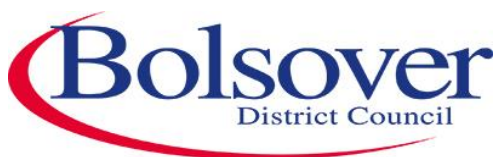


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Tenant Satisfaction Measures – Tenant Perception Survey

Summary Report 2023-2024

Kellie Bradford
1st May 2024



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Equalities Statement

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Access for All statement

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- **Email** – enquiries@bolsover.gov.uk
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- Call with [Relay UK](#) via textphone or app on **0800 500 888** - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

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Executive Summary

This report details the results of the 2023-2024 Bolsover District Council Tenant Satisfaction Measures (TSM) survey.

This is the first year the survey has been required by the Regulator of Social Housing to generate annual tenant perception measures. Bolsover District Council carried out the consultation exercise 'in house' using Snap Survey software to create the questionnaire and primarily through posting out paper surveys to our tenants.

Bolsover District Council has 5005 tenanted properties as follows:

1. Housing for older people (**2,143** properties) which is 43% of housing stock.
2. Housing for general needs (**2,667** properties) which is 53% of housing stock.
3. Sheltered housing (**195** properties) which is 4% of housing stock.

This summary report is based on 547 survey completions and presents **weighted** results for all questions showing percentages to one decimal place. Analysis of the results groups answers to reflect a *combined* satisfaction score (fairly satisfied *plus* very satisfied answers added together).

The Tenant Perception Survey for 2023/24 financial year targeted half of our tenants resulting in 608 responses (of which 547 were valid), giving a 25.2% return.

Results Summary

Overall satisfaction

The *overall satisfaction* result for Bolsover District Council's housing services for 2023-2024 runs high at **86.8%**.

The **top scoring Tenant Satisfaction Measures for 2023-24** are as follows:

1. TP02: Overall repairs satisfaction scores **89.0%**
2. TP05: Home is safe scores **87.0%**
3. TP01: Overall satisfaction scores **86.9%**
4. TP03: Repairs (time taken) scores **86.6%**

The **lowest scoring Tenant Satisfaction Measures (highest areas of dissatisfaction) for 2023-24** are as follows:

1. TP09: Approach to complaints scores **51.1%**
2. TP12: Approach to Anti-Social behaviour scores **64.4%**
3. TP06: Listens to views and acts upon them scores **69.9%**

Results Table

Guidance from the Regulator of Social Housing states that results should be as representative of the tenant population as possible. The Council chose to analyse by the core characteristic of housing type. The achieved sample was not sufficiently

representative between the proportion of 'general needs' which is 40% of the survey respondents (220 people), 'older' respondents which is 58% of the survey respondents (319 people) and 'sheltered' which is 2% of the survey respondents (eight people). To achieve representation, results have been weighted to adjust for the correct proportions of respondents. The table below shows a summary of the original results achieved and the weighted results.

The results presented are rounded to one decimal place as per the technical requirements from the Regulator.

Code	TSMs collected from tenant perception surveys	Result	Weighted
TP01	Overall satisfaction	87.6%	86.9%
TP02	Satisfaction with repairs	89.9%	89.0%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%
TP05	Satisfaction that the home is safe	88.9%	87.0%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%

Summary of approach

While the council received 608 responses to the survey, a total of 61 responses were discounted as they were unable to be analysed against the core characteristic used in order to assess representativeness (housing type).

Feedback services provider (survey design and reporting)	Kellie Bradford, Improvement Officer, Bolsover District Council
Survey fieldwork dates	June 2003 to March 2024
Tenant engagement (collecting/validating PMs)	Housing Team (Victoria Dawson, Cathy Ford, Jo Wilson)
Total surveyable population	5005

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Statistical confidence required and achieved	Required: $\pm 4\%$ margin of error at 95% confidence level (i.e., requiring a minimum of 536 responses).
Total sample size achieved	547
Reasons for failure to meet sample	N/a
Collection method	Paper surveys, emails, QR codes, completion of surveys within contact centres and members of staff paying visits to homes of tenants.
Sampling method	Stratified Sampling was the initial approach (50% of properties in each of the four contact centres areas) which ensured the sample was even districtwide followed by Systematic Sampling which selected every second property in the list for the given area.
Type and amount of incentive offered	£50 High Street vouchers per town area (four areas: Bolsover, Clowne, Shirebrook, South Normanton). This was offered again as part of reminders sent between February and March.
Number of tenant households not included in the sample	The sample covered 50% of the stock across all housing types (including temporary accommodation). This enabled the survey costs to be kept in budget and was designed to limit consultation fatigue by only asking a household to respond every other year.
Summary of representativeness of the sample against the relevant tenant population	<p>The sample achieved is broadly representative of the tenant population, regarding housing type (sheltered), but was weighted due to an imbalance across the other two housing types. The sample also incorporated 50% of tenants across each of the four contact centre areas, ensuring equal geographic coverage.</p> <p>The reminders sent between February and March were specifically to those in general needs housing in order to boost responses from that group to ensure greater representativeness.</p>
Any weighting applied?	Weighting has been applied to ensure results are representative of housing type since the sample achieved did not closely enough match the proportion of general needs, older

	persons housing and sheltered housing.
Questions asked	12 x regulatory TSM questions. 1 x engagement question about getting involved in decision-making opportunities. 1 x repairs service question. 3 x questions about tenant home types. 6 x questions about the tenant. 4 x questions about the prize draw.
Any other methodological issues likely to have a material impact on the tenant perception measures reported	N/a

Representation

Category	Population	Responses
Housing Type		
General Needs (2,667)	53%	40% ▼
Older Persons (2,143)	43%	58% ▲
Sheltered (195)	4%	2% ▼
Property type		
Bungalow	39%	51% ▲
House	43%	31% ▼
Flat	14%	14%
Flat in a communal building	4%	4%
Geography (Stock by Contact Centre area)		
Bolsover	23%	25% ▲
Clowne	27%	27%
Shirebrook	26%	24% ▼
South Normanton	24%	25% ▲
Age		
18-64	62% (Census)	46% ▼
65 +	20% (Census)	54% ▲
Disability		
Limited a lot	11% (Census)	37% ▲
Limited a little	12% (Census)	22% ▲
No	78% (Census)	34% ▼
Prefer not to say	-	7%
Ethnicity		
White British	97% (Census)	94% ▼
Ethnic minority	3% (Census)	6% ▲

Under-representation: In comparison to tenant groups and where applicable, Census 2021 figures, we note an under-representation in survey responses in the following

categories: general needs housing, sheltered, housing, age (18-64), those with no disability and ethnicity (White British).

Over-representation: In comparison to tenant groups and where applicable, Census 2021 figures, we note an over-representation in our survey responses in the following categories: older persons housing, bungalow, age (65+), disability (limited a lot), disability (limited a little) and ethnicity (ethnic minority).

Responses by collection method

Of the 547 responses counted in the analysis the breakdown of the return method is as follows:

Completion and return method	Responses (unweighted)	Responses (weighted)
SMS	0 (0%)	0 (0%)
Telephone	0 (0%)	0 (0%)
Face to face	21 (3.8%)	21 (4.0%)
Internet	58 (10.6%)	69 (12.8%)
Postal	361 (66.1%)	356 (65.1%)
Other	106 (19.4%)	99 (18.2%)

During the first phase of the survey, the question gathering 'survey completion method', did not have an explicit option for 'paper/postal', as this was the only mechanism by which the survey was distributed. The question originally sought to capture those using non-postal returns. This resulted in a large number of respondents selecting 'Other' and then stating postal/post. Some also chose 'other' where they could not see their exact method of return. 3 that selected 'Other' subsequently left the sub-section blank or responded, 'not stated'. There was also a valid return from a tenant that did not answer this question, giving a total sample size of 547. This question was amended for the subsequent phases to ensure respondents had an option to select of paper survey/postal return, to ensure the data for this question was more robust. It is noted that the original technical guidance did not prescribe how this data should be gathered. Now it is clear how the regulator wishes to receive this information; our future surveys will gather collection method with the options specified in TSM return.

Accuracy and weighting

We have used a **margin of error calculator** to determine how accurate our survey data is as a representation of the wider sample which includes the total number of people our survey represents (our population size). Our sample size represents the respondents to our survey and their views are a sample of the total population and have been used to reflect opinions of the wider group. Lastly, the confidence level of 95% is how confident we are that the views expressed by the sample size are an accurate reflection of the total population.

Population ?

Sample size ?

Confidence level ?
 90% 95% 99%

Margin of error ? **3.95%**

The image below shows how the ratios of tenant population by housing type were used as the core characteristic of the stock to weight the results to ensure representativeness.

RW1 - RIM Weight

Name: RW1 Label: Rim Weight RW1

Target total: Valid cases 547 Missing data: Include partial cases

Filter: Q14 =(1 OR 2 OR 3)

Variable	Code	Ratio	Expected	%	Actual	%
Q14	Housing for older people	42.82	234.2	42.8%	319	58.3%
	Sheltered housing	3.9	21.3	3.9%	8	1.5%
	Housing for general needs	53.28	291.4	53.3%	220	40.2%
	Other (please state below)		--	--	0	0.0%

Status: Built

As noted in the table assessing representation, and in the image above, there was a higher response rate from tenants in housing for older people. As such the results have been weighted with the following factors:

Older: 0.73 (previously 0.69 in the last tenant survey)
 General Needs: 1.32 (previously 1.52 in the last tenant survey)
 Sheltered: 2.66 (previously 1.05 in the last tenant survey)

The results and response numbers quoted in the report will be the weighted figures.

Excluding 'don't know' and 'not applicable'

In line with the guidance for calculation of satisfaction levels, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'not applicable' or 'don't know' (where these were possible responses to questions) are also excluded from the base in this report. Where these results are excluded, this is noted in the written comments and charts.

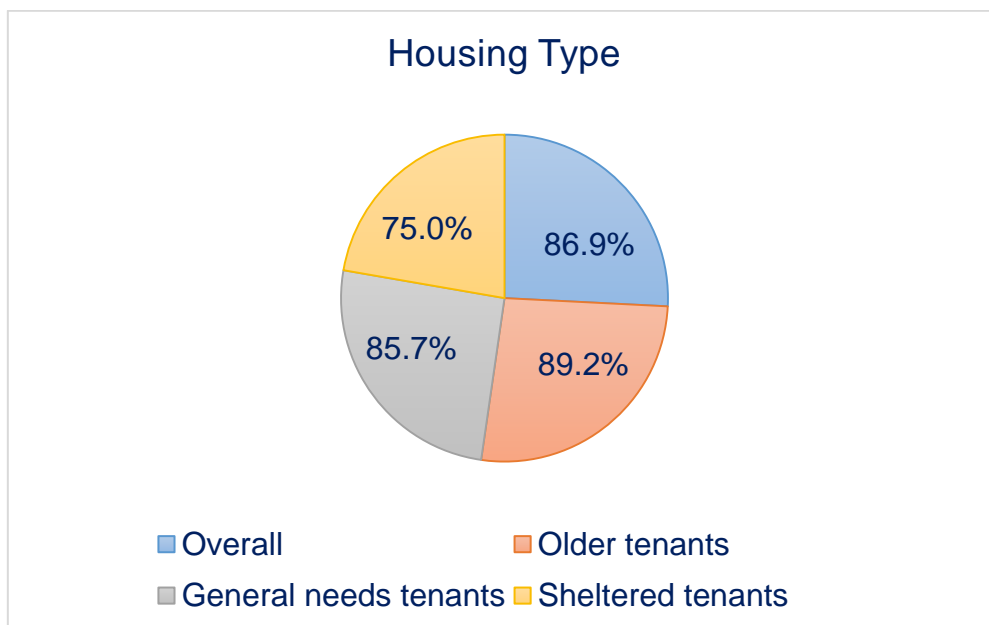
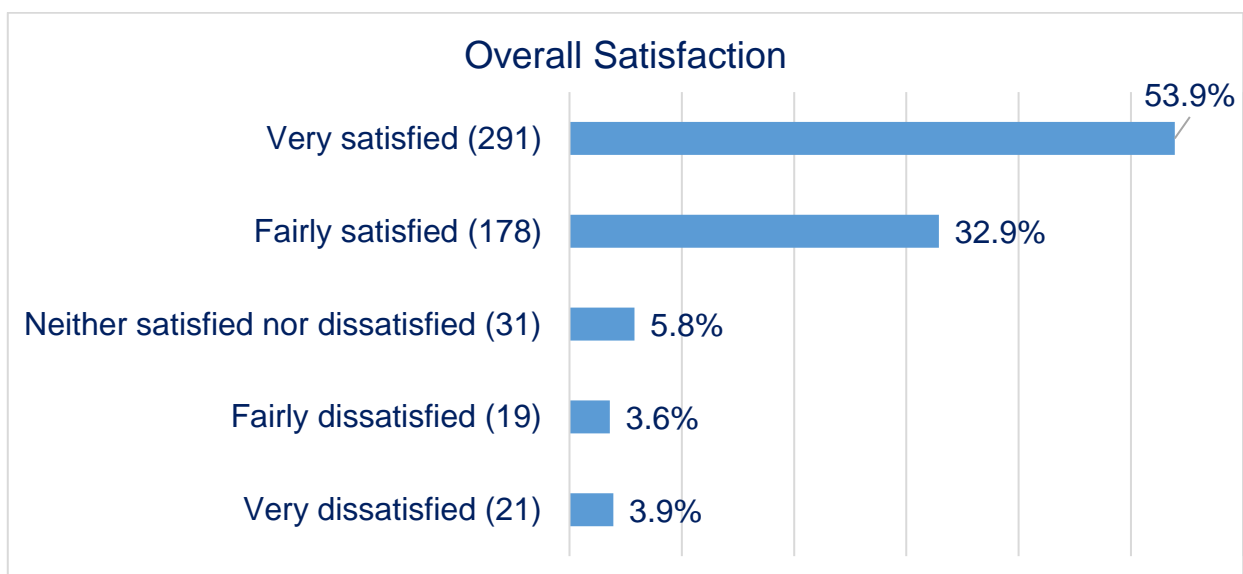
TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council's housing services?

86.9%

The clear majority of tenants (86.9%) are highly satisfied with the council's **overall housing services**.

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (89.2%), housing for general needs (85.7%), and sheltered housing (75.0%).



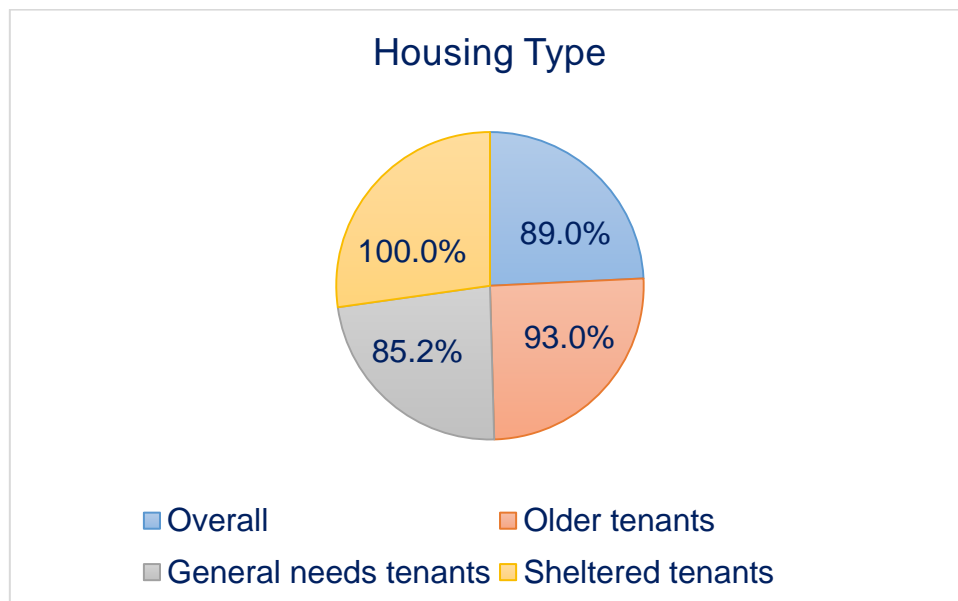
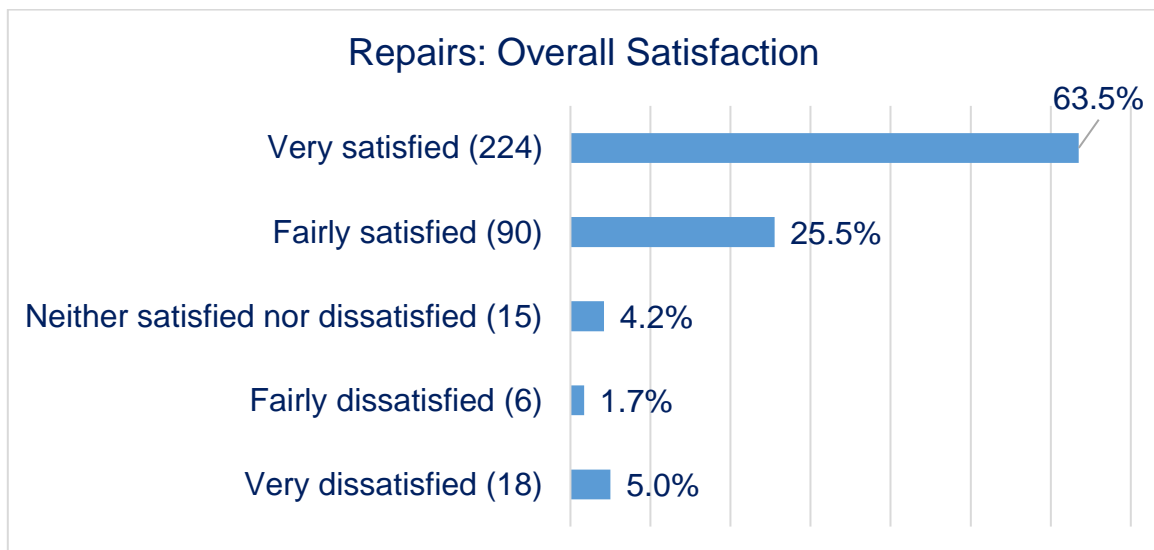
TP02 – Satisfaction with repairs

How satisfied or dissatisfied are you with the overall repairs service from the council's housing services over the last twelve months?

89.0%

Of the tenants indicating that have had a repair in the last twelve months, the majority have indicated a very high level of satisfaction with the council's **overall repairs service** (89.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (93.0%), housing for general needs (85.2%), and sheltered housing (100%).



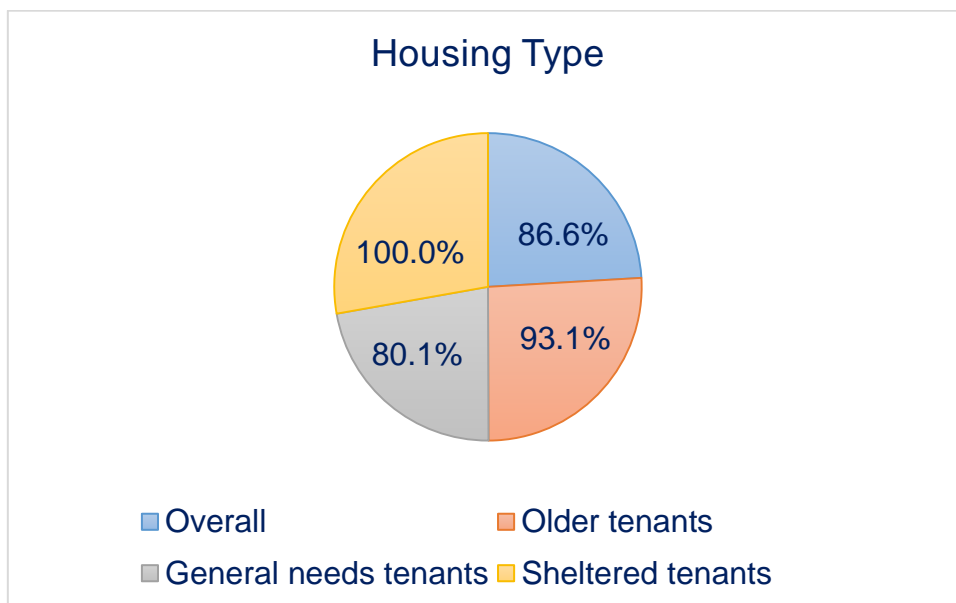
TP03 – Satisfaction with time taken to complete most recent repair

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

86.6%

Of the tenants indicating that have had a repair in the last twelve months, the majority have a high level of satisfaction with the amount of **time the council takes to make repairs** (86.6%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (93.1%), housing for general needs (80.1%), and sheltered housing (100%).



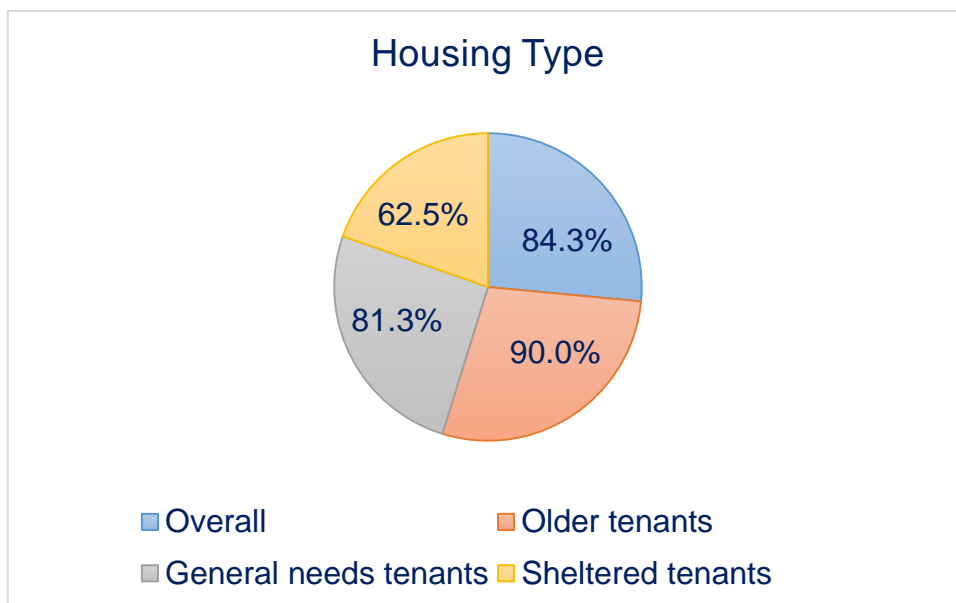
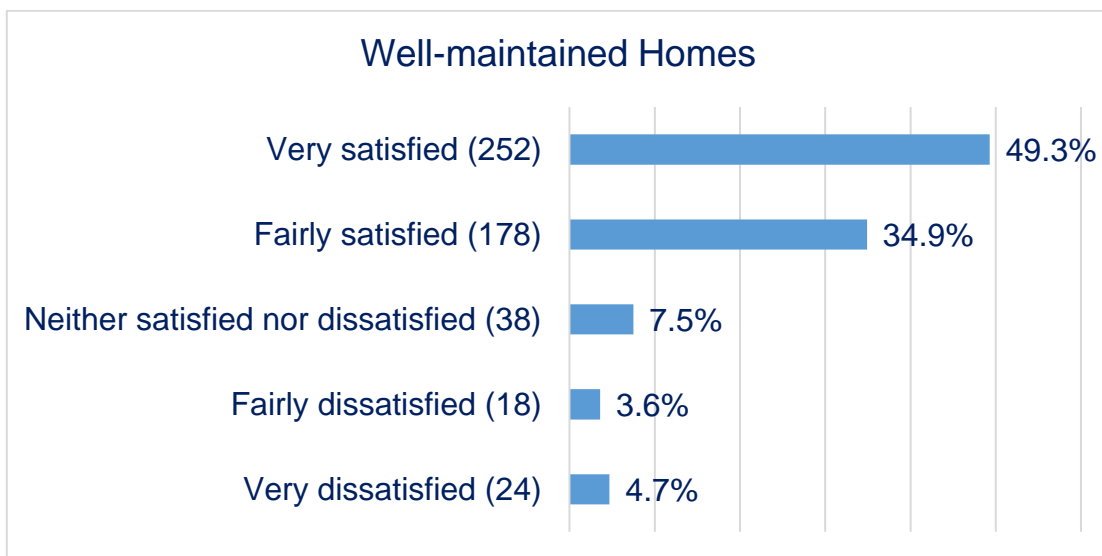
TP04 – Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that the council's housing service provides a home that is well-maintained?

84.3%

The vast majority of tenants are highly satisfied that the council **maintains their home** to a very high standard (84.3%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (90%), housing for general needs (81.3%), and sheltered housing (62.5%).



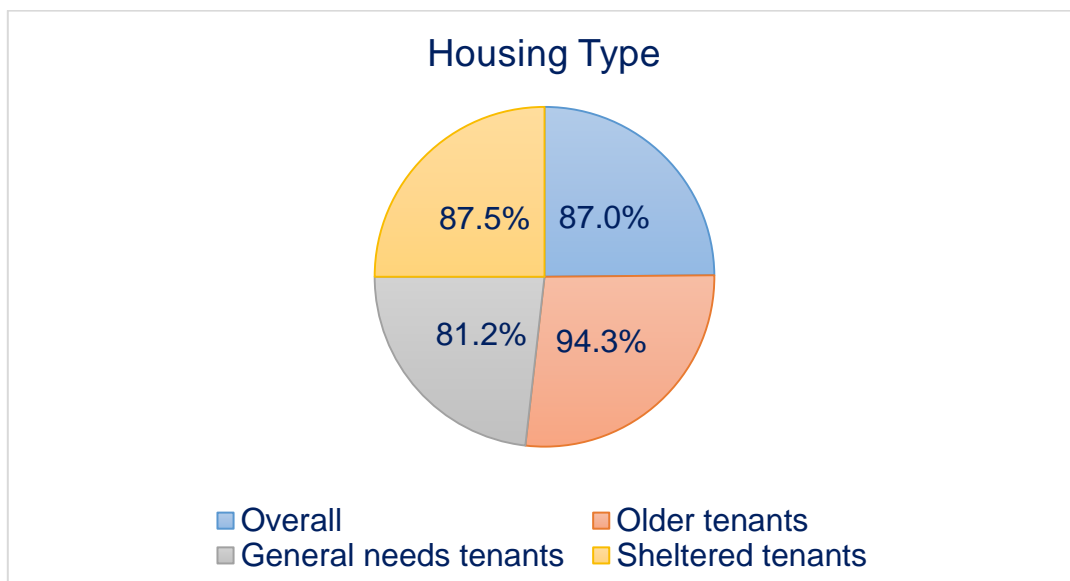
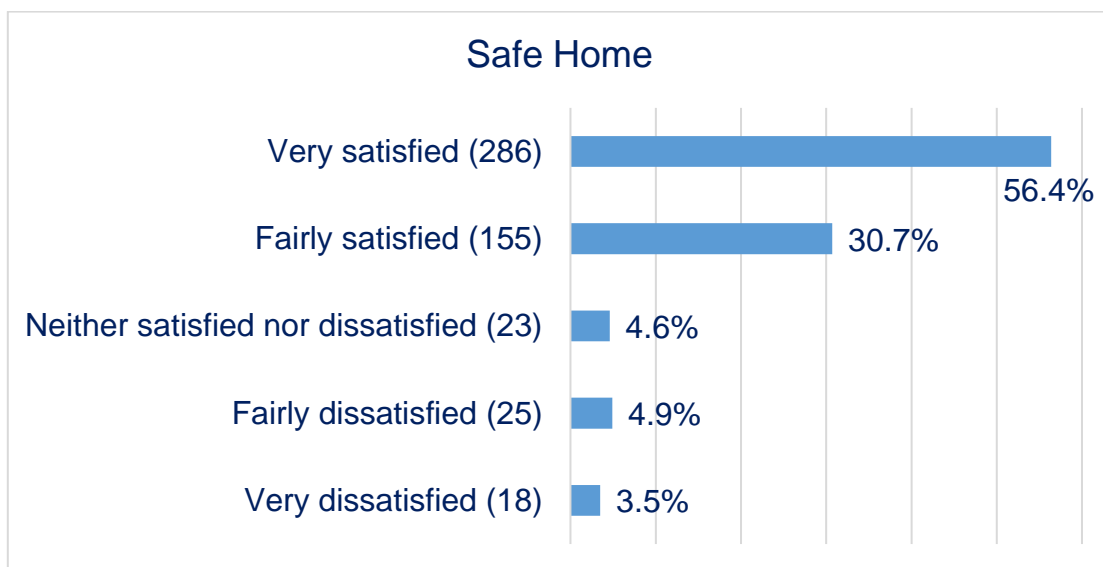
TP05 – Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the council provides a home that is safe?

87.0%

Tenants are highly satisfied that the council provides a **home that is safe** (87.0%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 1 (0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (94.3%), housing for general needs (81.2%), and sheltered housing (87.5%).



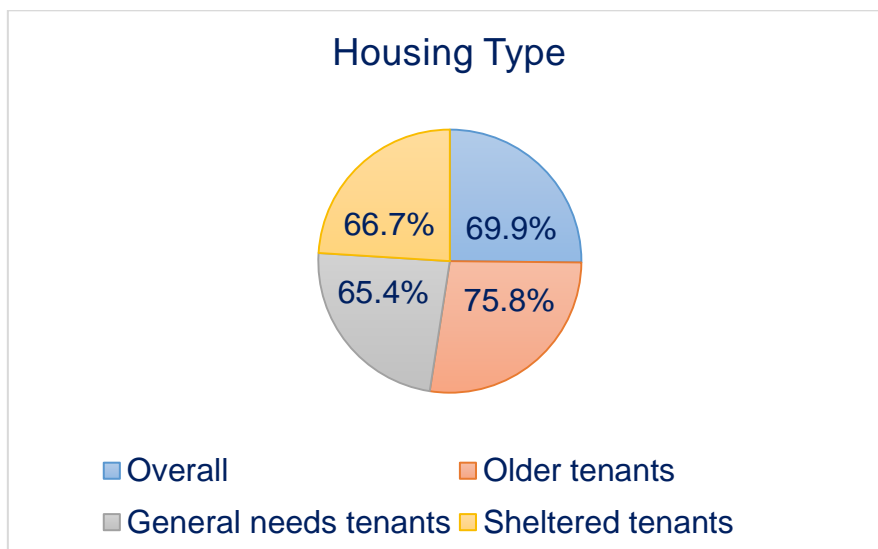
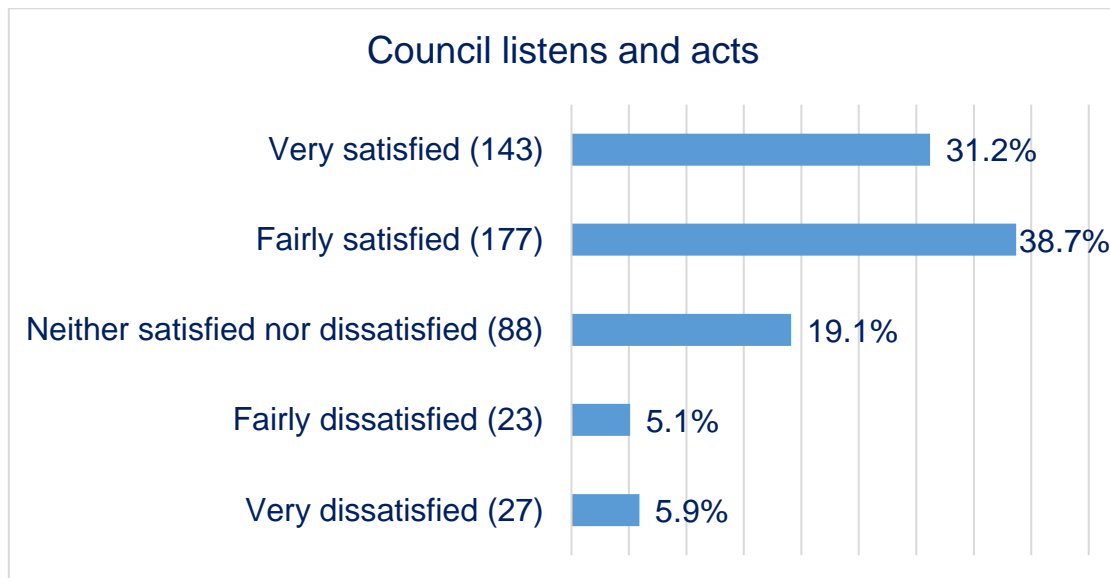
TP06 – Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that the council's housing services listens to your views and acts upon them?

69.9%

Tenants are satisfied that the council **listens to their views** and acts upon them (69.9%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 49 (10%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (75.8%), housing for general needs (65.4%), and sheltered housing (66.7%).



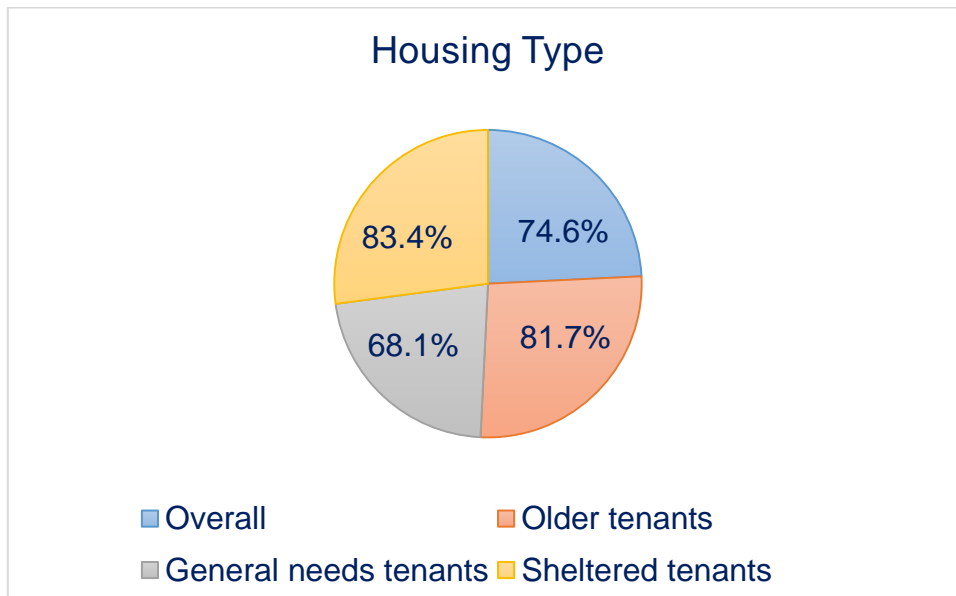
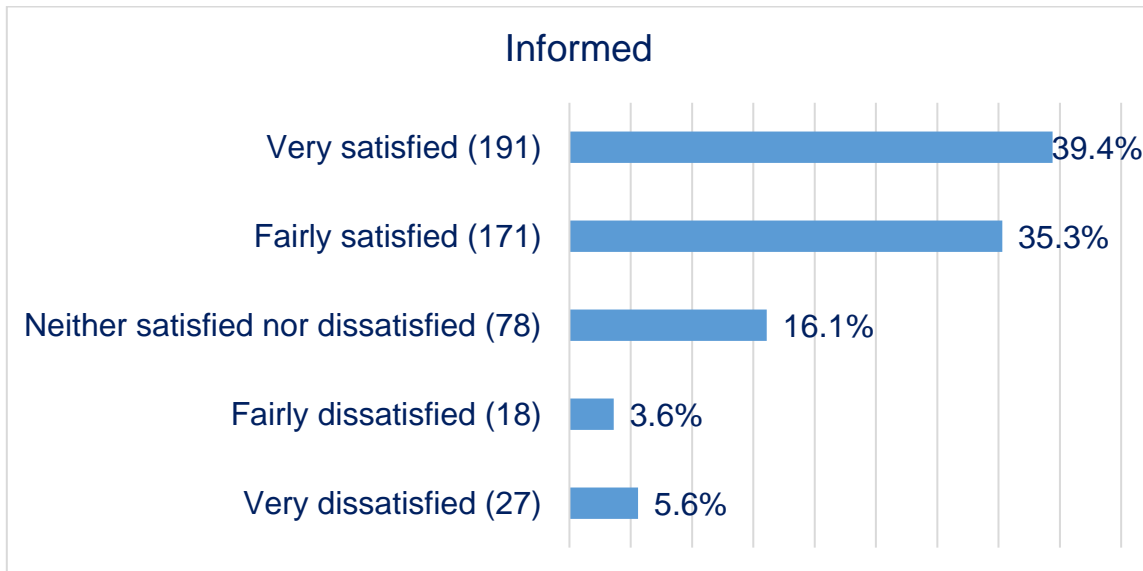
TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that the council's housing services keeps you informed about things that matter to you?

74.6%

Tenants are satisfied that the council keeps them **informed about things** that matter to them (74.6%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 22 (4.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (81.7%), housing for general needs (68.1%), and sheltered housing (83.4%).



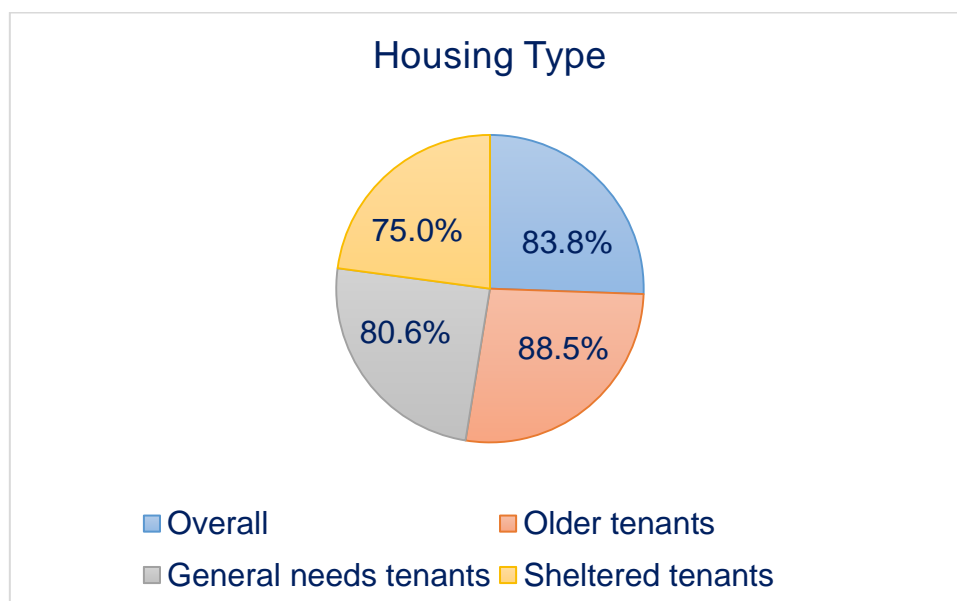
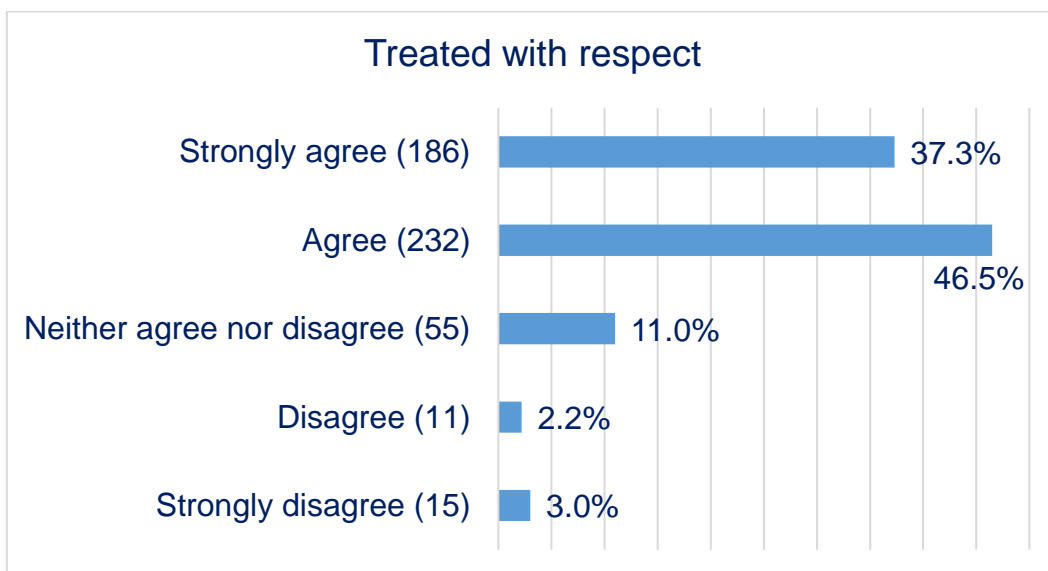
TP08 – Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree that the council's housing services treats you fairly and with respect?

83.8%

The clear majority of tenants are highly satisfied that the council treats them **fairly and with respect** (83.8%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 6 (1.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older tenants (88.5%), housing for general needs (80.6%), and sheltered housing (75.0%).



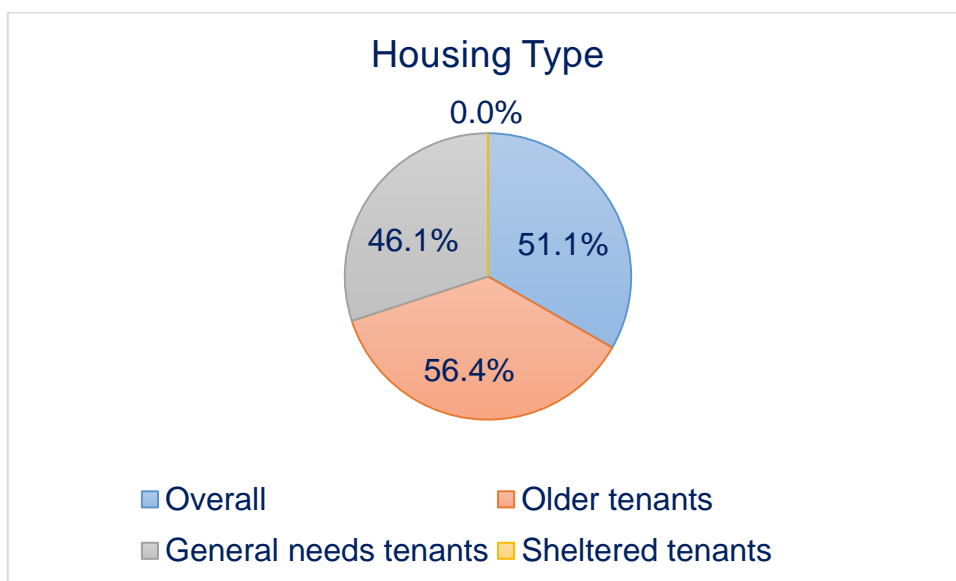
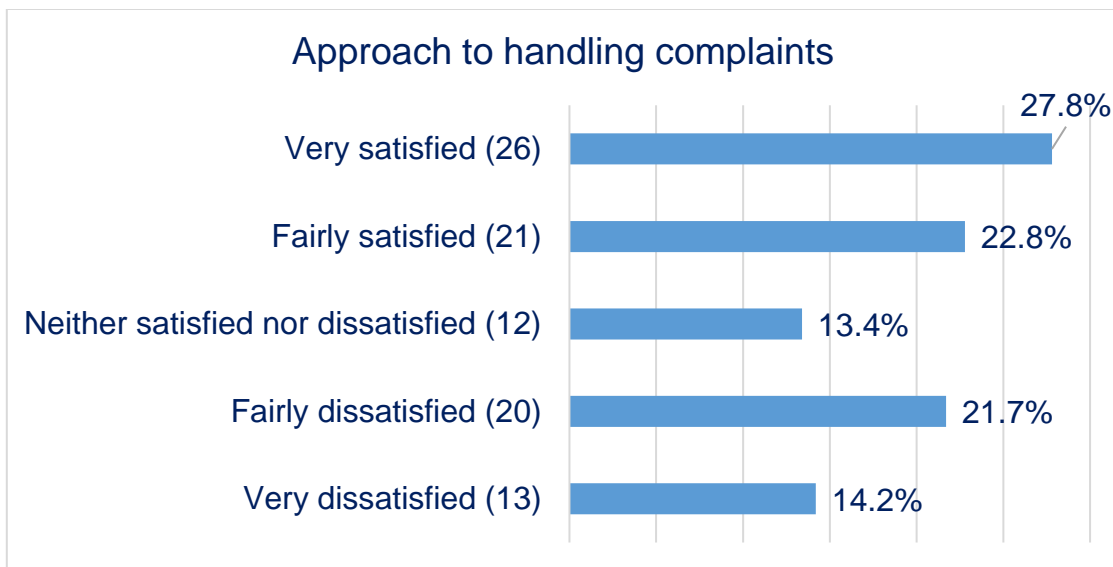
TP09 – Satisfaction with the landlord’s approach to handling complaints

How satisfied or dissatisfied are you with the council’s housing services approach to complaints handling?

51.1%

Slightly more than half of the respondents who have made a complaint in the last 12 months are satisfied with the council’s **approach to complaints** (51.1%).

This overall satisfaction result also compares with the satisfaction levels across the council’s three housing type categories as follows: housing for older people (56.4%) and housing for general needs (46.1%). No feedback was submitted from tenants in the sheltered housing group.



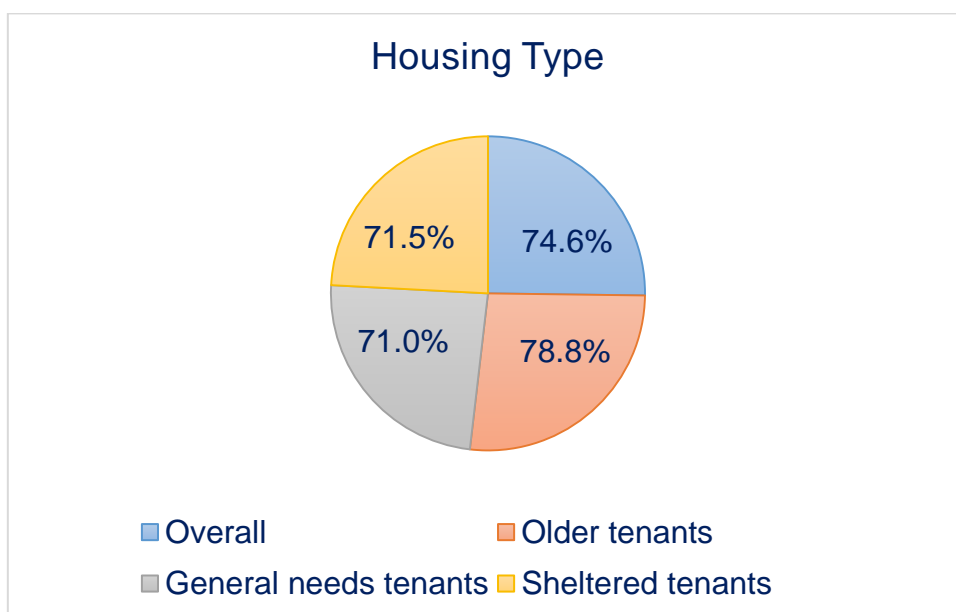
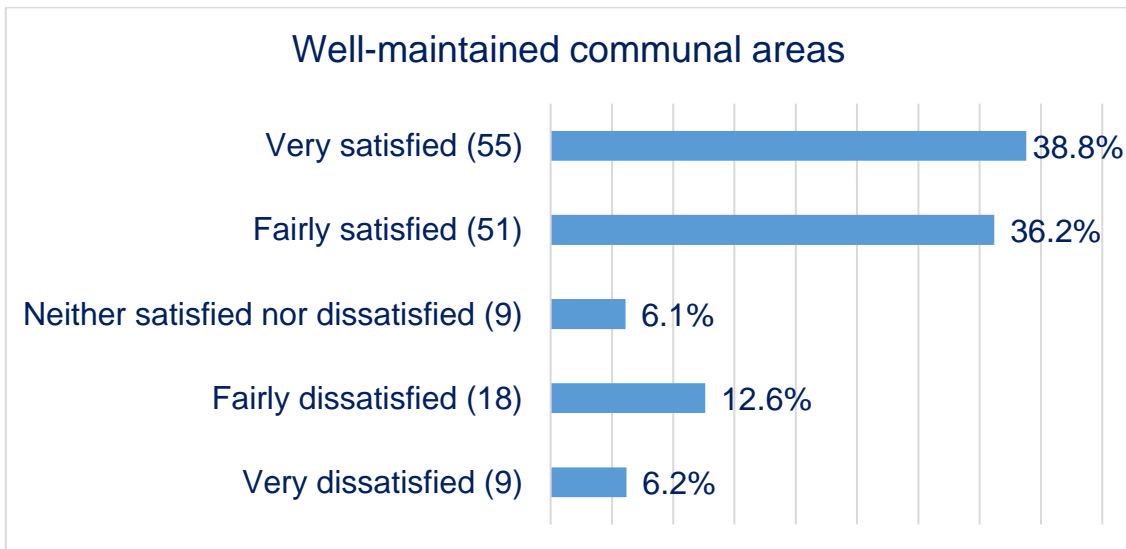
TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

How satisfied or dissatisfied are you that the council's housing services keeps communal areas clean and well-maintained?

74.6%

From the tenants responding who live in a building with communal areas, either inside or outside, a high proportion are satisfied that the council keeps **communal areas clean** and well-maintained (74.6%).

This overall satisfaction result also compares with the council's three housing type categories as follows: housing for older people (78.8%), housing for general needs (71.0%), and sheltered housing (71.5%).



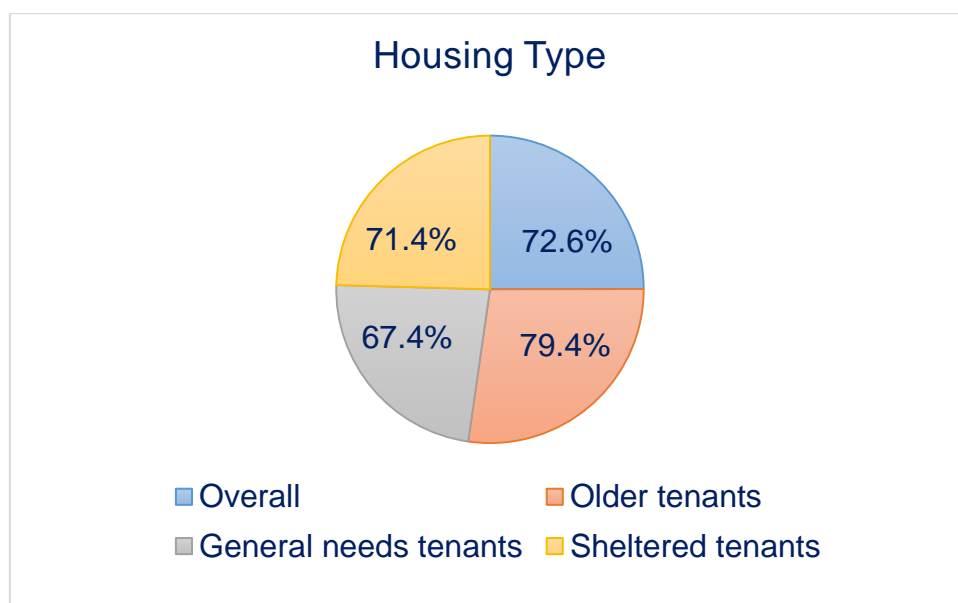
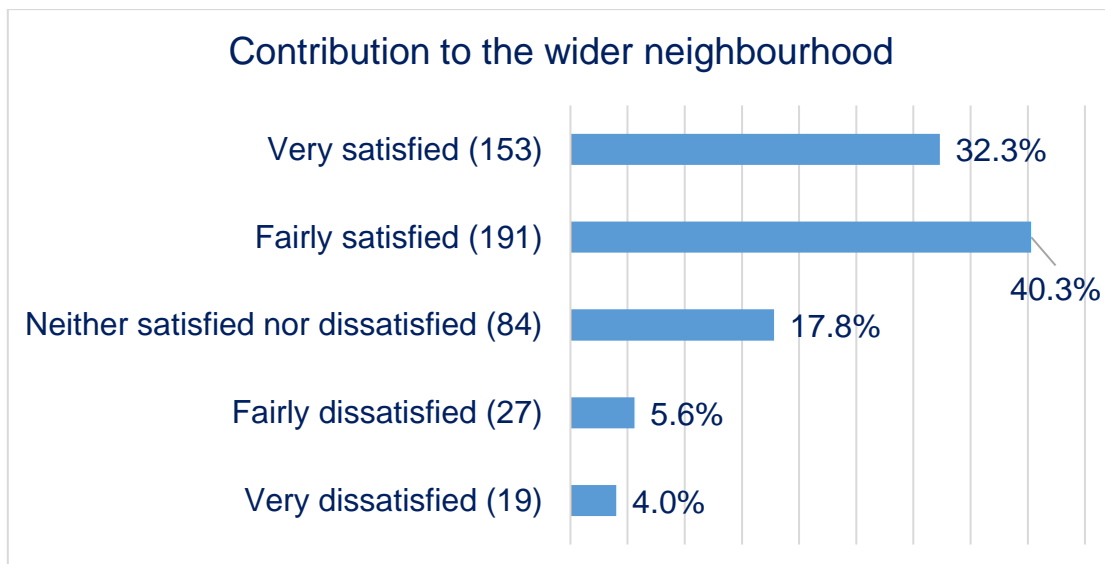
TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that the council's housing services makes a positive contribution to your neighbourhood?

72.6%

Tenants are satisfied that the council **makes a positive contribution to their neighbourhood** (72.6%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 24 (5.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three *housing type* categories as follows: housing for older people (79.4%), housing for general needs (67.4%), and sheltered housing (71.4%).



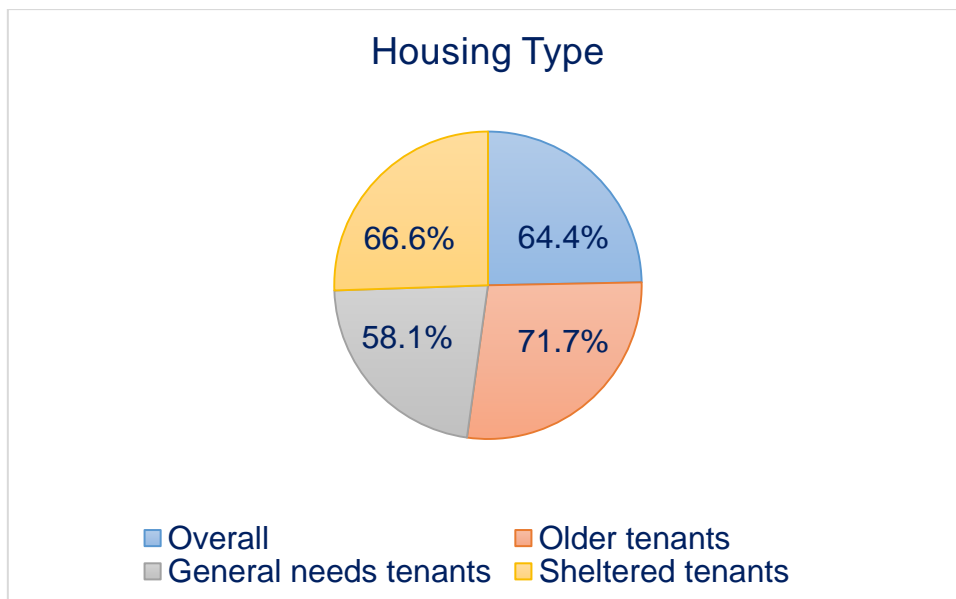
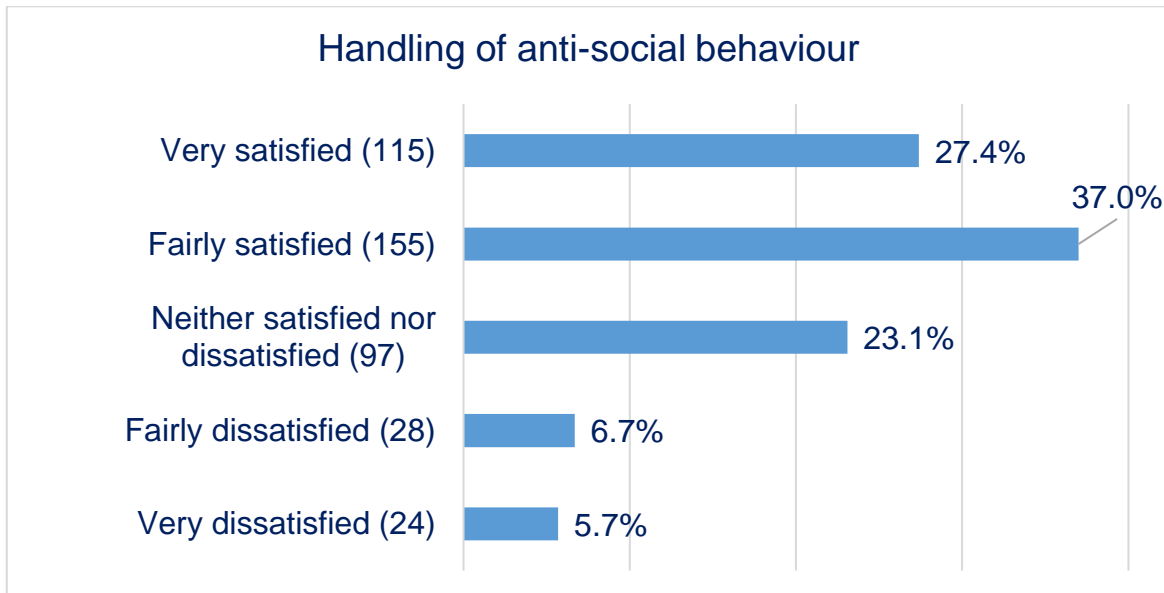
TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour

How satisfied or dissatisfied are you with the council’s housing services approach to handling anti-social behaviour?

64.4%

Just over half of the respondents indicated their satisfaction with the council’s approach to **handling anti-social behaviour** (64.4%). This question included a response option of ‘Not applicable/don’t know’ which has not been incorporated in to the satisfaction score, with a response rate of 91 (18.0%).

This overall satisfaction result also compares with the satisfaction levels of the council’s three housing type categories as follows: housing for older people (71.7%), housing for general needs (58.1%), and sheltered housing (66.6%).



Annex 1 – Copy of Questionnaire



Tenant Satisfaction Measure Survey

The Council is seeking the views of its tenants and leaseholders on its housing services as part of its landlord function. This includes the repairs and maintenance service, how we deal with anti-social behaviour and complaints, and how we treat you. The information from this survey will be used to calculate an annual Tenant Satisfaction Measure (TSM) which will be published on our website. All registered housing providers are required to collect this information and publish their results. It's important to us that a large representative sample of tenants complete this survey so that we have a wide, fair and informed view from our tenants to help drive future improvements.

Please answer the following survey questions which will take less than ten minutes to complete.

If you'd like the chance to win a **£50 voucher**, you'll be able to enter your details in the prize draw at the end of this survey.

Overall

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council's housing services?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

Repairs and maintenance

Q2 Has the Council carried out a repair to your home in the last 12 months?

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

Q2a How satisfied or dissatisfied are you with the overall repairs service from the Council over the last 12 months?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

Q3 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied

Condition of your home and Health and Safety

Q4 How satisfied or dissatisfied are you that the Council provides a home that is well-maintained?

- Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Council provides a home that is safe?

- Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied Not applicable/don't know

Estates and communal areas

Q6 Do you live in a building with communal areas, either inside or outside, that the Council is responsible for maintaining?

- Yes No Don't know

Q6a How satisfied or dissatisfied are you that the Council keeps these communal areas clean and well-maintained?

- Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied

Q7 How satisfied or dissatisfied are you that the Council makes a positive contribution to your neighbourhood?

- Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied Not applicable/don't know

Listening and engagement

Q8 How satisfied or dissatisfied are you that the Council listens to your views and acts upon them?

- Very satisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied
 Neither satisfied nor dissatisfied Not applicable/don't know

Q9 How satisfied or dissatisfied are you that the Council keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

Q10 To what extent do you agree or disagree with the following, "Bolsover District Council treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/don't know

Complaints

Q11 Have you made a complaint to the Council in the last 12 months?

- Yes
- No

Q11a How satisfied or dissatisfied are you with the Council's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Anti--Social Behaviour

Q12 How satisfied or dissatisfied are you with the Council's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

About your home...

This section is seeking information about your home to enable us to build an informed picture of who has completed the survey. This information will not identify you but it helps us to check that we have views from a representative sample of our tenants.

Q13 Are you interested in finding out more about getting involved in shaping the housing service including decision-making opportunities?

- Yes
- No

Please supply your email address;

Q14 Which of the following best describes the type of housing that you live in:

- Housing for older people
- Sheltered housing
- Housing for general needs
- Other (please state below)

Q15 Which of the following best describes the type of home that you live in:

- House
- Flat
- Flat in a communal building
- Bungalow
- Other (please state below)

Q16 Which of the following best describes your household:

- Single tenant
- Couple
- Couple with children
- Couple with other adults
- Single tenant with children
- Single tenant with other adults
- Other (please state below)

Q17 If you expressed dissatisfaction with the repairs service you received from us earlier in the survey, would you like us to contact you in order to try and find a solution?

- Yes (please briefly state below the nature of the problem and include your phone number)
- No

About you...

This section is seeking information about you to enable us to build an informed picture of who has completed the survey. This information will not identify you but it helps us to check that we have views from a representative sample of our tenants.

Q18 What is your age?

- 12-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75+

Q19 How would you describe your ethnic group?

- | | |
|---|---|
| <input type="radio"/> English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Black/African/Caribbean/Black British |
| <input type="radio"/> Any other white background | <input type="radio"/> Mixed |
| <input type="radio"/> Asian | <input type="radio"/> Any other ethnic group (please state below) |
| <input type="radio"/> Asian British | |

Q20 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- | | |
|---|---|
| <input type="radio"/> Yes, limited a lot | <input type="radio"/> No |
| <input type="radio"/> Yes, limited a little | <input type="radio"/> Prefer not to say |

Q21 What is your postcode?

Q22 Is your nearest Contact Centre in:

- | | |
|--------------------------------|---------------------------------------|
| <input type="radio"/> Bolsover | <input type="radio"/> Shirebrook |
| <input type="radio"/> Clowne | <input type="radio"/> South Normanton |

Q23 How are you completing this survey...

- | | |
|---|---|
| <input type="radio"/> Paper survey which I received in the post | <input type="radio"/> At a Contact Centre |
| <input type="radio"/> Received an email containing a link | <input type="radio"/> At my home assisted by a staff member |
| <input type="radio"/> QR Code | <input type="radio"/> Other (please state below) |

Would you like to enter the Prize Draw to win a £50 voucher?

Please include your contact details below if you wish to enter the prize draw.



By completing and submitting this online form, you will be confirming that you have given us consent to use the information you have provided to administer the prize draw. We will not publish or share any of your personal information provided.

Q24 Name:

Q25 Phone number:

Q26 Email address:

Q27 Postal address:

Thank you for taking the time to complete this survey.