



STAR Customer Satisfaction Survey 2021



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1. Introduction

Background

This report details the results of Cynon Taf's 2021 STAR tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future.

The survey used the HouseMark STAR methodology and was consistent with the Welsh Government's requirements for collecting national tenants satisfaction performance measures.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2020 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against HouseMark's 2020/21 STAR database of Welsh landlords, supplemented where necessary by ARP Research's own database.

About the survey

The survey was carried out between October and December 2021. Paper self completion questionnaires were distributed to all tenant households. In addition, all members of the sample with an email address also received email invitations and reminders, and everyone with a mobile number received up to two text messages.

In total 622 tenants took part in the survey, including which represented a 34% response rate (error margin +/- 3.2). This is a 5% improvement in the response rate compared to 2020 and exceeded the stipulated STAR target error margin of +/- 4%. A fifth of the total number of responses were collected online (22%, 137).

Understanding the results

The results were weighted by stock type and age group to ensure that the results were representative of the tenants as a whole. 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, data analysis and benchmarking, please see appendix A.



2. Executive summary

bench mark	2020 result	change over time	2021 result	
84%	85%	↓	81%	satisfaction overall
83%	83%	↓	81%	quality of home
82%	87%	↓	86%	safety and security of home
78%	79%	↓	74%	repairs & maintenance overall
85%	85%	↓	81%	last completed repair
84%	86%	↑*	87%	neighbourhood * worse because 'very' satisfied down 5%
83%	85%	↓	84%	value for money of rent
70%	77%	↔	72%	value for money of service charge
82%	88%	↓	84%	easy to deal with
71%	75%	↓	70%	listens & takes account of views
63%	73%	↔	67%	dealing with anti-social behaviour
65%	N.A.		65%	taking part in decision making
59%	N.A.		66%	having a say in service management
80%	84%	↓	79%	trusted

statistically significant increase
 no statistically significant difference
 statistically significant decrease

2. Executive summary

Overall satisfaction

1. Overall satisfaction with Cynon Taf's services has fallen by a statistically significant margin from 85% in 2020 to 81% in 2021. On the opposite end of the scale 13% were actively dissatisfied, 3% more than a year ago (section 3).
2. This pattern is not unusual, with HouseMark benchmark data, as well as ARP Research's own client database showing a widespread fall in tenant satisfaction compared to before the pandemic.
3. When comparing Cynon Taf against other Welsh landlords in HouseMark's STAR database, the overall satisfaction score was reasonably close to the benchmark median of 83%. Indeed, most of the scores throughout the survey were within a few points of the benchmark up or down.
4. The main satisfaction ratings that have fallen the most were for repairs and maintenance (section 6), customer service (section 7) and customer engagement (section 9), all of which were significantly disrupted by the pandemic.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four factors most closely associated with overall tenant satisfaction were:
 - Repairs and maintenance overall (74% satisfied, section 6)
 - How enquiries are dealt with generally (82%, section 7)
 - Safety and security of the home (86%, section 4)
 - Listening to views and acting upon them (70%, section 9)

Pandemic response

6. It was positive to find that over two thirds of the sample were satisfied with how housing services had been delivered during the pandemic (68%), including over a third (36%) that were very satisfied (section 12).
7. Around two out of five respondents recall having a welfare call during lockdown, and throughout the survey findings this group were typically more satisfied with various other aspects of the service than those who did not.
8. Indeed, nearly nine out of ten respondents who received a welfare call agreed it made them feel Cynon Taf cared (89%), whilst three quarters agreed it was helpful to them.

Repairs and maintenance

9. Satisfaction with the repairs and maintenance service was the strongest key driver of overall satisfaction, having not appeared in the equivalent analysis in 2020 (section 3).
10. Overall repairs and maintenance satisfaction has fallen substantially across the sector since before the pandemic. The 5% drop in repairs satisfaction for Cynon Taf, from 79% to 74%, is around average for what has been seen for other clients, moving it 4% below the benchmark target (section 6).
11. Satisfaction with the last responsive repair had fallen by a similar margin but was still somewhat higher at 81%. Indeed, most of the detailed ratings for the last repair were unchanged compared to 2020.
12. Workers doing the job 'right first time' is once again the clear primary key driver of satisfaction with the last repair (80% satisfied), followed closely by the quality of the work (84% satisfied).

2. Executive summary

Customer service

13. The way Cynon Taf generally handles enquiries was the second strongest driver of satisfaction this year and it showed one of the largest falls in any of the survey ratings - a significant seven-point drop from 89% to 82% (section 7).
14. There was a similar, albeit slightly smaller, fall in the proportion that believed Cynon Taf was 'easy to deal with', also known as a customer effort score (88% to 84%).
15. The promptness of the response is probably one of the reasons for these scores, as 81% were satisfied in this regard compared to 90% in 2020.
16. However, all these scores were still at or above the benchmark level.

Digital services

17. Two thirds of tenants used digital services in their daily lives, although a slightly bigger proportion had some form of internet access (76%). Use of digital services dropped to under half amongst tenants aged 65 and over (section 8).
18. Only 12% had used Cynon Taf's digital services, which was only half of those who had used government or council online services (25%). An even greater proportion did their shopping (51%) or banking (45%) online.
19. Around 1 in 7 residents said that they were simply not interested in using digital services.

Information and involvement

20. Listening and caring has become a particularly high-profile topic during 2020/21, so it is not a surprise to find this was a key driver of overall satisfaction for the current sample.
21. It is therefore disappointing to find that this is another core measure to see a significant decline compared to the previous survey, with 70% of the current sample satisfied, down from 75% a year ago (section 9).
22. Notably, tenants who remembered receiving a wellbeing call over lockdown were significantly more satisfied than those who did not (77% v 64%). Indeed, this rating was only 19% amongst tenants who felt that the response to COVID had been poor (also see section 12).
23. Nevertheless, this was yet another area where Cynon Taf still compared favourably to its peers, in this case with a score equal to the HouseMark benchmark median.
24. The proportion of respondents saying Cynon Taf were generally good at keeping them informed about things that affect them as a resident also fell from 85% to 81%, a statistically significant margin.
25. Tenants were slightly more positive about having a say in how services are managed than they were about the opportunities available to take part in decision making (66% v 65%), but in both cases many respondents chose the middle 'neither' option, whilst fewer (10% - 11%) were actively dissatisfied. For both of these Cynon Taf's score compared well to the ARP benchmark median.

2. Executive summary

The home

26. The majority of tenants were satisfied with the quality of their home (81%), however, around one in seven were dissatisfied (14%), and satisfaction had fallen by a statistically significant 2% since 2020 (section 4).
27. However, other surveys conducted by ARP Research in recent months have demonstrated similar reductions in this score, with the association's score still being very close to the ARP benchmark median of 83%.
28. A greater proportion of respondents were satisfied with the safety and security of their home (86%) which was far higher than the benchmark target of 82%, with Cynon Taf appearing in the top quartile. Furthermore, how tenants view this aspect of their home is heavily linked to how they perceive their landlord as a whole with this emerging as a key driver of overall satisfaction for the current sample.

Affordability

29. Value for money for rent appeared in the key driver analysis of overall satisfaction in 2020, however, at the time of the survey in 2021 the results were dominated by overt repairs and maintenance issues, thereby at least temporarily pushing value for money down the agenda. Nevertheless, it is expected that this might change in 2022 due to cost of living pressures (section 3).
30. The current perception of the rent value for money amongst tenants remains above the HouseMark average, with 84% claiming to be satisfied in this regard. However, the strength of feeling was weaker than before as fewer tenants than last year were now 'very' satisfied (46% v 57%, section 5).
31. However, a third of the sample said that had problems paying at least one type of bill over the last year (31%), and 12% felt financially insecure and unable to manage their money. This rose to one in five amongst the 35-49 year olds (20%, section 11).
32. Rent value for money was rated lower than average (75%) amongst those that had struggled with any bills over the last year, and 20 points lower for those that had specifically struggled with their rent (65%).
33. Of those that paid a service charge, 72% were satisfied with it in terms of value for money. In this case the association's score was a couple of points above the benchmark, despite a significant fall from 2020.

Neighbourhood

34. Satisfaction with the neighbourhood as a place to live was up slightly (87%, was 86%), but the proportion who were 'very satisfied' has fallen from 60% to 50%. Nevertheless, the score remains well above the HouseMark benchmark of 84% (section 10).
35. When asked in their own words for the top priorities in their communities, the three categories that were equally ranked at the top of the list were:
 - Policing and safety
 - Facilities/activities for children & young people
 - Community facilities and activities
36. Two thirds of the full sample were satisfied with how they felt anti-social behaviour (ASB) was dealt with, which is down six points from 2020, but still remains above the ARP benchmark level of 63%.
37. However, those who actually reported ASB were generally dissatisfied with their experience doing so, with Cynon Taf's results the third or fourth quartile compared to other ARP clients.



3. Services overall

81%

satisfied with the service overall

1. repairs and maintenance

2. enquiries generally

3. safety and security of the home

4. listening and acting upon views

were the **key drivers** that best predicted overall satisfaction



Significantly lower than in 2020, but COVID disruption is suppressing satisfaction scores



Repairs and maintenance was the primary driver of overall satisfaction



COVID disruption to the repairs service had impacted scores throughout the results

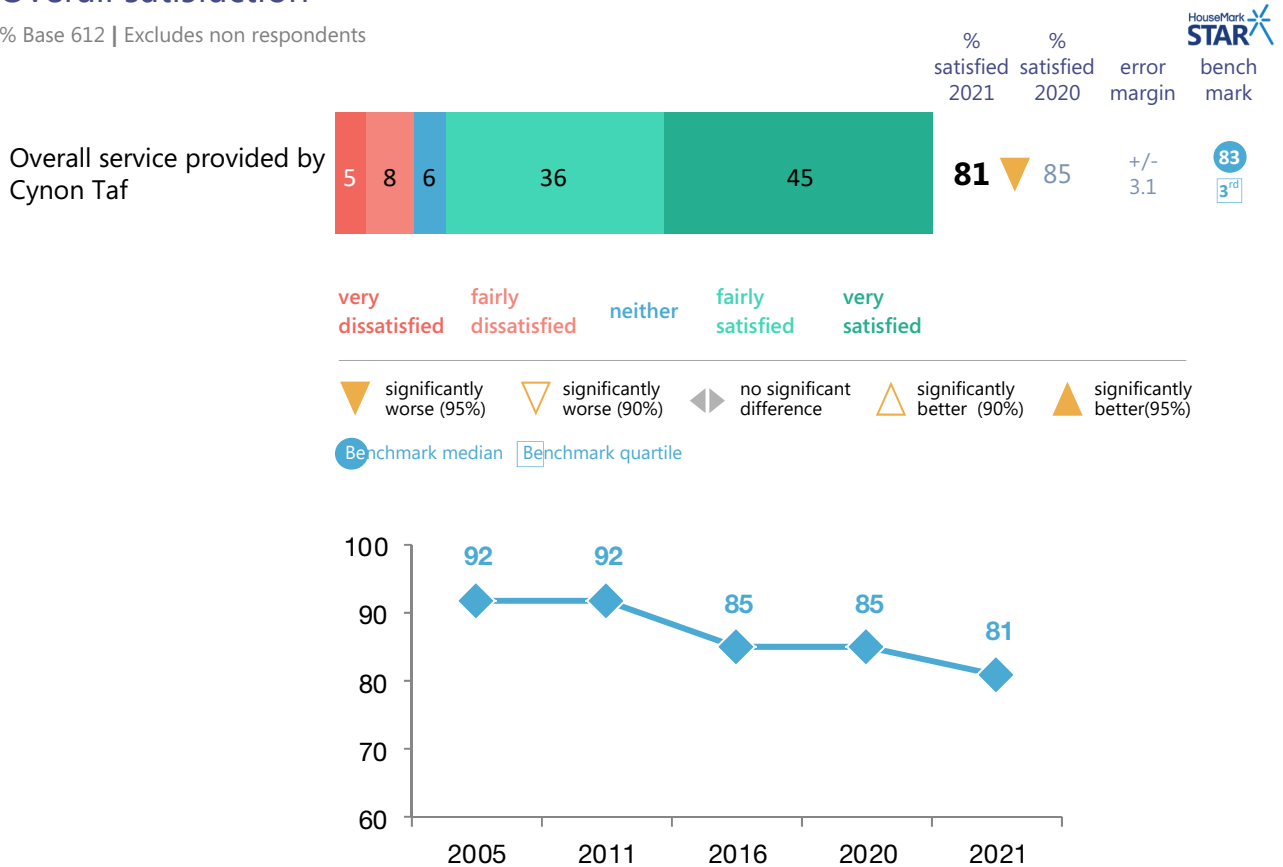


A clear difference in satisfaction between the oldest and youngest tenants

3. Services overall

3.1 Overall satisfaction

% Base 612 | Excludes non respondents



The effects of COVID-19 pandemic continue to be felt across the sector, which is evident from the HouseMark benchmark data where most measures have fallen in the last year. In this context it is disappointing, but not surprising, that Cynon Taf also experienced a statistically significant 4% fall in overall satisfaction since the previous survey that overlapped the start of lockdown in 2020. At the opposite end of the scale 13% were dissatisfied, up from 10% in 2020.

Note that 'statistically significant' means that the statistical test used to compare scores gave a positive result, showing we can be confident that the difference was real rather than being merely down to chance. Changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

When comparing Cynon Taf against other Welsh landlords in HouseMark's STAR database of post COVID surveys, the overall satisfaction score was reasonably close to the benchmark median of 83%. Indeed, most of the scores throughout the survey were within a few points of the benchmark up or down.

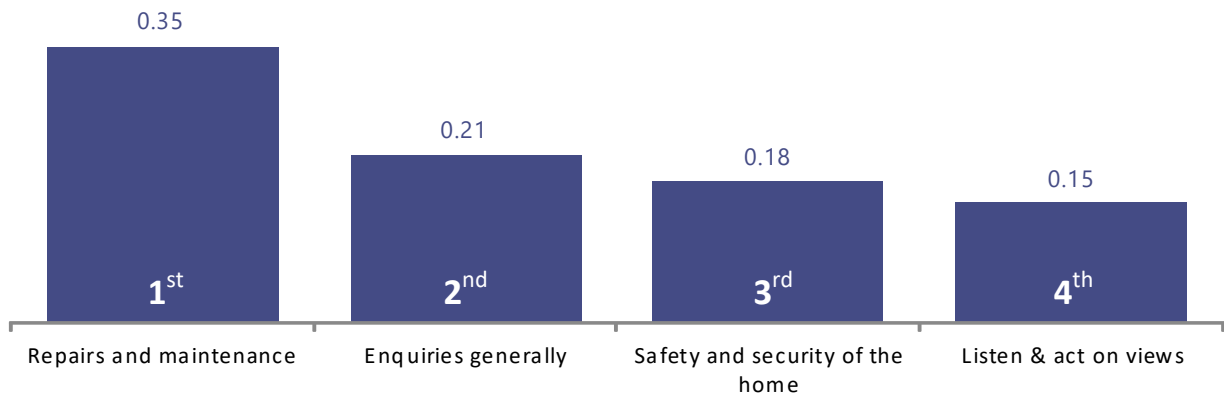
However, Cynon Taf has still been negatively affected by the pandemic across the full range of customer satisfaction questions, with most of the core questions having fallen since 2020. Of these the biggest falls have been in the ratings for repairs and maintenance (section 6), customer service (section 7) and customer engagement (section 8), which are of course those aspects of the service that were disrupted the most by the pandemic.

To investigate this further we use statistical analysis to discover which areas of the service contributed most to the overall satisfaction score. This is achieved via a 'key driver' analysis - a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating, but it does highlight the combination of factors that are the best predictors of overall satisfaction for tenants (see chart 3.2).

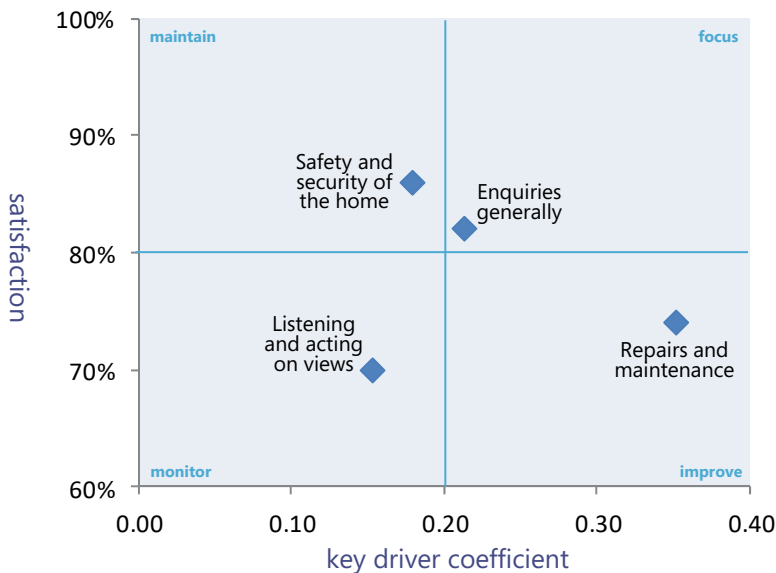
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.608 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction



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

Unsurprisingly, repairs and maintenance service did indeed move from being a distant second on this list in 2020 to become the dominant key driver in 2021. For the repairs and maintenance service to be the strongest key driver is very common across tenant surveys, but even more so in the last eighteen months with the delay or cancellation of non-essential repairs during the pandemic. Indeed, Cynon Taf's experience of a 5% fall in the rating for repairs and maintenance is typical of most other landlords.

Similarly, the other two areas where satisfaction had fallen furthest were also on the key driver list, namely customers service where the rating for general enquiry handling had fallen by 7% and listening to tenants which was down by 5%. Although service disruption is obviously also a factor here, not least because most customer service interactions are on repairs issues, it is important to remember that these questions (or similar on the same topics) have appeared on this list for the last 3 surveys.

A topic that was, however, new to this list of key drivers was safety and security of the home. This question was first asked in the 2020 survey being a recent addition to the STAR template, and this is the first time it has been one of the key drivers. In this case it is probably a positive influence on overall satisfaction, as Cynon Taf's score was higher than average compared other Welsh landlords (86% satisfied, section 4).

3. Services overall

One interesting side effect of the role of repairs as the dominant theme of the results is that the top key driver in 2020, which was value for money, is entirely absent from the list this year. Nevertheless, it would be wise to remember that this was a critical issue to tenants on the eve of the pandemic that may only have been temporarily supplanted by repairs, especially in light of the expected increases in the cost of living in 2022.

In addition to identifying these global themes in the results, throughout the report statistical tests have also been used to compare various sub-groups with one another to identify where their views might vary.


The most influential demographic trait in virtually all tenant surveys is age, so it is no surprise that the most satisfied tenants overall were those of retirement age (90% satisfied), whilst only 71% of those aged 35 – 49 felt the same way. This obviously meant that sheltered tenants were more satisfied than those living in general needs (85% v 80%), with the gap having grown by slightly 2% since 2020. However, it is interesting that the youngest respondents aged under 35 were actually more satisfied with the services they received (81%) than the next oldest cohort aged 35-49, an increasingly common pattern often linked to the increasing scarcity of affordable housing for younger people. Indeed, the overall satisfaction score of 89% amongst the under 25s was higher than for any other age group under 60. Similar patterns were observed throughout many of the other survey questions.

As expected, there were also some differences by area, summarised in table 3.5 which also indicates those areas that differed from the norm by a statistically significant margin. However, care should be taken when interpreting some results by area due to the small sample size for some, and also note that areas with fewer than 10 responses are not included.

Indeed, the geographic pattern compared to 2020 was somewhat different, which may in part be because of the large error margins due to the small base sizes. That said, satisfaction overall was significantly higher than average in Trecynon (97%), Beddau (89%), Church Village (89%) and Mountain Ash (84%). Hirwaun respondents were the only tenants that were significantly less satisfied overall (66%) which is very similar to the score seen for this area in 2020 (was 67%).

Because age is such an important variable in all tenant surveys, the tenant profile in different areas is also important to consider when viewing overall satisfaction. For example, only 7% of respondents in Hirwaun are aged 65 or over, compared to 27% in Mountain Ash and 23% in Trecynon, the latter two areas being significantly more satisfied than average.

Another very common pattern is that experience of anti-social behaviour generally has an impact on overall satisfaction score, which is also the case here with the small group experiencing some form of ASB significantly less satisfied than those who had not (66% v 86%). As with other consistent patterns, this is true through most of the other survey results.

Benchmark data accompanied by the  logo is from HouseMark data, the remainder from ARP Research's database. See Appendix A for details.

3. Services overall

As in 2020, whether or not a respondent had experienced financial difficulties again had a notable impact on the headline score as well as other core measure throughout the survey findings, with those having such problems significantly less satisfied than those who had not (73% v 85%).

It was also interesting to see that the welfare calls made over the course of the pandemic are also linked to the overall satisfaction score, as there was a statistically significant difference between those that did remember such a call, and those that did not (83% v 79%).

In addition to the overall satisfaction score, the pattern was quite similar for one of the Welsh Government mandated questions that asked whether tenants trusted the association (chart 3.4). In this case the proportion that agreed had deteriorated significantly compared to a year ago (79%, was 84%) but remained broadly at the level one might expect compared to ARP Research’s own benchmarks, and only very few tenants actively disagreed (9%).

Nevertheless, it was interesting that this question seemed to be particularly tied to performance over the pandemic, as the rating was very low for those that rated COVID performance poorly (23% satisfied). In comparison, 36% of that same group were satisfied with Cynon Taf overall.

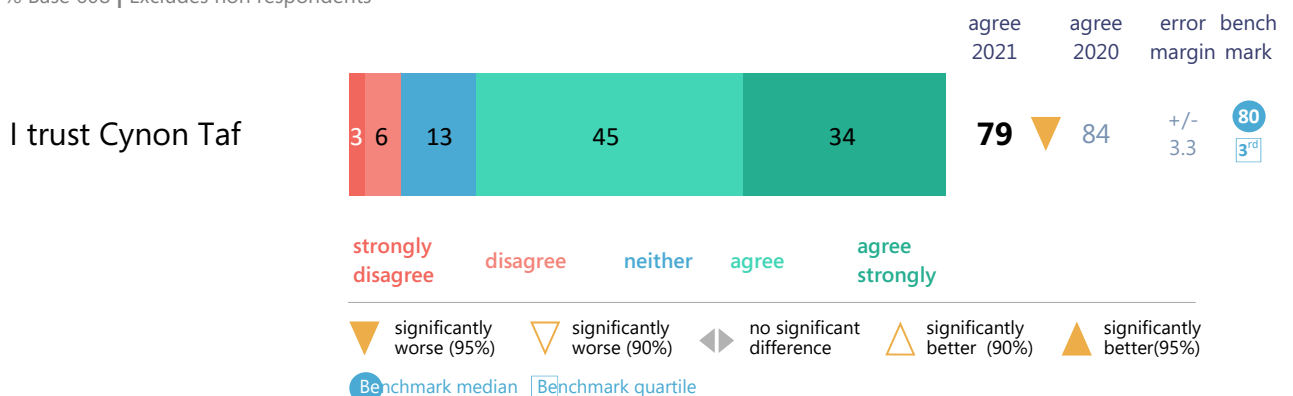
The main demographic distinction on this measure, like in most questions, was by age with 72% of 35-49 year olds agreeing compared to 85% of retirement age respondents although in this case none of the four main age groups differed significantly from the norm. That said, satisfaction amongst the 35-49 year olds was notably lower than it was a year ago (was 84%), whilst satisfaction amongst the under 35s had not changed (still 74%).

Similar, to overall satisfaction, this was also significantly lower for tenants that had experienced ASB or financial difficulties (68% and 69% respectively).

Also like the headline score, satisfaction was significantly higher than average in Church Village and Trecynon (89% and 84%), but as in 2020 it was significantly lower in Rhydyfelin, with satisfaction in this area down twenty points (64%, was 84%).

3.4 Trust

% Base 608 | Excludes non respondents



3. Services overall

3.5 Service overall by area

Areas with 10 or more respondents shown.

		% positive	
	Sample size	Overall satisfaction	Tenants trust Cynon Taf
Overall	622	81	79
Aberaman	42	84	90
Abercwmboi	39	80	74
Abercynon	26	83	85
Aberdare	21	78	63
Beddau	11	89	89
Church Village	12	89	89
Cilfynydd	16	78	78
Cwmaman	26	87	78
Cwmbach	10	81	63
Gadlys	13	71	71
Godreaman	12	93	86
Hirwaun	41	66	71
Miskin	52	80	85
Mountain Ash	44	84	77
Penrhiwceiber	45	83	75
Pontyclun	16	80	88
Rhydyfelin	30	73	64
Trallwn	18	73	86
Trecynon	28	97	84
Ynysboeth	17	84	84
Ynysybwl	19	88	87

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

81%

satisfied with the
quality of the home

86%

satisfied that home is
safe and secure



Both ratings had fallen since 2020 because fewer tenants are now 'very' satisfied



Quality of the home slightly below the HouseMark benchmark, but safety and security was rated above average



Safety and security was a key driver of overall satisfaction



Over 90% of retirement age tenants were satisfied with both quality and security of their home

4. The home

Although understandable in the context of maintenance interruptions and delays over the COVID-19 period, satisfaction with the quality of the home had dropped from 83% in the last survey, to 81% this year, which was enough to reach the level of statistical significance, albeit only at the less stringent 90% confidence level. However, it is still similar to the score of 82% in 2016, and other surveys conducted by ARP Research in recent months have also seen similar reductions in this score.

The accompanying question on safety and security of the home was a new STAR core benchmark question first asked in 2020, being very much informed by the effect of the Grenfell disaster on the social housing sector. However, it also encompasses a wide range of topics that touch on many aspects of physical and mental safety and wellbeing, such as home security, health risks, risks from anti-social behaviour etc.

How tenants view this aspect of their home is heavily linked to how they perceive their landlord as a whole as it emerged as a key driver of overall satisfaction for the current sample. It is therefore very positive to find the vast majority of tenants were satisfied with the safety and security of their home (86%, only 8% dissatisfied), which is in the top quartile of comparable Welsh landlords in HouseMark's database (median 82%).

It must be noted that fewer respondents were 'very' satisfied than was the case in 2020 (52% v 66%), but the total satisfaction score remains high so this may just be a side effect of the issues that have generally suppressed satisfaction scores this year.

The answers in this section of the questionnaire were obviously given by people living in a wide variety of homes of different construction located in different neighbourhoods, and there were some significant deviations in the results by area as summarised in table 4.2.

This year only one area had particularly high results for the quality and safety/security of the home, that also exceeded the error margin, and that was Trecynon Conversely, those with significantly lower satisfaction were Miskin and Hirwaun.

Satisfaction also varied significantly by both property type and age, although this was again heavily linked to stock type and/or the age profile of residents. Residents living in flats had higher than average levels of satisfaction with both the quality of their home (92%) and safety/security (89%), compared to respondents living in houses who were less satisfied with both (77% and 86% respectively).

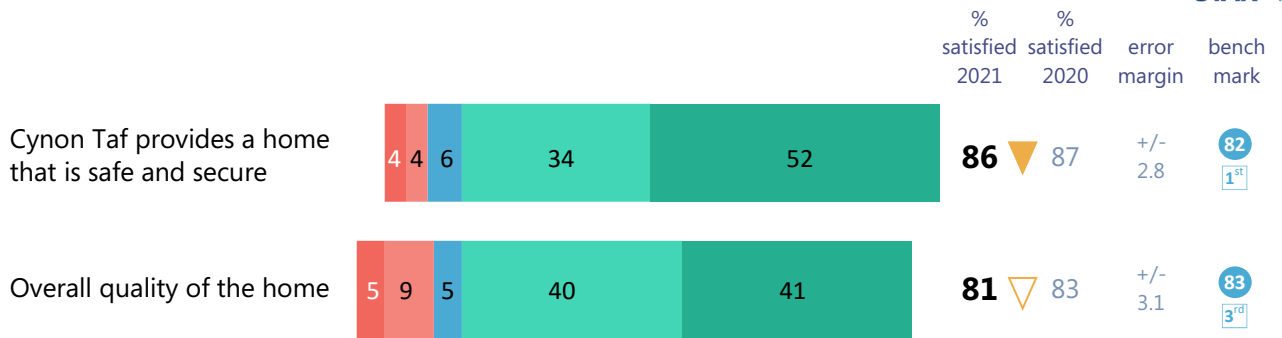
By property age, respondents in properties built before 1900 were significantly less satisfied with the quality of their home (75%), which is perhaps unsurprising. The quality of the home was also rated significantly lower than average by respondents who had received seven or more repairs in the previous twelve months (69%) or had financial difficulties (70%).

There were again some significant variations in these scores by age, with older tenants significantly more satisfied with the quality of their home (92% of those aged 65+, but down from 95%), whereas those aged 35-49 were significantly less satisfied than average (67%, was 73%). The youngest tenants were also significantly less satisfied with their home (74%), however satisfaction amongst this group was up four points compared to a year ago (was 70%).

4. The home

4.1 Satisfaction with the home

% Bases (descending) 611, 608 | Excludes non respondents.

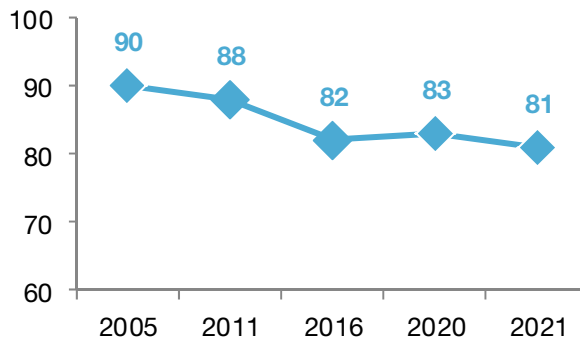


very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)

 Benchmark median
 Benchmark quartile

Quality of home



The variation by age will also explain the significant difference given to this rating by stock, with sheltered tenants significantly more satisfied with the quality of their home than those in general needs accommodation (92% v 78%).

Older tenants were also significantly more satisfied with the safety and security of their home (92% of those aged 65+, was 94%), compared to those aged 35-49 (80%, was 77%). The under 35s were only slightly more satisfied (86%), however this is a notable increase from the 78% that said the same a year ago.

Perhaps unsurprisingly the safety and security of the home was rated significantly lower than average by respondents who have experienced or reported an incident of ASB (75% and 79% respectively).

4. The home

4.2 The home by area

Areas with 10 or more respondents shown.

	Sample size	% positive	
		The overall quality of your home	We provide a home that is safe and secure
Overall	622	81	86
Aberaman	42	85	87
Abercwmboi	39	74	84
Abercynon	26	95	95
Aberdare	21	68	79
Beddau	11	72	100
Church Village	12	89	89
Cilfynydd	16	83	91
Cwmaman	26	90	97
Cwmbach	10	81	81
Gadlys	13	81	100
Godreaman	12	93	93
Hirwaun	41	67	76
Miskin	52	70	83
Mountain Ash	44	83	87
Penrhiwceiber	45	83	83
Pontyclun	16	87	80
Rhydyfelin	30	84	78
Trallwn	18	73	73
Trecynon	28	100	100
Ynysboeth	17	67	84
Ynysybwl	19	96	96

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Value for money

81%

satisfied with the rent value for money

72%

satisfied with service charge value for money



Both value for money ratings compare favourably against the HouseMark benchmarks



The under 35s were particularly satisfied with rent value for money



Rent value for money ratings had improved for 35-49 year olds



Most sheltered tenants felt that their service charges were value for money (80%)

5. Value for money

Value for money questions have appeared as key drivers in previous surveys as affordability is a perennial concern for Cynon Taf tenants. With continued economic uncertainty, most notably rising fuel and food prices, it is expected that affordability will again come to the fore in 2022. However, at the time of the survey in late 2021 the results were still dominated by repairs and maintenance issues, thereby at least temporarily pushing value for money down the agenda.

As such, it is good to see that the current perception of the rent value for money amongst tenants remains above the HouseMark average, with 84% claiming to be satisfied in this regard (down 1%), the majority of whom were 'very satisfied' (46%). However, this was another question where the topline satisfaction score was virtually identical to 2020, but the strength of feeling was a little weaker due to fewer of these tenants being 'very' satisfied compared to last year (46% v 57%).

Nevertheless, as greater numbers encounter financial hardship in the future then this rating is likely to come under pressure, seeing as it was rated 9 points lower than average (75%) for the third of tenants who had struggled with any bills over the last year, and 20 points lower for those that had specifically struggled with their rent (65%, also see section 11).

Older tenants were again the most satisfied with value for money (91% aged 65+). Similarly, the youngest age group (under 35s) were again more satisfied than the next oldest cohort of 35-49 year olds, (86% v 75%), although the latter had improved significantly since 2020 when only 55% felt this way. This reflects a wider pattern seen in many other housing surveys amongst working age tenants, particularly the youngest generations, as they evaluate the rent compared to any other options for affordable housing in the area.

Respondent age also helps explain the significant difference in this rating by stock, with those in sheltered accommodation significantly more satisfied than those in general needs (89% v 82%).

Like many of the other core findings, satisfaction varied by geographical area. This included a significantly lower ratings from tenants in Hirwaun (68%, was 93%), Miskin (73%, was 77%) and Ynysboeth (73%), but on the other end of the scale a much high rating than average in Church Village (90%), Mountain Ash (89%, was 92%) and Trecynon (88%). There were also some significant differences by property type with respondents in houses significantly less satisfied than average (81%) compared to those in flats (88%).

Just under half of the sample pay a service charge, and of these 72% were satisfied with it in terms of value for money. Although this represented a 5% drop since 2020, due to the smaller sample size this was within the margin for error, so it wasn't a statistically significant change. It is also important to note that this remained above the HouseMark benchmark median, as was also true for previous surveys.

Whilst there was no statistically significant difference across the four main age groups this was one aspect of the service that was rated highest by the youngest respondents (82% of the under 35s, was 65%) rather than the oldest (80% of those aged 65 or over, was 90%). Those aged 35-49 were again the least satisfied age group (61%, down from 73% in 2020).

As is typically the case, respondents in flats were significantly more satisfied with their service charge than those in houses (81% and 73%), and there was another significant difference by property class with those in Rehab properties more satisfied than those in New builds (80% v 71%).

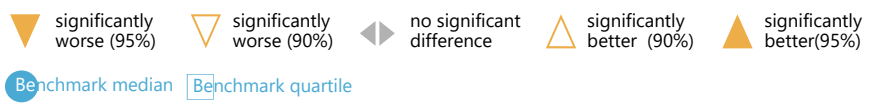
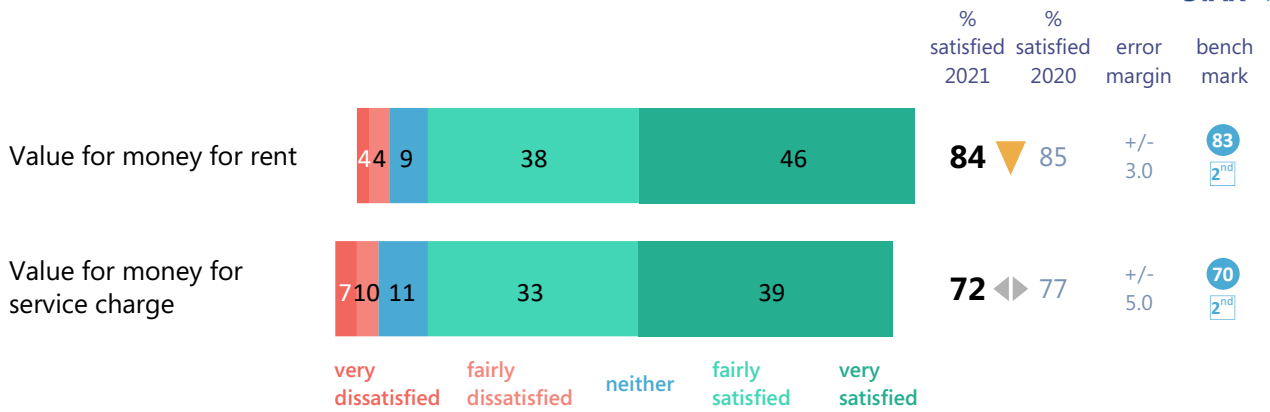
In terms of geographical differences, the pattern here very much reflected that for rent, with satisfaction levels significantly higher than average in Mountain Ash and Trecynon (86% and 82%) as well as the small group in Godreaman (100%). Like the rent, the service

An orange icon ▲ indicates that a rating has changed since the last survey by a *statistically significant* amount that is unlikely to be due to chance.

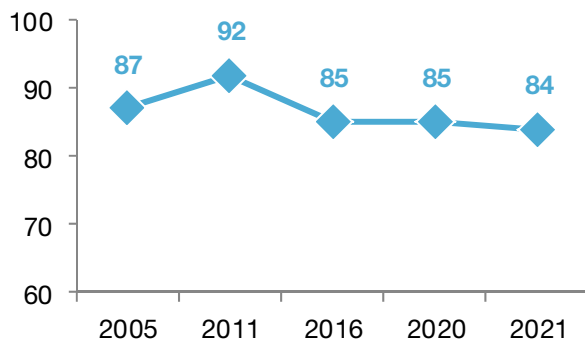
5. Value for money

5.1 Satisfaction with value for money

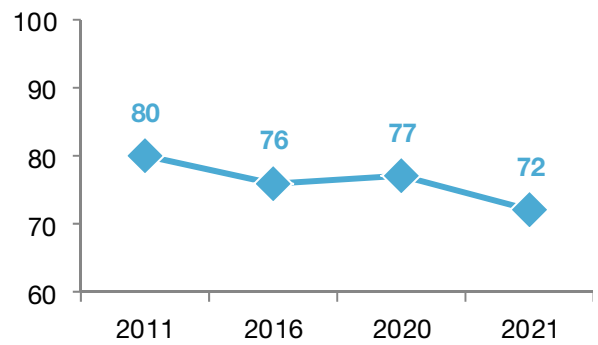
% Bases (descending) 607, 283 | Excludes non respondents.



Rent value for money



Service charge value for money



5. Value for money

5.2 Value for money by area

Areas with 10 or more respondents shown.

	Sample size	% positive	
		That your rent provides value for money	That your service charge provides value for money
Overall	622	84	72
Aberaman	42	92	70
Abercwmboi	39	83	78
Abercynon	26	90	77
Aberdare	21	75	78
Beddau	11	100	100
Church Village	12	90	81
Cilfynydd	16	71	49
Cwmaman	26	86	81
Cwmbach	10	81	78
Gadlys	13	69	73
Godreaman	12	86	100
Hirwaun	41	68	56
Miskin	52	73	61
Mountain Ash	44	89	86
Penrhiwceiber	45	78	93
Pontyclun	16	87	76
Rhydyfelin	30	84	68
Trallwn	18	96	86
Trecynon	28	88	82
Ynysboeth	17	73	58
Ynysybwl	19	96	84

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Repairs and maintenance

74%

satisfied with repairs and maintenance overall

1. right first time

2. quality of work

3. ability to make appointment

4. time taken to start

5. completion time

were the **key drivers** that best predicted satisfaction with the last repair



Satisfaction with both the last repair, and repairs and maintenance in general, had fallen significantly



This is due to COVID disruption which has affected all landlords



Repairs is now the strongest key driver of overall satisfaction, far more prominent than in previous surveys

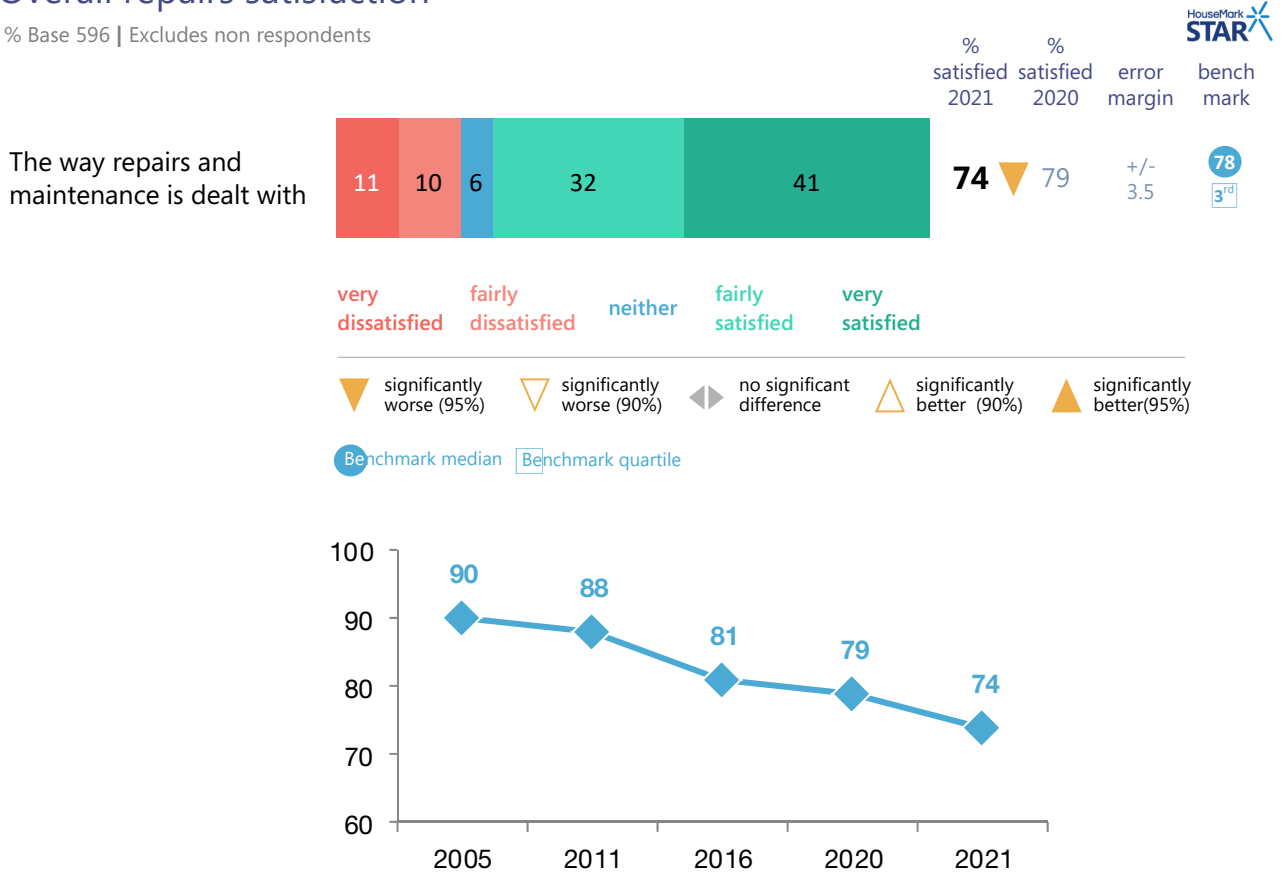


The drop in satisfaction was greatest amongst 35-49 year olds

6. Repairs and maintenance

6.1 Overall repairs satisfaction

% Base 596 | Excludes non respondents



Satisfaction with the repairs and maintenance was the strongest key driver of overall satisfaction, which is a much more prominent placing for the topic of repairs than in 2020. This is not a surprise as significant disruption to repairs over the course of the pandemic, followed with the slow task of recovery, had undoubtedly driven it up the agenda this year as it has for many other landlords.

The impact of the Covid pandemic cannot be underestimated, indeed, some ARP Research clients have experienced falls in repairs satisfaction of up to 10% since the beginning of 2020. However, the statistically significant 5% fall in satisfaction for Cynon Taf with repairs overall is fairly typical of what has been seen by other clients, across whom anecdotally an important factor seems to have been the relative speed with which different organisations restarted and caught up on non-urgent repairs after the lockdown.

This link is made explicit by the fact that amongst those tenants that were dissatisfied with the repairs service, three quarters were ambivalent or negative when rating Cynon Taf's response to the pandemic (75% answered 'neither' or 'poor', see section 12).

That said, the five-point drop meant that only three quarters of respondents were now satisfied with the repairs and maintenance service compared to four fifths in 2020, with the proportion actively dissatisfied increasing from 18% to 21%. It also resulted in a score for the association that was 4% lower than the HouseMark benchmark in Wales, whereas it was 1% lower in 2020.

Rating the repairs and maintenance service overall is a fairly high-level task taking into account numerous factors, including whether or not a repair is even completed, so further questions in this section of the survey take a tighter focus on day-to-day repairs performance, specifically the last repair completed for any given tenants over the previous twelve months.

6. Repairs and maintenance

Satisfaction with the last responsive repair had fallen by a similar margin as the overall score, in this case from 85% to 81%. However, this meant it remained 7% higher than the overall rating, with the proportion who were 'very' satisfied substantially higher (56% v 41%). Furthermore, only one in seven (14%) were dissatisfied with their last repair, considerably fewer than the proportion dissatisfied with the repairs and maintenance service overall (21%).

To better understand satisfaction with responsive repairs specifically, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (60% of the sample). These results portray a relatively positive picture of response repairs, with the majority on par with other landlords, including the overall quality of the work which despite being the only aspect of the service where satisfaction had fallen significantly (84%, was 87%) is still only one point below average (85%).

All of the detailed repair's questions were also comprehensively analysed by area, with the complete breakdown presented in table 6.6, including an indication of which area differed significantly from the norm.

Another way to shed further light on these results was to run a key driver analysis to identify the best predictors of satisfaction with the last completed repair. The result of this analysis is shown in chart 5.3. Whilst this analysis reveals five key drivers, being done 'right first time' is the most important driver, with the quality of work second. This pattern is not especially unique to Cynon Taf, as it is common to see these appear as key drivers in surveys for other landlords, but what is interesting is that all of the five key drivers were the lowest rated aspects of the service by the current sample (see chart 6.5).

In terms of different sub-groups, mirroring other results throughout the survey findings, older tenants were significantly more satisfied than average with the repairs and maintenance service overall (86% amongst the over 65s, was 90%), whilst 35–49-year-olds and the under 35s were the least satisfied (both 63%), and whilst satisfaction amongst the youngest tenants had barely changed from a year ago (was 65%), there has been a notable ten-point fall amongst the 35–49 year olds (was 73%). In addition, this pattern by age was reflected in the more detailed aspects of the repairs and maintenance service throughout this section.

As is typically the case, tenants in sheltered accommodation were significantly more satisfied with the service than those in general needs (82% v 71%). Respondents in flats were significantly more satisfied with the service (79%) and was slightly lower amongst those in houses (72%).

Some housing areas also varied significantly from the norm, with respondents in Mountain Ash (87%, was 85%) and Aberaman (88% was 100%) significantly more satisfied than average, whilst satisfaction was significantly below average in Hirwaun (51%, up from 34%) and Cilfynydd (59%), with the pattern for the former reflected in the more detailed analysis of the service (table 6.6).

As expected, whether or not a respondent had received a repair in the previous year had a notable impact on how tenants viewed the service, with those having a repair significantly more satisfied than those who have not (76% and 69% respectively). Unsurprisingly, the service was rated significantly lower than average by respondents who had received seven or more repairs in the previous year (61%).

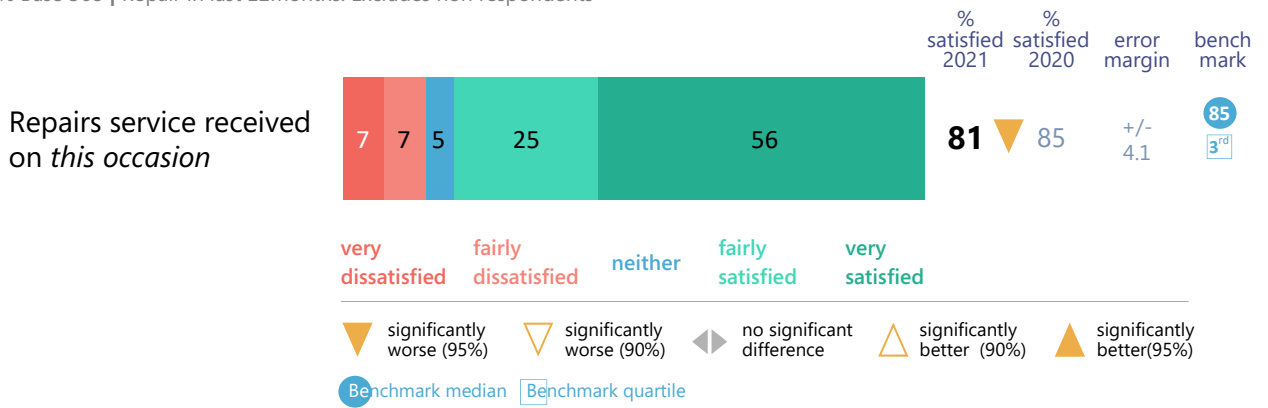


60% of
respondents had a
repair in the **last**
year

6. Repairs and maintenance

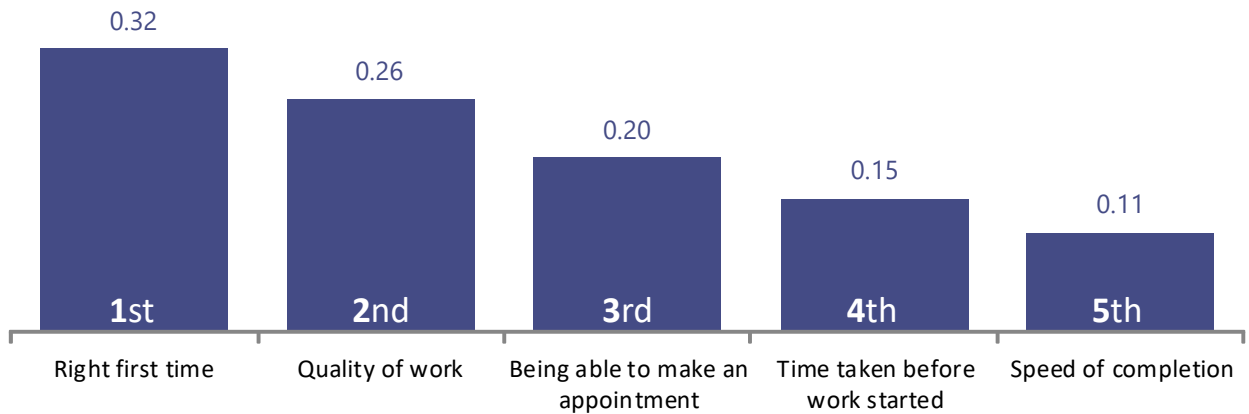
6.2 Last repair

% Base 368 | Repair in last 12 months. Excludes non respondents

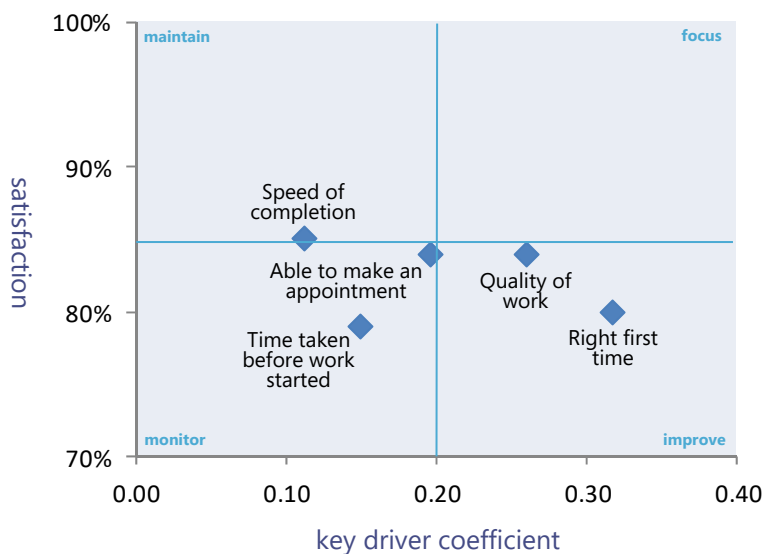


6.3 Key drivers - satisfaction with last repair

R Square = 0.790 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



6.4 Key drivers v satisfaction

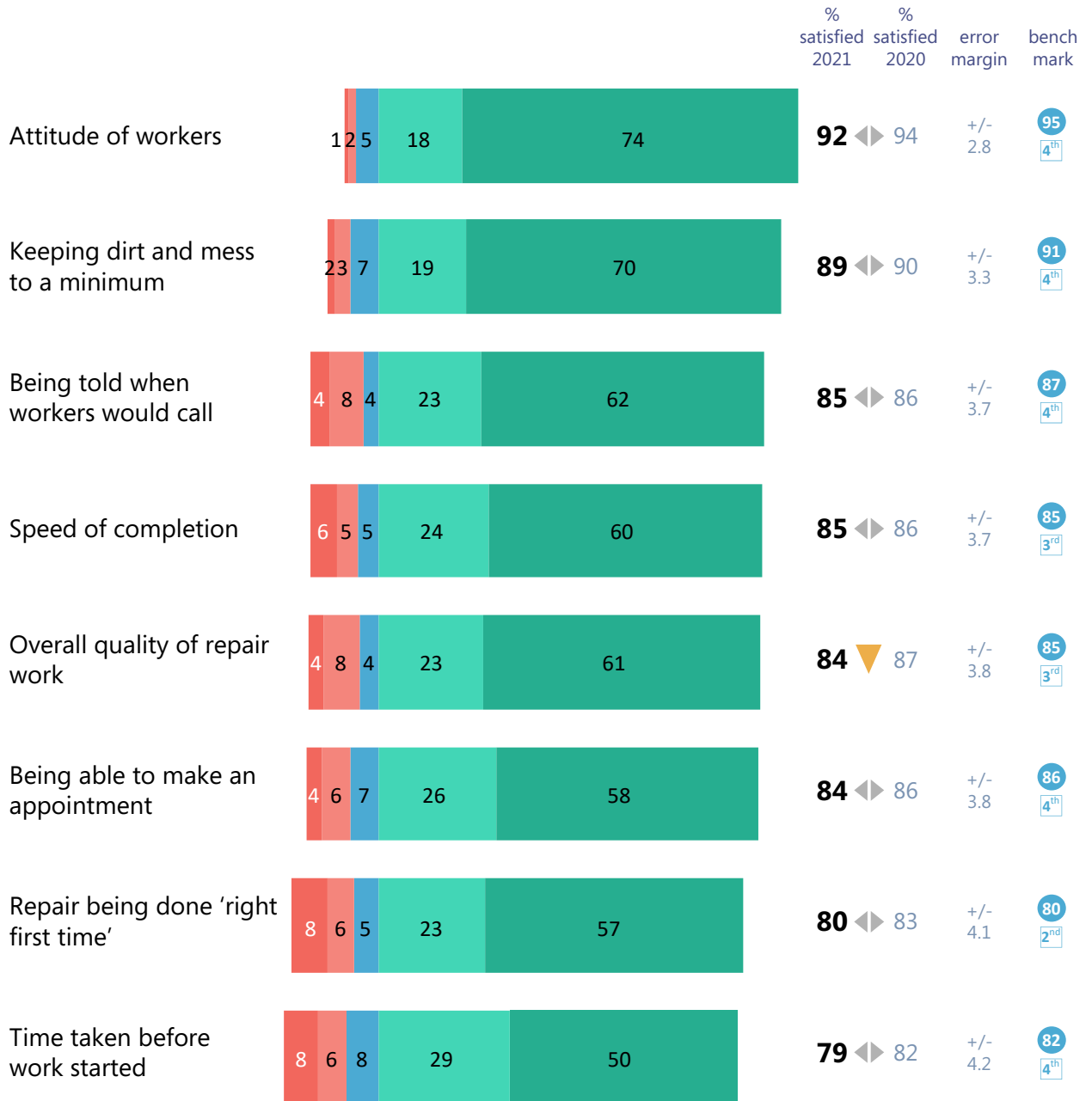


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

6. Repairs and maintenance

6.5 Last completed repair

% Bases (descending) 364,369,368,366,367,363,367,362 | Repair in last 12months. Excludes non respondents.



very dissatisfied
 fairly dissatisfied
 neither
 fairly satisfied
 very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)

Benchmark median
 Benchmark quartile

6. Repairs and maintenance

6.6 Last completed repair by area

Areas with 10 or more respondents shown.

		% positive									
	Sample size	Generally how repairs and maintenance is dealt with	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	The repairs service received on the last occasion
Overall	622	74	85	84	79	85	92	84	89	80	81
Aberaman	42	88	100	88	85	100	100	100	100	88	100
Abercwmboi	39	68	76	90	82	83	100	75	100	69	68
Abercynon	26	80	100	85	84	89	88	90	94	79	86
Aberdare	21	63	82	82	82	82	88	70	82	70	70
Beddau	11	78	82	82	82	100	100	100	100	100	82
Church Village	12	75	84	84	84	84	100	84	84	84	84
Cilfynydd	16	59	100	89	76	76	100	88	100	88	88
Cwmaman	26	80	82	73	72	95	95	91	73	95	73
Cwmbach	10	54	78	78	69	70	100	78	70	78	78
Gadlys	13	91	100	100	87	91	100	100	100	100	100
Godreaman	12	92	90	90	76	76	90	90	90	82	82
Hirwaun	41	51	76	76	70	76	85	62	81	71	65
Miskin	52	73	73	81	73	83	89	80	80	73	86
Mountain Ash	44	87	88	94	83	87	94	94	94	94	84
Penrhiwceiber	45	68	87	90	89	90	94	86	85	84	83
Pontyclun	16	82	100	100	100	91	100	91	100	91	91
Rhydyfelin	30	76	83	76	62	73	87	86	83	75	69
Trallwn	18	75	74	82	81	82	100	100	100	79	82
Trecynon	28	70	100	100	100	92	100	92	100	92	92
Ynysboeth	17	73	67	67	51	67	89	78	89	67	67
Ynysybwll	19	77	100	100	100	87	100	85	100	85	73

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



7. Customer service

84%

find Cynon Taf easy to deal with

82%

satisfied with how enquiries were dealt with generally



Dealing with enquires was the second strongest driver of satisfaction overall



However, this rating had dropped by a significant 7% since 2020



Despite having fallen almost across the board, the customer service results remain at or above the benchmarks

7. Customer service

7.1 Easy to deal with

% Base 596 | Excludes non respondents

Cynon Taf is easy to deal with



HouseMark
STAR

satisfied 2021	satisfied 2020	error margin	bench mark
84	88	+/- 3.0	82

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

82 Benchmark median 1st Benchmark quartile

The customer service experience over the course of the COVID pandemic is one of the two main themes of the results, behind and inextricably linked to the issue of repairs (see section 3). However, this topic isn't new to the key driver list, having featured in some form in all three of the most recent surveys.

The way Cynon Taf generally handles enquiries was the second strongest driver of satisfaction this year, certainly at least in part because it showed one of the largest falls in any of the survey ratings - a significant seven-point drop from 89% to 82%. Despite this though, it hasn't fallen below the equivalent ARP Research benchmark median, and only 9% are actively dissatisfied.

There was a similar, albeit slightly smaller, fall in the proportion that believed Cynon Taf was 'easy to deal with', also known as a customer effort score (88% to 84%). Once again this was tempered by the fact that relative to other landlords, Cynon Taf's score was still in the top quartile (median 82%).

Regardless of these generally positive comparisons with other landlords, it is nevertheless still the case that Cynon Taf tenants still gave poorer customer service ratings than they had in 2020.

There has been a notable drop in the proportion of respondents who made contact in the previous year from 85% to 72%, which may be attributed to the various lockdowns with staff and tenants told to work from home. As seen throughout this and the previous year's findings, those who have made contact tend as a group to be less satisfied with a variety of aspects of the service, significantly so in some cases.

Indeed, whilst the vast majority of respondents remain satisfied with the politeness of staff (93%, was 96%), the remaining questions about the last contact with Cynon Taf have seen significant falls, including a notable nine-point drop in the proportion dealt with promptly (chart 7.3). Like other survey findings that have fallen significantly, scores here continue to compare favourably to other similar housing providers in ARP Research's database, being generally a point or two higher than benchmark averages.

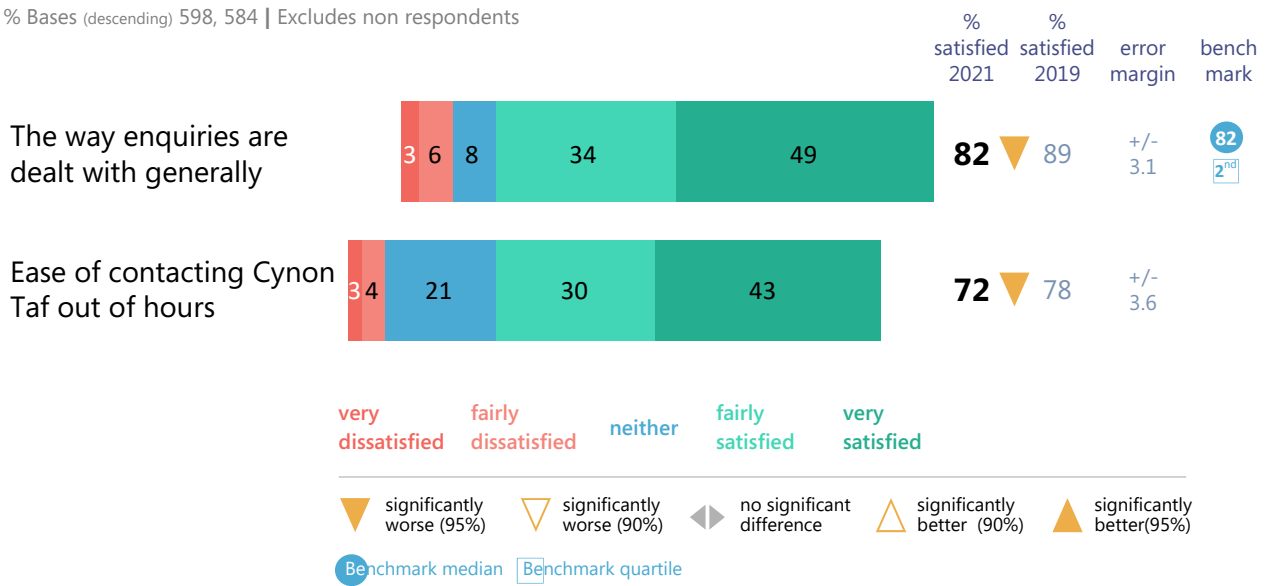
Unsurprisingly when considering the interruptions to the repairs service, the ability of staff to deal with the query and the final outcome remain the lowest rated aspect of the experience, with dissatisfaction with the latter increasing from 11% to 17%. In addition, satisfaction with both was at the lowest level over the past five surveys since 2005.

Around seven out of ten respondents were satisfied with the ease of contacting Cynon Taf out of hours (72%) and whilst this was also down significantly from 78% in 2020, the proportion who were actively dissatisfied remains broadly the same (7%, was 6%). Respondents in Hirwaun were significantly less satisfied in this regard (63%) as were those who had experienced ASB (69%), compared to 76% who had not.

7. Customer service

7.2 Enquiries

% Bases (descending) 598, 584 | Excludes non respondents



In terms of additional sub-group analysis, it was interesting that every aspect was rated significantly higher by respondents who had received a repair in the previous year. Conversely, each aspect of the customer service experience in chart 7.3 was rated significantly lower than average by respondents who had experienced or reported ASB or had financial difficulties.

In contrast to the previous survey, sheltered tenants were now the most satisfied with the handling of enquiries compared to those in general needs (85% v 82%), with satisfaction amongst the latter down 8% from 2020 whilst the score for sheltered remains effectively unchanged,

As with most other questions, age was another main differentiator, with the highest scores amongst tenants of retirement age, and the lowest for those aged in 35-49. What is particularly interesting, however, is that the proportion of 35-49 year olds that found Cynon Taf 'easy to deal with' had fallen by a substantial 11% since 2020 (77%), whilst the same score had actually increased amongst the under 35s (75% to 81%).

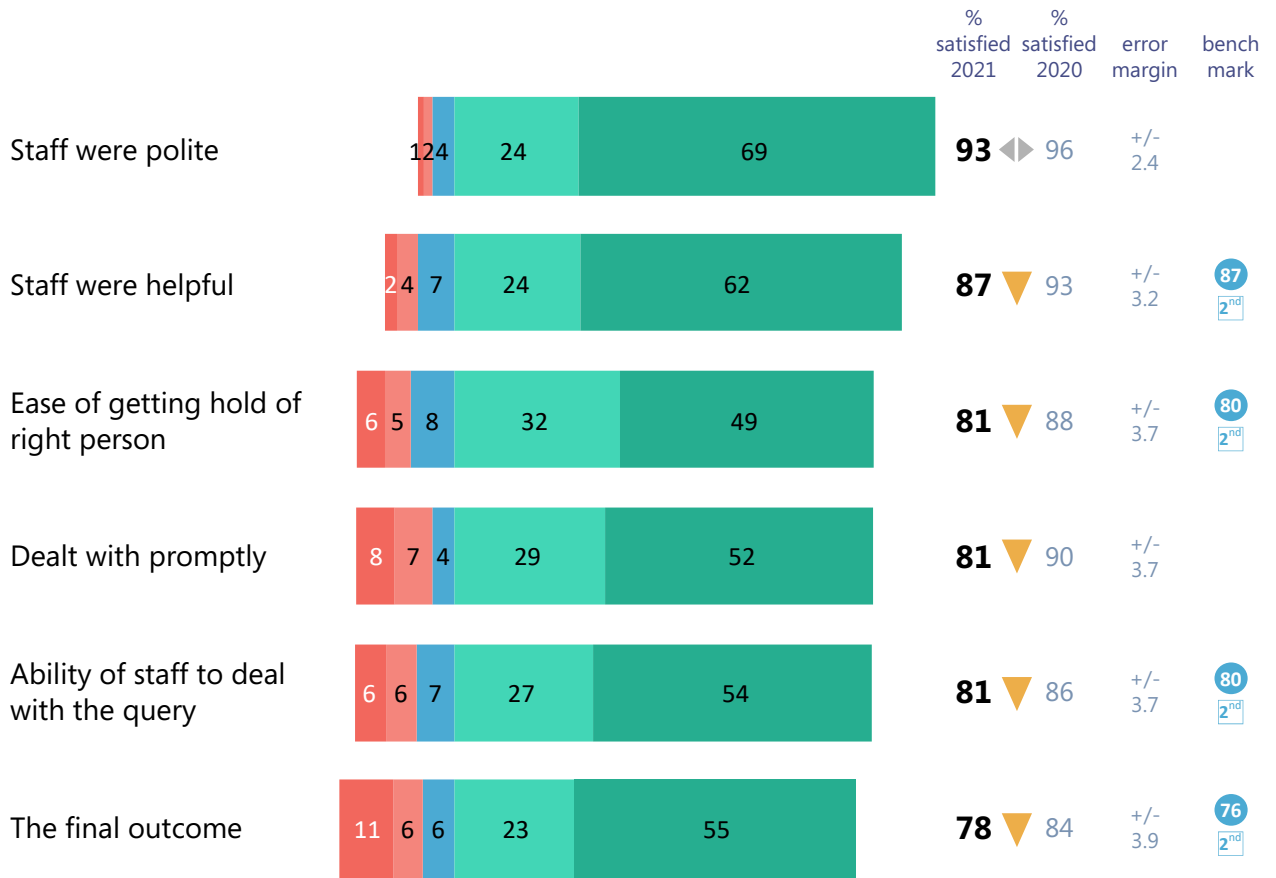
Finally in this section, due to the pandemic there have been some notable changes in tenant's contact preferences. Communication by telephone remains the method of choice (67%) and has barely changed from a year ago (was 68%). In contrast, communication in writing has fallen from the second preferred method to fourth (45%, was 60%), behind Text/SMS (49%, was 54%) and email which is now the method of choice for 45%, up from 40% in 2020. Home visits and office visits continue to be less commonly cited than in previous surveys, no doubt due to social distancing (chart 7.4).

72% of
 respondents **made**
contact in the
 last year

7. Customer service

7.3 Customer service - last contact

% Bases (descending) 442,440,440,442,441,440 | Contact in last 12 months. Excludes non respondents

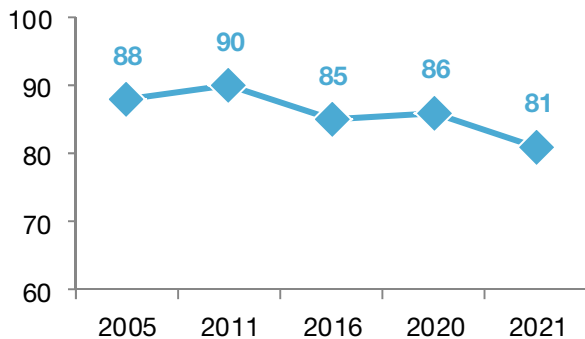


very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

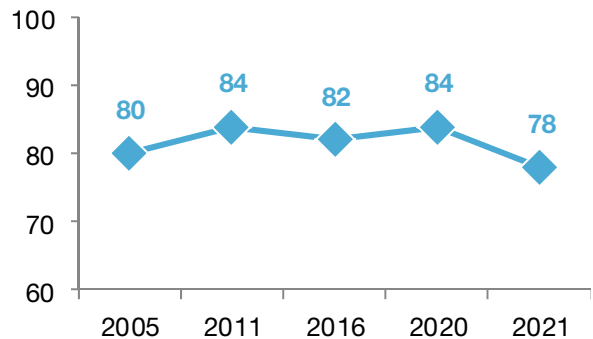
▼ significantly worse (95%) ▼ significantly worse (90%) ◀▶ no significant difference ▲ significantly better (90%) ▲ significantly better (95%)

● Benchmark median □ Benchmark quartile

Ability of staff to deal with queries



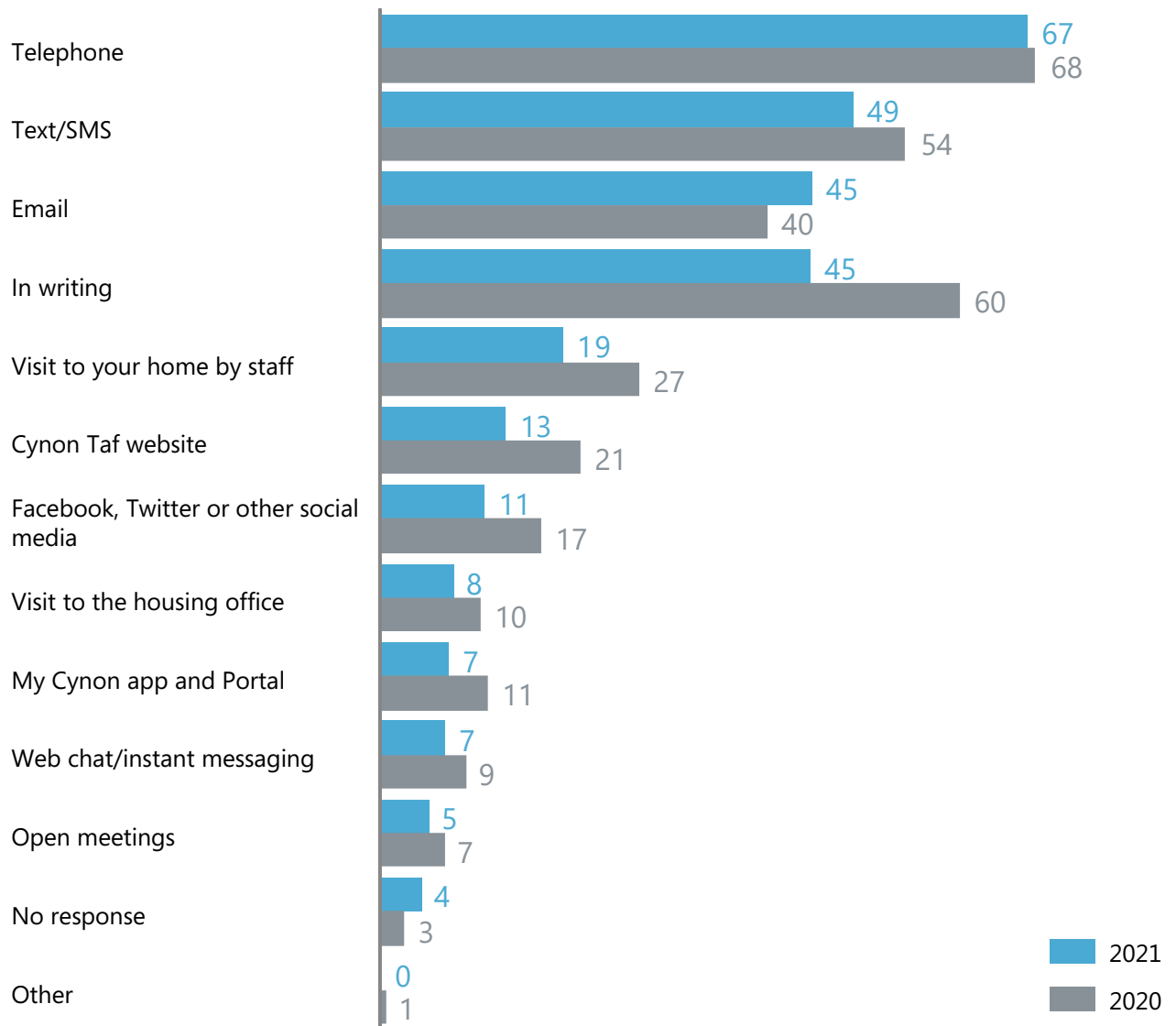
Final outcome



7. Customer service

7.4 Method of contact and communication happy to use

% Base 622 | Up to three answers allowed.





8. Digital access

64%

used digital services in the daily lives

12%

had used Cynon Taf's digital services



Use of digital services only fell below half amongst tenants aged 65 and over



Twice as many tenants had used government online services than had used Cynon Taf's

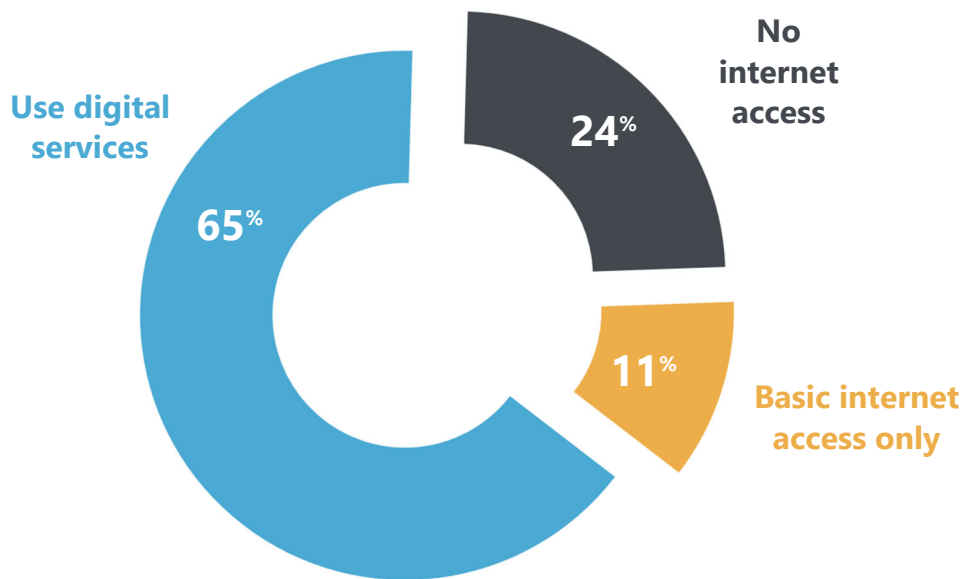


Around 1 in 7 tenants said that they were simply not interested in using digital services

8. Digital access

8.1 Internet access and use of digital services

% Base 611



The use of digital services has obviously grown rapidly due to the COVID pandemic, placing greater emphasis than before on providing alternative channels of communication and developing digital access to services to meet the changing needs of tenants.

Accordingly, the survey was also used to gain an understanding of how tenants currently use digital services in the daily lives, thereby helping Cynon Taf assess potential uptake of various potential new or expanded digital channels.

In terms of base level internet access, three quarters of residents (76%) said that they had it, either explicitly, or inferred via their use of digital services. However, some of these residents, whilst ostensibly having internet access, either did not actually use it, or only used it at a low level without really interacting digitally to access services (11%).

Nevertheless, this still left around two thirds of Cynon Taf's tenants who did access at least some services digitally in the daily lives. Unsurprisingly, this included over 80% of respondents in every age group up until 55, only dropping below half of respondents for the 65-75 age group (43%). Even amongst those aged 85 or over, 16% used digital services.

When considering these digital services in more detail (chart 8.2), the most used services were social media, online shopping, and online banking, each used by around half of the sample. The impact of the COVID pandemic is also evident in the fact that 34% of tenants had also made video calls over the last year.

8. Digital access

However, social media and messaging are for many people tools to keep in touch with friends, family and wider interests, rather than necessarily as a way to interact with service providers. Nevertheless, around one in ten had used social media to contact a service provider in the last year, and similar proportion had visited Cynon Taf's social media accounts

Thinking beyond social media, the proportion of residents using online shopping and banking (45-50%), government or council services digital contact channels and/or booked appointments online (both 25%) provide Cynon Taf with a good estimate of the potential user base for similar services that it might provide to its customers in the future.

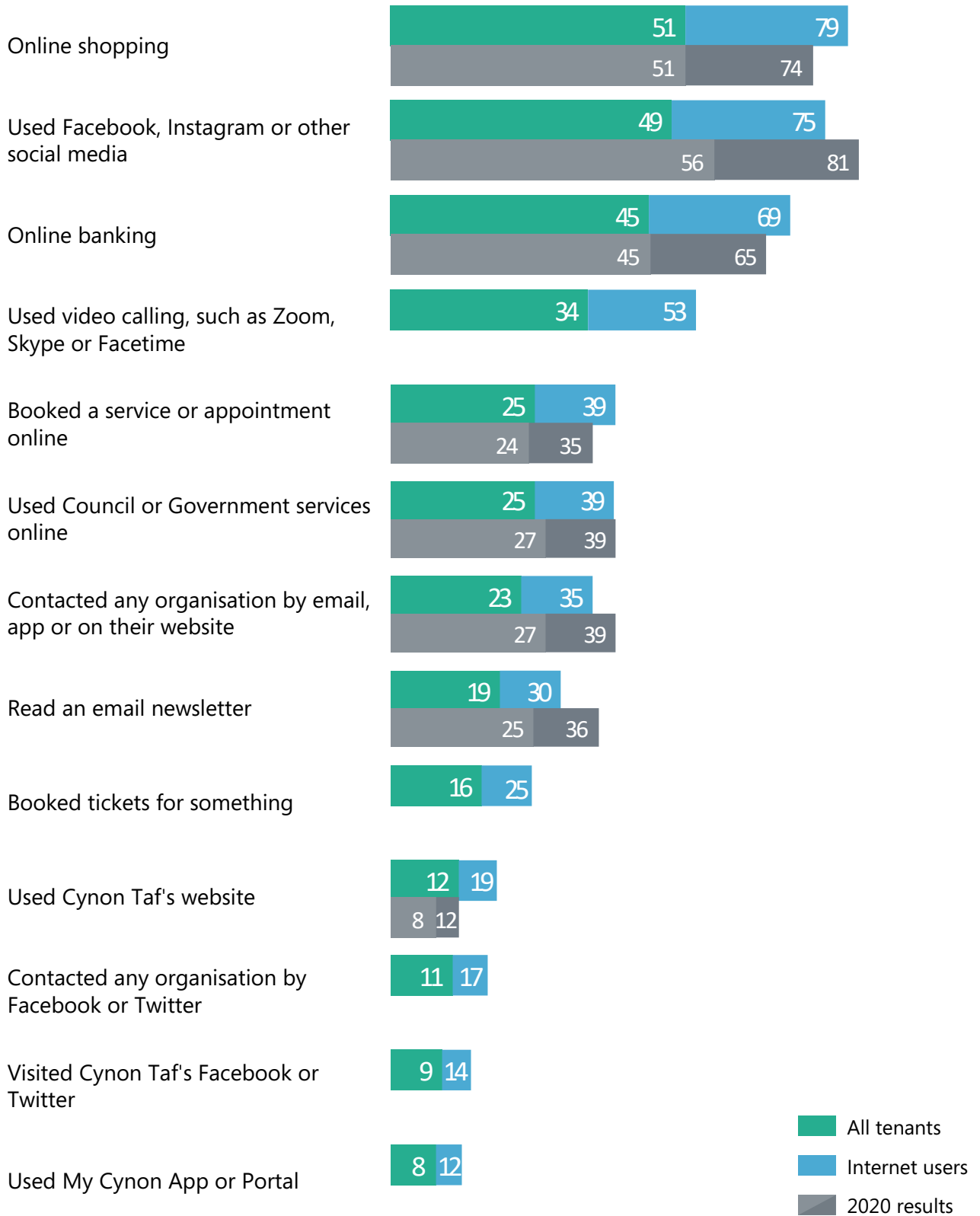
As such services expand, it is also important to ensure that residents who are not digitally active remain catered for. This is particularly important as 45% of those residents without internet access claimed it was simply because they didn't want it (7% of the sample), and a further 4% of the sample gave the same answers when asked why they didn't use digital services despite having internet access.

Although attempts to expand digital access to these groups, comprising 10% of the total sample, may not realistically happen in large numbers, there were still some residents that may be more open to digital inclusion advice and support. Excluding the more hard-core refusers, 7% of the sample that didn't use the internet and/or digital services said that this was simply because they found them confusing or simply didn't know how to.

8. Digital access

8.2 Online services uses in last year?

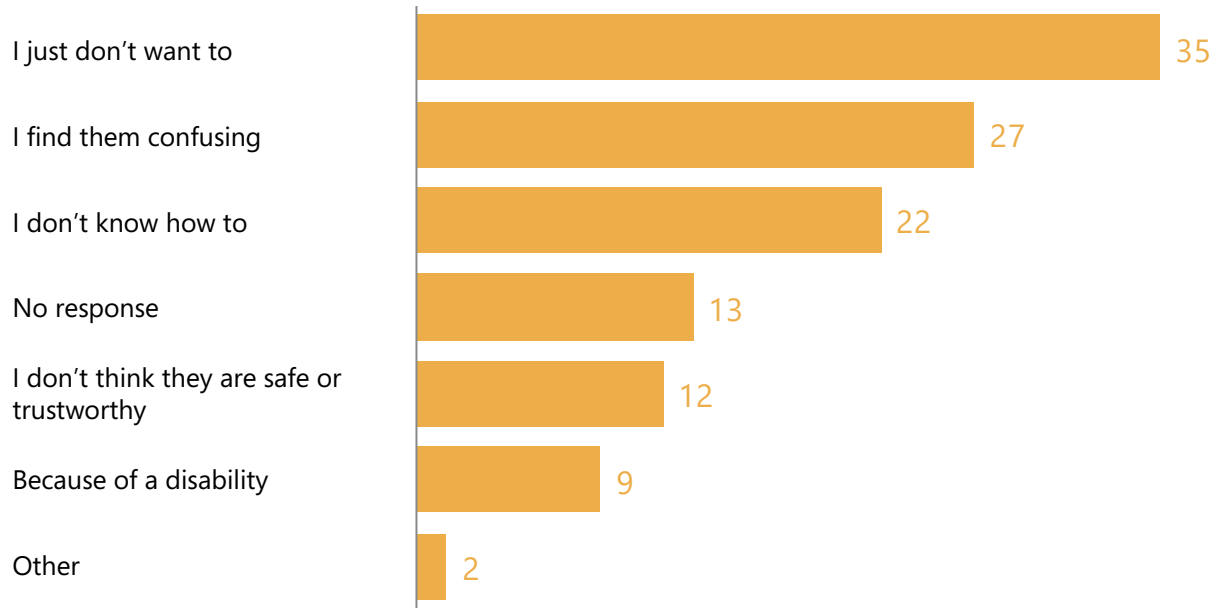
% Bases 402 | More than one answer allowed



8. Digital access

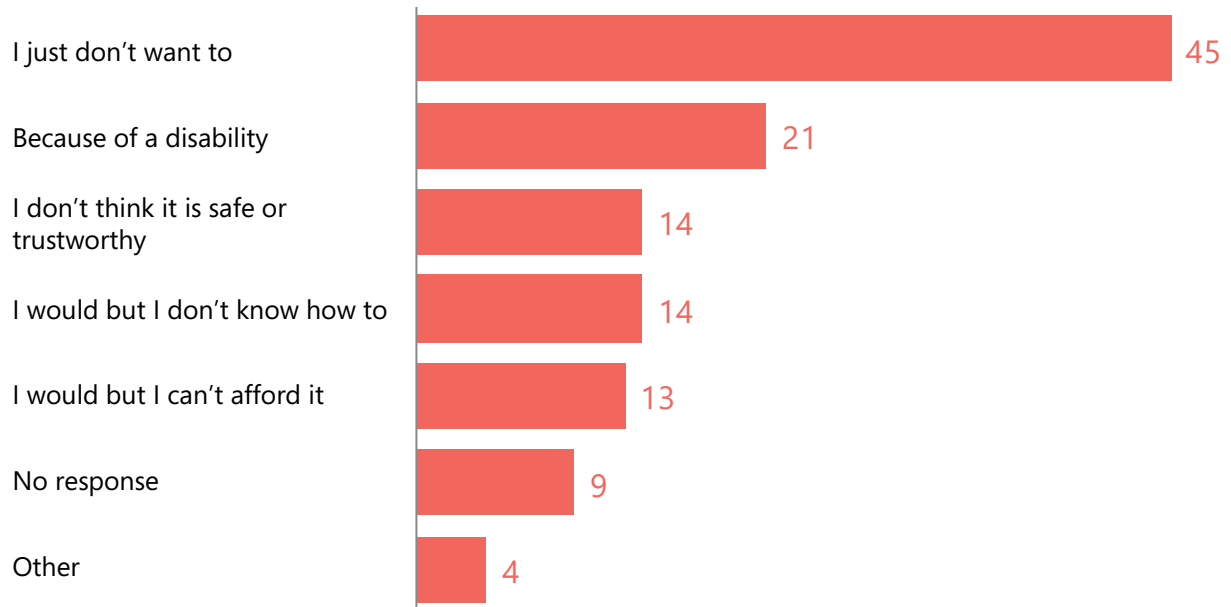
8.3 Reason for not using **online services**

% Base 68 | Have internet access but DO NOT use online services. More than one answer allowed.



8.4 Reason for not having **access to the internet**

% Base 96 | Have internet access but DO NOT use online services. More than one answer allowed.





9. Information and involvement

70%

felt Cynon Taf listened and took their views into account

81%

said Cynon Taf was good at keeping them informed



Listening to tenant's views and acting upon them was a key driver of overall satisfaction



This rating had decreased significantly since 2020, but primarily amongst those who had recently made contact



Those who remembered wellbeing calls during lockdown were much more likely to feel they were being listened to



Opportunities to take part in decision making and having a say in service management both rated higher than average

7. Information and involvement

When considering the broad relationship with customers, whether a landlord seems to listen and act upon tenants' views will always be important to how they are perceived, however, listening and caring has become a particularly high-profile topic during 2020/21. This is mirrored by the increasing focus internally within Cynon Taf on the holistic customer relationship as opposed to a simple series of independent transactions. As such, it is unsurprising to find that listening to tenants emerged as a key driver of overall satisfaction for the current sample (chart 3.2).

It is therefore disappointing to find that this is another core measure to see a significant decline compared to the previous survey, with 70% of the current sample satisfied, down from 75% a year ago. Indeed, it is now at the lowest level since 2011, having fallen in every consecutive survey. However, this year it is almost certainly linked to the customer service frustrations some tenants will have inevitably experienced due to lockdowns and COVID recovery, as evidenced by the fact that those who contacted Cynon Taf within the last year were significantly less satisfied than those who had not (66% v 80%).

Conversely, respondents who remembered receiving a wellbeing call over lockdown were significantly more satisfied than those who did not (77% v 64%), which is consistent with the fact that such calls seemed to leave tenants with a very positive impression of Cynon Taf's general attitude towards its customers (see section 12).

Furthermore, this answer was more closely linked to tenant's perceptions of Cynon Taf's pandemic performance than most other questions, with the exception of the ratings for trust (section 3) and repairs (section 6). This meant that the rating fell to only 19% amongst those that rated Cynon Taf's COVID response as poor (also see section 12).

Despite the disappointing fall in the proportion of tenants that felt they were being listened to, it is important to remember that this was yet another area where Cynon Taf still compared favourably to its peers, in this case with a score equal to the HouseMark benchmark median.

None of the four main age groups varied by a statistically significant extent when rating how well they were listened to, however, it was still notably lowest amongst the youngest respondents (58%, under 35s) which was down a full 10% compared to a year ago.

The only other finding of note from further sub-group analysis was lower than average levels of satisfaction were given by respondents who had experienced ASB (60%), reported it (62%) or had financial difficulties (62%) in the last year.

In addition to how well Cynon Taf listens, respondents were also asked to rate the quality of the information coming in the other direction regarding issues that might affect them as a tenant. Although most respondents were again satisfied, this figure continued to fall from 85% to 81%, a significant margin and is the fourth consecutive survey to see a decline. Yet again though, despite this latest fall, Cynon Taf's score remains equal to the ARP Research median of 81%. At the opposite end of the scale only 9% felt that the standard of information was actually poor.

As in 2020, there was a significant variation depending on whether a respondent had recently contacted Cynon Taf, with those that had being significantly less positive than those who had not (78% and 90% respectively). Other sub-groups to report significantly lower than average levels include those who had experienced ASB (70%) or financial difficulties (72%).

9. Information and involvement

9.1 Information

% Base 592 | Excludes non respondents

Kept informed about things that affect you

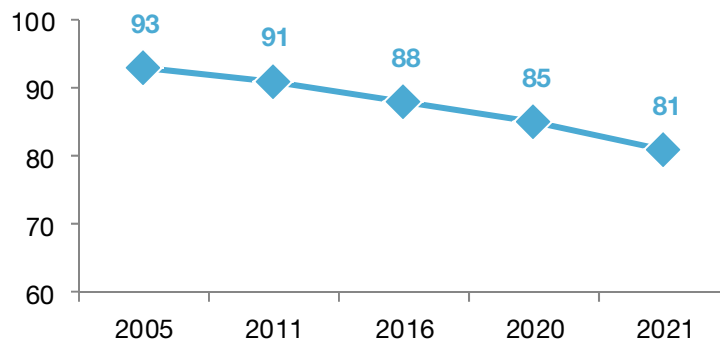


% good 2021: 81
 % good 2020: 85
 error margin: +/- 3.2
 bench mark: 81 (2nd)

very poor fairly poor neither fairly good very good

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

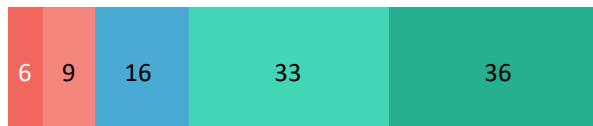
Benchmark median Benchmark quartile



9.2 Listening to residents

% Base 584 | Excludes non respondents

We listen to your views and act upon them

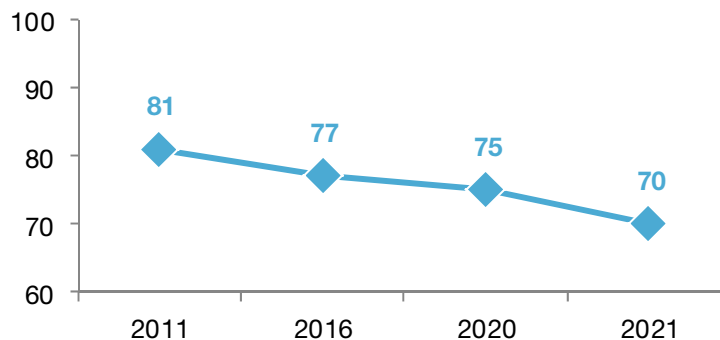


HouseMark STAR
 % satisfied 2021: 70
 % satisfied 2020: 75
 error margin: +/- 3.7
 bench mark: 70 (2nd)

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

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

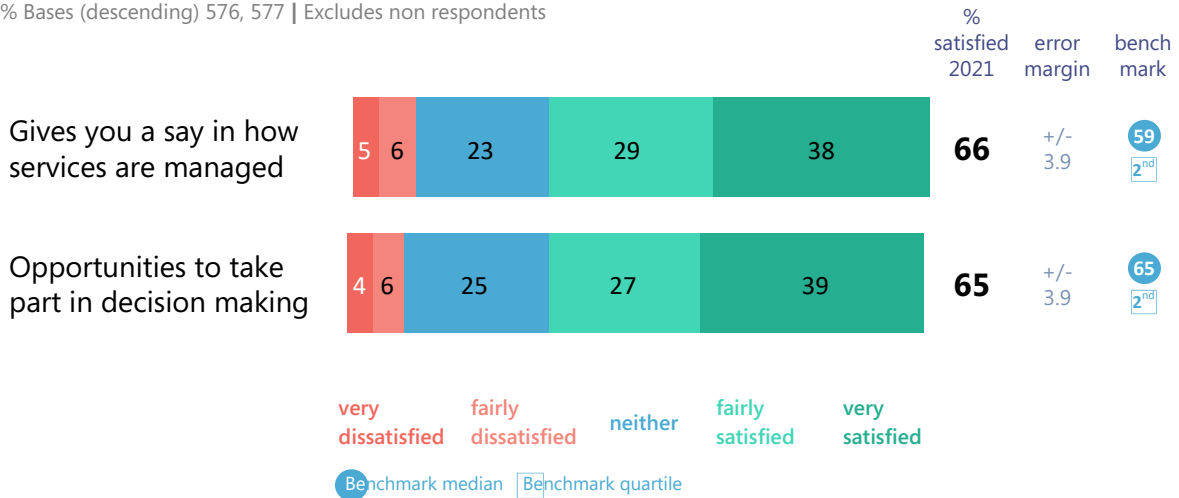
Benchmark median Benchmark quartile



9. Information and involvement

9.3 Involvement


% Bases (descending) 576, 577 | Excludes non respondents



Wider resident and involvement activities are more directly covered by two new Welsh Government tenant satisfaction questions that ask tenants to rate both the opportunities available to them to take part in decision making, and how much say they are given in in how services are managed.

The latter was rated higher than the former (66% v 65%), but in both cases many respondents chose the middle 'neither' option, with only 10% - 11% were actively dissatisfied. Both were rated significantly lower than average by those who did not receive a wellbeing call (60% 'opportunities', 62% 'say in services').

However, for these Cynon Taf's scores compared well to the ARP benchmark median, with the rating for having a say in service management being 7-points above the median level with the association appearing in the second quartile of ARP's clients in Wales.



A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.



10. Neighbourhood

87%

happy with their neighbourhood as a place to live

67%

satisfied with how ASB is dealt with



Satisfaction with the neighbourhood as a place to live fell, but only because 10% fewer were 'very satisfied'



However, this rating has fallen for most landlords and the score is still above the benchmark



Tenants' priorities for their community were mainly around policing/safety and more local facilities



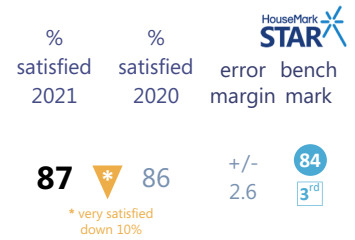
Although the general rating for ASB handling was on par, those who actually reported ASB were generally dissatisfied with their experience doing so

10. Neighbourhood

10.1 Neighbourhood as a place to live

% Base 612| Excludes non respondents

Neighbourhood as a place to live

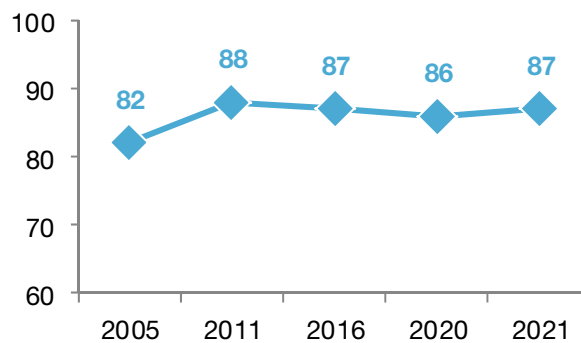


very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◀▶ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

84 Benchmark median
 3rd Benchmark quartile

Neighbourhood as a place to live



The total proportion of tenants that were satisfied with their neighbourhood as a place to live was up very slightly compared to 2020 (87%, was 86%), but the pattern of response across the full five points of the scales was significantly worse due to the proportion who were 'very satisfied' having fallen from 60% to 50%.

Nevertheless, this remains well above the HouseMark benchmark of 84%, but this score is obviously highly variable between landlords and depends upon a wide range of local factors. That said, a number of other recent ARP clients have also seen this rating drop in 2021 so it is positive that satisfaction with the neighbourhood remains high and has been one of the more stable results over the past ten years, having only varied by one or two points in that period.

There were obviously some significant differences by area, being rated significantly higher than average in Trecynon (100%), Beddau (100%) and Cilfynydd (92%, table 4.2). In contrast, this was rated significantly lower than average in Ynysboeth (65%), Gadlys (73%) and Rhydyfelin (82%, was 92%).

There were also some differences by property type, albeit none of them significant, which are invariably linked to the age profile in each, with those in flats more satisfied than average (91%), whereas those in houses were less so (86%). There was, however, a significant difference by property age, with respondents in homes built between 1950 and 1965 significantly more satisfied than average (95%).

In terms of difference by tenant age, satisfaction only varied by 6% across the four main categories and was interestingly highest amongst the youngest tenants (90% of the under 35s, up from 78% a year ago). In comparison, whilst 88% of those aged 65 or over were satisfied with where they live, this was down slightly from 94% a year ago.

10. Neighbourhood

Tenant's perceptions of their neighbourhood are influenced by many different factors, some of which Cynon Taf can directly influence, others which require working with local partners. To help inform the revision of Cynon Taf's community development strategy, survey respondents were also asked in their own words what their own priorities were for their community.

Respondents were able to give up to three suggestions, and when these various ideas were grouped together into categories, as can be seen in chart 10.2 there were three that jumped out as being the most popular, all three being mentioned by around a quarter of those that answered this question.

Policing and safety was a priority for 27% of the sample as a whole but was the number one ranked priority for one in five (19%), the highest ranked community improvement. Comments on this theme were broadly evenly split by the need for more police/PCSO's on patrol and the need for improved safety and security, typically in the form of CCTV, however several respondents raised the need for a neighbourhood watch scheme.

Activities or facilities for children was a top three priority for a quarter of the sample but was the number one ranked item for 16%. Whilst a number of comments on this theme related to the need for more parks/play areas, a sizeable proportion would like to see organised activities in the form of youth clubs/groups:

"More child friendly groups/sports clubs"

"A youth club for the younger generation and funding"

"More things to do to involve children e.g. discos, half term youth club"

"Youth centre that's organised and managed"

"Somewhere for teenagers to go, nothing for them at all"

A quarter of the sample cited the need for better or more community facilities and activities, with this the top priority for 12%. Included in these comments were some suggesting making better use of existing communal facilities:

"Communal areas to be reopened to get to know each other"

"More events in the community centre"

"To use main lounge (get back to normal)"

Fostering a better community spirit and feeling of togetherness through more interaction was also raised by some respondents:

"A good community spirit"

"Community coming together (celebrations)"

"Set up support community group and help each other"

"More groups for discussion and reducing isolation."

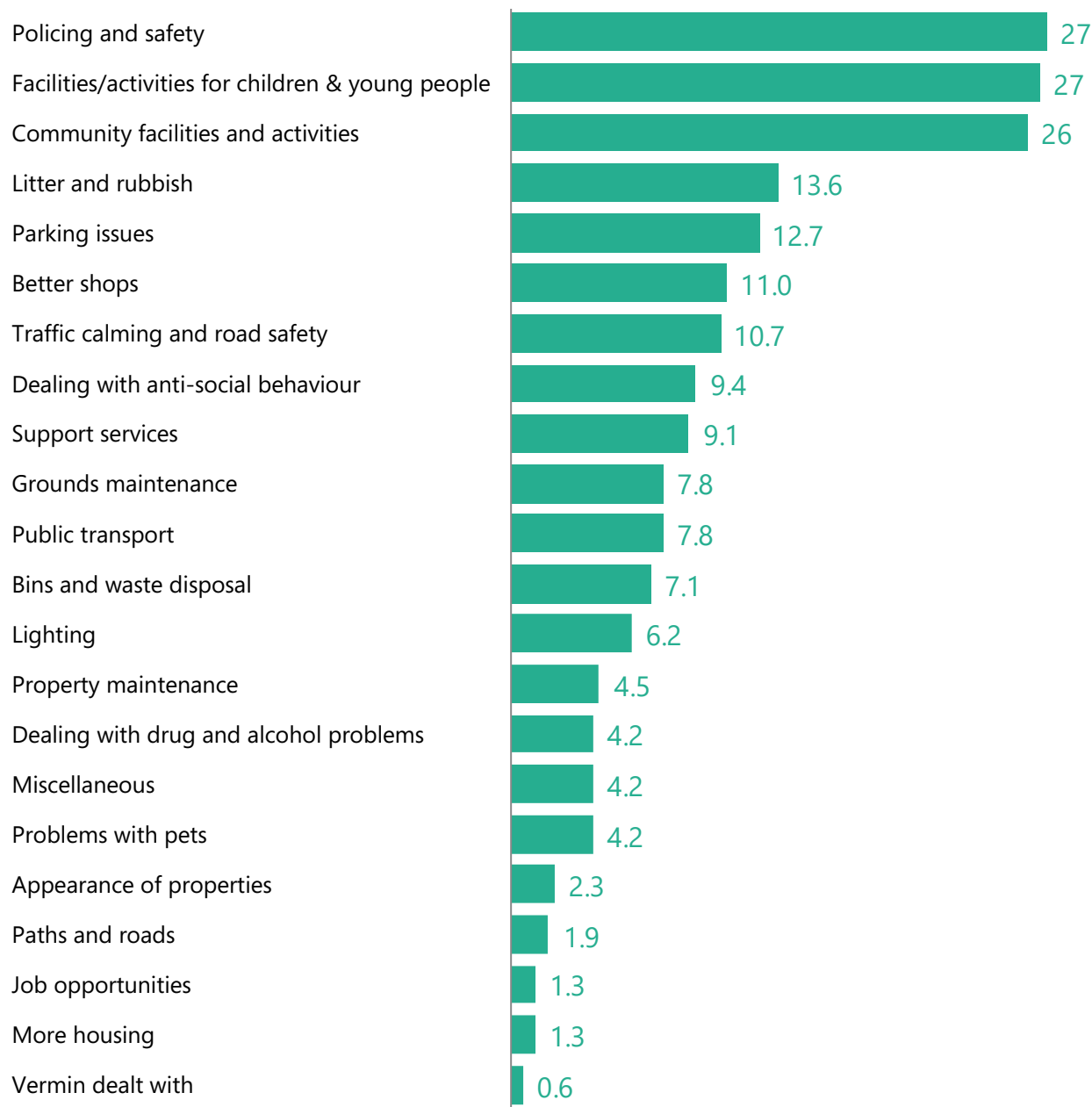
Litter and rubbish and issues around parking are often raised by tenants as a problem in their neighbourhoods, so it was no surprise to find these were two areas for Cynon to address to help improve the community and were the highest ranked priority for 6% of the sample.

Better shops was a top three priority for one in ten in the sample, and the highest ranked priority for 6%. The majority of comments on this theme were generic in nature and simply asked for "more" or "better" shops, however some were specific and included the need for a butcher's shop, post office and café.

10. Neighbourhood

10.2 Priorities to see in your community

% Base 308 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



10. Neighbourhood

Support services was a fairly broad theme and including a variety of topics including more help for the elderly or infirm, improved communication or support accessing food schemes:

“More help for the vulnerable and homeless”

“Full time scheme manager every day”

“More mental health support”

“Someone to come and check on the elderly”

“Good communication with office”

“Interaction with Cynon Taff Housing.”

“More help for working families on low income. I don't believe there is enough help for those trying to work but on low income.”

“Food bank”

“Food share schemes”

One in ten who suggested improvements in their community mentioned anti-social behaviour, many of whom linked it with drug and alcohol misuse. This is important because whether a tenant had experienced any anti-social behaviour had a notable impact upon how they viewed their neighbourhood – 71% who said they had experienced ASB were satisfied, compared to 93% for the remainder. This report has already touched on how the experience of anti-social behaviour (ASB) impacts other areas of satisfaction, most importantly that those have reported ASB are 15% less satisfied with Cynon Taf overall (section 3).

The influence that ASB can have on tenant satisfaction is such that a question on this is part of the Welsh Governments performance measures, with everyone asked in general terms how well they feel that their landlord deals with the issue.

In Cynon Taf's case, 67% were satisfied with how they felt ASB was dealt with, which is down six points from 2020, but still remains above the ARP benchmark level of 63%. It should once again be noted that other ARP clients have also received poorer ratings for ASB handling in 2021.

Considering the nature of ASB complaints, it is unsurprising that those who actually experienced and reported ASB were significantly less satisfied on this question than the general tenant population (42% and 36% respectively).

As in 2020 there were no statistically significant differences in this rating by age or stock, although by age the under 35s most satisfied with how ASB is dealt with (73%), whilst tenants in sheltered housing more satisfied than their peers in general needs (74% and 66% respectively).

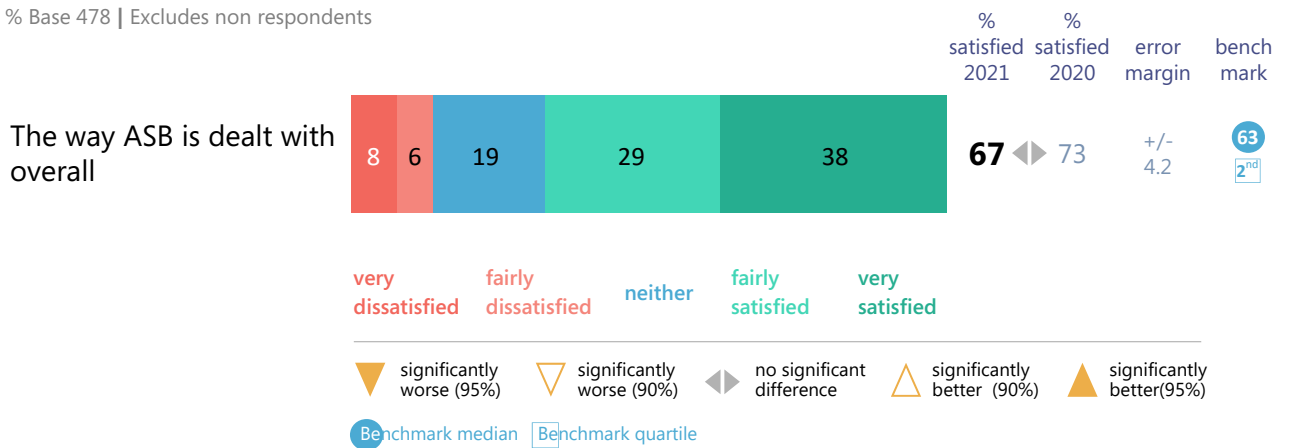


The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

10. Neighbourhood

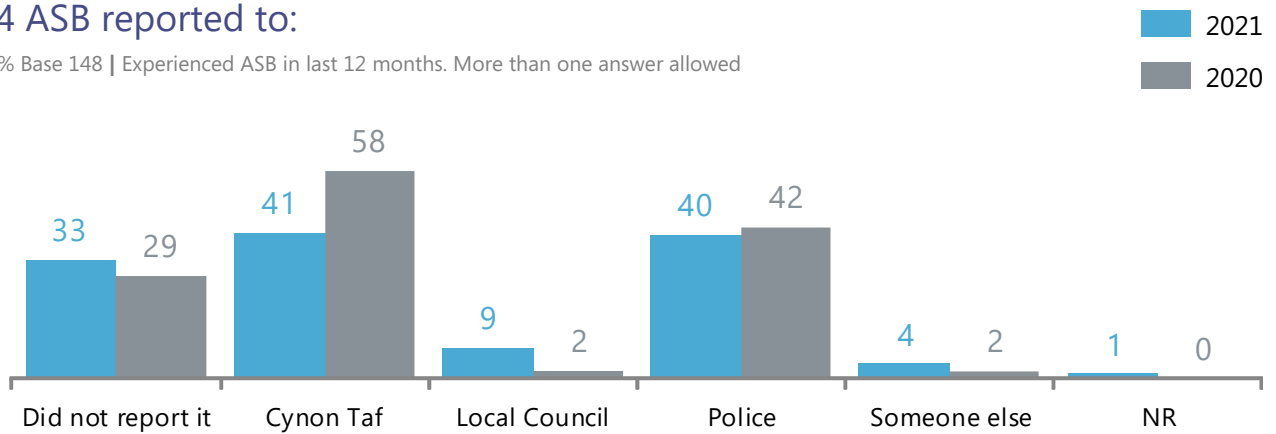
10.3 The way Cynon Taf deal with ASB

% Base 478 | Excludes non respondents



10.4 ASB reported to:

% Base 148 | Experienced ASB in last 12 months. More than one answer allowed

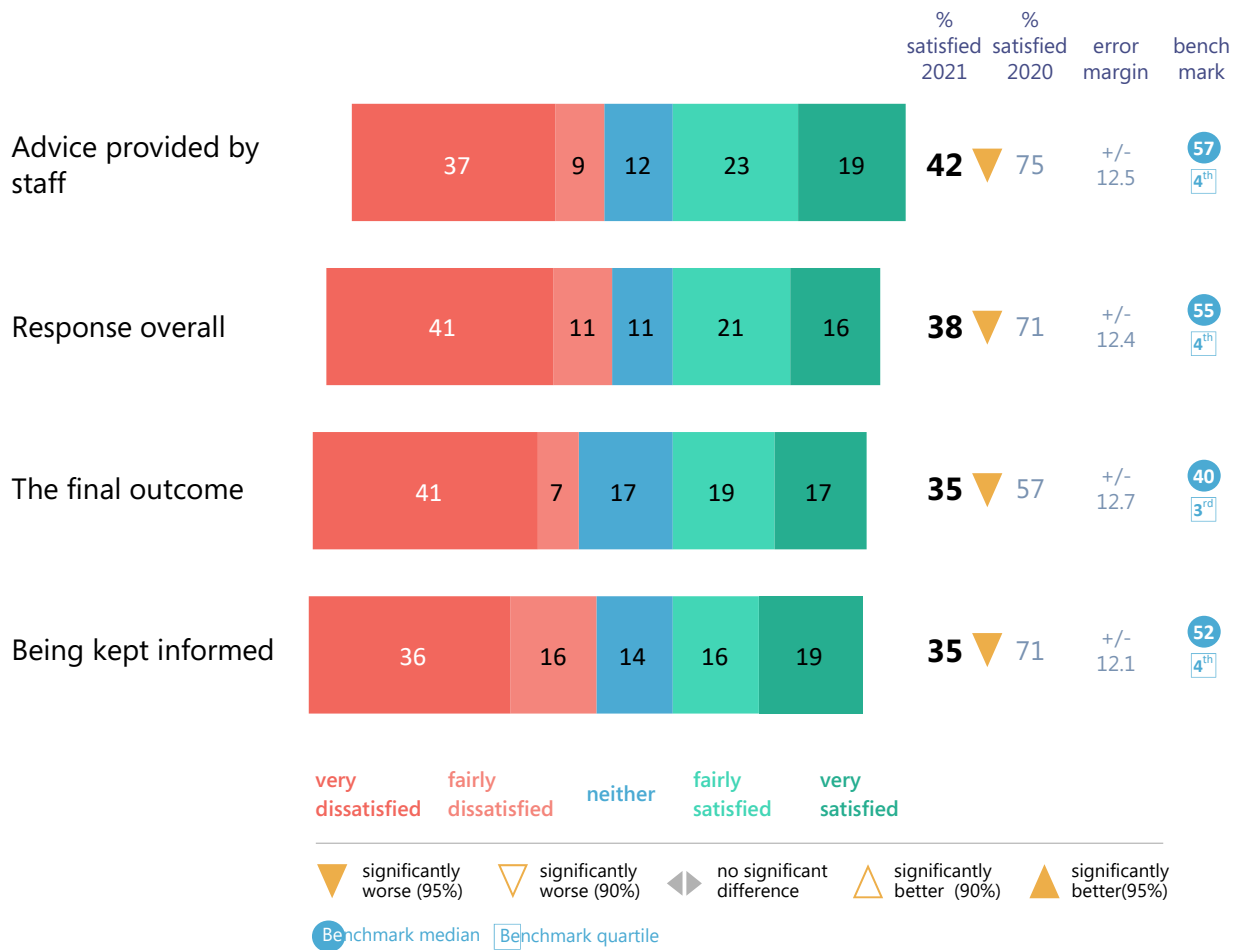


24%
had a problem with
ASB in the last
year

10. Neighbourhood

10.5 Last ASB report

% Bases (descending) 57, 56, 54, 58 | Reported ASB to Cynon Taf. Excludes non respondents.



The general increase in incidents of ASB seen across the sector since the start of the pandemic was also evident in these results, with almost a quarter of respondents claiming to have experienced ASB in the previous year, up from 17% who said the same in 2020. A third of these did not report it (33%, up from 29%) and there has been a notable fall in the proportion who reported it to Cynon Taf (41%, down from 58%) but a four-fold increase in people reporting it to the local council (9%, up from 2%).

Those tenants that had reported ASB to Cynon Taf were then asked to rate their experience in terms of the advice they received, how well they were kept informed, and their experience overall (chart 10.5). On first glance these results appear to be very disappointing, with huge falls in satisfaction compared to 2020, such as a 33% drop in the rating for Cynon Taf’s response overall (now 38%). However, it is important to note that the base size for these questions this year is quite small (maximum 58) and included even fewer individuals in 2020 (24). As such the error margins are very large and prone to dramatic swings, and sub-group analysis is unreliable. Indeed, the results in 2022 strongly resemble the pattern seen in 2016, suggesting that the 2020 results were the outlier.

Nevertheless, whilst it is true that questions asking how ASB reports are handled typically receive lower ratings than most other questions in tenant surveys, Cynon Taf’s results are still in the third or fourth quartile compared to other recent ARP clients. Indeed, for each aspect of reporting ASB, respondents were more dissatisfied than satisfied, with the lowest rating being for how people were kept informed during the process with 52% being dissatisfied compared to only 35% satisfied, 17% below the benchmark average. As such, this is a service area that Cynon Taf should look to improve upon prior to the next survey.

10. Neighbourhood

10.6 The neighbourhood by area

Areas with 10 or more respondents shown.

	Sample size	% positive	
		The neighbourhood as a place to live	The way ASB is dealt with overall
Overall	622	87	67
Aberaman	42	92	68
Abercwmboi	39	76	70
Abercynon	26	82	71
Aberdare	21	91	66
Beddau	11	100	84
Church Village	12	92	91
Cilfynydd	16	92	70
Cwmaman	26	95	78
Cwmbach	10	81	46
Gadlys	13	73	35
Godreaman	12	100	72
Hirwaun	41	94	55
Miskin	52	88	64
Mountain Ash	44	84	66
Penrhiwceiber	45	85	81
Pontyclun	16	95	59
Rhydyfelin	30	82	57
Trallwn	18	86	59
Trecynon	28	100	81
Ynysboeth	17	65	48
Ynysybwl	19	96	64

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



11. Wellbeing, advice and support

40%

had some feelings of loneliness or isolation

79%

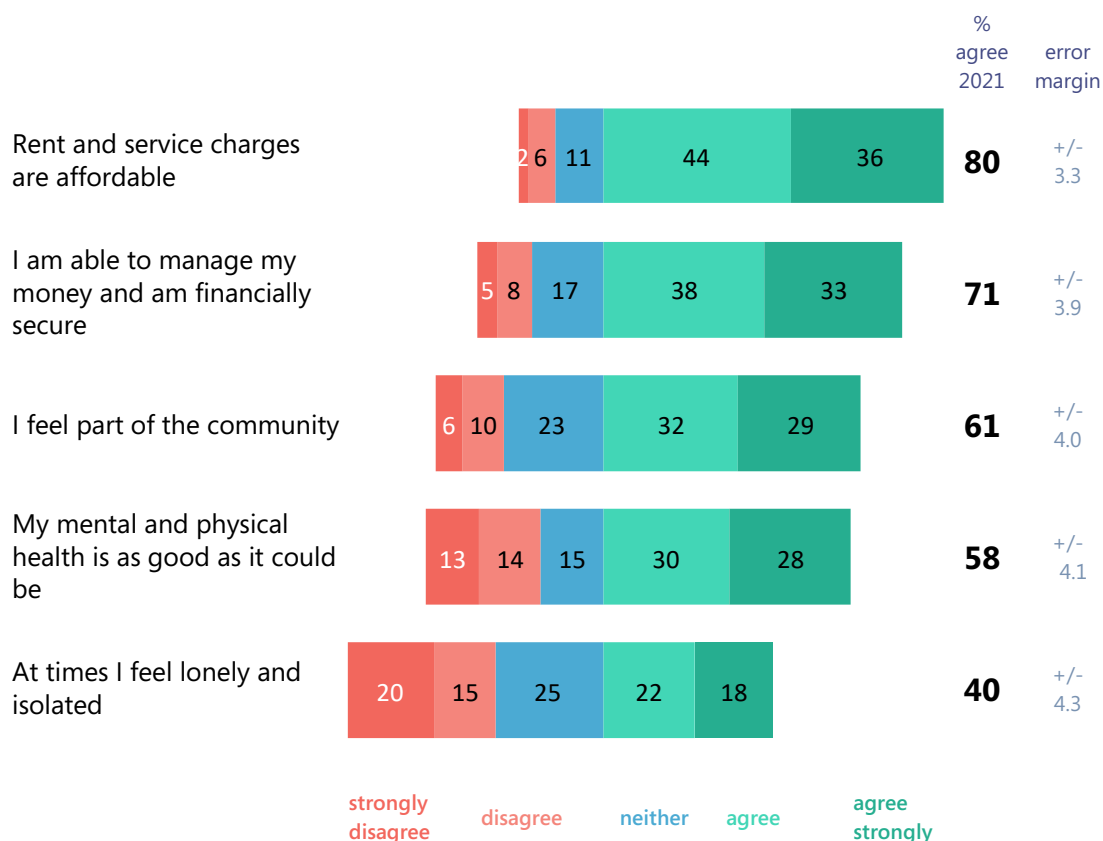
satisfied with help managing finances

-
- £ A third had problems paying at least one bill in the last year, rising to almost half of those aged 35-49
 - £ More than one in ten respondents (12%) felt financially insecure and unable to manage their money
 - 👉 A similar proportion requested information on receiving financial and/or wellbeing advice and support
-

11. Wellbeing, advice and support

11.1 Wellbeing and support

% Bases (descending) 566, 541, 563, 551, 517 | Excludes non respondents.



As noted previously, affordability was a major theme of the 2020 survey results and is likely to re-emerge as a central concern for tenants in 2022 as living costs rise, and the COVID repairs backlog eases. In addition, the past eighteen months has been a challenging time for many households, with long periods of lockdown during which customer well-being has been an important focus for Cynon Taf. Across the sector these experiences have prompted landlords to re-evaluate the place that such support provides as part of the wider offering.

Accordingly, the questionnaire also collected additional information on these topics to help gain a rounder picture of the experiences of tenants living in a Cynon Taf property.

In terms of emotional wellbeing, the most topical question asked about respondents' feelings of loneliness and isolation, which two in five (40%) seemed to have to at least some extent, including 18% that explicitly felt this way. It was interesting that despite what one might expect, general needs tenants were more likely than sheltered to feel lonely or isolated in some way (40% v 34%). Half of those living alone felt this way (50%), however a sizeable proportion of two person households felt the same (46%), the majority of whom were over 50.

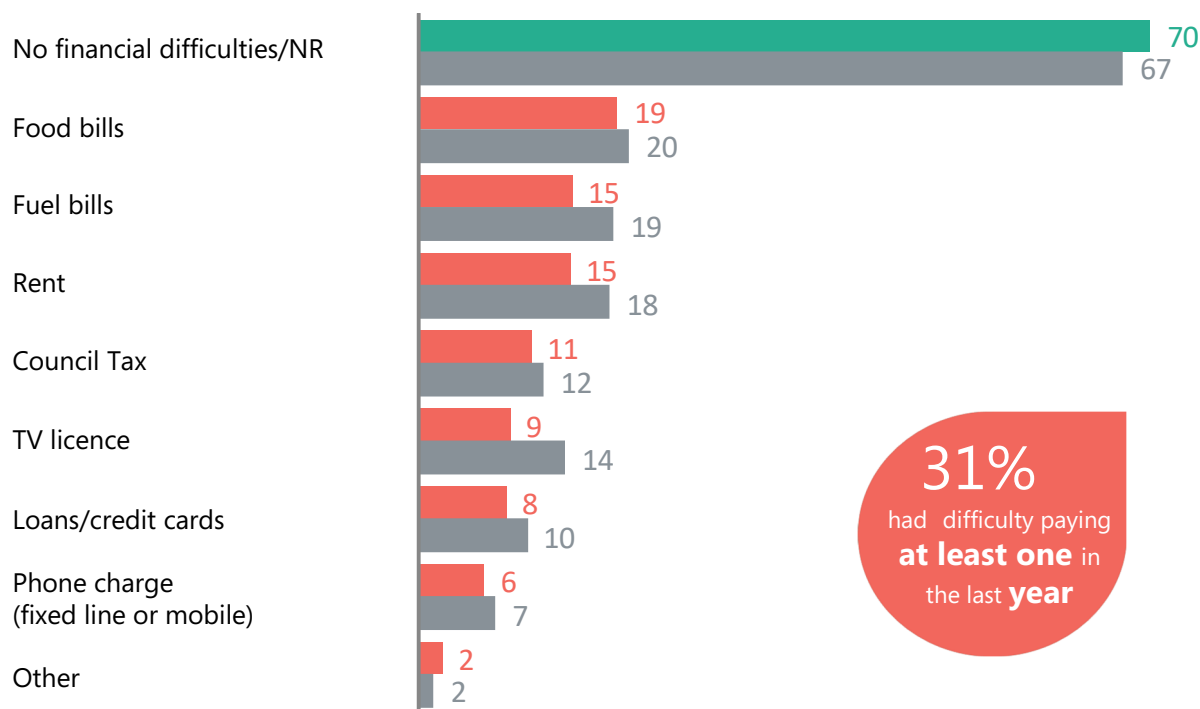
Even though some tenants felt lonely or isolated, fewer went so far as to actively disagree that feel part of their community (16%).

Around three out of five agreed that their mental and physical health is as good as it could be (58%), however more than a quarter disagreed (27%). There was again an interesting significant variation in responses by stock, with general needs tenants significantly less likely to agree than those in sheltered accommodation (55% v 75%).

11. Wellbeing, advice and support

11.2 Had financial difficulties paying the following in the last year

% Base 622 | More than one answer allowed.



Moving on to consider tenant's financial wellbeing, third of the sample said that had problems paying at least one type of bill over the last year (31%), although this figure was slightly lower than it had been in early 2020. (was 33%). It also varied very significantly by age, with nearly half of those aged 35-49 having some financial difficulties (45%, was 50%), whereas only 11% of those aged 65 or over said the same which was up from 7% compared to 2020.

Around a fifth had problems paying for food (19%, was 20%), whilst one in seven had a problem with fuel or rent (both 15%), however, it was pleasing that these proportions were smaller than they were a year ago. Younger tenants had a greater problem making rent payments (18% under 35s, 22% 35-49), and it was notable that 27% of each age group had a problem with food bills, 8% higher than the sample overall.

More than a third of general needs tenants experienced some financial difficulties (36%) compared to only 9% of those in sheltered accommodation, with more than four times as many general needs tenants having problems paying rent than those in sheltered accommodation (17% v 4%), however, this was down for both compared to 2020.

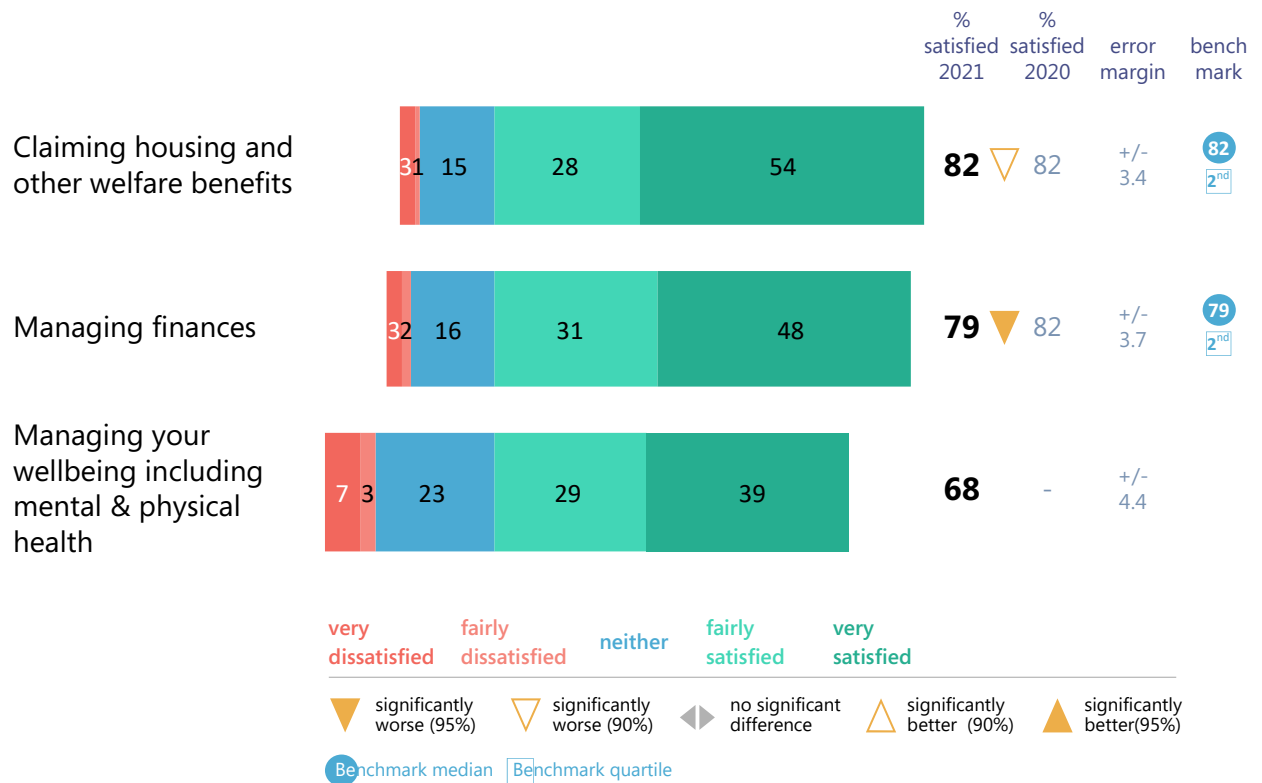
This meant that whilst two thirds of the sample generally felt financially secure and able to manage their money, 17% were equivocal and over 1 in 10 (12%) actively disagreed, rising to one in five amongst the 35-49 year olds (20%).

There is therefore a significant minority of tenants that might at some point require additional support in managing their tenancies and general wellbeing, indeed, around one in eight respondents would like to be contacted about additional support around financial and wellbeing issues, rising to 21% of those who have had financial difficulties. Those aged 35-49 were more likely to ask for this than any other age group (18%, compared to only 9% of those aged 65 or over). This will also explain why nearly twice as many general needs than sheltered tenants would like to be contacted about this (13% v 7%).

11. Wellbeing, advice and support

11.3 Advice and support

% Bases (descending) 484, 464, 447 | Excludes non respondents.



In terms of the advice and support currently available to tenants on managing their finances and claiming benefits, around 80% of tenants in each case were satisfied with Cynon Taf’s existing provision, whilst only 4-5% were dissatisfied (chart 11.3). Both of these ratings were exactly in line with the median score for ARP Research clients, although for both the proportion of ‘very’ satisfied respondents was around 10 points lower than it had been in 2020.

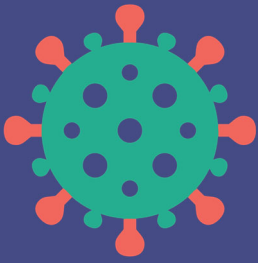
For both questions, tenants who said they had experienced financial difficulties in the previous year were significantly less satisfied than average (77% claiming benefits, 73% managing finances), although the proportion who were dissatisfied remained modest (4% and 5% respectively).

A new question was asked in the 2021, with respondents asked to rate the advice and support from Cynon Taf to help them manage their wellbeing and it was pleasing to find two thirds of the sample were satisfied in this regard. Only one in ten expressed any dissatisfaction with a sizeable proportion ambivalent and choosing the middle ‘neither’ option (23%).

Respondents aged 35-49 were significantly less satisfied than average with this level of support (56%) and it was interesting that the youngest respondents were far more satisfied than the oldest (76% under 35’s v 65% 65 or over).

Experience of ASB or financial difficulties also had a significant impact on this score, with those experiencing any of these significantly less satisfied than average (53% ‘ASB’, 58% ‘financial difficulties’).

13%
 would like to be contacted about **more support**



12. Pandemic support

68 %

satisfied with the way services were delivered during the pandemic

89 %

said that wellbeing calls made them feel that Cynon Taf cared



Satisfaction with the pandemic response was high for the over 64s, the most vulnerable group

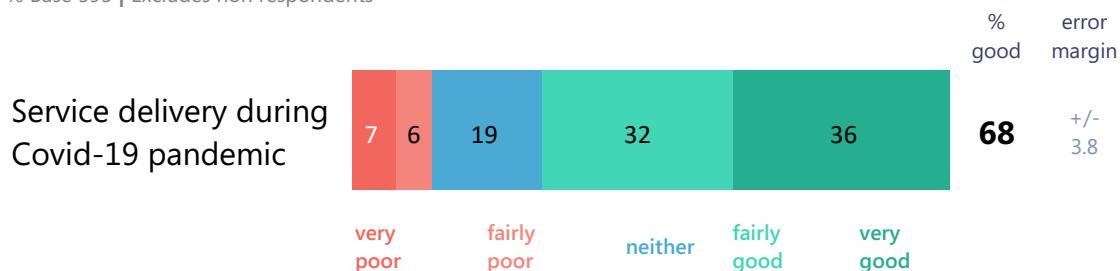


Wellbeing calls had a positive link to overall satisfaction

12. Pandemic support

12.1 Delivery of service during the pandemic

% Base 595 | Excludes non respondents



The lockdowns and other restrictions that came about as a result of the COVID-19 pandemic obviously had a huge impact on the housing services that Cynon Taf could deliver, and therefore on the results of this survey.

As it was such, the association was keen to understand how its response had been received by its tenants, and to understand what could have been done better. This will help to inform COVID recovery and also how to improve the resilience of its services.

It was therefore positive to observe that over two thirds of the sample were satisfied with how services had been delivered during the pandemic (68%), including over a third (36%) that were very satisfied. As with most other ratings in the survey, sheltered tenants were more satisfied than general needs, although the gap between the two was relatively narrow (73% v 66%).

Sheltered tenants were amongst the most vulnerable groups during the lockdowns in 2020 and 2021, so it is positive to note that when considering only the over 64s, satisfaction with the pandemic response was similar for those living in both general needs (75%) and sheltered accommodation (73%).

However, for the sample as a whole, younger respondents were the least positive with service delivery during the pandemic (60% of the under 35s) compared three quarters of those aged 65 or over (74%).

Unsurprisingly, the rating for COVID performance seemed to be most closely linked to perceptions of the repairs service (see section 6), listening to tenants (see section 9) and general trustworthiness (see section 3).

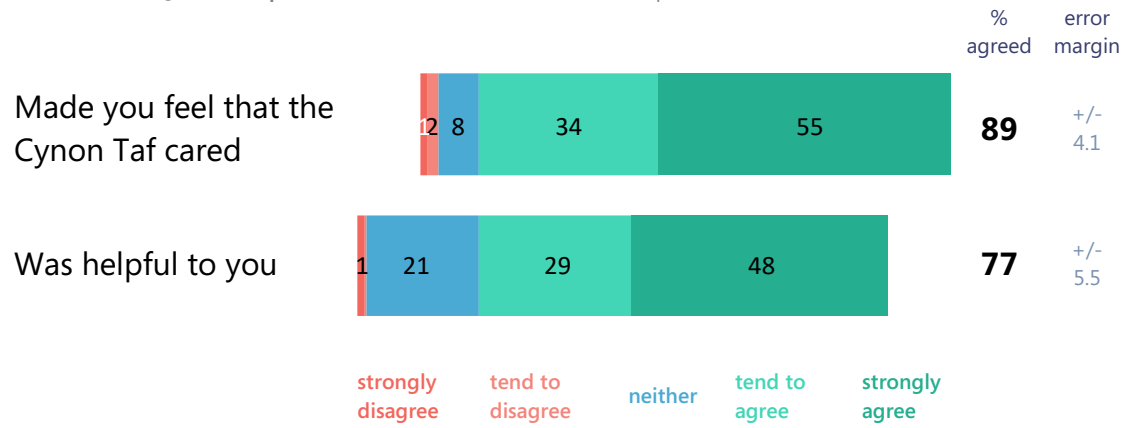
Around two out of five respondents recall having a welfare call during lockdown, with tenants in sheltered accommodation more likely to have received one than those in general needs (53% v 37%). As seen throughout the survey findings, respondents who did receive such a call were typically more satisfied with various other aspects of the service than those who did not.

Nearly nine out of ten respondents who received a welfare call agreed it made them feel Cynon Taf cared (89%), whilst three quarters agreed it was helpful to them. The number disagreeing with each was very low – only 1% disagreed the call was helpful and 3% disagreed it made them feel Cynon Taf cared. As such, there was very little of note revealed by further sub-group analysis of both rating statements.

12. Pandemic support

12.2 Satisfaction with the welfare call

% Bases (descending) 225, 224 | Received a welfare call. Excludes non respondents



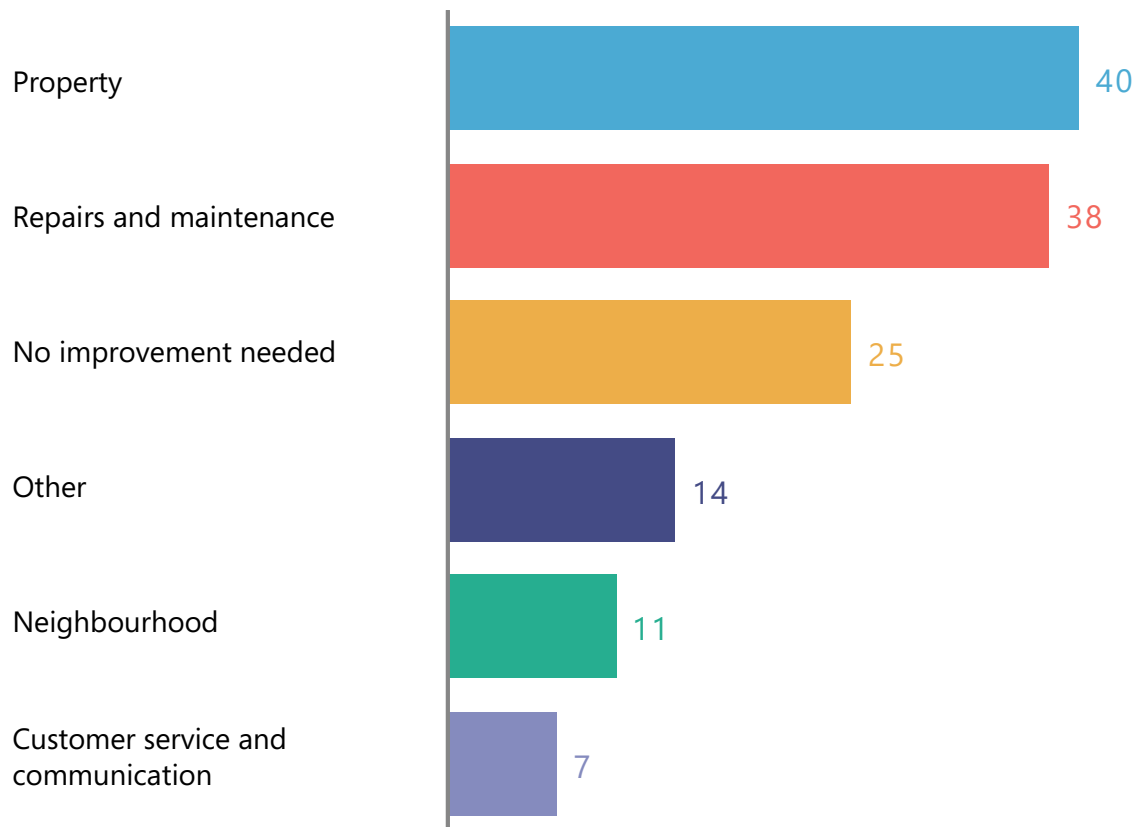
38%
remembered having a
welfare call during
lockdown



13. Further comments

13.1 Further comments - summary

% Base 217 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



The final question that tenants were asked at the end of the survey was simply to provide any further feedback about their home and/or the services provided by Cynon Taf. These comments were coded and organised into different categories, both as broad headings, and in a further level of detail.

Chart 13.1 presents this analysis in terms of just a handful of broad categories, from which it is apparent that property improvement leads the way, albeit fairly closely followed by repairs and maintenance issues which is perhaps unsurprising considering the significant falls in satisfaction observed with various aspects of the home (section 4) as well as the repairs and maintenance service (section 6).

In terms of property issues, as can be seen in chart 13.2, the need for new kitchens was the most commonly raised priority across the sample (6.9%). Respondents also had a lot to say about the need for new windows (5.9%) with tackling damp and mould a clear area to focus efforts on (5.6%). Some good examples of comments about the issues of damp, mould and condensation include:

13. Further comments

“The house has very bad damp. My daughters wall is so bad it is black with it and she is always coughing. I have reported this several times but when someone came out they looked at it and said that we should keep a window open. I have given up trying now even though the bathroom and my bedroom has been affected as well”

“I'm waiting to hear about the damp in my house and replacing my kitchen and other repairs.”

“I would love nothing more to have my house fixed with no damp as I have COPD and asthma it's not fair that my health is suffering and I can prove my chest has worsened since I moved in”

Considering the fact that the repairs and maintenance service was the primary key driver of satisfaction overall, it is perhaps unsurprising that around two fifths of comments were explicitly linked to repairs performance. Nevertheless, those that did were heavily focused on the issue of completing outstanding jobs (19.7%, chart 13.3), however a sizeable proportion were themed around the need for better information and communication (7.1%). Issues on these topics include:

“Still waiting on repairs from a year ago, constantly contacting yourselves and still none the wiser.”

“I reported repairs way before the pandemic inspector called noted my repairs I haven't heard or seen anyone since.”

“Overall I'm very disappointed with services provided by Cynon Taf during the pandemic. My requests for emergency repairs have been ignored, even when I wrote a complaint. I felt like pandemic was used as an excuse for not providing services/repairs at a reasonable time”

“Fill in repair forms online, no one gets back to you regarding the repair”

“I've been told numerous times that someone will get back to me about a repair but haven't heard anything. This isn't the first time it's happened. You need to be more vigilant about these things.”

Around one in ten comments related to neighbourhood issues (chart 13.1), and within this, as can be seen in chart 13.5, dealing with anti-social behaviour was the clear most commonly raised priority across the sample (4.4%). How the association deals with anti-social behaviour is covered in more detail in section 10, but suffice to say that ASB remains a key topic for a considerable number of tenants. When looked at it more detail, dealing with noise nuisance was a common theme when discussing ASB:

“Wish neighbours would show some respect for others, we would like some peace and quiet late at night, drinking and loud music outside”

“Due to escalating instances of illegal and socially unacceptable behaviour we would like and deserve CCTV. Enquiries we have made have met with negative responses, we are all old and vulnerable and they say we have to pay for this service”

Of the four core categories of service into which these comments have been summarised, the fact that customer service and communication was the least frequently mentioned is interesting considering how respondents rated many aspects of this significantly lower than a year ago (sections 7 and 9). To be treated more fairly was the main priority for improving the customer service experience followed closely by wellbeing and disability support (1.8% and 1.5%, chart 13.6). Example comments for these two topics include:

“Don't think that all tenants are treated fairly when it comes to having updated changes in the home”

“I think it's unfair that some residents get more than others”

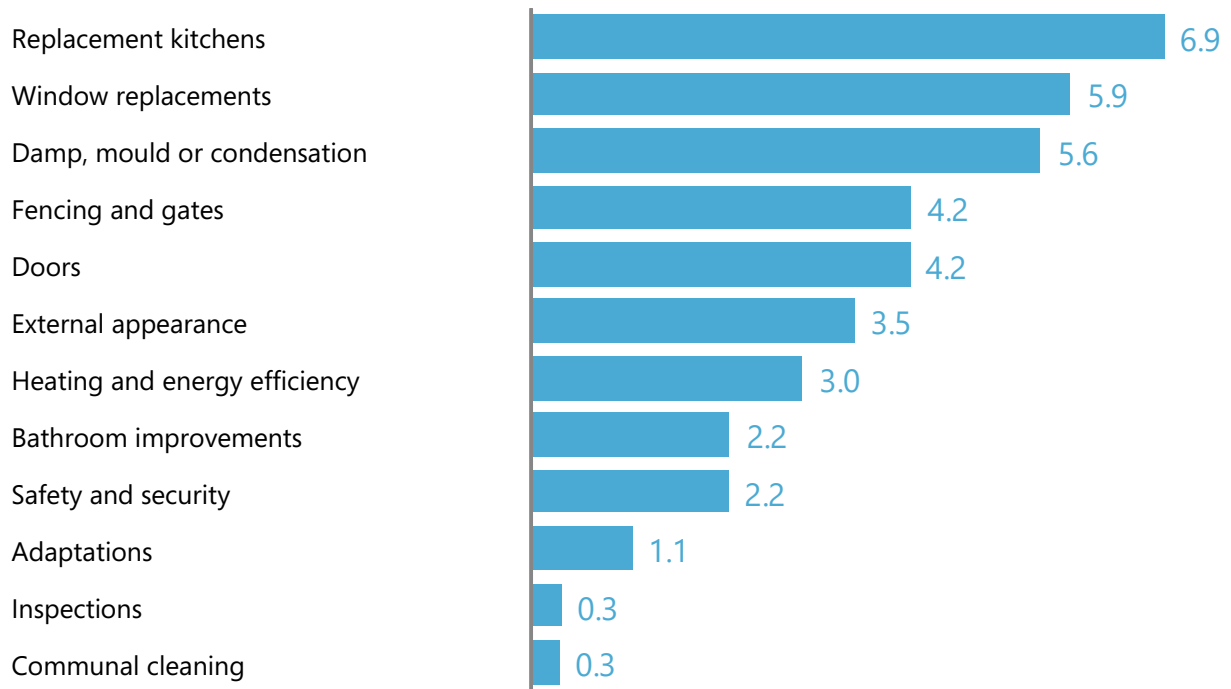
“Didn't receive any calls or help from anyone during Covid”

“Additional support groups for people with additional needs”

13. Further comments

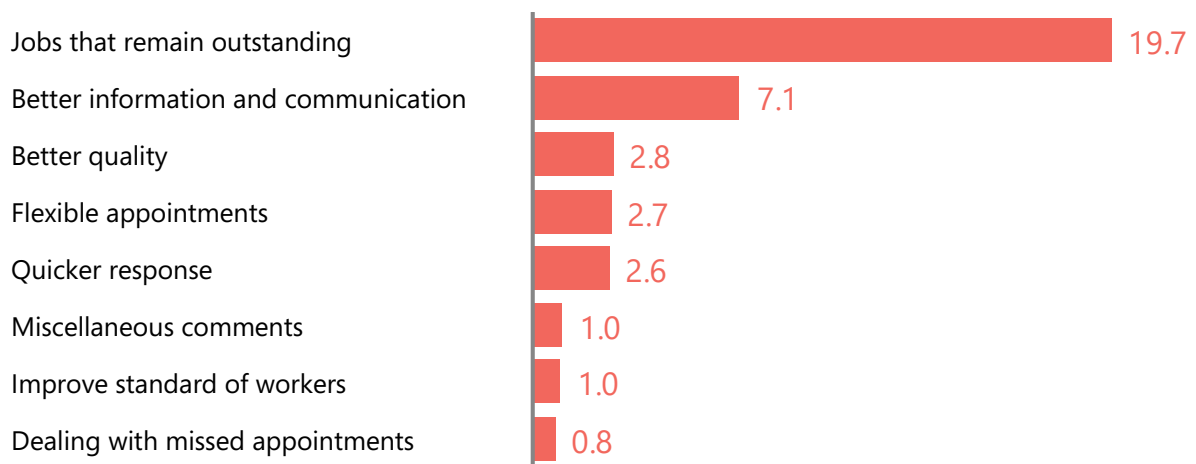
13.2 Property improvements - detail

% Base 217 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



13.3 Repair and maintenance improvements - detail

% Base 217 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



13. Further comments

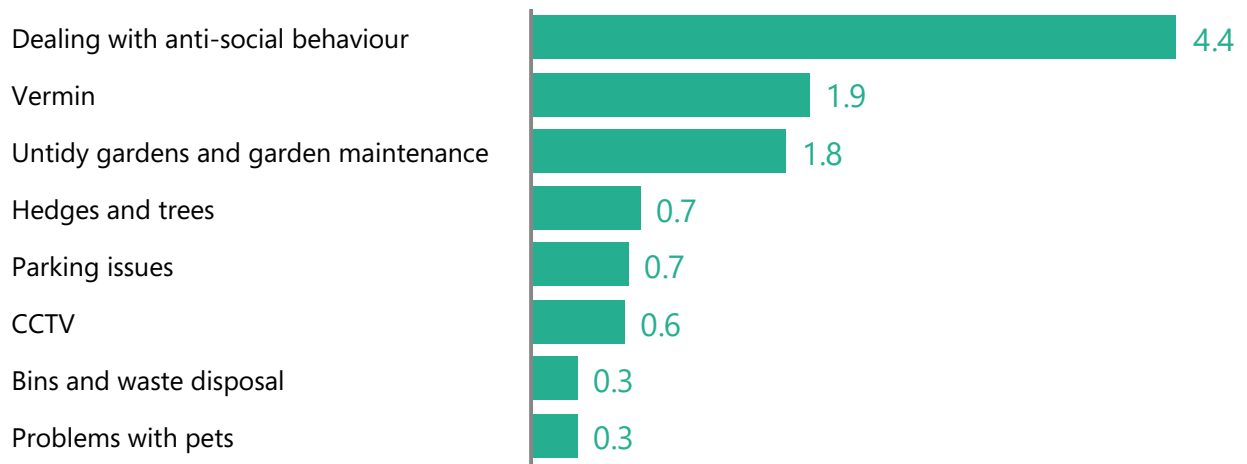
13.4 Other improvements - detail

% Base 217 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



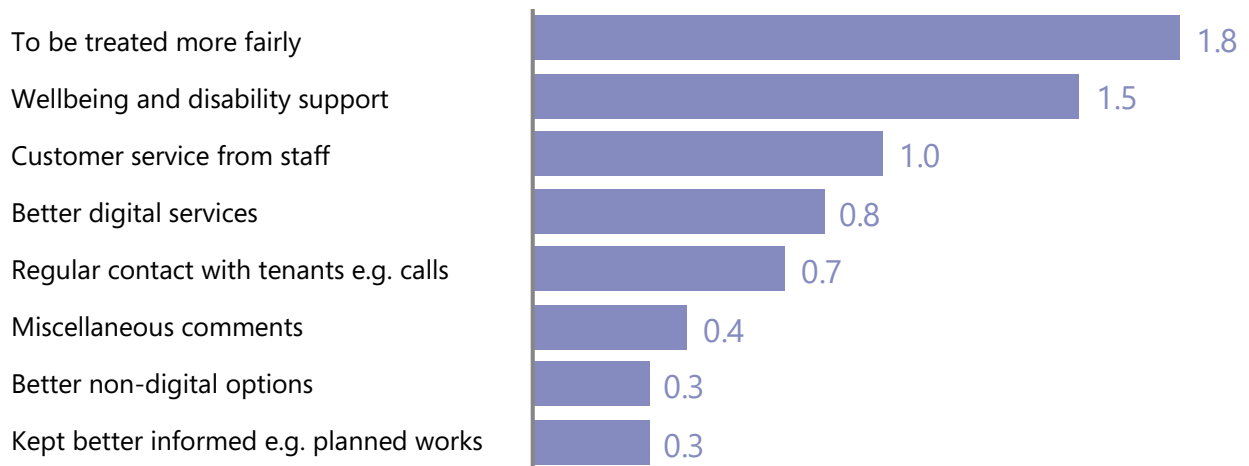
13.5 Neighbourhood improvements - detail

% Base 217 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



13.6 Customer service and communication improvements - detail

% Base 217 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



11. Further comments

Finally in this section, it is important to point out that for a quarter of tenants that answered this question, there was nothing that Cynon Taf needed to do better than they were not already doing (25%). Indeed, even amongst those that did suggest improvements, many qualified their points to make it clear that they were otherwise satisfied with the services. We therefore end with a selection of comments that highlight the positive perception of Cynon Taf that many hold, including some positive comments about the help and support provided during the pandemic.

“Been a tenant for approximately 38 years - very happy. Have had a few issues which have been dealt with, still have a few repairs outstanding but obviously COVID has been a problem. Overall Cynon Taf are an excellent housing association that does look after their tenants.”

“During Covid the rent officer was amazing, she was really understanding.”

“Every repair we have needed done has always been incredibly quick and the workmen have always left minimal mess. We as a family are very grateful for all the repairs carried out as quick as possible.”

“Excellent service and very helpful and friendly staff. A big well done.”

“I appreciate Cynon Taf services very much. During Covid it took a while for repairs, however this was completely understandable. Within the past 6/12 months the response time for repairs has been brilliant, and very easy to report through the app which is amazing for people who struggle to talk over the phone like my partner. My home is in good repair. There are a few issues in the home with slanted floors and few damp issues but nothing too drastic and very happy with Cynon Taf Housing.”

“I can't fault my home and the services you provide. Everyone I have ever dealt with have always been lovely to me. Any jobs I have had done the workers have been the best. Thank you all.”

“I feel very secure in my home which gives me peace of mind. Cynon Taf have always been very kind and respectful. Always helpful with any query and problems or repairs are dealt with quickly, efficiently, and promptly by friendly staff and workmen. Very reassuring, thank you all very much.”

“I would just like to say a big thank you, I have had bad landlords in the past and it's a pleasure to now call this house my home. Any repairs have been dealt with quickly and efficiently. I suffer with severe mental health issues, and I feel supported and safe here.”

“Office staff have been amazing in helping me, with guidance and support throughout the Covid pandemic. I would like to thank you all for making life easier for me and my family at such hard times.”

“Thanks to Cynon Taf Community Housing Group as I think their staff who work there are friendly and polite and doing the work well and services they provide are very good because they do their jobs quickly and efficiently. Thank you very much all.”



14. Respondent profile

In addition to documenting the demographic profile of the sample, tables 14.11 to 14.12 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

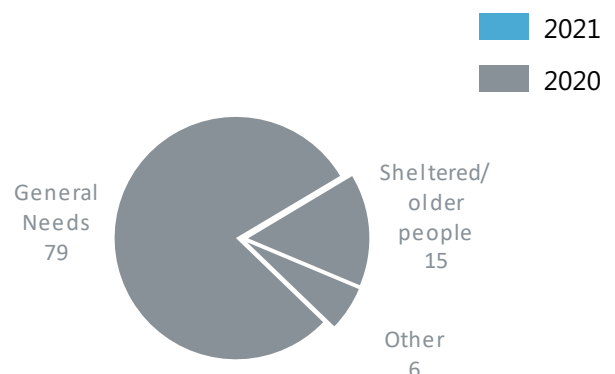
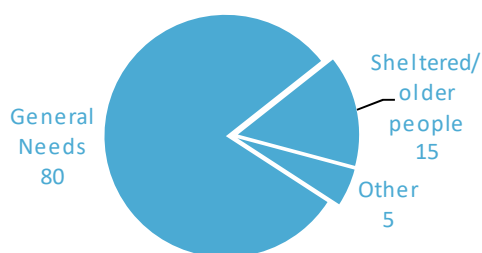
14.1 Area

% Base 622

	Total	%		Total	%
Aberaman	42	6.8	Llantwit Fardre	6	1.0
Abercwmboi	39	6.3	Matthewstown	4	0.6
Abercynon	26	4.2	Miskin	52	8.4
Aberdare	21	3.4	Mountain Ash	44	7.1
Beddau	11	1.8	Penrhiwceiber	45	7.2
Church Village	12	1.9	Pontyclun	16	2.6
Cilfynydd	16	2.6	Pontypridd	2	0.3
Cwmaman	26	4.2	Pwllgwaun	3	0.5
Cwmbach	10	1.6	Rhydyfelin	30	4.8
Cwmdare	7	1.1	Taffs Well	5	0.8
Gadlys	13	2.1	Trallwn	18	2.9
Glyncoch	7	1.1	Trecynon	28	4.5
Glyntaff Road	6	1.0	Treforest	7	1.1
Godreaman	12	1.9	Trehafod	7	1.1
Graig	9	1.4	Treochy	6	1.0
Graigwen	4	0.6	Tynant	8	1.3
Hirwaun	41	6.6	Ynysboeth	17	2.7
Hopkinstown	2	0.3	Ynysybwl	19	3.1

14.2 Stock type

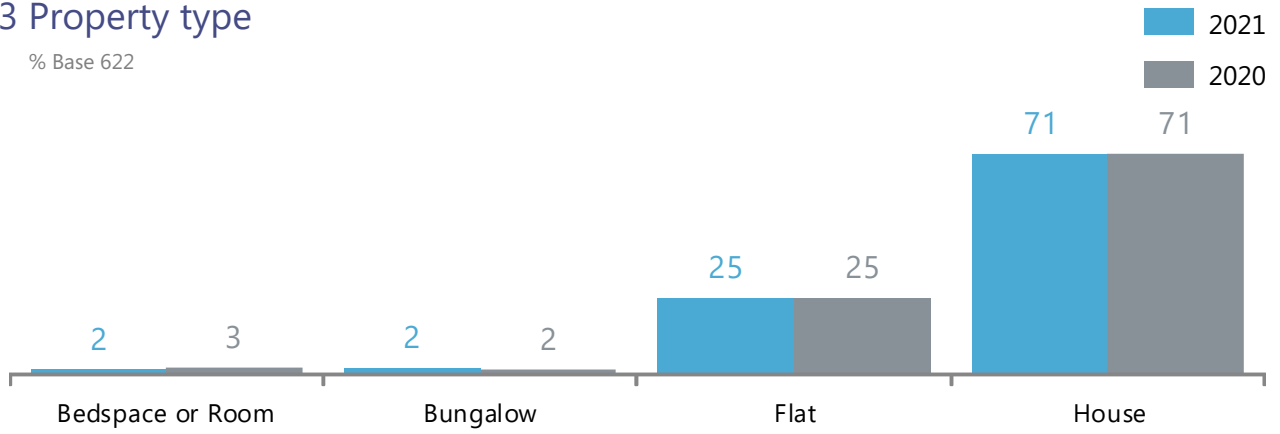
% Base 622



14. Respondent profile

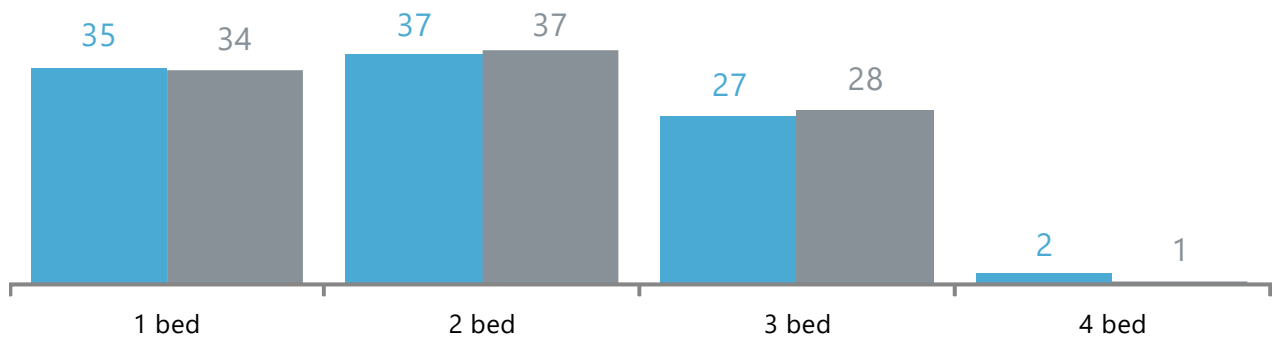
14.3 Property type

% Base 622



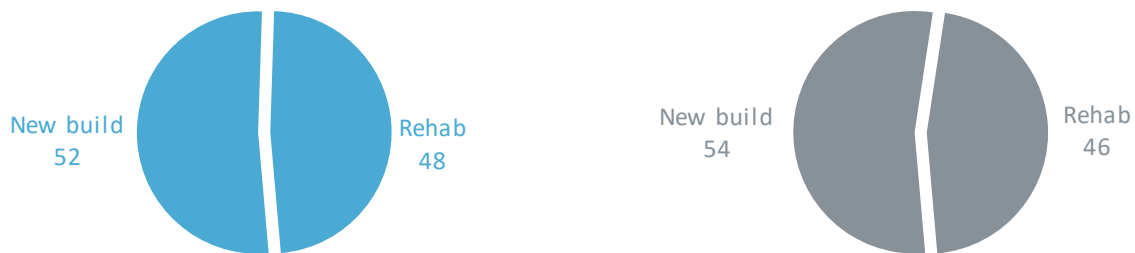
14.4 Property size

% Base 622



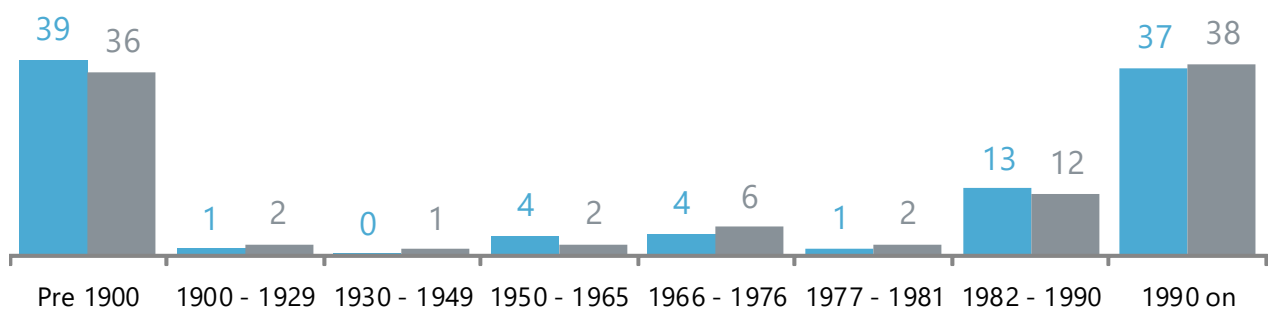
14.5 Build type

% Base 622



14.6 Property age

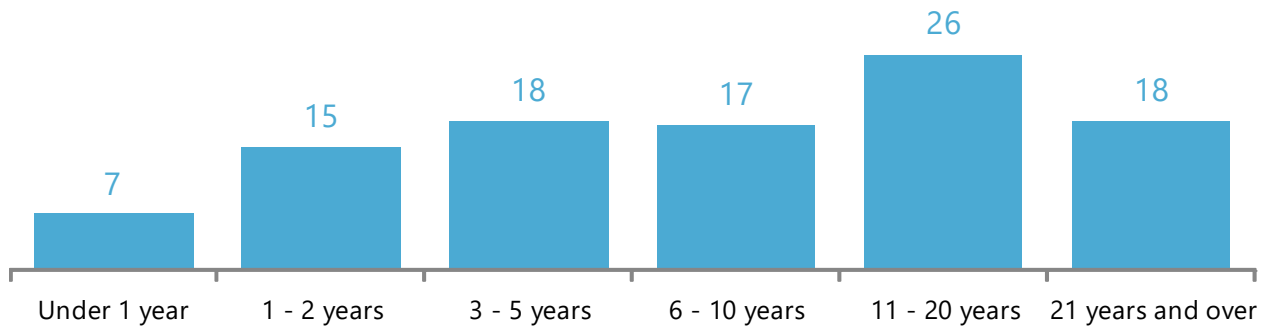
% Base 622



14. Respondent profile

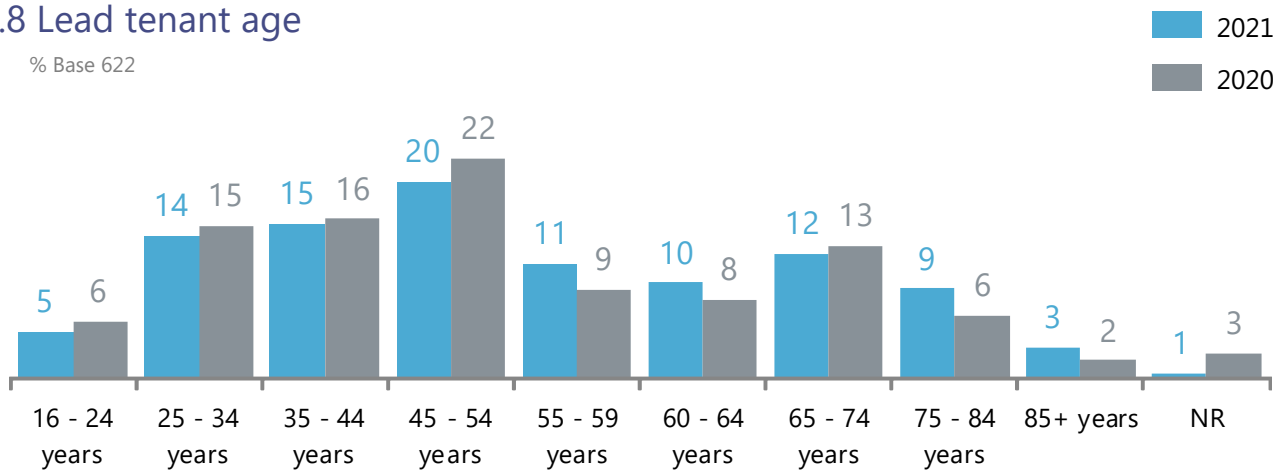
14.7 Length of tenure

% Base 622



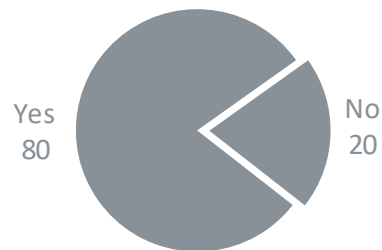
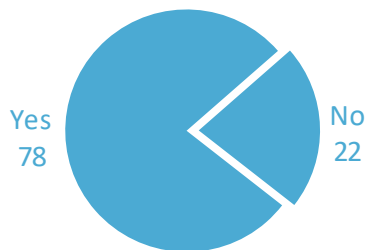
14.8 Lead tenant age

% Base 622



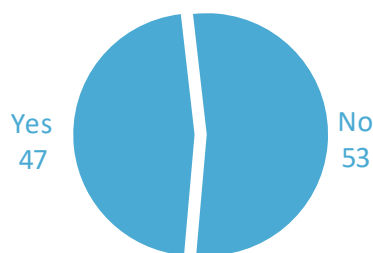
14.9 Receive any benefits

% Base 622



14.10 Pay a service charge

% Base 622



14. Respondent profile

14.11 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	622	118	152	195	153
Service overall	81	81	71	83	90
Quality of home	81	74	67	86	92
Safety and security of home	86	86	80	87	92
Repairs & maintenance service	74	63	63	78	86
Last completed repair	81	80	71	83	90
Neighbourhood as a place to live	87	90	84	88	88
Rent value for money	84	86	75	83	91
Service charge value for money	72	82	61	76	80
Is easy to deal with	84	81	77	86	91
Listen to views and act upon them	70	58	62	77	76
Dealing with anti-social behaviour	67	73	59	67	72
Taking part in decision making	65	64	57	71	66
Having a say in service management	66	60	58	72	71
Trust Cynon Taf	79	74	72	82	85

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

14. Respondent profile

14.12 Core questions by stock

	Overall	% positive	
		General needs	Sheltered
Sample size	622	499	92
Service overall	81	80	85
Quality of home	81	78	92
Safety and security of home	86	85	89
Repairs & maintenance service	74	71	82
Last completed repair	81	80	79
Neighbourhood as a place to live	87	87	88
Rent value for money	84	82	89
Service charge value for money	72	72	80
Is easy to deal with	84	83	86
Listen to views and act upon them	70	68	73
Dealing with anti-social behaviour	67	66	74
Taking part in decision making	65	64	62
Having a say in service management	66	65	70
Trust Cynon Taf	79	79	80

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the one used in 2020, itself being based on the HouseMark STAR survey methodology, with the most appropriate questions for Cynon Taf being selected by them from the STAR questionnaire templates, plus the inclusion of the Welsh Government tenant satisfaction performance measures.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete. The paper questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between October and November 2021. Paper self completion questionnaires were distributed to all 1851 households. This was followed by a full postal reminder. In addition, all members of the sample with an email address also received email invitations and reminders, and everyone with a mobile number received up to two text messages. A free prize draw was also offered.

Example online pages:

Tenant Satisfaction Survey 2021

Prize draw!
£100
3x £50

Your views are really important to us and our 2021 survey is a chance to tell us what you think about your home and the services that we provide.

We have focussed on keeping key services running throughout the pandemic but accept that many of our usual functions will have looked very different to before Covid 19. We want to know what you think; we've done well, but more importantly what we can do to improve, and going forward we need to make sure that we get things absolutely right.

By completing the survey you can enter the free prize draw, with a chance of winning up to £100 in shopping vouchers.

If you have any questions or concerns about this survey please contact Cynon Taf on 0345 260 2633

Os hoffech gymryd rhan yn yr arolwg hwn drwy gyfrwng y Cymraeg cysylltwch a ni ar 0345 260 2633

How to fill it in

- Your answers are saved after every page and/or when clicking 'resume later' from the top menu.
- Some questions require an answer before you can continue to the next section.
- The survey will automatically skip some questions if they don't apply to you.
- For any technical difficulties please contact support@arp-research.co.uk

The survey is being carried out on the behalf of Cynon Taf by an independent specialist called ARP Research according to the Market Research Society Code of Conduct. The survey is confidential, which means that once processed your answers will not be linked with your identity without your consent and will be treated and stored according to the General Data Protection Regulation (GDPR). We do not use any of the information you provide for direct marketing or other non-research activities. For more detail please click here.

Next

Repairs and maintenance

How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The way we generally deal with repairs and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your gas servicing arrangements (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have we completed any repairs to your home in the last 12 months?

Yes
 No

Previous Next

Response rate

In total 622 households took part in the survey, including which represented a 34% response rate (error margin +/- 3.3). This is a 5% improvement in the response rate compared to 2020 and exceeded the stipulated STAR target error margin of +/- 4%. A fifth of the total number of responses were collected online (22%, 137).

Weighting

In order to make sure the sample was representative of the population as a whole, it was necessary to weight the data by stock type and age.

Data presentation

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

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2019 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

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

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups,

thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

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

Key driver analysis

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

Benchmarking

The core STAR questions are benchmarked against the HouseMark STAR database (general needs and sheltered combined) Wales peer group that had submitted data over the last 2 full financial years. For the overall satisfaction score this included 18 organisations. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients in Wales who have carried out surveys using the new Welsh Government question set. This supplementary group includes 7 organisations.



Appendix B. Example questionnaire

Tenant Satisfaction Survey 2021



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

999999



Dear (Ms Sample)

We hope you and your families are well.

Firstly, we would like to thank you all for your understanding and patience during such a difficult and challenging time. We know that this year has been like no other and many of you will have experienced difficult or emotional times.

Please find enclosed our Cynon Taf STAR Tenant Survey for 2021, which we would encourage you to complete and return to us. This year, more than ever, we need your feedback and views, as we continue to cope with these unprecedented 18 months in terms of the services that we deliver to you, and how we engage with you.

We have focussed on keeping key services running throughout the pandemic but accept that many of our usual functions will have looked very different to before Covid 19. We want to know what you think we've done well, but more importantly what we can do to improve, and going forward we need to make sure that we get things absolutely right.

Your feedback is vital to making that happen, so please do complete this survey and return it in the enclosed freepost envelope or just fill it in online using the link below. As a thank you, the unique code from all completed surveys will automatically be entered into a free prize draw, where 1 lucky person will win £100 and 3 more will receive £50 in shopping vouchers.

The survey is being carried out on behalf of Cynon Taf Community Housing Group by an independent specialist called ARP Research Limited. Your answers are confidential. The information you provide will not be linked with your name unless you want it to be.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Cynon Taf on 0345 260 2633.

Os hoffech gymryd rhan yn yr arolwg hwn drwy gyfrwng y Cymraeg cysylltwch a ni ar 0345 260 2633

return by: **Wednesday 20 October**



your code: 999abcd

www.arpsurveys.co.uk/cynontaf

Satisfaction overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

2 How much do you agree or disagree that "I trust Cynon Taf"?

Agree strongly Agree Neither Disagree Disagree strongly

Your home and community

3 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Thinking about your home specifically, that we provide a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. This neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. That your service charge provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 What are the top 3 things you would like to see in your community?

1:
2:
3:

2

Repairs and maintenance

5 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. The way we generally deal with repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Your gas servicing arrangements (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Have we completed any repairs to your home in the last 12 months?

Yes **go to Q7 ↓**
 No **go to Q8 →**

7 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed with which work was completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The overall repairs service provided by Cynon Taf on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

Contacting us

8 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. With how we deal with your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That we are easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That it is easy to contact us out of office hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Have you contacted us in the last 12 months?

Yes **go to Q10 ↓** No **go to Q11 ↘**

10 Thinking about the **last** time you contacted us, how satisfied or dissatisfied are you that:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. I was dealt with promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. It was easy to get hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The staff who dealt with me were polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The staff who dealt with me were helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The staff were able to deal with my query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall, I was satisfied with the final outcome of my query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication

11 How good are we at keeping you informed about things that might affect you as a tenant?

Very good Fairly good Neither Fairly poor Very poor

4

Appendix B. Example questionnaire

12 How satisfied or dissatisfied are you that we:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Listen to your views and act upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Give you a say in how services are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Give you chances to take part in decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 Which of the following methods of being kept informed and getting in touch with us are you happy to use?
tick all that apply

<input type="checkbox"/> Email	<input type="checkbox"/> My Cynon app and Portal
<input type="checkbox"/> Telephone	<input type="checkbox"/> In writing
<input type="checkbox"/> Text/SMS	<input type="checkbox"/> Visit to the housing office
<input type="checkbox"/> Web chat/instant messaging	<input type="checkbox"/> Visit to your home by staff
<input type="checkbox"/> Facebook, Twitter or other social media	<input type="checkbox"/> Open meetings
<input type="checkbox"/> Cynon Taf website	<input type="checkbox"/> Other <input type="text"/>

Digital services

14 In the past year, have you done any of these using an **app** or a **website**?
tick all that apply

<input type="checkbox"/> Used Facebook, Instagram or other social media	} go to Q18 →
<input type="checkbox"/> Used video calling, such as Zoom, Skype or Facetime	
<input type="checkbox"/> Online shopping	
<input type="checkbox"/> Booked tickets for something	
<input type="checkbox"/> Online banking	
<input type="checkbox"/> Booked a service or appointment online	
<input type="checkbox"/> Contacted any organisation by Facebook or Twitter	
<input type="checkbox"/> Contacted any organisation by email, app or on their website	
<input type="checkbox"/> Read an email newsletter	
<input type="checkbox"/> Visited Cynon Taf's Facebook or Twitter	
<input type="checkbox"/> Used Cynon Taf's website	
<input type="checkbox"/> Used My Cynon App or Portal	
<input type="checkbox"/> Used Council or Government services online, such as to pay council tax, report a missed bin collection, ordered lateral flow tests etc.	
<input type="checkbox"/> None of these	

5

15 Do you have any access to the internet on your phone or a computer at home?
tick all that apply

<input type="checkbox"/> Yes, using mobile data	go to Q16 ↓	<input type="checkbox"/> No	go to Q17 ↷
<input type="checkbox"/> Yes, using fixed line broadband	go to Q16 ↓	<input type="checkbox"/> Don't know	go to Q17 ↷

16 Why don't you use any of the online services that we mentioned before?
tick all that apply

<input type="checkbox"/> I just don't want to	<input type="checkbox"/> I don't know how to
<input type="checkbox"/> I don't think they are safe or trustworthy	<input type="checkbox"/> Because of a disability
<input type="checkbox"/> I find them confusing	<input type="checkbox"/> Other <input type="text"/>

all go to Q18 ↷

17 Why don't you have access to the internet?
tick all that apply

<input type="checkbox"/> I just don't want to use the internet	<input type="checkbox"/> I would, but I don't know how to
<input type="checkbox"/> I don't think it is safe or trustworthy	<input type="checkbox"/> Because of a disability
<input type="checkbox"/> I would, but I can't afford it	<input type="checkbox"/> Other <input type="text"/>

Anti-social behaviour (ASB)

18 How satisfied or dissatisfied are you with the way Cynon Taf deals with anti-social behaviour (ASB)?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19 Have you had any problems with anti-social behaviour or neighbour nuisance at or near your home in the last 12 months?
 Yes go to Q20 ↓ No go to Q22 →

20 Who did you report this to?
tick all that apply

<input type="checkbox"/> I did not report it	go to Q22 →	<input type="checkbox"/> Cynon Taf Housing	go to Q21 →
		<input type="checkbox"/> Local Council	
		<input type="checkbox"/> Police	
		<input type="checkbox"/> Someone else (write in)	all others go to Q22 →
		<input type="text"/>	

6

21 Thinking about the **last** time you reported anti-social behaviour (ASB) to Cynon Taf, how satisfied or dissatisfied were you with the following

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How well you were kept informed about what was happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Our response overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The final outcome of your report of ASB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Wellbeing, advice and support

22 How satisfied or dissatisfied are you with the advice and support you receive from us with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Claiming housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Managing your wellbeing including mental health and physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Would you like us to contact you offer support around financial and wellbeing issues?
 Yes No

24 Have you experienced financial difficulties in paying any of the following bills/payments in the last 12 months?
tick all that apply

<input type="checkbox"/> I have not experienced financial difficulties	
<input type="checkbox"/> Rent	<input type="checkbox"/> Loans/credit cards
<input type="checkbox"/> Food bills	<input type="checkbox"/> Phone charge (fixed line or mobile)
<input type="checkbox"/> Fuel bills	<input type="checkbox"/> TV licence
<input type="checkbox"/> Council Tax	<input type="checkbox"/> Any other <input type="text"/>

7

25 How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Prefer not to say
a. My rent and service charges are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I am able to manage my money and am financially secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. My mental and physical health is as good as it could be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I feel part of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. At times I feel lonely and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26 Did you receive a welfare call from us during the first COVID-19 lockdown in 2020?
 Yes go to Q27 ↓ No go to Q28 ↷

27 How much would you agree or disagree that this welfare call:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree
a. Was helpful to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Made you feel that Cynon Taf cared about its tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

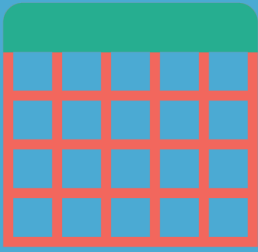
28 Overall, how would you rate the way we delivered our services to you during the COVID-19 pandemic?

	Very good	Fairly good	Neither	Fairly poor	Very poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 Is there anything else you would like to say about your home and/or the services that we provide?
 This is for general comments only. If you need a specific response from Cynon Taf, for example to report a repair, please ring us on 0345 260 2633.

Tick here if you would like Cynon Taf to know who you are for this question only

Thank you! www.arp surveys.co.uk/cynontaf
Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

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

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

This data has been weighted by tenant age and stock, and is representative across all other major demographic categories.

	All tenants			General needs			Sheltered			Supported		
	Representative. Stock & age weight	Representative. Age weight		Representative. Stock & age weight	Representative. Age weight		Representative. Stock & age weight	Representative. Age weight		Representative. Stock & age weight	Representative. Age weight	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service we provided?												
1: Very satisfied	275	44.2	44.9	81.3	189	41.8	42.4	79.6	66	48.5	50.4	84.8
2: Fairly satisfied	223	35.9	36.4		166	36.7	37.2		45	33.1	34.4	
3: Neither	34	5.5	5.6		25	5.5	5.6		9	6.6	6.9	
4: Fairly dissatisfied	49	7.9	8.0		41	9.1	9.2		6	4.4	4.6	
5: Very dissatisfied	31	5.0	5.1		25	5.5	5.6		5	3.7	3.8	
N/R	10	1.6			5	1.1			5	3.7		
Q2 How much do you agree or disagree that 'I trust Cynon Taf'?												
6: Agree strongly	206	33.1	33.9	78.6	151	33.4	34.0	78.1	38	27.9	29.5	80.7
7: Agree	272	43.7	44.7		196	43.4	44.1		66	48.5	51.2	
8: Neither	77	12.4	12.7		54	11.9	12.2		17	12.5	13.2	
9: Disagree	37	5.9	6.1		31	6.9	7.0		4	2.9	3.1	
10: Disagree strongly	16	2.6	2.6		12	2.7	2.7		4	2.9	3.1	
N/R	14	2.3			8	1.8			7	5.1		
Q3a With the overall quality of your home												
11: Very satisfied	249	40.0	41.0	80.8	164	36.3	37.3	77.5	65	47.8	48.9	92.5
12: Fairly satisfied	242	38.9	39.8		177	39.2	40.2		58	42.6	43.6	
13: Neither	29	4.7	4.8		25	5.5	5.7		2	1.5	1.5	
14: Fairly dissatisfied	55	8.8	9.0		47	10.4	10.7		4	2.9	3.0	
15: Very dissatisfied	33	5.3	5.4		27	6.0	6.1		4	2.9	3.0	
16: Not applicable	0	0.0			0	0.0			0	0.0		
N/R	14	2.3			11	2.4			3	2.2		
Q3b We provide a home that is safe and secure												
17: Very satisfied	320	51.4	52.4	86.1	221	48.9	49.9	84.7	77	56.6	57.5	88.8
18: Fairly satisfied	206	33.1	33.7		154	34.1	34.8		42	30.9	31.3	
19: Neither	38	6.1	6.2		32	7.1	7.2		4	2.9	3.0	
20: Fairly dissatisfied	25	4.0	4.1		20	4.4	4.5		5	3.7	3.7	
21: Very dissatisfied	22	3.5	3.6		16	3.5	3.6		6	4.4	4.5	
22: Not applicable	0	0.0			0	0.0			0	0.0		
N/R	13	2.1			10	2.2			2	1.5		
Q3c This neighbourhood as a place to live												
23: Very satisfied	304	48.9	49.7	87.4	220	48.7	49.5	86.7	63	46.3	47.0	88.0
24: Fairly satisfied	231	37.1	37.7		165	36.5	37.2		55	40.4	41.0	
25: Neither	43	6.9	7.0		33	7.3	7.4		9	6.6	6.7	

	All tenants				General needs				Sheltered				Supported			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
26: Fairly dissatisfied	20	3.2	3.3	3.4	15	3.3	3.4	3.4	5	3.7	3.7	3.7	0	0.0	0.0	0.0
27: Very dissatisfied	14	2.3	2.3	2.5	11	2.4	2.5	2.5	2	1.5	1.5	1.5	0	0.0	0.0	0.0
28: Not applicable	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
N/R	9	1.4			7	1.5			2	1.5			0	0.0		
Q3d That your rent provides value for money	<i>Base: 622</i>				<i>Base: 452</i>				<i>Base: 136</i>				<i>Base: 34</i>			
29: Very satisfied	277	44.5	45.6	83.5	188	41.6	42.5	81.9	78	57.4	58.6	88.7	18	52.9	52.9	91.1
30: Fairly satisfied	230	37.0	37.9	39.4	174	38.5	39.4	39.4	40	29.4	30.1	30.1	13	38.2	38.2	38.2
31: Neither	54	8.7	8.9	9.7	43	9.5	9.7	9.7	7	5.1	5.3	5.3	2	5.9	5.9	5.9
32: Fairly dissatisfied	23	3.7	3.8	4.3	19	4.2	4.3	4.3	4	2.9	3.0	3.0	0	0.0	0.0	0.0
33: Very dissatisfied	23	3.7	3.8	4.1	18	4.0	4.1	4.1	4	2.9	3.0	3.0	1	2.9	2.9	2.9
34: Not applicable	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
N/R	14	2.3			11	2.4			3	2.2			0	0.0		
Q3e That your service charge provides value for money	<i>Base: 291</i>				<i>Base: 155</i>				<i>Base: 132</i>				<i>Base: 34</i>			
35: Very satisfied	111	17.8	39.2	72.1	46	10.2	30.7	63.4	62	45.6	48.1	80.7	21	61.8	63.6	96.9
36: Fairly satisfied	93	15.0	32.9	32.7	49	10.8	32.7	32.7	42	30.9	32.6	32.6	11	32.4	33.3	33.3
37: Neither	32	5.1	11.3	15.3	23	5.1	15.3	15.3	9	6.6	7.0	7.0	1	2.9	3.0	3.0
38: Fairly dissatisfied	27	4.3	9.5	12.0	18	4.0	12.0	12.0	10	7.4	7.8	7.8	0	0.0	0.0	0.0
39: Very dissatisfied	20	3.2	7.1	9.3	14	3.1	9.3	9.3	6	4.4	4.7	4.7	0	0.0	0.0	0.0
40: Not applicable	4	0.6			3	0.7			0	0.0			1	2.9		
N/R	335	53.9	1.4		298	65.9	0.6		7	5.1	2.3		0	0.0	0.0	0.0
Q5a The way we generally deal with repairs and maintenance	<i>Base: 622</i>				<i>Base: 452</i>				<i>Base: 136</i>				<i>Base: 34</i>			
41: Very satisfied	247	39.7	41.4	73.4	168	37.2	38.7	70.7	66	48.5	50.8	82.3	17	50.0	51.5	84.8
42: Fairly satisfied	191	30.7	32.0	32.0	139	30.8	32.0	32.0	41	30.1	31.5	31.5	11	32.4	33.3	33.3
43: Neither	34	5.5	5.7	6.0	26	5.8	6.0	6.0	5	3.7	3.8	3.8	3	8.8	9.1	9.1
44: Fairly dissatisfied	61	9.8	10.2	11.8	51	11.3	11.8	11.8	8	5.9	6.2	6.2	0	0.0	0.0	0.0
45: Very dissatisfied	63	10.1	10.6	11.5	50	11.1	11.5	11.5	10	7.4	7.7	7.7	2	5.9	6.1	6.1
46: Not applicable	2	0.3			1	0.2			0	0.0			1	2.9		
N/R	23	3.7			17	3.8			6	4.4			0	0.0		
Q5b Your gas servicing arrangements	<i>Base: 622</i>				<i>Base: 452</i>				<i>Base: 136</i>				<i>Base: 34</i>			
47: Very satisfied	354	56.9	62.8	91.3	258	57.1	61.7	91.8	71	52.2	67.6	93.3	22	64.7	68.8	81.3
48: Fairly satisfied	161	25.9	28.5	30.1	126	27.9	30.1	30.1	27	19.9	25.7	25.7	4	11.8	12.5	12.5
49: Neither	31	5.0	5.5	5.5	21	4.6	5.0	5.0	3	2.2	2.9	2.9	6	17.6	18.8	18.8
50: Fairly dissatisfied	7	1.1	1.2	1.2	4	0.9	1.0	1.0	3	2.2	2.9	2.9	0	0.0	0.0	0.0
51: Very dissatisfied	11	1.8	2.0	2.0	9	2.0	2.2	2.2	1	0.7	1.0	1.0	0	0.0	0.0	0.0

Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Representative. Stock & age weight	Representative. Age weight		Representative. Stock & age weight	Representative. Age weight		Representative. Stock & age weight	Representative. Age weight		Representative. Stock & age weight	Representative. Age weight	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
52: Not applicable	21	3.4			12	2.7			10	7.4		
N/R	38	6.1			21	4.6			21	15.4		
Q6 Have we completed any repairs to your home in the last 12 months?												
53: Yes	374	60.1			281	62.2			70	51.5		
54: No	218	35.0			151	33.4			56	41.2		
N/R	30	4.8			20	4.4			10	7.4		
Q7a Being told when workers would call												
55: Very satisfied	229	36.8	62.2	84.8	171	37.8	61.5	83.1	46	33.8	68.7	91.1
56: Fairly satisfied	83	13.3	22.6		60	13.3	21.6		15	11.0	22.4	
57: Neither	13	2.1	3.5		11	2.4	4.0		1	0.7	1.5	
58: Fairly dissatisfied	28	4.5	7.6		24	5.3	8.6		3	2.2	4.5	
59: Very dissatisfied	15	2.4	4.1		12	2.7	4.3		2	1.5	3.0	
N/R	253	40.7	1.3		175	38.7	1.4		69	50.7	4.3	
Q7b Being able to make to make an appointment												
60: Very satisfied	210	33.8	57.9	83.8	157	34.7	57.7	83.4	39	28.7	58.2	82.1
61: Fairly satisfied	94	15.1	25.9		70	15.5	25.7		16	11.8	23.9	
62: Neither	24	3.9	6.6		16	3.5	5.9		7	5.1	10.4	
63: Fairly dissatisfied	22	3.5	6.1		19	4.2	7.0		2	1.5	3.0	
64: Very dissatisfied	13	2.1	3.6		10	2.2	3.7		3	2.2	4.5	
N/R	259	41.6	2.9		179	39.6	2.8		69	50.7	4.3	
Q7c Time taken before work started												
65: Very satisfied	182	29.3	50.3	79.0	137	30.3	50.2	78.4	36	26.5	55.4	78.5
66: Fairly satisfied	104	16.7	28.7		77	17.0	28.2		15	11.0	23.1	
67: Neither	27	4.3	7.5		20	4.4	7.3		7	5.1	10.8	
68: Fairly dissatisfied	22	3.5	6.1		17	3.8	6.2		4	2.9	6.2	
69: Very dissatisfied	27	4.3	7.5		22	4.9	8.1		3	2.2	4.6	
N/R	260	41.8	3.2		180	39.8	3.2		71	52.2	7.1	
Q7d The speed with which work was completed												
70: Very satisfied	221	35.5	60.4	84.7	164	36.3	59.6	84.0	44	32.4	64.7	86.8
71: Fairly satisfied	89	14.3	24.3		67	14.8	24.4		15	11.0	22.1	
72: Neither	18	2.9	4.9		13	2.9	4.7		4	2.9	5.9	
73: Fairly dissatisfied	17	2.7	4.6		14	3.1	5.1		2	1.5	2.9	

Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Representative. Stock & age weight	Representative. Age weight		Representative. Age weight		Representative		Representative		Representative		
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
74: Very dissatisfied	21	3.4	5.7		17	3.8	6.2		3	2.2	4.4	
N/R	255	41.0	1.9		177	39.2	2.1		68	50.0	2.9	
Q7e The attitude of workers	Base: 374			Base: 281			Base: 70			Base: 19		
75: Very satisfied	269	43.2	73.9	92.3	202	44.7	73.7	91.9	50	36.8	76.9	93.8
76: Fairly satisfied	67	10.8	18.4		50	11.1	18.2		11	8.1	16.9	
77: Neither	19	3.1	5.2		15	3.3	5.5		4	2.9	6.2	
78: Fairly dissatisfied	6	1.0	1.6		5	1.1	1.8		0	0.0	0.0	
79: Very dissatisfied	3	0.5	0.8		2	0.4	0.7		0	0.0	0.0	
N/R	258	41.5	2.7		178	39.4	2.5		71	52.2	7.1	
Q7f The overall quality of repair work	Base: 374			Base: 281			Base: 70			Base: 19		
80: Very satisfied	225	36.2	61.3	84.2	164	36.3	59.4	82.6	47	34.6	71.2	89.4
81: Fairly satisfied	84	13.5	22.9		64	14.2	23.2		12	8.8	18.2	
82: Neither	16	2.6	4.4		12	2.7	4.3		3	2.2	4.5	
83: Fairly dissatisfied	29	4.7	7.9		26	5.8	9.4		1	0.7	1.5	
84: Very dissatisfied	13	2.1	3.5		10	2.2	3.6		3	2.2	4.5	
N/R	255	41.0	1.9		176	38.9	1.8		70	51.5	5.7	
Q7g Keeping dirt and mess to a minimum	Base: 374			Base: 281			Base: 70			Base: 19		
85: Very satisfied	257	41.3	69.6	88.6	188	41.6	67.6	87.4	51	37.5	75.0	89.7
86: Fairly satisfied	70	11.3	19.0		55	12.2	19.8		10	7.4	14.7	
87: Neither	24	3.9	6.5		20	4.4	7.2		4	2.9	5.9	
88: Fairly dissatisfied	12	1.9	3.3		9	2.0	3.2		3	2.2	4.4	
89: Very dissatisfied	6	1.0	1.6		6	1.3	2.2		0	0.0	0.0	
N/R	253	40.7	1.3		175	38.7	1.4		68	50.0	2.9	
Q7h The repair being done 'right first time'	Base: 374			Base: 281			Base: 70			Base: 19		
90: Very satisfied	210	33.8	57.2	80.4	158	35.0	57.0	79.0	41	30.1	62.1	83.3
91: Fairly satisfied	85	13.7	23.2		61	13.5	22.0		14	10.3	21.2	
92: Neither	20	3.2	5.4		17	3.8	6.1		1	0.7	1.5	
93: Fairly dissatisfied	22	3.5	6.0		18	4.0	6.5		3	2.2	4.5	
94: Very dissatisfied	30	4.8	8.2		23	5.1	8.3		7	5.1	10.6	
N/R	255	41.0	1.9		174	38.5	1.1		70	51.5	5.7	
Q7i The overall repairs service provided by Cynon Taf on this occasion	Base: 374			Base: 281			Base: 70			Base: 19		
95: Very satisfied	207	33.3	56.3	80.8	154	34.1	55.6	79.8	38	27.9	56.7	79.1
									12	35.3	63.2	100.0

Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported						
	Representative, Stock & age weight	Representative, Age weight		Representative, Age weight		Representative		Representative		Representative						
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve				
96: Fairly satisfied	90	14.5	24.5	24.2	67	14.8	24.2	24.4	15	11.0	22.4	20.6	36.8			
97: Neither	19	3.1	5.2	5.4	15	3.3	5.4	4.5	3	2.2	4.5	0.0	0.0			
98: Fairly dissatisfied	26	4.2	7.1	7.6	21	4.6	7.6	7.5	5	3.7	7.5	0.0	0.0			
99: Very dissatisfied	26	4.2	7.1	7.2	20	4.4	7.2	9.0	6	4.4	9.0	0.0	0.0			
N/R	254	40.8	1.6	1.8	176	38.9	1.8	4.3	69	50.7	4.3	44.1	0.0			
Q8a With how we deal with your enquiries generally																
	Base: 622			Base: 452			Base: 136			Base: 34						
100: Very satisfied	290	46.6	48.5	82.3	205	45.4	47.1	81.6	71	52.2	54.6	84.6	16	47.1	48.5	81.8
101: Fairly satisfied	202	32.5	33.8	34.5	150	33.2	34.5	30.0	39	28.7	30.0	32.4	11	32.4	33.3	33.3
102: Neither	48	7.7	8.0	8.0	35	7.7	8.0	7.7	10	7.4	7.7	11.8	4	11.8	12.1	12.1
103: Fairly dissatisfied	38	6.1	6.4	7.1	31	6.9	7.1	3.1	4	2.9	3.1	2.9	1	2.9	3.0	3.0
104: Very dissatisfied	20	3.2	3.3	3.2	14	3.1	3.2	4.6	6	4.4	4.6	2.9	1	2.9	3.0	3.0
N/R	23	3.7			17	3.8			6	4.4		2.9	1	2.9		
Q8b That we are easy to deal with																
	Base: 622			Base: 452			Base: 136			Base: 34						
105: Very satisfied	332	53.4	55.7	83.7	238	52.7	55.0	82.7	76	55.9	58.0	86.2	19	55.9	57.6	90.9
106: Fairly satisfied	167	26.8	28.0	27.7	120	26.5	27.7	28.2	37	27.2	28.2	32.4	11	32.4	33.3	33.3
107: Neither	51	8.2	8.6	9.0	39	8.6	9.0	6.9	9	6.6	6.9	8.8	3	8.8	9.1	9.1
108: Fairly dissatisfied	31	5.0	5.2	6.2	27	6.0	6.2	2.3	3	2.2	2.3	0.0	0	0.0	0.0	0.0
109: Very dissatisfied	15	2.4	2.5	2.1	9	2.0	2.1	4.6	6	4.4	4.6	0.0	0	0.0	0.0	0.0
N/R	26	4.2			20	4.4			5	3.7		2.9	1	2.9		
Q8c That it is easy it is to contact us out of office hours																
	Base: 622			Base: 452			Base: 136			Base: 34						
110: Very satisfied	248	39.9	42.5	72.5	184	40.7	43.4	71.9	53	39.0	42.1	71.5	10	29.4	30.3	81.8
111: Fairly satisfied	175	28.1	30.0	28.5	121	26.8	28.5	29.4	37	27.2	29.4	50.0	17	50.0	51.5	51.5
112: Neither	121	19.5	20.7	21.0	89	19.7	21.0	21.4	27	19.9	21.4	14.7	5	14.7	15.2	15.2
113: Fairly dissatisfied	25	4.0	4.3	4.5	19	4.2	4.5	4.0	5	3.7	4.0	0.0	0	0.0	0.0	0.0
114: Very dissatisfied	15	2.4	2.6	2.6	11	2.4	2.6	3.2	4	2.9	3.2	2.9	1	2.9	3.0	3.0
N/R	38	6.1			27	6.0			10	7.4		2.9	1	2.9		
Q9 Have you contacted us in the last 12 months?																
	Base: 622			Base: 452			Base: 136			Base: 34						
115: Yes	450	72.3			347	76.8			78	57.4		47.1	16	47.1		
116: No	146	23.5			88	19.5			49	36.0		47.1	16	47.1		
N/R	26	4.2			17	3.8			9	6.6		5.9	2	5.9		
Q10a I was dealt with promptly																
	Base: 450			Base: 347			Base: 78			Base: 16						
117: Very satisfied	229	36.8	51.8	81.0	174	38.5	50.9	79.6	45	33.1	58.4	85.7	6	17.6	40.0	93.3

Appendix C. Data summary

	All tenants				General needs				Sheltered				Supported			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
118: Fairly satisfied	129	20.7	29.2	28.7	98	21.7	28.7	28.7	21	15.4	27.3	27.3	8	23.5	53.3	53.3
119: Neither	19	3.1	4.3	4.7	16	3.5	4.7	4.7	2	1.5	2.6	2.6	0	0.0	0.0	0.0
120: Fairly dissatisfied	32	5.1	7.2	7.9	27	6.0	7.9	7.9	4	2.9	5.2	5.2	0	0.0	0.0	0.0
121: Very dissatisfied	33	5.3	7.5	7.9	27	6.0	7.9	7.9	5	3.7	6.5	6.5	1	2.9	6.7	6.7
N/R	179	28.8	1.6	1.4	110	24.3	1.4	1.4	59	43.4	1.3	1.3	19	55.9	6.3	6.3
Q10b It was easy to get hold of the right person																
Base: 450																
122: Very satisfied	216	34.7	49.1	81.1	162	35.8	47.6	79.7	43	31.6	56.6	85.5	8	23.5	53.3	100.0
123: Fairly satisfied	141	22.7	32.0	32.1	109	24.1	32.1	32.1	22	16.2	28.9	28.9	7	20.6	46.7	46.7
124: Neither	37	5.9	8.4	9.4	32	7.1	9.4	9.4	3	2.2	3.9	3.9	0	0.0	0.0	0.0
125: Fairly dissatisfied	22	3.5	5.0	5.3	18	4.0	5.3	5.3	4	2.9	5.3	5.3	0	0.0	0.0	0.0
126: Very dissatisfied	24	3.9	5.5	5.6	19	4.2	5.6	5.6	4	2.9	5.3	5.3	0	0.0	0.0	0.0
N/R	183	29.4	2.4	2.3	113	25.0	2.3	2.3	60	44.1	2.6	2.6	19	55.9	6.3	6.3
Q10c. The staff who dealt with me were polite																
Base: 450																
127: Very satisfied	305	49.0	69.0	93.0	233	51.5	68.3	92.1	59	43.4	76.6	96.1	8	23.5	53.3	100.0
128: Fairly satisfied	106	17.0	24.0	23.8	81	17.9	23.8	23.8	15	11.0	19.5	19.5	7	20.6	46.7	46.7
129: Neither	19	3.1	4.3	4.4	15	3.3	4.4	4.4	3	2.2	3.9	3.9	0	0.0	0.0	0.0
130: Fairly dissatisfied	7	1.1	1.6	2.1	7	1.5	2.1	2.1	0	0.0	0.0	0.0	0	0.0	0.0	0.0
131: Very dissatisfied	5	0.8	1.1	1.5	5	1.1	1.5	1.5	0	0.0	0.0	0.0	0	0.0	0.0	0.0
N/R	180	28.9	1.8	1.7	111	24.6	1.7	1.7	59	43.4	1.3	1.3	19	55.9	6.3	6.3
Q10d The staff who dealt with me were helpful																
Base: 450																
132: Very satisfied	274	44.1	62.3	86.6	208	46.0	61.4	85.9	55	40.4	72.4	90.8	7	20.6	46.7	93.4
133: Fairly satisfied	107	17.2	24.3	24.5	83	18.4	24.5	24.5	14	10.3	18.4	18.4	7	20.6	46.7	46.7
134: Neither	31	5.0	7.0	7.7	26	5.8	7.7	7.7	2	1.5	2.6	2.6	1	2.9	6.7	6.7
135: Fairly dissatisfied	18	2.9	4.1	4.4	15	3.3	4.4	4.4	2	1.5	2.6	2.6	0	0.0	0.0	0.0
136: Very dissatisfied	10	1.6	2.3	2.1	7	1.5	2.1	2.1	3	2.2	3.9	3.9	0	0.0	0.0	0.0
N/R	182	29.3	2.2	2.0	112	24.8	2.0	2.0	60	44.1	2.6	2.6	19	55.9	6.3	6.3
Q10e. The staff were able to deal with my query quickly and efficiently																
Base: 450																
137: Very satisfied	238	38.3	54.0	80.8	180	39.8	52.6	79.8	48	35.3	62.3	81.8	7	20.6	46.7	93.4
138: Fairly satisfied	118	19.0	26.8	27.2	93	20.6	27.2	27.2	15	11.0	19.5	19.5	7	20.6	46.7	46.7
139: Neither	32	5.1	7.3	7.0	24	5.3	7.0	7.0	8	5.9	10.4	10.4	0	0.0	0.0	0.0
140: Fairly dissatisfied	26	4.2	5.9	6.7	23	5.1	6.7	6.7	2	1.5	2.6	2.6	0	0.0	0.0	0.0
141: Very dissatisfied	27	4.3	6.1	6.4	22	4.9	6.4	6.4	4	2.9	5.2	5.2	1	2.9	6.7	6.7
N/R	179	28.8	1.6	1.4	110	24.3	1.4	1.4	59	43.4	1.3	1.3	19	55.9	6.3	6.3

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
Q10f Overall, I was satisfied with the final outcome of my query												
Base: 450												
142: Very satisfied	240	38.6	54.5	181	40.0	53.2	45	33.1	60.0	10	29.4	66.7
143: Fairly satisfied	102	16.4	23.2	79	17.5	23.2	17	12.5	22.7	4	11.8	26.7
144: Neither	27	4.3	6.1	22	4.9	6.5	3	2.2	4.0	0	0.0	0.0
145: Fairly dissatisfied	25	4.0	5.7	21	4.6	6.2	3	2.2	4.0	0	0.0	0.0
146: Very dissatisfied	46	7.4	10.5	37	8.2	10.9	7	5.1	9.3	1	2.9	6.7
N/R	182	29.3	2.2	112	24.8	2.0	61	44.9	3.8	19	55.9	6.3
Q11 How good are we at keeping you informed about things that might affect you as a tenant?												
Base: 622												
147: Very good	297	47.7	50.2	218	48.2	50.8	61	44.9	46.2	16	47.1	48.5
148: Fairly good	181	29.1	30.6	122	27.0	28.4	50	36.8	37.9	13	38.2	39.4
149: Neither	61	9.8	10.3	48	10.6	11.2	9	6.6	6.8	3	8.8	9.1
150: Fairly poor	29	4.7	4.9	22	4.9	5.1	8	5.9	6.1	0	0.0	0.0
151: Very poor	24	3.9	4.1	19	4.2	4.4	4	2.9	3.0	1	2.9	3.0
N/R	29	4.7		23	5.1		4	2.9		1	2.9	
Q12a Listen to your views and act upon them												
Base: 622												
152: Very satisfied	211	33.9	36.1	156	34.5	36.6	42	30.9	33.9	12	35.3	36.4
153: Fairly satisfied	195	31.4	33.4	133	29.4	31.2	49	36.0	39.5	16	47.1	48.5
154: Neither	94	15.1	16.1	69	15.3	16.2	20	14.7	16.1	5	14.7	15.2
155: Fairly dissatisfied	51	8.2	8.7	43	9.5	10.1	5	3.7	4.0	0	0.0	0.0
156: Very dissatisfied	33	5.3	5.7	25	5.5	5.9	8	5.9	6.5	0	0.0	0.0
N/R	38	6.1		27	6.0		12	8.8		1	2.9	
Q12b Give you a say in how services are managed												
Base: 622												
157: Very satisfied	216	34.7	37.5	158	35.0	37.6	46	33.8	38.0	12	35.3	36.4
158: Fairly satisfied	165	26.5	28.6	114	25.2	27.1	39	28.7	32.2	13	38.2	39.4
159: Neither	132	21.2	22.9	99	21.9	23.6	22	16.2	18.2	8	23.5	24.2
160: Fairly dissatisfied	37	5.9	6.4	30	6.6	7.1	7	5.1	5.8	0	0.0	0.0
161: Very dissatisfied	26	4.2	4.5	19	4.2	4.5	7	5.1	5.8	0	0.0	0.0
N/R	46	7.4		32	7.1		15	11.0		1	2.9	
Q12c Give you chances to take part in decision making												
Base: 622												
162: Very satisfied	222	35.7	38.5	164	36.3	39.1	44	32.4	36.1	12	35.3	35.3
163: Fairly satisfied	153	24.6	26.5	105	23.2	25.1	32	23.5	26.2	16	47.1	47.1
164: Neither	145	23.3	25.1	108	23.9	25.8	30	22.1	24.6	6	17.6	17.6
165: Fairly dissatisfied	32	5.1	5.5	25	5.5	6.0	7	5.1	5.7	0	0.0	0.0

	All tenants				General needs				Sheltered				Supported			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
166: Very dissatisfied	25	4.0	4.3	4.3	17	3.8	4.1	4.1	9	6.6	7.4	7.4	0	0.0	0.0	0.0
N/R	45	7.2			32	7.1			14	10.3			0	0.0		
Q13 Methods of being kept informed and getting in touch with us are you happy to use																
167: Email	278	44.7			228	50.4			35	25.7			6	17.6		
168: Telephone	416	66.9			302	66.8			97	71.3			16	47.1		
169: Text/SMS	304	48.9			247	54.6			41	30.1			7	20.6		
170: Web chat/instant messaging	42	6.8			37	8.2			2	1.5			1	2.9		
171: Facebook, Twitter or other social media	67	10.8			59	13.1			3	2.2			1	2.9		
172: Cynon Taf website	81	13.0			67	14.8			11	8.1			1	2.9		
173: My Cynon app and Portal	45	7.2			38	8.4			3	2.2			1	2.9		
174: In writing	277	44.5			196	43.4			57	41.9			24	70.6		
175: Visit to the housing office	47	7.6			37	8.2			8	5.9			1	2.9		
176: Visit to your home by staff	118	19.0			75	16.6			29	21.3			16	47.1		
177: Open meetings	32	5.1			22	4.9			11	8.1			1	2.9		
178: Other	1	0.2			0	0.0			2	1.5			0	0.0		
N/R	27	4.3			20	4.4			8	5.9			0	0.0		
Q14 In the past year, have you done any of these using an app or a website?																
179: Used Facebook, Instagram or other social media	302	48.6			247	54.6			38	27.9			6	17.6		
180: Used video calling, such as Zoom, Skype or Facetime	213	34.2			177	39.2			17	12.5			9	26.5		
181: Online shopping	318	51.1			261	57.7			39	28.7			7	20.6		
182: Booked tickets for something	99	15.9			79	17.5			10	7.4			7	20.6		
183: Online banking	278	44.7			230	50.9			35	25.7			3	8.8		
184: Booked a service or appointment online	157	25.2			129	28.5			20	14.7			3	8.8		
185: Contacted any organisation by Facebook or Twitter	68	10.9			57	12.6			6	4.4			2	5.9		
186: Contacted any organisation by email, app or on their website	141	22.7			116	25.7			18	13.2			3	8.8		
187: Read an email newsletter	119	19.1			97	21.5			15	11.0			3	8.8		
188: Visited Cynon Taf's Facebook or Twitter	57	9.2			48	10.6			5	3.7			2	5.9		
189: Used Cynon Taf's website	75	12.1			60	13.3			9	6.6			3	8.8		
190: Used My Cynon App or Portal	50	8.0			43	9.5			3	2.2			1	2.9		
191: Used Council or Government services online	156	25.1			135	29.9			10	7.4			2	5.9		
192: None of these	179	28.8			98	21.7			71	52.2			22	64.7		
N/R	41	6.6			31	6.9			11	8.1			0	0.0		
R14 Used digital services																
193: Yes	402	64.6			323	71.5			54	39.7			12	35.3		
194: No	179	28.8			98	21.7			71	52.2			22	64.7		

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	41	6.6		31	6.9		11	8.1		0	0.0	
Q15 Do you have any access to the internet on your phone or a computer at home?	Base: 179			Base: 98			Base: 71			Base: 22		
195: Yes, using mobile data	40	6.4	22.3	28	6.2	28.6	8	5.9	11.3	4	11.8	18.2
196: Yes, using fixed line broadband	41	6.6	22.9	30	6.6	30.6	6	4.4	8.5	4	11.8	18.2
197: No	92	14.8	51.4	41	9.1	41.8	47	34.6	66.2	14	41.2	63.6
198: Don't know	4	0.6	2.2	1	0.2	1.0	4	2.9	5.6	0	0.0	0.0
N/R	458	73.6	8.4	363	80.3	9.2	72	52.9	9.9	12	35.3	0.0
R15 Have internet access at home	Base: 179			Base: 98			Base: 71			Base: 22		
199: Yes	68	10.9	38.0	47	10.4	48.0	13	9.6	18.3	8	23.5	36.4
200: No	92	14.8	51.4	41	9.1	41.8	47	34.6	66.2	14	41.2	63.6
N/R	462	74.3	10.6	364	80.5	10.2	76	55.9	15.5	12	35.3	0.0
Q16 Why don't you use any of the online services?	Base: 68			Base: 47			Base: 13			Base: 8		
201: I just don't want to	24	3.9	35.3	19	4.2	40.4	3	2.2	23.1	1	2.9	12.5
202: I don't think they are safe or trustworthy	8	1.3	11.8	5	1.1	10.6	2	1.5	15.4	1	2.9	12.5
203: I find them confusing	18	2.9	26.5	15	3.3	31.9	2	1.5	15.4	0	0.0	0.0
204: I would, but I don't know how to	15	2.4	22.1	10	2.2	21.3	3	2.2	23.1	2	5.9	25.0
205: Because of a disability	6	1.0	8.8	3	0.7	6.4	1	0.7	7.7	3	8.8	37.5
206: Other	1	0.2	1.5	1	0.2	2.1	0	0.0	0.0	0	0.0	0.0
N/R	563	90.5	13.2	410	90.7	10.6	126	92.6	23.1	27	79.4	12.5
Q17 Why don't you have access to the internet?	Base: 96			Base: 42			Base: 51			Base: 14		
207: I just don't want to use the internet	43	6.9	44.8	23	5.1	54.8	21	15.4	41.2	2	5.9	14.3
208: I don't think it is safe or trustworthy	13	2.1	13.5	8	1.8	19.0	5	3.7	9.8	0	0.0	0.0
209: I would, but I can't afford it	12	1.9	12.5	5	1.1	11.9	7	5.1	13.7	1	2.9	7.1
210: I would, but I don't know how to	13	2.1	13.5	4	0.9	9.5	12	8.8	23.5	1	2.9	7.1
211: Because of a disability	20	3.2	20.8	5	1.1	11.9	7	5.1	13.7	10	29.4	71.4
212: Other	4	0.6	4.2	3	0.7	7.1	1	0.7	2.0	0	0.0	0.0
N/R	535	86.0	9.4	414	91.6	9.5	91	66.9	11.8	20	58.8	0.0
Q18 The way Cynon Taf deals with anti-social behaviour (ASB)	Base: 622			Base: 452			Base: 136			Base: 34		
213: Very satisfied	181	29.1	37.9	124	27.4	36.5	50	36.8	45.9	12	35.3	37.5
214: Fairly satisfied	140	22.5	29.3	100	22.1	29.4	31	22.8	28.4	9	26.5	28.1
215: Neither	91	14.6	19.0	67	14.8	19.7	16	11.8	14.7	7	20.6	21.9
216: Fairly dissatisfied	29	4.7	6.1	19	4.2	5.6	7	5.1	6.4	3	8.8	9.4
217: Very dissatisfied	37	5.9	7.7	30	6.6	8.8	5	3.7	4.6	1	2.9	3.1

	All tenants			General needs			Sheltered			Supported		
	Representative, Stock & age weight	Representative, Age weight		Representative, Age weight		Representative		Representative		Representative		
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
218: No opinion	107	17.2			83	18.4			19	14.0		
N/R	38	6.1			29	6.4			8	5.9		
Q19 Have you had any problems with anti-social behaviour or neighbour nuisance at or near your home in the last 12 months?												
219: Yes	148	23.8			113	25.0			24	17.6		
220: No	441	70.9			315	69.7			105	77.2		
N/R	33	5.3			25	5.5			7	5.1		
Q20 Who did you report this to?												
221: I did not report it	49	7.9	33.1		41	9.1	36.3		2	1.5	8.3	
222: Cynon Taf Housing	60	9.6	40.5		43	9.5	38.1		15	11.0	62.5	
223: Local Council	13	2.1	8.8		11	2.4	9.7		1	0.7	4.2	
224: Police	59	9.5	39.9		47	10.4	41.6		7	5.1	29.2	
225: Someone else	6	1.0	4.1		2	0.4	1.8		4	2.9	16.7	
N/R	476	76.5	1.4		339	75.0	0.0		115	84.6	12.5	
R20 Reported ASB												
226: Yes	97	15.6	65.5		72	15.9	63.7		19	14.0	79.2	
227: No	49	7.9	33.1		41	9.1	36.3		2	1.5	8.3	
N/R	476	76.5	1.4		339	75.0	0.0		115	84.6	12.5	
Q21a Advice provided by staff												
228: Very satisfied	11	1.8	19.3	42.1	7	1.5	17.1	39.1	5	3.7	35.7	50.0
229: Fairly satisfied	13	2.1	22.8		9	2.0	22.0		2	1.5	14.3	
230: Neither	7	1.1	12.3		5	1.1	12.2		2	1.5	14.3	
231: Fairly dissatisfied	5	0.8	8.8		4	0.9	9.8		1	0.7	7.1	
232: Very dissatisfied	21	3.4	36.8		16	3.5	39.0		4	2.9	28.6	
N/R	564	90.7	3.3		410	90.7	2.3		122	89.7	6.7	
Q21b How well you were kept informed about what was happening												
233: Very satisfied	11	1.8	19.0	34.5	8	1.8	18.6	32.6	3	2.2	25.0	50.0
234: Fairly satisfied	9	1.4	15.5		6	1.3	14.0		3	2.2	25.0	
235: Neither	8	1.3	13.8		6	1.3	14.0		1	0.7	8.3	
236: Fairly dissatisfied	9	1.4	15.5		7	1.5	16.3		1	0.7	8.3	
237: Very dissatisfied	21	3.4	36.2		16	3.5	37.2		4	2.9	33.3	

	All tenants			General needs			Sheltered			Supported		
	Representative. Stock & age weight	Representative. Age weight		Representative. Age weight		Representative		Representative		Representative		
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	565	90.8	5.0	0.0	409	90.5	0.0	0.0	124	91.2	20.0	0.0
Q21c Our response overall	<i>Base: 60</i>			<i>Base: 43</i>			<i>Base: 15</i>			<i>Base: 2</i>		
238: Very satisfied	9	1.4	16.1	37.5	6	1.3	14.3	38.1	4	2.9	33.3	50.0
239: Fairly satisfied	12	1.9	21.4		10	2.2	23.8		2	1.5	16.7	
240: Neither	6	1.0	10.7		4	0.9	9.5		1	0.7	8.3	
241: Fairly dissatisfied	6	1.0	10.7		4	0.9	9.5		1	0.7	8.3	
242: Very dissatisfied	23	3.7	41.1		18	4.0	42.9		4	2.9	33.3	
N/R	565	90.8	5.0	0.0	410	90.7	2.3	0.0	124	91.2	20.0	0.0
Q21d The final outcome of your report of ASB	<i>Base: 60</i>			<i>Base: 43</i>			<i>Base: 15</i>			<i>Base: 2</i>		
243: Very satisfied	9	1.4	16.7	35.2	5	1.1	12.8	33.3	4	2.9	33.3	50.0
244: Fairly satisfied	10	1.6	18.5		8	1.8	20.5		2	1.5	16.7	
245: Neither	9	1.4	16.7		7	1.5	17.9		1	0.7	8.3	
246: Fairly dissatisfied	4	0.6	7.4		3	0.7	7.7		1	0.7	8.3	
247: Very dissatisfied	22	3.5	40.7		16	3.5	41.0		4	2.9	33.3	
N/R	569	91.5	11.7	0.0	414	91.6	11.6	0.0	124	91.2	20.0	0.0
Q22a Claiming housing benefit and other welfare benefits	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
248: Very satisfied	263	42.3	54.3	82.0	189	41.8	54.2	82.6	58	42.6	54.7	77.3
249: Fairly satisfied	134	21.5	27.7		99	21.9	28.4		24	17.6	22.6	
250: Neither	70	11.3	14.5		46	10.2	13.2		22	16.2	20.8	
251: Fairly dissatisfied	4	0.6	0.8		4	0.9	1.1		0	0.0	0.0	
252: Very dissatisfied	13	2.1	2.7		11	2.4	3.2		2	1.5	1.9	
253: No opinion	86	13.8			67	14.8			14	10.3		
N/R	52	8.4		0.0	36	8.0		0.0	16	11.8		0.0
Q22b Managing your finances and paying rent and service charges	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
254: Very satisfied	223	35.9	48.1	79.4	166	36.7	48.8	80.3	42	30.9	43.3	71.1
255: Fairly satisfied	145	23.3	31.3		107	23.7	31.5		27	19.9	27.8	
256: Neither	74	11.9	15.9		47	10.4	13.8		26	19.1	26.8	
257: Fairly dissatisfied	9	1.4	1.9		9	2.0	2.6		0	0.0	0.0	
258: Very dissatisfied	13	2.1	2.8		11	2.4	3.2		2	1.5	2.1	
259: No opinion	84	13.5			62	13.7			16	11.8		
N/R	73	11.7		0.0	50	11.1		0.0	23	16.9		0.0
Q22c Managing your wellbeing including mental health and physical health	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
260: Very satisfied	173	27.8	38.7	67.6	121	26.8	37.9	68.0	38	27.9	37.6	60.4
									16	47.1	53.3	80.3

	All tenants				General needs				Sheltered				Supported			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
261: Fairly satisfied	129	20.7	28.9	30.1	96	21.2	30.1	23	16.9	22.8	8	23.5	26.7			
262: Neither	101	16.2	22.6	21.6	69	15.3	21.6	31	22.8	30.7	4	11.8	13.3			
263: Fairly dissatisfied	14	2.3	3.1	3.8	12	2.7	3.8	1	0.7	1.0	0	0.0	0.0			
264: Very dissatisfied	30	4.8	6.7	6.6	21	4.6	6.6	8	5.9	7.9	2	5.9	6.7			
265: No opinion	107	17.2		19.0	86	19.0		14	10.3		3	8.8				
N/R	68	10.9		10.4	47	10.4		21	15.4		1	2.9				
Q23 Would you like us to contact you offer support around financial and wellbeing issues?																
266: Yes	83	13.3		13.3	60	13.3		10	7.4		11	32.4				
267: No	494	79.4		79.4	359	79.4		113	83.1		23	67.6				
N/R	45	7.2		7.3	33	7.3		13	9.6		0	0.0				
Q24 Have you experienced financial difficulties in paying any of the following bills/payments in the last 12 months?																
268: I have not experienced financial difficulties	370	59.5		53.5	242	53.5		110	80.9		29	85.3				
269: Rent	90	14.5		17.3	78	17.3		5	3.7		1	2.9				
270: Food bills	118	19.0		22.3	101	22.3		7	5.1		3	8.8				
271: Fuel bills	91	14.6		17.3	78	17.3		6	4.4		1	2.9				
272: Council Tax	67	10.8		13.1	59	13.1		5	3.7		0	0.0				
273: Loans/credit cards	52	8.4		10.0	45	10.0		3	2.2		1	2.9				
274: Phone charge (fixed line or mobile)	39	6.3		8.0	36	8.0		0	0.0		0	0.0				
275: TV licence	55	8.8		10.6	48	10.6		4	2.9		0	0.0				
276: Other	15	2.4		3.1	14	3.1		0	0.0		0	0.0				
N/R	62	10.0		10.4	47	10.4		14	10.3		1	2.9				
R24 Experienced financial difficulties in the last year																
277: Yes	190	30.5		36.1	163	36.1		12	8.8		4	11.8				
278: No	370	59.5		53.5	242	53.5		110	80.9		29	85.3				
N/R	62	10.0		10.4	47	10.4		14	10.3		1	2.9				
Q25a My rent and service charges are affordable																
279: Strongly agree	204	32.8	36.0	80.3	149	33.0	36.3	79.2	40	29.4	32.5	82.1	15	44.1	45.5	94.0
280: Tend to agree	251	40.4	44.3	42.9	176	38.9	42.9	42.9	61	44.9	49.6	48.5	16	47.1	48.5	48.5
281: Neither	63	10.1	11.1	11.5	47	10.4	11.5	11.5	13	9.6	10.6	6.1	2	5.9	6.1	6.1
282: Tend to disagree	35	5.6	6.2	6.2	28	6.2	6.8	6.8	6	4.4	4.9	0.0	0	0.0	0.0	0.0
283: Strongly disagree	13	2.1	2.3	2.3	10	2.2	2.4	2.4	3	2.2	2.4	0.0	0	0.0	0.0	0.0
284: Prefer not to say	24	3.9		3.5	16	3.5		3.5	7	5.1		2.9	1	2.9		

	All tenants			General needs			Sheltered			Supported		
	Representative. Stock & age weight	Representative. Age weight	Representative. % +ve	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	32	5.1		25	5.5		6	4.4		0	0.0	
Q25b I am able to manage my money and am financially secure	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
285: Strongly agree	176	28.3	32.5	121	26.8	30.9	50	36.8	43.1	10	29.4	29.4
286: Tend to agree	206	33.1	38.1	144	31.9	36.7	50	36.8	43.1	14	41.2	41.2
287: Neither	90	14.5	16.6	67	14.8	17.1	13	9.6	11.2	8	23.5	23.5
288: Tend to disagree	44	7.1	8.1	39	8.6	9.9	1	0.7	0.9	1	2.9	2.9
289: Strongly disagree	25	4.0	4.6	21	4.6	5.4	2	1.5	1.7	1	2.9	2.9
290: Prefer not to say	38	6.1		27	6.0		11	8.1		0	0.0	
N/R	43	6.9		33	7.3		9	6.6		0	0.0	
Q25c My mental and physical health is as good as it could be	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
291: Strongly agree	156	25.1	28.3	106	23.5	26.4	40	29.4	34.8	13	38.2	41.9
292: Tend to agree	165	26.5	29.9	112	24.8	27.9	46	33.8	40.0	10	29.4	32.3
293: Neither	82	13.2	14.9	64	14.2	15.9	12	8.8	10.4	4	11.8	12.9
294: Tend to disagree	79	12.7	14.3	66	14.6	16.4	6	4.4	5.2	2	5.9	6.5
295: Strongly disagree	69	11.1	12.5	54	11.9	13.4	11	8.1	9.6	2	5.9	6.5
296: Prefer not to say	31	5.0		20	4.4		9	6.6		3	8.8	
N/R	41	6.6		29	6.4		12	8.8		0	0.0	
Q25d I feel part of the community	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
297: Strongly agree	163	26.2	29.0	112	24.8	27.4	39	28.7	32.0	14	41.2	42.4
298: Tend to agree	179	28.8	31.8	126	27.9	30.8	44	32.4	36.1	11	32.4	33.3
299: Neither	132	21.2	23.4	100	22.1	24.4	26	19.1	21.3	5	14.7	15.2
300: Tend to disagree	54	8.7	9.6	44	9.7	10.8	8	5.9	6.6	1	2.9	3.0
301: Strongly disagree	35	5.6	6.2	27	6.0	6.6	5	3.7	4.1	2	5.9	6.1
302: Prefer not to say	22	3.5		14	3.1		7	5.1		1	2.9	
N/R	37	5.9		29	6.4		7	5.1		0	0.0	
Q25e At times I feel lonely and isolated	<i>Base: 622</i>			<i>Base: 452</i>			<i>Base: 136</i>			<i>Base: 34</i>		
303: Strongly agree	95	15.3	18.4	72	15.9	19.0	13	9.6	12.4	8	23.5	25.0
304: Tend to agree	111	17.8	21.5	79	17.5	20.8	22	16.2	21.0	10	29.4	31.3
305: Neither	130	20.9	25.1	90	19.9	23.7	36	26.5	34.3	7	20.6	21.9
306: Tend to disagree	76	12.2	14.7	59	13.1	15.6	16	11.8	15.2	1	2.9	3.1
307: Strongly disagree	105	16.9	20.3	79	17.5	20.8	18	13.2	17.1	6	17.6	18.8
308: Prefer not to say	53	8.5		36	8.0		18	13.2		2	5.9	
N/R	51	8.2		37	8.2		13	9.6		0	0.0	

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
Q26 Did you receive a welfare call from us during the first COVID-19 lockdown in 2020?												
309: Yes	237	38.1		168	37.2		73	53.7		3	8.8	
310: No	346	55.6		255	56.4		52	38.2		31	91.2	
N/R	39	6.3		29	6.4		11	8.1		0	0.0	
Q27a Welfare call was helpful to you												
311: Strongly agree	108	17.4	48.2	74	16.4	46.5	37	27.2	54.4	2	5.9	66.7
312: Tend to agree	64	10.3	28.6	46	10.2	28.9	18	13.2	26.5	1	2.9	33.3
313: Neither	48	7.7	21.4	37	8.2	23.3	10	7.4	14.7	0	0.0	0.0
314: Tend to disagree	1	0.2	0.4	0	0.0	0.0	2	1.5	2.9	0	0.0	0.0
315: Strongly disagree	3	0.5	1.3	2	0.4	1.3	1	0.7	1.5	0	0.0	0.0
N/R	397	63.8	5.1	292	64.6	4.8	68	50.0	6.8	31	91.2	0.0
Q27b Welfare call made you feel that Cynon Taf cared about its tenants												
316: Strongly agree	124	19.9	55.1	88	19.5	54.7	38	27.9	57.6	2	5.9	66.7
317: Tend to agree	76	12.2	33.8	57	12.6	35.4	17	12.5	25.8	1	2.9	33.3
318: Neither	18	2.9	8.0	12	2.7	7.5	7	5.1	10.6	0	0.0	0.0
319: Tend to disagree	4	0.6	1.8	3	0.7	1.9	1	0.7	1.5	0	0.0	0.0
320: Strongly disagree	3	0.5	1.3	1	0.2	0.6	3	2.2	4.5	0	0.0	0.0
N/R	396	63.7	4.6	290	64.2	3.6	70	51.5	9.6	31	91.2	0.0
Q28 Overall, how would you rate the way we delivered our services to you during the COVID-19 pandemic?												
321: Very good	216	34.7	36.3	152	33.6	35.1	52	38.2	40.9	13	38.2	38.2
322: Fairly good	188	30.2	31.6	133	29.4	30.7	41	30.1	32.3	15	44.1	44.1
323: Neither	110	17.7	18.5	87	19.2	20.1	16	11.8	12.6	4	11.8	11.8
324: Fairly poor	37	5.9	6.2	29	6.4	6.7	8	5.9	6.3	0	0.0	0.0
325: Very poor	44	7.1	7.4	32	7.1	7.4	10	7.4	7.9	2	5.9	5.9
N/R	27	4.3		19	4.2		9	6.6		0	0.0	
D101 Stock type A												
326: Adapted	10	1.6		9	2.0		0	0.0		0	0.0	
327: General Needs	489	78.6		443	98.0		0	0.0		0	0.0	
328: Old People	38	6.1		0	0.0		58	42.6		0	0.0	
329: Sheltered	54	8.7		0	0.0		78	57.4		0	0.0	
330: Supported	31	5.0		0	0.0		0	0.0		34	100.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
D102 Stock type B	Base: 622			Base: 452			Base: 136			Base: 34		
331: General needs	499	80.2		452	100.0		0	0.0		0	0.0	
332: Sheltered/older people	92	14.8		0	0.0		136	100.0		0	0.0	
333: Supported	31	5.0		0	0.0		0	0.0		34	100.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D103 Area	Base: 622			Base: 452			Base: 136			Base: 34		
334: Aberaman	42	6.8		28	6.2		15	11.0		0	0.0	
335: Abercwmboi	39	6.3		31	6.9		7	5.1		0	0.0	
336: Abercynon	26	4.2		10	2.2		16	11.8		5	14.7	
337: Aberdare	21	3.4		19	4.2		0	0.0		0	0.0	
338: Beddau	11	1.8		9	2.0		0	0.0		1	2.9	
339: Brynna	0	0.0		0	0.0		0	0.0		0	0.0	
340: Cefnpennar	0	0.0		0	0.0		0	0.0		0	0.0	
341: Church Village	12	1.9		11	2.4		0	0.0		0	0.0	
342: Cilfynydd	16	2.6		15	3.3		0	0.0		0	0.0	
343: Cwmaman	26	4.2		14	3.1		16	11.8		0	0.0	
344: Cwmbach	10	1.6		9	2.0		0	0.0		0	0.0	
345: Cwmdare	7	1.1		6	1.3		0	0.0		0	0.0	
346: Gadlys	13	2.1		12	2.7		0	0.0		0	0.0	
347: Glyncoch	7	1.1		6	1.3		0	0.0		0	0.0	
348: Glyntaff Road	6	1.0		4	0.9		0	0.0		1	2.9	
349: Godreaman	12	1.9		11	2.4		0	0.0		0	0.0	
350: Graig	9	1.4		8	1.8		0	0.0		0	0.0	
351: Graigwen	4	0.6		3	0.7		0	0.0		0	0.0	
352: Hirwaun	41	6.6		37	8.2		0	0.0		0	0.0	
353: Hopkinstown	2	0.3		2	0.4		0	0.0		0	0.0	
354: Landare	0	0.0		0	0.0		0	0.0		0	0.0	
355: Llanharry	0	0.0		0	0.0		0	0.0		0	0.0	
356: Llantwit Fardre	6	1.0		5	1.1		0	0.0		0	0.0	
357: Llwydcoed	0	0.0		0	0.0		0	0.0		0	0.0	
358: Maesycloed	0	0.0		0	0.0		0	0.0		0	0.0	
359: Matthewstown	4	0.6		4	0.9		0	0.0		0	0.0	
360: Miskin	52	8.4		47	10.4		0	0.0		0	0.0	
361: Mountain Ash	44	7.1		31	6.9		9	6.6		4	11.8	
362: Penrhiwceiber	45	7.2		37	8.2		6	4.4		0	0.0	
363: Pontyclun	16	2.6		11	2.4		0	0.0		4	11.8	
364: Pontypridd	2	0.3		2	0.4		0	0.0		0	0.0	
365: Pwllgwaun	3	0.5		3	0.7		0	0.0		0	0.0	
366: Rhigos	0	0.0		0	0.0		0	0.0		0	0.0	

Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Representative	Stock & age weight		Representative	Age weight		Representative			Representative		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
367: Rhydymelin	30	4.8		8	1.8		31	22.8		0	0.0	
368: Taffs Well	5	0.8		4	0.9		0	0.0		0	0.0	
369: Trallwn	18	2.9		9	2.0		13	9.6		0	0.0	
370: Trecynon	28	4.5		10	2.2		7	5.1		14	41.2	
371: Treforest	7	1.1		4	0.9		0	0.0		2	5.9	
372: Trehafod	7	1.1		6	1.3		0	0.0		0	0.0	
373: Treochy	6	1.0		5	1.1		0	0.0		0	0.0	
374: Tynant	8	1.3		8	1.8		0	0.0		0	0.0	
375: Ynysboeth	17	2.7		13	2.9		0	0.0		3	8.8	
376: Ynysybwll	19	3.1		7	1.5		16	11.8		0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D104 Property type												
Base: 622												
377: Bedspace or Room	11	1.8		0	0.0		0	0.0		12	35.3	
378: Bungalow	15	2.4		11	2.4		4	2.9		0	0.0	
379: Flat	155	24.9		42	9.3		130	95.6		22	64.7	
380: House	439	70.6		397	87.8		2	1.5		0	0.0	
N/R	2	0.3		2	0.4		0	0.0		0	0.0	
D105 Property size												
Base: 622												
381: One bed	215	34.6		87	19.2		130	95.6		34	100.0	
382: Two bed	229	36.8		205	45.4		5	3.7		0	0.0	
383: Three bed	167	26.8		150	33.2		1	0.7		0	0.0	
384: Four or more bed	11	1.8		10	2.2		0	0.0		0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D106 Property age												
Base: 622												
385: Pre 1900	242	38.9		219	48.5		0	0.0		0	0.0	
386: 1900 - 1929	7	1.1		3	0.7		0	0.0		4	11.8	
387: 1930 - 1949	2	0.3		2	0.4		0	0.0		0	0.0	
388: 1950 - 1965	23	3.7		9	2.0		0	0.0		14	41.2	
389: 1966 - 1976	26	4.2		11	2.4		16	11.8		2	5.9	
390: 1977 - 1981	9	1.4		8	1.8		0	0.0		0	0.0	
391: 1982 - 1990	82	13.2		13	2.9		99	72.8		0	0.0	
392: 1990 on	231	37.1		185	40.9		21	15.4		14	41.2	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D107 Length of tenancy												
Base: 622												
Base: 136												
Base: 34												

Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
393: Under 1 year	42	6.8		31	6.9		12	8.8		1	2.9	
394: 1 - 2 years	92	14.8		59	13.1		24	17.6		14	41.2	
395: 3 - 5 years	110	17.7		78	17.3		27	19.9		8	23.5	
396: 6 - 10 years	107	17.2		70	15.5		37	27.2		4	11.8	
397: 11 - 20 years	160	25.7		121	26.8		28	20.6		7	20.6	
398: 21 years and over	111	17.8		93	20.6		8	5.9		0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D108 Household size												
Base: 622												
399: One	56	9.0		1	0.2		38	27.9		31	91.2	
400: Two	159	25.6		86	19.0		92	67.6		3	8.8	
401: Three	170	27.3		151	33.4		5	3.7		0	0.0	
402: Four	123	19.8		112	24.8		0	0.0		0	0.0	
403: Five	104	16.7		92	20.4		1	0.7		0	0.0	
404: Six or more	11	1.8		10	2.2		0	0.0		0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D109 Main tenant age group												
Base: 622												
405: 16 - 24 years	29	4.7		24	5.3		0	0.0		3	8.8	
406: 25 - 34 years	89	14.3		78	17.3		0	0.0		8	23.5	
407: 35 - 44 years	96	15.4		84	18.6		0	0.0		4	11.8	
408: 45 - 54 years	121	19.5		109	24.1		2	1.5		2	5.9	
409: 55 - 59 years	71	11.4		53	11.7		8	5.9		6	17.6	
410: 60 - 64 years	60	9.6		34	7.5		25	18.4		5	14.7	
411: 65 - 74 years	77	12.4		41	9.1		42	30.9		1	2.9	
412: 75 - 84 years	56	9.0		25	5.5		36	26.5		1	2.9	
413: 85 years and over	20	3.2		4	0.9		23	16.9		0	0.0	
N/R	4	0.6		0	0.0		0	0.0		4	11.8	
D110 Main tenant age group [simple]												
Base: 622												
414: 16-34	118	19.0		102	22.6		0	0.0		11	32.4	
415: 35-49	152	24.4		135	29.9		0	0.0		5	14.7	
416: 50-64	195	31.4		144	31.9		35	25.7		12	35.3	
417: 65+	153	24.6		70	15.5		101	74.3		2	5.9	
N/R	4	0.6		0	0.0		0	0.0		4	11.8	
D111 Receive any benefits												
Base: 622												
418: Yes	485	78.0		375	83.0		106	77.9		0	0.0	

Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Representative, Count	Stock & age weight, % raw	Age weight, % valid	Representative, Count	Age weight, % raw	Age weight, % valid	Representative, Count	Age weight, % raw	Age weight, % valid	Representative, Count	Age weight, % raw	Age weight, % valid
419: No	137	22.0		77	17.0		30	22.1		34	100.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D112 Type of benefit	Base: 622											
420: Housing Benefit	282	45.3		197	43.6		91	66.9		0	0.0	
421: Universal Credit	188	30.2		164	36.3		15	11.0		0	0.0	
422: Both HB and UC	15	2.4		14	3.1		0	0.0		0	0.0	
423: Do not receive benefits	137	22.0		77	17.0		30	22.1		34	100.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D113 Pay a service charge	Base: 622											
424: Yes	291	46.8		155	34.3		132	97.1		34	100.0	
425: No	331	53.2		297	65.7		4	2.9		0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D114 Property class	Base: 622											
426: New build	323	51.9		207	45.8		130	95.6		7	20.6	
427: Rehab	299	48.1		245	54.2		6	4.4		27	79.4	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D115 Reported ASB	Base: 622											
428: Yes	28	4.5		23	5.1		3	2.2		1	2.9	
429: No	594	95.5		429	94.9		133	97.8		33	97.1	
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D116 Had a repair in last 12 months [database]	Base: 622											
430: Yes	513	82.5		379	83.8		111	81.6		21	61.8	
431: No	108	17.4		72	15.9		25	18.4		13	38.2	
N/R	1	0.2		1	0.2		0	0.0		0	0.0	
D117 Number of repairs in last 12 months	Base: 622											
432: None	109	17.5		73	16.2		25	18.4		13	38.2	
433: 1- 2 repairs	202	32.5		138	30.5		53	39.0		14	41.2	
434: 3 - 4 repairs	119	19.1		90	19.9		24	17.6		3	8.8	
435: 5 - 6 repairs	82	13.2		62	13.7		17	12.5		3	8.8	
436: 7 or more repairs	110	17.7		90	19.9		17	12.5		1	2.9	

All tenants				General needs				Sheltered				Supported			
Representative. Stock & age weight		Age weight		Representative. Age weight		Representative		Representative		Representative		Representative			
Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
0	0.0			0	0.0			0	0.0			0	0.0		

N/R

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