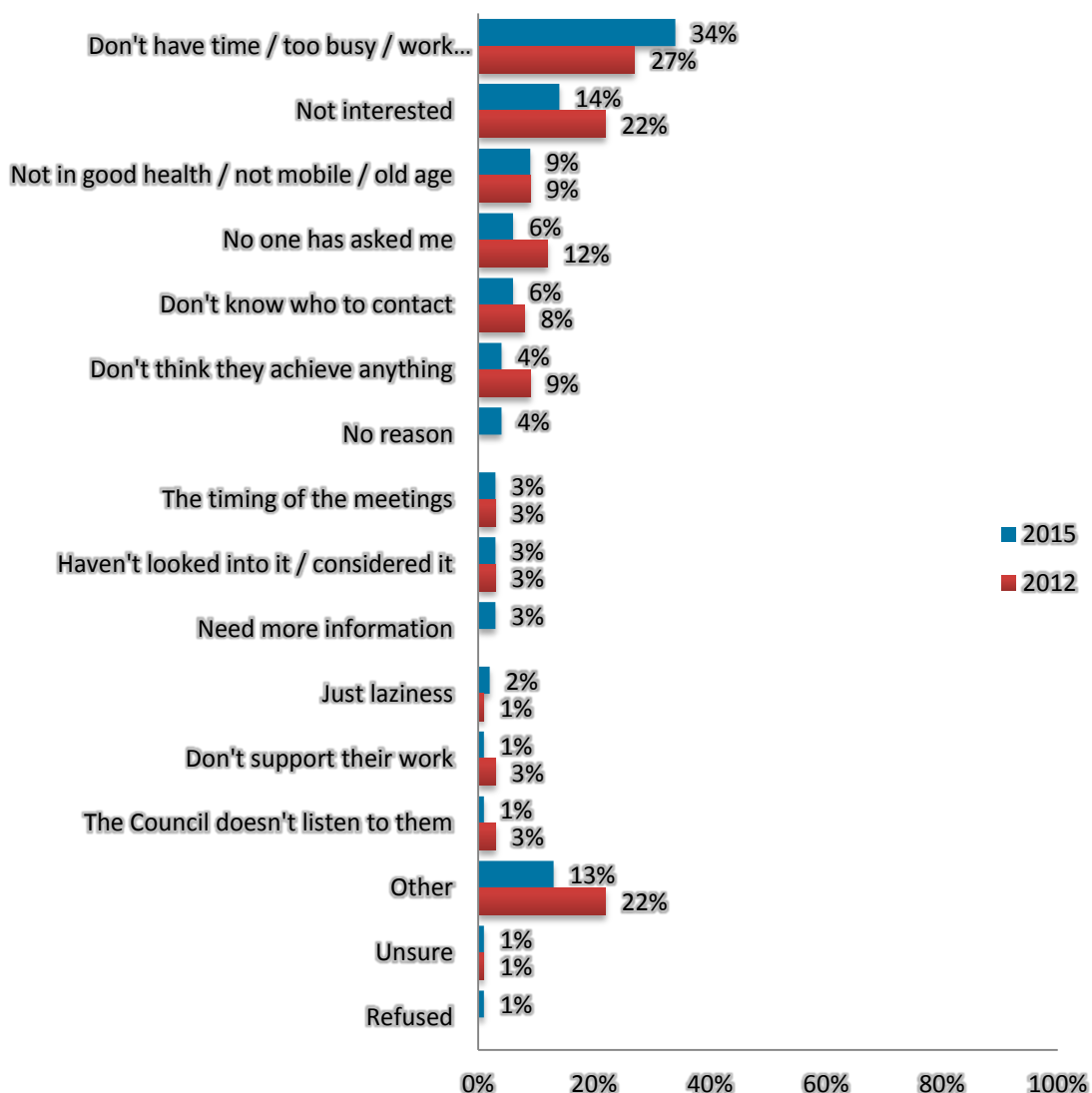
Figure 10: What communication do you receive from them? (All members of residents' associations)



Unweighted sample bases: 58 (2015), 98 (2012)

Those who say that their property is covered by a residents' association, but who are not members of the association themselves, were asked their reasons for not being a member. As the figure below indicates, a wide range of reasons are given; however, much the most cited reason (by 34% of this cohort) is lack of time/busyness/work commitments. There are no significant changes in the reasons given compared to the 2012 findings.

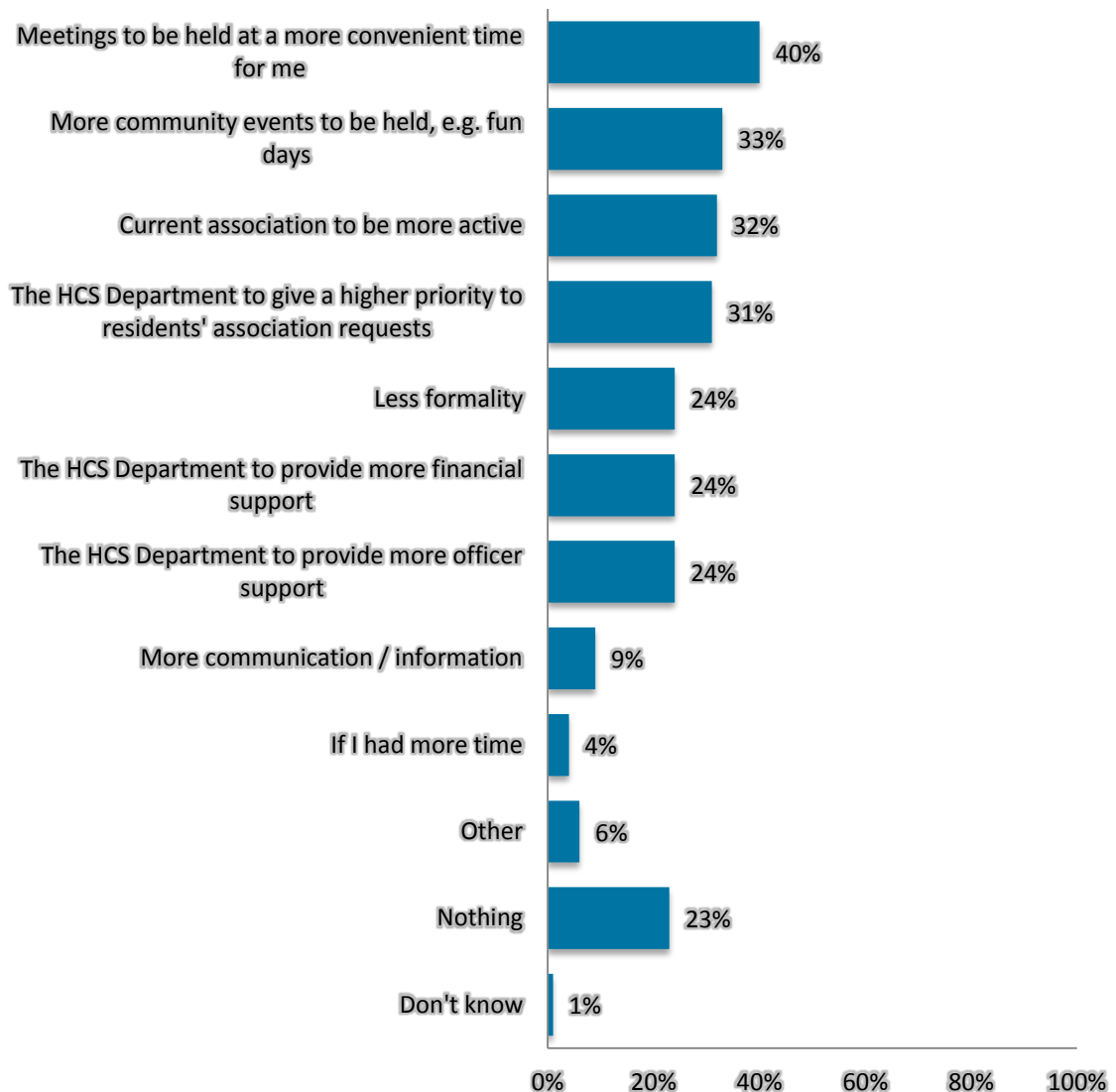
Figure 11: Why aren't you a member? (All who say their property is covered by a residents' association but who are not members themselves)



Unweighted sample bases: 104 (2015), 219 (2012)

The same group were also asked what (if anything) would make it more likely for them to join a residents' association. A wide range of issues are mentioned, with the leading one being "Meetings to be held at a more convenient time for me" (mentioned by 40%). This is perhaps in keeping with the [relatively] high proportion citing time/busyness/work commitments, noted above. However, around a quarter or more also cite issues relating to the need for the residents' association to be more active (both in general and in relation to holding more community events); the need for the HCS Department to give more weight to the association's requests; excessive formality; and the need for more support from the HCS Department.

Figure 12: What would make it more likely for you to join a residents' association? (All who say their property is covered by a residents' association but who are not members themselves)



Unweighted sample bases: 104

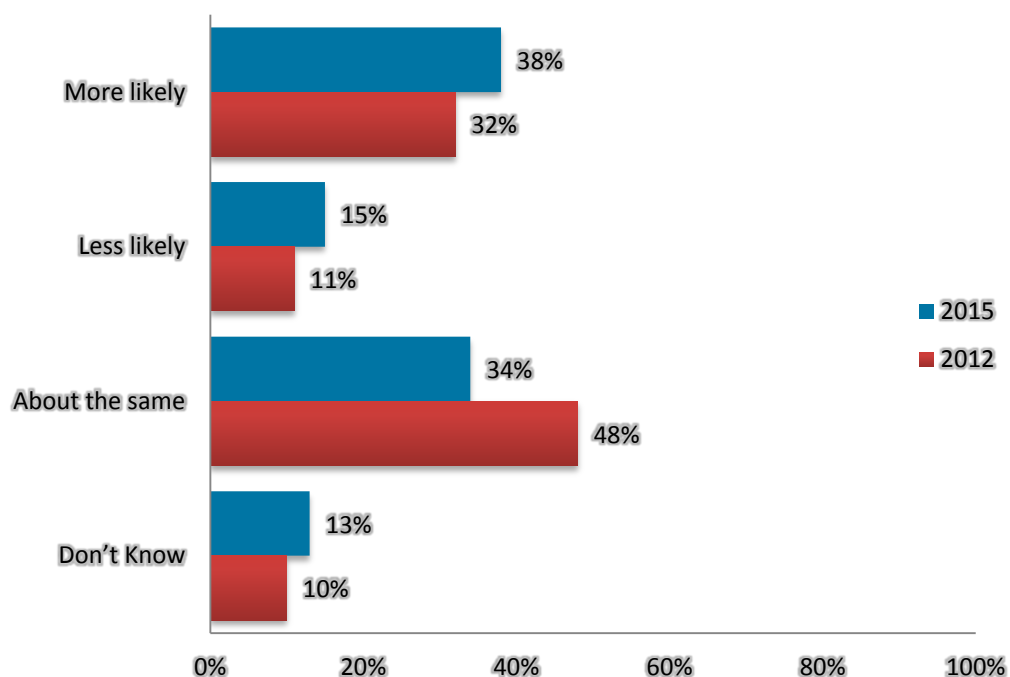
4.3 Small Improvement Budget

The Small Improvement Budget enables residents' associations to request the HCS Department to carry out small works in communal areas to enhance the area. This is potentially important in persuading residents that serving on their residents' association is a viable way of making a real difference to their estate or block.

As with the 2012 findings, around a quarter of residents are aware of the Small Improvement Budget (23%, compared to 26% previously). Interestingly, whilst members of residents' associations are naturally more likely to be aware of the scheme, almost half are still not aware of the scheme (55% aware, 45% unaware).

All those surveyed were then read a description of the scheme and asked if access to it makes it more likely that they would join/set up a residents' association. As with the previous findings, on balance residents say this makes them more likely to join/set up a residents' association (38%, compared to 15% who say it would make them less likely to do so). The proportions saying it makes them more likely to engage in such activity has increased significantly compared to 2012 (up by 6 percentage points), although the same is true of the proportion saying it makes them less likely to do this (up by 4 percentage points).

Figure 13: Does access to the Small Improvement Budget make it more likely that you would join/set up a residents' association? (All responses)

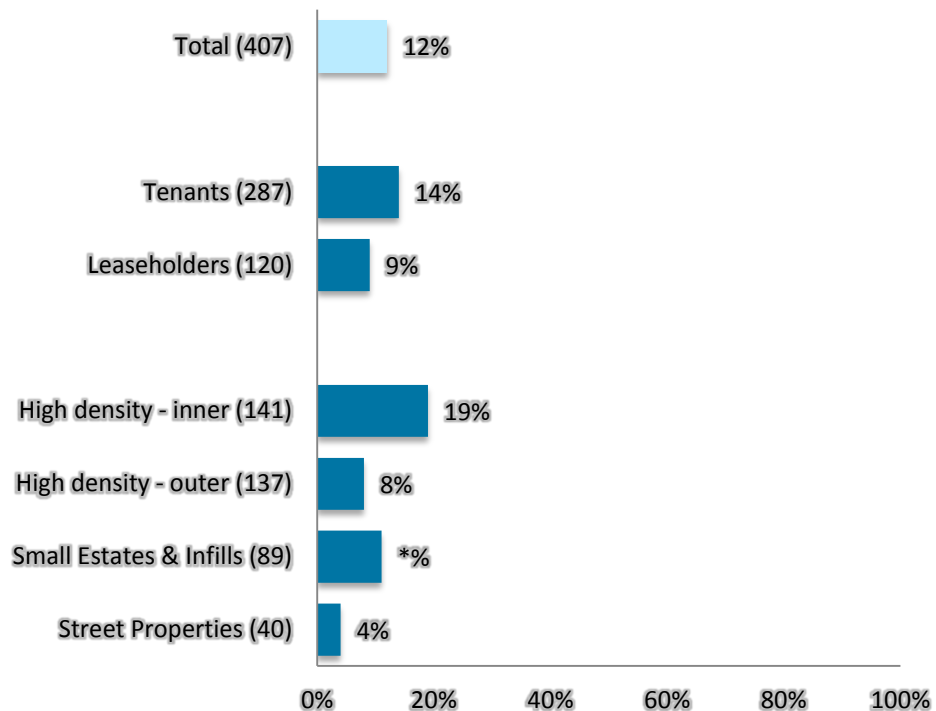


Unweighted sample bases: 407 (2015), 692 (2012)

4.4 Community Champions Scheme

For the first time on this wave of research, residents were asked to consider the Housing Community Champions Scheme. Just over one in ten (12%) say they are aware of the scheme. Broken down by tenure and estate type, the difference in awareness by tenure type is not statistically significant. However, residents of high density (inner) estates are significantly more likely to be aware of the scheme than residents of high density (outer) estates and those living in street properties.

Figure 14: Proportion aware of the Housing Community Champions Scheme by tenure/estate type (All responses)



Unweighted sample bases in parentheses

All those surveyed were then read a description of the scheme and asked what, if anything, the HCS Department could do to encourage more residents to become Housing Community Champions. Nearly four in ten (39%) had no suggestions to make. Among the remainder, comments focussed primarily on the need to raise awareness of the scheme, in keeping with the low levels of awareness noted above. Suggestions on how to do this include posters, letters/newsletters, email, and face to face contact from Departmental staff.

Publicise it more on the estate by using posters, etc.

They need to make people aware of this. They should put people out in the community to inform us about these schemes.

Have more information, e.g., leaflets.

They could use notice boards and the newsletters.

Receive updates through email.

They could tell them about it, for a start. I have lived here since 1988 and I haven't heard most of these things mentioned.

Have a meeting, send out leaflets or go door-to-door to inform people, because I didn't know this was happening.

A smaller number of residents also commented that they personally would not have the time due to work commitments or suggested holding meetings outside working hours.

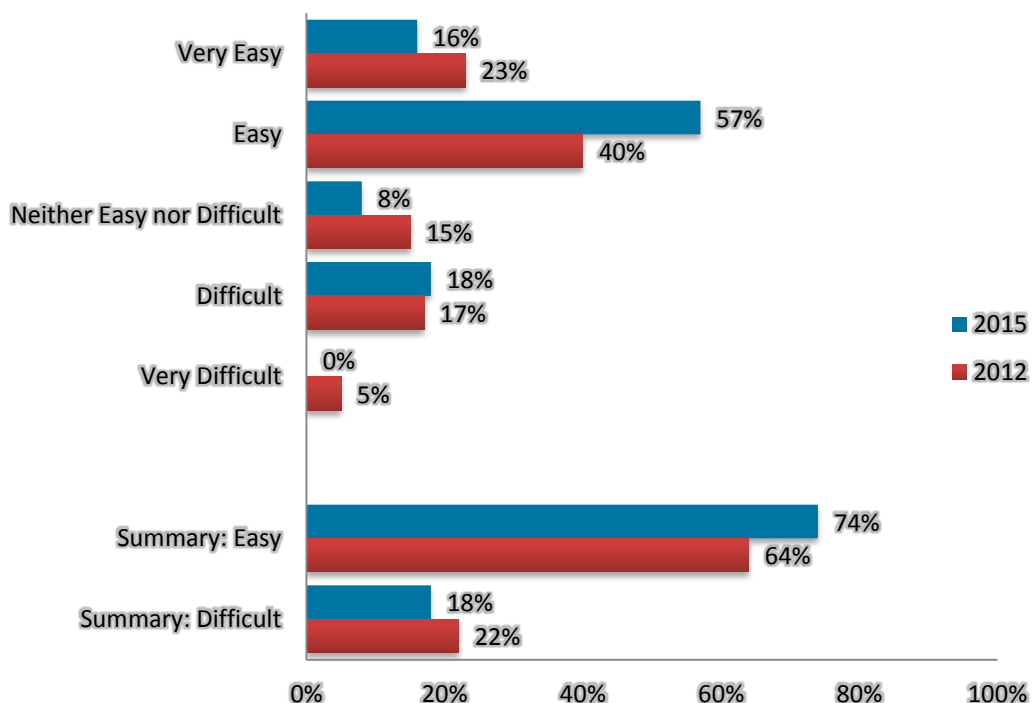
4.5 Internet access and HCS web pages

The HCS Department’s website was then discussed. As a preliminary, residents were asked if they have internet access at home. Three quarters (75%) do, compared to 63% in 2012. However, it is important to note that just over half (51%) of those aged 65+ still do not have internet access at home. Leaseholders are also significantly more likely than tenants to have internet access at home (81% cf. 71%).

Despite the increasing levels of internet access, the proportion who have ever viewed the HCS Department’s web pages to see how they can get involved stands at just 6% of all residents (or 8% of those with home internet access). This represents a decline compared to 2012, when 12% of all residents had viewed the Housing Department’s web pages for this reason (or 17% of those with home internet access). This may reflect a change in question terminology from the Housing Department to the HCS Department, although the full name was used more than once prior to this question.

The base sizes for the following questions around residents’ experiences of using these web pages are therefore low, and the findings from these questions should be treated with caution. Asked how easy it was to find out what they were looking for, approaching three quarters (74%) said they found it easy, compared to 18% who found it difficult. None of the residents surveyed found it very difficult. Given the low base sizes involved, this does not represent a significant change compared to the 2012 findings.

Figure 15: How easy was it to find out what you were looking for? (All who have visited the HCS Department's web pages concerning how they can get involved)



Unweighted sample bases: 27 (2015), 82 (2012)

Those who found it difficult - just 5 residents - were then asked why. Their verbatim answers are given below; some of the answers given suggest that residents are thinking of searches on the web pages in general, rather than searches relating to the theme of getting involved.

Difficult to navigate. The mention of zones with no reference to the borders of these zones.

Because you search for one area and you go back to another area instead. If you want to find out an extension for an individual in order to phone them, there is no easy way to do that.

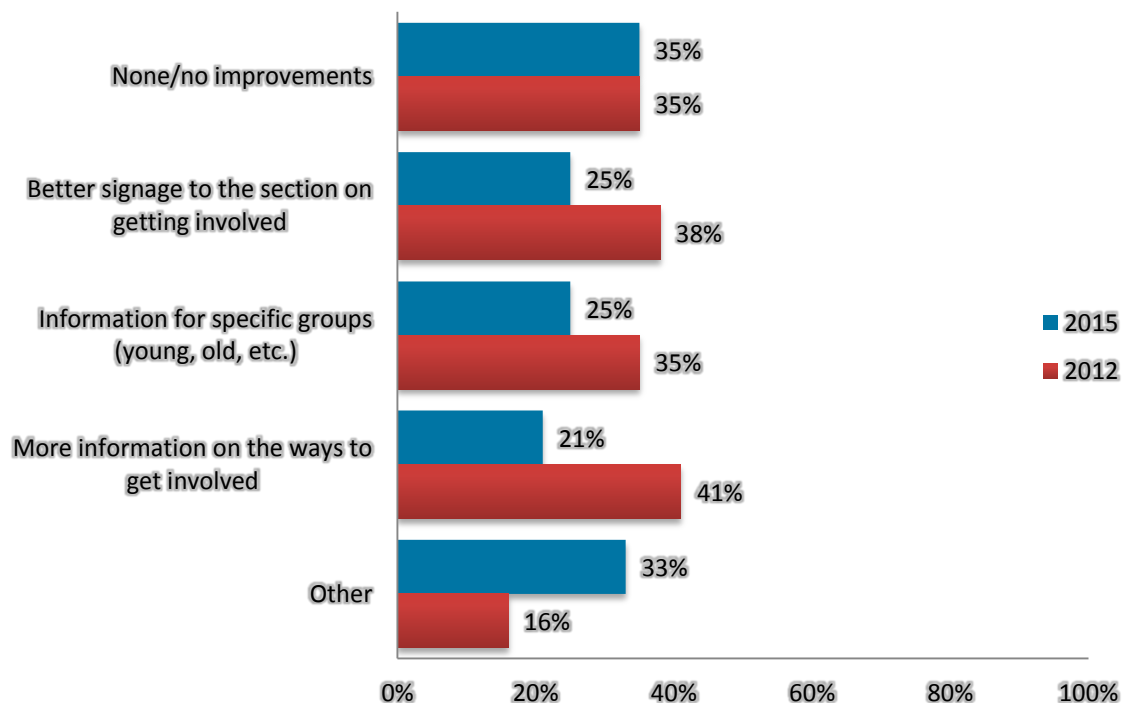
I looked at planning permissions, and found that some information was incorrect.

Daughter needs a disabled lift and when looking up what respondent is looking for it was difficult.

The information wasn't there... Becoming a leaseholder.

Those using the web pages to see how they can get involved were asked to suggest any improvements to the website. As with the 2012 findings, 35% do not think any improvements were required. Between 21% - 25% agree that the section on getting involved could have better signage; and that it could contain information for specific groups (young, old, etc) and more information on ways to get involved. Again, the low base size at this question (27) should be noted.

Figure 16: What improvements could be made to the website? (All who have visited the HCS Department's web pages concerning how they can get involved)

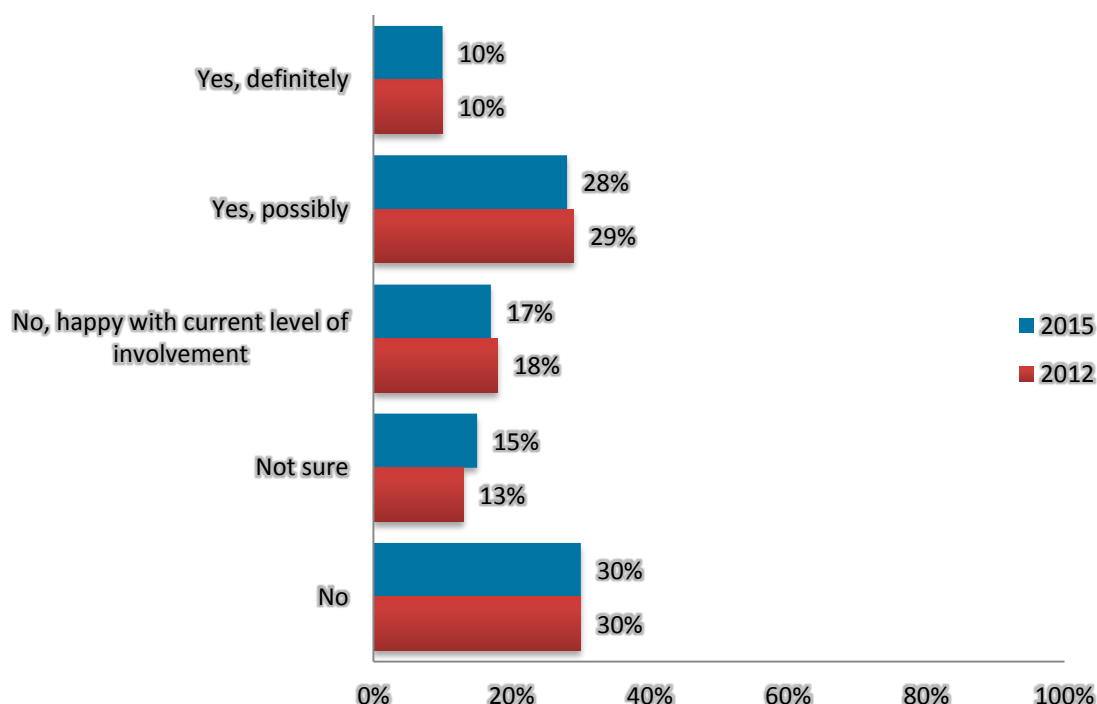


Unweighted sample bases: 27 (2015), 82 (2012)

4.6 Future involvement in the work of the HCS Department

All residents were asked if they would like to become more involved in the work of the Housing and Community Services Department in the future. The findings are almost identical to the findings of the 2012 research, with 10% saying that they would definitely like to become more involved and a further 28% saying they would possibly like to become more involved. There is therefore still untapped involvement potential/capacity within the Department’s customer base.

Figure 17: Taking everything we have discussed into account, would you like to become more involved in the work of the Housing and Community Services Department in the future? (All responses)



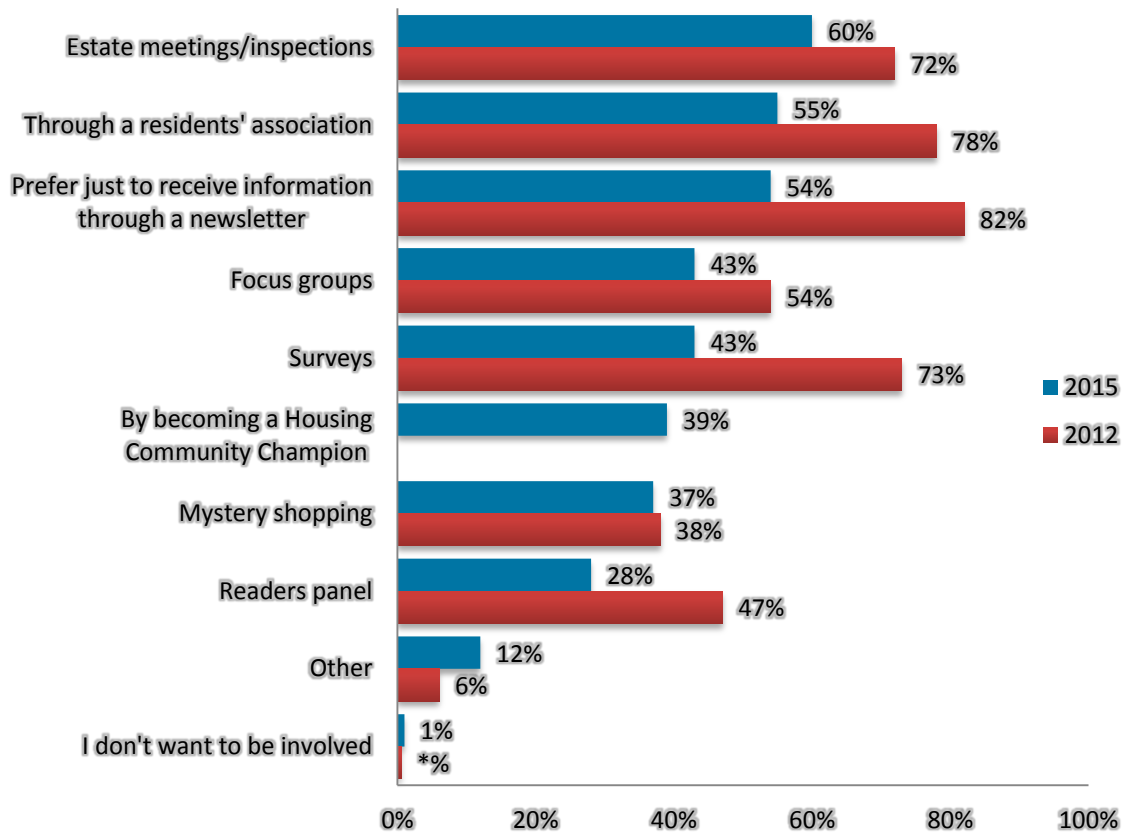
Unweighted sample bases: 407 (2015), 692 (2012)

There are no significant differences in the proportion saying they would like to become involved when comparing tenants and leaseholders, and different estate types. However, when leaseholders’ existing higher levels of engagement as members of residents’ associations are taken into account, this suggests that leaseholders’ general interest in being involved now and in the future is higher than that of tenants. (This assumes that leaseholders’ higher levels of engagement with residents’ associations is replicated in other forms of engagement).

Those who said they would like to become more involved were then asked how they would like to do this. Compared to 2012, many of the ways to become involved have seen a significant fall in mentions. However, the most popular ways to become involved remain estate meetings/inspections, residents’ associations, and receiving information through a newsletter.

Becoming a Housing Community Champion was not available as an option on the 2012 survey.

Figure 18: How would you like to be involved in the work of the Housing and Community Services Department? (All who would like to become more involved in the work of the Department)



Unweighted sample bases: 156 (2015), 271 (2012)

* denotes less than 0.5%

There are no significant differences in the profile of responses at this question by tenants compared to leaseholders, and by the different estate types.

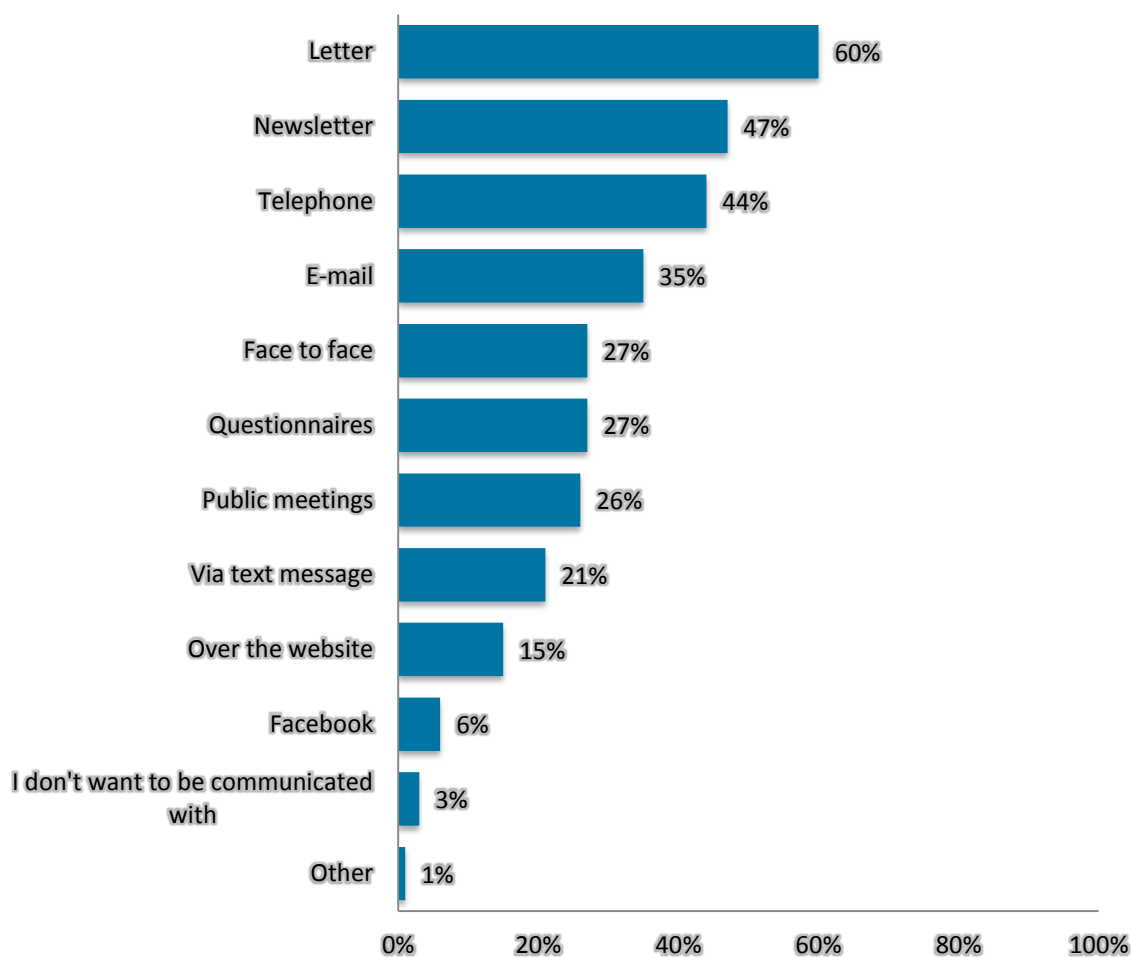
Following up on this question, nearly all (96%) were happy for their interest to be shared with the Department.

The same cohort were asked if they are aware of who to contact to learn more about options for becoming involved. A minority (36%) say they are, broadly in line with the 2012 findings when 41% gave this answer.

4.7 Communication preferences

All residents were asked how they would like to be communicated with in future. As with the question around ways of becoming involved, respondents chose a narrower range of options, with many of the options listed receiving lower levels of mentions. However, letters, newsletters and the telephone remain the most popular ways to be communicated with.

Figure 19: How would you like to be communicated with in the future? (All responses)



Unweighted sample bases: 407 (2015)

The table below highlights each age group's top three preferred means of communication and also all significant differences are indicated. It will be seen that letter is the preferred means of communication for all age groups except those aged 16-34, who are more likely to mention email. However, letters remain an important means of communication for this age group (49% of 16-34 year olds refer to letters). Given this and the relatively low levels of internet access amongst residents aged 65+ in particular, noted above, paper-based communication will remain an important communications tool in the immediate future.

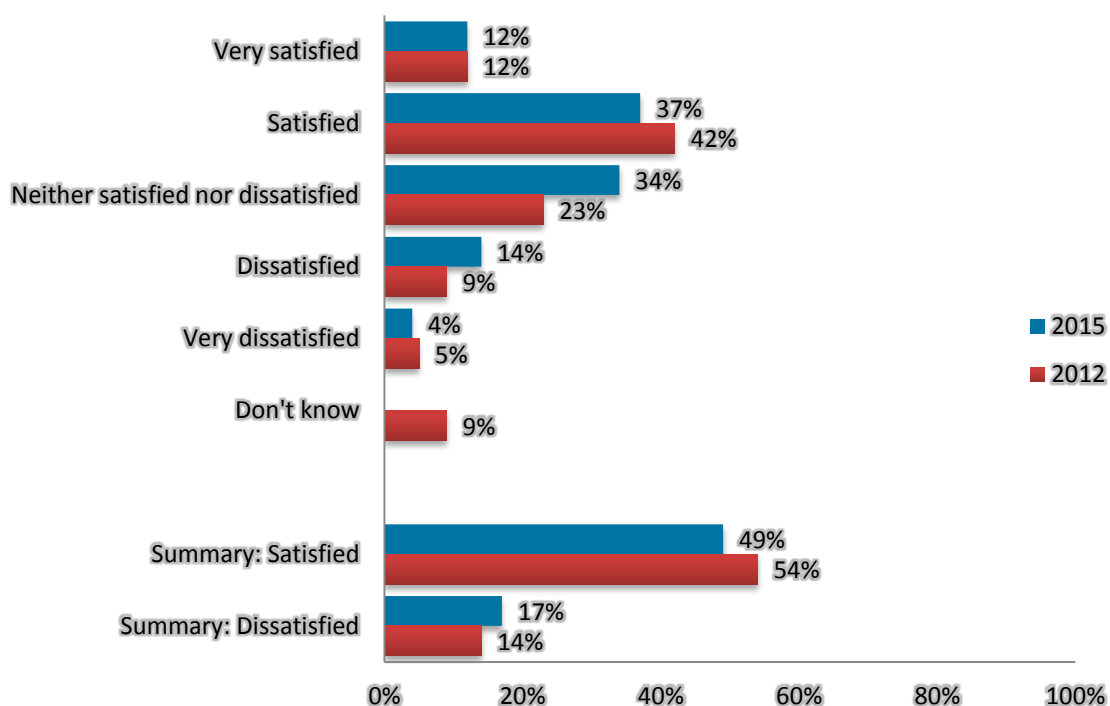
Table 5: How would you like to be communicated with in future? - By age group (All responses)

	16-34 (49)	35-54 (163)	55-64 (73)	65+ (122)
Letter	49%	53%	69%	69%
Newsletter	39%	42%	58%	49%
Telephone	46%	39%	53%	46%
E-mail	53%	49%	28%	15%
Face to face	21%	26%	22%	32%
Questionnaires	27%	26%	33%	24%
Public meetings	26%	29%	31%	20%
Via text message	24%	24%	25%	13%
Over the website	24%	21%	11%	5%
Facebook	9%	9%	6%	1%
I don't want to be communicated with	0%	2%	3%	6%
Other	2%	0%	1%	3%

4.8 Perceptions of Council performance on resident participation and involvement

All respondents were then asked to evaluate their landlord on overall participation/involvement measures. Satisfaction with the way the Council deals with resident participation is broadly in line with 2012, with around half (49%) satisfied and 17% dissatisfied. The proportion neither satisfied nor dissatisfied has increased; this is likely to be in part due to the removal of the “don’t know” option which was present on the 2012 survey.

Figure 20: Generally, how satisfied or dissatisfied are you with the way your landlord deals with resident participation? (All responses)



Unweighted sample bases: 407 (2015), 692 (2012)

Tenants are significantly more likely to be satisfied with the way their landlord deals with resident participation (53% cf. 41%). However, the proportion dissatisfied is similar across both groups (16% cf. 19%).

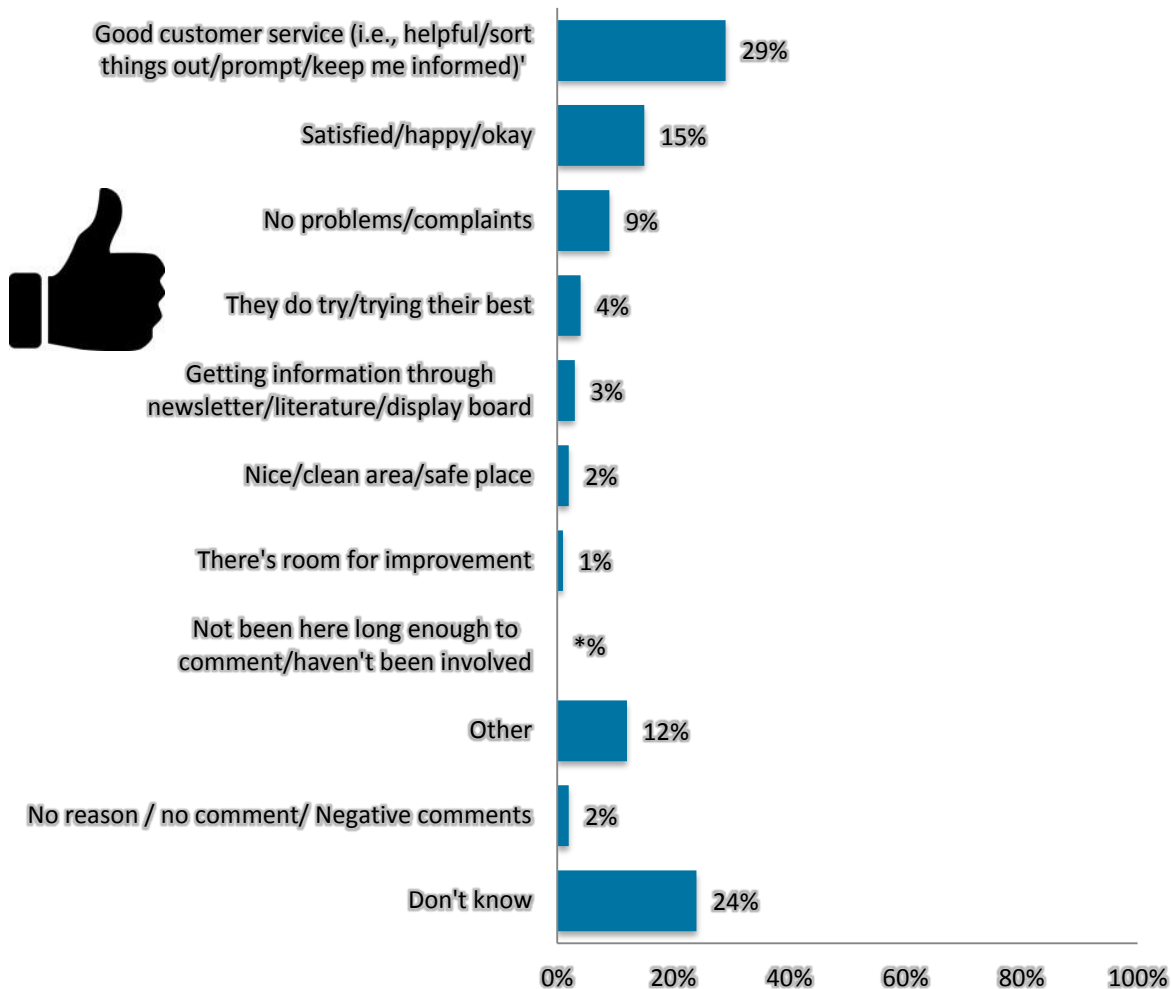
Residents of street properties are also significantly more likely to be dissatisfied on this measure compared to other estate types.

Table 6: Generally, how satisfied or dissatisfied are you with the way your landlord deals with resident participation? – By tenure/estate type (All responses)

	Tenants (287)	Leaseholders (120)		High density inner (141)	High density outer (137)	Small estates and infills (89)	Street properties (40)
Very satisfied	12%	12%		8%	19%	12%	7%
Satisfied	41%	29%		42%	32%	38%	31%
Neither satisfied nor dissatisfied	30%	40%		35%	33%	38%	28%
Dissatisfied	14%	14%		14%	11%	10%	28%
Very dissatisfied	3%	5%		2%	5%	2%	5%
Summary: Satisfied	53%	41%		50%	51%	49%	39%
Summary: Dissatisfied	16%	19%		16%	17%	13%	34%

For the first time on this wave of research, residents were then asked the reasons behind their rating of the Council on resident participation. A wide variety of responses were given by those satisfied on this measure, with the leading response being those citing experiences of good customer service (29%). On this basis it seems reasonable to suggest that residents find it difficult to separate their views on engagement/participation from other elements of the service they receive in relation to their housing.

Figure 21: Why do you say that? (All SATISFIED with the way their landlord deals with resident participation)

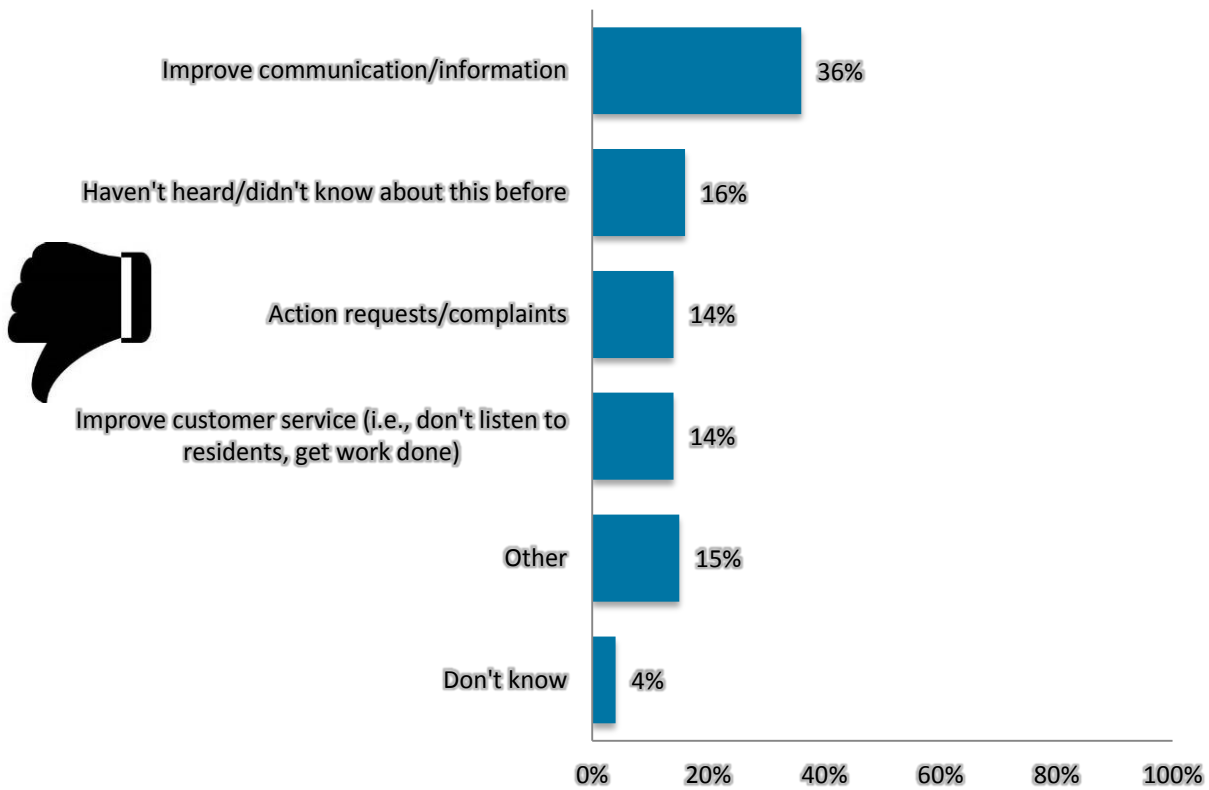


Unweighted sample base: 202

* denotes less than 0.5%

The reason most given for dissatisfaction on this metric is the need to improve communication/information (36%).

Figure 22: Why do you say that? (All DISSATISFIED with the way their landlord deals with resident participation)

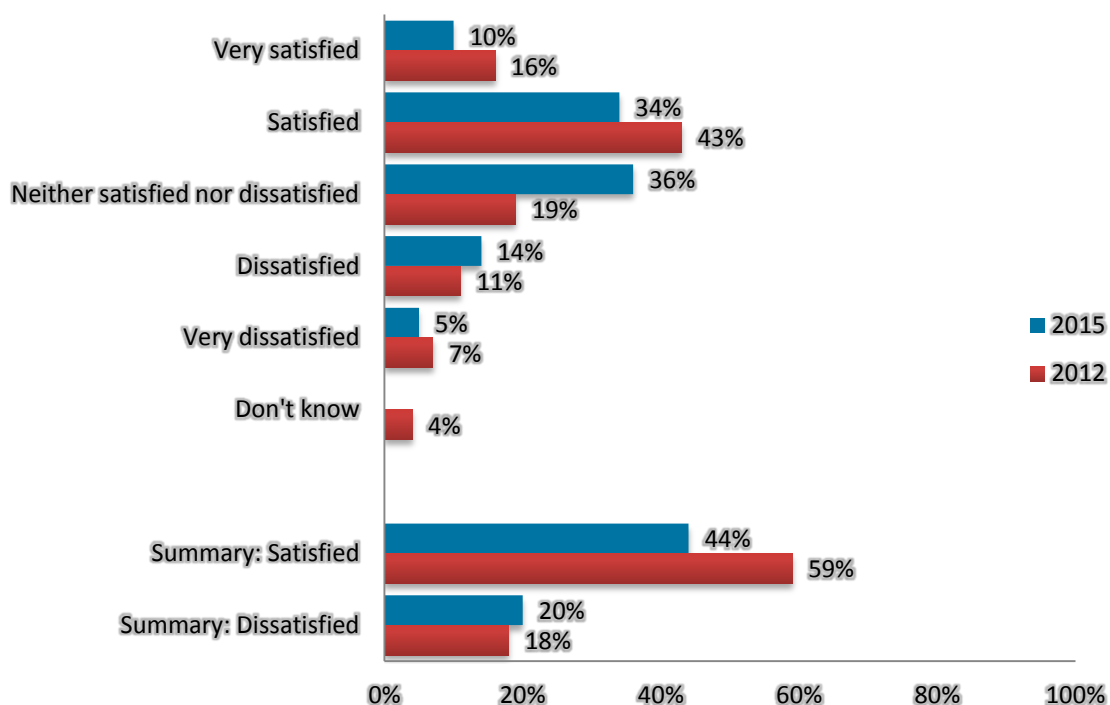


Unweighted sample base: 68

On the question of whether the Department takes residents' views into account, satisfaction has fallen significantly (down 15 percentage points) to 44% of residents. However, it should also be noted that the proportion who are dissatisfied is broadly in line with 2012; by contrast, the proportion neither satisfied nor dissatisfied has increased significantly to 36%.

As with the resident participation question, the option of "Don't know" was removed from the latest survey.

Figure 23: How satisfied are you that your views are taken into account by the Housing and Community Services (HCS) Department? (All responses)



Unweighted sample bases: 407 (2015), 692 (2012)

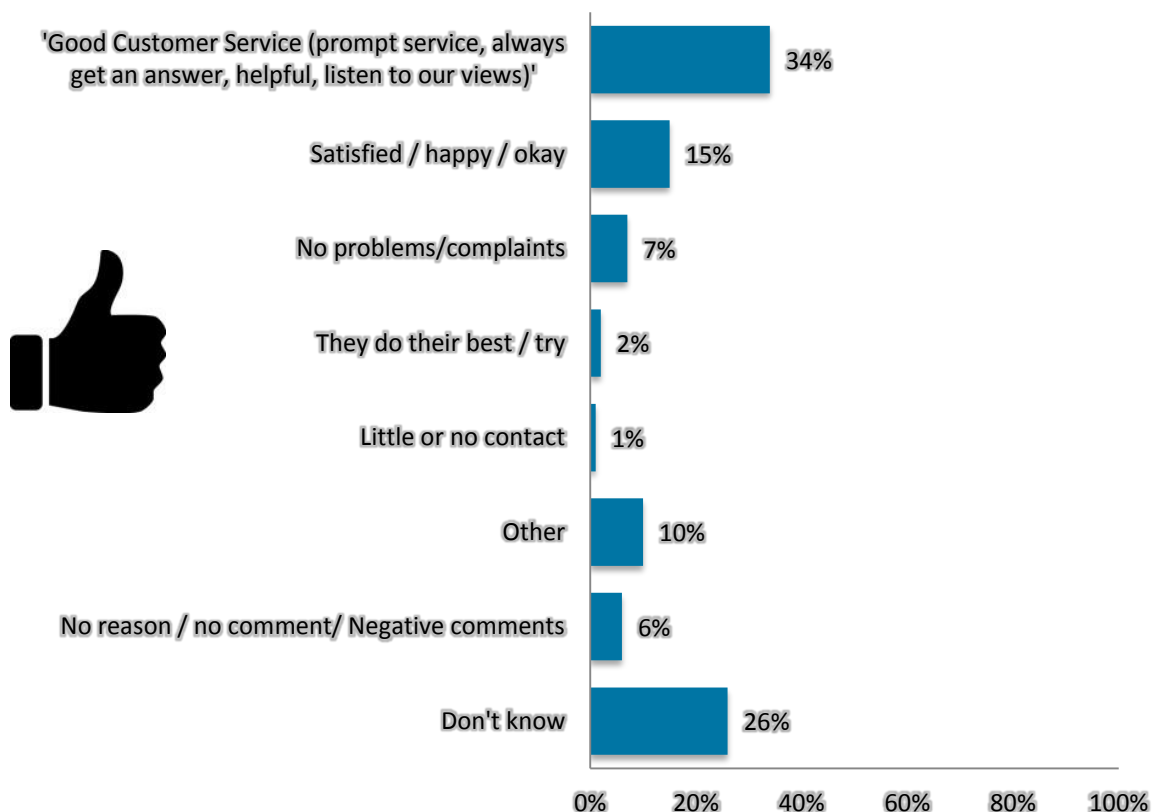
As with the findings on satisfaction with how the Council deals with resident participation, perceptions amongst leaseholders are less positive than tenants. Leaseholders are significantly less likely to be very satisfied (5% cf. 13%) and significantly more likely to be dissatisfied (27% cf. 16%). Perceptions amongst residents of street properties are also, again, less positive, but the difference in scores compared to other estate types is not statistically significant.

Table 7: How satisfied are you that your views are taken into account by the Housing and Community Services (HCS) Department? – By tenure/estate type (All responses)

	Tenants (287)	Leaseholders (120)		High density inner (141)	High density outer (137)	Small estates and infills (89)	Street properties (40)
Very satisfied	<u>13%</u>	5%		6%	11%	<u>16%</u>	7%
Satisfied	34%	35%		38%	34%	32%	28%
Neither satisfied nor dissatisfied	38%	33%		36%	38%	32%	37%
Dissatisfied	11%	<u>21%</u>		13%	13%	15%	22%
Very dissatisfied	5%	6%		7%	4%	5%	5%
Summary: Satisfied	47%	40%		44%	45%	48%	35%
Summary: Dissatisfied	16%	<u>27%</u>		20%	17%	20%	28%

As with the question on satisfaction with resident participation, a new open-ended question was introduced to probe the reasons for satisfaction/dissatisfaction on this metric. Those satisfied that their views are taken into account again are most likely to cite good customer service (34%).

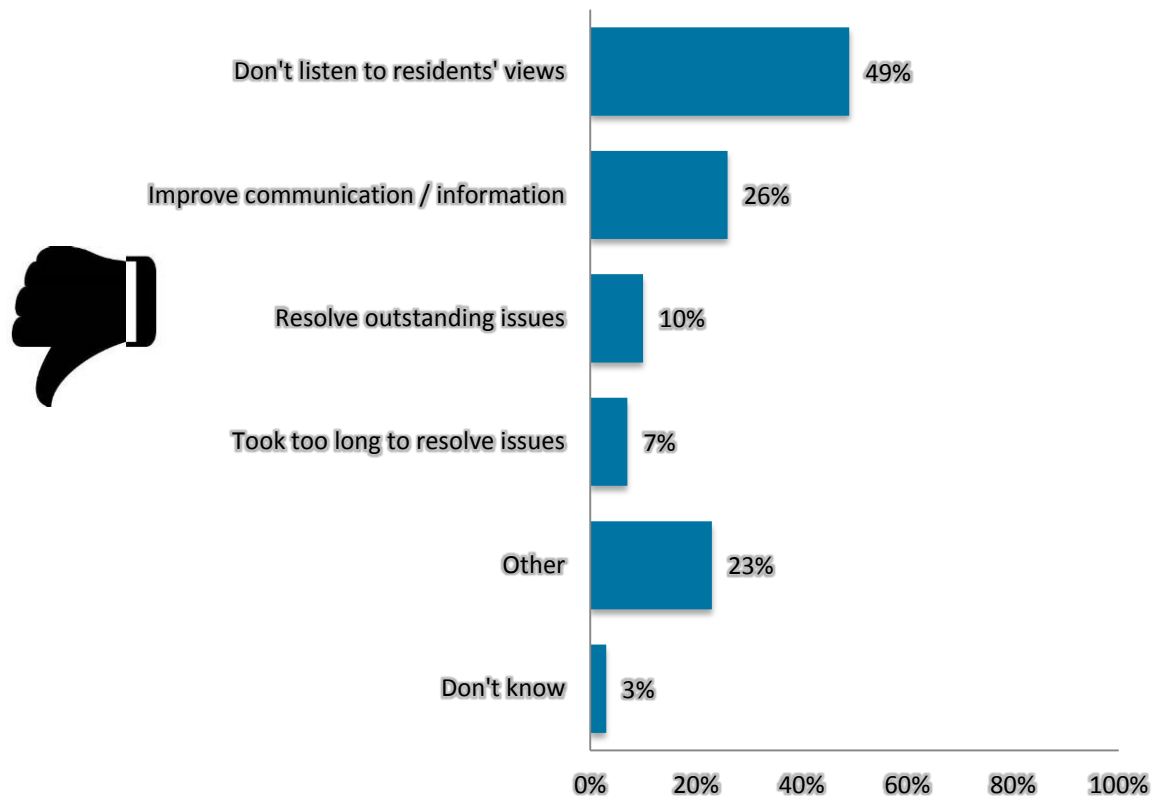
Figure 24: Why do you say that? (All SATISFIED that their views are taken into account by the HCS Department)



Unweighted sample base: 183

As with the findings on resident participation, a number of those dissatisfied on this measure cite the need for improved communication/information (26%). However, the leading reason given for dissatisfaction is the Department not listening to residents' views (49%).

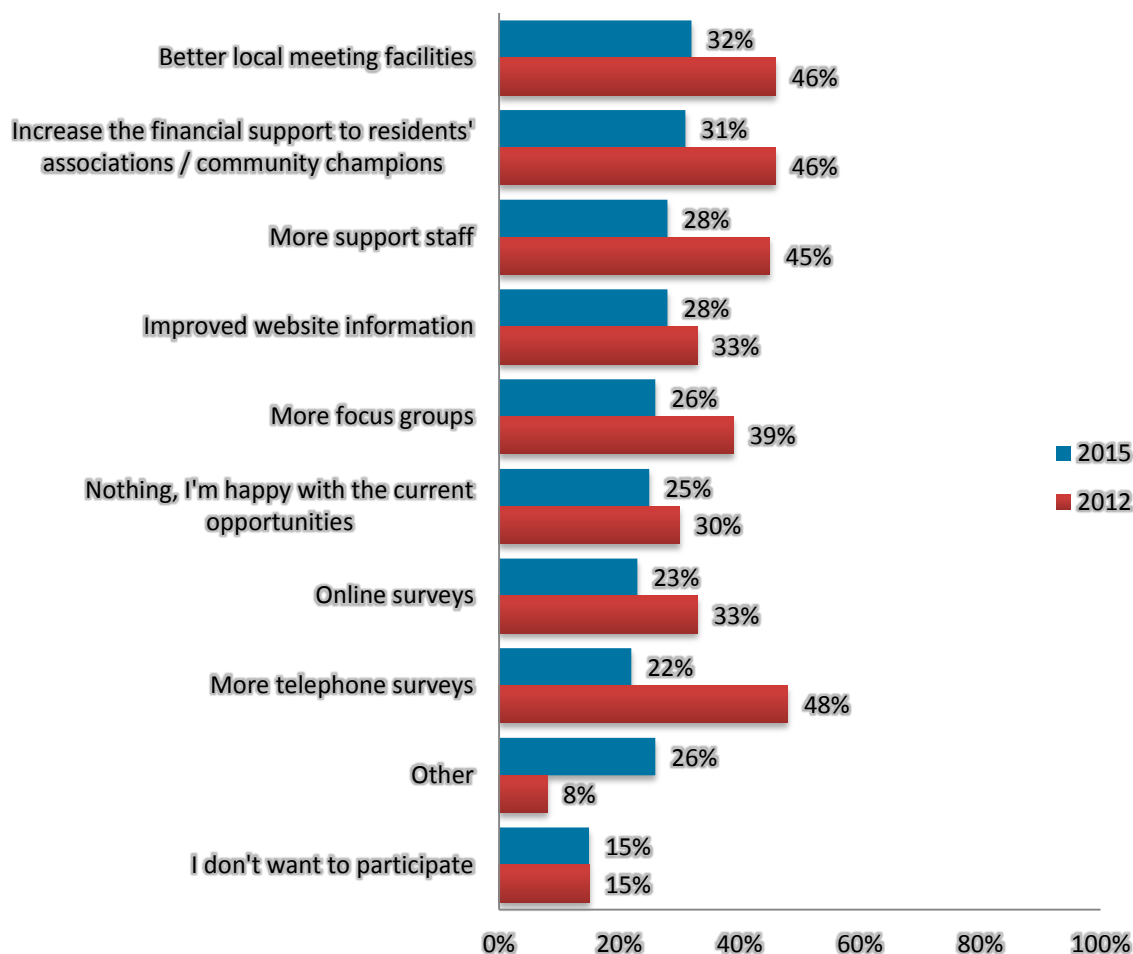
Figure 25: Why do you say that? (All DISSATISFIED that their views are taken into account by the HCS Department)



All respondents were asked how the Department could make it easier for them to become involved. None of the options are given clear priority, as the figure below indicates. As with other questions around specific options for resident involvement, the proportion citing each option has fallen. However, this does not appear to have been driven by declining interest in involvement, as the proportion saying that they don't want to participate is unchanged at 15%.

The "financial support" response on this wave of research refers to residents' associations and community champions, where previously it referred only to residents' associations. The word "more" was also added to the focus groups and telephone surveys options.

Figure 26: How could the Housing and Community Services Department make it easier for you to become involved? (All responses)



Unweighted sample bases: 407 (2015), 692 (2012)

Finally, residents were asked if they had any further comments about resident participation. Over three-quarters (78%) had no comment. Of the remainder, responses are largely negative, with a particular focus on the need for greater communication from the Council, for example:

Provide us with more information about meetings so our views can be known.

I have not heard anything for a while. Keep residents informed about what's going on and communicate with them.

It would be better to find out who is the champion in my area and provide information for whom to contact.

There were also comments from three leaseholders who feel that more is asked of them than tenants, for example:

They don't provide for leaseholders; they do more with council blocks.

I don't like how the council is running things. As leaseholders, we do everything for the area, more than the council ever does. Why should I pay for street cleaning when housing tenants don't?

5 Appendix 1: Survey questionnaire

Wandsworth Council Panel
Participation Survey Questionnaire

INTERVIEWER NAME:				INTERVIEW DATE:						
INTERVIEWER I.D. NUMBER				INTERVIEW DAY:						
				MON 1	TUE 2	WED 3	THU 4	FRI 5	SAT 6	SUN 7

RECORD DATABASE REF NUMBER FROM CONTACTS: _____

ASK TO SPEAK TO THE NAMED CONTACT #TenantName#.

Good morning/afternoon/evening. My name is and I am calling from BMG Research, an independent research company carrying out a survey on behalf of Wandsworth Council.

The Housing and Community Services Department is keen to encourage residents to participate in the management of their homes to the level they choose. The aim of this survey is to find out how well we are achieving this objective.

The survey will take 10 - 15 minutes to complete and all of the answers you give me will be treated in the strictest confidence. Your own responses will not be passed back to Wandsworth Council; they will only receive the overall responses from this survey grouped together. By taking part in this survey you will be providing information that can be used by Wandsworth Council to improve the service they provide to their residents.

- NOTE: IF CHALLENGED PLEASE LEAVE THE TELEPHONE AND CONTACT DETAILS FOR:

Laura Hood, Policy and Performance Officer, Wandsworth Council, Tel: 020 8871 7047

RESIDENT TYPE (FROM DATABASE)

1. LEASEHOLDER
2. TENANT

IF NOT CONVENIENT, ARRANGE TIME / DAY FOR CALL BACK

Q1 Am I speaking to (named contact)..... or his/her partner? CODE ONE ONLY

Yes	1	Continue
No	2	Ask to speak to relevant person

ASK ALL

Q2 Taking everything into account, how satisfied are you with the services provided by your landlord? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Q2a Why do you say that? **WRITE IN VERBATIM**

ASK ALL

Q3 Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Q3a Why do you say that? **WRITE IN VERBATIM**

ASK ALL

Q4 Are you aware of the current ways in which you can become involved in the work of the HCS Department? Before today had you heard of... ? **READ OUT AND CODE**

ALL THAT APPLY

Residents' Association	1
Becoming a Housing Community Champion	2
Mystery Shopping	3
Readers' Panel	4
Resident Management Organisations (RMO) or Co-op	5
Estate Inspections	6
Area Housing Panel	7
Borough Residents' Forum	8
Sheltered Housing Focus Group	9
Ward Feedback Meetings	10
Focus Groups	11
Other Specify	95
None – not aware of any	96

Q5 Are you aware that the Housing and Community Services Department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes? **CODE ONE ONLY**

Yes	1
No	2

Q6 Is there a residents' association in your area which covers your property? **CODE ONE ONLY**

Yes	1	GO TO Q7
No	2	GO TO Q11
Don't Know	3	GO TO Q11

IF YES (CODE 1 AT Q6) ASK:

Q7 Are you a member of a residents' association? **CODE ONE ONLY**

Yes	1	GO TO Q8
No	2	GO TO Q9

IF YES (CODE 1 AT Q7) ASK:

Q8 If yes, what communication do you receive from them? **READ OUT AND CODE ALL THAT APPLY**

Newsletters	1
The residents' association has a website that provides information	2
Regular meetings	3
Information displayed on estate notice boards	4
Community Events	5
Other Specify	95
No communication	96

NOW GO TO Q11

IF NO (CODE 2 AT Q7) ASK:Q9 Why aren't you a member? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Not interested	1
Don't support their work	2
No one has asked me	3
Don't think they achieve anything	4
The Council doesn't listen to them	5
Don't know who to contact	6
Other Specify _____	95

IF NO (CODE 2 AT Q 7) ASK:Q10 What would make it more likely for you to join a residents' association? **READ OUT AND CODE ALL THAT APPLY**

Less formality	1
The HCS Department to provide more financial support	2
The HCS Department to provide more officer support	3
Current association to be more active	4
Meetings to be held at a more convenient time for me	5
The HCS Department to give a higher priority to residents' association requests	6
More community events to be held, e.g. fun days	7
Other Specify _____	95
Nothing	96

ASK ALLQ11 Are you aware of the Housing and Community Services Department's Small Improvement Budget? **CODE ONE ONLY**

Yes	1
No	2

READ OUT: *the Small Improvement Budget is a scheme where residents' associations can request the HCS Department to carry out small works (up to £20,000 in cost) in communal areas on estates and/or blocks to enhance the area. They are not usually re-chargeable to leaseholders and must benefit all residents. Common themes include security and landscaping.*

Q12 Does access to the Small Improvement Budget make it more likely that you would join/set up a residents' association? **READ OUT AND CODE ONE ONLY**

More likely	1
Less likely	2
About the same	3
Don't Know	4

Q13 Are you aware of the Housing Community Champions scheme? **CODE ONE ONLY**

Yes	1
No	2

READ OUT:

Housing Community Champions are individual residents who do voluntary work which benefits their estate or wider community. This may be maintaining communal gardens, organising events, being active in local community groups, etc. Once someone is nominated and approved as a Housing Community Champion, the Resident Participation Officers support them to continue this work and where necessary to bid for funding from the Community Fund, set up to provide a source of funding similar to the Small Improvement Budget.

Q14 What, if anything, do you think the HCS Department could do to encourage more residents to become Housing Community Champions? **WRITE IN BELOW**

--

ASK ALL

Q15 Do you have Internet access in your home? **CODE ONE ONLY**

Yes	1
No	2

Q16 Have you ever looked at the HCS Department's web pages on the Wandsworth Council website concerning how you can get involved? **CODE ONE ONLY**

Yes	1	GO TO Q17
No	2	GO TO Q20
Don't know	3	GO TO Q20
No access to the Internet	4	GO TO Q20

IF YES (CODE 1 AT Q16) ASK:

Q17 If yes, how easy was it to find out what you were looking for? **READ OUT AND CODE ONE ONLY**

Very Easy	1	GO TO Q19
Easy	2	GO TO Q19
Neither Easy nor Difficult	3	GO TO Q19
Difficult	4	GO TO Q18
Very Difficult	5	GO TO Q18

IF DIFFICULT OR VERY DIFFICULT (CODES 4 OR 5 AT Q17) ASK:Q18 Why was this? **WRITE IN BELOW**

--

Q19 What improvements could be made to the web-site? **READ OUT AND CODE ALL THAT APPLY**

Better signage to the section on getting involved	1	
More information on the ways to get involved	2	
Information for specific groups (young, old, etc.)	3	
Other Specify _____	95	
None/no improvements	96	

ASK ALLQ20 Taking everything we have discussed into account, would you like to become more involved in the work of the Housing and Community Services Department in the future? **CODE ONE ONLY**

Yes, definitely	1	GO TO Q21a
Yes, possibly	2	GO TO Q21a
No, happy with current level of involvement	3	GO TO Q22
Not sure	4	GO TO Q22
No	5	GO TO Q22

IF YES (CODES 1 OR 2 AT Q20) ASKQ21a How would you like to be involved in the work of the Housing and Community Services Department? **READ OUT AND CODE ALL THAT APPLY**

Through a residents' association	1	
By becoming a Housing Community Champion	2	
Estate meetings/inspections	3	
Prefer just to receive information through a newsletter	4	
*Readers panel	5	
*Mystery shopping	6	
*Focus groups	7	
Surveys	8	
Other Specify _____	95	
I don't want to be involved	96	

* Interviewer Note: If the interviewee says yes to those marked * ask if they are happy for their details to be shared with the HCS Department

Q21b Are you happy for your interest to be shared with the Wandsworth Housing and Community Services Department so that they can provide more details about how you can get involved? All of your other survey responses will remain confidential.

CODE ONE ONLY

Yes	1
No	2

Q21c Are you aware of who to contact to learn more about these schemes? **CODE ONE ONLY**

Yes	1
No	2
Don't know	3

Q22 How would you like to be communicated with in the future? **READ OUT AND CODE ALL THAT APPLY**

E-mail Write in address _____	1
Telephone	2
Letter	3
Face to face	4
Newsletter	5
Facebook	6
Questionnaires	7
Over the website	8
Public meetings	9
Via text message	10
Other Specify _____	95
I don't want to be communicated with	96

ASK ALL

Q23 Generally, how satisfied or dissatisfied are you with the way your landlord deals with resident participation? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Q23a Why do you say that? **WRITE IN VERBATIM**

ASK ALL

Q24 How satisfied are you that your views are taken into account by the Housing and Community Services (HCS) Department? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Q24a Why do you say that?
WRITE IN

VERBATIM

Q25 How could the Housing and Community Services Department make it easier for you to become involved? **READ OUT AND CODE ALL THAT APPLY**

More support staff	1
Improved website information	2
Nothing, I'm happy with the current opportunities	3
Increase the financial support to residents' associations / community champions	4
Better local meeting facilities	5
More focus groups	6
More telephone surveys	7
Online surveys	8
Other Specify _____	95
I don't want to participate	96

Q26 Do you have any further comments about resident participation? **WRITE IN BELOW**

Thank you very much for taking the time to answer my questions. Just to remind you my name is XXXX and I have been calling from BMG Research.

As a market research agency BMG Research complies with the Market Research Society's Code of Conduct. This ensures that your replies will be treated confidentially. If you want to check that BMG Research is a genuine market research agency please call the Market Research Society's freephone number – 0500 396 999 – Office hours only

6 Appendix 2: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012).

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not be publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

