

TPAS Consultation: Initial Results

Introduction/Methodology

A postal survey was issued to all Oxford City Council tenant and leasehold households (8367). In total of 622 responses were completed and returned to TPAS, representing a 7.4% response rate. A further 14 were completed online. The sample (636 respondents) is 7.6% total response rate subject to a maximum standard error of 3.7% at 95% confidence level. Therefore, we can be 95% confident that responses are representative of the total population (8367 households), to within 3.7% of the percentages reported.

1. Are you a:

Tenant: 95.3%

Leaseholder: 4.5%

Other: 0.2%

Total respondents: 618

2. Please provide the first four letters/numbers of your postcode e.g. OX1 1

Postcodes were provided, no analysis has yet been completed.

3. Thinking about where you live, what do you think are the most important thing to change or improve?

Comments were provided in 389 responses. A brief summary of the key points raised has been noted on the spread sheet in each case. Little analysis has taken place though it is clear that recurring themes include (but are not limited to): Parking, Roads & Pathways, Traffic, Rubbish & Litter, Gardens & Trees, Students, ASB and Repairs/Improvements

4. Oxford City Council's Housing Service provides help with finding a home and re-housing, repairs to homes, housing for people who need additional support and community facilities. Would you like to have more of a say in how you could get more involved in the work that we do?

Yes: 27.6% (170 respondents)

No: 50.2%

I didn't know I could have a say: 22.2% (137 respondents)

Total respondents: 616

5. **(a) Which of these statements most closely matches how you think about getting involved? (please tick 1 box)**

NB: A number of respondents ticked more than 1 box the percentage reported is taken against the total number of respondents (628) and will therefore total in excess of 100%.

I don't want to get involved:	31.1% (195)
I don't believe my views will be heard:	11.6% (73)
I just want to know what's going on:	30.4% (191)
I want to get involved in improving my local area:	10.4% (65)
I want to get involved in improving housing services for all:	8.1% (51)
I don't like meetings but if there was another way of getting things done, I'd be interested in finding out more:	16.9% (105)

5. **(b) How much time could you give each month to get involved? (please tick 1 box)**

NB: A number of respondents ticked more than 1 box the percentage reported is taken against the total number of respondents (615) and will therefore total in excess of 100%.

Not applicable:	58.7% (361)
I can spare a few minutes each month, but no more:	12.0% (74)
I can spare a couple of hours a month, but no more:	17.9% (110)
I can spare a couple of hours or more each month:	12.2% (75)

6. What services or issues would you most like to comment on or be more involved in at Oxford City Council (tick all that apply)

NB: it is of more value to present the findings as a numerical value. The figures below relate to those that ticked (said yes) against each service area/issue

	I would like to comment on	I would like to be more involved
Repairs:	203	65
Re-housing:	132	62
Improvements/major works:	187	79
How OCC Communicates:	103	76
Green issues:	129	71
How homes are let:	125	68
ASB:	203	81
How your money is spent:	113	78
Service charges:	105	49
Rent levels:	116	53
Rent collection:	74	41
How OCC involves:	80	62
Older people's housing:	137	75
Performance:	94	42
Housing Support:	105	78
Youth facilities:	105	79
Community facilities:	141	81

7. How would you like to be more involved in improving services? (tick all that apply)

NB: it is of more value to present the findings as a numerical value. The figures below relate to those that ticked (said yes) against each involvement method.

By contacting another tenant to act on your behalf:	45
Through a panel or group representing the area:	136
Through a city-wide panel/group:	57
By looking in close detail at performance and suggesting improvements:	89
By looking in close detail at specific services:	146
By completing a questionnaire/survey:	284
By providing feedback through the website/online forum:	96
By text message/over the telephone:	87
Through reading leaflets/newsletters:	174
By making complaints:	75
By posing as a customer (Mystery Shopping):	88
By attending social activities:	80
By attending an annual tenants & leaseholder conference:	76
Other:	14

8. Would you like someone to contact you to discuss your answers and what Oxford City Council Housing plans to do next?

168 respondents said they would like further contact. House numbers and postcodes were noted for each (where they were provided) and logged on the spread sheet. A number of respondents specified their preferred method of contact, which was also noted.

Equal opportunities monitoring (postal questionnaire only):

Gender: Male: 37.8% (235) Female: 55.3% (344) Spoilt/PNS/Blank: 6.9% (43)

Age: 16-19: 0.2% (1)
20-29: 4.3% (27)
30-39: 9.0% (56)
40-49: 15.4% (96)
50-59: 18.8% (117)
60-64: 10.6% (66)
65+: 33.3% (207)
Spoilt/PNS/Blank: 8.4% (52)

Disability: Yes: 35.2% (219)
No: 51.0% (317)
Spoilt/PNS/Blank: 13.8% (86)

Ethnicity:

Bangladeshi:	0.6% (4)
Indian:	0.6% (4)
Pakistani:	1.7% (11)
Other Asian:	1% (6)
Black African:	1% (6)
Black British:	0.2% (1)
Black Caribbean:	1.1% (7)
Black Other:	1% (6)
Mixed/Multiple:	1.9% (12)
White British:	76.3% (475)
White Irish:	2.4% (15)
White Other:	3.7% (23)
PNS/Blank:	8.4% (52)

Religion: Atheist/None: 10.9% (68)
Buddhist: 0.6% (4)
Christian: 52.7% (328)
Jewish: 0.2% (1)
Muslim: 4.3% (27)
Sikh: 0.2% (1)
Other: 4.3% (27)
Spoilt/PNS/Blank: 27.7% (166)

Sexual Orientation:	Bi-Sexual:	1.6% (10)
	Gay Man:	0.6% (4)
	Gay Woman:	0.2% (1)
	Heterosexual:	47.7% (297)
	Other:	1.3% (8)
	Spoilt/PNS/Blank:	48.6% (302)