

Satisfaction Surveys 2024 for: brunelcare

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1. Introduction

Background

This report details the results of Brunelcare's 2024 TSM customer satisfaction surveys, delivered by ARP Research. The aim of the surveys is to allow customers to have their say about their homes and/or the care services they receive, and how these could be improved in the future. For the tenant portion of the survey this is the first full year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the different sections of the report the results have been split into the main customer groups. The findings are then further broken down and analysed by various categories, including by area and or scheme. Where applicable the current survey results have also been compared against the 2023 or 2021 customer surveys including tests to check if any of the changes are *statistically significant*. Finally, the TSM results have also been benchmarked against ARP Research client database of 2023-24 housing for older people TSM surveys.

About the survey

The survey was carried out as a census of all Brunelcare customers between 7 February - 28 March 2024. Paper self completion questionnaires were distributed to all households, primarily by post with Care Homes being distributed by staff. After the first week, online survey invitations/reminders were also sent to non-respondents (excluding Care Homes) on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. In addition, approximately halfway through the fieldwork process full paper reminders were sent to all those households that had not yet replied (excluding Care Homes). The survey was incentivised with a free prize draw.

In total, 502 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented 46% of the total tenant population, and the final results had an error margin of +/- 3.2%. This exceed the stipulated TSM target error margin of +/- 5.0%.

For the non-regulatory element of the survey there were the following responses: 135 Care Homes (49%), 86 Community Care (41%), 27 HWYNI only (26%), 27 Retirement Village (49%) and 26 homeowners (62%).

The final tenant data was weighted by interlaced age group, property type and area to ensure that the survey was representative of the tenant population as a whole. The Care Homes survey data was weighted by home.

Understanding the results

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 by confident that the differences are real and not likely to be down to natural variation or chance.



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2. Executive summary

Bench mark	2023 result	Change over time	2024 tenant result
82%	80%		83%
84%	89%		87%
82%	86%		87%
75%	86%		83%
84%	90%		85%
79%	90%		84%
64%	69%		68%
74%	80%	$\triangleleft \triangleright$	80%
81%	85%		81%
43%	45%		52%
69%	80%	ł	65%
61%	74%	+	64%

Mission Measures satisfaction overall home is safe home is well maintained communal areas clean and maintained repairs service in last 12 months time taken to complete last repair listens to views and acts on them being kept informed treated fairly and with respect approach to handling complaints makes a positive contribution to area approach to handling ASB

* see Appendix A for additional information on statistics tests

significant change

statistically significant improvement no statistically

statistically

significanť decline

Overview

- Overall customer satisfaction with Brunelcare's services has remained **stable** over the last few years at 87% compared to 6% dissatisfied.
- 2. The overall **Tenant Satisfaction Measure** (TSM) score satisfaction score as reported to the Regulator for Social Housing is 83%.
- 3. This is **on par** with ARP Research's benchmark median of older persons housing TSM scores in 2023-23, as are most of the other TSM measures.
- 4. Care Homes, Community Care and the Help When You Need It services all have satisfaction levels in excess of 90%.
- 5. The majority of **outcomes framework** statements receive similar levels of agreement to 2021.
- 6. However, significantly fewer residents now feel proud of their home (84% v 89%) or financially comfortable (73% v 83%). In contrast, there have been significant improvements in the peace of mind (92% v 88%) and health/happiness (85% v 76%) that customers derive from their care and support.

Cross-cutting themes

- 7. Satisfaction with **building maintenance** is in the benchmark top quartile for tenants (87%) and is the best predictor of overall satisfaction for this group. This is also a key driver of satisfaction for Care Home resident (95% satisfied)
- 8. Satisfaction that Brunelcare is **easy to deal** with, also know as a 'customer effort score', has dropped significantly for most customers, including from 83% to 76% for tenants. is probably because there are many comments about **telephones not being answered**.
- 9. Across all customers that receive care and support there is less awareness of **how to raise concerns** with senior managers or the Care Quality Commission than in 2021 (e.g. 46% v 78% in Care Homes).

Suggested improvements

- 10. The most commonly requested single improvement amongst tenants is more availability of **on-site staff**, which was raised by 6% of all survey respondents (30 individuals). Similarly, Care Home respondents also asked about increasing the amount of available staff to be able to better support residents.
- 11. Despite higher than average satisfaction with the safety of the home, the two most common property improvements amongst tenants are better **security for doors and gates** and **CCTV**.
- 12. When tenants were asked how communication should be improved, the joint most commonly mentioned change is for Brunelcare to **answer the phone** when they call (5%, 27 individuals).
- 13. A quarter of Community Care customers requested **better information**, mainly about changes to the rota.

Tenants

14. In addition to the aforementioned building maintenance, being kept informed is the second strongest '**key driver**' of satisfaction, followed by ASB handling and maintaining communal areas.

- 15. Both the **safety** of the building (87%) and the cleanliness and maintenance of **communal areas** (83%) are rated above the benchmark average
- 16. Perceptions of **value for money** amongst tenants have fallen significantly since the cost-of-living crisis started (65% v 78%) and there are a number of comments about affordability.
- 17. The change in methodology since last year appears to have affected how tenants answered both questions about their **neighbourhood**, reducing satisfaction significantly compared to last year. However, both the positive contribution Brunelcare makes to neighbourhoods (65%) and its approach to handling ASB (64%) are still in line with the ARP Research benchmarks.
- 18. Satisfaction with the **repairs service** remains high (85%), albeit slightly lower than last year. This is comparable with other similar landlords, whilst the time taken before work started achieves a higher than average score (84% v 79%).
- 19. Most tenants feel **well informed** and Brunelcare's rating is consistent with other landlords (80%). Two other questions in this section are also key drivers for ExtraCare 81% of tenants agree that are treated fairly and with respect, and 68% that feel Brunelcare **listens to their views** and acts upon them.
- 20. The question on **complaints** handling should be viewed as referring to escalated requests rather than formal complaints, for which Brunelcare is performing well against the benchmark (52% satisfied).
- 21. Amongst ExtraCare residents there have been **significant improvements** in the ratings for quality of care (96% v 88%) and the level of involvement in decision making (92% v 78%),

Care Homes

- 22. Care Home satisfaction is very high (97%), to the extent that only one respondent claims to be dissatisfied.
- 23. Satisfaction with the **home**, including maintenance, safety and communal areas, is also very high (94-95%).
- 24. Most feel that the services are value for money (77%), although around a quarter of respondents from Robinson are dissatisfied.
- 25. Indeed, satisfaction scores in the **Robinson Care Home** are generally a little weaker across most of the questions compared to the other locations. This is probably because it has the oldest cohort and responses from residents aged 85+ are generally slightly less positive.
- 26. A very high proportion feel that residents are treated fairly and with respect (93%)
- 27. Over 80% feel that they are **listened to** and **kept informed**, but equally most suggestions for how communication can be improved involved one or both.
- 28. The **suitability of care** is the strongest key driver of overall satisfaction for this Care Home residents, and almost half of those who responded say that providing a **caring environment** is Brunelcare's main strength.
- 29. Indeed, at least 95% of respondents are satisfied with the **quality of the care** that residents receive, that it meets their needs and that they are involved in decision making.
- 30. Staff response times (91% v 83%), involvement in decision making (95% v 83%) and satisfaction with social activities (94% v 78%) have **all improved significantly** since 2021.

Community Care

- 31. The vast majority of Community Care customers are satisfied (94%), with just 4% dissatisfied.
- 32. There is **no difference** in this score between Somerset and South Gloucestershire.
- 33. A very high proportion of Community Care service users feel that they are treated **fairly and with respect** (92%), which is the strongest key driver of satisfaction.
- 34. Two thirds feel that they are **kept informed** about things that matter to them, whilst 12% disagree. This is lower than other types of Brunelcare customers.
- 35. Perceived **value for money** is unchanged at 81%, although 9% are dissatisfied. This is also a key driver of satisfaction.
- 36. Virtually all Community Care customer are satisfied with the **quality of their care**, including 75% that are very satisfied.

Help When You Need It

- 37. Almost all Help When You Need It customers are satisfied with the service (95%), with just 4% dissatisfied.
- 38. The **quality of support** provided by the support worker is unsurprisingly the strongest key of overall satisfaction (94% satisfied).
- 39. Being **easy to deal with** (customer effort score) is the second best predictor of overall satisfaction. At 89% this satisfaction score is also higher than for other customers.
- 40. The same proportion feel they are kept **well informed** and that they are **treated fairly and with respect**, and 81% are satisfied that they are **listened to**.



3. Brunelcare overall

Overall customer satisfaction

There is no significant change in any of the overall satisfaction scores over time

- Care Homes, Community Care and the Help When You Need It services all have satisfaction levels in excess of 90%
 - Most of the twelve statements on the Outcomes Framework receive similar levels of agreement to 2021
- However, significantly fewer residents now feel proud of their home or financially comfortable
- In contrast, there have been significant improvements in the peace of mind and health/happiness that customers derive from their care and support.

When taken together, 87% of **all Brunelcare customers** are satisfied with the housing and/or care services that they receive, including almost half (45%) that are very satisfied. Only 6% are dissatisfied.

There has been **no statistically significant** change in this score since the last full survey in 2021, nor has there been for any of the different customer groups. This means the statistical test used to compare scores tells us we can't be confident that any difference is real rather than being merely down to chance. Note that changes that aren't statistically significant may still be real, but we cannot say that with confidence.

The **Tenant Satisfaction Measures** (TSM) requirements cover LCRA tenants, which comprise social housing tenants in Sheltered and Extra Care housing. This majority of this group are also satisfied with the service (83%) compared to just 8% that are dissatisfied.

When compared against ARP Research's own database of 2023-24 TSM surveys of older persons housing, Brunelcare's score is **on par** with other landlords. Tenant satisfaction is **slightly higher** than the 83% achieved in 2023, but this isn't a statistically significant improvement.

Care Homes receive the highest overall satisfaction score of 97%.

The **Community Care** and **Help When You Need It** (HWYNI) service also have overall satisfaction levels above 90%, and the latter group achieves the highest proportion of 'very' satisfied responses (70%).

Each of the main customer groups are covered in their specific sections of the report, but there are also some other **small customer groups** where such level of detail is isn't suitable. Full data for each can be found in Appendix C, but their results are summarised below:

Retirement Village

Very few respondents in the sample lived in the Retirement Village (27 individuals) and four out of five of these are satisfied overall (81%).

Compared to social housing tenants this small group are **more satisfied than average** with both the maintenance of their home (93% v 87%) and its safety and security (96% v 88%). They are also 13% more satisfied with the cleaning and maintenance of communal areas (96%).

These respondents are also **completely satisfied** with the **repair service** received in the last 12 months as well as the time taken to complete their most recent repair.

However, only 60% feel that Brunelcare are easy to deal with, which is the **lower** than any of the main groups of customers.

In contrast, this group are more satisfied than those in Care Homes and in ExtraCare with both the provision of **meals** and the **housekeeping/laundry** services (94% and 100% respectively).

Homeowners

Homeowners are the smallest group in the sample and is comprised equally of 13 shared owners and 13 leaseholders. As such, extreme caution should be exercised when interpreting any sub-group analysis.

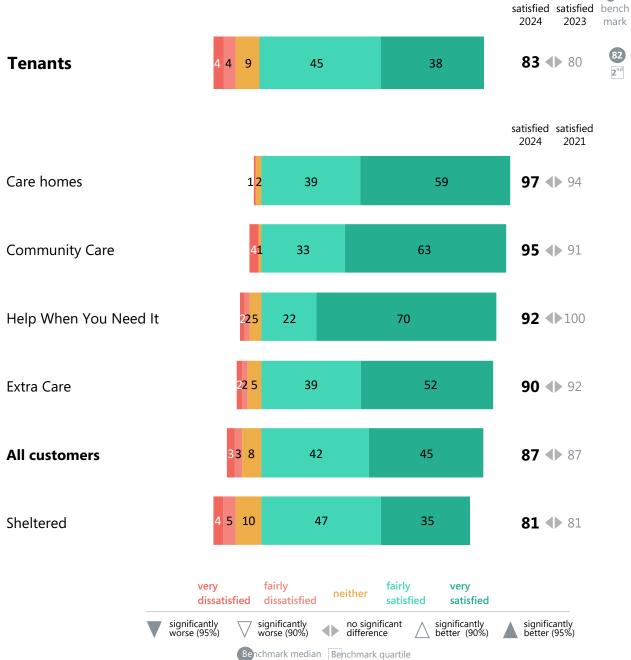
Shared owners are the **least satisfied group**, only 69% being satisfied with the service overall. Leaseholders were somewhat more satisfied (83%).

Shared owners are also notably less satisfied with how well the building is maintained (69%). This has clearly had an impact on how they perceive **value for money** with only a third of shared owners satisfied in this regard (33%), compared to 85% of leaseholders.

Similarly, whilst nine out of ten leaseholders are satisfied that Brunelcare is **easy to deal with** (91%), only three out of five shared owners say the same (62%).

3.1 Overall satisfaction

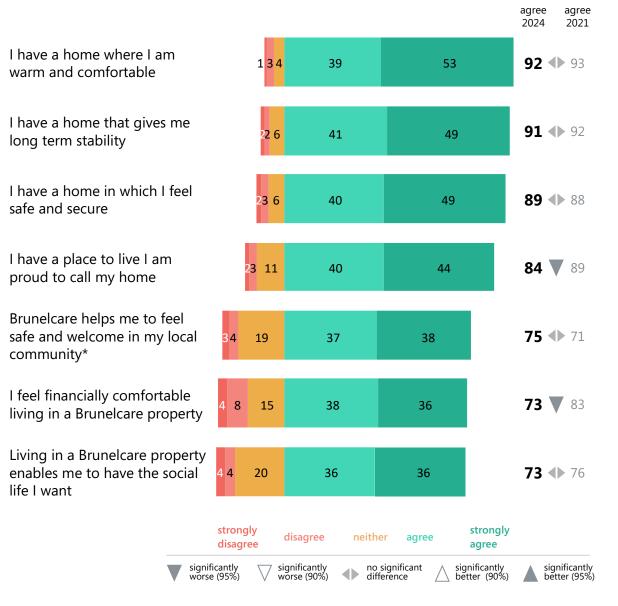






3.2 Housing outcomes

% Bases (descending) 625, 19, 624, 612, 627, 608, 580 | Excludes non respondents. * Includes HWYNI



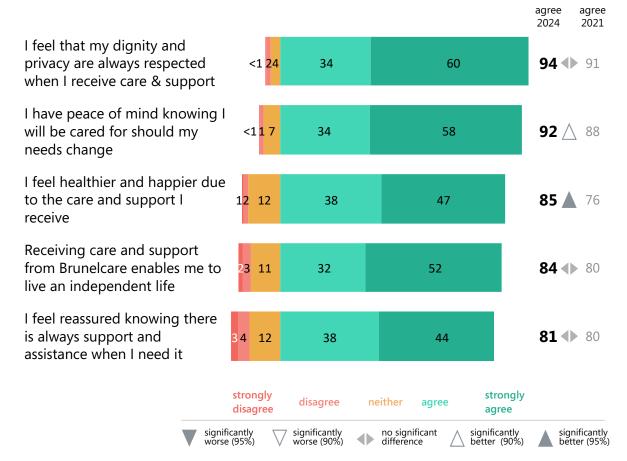
3. Brunelcare overall



Care outcomes

3.3 Care outcomes

% Bases (descending) 370, 370, 357, 327, 754 | Excludes non respondents.



Brunelcare has an **outcomes framework** that defines what outcomes Brunelcare is seeking to achieve in the quality of life and wellbeing of customers receiving care, support and housing services.

In 2021 Customer were asked to say if they agreed or disagreed with a series of statements matched to these outcomes, and exercise that has been repeated this year in order to track **performance over time**.

The majority of these scores are similar enough to those achieved three years ago that they are within the margin of error and therefore can be considered as effectively unchanged. This includes around 90% of residents that live in a **warm and comfortable** home that is both **safe and secure** and offers them long term **stability**.

Unfortunately, however, since 2021 there have significant drops in the proportions that feel **proud of their home** (84% v 89%) or that feel **financially comfortable** living in their property (73% v 83%).

Conversely, there have been significant increases in the proportion that feel the care and support they receive gives them **peace of mind** (92% v 88%) and makes them feel **healthier and happier** (85% v 76%).

3.4 Housing outcomes - by stock

		% positive								
	Base	Proud to call my home	Safe and secure home	Gives me long term stability	Feel financially comfortable	Home where I am warm and comfortable	Safe & welcome in local community	Enables me to have social life		
Overall	803	84	89	91	73	92	75	73		
Tenants	502	86	88	90	76	91	71	74		
Sheltered	406	85	85	89	73	89	68	71		
ExtraCare	95	90	97	96	85	99	86	86		
Care homes	135	73	91	91	59	98	89	64		
Community Care	86	-	-	-	-	-	-	-		
HWYNI	114	-	-	-	-	-	86	82		

Key Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail

3.5 Care outcomes - by stock

		% positive								
	Base	Reassured support is there when needed	Enables me to live an independent life	Feel healthier and happier	Dignity & privacy always respected	Peace of mind if needs change				
Overall	803	81	84	85	94	92				
Tenants	502	75	92	89	96	94				
Sheltered	406	71	84	80	91	89				
ExtraCare	95	93	95	94	98	97				
Care homes	135	96	65	78	93	92				
Community Care	86	87	92	85	96	88				
HWYNI	114	93	87	89	95	93				

Кеу Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail

4. Tenants

B B S Overall tenant satisfaction

- Most of the tenant satisfaction scores are consistent with those achieved in 2023
- When compared to ARP benchmarks of older persons housing most of the scores are also at or above the median level
- ಂಹಿ
- Satisfaction with property maintenance continues to be the best predictor of satisfaction overall
- Keeping communal areas well maintained is also influential
- The other main theme is information and communication, especially amongst ExtraCare tenants
- R
- The most commonly requested improvement is for more onsite staff
- The cost of living crisis has also prompted many to mention value for money

As noted in section 3, overall satisfaction amongst Brunelcare's social housing tenant's is **slightly higher** than it was last year (83% v 80%), but not by a statistically significant margin. It is broadly on par with ARP Research TSM benchmark for housing for older people (HfOP).

As is to be expected, **ExtraCare** customers are also significantly more satisfied than those living in **sheltered** accommodation (90% v 81% respectively).

These general patterns are reflected across most of the LCRA tenant results, with few significant changes over the last year and most results being at or slightly above the benchmark level.

Although not statistically significant, there is a notable difference in satisfaction between sheltered tenants in the **North** area compared to the **South** (86% v 77%). This difference is also evident regarding safety issues (chart 4.6) and the communication questions (chart 4.11).

Sample sizes are much smaller at site level so care should be taken when interpreting analysis of this particular sub-group. Where sample sizes are sufficient enough to make meaningful observation, satisfaction is significantly higher than average in HG11 (93%) and lower in HG06 (70%).

Interestingly, when analysed by **property type**, satisfaction is particularly high for sheltered tenants living in studio flats (89%) but is lowest for those living in bungalows (71%).

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that are most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of and can serve as framework for targeting future improvements (see chart 4.1).

The most obvious finding here is the **maintenance of the home** is the dominant factor. This was also the top key driver in 2023, but not quite to the same extent. Maintenance is a common issue in TSM surveys since the end of the pandemic, but it is important to note that Brunelcare is performing well in this regard relative to the ARP benchmarks (see chart 4.4), so this may well be a positive driver.

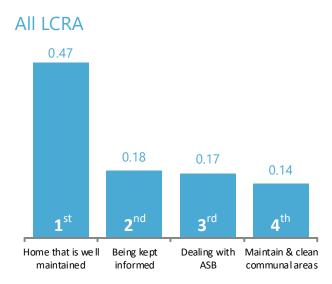
Similarly, **communal areas** are also a key driver in both years, whilst also comparing favourably against the benchmarks. The level of **information** that tenants receive is another continuing key driver, although in this case it is merely on par with landlords (chart 4.11).

One item that has jumped up the list this year is the approach to how **ASB is handled**, which is now the third best predictor of tenant satisfaction. This is one of the few ratings that has fallen significantly since 2023, but an important caveat is this maybe explained by the change in survey methodology (see home and neighbourhood section).

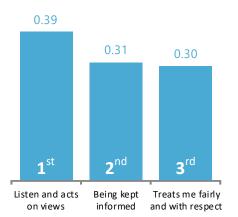
The largest group of tenants are sheltered so their views dominate the key driver analysis. Accordingly, it was run for a second time just with **ExtraCare** residents, which reveals that **communication** is the primary issue for this group, all three of their significant key drivers being on that topic. In addition to the aforementioned level of information, this includes two other 2023 drivers that are now absent form the main analysis – listening to tenant's views and being treated respectfully.

4.1 Key drivers - overall satisfaction

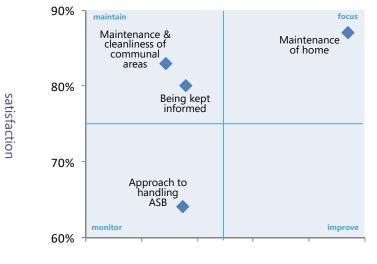
R Squares= 0.663, 0.714 | Values are not percentages but are results of the statistics test. See Appendix A for more details.



ExtraCare only



Key drivers v satisfaction (all LCRA)



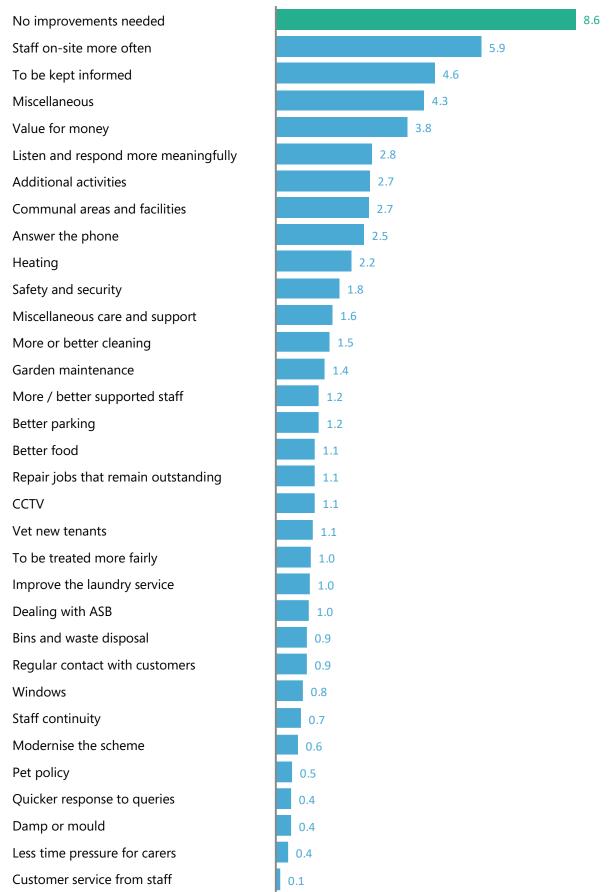
key driver coefficient



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.

4.2 Improvement suggestions

% Base 502 | Coded from verbatim responses. More than one answer allowed.



Improvements

Tenants were also asked in their own words what one thing they would like Brunelcare to do to **improve its services**, although some inevitably mentioned more than one.

These results certainly include some high frequency comments on **maintenance**, chiefly improvements to communal areas (14 comments), heating (11 comments) and safety/security (9 comments).

However, the main theme for this element of the analysis is the availability of **on-site staff**, which was raised by 6% of all survey respondents (30 individuals). This is followed by other **communication** topics that mirror the key drivers, including better information and listening more meaningfully. However, it should also be noted that 13 comments asked simply for Brunelcare to **answer the phone**, an issue that is even more evident in that section of the survey (chart 4.12).

It is also notable that the fifth most commonly mentioned improvement is **value for money**, many of whom mention increases to rent, service charge and fuel bills. This is obviously a consequence of the cost-of-living crisis, which has also pushed down the level of satisfaction (chart 4.4).

		% positive	
	Base	Overall satisfaction	
Overall	502	83	
Sheltered	406	81	
ExtraCare	95	90	
Sheltered - North	203	86	
Sheltered - South	204	77	
ECH Beach Croft/Alder Court	23	85	Key Better @ 95% confidence
ECH Colliers Gardens	24	92	Better @ 90% confidence Worse @ 90% confidence
ECH Waverley Gardens	48	91	Worse @ 95% confidence *see appendix for more detail

4.3 Overall satisfaction - by area

Home and neighbourhood

- Satisfaction with the home is in the top quartile compared to benchmarks but is nevertheless the key driver of overall satisfaction.
 - Despite high levels of satisfaction with the safety there are still many who want improved security on communal doors and gates, in addition to CCTV.
 - Perceptions of value for money have fallen significantly since the cost-of-living crisis started and there are a number of comments about affordability.
 - Although both neighbourhood satisfaction scores have fallen, this is almost certainly because of the change in methodology. Both remain on par with benchmarks.

The building

The maintenance of the home is the dominant **key driver** of overall satisfaction, so it is positive to note that Brunelcare has maintained the high level of satisfaction achieved last year (87%). To place this result in context, it is in the **top quartile** compared to the ARP benchmark for older persons housing. Both the **safety** of the building (87%) and the cleanliness and maintenance of communal areas (83%) are also rated above average.

However, despite these high scores the most common **improvements** requested in this section of the survey are the security of communal doors and gates (5%, 27 comments) CCTV (5%, 23 comments), cleaning (4%, 21 comments) and garden maintenance (3%, 17 comments, chart 4.5).

Requests for other property improvements do still appear, but it interesting that alongside major components such as heating or windows is improvements to the **flooring or carpets** in communal areas, requested by 14 individuals.

All three of these questions are rated very high by tenants in **ExtraCare** housing, albeit more so in Colliers Gardens and Waverley Gardens. In particular, only 76% of Beach Croft/Alder Court tenants are actively satisfied with how communal areas are maintained.

In the **sheltered** stock, safety is rated a little lower than average by tenants in the South (82%), whilst maintenance of the home is well below average in HGO6 (73%).

The three ratings vary little by those living in studio flats and flats, however all are rated significantly lower than average by those living in **bungalows** (70% 'maintenance', 73% 'safety/security' and 78% 'communal areas').

Value for money

The value for money question wasn't asked in 2023, but when compared to the results in 2021 it compares unfavourably having **fallen** by a statistically significant 13 points to 65%. Although disappointing, this isn't unexpected in the face of the **cost-of-living** crisis. This is also reflected in the fact that improving value for money is the fifth most commonly cited service improvement that tenants would like to see (chart 4.2).

Service charge value for money varies significantly by **stock**, with ExtraCare tenants far more satisfied than those in sheltered accommodation (83% v 61%). Satisfaction is lowest in sheltered **bungalows** 42%).

Interestingly **age** is a significant differentiator here, with older respondents aged 85 or over being more satisfied than average (78%), whereas those aged 55 – 64 are significantly less so (57%).

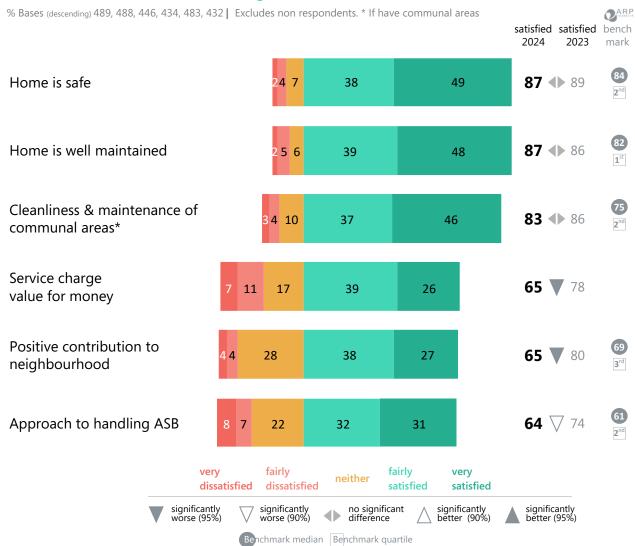
Service charge value for money is rated lower than average by respondents who have **had a repair** in the previous year (63%), compared to 71% for those who have not.

The neighbourhood

There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood, both of which are rated **significantly lower** than they were last year. These are whether Brunelcare makes a **positive contribution** to the neighbourhood (65% v 80%) and the approach to **handling ASB** (64% v 74%). However, this is very likely due to a **change in the survey methodology** since last year that has affected how respondents approach these questions.

This year, both questions have high proportions of tenants that chose the middle answer on the rating scale (28% and 22% respectively), compared to just 8% and 3% respectively in 2023. This is because the previous surveys were conducted by telephone that enabled interviewers to explain the question to respondents, whereas for many filling in paper surveys themselves there will have been more uncertainty on how this issue applied to them.

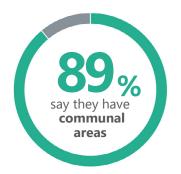
4.4 Satisfaction with home and neighbourhood



Although the year-on-year comparison is therefore unreliable, we can still analyse these results by sub-group. By area, the ASB score is lowest in Beach Croft/Alder **Court** due to the fact that 36% of this group are dissatisfied.

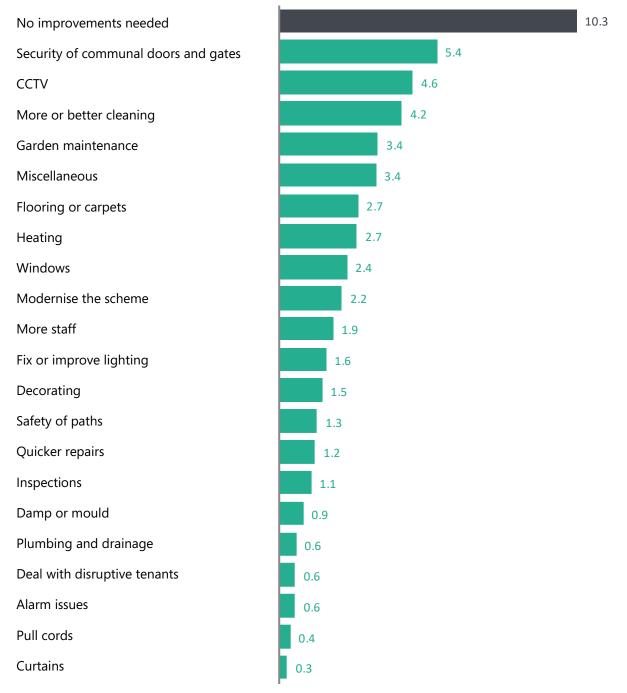
By **sheltered site**, satisfaction with Brunelcare's contribution to the neighbourhood is significantly higher than average amongst HV01 and HG11 respondents (85% and 76%) but lower by those living in in HG06 (55%).

Finally, the small group of respondents from a **BAME** (black or minority ethnic) background are significantly more satisfied than average with Brunelcare's contribution to their neighbourhood (92%), compared to just 63% of white British respondents.



4.5 How could your home and communal areas be improved?

% Base 502 | Coded from verbatim responses. More than one answer allowed.



4.6 Satisfaction with home and neighbourhood - by area

	% positive							
	Base	Maintenance of the home	Safety and security of home	Maintenance of communal areas	Service charge value for money	Positive contribution to neighbourhood	Approach to handling ASB	
Overall	502	87	87	83	65	65	64	
Sheltered	406	85	85	81	61	63	62	
ExtraCare	95	96	97	91	83	73	72	
Sheltered - North	203	86	89	80	62	63	66	
Sheltered - South	204	83	82	82	60	62	58	
ECH Beach Croft/Alder Court	23	89	89	76	79	48	36	
ECH Colliers Gardens	24	100	100	95	87	85	80	
ECH Waverley Gardens	48	97	98	96	82	77	84	

Кеу

Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail





Satisfaction with the repairs service remains high, albeit slightly lower than last year



Nevertheless, the time take before work started is in the top quartile compared to the ARP benchmark



A number of commenters ask to be kept better informed about progress, and answering the phone is also mentioned

Around two thirds of the tenant sample had received at least one repair over the previous twelve months. This group were asked the two regulatory questions on their overall experience when doing so, and the time taken for the most recent of these to be completed after it was reported.

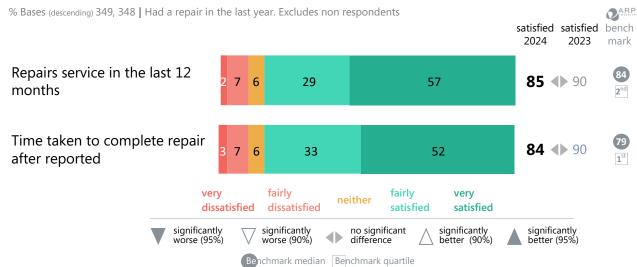
These two are very close across all five points of the rating scale, to the extent that 85% of the sample are **satisfied overall** and 84% with the **timeliness**.

Both scores were also very close in 2023, albeit a little higher at 90% satisfaction. It is important to note that this change isn't statistically significant as it is entirely down to a slightly higher proportion this year that have chosen the middle point on the scale.

The rating for the service overall is comparable with other similar landlords (median 84%), whilst the time taken before work started achieves a **higher than average** score (median 79%).

The only notable difference by subgroup, other the ratings being slightly higher in ExtraCare (chart 4.9), is that the repairs service overall is rated lower than average by those living in **bungalows** (73%).

4.7 Satisfaction with repairs



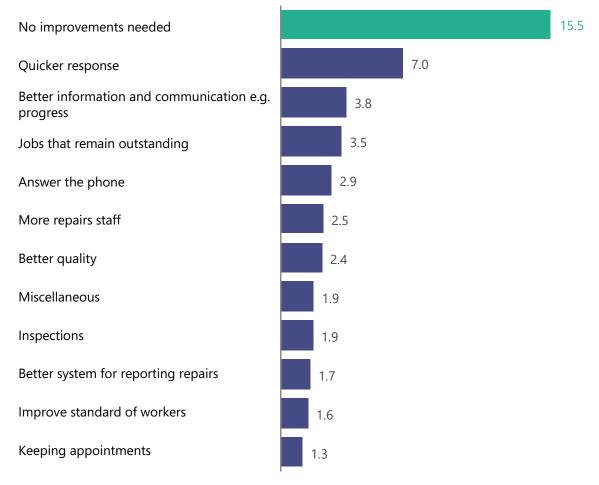
This section of the survey also allowed tenants to make their own suggestions for how the repairs service could be improved (chart 4.8). The most common issue seems to be the **speed** with which repairs are completed (7%, 35 comments), the perceptions of which could be helped by **communicating better** about repairs progress (4%, 19 comments) and completing **outstanding works** (4%, 18 comments).



It is also worth noting that the issue of **answering the phone** also appears high in the list in this section (3%, 15 comments).

4.8 How could the repairs service be improved?

% Base 502 | Coded from verbatim responses. More than one answer allowed.



4.9 Satisfaction with repairs - by area

		% positive				
	Base	Repairs overall in last 12 mths	Time taken on last repair			
Overall	502	85	84			
Sheltered	406	83	84			
ExtraCare	95	94	87			
Sheltered - North	203	82	82			
Sheltered - South	204	84	86			
ECH Beach Croft/Alder Court	23	96	84			
ECH Colliers Gardens	24	100	93			
ECH Waverley Gardens	48	92	86			

Key Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail

Communication

- Communication is a major theme of the results amongst both the key drivers and the additional comments and suggestions
- Most tenants feel well informed and Brunelcare's rating is consistent with other landlords
- Communication is even more important for ExtraCare tenants, especially whether they are being listened to
 - Unfortunately, the 'customer effort score' has fallen significantly since 2021, which is probably because there are many comments about telephones not being answered
- The question on complaints handling should be viewed as referring to escalated requests rather than formal complaints, for which Brunelcare is performing well against the benchmark

The second best predictor of overall satisfaction is how **well informed** tenants feel about issues that matter to them. It is therefore good to see that this rating has remained static at 80% satisfaction since the last survey in 2023 and is also on par with other providers of older persons housing in ARP Research's database.

Two other questions in this section are also key drivers for ExtraCare tenants and are again both broadly unchanged. This includes 81% that agree that are treated **fairly and with respect**, and 68% that feel Brunelcare **listens to their views** and acts upon them.

Considering how important all of these topics are for tenants living in **ExtraCare** it is good to see that they are all rated significantly higher than average by this group (chart 4.13).

Conversely, **sheltered** tenants in the South area are significantly less positive that they are listened to and treated fairly. Indeed, significantly lower than average scores are reported by residents at HG06 and HG22 for the majority of ratings in this section, whilst those at HG19 are significantly less likely to agree that they are treated fairly and with respect (67%).

Although none of the results for the regulatory questions in this section of the survey have changed much since last year, the non-regulatory question that asks whether Brunelcare is **easy to deal** with has seen a significant fall from 83% to 76%. This is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes.

The reason for this change isn't hard to find because when tenants were asked how communication should be improved, the joint most commonly mentioned change is for Brunelcare to **answer the phone** when they call (5%, 27 individuals). This issue also appears in similar lists for improvements overall (chart 4.2) and improvements to the repairs service (chart 4.8). Similarly, there are also a number of comments related to returning calls or emails (11 comments). This is obviously an area of the service where Brunelcare might wish to target in the future.

Other comments in this section reiterate the key driver themes of **information** and **listening to tenants**, whilst the fourth most frequently cited communication improvement is more on-site **staff** that mirrors its importance to the service overall (see chart 4.2).

Complaints

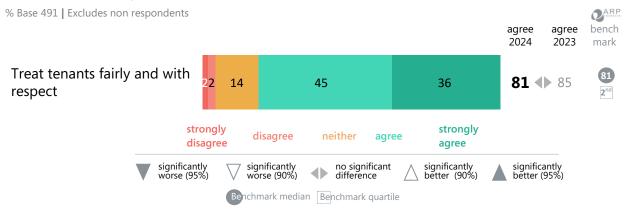
The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions as **escalated service requests**, rather than the much narrower formal complaints procedure.

A quarter of tenants that responded to the survey **claim to have made a complaint** to Brunelcare (25%), which is around the norm amongst recent TSM surveys completed by ARP Research. However, it is also the norm for only a small minority to have actually used the formal complaints process, so this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed their landlord needed to solve, including standard repairs reports.

Although only a little more than a half of complainants are satisfied with the Brunelcare's approach to the **handling of their complaint** (52%), this is still comfortably higher than both the 2023 score (45%) and the ARP benchmark (43%).

Complaints handling is rated highest by tenants in ExtraCare housing (61%), and amongst tenants that have recently reported a repair (58%).

4.10 Fairness and respect



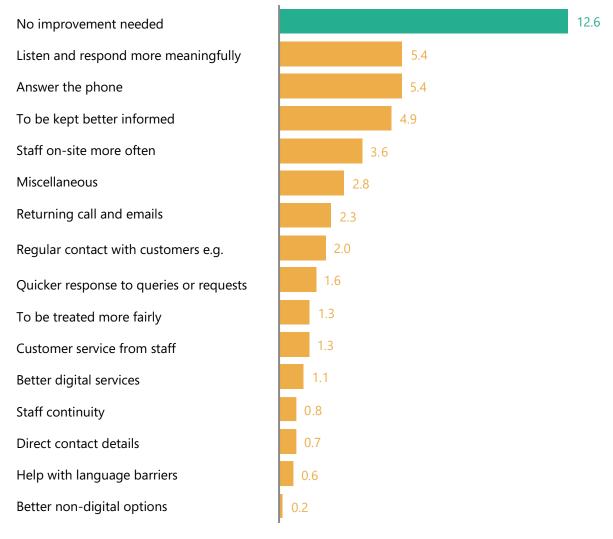
4.11 Satisfaction with communication

% Bases (descending) 494, 494, 482, 125 | Excludes non respondents . * If made a complaint satisfied satisfied bench 2024 2023/21 mark 79 Keep tenants informed 5 11 40 39 80 **8**0 5 2nd 72 Easy to deal with 8 13 38 38 76 📉 83 2nd We listen to your views and 66 9 18 44 24 **68 6**9 act upon them 2nd Approach to handling 43 **52 4**5 17 29 18 14 23 complaints* 2nd fairly fairly very very neither dissatisfied dissatisfied satisfied satisfied significantly worse (95%) no significant difference significantly worse (90%) significantly better (90%) significantly better (95%) /Benchmark median Benchmark quartile



4.12 How could we improve how we listen and communicate

% Base 502 | Coded from verbatim responses. More than one answer allowed.



4.13 Satisfaction with communication - by area

			% positive							
	Base	Easy to deal with	Listens to views and acts on them	Being kept informed	Treated fairly and with respect	Approach to handling complaints				
Overall	502	76	68	80	81	52				
Sheltered	406	74	65	78	80	50				
ExtraCare	95	85	81	87	89	61				
Sheltered - North	203	77	69	80	84	55				
Sheltered - South	204	70	60	76	75	46				
ECH Beach Croft/Alder Court	23	77	64	81	86	28				
ECH Colliers Gardens	24	100	95	90	95	100				
ECH Waverley Gardens	48	82	81	88	87	60				

Key Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail



- All ratings for the additional ExtraCare services have improved since 2021
 - This includes significant improvements in the quality of care and the level of involvement in decision making



Restaurant meals are also rated more positively, with the exception of Beach Croft/Alder Court

Residents living in **ExtraCare** accommodation were asked an additional set of questions about the higher level of care and other services that they receive.

The last time these questions were asked was in 2021 and since that time these services appear to **have improved**, with every rating in chart 4.13 having increased, two of them by a significant margin.

This means that virtually all ExtraCare respondents are now happy with the **quality of their care** (96%) which is 8% more than felt that way in 2021.

The most notable change is that most are also now happy with their **level of involvement** in deciding their care and support needs (92%), which represents a 14% increase compared to the previous survey.

Restaurant **meals** are also now rated more positively than they were last time, however, there does appear to be an issue at Beach Croft/Alder Court because in that scheme 37% of those that responded are dissatisfied (albeit just 5 individuals).

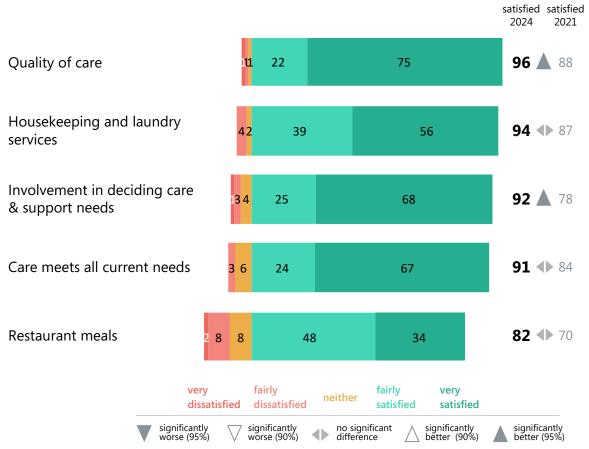
This scheme is also less positive about their **housekeeping service** – in this case the difference comes because only 4 individuals are 'very' satisfied (30%) compared to 56% in the sample as a whole.

Lastly, if they do have issues with the care that they receive, around two thirds of the sample say that they know how to raise them with a senior manager or the Care Quality Commission (63%). This is very similar to the 65% who answered the same way in 2021.



4.14 Satisfaction with care and other services

% Bases (descending) 79, 54, 77, 78, 61 | ExtraCare only. Excludes non respondents.



4.15 Satisfaction with care and other services - by area

		% positive							
	Base Quality of care		Care meets current needs	Involvement in decisions	Restaurant meals	Housekeeping & laundry	Know how to raise concerns		
Overall	95	96	91	92	82	94	63		
Beach Croft/Alder Court	23	90	80	83	43	89	46		
Colliers Gardens	24	100	100	94	100	100	51		
Waverley Gardens	48	97	92	94	88	95	60		





5. Care Homes

O 7% Care Home satisfaction

Care home satisfaction is very high, to the extent that only one respondent claims to be dissatisfied



Those answering for the oldest residents (85+) are less likely to be 'very' satisfied than others



Robinson Care Home has the oldest cohort and the lowest proportion 'very' satisfied



 The suitability of care is the strongest key driver of overall satisfaction



Almost half of those who responded say that providing a caring environment is Brunelcare's main strength



The most commonly requested improvements are also care related, including greater availability of staff

The vast majority of responses to the survey received from Care Home residents or their representatives are positive (97%), including well over half that are **very satisfied** (59%). This is an even greater proportion than were satisfied in 2021 (was 94%).

Although satisfaction levels are at least 94% for every home, it should be noted that the score for **Robinson** is significantly weaker than average because only 26% of this group are 'very' satisfied. This pattern is evident across most of the other survey results.

One factor here might be that Robinson's age profile is older than the other care homes with over three quarters of the residents aged 85 years and above. Indeed, across the care home sample as a whole only 47% of responses from the **over 85s** are 'very' satisfied compared to three quarters of 75-84 group.

Conversely, **Saffron Garden**'s rating is significantly better than average because 79% of that group are 'very' satisfied. It is worth noting here that the age profile for Saffron Gardens is incomplete.

Key drivers

To remind the reader, a 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that are most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for residents. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of and can serve as framework for targeting future improvements (see chart 5.1).

For respondents the **suitability of care** is the most influential key driver, so considering the high overall satisfaction score it isn't surprising that 96% of responses are satisfied in this regard, including two thirds that are 'very' satisfied (chart 5.12).

Indeed, when asked in their own words what one thing Brunelcare already does **well**, almost half of the those who responded (49%) said that it provides a **caring environment** for residents, whilst the next most frequently mentioned strength is the **friendliness and politeness** of the staff (14%, chart 5.4).

The secondary key drivers are the main measures of satisfaction with the building itself, including the **maintenance of the home** which is also the main key driver for social housing tenants (see section 4), and the safety of the home.

Improvements

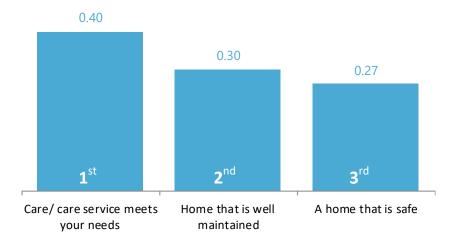
Survey respondents were also asked in their own words what one thing they would like Brunelcare to do to **improve the service**.

Here again the primary focus is on the care provided by Brunelcare's staff as aside from the 11% who feel that no improvement is needed, the largest single category covers respondents who ask for the care to be tweaked to better suit **individual needs**, such as changes to the daily routine (8%, 11 comments). In addition, there are also a number of comments about increasing the amount of **available staff** to be able to better support residents.

The majority of responses were completed by relatives or carers, so it was unsurprising that 8% of the sample (10 comments) asked to be kept better informed.

5.1 Key drivers - overall satisfaction

R Square = 0.595 | Values are not percentages but are results of the statistics test. See Appendix A for more details.

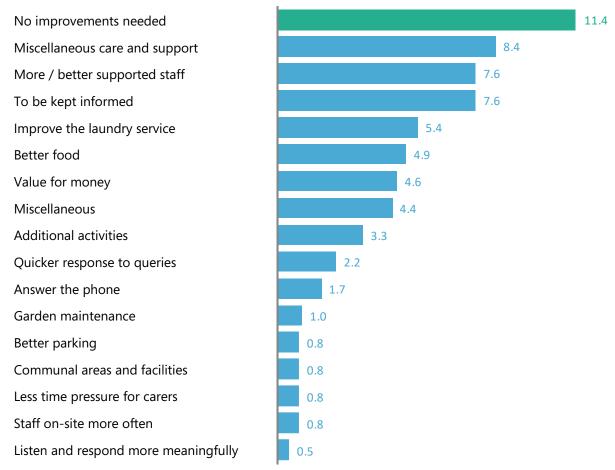


5.2 Overall satisfaction - by home

		% positive	
	Base	Overall satisfaction	
Overall	135	97	
Deerhurst Care Home	32	94	
Glastonbury Care Home	17	100	
Little Heath Care Home	27	96	Key Better @ 95% confidence
Robinson Care Home	30	96	Better @ 90% confidence Worse @ 90% confidence
Saffron Gardens Care Home	29	100	Worse @ 95% confidence *see appendix for more detail

5.3 Improvement suggestions

% Base 135 | Coded from verbatim responses. More than one answer allowed.



5.4 What Brunelcare does well

% Base 135 | Coded from verbatim responses. More than one answer allowed.

Caring		49.0
Friendly and polite	14.3	
Homely	8.1	
Activities	8.1	
Well run	5.7	
Good communication	4.7	
Good food	3.2	
Cleanliness	2.2	
Everything	1.7	
Listens	1.5	
Safety and security	1.1	
	-	

5. Care Homes



- The maintenance and safety of the home are both drivers of overall satisfaction
 - Satisfaction with the home, including communal areas, is very high
 - Most feel that the services are value for money, although around a quarter of respondents from Robinson are dissatisfied

The **maintenance** and **safety** of the home are two of the top three key drivers of overall satisfaction. It is therefore good to see that satisfaction is very high, with both of these ratings plus the cleaning and maintenance of **communal areas** achieving scores of 94-95%.

Due to the fact that satisfaction is so high, there were very few suggestions for how the home and communal areas could be improved, the most common being just a handful of comments asking for new carpets or redecorations (chart 5.6).

There are, however, some differences in opinion between the home. Chief amongst them is the respondents from **Robinson** that score all three of the aforementioned questions significantly below the sample as a whole. Almost all of these respondents are still satisfied, but is just that fewer than half are 'very' satisfied whilst 9% are actively dissatisfied.

In contrast, 84% of respondents for both Saffron Gardens and Deerhurst are 'very satisfied' with the satisfaction with the safety of the building.

Handling disputes

None of the Care Home survey respondents mentioned any issues with problems or disputes between residents, which is borne out by the fact that only 2% of those who answered are in any way dissatisfied with how this issue is handled.

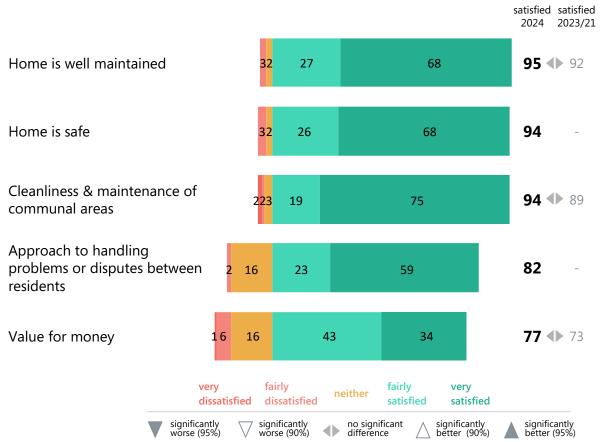
Value for money

Current economic conditions mean that affordability is a factor for many people, but it is good to see that three quarters of survey respondents are still satisfied that the service represents good value for money.

This figure considerably higher than average at **Deerhurst** (84%), but 23% of **Robinson** respondents say that they are dissatisfied, which reflects their poorer perception of both the building and the service overall.

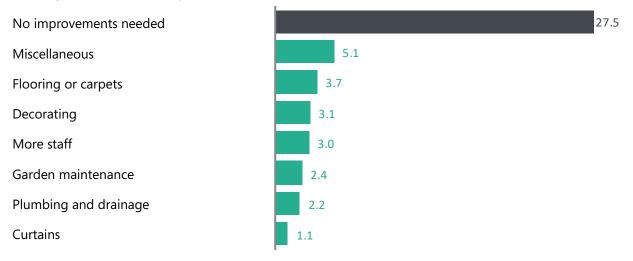
5.5 Satisfaction with home

% Bases (descending) 133, 135, 136, 99, 125 | Excludes non respondents.



5.6 How could your home and communal areas be improved?

% Base 135 | Coded from verbatim responses. More than one answer allowed.



5.7 Satisfaction with home - by home

		% positive					
	Base	Maintenance of the home	Safety and security of home	Maintenance of communal areas	Service charge value for money	Approach to handling ASB	
Overall	135	95	95	94	77	82	
Deerhurst Care Home	32	96	98	98	94	90	
Glastonbury Care Home	17	94	94	94	67	90	
Little Heath Care Home	27	96	92	100	68	85	
Robinson Care Home	30	87	87	91	64	69	
Saffron Gardens Care Home	29	100	100	90	83	81	

Key Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail



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A very high proportion feel that residents are treated fairly and with respect

Over 80% feel that they are listened to and kept informed, but equally most suggestions for how communication can be improved involved one or both



The 'customer effort score' has fallen significantly since 2021, but most are still satisfied

Respondents from the Robinson Care home are again less positive on these questions



Remember that the question on complaints handling should be viewed as referring to escalated requests rather than formal complaints

The vast majority believe that Care Home residents are treated **fairly and respectfully** (93%), with just 3% that disagree.

Most also feel that residents are **listened to** (81%) and **kept informed** about what matters to them (85%). However, this didn't stop the most common suggestion for improving communication being to keep people better informed (14%, 10 comments), with some also asking for **direct contact details** and better **introductory information** for relatives when a resident moved in (chart 5.10).

The two questions above are rated slightly lower than they were in 2021, but the difference is within the statistical margin of error. However, the same can't be said for the **customer effort score** asking if Brunelcare is easy to deal with, as this satisfaction rating has fallen from 95% to 86% since 2021. This mirrors the findings from other customer groups, amongst whom the ability to get through on the phone has been an issue.

As is the case throughout the survey results, the main questions in this section of the survey (excluding complaints) all receive significantly lower ratings from **Robinson** respondents (chart 5.11). The largest discrepancy is the rating for listening to tenants where only 55% are satisfied compared to 35% that ticked the middle point on the scale, and 10% that are fairly dissatisfied.

On the other hand, residents at **Deerhurst** continue to have high scores, including 96% that find Brunelcare easy to deal with and 96% that feel they are treated fairly and with respect.

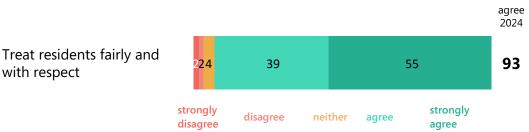
Complaints

As noted in the section on tenants, the questions about complaints should be viewed as **escalated service requests**, rather than the much narrower formal complaints procedure.

Even then, only 16% of those that responded said that they had made what they believed to be a complaint, with around half of this number being satisfied with how the **complaint was handled**. Although this score appears low, it very similar to the equivalent amongst Brunelcare's social housing tenants, which actually compares favourably against most other landlords.

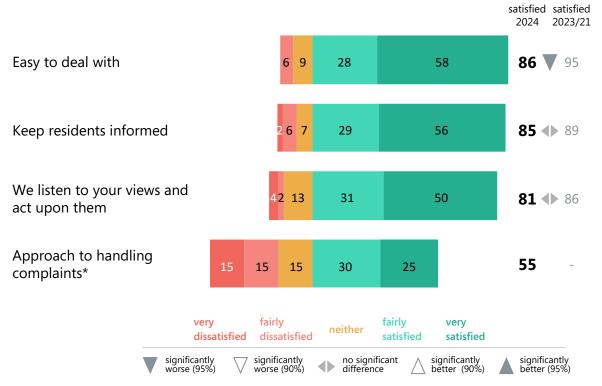
5.8 Fairness and respect

% Base 130 | Excludes non respondents



5.9 Satisfaction with communication

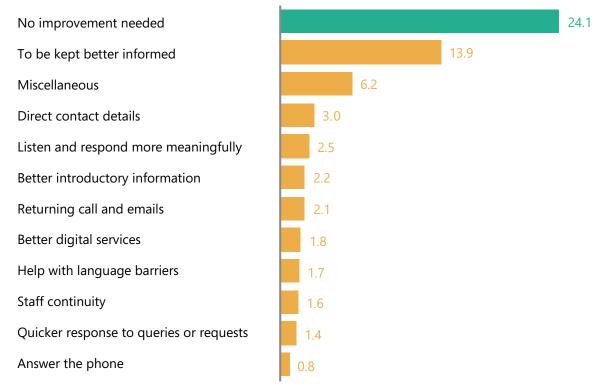
% Bases (descending) 127, 131, 125, 20 | Excludes non respondents . * If made a complaint





5.10 How could we improve how we listen and communicate

% Base 135 | Coded from verbatim responses. More than one answer allowed.



5.11 Satisfaction with communication - by home

		% positive					
	Base	Easy to deal with	Listens to views and acts on them	Being kept informed	Treated fairly and with respect	Approach to handling complaints	
Overall	135	86	81	85	93	55	
Deerhurst Care Home	32	96	86	92	96	100	
Glastonbury Care Home	17	88	82	94	94	75	
Little Heath Care Home	27	91	96	83	91	50	
Robinson Care Home	30	71	55	68	91	50	
Saffron Gardens Care Home	29	84	84	90	95	40	

Key Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail



- At least 95% of respondents are satisfied with the quality of the care that residents receive, that it meets their needs and that they are involved in decision making
- The high suitability of the care is also the strongest key driver of overall satisfaction
 - However, awareness of how to raise to mangers or the CQC has fallen since 2021
 - Staff response times and involvement in decision making have improved significantly
 - Other services also receive strong ratings, particularly social activities that have recovered since the pandemic

The **quality of care** that residents receive in Brunelcare Care Home is scored very positively, to the extent that 96% are satisfied, including 72% that are very satisfied.

This unsurprisingly means that the same proportion of respondents also feel that the care also meets the residents' **current needs**, which also happens to be the single best predictor of overall satisfaction (chart 5.1).

Although neither of these questions has an exact equivalent from 2021, it is likely that these high scores reflect an improved level of performance because respondents are now significantly more likely to be satisfied with **staff response times** when assistance is needed (91% v 83%). In addition, the proportion that are satisfied with the **level of involvement** in deciding care and support needs has also improved from 83% to 95%.

A possible negative consequence of these high scores is that awareness of who to **contact if there are any concerns** appears to have waned. Last time this question was asked, around 4 out of 5 respondents knew how to raise concerns with a senior manager or the Care Quality Commission. However, this has now fallen to just 46%, with a further 25% being unsure and 29% saying no.

Other services are almost as well regarded as the care, with just under 90% also being satisfied with both **housekeeping/laundry services** and the **meals** that are served.

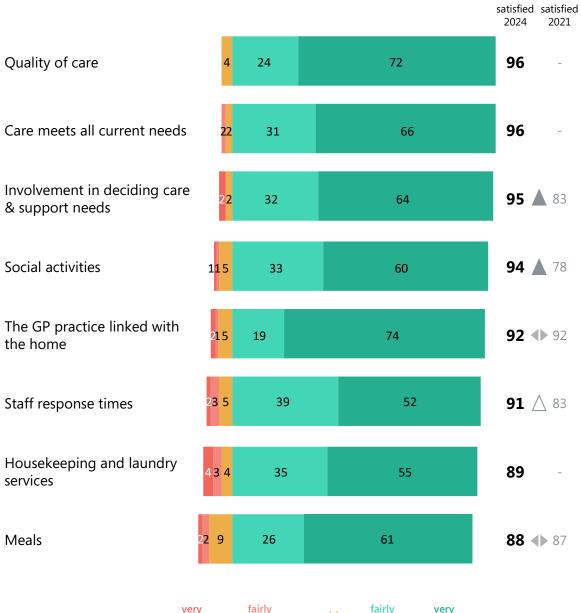
It is also positive to see that the satisfaction rating for **social activities** has substantially improved since 2021 (now 94%), although this to be expected because there were still pandemic restrictions in place at the time of the last survey.

When these results are analysed by **individual Care Home**, Robinson respondents are again less positive than the rest of the sample, although this manifests in an increased likelihood of answering 'fairly' as opposed to 'very' satisfied, rather than actual negative feeling.

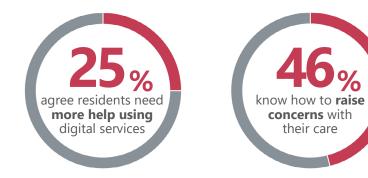
Deerhurst Care Home is distinct in that 84% of respondents are 'very' satisfied with the social activities and 75% with laundry and housekeeping services.

5.12 Satisfaction with care and other services

% Bases (descending) 129, 128, 124, 123, 117, 127, 132, 129 | Excludes non respondents.



very dissati	sfied	fairly dissatisfied	ne	ither	irly tisfied	very satisfied	
significantly worse (95%)	\bigtriangledown	significantly worse (90%)		no significar difference	^{nt}	significantly better (90%)	significantly better (95%



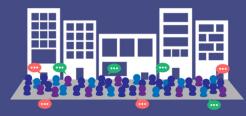
5.13 Satisfaction with care and other services - by home

		% positive						
	Base	Staff response	Quality of care	Care meets current needs	Involvement in decisions	GP practice linked with		
Overall	135	91	96	96	95	92		
Deerhurst Care Home	32	96	96	98	96	91		
Glastonbury Care Home	17	100	94	100	93	93		
Little Heath Care Home	27	81	96	100	95	96		
Robinson Care Home	30	91	100	91	95	100		
Saffron Gardens Care Home	29	89	95	95	95	89		

		% positive						
	Base	Restaurant meals	Housekeeping & laundry	Social activities	Know how to raise concerns	Need more help using digital		
Overall	135	88	89	94	46	25		
Deerhurst Care Home	32	80	98	96	60	18		
Glastonbury Care Home	17	82	100	94	29	33		
Little Heath Care Home	27	86	87	100	38	21		
Robinson Care Home	30	95	95	91	30	20		
Saffron Gardens Care Home	29	90	74	88	58	33		

Key

Better @ 95% confidence Better @ 90% confidence Worse @ 90% confidence Worse @ 95% confidence *see appendix for more detail



6. Community Care

95% Community Care satisfaction



The vast majority of Community Care customers are satisfied, with just 4% dissatisfied



There is no difference in this score between Somerset and South Gloucestershire



The two key drivers of satisfaction are being treated fairly/ respectfully and value for money



Around a quarter asked to be kept better informed and 16% want more suitable visit times

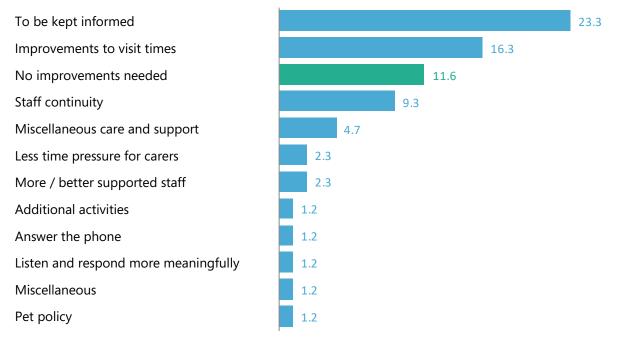
6.1 Key drivers - overall satisfaction

R Square = 0.661 | Values are not percentages but are results of the statistics test. See Appendix A for more details.

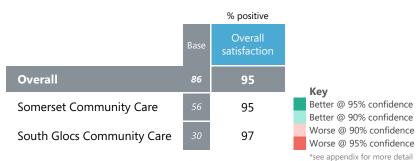


6.2 Improvement suggestions

% Base 86 | Coded from verbatim responses. More than one answer allowed.



6.3 Overall satisfaction - by service





- A very high proportion of Community Care service users feel that they are treated fairly and with respect, which is the strongest key driver of satisfaction
- d-Ju
- Two thirds feel that they are kept informed about things that matter to them, whilst 12% disagree. This is lower than other types of Brunelcare customers



In addition, around a quarter of respondents requested better information, mainly about changes to the rota



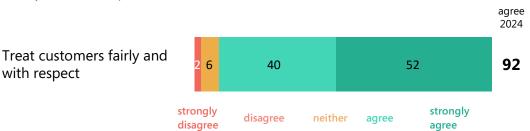
As is also true for other customer groups, the 'customer effort score' has fallen significantly since 2021, but most are still satisfied.



Around a fifth say they have made a complaint, two thirds of whom are happy with how it was handled. Consider these as escalated service requests rather than formal complaints

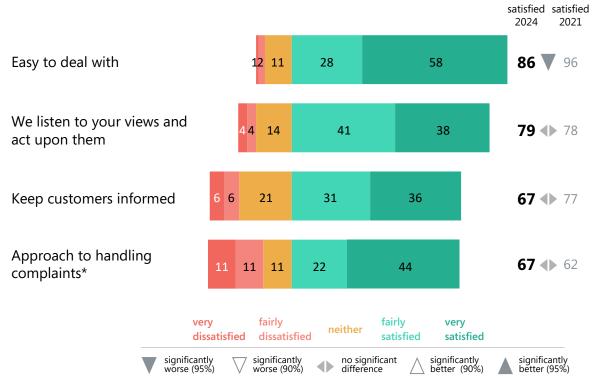
6.4 Fairness and respect

% Base 86 | Excludes non respondents



6.5 Satisfaction with communication

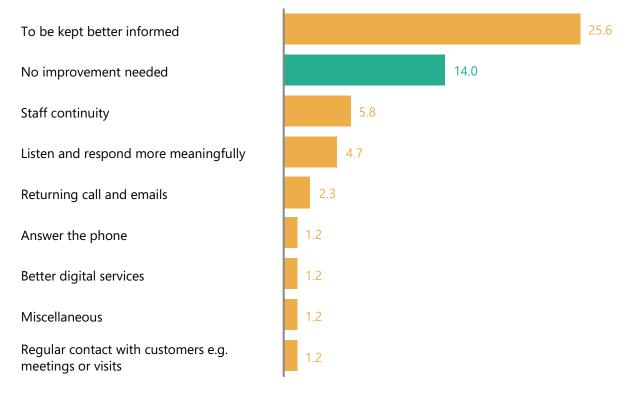
% Bases (descending) 85, 85, 86, 18 | Excludes non respondents . * If made a complaint





6.5 How could we improve how we listen and communicate

% Base 86 | Coded from verbatim responses. More than one answer allowed.



6.6 Satisfaction with communication - by service

		% positive						
	Base	Easy to deal with	Listens to views and acts on them	Being kept informed	Treated fairly and with respect	Approach to handling complaints		
Overall	86	86	79	67	92	67		
Somerset Community Care	56	91	84	68	88	58		
South Glocs Community Care	30	77	70	67	100	86		

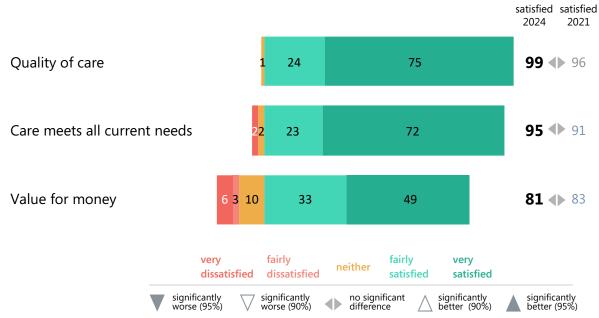




	Virtually all Community Care customer are satisfied with the quality of their care, including 75% that are very satisfied.
	Only 2% don't think that the care doesn't currently meet their needs
\searrow	Awareness of how to raise to managers or the CQC has fallen by 14% to 59% since 2021
တိဇ္	Perceived value for money is unchanged at 81%, although 9% are dissatisfied. This is a key driver of satisfaction

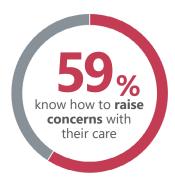
6.6 Satisfaction with care and other services

% Bases (descending) 83, 82, 80 | Excludes non respondents.



6.7 Satisfaction with care and other services - by service

			% positive		
	Base	Quality of care	Care meets current needs	Value for money	
Overall	86	99	95	81	Kev
Somerset Community Care	56	98	94	83	Better @ 95% confidence Better @ 90% confidence
South Glocs Community Care	30	100	97	79	Worse @ 90% confidence Worse @ 95% confidence
					*see appendix for more detail





7. Help When You Need It



Almost all Help When You Need It customers are satisfied with the service, with just 4% dissatisfied



Around three quarters of the HWYNI sample live in a Brunelcare Home, whilst a quarter live elsewhere



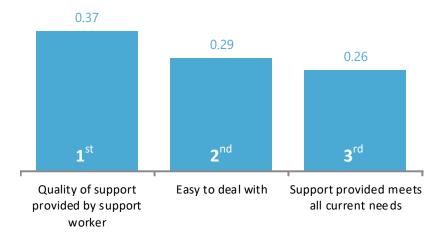
There are no major differences in satisfaction between these two groups



The quality of support provided by the support worker is unsurprisingly the strongest key of overall satisfaction

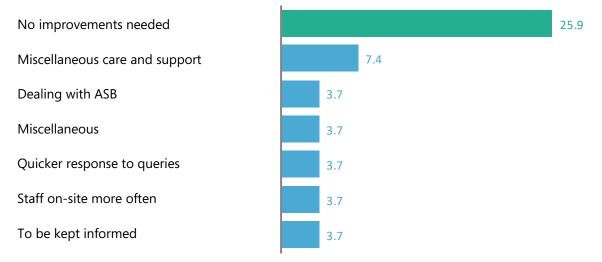
7.1 Key drivers - overall satisfaction

R Square = 0.556 | Values are not percentages but are results of the statistics test. See Appendix A for more details.



7.2 Improvement suggestions

% Base 27 | Coded from verbatim responses. More than one answer allowed.



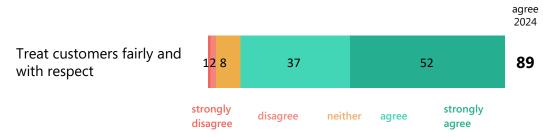


Communication

- Being easy to deal with (customer effort score) is the second best predictor of overall satisfaction. At 89% this satisfaction score is also higher than for other customers
 - The same proportion feel they are kept well informed and that they are treated fairly and with respect, and 81% are satisfied that they are listened to
 - Around a fifth say they have made a complaint, 60% of whom are happy with how it was handled. This is best understood as escalated service requests rather than formal complaints

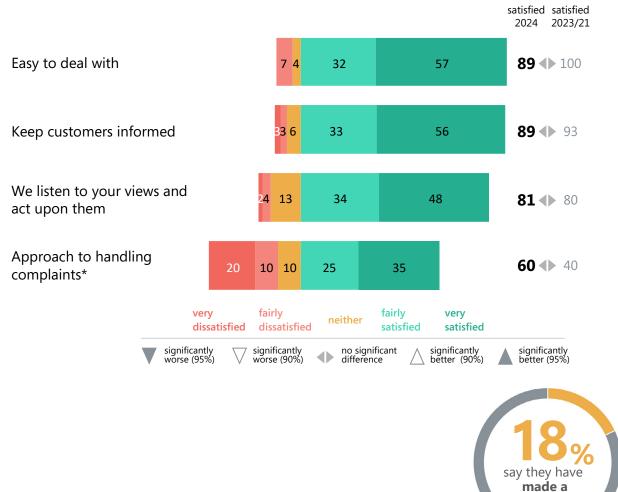
7.3 Fairness and respect

% Base 113 | Excludes non respondents



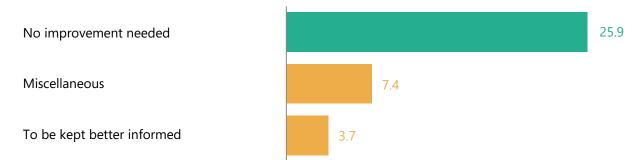
7.4 Satisfaction with communication

% Bases (descending) 111, 113, 113, 20 | Excludes non respondents . * If made a complaint



7.5 How could we improve how we listen and communicate

% Base 27 | Coded from verbatim responses. More than one answer allowed.



complaint

7. Help When You Need It



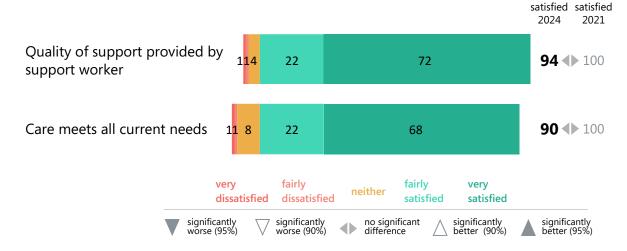
Both of these questions are key drivers of overall satisfaction



Previously both measures achieved 100% satisfaction, but the previous sample size was smaller. This year 2% are dissatisfied on each count

7.6 Satisfaction with care

% Bases (descending) 107, 103 | Excludes non respondents.





Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 7 February - 28 March 2024.

Responses

In total, 502 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented 46% of the total tenant population, and the final results had an error margin of +/- 3.2%. This exceed the stipulated TSM target error margin of +/- 5.0%. There were 445 postal completions (89%) and 57 online completions (11%).

For the non-regulatory element of the survey there were the following responses: 135 Care Homes (49%), 86 Community Care (41%), 27 HWYNI only (26%), 27 Retirement Village (49%) and 26 homeowners (62%).

Sampling

The survey was a census of all Brunelcare customers

Fieldwork

Paper self completion questionnaires were distributed to all households, primarily by post with Care Homes being distributed by staff. After the first week, online survey invitations/reminders were also sent to nonrespondents (excluding Care Homes) on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. In addition, approximately halfway through the fieldwork process full paper reminders were sent to all those households that had not yet replied (excluding Care Homes). The survey was incentivised with a free prize draw of £100, £75, £50 and £25 in shopping vouchers.

This methodology was chosen to be consistent with previous STAR surveys conducted by Brunelcare. This mixed-method self completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different customer types

Population

The population for the TSM survey was all 1,096 Brunelcare LCRA tenant households on 23 January 2024. None were removed from the sample frame. The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

Representativeness

The final tenant survey data was weighted by interlaced age group, property type and area to ensure that the survey was representative of the tenant population as a whole. The final Care Homes survey data was weighted by home.

The characteristics by which representativeness was determined for the tenant survey were:

Stock	Population	Unweighted survey	Weighted survey	Age
General needs	0.4	0.2	0.2	55 - 64 years
Sheltered	80.9	80.9	80.9	65 - 74 years
ExtraCare	18.7	18.9	18.9	75 - 84 years
Area	Population	Unweighted survey	Weighted survey	85 years and over
North	40.1	42.6	40.4	Ethnic backgro
South	41.1	38.4	40.6	White British/Irish
Beach Croft/Alder Court	4.5	5.0	4.6	BAME
Colliers gardens	4.6	4.6	4.8	Prefer not to say
Waverley Gardens	9.7	9.4	9.6	No record
Property type	Population	Unweighted	Weighted	

Property type	Population	survey	survey
Bungalow	12.3	11.4	12.0
Flat	72.0	74.5	72.7
Studio	15.7	14.1	15.3

Population	Unweighted survey	Weighted survey
19.6	17.1	19.5
35.5	33.7	35.7
30.2	35.7	30.3
14.3	13.5	14.5

nnic background	Popul
ite British/Irish	72
ME	7.
fer not to say	7.
record	12

d	Population	Unweighted survey	Weighted survey
	72.4	74.1	73.9
	7.4	8.0	8.2
	7.7	7.6	7.4
	12.5	10.4	10.6

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 'Don't know/not applicable' or similar 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 current 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 there 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 *R Square* value displayed on every key driver chart 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.

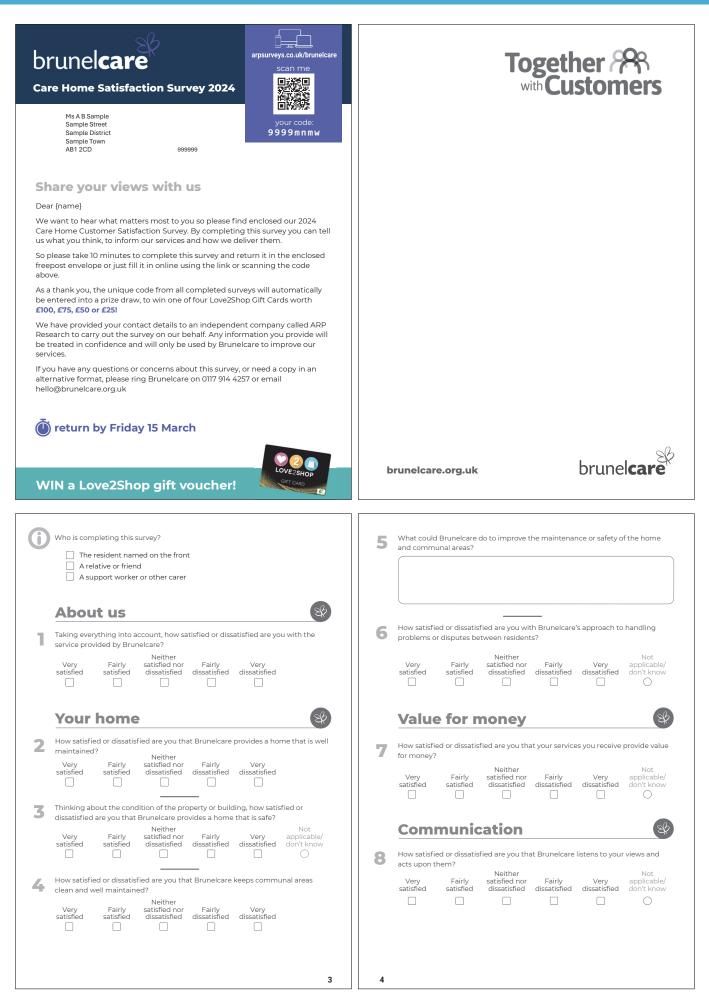
Benchmarking

The questions are benchmarked against ARP Research's client database of housing for older people TSM surveys completed in 2023-24. For the overall satisfaction score this includes 12 landlords.

		Page
i.	Tenant questionnaire	62
ii.	Care Home questionnaire	64
iii.	Community Care questionnaire	66
iv.	Help When You Need It questionnaire	67

brunelcare Customer Satisfaction Survey 2024	About us Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?
Ms A B Sample Sample Street your code: Sample District 9999 m n m w Sample Town AB1 2CD 999999	Neither Very Fairly satisfied nor Fairly Very satisfied satisfied dissatisfied dissatisfied
	Your home
Share your views with us	2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?
Dear {name} We want to hear what matters most to you so please find enclosed our 2024 Customer Satisfaction Survey. By completing this survey you can tell us what you think, to inform our services and how we deliver them.	Very Fairly satisfied nor Fairly Very satisfied satisfied dissatisfied dissatisfied dissatisfied
This is part of the new annual Tenant Satisfaction Measures that the government has just introduced. Brunelcare will publish the results from the survey annually as part of a core set of performance measures.	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Brunelcare provides a home that is safe? Neither Not
So please take 10 minutes to complete this survey and return it in the enclosed freepost envelope or just fill it in online using the link or scanning the code above.	Very Fairly satisfied nor Fairly Very applicable/ satisfied satisfied dissatisfied dissatisfied dissatisfied don't know
As a thank you, the unique code from all completed surveys will automatically be entered into a prize draw, to win one of four Love2Shop Gift Cards worth £100, £75, £50 or £25!	Do you live in a building with communal areas, either inside or outside, that Brunelcare is responsible for maintaining?
We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf. Any information you provide will be treated in confidence and will only be used by Brunelcare to improve our services.	Yes go to Q5 No go to Q6 → Don't know go to Q6 →
If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Brunelcare on 0117 914 4257 or email hello@brunelcare.org.uk	How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained? Neither
🕐 return by Friday 15 March	Very Fairly satisfied nor Fairly Very satisfied satisfied dissatisfied dissatisfied dissatisfied
WIN a Love2Shop gift voucher!	2
	<u>_</u>
What could Brunelcare do to improve the maintenance or safety of your home	
and communal areas?	Repairs service
	Has Brunelcare carried out a repair to your home in the last 12 months? ☐ Yes go to Q11 ↓ ☐ No go to Q13 →
Neighbourhoods	How satisfied or dissatisfied are you with the overall repairs service from Brunelcare over the last 12 months?
To How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood?	Neither Very Fairly satisfied nor Fairly Very satisfied satisfied dissatisfied dissatisfied
Very Fairly satisfied nor Fairly Very applicable/ satisfied satisfied dissatisfied dissatisfied dissatisfied don't know	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
B How satisfied or dissatisfied are you with Brunelcare's approach to handling anti- social behaviour? Neither Not	Neither Very Fairly satisfied nor Fairly Very satisfied satisfied dissatisfied dissatisfied
Very Fairly satisfied nor Fairly Very applicable/ satisfied satisfied dissatisfied dissatisfied dissatisfied don't know	13 What could Brunelcare do to improve the repairs service that we provide?
Value for money	
Value for money Image: Second sec	
	Communication
9 How satisfied or dissatisfied are you that your service charges provide value for money? Neither Very Fairly satisfied nor Fairly Very applicable/	
9 How satisfied or dissatisfied are you that your service charges provide value for money? Neither Not Very Fairly satisfied nor Fairly Very applicable/	

15	How satisfied or dissatisfied ar things that matter to you?		it Brune	lcare ke	eps you ii	nformed	about		Extra Care						SB
	Very Fairly satis	either fied nor atisfied	Fair dissati:		Very dissatisfied	appli d don't	lot icable/ cknow	21	Do you live in Extra Care housi	_	go to Ç	24 🎝			
16	To what extent do you agree o	r disagree	e with t	he follov	ving "Bru	nelcare t	reats	22	How satisfied or dissatisfied ar	e you:					
10	me fairly and with respect"?				Ctuonalu		lot			Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very ddissatisfie	No d opinion
		er agree lisagree	Disag	ree	Strongly disagree	don'i	icable/ t know		q. With the quality of care that your team of carers provides?						0
				J			0		b. That your care service meets all of your current needs?						0
17	Very Fairly satis	either fied nor	t Brune Fair dissatis	ly	easy to de Very dissatisfied	۸ appli	lot cable/ : know		c. With your level of involvement in deciding care and support needs?						0
						(C	23	Do you know how to raise con						
18	What could Brunelcare do to ir	nprove h	iow we l	isten to	and com	municate	e with		senior Brunelcare manager or	our reg	ulator th	e Care Q	_	ommissio Jnsure	n?
10	you?													JIISUIE	
									Help When Ye	ou l	Nee	d It			æ
								24	Have you used Brunelcare's He	lp Whe	n You N	eed It se	rvice in t	he last 12:	months
	Complaints						Sf .		☐ Yes go to Q25 ↓	No	go to Q	26 →	<u> </u>	nsure go	to Q26
19	Have you made a complaint to	Brunelca	are in th	ie last 12	months?			25	How satisfied or dissatisfied we			p When			
	Yes go to Q20 ↓ No. go to Q21 →										Fairly satisfied	Neither	Fairly dissatisfied	Very ddissatisfie	No d opinion
									a. With the quality of support that your support worker provides?						0
20	How satisfied or dissatisfied an handling?	e you witl either	h Brune	elcare's a	pproach	to comp	laints		b. That the support meets all of your current needs?						0
	Very Fairly satis	fied nor atisfied	Fair dissatis		Very dissatisfied	Ŀ			c. With the Help When You Need It service overall						\bigcirc
26	Meals & house Do you live in the Retirement V and housekeeping services?		-		sing and	receive n	neals	29	Care outcome	port se		what e	ktent do	you agree	e or
	Yes go to Q27	□ No 9	go to Q	28 🥆					disagree with the following sta	Strongl	ý	Neither	Disagree	Strongly disagree	Doesn't apply
27	How satisfied or dissatisfied ar	e you wit							a. Receiving care and support from Brunelcare enables me to live an independent life						0
		Very satisfied	Fairly satisfied	Neither (Fairly dissatisfied	Very dissatisfie	Doesn't d apply		b. I feel healthier and happier due to the care and support I						0
	 a. The meals that are offered to you by the restaurant? b. Your housekeeping and laundry services? 						0		c. I feel that my dignity and privacy are always respected						0
									when I receive care & support d. I have peace of mind knowing I						
	Outcomes						æ		will be cared for should my needs change		U				0
28	To what extent do you agree o	r disagree Strongly	e with tl	he follov	-	ments Strongly	Doesn't		and finally						SB
		agree	Agree	Neither	Disagree	disagree	apply	30	If Brunelcare could do ONE thi	ing to in	nprove it	s service	s, what v	vould you	ı like it
							0	50	to be?						
	q. I have a place to live I am proud to call my home						0								
	to call my home b. I have a home in which I feel						0		The regults of this summary	onfider	tial Here	0.405	uldvest	o hora	for us to
	to call my home b. I have a home in which I feel safe and secure c. I have a home that gives me						~	31	The results of this survey are co give all of your details to Brune better information to help ther	elcare w	ith your	name at			
	to call my home b . I have a home in which I feel safe and secure c . I have a home that gives me long term stability d . I feel financially comfortable						0	31	give all of your details to Brune	elcare w	ith your ove servi	name at			
	to call my home b . I have a home in which I feel safe and secure c . I have a home that gives me long term stability d . I feel financially comfortable living in a Brunelcare property e . I have a home where I am warm and comfortable f . Brunelcare helps me to feel safe and welcome in my local						0		give all of your details to Brune better information to help the Ves Would you be happy for Brune	elcare w m impro No elcare to	ith your ove servi	name at ces?	tached s	o that the	ey have
	to call my home b. I have a home in which I feel safe and secure c. I have a home that gives me long term stability d. I feel financially comfortable living in a Brunelcare property e. I have a home where I am warm and comfortable f. Brunelcare helps me to feel safe and welcome in my local community g. Living in a Brunelcare property						0 0 0 0	31 32	give all of your details to Brune better information to help the	elcare w m impro No elcare to	ith your ove servi	name at ces?	tached s	o that the	ey have
	to call my home b. I have a home in which I feel safe and secure c. I have a home that gives me long term stability d. I feel financially comfortable living in a Brunelcare property e. I have a home where I am warm and comfortable f. Brunelcare helps me to feel safe and welcome in my local community						0		give all of your details to Brune better information to help the Ves Would you be happy for Brune comments or issues you have	elcare w m impro No elcare to raised?	ith your ove servi	name at ces?	tached s	o that the	ey have



9	How satisfied or dissatisfied an	e you tha	at Brunel	care ke	eeps you in	formed	d about		Corro						Sh
		either fied nor	Fairl) (Not licable/		Care						qr
		atisfied	Fairly dissatis		Very dissatisfied		't know	15	How satisfied or dissatisfied a	very	Fairly		Fairly	Very	No
							-		Q. Staff response times when	satisfied	satisfied	Neither	dissatisfied	l dissatisfie	d opinion
10	To what extent do you agree o me fairly and with respect"?	r disagre	e with th	ne follo	wing "Brun		treats Not		assistance is needed b. With the quality of care that						0
		er agree lisagree		ree	Strongly disagree	app	licable/ 't know		c. That the care meets all of your						0
			_				0		d. With your level of involvement in deciding care and support						0
11		e you tha either fied nor	at Brunel Fairly		easy to dea Very	1	? Not licable/		e. With the GP practice linked with the home?						0
	satisfied satisfied diss	atisfied	dissatisi		dissatisfied	don	(t know)	16	Do you know how to raise con example to a senior Brunelcar						
12	What could Brunelcare do to ir you?	nprove h	now we li	sten to	o and comn	nunicat	te with		Commission?	No			_ι	Insure	
									Other service	!S					S\$
								17	How satisfied or dissatisfied a	re you wi	ith:				
	Complaints						88			Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very I dissatisfie	No d opinion
13	Have you made a complaint to	Brunelc	are in the	e last 12	2 months?				q. The meals that are provided in the home?						0
	Yes go to Q14 ↓ No go to Q15 →								b. Your housekeeping and laundry services?						0
14	How satisfied or dissatisfied are	e you wit	th Brunel	lcare's	approach t	o comp	plaints		c. The social activities that are available, for example outings and entertainment?						0
144	handling? Ne	either													
	satisfied satisfied diss	fied nor atisfied	Fairly dissatisi		Very dissatisfied										
							5	6							
18	To what extent do you agree o do more to help residents use						should		and finally						S\$
	entertainment, messaging ser	vices or \	video call				Not	20	If Brunelcare could do ONE th	ina to in	n prove it	s service	es. what v	vould vou	u like it
		er agree lisagree		ree	Strongly disagree		licable/ 't know	20	to be?						
	Outcomes						St								
10	To what extent do you agree o	r disagre	e with th	ne follo	wing stater	nents									
19		Strongly agree				Strongly	/ Doesn't	21	What is ONE thing that you th	ink Brur	nelcare a	lready d	loes very	well?	
	Q. I have a place to live I am proud to call my home						0								
	b. I have a home in which I feel safe and secure						0								
	c. I have a home that gives me long term stability						0		The second						
	d. I feel financially comfortable living in a Brunelcare property						0	22	The results of this survey are of give all of your details to Brun better information to help the	elcare wi	th your i	name at			
	6. I have a home where I am warm and comfortable						0		Yes	No No					
	f. Brunelcare helps me to feel safe and welcome in my local community						0	23	Would you be happy for Brun comments or issues you have		contact	you to fe	ollow up	any of th	e
	g. Living in a Brunelcare property enables me to have the social life I want						0		Ves	🗌 No					
	 h, I feel reassured knowing there is always support and assistance when I need it 						0								
	 Receiving care and support from Brunelcare enables me to live an independent life 						0		Thank you!				-		
	 I feel healthier and happier due to the care and support I receive 						0		Please now return in th freepost envelope for yo	ou char	ice to w	/in			
	k. I feel that my dignity and privacy are always respected						0		a Love2Shop voucher fo	r up to	£100!			GIFT CAR	
	when I receive care & support I. I have peace of mind knowing I will be cared for should my			- 			0								~
	needs change		_				7	Fre	eepost RTZK-RGZT-BSKU, ARF		ch, PO I				5 5DN

brunel care	arpsurveys.co.uk/brunelcare		Abou	t us						86
	scan me	1.1	Taking every	/thing into a				ssatisfied are y	ou with	the
Community Care Survey 2024			Community Very	Care servic Fairly	e provided l Neithe satisfied	r	unelcare? Fairly	Very		
Ms A B Sample Sample Street Sample District	your code: 9999mmmw		satisfied	satisfied	dissatisfi		dissatisfie			
Sample Town AB1 2CD 999999		2		d or dissatis	sfied are you	u that	your serv	ces you receiv	e provid	e value
Share your views with us			for money? Very	Fairly	Neithe satisfied		Fairly	Very		lot icable/
Dear {name}			satisfied	satisfied	dissatisfi	ed	dissatisfie	dissatisfied	don't (t know
We want to hear what matters most to you so please fin Community Care Customer Satisfaction Survey. By comp can tell us what you think, to inform our services and how	pleting this survey you		Comr	nunio	catio	ר				æ
So please take 5 minutes to complete this survey and ret freepost envelope or just fill it in online using the link or above.		3	How satisfie acts upon th				Brunelca	e listens to you		
As a thank you, the unique code from all completed surv be entered into a prize draw, to win one of four Love2Sho £100, £75, £50 or £25!	· · ·		Very satisfied	Fairly satisfied	Neithe satisfied dissatisfi	nor	Fairly dissatisfie	Very dissatisfied	appl don'i	Not icable/ t know
We have provided your contact details to an independer Research to carry out the survey on our behalf. Any infor be treated in confidence and will only be used by Brunel services.	mation you provide will	4	How satisfie the service?	d or dissatis	sfied are you	ı that	Brunelca	e keeps you in	formed	about
If you have any questions or concerns about this survey, alternative format, please ring Brunelcare on 0117 914 42 hello@brunelcare.org.uk			Very satisfied	Fairly satisfied	Neithe satisfied dissatisfi	nor	Fairly dissatisfie	Very dissatisfied	appl don'i	Not icable/ t know
		5				igree	with the f	ollowing "Brur	elcare t	reats
🝈 return by Friday 15 March			me fairly and Strongly agree	Agree	Neither ag nor disag		Disagree	Strongly disagree	appl don'i	Not icable/ t know
WIN a Love2Shop gift voucher!	LOVE2SHOP CIFT CARD	2								
6 How satisfied or dissatisfied are you that Brunelcare is e Neither	easy to deal with?		Outco	omes						B
Very Fairly satisfied nor Fairly	Very applicable/ issatisfied don't know	12	To what exte	ent do you a	agree or disa Stroi agr	ngly		ollowing stater s ther Disagree o	Strongly	Doesn't apply
What could Brunelcare do to improve how we listen to a you?	and communicate with			pport and vhen I need	it]				0
			 b. Receiving c from Brune live an inde c. I feel health 	lcare enable pendent life	s me to]				0
Complaints	ale ale		to the care a receive	and support)				0
Have you made a complaint to Brunelcare in the last 12	manths?			always respe ive care & su	ected]				0
Yes go to Q9 ↓ No go to Q10 ◄	montais:		e. I have peace will be caree needs chan	d for should]				0
9 How satisfied or dissatisfied are you with Brunelcare's a handling? Neither	pproach to complaints		and	l fina	lly					S\$
Very Fairly satisfied nor Fairly	Very issatisfied	13	If Brunelcare to be?	e could do (ONE thing to	imp	rove its se	vices, what wo	ould you	ı like it
Care	8\$									
How satisfied or dissatisfied are you : Very Fairly satisfied satisfied Neither of	Fairly Very Doesn't lissatisfied dissatisfied apply	14		ur details to	o Brunelcare	with	your nam	, would you be e attached so		
G. With the quality of care that your team of carers provides?			Yes							
b. That your care service meets all of your current needs?		15	Would you b comments o			d?	ontact you	to follow up a	ny of the	e
Do you know how to raise concerns beyond your local s senior Brunelcare manager or our regulator the Care Q	uality Commission?									
Yes No	Unsure 3	8	ase now retu epost RTZK-R					8, SHEFFIELD, S	535 5DN	

brunelcare Help When You Need It Survey 2024	1	Abou Taking every Help When V	ything into a		vided r		elcare?	d are you	with the	
Ms A B Sample Sample Street Sample District Sample Town AB1 2CD Sample Town		satisfied	satisfied	dissatisfi		dissatisfie		tisfied	0	
AD12CD 999999		Comr	nunic	atio	n				48	
Share your views with us	2	How satisfie acts upon th				Brunelca	are listens	to your	views and	
Dear {name} We want to hear what matters most to you so please find enclosed our 2024 Help When You Need It Customer Satisfaction Survey. By completing this survey you can tell us what you think, to inform our services and how we deliver		Very satisfied	Fairly satisfied	Neithe satisfied dissatisfi	nor	Fairly dissatisfie		ery tisfied	Not applicable/ don't know	
them. So please take 5 minutes to complete this survey and return it in the enclosed freepost envelope or just fill it in online using the link or scanning the code above.	3	How satisfie the service? Very satisfied		fied are yo Neithe satisfied dissatisfi	r nor	Brunelca Fairly dissatisfie	Ve	you info ery tisfied	Not applicable/ don't know	
As a thank you, the unique code from all completed surveys will automatically be entered into a prize draw, to win one of four Love2Shop Gift Cards worth £100, £75, £50 or £25!						_	C		0	
We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf. Any information you provide will	4	To what exte me fairly and			agree \	with the	following	"Brunel	care treats Not	
be treated in confidence and will only be used by Brunelcare to improve our services.		Strongly agree	Agree	Neither ag nor disag		Disagre		ngly gree	applicable/ don't know	
If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Brunelcare on 0117 914 4257 or email			ied or dissati			- t Prupeli			0	
hello@brunelcare.org.uk	5	Very satisfied	Fairly satisfied	Neith satisfied dissatis	ier 1 nor	Fairly dissatisf	/ \	/ery atisfied	Not applicable/ don't know	
WIN a Love2Shop gift voucher!	2									
6 What could Brunelcare do to improve how we listen to and communicate with you?		Outco	omes						S\$	
	10	To what exte	ent do you a	gree or dis Stro	-	with the	following		ents ongly Doesn'i	't
		g. Brunelcare safe and we community	elcome in my		ree A	Agree Ne	either Disa	gree disi	agree apply	
Complaints		b. I feel reassu is always su	ired knowing]					
T Have you made a complaint to Brunelcare in the last 12 months?		c. Receiving c from Brune		ort _]					
Yes go to Q8 ↓ No go to Q9 ¬>		d. I feel health								
How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling? Neither Very Fairly satisfied nor Fairly Very		e. I feel that m	ny dignity and always respec ive care & sup	ted]					
satisfied satisfied dissatisfied dissatisfied dissatisfied		f. I have peace will be caree needs chan	d for should n	owing I ny	כ					
Support		and	d fina	lly					æ	
How satisfied or dissatisfied are you:	11	If Brunelcare to be?	e could do O	NE thing to	o impr	ove its se	ervices, wł	nat woul	d you like it	
Very Fairly Fairly Very Doesn't satisfied satisfied Nether dissatisfied apply										
a. With the quality of support that						_				J
b. That the support meets all of	12	The results of give all of yo better inform	our details to	Brunelcar	e with prove	your nar	me attach		appy for us to at they have	
	13	Would you b comments o			d?	— intact yo	u to follow	/ up any	ofthe	
		_								



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 nonrespondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

	LCRA Weighted by app, property type and a rea Count & raw & valid & +Ve	Sheltered ww.gructsy.aps.propertytype.and.ava Count % raw % valid %+Ve	ExtraCare weighted by appeand scheme Count % raw % valid %+'ve	Care homes Weighted Syster bone Count % raw % valid % +"ve	Community care Maprenative Count % raw % valid % + Ve	HWYNI all Appresentation Count & raw & valid %+Ve	HWYNI Only Aspersentasw Count & raw & valid &+ Ve	Shared owner Representative Count % raw % valid % + ve	Leaseholder Mapresenative Count %raw %valid %+'ve	Retirement village Representative Count % raw % valid % +Ve	All customers wightedsyntock anypavious weight Count & raw & valid & +Ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunekare?	Base: 502	Base: 406	Base: 95	Base: 135	Base: 86	Base: 0	Base: 27	Base: 13	3ase: 13	3ase: 27	Base: 803
1: Very satisfied 2: Fairly satisfied 3: Nether satisfied 4: Fairly dissatisfied 5: Very dissatisfied		135 33.3 34.7 81.2 181 44.6 46.5 39 9.6 10.0 19 4.7 4.9 4.9 115 <th>48 50.5 51.6 90.3 36 37.9 38.7 5 5.3 5.4 2 2.1 2.2 2 2.1 2.2</th> <th>79 58.5 58.5 97.0 52 38.5 38.5 3 2.2 2.2 0 0 0 1 0.7 0.7</th> <th>54 62.8 62.8 95.3 28 32.6 32.6 1 1.2 1.2 0 0 0 3 3.5 3.5</th> <th>0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0</th> <th>18 66.7 66.7 88.9 6 22.2 22.2 1 1 3.7 3.7 0 0 0 0 0 2 7.4 7.4 7.4</th> <th>5 38.5 38.5 69.2 4 30.8 30.8 2 15.4 15.4 2 15.4 15.4 0 0 0</th> <th>1 7.7 8.3 83.3 9 69.2 75 2 15.4 16.7 0 0 0</th> <th>9 33.3 34.6 80.8 12 44.4 46.2 4 14.8 15.4 0 0 0 1 3.7 3.8</th> <th>359 44.8 45.9 86.6 319 39.7 40.7 57 7.1 7.3 22 2.7 2.8 26 3.2 3.3</th>	48 50.5 51.6 90.3 36 37.9 38.7 5 5.3 5.4 2 2.1 2.2 2 2.1 2.2	79 58.5 58.5 97.0 52 38.5 38.5 3 2.2 2.2 0 0 0 1 0.7 0.7	54 62.8 62.8 95.3 28 32.6 32.6 1 1.2 1.2 0 0 0 3 3.5 3.5	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	18 66.7 66.7 88.9 6 22.2 22.2 1 1 3.7 3.7 0 0 0 0 0 2 7.4 7.4 7.4	5 38.5 38.5 69.2 4 30.8 30.8 2 15.4 15.4 2 15.4 15.4 0 0 0	1 7.7 8.3 83.3 9 69.2 75 2 15.4 16.7 0 0 0	9 33.3 34.6 80.8 12 44.4 46.2 4 14.8 15.4 0 0 0 1 3.7 3.8	359 44.8 45.9 86.6 319 39.7 40.7 57 7.1 7.3 22 2.7 2.8 26 3.2 3.3
N/R	19 3.8 3.8	17 4.2 4.2	2 2.1 2.1	0 0 0		114 0.0 0.0	0 0	0 0 0	1 7.7 7.7	1 3.7 3.7	20 2.5
Q2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?	Base: 502	Base: 406	3ase: 95	Base: 135	Base: 0	Base: 0	Base: 0	Base: 13	3ase: 13	3ase: 27	Base: 661
 Very satisfied Fairly satisfied Nother contribution 	46.4 4 37.9 3	42.4 <i>i</i> 39.4 <i>i</i>	63.2 31.6	66.7 (26.7 2	000	0.0		6 46.2 46.2 69.2 3 23.1 23.1 3 15 4 15 4	15.4 53.8	40.7 51.9	333 41.5 51.6 88.2 236 29.4 36.6
 verturer satustred nor dissatistied Fairly dissatisfied Very dissatisfied 	28 3.0 3.6 25 5.0 5.1 12 2.3 2.4	28 0.9 7.1 22 5.4 5.6 11 2.7 2.8	0 0.0 0.0 3 3.2 3.2 1 1.1 1.1	5.2 2.3 4 3 3 0 0 0		0.0 0.0 0 0.0 0.0 0 0.0 0.0			2 15.4 18.2 0 0 0 0 0 0	0 0 0 2 7.4 7.4 0 0 0	4.1 1.4
N/R	14 2.7 2.7	13 3.2 3.2	1 1.1 1.1	2 1.5 1.5	86 0 0	114 0.0 0.0	27 0 0	0 0 0	2 15.4 15.4	0 0 0	158 19.7 2.4
Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Brunelcare provides a home that is safe?	Base: 502	Base: 406	Base: 95	Base: 135	Base: 0	Base: 0	Base: 0	Bose: 13	30se: 13	30se: 27	Base: 661
11: Very satisfied	241 48.0 49.4 87.2 185 36.9 37.9	177 43.6 45.0 85.0 157 38.7 30.0	63 66.3 67.0 96.8 28 20 5 20 8	92 68.1 68.1 94.1 35 35 0 35 0	0 0		00	61.5	38.5	48.1	
	, 0.7 7.0	. 8.4	1.1	2.2		0.0					5.0
	18 3.5 3.6 10 1.9 2.0	16 3.9 4.1 9 2.2 2.3		, 0 r						1 3./ 3./ 0 0 0	22 2./ 3.4 9 1.1 1.4
16: NOT applicable/ don't know N/P	0 0.0 0			1 0./		0.0					
A M	7-7	7.6	T-T T-T T		Þ	0.0	Þ	5	4.CT	Þ	0.2T
Q4 Do you live in a building with communal areas, either inside or outside, that Brunelcare is responsible for maintaining?	Base: 502	Base: 406	Base: 95	Base: 135	Base: 0	Base: 0	Base: 0	Base: 13	3ase: 13	3ase: 27	Base: 661
17: Yes 18: No	449 89.4 92.4 26 5.2 5.4	357 87.9 91.3 23 5.7 5.9	91 95.8 96.8 3 3.2 3.2	135 100 100 0 0 0	0 0 0	0.0 0.0 0.0 0.0	0 0 0 0	13 100 100 0 0 0	6 46.2 54.5 5 38.5 45.5	25 92.6 92.6 0 0 0	602 75.0 93.6 29 3.6 4.5
	2.1			0 0 0	0	0.0	0	0	0	7.4	1.5
N/R	16 3.3	16 3.9 3.9	1.1 1.1	0 0 0	86 0 0	114 0.0 0.0	27 0 0	0 0 0	2 15.4 15.4	0 0 0	160 19.9 2.7
Q5 How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained?	Base: 449	Base: 357	1	Base: 135	Base: 0	Base: 0	Base: 0		3ase: 6	3ase: 25	9
20: Very satisfied 21: Fairly satisfied	205 40.8 45.9 83.0 165 32.9 37.1	138 34.0 38.9 80.8 149 36.7 42.0	65 68.4 71.4 90.1 17 17.9 18.7	102 75.6 75 94.1 26 19.3 19.1	0 0	0.0 0.0	0 0 0	53.8 30.8	7.7 23.1	29.6 59.3	38.7 25.4
	9.0	10.3 3.9	4.2	3		0.0 0.0		0 0 0 2 15.4 15.4	0 0 0 2 15.4 33.3	1 3.7 4 0 0 0	49 6.1 8.2 22 2.7 3.7
24: Very dissatisfied		2.5	2.1	1.5	0	0.0	0	0	0	0	1.6
N/R	56 11.1 0.7	51 12.6 0.6	5 5.3 1.1	0 0 0	86 0 0	114 0.0 0.0	27 0 0	0 0 0	7 53.8 0	2 7.4 0	203 25.3 0.3
	02	Base: 406	Base: 95	Base: 0	Base: 0	Base: 0	Base: 0	Base: 13	3ase: 13	3ase: 27	36
 Very satisfied Fairly satisfied Nether satisfied onr disatisfied Scient-Antonical on of the satisfied 	23.2 2 32.6 3 24.1 2	83 20.4 23.8 62.8 136 33.5 39.0 100 24.6 28.7	34 35.8 40.0 72.9 28 29.5 32.9 21 22.1 24.7	o o o o o	o o o o o	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	5 38.5 38.5 61.5 3 23.1 23.1 5 38.5 38.5	1 7.7 12.5 87.5 6 46.2 75 1 7.7 12.5	1 3.7 4.8 61.9 12 44.4 57.1 7 25.9 33.3	120 14.9 26.1 64.8 178 22.2 38.7 130 16.2 28.3
29: Very dissetisfied 29: Nery dissetisfied 30: Not applicable/ don't know	16 3.1 3.6 47 9.3	3.4 9.6			000	0.0	000	000	0 38.5	22.2	1.9 6.8
N/R	21 4.3 4.3	18 4.4 4.4	3 3.2 3.2	135 0 0	86 0 0	114 0.0 0.0	27 0 0	0 0 0	0	0 0 0	288 35.9 3.9
Q8 How satisfied or dissatisfied are you with Brunelcare's approach to handling anti-social behaviour/problems or disputes between residents?	Base: 502	Base: 406	Base: 95	Base: 135	Base: 0	Base: 0	Base: 0	Base: 13	3ase: 13	3ase: 27	Base: 661

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	5 8	Sheltered Weighteebyage, propertytype and area	ExtraCare Weighted by age and scheme	Care homes Wighted by care home	Community care	HWYNI all Npresenasoe	MWYNI ONI VI O NYW	Shared owner Mapematike	Leaseholder ^{Rapesenative}	Retirement village	All customers wughted by stock + any previous weghts
 Very satisfied Fairly satisfied Neither satisfied hor dissatisfied Sether disservicied 	Count % raw % welid % + ve 136 27.0 31.4 63.6 140 27.8 32.2 93 18.5 21.5 28 5.6 5.7	Count % raw % valid % + ve 99 24.4 28.3 61.7 117 28.8 33.4 78 19.2 22.3 23 5.7 6.6	Count % raw % valid %+*e 6 37 38.9 45.1 72.0 22 23.2 26.8 15 15.8 18.3 5 5 5 6 1	Jount % raw % valid % raw 58 43 58.6 81.8 23 17 23.2 16 11.9 16.2 2 15 2	Count % raw % valid % +Ve 0 0 0 0 0 0 0 0 0 0 0 0	Count % raw % valid % + ye 0 0.0 0.0 0.0 0 0.0 0.0 0 0.0 0.0 0 0.0 0.	Count % raw % valid % + ve 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Count %raw %valid %+ve of 6 46.2 46.2 76.9 4 30.8 30.8 3 23.1 23.1 0 0 0	Junt %raw %valid %+ve 1 1 7.7 12.5 50.0 3 3 23.1 37.5 4 30.8 50 4 30.8 50 0 0 0	Count % raw % valid % style 6 22.2 33.3 72.2 7 25.9 38.9 5 18.5 27.8 0 0 0	Count %raw %valid %+ve 201 25.0 36.7 67.3 167 20.8 30.5 114 14.2 20.8 20 3 5 5 3
		8.1 8.6	3.2 9.5		000	0.0	000	000	0 38.5	0 29.6	4.5 10.8
N/R	26 5.1 5.1	22 5.4 5.4	4 4.2 4.2	1 0.7 0.7	86 0 0	114 0.0 0.0	27 0 0	0 0 0	0 0 0	1 3.7 3.7	169 21.0 4.1
Q9 How satisfied or dissatisfied are you that your service charges/the services you receive provide value for money?	02	901		Base: 135 B			Base: 0		se: 13		754
37: Very satisfied 38: Fairly satisfied	126 25.0 26.0 65.1 189 37.6 39.1	91 22.4 23.5 60.8 145 35.7 37.4	34 35.8 36.2 83.0 44 46.3 46.8	42 31.1 33.6 76.8 54 40 43.2	45.3 30.2	0.0	0 0	0 30.8	23.1 61.5	7.4 55.6	26.4 35.4
		74 18.2 19.1 47 11.6 12.1	6 6.3 6.4 6 6.3 6.4	÷.		0.0	0 0 0 0		15		13.6 8.7
 Very dissatisfied Not applicable/ don't know 	7.0 0.8		4 4.2 4.3 0 0.0	0.7 7.4	5 5.8 6.3 5 5.8 6.3	0 0.0 0.0 0.0 0.0		3 23.1 25 0 0	0 0 0 0 0	0 0 0 0 0	43 5.4 6.0 18 2.2
N/R	16 3.1 3.1	15 3.7 3.7	1 1.1 1.1	0 0 0	1 1.2 1.2	114 0.0 0.0	27 0 0	1 7.7 7.7	0 0 0	0 0 0	66 8.2 2.3
Q10 Has Brunelcare carried out a repair to your home in the last 12 months?	Base: 502	3ase: 406	Base: 95	ase: 0	ase: 0	3ase: 0	Base: 0	lase: 13 Bo	se: 13 B	dse: 27	536
43: Yes 44: No	350 69.6 71.0 143 28.5 29.0	290 71.4 73.0 107 26.4 27.0	59 62.1 62.1 36 37.9 37.9	0 0 0	0 0 0	0 0.0 0.0 0 0.0 0.0	0 0 0	4 30.8 30.8 9 69.2 69.2	9 69.2 69.2 4 30.8 30.8	11 40.7 42.3 15 55.6 57.7	361 45.0 68.6 165 20.5 31.4
N/R	9 1.8 1.8	9 2.2 2.2	0 0.0 0.0	135 0 0	86 0 0	114 0.0 0.0	27 0 0	0 0 0	0 0 0	1 3.7 3.7	277 34.5 1.9
Q11 How satisfied or dissatisfied are you with the overall repairs service from Brunelcare over the last 12 months?	Base: 350	385e: 290	Base: 59	8 0:020	0 : <i>-</i> 350	305e: 0	0.208	8 7 8	6.99	11 :	ase: 361
45: Very satisfied	9.3	38.9 54.7 83.0	41.1	0 0	0 0	0.0	0 0	15.4	3 23.1 33.3 77.8	29.6	25.3
			1.1 1.1			0.0 0.0 0.0		2 15.4 50 0 0 0	30.8	3 11.1 27.3 0 0 0	105 13.1 29.2 21 2.6 5.8
48: Fairly dissatisfied 49: Very dissatisfied	24 4.8 6.9 8 1.5 2.2	22 5.4 7.6 7 1.7 2.4	2 2.1 3.3 1 1.1 1.7	0 0	0 0	0.0	0 0	0 0	1 7.7 11.1 0 0 0	0 0	3.0 0.9
N/R	153 30.5 0.3	117 28.8 0.3	36 37.9 0.0	135 0 0	86 0 0	114 0.0 0.0	27 0 0	9 69.2 0	4 30.8 0	16 59.3 0	443 55.2 0.3
Q12 How satisfied or dissatisfied are you with the time taken	010.000							ć			<i>ور د</i>
	50 35.8	36.9		0	0	0.0	0	0	15.4	33.3	61 23.0
51: Fairly satisfied 52: Neither satisfied nor dissatisfied	114 22.6 32.7 20 4.0 5.7	92 22.7 31.9 17 4.2 5.9	22 23.2 37.3 3 3.2 5.1	0 0	0 0	0.0	0 0	30.8 1 0	38.5 0	7.4 0	14.8 2.4
53: Fairly dissatisfied 54: Very dissatisfied			4.2 1.1	000	00	0 0.0 0.0 0.0 0.0	00	0 0	1 7.7 12.5 0 0 0	00	24 3.0 6.7 10 1.2 2.8
N/R	154 30.8 0.6	118 29.1 0.7	36 37.9 0.0	135 0 0	86 0 0	114 0.0 0.0	27 0 0	9 69.2 0	5 38.5 11.1	16 59.3 0	445 55.4 0.8
Q14 How satisfied or dissatisfied are you that Brunelcare listens to vour views and acts upon them?	Base: 502	3ase: 406	Base: 95	ase: 135 B	ase: 86	3ase: 114	Base: 27	ase: 13 B	se: 13	dise: 27	ase: 803
55: Very satisfied cs. Einv.satisfied	115 22.8 23.8 67.6 211 41 0 43 8	81 20.0 20.9 64.7 170 419 43 8	33 34.7 36.3 81.3	62 45.9 49.6 80.8 30 78 0 31 7	32 37.2 37.6 78.8 35 407 41.2	47.4	74.1	15.4 38 5	38 O	11.1	248 30.9 32.3 71.3 200 37 2 30.0
	17.1	18.7	10.5	11.9	14 14			3 23.1 23.1 7 15.4 15.4	3 23.1 33.3 1 7 7 11 1		
59: Very dissatisfied 60: Not applicable/ don't know	5.1 3.3		3.2		3 3.5 3.5 1 1.2	2 1.8 1.8 1 0.9	000		0 23.1	0 0 1 3.7	4.1 3.9
N/R	4 0.9 0.9	3 0.7	1.1.1	1 0.7	0	0 0.0	0	0 0	1 7.7	0	6 0.7
Q15 How satisfied or dissatisfied are you that Brunelare											
keeps you informed about things that matter to you? 61: Very satisfied 62: Fairly satisfied 63: Neither satisfied nor dissatisfied	Base: 502 195 38.8 39.4 79.6 198 39.5 40.1 52 10.3 10.5	3 <i>ase: 406</i> 150 36.9 37.7 77.9 160 39.4 40.2 45 11.1 11.3	<i>3026: 95</i> B 44 46.3 46.3 86.3 38 40.0 40.0 7 7.4 7.4	<i>ase:</i> 135 <i>B</i> 73 54.1 55.7 84.7 38 28.1 29 9 6.7 6.9	036: 86 67.4 1 31 36 36 67.4 27 31.4 31.4 18 20.9 20.9	30se: 114 63 55.3 55.8 88.5 37 32.5 32.7 7 6.1 6.2	Base: 27 18 66.7 69.2 88.5 5 18.5 19.2 1 3.7 3.8	(056:13 B 5 38.5 41.7 75.0 4 30.8 33.3 9 0 0 0 0	<i>se: 13</i> 55.6 3 23.1 33.3 55.6 2 15.4 22.2 5 3 23.1 33.3 51.6 3 23.1 33.3	005: 27 1 6 22.2 23.1 76.9 14 51.9 53.8 6 22.2 23.1	ose: 803 339 42.2 43.2 79.4 284 35.4 36.2 88 11.0 11.2

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64: Fairly dissatisfied 65: Very dissatisfied	Count % raw % valid % +/ve 27 5.3 5.4 23 4.5 4.6	Count % raw % valid % +/ve C 24 5.9 6.0 19 4.7 4.8	count % raw % valid % +'ve 4 3 3.2 3.2 3 3.2 3.2	Count % raw % valid % +'ve C 8 5.9 6.1 3 2.2 2.3	count % raw % valid % + \ve 5 5.8 5.8 5 5.8 5.8	Count % raw % valid % + Yve 3 2.6 2.7 3 2.6 2.7	Count % raw % valid % + \vec{1} 3.7 3.8 1 3.7 3.8 1 3.7 3.8	Count %raw %valid %+'ve 2 15.4 16.7 1 7.7 8.3	Count % raw % valid % +'ve 1 7.7 11.1 0 0 0	Count % raw % valid % +/ve 0 0 0 0 0	Count % raw % valid % +/ve 42 5.2 5.4 32 4.0 4.1
	0.8	0.7	11	1.5	0	0.0	0	0	23.1	0 0	1.2
N/R	4 0.8 0.8	4 1.0	0.0	1 0.7	0	1 0.9	1 3.7	1 7.7	1 7.7	1 3.7	9 1.1
Q16 To what extent do you agree or disagree with the	-				;	:		:	5		:
	02	Base: 406) 5 442 442	35	6	14		13	13		103 10 1
	44.3 45.2	13/ 33./ 180 44.3	44.2	37.15	45 52.5 52.3 91.9 34 39.5 39.5	42 36.8 37.2 83.4	19 /0.4 /0.4 92.6 6 22.2 22.2			b 22.2 23.1 92.3 18 66.7 69.2	43.4 42.3
	14.0	15.3	8.4	3.7	5.8	7.9			7.7 11	3.7	10.3
/u: Uisagree 71: Strongly disagree	12 2.4 2.4 9 1.9 1.9	9 2.2 2.3 9 2.2 2.3	3 3.2 3.2 0 0.0 0.0	2 1.5 1.5 2 1.5 1.5	0 2.3		3./	0		3.7	1/ 2.1 2.2 12 1.5 1.5
				3.7	0			0	23		
N/R	6 1.2 1.2	4 1.0	1 1.1	1 0.7	0	1 0.9	0	0 0	1 7.7	1 3.7	9 1.1
Q17 How satisfied or dissatisfied are you that Brunelcare is easy to deal with?	Race: 502	Race: 406	20 - 030	Rec 135	98.000	20co-114	TC - asing	2000-13	Race: 13	Rase: 27	Brice : 803
73: Very satisfied	188 37.5 38.1 75.7	144 35.5 35.9 73.3	45 47.4 47.9 85.1	73 54.1 57.5 85.8	2		21 77.8 77.8 92.6	30.8	1 7.7 9.1 90.9	14.8	355 44.2 45.3 79.3
	37.0	36.9	36.8	26.7	27.9	31.6 2.5	14.8 7 7		69.2 8		33.1
 Neutrier service nor dissensined 76: Fairly dissatisfied 	40 7.9 8.0	2.CL U.CL 10 31 7.6 7.7	4 4.2 4.3 9 9.5 9.6	6.1 5.2		0.7	3.7	30.8	0	7.4	9.9
 Very dissatisfied Not applicable/ don't know 	15 3.0 3.1 2 0.3	15 3.7 3.7 2 0.5	1 1.1 1.1 0 0.0	0 0 0 5 3.7	1 1.2 1.2 0 0	0 0.0 0.0 0 0.0	0 00 00	0 0 0 0 0	0 0 0 0 0	0 0 0 1 3.7	16 2.0 2.0 9 1.1
N/R	6 1.1 1.1	4 1.0	1 1.1	3 2.2	1 1.2	3 2.6	0 0	0	2 15.4	1 3.7	11 1.4
e you made a complaint to Brunelcare in the last 12											
months?		<i>100</i>				114					303
79: Yes 80: No	127 25.3 26.0 361 71.9 74.0	106 26.1 26.8 289 71.2 73.2	21 22.1 22.8 71 74.7 77.2	21 15.6 16.4 107 79.3 83.6	18 20.9 22.2 63 73.3 77.8	20 17.5 17.9 92 80.7 82.1	1 3.7 3.8 25 92.6 96.2	7 53.8 53.8 6 46.2 46.2	2 15.4 16.7 10 76.9 83.3	4 14.8 16 21 77.8 84	173 21.5 22.3 603 75.1 77.7
N/R	14 2.8	10 2.5	3 3.2	7 5.2	5 5.8	2 1.8	1 3.7	0 0	1 7.7	2 7.4	28 3.5
Q20 How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?	Base: 127	Base: 106 Bo	Base: 21	ase: 21 Bo	dse: 18	aase: 20	Base: 1	05e: 7	Base: 2	Base: 4	Base: 173
81: Very satisfied 82- Eairly carriefied	29 5.8 23.4 52.1 36 72 287	24 5.9 23.1 50.0 28 69 269	5 5.3 25.0 60.0 7 7.4 35.0	5 3.7 25 55.0 6 44 30	8 9.3 44.4 66.7 4 47 22.2	7 6.1 35.0 60.0 5 4.4 25.0	3.7 10 0	2 15.4 28.6 42.9 1 77 14 3	0	3.7	
	3.4	4.2	0.0	2.2	2.3	1.8	0	7.7	0	3.7	2.9
84: Fairly dissatisfied 85: Very dissatisfied	22 4.3 17.5 21 4.2 16.8	18 4.4 17.3 17 4.2 16.3	4 4.2 20.0 4 4.2 20.0	3 2.2 15 3 2.2 15	2 2.3 11.1 2 2.3 11.1	2 1.8 10.0 4 3.5 20.0	0 0 0 0	3 23.1 42.9 0 0 0	1 7.7 50 0 0 0	0 0 0 0	28 3.5 16.5 25 3.1 14.7
N/R	377 75.1 1.6	302 74.4 1.9	74 77.9 0.0	115 85.2 4.8	68 79.1 0	94 82.5 0.0	26 96.3 0	6 46.2 0	11 84.6 0	23 85.2 0	633 78.8 1.7
	35		Base: 95	ase: 0 Bo	ase: 0		Base: 0		Base: 0	Base: 0	103
86: Yes 87: No	95 18.9 100.0 0 0.0 0.0	0.0 0.0 0.0 0.0	95 100.0 100.0 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	11 84.6 84.6 2 15.4 15.4	0 0 0	0 0 0	101 12.6 98.1 2 0.2 1.9
N/R	407 81.1 0.0	406 0.0 0.0	0.0 0.0	135 0 0	86 0 0	114 0.0 0.0	27 0 0	0 0 0	13 0 0	27 0 0	700 87.2 0.0
	0	Base: 0	0	135		0	0	0	0	0	125
88: Very satisfied	0 0.0 0.0		0.0 0.0 0.0	66 48.9 52 90.6	0 0	0.0	0 0	0 0	0 0	0 0	
	0.0			4.4							0.7
	0.0	0.0	0.0	e	0	0.0	0	0	0	0	
92: Very dissatisfied 93: No opinion	0 0.0 0.0 0 0.0	0.0 0.0	0.0 0.0	2 1.5 1.6 4 3	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 0 0	1 0.1 0.8 4 0.5
N/R	502 0.0 0.0	406 0.0 0.0	95 NN NN	4 1	86 D	114 00 00	0 0	13 0	13 0 0	27 N N	682 849 3.2
	200	2	20	n	>	0.0	5	>	>	>	0.40
Q22b With the quality of care that staff/your team of carers provide?	Base: 95	Base: 0	se: 95	ase: 135 Ba	ase: 86		Base: 0	3ase: 11	Base: 0	0	819
94: Very satisfied 95: Fairly satisfied	59 11.8 74.7 96.2 17 3.4 21.5	0 0.0 0.0 0.0 0 0.0 0.0	59 62.1 74.7 96.2 17 17.9 21.5	93 68.9 72.1 96.1 31 23 24	62 72.1 74.7 98.8 20 23.3 24.1	0 0.0 0.0 0.0 0.0	00 00 00 00	1 7.7 100 100.0 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 0	213 26.5 74.2 96.9 65 8.1 22.6

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	LCRA Weighted by age, property type and area	Shelte red www.ghtadby.age, propertytype and area	ExtraCare Weighted by age and scheme	Care homes wughteds, cire hame	Community care	HWYNI all	HWYNI only ^{Agperantaso}	Shared owner Mapresentative	Leaseholder	Retirement village Ampresentative	All customers wughtedbytedbyteds anyourdous webts
	% raw % 0.2	Count % raw % valid % +/ve 0 0.0 0.0	Count % raw % valid % +/ ve 1 1.1 1.3	Count % raw % valid % +'ve 5 3.7 3.9	% raw %v 1.2	*	% raw % vali 0	%raw %vali 0	%raw %val 0	% raw % vali 0	Count % raw % valid % + Ve 7 0.9 2.4
		0.0			00	0.0	00	000	000		0.1
	2.0 1 3 0.6	0.0	3.2	0.7	1.2	0.0			0 0		CO TO T 9
N/R	420 83.7 13.7	406 0.0 0.0	13 13.7 13.7	5 3.7 3.7	2 2.3 2.3	114 0.0 0.0	27 0 0	10 76.9 72.7	13 0 0	27 0 0	510 63.5 8.2
Q22c That the care/your care service meets all of your	Date: 05	U result	Dree . 05	2000-125	90.000	0.000	D see	Doco-11	0.000	Dread D	Daces: 310
turrent needs? 100: Very satisfied	52 10.4 66.7 91.0	0.0 0.0 0.0 0.0	52 54.7 66.7 91.0	84 62.2 65.6 96.1	68.6	0.0	0	1 7.7 100 100.0	0	0 0	193 24.0 68.4 95.0
101: Fairly satisfied	3.8 24.4	0 0.0 0.0	20.0 24.4	28.9	22.1	0.0	0 0	0	0 0	0 0	9.3
102: Neither 102: Eairly discaticfiad	5 1.0 6.4 2 0.4 26	0.0 0.0	5 5.3 6.4 2 21 26	3 2.2 2.3 7 15 16	2 2.3 2.4 0 0 0	0.0 0.0	0 0 0 0				9 1.1 3.2 3 0.4 1.1
104: Very dissatisfied		0.0	0.0		0 2.3	0.0	0 0	0 0	0 0	0 0	0.2
105: No opinion		0.0	1.1	2	1.2			15.4			0.9
N/R	422 84.1 15.8	406 0.0 0.0	15 15.8 15.8	5 3.7 3.7	3 3.5 3.5	114 0.0 0.0	27 0 0	10 76.9 72.7	13 0 0	27 0 0	513 63.9 9.1
Q22d With your level of involvement in deciding care and											
support needs?	95 10.4	Base: 0	Base: 95 E2 E4 7 E7 E 03 3		0	00	•	11	•	•	26 1E 7
107: Fairly satisfied	3.8 24.7	0.0 0.0	20.0 24.7	28.9 31.5		0.0 0.0			0 0		6.6 6.6
108: Neither	3 0.6 3.9	0.0 0.0	3 3.2 3.9	3 2.2 2.4	0 0	0.0	0 0	7.7	0 0	0 0	1.0
110: Veriny disseauated			111	2		0.0			000		2 0.2 1.0 3 0.4 1.6 7 0.0
	0.4	0.0	1.2	n	5	0.0	5	+.CT	5	Þ	20
N/R	422 84.1 15.8	406 0.0 0.0	15 15.8 15.8	7 5.2 5.2	86 0 0	114 0.0 0.0	27 0 0	10 76.9 72.7	13 0 0	27 0 0	605 75.3 12.4
Q22e With the GP practice linked with the home?	Base: 0	Base: 0	Base: 0	3ase: 135	Base: 0	3ase: 0	Base: 0	Base: 0	Base: 0	Base: 0	Base: 125
112: Very satisfied	0.0 0.0 0.0		0.0 0.0 0.0	86 63.7 73.5 92.3	0 0		0 0	0 0	0 0	0 0	
113: Fairly Satisfied 114: Neither	0.0	0.0	0.0	4.4	0 0	0.0	0 0	0 0	0 0	0 0	. 7.0 0.7
115: Fairly dissatisfied		0.0 0.0		0.7	0 0 0	0.0 0.0	0 0 0	0 0 0	0 0 0	0 0 0	1 0.1 0.9
116: Very dissatisfied			0.0 0.0	2 1.5 1.7 13 80	00	0.0	00	0 0	0 0	0 0	0.1
N/R	502 0.0 0.0	406 0.0 0.0	95 0.0 0.0	6 4.4 4.4	86 0 0	114 0.0 0.0	27 0 0	13 0 0	13 0 0	27 0 0	684 85.2 4.8
Q23 Do you know how to raise concerns beyond the care home manager/your local service for example to a senior Brunelcare manager or our regulator the Care Quality											
Commission?	35	0	5	135		0				0	19
118: Yes 119:	51 10.2 63.0 16 3.2 19.8	0 0.0 0.0	51 53.7 63.0 16 16.8 19.8	60 44.4 46.2 37 27.4 28.5 32 24 4 25 4	49 57 59 18 20.9 21.7 16 106 103	0 0.0 0.0	0 0 0 0 0 0	3 23.1 100 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	163 20.3 56.0 66 8.2 22.7 63 77 313
	0.7	2	Ì	t t	0.01	2	5	þ	5	5	2
N/R	421 83.9 14.7	406 0.0 0.0	14 14.7 14.7	5 3.7 3.7	3 3.5 3.5	114 0.0 0.0	27 0 0	10 76.9 72.7	13 0 0	27 0 0	512 63.8 8.8
Q24 Have you used Brunelcare's Help When You Need It service in the last 12 months?	Base: 502	Base: 406	Base: 95	3ase: 0	Base: 0	3ase: 114	Base: 27	Base: 13	Base: 13	Base: 27	Base: 585
121: Yes 122: No	81 16.1 16.9 363 72.3 75.6	52 12.8 13.5 306 75.4 79.3	28 29.5 30.8 55 57.9 60.4	0 0 0 0		10	27 100 100 0 0 0	1 7.7 8.3 11 84.6 91.7	1 7.7 7.7 12 92.3 92.3	4 14.8 16 20 74.1 80	133 16.6 23.8 391 48.7 69.8
123: Unsure	7.2	6.9	8.4	0 0	0 0	0 0.0 0.0	0	0	0	3.7	4.5
N/R	23 4.6 4.6	19 4.7 4.7	4 4.2 4.2	135 0 0	86 0 0	0 0.0 0.0	0 0 0	1 7.7 7.7	0 0 0	2 7.4 7.4	243 30.3 4.3
Q25a With the quality of support that your support worker											
provides? 124: Very satisfied	Base: 81 53 10.6 70.7 93.3	Base: 52 34 8.4 68.0 92.0	Base: 28 20 21.1 76.9 96.2	0	0	114 67.5		-		7.4	133 11.3
125: Fairly satisfied 126: Neither			5.3 1.1	0 0	0 0		22.2 2 3.7	0 0		3.7 0	3.6
127: Fairly dissatisfied 128: Very dissatisfied	0.2	0.2	0.0	0 0	000	1 0.9 0.9 1 0.9 0.9	0 0 0 0	0 0 0	0 0 0	0 0 0	1 0.1 0.8 1 0.1 0.8
129: No opinion						1 0.9	0	0	0 0	0	
N/R	426 84.9 6.2	356 87.7 3.8	69 72.6 7.1	135 0 0	86 0 0	6 5.3 5.3	0 0 0	12 92.3 0	12 92.3 0	24 88.9 25	676 84.2 4.5

	LCRA wighted by appendie and a rea Count % raw % valid % +Ve	Sheltered www.propervy.vpe.and.area Count % raw % valid % +Ve	ExtraCare weighted by age and scheme Count % raw % valid %+'ve	Care homes weighted by care home Count % raw % valid % +'ve	Community care Representive Count % raw % valid % + Ve	HWYNI all Neprotention Count & raw & valid & +Ve	HWYNI Only hapreentasee Count & raw & valid &+ ve	Shared owner Appresentative Count % raw % valid % +*ve	Leaseholder ^{Agpenentive} Count % raw % valid % +'ve	Retirement village Representative Count % raw % valid % + Ve	All customers weightedstandstangen wegen weight count % raw % valid % +Ve
035h That the current meats all of unur current needs?	Bree 81	Race: 53	8000-38	0	0.000	Bree: 114	70.02	Bree 1	1.000	Bree A	Bree: 122
130: Very satisfied	10.2	7.6	5		0 0 0 0.0	61.4	63	0	0	3.7	10.2
131: Fairly satisfied		2.7	4.2		0 0 0	20.2	22.2	0	7.7	7.4	3.5
132: Neither 133: Fairly dissatisfied	5 1.0 6.9 1 0.2 1.4	4 1.0 8.5 1 0.2 2.1	1 1.1 4.0 0 0.0 0.0								
134: Very dissatisfied	0.0	0.0	0.0	0 0 0	0 0 0	1 0.9 1.0	1 3.7 3.8	0 0 0	0 0 0	0 0 0	2 0.2 1.6
135: No opinion	1 0.2	1 0.2	0.0		0 0						
N/R	429 85.5 9.9	357 87.9 5.8	70 73.7 10.7	135 0 0	86 0 0	10 8.8 8.8	1 3.7 3.7	12 92.3 0	12 92.3 0	24 88.9 25	680 84.7 7.5
Q25c With the Help When You Need It service overall?	Base: 81	Base: 52	Base: 28	Base: 0	Base: 0	Base: 114	Base: 27	Base: 1	Base: 1	Base: 4	Base: 133
136: Very satisfied	11.0	33 8.1			0	65.8	66.7	0	0	3.7	10.8
137: Fairly satisfied	16 3.2 21.1 2 0.6 2.0	13 3.2 26.0 2 0.5 4.0	4.2		0 0 0 0			0 0 0			
139: Fairly dissatisfied	0.4	0.5			0 0	1.8	0	0	0 0	0 0	0.1
140: Very dissatisfied	0 0.0 0.0		0.0	000	0 0 0	2 1.8 1.9 0 0.0	2 7.4 7.4 0 0	0 0	0 0 0	000	4 0.5 3.1
N/R	426 84.9 6.2	356 87.7 3.8	68 71.6 3.6	135 0 0	86 0 0	7 6.1 6.1	0 0 0	12 92.3 0	12 92.3 0	25 92.6 50	676 84.2 4.5
Q26 Do you live in the Retirement Village or Extra Care Housins and receive meals and housekeening services?	Base 95	0.2008	5632 Base-	Base . D	U. asub	U. asu	U.asuB	Base - 13	U. esu	Base: 27	Base: 127
142: Yes	18.9 1(0 0.0 0.0	00.0 10	0 0 0	0 0 0	0.0 0.0	0 0 0	5 38.5 38.5	0 0 0	27 100 100	120 14.9 94.5
143: No	0 0.0 0.0	0.0	0.0 0.0			0.0	0	61.5 61	0	0	0.9
N/R	407 81.1 0.0	406 0.0 0.0	0.0 0.0	135 0 0	86 0 0	114 0.0 0.0	27 0 0	0 0 0	13 0 0	0 0 0	676 84.2 0.0
Q27a The meals that are provided in the home/offered to			L					l			
you by the restaurant? 144: Very cartisfierd	ŝ	Base: U	Base: 95 21 221 34.4 82.0	8058:135 79 58.5 61.2 87.6	c	00	c		c	0.00	12.3
145: Fairly satisfied	5.8 47.5	0.0 0.0	30.5 47.5	25.2	0 0	0.0 0.0	0 0	1 7.7 20	0 0 0	10 37 58.8	67 8.3 33.7
146: Neither	5 1.0 8.2 5 1.0 8.2	0 0.0 0.0	5 5.3 8.2 r r.3 8.2		0 0	0.0	0 0		0 0	0 6	2.1
147: Fairiy dissausried 148: Very dissatisfied	0.2 0.2	0.0		3 2.2 2.3 2 1.5 1.6	0 0	0.0	0 0	0		2.7 0	0.5
149: Doesn't apply	1.0	0.0	5.3	1.5	0	0.0	0	0	0	22.2	1.5
N/R	435 86.7 29.5	406 0.0 0.0	28 29.5 29.5	3 2.2 2.2	86 0 0	114 0.0 0.0	27 0 0	8 61.5 0	13 0 0	4 14.8 14.8	592 73.7 13.9
027b Your housekeeping and laundry services?	Base: 95	Base: 0	Base: 95	Base: 135	Base: 0	Base: 0	Base: 0	Base: 5	Base: 0	Base: 27	Base: 245
150: Very satisfied		0 0.0		53.3	0	0.0	0	7.7 1	0	59.3	14.6
151: Fairly satisfied 152: Neither	21 4.2 38.9 1 0.2 1.9	0.0 0.0 0.0	21 22.1 38.9 1 1.1 1.9	46 34.1 34.8 5 3.7 3.8	000		000	0000	0000		
153: Fairly dissatisfied	0.4	0.0	2.1	m	0	0.0	0	0	0	0	0.5
154: Very dissatisfied 155: Doesn't apply	0 0.0 0.0 9 1.8		0 0.0 0.0 9 9.5	5 3.7 3.8 1 0.7	0 0	0 0.0 0.0 0 0.0		0 30.8	0 0 0 0 0	0 0 0 0 0	3 0.4 1.5 13 1.6
N/R	438 87.3 32.6	406 0.0 0.0	31 32.6 32.6	3 2.2 2.2	86 0 0	114 0.0 0.0	27 0 0	8 61.5 0	13 0 0	4 14.8 14.8	595 74.1 15.1
Q27c The social activities that are available, for example											
outings and entertainment? 156: Very satisfied	base: 0 0 0.0 0.0 0.0	<i>Base:</i> 0 0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	74 54.8 60.2 93.5	0	_	0	0	0	0	9.5
157: Fairly satisfied	0.0	0.0	0.0	30.4	0 0	0.0	0 0	0 0	0 0	0 0	4.1
136: Fairly dissatisfied				0 4.4 4.9 1 0.7 0.8							
160: Very dissatisfied 161: Doesn't apply	0.0 0.0 0.0	0.0 0.0 0.0	0.0 0.0	1 0.7 0.8 8 5.9	0 0 0 0 0	0 0.0 0.0	0 0 0	0 0 0	0 0 0	000	1 0.1 0.9 6 0.7
					•			2	2		;
N/R	502 0.0 0.0	406 0.0 0.0	95 0.0 0.0	3 2.2 2.2	86 0 0	114 0.0 0.0	27 0 0	13 0 0	13 0 0	27 0 0	681 84.8 2.4
C18 Brunekare should do more to help residents use digital services such as online healthcare, entertainment,											
messaging services or video calls 162: Strongly agree	0.0	Base: 0	0.0	Base: 135 8 5.9 8.7 25.0		0.0	0	0	0	0	0.7
163: Agree	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	14 1.7 16.3
164: Neither agree nor disagree	0 0.0 0.0	0.0	0.0	57 42.2 62		0.0	0	0	0	0	6.7

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165: Disagree 166: Strongly disagree	Count % raw % valid % +/ve 0 0.0 0.0 0.0 0 0.0 0.0 0.0	Count % raw % valid % + ve 0 0.0 0.0 0.0 0 0.0 0.0 0.0	Count % raw % valid % +'ve 0 0.0 0.0 0 0.0 0.0		Count % raw % valid % +'ve 0 0 0 0 0 0 0	Count % raw % valid % +ve 0 0.0 0.0 0.0 0 0.0 0.0 0.0	Count % raw % valid % + ve 0 0 0 0 0 0 0 0 0 0	Count % raw % valid % + ve 0 0 0 0 0 0	Count % raw % valid % +'ve 0 0 0 0 0	Count % raw % valid % +Ve	Count % raw % valid % + ve 12 1.5 14.0 0 0.0 0.0
167: Notapplicable/ don't know	0.0	0 0.0		38 28.1							
N/R	502 0.0 0.0	406 0.0 0.0	95 0.0 0.0	6 4.4 4.4	86 0 0	114 0.0 0.0	27 0 0	13 0 0	13 0 0	27 0 0	683 85.1 4.0
Q28a I have a place to live I am proud to call my home	502	Base: 406)5	135	36		27	13	13	27	803
168: Strongly agree 169: Agree	223 44.4 46.8 86.2 188 37.5 39.4	166 40.9 43.6 85.0 158 38.9 41.5	56 58.9 59.6 90.4 29 30.5 30.9	36 26.7 33.3 73.1 43 31.9 39.8	0 0	0.0	0 0	38.5 46.2	7 53.8 53.8 100.0 6 46.2 46.2	5 18.5 19.2 84.6 17 63 65.4	271 33.7 44.3 84.2 244 30.4 39.9
170: Neither	8.8	9.9	4.2	17	0	0.0 0.0	0	2 15.4 15.4			8.5
171: Disagree 172: Stronely disagree	12 2.4 2.5 10 2.0 2.1		5 5.3 5.3 0 0.0 0.0	4 3 3.7 2 15 19	0 0	0.0	0 0	0 0		1 3.7 3.8 0 0 0	18 2.2 2.9 11 1.4 1.8
173: Doesn't apply	0.6	3 0.7 2.0	0.0	14.1	0 0	0.0	0 0	0 0	0 0	0 0	2.4
N/R	23 4.6	21 5.2	1 1.1	7 5.2	86 0	114 0.0 0.0	27 0	0 0	0	1 3.7	172 21.4
Q28b I have a home in which I feel safe and secure	0	06	Base: 95	ase: 135	Base: 86	Base: 0	Base: 27				803
174: Strongly agree	229 45.6 47.7 87.7	166 40.9 43.0 85.2	62 65.3 66.7 96.8	58 43 50 90.5	0 0		0 0				
176: Neither	30.2 6.6	7.9	1.1			0.0		C.05 7.7	0	6.Tc	4.9
177: Disagree	2.8	3.4	1.1		0	0.0	0	0	0	3.7	2.4
178: Strongly disagree 179: Doesn't apply	2.4 0.2	11 2.7 2.8 1 0.2	1 1.1 1.1 0 0.0	0 0 0 12 8.9		0 0.0 0.0 0 0.0	0 0	0 0 0	0 0 0	0 0	12 1.5 1.9 11 1.4
N/R	20 4.0	18 4.4	2 2.1	7 5.2	86 0	114 0.0 0.0	27 0	0 0	0	0 0	169 21.0
Q28c I have a home that gives me long term stability	Base: 502	Base: 406	Base: 95	tase: 135 E	Base: 86	Base: 0	Base: 27	Base: 13	Base: 13	ase: 27 E	03
180: Strongly agree		178 43.8		4	0	0.0	0 0	46.2	46.2	29.6	38.0
181: Agree	37.8	40.1	26 27.4 28.3	6					53		
182: Neither 183: Disagree				9 6./ /.8 1 0.7 0.9	0 0	0.0	0 0	4.cT	0 0	3.7	4.0 1.6
184: Strongly disagree	9 1.8 1.9				0 0 0	0.0 0.0	0 0 0	0 0 0	0	0 0 0	9 1.1 1.5
185: Doesn't apply			0.0	13 9.6							
N/R	24 4.8	21 5.2	3 3.2	6 4.4	86 0	114 0.0 0.0	27 0	1 7.7	0	0	172 21.4
Q28d I feel financially comfortable living in a Brunelcare											
property	02 27 4 25 -	Base: 406	35 	135	86	0	27		13	27	03
186: Strongly agree 187: Agree		126 31.0 158 38.9			0 0 0	0 0.0 0.0 0.0 0 0.0 0.0	0 0 0 0 0 0 0	1 7.7 9.1 54.5 5 38.5 45.5	6 46.2 50 100.0 6 46.2 50	6 22.2 22.2 70.4 13 48.1 48.1	21/ 27.0 35.7 73.4 229 28.5 37.7
188: Neither	12.7	13.3	10.5	18.5	0 0	0.0	0 0	7.7	0 0	14.8	11.1
189: Disagree 190: Strongly disagree	35 7.0 7.3 18 3.6 3.8	33 8.1 8.5 16 3.9 4.1	2 2.1 2.2 2 2.1 2.2	12 8.9 11.7 5 3.7 4.9	0 0	0.0	0 0		0 0		6.4 2.7
191: Doesn't apply	0.2			•••		0.0	0	7.7	7.7	0	3.1
N/R	20 4.0	18 4.4	3 3.2	8 5.9	86 0	114 0.0 0.0	27 0	1 7.7	0	0 0	170 21.2
Q28e I have a home where I am warm and comfortable	502	Base: 406	35	135	36	0	27		13	27	303
192: Strongly agree 193: Agree	250 49.8 52.3 91.0 185 36.9 38.7	183 45.1 47.5 89.1 160 39.4 41.6	66 69.5 71.7 98.9 25 26.3 27.2	72 53.3 60.5 97.5 44 32.6 37	0 0 0 0	0 0.0 0.0 0.0 0.0	0.0 0 0	5 38.5 41.7 83.3 5 38.5 41.7	8 61.5 61.5 100.0 5 38.5 38.5	8 29.6 29.6 88.9 16 59.3 59.3	333 41.5 53.3 92.0 242 30.1 38.7
194: Neither	4.6	5.4	1.1	1.5	0	0.0	0		0	0	3.2
195: Disagree				0.7	0 0	0.0	0 0	0 0	0 0	11.1	2.2
197: Doesn't apply	0 1.2 1.3 1 0.2	0 1.5 1.6 1 0.2	0.0		1.2	0.0	0 0	0 0	0 0	0 0	1.1
N/R	23 4.6	19 4.7	3 3.2	6 4.4	85 98.8	114 0.0 0.0	27 0	1 7.7	0	0	170 21.2
Q28f Brunelcare helps me to feel safe and welcome in my			L								
	02	Base: 406	15 	135	20	114		13			503
198: Strongly agree 199: Agree	162 32.3 35.4 71.3 164 32.7 35.9	114 28.1 138 34.0	48 50.5 55.8 86.0 26 27.4 30.2	45 33.3 45.5 88.9 43 31.9 43.4			~				
200: Neither	19.3	21.7		5.2 7	0 0	8.8 9.9	7.4	30.8	38.5	18.5	14.4
2011. Ubagree 2023: Strongly disagree 2033: Doesn't apply	20 4.0 4.4 14 2.8 3.1 18 3.6	1/ 4.2 4.0 13 3.2 3.5 15 3.7	11 22	4 3 4 0 0 0 30 22.2		3 2.0 2.7 2 1.8 1.8 1 0.9	2 7.4 7.7 1 3.7	0 0 0 1 7.7 0	0 0 0 2 15.4 0 0	1 3.7 4 0 0 0 1 3.7	24 3.0 3.8 17 2.1 2.7 49 6.1
0/14			r T	•	5		c	c	c	1	
NV	2/ 5.4	20 4.9	1 /4	0 4.4	QQ QQ	D'7 C	2 2	2	2	1 9./	8.CI /7I

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Q28g Living in a Brunelcare property enables me to have the social life I want	Base: 502	3ase: 406 Bc	Base: 95	ase: 135 B	ase: 86	3ase: 114	3ase: 27 B	ase: 13 Bc	se: 13	Base: 27	tase: 803
204: Strongly agree 205: Agree 206: Neither 207: Disagree 208: Stronglagree 209: Doesn't apply	174 34.7 37.7 74.2 168 33.5 36.4 33.5 82 16.3 17.8 3.9 18 3.6 3.9 1.1 19 3.8 4.1 1 17 3.4 3.1 3.5	123 30.3 33.2 71.2 141 34.7 38.0 74 18.2 19.9 17 4.2 4.6 16 3.9 4.3 16 3.9	51 53.7 56.7 85.6 26 27.4 28.9 8 8.4 8.9 1 1.1 1.1 4 4.2 4.4 1 1.1	30 22.2 31.3 63.5 63.5 63.1 63.5 63.5 61.6 6	° ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	46 40.4 55.4 81.9 22 19.3 26.5 13 11.4 15.7 1 0.9 1.2 1 0.9 1.2 1 0.9	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 30.8 33.3 75.0 5 38.5 41.7 3 23.1 25 0 0 0 0 0 1 1 7.7	0 0 0 50.0 4 30.8 50 4 30.8 50 0 0 0 8.5 8.5	7 25.9 26.9 80.8 14 51.9 53.8 5 18.5 19.2 0 0 0 0 0 0	211 26.3 36.4 72.6 2210 26.2 36.2 36.2 115 14.3 19.8 19.8 23 2.9 4.0 21 23 2.9 4.0 21 24 6.1 4.0 21
N/R	24 4.8	19 4.7	4 4.2	8 5.9	86 0	30 26.3	27 0	0 0	0	1 3.7	174 21.7
Q28h I feel reassured knowing there is always support and assistance when I need it	Base: 502	3ase: 406 Bo	Base: 95	ase: 135 Br	ase: 86	3ase: 114	3ase: 27	ase: 13	se: 13	Base: 27	dase: 803
	aust. Joz. Joz.	0.0 32.0 70.6 6.2 38.6 7.2 18.4 5.9 6.3 4.4 4.7 1.2		61 45.2 51.3 95.8 61 45.2 51.3 95.8 53 39.3 44.5 5 3.7 4.2 0 0 0 10 7.4	47 54.7 56.6 86.7 47 54.7 56.6 86.7 25 291 30.1 9 10.5 10.8 1 1.2 1.2 1 1.2 1.2 1 1.2	68 596 613 92.8 68 596 613 92.8 35 30.7 31.5 3 2.6 2.7 3 2.6 2.7 2 1.8 1.8 1 0.9	15 556 556 92.6 15 556 556 92.6 0 0 0 2 7.4 7.4 0 0 0	8 61.5 66.7 83.3 2 15.4 16.7 1 7.7 8.3 1 7.7 8.3 1 7.7 8.3 1 7.7 8.1 1 7.7 1 7.7	2. 10 1 7.7 111 88.9 1 7.7 111 88.9 1 7.7 11.1 0 0 0 0 0 0 4 30.8	9 33. 34.6 88.5 9 33.3 34.6 88.5 14 51.9 53.8 7.4 7.7 1 3.7 3.8 0 0 0	229 41.0 43.6 81.2 329 41.0 43.6 81.2 89 11.1 11.8 33 4.1 4.4 20 2.5 2.7 18 2.2
N/R	23 4.6	21 5.2	2 2.1	6 4.4	2 2.3	2 1.8	0	0	0	1 3.7	31 3.9
Q29a Receiving care and support from Brunelcare enables me to live an independent life	Base: 147	3ase: 52 Bo	Base: 95	ase: 135 Br	ase: 86	3ase: 114	3ase: 27	ase: 13	se: 1	Base: 4	tase: 425
	70 13.9 57.9 91.7 41 8.2 33.9 8 1.6 6.6 1 0.2 0.8 11 0.2 0.8	4.2 45.9 83.8 3.4 37.8 37.8 1.0 10.8 0.2 2.7 0.2 2.7 0.2 2.7 0.2 2.7 1.2 1.2	6 0 0 4 21	27 20 34.2 64.6 24 17.8 30.4 24.17.8 24 17.8 30.4 30.4 3 2.2 3.8 1 1 0.7 1.3 50 37 50 37 1.3 1 1	48 55.8 57.1 91.7 29 33.7 34.5 5 5.8 6 1 1.2 1.2 1 1.2 1.2 1 1.2 1.2	50 43.9 54.9 86.8 29 25.4 31.9 55. 6.6 5.3 6.6 4.4 3.5 4.4 2 1.8 2.2 1.1 9.6 1.1 9.6 1.1 9.6 9.2 9.2 9.2 9.2 9.2 9.2 9.2 9.2 9.2 1.1 9.6 1.1 9.6 9.2 1.1 9.6 9.2 9.2 1.1 9.6 9.2 1.1 9.6 9.2 1.1 9.6 1.1 9.6 1.2 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.1 9.6 1.2	12 444 50 79.2 12 444 50 79.2 1 3.7 4.2 3 11.1 12.5 1 3.7 4.2 2 7.4	0 0 0 0 0.0 0 0 0 0 0.0 0 0 0 0 0 0 0 8 61.5	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 3.7 333 100.0 2 7.4 66.7 0 0 0 0 0 0 0 1 3.7	169 21.0 51.7 84.1 106 13.2 32.4 37 4.6 11.3 10 1.2 3.1 5 0.6 1.5 70 8.7
N/R	370 73.7 10.2	365 89.9 21.2	5 5.3 5.3	6 4.4 4.4	1 1.2 1.2	12 10.5 10.5	1 3.7 3.7	5 38.5 38.5	12 92.3 0	23 85.2 0	406 50.6 6.6
lithier and happier due to the care and ve	Base: 147	3ase: 52 Bc	Base: 95	ase: 135 Bo	ase: 86	Base: 114	3ase: 27 B.	ase: 13 Bc	se: 1	Base: 4	tase: 425
222: Strongly agree 223: Agree 224: Disegree 225: Disagree 226: Strongly disagree 226: Strongly disagree 227: Doesn't apply	57 11.4 47.5 89.2 50 10.0 41.7 10 20 8.3 10 2.0 8.3 1 7 1 1 0.2 0.4 1.7 1	16 3.9 45.7 80.0 12 3.0 34.3 5 1.2 14.3 1 0.2 2.9 1 0.2 2.9 5 1.2	41 43.2 48.8 94.0 38 40.0 45.2 4 4.2 4.8 1 1.1 1.2 0 0.0 0.0	38 28.1 33.3 78.1 51 37.8 44.7 22 16.3 19.3 3 2.2 2.6 0 0 0 11.1	45 52.3 55.6 85.2 24 27.9 29.6 11 12.8 13.6 0 0 0 1 1.2 1.2 3 3.5	46 40.4 51.1 88.9 34 29.8 37.8 7 6.1 7.8 2 1.8 2.2 1 0.9 1.1 11 9.6	13 48.1 52 88.0 9 33.3 36 2 7.4 8 1 3.7 4 0 0 2 7.4	0 0 0 0.0 0 0 0 0 0 0 0 0 0 0 7 53.8	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 7.7 1	2 7.4 66.7 100.0 1 3.7 33.3 0 0 0 0 0 0 0 1 3.7	168 20.9 47.1 85.4 137 17.1 38.4 44 5.5 12.3 6 0.7 1.7 2 0.2 0.6 39 4.9
N/R Q29c1 feel that my dignity and privacy are always respected	372 74.1 11.6	367 90.4 25.0	5 5.3 5.3	6 4.4 4.4	2 2.3 2.3	13 11.4 11.4	0 0	6 46.2 46.2	12 92.3 0	23 85.2 0	407 50.7 6.8
when I receive care & support E 228: Strongly agree	Base: 147 Base: 147 59.7 95.8	52 4.4 51.4 91.4	Base: 95 Base: 95 Base: 97.6	ase: 135 B(64 47.4 53.3 92.5	9	14 49.1		0	1 0	7.4	25 27.6
229: Agree 230: Neither 231: Disagree 222: Strongly disagree 233: Doesn't apply	36.1 4.2 0.0 0.0	40.0 8.6 0.0 0.0	34.5 2.4 0.0 0.0		26 30.2 31.7 1 1.2 1.2 1 1.2 1.2 1 1.2 1.2 3 3.5	31 27.2 33.7 3 2.6 3.3 2 1.8 2.2 0 0.0 0.0 8 7.0	8 29.6 29.6 0 0 0 0 2 7.4 7.4 0 0 0 0 0	0 0 0 0 0 0 7 53.8	0 0 0 0 0 0 0 0 0 1 7.7	1 3.7 33.3 0 0 0 0 0 0 1 3.7 1 3.7	127 15.8 34.3 14 1.7 3.8 6 0.7 1.6 1 0.1 0.3 26 3.2 2
N/R	373 74.3 12.2	367 90.4 25.0	5 5.3 5.3	6 4.4 4.4	1 1.2 1.2	14 12.3 12.3	0 0 0	6 46.2 46.2	12 92.3 0	23 85.2 0	407 50.7 6.8
1 have peace of mind knowing I will be cared for should eeds change gith agree e e gree gree gree gree gree gree	47 14.5 8.6 1.2 0.2 0.0 1.8	2 4.4 48.6 89.2 3.7 40.5 0.7 8.1 0.2 8.1 0.0 0.0 1.0	95 57.9 6 29.5 3 3.2 0.0 0.0 6.3	135 48.1 5 6.7 6.7 6.7 6.7	102 <i>8: 86</i> 46 53.5 56.8 877 46 53.5 56.8 877 45 29.1 30.9 9 10.5 11.1 1 1.2 1.2 3 3.5 3 3.5	11	Base: 27 14 519 538 923 10 37 385 2 74 7.7 1 3.7 1 3.7	38 7. 38 38	1966: 1 0 0 0 0 0 0 0 0 0 0 1 7.7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Base: 4 2 7,4 667 1000 1 3,7 33,3 0 0 0 0 0 0 1 3,7 1 4,6 1 4,7 1	425 26.7 5 15.7 3 3.0 3.0 0.1 3.5 3.5
XX	3/0 /3./ 10.2	365 89.9 21.2	4 4.2 4.2	2.5 2.6 /	2 2.3 2.3	2.01 2.01 21		۲.38 ל.38 ל	12 92.3 0	23 85.2 0	406 50.6 6.6

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	LCRA www.grund.com count % raw % valid % +/ve	Sheltered Wighted by agg, property riger and area Count % raw % valid % + Ve	ExtraCare weignes by age and scheme count % raw % valid %+*ve	Care homes wighted parehome count % raw % valid % +*ve	Community care Representive Count % raw % valid % + Ve	HWYNI all Representation Count % raw % valid % + ve	HWYNI Only Appresentation Count & raw & valid &+ Ve	Shared owner Representative Count %raw %valid %+'ve	Leaseholder Representive Count % raw % valid % +*ve	Retirement village Marcentary Count & raw & valid & + Ve	All customers wighted by rack+ amprovous weights Count % raw % valid % +Ve
Q31 Would you be happy for us to give all of your details to Brunekare with your name attached so that they have better information to helb them improve services?	Base: 502	Base: 406	Base: 95	Base: 135	Base: 86	Base: 114	Base: 27	Base: 13	Base: 13	Base: 27	Base: 803
240: Yes 241: No	361 71.9 73.4 131 26.1 26.6	293 72.2 73.8 104 25.6 26.2	67 70.5 71.3 27 28.4 28.7	97 71.9 73.5 35 25.9 26.5	68 79.1 80 17 19.8 20	85 74.6 75.2 28 24.6 24.8	17 63 65.4 9 33.3 34.6	9 69.2 75 3 23.1 25	6 46.2 46.2 7 53.8 53.8	15 55.6 57.7 11 40.7 42.3	573 71.4 72.9 213 26.5 27.1
N/R	10 2.0	9 2.2	1 1.1	4 3	1 1.2	1 0.9	1 3.7	1 7.7	0 0	1 3.7	17 2.1
Q32 Would you be happy for Bruneltare to contact you to follow up any of the comments or issues you have raised?	Base: 502	Base: 406	Base: 95								803
242: Yes 243: No	353 70.3 72.6 133 26.5 27.4	290 71.4 74.2 101 24.9 25.8	62 65.3 66.0 32 33.7 34.0	89 65.9 67.9 42 31.1 32.1	65 75.6 78.3 18 20.9 21.7	86 75.4 76.8 26 22.8 23.2	16 59.3 61.5 10 37 38.5	8 61.5 66.7 4 30.8 33.3	7 53.8 53.8 6 46.2 46.2	13 48.1 50 13 48.1 50	551 68.6 70.8 227 28.3 29.2
N/R	16 3.2	14 3.4	1 1.1	4 3	3 3.5	2 1.8	1 3.7	1 7.7	0 0	1 3.7	25 3.1
D101 Stock/customer [simple]	502	90	95	135	36	114	2	13	13	27	103
244: LCRA 245: LCHO	100.0 1(0.0	a .	100.0 10	0 0 0 0	0 0 0 0 0 0	81 71.1 71.1 1 0.9 0.9	0 0 0 0 0 0	0 0 0 13 100 100	0 0 0 0 0 0	0 0 0 0 0 0	492 61.3 61.3 10 1.2 1.2
246: Leasehold 247: Care Home	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	0 01	0 0	4.4 0.0	0 0	0 0	100	001	4.1 15.6
248: Non-resident	0.0	0.0	0.0	0	100	23.7	100	0	0	0	17.7
N/R	0 0.0	0.0	0.0	0 0	0 0	0.0	0 0	0 0	0 0	0 0	0 0.0
D102 Stock/customer [full]		106	15	135	9	114	7	13	3	7	803
249: General needs 250: Shettered	1 0.2 0.2 406 80.9 80.9	0 0.0 0.0 406 100.0 100.0	0.0 0.0 0.0 0.0	0 0 0 0 0 0	0 0	0.0 46.5	0 0	0 0	0 0	0 0	0.2 49.6
251: ExtraCare	18.9	0.0	100.0 10	0 0		24.6	0	0		0	11.5
252: Snared owner 253: Leaseholder	0.0 0.0 0.0	0.0 0.0 0	0:0 0:0 0		0 0	9.0 0.9	0 0	0	0 01	0 0	1.1
254: Retirement Village	0.0	0.0	0.0	0	0 0	3.5	0 0	0 0	0 0	01 0	3.1
255: Care Home 256: Community Care only		0.0	0.0	0 0 0 0	0 0 0 86 100 100	0.0 0.0 0					0.CI 0.CI C21 93 11.6 11.6
257: HWYNI only	0.0 0.0	0 0.0 0.0	0.0 0.0	0 0 0	0 0	23.7	100	0	0 0 0	0	6.1
N/R	0 0.0	0.0	0.0	0 0	0 0	0.0	0 0	0 0	0 0	0 0	0.0
D103 Patch, area or scheme	502	<i>106</i>	Base: 95	Base: 135	Base: 86	114	Base: 27			Base: 27	33
258: North	40.4	50.0	0.0		0 0	33.3	0 0	0		0 0	25.4
259: South 260: ECH Beach Croft/Alder Court	~	0.0	0.0 24.2	000000	0 0	16 14.0 14.0 4 3.5 3.5	0 0 0	2 15.4 15.4 0 0 0	4 30.8 30.8 0 0 0	0 0 0 0 0 0	206 25.7 25.6 22 2.7 2.7
261: ECH Colliers gardens	4.8		24 25.3 25.3		0 0	9.6	0 0	0	0 0	0 0	3.0
202. ECH Waverliey Gardens 263: Deerhurst Care Home	0.0	0.0	0.0	0 23.7	0 0	0.0	0 0	0.4.0		0 0	0.0 6.0
264: Glastonbury Care Home	0 0.0 0.0	0.0 0.0	0.0 0.0	17 12.6 12.6 20 20 20	0 0	0.0	0 0	0 0	0 0	0 0	2.0
2005. Dutie Fredrit Care Fronte 2665. Robinson Care Home	0.0	0.0	0.0	22.2 2	0 0	0.0	0 0	0 0	0 0	0 0	2.6
267: Saffron Gardens Care Home	0.0	0.0	0.0	21.5	0 0	0.0	0 0	0 0	0 0	0	2.2
268: Ketirement Village 269: Somerset Community Care	0.0 0.0 0.0		0.0 0.0 0.0 0.0		0 65.1	3.5 0.0	0 0	0 0	0 0	001	3.1 7.6
270: South Glos Comunnity Care	0 0.0 0.0	0 0.0 0.0		000	34.9		0			0 0	4.1
2/1: HWTNI	0.0	0.0	0.0		>	73.1	- OOT	5	þ	5	1.0
N/R	0 0.0	0.0	0.0	0	0	0.0	0 0	0 0	0 0	0 0	0.0
D104 Property type	502	901	35	135			2	ŝ	5	22	03
272: Bungalow	60 12.0 12.0 365 77 777	60 14.8 14.8 260 66 2 66 2	0 0.0 0.0 BE 100.0 100.0		0 0	6.1	0 0	7.7	010	0 00	8.5
274: Studio 274: Studio	15.3	19.0	0.0 0.0 0.0			13 11.4 11.4		0 0 0 0		0 0 0 0	76 9.5 9.5
275: Non resident	0 0.0 0.0	0 0.0 0.0	0 0.0 0.0	135 100 100	100	23.7	100	0	0	0	33.3
N/R	0.0	0.0	0.0	0 0	0 0	0.0	0 0	0 0	0 0	0	0 0.0
D105 Property size	Base: 502		5	35	Base: 86	Base: 114	Base: 27	Base: 13	Base: 13	Base: 27	Base: 803
276: Studio	77 15.3 15.3	77 19.0 19.0	0.0 0.0	0 0 0	0 0 0	13 11.4 11.4	0 0 0	0 0 0	0 0 0	0 0	76 9.5 9.5

All customers	Weighted bystock + anyprevious weights	Count % raw % valid % +'ve	5 0.6 0.9	3 0.4 0.6	24 3.0 4.5	22 2.7 4.1	55 6.8 10.3	267 33.3
Retirement village		Count % raw % valid % +'ve Count % raw % valid % +'ve	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0
Leaseholder			9 69.2 69.2	4 30.8 30.8	0 0 0	0 0 0	0 0 0	0 0
Shared owner		Count % raw % valid % + ve Count % raw % valid % + ve	0 0 0	0 0 0	0 0 0	0 0 0	11 84.6 84.6	0
HWYNI only		Count % raw % valid %+'ve	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	27 0
HWYNI all			1 0.9 1.1	0.0 0.0	11 9.6 12.6	4 3.5 4.6	14 12.3 16.1	27 23.7
Community care		Count % raw % valid % + Ve Count % raw % valid % + V	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	86 0
Care homes			0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	135 0
ExtraCare		Count % raw % valid % +'ve	0.0 0.0	0.0 0.0	24 25.3 25.3	23 24.2 24.2	48 50.5 50.5	0.0
Sheltered		Count % raw % valid % + Ve Count % raw % valid % + Ve Count % raw % valid % + Ve Count % raw	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
LCRA	Weighted by age, property type and area	Count % raw % valid % +'ve	0.0 0.0	0 0.0 0.0	24 4.8 4.8	23 4.6 4.6	48 9.6 9.5	0 0.0

328: HL01 329: HL02 330: HV01 331: HV21 332: HV31 332: HV31 this page is intentionally left blank





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