

Overall perceptions

Q1 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Blackpool Coastal Housing?

Ward / Response						Total	Props in Area	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied				
Anchorsholme	25	17	4	2	1	49	179	27.37%	85.71%
Bloomfield	26	9	1	2	1	39	143	27.27%	89.74%
Bispham	1	1	0	0	0	2	14	14.29%	100.00%
Brunswick	37	16	2	5	2	62	269	23.05%	85.48%
Claremont	36	23	3	3	0	65	280	23.21%	90.77%
Clifton	60	51	14	12	12	149	679	21.94%	74.50%
Greenlands	49	17	2	3	4	75	257	29.18%	88.00%
Hawes Side	36	17	7	1	2	63	262	24.05%	84.13%
Highfield	33	20	5	1	3	62	226	27.43%	85.48%
Ingthorpe	96	53	14	5	6	174	635	27.40%	85.63%
Layton	11	6	2	2	3	24	142	16.90%	70.83%
Marton	3	1	1	0	0	5	36	13.89%	80.00%
Norbreck	0	0	0	0	0	0	4	0.00%	
Park	139	62	20	9	16	246	1331	18.48%	81.71%
Stanley	17	13	3	1	0	34	112	30.36%	88.24%
Talbot	2	5	0	1	0	8	30	26.67%	87.50%
Tyldesley	9	0	4	0	1	14	76	18.42%	64.29%
Victoria	13	6	3	3	3	28	155	18.06%	67.86%
Warbreck	0	0	0	0	0	0	1	0.00%	
Waterloo	1	0	0	0	0	1	3	33.33%	100.00%
Anonymous	28	18	12	13	11	82	4834	1.70%	56.10%
Total	622	335	97	63	65	1182	4834	24.45%	80.96%

Repairs and Maintenance

Q3 - If you have had a repair carried out at your home, how satisfied or dissatisfied are you with the overall repairs service from Blackpool Coastal Housing over the last 12 months?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	16	11	1	5	0	33	18.44%	81.82%
Bloomfield	20	7	1	2	0	30	20.98%	90.00%

Bispham	0	0	0	0	0	0	0.00%	
Brunswick	26	10	1	6	0	43	15.99%	83.72%
Claremont	37	10	1	2	0	50	17.86%	94.00%
Clifton	65	26	10	7	9	117	17.23%	77.78%
Greenlands	40	16	1	3	1	61	23.74%	91.80%
Hawes Side	25	13	2	4	2	46	17.56%	82.61%
Highfield	29	12	4	3	5	53	23.45%	77.36%
Ingthorpe	79	26	11	5	9	130	20.47%	80.77%
Layton	9	5	2	0	4	20	14.08%	70.00%
Marton	2	1	1	0	0	4	11.11%	75.00%
Norbreck	0	0	0	0	0	0	0.00%	
Park	101	52	9	9	10	181	13.60%	84.53%
Stanley	17	6	1	2	1	27	24.11%	85.19%
Talbot	3	2	1	0	1	7	23.33%	71.43%
Tyldesley	7	2	0	1	0	10	13.16%	90.00%
Victoria	13	4	1	5	1	24	15.48%	70.83%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	1	0	0	0	0	1	33.33%	100.00%
Anonymous	19	13	4	5	9	50	1.03%	64.00%
Total	509	216	51	59	52	887	18.35%	81.74%

Q4 - How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	13	12	3	3	1	32	17.88%	78.13%
Bloomfield	18	8	2	1	1	30	20.98%	86.67%
Bispham	0	0	0	0	0	0	0.00%	
Brunswick	23	12	4	4	0	43	15.99%	81.40%
Claremont	35	9	1	4	0	49	17.50%	89.80%
Clifton	59	30	7	10	9	115	16.94%	77.39%
Greenlands	40	13	5	2	1	61	23.74%	86.89%
Hawes Side	27	9	4	5	1	46	17.56%	78.26%
Highfield	31	11	4	3	4	53	23.45%	79.25%
Ingthorpe	72	31	9	8	8	128	20.16%	80.47%
Layton	9	3	1	2	5	20	14.08%	60.00%
Marton	1	2	1	0	0	4	11.11%	75.00%
Norbreck	0	0	0	0	0	0	0.00%	
Park	93	45	18	10	14	180	13.52%	76.67%
Stanley	16	4	2	1	3	26	23.21%	76.92%
Talbot	2	3	1	0	0	6	20.00%	83.33%
Tyldesley	7	0	0	3	0	10	13.16%	70.00%
Victoria	11	6	2	2	3	24	15.48%	70.83%

Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	1	0	0	0	1	33.33%	100.00%
Anonymous	20	11	3	6	9	49	1.01%	63.27%
Total	477	210	67	64	59	877	18.14%	78.34%

Quality of The Home

Q5 - How satisfied or dissatisfied are you that Blackpool Coastal Housing provides a home that is well Maintained

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	24	14	5	4	3	50	27.93%	76.00%
Bloomfield	23	9	4	2	0	38	26.57%	84.21%
Bispham	1	1	0	0	0	2	14.29%	100.00%
Brunswick	38	10	5	5	4	62	23.05%	77.42%
Claremont	38	21	2	4	0	65	23.21%	90.77%
Clifton	63	45	18	15	10	151	22.24%	71.52%
Greenlands	41	23	5	2	4	75	29.18%	85.33%
Hawes Side	38	16	3	4	2	63	24.05%	85.71%
Highfield	36	16	5	2	5	64	28.32%	81.25%
Ingthorpe	96	42	16	12	11	177	27.87%	77.97%
Layton	9	6	4	1	4	24	16.90%	62.50%
Marton	3	1	2	0	0	6	16.67%	66.67%
Norbreck	0	0	0	0	0	0	0.00%	
Park	124	73	22	15	13	247	18.56%	79.76%
Stanley	19	13	1	1	1	35	31.25%	91.43%
Talbot	3	2	1	2	0	8	26.67%	62.50%
Tyldesley	6	2	5	0	1	14	18.42%	57.14%
Victoria	13	5	2	7	1	28	18.06%	64.29%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	1	0	0	0	1	33.33%	100.00%
Anonymous	26	13	6	6	12	63	1.30%	61.90%
Total	601	313	106	82	71	1173	24.27%	77.92%

Q6 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Blackpool Coastal Housing provides a home that is safe?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	28	12	6	2	2	50	27.93%	80.00%
Bloomfield	21	10	4	3	1	39	27.27%	79.49%
Bispham	1	1	0	0	0	2	14.29%	100.00%
Brunswick	35	19	3	1	5	63	23.42%	85.71%
Claremont	39	20	4	1	1	65	23.21%	90.77%
Clifton	66	48	16	13	6	149	21.94%	76.51%
Greenlands	48	19	5	1	2	75	29.18%	89.33%
Hawes Side	41	11	6	3	2	63	24.05%	82.54%
Highfield	35	20	4	3	2	64	28.32%	85.94%
Ingthorpe	101	45	13	10	9	178	28.03%	82.02%
Layton	8	6	2	3	4	23	16.20%	60.87%
Marton	2	2	2	0	0	6	16.67%	66.67%
Norbreck	0	0	0	0	0	0	0.00%	
Park	140	54	23	14	15	246	18.48%	78.86%
Stanley	22	11	2	0	0	35	31.25%	94.29%
Talbot	3	3	0	2	0	8	26.67%	75.00%
Tyldesley	6	2	4	0	2	14	18.42%	57.14%
Victoria	12	8	1	7	0	28	18.06%	71.43%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	1	0	0	0	0	1	33.33%	100.00%
Anonymous	24	11	10	7	9	61	1.26%	57.38%
Total	633	302	105	70	60	1170	24.20%	79.91%

Resident Empowerment

Q7 -How satisfied or dissatisfied are you that Blackpool Coastal Housing listens to your views and acts upon them?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	21	10	13	1	5	50	27.93%	62.00%
Bloomfield	21	7	10	0	1	39	27.27%	71.79%
Bispham	0	1	0	1	0	2	14.29%	50.00%
Brunswick	32	13	12	3	3	63	23.42%	71.43%
Claremont	26	21	12	4	1	64	22.86%	73.44%
Clifton	53	43	29	9	17	151	22.24%	63.58%
Greenlands	36	23	9	4	3	75	29.18%	78.67%
Hawes Side	32	14	14	1	2	63	24.05%	73.02%
Highfield	27	17	12	2	5	63	27.88%	69.84%
Ingthorpe	75	36	40	11	14	176	27.72%	63.07%
Layton	5	8	3	4	4	24	16.90%	54.17%

Marton	1	4	1	0	0	6	16.67%	83.33%
Norbreck	0	0	0	0	0	0	0.00%	
Park	102	74	38	12	21	247	18.56%	71.26%
Stanley	10	18	5	2	0	35	31.25%	80.00%
Talbot	2	1	2	2	1	8	26.67%	37.50%
Tyldesley	5	3	3	2	1	14	18.42%	57.14%
Victoria	12	5	4	4	3	28	18.06%	60.71%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	1	0	0	0	1	33.33%	100.00%
Anonymous	21	15	16	4	6	62	1.28%	58.06%
Total	481	314	223	66	87	1171	24.22%	67.89%

Q8 -How satisfied or dissatisfied are you that Blackpool Coastal Housing keeps you informed about things that matter to you?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	21	13	10	3	2	49	27.37%	69.39%
Bloomfield	14	15	6	0	2	37	25.87%	78.38%
Bispham	2	0	0	0	0	2	14.29%	100.00%
Brunswick	34	14	10	3	3	64	23.79%	75.00%
Claremont	29	17	10	4	1	61	21.79%	75.41%
Clifton	56	45	31	11	5	148	21.80%	68.24%
Greenlands	41	22	7	2	3	75	29.18%	84.00%
Hawes Side	30	20	10	1	1	62	23.66%	80.65%
Highfield	31	17	10	1	3	62	27.43%	77.42%
Ingthorpe	76	48	39	4	7	174	27.40%	71.26%
Layton	6	10	4	1	3	24	16.90%	66.67%
Marton	3	2	1	0	0	6	16.67%	83.33%
Norbreck	0	0	0	0	0	0	0.00%	
Park	114	66	39	11	17	247	18.56%	72.87%
Stanley	16	11	5	0	1	33	29.46%	81.82%
Talbot	2	4	2	0	0	8	26.67%	75.00%
Tyldesley	7	3	3	0	1	14	18.42%	71.43%
Victoria	14	4	5	3	1	27	17.42%	66.67%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	0	1	0	0	1	33.33%	0.00%
Anonymous	21	17	10	4	10	62	1.28%	61.29%
Total	517	328	203	48	60	1156	23.91%	73.10%

Q9 - To what extent do you agree or disagree with the following? Blackpool Coastal Housing treats me fairly and with respect

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	24	18	7	0	0	49	27.37%	85.71%
Bloomfield	18	18	1	0	1	38	26.57%	94.74%
Bispham	0	2	0	0	0	2	14.29%	100.00%
Brunswick	30	25	7	1	1	64	23.79%	85.94%
Claremont	29	25	7	1	0	62	22.14%	87.10%
Clifton	50	60	21	4	12	147	21.65%	74.83%
Greenlands	33	34	2	4	2	75	29.18%	89.33%
Hawes Side	30	23	5	2	2	62	23.66%	85.48%
Highfield	28	23	6	2	4	63	27.88%	80.95%
Ingthorpe	82	58	21	6	8	175	27.56%	80.00%
Layton	8	7	4	2	3	24	16.90%	62.50%
Marton	3	2	0	1	0	6	16.67%	83.33%
Norbreck	0	0	0	0	0	0	0.00%	
Park	119	80	31	8	10	248	18.63%	80.24%
Stanley	14	16	3	1	0	34	30.36%	88.24%
Talbot	3	3	2	0	0	8	26.67%	75.00%
Tyldesley	6	6	2	0	0	14	18.42%	85.71%
Victoria	11	8	5	0	3	27	17.42%	70.37%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	1	0	0	0	1	33.33%	100.00%
Anonymous	18	25	13	2	4	62	1.28%	69.35%
Total	506	434	137	34	50	1161	24.02%	80.96%

Complaint Handling

Q11 - If you have made a complaint, how satisfied or dissatisfied are you with Blackpool Coastal Housings approach to complaints?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	6	3	0	2	3	14	7.82%	64.29%
Bloomfield	2	4	1	1	1	9	6.29%	66.67%
Bispham	0	0	0	1	0	1	7.14%	0.00%
Brunswick	5	7	4	1	1	18	6.69%	66.67%
Claremont	3	4	2	2	2	13	4.64%	53.85%
Clifton	14	16	3	10	11	54	7.95%	55.56%
Greenlands	8	5	4	3	5	25	9.73%	52.00%
Hawes Side	6	9	2	1	3	21	8.02%	71.43%
Highfield	9	4	6	0	4	23	10.18%	56.52%
Ingthorpe	21	10	7	10	10	58	9.13%	53.45%
Layton	3	0	0	2	4	9	6.34%	33.33%

Marton	1	1	0	0	0	2	5.56%	100.00%
Norbreck	0	0	0	0	0	0	0.00%	
Park	24	12	9	10	14	69	5.18%	52.17%
Stanley	4	4	1	1	0	10	8.93%	80.00%
Talbot	1	0	0	1	1	3	10.00%	33.33%
Tyldesley	1	2	0	1	0	4	5.26%	75.00%
Victoria	1	3	4	0	1	9	5.81%	44.44%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	0	0	0	0	0	0.00%	
Anonymous	3	2	8	4	2	19	0.39%	26.32%
Total	112	86	51	50	62	361	7.47%	54.85%

Neighbourhood Perceptions

Q12 - How satisfied or dissatisfied are you that Blackpool Coastal Housing makes a positive contribution to your neighbourhood?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	20	15	7	5	2	49	27.37%	71.43%
Bloomfield	10	14	8	3	2	37	25.87%	64.86%
Bispham	0	2	0	0	0	2	14.29%	100.00%
Brunswick	27	21	8	4	2	62	23.05%	77.42%
Claremont	23	22	12	5	0	62	22.14%	72.58%
Clifton	42	56	29	10	10	147	21.65%	66.67%
Greenlands	31	20	15	7	2	75	29.18%	68.00%
Hawes Side	26	16	14	4	2	62	23.66%	67.74%
Highfield	30	16	13	1	3	63	27.88%	73.02%
Ingthorpe	57	57	40	14	8	176	27.72%	64.77%
Layton	5	7	6	2	3	23	16.20%	52.17%
Marton	2	2	1	1	0	6	16.67%	66.67%
Norbreck	0	0	0	0	0	0	0.00%	
Park	97	83	48	11	10	249	18.71%	72.29%
Stanley	10	16	5	3	0	34	30.36%	76.47%
Talbot	2	3	1	1	1	8	26.67%	62.50%
Tyldesley	5	3	3	2	1	14	18.42%	57.14%
Victoria	8	11	3	4	1	27	17.42%	70.37%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	0	0	1	0	1	33.33%	0.00%
Anonymous	17	14	15	5	5	56	1.16%	55.36%
Total	412	378	228	83	52	1153	23.85%	68.52%

Q14 - If you live in a property with an external or internal communal area, how satisfied or dissatisfied are you that Blackpool Coastal Housing keeps these communal areas clean and well maintained?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	14	5	6	1	2	28	15.64%	67.86%
Bloomfield	5	12	2	4	2	25	17.48%	68.00%
Bispham	0	1	0	0	1	2	14.29%	50.00%
Brunswick	14	8	4	4	2	32	11.90%	68.75%
Claremont	18	16	6	7	0	47	16.79%	72.34%
Clifton	18	30	9	3	8	68	10.01%	70.59%
Greenlands	15	13	6	6	7	47	18.29%	59.57%
Hawes Side	14	9	7	2	2	34	12.98%	67.65%
Highfield	13	11	9	3	2	38	16.81%	63.16%
Ingthorpe	37	34	15	15	10	111	17.48%	63.96%
Layton	2	5	1	2	0	10	7.04%	70.00%
Marton	2	2	0	0	1	5	13.89%	80.00%
Norbreck	0	0	0	0	0	0	0.00%	
Park	38	45	11	10	13	117	8.79%	70.94%
Stanley	6	8	3	3	1	21	18.75%	66.67%
Talbot	1	1	1	1	1	5	16.67%	40.00%
Tyldesley	0	2	0	1	1	4	5.26%	50.00%
Victoria	4	3	2	4	0	13	8.39%	53.85%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	0	0	0	0	0	0.00%	
Anonymous	1	3	1	1	1	7	0.14%	57.14%
Total	202	208	83	67	54	614	12.70%	66.78%

Q15 -How satisfied or dissatisfied are you that Blackpool Coastal Housings approach to handling anti-social behaviour?

Ward / Response						Total	Response Rate	Percentage Satisfied
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
Anchorsholme	21	9	11	2	5	48	26.82%	62.50%
Bloomfield	8	11	9	4	6	38	26.57%	50.00%
Bispham	0	2	0	0	0	2	14.29%	100.00%
Brunswick	23	20	15	1	4	63	23.42%	68.25%
Claremont	19	15	16	7	3	60	21.43%	56.67%
Clifton	40	51	37	7	12	147	21.65%	61.90%
Greenlands	30	17	15	3	9	74	28.79%	63.51%
Hawes Side	24	16	16	2	2	60	22.90%	66.67%

Highfield	26	16	13	3	4	62	27.43%	67.74%
Ingthorpe	51	55	41	11	17	175	27.56%	60.57%
Layton	6	5	7	1	3	22	15.49%	50.00%
Marton	2	2	1	0	0	5	13.89%	80.00%
Norbreck	0	0	0	0	0	0	0.00%	
Park	84	56	65	25	18	248	18.63%	56.45%
Stanley	13	10	8	1	1	33	29.46%	69.70%
Talbot	2	1	2	1	2	8	26.67%	37.50%
Tyldesley	5	1	6	1	1	14	18.42%	42.86%
Victoria	10	5	6	4	2	27	17.42%	55.56%
Warbreck	0	0	0	0	0	0	0.00%	
Waterloo	0	0	1	0	0	1	33.33%	0.00%
Anonymous	2	4	3	0	2	11	0.23%	54.55%
Total	366	296	272	73	91	1098	22.71%	60.29%

Unfortunately, some of the responses had an incorrect reference number and so we are unable to link these to the ward the property is in, this data is still provided however and is detailed under, anonymous.

*Please note, Q2, 10 & 13 haven't been included above due to the fact these were Yes/No questions - with subsequent applied survey logic - allowing the customer to bypass a question if it did not apply to them. For transparency, the questions were as follows;

Q2:Has Blackpool Coastal Housing carried out a repair to your home in the last 12 months?

Yes / No

Q10:Have you made a complaint to Blackpool Coastal Housing in the last 12 months?

Yes / No

Q13:Do you live in a building with communal areas, either inside or outside, that Blackpool Coastal Housing is responsible for maintaining? Yes / No