



Satisfaction Surveys 2024

for:

brunelcare 

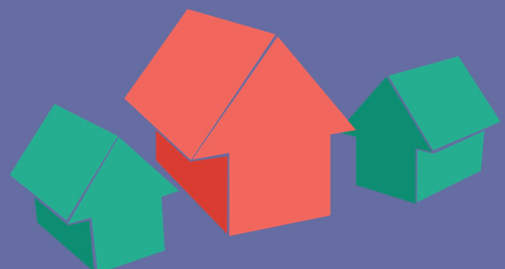
Report by Scott Rumley & Adam Payne

adam.payne@arp-research.co.uk

scott.rumley@arp-research.co.uk

(t) 0844 272 6004

(w) www.arp-research.co.uk



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



2. Executive summary

ARP Bench mark	2023 result	Change over time	2024 tenant result	 Tenant Satisfaction Measures
82%	80%	↑	83%	satisfaction overall
84%	89%	↓	87%	home is safe
82%	86%	↑	87%	home is well maintained
75%	86%	↓	83%	communal areas clean and maintained
84%	90%	↓	85%	repairs service in last 12 months
79%	90%	↓	84%	time taken to complete last repair
64%	69%	↓	68%	listens to views and acts on them
74%	80%	↔	80%	being kept informed
81%	85%	↓	81%	treated fairly and with respect
43%	45%	↑	52%	approach to handling complaints
69%	80%	↓	65%	makes a positive contribution to area
61%	74%	↓	64%	approach to handling ASB

 statistically significant improvement
  no statistically significant change
  statistically significant decline

* see Appendix A for additional information on statistics tests

2. Executive summary

Overview

1. 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 known as a 'customer effort score', has dropped significantly for most customers, including from 83% to 76% for tenants. This 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.

2. Executive summary

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.

2. Executive summary

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

87% 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.

3. Brunelcare overall

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%).

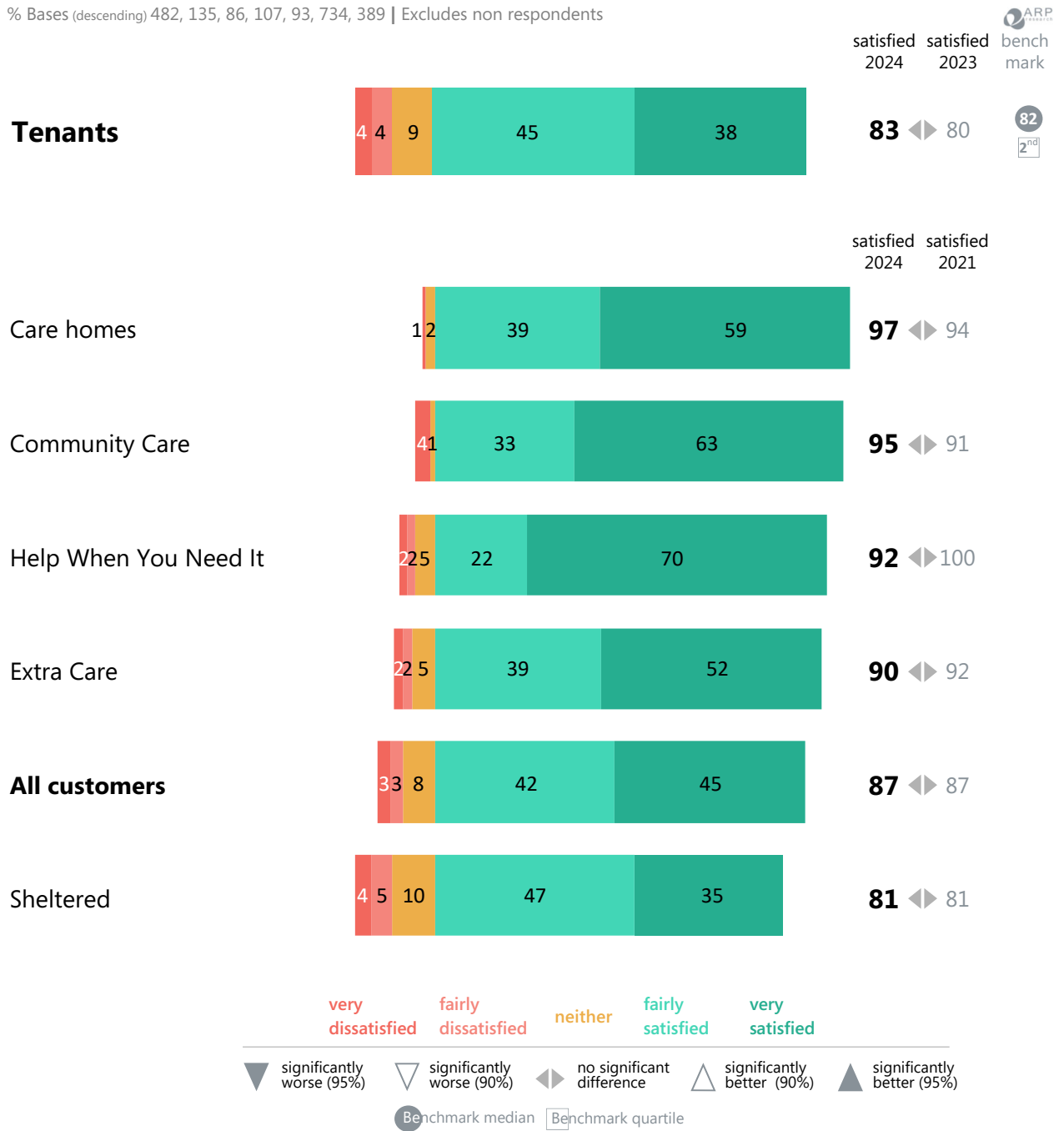
Shared owners are also notably less satisfied with how well the building is maintained (69%). This has clearly had an impact on how they perceive **value for money** with only a third of shared owners satisfied in this regard (33%), compared to 85% of leaseholders.

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. Brunelcare overall

3.1 Overall satisfaction

% Bases (descending) 482, 135, 86, 107, 93, 734, 389 | Excludes non respondents

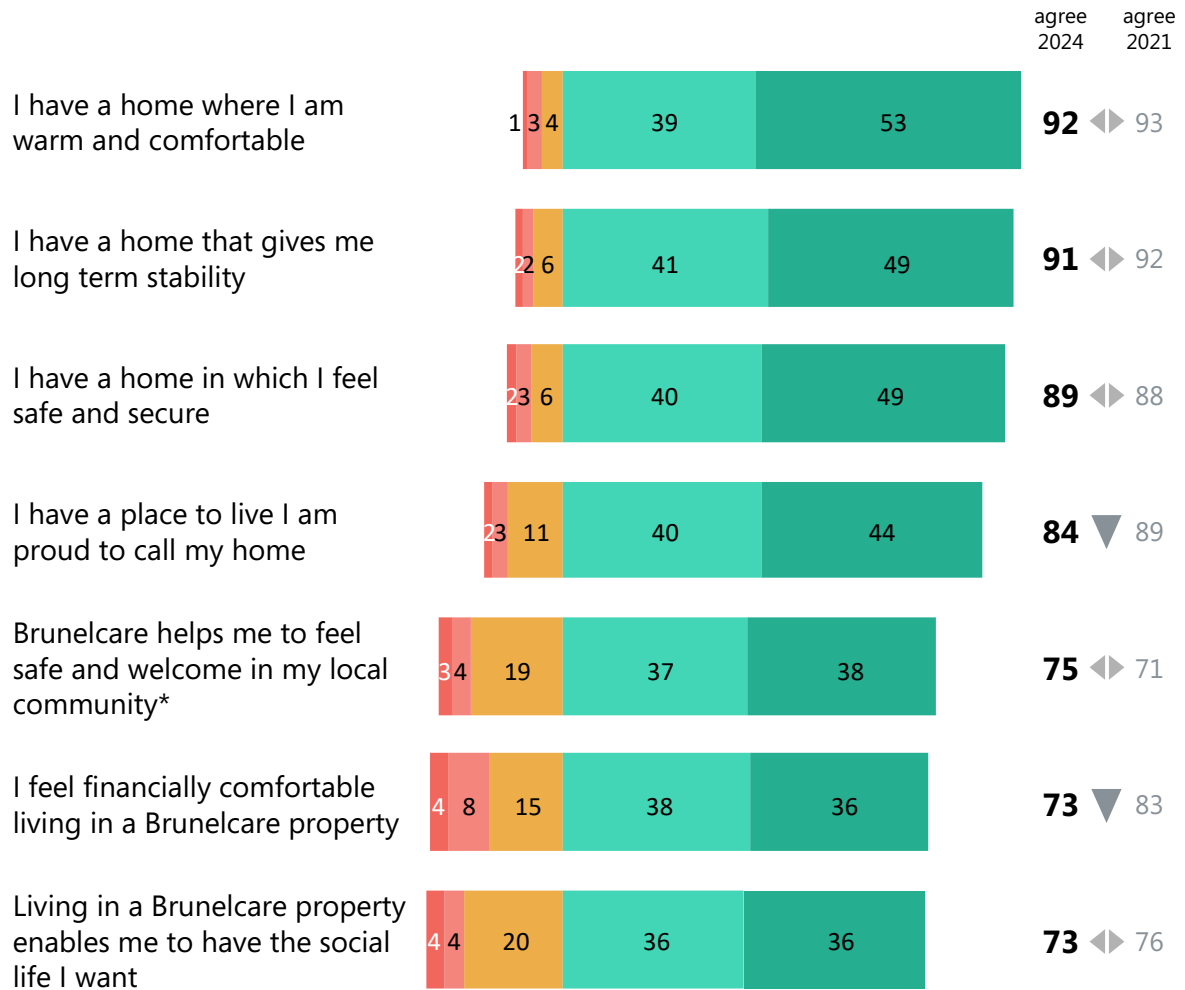




Housing outcomes

3.2 Housing outcomes

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

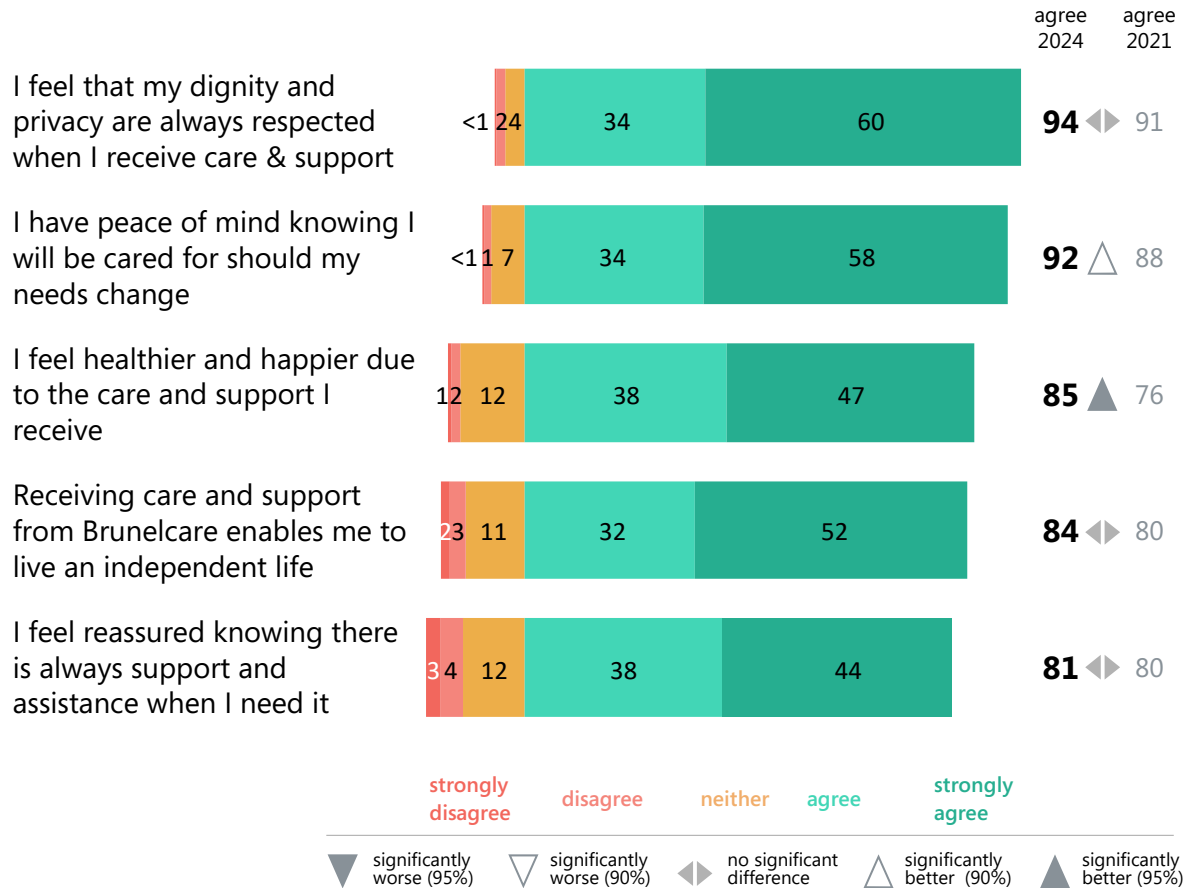




Care outcomes

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. Brunelcare overall

3.4 Housing outcomes - by stock

	Base	% positive						
		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

	Base	% positive				
		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

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



4. Tenants

83% 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



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



The most commonly requested improvement is for more on-site staff



The cost of living crisis has also prompted many to mention value for money

4. Tenants

As noted in section 3, overall satisfaction amongst Brunelcare's social housing tenants 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).

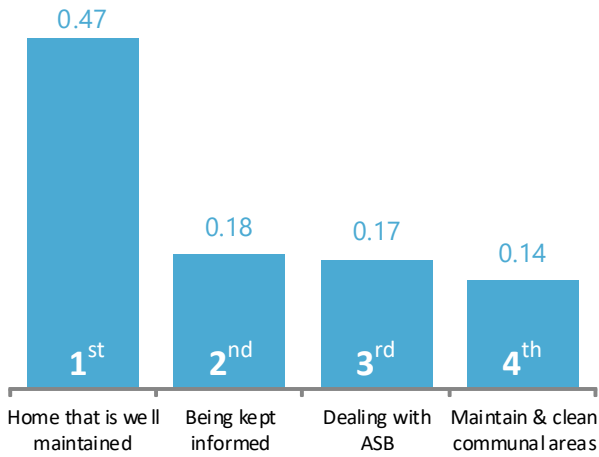
The largest group of tenants are sheltered so their views dominate the key driver analysis. Accordingly, it was run for a second time just with **ExtraCare** residents, which reveals that **communication** is the primary issue for this group, all three of their significant key drivers being on that topic.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

4. Tenants

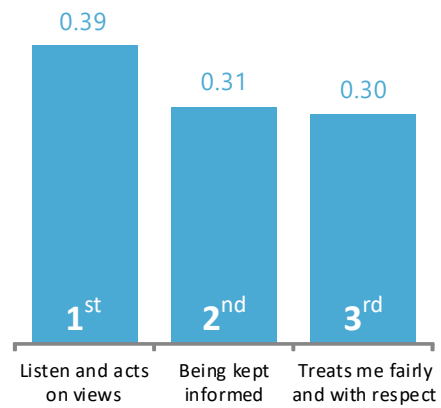
4.1 Key drivers - overall satisfaction

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

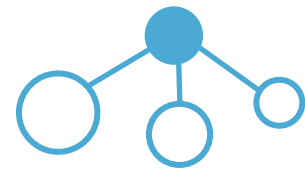
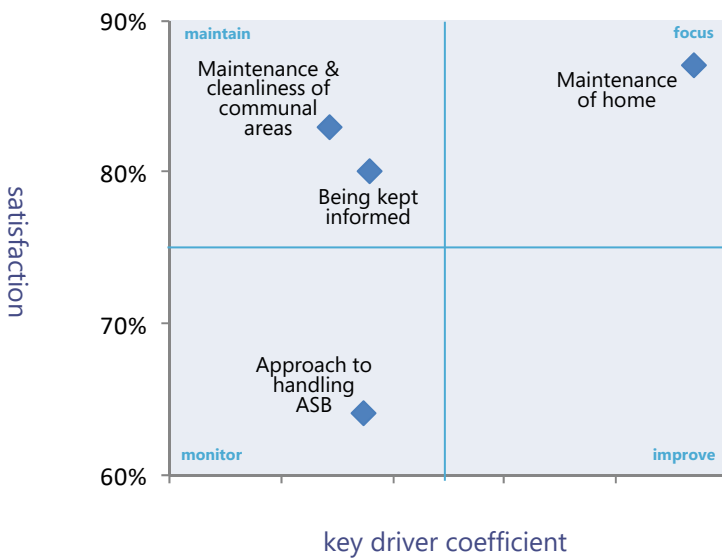
All LCRA



ExtraCare only



Key drivers v satisfaction (all LCRA)

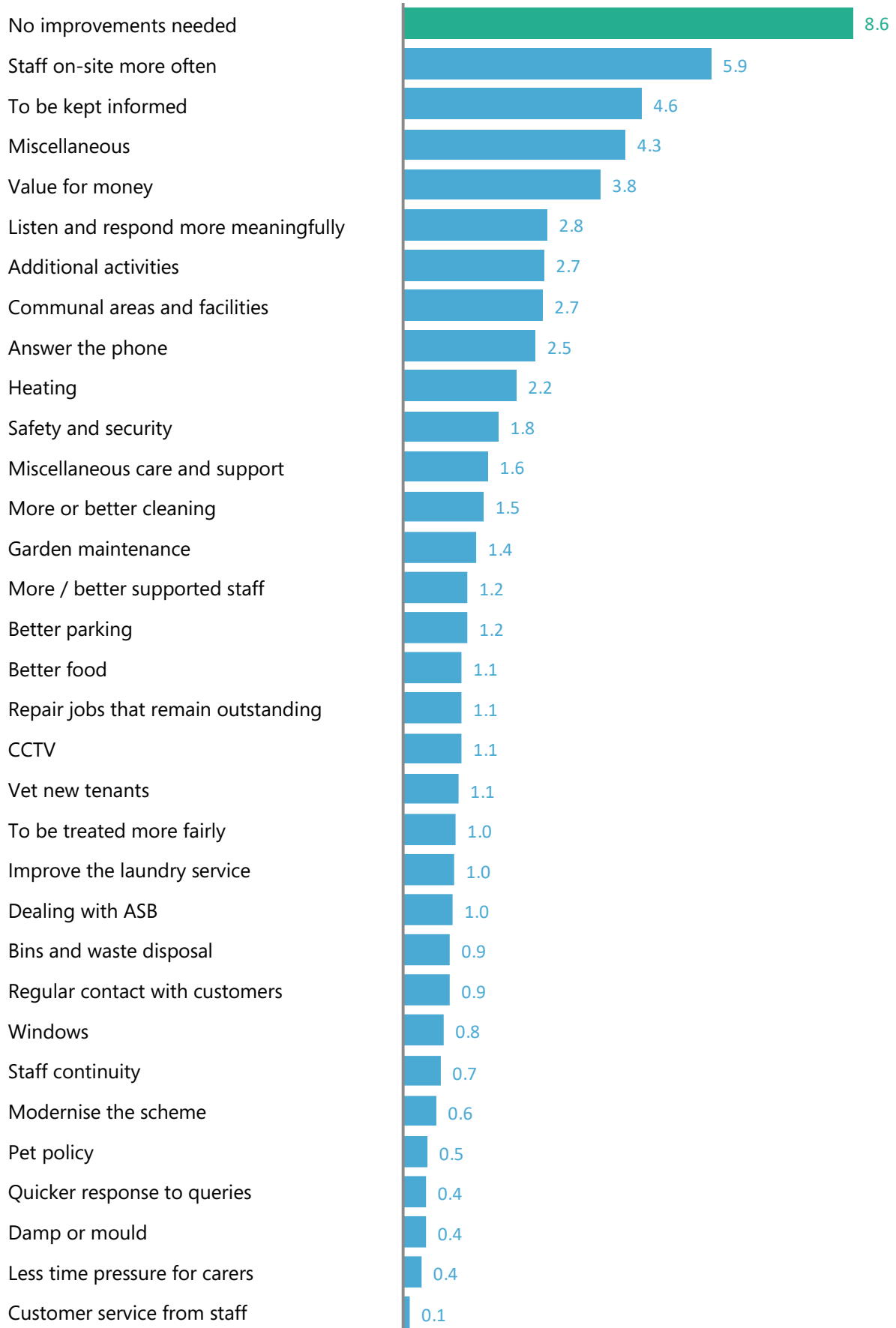


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

4. Tenants

4.2 Improvement suggestions

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



4. Tenants

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).

4.3 Overall satisfaction - by area

	% 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
ECH Colliers Gardens	24	92
ECH Waverley Gardens	48	91

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



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.

4. Tenants

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 is 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

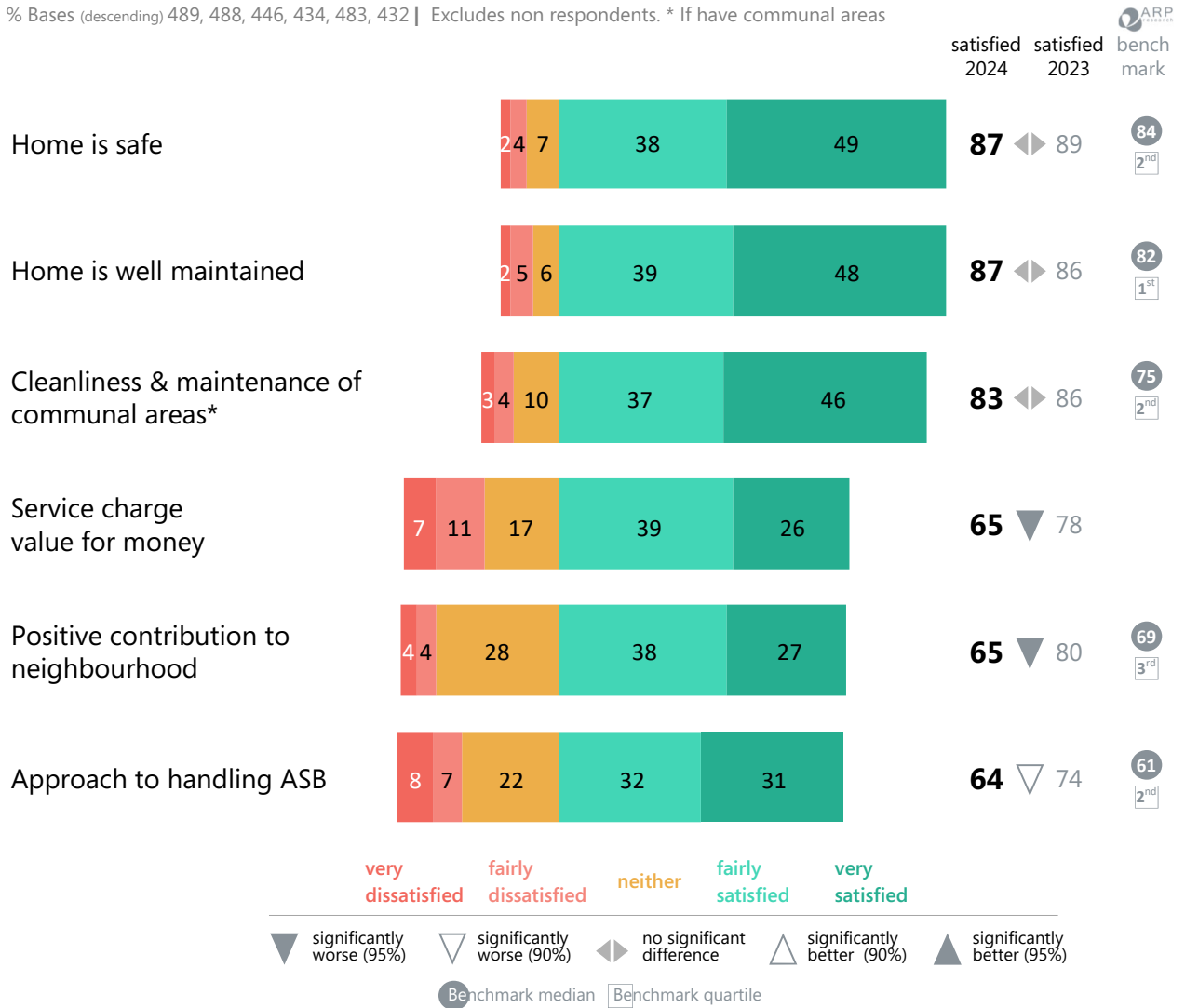
There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood, both of which are rated **significantly lower** than they were last year. These are whether Brunelcare makes a **positive contribution** to the neighbourhood (65% v 80%) and the approach 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. Tenants

4.4 Satisfaction with home and neighbourhood

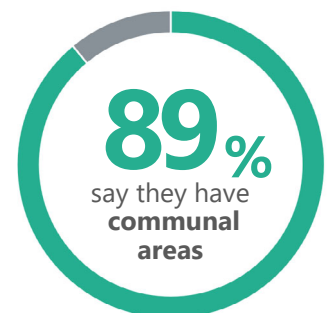
% Bases (descending) 489, 488, 446, 434, 483, 432 | Excludes non respondents. * If have communal areas



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.

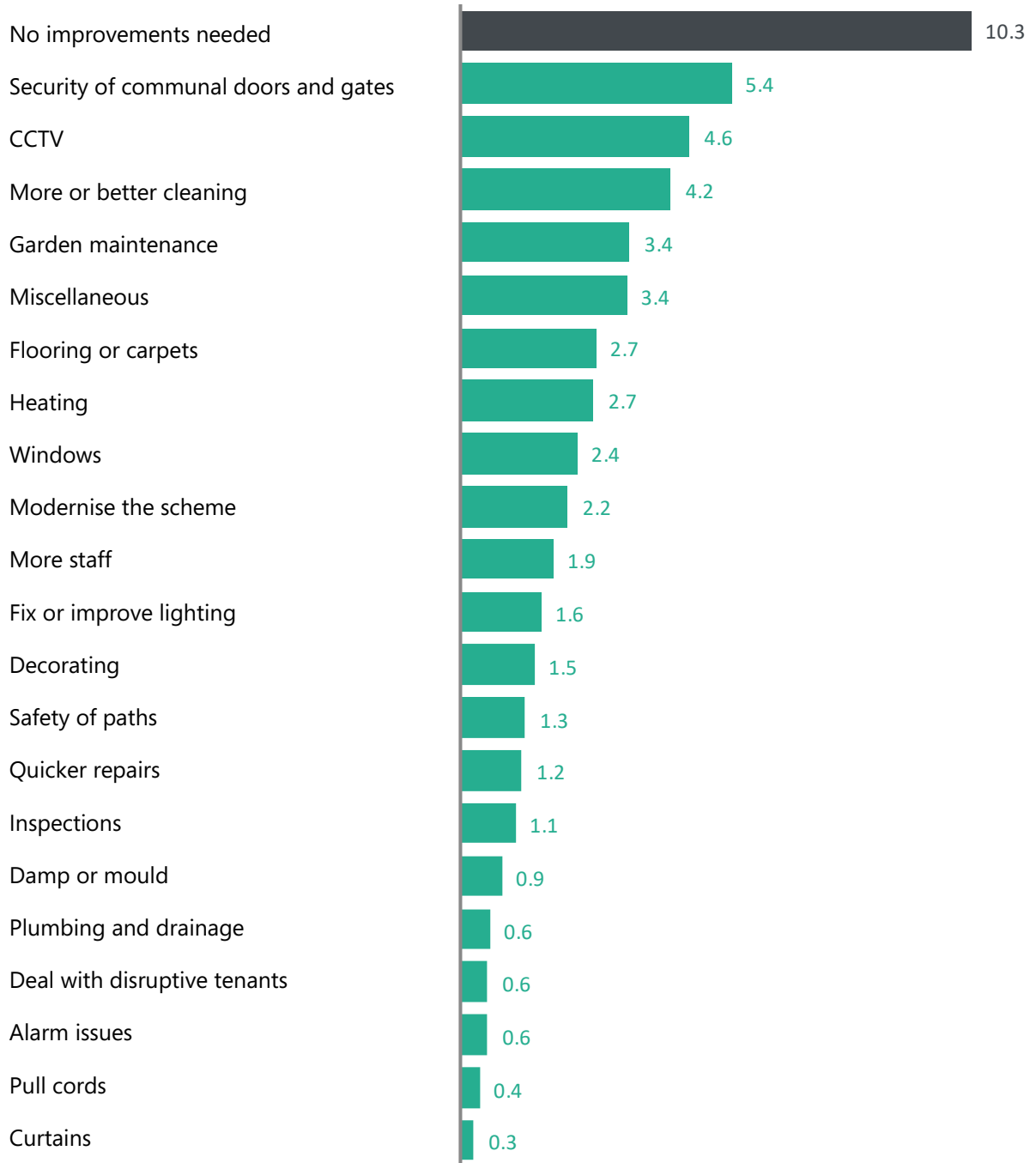
By **sheltered site**, satisfaction with Brunelcare’s contribution to the neighbourhood is significantly higher than average amongst HV01 and HG11 respondents (85% and 76%) but lower by those living in in HG06 (55%).

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

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



Repairs service



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.

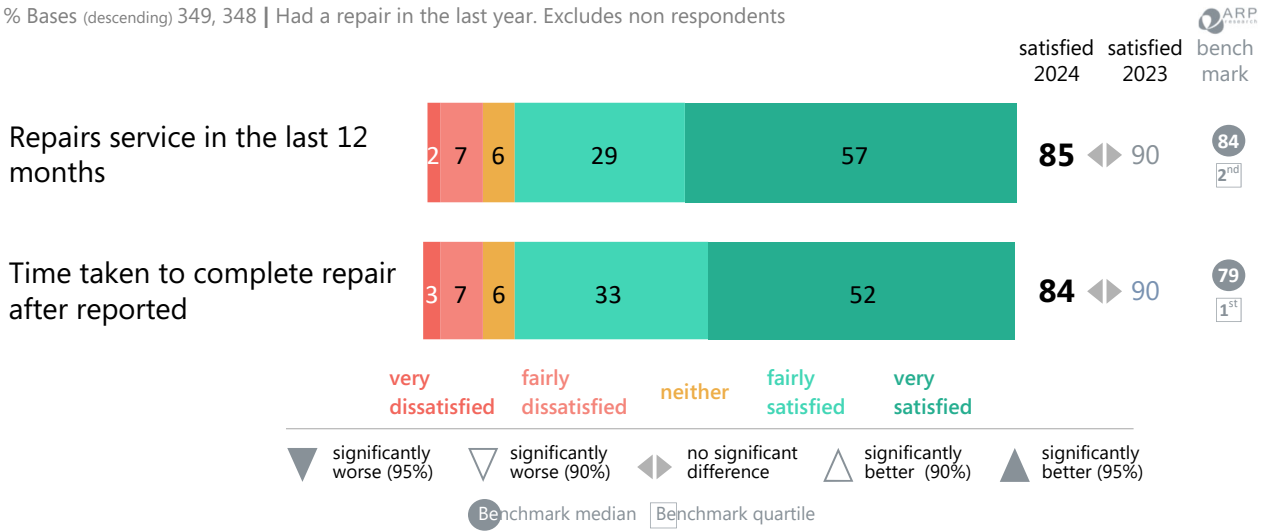
The rating for the service overall is comparable with other similar landlords (median 84%), whilst the time taken before work started achieves a **higher than average** score (median 79%).

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. Tenants

4.7 Satisfaction with repairs

% Bases (descending) 349, 348 | Had a repair in the last year. Excludes non respondents



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).

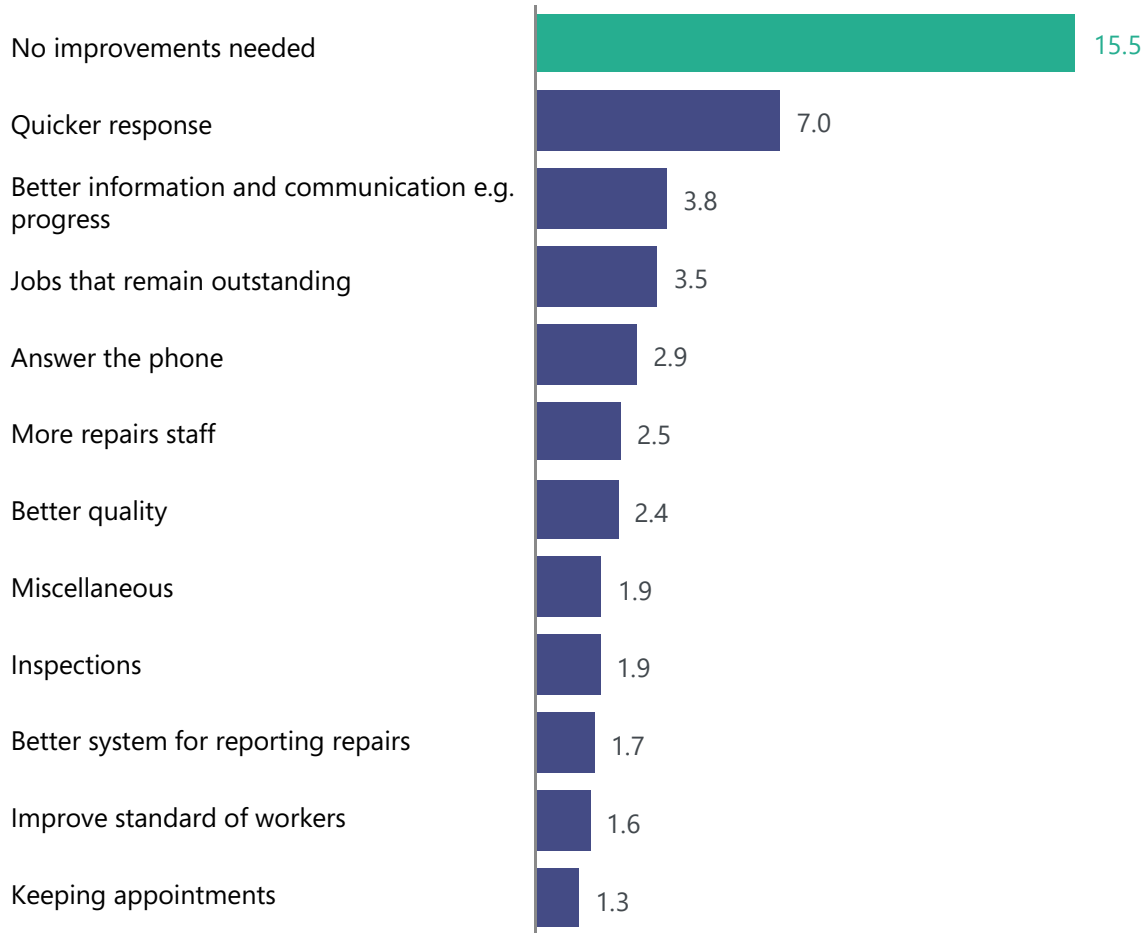
It is also worth noting that the issue of **answering the phone** also appears high in the list in this section (3%, 15 comments).



4. Tenants

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

4. Tenants

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.

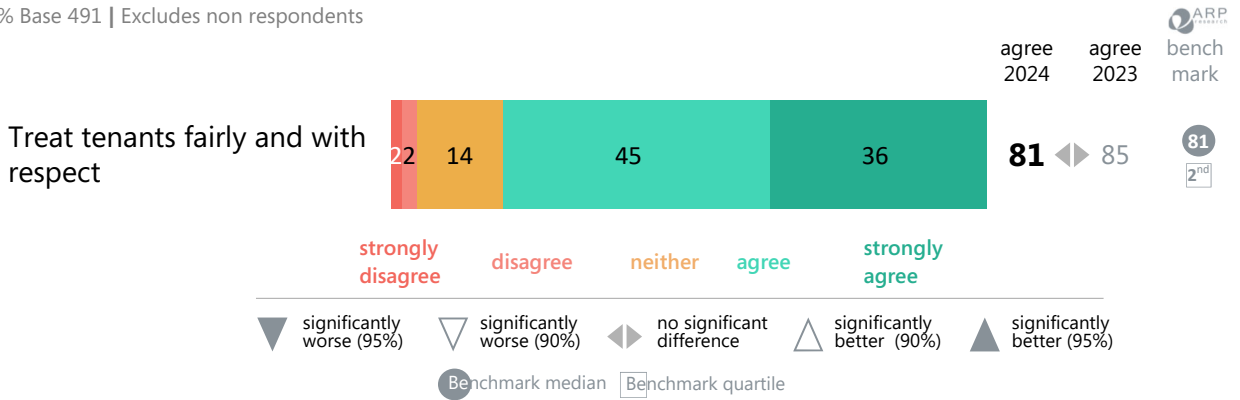
Although only a little more than a half of complainants are satisfied with the Brunelcare's approach to the **handling of their complaint** (52%), this is still comfortably higher than both the 2023 score (45%) and the ARP benchmark (43%).

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

4. Tenants

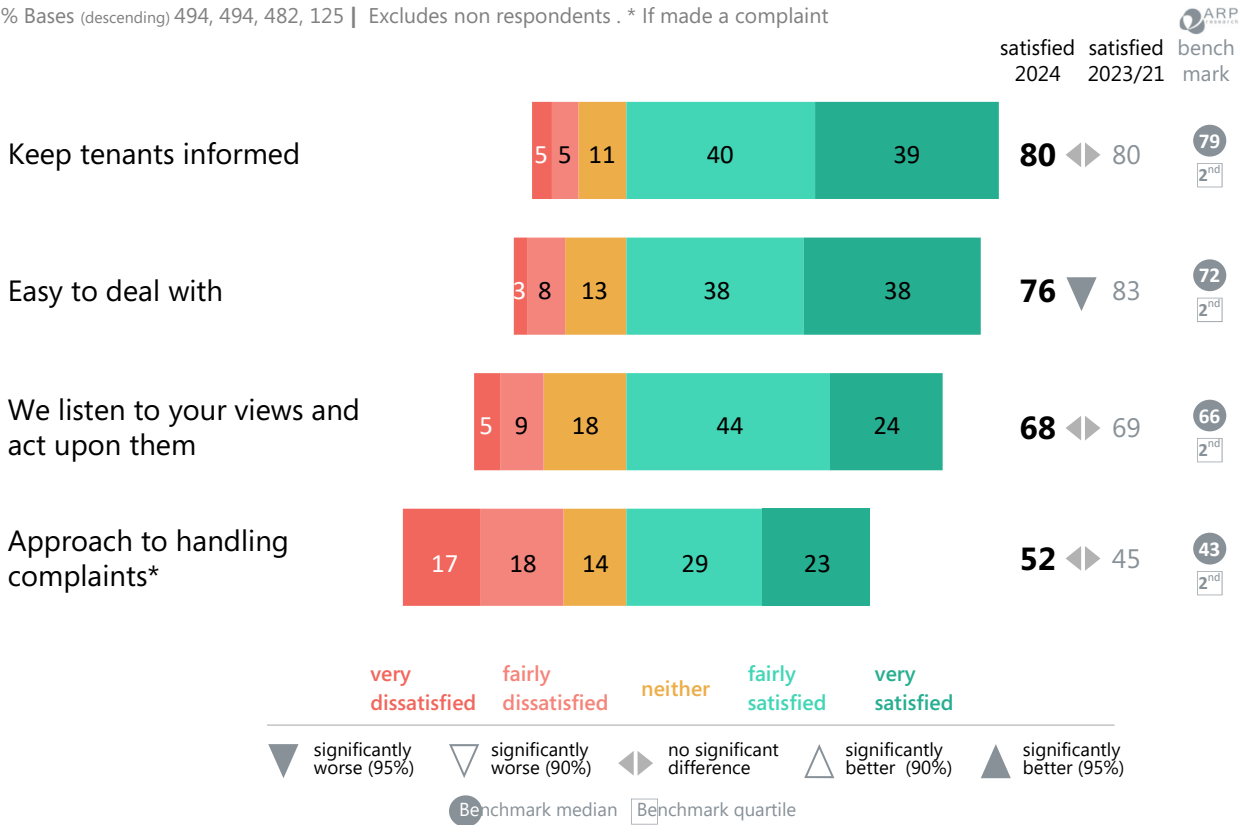
4.10 Fairness and respect

% Base 491 | Excludes non respondents



4.11 Satisfaction with communication

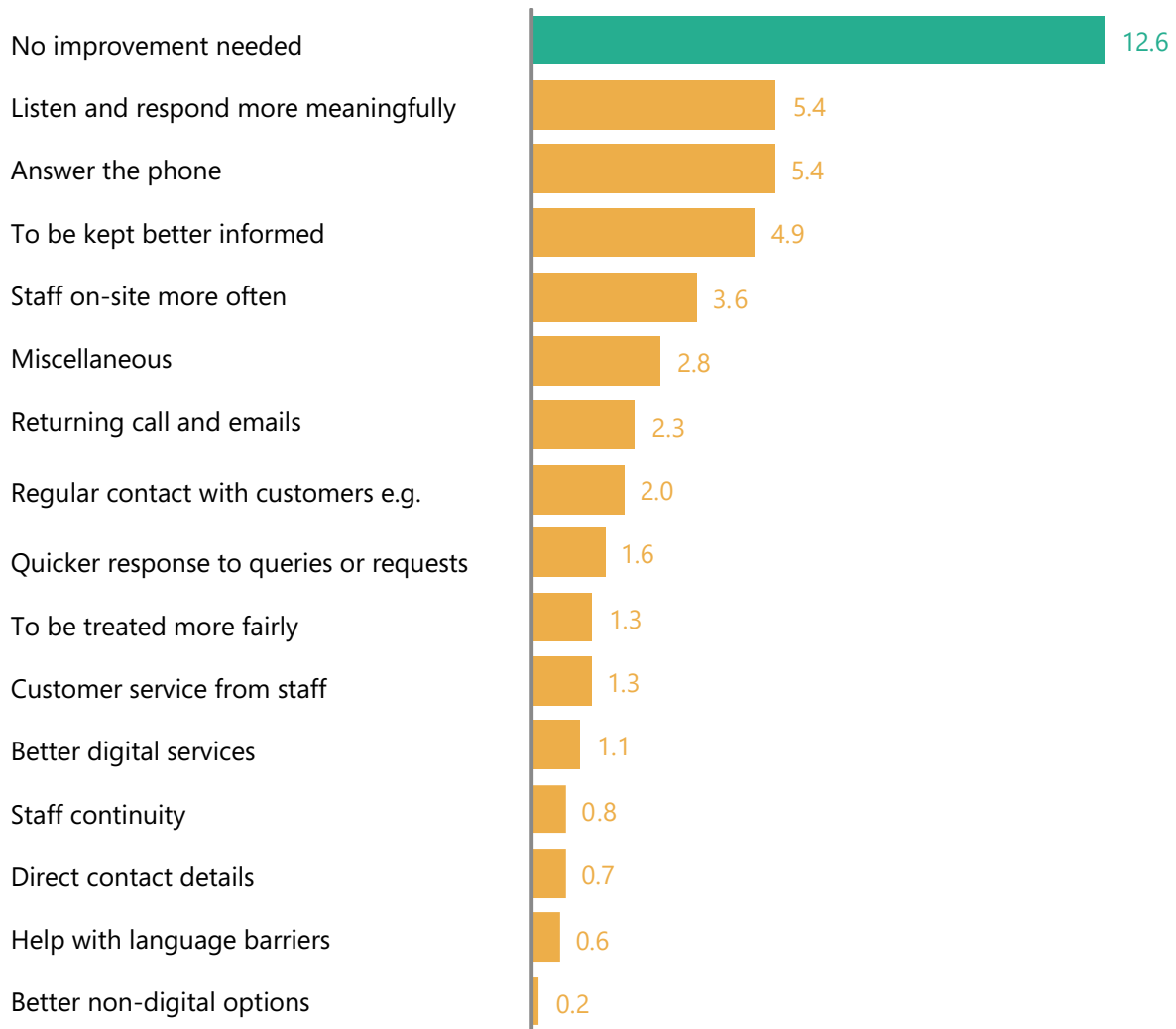
% Bases (descending) 494, 494, 482, 125 | Excludes non respondents . * If made a complaint



4. Tenants

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

	Base	% positive				
		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



Care and other services



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.

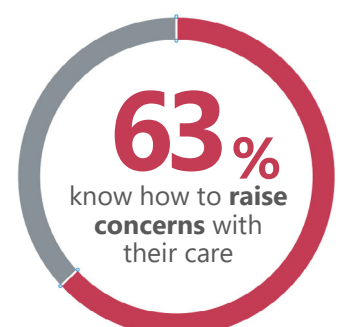
This means that virtually all ExtraCare respondents are now happy with the **quality of their care** (96%) which is 8% more than felt that way in 2021.

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.

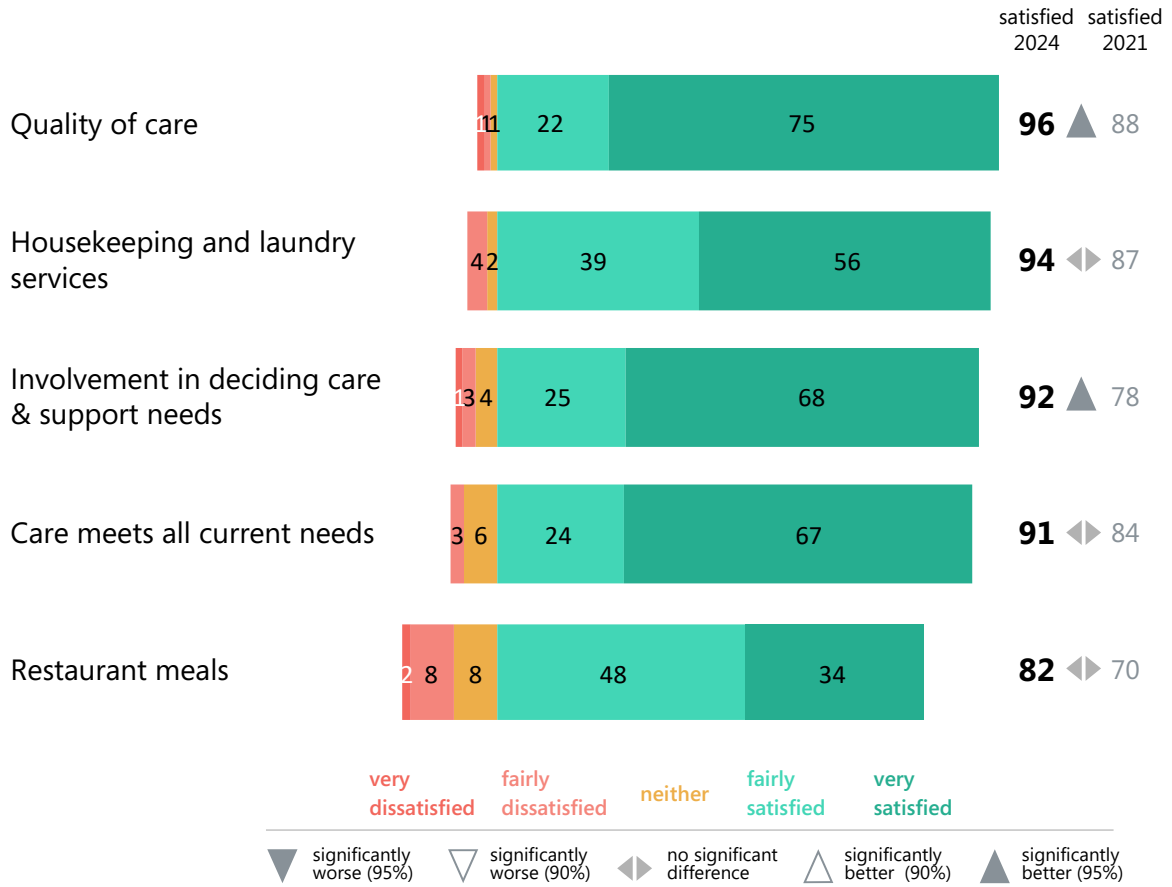
Lastly, if they do have issues with the care that they receive, around two thirds of the sample say that they know how to raise them with a senior manager or the Care Quality Commission (63%). This is very similar to the 65% who answered the same way in 2021.



4. Tenants

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

	Base	% positive					
		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

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



5. Care Homes

97% 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

5. Care Homes

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**.

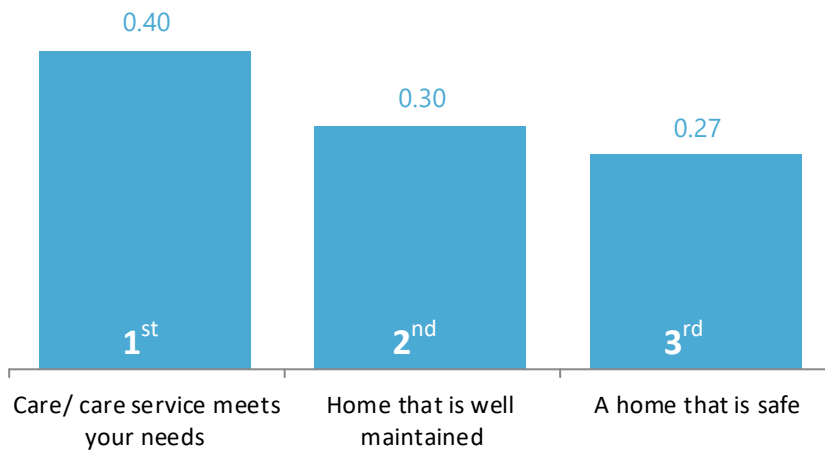
Here again the primary focus is on the care provided by Brunelcare's staff as aside from the 11% who feel that no improvement is needed, the largest single category covers respondents who ask for the care to be tweaked to better suit **individual needs**, such as changes to the daily routine (8%, 11 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. Care Homes

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

	Base	% positive Overall satisfaction
Overall	135	97
Deerhurst Care Home	32	94
Glastonbury Care Home	17	100
Little Heath Care Home	27	96
Robinson Care Home	30	96
Saffron Gardens Care Home	29	100

Key

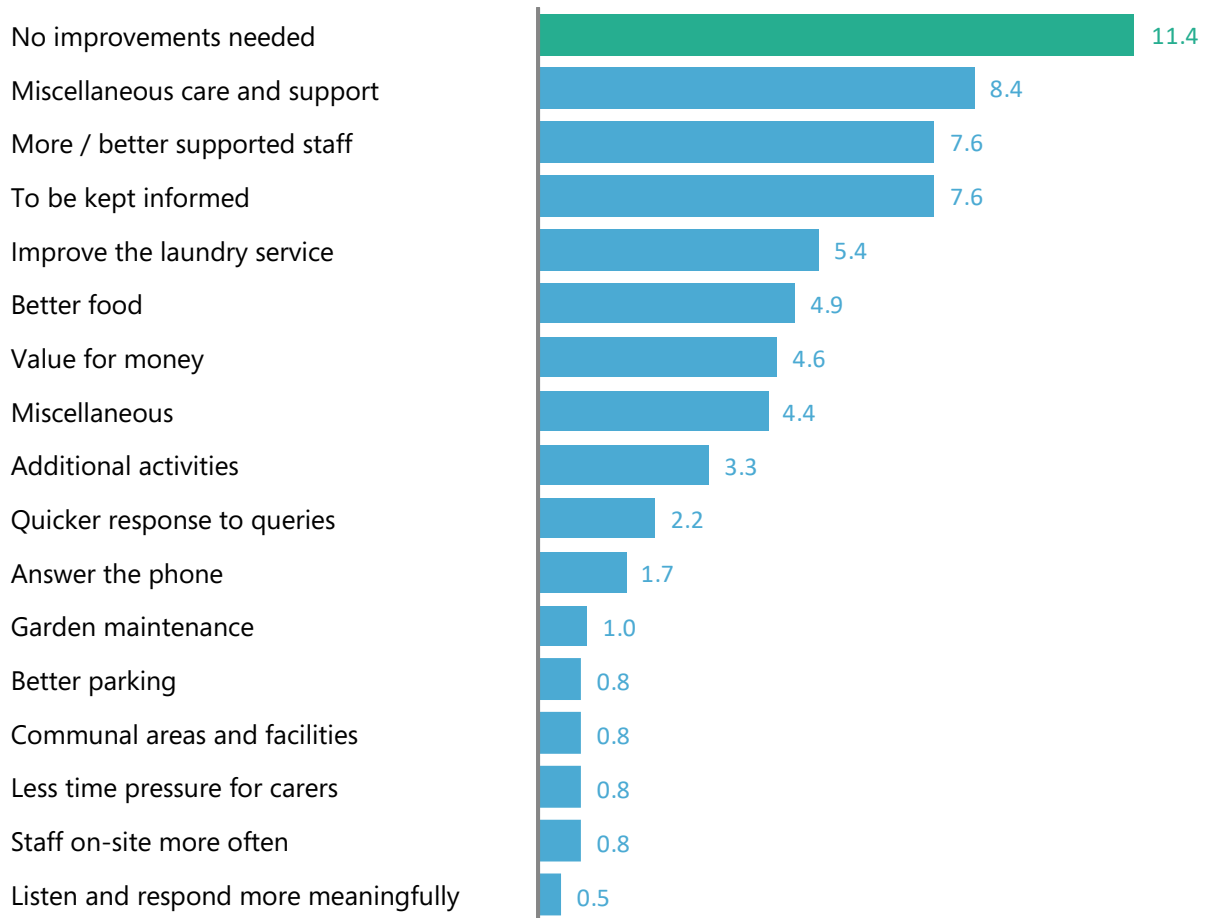
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

5. Care Homes

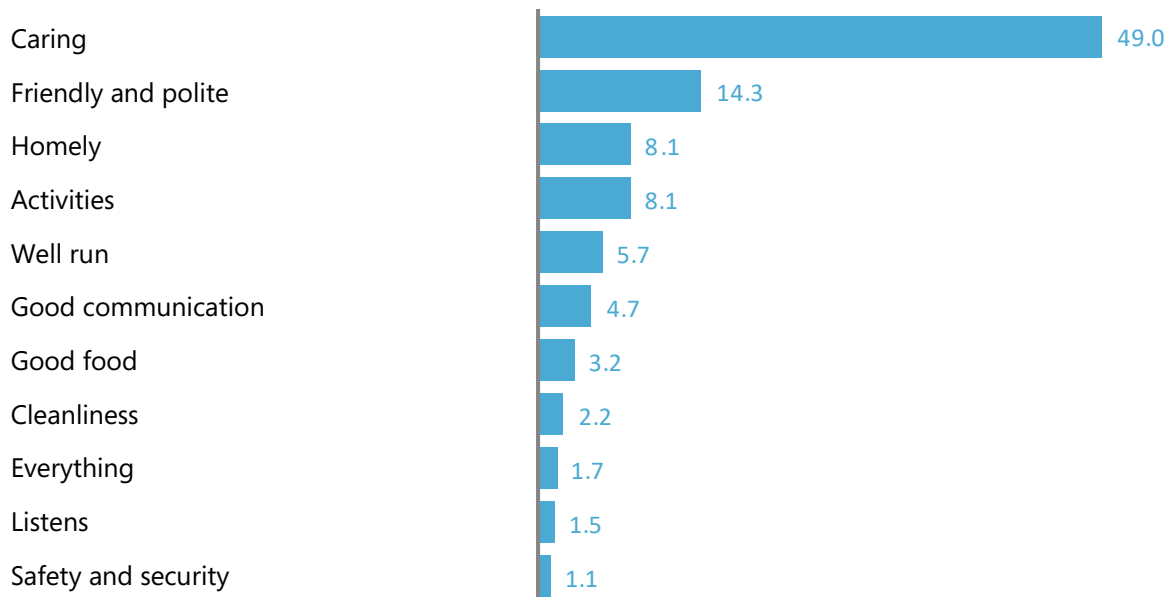
5.3 Improvement suggestions

% 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.





The home



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 it 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

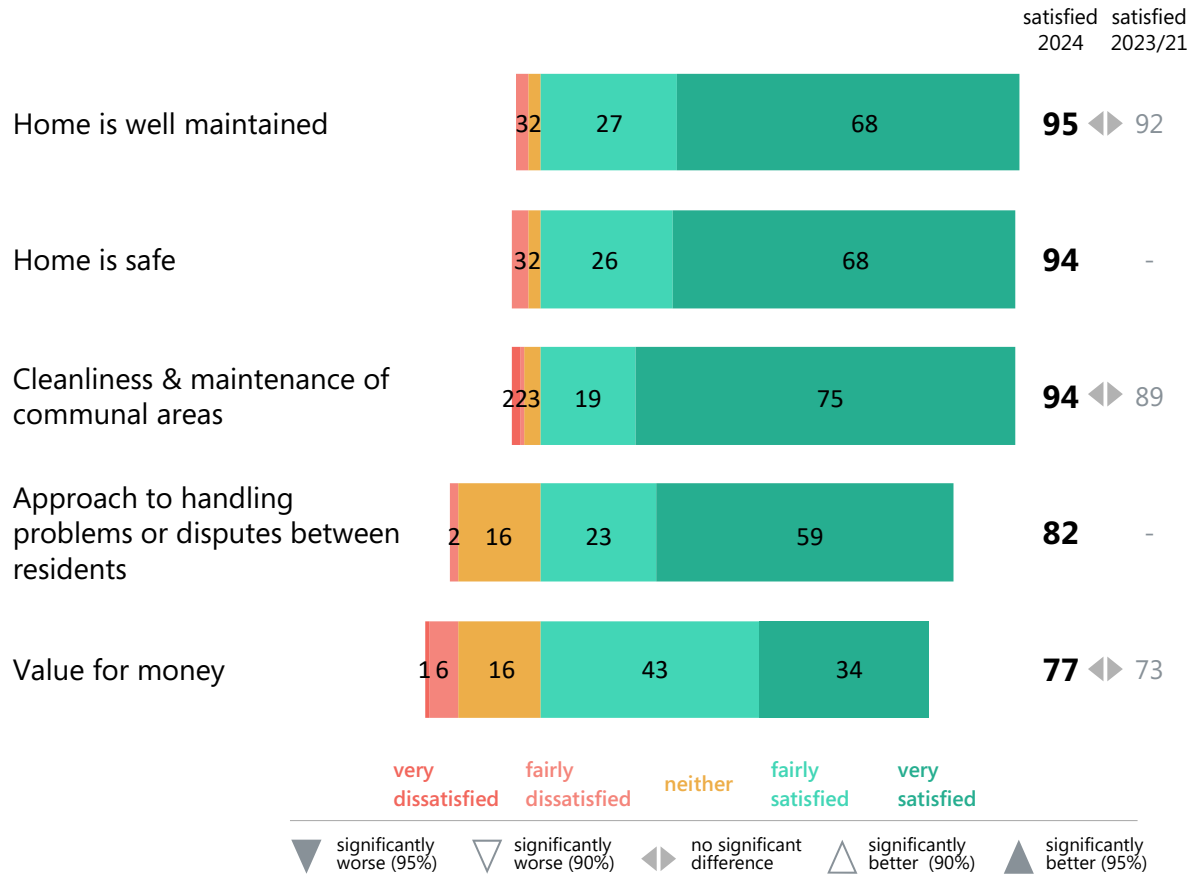
Current economic conditions mean that affordability is a factor for many people, but it is good to see that three quarters of survey respondents are still satisfied that the service represents good value for money.

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. Care Homes

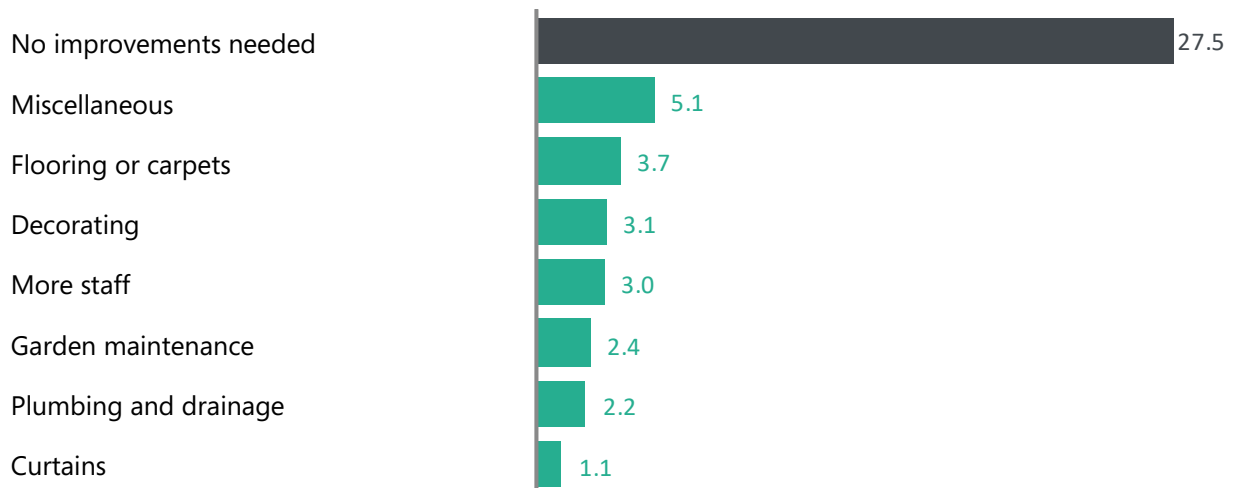
5.5 Satisfaction with home

% 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

	Base	% positive				
		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



Communication



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

5. Care Homes

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

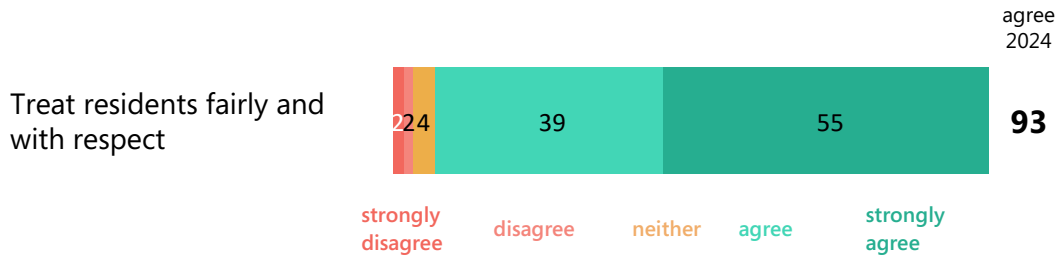
As noted in the section on tenants, the questions about complaints should be viewed as **escalated service requests**, rather than the much narrower formal complaints procedure.

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. Care Homes

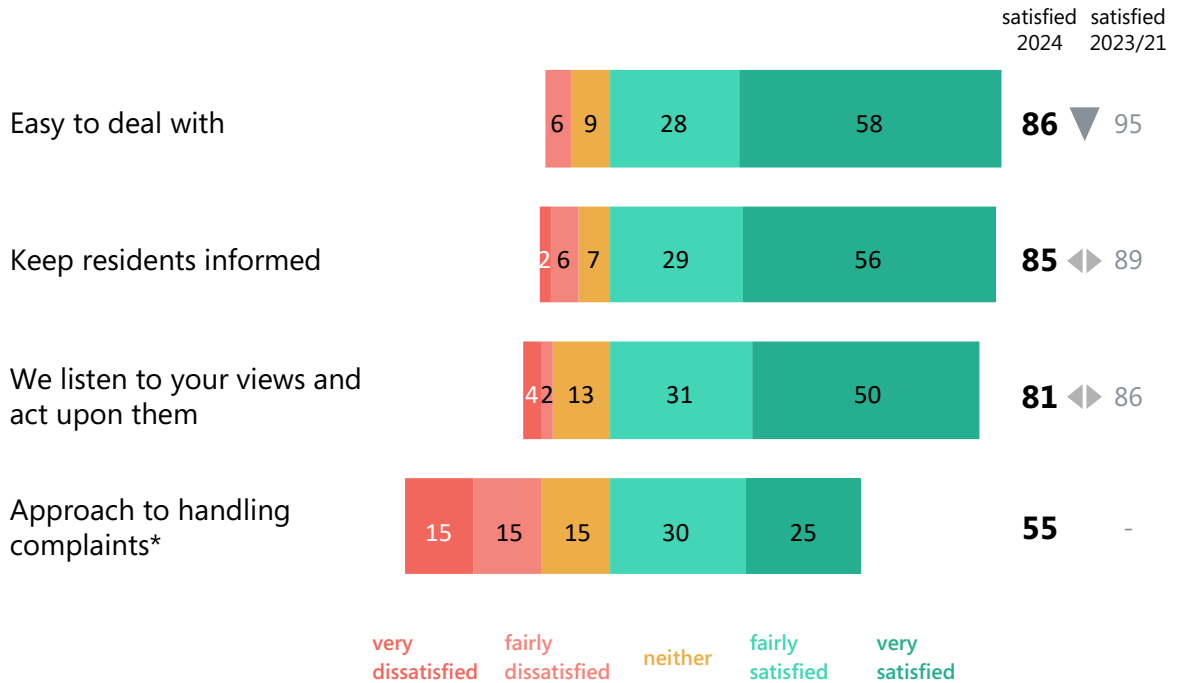
5.8 Fairness and respect

% Base 130 | Excludes non respondents



5.9 Satisfaction with communication

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



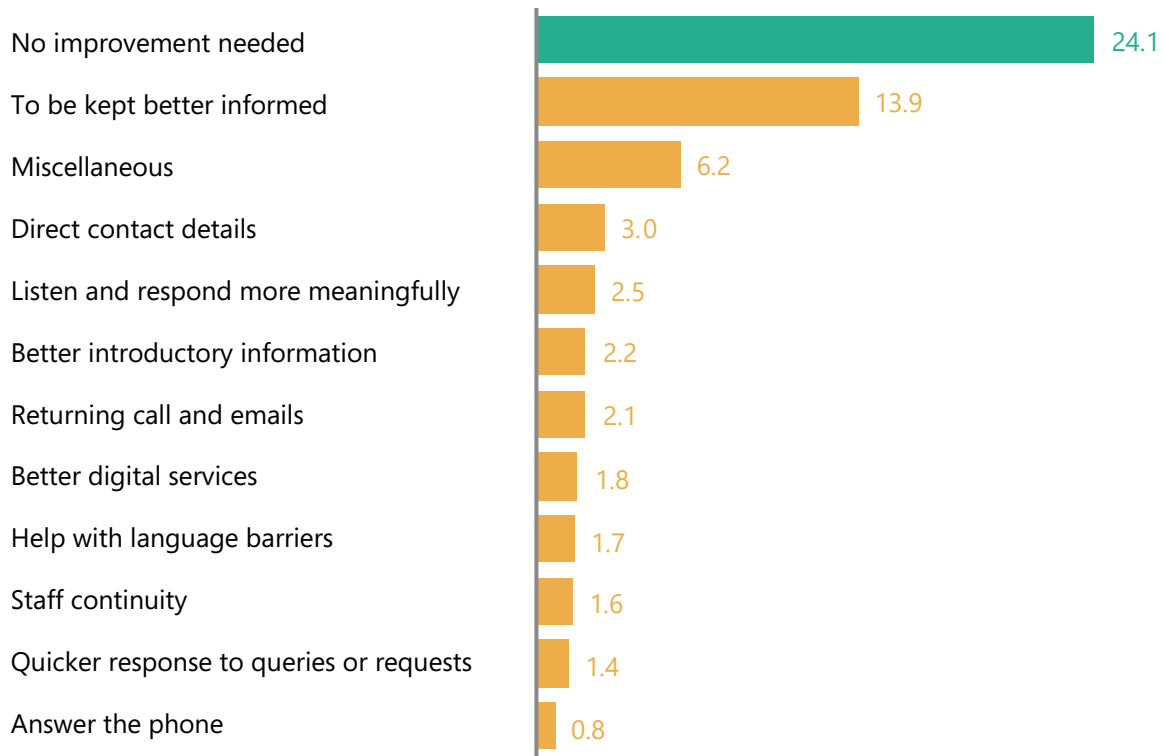
▼ significantly worse (95%)
▽ significantly worse (90%)
◄ no significant difference
△ significantly better (90%)
▲ significantly better (95%)



5. Care Homes

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

	Base	% positive				
		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



Care and other services



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 managers 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

5. Care Homes

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.

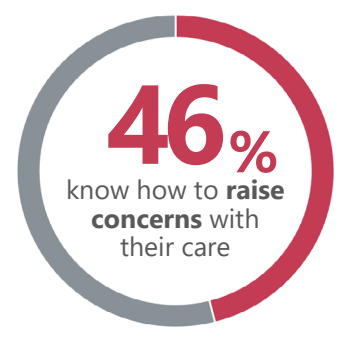
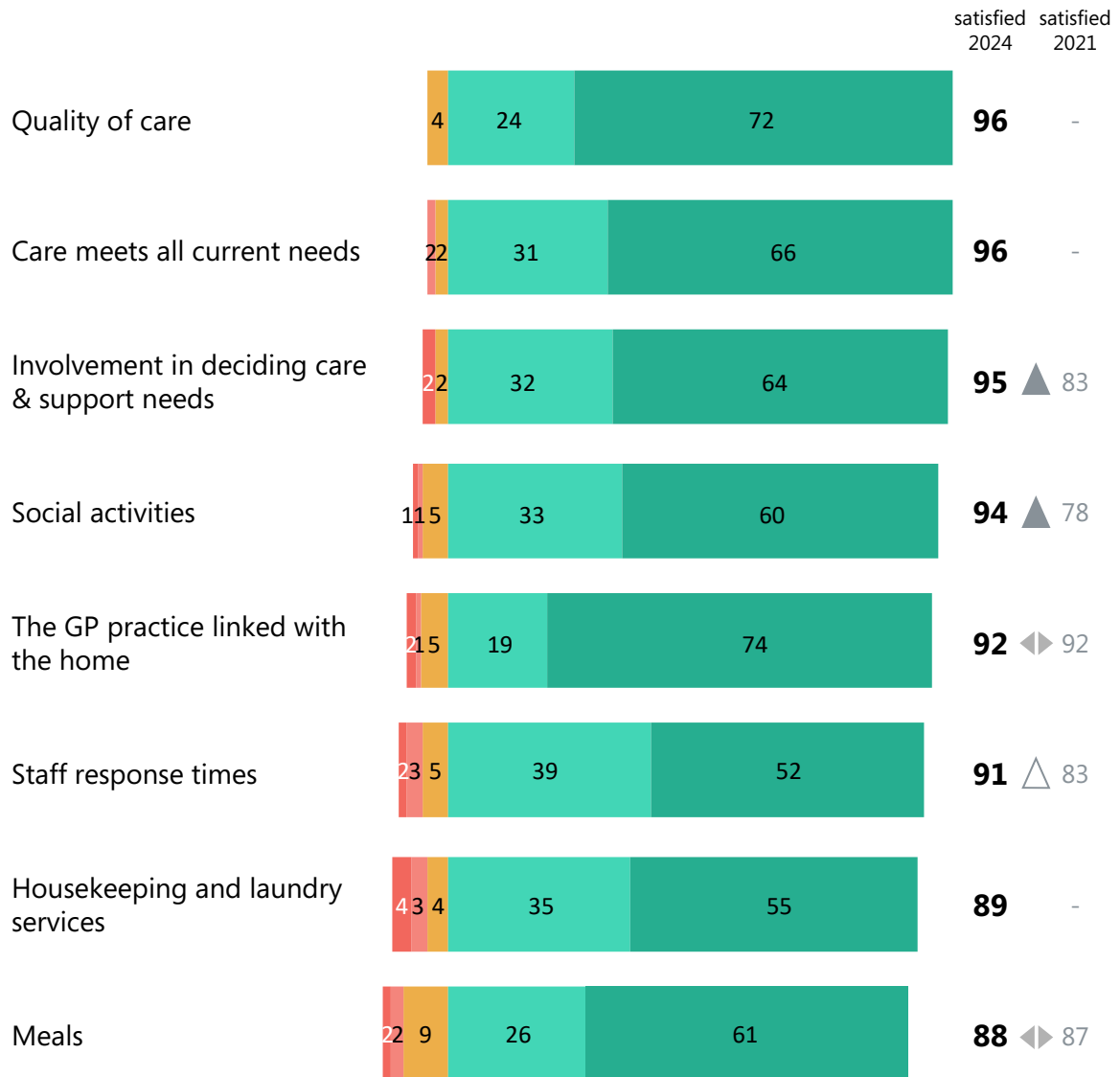
When these results are analysed by **individual Care Home**, Robinson respondents are again less positive than the rest of the sample, although this manifests in an increased likelihood of answering 'fairly' as opposed to 'very' satisfied, rather than actual negative feeling.

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. Care Homes

5.12 Satisfaction with care and other services

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



5. Care Homes

5.13 Satisfaction with care and other services - by home

	Base	% positive				
		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

	Base	% positive				
		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

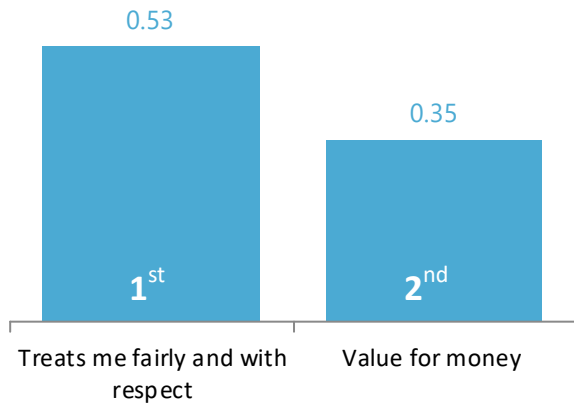


Around a quarter asked to be kept better informed and 16% want more suitable visit times

6. Community Care

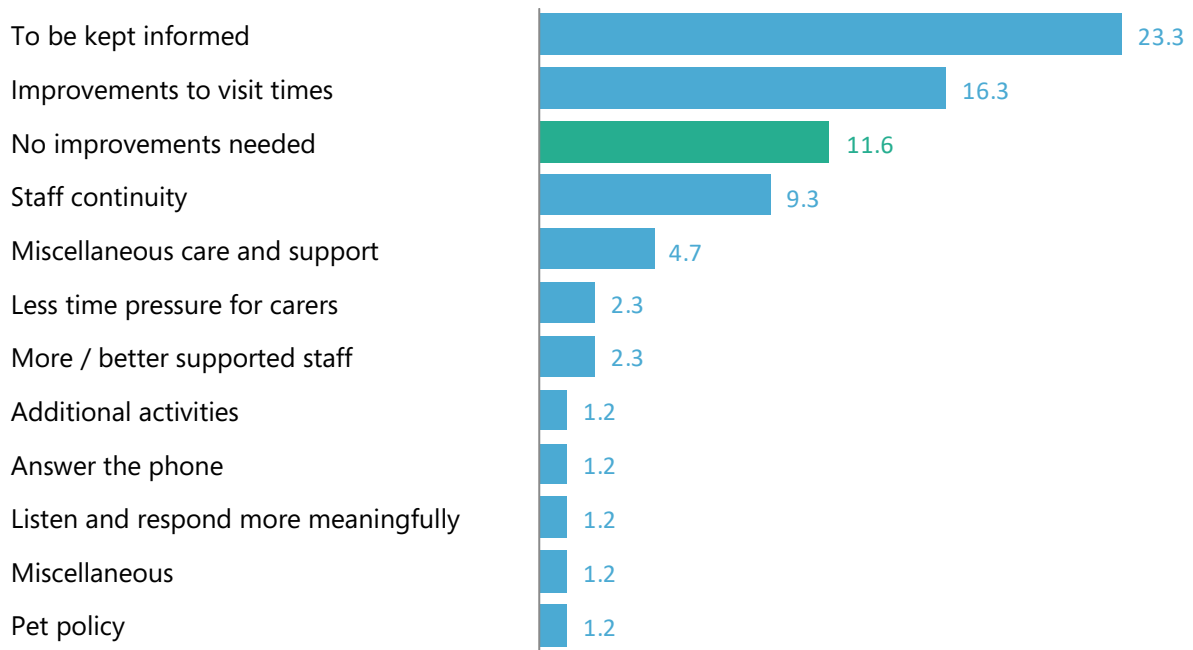
6.1 Key drivers - overall satisfaction

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

	Base	% positive
Overall	86	95
Somerset Community Care	56	95
South Glocs Community Care	30	97

Key	
■	Better @ 95% confidence
■	Better @ 90% confidence
■	Worse @ 90% confidence
■	Worse @ 95% confidence

*see appendix for more detail



Communication



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



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.

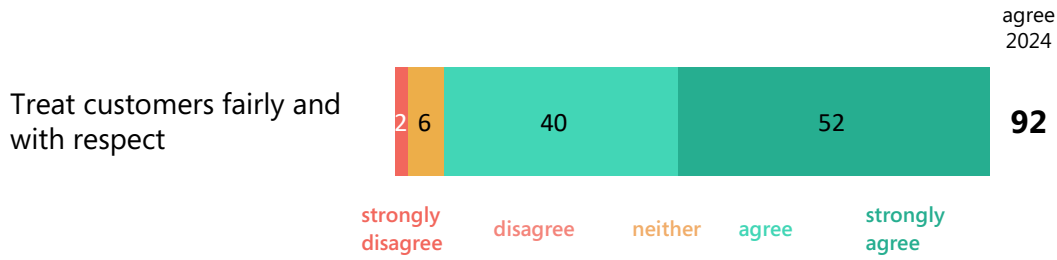


Around a fifth say they have made a complaint, two thirds of whom are happy with how it was handled. Consider these as escalated service requests rather than formal complaints

6. Community Care

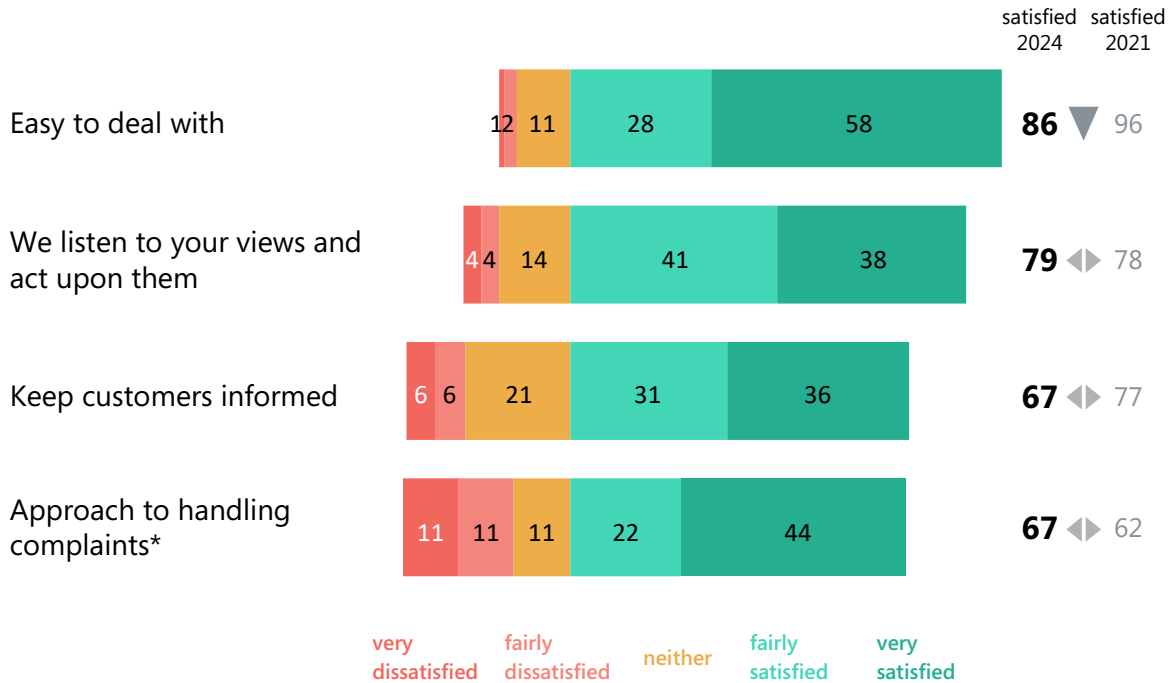
6.4 Fairness and respect

% Base 86 | Excludes non respondents



6.5 Satisfaction with communication

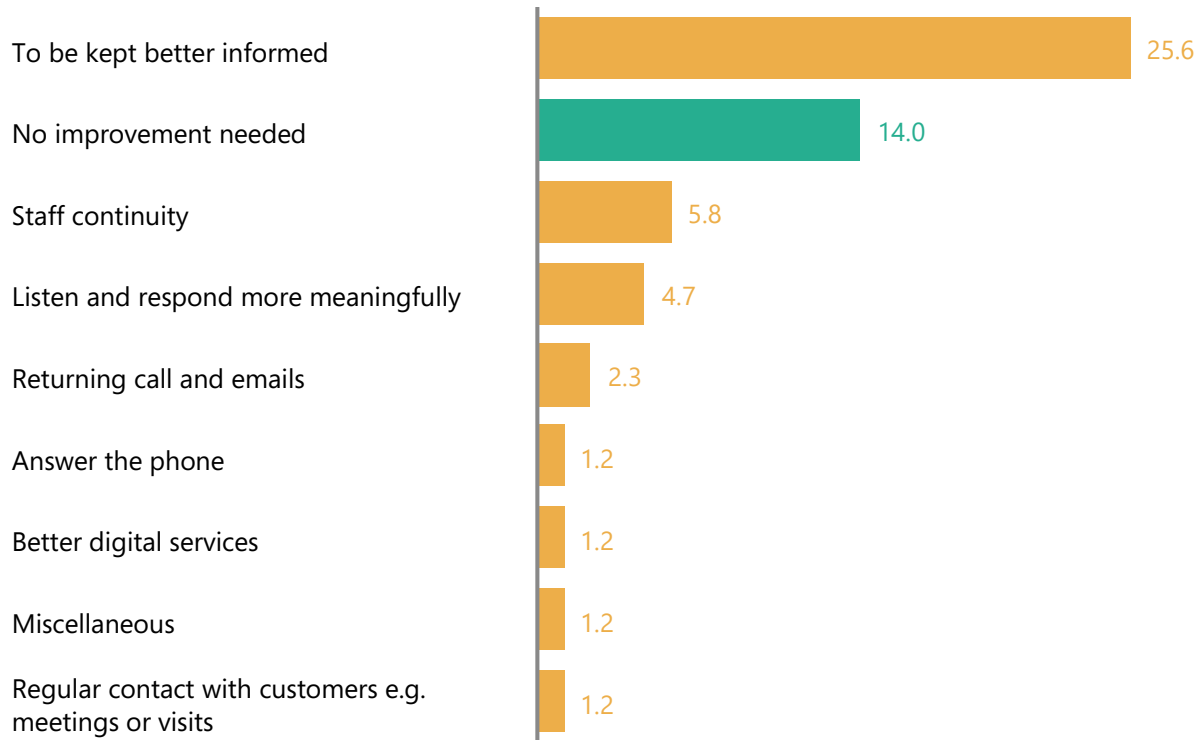
% Bases (descending) 85, 85, 86, 18 | Excludes non respondents . * If made a complaint



6. Community Care

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

	Base	% positive				
		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

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



Care and other services



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



Awareness of how to raise to managers or the CQC has fallen by 14% to 59% since 2021

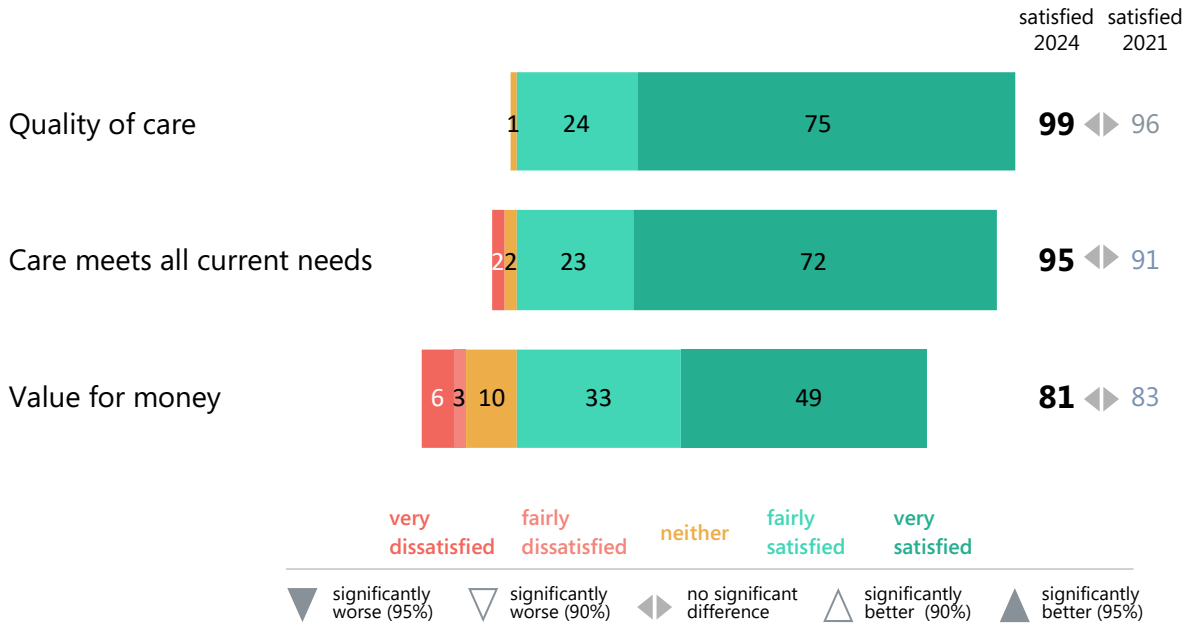


Perceived value for money is unchanged at 81%, although 9% are dissatisfied. This is a key driver of satisfaction

6. Community Care

6.6 Satisfaction with care and other services

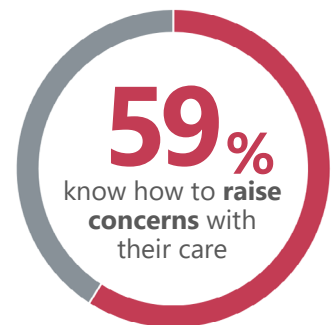
% Bases (descending) 83, 82, 80 | Excludes non respondents.



6.7 Satisfaction with care and other services - by service

	Base	% positive		
		Quality of care	Care meets current needs	Value for money
Overall	86	99	95	81
Somerset Community Care	56	98	94	83
South Gloucs Community Care	30	100	97	79

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





7. Help When You Need It

95% HWYNI
satisfaction



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

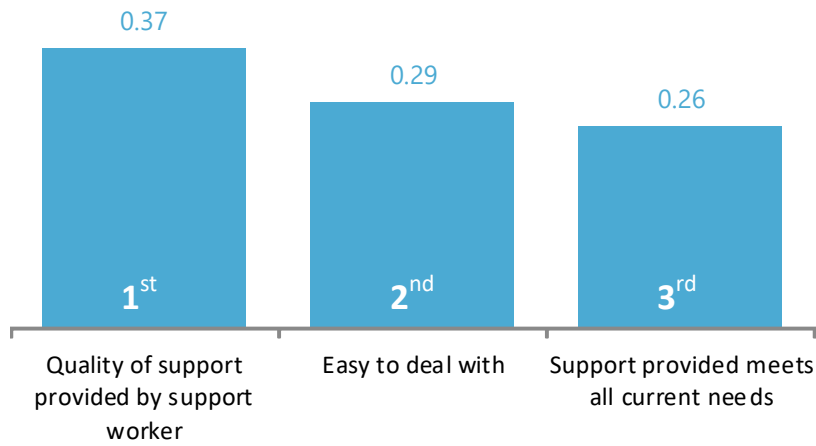


The quality of support provided by the support worker is unsurprisingly the strongest key of overall satisfaction

7. Help When You Need It

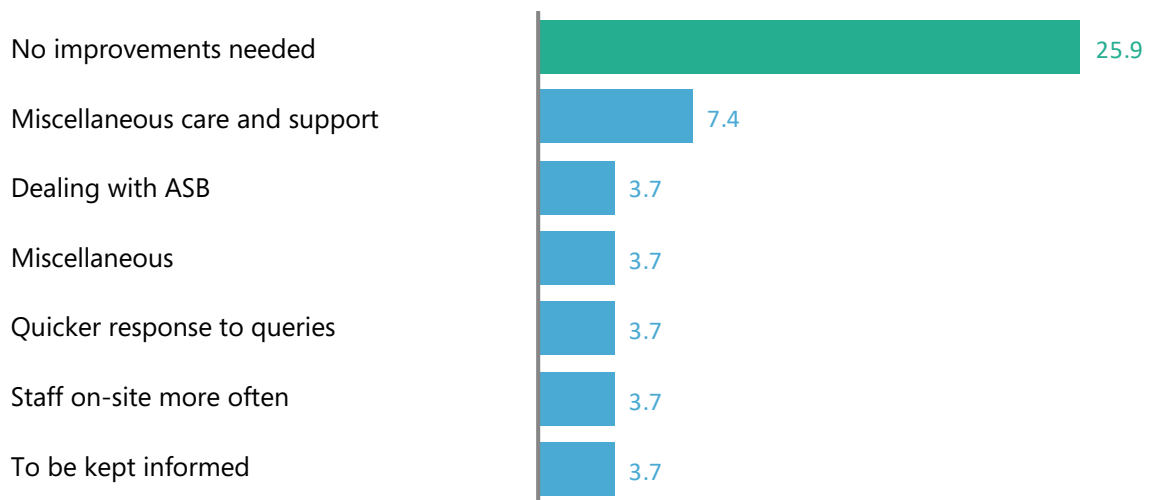
7.1 Key drivers - overall satisfaction

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

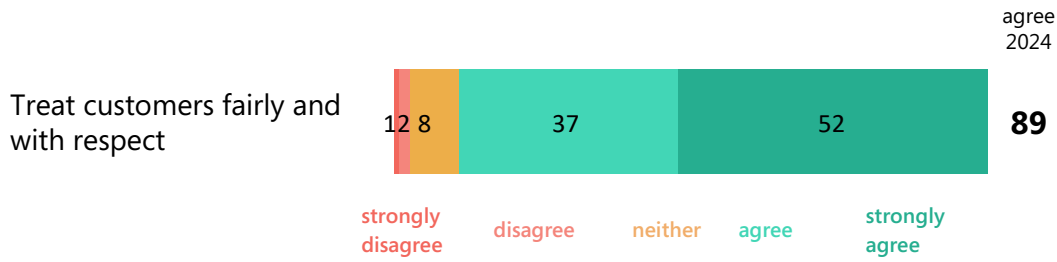


Around a fifth say they have made a complaint, 60% of whom are happy with how it was handled. This is best understood as escalated service requests rather than formal complaints

7. Help When You Need It

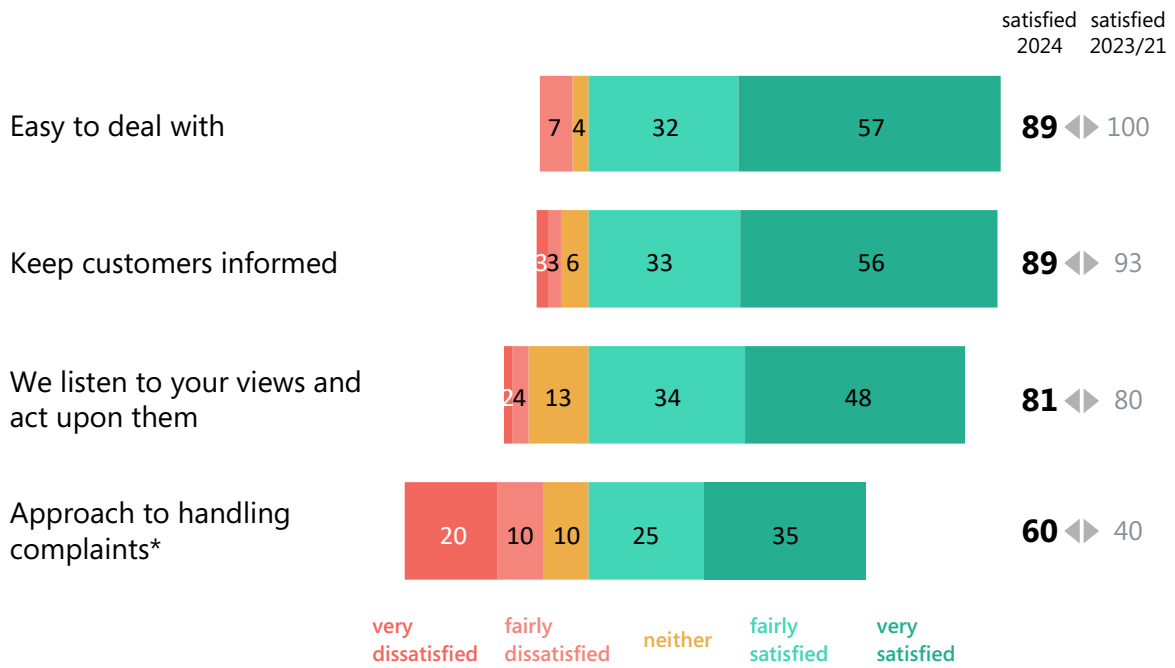
7.3 Fairness and respect

% Base 113 | Excludes non respondents



7.4 Satisfaction with communication

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

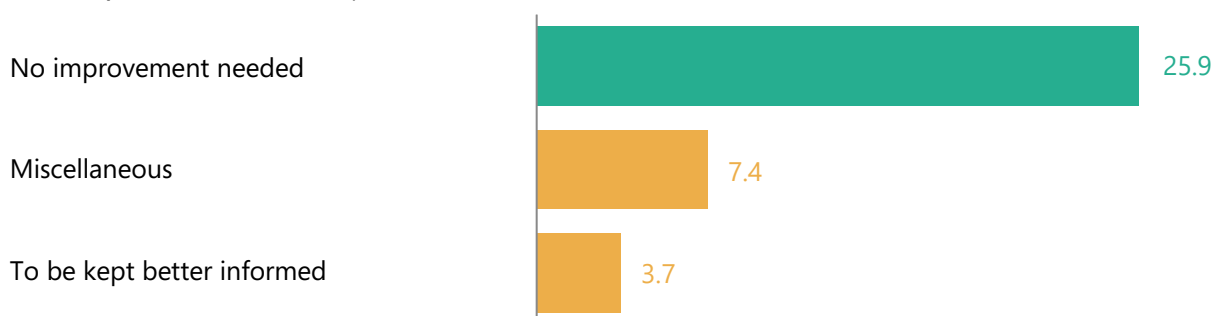


▼ significantly worse (95%)
▽ significantly worse (90%)
◄ no significant difference
△ significantly better (90%)
▲ significantly better (95%)



7.5 How could we improve how we listen and communicate

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





Care



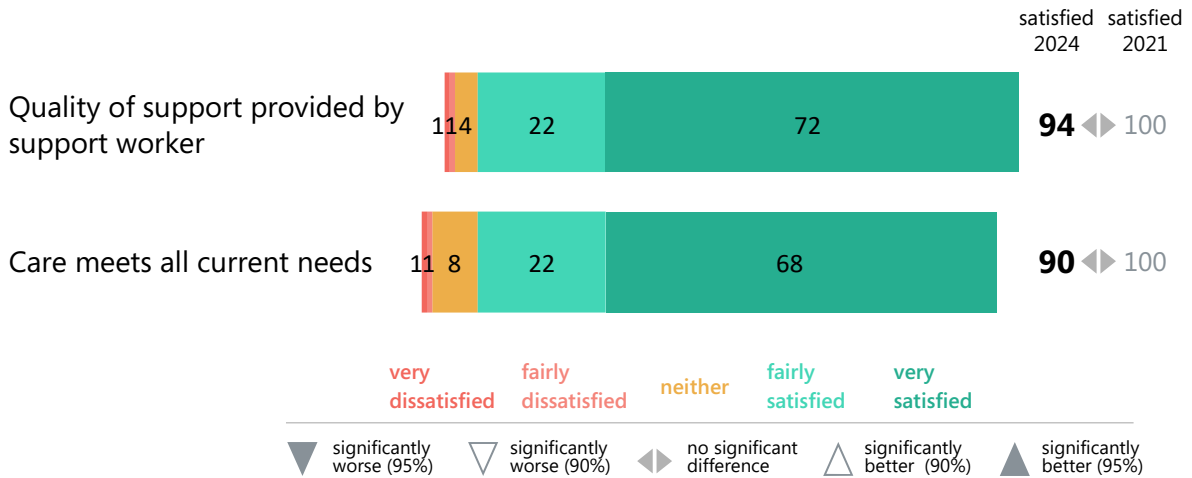
Both of these questions are key drivers of overall satisfaction



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 exceeded 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 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 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
General needs	0.4	0.2	0.2
Sheltered	80.9	80.9	80.9
ExtraCare	18.7	18.9	18.9

Area	Population	Unweighted survey	Weighted survey
North	40.1	42.6	40.4
South	41.1	38.4	40.6
Beach Croft/Alder Court	4.5	5.0	4.6
Colliers gardens	4.6	4.6	4.8
Waverley Gardens	9.7	9.4	9.6

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

Age	Population	Unweighted survey	Weighted survey
55 - 64 years	19.6	17.1	19.5
65 - 74 years	35.5	33.7	35.7
75 - 84 years	30.2	35.7	30.3
85 years and over	14.3	13.5	14.5

Ethnic background	Population	Unweighted survey	Weighted survey
White British/Irish	72.4	74.1	73.9
BAME	7.4	8.0	8.2
Prefer not to say	7.7	7.6	7.4
No record	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.



Appendix B. Example questionnaires

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


Appendix B. Example questionnaires



Customer Satisfaction Survey 2024

arpsurveys.co.uk/brunelcare

scan me



your code:
9999mnmw

Ms A B Sample
Sample Street
Sample District
Sample Town
AB1 2CD

999999

Share your views with us

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.


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.


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.

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!**


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.

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

 **return by Friday 15 March**



WIN a Love2Shop gift voucher!



About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 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?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Yes **go to Q5 ↓**

No **go to Q6 →**

Don't know **go to Q6 →**

5 How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2

6 What could Brunelcare do to improve the maintenance or safety of your home and communal areas?

Neighbourhoods

7 How satisfied or dissatisfied are you that Brunelcare makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8 How satisfied or dissatisfied are you with Brunelcare's approach to handling anti-social behaviour?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Value for money

9 How satisfied or dissatisfied are you that your service charges provide value for money?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3



Repairs service

10 Has Brunelcare carried out a repair to your home in the last 12 months?

Yes **go to Q11 ↓**

No **go to Q13 ↶**

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

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 What could Brunelcare do to improve the repairs service that we provide?

Communication

14 How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

Appendix B. Example questionnaires

15 How satisfied or dissatisfied are you that Brunelcare keeps you informed about things that matter to you?

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

16 To what extent do you agree or disagree with the following "Brunelcare treats me fairly and with respect"?

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

17 How satisfied or dissatisfied are you that Brunelcare is easy to deal with?

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

18 What could Brunelcare do to improve how we listen to and communicate with you?

Complaints

19 Have you made a complaint to Brunelcare in the last 12 months?

Yes go to Q20 ↓ No go to Q21 →

20 How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?

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

5

Extra Care

21 Do you live in Extra Care housing?

Yes go to Q22 ↓ No go to Q24 ↗

22 How satisfied or dissatisfied are you:

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion

a. With the quality of care that your team of carers provides?

b. That your care service meets all of your current needs?

c. With your level of involvement in deciding care and support needs?

23 Do you know how to raise concerns beyond your local service for example to a senior Brunelcare manager or our regulator the Care Quality Commission?

Yes No Unsure

Help When You Need It

24 Have you used Brunelcare's **Help When You Need It** service in the last 12 months?

Yes go to Q25 ↓ No go to Q26 → Unsure go to Q26 →

25 How satisfied or dissatisfied were you with **Help When You Need It** service?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion

a. With the quality of support that your support worker provides?

b. That the support meets all of your current needs?

c. With the Help When You Need It service overall

6

Meals & housekeeping

26 Do you live in the Retirement Village or Extra Care Housing and receive meals and housekeeping services?

Yes go to Q27 ↓ No go to Q28 ↗

27 How satisfied or dissatisfied are you with:

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Doesn't apply

a. The meals that are offered to you by the restaurant?

b. Your housekeeping and laundry services?

Outcomes

28 To what extent do you agree or disagree with the following statements...

Strongly agree Agree Neither Disagree Strongly disagree Doesn't apply

a. I have a place to live I am proud 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 enables me to have the social life I want

h. I feel reassured knowing there is always support and assistance when I need it

7

Care outcomes

29 If you receive any care or support services, to what extent do you agree or disagree with the following statements...

Strongly agree Agree Neither Disagree Strongly disagree Doesn't apply

a. Receiving care and support from Brunelcare enables me to live an independent life

b. I feel healthier and happier due to the care and support I receive

c. I feel that my dignity and privacy are always respected when I receive care & support

d. I have peace of mind knowing I will be cared for should my needs change

... and finally

30 If Brunelcare could do **ONE** thing to improve its services, what would you like it to be?

31 The results of this survey are confidential. However, would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?


Yes No

32 Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

Yes No

8


Please now return in the enclosed freepost envelope.
 Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Care Home Satisfaction Survey 2024

arpsurveys.co.uk/brunelcare

scan me



your code:
9999mnmw

Ms A B Sample
Sample Street
Sample District
Sample Town
AB1 2CD

999999

Share your views with us

Dear {name}


We want to hear what matters most to you so please find enclosed our 2024 Care Home Customer Satisfaction Survey. By completing this survey you can tell us what you think, to inform our services and how we deliver them.

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.

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!**


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.


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




return by Friday 15 March

WIN a Love2Shop gift voucher!





brunelcare.org.uk



i Who is completing this survey?

The resident named on the front

A relative or friend

A support worker or other carer

About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 How satisfied or dissatisfied are you that Brunelcare keeps communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

5 What could Brunelcare do to improve the maintenance or safety of the home and communal areas?

6 How satisfied or dissatisfied are you with Brunelcare's approach to handling problems or disputes between residents?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Value for money

7 How satisfied or dissatisfied are you that your services you receive provide value for money?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication

8 How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

Appendix B. Example questionnaires

9 How satisfied or dissatisfied are you that Brunelcare keeps you informed about things that matter to you?

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

10 To what extent do you agree or disagree with the following "Brunelcare treats me fairly and with respect"?

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

11 How satisfied or dissatisfied are you that Brunelcare is easy to deal with?

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

12 What could Brunelcare do to improve how we listen to and communicate with you?

Complaints

13 Have you made a complaint to Brunelcare in the last 12 months?

Yes **go to Q14** ↓
 No **go to Q15** →

14 How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?

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

5

Care

15 How satisfied or dissatisfied are you:

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion

a. Staff response times when assistance is needed

b. With the quality of care that staff provide?

c. That the care meets all of your current needs?

d. With your level of involvement in deciding care and support needs?

e. With the GP practice linked with the home?

16 Do you know how to raise concerns beyond the care home manager, for example to a senior Brunelcare manager or our regulator the Care Quality Commission?

Yes No Unsure

Other services

17 How satisfied or dissatisfied are you with:

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion

a. The meals that are provided in the home?

b. Your housekeeping and laundry services?

c. The social activities that are available, for example outings and entertainment?

6

18 To what extent do you agree or disagree with the following "Brunelcare should do more to help residents use digital services such as online healthcare, entertainment, messaging services or video calls"?

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

Outcomes

19 To what extent do you agree or disagree with the following statements...

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Doesn't apply
a. I have a place to live I am proud to call my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I have a home in which I feel safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I have a home that gives me long term stability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I feel financially comfortable living in a Brunelcare property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I have a home where I am warm and comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Brunelcare helps me to feel safe and welcome in my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Living in a Brunelcare property enables me to have the social life I want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. I feel reassured knowing there is always support and assistance when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Receiving care and support from Brunelcare enables me to live an independent life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. I feel healthier and happier due to the care and support I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. I feel that my dignity and privacy are always respected when I receive care & support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. I have peace of mind knowing I will be cared for should my needs change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7

... and finally

20 If Brunelcare could do **ONE** thing to **improve** its services, what would you like it to be?

21 What is **ONE** thing that you think Brunelcare **already does very well**?

22 The results of this survey are confidential. However, would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?


Yes No

23 Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

Yes No


Thank you!

Please now return in the enclosed freepost envelope for you chance to win a Love2Shop voucher for up to £100!




65

Appendix B. Example questionnaires



Community Care Survey 2024



arpsurveys.co.uk/brunelcare
scan me

your code:
9999 mnmw

Ms A B Sample
Sample Street
Sample District
Sample Town
AB1 2CD

999999

Share your views with us

Dear {name}


We want to hear what matters most to you so please find enclosed our 2024 Community Care Customer Satisfaction Survey. By completing this survey you can tell us what you think, to inform our services and how we deliver 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.


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!**

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.

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

 **return by Friday 15 March**

WIN a Love2Shop gift voucher!



About us

1 Taking everything into account, how satisfied or dissatisfied are you with the Community Care service provided by Brunelcare?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2 How satisfied or dissatisfied are you that your services you receive provide value for money?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication

3 How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 How satisfied or dissatisfied are you that Brunelcare keeps you informed about the service?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 To what extent do you agree or disagree with the following "Brunelcare treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2

6 How satisfied or dissatisfied are you that Brunelcare is easy to deal with?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 What could Brunelcare do to improve how we listen to and communicate with you?

Complaints

8 Have you made a complaint to Brunelcare in the last 12 months?

Yes **go to Q9** ↓ No **go to Q10** ↪

9 How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Care

10 How satisfied or dissatisfied are you :

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply
--	----------------	------------------	------------------------------------	---------------------	-------------------	---------------

a. With the quality of care that your team of carers provides?

b. That your care service meets all of your current needs?

11 Do you know how to raise concerns beyond your local service for example to a senior Brunelcare manager or our regulator the Care Quality Commission?

Yes No Unsure

3

Outcomes

12 To what extent do you agree or disagree with the following statements...

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Doesn't apply
--	----------------	-------	---------	----------	-------------------	---------------

a. I feel reassured knowing there is always support and assistance when I need it

b. Receiving care and support from Brunelcare enables me to live an independent life

c. I feel healthier and happier due to the care and support I receive

d. I feel that my dignity and privacy are always respected when I receive care & support

e. I have peace of mind knowing I will be cared for should my needs change

... and finally

13 If Brunelcare could do **ONE** thing to improve its services, what would you like it to be?

14 The results of this survey are confidential. However, would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?


Yes No

15 Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

Yes No

Please now return in the enclosed freepost envelope.
Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

Appendix B. Example questionnaires




Help When You Need It Survey 2024

Ms A B Sample
Sample Street
Sample District
Sample Town
AB1 2CD

999999

arpsurveys.co.uk/brunelcare
scan me



your code:
9999 mnmw

Share your views with us

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 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.

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!**

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.

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

 **return by Friday 15 March**



WIN a Love2Shop gift voucher!

About us

1 Taking everything into account, how satisfied or dissatisfied are you with the Help When You Need It service provided by Brunelcare?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication

2 How satisfied or dissatisfied are you that Brunelcare listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

3 How satisfied or dissatisfied are you that Brunelcare keeps you informed about the service?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

4 To what extent do you agree or disagree with the following "Brunelcare treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

5 How satisfied or dissatisfied are you that Brunelcare is easy to deal with?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

2

6 What could Brunelcare do to improve how we listen to and communicate with you?

Complaints

7 Have you made a complaint to Brunelcare in the last 12 months?

Yes **go to Q8** ↓ No **go to Q9** ↶

8 How satisfied or dissatisfied are you with Brunelcare's approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Support

9 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply
a. With the quality of support that your support worker provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. That the support meets all of your current needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

3

Outcomes

10 To what extent do you agree or disagree with the following statements...

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Doesn't apply
a. Brunelcare helps me to feel safe and welcome in my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. I feel reassured knowing there is always support and assistance when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. Receiving care and support from Brunelcare enables me to live an independent life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
d. I feel healthier and happier due to the care and support I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
e. I feel that my dignity and privacy are always respected when I receive care & support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
f. I have peace of mind knowing I will be cared for should my needs change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

... and finally

11 If Brunelcare could do **ONE** thing to improve its services, what would you like it to be?

12 The results of this survey are confidential. However, would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?

Yes No

13 Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

Yes No

Please now return in the enclosed freepost envelope.
Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

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

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

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

	LCRA			Sheltered			ExtraCare			Care homes			Community care			HWN all			HWN only			Shared owner			Leaseholder			Retirement Village			All customers																					
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid																						
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brunelcare?	Base: 502																																																			
1: Very satisfied	183	36.5	38.0	135	33.3	34.7	81.2	48	50.5	51.6	90.3	79	58.5	58.5	97.0	54	62.8	62.8	95.3	0	0.0	0.0	0.0	0.0	0.0	0.0	18	66.7	66.7	88.9	5	38.5	38.5	69.2	1	7.7	8.3	83.3	9	33.3	34.6	80.8	359	44.8	45.9	86.6						
2: Fairly satisfied	217	43.3	45.0	181	44.6	46.5	36	37.9	38.7	52	38.5	38.5	3	2.2	2.2	3	2.2	2.2	1.2	1.2	0	0.0	0.0	0.0	0.0	0.0	6	22.2	22.2	6	46.2	46.2	69.2	2	15.4	15.4	16.7	9	69.2	75	69.2	12	44.4	46.2	46.2	319	39.7	40.7	40.7			
3: Neither satisfied nor dissatisfied	44	8.8	9.2	39	9.6	10.0	5	5.3	5.4	3	2.2	2.2	0	0.0	0.0	1	1.2	1.2	0	0.0	0.0	0.0	0.0	0.0	0.0	0	0.0	0.0	1	3.7	3.7	0	0.0	0.0	0.0	0.0	2	15.4	15.4	4	14.8	15.4	0	0.0	0.0	0.0	57	7.1	7.3	7.3		
4: Fairly dissatisfied	21	4.1	4.3	19	4.7	4.9	2	2.1	2.2	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	0.0	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	22	2.7	2.8	2.8				
5: Very dissatisfied	17	3.4	3.6	15	3.7	3.9	2	2.1	2.2	1	0.7	0.7	0	0.0	0.0	3	3.5	3.5	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2	7.4	7.4	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	26	3.2	3.3	3.3		
N/R	19	3.8	3.8	17	4.2	4.2	2	2.1	2.1	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	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0.0	1	7.7	7.7	1	3.7	3.8	1	3.7	3.7	20	2.5	2.5	2.5				
Q2 How satisfied or dissatisfied are you that Brunelcare provides a home that is well maintained?	Base: 502																																																			
6: Very satisfied	233	46.4	47.7	172	42.4	43.8	84.5	60	63.2	63.8	95.7	90	66.7	67.7	94.7	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	0.0	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	0.0	0.0	0.0	0.0	0.0	
7: Fairly satisfied	190	37.9	39.0	160	39.4	40.7	28	69.9	71.1	0	0.0	0.0	36	26.7	27.1	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	0.0	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	0.0	0.0	0.0	0.0	0.0	
8: Neither satisfied nor dissatisfied	28	5.6	5.8	28	6.9	7.1	0	0.0	0.0	3	2.2	2.3	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	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
9: Fairly dissatisfied	25	5.0	5.1	22	5.4	5.6	3	3.2	3.2	4	3	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	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
10: Very dissatisfied	12	2.3	2.4	11	2.7	2.8	1	1.1	1.1	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	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
N/R	14	2.7	2.7	13	3.2	3.2	1	1.1	1.1	2	1.5	1.5	2	1.5	1.5	86	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	27	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
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																																																			
11: Very satisfied	241	48.0	49.4	177	43.6	45.0	85.0	63	66.3	67.0	96.8	92	68.1	68.1	94.1	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	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
12: Fairly satisfied	185	36.8	37.8	157	38.7	39.9	34	8.4	8.7	1	1.1	1.1	35	25.9	25.9	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	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
13: Neither satisfied nor dissatisfied	35	7.0	7.2	34	8.4	8.7	1	1.1	1.1	1	1.1	1.1	3	2.2	2.2	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	0.0	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	0.0	0.0	0.0	0.0	0.0	
14: Fairly dissatisfied	18	3.5	3.6	16	3.9	4.1	1	1.1	1.1	0	0.0	0.0	5	3.7	3.7	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	0.0	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	0.0	0.0	0.0	0.0		
15: Very dissatisfied	10	1.9	2.0	9	2.2	2.3	0	0.0	0.0	1	1.1	1.1	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	0.0	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	0.0	0.0	0.0	0.0	0.0			
16: Not applicable/ don't know	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	1	0.7	0.7	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	0.0	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	0.0	0.0	0.0			
N/R	14	2.7	2.7	13	3.2	3.2	1	1.1	1.1	0	0.0	0.0	0	0.0	0.0	86	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	27	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	0.0	0.0	0.0	0.0	0.0	0.0		
Q4 Do you live in a building with communal areas, either inside or outside, that Brunelcare is responsible for maintaining?	Base: 502																																																			
17: Yes	449	89.4	92.4	357	87.9	91.3	23	5.7	5.9	3	3.2	3.2	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	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	0.0	0.0	0.0	0.0	0.0	0.0		
18: No	26	5.2	5.4	23	5.7	5.9	11	2.7	2.8	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	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0			
19: Don't know	11	2.1	2.2	11	2.7	2.8	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	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0				
N/R	16	3.3	3.3	16	3.9	3.9	1	1.1	1.1	0	0.0	0.0	0	0.0	0.0	86	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	27	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	0.0	0.0	0.0	0.0	0.0			
Q5 How satisfied or dissatisfied are you that Brunelcare keeps these communal areas clean and well maintained?	Base: 449																																																			
20: Very satisfied	205	40.8	45.9	138	34.0	38.9	80.8	65	68.4	71.4	90.1	102	75.6	75	94.1	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	0.0	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	0.0	0.0	0.0			
21: Fairly satisfied	165	32.9	37.1	149	36.7	42.0	17	17.9	18.7	4	4.2	4.4	26	19.3	19.1	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	0.0	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	0.0	0.0	0.0			
22: Neither satisfied nor dissatisfied	45	9.0	10.2	42	10.3	11.8	16	3.9	4.5	3	3.2	3.3	2	1.5	1.5	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	0.0	0.0</																			

	LCRA			Sheltered			ExtraCare			Care homes			Community care			HWN all			HWN only			Shared owner			Leaseholder			Retirement village			All customers				
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid		
96: Neither	1	0.2	1.3	0	0.0	0.0	1	1.1	1.3	5	3.7	3.9	1	1.2	1.2	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	7	0.9	2.4
97: Fairly dissatisfied	1	0.2	1.3	0	0.0	0.0	1	1.1	1.3	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	0	0.0	1	0.1	0.3		
98: Very dissatisfied	1	0.2	1.3	0	0.0	0.0	1	1.1	1.3	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	0	0.0	1	0.1	0.3		
99: No opinion	3	0.6	0.6	0	0.0	0.0	3	3.2	3.2	1	0.7	0.7	1	1.2	1.2	0	0.0	0.0	0	0.0	0	0.0	2	15.4	0	0.0	0	0.0	0	0.0	6	0.7	0.7		
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	0	0.0	10	76.9	72.7	13	0.0	0	0.0	510	63.5	8.2			
Q22c That the care/your care service meets all of your current needs?	Base: 95																																		
100: Very satisfied	52	10.4	66.7	91.0	0	0.0	52	54.7	67.5	84	62.2	65.6	59	68.6	72	95.1	0	0.0	0	0.0	0	0.0	1	7.7	100	100.0	0	0.0	0	0.0	193	24.0	68.4	95.0	
101: Fairly satisfied	19	3.8	24.4	0	0.0	0.0	19	20.0	24.4	39	28.9	30.5	19	22.1	23.2	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	75	9.3	26.6		
102: Neither	5	1.0	6.4	0	0.0	0.0	5	5.3	6.4	3	2.2	2.3	2	2.3	2.4	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9	1.1	3.2		
103: Fairly dissatisfied	2	0.4	2.6	0	0.0	0.0	2	2.1	2.6	2	1.5	1.6	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	3	0.4	1.1		
104: Very dissatisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	2	2.3	2.4	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	0.2	0.7		
105: No opinion	1	0.2	0.2	0	0.0	0.0	1	1.1	1.1	3	2.2	2.2	1	1.2	1.2	0	0.0	0.0	0	0.0	0	0.0	2	15.4	0	0.0	0	0.0	0	0.0	7	0.9	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	0	0.0	10	76.9	72.7	13	0.0	0	0.0	513	63.9	9.1			
Q22d With your level of involvement in deciding care and support needs?	Base: 95																																		
106: Very satisfied	52	10.4	67.5	92.2	0	0.0	52	54.7	67.5	92.2	79	58.5	63.7	95.2	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	126	15.7	65.6	93.2	
107: Fairly satisfied	19	3.8	24.7	0	0.0	0.0	19	20.0	24.7	39	28.9	31.5	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	53	6.6	27.6		
108: Neither	3	0.6	3.9	0	0.0	0.0	3	3.2	3.9	3	2.2	2.4	0	0.0	0.0	0	0.0	0.0	0	0.0	0	0.0	1	7.7	100	0	0.0	0	0.0	8	1.0	4.2			
109: Fairly dissatisfied	2	0.4	2.6	0	0.0	0.0	2	2.1	2.6	2	1.5	1.6	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	2	0.2	1.0		
110: Very dissatisfied	1	0.2	1.3	0	0.0	0.0	1	1.1	1.3	3	2.2	2.4	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	3	0.4	1.6		
111: No opinion	2	0.4	0.2	0	0.0	0.0	2	2.1	2.1	4	3	3	0	0.0	0.0	0	0.0	0.0	0	0.0	0	0.0	2	15.4	0	0.0	0	0.0	0	0.0	7	0.9	0.9		
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	0	0.0	10	76.9	72.7	13	0.0	0	0.0	605	75.3	12.4			
Q22e With the GP practice linked with the home?	Base: 0																																		
112: Very satisfied	0	0.0	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	0.0	0.0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	80	10.0	74.1	0.0	
113: Fairly satisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	22	16.3	18.8	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	20	2.5	18.5			
114: Neither	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	6	4.4	5.1	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	6	0.7	5.6			
115: Fairly dissatisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	1	0.7	0.9	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	0.1	0.9			
116: Very dissatisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	2	1.5	1.7	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	0.9			
117: No opinion	0	0.0	0.0	0	0.0	0.0	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	0.0	0	0.0	0	0.0	0	0.0	12	1.5	0			
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	0	0.0	13	0.0	0	0.0	0	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?	Base: 95																																		
118: Yes	51	10.2	63.0	0	0.0	0.0	51	53.7	63.0	60	44.4	46.2	49	57	59	0	0.0	0.0	0	0.0	0	0.0	3	23.1	100	0	0.0	0	0.0	163	20.3	56.0			
119: No	16	3.2	19.8	0	0.0	0.0	16	16.8	19.8	37	27.4	28.5	18	20.9	21.7	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	66	8.2	22.7				
120: Unsure	14	2.8	17.3	0	0.0	0.0	14	14.7	17.3	33	24.4	25.4	16	18.6	19.3	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	7.7	21.3				
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	0	0.0	10	76.9	72.7	13	0.0	0	512	63.8	8.8				
Q24 Have you used Brunelcare's Help When You Need It service in the last 12 months?	Base: 406																																		
121: Yes	81	16.1	16.9	52	12.8	13.5	28	29.5	30.8	0	0.0	0.0	0	0.0	0.0	114	100.0	100.0	27	100	100	1	7.7	8.3	4	14.8	16	133	16.6	23.8					
122: No	363	72.3	75.6	306	75.4	79.3	55	57.9	60.4	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0	0.0	11	84.6	91.7	12	92.3	92.3	20	74.1	80	391	48.7	69.8	
123: Unsure	36	7.2	7.5	28	6.9	7.3	8	8.4	8.8	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	3.7	4	36	4.5	6.4	
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	0	0.0	1	7.7	7.7	2	7.4	7.4	243	30.3	4.3				
Q25a With the quality of support that your support worker provides?	Base: 81																																		
124: Very satisfied	53	10.6	70.7	93.3	34	8.4	68.0	92.0	20	21.1	76.9	96.2	0	0.0	0.0	77	67.5	72.0	94.4	20	74.1	74.1	1	7.7	100	100.0	0	0.0	0	100.0	2	7.4	66.7	100.0	
125: Fairly satisfied	17	3.4	22.7	12	3.0	24.0	5	5.3	19.2	0	0.0	0.0	0	0.0	0.0	24	21.1	22.4	6	22.2	22.2	0	0.0	0	0	0	0	1	7.7	100	1	3.7	33.3		
126: Neither	3	0.6	4.0	2	0.5	4.0	1	1.1	3.8	0	0.0	0.0	0	0.0	0.0	4	3.5	3.7	1	3.7	3.7	0	0.0	0	0	0	0	0	0.0	0	0.0	5	0.6	3.9	
127: Fairly dissatisfied	1	0.2	1.3	1	0.2	2.0	1	0.2	2.0	0	0.0	0.0	0	0.0	0.0	1	0.9	0.9	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	
128: Very dissatisfied	1	0.2	1.3	1	0.2	2.0	1	0.2	2.0	0	0.0	0.0	0	0.0	0.0	1	0.9	0.9	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	
129: No opinion	1	0.2	0.2	1	0.2	0.2	1	1.1	1.1	0	0.0	0.0</																							

Q31 Would you be happy for us to give all of your details to Brunelcare with your name attached so that they have better information to help them improve services?

LCRA	Sheltered		ExtraCare		Care homes		Community care		HWNH all		HWNH only		Shared owner		Leaseholder		Retirement Village		All customers	
	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw
Base: 502	Base: 502																			
240: Yes	361	71.9	293	72.2	67	70.5	97	71.9	68	79.1	80	85	74.6	9	69.2	75	6	46.2	15	55.6
241: No	131	26.1	104	25.6	27	28.4	35	25.9	17	19.8	20	28	24.6	3	23.1	25	7	53.8	11	40.7
N/R	10	2.0	9	2.2	1	1.1	4	3	1	1.2	1	1	0.9	1	7.7	0	0	0	1	3.7
Base: 803	Base: 803																			
242: Yes	573	71.4	473	71.4	107	71.4	135	71.4	107	71.4	111	81	71.1	13	100	100	0	0	0	0
243: No	213	26.5	171	26.2	40	42.2	42	31.1	18	20.9	21.7	26	22.8	4	30.8	33.3	6	46.2	13	48.1
N/R	17	2.1	17	2.2	1	1.1	4	3	3	3.5	3	2	1.8	1	7.7	0	0	0	1	3.7
Base: 803	Base: 803																			

Q32 Would you be happy for Brunelcare to contact you to follow up any of the comments or issues you have raised?

LCRA	Sheltered		ExtraCare		Care homes		Community care		HWNH all		HWNH only		Shared owner		Leaseholder		Retirement Village		All customers	
	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw
Base: 502	Base: 502																			
242: Yes	353	70.3	290	71.4	62	65.3	89	65.9	65	75.6	78.3	86	75.4	8	61.5	66.7	7	53.8	13	48.1
243: No	133	26.5	101	24.9	32	33.7	42	31.1	18	20.9	21.7	26	22.8	4	30.8	33.3	6	46.2	13	48.1
N/R	16	3.2	14	3.4	1	1.1	4	3	3	3.5	3	2	1.8	1	7.7	0	0	0	1	3.7
Base: 803	Base: 803																			
242: Yes	492	61.3	406	61.3	95	100.0	135	61.3	95	100.0	100.0	81	71.1	13	100	100	0	0	0	0
243: No	10	1.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0	0.0	0	0.0	0	0	0	0	0.0
N/R	125	15.6	0	0.0	0	0.0	135	100	86	100	100	27	23.7	0	0.0	0	0	0	0	0
Base: 803	Base: 803																			

D101 Stock/customer [simple]

LCRA	Sheltered		ExtraCare		Care homes		Community care		HWNH all		HWNH only		Shared owner		Leaseholder		Retirement Village		All customers	
	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw
Base: 502	Base: 502																			
244: LCRA	502	100.0	406	100.0	95	100.0	100.0	0	0	0	0	0	0	0	0	0	0	0	0	0
245: LCHO	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
246: Leasehold	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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
248: Non-resident	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N/R	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Base: 803	Base: 803																			
244: LCRA	492	61.3	406	61.3	95	100.0	100.0	0	0	0	0	0	0	0	0	0	0	0	0	0
245: LCHO	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
246: Leasehold	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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
248: Non-resident	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N/R	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Base: 803	Base: 803																			

D102 Stock/customer [full]

LCRA	Sheltered		ExtraCare		Care homes		Community care		HWNH all		HWNH only		Shared owner		Leaseholder		Retirement Village		All customers	
	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw
Base: 502	Base: 502																			
249: General needs	1	0.2	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
250: Sheltered	406	80.9	406	100.0	95	100.0	100.0	0	0	0	0	0	0	0	0	0	0	0	0	0
251: ExtraCare	95	18.9	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
252: Shared owner	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
253: Leaseholder	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
254: Retirement Village	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
255: 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
256: Community Care only	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
257: HWYNI only	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N/R	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Base: 803	Base: 803																			
249: General needs	2	0.2	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
250: Sheltered	398	49.6	406	100.0	95	100.0	100.0	0	0	0	0	0	0	0	0	0	0	0	0	0
251: ExtraCare	92	11.5	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
252: Shared owner	10	1.2	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
253: Leaseholder	10	1.2	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
254: Retirement Village	25	3.1	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
255: Care Home	125	15.6	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
256: Community Care only	93	11.6	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
257: HWYNI only	49	6.1	0	0.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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
Base: 803	Base: 803																			

D103 Patch, area or scheme

LCRA	Sheltered		ExtraCare		Care homes		Community care		HWNH all		HWNH only		Shared owner		Leaseholder		Retirement Village		All customers	
	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw	Count	% raw
Base: 502	Base: 502																			
258: North	203	40.4	203	50.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
259: South	204	40.6	203	50.0	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
260: ECH Beach Croft/Alder Court	23	4.6	0	0.0	23	24.2	24.2	0	0	0	0	4	3.5	0	0.0	0	0	0	0	0
261: ECH Colliers gardens	24	4.8	0	0.0	24	25.3	25.3	0	0	0	0	11	9.6	0	0.0	0	0	0	0	0
262: ECH Waverley Gardens	48	9.6	0	0.0	48	50.5	50.5	0	0	0	0	14	12.3	0	0.0	0	0	0	0	0
263: Deerhurst 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
264: Glasstonbury 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
265: Little Heath 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
266: Robinson 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
267: Saffron Gardens 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
268: Retirement Village	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
269: Somerset Community Care	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
270: South Glos Community Care	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
271: HWYNI	0	0.0	0	0.0	0	0.0	0	0	0	0										

	LCRA			Sheltered			ExtraCare			Care homes			Community care			HWN all			HWNI only			Shared owner			Leaseholder			Retirement village			All customers		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid			
328: HI01	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	0.9	1.1	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0.0	5	0.6	0.9		
329: HI02	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	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	0.4	0.6	
330: HV01	24	4.8	4.8	0	0.0	0.0	24	25.3	25.3	0	0.0	0.0	0	0.0	0.0	11	9.6	12.6	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	24	3.0	4.5		
331: HV21	23	4.6	4.6	0	0.0	0.0	23	24.2	24.2	0	0.0	0.0	0	0.0	0.0	4	3.5	4.6	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	22	2.7	4.1		
332: HV31	48	9.6	9.5	0	0.0	0.0	48	50.5	50.5	0	0.0	0.0	0	0.0	0.0	14	12.3	16.1	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0	55	6.8	10.3		
N/R	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	135	0	0.0	86	0	0.0	27	23.7	27	27	0	0.0	0.0	0	0.0	0	0.0	0	267	33.3	33.3			

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(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

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